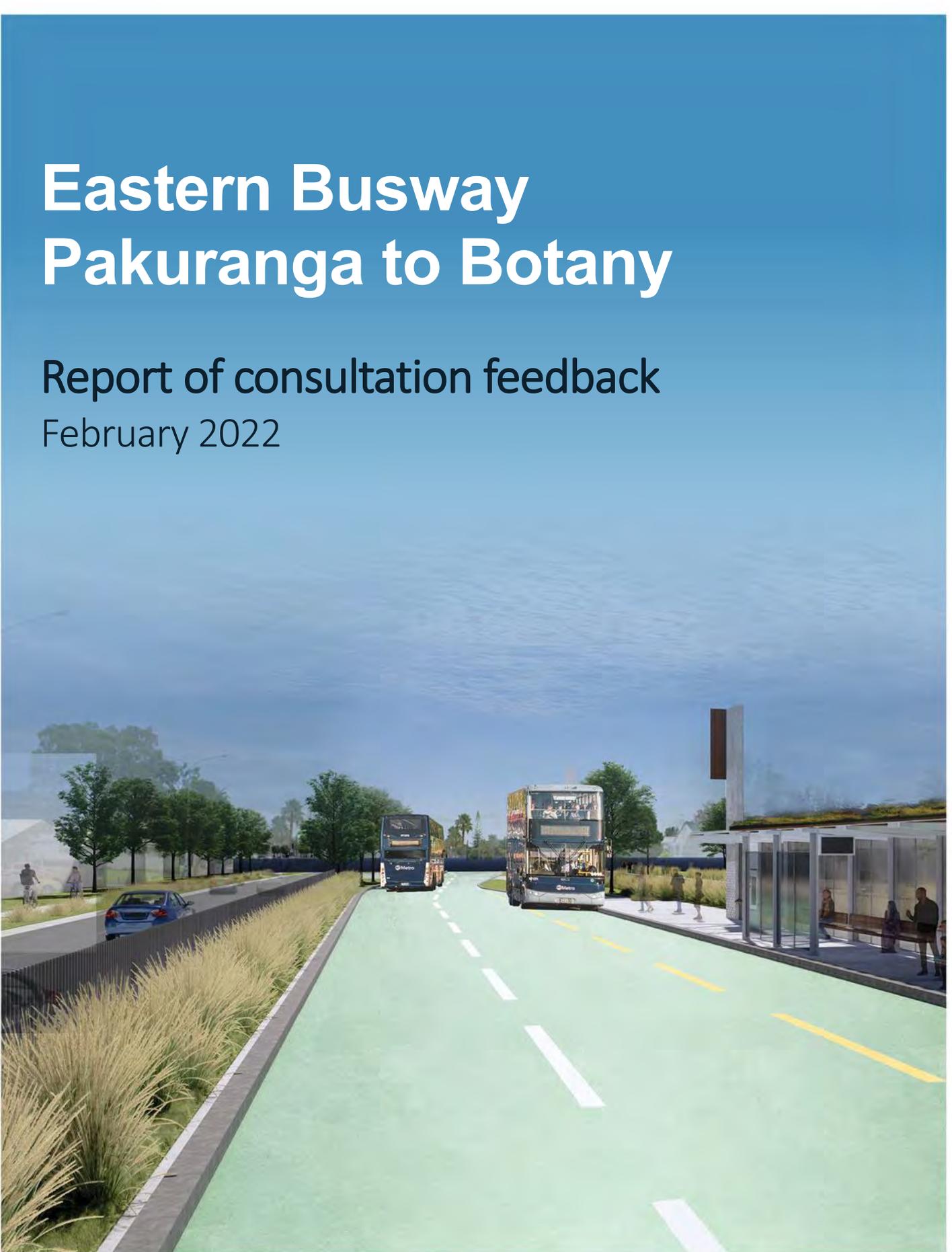


# Eastern Busway Pakuranga to Botany

Report of consultation feedback  
February 2022



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## 1.0 Executive summary

This report provides information about the November-December 2021 consultation with property owners and the Howick Ward community on the proposed design of the Eastern Busway from Pakuranga to Botany. The engagement proceeded at a time when residents were living with the uncertainties of the pandemic, which created extraordinary societal circumstances. A section in this report outlines the unique social context in which the responses of property owners and the community have been provided.

A review of the feedback themes and data that have been received indicate broad support for the busway and its overall objectives but with strong objections to the proposed Burswood alignment and its impact on homes and the community. Residents expressed their shock and anger at the proposal and gave a number of reasons as to why they considered the design to be inappropriate.

There was support for encouraging active modes and cycling in particular, through the design of roads, paths, cycleway connections and station facilities. Suggestions have been made for improvements and further ways to encourage uptake at several points on the busway, walking and cycling paths and at stations. Mixed views were expressed about the allocation of road space, with some indicating more should be done to encourage mode shift and reduce emissions, while others thought it was essential to maintain traffic flow along Ti Rakau Drive as it is already so congested. There were also concerns about construction impacts, disruption and the potential loss of open space and reserve land.

Auckland Transport and the Eastern Busway Alliance continue their commitment to listening to, and addressing, the concerns that community members have raised. They are keenly aware of the impact of the proposed residential and commercial property acquisitions. The feedback that the alliance has received has been conveyed to the project team and decision-makers, and is being considered as part of the development of the project design.

The next steps in the consultation process have included analysis and feedback to internal stakeholders completed in early 2022, ahead of the Auckland Transport Board meeting in February when the consultation report will be considered. Feedback on key themes and next steps will be provided to iwi partners, stakeholders and the community in February and March.

Detailed design and engagement will take place during 2022 and consenting will progress in stages from early 2022 to 2023. Ongoing engagement with mana whenua, Elected Representatives, Howick Local Board, stakeholders and the community will continue throughout the project.

The feedback from property owners and the community is greatly appreciated, particularly as it was provided during a time when Aucklanders were managing their way through pandemic pressures as well.

## 2.0 Background and context

### 2.1 Project background

After several decades of project planning, construction of the Eastern Busway is underway. The second stage from Panmure to Pakuranga has been completed and opened on 19 December 2021 and design work is in progress on the next stage, from Pakuranga to Botany. The initial project design for the Pakuranga to Botany route was provided to the community in 2018, and an updated proposed design was shared with them for feedback between 1 November and 10 December 2021, working within Covid-19 pandemic restrictions.

The Eastern Busway forms part of the region's rapid transport network and will create separate lanes for buses to connect people from Botany, Pakuranga and the surrounding suburbs with the rail network in Panmure. It is jointly funded by the NZ Government, Auckland Council and the Regional Fuel Tax.

The project includes cycling and walking paths, safety, environment and roading improvements and a new Reeves Road flyover, giving people a range of transport options and more reliable journey times.

Auckland Transport (AT) has formed the Eastern Busway Alliance (the alliance) with four world class organisations of Fletcher, ACCIONA, AECOM and Jacobs to design, consent and deliver the Pakuranga to Botany section of the Eastern Busway - a project that will contribute wide-reaching social and economic benefits to the Auckland region.

Creating a connected and sustainable 'turn up and go' rapid transit network will help people get around Tāmaki Makarau more easily. When the project is completed it will provide 7km of free-flowing busway from the Panmure Train Station to Botany. Alongside the busway there will be 12 kilometres of protected cycleways and footpaths. The 5 stations will include parking for scooters and bikes and green roofs, collecting solar energy and rainwater.

The diverse and growing community of East Auckland will be home to an estimated 160,000 people by 2030. When the Eastern Busway is completed it will carry more than 30,000 passengers daily, giving 24,000 more people access to a high-quality bus station within 1km walking distance of home as well as excellent facilities for those on bikes or on foot.

### 2.2 Social context

New Zealand's response to Covid-19 saw the country record 169 days without a case in the community in the first half of 2021. The August community outbreak of the more transmissible Delta variant and the extended Levels 4 and 3 lockdown for 107 days from August to December affected people's psychological and physical health and livelihoods. The new and current threat of the Omicron variant of the virus presents ongoing uncertainty.

The challenges being faced by the NZ community around the time of consultation included understanding the Delta variant, short notice of Level 4 lockdown starting on 18 August, economic stress, rationing of some supermarket items, home-schooling and online learning for children, working from home and online meetings for many adults, 90% vaccination target rates, food and resource shortages for many families, a closed NZ border, flight cancellations, holiday plan changes, a patrolled border around Auckland, introduction of the

Covid Protection Framework (traffic lights), vaccine passports and uncertainty about summer plans being able to proceed. These factors combined to impact the health of community members and their capacity for absorbing additional news including the proposed alignment of the Eastern Busway near Burswood.

AT and the alliance have maintained a measured and evolving approach to consultation with property owners and the community. Initially, consultation was intended to take place in April 2021. Further refinement of the scheme took place and consideration of budgetary pressures, and a preferred design was confirmed at Auckland Transport's August Board meeting, just as the country went into lockdown.

Consultation then began on 1 November 2021 after very careful consideration as to how it may further affect individuals' wellbeing and whether there would be a better time point in the future for consultation to begin. Given the ongoing uncertainties of Covid-19, the decision was made to proceed with consultation in November and December 2021 and give property owners clarity rather than to delay those conversations.

## 3.0 The engagement process

### 3.1 Purpose of the consultation

There were three objectives of the consultation programme, which were aligned with the International Association of Public Participation (IAP2) engagement framework and were to:

1. **Engage** directly impacted property owners on the proposed alignment and for them to meet privately with alliance representatives
2. **Inform** stakeholders and the community of the proposed alignment, station locations and staging. The project team highlighted benefits and trade-offs, differences from earlier schemes, options considered, indicative construction phasing, further design and next steps
3. **Consult** with stakeholders and the community to identify opportunities to maximise access to the busway including walking, cycling and local bus catchments, connections to the stations, crossing points and station functionality.

### 3.2 Communications campaign and key channels

In order to engage with the project's partners, stakeholders, customers and community and to give them opportunity to provide feedback, the project team:

1. Developed 'New opportunities' as the theme for our print, social and online collateral with imagery that featured people rather than transport modes. We referenced the alliance's refreshed blue/green brand and colourway to reflect the NZ environment and capture readers' interest and worked with Auckland Council's accessibility guidelines to ensure collateral was produced in line with them. For some of our design partners it was the first opportunity they had to learn about the guidelines' existence, and they valued the chance to increase their awareness of accessibility requirements in design.
2. Implemented a range of initiatives including:
  - pre-consultation briefings with partners and key stakeholders
  - workshops with interest groups to seek their direct feedback

- created and publicised the 'Your Guide to the Eastern Busway' brochure and feedback form online, through social media and in printed copy for community members, property owners and occupiers in the Howick Ward. Translated versions were available online and could be accessed through a QR code
- established a 'virtual consultation room' hosted on the Eastern Busway webpage for people to interact with the information, including an interactive online map and digital feedback form
- emailed the 'Your Guide to the Eastern Busway', posters in English and Chinese (Simplified) a feedback form and link to the short project video to key stakeholders, interest groups and individuals on our customer database
- generated media releases, proactive local news stories and Our Auckland content about key features of the project and consultation timeframe
- created social media posts advertising opportunities for people to provide feedback
- provided flyers, brochure, feedback forms and prepaid envelopes to four libraries in the project area from mid-November when they re-opened following an extended lockdown
- worked with business and residents' associations, places of worship, elected representatives and Howick Local Board to promote the consultation through their networks
- emailed the 'Your Guide to the Eastern Busway' to previous submitters who provided feedback on the 2018 proposal
- provided the 'Your Guide to the Eastern Busway' to AT and alliance staff as informal advocates for the project
- provided a short video of the proposed alignment on YouTube, the project website and on social media.

Feedback was able to be provided by:

- completing an online feedback form, posting on the Social Pinpoint map or comment wall, or by completing a printed form included with the 'Your Guide to the Eastern Busway'
- visiting a community library and completing a feedback form there, or mailing it back
- calling the 0800 number and talking directly with one of the team who would assist with completing a feedback form

### 3.3 Community consultation channels

Community engagement was widely advertised on digital and traditional media channels and began with a media release on Thursday 18 November. The project's online consultation room opened for visitors and to receive their feedback. Information available included a concise brochure, 'Your Guide to the Eastern Busway', a short video, imagery, project details, frequently asked questions with answers, an interactive social pinpoint map and a feedback form.

The project team worked closely with mana whenua, Elected Representatives, Auckland Council, Howick Local Board, AT's Capital Projects' Accessibility Group (CPAG), diverse cultural and interest groups, business and residents' associations, places of worship, schools and media to promote the consultation programme through their networks. For example, the Korean Positive Ageing Charitable Trust shared project information in Korean on a popular community website nzkoreapost.com and the Pakuranga Chinese Association distributed information to their membership in Chinese. Greater Auckland also wrote a detailed blog post about the project on their website that attracted 86 comments.

Displays of printed project material were set up in Pakuranga, Highland Park, Howick and Botany libraries when the facilities reopened to the public in mid-November having been closed since mid-August when lockdown began. There was community reluctance to return to public spaces when libraries reopened, and patronage was reduced.

### 3.4 Overview statistics

The data available for the period 18 November to 13 December 2021 after consultation closed show that there were 5,901 views of the project website and 2,459 or 41.7% of those followed social media links to it. That would indicate that the social media advertising campaign positively impacted customers' choice to visit to the Eastern Busway project website for information about the project and to consider providing feedback.

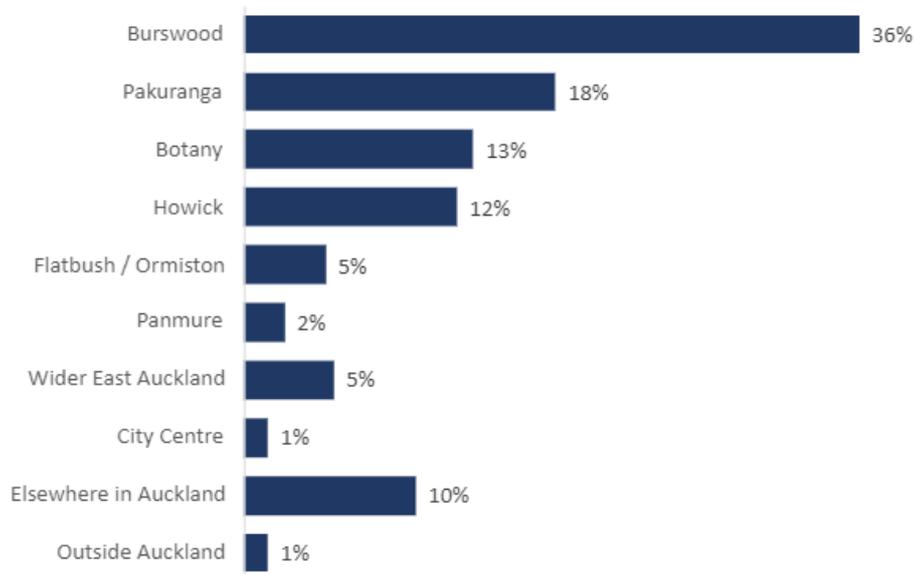
There were 3,059 views of the Pakuranga to Botany webpage of the project website and 1,676 views of the two-minute project video. Over 800,000 people were reached with information about the opportunity to review the proposed alignment information and to Have Your Say, through a proactive social media marketing campaign. More than 13,000 visits were recorded to the online consultation room and 3,111 visits to the Social Pinpoint page where customers could provide feedback, and 553 respondents chose to do so.

There were 3,111 web visits to the Social Pinpoint tool to provide feedback. This resulted in:

- 362 comments and pins dropped on the online interactive mapping tool
- 56 comments on the online ideas wall
- 209 responses to the feedback form, including both online and hard copy forms
- A further 19 emails from members of the community with detailed feedback, plus ongoing correspondence with stakeholders and property owners.

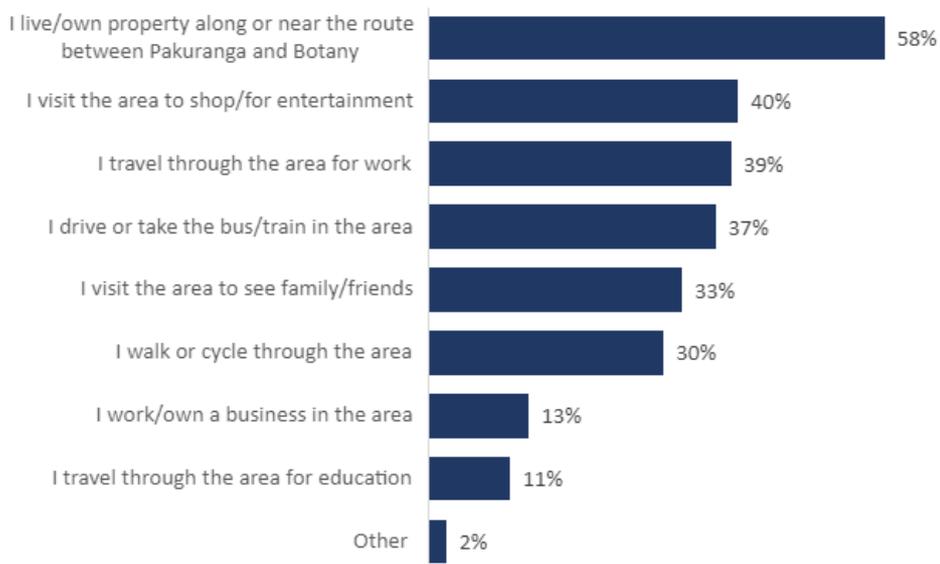
Detailed data are provided in the appendix.

### 3.4.1 Location – where submitters lived



*Based on 209 completed feedback forms. Note that some people gave multiple responses so the results add up to over 100%*

### 3.4.2 Interest in the project



*Based on 209 completed feedback forms. Note that people gave multiple responses so the results add up to over 100%*

## 3.5 Property engagement process and number of meetings

### 3.5.1 Consultation with property owners

Providing certainty to property owners and progressing conversations with them as soon as possible has been a priority for AT and the alliance. The project team is sensitive to the impact that the news of proposed property acquisition would have on those affected and particularly people in the suburb of Burswood. Ordinarily the team would consult with property owners in person with face-to-face meetings. As that was not an option within the Auckland restrictions in place since August 2021, consultation took place online.

The alliance identified properties that would be impacted by the proposed alignment. A process was developed to identify:

- properties impacted that had previously been engaged with in 2018
- properties that were newly impacted,
- properties that were partially impacted
- properties that were no longer impacted (under the current alignment)

Based on this, four types of letters were produced indicating the different levels of impact, property owners were invited to book a meeting through an online booking system, by calling 0800 BUSWAY or emailing [info@easternbusway.nz](mailto:info@easternbusway.nz) to discuss the impact on their property.

Letters to 133 property owners were couriered to them on 27 October. The project team's intent was to talk with each one by phone, on Teams or Zoom with an additional offer to meet face to face in early 2022. Of the letters sent, 77 were to impacted property owners who were invited to book a meeting. Of those, 65 elected to meet with the project team and one indirectly impacted landowner requested a meeting. The 11 remaining property owners have been contacted by the project team and have either requested for the landowner guides to be emailed, asked for a meeting in 2022, have not wanted to have a meeting or have not responded.

The first online meeting was held on Friday October 29, 2021. A subject matter expert in property, design, planning and if appropriate, construction, attended each meeting.

A presentation was produced, and minutes taken for each property meeting. A follow up email was sent with a landowner's guide for people affected by land purchase, an outline of compensation, and the contact details of a member of the property team assigned to help them with any specific questions. The Pakuranga Counselling Centre was engaged to offer support to property owners as required.

Following the level 3 restrictions being lifted, follow up emails were sent to 50 property owners who had previously met online. They were offered face-to-face meetings to further discuss property impacts and any other questions they had in the relation to the proposed alignment. Meeting rooms were booked at Te Tuhi Contemporary Art Trust centre in Pakuranga and Botany Library between 8-10 December and 13-15 December. A total of 28 45-minute meeting time options were offered for face-to-face meetings. Eight meetings took place.

## 3.6 Engagement with partners and stakeholders

### 3.6.1 Mana whenua

Since the alliance was formed regular hui and workshops have taken place with mana whenua partners through the Auckland Transport and Mana Whenua Southern Forum, including representatives from Ngāti Whanaunga, Ngāi Tai ki Tāmaki, Te Akitai Waiohua, Ngāti Maru, Ngāti Tamaoho, Te Patukikkiri, Ngāti Paoa, Ngāti Paoa Trust, Ngāti Te Ata Waiohua, Te Ahiwaru, Te Kawerau a Maki and Ngāti Tamaterā.

Engagement has taken place on a minimum of a monthly basis, both online and in person and have involved presentations from consistent alliance representatives and guest specialists to provide updates and seek input into a broad range of subject matters.

Mana whenua have played a key and valued role in the development of the design, the urban design landscape framework and stormwater management approach, along with site investigations, utilities, construction methodologies and the initial development of sustainability and procurement strategies and policies.

### 3.6.2 Elected Representatives

The Elected Representatives of the Howick Ward were updated regularly on the project and advised of the planned consultation activities.

The Howick Local Board was provided with a presentation each month in confidence by several senior members of the alliance, outlining the proposal as it developed during the year, design rationale, and engagement process. The Chair and Local Board members were aware of the planned consultation activities and were equipped to respond to any community questions. Board members offered to share information with their constituents and facilitate engagement.

Auckland Council's Planning Committee was provided with a presentation on the proposed scheme in confidence, and members of the alliance met with the Chair at key stages.

Project information was also shared with the following representatives:

- Members of Parliament representing Botany, Maungakiekie and Panmure-Ōtāhuhu
- Mayor of Auckland
- Auckland Councillors representing the Maungakiekie Tāmaki and Ōrākei Wards
- Maungakiekie Tāmaki Local Board members
- Ōrākei Local Board members

### 3.6.3 Auckland Council

Alliance staff met regularly with a range of Auckland Council officers, including members of the libraries, parks and reserves, community facilities, Healthy Waters, regulatory, landfill and community broker teams. Council staff were given detailed briefings on the proposed busway and its potential impact on council assets, facilities and communities. A collaborative relationship has been established to work through design challenges and appropriate mitigation strategies.

### 3.6.4 Government Ministries

Project information and an outline of the consultation methodology and timings was sent to relevant ministry contacts for their dissemination. In addition, project briefings and workshops were held with staff from Waka Kotahi NZ Transport Agency, Ministry of Education Te Tāhuhu o te Mātauranga, Kāinga Ora – Homes and Communities, and Department of Conservation Te Papa Atawhai to discuss the proposed scheme in detail.

### 3.6.5 Regional advocacy groups and stakeholders

The alliance engaged with regional advocacy groups and stakeholders to provide a project briefing ahead of public consultation. Virtual meetings were held with GenZero, Greater Auckland, Bike Auckland, Auckland Business Forum and Automobile Association. These meetings raised stakeholder awareness of the project and provided the opportunity for a two-way conversation about the proposed scheme. The alliance answered various community-related queries during the virtual meetings, preparing advocacy and stakeholder groups with information to share with their networks.

In addition, project information and an invitation to provide feedback was provided to a wider list of stakeholders including:

- Forest and Bird
- CCS Disability Action
- Royal New Zealand Foundation for the Blind
- National Foundation for the Deaf
- Road Transport Forum
- Road Transport Association
- New Zealand Heavy Haulage Association
- National Road Carriers
- Bus and Coach Association

### 3.6.6 Local stakeholder groups

The alliance met with the following local stakeholders to share project updates and detailed information on the proposed scheme and consultation process:

- Greater East Tamaki Business Association (GETBA)
- Howick Youth Council
- Pakuranga and Botany Libraries
- Pakuranga and Botany Citizen's Advice Bureau
- Pakuranga And Howick Budgeting Service
- Pakuranga Counselling Centre
- Pakuranga Rugby League Club
- Fencibles United Football Club
- Te Tuhi Contemporary Art Trust
- Pakuranga Medical Centre owners and Centre Manager
- Howick Residents and Ratepayers Association
- Dementia Auckland
- A number of community leaders in East Auckland's ethnic communities, including Pakuranga Chinese Association, Asian Safety Education and Promotion Charitable Trust, Korean Positive Ageing Charitable Trust, Chinese Women Association of New Zealand, and the Chinese New Settlers Services Trust.

Project information and an invitation to provide feedback was also provided to an extensive stakeholder database including nearby businesses, places of worship, schools and early childhood centres, resident associations, Auckland Transport's Capital Projects' Accessibility Group, sport and leisure groups, aged care providers and other community organisations.

### **3.6.7 The education community**

The alliance briefed Ministry of Education Te Tāhuhu o te Mātauranga, Howick and Pakuranga Principals Association, Kindergarten Association, local schools and kindergartens. School principals from Riverhills, Pakuranga Heights, Anchorage Park Primaries, and Pakuranga Intermediate, and associated school-based kindergarten representatives attended the meetings. Two-way conversations provided an opportunity for the education community to learn about the project alignment and ask questions, which were predominantly about accessibility once complete.

## **4.0 Summary of feedback and input to the project team**

### **4.1 Partner and stakeholder feedback**

#### **4.1.1 Mana whenua**

Mana whenua expressed support for the provision of high quality and sustainable transport options and investment in a currently underserved area of Auckland. Key discussion themes have focussed on opportunities for restoration and education, broader social outcomes, high quality material choices, and opportunities to enhance the environment through stormwater and water quality improvements, substantial planting and canopy cover and enhancement of existing natural features and wildlife habitats.

#### **4.1.2 Elected representatives**

Elected members expressed their overall support for the project, its intended outcomes and the calibre of the alliance team. They are eager to see progress after many years of delay and were heartened by the recent reallocation of funding from the Northern Pathway to enable the completion of the Eastern Busway. They were consistent advocates for that outcome during the latter half of 2021. There is consistent support for the Reeves Road Flyover as part of the project, and discussion of how to balance the needs of cyclists and better vehicle access on Pakuranga Road and Ti Rakau Drive. They have expressed empathy for the wellbeing of Burswood residents receiving property news at a time of social stress created by the pandemic.

During regular informal workshops with the Howick Local Board to discuss the project, members have raised concerns about the Burswood alignment in the commercial zone and the potential impact this may have on the Burswood community, housing availability and the coastal marine area.

Alliance staff will continue to meet regularly with elected members to further discuss these matters.

#### **4.1.3 School and early childhood centres and Ministry of Education**

The schooling community was broadly supportive of the proposed project design and complimentary of the early engagement with the alliance. Educational organisations raised detailed questions about the project, which included:

- How best to continue to work with the alliance and support conversations with the schooling community.
- The inaccessibility and potentially dangerous nature of the Matteson Road/Ti Rakau Drive intersection for parents, with concerns the proposed design will negatively affect future enrolments.

- Concerns about safety, road layout, and accessibility around Edgewater Drive that may make the school less accessible.
- Safety concerns around the proposed Edgewater Bus Station, and the way in which students could safely cross Ti Rakau Drive.
- The need for a safe pedestrian connection between Burswood and Riverhills to provide an easier and safer commute for primary school-aged children walking and cycling from the Burswood community to Riverhills School.

#### **4.1.4 Transport and active mode advocacy groups**

Cycling community representatives support the proposed project and the inclusion of new facilities within East Auckland. They expressed a need to ensure good access and connectivity, and mentioned a number of further opportunities for this to be achieved. Feedback included requests to consider:

- Locating the cycleway on the western side of the road in the Pakuranga area to provide better access for cyclists commuting towards the city.
- Improved connections between the eastern residential, including Golflands and Highbrook industrial (employment) areas.
- Providing a crossing location near the Pakuranga estuary linking into Trugood and Cryers Roads.
- Active modes be considered along Gossamer Drive.
- A Ti Rakau Drive underpass between Huntington Dr and Greenmount Dr to connect to Greenmount employment area.
- Use of grade separated crossings to reduce the number of individual crossings at Ti Rakau Drive and Reeves Road intersection.

One transport-related advocacy group expressed support for the overall objectives of the busway, and in particular efforts to achieve significant mode shift, encourage public transport and active mode usage, and decrease private vehicle usage in line with the need to reduce carbon emissions. Their feedback largely centred around a desire to re-allocate traffic lanes to the busway and cycling and walking paths. They suggested reducing the number of lanes of vehicle traffic on Ti Rakau Drive to make room for the busway, discourage private vehicle use and further encourage mode shift to reduce emissions. Consequently, they opposed the Reeves Road flyover and were not in favour of the proposed Burswood alignment:

*“We do not agree with this diversion. Both busway and cycleway should go directly along Ti Rakau Drive, providing access along its length. This can be achieved if traffic lanes are reallocated - this requires less property purchase and it shrinks the size of intersections, reducing the problem of bus delays. Both major problems about the original route - cost, and delays - can therefore be avoided.”*

The group also suggested that all major intersections along Ti Rakau Drive should be designed for easy feeder cycle lanes and bus route connections.

#### **4.1.5 Other regional stakeholders**

The main points raised during meetings with other regional stakeholder groups included:

- Support for the busway and its vision, objectives and deliverables

- Encouragement to continue planning for a high-quality rapid transit network that improves transport efficiency, reduces emissions and tackles congestion
- Support for a network of safe, accessible cycleways and walkways
- Questions about the impact the busway would have on levels of vehicle traffic, and how this had been modelled
- Questions about the opportunity for denser urban development in the areas adjacent to the busway, in line with the National Policy Statement for Urban Development
- Questions around the provision of park and ride facilities
- Questions around whether the Reeves Road flyover was needed, and whether it would encourage or perpetuate private vehicle usage
- A desire to ensure the busway was future-proofed for further population growth in the area
- Concerns about potential disruption and impact caused by the construction process
- A desire to be involved as the design evolves. The alliance will continue to work with these groups to ensure they are aware of any updated proposals, and to provide the opportunity for them to comment.

#### **4.1.6 Sports clubs**

Clubs expressed support for the project, and the way in which it would improve public transport and transport options for the people of East Auckland. They could see the potential impact of the designs on their clubs, and acknowledged the alliance's efforts to work collaboratively to find appropriate mitigation options.

Feedback and suggestions included:

- Concerns about the impact of the William Roberts Rd extension on Ti Rakau Park users - mainly related to safety, with the sports fields being adjacent to a potentially busy road (after the extension). Mitigation suggestions included fencing, improving the layout and design of the park, improved lighting and ensuring the road design created a low-speed environment.
- The need for further car parking in the William Roberts Road area.
- A revised layout for Riverhills Park to greatly improve its usability, ideally incorporating four full-sized pitches, bleachers on the bank of Pitch Number 1, walking tracks, ride ways, a playground, public toilets all easily accessible via public transport.

Feedback and design suggestions for local parks and reserves will be further discussed with Mana Whenua, Local Board, Auckland Council and Department of Conservation.

#### **4.1.7 Stakeholders in the Reeves Road / William Roberts Road area**

As outlined above, the alliance met with a number of stakeholders in the vicinity of Reeves Road and William Roberts Road to discuss plans for this section of the busway. Given that plans for the Reeves Road Flyover and William Roberts Road extension have existed for many years, stakeholders were aware of the proposal, and expressed overall support, albeit with the following concerns and suggestions:

- Concerns about the impact of construction – including the closure of Reeves Road during construction, the potential dust, noise, and vibration caused, wayfinding and the combined impact of these factors on stakeholders' operations.
- The need for additional parking in the area.
- A desire to control traffic speed and improve safety along the William Roberts Road extension.

#### 4.1.8 Other local stakeholder groups

Groups have expressed strong support for the overall project and have emphasised its importance for East Auckland. They were very relieved to hear about the recent reallocation of funding from the Northern Pathway to enable the completion of the Eastern Busway, and have requested the project be constructed as quickly as possible to minimise disruption.

There was a desire to understand the rationale for the Burswood alignment and how it had been selected as the preferred option. Stakeholders expressed empathy towards the impact of the design on the Burswood community and the change it would bring to the neighbourhood.

In support of the proposed Burswood alignment one stakeholder said:

*"We are pleased to see consideration has been given to maintaining the viability of a large number of directly affected businesses. There are more than 180 businesses that would be impacted if the initial plan was followed. Previous road works in the area have produced a 30% downturn in turnover and this would likely be greater given the magnitude of the current project. ...Additionally, the original plan to acquire 10 metres of road frontage from the businesses on Ti Rakau Drive would have resulted in the relocation or demise of those entities as there would be no onsite parking for customers. This would have had a detrimental effect on the large number of people who shop and do business in this area and would mean travelling further afield. We feel this is sufficient justification for the re-routing through the residential access in Burswood, which also gives residents greater proximity to the bus stops."*

In addition, the following points were raised:

- Support for the Reeves Road Flyover.
- Offers to share project information with their networks to encourage feedback – including offers to communicate in Chinese and Korean to assist understanding.
- A suggestion for an elevated busway running above Ti Rakau Drive instead of the proposed design.
- A suggestion to re-route the busway from Burswood Drive to the rear of the bus depot to cross Ti Rakau Drive diagonally to Guys Reserve and to consider the viability of an underpass – or a bus only flyover – rather than re-joining Ti Rakau Drive.
- A question around how traffic along Ti Rakau Drive would be managed during construction.

## 4.2 Property owner feedback

While there was general support of the busway amongst the community as a whole, property owner support for the alignment was mainly confined to the section along Ti Rakau Drive, due to the fact that this section was consulted on in 2018.

### 4.2.1 Burswood community

A proposed key change from earlier designs was near the commercial precinct. Instead of the busway running along Ti Rakau Drive, the proposed route would be behind China Town near Burswood, connecting to a new bus station serving the Burswood and surrounding residential area. The rationale for this design decision was available to be provided as needed.

Feedback from property owners in the Burswood community was very strongly opposed to the proposed alignment which impacts on their properties. Anger and emotion have been expressed at the timing of receiving the information during lockdown without the opportunity to meet in person and that, they were always led to believe the busway would go along Ti Rakau Drive. A petition with 529 signatures has been established and a community group formed to oppose the busway going through Burswood.

Similar themes were expressed during online property meetings and feedback from wider community consultation were as follows:

- Scant justification from AT on why the busway can't go along Ti Rakau Drive
- Justification for demolishing houses in the middle of housing crisis
- A perception that AT have 'gone with the cheap option' through Burswood without any consideration to the impact this will have on people's lives
- Concern that families will be forced out as they won't be able to afford to buy another house in the area
- Concern that consultation is a 'box ticking' exercise as the decision to go through Burswood is already a 'done deal'
- Anger over perceived lack of empathy to consult during the lockdown
- Frustration that there is only one option to consider.

## 4.3 Community feedback

As with feedback from other participants, community input received through the feedback form, Social Pinpoint map, ideas wall and other correspondence was broadly supportive of the Eastern Busway's overall goals and drivers, but the dominant theme was one of shock and dismay concerning the potential Burswood alignment.

### 4.3.1 Burswood connection

There was strong opposition to the proposed Burswood alignment and station and the impact it would have on existing homes and communities. Burswood residents were angry about the need to move home and uproot their families. They talked about the change this would make to what is currently a quiet and peaceful neighbourhood. There were fears that the busway would lower house prices and increase crime in the area. People also strongly disagreed with the proposal to remove Burswood properties during a housing shortage in Auckland and were worried that they would not be able to find a suitable replacement home elsewhere.

*“It means dislocation in a settled, but relatively new community, and offers very little benefit to current residents. The proposal has been poorly communicated, and timed to cause maximum distress.”*

*“Noise, strange people at a bus station all hours, traffic congestion, and the most sickening of all, 50 people losing their houses in a housing crisis with no hope in this market of finding another close by.”*

*“It’s frustrating because the proposed station location will impact our home in Heathridge Place even though when purchasing the house 13 years ago, was only supposed to go through Ti Rakau Drive. For 13 years, we bought the home in mind of growing old, retiring and nurturing our grandkids. It has been vital in making life-lasting memories while fostering strong relationships with our neighbours and the rest of the Burswood community. Now, this proposed plan seeks to destroy what we have of our home, leaving us at a disarray with you prompting us to move out.”*

*“It may seem simple for you to draw over and soon demolish our property but please reconsider that it is more than just a roof over our heads that can easily be replaceable. Not with the crippling Auckland housing crisis, especially with prices of our area and the rest of East Auckland. While the plans may be exciting and something I wish I would take part in enjoying, the gravity of how much you are taking away from us and those around us weighs heavily more with heartbreak. Our life is in your hands and my family and I are asking to please reconsider your plans.”*

Further reasons given in opposition to the proposed Burswood alignment included:

- It involves a detour off the main road (Ti Rakau Drive). This was seen as an unnecessary and inefficient route, meaning buses and cyclists have further to travel.
- Moving the station further from Ti Rakau Drive reduces access to the commercial area and businesses in East Tamaki and Highbrook, and longer travel times for people going to work in these areas.
- There were concerns around the disruption, noise, invasion of privacy, and air pollution a busway and station would bring to the area, and questions around whether commuters would park in suburban streets.
- Some feared that the busway, station and new traffic lights on Burswood Drive would make the Burswood area badly congested.
- Safety concerns were raised – including security concerns associated with having a busway and station adjacent to people’s homes (fears it would be unsafe at night, unsafe for children, or result in increased burglaries and social crimes), and concerns that it would be unsafe for people walking from the Burswood station to Ti Rakau Drive.

*“Additional journey time when commuting to work and a pointless, expensive dog leg in an otherwise great idea.”*

*“The alignment should follow the road as in the original design so it can be of full benefit to everyone who use the road, especially businesses on both side of the route.”*

*“As a resident who will back on to the bus lanes it means more noise day and night, loss of privacy due to double decker buses and bedrooms being on that side, our street will be filled with cars left by bus commuters not allowing access for service vehicles such as rubbish, recycling and garden bags. Security*

*will also be a concern. Not to mention the 18months (at a minimum) of demolition and construction going on right behind us.”*

*“I would suggest it is going to provide an out of the way /sight station, that will provide an increase in social crimes, assaults, bullying and most likely more break ins to local homes and vehicles.”*

As a result, a number of people felt the busway should revert to the route proposed in earlier plans, along Ti Rakau Drive. They felt this would avoid impacting the Burswood community, provide a more direct route, provide better access to the commercial section and adjacent businesses and more opportunities for future development.

Other proposed alternatives to the Burswood alignment included:

- Re-allocating traffic lanes on Ti Rakau Drive to busway lanes, reducing the need for property acquisition
- Using Torrens Road instead
- Using the carpark at China Town for a bus station.

Others simply felt that the busway was unnecessary as the Burswood community do not use public transport or do not need a bus station. Some pointed out that the existing bus stop in Burswood had been removed by AT in recent years.

Conversely, there was some support for the proposed Burswood alignment, with submitters saying this would improve access to the Burswood community, reduce impacts to Ti Rakau Drive, and provide more convenient, reliable, faster, improved connections to public transport.

*“Definitely a lot more convenient for residents and safer for locals without having to add to congestion on the main road.”*

*“Faster more reliable public transportation as a passenger and likely easing of traffic along Ti Rakau Drive as a driver.”*

**The alliance:**

- acknowledges the shock and anger the Burswood residents have expressed with regards to the proposed impact to their community, which also comes at a time of uncertainty and pressures from the pandemic.
- acknowledges the community's need for a clear explanation and opportunity to discuss, preferably in person, the reasons why this alignment has been proposed, the analysis of other options considered, and responses to their detailed feedback and alternative suggestions to date. All options have challenges and create disruption.
- has investigated the alternative options put forward by the community including the reallocation of road space on Ti Rakau Drive, use of dynamic lanes, and variations on options that see the alignment on Ti Rakau Drive. Each of those options has operational challenges including property access to busy commercial properties, safety, journey time reliability impacts and delays to freight and general traffic, along with significant construction disruption and cost. An overview of that analysis is available.

- will continue to provide opportunity for small, face to face meetings with property owners and is planning an email update in February along with communications (media release, website and social media updates and information drop-in sessions) during March 2022 and following the AT Board meeting.
- will continue to engage with residents, business owners and stakeholders to better understand views, concerns and opportunities raised during consultation and how these could be mitigated.
- will also review the proposed consenting strategy for this section of busway to enable a process that is as open and transparent as possible.

### 4.3.2 Active modes

Throughout the community feedback there was support for the provision of safe and convenient cycling options. When asked what they thought of the proposed walking and cycling facilities along the route, the most frequently mentioned theme was one of strong support. People were in favour of improved access to cycling corridors in particular, with support from people who would use the cycleways for both commuting and recreational biking. The dedicated, separated cycle paths proposed were viewed as safer, more attractive, more aesthetically pleasing and with better facilities than the current environment.

*“Excellent; current options are very dangerous (either need to ride along the footpath and cross many major t-intersections or have to ride on one of the busiest roads in the country).”*

*“I’m thrilled to see continuous, connected, cycleways along the length of the route.”*

*“I think it’s a great idea, it allows safer opportunity to walk through the area without feeling like I need to check my own Blindspot for cars while I’m walking/running.”*

There were a wide range of detailed design suggestions given for ways to further improve access and usage, from having bi-directional lanes, widening lanes, improving access points and connections to the wider cycling network, to adding further amenities such as water and shelter along the route and providing a physical barrier separating cyclists from vehicles. These will all be conveyed to the design team for consideration.

Some people disagreed with the proposed route for the cycle path through the Burswood section, saying that the alignment created an inefficient and lengthy detour. In line with other comments above concerning the Burswood alignment, some people felt the cycleway (and busway) should follow Ti Rakau Drive. Some cyclists said they would not follow the detour but would instead ride along Ti Rakau Drive, and raised safety concerns with this, given the volume of traffic.

#### Alliance response

The alliance was pleased to see the proactive suggestions to extend the walking and cycling network within the Howick Ward area and beyond, connecting key destinations to the Eastern Busway.

The alliance will review and investigate these suggestions in detail together with Auckland Transport Connected Communities (who are currently working on the Pakuranga Road corridor) and other teams to identify opportunities for network improvements.

The alliance design team will be reviewing the detailed suggestions to improve safety and enhance amenity and connections as part of the next stage of the design.

### 4.3.3 Station facilities

The feedback form asked people to specify the facilities they wished to see included in the busway stations. The following were the most frequently mentioned:

- Safe pedestrian crossings
- Bike and/or scooter parking (covered, secure), along with e-bike chargers
- All weather shelter
- Seating
- Parking (including park and rides, and/or drop off and pick up bays)
- Designs that encourage safety, such as CCTV cameras, good lighting, emergency phones, and measures to discourage anti-social behaviour
- Easy access for those walking or cycling, including safe footbridges
- Toilets (accessible, with a parent room)
- Electronic, real time displays on bus services and timetables
- Water fountains and rubbish bins.

#### Alliance response

This information is helpful to understand what will maximise access and support people to become frequent customers of the busway.

The alliance design team and station architects will review and investigate these suggestions in detail as part of the next stage of design.

### 4.3.4 Construction impacts and mitigation measures

Submitters were asked to describe concerns they had around construction and anything they felt was important to maintain or improve while the busway is being built. The following were the most frequently mentioned:

- Good traffic management, that avoids detours and minimises congestion
- Measures to reduce environmental impact such as protecting wildlife and trees
- Ensuring access to walking and cycling paths and encouraging their use during construction
- Completing construction as quickly as possible
- Reducing construction noise impacts on surrounding properties
- Encouraging people to use public transport as much as possible, and ensure bus services are frequent and not disrupted
- Maintaining access to residential areas and properties
- Measures to ensure community safety and reduce crime
- Minimising the impacts of dust and air pollution
- Staying on budget
- Communicating clearly, widely and regularly
- Maintaining access to commercial and community facilities.

Some people also felt that changing the alignment and avoiding Burswood would reduce construction impacts.

#### **Alliance response**

This information is helpful to understand what may be of concern to people and allows the alliance opportunity to plan for when designing and consenting the project, ahead of construction.

The alliance will be reviewing this feedback in detail during the consenting and construction planning process.

#### **4.3.5 Other themes**

There were a number of other themes mentioned by the community, using the feedback form, ideas wall, Social Pinpoint map and email correspondence. These were largely grouped in to four key areas including; minimising impact to green space and reserves, mode shift, the Botany Station location and active mode opportunities.

**Green space** - Concerns were raised around the impact of the design on green space and reserves in the area. People felt the busway should not travel through parks or involve any reduction in green space or other environmental impacts.

*“Please don’t take land from this greenspace - with increased housing density the few remaining greenspaces we have will become critical. Please take land from the under-utilised strip mall behind.”*

*“The bus route should not be going through parks. Buses should have priority along all main roads instead, not destroying the environment.”*

#### **Alliance response**

During the development of the design the alliance has worked with key stakeholders to adjust the reference design to minimise impact to green space as much as possible (in particular in Burswood Reserve).

The alliance is working closely with Auckland Council Parks, mana whenua, Local Board and DOC to put together mitigation packages to ensure proposed impacts are adequately minimised and managed to achieve good community and environmental outcomes.

Once the scope of those packages has been agreed, the alliance looks forward to working together with stakeholders and the community to develop the detail.

**Mode shift** - A number of people felt that more should be done to reduce private vehicle use and encourage mode shift. These people felt that while the busway would encourage public transport use, more should be done to discourage private vehicle use and reduce emissions. Suggestions including re-allocating traffic lanes to bus or active mode lanes, removing u-turn facilities, making intersections narrower and removing

traffic lanes. Some felt that re-allocating traffic lanes could remove the need for property acquisition through the commercial section and allow the busway to travel along Ti Rakau Drive as previously suggested.

*“Half of these U turns should be removed. The extremely limited number of people needing to right turn can drive an extra 100m. Maybe they will cycle or bus instead.”*

*“The busway should be created at the expense of the general traffic lanes as the whole purpose of the busway is to reduce the general traffic. This will reduce the cost and speed up the construction.”*

In line with this, there were calls to remove the Reeves Road Flyover. Some felt this would encourage private vehicle use which runs counter to the objective of encouraging mode shift. People talked about the urgent need to reduce emissions and encourage more efficient modes of travel and felt the Reeves Road Flyover was incongruous with this need. Others felt the area underneath the flyover would be unattractive and attract anti-social behaviour.

*“Cancel the flyover. We are beyond the age of massive projects to increase vehicle capacity at any cost. This is inconsistent with Auckland and New Zealand’s declared climate emergency.”*

*“Flyover creates a dark area under the flyover that will attract garbage and vandals, as such flyovers do the world over. It will no longer be a safe place to walk as the current Reeves Rd is.”*

Conversely, others felt that it was essential to maintain traffic flow and vehicle lanes along Ti Rakau Drive. They felt Ti Rakau would become even more congested than it is now if traffic lanes were removed. Some also objected to the removal of right-turn lanes from side roads off Ti Rakau Drive.

*“Looks like Ti Rakau Drive between Gossamer/Fremantle Pl and Pakuranga Plaza is reduced to single lanes?? Please, please ensure that Ti Rakau Drive 4 lanes for cars are maintained. This is a busy thoroughfare and reducing to a single lane each way seems utterly ridiculous. 4 lanes can’t cope with the current traffic levels.”*

#### **Alliance response**

- The alliance acknowledges this is going to be a keen interest area, particularly following the recent Inter-Governmental Panel on Climate Change August 2021 report, the required reductions in emissions reflected in Te Tāruke-ā-Tāwhiri: Auckland’s Climate Plan, the recently proposed Climate Action Targeted Rate (CATR), and the Transport Emissions Reduction Plan’s recommended pathway of actions - expected to be presented to the Auckland Council’s Environment and Climate Change Committee in the second quarter of 2022.
- Modelling data indicates that although there will be a significant increase in mode share for public transport along Ti Rakau Drive (from its existing level of 7% to 25% in 2028 and 31% by 2048) that change alone is not sufficient to support a reduction in road capacity due to projected growth and the required freight movements along Ti Rakau Drive.
- The Auckland Forecasting Centre has also completed a high-level assessment for road pricing to reduce traffic demand on existing carriageways. A road user charge on Ti Rakau Drive has been modelled to reduce traffic demand by 17%, where a reduction in traffic demand of 40% - 50% would

be required to provide a two-way dedicated busway. This indicates road pricing for Ti Rakau Drive will not achieve the outcomes required.

- Modelling undertaken as part of the Eastern Busway project has indicated that CO2 emission levels from the transport system across Auckland will reduce from their current level of 9.2 tonnes per day to 6.5 tonnes per day by 2048, representing a reduction of 29%. This reduction is due to a combination of changes in people's travel behaviour (shifting mode of travel to more efficient forms of transport such as the Eastern Busway) and vehicle fleet composition (increase in electric vehicles).
- The alliance has reduced the number of signalised u-turns proposed since consultation (from 4 to 3) as part of design refinements.

**Botany Station location** - There were a number of comments about the potential location of the Botany station. The alliance has yet to confirm an exact location for the station, but it is likely to be close to the town centre and main destinations. Submitters felt the station should be centrally located in, or directly adjacent to the Botany Town Centre so that it connected people to key destinations, other bus services and cycle paths. Some felt the Botany Hub and/or Town Centre would be the best location.

*"The Botany station should be located as close to the existing stops and the town centre as possible so that transfers to other (local and to Manukau) services was as smooth as possible. If needed, this should happen at the expense of the car parks."*

*"Botany Station should be a very large, high-quality and fully enclosed station considering the number of services that will terminate here. It should also integrate well into the existing town centre land use, in the same way that the existing bus stops are very close to the town centre. The current indicative route suggests it may be further away; this is not tenable."*

#### **Alliance response**

The alliance looks forward to sharing the proposed station location and aims to seek stakeholder and community feedback in 2022.

**Additional active mode provisions** - Some people felt that the scope and extent of the busway should be extended to increase opportunities for connections and accessibility into the wider area. These included suggestions for cycling and walking connections into Harris Road, Botany, across Burswood Creek connecting to Burswood and Golflands walkways, the Pakuranga Rotary Path and the Stonedon Drive cycleway connecting to Highbrook and East Tamaki. Some people also felt that the busway was not accessible to them without use of a park and ride facility.

*"I feel that it is most important to put a Park and Ride system at Botany. We do not live close to a bus stop and would only use this new system if we could park our cars."*

*"This parking lot [in Botany Town Centre] is mainly used as an unofficial 'park and ride'"*

*“Where are the park and rides, this is needed if you want to get people using the buses. The Botany station should be in Botany. What about people who are disabled and want to go to the shops.”*

In addition, people raised a wide range of other design suggestions and opportunities, including additional cycling connections, bridges and crossings, pedestrian walkways and connections, opportunities to improve bus services and public transport use, urban design opportunities, and suggestions for road layout. These will all be considered as part of the alliance’s detailed design planning.

#### **Alliance response**

Park and Rides in Botany and Pakuranga have previously been considered by Auckland Transport but are not proposed as a part of the Eastern Busway project.

Auckland’s public transport network is built around a ‘hub and spoke’ model where customers can use feeder bus services to access ‘hubs’, or interchanges, to transfer to other bus, train or ferry services. Botany Town Centre is an example of a public transport hub which connects many local and frequent bus services.

AT’s strategy for providing new park and ride facilities is to locate park and rides on the outskirts of the public transport network, for example in low density semi-rural areas, to serve people who cannot access public transport hubs or rapid transit stations using feeder bus services. This extends the catchment of the public transport network while encouraging people who can do so to walk, cycle or use a feeder bus.

## **5.0 Next steps**

The alliance has reviewed the feedback and analysed the alternative options proposed during the November and December 2021 consultation process and summarised the key themes and findings in this report.

The AT Board will be provided with this report when considering the proposed draft design and recommended next steps in the February 2022 meeting.

During January and February 2022 the alliance will continue to engage with property owners, partners and stakeholders, and following the AT Board meeting, the alliance plans to provide detailed responses to people’s feedback and a clear outline on next steps and staging including how people can continue to be involved as the design develops.

There will be further opportunities for the community to provide feedback as part of the detailed design and consenting stages that are planned for 2022 and 2023.

Ongoing engagement with mana whenua, Elected Representatives, the Howick Local Board, key stakeholder groups and the community will continue throughout the project, acknowledged as a key aspect of the project’s social license to operate within the community.

The project is estimated to be completed in 2026, subject to consent approvals and the easing of any pandemic restrictions in the years ahead.

## **6.0 Acknowledgement**

The feedback from property owners and the community is greatly appreciated, particularly as it was provided during a time when Aucklanders were managing their way through pandemic pressures as well. AT and the alliance extend thanks to everyone who has taken time to have their say and to input to the proposed design.

## 7.0 Appendix

### 7.1 Statistics of customers' online interactions

#### Website statistics from 18 November to 13 December 2021

##### <https://easternbusway.nz>:

- 5901 total page views
- 5147 unique page views (no. of people who visited this page, does not count people visiting the page more than once)
- 59.74% bounce rate (indicates either web page was not meeting expectations OR people had everything they needed on this page)
- 2459 people navigated to this page from 'Social' i.e. following links from social media. This indicates a successful social media campaign.

##### <https://at.govt.nz/projects-roadworks/eastern-busway/pakuranga-to-botany/>:

- 3059 total page views
- 2200 unique page views
- 35.2% bounce rate (indicates people were interested in viewing other pages on the site)
- 1162 people navigated to this page from 'Search' i.e. using search engines like Google. This indicates the page performed well in SEO.

#### Burswood petition

- 529 signatures
- 251 comments

#### Virtual Consultation Room

- 13,136 total page views
- 5,966 unique page views (A unique pageview represents the number of sessions during which that page was viewed one or more times.)
- 29.93% bounce rate

#### Social media (November 11 – December 10, 2021)

- Reach: 802,126
- Mentions: 106
- Twitter was the channel with the highest number of mentions

#### Social media examples (on Facebook and Instagram)

**Auckland Transport**  
 Published by Jess Robertson · 26 November at 11:19 · 🌐

When the Eastern Busway is complete, 24,000 more people will have access to a bus station within 1km of their home. There will be 5km of dedicated busway so you can travel between Botany and Britomart by bus and train in 40-minutes (saving 20 minutes).

Take a few minutes to let us know what you think of the proposed busway design. Feedback is open until Friday 10 December 5pm.

Below is the proposed draft design of the Eastern Busway from Pakuranga to Botany.



**Auckland Transport**  
 Travel and transport [Learn More](#)

👍👎👏 180 120 comments 9 shares

**Auckland Transport**  
 Published by Jess Robertson · 2 December at 11:11 · 🌐

The Eastern Busway from Pakuranga to Botany will include 12km of safe and separated walking and cycling routes connecting schools, shops and local parks.

What destinations are important for you to reach by walking and cycling?  
 Visit our website to let us know.



EASTERNBUSWAYCONSULTATIONAI  
**Eastern Busway Pakuranga to Botany Virtual Tour**  
 360° virtual tour of the Eastern Busway project from Pakuranga to Botany, a significant project ...

2 comments



**akltransport** · Following ...

**akltransport** The proposed design of the Eastern Busway between Pakuranga and Botany is now ready, and we would value your feedback on it.

The project will create better connections and sustainable travel options for pedestrians, cyclists, motorists, bus and train customers.

The busway will also increase access to



2,058 views

NOVEMBER 19

## 7.2 Infographics summary



### 7.3 Collateral examples

#### Print advertisement

**Design in progress**  
**Eastern Busway**  
**Pakuranga to Botany**

We are keen to hear your feedback on the proposed design and how we can work together to build opportunities and great connections for your community.

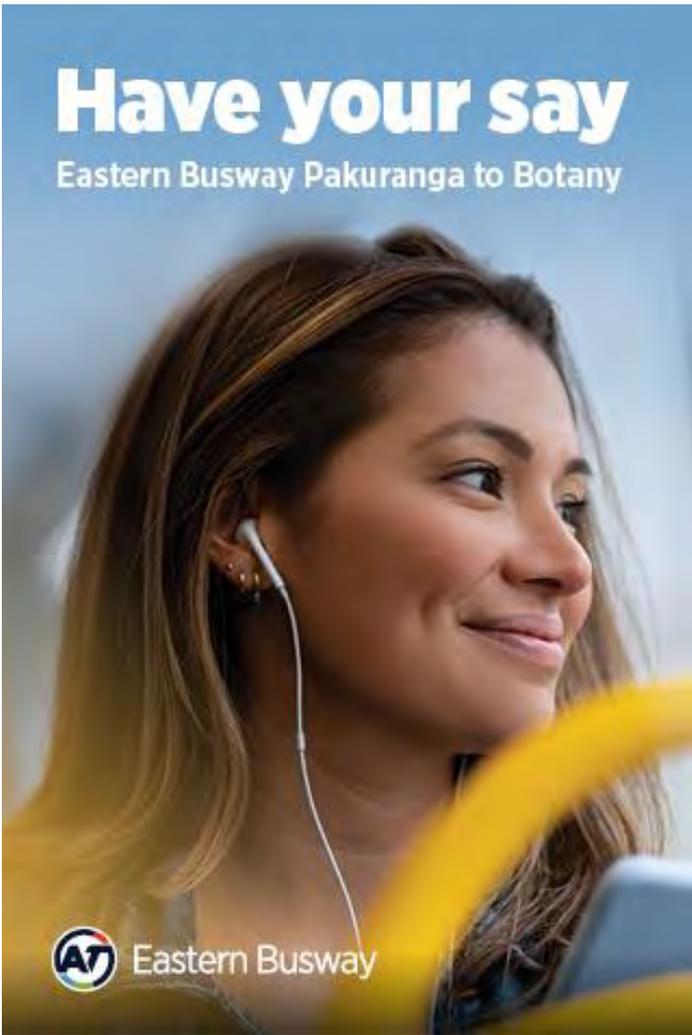
 Scan the QR code to visit our website and give feedback.

**Have your say**  
online at [easternbusway.nz](http://easternbusway.nz)  
by email to [info@easternbusway.nz](mailto:info@easternbusway.nz)  
or call 0800 287 929 (0800 BUSWAY)  
Feedback open until Friday 10 December

 Eastern Busway

© 2017 AT

#### Digital advertisements – samples of different styles



Library display - Howick



**Our Auckland's Local News – Howick Ward**  
30 November 2021

# Your local news

NGĀ KAWENGA KÖRERO MŌ TŌ ROHE



**Have your say on Eastern Busway**

Auckland Transport is seeking your feedback on the Eastern Busway project from Pakuranga to Botany. You can view the proposed draft design and give your feedback online by Friday, 10 December. [More details](#)

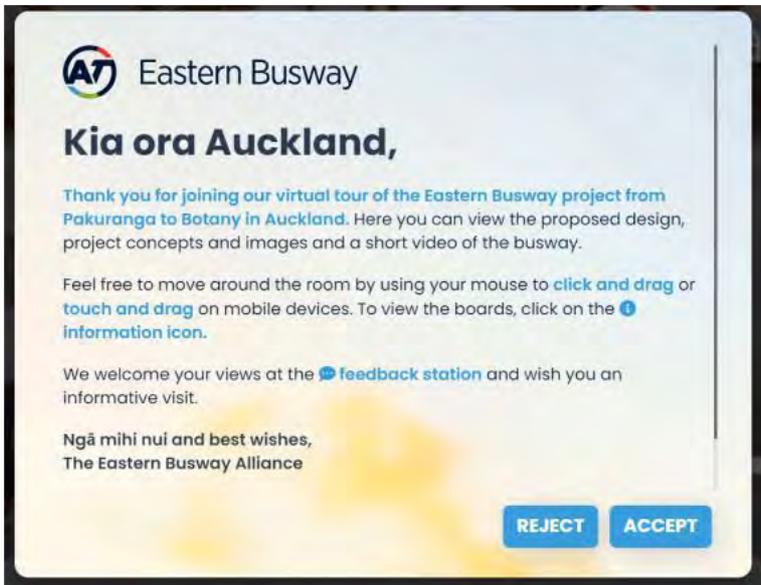


**Calling for performers and stallholders**

Celebrating Cultures event is returning on 19 March 2022 at Barry Curtis Park. Applications are now open for stallholders and performers. Visit one of the links below for details. [Performers](#) | [Stallholders](#)

z4Zg6A 20 NOVEMBER 2021 10:00AM - 11:00AM

## Virtual consultation room



Your Guide to the Eastern Busway (available in seven languages)

Your guide to the Eastern Busway

# New Opportunities

The Eastern Busway is about creating more lifestyle and climate friendly travel options for the growing East Auckland community.

**the project** includes cycling and walking paths, safety, roading and environmental improvements, and a separate busway for new high-frequency services. Connecting Botany, Pakuranga and the surrounding suburbs to the rail network in Pāpānoa, the busway will increase access to jobs and education, lead to more social and community opportunities, attract investment and growth, enable urban development, and help reduce emissions. It is much more than a transport project.

With stage one between Pāpānoa and Pakuranga almost complete, the next stage between Pakuranga and Botany will provide:

- better connections and sustainable travel options for pedestrians, cyclists, motorists, bus and train customers
- A reliable 40-minute bus and train trip between Sotary Town Centre and Britomart (leaving 20 minutes)
- 12km of safe and separated walking and cycling routes
- 6km of busway between Pakuranga and Botany fully separated from other traffic
- 5 new bus stations with quality facilities
- Reeves Road Flyover reducing vehicle congestion around Pakuranga Town Centre
- 24,000 more people with access to a bus station within 70m of home



Eastern Busway **AT**

A PROGRESS OF OUR COMMUNITY

## What's happened so far

The Eastern Busway has been planned and designed over several decades. Research during that time has recommended a busway similar to the Northern Busway, as the best way to support growth and improve public transport between east Auckland and the city centre. Here's a timeline of what's happened so far:

- 2018 >** Initial community consultation took place about the Pakuranga to Botany stage of the busway. The community wanting it to be viewed on the project's website, easternbusway.govt.nz. Feedback given to Auckland Transport (AT) in 2018 has been considered as part of preparing the draft design.
- OCTOBER 2020 >** The Eastern Busway Alliance was formed. This is AT with Fidelity ACCIONA, MGCOR and Jacobs. Our mission is design and construct the Pakuranga to Botany section of the busway and work towards construction, which is expected to start in 2022.
- 2020-2021 >** The alliance has been developing the current draft design, together with more extensive Auckland Council, Waikato, the NZ Transport Agency, and key stakeholders (Local Councils, Local Members of Parliament and Councilors), and vehicle power, safety, noise and broadcast providers.
- LATE 2021** The forms to Pakuranga section of the busway is due to open. Community consultation on the current draft design.

The Eastern Busway Alliance has prepared an updated draft design of the busway. We welcome your feedback on aspects of the design to help us understand what is important to you. Feedback can be provided online, by phone or in person at several local pop-up events (held at Alert Level 1) listed on our website. Contact information is on page 8 of this guide.

## Busway design near Burswood

- Several busway designs were considered by the project team. A priority is to provide better transport options and maximise access for as many people as possible. Early design focused the busway running along the centre of T1 Rakau Drive through the commercial section towards Botany. The current design brings the busway closer to Burswood and has been proposed for 4 key reasons:
- it increases access to a rapid transport network and walking and cycling connections for nearby communities
  - it is safer for all forms of transport including people walking, riding a bike, travelling on a bus and using the road
  - it enables buses to move more efficiently and improves journey time reliability for customers
  - it opens up the area for future land use in line with urban development policies
- Continuing the busway along the middle of T1 Rakau Drive through the commercial section would result in a lower quality of service for all road users. Efficiency and reliability of bus services would be impacted by busy intersections on T1 Rakau Drive resulting in longer journey times for everyone. It would require widening the road, acquisition of properties and create ongoing access issues for many businesses. The construction period would be longer and more disruptive including upgrades to several intersections, and the many commercial vehicle entrances and exits would become a safety concern for pedestrians and cyclists.



## Eastern Busway Features



1. YOUR ROLE IN THE EASTERN BUSWAY

## Opportunities

### ... for people

Safer and increased access to schools, community facilities, workplaces and employment opportunities as well as...

Quicker and more reliable journey times  
Capacity for 2500 passengers on the busway during peak hours and 30,000 people per day  
Fast and frequent bus services every few minutes  
Shelter from the weather at new bus stations  
Cyclists will be able to ride from Ōhāwera to Ōtāhanga, connecting with the new Ōhāwera to Ōtāhanga One shared path  
Stations designed to include parking for scooters and bikes

### ... for the environment

In partnership with mana whenua we are able to recognise and enhance the cultural significance of the area and improve the ecology plus...

Enables people to walk, cycle or catch their local bus to the Eastern Busway  
Improves air quality and lowers vehicle emissions through greater use of public transport

Efficient bus movements reduce fuel emissions through less stop-start driving  
Accommodates electric buses, a key part of AT's low-emission vehicle fleet by 2040

More trees planted along the route  
Bus stations with green roofs, collecting solar energy and rainwater

### ... for the economy

Lowers operating costs for bus services through reduced travel times. It also...

Creates opportunities for urban development  
Increases land value and stimulates investment along the route  
Provides greater certainty about future infrastructure. By planning now, land can be set aside for our future housing and transport needs



### ... for transport

Gives more East Auckland residents, visitors and commuters a congestion-free run on fast, frequent and reliable bus services making the busway a quicker way to get around, particularly during peak hours and...

Sees 25% more people choosing to use public transport  
Connects with the rail network at Ōrūnuku  
Ensures greater frequency and variety of bus services along the Zone of 2-lane dedicated busway between Ōrūnuku and Ōhāwera while retaining important local services and feeder bus routes  
Caters to a range of suburbs as buses can enter and exit the busway to serve residential and commercial areas



Eastern Busway

### Construction

We are planning to build the project safely, as quickly as possible and in a way that minimises disruption. Construction is likely to start in Pukekohe with a focus on creating construction access points, moving power, water and services, and getting the bridge foundations under way. The main work will take place during the day with

night shifts for the delivery of large beams and bridge piling. Along Ti Rakau Drive, the carriageway will stay where it is, and most of the work will happen behind screens away from traffic on the westbound side of the road. There will be access site offices along the route to reduce congestion and construction traffic.



## Project timeline



Timeline is subject to approval and possible variations.

### Working with you

We understand that construction of a significant transport connection will have an impact on the community of East Auckland and people who regularly travel through the area. We are working on a plan to help support the community through the changes created by the project and we are keen to hear your ideas as part of our community consultation. We need to ensure that residents and businesses continue to thrive while the project

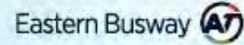
is being built, and that you can look forward to experiencing the benefits of the busway when it is finished. The alliance will be engaging with potentially affected property owners as early as possible. If your property may be impacted, we will contact you to explain what might happen and the timeline for the process. If you have any questions regarding your property, please contact the project team.

### Next steps

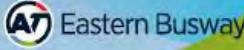
Your feedback is important to us and we encourage you to have your say through our online channels at [easternbusway.nz](http://easternbusway.nz), by email at [info@easternbusway.nz](mailto:info@easternbusway.nz), or you can call us on 0800 287 502 and we will fill in a feedback form for you over the phone. When we have received your feedback, we will refine the design and confirm the changes with you. You will have more opportunities to have your say in 2022 as we develop the design and during the consenting stages of the project.



To find out more, receive regular project updates or provide feedback, you can contact us on:  
[easternbusway.nz](http://easternbusway.nz)  
[info@easternbusway.nz](mailto:info@easternbusway.nz)  
0800 BUSWAY (0800 287 502)



## Feedback form



# Have your say on the proposed design

## FEEDBACK FORM

The Eastern Busway project team has prepared an updated draft design of the busway. We welcome your feedback on aspects of the design by Friday 10 December 2021. You can provide your comments online through our website, on this form or in person at several local pop-in events, which will be scheduled when the current restrictions ease. Please check our website at [easternbusway.nz](http://easternbusway.nz) for times and locations.

If you would like help completing the form, you can call us on 0800 287 929 and we will fill it in for you over the phone.

When we have received your feedback, we will refine the design and confirm the changes with you. There will be more opportunities to have your say in 2022 as we develop the design and move towards the consenting stage of the project.

We will be following the government guidelines relating to the Auckland restrictions in place at the time of consultation. Providing feedback online or by phone is encouraged.



By giving us your feedback, you can ensure your views are considered in the design of this project.

**1 Please tell us which community you live in:**

<input type="checkbox"/> Burswood	<input type="checkbox"/> Pakuranga	<input type="checkbox"/> Botany
<input type="checkbox"/> Howick	<input type="checkbox"/> Flatbush/Ormiston	<input type="checkbox"/> Whitford
<input type="checkbox"/> Clevedon	<input type="checkbox"/> Brookby	<input type="checkbox"/> Beachlands
<input type="checkbox"/> Maraetai	<input type="checkbox"/> Eilersie	<input type="checkbox"/> Panmure
<input type="checkbox"/> Mt Wellington	<input type="checkbox"/> City Centre	<input type="checkbox"/> Other (please specify)

**2 What best describes your interest in this project** (please tick all that apply)

- I live/own property along or near the route between Pakuranga and Botany
- I work/own a business in the area
- I visit the area to shop/for entertainment
- I travel through the area for work
- I travel through the area for education
- I visit the area to see family/friends
- I drive or take the bus/train in the area
- I walk or cycle through the area
- I visit the area for other reasons (please specify)

Easy and convenient access to and from the busway stations and connecting people to places where you want to be are important to the busway's success. We have positioned the stations in areas we believe will provide access for residents, schools and businesses and flexibility for future growth.

**3 What do you think about the current station locations?**

**4 The busway stations will have signalled and safe pedestrian crossing points, seating, and bike and scooter parking facilities. What station facilities are important to you?**

**5 Walking and cycling facilities have been included in the project and connect destinations such as parks and schools. Which destinations are important for you to reach by walking and/or cycling?**

**6 What do you think about the proposed walking and cycling facilities along the route?**

**7 The draft design creates a new connection to Burswood. It provides access for more people, improves safety, efficiency and journey time reliability and attracts investment and urban development. Tell us what this new connection means for you.**

**8 Construction of significant infrastructure in an urban environment can create disruption and change. What is important to you that should be maintained or improved while the Eastern Busway is built?** This might be related to living, working and playing in the area, or something about the environment and community you think needs to be protected or improved.

**9 If you have general feedback you would like to let us know, please provide it here.**

**Your contact details**

Providing your postal or email address ensure that we can contact you with updates on the project, including reporting back to you about what people have said. Providing personal details is optional. **PRIVACY:** Auckland Transport and the Eastern Busway Alliance are committed to protecting your personal information.

Name

Organisation / business

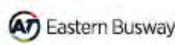
Street address

Suburb

Email  Phone

Please tick here if you would like to receive updates on the Eastern Busway project

**Thank you**

[easternbusway.nz](http://easternbusway.nz) 

## 7.4 Frequently asked questions

### 1. What is the Eastern Busway?

The Eastern Busway is a significant project for Auckland and forms a key part of the region's rapid transport network. Similar to the Northern Busway, it will create separate lanes for new high-frequency bus services to connect people from Botany, Pakuranga and the surrounding suburbs with the rail network in Panmure. The project includes cycling and walking paths, safety, environment and roading improvements, and a Reeves Road flyover, giving people a range of travel options and more reliable journey times.

The busway will increase access to jobs and education, lead to more social and community opportunities, attract investment and growth, enable urban development, and help reduce emissions. It is much more than a transport project.

### 2. What are the features and benefits of the Eastern Busway?

Better connections and sustainable travel options for pedestrians, cyclists, motorists, bus and train customers; a reliable 40-minute bus and train trip between Botany Town Centre and Britomart (saving 20 minutes); 12km of safe and separated walking and cycling routes; 5km of busway between Pakuranga and Botany fully separated from other traffic; 5 proposed new bus stations with quality facilities; Reeves Road flyover reducing vehicle congestion around Pakuranga Town Centre; and 24,000 more people with access to a bus station within 1km of home.

### 3. How will the project be built?

The project will be consented and constructed in stages. Consents will be sought in the Pakuranga area first with some early enabling work due to start in 2022. Consents for the remaining areas of the project are expected to be sought during 2022 with construction to follow once approved.

### 4. What prompted AT to consider a change of alignment in the commercial section of the busway?

In 2018 AT consulted on the Pakuranga to Botany busway route, which included the Ti Rakau Drive option through the commercial area. Further investigation of the design identified constraints relating to safety and access issues, length of time for construction and disruption, and cost.

The Burswood route was considered an option in mid-2021 after careful evaluation of its likely social, environmental and financial impacts. The next step in the evaluation process is consultation with potentially affected property owners and the wider community. We contacted property owners from 1 November 2021 - as soon as possible following Covid Level 4 and 3 regulations - after discussion with partners and Howick Ward stakeholders on the appropriate time to consult at what we all acknowledge is a challenging time for Aucklanders.

### 5. How were the different options assessed?

A number of route options, along with the Ti Rakau Drive option considered in 2018, went through a multi-criteria analysis process where different specialists carefully assess the benefits and impacts of each one. Based on that assessment a preferred route was selected and then further developed to ensure it was technically feasible. That is the option we are now consulting on as part of the wider project.

The impacts on Burswood property owners and the community were evaluated as part of the decision-making process to propose the Burswood route option. Further impacts will be considered as part of the landowner engagement, community consultation and consenting process.

## **6. What are the benefits of the proposed Burswood option?**

- It would significantly increase access to a rapid transport network and walking and cycling connections for nearby communities
- It would be safer for all transport modes including walking, cycling, buses and road users. Placing the cycleway and walkway around the back of the commercial area removes them from Ti Rakau Drive and reduces the risk of interaction between vehicles, cyclists, pedestrians and busy commercial driveways.
- It would improve bus journey efficiency and reliability by removing the need for buses to go through 5 heavily congested intersections with traffic lights, as well as reducing the impact on general traffic and loss of access to the adjoining commercial properties.
- It would be approximately 12-18 months quicker to build
- It would open up the area for future land use in line with policies on urban development

## **7. What are the policies on urban development and the impacts of the proposed Burswood Station on population and employment?**

The Eastern Busway will create opportunities to change the way that nearby land is used. In 2020 the government introduced the National Policy Statement for Urban Development (NPS-UD). It supports growth along rapid transit corridors such as the Eastern Busway. Under the NPS-UD, land within walking distance of each station can be developed more intensely. That change is likely to lead to a mix of building sizes along the busway, supporting an increase in households and population that usually follow improvements in public transport.

There would be approximately 1800 people and 2050 jobs within 1km of the proposed station near the Burswood community.

## **8. What happens to land that is needed during construction but not for the finished busway?**

Some land will be used for construction but will not be needed in the long term. The residual land will be transferred back to Auckland Council at the end of the project.

## **9. What are the next steps and will I have more opportunities to have my say?**

Following the November-December 2021 round of consultation we will weigh up all the feedback (from property owners, community members, partners and stakeholders) together with the technical information available and consider if changes need to be made to the draft design. Property owners and the wider community will be informed through this process.

If the design proceeds, there will be further opportunities for property owners and the broader community to provide feedback. This includes the detailed design and consenting processes. We anticipate the required approvals and consents for each section of the busway route will be lodged during 2022 with the Pakuranga end first, followed by the commercial section likely to be lodged in late 2022. It will be publicly notified, which means anybody can make a submission on the proposal. Notice of the application will be made public and advertised in the newspaper. If granted consent, construction of this section of the busway is likely to start in late 2023.

## **10. What features does the project design include?**

The Pakuranga to Botany link includes a dedicated busway with pedestrian and cycling facilities between Pakuranga and Botany Town Centres, with stations at Pakuranga and Botany and 3 intermediate stations; Edgewater, Gossamer and a proposed station at Burswood.

## **11. How much will the project cost?**

The Pakuranga to Botany stage of the Eastern Busway has a confirmed budget of \$867 million confirmed in the recent Regional Land Transport Fund. Additional funding has recently been assigned to prioritise the delivery of this regionally significant project.

## **12. How is the project being funded?**

The project is jointly funded by the NZ Government, Auckland Council and the Regional Fuel Tax.

## **13. How are iwi involved in the project?**

The project team is partnering with mana whenua to ensure that Māori cultural values and perspectives are recognised and integrated into the planning of each stage of the project.

## **14. What is the Eastern Busway Alliance?**

In October 2020 AT formed the Eastern Busway Alliance with Fletcher, ACCIONA, AECOM and Jacobs to design and consent the Pakuranga to Botany section of the Eastern Busway. The construction is expected to start in 2022 and to be completed in 2026 subject to consent approvals and the easing of current pandemic restrictions.

## **15. How can I get information about community consultation and provide feedback?**

The Eastern Busway Alliance is eager to ensure we engage with our partners, stakeholders, customers and community and enable opportunities to provide feedback on the proposed project design.

The project website with information in several languages is the main communication portal until Auckland's restrictions ease. Information includes a project guide, an online consultation room, a short video, and an online survey, freephone number and email address for community feedback.

Community pop-in sessions will be hosted in East Auckland when restrictions are lifted. That's where feedback on the proposed project design can be provided in face-to-face conversations.

The alliance is working closely with Auckland Council, Auckland Transport staff, Elected Representatives, Howick Local Board, mana whenua, ministerial departments, diverse cultural and interest groups, business and residents' associations, places of worship, schools and media to promote the consultation through their networks.

## **16. Will there be a park and ride at Botany Station?**

A park and ride at Botany has previously been considered by Auckland Transport but is not proposed as a part of the Eastern Busway project.

Auckland's public transport network is built around a 'hub and spoke' model where customers can use feeder bus services to access 'hubs', or interchanges, to transfer to other bus, train or ferry services. Botany Town Centre is an example of a public transport hub which connects many local and frequent bus services.

AT's strategy for providing new park and ride facilities is to locate park and rides on the outskirts of the public transport network, for example in low density semi-rural areas, to serve people who cannot access public transport hubs or rapid transit stations using feeder bus services. This extends the catchment of the public transport network while encouraging people who can do so to walk, cycle or use a feeder bus.

### **17. How is sustainability being included in the project?**

The project team is using the Infrastructure Sustainability Council tool to help ensure the environment will be protected during construction. We will support local businesses and inspire healthy communities in south and east Auckland by being a good neighbour, and supporting the community through disruption, impacts and change; using resources and materials efficiently; encouraging the use of walking, cycling and public transport; protecting and enhancing the natural environment, and using innovative urban design so that people feel connected to the local area; helping the community to thrive by providing employment and training opportunities; supporting the local economy by providing opportunities for local businesses, and deconstructing (disassembly and reuse or relocation of) buildings that require removal, diverting waste from landfill.

### **18. What support will be available to the community during construction?**

The alliance understands that construction of the Eastern Busway will have an impact on the community of East Auckland. We are working on a plan to help support the community through the changes created by the project. We will be keen to hear community ideas as part of our consultation. We are keen to ensure that residents and businesses continue to thrive while the project is being built, and that the community can look forward to experiencing the benefits of the busway when it is finished.

### **19. What is the timeframe for construction?**

Construction is due to start in the Pakuranga area in late 2022 and progress in stages to Botany. As each stage is completed it will be opened for use. For example, work in the Pakuranga Town Centre, including the Reeves Road flyover, bus station and intersection upgrades, will be completed in one stage. This approach will be to minimise disruption as much as possible and enable early benefits. The estimated completion date is 2026 subject to consent approvals and the easing of current pandemic restrictions.

### **20. How will I be able to access the shops, schools and other key amenities during construction?**

Pedestrian and vehicle access to amenities will continue to be available during trading hours. Detours may be in place and will be clearly indicated. Allow extra time for your journey and plan your travel in advance as delays will be likely during construction.

### **21. Who can I contact with queries?**

- Email [info@easternbusway.nz](mailto:info@easternbusway.nz)
- Call the project freephone line on 0800 BUSWAY (0800 287 929)  
Website: [easternbusway.nz](http://easternbusway.nz)