

Regional Public Transport Plan 2018 – 2028 Consultation Feedback Report

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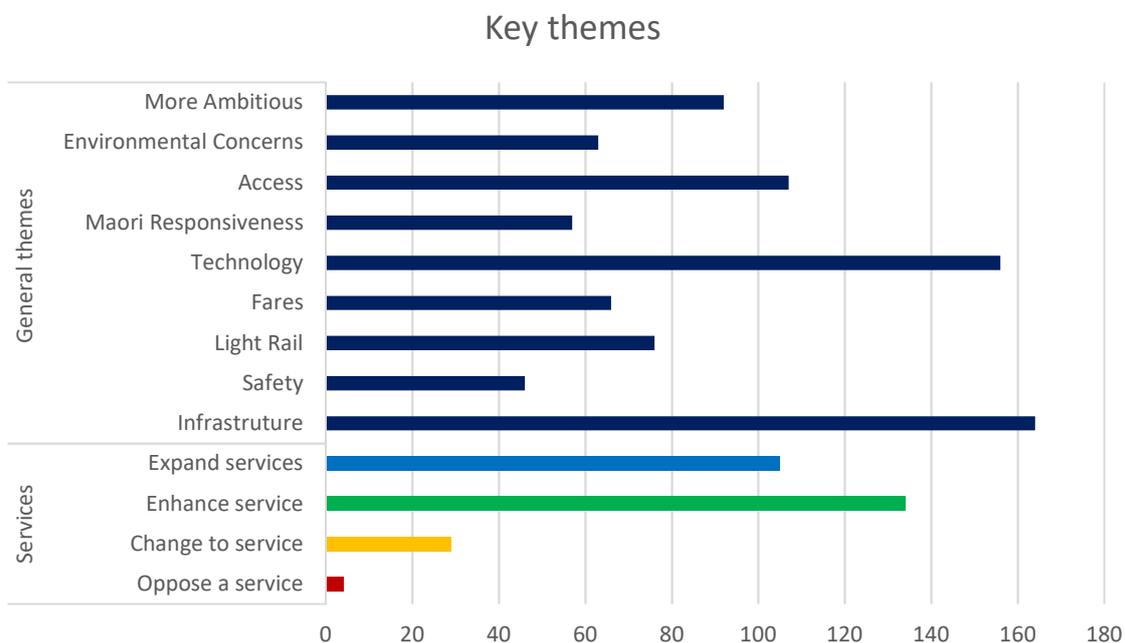
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Summary

The Regional Public Transport Plan (RPTP) sets out the changes to Auckland’s public transport system for a 10-year period and sets out how we will continue to enhance customer experience by building on the changes made to the public transport network since the previous version of the plan in 2015.

We consulted on this proposal from 19 November to 14 December 2018 and received 462 submissions.

Key themes in feedback



Submissions may have contained more than one theme

- Requests for **better infrastructure** were the strongest theme in the feedback.
- **Technology was** a popular theme, though a notable proportion of submitters mentioned being wary of unproven technologies,
- Overwhelmingly requests to **enhance services** focused on ferry services.
- Requests for **better infrastructure, more ambitious** targets, and to **expand and enhance** services suggest that there is a substantial demand for public transport amongst Aucklanders.

Next steps

Public feedback indicates general overall strong support for Auckland’s public transport plan, which gives AT confidence that we are heading in the right direction. Outlined below are the key areas of feedback and updates we’ve made to the plan. For a detailed list, please refer to agenda item 10.1 of the February Board paper on our website ([www. AT.govt.nz/rptp](http://www.AT.govt.nz/rptp)).

- **Ferry services** - desire for more ferry services and faster progress on integrating ferry services with the wider public transport system. We have updated the plan to clearly show service improvements by 2021 and explain how fare integration will work.
- **Light rail** - request for more information and consultation on light rail. We have updated the plan to explain that the Light Rail Transit project is led by the New Zealand Transport Agency, which is a Central Government priority that we are reflecting as a key part of the broader public transport network. We will provide a link to the New Zealand Transport Agency's Light Rail Transit website too.
- **Low emissions** - support for low emissions but a desire to see implementation earlier than 2025. We have added details in the plan on the low emission bus roadmap.
- **Train frequencies** - concern about frequencies being lower than previous plans. We've explained that due to the ongoing construction of City Rail Link there is still uncertainty over the future route alignment and frequencies for the train network and that more clarity will be provided in the 2021 RPTP. We have also made minor amendments to the frequencies of some rail line service periods.
- **Accessibility** - we have improved the text throughout the plan to better articulate the importance of accessibility for public transport.
- **Fares** - desire to see farebox recovery targets and fares to be reduced. We've added information to the plan to explain that AT reviews fare levels annually and makes necessary adjustments to balance operating costs and the fare recovery target. We've also included the latest information about the Government's indication to review the recovery rules and Financial Assistance Rates.
- **Safety** - desire to see more emphasis on safety monitoring. We have added references to safety in the plan where this is relevant. We've also provided an explanation on the new safety metrics which we'll develop and how we'll the monitor public transport safety performance.

Background

The Regional Public Transport Plan (RPTP) is a requirement of the Land Transport Management Act. It sets out the changes to Auckland's public transport system for a 10-year period. It complements and follows on from other plans, including the recently completed Regional Land Transport Plan.

The RPTP builds on the changes made to the public transport network since 2015 and will continue to enhance customer experience. It has four areas of focus:

- Expanding our public transport network to improve the frequency and reliability of services
- Making it easier for people to get to and from public transport
- Improving Maori input into public transport, which includes applying Te Aranga Principles to design
- Using technology to make it easier and more accessible for people to use public transport, such as on-demand travel and easier payment options.

Consultation

We consulted on the draft RPTP from 19 November to 14 December 2018.

Activities to raise awareness

We undertook various activities to publicise that the RPTP was available for feedback. These included:

- emails to over 300 key stakeholders including businesses and resident associations, disability specialists, advocacy groups, emergency services and community groups
- emails to over 500 schools across Auckland
- emails to Auckland Council Advisory Panels
- information sent to Auckland Social Sector Leaders Group
- posters and physical copies of the full plan and summary document displayed throughout Auckland Council's library network
- posters on buses, trains and ferries
- notice on ferry terminal screens
- physical copies of the full plan and summary document distributed to all Auckland Local Board offices and Councillors
- detailed project webpage and an online feedback form on our website
- social media promotion through Facebook, Twitter, Neighbourly and LinkedIn
- advertisements in the Herald and community newspapers
- four public drop-in sessions in north, east, south and central Auckland
- presentations to interest groups.

Giving feedback

We asked for your thoughts on the four key focus areas. We also asked what additional factors we should consider for the activities under each focus area and if you had any other comments or suggestions for improving the RPTP.

You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a freepost form included in the summary document.

Your feedback

Overview

We received public feedback on the RPTP from 462 submitters.

- 418 were submitted online
- Six were submitted using the freepost feedback form
- 31 were submitted via email or letter

Support from feedback

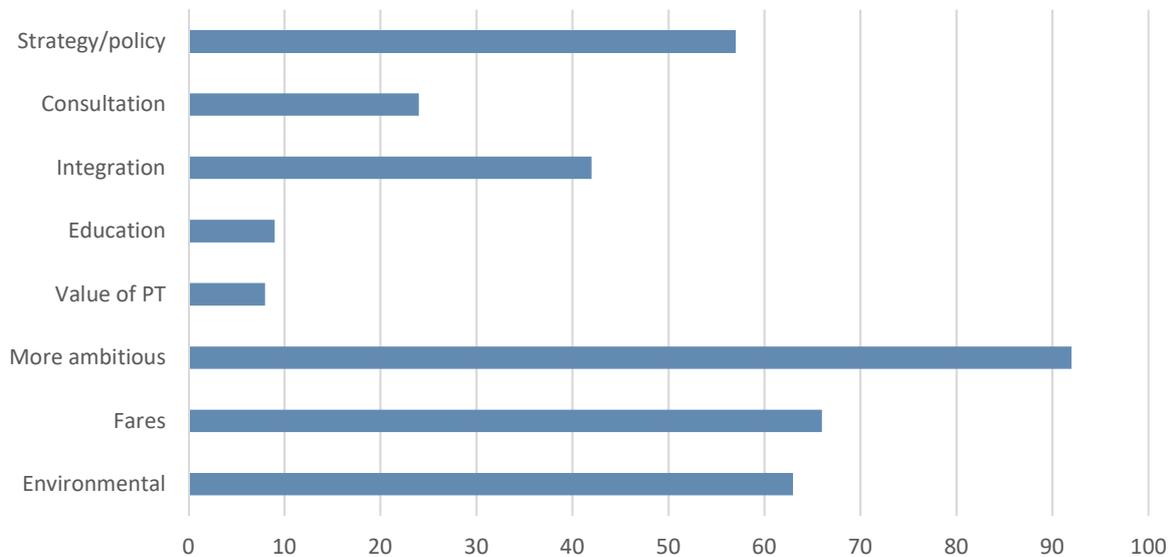


The above graph shows the number amount of explicit support for each focus area. It is important to note that actual support for is likely higher for each focus area as implicit support was not counted in the above graph.

General themes from feedback

We have analysed your feedback to identify key themes. General themes are outside the scope of the four focus areas. They mostly relate to the strategy, goals or outcomes presented in the RPTP.

General themes



Submissions may be contained more than one theme

Strategy and policy

These people made suggestions or comments that relate to wider strategic goals or to specific policies. Many people suggested that reducing fares by reducing farebox recovery targets would encourage faster uptake of public transport services.

Some people used the consultation to voice their opposition to the 'hub and spoke model' of public transport, mostly because they often require transfers from one service to another, rather than one continuous service.

Some people suggested that a better balance between patronage and coverage is needed. These people suggested that the without a clear policy the public transport budget may drift to solely focus on patronage which would disadvantage vulnerable people who rely on public transport.

Some people in this group made suggestions about concentrating development around transport hubs and the need for planning to manage Auckland's growth.

Various people mentioned specific policies that they would like to see changed, for instance one advocated for allowing dogs on public transport, while another suggested AT policies need to be more inclusive of new modes of transport, like e-scooters and e-skateboards.

Consultation

These people commented on the way the consultation was conducted. Some felt that the timing of the RPTP consultations and number of other consultations taking place at once made it difficult to give each the attention it deserved.

Integration

These people expressed a desire to see better integration between the different services. For instance, better timing feeder busses and trains so that wait times for connections are minimised.

Education

This group felt that initiatives to educate people on how to drive, use public transport more effectively or cycle in traffic would be generally beneficial.

Value of public transport

This group of people felt that the RPTP should further emphasise and contextualise the value of public transport for Aucklanders.

More ambitious

These people expressed some desire for the final version of the RPTP to be more ambitious or for a greater rate of expansion for the public transport network. Generally, this group was underwhelmed by the targets laid out in the draft RPTP and encouraged AT to adopt more ambitious targets and further prioritise public transport's role in the lives of Aucklanders.

Almost half of the people in this group felt that more emphasis should be put on planning for new or growing communities.

Public transport further prioritised

11 people felt that public transport should be prioritised even further than laid out in the RPTP - they suggested that more of AT's overall budget should be put towards PT. Others in this group suggested that more of Auckland's road space should prioritise public transport over private vehicles.

Fares

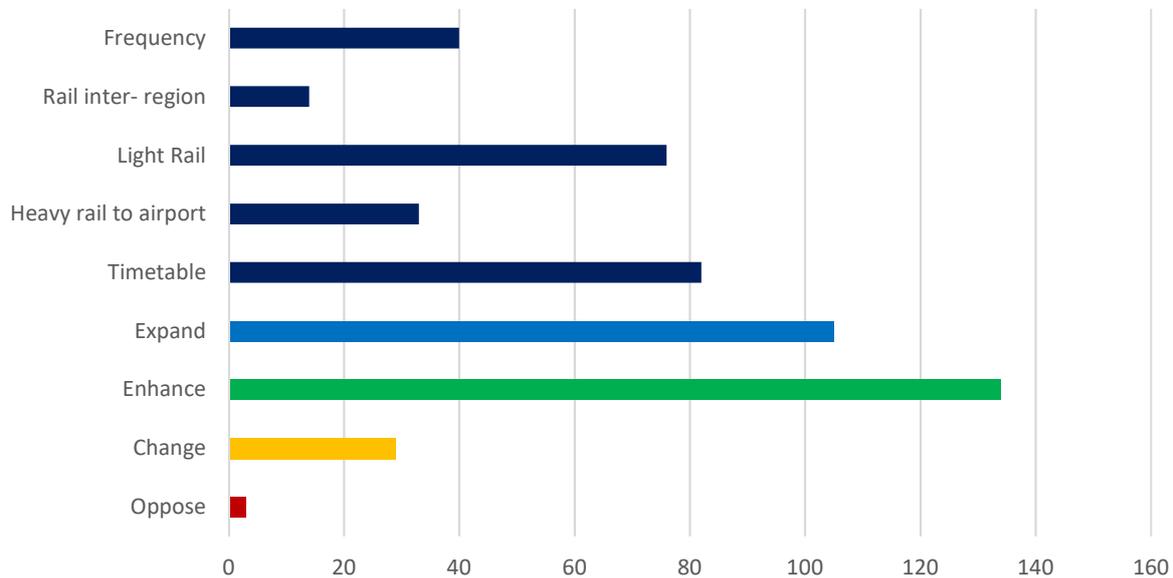
These people mentioned that they would like to see fares reduced. Various forms of fare reductions were mentioned, including concessions for young, elderly or disabled people, and beneficiaries. Making public transport free, or free during off peak times, was also suggested.

16 people mentioned the relatively high price of catching the ferry and wanted ferry fares closer to, or the same as, other forms of public transport.

Environmental

This group of people expressed concern about the public transport network's impact on the environment. Generally, these people were interested in a low emission network and as such there was a large crossover with the technology theme discussed later. Most people saw moving from diesel to electric powered buses as the best way to lower emissions across the public transport network. Other people highlighted the need to increase public transport use across Auckland's population to reduce the emissions from private vehicles.

Feedback on Focus Area 1: Expanding and enhancing rapid and frequent networks



Submissions may have contained more than one theme

Frequency

These people mentioned that they thought the frequency targets are inadequate.

There is overlap between the frequency theme and more ambitious theme, however, the frequency theme is specifically about target frequencies for various modes of public transport. The more ambitious/faster expansion theme is more general; encompassing the entire public transport network.

Rail to Hamilton/Waikato

These people mentioned that they would like to see a rail link between Auckland and Hamilton or the Waikato region.

Light Rail

Light rail received a relatively high amount of attention in 76 people's submissions. 27 people were very positive about the prospect of light rail connecting the city centre to the airport or the western suburbs, while 51 people were more sceptical and asked for more information, and business cases, to be publicly released.

In some cases, people were counted more than once as they were positive about some plans for light rail and more sceptical about others.

Heavy rail to the airport

This group of people mentioned that they would like to see a heavy rail connection from the city centre to the airport and suggested an express service should follow such a connection.

Many of these people preferred a heavy rail connection to the airport rather than the planned light rail connection.

Timetables

This group of people advocated for changes to the timetables of public transport services.

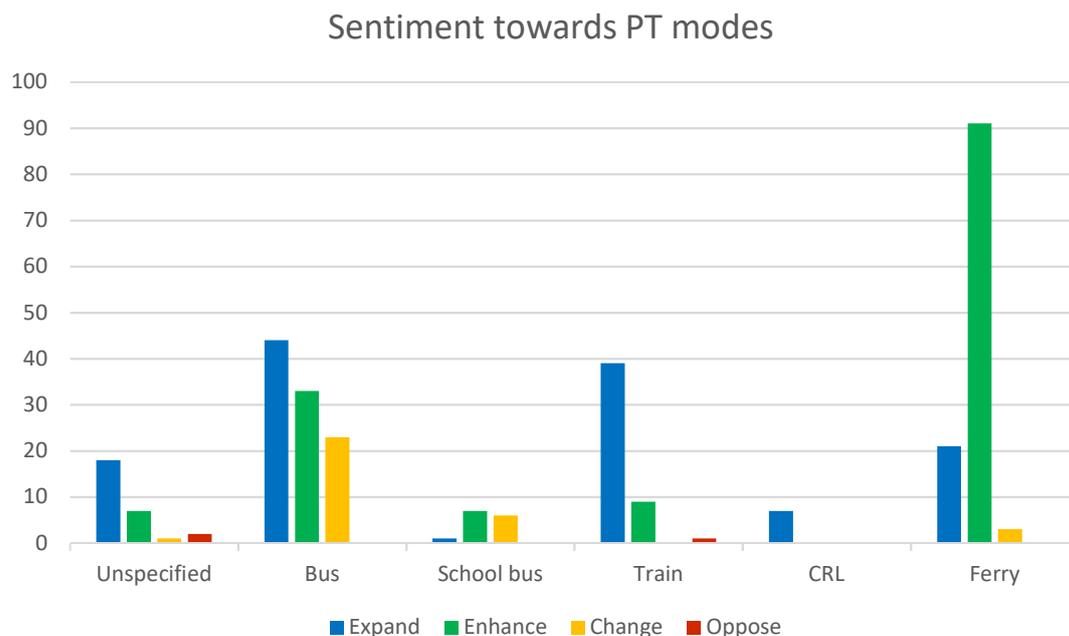
56 people suggested that a service's hours of operation should be extended, or that the peak frequency should operate for a greater period of time, especially for Beachlands, Hobsonville and Waiheke ferry services.

Eight people in this group mentioned that they wanted greater consistency in a service's timetable, often between weekend and weekday services.

25 people advocated for greater reliability in their public transport service.

Services

This section describes where people indicated they were in favour of a service, opposed to a service or wished for an existing service to be changed.



Submitters may have indicated more than one mode

Expanded services

Requests for expanded services tended to mention expanding services generally rather than in a specific area or location or used vaguely defined areas like 'West' or 'East'.

Where a specific area was mentioned, across the board requests for expanding services tended to be focused outside of the central city and suburbs to areas where public transport services were limited. For instance, requests for expanding bus services into Botany, Millwater, Silverdale, and Howick, or requests for expanding rail services to the North Shore or Kumeu.

Many of the requests for expanded services mentioned the need to link areas with rapidly growing populations to the wider public transport system.

Enhanced services

Most of the submissions in the ferry category were from Beachlands and Hobsonville, and in both cases focussed on more ferry services during the work week and adding weekend sailings. Submissions from both areas often mentioned the rapid growth of the populations in their area and were often accompanied by requests for bus and rail services to be extended into their area.

A large group of submissions on the Waiheke Island ferry service also contributed to the high overall number of ferry submissions. Unlike the submissions from Beachlands and Hobsonville, the submissions on the Waiheke Island service generally asked for a better quality of service, often mentioning ferries arriving behind schedule or sailings being cancelled last minute. Almost all the people that mentioned the Waiheke Island ferry service mentioned the high price of tickets, and many mentioned that they would like to see greater parity in the farebox recovery percentages compared to other forms of PT.

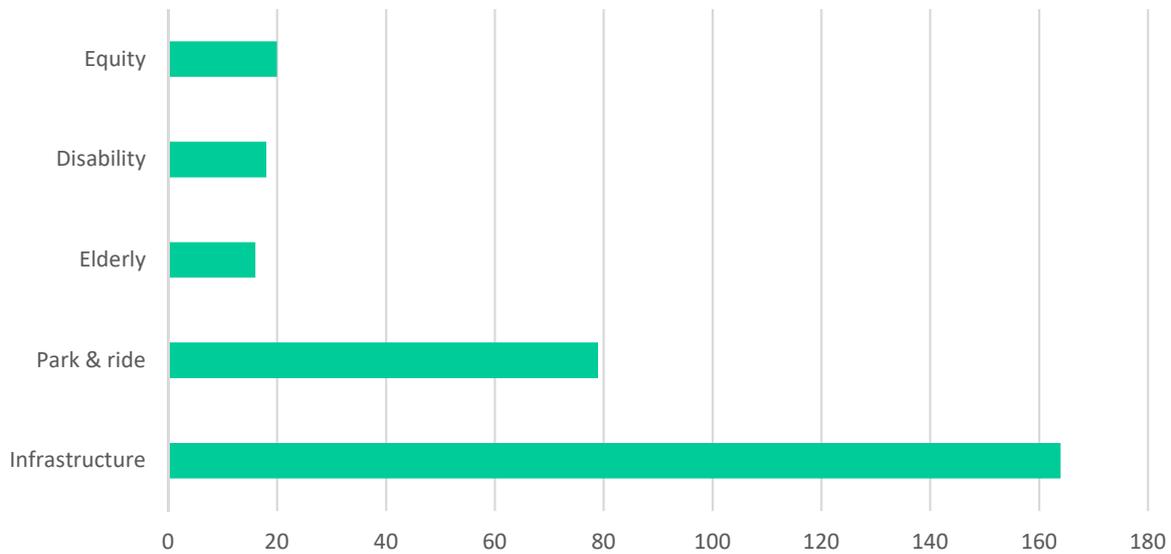
Changes to services

Generally, requests to change an existing service were low across various public transport options, the exception being buses and to a lesser extent school buses. This is likely due to the recent changes to the bus network across Auckland. Almost all the people making submissions on changes to buses and school buses were requesting that a disestablished service be reintroduced, particularly in areas where few services are available.

Opposition to services

Outright opposition to services was almost negligible. A handful of people overall made submissions openly against public transport services. Two were against public transport generally and one saw rail as an outdated mode that would not work for Auckland.

Feedback on Focus Area 2: Access



Submissions may be contained more than one theme

Accessibility

These people made submissions with accessibility as a focus. Many of these submissions pointed out the different needs that groups such as people with disabilities, young people, women, elderly, and people who don't speak English have when accessing and using public transport. They made suggestions about how barriers to accessing public transport could be overcome.

Equity

These submissions were made by people who were concerned about people having equal access to public transport services. Many of these people talked about a general need for equitable access. Some made suggestions that would make public transport easier to access for young people, caregivers with prams or other children carrying devices, and people who need to carry groceries and luggage.

Disability

These people commented on how public transport and the infrastructure that supports it could better cater to people who live with different kinds of disability. Many pointed out that people with disabilities often have the most difficulty accessing public transport, especially if services, vehicles, or supporting infrastructure have not been designed with them in mind.

Elderly

This group of people detailed the different needs and priorities that elderly people have when accessing public transport. Generally, they pointed out that the elderly are often the most vulnerable people that access public transport and that their needs are often overlooked when designing public transport services and their supporting infrastructure.

Park and Ride

The provision of Park and Ride facilities was a divisive topic amongst submitters. 13 submitters called on AT to cease investment in park and ride facilities or to put park and ride facilities to other uses, such as housing or parks. They suggested that park and ride undermined public transport uptake, especially in more developed suburbs, and is an inefficient use of space.

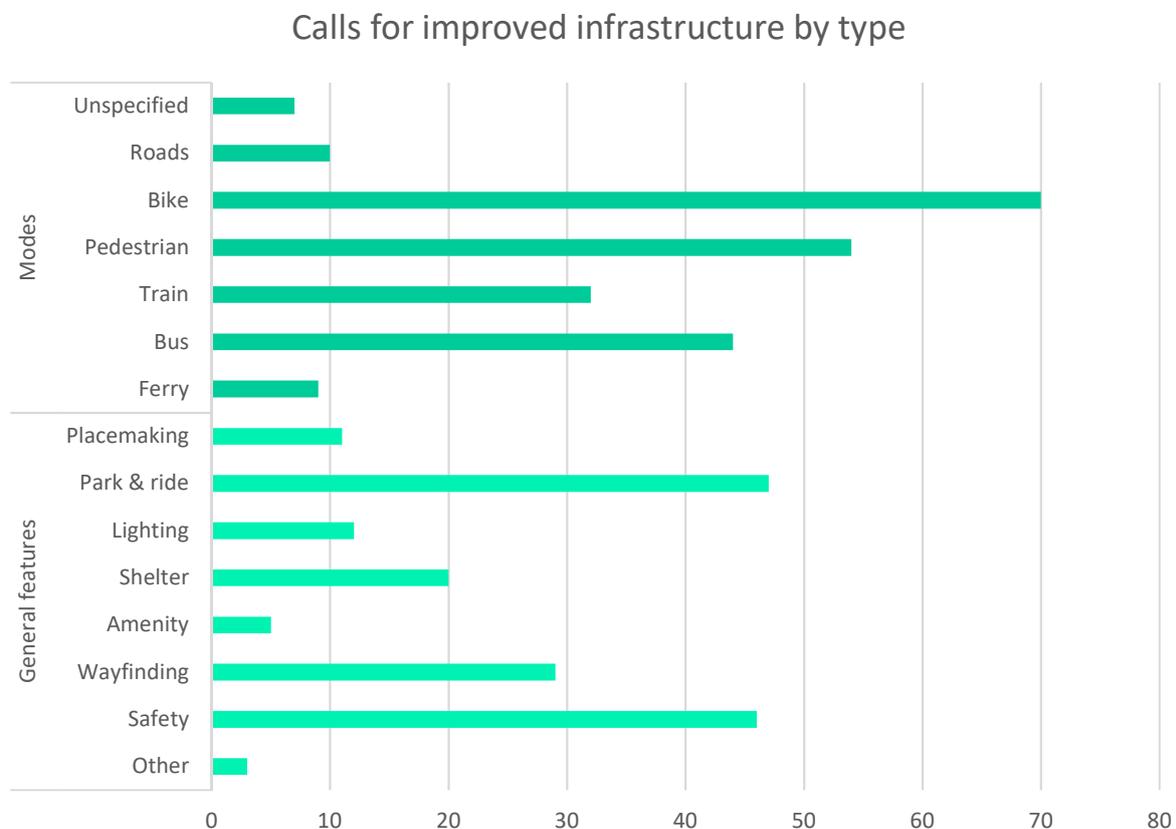
13 people agreed that park and ride areas were not appropriate for more central suburbs but suggested that they were more appropriate in outer or rural suburbs as a way of promoting public transport uptake.

42 people called on AT to provide more park and ride facilities. Typically, these people were from areas that had few feeder services, where a private vehicle might be the only way to reach the train or bus station, or ferry terminal.

Whether people should pay to use park and ride facilities was another smaller issue, with 6 people in favour, and 2 people against paying to use park and ride facilities.

Infrastructure

Many people suggested changes or improvements to Auckland's public transport infrastructure. The graph below shows the different types of infrastructure mentioned. Infrastructure refers to the physical structures and facilities (such as roads, train stations, footpaths, etc) needed to run public transport.



Submissions may have been counted more than once

Modes

Unspecified

These people suggested that they would like to see more infrastructure without indicating a specific mode of transport.

Roads

Some people requested that money from the public transport budget go towards improving the quality of Auckland's roads.

Bikes

This was the most popular kind of infrastructure that people requested. There were many suggestions about how bike-based infrastructure could be improved. The three most popular suggestions were:

1. Create more secure bike parking at train stations and major bus stations. This included suggestions like covered bike racks and bike cages with security doors. People stressed the need to have confidence that a bike could be locked up while its owner used public transport without worrying about theft.
2. Bike lanes or similar safe biking infrastructure to ensure people can safely connect to public transport by bike.
3. Make it easier to take bicycles on public transport such as busses.

Pedestrians

These people suggested that making it easier for people to walk to public transport would improve the numbers of people using it. Improving the condition of sidewalks, building more pedestrian crossings and improving lighting were popular suggestions.

Train

These suggestions related to improvements to train stations. Generally, these improvements focussed on two areas:

1. Making train stations easier to move around through such things as bigger, faster elevators, more signage, better connections to local hubs and more HOP machines.
2. Making train stations more pleasant places for users for example by improving lighting, full length platform shelters. There was also overlap with the safety theme (mentioned above) where people described feeling isolated when waiting for their train alone on a platform.

In addition a few people mentioned that they would like to see diesel trains quickly phased out in favour of electric trains.

Bus

This group of people were interested in bus infrastructure which fell into one of two categories:

1. 16 people asked for improved bus stops. Requests for more shelter, more seating and better lighting were common.
2. 27 people were interested in more bus lanes, especially through centres and on the motorway. These people also stressed the importance of a connected network of bus lanes.

Ferry

Despite the large number of people asking for enhanced ferry services very few asked for ferry infrastructure. Five people mentioned a need for better terminals and wharves.

General Features

Placemaking

These people's submissions encouraged developing infrastructure that is generally more pleasant to be around. This might include use of space, the availability seating or comfortable places to wait.

Lighting

These people were in favour of better lighting in and around public transport infrastructure. People commonly mentioned feeling unsafe in areas with poor lighting, especially if other factors also made them feel vulnerable.

Shelter

This group were interested in shelter being provided at places where people wait for public transport such as bus stops, train stations and ferry terminals. Some people mentioned that when weather was bad choosing between using public transport or a private vehicle often came down to whether they had to wait in the wind in rain or whether shelter was present.

Amenity

These people advocated for greater amenity in the public transport system. These ranged from relatively straightforward requests for seating at stops, escalators and larger lifts to things like televisions on busses and seasonal music on trains.

Wayfinding

These people mentioned ways to improve, or problems with wayfinding in Auckland. This group mostly mentioned a lack of signage around central Auckland or the central suburbs. Some in this group mentioned that Auckland's intersections are often complicated or unintuitive and felt that clearer signs would make it much easier to find their way around.

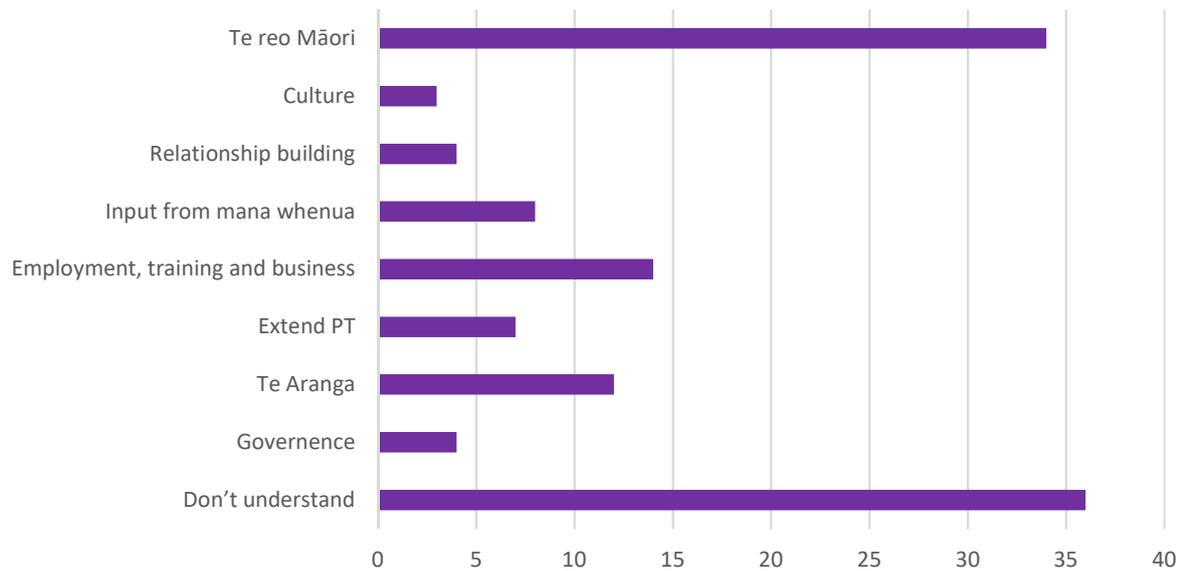
Safety

These people mentioned that safety was a concern for them when accessing public transport. Interestingly, many of these submissions mentioned focussed less on safety when using public transport and more on accessing public transport, particularly for women and elderly people when waiting for buses and trains.

Other

Other kinds of infrastructure mentioned included things such as ferry terminals and parking buildings. There were also broad comments for more infrastructure and requests for more inviting waiting areas.

Feedback on Focus Area 3: Māori Responsiveness



Submissions may have been counted more than once

Te Reo Māori

Incorporating te reo Māori into signs and announcements for rapid transport was popular amongst people who commented on the Māori responsiveness focus area. People mentioned enjoying the te reo Māori announcements and signs already and thought more would encourage wider appreciation of Māori history and culture.

Culture

Using elements of Māori culture in the design of public transport was often mentioned alongside a desire for greater use of te reo Māori.

Relationship building

This group were interested in the opportunity for AT to build relationships with Iwi.

This group had a lot of overlap with people encouraging more input from mana whenua.

Input from mana whenua

These people mentioned the importance of seeking early and ongoing input from mana whenua during the design process. This group also reflected on the need to invest in the public transport of areas with large Māori populations.

Employment, training and business

This group commented positively about securing opportunities for Māori employment, training and business development when constructing public transport projects.

Expand public transport

These people suggested that improving connections and expanding services into areas with large populations of Māori would be a way to support the Māori responsiveness focus area.

Te Aranga design principles

This group were in favour of incorporating Te Aranga principles into designs. Some suggested that Te Aranga should be mandated during procurement for all projects and encouraged in tenders.

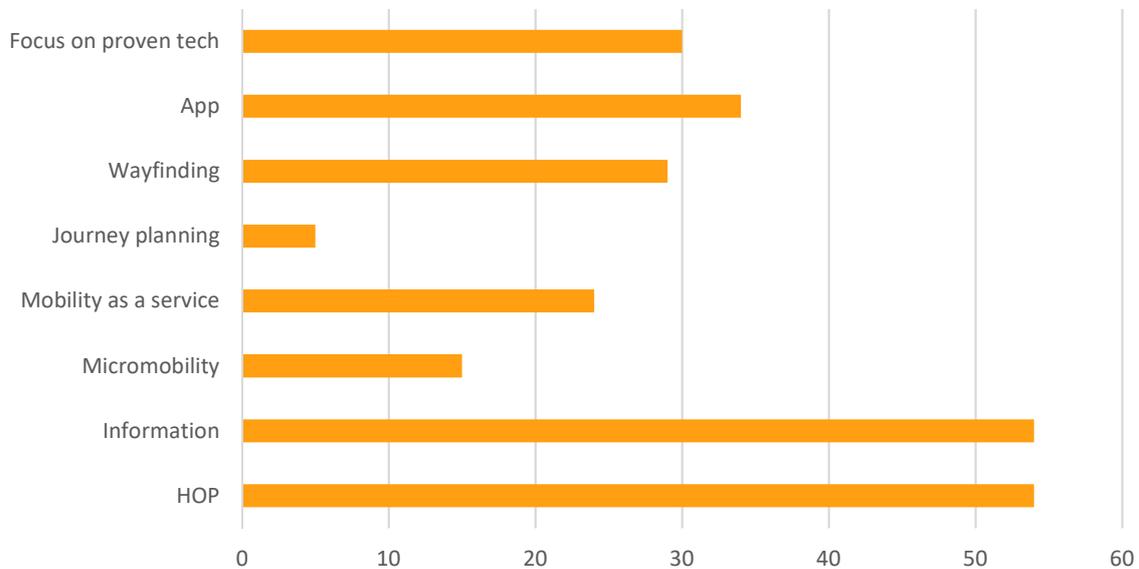
Governance

This group advocated for more Māori representation on AT's governing and decision-making bodies. Some people suggested that this top-down approach would ensure that the other aspects of the Māori responsiveness focus area would be acted on.

Don't understand

Some people were confused about the inclusion of Māori responsiveness as a focus area for the RPTP. These people suggested that Māori responsiveness and public transport have little to do with one another.

Feedback on Focus Area 4: Technology



Submissions may have been counted more than once

Technology

The technology focus area was the second most popular topic among commenters, after changes to public transport services. Submitters were split in their opinion of this focus area. Many people suggested ways technology could improve Auckland's public transport, many of which dovetailed with the other focus areas such as stop announcements in English and Māori, paying for fares with the AT app; or using smaller, electric, more-frequent buses.

Other people were more cautious, especially of 'unproven' technology, suggesting that AT should look overseas at what is working in other cities and adopt the same technologies.

Focus on proven technology

This group of people urged AT to be wary of unproven technology. This group were cautious about technology that AT might incorporate into the public transport network. They suggested that AT should look overseas at what technology is working in other cities and adopt the same technologies in Auckland. Another common suggestion was to buy 'off the shelf' products rather than building new products from the ground up.

Get more from the app

These people suggested ways in which the AT mobile app could be of more value to Aucklanders. A common suggestion was to manage HOP top-ups via the app, or to do away with HOP cards altogether and allow mobile devices to be used instead.

People also wanted more accurate information about their public transport services on the app. Many noted that the app would often display incorrect information about how far away a bus or train was, or people would experience the 'ghost bus' phenomenon.

Journey Planning

This group made submissions that mentioned changes to journey planning. Given that journey planning is the major component of the AT mobile app there was a great deal of overlap in these comments with the app theme.

Mobility as a service

Mobility as a service (MaaS) was a divisive topic among the people who made submissions about it.

MaaS refers to ridesharing service and can be either privately run such as Uber or Zoomy, or run by public bodies such as the AT Local service that is being trialled in Devonport.

On one hand some people were very positive about what MaaS could deliver to people in the future. Some asked for the AT Local ridesharing service to be rolled out more widely, especially to areas with high numbers of elderly people and minimal public transport coverage. One person suggested that rideshare services such as Uber and Zoomy would mostly replace privately owned vehicles and that AT should plan for this future.

On the other hand, some people were much more sceptical of the value of MaaS. Some felt that MaaS should not be a focus for AT as this discouraged people from using public transport. Some felt that MaaS does not provide good value for money and suggested money could be better spent on other aspects of the public transport network.

Micro-mobility

Like MaaS, micro-mobility saw a stark divide between those who were positive about micro-mobilities place in Auckland's public transport network and those who were more sceptical.

Micro-mobility typically refers to any form of transport that is on a small enough carry one or perhaps two people. Here we are more focussed on newer forms of micro-mobility such as e-scooters, hoverboards, and e-bike rather than more traditional forms such as bicycles.

Information

These people talked about getting more helpful information about public transport. About 30 people mentioned that they generally wanted more accurate and up to date information, mostly on the AT mobile app, AT website or other ways AT communicates with people who use public transport such as social media.

Five people were also in favour of displaying more information at stations and stops. A further five people suggested that more information should be available on public transport, such as a map showing the vehicle's current location or a digital sign showing the next stop.

Six people suggested that the way to report issues should be improved and simplified. They suggested that this would provide people with more up to date information about the issues.

18 people made a wide range of suggestions that did not fall into the previously discussed information categories. These people made suggestions like creating a rating website that allows people to rate individual public transport services, using big data to better plan for public transport demand, and providing wi-fi on transport and at stops.

HOP

These people discussed HOP cards in their submissions.

Integrating HOP cards into all parts of the public transport network was a popular suggestion, as 21 people mentioned it in their submissions. These people pointed out that while HOP cards can be used across the bus and train network, HOP cards can't be used on some ferry services such as the Rakino Island ferry.

14 people mentioned that they would like HOP cards to be available more widely. Some of this group mentioned how difficult it was to find somewhere to buy a HOP card, while some objected to having to buy HOP cards suggesting that they should be freely available. Some people mentioned that visitors to Auckland, especially from overseas had a hard time finding HOP cards so often didn't bother to use public transport. They suggested that making HOP cards more available to visitors to Auckland would decrease the number of vehicles on the road.

17 people mentioned HOP top-ups. Generally, these people were interested in making topping-up easier and faster. Topping-up via the AT mobile app instead of on the AT website was a popular suggestion.

14 people made submissions on making it easier to use public transport. Most of this group felt that paying via an app or their bank card would be easier than using a HOP card. A person suggested providing faster opening gates and more HOP posts at train stations.

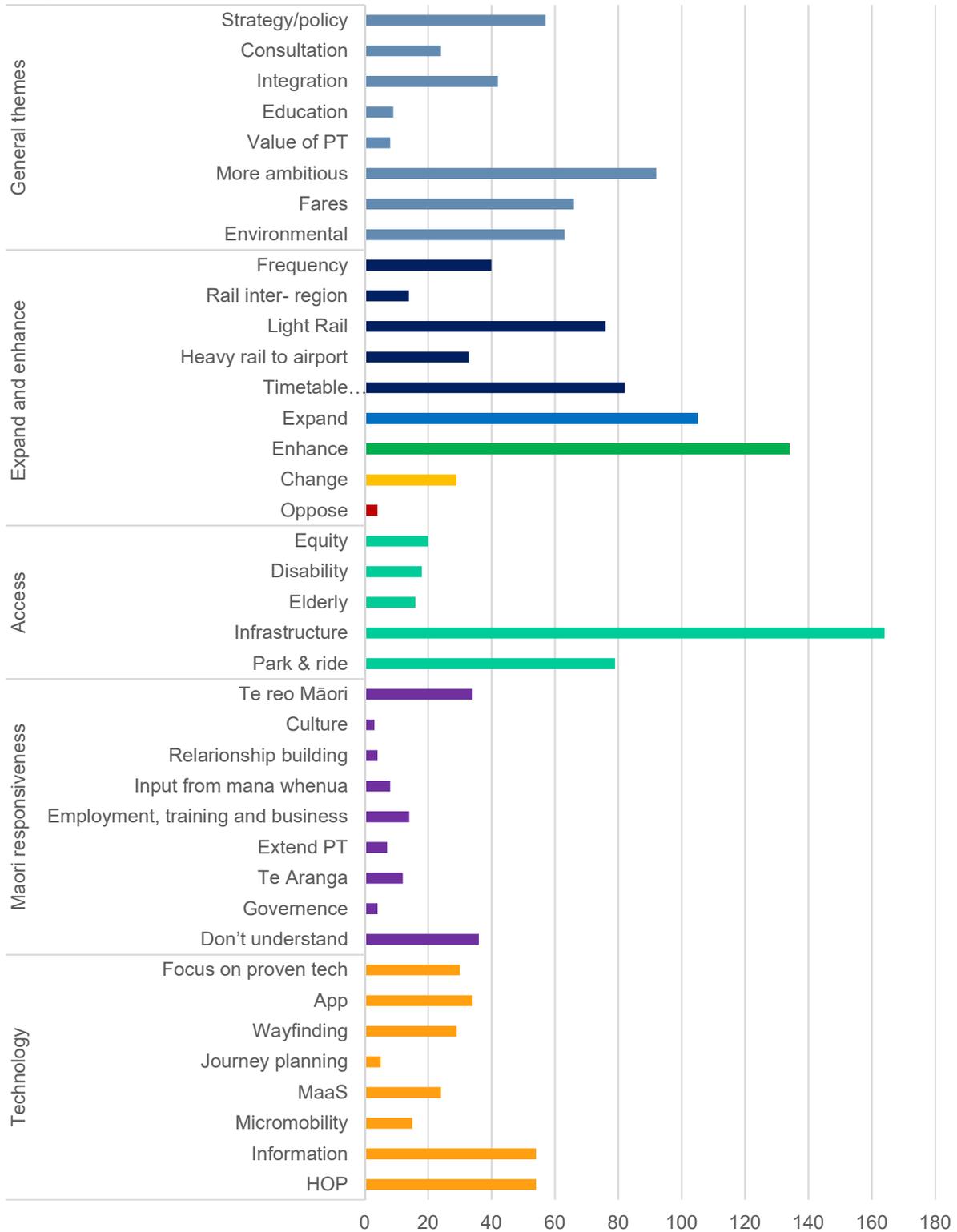
4 people made submissions that related to HOP cards but didn't fit into any of the above categories. These people made suggestions such as an integrated ticketing system for the whole country or a rewards scheme for using public transport.

Journey planning and wayfinding

People had various suggestions about ways that journey planning and wayfinding could be improved. Many of these suggestions involved technology solutions, though people also mentioned lo-tech solutions such as better signage or improved network reliability.

Another factor contributing to the popularity of the fares and ticketing theme was many submissions calling for lower ticket prices for the ferry service to and from Waiheke Island.

Appendix 1: All themes



Submissions may have been counted more than once

This graph shows the themes discussed above to better reflect the relative strength of the themes in the feedback.