

Public Submissions Register

Date of Board Meeting	Title of Presentation	Presented by	Comment
Tuesday, 25 February 2025	The Importance of Public Transport for Disabled Youth - To discuss recommendations to the AT board on PT staff and drivers exercising proper courtesy and etiquette and support training to enable this, and universally accessible PT to improve outcomes for disabled persons.	Aaron Smith, Yes Disability Resource Centre	The board thanked the presenters and requested management to prepare a memorandum with recommendations to address the issues raised. The presenters will be updated on the progress and a copy of the memorandum will be included in the key correspondence report at the 29 April 2025 board meeting. (Ref. Action Item 2025Feb01)
	Safety on inter-regional connector roads and major roads in Rodney - To discuss the Rodney local board motion to protect critical routes through Rodney and to consider upgrading the classification of some of these roads to ensure they remain safe into the future.	Geoff Upson	The Chair acknowledged it is unclear whether the issue falls under the remit of AT or Auckland Council (council) and requested management to coordinate with council to gain clarity and resolution to the problem. (Ref. Action Item 2025Feb02) Update: Ref. Action Item 2025Feb02 updated: Resource consent applications for new subdivisions are managed by Auckland Council (AC). The Auckland Unitary Plan (AUP) has existing policy and rules recognising the strategic function of arterial roads requiring assessment of new accesses at the time of resource consent. Any new access onto an arterial road needs to be assessed by AC and its impacts addressed. Auckland Transport (AT) is involved in the review and provides feedback to AC on any resource consent applications involving new accesses onto arterial roads. AT has proposed changes to the Auckland Unitary Plan to require developers to connect to side/local roads where these are available in preference to new access onto arterial roads. This will be investigated further as part of AC's planned review of the AUP.
	Request for road stoppages of the dead-end of Waimarie Rd, (and in due course also the dead-ends of McKean Rd, Dale Rd, Kauri Rd, and Pohutukawa Rd), to enable the ownership to be transferred to Auckland Council, so those greenspaces can enjoy protection under the Reserves Act 1977.	Dave Allen	The Chair thanked the presenters and requested management to look into this matter. (Ref. Action Item 2025Feb03) Update: The Property Services Team has spoken with Mr Allen and a letter is now to be sent to him explaining the situation at Waimarie Road and what is required to stop the road at other locations.
Tuesday, 29 April 2025	Addressing the implication of implementing a future-proof roading solution at the Redoubt/Murphys Road intersection.	Adarshpreet Bhullar	Withdrew request to speak. No need to reschedule.
Tuesday, 29 April 2025	Kahikatea Flat Road Speed Classification	Geoff Upson	Presented their presentation to the AT Open Board meeting - 29 April 2025.
Tuesday, 29 April 2025	Public presentation: Minister's direction on safe speed reversals	Marie Guerreiro and Pippa Coom, All Aboard	Presented their presentation to the AT Open Board meeting - 29 April 2025.
Tuesday, 24 June 2025	Request to speak to AT for public input regarding transport options for our most vulnerable users: Children and Eldery	Boopsie Maran	Presented their presentation to the AT Open Board meeting - 24 June 2025.
Tuesday, 26 August 2025	To present a petition asking Auckland Transport to make improvements to Symonds Street to address speeding to improve pedestrian safety near the University of Auckland and Auckland University of Technology	Lewis Creed, Managing Editor Craccum Magazine	Presented to the board 26 August 2025. Update provided December 2025: The team have communicated with Mr Creed, so he has a line of communication with the Road Safety team for progress and actions. The data analysis for speed counts is underway, and this will support a decision on next actions such as number and location of additional repeater signs and or driver feedback signs. In addition, signal phasing changes are expected once students return to university in early 2026.
Tuesday, 28 October 2025	Public presentation on east to west connection between state highway 16 at kaukapakapa and state highway 1. (kahikatea flat road and pine valley road/ dairy flat highway) and the old state highway 1 and designated free alternative to the northern toll road.	Geoff Upston (Local board member - Rodney)	Presented to the board on 28 October 2025. Memo providing an update on actions taken since the public presentation is available for board information.
Tuesday, 28 October 2025	Public presentation on: 1. The hospital bus access for Waiheke elderly and frail. 2. Ongoing issues of anti-competitive practices regarding ferry services. 3. Auckland Transport / Waiheke Local Board - Memorandum of Understanding.	Kylee Matthews (Waiheke Local board) and Cath Handley	Presented to the board on 28 October 2025. Memo providing an update on actions taken since the public presentation is available for board information.
Thursday, 18 December 2025	Glengarry Road safety concerns.	Stephen Logan.	Scheduled to present to the board on 18 December 2025.



Memorandum

To: Auckland Transport Board
From: Teresa Burnett, Group Manager Transport Safety
Date: 3 December 2025
Subject: Update from Public presentation: Speed Limit Reversals – Geoff Upson and Colin Smith

Several points were raised in a public forum to the Auckland Transport (AT) Board (board) on 28 October 2025 relating to speed limits, particularly on Kahikatea Flat Road, which the board have sought an update.

These points are:

- Recognition that Kahikatea Flat Road is regularly used as an inter-regional road
- AT should consult on increasing the speed limit on this road to 100km/h
- Consultation should be undertaken, which should include heavy vehicle users and should be for the length of the road
- Request and understanding of the status of the speed limit consultation and why Hatfields Beach was already in consultation
- Fatal crashes have increased on Kahikatea Flat Road and are a result of the reduction in speed limit.

Recognition of the status of Kahikatea Flat Road

Kahikatea Flat Road is not classified as an interregional connector. The occasional use by inter-regional traffic that is diverted due to holiday congestion or incidents on the State Highway, or by the small portion of drivers that choose to avoid the tolled section of the State Highway, does not change that primary function. Supporting documentation and clarification have been previously discussed with Mr Upson.

Consultation and changes to Speed Limits

The new speed limit rule required many urban speed limits to be reversed, and in relation to rural roads, only required the reversal of inter-regional connectors and certain other roads under the control of New Zealand Transport Agency Waka Kotahi (NZTA) (parts of the State Highway system).

A list of eight roads in the Rodney Local Board area for assessment of speed limits has been provided to AT. The Road Safety team are in the process of assessing appropriate speed limits based on the national guide. AT notified the Rodney Local Board on 1 September 2025 that the eight sites requested by Mr Upson for review would be assessed and presented during the February or March 2026 workshop. This workshop will provide the opportunity to review the assessment results, make decisions about next steps, and, if appropriate, begin the six-week consultation process. This consultation is open for feedback and would include stakeholders such as the freight industry, as well as residents and businesses.

Following consultation, a decision will be made on the speed limit. Although this decision will be made by the Road Controlling Authority (RCA) in accordance with the Land Transport Rule: Setting of Speed Limits 2024, a decision would require the approval of the Director for Land Transport before being applied.

The Rodney Local Board has requested assessments for the remaining sections of the Hibiscus Coast Highway (that fall within the Rodney local board area). The assessments will be presented during the local board workshops scheduled for February and March 2026. This timeline enables the local boards to induct new members and engage with their communities effectively, following the October 2025 local body elections.

Hatfields Beach Consultation (Hibiscus & Bays Local Board)

Mr Upson has expressed frustration with Hatfield's Beach speed limit change being consulted before the eight locations in Rodney. The decision to consult on this section of Hibiscus Coast Highway at Hatfields Beach reflects alignment with community and the Hibiscus and Bays Local Board objectives.

We have also met with the local board member for Hibiscus and Bays referred to in Mr Upson's presentation to clarify their statement.

When asked by Mr Upson whether the Local Board had specifically requested the consultation for Hatfields, the member could not recall the exact details at the time. The member emphasised that they were transparent about this uncertainty and noted that community input would be crucial in shaping any future decisions. The member also stated that Mr Upson's suggestion—that there was no communication or support from the Local Board—was incorrect. In fact, the member indicated that, based on their understanding, the Local Board would likely support the community's preference regarding speed limits if that was the majority view.

The section of Hibiscus Coast Highway that has been in consultation has been undertaken as a priority for the Hibiscus and Bays Local Board and the community to reduce the speed limit back to 50 km/h. The speed limit was lowered to 50km/h in 2023 and reversed to 70km/h in 2025. All feedback will be considered before a decision is made.

Kahikatea Flat Road Crash History

At the October Board meeting, Mr Upson also made comments on an increase in fatal crashes. Following the meeting, he also provided a further statement below, based on information he received from AT in August:

"Kahikatea Flat Road has had a 300% increase in fatal crashes when comparing 5 years before and the 5 years after. If 5 years isn't long enough then it would actually be a 600% increase in fatal crashes following the slow speed implementation date of 30 June 2020 because there was only 1 fatal in the 10 years leading up to the reduced speed (and double the 5 years after to 6 per 10 years)" (note this was as an elected member of Auckland Council.)

Mr Upson's interpretation of the crash data provided is incorrect. To clarify for the board, the crash history on Kahikatea Flat Road indicates a reduction in Deaths and Serious Injuries (DSI) and total crashes since the speed limit was reduced on 30 June 2020.

- There were two fatal crashes between 2020-2025. One occurred in the 50km/h area in Waitoki, which was not part of the 2020 speed limit changes; this area has been 50km/h

since at least 2009. The other fatal crash occurred at the eastern end near Dairy Flat in the short section that changed from 70km/h to 80km/h.

- There have been no fatal crashes in the sections that were reduced to 80km/h from 100km/h.
- In the 10 years from 30 June 2010 to 30 June 2020, there were 13 DSI crashes, including four fatal crashes and nine serious injury crashes.
- In the five years before the speed limit change, there were 11 DSI crashes, including 3 fatal crashes and 8 serious injury crashes.
- In the five years since the speed limit change (plus the few months to the end of October), there have been 5 DSI crashes, including 2 fatal crashes and 3 serious injury crashes.
- In terms of total crash numbers, there have been 58 crashes in the five years following the speed limit change compared to 182 crashes in the 10 years before the speed limit change.

Overall, the crash rate has reduced since the speed limit changes were made. The five years before the changes (2015-2020) were significantly worse than the five years following the changes.

In summary, the assessment of the eight roads requested by Mr Upson will be presented to the Rodney Local Board in early 2026 for direction. If change is identified, then a consultation process will be undertaken prior to a decision being made. The consultation on the section of Hibiscus Coast Highway at Hatfields Beach has closed and is currently being compiled for presentation to the Hibiscus and Bays Local Board and a decision on the appropriate speed limit.

All interactions with Geoff Upson are being managed by Beth Houlbrooke, the AT Elected Member Relationship Partner (North), who collaborates with the Transport Safety team to gather information. This ongoing conversation with Geoff Upson addresses several safety and speed issues.

Memorandum

To: Board
From: Rachel Cara – Group Manager Public Transport Operations
Date: 4 December 2025
Subject: Response to concerns raised by Waiheke Local Board

Purpose

1. To respond to the four concerns raised by the Waiheke Local Board (WLB) at the open meeting of 28 October 2025.

Notes from the 28 October 2025 Board meeting

2. The Memorandum of Understanding between Auckland Transport (AT) Board (board) and the WLB; there is a desire to see this continue.
3. 321 Route Hospital Bus: the board noted concerns regarding suitable bus access for passengers connecting from the ferry terminal to the hospital. Given that many passengers on this route have accessibility needs, ensuring equitable access and appropriate connectivity is essential.
4. Level playing field for Waiheke ferries: the board supported the points raised by the presenters, including the need for increased competition for ferry providers. The presenters raised that public announcements at the terminal lack comprehensive updates on all travel options.
5. The board noted that the Waiheke community seeks improved passenger shelters to enhance comfort for travellers to and from the island.

Background

6. Further background is included in the memo to the board dated 6 October 2025 (Appendix 1).

Issue 1: Memorandum of Understanding between AT WLB

7. Through transport reform, Auckland Council will determine a new model for the allocation of decision-making, including for local boards, in line with new legislation. While this may impact the detail of the current MoU, which will likely become clearer as the transition progresses, we intend to continue working with the WLB, committed to the existing partnership principles.
8. AT has been facilitating discussions with both the WLB and Fullers360 to establish the current position and mechanism for payments under the Quality Partnership Agreement to be made. We anticipate a combined meeting to be held between AT, Fullers360 and the WLB early in 2026 to confirm the contributions and administration.

Issue 2: Hospital bus connection

9. In 2024, AT and Eke Panuku reviewed the viability of public transport scheduled services returning to Queens Wharf and both organisations concluded that this was not a desirable option as it presents significant customer safety risks and risk to service continuity.

10. Queens Wharf is a busy operational wharf with access facilitating pick up and drop off facility for customers using Downtown ferry terminal, The Cloud and Shed 10 and supplies to the Ferry Building.
11. When cruise ships are accessing Queens Wharf the wharf operations are subject to temporary traffic management planning, which affects traffic access, movement and would impact bus timetable performance. This will contribute to poor customer outcomes by way of service reliability.
12. The 321 bus stop on Commerce Street is 200m away from the terminal building entrance, accessed via a step-free route. This has been the practice since 2016 and there have been significant changes to the wharf since buses have been removed, including increased pedestrianisation due to wharf redesign. The transfer distance is consistent with other ferry-to-bus connections across the network.
13. We plan to move the 321 bus service to the Lower Albert Bus interchange from 2027-28 onwards. This will reduce the distance to less than 100m. The change is dependent on future rerouting of buses (WX1, NX1) that currently use the Lower Albert Bus Interchange as all available slots are currently occupied. Until this time, there is insufficient capacity at the stops to make this change any earlier.
14. Alternative options for supporting customers transferring between ferry and bus were explored and detailed in the Memo dated 6 October 2025. Refer Appendix 1.

Issue 3: Providing a level playing field for Waiheke ferry operators

15. AT has supported the introduction of a new Waiheke ferry operator and has worked closely with them to enable operations.
16. The public address system at Matiatia is available for use by Island Direct, with a licence and hardware provided by AT. The configuration of the current public address system requires local administration. Currently, Island Direct do not have resource at Matiatia or the Downtown ferry terminal to administer the system, like other operators do. The current system does not have automated announcement capability.
17. AT is upgrading the existing system to be cloud-based to make it easier for all operators to access and to enable future enhancements. This is expected to occur in quarter 1 2026. We then anticipate automated announcement functionality to be in place by June 2026.
18. AT will continue to engage with all ferry operators regarding any upgrades to the public address system and will inform the WLB of progress.

Issue 4: Improved passenger shelters

19. Island Direct utilise Pier 3 at Matiatia which has had a temporary shelter installed to provide all weather protection for customers. The shelters were refreshed in October 2025 in preparation for summer.
20. AT is committed to installing a permanent solution on Pier 3 and is progressing an engineering design. The structure requires building consent, and we anticipate it to be constructed in the second half of 2026.



Memorandum

To: AT Board
From: Rachel Cara – Group Manager Public Transport Operations
Date: 6 October 2025
Subject: Response to Public Transport concerns raised by Waiheke Local Board

Purpose

To inform the AT Board of the status of three issues AT has been working on with the Waiheke Local Board.

Background

1. The Chair of the Waiheke Local Board (WLB) has advised that three concerns will be discussed with the AT Board at the October 2024 meeting. These have been long-standing concerns, and AT has worked actively with the Local Board to understand, explore viable solutions, and provide thorough responses on each of these matters.
2. On 3 October 2024, the WLB raised a Notice of Motion at the Auckland Council Transport Resilience and Infrastructure Committee regarding bus connectivity of Waiheke ferry services and the 321 Hospital bus. This Motion was noted and passed to AT and Eke Panuku to explore opportunities to improve connection for customers.
3. In November 2023, the WLB raised concerns regarding the competition of ferry services to the AT Board. A noting Memo was provided to the AT Board in December 2023 advising the action AT had taken to ensure a level playing field for all operators.

Item 1: Hospital bus connection

4. The WLB has expressed concern with the distance between the Waiheke ferry and hospital bus connection (321 bus). The WLB requested AT to move the bus service from Commerce Street to Queens Wharf to reduce transfer distance.
5. AT recognises the challenges of vulnerable ferry customers from Waiheke Island and the unique needs of those who are transferring to alternative modes of public transport.
6. Public transport buses do not access Queens Wharf. The 321 bus is scheduled to depart from Commerce Street (since its introduction in 2016) to improve the safety of all Queens wharf users and to maintain the accessibility of the wharf, ensuring a reliable service not impacted by other wharf operations such as event or cruise days. In recent years, AT also moved the ferry-bus replacement buses to Commerce Street to provide a consistent customer experience.
7. The 321 bus stop on Commerce Street is 200m away from the terminal building entrance, accessed via a step-free route. This is consistent with other ferry-to-bus connections across the network. Many connections for customers wishing to take public transport to/from Auckland hospitals are substantially longer distances. Examples include:
 - a. Britomart Station (for trains to Auckland Hospital / Middlemore) to Downtown ferry terminal, distance of 250m



- b. Britomart Station to Lower Albert St, distance of 300m
 - c. Britomart Station to 321 bus, distance of 240m.
8. We plan to move the 321 bus service to the Lower Albert Bus interchange from 2027-28 onwards. This will reduce the distance to less than 100m. Until this time, there is insufficient capacity at the stops to make this change any earlier.
9. At the request of the WLB, AT has actively explored a concierge service to support customer transfer between ferry and bus. The concepts explored included a golf cart operation and wheelchair transfer. The AT Health, Safety and Wellbeing team conducted an Operational Risk Analysis for this service and determined that a number of the tasks for both options incorporate Class A risks and are outside the scope of service able to be provided by AT's Customer Service team. Considerations included Health and Safety of AT staff transferring vulnerable people, weather exposure, manual handling, employment relations and resourcing impacts.
10. Alternative options were suggested with the WLB, including companion free travel (Plus One), Total Mobility and support schemes through Te Whatu Ora. AT also advised willingness to support any community initiative for transfer ambassadors.
11. AT will formally write to the WLB in October and advise that the transfer option has been fully explored and is not viable.

Item 2: The outstanding amounts owing to the WLB from the AT contract with Fullers

12. Waiheke Island public transport services are exempt services under the Land Transport Management Act 2003. This means that Auckland Transport does not manage ferry passenger services to and from Waiheke in its full role as a transport authority and refers to these services as commercial routes. However, we include exempt services in our RTP to acknowledge their representation in the network and have a registration process for commercially operated services. f
13. AT and Fullers Group Limited (Fullers360) entered into a *Quality Partnership Agreement relating to Waiheke Island public transport ferry services* on 14 July 2022 (QPA), which includes a performance regime with key performance indicators for punctuality and reliability. Performance below the minimum results in an abatement up to a monthly cap. Fullers360 is required to provide monthly reports on its performance and calculated abatements.
14. Any abatements are payable by Fullers360 to the WLB, subject to initial acceptance by the WLB, with the intention the funds are used for for the direct benefit of Matiatia facilities and ferry users. Formal acceptance by the WLB and meeting the criteria are required before Fullers360 will release the funds. If acceptance is not forthcoming, the QPA requires AT and Fullers360 to agree an alternative recipient.
15. Fullers360 have communicated to AT in late 2024 that:
- a. it does not consider that the WLB have accepted the funds;
 - b. AT and Fullers360 should agree an alternative mechanism or recipient to enable use of the funds; and
 - c. both criteria for its use must be met before the funds are released.
16. On 3 September 2025, AT wrote to the Chair of the WLB to request formal acceptance of the abatements, with proposed next steps to facilitate payment from Fullers360 to the



WLB. On 17th September, AT staff members, attended a workshop with the WLB to discuss how the agreement works and brainstorm use of the abatement sums.

17. AT provided guidance to the WLB on how to accept the abatements from Fullers360 and confirm use of the funds, in accordance with QPA. The use of the funds is subject to Fullers360's agreement.
18. On 25 September 2025, AT notified Fullers360 of its request to the WLB. On the same day the WLB, by formal resolution, accepted the funds and will follow up with a letter reply to AT confirming this.
19. AT intends to progress full agreement between AT, WLB and Fullers360 following Local Board elections. Though at this point, we cannot say with certainty that Fullers360 will agree that the WLB will be the recipients despite notification of its acceptance.

Item 3: Ongoing issues of anti-competitive practices re ferry services

20. In November 2023, the WLB presented to the AT Board, seeking AT to provide a level playing field for ferry operators and support competition on the Waiheke route.
21. A Memo was drafted to the AT Board 'Waiheke Island Ferry Services' dated 11 December 2023, providing a thorough update of activities AT had taken to support the introduction of a new ferry operator (Island Direct).
22. AT has actively supported Island Direct establishing operations, with the installation of wayfinding and advertising, HOP integration, ~~SuperGold~~ concessions, provision of shelter on Pier 3 and has earmarked a retail footprint inside Matiatia terminal (yet to be occupied).
23. Through August and September 2024, AT worked with Island Direct and Fullers360 to establish a working group to discuss timetable management at Matiatia and the Downtown Ferry Terminal piers. This resulted in a close working relationship, enabling timetable clashes to be managed effectively and accommodate both operators. The same approach was taken for the 2025 summer timetable changes, with regular monthly meetings scheduled throughout the summer to ensure agreed practices are being followed.
24. Improved queuing planning has been worked through for the Island Direct and Fullers360 customers at the Pier 13 and 14 area at the Downtown Ferry Terminal to improve the flow for customers. AT will invest in new rope and post, and wayfinding to facilitate.
25. Work is soon to be underway to tidy up the temporary shelter containers on Matiatia Pier 3 for Island Direct and the Waiheke Reserve summer services. In 2026, AT plans to install a new permanent canopy with new wayfinding to support the year-round Island Direct services.
26. On 17 September 2025, AT's Principal Property Manager, met with the WLB to discuss the four upcoming tenancy expiries for Matiatia and share the retail leasing strategy. The WLB advised they were comfortable with the approach and requested a debrief at the end of the evaluation process.
27. On 2 October 2025, the WLB Chair raised two new concerns regarding a level playing field for all Waiheke operators. The first being signage at Downtown Ferry Terminal Pier 13/14 that stipulated 'Waiheke Reserve' service (operated by Fullers360) and not Island Direct Waiheke Services. This signage will be updated to include all Waiheke Operators.



28. The second is public address (PA) announcements at Matiatia Ferry Terminal. Both Island Direct and Fullers360 have access to the PA system. However, the system requires local administration, and as Island Direct do not have staff onsite, announcements for their services are not being made. AT is investigating upgrades to the PA system to enable automated announcements.

Summary

29. Bus route 321 will continue to operate from Commerce Street until relocation to Lower Albert Street in 2027/2028 able to be accommodated.
30. AT will continue to support the WLB to receive payment of performance abatements from Fullers360, in accordance with the QPA.
31. AT has explored a customer transfer service from the Waiheke ferry to the 321 Hospital bus connection. However, this is not a viable solution due to constraints on resources and health and safety implications for staff. However, AT is more than willing to support any community-led customer ambassador initiative.
32. AT will replace signage at the Downtown Ferry Terminal pier 13/14 to include all Waiheke services, in addition to investigating possible upgrades to the PA system at Matiatia.
33. AT maintains active oversight of the practices of all Waiheke Island ferry operators, ensuring a fair operating landscape for all.

