

NX2 Albany to Universities bus route and service layovers public feedback report



Total number of public submissions received = 71

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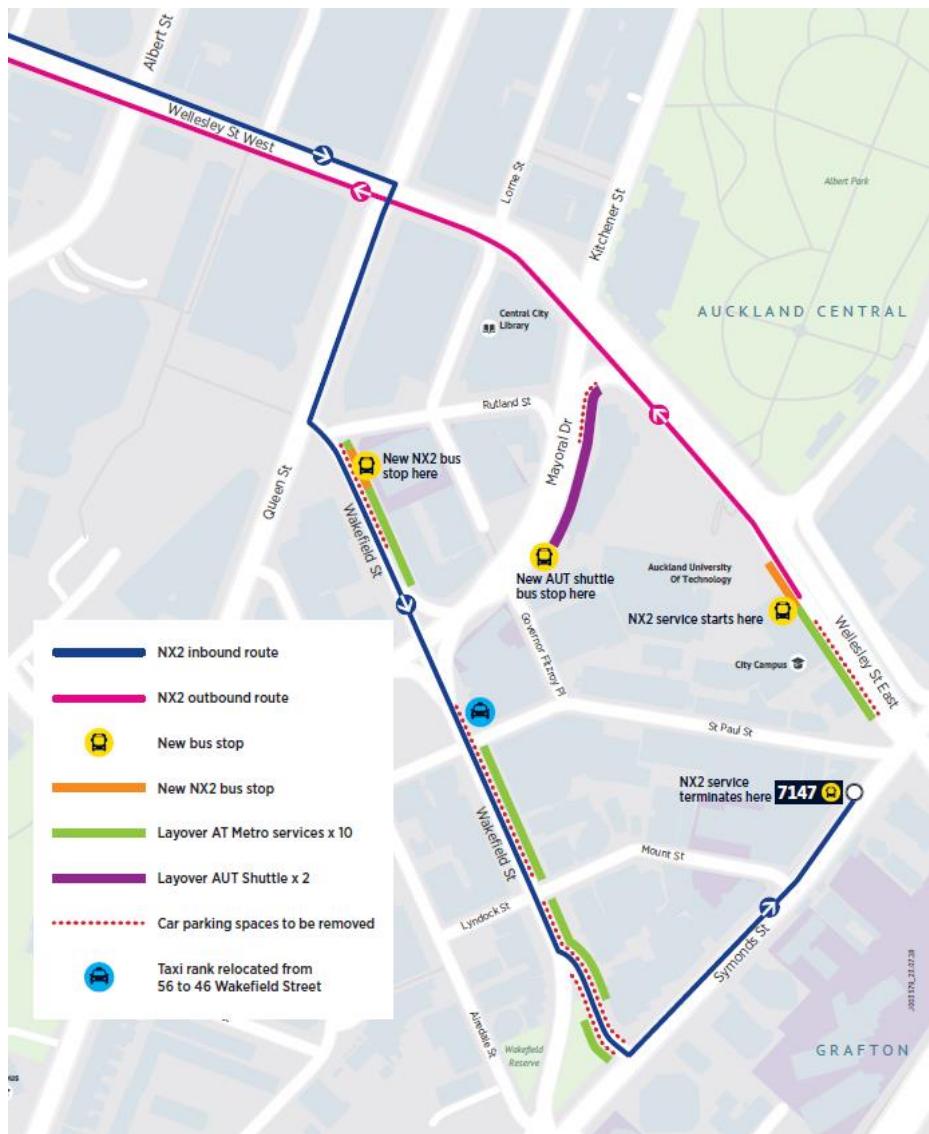
Summary

We consulted on this proposal from 5 – 26 June 2018 and received 71 public submissions.

Outcome of consultation

We have taken your feedback onboard and will proceed with works to enable the new NX2 service, with the following changes to what was proposed:

- The proposed new NX2 bus shelter build for the starting stop on Wellesley Street East will not go ahead. Due to the heritage status of the nearby building the shelter is subject to heritage design standards and will be implemented as part of future works.
- Retain the current bus layover location (outside 18-24 Wakefield Street) and place the bus stop in the location originally proposed for the layover (outside 2 Wakefield Street), to mitigate driver visibility concerns.
- Retain the loading zone on Wellesley Street West (between Albert/Elliott Streets) and implement all other proposed bus layover spaces to support the NX2, Dominion Road, and AUT shuttle bus services.
- Install additional or new signage to clearly signpost bus stops and bus layover spaces, include ‘no idling’ notices for buses occupying the layovers.
- Keep the existing pedestrian crossing on Wakefield Street, and not proceed with the proposed crossing relocation and design changes.
- Move the double layover at the southern-most end of Wakefield Street to the western side of the street, to improve visibility leading into the existing pedestrian crossing and help buses track safely to make the left-hand turn into Symonds Street.
- Introduce road markings instead of the proposed kerb cut-back to help buses track safely into the left-hand turn from Wakefield Street into Symonds Street.
- Prune instead of removing the three trees outside AUT Marae (69 Wellesley Street) to enable safe passage of the NX2 double decker buses.



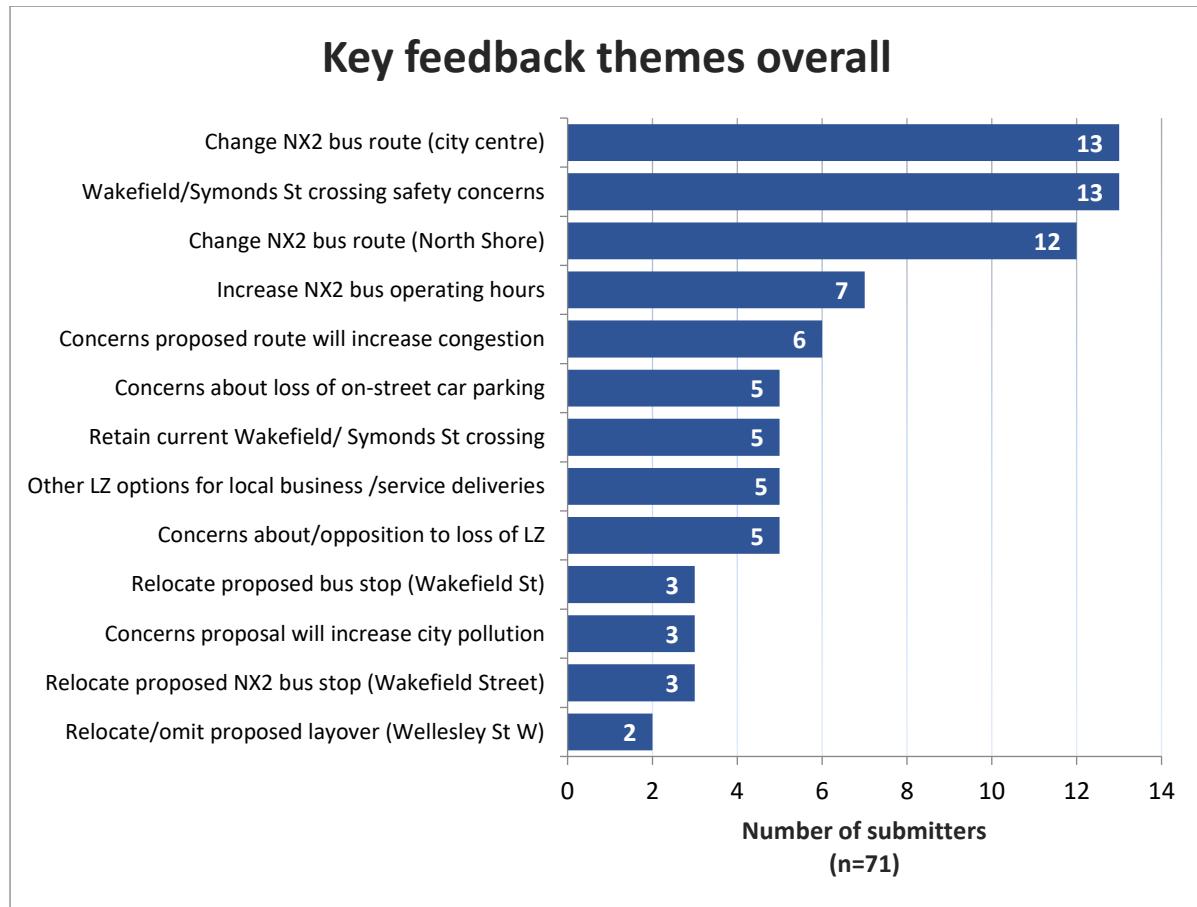
The map above is an updated version of the original consultation map showing the final NX2 bus route, service layover locations, and confirmed changes to support its delivery by September 2018.

Key themes identified in feedback

From your feedback we identified the following key themes:

- A range of suggested changes to the NX2 city centre route, including extending it to the hospital and Newmarket or avoiding Wakefield Street by using Wellesley Street or Karangahape Road to connect to Symonds Street (18%, 13 responses).
- Concerns the proposed Wakefield/Symonds Street intersection pedestrian crossing is unsafe and does not comply with design standards. Most felt the use of fencing to guide pedestrians posed a hazard to all road users (18%, 13 responses).
- Changes to the North Shore portion of the NX2 route; most wanted Massey University Albany campus and/or Hibiscus Coast station included to make the service more convenient to people who live, work or study north-side (17%, 12 responses).

- Requests to increase the NX2 service operating hours; start before 7.00am for city-bound travellers, and some requests to continue service after 7.00pm for outbound travellers (10%, seven responses).
- Concerns the NX2 route may increase congestion, particularly along Symonds Street; also concerns bus users based on the Hibiscus Coast will revert to driving if the route is inconvenient to them (8%, six responses).
- Concerns from local property owners, occupiers and business owners about the loss of on-street parking, saying it will impact tenant, guest and/or customer access to residences or businesses (7%, five responses).
- Five respondents (7%) preferred the current pedestrian crossing location at the Wakefield/Symonds Street intersection; believe it is safer than the proposed pedestrian crossing location and design and follows desire lines more closely.
- Opposition to the proposed removal of the Wellesley Street West loading zone, saying it will cause significant inconvenience to local businesses and service delivery companies who use it 24 hours a day (7%, five responses).
- Requests and suggestions for an alternative nearby loading zone option to support local business and service deliveries companies (7%, five responses).
- Requests and suggestions to relocate the proposed new NX2 bus stop on Wakefield Street (4%, three responses).
- Concerns the NX2 bus service will increase noise and air pollution, affecting residents and local businesses along the route (4%, three responses).
- Requests to relocate the new NX2 bus stop proposed on Wakefield Street; believe this location is not ideal for passengers to walk uphill from or cross safely and may cause 'platooning' of buses awaiting use of the stop (4%, three responses).
- Two respondents (3%) suggested relocating or omitting the bus layover proposed for Wellesley Street West; believe it is not needed with other inner-city layover areas available nearby.



A full overview of your feedback and design suggestions can be found in [Attachment 2](#) along with our responses to your feedback.

Next steps

- We plan to begin work in mid-August 2018 to enable the NX2 service to begin operations from late September.
- The work requires mostly changes to signage and road markings, along with some minor road works and tree pruning; this will be completed by the end of August.
- We will aim to minimise the impact of this work, and will communicate with all affected parties ahead of the work start date.

Background

Project information

As part of its New Network (NN), Auckland Transport is progressively rolling out a more connected and frequent bus service across the region. This includes the new NX2 service, a predominantly double decker route from Albany Station to the Universities via Northern Express Busway and Wellesley Street.

The NX2 will replace both the 881 route from busway stations to the universities, hospital and Newmarket, and the current express services from the East Coast Bays to Mayoral Drive.

The service will run at least every 15 minutes, 7.00am to 7.00pm, seven days a week, with buses every three to four minutes during peak hours.

A number of bus layovers and stops are required to ensure the NX2 and other services can travel safely and efficiently along the route. The changes are required to be in place by 1 September 2018 to ensure NX2 service drivers will have ample opportunity to familiarise themselves with the new route.

To enable the required NX2 bus route and service layovers, we originally proposed to:

- Remove all car park spaces (approximately 35) and parking meters along the eastern sides of both Wakefield Street and Mayoral Drive, and the Wellesley Street East downhill ramp, to make way for new bus stops and layover spaces for the NX2, Dominion Road and AUT shuttle bus services.
- Relocate the existing AUT bus stop on Wellesley Street East to Mayoral Drive and replace it with an AT NX2 bus shelter.
- Remove one loading zone on Wellesley Street West (between Albert/Elliott Streets) to accommodate a bus layover.
- Replace the two-cab taxi rank currently located outside 56 Wakefield Street with a three-cab taxi rank to be located outside 46 Wakefield Street.

Benefits

- Regular 15-minute service for commuters and students coming into the city daily.
- Peak service buses every 3-4 minutes.

Detailed plans were also provided to show where the proposed bus stop, bus shelter and bus layover changes, car park removals, tree pruning or removals, and other changes would be required.

At a later date, AT intends to upgrade the Wellesley Street East to Mayoral Drive intersection to enable buses to make a right-hand turn here as part of the proposed permanent route for the NX2 service.

Interim route

The new NX2 and existing Dominion Road and AUT shuttle bus services will need to commence operations along the interim route shown in the map. For this consultation, it is the city-centre project area that is in scope for proposed changes.

City-bound:

- Exits Northern Motorway at Fanshawe Street
- Right into Halsey Street
- Left into Wellesley Street West
- Right into Queen Street
- Left into Wakefield Street
- Left into Symonds Street
- Terminates at 25 Symonds Street.

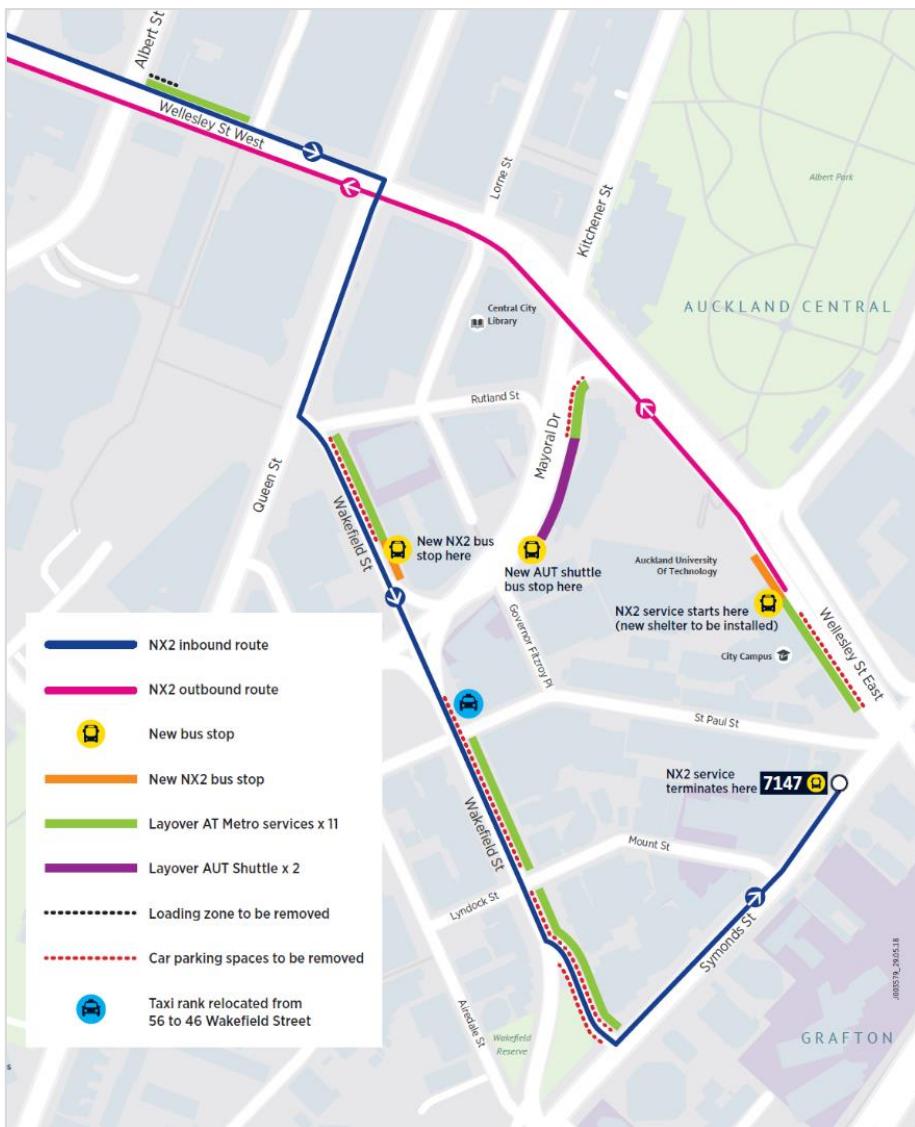
North Shore-bound:

- Starts on Wellesley Street East between Symonds Street and Princes Street
- Straight into Wellesley Street West
- Right into Halsey Street
- Left into Fanshawe Street
- Onto Northern Motorway.

Permanent route

We will implement a permanent route for the NX2 and wider New Network bus services at a later date. The permanent route will use Mayoral Drive instead of Queen Street between Wellesley Street East and Wakefield Street.

Further works are required to enable buses to turn right into Mayoral Drive from Wellesley Street East. These works could not be implemented before the 30 September deadline.



The map above was attached to the public consultation and showed the interim inbound and outbound NX2 bus route in the city centre, along with the proposed parking, loading zone and bus infrastructure changes.

Context

As our population continues to grow, Auckland Transport needs to make some bold changes to the bus network to keep Auckland moving. To achieve this Auckland Transport has developed and is progressively rolling out its New Network (NN) for a more connected and frequent bus service across the region.

Auckland's old bus network tried to run bus services from everywhere to everywhere else. This resulted in a complicated bus network made up of many, often infrequent services. The New Network is designed to be simpler, offering fewer routes with a higher frequency of buses coming more often (particularly between 7am-7pm) 7 days a week, and services will be better connected.

While this may require passengers to transfer between services to complete some journeys, the NN will optimise routes based on passenger usage and help AT to manage finite space along key public transport corridors, particularly those leading to and from the city centre.

The New Network will help make public transport a more attractive option for more people. There will be better connections with the Northern Busway, where passengers will be able to transfer to frequent services to the city centre via the current NEX or, from 30 September this year, via the new NX2 linking Albany Station to the Universities.

This consultation sought your feedback on proposed changes to city centre parking, a loading zone and taxi stand, bus layovers and infrastructure to enable the NX2 service to operate safely and efficiently from 30 September 2018.

Consultation

Public consultation on the NX2 proposal ran from 5 – 26 June 2018.

Activities to raise awareness

To reach and engage the public and key stakeholders for this proposal we:

- Did a targeted mail out to approximately 3,600 people (property and business owners, occupiers and managers) and key stakeholders within the area in scope.
- Visited and met directly with businesses and stakeholders directly affected by the proposed Wellesley Street West loading zone removal, and hand-delivered letters with further information and feedback forms.
- Created and shared an online feedback form, project webpage, and dedicated email address the public could email their responses to
- Ran a targeted social media campaign on Facebook and Twitter promoting this consultation.

Giving feedback

To inform the final plans for this proposal we sought your feedback on:

- Any land development proposals or issues that may affect the planned changes.
- Any site-specific safety issues that you think would affect the planned changes.
- Other feedback you would like to provide about this proposal.

Feedback could be provided via the online feedback form, completing a hard copy feedback form, or emailing the dedicated email address NX2Layovers@at.govt.nz.

See [Attachment 1](#) at the end of this report for a copy of the feedback form sent with letters to all residents, property and business owners and stakeholders in the affected area.

Suggestions from all submissions have been summarised in the design suggestions table shown in [Attachment 2](#), along with AT's responses to the suggestions, questions and issues raised in your collective feedback.

Your feedback

Overview

We received public feedback on the proposal from 71 submitters.

- 64 were submitted the online feedback form, hard copy feedback form, or project email address.
- Seven submissions were received from key stakeholders and interest groups. Summaries of these submissions for the following groups have been included [here](#):
 - Waitematā Local Board
 - Heart of the City
 - The University of Auckland
 - Econo Lodge City Central Hotel
 - Tony's Steakhouse
 - The Regency Apartments
 - Heavy Haulage Association of NZ.

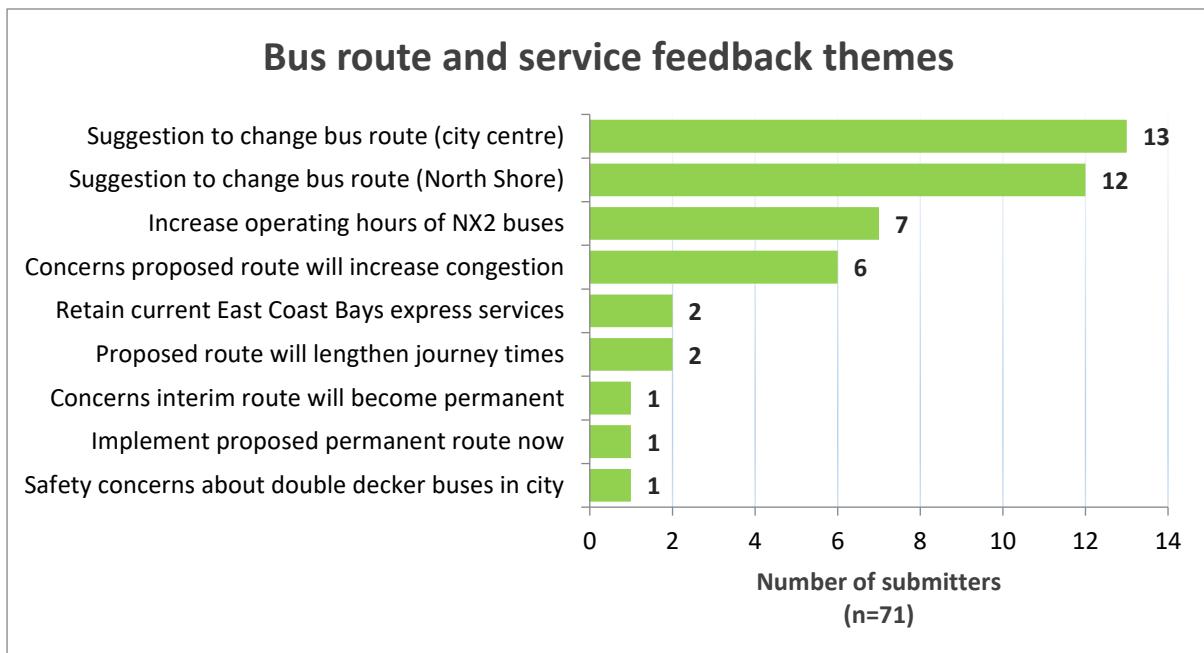
Broad feedback themes

From analysis of your feedback we identified the following broad themes:



We have responded to all of your comments and suggestions, grouped by feedback themes, and included these responses in [Attachment 2](#).

Bus route and service



The largest proportion of respondents (13 people, or 18%) suggested changes to the NX2 city centre route, including extending it to the hospital and Newmarket or avoiding Wakefield Street by using Wellesley Street or Karangahape Road to connect to Symonds Street. 12 submitters thought the North Shore portion of the NX2 route should include Massey University Albany campus and/or Hibiscus Coast station to make the service more convenient to people who live, work or study north-side.

Seven people wanted the hours of operation for the NX2 increased to allow either an earlier start (i.e. 6am) or later services for university students and employees needing to return to the North Shore after 7pm. A further six people thought the introduction of this route would increase congestion in the city centre.

"The 881 went...to Auckland city hospital and the University of Auckland Grafton campus...terminating the stops earlier on Symonds street would effect a lot of people. Please extend the NX2 bus to go over Grafton bridge and stop outside the hospital..."

"It would be great if the NX 2 route could include a stop at the Massey University. Students need easier access to the university to save time which can be devoted to their study time."

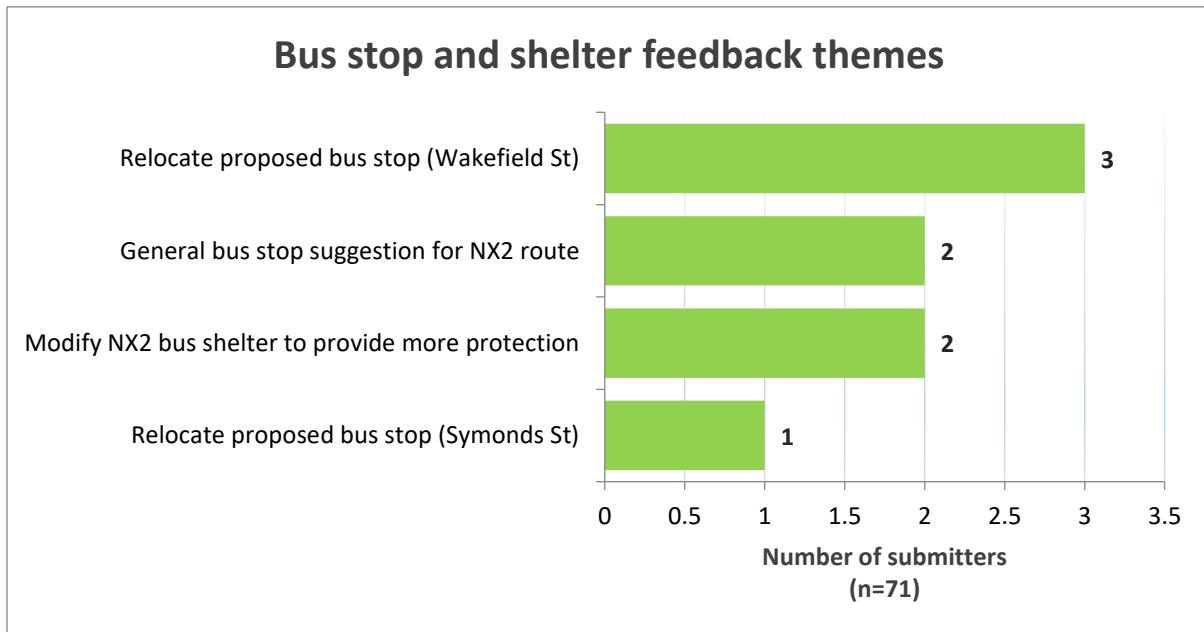
"Having the bus services start at 7am is far too late. 6am would be much better... if this proposed change goes ahead, I'll need to start driving and clogging the roads."

Two submitters wanted the current East Coast Bays express services to be retained, and two people were concerned the new route would increase journey times. One submitter expressed concern that the interim route would become permanent; one other suggested AT put the permanent route in place now. One respondent felt that double decker buses for this service posed a safety issue to the public in the city centre.

"Those that live on the Peninsula and DO NOT want to...transfer at Hibiscus Coast to the NX1 and then transfer again to the NX2. This will become very inefficient for customers that already have a longer bus ride ahead of them."

"I'm concern[ed] that these tanks could be a hazard driving up Wakefield St as this area of Auckland is quite steep...I recommend just use single deck 3 axle or 2 axle buses...which I believe is suitable to Auckland's terrain."

Bus stops and shelters



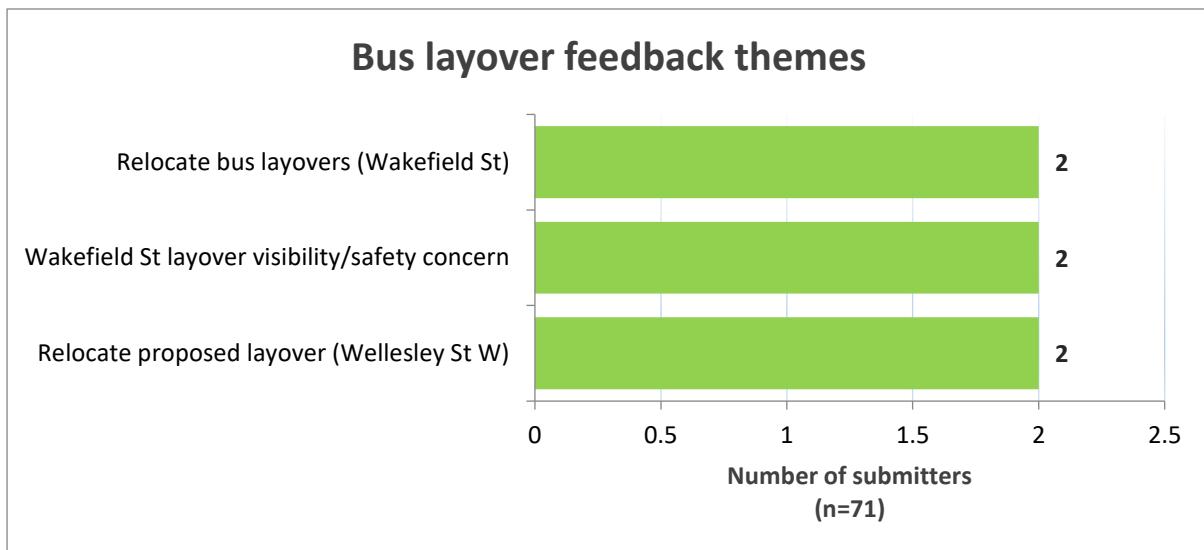
Three respondents suggested relocating the proposed new NX2 bus stop on Wakefield Street to mitigate visibility issues for drivers exiting the nearby driveways, particularly outside 18 – 24 Wakefield Street. Two people made more general suggestions about where they would like the NX2 bus stops to be located.

Two further submitters requested the proposed NX2 bus shelter be modified to ensure expected large volumes of passengers waiting to board will have sufficient protection from the wind and rain. One person wanted the NX2 terminating stop relocated from Symonds Street to the corner of Wakefield and Mount Streets.

"Proposed bus stop outside 18-36 Wakefield Street...both the driver and other road users' visibility of the garage exit will be significantly impeded creating a significant safety issue."

"[We are] concerned that the shelter proposed for the NX2 stop on Wellesley Street is inadequate (too small), and the uncovered route from Symonds Street down to the shelter not affording reasonable shelter in adverse conditions."

Bus layovers



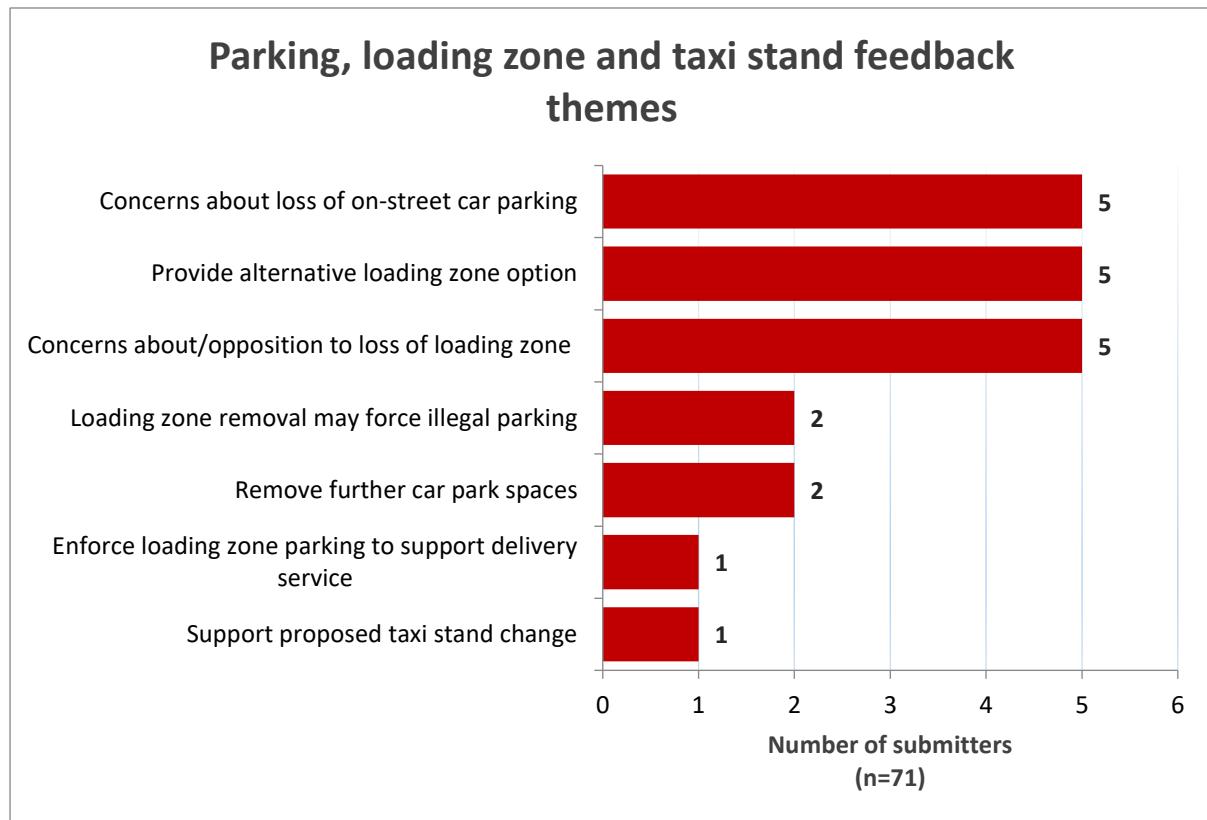
Two respondents requested that the proposed bus layover on Wellesley Street West be relocated given its proximity to shop frontages and other sites they deemed more suitable for bus layovers. Two people expressed visibility concerns that the proposed relocation of the existing Wakefield Street bus layover might cause.

Two further submitters suggested alternative locations for the proposed Wakefield Street layover relocation.

“Given the proximity to small retailers and high pedestrian volumes it would be our preference to see necessary bus layovers in locations where there are ‘inactive’ street frontages....”

“On this basis we DO NOT support the proposed layover of buses within 3 metres of The Wakefield apartment...We support bus layovers along the eastern side of Mayoral Drive as they abut AUT which is essentially a commercial building.”

Car parking, loading zone and taxi stand



Five respondents expressed concerns about the proposed removal of the loading zone for a bus layover space. Five submitters said AT should provide a new, alternative loading zone nearby should the proposed removal go ahead.

Five more people thought the loss of on-street parking to enable the changes was unfair to local residents and property owners and may also have a negative impact on local businesses if customer access to on-street parking is reduced. Two submitters felt the loading zone removal would force people to park illegally to pick up and drop off goods.

"The removal of loading zones will be detrimental to both the businesses and residential buildings in the close vicinity."

"This is a busy part of the city and there are very few loading zones in the immediate area as it currently stands...to remove this without putting a replacement loading zone somewhere close is unfair."

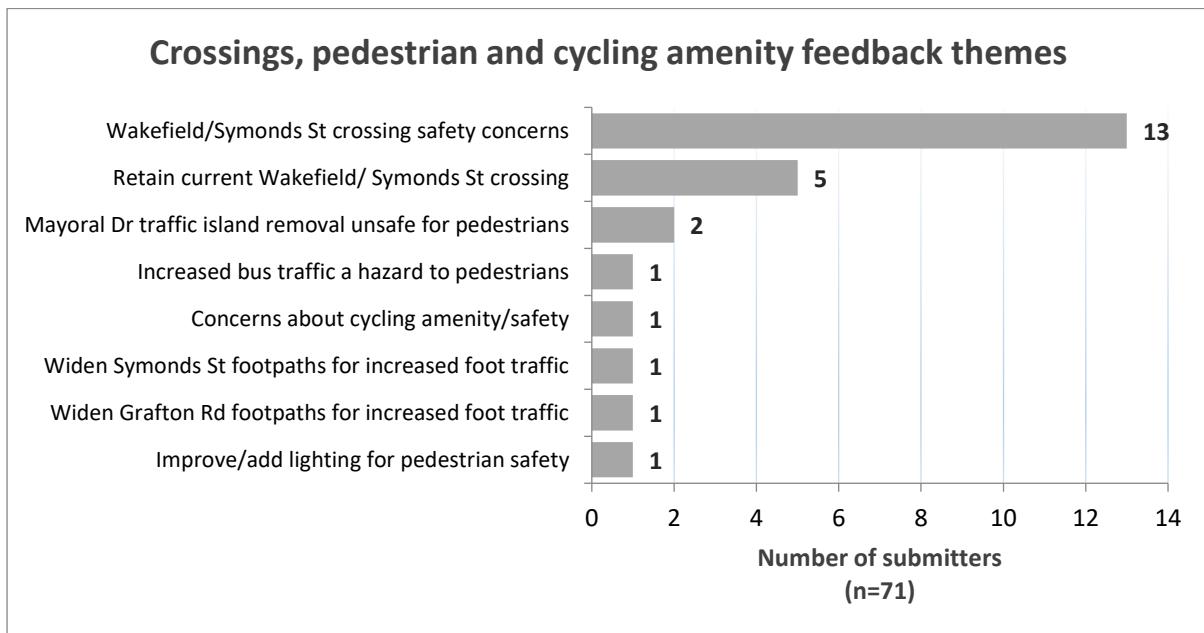
"Their removal will leave delivery drivers with few other choices when delivering to the area. Inevitably often they [will be] forced to double park, park on the footpath, or park in the proposed bus stops."

Two respondents suggested other on-street parking to be removed in the city centre to enable public transport improvements. One person requested more enforcement of loading zones to protect and prioritise them for service delivery use at all times. One submitter explicitly supported the proposed taxi stand relocation and enlargement on Wakefield Street.

"Parking is being removed...which we support, but Princes Street needs also to be included as part of the overall initiative to reduce the number of cars coming into the city centre – after all that is what the new double decker buses are designed to do."

"...start policing the few loading zones that are around the city...Keep Auckland moving and start looking after the hard-working team that are delivering goods which helps to keep cars off the road."

Crossings, pedestrian and cycling amenity



A large proportion of respondents (13 people, or 18%) expressed concerns about the proposed pedestrian crossing relocation and design at the Wakefield/Symonds Street intersection; most were opposed to the proposed barriers guiding pedestrians to the crossing, saying they posed a safety risk to all road users at this very busy location. Five people suggested leaving the crossing in its current location to avoid the issues presented by the proposed relocation and design. Two respondents had concerns about the proposed removal of the traffic island on Mayoral Drive, as it is often used as a refuge for pedestrians trying to cross the road at this location.

"Using railings to "guide" pedestrians to an inferior crossing...is a major safety issue in that peds will still use the desire lines, but will do so in a less safe manner..."

"The great thing about the current set up is the straight route for pedestrians when crossing Wakefield...It is common knowledge that pedestrians will take the quickest route with or without boundaries."

"The removal of the traffic island on Mayoral Drive will put informal crossers at risk as there is nowhere to stand waiting for gaps in traffic."

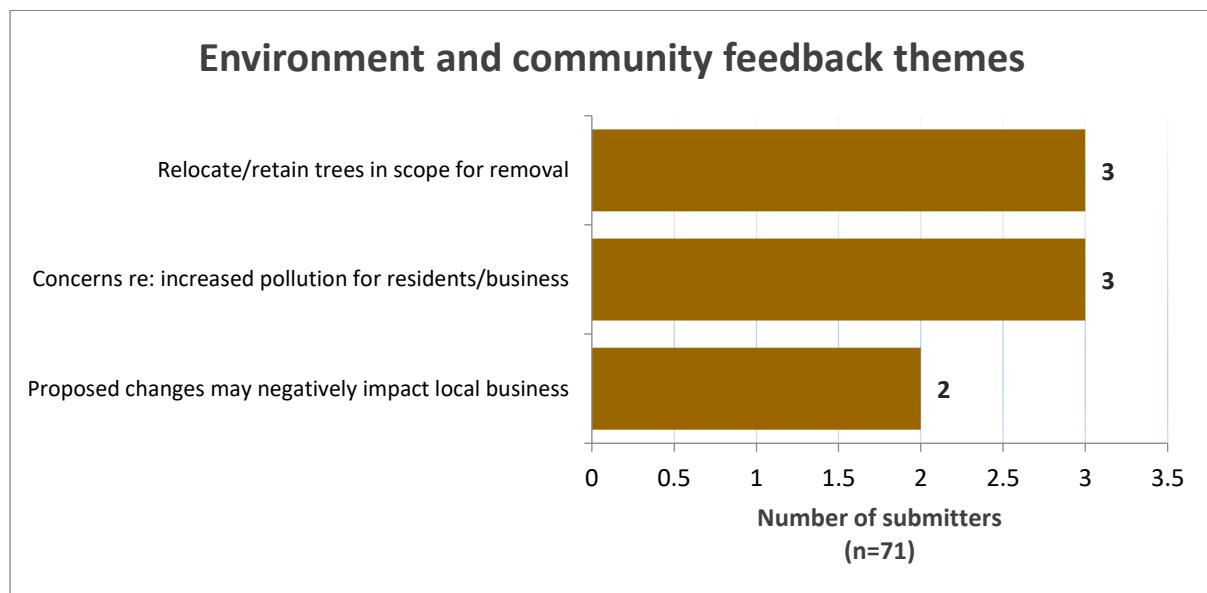
There was one submitter for each of the following suggestions relating to pedestrian and cycling amenity:

- Concerns about pedestrian safety due to increased bus activity.
- Concerns about cyclists being put at risk by bus movements, particularly along Symonds Street.
- Requests to widen footpaths to cater to more public transport user foot traffic along (a) Symonds Street (b) Grafton Road.
- Calls to improve or add more lighting along the route to make walking safer.

"There are many students around this area and crossing roads. More buses could become a hazard."

"The fences will make cycling down even more terrifying, as you wonder if you're going to be crushed...as a bus goes past at 60kph."

Environment and community



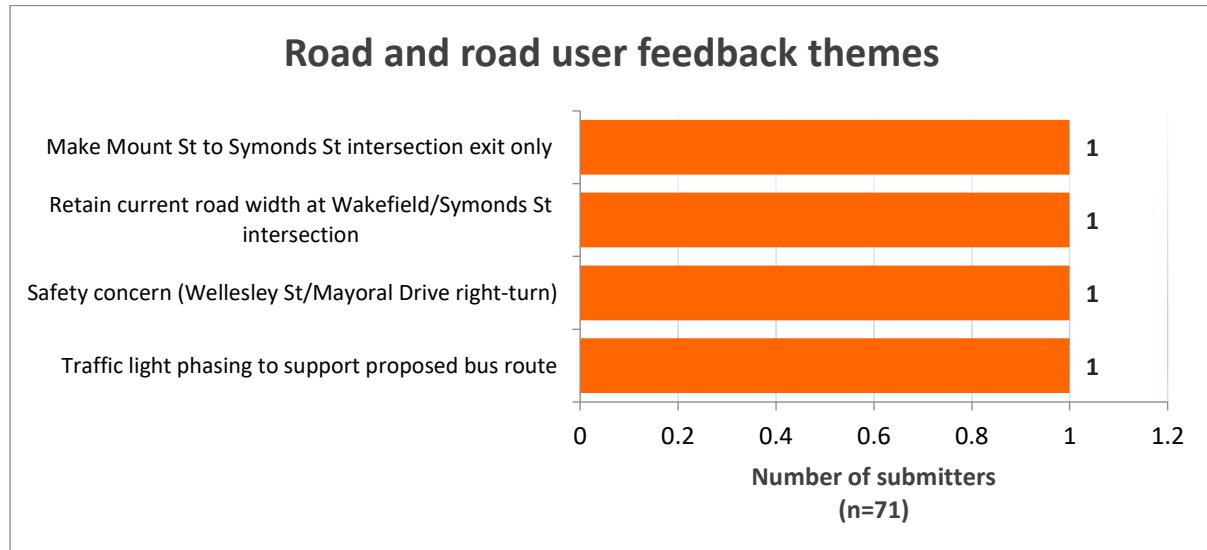
Three submitters wanted assurance that any trees proposed for removal would be relocated, if not retained. A further three people expressed concerns that the new, frequent NX2 bus service would increase pollution for city centre residents and businesses along the route. Two respondents thought the proposed changes would, cumulatively, have a negative impact on local businesses in terms of their ability to attract and appeal to customers.

"There needs to be assurance...that the removed trees on Wellesley street will be relocated somewhere nearby..."

"This area is highly walked and many residents live nearby so any particulate and other pollutants need to be managed."

"This just seems to be another blow to our ability to stay profitable in an increasingly harsh environment."

Road and road users



There was one submitter for each of the following suggestions relating to the road space and road users along the NX2 route:

- A desire to retain the current road width at the Wakefield/Symonds Street intersection and not cut-back the kerb to widen this area for left-turning buses.
- Suggestion to make Mount Street to Symonds Street exit only, to mitigate potential conflicts between increased bus traffic and cars wanting to turn into Mount Street.
- Safety concern about the proposed right-hand turn from Wellesley Street into Mayoral Drive for the NX2 permanent inbound route, which AT plans to implement at a later date.
- Suggestion to adjust traffic light phasing so buses travelling up Wakefield Street don't hold up other traffic between the Queen Street / Mayoral Drive section of Wakefield.

"The proposal will add additional buses to Symonds Street, increasing bus/car conflict for vehicles entering Mount St. We again suggest making the intersection exit only as this would stop cars pulling into the street across the bus lane..."

"Because of the increased bus traffic travelling South up Wakefield Street, the traffic light phasing will need to be investigated to allow for sufficient movement of traffic along Wakefield Street between Queen Street and Mayoral Drive."

Attachment 1:

Summary of written feedback submissions

We received submissions on this proposal from seven key stakeholder groups via the public feedback survey and written submissions. Below is a summary of their feedback.

Waitematā Local Board

- Supports the proposal overall but does not agree with the proposed crossing relocation and barriers at the Wakefield/Symonds Street intersection; would prefer pedestrians to have free, unimpeded movement.

Heart of the City

- Does not support the proposed removal of the Wellesley Street West loading zone to make way for a bus layover.
- Believes AT must provide an alternative loading zone for local businesses to use if it plans to remove this loading zone to make way for a bus layover.
- Says the business community is seriously affected by the removal of loading zones to accommodate ongoing/planned AT and/or CRL works in the city centre.
- HOTC would like AT to develop a loading and delivery services strategy for the city centre to assure sufficient LZ options to support and grow the business community; currently liaising with the parking team on this matter.

The University of Auckland (UoA)

- UoA generally supports the proposed NX2 bus route, and has no major works planned in the next few years on land it owns along this route.
- Concerns the proposed shelter for the NX2 stop on Wellesley Street East will provide inadequate rain cover for the number of students likely to use this service.
- Suggest enlarging the shelter, extending the Symonds Street overbridge canopies down Wellesley Street East, or relocating the NX2 bus stop to the top of the street in place of the proposed bus layover to mitigate the above concern.
- Also suggest extending canopies up Symonds Street to the NX2 termination stop, to provide welcome cover for passengers.
- Believes additional buses on Symonds Street will increase safety issues with the Symonds St/Mount St intersection, such as bus/car conflicts for vehicles entering Mount St and pedestrian and cycle safety; suggest making this intersection exit only.
- Moving the main North Shore bus stops to the southern end of the UoA City Campus will increase pedestrian traffic up Symonds Street and Grafton Road footpaths.
- Request widening of both Symonds Street and Grafton Road footpaths to accommodate this additional foot traffic, the latter by removing car parking; too narrow, forcing pedestrians to walk on the road and between parked cars.
- Lighting levels along Wellesley Street should be investigated; install street lights to improve safety if needed.
- Increase timing of the signalised crossings at the Symonds/Wellesley St intersection to accommodate an expected increase in pedestrians.

Econo Lodge City Central Hotel

- Concerns the proposed removal of the loading zone directly outside ECL will have a negative impact on their business, particularly their elderly and infirm client base who rely on the loading zone for safe and convenient drop-off/pick-up; request AT reconsider replacing this space for a bus layover.
- To support this request, ECL would like AT Metro to be aware the loading zone has P5 status and can currently be used by private vehicles, as well as service delivery vehicles and taxis, at all times.
- Suggested three alternative locations for AT Metro to consider for the proposed bus layover including (a) the area between Hobson and Albert Streets (b) the area the existing bus layover area on Victoria Street (c) the area directly behind the Skybus stop on Wellesley Street West.

Tony's Steakhouse

- Disappointed at the proposed removal of the loading zone on Wellesley Street West; believe it will negatively impact their business as it has been vital to service deliveries and the drop-off and pick-up of elderly patrons for decades.
- Believe that removal of the loading zone to support the NX2 layover will affect their ability to remain profitable, on top of being recently surrounded with hoardings during City Rail Link works and losing carparks to accommodate the private Skybus service.

The Regency Apartments

- The Regency do not support the proposed bus layovers within three metres of The Wakefield residential apartments on Wakefield Street.
- Requests that bus layovers proposed for the western side of Mayoral Drive be relocated; believes they pose a health and safety risk to residents in the Wakefield, Regency, and Auckland Library (under construction) residential buildings.
- Does support bus layovers along the eastern side of Mayoral Drive as they abut AUT, which is a commercial building.
- Supports the removal of car parking on city centre roads and streets to give public transport more priority.
- Would like AT to review on-street car parking along Princes Street; possibly remove all car access and supporting road modifications to create a pedestrian, cycling and public transport friendly space with ample bus layover spaces.

Heavy Haulage Association of NZ

- Supports the fact that few changes are proposed for Symonds Street, and that no changes will impact its status as a main oversize route to/from the Port of Auckland.
- However, they would like to be notified in advance if any other changes to Symonds Street are suggested beyond those that were proposed.

Attachment 1: Feedback form

Feedback form

NX2 - Albany to Universities bus route and layovers



You can also provide your feedback at www.at.govt.nz/haveyoursay
All feedback must be provided by 5.00pm, 26 June 2018.

Personal Information

Providing your personal details is optional, however providing us with your postal or email address ensures that we can contact you with updates to the project following the close of consultation.

Name: _____
Street Address: _____
Suburb: _____
Post Code: _____ Email: _____
Phone: _____

Please list any land development proposals or issues that may affect the planned changes.

Please list any site-specific safety issues that you think would affect the planned changes.

Is there any other feedback you would like to provide about the proposal?

Privacy: Auckland Transport recognises privacy is an important matter to all people. You can be assured any information you share with us will be treated with strict confidence, and will only be used for the purpose of this proposal.


An Auckland Council Organisation

Attachment 2: Design suggestions and AT responses

Below is a summary of all design suggestions received from the public and all stakeholders along with our responses to your feedback.

Design suggestion in feedback	AT response
Bus route, service and timetable suggestions	
Bus route (North Shore) <ul style="list-style-type: none"> Consider including Massey University Albany campus along the NX2's Albany route; make this service a link for all three major universities. Consider including Hibiscus Coast station on the NX2 route to make journey more convenient to wider base of North Shore based PT users; at least during peaks times <ul style="list-style-type: none"> may increase overall journey times for Whangaparaoa Peninsula based patrons as they will have to make one or more transfer/s to access the NX2 service from Albany. 	<p>AT consulted on the New Network for North Shore routes in 2015, released final decisions in 2016, and commenced implementation of these routes from mid-2018. Due to route distance, legibility, simplicity constraints, demand considerations and a range of other factors, it was decided that Massey University Albany campus and Hibiscus Coast station would not feature as stops or start points for the NX2. However other services will link both locations to Albany Station, enabling travellers to transfer to the NX2 express service to the city centre via the Northern Express Busway. While transfers may not be desirable to some people, they are essential to both frequency and simplicity and enable access to a much wider set of destinations.</p>
Bus route (city centre) <ul style="list-style-type: none"> Extend NX2 service to include Newmarket and hospital; cater to Grafton-based UoA students, hospital staff/patients/visitors, and workers who rely on the current 881 service to get to Grafton/Newmarket. Re-route service to avoid narrow and steep Wakefield Street; redirect to Symonds Street via Karangahape Road. 	<p>Due to route distance, legibility, simplicity constraints and to achieve optimal demand for the NX2 service, we opted to terminate the NX2 service near AUT, UoA and a host of other smaller tertiary education providers located in the city centre's learning quarter. The proposed interim and permanent routes also present the simplest and most legible options for inbound and outbound NX2 buses.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • Use Wellesley Street West east and westbound instead; avoid Mayoral Drive. • Divert to Victoria Street business park area i.e. include/cater to Depot Works-based workers. 	
Bus route (city centre) <ul style="list-style-type: none"> • Concerns the NX2 service will add to Symonds Street bus and general traffic congestion, especially during peak hours. - may also congest Queen Street more if traffic light phasing not addressed to support NX2 bus left turn into Wakefield Street. 	The established bus lanes along Symonds Street lend themselves perfectly to the new NX2 service and require minimal works to enable the desired route to be delivered by the September deadline. Our ATOC team will monitor traffic signal timings along the route and adjust them where needed, to manage any inefficiencies or congestion that may be identified.
Bus route (interim vs permanent) <ul style="list-style-type: none"> • Questions about how long the interim route will be in place; some concern that it may become the permanent route for the NX2. • Request AT to not go ahead with the interim route and move straight to implementing the intended permanent route; to save time and taxpayer money. 	We anticipate the interim (inbound city centre) portion of the NX2 route to be in place until the end of October this year. We will update the public closer to the time. The remainder of the route will be permanent from September this year. There is no additional cost to AT to make this interim update. We are currently awaiting the resources required to implement the permanent inbound route.
Bus operating hours <ul style="list-style-type: none"> • Start service earlier than 7.00am i.e. 6.00am or 6.30am, particularly to support North Shore-based workers needing to start work early in the city; save need for bus travellers to make <ul style="list-style-type: none"> - Align with the current 881 timetable which has much earlier starts. • Run the service later than 7.00pm, particularly from the city centre to Albany <ul style="list-style-type: none"> - Align with university semester timetables which often extend beyond 7.00pm. 	New Network timetables are based on optimum peak travel time demand, and offer a higher frequency of buses between 7.00am – 7.00pm each day. AT Metro will continue to evaluate demand once the NX2 service has been introduced. They will consider adding earlier and/or later buses to the timetable should there be a clear demand for this.
Bus services	Our New Network for North Shore required bold changes to better rationalise the number of services we offer and the frequencies at which they

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> Request to retain express buses from East Coast Bays to Mayoral Drive; believe these are more convenient for more people than the proposed NX2 timetable. Safety concern about the use of double decker buses in the city centre for the NX2 service; too big/cumbersome for narrow inner city route and perceived volume of passengers. 	<p>operate. Services also need to align with passenger demand while balancing the use of public road space and the careful development of key public transport corridors. We understand not everyone will agree with these changes or find them as convenient as some of the old or current services to meet their personal needs.</p> <p>We also need to strike a balance between the size and number of buses used to deliver these services and meet anticipated demand. The majority of the route for the NX2 are main arterials that are capable of handling double decker buses. We also checked vehicle tracking for the city centre sections of the route to ensure double decker buses can operate along them safely. Kerb build-outs and tree pruning will also take place to ensure the buses will clear canopies and branches.</p>
Bus stops and shelters	
Bus stops <ul style="list-style-type: none"> Relocate bus stop proposed outside 18 Wakefield Street (approx. location) <ul style="list-style-type: none"> Move further down this street, passed the intersection with Mayoral Drive/south of St Paul St; to avoid steep gradient and safety risk of busy street for passengers to cross, and risk of buses 'platooning' / blocking driveway at 18 – 36 Wakefield Street. Move to/replace with proposed NX2 termination stop, for the same reasons above. 	<p>As a result of the feedback we plan to leave the existing Wakefield Street layover in its current position and move the new bus stop where we had proposed to where the kerbside parking spaces currently are. We believe this will resolve the issues you have outlined.</p> <p>We will not look to relocate the NX2 termination stop as this is perfectly positioned to service the Universities – a key destination for this route.</p>
Bus stops (continued) <ul style="list-style-type: none"> Relocate proposed NX2 service termination bus stop on Symonds Street to the corner of Wakefield/Mount Streets; convenient for more people heading further down Symonds Street. Avoid stopping this service at Britomart. 	<p>We can confirm the NX2 service will not stop at Britomart. This service forms part of the new Northern Network (NN), linking Albany to the city centre Universities. It will replace the 881 service, which currently does not stop at Fanshawe Street. The service intends to provide an express route to</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> Stop this service at all stops along Fanshawe Street as well; to spread the distribution of passengers who will use this and the NEX service. 	and from the North Shore to the city centre with minimal stops.
Bus shelter <ul style="list-style-type: none"> Ensure shelter at NX2 service starting stop is large enough to accommodate expected passenger numbers, and provides ample protection from the rain; consider providing rain cover between the Symonds Street termination stop through to the new NX2 shelter. 	To meet the deadline for these works we are unable to progress the new NX2 bus shelter build for the Wellesley Street East starting stop. Due to the heritage status of the building it sits outside, the shelter is subject to heritage design standards and will need to be implemented as part of future works. Because this is a starting stop, passengers will be able to board the bus as soon as they arrive.
Bus layovers	
Bus layovers <ul style="list-style-type: none"> Relocate or omit the proposed Wellesley Street West layover – consider less active street frontages away from small retailers and high pedestrian volumes, or Halsey St instead. Relocate or omit the proposed Wakefield Street layovers (between Queen St/Mayoral Drive intersection) to east side of Mayoral Drive to abut AUT (commercial building) or further down the same street after Mayoral Drive intersection); too close to apartment dwellers and obscures visibility of those exiting the driveway which poses a safety risk. 	<p>As a result of the consultation and discussions with local businesses, we will not remove the loading zone to make way for the proposed bus layover at this location. However we will go ahead with all other proposed layover spaces along this route. Mayoral Drive cannot be considered as an alternative location for the proposed Wakefield Street layovers due to insufficient road space and the number of services already using Mayoral Drive. Remaining spaces on Mayoral Drive are required for AUT bus layovers.</p> <p>To mitigate visibility concerns expressed in the feedback, we plan to leave the existing Wakefield Street layover in its current position and move the new bus stop where we had proposed to relocate the layover.</p>
Car parking, loading zone and taxi stand suggestions	

Design suggestion in feedback	AT response
<p>On-street car parking</p> <ul style="list-style-type: none"> Concerns that the loss of on-street parking – particularly along Wakefield Street and Mayoral Drive – will cause undue hardship to residents and their guests and to local businesses. Remove car parking from Grafton Road as well - to enable footpath widening to accommodate more bus/passenger foot traffic coming from Symonds Street Consider removing all on-street parking along in Princes Street to create a people-centred space and PT ‘hub’, with layover spaces to support NX2 and other services. 	<p>Given the increasing demand for transport in Auckland and limited road capacity in the city centre, it is important that we make effective use of the available road space. We do understand that this has an impact on people who live, work or run a business in this area, but it is important that we give priority to improving the reliability and efficiency of key bus routes to ensure public transport users get to where they need to, on time. While we do not intend to remove any parking beyond that proposed for this project, our Traffic Engineering team will look into your suggestion for Grafton Road removals to support future works. The creation of a public transport hub in Princes Street is also outside the scope of this project, however we will refer this suggestion our Traffic Engineering team to consider.</p>
<p>Loading zone/s</p> <ul style="list-style-type: none"> Significant concerns about and opposition to proposed loading zone removal on Wellesley Street West; particularly from directed affected businesses (between Albert/Elliott Street) and service delivery companies. <ul style="list-style-type: none"> Consider unintended impacts of LZ removals such as illegal parking to service deliveries. Requests to provide an alternative loading zone location if the proposed removal goes ahead, particularly in the city centre; less LZs make servicing business/deliveries too difficult. <ul style="list-style-type: none"> Enforce existing LZ's in the area to protect them for service delivery use only. 	<p>As mentioned earlier, AT no longer plans to remove the loading zone to make way for the proposed bus layover at this location. Service delivery companies, couriers, and those making quick (P5) drop-offs and pick-ups to/from local businesses will be able to continue to use this space legally, for this purpose.</p>
<p>Taxi stand/s</p> <ul style="list-style-type: none"> Support the proposed taxi stand relocation; this poses no issue to taxi companies/the public. 	<p>Thank you for your feedback. The taxi stand change will be made as proposed.</p>
Crossings, pedestrian and cycling amenity	

Design suggestion in feedback	AT response
<p>Crossings</p> <ul style="list-style-type: none"> Concerns about the safety and design standards of the proposed pedestrian crossing at the Wakefield/Symonds Street intersection <ul style="list-style-type: none"> Concerns mostly with the fencing to 'guide' pedestrians toward the relocated crossing; barriers to free people movement a safety risk to pedestrians and other road users. Preference to retain the current crossing; follows desire lines more closely and seen as safer than the proposed option. Increase timings on crossing signal phasing at Wellesley/Symonds Street to allow for an expected increase in pedestrian numbers. 	<p>We will retain the existing pedestrian crossing and not proceed with the proposed relocation and design changes. To further promote safety for all users of this road space, we also plan to:</p> <ul style="list-style-type: none"> Move the double layover at the southern-most end of Wakefield Street to the western side of the street to improve visibility leading into the existing pedestrian crossing and help buses track safely to make the left-hand turn into Symonds Street Introduce road markings (chevrons) to help buses track safely into the left-hand turn from Wakefield Street into Symonds Street – instead of the proposed kerb cut-back at this intersection. <p>We will ensure AT's Strategy team has reviewed all proposed designs prior to the public consultation phase for all future projects.</p> <p>Our ATOC team will also monitor the Wellesley/Symonds Street crossing and adjust the signal phasing if necessary, as suggested.</p>
<p>Footpaths</p> <ul style="list-style-type: none"> Widen the Symonds Street footpaths to accommodate an anticipated increase in foot traffic/NX2 bus service passengers. Widen the Grafton Road footpaths to accommodate Symonds Street foot traffic heading to/from the proposed NX2 stop/s; currently too narrow for the number of pedestrians using them, forcing people to walk on the road and between parked cars. 	<p>Although these suggestions are outside the scope of our proposal, we have passed them on to our Walking and Cycling team to investigate. If necessary, they will look at feasible solutions to implement as part of future works to support pedestrian safety along these key routes.</p>
<p>Pedestrian safety</p>	<p>This is a particularly busy section of the city centre where thousands of people using a range of public, private and active transport modes pass through in high volumes each day, especially during peak</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> Some concern an increase in buses along this route (particularly Symonds Street) could pose a safety risk to rising numbers of pedestrians passing through the area. Some concern the proposed traffic island removal on Mayoral Drive may also pose a safety issue for pedestrians, leaving no refuge from traffic for those trying to cross at this location. Improve or add more street lighting along Wellesley Street to make this area safer. 	<p>travel times. For your personal safety, we'd advise crossing only at signalised or marked pedestrian crossings along this busy route, at all times.</p> <p>Our street lighting team will investigate and implement any lighting improvements that can be made in this area, as requested.</p>
Cycling amenity/safety <ul style="list-style-type: none"> Concern the fencing/barrier on the proposed Wakefield/Symonds Street crossing relocation will make cycling along here more hazardous, especially when riding next to buses. 	As explained above, we will not proceed with the proposed crossing relocation and design changes.
Road and road user suggestions	
Road width <ul style="list-style-type: none"> Retain road width at the Wakefield/Symonds Street intersection; oppose widening of road here to enable turning buses as it promotes higher speeds of both buses and cars. 	<p>The proposed kerb cut-back to give buses sufficient room to make the left turn from Wakefield Street into Symonds Street will not go ahead as a result of the feedback received.</p> <p>To maintain pedestrian safety and visibility at the existing crossing site, we have decided to move the double layover to the western side of Wakefield Street (near the Symonds Street intersection). We will also introduce road markings (chevrons) to help buses track safely to make the left-hand turn into Symonds Street without mounting the existing kerb.</p>
Exit only <ul style="list-style-type: none"> Suggestion to make Mount Street to Symonds Street exit-only to prevent conflicts between cars turning from Symonds Street into Mount Street and buses. 	Thank you for raising this with us. We will pass on your suggestion to our Traffic Engineering team to investigate. They will monitor the site once the NX2 service commences, assess any conflicts or risks and look into your suggested (or other) solutions if required.
Traffic light phasing	Thank you for your suggestion. We will pass this on

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> Investigate light phasing to allow for sufficient movement of traffic along Wakefield Street between Queen Street and Mayoral Drive; to prevent congestion on Queen Street that buses awaiting left turn into Wakefield Street might cause. 	to our ATOC team to evaluate once NX2 starts, and they will adjust the phasing if needed.
Re-routing <ul style="list-style-type: none"> Prefer the NX2 bus route uses Wellesley Street inbound/outbound; less circuitous than using Wakefield Street (interim route), saves need/investment required to modify Mayoral Street/Wellesley Street to enable right-hand turn (long term route). 	It is essential for us to utilise Wakefield/Symonds/Wellesley Streets to support the required route for the NX2 service. Using Wellesley Street only for both the inbound and outbound route would require buses to make an impractical U-turn to make the return journey to Albany.
Environment and community	
Trees <ul style="list-style-type: none"> Retain trees proposed for removal Relocate trees proposed for removal to uphold green space in the city centre. 	The arborist advised we no longer need to remove any trees as part of these works. Three trees earmarked for removal outside AUT Marae (69 Wellesley Road) will now be pruned instead to allow sufficient clear space for the NX2 double decker buses to pass safely along this route. The trees will be maintained to ensure the minimum clear space is observed at all times.
Air / noise pollution <ul style="list-style-type: none"> Concerns increased bus traffic and idling at layover will increase noise and air pollution; may pose a health risk to residents and businesses along the route. 	AT has an existing policy where the idling of buses in layover spaces is not allowed. We will ensure this is clearly sign-posted in these areas and clearly communicated to the bus operators before the new service commences. Idling is not allowed in any of our layovers, in any location.
Business community impact <ul style="list-style-type: none"> Concerns bus noise and air pollution may have a negative impact on local businesses' patronage and attractiveness to customers. 	As mentioned above, we plan to clearly sign-post and communicate AT's policy on the use of layover spaces to all bus operators. This will address concerns about buses causing any noise or air pollution that may impact local businesses.
Issues	

Design suggestion in feedback	AT response
<p>"There is extreme pressure for loading and servicing for businesses...and the ongoing removal of loading zones will exacerbate this problem. The city rail link project has also put significant pressure on loading and servicing and future works in the Wellesley Street and Victoria Street works will further this. We have been liaising [with AT] about the need for an overarching loading and servicing strategy for the city centre...we can't continue to look at the areas of the city centre in isolation in terms of their provision for loading and servicing our growing business community."</p>	<p>Following discussions with and feedback from a range of parties directly affected by the proposed loading zone removal on Wellesley Street West, we decided not to go ahead with this change. Wherever possible, AT seeks to balance the urgent need to improve bus priority and network connections with the needs of local communities and businesses – particularly in the city centre where space is limited. In this instance, we determined that the remaining proposed layovers should be an ample minimum to support the NX2 and other AT Metro bus services that will follow this route. We will monitor the use of these layovers once the NX2 is introduced. Our Parking and Strategy teams will continue to liaise with you and other relevant stakeholders to develop a possible loading zone strategy for the inner city, to support service deliveries and local business.</p>
<p>"We think AT should have a very clear policy that bus layovers are never located outside of residential buildings as these frequently do not have inbuilt air conditioning systems in the same way that commercial premises do. This means that idling buses constitute a Health & Safety risk because of the need to have open windows in residential building for ventilation purposes."</p>	<p>AT does have a policy stipulating that buses are not to idle while parked in AT layover spaces, no matter their location. Again, we plan to communicate this to our bus operators before the NX2 service commences and include notices on bus layover signage along the route. AT Metro will remind all bus operators more broadly about the policy, to ensure they adhere to it when using any bus layover across our network.</p>
<p>"There are also 3 resident carparks on Wakefield St and Mayoral Drive, alongside where the buses will be parked. This poses a serious risk to residents attempting to enter and exit the apartment car-parks with buses blocking their view, or about to move off from the bus stop."</p>	<p>The three on-street public carparks referenced were proposed for removal, and are confirmed to be removed to make way for the proposed bus layovers and bus stop.</p>
<p>"Customers travelling from the Whangaparaoa Peninsula or elsewhere north to Wellesley St or Universities will now be required to make two bus transfers to get to their desired location. As the NX2 does not travel between Hibiscus Coast and Universities, there is a requirement for all persons</p>	<p>The current rollout of our New Network required some bold changes and trade-offs to better rationalise the number of services we offer and the</p>

Design suggestion in feedback	AT response
<p>travelling from Hibiscus Coast to transfer buses at the Albany station in order to get to University...This will become very inefficient for customers."</p>	<p>frequencies at which they operate. These services also need to align with passenger demand while balancing the use of public road space and the careful development of key public transport corridors, particularly those leading to and from the city centre, such as the current NEX and incoming NX2 from the North Shore via the Northern Busway.</p> <p>We understand not everyone will agree with these changes or find them as convenient as some of the current service to meet their personal needs.</p> <p>One inevitable trade-off is that some of the more direct bus services you have become accustomed to will be replaced with generally more frequent services which may require a transfer. While transfers may not be desirable, they are essential to both frequency and simplicity and they also enable access to a much wider set of destinations.</p> <p>We encourage you to keep up to date with our New Network for North Shore service and timetables to help you make the most of these changes.</p>
Questions	
<p>If this is the replacement for the 881, what provision is there for the large numbers of people who catch this bus to reach:</p> <ul style="list-style-type: none"> - lower Anzac St and surrounds? - upper end of Symonds St and surrounds (e.g. St Benedict's St etc)? - Hospital and surrounds? <p>I am a daily user of 881 and see large numbers of people getting off the bus that aren't specifically university bound. It seems that the new NX2 route won't cater for them."</p>	<p>Please check our New Network for North Shore New Network for central suburbs bus timetables here for the most appropriate service to get to or from any northern or central destination. Transfers may be required to connect services to and from your desired destination under the New Network.</p> <p>The proposed NEX3 (Albany to Newmarket) route will replace the current 886 service and continue on to Auckland Hospital and Newmarket via all Northern Busway stops. This will run at least every 10 minutes at peak times and at least every 30 minutes at other times from Monday to Friday only.</p>

Design suggestion in feedback	AT response
<p>"We wanted to get clarification on how long this specific bus configuration would be in place for. It mentions in the letter that is in interim route."</p>	<p>The interim NX2 route is anticipated to be in place until the end of October this year. This consists of the city centre portion of the inbound route only. We will update the public as soon as we have the required resource to implement the permanent inbound route (via a right-hand turn into Mayoral Drive from Wellesley Street).</p>