

# City Centre Bus Plan

## Consultation Summary and Decisions Report

February 2022

Auckland Transport consulted on the City Centre Bus Plan from Monday 5 July to Sunday 24 October 2021.



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# Executive summary

**The City Centre Bus Plan (CCBP) is Auckland Transport's plan for buses in the city centre to deliver on Auckland's City Centre Masterplan (CCMP). The CCMP presents a 20-year vision that sets the direction for Auckland's city centre as its cultural, civic, retail and economic heart. The vision of the CCMP is to ensure the heart of our city remains a vibrant, bountiful place for everyone by prioritising the city centre as a place for people.**

Auckland Transport (AT) undertook engagement to involve the community in the formation of the plan. The purpose of the consultation is to ensure there is conversation and collaboration with partners, key stakeholders and the community about the project and its progress. It is also to raise awareness of the project, its purpose, and its expected benefits to bus services, residents, businesses and visitors of Auckland's city centre. The consultation gives AT the opportunity to gain knowledge and make changes if necessary.

The consultation ran from 5 July to 24 October 2021. It gathered 149 responses.

Submitters were invited say if they thought the City Centre Bus Plan will help contribute to the objectives of the CCMP and to share their feedback on the City Centre Bus Plan.

Of the 149 responses 108 said "yes", 11 said "hopefully", "possibly" or "maybe", and 6 said "no".

Feedback received showed that people in general did support the City Centre Bus Plan.

The most common feedback themes were:

- Emissions, climate and electric buses
- Implementation of the plan needs to be sooner than stated
- Access for active modes
- Bus priority
- Intercity coach facility
- Bus facilities

As a result of the feedback and the support shown, AT will be developing the proposals in the City Centre Bus Plan as part of further business case investigations.

AT will pay special consideration to the feedback received through future business cases and design development.

## Background

### [Why do we need a bus plan for the city centre?](#)

The city centre is undergoing a transformation right now, with the Downtown works nearing completion and work on the City Rail Link (CRL) continuing. While these projects will deliver improvements for public and active transport, buses are (and will continue to be) a key part of the transport system to, from, and through the city centre.

Buses are flexible. They connect people to the city from places without rail connections and are space efficient. Despite the investment in CRL and proposed light rail over the coming years, buses will still carry more people into the city centre than any other public transport mode.

There is increasing demand on all road space in the city centre from commuters, visitors, pedestrians, cyclists and delivery vehicles. AT has developed this plan to ensure that the bus network can continue to operate into

the future and meet the city's needs. This plan will help deliver the outcomes of the CCMP, so we can all enjoy a safe, healthy and well-connected city centre.

#### **The City Centre Bus Plan will:**

- **Make the bus system simpler and easier to use for customers. It will also improve access to the city centre, particularly from places that only have buses as a public transport option**
- **Allow substantial operational improvements, freeing up space for people in the city centre. The plan will also future-proof the bus system for expected growth**
- **Deliver the outcomes of the City Centre Masterplan.**

#### **The risk of not having a plan**

The risk of doing nothing is substantial:

- Increasing and ongoing unreliability for bus customers
- Inability to meet Auckland's expected growth
- More and more buses will be required to use the limited space in the city centre, compromising the objectives of the CCMP.

The City Centre Bus Plan would be delivered after the CRL is complete, meaning this work is likely to be implemented in stages over several years between 2025 and 2030. The plan will result in significant upgrades made to bus infrastructure, the pedestrian environment and the urban realm.

#### **What the plan will achieve**

This plan will help to achieve the following:

- **Improve customer benefits**
  - Our city centre bus system doesn't work as well as it could, and customers have told us that their experience of using buses in the city centre is substantially worse than the rest of Auckland.
  - This plan will make the bus system easier to use – more legible, more connected, more reliable, more accessible – while allowing for Auckland's expected growth.
  - Better access to several key points in the city centre, including Auckland City Hospital, and Wynyard Quarter
- **Operational improvements**
  - Delivery of this plan helps us to meet Auckland's future growth on the public transport network
  - Moving buses to off-street facilities rather than beginning and ending their services on the street will help with improving air quality in the city centre. In addition, 50% of buses operating in the city centre are planned to be electric by 2025.
  - The plan will free up space for pedestrians in the city centre, remove buses from narrow side streets and return up to 1.2 kilometres of kerb-side space currently allocated to buses.
- **Strategic alignment**
  - This plan will help create a safe, healthy and well-connected city centre we can all enjoy and will help enable the City Centre Masterplan (CCMP) outcomes.
  - The City Centre Bus Plan is a ten-year vision for buses in the city centre. Benefits will be delivered incrementally over the 5-10 year period.
  - The City Centre Bus Plan is completely consistent with the Access for Everyone (A4E) vision. This is by enabling the need to reallocate road spaces to public transport, walking, cycling and micro-mobility mode shifts.

- There are substantial opportunities to create a better alignment of transport and land-use in the city centre. Dedicated bus facilities provide an opportunity for transit-oriented development and higher density.

Implementation of the changes to improve the city centre bus system will focus on a three-step plan:

1. Create two new high-quality dedicated east-west bus corridors on Customs Street and Wellesley Street, with fewer, higher quality and safer stops
2. Establish off-street facilities for urban and potentially inter-regional bus passengers. These facilities would include safe and comfortable waiting spaces, facilities for drivers, and bus charging facilities. Proposed locations for these are in Downtown, Wynyard Quarter, Beach Road and Learning Quarter areas
3. Make changes to current bus services so that bus routes run through the city centre rather than only to the city centre.

There will be some trade-offs necessary for the City Centre Bus Plan to be delivered, including:

- The way Customs Street operates will need to change. It will need to be prioritised for buses to cater for the expected increase in bus volume
- More road space will need to be allocated to public transport on specific corridors
- Buses will be removed from some streets.

More information about the City Centre Bus Plan is at [AT.govt.nz/citycentrebusplan](https://at.govt.nz/citycentrebusplan)

## Proposal development and consultation process

The City Centre Bus Plan was created to respond to the visions of the City Centre Masterplan and AT's Future Connect. This is to achieve the creation of a sustainable, prosperous, connected, accessible and inclusive city that puts people first. The plan aligns with agreed corridors for buses and works towards traffic circulation and mode-shift goals.

### The decision-making process

When reviewing bus services the decision-making process includes many inputs. The feedback that was collected during consultation is one component of the decision-making process, as shown in the diagram below. Feedback from the community is taken into consideration along with the available funding, practical constraints, relevant policies and other political and technical constraints. All feedback has been read by members of the project team and will be considered when making decisions about the plan.



## Consultation process

Auckland Transport undertook community consultation of the City Centre Bus Plan between 5 July and 24 October 2021. The purpose of this consultation was to promote and find agreement on the high-level steps outlined in the plan. This consultation will help to refine the plan and determine the level of acceptance of it and enable it to be the agreed guide for Auckland's City Centre bus operations.

The details of the project (such as the location of bus facilities and the extent of bus priority) will be developed and proposed in future engagements.

Date	Action
May - July	Pre-consultation meetings with key stakeholders and partners
5 July	Consultation begins. Website goes live. Social media activity begins
17 August	Posters installed at city centre bus stops
19 September	Consultation extended. Posters reinstalled at city centre bus stops with new consultation closure date.
24 October	Consultation closed

From [AT.govt.nz/citycentrebustplan](https://at.govt.nz/citycentrebustplan):

[Download the City Centre Bus Plan \(PDF 6.9MB\)](#)

[Download the PDF text-only version of the City Centre Bus Plan \(PDF 260KB\)](#)

[Download the Word text-only version of the City Centre Bus Plan \(Word 46KB\)](#)

### Have your say

We want your feedback on the proposed City Centre Bus Plan, specifically if you think it will help contribute to the objectives of the City Centre Masterplan.

Feedback closes Sunday 24 October 2021.

[Give feedback on the City Centre Bus Plan](#)

### Next steps

- Review feedback and finalise the plan.
- Delivery of Business Case 2021-2024.
- Future consultations on detailed implementation plans 2022 onwards.

## Stages of the consultation

1. Pre-consultation engagement on the CCBP (May-July 2021)
  - inform partners and key stakeholders of AT's intentions and seek feedback
  - Gain support from partners and key stakeholders.
  - Speak with partners and key stakeholders in advance of public release to explain the plan's goal and details and inform us of potential risks and opportunities. This engagement will enable us to consider and address these before taking the plan to broader public engagement.

- Obtain political champions for the City Centre Bus Plan early on to support and advocate the plan's recommendations and help AT gain wider, broader support.

2. Public Consultation on the CCBP (July-October 2021):

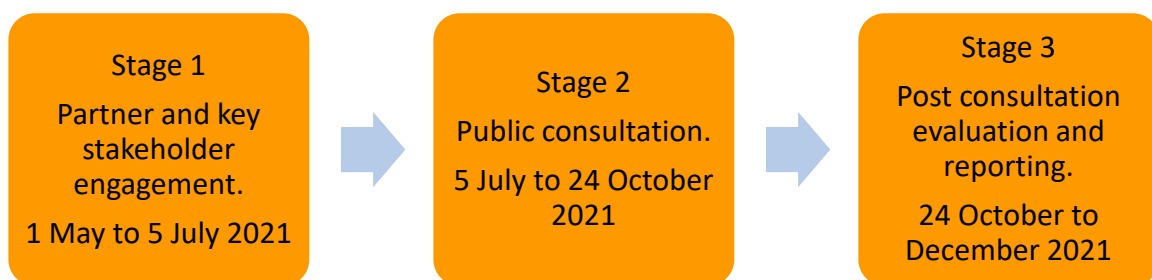
- Inform the public of our intentions and seek feedback
- To gain knowledge of and support for the plan.
- Inform AT of potential objections and opportunities to improve the plan.

The final CCBP document will be a precursor to informing future investment business cases.

Pre-consultation engagement with partners and key stakeholders was undertaken from May to July 2021. Public consultation began 5 July 2021. It was initially planned to run until 19 September but Auckland was placed under lockdown in August when COVID 19 was discovered in the community and so the consultation was extended until 24 October 2021. The extension was made in the hope that Auckland would have exited the lockdown so that face-to-face public consultation events could be held to promote and explain the consultation and plan.

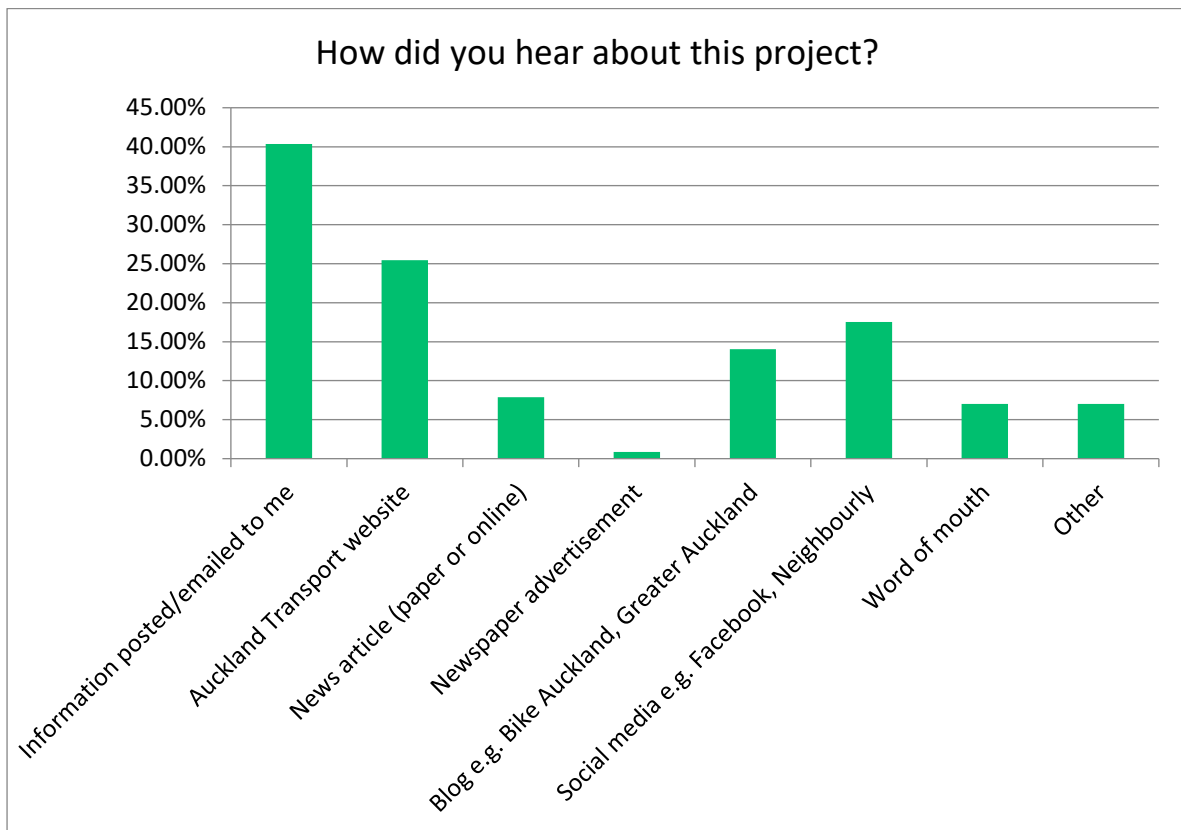
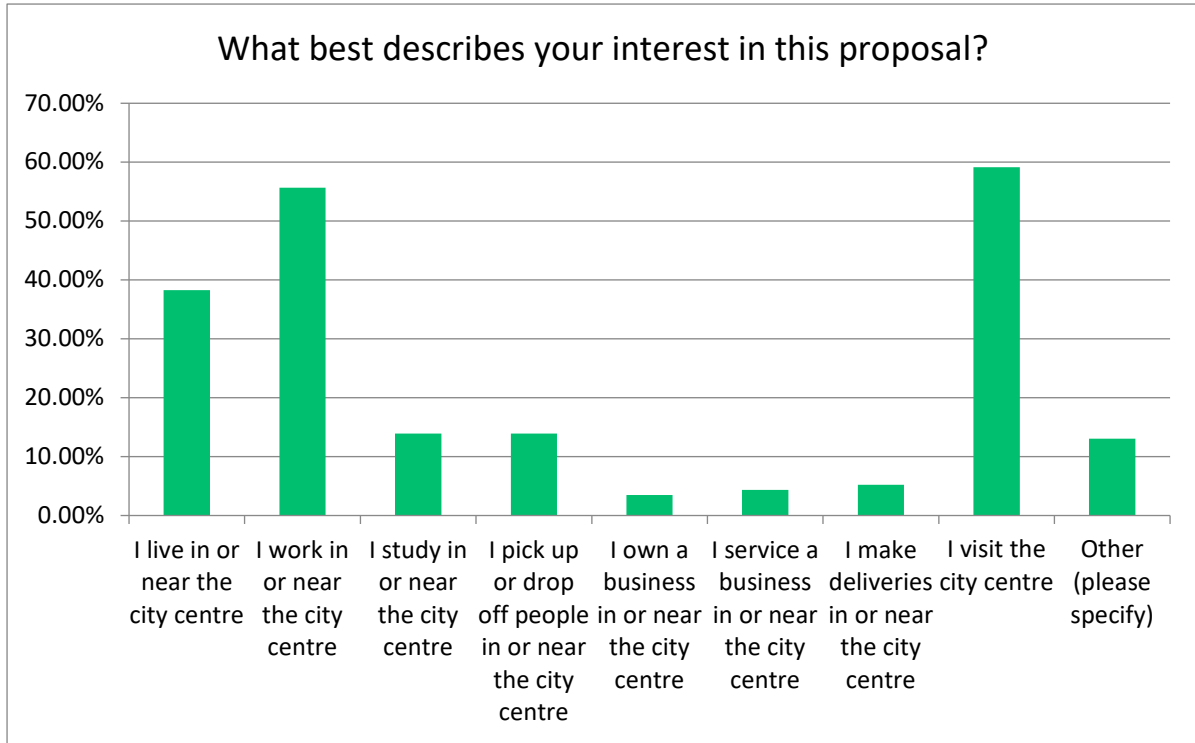
Auckland's lockdown which was in place from 18 August 2021 required all non-essential workers to work from home and students to remain at home under the rules of Alert Level 4. Alert Level 3, from 22 September, saw some businesses opening and construction workers returning to work but schools and universities were still closed and the majority of commuters remained at home.

Auckland entered into COVID Alert Level 4 and 3 during the consultation period which meant the existing project engagement programme was limited and no face-to-face activities could be held. Advertising at city centre bus stops was virtually unseen by regular bus customers as most Aucklanders were working and studying from home (space at bus stops was limited in July due to the bus changes on 27 June when the Victoria Street/Albert Street intersection closed and Wellesley St reopened). The promotion of the consultation relied on online promotion and the efforts of stakeholders to pass notification on through their memberships and channels.

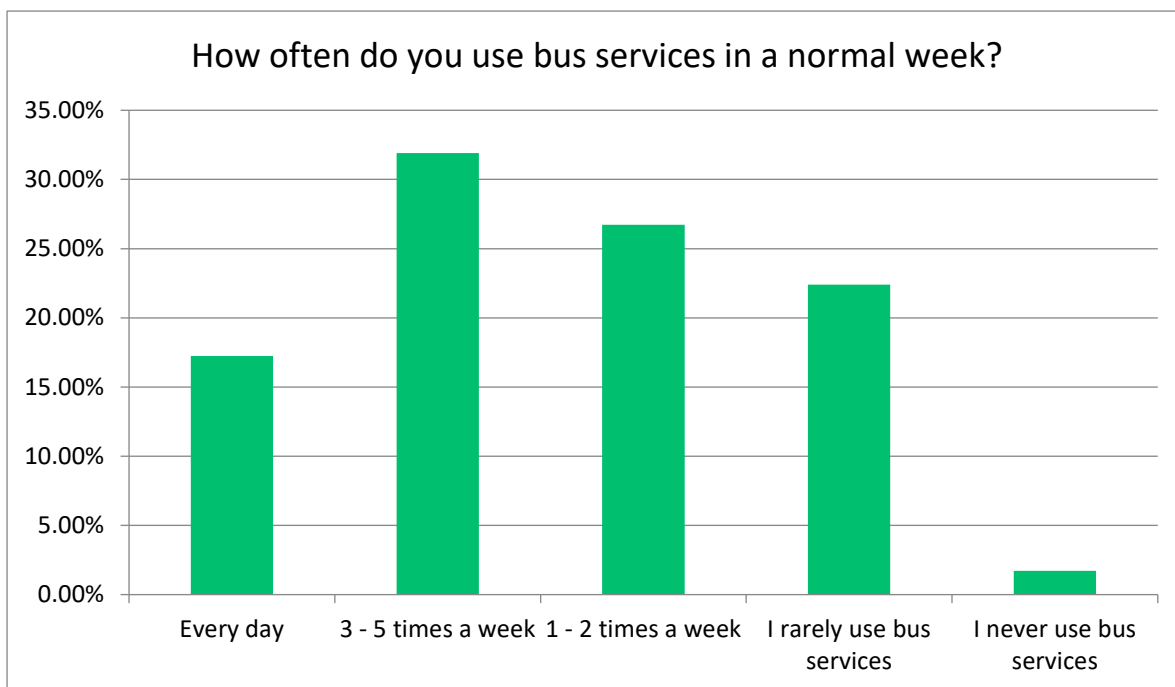


# Summary of feedback

The consultation received 140 online responses plus 9 written submissions.



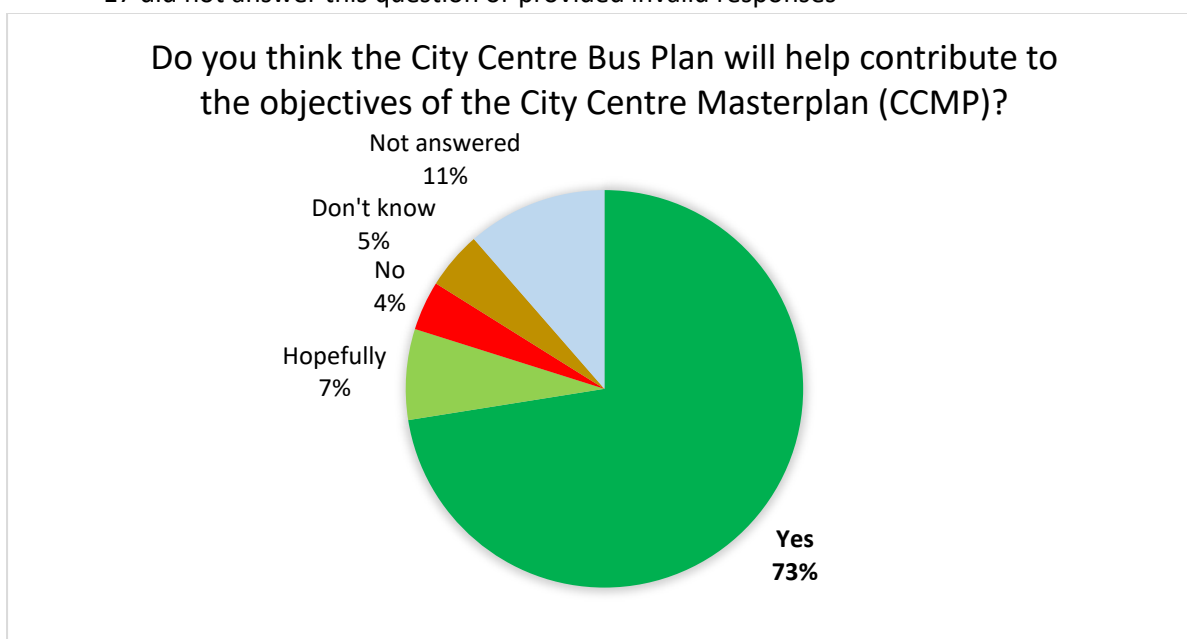




Question 1 – “Do you think the City Centre Bus Plan will help contribute to the objectives of the City Centre Masterplan (CCMP)?”

This question received 140 online responses plus 9 written submissions.

- 108 said “yes”
- 11 said “hopefully”, “possibly” or “maybe”
- 6 said “no”
- 7 said “I don’t know” or were not sure
- 17 did not answer this question or provided invalid responses



## Question 2 - "Please share your feedback on the City Centre Bus Plan"

This question received 110 online responses plus 9 written submissions.

5 were unrelated to this project.

### Themes

<b>Subject</b>	<b>Mentions</b>
Emissions/Climate/Electric buses	<b>19</b>
Not soon enough/hurry up	<b>17</b>
Active modes/multi-modal	<b>15</b>
Bus priority	<b>10</b>
Mobility/accessibility	<b>6</b>
Transfers	<b>6</b>
Intercity coach facility	<b>4</b>
Wynyard Quarter	<b>4</b>
Mode shift	<b>3</b>
Want more direct buses to City Centre	<b>3</b>
Safety	<b>3</b>
Bus driver support	<b>2</b>
Fewer cars	<b>2</b>
Need better bus timetabling	<b>2</b>
No need for termini	<b>2</b>
Only need one central terminus	<b>2</b>
Light Rail	<b>2</b>
Reliability	<b>2</b>
Don't support	<b>2</b>
Taxis/Ubbers	<b>2</b>
Ensure facilities in place before changes are made	<b>2</b>
More shelter	<b>1</b>
Operational improvements	<b>1</b>
Shelter	<b>1</b>
Park'n'ride	<b>1</b>
Service vehicles	<b>1</b>
Policing	<b>1</b>
More car parks	<b>1</b>

### Summary of key themes

#### Emissions/Climate/Electric buses

Concerns were raised about emissions from buses and cars and their effect on the climate.

Prioritising public transport will encourage mode shift and then allow the most people to move around the city centre using the fewest number of vehicles. Removing the need for buses to wait for their next trip while in the city centre will reduce their idling time and the corresponding emissions.

The gradual replacement of diesel buses with electric buses was universally welcomed.

Comments about the need to reduce emissions and creating mode shift were often combined with a “not fast enough” message.

*“We’re pleased with the plans indicated in this proposal and the move to improve bus routes, facilities and actively used bus corridors that will make a difference to reduce emissions. By terminating in the city fringe, dwell times (removing more carbon pollutants from our pedestrian heavy streets) are reduced and the passenger experience will be drastically improved - an important factor in mode shift.”*

*“... the associated timeframes are not good enough, and “improved bus priority” could be a quick win to improve the quality of the bus service at a low cost. These changes already have political and public support within the CCMP, and will radically improve the bus systems in the City Centre. If we are to truly respond to the Climate Emergency, a successful shift in modes must occur in significantly reduced time frames and at the cost of car dependency in Auckland.”*

### Not soon enough/hurry up

People raised concerns that the plan is not being implemented soon enough.

*“Mode shift needed on the scale required to meet targets climate change targets will rely on increased up take of PT. This means we need a better network sooner than a decade away.”*

*“Good but needs to be done sooner”*

*“This should be done much quicker to get people out of cars and into buses”*

*“Please progress these changes more quickly than shown in the plan.”*

*“Just get it done, and more quickly than planned.”*

*“Please proceed with haste and reduce priority for cars and make bus and bike king - climate action is an urgent issue so don't delay.”*

*“I suggest the delivery timeframes of the bus plan be accelerated as much as possible, most of these changes could be achieved imminently utilising the disruption already caused by CRL construction.”*

### Active modes/multi-modal

Some responses wanted to request or ensure that this plan for bus services would also provide safe space for cycles and pedestrians to move through the city centre.

*“I think the main target has to be to not only increase public transport relative to car transport, but to be even more progressive and try to reduce car transport into the city centre. A mostly car free (except for few streets) city centre would benefit everyone. For that public transport has to be closely integrated with walking and cycling, with the latter given an opportunity to have bikes transported with public transport (including buses if possible, other cities in Europe do that as well), and most importantly to have safe, covered bike parking facilities!”*

*“strongly support integration of active transport modes with the public transport network, and giving more space to people instead of cars as the developments in the plan are delivered.”*

*“When making project decisions, please don't forget about people on bikes and future bike infrastructure.”*

*“The new stops need to ensure they do not hinder pedestrian movement along the road, and provide more pedestrian space not less as on K road.”*

### Bus priority

There was support for improving bus priority in the city centre to make bus journeys more reliable and faster.

*“Creating the continuous bus lanes on Wellesley and Customs shouldn't wait until 2024-2025, these are pretty simple changes that can have tremendous positive effects on the CBD travel times”*

*“A good start. Please continue to prioritise mass transit, public transit, and active transit. Fewer cars and better alternatives to cars, please!”*

*“Buses getting stuck in traffic in the CBD is a nuisance. Often it can take as long to get from the CBD to the Harbour bridge, as it does for the rest of the journey!!”*

### Intercity coach facility

There were four comments about the intercity coach facility, three suggesting to move it closer to other public transport to allow for easy connections, and one recommending to leave it where it is.

At this stage there are no plans to relocate the interregional coach facility.

### Bus facilities

Some people thought off-street bus facilities at the edge of the city centre were a good idea while others saw little or no benefit for building them as fewer people would be travelling to these destinations than the people using the bus stops in the city centre.

In addition to the comfort provided to passengers using these facilities the off-street bus facilities would provide toilets and a resting place for bus drivers and charging facilities for electric buses.

Some people were unclear that there would still be bus stops in the city centre along the route, as there are now, in addition to the bus terminals at the edge of the city.

Some wanted a single central bus facility for all city centre buses to connect to.

*“Ensure that interchange facilities are in-place before significant service alterations are made. With specific consideration for mobility-impaired groups who may not be able to connect between services as easily as most.”*

*“There should be less focus on creating customer focussed terminal facilities - the vast majority of passengers won't travel all the way to or from the terminus on any line, so these should not be expensive facilities that are difficult to deliver.”*

*“If the budget is tight then dispense with the station upgrades and put the money into priority lanes that will be the driver of public transport success because this will produce substantially lowered travel times.”*

## Other feedback

Other feedback also included:

- Ensure access for taxis, Ubers and service vehicles to be able to get to the City Centre.
- What will be the effect of traffic on the central motorway junction as more cars use this to circumnavigate the City Centre?
- Is Wynyard Quarter a suitable place for an off-street bus facility?
- What effects will light rail have on these plans?
- Do the forecasts for travel numbers now need to be reassessed in light of the expectation that more people will work from home?

## Other opinions

*“Get real and just make our roads more accessible”*

*“Your obsession that buses will fix everything is inherently wrong”*

*“When will you realize Buses and trains do not work they never have and never will”*

## Next steps

This consultation feedback has shown sufficient support for the City Centre Bus Plan for it to be included as part of the upcoming Indicative Business Case.

Scoping and design for the project will continue with the Indicative Business Case in 2022. Planning for this is already underway and engagement with key stakeholders has been a key feature of the work to date. AT intend to undertake a further public consultation in late 2022 to gain feedback on the preferred options that come out of the Indicative Business Case.

## Appendix 1: Feedback

Feedback	AT's response
<b>Timeframes</b>	
Make this happen sooner.	We understand your eagerness for improvements. We must wait for city streets to be clear of the CRL disruptions.
<b>Buses</b>	
I hope that this plan will use either electric or hydrogen powered buses to further reduce emissions in the area.	Fifty per cent of buses in the city centre are planned to be emission-free by 2025, 100 per cent by 2030.
Will only work if buses are timed to connect.	Buses, trains and ferries will be coming and going from and to many destinations. They cannot all be timed to connect but an increase in frequency and better reliability will result in shorter waiting times for everyone.
Bus routes need to have some stops in the central city at some key locations.	There will be multiple bus stops along the routes through the city centre.
Routes should offer multiple stops in midtown and downtown. If you work in Britomart and the bus stops at Wellesley St - that's another 15-minute walk to add to your commute, vs a few minutes if the bus continued downtown.	It is not possible for all buses from every suburb to get to every location in the city centre. This plan will allow better pedestrian spaces to be created for walking between bus stops. Buses can be used to connect with other bus routes in the network.
Have a bus route from Symonds St to Ponsonby Rd.  Takapuna buses should go to Britomart	There is no plan for this but feedback will be sought soon this year on the Regional Public Transport Plan where you can request this. <a href="https://at.govt.nz/about-us/transport-plans-strategies/regional-public-transport-plan-rptp/">AT.govt.nz/about-us/transport-plans-strategies/regional-public-transport-plan-rptp/</a>
Where are Manukau Road services going in the downtown area? Extend Manukau Rd services to Wynyard Quarter	Manukau Rd services would most likely run along Wellesley St West and East. The western end terminus would depend on where there is space to hold them.
The issues that matter were all ironed out during the preparation of the CCMP. We have the plans, they have been agreed, we went out to consultation, we got spectacular support, we know what citizens want, and where we are going so let's just get on with that journey.	We think it is important to bring people along with us on the details required for that journey.
Could TamakiLink services to WQ be done on trial basis to measure uptake before becoming permanent?	Possibly. The goal is to get buses to wait between trips outside the heart of the city

	centre. The very popular TamakiLink buses need to terminate somewhere.
More bus priority needed	Thank you for this feedback. We agree and will look to create this where we can.
Please bring back a Britomart bus from Papakura back please	There is a train from Papakura to Britomart so there is no intention to duplicate this with a bus service between the same destinations.
Please arrange to have a more diverse network of buses especially to South Auckland. Currently there is not a single bus servicing Manukau/Manurewa from the city centre. There used to be a 360x bus service in peak times that was ceased and has now almost doubled travel time on the same route having to use a bus train and bus to get to the city centre from Weymouth.	Direct buses from between the city centre and Manurewa/Manukau were removed in 2016 when Auckland's commuter trains were upgraded to electric trains. Transferring to a train provided quicker and more reliable journeys and reduced the need for, and cost of, duplicating many buses running very long trips on Great South Rd. The 360X was continued for another 18 months but patronage was low and so it was removed. It was an expensive route to operate that duplicated the train line for 20km of its 28km route. Additionally, because it travelled on the motorway, it couldn't pick up or drop off passengers along this section making it an inefficient use of resources when another option is available.
<b>Emissions</b>	
All bus stops on the streets that cross Waihorotiu / Queen Street Valley need to be located at a minimum of 100m from Waihorotiu / Queen Street Valley. This is to prevent emissions travelling down into the valley. The primary tenet of the public sector is to "Do No Harm" and, at this point, some of the proposals in the CCBP, will do harm so need to be modified now in order to comply with new environmental air quality standards.	We understand your point. It is a balance of providing bus stop locations close to destinations so that people will choose to us buses rather than other vehicles. They also need to be where there is space to install them and where they are safe. It is planned that 50 per cent of buses in the city centre will be electric by 2025 and 100 percent by 2030 which will reduce emissions.
<b>Accessibility</b>	
Wants AT to commit to making all Passenger Information Displays covered by the City Centre Bus Plan accessible to blind, deafblind and low vision passengers.	One of the objectives in AT's Accessibility Action Plan is: "Auckland Transport products and services (e.g. public transport services, AT HOP, information, and transport infrastructure) are accessible, safe and convenient for everyone to use and to understand." <a href="https://at.govt.nz/about-us/our-role-organisation/corporate-plans-strategies/accessibility-action-plan/">AT.govt.nz/about-us/our-role-organisation/corporate-plans-strategies/accessibility-action-plan/</a>

<b>Modeshift</b>	
Reduce car transport into the city centre. A mostly car free (except for few streets) city centre would benefit everyone.	Access for Everyone (A4E) and the City Centre Masterplan has information about the vision for this area: <a href="http://www.aucklandccmp.co.nz/">www.aucklandccmp.co.nz/</a> <a href="http://www.aucklandccmp.co.nz/access-for-everyone-a4e/">www.aucklandccmp.co.nz/access-for-everyone-a4e/</a>
We are also concerned how a city centre that has been prioritised for active modes and public transport will be able to accommodate the number of vehicles AT is expecting in the future without undermining the city's liveability, amenity and emissions reduction goals. We strongly recommend both Auckland Council and AT develop a plan to mitigate the impacts of ongoing proposed and planned vehicle restrictions on the economic and social wellbeing of the city centre.	Thank you for this feedback. We're not sure if this is a concern about having too many vehicles in the city centre or not enough. The City Centre Masterplan and Access for Everyone plan have a vision to create low traffic neighbourhoods, prioritising and increasing public transport capacity, removing through traffic, providing access for the delivery of goods and access to car parking. This works towards creating the balance of having a liveable, healthy and prosperous city that people can get in and out of. <a href="http://WWW.aucklandccmp.co.nz/access-for-everyone-a4e/">WWW.aucklandccmp.co.nz/access-for-everyone-a4e/</a> <a href="http://WWW.aucklandccmp.co.nz/outcomes">WWW.aucklandccmp.co.nz/outcomes</a>
Presumably there will be a drive with other measures to further encourage shift of mode. Changing the bus alone may not be sufficient. Is there a coordinated publicity campaign, working with large businesses or institutions to change travel patterns?	Yes.
When are we getting rid of the cars?	We are not getting rid of cars. Public transport is fantastic and needs to be prioritised more than is it currently is but it is not suitable for everyone for a number of reasons. We can all share the available space.
More cycling priority to St Heliers.	We've just finished the Tamaki Drive link that allows cyclists to connect from St Heliers through to the city centre on separated and shared paths. We are due to confirm our refreshed 10 year cycling programme in June but funding for this will be prioritised in areas that have little or no cycling connections along our strategic network and so may not include St Heliers.
Put ferries to St Heliers	There are no plans to create a ferry service to St Heliers.
Any plan needs to minimise the negative impacts of buses on the 'place' function of valuable city centre spaces and streets (as opposed to the 'movement' function).	Thank you for this feedback. All our work on this project will be referring back to the visions and goals of the City Centre Masterplan. It is always a balance to share space in the city.



Customs Street and Wellesley Street must consider other modes and user needs, as well as current and future adjacent land use	Thank you for this feedback. Access for Everyone (A4E) and the City Centre Masterplan has information about the vision for this area: <a href="http://www.aucklandccmp.co.nz/">www.aucklandccmp.co.nz/</a> <a href="http://www.aucklandccmp.co.nz/access-for-everyone-a4e/">www.aucklandccmp.co.nz/access-for-everyone-a4e/</a>
<b>Inter-regional coaches</b>	
Move the Inter Regional Coach depot closer to other PT. Leave the Inter Regional Coach depot where it is. Any changes to the intercity coach facilities need to be publicly discussed and shared with the party that gave up the public space in the first place i.e. the citizens of Auckland	Thank you for this feedback. Should any change happen it will be publically discussed.
<b>Bikes</b>	
Allow buses to carry bikes.	This is not in our current plans.
<b>Bus facilities</b>	
Ensure that interchange facilities are in-place before significant service alterations are made. With specific consideration for mobility-impaired groups who may not be able to connect between services as easily as most.	This is our intention.
Build the bus terminals underground.	This is being considered.
Put a bus terminal on the wharf.	We are not considering this. The City Centre Masterplan has a vision for the waterfront that does not include buses.
Put all buses in the same place i.e. create a single central bus terminal	Thank you for your feedback. We have considered this but with the large number of buses now required to move people around Auckland, and the visions of the City Centre Masterplan. This doesn't appear to be possible.
Less focus is needed on the off-street terminals.	Thank you for your feedback. We really do need to provide facilities for holding buses, charging electric buses, and providing space for drivers on breaks and between trips.
Make sure off street terminals are accessible and safe.	Thank you for your feedback. We intend to do this.
Replace car parking buildings with underground bus terminals.	Thank you for your feedback. This is being considered.
Any terminal building should be sympathetically designed, off street and include high quality public end of trip facilities. These would include CCTV, lockers, secure bike parking, charging facilities for electric scooters and bikes etc.	Thank you for your feedback. This is being considered.
Reduce the number of off street facilities to three, one in downtown (either Lower Albert Bus Interchange or the	Thank you for your feedback. This is being considered.

new downtown carpark area one), Wynyard and an eastern terminus (around Beach Road).	
Facilitates proposed on street (esp Wellesley and Customs) need to be high quality - with toilets, some secure bike parking and proper shelter that is integrated into the overall streetscape design.	Thank you for your feedback. The Wellesley St and Customs St bus stops are intended to be suitable and sympathetic to the surrounding street design but are not likely to have their own toilet facilities. (There are other public toilet facilities near Customs St and Wellesley St at Britomart Station and Auckland Library.)
Investigate using the Mt. Eden CRL Station as the only transport interchange for the City Centre.	Thank you for your feedback. This is being considered.
Off-street bus facility is not a good use of space in Wynyard Quarter. Why can't the existing (NZ Bus) depot be used instead?	AT does not own the NZ Bus depot.
Reducing traffic congestion, improving phasing of traffic lights and adding in bus lanes will help make journey times on buses more reliable and faster. This in turn could help encourage new passengers to PT. The changes are all within the control of Auckland Transport and could be actioned much faster than building infrastructure, such as bus terminals/ depots.	AT is working on this in addition to the City Centre Bus Plan.
<b>Taxi/rideshare/Uber/service vehicle access</b>	
Ensure business and rideshare, taxis, Ubers, service vehicles have access to the City Centre	Giving bus priority on some streets in the City Centre will not remove access for taxis and rideshare operators on all streets in the City Centre
<b>walkability</b>	
Ensure there is walkable access between north/south and east/west bus services.  Walking links are needed.  Leave some of the City Centre free from all vehicles.	Footpaths on Albert St have been widened, footpaths on Queen St are being widened. Designated areas are being provided for scooter parking. Access for Everyone (A4E) and the City Centre Masterplan has information about the vision for this area: <a href="http://www.aucklandccmp.co.nz/">www.aucklandccmp.co.nz/</a> <a href="http://www.aucklandccmp.co.nz/access-for-everyone-a4e/">www.aucklandccmp.co.nz/access-for-everyone-a4e/</a>
<b>Light Rail</b>	
What impact could Light Rail have on the function/role for Customs and Fanshawe Street for buses if it was approved and extended to Wynyard Quarter? Would this change the bus access needs to Wynyard Quarter, including proposed off-street facilities?  If Light Rail connects to Wynyard Quarter will there still be a need for a bus terminal, as the number of buses	Now that an announcement has been made we will consider it in the plan for buses in the City Centre. If/when Light Rail is introduced it will impact the local bus network in many ways on certain corridors.  There will still be a need for buses from destinations other than those on the Light

servicing the area should decrease? Or will the presence of (or plans for) a bus terminal preclude the area from being connected to Light Rail?	Rail catchment, such as from East Auckland, to reach Wynyard Quarter.
<b>Other</b>	
Make fares cheaper.	The running costs of public transport services are paid for from a mix of national funding from NZTA Waka Kotahi, local funding from Auckland Council and the fares collected from passengers. If funding or the number of passengers increased fares could possibly be made cheaper.
It would be great if these developments could occur over progressive introduction of congestion charging for private vehicles in the City Centre.	Auckland Council has not made a decision on congestion charging.
Fix Link buses so they don't stop at Victoria Park	Plans are underway to improve reliability and waiting times for the OuterLink
You need to be able to stay on one or two buses to get from north, south, east or west. You shouldn't need to get on 4 buses to get someplace	This will depend on where your starting and finishing points are. It is impossible for everyone to get from everywhere to everywhere on one bus. Some parts of the public transport network are designed to use interchange hubs in the same way that air transport and parcel delivery systems work. This creates an efficient use of resources, allowing for more frequent buses, access to a greater number of destinations and a simpler network to understand making it easier to use for more people. We do recognise that having to transfer mid-journey is not fun.
Run more buses	Thanks for your feedback.
All buses should travel on Queen St	We plan to move all buses off Queen St except for the CityLink service to make Queen St a more liveable space. Access for Everyone (A4E) and the City Centre Masterplan has information about the vision for this area: <a href="http://www.aucklandccmp.co.nz/">www.aucklandccmp.co.nz/</a> <a href="http://www.aucklandccmp.co.nz/access-for-everyone-a4e/">www.aucklandccmp.co.nz/access-for-everyone-a4e/</a>
Have more car parks	This plan will not introduce more car parks.
More network operational improvements are needed to enhance bus travel times	We are working on this.
Can we have more buses from outer suburbs that cross the city but don't go through the City Centre	We will consider this.
Could we look into park and ride facilities for city workers, rather than parking buildings?	Please see AT's Parking Strategy: <a href="http://AT.govt.nz/about-us/transport-plans-strategies/parking-strategy/">AT.govt.nz/about-us/transport-plans-strategies/parking-strategy/</a>

Cancel the Victoria St linear path	There is no intention to cancel this.
Rough sleepers in the city behave aggressively and make the city feel unsafe moving around on foot.	Thank you for this feedback.
Will improving bus service infrastructure cause costs for users to rise?	Funding for infrastructure doesn't usually come from fares but they may come from other sources that affect bus customers.
Consider the Downtown ferry terminal in these plans.	We will.
Wynyard Quarter should be less car-focussed.	Eke Panuku has been working with Auckland Transport to find a comprehensive way to respond to the public transport needs to and from the Wynyard Quarter. The challenges around these discussions emphasise that competition for space is now at a premium for the growing needs of the Wynyard Quarter, its residents, commuters and visitors. Wynyard Quarter has a requirement through the Unitary Plan to achieve a 70-30 modal split with 70% of transport needs supplied by public transport and active modes. This means walking, cycling connections and public transport must be provided in Wynyard Quarter.
Modelling needs to be done on post COVID travel demand.	This will be taken into consideration.
Why is bus patronage from North Shore predicted to grow by so little compared to other areas?	Bus patronage is already high from the North Shore and there are limitations on the number of buses that can travel over the harbour bridge.
Bus stops take up a lot of space on the footpath, so are they really needed in every location? Everyone has a phone so real time information boards may not be such a priority.	Not everyone has a mobile phone or data on it. We will try to design facilities that are suitable for all users of the space bus stops are on.
The Auckland Council Climate Action Plan calls for public transport mode share to be 24.5% by 2030 and 35% by 2050. There is no mention of these targets in this plan or anything to indicate what the current mode share is.	2018 Census data on journeys to work showed for Auckland city centre: <ul style="list-style-type: none"> <li>• 55% car, truck or van</li> <li>• 29% public transport</li> <li>• 11% walked or cycled</li> <li>• 3% worked or studied at home</li> </ul> See here for more: <a href="https://at.govt.nz/media/1985132/census-snapshot-brochure.pdf">https://at.govt.nz/media/1985132/census-snapshot-brochure.pdf</a>
No mention has been made in the document of PT connections to the proposed Northern Pathway. This would need to be included in the overall plan and new facilities close to the harbour bridge would be necessary. So, would that area be a better location for a bus	No plans are confirmed for the Northern Pathway. A bus service could be developed to cater for this if and when it happens. It is unlikely that a bus terminal near the base of the Auckland Harbour bridge would replace one near Wynyard

<p>depot/terminal rather than in the heart of Wynyard Quarter?</p>	<p>Quarter as it would necessitate all buses to drive on the 1.5kms of Westhaven Drive where there is no demand on the south side and very little on the north side.</p>
<p>All actual bus stop locations and design for their supporting infrastructure such as shelters, lighting, seating and signage etc. needs to be consulted on.</p>	<p>These will be consulted on.</p>
<p>Buses should not be permitted, other than in an emergency to use the following streets within the Britomart Precinct: Britomart Place, Tyler Street, Galway Street and Gore Street.</p>	<p>This is the intention.</p>
<p>At present facilities for drivers (bathrooms etc) do not exist around what are major termination points for services. We understand these facilities will now be provided in the proposed new east and west termination points for services.</p>	<p>This is correct.</p>
<p>We are concerned that Customs Street (or any other road serving the Britomart Precinct) not, through additional large vehicle movements become a “moat” and barrier to the free flow of people across it and through Britomart to Quay Street. This will require clever and thoughtful design of all major intersection crossings with a priority for pedestrian movements and attractiveness. The crossing at Queen and Quay Street to the ferry terminal offers a good benchmark to strive to achieve.</p>	<p>We agree.</p>
<p>A plan is needed to address the impact of the changes on general traffic in the city centre. Need to address adverse traffic impacts on the Central Motorway Junction and wider motorway network.</p>	<p>The strategic approach to Auckland’s transport was agreed through the Auckland Transport Alignment Project (ATAP), a cross-agency partnership including the Ministry of Transport, Waka Kotahi NZ Transport Agency, KiwiRail, the Treasury, Auckland Council, Auckland Transport and State Services Commission. ATAP will work to ensure Auckland has a transport system that encourages more people to use public transport, to walk and to cycle, addresses congestion, increases accessibility, reduces negative impacts on the environment and sees a reduction in deaths and serious injuries on our roads. The early focus is to:</p> <ul style="list-style-type: none"> <li>• Increase productivity through enhanced network planning and management, and emerging technology</li> <li>• Complete committed investments, progress additional early priorities and support acceleration of growth</li> </ul>

	<ul style="list-style-type: none"> <li>• Lay groundwork for a shift to influencing demand through smarter pricing, and encourage higher uptake of ridesharing</li> </ul> <p>The medium and longer term focus is to:</p> <ul style="list-style-type: none"> <li>• Accelerate uptake of new transport technologies to maximise productivity</li> <li>• Address emerging capacity constraints, progressively implement strategic networks and continue to support growth</li> <li>• Progressively implement smarter transport pricing, integrating with other technology developments.</li> </ul>
<p>I assume forecast growth in bus passenger demand reflects up-to-date assumptions on work from home and migrant-driven population growth and has been independently peer reviewed. If not, given the ongoing significant priorities for transport outside the city centre, we recommend updated forecasts be used to inform the timing of all proposed capital investment.</p>	<p>Thank you for your feedback. AT is continuously reviewing forecasts to improve our planning.</p>
<p>The intention to move from no to up to six bus facilities seems excessive from a value for money perspective.</p>	<p>The city is in need of proper facilities and this has been under resourced in the past however whether it is one, two, three or six terminals this will be considered carefully.</p>
<p>Provide Wi-Fi to PT customers.</p>	<p>Thanks for your feedback. We don't have any plans to provide Wi-Fi currently. We will make an announcement if this changes.</p>
<p>Build a walking bridge to the Domain.</p>	<p>This plan will not result in a walking bridge to the Domain but it is a great idea.</p>