

Date: Monday, 23 March 2026
Time: 1-3pm
Location: Rototuna Library, 30 North City Road, Hamilton, Waikato 3281
or [Online \(MS Teams\)](#)

Facilitator: **Sarah Gibb**, Community Waikato

Note taker: **Yvonne Mariano**, Programme Administrator, Waikato Regional Council

Attendees in person:

Amantha Bowen, Community Transport Lead, Waikato Regional Council
Tofeeq Ahmed, Team Leader – Portfolio Delivery, Waikato Regional Council
Gesan Naisdoo, Age Concern Waikato
Bridget Doran, Bridget Doran Consulting
Ian Angus, Friends of Morrinsville Community Charitable Trust
Rae Hooper, Hato Hone St John: Health Shuttle - Hamilton
Alica Leef, North Waikato Transport Trust
Val Sparks, Paeroa Volunteer Drivers - Paeroa Community Support Trust
Jan Meredith, Paeroa Volunteer Drivers
Sharon Hamilton, Paeroa Volunteer Drivers
Terry Ryan, Raglan District Community Vehicle Trust
Marie Person, Silver Fern MotorSport Charitable Trust
Ted Jaruis, Silver Fern MotorSport Charitable Trust
Peter Boyce, South Waikato Community Health Transport
John Wadey, South Waikato Community Health Transport
Christine Kuysten, South Waikato Community Health Transport
Marnie Goodman, Tairua Care & Friendship Club Inc
Lorraine Austin, Te Aroha Community Support (Health Shuttle)
Robyn Humphrey, Te Aroha Community Transport (Health Shuttle)
John Rayner, Te Aroha Community Transport (Health Shuttle)
Patrick Tucker, Te Aroha Community Transport (Health Shuttle)
Kristen Rutgers, Te Aroha Community Transport (Health Shuttle)
Desiree Brown, Te Kuiti 4H Community Trust Board
Graham Louch, Te Kuiti 4H Community Trust Board

Attendees via Teams:

Sally Richardson, Cancer Society Waikato/Bay of Plenty
Garry Goodman, GRG Consulting Ltd
Khaliah Tapu, Health NZ | Te Whatu Ora Waikato
Andrew Gillgren, Mai Lighthouse
Lauren Hughes, Te Kauwhata Community House
Maurice Flynn, Waikato Regional Council
Wai Crombie, Waikato/Bay of Plenty Cancer Society
Tony Marsters, Whitianga Community Services Trust

Purpose: An opportunity to build relationships and share knowledge and information in support of rural transport initiatives and projects in the Waikato region.

Meeting notes:

1. **Welcome:** Sarah opened with karakia and due to the number of attendees both online and in person, asked people to make introductions just to their neighbour or through chat on teams.

Amantha Bowen's upcoming departure was acknowledged with gratitude for the significant role she played in shaping Community Transport's identity and direction. Her contributions have made a meaningful and lasting difference to the organisation and the communities it supports, and she has been widely recognised for her exceptional work over the years. Her legacy leaves the group well-positioned to continue moving forward with confidence.

2. **Goodman Booking System:** Garry Goodman and Alicia Leef

Background: The system was originally developed for St John's nationwide health shuttles and has since expanded to Waikato Regional Council and other regions, where it is widely valued for supporting large volunteer operations and managing high data volumes. Garry, a semi-retired civil engineer, has voluntarily maintained and developed the system for around 15 years.

Overview of data management and security: The system is an online electronic database used to record bookings for Community Transport services. [View presentation by clicking [here](#) or watch the video presentation by visiting <https://youtu.be/UmB5Pf6y4K0>].

System Overview - What the System does

- The system records community transport bookings with customer details entered once using the LINZ address database, reducing manual data entry.
- Integrates with Google Maps for instant directions and Street View, enabling drivers to navigate directly on the day of travel.
- Stores driver and volunteer details, supports customised setups (e.g., private-vehicle drivers), and includes an availability calendar and rostering tools.

Vehicle & Operational Management

- Tracks vehicle information, including registration, servicing, and equipment reminders.
- Allows vehicle allocation, generates daily activity summaries, and provides optional driver email notifications.
- Offers reporting on bookings and kilometres travelled, with data easily copied into spreadsheets.
- Includes basic donation tracking and supports organisation-specific administration, with Waikato Regional Council having view-only access.
- Provides a call-centre function for cross-organisation bookings.

How the System Works

- Fully web-based and accessible on any modern browser across devices.
- Uses role-based logins (admin, driver, view-only, finance) and supports district-level administration with optional national reporting.
- Built on a MySQL database with integrated KPI reporting; backed up every four hours to an off-site server for reliability.
- Most pages are tabular for easy export, and system support is provided voluntarily.
- Server costs are fully funded by Waikato Regional Council, making the system free for approved organisations.

User experience with the System: Alicia has shared her insights and experience as a user of the system since 2015. She identified the practical use and efficiencies as follows:

- **All-in-one system:** Centralises vehicles, volunteers, rosters, and admin tasks, eliminating the need for multiple tools or manual processes.
- **Real-time booking:** Bookings can be completed instantly during phone calls, with information saved immediately.
- **Paperless workflow:** Removes the need for handwritten notes or later data entry, reducing errors and improving efficiency.
- **One-click reporting:** End-of-day reports are generated instantly, with all required data already stored in the system.
- **Automated compliance reminders:** Alerts for vehicle maintenance, hoist servicing, road user charges, and other requirements ensure nothing is missed.
- **User-friendly design:** Although busy at first glance, the system is intuitive and greatly improves coordination once in use.
- **Accessible anywhere:** Works across devices, allowing providers to manage tasks even when away from the office.

Open Discussion:

- **Continuity of Operations:** Alicia confirmed that operational coverage is well-managed during her extended absences, with staff able to use her login or workstation to maintain bookings and daily administration without disruption.
- **Adaptability:** Alicia mentioned that most volunteers initially resisted using the system, but now about 95% actively use it on the road. They regularly check upcoming bookings and find navigation features, such as the integrated Google Maps link, easy to use.
- **Visibility and Usability:** Some volunteers find the system difficult to use on small phone screens, but Alicia has worked with them to adjust settings (such as zooming in) to make it more readable. Volunteers carry a standard work phone while on shift, and although the screen is small, training and regular access help them become more confident. Volunteers who use the system less frequently may forget steps, but having access at home on their own computers or iPads helps them practise. Overall, visibility issues are manageable with support and training.
- **Reliable Reporting:** Alicia highlighted that the system provides highly reliable, real-time data for grant reporting, allowing her to quickly present verified information such as passenger numbers, wheelchair users, kilometres travelled, and volunteer wait times. This level of detail strengthens funding applications and showcases volunteer commitment. The system also enables her to generate ad hoc reports for any period without manual spreadsheet work, making reporting faster, easier, and more impactful.
- **The system has significantly streamlined Alicia's daily operations,** making administrative tasks much easier compared to previous programs. Although relatively new to the organisation, her role is fully funded through grants and operational funding, and adopting the system early has greatly supported her efficiency.
- **Confidentiality:** Garry explained that passenger and trip data is only accessible to people with authorised logins. He emphasised the importance of each administrator using their own login to help track who makes changes and maintains accountability. Access is fully controlled within each organisation, with broader access requiring his involvement.

- Alicia noted that they record each passenger's exact destination so volunteers know the correct drop-off and pick-up points, and volunteers receive both printed run sheets and system access while being required to keep all information confidential under their signed agreements and code of conduct.
- Sharon from Paeroa Volunteers Drivers operates its service with a single person managing all data entry while the office coordinates trip details. Since many volunteers use their own vehicles and aren't confident with technology, they are sent PDF run sheets to print, while administrators and office staff can view but not edit data. The system is viewed as reliable, user-friendly, and well-tailored to their needs, offering strong reporting tools and accurate, up-to-date records that outperform their previous system.
- Garry explained that new groups often find the system overwhelming at first, but once they understand the core concepts, it becomes simple to use without needing a manual. He also outlined how security works: access is controlled through individual logins managed by each district, devices stay logged in for 30 days using cookies, and users must log out if others might access their device to maintain confidentiality.

Security: Garry emphasized that the system protects sensitive data through secure encrypted connections and additional database-level encryption, with access limited to authorised users. Basic contact details are low risk, and all information is stored on secure third-party servers with a separate backup in place.

Demo of Key Functionality and Onboarding: Garry walked the group through how to use the Goodman Booking system.

Anyone interested in the system, or needing support with it, can reach out to us at communitytransport@waikatoregion.govt.nz

3. **Update from Te Whatu Ora:** Khaliah Tapu *[View presentation by clicking [here](#)]*

Khaliah opened by thanking the forum, acknowledging several people, and sharing updates based on recent feedback from providers. She focused on recurring issues with wheelchair access at Waikato Hospital, explaining that drivers can call a dedicated number 5–10 minutes before arrival to request wheelchair support, and she will circulate the details for distribution. Rural hospitals are generally easier to access, though formal processes are still being developed. She also addressed concerns about rising fuel costs and insufficient NTA reimbursements, noting that these issues have been escalated to the national advisory group. Finally, she mentioned that an RFP for the Taumarunui transport service is now open, with questions to be submitted through GETS before 1 April.

Feedback from Khaliah and Amantha:

- Khaliah confirmed that the current NTA reimbursement scheme remains unchanged aside from a pricing adjustment made about 18 months ago, and providers noted that many rely heavily on these reimbursements, which no longer cover rising operational costs, especially fuel. While there is no active NTA review underway, a national advisory group is currently looking into fuel price increases.
- Khaliah will follow-up and will provide an update on the question raised as to whether the redeveloped Henry Bennett Centre will include designated community transport parking spaces.

- Amantha mentioned that she has been involved in an NGO-led NTA working group focused on advocating for meaningful reform, noting that the last review was brief and only resulted in a small rate increase despite earlier community feedback identifying broader improvements. They highlighted ongoing national advocacy efforts, the appointment of a new NTA national manager to improve consistency and processes, and the wider challenge of maintaining transport access in a financially constrained environment, emphasising the need for continued pressure to strengthen the NTA system.

4. Community Transport providers during Emergency Management: Sarah Gibb

Sarah raised the topic of community transport during emergency events, noting the recent natural disasters and asking providers to share whether their services were contacted or utilised by agencies such as Civil Defence or Police. They sought feedback on whether operators were expected to continue normal services during these events and what involvement, if any, they had during past emergencies.

Open Discussion:

- Marnie from Tairua Care & Friendship Club Inc shared that their small size and strong community ties help them respond to emergencies, but road closures remain a major challenge, with access varying depending on the agency managing the situation. Although their branded vehicles and essential-service status have sometimes allowed them through during events like COVID, their limited fleet means any disruption has a significant impact, underscoring how inconsistent and agency-dependent emergency access can be for community transport providers.
- Providers discussed the importance of informing local councils about their work and costs, as many councils are unaware of the role community transport plays.
- Bridget from Bridget Doran Consulting mentioned the concerns about how potential fuel shortages and costs could impact the community transport ability to operate. They had proactively contacted Regional Council after concerns that fuel shortages or extreme fuel prices could severely impact community transport services. They noted that in a national fuel-shortage scenario, government plans require Regional Councils to decide who is the “critical customers,” and they have already advocated for community transport to be included. They also highlighted ongoing uncertainty around fuel prices and asked whether the forum should further advocate by sharing the real-world impacts on providers.
 - Robyn from Te Aroha Community Transport (Health Shuttle) expressed concern about how community transport services would decide which patients to prioritise if fuel shortages or service reductions forced them to limit trips. Drawing on hospital experience, they highlighted the difficulty of choosing between urgent, regular medical appointments and long-awaited surgeries, noting that they already struggle at times to meet demand and often must ask passengers about backup transport options. They emphasised that being forced to make these decisions would be extremely challenging for non-medical coordinators.
 - Desiree from Te Kuiti 4H Community Trust Board shared that due to fuel constraints, they have already begun prioritising trips by using a smaller car instead of their bus and focusing first on medical appointments, followed by essential needs like groceries or medication. They noted that lifestyle and social trips, such as visits to rest homes, exercise groups, or swimming sessions would be the first to be cut, and they have already had to make some of these difficult decisions.

- Donations have already declined due to rising living costs, with some passengers feeling embarrassed to ask for transport, suggesting that financial pressures are already influencing service demand and community behaviour.

Feedback:

- Sarah noted growing challenges in securing vehicle funding, with many funders now favouring leasing over purchasing, and while the Regional Council will review the Community Transport Fund, no government support for electric vehicles is expected soon. Updates on the potential classification of community transport as an essential service will be shared when available, and members are encouraged to pass on any information they receive.

5. WRC Community Transport Update: Amantha Bowen

Amantha expressed her thanks to everyone for attending the forum and highlights the value of strong engagement and feedback, which helps guide priorities and advocacy on behalf of the group. She appreciates the progress they all made together. Amantha also noted that funding has increased from \$200,000 to \$500,000, reflecting growing recognition of the group's value.

- **Funding Update for this year:** Amantha provides an update on both the current and previous funding rounds. She explained that this year's funding decisions are still awaiting final approval from upper management, and the recipients will be notified within a few business days. Once approved, the usual processes of funding agreements, purchase orders, and invoicing will begin.
 - The community transport fund has evolved over several years without a set blueprint, and this year's 32 applications, covering both long-standing providers and new initiatives and exceeding available funding, highlight both rising demand and the fund's growing importance amid broader cuts to social and public transport.
- **Accountability Report:** For last year's recipients, accountability reporting will open for about four weeks in April. The team will review submissions, offer guidance where needed, and compile the information into an evaluation report. She highlighted how valuable this report is for demonstrating the wider economic and social impact of the services delivered, using the data provided by operators.
 - A voluntary passenger survey will soon be shared with providers, aiming to gather data on the types of journeys users take or miss out on. Separate but complimentary to the reporting requested by fund recipients, this information will help shape future funding policy and investment priorities.
- The group raised whether the Regional Council could support collective vehicle insurance or fuel discounts for community transport providers. Amantha explains that while Council cannot directly procure these services due to strict processes, the Council can help facilitate information-sharing so providers can pursue collective bargaining themselves. It was also suggested for providers to also explore options like the National Carriers Association.

- Coverage Map:** Amantha demonstrated how to navigate the coverage map that was created to help users find suitable transport providers through an interactive regional map. It shows service coverage, provider details, and eligibility requirements. The tool also helps the Council identify service gaps across the region by highlighting where community or total mobility transport options do not exist.

To explore this tool visit: [Coverage map | Waikato Community Transport Forum](https://www.waikatocommunitytransport.org.nz/for-transport-users/coverage-map/) or <https://www.waikatocommunitytransport.org.nz/for-transport-users/coverage-map/>

- Website walk through:** Amantha provided a brief walkthrough the ‘I can provide transport’ section on the Community Transport website, highlighting resources such as forum updates, guidance documents, research, compliance information, calendars, and news. Providers are encouraged to use the site as a central hub for policies, safety guidance, reporting tools, and other support materials, and we invite feedback to keep improving the platform.

To learn more about this page, visit: [For transport providers | Waikato Community Transport Forum](https://www.waikatocommunitytransport.org.nz/for-transport-providers/) or <https://www.waikatocommunitytransport.org.nz/for-transport-providers/>

- Questions were again raised about how to navigate passenger service compliance issues; please visit:** [Licensing frequently asked questions \(FAQ\) | Waikato Community Transport Forum](#) or reach out to our team and we’ll assist you as best we can.

Actions:

Topic	Discussion	Action & time frame	Person(s) responsible
Community Transport Grant Fund FY 2025/2026	Funding decision for FY 2025/2026	To notify recipients within a few business days of the decision.	WRC
Accountability Report FY 2024/2025	Accountability Report submission and review	For previous funding recipients to submit their reports in April 2026 for review	All funding recipients/ WRC

Upcoming 2026 forum dates:

15 June

21 September (date to be confirmed)

7 December

Any queries, please email communitytransport@waikatoregion.govt.nz



Online transport booking system (Goodman System)

Monday 23 March 2026

Garry Goodman

Alicia Leaf

What does it do?

- Records bookings – addresses recorded once
- Links addresses to Googlemaps location directions and StreetView
- Records customer details – uses LINZ database as primary standard address locator – record customers once
- Records driver/volunteer details – record once
- Availability calendar input by drivers and/or administrators
- Rosters – supports administrators with recording availability of drivers and linking drivers & vehicles to bookings

What does it do?

- Records vehicle data – with key reminders
- Vehicle allocation to rosters
- Daily activity summaries – including email to drivers
- Analysis and reporting of activity
- Donations – basic records (not accounting)
- Location/Organisation-based administration
- Call-centre function for across-Organisation service/bookings

How does it do it?

- Online web-based system (accessed through any web browser)
- Requires internet access
- Log-on privilege levels of access
 - Administrators
 - Drivers
 - Views
 - Finance
- District- based administration with national viewing/reporting as required
- Uses a Mysql relational database
- Integrated data – allows KPI such as bookings/shift; km/shift; km/booking;

How does it do it?

- Regularly (4hrly) backed up – independent alternate backup site
- Most pages are tabular allowing copy/paste to spreadsheets for use off-line
- All care – no responsibility
- St John Health Shuttle services nationally since 2012 – Waikato since 2021
- Server costs are met by Waikato Regional Council – the system is otherwise voluntary – no cost to organisations approved for use by Waikato Regional Council

Using the system

Insights on using the system from -

Alicia Leaf, Administrator, North Waikato Transport (Huntly)

Have been using the system since November 2015

North Waikato Transport Trust (Waka Tautoko) provides community-driven transport for health and social needs

Security

- Access only by username & password login
- 30-day device login – uses ‘cookies’ - relies on device security – enables login on multiple devices
- Uses secure encrypted browser connection with each user
- “Sensitive” data in the database is encrypted over and above server security –
 - Customer email addresses
 - Date of birth
 - NHI
 - ACC Numbers
 - NTA numbers
- Names, addresses and phone numbers are not considered “sensitive”
- No access outside of organisation (eg no customer access)
- 3rd party server hosting
- Backup system available on independent server hosting
- All care – no responsibility

How to get started?

- Contact Sarah Gibb or Garry Goodman direct (022 357 1280 Email goodman@inspire.net.nz)
- Initial set up only requires the contact details of the Administrator (name, phone number and email; and basic District/Provider information)
- If a list of drivers/volunteers are held in a spreadsheet, these may be able to be imported without you needing to retype – raise with Garry
- If you have a list of Customers/Patients in a spreadsheet, these may also be able to be imported.
- After the initial set up, and once the Driver list is in place, you can then set up rosters and start recording bookings
- Administrators can provide printed copy roster and daily shift activity to any drivers who do not have internet access



Community Transport Forum

Update from Health NZ - March 2026

Te Kāwanatanga o Aotearoa
New Zealand Government

Health New Zealand
Te Whatu Ora

Wheelchair Access – Waikato Hospital



- Request for a wheelchair support can be arranged on the day by calling

T: 07 839 8726 extn: 95629

- Please call again 5-10mins prior to arrival as trip arrival times can change
- Other options:
 - On arrival, volunteers (red t.shirts) at the entrance of B5 can support with wheelchair access
 - If unmanned there is a phone on the wall at the entrance area with the contact number to request wheelchair support

Wheelchair Access – Rural Hospitals



- Discussions in progress and will be able to provide support and guidance shortly

Increase in fuel prices and impacts

- Acknowledge the impacts at an operational level
- Unable to provide any answers at this stage but will share any future communications
- Concerns from providers about the current NTA guidelines and costs. Has been provided to our national NTA Advisory group.

Questions – Car Park

- NTA review that was complete 2024, why wasn't the groups submission or involvement taken prior? The group would like to close the loop on that and be invited to any work they will do in future
- Any news on the infrastructure work at Waikato hospital?
 - Will there be any allocated parks for shuttles, specifically at Henry Bennett?