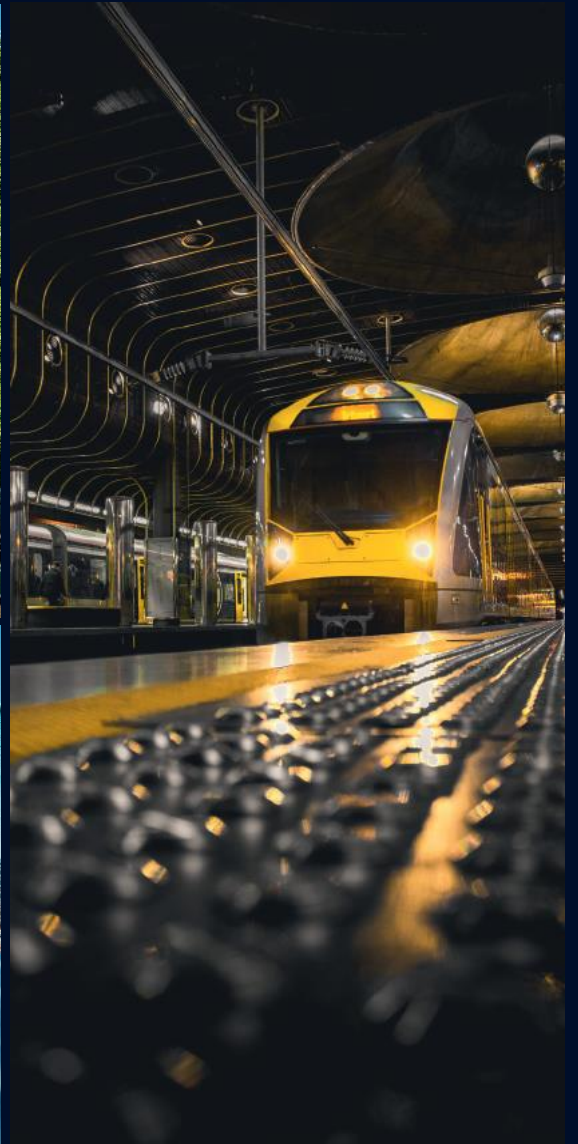


Report on public feedback

Auckland's Draft Regional Public Transport Plan 2023-2031



Public feedback period July and August 2023

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Overview

About the Regional Public Transport Plan

The draft Regional Public Transport Plan 2023-2031 (RPTP) is Auckland Transport's (AT) plan for Auckland's public transport system over the next 8 years. It outlines:

- How public transport will be managed and improved over the next 8 years, with a detailed focus on 2024-2027.
- The goals, policies, and actions that will shape Auckland's public transport network.
- The public transport services that will operate over this period and how they will change.
- How we will monitor the performance of the public transport system to make sure it is meeting Aucklanders' expectations.

For more information on the RPTP please visit www.AT.govt.nz/rptp.

What did we seek feedback on?

We sought public feedback on the draft RPTP from 17 July to 17 August 2023 and received **3,196 submissions** from the public via an online survey, email, verbal submissions, and written letters.

About this report

This report provides a summary of the public feedback received during July and August 2023 on the draft RPTP. The report also includes AT's responses to key feedback points and outlines changes made to the RPTP in response to public feedback.

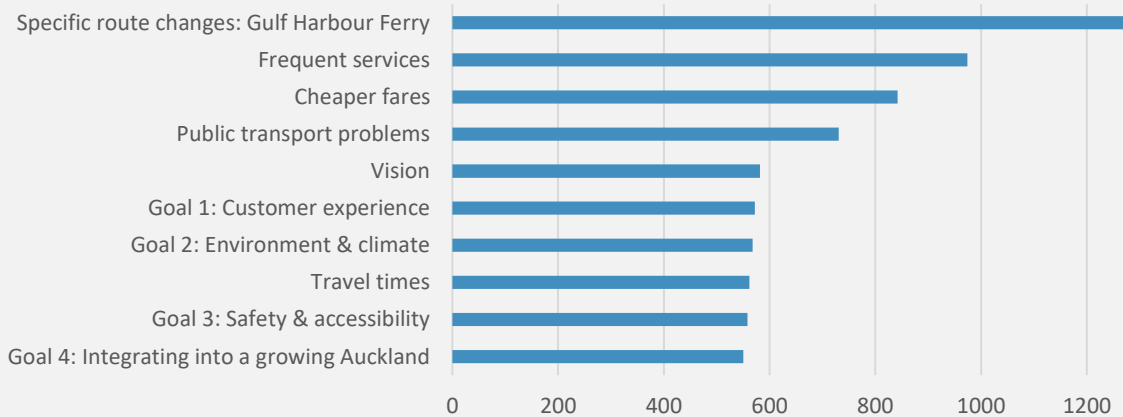
Summary of public feedback

Overview of responses

3,196 total submissions

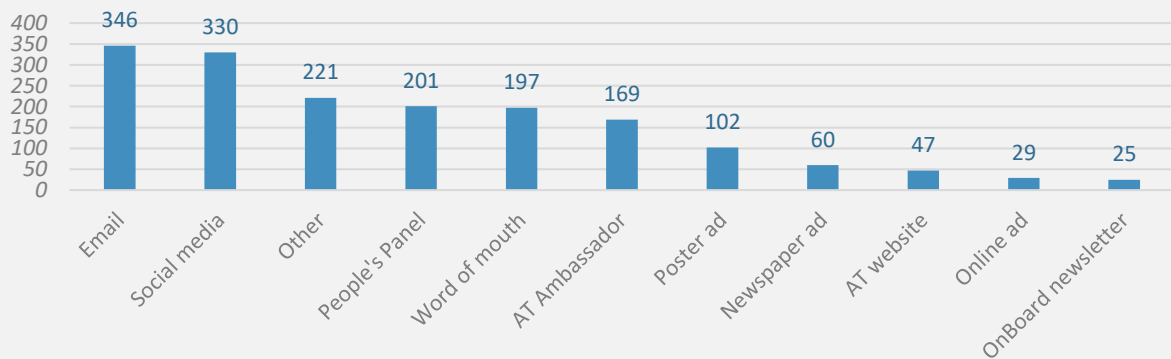
2,226	survey submissions
966	emailed submissions
2	verbal submissions
2	written submissions

Top 10 RPTP topics with the most responses



How respondents heard about the draft Regional Public Transport Plan

54% of respondents answered this question



How respondents travel around our region

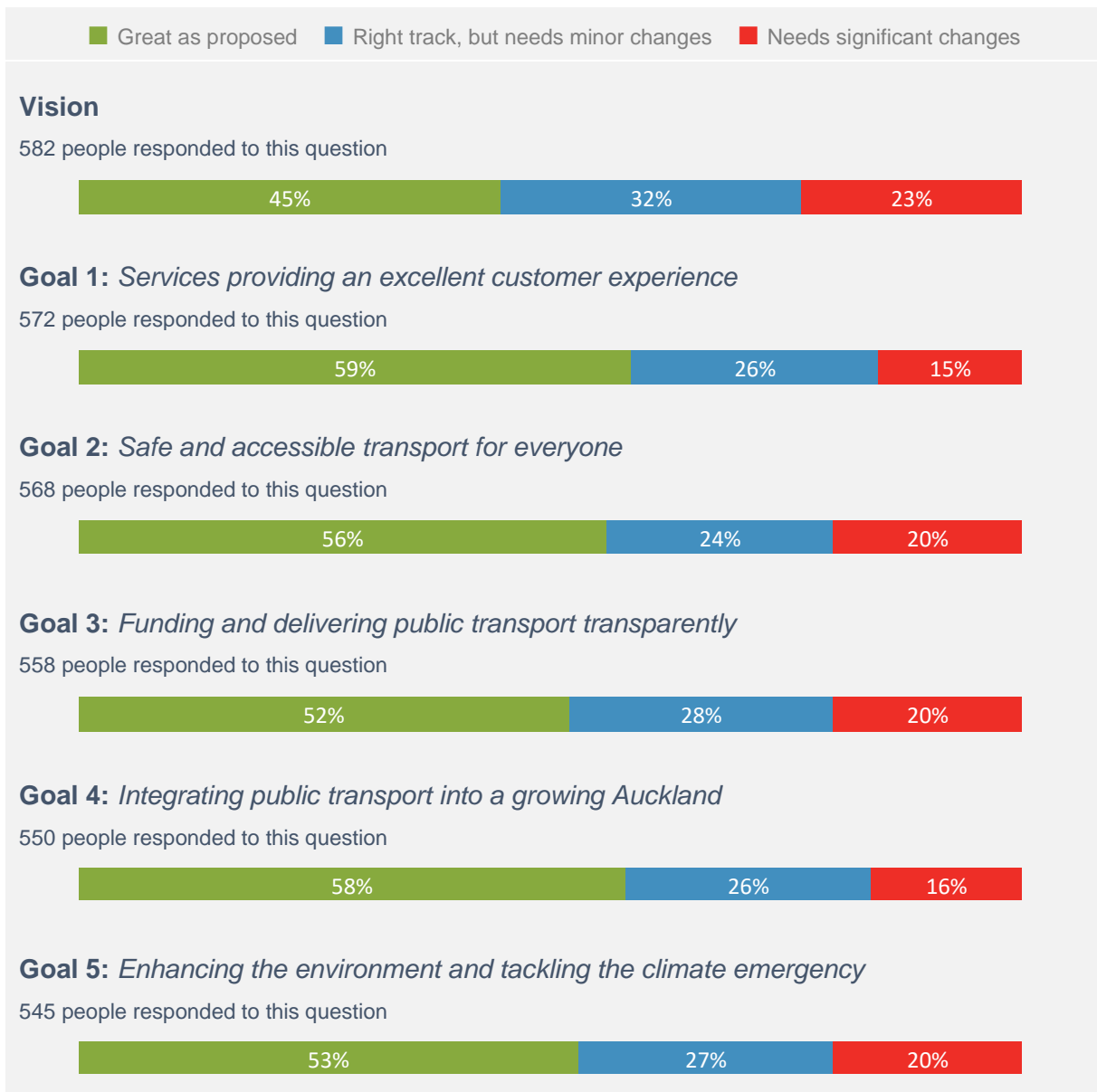
56% of respondents answered this question

Travel once or more a week by.....	... to work or study	... to other places
	60%	34%
	40%	70%
	12%	12%

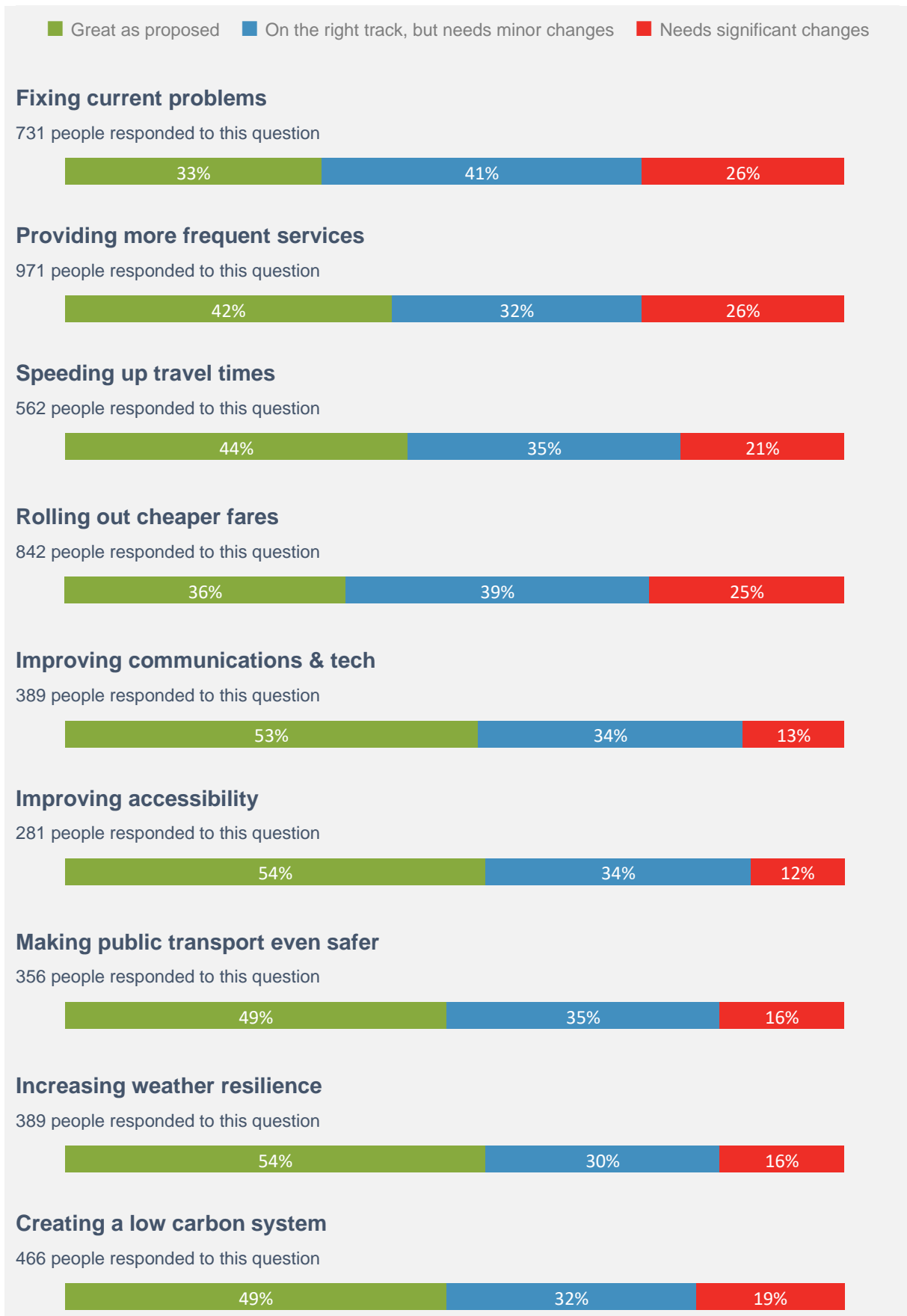
Sentiment towards key proposals

We asked, via tick-box questions, what you thought of some of our key proposals. Your answers to these questions are outlined immediately below. Many respondents also provided comments, this feedback is summarised in the [Detailed feedback and AT responses](#) section of this report.

Sentiment towards the proposed vision and goals



Sentiment towards key proposed actions



Feedback on proposed changes to public transport routes

Submitters could also provide comments on proposals for changes to specific public transport routes. Most of these proposals received positive feedback, however strong concerns were raised about two of the proposed changes to ferry services: the removal of the Gulf Harbour Ferry service and the Northcote Te Onewa Ferry stop.

You can read more about the feedback to the specific route changes [here](#) and the Gulf Harbour Ferry feedback [here](#).

Key themes across all feedback

Overall, we received 8,830 comments on the draft RPTP. The most frequently mentioned topics were:

46%	of respondents mentioned the Gulf Harbour Ferry
23%	of respondents mentioned public transport reliability
21%	of respondents mentioned the cost & affordability of fares
15%	of respondents mentioned other active transportation (walking, cycling, scooting)
11%	of respondents mentioned the frequency of public transport services

You can read more about this feedback in the sections below.

AT responses to key themes

The five most frequently mentioned topics are listed below, including a short summary of the feedback received and our responses to this feedback.

Gulf Harbour Ferry changes	
Public feedback	<p>Respondents felt the Gulf Harbour Ferry service needs to be retained beyond 2028. We were told that the proposal goes against the RPTP Vision because it reduces public transport options.</p> <p>Respondents said the change would push commuters back into their cars and increase congestion and greenhouse gas emissions.</p> <p>Feedback raised concerns that the proposed bus alternative would lead to increased travel times, lack of reliable connections, and lack of parking at the proposed bus station. Respondents said the opening of Ō Mahurangi / Penlink will not solve traffic congestion on the peninsula or improve travel times for buses.</p> <p>Respondents requested investment to provide a more reliable ferry service and to trial weekend services.</p>
AT response	<p>Given the strong response from the community, we have committed to investigating the transport needs of the wider Whangaparāoa peninsula in more detail.</p> <p>We have commissioned an independent study, which will consider options for the ferry and bus services in the area. These options will be discussed with local representatives before any decisions are made. The future of the ferry and the bus services will be confirmed in the 2025 update of the RPTP.</p>
Public transport reliability	
Public feedback	<p>We were told clearly that services have been unreliable, with many cancellations and delays, causing frustrations and lower public transport use. Many respondents asked that we improve the reliability of all our services.</p>
AT response	<p>Throughout 2023, reliability issues were made worse by a shortage of bus drivers and ferry crew. Working together with our operators, we have now returned normal bus driver staffing levels and reinstated bus trips that had been temporarily suspended. Throughout 2024 we will be working to resolve the ferry crew shortage.</p> <p>Reliability continues to be a major ongoing focus for AT. Programmes like Bus Booster, which gives late-running buses priority at intersections, along with other changes like new bus and transit lanes, are focused on continually improving the reliability of our services. New ferries and upgrades to the train network will help to improve outcomes for these modes, too.</p>

Cost & affordability of fares

<p>Public feedback</p>	<p>People told us that the current public transportation fares are too expensive. Many said that driving their own car and paying for parking seemed cheaper than public transport.</p> <p>The draft RPTP's proposed actions relating to public transport fares were generally supported by respondents, especially the idea of a weekly fare cap.</p> <p>We were asked to lower fares to make public transport more accessible and increase public transport use.</p>
<p>AT response</p>	<p>We are working to introduce a weekly fare cap that will reward regular users of public transport (by saving them money) and encourage more regular usage. Improvements to service levels should also help Aucklanders feel they are getting value for the fare they pay.</p>

Other active transportation (walking, cycling, scooting)

<p>Public feedback</p>	<p>Respondents told us that they would like active modes to be integrated seamlessly into public transport to increase peoples' accessibility to services and the city.</p> <p>Many requested that bikes be allowed on buses and more focus be given to improve infrastructure and willingness to use more active modes. We were also asked to improve walking facilities to public transport.</p>
<p>AT response</p>	<p>While we cannot provide bike storage on buses, enabling people to safely get to and from public transport on foot or by bike, scooter or other mobility device is a key part of our planning. We will also roll out improved safe storage at major bus and train stations.</p>

Frequency of public transport services

<p>Public feedback</p>	<p>The proposed actions to increase services were generally supported. Respondents told us they believed the current services were not frequent enough or had reduced in frequency.</p> <p>Some said that the proposed increased services were still insufficient and asked that improvements be made both to service frequencies and operating hours.</p>
<p>AT response</p>	<p>This feedback has reinforced, that improvements to frequency are one of the top things we can do to get more Aucklanders using public transport. This is why frequency improvements are a core part of the plan, with improvements planned across more than 80 bus services, as well as the train network and key ferry services.</p> <p>We are constrained by the funding available to operate services but will continue to make the case for more funding to enable further improvements.</p>

Key outcomes and decisions

AT has decided to adopt/finalise the draft RPTP, but with some changes. The table below outlines the key decisions and changes that have been made following the public feedback period. It is not an exhaustive list – there are additional minor changes throughout the RPTP (which add context or provide clarification) which are not outlined in this table.

	Outcome / decision / change	Reason
1	<p>Gulf harbour Ferry</p> <p>An independent study will be commissioned to look at:</p> <ul style="list-style-type: none"> • how best to serve the peninsula with public transport • the needs of all transport modes in the area • possible improvements to the ferry • how the ferry service could be funded on a sustainable basis. <p>The study will include input from the local board and consideration of community feedback.</p> <p>The future of the service will be confirmed in the 2025 update of the RPTP.</p>	Community feedback raised strong concerns about proposal
2	<p>Te Onewa Northcote Point Ferry</p> <p>AT is working to return the ferry timetable to full service and will monitor use at Northcote Point. If use increases significantly and achieves a patronage target (yet to be determined), we will reconsider the proposal.</p> <p>The future of the service will be confirmed in the 2025 update of the RPTP.</p>	Community feedback raised strong concerns about proposal
3	<p>AT is working hard to address ferry reliability issues, just as we did with bus driver issues through 2023.</p>	Feedback generally supported initiative
4	<p>Implement the weekly fare cap (amount of cap to be determined in 2024)</p>	Feedback supported tentative initiative
5	<p>The draft RPTP proposed to increase the transfer window from 30-minutes to 1-hour. This has been kept at the current 30-minute window in the final RPTP, with the extension noted as aspirational, pending confirmation of funding.</p>	Concerns about funding constraints and impact on fares revenue.
6	<p>Changed wording in section 2.2 Short-term focus.</p> <p>This section has been overhauled to reflect changes between mid- and late-2023, such as the driver shortage being resolved. It now outlines our focus for the 2024 calendar year.</p>	Updated to ensure the focus reflects AT's priorities in 2024.
7	<p>Minor changes to section 2.3 Medium-term focus.</p> <p>This section has been changed to reflect that the Northwest Bus Improvements are now in place, and how these will be monitored and refined as people get used to the new services. Some other minor changes were also made, to align with other changes elsewhere in the plan.</p>	Updated for accuracy.
8	<p>New information in section 2.4 Long-term focus.</p>	Updated to provide more information.

	Outcome / decision / change	Reason
	We've made changes to this section to provide more information about the differences between the boardings targets in the RPTP and those in Council's Transport Emissions Reduction Pathway (TERP), as this was a subject of feedback in many submissions.	
9	Changes to maps – these have been updated throughout the document to reflect changes and decisions in the RPTP.	Updated for accuracy.
10	Changes to section 3.1 – Vision. We've added new wording to reflect that the goals are interrelated and not weighted. This responds to feedback questioning this.	<u>Changed</u> in response to feedback
11	Changes to section 3.2 – Goal 1 We have added more detail in this goal about upcoming ticketing changes that will enable customers to use their debit and credit cards, ahead of the national ticketing system. This responds to feedback requesting more focus on these changes.	<u>Changed</u> in response to feedback
12	Changes to section 3.3 – Goal 2 We have clarified what we mean by 'low emission' public transport, in response to questions on this issue, and made other minor changes for consistency throughout the plan.	<u>Changed</u> in response to feedback
13	Changes to section 3.4 – Goal 3 We have changed and added wording in this section to: <ul style="list-style-type: none"> Respond to concerns the goal focused only on Māori, rather than the wide range of diverse communities in Auckland. Explicitly state some of the groups that may face barriers when using the public transport system, at the request of these groups. 	<u>Changed</u> in response to feedback
14	Changes to section 3.5 – Goal 4 We have added new wording to this section to discuss the role that public transport plays in supporting Auckland's economy. This responds to feedback requesting we do this.	<u>Changed</u> in response to feedback
15	Changes to section 3.6 – Goal 5 We have added new wording to describe how new revenue sources can contribute to the cost of operating the PT system. This responds to feedback.	<u>Changed</u> in response to feedback
16	Changes to section 3.7 – Mana whenua views and Māori outcomes Our mana whenua partners requested changes to this section to better reflect their views and priorities. We have also made some further changes, in this section and elsewhere in the plan, that respond to feedback on Māori outcomes.	<u>Changed</u> in response to feedback
17	Changed wording in section 4 – Actions. We have made changes throughout this section to add or clarify content in response to submissions. These include: <ul style="list-style-type: none"> A description of the way forward for ferry services. Additional information about On-Demand service planning. 	<u>Clarified</u> in response to feedback and <u>added</u> in response to new legislative requirements.

	Outcome / decision / change	Reason
	<ul style="list-style-type: none"> • Clarifications about how train services will operate after the City Rail Link is completed. • Information about how the expansion of the frequent transit network will impact Aucklanders in different parts of the region. • New information about our plans for passenger information. <p>We have also added more detail about future infrastructure requirements to support service changes, to comply with new requirements in the recently amended Land Transport Management Act.</p>	
18	<p>Add wording to Policy 1.1.</p> <p>Additional / new wording:</p> <p><i>“5) Operate as a network, and as part of the wider transport network.”</i></p>	<p><u>Clarified</u> wording in response to feedback</p>
19	<p>Amend wording of Policy 1.6.</p> <p>New wording:</p> <p><i>“AT will consider introduction of services in areas of Auckland which are part of the PT Service Area. This area comprises everything within the Rural Urban Boundary (RUB) (as defined in the Auckland Unitary Plan), together with any settlement with a minimum existing population of 2,000 people. It also includes the roads which connect these locations.</i></p> <p><i>Figure 14 below shows the current PT Serviced Area in 2023, together with any changes between now and 2031. Areas outside of these will not be considered for PT services. An area being in this area does not guarantee a service, only that it is eligible for one to be considered.”</i></p> <p>A map showing the serviced area is also included.</p>	<p>Clarification of the decision-making process when considering new public transport services was required due to the large number of requests for new services.</p>
20	<p>Add wording to Policy 1.9.</p> <p>Additional / new wording:</p> <p><i>“AT will periodically review school buses and withdraw school bus services when a school is well served by the regular public transport network. AT will engage with <u>the school and the Ministry of Education</u> prior to making changes to any service. AT will consider a school bus service is underperforming when patronage is fewer than:</i></p> <ul style="list-style-type: none"> • 15 students for Secondary or Intermediate • 10 students for Primary.” 	<p><u>Clarified</u> in response to feedback</p>
21	<p>Amend wording of Policy 4.1.</p> <p>New wording added in relation to Link branding:</p> <p><i>“AT will manage and market a clear, easy-to-understand, and consistent PT service brand that is known for quality, reliable and safe services.</i></p> <p><i><u>The ‘LINK’ brand (used for the CityLink, InnerLink, OuterLink, TāmakiLink and AirportLink) will be used for frequent transit services to increase visibility for users.”</u></i></p>	<p><u>Changed</u> in response to feedback</p>
22	<p>Add wording to Policy 6.0.</p>	<p><u>Changed</u> in response to feedback</p>

	Outcome / decision / change	Reason
	<p>Additional / new wording underlined below:</p> <p><i>“AT will design and deliver PT infrastructure that supports decarbonisation of the transport sector with opportunities to support broader social, environmental, or economic outcomes aligned with Hīkina Te Wero and the AT Sustainable Procurement Action Plan, which outlines, among other things, our commitment to hiring diverse suppliers, including Māori, women, <u>disabled, Pasifika and other ethnic community-owned business.</u>”</i></p>	
23	<p>Amend wording of Policy 7.0.</p> <p>New wording:</p> <p><i>“AT will plan and deliver a network of PT services, facilities and infrastructure that are resilient to climate-related events, through:</i></p> <ul style="list-style-type: none"> <i>• Working to explore how lanes can be allocated to ensure the reliability of services during and in the aftermath of extreme weather events, where they have impacted the operation of the transport network.</i> <i>• Building and retrofitting infrastructure with future rainfall, flooding, and sea level rises in mind.”</i> 	Clarified in response to feedback
24	<p>Add wording to Policy 8.0.</p> <p>Additional / new wording underlined below:</p> <p><i>“AT will plan and deliver accessible and equitable PT services and facilities available to all members of the public, including those with accessible needs <u>(whether permanent or temporary), those vulnerable when travelling alone, and those that are transport disadvantaged.</u>”</i></p>	Clarified in response to feedback
25	<p>Add wording to Policy 9.1.</p> <p>Additional / new wording underlined below:</p> <p><i>“AT will apply the following principles when developing and reviewing public transport fares and pricing in the region:</i></p> <ul style="list-style-type: none"> <i>•</i> <i>• <u>Have operational benefits – fares will be discounted outside of peak demand periods, to encourage customers to consider travelling at times when more capacity is available.</u></i> <i>•</i> 	Clarified in response to feedback
26	<p>Amend wording of Policy 9.2.</p> <p>New wording underlined below:</p> <p><i>“AT will apply a geographic zone-based integrated fare structure to regulate fares across bus, train, ferry and future modes, and provide for as many transfers as customers like within a four-hour period, provided each transfer is made within <u>30 minutes</u> of each other.”</i></p>	Concerns about funding constraints and impact on fares revenue.
27	<p>Add wording to Policy 9.3.</p> <p>Additional / new wording underlined below:</p> <p><i>“AT will explore a range of pricing initiatives to encourage more frequent use of PT, including daily and weekly fare caps, <u>employer subsidy schemes, and targeted concessions.</u>”</i></p>	New initiative, new AT thinking

	Outcome / decision / change	Reason
28	Amend wording of Policy 11.0. New wording: <i>“AT will continuously identify, advocate for, and implement local network improvements that improve multi-modal access adjacent to PT hubs, including better walking and cycling connections provided by other parties (as well as AT) and through secure storage of bicycles and other mobility devices at stations.”</i>	Clarified in response to feedback
29	Add wording to monitoring target in Part 6. New wording underlined below: Satisfaction - % of customers satisfied with their PT service <u>(based on customer surveys)</u> .	Clarified in response to feedback
30	Creating guided digital experiences to help new customers navigate using PT for the first time (in Part 4)	New initiative, new AT thinking
31	Establishing a bus driver forum so frontline experience can be used to help improve services (in Part 4)	New initiative, new AT thinking
32	Changed wording of our position on the integration of the Waiheke Ferry, following the recent Waka Kotahi review into the service’s status. (in Part 7)	Responds to feedback and latest information.
33	Changes have been made throughout Part 1 to add additional information. These include: <ul style="list-style-type: none"> • Additional context about why we need to improve public transport. • Information about the development of the RPTP and the results of engagement at each stage of this process. • A new section on how the RPTP complies with legislative requirements. 	Responding to feedback and additional information for completeness.
34	AT will proceed with the rest of the draft RPTP.	Feedback generally supported the draft RPTP

Public feedback process

Overview of the three-phase engagement process

We completed three-phases of engagement to develop and then finalise the RPTP.

Phase 1: In the first phase, we surveyed a representative sample of 1,000 Aucklanders to understand their priorities for improvements to public transport. We also held three workshops with 41 key interest groups, to shape the RPTP’s Vision and Goals.

Phase 2: In the second phase, we surveyed over 1,300 Aucklanders to test RPTP proposals we had developed during the first phase of engagement. We also held more workshops with key interest groups to shape the RPTP’s Actions.

Phase 3: In the third phase, we released the draft RPTP for feedback from the public and key interest groups. People and organisations could comment on any elements of the draft plan. The public feedback period ran from 17 July to 17 August 2023.

Activities to raise awareness

To raise awareness of the third phase of consultation, we:

 <p>Created a project webpage</p>	 <p>Held 12 in-person drop-in information sessions</p>	 <p>Held 2 virtual drop-in sessions</p>
 <p>Ran social media and online advertisements</p>	 <p>Ran newspaper advertisements</p>	 <p>Put up billboards and bus stop advertisements</p>
 <p>Ran advertisements on radio and Spotify</p>	 <p>Put out AT Mobile alerts and the Onboard newsletter</p>	 <p>Distributed flyers at key public transport stations</p>

How people provided feedback

The public provided feedback using an online survey found on the project webpage, via email, and verbally through drop-in sessions.

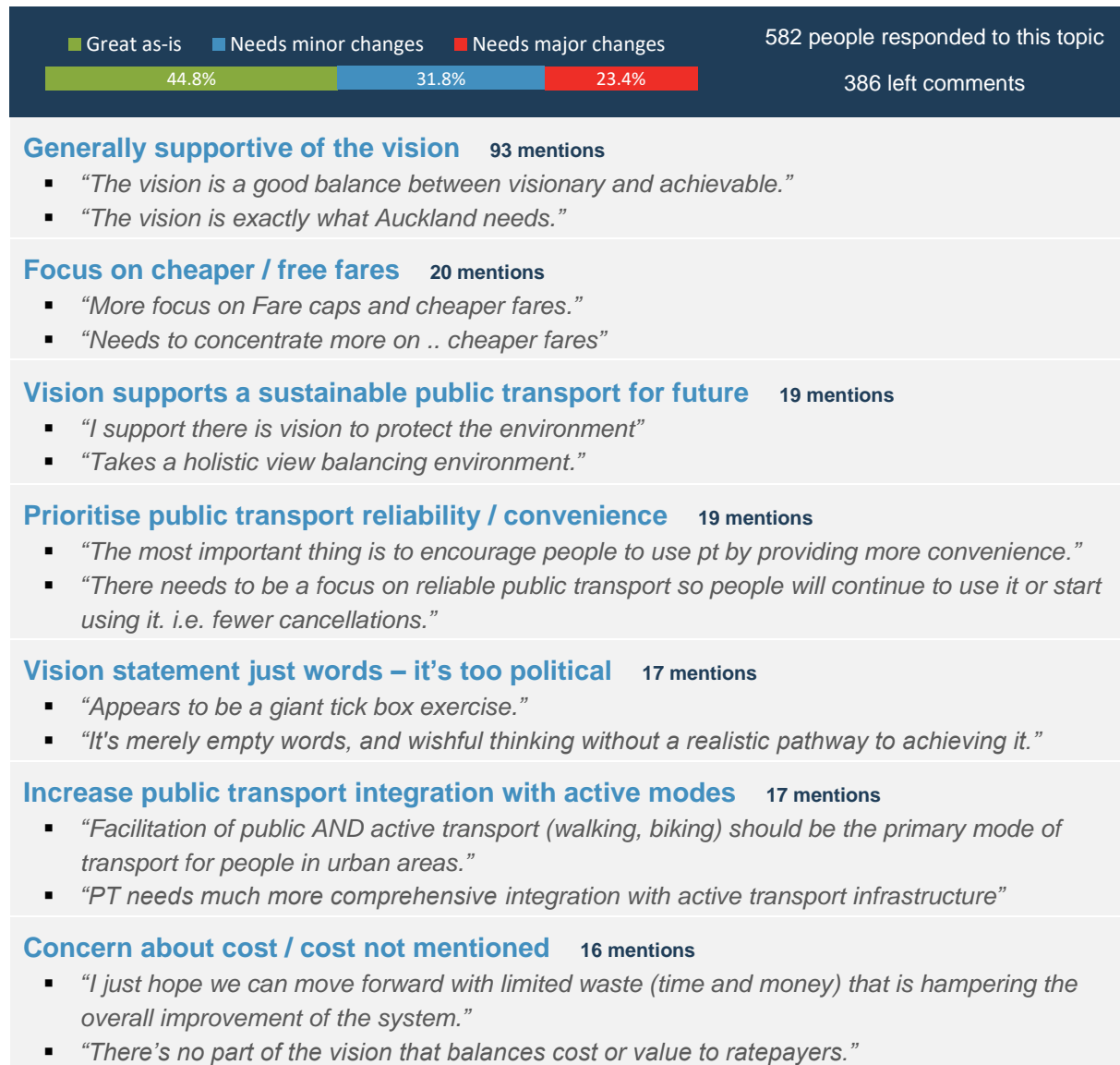
You can read the RPTP survey in full in the [Attachment](#).

Detailed feedback and AT responses

Feedback on the Vision and Goals

Vision

Most respondents told us they support the vision, but we also heard a range of concerns about the vision statement, and suggestions to improve its scope.

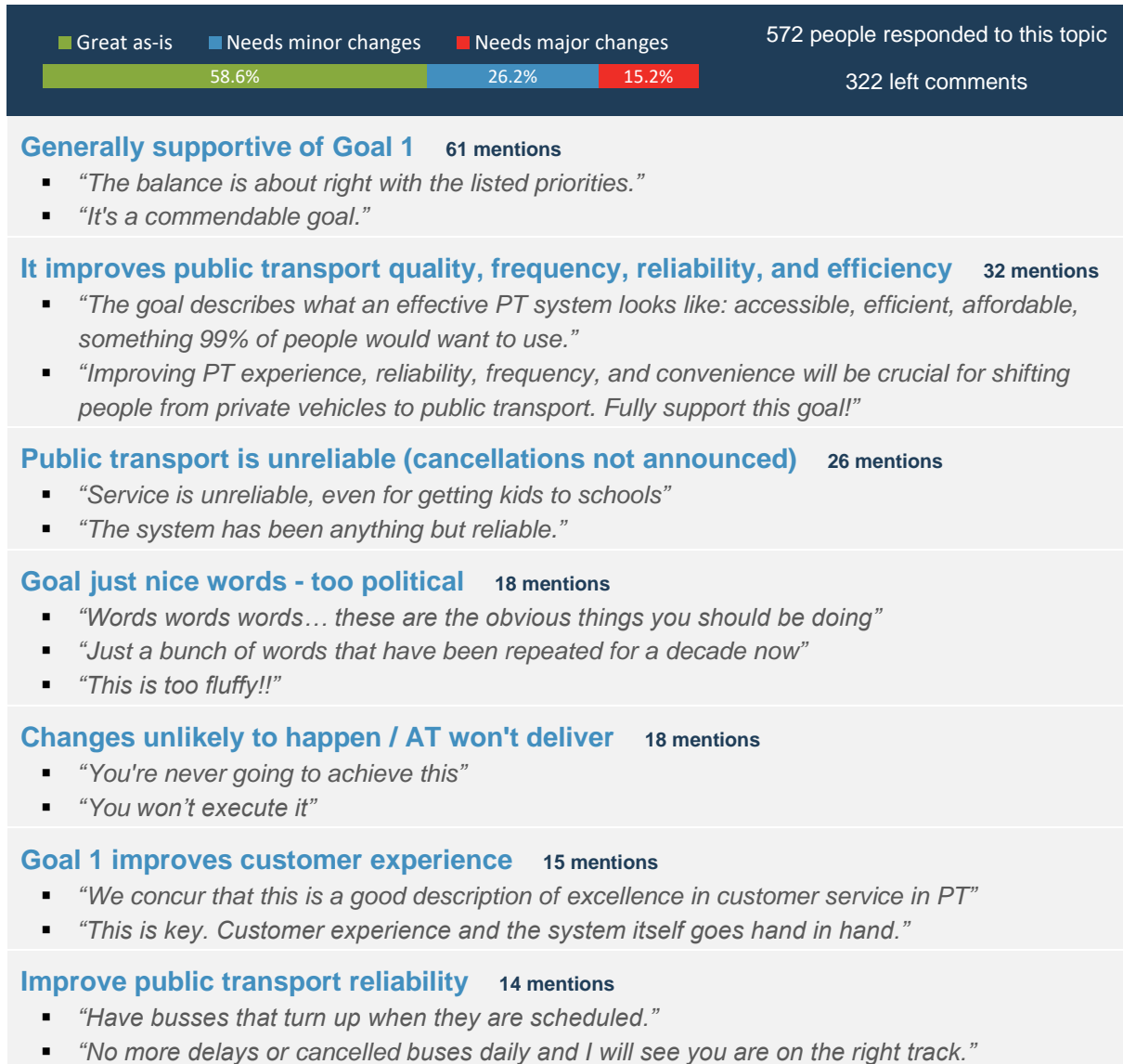


Auckland Transport response

Based on the high level of support, we are not making any changes to the Vision in the RPTP. Many of the top comment themes, such as fares and costs, reliability, and integration with other modes are covered under the various Goal areas within the RPTP. They therefore don’t need to be in the Vision, which is focusing on the outcomes we want rather than providing the detail of how we will get there (which is covered by the Goals).

Goal 1: Services providing an excellent customer experience

We received strong support for Goal 1 as it improves service reliability and frequency. Some respondents also told us they are concerned about current unreliable services and asked for ways to further improve both public transport reliability and frequency.



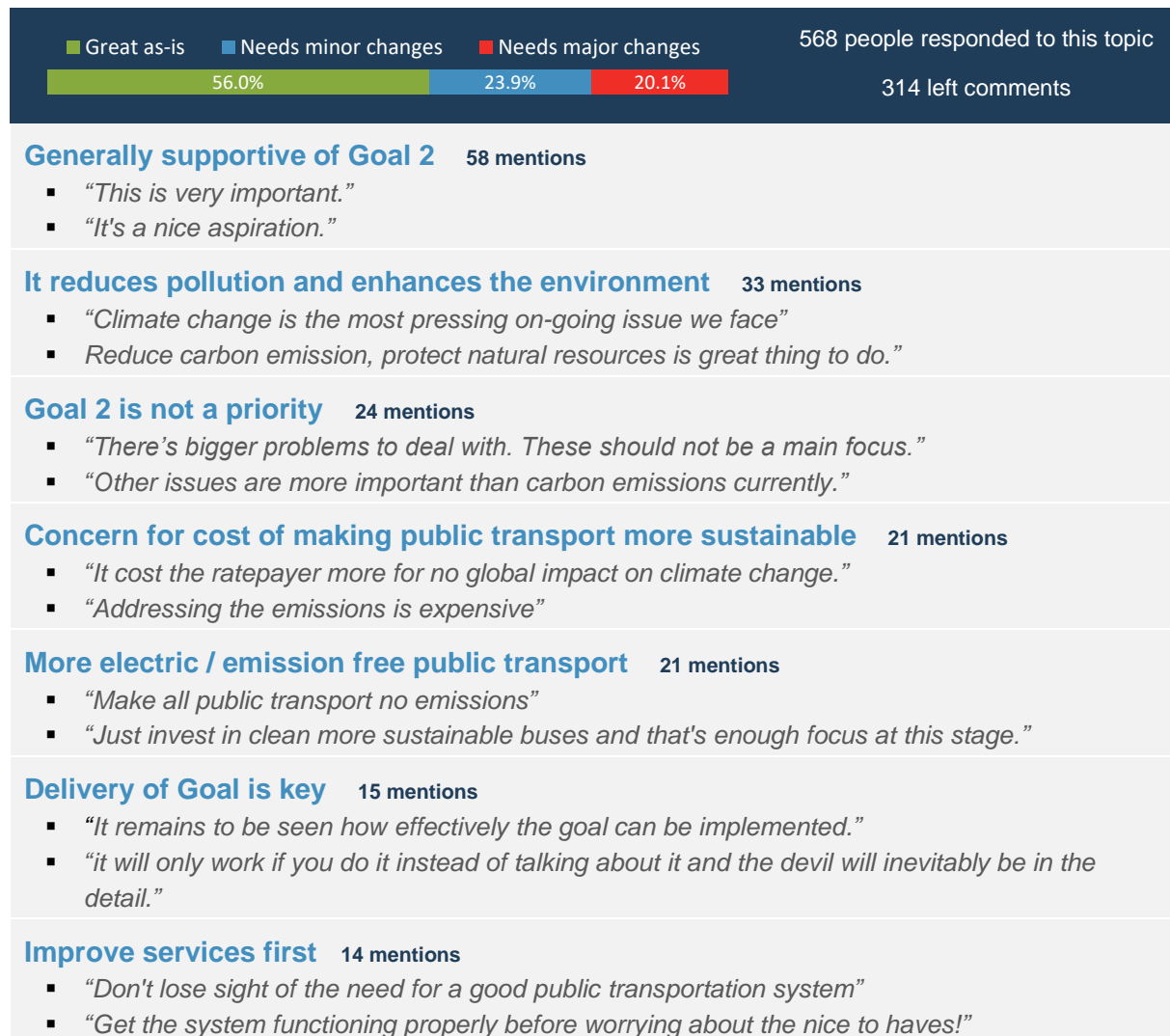
Auckland Transport response

Given the high level of support, we are not making any changes to the wording of the Goal itself. We agree that delivery is a priority, and work across AT is focused on how to improve the experience for customers.

We have added some text within this Goal to focus on how we are planning to make it easier to pay for public transport, as this is a key part of the overall customer experience.

Goal 2: Enhancing the environment and tackling the climate emergency

Many respondents supported Goal 2's focus on enhancing the environment and pollution reduction, and some also told us environmental actions are not a priority given the cost they entail and asked for improvements to be made to services first.



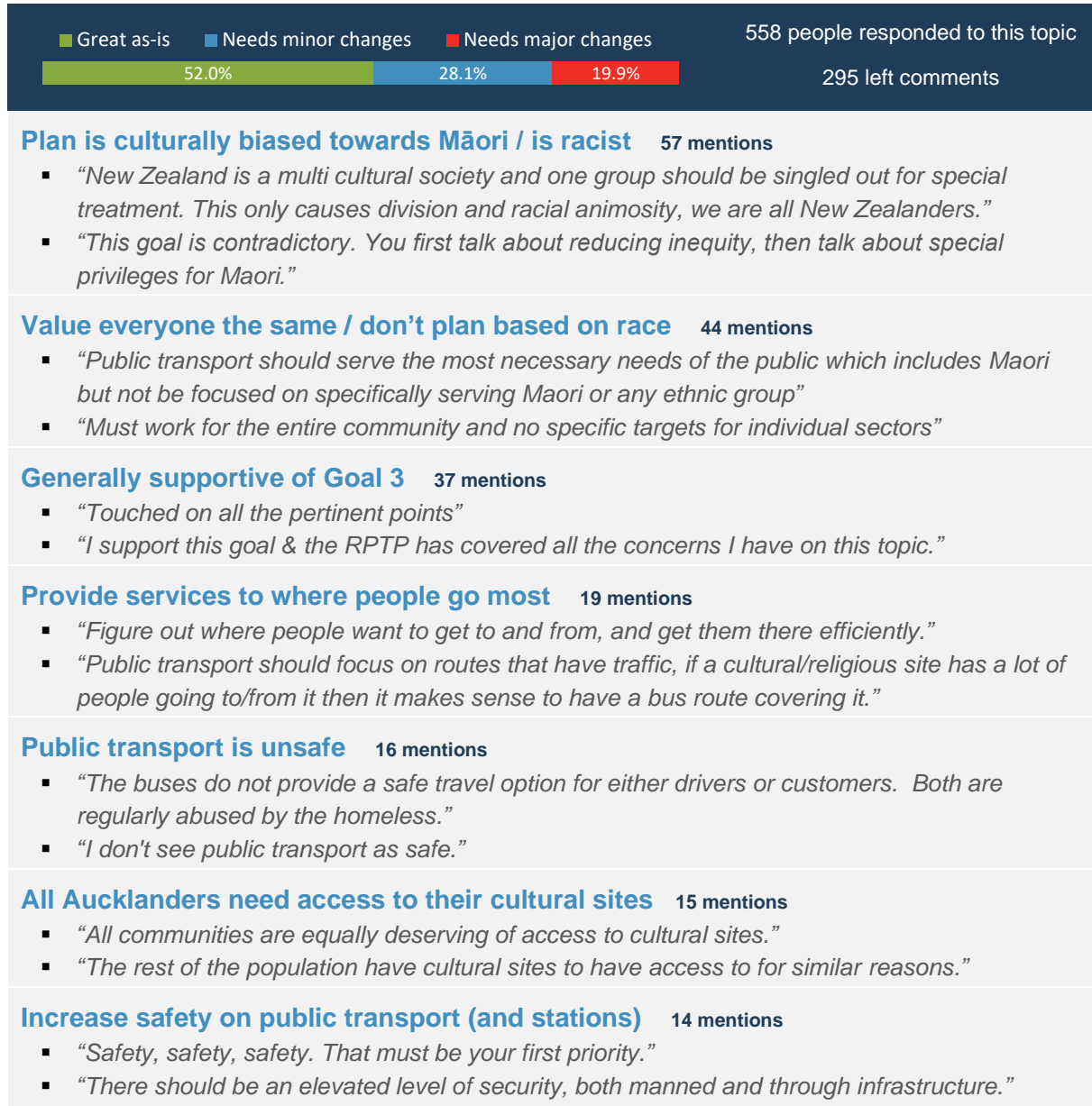
Auckland Transport response

We understand that there are concerns with the costs of transitioning to a low emission public transport fleet, but our trials show that there are significant cost savings in the long term that we can make by transitioning away from fossil fuels. The pace of this transition is designed to ensure we get the most out of existing vehicles.

We have made some changes to the text under this goal to explain more about our environmental aims and considerations related to low emission vehicles.

Goal 3: Safe and accessible transport for everyone

Many respondents told us they oppose the specific focus on Māori in Goal 3 and asked that public transport plans not be delivered based on race, and instead support all New Zealanders. Some people supported Goal 3, while some felt unsafe to use public transport.



Auckland Transport response

We have made some changes to this Goal to reflect that our planning looks to provide access for all the various cultures and ethnicities within Auckland, not just Māori.

We have added some additional detail about how the needs and concerns of different groups can vary, but that we want everyone to have a safe experience when using the public transport network regardless of their identity.

Goal 4: Integrating public transport into a growing Auckland

Goal 4 was generally supported, and respondents asked that effective public transport planning to take place early on in new developments. Other common responses included suggestions for improvements to transport shift and integration, and concerns for lack of current public transport integration.

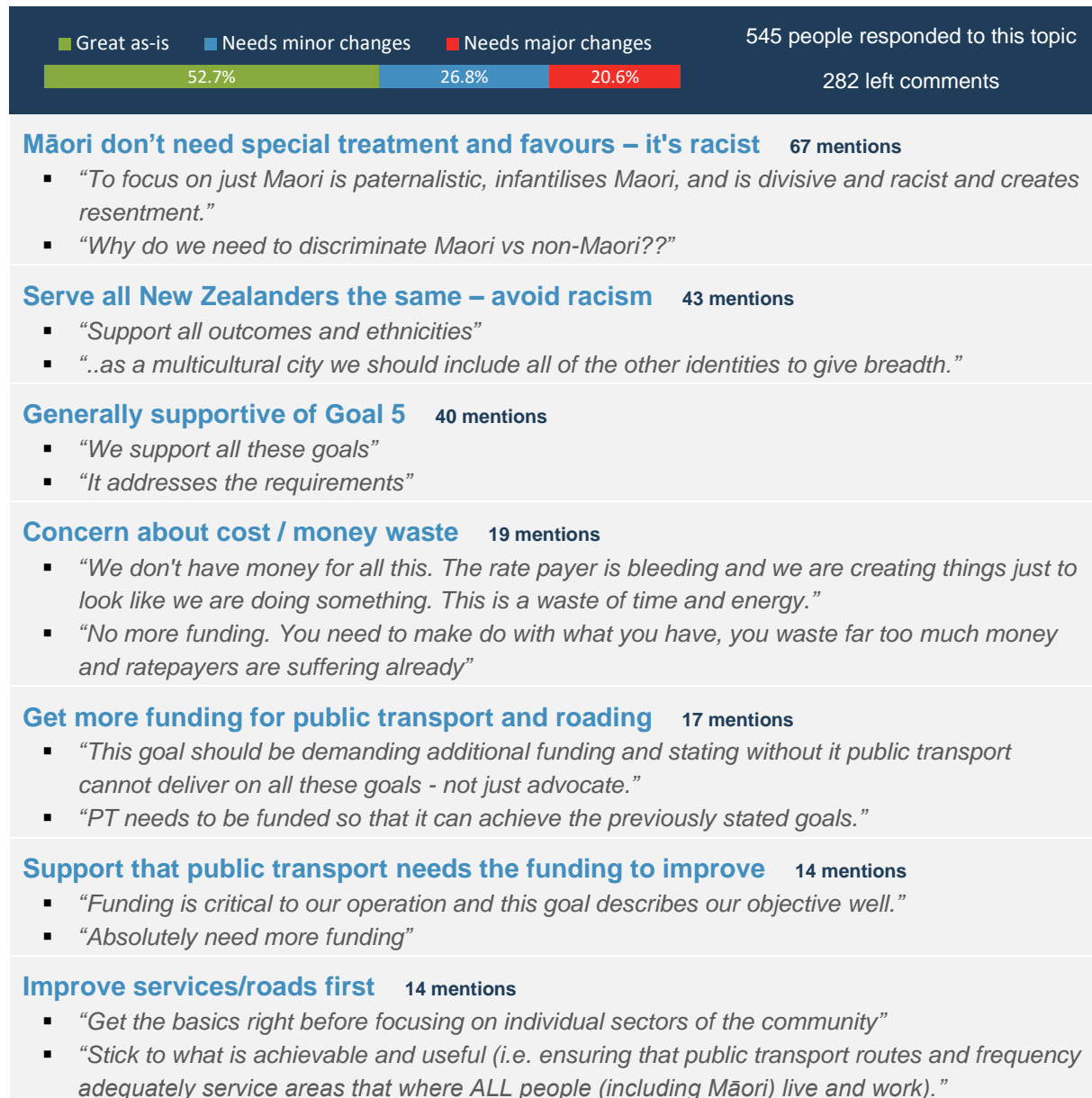


Auckland Transport response

We have made some changes to the text under this goal to reflect the contribution that public transport makes to supporting Auckland’s economy, and how it supports the land use plans of Auckland Council.

Goal 5: Funding and delivering public transport transparently

Similar to Goal 3, most respondents were concerned that in Goal 5, Māori were singled out despite New Zealand being a multicultural country and asked for all New Zealanders to be treated the same. Goal 5 was generally supported, but some were concerned about associated costs and Goal 5 being a priority.



Auckland Transport response

We have added some text to this goal to discuss the role that partnering with other parties has in providing additional revenue for the public transport system. For example, if we leave a space in a bus station to a business, that revenue can help fund the maintenance of the facility.

Feedback on the proposed actions

We asked for feedback on the actions and specific route changes proposed in the draft RPTP. Below the feedback is presented in order of the number of responses received.

Specific route change: Gulf Harbour Ferry

We heard a clear rejection of the proposed end of ferry services in 2028. Respondents told us how they rely on the ferry, and raised concerns about congestion, emissions, and safety.

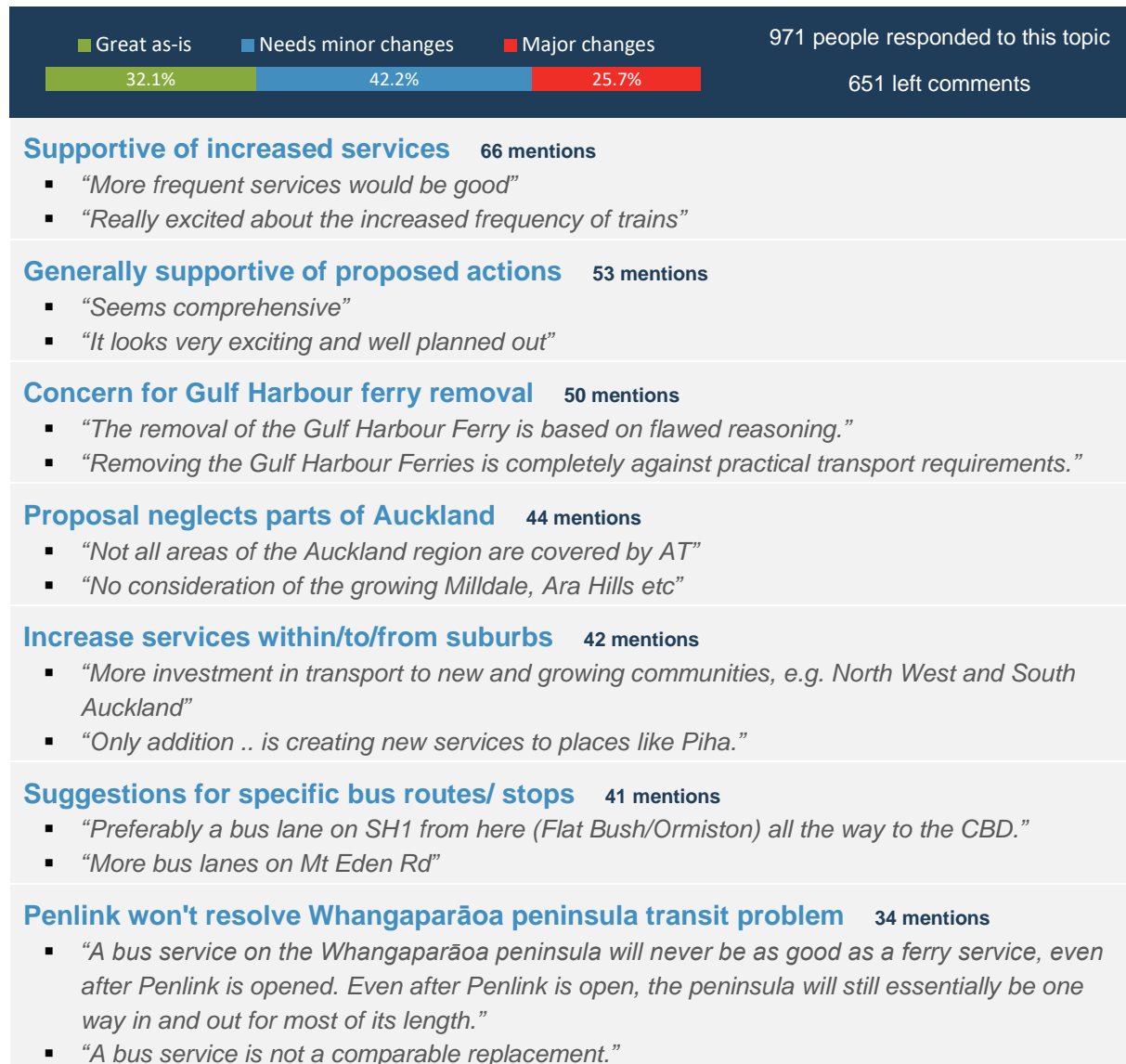
This topic received the most feedback in the consultation with 1,269 responses.	
Retain the Gulf Harbour Ferry service	1,111 mentions
<ul style="list-style-type: none"> “Do not cancel the Gulf Harbour ferry.” “I reject your RPTP proposal to remove the Gulf Harbour Ferry.” 	
Increase the reliability of the service	636 mentions
<ul style="list-style-type: none"> “We support instead the improvement of the existing Gulf Harbour ferry service reliability” “The retention of the ferry service should be accompanied by an increase in reliability.” 	
Removing the ferry will increase congestion & emissions	447 mentions
<ul style="list-style-type: none"> “People are not going to use buses they will get in their cars and add to emissions” “Removal of the ferry service will inevitably put more private vehicles back on the road for this 10 kilometre section exacerbating the congestion that already affects both buses and cars.” 	
Expand or trial a weekend service	341 mentions
<ul style="list-style-type: none"> “The best decision is to expand the existing service to include weekends.” “The ferry should be run on weekends as well” 	
A bus is not a good or equal replacement for the ferry service	330 mentions
<ul style="list-style-type: none"> “Taking a bus as an alternative option takes more time, is less efficient, creates more traffic and creates the added problem of how to get to the main bus terminal - no parking?” “Bus is unreliable and the trip takes longer than the car” 	
The community relies on the ferry service	304 mentions
<ul style="list-style-type: none"> “many people depend on it for their work in the city” “The entire Gulf Harbour development and local economy relies on the Gulf Harbour Ferry being active. This is what the community has been built on.” 	
It would reduce the public transport options; isn’t aligned with vision	298 mentions
<ul style="list-style-type: none"> “The proposal is not in alignment with AT stated goals” “It will reduce public transport options in this network” 	

Auckland Transport response

AT has clearly heard the community’s feedback. AT will commission an independent study which will look at the community’s transport needs (across all modes) and make recommendations on what that should look like. The study will be completed with input from the Hibiscus and Bays Local Board and will incorporate local customer voices and views. The outcome of the study will be incorporated into the next iteration of the RPTP, and in the meantime no final decision has been made on the public transport proposals for the peninsula.

Rapid and frequent infrastructure and services

Many respondents supported the proposed actions and increased services but were also concerned with the removal of Gulf Harbour ferry and the Penlink solution. Other main suggestions we heard were to increase service frequencies and public transport within suburbs.

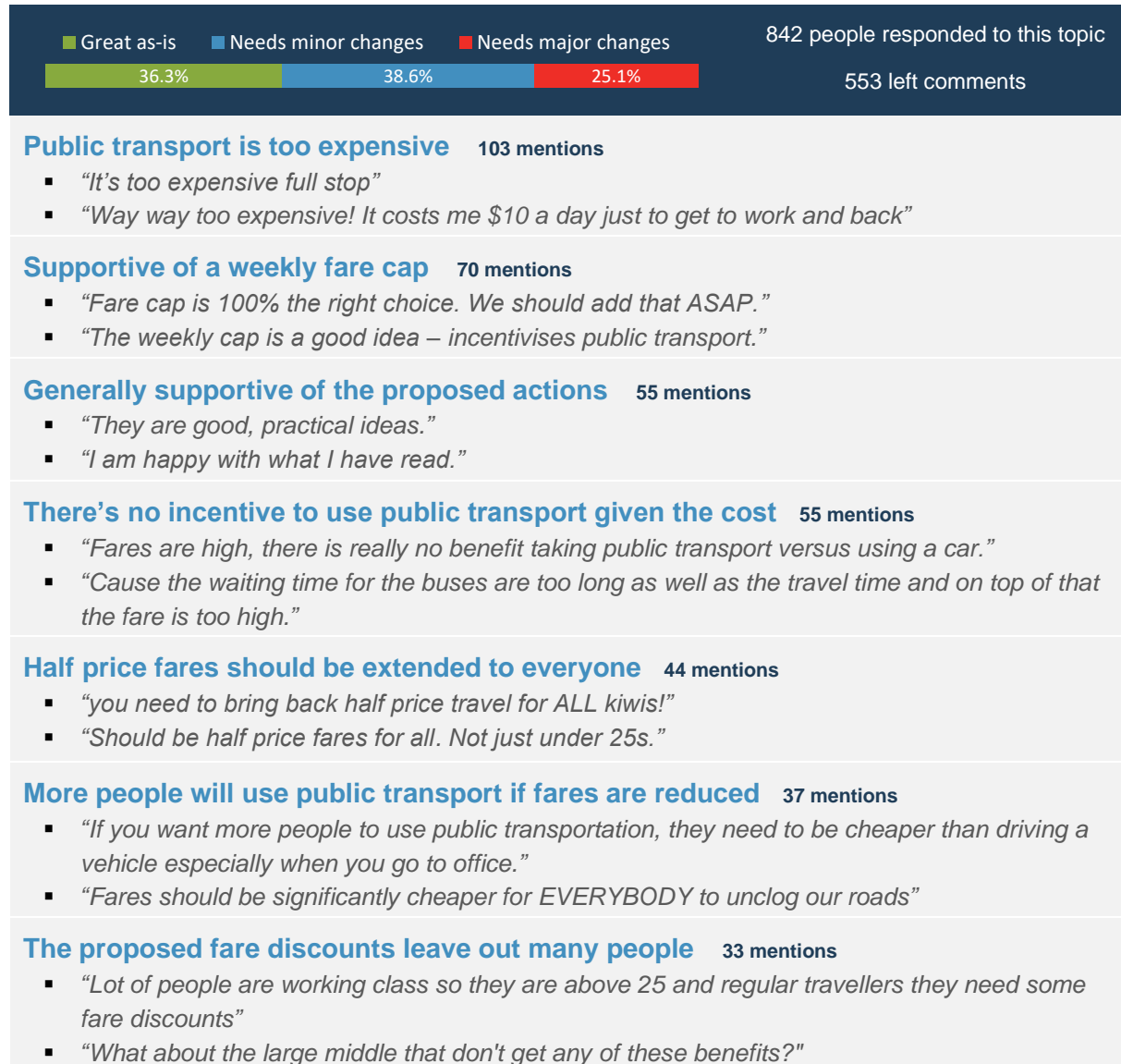


Auckland Transport response

AT notes the strong support for higher frequencies for buses and trains and will continue to look for opportunities to increase frequencies across the network, recognising that frequency is one of the most significant factors in choosing to use public transport.

Fares and pricing

Respondents told us the current fares are too high and make public transport a less attractive travel option. The proposed actions were generally supported, but many suggested additional discounts or incentives to benefit more people.

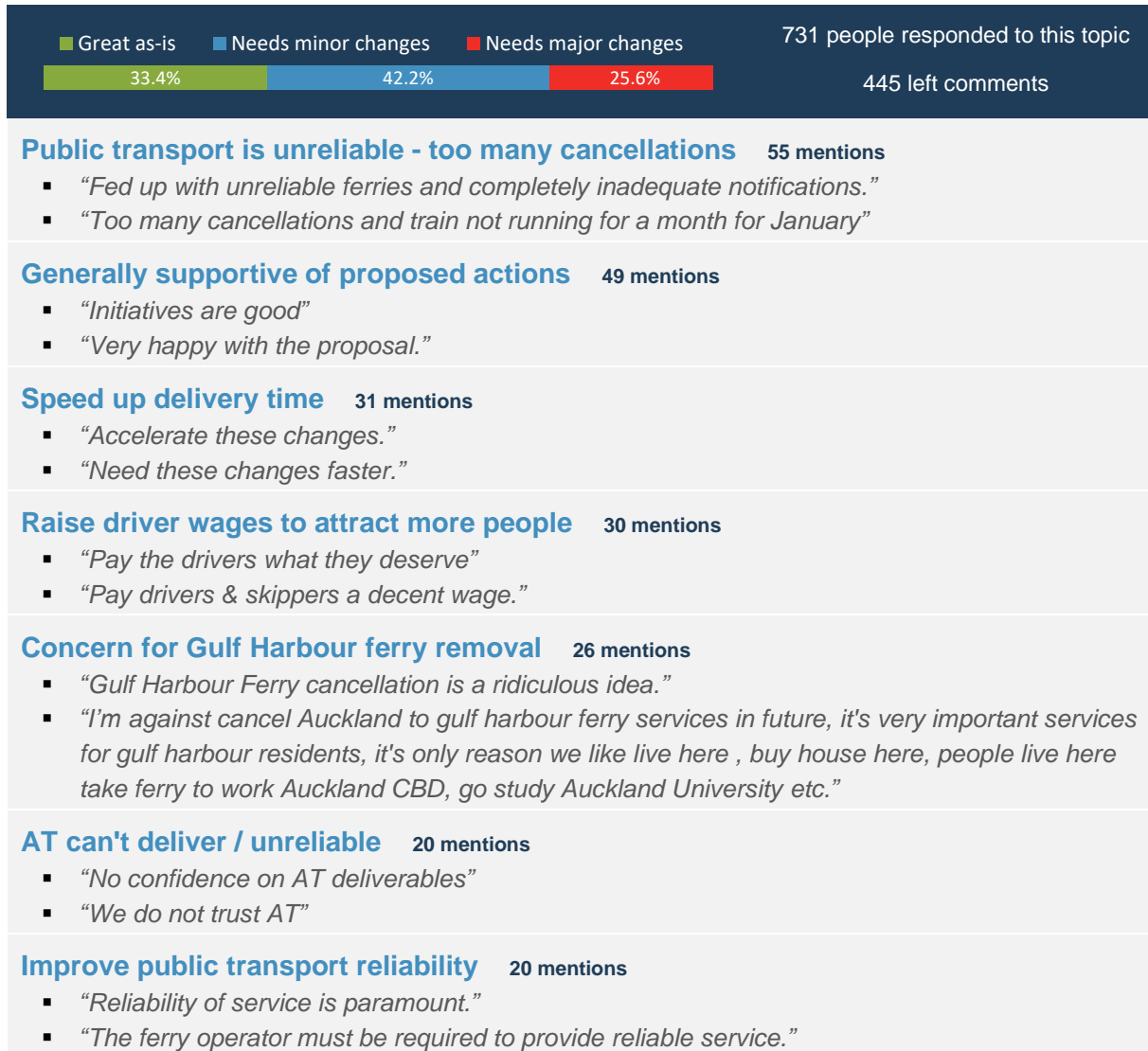


Auckland Transport response

AT notes the support for the fare cap and will continue to work to develop and deliver this initiative. AT will also work to provide better value-for-money for our customers so the full costs of public transport (including the cost of time) are seen as attractive.

Current public transport problems

Respondents mainly told us that current services are unreliable, and generally supported the proposed actions. They asked for a sooner implementation of the proposals and an increase in driver pay. Some also were concerned about the ferry removal and AT's delivery.

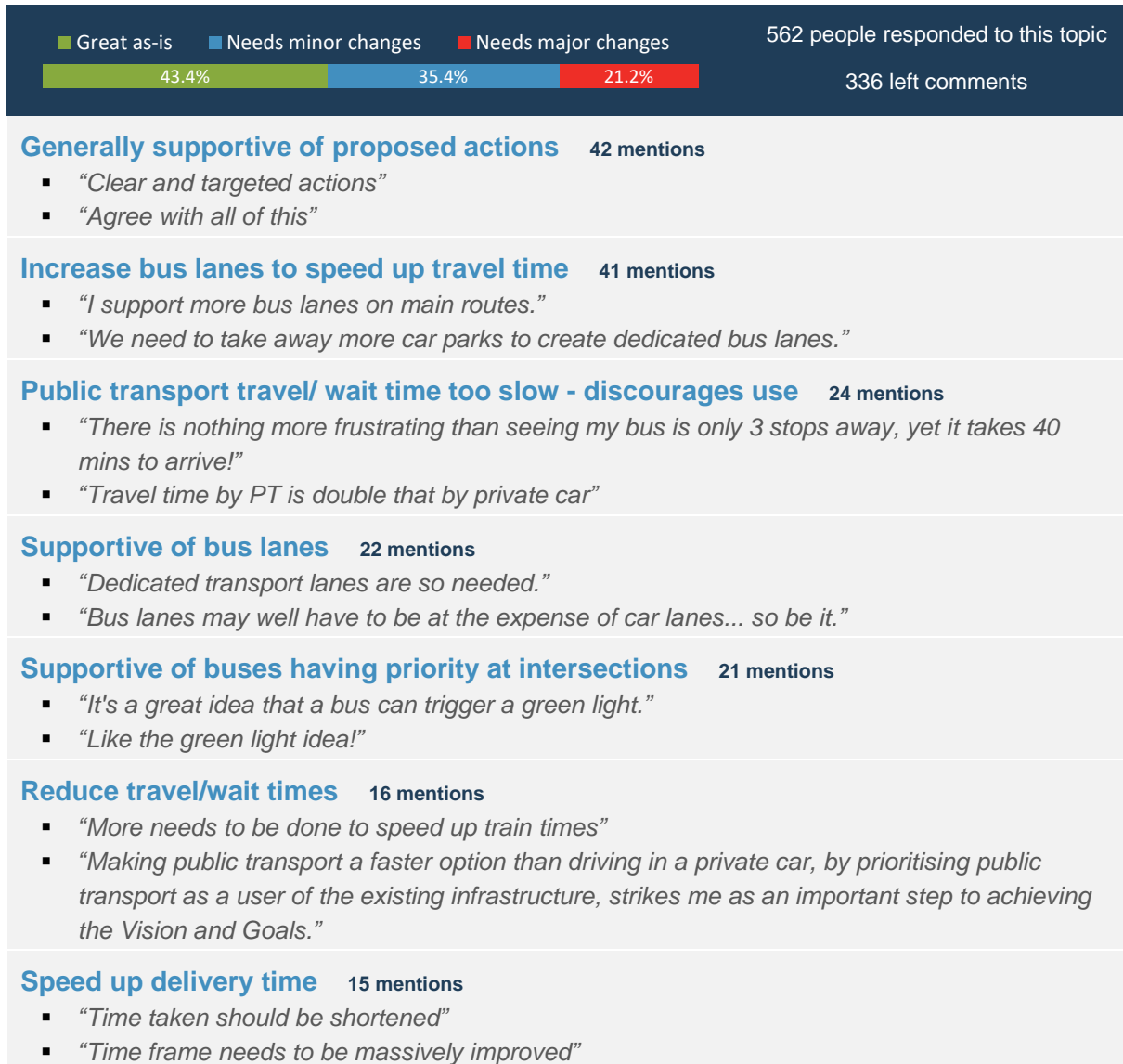


Auckland Transport response

AT has heard the issues and inconveniences caused by the lack of reliability. We have now addressed the bus driver shortage, meaning bus reliability is now back to acceptable levels and suspended trips have been reinstated. AT will work with ferry operators in 2024 to address the ongoing ferry reliability issues. AT will also work with KiwiRail to minimise the reliability issues created by the Rail Network Rebuild project, so that customers can take trains with confidence.

Speeding up travel times

Most respondents were happy with the proposed actions and in particular with the additional focus on buses, and many asked for further bus lanes and rail services to reduce travel times, which was a major concern.



Auckland Transport response

AT notes the support for more bus priority measures and faster travel times. A faster travel time will make public transport more competitive as a travel option, so an expanded programme of bus priority measures will help deliver these better outcomes.

Low emission public transport system

Most respondents were supportive of the proposed actions, and many said the plan should go further: delivering the proposals sooner, more electric vehicles, more consideration of the lifecycle of batteries.



Auckland Transport response

AT notes the support for a decarbonised public transport system and is working closely in collaboration with operators across all modes to continue this process. Significant progress has been made, and a lot of work is underway.

General comments on improving public transport in Auckland

We heard clearly from respondents that the reliability and frequency of public transport services is key. Common responses to this question also included suggestions for additional infrastructure to improve public transport: rail, bus lanes, bike lanes.

This open-text question received 453 responses

Improve frequency and reliability 92 mentions

- *“Frequency and reliability should be the key concerns going into the future.”*
- *“Frequency and reliability of all services will be key to getting more utilisation”*

Invest in rail 29 mentions

- *“We need a better more comprehensive train network, regardless of cost.”*
- *“Rail, rail everywhere. London is the best for this service. We need more of it”*

Install more bus lanes 26 mentions

- *“More dedicated bus lanes are necessary”*
- *“Lots more bus lanes, bus lanes on main arterial routes should be 24/7 not peak hour only”*

Prioritise good connections between services 24 mentions

- *“Ensure that the connecting routes run frequently as well.”*
- *“still major connection and frequency gaps for people who live outside the inner city.”*

Install more cycle lanes 22 mentions

- *“more bike lanes everywhere please”*
- *“As a cyclist + train and bus user, I would like to see more simple protected cycleways too.”*

Make public transport cheaper/affordable 22 mentions

- *“It’s far too expensive.”*
- *“Make it cheap to use. The half price fares show that cost is a factor.”*

Public transport should be better than driving 19 mentions

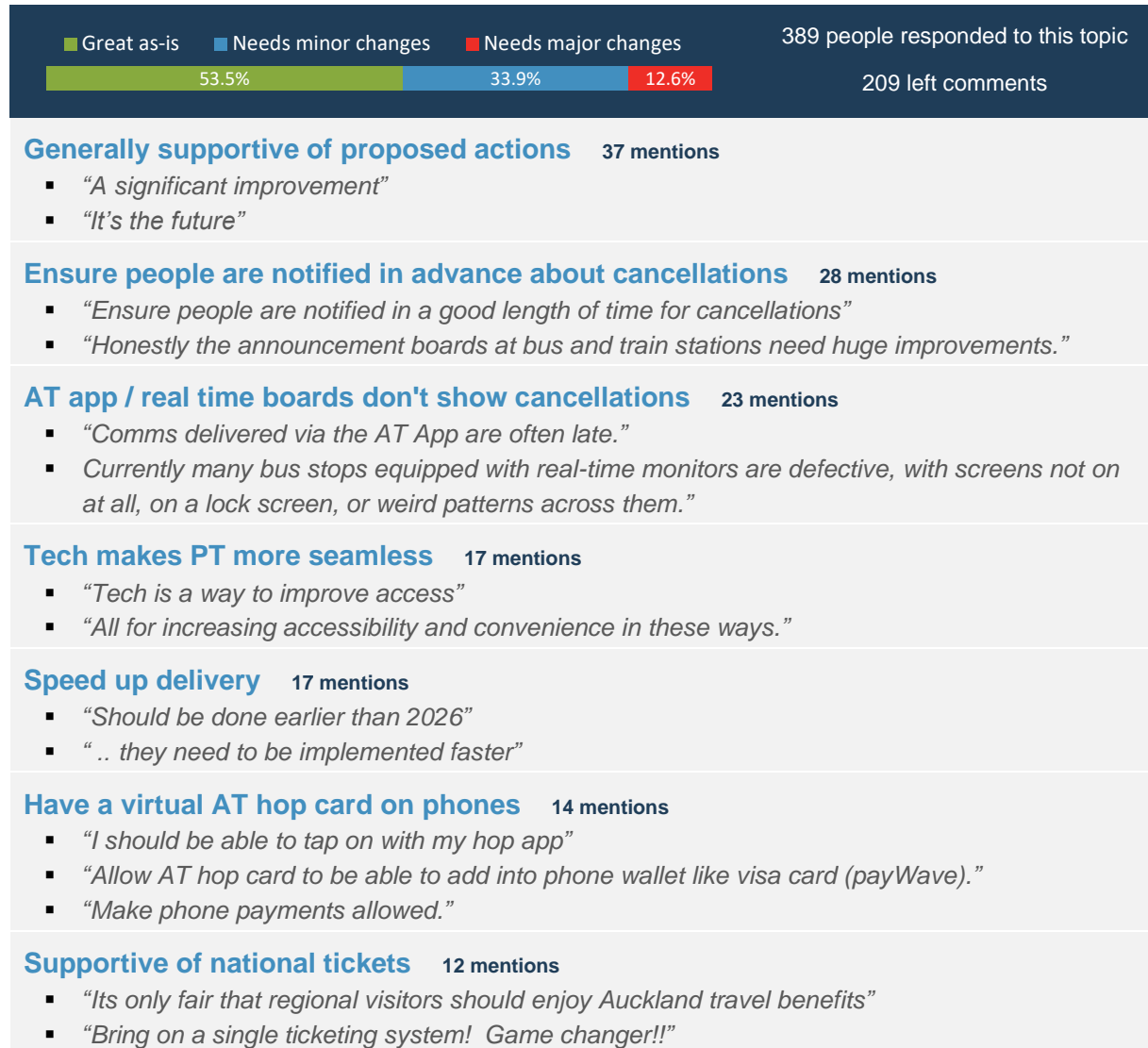
- *“The public transport system needs to be attractive enough to discourage people from continuing to use their cars!”*
- *“Its gotta be a better option than driving. In almost all cases, its not.”*

Auckland Transport response

AT will work to provide a better experience and service offering for all customers across the region, but need to recognise the level of service is what is possible within available budget.

Communications and technology

Top responses to this question included general support for the proposed actions and the use of technology in public transport, suggestions to improve communications, speeding up delivery of proposals, and improvements to the payment system, along with concerns about the AT app.

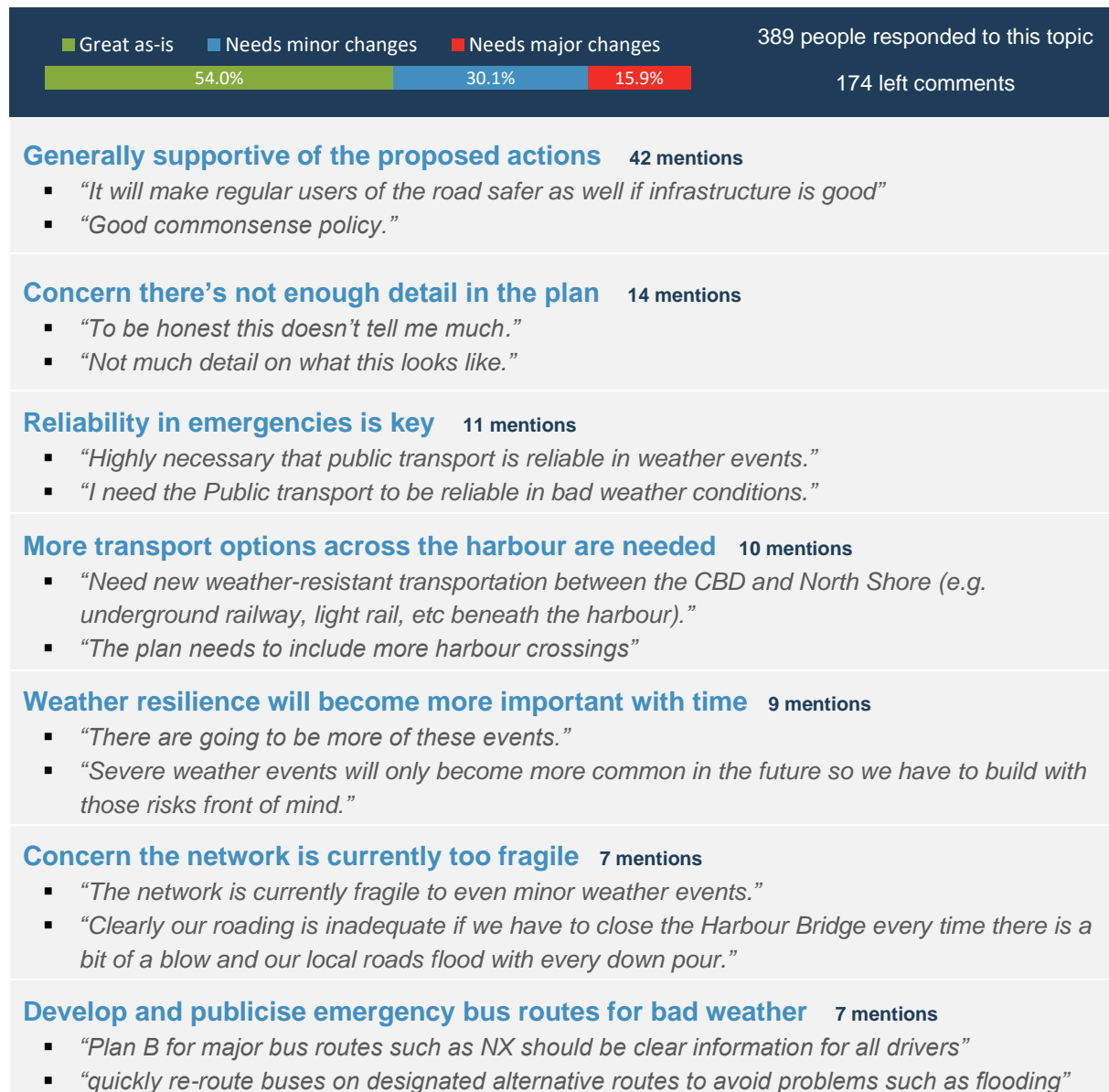


Auckland Transport response

We are improving areas which customers are focussed on – including introducing paying for public transport using debit/credit cards, and improving the communication to customers on the AT app.

Resilience to climate change

Most people agreed with the actions proposed and offered reminders to the policy team about the necessity of reliability and clearly communicated plans. We also heard concern about a lack of detail on this topic and about our existing network's low level of resilience.



Auckland Transport response

Aucklanders understand the importance of having reliable services in periods of extreme weather, which are likely to occur more often as the climate changes. AT is bringing resilience to the forefront of our thinking moving forward in terms of asset design and maintenance/renewal. This work will continue and communities will see more focus on this in future years.

Safer public transport

The proposed actions on safety were well-received. Respondents shared some suggestions and reminded us that the journey to the bus stop or train station need to be safe as well.

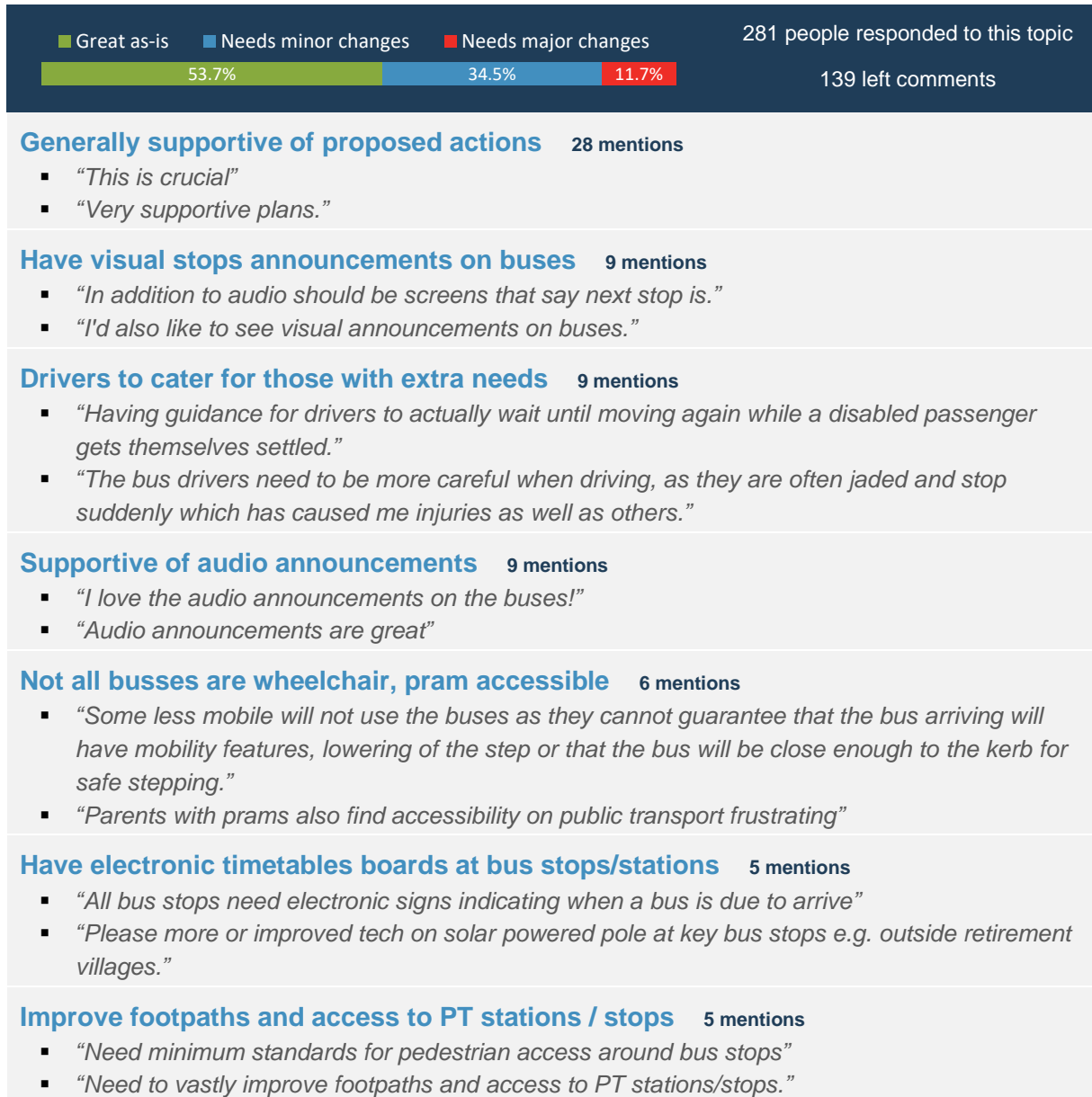


Auckland Transport response

Safety is at the heart of everything we do at Auckland Transport. It is good to see strong support for this approach, and we have plans to improve safety in a range of different ways, including more frequent services to reduce waiting times, physical safety infrastructure, better monitoring through the likes of CCTV, and having more staff out on the network. In addition to customer safety, we are also concerned about the safety of our staff and are planning to improve their safety as well.

Inclusion and accessibility

People told us they generally support the proposed actions and asked for visual announcements to also be added to buses. A number of respondents were concerned about issues around accessibility of services and asked for improvements to be made.



Auckland Transport response

Ensuring our services are accessible in an ongoing focus for AT. We will continue to work with communities that have specific needs to identify and implement solutions to overcome barriers to accessibility. An example of this is the ‘Stop for me, speak to me’ programme that is designed to improve access for vision-impaired customers.

Other RPTP proposed actions

We heard a variety of comments in response to these two open-ended questions.

We asked two overall questions on the proposed actions:

- What are your comments on our other RPTP actions i.e. the actions not covered in the previous questions?
- What other comments do you have on the RPTP actions? Have we missed anything?

AT must take over the Waiheke Island Ferry management 27 mentions

- *“The service Downtown to waiheke must be service of AT.”*
- *“waiheke to Auckland ferry should be part of public transport and reasonably priced for all”*
- *“I do not agree that Waiheke Island is exempt from being part of AT.”*

Generally supportive of the proposed actions 19 mentions

- *“All good initiatives.”*
- *“That’s awesome work by AT”*
- *“They all seem good.”*

Retain the Gulf Harbour Ferry 13 mentions

- *“I oppose withdrawal of the Gulf Harbour ferry service. Withdrawing the service goes directly against every single aspect of the Vision.”*
- *“Keep the Gulf Harbour ferry and improve its reliability.”*

A harbour crossing for active transportation modes is needed 9 mentions

- *“Focus on providing a way for cyclists to cross the Harbour Bridge, including via ferry and bus.”*
- *“WALKING AND CYCLING OVER HARBOUR BRIDGE. We are becoming a bit of a joke city that we can’t seem to achieve this, it is truly truly appalling.”*

Invest in light rail 8 mentions

- *“Build a light rail network above ground on the isthmus to replace the overcrowded isthmus bus routes.”*
- *“Adoption of more rail options i.e. light rail”*

Auckland Transport response

We are supporting Waka Kotahi’s investigation into how the Waiheke Ferry can be better integrated with Auckland’s public transport network. We are also working with other agencies on the planning of additional connections across the Waitematā harbour, and a rapid transit network for Auckland.

Feedback on proposals for specific route changes

We requested feedback on nine specific changes to public transport services. The majority were supported, except for the proposals to remove the Gulf Harbour Ferry and the Northcote Te Onewa stop from the Birkenhead ferry service.

Proposed Waiheke Island Ferry changes	229 comments
<p>Supportive of the proposed management changes 174 mentions</p> <ul style="list-style-type: none"> “Great idea” “This is a key piece to unlock ferry transport and connecting the island.” 	
<p>Cheaper fares are needed 32 mentions</p> <ul style="list-style-type: none"> “Agree wholeheartedly, the privatisation has led to unsustainable prices” “We should not be charged \$60 return per person to access Waiheke.” 	
<p>Supportive because the existing service is poor 22 mentions</p> <ul style="list-style-type: none"> “it’s unreliable” “Fullers has not been providing the services advertised, are behaving like a monopoly and extracting monopoly profits on what is a public service.” 	
<p>The Waiheke Island Ferry should be a public service 19 mentions</p> <ul style="list-style-type: none"> “I think that the Waiheke ferry should be a not for profit service, community owned.” “Yes, there is no need for private business to have to be involved in a public service.” 	
<p>Concern public management would be less efficient 15 mentions</p> <ul style="list-style-type: none"> “I very much doubt if AT will be able to operate a ferry service-it is specialised.” “Think this is a bad idea as AT haven’t a proven record on running transport services.” 	
Other proposed changes	198 comments
<p>Northcote/Te Onewa ferry stop should be retained 62 mentions</p> <ul style="list-style-type: none"> “Removing the Northcote Point ferry terminal is a bad idea.” “Cancelling the ferry service to/from northcote Point is utter nonsense.” 	
<p>Retain the Gulf Harbour Ferry service 17 mentions</p> <ul style="list-style-type: none"> “I oppose the withdrawal of the Gulf Harbour ferry service.” “Overall carbon emissions will increase with proposed ending of Gulf Harbour ferry service.” 	
<p>Improve the Northcote ferry reliability and ridership will improve 13 mentions</p> <ul style="list-style-type: none"> “Improve its reliability and usage will increase.” “This service has become so erratic that I and the majority of people who used to use this service, barely use it now.” 	
<p>Generally supportive of the draft RPTP proposed actions 12 mentions</p> <ul style="list-style-type: none"> “an excellent start to a new and bold future.” “Most of the proposed changes are the sort of changes we need to make progress.” 	
<p>Concern West Auckland has been left out of the plans 7 mentions</p> <ul style="list-style-type: none"> “Way more needed for West Auckland.” “West Auckland is totally left out!!!” 	

Proposed train service plan once the Central Rail Link is open

175 comments

Generally supportive of the proposed service plan 75 mentions

- *“Support, cannot wait to use this.”*
- *“It’s good. Trains when they work are an excellent service.”*

The train network should be expanded further 14 mentions

- *“The City Rail Link goes nowhere. We need serious train service all over the Auckland region.”*
- *“Expand existing train network. No light rail.”*

Concern the trains will not run frequently enough 12 mentions

- *“Generally positive - but 10 mins should be the standard, not every 15.”*
- *“The frequencies are too low, particularly in the morning.”*

Off-peak and evening frequency should be increased 9 mentions

- *“Off-peak services should be at least every 10 minutes. Evening services should be more frequent.”*
- *“More frequency would be good in the evening.”*

Concern about plans for the Onehunga line 5 mentions

- *“Real shame Onehunga is being neutered and is not aimed at the CBD. Otherwise, amazing.”*
- *“This line NEEDS to be changed so that it goes ALL the way to Britomart and back to Onehunga, as it did previously.”*

Proposed changes along Whangaparāoa once Penlink opens

157 comments

Supportive of the proposed changes 59 mentions

- *“I support this”*
- *“This would be a huge help and make it better to live in that area”*

Retain the Gulf Harbour ferry service 25 mentions

- *“The money being proposed for expanded bus services should be put to better use by restoring the reliability of the Gulf Harbour ferry service.”*
- *“I oppose the proposal to terminate the Gulf Harbour ferry service.”*

Concern the bus is an insufficient replacement for the ferry 11 mentions

- *“Does not come close to compensating for the removal of the Gulf Harbour ferry.”*
- *“Your proposals here are simply not based on the facts on the ground. The road network cannot possibly fulfil the anticipated connection routes and timings.”*

Changes will increase congestion 7 mentions

- *“The bus service will simply get stuck in the traffic along with the cars.”*
- *“Removing the ferry is going to mean more people in cars and more people stuck in traffic because people don’t want to catch the bus!”*

Concern Penlink isn’t wide enough 5 mentions

- *“Need more lanes for Penlink.”*
- *“O Mahurangi will not be big enough for buses, and the roads at either end are too congested to cope.”*

Proposed new areas for the AT Local service

106 comments

Supportive of the new areas for AT Local 49 mentions

- *"Great initiative."*
- *"The local on-demand service is great and should be rolled out to other parts of Auckland."*

Generally do not support the service 8 mentions

- *"Please do not bother."*
- *"No thanks"*

Concern trips are too expensive per person 6 mentions

- *"Generally too costly in terms of subsidies (per passenger)."*
- *"There are an ineffective use of limited resources that would be better spent on building bus lanes"*

AT Local should only be continued if it is cost efficient 5 mentions

- *"Only if it becomes more efficient and profitable"*
- *"Seems expensive for low ridership, but if it make financial sense, it's fine I guess."*

Concern the service competes with private taxis/rideshare services 4 mentions

- *"These are Uber or taxis - why compete?"*
- *"Unhelpful as more like a taxi service than public transport."*

Proposed changes to the AirportLink route

100 comments

Supportive of AirportLink changes 69 mentions

- *"Yes excited to see this work really well"*
- *"This is vital! Need better airport links and the ability to link east Auckland to the Airport"*

Rail to the airport should be used instead 4 mentions

- *"We need a train to the Airport, not a bus link."*
- *"Should be heavy rail"*

Changes are not needed 3 mentions

- *"no need"*
- *"Not necessary"*

Proposed Eastern Busway changes

86 comments

Supportive of the proposed changes 60 mentions

- *"Great idea"*
- *"Love them, full support"*

Maintain the current path of the 70 and 72X 4 mentions

- *"Would like the 72X and 72M to keep travelling as far as they currently do (past Litten Rd) so that there are fewer changes for people living in this area"*
- *"I was extremely dismayed to see that routes 70 and 72X no longer go down Symonds St (and Britomart)."*

Proposed changes to the OuterLink route

80 comments

Supportive of the OuterLink changes 71 mentions

- *“Very good, OuterLink will be more efficient”*
- *“This change should be good and provide more straightforward routes”*

The existing bus service is unreliable 7 mentions

- *“It is extremely unreliable due to it being looped.”*
- *“The outerlink is terrible unreliable and should be split up.”*

Proposed Rosedale Station and related bus changes

71 comments

Supportive of the proposed changes 48 mentions

- *“Helpful addition to the network*
- *“This is great!”*

Deliver Rosedale Station sooner 4 mentions

- *“THE EARLIER THE BETTER”*
- *“Supported, but Rosedale station should be opening sooner.”*

Auckland Transport response

AT notes the support for proposed changes to Waiheke ferry management, the OuterLink, the Eastern Busway, the train network, AirportLink and AT Local. All these initiatives will continue to progress, with confidence of community support. Additional engagement will occur on each topic ahead of implementation when the final concept/detail is known.

AT’s response to feedback on the proposals to remove the Gulf Harbour Ferry and the Northcote Te Onewa stop from the Birkenhead ferry service are outlined above in the [Key outcomes and decisions](#) section.

Feedback on proposed policies

We received feedback from respondents on the proposed policies. People expressed support, areas of concerns, and also made suggestions on a wide range of policies.

188 people responded to this topic		
Policy 1: Service Planning and design		
Support 13 mentions	Concerns 25 mentions	Suggestions 29 mentions
<ul style="list-style-type: none"> “Ongoing monitoring of services is a great idea” “It is not clear whether this scale (very low through very high) applies equally to buses, trains and ferries.” 		
Policy 2: Rapid and frequent infrastructure and services		
Support 3 mentions		Suggestions 2 mentions
<ul style="list-style-type: none"> “Highly supportive of the ARTP.” “Would like to see trains every 10 mins off peak rather than 15.” 		
Policy 3: Quality of services, infrastructure, and vehicles		
Support 6 mentions	Concerns 4 mentions	Suggestions 13 mentions
<ul style="list-style-type: none"> “It is difficult to get a bus to connect with a rail service, especially at times of major congestion.” “Needs to be updated to include providing free WiFi on all vehicles/modes of transport” 		
Policy 4: Customer experience, information and technology		
Support 9 mentions	Concerns 22 mentions	Suggestions 18 mentions
<ul style="list-style-type: none"> “Audio on buses is amazing, especially at night time when you can't see out the windows or when you're on a new unfamiliar route as you don't need to constantly look at the app to know when you get to your stop. Love the idea of using them to notify of disruptions.” “Sales and promotion total waste of funds. Since no competition, therefore sales and promotion activities are useless.” 		
Policy 5: Low or no emission public transport network		
Support 1 mentions	Concerns 6 mentions	Suggestions 6 mentions
<ul style="list-style-type: none"> “Support, cannot wait to use this.” “No detail has been provided on how these .. policies will be delivered, in contrast to many of the other proposed policies.” 		
Policy 6: Supporting sustainable approaches		
Support 2 mentions	Concerns 7 mentions	Suggestions 5 mentions
<ul style="list-style-type: none"> “Support, cannot wait to use this.” “Who thought it was a good idea to cluster carbon reduction and diversity together?” 		

Policy 7: Resilient to Climate Change

Support 2 mentions

Concerns 2 mentions

Suggestions 3 mentions

- *“Strongly support the integration of the Waiheke Ferry into PTOM as a matter of urgency.”*
- *“The environment policies are so short, especially compared to the other policies.”*

Policy 8: Inclusion and accessibility

Support 2 mentions

Concerns 4 mentions

Suggestions 7 mentions

- *“Entirely reasonable and good things to achieve”*
- *“85% of Aucklanders don't use public transport, and you're focussed on picking up the niche users. Let's not forget the disabled, but you've limited funds which need to be spent for the biggest gain.”*

Policy 9: Fares and pricing

Support 7 mentions

Concerns 13 mentions

Suggestions 11 mentions

- *“I like the inclusion of 'rewarding frequent use'.”*
- *“Concerned about the 'ability to pay' statement - as it is lots of people either don't pay or use their children's passes to get half fair.”*

Policy 10: Safety and personal security

Support 2 mentions

Concerns 2 mentions

Suggestions 4 mentions

- *“I do like the number you can text that gets help without drawing attention to yourself, good idea.”*
- *“To be honest there are very few security or Maori wardens that I look at on the train & feel reassured that they could handle a situation. They do not make me feel safe.”*

Policy 11: Multi-modal access to public transport

Support 1 mentions

Concerns 3 mentions

Suggestions 4 mentions

- *“Support, cannot wait to use this.”*
- *“Creating multi-modal infrastructure is not enough”*

Policy 12: Public transport and land use integration

Support 7 mentions

Concerns 3 mentions

Suggestions 9 mentions

- *“I am in favour of all the sub-policies in this section”*
- *“Should also consider road use in already developed areas such as requiring developers to put in pedestrian walkways to the end of cul-de-sacs if they are developing property.”*

Policy 13: Procurement, service delivery, funding and monitoring

Support 3 mentions

Concerns 7 mentions

Suggestions 12 mentions

- *“I strongly endorse "AT will ensure that the available capital and operating funding is directed to PT infrastructure projects that will increase travel choice and encourage mode shift".”*

- *“Fare box recovery to rise from 25% to 35% - no mention of HOW this will be achieved or what happens if it is not”*

Policy 14: Partnering with Mana Whenua

Concerns 1 mention **Suggestions** 2 mentions

- *“Can be interpreted as AT will give money to the minority groups for nothing.”*
- *“Respecting mita when it comes to train station names.”*

Policy 15: Collaborating with operators

Suggestions 2 mentions

- *“Support, cannot wait to use this.”*
- *“Collaboration with operators needs to have another aspect: proper penalties for not meeting the requirements of adequate service.”*

Policy 16: Service changes process

Support 3 mentions **Concerns** 1 mention **Suggestion** 1 mention

- *“I support this”*
- *“Travellers should be treated equally regarding consultation.”*

Policy 17: Private service providers

Support 1 mention **Suggestions** 2 mentions

- *“Support, cannot wait to use this.”*
- *“AT should be reducing reliance on private service providers as this system does not have the interests of users of PT as first priority.”*

General comments on the RPTP policies

Support 42 mentions **Concerns** 95 mentions **Suggestions** 95 mentions

- *“Generally good policies that will greatly improve the PT situation right now.”*
- *“Inconsistency overall”*

Auckland Transport response

We have made changes to policies throughout the plan to add clarity where it was requested in feedback, and to align with recent changes to legislation.

General comments on the draft RPTP

This broad question was met with a wide variety of comments, concerns, and suggestions. We primarily heard the draft plan is on the right track, with many suggestions for priorities.

This open-text question received 350 responses

Supportive of the draft RPTP overall 68 mentions

- *"This plan seems well thought out. I hope that funding is made available to achieve it."*
- *"It's extensive and seems to solve many problems."*

Low level of confidence in the success of the plan 16 mentions

- *"I have no faith it will get better"*
- *"A great progressive vision for improving PT services in Auckland. If only the community had any faith that AT will actually implement it!"*

Fast & reliable public transport should be prioritised 15 mentions

- *"I would use public transport if it was frequent and quick."*
- *"To get people out of their cars you need to provide a public transport system that is reliable, frequent, affordable and safe."*

More affordable/cheaper fares are needed 15 mentions

- *"Reduce the bus fares"*
- *Would like to see more detail on fare caps and cheaper fares generally. Auckland fares are the third most expensive in the world."*

The changes should be delivered faster 14 mentions

- *"go faster!"*
- *"The lead times for some of these projects are too long"*

Public transport service frequency is key 13 mentions

- *"The plans are really good but as I said before there should be frequent services for all over Auckland from everywhere."*
- *"Increase the scope with regards to frequency increases and zero-emissions fleet adoption"*

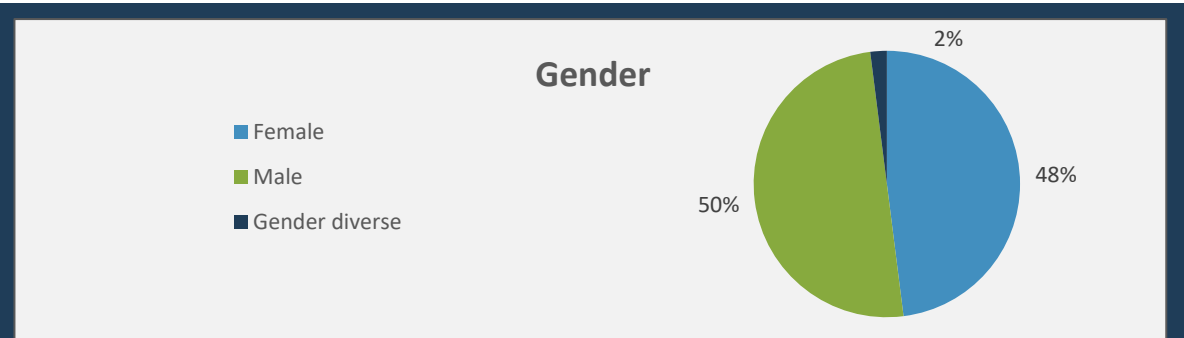
Overall the plan is good but there aren't enough details 13 mentions

- *"The goals set out in this document are great but there isn't a lot of security in when and how they are going to be met."*
- *"No detail on costs and who pays make this aspirational and certainly not a plan"*

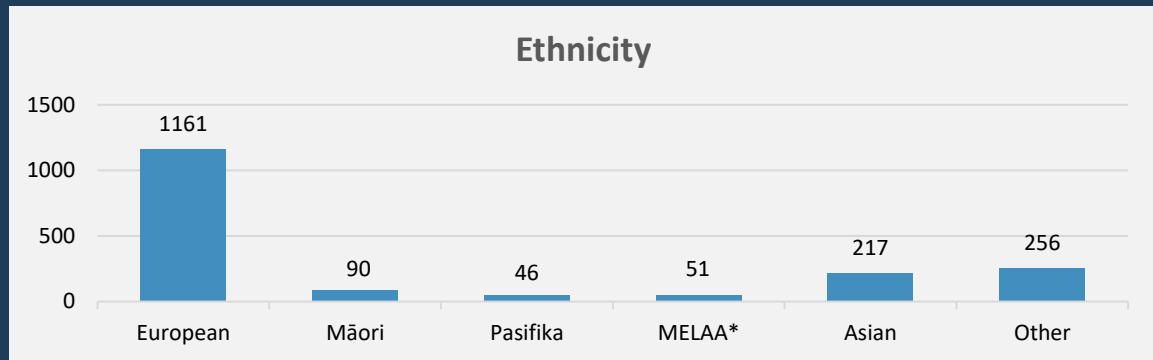
Auckland Transport response

It's great to see high levels of support for our plans to improve public transport. We also understand the importance of delivering what we say we will, which is why the improvements in the RPTP are based on what we think we can deliver with the funding we expect to be available. We don't want to over-promise and under-deliver. On the other hand, if we can make improvements earlier than what we have set out in the plan we will do so.

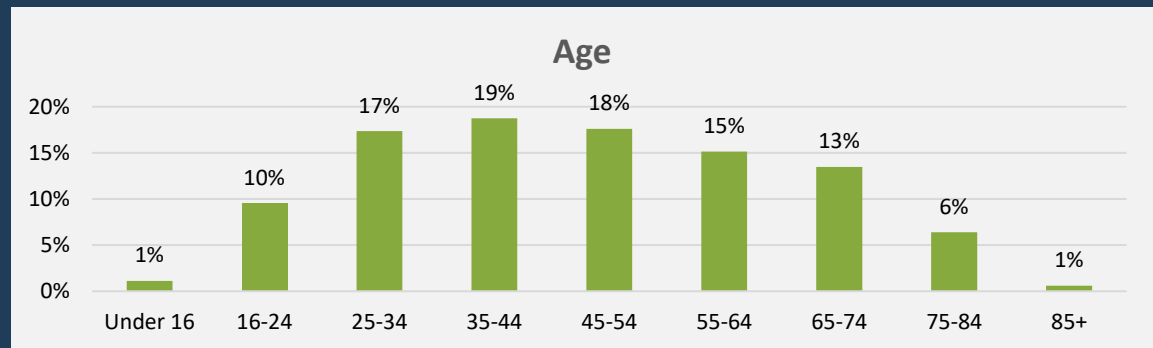
Demographics of respondents



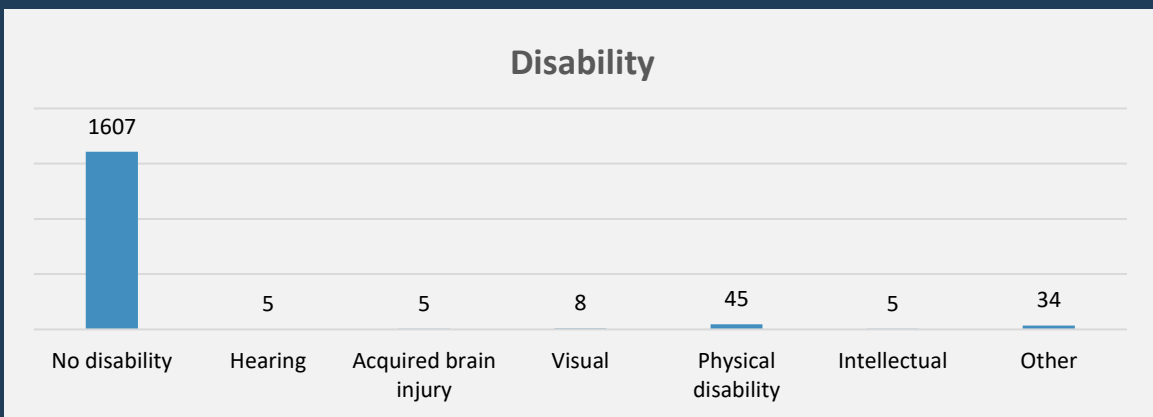
54% of people responded to this question



53% of people responded to this question *MELAA captures those from the Middle East, Latin America, and Africa



53% of people responded to this question



50% of people responded to this question

Key interest group submissions

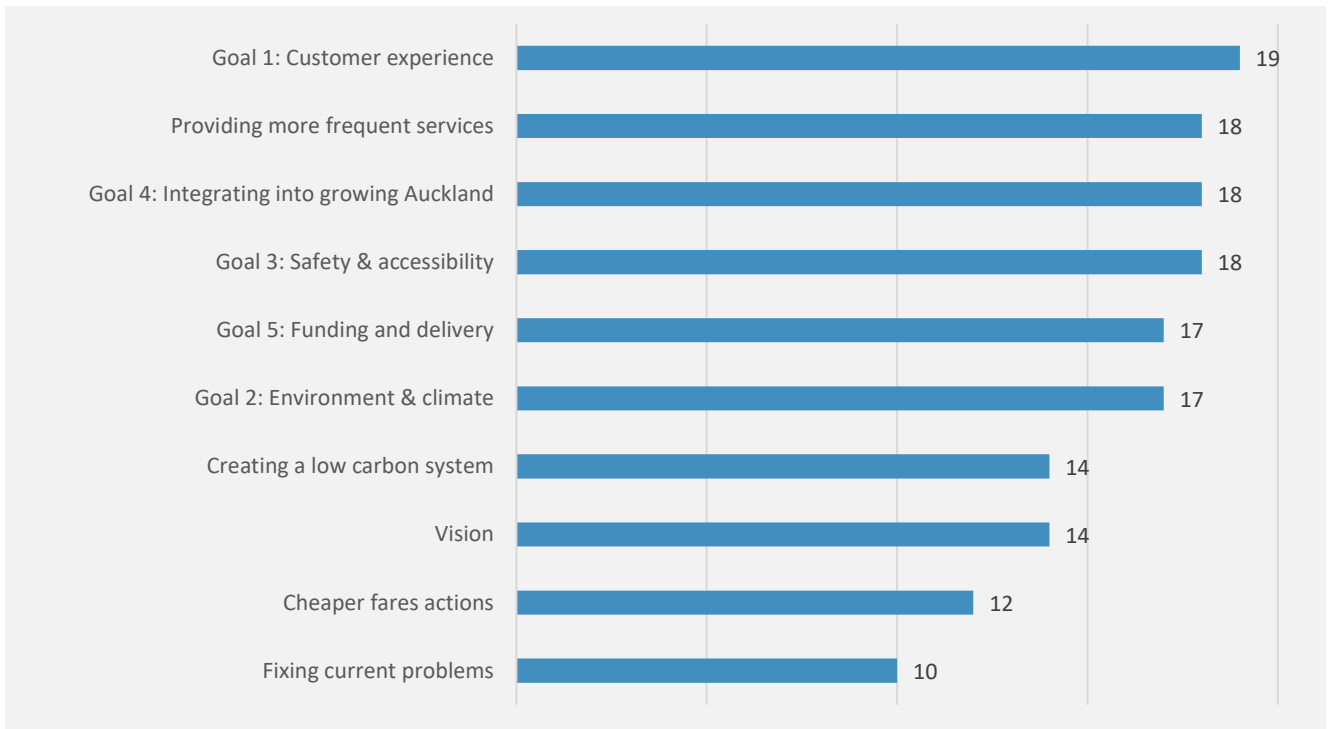
In addition to feedback from individual respondents, we received submissions from **45 key interest groups**.

- Auckland Airport
- Auckland Regional Public Health Service
- Automobile Association (AA)
- Beachlands South Limited Partnership
- Big Street Bikers
- Bike Auckland
- Brake, the Road Safety Charity
- Bus and Coach Association of New Zealand
- Business North Harbour Incorporated
- Campaign for Better Transport
- Clevedon Community and Business Association
- Community Waitākere
- End Urban SUVs
- EV Maritime Limited
- Fletcher Residential Limited / Fletcher Living
- Fullers360
- Gulf Harbour Ferry Group Representative
- Gulf Harbour Yacht Club Inc
- Herne Bay Residents Association Incorporated
- Howick Historical Village
- Hugh Green Limited
- Kāinga Ora – Homes and Communities
- Kinetic
- Ministry of Education
- Motutapu Restoration Trust
- Ngāti Manuhiri Settlement Trust
- Orakei Community Association Incorporated
- Project Forever Waiheke
- Protect Our Gulf
- Protect Our Winters
- Pukekohe Christian School
- Sealink Travel Group
- Takapuna Residents Association
- Te Tai-awa o te Ora
- Te Whakahaere Āhuarangi Ltd
- Titirangi Residents & Ratepayers Association
- Via Transportation
- Waiheke United AFC
- Waikato District Council
- Waikato Regional Transport Committee
- Waiuku Business & Development Association
- Waka Kotahi NZTA
- Wentworth College
- Weymouth Residents and Ratepayers Association
- Yachting New Zealand

These submissions are available to read in full on the [consultation webpage](#).

Stakeholder feedback was primarily focused on the **Vision and Goals** or on topics directly related to their expertise or local area. As with the wider feedback, we heard suggestions about additional investment into **rail, ferries**, and other active modes transport like **cycling and walking**, as well as concerns about **delivery and timelines**.

The most common topics were:



Attachment: Online survey text

Share your views on our proposals for Auckland's public transport system

Below you will find a list of topics covered in this survey, please select the topics you want to share your thoughts on, and a personalised survey will be generated.

Important please read: If you only want to provide general feedback on the draft Regional Public Transport Plan (RPTP), or just want to share your general thoughts on public transport, then please answer the following questions:

- *General comments on the RPTP*
- *General comments on how to improve Auckland's public transport system*

To make it easier to provide feedback, some examples from the draft RPTP are outlined under each of the “Key proposals/actions” questions. For more information visit [AT.govt.nz/rptp](https://at.govt.nz/rptp)

Create your survey

Please select the topics you want to share your thoughts on.

- The proposed RPTP vision and goals
- The proposed RPTP policies
- Fixing the current problems with public transport (such as service cancellations)
- Providing more frequent better-connected bus, train, and ferry services
- Speeding up travel times
- Rolling out cheaper fares
- Improving communications and technology
- Making improvements for people with accessibility needs
- Making public transport even safer
- Increasing the resilience of public transport to severe weather events
- Creating a low carbon public transport system
- Feedback on other RPTP actions, or general comments on the RPTP actions
- RPTP proposals for specific public transport services/routes
- General comments on the RPTP
- General comments on how to improve Auckland's public transport system

The proposed RPTP vision and goals

The vision and goals set out what we want the public transport system to look like. Our highest and most urgent priority is fixing problems like driver shortages and service reliability, but we still need to plan for the future.

Our proposed vision and goals for the public transport system are shown below, you can also find out more on [pages 24-30](#) of the draft RPTP and [page 4](#) in the summary document.

What do you think of this vision for Auckland's public transport system?

- The vision is great as it is
- The vision is on the right track but needs some minor changes
- The vision needs major changes

Goal 1: Services providing an excellent customer experience

What this means:

- Improved quality and number of services
- Public transport is efficient, frequent, reliable, and convenient
- Public transport is resilient and responsive to changes in demand
- Public transport adopts innovative approaches and integrates new technology
- All aspects of public transport provides an excellent customer experience

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

Goal 2: Enhancing the environment and tackling the climate emergency

What this means:

- Reduced carbon emissions from transport through more people using public transport and a low emissions public transport system
- Public transport protects and restores biodiversity, water, and air quality
- Public transport is resilient to severe weather events

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

Goal 3: Safe and accessible transport for everyone

What this means:

- Public transport reduces inequity, enabling people to access key social, economic, and cultural opportunities
- Public transport is accessible and safe (including for people with disabilities)
- Public transport provides Māori whānau, hapū, iwi, and communities access to a range of cultural sites (such as marae and wāhi tapu)

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

Goal 4: Integrating public transport into a growing Auckland

What this means:

- Public transport helps to create more compact, sustainable, and efficient development patterns
- New development areas are well connected to public transport
- Public transport enables and supports well-functioning urban environments
- Public transport is well connected with other transport modes

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

Goal 5: Funding and delivering public transport transparently

What this means:

- Utilises community, and other, partnerships to better meet Aucklanders needs
- Sharing more data about the performance of public transport services
- Public transport supports Māori identity and Māori outcomes
- Procurement supports the efficient delivery of services and value for money
- Advocate for additional funding to address current funding shortfalls

What do you think of this goal for Auckland's public transport system?

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Open text box: **Why do you feel this way?**

The proposed RPTP policies

Policies guide how we will plan, design, deliver and operate the public transport system. They are statements as to how we will achieve the vision and goals, and they set the direction for the actions.

In the RPTP, policies are grouped under the goal they contribute to the most, but most will support the achievement of more than one goal.

Our proposed policies for the public transport system are outlined on [pages 54-66](#) of the draft RPTP.

What are your comments on the proposed RPTP policies? [Open text box]

Fixing the current problems with public transport

There have been many issues recently such as driver shortages and cancellations. We're working hard to fix these problems and get things back to where they were before the pandemic, this is our priority. Some key points to note are:

- We're on track to have the bus driver shortage fixed by the end of 2023.
- We're working with the government to raise wages and improve immigrations pathways for bus drivers and ferry skippers.
- KiwiRail's rebuild of the rail network will be complete by early 2026, reducing cancellations and disruptions.

Other short-term proposals are outlined on page 19, and pages 32-53 (as part of the actions) of the draft RPTP, and pages 7-11 in the summary document.

What are your thoughts on our initiatives to fix the current problems with public transport?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Providing more frequent better-connected bus, train, and ferry services

Most Aucklanders want to be able to just turn up and go, rather than planning journeys around timetables. More frequent services also improves the connectivity of the public transport system by reducing waiting times when transferring between services.

Some of our key proposals to improve the frequency of public transport include:

- The Auckland Council Climate Action Targeted Rate will fund 10 new frequent bus routes by 2027, and we will deliver another three frequent routes by 2031
 - More buses on other lower frequency routes
 - Stages 2 and 3 of the Eastern Busway – between Pakuranga and Botany
 - Working with Waka Kotahi to deliver the north-west bus improvements, which includes buses every 7-8 minutes during peak hours
 - Planning improvements to the public transport system that will support and connect to Light Rail.
-

-
- City Rail Link creates the rail capacity to have more trains arriving more often
 - By 2026 trains will run every 7.5 minutes at peak travel times and every 15 minutes the rest of the day.
 - KiwiRail is building three new trains stations on the southern line
 - Between 2024-2026 we will introduce more ferry trips on several routes, including Pine Harbour, West Harbour, Hobsonville Point, and Half Moon Bay; as well as more reliable connections to bus services.
 - Changes to Gulf Harbour Ferry, Te Onewa Northcote Point Ferry, and OuterLink Bus Service

Proposals to improve the frequency of public transport are outlined on [pages 20-21](#), [pages 34-41](#) (as part of the Goal 1 actions) and [pages 82-118](#) (under services) of the draft RPTP, and [pages 7-11](#) in the summary document.

What are your thoughts on our proposed actions to provide more frequent public transport services?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Speeding up travel times

Aucklanders have told us they want public transport journeys to be quicker. Some of our key proposals to speed up travel times, include:

- City Rail Link will speed up train journeys meaning twice as many people will be within 30 minutes of central Auckland
- Electric trains to Pukekohe.
- More bus lanes on key routes.
- More bus queue jumps and priority at intersections. For example buses running behind schedule will be able trigger a green traffic light.
- Stages 2 and 3 of the Eastern Busway – between Pakuranga and Botany
- Working with Waka Kotahi to deliver the north-west bus improvements, which includes longer bus lanes on the motorway shoulders

Proposals to speed up travel times are outlined on [pages 20-21](#), and [pages 34-41](#) (as part of the Goal 1 actions) of the draft RPTP, and [pages 7-11](#) in the summary document.

Please note: These proposals are focused on travel times once people are on a bus, train, or ferry service. Other proposals that speed up overall travel times, such as service frequency and reliability, are covered in other questions in this survey.

What are your thoughts on our proposed actions to speed up travel times?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Rolling out cheaper fares

Aucklanders have told us they want cheaper public transport fares and discounts for frequent use. Some of our key proposals to provide better value fares, include:

- A weekly fare cap that allows unlimited travel for a fixed price.
- Half-price fares for under 25s and free fares for under 13s has just kicked off.

Proposals to provide better value fares are outlined on [page 47](#) of the draft RPTP and [page 7](#) in the summary document.

What are your thoughts on our proposed actions to provide better value public transport fares?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Making improvements for people with accessibility needs

Some Aucklanders have told us they want public transport to be easier to use for people with accessibility needs, such as those with visual impairments or reduced mobility. Some of our key proposals to improve the accessibility of public transport, include:

- Continue to implement our Accessibility Action Plan.
- Funding of the Total Mobility Scheme.
- Continued roll-out of audio announcements on buses.
- Ongoing accessibility improvements to stops and other infrastructure.

Proposals to improve the accessibility of public transport are outlined on [pages 45-47](#) of the draft RPTP and [page 8](#) in the summary document.

What are your thoughts on our proposed actions to improve the accessibility of public transport?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Improving communications and technology

Aucklanders have told us they want AT to communicate better about things like services changes and cancellations. They also want better ticketing options and more innovative technology that improves the experience of using public transport. Some of our key communication and technology proposals, include:

- In 2025 passengers will be able to use credit cards to board public transport.

-
- AT HOP card will be replaced in 2026 when we move to the national ticketing system. One benefit of the new system is that it will enable online balance top-ups to take effect immediately.
 - Improvements to the AT Mobile app and online channels to let you know things quickly.
 - Better real-time service tracking information.

Communication and technology proposals are outlined on [page 42](#) of the draft RPTP and [page 8](#) in the summary document.

What are your thoughts on our proposed actions to improve communications and technology?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Making public transport even safer

Some Aucklanders have told us they want to feel safer when using public transport. Here are some of our key proposals to make public transport even safer:

- Rolling out transport officers on buses like on Auckland's trains.
- Testing the implementation of safety barriers to protect drivers.
- Conflict de-escalation training for drivers.
- Run buses and trains more frequently in the evening.

Proposals to make public transport even safer are outlined on [page 48](#) of the draft RPTP and [page 8](#) in the summary document.

What are your thoughts on our proposed actions to make public transport even safer?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Increasing the resilience of public transport to severe weather events

Aucklanders want less disruptions to public transport due to severe weather events. Here are some of our key proposals:

- Maintenance programmes that will upgrade infrastructure, so it's less vulnerable to increasingly severe weather events.
- New infrastructure will be designed to be resilient to increasingly severe weather events.

Proposals to increase the resilience of public transport to severe weather events are outlined on [page 44](#) of the draft RPTP and page 8 in the summary document.

What are your thoughts on our proposed actions to increase the resilience of public transport to severe weather events?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Creating a low carbon public transport system

Many Aucklanders have told us they want a low carbon public transport system. Here are some of our key proposals to reduce carbon emissions from the public transport system:

- Over 1,000 buses (75% of the fleet) will have no tail pipe emission by 2031.
- Electric ferries in operation on several routes by 2025.
- Electric trains to Pukekohe.
- Ensure all PT projects consider the emissions embodied within the whole project, such as materials and construction techniques, and reduce them where possible.

Proposals to create a low carbon public transport system are outlined on [pages 43-44](#) of the draft RPTP and [pages 8-11](#) in the summary document.

What are your thoughts on our proposed actions to create a low carbon public transport system?

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes
- The initiatives need major changes

Open text box: **Why do you feel this way?**

Feedback on other actions in the RPTP

Actions give effect to the policies, generally they are the tangible changes to the public transport system you will see happening around you.

Our proposed actions for the public transport system are outlined on [pages 32-53](#) and [page 82](#) onwards of the draft RPTP and some key actions are outlined on [pages 7-11](#) in the summary document.

What are your comments on our other RPTP actions i.e. the actions not covered in the previous questions?

Open text box

What other comments do you have on the RPTP actions? Have we missed anything?

Open text box

Feedback on RPTP proposals for specific public transport services/routes

Our proposals for specific bus, train, ferry, and on-demand services/routes are outlined in Part 7 of the draft RPTP.

How do you feel about the following proposed changes to public transport services/routes?

Proposed train service plan after City Rail Link opens

Open text box

Eastern busway changes, including new direct routes from Ormiston and Meadowlands (Bus routes 70, 705, 706)

Open text box

OuterLink changes (Bus routes OUT, 64, 65, 661)

Open text box

Extending the AirportLink service to Botany, and associated changes (Bus routes AIR, 31, 35, 356, 357, 358, 72)

Open text box

Opening of Rosedale Station and associated bus network changes (Bus route 864, 865, 907)

Open text box

Removal of the Gulf Harbour ferry after the Whangaparāoa changes are made (GULF ferry route)

Open text box

Proposal for AT to take over the Waiheke ferry (MTIA ferry route)

Open text box

Potential new AT local on-demand service areas

Open text box

What are your comments on other service changes proposed in the draft RPTP? Have we missed anything?

Open text box

General comments on the RPTP

This is the place for feedback on the draft RPTP that doesn't fit well under the other survey questions, or if you would rather share all your thoughts in one place.

What are your general comments on the RPTP?

Open text box

General comments on how to improve Auckland's public transport system

If you want to share your general thoughts on public transport, then this is the place to do it.

What are your general comments on how to improve Auckland's public transport system?

Open text box

Who are you providing feedback on behalf of? Is your feedback on behalf of an organisation or business?

- Yes – I am the official spokesperson for the organisation / business
- No – These are my own personal views

Contact details

PRIVACY: Auckland Transport is committed to protecting our customers' personal information. **Providing your email address ensures that we can contact you with updates to the project.**

Your feedback will be made publicly available in our feedback report, but your name and contact details will always remain private.

First name _____

Surname _____

Email _____

Tell us a bit more about yourself

We monitor the answers below:

- to see if the feedback we are getting on our proposals for the public transport system varies according to things like where people live, how old they are, or how they travel around Auckland.
- so we can try and make sure we hear from a range of people.

What suburb do you live in? [Open text box](#)

What local board area do you live in? [\(Choose from the drop-down list\)](#)

Unsure which is your local board? [Click here](#) to find out.

What is your age? [\(Choose from the drop-down list\)](#)

What gender are you? [Choose from list](#)

What best describes your travel habits? [Regularly \(1+ times a week\)](#), [Sometimes \(1+ month\)](#), [Rarely/Never \(0-3 times a year\)](#)

I travel by public transportation to work or education.

I travel by public transportation to other destinations.

I travel by private motor vehicle (e.g., van or car) to work or education.

I travel by private motor vehicle (e.g., van or car) to other destinations.

I travel by bicycle and micro-mobility (e.g., e-scooter) to work or education.

I travel by bicycle and micro-mobility (e.g., e-scooter) to other destinations.

What ethnicity are you? *(Tick all that apply)*

Do you have a disability? Yes/No

If Yes, **What type of disability do you have?** Hearing, Acquired brain injury, Visual, Physical disability, Intellectual, Other (please specify)

How did you find out about the plan, proposals, or survey? Choose from list
