

# Public Feedback and Decisions Report

## Manukau Bus Station (MBS)



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# 1. Executive Summary

- Auckland Transport (AT) sought public feedback on proposed Manukau Bus Station to be located at 31-33 Manukau Station Road (referred to as Lot 59 in the Master Plan).
- Feedback on the proposal was invited from 2 November to 20 November 2015. In total, 114 feedback responses were received: 8 via freepost feedback forms returned, and 111 via the online survey. An identical submission was provided by both these mediums (by the same submitter), and so has only been included once in the feedback.
- Submitters were asked four key questions in relation to the proposal including design of the proposed station and considerations for construction.
  - *Question 1 - How would you rate the facility for each of the following?*
  - *Question 2 –What do you like about the design of MBS?*
  - *Question 3 - What would you change about the design?*
  - *Question 4 Please identify anything we should be aware of when planning how to manage construction.*
- For question 1, submitters were asked to assign a ranking (Neutral, Good or Could be improved, for each of the proposed design features in MBS. In summary, the majority of submitters (based on the number that responded to this question) considered that:
  - The design of weather protection is good (43%);
  - The provision of the number of seats (45%);and the perceived user comfort in the station (49%) are neutral,
  - The design on the ease of getting in and out of the building could be improved (41%);
  - The provision of the drop off facilities is neutral (40%);
  - The ease of transfer between bus service is good (42%);
  - The ease of transfer between bus service and the Manukau Train Station is good (39%);
  - The perceived level of safety is neutral (37%)
  - The ability for a pleasant, attractive environment (47%) and the visual attractiveness from the station is neutral (43%).
  - The cycle facilities provision could be improved (62%).
- Of the 111 submissions received, 29% of submitters (26 respondents) liked the design of MBS, whilst 10% (9 respondents) liked the ease of inter-modal transfer perceived from the design. 11% of the submitters (9 respondents) did not like the design. About 3% (4 respondents) like the station's proximity to other amenities and 2% (3 respondents) like the provision of cycling facilities of the design.

- The most suggested improvement for the proposed design relate to the provision of cycling facilities with 35% (38 respondents) of submitters commenting on the lack of dedicated cycle path leading towards the station. Other suggested changes include alternative to the sawtooth design (19%), using the site for intensive development (0.9%), provision for park and ride facilities (0.4%) and improved pedestrian facilities (0.8%). Feedback from 6 respondents was outside the scope of the project, but has been forwarded to the appropriate department/team for investigation.
- The following comments were received in regards to matters that AT should be aware of when managing construction
  - The potential traffic impact on local roads was mentioned in 7 comments.
  - 6 submitters raised the issue of the potential impact of construction on other modes of public transport.
  - 2 submitters suggested adequate public information prior to start of construction.
  - 2 submitters were concerned with construction noise.
  - 1 submitter suggested cycling to be considered as part of construction.
  - 1 submitter was not pleased with the lack of parking
  - 1 submitter suggested appropriate signs for temporary crossings.
  - 1 submitter was concerned with the connectivity between the train station and the shopping centre during construction.
  - 1 submitter raised the issue of site safety.
- Feedback from the consultation process has influenced the following:
  - Some of the detailed design elements such as atmosphere, comfort, space, retail availability, lighting, rubbish, and fences;
  - Accessibility within and around the bus station particularly for hearing- and visually-impaired passengers;
  - Amenities within the bus station such as locations of Hop Card kiosks, ATMs, WiFi, and toilet facilities; and
  - Weather protection including extended canopy coverage
  - Futureproofing space for additional cycle parking facilities
  - Provision made to accommodate buses in the future which may have cycle rack facilities

## 2. Background

Following detailed planning and transport network analysis, AT has planned a New Public Transport Network for bus services in south Auckland to be launched in the first quarter of 2016. This will focus on bus services feeding bus / rail transport stations, such that transfers of passengers to the rail network will result in significant changes to the way bus routes operate by both increasing overall public transport capacity and reducing bus services that travel into Auckland's central business district.

Auckland Transport has identified that a bus-train station in Manukau Central is a critical component of delivering this New Network for the south as part of the more integrated public transport network for all of Auckland. The bus station will improve bus/rail and bus/bus connections and will provide for passenger transfer to and from bus and rail services.

To facilitate this transfer function, AT is delivering the bus station within the existing Auckland Council Manukau Civic Building car park west of Osterley Way, situated between the Manukau Civic building and the Manukau train station and MIT building.

The station, once constructed, will cater for 15 routes in 2016 which will either pass through or terminate at Manukau. This is expected to grow to 16 or 17 routes when the residential growth area of Flat Bush is fully developed. Three of these routes will initially be peak only services. The bus station at Manukau caters for long distance coach transfers and provide for bus layover.

The site is a strategic site within the Manukau CBD and its development as a public transport hub is an important catalyst project for the strengthening of the CBD function and future development.

The bus station is the first stage of a significant integrated development of Lot 59 that will contribute to transforming the Manukau City centre into a Metropolitan centre as envisaged by the Auckland Plan.

AT has stated to the community via its website and discussions with stakeholders that the purpose of the development of the MBS is to achieve the following:

- Auckland Transport is moving to a simpler and more integrated public transport network as part of the Integrated Transport Programme.
- A new network of buses and trains will change the way people travel – including the need for some passengers to transfer at key bus and train stations.

### 2.1 Key facts

See Appendix A; Appendix B; Appendix C; Appendix D for a visual representation of the proposed Manukau Bus Station.

### 2.2 Proposed Manukau Bus Station

The bus station includes the following features:

- 23-bay bus station right next to the existing Manukau train station, with 21 sawtooth bays and 2 parallel bays (for additional capacity);

- Convenience kiosks;
- A ticket office;
- AT Metro customer service;
- Drop-off and pick-up facilities;
- Cycle parking facilities;
- Taxi parking;
- Customer waiting areas;
- Bus staff office facilities;
- 24 hour security, help points and CCTV;
- Real time passenger information;
- Toilets; and
- Designed to allow for regional coach services (for example, services currently using Leyton Way at Westfield Manukau will be moved to the bus station).

### 3. Activities to raise awareness of the proposal

The public feedback period ran from Monday 2 November 2015 to Friday 20 November 2015. Activities to raise awareness of the consultation included:

- Auckland Transport media release on 2 November announcing the consultation and feedback period
- Updated Auckland Transport website
- Advertised in the following:
  - Manukau Courier – 5 November & 10 November
  - Facebook campaign– Running from 5 November to 13 November
  - My Neighbourly – Advertised on 2 November
- Letters and project hand-outs sent out on 06 November to local businesses and affected residents along Putney Way , including;
  - Merial Building
  - Parkview Tower
  - M Central Building
  - Twin Towers
  - Manukau Institute of Technology
- Holding three public information days for members of the public to speak with the project team and get their questions answered:
  - Tuesday, 10 November, 12pm to 2pm - Centre Court, Westfield - Manukau.
  - Thursday, 12 November 2015, 5pm to 8pm - Centre Court, Westfield - Manukau.
  - Saturday, 14 November 2015, 10am to 1pm - Ground level, Manukau Institute of Technology, entrance to Manukau Station & Centre Court, Westfield - Manukau.

## 4. Feedback received

AT received a total of 111 feedback responses on the proposed bus station including: 102 online feedback forms, 9 emails (of general comments and questions) and 8 hard copy submissions via freepost feedback form and collected during public open days. An identical submission was provided by both these mediums (by the same submitter), and so has only been included once in the feedback.

The project feedback form included four key questions:

- Question 1: How would you rate the facility for each of the following?
  - Weather protection
  - Having enough seats available
  - Comfort
  - Being easy to get into and out of
  - Drop off facilities
  - Ease of transferring between bus services
  - Ease of transferring between bus and train
  - Providing a safe environment
  - Having a pleasant, attractive environment
  - Visual attractiveness
  - Cycle facilities
- Question 2: What do you like about the design of the Manukau bus station?
- Question 3: What would you change about the design?
- Question 4: Please identify anything we should be aware of when planning how Auckland Transport manages construction- for example- traffic effects or deliveries to businesses.



## 5. Summary of Feedback

### 5.1 Question 1 - How would you rate the facility for each of the following?

Submitters were asked to rate the design features in the facility in terms of Good, Neutral or Could be improved. Some submitters did not answer this question, whilst some submitters did not comment on a few of the design elements. Figure 1 illustrates the percentage of submitters (based on the total number of responses received on that particular design element).

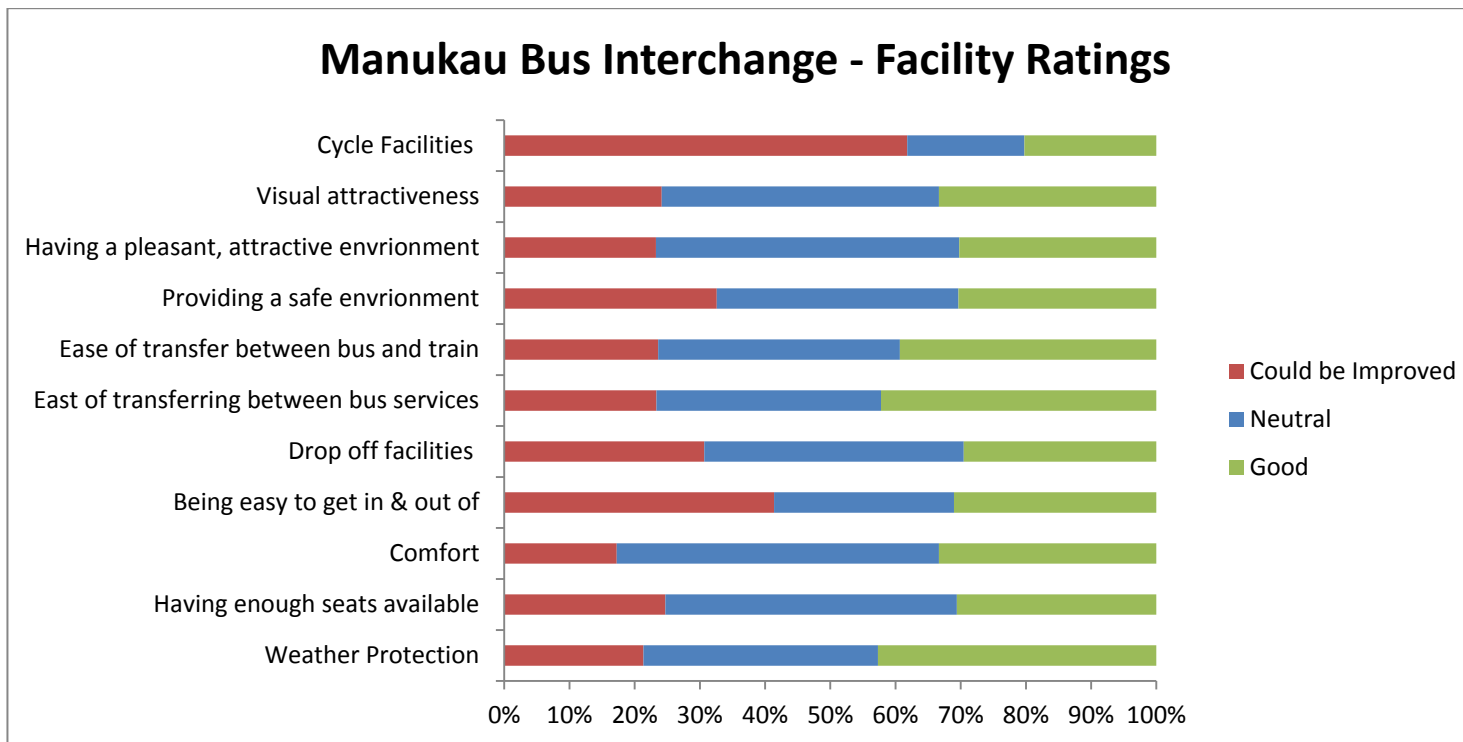


Figure 1: Facility ratings of the MBS. Based on the number of responses on the particular design element. Responses on multiple aspects of the project allowed, % adds to more than 100%. Percentages are rounded.

Below is an analysis of the feedback received on the proposed design.

- *Weather protection*

A total number of 89 submitters provided feedback on the weather protection. The majority of these submitters (43%) considered the weather protection offered by the design to be good, while 36% responded neutrally and 21% felt that this aspect could be improved.

- *Having enough seats available*

A total number of 85 submitters provided feedback in relation to the number of seats in the design. The majority of these submitters (45%) were neutral regarding the number of seats provided in the design. 30% considered the number to be good, while 25% felt that more seats could be provided.

- *Comfort*

A total number of 87 submitters provided feedback on the perceived comfort of the station. The majority (49%) of these submitters were neutral regarding the perceived level of comfort provided. A third (33%) of submitters considered the perceived comfort of the station to be good while 17% disagreed and thought it could be improved, 1 % other comments.

- *Being easy to get into and out of*

A total number of 87 submitters responded to this question. The majority (41%) of these submitters considered that the ease of entering/ exiting the station could be improved, whilst 31% thought this design aspect was good. 28% of these submitters were neutral regarding this aspect of the design.”

- *Drop off facilities*

A total number of 88 submitters responded to this question. The majority (40%) of these submitters were neutral regarding the provision of drop-off facilities in the design, whilst 30% ranked it as good and the remaining 30% considered that this provision could be improved.

- *Ease of transferring between bus services*

A total number of 90 submitters responded to this question. The majority (42%) of these submitters perceived the ease of transferring between bus services within the station to be good, whilst 34% were neutral regarding this aspect. The remaining submitters (23%) felt that this design aspect could be improved, 1 % other comments

- *Ease of transferring between bus and train*

A total number of 89 submitters responded to this question. The majority (39%) of these submitters perceived the ease of transferring between the bus and train services to be good. About 37% of the submitters were neutral and the remaining (24%) thought this aspect could be improved.

- *Providing a safe environment*

A total number of 89 submitters responded to this question. 37% of these responded neutrally regarding the perceived safety of the proposed environment, 33% felt it could be improved and 30% considered the proposed design to provide a safe environment ('good').

- *Having a pleasant, attractive environment*

A total number of 86 submitters responded to this question. The majority (47%) of these were neutral regarding the design reflecting a pleasant, attractive environment. 30% of submitters considered this design aspect to be good and the remaining submitters (23%) suggested that the pleasant, attractive environment aspect could be improved.

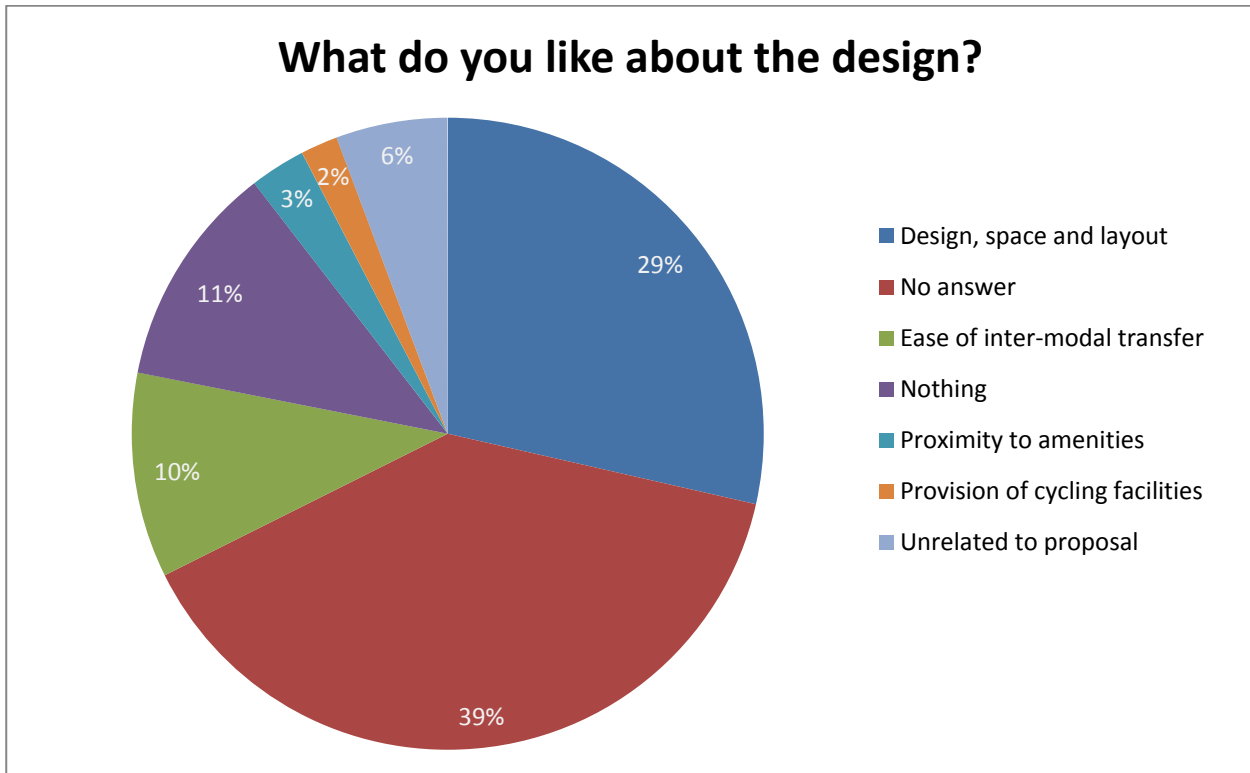
- *Visual attractiveness*

The majority (43%) of these submitters responded neutrally regarding the visual attractiveness of the concept design. A third (33%) of submitters considered this design aspect to be good, whilst the remaining 24% felt the visual attractiveness could be improved."

- *Cycle facilities*

A total of 89 submitters responded to this question. Over half (62%) of these submitters suggested that provision of cycle facilities in the design could be improved. 20% of submitters considered this aspect of the design to be good, whilst the remaining 18% of the submitters were neutral.

## 5.2 Question 2- What do you like about the design of MBS?



*Based on the 111 responses received. Responses on multiple aspects of the project allowed, % adds to more than 100%. Percentages are rounded.*

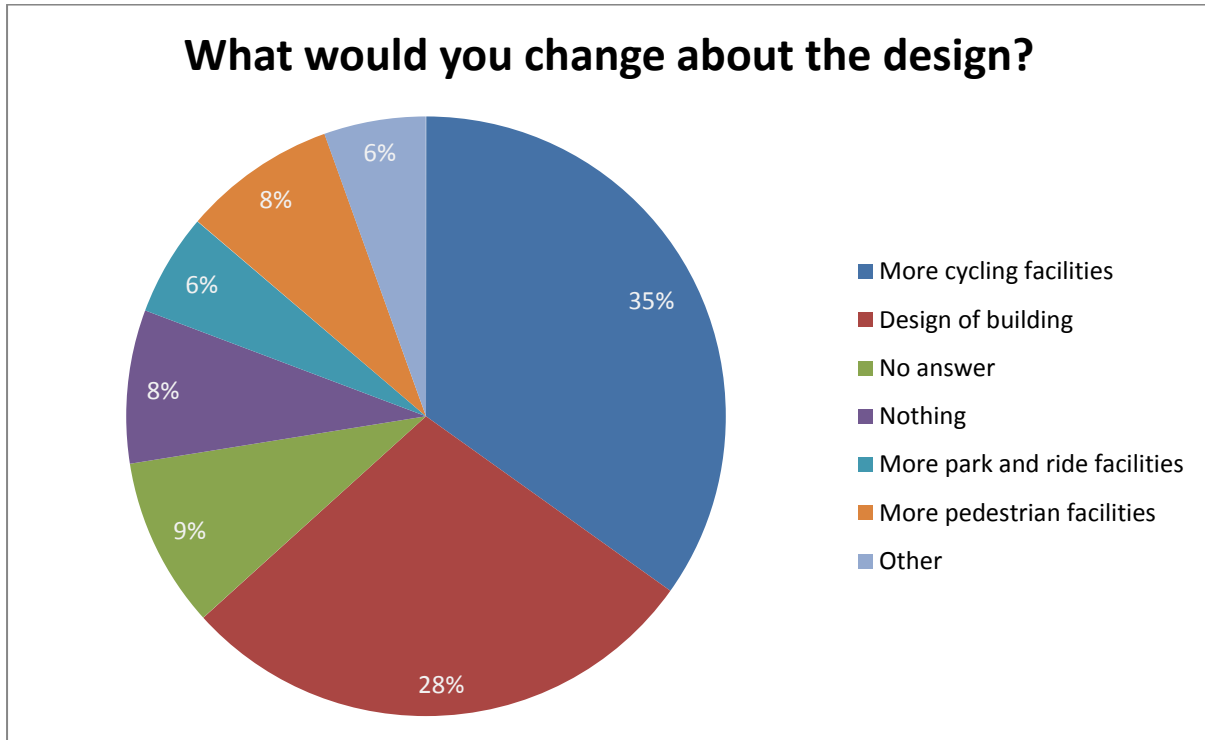
Of the 111 submissions received, 29% of submitters (26 respondents) liked the design of MBS, whilst 10% (9 respondents) liked the ease of inter-modal transfer perceived from the design. 11% of the submitters (9 respondents) did not like the design. About 3% (4 respondents) like the station's proximity to other amenities and 2% (3 respondents) like the provision of cycling facilities of the design.

Theme from feedback	Illustrative quotes from feedback
<p><b>31 respondents</b> commented that they liked the <b>design, space and layout</b> of the project, specifically mentioning the accessibility, attractive design, ease of transfer and drop off, and pedestrian safety.”</p>	<p><i>I like how there is a waiting lounge area in this proposal and that there will be plenty of space for people to drop off and pick up on Putney way. I also like that there will be facilities cycle facilities in the area.</i></p> <p><i>Modern design of the building, closeness to amenities</i></p> <p><i>The interior is very open and inviting high ceilings and glass walls to let in light.</i></p> <p><i>Nice landscaping with what looks like native plants creates an appealing environment. Design is very of the buildings and landscaping will be very inviting to patrons!!</i></p> <p><i>Brings the area into the modern world. If you want people to use the thing it has to be easy/quick/efficient/safe. You seem to tick all those boxes</i></p> <p><i>That it is actually a bus station (unlike the horror and confusion of Britomart)</i></p> <p><i>Weather protection on link to train station, south side of Putney Way and cycle parking. (Umbrellas are landfill waiting to happen.)</i></p> <p><i>Separation from bus operating area, much better with kids. Seating looks OK if waits not likely to exceed 15 minutes.</i></p> <p><i>Thought given to pedestrian desire lines at crossings. Future proofing and aspiration to dense, mixed use, affordable development in surrounds.</i></p> <p><i>A real departure from big box stores and vast acres of parking. Manukau could use a real core, this may be a good step towards an attractive, liveable centre.</i></p> <p><i>The shared path along Davies Avenue (car park) is an excellent idea, leading towards workplaces in Wiri. By providing space in which walkers and riders don't have to consider cars, you made the route vastly more attractive. Comparable effort is needed elsewhere to make the links to residential neighbourhoods.</i></p>

Theme from feedback	Illustrative quotes from feedback
	<p><i>Visual design, proximity between services, cycle parking.</i></p> <p><i>Definitely a huge improvement to where the buses stop at the moment in Manukau. The size and facilities available in the complex.</i></p> <p><i>Appearance, access, design of bus bays, provision of natural light and day and night safety. I think it's a well-thought of design.</i></p> <p><i>Modern design, nice finishing material.</i></p> <p><i>I like the design as long as it looks attractive and has drop off facilities as not all people travel by bus or train also make sure it has good disabled facilities lots of trees and greenery.</i></p> <p><i>Good passenger way finding/information systems proposed. Happy with aesthetic design features proposed so far.</i></p>
<p><b>Ease of inter-modal transfer</b> was commented by <b>11 respondents</b>. Specifically, comments were made regarding <b>the proximity of the MBS to the train station</b>.</p>	<p><i>I like the ease of transferring to/from trains.</i></p> <p><i>I like that is close to the train station and that it is enclosed from the elements.</i></p> <p><i>It's great to finally see the buses stopping close to the train station.</i></p> <p><i>The bus and train together in the same place.</i></p> <p><i>Design is OK, it is the location that is very good. It does support the bus feeder concept to railway stations. Well done.</i></p> <p><i>The fact it is large and will suit the expected growth in the area.....I also like the look of the new station &amp; I am a fan of natural light.... In addition having all the buses in one place and not on the side of the road as normal will be great. Plus it is covered with proper waiting areas.</i></p> <p><i>Overall, the design looks well-considered and exciting.</i></p> <p><i>It's simple and nice.</i></p>

Theme from feedback	Illustrative quotes from feedback
<p><b>3 respondents</b> like the <b>proximity of the MBS to other amenities</b></p>	<p><i>Nice and close to everything.</i></p>
<p><b>Provision of cycling facilities</b> in the MBS was commented by <b>2 respondents</b>.</p>	<p><i>Better access by bike and cycle parking.</i></p> <p><i>Improve safe access to the bus station for cyclists from all surrounding areas. Link access with existing cycle ways. Improve and upgrade existing cycle ways in the area to access the bus station. Create new cycleways in the area for access to the station.</i></p>

## 5.4 Question 3- What would you change about the design?



*Based on 111 responses. Responses on multiple aspects of the project allowed, % adds to more than 100%. Percentages are rounded.*

Of the 111 responses received, 99 submitters provided feedback on what they would like to change about the design. The most suggested improvements relate to the provision of cycling facilities with 35% of submitters (38 respondents) commenting on the lack of cycling infrastructure in the project, including the provision of dedicated cycle path leading to the station.

Suggested improvement to the design of the building is the second most received feedback (28%). Specifically, the most common feedback on design of the building is in relation to the sawtooth design (21 respondents), followed by the more efficient use of land for other purpose (10 respondents). Other feedback on the design includes suggestion for more park and ride facilities and more pedestrian facilities. Illustrative comments from the feedback are provided in section below.

Some feedback received (6 respondents) were outside the scope of the project and so have been forwarded to an appropriate business unit for investigation and consideration with other or future projects.



No.	Theme from feedback	Illustrative quotes from feedback
1.	<p>The majority of the suggested improvement received (38 respondents) requested the <b>provision of a dedicated cycle way to MBS.</b></p>	<p><i>Walk-up and bike-up trips should be encouraged. This means safe, separated cycle lanes, from nearby residential areas, leading right up to the station... Cycle infrastructure is needed as soon as the station opens, to drive patronage and reduce car trips. Lambie Drive-Ronwood Ave-Davies Ave would be one logical route for a protected cycleway. The construction is also a great opportunity to add cycle facilities on Putney Way - perhaps Copenhagen lanes to tie in with the widened footpath.</i></p> <p><i>The local roads need complete, joined up cycleways leading to and away from the bus station to encourage safe cycling.</i></p> <p><i>Maybe have bike space closer to the station and try to improve bike lanes around the Manukau inner city area at the same time.</i></p> <p><i>Needs more thought put into how cyclists riding to/from the surrounding area can safely access the facility - for example, dedicated cycle lanes in adjacent main roads. Secure and adequately-sized storage would also desirable.</i></p> <p><i>We are very concerned that the bus station seems to be designed as a "silo project" with no consideration of access routes for people on bikes. Being located next to a university and a train station, this interchange could be a prime destination for cyclists from nearby residential areas, such as the residential area north of Puhinui Road - less than 1.5km away, perfect cycle distance. It is concerning that AT is proposing to spend \$26 million on the interchange, but cannot find a much smaller sum - in the project budget, not from W&amp;C [Auckland Transport's Walking and Cycling team] budgets - to improve the Lambie Drive cycle lanes somewhat, and add cycle lanes or paths to the short section of Ronwood Avenue between Lambie Drive and Davies Avenue. If this was done, there would be a sensible cycle connection to the new bus station. As it is, there will be bike parking that will likely stay empty, and serve to perpetuate the argument that "Aucklanders don't cycle". Cycling is a boon to public transport pretty much everywhere in the world, but not in one where stations like this are designed as islands in a sea of roads.</i></p> <p><i>No safe cycle ways into the station. Hugh oversight - there will be heavy traffic especially with high frequency of buses (which have massive blind spots).</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
		<p><i>Integrate significant cycling facilities. Currently the design has cycle parking, however no cycle lanes. There should be cyclist priority at interchanges, and the terminal should integrate seamlessly with existing cycling facilities in the area. It is extremely disappointing that Auckland Transport has still not modernized its thinking in regards to including cycling infrastructure in all major transport projects.</i></p> <p><i>I'd like to understand what the cycle connections are between this proposed station and nearby Rainbow's End? Vodafone Events Centre? The nearby employment centre south of Wiri Station Road? The nearby Warehouse and Pak'N'Sav? To Great South Road?</i></p> <p><i>Greater access to the bus station by connecting it with existing and new cycle-ways to improve inner-modal connections for those who live in distal areas without the means to use or access to a bus or car or simply prefer to cycle.</i></p> <p><i>Generally when I take public transport I cycle to the terminal - how are cyclists supposed to get to the bus station without roads and infrastructure that considers cyclists safety? Putney way should include protected cycle lanes to prove safety for cyclists taking public transport. The cycle parking should be close to the station entrance in a visible location for added security. Any cycle parking should be open and inviting so users will feel secure personally and to leave their bikes.</i></p> <p><i>You need to add cycle lanes at least 3k radius, people will bike if it's much safer. Think bikes not cars please.</i></p> <p><i>Ultimately we have to get away from cars. Access from the household to this station seems to have been neglected. How do you propose those walking/cycling to have the same ease/safety/quick scenario - others we will just use a car. Defeats the purpose!</i></p> <p><i>More free parking for AT [active transport] users ONLY! Safe cycle routes to and from interchange MUST be improved. Also, cycle paths and lock ups in all shopping and transport areas.</i></p> <p><i>I'm very disappointed to see that this major new development has not considered or</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
		<p><i>designed for safe access by people on bicycles to and from this important public transport hub. Providing bike racks is a thoughtless and meaningless cosmetic gesture unless true integration of cycle facilities is included. The Manukau area has a long history of road design which is hostile to cyclists, inhibiting the uptake of biking. Enabling people to use bicycles to access public transport is an important factor in reducing vehicle dependency on trip and increasing active community health. Cyclists need: safety first of all, connectivity of cycle routes to residential, retail, business areas and importantly public transport. These issues of equity and liveability are just as important to Manukau to anywhere in Auckland - and this development is a one-off opportunity to redress past mistakes and plan for the future. It is very disappointing that a fundamental planning strategy for integrated cycling is so missing from Auckland Transports planning in 2015.</i></p> <p><i>Think hard and make solid plans about onward walking and cycling connections. To connect north to Puhinui Road, you'll need an attractive, safe Lambie Drive. To connect south, past Kerrs Road and Browns Road, there's a chance to turn Barrowcliffe Place and its motorway overbridge into the start of an awesome greenway, threaded between Druces Road and Great South Road, all the way to Browns Road and beyond. To connect east, Redoubt Road and Cavendish Drive are the routes dictated by the motorway overbridges, but I don't fancy riding or walking on them right now. Shared paths as in Davies Avenue or Upper Queen Street? Please consider why current cycle parking is underutilized. Is the parking itself unattractive, or is it the ride to get there? Will your traffic calming efforts make for a pleasant place to ride? A good aim would be to ensure that where walkers, riders and drivers have to mix and share in the same space/time, it should be physically impossible to drive faster than a brisk jog, like McCrae Way in New Lynn, but no parking and include real physical impediments to speed. Don't just think of fit tweens with midrange mountain bikes. Think of family elders wobbling along at 10kph, bolt upright on a town bike, or with the handlebars of a broken down hack draped in shopping bags. Think about Mums and Dads with rear mounted child seats and how they need to safely manage the high centre of gravity when parking, loading and unloading bubs. Try parking a bike with a double width bike trailer containing two toddlers, or a tagalong with your 6 year old in those existing facilities. Try unloading something fragile from your panniers in the rain. Now consider parking an e-bike with a purchase price between \$1000 and</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
		<p><i>\$6000 dollars. Are you sure you're going to come back to find it secure and undamaged? Allow for more diversity among walkers, skaters, scooters, riders and their kit. Make sure the bike parking is secure yet accessible.</i></p> <p><i>As well as bike parking, which there should be a lot more of, there needs to be protected cycle ways leading into and out of the station and general area. They are a safety necessity to keep cyclists away from the area where busses will be reversing as well as part of a good design for a connected public transport facility. What use is bike parking if people don't feel safe riding their bikes there. Also future-proof the bus access for front mounted bike racks.</i></p> <p><i>This could be a huge opportunity to integrate cycling into the public transport hub in Manukau and yet cycling has been left out of the equation. There are residential streets on flat ground mere minutes away in cycling terms! Perfect opportunity to: - implement/upgrade safe cycle lanes from these areas to the public transport - implement safe cycle storage/bike racks/bike pumps/ All of this would encourage and enable Manukau locals to ride their bikes to the station and either take them with them on the train or lock them up safely. This combination of bikes + PT is a proven winner overseas! Please grab the chance to update the design with cycle facilities (which don't cost much!) and change the future of Manukau for the better!</i></p> <p><i>I have attached an A3 pdf file on my own alternative to how the Manukau Transport Bus Interchange should be. It is based on simplicity and efficiency with both the safety of buses and pedestrians, and cyclists at the top of list for interchange features. Included is also a residential/commercial mixed use tower on the eastern end and a Annex support building on the Western End to maximise air space above the complex given it is located in the heart of Manukau City Centre - a Metropolitan Centre under the Proposed Auckland Unitary Plan.</i></p> <p><i>Completely remove all the 21 car parks from Putney way; this is a public transport area with an expected large number of pedestrians so you want to discharge cars. There are so many places to park in Manukau you don't need them right outside the station area. In fact this space should be used for a dedicated cycle lane - separate from both cars and people. Large numbers of covered cycle parking could be put in this space as well maybe.</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
2.	<p>10 comments were received on the efficient use of the site for other land use including residential/commercial activities, such as: <b>future proofing for more stories, connectivity to other retail areas, potential for retail or office space, and land use.</b></p>	<p><i>This building has only the one purpose because the ground floor is only given over to bus passengers. Where is the plan for future proofing it ie. going up further stories? The plan for Manukau to be a metropolitan area, only having one storey seems very short sighted and not good use of valuable land. Hence if you only build a shorter/smaller customer area with an outdoor space, you can in the future build higher. There is no mention of why no future proofing of going higher has been taken out of the equation.</i></p> <p><i>With MIT and the Manukau town centre in such close proximity, and since this will be a major transport hub, the design should allow for future retail and high-density residential developments to be linked to the station.</i></p> <p><i>This is a large metropolitan site, we can't afford to waste the space on low 2 story buildings. You should also not waste space on parking.</i></p> <p><i>Should we not building a development on top to maximise returns for AT? Like an apartment building or commercial space?</i></p> <p><i>The design takes a huge amount of land footprint and not occupying its air space. The design should allow better use of land by building more levels for commercial and social activities. For example it could build some retail, restaurants, library, community hall, apartments on top of it.</i></p> <p><i>It functions well, however it uses too much land, either it should use less land, or allow level development.</i></p> <p><i>The whole area of Manukau is a high priority for redevelopment as a significant metropolitan centre. A lot of the land is owned by Council. Council's Development Authority could develop a master plan possibly in conjunction with private sector partners. Ideally the Transport facility fits into this master plan. Is it urgent to build the bus interchange station before Auckland Council Development Agency is ready to partner up? Perhaps these aspects of development can be even better integrated? Is an interim solution for the new bus network an option now and a better solution when</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
		<i>Development Auckland is involved?</i>
3.	7 comments were received on suggested improvements on the detailed design elements, such as <b>atmosphere, comfort, space, retail availability, lighting, solar panels, sustainable stormwater management, rubbish, and fences.</b>	<p><i>An inclusive, welcoming ambience will maximise patronage and minimise vandalism. The design needs to enable a place people feel comfortable in.</i></p> <p><i>Retailers will recognise it as a valuable space.</i></p> <p><i>Plenty of space, so it's not crowded. All people, including big people, feel like they can move easily.</i></p> <p><i>A sit down eating area there would be an asset, or perhaps a clear easy connection with the eating area across the road in the MIT building?</i></p> <p><i>Sustainable, climate-ready design can also help the centre to be something users are proud of.</i></p> <p><i>LED lighting would be a standard in any new facility....minimise light pollution to the night sky.</i></p> <p><i>Solar panels supplying electricity- Some of the electricity could be used on site. Since we are already using electric trains and may be using electric buses in the future, provision for quick-charging for buses and even for cars. Some councils are already providing quick-charging places for electric cars so please consider supplying buses and cars directly now, or facilitate providing this easily in the future.</i></p> <p><i>Sustainable stormwater management- Regarding water design, part of the proposed site is currently on low lying land and has a role in capturing stormwater and filtering it on site. It is great that proper rain gardens are proposed. There is space to do that on this site. Then water discharged into Hayman Park should be a far high quality. Rain gardens can add significantly to the attractiveness and the ambience of the bus interchange.</i></p> <p><i>Rubbish- Leading transport designs include a system for people to deal with rubbish acquired in transit which maximises recycling.</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
		<p><i>There are no fences on the drawings. I take the height of the building covers double decker buses?</i></p>
<p><b>4.</b></p>	<p><b>Connectivity between MBS and Westfield</b> were mentioned in 7 comments.</p>	<p><i>The design can't alter the fact that for the disabled, you are taking away easy access to Westfield Shops. It is going to make wet weather shopping just about impossible.</i></p> <p><i>Make sure that it is dis-abled friendly. For the elderly, make sure that you have enough built-in facilities that doesn't make them have to walk more than they already do. Can Westfield and AT get a covered walk-way between Westfield and the bus/train station? Have you considered shuttles between Westfield and the bus station for the elderly? Make the entire area more cycle and pedestrian friendly. Good luck!</i></p> <p><i>A shuttle bus between Manukau Shopping Centre and bus stop for pensioners.</i></p> <p><i>Access to shops of Westfield Mall</i></p> <ul style="list-style-type: none"> <li>• <i>Easy walking access to and from Westfield Mall and other shops is important.</i></li> <li>• <i>Enhance existing pedestrian crossings.</i></li> <li>• <i>Provide effective way-finding signposting.</i></li> <li>• <i>Covered access would be a big advantage in wet weather</i></li> </ul> <p><i>What will happen to the present bus stops in the front of the Manukau shopping centre?</i></p> <p><i>The current buses (e.g. 466) that stop outside the westfield shopping centre near the great south road. Will they in the future stop at the new bus station? Hence eliminate the 15 min walk from bus drop off outside shopping centre to the train station???</i></p> <p><i>Will the local buses still come via Leyton Way to pick up passengers? The Station is quite a walk for older people coming from the Shopping Centre, especially in bad weather and it is more user friendly to have stops where they are now.</i></p>
<p><b>5.</b></p>	<p>7 submitters suggested improvements could be made to the <b>amenities inside MBS.</b></p>	<p><i>The two kiosks in the middle of the facility seem to be quite intrusive into the public space and waiting area, and personally I would do away with those two.</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
		<p><i>Provide a Hop Card Kiosk.</i></p> <p><i>Provide a fountain.</i></p> <p><i>Please include a Westpac ATM Cashflow machine within the design of the new bus terminal as that would eliminate the long walking distance between train station presently at the MIT Building to the Westpac Bank ATM machine (presently on the south side of Manukau City facing Rainbows End).</i></p> <p><i>If you are waiting for the bus for 2 hours is there something inside to eat? Hope it gets bathrooms to get easier than it is now.</i></p> <p><i>What about an ATM nearby and a ticket office? Would it have lights and crossing for people? Lockers too? And something with the time and number to say how long a bus is going to be?</i></p> <p><i>There could be:</i></p> <ul style="list-style-type: none"> <li><i>• a place out of the wind and rain that feels safe and welcoming.</i></li> <li><i>• signage to tell you easily when buses and trains are actually coming</i></li> <li><i>• this signage replicated inside the mall just as it is in Sylvia Park so you can see while you are shopping how long till your train or bus is coming.</i></li> <li><i>• proper public toilets like there is at Britomart or other high quality equivalent places.</i></li> <li><i>• Wi-Fi that people can use easily.</i></li> <li><i>• good lighting, spacious seating and a safe feeling.</i></li> </ul> <p><i>Airport travellers may bus to the Manukau Interchange and transit to other parts of Auckland or New Zealand by bus or train. Their requirements are different to local commuters. Ease of movement with luggage is important.</i></p> <p><i>Signage to include:</i></p> <ul style="list-style-type: none"> <li><i>• Integrated signage as is in Wynyard quarter area.</i></li> <li><i>• QR scan facilities to provide more information.</i></li> </ul>



No.	Theme from feedback	Illustrative quotes from feedback
		<ul style="list-style-type: none"> <li>• <i>Some historical references.</i></li> <li>• <i>Notice boards for community events and community groups.</i></li> <li>• <i>Some different languages for key signage.</i></li> <li>• <i>Signage to indicate alcohol free and smoke free may be important.</i></li> <li>• <i>A mural by local children</i></li> </ul> <p><i>Charging facilities for personal devices - Easy, fast-charge facilities for phones and electronic devices [as are being trialled in Christchurch bus network] are an attractive option as people have issues running out of power on their devices.</i></p>
6.	6 submitters made comments with regard to the <b>provision of weather protection.</b>	<p><i>For comfort there should be some outdoor verandah so when moving between the customer waiting space and bus, you can be covered well.</i></p> <p><i>For it to be weather protected properly the covered area will need to be increased from the entrance to the car park to the full length of the four metre footpath just before the rain garden on Putney way and also from the train station to the Bus interchange.</i></p> <p><i>Also the road between the train station and bus station should be a shared space with a canopy connecting the two. Alternatively a below road passage way from the train platform directly to the bus station would achieve the same thing.</i></p> <p><i>Integration with train station is very poor. Needs to allow easy walking without the need for crossing the roads and looking out for buses to get to/from the train/bus station.</i></p> <p><i>A covered walk way, or underground connection with the train station would really help the build, especially for 26 million dollars. The best solution, if it was possible would be to move the train station 200 meters further so it was directly under the bus terminal - it would then be fantastic.</i></p>
7.	4 comments were received on the existing <b>congestion on local roads further exacerbated by MBS.</b>	<p><i>I also notice that the only exits/entrance into the car park is only from Manukau Station road. The problem with that is there is a traffic island on this roadway spanning from Osterley way to Davies avenue cutting off entrance to this car park to traffic travelling West, also any vehicle wishing to exit the car park and wanting to turn right are unable to do so, as a result vehicles will be forced to turn left then preform a U-turn at the</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
		<p><i>traffic lights on Manukau Station Road and Barrowcliffe Place. I feel to remedy this either make cuttings into the traffic island with a keep clear marking on the roadway of Manukau Station road as traffic there in the afternoons particular on Thursdays and Fridays is heavy or have an exit from the car park that leads out to Davies avenue.</i></p> <p><i>Given the available budget, could the connection between the interchange and the station/MIT be underground? The Putney Way/David Avenue lights are already a bottleneck of extended pedestrian phases.</i></p> <p><i>Manukau Station Road only has 2 lanes in each direction and is already congested at peak times. New additional lanes for buses would need to be created on Manukau Station Road (in addition to the current traffic lanes) and other roads around the interchange to handle the increased demand from the buses.</i></p> <p><i>There should be a bus lane along both sides of Manukau Station Rd. This road is busy and during peak times is congested.</i></p>
8.	<p><b>Cost</b> was mentioned in 4 comments.</p>	<p><i>Bus station is too big for an urban bus interchange - reduce the size, would also save on costs which seems too high for a bus interchange currently.</i></p> <p><i>In terms of the proposed structure, the design of the building does look quite cheap for \$26 million.</i></p> <p><i>Spend less on the aesthetics of the building.</i></p> <p><i>Everything given that the Design is unacceptable and should be scraped in its entirety and done again from scratch because again: For \$26m and four designs later the layout is poor and over grand for the purpose the interchange is meant to be serving. It seems you have gone for aesthetics and not practical use for both bus and passenger alike.</i></p>
9.	<p>4 comments received suggested provision of <b>more park and ride or 'attended vehicles' drop</b></p>	<p><i>I would like to see a park-and-ride facility established there, as there are too few available in the train stations across the Auckland City, and there are times when a</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
	<p><b>off points.</b> However, 1 comment suggested removing the provision of more parking.</p>	<p><i>connecting bus service to/from the station adds too much time to the journey. Also, one day if it's at all possible to have an internal, or at the least, a covered access way between the bus station and training station.</i></p> <p><i>There should be a kiss and ride drop off section but not the large parking in the AT design.</i></p> <p><i>If this is to be as popular hub as I think it will be what has been planned for the people that will come in their car to connect with the transport system. It is difficult to find parking as it is without added pressure on current spaces in Manukau. Even the multi-storey carpark on Ronwood is very full most days.</i></p> <p><i>Are those parking bays on Manukau Station Rd? Will those be placed in at the same time the bus station is built? I am not in favour for these new parking bays. There is sufficient parking already around Manukau, Ronwood carpark, MIT, across the road by the Police Station then at Rainbows End, for long and short term use. We should not be giving away road space for more cars. If anything the space should be given over for a bus lane.</i></p>
<p><b>10.</b></p>	<p>3 submitters commented on the <b>security and location of the bicycle parking facilities.</b></p>	<p><i>The design needs more secure, covered bicycle parking facilities.</i></p> <p><i>Can you move the cycle parking inside the bus station and have it monitored 24x7?</i></p> <p><i>People already want to safely and easily access public transport and Manukau via bicycle. This could increase in future when it is safer. The bus interchange station design could include somewhere to safely leave bicycles.</i></p> <p><i>The bicycle parking should be under cover and should be incorporated into the facility as has been done at the Christchurch bus interchange.</i></p>
<p><b>11.</b></p>	<p>3 comments were made in relation to the provision of <b>parking.</b></p>	<p><i>Additional parking for those coming from Howick.</i></p> <p><i>I also notice that there isn't an area designated for motorcyclist to park up unless they are intended to occupy car park spaces.</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
		<p><i>If this is to be as popular hub as I would think it will be what has been planned for the people that will come in their car to connect with the transport system. It is difficult to find parking as it is without added pressure on current spaces in Manukau. Even the multi-storey carpark on Ronwood is very full most days.</i></p>
12.	3 submitters raised the question of <b>long distance coach and taxi provision within MBS.</b>	<p><i>Will there be stops for the long distance buses from the South, eg Tauranga, Wellington, Coromandel etc, which at present stop in the front of the Manukau shopping centre?</i></p> <p><i>Just wondering will the long distance buses use it as well like they have in Hamilton?</i></p> <p><i>Will there be taxi services nearby?</i></p>
13.	3 comments were received on <b>matters outside the scope of the project.</b>	<p><i>I can't believe really that I pay rates the same as everyone else in the Auckland district and the bus that currently runs to the station actually arrives just as the train leaves, so we have to wait for the next one. No one even told us about the bus stop changes in the city. Needless to say as you can tell I am very angry about this as the only people you really seem to be considering are those you hope will take the train to work.</i></p> <p><i>I would like you to seriously consider Pukekohe and the people who travel Monday to Friday on such disgusting dirty, smelly and noisy trains. Also when is the plastic sheeting covering the railway station roof being replaced and when is the now rusting scaffolding on the walkway being replaced? Why is there no toilets at the station for the public?</i></p> <p><i>We urgently need a train station at Auckland Airport just like the other countries who have subways and convenient train transport.</i></p>
14.	2 submitters consider the <b>site</b> to be <b>too small for MBS.</b>	<p><i>The site is far too small for a bus interchange for a future metropolitan area. If you are serious you will also purchase the land and demolish the buildings on the north side of the Putney way to create sensible space for an interchange.</i></p> <p><i>I would like no bus interchange here since it's too small and short and a space that will become congested, unsafe if it can be constructed elsewhere that would be grand.</i></p>
15.	2 submitters consider <b>landscaping features</b> to be important.	<p><i>Add more green space, possibly low shrubs as well as lawn as these will not obscure vision of traffic both pedestrian and motor.</i></p>

No.	Theme from feedback	Illustrative quotes from feedback
		<p><i>I do however like the green space at the corner of the Putney and Osterley. It looks like a substantial size and hope this remain so, will be nice to have still a connection of green space than just one long building from road end to road end.</i></p>
16.	2 submitters were concerned with the scale of the <b>waiting area</b> .	<p><i>My concern with the waiting lounge area is that there may be a risk to loitering in this area also that when selecting the chairs for this area that there need to be comfortable and plentiful.</i></p> <p><i>The "waiting lounge" seems overblown as this is only a transfer station.</i></p>
17.	1 submitter commented on the <b>layout of the building</b>	<p><i>The long layout it could make a big walk for some less mobile people. Also having a long spread out layout will make it challenging to activate the entire space to keep it clean, safe and inviting.</i></p>
18.	1 submitter was concerned with the potential <b>air pollution</b> to buildings within proximity to MBS.	<p><i>The site is enclosed due to the proximity of buildings on Putney Drive etc. This could lead to lingering bus exhaust pollution.</i></p>

## **5.5 Question 4- Please identify anything we should be aware of when planning how to manage construction.**

Of the 111 submitters, 25 submitters responded to this question regarding construction management and raised the following issues in relation to construction management:

- Traffic impact on local roads;
- Cycling;
- Lack of parking;
- Signs for temporary crossings;
- Impact of construction on other modes of public transport;
- Public information prior to start of construction;
- Construction noise;
- Connectivity between the train station and the shopping centre; and
- Site safety.

No.	Theme from feedback	Illustrative quotes from feedback
19.	The potential <b>traffic impact on local roads</b> was mentioned in 7 comments.	<p><i>The traffic on Manukau Station road on some afternoons is very busy especially near the end of the working week.</i></p> <p><i>Definitely need to look at traffic going in and out of Putney/Mall/Main Street, this looks like it will cause traffic jams especially when there are jotter bars.</i></p> <p><i>Ensure free flowing or traffic around the site, particularly peak hours. Ensure access to the train station is not impeded from the car parks in the area.</i></p> <p><i>Oh, also, I used to drive for Linfox delivering food groceries, produce, and meat supplies to the Countdown Supermarket everyday where reversing truck and semi-trailer into their loading dock from the public carpark opposite and across the internal street outside of the supermarket loading dock. This requires a senior staff member to come out to stop all traffic (buses, trucks, cars, etc) whilst the truck is reversing across the street into the loading dock. The construction may have an impact on this or vice versa. I thought you might wanna know this.</i></p> <p><i>If construction does go ahead on this unsuitable location then there will be trouble with construction delivery vehicles blocking access ways to the present train station and nearby roads so people will be obstructed in getting to and from the train station and university.</i></p> <p><i>Improve the traffic light system to make Manukau Station Road flow better.</i></p> <p><i>Temporary loading zones for business deliveries, and temporary bus stops to divert traffic.</i></p>
20.	A submitter suggested <b>cycling</b> to be considered as part of construction.	<p><i>Consult your cycling colleagues before finalising these plans</i></p>
21.	1 submitter was not pleased with the <b>lack of free parking</b>	<p><i>PARKING!!! Where are your brains?? I understand that all of the council parking is to go and ALL parking at Manukau will be "Pay and Display" - are you nuts?? Why bother going to Manukau to shop etc. if we have to pay - it is not as if we are at the CBD where parking is at a premium. Get your brain into gear and start thinking about the consumers who actually live in Manukau - this new AUCKLAND COUNCIL is all</i></p>

		<i>about money from the suburbs and promoting the CBD. If your intention is to get Aucklanders to MOVE out of Auckland, you are going the right way about it!</i>
22.	1 submitter suggested appropriate <b>signs for temporary crossings.</b>	<i>Please make sure temporary crossings carry the legally required signs or signals.</i>
23.	6 submitters raised the issue of the potential <b>impact of construction on other modes of public transport.</b>	<p><i>Don't close the Westfield Train Station.</i></p> <p><i>The rail track connecting Manukau to stations south of there should be done before any bus station is built</i></p> <p><i>Ensure the train station functions well. Please at least keep one good functional public transport.</i></p> <p><i>Get the buses (Alrporter 380, H&amp;E &amp; Waka Pacific), that currently go through Davies Ave, from Ronwood Ave to Manukau Station Road, to go direct via Lambie Drive to Manukau Station Road. There is a train bus stop on Manukau Station Road, (between Davies Ave &amp; Osterley Way), that could be used to offload passengers.</i></p> <p><i>Buses should be on time.</i></p> <p><i>Traffic, not changing the bus route too much.</i></p>
24.	2 submitters suggested adequate <b>public information prior to start of construction.</b>	<p><i>Make sure that local businesses and residents are informed well in advance of any major work.</i></p> <p><i>Consistent public information leading up to construction and during construction</i></p>
25.	2 submitters were concerned with <b>construction noise.</b>	<p><i>Generally traffic management is well thought out prior to works being started. Excessive noise should be considered for attention in the building phase for residents and business houses opposite.</i></p> <p><i>I would be concerned about noise, it is not only a business area there are residential buildings as well</i></p>
26.	1 submitter was concerned with <b>the connectivity</b>	<i>How will the elderly get to the main shopping centre? Ie. The mall. Will there be</i>



	<b>between the train station and the shopping centre during construction.</b>	<i>covered walkways to the mall?</i>
<b>27.</b>	1 submitter raised the issue of <b>site safety</b> .	<i>People driving fast. Complete the close off area when building - only personnel goes in there.</i>

## 6. AT Design Team responses to key feedback points

Feedback from the consultation process has influenced the following:

- Some of the detailed design elements such as atmosphere, comfort, space, retail availability, lighting, rubbish, and fences;
- Accessibility within and around the bus station particularly for hearing- and visually-impaired passengers;
- Amenities within the bus station such as locations of Hop Card kiosks, ATMs, WiFi, and toilet facilities; and
- Weather protection including extended canopy coverage

Specific comments are below:

No.	Feedback	AT Design Team Response
<b>Question 3- What would you change about the design?</b>		
<b>1</b>	<b>Provision of a dedicated cycle way to MBS</b>	<p>Although unable to be included in this project, we have forwarded these suggestions to AT's Walking and Cycling team to investigate and consider with existing or as independent projects in the future. Putney Way has not been designed with cycle lanes as under the Putney Way upgrade project, it will become a low-speed urban lane with raised speed tables and multiple pedestrian crossings.</p>
<b>2</b>	<b>Congestion on local roads further exacerbated by MBS</b>	<p>The temporary carpark on the southern half of Lot 59 is not expected to exacerbate congestion on local roads as there will be a net reduction in carparks.</p> <p>Although unable to be included in this project. It is very unlikely an underground MIT-MBS connection would go ahead due to the prohibitive cost of such a facility, but this has also been forwarded to the Local Board to consider this facility or an equivalent under their budget to service the area.</p> <p>Additionally, providing an underground connection between MIT and MBS has not been budgeted for.</p> <p>Bus lanes are currently being considered, along Manukau Station Road by AT METRO</p>

No.	Feedback	AT Design Team Response
<b>Question 3- What would you change about the design?</b>		
3	<b>Layout of building</b>	The layout of the building is dictated by the sawtooth layout of the operational area. The sawtooth layout was selected to minimise bus and pedestrian conflicts and to also be able to accommodate the number of bays required at the station. Additionally, there was a need to preserve Putney Way as a high amenity access therefore excluding bus bays along Putney Way will help to achieve this.
4	<b>Detailed design elements</b>	<p>The designers have taken into account the general nature of these comments regarding the building design. Specifically;</p> <ul style="list-style-type: none"> <li>• Sustainability measures include the use of raingardens and rain-water retention tanks, LED lighting, the use of natural light and natural ventilation;</li> <li>• Solar panels have been considered, however the layout of the site and surrounding buildings makes this impracticable at this stage</li> <li>• Recycling will be incorporated throughout the building in waste bins; and</li> <li>• The design of the operational area caters for double-decker buses.</li> </ul>
5	<b>Use of the site for other land use including residential/ commercial activities</b>	<p>Future proofing directly above the bus station was considered impractical due to having no demand at the time from developers for the space. Foundation costs are large and requirements were not able to be established without understanding what the future development demands were. ie future use and scale of the overbuild.</p> <p>The new Manukau bus station presents a great opportunity for an adjacent mixed residential and commercial development that makes the most of the proximity to major public transport routes. The added convenience and amenity of being close to public transport will make it easy for people to live and work in the area. AT is working with Panuku Development Auckland (Panuku) on initial planning of the development around the new bus station. Panuku will work with a private sector partner to deliver the mixed-use development. There are 2 areas available for commercial and residential use that have the potential to deliver around 50,000m<sup>2</sup> of mixed-use space that could potentially include at least 200 apartments. Additionally the interchange will be integrated into future urban development and the air rights above the bus operating area have been protected with this in mind". Panuku is working closely with AT to ensure all elements of development, such as pedestrian and traffic flows, and stormwater run-off are well integrated with the new bus station.</p> <p>In response to specific comments regarding the layout of the bus station building, this is dictated by the sawtooth layout of the operational area.</p>
6	<b>Site too small for MBS</b>	Lot 59 and the size and scale of the station (23 bus bays) are considered appropriate for anticipated demand and future growth of bus services.
7	<b>Landscaping features</b>	The landscape design of the MBS station will incorporate as much green space as is practicable. There is also provision for a large open grassed area on the NE corner of Lot 59.

No.	Feedback	AT Design Team Response
<b>Question 3- What would you change about the design?</b>		
8	<b>Provision of weather protection</b>	<p>Weather protection is provided in the bus bays by a 12m cantilevered canopy, on Putney Way by pedestrian canopies, across Davies Ave by the pedestrian canopy, and at the taxi and drop off bays by dedicated shelters.</p> <p>Allowance to relocate the train station to beneath the bus station is not within the scope of the MBS project.</p>
9	<b>Cost</b>	The budget established to construct the bus station is \$26M.
10	<b>Scale of the waiting area</b>	The size and scale of the waiting areas, and the provision of seating, is considered appropriate for the number of people who are expected to use the station. Many passengers catching regional buses are more likely to remain in the station for a longer period than those catching local buses so suitable facilities have to be provided.
11	<b>Security and location of the bicycle parking facilities.</b>	The location of cycle parking is in an area of high passive surveillance and will be monitored by CCTV
12	<b>More park/ kiss and ride</b>	<p>Although unable to be included in this project, we have forwarded the request for a park'n'ride to AT's Parking team to investigate and consider with existing or as independent projects in the future.</p> <p>Kiss'n'ride (attended vehicle only drop-off areas) and taxi areas are provided for on Putney Way.</p>
13	<b>Connectivity between MBS and Westfield</b>	Accessibility for the extent of the project area has been well considered to help support those accessing the station from Westfield. Unfortunately the lack of availability of suitable land and need to create an interchange with the rail station makes other sites impractical for use.
14	<b>Parking</b>	Although unable to be included in this project, we have forwarded the request for a park'n'ride to AT's Parking team and to the Local Board to investigate and consider with existing or as independent projects in the future.
15	<b>Air pollution</b>	The station building will be designed to minimise any adverse effects of air pollution from diesel buses.

No.	Feedback	AT Design Team Response
<b>Question 3- What would you change about the design?</b>		
16	<b>Amenities inside MBS</b>	<p>The designers have taken into account the general nature of these comments regarding the building design and have enhanced their designs as a result. Specifically;</p> <ul style="list-style-type: none"> <li>• Hop Card kiosks are provided;</li> <li>• An ATM has been provided in the current design;</li> <li>• A ticket office and help desk have been provided for in the design;</li> <li>• Water fountains have been provided for in the current design;</li> <li>• Intuitive wayfinding signage directing people to the train station and surrounding precinct (and vice versa) is provided for in the design</li> </ul>
17	<b>Long distance coach and taxi provision within MBS</b>	<p>Taxi services will be located on the northern side of the station building on Putney Way. Long distance regional bus services are expected to use the MBS.</p>
18	<b>Matters outside the scope of the project</b>	<p>The cohesive integration of bus and train travel, and the independent success of both, is a priority to ensure public transport performs optimally for Aucklanders, the Manukau Bus Station's integration with the rail station seeks to contribute towards this.</p> <p>Although outside of the scope of this particular project, we have forwarded the concerns regarding the Pukekohe train station and its current state to the appropriate AT Metro team to investigate and consider improvements.</p> <p><i>We urgently need a train station at Auckland Airport just like the other countries who have subways and convenient train transport.</i></p> <p><i>A train station at Auckland Airport</i> an aspect of public transportation in Auckland that has and is being reviewed and considered.</p>

<b>Question 4- Anything we should be aware of when planning how AT manages construction?</b>		
19	<b>Traffic impact on local roads</b>	<p>We do not expect the station to exacerbate traffic congestion in the precinct.</p>

20	<b>Cycling</b>	The AT cycling team have been consulted as part of the design process and have contributed to the design plans.
21	<b>Lack of parking</b>	Although unable to be included in this project, we have forwarded the request for a park'n'ride to AT's Parking team Board to investigate and consider with existing or as independent projects in the future.
22	<b>Signs for temporary crossings.</b>	The contractor will be required to ensure that all temporary crossings or temporary footpaths are signed and managed in accordance with all regulations.
23	<b>Impact of construction on other modes of public transport</b>	The Manukau Train Station will not be closed as a result of the construction of the MBS project.
24	<b>Public information prior to start of construction</b>	AT will ensure that local businesses and residents are informed in advance of any major work.
25	<b>Construction noise</b>	Construction noise will be kept to the minimum and work, unless explicitly approved, will be undertaken during the workdays, Monday to Friday, 7am till 7pm.
26	<b>The connectivity between the train station and the shopping centre during construction</b>	Accessibility for those people travelling between the rail station and Westfields will remain available. Travel distance will not increase.
27	<b>Site safety</b>	The construction contractor will be responsible for public safety, and the safety of workers on site, during the construction period.

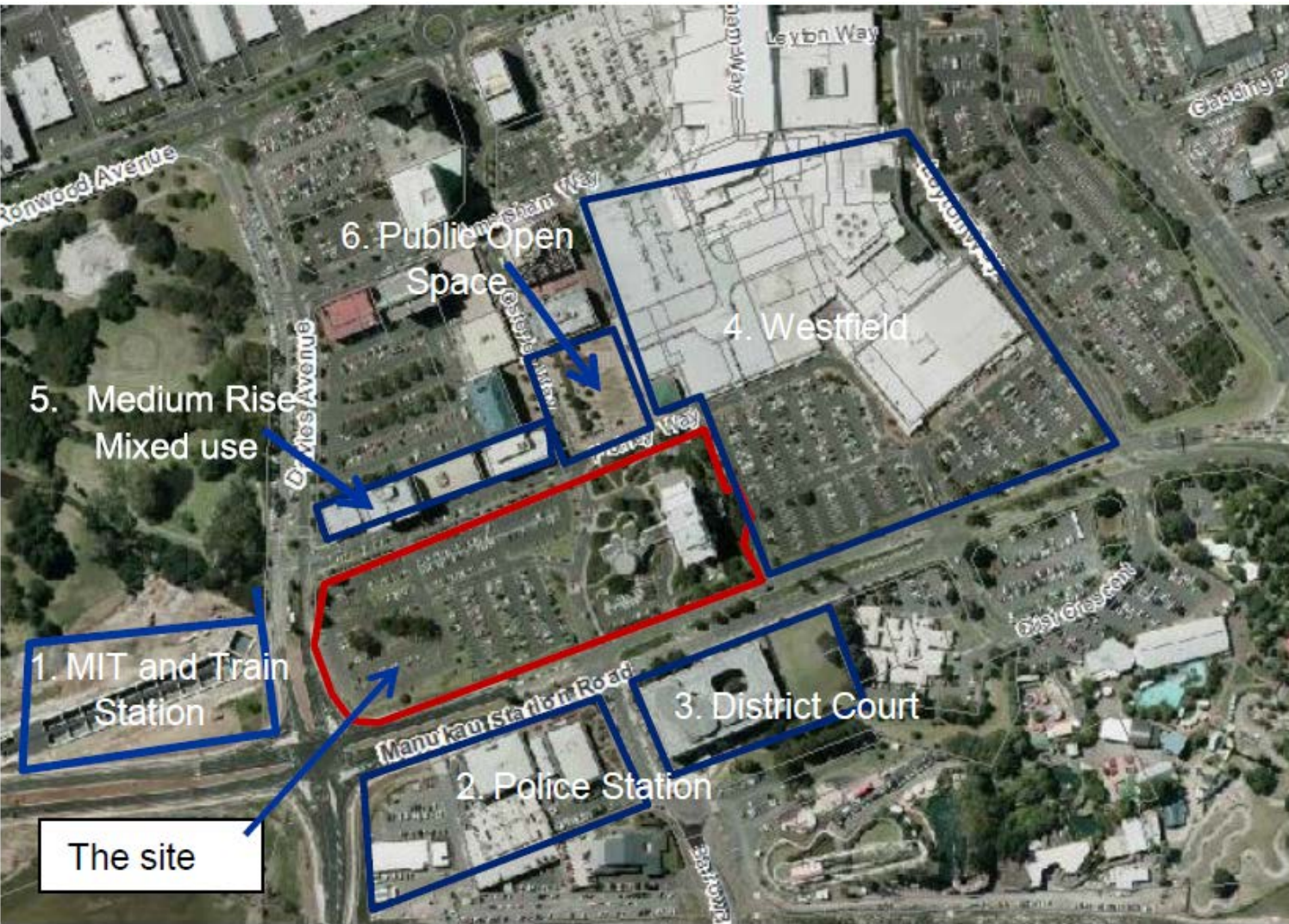
## 7. Next Steps

The next action to be taken following this feedback analysis is as follows:

- The developed design was finished on the 21<sup>st</sup> of **December 2015**.
- Enabling works will commence **22<sup>nd</sup> February 2016**.
- Main construction will begin **August 2016**.
- South Auckland New Network will be implemented **October 2016**, with temporary bus stops on Putney Way and Davies Ave.
- Construction of the main building works is expected to be completed by **(second half) 2017**.

# Appendix A: Site location

The map below is an overview of the site area of the bus station.





## Appendix B: Manukau Bus Station

The figure below is a bird's eye view of the station

