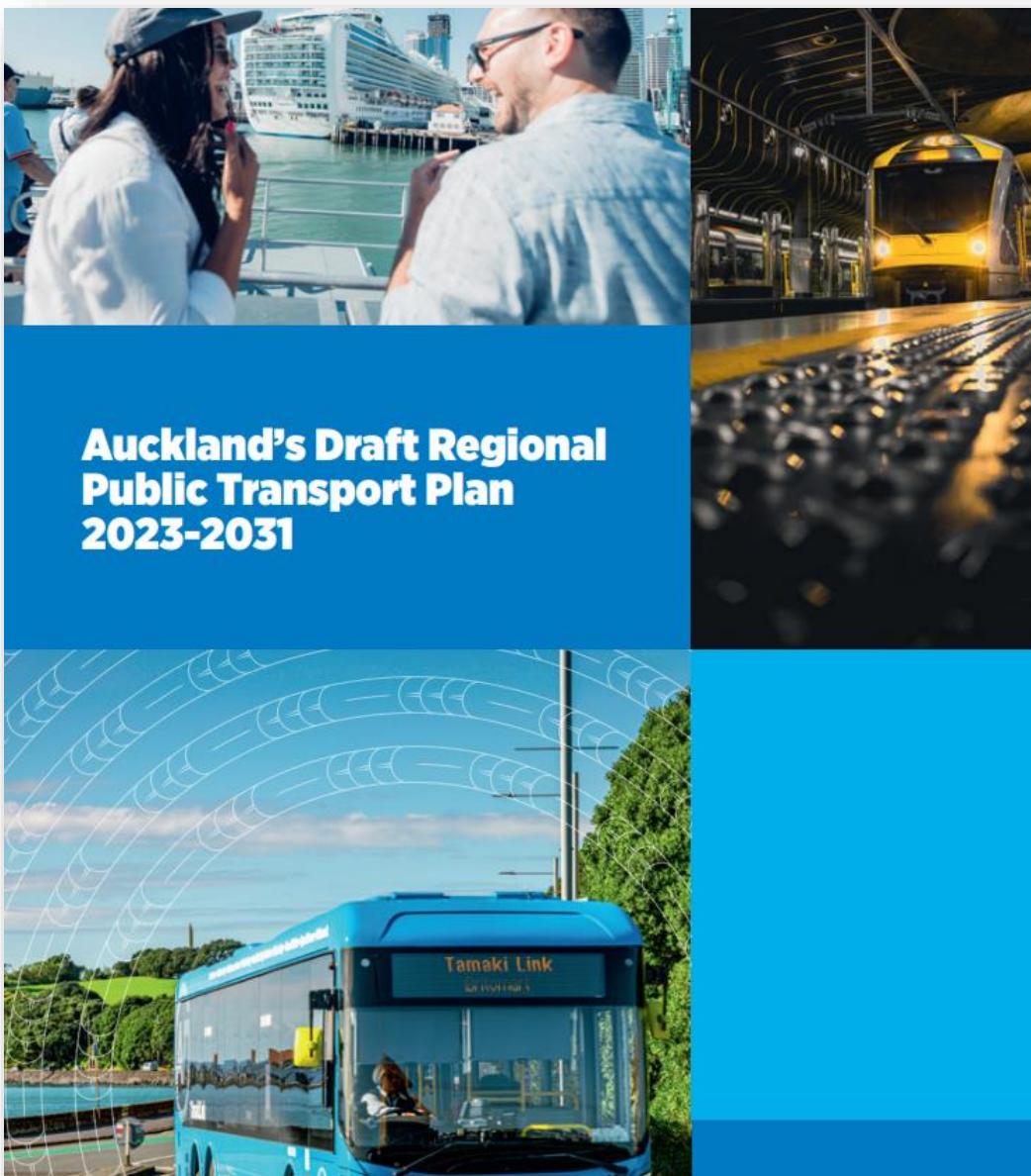


Auckland Regional Public Transport Plan 2023-2031

Community Feedback Report



**Auckland's Draft Regional Public Transport Plan
2023-2031**



Summary of public feedback received in July and August 2023



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Overview

About the Regional Public Transport Plan

The draft Regional Public Transport Plan 2023-2031 (RPTP) is Auckland Transport's (AT) plan for Auckland's public transport system over the next 8 years. It outlines:

- How public transport will be managed and improved over the next 8 years, with a detailed focus on 2024-2027;
- The goals, policies, and actions that will shape Auckland's public transport network;
- The public transport services that will operate over this period and how they will change;
- How we will monitor the performance of the public transport system to make sure it is meeting Aucklanders' expectations.

For more information on the RPTP please visit www.AT.govt.nz/rptp.

What did we seek feedback on?

We sought public feedback on the draft RPTP from 17 July to 17 August 2023 and received **3,196 submissions** from the public via an online survey, email, verbal submissions and written letters.

About this report

This report provides a summary of the public feedback received during July and August 2023 on the draft RPTP. The report also includes AT's responses to key feedback points and outlines changes made to the RPTP in response to public feedback.

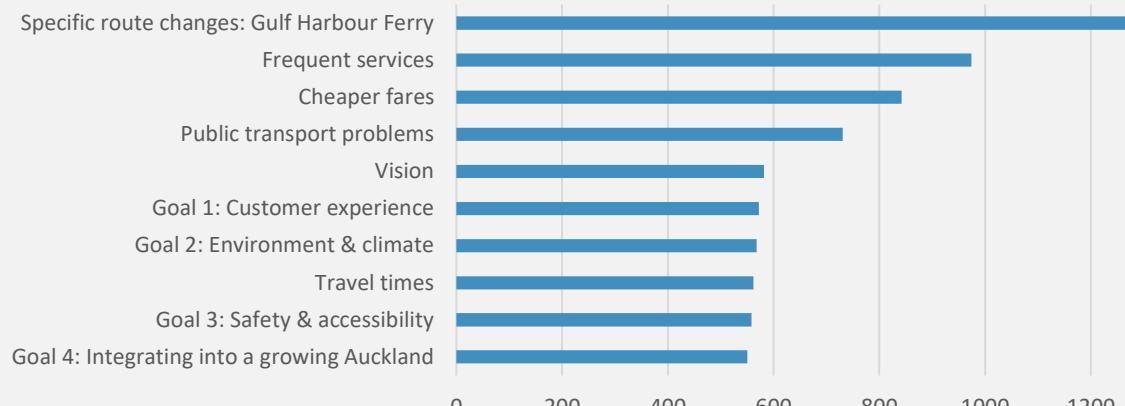
Summary of public feedback

Overview of responses

3,196 total submissions

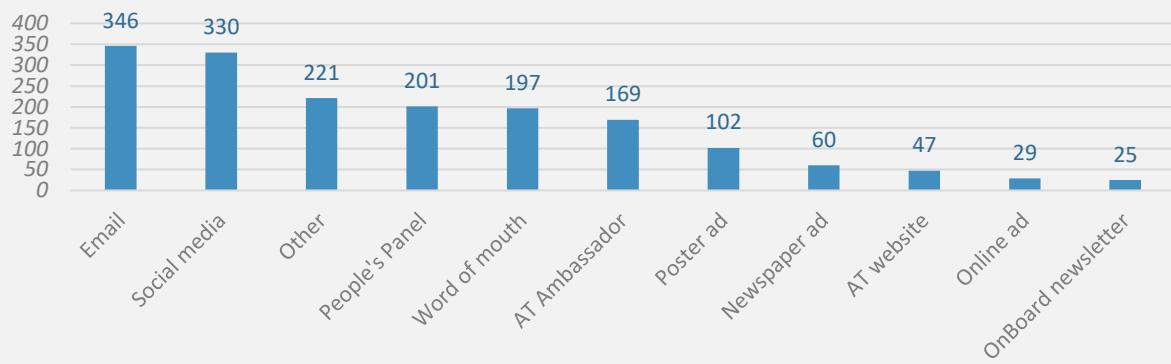
2,226	survey submissions
966	emailed submissions
2	verbal submissions
2	written submissions

Top 10 RTPP topics with the most responses



How respondents heard about the draft Regional Public Transport Plan

54% of respondents answered this question



How respondents travel around our region

56% of respondents answered this question

Once or more a week ... to work or study ... to other places



60%	34%
40%	70%
12%	12%

Sentiment towards key proposals

We ask what you thought of some of our key proposals, via tick-box questions. Your answers to these questions are outlined immediately below. Many respondents also provided comments, this feedback is summarised in the [Public feedback](#) section of this report.

Sentiment towards the proposed vision and goals

■ Great as proposed ■ Right track, but needs minor changes ■ Needs significant changes

Vision

582 people responded to this question



Goal 1: Services providing an excellent customer experience

572 people responded to this question



Goal 2: Safe and accessible transport for everyone

568 people responded to this question



Goal 3: Funding and delivering public transport transparently

558 people responded to this question



Goal 4: Integrating public transport into a growing Auckland

550 people responded to this question



Goal 5: Enhancing the environment and tackling the climate emergency

545 people responded to this question



Sentiment towards key proposed actions

■ Great as proposed ■ On the right track, but needs minor changes ■ Needs significant changes

Fixing current problems

731 people responded to this question



Providing more frequent services

971 people responded to this question



Speeding up travel times

562 people responded to this question



Rolling out cheaper fares

842 people responded to this question



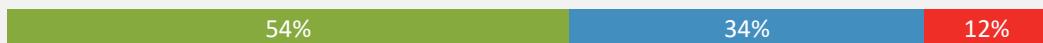
Improving communications & tech

389 people responded to this question



Improving accessibility

281 people responded to this question



Making public transport even safer

356 people responded to this question



Increasing weather resilience

389 people responded to this question



Creating a low carbon system

466 people responded to this question



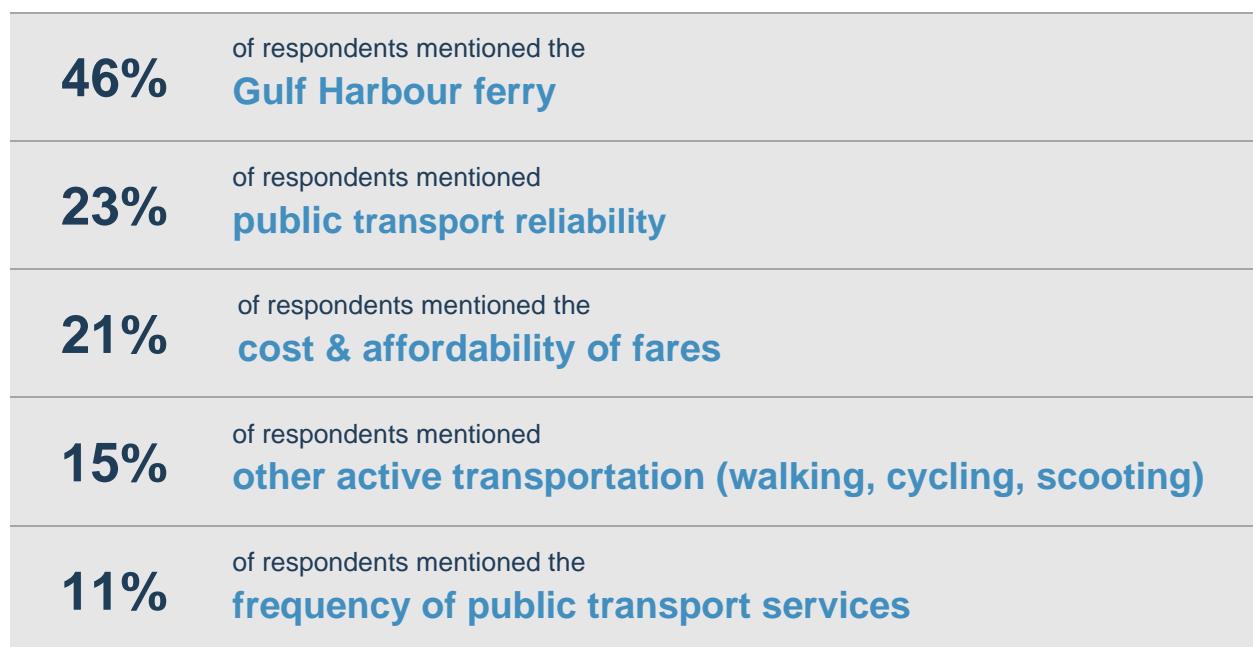
Feedback on proposed changes to public transport routes

Submitters could also provide comments on proposals for changes to specific public transport routes. Most of these proposals received positive feedback, however strong concerns were raised about two of the proposed changes to ferry services: the removal of the Gulf Harbour ferry service and the Northcote Te Onewa ferry stop.

You can read more about the feedback to the specific route changes [here](#) and the Gulf Harbour ferry feedback [here](#).

Key themes across all feedback

Overall we received 8,830 comments on the draft RPTP. The most frequently mentioned topics were:



You can read more about this feedback in the Key themes & AT responses to key themes section immediately below.

AT responses to key themes

The five most frequently mentioned topics are listed below with a short summary of the feedback received, and our responses to each.

Gulf Harbour Ferry changes

<i>Public feedback</i>	Respondents felt the Gulf Harbour Ferry service needs to be retained beyond 2028. We were told that the proposal goes against the RPTP Vision because it reduces public transport options. Respondents said the change would push commuters back into their cars and increase congestion and greenhouse gas emissions. Feedback raised concerns that the proposed bus alternative raised would lead to increased travel times, lack of reliable connections, and lack of parking at the proposed bus station. Respondents said the opening of Ō Mahurangi / Penlink will not solve traffic on the peninsula or improve travel times for buses. They requested investment to provide a more reliable ferry service and to trial weekend services.
<i>AT response</i>	<p>Given the strong response from the community, we have committed to investigating the transport needs of the wider Whangaparāoa peninsula in more detail.</p> <p>We have commissioned an independent study, which will consider options, and we will discuss it with local representatives before we take any decision on the future of the ferry or the bus network changes. The future of the ferry and the bus network will therefore be confirmed in the 2025 update of the RPTP.</p>

Public transport reliability

<i>Public feedback</i>	We were told clearly that services have been unreliable, with many cancellations and delays, causing frustrations and lower public transport use. Many respondents asked that we improve the reliability of all our services.
<i>AT response</i>	<p>Throughout 2023, reliability issues were made worse by a shortage of bus drivers and ferry crew. Working together with our operators, we have now returned normal bus driver staffing levels and reinstated bus trips that had been temporarily suspended. Throughout 2024 we will be working to resolve the ferry crew shortage.</p> <p>Reliability continues to be a major ongoing focus for AT. Programmes like Bus Booster, which gives late-running buses priority at intersections, along with other changes like new bus and transit lanes, are focused on continually improving the reliability of our services. New ferries and upgrades to the train network will help to improve outcomes for these modes, too.</p>

Cost & affordability of fares

<i>Public feedback</i>	People told us that the current public transportation fares are too expensive. Many said that driving their own car and paying for parking seemed cheaper than public transport. The proposed actions were generally supported,
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	especially the idea of a weekly fare cap. We were asked to lower fares to make it more accessible and increase public transport use.
<i>AT response</i>	We are working to introduce a weekly fare cap that will reward existing regular users of public transport (by saving them money) and encourage more regular usage. Improvements to service levels will also help to ensure Aucklanders can see the value they get for the fare they pay.

Other active transportation (walking, cycling, scooting)

<i>Public feedback</i>	Respondents told us that they would like active modes to be integrated seamlessly into public transport to increase peoples' accessibility to services and improve their movements around the city. Many requested that bikes be allowed on buses and more focus be given to improve infrastructure and willingness to use more active modes. We were also asked to improve walking facilities to public transport.
<i>AT response</i>	While we cannot provide bike storage on buses, enabling people to safely get to and from public transport on foot or by bike, scooter or other mobility device is a key part of our planning. We will also roll out improved safe storage at major bus and train stations.

Frequency of public transport services

<i>Public feedback</i>	The proposed actions to increase services were generally supported, as respondents told us they believed the current services were not frequent enough or had reduced. Some said that the proposed increased services were still insufficient and asked that improvements be made both to service frequencies and operating hours.
<i>AT response</i>	This feedback has reinforced what we've heard before, that improvements to frequency are one of the top things we can do to get more Aucklanders using public transport. This is why frequency improvements are a core part of the plan, with improvements planned across more than 80 bus services, as well as the train network and key ferry services. We are constrained by the funding we have available to operate services, but will continue to make the case for more funding to enable further improvements.

Key outcomes and decisions

AT has decided to adopt/finalise the draft RPTP, but with some changes. The table below outlines the key decisions and changes that have been made following the public feedback period.

Outcome / decision / change		Reason
1	<p>Gulf harbour Ferry</p> <p>An independent study will be commissioned to look at how best to serve the peninsula with public transport, the needs of all transport modes in the area, possible improvements to the ferry, and how the service could be funded on a sustainable basis.</p> <p>The study will include input from the local board and consideration of community feedback.</p> <p>The future of the service will be confirmed in the 2025 update of the RPTP.</p>	Community feedback raised strong concerns about proposal
2	<p>Te Onewa Northcote Point Ferry</p> <p>AT is working to return the ferry timetable to full service and will monitor use at Northcote Point. If use increases significantly and achieves a patronage target, we will reconsider the proposal.</p> <p>The future of the service will be confirmed in the 2025 update of the RPTP.</p>	Community feedback raised strong concerns about proposal
3	AT is working hard to address ferry reliability issues, just as we did with bus driver issues through 2023.	Feedback generally supported initiative
4	Implement the weekly fare cap (amount of cap to be determined as part of the 2024 annual fare review)	Feedback supported tentative initiative
5	The draft RPTP proposed to increase the transfer window from 30-minutes to 1-hour. This has been kept at the current 30-minute window in the final RPTP, with the extension noted as aspirational, pending confirmation of funding.	Concerns about funding constraints and impact on fares revenue.
6	<p>Changed wording in section 2.2 Short-term focus.</p> <p>New wording: <i>"In the meantime, we are improving the frequency of existing bus routes and running more rail replacement buses, so you can still move around the city."</i></p>	Make wording easier to understand
7	<p>Changed wording in section 4.5 Goal 4 Actions.</p> <p>New wording:</p> <ul style="list-style-type: none"> • <i>"New wording: "Make station <u>and wharf</u> access more equitable and embed universal design.</i> • <i>Make stations <u>and wharves</u>, and the routes to and from them, safer and more secure.</i> • <i>Improve customer experience at and satisfaction with the station <u>or wharf</u>.</i> 	Clarified wording in response to feedback
8	<p>Add wording to Policy 1.1.</p> <p>Additional / new wording:</p>	Clarified wording in response to feedback

Outcome / decision / change		Reason
	<p><i>"5) Operate as a network, <u>and as part of the wider transport network.</u>"</i></p>	
9	<p>Amend wording of Policy 1.6.</p> <p>New wording:</p> <p><i>"AT will consider introduction of services in areas of Auckland which are part of the PT Service Area. This area comprises everything within the Rural Urban Boundary (RUB) (as defined in the Auckland Unitary Plan), together with any settlement with a minimum existing population of 2,000 people. It also includes the roads which connect these locations.</i></p> <p><i>Figure 14 below shows the current PT Serviced Area in 2023, together with any changes between now and 2031. Areas outside of these will not be considered for PT services. An area being in this area does not guarantee a service, only that it is eligible for one to be considered."</i></p> <p>A map showing the serviced area is also included.</p>	<p>Clarification of the decision-making process when considering new public transport services was required due to the large number of requests for new services.</p>
10	<p>Add wording to Policy 1.9.</p> <p>Additional / new wording:</p> <p><i>"AT will periodically review school buses and withdraw when a school is well served by the regular public transport network. AT will engage with <u>the school and the Ministry of Education</u> prior to making changes to any service. AT will consider a school bus service is underperforming when patronage is fewer than:</i></p> <ul style="list-style-type: none"> • <i>15 students for Secondary or Intermediate</i> • <i>10 students for Primary."</i> 	<p><u>Clarified</u> in response to feedback</p>
11	<p>Amend wording of Policy 4.1.</p> <p>New wording added in relation to Link branding:</p> <p><i>"AT will manage and market a clear, easy-to-understand, and consistent PT service brand that is known for quality, reliable and safe services.</i></p> <p><i>The 'LINK' brand (used for the CityLink, InnerLink, OuterLink, TāmakiLink and AirportLink) will be used for frequent transit services to increase visibility for users."</i></p>	<p><u>Changed</u> in response to feedback</p>
12	<p>Add wording to Policy 6.0.</p> <p>Additional / new wording underlined below:</p> <p><i>"AT will design and deliver PT infrastructure that supports decarbonisation of the transport sector with opportunities to support broader social, environmental, or economic outcomes aligned with Hīkina Te Wero and the AT Sustainable Procurement Action Plan, which outlines, among other things, our commitment to hiring diverse suppliers, including Māori, women, <u>disabled</u>, Pasifika and other ethnic community-owned business."</i></p>	<p><u>Changed</u> in response to feedback</p>
13	<p>Amend wording of Policy 7.0.</p> <p>New wording:</p> <p><i>"AT will plan and deliver a network of PT services, facilities and infrastructure that are resilient to climate-related events, through:</i></p>	<p><u>Clarified</u> in response to feedback</p>

Outcome / decision / change		Reason
	<ul style="list-style-type: none"> Working to explore how lanes can be allocated to ensure the reliability of services during and in the aftermath of extreme weather events, where they have impacted the operation of the transport network. Building and retrofitting infrastructure with future rainfall, flooding, and sea level rises in mind.” 	
14	<p>Add wording to Policy 8.0.</p> <p>Additional / new wording underlined below:</p> <p><i>“AT will plan and deliver accessible and equitable PT services and facilities available to all members of the public, including those with accessible needs (whether permanent or temporary), those vulnerable when travelling alone, and those that are transport disadvantaged.”</i></p>	Clarified in response to feedback
15	<p>Add wording to Policy 9.1.</p> <p>Additional / new wording underlined below:</p> <p><i>“AT will apply the following principles when developing and reviewing public transport fares and pricing in the region:</i></p> <ul style="list-style-type: none"> <i><u>Have operational benefits – fares will be discounted outside of peak demand periods, to encourage customers to consider travelling at times when more capacity is available.</u></i>” 	Clarified in response to feedback
16	<p>Amend wording of Policy 9.2.</p> <p>New wording underlined below:</p> <p><i>“AT will apply a geographic zone-based integrated fare structure to regulate fares across bus, train, ferry and future modes, and provide for as many transfers as customers like within a four-hour period, provided each transfer is made within <u>30 minutes of each other.</u>”</i></p>	Concerns about funding constraints and impact on fares revenue.
17	<p>Add wording to Policy 9.3.</p> <p>Additional / new wording underlined below:</p> <p><i>“AT will explore a range of pricing initiatives to encourage more frequent use of PT, including daily and weekly fare caps, <u>employer subsidy schemes, and targeted concessions.</u>”</i></p>	New initiative, new AT thinking
18	<p>Amend wording of Policy 11.0.</p> <p>New wording:</p> <p><i>“AT will continuously identify, advocate for, and implement local network improvements that improve multi-modal access adjacent to PT hubs, including better walking and cycling connections provided by other parties (as well as AT) and through secure storage of bicycles and other mobility devices at stations.”</i></p>	Clarified in response to feedback
19	<p>Add wording to monitoring target.</p> <p>New wording underlined below:</p> <p>Satisfaction - % of customers satisfied with their PT service (<u>based on customer surveys</u>).</p>	Clarified in response to feedback

Outcome / decision / change		Reason
20	Creating guided digital experiences to help new customers navigate using PT for the first time.	New initiative, new AT thinking
21	Establishing a bus driver forum so frontline experience can be used to help improve services.	New initiative, new AT thinking
22	AT will proceed with the rest of the draft RPTP.	Feedback generally supported initiative

Public feedback process

Overview of the three-phase engagement process

We completed three-phases of engagement to develop and then finalise the RPTP.

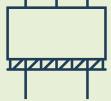
Phase 1: In the first phase, we surveyed a representative sample of 1,000 Aucklanders to understand their priorities for improvements to public transport. We also held three workshops with 41 key interest groups, to shape the RPTP's Vision and Goals.

Phase 2: In the second phase, we surveyed over 1,300 Aucklanders to test RPTP proposals we had developed during the first phase of engagement. We also held more workshops with key interest groups to shape the RPTP's Actions.

Phase 3: In the third phase, we released the draft RPTP for feedback from the general public and key interest groups. People and organisations could comment on any elements of the draft plan. The public feedback period ran from 17 July to 17 August 2023.

Activities to raise awareness

To raise awareness of the third phase of consultation, we:

	created a project webpage for information		put up billboards and bus stop advertisements		held 11 drop-in information sessions
	ran social media and online advertisements		ran newspaper advertisements		held 2 virtual drop-in sessions
	ran advertisements on radio and Spotify		put out AT Mobile alerts and the Onboard newsletter		distributed flyers at key public transport stations

How people provided feedback

The public provided feedback using an online survey found on the project webpage, via email, and verbally through drop-in sessions.

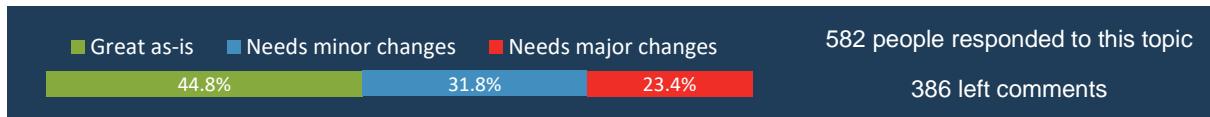
You can read the RPTP survey in full in the [Attachment](#).

Detailed feedback and AT responses

Feedback on the Vision and Goals

Vision

Most respondents told us they support the vision, but we also heard a range of concerns about the vision statement, and suggestions to improve its scope.



Generally supportive of the vision 93 mentions

- “The vision is a good balance between visionary and achievable.”
- “The vision is exactly what Auckland needs.”

Focus on cheaper / free fares 20 mentions

- “More focus on Fare caps and cheaper fares.”
- “Needs to concentrate more on .. cheaper fares”

Vision supports a sustainable public transport for future 19 mentions

- “I support there is vision to protect the environment”
- “Takes a holistic view balancing environment.”

Prioritise public transport reliability / convenience 19 mentions

- “The most important thing is to encourage people to use pt by providing more convenience.”
- “There needs to be a focus on reliable public transport so people will continue to use it or start using it. i.e. fewer cancellations.”

Vision statement just words – it's too political 17 mentions

- “Appears to be a giant tick box exercise.”
- “It's merely empty words, and wishful thinking without a realistic pathway to achieving it.”

Increase public transport integration with active modes 17 mentions

- “Facilitation of public AND active transport (walking, biking) should be the primary mode of transport for people in urban areas.”
- “PT needs much more comprehensive integration with active transport infrastructure”

Concern about cost / cost not mentioned 16 mentions

- “I just hope we can move forward with limited waste (time and money) that is hampering the overall improvement of the system.”
- “There's no part of the vision that balances cost or value to ratepayers.”

Auckland Transport response

Based on the high level of support, we are not making any changes to the Vision in the RPTP. Many of the top comment themes, such as fares and costs, reliability, and integration with other modes are covered under the various Goal areas within the RPTP. They therefore don't need to be in the Vision, which is focusing on the outcomes we want rather than providing the detail of how we will get there (which is covered by the Goals).

Goal 1: Services providing an excellent customer experience

We received strong support for Goal 1 as it improves service reliability and frequency. Some respondents also told us they are concerned about current unreliable services and asked for ways to further improve both public transport reliability and frequency.



Generally supportive of Goal 1 61 mentions

- “The balance is about right with the listed priorities.”
- “It's a commendable goal.”

It improves public transport quality, frequency, reliability, and efficiency 32 mentions

- “The goal describes what an effective PT system looks like: accessible, efficient, affordable, something 99% of people would want to use.”
- “Improving PT experience, reliability, frequency, and convenience will be crucial for shifting people from private vehicles to public transport. Fully support this goal!”

Public transport is unreliable (cancellations not announced) 26 mentions

- “Service is unreliable, even for getting kids to schools”
- “The system has been anything but reliable.”

Goal just nice words - too political 18 mentions

- “Words words words... these are the obvious things you should be doing”
- “Just a bunch of words that have been repeated for a decade now”
- “This is too fluffy!!”

Changes unlikely to happen / AT won't deliver 18 mentions

- “You're never going to achieve this”
- “You won't execute it”

Goal 1 improves customer experience 15 mentions

- “We concur that this is a good description of excellence in customer service in PT”
- “This is key. Customer experience and the system itself goes hand in hand.”

Improve public transport reliability 14 mentions

- “Have busses that turn up when they are scheduled.”
- “No more delays or cancelled buses daily and I will see you are on the right track.”

Auckland Transport response

Given the high level of support, we are not making any changes to the wording of the Goal itself. We agree that delivery is a priority, and work across AT is focused on how to improve the experience for customers.

We have added some text within this Goal to focus on how we are planning to make it easier to pay for public transport, as this is a key part of the overall customer experience.

Goal 2: Enhancing the environment and tackling the climate emergency

Many respondents supported Goal 2's focus on enhancing the environment and pollution reduction, and some also told us environmental actions are not a priority given the cost they entail and asked for improvements to be made to services first.



Generally supportive of Goal 2 58 mentions

- “This is very important.”
- “It’s a nice aspiration.”

It reduces pollution and enhances the environment 33 mentions

- “Climate change is the most pressing on-going issue we face”
- Reduce carbon emission, protect natural resources is great thing to do.”

Goal 2 is not a priority 24 mentions

- “There’s bigger problems to deal with. These should not be a main focus.”
- “Other issues are more important than carbon emissions currently.”

Concern for cost of making public transport more sustainable 21 mentions

- “It cost the ratepayer more for no global impact on climate change.”
- “Addressing the emissions is expensive”

More electric / emission free public transport 21 mentions

- “Make all public transport no emissions”
- “Just invest in clean more sustainable buses and that’s enough focus at this stage.”

Delivery of Goal is key 15 mentions

- “It remains to be seen how effectively the goal can be implemented.”
- “it will only work if you do it instead of talking about it and the devil will inevitably be in the detail.”

Improve services first 14 mentions

- “Don’t lose sight of the need for a good public transportation system”
- “Get the system functioning properly before worrying about the nice to haves!”

Auckland Transport response

We understand that there are concerns with the costs of transitioning to a low emission public transport fleet, but our trials show that there are significant cost savings in the long term that we can make by transitioning away from fossil fuels. The pace of this transition is designed to ensure we get the most out of existing vehicles.

We have made some changes to the text under this goal to explain more about our environmental aims and considerations related to low emission vehicles.

Goal 3: Safe and accessible transport for everyone

Many respondents told us they oppose the specific focus on Māori in Goal 3 and asked that public transport plans not be delivered based on race, and instead support all New Zealanders. Some people supported Goal 3, while some felt unsafe to use public transport.



Plan is culturally biased towards Māori / is racist 57 mentions

- “New Zealand is a multi cultural society and one group should be singled out for special treatment. This only causes division and racial animosity, we are all New Zealanders.”
- “This goal is contradictory. You first talk about reducing inequity, then talk about special privileges for Maori.”

Value everyone the same / don't plan based on race 44 mentions

- “Public transport should serve the most necessary needs of the public which includes Maori but not be focused on specifically serving Maori or any ethnic group”
- “Must work for the entire community and no specific targets for individual sectors”

Generally supportive of Goal 3 37 mentions

- “Touched on all the pertinent points”
- “I support this goal & the RPTP has covered all the concerns I have on this topic.”

Provide services to where people go most 19 mentions

- “Figure out where people want to get to and from, and get them there efficiently.”
- “Public transport should focus on routes that have traffic, if a cultural/religious site has a lot of people going to/from it then it makes sense to have a bus route covering it.”

Public transport is unsafe 16 mentions

- “The buses do not provide a safe travel option for either drivers or customers. Both are regularly abused by the homeless.”
- “I don't see public transport as safe.”

All Aucklanders need access to their cultural sites 15 mentions

- “All communities are equally deserving of access to cultural sites.”
- “The rest of the population have cultural sites to have access to for similar reasons.”

Increase safety on public transport (and stations) 14 mentions

- “Safety, safety, safety. That must be your first priority.”
- “There should be an elevated level of security, both manned and through infrastructure.”

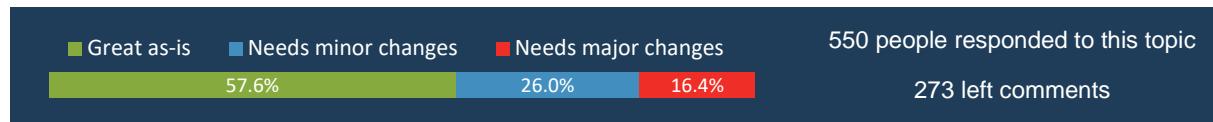
Auckland Transport response

We have made some changes to this Goal to reflect that our planning looks to provide access for all the various cultures and ethnicities within Auckland, not just Māori.

We have added some additional detail about how the needs and concerns of different groups can vary, but that we want everyone to have a safe experience when using the public transport network regardless of their identity.

Goal 4: Integrating public transport into a growing Auckland

Goal 4 was generally supported, and respondents asked that effective public transport planning to take place early on in new developments. Other common responses included suggestions for improvements to transport shift and integration, and concerns for lack of current public transport integration.



Generally supportive of Goal 4 43 mentions

- “Spot on”
- “Sensible plan.”

Effective planning is needed from the onset of any new development 25 mentions

- “Public transport and associated infrastructure needs to be well developed before new housing is constructed”
- “New development areas must be provided with PT plans during development phase not as an afterthought.”

Public transport to work seamlessly with other transport modes 20 mentions

- “Back to basics and get all links sorted in transport with car, motorbikes, train, mono rail, cable train, bus and water transports”
- “More explicit reference to the importance of safe and direct walking and cycling connections to public transport.”

Support for public transport integration into new lands 18 mentions

- “Transport must be effectively integrated with land use and planning if we want to improve our city and make it grow sustainably.”
- “Agree that this goal is important for planning and anticipation of growth area.”

Public transport infrastructure is not implemented in planning new areas 18 mentions

- “Public transport seems to be delivered as an afterthought within new development areas.”
- “.. the large amount of peripheral greenfield development without access to public transit is alarming”

Goal 4 ensures public transport is well connected / integrated 14 mentions

- “Transport nodes are integral to good, efficient community function.”
- “Every community deserves to have public transport”

Concern for "compact patterns" in Goal 4 11 mentions

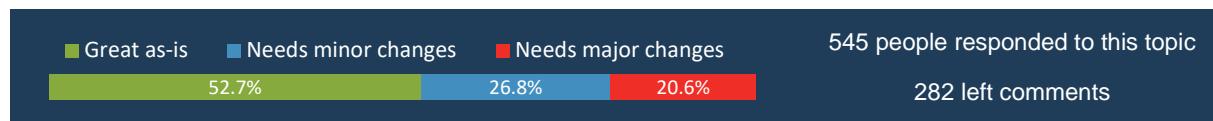
- “Compact patterns? No thanks. It's extremely difficult to go from Silverdale to the airport.”
- “Compact while expanding to serve urban sprawl which is neither sustainable or efficient.”

Auckland Transport response

We have made some changes to the text under this goal to reflect the contribution that public transport makes to supporting Auckland’s economy, and how it supports the land use plans of Auckland Council.

Goal 5: Funding and delivering public transport transparently

Similar to Goal 3, most respondents were concerned that in Goal 5, Māori were singled out despite New Zealand being a multicultural country and asked for all New Zealanders to be treated the same. Goal 5 was generally supported, but some were concerned about associated costs and Goal 5 being a priority.



Māori don't need special treatment and favours – it's racist 67 mentions

- “To focus on just Maori is paternalistic, infantilises Maori, and is divisive and racist and creates resentment.”
- “Why do we need to discriminate Maori vs non-Maori??”

Serve all New Zealanders the same – avoid racism 43 mentions

- “Support all outcomes and ethnicities”
- “..as a multicultural city we should include all of the other identities to give breadth.”

Generally supportive of Goal 5 40 mentions

- “We support all these goals”
- “It addresses the requirements”

Concern about cost / money waste 19 mentions

- “We don't have money for all this. The rate payer is bleeding and we are creating things just to look like we are doing something. This is a waste of time and energy.”
- “No more funding. You need to make do with what you have, you waste far too much money and ratepayers are suffering already”

Get more funding for public transport and roading 17 mentions

- “This goal should be demanding additional funding and stating without it public transport cannot deliver on all these goals - not just advocate.”
- “PT needs to be funded so that it can achieve the previously stated goals.”

Support that public transport needs the funding to improve 14 mentions

- “Funding is critical to our operation and this goal describes our objective well.”
- “Absolutely need more funding”

Improve services/roads first 14 mentions

- “Get the basics right before focusing on individual sectors of the community”
- “Stick to what is achievable and useful (i.e. ensuring that public transport routes and frequency adequately service areas that where ALL people (including Māori) live and work).”

Auckland Transport response

We have added some text to this goal to discuss the role that partnering with other parties has in providing additional revenue for the public transport system. For example, if we leave a space in a bus station to a business, that revenue can help fund the maintenance of the facility.

Feedback on the proposed actions

We asked for feedback on the actions and specific route changes proposed in the draft RPTP. Below the feedback is presented in order of the number of responses received.

Specific route change: Gulf Harbour Ferry

We heard a clear rejection of the proposed end of ferry services in 2028. Respondents told us how they rely on the ferry, and raised concerns about congestion, emissions, and safety.

This topic received the most feedback in the consultation with 1,269 responses.

Retain the Gulf Harbour Ferry service 1,111 mentions

- “Do not cancel the Gulf Harbour ferry.”
- “I reject your RPTP proposal to remove the Gulf Harbour Ferry.”

Increase the reliability of the service 636 mentions

- “We support instead the improvement of the existing Gulf Harbour ferry service reliability”
- “The retention of the ferry service should be accompanied by an increase in reliability.”

Removing the ferry will increase congestion & emissions 447 mentions

- “People are not going to use buses they will get in their cars and add to emissions”
- “Removal of the ferry service will inevitably put more private vehicles back on the road for this 10 kilometre section exacerbating the congestion that already affects both buses and cars.”

Expand or trial a weekend service 341 mentions

- “The best decision is to expand the existing service to include weekends.”
- “The ferry should be run on weekends as well”

A bus is not a good or equal replacement for the ferry service 330 mentions

- “Taking a bus as an alternative option takes more time, is less efficient, creates more traffic and creates the added problem of how to get to the main bus terminal - no parking?”
- “Bus is unreliable and the trip takes longer than the car”

The community relies on the ferry service 304 mentions

- “many people depend on it for their work in the city”
- “The entire Gulf Harbour development and local economy relies on the Gulf Harbour Ferry being active. This is what the community has been built on.”

It would reduce the public transport options; isn't aligned with vision 298 mentions

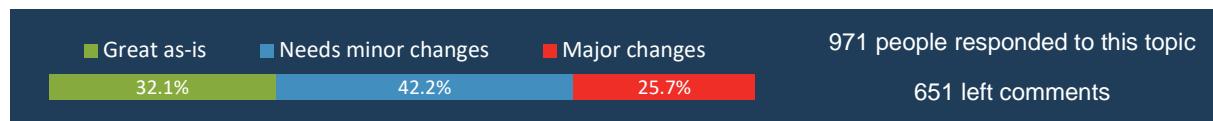
- “The proposal is not in alignment with AT stated goals”
- “It will reduce public transport options in this network”

Auckland Transport response

AT has clearly heard the community's feedback. AT will commission an independent study which will look at the community's transport needs (across all modes) and make recommendations on what that should look like. The study will be completed with input from the Hibiscus and Bays Local Board and will incorporate local customer voices and views. The outcome of the study will be incorporated into the next iteration of the RPTP, and in the meantime no final decision has been made on the public transport proposals for the peninsula.

Rapid and frequent infrastructure and services

Many respondents supported the proposed actions and increased services but were also concerned with the removal of Gulf Harbour ferry and the Penlink solution. Other main suggestions we heard were to increase service frequencies and public transport within suburbs.



Supportive of increased services 66 mentions

- “More frequent services would be good”
- “Really excited about the increased frequency of trains”

Generally supportive of proposed actions 53 mentions

- “Seems comprehensive”
- “It looks very exciting and well planned out”

Concern for Gulf Harbour ferry removal 50 mentions

- “The removal of the Gulf Harbour Ferry is based on flawed reasoning.”
- “Removing the Gulf Harbour Ferries is completely against practical transport requirements.”

Proposal neglects parts of Auckland 44 mentions

- “Not all areas of the Auckland region are covered by AT”
- “No consideration of the growing Milldale, Ara Hills etc”

Increase services within/to/from suburbs 42 mentions

- “More investment in transport to new and growing communities, e.g. North West and South Auckland”
- “Only addition .. is creating new services to places like Piha.”

Suggestions for specific bus routes/ stops 41 mentions

- “Preferably a bus lane on SH1 from here (Flat Bush/Ormiston) all the way to the CBD.”
- “More bus lanes on Mt Eden Rd”

Penlink won't resolve Whangaparāoa peninsula transit problem 34 mentions

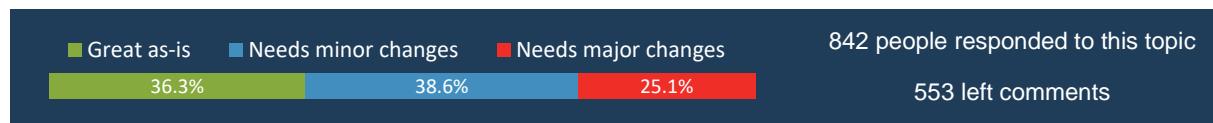
- “A bus service on the Whangaparāoa peninsula will never be as good as a ferry service, even after Penlink is opened. Even after Penlink is open, the peninsula will still essentially be one way in and out for most of its length.”
- “A bus service is not a comparable replacement.”

Auckland Transport response

AT notes the strong support for higher frequencies for buses and trains and will continue to look for opportunities to increase frequencies across the network, recognising that frequency is one of the most significant factors in choosing to use public transport.

Fares and pricing

Respondents told us the current fares are too high and make public transport a less attractive travel option. The proposed actions were generally supported, but many suggested additional discounts or incentives to benefit more people.



Public transport is too expensive 103 mentions

- “It’s too expensive full stop”
- “Way way too expensive! It costs me \$10 a day just to get to work and back”

Supportive of a weekly fare cap 70 mentions

- “Fare cap is 100% the right choice. We should add that ASAP.”
- “The weekly cap is a good idea – incentivises public transport.”

Generally supportive of the proposed actions 55 mentions

- “They are good, practical ideas.”
- “I am happy with what I have read.”

There's no incentive to use public transport given the cost 55 mentions

- “Fares are high, there is really no benefit taking public transport versus using a car.”
- “Cause the waiting time for the buses are too long as well as the travel time and on top of that the fare is too high.”

Half price fares should be extended to everyone 44 mentions

- “you need to bring back half price travel for ALL kiwis!”
- “Should be half price fares for all. Not just under 25s.”

More people will use public transport if fares are reduced 37 mentions

- “If you want more people to use public transportation, they need to be cheaper than driving a vehicle especially when you go to office.”
- “Fares should be significantly cheaper for EVERYBODY to unclog our roads”

The proposed fare discounts leave out many people 33 mentions

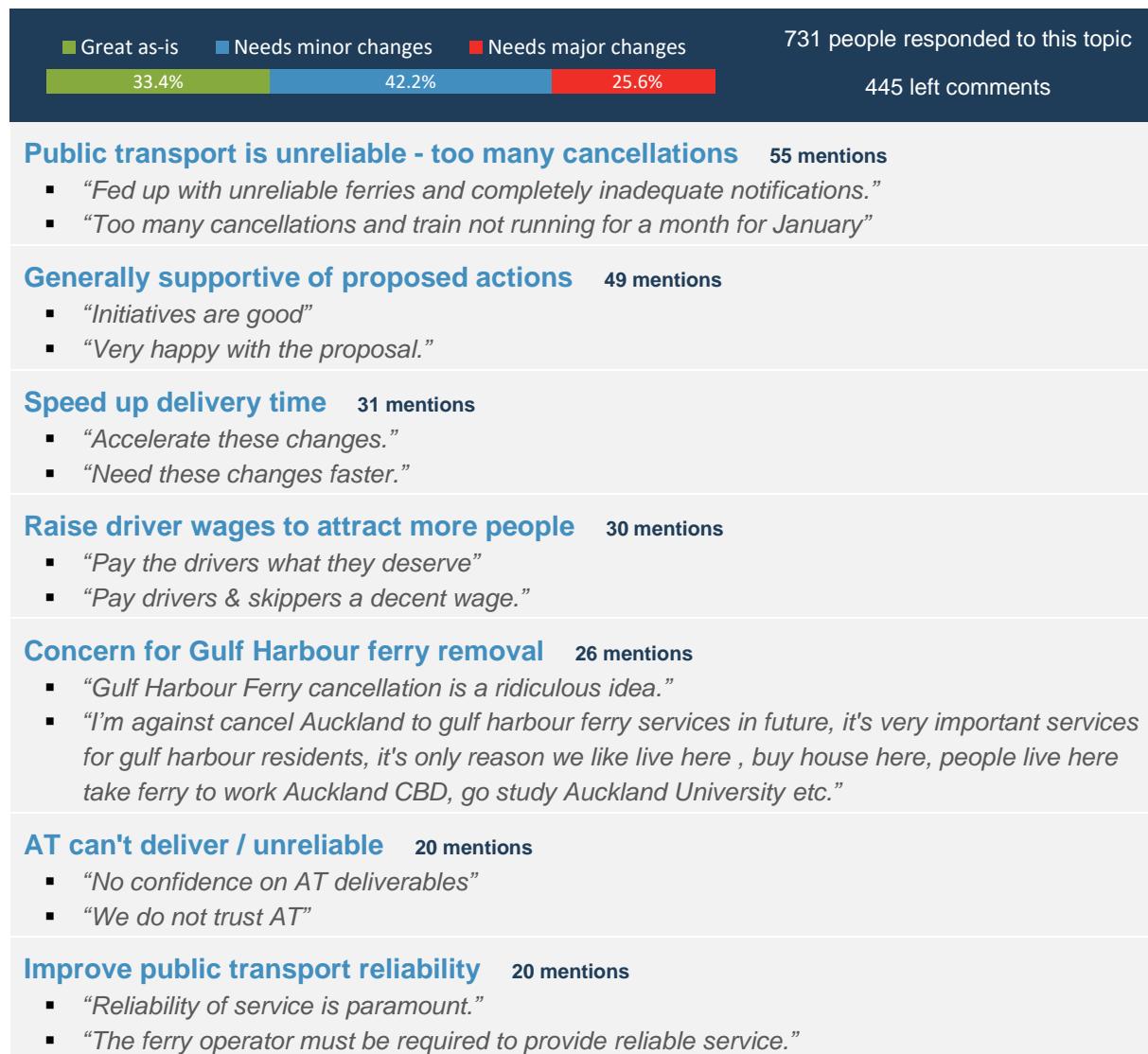
- “Lot of people are working class so they are above 25 and regular travellers they need some fare discounts”
- “What about the large middle that don't get any of these benefits?”

Auckland Transport response

AT notes the support for the fare cap and will continue to work to develop and deliver this initiative. AT will also work to provide better value-for-money for our customers so the full costs of public transport (including the cost of time) are seen as attractive.

Current public transport problems

Respondents mainly told us that current services are unreliable, and generally supported the proposed actions. They asked for a sooner implementation of the proposals and an increase in driver pay. Some also were concerned about the ferry removal and AT's delivery.

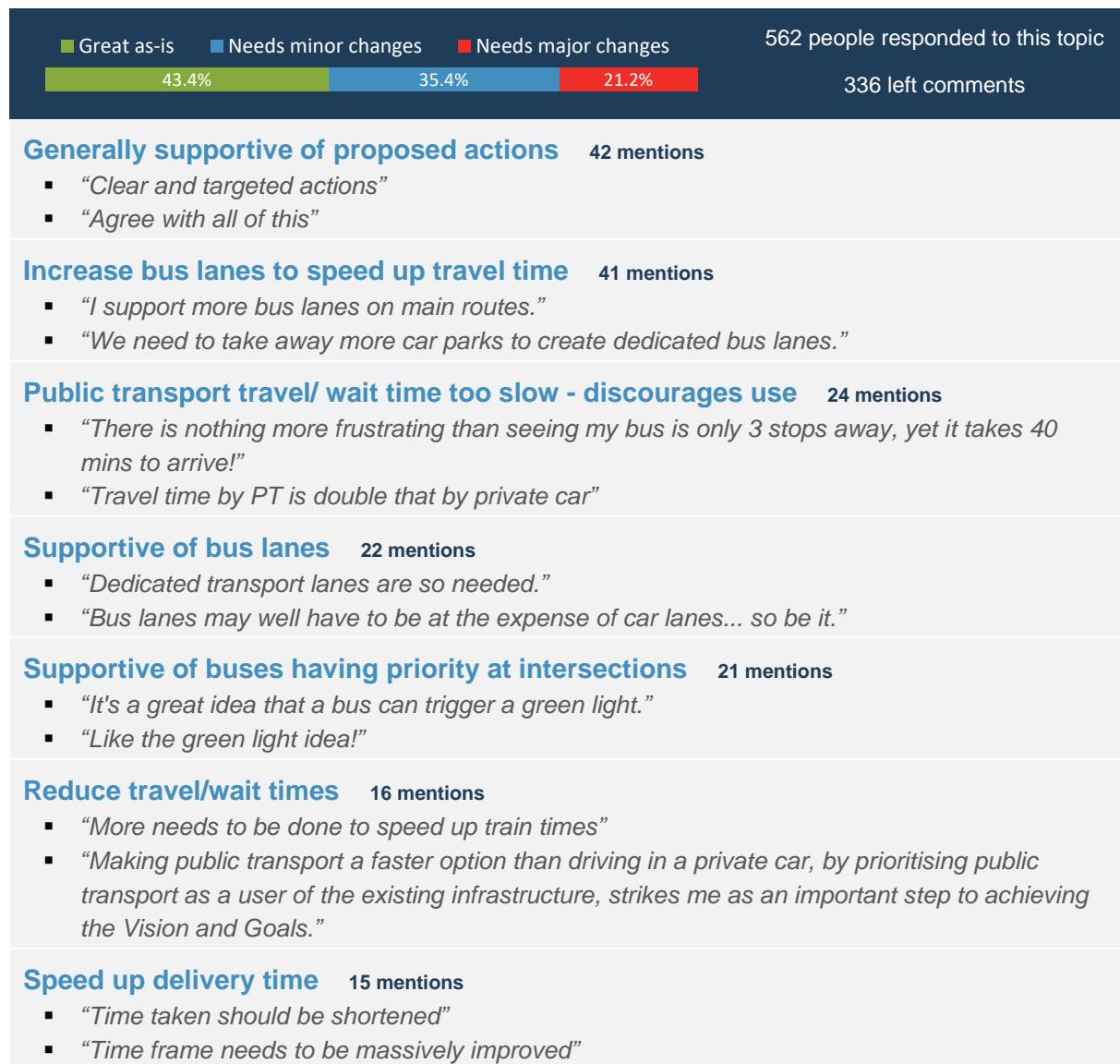


Auckland Transport response

AT has heard the issues and inconveniences caused by the lack of reliability. We have now addressed the bus driver shortage, meaning bus reliability is now back to acceptable levels and suspended trips have been reinstated. AT will work with ferry operators in 2024 to address the ongoing ferry reliability issues. AT will also work with KiwiRail to minimise the reliability issues created by the Rail Network Rebuild project, so that customers can take trains with confidence.

Speeding up travel times

Most respondents were happy with the proposed actions and in particular with the additional focus on buses, and many asked for further bus lanes and rail services to reduce travel times, which was a major concern.



Auckland Transport response

AT notes the support for more bus priority measures and faster travel times. A faster travel time will make public transport more competitive as a travel option, so an expanded programme of bus priority measures will help deliver these better outcomes.

Low emission public transport system

Most respondents were supportive of the proposed actions, and many said the plan should go further: delivering the proposals sooner, more electric vehicles, more consideration of the lifecycle of batteries.



Generally supportive of the proposed actions 60 mentions

- “Really great goal! Not much to improve”
- “Doing a great job - well done!!”

Speed up the delivery of the low carbon actions 35 mentions

- “Zero emissions must happen much more quickly - this timetable is hopeless”
- “Get it done quicker!!”

Consider the carbon cost across the lifecycle of electric vehicles 24 mentions

- “Your low carbon solutions need to be cradle to grave and account for all mining and disposal”
- “Don't forget to calculate the whole system use of the transport from manufacture to disposal. Include the cobalt and lithium mines in China and Indonesia etc.”

Prioritise mode shift – any public transport is better than private vehicles 24 mentions

- “These goals are great, but always worth keeping in mind that even diesel buses are better for the environment than private vehicles.”
- “Shifting people out of cars into public transport will do more to limit climate change and should be higher priority.”

Supportive of electric public transport 24 mentions

- “More electric vehicles will result in better air quality and lower emissions”
- “Public transport is loud thanks to their bigger engines. Using electrical engineering instead will make the ride quieter and much more peaceful, for long and short trips.”

More emphasis on low carbon public transport vehicles 24 mentions

- “Needs a serious focus on an entirely electric train, bus and ferry network”
- “The conversion to electric buses and trains needs to happen quicker than 2031”

Plan needs to be more ambitious 16 mentions

- “The more change and faster implementation the better”
- “I support these actions, but it would be great to see the reduction in emissions of the fleet to happen even faster”

Auckland Transport response

AT notes the support for a decarbonised public transport system and is working closely in collaboration with operators across all modes to continue this process. Significant progress has been made, and a lot of work is underway.

General comments on improving public transport in Auckland

We heard clearly from respondents that the reliability and frequency of public transport services is key. Common responses to this question also included suggestions for additional infrastructure to improve public transport: rail, bus lanes, bike lanes.

This open-text question received 453 responses

Improve frequency and reliability 92 mentions

- “Frequency and reliability should be the key concerns going into the future.”
- “Frequency and reliability of all services will be key to getting more utilisation”

Invest in rail 29 mentions

- “We need a better more comprehensive train network, regardless of cost.”
- “Rail, rail everywhere. London is the best for this service. We need more of it”

Install more bus lanes 26 mentions

- “More dedicated bus lanes are necessary”
- “Lots more bus lanes, bus lanes on main arterial routes should be 24/7 not peak hour only”

Prioritise good connections between services 24 mentions

- “Ensure that the connecting routes run frequently as well.”
- “still major connection and frequency gaps for people who live outside the inner city.”

Install more cycle lanes 22 mentions

- “more bike lanes everywhere please”
- “As a cyclist + train and bus user, I would like to see more simple protected cycleways too.”

Make public transport cheaper/affordable 22 mentions

- “It's far too expensive.”
- “Make it cheap to use. The half price fares show that cost is a factor.”

Public transport should be better than driving 19 mentions

- “The public transport system needs to be attractive enough to discourage people from continuing to use their cars!”
- “Its gotta be a better option than driving. In almost all cases, its not.”

Auckland Transport response

AT will work to provide a better experience and service offering for all customers across the region, but need to recognise the level of service is what is possible within available budget.

Communications and technology

Top responses to this question included general support for the proposed actions and the use of technology in public transport, suggestions to improve communications, speeding up delivery of proposals, and improvements to the payment system, along with concerns about the AT app.



Generally supportive of proposed actions 37 mentions

- “A significant improvement”
- “It’s the future”

Ensure people are notified in advance about cancellations 28 mentions

- “Ensure people are notified in a good length of time for cancellations”
- “Honestly the announcement boards at bus and train stations need huge improvements.”

AT app / real time boards don't show cancellations 23 mentions

- “Comms delivered via the AT App are often late.”
- “Currently many bus stops equipped with real-time monitors are defective, with screens not on at all, on a lock screen, or weird patterns across them.”

Tech makes PT more seamless 17 mentions

- “Tech is a way to improve access”
- “All for increasing accessibility and convenience in these ways.”

Speed up delivery 17 mentions

- “Should be done earlier than 2026”
- “.. they need to be implemented faster”

Have a virtual AT hop card on phones 14 mentions

- “I should be able to tap on with my hop app”
- “Allow AT hop card to be able to add into phone wallet like visa card (payWave).”
- “Make phone payments allowed.”

Supportive of national tickets 12 mentions

- “Its only fair that regional visitors should enjoy Auckland travel benefits”
- “Bring on a single ticketing system! Game changer!!”

Auckland Transport response

We are improving areas which customers are focussed on – including introducing paying for public transport using debit/credit cards, and improving the communication to customers on the AT app.

Resilience to climate change

Most people agreed with the actions proposed and offered reminders to the policy team about the necessity of reliability and clearly communicated plans. We also heard concern about a lack of detail on this topic and about our existing network's low level of resilience.



Generally supportive of the proposed actions 42 mentions

- “It will make regular users of the road safer as well if infrastructure is good”
- “Good commonsense policy.”

Concern there's not enough detail in the plan 14 mentions

- “To be honest this doesn't tell me much.”
- “Not much detail on what this looks like.”

Reliability in emergencies is key 11 mentions

- “Highly necessary that public transport is reliable in weather events.”
- “I need the Public transport to be reliable in bad weather conditions.”

More transport options across the harbour are needed 10 mentions

- “Need new weather-resistant transportation between the CBD and North Shore (e.g. underground railway, light rail, etc beneath the harbour).”
- “The plan needs to include more harbour crossings”

Weather resilience will become more important with time 9 mentions

- “There are going to be more of these events.”
- “Severe weather events will only become more common in the future so we have to build with those risks front of mind.”

Concern the network is currently too fragile 7 mentions

- “The network is currently fragile to even minor weather events.”
- “Clearly our roading is inadequate if we have to close the Harbour Bridge every time there is a bit of a blow and our local roads flood with every down pour.”

Develop and publicise emergency bus routes for bad weather 7 mentions

- “Plan B for major bus routes such as NX should be clear information for all drivers”
- “quickly re-route buses on designated alternative routes to avoid problems such as flooding”

Auckland Transport response

Aucklanders understand the importance of having reliable services in periods of extreme weather, which are likely to occur more often as the climate changes. AT is bringing resilience to the forefront of our thinking moving forward in terms of asset design and maintenance/renewal. This work will continue and communities will see more focus on this in future years.

Safer public transport

The proposed actions on safety were well-received. Respondents shared some suggestions and reminded us that the journey to the bus stop or train station need to be safe as well.



Generally supportive of the proposed actions 32 mentions

- “This will encourage greater use of PT and maintain staff safety”
- “Good for the public and sets the example for public behavior”

Supportive of the proposals to keep bus drivers safe 22 mentions

- “Protection of bus drivers should be paramount and implemented asap.”
- “Bus drivers need to be safe if we don’t want driver shortages”

Concern about safety on the journey to the bus/train/ferry 18 mentions

- “A big aspect of safety is the last mile from the train station or bus stop to home.”
- “You are forgetting that passengers have to somehow get to the bus stop or train station.”

Supportive of transport officers on buses 17 mentions

- “Transport security on buses is all that’s required.”
- “The transport officers is a good idea especially for women or elderly who travel on their own and feel unsafe and school kids as well.”

Improve lighting at bus stops and transport stations 16 mentions

- “Why no lighting at bus stops (which are mostly currently unsheltered) in suburban areas?”
- “In all cases bus stops and train stations need to be safe places, including good lighting and weather protection.”

Supportive of more frequent evening services 14 mentions

- “Yes please more frequency in the evening.”
- “These sound good, especially running more frequently in the evening/when dark because this can leave people (especially females) feeling very vulnerable while waiting for a bus or train.”

Concern transport officers aren't empowered/can't help 13 mentions

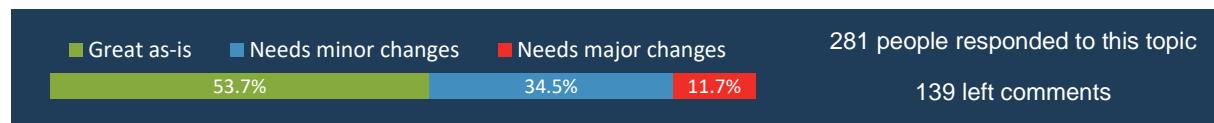
- “Transport officers are useless as they have no authority or powers”
- “guards might be good but need powers of arrest to be effective, otherwise idiots can beat up the guards and get away with it”

Auckland Transport response

Safety is at the heart of everything we do at Auckland Transport. It is good to see strong support for this approach, and we have plans to improve safety in a range of different ways, including more frequent services to reduce waiting times, physical safety infrastructure, better monitoring through the likes of CCTV, and having more staff out on the network. In addition to customer safety, we are also concerned about the safety of our staff and are planning to improve their safety as well.

Inclusion and accessibility

People told us they generally support the proposed actions and asked for visual announcements to also be added to buses. A number of respondents were concerned about issues around accessibility of services and asked for improvements to be made.



Generally supportive of proposed actions 28 mentions

- “This is crucial”
- “Very supportive plans.”

Have visual stops announcements on buses 9 mentions

- “In addition to audio should be screens that say next stop is.”
- “I'd also like to see visual announcements on buses.”

Drivers to cater for those with extra needs 9 mentions

- “Having guidance for drivers to actually wait until moving again while a disabled passenger gets themselves settled.”
- “The bus drivers need to be more careful when driving, as they are often jaded and stop suddenly which has caused me injuries as well as others.”

Supportive of audio announcements 9 mentions

- “I love the audio announcements on the buses!”
- “Audio announcements are great”

Not all busses are wheelchair, pram accessible 6 mentions

- “Some less mobile will not use the buses as they cannot guarantee that the bus arriving will have mobility features, lowering of the step or that the bus will be close enough to the kerb for safe stepping.”
- “Parents with prams also find accessibility on public transport frustrating”

Have electronic timetables boards at bus stops/stations 5 mentions

- “All bus stops need electronic signs indicating when a bus is due to arrive”
- “Please more or improved tech on solar powered pole at key bus stops e.g. outside retirement villages.”

Improve footpaths and access to PT stations / stops 5 mentions

- “Need minimum standards for pedestrian access around bus stops”
- “Need to vastly improve footpaths and access to PT stations/stops.”

Auckland Transport response

Ensuring our services are accessible in an ongoing focus for AT. We will continue to work with communities that have specific needs to identify and implement solutions to overcome barriers to accessibility. An example of this is the ‘Stop for me, speak to me’ programme that is designed to improve access for vision-impaired customers.

Other RTPP proposed actions

We heard a variety of comments in response to these two open-ended questions.

We asked two overall questions on the proposed actions:

- What are your comments on our other RTPP actions i.e. the actions not covered in the previous questions?
- What other comments do you have on the RTPP actions? Have we missed anything?

AT must take over the Waiheke Island Ferry management 27 mentions

- “The service Downtown to waiheke must be service of AT.”
- “waiheke to Auckland ferry should be part of public transport and reasonably priced for all”
- “I do not agree that Waiheke Island is exempt from being part of AT.”

Generally supportive of the proposed actions 19 mentions

- “All good initiatives.”
- “That’s awesome work by AT”
- “They all seem good.”

Retain the Gulf Harbour Ferry 13 mentions

- “I oppose withdrawal of the Gulf Harbour ferry service. Withdrawing the service goes directly against every single aspect of the Vision.”
- “Keep the Gulf Harbour ferry and improve its reliability.”

A harbour crossing for active transportation modes is needed 9 mentions

- “Focus on providing a way for cyclists to cross the Harbour Bridge, including via ferry and bus.”
- “WALKING AND CYCLING OVER HARBOUR BRIDGE. We are becoming a bit of a joke city that we can’t seem to achieve this, it is truly truly appalling.”

Invest in light rail 8 mentions

- “Build a light rail network above ground on the isthmus to replace the overcrowded isthmus bus routes.”
- “Adoption of more rail options i.e. light rail”

Auckland Transport response

We are supporting Waka Kotahi's investigation into how the Waiheke Ferry can be better integrated with Auckland's public transport network. We are also working with other agencies on the planning of additional connections across the Waitematā harbour, and a rapid transit network for Auckland.

Feedback on proposals for specific route changes

We requested feedback on nine specific changes including changes to the Gulf Harbour ferry detailed above.

The majority of these eight route changes were supported, except for the proposed change to remove the Northcote Te Onewa stop from the Birkenhead ferry service, which respondents said should be retained.

Proposed Waiheke Island Ferry changes

229 comments

Supportive of the proposed management changes 174 mentions

- “Great idea”
- “This is a key piece to unlock ferry transport and connecting the island.”

Cheaper fares are needed 32 mentions

- “Agree wholeheartedly, the privatisation has led to unsustainable prices”
- “We should not be charged \$60 return per person to access Waiheke.”

Supportive because the existing service is poor 22 mentions

- “it's unreliable”
- “Fullers has not been providing the services advertised, are behaving like a monopoly and extracting monopoly profits on what is a public service.”

The Waiheke Island Ferry should be a public service 19 mentions

- “I think that the Waiheke ferry should be a not for profit service, community owned.”
- “Yes, there is no need for private business to have to be involved in a public service.”

Concern public management would be less efficient 15 mentions

- “I very much doubt if AT will be able to operate a ferry service-it is specialised.”
- “Think this is a bad idea as AT haven't a proven record on running transport services.”

Other proposed changes

198 comments

Northcote/Te Onewa ferry stop should be retained 62 mentions

- “Removing the Northcote Point ferry terminal is a bad idea.”
- “Cancelling the ferry service to/from northcote Point is utter nonsense.”

Retain the Gulf Harbour Ferry service 17 mentions

- “I oppose the withdrawal of the Gulf Harbour ferry service.”
- “Overall carbon emissions will increase with proposed ending of Gulf Harbour ferry service.”

Improve the Northcote ferry reliability and ridership will improve 13 mentions

- “Improve its reliability and usage will increase.”
- “This service has become so erratic that I and the majority of people who used to use this service, barely use it now.”

Generally supportive of the draft RPTP proposed actions 12 mentions

- “an excellent start to a new and bold future.”
- “Most of the proposed changes are the sort of changes we need to make progress.”

Concern West Auckland has been left out of the plans 7 mentions

- “Way more needed for West Auckland.”
- “West Auckland is totally left out!!!”

Proposed train service plan once the Central Rail Link is open 175 comments

Generally supportive of the proposed service plan 75 mentions

- “Support, cannot wait to use this.”
- “It's good. Trains when they work are an excellent service.”

The train network should be expanded further 14 mentions

- “The City Rail Link goes nowhere. We need serious train service all over the Auckland region.”
- “Expand existing train network. No light rail.”

Concern the trains will not run frequently enough 12 mentions

- “Generally positive - but 10 mins should be the standard, not every 15.”
- “The frequencies are too low, particularly in the morning.”

Off-peak and evening frequency should be increased 9 mentions

- “Off-peak services should be at least every 10 minutes. Evening services should be more frequent.”
- “More frequency would be good in the evening.”

Concern about plans for the Onehunga line 5 mentions

- “Real shame Onehunga is being neutered and is not aimed at the CBD. Otherwise, amazing.”
- “This line NEEDS to be changed so that it goes ALL the way to Britomart and back to Onehunga, as it did previously.”

Proposed changes along Whangaparāoa once Penlink opens 157 comments

Supportive of the proposed changes 59 mentions

- “I support this”
- “This would be a huge help and make it better to live in that area”

Retain the Gulf Harbour ferry service 25 mentions

- “The money being proposed for expanded bus services should be put to better use by restoring the reliability of the Gulf Harbour ferry service.”
- “I oppose the proposal to terminate the Gulf Harbour ferry service.”

Concern the bus is an insufficient replacement for the ferry 11 mentions

- “Does not come close to compensating for the removal of the Gulf Harbour ferry.”
- “Your proposals here are simply not based on the facts on the ground. The road network cannot possibly fulfil the anticipated connection routes and timings.”

Changes will increase congestion 7 mentions

- “The bus service will simply get stuck in the traffic along with the cars.”
- “Removing the ferry is going to mean more people in cars and more people stuck in traffic because people don't want to catch the bus!”

Concern Penlink isn't wide enough 5 mentions

- “Need more lanes for Penlink.”
- “O Mahurangi will not be big enough for buses, and the roads at either end are too congested to cope.”

Proposed new areas for the AT Local service	106 comments
Supportive of the new areas for AT Local 49 mentions	
<ul style="list-style-type: none"> ▪ “Great initiative.” ▪ “The local on-demand service is great and should be rolled out to other parts of Auckland.” 	
Generally do not support the service 8 mentions	
<ul style="list-style-type: none"> ▪ “Please do not bother.” ▪ “No thanks” 	
Concern trips are too expensive per person 6 mentions	
<ul style="list-style-type: none"> ▪ “Generally too costly in terms of subsidies (per passenger).” ▪ “There are an ineffective use of limited resources that would be better spent on building bus lanes” 	
AT Local should only be continued if it is cost efficient 5 mentions	
<ul style="list-style-type: none"> ▪ “Only if it becomes more efficient and profitable” ▪ “Seems expensive for low ridership, but if it make financial sense, it's fine I guess.” 	
Concern the service competes with private taxis/rideshare services 4 mentions	
<ul style="list-style-type: none"> ▪ “These are Uber or taxis - why compete?” ▪ “Unhelpful as more like a taxi service than public transport.” 	

Proposed changes to the AirportLink route	100 comments
Supportive of AirportLink changes 69 mentions	
<ul style="list-style-type: none"> ▪ “Yes excited to see this work really well” ▪ “This is vital! Need better airport links and the ability to link east Auckland to the Airport” 	
Rail to the airport should be used instead 4 mentions	
<ul style="list-style-type: none"> ▪ “We need a train to the Airport, not a bus link.” ▪ “Should be heavy rail” 	
Changes are not needed 3 mentions	
<ul style="list-style-type: none"> ▪ “no need” ▪ “Not necessary” 	

Proposed Eastern Busway changes	86 comments
Supportive of the proposed changes 60 mentions	
<ul style="list-style-type: none"> ▪ “Great idea” ▪ “Love them, full support” 	
Maintain the current path of the 70 and 72X 4 mentions	
<ul style="list-style-type: none"> ▪ “Would like the 72X and 72M to keep travelling as far as they currently do (past Litten Rd) so that there are fewer changes for people living in this area” ▪ “I was extremely dismayed to see that routes 70 and 72X no longer go down Symonds St (and Britomart).” 	

Proposed changes to the OuterLink route	80 comments
Supportive of the OuterLink changes 71 mentions	
<ul style="list-style-type: none"> ▪ “Very good, OuterLink will be more efficient” ▪ “This change should be good and provide more straightforward routes” 	
The existing bus service is unreliable 7 mentions	
<ul style="list-style-type: none"> ▪ “It is extremely unreliable due to it being looped.” ▪ “The outerlink is terrible unreliable and should be split up.” 	
Proposed Rosedale Station and related bus changes	71 comments
Supportive of the proposed changes 48 mentions	
<ul style="list-style-type: none"> ▪ “Helpful addition to the network ▪ “This is great!” 	
Deliver Rosedale Station sooner 4 mentions	
<ul style="list-style-type: none"> ▪ “THE EARLIER THE BETTER” ▪ “Supported, but Rosedale station should be opening sooner.” 	

Auckland Transport response

AT notes the support for proposed changes to Waiheke ferry management, the OuterLink, the Eastern Busway, the train network, AirportLink and AT Local. All these initiatives will continue to progress, with confidence of community support. Additional engagement will occur on each topic ahead of implementation when the final concept/detail is known.

Feedback on proposed policies

We received feedback from respondents on the proposed policies. People expressed support areas of concerns, and also made suggestions on a wide range of policies.

188 people responded to this topic		
Policy 1: Service Planning and design		
Support 13 mentions	Concerns 25 mentions	Suggestions 29 mentions
<ul style="list-style-type: none"> ▪ “Ongoing monitoring of services is a great idea” ▪ “It is not clear whether this scale (very low through very high) applies equally to buses, trains and ferries.” 		
Policy 2: Rapid and frequent infrastructure and services		
Support 3 mentions		Suggestions 2 mentions
<ul style="list-style-type: none"> ▪ “Highly supportive of the ARTP.” ▪ “Would like to see trains every 10 mins off peak rather than 15.” 		
Policy 3: Quality of services, infrastructure, and vehicles		
Support 6 mentions	Concerns 4 mentions	Suggestions 13 mentions
<ul style="list-style-type: none"> ▪ “It is difficult to get a bus to connect with a rail service, especially at times of major congestion.” ▪ “Needs to be updated to include providing free WiFi on all vehicles/modes of transport” 		
Policy 4: Customer experience, information and technology		
Support 9 mentions	Concerns 22 mentions	Suggestions 18 mentions
<ul style="list-style-type: none"> ▪ “Audio on buses is amazing, especially at night time when you can't see out the windows or when you're on a new unfamiliar route as you don't need to constantly look at the app to know when you get to your stop. Love the idea of using them to notify of disruptions.” ▪ “Sales and promotion total waste of funds. Since no competition, therefore sales and promotion activities are useless.” 		
Policy 5: Low or no emission public transport network		
Support 1 mentions	Concerns 6 mentions	Suggestions 6 mentions
<ul style="list-style-type: none"> ▪ “Support, cannot wait to use this.” ▪ “No detail has been provided on how these .. policies will be delivered, in contrast to many of the other proposed policies.” 		
Policy 6: Supporting sustainable approaches		
Support 2 mentions	Concerns 7 mentions	Suggestions 5 mentions
<ul style="list-style-type: none"> ▪ “Support, cannot wait to use this.” ▪ “Who thought it was a good idea to cluster carbon reduction and diversity together?” 		
Policy 7: Resilient to Climate Change		
Support 2 mentions	Concerns 2 mentions	Suggestions 3 mentions
<ul style="list-style-type: none"> ▪ “Strongly support the integration of the Waiheke Ferry into PTOM as a matter of urgency.” ▪ “The environment policies are so short, especially compared to the other policies.” 		

Policy 8: Inclusion and accessibility

Support 2 mentions **Concerns** 4 mentions **Suggestions** 7 mentions

- “Entirely reasonable and good things to achieve”
- “85% of Aucklanders don’t use public transport, and you’re focussed on picking up the niche users. Let’s not forget the disabled, but you’ve limited funds which need to be spent for the biggest gain.”

Policy 9: Fares and pricing

Support 7 mentions **Concerns** 13 mentions **Suggestions** 11 mentions

- “I like the inclusion of ‘rewarding frequent use’.”
- “Concerned about the ‘ability to pay’ statement - as it is lots of people either don’t pay or use their children’s passes to get half fair.”

Policy 10: Safety and personal security

Support 2 mentions **Concerns** 2 mentions **Suggestions** 4 mentions

- “I do like the number you can text that gets help without drawing attention to yourself, good idea.”
- “To be honest there are very few security or Maori wardens that I look at on the train & feel reassured that they could handle a situation. They do not make me feel safe.”

Policy 11: Multi-modal access to public transport

Support 1 mentions **Concerns** 3 mentions **Suggestions** 4 mentions

- “Support, cannot wait to use this.”
- “Creating multi-modal infrastructure is not enough”

Policy 12: Public transport and land use integration

Support 7 mentions **Concerns** 3 mentions **Suggestions** 9 mentions

- “I am in favour of all the sub-policies in this section”
- “Should also consider road use in already developed areas such as requiring developers to put in pedestrian walkways to the end of cul-de-sacs if they are developing property.”

Policy 13: Procurement, service delivery, funding and monitoring

Support 3 mentions **Concerns** 7 mentions **Suggestions** 12 mentions

- “I strongly endorse “AT will ensure that the available capital and operating funding is directed to PT infrastructure projects that will increase travel choice and encourage mode shift”.”
- “Fare box recovery to rise from 25% to 35% - no mention of HOW this will be achieved or what happens if it is not”

Policy 14: Partnering with Mana Whenua

Concerns 1 mention **Suggestions** 2 mentions

- “Can be interpreted as AT will give money to the minority groups for nothing.”
- “Respecting mita when it comes to train station names.”

Policy 15: Collaborating with operators

Suggestions 2 mentions

- “Support, cannot wait to use this.”
- “Collaboration with operators needs to have another aspect: proper penalties for not meeting the requirements of adequate service.”



Policy 16: Service changes process

Support 3 mentions

- “I support this”
- “Travellers should be treated equally regarding consultation.”

Concerns 1 mention

Suggestion 1 mention

Policy 17: Private service providers

Support 1 mention

Suggestions 2 mentions

- “Support, cannot wait to use this.”
- “AT should be reducing reliance on private service providers as this system does not have the interests of users of PT as first priority.”

General comments on the RPTP policies

Support 42 mentions

Concerns 95 mentions

Suggestions 95 mentions

- “Generally good policies that will greatly improve the PT situation right now.”
- “Inconsistency overall”

Auckland Transport response

We have made changes to policies throughout the plan to add clarity where it was requested in feedback, and to align with recent changes to legislation.

General comments on the draft RPTP

This broad question was met with a wide variety of comments, concerns, and suggestions. We primarily heard the draft plan is on the right track, with many suggestions for priorities.

This open-text question received 350 responses

Supportive of the draft RPTP overall 68 mentions

- "This plan seems well thought out. I hope that funding is made available to achieve it."
- "It's extensive and seems to solve many problems."

Low level of confidence in the success of the plan 16 mentions

- "I have no faith it will get better"
- "A great progressive vision for improving PT services in Auckland. If only the community had any faith that AT will actually implement it!"

Fast & reliable public transport should be prioritised 15 mentions

- "I would use public transport if it was frequent and quick."
- "To get people out of their cars you need to provide a public transport system that is reliable, frequent, affordable and safe."

More affordable/cheaper fares are needed 15 mentions

- "Reduce the bus fares"
- "Would like to see more detail on fare caps and cheaper fares generally. Auckland fares are the third most expensive in the world."

The changes should be delivered faster 14 mentions

- "go faster!"
- "The lead times for some of these projects are too long"

Public transport service frequency is key 13 mentions

- "The plans are really good but as I said before there should be frequent services for all over auckland from everywhere."
- "increase the scope with regards to frequency increases and zero-emissions fleet adoption"

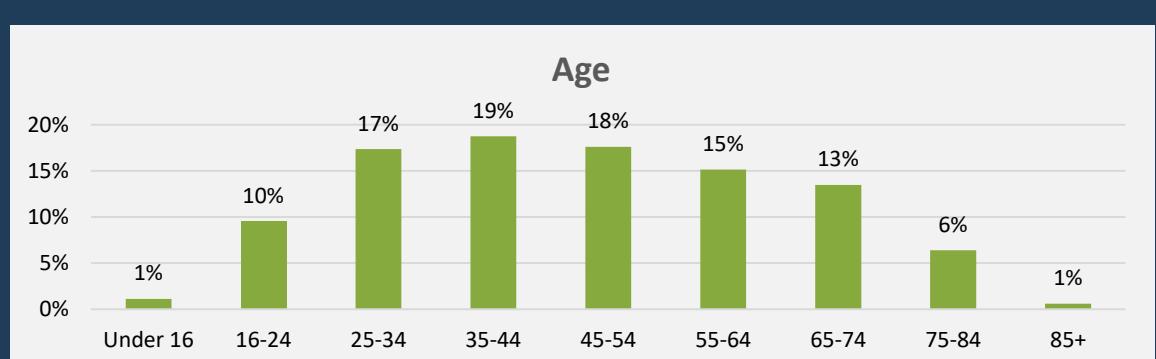
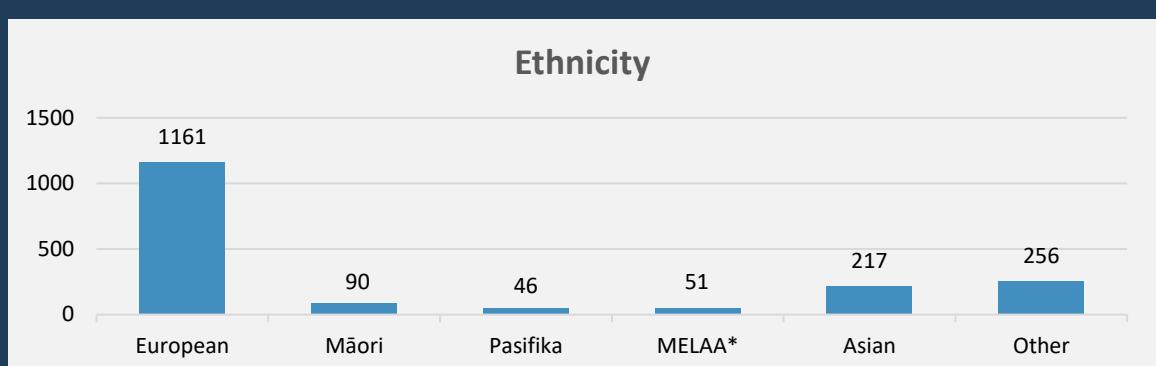
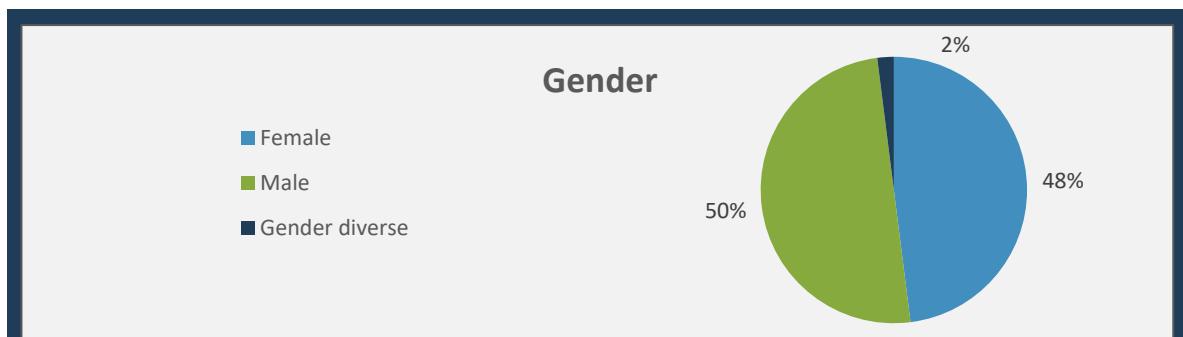
Overall the plan is good but there aren't enough details 13 mentions

- "The goals set out in this document are great but there isn't a lot of security in when and how they are going to be met."
- "No detail on costs and who pays make this aspirational and certainly not a plan"

Auckland Transport response

It's great to see high levels of support for our plans to improve public transport. We also understand the importance of delivering what we say we will, which is why the improvements in the RPTP are based on what we think we can deliver with the funding we expect to be available. We don't want to over-promise and under-deliver. On the other hand, if we can make improvements earlier than what we have set out in the plan we will do so.

Demographics of respondents



53% of people responded to this question



Key interest group submissions

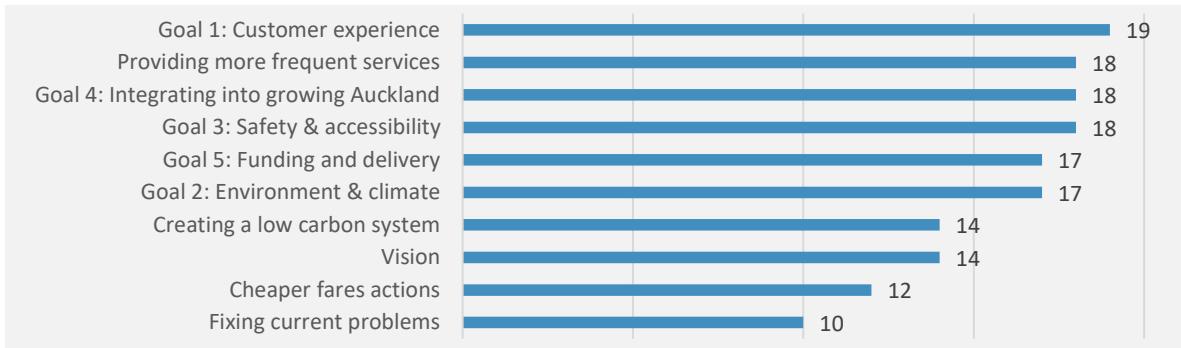
In addition to feedback from individual respondents, we received submissions from **45 key interest groups**.

- Auckland Airport
- Auckland Regional Public Health Service
- Automobile Association (AA)
- Beachlands South Limited Partnership
- Big Street Bikers
- Bike Auckland
- Brake, the Road Safety Charity
- Bus and Coach Association of New Zealand
- Business North Harbour Incorporated
- Campaign for Better Transport
- Clevedon Community and Business Association
- Community Waitākere
- End Urban SUVs
- EV Maritime Limited
- Fletcher Residential Limited / Fletcher Living
- Fullers360
- Gulf Harbour Ferry Group Representative
- Gulf Harbour Yacht Club Inc
- Herne Bay Residents Association Incorporated
- Howick Historical Village
- Hugh Green Limited
- Kāinga Ora – Homes and Communities
- Kinetic
- Ministry of Education
- Motutapu Restoration Trust
- Ngāti Manuhiri Settlement Trust
- Orakei Community Association Incorporated
- Project Forever Waiheke
- Protect Our Gulf
- Protect Our Winters
- Pukekohe Christian School
- Sealink Travel Group
- Takapuna Residents Association
- Te Tai-awa o te Ora
- Te Whakahaere Āhuarangi Ltd
- Titirangi Residents & Ratepayers Association
- Via Transportation
- Waiheke United AFC
- Waikato District Council
- Waikato Regional Transport Committee
- Waiuku Business & Development Association
- Waka Kotahi NZTA
- Wentworth College
- Weymouth Residents and Ratepayers Association
- Yachting New Zealand

These submissions are available to read in full on the [consultation webpage](#).

Stakeholder feedback was primarily focused on the **Vision and Goals** or on topics directly related to their expertise or local area. As with the wider feedback, we heard suggestions about additional investment into **rail, ferries**, and other active modes transport like **cycling** and **walking**, as well as concerns about **delivery and timelines**.

The most common topics were:



Attachment: Online survey text

Share your views on our proposals for Auckland's public transport system

Below you will find a list of topics covered in this survey, please select the topics you want to share your thoughts on, and a personalised survey will be generated.

Important please read: If you only want to provide general feedback on the draft Regional Public Transport Plan (RPTP), or just want to share your general thoughts on public transport, then please answer the following questions:

- General comments on the RPTP
- General comments on how to improve Auckland's public transport system

To make it easier to provide feedback, some examples from the draft RPTP are outlined under each of the "Key proposals/actions" questions. For more information visit AT.govt.nz/rptp

Create your survey Please select the topics you want to share your thoughts on.

- The proposed RPTP vision and goals
- The proposed RPTP policies
- Fixing the current problems with public transport (such as service cancellations)
- Providing more frequent better-connected bus, train, and ferry services
- Speeding up travel times
- Rolling out cheaper fares
- Improving communications and technology
- Making improvements for people with accessibility needs
- Making public transport even safer
- Increasing the resilience of public transport to severe weather events
- Creating a low carbon public transport system
- Feedback on other RPTP actions, or general comments on the RPTP actions
- RPTP proposals for specific public transport services/routes
- General comments on the RPTP
- General comments on how to improve Auckland's public transport system

The proposed RPTP vision and goals

The vision and goals set out what we want the public transport system to look like. Our highest and most urgent priority is fixing problems like driver shortages and service reliability, but we still need to plan for the future.

Our proposed vision and goals for the public transport system are shown below, you can also find out more on [pages 24-30](#) of the draft RPTP and [page 4](#) in the summary document.

What do you think of this vision for Auckland's public transport system?

- The vision is great as it is
- The vision is on the right track but needs some minor changes
- The vision needs major changes

Goal 1: Services providing an excellent customer experience

What this means:

- Improved quality and number of services
- Public transport is efficient, frequent, reliable, and convenient
- Public transport is resilient and responsive to changes in demand
- Public transport adopts innovative approaches and integrates new technology
- All aspects of public transport provides an excellent customer experience

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

Goal 2: Enhancing the environment and tackling the climate emergency

What this means:

- Reduced carbon emissions from transport through more people using public transport and a low emissions public transport system
- Public transport protects and restores biodiversity, water, and air quality

- Public transport is resilient to severe weather events

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

Goal 3: Safe and accessible transport for everyone

What this means:

- Public transport reduces inequity, enabling people to access key social, economic, and cultural opportunities
- Public transport is accessible and safe (including for people with disabilities)
- Public transport provides Māori whānau, hapū, iwi, and communities access to a range of cultural sites (such as marae and wāhi tapu)

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

Goal 4: Integrating public transport into a growing Auckland

What this means:

- Public transport helps to create more compact, sustainable, and efficient development patterns
- New development areas are well connected to public transport
- Public transport enables and supports well-functioning urban environments
- Public transport is well connected with other transport modes

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

Goal 5: Funding and delivering public transport transparently

What this means:

- Utilises community, and other, partnerships to better meet Aucklanders needs
- Sharing more data about the performance of public transport services
- Public transport supports Māori identity and Māori outcomes
- Procurement supports the efficient delivery of services and value for money
- Advocate for additional funding to address current funding shortfalls

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

The proposed RPTP policies

Policies guide how we will plan, design, deliver and operate the public transport system. They are statements as to how we will achieve the vision and goals, and they set the direction for the actions.

In the RPTP, policies are grouped under the goal they contribute to the most, but most will support the achievement of more than one goal.

Our proposed policies for the public transport system are outlined on [pages 54-66](#) of the draft RPTP.

What are your comments on the proposed RPTP policies? [Open text box]

Fixing the current problems with public transport

There have been many issues recently such as driver shortages and cancellations. We're working hard to fix these problems and get things back to where they were before the pandemic, this is our priority. Some key points to note are:

- We're on track to have the bus driver shortage fixed by the end of 2023.
- We're working with the government to raise wages and improve immigrations pathways for bus drivers and ferry skippers.

- KiwiRail's rebuild of the rail network will be complete by early 2026, reducing cancellations and disruptions.
- Other short-term proposals are outlined on [page 19](#), and [pages 32-53](#) (as part of the actions) of the draft RPTP, and [pages 7-11](#) in the summary document.

What are your thoughts on our initiatives to fix the current problems with public transport?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Providing more frequent better-connected bus, train, and ferry services

Most Aucklanders want to be able to just turn up and go, rather than planning journeys around timetables. More frequent services also improves the connectivity of the public transport system by reducing waiting times when transferring between services.

Some of our key proposals to improve the frequency of public transport include:

- The Auckland Council Climate Action Targeted Rate will fund 10 new frequent bus routes by 2027, and we will deliver another three frequent routes by 2031
- More buses on other lower frequency routes
- Stages 2 and 3 of the Eastern Busway – between Pakuranga and Botany
- Working with Waka Kotahi to deliver the north-west bus improvements, which includes buses every 7-8 minutes during peak hours
- Planning improvements to the public transport system that will support and connect to Light Rail.
- City Rail Link creates the rail capacity to have more trains arriving more often
- By 2026 trains will run every 7.5 minutes at peak travel times and every 15 minutes the rest of the day.
- KiwiRail is building three new train stations on the southern line
- Between 2024-2026 we will introduce more ferry trips on several routes, including Pine Harbour, West Harbour, Hobsonville Point, and Half Moon Bay; as well as more reliable connections to bus services.
- Changes to Gulf Harbour Ferry, Te Onewa Northcote Point Ferry, and OuterLink Bus Service

Proposals to improve the frequency of public transport are outlined on [pages 20-21](#), [pages 34-41](#) (as part of the Goal 1 actions) and [pages 82-118](#) (under services) of the draft RPTP, and [pages 7-11](#) in the summary document.

What are your thoughts on our proposed actions to provide more frequent public transport services?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Speeding up travel times

Aucklanders have told us they want public transport journeys to be quicker. Some of our key proposals to speed up travel times, include:

- City Rail Link will speed up train journeys meaning twice as many people will be within 30 minutes of central Auckland
- Electric trains to Pukekohe.
- More bus lanes on key routes.
- More bus queue jumps and priority at intersections. For example buses running behind schedule will be able trigger a green traffic light.
- Stages 2 and 3 of the Eastern Busway – between Pakuranga and Botany
- Working with Waka Kotahi to deliver the north-west bus improvements, which includes longer bus lanes on the motorway shoulders

Proposals to speed up travel times are outlined on [pages 20-21](#), and [pages 34-41](#) (as part of the Goal 1 actions) of the draft RPTP, and [pages 7-11](#) in the summary document.

Please note: These proposals are focused on travel times once people are on a bus, train, or ferry service. Other proposals that speed up overall travel times, such as service frequency and reliability, are covered in other questions in this survey.

What are your thoughts on our proposed actions to speed up travel times?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Rolling out cheaper fares

Aucklanders have told us they want cheaper public transport fares and discounts for frequent use. Some of our key proposals to provide better value fares, include:

- A weekly fare cap that allows unlimited travel for a fixed price.
- Half-price fares for under 25s and free fares for under 13s has just kicked off.

Proposals to provide better value fares are outlined on [page 47](#) of the draft RPTP and [page 7](#) in the summary document.

What are your thoughts on our proposed actions to provide better value public transport fares?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Making improvements for people with accessibility needs

Some Aucklanders have told us they want public transport to be easier to use for people with accessibility needs, such as those with visual impairments or reduced mobility. Some of our key proposals to improve the accessibility of public transport, include:

- Continue to implement our Accessibility Action Plan.
- Funding of the Total Mobility Scheme.
- Continued roll-out of audio announcements on buses.
- Ongoing accessibility improvements to stops and other infrastructure.

Proposals to improve the accessibility of public transport are outlined on [pages 45-47](#) of the draft RPTP and [page 8](#) in the summary document.

What are your thoughts on our proposed actions to improve the accessibility of public transport?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Improving communications and technology

Aucklanders have told us they want AT to communicate better about things like services changes and cancellations. They also want better ticketing options and more innovative technology that improves the experience of using public transport. Some of our key communication and technology proposals, include:

- In 2025 passengers will be able to use credit cards to board public transport.
- AT HOP card will be replaced in 2026 when we move to the national ticketing system. One benefit of the new system is that it will enable online balance top-ups to take effect immediately.
- Improvements to the AT Mobile app and online channels to let you know things quickly.
- Better real-time service tracking information.

Communication and technology proposals are outlined on [page 42](#) of the draft RPTP and [page 8](#) in the summary document.

What are your thoughts on our proposed actions to improve communications and technology?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Making public transport even safer

Some Aucklanders have told us they want to feel safer when using public transport. Here are some of our key proposals to make public transport even safer:

- Rolling out transport officers on buses like on Auckland's trains.
- Testing the implementation of safety barriers to protect drivers.
- Conflict de-escalation training for drivers.
- Run buses and trains more frequently in the evening.

Proposals to make public transport even safer are outlined on [page 48](#) of the draft RPTP and [page 8](#) in the summary document.

What are your thoughts on our proposed actions to make public transport even safer?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Increasing the resilience of public transport to severe weather events

Aucklanders want less disruptions to public transport due to severe weather events. Here are some of our key proposals:

- Maintenance programmes that will upgrade infrastructure, so it's less vulnerable to increasingly severe weather events.
- New infrastructure will be designed to be resilient to increasingly severe weather events.

Proposals to increase the resilience of public transport to severe weather events are outlined on [page 44](#) of the draft RPTP and page 8 in the summary document.

What are your thoughts on our proposed actions to increase the resilience of public transport to severe weather events?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Creating a low carbon public transport system

Many Aucklanders have told us they want a low carbon public transport system. Here are some of our key proposals to reduce carbon emissions from the public transport system:

- Over 1,000 buses (75% of the fleet) will have no tail pipe emission by 2031.
- Electric ferries in operation on several routes by 2025.
- Electric trains to Pukekohe.
- Ensure all PT projects consider the emissions embodied within the whole project, such as materials and construction techniques, and reduce them where possible.

Proposals to create a low carbon public transport system are outlined on [pages 43-44](#) of the draft RPTP and [pages 8-11](#) in the summary document.

What are your thoughts on our proposed actions to create a low carbon public transport system?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Feedback on other actions in the RPTP

Actions give effect to the policies, generally they are the tangible changes to the public transport system you will see happening around you.

Our proposed actions for the public transport system are outlined on [pages 32-53](#) and [page 82](#) onwards of the draft RPTP and some key actions are outlined on [pages 7-11](#) in the summary document.

What are your comments on our other RPTP actions i.e. the actions not covered in the previous questions?

Open text box

What other comments do you have on the RPTP actions? Have we missed anything?

Open text box

Feedback on RPTP proposals for specific public transport services/routes

Our proposals for specific bus, train, ferry, and on-demand services/routes are outlined in Part 7 of the draft RPTP.

How do you feel about the following proposed changes to public transport services/routes?

Proposed train service plan after City Rail Link opens

Open text box

Eastern busway changes, including new direct routes from Ormiston and Meadowlands (Bus routes 70, 705, 706)

Open text box

OuterLink changes (Bus routes OUT, 64, 65, 661)

Open text box

Extending the AirportLink service to Botany, and associated changes (Bus routes AIR, 31, 35, 356, 357, 358, 72)

Open text box

Opening of Rosedale Station and associated bus network changes (Bus route 864, 865, 907)

Open text box

Removal of the Gulf Harbour ferry after the Whangaparāoa changes are made (GULF ferry route)

Open text box

Proposal for AT to take over the Waiheke ferry (MTIA ferry route)

Open text box

Potential new AT local on-demand service areas

Open text box

What are your comments on other service changes proposed in the draft RTPP? Have we missed anything?

Open text box

General comments on the RTPP

This is the place for feedback on the draft RTPP that doesn't fit well under the other survey questions, or if you would rather share all your thoughts in one place.

What are your general comments on the RTPP?

Open text box

General comments on how to improve Auckland's public transport system

If you want to share your general thoughts on public transport, then this is the place to do it.

What are your general comments on how to improve Auckland's public transport system?

Open text box

Who are you providing feedback on behalf of? Is your feedback on behalf of an organisation or business?

- Yes – I am the official spokesperson for the organisation / business
- No – These are my own personal views

Contact details

PRIVACY: Auckland Transport is committed to protecting our customers' personal information. **Providing your email address ensures that we can contact you with updates to the project.**

Your feedback will be made publicly available in our feedback report, but your name and contact details will always remain private.

First name _____

Surname _____

Email _____

Tell us a bit more about yourself

We monitor the answers below:

- to see if the feedback we are getting on our proposals for the public transport system varies according to things like where people live, how old they are, or how they travel around Auckland.
- so we can try and make sure we hear from a range of people.

What suburb do you live in? [Open text box](#)**What local board area do you live in?** [\(Choose from the drop-down list\)](#)

Unsure which is your local board? [Click here](#) to find out.

What is your age? [\(Choose from the drop-down list\)](#)**What gender are you?** [Choose from list](#)**What best describes your travel habits?** [Regularly \(1+ times a week\), Sometimes \(1+ month\), Rarely/Never \(0-3 times a year\)](#)

- I travel by public transportation to work or education.
- I travel by public transportation to other destinations.
- I travel by private motor vehicle (e.g., van or car) to work or education.
- I travel by private motor vehicle (e.g., van or car) to other destinations.
- I travel by bicycle and micro-mobility (e.g., e-scooter) to work or education.
- I travel by bicycle and micro-mobility (e.g., e-scooter) to other destinations.

What ethnicity are you? [\(Tick all that apply\)](#)**Do you have a disability?** [Yes/No](#)

If Yes, What type of disability do you have? [Hearing, Acquired brain injury, Visual, Physical disability, Intellectual, Other \(please specify\)](#)

How did you find out about the plan, proposals, or survey? [Choose from list](#)



LOCAL BOARD SERVICES

E mahi ana mātou i te mahi mō Tāmaki Makaurau

Local board resolutions on draft Auckland Regional Public Transport Plan

October 2023



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Albert-Eden Local Board

Resolution number AE/2023/163

MOVED by Member, seconded by Member:

That the Albert-Eden Local Board:

- a) support the general direction outlined in the vision and goals of the Auckland Draft Regional Public Transport Plan 2023–2031.
- b) note only 102 pieces of feedback were received on the draft plan from people within the Albert-Eden area, but that overall only half of respondents provided their local board area.
- c) support the shift to be able to pay for public transport fares using credit cards and phone payments.
- d) request Auckland Transport return to accepting cash fares on public transport services to increase uptake and ensure our most vulnerable community members and young people are not excluded from the public transport system.
- e) express concern at the gap in the network within the central isthmus to be able to purchase Auckland Transport Hop cards from stores, and request this is addressed regardless of the shift referred to in c) above.
- f) request updated public transport information, including maps of the network to encourage expanded use of the network beyond daily trips, is easily available on the Auckland Transport website, are optimised for accessibility through search engines and are accessible from the Auckland Transport Mobile app.
- g) request routes assist people accessing key locations such as medical services in Greenlane area, St Lukes shopping area, town centres along main arterial routes and high-density development areas.
- h) support the focus on improving crosstown routes, such as making the 65 (currently 650) a frequent service.
- i) given potential changes to bus routes in the area, request Auckland Transport review and make adjustment to the St Lukes Wagener Place intersection to improve pedestrian movements.
- j) request Auckland Transport engagement with St Lukes Westfield to improve pedestrian access to the mall.
- k) request Auckland Transport introduce bike racks on buses to allow for multimodal journeys, noting that bike racks have been successfully introduced in Christchurch.
- l) provide the following feedback specifically on the changes proposed to the Outer Link bus service:
 - i) note previous feedback from the community showed low support for having to catch multiple services or make changes to reach their destination.
 - ii) note that when transfers are required, higher frequency services support higher usage and passengers continue to make similar trips when frequent services are available.
 - iii) note the usefulness and popularity of the Outer Link as a crosstown service and the wide public understanding of the Link branding.
 - iv) note the reliability issues of running a circular service and the negative feedback received from customers on this unreliability.

- v) request interchanges between services are a top priority to ensure success for any new/changed routes, they need to work well, be safe, quick and easy for the community and protected from the weather to ensure people are able to travel to where they want to go, and they are well used.
- vi) support the proposed new school route to assist school students traveling from Balmoral/Mt Eden area and the Manukau Road/Newmarket area.
- vii) request wide community engagement in March 2024 on proposed changes given the high usage and interest in the OuterLink bus.
- viii) request Auckland Transport deliver route adjustments for the 64, to go along Dominion Road rather than Sandringham Road in order to cater for journeys between the Dominion Road centres and Mt Eden Village, since these journeys will no longer be served by the Outer Link and since Kingsland-Mt Eden-Grafton journeys will be well served by the rail network after Maungawhau Station reopens.
- ix) request future engagement with the local board on proposed changes to the OuterLink route and possible layover sites for new routes.

CARRIED

Aotea / Great Barrier Local Board

Resolution number GBI/2023/113

MOVED by Chairperson P O'Shea, seconded by Member C Ollivier:

That the Aotea / Great Barrier Local Board:

- a) whakarite / provide the following feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031:
 - i) tuhi ā-taipitopito / note that Aotea / Great Barrier Island has no public transport service.
 - ii) tuhi ā-taipitopito / note that the Local Board Plan 2023 has a key initiative to investigate a community-led public transport service.
 - iii) tautoko / support investigations into local electric community-led public transport services.
 - iv) tuhi ā-taipitopito / note that Aotea is off the grid with no reticulated power and request that investigations into electric public transport consider off-the-grid options.
- v) tuhi ā-taipitopito / note that Aotea is an isolated rural island 90km northeast of Auckland City. Passenger and freight transportation to the island is either by a 35-minute plane flight or a four-and-a-half-hour ferry trip.
- vi) tautoko / support future proofing of the airport and ferry ports, both on the island and on the mainland, to ensure they are secure and fit-for-purpose including accessways to the ports and airports.
- vii) tautoko / support reliable and frequent public transport systems as when residents travel off island they rely greatly on affordable public transport to navigate the mainland.

CARRIED

Devonport-Takapuna Local Board

Resolution number DT/2023/190

MOVED by Chairperson T van Tonder, seconded by Member G Wood:

That the Devonport-Takapuna Local Board:

- a) supports the vision to rapidly increase public transport use to reduce congestion, improve access, support the economy and enhance the environment.
- b) support the weekly fare cap proposed.
- c) expresses concern that the OPEX required to meet the public transport growth forecasts will become a significant burden for the city and recommends Governing Body advocates to the Crown for increased funding to support this growth.
- d) supports the national ticketing system noting this will support the growth of domestic tourism, create a nationally consistent system and takes advantage of economies of scale.
- e) suggests advocacy to the Crown to help meet the upfront transition costs of the national ticketing system.
- f) supports the extension of the transfer window from 30 minutes to 60 minutes.
- g) requests that, if AT Local goes ahead, Devonport Peninsula alongside Sunnynook be added as priority locations for on-demand ride-share connecting locals to the Devonport and Bayswater ferry terminals and the Sunnynook Bus Station.
- h) support a new frequent bus route (94, made up of 94B and 94v) to connect the growing Northcote area to the Northern Busway, Takapuna, and Highbury.
- i) recommend extending the 805 service to Bayswater Marina to create a connection between the two ferry terminals, and making this a half hourly service.
- j) request investment in a programme of wayfinding walking and cycling blade signage to support mode shift, improve walkability and raise awareness of lesser known connections.
- k) expresses disappointment that cycling infrastructure is considered ‘aspirational’ in Goal Four, and consider that there should be adequate funding to improve safety on existing cycle paths, and continued investment in cycle paths that are ‘missing links’ in the city’s network, such as the Francis-Esmonde link project and East Coast Road to the Bike Hub at Greville Reserve.
- l) requests that the final RTPP includes an action to secure bike parking, wayfinding, and charging stations at transport hubs and ferry terminals as a priority action.
- m) request that AT form a TMP policy that sees all bus lanes and T2/T3 remain open during peak hours, where there are civic works or developments that require closing them off.
- n) support the roll-out of low emissions ferries that provide more capacity and associated terminal infrastructure.
- o) requests that phase 3 of the Devonport Ferry Terminal upgrade be prioritised for completion and that a commitment to delivering the new Bayswater ferry terminal is signalled in this document.
- p) recommend review of the Takapuna Metro centre within 5 years to be included as a rapid transport link (from frequent transport link) as resident and worker populations increase due to significant and upcoming development.

CARRIED

Franklin Local Board

Resolution number FR/2023/173

MOVED by Chairperson A Fulljames, seconded by Member A Hopkins:

That the Franklin Local Board:

- a) whakarite / provide the following feedback to Auckland Transport (AT) on the draft Auckland Regional Public Transport Plan (RPTP) 2023-203:

Vision and Goals

- i) tautoko / support the RPTP vision 'to massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment.'
- ii) tautoko / support the five goals of the RPTP:
 - A) Services providing an excellent customer experience.
 - B) Enhancing the environment and tackling the climate emergency.
 - C) Safe and accessible transport for everyone.
 - D) Integrating public transport into a growing Auckland.
 - E) Funding and delivering public transport transparently.

Service changes

- iii) tautoko / support the proposed changes to bus services in the Franklin Local Board area, as advised by memo dated 12 July 2023 and as outlined in the table below:

Route Number	Route Name	Route Description	Service Level Current (2023)	Service Level Future (2031)	Description of changes
384	Ramarama	Ramarama – Maketu Road – Drury Station	N/A	Connector	New route from 2026 with Drury Station opening
391	Pukekohe Northeast loop	Pukekohe Station – Valley Road – Cape Hill Road – Pukekohe Station (loop)	Connector	N/A	Replaced by AT Local by 2025
392	Pukekohe Northwest loop	Pukekohe Station – Kayes Road – Birdwood Road – Helvetia Road – Pukekohe Station	Connector	N/A	Replaced by AT Local by 2025
393	Pukekohe South loop	Pukekohe Station – Svendsen Road – Kitchener Road – Beresford Road – Pukekohe Station	Connector	N/A	Replaced by AT Local by 2025

Route Number	Route Name	Route Description	Service Level Current (2023)	Service Level Future (2031)	Description of changes
394	Paerata Road	Pukekohe Station – Paerata Road – Papakura Station	Local	Local	Current route will be redirected to end at Paerātā Station when it opens in 2026
395	Waiuku peak	Waiuku – Kingseat – Te Hihi – Hingaia Road – Papakura Station	Peak	N/A	Withdrawn in 2026 with changes to Franklin services as part of new Southern train stations
396	Waiuku	Waiuku – Patumahoe – Pukekohe Station	Local	Local	Route upgraded to 2026 with changes to Franklin services as part of new Southern train stations
738	Pine Harbour	Maraetai – Beachlands – Pine Harbour	N/A	Local	New route from 2025
739	Beachlands	Maraetai – Beachlands – Whitford – Ormiston Town Centre – Botany Town Centre	Local	Local	Route via Ninth View Avenue from 2024. Beachlands loop will become two-way
LOCAL	AT Local	Service area covering Pukekohe	5:30am to 9:30pm weekdays 6:30am to 8:30pm weekends	5:30am to 9:30pm weekdays 6:30am to 8:30pm weekends	Introduced from 2025 alongside withdrawal of 391, 392 and 393 bus routes
PINE	Pine Harbour Ferry	Pine Harbour – Downtown	Local	Local	Additional peak (from 2024), midday (from 2026) and weekend (from 2026) trips
STH becomes SHL	Southern Line	Papakura – Britomart via Newmarket becomes Pukekohe – Ōtāhuhu via City Rail Link stations. Some trips will operate limited stops	Rapid (at peak times) Connector (other times)	Rapid	Service will change when City Rail Link opens in 2026

- iv) tono / request that Auckland Transport investigate other underutilised bus routes and areas with no public transport, with a view to implementing further AT Local on-demand ride share services, with particular focus on Beachlands/Maraetai (limited services) and Clevedon (no current services).

- v) tono / request Auckland Transport begin the planning needed to connect South-East Auckland (particularly Clevedon) with the wider public transport network, to ensure services can be implemented without delay when the population reaches the given criteria.
- vi) tuhi ā-taipitopito / note south-east Auckland is currently connected by one ferry service and limited bus services, servicing only the Beachlands/Maraetai area.
- vii) tono / request Auckland Transport progress the following key initiative from the Franklin Local Board Plan 2020: “a new bus service that connects growing Wairoa communities to community facilities and services and to transport hubs including at Botany, Pine Harbour and Papakura train station”. This means a south-east link service eg Botany/Howick – Beachlands/Maraetai – Clevedon – Papakura.
- viii) tono / request Auckland Transport review the Special Housing Area legislation, to ensure the requirement for public transport in this legislation has been addressed in the proposed Regional Public Transport Plan. Special Housing Areas in Franklin that should be connected to the public transport network include Clarks Beach, Glenbrook Beach, and Belmont (Pukekohe).
- ix) tono/ request that Auckland Transport continue to work in partnership with the board on ways to increase the frequency, reliability, and extent of public transport services in Franklin.

Actions

- x) tautoko / support introducing a weekly fare cap, to reduce the cost of regular use of public transport.
- xi) tautoko / support extending the transfer window (the time between tagging off of one service and onto the next, in which the same fare is applied to the journey), from 30 minutes.
- xii) tautoko / support improving the reliability of bus services, including with new bus or transit lanes, and giving late-running buses priority at intersections to get back on schedule.

Alignment with Local Board Plan

- xiii) tono / request that the RPTP reference the following elements from the Franklin Local Board Plan 2023 that contextualise public transport in Franklin:
 - A) Most communities in Franklin rely on cars because it's communities are geographically spread out
 - B) The public transport network that currently exists is perceived as unreliable and there is limited 'park and ride' space available, reducing people's ability to commute using public transport
 - C) Public transport services do not include express services so commuting to the central city is often slower by public transport than by car
 - D) There is a lack of cross-border network planning that focusses on the public transport needs of both the Franklin Local Board area and the North Waikato.
- xiv) tono / request Auckland Transport consider the following advocacy points from the Franklin Local Board Plan 2023: Appendix A: Transport Advocacy:
 - A. Add more park and ride capacity so that rural people (including those coming from the Waikato) can get to trains or ferries rather than commuting to employment and service centres by private car, putting designations in place now in anticipation of further growth eg more parking at Drury, Paerata and Ngaakaroa train stations than what is currently planned
 - B. Increase ferry capacity and frequency at Pine Harbour, Beachlands, to address local population growth and east Auckland congestion issues, and offer off-road commuter options

- C. Joined up planning between Kainga Ora, Auckland Council, and Auckland Transport, to ensure all Kainga Ora developments are connected to the public transport network
- D. Bus services - new:
 - i. a 'rural township' bus service to link Clevedon with the Papakura train station and Pine Harbour ferry and on to Botany (i.e a south-east link connector service)
 - ii. a direct service between Beachlands and Howick, and Beachlands and Manukau, with no change at Botany
 - iii. a service to Kawakawa Bay and Orere Point (limited services)
 - iv. a service from Clarks Beach to Paerata train station and Pukekohe noting that any service to Papakura will be affected by congestion on Hingaia Road in the long-term.
 - v. a future service between Bombay and new stations and town centres at Drury/Ramarama, potentially part of Route 384
- E. Bus services – existing:
 - i. more frequent services to Port Waikato (currently only on Thursdays)
 - ii. bus shelters at stops in Waiuku
 - iii. more frequent services between Papakura and Waiuku
 - iv. more frequent services between Waiuku and Pukekohe
 - v. Auckland Transport 'On Demand' services are made available in Pukekohe and Beachlands-Maraetai.
- F. Reduction in public transport fares for those travelling the largest distances i.e. living on the edges of Auckland
- G. Support electrification of the rail network, southern line level crossing upgrades, and 3rd and 4th train tracks
- H. Express train services from Franklin into central Auckland that are equal to, or faster than travelling by car to encourage commuters to use trains
- I. Investigate ferry services on the Manukau Harbour that improve network resilience and enable connection by ferry between Clarks Beach, Waiuku, Glenbrook Beach, Āwhitu Peninsula and Little Huia to trains at Onehunga.
- J. To recognise Pukekohe (and Papakura) train stations as transport hubs for the North Waikato. Auckland Transport, Auckland Council and Waikato Regional Council must work together with central government to develop better public transport across local authority boundaries. This could include a 'park and bus' facility connecting Waikato commuters to Auckland's bus and rail service hubs at Pukekohe or Drury.

Other comments

- xv) tono / request Auckland Transport consider installing new bus shelters at bus stops that do not currently have shelters, to make public transport more attractive and increase patronage. This is of particular importance in Waiuku.
- xvi) tono / request that Auckland Transport look at ways to improve public safety and security train stations, particularly in the evening and weekends.

CARRIED

Henderson-Massey Local Board

Resolution number HM/2023/127

MOVED by Deputy Chairperson B Loader, seconded by Member D Collins:

That the Henderson-Massey Local Board:

- a) whakarite / provide feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031, in Attachment A.

CARRIED

Attachments

- A. 17 October 2023, Henderson-Massey Local Board: Item 20 - RPTP Feedback Form

Henderson-Massey Local Board Feedback on the Regional Public Transport Plan

The Henderson-Massey Local Board provides the following feedback on the Regional Public Transport Plan:

In response to Question One on the RPTP Vision:

- Support the vision that provides the overall strategic direction for the RPTP to ‘massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment’.
- The vision aligns with the Henderson-Massey Local Board Plan.

In response to Question Two on the RPTP Goals:

Goal 1 – Services providing an excellent customer experience.

- Suggest that Goal 3 is on the right track but with minor changes.
- This goal should be expanded to include a safety element. Users of public transport should be able to feel safe while using the service, however a number of incidences have occurred that compromise the safety of women and vulnerable members of the community.

Goal 2 – Enhancing the environment and tackling the climate emergency.

- Suggest that Goal 2 is on the right track but needs minor changes.
- This includes further refining to include a climate change mitigation and resilience lens.

Goal 3 – Safe and accessible transport for everyone.

- Suggest that Goal 3 is on the right track but needs minor changes.
- Suggest that the definition of “accessible transport” in Goal 3 includes providing equitable access to ensure a fair distribution of transport to areas that are not so well served.
- When compared to other Local Board areas, Henderson-Massey has a higher proportion of deprivation, an increased amount of intensification and yet has a lower proportion of public transport availability so it is important to our Local Board to ensure that the RPTP provides for a fairer distribution of public transport across the region.

Goal 4 – Integrating public transport into a growing Auckland.

- Consider that Goal 3 is on the right track. Given the increased development and population growth within the Local Board area, this is very important.

Goal 5 – Funding and delivering public transport transparently.

- Consider that Goal 3 is on the right track.

In response to Question 3 on Service Changes:

Support the changes in the Henderson-Massey Local Board area.

Henderson-Massey Local Board advocate for the extension of the East-West Line to Huapai to cater for proposed increased population growth.

In response to Question 4 on RPTP Action

Weekly fare cap introduction

- Support the proposed action to reduce the cost of regular use of public transport.

Transfer window extension past 30 minutes

- Support the proposed action to extend the transfer window from 30 minutes.

Improving reliability of bus services including new bus/transit lanes and bus priority at intersections

- Support the proposed action to improve reliability of bus services by increasing the number of bus and transit lanes and providing priority for busses at intersections subject to minor changes.

In response to Question 5 on Local Board Plans

- Support the alignment of the RPTP with the Henderson-Massey Local Board Plan.
- The elements related to public transport within this plan which the Local Board would like to see reflected in the RPTP include:
 - Reducing carbon emissions.
 - Better public transport in the west.
 - Prioritisation of local transport spending on safety, and walking and cycling
 - Ensuring a range of transport options are easily available.
 - Investing in our major transport hubs, particularly at Henderson and also at rapid transit interchanges including Te Atatū, Lincoln Road and Westgate.
 - Progress opportunities for neighbourhood path connections, guided by the Henderson-Massey Connections Plan 2019.
 - Prioritise transport projects that improve safety and health and contribute to climate action and social outcomes such as setting speed limits around schools.
 - Support initiatives that help remove barriers to cycling such as access to a safe affordable bike and learn to ride programmes.
 - Connections between public transport and the proposed Te Whau Pathway.

In response to Question 6 on additional comments

On Policies (Part 5)

- Supports an increase in local procurement and increase in Māori procurement.
- Emphasises the importance of including secure scooter and bike parking, wayfinding and charging stations at transport hubs and ferry terminals to encourage a greater use of active modes of transport in combination with public transport. The Local Board views that getting to and from destinations while using public transport is likely to take more than one mode of transport, so multimodal integration is necessary. This includes the provision of secure bike parking. Secure bike parking will make access to public transport safe, convenient, and pleasant, improving customers' experience of public transport.
- Notes plans to remove level pedestrian crossings at O'Neils Road and Corbans Estate. It is the view of the Local Board that these level crossings be replaced by bridges or tunnels to enable pedestrians to safely cross the tracks at these sites.

- Retain discretionary capital transport fund for Local Boards to authorise minor improvement works within the Local Board area.
- Fully support the Northwest Rapid Transit programme.
- Advocate for scheduling and funding of Stage 3 of the Western Rail Network rebuild from Swanson to New Lynn which is not currently included in the draft Regional Land Transport Plan 2024
- Notes the Central Rail Link (CRL) cannot be implemented without Stage 3 of the Western Rail Network rebuild from Swanson to New Lynn being completed.

Hibiscus and Bays Local Board

Resolution number HB/2023/158

MOVED by Member J Law, seconded by Member S Mills:

That the Hibiscus and Bays Local Board:

- a) whakarite / provide the following feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031:

Vision and goals

- i) tautoko / support the vision of the draft Regional Public Transport Plan 2023 – 2031 to “massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment”
- ii) tono / request that the goals of the draft Regional Public Transport Plan 2023 – 2031 be simplified to state that public transport be a transport option that is safe, accessible, reliable, cost effective, and integrated with other modes in such a way as to enable people to switch transport modes seamlessly throughout their journey

Service Changes

- iii) tono / request that the Gulf Harbour ferry service not be withdrawn by 2028 following the completion of Ō Mahurangi Penlink as outlined in the Regional Public Transport Plan, in order to respect the overwhelming public feedback received to retain this service, from affected community members as well as associated marine industry experts
- iv) whakaae / acknowledge that out of the 3200 submissions to the Draft Regional Public Transport Plan, 1227 submissions were received in support of the retention of the Gulf Harbour ferry service
- v) tuhi ā-taipitopito / note that 7900 signatures have been received on the change.org petition to save the Gulf Harbour ferry service and that more than 2100 signatures have been received on a change.org petition to ensure that the Gulf Harbour ferry service is a reliable seven-day service
- vi) whakaae / acknowledge that the organised community group opposing the termination of the Gulf Harbour ferry service have been actively recording individual submissions and to this date have recorded 1335 submissions
- vii) kohuki / consider that the Whangaparāoa peninsula has limited transport infrastructure and faces unique transport challenges unlike comparable coastal communities in Auckland
- viii) kohuki / consider that the Whangaparāoa peninsula will be better served by a multi modal public transport system that includes buses, ferries, walking and cycling
- ix) kohuki / consider that the Gulf Harbour ferry service enhances community safety and resilience by providing vital travel options to a community that is currently reliant on Whangaparāoa Road which at two points has no alternative access if it is severed at either of these points
- x) tono / request that Auckland Transport consider reviewing the current contract with Fullers with an aim to seek other service providers to provide a more reliable service
- xi) whakaae / acknowledge that the Gulf Harbour ferry service will remain the fastest mode of public transport direct to the city centre for many living on the Whangaparāoa peninsula regardless of planned Ō Mahurangi Penlink bus routes
- xii) tono / request that Auckland Transport take into consideration the changing dynamic of technology in ferries and Auckland Council's commitments to ferry fleet electrification

- alongside the benefits of emissions reducing public transport alternatives, before ending the Gulf Harbour ferry service
- xiii) tono / request that Auckland Transport notes that the causes of the fall in patronage of the Gulf Harbour ferry service can only be correlated with the dramatically lower reliability, rather than lower demand for ferries, as no demand-based research has been undertaken
- xiv) tuhi ā-taipitopito / note previous resolutions of the Hibiscus and Bays local board [HB 2021/26, HB2021/29, HB 2021/162 and HB/2022/52] requesting that the Whangaparāoa Bus Interchange receive funding to ensure construction finishes before the opening of Ō Mahurangi Penlink, for the purpose of enabling the Northern Express 2 route to terminate at Stanmore Bay
- xv) whakaae / agree and commend Auckland Transport for signalling on page 99 of the draft Regional Public Transport Plan that the East Coast and Glenvar roads intersection will be signalised from 2027 - an essential and long-overdue safety project that the community have been seeking certainty on
- xvi) tuhi ā-taipitopito / note that the much-needed Glenvar Road realignment will improve public transport viability and service coverage to meet the needs of the growing Long Bay subdivision and surrounding areas.

CARRIED

Howick Local Board

Resolution number HW/2023/199

MOVED by Chairperson D Light, seconded by Member B Kendall:

That the Howick Local Board:

- a) provide the following feedback on the Regional Public Transport Plan 2031-2031:
 - i) in regard to the Vision:
 - A) support the vision of "Massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment."
 - ii) in regard to the Goals:
 - A) note that the use of Climate Emergency is driven by the Auckland Council declaration in 2019.
 - B) support the proposed goals to support the vision.
 - iii) in regard to the Service Changes:
 - A) support for return of the direct Half Moon Bay to Middlemore bus service.
 - B) request extension of 72X to capture Half Moon Bay, Farm Cove etc.
 - C) request extension of 705 to capture Cockle Bay.
 - D) request investigation into a Beachlands to Howick via Whitford Road service (potentially by extending 739) noting the high and continuous public demand for better public transport connections.
 - E) note that the Ormiston Road interchange becomes critical and the design and operation of this could make/break the experience for transfers.
 - iv) in regard to actions:
 - A) support the proposed weekly cap, noting the potential positive impact on encouraging people to use public transport more frequently.
 - B) support extending the transfer window from 30 minutes to 45 minutes to acknowledge that not all transfers occur within the shorter timeframe, often at no fault of the passenger.
 - C) support the use of bus booster (priority for buses, especially late) which has been shown during pilots to remove wait times by approximately 1/3.
 - v) in regard to the alignment with the Local Board Plan
 - A) advocate for the retention of the Local Board Transport Capital Fund.
 - B) support for more feeder bus services or other innovative on demand services that will enable the community to access the existing bus / ferry networks, specifically to meet delayed ferries, and coordinate with late arrival ferries.
 - C) support more bus services to serve all areas of the local board, but particularly the fast growing areas of Flat Bush and Ormiston.
 - D) support for more provision of more ferry and train services, as well as express bus services.
 - E) support for implementation of projects from the Howick Walking and Cycling Network Plan that increase connectivity to schools, places of sport and recreation, Eastern Busway, Half Moon Bay Ferry, and Highbrook
 - vi) in regard to Policies, Monitoring, Evaluation and Review
 - A) request that ongoing monitoring of usage and need to ensure that services continue to meet the demands of the public.
 - vii) in regard to other matters:

- A) note that there was feedback from locals requesting that the changes be accelerated where possible.
- B) note the need for increased public safety in and around public transport – increasing the number of CCTV cameras on buses and in stations; increasing Public Transport Officers on buses to provide physical safety.
- C) note the need for driver safety – rolling out driver screens to provide physical safety for drivers.
- D) note that there is no mention of enhancing cyclist access to public transport to mitigate the lack of continuous cycleways within the network (e.g. bike racks on front of buses similar to Christchurch, Wellington and other international cities).

CARRIED

Kaipātiki Local Board

Resolution number KT/2023/189

MOVED by Deputy Chairperson D Grant, seconded by Member E Hannam

That the Kaipātiki Local Board:

- a) support the general direction of the draft Auckland Regional Public Transport Plan 2023-2031 (RPTP).
- b) note the 157 submissions from the Kaipātiki Local Board area on the draft RPTP.
- c) oppose the closure of the Northcote Ferry service, for the following reasons:
 - i) Local residents want to use the service and would use it more often if service level was enhanced - sailings were increased and made reliable.
 - ii) Until the Covid-19 lockdowns, parking spaces on Queen Street from the roundabout to the Northcote Wharf were full every day. Since that time, the services have been severely degraded which has resulted in a loss of confidence in the service and substantially fewer passengers using the service.
 - iii) 40 residents visited the community open day on Thursday 10 August, organised by two local board members. The feedback from frustrated former ferry users comprised the following:
 - A) Because Auckland Transport had changed the ferry timetable, the service no longer fitted their work hours as the ferry now arrived either too early or too late.
 - B) Residents spoke about being trapped in the city, having taken a pet or bicycles on the ferry and found they couldn't get back because of cancellations. Taxis and Ubers may not take pets - it's up to the driver's discretion. In one case a family of four with bicycles were unable to get back because of ferry cancellation, and had to instead catch a bus back to their home and then drive to the CBD to collect their family and bicycles. This does not provide would-be users with certainty.
 - C) Significant investment was made into the rebuild of the Northcote Point Ferry Wharf which residents view as a waste if this ferry service is closed.
 - D) The Northcote ferry service is part of the integrated cycle network between the North Shore and the CBD. Commuter cyclists use the ferry and are frustrated that the service has been made unreliable as it forces them to cycle to Devonport as the best alternative, or not cycle at all. Birkenhead does not suit many cyclists because the access roads are steep.
 - E) Significant investment has been put into the Northcote Safe Cycle Way which connects the Northcote Wharf to Takapuna. Residents view this investment as wasted if the Ferry service is no longer available.
 - iv) We know similar feedback as the above was given to AT staff at the AT drop-in on Saturday 12 August, and through submissions to AT.
- d) support the new frequent route 994, made up of 94B and 94V, to connect the growing Northcote area to the Northcote Busway, Takapuna and Highbury.
- e) request a frequent bus service to link Akoranga Station with Northcote Town Centre and Smales Farm bus station to promote patronage of bus use by Northcote Town users. With an additional 7,000 residents expected to move into Northcote Central over the next three years, frequent and safe service to the bus stations is essential. Therefore,

- f) request more frequent East/West bus services from the Kaipātiki Local Board area to Smales Farm, Takapuna, Devonport, and Albany. We note the large number of students from Kaipātiki that study, work and access recreational and sporting activities across the North Shore, and the increasing demand for transport to the Smales Farm and North Shore Hospital.
- g) request that improvements are made to bus shelter facilities within the CBD for the Northern bound buses, to include:
 - i) all-weather shelter for users, large enough to adequately cover public transport users who are attending a major event, such as concerts, large sporting events, etc,
 - ii) access to toilet facilities at the most frequently used stops,
 - iii) adequate Wi-Fi and power charging stations, and
 - iv) adequate seating
- h) request more frequent East/West bus services from the Kaipātiki Local Board area to Smales Farm, Takapuna and Albany. We note that the Smales Farm bus station is more centrally located for the Kaipātiki area than the Akoranga bus station as the main connection to the Northern Bus way, particularly if users are travelling North or visiting North Shore Hospital.
- i) remain opposed to congestion charges as they will have an unfair impact on Kaipātiki residents who need to travel through the City Centre for work in the Southern part of Auckland. Limited bus services and long travel times can make public transport a non-viable option.
- j) support a weekly public transport fare cap that will apply automatically. We request the inclusion of bus, rail and ferry fares as an integrated package.
- k) support the provision of a park and ride facility within the Kaipātiki Local Board area to support and encourage the use of buses.
- l) request the trial of direct bus services from Kaipātiki to employment/tertiary education hubs outside of the North Shore, for example to south, east and/or west, in consultation with the Kaipātiki Local Board, to reduce travel times and congestion on Onewa Road.

CARRIED

Māngere-Ōtāhuhu Local Board

Resolution number MO/2023/150

MOVED by Deputy Chairperson H Fatu Toleafoa, seconded by Member M Kolo:

That the Māngere-Ōtāhuhu Local Board:

- a) provide feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031, in line with the template provided in Attachment A tabled at the meeting.

CARRIED

Attachments

- A Māngere-Ōtāhuhu Local Board Regional Public Transport Plan (RPTP) feedback

RPTP Feedback Template

Introductory note

This template is provided to assist local boards with preparing formal feedback to Auckland Transport (AT) on the draft Auckland Regional Public Transport Plan 2023 – 2031 (RPTP).

AT welcomes any and all feedback on the draft RPTP; this template outlines key areas where specific comment would be particularly useful. The bold section headings suggest how feedback could be structured, and questions outline the key feedback AT would like to receive in relation to that section. All areas are optional, and AT is also happy to receive feedback that does not follow this template.

Vision and Goals

The Vision and Goals provide the overall strategic direction for the RPTP, set out what we want the public transport system to look like, and help to shape the rest of the plan. The Vision and Goals are found on pages 24-30 of the RPTP.

Vision

The RPTP's vision is 'to massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment'.

Question One

What does the board think of this vision for Auckland's public transport system? (select one option)

- The vision is great as it is.
- The vision is on the right track but needs some minor changes.**
- The vision needs major changes.

Please provide a comment to explain the board's position.

The Māngere-Ōtāhuhu Local Board supports the vision of the RPTP. Adding a specific reference to 'Equity' in the vision statement would be valuable to ensure how transport analysis is undertaken to address accessibility across different population groups and prioritization of investment on transport infrastructure.

Goals

The RPTP has five goals, which expand on the Vision. These are:

- Goal 1 – Services providing an excellent customer experience.
- The goal is great as it is.
- ✓ **The goal is on the right track but needs some minor changes.**
- The goal needs major changes.

- Goal 2 – Enhancing the environment and tackling the climate emergency.
- The goal is great as it is.
- ✓ **The goal is on the right track but needs some minor changes.**
- The goal needs major changes.

A direct reference to reducing carbon emissions from transport will make the goal specific and clear.

- Goal 3 – Safe and accessible transport for everyone.
- The goal is great as it is.
- ✓ **The goal is on the right track but needs some minor changes.**
- The goal needs major changes.

Include a reference to equity, 'Safe, equitable and accessible transport for all'

- Goal 4 – Integrating public transport into a growing Auckland.
- ✓ **The goal is great as it is.**
- The goal is on the right track but needs some minor changes.
- The goal needs major changes.

- Goal 5 – Funding and delivering public transport transparently.
- ✓ **The goal is great as it is.**
- The goal is on the right track but needs some minor changes.
- The goal needs major changes.

Question Two

For each of the five goals, please tell us if (select one option):

- The goal is great as it is.
- **The goal is on the right track but needs some minor changes.**
- The goal needs major changes.

Please provide a comment to explain the board's position – this can be either across all five goals, or on each individual goal.

Service changes

The RPTP includes proposed fundable changes to bus, train, ferry and on-demand services across the region. The changes for each local board are set out in a memo provided by Auckland Transport on 12 July 2023, and in material provided to assist discussions at workshops that were held throughout September and early October.

Question Three

Please indicate whether the local board (select one option):

- Supports the proposed changes in the board's area.**
- Supports some of the proposed changes, but not others.
- Does not support the proposed changes in the board's area.

The board supports the proposed changes and reiterates need for better, frequent public transport service to and from the Māngere bridge/ Māngere region. The area is underserved by public transport and a large proportion of travelers to and from the area.

Please provide a comment to explain the board's position, ideally with reference to specific routes with changes that are or are not supported. If the board has comments on on-demand (AT Local) services, please provide these in this section.

Actions

The RPTP contains a number of proposed actions, across all five goal areas, along with the intended timeframe for their completion. Actions are outlined on pages 32-52 of the RPTP.

Action areas that were most commented on by the public include:

1. Introducing a weekly fare cap, to reduce the cost of regular use of public transport.
 - Supports the proposed action.
 - Would support the action, subject to changes (please outline what).
 - Does not support the proposed action.

The board requests that the equity lens is applied to the RPTP as the costs for public transport is a barrier for communities living in high deprivation areas, with comparatively limited transport choices and access to public transport. The plan offers the opportunity to trial free public transport in targeted areas in the local board area. Also noted later in the feedback that designing models that are cost neutral through "capped fares", is an option that can be trialed in targeted areas in Māngere-Ōtāhuhu.

2. Extending the transfer window (the time between tagging off of one service and onto the next, in which the same fare is applied to the journey), from 30 minutes.
 - Supports the proposed action.
 - Would support the action, subject to changes (please outline what).
 - Does not support the proposed action.
3. Improving the reliability of bus services, including with new bus or transit lanes, and giving late-running buses priority at intersections to get back on schedule.
 - Supports the proposed action.
 - Would support the action, subject to changes (please outline what).
 - Does not support the proposed action.

Question Four

For each of the actions listed above, and any others the board wishes to comment on, please indicate whether the local board (select one option):

- Supports the proposed action.
- Would support the action, subject to changes (please outline what).
- Does not support the proposed action.

Please provide a comment to explain the board's position.

Alignment with Local Board Plan

AT is aware local boards are in the process of finalising their Local Board Plans. There may be elements related to public transport within these plans which the board would like to see reflected in the RPTP.

Question Five

Please outline any areas of the local board plan that relate to public transport which the board feels should be referenced in the RPTP.

- a) A key priority for the Māngere-Ōtāhuhu Local Board is equity:
- the costs for public transport is a barrier for communities living in high deprivation areas, with comparatively limited transport choices and access to public transport.
 - reliable and frequent public transport options are a must to increase uptake
 - public transport costs are a barrier for wider communities of South Auckland and Māngere-Ōtāhuhu in particular.

The Local Board Plan notes the board's advocacy to central government, Governing Body and Auckland Transport for free public transport and

- b) to design trials for free public transport to identify and remove barriers to public transport use for communities of South Auckland. Research and lived experiences of our communities show that areas of high social deprivation have relatively low public transport use.
- c) The Māngere-Ōtāhuhu Local Board request that targeted initiatives are taken up in the local area to trial free public transport.
- d) A theme in the Māngere-Ōtāhuhu Local Board Plan (2023) is "Our Places" with a key idea being, "safe neighbourhoods that are well connected with accessible local transport options".
- a) Prioritise projects that help improve safety in our town centres and residential areas, including pedestrian crossings near schools
- b) Provide localised initiatives to promote the use of public transport and multi-modal options
- c) Build and support active travel options for local travel and connectivity
- d) Enable opportunities to attract and bring in visitors to our area, including supporting local businesses and town centres
- e) An overarching intent in the plan is 'Climate mitigation' achieving the target zero emission and the board seeks investment in transport initiatives that promote walking, cycling and public transport and improve health outcomes, such as Bike Hubs
- f) Auckland Transport support roadside tree maintenance and planting to increase the urban ngahere/

- tree canopy cover in the local area with the second lowest in the city
- g) Public transport hubs and facilities including Manukau Bus and Train Stations, Puhinui Station Interchange, and the Southern Line train provide opportunities for connectivity and public transport use for both residents and visitors
 - h) The Airport to Botany Rapid Transit Project will provide opportunities in the train and bus stations for businesses, intensification along the main route, and improved public transport options

Other comments

The RPTP has several other elements which the board may wish to provide feedback on. These include:

- o Policies (Part 5) – these include how we plan and design the public transport system, how we set fares, how we procure services, and more.
- o Monitoring, Evaluation and Review (Part 6) – these include the performance targets across all five goals.

The board may also wish to provide general comments on the planning or performance of the public transport system.

- a) **Capped fares:** The board requests that in the eventuality that "free public transport" cannot be provided, the RPTP can consider other avenues to explore cost reduction for communities of need. Designing models that are cost neutral through "capped fares", is an option that can be trialed in targeted areas in Māngere-Ōtāhuhu.

Question Six

Please set out any additional comments the board may wish to provide as part of its feedback on the RPTP in this section.

Manurewa Local Board

Resolution number MR/2023/182

MOVED by Chairperson G Murphy, seconded by Member R McLean:

That the Manurewa Local Board:

- a) provide the following feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031:

Vision and Goals

- i) the board support the RPTP vision 'to massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment.'
- ii) the board supports the five goals of the RPTP:
 - Services providing an excellent customer experience.
 - Enhancing the environment and tackling the climate emergency.
 - Safe and accessible transport for everyone.
 - Integrating public transport into a growing Auckland.
 - Funding and delivering public transport transparently.

Service changes

- iii) the board supports the proposed changes to bus services in the Manurewa local board area, namely:
 - introducing two new routes (37 and 39) in late 2025 to provide frequent service to the Manurewa and Clendon area, providing better connections to Manukau, Puhinui, Ōtara and Highbrook.
 - changes to the 362 bus route to improve overall coverage in Manurewa.
 - changes to train services related to the opening of the City Rail Link.
 - general improvements to service levels on other routes.
- iv) the board requests that the planned 367 bus route, including Eugenia Rise and Goodwood Drive, also be prioritised for introduction as soon as possible.
- v) the board requests that AT continue to work in partnership with the board on ways to increase the frequency, reliability, and extent of public transport services in Manurewa.

Actions

- vi) the board supports Introducing a weekly fare cap, to reduce the cost of regular use of public transport.
- vii) the board supports extending the transfer window (the time between tagging off of one service and onto the next, in which the same fare is applied to the journey), from 30 minutes.
- viii) the board supports improving the reliability of bus services, including with new bus or transit lanes, and giving late-running buses priority at intersections to get back on schedule.

Alignment with Local Board Plan

- ix) the board requests that the RPTP reference the following elements of the Manurewa Local Board Plan 2023 that relate to public transport:
 - A) Work with Auckland Transport and other partners to finish redeveloping the areas surrounding Te Mahia station to create a stronger presence and connection to Great South Road and the surrounding neighbourhood

- B) Continue to work with Auckland Transport to improve the maintenance levels of our roads, footpaths, bus stops and bus shelters
- C) Continue to work with Auckland Transport to ensure our train stations are safe, accessible and connect to public transport and active transport modes
- D) Continue to support the free Manurewa Link Te Manurewatanga bus service
- E) Increase the frequency and capacity of trains and buses to and from Manurewa and Clendon town centres and investigate piloting provision of on-demand ride share services, linking more of our communities to public transport hubs and increasing the range of transport options available to residents.

Other comments

- x) the board requests that further work be done to reduce the cost of public transport fares for users in low-income communities such as Manurewa where uptake of public transport is poor.
- xi) the board requests that AT look at ways to improve public safety and security at Manurewa, Homai and Te Mahia train stations, particularly in the evening.
- xii) the board requests that AT investigates trialling a version of AT Local, the on-demand ride share service operating in Conifer Grove, Takaanini and Papakura, for public transport users in Manurewa.
- xiii) the board requests that AT prioritise installing new bus shelters at bus stops that do not currently have shelters in areas with low public transport usage such as Manurewa to encourage increased usage. Bus stops that are more frequently utilised by residents travelling to work and school in the morning should be given highest priority for installation of shelters.
- xiv) the board requests that AT places a greater weight on addressing inequities of service provision, and providing communities of greatest need with increased public transport options and more affordable fares, when undertaking planning of public transport services.

CARRIED

Maungakiekie-Tāmaki Local Board

Resolution number MT/2023/148

MOVED by Deputy Chairperson D Burrows, seconded by Member P McGlashan:

That the Maungakiekie-Tāmaki Local Board:

- a) tautoko / support the proposed vision for the RPTP
- b) tautoko / support in principle the proposed goals for the RPTP and recommend that Goal 3 be amended to include affordability
- c) tautoko / support the proposed service changes in the Maungakiekie-Tāmaki Local Board area
- d) tautoko / support the proposed actions outlined in the RPTP
- e) recommend the following projects be added to the RPTP and delivered by Auckland Transport:
 - i) upgrade of Penrose train station to improve safety, accessibility, protection from the weather and attractiveness of the station and to meet the needs for increased patronage from the Maungakiekie community of Penrose train station due to impacts from City Rail Link once completed and the reduced service on the Onehunga Line
 - ii) provide additional frequent public transport routes from Onehunga, through Oranga to Penrose to meet the needs for increased patronage from the Maungakiekie community of Penrose train station
 - i) upgrade the entry to the Glen Innes Train Station, particularly the underpass due to health and safety risks, making it safer for users to access the platform from the town centre and to connect to Te Ara Ki Uta Ki Tai / Glen Innes to Tāmaki Drive Shared Path
 - ii) working with schools to determine the key routes for students getting to and from school and increasing frequent bus services for these routes used by school students, to decrease congestion caused by school drop off and pick up
 - iii) increasing the presence of Māori and Pacific wardens at bus and train stations, so that the community feel safer when using and waiting for public transport.

CARRIED

Ōrākei Local Board

Resolution number OR/2023/111

MOVED by Deputy Chairperson S Powrie, seconded by Chairperson S Milne:

That the Ōrākei Local Board:

- a) provide the tabled feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031.

CARRIED

Attachments

A 19 October 2023, Ōrākei Business Meeting: item 15 - Feedback on the draft Regional Public Transport Plan

Ōrākei Local Board feedback on the Regional Public Transport Plan (RPTP) 2023-2031

Ōrākei Local Board suggests that:

- Feeder buses need to be more adaptable to connect with frequent service routes.
- An AT Local, on demand service is required in Stonefields. This is a compact geographical area which is predicted to grow to over 9,000 residents in the next ten years. The area would suit a bespoke service, specifically designed to connect to the train station and frequent routes.
- Accelerate the work on the dedicated bus lane along Customs Street to address congestion and to speed up bus services, particularly with services extending their route to Wynyard Quarter.
- Accelerate the electric bus rollout.
- Increase the number of school buses, particularly in the Stonefields and Kohimarama areas, as overcrowding is a huge issue.
- Graffiti in the rail corridor should be addressed.
- An AT app upgrade to make the app more intuitive and ensure top ups are immediate. More information on delays and changes to routes should be included.
- HOP cards should be nationally integrated, not unique to each city.
- More secure bike storage needed at train stations.
- An enquiry into how the provision and overall standard of ferry services can be improved is urgently needed.
- The local board supports the proposal to introduce a weekly fare cap that allows unlimited travel for a fixed price.

Ōrākei Local Board

17/10/2023

Ōtara-Papatoetoe Local Board

Resolution number OP/2023/164

MOVED by Chairperson AR Autagavaia, seconded by Member TF Folau:

That the Ōtara-Papatoetoe Local Board:

- a) whakarite/ provide feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031, in line with the template provided in Attachment A.

CARRIED

Attachment A

17 October 2023: Ōtara-Papatoetoe Local Board - Item 17 - Ōtara-Papatoetoe Local Board - Regional Public Transport Plan (RPTP) feedback

RPTP Feedback Template

Introductory note

This template is provided to assist local boards with preparing formal feedback to Auckland Transport (AT) on the draft Auckland Regional Public Transport Plan 2023 – 2031 (RPTP).

AT welcomes any and all feedback on the draft RPTP; this template outlines key areas where specific comment would be particularly useful. The **bold** section headings suggest how feedback could be structured, and **questions** outline the key feedback AT would like to receive in relation to that section. All areas are optional, and AT is also happy to receive feedback that does not follow this template.

1. Vision and Goals

The Vision and Goals provide the overall strategic direction for the RPTP, set out what we want the public transport system to look like, and help to shape the rest of the plan. The Vision and Goals are found on pages 24-30 of the RPTP.

Vision

The RPTP's vision is 'to massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment'.

Question One

What does the board think of this vision for Auckland's public transport system? (select one option)

- The vision is great as it is.
- The vision is on the right track but needs some minor changes.**
- The vision needs major changes.

Please provide a comment to explain the board's position.

Comments on Question one:

The Ōtara-Papatoetoe Local Board fully support the vision of the RPTP. Adding a specific reference to 'Equity' in the vision statement would be valuable to ensure how transport analysis is undertaken to address accessibility across different population groups and prioritization of investment on transport infrastructure.

Goals

The RTPP has five goals, which expand on the Vision. These are:

Goal 1 – Services providing an excellent customer experience.

- The goal is great as it is.
- The goal is on the right track but needs some minor changes.**
- The goal needs major changes.

Goal 2 – Enhancing the environment and tackling the climate emergency.

- The goal is great as it is.
- The goal is on the right track but needs some minor changes.**
- The goal needs major changes.

Comment:

A direct reference to reducing carbon emissions from transport will make the goal specific and clear.

Goal 3 – Safe and accessible transport for everyone.

- The goal is great as it is.
- The goal is on the right track but needs some minor changes.**
- The goal needs major changes.

Comment:

Include a reference to equity, 'Safe, equitable and accessible transport for all'

Goal 4 – Integrating public transport into a growing Auckland. ☰

- The goal is good as it is.**
- The goal is on the right track but needs some minor changes.
- The goal needs major changes.

Goal 5 – Funding and delivering public transport transparently. ☰

- The goal is great as it is.**
- The goal is on the right track but needs some minor changes.
- The goal needs major changes.

Comment:

The board requests, despite the issues of funding of public transport, that the equity lens is applied to the RTPP as the costs for public transport is a barrier for communities living in high deprivation areas, with comparatively limited transport choices and access to public transport. Public transport routes may not be financially viable but can unlock other non-monetary benefits at a local level for many in our area, such as less reliance on vehicles for night shift workers, less spent on commute from weekly household budgets, and broader environmental and health outcomes.

Question Two

For each of the five goals, please tell us if (select one option):

- The goal is great as it is.

- The goal is on the right track but needs some minor changes.
- The goal needs major changes.

Please provide a comment to explain the board's position – this can be either across all five goals, or on each individual goal.

2. Service changes

The RPTP includes proposed fundable changes to bus, train, ferry and on-demand services across the region. The changes for each local board are set out in a memo provided by Auckland Transport on 12 July 2023, and in material provided to assist discussions at workshops that were held throughout September and early October.

Question Three

Please indicate whether the local board (select one option):

- Supports the proposed changes in the board's area.**
- Supports some of the proposed changes, but not others.
- Does not support the proposed changes in the board's area.

Please provide a comment to explain the board's position, ideally with reference to specific routes with changes that are or are not supported. If the board has comments on on-demand (AT Local) services, please provide these in this section.

Comments on Question Two:

The board supports the proposed changes and reiterates need for better, frequent public transport service to and from our various employment hubs, such as Manukau CBD, Wiri business area, the Auckland Airport precinct, and the East Tamaki business area. The Highbrook industrial area in East Tamaki, in particular, is underserved by public transport and a large proportion of travelers to and from the area are from Ōtara-Papatoetoe.

The board also supports any opportunities for on-demand services in our local area. We understand Oranga neighbourhood, with a similar demographic and geographic make-up as Otara-Papatoetoe, is a proposed area for on-demand services. AT should take any learnings and evidence that would support on-demand services being used in Ōtara-Papatoetoe.

3. Actions

The RPTP contains a number of proposed actions, across all five goal areas, along with the intended timeframe for their completion. Actions are outlined on pages 32-52 of the RPTP.

Action areas that were most commented on by the public include:

1. Introducing a weekly fare cap, to reduce the cost of regular use of public transport.

- Supports the proposed action.
- Would support the action, subject to changes (please outline what).**
- Does not support the proposed action.

Comments:

The board requests that the equity lens is applied to the RPTP as the costs for public transport is a barrier for communities living in high deprivation areas, with comparatively limited transport choices and access to public transport. The plan offers the opportunity to trial free public transport in targeted areas in the local board area. Also noted later in the feedback that designing models that are cost neutral through "capped fares", is an option that can be trialed in targeted areas in Ōtara-Papatoetoe.

2. Extending the transfer window (the time between tagging off of one service and onto the next, in which the same fare is applied to the journey), from 30 minutes.

- Supports the proposed action.**

- Would support the action, subject to changes (please outline what).
- Does not support the proposed action.

3. Improving the reliability of bus services, including with new bus or transit lanes, and giving late-running buses priority at intersections to get back on schedule.

- Supports the proposed action.**

- Would support the action, subject to changes (please outline what).
- Does not support the proposed action.

Comments:

The board requests any proposed changes be supported with community education and warnings in the initial stages, before implementing measures that penalize those who have unsuspecting road users caught out. This is one of the main complaints to the Local Board from members of the public when a new bus lane is installed.

Question Four

For each of the actions listed above, and any others the board wishes to comment on, please indicate whether the local board (select one option):

- Supports the proposed action.
- Would support the action, subject to changes (please outline what).
- Does not support the proposed action.

Please provide a comment to explain the board's position.

4. Alignment with Local Board Plan

AT is aware local boards are in the process of finalising their Local Board Plans. There may be elements related to public transport within these plans which the board would like to see reflected in the RPTP.

Question Five

Please outline any areas of the local board plan that relate to public transport which the board feels should be referenced in the RPTP.

- a) A key priority for the Ōtara-Papatoetoe Local Board is equity:

- the costs for public transport is a barrier for communities living in high deprivation areas, with comparatively limited transport choices and access to public transport.
- reliable and frequent public transport options are a must to increase uptake
- public transport costs are a barrier for wider communities of South Auckland and Ōtara-Papatoetoe in particular

The Local Board Plan notes the board's advocacy to central government, Governing Body and Auckland Transport for free public transport and

- a) to design trials for free public transport to identify and remove barriers to public transport use for communities of South Auckland. Research and lived experiences of our communities show that areas of high social deprivation have relatively low public transport use.
- b) the Ōtara-Papatoetoe Local Board tono/request that targeted initiatives are taken up in the local area to trial free public transport.
- c) a theme in the Otara-Papatoetoe Local Board Plan (2023) is "Our Place" with a key objective, "Accessible, reliable and safe transport options for all" with following initiatives
 - i) prioritise projects that help improve safety in our town centres and residential areas, including pedestrian crossings near schools
 - ii) provide localised initiatives to promote the use of public transport and multi-modal options
 - iii) build and support active travel options for local travel and connectivity
 - iv) enable Puhinui Station and the opportunities it presents to attract and bring in visitors to our area, including supporting local businesses to locate in the station
- d) an overarching intent in the plan is 'Climate mitigation' achieving the target zero emission. and the board seeks investment in transport initiatives that promote walking, cycling and public transport and improve health outcomes, such as Bike Hubs
- e) Auckland Transport support roadside tree maintenance and planting to increase the urban ngahere/ tree canopy cover in the local area with the second lowest in the city
- f) public transport hubs and facilities including Manukau Bus and Train Stations, Puhinui Station Interchange, and the Southern Line train provide opportunities for connectivity and public transport use for both residents and visitors
- g) the Airport to Botany Rapid Transit Project will provide opportunities in the train and bus stations for businesses, intensification along the main route, and improved public transport options.

5. Other comments

The RPTP has several other elements which the board may wish to provide feedback on. These include:

- Policies (Part 5) – these include how we plan and design the public transport system, how we set fares, how we procure services, and more.
- Monitoring, Evaluation and Review (Part 6) – these include the performance targets across all five goals.

The board may also wish to provide **general comments** on the planning or performance of the public transport system.

- a) **Capped-fares:** The board requests that in the eventuality that "free public transport" cannot be provided, the RPTP can consider other avenues to explore cost reduction for communities of need. Designing models that are cost neutral through "capped fares", is an option that can be trialed in targeted areas in Ōtara-Papatoetoe.

Question Six

Please set out any additional comments the board may wish to provide as part of its feedback on the RPTP in this section.

Papakura Local Board

Resolution number PPK/2023/178

MOVED by Chairperson B Catchpole, seconded by Deputy Chairperson J Robinson:

That the Papakura Local Board:

a) provide the following feedback to Auckland Transport (AT) on the draft Auckland Regional Public Transport Plan (RPTP) 2023-2031

Vision and Goals

i) the board support the RPTP vision ‘to massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment.’

ii) the board supports the five goals of the RPTP:

- Services providing an excellent customer experience.
- Enhancing the environment and tackling the climate emergency.
- Safe and accessible transport for everyone.
- Integrating public transport into a growing Auckland.
- Funding and delivering public transport transparently.

Service changes

iii) the board supports the proposed changes to bus services in the Papakura Local Board area, namely (as advised by memo dated 27 July 2023):

- changes to routes serving growing areas, including Hingaia, Park Estate, and Drury, as follows:

Route Number	Route Name	Route Description	Level of Service		Description of changes
			Current (2023)	Future (2031)	
33	Great South Road	Ōtāhuhu Station – Ōtahuhu Town Centre – Hunters Corner – Manukau Station – Manurewa Station – Takaanini – Papakura Station via Great South Road	Frequent	Frequent	Additional evening trips from 2025
376 becomes 40	Auranga	Auranga – Drury Station – Great South Road – Papakura Station	Connector	Frequent	Route upgraded to Frequent (with new number) from 2026
377	Rosehill	Papakura Town Centre – Elliot Street – Rosehill	Connector	Connector	Route will extend to Park Estate from late 2025 as area develops

378	Hingaia loop	Papakura Station – Karaka Lakes – Karaka Harbourside – Papakura Station (loop)	Connector	Connector	Route will change to improve coverage of Hingaia from late 2025 as area develops
379	Clarks Beach	Clarks Beach – Kingseat – Te Hihi – Hingaia Road – Papakura Station	N/A	Rural Township	New route from 2026 with changes to Franklin services as part of new Southern train stations
STH becomes SHL	Southern Line	Papakura – Britomart via Newmarket becomes Pukekohe – Ōtāhuhu via City Rail Link stations. Some trips will operate limited stops	Rapid (at peak times) Connector (other times)	Rapid	Service will change when City Rail Link opens in 2026

- changes to train services related to the opening of the City Rail Link.
 - general improvements to service levels on other routes.
- iv) the board requests that the AT Local on demand ride share service be continued and the fleet be expanded in the Takanini, Conifer Grove, Waiata Shores and Papakura to service the positive uptake in the area.
- v) the board requests that Auckland Transport investigate other underutilised bus routes with a view to implementing further AT Local on demand ride share services.
- vi) the board requests that Auckland Transport continue to work in partnership with the board on ways to increase the frequency, reliability, and extent of public transport services in Papakura.

Actions

- vii) the board supports introducing a weekly fare cap, to reduce the cost of regular use of public transport.
- viii) the board supports extending the transfer window (the time between tagging off of one service and onto the next, in which the same fare is applied to the journey), from 30 minutes.
- ix) the board supports improving the reliability of bus services, including with new bus or transit lanes, and giving late-running buses priority at intersections to get back on schedule.

Alignment with Local Board Plan

- x) the board requests that the RPTP reference the following elements of the Papakura Local Board Plan 2023 that relate to public transport:
- Continue to work with Auckland Transport for better local connections for bus services
 - Continue to work with Auckland Transport to improve the maintenance levels of our roads, footpaths, bus stops and bus shelters
 - Continue to work with Auckland Transport to ensure our train stations are safe, accessible and connect to other public transport and active transport modes
 - Continue to support the Papakura AT Local on demand ride share service

- Continue to support developing the AT Local (on demand shared public transport service) in parts of Papakura Local Board area to increase public transport use
- Continue to work with Auckland Transport to move the cycle lane on Great South Road to an off-road shared pathway and converting the existing cycle and parking lanes into a combined T2 bus lane.
- Continue to work with Auckland Transport to increase operating hours of southern train and public transport connections to the Auckland airport and other employment nodes.
- Continue to work with Auckland Transport to extend public transport routes to Ardmore and Bruce Pulman Park.

Other comments

- xi) the board requests that further work be done to reduce the cost of public transport fares for users in low-income communities such as Papakura where uptake of public transport could be enhanced.
- xii) the board requests that Auckland Transport look at ways to improve public safety and security at the Papakura and Takaanini train stations, particularly in the evening.
- xiii) the board requests that Auckland Transport investigates expanding the AT Local, the on-demand ride share service operating in Conifer Grove, Takaanini and Papakura, for public transport users in other areas in Papakura.
- xiv) the board requests that Auckland Transport investigate implementing AT Local on demand ride share services in new housing developments as an interim measure to encourage public transport usage before a full public transport service can be provided.
- xv) the board requests that Auckland Transport consider installing new bus shelters at bus stops that do not currently have shelters in areas with low public transport usage to encourage increased usage. Bus stops that are more frequently utilised by residents travelling to work and school in the morning should be given highest priority for installation of shelters.
- xvi) the board requests that Auckland Transport places a greater weight on addressing inequities of service provision, and providing communities of greatest need with increased public transport options and more affordable fares, when undertaking planning of public transport services.
- xvii) the board supports the Franklin Local Board's request to Auckland Transport to add more park and ride capacity, so that rural people can get to trains rather than commuting by car to town, and plan for future growth by putting designations in place now, eg: more parking at Drury, Paerata and Ngaakaroa stations than what is currently planned.

CARRIED

Puketāpapa Local Board

Resolution number PKTPP/2023/148

MOVED by Member J Turner, seconded by Member B Shen:

That the Puketāpapa Local Board:

- a) whakarite / provide the following feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031
 - i) support the Regional Public Transport Plan's 2023-2031 vision to significantly increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment.
 - ii) support each of the five goals identified in the Regional Public Transport Plan's 2023-2031, these are:
 - (1) Goal 1 – Services providing an excellent customer experience.
 - (2) Goal 2 – Enhancing the environment and tackling the climate emergency.
 - (3) Goal 3 – Safe and accessible transport for everyone.
 - (4) Goal 4 – Integrating public transport into a growing Auckland.
 - (5) Goal 5 – Funding and delivering public transport transparently.
 - iii) support the increase of frequent routes in the Puketāpapa Local Board area.
 - iv) support introducing a weekly fare cap, extending the transfer window, and improving the reliability of bus services.
 - v) request investigation into providing public transport to regional parks, noting the benefit this would bring to both tourists and residents.
 - vi) request that the RLTP provides funding for shelters on all 'frequent transit network' stops to provide shelter from weather and increase the uptake of these high investment and popular routes with the co-benefit of providing seating for those who may need to rest during walks.
 - vii) request that bus lanes on major arterials like Dominion Road and Mt Eden Road are made continuous along the entire length so buses do not compete with traffic during rush hours.
 - viii) request the provision of secure bike and scooter parking at all transport hubs to improve access to the public transport network.

CARRIED

Rodney Local Board

Resolution number RD/2023/176

MOVED by Member C Smith, seconded by Member M Carmichael:

That the Rodney Local Board:

- a) whakarite / provide feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031, as per the completed template attached.

CARRIED 

Attachments

A 18 October 2023 - Rodney Local Board - Item 17 - Rodney Local Board Feedback template

Introductory note

This template is provided to assist local boards with preparing formal feedback to Auckland Transport (AT) on the draft Auckland Regional Public Transport Plan 2023 – 2031 (RPTP).

AT welcomes any and all feedback on the draft RPTP; this template outlines key areas where specific comment would be particularly useful. The **bold** section headings suggest how feedback could be structured, and **questions** outline the key feedback AT would like to receive in relation to that section. All areas are optional, and AT is also happy to receive feedback that does not follow this template.

Vision and Goals

The Vision and Goals provide the overall strategic direction for the RPTP, set out what we want the public transport system to look like, and help to shape the rest of the plan. The Vision and Goals are found on pages 24-30 of the RPTP.

Vision

The RPTP's vision is 'to massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment'.

Question One

What does the board think of this vision for Auckland's public transport system?
(select one option)

- The vision is great as it is.
- The vision is on the right track but needs some minor changes.
- The vision needs major changes.

Please provide a comment to explain the board's position.

The Rodney Local Board support the vision of the RPTP but acknowledges that the provision of bus services to rural areas needs improvements such as weekend services, more frequent services, using

small buses/vans during off-peak times and investigation of on-demand bus services for routes with low patronage.

Goals

The RPTP has five goals, which expand on the Vision. These are:

- Goal 1 – Services providing an excellent customer experience.
- Goal 2 – Enhancing the environment and tackling the climate emergency.
- Goal 3 – Safe and accessible transport for everyone.
- Goal 4 – Integrating public transport into a growing Auckland.
- Goal 5 – Funding and delivering public transport transparently.

Question Two

For each of the five goals, please tell us if (select one option):

- The goal is great as it is.
- The goal is on the right track but needs some minor changes.
- The goal needs major changes.

Please provide a comment to explain the board's position – this can be either across all five goals, or on each individual goal.

The Rodney Local Board agree with the goals outlined in the plan. However, request that one of the goals includes providing equitable public transport for all Aucklanders, including the rural sector. Many of the bus services in Rodney are still infrequent, and some areas of the rural community have no access to bus services and have no option but to drive, for example, Leigh residents. Safety goals focus solely on passengers. This plan should include the safety of the drivers and staff as also important on the network. This is an issue in a rural connected network in Auckland and other areas. Addressing this issue should help with staff retention. The plan states that it wishes to address inequity in socio-economic deprived areas, yet Wellsford and Te Hana are low socio-economic areas which are not included in this plan. Improvements to services in this area will have roll on effect to the Warkworth subdivision in improving connectivity between these areas. Re: 90% of Aucklanders being within 500 meters of a PT stop. We would like similar outcomes in the Rodney region.

2. Service changes

The RPTP includes proposed fundable changes to bus, train, ferry and on-demand services across the region. The changes for each local board are set out in a memo provided by Auckland Transport on 12 July 2023, and in material provided to assist discussions at workshops that were held throughout September and early October.

Question Three

Please indicate whether the local board (select one option):

- Supports the proposed changes in the local board's area.
- Supports some of the proposed changes, but not others.
- Does not support the proposed changes in the board's area.

Please provide a comment to explain the local board's position, ideally with reference to specific routes with changes that are or are not supported. If the board has comments on on-demand (AT Local) services, please provide these in this section.

The Rodney Local Board supports the proposed changes to the bus services within Rodney but requests the following are included:

1. *More integrated connections between the following services:*
 - 998 (Wellsford and Warkworth) and 995 (Warkworth and Hibiscus Coast Station)
 - 998 (Wellsford and Warkworth) and 996 (Warkworth and Snells Beach)
3. *Additional bus stops for the 998 service between Warkworth and Wellsford.*
4. *For the 986 bus service from Hibiscus Coast Station to Albany via Dairy Flat highway and Massey University, request that a weekend service be introduced and the frequency for week day service be increased, as it currently only operates during peak periods.*
5. *For the 989 Milldale bus service, ask that a direct service continue between Milldale and Hibiscus Coast Station and that a new bus service covers the Milldale to Silverdale area via Highgate Bridge.*
6. *Investigate possible service from Wellsford to Te Hana.*
7. *Investigate loop route around Warkworth town centre.*

3. Actions

The RPTP contains a number of proposed actions, across all five goal areas, along with the intended timeframe for their completion. Actions are outlined on pages 32-52 of the RPTP.

Action areas that were most commented on by the public include:

1. Introducing a weekly fare cap, to reduce the cost of regular use of public transport.
2. Extending the transfer window (the time between tagging off of one service and onto the next, in which the same fare is applied to the journey), from 30 minutes.
3. Improving the reliability of bus services, including with new bus or transit lanes, and giving late-running buses priority at intersections to get back on schedule.

Question Four

For each of the actions listed above, and any others the board wishes to comment on, please indicate whether the local board (select one option):

- Supports the proposed action areas.
- Would support the action, subject to changes (please outline what).
- Does not support the proposed action.

Please provide a comment to explain the board's position.

The Rodney Local Board supports all the actions outlined but requests that improving the reliability of the bus services in rural areas be included. This can be achieved by integrating transport connections for buses travelling via the Warkworth Community Transport Hub and providing more frequent and flexible bus options across Rodney. If you apply all the goals in this plan Rodney residents should not have to pay a Transport Targeted Rate to achieve the same transport outcomes as the rest of Auckland. As park and ride facilities have been identified as best in peripheral locations, we suggest that our outlying areas in Rodney such as Kumeu, Waimauku, Helensville, Wellsford and Te Hana are needed in this plan.

4. Alignment with Local Board Plan

AT is aware local boards are in the process of finalising their local board plans. There may be elements related to public transport within these plans which the board would like to see reflected in the RPTP.

Question Five

Please outline any areas of the local board plan that relate to public transport which the local board feels should be referenced in the RPTP.

The provision of public transport is an integral part of the local board plan, and the Rodney Local Board Transport Targeted Rate has funded several bus routes that have proven successful and are now being funded by AT. However, much of the rural Rodney area still has no access to public transport, and this inequity needs to be addressed. In particular, as the rural townships grow and develop public transport services should be a priority. The Kumeu, Huapai, Helensville community strongly supports the reinstatement of the passenger rail using the North-West rail line.

5. Other comments

The RPTP has several other elements which the board may wish to provide feedback on. These include:

- Policies (Part 5) – these include how we plan and design the public transport system, how we set fares, how we procure services, and more.
- Monitoring, Evaluation and Review (Part 6) – these include the performance targets across all five goals.

The local board may also wish to provide general comments on the planning or performance of the public transport system.

Question Six

Please set out any additional comments the local board may wish to provide as part of its feedback on the RPTP in this section.

Please refer to comments in question three for details.

Upper Harbour Local Board

Resolution number UH/2023/136

MOVED by Member K Parker, seconded by Member S Yang

That the Upper Harbour Local Board:

- a) whakarite / provide feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031:

Vision

- i) consider the vision to be on the right track but needs some significant changes
- ii) request that the vision to “massively increase public transport use” be quantified within the vision
- iii) consider the goal to increase annual passenger numbers to 150 million by 2031 is neither high enough nor soon enough for the following reasons:
 - A) the annual passenger numbers were at 100 million prior to COVID-19 and with the increases in public transport coming through Light Rail, Eastern Busway, Northwest Improvements, Rosedale Bus station and the electrification of the ferry fleet the goal of 150 million by 2031 is too low and too far away
 - B) considering the need to provide Aucklanders with travel choice to support urban growth and to meet emissions reduction pathways the local board believe that the goal should be higher and sooner and be articulated in the vision

Goals

- iv) feedback on Goal 5 – Funding and delivering public transport transparently:
 - A) express concerns that the ‘counterfactual’ is often not presented only the costs of public transport. For example if the Northern Busway had not been developed Auckland would have needed a second harbour crossing by now, so in this case a much smaller amount was able to be spent with a large amount deferred. This presentation considers the costs of Public Transport but does not mention the costs to the network if the numbers of people taking public transport don’t increase
 - B) request that the costs of not providing public transport are presented alongside the costs of providing public transport. These costs should include costs of congestion as well environmental costs
- v) support of more frequent services throughout Auckland
- vi) support the proposed weekly fare cap.

Service Charges

- vii) support most of the changes proposed in the Upper Harbour Local Board area, but other changes should be made sooner than the Regional Public Transport Plan envisages
- viii) support the 120-bus route becoming 12 with more frequent services, noting in the past especially during peak time prior to COVID-19 the busses used to regularly leave school children stranded as many children catch this bus to school

- ix) request the following changes be made to the Regional Public Transport Plan:
 - A) On Demand services considered for Scott Point be implemented as soon as possible and no later than 2024 for the following reasons:
 - 1) Scott Point is a special housing area, has thousands of residents, is close to the West Harbour Ferry and has zero public transport
 - 2) The main roads in Scott Point do not have footpaths or cycleways
 - 3) Scott Point has a large population for whom English is a second language and many residents who are elderly, so we request that care is taken when designing and developing this system that all residents are catered for
 - B) The 888 service around Fairview Heights should be implemented prior to 2027 for the following reasons:
 - 1) the area already has massive housing intensification and zero public transport
 - 2) there is a one lane bridge in and out of Gills Road so driving results in many delays and adds to the congestion within Albany
 - 3) there needs to be a public transport system to enable people to get around the area they live
 - C) the Rosedale Bus Station and supporting bus infrastructure should be developed as soon as practicable and no later than 2027 as the business area around Rosedale has very low levels of public transport options
 - D) request that Auckland Transport be agile in relation to the rapid growth in Whenuapai and if development continues faster than planned that additional routes are added sooner
 - E) request that the frequency of the 114 is improved in Whenuapai
 - F) the 883 bus in Schnapper Rock needs an additional bus stop where housing development is occurring.
- x) request that Auckland Transport consider on demand services for Paremoremo and Herald Island as these areas in Upper Harbour currently have no public transport.

CARRIED

Waiheke Local Board

Resolution number WHK/2023/142

MOVED by Chairperson C Handley, seconded by Member R Tucker

That the Waiheke Local Board:

- a) provide the following feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan (RPTP) 2023-2031.
- b) note submissions from the Waiheke Local Board area were the highest per capita by a factor of x4 up to x75 compared to all other local board areas.
- c) support the vision and goals of the draft RPTP, in particular improvements in reliability, communication and emission reduction.
- d) note the strong public support on the proposal for Auckland Transport to take over the operation of the Waiheke/Downtown passenger ferry service.
- e) reiterate the board's advocacy and request for Auckland Council's and Auckland Transport's support to integrate the Matiatia/Downtown ferry service into the Public Transport Operating Model to address the current inequity of provision because of the exempt nature of the current service, which is already recognised as an integral service in the Auckland public transport network.
- f) support the reintroduction of route 503, a one-way-service between Mātiatia and Oneroa, when demand requires.
- g) request the introduction of a covered bus stop for the Hospital Bus Route on Queens Wharf adjacent to the ferry terminal building, in line with the plan's inclusion and accessibility goals and previous local board submissions.
- h) request a full review of the Waiheke bus network and for smaller public transport electric vehicles and/or on-demand bus services for our feeder roads and routes, including:
 - i) 50A bus route Ostend / Wharf Road extension to be re-instated.
 - ii) Kennedy Point 501 bus route service to have a timetable that complements the ferry timetable.
- i) request all bus patronage data be publicised to inform the public of the efficacy of all routes.
- j) request consideration of the following actions within the Waiheke Local Climate Action Plan:
 - i) ensure all public transport in and to the Waiheke Local Board area is 100% electric by 2030.
 - ii) work with key partners to enable installation of on-island ferry charging.
 - iii) encourage and enable the provision of community and commercial electric vehicles and share vehicles, public e-bike and vehicle charging stations and carpooling parks.
 - iv) improve public transport connectivity, frequency and affordability – including a reduction in the entry costs for AT HOP cards.
 - v) in partnership with Auckland Transport and local bike groups, assess the adequacy of cycle and scooter parking at ferry terminals, town centres, schools, parks and other destinations and create a plan for upgrades, such as rain protection and e-bike charging points.
 - vi) increase the affordability and accessibility of public transport and ferry travel.

- vii) provide greater cycle capacity access to and on ferries and increase free travel capacity for bicycles.
- k) note the following related projects within the Waiheke 10-year Transport Plan:
 - i) investigation of park and ride facilities at Ostend and Hamilton Road.
 - ii) ensuring that all wharf facilities that service Waiheke are fit for purpose and future-proofed for competition.
- l) request, with respect to point 12.j.i and 12.j.ii, urgent acceleration of wharf infrastructure design and build to enable further competition on ferry routes, and to future-proof Waiheke's critical wharf functionality.

CARRIED

Waitākere Ranges Local Board

Resolution number WTK/2023/144

MOVED by Member L Manley, seconded by Member L Potaupaine:

That the Waitakere Ranges Local Board:

- a) whakarite / provide the following feedback on the draft Auckland Regional Public Transport Plan 2023-2031:
 - i) generally support the draft Regional Public Transport Plan
 - ii) support the proposed bus service changes
 - iii) support Auckland Transport developing additional frequent bus services in the Waitākere Ranges local board area
 - iv) advocate for the provision of bus shelters at every possible bus stop in the Waitākere Ranges local board area
 - v) advocate for and support the development of a rural township bus service for Piha, Huia and Te Henga
 - vi) advocate for the development of small bus service routes to provide recreational access to areas within the Waitākere Ranges regional park, if issues regarding road capacity and maintenance are considered
 - vii) advocate that the 2000-person minimum population threshold, which the draft Regional Public Transport Plan states is a qualifying criterion for a rural township bus service, is amended to include rural places and catchments
 - viii) advocate for smaller sized buses to be used in our rural areas, particularly in Laingholm
 - ix) support Auckland Transport investigating and reporting back on the feasibility of an Auckland Transport Local / on-demand service to enable residents in areas with limited public transport to access a rapid transit station
 - x) advocate the Regional Public Transport Plan identifies the priority of level crossings in Glen Eden for grade separation or road closure to increase public awareness of how and in what order these will be dealt with
 - xi) advocate for increased park and ride capacity
 - xii) request Auckland Transport come back to the board to discuss options for managing non-users of park and rides occupying car parks
 - xiii) request that the final Regional Public Transport Plan includes an action to install secure bike parking, wayfinding, and charging stations at transport hubs and ferry terminals as a priority action.

CARRIED

Waitematā Local Board

Resolution number WTM/2023/82

MOVED by Chairperson G Sage, seconded by Member R Northey:

That the Waitematā Local Board:

- a) provide the tabled feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031, in line with the template provided in Attachment A to agenda.

CARRIED

Attachments

A 17 October 2023, Waitematā Local Board - Item 21: Feedback on the draft Auckland Regional Public Transport Plan - tabled feedback

That the Waitematā Local Board provide the following feedback on Auckland's Draft Regional Public Transport Plan 2023 – 2031:

Introduction

The Auckland Regional Public Transport Plan (RPTP) is the key document that sets out the future of public transport planning and investment in the Auckland region. It guides the design and delivery of public transport services, information and infrastructure in Tāmaki Makaurau over the next eight years, split into short-, medium- and long-term timeframes. The plan describes the public transport network that AT proposes for the region, identifies the services that are integral to the network, outlines the contractual units these services will sit in, and sets out the objectives and policies that apply to those services.

Key guidance documents are the Auckland Plan 2050, the Government Policy Statement on Land Transport and the Auckland Transport Alignment Project (ATAP). However, there are other key policy and guiding documents that also impact public transport.

Vision and goals for Auckland's public transport system

- a) generally support the vision
- b) propose the following minor enhancements:
- i) the vision 'to massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment' could be changed to reflect the RPTP in a more cohesive and upbeat manner that centres the user experience
 - ii) recommend a change to: 'substantially (or significantly, or profoundly) increase public transport use to improve connectedness, accessibility and quality of life for all Aucklanders, to reduce congestion, improve the environment and get our economy booming (or thriving, or flourishing, or going strong)'.

Goal 1 – Services providing an excellent customer experience

- c) note that the goal is on the right track but needs some minor changes:
- i) in the pie chart we would recommend for clarity adding reliable so "Rapid, reliable and frequent services"
 - ii) support a basic standard for bus stops that includes shelter, seating, lighting and wayfinding

- iii) recommend including maps of the local area as well as network maps to assist people new to an area to negotiate the last mile. Rationalisation may be sensible with regards distance between bus stops, however note that the trade-off is longer walks. Propose that there are still some places between bus stops where buses can be hailed, and people dropped off
- iv) strongly support information on each bus stop indicating when a bus is coming
- v) would like information on cancelled services to be shared as soon as possible, not after the bus is supposed to arrive
- vi) recommend including phone charging facilities and Wi-Fi on buses to improve the customer experience further
- vii) while we note that safety is a goal in itself it is also intrinsic to the customer experience. We would recommend that stops are kept in good condition and do not discourage usage/ encourage further vandalism. It may be necessary to use cameras or collaborate with local communities to address these issues.

Goal 2 – Enhancing the environment and tackling the climate emergency.

- d) Support the goal to enhance the environment and tackling the climate emergency, and provide the additional feedback on this goal:
 - i) the annual budget feedback and all our strategic documents call for immediate and urgent action to reduce emissions and improve the natural and built environment including reducing air pollution, which is currently estimated to shorten the lives of one in ten people and traffic, that kills two people a day each year in NZ, and seriously injures more
 - ii) support using a high quality fleet, rapidly transitioning to an all-electric fleet and using technology to make the service reliable and efficient that public transport becomes more attractive than car use for most journeys
 - iii) also appreciate the focus on encouraging public transport for medium and long journeys which will make the most impact
 - iv) recommend more road treatments around schools and the use of modal filters and speed bumps in residential streets around schools to improve children's independent mobility and extend the cycle network cheaply between cycle lanes and greenways
 - v) we note that reducing school drop offs by car because kids can get to school independently safely are likely to reduce congestion and emissions, and allow parents to hop on the bus to get to work and be on time
 - vi) we recommend including improving our built environment as well because it is easier to attract people to live in dense environments – and better for their ongoing wellbeing - if these are attractive places.

Goal 3 – safe and accessible transport for everyone

- e) Support with minor changes:
 - i) we would like to see everyone able to access routes to rural areas and beaches, not only for recreation but so they can visit friends and family which currently is very difficult without a car. Even infrequent services are better than the current state of nothing

- ii) we would recommend consideration of the provision of ambassadors on public transport at peak times and before and after school hours when students are travelling (or where need is greatest for safety). Trying to avoid any transfers for students would be ideal, and care should go into ensuring that safety and pleasantness is particularly considered in the design of stops/hubs where these transfers take place
- iii) free Wi-Fi and phone charging can ensure that people can use their phones if they need help and to support wayfinding
- iv) strongly support work being done on fares to encourage usage and keep outlay on transport affordable
- v) suggest (p.56) to increase aspirations for school students that many do not have to transfer services at all and if they do there is a particular focus on safety in those areas of transfer.

Goal 4 – Integrating public transport into a growing Auckland

- f) The goal is on the right track but might be strengthened with some minor changes:
 - i) strongly support improving access to stations via active modes as far as practicable and to develop a staged plan to deliver this (with an end in sight, rather than just a mere aspiration)
 - ii) recommend more consideration of e-scooters in the plan as they are most convenient to take on public transport and used in the first and last mile. We also recommend trialling some bus routes and train journeys with cycle storage on the back or in one carriage/part of the bus to establish if there is demand
 - iii) recommend in the supporting material including provision of safe and easily accessible storage for bikes and other multimodal vehicles to encourage integration with nearby shared paths as well as roads
 - iv) recommend that more thought goes into improving walking and cycling access to public transport now rather than as a long-term aspiration, particularly when there are major projects underway, for example, Maungawhau Rail station
 - v) ensure layover areas and any PT stations are low noise pollution areas – have good noise insulation. Integrations of stations within the neighbourhood, making them safe, convenient and attractive to use is also important
 - vi) support charging for park'n'rides and propose that everyone is charged at around the cost of a feeder bus each way per day to encourage active transport or take up of feeder buses (eg. \$5). This would still be cheap parking and offset maintenance costs. Pre-booking might cost a bit more (eg extra \$2). If these changes were introduced alongside the fair cap this would significantly offset any potential increase in weekly costs for users, while giving opportunities to reduce that cost further by using active modes
 - vii) note that Aspirational point 5, p. 50 is unclear in its phrasing.

Goal 5 – Funding and delivering public transport transparently

- g) Support the goal:
 - i) support ongoing review of fares and funding
 - ii) recommend making requirements for monthly updates on financial measurement and reporting of performance of services against the targets set in the RTPT

- iii) please notes points (above) around limiting fare caps to a certain geographical area and charging for park'n'rides as ways to help balance budgets
- iv) support a congestion charge for driving within the isthmus area, including SH1, with discounted annual fees for those who live in the area. This would help reduce emissions, pollution and congestion while also supporting investment in public transport. Rates might be lower in the weekend or at night to encourage freight and discretionary travel to use the road outside peak times
- v) support working with Maori communities with regard services on demand but even if they are designed with a particular group in mind these must ultimately be available equally for all
- vi) note that for more well-off users the most important issues are convenience and reliability, rather than having to pay – a high quality service with reasonable ticket prices (with cap, and targeted discounts) will be more desired than a free service of low quality.

Service changes

- h) Generally support the proposed changes in the local board area and the RTN network:
 - i) we generally support the changes in the train network but would like to see more flexibility around routes. Perhaps some trains from Onehunga (eg. one per hour) can go direct to Britomart while others change
 - ii) we support the Northwest Bus Corridor, and are pleased to see that it will go down Great North Road through Point Chevalier, Western Springs and Grey Lynn and into the city
 - iii) we would like to see services go through the city centre and out the other side to increase transport options. This could involve joining up two services coming to the city centre from different sides. This would allow people in Grey Lynn/Ponsonby to access the Eastern Bays (or another area) and vice versa. Currently it is very inconvenient for those in Grey Lynn/Westmere/Ponsonby to get to Mount Eden. We note that as many as one in three people might not take public transport if they have to change services (Wynyard Quarter survey). Adding one direct route per hour each way could significantly increase patronage
 - iv) we also strongly support measures to keep buses on time including new bus lanes and transit lanes, dynamic bus lanes, using new technology and so on. We also recommend drivers are encouraged to keep to time for every stop: slowing down a little if they are ahead of time, and getting priority if they are running behind. This would also enable longer journeys to be made that are on time. We strongly recommend that measuring reliability takes data from each stop not just the first and last
 - v) the removal of vehicle pedestrian crossings should be considered in addition to and ideally prior to the removal of pedestrian level crossings. 400m extra in a car is far less onerous and time-consuming than on foot. Bridges and overpasses should be considered where practicable, e.g., Kingdon St
 - vi) we recommend that economic impacts of additional time spent walking is considered in economic terms as much as time reductions in vehicular transport
 - vii) we would like to see more coverage to regional attractions for people wanting to explore the city and its environment. City centre residents without a car should have a PT option to access other parts of Auckland, for example, the West Coast beaches and our main regional parks. Public transport should offer some services to outlying areas even if they are infrequent. This could be

done by adding two or three services each way a day, or through the on-demand service at Lincoln Road

- viii) we believe on-demand services warrant more exploration. However, we would caution that this service should not used to subsidise sprawl, discourage walking and cycling on short journeys, or make the whole system unaffordable. We do not think that on-demand services should have a fare cap but could and should be integrated for ticketing purposes.
- i) Provide the following feedback on the proposed actions:
 - i) support the proposed action introducing a weekly fare cap, to reduce the cost of regular use of public transport
 - A) there could also be a monthly fare cap to encourage more regular use of public transport
 - B) to help ensure a high quality service that provides decent coverage is financially sustainable, suggest consideration of two tiers. The first tier cap would relate to transport within the “Patronage” area, and a second tier cap (which would be higher) for “coverage” areas that are further away, reach fewer people and are more expensive to offer
 - C) alternatively, the cap could only apply to a certain geographical area of Auckland (the main patronage area) with no cap for journeys for the sections of journeys that go beyond that. This would ensure the service is more financially sustainable and might have the co-benefits of discouraging sprawl while still offering a service to those in the outer reaches of Auckland that is sufficiently affordable and convenient to discourage running a private car. The user would tag on and off
 - ii) support the proposed action of extending to 60 minutes. This would alleviate public anxiety around delays causing increases in usual fare charges
 - iii) support the proposed action to improve the reliability of bus services, including the new bus or transit lanes, and giving late-running buses priority at intersections to get back on schedule, as long as there is education to the wider public around the protocols of giving buses priority
 - iv) under xiv: Partnerships – actions summary – on-going, support the additional action – work with all relevant key stakeholders to ensure we deliver a worldclass PT system.

Alignment with the Local Board Plan

- j) We believe there is alignment with the Waitematā Local Board Plan:
 - i) our local board plan outlines our five key priority areas. These are Our People, Our Environment, Our Community, Our Places and Our Economy, each of these key priority areas should be reflected in the RPTP:

Māori Outcomes

- A. Reflect Māori heritage and whakapapa in our public spaces and facilities incorporating Māori design principles and artwork

Climate Action

- B. We will support and advocate for our communities to transition to a low carbon community. Te Tāruke-ā-Tāwhiri: Auckland’s Climate Plan directs us to halve our emissions across the region by 2030. We will support AT to undertake

action from the Transport Emissions Reduction Pathway (TERP) that deliver towards this

Our Places

- C. Our Places specifies to work with Eke Panuku, Central Rail Link Limited and Auckland Transport to lead quality urban regeneration around the Karanga-a-Hape and Maungawhau stations
- D. Work with Watercare and CCO partners to upgrade and deliver key infrastructure to adapt to climate impacts including Herne Bay wastewater connections and Pt Erin extension to the Central Interceptor, and delivery of the Westhaven Seawall Upgrade
- E. Review the 2013 Waitematā Greenways Plan and work with Parks and Community Facilities and AT to deliver key walking and cycling connections.
- F. Continue to work with AT and Waka Kotahi to improve travel choices and prioritise active transport modes that keep pedestrians and cyclists safe such as The Strand Optimisation Project and Waitematā Safe Routes.
- G. Leverage off the development of new CRL stations for quality urban renewal

Our People

support and facilitate community-driven action

- Advocate for community involvement and engagement on activation and infrastructure planning to ensure a robust consultation and feedback process, particularly for CCO's work programmes.

Age and child friendly policies

- Advocate to the Governing Body for age and child friendly policies: we advocate for a city where the voices, needs, priorities and rights of all ages are an integral part of public policies, programmes and decisions.

Provision of public amenities

- Advocate to the Governing Body and CCO's to enhance provision of city centre public amenities such as drinking fountains, toilets, showers, lockers and will support travel mode shift and climate change outcomes providing a rich urban experience for all.

Safety in the city centre and fringe suburbs.

Our Environment

The city centre is an area with the highest population density in the country and we support initiatives to reduce air pollution by encouraging active transport modes and uptake in public transport, changing to electric cars and buses, and advocating for a reduction in pollution from shipping.

Our Places

Our neighbourhoods are well designed to be sustainable, well-connected and celebrate our heritage and unique identities.

The transport network supports growth and transformation by prioritising public transport improvements, and improving efficiencies along growth corridors that will ensure all transport modes are safe and connected. We will work proactively with Auckland Transport to connect inner suburbs, destinations and centres of employment.

The Victoria Linear Park and Midtown bus improvements will enable thousands more people to access and enjoy the city centre, while projects to improve transport corridors in our inner suburbs will improve safety and travel choices schools, recreation and places of work.

City shaping projects over the next ten years will support development in Waitematā. The City Rail Link will be transformational, delivering benefits across the region. It allows for significantly improved travel times to the city centre and across the entire rail network, doubling capacity and providing a direct south to west link. It will also benefit road users, as making public transport a better travel choice option will ease pressure on roads for those who need to use them.

Our Economy

Support ongoing, quality relationship management between AT and Business Associations.

Provide the additional feedback on policies

p.58, pets on PT. Many dog owners do not own muzzles so we suggest instead of demanding that dogs are muzzled, perhaps make clear that dogs must be on a leash, or in a suitable carrier, calm, and under the owner's control at all times. If the dog is known to need a muzzle then a muzzle should be worn.

p.60 policy 8.4 – would prefer the aspiration to be for all areas to have equal(ish) access to PT. There are deprived people in every area and everyone needs public transport access.

Whau Local Board

Resolution number WH/2023/143

MOVED by Member S Zhu, seconded by Member W Piper:

That the Whau Local Board:

- a) whakarite / provide feedback to Auckland Transport on the draft Auckland Regional Public Transport Plan 2023-2031, in line with the template provided in Attachment A:
 - i) tautoko / support the Regional Public Transport Plan's stated vision as it aligns with the Whau Local Board Plan.
 - ii) tautoko / support the five goals of the Regional Public Transport Plan and would like to see more action on Goal 2 – Enhancing the environment and tackling the climate emergency, such as through actions to support mode shift.
 - iii) tuhi ā-taipitopito / note its concerns with public transport access to the Rosebank Peninsula, a major employment centre in the west and reiterate its disappointment that the Rosebank Peninsula has not been included in the Northwest Rapid Transit project.
 - iv) tuhi ā-taipitopito / note its concerns around capacity, especially with certain bus routes (e.g. 18), and the ability for public transport use to be massively increased if further service changes are not made.
 - v) tautoko / support a weekly fare cap.
 - vi) tautoko / support the extension of the tag-on transfer window.
 - vii) tono / request that Auckland Transport investigate a variety of options to improve bus service reliability and improved bus flow on all arterial roads through transit lanes, parking removal, and other available solutions.
 - viii) tono / request that Auckland Transport investigate other considerations/actions, such as including bike racks on the front of buses and bike storage in fare-paid areas to encourage active transport and mode shift.
 - ix) tono / request that further work be done on wayfinding to improve accessibility and promote active transport (i.e. signage further away from stations, along key cycling routes, etc.) as noted in the Whau Local Board Plan
 - x) tono / request that further work be done on the delivery of a multi-story park-and-ride in New Lynn to encourage mode shift and reduce Vehicle Kilometres Travelled as noted in the Whau Local Board plan
 - xi) tautoko / support a regular public transport service in the Waitākere Ranges using small buses or minivans which would lessen the demand for commuter parking in New Lynn and Fruitvale.

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