

# Consultation on the Midtown Bus Route project

## *Your feedback*



*Image: Wellesley Street – Bledisloe Lane looking East towards Art Gallery. Indicative concept only.*

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# Summary

## Major themes in feedback

We received a wide range of comments and suggestions, including the impacts you thought each route would have on you personally and on city centre developments.

The main themes of your feedback are:

- **Minimising impact on the proposed Victoria St Linear Park and the City Centre Master Plan (CCMP)** – your feedback indicated a strong desire for the outbound Midtown bus route to align with proposed city developments outlined in the CCMP, in particular the Linear Park connecting west Victoria Park to Albert Park via Victoria Street. This was mentioned across all four sections of the feedback form as a key benefit and influencing factor on your preferred routes.
- **Support for Option Two as your preferred outbound route** – 28% of submitters said, unprompted, that they support this route. Half (50.3%) of all respondents cited the fact that this route would support the proposed Linear Park and the CCMP as a major benefit. Legibility of the outbound Midtown route was important to many submitters, to make it easier for both regular and new public transport users to access and understand our network. Most submitters felt this could be best achieved by further developing the existing bus corridor along Wellesley Street.

*Note - our feedback form did not include explicit questions about your support of or preferences for any of the proposed options. These results reflect your comments where an explicit show of support, non-support, or preference for a different option was expressed within your feedback for each option.*

	Support this route	Do not support this route	Prefer another option
Option One	2%	27%	4%
Option Two	28%	1.5%	0.5%
Option Three	3%	8%	10%

- **Evidence that Option One is your least preferred outbound route** – a large proportion of submitters did not support this option, citing it (unprompted) as their least preferred of the three proposed options. Over half of all submitters (52%) felt this option posed a threat to the CCMP / development of the Linear Park, citing this as a key disadvantage of this route. There was also concern about route legibility, with split

inbound/outbound routes making it confusing for people to access and understand our bus network.

- **General support for more green and cycle/pedestrian-friendly CBD space developments, to create a more progressive and inviting environment for you and Auckland City visitors** – in open questioning to improve these CBD streetscapes, nearly a fifth of all submitters said enabling the proposed Linear Park was critical to improving everyone's experience of our city, and to encourage the use of both public and active transport modes.

## Next steps

### Midtown bus route - outbound option

**Based on your feedback, we have revisited the outbound route option and are developing designs for Wellesley Street to make it more fit for purpose as a bus route.**

- Wellesley Street will be the primary east-west link for buses through the city centre. We will be consulting in mid-2019 on improvements to the Wellesley Street streetscape to enable more buses to move people reliably along this route. This will reduce bus volumes on Victoria Street so that the City Centre Masterplan vision of a linear park can be achieved.
- In the longer term, the city centre bus network will require the development of a new bus interchange in Grafton Gully to serve North Shore services. It's expected that the NX2 and other North Shore services that currently finish at Mayoral Drive will start and finish from this interchange. This is in feasibility stage and further investigation is required.
- The majority of existing bus routes on Victoria Street will be reallocated once infrastructure in the City Centre is improved. Remuera Road services will operate in both directions on Wellesley Street, while New North and Sandringham Road services will instead travel to Britomart. Eilerslie-Panmure Highway services will switch from Britomart to using Wellesley Street, in both directions. These route changes wouldn't take place until approximately 2021.

### Public space improvements on Victoria, Wellesley and Wakefield Streets

**After considering your feedback we are investigating designs for Wellesley Street that will consider the needs of all road users and improves the street environment.**

- An improved street environment will be central to the development of Wellesley Street which will carefully consider the needs of pedestrians.

- We are currently investigating designs for Wellesley Street and will consult with the public in mid-2019 for further feedback on this.

## Background

Auckland's city centre is changing rapidly, and we are working with Auckland Council to create a thriving city centre, supported by frequent, efficient transport for people walking, cycling and travelling by bus.

### Project information

#### **Why are we investigating a new outbound route for the Midtown Bus services?**

Under our New Network, Wellesley Street is a key route for buses travelling to the city centre from Sandringham Road, New North Road and Remuera Road. For this project we sought your feedback on the best route for buses travelling via Symonds Street and Wellesley Street to access Wynyard Quarter.

The inbound route is straightforward, as the left turn from Symonds Street to Wellesley Street is already part of most current bus routes.

We considered three options for outbound buses – each with their own potential benefits and disadvantages - to share with you for your feedback.

We also wanted to consider how we could make the Wakefield Street, Wellesley Street and Victoria Street areas more vibrant and inviting public spaces for people walking, riding their bikes, and travelling by bus.

#### **What is the project?**

The project has two major components:

##### **1. A new outbound route for the Midtown Bus Route via Victoria Street, Wellesley Street, or Wakefield Street.**

At the back of this report is an overview map of the current inbound Midtown route, all three proposed outbound routes, and the future NX2 route (North Shore – City Centre service that we expect to introduce in mid-2018) in Attachment 1. More detailed maps for each of the three proposed outbound routes can be found in Attachments 2, 3 and 4. Attachment 5 shows a more detailed map of the proposed NX2 route.

##### **2. Public space improvements along Victoria, Wellesley and Wakefield Streets**

The CBD area in and around the three proposed outbound routes is shown in Attachment 1. This is the area we sought your feedback on to improve the vibrancy and utility of this space for public transport users, cyclists, pedestrians, and all other members of the public.

## Consultation

Public consultation ran from 31 March 2017 until 24 April 2017. We asked for your feedback to help us determine the best outbound option for the Midtown Bus Route, and to find out what you wanted us to consider to improve the public space along Victoria Street, Wellesley Street, and Wakefield Street.

### Consultation activities

To publicise our consultation, we:

- Hand-delivered 500 consultation brochures and feedback forms (including a freepost submission form) within the project area, including student hostels
- Mailed 600 consultation brochures and feedback forms to addresses within the area and non-resident property owners
- Created an online project page and feedback form on our AT website
- Advertised in student magazines and social media, NZ Herald (online), and in the Central Leader suburban newspaper
- Emailed consultation brochures to key stakeholders, interest groups, local businesses, and submitters who took part in our 2015 NX2 route consultation
- Promoted the online feedback and project page option through Facebook and Twitter
- Held an open days at the University of Auckland on Wednesday 5 and 12 April, and at AUT on Thursday 6 – a planned consultation meeting on 13 April was cancelled due to storm warnings and closure of the university.

### Feedback form

Feedback was provided online through our [Have Your Say website](#) or by using the freepost feedback form that we distributed.

See Attachment 6 at the end of this feedback summary for the form.

Our feedback form was presented in four sections:

- **Option One – Outbound on Victoria St**
- **Option Two – Outbound on Wellesley St**
- **Option Three – Outbound on Wakefield St**
- **Public space improvements**

For each of the three proposed outbound options we provided a route map and a list of benefits and disadvantages each option presents. We then asked you to tell us

other benefits and other disadvantages you could identify for each route, what benefits or disadvantages will have an impact on you, and any suggestions or comments you had about each proposed route.

In the final section we asked for your suggestions on how we can make Wakefield Street, Wellesley Street and Victoria Street inviting public spaces for people walking, riding their bikes, and travelling by bus.

In particular, we asked you to share any issues that you thought might influence the design of these streets, such as where we place bus stops, how we arrange landscaping or street furniture, and how we accommodate the other functions of a busy city street.





## Feedback

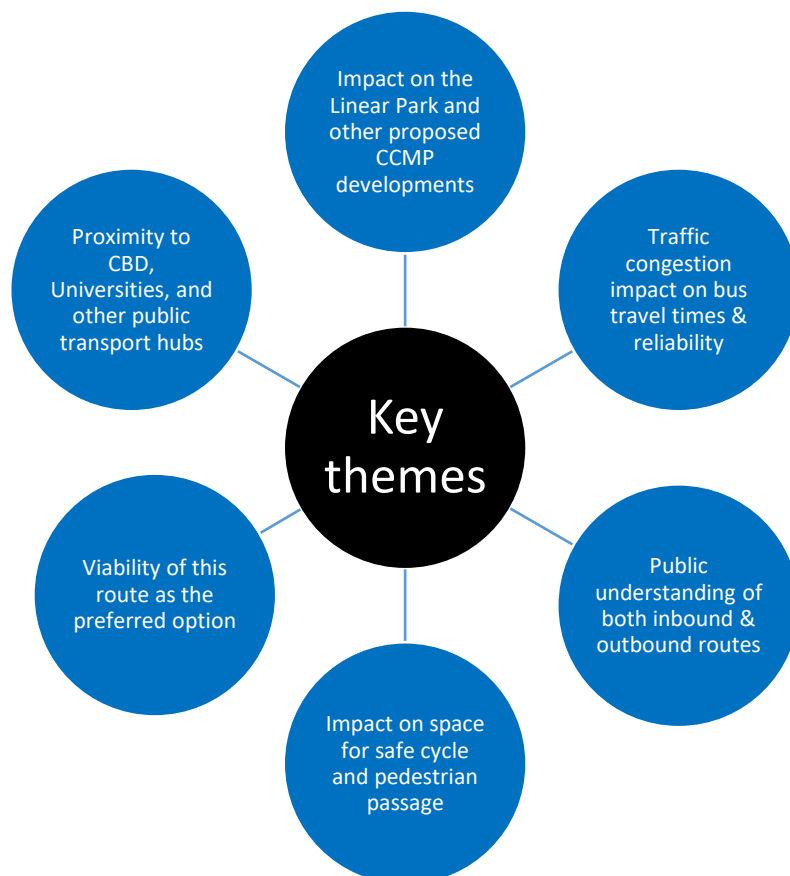
We received 2,279 public submissions on our Midtown outbound bus route proposal – 606 through the AT submission forms, and 1,673 through a Generation Zero template email. We also received feedback from the Waitematā Local Board.

### (1) Public feedback to AT

We received a total of 606 submissions on the Midtown bus route proposal through our online or hardcopy feedback forms.

Analysis of this feedback identified a number of themes based on what you liked, what you did not like, and what you would change or improve about each of the proposed Midtown bus outbound routes.

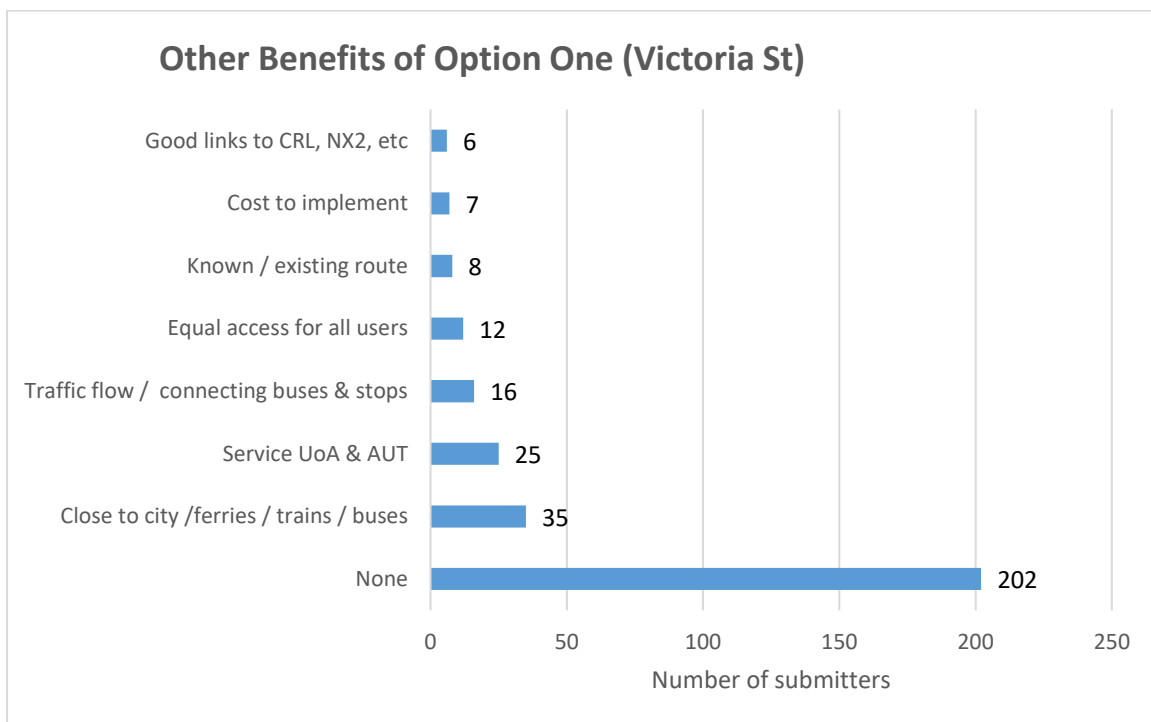
#### *Option One – Outbound on Victoria St*



**Key themes of Option One public feedback**

**Analysis of your feedback on Other Benefits for Option One shows:**

- a third of all submitters said Option One offers no benefits beyond those outlined in our consultation documents
- a small proportion of submitters thought good links to the lower CBD, the ferry, train and bus terminals, and to both universities (UoA and AUT) were other benefits offered by this option
- generally negative sentiment about the benefits of this proposed option as the preferred outbound route.



The key **comments** and **issues raised** relate to –

- the validity of the benefits given for Option One in consultation documents

*“No, what is currently here does not work.”*

*“It doesn't have any benefit that I can see; it doesn't add anything to the city that I would use.”*

*“This route has no benefits and I strongly DO NOT support the use of Victoria St.”*

- the proximity of this proposed route to key CBD amenities and bus service users

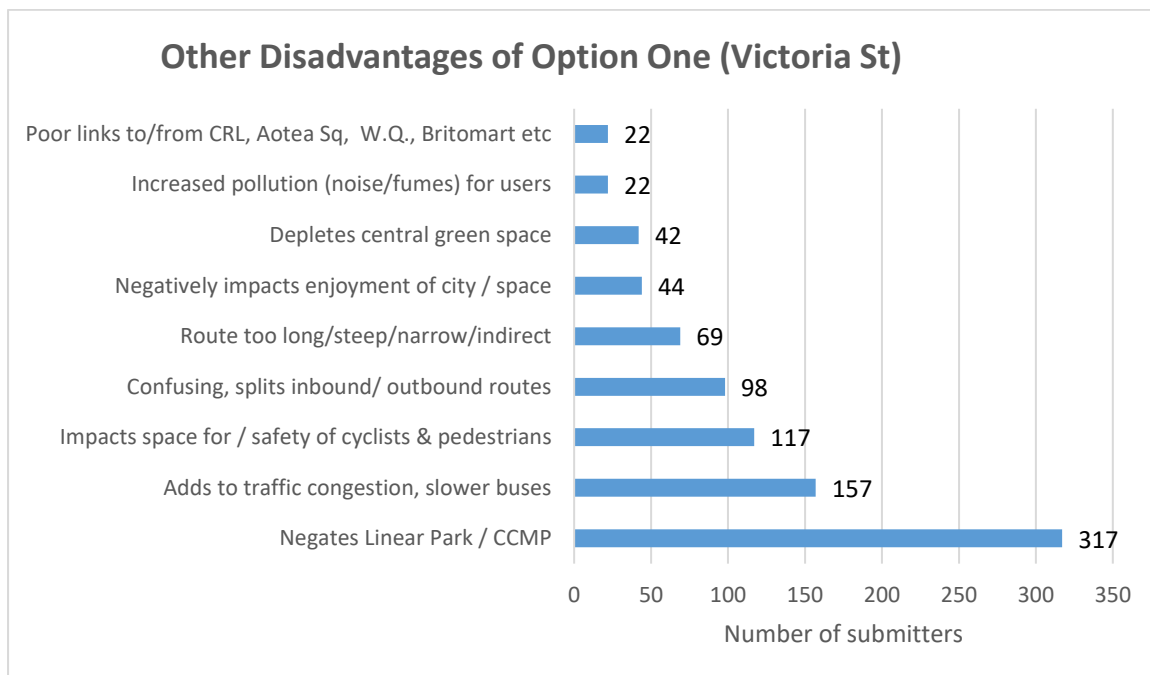
*“Spreads bus stops out so people can choose where to get on and off. It serves Parnell Rise better with the Victoria, Bowen, Waterloo [Quadrant] route.”*

*“It is closer to the ferries, trains and main business centre so will be easier to use for more people.”*

*“Covers the current University of Auckland northern bus stop. Lots of students use.”*

**Analysis of your feedback on Other Disadvantages for Option One suggests:**

- more than half (52%) of all submitters feel Option One will prevent the proposed development of the Linear Park and negate the CCMP
- 26% of respondents think Option One will add to CBD congestion and slow down buses; 19% said it will negatively impact space for safe cycling and walking
- 16% said splitting the inbound and outbound routes so they use different roads is potentially confusing for the public.



The key **comments** and **issues raised** relate to –

- the negative impact this outbound bus route presents to the proposed Linear Park and Auckland Council’s City Centre Master Plan (CCMP)

*“It thwarts a central plank of the City Centre Master Plan.”*

*“Removes possibility for the Victoria Street Linear Park with improved space for pedestrians and cyclists.”*

*“It is inconsistent with Council’s plans.”*

- increased risk of congestion in the CBD which impacts bus journey times, and the safety of cyclists and pedestrians

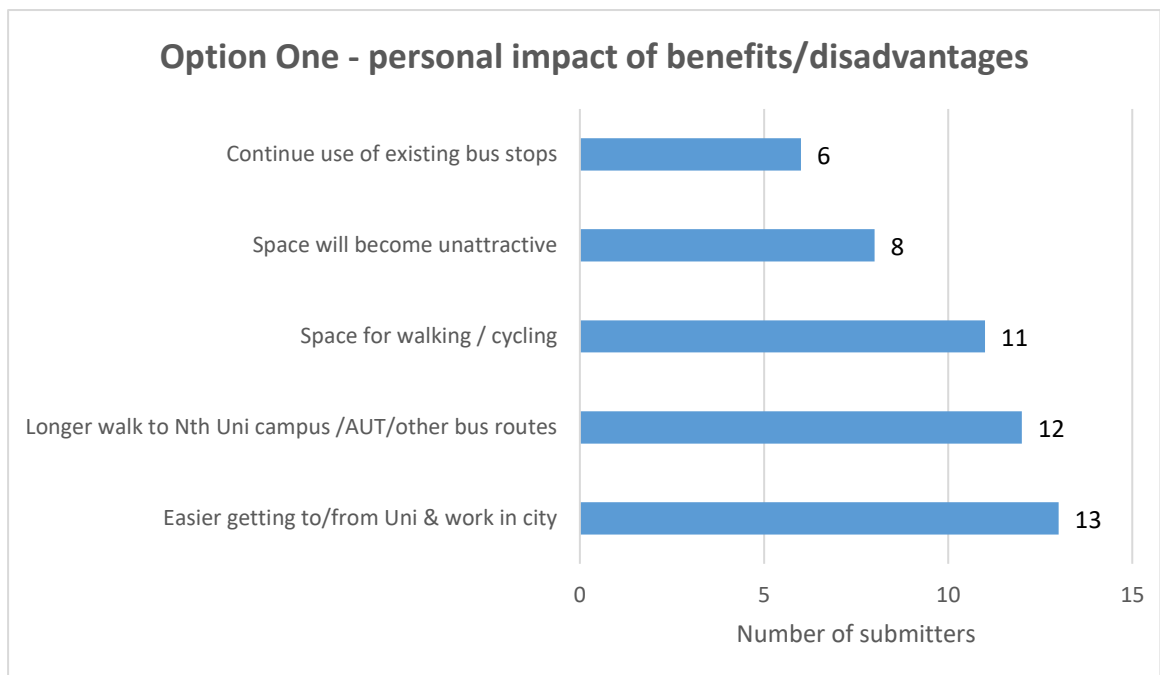
*“Currently a horrible route to take as a user of the service. Longer than necessary and in a traffic heavy area.”*

*“Don't turn this into a bus corridor which blocks out pedestrians and cyclists.”*

*“The only way these streets will become inviting and functional for pedestrians, cyclists and buses is to offer options that make it pleasant for all. Option 1 does not provide that.”*

**Analysis of your feedback on the Personal Impacts of Option One suggests:**

- the majority of submitters are less concerned with the personal impacts this option presents to them vs the wider impacts on proposed plans for the CBD
- of those who submitted personal impact feedback, most were concerned with convenience factors that this option presents to them.



The key **comments** and **issues raised** relate to –

- the impact this option will have on the utility and attractiveness of CBD spaces for people who live in, work in, or visit the area

*“Living downtown, more pedestrian friendly areas are needed.”*

*“It reduces the liveability and attractiveness of the CBD.”*

*“My GREAT city will never happen. I'll continue to live in a city built for vehicles, not people.”*

- proximity to both universities and workplaces is valued mostly by submitters who are students or who work in or near the learning quarter and Victoria Street itself.

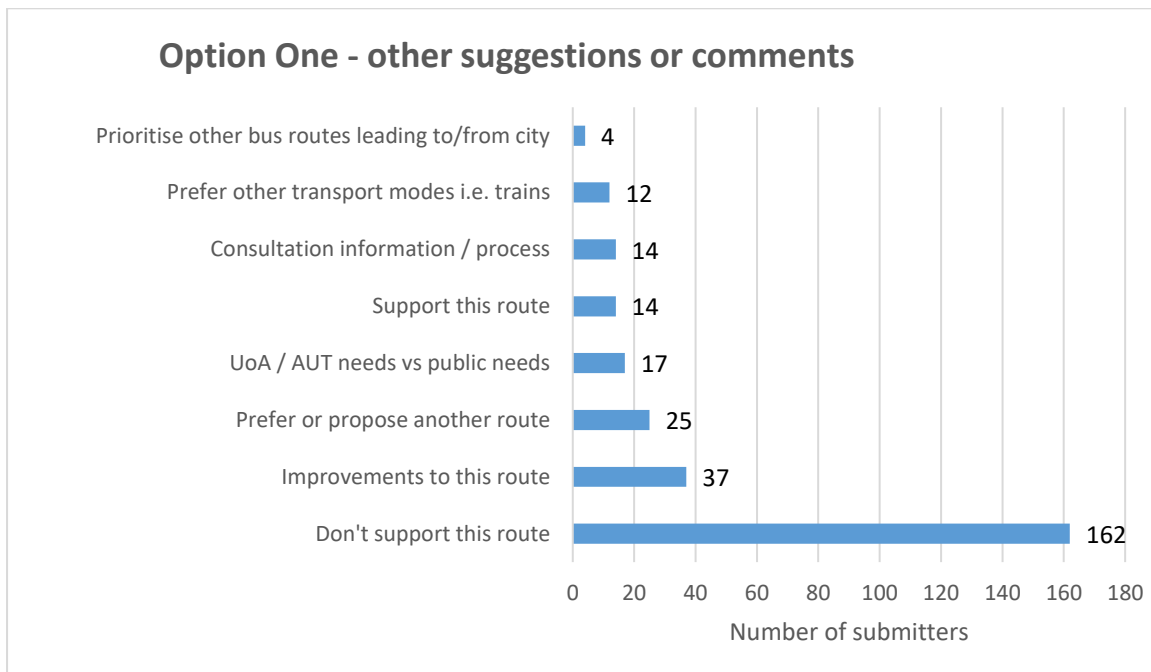
*“This route enables me to use a bus stop that is only a short walk from my work on the north side of Auckland Uni campus.”*

*“University student, so best for getting to uni.”*

*“My husband works at Spark in Victoria Street and public transport is currently not viable for him.”*

**Analysis of your other suggestions or comments to Option One reveals:**

- 27% of all submitters said (unprompted) that they do not support this route, and 4% said that they preferred another route
- 2% of submitters expressed unprompted support for the route
- generally negative sentiment for this route from those submitters who provided comments and suggestions.



The key **comments** and **issues raised** relate to –

- unprompted opposition to this option as the proposed outbound route

*“This is the worst option out of the three.”*

*“This is by far the worst option; in fact it would be an absolute disaster.”*

*“Don't pick this option. Please stick with the Master Plan.”*

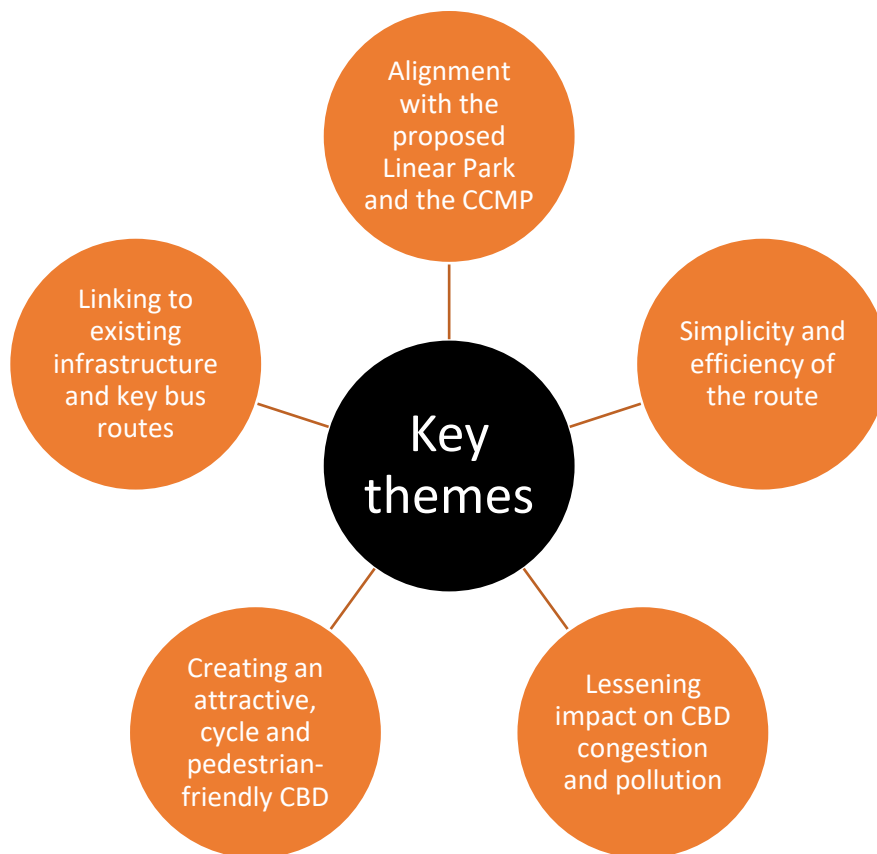
- unprompted support for other proposed routes, or suggested improvements to address congestion and people safety concerns

*“This option is a short-sighted one. Option 2 is best and those disadvantages are easily surmounted.”*

*“Go back to the Wellesley Street option inbound and outbound.”*

*“If we go with this route, remove cars altogether and make it for people and public transport.”*

## Option Two – Outbound on Wellesley St

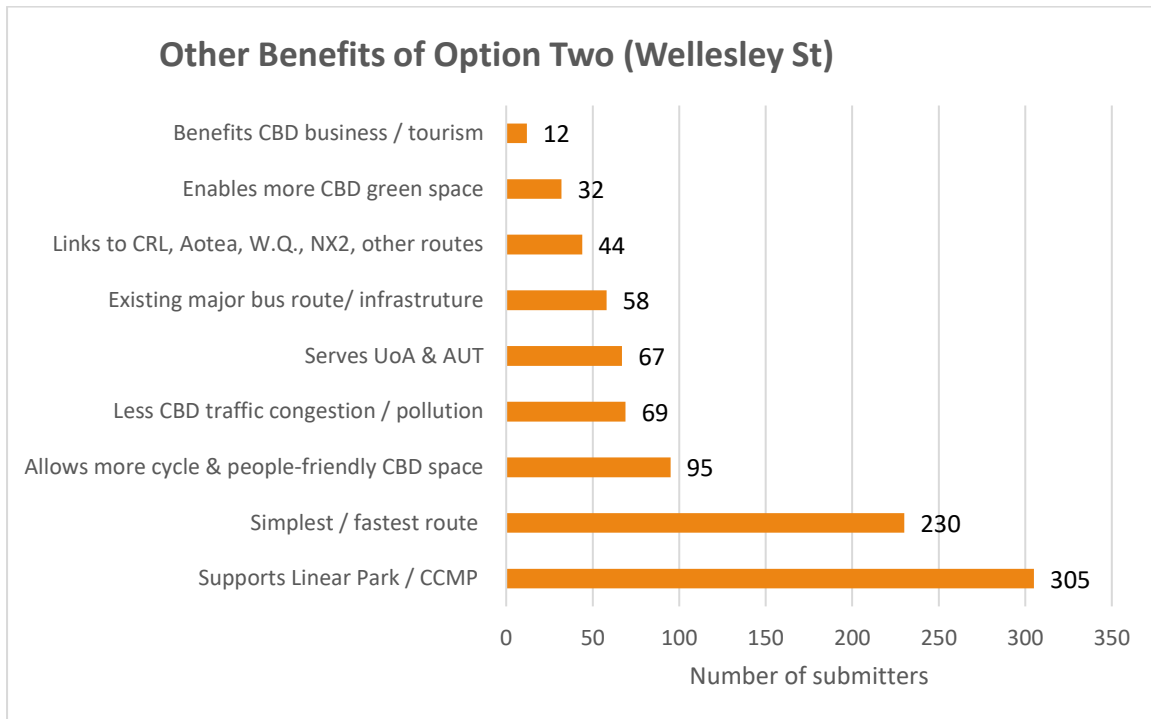


**Key themes of Option Two public feedback**

### **Analysis of your feedback on Other Benefits for Option Two suggests:**

- Over half of all submitters feel this option supports the CCMP and future development of the proposed Linear Park, and that this is a crucial benefit

- Over a third of submitters believe this option offers the simplest and fastest outbound route
- Many submitters suggest Wellesley St could be developed further as a main bus corridor, freeing up the CBD for more cycle and people-friendly spaces.



The key **comments** and **issues raised** relate to –

- a strong desire for an outbound bus route that enables the Linear Park development and more cycle / people-friendly CBD spaces

*“It will allow for Linear Park, more direct bus routes, and safer cycling.”*

*“Aligns with council plans to upgrade Victoria Street to be more pedestrian friendly, particularly for the new Aotea station and linear park concept.”*

*“It will allow for Linear Park, more direct bus routes, and safer cycling.”*

- compliance with the CCMP, and benefits to wider city developments as well as transport needs.

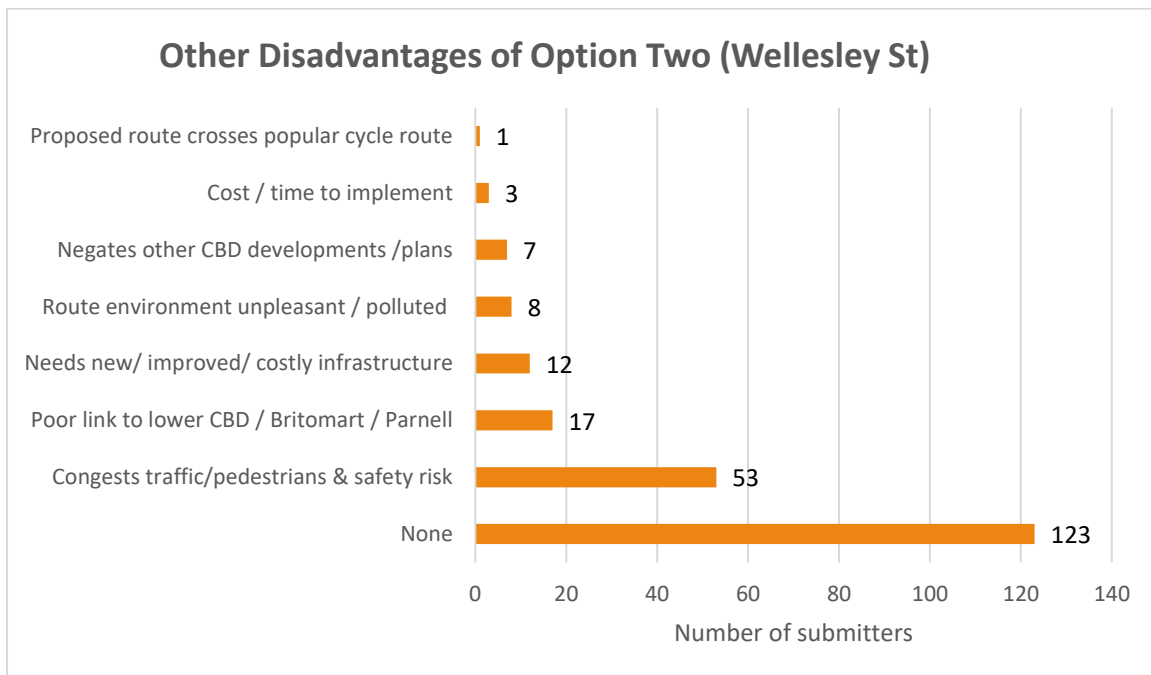
*“This option is the most suited to delivering strong outcomes to transit users while maintaining the key strategic visions accepted and required by Council.”*

*“Supports the previous work done to transform Auckland into a great city e.g. the CEWT study and the City Centre Master Plan, particularly for the new Aotea station and linear park concept.”*

*“This option is consistent with Council's plans for the CBD.”*

**Analysis of your feedback on Other Disadvantages for Option Two shows:**

- A fifth of submitters said this option offers no other disadvantages to those listed in consultation documents
- Of the other disadvantages shared by submitters, the main concerns relate to congestion of Wellesley/Symonds St traffic, increased strain on existing infrastructure, and the safety of people walking along and using this route.



The key **comments** and **issues raised** relate to –

- Congestion concerns – increased buses, traffic and bus stops overcrowding all along this route, if this option is not implemented with care

*“Would make the intersection of Wellesley and Symonds chaotic.”*

*“Uni stops will be crowded.”*

*“Wellesley Street will be busy with buses. Your image suggests all four lanes are bus lanes. I support this.”*

- an increased risk to the safety of pedestrians

*“Inconvenience to pedestrians. Risk to health as a pedestrian.”*

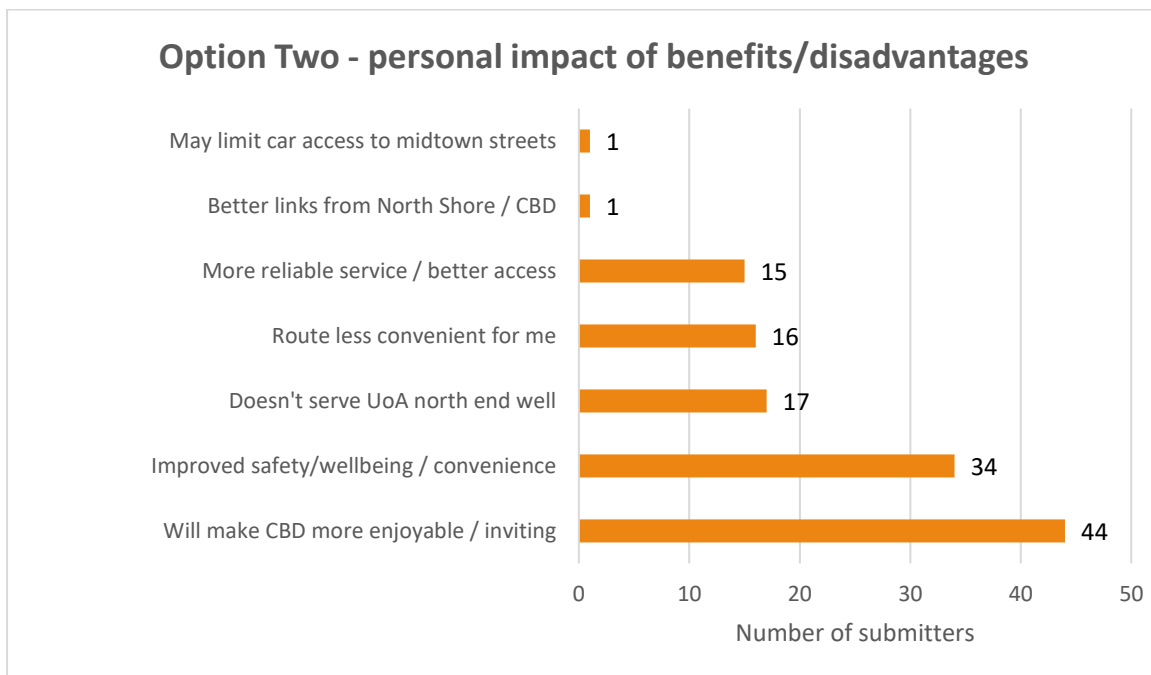
*“Further for students and staff to walk...already not much space for pedestrians at peak times.”*



*“Trying to cross the road from CWD to Les Mills is not safe. A pedestrian crossing will be needed now, and it will be with the added buses.”*

**Analysis of your feedback on the Personal Impacts of Option Two suggests:**

- respondents generally support this option to help make the CBD more inviting and enjoyable, therefore improving your sense of wellbeing
- general support for this option as a convenient, safe outbound solution.



The key **comments** and **issues raised** relate to –

- an outbound route that fits with plans to make the CBD a more attractive place for people to visit and enjoy

*“Make me more likely to want to come into Victoria St/the CBD as the pedestrian amenity is improved.”*

*“The implementation of this option will result in a better city centre.”*

*“This will help make the city beautiful and create a quieter corridor for cyclists and pedestrians.”*

- route convenience, legibility, and safety for users

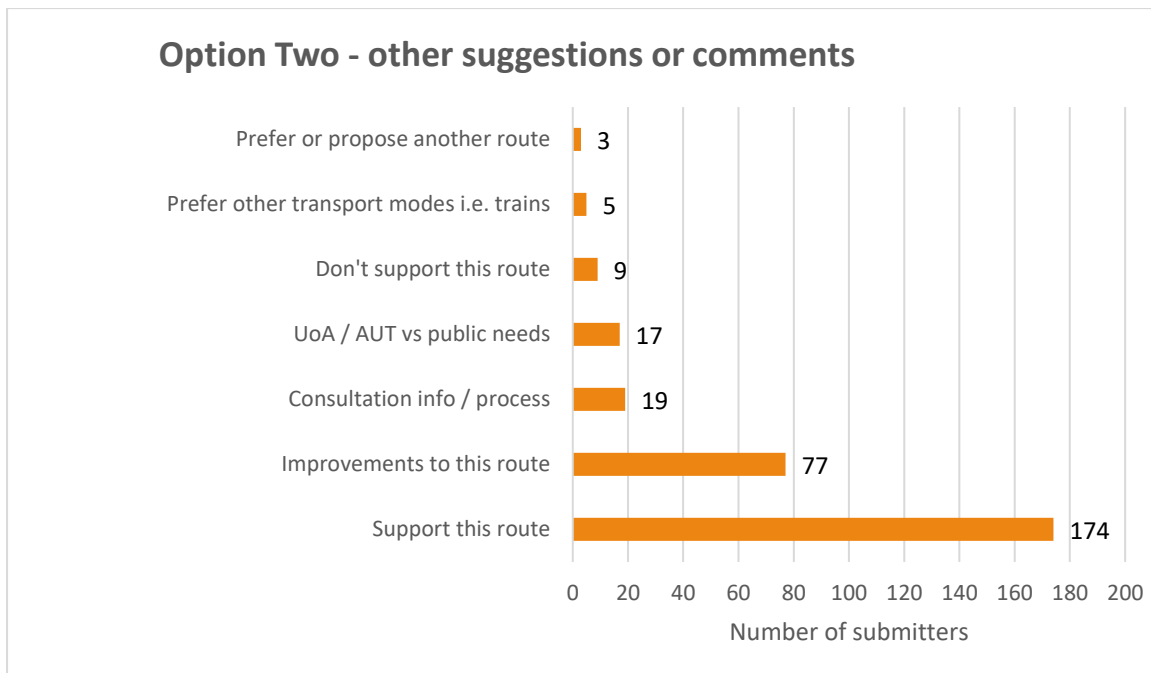
*“This route would mean I could consider using public transport to get to and from work. As a working parent, the current route is simply too slow.”*

*“More consistent route and closer to central city will make it more accessible for me.”*

*“I will be able to walk up a road with fewer fumes!”*

**Analysis of your other suggestions or comments to Option Two shows:**

- 28% of all submitters expressed unprompted support for this route
- 13% of respondents made suggestions to improve this route; 2% said they did not support this route or that they preferred another option.



The key **comments** and **considerations people want** relate to –

- Strong support from many respondents for this route as the preferred option

*“This should be the implemented routes as originally envisaged in three central city plan.”*

*“Auckland Transport should take the interests of the vast majority of residents and visitors as its priority, and choose Option 2.”*

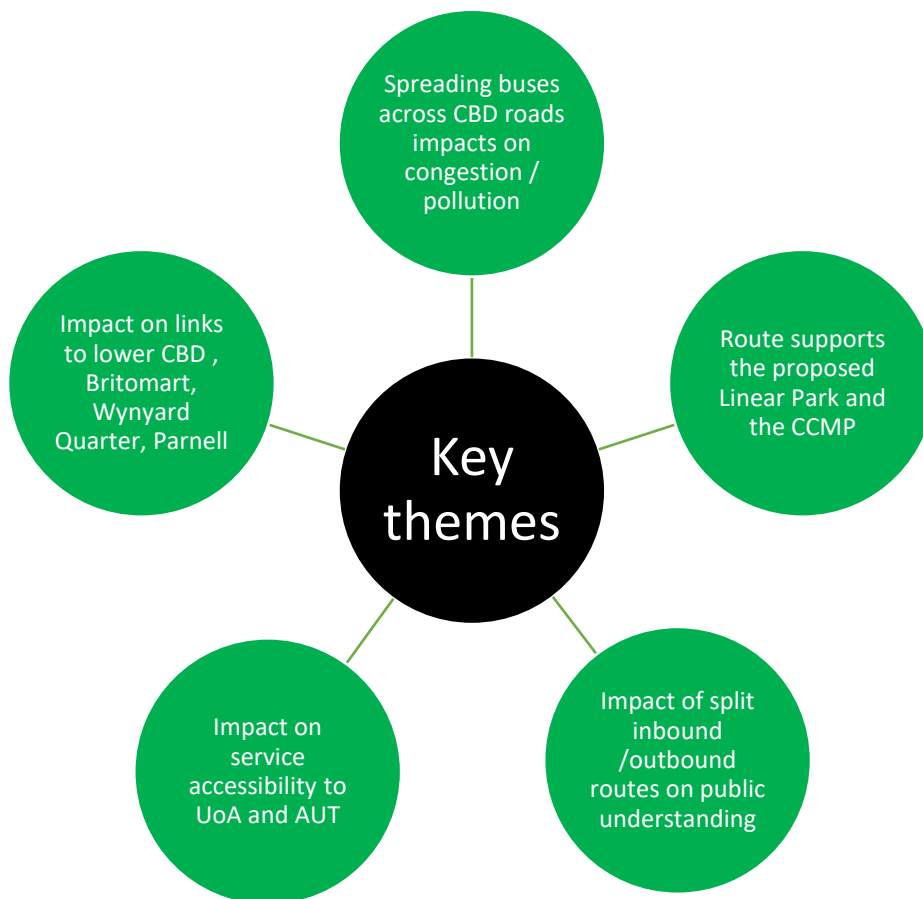
*“This is by far the best option. Also would reduce operational costs as buses don't need to travel as long a route.”*

- respondents’ suggestions for improvements generally add to their support of this route as a preferred option

*“Turn Symonds Street/Wellesley Ramp into large bus exchange. Significant numbers of buses pass in peak, and single lane stops have insufficient capacity. Very little students use Wellesley ramp as a pedestrian thoroughfare - normally use university grounds. They're unlikely to be affected by a widening for buses.”*

*“The uphill slip lane is the same as the one on the opposite side which AT has said is fine to use. It allows the bus route to be more legible and easier to understand for new users which, combined with being shorter and faster will help increase usage.”*

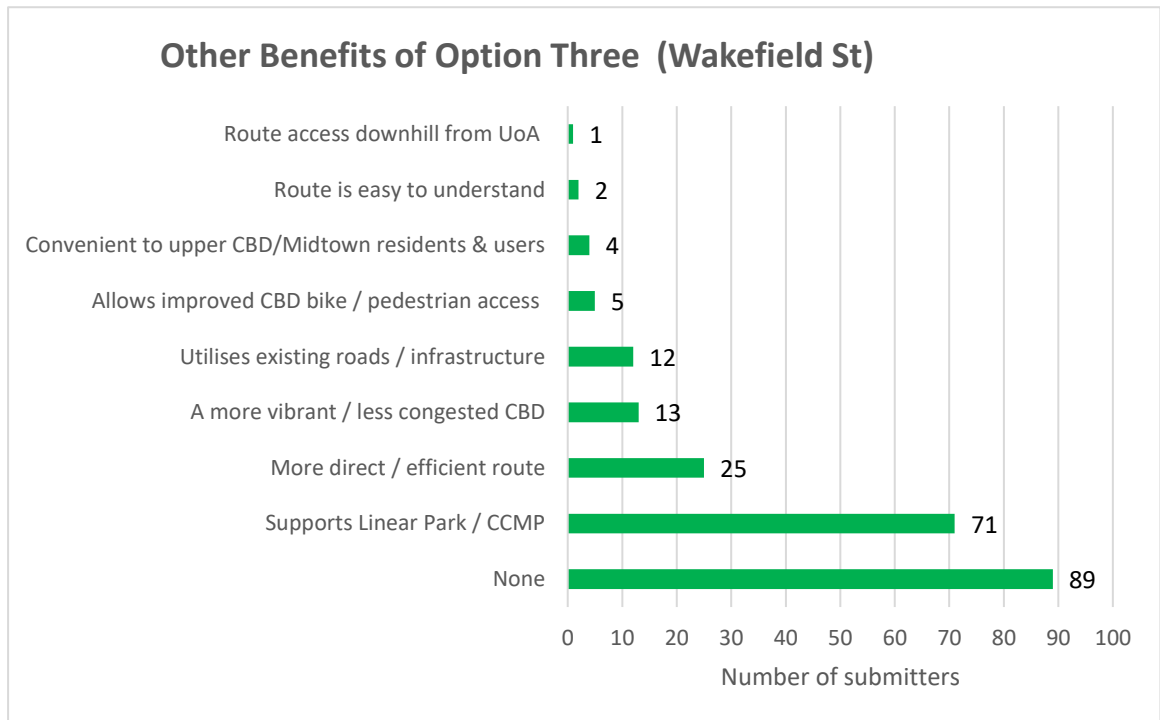
### Option Three – Outbound on Wakefield St



**Key themes for Option Three public feedback**

**Analysis of your feedback on Other Benefits for Option Three suggests:**

- the largest proportion of respondents see no other benefits offered by this option
- Nearly 12% said a key benefit of this option was that it supports the CCMP / proposed Linear Park developments.

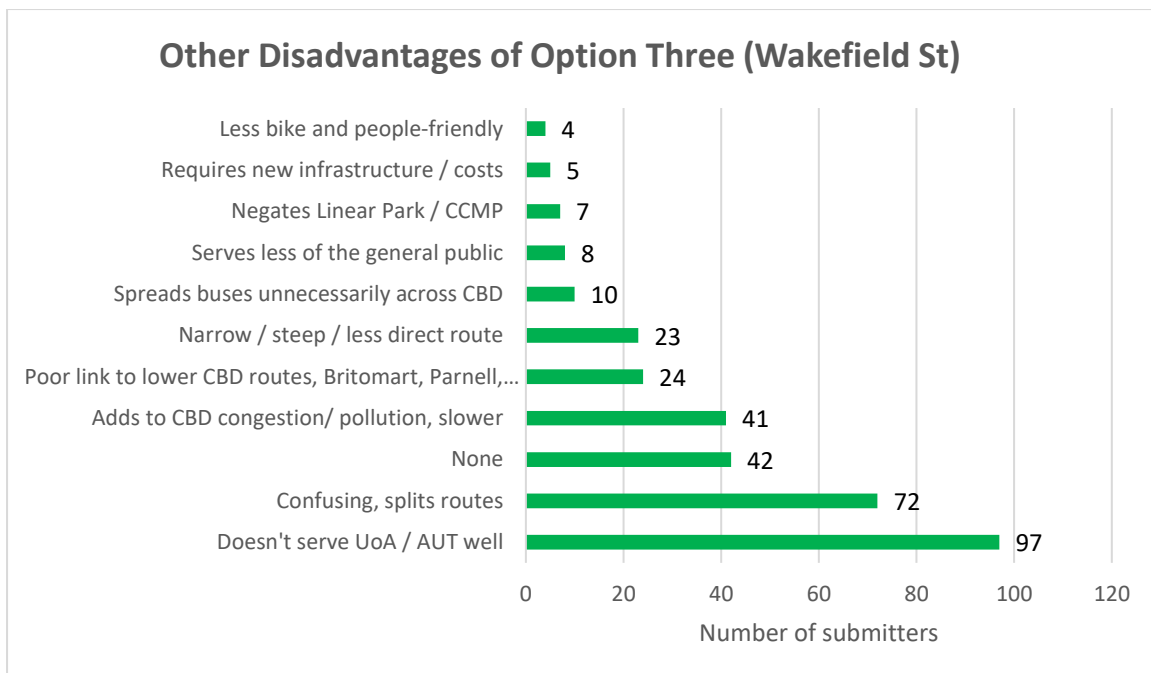


The key **comments** and **issues raised** relate to –

- this route supports the CCMP and proposed Linear Park on Victoria Street
  - “A benefit is that it leaves Victoria St empty of buses allowing for easier creation of the Victoria St Linear Park.”*
  - “If it allows the linear park to happen, this is a benefit.”*
  - “The master plan can still be followed.”*
- benefits of this route compared to Option One and Option Two
  - “Has most of the utility of Option 2, with none of the disadvantages.”*
  - “It is not as slow as option 1 for getting to uni and it keeps Victoria St free for the planned linear park.”*
  - “Not as good as option two, but it will allow my city to have the Victoria St linear park, a people focused space in the CBD, adjacent to the biggest CRL station.”*

**Analysis of your feedback on Other Disadvantages for Option Three reveals:**

- the largest proportion (37%) of submitters who answered this question said this route does not serve the universities well (UoA, AUT)
- 12% of all submitters thought the route could be confusing, with spilt inbound/outbound routes
- 7% said this option has no other disadvantages.



The key **comments** and **issues raised** relate to –

- Proximity of this route to the universities compared to the other proposed routes

*“Option 3 misses the university, making it more difficult for students to access transport. Please consider needs of students to access transport.”*

*“Outbound buses on Wakefield St completely miss Auckland University. Wellesley Street is the only sensible outbound route that covers catchment...”*

*“This option doesn't serve AUT as well as Option 2 does, in addition to not serving UoA well.”*

- congestion, unnecessary spreading of buses inside the CBD, and public confusion that the splitting of inbound and outbound routes may cause

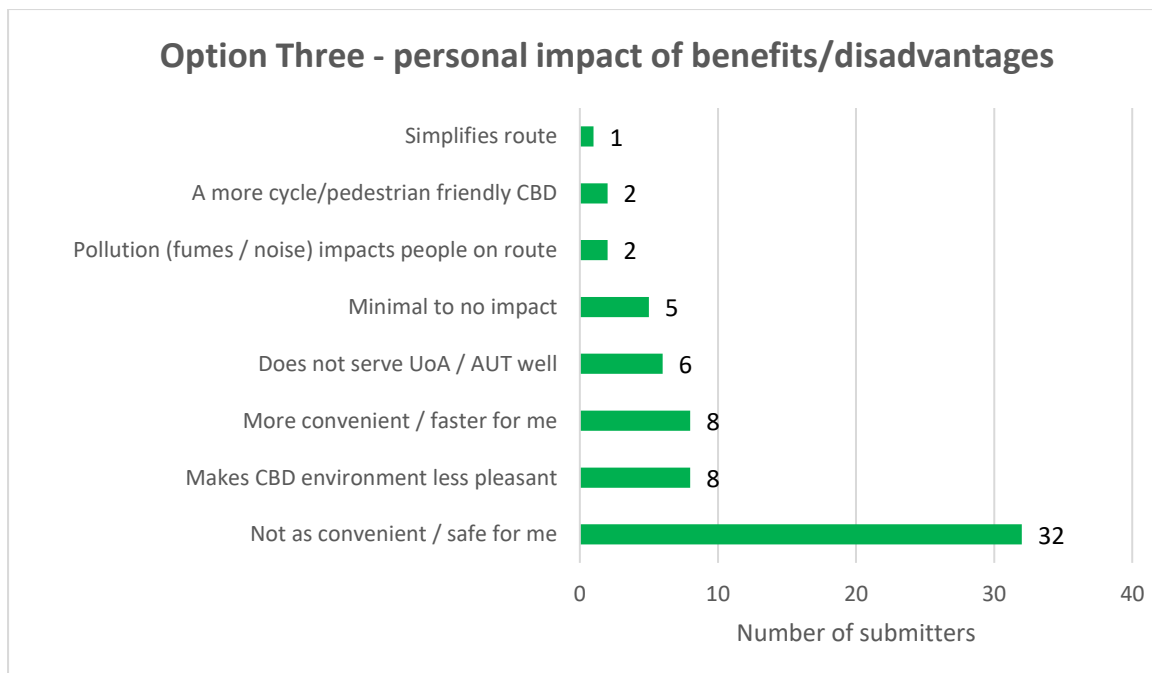
*“Having bus stops in different streets for inbound and outbound travel is confusing for passengers.”*

*“This option crosses over the inbound routes in two different places, increasing the delays...”*

*“I walk and cycle around this area frequently... This would be easier if buses were limited to fewer streets instead of spread across many different streets.”*

**Analysis of your feedback on the Personal Impacts of Option Three suggests:**

- the largest proportion of respondents to this question felt this proposed route was not as convenient or safe for them
- 1% of all submitters thought this route would make the CBD environment less pleasant for them and others.



The key **comments** and **issues raised** relate to –

- inconvenience and safety issues, particularly for university students and those using the Midtown service to get to work in the lower CBD.

*“Might be faster and have fewer people on the bus. I'd have to walk further on both in and outbound trips if Victoria St was omitted.”*

*“I will no longer be able to take this bus home to Blockhouse Bay, as the walk is too long and will have to find alternate transport.”*

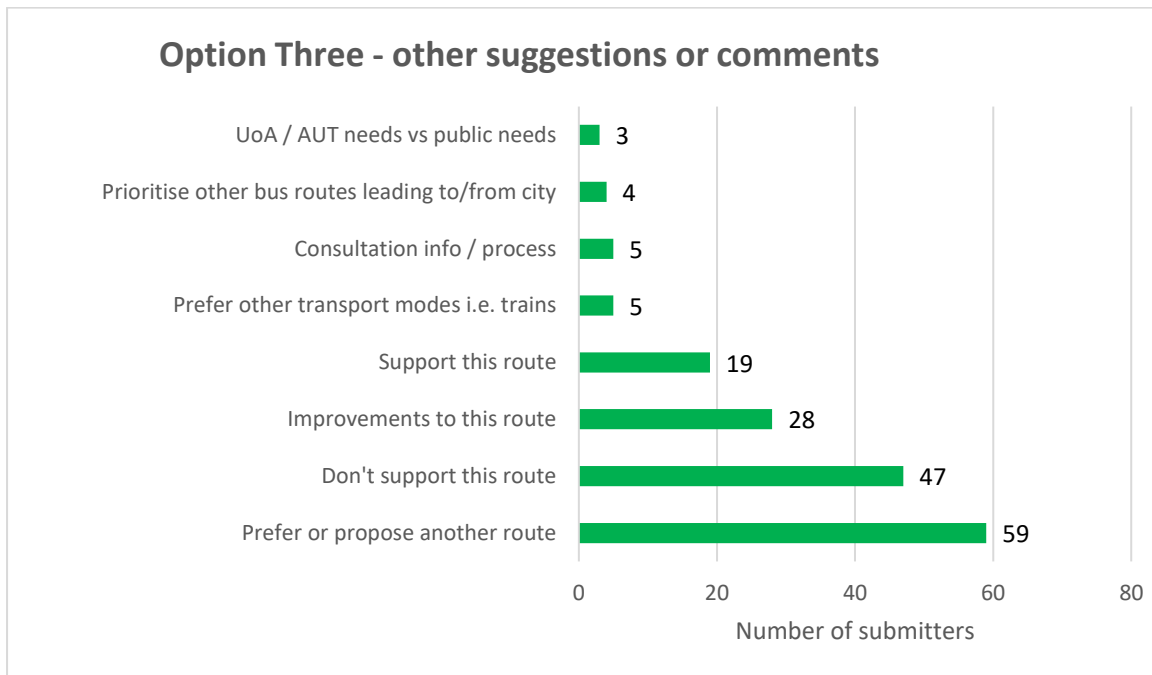
*“I study late and hate walking alone in the dark. This route will cause me to reconsider my study habits.”*

- congestion, unnecessary spreading of buses inside the CBD, and confusing the public with the splitting of its inbound/outbound routes

*“Having bus stops in different streets for inbound and outbound travel is confusing for passengers.”*

**Analysis of your other suggestions or comments to Option Three reveals:**

- 3% of all submitters said (unprompted) that they support this route
- 8% of all submitters said (unprompted) that they do support this route; 10% said they preferred another proposed option
- 5% of all respondents gave suggestions to improve this proposed route.



The key **comments** and **considerations people want** relate to –

- general support for this route as the second preference behind Option 2, and why

*“This is fairly similar to Option Two, and still far, far preferable to...Option One.”*

*“Not as good as four bus lanes on Wellesley St, but better than continuing services along Victoria St.”*

*“It seems strange to suggest this route when Wellesley both ways takes away the disadvantage of twisting through Mayoral Drive.”*

- variations to the proposed route to improve university students’ and lower CBD workers’ access, and changes to improve pedestrians’ safety along this route

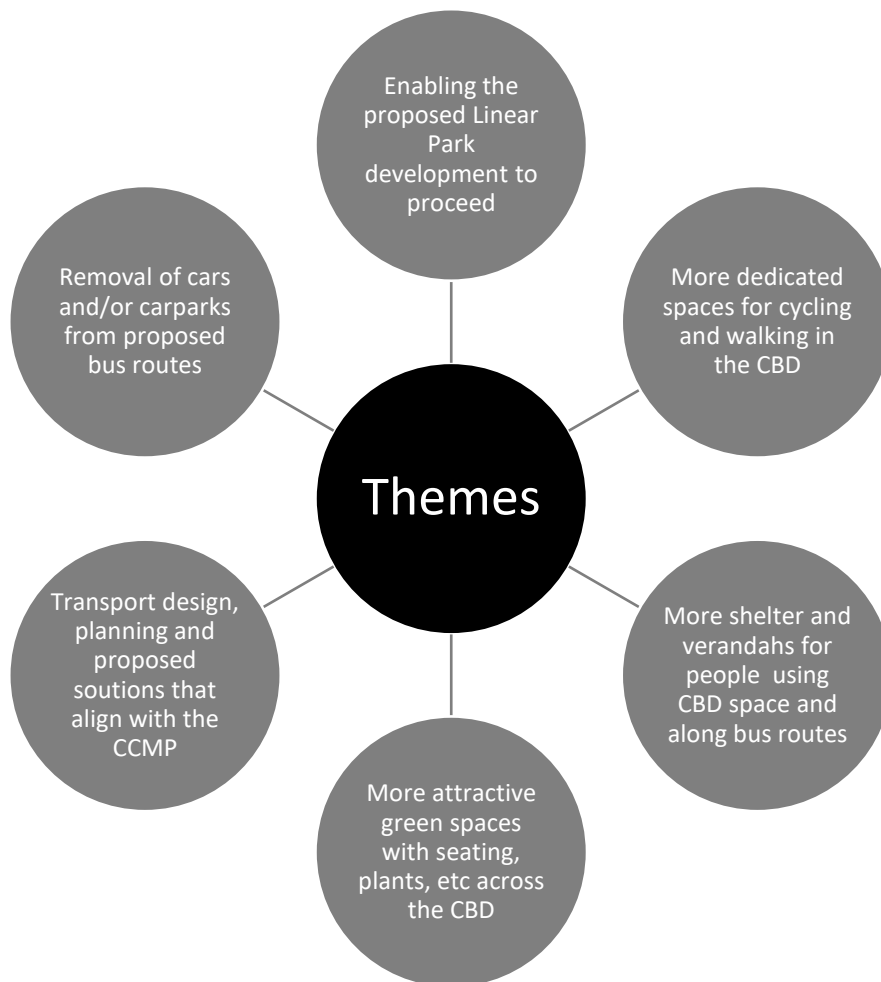
*“It is a bit far from Auckland University...this can be overcome by encouraging*

*transfers to bus routes that do go past the University - maybe a better stop/hub further up Symonds St?"*

*"Better pedestrian crossings (and pedestrian safety/priority) at Mayoral Drive corners Wakefield and Wellesley - it's a nightmare to cross at the moment."*

*"Extending the route to loop around Wynyard would capture a lot of people who are moving to the area to work."*

## Public space improvements



### **Key themes for Public Space Improvements – your suggestions and comments**

A total of 263 submitters offered a wide range suggestions and comments to improve the CBD space canvassed by Victoria Street, Wellesley Street, and Wakefield Street.



Your comments and suggestions covering 27 different themes - see [Appendix Attachment 7](#) for an overview of your responses.

Nearly half of these submitters (45%) reiterated their desire for the outbound Midtown Bus Route to enable rather than disrupt the proposed Linear Park along Victoria Street.

Many felt that enabling this development would improve the attractiveness of Auckland's CBD, and provide a safer environment for people to cycle, walk, and spend time in.

*"Maintaining the linear park on Victoria St is vital to making the CBD more inviting for people walking and riding bikes."*

*"I fully support the Victoria Street Linear Park proposal, as it increases walking amenity in the city and links two attractive green spaces."*

*"This solves the pedestrian issue and cyclist issues outlined."*

You also said that the proposed Linear Park, coupled with an outbound bus route that avoids Victoria Street, could provide better links to existing transport hubs and new public transport routes currently under construction.

*"This will have a huge benefit to Aucklanders, giving a people-focused space right beside the main CRL station."*

*"Keep buses off Victoria Street to allow room for the linear park development and the increase in pedestrians likely accessing Aotea Station in future."*

Close to 16% of all submitters offered comments or suggestions about creating more dedicated cycle paths and pedestrian-friendly spaces, to improve these areas with people in mind.

*"There are no protected east-west connections for bikes across the CBD except along the waterfront. Giving bikes priority on Victoria St and buses priority on Wellesley is a win for everyone."*

*"I'd love it if you can make the footpaths safe for walking and the streets as safe as possible for biking...you can get the balance right!"*

*"Ensure footpaths are wide enough on Wellesley Street to accommodate lots of people walking to and from bus stops as well as large crowds waiting at bus stops."*

*"Wakefield St could be made very bicycle friendly & tourist friendly. Already has pubs and lots of accommodation."*

Nearly 11% of respondents suggested the removal of private car access and/or

carparks, freeing them for public transport and the development of more people-friendly CBD spaces.

Some people suggested removing private cars or street parking from all three streets, while others suggested restrictions in certain areas to prioritise bus, bike and foot traffic.

*“Make it a no car zone - only buses, cyclists and pedestrians.”*

*“Get rid of on street parking and widen footpaths where possible.”*

*“I believe council can accommodate buses on Victoria along with some shared space, take the cars out and not the buses.”*

*“The most uninviting part of these streets are the private motor cars. There should be less cars on these streets.”*

A tenth of respondents to this question said they would like a more coordinated approach to city developments across the board, with the City Centre Master Plan as the ‘blueprint’.

*“There is already an operative City Centre Master Plan. Transport planning is a subordinate but important component of this master plan.”*

*“The Auckland Council has a good plan for this area that should be fully implemented. AT should provide solutions to ensure this happens.”*

*“I think it's so important for the cohesive plan of a liveable city.”*

To improve the utility and attractiveness of these streets for people to spend time in, 9% of respondents suggested introducing more green spaces with walkways, seating, trees, and more.

*“Nice areas to sit and study. Tables and benches for eating at. Lots of greenery! Drinking fountains. Solar charging areas for electronic devices. Some shelter from sun and rain. Making it more of a place to spend time than just transit through.”*

*“...much of the central city streets should be turned into green spaces or shared (service vehicle and public transport/pedestrian), paving with no private vehicle access, specifically the areas between Albert (or possibly Hobson) and Symonds Streets, and Wellesley St/Mayoral Dr to Quay Street.”*

*“More trees and greenness are needed on all of these streets. The concrete is harsh.”*

*“Wider footpaths and more trees.”*

A further 9% said that more or improved bus shelters and more verandah walkways would greatly improve the experience for all members of the public using these streets.

*“Ensure there is shelter at bus stops, and also shelter or space for people to pass each other with umbrellas on the adjacent footpath.”*

*“There needs to be more room for pedestrians, while also accommodating decent bus shelters.”*

*“Wide verandahs really help. Ideally verandahs could be extended over side streets not just footpaths for more continuous rain protection in areas with high levels of pedestrian activity.”*

*“Wellesley St can be improved by being dedicated to buses and having more sheltered bus stops.”*

Finally, some respondents reiterated their support for a proposed outbound route as part of their suggested improvements. Of the 263 respondents who answered this question, 9% suggested delivering on Option Two, and less than 1% suggested delivering Option One. The delivery of Option Three was not mentioned in any responses to this question.

*“Choose Option 2, allowing Linear Park to proceed.”*

*“Linear Park down Victoria St looks would be great for the city and improve pedestrian experience. Therefore I prefer option 2.”*

*“AT needs to assign buses to travel down one particular corridor e.g. Victoria St.”*

## **(2) Generation Zero**

A total of 1,673 people provided feedback through a Generation Zero templated email, asking for responses to three questions about the Midtown Bus Route.

The questions constituted part of those used in the AT feedback forms, but focused on the use and development of Victoria Street and the benefits of Option Two.

- Option One: Outbound on Victoria Street - Can you identify any other disadvantages of this route?
- Option Two: Outbound on Wellesley Street - Can you identify any other benefits of this route?
- How can Victoria Street become an inviting public space for people walking, riding their bikes and travelling by bus?

Submitters could use a Generation Zero templated response to the first two questions, or personalise their responses by adding to or overwriting the template.

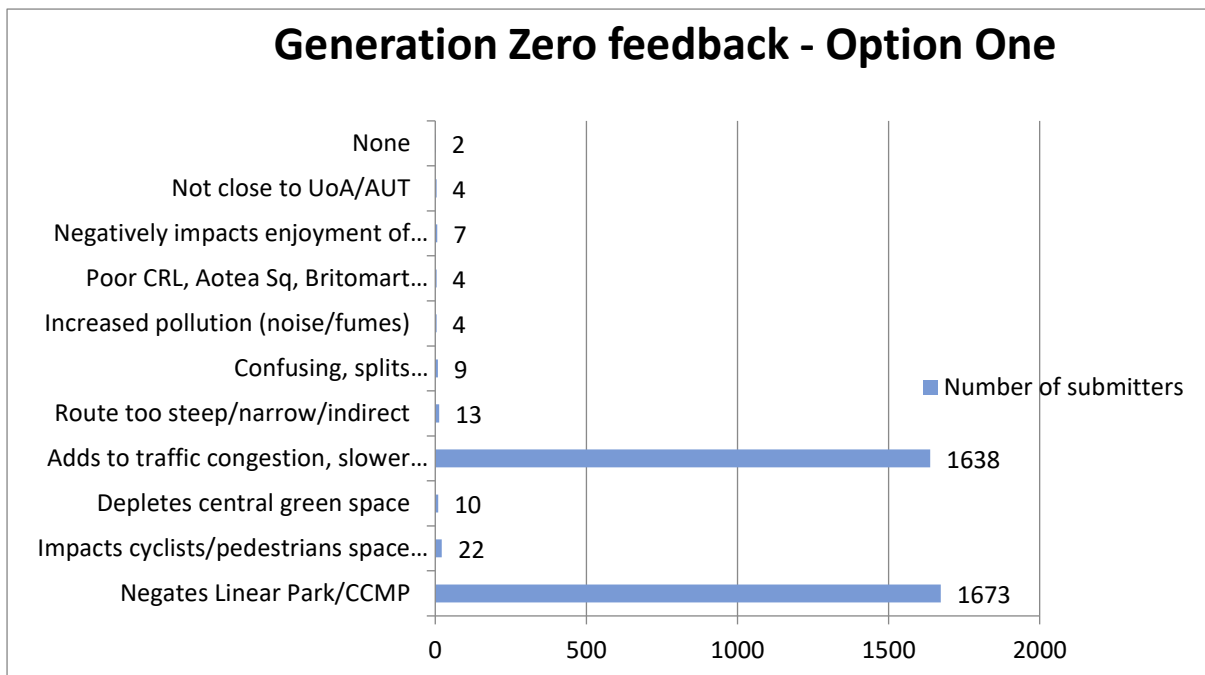
## Key themes of Generation Zero feedback

### Option One – other disadvantages

All 1,673 respondents said the main disadvantage of Option One is that it would negatively impact the development of the Linear Park proposed in the City Centre Master Plan. In addition, 1,638 respondents said Option One would slow down buses on the route.

Counting toward these respective themes were 1,501 templated responses: *“I disagree with this option because it negatively impacts Linear Park and will lead to much slower buses.”*

Other key themes raised in personalised responses were the impacts on cyclists and pedestrians, the impact of splitting inbound/outbound routes on travel time and route legibility, and the potential depletion of CBD green space.



Illustrative quotes from the personalised feedback include:

*“I feel that it would lead to slower buses...Why would you split the route off from the route going the other way?”*

*“Option One will result in a more circuitous bus route, reduce pedestrian amenity, prevent the development of an adequate east-west cycle route and undermine the City.”*

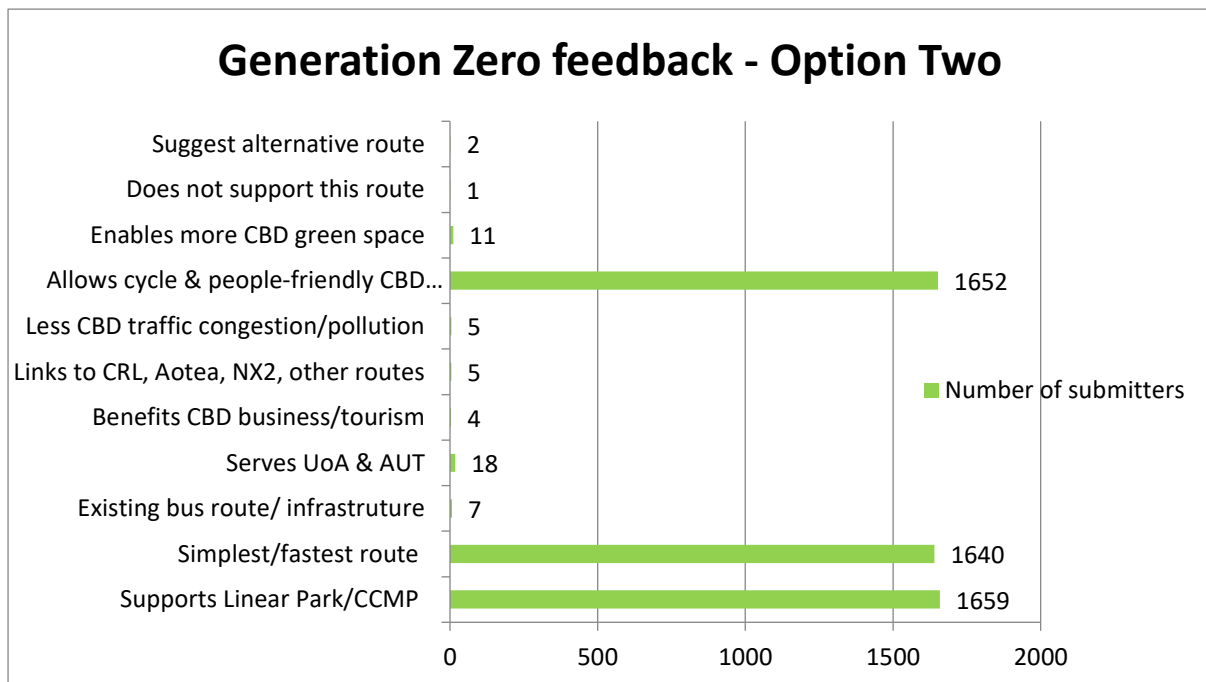
*“It also will mean a less pedestrian-friendly environment around the new station entrance to the CRL and associated developments.”*

*Option Two – other benefits*

The vast majority of Generation Zero respondents (1,659) said a key benefit of Option Two is that it would enable the proposed Linear Park development to go ahead on Victoria Street.

In addition, 1,652 respondents thought it allowed for better cycle and pedestrian safety/amenity, and 1,640 said it was the fastest, most direct route option.

Counting toward these respective themes were 1,504 templated responses: *“It will allow for Linear Park, more direct bus routes, and safer cycling.”*



Illustrative quotes from the personalised feedback include:

*“This is my preferred option, as it will allow for Linear Park plus more direct bus routes.”*

*“This route leaves Victoria St free for the planned Linear Park which will facilitate direct, vehicle-free bicycle (and pedestrian) travel across the city.”*

*“Simplifying the bus routes through the central city should be a priority in order to encourage more pedestrian and cycle use as well as their safety.”*

### Victoria Street space improvement suggestions

A total of 590 of the Generation Zero respondents gave suggestions to improve the public space in and around Victoria Street. Some respondents extended their responses to include the CBD more generally.

A summary of the key themes from this feedback is given over the page. The key results revealed:

- Two-thirds of respondents (66%) would like the proposed Linear Park on Victoria Street to be built
- Nearly half (45%) want more dedicated space for cyclists and pedestrians
- 38% suggested more green spaces with plantings, seating, and art
- 21% would like all cars and carparks removed from Victoria Street



Illustrative quotes from the Generation Zero space improvement feedback include:

*“A linear park as a link between Victoria and Albert Parks is a smart way of connecting two sides of the central city. It will act as a pleasant human-scale thoroughfare for pedestrians and bike-riders...the university, commercial interests and thousands of apartment dwellers.”*

*“Simplifying the bus routes through the central city should be a priority in order to encourage more pedestrian and cycle use as well as their safety.”*

*“Have lots of greenery - trees and flowers make these spaces so much more inviting, especially in big cities.”*

*“Ensure that there is no car traffic and preferably minimal bus traffic.”*

*“Funky but practical bike parking, pop up stalls and events.”*

*“Green spaces will brighten up the city and make it a more relaxing and enjoyable place to spend time shopping.”*

*“Cobblestones, trees, sculptures, stylish lighting at night, water features.”*

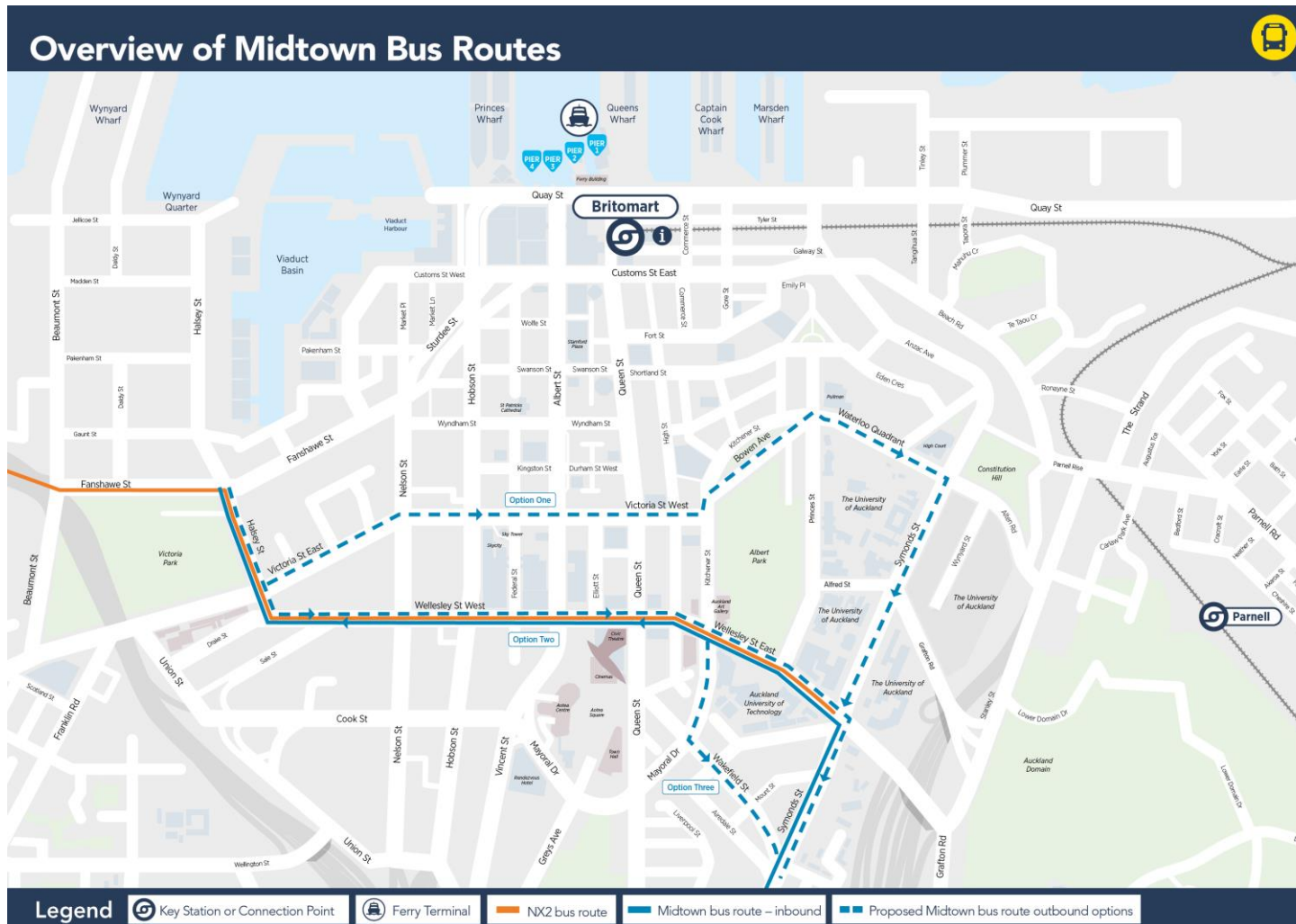
### **(3) Waitematā Local Board**

The Waitemata Local Board supports Option Two, to provide the most efficient and effective bus route on Wellesley Street, both inbound and outbound, serving the Learning Quarter and City Centre.

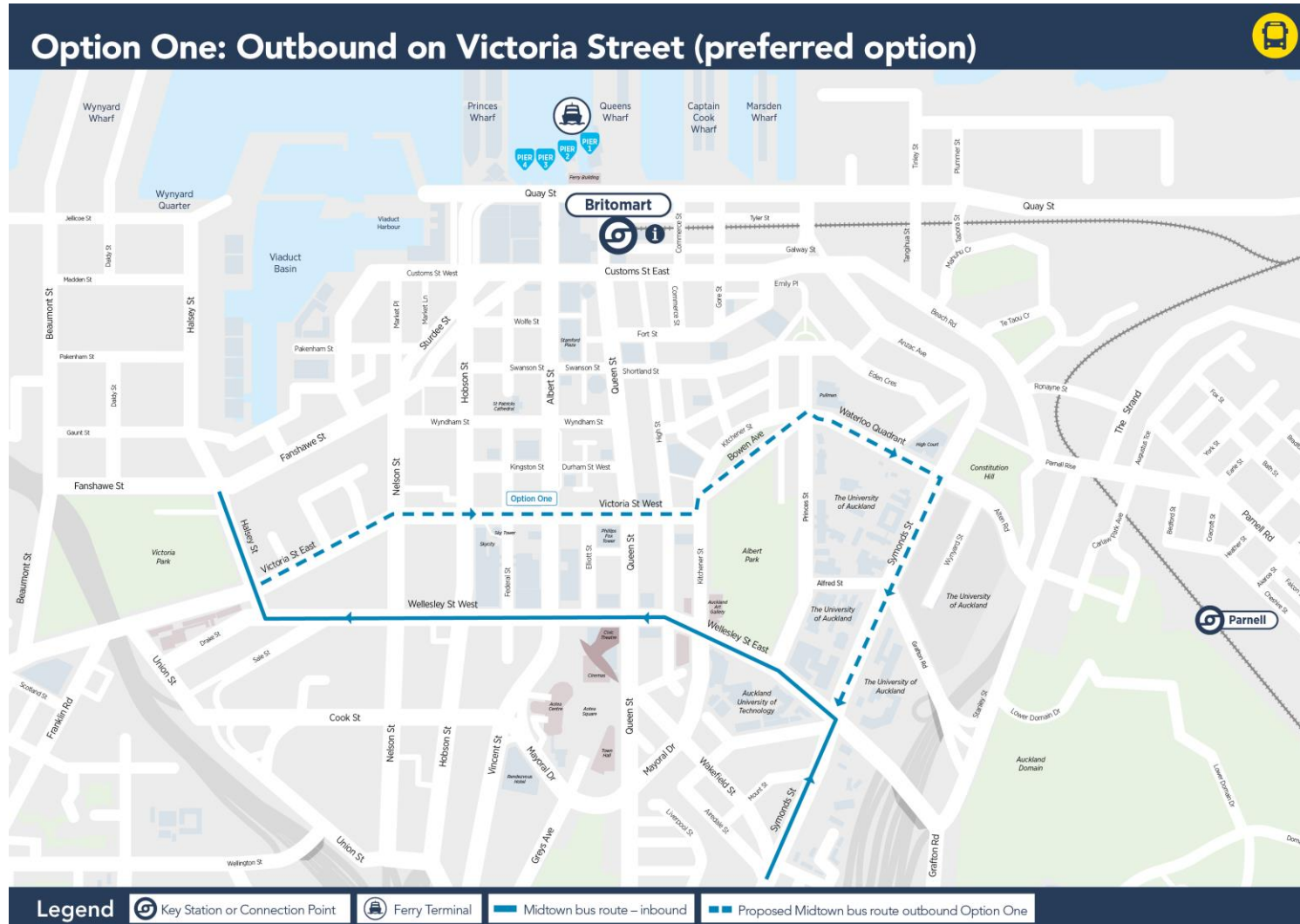




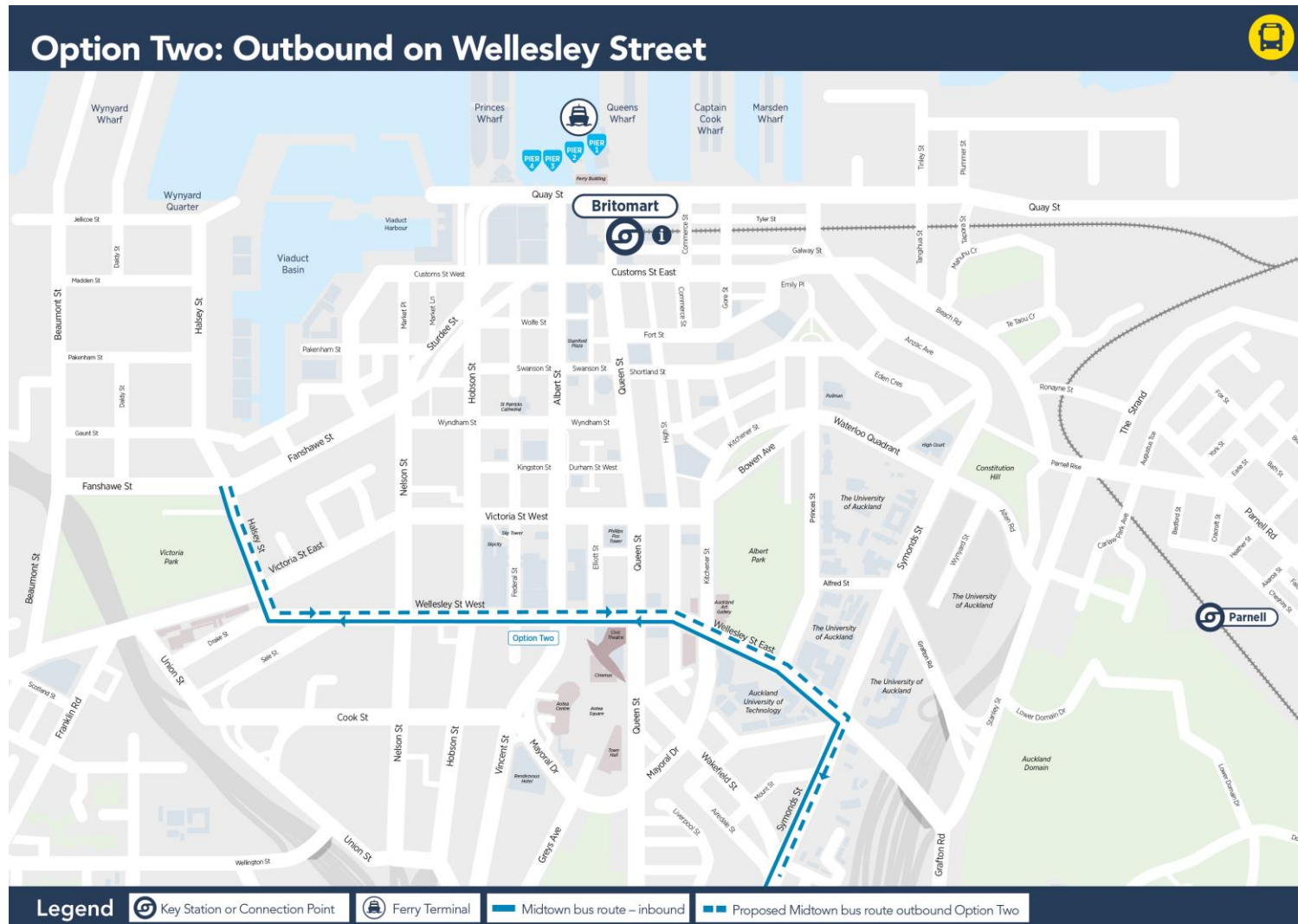
## Attachment 1: Overview Map - all proposed outbound routes



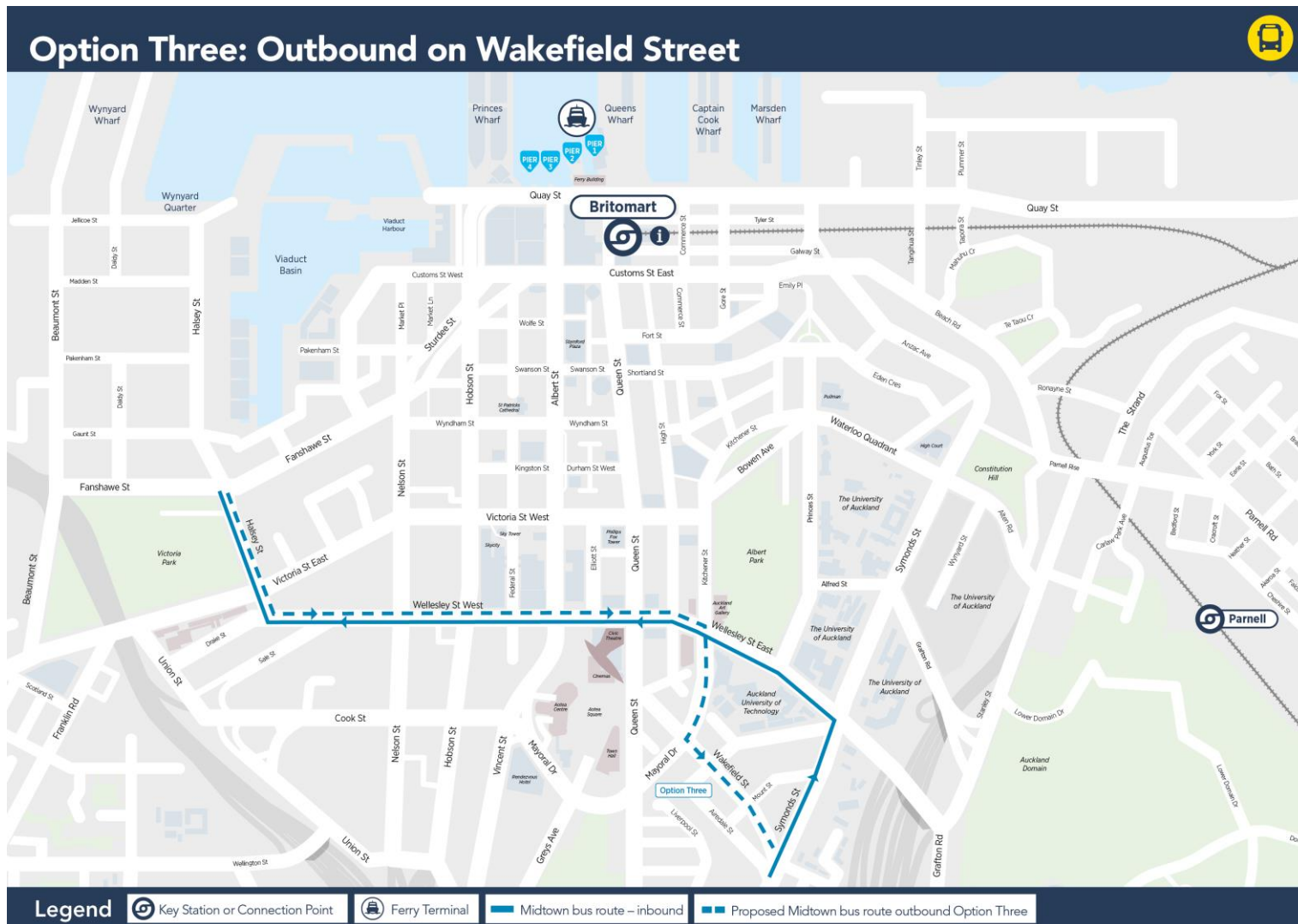
## Attachment 2: Option One map – Outbound on Victoria St



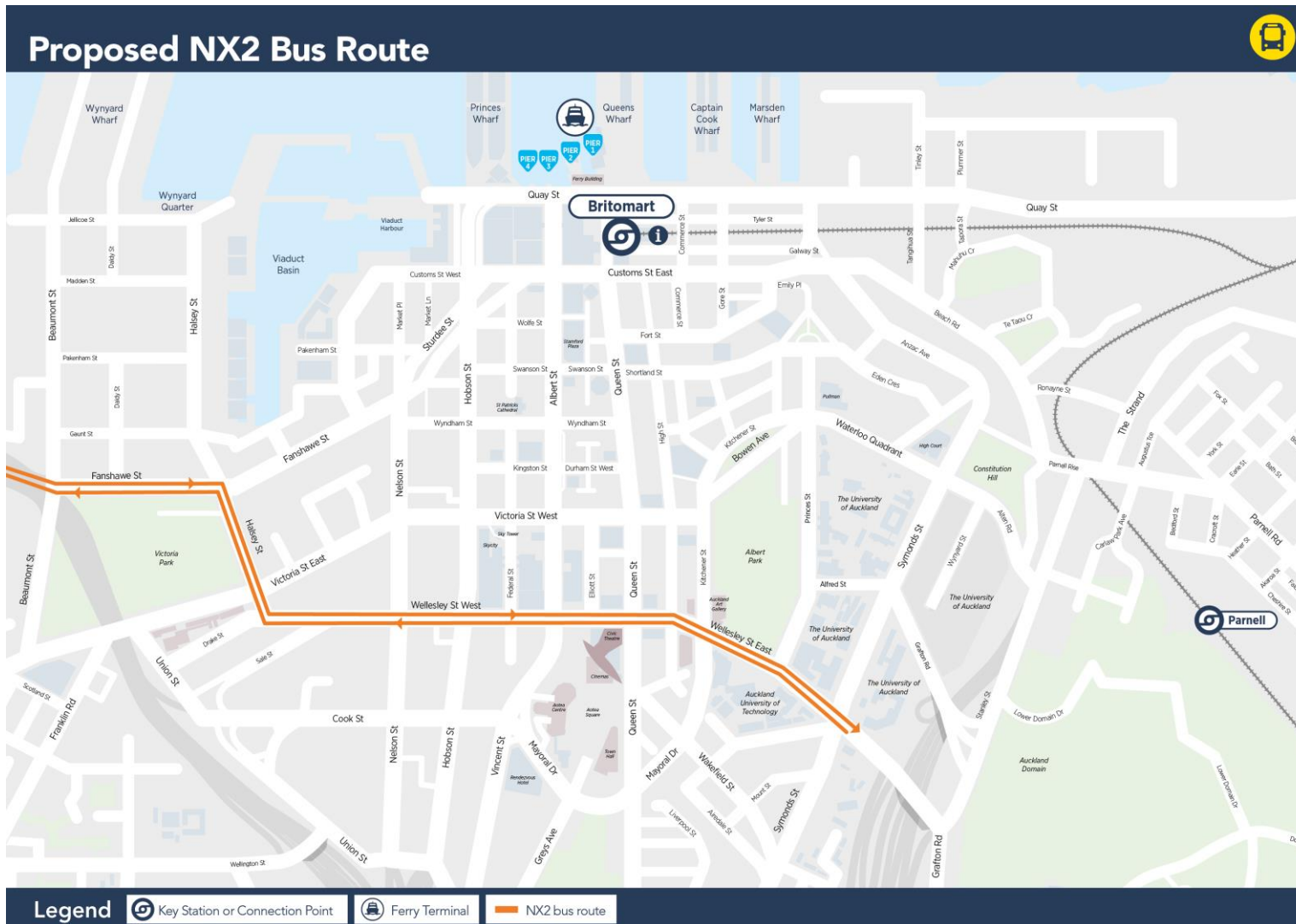
## Attachment 3: Option Two map – Outbound on Wellesley St



## Attachment 4: Option Three map – Outbound on Wakefield St



## Attachment 5: NX2 route map (enters service mid-2018)





## Attachment 7: Key themes and submitter comments with AT responses

AT thanks all submitters for their support, comments and suggestions on the proposed outbound Midtown bus route and public space improvements along these proposed routes. We have taken your feedback on board and will work with community representatives and key stakeholders to develop a design that has good support from the community and delivers our project objectives.

We have not provided individual responses to all your feedback in this section but will ensure we consider your comments as we continue to work on the design.

OPTION 1 – OTHER BENEFITS			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
None	202	<ul style="list-style-type: none"> <li>“No, what is currently here does not work.” “It doesn't have any benefit that I can see; it doesn't add anything to the city that I would use.”</li> <li>“This route has no benefits and I strongly DO NOT support the use of Victoria St.”</li> <li>“Spreads bus stops out so people can choose where to get on and off. It serves Parnell Rise better with the Victoria, Bowen, Waterloo [Quadrant] route.”</li> <li>“It is closer to the ferries, trains and main business centre so will be easier to use for more people.”</li> <li>“Covers the current University of Auckland northern bus stop. Lots of students use.”</li> </ul>	<p>Thank you for your feedback.</p> <p>We have relooked at options for bus services through the midtown area and are in the process of developing a proposal which will reduce bus volumes on Victoria Street so that the City Centre Masterplan vision can be achieved.</p> <p>As part of this, we are looking at making improvements to Wellesley Street to increase bus capacity which will enable some rerouting of buses that are currently using Victoria Street.</p> <p>We will consult with the community in mid 2019 on changes to Wellesley Street which will improve infrastructure for buses and the street environment for pedestrians and other road users.</p>
Close to city / ferries / trains / buses	35		
Cost to implement	7		
Known / existing route	8		
Services UoA & AUT	25		
Traffic flow / connecting buses & stops	16		
Good links to CRL, NX2, etc	6		
Equal access for all users	12		

			<p><i>Once Wellesley Street is improved, it is expected that the Remuera Road buses would be rerouted to use Wellesley Street in both directions (instead of Victoria Street). New North and Sandringham Road services will be rerouted to travel to Britomart via Symonds Street. Ellerslie-Panmure Highway buses will also be moved from Britomart to using Wellesley Street in both directions.</i></p> <p><i>Buses travelling east-west on Wellesley Street will not turn to or from Symonds Street. Instead, they will travel along the full length of Wellesley Street East (using the Symonds Street underpass) to Grafton Road. This will enable a simpler and more efficient City Centre bus network.</i></p> <p><i>In the longer term, the city centre bus network will require the development of a new bus interchange in Grafton Gully.</i></p> <p><i>The NX2 and other North Shore buses that currently finish at Mayoral Drive will use this interchange and can commence and conclude services from this location.</i></p> <p><i>The bus interchange option is still at feasibility stage, and further investigation is required.</i></p>
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OPTION 1 – OTHER DISADVANTAGES			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
Negates Linear Park / CCMP	317	<ul style="list-style-type: none"> <li>“It thwarts a central plank of the City Centre Master Plan.”</li> <li>“Removes possibility for the Victoria Street Linear Park with improved space for pedestrians and cyclists.”</li> <li>“It is inconsistent with Council's plans.”</li> <li>“Currently a horrible route to take as a user of the service. Longer than necessary and in a traffic heavy area.”</li> <li>“Don't turn this into a bus corridor which blocks out pedestrians and cyclists.”</li> <li>“The only way these streets will become inviting and functional for pedestrians, cyclists and buses is to offer options that make it pleasant for all. Option 1 does not provide that.”</li> </ul>	<p>Thank you for your feedback. We have relooked at options for bus services through the midtown area and are in the process of developing a proposal which will reduce bus volumes on Victoria Street so that the City Centre Masterplan vision can be achieved.</p> <p>As part of this, we are looking at making improvements to Wellesley Street to increase bus capacity which will enable some rerouting of buses that are currently using Victoria Street.</p> <p>We will consult with the community in mid 2019 on changes to Wellesley Street which will improve infrastructure for buses and the street environment for pedestrians and other road users.</p> <p>Once Wellesley Street is improved, it is expected that the Remuera Road buses would be rerouted to use Wellesley Street in both directions (instead of Victoria Street). New North and Sandringham Road services will be rerouted to travel to Britomart via Symonds Street. Ellerslie-Panmure Highway buses will also be moved from Britomart to using Wellesley Street in both directions.</p>
Impacts space for / safety of cyclists & pedestrians	117		
Depletes central green space	42		
Adds to traffic congestion, slower buses	157		
Route too long / steep / narrow / indirect	69		
Confusing, splits inbound/outbound routes	98		
Increased pollution (noise/fumes) for users	22		
Poor links to/from CRL, Aotea Sq, Wynyard Qtr, Britomart, etc	22		
Negatively impacts enjoyment of city / space	44		

			<p><i>Buses travelling east-west on Wellesley Street will not turn to or from Symonds Street. Instead, they will travel along the full length of Wellesley Street East (using the Symonds Street underpass) to Grafton Road. This will enable a simpler and more efficient City Centre bus network.</i></p> <p><i>In the longer term, the city centre bus network will require the development of a new bus interchange in Grafton Gully.</i></p> <p><i>The NX2 and other North Shore buses that currently finish at Mayoral Drive will use this interchange and can commence and conclude services from this location.</i></p> <p><i>The bus interchange option is still at feasibility stage, and further investigation is required.</i></p>
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OPTION 1 – PERSONAL IMPACTS			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
Space for walking / cycling	11	<ul style="list-style-type: none"> <li><i>“Living downtown, more pedestrian-friendly areas are needed.”</i></li> <li><i>“It reduces the liveability and attractiveness of the CBD.”</i></li> <li><i>“My GREAT city will never happen. I’ll</i></li> </ul>	<p><i>Thank you for your feedback.</i></p> <p><i>We have relooked at options for bus services through the midtown area and are in the process of developing a proposal which will reduce bus volumes on Victoria Street so that the City Centre Masterplan vision can be achieved.</i></p>
Space will become unattractive	8		
Continue use of existing bus stops	6		
Easier getting to/from Uni and work in city	13		

<p>Longer walk to Nth Uni campus / AUT / other bus routes</p>	<p>12</p>	<p><i>continue to live in a city built for vehicles, not people.”</i></p> <ul style="list-style-type: none"> <li>• <i>“This route enables me to use a bus stop that is only a short walk from my work on the north side of Auckland Uni campus.”</i></li> </ul> <p><i>“University student, so best for getting to uni.”</i></p> <p><i>“My husband works at Spark in Victoria Street and public transport is currently not viable for him.”</i></p>	<p><i>As part of this, we are looking at making improvements to Wellesley Street to increase bus capacity which will enable some rerouting of buses that are currently using Victoria Street.</i></p> <p><i>We will consult with the community in mid 2019 on changes to Wellesley Street which will improve infrastructure for buses and the street environment for pedestrians and other road users.</i></p> <p><i>Once Wellesley Street is improved, it is expected that the Remuera Road buses would be rerouted to use Wellesley Street in both directions (instead of Victoria Street). New North and Sandringham Road services will be rerouted to travel to Britomart via Symonds Street. Ellerslie-Panmure Highway buses will also be moved from Britomart to using Wellesley Street in both directions.</i></p> <p><i>Buses travelling east-west on Wellesley Street will not turn to or from Symonds Street. Instead, they will travel along the full length of Wellesley Street East (using the Symonds Street underpass) to Grafton Road. This will enable a simpler and more efficient City Centre bus network.</i></p> <p><i>In the longer term, the city centre bus network will require the development of a new bus interchange in Grafton Gully.</i></p> <p><i>The NX2 and other North Shore buses that currently finish at Mayoral Drive will use this</i></p>
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			<p>interchange and can commence and conclude services from this location.</p> <p>The bus interchange option is still at feasibility stage, and further investigation is required.</p>
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OPTION 1 – OTHER COMMENTS AND SUGGESTIONS			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
Don't support this route	162	<ul style="list-style-type: none"> <li>“This is the worst option out of the three.”</li> <li>“This is by far the worst option; in fact it would be an absolute disaster. It is simply crazy.”</li> <li>“Don't pick this option. Please stick with the Master Plan.”</li> <li>“This option is a short-sighted one. Option 2 is best and those disadvantages are easily surmounted.”</li> <li>“Go back to the Wellesley Street option inbound and outbound.”</li> <li>“If we go with this route, remove cars altogether and make it for people and public transport.”</li> </ul>	<p>Thank you for your feedback.</p> <p>We have relooked at options for bus services through the midtown area and are in the process of developing a proposal which will reduce bus volumes on Victoria Street so that the City Centre Masterplan vision can be achieved.</p> <p>As part of this, we are looking at making improvements to Wellesley Street to increase bus capacity which will enable some rerouting of buses that are currently using Victoria Street.</p> <p>We will consult with the community in mid 2019 on changes to Wellesley Street which will improve infrastructure for buses and the</p>
Support this route	14		
Prefer or propose another route	25		
Prefer other transport modes i.e. trains	12		
Prioritise other bus routes leading to / from city	4		
Consultation questions / process	14		
Improvements to this route	37		
UoA / AUT needs vs public needs	17		

			<p>street environment for pedestrians and other road users.</p> <p>Once Wellesley Street is improved, it is expected that the Remuera Road buses would be rerouted to use Wellesley Street in both directions (instead of Victoria Street). New North and Sandringham Road services will be rerouted to travel to Britomart via Symonds Street. Ellerslie-Panmure Highway buses will also be moved from Britomart to using Wellesley Street in both directions.</p> <p>Buses travelling east-west on Wellesley Street will not turn to or from Symonds Street. Instead, they will travel along the full length of Wellesley Street East (using the Symonds Street underpass) to Grafton Road. This will enable a simpler and more efficient City Centre bus network.</p> <p>In the longer term, the city centre bus network will require the development of a new bus interchange in Grafton Gully.</p> <p>The NX2 and other North Shore buses that currently finish at Mayoral Drive will use this interchange and can commence and conclude services from this location.</p> <p>The bus interchange option is still at feasibility stage, and further investigation is required.</p>
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OPTION 2 – OTHER BENEFITS			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
Supports Linear Park / CCMP	305	<ul style="list-style-type: none"> <li>“It will allow for Linear Park, more direct bus routes, and safer cycling.”</li> <li>“Aligns with council plans to upgrade Victoria Street to be more pedestrian friendly, particularly for the new Aotea station and linear park concept.”</li> <li>“It will allow for Linear Park, more direct bus routes, and safer cycling.”</li> <li>“This option is the most suited to delivering strong outcomes to transit users while maintaining the key strategic visions accepted and required by Council.”</li> <li>“Supports the previous work done to transform Auckland into a great city e.g. the CEWT study and the City Centre Master Plan, particularly for the new Aotea station and linear park concept.”</li> <li>“This option is consistent with Council’s plans for the CBD.”</li> </ul>	<p>Thank you for your feedback. Option two was overwhelmingly the preferred option.</p> <p>We have taken this feedback on board and will be coming back to the community in mid 2019 to consult on improving Wellesley Streets capacity for buses and an improved street environment for pedestrians and other road users.</p> <p>We are in the process of developing a proposal which will utilise Wellesley Street as the primary east-west bus corridor through the city centre. We expect once Wellesley Street is developed we can route North Shore and Eastern (Remuera Road and Ellerslie-Panmure Highway) buses through Wellesley Street in both directions and isthmus (New North, Sandringham and Mt Eden Road) buses will travel to Britomart via Symonds Street.</p> <p>This will improve the efficiency of the network and enable buses to avoid the uphill slip lane or Victoria Street to reach Symonds Street. This option is in development stage and we will consult with the community before any changes are made.</p>
Simplest / fastest route	230		
Existing major bus route / infrastructure	58		
Serves UoA & AUT	67		
Benefits CBD business / tourism	12		
Links to CRL, Aotea, Wynyard Qtr, NX2, other routes	44		
Less CBD traffic congestion / pollution	69		
Allows more cycle & people-friendly CBD space	95		
Enables more CBD green space	32		

OPTION 2 – OTHER DISADVANTAGES			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
None / no other disadvantages	123	<ul style="list-style-type: none"> <li>“Would make the intersection of Wellesley and Symonds chaotic.”</li> <li>“Uni stops will be crowded.”</li> <li>“Wellesley Street will be busy with buses. Your image suggests all four lanes are bus lanes. I support this.”</li> <li>“Inconvenience to pedestrians. Risk to health as a pedestrian.”</li> <li>“Further for students and staff to walk...already not much space for pedestrians at peak times.”</li> <li>“Trying to cross the road from CWD to Les Mills is not safe. A pedestrian crossing will be needed now, and it will be with the added buses.”</li> </ul>	Thank you for your feedback. Option two was overwhelmingly the preferred option.
Route environment unpleasant / polluted	8		We have taken this feedback on board and will be coming back to the community in mid 2019 to consult on improving Wellesley Streets capacity for buses and an improved street environment for pedestrians and other road users.
Negates other CBD developments / plans	7		We are in the process of developing a proposal which will utilise Wellesley Street as the primary east-west bus corridor through the city centre. We expect once Wellesley Street is developed we can route North Shore and Eastern (Remuera Road and Ellerslie-Panmure Highway) buses through Wellesley Street in both directions and isthmus (New North, Sandringham and Mt Eden Road) buses will travel to Britomart via Symonds Street.
Congests traffic / pedestrians & safety risk	53		This will improve the efficiency of the network and enable buses to avoid the uphill slip lane or Victoria Street to reach Symonds Street. This option is in development stage and we will consult with the community before any changes are made.
Proposed route crosses popular city cycle route	1		
Poor link to lower CBD / Britomart / Parnell	17		
Needs new / improved / costly infrastructure	12		
Cost / time to implement	3		

OPTION 2 – PERSONAL IMPACTS			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
Will make CBD more enjoyable / inviting	44	<ul style="list-style-type: none"> <li>“Make me more likely to want to come into Victoria St/the CBD as the pedestrian amenity is improved.”</li> <li>“The implementation of this option will result in a better city centre.”</li> <li>“This will help make the city beautiful and create a quieter corridor for cyclists and pedestrians.”</li> <li>“This route would mean I could consider using public transport to get to and from work. As a working parent, the current route is simply too slow.”</li> <li>“More consistent route and closer to central city will make it more accessible for me.”</li> <li>“I will be able to walk up a road with fewer fumes!”</li> </ul>	<p>Thank you for your feedback. Option two was overwhelmingly the preferred option.</p> <p>We have taken this feedback on board and will be coming back to the community in mid 2019 to consult on improving Wellesley Streets capacity for buses and an improved street environment for pedestrians and other road users.</p> <p>We are in the process of developing a proposal which will utilise Wellesley Street as the primary east-west bus corridor through the city centre. We expect once Wellesley Street is developed we can route North Shore and Eastern (Remuera Road and Ellerslie-Panmure Highway) buses through Wellesley Street in both directions and isthmus (New North, Sandringham and Mt Eden Road) buses will travel to Britomart via Symonds Street.</p> <p>This will improve the efficiency of the network and enable buses to avoid the uphill slip lane or Victoria Street to reach Symonds Street. This option is in development stage and we will consult with the community before any changes are made.</p>
Doesn't serve UoA north end well	17		
Route less convenient for me	16		
More reliable service / better access	15		
Improved safety / wellbeing / convenience	34		
Better links from North Shore / CBD	1		
May limit car access to midtown streets	1		



OPTION 2 – OTHER COMMENTS AND SUGGESTIONS			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
Don't support this route	9	<ul style="list-style-type: none"> <li>“This should be the implemented routes as originally envisaged in three central city plan.”</li> <li>“Auckland Transport should take the interests of the vast majority of residents and visitors as its priority, and choose Option 2.”</li> <li>“This is by far the best option. Also would reduce operational costs as buses don't need to travel as long a route.”</li> <li>“Turn Symonds Street/Wellesley Ramp into a large bus exchange. Significant numbers of buses pass in peak, and single lane stops have insufficient capacity. Very little students use Wellesley ramp as a pedestrian thoroughfare - normally use university grounds. They're unlikely to be affected by a widening for buses.”</li> <li>“The uphill slip lane is the same as the one on the opposite side which AT has said is fine to use. It allows the bus route to be more legible and easier to understand for new users which, combined with being shorter and faster will help increase usage.”</li> </ul>	<p>Thank you for your feedback. Option two was overwhelmingly the preferred option.</p> <p>We have taken this feedback on board and will be coming back to the community in mid 2019 to consult on improving Wellesley Streets capacity for buses and an improved street environment for pedestrians and other road users.</p> <p>We are in the process of developing a proposal which will utilise Wellesley Street as the primary east-west bus corridor through the city centre. We expect once Wellesley Street is developed we can route North Shore and Eastern (Remuera Road and Ellerslie-Panmure Highway) buses through Wellesley Street in both directions and isthmus (New North, Sandringham and Mt Eden Road) buses will travel to Britomart via Symonds Street.</p> <p>This will improve the efficiency of the network and enable buses to avoid the uphill slip lane or Victoria Street to reach Symonds Street.</p>
Support this route	174		
Prefer or propose another route	3		
Prefer other transport modes i.e. trains	5		
Consultation info / process	19		
Improvements to this route	77		
UoA / AUT vs public needs	17		

			<i>This option is in development stage and we will consult with the community before any changes are made.</i>
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<b>OPTION 3 – OTHER BENEFITS</b>			
<b>Feedback themes</b>	<b># of submitters</b>	<b>Illustrative quotes from the feedback</b>	<b>Our response</b>
None / no other benefits	89	<ul style="list-style-type: none"> <li>• <i>“A benefit is that it leaves Victoria St empty of buses allowing for easier creation of the Victoria St Linear Park.”</i></li> <li>• <i>“If it allows the linear park to happen, this is a benefit.”</i></li> <li>• <i>“The master plan can still be followed.”</i></li> <li>• <i>“Has most of the utility of Option 2, with none of the disadvantages.”</i></li> <li>• <i>“It is not as slow as Option 1 for getting to uni and it keeps Victoria St free for the planned linear park.”</i></li> <li>• <i>“Not as good as option two, but it will allow my city to have the Victoria St linear park, a people focused space in the CBD, adjacent to the biggest CRL station.”</i></li> </ul>	<p><i>Thank you for your feedback.</i></p> <p><i>We have relooked at options for bus services through the midtown area and are in the process of developing a proposal which will reduce bus volumes on Victoria Street so that the City Centre Masterplan vision can be achieved.</i></p> <p><i>As part of this, we are looking at making improvements to Wellesley Street to increase bus capacity which will enable some rerouting of buses that are currently using Victoria Street.</i></p> <p><i>We will consult with the community in mid 2019 on changes to Wellesley Street which will improve infrastructure for buses and the street environment for pedestrians and other road users.</i></p>
Supports Linear Park / CCMP	71		
Utilises existing roads / infrastructure	12		
More direct / efficient route	25		
Route is easy to understand	2		
Allows improved CBD bike / pedestrian access	5		
Convenient for upper CBD / Midtown residents / users	4		
Route access downhill from UoA	1		
A more vibrant / less congested CBD	13		

			<p><i>We expect once Wellesley Street is developed we can route North Shore and Eastern (Remuera Road and Ellerslie-Panmure Highway) buses through Wellesley Street in both directions and isthmus (New North, Sandringham and Mt Eden Road) buses will travel to Britomart via Symonds Street.</i></p> <p><i>This will improve the efficiency of the network and enable buses to avoid the uphill slip lane or using Victoria Street to reach Symonds Street.</i></p> <p><i>In the longer term, the city centre bus network will require the development of a new bus interchange in Grafton Gully.</i></p> <p><i>The NX2 and other North Shore buses that currently finish at Mayoral Drive will use this interchange and can commence and conclude services from this location.</i></p> <p><i>The bus interchange option is still at feasibility stage, and further investigation is required.</i></p>
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OPTION 3 – OTHER DISADVANTAGES			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
None / no other disadvantages	42	<ul style="list-style-type: none"> <li><i>“Option 3 misses the university, making it more difficult for students to access transport. Please consider needs of students to access</i></li> </ul>	<p><i>Thank you for your feedback.</i></p> <p><i>We have relooked at options for bus services through the midtown area and are in the process of developing a proposal which will</i></p>
Spreads buses unnecessarily across CBD	10		

Doesn't serve UoA / AUT well	97	<p><i>transport.”</i>  <i>“Outbound buses on Wakefield St completely misses Auckland University. Wellesley Street is the only sensible outbound route that covers catchment...”</i>  <i>“This option doesn't serve AUT as well as Option 2 does, in addition to not serving UoA well.”</i></p> <ul style="list-style-type: none"> <li>• <i>“Having bus stops in different streets for inbound and outbound travel is confusing for passengers.”</i>  <i>“This option crosses over the inbound routes in two different places, increasing the delays...”</i>  <i>“I walk and cycle around this area frequently... This would be easier if buses were limited to fewer streets instead of spread across many different streets.”</i></li> </ul>	<p><i>reduce bus volumes on Victoria Street so that the City Centre Masterplan vision can be achieved.</i></p> <p><i>As part of this, we are looking at making improvements to Wellesley Street to increase bus capacity which will enable some rerouting of buses that are currently using Victoria Street.</i></p> <p><i>We will consult with the community in mid 2019 on changes to Wellesley Street which will improve infrastructure for buses and the street environment for pedestrians and other road users.</i></p> <p><i>We expect once Wellesley Street is developed we can route North Shore and Eastern (Remuera Road and Ellerslie-Panmure Highway) buses through Wellesley Street in both directions and isthmus (New North, Sandringham and Mt Eden Road) buses will travel to Britomart via Symonds Street.</i>  <i>This will improve the efficiency of the network and enable buses to avoid the uphill slip lane or using Victoria Street to reach Symonds Street.</i></p> <p><i>In the longer term, the city centre bus network will require the development of a new bus interchange in Grafton Gully.</i>  <i>The NX2 and other North Shore buses that currently finish at Mayoral Drive will use this interchange and can commence and conclude services from this location.</i></p>
Serves less of the general public	8		
Poor link to lower CBD routes, Britomart, Parnell, Wynyard Qtr, etc	24		
Confusing, splits routes	72		
Adds to CBD congestion/ pollution, slower	43		
Narrow / steep / less direct route	21		
Less bike and people-friendly	4		
Requires new infrastructure / costs	5		
Negates Linear Park / CCMP	7		

			The bus interchange option is still at feasibility stage, and further investigation is required.
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OPTION 3 – PERSONAL IMPACTS			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
Minimal to no impact	5	<ul style="list-style-type: none"> <li>“Might be faster and have fewer people on the bus. I'd have to walk further on both in and outbound trips if Victoria St was omitted.”</li> <li>“I will no longer be able to take this bus home to Blockhouse Bay, as the walk is too long and will have to find alternate transport.”</li> <li>“I study late and hate walking alone in the dark. This route will cause me to reconsider my study habits.”</li> <li>“Having bus stops in different streets for inbound and outbound travel is confusing for passengers.”</li> <li>“This option crosses over the inbound routes in two different places, increasing the delays...”</li> <li>“I walk and cycle around this area frequently... would be easier if buses were limited to fewer streets instead of spread across many different streets.”</li> </ul>	<p>Thank you for your feedback.</p> <p>We have relooked at options for bus services through the midtown area and are in the process of developing a proposal which will reduce bus volumes on Victoria Street so that the City Centre Masterplan vision can be achieved.</p> <p>As part of this, we are looking at making improvements to Wellesley Street to increase bus capacity which will enable some rerouting of buses that are currently using Victoria Street.</p> <p>We will consult with the community in mid 2019 on changes to Wellesley Street which will improve infrastructure for buses and the street environment for pedestrians and other road users.</p>
Not as convenient / safe for me	32		
Simplifies route	1		
Does not serve UoA / AUT well	6		
More convenient / faster for me	8		
Makes CBD environment less pleasant	8		
Pollution (fumes / noise) impacts people on route	2		
A more cycle / pedestrian friendly CBD	2		

			<p><i>We expect once Wellesley Street is developed we can route North Shore and Eastern (Remuera Road and Ellerslie-Panmure Highway) buses through Wellesley Street in both directions and isthmus (New North, Sandringham and Mt Eden Road) buses will travel to Britomart via Symonds Street.</i></p> <p><i>This will improve the efficiency of the network and enable buses to avoid the uphill slip lane or using Victoria Street to reach Symonds Street.</i></p> <p><i>In the longer term, the city centre bus network will require the development of a new bus interchange in Grafton Gully.</i></p> <p><i>The NX2 and other North Shore buses that currently finish at Mayoral Drive will use this interchange and can commence and conclude services from this location.</i></p> <p><i>The bus interchange option is still at feasibility stage, and further investigation is required.</i></p>
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**OPTION 3 – OTHER COMMENTS AND SUGGESTIONS**

Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
Don't support this route	47	<ul style="list-style-type: none"> <li>“This is fairly similar to Option Two, and still far, far preferable to...Option One.”</li> <li>“Not as good as four bus lanes on Wellesley St, but better than continuing services along Victoria St.”</li> <li>“It seems strange to suggest this route when Wellesley both ways takes away the disadvantage of twisting through Mayoral Drive.”</li> <li>“It is a bit far from Auckland University...this can be overcome by encouraging transfers to bus routes that do go past the University - maybe a better stop/hub further up Symonds St?”</li> <li>“Better pedestrian crossings (and pedestrian safety/priority) at Mayoral Drive corners Wakefield and Wellesley - it's a nightmare to cross at the moment.”</li> <li>“Extending the route to loop around Wynyard would capture a lot of people who are moving to the area to work.”</li> </ul>	<p>Thank you for your feedback.</p> <p>We have relooked at options for bus services through the midtown area and are in the process of developing a proposal which will reduce bus volumes on Victoria Street so that the City Centre Masterplan vision can be achieved.</p> <p>As part of this, we are looking at making improvements to Wellesley Street to increase bus capacity which will enable some rerouting of buses that are currently using Victoria Street.</p> <p>We will consult with the community in mid 2019 on changes to Wellesley Street which will improve infrastructure for buses and the street environment for pedestrians and other road users.</p> <p>We expect once Wellesley Street is developed we can route North Shore and Eastern (Remuera Road and Ellerslie-Panmure Highway) buses through Wellesley Street in both directions and isthmus (New North, Sandringham and Mt Eden Road) buses will travel to Britomart via Symonds Street.</p> <p>This will improve the efficiency of the network and enable buses to avoid the uphill slip lane or using Victoria Street to reach Symonds Street.</p>
Support this route	19		
Prefer or propose another route	59		
Prefer other transport modes i.e. trains	5		
Prioritise other bus routes leading to/from city	4		
Consultation info / process	5		
Improvements to this route	28		
UoA / AUT needs vs public needs	3		

			<p><i>In the longer term, the city centre bus network will require the development of a new bus interchange in Grafton Gully.</i></p> <p><i>The NX2 and other North Shore buses that currently finish at Mayoral Drive will use this interchange and can commence and conclude services from this location.</i></p> <p><i>The bus interchange option is still at feasibility stage, and further investigation is required.</i></p>
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PUBLIC SPACE IMPROVEMENTS - COMMENTS AND SUGGESTIONS			
Feedback themes	# of submitters	Illustrative quotes from the feedback	Our response
Remove cars / carpark from streets in proposed routes	28	<ul style="list-style-type: none"> <li><i>“Maintaining the linear park on Victoria St is vital to making the CBD more inviting for people walking and riding bikes.”</i></li> <li><i>“I fully support the Victoria Street Linear Park proposal, as it increases walking amenity in the city and links two attractive green spaces.”</i></li> <li><i>“This solves the pedestrian issue and cyclist issues outlined.”</i></li> <li><i>“This will have a huge benefit to Aucklanders, giving a people-focused space right beside</i></li> </ul>	<p>Thank you for your feedback. We will keep your comments in mind as we progress options for improvements to Wellesley Street.</p> <p>An improved street environment for pedestrians and other road users will be central to the development of Wellesley Street.</p>
Reserve main CBD routes as bus corridors to reduce congestion	22		
Enable / build Victoria St Linear Park	120		
Develop transport plans to align with the CCMP	27		
Deliver Option 1 - outbound on Victoria St	2		



Deliver Option 2 - outbound on Wellesley St	23	<p><i>the main CRL station.”</i>  <i>“Keep buses off Victoria Street to allow room for the linear park development and the increase in pedestrians likely accessing Aotea Station in future.”</i></p> <ul style="list-style-type: none"> <li> <p><i>“There are no protected east-west connections for bikes across the CBD except along the waterfront. Giving bikes priority on Victoria St and buses priority on Wellesley is a win for everyone.”</i>  <i>“I’d love it if you can make the footpaths safe for walking and the streets as safe as possible for biking...you can get the balance right!”</i>  <i>“Ensure footpaths are wide enough on Wellesley Street to accommodate lots of people walking to and from bus stops as well as large crowds waiting at bus stops.”</i>  <i>“Wakefield St could be made very bicycle friendly &amp; tourist friendly. Already has pubs and lots of accommodation.”</i></p> </li> <li> <p><i>“Make it a no car zone - only buses, cyclists and pedestrians.”</i>  <i>“Get rid of on street parking and widen footpaths where possible.”</i>  <i>“I believe council can accommodate buses on Victoria along with some shared space, take the cars out and not the buses.”</i>  <i>“The most uninviting part of these streets are the private motor cars. There should be less cars on these streets.”</i></p> </li> <li> <p><i>“There is already an operative City Centre Master Plan. Transport planning is a subordinate but important component of this</i></p> </li> </ul>	<p>We are currently investigating designs for Wellesley Street and will consult with the public in mid 2019 for further feedback on this.</p>
Deliver Option 3 - outbound on Wakefield St	0		
One street for inbound/outbound routes easier / more convenient	4		
Create more dedicated / safe spaces for pedestrians and cyclists	96		
Create more green spaces with planting, seating, etc	34		
More recreational / entertainment facilities for people to enjoy	6		
Facilities to provide accessibility for disabled people	3		
Keep buses away from Vic Park for more pleasant / green environment	13		
Create more bus shelters / verandahs for people using these routes	24		
Create new bus hub / interchange	1		
Create safer night time environment in CBD spaces	4		
Prioritise introduction of NX2 route	2		
Modify street layouts / infrastructure to improve PT experience	9		

Turn Wellesley St into a Linear Park, not Vic Street	1	<p><i>master plan.</i></p> <p><i>“The Auckland Council has a good plan for this area that should be fully implemented. AT should provide solutions to ensure this happens.”</i></p> <p><i>“I think it’s so important for the cohesive plan of a liveable city.”</i></p> <ul style="list-style-type: none"> <li><i>“Nice areas to sit and study. Tables and benches for eating at. Lots of greenery! Drinking fountains. Solar charging areas for electronic devices. Some shelter from sun and rain. Making it more of a place to spend time than just transit through.”</i></li> </ul> <p><i>“...much of the central city streets should be turned into green spaces or shared (service vehicle and public transport/pedestrian), paving with no private vehicle access, specifically the areas between Albert (or possibly Hobson) and Symonds Streets, and Wellesley St/Mayoral Dr to Quay Street.”</i></p> <p><i>“More trees and greenness are needed on all of these streets. The concrete is harsh.”</i></p> <p><i>“Wider footpaths and more trees.”</i></p> <ul style="list-style-type: none"> <li><i>“Ensure there is shelter at bus stops, and also shelter or space for people to pass each other with umbrellas on the adjacent footpath.”</i></li> </ul> <p><i>“There needs to be more room for pedestrians, while also accommodating decent bus shelters.”</i></p> <p><i>“Wide verandahs really help. Ideally verandahs could be extended over side streets not just footpaths for more continuous rain protection in areas with high levels of pedestrian activity.”</i></p> <p><i>“Wellesley St can be improved by being dedicated to buses and having more</i></p>
Provide better bus services	1	
Add more dedicated bus lanes to inbound routes	1	
Add more buses to existing Midtown routes	1	
Provide adequate space for pedestrians and people waiting for buses	3	
Prioritise public's ability to uptake PT options	4	
Reduce Wellesley St bus pollution / over-crowding	1	
Consider impact on business needing CBD access	1	
Prioritise / connect to other forms of transport i.e. trains, light rail	7	

		<p><i>sheltered bus stops.”</i></p> <ul style="list-style-type: none"> <li>• <i>“Choose Option 2, allowing Linear Park to proceed.”</i> <i>“Linear Park down Victoria St looks would be great for the city and improve pedestrian experience. Therefore I prefer option 2.”</i> <i>“AT needs to assign buses to travel down one particular corridor e.g. Victoria St.”</i></li> </ul>	
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