

Auckland Regional Public Transport Plan: Hearings Panel Report

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Introduction

This report presents the recommendations of the Hearings Panel established by Auckland Transport to consider public submissions on the Draft Regional Public Transport Plan (RPTP). A total of 719 submissions were received, and 98 submitters appeared before the Panel at public hearings.

The report presents a summary of the key issues raised in submissions, and highlights the changes that the Panel recommends in response to the matters raised.

Background

The Draft RPTP was issued for public comment on 5 October 2012, and public submissions closed on 5 November 2012. Submissions from local boards were accepted up until 30 November 2012, to enable the Boards to consider the Plan as part of their monthly meeting cycles.

A total of 719 written submissions were received, 615 from individuals and 104 from organisations. Table 1 presents an analysis of submitter type. Copies of the written submissions from all submitters are available on the Auckland Transport website.

Table 1: Submissions received by submitter type

Individual: general	329
Individual: Tuakau ¹	286
Local Boards	21
Other Council “family”	4
Key transport stakeholders	7
Public transport operators	4
Transport sector organisations	8
Other sector organisations	17
Community groups & resident associations	12
Local business associations	11
Professional bodies/consultants	5
Major destination organisations	8
Other companies	7
Total	719

The Auckland Transport Board established a Hearings Panel which conducted public hearings on the submissions over five days between 29 January and 7 February 2013. The

¹ Almost half of the submissions received from individuals were a pro-forma submission related specifically to services to Tuakau, and were these have been summarised as “individual: Tuakau” in the Table.

Panel included Cr Mike Lee (Chair), Paul Lockey, Peter Clark (General Manager, Strategy and Planning), and Mark Lambert (Manager, Public Transport Operations).

Officers reviewed each of the submissions and prepared a pre-hearings report that summarised the key submission points, presented officer discussion of the points raised, and a set of recommendations for the Panel to consider. Copies of the pre-hearings report were made available to all submitters in advance of the hearings. In line with the requirements of the Local Government Official Information and Meetings Act, the hearings were open to the public.

The minutes of the Hearings Panel, including a précis of the key points raised by each of the submitters that attended, is included at **Appendix A**.

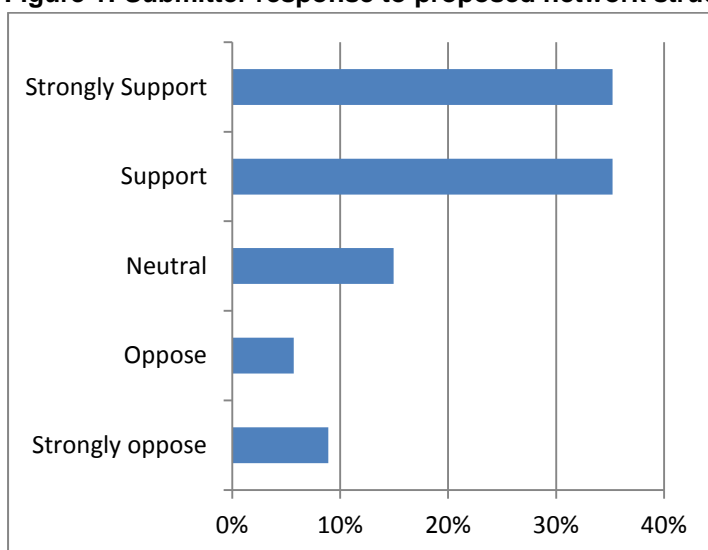
Following the hearings, the Panel met to deliberate on the matters that had been presented in submissions, and to consider the changes that should be made to the Draft RPTP as a result. This report summarises the matters considered by the Panel, and its conclusions and recommendations.

Significant response themes

Strong support for the new network structure

The submission responses indicate a strong level of support for the new network structure that was proposed in the Draft RPTP. The submission response form invited submitters to indicate the extent to which they supported or opposed the proposed network structure. Of those that responded to the question, 70% of respondents indicated either support or strong support for the new network approach (see Figure 1). This support was reinforced by comments in the written submissions.

Figure 1: Submitter response to proposed network structure



Given the fact that the new network was designed to use the same level of operational resources as the existing network, this is a strong level of endorsement for the approach taken. The Panel believes that the consultation process has provided a clear mandate for implementing the new network along the lines of that proposed in the Draft RPTP.

Concerns about how well the connections will work

Notwithstanding the strong overall support for the new network structure from submitters, the Panel notes that this was tempered by a number of submissions that raised concerns about the need for transfers, whether connecting services would be sufficiently reliable, and whether sufficient infrastructure would be in place to enable transfers to be made quickly, safely, and conveniently.

The Panel has highlighted this as a key issue that Auckland Transport needs to address as it implements the new network. In particular, close attention will need to be given to the following matters, to ensure that the roll-out of the new network is successful.

Investment in interchange infrastructure

The Panel agrees with submitters who highlighted the need for careful design of interchanges to ensure that passengers that need to make connections can do so as easily, safely and conveniently as possible, enabling passengers to plan and undertake their travel with confidence. At key interchange locations, this will involve investment in new infrastructure, including conveniently located platforms and shelters, good pedestrian access and circulation, and local bus priorities to ensure that buses can easily access the interchange facility. Facilities need to provide good information and passenger amenities, and be easily accessible. It is especially important that interchanges work well for the mobility impaired, who can often find it difficult to transfer between services.

The Panel recommends that interchange infrastructure is given a higher profile in the RPTP, including shifting the infrastructure policies into a more prominent position in Chapter 6; amendments to the policies and actions to highlight the matters outlined above; and a more detailed infrastructure implementation programme in Chapter 8.

Other areas requiring increased focus to ensure successful implementation of the new network structure include:

- ***Location of bus stops:*** The Panel accepts the submissions that highlighted the need for some bus stop locations to be reviewed, especially where frequent service routes intersect and transfers may be required. This will require a review of the current practice of locating stops some distance from intersections, to avoid the need for long walks between stops. (refer to discussion on customer facilities in Infrastructure policies (section 6.5) below).
- ***Removal of fare penalties for transfers:*** Although the policies and actions in the Draft RPTP refer to reducing the fare penalties for transferring, the Panel received a

number of submissions that these penalties should be removed. It is recommended that the text be amended to clarify that this is the intention.

- ***Focus on reliability of connecting services:*** A number of submitters raised concerns that existing services lack sufficient reliability to enable passengers to make connections between services with confidence. This is especially an issue for outbound services, where the frequency of the service being connected to may be relatively low. The Panel acknowledges this as a legitimate concern, and something that needs to be addressed through a variety of measures, including bus priorities, contract performance monitoring, and the provision of accurate real-time information. Although there are policies covering these matters in the Draft, a stronger emphasis on actions that help to improve reliability should be seen as a priority by Auckland Transport (refer to discussion on service reliability and bus priorities in Service Quality Policies (section 6.3) below).

Integration of ferry services

Several submissions commented on the apparent different approach to ferries in the Draft RTP, compared to other modes. They noted that some ferry services had not been fully included in the integrated network; and the exclusion of ferries from the zonal fare system was also criticised.

The Panel notes that there are specific circumstances that have led to this approach in the Draft, relating to the commercial status of some key routes. However, the Panel agrees with submitters that more should be done to better integrate ferries into the overall public transport network. A thorough review of how ferries can play a full part in the future integrated network is therefore proposed. (refer to discussion on ferry services as part of Chapter 5 below).

Clarifying the role of Park and Ride

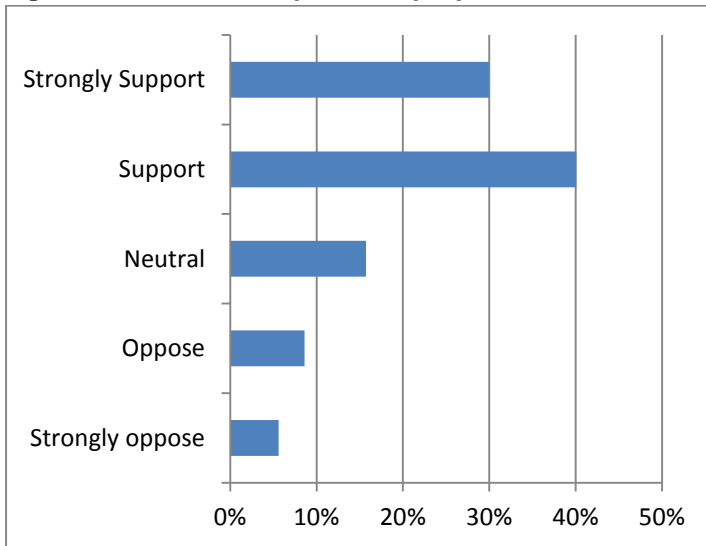
Many submitters, including a number of local boards, called for increased provision of park and ride facilities to enable better access to the frequent service network. The Panel acknowledges these requests, but also notes the need to ensure that future investments in park and ride are justified in terms of the benefits to the wider transport system. The Panel supports the provision of park and ride in selected locations to assist in the transition from a car-dominated transport system to a more integrated public transport network. However, it is important that the location and pricing of park and ride does not undermine the potential for the feeder bus network. This suggests a focus on outer parts of the region.

The Panel supports the completion of a park and ride strategy, linked to the objectives of the RTP, which clarifies the role of park and ride, and sets clear priorities for future investment. The strategy should also provide guidance on how park and ride facilities should be funded, and the extent to which users should contribute to their costs (refer to discussion on park and ride in Infrastructure policies (section 6,5) below).

Support for a simpler fares structure

The submission response form in the Draft RPTP invited submitters to indicate the extent to which they supported or opposed the proposed fares and ticketing policies. Figure 2 shows that 70% of respondents indicated either support or strong support.

Figure 2: Submitter response to proposed fares and ticketing policies



Significant concerns over the proposed zone boundaries

These responses reflect an overall level of support for a simpler, more integrated fares and ticketing system, and general support for a zonal fare system. However, a large number of submitters (including many who supported the concept of zonal fares) raised concerns with the proposed zone boundaries identified in the Draft. In particular, submitters considered that the zone boundaries did not provide for equitable treatment between the North Shore (2 zones to the CBD) and West and South Auckland (3 zones).

A significant number of submissions also raised concerns about the cost implications for short trips across zone boundaries, and several offered alternative proposals to address these apparent inequities (including increasing the number of zones, overlapping zone boundaries, capped fares, and replacing zones with a distance-based system). The exclusion of ferry fares from the zone structure was also raised as a concern by several submitters.

Review of fare system required

The Panel believes that these concerns need to be addressed, and that the implementation of a zone-based system based on the boundaries proposed in the Draft RPTP should not proceed. In selecting a replacement system, it is important that the financial and patronage implications of the various alternatives – for users, operators and funders – are clearly understood. For this reason, the Panel is recommending a thorough review of potential fare systems be undertaken before any future system is decided on. The fares and ticketing policy section (section 6.4 of the Draft RPTP) should be re-written to reflect this approach. (see discussion on zone fare structure in Fares and ticketing policies (section 6.4) below).

The Panel is also concerned to ensure that the future fares system is designed to optimise the relationship between fare levels, revenues and patronage; and to encourage the use of HOP cards as much as possible.

SuperGold and tertiary concessions

Another area of submitter concern in relation to fares and ticketing was the potential for changes to concession fare arrangements, especially the availability of free travel for SuperGold card holders in the PM peak period, and, to a lesser extent, the availability of tertiary concessions. It appears that the inclusion of an action in the Draft RPTP to review these concession arrangements was interpreted by submitters as a firm proposal to remove or reduce current entitlements, and submitters highlighted the negative implications that this would have on the groups concerned.

The Panel has highlighted the need to reiterate that there are no such proposals on the table at this stage, and that the Draft RPTP has only indicated that a review is to be undertaken. However, it is important that the submissions received on this issue are taken into account as part of that review. (see discussion on fare concessions in Fares and ticketing policies (section 6.4) below).

Improving customer service and engagement

A range of submission points related to the general theme of customer service, and the need for Auckland Transport to focus more strongly on this in a number of key areas. These include:

- A shift towards understanding and catering to customer needs rather than simply providing service
- A more proactive approach to dealing with complaints, and viewing these as important customer feedback that identifies opportunities for improvement
- The provision of training at all levels, especially for those people who interact with customers
- An approach to contracts and supplier relationships that is more focussed on improving customer service

The Panel believes that the implementation of the new network presents opportunities for a quantum shift in Auckland Transport's approach to customer service and community engagement for public transport, and the associated culture change that this implies. The Panel was impressed by the genuine desire of submitters to improve Auckland's public transport system, and the positive manner in which suggestions were offered. The level of goodwill that has been established through the engagement process to date needs to be built on, as there will be a very high community expectation of ongoing involvement in the detailed implementation of the new network.

Balancing additional services and resource constraints

A large number of submissions included requests for additional services, the retention of existing direct connections, increased frequencies, or the extension of service operating periods. Some submissions also called for the introduction of new modes.

The Panel acknowledges that the service levels provided for in the Draft RPTP were designed to use approximately the same amount of operating resources as the current system, but to re-arrange these to enable an overall improvement in service levels (particularly improved frequency and connections to a wider range of destinations). This situation is alluded to in the Draft, but it would be useful to make it more explicit. Furthermore, the Panel has identified the need for the capital expenditure implications of the new network to be more clearly spelled out, especially in the key areas of interchange infrastructure and bus priority facilities.

While individual proposals to increase service levels or introduce additional services may have merit, they can only be achieved through either a reallocation of existing resources (which will generally involve a reduction in service levels elsewhere in the network); or an additional amount of funding. The Panel was mindful of this as it considered requests from submitters to increase service levels.

A number of submissions related to the specific implementation of services in local areas. These matters will be addressed as part of the staged implementation of the Plan, and it is intended that these submitters will be contacted at the appropriate time as part of the local consultation process.

Inter-regional services

One specific issue that drew a very large volume of submissions was the provision of public transport services to Tuakau. Approximately 300 submissions were received from residents of Tuakau and surrounding areas, requesting an extension of the rail service to Tuakau, and the continuation of bus services to Tuakau and Port Waikato.

The Panel is of the view that Auckland Transport should be open to the inclusion of inter-regional services as part of its network, provided that suitable funding arrangements can be agreed with neighbouring councils. We have therefore recommended that the RPTP is more explicit on how these inter-regional services are treated; and that discussions on funding are undertaken with neighbouring regions (see the discussion on inter-regional services below as part of Section 6.2).

Other key themes

In addition to the matters outlined above, the Panel noted a range of other themes that arose from the submission and hearings process. While these matters do not necessarily involve changes to the Draft RPTP, they are things that Auckland Transport take into account in future decisions on public transport.

- **Marketing capability:** the need for Auckland Transport to have sufficient marketing capability to handle the complex pricing, promotional and advertising needs to a multi-million dollar business with high public profile. This requires combination of in-house analytical capability and specialist resources where necessary. (see discussion on marketing as part of Customer interface policies (section 6.6) below).
- **Innovation:** submissions highlighted the need for Auckland Transport to continue to seek innovative approaches to solving public transport problems, and offering services that meet customer needs. This includes making provision for smaller, more flexible vehicles where appropriate; applying technology solutions, e.g. to the provision of real time and journey planning information, and to matching demand with supply; and the provision of service to low demand areas such as rural towns and industrial areas.
- **Public transport for the disadvantaged:** the Panel heard from a number of representatives of people who are transport disadvantaged, and who tend to be more dependent on the public transport system than others. Making the system easier for the transport disadvantaged to use – particularly those who are mobility impaired – should be a priority for Auckland Transport. By doing this, the system will be improved for all users. (see discussion under section 6.7 below)
- **Farebox recovery:** Numerous submitters expressed concern that aggressive adherence to the farebox recovery policy in the draft RPTP would result in unacceptably high fares, with a detrimental impact on patronage. The Panel acknowledges these concerns, and recommends that the priority actions to improve farebox recovery should be focused on growing patronage (especially in off peak periods where capacity is available), and keeping operating costs under control, in preference to simply increasing fares. (see discussion under section 6.9 below).
- **Organisation-wide approach:** While most of the actions arising from the RPTP will be the responsibility of the Public Transport Operations department to implement, a number of the Panel's conclusions and recommendations will require supportive actions to be taken by other parts of Auckland Transport. Examples include bus priority facilities and bus stop locations, which will require actions from Road Corridor Operations. This highlights the need for a coordinated approach across the organisation to ensure successful implementation of the new network.
- **Funding implications:** The Panel notes that a key feature of the new network is the way in which it is able to deliver better levels of service to most Aucklanders within the existing level of operating resources. In order to achieve this, and maximise the benefits of the new network, there will be a need to make some additional capital investments in public transport infrastructure. This will require careful attention to the funding and prioritisation of Auckland Transport's capital programmes over the coming years. (see discussion under section 6.9 below).

Chapter-specific issues and recommendations

The remainder of this report addresses issues in the order in which they appear in the Draft RPTP. For each topic area, the key submission points are summarised, illustrated where appropriate with examples from specific submissions (with their submission numbers). This is followed by a summary of the Panel's response arising from its deliberations, and the Panel's recommendations (including, where appropriate, amendments to the Draft RPTP).

Executive Summary

Submissions related to matters raised in the Executive Summary are addressed in the relevant section of the main document. The Executive Summary will need to be amended to ensure consistency with other amendments that are made to the main document.

Recommendation:

- *Amend the Executive Summary to be consistent with amendments to the main document*

Chapter 1: Introduction

Timing relative to the Land Transport Management Amendment Bill

Some submitters (notably Sealink, 592) have questioned the appropriateness of consulting on the Draft RPTP at this time, when the legislation relating to RPTPs is under review by Parliament. The submitters note that the Land Transport Management Amendment Bill (LTMA Bill) will repeal the Public Transport Management Act (PTMA), and make changes to the way in which RPTPs must be prepared; and that the Select Committee process may make further amendments to the Bill, Sealink has proposed that the process be deferred until the LTMA Bill has been passed.

Other submitters (notably bus operators) have suggested that the Draft does not go far enough to incorporate the changes proposed in the LTMA Bill, especially in relation to policies related to the determination of units. They have proposed that the RPTP be strengthened to fully comply with the Bill. The Auckland Council has also suggested that the RPTP be "future-proofed" to avoid the need for further changes to be made once the new legislation is in place.

The Fullers submission (581) has raised issues in relation to the manner in which the Draft RPTP has dealt with "exempt" services, particularly the Devonport and Waiheke ferry services which are defined as exempt in the LTMA Bill.

Panel Response: The Panel accepts that some of the language used in the draft RPTP may have caused some confusion as to whether it has been prepared pursuant to the PTMA or the proposed changes in the LTMA Bill. In particular, the use of the term "exempt services" could be interpreted as meaning that Auckland Transport considers that the Bill must be enacted before PTOM can be introduced. This is not the case.

Our advice is that PTOM (full service contracting other than services that Auckland Transport chooses to exempt) is simply the name for a procurement framework that can be implemented under the existing PTMA. This means that there is no question of the process being invalid because of the LTMA Bill not yet being enacted, as the process is following the current PTMA and does not rely on the new LTMA Bill provisions.

Since the completion of the hearings process, the Transport and Industrial Relations Select Committee has reported back to Parliament on the LTMA Bill. The Committee has recommended some amendments to the Bill, but it remains unclear when, and in what form, the Bill will be enacted.

The Panel is of the opinion that the thorough consultation process that has been followed to date has enabled Auckland Transport to make decisions on the substantive issues relating to network structure and other supporting policies, as outlined in this report. The passage of the new legislation is likely to require some further amendments to the RPTP to fully comply with the new requirements, particularly in relation to procurement issues, including the description and allocation of units, and the treatment of “exempt” services. However, the Panel believes it is premature to make those changes until the legislative requirements have been finalised.

The Panel has therefore concluded that the Draft RPTP should be amended to reflect the decisions arising from the consultation process, to provide a revised Draft RPTP that complies with the current legislation (the PTMA). The Board can then decide whether it wishes to formally adopt that RPTP, or wait until the new legislation is in place and make the necessary changes to ensure that the new RPTP is fully compliant with the new requirements.

The Panel also suggests that to clarify the situation in relation to “exempt services” be clarified, and that “exempt services” are referred to only within the context of the proposed legislation. In other instances, services should be referenced as “existing commercial services” and policies and actions focused on negotiation with the relevant operators to integrate these services with the wider regional network.

Recommendations:

- *Amend the introductory text to explain that the RPTP has been prepared under the PTMA, but is future proofed where appropriate for the proposed LTMA Bill.*
- *Ensure that the RPTP uses terminology from the PTMA rather than the LTMA Bill. In particular, where the current draft RPTP references “exempt’ services” it should state that under the PTMA these will remain commercial services, and that these would transition to “exempt services” should the LTMA Bill be enacted as currently drafted.*

Scope of the Plan

The Draft RPTP states that its scope is restricted to services within the Auckland region. A large number of submissions referred to the need for services that extend beyond the Auckland region boundary, especially into Waikato (e.g. Tuakau).

Panel Response: The potential for services that extend beyond the regional boundary (which may be jointly funded by neighbouring regions) should be referenced in the RPTP. An additional Policy 2.9 is recommended under the heading 'Inter-regional service: Tuakau/Waikato' which is discussed later in the report.

Recommendation:

- *Amend text in section 1.3 to refer to the way in which the RPTP deals with inter-regional services*

Chapter 2: Strategic Context

Statutory requirements

Sealink (592) has submitted that the Plan does not meet its statutory requirements, because insufficient regard has been paid to the relative efficiency and effectiveness of different modes of public transport, and the most investment is being made in the least efficient and effective mode of public transport, i.e. rail.

Panel Response: The Panel does not agree with this submission point. The investment in rail is consistent with well established policies in the Auckland region, including the Auckland Plan and the Regional Land Transport Strategy. The RPTP gives effect to these policies, and it is not appropriate that they are revisited as part of this process.

Recommendation:

- *No change*

Key strategic drivers

Submitters called for this section to be more comprehensive in addressing the factors that influence transport demand in Auckland, including a greater emphasis on socio-economic and demographic factors. For example, MRCagney (469) submitted that the strategic drivers for the proposed changes to public transport are not just reactive to limitations of expanding the road network, but various socio-economic and demographic factors that make public transport more attractive and more important. The Plan should also acknowledge that achieving Auckland Plan targets for public transport patronage growth over the long term is dependent on the integrating of policies across parking, land use zoning, etc. not just level of funding.

Submitters also identified the importance of price as a driver of public transport demand. This includes both the level of fares, which submitters were concerned to keep affordable; and also the price of travel alternatives, especially fuel and parking costs.

Panel Response: The Panel agrees that the RPTP should reflect the impact of high and rising fuel prices and an aging population which will make quality public transport more attractive and more important over time. It also agrees that the RPTP should reflect the need to be mindful of the risk that PT fare increases could dampen demand in what is a clearly price sensitive market. Complementary parking policy is a strong push factor to public transport use and a deliberate policy decision.

The Panel also considered it important that this section of the RPTP also make reference to the needs of people within the community who are dependent on public transport to meet their access needs and fully participate in society.

Recommendations:

- *Include points about current parking policy, fuel prices and aging population making PT more attractive into section 2.2*
- *Include commentary on the price sensitivity of the public transport market, and the need to take care to avoid suppressing demand through fare increases.*
- *Include new Policy 1.5 (page 26) suggested wording: "Align desired public transport outcomes and parking policy initiatives" with action "Ensure the complementary design of public transport services and parking regulations and policies"*
- *Include reference to social and economic drivers, especially the role of public transport in meeting the needs of people who are dependent on it for access*

Other plans and strategies

Some submitters noted a lack of cohesion with other plans e.g. the Waterfront Plan and the Central City Master Plan (e.g. Heart of the City 590, Eden Terrace Business Assn 445). A more explicit linkage with the Unitary Plan was also suggested.

Panel Response: The Draft RPTP highlights the high level statutory plans, but does not detail all other plans and strategies that will impact on public transport. The Panel considers that a generic reference to these documents would be of value. The Panel also agrees that the RPTP needs to be more closely aligned with the Unitary Plan, given the growing importance of the relationship between public transport services and land use development. A specific reference to the Unitary Plan is therefore proposed.

Recommendations:

- *Include reference to Unitary Plan and the relationship between land use and public transport provision*
- *Include a generic reference to other planning documents*

Public transport funding

NZTA requested that references to funding in section 2.3 of the Draft RPTP make it clear that the amounts are an "indicative allocation" rather than "funding available"

Panel Response: The suggested amendment is accepted.

Recommendations:

- *Amend section 2.3 of the Draft to show that allocations are indicative only based on a contestable NLTF*

Chapter 3: Our Current Public Transport System

Terminology

Submissions suggested that some of the terminology used requires better explanation; for example, there is a need to define “route variation” as used to describe current services. NZTA suggested that the discussion of the existing network include a reference to the schedule of existing services in Appendix 1C.

Panel Response: The reference to route variation is confusing, and should be removed.

Recommendations:

- *Reword text at bottom of P12 to read: "The existing network of bus routes is complex, with around 400 individual route numbers employed ~~different route variations~~. Many of these routes ~~variations~~ are..."*
- *Include reference to Appendix 1C in discussion of existing network*

Benefits of public transport

The Energy Efficiency & Conservation Authority (EECA, 537) submitted that the RPTP should explicitly recognise issues of increasing transport-related energy use and the role of public transport in reducing reliance on private motor vehicles with associated efficiency benefits.

The Ministry of Education (547) requested a stronger focus in the final Plan on the “cross-cutting” issues of road and transport safety, with a specific link to the Safer Journeys Strategy with its safe system approach.

Panel Response: The Panel supports these suggestions. Additional references to the issues raised are proposed.

Recommendations:

- *Insert a new line in Table 3.2 that discusses the issue of energy use, and outline the proposed response - significant modal shift onto newer, cleaner, well patronised diesel buses and electric trains; and the investigation of alternative fuel technologies for buses*
- *Include stronger reference to safety at access points to PT, especially where connections are required; and as an element in driver training.*

Chapter 4: What we want to achieve

Vision, outcomes and objectives

Most submissions on this Chapter were in support of the vision, outcomes and objectives. MRCagney (469) proposed a slight amendment to the vision statement to refer to a network that caters for rather than offers a wider range of trips. They also suggested combining the objectives into a smaller number.

Panel Response: The proposed amendment to the vision better describes the intention of the new network, but the Panel favoured that a more compelling vision that reflects the desire for the public transport system to induce a feeling of value to the public.

The Panel did not support the suggestion to reduce the number of objectives, given the broad level of support for the objectives from other submitters, and the risk that such a move could cause confusion. However, given the importance that needs to be placed on infrastructure, a re-ordering of the objectives (and therefore of the Policy sections in Chapter 6) is proposed.

Recommendations:

- *Revise vision (p15) as follows:
“An integrated, efficient and effective public transport network that ~~offers caters for a wider wide range of trips and is the mode of choice for an increasing number of~~ valued by Aucklanders”.*
- *Retain objectives, but re-order (lift Infrastructure from Objective 5 to Objective 3, to immediately follow the network objectives; and re-order Policy sections accordingly).*

Measures and targets

Some submitters felt that the patronage and mode share targets identified in the Draft RPTP are too low, considering the level of transformational shift that the Auckland Plan envisages, and the extent of the network changes proposed. Others questioned why there is a difference between the Auckland Plan and the “funded” target for 2022.

Suggestions were made in relation to the targets for the % of households within 500 metres of the frequent network. Some considered this target to be too low; others were concerned that it focussed only on those residents with access to the frequent service network, but ignored others. There was also support for the target to reflect employment as well as household locations.

Some submitters questioned the patronage measure, and whether a measure of passenger boardings is appropriate given the new network will require more transfers.

Other outcomes and measures suggested by submitters include:

- Reduce average annual trip kms per person, regardless of mode (Heart of the City 590)
- % of households within 200 metres of PT stops with at least 30 minute frequency (Auckland Disability Law, 387)

Panel Response: The Panel notes that targets in Table 4-1 are aligned with Auckland Plan targets. The patronage target (103 million trips) is the funded target which shows what can be achieved based on current funded projects included in Auckland Council's Long Term Plan. The Auckland Plan aims at 140 million trips by 2022, but to achieve this stretch target will require additional funding for operations and infrastructure to what is already available.

The Panel believes that a more explicit explanation of these differences in the RPTP would be helpful.

The annual measure of passengers per capita, and the access distance of 500m are specified in the Auckland Plan. The RPTP targets are aligned to the Auckland Plan, but the actual levels may need to be reviewed in the light of the service changes proposed. The Panel agrees that access to employment should be included in the targets.

Recommendations:

- *Review the target for % of households and employment located within 500 metres of the frequent network*
- *Add a target for access to the wider public transport network (not just the frequent network)*
- *Include footnote to explain the difference between the Auckland Plan and “funded” targets.*

Chapter 5: Key Directions

As noted above, most submitters were supportive of the key directions in the Draft RPTP, and in particular the new network structure. The Panel believes that the consultation process has provided a clear mandate for implementing the new network along the lines of that proposed in the Draft RPTP. However, there are some specific areas where amendments will be needed.

City Rail Link

Submitters appeared to acknowledge that the focus of the Draft RPTP, with its 10 year planning horizon, was on the development of the system ahead of the City Rail Link (CRL) implementation. However, some submissions considered that the CRL should be more fully reflected in the Draft, especially in the description of the network in 2022.

Some submitters were concerned that by assuming that the CRL would be built by the end of the planning period, the Draft was flawed.

Bus operators submitted that the CRL could be trialled using buses in the meantime. However, other submitters (e.g. Heart of the City 590, Viaduct Harbour Holdings 557) were concerned at the level of central city and Wynyard Quarter bus movements already provided for in the Draft RPTP, and their impact on the local environment in those areas.

Panel Response: The RPTP is focused on the improvements needed to achieve an integrated public transport network before the completion of the CRL (which is planned to be operational towards the end of the planning period), to ensure that network improvements can be successful regardless of the timing of the CRL, and to identify those changes that are needed to maximise the benefits of the CRL and to ensure its successful implementation when it does occur. As such, the specific timing of the CRL should not have a significant impact on the approach taken in this RPTP.

Modelled demand to and from the CBD suggests that bus based solutions will not cope - too many buses will be required resulting in heavy congestion in the CBD. The grade separated City Rail Link will enable the greater capacity required without clogging up CBD roads. Note that the interim network will operate without the need for the CRL (if it is delayed). It is difficult to see how buses could replicate the patronage potential of the CRL, and any attempt to do so would involve additional bus/rail transfers close to the central city.

Recommendation:

- *Retain existing references to CRL.*

Ferry services

A number of submissions considered that the draft RPTP does not go far enough in relation to the future development of ferry services. These submitters want to see a greater role for ferries as part of the frequent and all day networks. Fullers Group (581) highlighted the need for public transport planning to take account of the needs of the tourism sector, and the importance of private capital funding.

Panel Response: The Panel acknowledges that the Draft RPTP has not spelled out a clear role for ferries as an integral part of the development of the new network. This is due in part to the specific characteristics of the current ferry network, and the fact that some of the major services (including Waiheke and Devonport) are provided on a commercial basis, without a contract with Auckland Transport.

Nevertheless, the Panel believes that there is potential for ferry services to be more closely integrated with the wider public transport network, to take advantage of the unique attributes that ferry services offer in a maritime city such as Auckland. The Panel acknowledges that the specific means by which this integration can occur will need careful consideration, and that this is likely to require more time than is available before the finalisation of this RPTP. For this reason, a policy commitment to review the role of ferries as part of the integrated network is proposed.

Recommendations:

- *Insert a new paragraph in Key Directions (Chapter 5) on the role of ferries; the opportunities to better integrate ferries with the wider public transport system; and a commitment to review how best to achieve this. This should also include reference to the investigation of possible new ferry services, to ascertain potential demand and the feasibility of providing infrastructure and services; and the need for local area service planning to encompass ferry services and the role of feeder buses to provide connections to ferries.*
- *Add a new policy to Section 6.2 to Review and Develop a revised Ferry Plan for Auckland, with actions that work with key stakeholders and service providers to review the role that ferries currently play in the integrated public transport network, and how this should evolve in the future.*

Other modes

Some submissions expressed a preference for new public transport modes to be investigated and/or implemented in Auckland. This included trams (especially between the Wynyard Quarter, city centre and St Heliers, and in Queen Street). For example, Waterfront Auckland (879) proposed an extension of the existing tram from Wynyard Quarter to Britomart, and its inclusion as part of the frequent service network, enabling it to be integrated with the wider public transport network. Submissions also called for a stronger commitment to electric vehicles (trams, light rail and electric buses, in addition to rail electrification).

Panel Response: The Panel notes that the RPTP is a 10-year plan, and is proposing to build a public transport network that will maximise the benefits of electrification and prepare for the CRL being completed towards the end of the planning period. The Draft RPTP lists services around known and signalled infrastructure projects that are proposed in the Auckland Plan and the Auckland Transport Regional Land Transport Programme. New rail lines and additional modes are longer term strategic direction issues and therefore beyond the scope of the current 10 year horizon of the RPTP.

However, the Panel considers that Auckland Transport should also adopt an open-minded and enabling approach to suggestions for new modes and alternative service options, as part of the ongoing service review and implementation process. The RPTP should make it clear that Auckland Transport will continue to consider the best options to serve particular demands as part of this process.

The Panel also notes that a feasibility study into a service between Wynyard Quarter and Britomart (including a possible tram extension) is currently underway, and recommends that the RPTP make reference to this.

Recommendation:

- *Include reference to continuing to consider the best options to serve particular demands as part of the ongoing service review and implementation process.*
- *Include reference to the feasibility study into a service between Wynyard Quarter and Britomart, and the potential (subject to the outcomes of the study) for the service to be integrated into the wider public transport network*

Integration with walking and cycling

A number of submitters felt that the key directions chapter needed to address the broader context within which public transport network will be developed, and how it will be integrated with other transport modes. In particular, submitters noted the need for the Chapter to address integration with walking and cycling.

Panel Response: The Panel agrees that the RPTP should make provision for a more flexible approach to access to the public transport system, as a consequence of the new network design, and particularly acknowledge the role of walking and cycling to support the new network.

Recommendation:

- *Add text to Ch 5 Key Directions as follows:
“In addition, improvements to the connectivity of walking and cycling networks with proposed public transport interchanges and stops are essential to improve access to the proposed simplified public transport network. These improvements would extend opportunities to benefit from the improved public transport services as part of a wider whole journey approach”.*

Service categories

The descriptions used for the service categories caused concerns for some submitters. In particular, the use of the term “frequent” in both the frequent service network, and the frequent service layer within that network was seen as confusing.

The distinctions between connector, local, peak only and targeted services were also queried by some submitters. Some (e.g. MRCagney, 469) suggested a simpler nomenclature (rapid, frequent, regular, targeted). The use of the term “layers” in Figure 5.1 was also criticised.

Other submissions raised questions about the definitions of “all day”, and suggested that the hours of operation should be longer. NZ Bus (536) called for clarification on whether the frequent service network would operate 7 days a week. Other submissions raised questions about the definitions of “all day”, and suggested that the hours of operation should be longer.

The maps in Chapter 5 were generally seen as helpful, although some submitters noted that the detail (especially in the city centre) was difficult to determine. By not illustrating local and peak-only services, the diagrams also created the impression for some submitters that services were being cut. The lack of reference in Chapter 5 to minor services, and services in outer areas was of concern to submitters.

Panel Response: The Panel notes that the terminology used in the Draft RPTP was an attempt to move away from the previous complex descriptors of RTN, QTN and LCN, providing terms that described the level and nature of service to be provided, rather than terms that overlap with allied infrastructure provision. Figure 5-1 (page 19) was intended to provide a balance, in the interest of clear communication, of a) the Rapid and Frequent layers’ function overall, and b) not losing the communication of a significant increase in frequency across the bus network (i.e. the “Frequent” layer). The retention of peak-only services was intended to maintain direct peak period services for commuter trips where demand warrants them.

The Panel acknowledges that the use of “frequent” in the service categories has created some confusion, and that there is a need to clarify this in the final RPTP. The Panel is also of the view that it is important to retain the “Rapid” service layer description to highlight its differences from other high frequency services. It is therefore recommended that the term “Frequent Service Network”, which is intended to cover both the Rapid and Frequent service layers, be referred to as the “Rapid and Frequent Service Network”.

The Panel also acknowledges that the absence of peak only and local services in the plans published in the Draft may have conveyed an impression that these services are no longer proposed. This is not the case, and the final RPTP should be more explicit about the role of such services (e.g. by including cross-references in Chapter 5 and its diagrams, and the schedules in Appendix 1A). A more obvious reference to outer area or “regional” services (and a cross-reference to the maps of these services in Appendix 1B) is also proposed.

Recommendation:

- *Replace references to the “Frequent Service Network” with “Rapid and Frequent Service Network”*
- *Clarify the service layer terminology in maps and diagrams*
- *Be more explicit about peak only and local services, and regional services by cross-referencing the text and maps in Ch5 to the service descriptions in Appendix 1A and 1B; and note that maps of these services will be available as part of the local consultation process, and finalised once that process has been completed.*
- *Amend maps to show the correct Rural-Urban Boundary*

Resource allocation

The need to emphasise that proposed network is using the same amount of resources as are used now, just more efficiently, was identified in submissions.

Panel Response: It is agreed that this is a point worth making given the funding constraints and concern about increased costs and Auckland rate rises.

Recommendation:

- *Amend sentence on page 17 as follows: The approach outlined in the draft Plan responds by setting out a new, integrated network structure for Auckland's public transport system which allows improved levels of service through better utilisation of **the current level of operating** resources.*

Network focus on CBD

Some submitters were concerned that the new network remains strongly CBD-centric, especially with its focus on the rail system. They note that not everyone is interested in travelling to the city centre, and enabling travel across Auckland should be a key goal.

Panel Response: The Panel notes that although the new network will continue to provide a high level of service to the CBD, the proposals have been designed to enable a much wider range of cross town service opportunities than currently exist. The connected network means that travel to more destinations outside the CBD will be possible, albeit with transfers required in some cases.

Recommendation:

- *Add text to emphasise that while the new network continues to enable good access to the CBD, it will also provide improved levels of service to other destinations, including cross-town travel.*

Extensions to the rapid and frequent network

Extensions to the network: there was some submitter support for extending the electrified rail to Pukekohe, although some submitters suggested that a more important priority was to establish a rail connection to Manukau from the south. The need for earlier progress on rail to the airport was also identified by some. Auckland Airport (543) submitted that the Airbus service, although a proposed “exempt” service, should be shown as part of the frequent service network.

Panel Response: The Panel notes that extension of the electrified rail network to Pukekohe is currently under investigation by Auckland Transport. Should this result in a change to service levels, a future variation to the RPTP may be necessary (although the Panel notes that service levels can exceed those stated in the RPTP).

An investigation into the viability of a Manukau Southern link is also currently underway via Auckland Council. However, such a connection would be costly, and has not been identified as a current priority for Auckland Transport, given other essential capital works and pressure on operating costs. All rail stations south of Manukau as far as Papakura will continue to have direct bus services to and from Manukau in close proximity.

The extension of rail to the airport is an objective of the Auckland Plan, and while the preferred route is in the process of being identified and protected, construction is likely to be beyond the 10-year scope of this RPTP. However, the Panel accepts that the Airbus service should be referenced in the Maps showing the frequent service network, as it meets the required level of service.

Recommendations:

- *include text to describe potential extensions to the frequent service network;*
- *include reference to the Airbus service in Maps*
- *Include reference to the investigation of future extension of rail to the airport, with construction beyond the 10-year scope of this RPTP.*

Concerns with the network concept

A significant number of submitters, including many who supported the overall network concept, pointed to potential difficulties in its implementation. A key issue will be the need to ensure reliable, convenient and safe connections where these are necessary to make trips by public transport. This has a number of dimensions, including the need for:

- reliable journey times on connecting services to enable timed connections
- sufficient frequency on connector routes to enable timely transfers
- well designed infrastructure, especially at interchanges, to facilitate safe and convenient connections
- route and interchange design that avoids long walks between connecting services
- special attention to the needs of disabled passengers when connections are required
- a strong focus on information, both visual and audio

In addition, submitters provided a number of examples of situations where the new network concept may result in dis-benefits to existing users, mainly due to the potential loss of existing direct services.

Some submitters (e.g. J Godfrey, 591) called for a more formal and explicit comparison of how well the new network will perform in comparison to the current network. C Harland (572) felt that this is particularly important in low socio-economic areas, to avoid the possibility that local consultation on specific services will become subservient to the agreed concept.

Others pointed to the need for the detailed implementation phase to take particular care to ensure that changes are carefully handled, given the fact that some existing passengers will need to make changes to well-established travel patterns. For example, the Bus and Coach Association (518) suggested that each individual service change should proceed only if there is a positive answer to the question “will this change save customers’ time or money?”

Panel Response: The Panel agrees that the issues raised by submitters will be important to address as the new network is implemented. Although the issues were considered as part of the network planning process, it is important that the challenges that the new network presents are not underestimated by Auckland Transport. Many of the policies in Chapter 6 have arisen from an acknowledgement that the changes will present a number of challenges that will require careful management.

The Panel notes that the weight of submissions supports the shift to a simpler, integrated network, and on this basis it has concluded that the general direction of the proposed network should be retained. The Panel notes that the potential loss of some direct services is mitigated by the provision of peak-only services, where demand warrants, and that the new network offers a range of opportunities for innovation, such as feeder services using smaller vehicles. The Panel is of the view that the needs of low socio-economic areas, and the impact of route changes on established travel patterns can and should be taken into account as part of the local consultation process to finalise service design – however for the ‘greater good’ of Auckland the overall network approach should be affirmed.

The Panel acknowledges, however, that the Draft RTP could have been more explicit in highlighting the policies and actions that are designed to address the challenges identified (e.g. ticketing and fares, infrastructure, customer interface). Some additional text in Chapter 5 to make these points more explicit would be appropriate.

Specific responses to the issues raised are also addressed in more detail in the discussion on submissions to Chapter 6, below.

Recommendation:

- *Add text to Chapter 5 to more explicitly show the challenges inherent in the new network, and to reference the policies that have been included to address these.*

Chapter 6: Policies and Actions

A large number of submissions were received on the detail of the policies and actions in Chapter 6. These are dealt with in this report on a section by section basis.

Network structure policies (Section 6.1)

As noted above, submissions were generally in favour of the new network structure, and the Panel has concluded that it should be confirmed. The following submission points relate to the policy detail in section 6.1.

Nomenclature

As noted above, some submitters found the service layer descriptions confusing, especially the dual use of the term “frequent”.

Panel Response: In its response to the submissions on service categories in Chapter 5 above, the Panel has recommended using the term “Rapid and Frequent Service Network”.

Recommendation:

- *Revise names and descriptions to “Rapid and Frequent Service Network”.*

Operating period for rapid and frequent services

A number of submissions considered the 7am to 7pm span for operation of rapid and frequent services at the 15 minute minimum headway to be insufficient, and called for a longer span of frequent operation. NZ Bus (536) sought clarification that the frequent network was intended to operate 7 days a week.

Panel Response: The Panel understands that the 7am to 7pm time span is intended to be the minimum period during which the defined frequencies will operate during the initial stages of operation, and that a 7 day operation is intended as a target. The eventual target operating period for the frequent service network is 6am to 9pm on weekdays, but the timing of this extension is dependent on resources and demand. Services will continue to operate beyond these hours, but not necessarily at the defined level of frequency.

Recommendation:

- *Clarify that the 7am to 7pm time span is a minimum, and applies 7 days; and that any future extension of the time span will depend on resources and demand.*

Access distance to rapid and frequent service network

Some submissions requested clarification of the access standard for the rapid and frequent service network, and suggested it should specifically refer to walking distance to a stop. A stronger focus on access to employment locations was also noted. Others suggested additional service access standards (e.g. Auckland Disability Law, 387: % of households within 200m of a stop providing at least a 30 min service: target 90% by 2022).

Panel Response: The Panel agrees that the standard should relate to walking distance, and a qualified amendment is suggested. However, the suggestion of a 200 metre standard is unlikely to be achievable without a very significant increase in resources and a more complex route structure. We note that an overall network standard is included in Policy 2.2.

Recommendation:

- *Amend action under Policy 1.2 to refer to a 500 metre walk within the Rural Urban Boundary*

Land use integration

Some submitters identified the need to strengthen the policies relating to land use and transport integration. For example, Traffic & Transportation Engineers Ltd (468) noted the opportunity to make a stronger connection between the RPTP and the Integrated Transport Assessment (ITA) Guidelines, which will be finalised as part of the Unitary Plan. The need for transport and land use to be mutually supportive was also raised.

Pine Harbour Holdings (471) noted the need to recognise that integration of land use with the transportation network is achieved through constructive collaboration, rather than just through active encouragement, and suggested that action (d) be re-worded accordingly.

Panel Response: The Panel agrees that reference to the ITA Guidelines would be appropriate, noting that these are likely to be bundled with Council's Unitary Plan which is still being developed. Action (d) should make reference to this. However, the suggestion that action (d) be re-worded to refer to "collaboration" could suggest developers and Council / Auckland Transport interests are aligned in land development processes, which is not always the case.

In line with its response to submissions on the strategic context of the RPTP, the Panel also proposes an additional action to specifically reference the need to work with the Council to ensure that the Unitary Plan and the RPTP are mutually supportive, particularly in the provisions for more intensive development in locations that are served by the rapid and frequent service network.

Recommendations:

- *Policy 1.4: change wording to "Encourage mutually supportive land use and public transport development policies"*
- *Policy 1.4 new action - "Work with the Auckland Council to ensure that the Integrated Transport Assessment guidelines are appropriately included in the Unitary Plan to ensure consideration of the provision of public transport is adequate."*
- *Policy 1.4 action d rewording - "Actively encourage and provide guidance to developers with greenfield and urban intensification proposals to complete an Integrated Transport Assessment to ensure land use is integrated with the frequent network"*
- *Policy 1.4: add new action to work with the Council to ensure that the Unitary Plan and the RPTP are mutually supportive.*

Integration with parking policies

Some submitters felt that the Draft RPTP needed to place more emphasis on integration with policies on the supply and pricing of parking.

Panel Response: The Panel agrees that a more formal alignment with parking policies in the RPTP would be appropriate, especially in view of Auckland Transport's parking responsibilities.

Recommendation:

- *Include new Policy 1.5 (page 26) suggested wording: "Align desired public transport outcomes and parking policy initiatives" with action: "Ensure the complementary design of public transport services and parking regulations and policies"*

Integrated service network policies (Section 6.2)

Access distance

Submissions sought clarification that the 500 metres access distance in Policy 2.2 refers to walking distance.

Panel Response: As noted above, this clarification is appropriate.

Recommendation:

- *Amend action under Policy 2.2 to refer to a 500 metre walking distance within the rural-urban boundary.*

Routing and interchange

A number of submissions identified the need for routes and interchanges to be carefully designed to enable convenient connections. Examples were given of interchange locations that submitters considered may not be convenient to existing users. These included Takapuna passengers needing to transfer at Akoranga; the relocation of the Panmure interchange away from the Queens Road shops; and the lack of good connections into Papakura from surrounding hinterland.

A large number of submissions (including a number from local boards) identified specific routes that they wanted to see retained or added to the network, to address particular access needs for local communities. The need for better cross-town connections was also identified by a number of submitters, and some suggested expanding the concept of the Link services to other metropolitan centres (e.g. Devonport-Takapuna Local Board, 884).

The volume of buses in and around some interchange locations and in sensitive areas with high pedestrian volumes was highlighted as a problem by some submitters, notably in the city centre (Heart of the City, 590), and the Wynyard Quarter (Waterfront Auckland, 879).

Several submissions identified unreliable running times as a potential problem where trips required connections to be made. They called for a commitment to ensuring that service design would keep waiting times to a minimum. The Auckland Regional Public Health Service (ARPHS, 522) suggested establishing a target maximum wait time for transfers.

Panel Response: As noted in the Draft RPTP, detailed routing issues will be addressed as part of the local consultation process. The Panel notes that integrated network should provide improved mobility opportunities and access to a wider range of destinations, and that there are policies and actions in later sections of the Draft RPTP that address the need to ensure reliable travel times. For example, actions 5.1 (a) and (b) recognise the importance of co-ordinated planning for services and infrastructure, and the need for bus priority measures is recognised in policy 5.4.

The Panel has made some suggestions that will give greater prominence to these policies, particularly in relation to infrastructure. A specific focus on minimising waiting times at interchanges would be appropriate in Policy 2.3, however.

Recommendation:

- *Policy 2.3 - add to the action: Design routes, interchanges and timetables to provide convenient connections between services **and to minimise total journey time, including waiting time for connections***
- *Include a target for maximum waiting time*

Services to newly developing areas

Submitters were generally supportive of policy 2.4 and associated actions to introduce services to newly developing areas. A number of growth areas with little or no current service were identified. The need to work more closely with developers to ensure provision is made for public transport, and the potential use of the Integrated Transport Assessment (ITA) guidelines was also noted,

Panel Response: Integration between transport and land use, and the use of the ITA Guidelines, has been referenced in previous sections. The Panel proposes an additional to the ITA Guidelines in the actions under policy 2.4.

Recommendation:

- *Policy 2.4 new action - "Actively encourage and provide guidance to developers with greenfield and urban intensification proposals to complete an Integrated Transport Assessment to ensure adequate consideration is given to public transport requirements."*

Service adjustments

Some submitters (e.g. J Johnston 382, Puketapapa LB 895) saw policy 2.7 as opening the potential for future cuts in service levels, but others considered that the use of thresholds to trigger service reviews allows services to be better managed to meet variations in demand.

NZ Bus (536) is supportive of the approach, but seeks further detail on the 85% capacity calculation.

Panel Response: The Panel is of the view that regular monitoring and review will allow identification of services that may require adjustment. The explicit role of the new PTOM contracts is to grow demand in partnership between Auckland Transport and operators. Any reduction of service would be a last resort, but the policy is required to ensure that resources are focused to best effect across the whole network.

The Panel considers that the point raised by NZ Bus is a valid one, and amendment to Policy 2.7 action (a) is proposed to aid clarity, using the triggers that were included in the 2010 RPTP.

Recommendation:

*Replace bulleted text under Action (a) with the minimum and maximum service review triggers contained within the 2010 RPTP i.e. **based upon percentage capacity triggers on individual routes.***

Inter-regional services: Tuakau/Waikato

A very large number of submissions called for the RPTP to make provision for a commuter rail service to be extended to Tuakau; and for the continuation of the bus service between Tuakau and Pukekohe. It was noted that the Waikato District Council has made financial provision for an upgrade to the Tuakau station to facilitate a rail service, as part of the first stage of a commuter connection to Hamilton. Submitters also noted that the current rail turn-around arrangements south of Pukekohe provide some scope for a cost-effective extension of the rail service to Tuakau.

Panel Response: The Panel acknowledges that most trips from Tuakau are northwards towards Auckland, and that a significant number of existing rail users from Pukekohe originate from Tuakau and the Waikato District. Because Tuakau lies outside the Auckland region, Auckland Transport will need to work with Auckland Council, Waikato Regional Council, Waikato District Council and NZTA to explore the most cost effective and equitable manner in which public transport services to Tuakau could be provided in the future.

The Panel notes that any extension of the train service to Tuakau would need to be justified through an appropriate business case. This would need to take into account the potential electrification of the line to Pukekohe, and the feasibility and costs of extending the train turn-around location as proposed by submitters.

The Panel has concluded that Auckland Transport should continue to work with the Waikato District and Regional Councils to consider the most appropriate public transport arrangements for inter-regional services, together with the development of an agreement on how they might be funded.

Recommendations:

- *Add new policy 2.9: "Investigate inter-regional services"; and actions: "(a) Work with Auckland Council, Waikato District Council, Waikato Regional Council, and NZTA to investigate provision of services to connect external areas adjacent to regional boundaries (e.g. Tuakau) with their nearest public transport interchange and to determine appropriate funding arrangements"; and "(b) Work with Auckland Council, Waikato District Council, Waikato Regional Council, and NZTA to investigate the feasibility, costs and funding options for an extension of rail services to Tuakau.*
- *Add reference to Tuakau bus services in Appendix 1A, with a note that their operation is subject to funding agreement with Waikato Regional Council.*

Service quality policies (Section 6.3)

Service reliability

As noted above, several submitters have highlighted service reliability as a major issue with the new network structure. This includes the need for actions to ensure that timetables are maintained. Submitters pointed to the delays that buses can experience in congested traffic, and the need for measures to address this and avoid platooning of buses.

Panel Response: The Panel acknowledges the importance of reliable connections and minimal waiting times. We note that the frequencies in the Draft RPTP are minimums and in many cases a higher level of service will be provided which will contribute to lower waiting times. We also understand that Auckland Transport and operators will monitor actual travel times using GPS real time tracking and performance measurement systems, and modify timetables as required to provide customers with a high standard of service reliability. As noted above, the Panel has proposed an amendment to Policy 2.3 action (c), which seeks to minimise waiting times at interchange locations.

The Panel notes that platooning of buses is an operational issue that is addressed by pg 30 policy 3.1 actions (a) and (b) which directs use of real-time data and careful timetabling to ensure reliable services to customers. To support this, reference to headway timetabling in action (c) is suggested.

Recommendation:

- *Strengthen introductory text to section 6.3 to highlight the importance of actions to improve reliability*
- *Policy 3.1 revise action (c) as follows: "Provide priority, and **where appropriate specific measures such as headway timetabling**, to increase service reliability and reduce travel times, particularly on parts of the network that have high frequency services"*

Travel speed and priority measures

Submitters offered a number of suggestions to improve public transport travel speeds, including a more aggressive policy on bus priorities, bus priority signage, station and stop rationalisation, and more express services. Suggestions were also made that the RPTP

should include support for a “buses go first” campaign, to encourage drivers to give way to buses.

The Auckland Transport Road Safety Team has suggested that references in the Draft RPTP to increasing the speed of public transport services be replaced with improving journey times.

Panel Response: The Panel agrees that journey time is important, particularly on the frequent service network. The suggested change from “increased speed” to “improved travel time” is supported. Stop rationalisation is one less intrusive method of achieving this, together with signal prioritisation. The Panel notes that there is no plan at present to provide express rail services or to consolidate stations. Station spacing and operational constraints mean that running express rail services on the Auckland network is unlikely to be a viable solution.

The Panel agrees with the suggestion for a “buses first” campaign. This is addressed as part of Policy 5.4 below.

Recommendations:

- *Replace references to increasing travel speeds in the Draft RPTP, with improving journey times*
- *Additional action (e) in policy 3.2 (page 31) worded as: "Consider specific measures to improve the speed of services, such as stop rationalisation or bus priority signage, where appropriate"*

Customer service and driver training

Submissions identified the need for driver training to be agency endorsed (RNZFB, 546), and to include issues relating to safety, including that of cyclists and the disabled.

Waterfront Auckland (879) proposed that training should be mandatory.

Panel Response: The Panel notes that the Draft RPTP includes policies and actions to ensure appropriate driver training. For example, Policy 3.3 action (f) guides working with operators to ensure training to ensure safety of the public, but inclusion of wording to specifically include cyclists in bus lanes would be useful.

The Panel also notes that staff training is to be specified as a condition of contract, but the current wording of Policy 3.3 (f) does not place consistent obligations on operators. While disability awareness training is a requirement, the approach to safety awareness in the Draft RPTP refers to encouragement. This should be strengthened, and encompass all staff, not just those in contact with the public (e.g. maintenance staff). A stronger commitment to training for passengers with special needs (not only disabilities) is also proposed.

Recommendation:

- *Amend Policy 3.3 action f) 2nd bullet point to read: "**Require** operators to ensure that training and performance includes the safety of the public, both on and off the vehicle, **including the safety of cyclists in bus lanes**"*

- Include “safety” under Policy 3.3 action c as follows: “Work in partnership with operators to continually improve reliability, punctuality, **safety** and all aspects of customer service”
- Amend Policy 3.3 action f) to refer to training to meet the needs of passengers with special needs

Vehicle standards

A range of comments were received on vehicle quality standards. Some submitters sought additional features (notably CO2 emissions and fuel efficiency standards), and alignment with the Auckland Plan CO2 emission targets (e.g. Waitemata LB, 900). The Bus & Coach Association (518) and NZ Bus (536) were concerned that Policy 3.4 would enable Auckland Transport to propose standards in addition to those outlined in the NZTA Requirements for Urban Buses, which would undermine the standardisation objective of that process, and add cost. In contrast, Ritchies submission (578) was in favour of specific additions for air conditioning, full accessibility and Euro 3 emissions standards.

Some submitters favoured a shift to electric buses. Waterfront Auckland (879) suggested that the action on alternative fuel vehicles should not be limited to research, but also include implementation. EECA (537) proposed fleet performance reviews to identify opportunities for greater fuel efficiency.

Panel Response: The Panel considers that the RPTP will contribute to emissions reduction from two angles – through new contracts that will speed up vehicle replacement, and through mode shift. It would be appropriate to reference this against Auckland Plan targets in the text that describes Objective 3.

The NZTA Requirements for Urban Buses do not require vehicles to be fitted with air conditioning, which Auckland Transport aspires to. The Panel accepts that the current wording in the Draft RPTP relating to Auckland Transport quality standards is too open-ended, and proposes that action (a) be amended to only refer to air conditioning in addition to the NZTA Requirements.

The Panel also proposes that the RPTP make specific reference to electric buses as part of the research into alternative fuels in Policy 3.4 Action (d).

Recommendations:

- Add the following to the text on P30 that discuss vehicle emission standards.
Through achieving patronage growth (via mode shift), investment in electric trains and via a reduction in the average age of the bus fleet, Auckland Transport will contribute significantly to Auckland Plan targets to reduce transport related CO₂ emissions.
- Amend Policy 3.4 action (a) as follows: Ensure that all contracted bus services in Auckland ~~contracts~~ comply with NZTA Requirements for Urban Buses, and any approved additional ~~quality standards~~ **requirements for air conditioning** that Auckland Transport has put in place.
- Add to Policy 3.4 Action (d) “... including electric buses”.

Bikes on buses

A number of submitters identified the need to better integrate cycling and public transport, including making provision for carrying bikes on buses.

Panel Response: The Panel notes that bicycles can already be carried on trains and most ferries, but the primary function of public transport is to transport people. Space allocated for cycle carriage reduces the number of passengers that can be accommodated and may be an issue on busy peak trips. The space may also be required for passengers using wheelchairs. Many stations and interchanges already provide secure storage, but the Panel acknowledges that there are opportunities for these facilities to be improved. The Panel notes that the viability of carrying bikes on buses in some form is currently under investigation, and that Auckland Transport is working with Cycle Action Auckland and other key stakeholders to arrive at the most appropriate answer.

Recommendation:

- *Include action to investigate methods to enable cyclists to better access the public transport system, including provision for bikes on selected services, and the installation of bike racks at interchanges and stations.*

Smaller buses

A number of submissions (including from some local boards) sought greater use of smaller buses, particularly on local feeder routes where the road may not be suitable for larger buses, or demand is not high.

Panel Response: The Panel agrees that the new network will provide opportunities for more innovative approaches to service provision, including smaller vehicles such as mini-buses on feeder services. Policy 3.4 action (e) already includes the specification of vehicle size to match local route geography and loadings, but the introductory text to this section of the RTP should include some reference to these opportunities, and identify where smaller buses may be suited, subject to information on cost-effectiveness.

Recommendation:

- *Amend the introductory text to section 6.3 to include reference to the opportunities for innovation and smaller vehicles such as mini-buses, and identify where smaller vehicles may be suited.*

Monitoring

Submissions were generally in favour of the proposals to monitor service delivery in Policy 3.6, although it was noted that there is no specific provision for the handling of complaints in action (h). NZ Bus (536) raised concerns at some of the monitoring information specified in the Draft, including the lack of detail in 3.6 action (g). The submission highlighted the need for Auckland Transport to be clear on the purpose of requesting information.

Panel Response: The Panel notes that Section 3.6 covers a range of reporting areas that need to be assessed to ensure that there is transparency and accountability of reporting against expected standards. Some of this reporting is required by NZTA; some by Auckland Transport to help planning or contract management; and some would be of use to operators to allow for continuous improvement. The Panel accepts that the aim of 3.6 (g) is as a catch-all, but would include performance on issues such as RAPID registration rates, accidents and NZTA Operator Safety Rating grades. However, a clearer process for dealing with operator concerns about commercial confidentiality is acknowledged.

In line with the Panel's overall conclusions relating to customer service, a more specific commitment to the use of complaints in continuous improvement is proposed.

Recommendation:

- *Amend Policy 3.6 action (g) to provide for a process to work with operators to justify information requests and address commercial confidentiality issues.*
- *Amend Policy 3.6 action (h) to specifically refer to complaints processes*

Fares and ticketing policies (Section 6.4)

As noted in the key response themes section above, most submissions received on the fares and ticketing policies in the Draft RPTP were in support of the overall approach, and highlighted the need for the fares and ticketing system to be simpler and better integrated. However, some specific concerns were identified and the Panel agrees that these need to be addressed.

Zone fare structure

The proposed move to a zonal fare system is generally supported by submitters, on the basis that it is a much simpler approach and will provide a better fit with the integrated network.

Despite this overall support, the submissions revealed a widespread concern that the proposed zone boundaries identified in Figure 6-1 of the Draft RPTP are inequitable. In particular, submitters considered that the 2 zone trip from the North Shore to the CBD was unfair when compared to the trip from West and South Auckland (3 zones). A number suggested splitting the North Shore into two zones, at Constellation Drive. There was also some support for splitting the South into two zones at Manukau City.

A significant number of submissions also raised concerns about the cost implications for short trips across zone boundaries. Although the fare levels are not discussed in the Draft RPTP, submitters noted that with a relatively small number of zones, the lack of fidelity of the zone boundaries would mean that the incremental cost of travel into a new zone is likely to be more significant than under the existing stage system. This may be mitigated to some extent by the splitting of zones in the North and South as suggested above. Other suggestions from submitters included larger buffer zones to enable short trips across zone boundaries; or reverting to a distance-based fare system.

Several submissions objected to the exclusion of ferry fares from the zone structure. Submitters noted that the fares on ferry services were much more expensive than for equivalent bus or rail journeys, and that this did not sit well with the concept of an integrated network.

Panel Response: The Panel agrees that the points raised in submissions are valid, and highlight the need for the implementation of the new fare system to be carefully analysed before any final decisions are made. The Panel notes that the zone structure reflected previous ARTA policy, and was intended to simplify fares in Auckland. However, it has raised legitimate equity concerns, and the small number of zones may result in large increments for cross-boundary travel.

The Panel notes that Auckland Transport is undertaking a modelling exercise to determine the likely revenue and patronage impacts of the proposed zone structure and a range of other options, including those raised by submitters. Until the results of this analysis are known and decisions taken, the Panel believes that it is premature for the RPTP to include a specific proposal for zone boundaries. Accordingly, it is proposed to remove the zone map in Figure 6-1 until further analysis and targeted consultation is completed. At that stage, a variation to the RPTP could be undertaken. Ferry fares should also be included in the analysis.

The Panel notes that distance-based fares have been considered previously, but tend to be complex in structure and are generally less transparent and simple than zonal alternatives. Nevertheless, the Panel concludes that the review outlined above should also consider the advantages and disadvantages of distance based fares before any decision is made.

Recommendations:

- *Withdraw the zone Map in Figure 6-1 and amend the text and policies relating to fare zones to provide for implementation of an agreed zone structure and fare levels following further analysis and consultation, with the results to be incorporated into the RPTP through a variation.*
- *Include an assessment of ferry fares and distance based fares as part of this analysis*

Fare products

A number of submitters expressed concerns about the loss of existing fare products, although these concerns appear to have been offset by others who were supportive of the greater simplicity that this enables. Some (e.g. R Coup, 415) suggested that the product simplification should go further, with removal of monthly passes (and their replacement with a monthly fare cap).

The provision of fare products and incentives to encourage off peak travel (especially for visitors), and to enable family travel, especially at weekends, was raised by some submitters. Overseas examples of low priced family travel were cited, and the option of free child travel with an accompanying HOP card user was raised (MRCagney, 469). The Campaign for Better Transport (514) highlighted the difficulties associated with the removal

of family pass products, and the benefits that such products can have in encouraging off-peak travel, especially on weekends.

Panel Response: The Panel notes that the phasing out of some fare products is necessary to simplify the fare system, an objective that has been broadly supported by submitters. It is anticipated that, over time, the more flexible HOP stored value product will predominate (especially if the incentives for use of stored value are increased, as discussed below). However, the Panel agrees that the use of specific products to encourage off-peak use should be investigated, especially where this will help to stimulate additional patronage without increasing operating costs, and reward customer loyalty. The Panel is particularly interested in the potential for some form of off-peak family travel product to be reinstated.

Recommendation:

- *Add an action to investigate loyalty and high use products including a monthly fare cap; investigate off-peak daily and weekly travel pass options to encourage off-peak travel by residents and visitors; and providing fare incentives for off-peak family travel*

Fare levels and farebox recovery

The level of fares was a concern to submitters. Several expressed concern about the impact of annual fare increases and pointed out the 50% farebox recovery objective, if pursued too aggressively, could have negative consequences. They were also concerned that strict adherence to the farebox recovery policy could result in fare increases of more than the rate of inflation, with negative implications for patronage growth. Others felt that Auckland Transport should focus its efforts to achieve farebox recovery targets on patronage increases and cost savings, rather than fare increases. A number of submitters were concerned about the affordability of public transport, and called for fares to remain “as cheap as possible”.

The Bus & Coach Association (518) submitted that the wording of Policy 4.5 action ‘b’ in the Draft RPTP unnecessarily confuses what should be a simple action which is well defined in Appendix 4. It suggests that the action be reworded to refer to the formula set out in Appendix 4.

Panel Response: The Panel notes that the farebox recovery policy has been designed to ensure that farebox revenue will meet a reasonable proportion of operating costs, and to ensure that Auckland Transport contributes to the achievement of the NZTA 50% national farebox recovery target. The Panel also notes that the network changes have been designed to use the same level of resources as at present, but more efficiently, to provide a more connected and improved network that will attract increased patronage. The intention is to grow revenue through increased patronage, rather than through fare increases, but the overall cost recovery of the system has to be managed in accordance with the farebox recovery targets.

However, the Panel shares the concern of submitters that an aggressive approach to increasing farebox recovery risks undermining patronage growth objectives. We share the concern that farebox recovery targets should not be pursued at the expense of other

important goals, such as patronage growth, especially if this requires fare increases that will adversely affect patronage. To this end, there is a need to determine the optimum revenue balance between fares and patronage. The RPTP should highlight this balance, and also make it clear that the national 50% farebox recovery target has been set by NZTA, and may be subject to future review.

The Panel also recommends that the RPTP more clearly indicates that the priority actions to achieve improvements in farebox recovery should be to increase patronage and carefully manage operating costs, with fare increases being accorded a lower priority. (See the discussion and recommendations below in section 6.9 Funding).

In response to the Bus & Coach Association submission, the Panel notes that operating cost and NZTA indexation information is used to establish the level of fare adjustment necessary to meet increased costs, and this should occur regularly; in addition to this, there needs to be an assessment of any additional adjustment that may be needed to meet the Farebox Recovery targets (which would also take account of movements in other factors that influence farebox recovery, such as patronage). The two processes are separate but should be seen as two steps in the same process. The Panel has concluded that the action should be amended to provide greater clarity.

Recommendation:

- *Add text to highlight the need to determine the optimum revenue balance between fares and patronage; and clarify that the national 50% farebox recovery target has been set by NZTA, and may be subject to future review.*
- *Add text to highlight that improvements in farebox recovery should be achieved through increasing patronage and carefully managing operating costs, with fare increases being accorded a lower priority.*
- *Amend Policy 4.5 to remove reference to 50% recovery rate, to read as follows: “Maintain fares at a level that will achieve farebox recovery targets”; and include a corresponding action that references the targets in Policy 9.2*
- *Amend Policy 4.5, action (b) to provide greater clarity of the process for fare adjustments and clarify that the regular cost-related adjustment and the annual review for Farebox Recovery are a single process.*
- *Revise Appendix 4 (Farebox recovery assessment) to align with the amended policy and actions*

Incentives to use integrated tickets

Several submitters identified the need to provide greater encouragement for use of HOP cards instead of cash, to speed boarding. Suggestions included a more aggressive approach to the HOP stored value discount, and removal of the 20% limit on this. NZ Bus (536) suggested an immediate increase in the cash premium to 20% with the implementation of AIFS.

To encourage wider uptake of HOP cards, and improve the convenience for users, submitters also identified the need for a wider network of outlets to purchase and top up HOP cards (including on-line).

Panel Response: The Panel agrees that faster boarding times can provide a significant benefit in overall journey times for passengers. We also agree that maximum limit of stored value discount in Policy 4.6 b) is unnecessarily restrictive. Removal of the 20% ceiling differential is a sensible proposal that would seem evident elsewhere as being a successful way to rapidly increase card uptake. However, the Panel notes that introducing an immediate increase in the cash fare premium following AIFS implementation is a risky strategy, when customers will just be getting used to major service changes.

The Panel notes that there are other potential actions that could assist HOP uptake which are lacking, such as improving access to HOP in outlying areas etc. Due regard should be given to individual customers who cannot access or use a HOP card for some reason.

Recommendations:

- *Amend policy 4.6, action b) as follows: "Progressively increase the HOP card stored value discount ~~(from 10 to up to 20 per cent)~~ for travel through differential adjustments to cash and HOP card fares at the annual fare reviews, **as appropriate.**" In addition, further policy should be introduced to clarify the status of the likely on-going use of cash fares (however small) and RPTP approach towards this reality.*
- *Add actions around improving access to HOP card to encourage widespread uptake.*

Fare concessions

A large number of submitters raised concerns about the potential for changes to concession fare arrangements. The Draft RPTP had foreshadowed a review of the current policy, with a particular focus on the availability of free travel for SuperGold card holders in the evening peak period, and eligibility and discount level for tertiary student concessions.

A number of submissions (not only senior citizens and seniors organisations) advocated the retention of the current arrangements for senior citizens, including continued free travel during the PM peak (although there were some that favoured its removal, mainly on the basis of cost and the need to use peak capacity for paying customers). Supporters of the status quo submitted that removing free travel would remove opportunities for senior citizens to travel. Senior citizen groups have asked for a Mayoral policy directive on the issue.

Submitters were generally supportive of retaining the tertiary concession, noting that students are an important growth market for public transport. Some submitters requested an extension of concessions to beneficiaries or community services card holders.

The Association of Blind Citizens (539) requested a new policy to set the maximum subsidy for Total Mobility trips via engagement with the disability sector.

Panel Response: The Panel notes that the introduction of free off-peak travel for SuperGold card passengers was a central Government initiative to enable free travel outside the peak periods, with the fares reimbursed to operators by government through NZTA. In Auckland, this free travel is also available during the evening peak period, as discounted senior citizen

fares had been available during the evening peak prior to the introduction of the SuperGold scheme. Policy 4.7 proposes a review of all concession levels and eligibility criteria, and a review of the Auckland SuperGold arrangements will be undertaken as part of this process.

The Panel has highlighted the fact that the policy in the Draft RPTP does not advocate for removal of current arrangements - it is only signalling a review. However, the comments received as part of the RPTP process should be taken into account as part of that review.

The Panel considers that a regular review of Total Mobility subsidy rates would be appropriate.

Recommendations:

- *Take submitters comments on concession fares into account as part of the review of concession fares, and communicate the feedback received to funders.*
- *Add an action in Policy 4.7 to undertake regular reviews of Total Mobility subsidies in consultation with stakeholders, to determine whether subsidies meet user needs.*

Off-peak pricing

Some submitters favoured a stronger focus on the encouragement of off-peak patronage through pricing mechanisms. For example, the Campaign for Better Transport (514) suggested more attractive pricing for group travel during off-peak periods, especially for families.

Panel Response: The submissions make a valid point about the potential for off-peak discounts to increase patronage in the new network structure, which offers significantly greater inter-peak travel opportunities. The Panel sees this as an additional point to the existing policy focus on the potential of off-peak discounts to improve operational efficiency, reduce costs to operators and improve the efficiency of PTOM contracts.

Recommendations:

- *Refine wording of Policy 4.8: "Provide off-peak discounts **to spread peak demand, increase overall system patronage, and** ~~if these improve operational efficiency~~"*
- *Replace current Action a. with "~~Periodically review options for off-peak fare discounts, if necessary, to spread peak demand, make better use of resources, and reduce costs~~ **Actively investigate and implement off-peak fare discount options to spread peak demand and encourage off-peak trip making.**"*

Infrastructure policies (Section 6.5)

Order of policy sections

As noted above, a number of submitters highlighted the importance of good infrastructure to the success of the integrated network, pointing out that interchanges need to be well located, comfortable and safe, to enable ease of transferring.

Panel Response: The Panel agrees that the provision of infrastructure, especially at interchanges, is critical to the overall success of the new network. For this reason, the Panel proposes that the Infrastructure objective and policies be elevated to a more prominent position.

The Panel also believes that the funding implications of public transport infrastructure need to be made more explicit in the RPTP.

Recommendation:

- *Shift section 6.5 Infrastructure to follow section 6.2 Integrated Service Network*
- *Include text to highlight the need for additional capital expenditure to meet the infrastructure requirements, with cross-references to the funding and prioritisation projects, and the implementation programme in Chapter 8.*

Integration of infrastructure and service provision

MRCagney (469) suggested that Policy 5.1 should mention the need for “level of service indicators” that monitor speed/reliability on frequent bus routes. Traffic and Transportation Consultants (468) identified the need to mention the corridor management plan process as an important aspect of integrating public transport services with infrastructure development. The need for reference to safety in infrastructure development was also noted.

Panel Response: The Panel agrees that these points would be useful additions to the actions in Policy 5.1. It is critical to ensure infrastructure provision follows where the real need to maintain levels of service is.

The Panel also recommends that the final RPTP provide more detail on the public transport infrastructure that is proposed to support the new network. This is addressed in the comments on Chapter 8 below.

Recommendations:

- *Suggested additional wording to Policy 5.1 action a) : "Develop an on-going programme of infrastructure improvements **based on level of service indicators with** ~~and~~ upgrades to improve journey times, reliability, **safety**, and the connection environment for the customer"*
- *Add an action to incorporate public transport service requirements and infrastructure requirements into corridor management plans*
- *Include an action that provides for infrastructure funding to be prioritised to ensure that projects that are necessary for the successful implementation of services to be funded in a timely manner (with appropriate cross-references to the funding policies in section 6.9)*

Interchanges

Some submissions highlighted access difficulties in and around existing interchanges, and the need for these to be addressed to ensure smooth connections. A “buses first” approach

would assist. The RNZFB (546) identified a number of matters that need to be taken into account in interchange and stop design to assist disabled passengers.

Panel Response: The Panel notes that Policy 5.2 action (b) refers to the development of guidelines for design and operation of new and upgraded transport interchanges. We understand that work has already been undertaken on these guidelines, and we suggest that the key principles are reflected in the RPTP to provide the public with a clearer idea of what they might expect at key interchange locations. For clarity, we also suggest that the guidelines should reinforce the need to be safe and comfortable for all users, and include the exclusion of other vehicles from bus operating areas within an interchange. This would enhance public safety.

A "Buses first" approach is also supported (see Policy 5.4 below).

The Panel notes that the actions in Policy 7.2 already provide for input to the design of infrastructure on behalf of disabled passengers.

Recommendations:

- *Amend action 5.2b as follows: Using the principles outlined in **Appendix X**, develop guidelines for the design and operation of new and upgraded transport interchanges which are appropriate to their role in the network and the centres they serve, and ensure that existing and new interchanges are safe and comfortable for **all users and that wherever feasible, other traffic is excluded.***
- *Add a new action to Policy 5.4: Promote a Buses First campaign that encourages motorists to give way to a bus leaving a stop*

Customer facilities

Submitters supported policies and actions relating to the provision of customer facilities. The Mangere-Otahuhu Local Board (889) highlighted a need for greater focus on safety and security at passenger facilities. The need for improved shelter was also identified. Other submitters identified the need for conveniently located ticket machines and off-bus ticketing, to support the increased uptake of Auckland Transport HOP cards, and to speed boarding at busy stops.

The Bus & Coach Association (518) raised concerns at the suggestion of access charges for public transport facilities, and the potential for this to result in an inefficient "money-go round".

Panel Response: The general text introducing section 6.5 notes that design needs to provide for safety and personal security at all stages of the journey, and Policy 5.2, action b requires the preparation of design guidelines to ensure safety and comfort at interchanges. The Panel feels that an explicit focus on amenity and shelter at stops and interchange facilities would also be appropriate, and that the RPTP should include a more explicit statement about safety at stops and stations and while accessing them.

The Panel notes that the introduction of AT HOP is likely to largely reduce cash fare boardings over time, but never completely. While off-board ticketing machines at key stops are already part of the planned capital programme, the RPTP should recognise the potential issue of cash fare boardings resulting in significant delays and undermining level of service objectives.

The Panel acknowledges that the current wording in the Draft RPTP is not clear as to whether access charges will fall on operators or the public using them, or both. In some cases, such as Park & Ride, the customer would pay. Commercial services may be required to pay an access charge to use an interchange or ferry wharf and a passenger charge will continue to be levied on ferry passengers towards wharf maintenance costs. The Panel has concluded that this action should be clarified, by deleting the reference to charges and adding a new action (e) that is clear about any proposed charging framework.

The Panel also notes the need to ensure that bus stops are conveniently located, especially where frequent service routes intersect and transfers may be required. This will require a review of the current practice of locating stops some distance from intersections, to avoid the need for long walks between stops.

Recommendations:

- *Add a new action to policy 5.3: Ensure that infrastructure enhances customer safety and security by meeting or exceeding the safety requirements set out in design guidelines, as appropriate to the location.*
- *Add words to policy 5.3 action c) to: "Ensure that bus stops and interchange facilities focus on **providing appropriate amenity and shelter, while maximising their attractiveness as a network access point from a customer perspective**"*
- *Add new action to Policy 5.3 to investigate the requirement for off-board ticketing machines at high demand bus interchanges and stops.*
- *Amend policy 5.3, action a) by deleting the words "...with appropriate access charges" and add a new action (e) that clarifies the proposed charging regime*
- *Add a new action to Policy 5.3 to locate bus stops in a way that allows for quick and convenient access, especially for transferring passengers*

Bus priorities

Submitters supported the policies and actions relating to bus priorities, to enhance service reliability. Specific proposals for additional priorities were identified, and R Rutherford (498) suggested stronger steps are needed to enable bus priority projects to progress. There was also support for a buses first campaign, to encourage drivers to give way to buses leaving stops.

Panel Response: The Panel understands that guidance already exists within Auckland Transport's Code of Practice to guide bus priority requirements and triggers for intervention. This should be reflected in the final RPTP, at least in summary form, to enable the public to better understand where bus priorities will be provided, and why.

When the final network structure is defined through consultation on local detail, a further programme of work will be triggered to define in more detail what infrastructure interventions will be required in different locations to deliver reliability. In some instances, this will be bus lanes, but a wider range of interventions will be considered on a case-by-case basis, rather than a blanket infrastructure-led approach. This should be informed by the results of service reliability monitoring.

A "Buses first" approach is supported by the Panel.

Recommendations:

- *Include reference to the design principles for bus priority facilities in Auckland Transport's Code of Practice.*
- *Add a new action in Policy 5.4 to use reliability monitoring results to inform the development of a bus priority implementation programme.*
- *Add a new action to Policy 5.4: Promote a Buses First campaign that encourages motorists to give way to a bus leaving a stop*

Park and ride

Submitters were generally in favour of expanded park and ride facilities, particularly in outer areas, and a number identified locations where they considered park and ride should be provided or expanded. The importance of security at park and ride facilities was noted by some (e.g. Manurewa LB, 891).

Some submitters noted a potential conflict between park and ride and interchange facilities. Traffic and Transportation Consultants (468) considered that the focus at key interchange locations should be on well designed and connected interchanges, and that park and ride should be a secondary consideration at these locations. The Auckland Council Transport Strategy Team (501) also highlighted the need to avoid undermining bus feeders, and to ensure that vehicles accessing park and ride facilities do not worsen congestion hot spots.

Some concerns were raised over the potential pricing for park and ride facilities.

Panel Response: The Panel has identified park and ride as one of the key themes of the RPTP, with the need to clearly identify the role that park and ride is expected to play in the new integrated network. We note that the park and ride investment criteria listed in Policy 5.5 deal with many of the matters raised by submitters, and that a number of potential sites have been identified for further investigation against these criteria. However, some refinement of the criteria is proposed to address the points raised.

The Panel also supports the completion of a park and ride strategy, linked to the objectives of the RPTP, which clarifies the role of park and ride, and sets clear priorities for future investment. The strategy should also provide guidance on how park and ride facilities should be funded, and the extent to which users should contribute to their costs.

In line with other comments elsewhere in this report on infrastructure funding, the Panel notes that there will be a need to carefully prioritise Park and Ride capital expenditure alongside other infrastructure requirements. This will ensure that the projects that are

funded are those that make the most cost effective contribution to the successful implementation of the network.

Recommendations:

- *Revise Policy 5.5 b) first and third bullets as follows:*
 - *"Park and Ride is planned as an integral part of the public transport network (including the essential function of bus feeders), extends the public transport customer base, and encourages public transport patronage"*
 - *"Park and Ride facilities are located such that they to relieve congestion by intercepting commuter traffic, and to ensure that vehicles accessing the facilities do not worsen local traffic congestion "*
- *Add an action to complete a Park and ride strategy which clarifies the role of park and ride within the public transport network, and sets clear priorities for future investment, funding and pricing.*
- *Update map of Park and Ride locations in Appendix 6*

Integration of walking /cycling with public transport

A large number of submissions called for a better level of integration between walking and cycling and the public transport network. In particular, the need for improved access to public transport by cyclists was highlighted, with a number of submitters proposing policies to provide cycle storage facilities at all key interchanges, and for bikes to be carried on public transport vehicles.

Submissions were also received in relation to improving the safety of cyclists in shared bus lanes (e.g. IPENZ, 528).

Panel Response: The Panel notes that improving integration between cycling and particularly the frequent service network is a priority of the Plan, and improvements to the text in Chapter 5 have been proposed in the earlier discussion on that chapter. Policy 5.6 provides general policy direction for the integration of cycling and public transport, but the Panel suggests rewording of the actions to provide better policy guidance and intent.

Recommendation:

- *Redraft Policy 5.6 actions to:*
 - a) *Ensure integration between active modes and public transport services at both facility design and delivery stages, as appropriate.*
 - b) *Include secure bicycle facilities at all interchanges, especially on the frequent service network, as appropriate*
 - c) *Provide convenient connections and visible signage between public transport, and cycling and walking networks*
 - d) *Work with public transport operators to improve on-vehicle facilities to improve the ease of passenger transfer between cycling and public transport services*
 - e) *Ensure appropriate design solutions to reduce the conflict between cyclists and buses in shared bus lanes. These should consider in particular, network function, bus service frequency and the safety of cyclists.*

Integration with parking

Some submitters (e.g. NZ Bus, 536) have proposed a more explicit linkage in the RPTP between the new public transport network, fare structures and parking strategies, recognising the significant influence that parking accessibility and costs have on the use of public transport.

Panel Response: The Panel agrees that this is a valid submission point. The success of public transport services is intimately entwined with parking policies, and it is appropriate that this relationship is recognised in the RPTP.

Recommendation:

- *Insert a new policy: "Integrate public transport service, fare structures and parking strategies" with actions:*
 - a) *Design parking and Park & Ride pricing policies in a manner that is supportive of public transport services, given prevailing PT fare strategies*
 - b) *Review area parking strategies and pricing policies to effectively manage parking around transport interchanges and encourage usage of feeder bus services.*

Customer interface policies (Section 6.6)

In line with the Panel's comments on the key themes above, there is a need for this section of the RPTP to more strongly highlight the need for a more customer focussed approach to public transport. This includes:

- A better understanding of, and response to, customer needs
- A more proactive approach to dealing with complaints
- Using the customer feedback to identify opportunities for improvement
- The provision of training at all levels
- A stronger focus on customer service in contracts and supplier relationships.

Submitters' concerns in this area were often encapsulated in the simple complaint: "where's my bus?", and policies and actions need to be directed towards addressing the issue of timely public transport information (in relation to all modes, not just bus). This is seen as particularly important with the move to a more connected network..

Recommendation:

- *Revise introductory text to section 6.6 to reflect the matters outlined above.*

Customer feedback

Some submitters noted the lack of a clear method for Auckland Transport to take customer feedback or complaints at present. They noted that complaints should be seen as market intelligence that leads to service improvement (e.g. L Middleton, 375). More transparent reporting of customer satisfaction was also requested. Others suggested that feedback from groups of people with disabilities should be sought from time to time, and that feedback and

complaints processes need to be intentionally invitational by design, and include effective feedback loops.

Panel Response: The Panel acknowledges the concerns relating to customer complaints, and has highlighted the need for a renewed focus on customer service. While Policy 6.1 states that Auckland Transport will use customer feedback to continually enhance the product, the Panel is of the view that this should be enhanced by including a commitment to a clear process for dealing with customer complaints. Public disclosure of results is addressed in section 6.10 (Monitoring).

Recommendation:

- *Include an action for dealing with customer complaints in Policy 6.1, including a “one-stop-shop” approach, a clear escalation process, and clarity on the respective responsibilities of Auckland Transport and operators.*

Branding

Submissions noted the need for consistent branding of vehicles and infrastructure, and the policies and actions were generally supported. The RNZFB (546) noted that branding on fleet needs to be clearly recognisable to assist the vision impaired. Waterfront Auckland (879) suggested that the wayfinding system for both land use and public transport follows a consistent directional signage and branding to assist visitors to connect local destinations with public transport services.

Panel Response: The Panel notes that provision could be made to reflect a local area identity within the framework of the overall Auckland Transport branding, but this needs to be strongly tempered with the desire to ensure consistent and simple branding of services commensurate with a new network of services that is as legible as possible to customers across the region. Policy 6.2, action (d) already allows some variation in Auckland Transport/operator co-branding.

Recommendation:

- *No change*

Marketing

Some suggestions were made by submitters to improve marketing efforts. These included a programme of business travel plans, which support businesses to encourage their employees to use public transport; and better publicity of the HOP card, especially for seniors.

Panel Response: The Panel has highlighted the need for Auckland Transport to ensure its marketing resources are adequate to address the complex needs of the public transport business. This requires a combination of in-house analytical capability and specialist resources where necessary.

We note that Auckland Transport has an on-going business travel plan programme and has worked with major firms that are relocating, and with groups of businesses (e.g. North Harbour Business Assn.) and with tertiary institutions e.g. Auckland University. This activity should be referenced as part of the RPTP to attract customers and as an important information channel.

Recommendations:

- *Add a new action to Policy 6.3 to note that Auckland Transport will ensure that appropriate marketing resources are put in place to meet the requirements of the new public transport system*
- *Add a new action to Policy 6.3: "Promote and facilitate Business and School travel plans*
- *Amend Policy 6.3 action (d) to: "Proactively market service improvements to key market segment, using a range of approaches and communication channels that are relevant to each group".*

Information

While the policies and actions relating to information were generally supported, some submitters (e.g. RNZFB, 546) noted the need for better access to information for the vision impaired, and suggested that in principle, wherever electronic information is provided in print, it should also be provided simultaneously by way of audio announcements. Cycle Action Auckland (588) suggested better provision of education and information about transport modes and how to combine them.

Submissions also highlighted the need for customers to be able to get a quick and simple answer to basic questions such as "where is my bus?". R Coup (415) submitted that AT needs to make information more freely available to external organisations who are able to use it for journey planning applications.

Panel Response: The Panel agrees that providing appropriate information to the public on integrated transport options is essential to increase uptake. In general, we believe that the actions in the Draft RPTP reflect the direction that needs to be followed to achieve this. We understand that a procurement process is currently underway for an update to the real time passenger information system, and that this should provide opportunities for enhancements which the current system is not able to deliver. We also support a more open approach to third party use of information.

The Panel notes that Policy 6.4(b) provides for information for the visually impaired to continue to be provided at key sites and on key routes as appropriate. It is not possible, with available resources, to provide this across the entire network, but the Panel suggests that Auckland Transport continue to work with TAAG to make specific improvements where this would bring significant benefits to visually impaired customers. A generic amendment to Policy 7.2 is proposed to address the specific needs of people with disabilities (see below).

Recommendations:

- *Add new action to Policy 6.4 as follows: "Provide appropriate travel information to promote journeys that better integrate active modes and public transport"*
- *Amend Policy 6.4, action (f) to include a specific reference to external information providers*

High quality travel experience

Some submissions included suggestions for improving traveller experience. NZTA (559) suggested driver training on the benefits of smooth acceleration and braking; and some local boards suggested that options for WiFi access on all public transport facilities be considered.

Panel Response: The Panel supports the suggestion relating to smooth acceleration and braking, and the potential for new and innovative technological solutions. While the latter is recognised in Policy 6.4 (f), the Panel notes that the focus of that action is on customer information. This should be extended to include access to technology at public transport facilities.

Recommendations:

- *Add a new action to Policy 6.6 that states "Ensure drivers are trained in the need for smooth acceleration and braking, which will have multiple benefits of: improving the comfort and safety of passengers, improving fuel consumption, and reducing vehicle emissions".*
- *Extend Policy 6.4 action (f) to include access to technology at public transport facilities.*

Assisting the transport disadvantaged policies (Section 6.7)

Overall comments

The policies and actions to assisting the transport disadvantaged are generally supported by submitters. For example, the Disability Strategic Advisory Group submission (882) was that this section "reflects a brilliant stroke of insight as it summarises the key objectives that make up an accessible and inclusive transport system. The section is well thought through and little comment is warranted".

The section makes reference to the assessment of transport disadvantaged in Appendix 5. There were few comments on this assessment, but the following points were made:

- Table A5.1, Children (particularly those under 5) are heavy consumers of health services: suggest that this column also receive an xx rating
- Table A 5:3 could be extended for tertiary students to include both ride sharing schemes and park and ride
- ARPHS welcomed the intention in Appendix 5 to develop a measure of public transport accessibility from areas of high concentrations of transport disadvantaged.

Panel response: The submission process has highlighted to the Panel the importance of the transport disadvantaged as core public transport customers, who often have little choice but to use the services on offer. This reinforces the need for Auckland Transport to be sensitive to their needs.

The Panel also notes the different issues that confront different groups of transport disadvantaged, and the need to avoid a generic approach to addressing their needs.

The Panel supports the proposed amendments to Tables A5.1 and A5.3

Recommendation:

- *Amend Tables A5.1 and A5.3 as proposed*

Accessible network

The Mangere-Otahuhu LB (889) submission called for the RTP to better reflect how access to public transport for high deprivation communities is supported within south Auckland. It also asked how Auckland Transport will respond to low income earners being supported or subsidised to better afford and access public transport to meet their needs.

Submitters also highlighted the need for real time passenger information systems at bus stops and train stations to be clearly audible and easily read, by extending the routes where this information is available at the press of a button, and improving the accuracy of real time information.

Panel Response: The Panel notes that any additional concession fares or discount schemes for low income earners would require additional funding. However, it would be appropriate to consider this as part of the concession fares review in section 4.7, and to add an action to Policy 4.7 to work with central government to improve transport affordability.

The Panel notes that Policy 6.5 covers real time information but does not require provision of an audio channel. It is, however, available at many stops, and should be included in the action.

Recommendations:

- *Include reference to "The Accessible Journey" in section 6.7*
- *Consider the options for concession fares or discount schemes for low income earners as part of the concession fares review in section 4.7*
- *Add an action to Policy 7.4: "Work with relevant government departments and Crown agencies to investigate opportunities to improve the affordability of travel for low income earners and beneficiaries."*
- *Amend Policy 7.1 action d) to read: Ensure that accessible information is widely available by using appropriate formats and media, **both audio and visual**.*
- *Add an action to Policy 7.1 to specifically consider the needs of the transport disadvantaged when network changes are proposed and implemented, and take proactive steps to communicate changes to groups that may find the changes particularly difficult to adapt to.*

Accessible interchanges

The need for a focus on accessible interchange facilities was identified by a number of submitters. Auckland Disability Law (387) highlighted the need for additional consideration to be given to the full accessible journey at all interchanges, noting that disabled people often find it difficult or impossible to access public transport independently because of difficulties getting to interchanges. It was also noted that disabilities are not solely related to mobility impairment; visual impairment is also a barrier.

Other submissions called for a focus on access on and off vehicles, and the need for driver training to recognise passenger needs.

Panel Response: The Panel believes that the policies and actions on access under Policy 7.2 can be improved by rewording as suggested below. Consultation on these issues is not exclusive to TAAG, so this group should not be mentioned specifically in action (c). The Panel notes that the need for general disability awareness for all staff in contact with the public is recognised in Policy 7.2, action (d) , but the list does not cover other staff , such as Auckland Transport staff who manage or operate facilities e.g. at major station ticket and inquiry offices.

Recommendations:

- *Reword Policy 7.2 actions as follows:*
 - a) **“Locate and design facilities** to ensure easy and safe access for all customers to and around transport stops, stations and interchanges, with particular attention to the needs of **people with disabilities**”
 - b) *retain*
 - c) **“Investigate better design of infrastructure and vehicles to improve access and usability for the transport disadvantaged”**.
 - d) *Work with operators and Auckland Transport facilities managers to ensure that training for drivers, crew and other **staff in contact with the public**, includes appropriate assistance for customers who have difficulty using public transport*

School transport

There was some concern (e.g. J Samuels, 15) about the need for school bus transfers, and potential safety issues for children at interchanges. The Ministry of Education (547) also identified the risk to students when entering or leaving school, and also raised the need to continue to work with Ministry to identify areas of duplication, where better co-ordination could be achieved.

The Bus & Coach Association (518) requested a stronger commitment to providing school bus services to reduce the need for parents to drive their children, and thereby reduce traffic congestion.

Panel Response: The Panel believes that issues of safety for school children should be addressed as part of the infrastructure policies discussed above, but specific reference as part of Policy 7.3 is appropriate. Whilst the Draft RPTP notes that school buses in rural areas are provided by the Ministry of Education, it is silent on the mechanisms by which 'boundary issues' are resolved, and an additional action to work with the Ministry on these matters is proposed.

The Panel notes that it is intended that dedicated school buses will be continued, largely as at present. An extension to the existing policy on school services as suggested by the Bus & Coach Association is not supported, as the resources needed to carry out this action would be significant, and the required funding may not be available. Adding new school bus services may be considered in the context of a service review where regular service reliability is affected by lack of capacity, such that a school bus is warranted.

Recommendations:

- *Add to action 7.3(b) or (e) page 43 that school bus planning will take into account, as far as is practicable, the need to ensure that where school bus services can be provided more efficiently by requiring transfers these will be at safe locations where supervision is available*
- *Add an additional action to Policy 7.3 that reads: "Work with Ministry of Education to periodically review any issues that arise on the urban/rural fringes of the Auckland region to ensure that effective and non-duplicative provision of bus services is achieved."*

Concession fares for transport disadvantaged

This issue has been discussed in detail as part of section 6.4 above. However, NZTA (559) has noted its strong objection to the wording of action 7.4(b), as it is not consistent with national policy direction. NZTA has already advised that funding for senior citizens free evening peak travel is at risk; and the wording conflicts with the wording in policy 4.7 (c), and the narrative in section 6.4 on page 35.

As noted above, the Panel also heard submissions that called for public transport to be more affordable for certain groups, including those on low incomes, and for families. The Panel's response to these submissions is addressed in the discussion on section 6.4 Fares and Ticketing.

Panel Response: The Panel notes that the commitment to review the senior citizen concession arrangements is reiterated in the discussion on Policy 4.7. We suggest that the policies and actions in this section are aligned with the fares and ticketing policies in section 6.4.

Recommendation

- *Align the policies and actions in this section with the fares and ticketing policies in section 6.4.*

Procurement and commercial services policies (Section 6.8)

There was a strong level of support for the Public Transport Operating Model (PTOM) from submitters, who identified the potential for this to deliver better value for money. Public transport operators reiterated their support for the PTOM framework, but did identify some specific issues with the policy and actions in section 6.8, as discussed below.

Legislative issues and PTOM contracts

Submissions from bus operators requested that the Draft RPTP be amended to more fully incorporate the changes proposed in the Land Transport Management Amendment Bill (LTMA Bill), especially in relation to policies related to the determination of units, and the need to identify the services that will make up “like for like” units. They have proposed that the RPTP be strengthened to fully comply with the provisions of the LTMA Bill. The Auckland Council Transport Strategy Team (501) suggested that the RPTP be “future-proofed” to avoid the need for further changes to be made once the new legislation is in place.

Panel Response: The Panel has considered these submissions in the light of the earlier discussion and recommendations on the timing of the RPTP review in relation to the LTMA Bill. The Panel concluded that the Draft RPTP should be amended to clarify that the RPTP has been prepared under the PTMA, but future-proofed for the currently proposed LTMA Bill. It is also proposed to clarify the situation in relation to exempt services, and to refer to these only within the context of the LTMA Bill.

Further amendments are expected to be required once the new legislation is enacted, but the Panel believes it is premature to make those changes until the legislative requirements have been finalised.

Recommendations:

- *Include text to explain that the RPTP has been prepared under the PTMA, but is future proofed for the currently proposed LTMA Bill.*
- *Include text to clarify the relationship between PTOM implementation and enactment of the LTMA Bill, stating that enactment of the Bill is not a requirement for PTOM implementation.*
- *Amend text to use terminology from the PTMA rather than the LTMA Bill. In particular, where the current draft RPTP references 'exempt' services it should state that under the PTMA these will remain commercial services, and that these would transition to exempt services under the LTMA Bill as currently drafted.*
- *Revise section 6.8 accordingly (particularly policies 8.3 and 8.7)*
- *Add an action to Policy 8.1 to refer to NZTA PTOM guidelines once these are available*

Partnership approach

The Bus & Coach Association (518) opposes Policy 8.4 (d) which provides for re-tendering of units affected by a network change where agreement cannot be reached with all affected operators. A mediation or arbitration process is proposed as an alternative.

Operators also objected to the Policy 8.4 (h) requirement to provide information on service inputs and cost efficiency, on the grounds that this goes well beyond the agreements made by PTOM parties.

Panel Response: The Panel believes that the concerns raised in relation to re-tendering are valid. It is not the intention for re-tendering of units to be considered at any stage that was not a last resort. The insertion of a mediation phase is entirely appropriate.

The Panel also suggests that further consideration is given as to whether the information on service inputs and cost efficiency is a valid requirement, and that this is discussed with operators. An undertaking on data confidentiality may also be worth including.

Recommendations:

- *Amend Policy 8.4 (d), bullet 3 to read: "If all operators of affected PTOM units cannot agree a negotiated solution, **following mediation**, Auckland Transport reserves the right to tender the affected PTOM units."*
- *Give further consideration to information requirements in consultation with operators and include an action regarding data confidentiality in Policy 8.4 (and specific arrangements for treatment of service input and cost-efficiency information)*

Commercial services

Fullers Group (581) submitted that the 65 day notice period for commercial service registrations should be removed, as this stifles innovation and is unnecessary for commercial services that are not part of the integrated network.

Panel Response: The Panel agrees that some relaxation of this requirement could be given for services that are not an integral part of the regional network, but notes that some commercial services (e.g. Devonport and Waiheke) do form part of the regional network, and variations of withdrawal of commercial registrations for these services would require actions by AT that would require sufficient notice.

Recommendation:

- *Amend Policy 8.7 action (c) to retain the notice period for withdrawal or variation of commercial services, that AT considers are integral to the regional network, but include the ability for AT to waive this notice period for commercial services that are not integral to the regional network.*

Funding and prioritisation policies (Section 6.9)

Farebox recovery

Most of the submitter feedback on this section of the Draft RPTP related to the farebox recovery policy. This has already been discussed as part of the response to submissions on the fares and ticketing policies in section 6.4 above. Acceptance of the recommendations from that discussion will require some consequential changes to section 6.9.

The Auckland Council Transport Strategy Team (501) noted some inconsistency in how the farebox recovery targets are referenced in the Draft RPTP, and recommended use of the term “approximately” 50% in relation to the overall target.

Some submitters queried the higher farebox recovery target for ferry services, and noted that the calculation includes some, but not all, commercial ferry services. NZTA (559) noted that in future, the fare revenue from commercial services which are “exempt” under the LTMA Bill will not be included in the Farebox recovery ratio, and that the targets should be adjusted downwards accordingly. This may require a footnote.

Panel Response: As noted above, the Panel shares the concern that farebox recovery should not be pursued at the expense of other important goals, such as patronage growth, especially if this requires fare increases that will adversely affect patronage. To this end, we recommend that the RPTP indicate an order of priority for the actions that should be followed to achieve farebox recovery targets, with fare increases being accorded a lower priority than patronage growth or operating cost savings.

The Panel notes that the response to the calculation of ferry farebox recovery needs to take account of decisions relating to exempt services, as outlined above. However, a footnote in the RPTP to identify this issue would be appropriate.

Recommendations:

- *Add a footnote to note that ferry FRR will be reviewed pending the final determination of “exempt” services once the LTMA Bill is enacted.*
- *Revise text to highlight the fact that the farebox recovery policy (and the national 50% target) is a requirement of the NZTA.*
- *Revise text to be consistent with decisions on section 6.4*
- *Refer to “approximately” 50% as the overall FRR target*
- *Amend text and re-order the actions in Policy 9.2 (b) to indicate priority for actions that grow patronage (especially where spare capacity is available), and reduce operating costs, in preference to simply raising fares, in order to improve farebox recovery.*

Prioritisation

As noted above, the submission process has highlighted the need for a range of infrastructure investments to support the new network structure. These projects will need to be funded and demonstrate value for money.

Panel Response: The proposed amendments to the Infrastructure policy section have highlighted the need to ensure that the available capital funding is directed to the public transport infrastructure projects that will make the most effective contribution to the new network structure. This principle needs to be reinforced in the funding policy section.

Recommendation:

- *Add an action to Policy 9.3 to ensure that the available capital funding is directed to the public transport infrastructure projects that will make the most effective contribution to the new network structure.*

Monitoring and review policies (Section 6.10)

The monitoring policies were generally supported by submitters. Some made specific suggestions for additions or deletions, as follows;

- Include information on how performance results will be made public (A Weller, 275)
- Include indicator of number of jobs located within x metres of a frequent service (A Upton, 400)
- Include measure of timeliness of services at interconnection points (ARPHS, 522)
- Clarify what is meant by reliability and “on time” (ARPHS, 522)
- Amend “Northern Express” KPI to “Northern busway” (GW McLeod, 10)

Panel Response: The Panel considers that these suggestions have merit, and Policy 10.1 should be amended accordingly.

Recommendation:

- *Amend Policy 10.1 to incorporate submitter suggestions listed above.*

Chapter 7: Description of services

A large number of submissions referred to specific services or locations. Some of these were used to illustrate concerns with the overall network concept (as discussed above in Chapter 5); but most submissions of this nature related to requests for the future system to retain, add or amend specific services. Some inconsistencies were identified between the listings in Tables 7-1 and 7-2 and the detail in Appendix 1.

Panel Response: Subject to approval of the overall network concept, the Panel notes that it is intended to address these service-specific suggestions as part of the detailed implementation of the new services, which will be undertaken in stages. We are advised that submitters will be contacted as part of the local consultation processes for this implementation, which will enable the points raised to be considered in more detail. The timetable for this local consultation and implementation is as follows:

Area/s	Consultation and Implementation
South Auckland	2013- 2014
North Auckland	2014 - 2015
Central, East and West Auckland	2014- 2016

In view of the comments relating to “exempt services” earlier in this report, some amendments to the references to these services in Chapter 7 and Appendix 1 will be required.

Recommendations:

- *Address submissions on specific services as part of the local consultation process*
- *Amend text in Chapter 7 and Appendix 1 to align with decisions on “exempt” services*
- *Correct unit numbers and descriptions to ensure that listings in Chapter 7 and Appendices are aligned.*
- *Clarify peak periods in Appendix 1A to align with service layer descriptions.*

Chapter 8: Implementation Plan

Submitters generally supported the staged implementation proposed in Chapter 8, although some wanted to see implementation of the new network accelerated. A large number of submitters, particularly those that had made specific service suggestions, have asked to be contacted as part of the local consultation processes.

NZTA (559) suggested greater clarity in the text to reflect the fact that although the PTOM units will be bought in via 3 geographically based tranches, the ticketing, fares and zones will all be bought in at once covering the whole of Auckland, and these aspects will be done in advance of some of the new PTOM units. NZ Bus (536) noted that the timeframe shown for integrated fares appears to follow the network changes.

A number of submitters called for greater detail in the future implementation programmes shown in Tables 8-1 and 8-2.

Panel Response: The Panel considers that the submission points should be addressed providing more detail on the public transport infrastructure that is proposed to support the new network. It therefore recommends re-casting Table 8-2 in the Final RPTP to reflect the clarity sought, by including more detail on timing, costs, and how each infrastructure project is expected to support the new network.

Recommendations:

- *Revise Table 8-2 to provide greater clarity on the timing and costs of key actions, and the relationship between network implementation and key initiatives.*
- *Update local consultation and implementation table to reflect timetable above.*

Appendix A: Hearing Panel Minutes

For copies of the minutes taken from the draft Regional Public Transport Plan public hearings please visit our consultation webpage www.aucklandtransport.govt.nz/rptp