

Your feedback on the Mātiatia summer traffic trial



Total submissions = 324

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Summary

Together with the Waiheke Local Board, AT trialled a new way to manage traffic at the Mātiatia Ferry Terminal over the summer season to try and help reduce congestion and improve safety for everyone who uses the area.

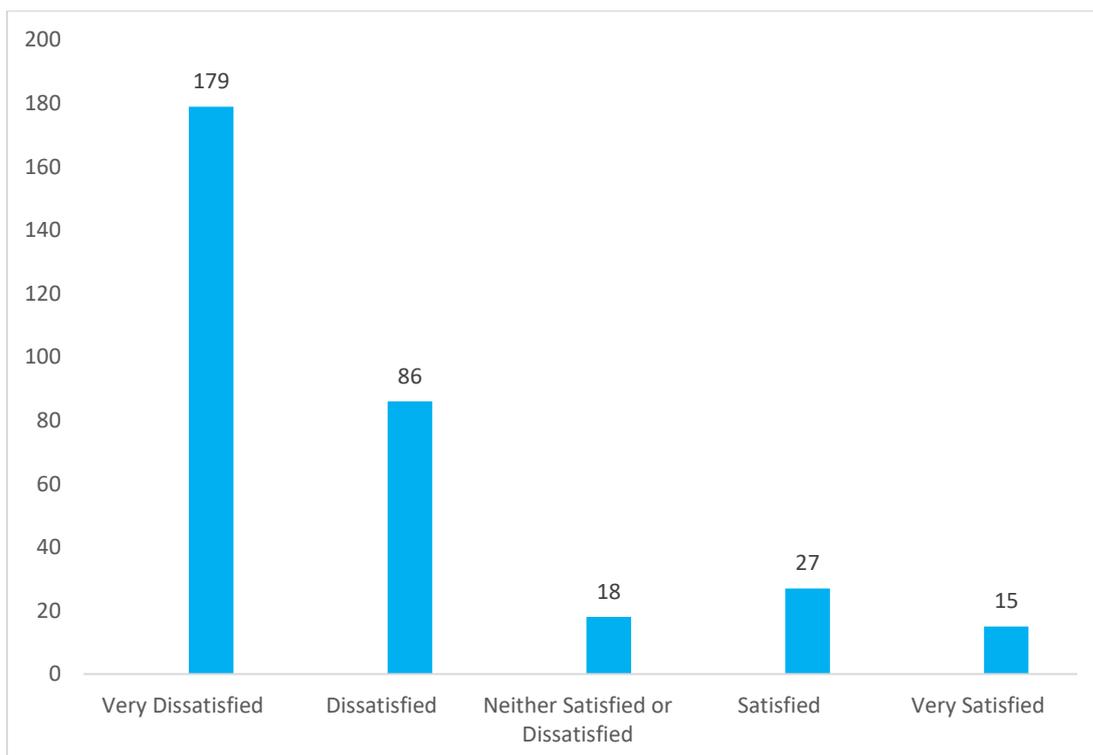
Auckland Transport has a responsibility to provide a safe and orderly environment for all Aucklanders – however they choose to travel.

This consultation was carried out to help understand the community’s experience with the trial and how we can continue improving the traffic layout at Mātiatia.

We sought public feedback from Tuesday 17 March 2020 until Wednesday 22 April 2020 and received 324 submissions.

Overview of feedback

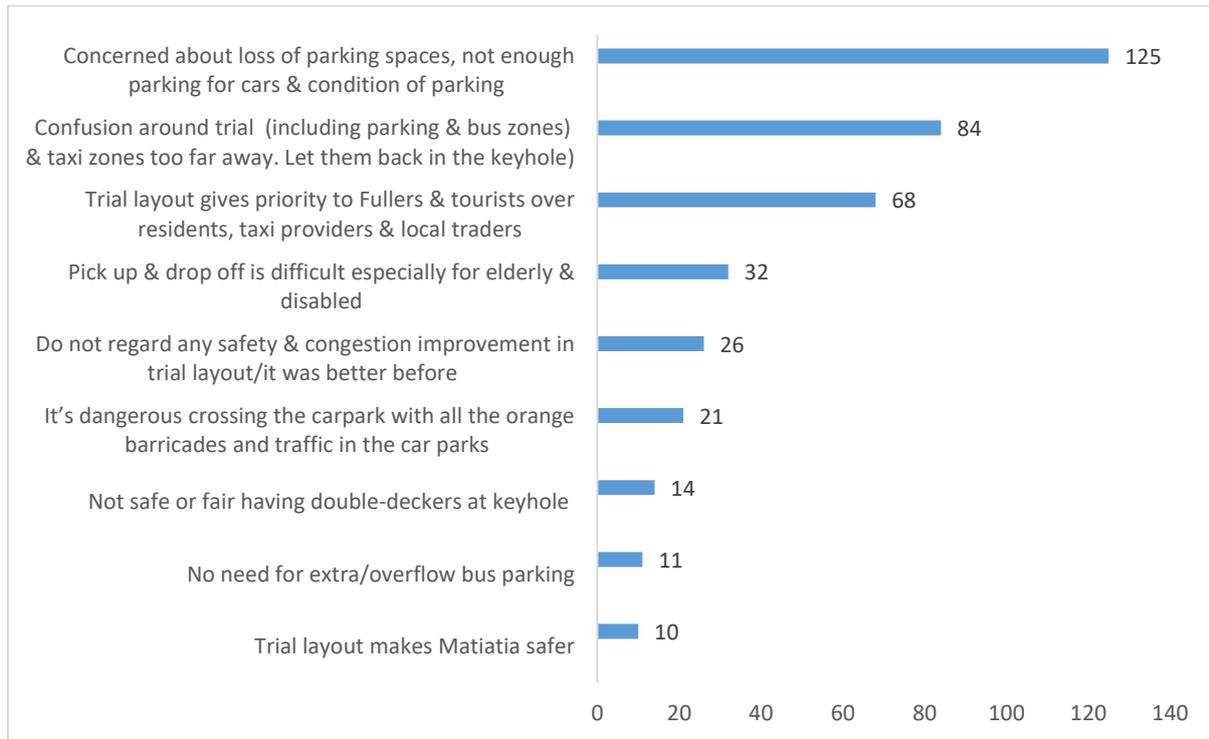
Which of the following options best describes your experience with the traffic layout currently being trialled at Mātiatia?



All submissions replied to this question

- 55.5% were very dissatisfied with the trial layout
- 27% were dissatisfied with the trial layout
- 5.5% were neither satisfied or dissatisfied with the trial layout
- 8% were satisfied with the trial layout
- 4% were very satisfied with the trial layout

Can you please explain why you answered the above (previous question) as you did?



316 submissions replied to this question

Consultation outcome – taking your feedback on board

We're listening to your feedback

We are incredibly grateful to everyone who took the time to provide their feedback on the trial layout. All of the comments received have been carefully considered and investigated. Community feedback is important to us at Auckland Transport and the Waiheke Local Board.

Since the trial period ended on 31 May 2020, we have worked closely with the Waiheke Local Board to discuss the community feedback and possible next steps.

The long-term master development plan for the Mātiatia precinct is currently being developed, and will cover transport and non-transport activities, and will incorporate your feedback from the summer trial. We will soon seek your feedback on this plan shortly.

Therefore, the outcome of this consultation is just an interim measure until the master plan has been finalised and implemented.

Outcome:

We have listened and are making changes as a result of your feedback. We have evaluated the needs of the various users of the area and the need to keep people safe, the decision has been made by the Local Board to keep the trial layout in place with some requested improvements as outlined below. This decision is only an interim measure until the longer-term plan for Matiatia is decided upon.

At the local board's August meeting, they informed us that their preference is as follows:

- Small passenger service vehicles (taxis) remain in the lower carpark at the dedicated raised platform created for the 2019/20 summer trial.
- Retain the current layout of both the inner and outer keyhole, as implemented during the trial.
- As previously recommended, AT undertakes various improvements in the lower carpark area such as removing the temporary fencing and replace with proper fencing, install an acceptable passenger shelter on the platform, and review and upgrade the wayfinding directional signage and road markings.
- Both sides of the raised platform of the taxi stand are made available for waiting taxis.
- Remove the temporary fencing (to restrict vehicle access into the lower part of the carpark) to enhance visibility from the terminal building for the taxis.
- AT to address many of the present safety concerns and congestion issues around use of the keyhole area and align with AT's facilitation of a transformational shift to public transport.
- It is not intended to unfairly disadvantage one group of commercial operators over another, and several improvements are planned to support provision and management of good outcomes for the operators not able to return to the keyhole
- Retention of the keyhole for buses and the turnaround area for pick-up and drop-off achieves the primary aim of improving manageable traffic flow and increasing overall safety within the busiest areas around the Mātiatia terminal.

The following improvements will be ready for the summer rush: Additional CCTV cameras have been installed and connected to AT's traffic monitoring systems to enable enforcement of regulation breaches at Mātiatia; New directional signage has been ordered and will be installed to better direct travellers to the taxi rank and two shelters will be installed on the taxi rank island for those waiting for taxis.

As part of the improvements, AT will also make some changes to parking at Matiatia:

- The 7-day maximum period of parking in the unsealed area will be changed to a maximum period of 24 hours.
- 18 of the P30 spaces will become mobility permit holders exempt.
- Part of the area previously reserved for bus parking will return 14 spaces to paid parking.
- The new areas of parking where the car rentals were previously located will become paid parking, limited to 24 hours.
- Activation of pay and display in the Harbourmaster's carpark.

Other possible changes to address concerns identified in the feedback considered by AT and the Waiheke Local Board have not found wider support. As a result, it is intended to broadly continue with the new layout, with the above improvements, while the wider Mātiatia Plan transport outcomes are developed.

Next steps

Working with the community to create a long-term solution for the traffic layout at Mātiatia is important to Auckland Transport and the Waiheke Local Board.

In recent months, as part of the wider Mātiatia Plan, Auckland Transport has been working with the Waiheke Local Board, Auckland Council, Direction Mātiatia and Ngāti Paoa representatives to prepare a set of landside transport improvements for Mātiatia.

The improvements are designed to provide better safety, stormwater management and look to address congestion issues at Mātiatia. Consultation around these improvements is due to happen shortly following initial stakeholder feedback on the early proposal. You can expect to hear from us soon.

Please note that feedback from the Mātiatia summer traffic trial has been considered and will be incorporated into the development of a preferred option.

Background

Project overview

Mātiatia is the gateway to Waiheke Island and is the major transport interchange on the island with over 20 ferry services arriving daily. Peak travel affects the ferry services from mid-December to late February when visitor numbers swell. The island's popularity has surged over the past few years and now it has over a million visitors per year.

The demand for transport increases over summer and this results in congestion at Mātiatia due to the demand for buses, pre-booked tours and taxis. The increased amount of traffic makes it unsafe for all those using the area.

The keyhole area has been problematic for many years. Auckland Transport worked with the Waiheke Local Board and the Waiheke Transport Forum to look for a temporary solution.

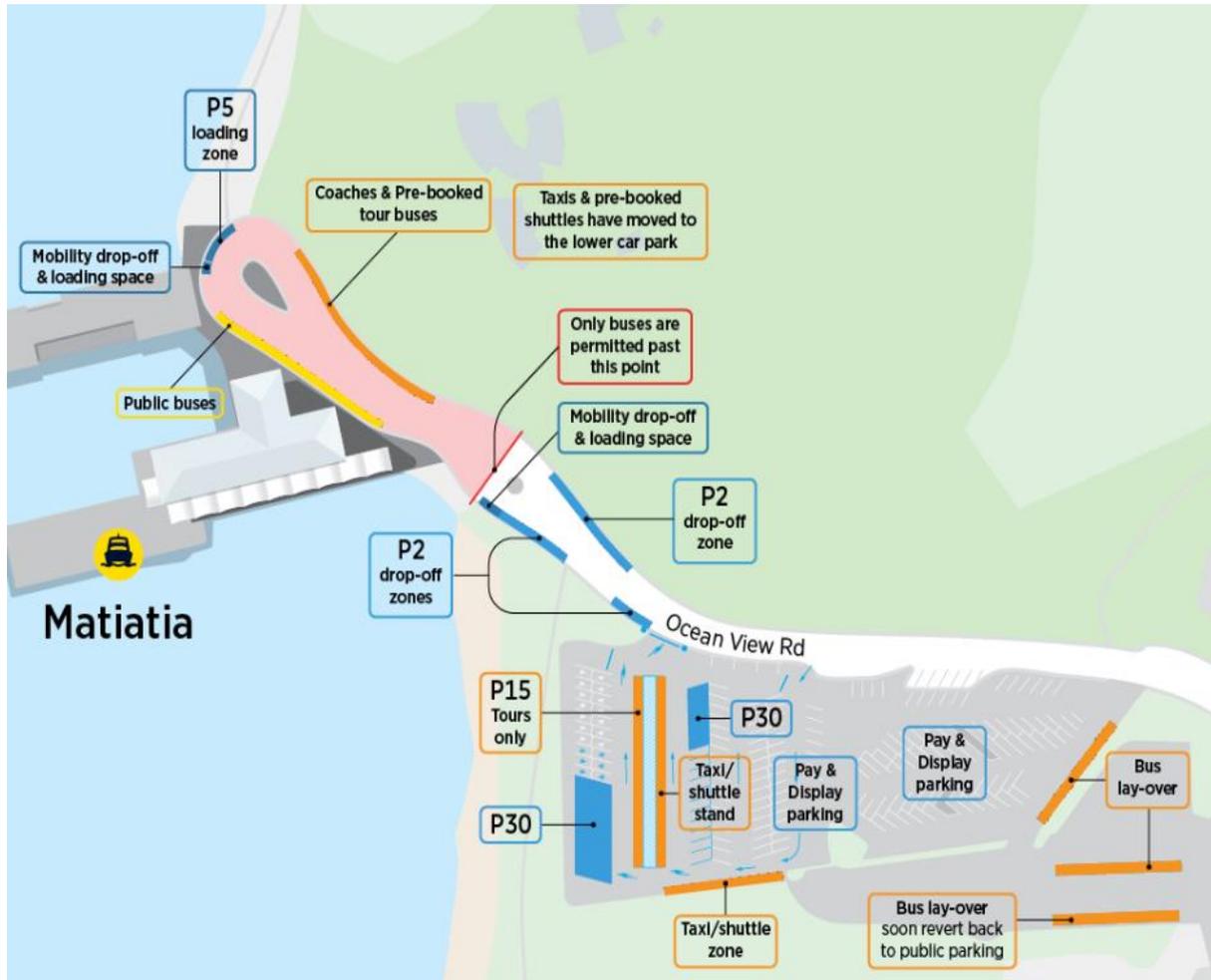
The trial aimed to improve safety and relieve congestion at Mātiatia during the peak summer season. It began on 8 December 2019 and was due to finish on 13 April 2020. However, due to the circumstances around COVID-19 and the level four restrictions that were in place, Auckland Transport with the support of the Waiheke Local Board made the decision to extend the trial period until 31 May 2020.

Project details

The trial changes were made to create more room for buses to manoeuvre and make the area safer for pedestrians and taxi passengers so that they were no longer forced to navigate around moving vehicles. The trial included the following changes:

- Space available to public buses was increased so we could optimise the new network timetable. Three buses are able to utilise the space.
- Only buses were able to operate out of the seaward keyhole area. This helped to reduce congestion and increased safety, as buses were able to safely manoeuvre through this area. The seaward keyhole area also includes a space for mobility drop-off and 2 loading zones. The original drop-off zone remained.
- Taxis were relocated from the seaward keyhole area to a taxi stand located at a newly built platform in the lower carpark. Pre-booked taxis/shuttles/tours were relocated to a dedicated P15 area on the new platform, opposite the taxi stand.
- Tour buses departed from the keyhole, as they did previously. Their space was been allocated across from the ferry terminal. Tour guides from the Waiheke Hop-on Hop-off Explorer bus would meet their passengers and walk them over to their departure point opposite the public bus area.

Map of the trial layout at Mātiatia



Objectives of trial layout

Make pedestrians safer

We created a dedicated taxi/shuttle stand in the car park. This new area was created to reduce congestion in the keyhole but also to ensure taxi passengers use the footpath instead of having to walk in between buses and cross the road in front of moving vehicles.

Create more space for buses

We set out to make it safer and easier for buses to manoeuvre by providing them sole access past the turnaround. We ensured the previous drop off point remained the same.

Consultation

We consulted on the Mātiatia summer traffic trial from Tuesday 17 March 2020 until Wednesday 22 April 2020 and received 324 submissions.

Activities to raise awareness

To let people know about the opportunity to provide feedback, we:

- Sent 4835 brochures to properties on Waiheke.
- Ran five adverts in the Gulf News (19th and 26th March, 2nd, 9th and 16th April)
- Put up posters and signage around the ferry terminal along with brochures and a ballot box for completed forms.
- Posted on AT's social media accounts.
- Ran a social media advertising campaign targeted at Waiheke residents.
- Sent a media release to the Gulf News.
- Set up a project webpage and online feedback form on the AT webpage

We had planned a significant amount of ambassador engagement which would have seen AT representatives handing out brochures and feedback forms to ferry passengers at the Mātiatia and downtown ferry terminals. However, due to Covid-19 and the restrictions under alert levels three and four, face-to-face engagement was unable to take place.

As a result of Covid-19, the consultation period was extended from 7 April to 21 April in order to give people more time to provide feedback.

Giving feedback

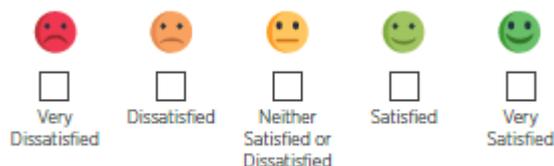
People could provide feedback via:

- The online survey
- Returning the hardcopy feedback form via Freepost
- Calling AT on (09) 355 3553

What we asked you

We asked:

- What opinion best describes your experience with the traffic layout currently being trialled at Mātiatia?



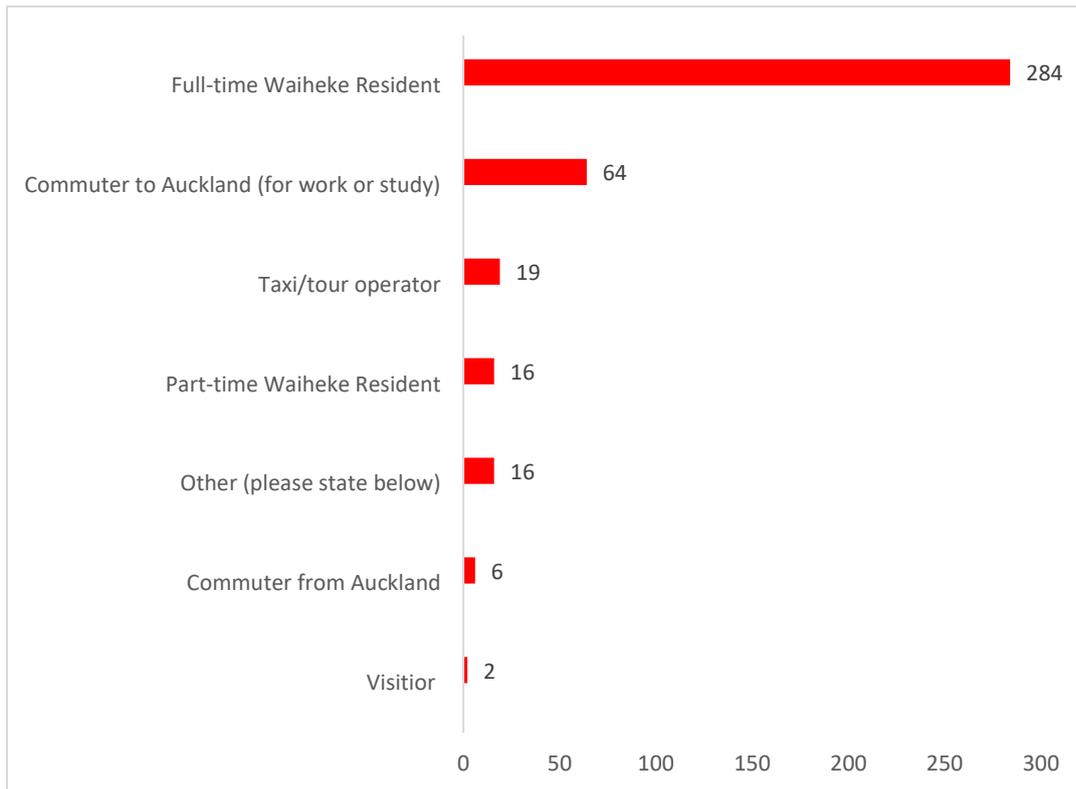
- Can you please explain why you answered this question above as you did?
- In your opinion, how can we further improve your experience with the traffic layout in Mātiatia?
- In your opinion, how can we make the ferry traffic layout at Mātiatia safer?
- Are there any other comments you would like to make about the traffic layout currently being trialled at Mātiatia?

Your feedback

Overview

We received 324 submissions.

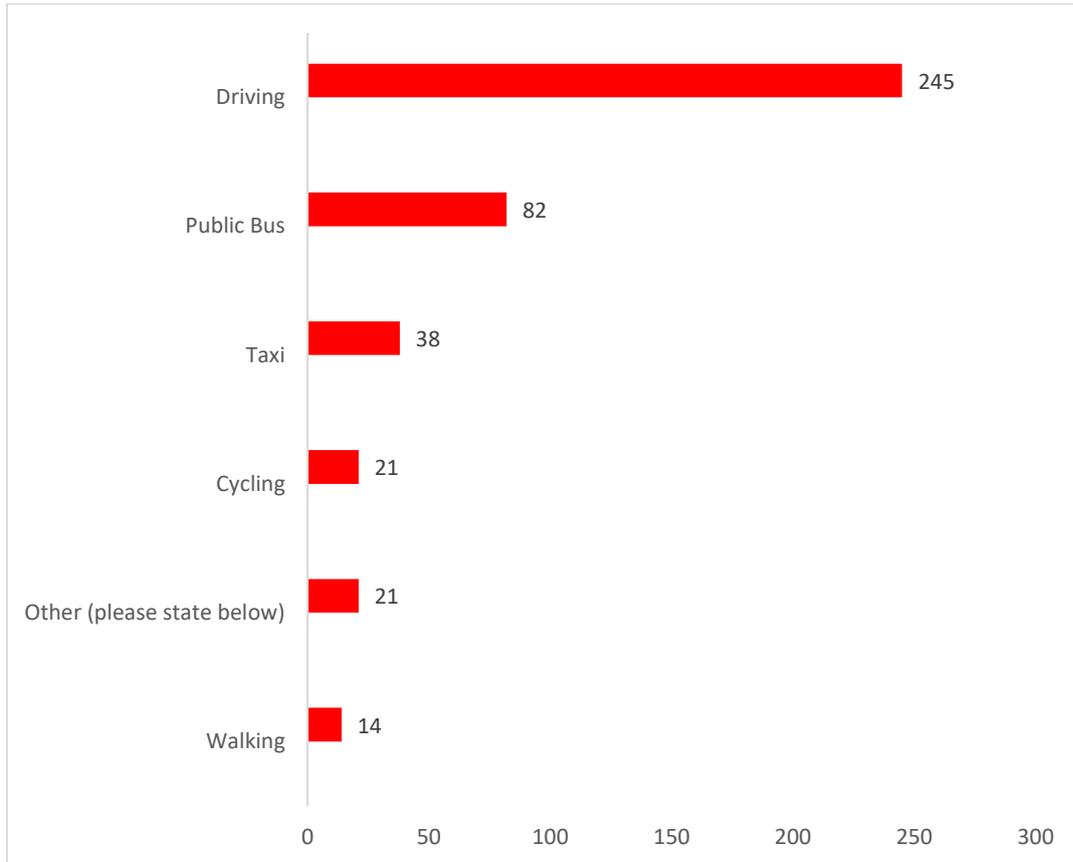
Which of the following best describes you?



Submissions may have included more than one theme

- 88% of submissions indicated they were full-time Waiheke residents.
- 20% of submissions were also commuters to Auckland for work or study.

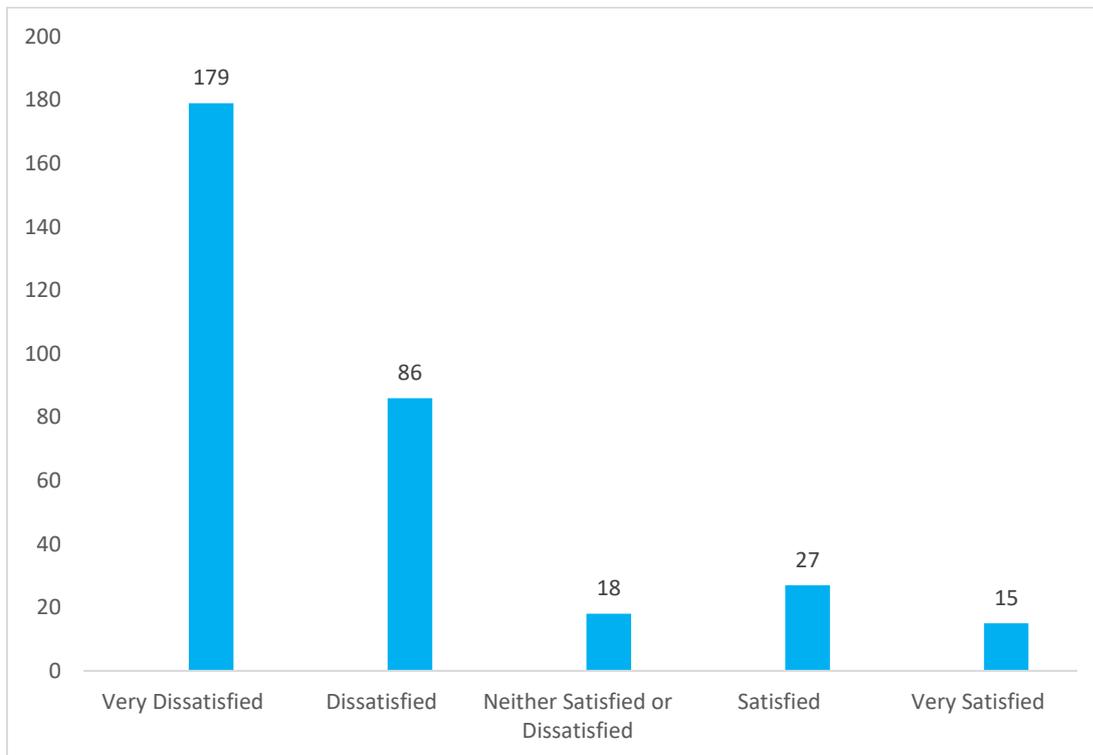
What is the main form of transport to & from Mātiatia?



Submissions may have included more than one theme

- 76% of submissions described driving as one of the main forms of transport to and from Mātiatia.
- 25% of submissions also described public bus as one of the main forms of transport to and from Mātiatia.

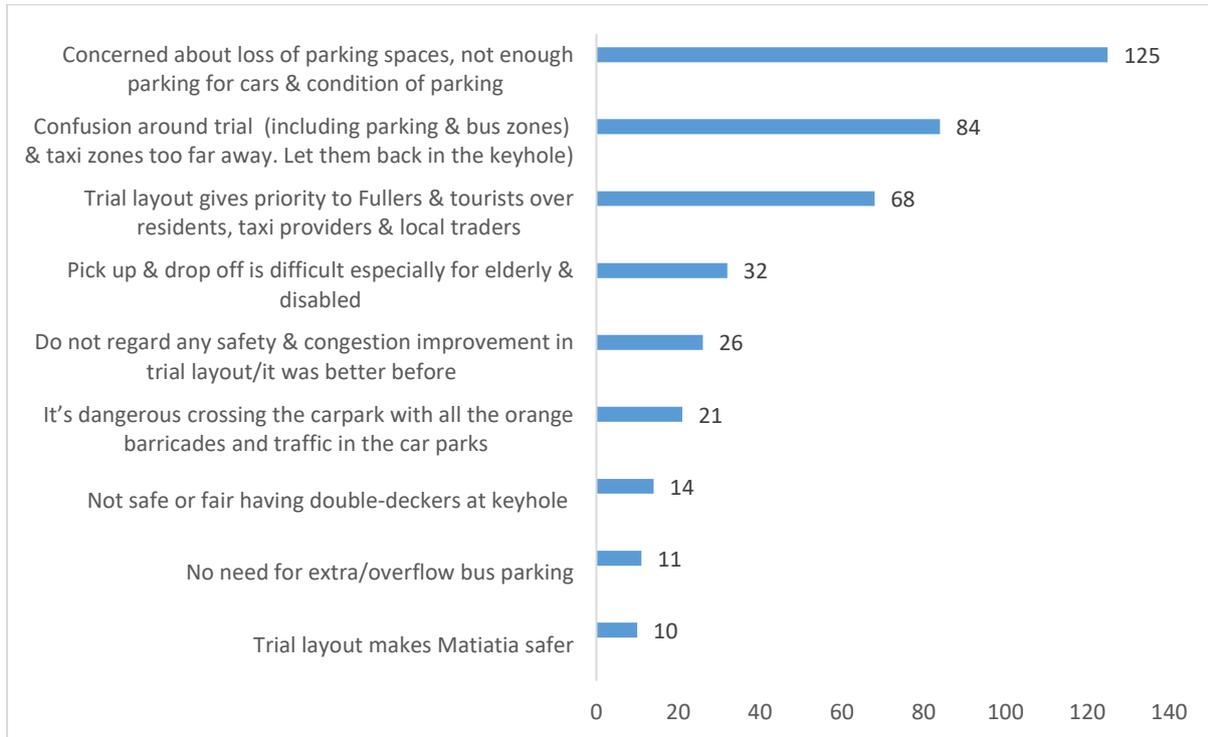
Which of the following options best describes your experience with the traffic layout currently being trialled at Mātiatia?



All submissions replied to this question

- 55.5% were very dissatisfied with the trial layout
- 27% were dissatisfied with the trial layout
- 5.5% were neither satisfied or dissatisfied with the trial layout
- 8% were satisfied with the trial layout
- 4% were very satisfied with the trial layout

Can you please explain why you answered the above as you did?



316 submissions replied to this question

The key themes

Can you please explain why you answered the question 'what best describes your experience with the traffic layout currently being trailed' as you did?

- Concerned about loss of parking spaces, not enough parking for cars & condition of parking - (125 submissions)

"I'm dissatisfied from the point of view of a person who lives nowhere near a bus-Stop. You have continually taken away car parks. It becomes a nightmare when I need to go into town. Also, if when arriving back from a trip with two suitcases, why do I have to trudge all the way to a taxi stand lugging everything. I can only imagine how a young mother feels when trudging along to the car park with kids and luggage in tow especially in winter when it's raining. As it stands, if I want to go into Auckland for any reason, I must be down at the car park no later than 7.45am just to get a car park even if I have an appointment later in the day. Because of the recent changes I dread going in to Auckland now."

- Confusion around trial (including parking & bus zones) & taxi zones too far away. Let them back in the keyhole) – (84 submissions)

“The taxis should be close up to the terminal! The people who use taxis are likely unable to walk as far as they now have, to get to the taxi due to aspects such as age and lots of luggage. So now they have, to walk far?? Ridiculous and shows the lack of care for their customers.”

‘Traffic still chaos in the keyhole, pedestrians everywhere, leaving the carpark pedestrians crossing traffic and not looking. Gridlock with taxis and buses and cars all trying to pull out across oncoming traffic at the same time. Pedestrians not knowing where to go when they get off ferry and crossing the car parks in and out of the parked cars, it will be even worse as winter comes and it is dark’.

- Trial layout gives priority to Fullers & tourists over residents, taxi providers & local traders – (68 submissions)

“Prioritising big business, like Stagecoach over local transport providers is appalling. Enabling Fullers double decker buses to capture tourist trade and damage island roads is not supporting the island environment or economy.”

- Pick up & drop off is difficult especially for elderly & disabled (32 submissions)

“The main issue for me is pick up and drop off. Removing ease to get people quickly. It knotted up with people trying to get out of the car park, it felt less safe. Less easy.”

- Do not regard any safety & congestion improvement in trial layout/it was better before (26 submissions)

“As a resident of the island, this has only made things worse. The number of free carparks have, gone down, and getting to a taxi on the multiple occasions that I needed to has, been problematic and involved MORE dangerous walking around moving vehicles compared to the original setup.”

“It works better how it was previously”

- It’s dangerous crossing the carpark with all the orange barricades and traffic in the car parks (21 submissions)

“Still dangerous for pedestrians with the walkway crossing the carpark.”

“The pedestrian access to the taxi area was still haphazard and dangerous with cars moving in and out of that area.”

- Not safe or fair having double-deckers at keyhole (14 submissions)

“The double decker buses need to be moved out of the keyhole. They’re dangerous, take up too much room and only cater to tourists.”

“The double-decker buses and tourist transport should not be permitted in the keyhole area, as these prioritise tourists; rather the needs of residents to access taxis should be met in the keyhole area.”

- No need for extra/overflow bus parking (11 submissions)

“The bus carpark was never used, we all have multiple photos to show this.”

“Removing parking in exchange for bus parking which is never utilised”

“Extra bus parking was always empty”

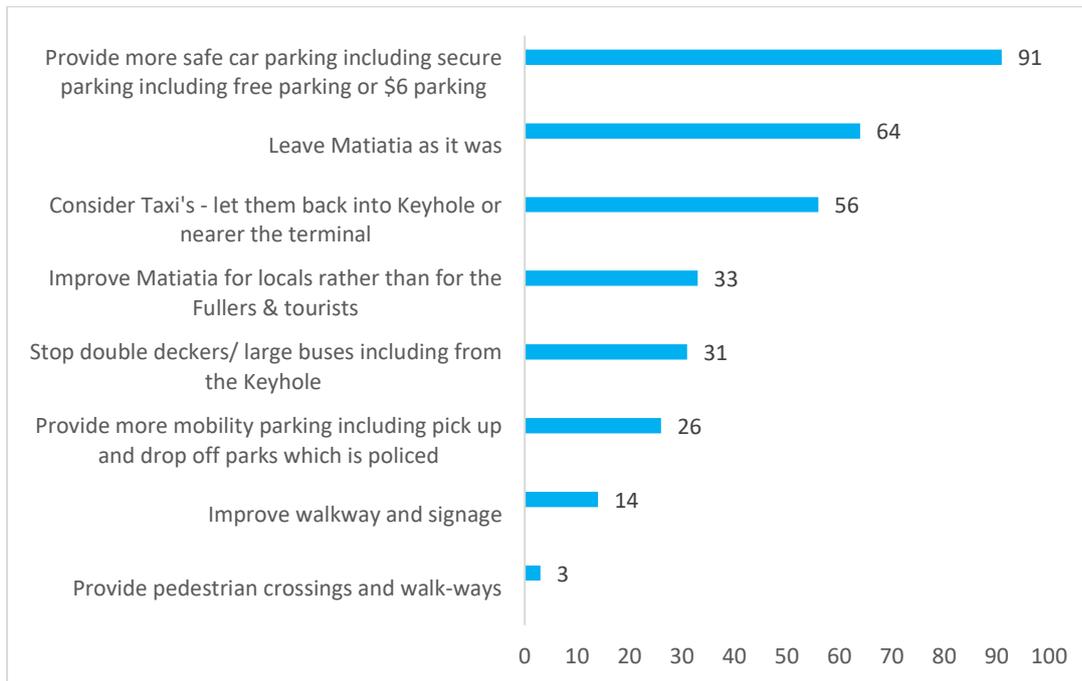
- Trial layout makes Mātiatia safer (10 submissions)

“Like the fact it’s safer for everyone as previously people walking in front of moving buses and cars.”

“The arrangements made the keyhole area a much safer and more convenient space for pedestrian movement on several fronts. It is a start to assessing how Mātiatia can be a more attractive and safer transport hub.”

“The layout after operators getting used to is much safer and orderly.”

In your opinion, how can we further improve your experience with the traffic layout at Mātiatia?



308 submissions replied to this question

The key themes

In your opinion, how can we further improve your experience with the traffic layout at Mātiatia?

- Provide more, safe car parking including secure parking including free parking or \$6 parking (91 submissions)

“Reinstate the additional car parking spaces and take the bus parking away. Also, seal the gravel in the free parking area up the hill for two- day parking.”

- Leave Mātiatia as it was (64 submissions)

“Put it back to the way it was, a transport hub for people who live on the island.”

“It worked perfectly well prior to this latest change. Everybody local new how to work the previous layout for the benefit of all.”

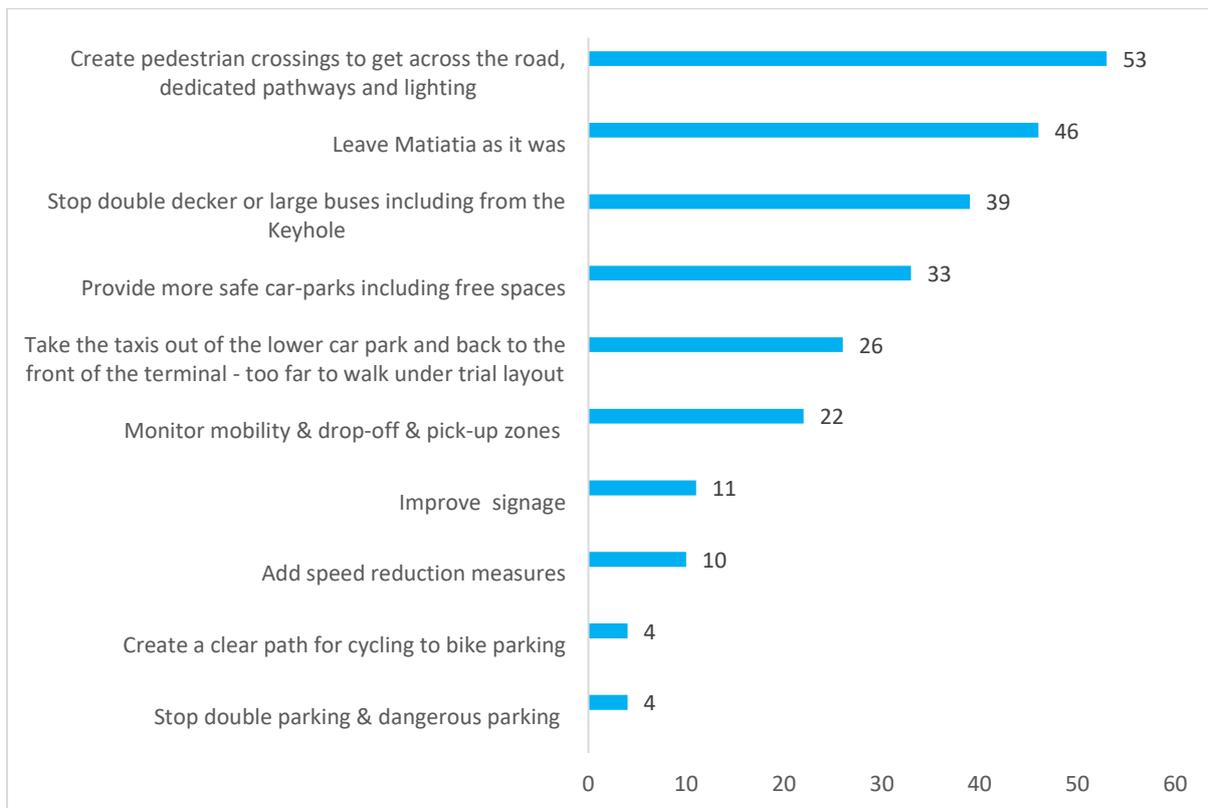
- Consider taxis - let them back into keyhole or nearer the terminal (56 submissions)

“Let the taxis back in the keyhole and give the locals back their car park”

“Return the taxis to their original parking area. Extend the parking area for buses and taxis beyond the current bus parking area. Having so many people walking through the car park was dangerous.”

- Improve Mātiatia for locals rather than for the Fullers & tourists (33 submissions)
“That Fullers double decker and tour buses were able to use the seaward area of the keyhole but not other tour operators has created a non-competitive environment for other tour operators, Fullers as an overseas owned company already has an almost monopoly in getting to the island they do not need to have a unfair advantage over local operators. “
- Stop double-deckers/large buses including from the keyhole (31 submissions)
“Get the double-deckers out of the keyhole, put taxis back in the keyhole, re-instate the parking spaces in the front car park.”
“For a start get some of those huge double decker buses out of the area. Most of the time they're half empty. Get the taxi stand to be in closer proximity to the ferry terminal.”
- Provide more mobility parking including pick up and drop off parks which is policed (26 submissions)
“More pickup area needed as the 30 min area is often full of shuttles etc. Many use the drop off parks for picking up, especially when no supervisor around.”
“Make an appropriate place to pick up and drop off the elderly and disabled.”
- Improve walkway and signage (14 submissions)
“Covered walkways to the carpark area, safe and even footpaths with safe pedestrian crossing. A legal and dry, health and safety approved area at the taxi rank. Nothing is legal AT. Where is your health and safety officer, nothing is legal AT“
“Improve the walkway and signage directing arriving visitors to the new taxi stand.”

In your opinion, how can we make the ferry traffic layout at Mātiatia safer?



288 submissions replied to this question

The key themes

In your opinion, how can we make the ferry layout at Mātiatia safer?

- Create pedestrian crossings to get across the road, dedicated pathways and lighting (53 submissions)

“Pedestrian crossings and making sure it’s clear where everything is and where every individual should go. Also put lights up the top of the gravel drive way. People will get hurt.”

“An actual pedestrian crossing at entrance before key hole”

“Pedestrian walkway beside road to car parks as currently forced to walk through car park and taxi zone. Too much going on and people in a hurry and no safe path. Cars park in boat ramp area and then push through pedestrians with nothing to stop them. Have seen many near accidents.”

- Leave Mātiatia as it was (46 submissions)

“Yes, the keyhole is congested, but that never changed. In fact, the double decker buses added to it. So, leave it.”

“It will be safe and has been safe for many years go back to previous arrangements”

- Stop double decker or large buses including from the Keyhole (39 submissions)

“No double-decker buses in keyhole”

“For a start get the double decker buses out of there or at least reduce the numbers. They lumber along so slowly & blocking anything from view and frustrating motorists.”

- Provide more, safe car-parks including free spaces (33 submissions)

“Provide more parking, there is a lot of grass area can they not extend that area more?”

“Increase the available parking spaces available”

- Take the taxis out of the lower car park and back to the front of the terminal - too far to walk under trial layout (26 submissions)

“Allow taxis back in the keyhole. More parking spaces on the seaside of the road so there is, less people crossing.”

“It would be safer for Taxis to be allowed back in the key hole.”

- Monitor mobility & drop-off & pick-up zones (22 submissions)

“A traffic officer, during summer months and peak hours can make things smoother, making sure no one is taking advantage of drop off/pick up areas and taking care of elderly/disable customers whose pick up/drop off should prioritised.”

“The current trial has made this worse! So many people thinking parts were a crossing and utter confusion. It comes back to monitoring the drop off and pick-up”

- Improve signage (11 submissions)

“Better paths with full cover the whole way and signage.”

“Better signage and information directing travelers on where to go, maybe even a pedestrian crossing somewhere.”

- Add speed reduction measures (10 submissions)

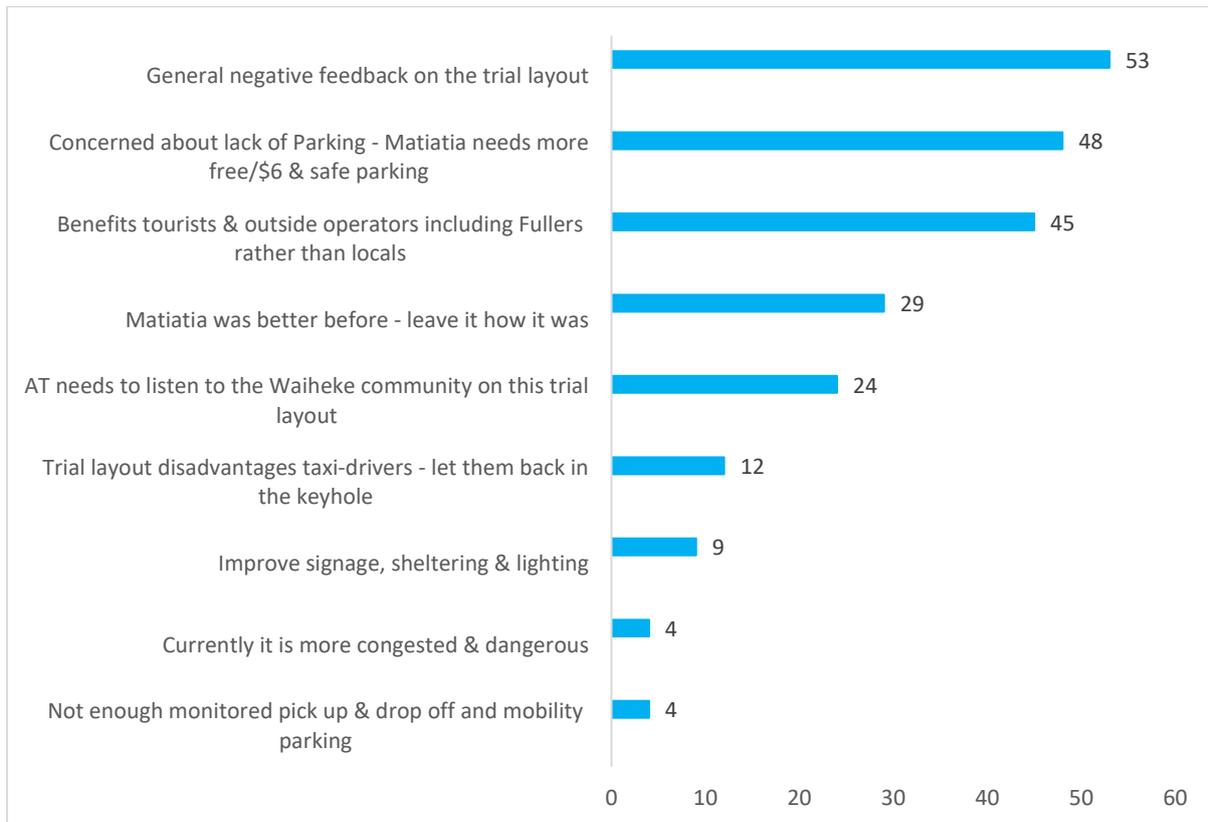
“Slow down sign as many cars are driving fast to enter the car park especially to the nearest to the wharf.”

“A lower speed limit for all traffic below the Owhanke carpark.”

“Speed humps approaching the wharf for the late comers speeding”

“Make the area 20KPH”

Are there any other comments you would like to make about the traffic layout currently being trialled at Mātiatia?



252 submissions replied to this question

The key themes

Are there any other comments you would like to make about the traffic layout currently being trialled at Mātiatia?

- General negative feedback on the trial layout (53 submissions)
 - “It’s prohibitive to actually going into town with young kids never mind the ferry charges you are stopping people living”*
 - “It doesn’t work”*
- Concerned about lack of parking – Mātiatia needs more, free/\$6 & safe parking (48 submissions)
 - “Parking was difficult before the current layout. Now it is impossible. If you arrive after 8am it is impossible to find a space. There are not enough spaces for commuters let alone those traveling into Auckland later in the day. “*
 - “Make all car parks 6\$, seal them all and paint marks on each one. Make it clear, where people can and cannot park. The spaces near the car hire buildings for example are a mess, no one really knows if you can park there. But what you should really do is build a 2 or 3 level car park down there.”*

- Trial layout benefits tourists and outside operators including Fullers rather than locals (45 Submissions)

“The layout being trialled doesn’t work for anyone except Fullers. Commuters, island residents visiting hospital, taxi and charter services are all disadvantage using the false pretence of safety.”

“Fullers hop on hop off commercial operations seem to get priority over other smaller commercial operators. This is inequitable and unfair and may be the source of much of the ire of small tourist businesses.”

- Mātiatia was better before - leave it how it was (29 submissions)

“It’s a disaster and does not work for anyone except Fullers. Taxi drivers are losing business and income, locals are disadvantaged and visitors to the island are confused. There was nothing wrong with the previous layout so it should be reinstated.”

- AT needs to listen to the Waiheke community on this trial layout (24 submissions)

“You need to listen to the Waiheke Community. We are the ones that use this area daily. You did not listen and just come in and spend our hard-earned money on a trial that we told you wouldn’t work.”

“It just does not function efficiently for every day Waihekiens. We are the ones who have to deal with Mātiatia all year round. Not just summer.”

- Trial layout disadvantages taxi-drivers - let them back in the keyhole (12 submissions)

“Taxi drivers are losing business and income, locals are disadvantaged and visitors to the island are confused. There was nothing wrong with the previous layout so it should be reinstated.”

“The smaller tour buses and taxis had a hard time being based out of the car park”

- Improve signage, sheltering & lighting (9 submissions)

“The signage is SO poor. Please stop using taxi and shuttle on signs - neither exist in law any more. Your wardens have no P code to ticket a taxi left unattended.”

“Signage needs to be clearer for the public.”

Design suggestions in feedback and AT responses

Submitters provided a wide range of feedback on the trial and suggested a number of changes to the layout. We have collated and responded to all design suggestions identified in the feedback, organised by the themes.

Design suggestion in feedback	AT response
Reserve land	
<p>The land set aside as Maori reserve land has not been excluded. In fact, you have redeveloped it for short term parking and a taxi stand. Why?</p>	<p>The trial was put in place to address an urgent need to improve traffic flow and increase safety at Mātiatia ferry terminal during the busy summer season and was done based on installing temporary infrastructure only.</p> <p>Plans for the land scheduled as a Māori heritage site under the Hauraki Gulf Islands District Plan are being developed as part of a separate project to look at longer term solutions for the Mātiatia area. We will soon seek public feedback on this project. More information will be available on the AT website in September 2020.</p>
Taxi Issues	
<p>The local taxi drivers who rely on their summer income to survive the winter and still provide their services were adversely affected while fullers took a vast majority of their customers as the visitors could find them.</p>	<p>We are sorry to hear of how some drivers felt they were impacted by this trial. The aim of this trial was to improve safety and reduce congestion in the keyhole. We acknowledge that many taxi drivers felt their businesses were adversely affected by being relocated to the new rank in the carpark but note that overall ferry patronage was lower than the previous year, bringing fewer visitors to the island.</p> <p>Signage was installed to direct passengers from the ferry terminal to the new taxi rank in the highly visible colours used for temporary AT signage. Ferry passengers were observed easily finding their way to the new taxi rank. However, as per the local board's request, we will review and upgrade the wayfinding directional signage and road markings in the area. We will also investigate removing the temporary fencing (to restrict vehicle access into the</p>

Design suggestion in feedback	AT response
	lower part of the carpark) which will enhance visibility from the terminal building for the taxis.
Having to walk all the way to the carpark for a taxi is ridiculous.	<p>We're sorry to hear of the inconvenience this caused some people. There is limited space available at Mātiatia and a number of competing interests, so finding a solution that suits everyone is a challenge.</p> <p>AT's preferred design was to have the taxi rank located in the outer keyhole where the P2 drop off zone is, which would have been a shorter walk. After a public petition to retain the P2 drop off zone in the outer keyhole, the Waiheke Local Board made the decision to move the taxi rank to the carpark.</p> <p>We created a dedicated taxi/shuttle stand in the car park to reduce congestion in the keyhole but also to ensure taxi passengers use the footpath instead of having to walk in between buses and cross the road in front of moving vehicles.</p>
It's an absolute, shambles getting to a taxi for a disabled person.	<p>Anyone with a disability travelling to Mātiatia, either by private vehicle or taxi, is able to use the allocated mobility spaces. Parking wardens will use their discretion when required and allow taxis carrying disabled passengers to use the mobility space within the keyhole.</p> <p>We acknowledge that the taxi rank location presented an accessibility challenge for some people. AT's preferred design was to have the taxi rank located in the outer keyhole where the P2 drop off zone is, which would have been a shorter walk. After a public petition to retain the P2 drop off zone in the outer keyhole, the Waiheke Local Board made the decision to move the taxi rank to the carpark.</p>
Parking	
Losing all the spaces for the bus parking means if you arrive later than 9 you can't park.	We acknowledge that demand for carparking outstrips availability but note that the overall number of parking spaces available remained neutral as part of this trial. Additional parking spaces became available as the car

Design suggestion in feedback	AT response
	<p>rental companies' leases came to an end, compensating for the parking spaces removed to implement the trial.</p> <p>There is limited space available at Mātiatia and a number of competing interests, so finding a solution that suits everyone is a challenge.</p>
<p>Parking for commuters is already at a premium and now you've taken out a large number of parks for the taxi rank.</p>	<p>The overall number of parking spaces available during the trial remained the same as the previous layout. Additional parking spaces became available as the car rental companies' leases came to an end, compensating for the parking spaces removed to implement the trial.</p>
<p>Dangerous when trying to drop off and pick up kids!</p>	<p>Our assessments found that the trial changes achieved the primary aims of improving traffic flow and increasing overall safety within the keyhole area.</p> <p>External traffic consultants, Stantec, concluded: "The temporary changes implemented as part of the trial have resulted in safety and operational benefits within the Mātiatia Ferry Terminal area by reducing conflicts between pedestrians, taxis, buses and general traffic."</p>
<p>Far too many parks taken away when there were never enough to start with. Promised extra parks never materialised.</p>	<p>Unfortunately, there is limited space available at Mātiatia and a number of competing interests, so finding a solution that suits everyone is a challenge.</p> <p>We acknowledge that demand for carparking exceeds availability but note that the overall number of parking spaces available during the trial remained the same as the previous layout. Additional parking spaces became available as the car rental companies' leases came to an end, compensating for the parking spaces removed to implement the trial.</p>
<p>I appreciated that locals could still drop off and pick up from the ferry (I strongly lobby for that to remain) and that the disabled were slightly increased, disabled need to be able to drop off in front of the building too, they need to be protected as much as possible in adverse weather.</p>	<p>The additional mobility car park installed in the inner keyhole near the entrance of the ferry terminal is P30 and intended to be used as a drop-off for mobility permit holders.</p>
<p>I have elderly parents and a new born, with the taxis being moved to the location in the lower car park there is less space closer to the ferries.</p>	<p>We're sorry to hear of the difficulties the trial layout presented you and your family with. We acknowledge that the new taxi rank means there are less car parking</p>

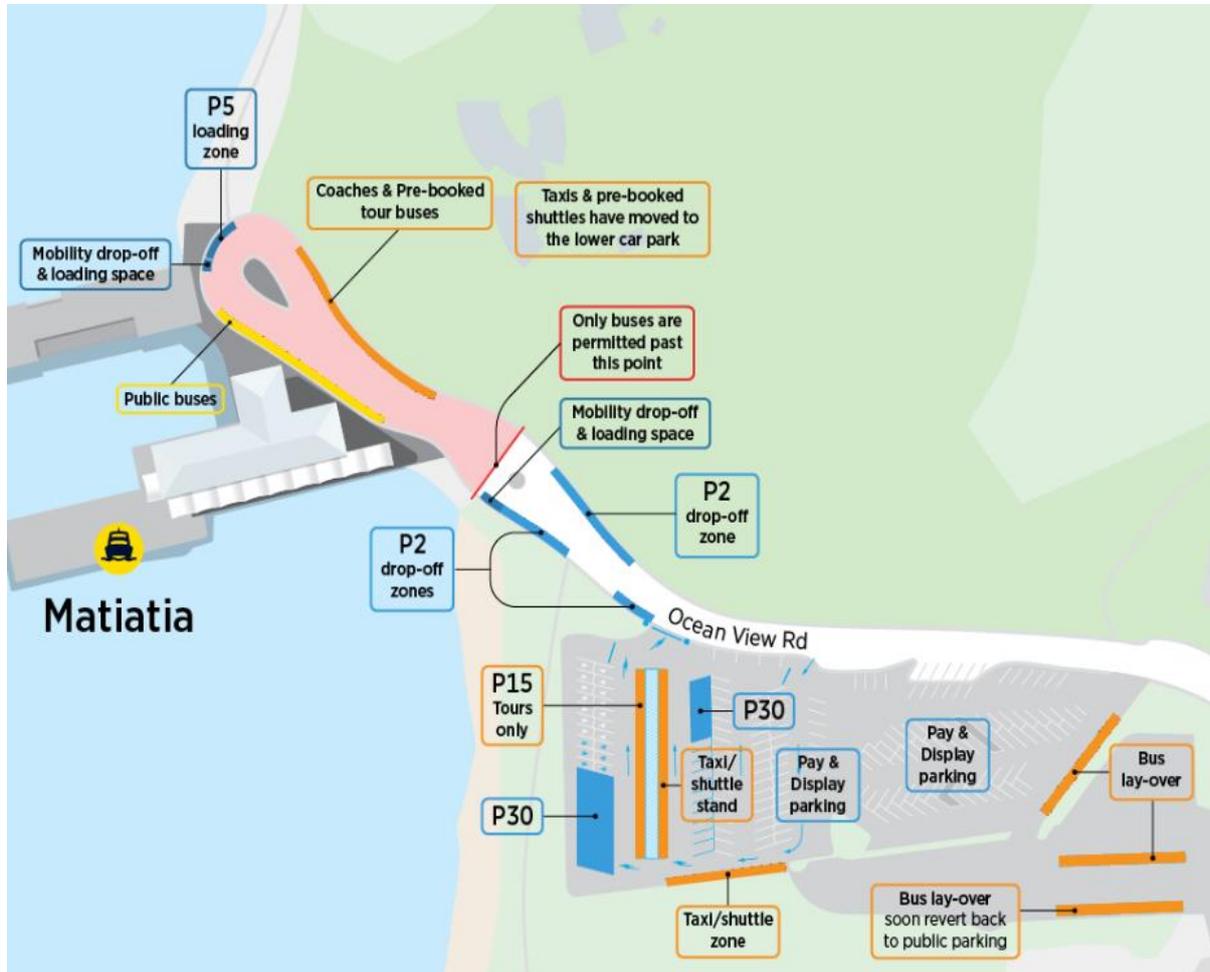
Design suggestion in feedback	AT response
	<p>spaces available closer to the ferry terminal and note the challenge of balancing the needs of a wide range of users within the limited space available at Mātiatia.</p> <p>It was important to have a dedicated place for taxis out of the keyhole as the previous layout resulted in taxi passengers having to walk in between buses and cross the road in front of moving vehicles.</p>
<p>You took all parking away not enough mobility parking</p>	<p>The overall number of parking spaces available remained the same as the previous layout. Additional parking spaces became available as the car rental companies' leases came to an end, compensating for the parking spaces removed to implement the trial.</p> <p>We acknowledge that the quantity of mobility car parks is constrained, as is all car parking in the area, but note that we were able to provide one additional mobility car park in the inner keyhole, close to the ferry terminal.</p>
<p>It's dangerous crossing the carpark with all the orange barricades and traffic in the car parks</p>	<p>We are sorry to hear that was the experience you had. One of the main objectives of the trial was to improve pedestrian safety. Our expectation is that cars generally travel at slow speeds in the carpark. The preferred pedestrian walkway was painted red to alert drivers to the need to share the space with pedestrians. The barricades were put in place to narrow the entrance to the carpark to one way only to increase safety during the trial.</p>
Local Community	
<p>Locals really penalised. Only the double-deckers Win. It's like AT is supporting Fullers all the way at the expense of locals.</p>	<p>We can assure you that the primary aims of the trial were to improve traffic flow and increase overall safety within the keyhole area for the benefit of the whole community. There is limited space available at Mātiatia and a number of competing interests, so finding a solution that suits everyone is a challenge.</p>
<p>The way it has been laid out benefits no one apart from Fullers</p>	<p>Our assessments found that the trial changes achieved the primary aims of improving traffic flow and increasing overall safety within the keyhole area.</p>

Design suggestion in feedback	AT response
Pedestrian Crossings	
Pedestrian crossing over exit drive from carpark. Pedestrian crossing at entrance to keyhole for crossing to P2 and/or walking up road	Pedestrian crossings are being considered as part of the Mātiatia business plan project which is developing longer term solutions for the Mātiatia area. We will soon seek public feedback on this project. More information will be available on the AT website in the coming weeks. In the meantime, we are also investigating the request to local board's request to provide a pedestrian crossing at the entrance to the keyhole to increase pedestrian safety at the terminal entrance.
A pedestrian crossing at entrance of key hole and another pedestrian crossing in the key hole. So people getting taxis especially the elderly and disabled can get at taxi	
Have a pedestrian crossing for children near the bins - my kids have to, cross that keyhole to catch a school bus.	
Let's have designated pedestrian crossing areas	
Confusion around trial	
The taxi -ramp in the middle of the car park causes both congestion and confusion. There is no logical flow.	Thank you for this feedback. We have identified potential improvements that can be made to make it easier for vehicles to move around the carpark and improve traffic flow, which will be considered for the future.
Stop double-deckers/ large buses including from the Keyhole	
Get rid of double decker buses altogether. They are dangerous and not in keeping with the island we are keeling to the tourist industry.	AT has ruled out using double decker buses on Waiheke as a result of the public feedback we have received. We are not able to dictate what kind of vehicles other transport companies use.
The double-decker buses and tourist transport should not be permitted in the keyhole area, as these prioritise tourists; rather the needs of residents to access taxis should be met in the keyhole area.	Without making significant and expensive infrastructure changes, the inner keyhole is currently the only appropriate place for buses to service passengers.
Provide better paths & signage for safety	
Provide better paths with full cover the whole way and signage.	Pathway improvements and permanent signage have been earmarked as requirements for the longer-term solution for the Mātiatia area.
Leave Mātiatia as it was	
Put it back the way it was but restrict areas close to the terminal to cars and public transport. Put private tour groups and buses in a separate area.	Significant infrastructure changes are required to put private tour groups and buses in a separate area away from the ferry terminal. This is being considered as part

Design suggestion in feedback	AT response
	of the Mātiatia business plan project which is developing longer-term solutions for the Mātiatia area. We will soon seek public feedback on this project. More information will be available on the AT website in the coming weeks.
Change it back to what it was before, but with more mobility car parks	We acknowledge that the quantity of mobility car parks is constrained, as is all car parking in the area, but note that we were able to provide one additional mobility car park in the inner keyhole, close to the ferry terminal.
Simply revert to the existing situation before the trial commenced. Most Islanders could not see a problem, nor a need for change.	The Waiheke Local Board and Waiheke Transport Forum identified a need to improve traffic flow and increase safety at Mātiatia in the busy summer season and asked AT to assist. The trial changes were made to create more room for buses to manoeuvre in the keyhole and make the area safer for pedestrians and taxi passengers so that they are no longer forced to navigate around moving vehicles.
You need to listen to the Waiheke Community. We are the ones that use this area daily. You did not listen and just come in and spend our hard-earned money on a trial that we told you wouldn't work.	The views of the local community on Waiheke are incredibly important to us at Auckland Transport and to the Waiheke Local Board. The trial was developed in conjunction with the Waiheke Local Board and Waiheke Transport Forum, who identified a need to improve traffic flow and increase safety at Mātiatia in the busy summer season and asked AT to assist.
I certainly hope it's not costing us to have that area rebuilt. What a waste of time and money. I didn't see any AT people surveying the carnage either	The trial was jointly funded by the Waiheke Local Board and AT. The project team regularly visited Mātiatia at a variety of times to observe how the trial functioned. Our assessments found that the trial changes achieved the primary aims of improving traffic flow and increasing overall safety within the keyhole area by reducing conflicts between pedestrians, taxis, buses and general traffic.
Do not regard any safety & congestion improvement in trial layout	

Design suggestion in feedback	AT response
Do not regard any safety & congestion improvement in trial layout/leave it as it was	<p>Our assessments found that the trial changes achieved the primary aims of improving traffic flow and increasing overall safety within the keyhole area.</p> <p>External traffic consultants, Stantec, concluded: “The temporary changes implemented as part of the trial have resulted in safety and operational benefits within the Mātiatia Ferry Terminal area by reducing conflicts between pedestrians, taxis, buses and general traffic.”</p>
Unenforced laws, dangerous, overcrowded, corrupt	<p>We note the challenges of working within the constrained space available at Mātiatia and balancing the requirements of all users.</p> <p>Overall, AT considers that the trial changes achieved the primary aims of improving traffic flow and increasing overall safety within the keyhole area.</p>
Traffic still chaos in the keyhole, pedestrians everywhere, leaving the carpark pedestrians crossing traffic and not looking. Gridlock with taxis and buses and cars all trying to pull out across oncoming traffic at the same time. Pedestrians not knowing where to go when they get off ferry and crossing the car parks in and out of the parked cars, it will be even worse as winter comes and it is dark	<p>Overall AT considers that the trial changes achieved the primary aims of improving traffic flow and increasing overall safety within the keyhole area.</p> <p>External traffic consultants, Stantec, concluded: “The temporary changes implemented as part of the trial have resulted in safety and operational benefits within the Mātiatia Ferry Terminal area by reducing conflicts between pedestrians, taxis, buses and general traffic. Therefore, it is considered that the trial has provided a successful outcome suggesting that these changes can be made permanent with minor refinements to ensure the safety and operational benefits are maintained within this area.”</p>
Speed reduction measures	
Suggest speed humps approaching the wharf for the late comers speeding	Traffic calming measures are being considered as part of the Mātiatia business plan project which is developing longer term solutions for the Mātiatia area.

Attachment 1: Trial layout



Attachment 2: Feedback form

Feedback form

Please take the time to complete this feedback form and return it to us by **Tuesday 7 April 2020**. You can freepost the form back to us or alternatively, you can provide feedback online at AT.govt.nz/haveyoursay. If you need assistance completing this form or have further questions, please contact us on (09) 355 3553.

If you require more space to provide feedback, you can enclose additional papers or provide feedback online.

We at Auckland Transport have a responsibility to provide a safe and orderly environment for all Aucklanders - however they choose to travel.

Auckland Transport is currently trialling a new traffic layout at Matiatia with the aim of improving pedestrian safety and reducing traffic congestion. The questions below are to help us understand your experience with the new traffic layout at Matiatia.

1. Which of the following options best describes your experience with the traffic layout currently being trialled at Matiatia?

 Very Dissatisfied
  Dissatisfied
  Neither Satisfied or Dissatisfied
  Satisfied
  Very Satisfied

* Can you please explain why you answered the above as you did?

2. In your opinion, how can we further improve your experience with the traffic layout at Matiatia?

3. In your opinion, how can we make the traffic layout at Matiatia safer?

4. Are there any other comments you would like to make about the traffic layout currently being trialled at Matiatia?

Personal information

Name	
Street address	
Suburb	
Post code	
Email	
Phone	
Business/organisation	

Providing personal details is optional. Providing your postal or email address ensures that we can contact you with updates to the project.

PRIVACY: AT is committed to protecting our customers' personal information.

Which of the following best describes you? (TICK ALL THAT APPLY)

Full-time Waiheke resident
 Part-time Waiheke resident
 Visitor
 Commuter from Auckland
 Commuter to Auckland (for work or study)
 Taxi/tour operator
 Other (please state below)

What is your main form of transport to & from Matiatia?

Driving
 Public bus
 Taxi
 Cycling
 Walking
 Other (please state below)

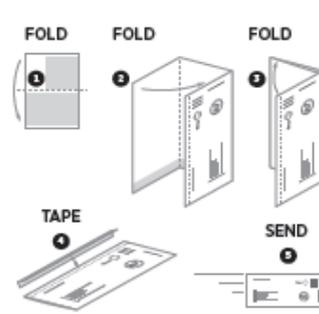



FreePost Author by No. 235-462

Co-consultation and Engagement Team
Auckland Transport
Private Bag 92750
Victoria Street West
Auckland 1142
Project: MATIATIA TRAFFIC LAYOUT

**Public feedback is open until
Tuesday 7 April 2020**

Return instructions



Follow Auckland Transport or AkiTransport
AT.govt.nz/haveyoursay

Have your say...

on the traffic layout currently being trialled at Matiatia.



Give your feedback by
Tuesday 7 April 2020

