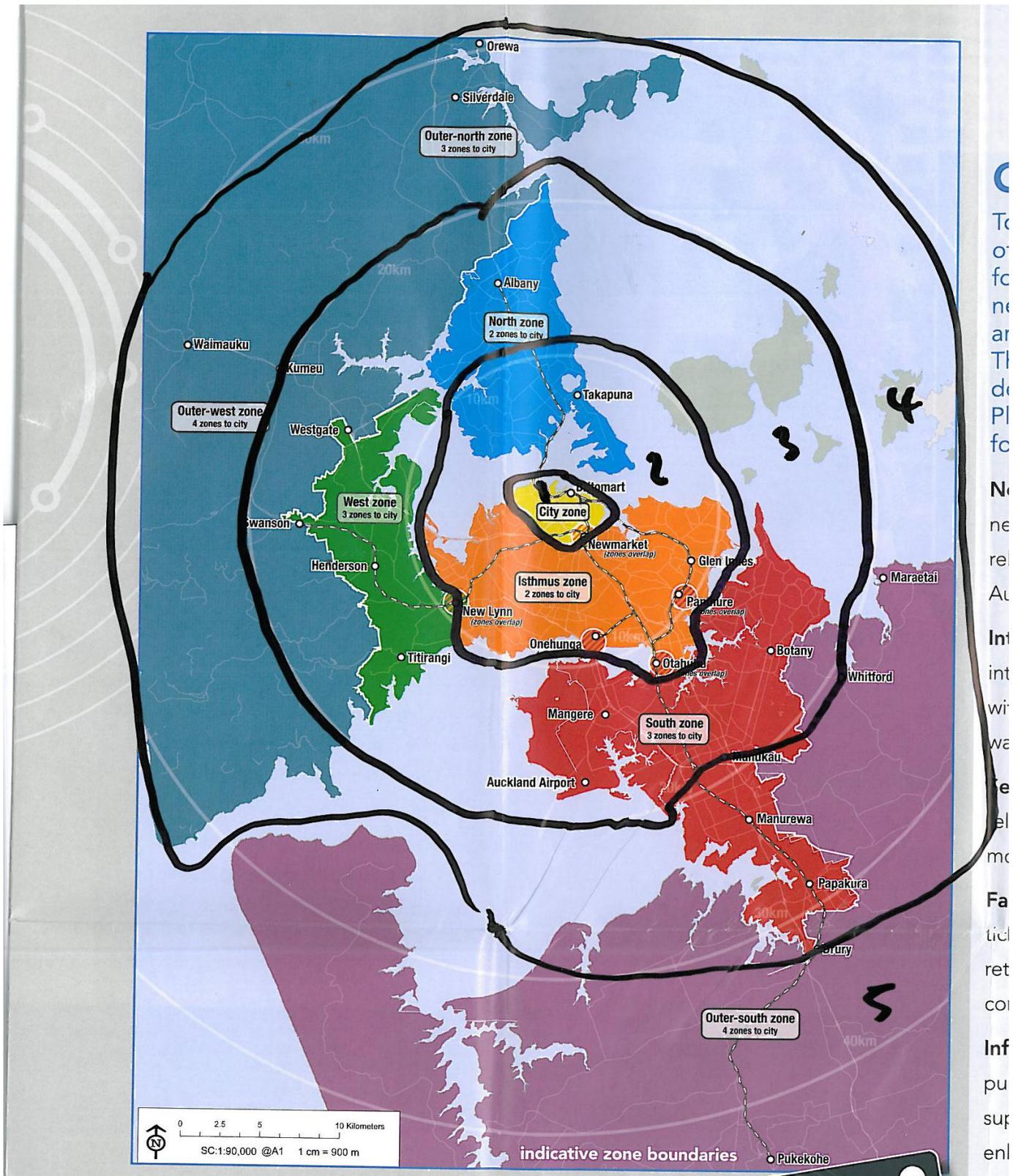


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Attachment #1

- Submitters: 14
- Submitter Name: Lorraine Maguire
- Attachment from Submission:

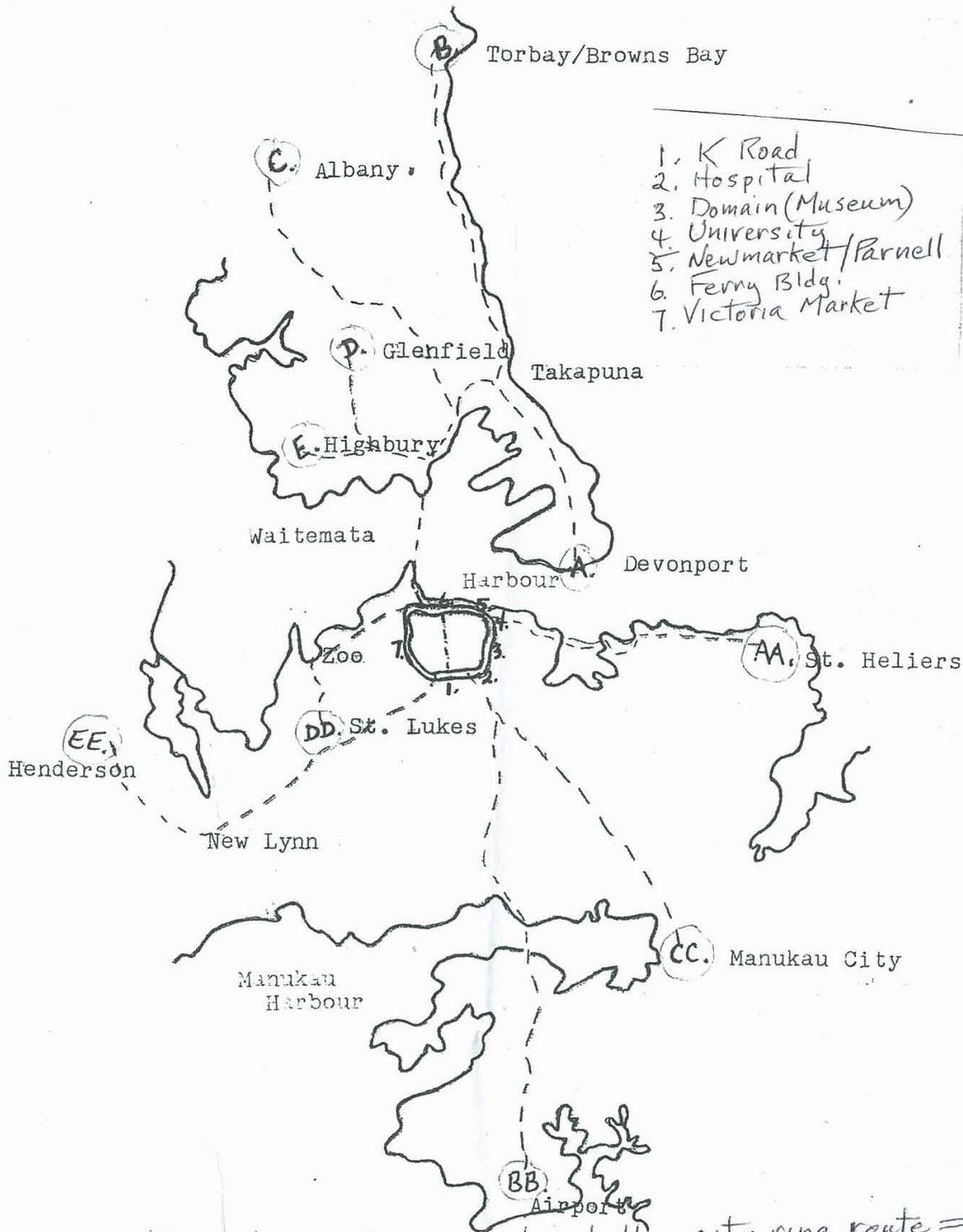


Attachment #2

- **Submitters:** 218
- **Submitter Name:** Dr George Uhe
- **Attachment from Submission:**

Question #1

Example



The major routes would cut the city ring route =
 in two places, running every 10 minutes:
 K Road + the Ferry Building would be connected by
 a Queen St. shuttle bus.

Dr. George Uhe
 27 East Coast Road (Milford)
 Auckland 0620, New Zealand
 410 5890

Attachment #3

- Submitters: 294
- Submitter Name: Su Peace
- Attachment from Submission:

More carrot, less stick to encourage public transport use

NZ Herald 30 October

Recently I attended the inaugural lecture of a colleague on issues of energy and sustainability. Following the lecture our discussion turned towards the perennial question of how to get people out of their cars and into public transport.

A usual response is to suggest a combination of taxes and subsidies. Subsidising public transport makes it cheaper. But subsidies have to be paid for by taxes on something else.

It is also not clear that people are not taking public transport because it is more expensive. Driving a car to work is a lot more expensive when you factor in the cost of petrol, parking and effort.

I think the issue is this: driving is convenient. Riding the bus has small inconveniences associated with it – walking to the bus-stop, waiting for the bus, getting off and walking to work. The inconvenience increases when it rains. So even if in the long run the benefits of taking the bus far outweigh the benefits of driving, the small inconveniences prevent us from getting out of the car.

We could tax drivers. In Singapore, for instance, you need to pay a very large tax to buy a new car, which makes them unaffordable for many. London has congestion charges. But these taxes affect people disproportionately. People with



Ananish Chaudhuri
comment

small children often have to drive since taking the bus is not always convenient.

It is also not the case that I am better off driving if everyone else is taking the bus. In the parlance of economics, what we have here is a coordination problem. I will ride the bus if everyone else does so. But if everyone is driving then I drive too. Clearly everyone is better off if we all took the bus. But currently we are caught in a situation where we all drive.

So the trick is to get people to break out of that status quo inertia and get them to take the first step towards taking public transport.

My research suggests that we might be able to make a difference by appealing to people's intrinsic motivations.

How about declaring a "Ride the bus/train to work day"?

Obviously we cannot ask everyone to do so on the same day; otherwise the system will be overwhelmed. So we need to ask far-flung neighbourhoods to do this on a given day. Let us say that the residents of Blockhouse Bay and Titirangi in the West and Glen Innes and Glendowie in the east will be asked to ride the bus on the first Monday of each month.

At this point I can hear the guffaws of incredulous laughter. "This will never work" you are thinking. But consider this:

So the trick is to get people to break out of that status quo inertia and get them to take the first step towards taking public transport.

we routinely stand in line to vote; we rush to donate blood in response to appeals; we contribute to charity; in the midst of a drought we voluntarily reduce our water usage.

We engage in a wide range of activities that serve the common good even when it does not serve our self-interest. And in this case the activity in question is in our own self-interest as well. All that is needed is an initial push to get us going. And we need someone like the City Council to coordinate this.

Here is the other issue. My research suggests that most people are conditional co-operators. We are willing to do things if others are doing so.

One way of getting people into the buses then would be to enlist MPs, councillors and celebrities. Ask them to set an example by taking the bus or the

train. And ask them to collect a group of people to take along with them. Chances are that if Lucy Lawless or Dan Carter is riding the bus then a crowd will form even without asking.

It is entirely possible that enthusiasm might wane after a while. Over time more and more people will revert to driving.

But it is also possible that we might be able to hit a tipping point and the habit will stick.

Why not try it? What is the downside? At most it is the additional cost of some advertisements in the media and an additional insert in the bulletin the City Council sends out to us routinely.

If it does not work then we have not lost much. But if it does then we have solved a deeply entrenched problem at minimal cost.

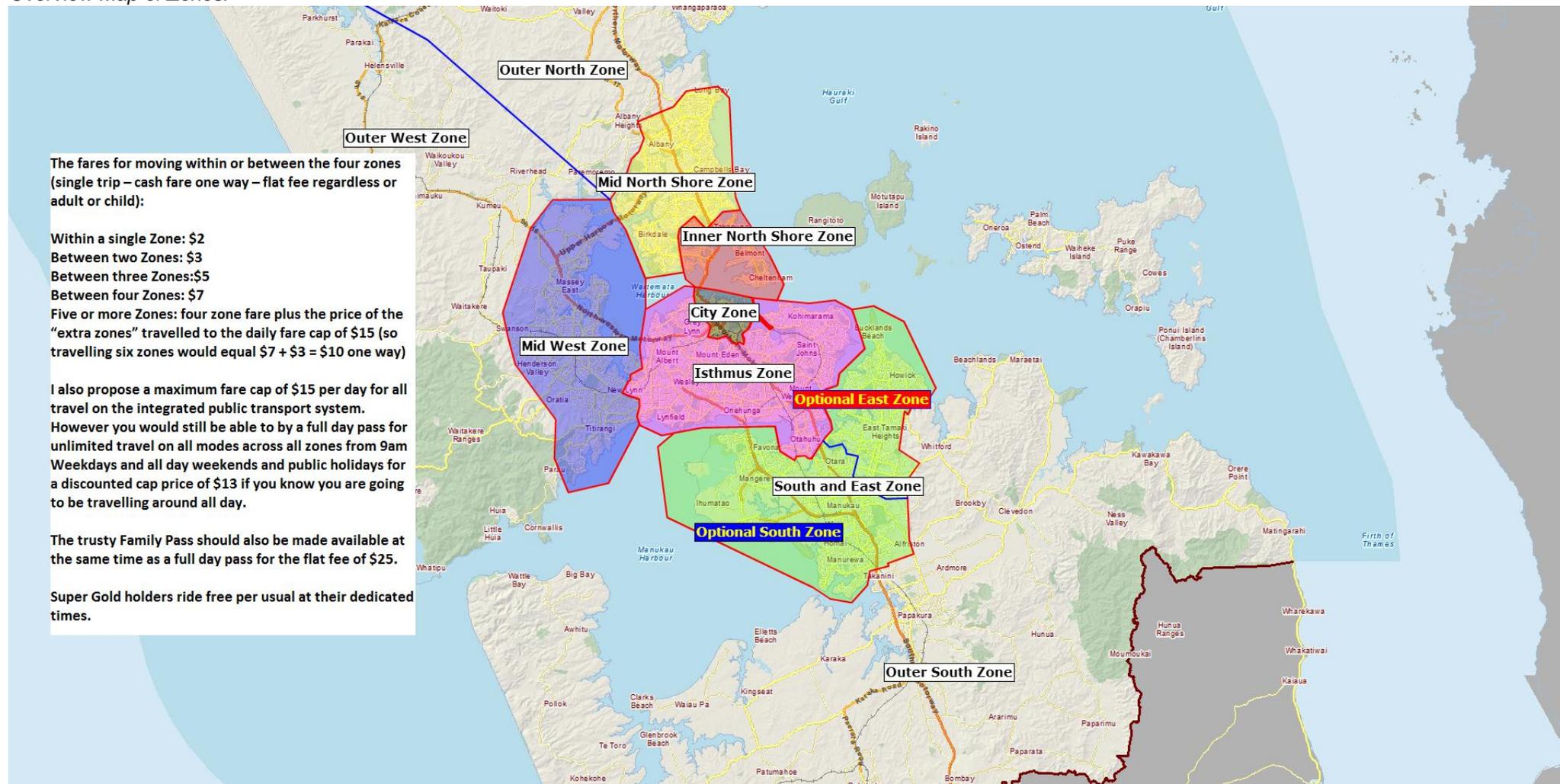
My daughter's school does a "walk to school" day once in a while and on those days we do leave the car behind and end up walking. At the end of the walk the kids get a sticker or a lolly as a prize, which seems to make them very happy. We could try it with adults too! Lollies are pretty cheap.

Ananish Chaudhuri is Professor of Experimental Economics at the University of Auckland Business School.

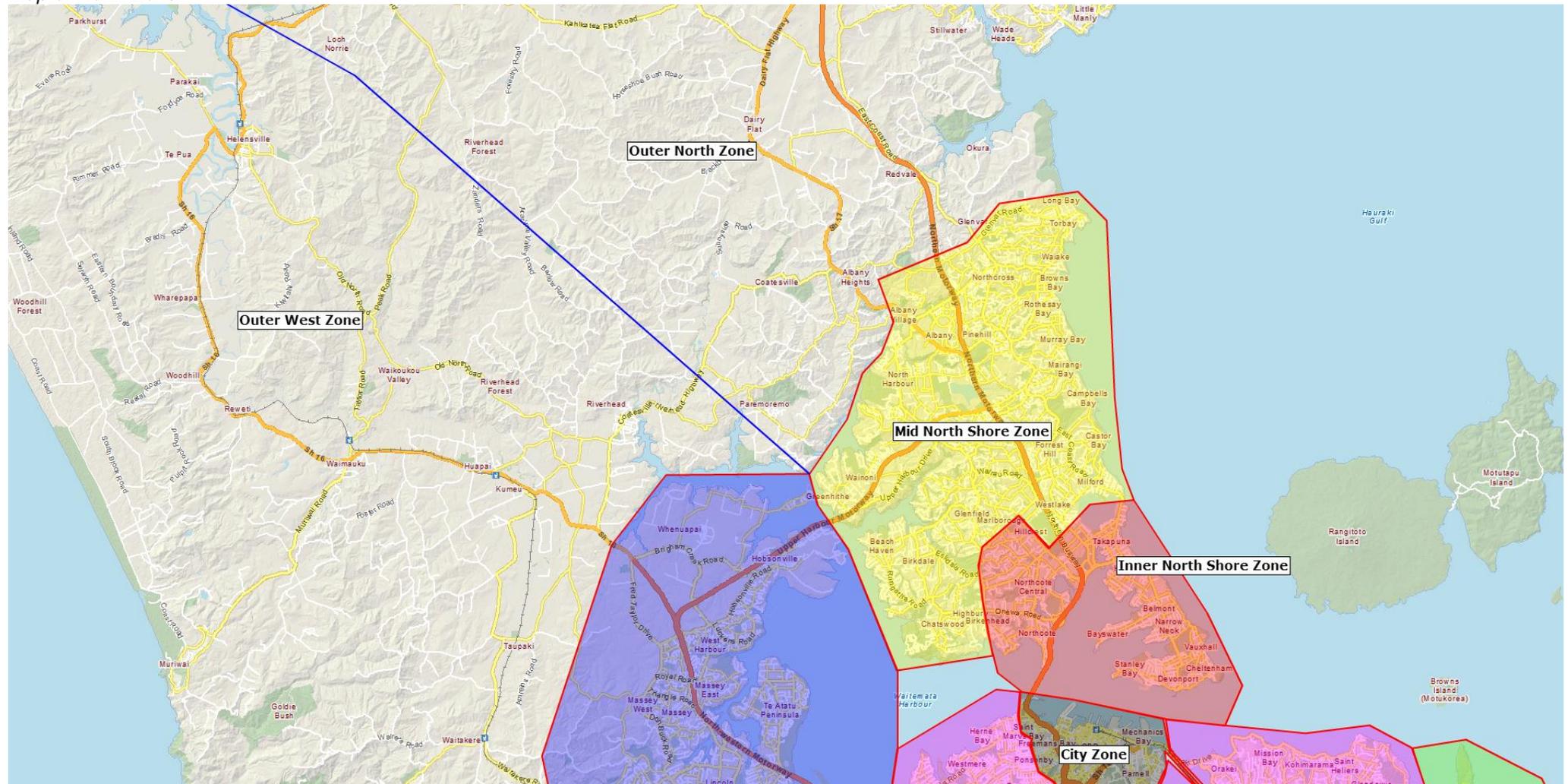
Attachment #4

- **Submitters:** 385
- **Submitter Name:** Benjamin Ross
- **Attachment from Submission:**

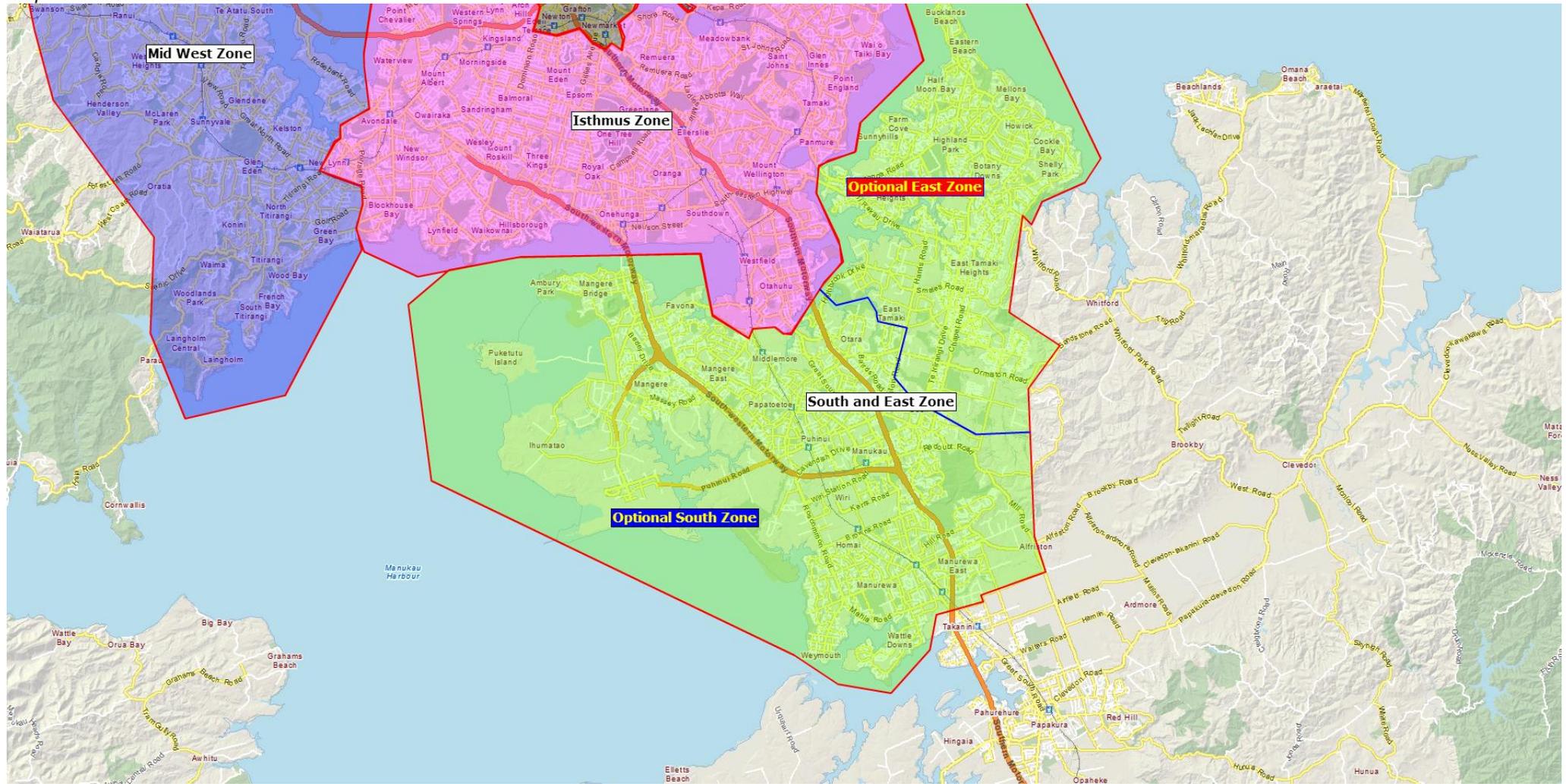
Overview Map of Zones:



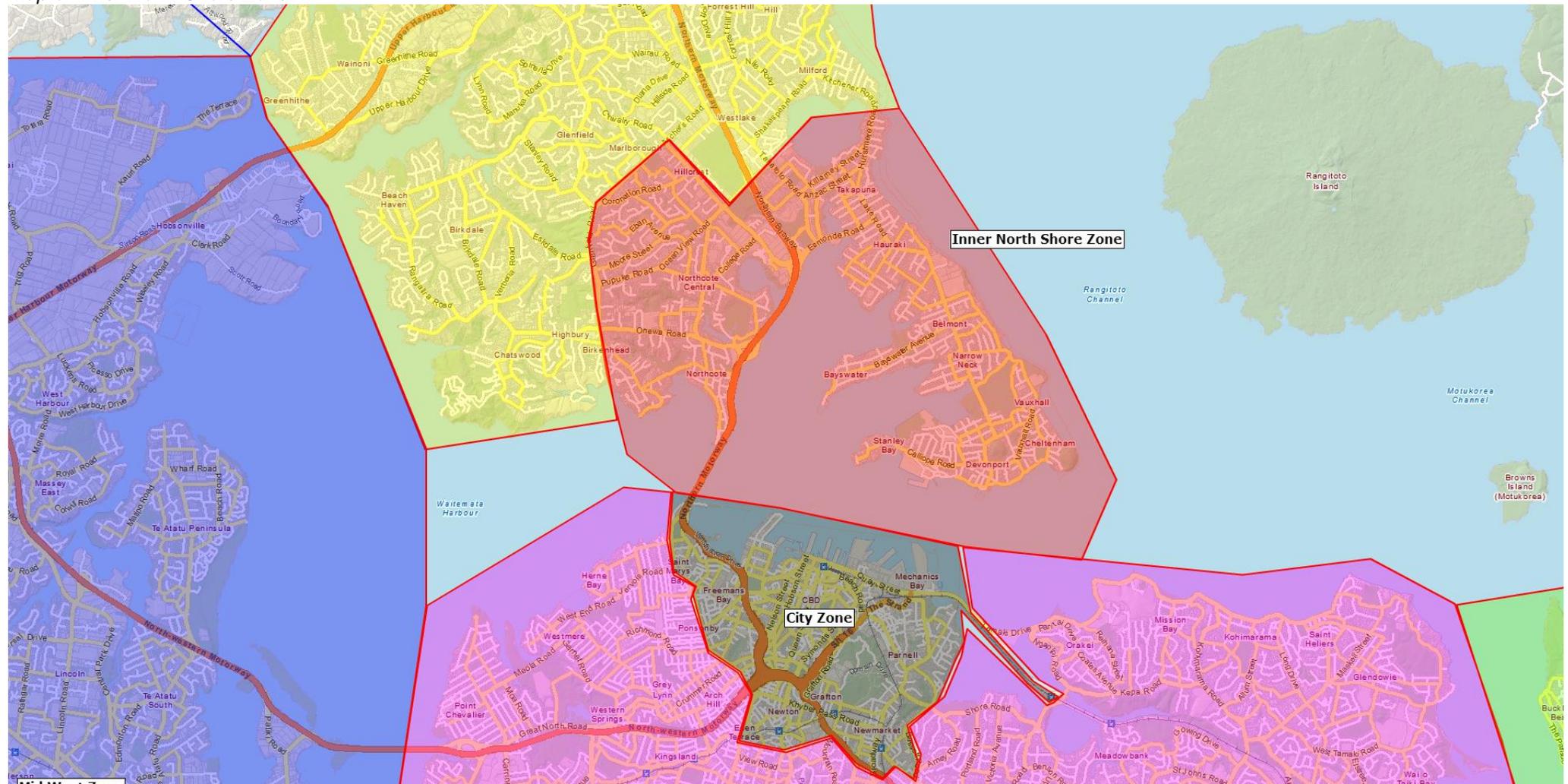
Map of North Zone:



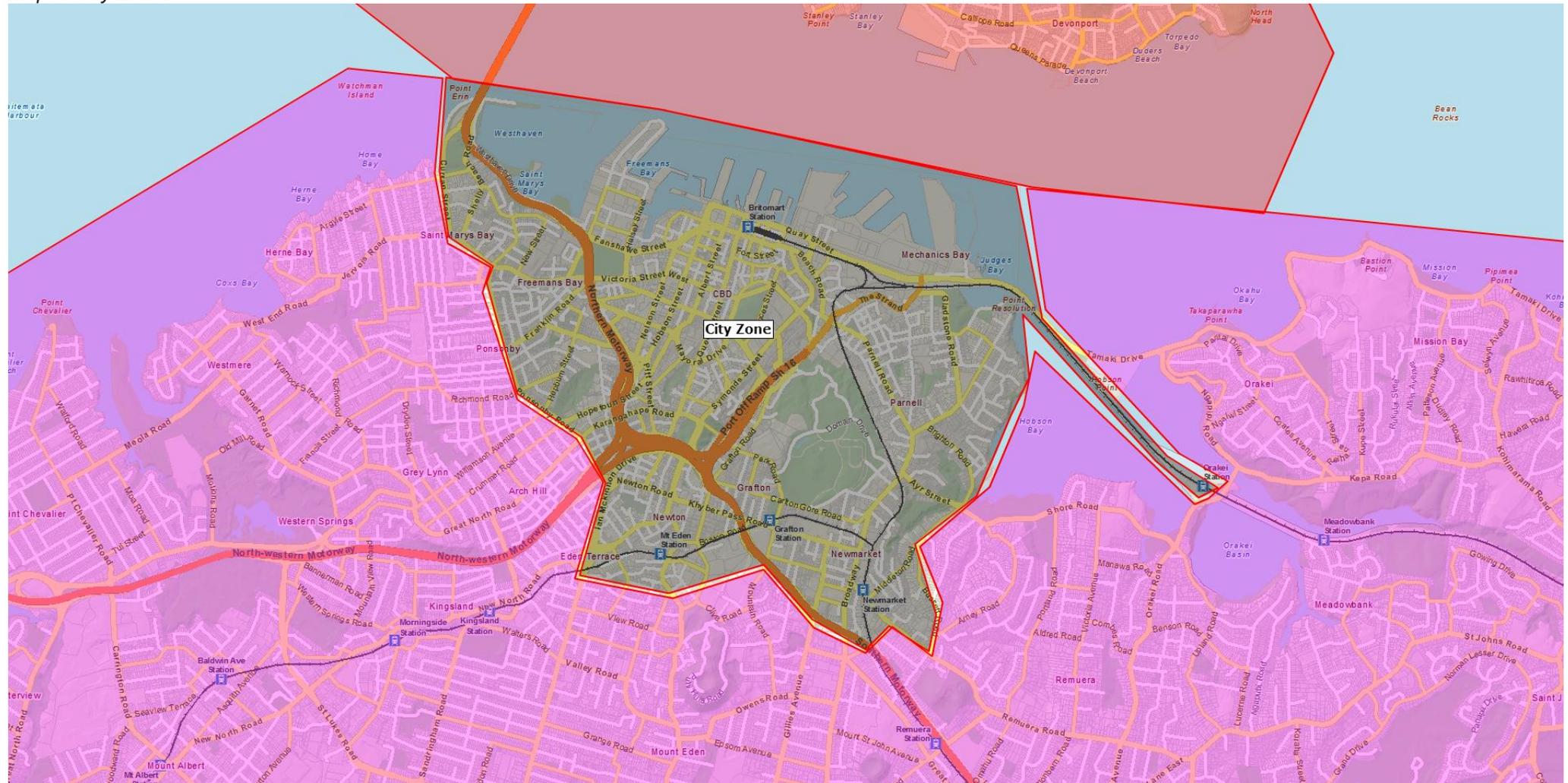
Map of South and East Zone:



Map of Inner North Shore Zone:



Map of City Zone:



Attachment #5

- **Submitters:** 434
- **Submitter Name:** Garth Wayne Macleod
- **Attachment from Submission:** Court Decision - see the pages that follow

IN THE DISTRICT COURT AT AUCKLAND CIV-2009-004-000873

| | |
|------------------|--|
| UNDER | The Public Transport Management Act 2008 ("the Act") |
| IN THE MATTER OF | an appeal under section 52 of the Act from a decision of the Auckland Regional Transport Authority |
| BETWEEN | TRANSPORTATION AUCKLAND CORPORATION LIMITED Appellant |
| AND | AUCKLAND REGIONAL TRANSPORT AUTHORITY Respondent |

Hearing: 7th and 9th September 2009 Appearances: L A

O'Gorman counsel for the appellant R G Simpson and T L Clarke

for the respondent Judgment:

RESERVED JUDGMENT OF JUDGE G V HUBBLE

[1] This is an appeal under s 52 of the Public Transport Management Act 2008 (“the PTMA”). The appellant, Transportation Auckland Corporation Limited (TACL), following procedures under the Act served notice on the Auckland Regional Transport Authority (ARTA) that they, as an independent commercial operator, wished to be registered to run commercial public transport services on three North Shore bus routes which had been identified in a Regional Public Transport Plan (RPTP) as routes 881, 891X and 895X. The latter was approved by the ARTA but they have declined to register routes 881 and 891X based on their powers to decline to register commercial services pursuant to s 33 of the PTMA which identifies a ground for declining the application that it:

“Is likely to increase the net costs to the regional council of any contracted public transport service.”

[2] This is the sole statutory ground upon which the applications for routes 881 and 891X were declined.

[3] The decision to decline registration is not made by any independent quasi judicial tribunal but is an administrative decision in which ARTA has inevitably been the judge in its own cause; although ARTA is required to give a commercial operator a right of hearing, if requested.

[4] Those administrative procedures are almost in anticipation of the only independent examination of all issues by way of appeal to the District Court under s 52. Thus it is a requirement of any notice issued by ARTA to the commercial operator, that they advise them of this right of appeal.

[5] It is no doubt, for this reason, that the procedure on appeal, under s 53 of the Public Transport Management Act 2008 (PTMA), is not an appeal strictu sensu nor an appeal by way of rehearing on existing records, rather it is an appeal de novo where the Court can “hear all evidence tendered and representations made by or on behalf of any party to the appeal that the Court considers relevant to the appeal, whether or not that evidence would be otherwise admissible in any Court.” (s 53(2)(a)).

[6] Section 53(2)(b) then provides as follows:

“The court may –

(i) confirm, reverse or modify the decision appealed against and make the orders and give the directions to the regional council that may be necessary to give effect to the court’s decision; or

(ii) refer the matter back to the regional council with directions to reconsider the whole or any part of the matter.”

[7] The Court is, therefore, exercising an original discretion and may go as far as to substitute its own decision for that of ARTA.

[8] I would, however, agree with Mr Simpson’s submission that if a statutory ground for declining registration is clearly made out, this Court ought not to interfere with the exercise of ARTA’s discretion unless it can be satisfied that:

- a) It acted on a wrong principle, or
- b) Took into account some irrelevant matter or failed to take into account some relevant matter, or
- c) Made a decision that was plainly wrong.

[9] This sensibly follows from the fact that a District Court Judge, in all likelihood, has very little knowledge or appreciation of the wider implications of a city wide transport system. It follows that considerable weight would need to be given to the decision of ARTA in the exercise of the discretion. If either (a), (b) or (c) above are exposed during the course of this hearing, the likely result would be that it is referred back to ARTA for reconsideration.

THE FOUR GROUNDS OF APPEAL

[10] In this case, TACL seeks orders directing ARTA to register the notified commercial services based on the following four grounds of appeal:

“(a) **Deemed registration from breach of statutory natural justice obligations when giving notice of intention to decline:** The respondent did not properly follow the requirements of s 34(1) of the Act in giving notice of its intention to decline to register the proposed commercial services (i.e. it failed to give proper reasons and the information relied upon during the time prior to making its decision) and ARTA is now unable to do so within the time frame required by s 34(1)(a). In accordance with s 35 of the Act, ARTA must therefore register the declined services.

(b) **Deemed registration from breach of statutory natural justice obligations when giving notice of final decision to decline:**

Furthermore, when it then made its decision the respondent did not properly follow the requirements of s 34(2) of the Act in declining to register the proposed commercial services (i.e. it failed to give proper reasons and the information relied upon) and ARTA is now unable to do so within the time frame required by s 34(2). In accordance with s 35 of the Act, ARTA must therefore register the declined services.

(c) **Insufficient grounds for relying on s 33(1)(b):** In the alternative to grounds 1 and 2, the respondent erred in concluding that the declined commercial services are likely to increase the net cost to ARTA of any contracted public transport service under s 33(1)(b) of the Act.

(d) **Discretion:** In the alternative to ground 3, even if the respondent had a discretion to decide whether to decline the proposed commercial services (which is denied), then the respondent erred in not exercising its discretion under s 33 of the Act in favour of registering the services.

BACKGROUND

[11] Many of the bus services in the Auckland area are not commercially viable. Yet ratepayers in these areas are entitled to “an affordable, integrated, safe, responsive and sustainable public transport system. (s 3 PTMA). These non- viable bus routes require a government-provided subsidy in order to operate. The scrutiny and use of this public money is controlled by the Land Transport Management Act 2003 which provides funding through the New Zealand Transport Agency (NZTA) who, in turn, provide funds to local bodies such as ARTA.

[12] Viable bus routes are available to commercial operators such as the appellant (who is a subsidiary of Infratil), Ritchies Transport, etc.

[13] The Honourable Maurice Williamson, in the parliamentary debates on the PTMA (which only came into force on 1 January 2009) described the transport system as follows:

“There are two forms of bus service in any city. If we take Auckland for example, we see that there are those commercial services, where a private sector operator ...operates. They decide that they will run those services because they can make some money by carrying passengers and charging them for it. They are commercial services, and for those commercial services they get no subsidy whatsoever. They just do it like any other company out there, like a taxi company or a supermarket decides to operate its business.

Then there are what we call contracted services. I say to those members of the public who understand how the public transport system works that there are specific routes and specific times of day on those routes where it is not commercially viable for a company to operate. If it did, it would just lose money and go broke – no one would do it. So there needs to be some form of public transport subsidy paid for those routes.”

[14] The main purpose of the PTMA is therefore described in s 3 which provides as follows:

3 Purpose

(1) The purpose of this Act is to contribute to the aim of achieving an affordable, integrated, safe, responsive, and sustainable land transport system.

(2) To contribute to this purpose, this Act –

(a) confers powers on regional councils to set standards for commercial public transport services provided in their regions; and

(b) provides for and regulates the registration of commercial public transport services; and

(c) confers powers on regional councils to require all or any public transport services in their regions to be provided under contract with them, and consequently to discontinue any commercial public transport services provided in their regions that are subject to such a requirement; and

(d) helps regional councils and the Agency obtain the best value for money in achieving an affordable, integrated, safe, responsive, and sustainable public transport system, having regard to the desirability of encouraging fair competition and a competitive and efficient market for public transport services.”

[15] What is contemplated, therefore, is for regional councils such as ARTA to have an overseeing power. They are required to prepare a regional public transport plan (RPTP) identifying the various routes and those which are not viable are then put to auction and contracted by commercial operators either in the form of a “gross contract” or a “net contract”.

[16] The “gross” contract requires the commercial operator to return all bus fare revenue to ARTA which then assumes all risks. The commercial operator is then without real risk, equally if bus fare revenue increases they will not participate in the bounty. Those rewards will fall to the benefit of ARTA.

[17] “Net” contract services for non-viable routes require the commercial operators to assess what actual returns are likely from the non-viable route and then assess the degree of subsidy required from ARTA. Again, the contracts go to auction. The commercial operator remains exposed to risk if they are wrong in their calculations and have not made provision for a sufficient subsidy. Net contracts can, however, be cancelled at the option of the commercial operator.

[18] Running parallel with these functions of ARTA is the right of commercial operators to identify any route as viable (whether or not it is an identified route in the ARTP) and request ARTA to register them for that route. This process has been labelled “cherry picking” in this proceeding.

TENSIONS BETWEEN CONTRACTED SERVICES AND COMMERCIAL SERVICES

[19] Under the previous legislation, the Transport Services Licencing Act 1989 (now repealed), commercial operators could effectively “cherry pick” commercially viable routes and leave abandoned the non-viable routes to be funded with the assistance of subsidies from the government.

[20] This system invited the comment during parliamentary debates on the new bill that:

“The reason that it has been able to improve (the transport system) is that we have poured hundreds of millions of dollars into it, but the accountability for that spend is not there, the ability to plan better is not there, and the ability for the Regional Council and the Local Authorities to work with the private sector in a fair manner is not there. That is why we have this legislation. 80 Parliamentary debates, 9 September 2008, Week 85, Volume 650, Honourable Mark Gosche”

[21] The new Act was clearly intended to give much greater powers to local councils (using government funds) to place controls and efficiency standards on private operators, power to require information from those operators and to discontinue existing commercial services in favour of contracted services. All of those provisions have now been enacted (ss 13 through to 17). However, it also appears from the parliamentary debates that the National party was opposed to this approach of disadvantaging private enterprise in favour of government control. For example Pansy Wong, in the parliamentary debate on 9 September 2008 said ...

“...this approach may be just for planners who like to have a grandiose idea of how public transport should be administered or planned. So National is very happy but at least, after long deliberations, we have introduced the word affordable back into the purpose clause of this legislation.

Now we understand why the phrase “affordable public transport” was not included in the original bill. Option C would mean that even if a bus route

or whatever is commercially viable, the regional council in its great wisdom, can come up with a preference, decide to remove those operators, and actually start to handout subsidies, converting a commercially viable route into a contracted one that ratepayers and taxpayers would come up with subsidies for. What a ridiculous notion in 2008.”

[22] The Act was, nevertheless, passed and, as Mr Simpson has said in his submissions, the whole tendency in New Zealand and internationally is towards local government control of transport in the form of contracted services. On the other hand, it has been brought to my attention that since the change of government, the Minister of Transport has indicated that it is likely the provisions mentioned above will be repealed in favour of the previous private enterprise “cherry picking”. At the root of these tensions is the suggestion that government funded transport without competition leads to waste and inefficiency and on the other hand a self regulating commercial service tends to encourage economics in the pursuit of profit resulting in a low quality service.

[23] I have mentioned these matters to indicate the obvious tension that there is between private enterprise and government control. The Act as it stands, however, clearly supports an approach whereby ARTA is not required to simply standby and see its contracted services eroded by the “cherry picking” of commercial services.

[24] The tension in the present case arises because the Auckland Regional Council has constructed the dedicated bus route on the northern express highway over the harbour bridge and up to Albany. The cost was in excess of \$300 million. The route currently carries 1.5 million passengers per year and requires a massive bus fleet to provide a service every 10 minutes. The operator must also have the capacity to stand down a substantial part of its bus fleet outside rush hours. The route is, accordingly, not viable and is therefore one of the only gross contracts to be put up for auction by ARTA. At this auction there were apparently five participants, one of which was the appellant, TACL. In the event Ritchies were successful and currently run the service. There are then a number of “net” contracted services for non-viable routes feeding this northern express highway. TACL, themselves, operate some of these.

[25] A substantial number of the fare paying passengers using this route are students travelling from the North Shore to Auckland University and attending Albany University.

[26] At present these students must first find their way to one of three pick-up stations on the northern bus way. The buses then travel to Britomart in downtown Auckland and the students then need to find alternative transport or else walk to the University. Three and sometimes four trips are therefore involved.

[27] Identifying this lack of service for the students, TACL applied for and obtained registration to operate during “peak” hours on route 881 and route 891X in such a way that they carry out a non-stop service, dropping students off at the door of the university. TACL have now identified the same routes as potentially viable in “off peak” hours. Hence their notices to ARTA.

[28] Route 881 provides a direct service from Torbay to Auckland CBD via the northern bus way, Auckland University and Newmarket at an hourly frequency.

[29] Route 891X provides direct service from Albany Village to Auckland CBD via the northern bus way, Auckland University and Newmarket at an hourly frequency. Many of the students do not travel during peak hours and what TACL intend to provide is a service which drops them off at the door of the University at different times during the day, depending on when the lectures begin.

[30] The opposition by ARTA is based on the fact that the routes and the timing of the proposed services are such, they are likely to “extract” substantial patronage from the Northern Express which is currently 100% subsidised by ARTA and as indicated above, they have the power to reject registration of TACL’s application if they can demonstrate that that impact is “likely to increase the net cost to the regional council of any contracted public transport service.” (s 33(1)(b))

THE PRESENT APPLICATIONS

[31] Route 881 duplicates parts of 887 (Country Road, East Coast Road and Oteha Valley Road), 839 (Country Road), 879 (East Coast Road) and Northern Express (Albany Station to Britomart). All of these services are under net contract with the exception of the Northern Express, which is under the gross contract.

[32] TACL acknowledge that they are included amongst the net contractors of some of these services and that their new proposal will have some impact on those services but they have indicated they would not either cancel their net contracts nor would they seek additional compensation if they are successful in gaining access to Route 881 during “off peak” times.

[33] At present, the off-peak service provided, requires passengers from Torbay to either catch a bus on route 887, which leaves every 30 minutes or use private transport to make their way to a pickup station on the Northern Express which runs every 10 minutes. Alternatively they can catch a bus on route 839, which leaves every 60 minutes or 879, which leaves every 60 minutes also and travel to Auckland via Takapuna and the Northern Express.

[34] If they then wish to go to Auckland University they will be dropped off at Britomart and can then transfer to the city circuit bus route, which leaves every 10 minutes and that takes them to the university. A southern or eastern bus service can be taken to get to the Auckland University also via Khyber Pass and Newmarket. TALC offer the considerable attraction of a simple bus trip timed to coincide with lectures.

[35] Route 891X duplicates parts of 891 (Albany Highway, Wairau Road and Taroto Road). 905 (Wairau Road and Taroto Road), (957Albany Highway) 887 (Albany Highway), 132 (Albany Highway), 895 (Albany Village) and the Northern Express (Smales Farm and Britomart. All of these services are also contracted and have surplus capacity.

[36] At present passengers on these routes either use private transport to get to a Northern Express station or they can catch a bus on routes 905, 957, 887 or 132 to the bus way station. And again, find their way to Britomart and make use of the city

circuit. Again TALC are offering the attraction of a single bus trip timed to coincide with lectures.

[37] It should be mentioned that TACL made an identical application to ARTA in October 2008 (under the old Act) and this was declined on the grounds that it would increase the net cost to ARTA'S contracted service and, in particular, the Northern Expressway.

[38] In support of that earlier application, Mr Borrie, the Schedules Manager for TACL, submitted a letter which indicated estimated patronage for the various routes 881, 891X and 895X (no longer in contention because it was granted registration). He expressed the view:

“Starting next year, about a third of the expected passengers will be new, and the others a mixture from other services and other forms of transport. University students will make up the bulk of these passengers but workers are a significant minority in the Khyber Pass, Symond Street area. They will be attracted by the direct journey and hourly service.”

[39] For reasons, which are mentioned below, ARTA say that Mr Borrie's estimate of two-thirds possible “extraction” of passengers will increase its net cost. This was their reason for declining TACL's application in 2008 and remains the reason on this repeat application under the new Act.

[40] On a substantive basis, therefore, the issue in this case is whether TACL'S proposed commercial service notified for routes 881 and 891X during ‘off peak’ hours has the result that it “is likely to increase the net cost to [ARTA] of any contracted public transport service” and, in particular, the Northern Express. ARTA submit that the whole purpose of s 33(1)(b) of the Act is to prevent commercial operators “cherry picking” at the expense of a very core North Shore service.

THE APPELLANT'S CASE

First Ground of Appeal

[41] The appellant's first submission is that there is no need to enquire into the substantial merits whether there is likely to be an increase in the net cost to ARTA in operating the Northern Express route because ARTA failed to comply with mandatory procedural statutory requirements. This resulted in a breach of natural justice and under s 35(1) of the PTMA the ARTA "must register the commercial public transport service to which the notice relates."

[42] Procedural requirements of ss 32 to 35 are new. Under the previous legislation ARTA would merely need to advise a commercial operator that their application was declined within a 21 day period. If it failed to do this within 21 days, it was required to register the service. It was then required to provide reasons for its decision and appeal rights were available against that.

[43] It appears therefore that under the previous Act the applicant for registration got no real right of hearing at all, prior to the decision being made nor were there any time limits placed on ARTA as to when it was necessary to make its decision. It merely needed to advise that the registration had been declined and then when it eventually got around to making a decision there was a requirement to publish the decision and the grounds of the decision.

[44] The new procedural provisions are clearly an endeavour to encourage negotiation and consideration of all issues before the decision is made and to eliminate delays in that decision-making process. Ms O'Gorman has made extensive submissions supporting a submission that there has been a breach of natural justice in this case because although ARTA advised TACL of its intention to refuse registration within 15 working days, it failed to set out as required by s 34(1), "the reasons for its intention to decline" and "the information relied upon in support of those reasons". TACL therefore did not have enough information to prepare for and make meaningful submissions at a hearing. However, it is of some relevance that under the previous Act there appears to be no right of hearing at all, unless an appeal was filed.

[45] TACL's first set of notifications were received by ARTA on 24 February. However, they contained errors.

[46] The fresh set was resubmitted on 27 February and therefore, 15 clear working days from that date was 20 March.

[47] ARTA did advise within time pursuant to s 34(1), its intention to decline and gave its reasons that “the services were likely to increase the net cost to ARTA of other contracted services”.

[48] The letter of advice of the intention to decline further said that this result came about because of the revenue reduction that would occur on contracted services by the extraction of the present customers.

[49] Purporting to comply with the need to supply “the information relied upon in support” ARTA merely stated that it relied upon its own analysis of anticipated patronage demand and the information provided by Mr Borrie, which has been referred to above, namely, that he believed there would be a two thirds extraction of existing customers. (This was mentioned in Mr Borrie’s evidence in the October 2008 application. It was not formerly represented at the present application).

[50] Other requirements that they set out the procedure to be followed and the fact that the operator had a right of appeal were complied with.

[51] Still within time, a further letter of 18 March gave additional information as follows:

i) Confirmation that ARTA had used the estimated patronage information provided by TACL (Mr Borrie’s letter).

ii) The fact that ARTA had undertaken further analysis of passenger extraction using the ARC’s inter peak APT model which confirmed the routes negatively impacted by the proposed services. They also advised they were not able to provide this model because the copyright in it rested with the ARC.

iii) For each of the proposed services the identity of the existing contract services would suffer from patronage extracted

iv) Confirmation that ARTA had reviewed relevant customer feedback which indicated no demand for the services.

[52] A meeting then took place on 19 March between representatives of ARTA and TACL during which ARTA alleged that their estimates showed a possible \$500,000 reduction in current income on the Northern Express contract and related feeder services. There was, therefore, a collaborative dialogue between the two parties at that stage and ARTA voiced their concerns and, indeed, offered possible other alternative routes for TACL to take up but these were rejected.

[53] Since, in terms of the legislation, TACL only had five days to file any written submission, it was agreed that this should be extended.

[54] TACL then proceeded to produce a lengthy submission, which ran into some 63 paragraphs. TACL nevertheless, claimed that there was a breach of natural justice because on their part they had no statutory requirement to provide any proof that their proposed services would not impact on ARTA's net cost and despite numerous requests ARTA failed to provide sufficient information to establish their case of this effect.

[55] This comprises the appellant's first ground of appeal.

SECOND GROUND OF APPEAL

[56] The second ground of appeal is that ARTA similarly failed to provide sufficient reasons for their decision to decline (as distinct from the earlier advice of an intention to decline) again, this advice was given within the 30 working days but the mandatory requirement to provide "the information relied upon in support of those reasons" was not sufficiently fulfilled as required by s 34(2). The reasoning is then the same as on the first ground of appeal above: the alleged insufficient compliance amounted to non-compliance.

CONCLUSION ON FIRST AND SECOND GROUNDS OF APPEAL

[57] I do not accept that there is any merit in the submission that there has been a breach of natural justice in the failure to provide TACL with what they regard as sufficient information to present their case to ARTA. This view is reinforced by the fact that the appeal has been a hearing de novo where full opportunity to cross-examine and indeed call additional evidence was given and extensive, detailed submissions have been presented.

[58] In *Lloyd v McMahon* [1987] AC 625 at 697, the House of Lords (Lord Keith) observed obiter:

“Upon the view which I take, that the district auditor’s decision was not vitiated by procedural unfairness, the question whether such unfairness, had it existed, was capable of being cured by the appeal to the High Court does not arise directly for decision. It is, however, my opinion that the particular appeal mechanism provided for by s 20(3) of the Act of 1982, considered in its context, is apt to enable the court, notwithstanding that it finds some procedural defect in the conduct of an audit which has resulted in a certificate based on wilful misconduct, to inquire into the merits of the case and arrive at its own decision thereon...

No doubt there may be cases where the procedural defect is so gross, and the prejudice suffered by the appellant so extreme, that it would be appropriate to quash the auditor’s decision on that ground. But, in my opinion, the court has a discretion, where it considers that justice can properly be done by its own investigation on the merits, to follow that course.”

[59] In my judgment that is the very situation which ought to be applied in the present case and there is no merit in the suggestion that there has been a breach of natural justice. In my judgment the mandatory requirement to register if notice is not received within time (s 35(1)) relates only to the notice rather than the quality or extent of grounds or reasons. It makes no sense that all this information could possibly be provided within such a tight time frame. As under the previous Act the de novo appeal is intended to be the first independent inquiry into the grounds relied upon for declining registration. The new mandatory time limitations are aimed at unsatisfactory delays in getting the matter to appeal.

THIRD GROUND OF APPEAL

[60] The third ground of appeal is that there is insufficient evidence and no proper basis for the conclusion reached by ARTA that the new proposals would impact on the net cost of the Northern Express gross contract.

[61] There has been extensive evidence and submissions concerning errors and unreliability in the reasons put forward by ARTA for concluding that the net cost would be adversely affected. In short, the criticisms are:

a) That ARTA should not have relied on Mr Borrie's statement that he expected two-thirds extraction. The argument is that this is something presented at an entirely different hearing and was TACL's evidence not ARTA's and as such, ought not have been used by ARTA. In any event it is argued the latter was misinterpreted.

Such a submission appears to overlook the fact that this Court has the right to receive any evidence whether admissible in law or not. The letter could not help but carry considerable weight because Mr Borrie was a person who had an expert knowledge of the particular issue. Furthermore, as it transpires these assessments of a possible two-thirds extraction is confirmed by the other evidence relied upon by ARTA.

(b) The next criticism Ms O'Gorman made was that ARTA ought not to have used software known as the APT model for an assessment of the effect of off-peak operations on existing contract services. Considerable expert evidence has been presented on both sides (Mr Sergejew and Mr Wallace) as to the merits or otherwise of the use of the APT model. Again, however, the fact of the matter is that using the APT model again produces a result, which tends to confirm Mr Borrie's information that the likely extraction would be in the region of two thirds of existing customers.

(c) The third criticism of the evidence relied upon by ARTA relates to the suggestion that there had been no enquiries or complaints from

members of the public encouraging the need for the service which TACL seeks to provide. This comment, however, was not something just plucked out of the air. ARTA runs a customer feedback system called "Resolve" which TACL has access to. Essentially it involves a database which stores customer feedback data received through MAX Contract Centre and public transport operators. From the "Resolve" data base extract provided by Elfonso Floros, Mr James on behalf of ARTA, analysed the feedback that had been given by the public over the period between April 2008 and March 2009. His analysis indicated there had been no requests by the public for the introduction of the proposed commercial services of TACL.

[62] The best evidence both of the need or desirability for the service and the anticipated "extraction" figures would be an actual survey conducted under proper control. It is obvious that such a survey would not be possible within the restricted time limit of 30 days.

[63] In fact, however, a useful survey was carried out by Mr James, which I allowed to be produced at the hearing as new evidence. He has provided full details of how this was carried out, the questions asked etc and again it tends to confirm the evidence of Mr Borrie and the APT model that the likely extraction would be in the region of two thirds.

[64] It is a reasonable submission of Mr Simpson's that Ms O'Gorman had not really sought to challenge the strong indications that there would be something in the vicinity of two thirds extraction, but rather the attack has been on the quality of the evidence relied upon to produce that result. It is inescapable, however, that all three sources of information arrive at a very similar result.

[65] It is further a factor that TACL have adopted the stance they have no statutory obligation to prove the absence of effect on the net cost to ARTA and indeed that they need not comply with any request from ARTA to produce such evidence. However, I accept Mr Simpson's submission that ARTA does have the power to require such information and this is apparent from s 32(1)(i), s 40 and s 19.

Mr James' calculation based on a two third extraction demonstrates that the likely effect of the new routes would be a loss of revenue to ARTA on the Northern Highway route in the region of \$500,000. As this is a gross contract that would, in my judgment, clearly reflect on the net cost of operating the gross contracted service. I have not overlooked the extensive evidence of greatly increased patronage on the Northern Express route and the apparent anomaly in this resulting in greater cost to ARTA. I accept that increased patronage comes with it a need for many more buses which must remain idle at off peak times. That is the nature of this Express route.

[66] I also accept that a likely extraction of two thirds of existing customers from the surrounding routes would impact on net contract services and although they have a remedy to request a top up from ARTA or to cancel their contracts, if ARTA are going to permit commercial operators to unduly impinge on net contract operators' income, they may lose interest in providing the service at all, or would certainly increase their auction bids for greater subsidies in order to cover potential losses. Again, there would be an impact on the net cost to ARTA by this indirect route.

[67] Ms O'Gorman submitted relying on Mr Ryan and Mr Sergejew that in any event there need not be any impact on net cost to ARTA because they are in the position to change the nature of the contract on the Northern Highway route. In other words, they could either open it up to a commercial operator (TACL originally applied to be registered for the route on this basis) or they could convert the contract to a "net" contract thus passing the risk onto the commercial operator. In my judgment, however, I must deal with the contractual services as they stand and the evidence clearly supports the view that TACL's proposal will impact on both the gross contract to the Northern Highway and the net contracts on the feeder routes. Accordingly, I accept that it was appropriate to decline registration.

DISCRETION

[68] The final ground of appeal is a submission that, in any event, the Court should exercise discretion to grant the registration because the impact on the net cost to ARTA need not be significant given their power to change the nature of the

contract. Further that this private enterprise would greatly increase the convenience of many students to have available a one-stop service throughout the day.

[69] I accept that the financial impact on the gross contract for the Northern Highway would be in the region of \$500,000 and ARTA, are in the best position to assess whether they should carry this risk in the interest of students and indeed other services, such as train and ferry and thus whether they should incur this additional burden in the public interest.

[70] The impact in financial terms is, however, established and on that basis I do not see it as part of the proper function of this Court to interfere with the discretion of ARTA to decline registration. The appeal is accordingly dismissed. The respondents is entitled to costs. Counsel are invited to file memoranda if that issue cannot be argued out between them.

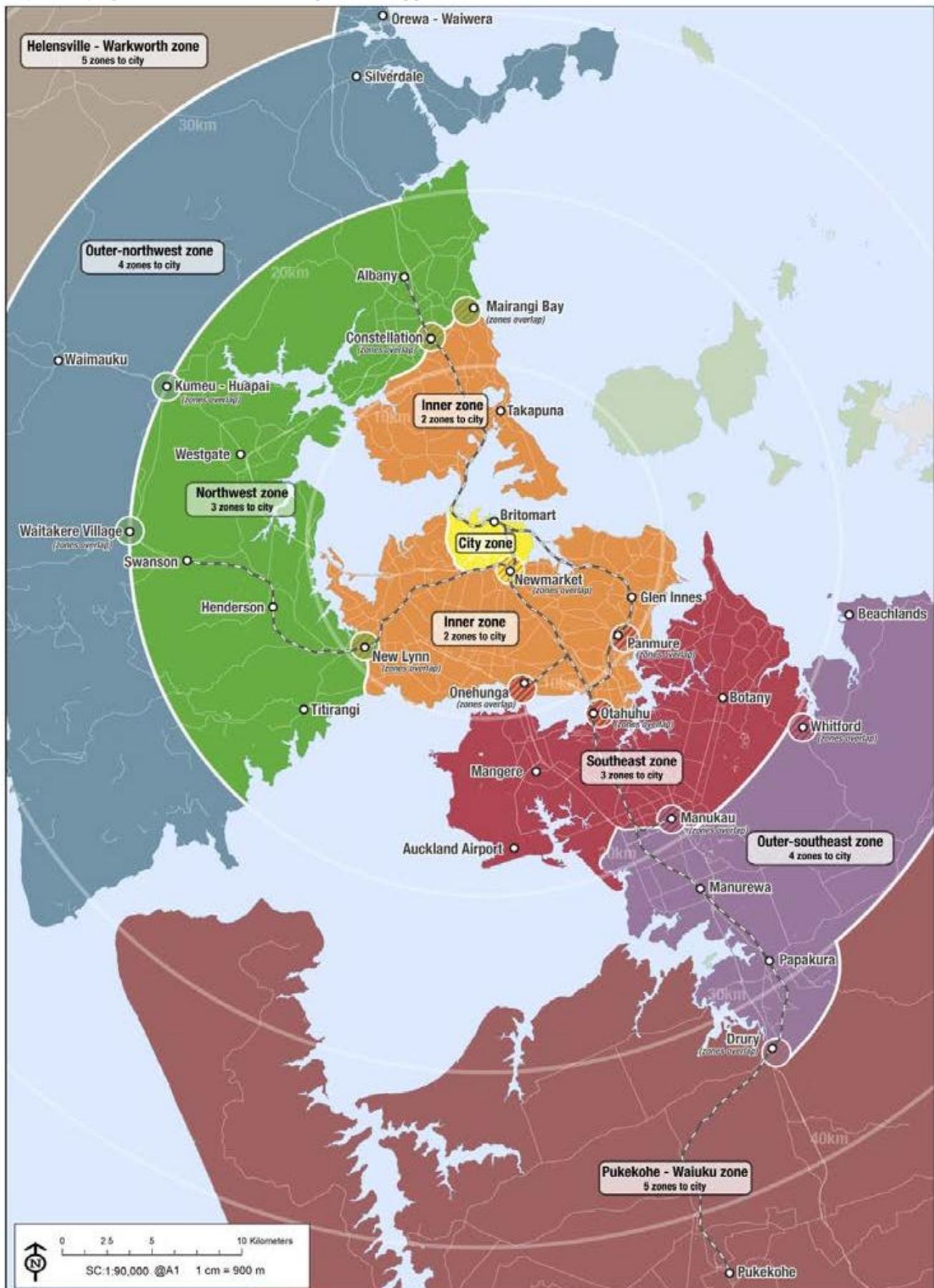
Dated atthis.....day of.....2009 at.....am/pm

G V Hubble District
Court Judge

Attachment #6

- **Submitters:** 469
- **Submitter Name:** Stuart Donovan (MRCagney)
- **Attachment from Submission:**

Map from page 10 of submission - Figure 1: Suggested radial zone structure



Attachment #7

- **Submitters:** 470
- **Submitter Name:** Stephen Greenfield (Auckland Transport Consultancy)
- **Attachment from Submission:** *Please see the Supermaxx proposal on the pages that follow:*

Introducing

Supermaxx for a Supercity

Supermaxx is an effective, low cost., affordable, integrated, public transport system which could be introduced within six months using current trains and buses and which:-

- ** **Vastly improves service, convenience, and affordability**
- ** **Dramatically lowers costs to both ratepayers and travellers**
- ** **Minimises emission and noise pollution (removes approximately 50,000 tons of carbon per annum from the atmosphere).**
- ** **Provides public transport within the Supercity boundaries from Wellsford to Waiuku, and the Tasman Sea to the Hauraki Gulf**
- ** **Provides Primary, Secondary, Local, and Regional services.**
- ** **Primary bus routes provide services every 10 minutes for most of the day Monday-Saturday and 5 minutes at peak times. 20 minutes services evenings and Sundays. Hourly through the night. 24 HOUR SERVICES! (See center pages for details).**
- ** **Combined with MINIMAXX licenced shared ride mini buses (extra fare \$2) from transport hubs provides door to door service within the area bounded by Albany and Papakura, Henderson and Howick.**

SUPERMAXX AND MINIMAXX - AUCKLANDS TOTAL PUBLIC TRANSPORT SOLUTION

SUPERMAXX FEATURES

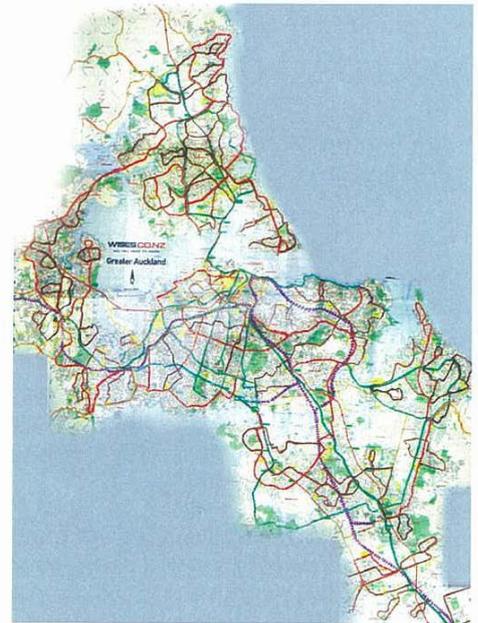
UNLIMITED TRAVEL FARES

| | |
|------|----------------------------|
| \$2 | 2 hour pass |
| \$5 | 1 day pass |
| \$20 | 7 day pass |
| \$60 | 30 day Metro Pass |
| \$90 | 30 day Regional Pass |
| \$40 | 30 day off peak Metro Pass |

Prepared by
Stephen Greenfield
Transport Solutions Designer
Auckland Transport Consultancy
October 2010

Developer of the "Connoisseur Express" luxury rail service in the South Island (1988) past operator and driver of tour coaches, Merchant Navy officer, private pilot, and enthusiast for fast, efficient, eco friendly, and economical transport of people and goods combining the best of public and private transport.

Member of Auckland Council CBD Residents Advisory Group



SKYCABS - THE FUTURE OF ARTERIAL TRANSPORT IN AUCKLAND, WELLINGTON, CHRISTCHURCH???

Why Supermaxx??

To be effective and make it 'transport of choice' for both commuters and general travel, public transport must be

- FAST
 - Bus lanes on main roads and motorways
 - Priority at traffic lights
 - More express buses between transport hubs using motorways
 - No deviations from direct routes
 - More train services

- FREQUENT
 - Services every 10 minutes for most of the day on primary routes. Passengers in this day and age do not want to be bound by timetables. They simply want to know that if they miss one bus or train another will be along in 10 minutes. More frequent at peak times. 24 HOUR SERVICES ON PRIMARY ROUTES.

- REGULAR
 - Keep to timetable. 10 minutes apart means 10 minutes apart

- INTEGRATED
 - Buses and trains co ordinated with one easy unlimited travel fare system, and fast loading and unloading

- COMPREHENSIVE – Supercity wide coverage including every major entertainment, shopping, residential, and employment centre, plus Auckland International Airport

- FLEXIBLE
 - Easy and free interchange between buses and trains

- COMFORTABLE
 - Air conditioned – modern – clean – quiet – fast

- AFFORDABLE
 - Lowest possible cost – must be more economical than private car

- ATTRACTIVE
 - Quality services marketed effectively for maximum patronage.

- PROFITABLE
 - It is possible with much reduced subsidy by eliminating every unnecessary kilometre travelled and maximising patronage

AT PRESENT THERE IS ENORMOUS WASTE OF RATEPAYERS MONEY THROUGH INEFFICIENT USE OF CAPITAL AND HUMAN RESOURCES. THERE IS ALSO A HUGE EXCESS OF NOISE AND EMISSION POLLUTION, AND CONGESTION.

Example: All Dominion Road buses (except for a few Flyover services) travel along Mt Eden Road, Esplanade Road, and View Road to Dominion Road. For the sake of a few passengers who use the Esplanade and View Road stops (all of which are within 5 minutes walk of Mt Eden or Dominion Roads) thousands travelling further down Dominion Road have 4-5 minutes added to their journey. It wastes time, money, fuel, and causes totally unnecessary pollution and inconvenience.

“SUPERMAXX” is the first step in solving Auckland’s public transport woes providing vastly improved services at greatly reduced costs. Combined with MINIMAXX (extra cost \$2) services door to door public transport will be available throughout Auckland from Henderson to Howick and Albany to Papakura for the first time ever. “SKYCABS” (or similar technology) on arterial routes will take Auckland into the future.

What is Supermaxx ?

Supermaxx is an effective low cost, affordable, integrated public transport system providing public transport services on main routes covering all main residential, commercial, shopping, and entertainment centres, and Auckland International Airport within the Supercity boundary. Designed to be implemented within 6 months at minimum cost USING CURRENT EQUIPMENT "Supermaxx" vastly improves services while massively lowering the cost of travel to the public and saving ratepayers around \$50-\$60 million per annum in subsidies.

How will it work?

"Supermaxx" will fully contract all trains and 700 buses initially from private operators by tender and collect all revenue leaving the operators to provide high standards of service delivery as contracted. Supermaxx will determine routes and level of services which will be reviewed every six months to ensure maximum effectiveness at minimum cost.

By maximising efficiency of routes approximately 30% more passengers can be handled with 200 less buses on the road leading to far less pollution, and congestion.

Action Plan

1. Renegotiate contracts with bus companies and Veolia
2. Operators to equip 700 buses, and all trains, with electronic validators (Some operators already have validators which only need a software rewrite)
3. Reposition bus stops for maximum efficiency – around 5 minutes walk apart
4. Install under cover, camera covered, cycle storage wherever possible
5. Develop Transport Hubs to provide full service for kiss and ride, transfer and ride, and some limited park and ride facilities plus cycle storage where appropriate

CAN THIS BE IMPLEMENTED WITHIN 6 MONTHS??

It is perfectly feasible technically. All that is needed is the willingness of the coach companies and Veolia to renegotiate their contracts – or Government action to force this.

THE TOTAL TRANSPORT PACKAGE

SUPERMAXX public transport services

Over 80% of Supercity residents will be within a 15 minute walk of a Supermaxx bus or train stop

SHARED RIDE MINI AND MIDI BUS SERVICES

Licensed services providing shared ride door to transport hub (dial a ride) and back services for a fare of \$2 (\$3-\$5 in regional areas). Mini buses would operate in local zones within 5 km of hubs.

PRIVATE CAR

Private car commuters will soon appreciate the vastly improved service, lowered costs, lowered emission footprint, and lowered stress of driving to their nearest "Supermaxx" service rather than into the city or other workplace, or shopping centre. The cost of a 30 day "Supermaxx" pass is far cheaper than parking in the city and saves fuel. We encourage kiss and ride services to minimise parking congestion around "Supermaxx" routes and to avoid land wastage in park and ride parks.

CYCLE

Cycling has a very important part to play in Auckland Transport, but not in long distance commutes on our hilly terrain and overcrowded roads. Most of our main arterial roads cannot carry dedicated cycle lanes. Cycles cannot mix with buses in bus lanes! Cycling does however have a vital and practical part to play in commutes between home and the nearest "Supermaxx" service in local urban areas – often using quieter back streets. Cycle storage facilities provided.

WILL COMMUTERS BE BETTER OFF UNDER 'SUPERMAXX'?

YES! ALL COMMUTERS WILL HAVE THEIR TRAVEL COSTS REDUCED!

All commuters currently travelling 2 stages or more by public transport will be vastly better off. Those using only "Supermaxx" services will save over half their current costs.

| | |
|--|-------|
| RAIL - CURRENT MONTHLY COSTS (Tickets purchased at ticket office/agent) | |
| The current monthly rail only pass for travel between Otahuhu and New Lynn | \$105 |
| The current monthly all zones rail only pass | \$165 |
| | |
| The current rail and bus monthly DISCOVERY PASS | \$225 |

BUS - CURRENT MONTHLY COSTS

| | |
|---|--------------|
| A current 10 trip 1 stage ticket on NZBus costs \$14.40 x 4.2 weeks | \$60.48 |
| A current 10 trip 2 stage ticket on NZBus costs \$28.80 x 4.2 weeks | \$120.96 |
| A current 10 trip 3 stage ticket on NZBus costs \$39.50 x 4.2 weeks | \$165.90 |
| A current monthly NZBus A or B zone pass | \$120 |
| A current monthly NZBus all zones bus pass | \$185 |

'SUPERMAXX' WILL COST JUST \$60 FOR 30 DAYS OF UNLIMITED TRAVEL BY SUPERMAXX TRAINS AND BUSES IN THE AREA BETWEEN ALBANY AND PAKAKURA AND SWANSON AND HOWICK! AND JUST \$90 FOR THE WHOLE SUPERCITY AREA FROM WELLSFORD TO WAIUKU

WILL RATEPAYERS/TAXPAYERS BE BETTER OFF?

YES!! Subsidies will be reduced by around \$1 million per week

TRANSPORT HUBS - 20

1. Britomart
2. Aotea
3. Panmure Railway
4. Pakuranga Mall
5. Botany town centre
6. Greenlane/Great South Rd
7. Otahuhu Rail
8. Manukau City Centre
9. Papakura interchange
10. Onehunga station/shops
11. Royal Oak Mall
12. Mt Albert shops/rail
13. Pt Chevalier
14. New Lynn Transport centre
15. Henderson Transport Centre
16. Takapuna Shops
17. Smales Bus Station
18. Constellation Bus Station
19. Albany bus station/shops
20. Silverdale

MAIN TRANSFER POINTS - 20

1. St Heliers
2. Glen Innes Railway
3. Newmarket shops/rail
4. Greenlane/Great South Rd
5. Ellerslie Rail/shops
6. Papatoetoe station
7. Puhinui Station
8. Manurewa station
9. Mangere Bridge
10. Three Kings
11. Dominion/Mt Albert Rd
12. St Lukes Shopping Mall
13. Te Atatu Rd/Motorway
14. Westgate
15. Swanson Rail
16. Glenfield Shops
17. Highbury Shops
18. Devonport
19. East Coast Bays Rd
20. Orewa

REVENUE – COSTS – SUBSIDIES

Set up costs \$10 million

This includes the provision of 200,000 photo ID Supermaxx passes loaded with 7 days unlimited travel free for those who obtain passes prior to introduction of Supermaxx.

| | | |
|----------------------------------|---------------|-------------|
| Projected Annual Operating costs | | |
| Contracted buses and trains | \$260 million | |
| Administration | \$ 10 million | 270 million |

Projected Revenue if approximately 15% of Aucklanders purchase 7 and 30 day passes

30 DAY PASSES

| | |
|--|------------------|
| 160,000 Metro passes x \$60 x 12 months | \$ 115.2 million |
| 2,500 Regional passes x \$90 x 12 months | \$ 2.7 million |
| 10,000 Child/student passes x \$30 x 12 | \$ 3.6 million |
| 10,000 Off peak Metro x \$40 x 12 months | \$ 4.8 million |
| 2,000 Regional off peak passes x \$60 x 12 | \$ 1.44 million |

7 DAY PASSES

| | |
|--|-----------------|
| 1,000 Regional passes x \$30 x 52 | \$ 1.56 million |
| 5,000 Metro adult passes x \$20 x 52 weeks | \$ 5.2 million |
| 20,000 Student passes x \$10 x \$40 weeks | \$ 8 million |

ONE DAY PASSES

| | |
|---------------------------------------|-----------------|
| 2,000 Metro passes x \$5 x 365 days | \$ 3.65 million |
| 300 Regional passes x \$10 x 365 days | \$ 1.09 million |

TWO HOUR PASSES

| | |
|--|-----------------|
| 2,000 x 2 hour passes x \$2 x 365 days | \$ 1.46 million |
|--|-----------------|

Grand Total \$147.24 million

| | | |
|----------|------------------|------------------|
| Summary: | Revenue | \$147.24 million |
| | Costs | \$270 million |
| | Subsidy required | \$122.76 million |

| | |
|--|-----------------------------|
| Operating Subsidy allocated by ARTA for 2010/2011 year | \$180 million approximately |
| Subsidy Savings | \$ 57.24 million per annum |

**Revenue received represents 52% of costs which is world standard
(if 20% of Aucklanders purchase Supermaxx cost recovery improves to over 60%)
Current revenue received under ARTA is approximately 46% of costs**

INTEGRATED TICKETING

ARTA have signed an integrated ticketing contract with Thales for \$59 million capital cost and \$8 million annual operating cost for a highly complex system totally unnecessary under Supermaxx. It will be costly to get out of but in the long run save vast sums of money to cancel the contract. The sooner it is done the more economical it will be!

FREQUENTLY ASKED QUESTIONS

WHY ARE FERRIES NOT INCLUDED?

“Supermaxx” must function effectively and cater for demand from day one of its implementation. We believe demand would far outstrip available ferries and therefore cannot be included. We are happy to talk to the ferry operators about how this need can be catered for, especially on the Devonport Service.



HAS “SUPERMAXX” BEEN REVIEWED???

YES – “Supermaxx” has been reviewed by some leading international transport experts with years of experience in developing public transport systems around the world.

Some of their comments:

“The principle of an integrated and simplified transfer network with a limited number of high frequency services makes sense and is in line with European best-practice guides including the so-called Hi-Trans guide on bus service design written by Gustav-Nielsen and Truls Lange.”

“The biggest thing that Supermaxx has going for it is that it is a clear region wide plan with a catchy name”!

A paper by Graham Currie and Ian Wallis in the *Journal of Transport Geography* Vol 16, 2008 shows that service simplification delivers the greatest of several subsidy-saving initiatives, namely \$3.50 in subsidy saved for every \$1 spent on additional services required to produce a network effect.

CAN “SUPERMAXX” BE IMPLEMENTED IN OTHER CITIES????

YES – The “Supermaxx” template will work in virtually every city with more than 100,000 inhabitants anywhere in the world. It does need a critical mass of population to achieve the network frequency and volume of passengers required for unlimited travel passes, both of which are essential to “Supermaxx”: success.

“**SUPERMETLINK**” (Wellington) and “**SUPERMETRO**” (Christchurch) can also be introduced within the same 6 month time frame. Although the subsidy savings will not be as large as in Auckland (Wellington and Christchurch public transport is already operated more efficiently than Auckland) they will still be significant. The much reduced travel costs will achieve the same objectives of making public transport ‘transport of choice’ for residents and assist those struggling financially in the current economic climate.

Hamilton and Dunedin are other potential cities in New Zealand for full “SUPERMAXX” service. A limited “Supermaxx” service can be provided in smaller cities.

IT IS POSSIBLE TO HAVE A STANDARD CARD USED IN ALL CITIES IN NEW ZEALAND WITH COMPLETE INTERCHANGEABILITY FOR ANY CITY USING THE “SUPERMAXX” TEMPLATE.



“The Connoisseur”
Luxury rail service
Developed by
Stephen Greenfield in 1988



MORE FREQUENTLY ASKED QUESTIONS

CAN SUPERMAXX BE ROLLED OUT BY WORLD CUP???

YES – Provided approval is given by 31st December, 2010 Supermaxx could be rolled out in Auckland, Wellington (Supermetlink), and Christchurch (Supermetro) by the 31st July. THIS WOULD OFFER A WORLD LEADING PUBLIC TRANSPORT SYSTEM IN OUR MAJOR CITIES FOR OUR GUESTS WITH ONE SAME PRICE ELECTRONIC CARD THROUGHOUT!

WHY OFFER UNLIMITED TRAVEL INSTEAD OF ZONAL FARES???

A stated aim of the politicians is to encourage people to get out of their cars and onto public transport. This reduces congestion, pollution, and costs to ratepayers and travellers. The first part of the answer is to provide an attractive service – the Supermaxx system does that! The second part is to ensure that Public Transport is sufficiently cheaper than private cars to provide considerable cost savings, especially in times of financial stringency. Supermaxx is!

Unlimited travel passes provide a huge psychological as well as practical incentive over zonal based fares. The thought “ I have paid for the pass and therefore may as well use it” is far more powerful than “this journey is going to cost me money so I may as well take the car”.

Unlimited travel passes are vastly cheaper to operate. ARTA have paid \$59 million dollars for a computer system for their new highly complicated zonal integrated ticketing system. Supermaxx would cost less than \$2 million and is included in the \$10 million set up fee!

CAN SUPERMAXX PASSES BY USED FOR OTHER SERVICES???

NO – Supermaxx passes cannot include shopping, theatre tickets, etc. They are simply for unlimited travel on Supermaxx services only but can be used in any Supermaxx city.

There is no reason why a CITY CARD cannot be introduced in any city for say 3 or 7 days which would include Supermaxx public transport and other services for a percentage of the cost.

WILL SENIOR CITIZENS GOLD CARDS BE VALID ON SUPERMAXX???

YES – Gold cards will have to be used to obtain an off peak Supermaxx unlimited travel pass. Discussions will have to be held with Government to ensure they will pay the same percentage of the costs as currently but overall costs for the government should not increase.

CAN SKYCABS BE INTEGRATED INTO SUPERMAXX

YES – The Skycab system can be built and operated by the private developer and leased to Supermaxx in the same way that trains are. The costs will be less than trains for a far more efficient, attractive, economical, and eco friendly service.

Supermaxx Rail Routes

ONE PRIMARY ROUTE: AUCKLAND – PANMURE – PAPAURA

Every 10 minutes 6am – 8pm weekdays
8am – 8pm Saturdays
Every 20 minutes 5am – 6am and 8pm – 11.40pm weekdays
6am – 8am and 8pm – 11.40pm Saturdays
8am – 9pm Sundays

Additional trains will run at peak times weekdays to provide a 5 minute service between Otahuhu and Britomart

A local rail service will operate between Pukekohe and Papakura with some express services to Auckland at peak times.

THREE SECONDARY ROUTES

- (A) AUCKLAND – NEWMARKET – ELLERSLIE – MANUKAU CITY
Every 20 minutes at 15, 35, and 55 minutes past the hour from Britomart
Every 20 minutes at on the hour and 20, 40, minutes after from Manukau
7.00am – 9pm Monday – Saturday
8.00am – 8pm Sunday
- (B) AUCKLAND – NEWMARKET – ELLERSLIE – ONEHUNGA
Every 20 minutes at 5, 25, and 45 minutes past the hour from Britomart
Every 20 minutes on the hour and 20 and 40 minutes past from Onehunga
7.00am – 9pm Monday – Saturday
8.00am – 8pm Sunday

Services (A) and (B) will provide 10 minute frequency between Penrose and Britomart

- (C) AUCKLAND – NEWMARKET – SWANSON
Every 20 minutes at 3, 23, and 43 minutes past the hour from Britomart
Every 20 minutes on the hour and 20, and 40 minutes past from Swanson
6.00am – 11pm Monday – Saturday
8.00am – 8pm Sunday

EXPRESS services twice per hour 6am–7pm weekdays between Henderson and Britomart stopping only at New Lynn, Mt Albert, and Grafton.

Frequency on the Western Line will increase to 10 minutes when demand and trains available increase.



SUPERMAXX BUS ROUTES

Buses commence services from each end at the same time
For details of primary and secondary routes see our web site

FOURTEEN PRIMARY ROUTES – 24 hour services

Every 5 minutes 7am – 8.55am and 3pm – 6pm weekdays
Every 10 minutes 6 – 6.50am, 9am. – 2.50pm and 6.10pm – 8pm weekdays
8am – 8pm Saturdays

Every 20 minutes 8.20pm – 11.40pm weekdays
6am – 7.40am and 8.20pm – 11.40pm Saturdays
7am – 10pm Sundays

Every hour 00.20am – 5.20am Daily
(also 6.20 am and 11.20pm Sunday)

* Frequent Express (Limited stop) services between transport hubs using motorways where possible will be provided throughout the day

PRIMARY ROUTES WILL HAVE SERVICES EVERY 5 MINUTES AT PEAK TIMES

SEVENTEEN SECONDARY ROUTES

Every 20 minutes 6am – 11.20pm Monday – Saturday
7am – 10.20pm Sunday

Every hour 20 minutes past midnight to 5.20am Monday - Saturday

* Plus additional peak time services

* Secondary routes to be converted to primary subject to demand

APPROXIMATELY 50 LOCAL ROUTES

Same times as Secondary Routes for first 6 months excluding early morning services and adjusted according to demand after that.

TEN REGIONAL ROUTES

Every half hour 6am–8.30am and 4pm – 7pm weekdays

Every hour 9am – 3pm and 8pm – 10pm weekdays

Every hour 8am – 8pm Saturdays and Sunday

Off peak services will terminate at nearest major transport hub

Wellsford – Warkworth – Orewa – Auckland
Leigh and Sandspit – Warkworth
Army Bay – Orewa
Army Bay – Albany – Auckland
Helensville – Kumeu – Auckland
Bethells Beach – Henderson
Piha – New Lynn
Maraetai – Botany Downs
Papakura – Ardmore – Clevedon
Waiuku – Pukekohe – Papakura

SHARED RIDE MINI BUSES

To supplement Supermaxx services Mini buses will be licenced for shared ride services (including dial a ride) within specific zones between transport hubs and homes for a standard fare of \$2 (Metro) and \$3-\$5 (Regional) paid directly to the driver. These will supplement local services, especially in off peak periods.

FOURTEEN PRIMARY ROUTES

SEVENTEEN SECONDARY ROUTES

APPROXIMATELY 50 LOCAL ROUTES

TEN REGIONAL ROUTES

FARES

** Low cost, easy to use, affordable, valid any time
All passes time based and electronically validated

Metro Passes – valid for unlimited Supermaxx train and bus services within the Supercity area between Albany and Papakura and Swanson to Howick

\$2 Two Hours - unlimited transfers (2 hours from 1st to last boarding)

\$5 One day pass - unlimited travel and transfers on "Supermaxx"

\$20 Seven day pass – unlimited travel and transfers on "Supermaxx"

\$60 Thirty day pass – unlimited travel and transfers on "Supermaxx"

\$40 Thirty day pass – off peak and seniors pass – valid after 9am weekdays and all day at weekends

\$25 Childrens 30 day pass

Regional Passes – valid throughout Supercity from Wellsford to Waiuku

\$10 One day pass

\$30 Seven day pass

\$90 Thirty day pass

** Ticket and pass issuing machines at all transport hubs payable by credit card or EFTPOS and at retail outlets for cash. Also internet payments

** Electronic validators both sides of bus entry door for fast loading.

Electronic validators at entrance to stations and on board trains

Note: By limiting the routes to those shown capital investment, wages, and operating costs are drastically reduced from the present extremely high wastage. This will vastly reduce subsidies required, noise and emission pollution, and congestion.

More patronage through lower costs + fast and frequent service =
Less private cars on the road - less congestion - less pollution - less stress

AUCKLAND TRANSPORT CONSULTANCY
Phones (09) 309 1831 Mobile 021 174 9588
Postal: P.O. Box 6145, Auckland, New Zealand. 1141
Email: steve@aucklandtransportconsultancy.co.nz
Web: www.aucklandtransportconsultancy.co.nz

THE SKYCAB SYSTEM

Passenger cabs with a capacity of 8 passengers operate on demand in both directions riding under a monobeam with up to 6 second frequencies. Cabs come off the main beam into stations as required allowing cabs to further destinations to pass without stopping.

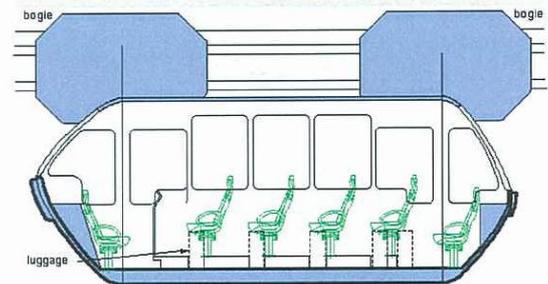
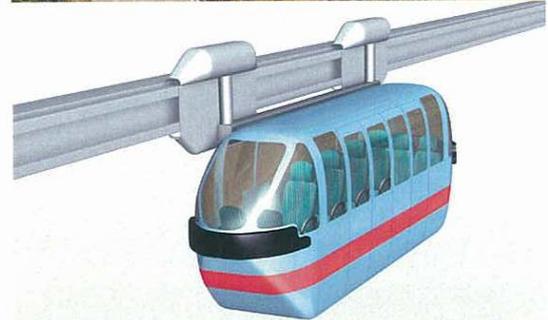
ONE SKYCAB MONOBEAM OPERATING IN BOTH DIRECTIONS CARRIES THE SAME NUMBER OF PASSENGERS AS A FOUR LANE MOTORWAY.

SKYCABS ADVANTAGES

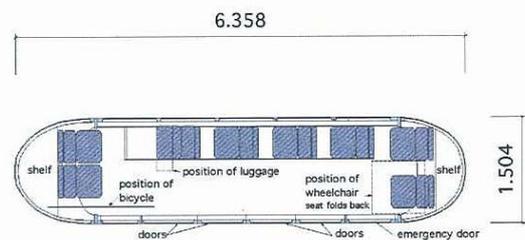
- ** Vastly cheaper and faster than heavy or light rail to introduce.
Little or no land acquisition costs.
- ** Operates above arterial roads.
Removes buses and bus lanes from the roads.
No disruption to traffic flows at rail crossings.
Each pillar has a minimal footprint of 1.5 metres.
- ** Much cheaper to operate
No subsidy required with fares similar to current bus and train fares.
- ** Vastly greater frequency
Available 24 hours per day with a frequency of up to 6 seconds between cabs.
Maximum projected waiting time of 1-4 minutes.
- ** Offers panoramic views of the beautiful Auckland city and harbour as it operates above the arterial roads and around the waterfront.

TECHNICAL DATA

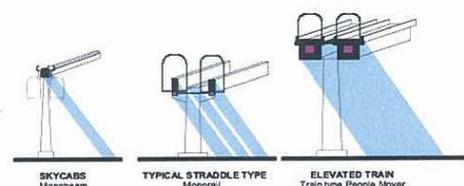
- ** Beam: Width 0.6 metres Height 0.8 metres
Span between beams: 30 metres
Height above ground 9 metres
Height of cab inside 2.5 metres
- ** Average speed 60 km/hr
Top speed 80 km/hr
Minimum headway 6 seconds
- ** Capacity: Each cab 8 passengers seated plus 8 standing with bicycle, baggage and wheelchair space
At peak operation 4,800 passengers per hour
In each direction – equivalent to 100 buses!
- ** Journey time from airport to city 24 minutes



Longitudinal-section SkyCabs Copyright Reserved



PLAN OF SKYCABS CAB Copyright Reserved



COMPARISON OF INFRASTRUCTURE GUIDEWAY - FOOT PRINT, STRUCTURE AND SHADOW

**POTENTIAL SKYCAB ROUTES
IN AUCKLAND**



**POTENTIAL SKYCAB ROUTE
IN WELLINGTON**

Railway Station, Lambton Quay,
Willis St, Manners St, Courtenay
Place, Basin Reserve, Hospital,
Constable St, Kilbernie, Airport



**POTENTIAL SKYCAB ROUTE
IN CHRISTCHURCH**

Cathedral Square, Worcester St, Museum,
Botanic Gardens, Hagley Park, Riccarton Rd,
University, Ilam Rd, Memorial Avenue, Airport.



SKYCABS IS A NEW ZEALAND SYSTEM DESIGNED BY HUGH CHAPMAN IN 2000. IT HAS WORLD LEADING TECHNOLOGY AND SERVICE WITH HUGE EXPORT POTENTIAL. IT IS ALREADY PATENTED IN MANY COUNTRIES

For further information see www.skycabs.co.nz

THERE ARE LEAST 30 MAJOR CITIES AROUND THE WORLD WHICH RECOGNISE THE ADVANTAGES OF THESE NEW TECHNOLOGIES OVER RAIL (LIGHT OR HEAVY) AND ARE WAITING TO SEE THE FIRST PROVEN SYSTEM TO INTRODUCE TO THEIR CITIES. WHY NOT MAKE NEW ZEALAND FIRST AND EXPORT OUR TECHNOLOGY AND PRODUCTS!!!

THE GOVERNMENT SHOULD IMMEDIATELY APPOINT AN INDEPENDENT PANEL OF COMPETENT ENGINEERS TO EXAMINE THIS AND OTHER NEW TRANSPORT TECHNOLOGIES. PROVIDED SKYCABS STACKS UP THEY SHOULD IMMEDIATELY FUND EITHER

1. A TEST TRACK Approximate length 200 metres. Approximate cost \$7 million OR
 2. A DEVELOPMENT TRACK – two options would work
 - (a) Rainbows End – Manukau Mall – Council Building – Manukau Rail station OR
 - (b) MOTAT gateway – Zoo - Aviation Park
- Options A and B have revenue potential while the systems are tested and refined

OTHER NEW TECHNOLOGIES

Mister (Poland)
Test track being built in Poland



ULTRA (UK)
Track being built at Heathrow



AUCKLAND – A FREE FLOWING PEOPLE FRIENDLY WORLD LEADING CITY?

It is possible at affordable costs with some creative thinking!

THE CBD AND “SUPERMAXX”

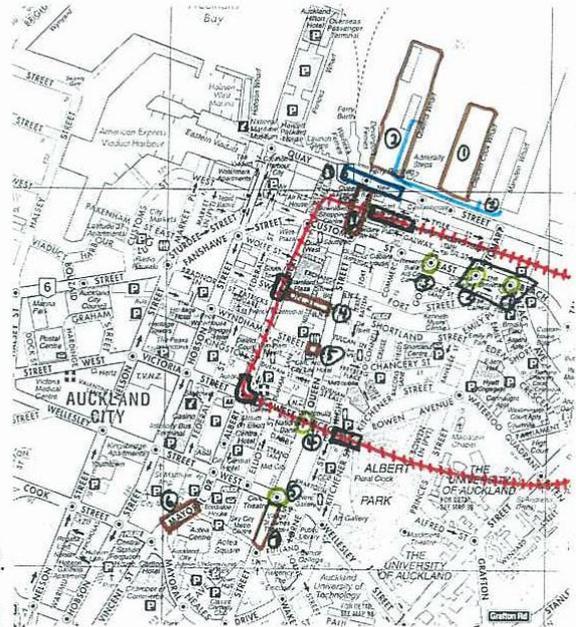
Efficiency of travel through the CBD area is critical to the success of “Supermaxx”, and in making Auckland a functional, exciting, and pleasant place to work, shop, live, and play. There is not necessarily too much traffic in the inner city. It just takes too long to get anywhere through the CBD area! Traffic lights must be minimised and other creative solutions introduced to speed the flow of pedestrians and traffic and make the CBD a vastly better place.

BUSES

Time wasted, unnecessary duplication of services, and ‘bus banking’ with often 6-10 buses all heading in the same general direction lined up must be eliminated. By reducing the number of routes into the city and total ease of transferring from one bus to another and between bus and train SUPERMAXX meets these objectives providing more frequent service through the inner city to more places while reducing noise and pollution. Two transport hubs only are used – Aotea and Britomart.

TRAINS

Critical to the development of rail services in Auckland is the extension of the rail line through Britomart and rejoining the track again elsewhere. The fastest, easiest, cheapest, and best option is to reroute the Southern Line from Parnell Rise by viaduct over Stanley St, tunnel under Albert Park (serving the University. Maybe pedestrian access from University station using the historic tunnels), above Victoria/Queen Sts from Lorne St to Elliott St and underground down Albert St to Britomart. Four stations would be needed, Parnell, University/High Court, Victoria (above Queen St intersection) and Wyndham. This would cost approximately one third of ARTA’s option of tunnelling to Mt Eden and can be built in half the time. It could be completed to coincide with the introduction of electric trains in 2013. Extension from Albert/Victoria to Mt Eden can go in the 20 year ‘aspirational’ plan.



INFRASTRUCTURE

Some remedial actions that could be done quickly and which would dramatically improve the CBD are:-

1. CAPTAIN COOK WHARF

This should be the new cruise terminal with berths both sides of the Wharf which needs to be extended.

2. QUEENS WHARF

A fabulous open ‘People Place’ with additional ferry capacity on the eastern side.

3. QUAY ST

Underground from Commerce St to Hobson St for a freeflowing ‘People Place’ including “QE2” square, and Queens Wharf.

4. VIADUCT HARBOUR

Rename Blake Harbour with the agreement of the family

5. WYNYARD QUARTER CONNECTION

Build SKYCAB track from Wynyard Quarter (or Ponsonby via Wynyard) across Viaduct (Blake?) Harbour to ferry building, “QE2” (Sir Edmund Hillary?) Square, and up Symonds St to K Rd, hospital, Newmarket, Royal Oak, Airport.



6. QUEEN ELIZABETH 2 SQUARE

(Renamed Sir Edmund Hillary Square with the agreement of the family?)
All traffic banned! Glass Atrium from above Westfield to eastern side of current road filling approximately 70% of space with Mezzanine access from Westfield Foodcourt. Include fountain and/or other water features, forest and other greenery, performing arts stage, food and beverage outlets. Open 6am to midnight as a favourite all weather people meeting place and undercover access between Britomart, Queen St, and ferry terminal.
(Statue of Sir Edmund Hillary with Himalayan Trust information and support centre???)



7. CUSTOMS ST/QUEEN ST INTERSECTION.

Raise Customs St 4 lanes from Westfield to Mercure Hotel for Pedestrian access underneath to Queen Elizabeth Square atrium. Free flowing Customs St. Left turn only traffic from Queen St to Customs St and from Customs St to Queen St.

Investigate blocking off Queen St and turning Queen St/Fort St/Jean Batten Place/Shortland St into a roundabout making Customs St/Commerce St Intersection left turn only and opening Fort St/Customs St for egress to Beach Rd , Anzac Ave, etc.

BLOCK OFF GORE ST AT CUSTOMS ST AND REMOVE THE TRAFFIC LIGHT



8. WYNDHAM ST/QUEEN ST

Access to Queen St blocked. People park built at end of Wyndham St approximately 3 metres above Queen St with grass, plants, and seats, approx 3 metres above Queen St. Feature water wall and footpaths to Queen St. Overhead walkway across Queen St and maybe to High St through new walkway/arcade above Bond and Bond.



9. VICTORIA ST/QUEEN ST INTERSECTION

Two railway lines and 2 traffic lanes built from just above High St across Queen St to just above Elliott St. Rail lines continue under Albert St to Britomart. Centrepont pedestrian meeting point built under rail and traffic and above Queen St with access to Victoria station.

Victoria St/Queen St could become free flowing with left turn only from Victoria St and pedestrian overhead plaza as part of Victoria station.



10. WELLESLEY ST/TOWN HALL

Underground Queen St from above Airedale St to north of Wellesley St for A fabulous 'people place' extension to Aotea Square.



11. QUEEN ST/KARANGAHAPE ROAD

Karangahape Rd free flow east/west. Left turns only from K Road onto Queen and Upper Queen Streets and Queen St to K Road.

Three level underpass under Karangahape Rd

- Upper level pedestrian (shopping) plaza with access from the 4 corners of the intersection
- Middle level one right turn lane only taking traffic from Queen St onto K Rd westbound
- Lower level 4 lanes through traffic Queen St/Upper Queen St with overpass at Mercury Lane intersection.

12. UPPER QUEEN ST/IAN MCKINNON DRIVE

Underpass taking traffic from Upper Queen St to Ian McKinnon Drive

These last two actions are essential for fast movement of people between the CBD and Eden Park during the Rugby World Cup.
All Dominion, Sandringham, and New North Rd buses would use this route with huge efficiency gains.

It is possible to walk the auckland harbour bridge!



THIS IS A PROPOSAL FOR AN INTERIM SOLUTION TO ALLOW AUCKLANDERS AND OUR VISITORS ACCESS TO THE HARBOUR BRIDGE ON A REGULAR BASIS WHILE AWAITING A PERMANENT SOLUTION. IT COULD BE IMPLEMENTED ON WAITANGI DAY 2011!!

** Every Aucklander should have the opportunity to experience the walk and savour the fabulous views of Auckland obtainable from the Harbour Bridge.

** Every tourist, whether domestic or international, should also be able to participate in what would quickly become a major tourist attraction and reason for staying longer in Auckland.

There is a simple solution for regular access WHICH WOULD MAKE MONEY FOR THE TRANSPORT AGENCY AND A CHOSEN CHARITY and would provide minimal disruption, and a great deal of pleasure!!!!

The solution is to block off the 2 Eastern lanes of the Harbour Bridge from just north of where the eastern clip on lanes diverge from the centre lanes on the northern side of the Bridge, to Shelley Beach Rd on the southern side from 6am to 2pm on the first Sunday of each month year round.

- Pedestrian access would be from 7am to 12.30pm with all pedestrians off the bridge by 1.30pm.
- A limited number of food and beverage outlets will be able to operate at the top of the bridge and each end. All food and beverage outlets would cease trading at 1.00pm and be removed by 1.30pm
- Entertainment such as bands, face painting, clowns etc will be encouraged.
- Numbers will be limited to a maximum of 18,000 adults with a maximum of 1 child per adult per day. Access will be allowed for 3,000 adults plus associated children per hour from 7am to 12.30pm. Consequently the maximum on the bridge at any one time would be 6,000 (3,000 adults and 3,000 children). Consequently no stress will be caused to the bridge. Walkers will prepay and prebook a given hour within which they must enter the Bridge. (midday access for half hour only)
- A fee of \$10 per adult (children free) will be charged. \$5 of this will go to the operator of the Bridge walk to pay for its operation. This fee will also include a shuttle service between Lower Albert St and the Bridge Control Centre at the northern end of the Bridge every 5 minutes from 7am to 2pm.
- \$5 will go to a different charity each Sunday which will be required to provide 20 volunteers to assist with ticket collection, people management etc.
- Parking restrictions will be in place on Shelley Beach Rd and surrounding streets on the south and Stafford St area on the north and every effort made to minimise inconvenience to local residents.

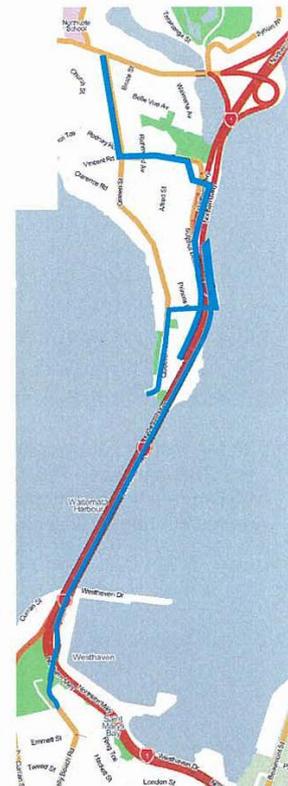
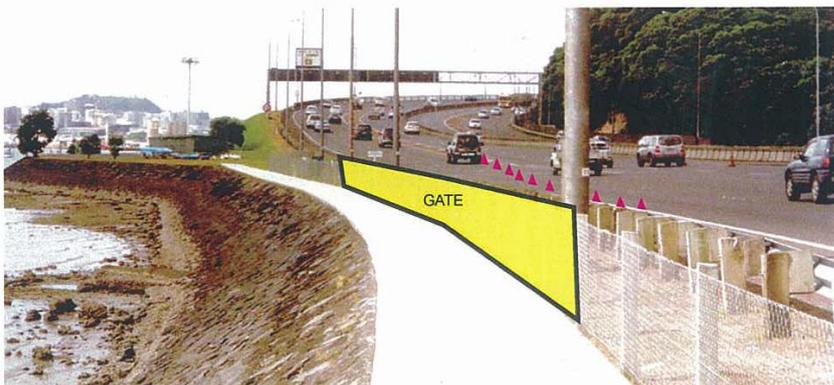
There would still be 6 lanes left for vehicular traffic and the bridge would be re-opened in time to cater for the Sunday afternoon 'rush hour' back from the northern beaches!

The only capital expenditure required prior to commencement is a gate from the clip on lanes northern end to the current waterfront path. Pedestrians would have the option of heading south and under the motorway to Sulphur Beach Road and an easy walk to Northcote Point ferry terminal, or north and under the motorway to Stafford Road by the Bridge control centre and shuttle buses to and from Lower Albert St.

A 'Sunday Market' could be encouraged on vacant land and Stafford Park for North Shore entrepreneurs!

SOUTHERN END

Shelley Beach Rd would be blocked off from Sarsfield St. Pedestrian access and egress is then available up and down Shelley Beach Rd from Jervois Rd and also the feeder road to and from Westhaven served by shuttles.



AUCKLAND HARBOUR BRIDGE THE PERMANENT SOLUTION

The ANZAC CENTENARY BRIDGE concept from Onewa Rd to Wynyard Point has been promoted as a vastly better and much more economical alternative to Auckland's need for a new crossing than the mooted tunnel. It is highly functional and makes an emphatic feature for Auckland including road, rail, pedestrian, and cycle facilities. Full details on the concept and the group behind it on www.bridge2015.org.nz.

ADVANTAGES OF A BRIDGE OVER TUNNEL

**** Cheaper and faster to build than a tunnel!**

Cost estimate is \$2.5-\$3 billion compared to \$3.7-\$4 billion for the tunnel option.

Build time estimated at 4 years

**** Offers pedestrian and cycle facilities and the opportunity for Aucklanders and visitors to enjoy our beautiful harbour (A tunnel cannot do that!)**

**** Removes the motorway from the waterfront along the St Mary's Bay and Northcote foreshores opening them for public access, cycleways and walkway.**

**** Operating costs, travel time, fuel usage, and pollution greatly reduced. The proposed Bridge route is 1.2km shorter than proposed tunnel route. The removal of the St Mary's Bay dog-leg can save Aucklanders 100 million Km of travel annually. This will significantly reduce emissions and risks to the aquatic environment.**



AUCKLAND ROADING ISSUES

For an efficient city with maximum living, environmental, and recreation facilities it must be made a free flowing city for goods and people in the most cost effective and least disruptive manner possible.

“Supermaxx” and Skycabs will be a major breakthrough in this regard. Free flowing the CBD as outlined on pages 12 and 13 will be a huge advance.

Auckland terrain lends itself to free flowing many major intersections e.g

1. Khyber Pass Rd to Newton Rd under Symonds St
2. Karangahape Rd to southbound motorway under Symonds St

KHYBER PASS ROAD SHOULD BE FREE FLOWING FROM BROADWAY TO SYMONDS ST.

OTHER MAJOR ROADING PROJECTS

The Transport Agency and the old Auckland City Council have in many cases chosen the most expensive, most disruptive, and most lengthy to implement, options.

STATE HIGHWAY 20

A vastly better, cheaper, faster and less disruptive option to link State Highways 16 and 20 is to tunnel under Richardson Rd to the corner of Carrington and Woodward Rds, then cut and cover to link with State Highway 16 at Pt Chevalier/Waterview. The entire cut and cover section could be virtually completed during the Christmas holidays shutdown of Unitec with local residents provided with \$200 per night for 3-4 weeks to stay elsewhere while it is constructed.

Top solution is a 3 level cut and cover:-

- Bottom level 6 lane motorway
- mid level 4 lane Carrington Rd
- upper level access level to Unitec and local residents with pedestrian and cycle facilities

Alternatively a 2 level cut and cover would be cheaper.

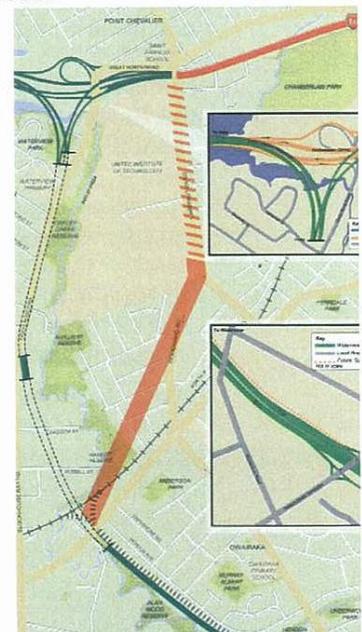
THERE WOULD BE NO

- Disruption to Great North Road residents
- No houses lost at Waterview
- No ventilation shafts at Waterview Schools

•THIS SOLUTION WILL ALSO PROVIDE MUCH BETTER ACCES FROMTHE CBD TO THE AIRPORT

PANMURE ROUNDABOUT

- The Panmure Roundabout must be made free flowing by constructing a 4 lane underpass from Lagoon Drive to the Eilerslie-Panmure Highway.
- A Skycab line from Eilerslie railway station to Pakuranga via Eilerslie-Panmure Highway, Panmure rail station and town, Lagoon Drive, and bridge can be built for less than the proposed busway alone and can be extended from Eilerslie to the City and Pakuranga to Botany.
- The Pakuranga Rd/South Eastern Highway connection should be built immediately



AUCKLAND TRANSPORT CONSULTANCY
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Postal: P.O. Box 6145, Auckland, New Zealand. 1141
Email: steve@aucklandtransportconsultancy.co.nz
Web: www.aucklandtransportconsultancy.co.nz

Attachment #8

- **Submitters:** 589
- **Submitter Name:** Mike Nudds
- **Attachment from Submission:**

Information from page 7 of submission

NJ TRANSIT Customer Satisfaction Survey

know our service: ACCESS LINK

| | | | | | |
|--|-------|-------|-------|-------|-------|
| Average weekday ridership | 3,000 | 3,106 | 3,250 | 3,058 | 3,445 |
| Percentage of System weekday ridership | 0.7% | 0.7% | 0.7% | 0.7% | 0.8% |

know our score: ACCESS LINK

| | Baseline Mean Score | 1st Qtr FY 2012 Mean Score | 2nd Qtr FY 2012 Mean Score | 3rd Qtr FY 2012 Mean Score | 4th Qtr FY 2012 Mean Score |
|---|---------------------------|--|--|--|--|
| Overall Satisfaction with NJ TRANSIT | 7.5 | 8.1 | 8.1 | 8.3 | 8.2 |

FACILITIES

| | | | | | |
|---|--|-----|-----|-----|-----|
| Boarding Station/Shelter Condition | | 7.6 | 8.0 | 7.6 | 7.3 |
| Boarding Station/Stop Cleanliness | | 7.4 | 8.1 | 7.7 | 7.3 |
| Arrival Station/Stop/Terminal Condition | | 7.6 | 7.8 | 7.7 | 7.5 |
| Overall Satisfaction with Facilities | | 7.8 | 8.0 | 8.0 | 7.6 |

SCHEDULING

| | | | | | |
|---|--|-------------|-------------|-------------|-------------|
| Overall Satisfaction with Scheduling | | 7.4* | 7.1* | 7.2* | 7.6* |
|---|--|-------------|-------------|-------------|-------------|

VEHICLES

| | | | | | |
|---|-------------|-------------|------------|-------------|-------------|
| Comfort On-board | 7.0* | 7.9* | 8.3 | 8.2* | 7.9* |
| Cleanliness On-board | 7.4* | 8.4 | 8.7 | 8.5 | 8.5 |
| Overall Satisfaction On-board the Vehicle | | 8.1 | | 8.3 | 8.4 |

COMMUNICATIONS

| | | | | | |
|--|-----|-----|-----|-----|-----|
| Availability of NJ TRANSIT Information | | 7.6 | 8.1 | 7.9 | 7.9 |
| Signage/Information Availability | | 7.6 | 7.9 | 7.7 | 7.9 |
| NJ TRANSIT Website | 6.7 | 7.9 | 8.0 | 8.2 | 8.1 |
| My Transit | 6.2 | 7.6 | 7.9 | 8.4 | 8.2 |
| PA/General Announcements | 5.9 | 7.2 | 7.9 | 8.0 | 7.3 |
| Availability of Accessible Service Information | 6.9 | 7.7 | 8.0 | 8.0 | 7.9 |
| Announcements/Information during Service | 6.3 | 7.5 | 7.7 | 7.9 | 7.6 |
| Disruptions | | 7.7 | 7.9 | 7.9 | 7.7 |
| Overall Satisfaction with Communicators | | | | | |

OVERALL

| | | | | | |
|---------------------------------------|-------------|-------------|-------------|-------------|-------------|
| On-time Performance | 6.2* | 7.5* | 7.4* | 7.3* | 7.6* |
| Overall Trip Time | 5.9* | 7.2* | 7.3* | 7.3* | 7.4* |
| Quality of Transfer | 6.0 | 7.9 | 7.9 | 7.7 | 8.1 |
| Handling of Service Disruptions | 6.4 | 7.3 | 7.6 | 7.5 | 7.6 |
| Service Monitors | 6.5 | 7.9 | 8.0 | 8.2 | 8.3 |
| Reservationists | 6.4* | 8.0* | 7.9* | 8.0* | 8.1* |
| Vehicle Operator Performance | 7.7 | 8.5 | 8.5 | 8.6 | 8.7 |
| Employee Performance | | 8.4 | 8.4 | 8.4 | 8.6 |
| Access Link Eligibility | 7.1 | 8.6 | 8.5 | 8.9 | 8.7 |
| Customer Service | 6.7 | 7.9 | 7.8 | 8.1 | 8.0 |
| Fares | 7.1 | 7.8* | 8.2 | 8.5 | 8.1* |
| Payment Options | 6.0* | 7.0 | 8.8 | 6.9 | 7.1 |
| Safety | 7.0 | 8.7 | 8.6 | 8.9 | 8.6 |
| Security | 7.8 | 8.6 | 8.5 | 8.6 | 8.6 |
| Reliability of Accessible Features | 7.6 | 8.4 | 8.4 | 8.6 | 8.3 |
| Mechanical Reliability | 7.5 | 8.4 | 8.4 | 8.8 | 8.4 |
| Overall Value for your Money | 7.4 | 8.2 | 8.4 | 8.7 | 8.5 |
| Overall Satisfaction with Access Link | | | 7.9 | | |

* Key driver: attribute that needs to improve

Willingness to recommend

| | | | | | |
|---|-----|-----|-----|-----|-----|
| <i>NJ TRANSIT to a friend or relative</i> | 81% | 91% | 92% | 91% | 92% |
|---|-----|-----|-----|-----|-----|

Attachment #9

- **Submitters:** 590
- **Submitter Name:** Greg McKeown & Alex Swney (Heart of the City)
- **Attachment from Submission:**

Newspaper article from page 15 of submission

Los Angeles Times

January 13, 2011 | By Dan Weikel, Los Angeles Times

Diesel era ends for MTA buses

Metro is now the only major transit agency in the U.S. with a fleet run entirely on alternative fuels. Officials say the shift has sharply cut emissions of cancer-causing pollution.

After almost two decades of effort to reduce vehicle emissions, the Los Angeles County Metropolitan Transportation Authority retired its last diesel bus Wednesday and became the only major transit agency in the nation with a fleet that is totally equipped with alternative-fuel technologies.

In an urban area where diesel buses began operating in 1940, the MTA now has 2,221 buses powered by compressed natural gas, as well as one electric bus and six gasoline-electric hybrids.

Transit officials estimate that the elimination of diesel engines has reduced the release of cancer-causing particulates from the bus fleet by 80% and greenhouse gases by about 300,000 pounds a day in one of the smoggiest areas of the country.

MTA officials say that compressed natural gas buses cost more to buy and maintain than those powered by diesel but that the increased expenses are offset somewhat over the long run by lower fuel costs.

"Not only is this an important step for air quality, it sets the bar for other transportation agencies to follow," said Joe Lyou, president of the Coalition for Clean Air, a statewide organization based in Los Angeles. "Now when an MTA bus pulls up, you don't run away anymore from the huge cloud of exhaust."

The last diesel coach is a 40-foot New Flyer purchased in 1998. It operated out of the MTA's Venice division, where it logged many of its 383,180 miles on routes along Wilshire Boulevard, Venice Boulevard and Pacific Coast Highway.

No. 3004 was ceremoniously retired and towed away during an event at the MTA's Support Services Center in downtown Los Angeles. Mayor Antonio Villaraigosa, MTA Chief Executive Art Leahy, other elected officials and members of the authority's board of directors were on hand.

Officials plan to auction the vehicle, which is probably worth a few thousand dollars because of its parts. Before the sale, however, mechanics will disable the engine so no one can operate it again.

"We've been on this path for 20 years or longer," Leahy said. "What this means is that we are not importing as much foreign fuel to run our bus system and we are running on much cleaner fuel. It's a great day for Los Angeles."

Statistics from the American Public Transportation Assn. show that the MTA is well ahead of Boston, Chicago, Dallas, Miami, New York and other large metropolitan areas in replacing diesel buses with more environmentally friendly vehicles.

According to the association, a couple of dozen smaller transit agencies, including those in Oxnard and Santa Barbara, have already replaced their entire fleets, while other agencies across the nation have made significant progress.

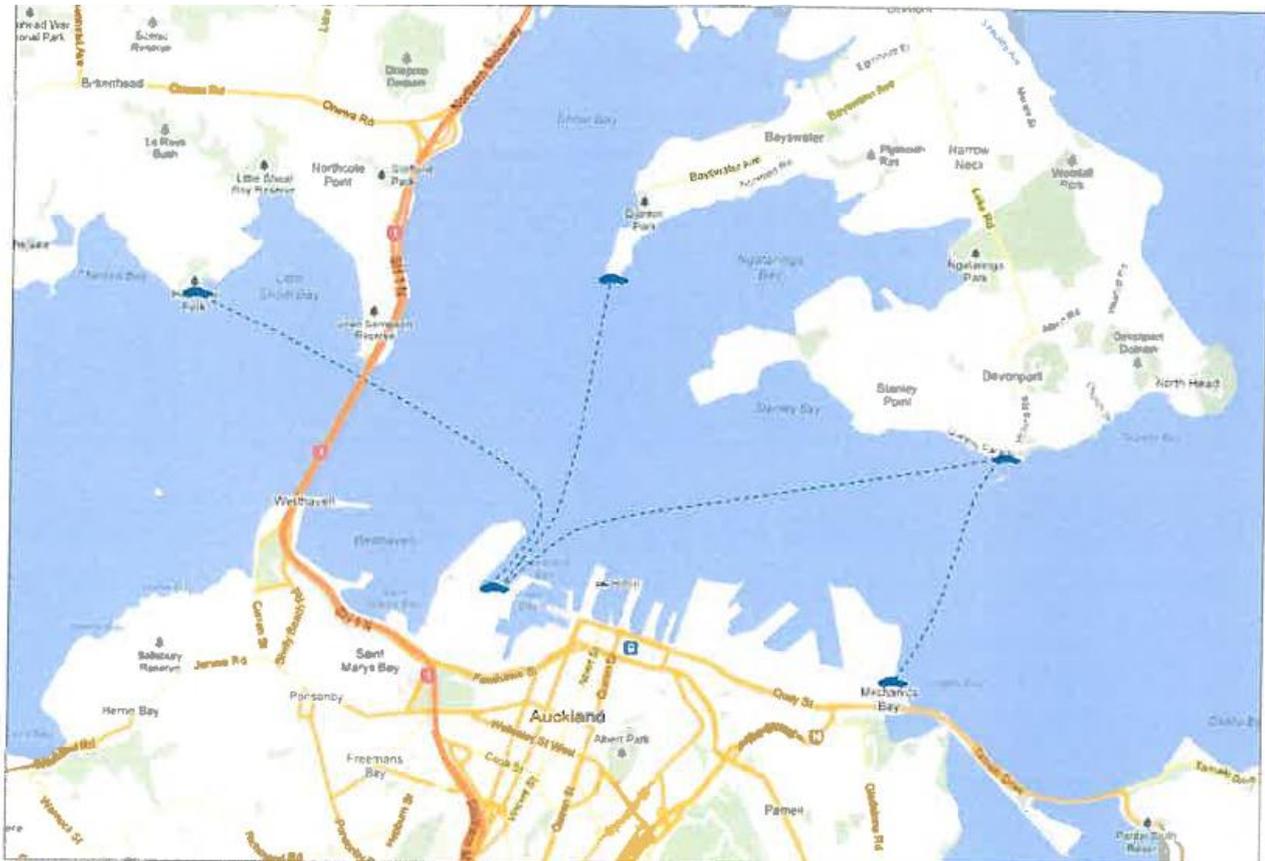
"I applaud Metro," said William Millar, president of the transportation association. "It is important to note that this achievement did not happen overnight. L.A. Metro and its predecessor organizations have been at the leading edge of clean bus fuel technology for about a quarter of a century."

Attachment #10

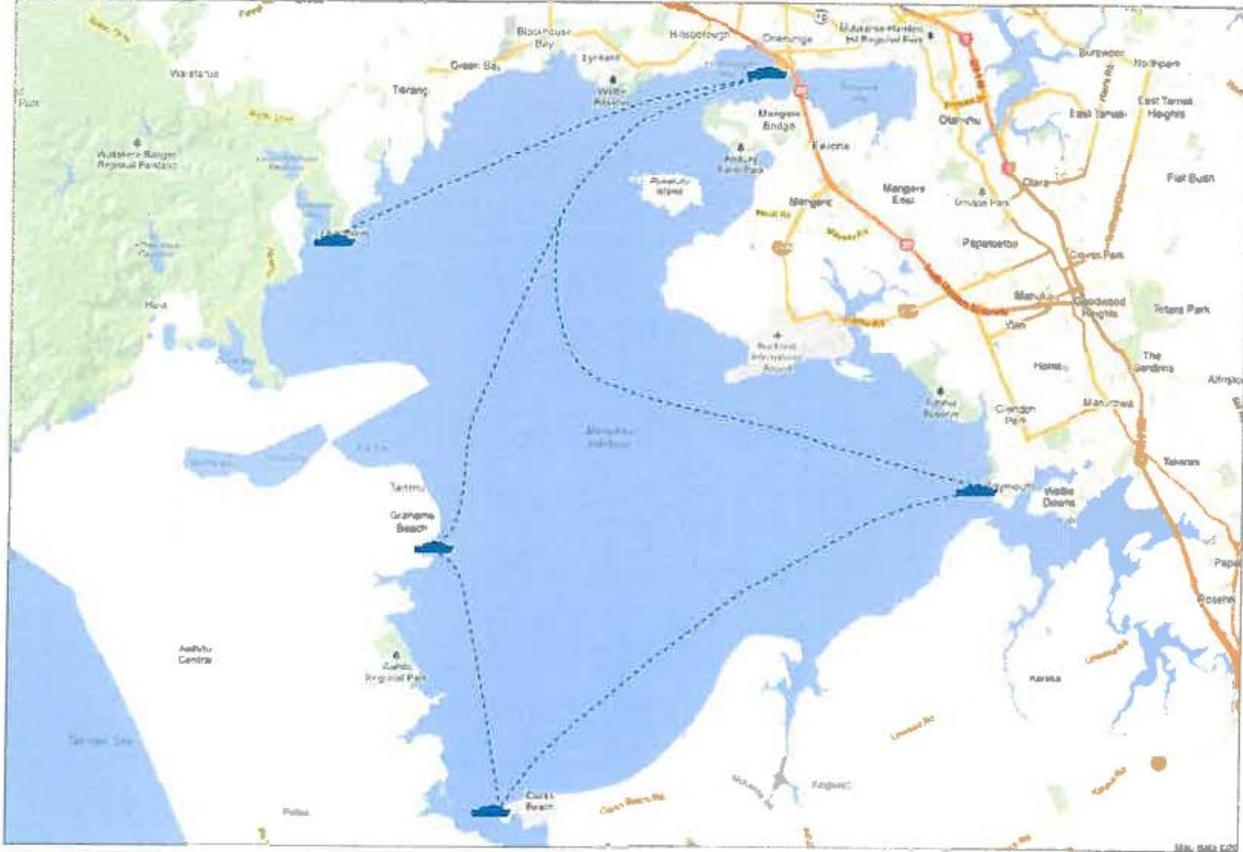
- **Submitters:** 592
- **Submitter Name:** Peter Fuller (Sealink Travel Group (NZ) Limited)
- **Attachment from Submission:**

Maps from Appendix 1 (page 31-35) of submission
Map of Proposed East Harbour Passenger Services





Map of Proposed Manukau Harbour Passenger Services



Attachment #11

- **Submitters:** 599 – 878
- **Submitter Name:** Various
- **Attachment from Submission:**

RAIL PASSENGER SERVICE TO TUAKAU

Can Auckland Transport please support the MAXX trains service being extended to Tuakau. We need a commuter train service to Tuakau.

- * We are a growing township and we need a train service to Auckland.
- * We sent a petition of 3500 signatures to Parliament last year in support of a commuter rail service.
- * We have university students who would like to live at home and commute to uni by train.
- * We have upwards of 200 commuters who have to travel to Pukekohe to catch the commuter train service and would appreciate being able to catch the train in Tuakau.
- * We have the resources to upgrade our rail platform ourselves if need be.

BUS SERVICE - TUAKAU to PUKEKOHE

Can Auckland Transport please support the continuation of our bus service from Tuakau to Pukekohe.

- * The major supermarkets are in Pukekohe along with other large retailers.
- * We also need to catch the bus for education, work and leisure purposes in Pukekohe.

Thank you for considering my submission.

Attachment #12

- **Submitters:** 879
- **Submitter Name:** John Dalzell and Neil Landingin (Waterfront Auckland)
- **Attachment from Submission:**

Attachment to submission – Flow's Report

3 September 2012

Andrew Maule
Auckland Transport
Private Bag 92250
AUCKLAND 1142

By email: Andrew.Maule@aucklandtransport.govt.nz
cc: Anthony.Cross@aucklandtransport.govt.nz
Brian.Devitt@aucklandtransport.govt.nz

Dear Andy

WYNYARD QUARTER BUS ROUTING

Flow Transportation Specialists Ltd was commissioned by Auckland Transport's Passenger Transport team to identify issues regarding public transport bus services for the Wynyard Quarter in response to the high active and public transport mode split associated with the development of Wynyard Quarter (refer Part 14.9 of the District Plan, Auckland City section), the design of roads within the Wynyard Quarter and the Auckland Public Transport Network Development Plan and future public transport services.

The first phase of this work is to gather information and scope likely public transport requirements, with a view that input can then be provided to Auckland Transport and Waterfront Auckland in planning and designing roads and public transport requirements. Further work on the ability of the network to accommodate expected bus volumes is likely to be required, in particular with buses on Fanshawe Street, with bus stops already experiencing congestion during peak times.

Specific tasks that Flow has undertaken include:

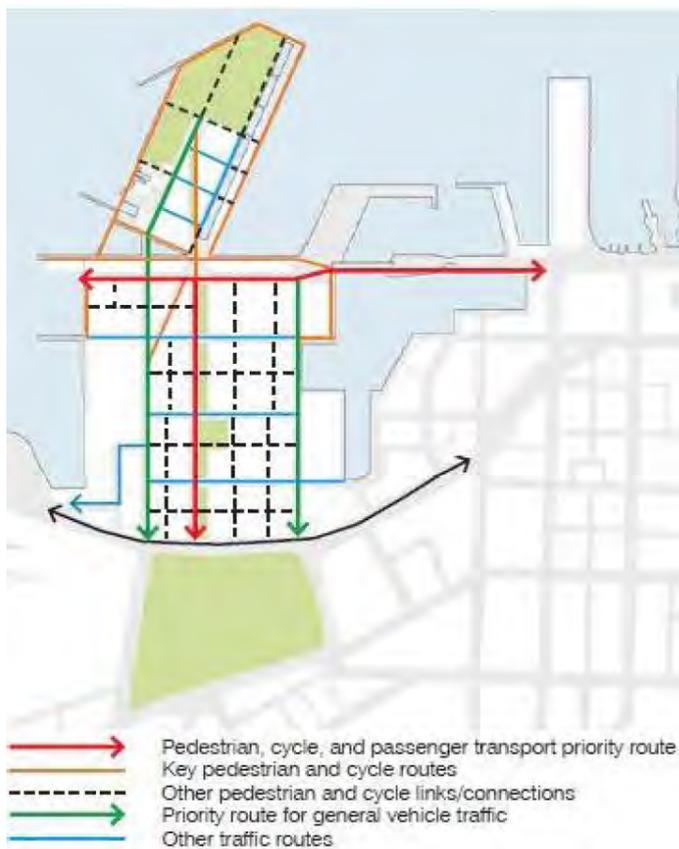
- ◆ Reviewing background information into the reason why the proposed public transport route is via Daldy Street
- ◆ A review of constraints for bus routes with regard to construction and design work completed to date
- ◆ A review of the likely number of buses for 2016 and beyond
- ◆ Identifying suitable routes for the buses to travel, with a view that these routes are designed to accommodate buses.
- ◆ Reviewing bus travel times around the Wynyard Quarter
- ◆ Reviewing the effectiveness of alternate routes

The attached plan identifies the current layout of the Wynyard Quarter and existing public transport provisions in the area.

1 DALDY STREET

The Transport Plan developed for the Wynyard Quarter and referred to in the District Plan (Auckland City Section, Part 14.9) as well as the Urban Design Framework¹ identifies Daldy Street as providing for “pedestrians, cyclists and passenger transport”. As can be seen in Figure 1 the proposed passenger transport network was intended to use Daldy Street as the north-south route with an east-west connection to Quay Street, which would have negated the need for buses to turn around within the Wynyard Quarter. Currently a pedestrian/cycle lifting bridge provides a connection from Wynyard Quarter to Te Wero Island and it is unlikely that a bridge serving buses will be constructed, although there could be a bridge to cater for trams in the future. The requirement for buses not to need to travel between Quay Street and the Wynyard Quarter via Te Wero Island was considered at the Council Hearing and evidence from the Auckland Regional Transport Authority was that the route via Fanshawe Street would be sufficient. Accordingly, if buses are to penetrate into the Wynyard Quarter, a turnaround facility that was not anticipated or planned for previously now needs to be included in the planning and design for the area.

Figure 1: Proposed Wynyard Quarter Street Function²



A turnaround facility within Wynyard Quarter is likely to involve buses routing around a block at the terminus of their route and being able to wait for a few minutes before re-starting their route.

As bus passengers often prefer to walk towards a bus stop in the same direction that they will then travel on the bus, and with the majority of buses likely to be heading towards Wellesley Street, Halsey Street could be considered to be a more appropriate north-south bus route than Daldy Street.

¹ <http://www.waterfrontauckland.co.nz/wa/media/Documents/PDF/2007-07-03-Urban-Design-Framework.pdf>

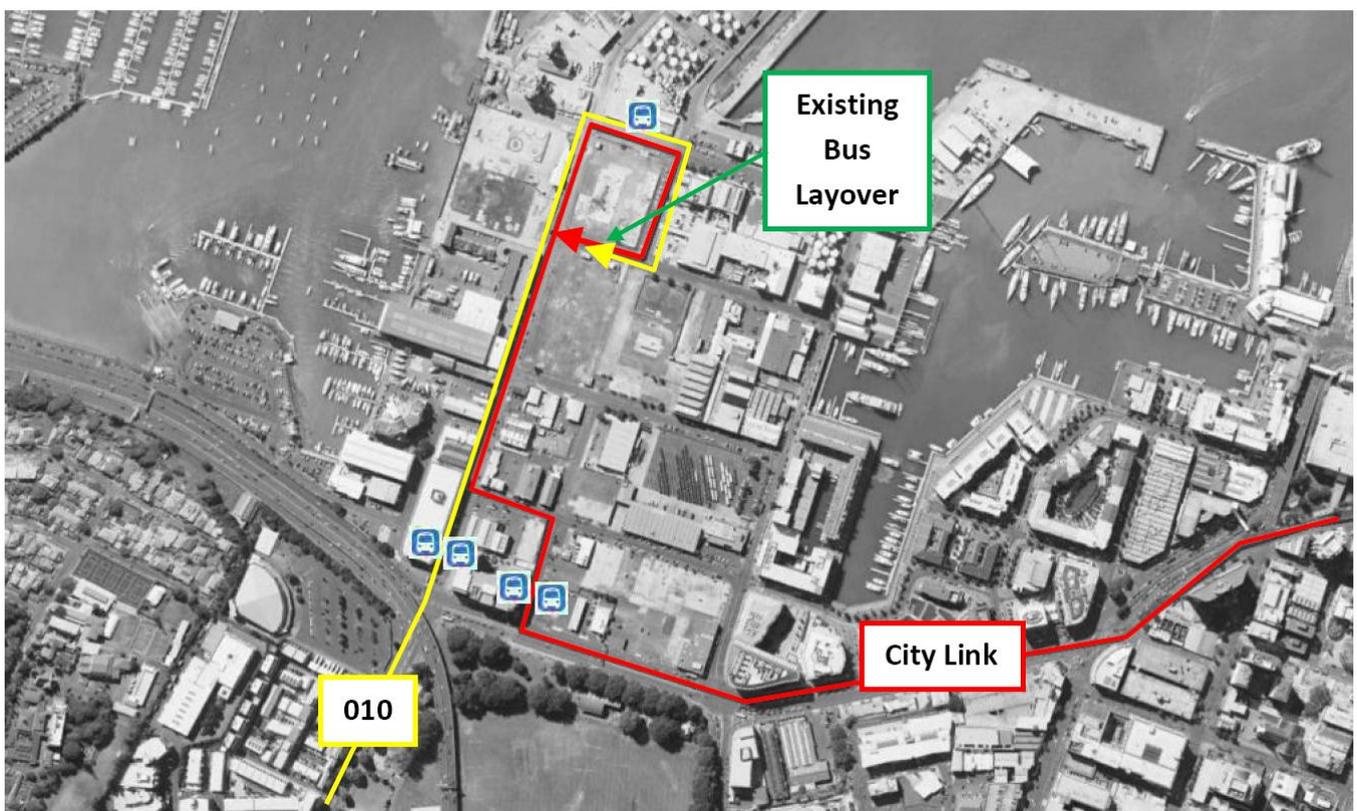
² Wynyard Quarter – Urban Design Framework, June 2007, Figure 29

However, Daldy Street is in the centre of the Wynyard Quarter, therefore able to serve land uses on both sides, and with Halsey Street identified as a general vehicle traffic route in the Urban Design Framework it is likely to be more congested than Daldy Street. Given this, we have assumed that Daldy Street is still the preferred north-south route for public transport.

2 EXISTING BUSES SERVING WYNYARD QUARTER

Two existing bus routes provide passenger transport access through the Wynyard Quarter, being the 010 to and from Onehunga via Ponsonby and the City Link to and from Karangahape Road. The 010 service operates twice an hour in each direction during the peak periods, and the City Link operates four times per hour in each direction (every second City Link bus continues on to the Wynyard Quarter). The route each of these bus routes takes through the Wynyard Quarter is shown in Figure 2, below, as are the existing bus stops within the Wynyard Quarter.

Figure 2: Existing Wynyard Quarter Bus Routes and Stops



The existing routes of the bus services through the Wynyard Quarter have been dictated by the current lack of a Daldy Street connection between Pakenham and Jellicoe streets. The current layout of the Beaumont Street/Fanshawe Street intersection does not allow northbound right turn movements; hence the 010 service travels straight through into Beaumont Street (although a circuitous route via Daldy and then back to Beaumont Street would not be appropriate). The Wynyard Quarter Transport Plan does not anticipate providing for northbound right turn movements at this intersection. However, it would be physically possible and would then provide the ability for buses to turn right then left into Daldy Street. This is discussed further later in this report.

In addition to the above two bus routes, routes to and from the North Shore service the Fanshawe Street bus stops on their way to and from the city centre, although anecdotally, many of these buses can be full in the evenings and not stop to pick up passengers heading north. Currently, approximately

85 buses per hour service these stops in the peak directions (city bound in the morning peak, North Shore bound in the evening), while approximately 20 buses per hour do so in the contra peak direction.

Further afield, many eastern southern, western and isthmus bus routes terminate at or near the Britomart Transport Centre. Passengers boarding and alighting these routes do so via an 800 metre walk across the Te Wero pedestrian bridge to Karanga Plaza. Routes from the central isthmus generally terminate near Mid City and passengers can transfer to the City Link to get to the Wynyard Quarter or walk some 1.1 km to the southern part of Wynyard Quarter.

3 BUS VOLUMES PREDICTED BY AUCKLAND TRANSPORT

A review has been carried out of the number of buses and bus routes expected to enter the Wynyard Quarter in 2016 and 2022, based on information supplied to Flow by Auckland Transport's modelling team, in turn based on the May 2012 public transport network review. As part of this public transport network review, Auckland Transport has been examining the possibility of extending a number of existing central isthmus bus routes to Wynyard Quarter, via Wellesley Street. These routes would both serve people travelling to the Wynyard Quarter, as well as those wishing to connect to and from North Shore services on Fanshawe Street. However, not all services would necessarily extend into the Wynyard Quarter particularly during the early stages of development of the Wynyard Quarter.

The bus routes in the model assume that Mission Bay services via Mt Eden (green route) will access the Wynyard Quarter via Beaumont Street and follow a similar route as the existing 010, that services from Mt Eden Road (orange route) will follow a similar route to the current City Link via Daldy Street and that buses from Wellesley Street (blue route) will make an anticlockwise loop around Halsey Street-Gaunt Street-Daldy Street-Fanshawe Street, as shown in Figure 3 below.

Figure 3: Modelled Wynyard Quarter Bus Routes (as supplied by Auckland Transport)



Table 1 summarises the forecast 2016 and 2022 peak hour bus volumes through the Wynyard Quarter, similarly obtained from the traffic model. Volumes given represent hourly bus volumes during the peak period (ie factored from the passenger car equivalent volumes in the model), and are for each direction. Note that neither of the two existing bus routes that serve the Wynyard Quarter (the City Link and 010 to Onehunga) are to remain.

Table 1: Predicted Peak Hour Bus Volumes Through the Wynyard Quarter (as supplied by Auckland Transport)

| Route | | Predicted Hourly Bus Volumes | |
|--|--|------------------------------|-------------|
| Designation | Description | 2016 Volume | 2022 Volume |
| Halsey Street Routes (Blue) | | | |
| F9, 9A & 9B | Dominion Road | 24 | 24 |
| F10 & 10A | Sandringham Road | 16 | 16 |
| F11 | New North Road | 10 | 6 |
| T47 | Remuera to Wynyard Quarter via Parnell | 2 | 2 |
| P2 | New Windsor to Wynyard Quarter | 6 | 6 |
| P3 | Mangere to Wynyard Quarter | 4 | 4 |
| Subtotal: Halsey Street Routes (Blue) | | 62 | 58 |
| Daldy Street Route (Orange) | | | |
| F8 | Mt Eden Road | 12 | 12 |
| Beaumont Street Routes (Green) | | | |
| S2 & F33 | Mission Bay to Wynyard Quarter via Valley Road | 4 | 6 |
| Subtotal: Daldy and Beaumont Streets (Orange and Green) | | 16 | 18 |
| Total | | 78 | 76 |

4 BUS PASSENGER NUMBERS

An estimate for the number of bus passengers travelling to and from the Wynyard Quarter once it is fully developed has been determined based on the Draft Wynyard Quarter Preliminary Transport Plan³, the August 2010 Consent Order Transport Plan, Auckland Transport's June 2012 (patronage) Statistics Report and the 2022 bus routes from the May 2012 public transport network review.

The following section establishes an estimate for the number of bus passengers that can be expected to travel to and from the Wynyard Quarter during each peak period, via the above routes that pass through the Wynyard Quarter, following full development of the area.

The number of vehicle trips into and out of the Wynyard Quarter had previously been determined in the Draft Wynyard Quarter Preliminary Transport Plan³ and updated in the Consent Order and

³ Wynyard Quarter Preliminary Transport Plan, Flow Transportation Specialists Limited, May 2008 – note that this was superseded by the Transport Plan included the Wynyard Quarter Consent Order #7 (Travel Management), signed 19 August 2010

associated Flow technical note⁴. This assessment has been based on the development areas shown in Table 2, and the resulting trips generation is summarised in Table 3.

Table 2: Wynyard Quarter Development Areas (m²)

| | Wynyard Quarter Areas 1 to 7 | Adjacent Areas | Total |
|------------------|---|-----------------------|----------------|
| Marine | 133,800 | 4,200 | 138,000 |
| Consented Office | 72,300 | 56,000 | 128,400 |
| New Office | 236,200 | 0 | 236,200 |
| Retail | 30,700 | 600 | 31,200 |
| Food | 19,600 | 900 | 20,500 |
| Accommodation | 194,300 | 23,100 | 217,400 |
| Hotel | 0 | 13,200 | 13,200 |
| Events | 0 | 2,600 | 2,600 |
| Total | 686,900 | 100,600 | 787,500 |

Table 3: Peak Hour Private Vehicle Trips (for Quarter Areas 1 to 7 and adjacent sites)

| | Morning Peak | Evening Peak |
|----------------|---------------------|---------------------|
| Inbound Trips | 2,019 | 1,238 |
| Outbound Trips | 1,192 | 2,602 |

The Wynyard Quarter Transport Plan establishes future mode splits as follows:

Table 4: Predicted Mode Splits for the Wynyard Quarter

| | Public Transport | Private Vehicle |
|------------------------------|-------------------------|------------------------|
| Residents in Wynyard Quarter | 13% | 30% |
| Workers in Wynyard Quarter | 33.5% | 30% |

The above mode splits have been applied to the trip generation process for the various land uses within the Wynyard Quarter, and Table 5 documents the resulting number of public transport trips to and from the area.

⁴ Revised Trip Totals for Wynyard Quarter Draft Consent Order and Plan Change, technical note to Tony Innes, Stephen Hewett and others from Ian Clark, Flow Transportation Specialists Ltd, 24 June 2010

Table 5: Peak Hour Public Transport Passenger Trips

| | Morning Peak | Evening Peak |
|----------------|---------------------|---------------------|
| Inbound Trips | 2,198 | 1,147 |
| Outbound Trips | 1,031 | 2,785 |

Of the above public transport trips however, not all will take place on bus routes that travel directly into the Wynyard Quarter. Rather, a number of trips will take place through:

- ◆ Train passengers walking to and from the Wynyard Quarter
- ◆ Ferry passengers walking to and from the Wynyard Quarter
- ◆ Bus passengers boarding/alighting at Britomart and walking to and from the Wynyard Quarter
- ◆ Bus passengers boarding/alighting on Fanshawe Street and walking to and from the Wynyard Quarter

To determine what proportion of total public transport trips to and from the Wynyard Quarter will take place on those buses travelling into the Wynyard Quarter, Auckland Transport's most recent public transport patronage figures⁵ have been used, as shown in Table 6. 76% of public transport trips across Auckland are shown to be via bus.

Table 6: 12 Month Public Transport Patronage to June 2012

| Mode | Trips | Proportion |
|------------------------------|-------------------|-------------------|
| Train | 10,904,200 | 16% |
| Ferry | 5,447,400 | 8% |
| Bus (excluding school buses) | 52,113,300 | 76% |
| Total | 68,464,900 | 100% |

To determine what proportion of bus trips to and from the Wynyard Quarter will take place on bus routes that pass through it, the number of proposed 2022 hourly buses on the various modelled bus routes that would serve the Wynyard Quarter have been examined. Of these routes:

- ◆ 76 buses/hour (40%) are modelled to pass directly through the Wynyard Quarter
- ◆ 112 (60%) either pass by the Wynyard Quarter via Fanshawe Street or terminate at Britomart

Applying the relevant factors (76% of public transport trips via bus, 40% of bus trips into the Wynyard Quarter) to the total public transport trips in Table 5, the following bus passenger trips into the Wynyard Quarter are predicted.

⁵ Statistic Report, Auckland Transport, June 2012

Table 7: Peak Hour Bus Passenger Trips into Wynyard Quarter

| | Morning Peak | Evening Peak |
|----------------|---------------------|---------------------|
| Inbound Trips | 676 | 353 |
| Outbound Trips | 317 | 857 |

Based on the modelling predictions, some 76 bus services may operate to and from the Wynyard Quarter during each peak hour in 2022. With 676 inbound morning peak passengers, and 857 outbound evening peak passengers, this would result in, on average, nine to eleven Wynyard Quarter passengers per bus. That is to say, approximately 20% of bus capacity would be taken up by Wynyard Quarter passengers, with the remaining 80% on these buses boarding/alighting elsewhere along their routes, for example in the central city and connecting to North Shore buses on Fanshawe Street. Not all these buses though would need to penetrate to the northern parts of the Wynyard Quarter, although this would maximise the areas served.

We note that these 76 buses per peak hour are considerably higher than the 18 per hour noted within the Wynyard Quarter Transport Plan⁶.

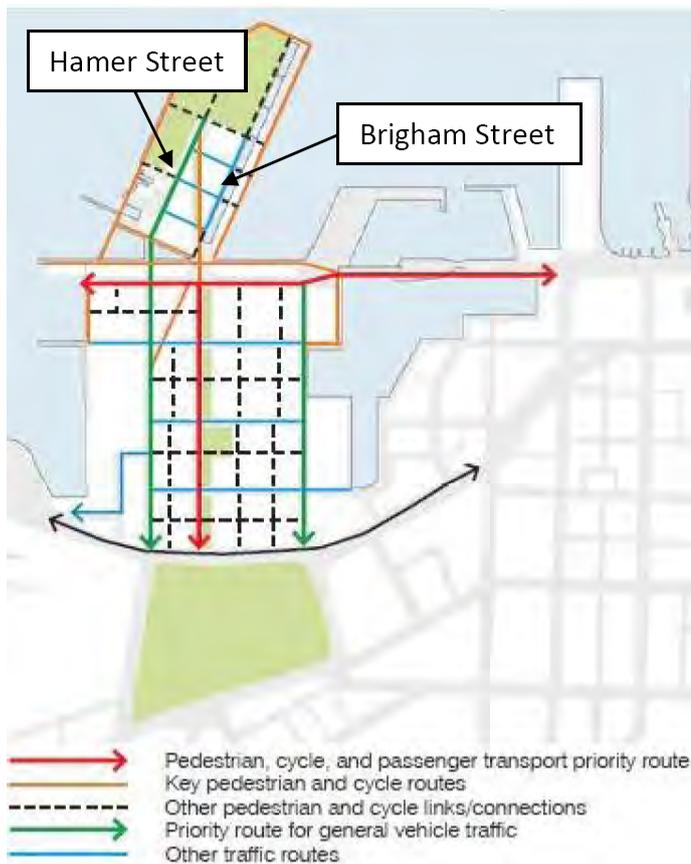
We also note that ultimately, should rail to the North Shore be constructed and a station be located within the Wynyard Quarter on Gaunt Street, this would reduce the number of bus passengers boarding and alighting within Wynyard Quarter. When considering passenger trips to and from the North Shore, these users will shift from Northern Express bus services that stop on Fanshawe Street to the new rail station. Accordingly, there will be no fewer North Shore passengers boarding or alighting at bus stops within the Wynyard Quarter itself. When considering passenger trips to and from the isthmus, there will likely be a mode shift from buses to rail. However, this will largely only affect those trips with trip ends within walking distance of an existing isthmus rail station. The majority of future bus routes that are proposed to pass through the Wynyard Quarter run via Dominion Road, Mt Eden Road, Sandringham Road and New North Road. There is only very limited scope for passengers on these routes to switch to rail stations (New North Road alone runs along a rail corridor). Accordingly, the switch from bus to rail modes is expected to be modest, and isthmus based passengers using the new Gaunt Street Station are more likely to have switched from other modes (eg private car).

5 CONSIDERATION OF BUS ROUTES THROUGH WYNYARD QUARTER

With four east-west routes across the Wynyard Quarter (Gaunt, Pakenham, Madden and Jellicoe streets) and three north-south routes (Beaumont, Daldy and Halsey streets), a very large number of permutations are available for future bus turnaround routes within the Wynyard Quarter. An additional option exists north of Jellicoe Street, where Hamer and Brigham Streets will in the future form a partial loop, completed by several proposed access lanes. Figure 4 illustrates the proposed long term street network within the Wynyard Quarter, as well as the intended function of these streets.

⁶ Wynyard Quarter Preliminary Transport Plan, Flow Transportation Specialists Limited, May 2008

Figure 4: Proposed Wynyard Quarter Street Function ⁷



There are a number of issues and constraints that will affect the choice of any future bus routes, and these are discussed below.

Table 8: Issues and Constraints for Bus Routes in the Wynyard Quarter

| Location | Constraints and Issues |
|--------------|--|
| Daldy Street | <p>Daldy Street is intended to form the main public transport axis for the Wynyard Quarter in accordance with the Urban Design Framework. However, the Framework was not updated after the Council decided to remove the public transport connection between Wynyard Quarter and Te Wero Island that would have enabled buses to traverse through the Wynyard Quarter rather than turnaround and head back to Fanshawe Street.</p> <p>As the central of the three north-south routes through the Wynyard Quarter, Daldy Street provides the most efficient location with regard to providing a two-way route for buses that is approximately equidistant between eastern and western parts of the area. Priority at the Gaunt Street, Madden Street and Pakenham Street intersections is planned to change⁸, giving priority to north-south movements on Daldy Street.</p> <p>Bus passengers often prefer to walk towards a bus stop in the same direction that they will then travel on the bus. With the majority of buses likely to be heading towards Wellesley Street, Halsey Street could be considered to be a more appropriate north-south bus route than Daldy Street. However, Daldy Street is in the centre of the Wynyard Quarter, therefore able to serve land uses on both sides, and with Halsey</p> |

⁷ Wynyard Quarter – Urban Design Framework, June 2007, Figures 28 and 29

⁸ Transport Plan Appendix A, as included in the Wynyard Quarter Consent Order #7 signed 19 August 2010

Table 8: Issues and Constraints for Bus Routes in the Wynyard Quarter

| Location | Constraints and Issues |
|--|---|
| | <p>Street identified as a general vehicle traffic route it is likely to be more congested than Daldy Street.</p> <p>The Transport Plan (signed by the Environment Court) notes that <i>“public transport will stop within the traffic lanes and the design speed is to be 30 kph”</i>.</p> <p>Given the above, we have assumed that Daldy Street is the preferred north-south route for public transport.</p> |
| Jellicoe Street | <p>The Urban Design Framework shows Jellicoe Street as both a pedestrian and cyclist priority route and as a passenger transport route, linking Daldy Street to a bridge across to Te Wero Island and then to Quay Street.</p> <p>The Transport Plan (as included in the Wynyard Quarter Consent Order #7) identifies that the intersection of Jellicoe Street and Halsey Street has been designed to accommodate the turning radii of a bus and can also accommodate a tram.</p> <p>Jellicoe Street has recently been transformed into a high pedestrian amenity street, with textured paving and a slow speed environment as part of the proposed development of North Wharf and the Marine Events Centre. Jellicoe Street in its current form is an unsuitable streetscape for bus volumes of some 76 to 78 buses per hour. Therefore routes other than the current Jellicoe Street loop also need to be considered.</p> |
| Hamer Street and Brigham Street | <p>A loop may be possible using these two streets, provided that a suitable connection that can accommodate buses is provided between them. While this would provide a direct service to the predominantly residential land uses of Precinct 6 (north of Jellicoe Street) and the proposed Point Park, the use of proposed narrow lanes (10 m width) may not be appropriate for buses. In addition, the additional travel time required may not be justified for this relatively small section of development. For these reasons, Hamer and Brigham Streets are unlikely to carry substantial bus volumes, but intermittent or low frequency services may be desirable in the long term. As a result, Hamer Street, Brigham Street and an east-west lane linking the two should be designed to accommodate bus movements, so as not to preclude their future use.</p> |
| Walking distance to destinations (north-south) | <p>The further north the bus turnaround routes extend, the lesser the distance passengers need to walk to and from destinations to the north of Fanshawe Street. As such, Jellicoe Street and Madden Street should be protected as possible routes for Wynyard Quarter buses.</p> <p>However, not all buses may necessarily need to travel to Jellicoe Street and could instead use Gaunt Street and Pakenham Street as a circulation route.</p> |

Table 8: Issues and Constraints for Bus Routes in the Wynyard Quarter

| Location | Constraints and Issues |
|--|---|
| Circulation Direction | <p>Anticlockwise loops (left turns): While an anticlockwise loop results in predominantly left turns, resulting in generally faster route turnaround times, left turns are geometrically more difficult for buses to traverse and generally result in wider roads being required, to the detriment of pedestrian amenity. In some locations, left turns are not possible without taking up both sides of the side road; these include:</p> <ul style="list-style-type: none"> ◆ The left turn from Halsey Street into Jellicoe Street ◆ The left turn from Halsey Street into Madden Street <p>Clockwise loops (right turns): A clockwise loop allows predominantly right turns to be made, which are geometrically easier for buses to traverse and allow corner radii to be smaller than if left turns are provided for. Right turns however would generally result in slower route turnaround times if the opposing through traffic volume results in delays. The exception to this is the right turn from Jellicoe Street into Halsey Street, which provides priority to right turn movements.</p> <p>Based on the above, clockwise turnaround routes are generally recommended.</p> |
| Fanshawe Street/Beaumont Street intersection | <p>While the majority of Wynyard Quarter bus services (64 of 76 in 2022) will approach the Wynyard Quarter from the intersection of Halsey and Fanshawe streets, some future services will approach from Beaumont Street. Currently the right turn into Fanshawe Street is banned and the 010 service travels straight across Fanshawe Street into Beaumont Street. The Transport Plan also excludes this right turn. However, it would be physically possible to provide a bus-only right turn bay to allow these buses to turn right into Fanshawe Street and then left into Daldy Street, thus joining the public transport priority route along Daldy Street. Traffic modelling of the operation of the Fanshawe Street/Beaumont Street intersection would enable an assessment of the operation of the intersection, however if this movement is for buses only, the operation of the intersection should not be significantly affected.</p> <p>If this right turn for buses is not provided, then some twelve buses per hour may require a different turnaround route from the other 64. With a bus stop required close to Fanshawe Street to enable connections to North Shore buses, operational issues may occur downstream of the intersection (see below).</p> |
| Beaumont Street | <p>The northbound approach to the Fanshawe Street/Beaumont Street intersection is intended to have two lanes, both of which continue straight through. At the next intersection north (Beaumont Street/Gaunt Street), the right hand of these two lanes becomes a captive right turn lane into Gaunt Street, and both lanes are notably narrow (~3 m). If the right turn into Fanshawe Street from Beaumont Street is not permitted, then the four to six Mission Bay bus services would travel straight across into Beaumont Street and they would effectively block the only northbound through lane on Beaumont Street by stopping at any bus stop located on Beaumont Street north of Fanshawe Street. This could potentially cause traffic to block back to Fanshawe Street. We recommend that alternative solutions need to be found. Accordingly, as above, we recommend a short, bus only right turn lane be installed at the northbound approach to the Fanshawe Street/Beaumont Street intersection, and that Mission Bay bus</p> |

Table 8: Issues and Constraints for Bus Routes in the Wynyard Quarter

| Location | Constraints and Issues |
|--|--|
| | services use this to access Daldy Street. |
| Fanshawe Street/Daldy Street | Currently it is not possible to turn right from Daldy Street into Fanshawe Street. To enable Mission Bay and 010 buses to use Daldy Street, it is recommended that a bus only right turn phase be installed at this intersection. An all vehicle right turn could encourage the use of Daldy Street by other vehicles, which is not recommended. |
| Fanshawe Street/Halsey Street intersection | The Transport Plan envisages road widening at the intersection of Fanshawe and Halsey streets together with the right turn movement from Halsey Street (north) being banned and two through lanes to Halsey Street (south) being provided in order to simplify the signal phasing. |
| Halsey Street | Halsey Street has a function to provide for general traffic as well as pedestrians and cyclists. It also provides for the tram within the carriageway. Upgrades are proposed to the Halsey Street/Gaunt Street intersection and Halsey Street/Fanshawe Street intersection. Bus stops within Halsey Street the southern part of Halsey Street between Fanshawe and Gaunt streets is unlikely to be feasible due to the proximity of the signalised intersections and would need to be indented from the traffic lanes to avoid creating congestion traffic further north of Gaunt Street. The tram line and expected streetscape would impact on the ability to provide suitable bus stops on Halsey Street. |
| Fanshawe Street | <p>Fanshawe Street currently provides bus stops for eastbound (from North Shore) and westbound (to North Shore) buses. Additional bus stops are required to cater for current and future bus services.</p> <p>Pedestrian crossing facilities include staggered crossings that leave pedestrians waiting in the middle of the road and crossing against red lights. Improvements could be made to serve pedestrians and bus passengers better.</p> |
| Interchange with North Shore services | <p>The ability to connect between isthmus and north shore buses at Wynyard is important. As well, the serving of passengers to and from the Wynyard Quarter is important, with ideally passengers being able to alight and depart buses within a 400 m walk distance of their origin/destination.</p> <p>Wellesley Street buses heading towards Wynyard Quarter can allow passengers destined to North Shore northbound buses to alight at a new bus stop on Halsey Street, south of Fanshawe Street.</p> <p>Buses from the North Shore can allow passengers to alight at eastbound bus stops on Fanshawe Street with passengers wanting to connect to Wellesley Street or College Hill buses being able to do so on Daldy Street, just north of Fanshawe Street.</p> <p>College Hill buses heading towards Wynyard Quarter can allow passengers destined to North Shore northbound buses to alight on Daldy Street, north of Fanshawe Street. These passengers would need to cross Fanshawe Street to reach North Shore northbound bus stops.</p> |

Table 8: Issues and Constraints for Bus Routes in the Wynyard Quarter

| Location | Constraints and Issues |
|---------------|---|
| Victoria Park | The Wynyard Quarter interchange does not have to be located within the Wynyard Quarter and could make use of a one-way anticlockwise circulation around Victoria Park for buses travelling via Wellesley Street. Bus stops and bus waiting areas could make use of current kerbside parking on Halsey Street, Beaumont Street and Victoria Street West, although this may only be feasible during peak times due to the need for car parking close to the park. This option would not provide a good level of bus service to those working and living in the Wynyard Quarter. |

As a result of the above issues and constraints, several potential bus turnaround routes become apparent. Feasible turnaround options within the Wynyard Quarter are identified as follows.

Table 9: Wynyard Quarter Bus Possible Turnaround Route Options

| Route | Comments |
|---|---|
|  | <p>Northern turnaround via Madden, Beaumont and Jellicoe Streets, as per the existing bus turnaround route for both the 010 and the City Link.</p> <p>Can make use of existing bus stop on Jellicoe Street.</p> <p>Can make use of existing wait stop on Madden Street, with short turnaround area to return to the bus stop.</p> <p>Considered a suitable route allowing connections with North Shore services (at bus stops at the southern end of Daldy Street) as well as serving Wynyard Quarter workers and residents at bus stops along Daldy Street and close to North Wharf.</p> <p>This route is recommended for the green and orange routes (16 to 18 buses per hour) from Figure 3.</p> |
|  | <p>Mid turnaround clockwise route via Madden, Halsey and Pakenham Streets.</p> <p>Wait areas would need to be provided on the turnaround route, most likely on Madden or Pakenham streets as difficult to provide bus stop or wait area on Halsey Street (due to tram and streetscape).</p> <p>Longer turnaround route than the northern route, which could create issues for route timing due to the need to circulate the block again to pick up passengers on Daldy Street north of Pakenham Street.</p> |

Table 9: Wynyard Quarter Bus Possible Turnaround Route Options

| Route | Comments |
|--|--|
|  | <p>Southern turnaround via Pakenham Street for blue routes shown in Figure 3).</p> <p>Shorter than the above routes, this offers faster turnaround times whilst still penetrating Wynyard Quarter to provide a reasonable service for those working and living in the area.</p> <p>Whilst an anticlockwise route, requiring left turns, bus stops and a wait area could be provided on Pakenham Street thus avoiding the need for a bus stop on Halsey Street. The existing bus stop on Daldy Street, south of Gaunt Street would provide for the start of a new route.</p> |
|  | <p>Southernmost turnaround, anticlockwise via Gaunt Street for blue routes shown in Figure 3).</p> <p>As the shortest route, this offers the fastest turnaround times whilst still penetrating the southern part of Wynyard Quarter.</p> <p>It is understood that the left turn from Halsey Street into Gaunt Street is being designed to accommodate heavy vehicle movements and would therefore be suitable for buses.</p> <p>Route end bus stops and a downstream wait area could be located on Gaunt Street, prior to commencing a new route at the existing bus stop on Daldy Street.</p> |

It is suggested that all these routes be considered as appropriate for bus turnaround routes within the Wynyard Quarter to cater for the anticipated services. It is recommended that investigations be progressed to determine the on-street layouts required for tracking, bus stops and wait areas. In summary, the following turns need to be protected for bus movements through any ongoing design process:

- ◆ The right turn from Beaumont Street into Fanshawe Street, for buses only
- ◆ The right turn from Daldy Street to Fanshawe Street, for buses only
- ◆ The left turns between Fanshawe Street and Daldy Street
- ◆ The left turn from Daldy Street into Madden Street and the sequence of right turns from Madden Street to Beaumont Street, Beaumont Street to Jellico Street, and Jellico Street to Daldy Street
- ◆ The sequence of right turns from Daldy Street to Madden Street, Madden Street to Halsey Street and Halsey Street to Pakenham Street, and the left turn from Pakenham Street into Daldy Street
- ◆ The left turns from Halsey Street to Pakenham Street and from Pakenham Street into Daldy Street

- ◆ The left turns from Halsey Street into Gaunt Street and from Gaunt Street into Daldy Street.

Figure 5 illustrates the four possible Wynyard Quarter bus turnaround routes.

Figure 5: Wynyard Quarter Bus Possible Turnaround Routes



6 BUS TRAVEL TIMES

An accurate understanding of bus travel times through the Wynyard Quarter cannot be made until designs for the various intersections have been progressed. However, the various turnaround routes supplied by Auckland Transport as part of the May 2012 public transport network review have previously been included in the Auckland City Centre SATURN model, updated by Flow in July 2012. Figure 6 illustrates these routes.

Figure 6: Modelled Future Wynyard Quarter Bus Routes (as supplied by Auckland Transport)



Among these routes, the blue route would be the fastest and most direct, while the orange route the slowest and most complex. Modelled turnaround times to and from the intersection of Halsey and Fanshawe streets was found to be approximately three minutes for the blue route and approximately six minutes for the orange route, for both peak periods. From this we conclude that any future bus turnaround route would likely take approximately six minutes if it were to extend as far north as Jellicoe Street. However, we also note that the true turnaround times will depend upon the specific design of intersections along the route, and also any congestion along these routes.

7 BUS STOPS AND LAYOVER AREAS

Consideration has been given to the location of bus stops within Wynyard Quarter, and the effects of buses waiting within the Wynyard Quarter between in- and outbound trips.

Bus wait areas (layovers) are required within the Wynyard Quarter as most of the proposed bus routes into the Wynyard Quarter are intended to operate as loops (66 of 76 services in 2022), with the Wynyard Quarter serving as the turnaround point in their respective circuits. The start of each outbound trip would be timed to each route's schedule, meaning that if an individual bus finished its previous inbound trip ahead of schedule, it would be forced to wait prior to commencing the next outbound trip. This wait is unlikely to be sufficiently long for the bus to exit the Wynyard Quarter to a wait at a depot, and buses would likely wait at the start/finish point of their respective routes. As occurs on current routes around the city, it would not be just the last stop that has this task, buses also do this at designated stops along their routes. As such, consideration must be given to the number of waiting buses that may be expected.

The remaining ten bus services (peak services) operate in the peak direction only. In the morning peak, having dropped off their last passenger within the Wynyard Quarter, they would be expected to

exit the quarter immediately to return to a depot or to commence a new trip elsewhere, and thus will require no wait within the Wynyard Quarter. In the evening peak however, having departed the depot and arrived at the Wynyard Quarter, these services are likely to have to wait for a minute or two until the start time of their scheduled service. As such, evening peak bus layovers are likely to be critical, and these ten peak direction services have been included in the below layover analysis.

An approximate estimate of the number of buses expected to layover has been determined. This has been carried out using the assumptions listed below, with the results shown in Table 10.

- ◆ A random arrival rate, with buses split into two Wynyard Quarter turnaround routes:
 - ◆ 62 buses per hour circulating via Gaunt Street (blue route in Figure 6)
- ◆ 18 buses per hour circulating via Jellicoe Street (green and orange routes in Figure 6) The average time between a bus finishing its route and commencing the next (ie the length of time the bus is running early) being randomly distributed
- ◆ All buses are assumed to lay over
- ◆ That stochastic queuing theory applies (type M/M/1), with buses exiting the layover area on a 'first in first out' basis

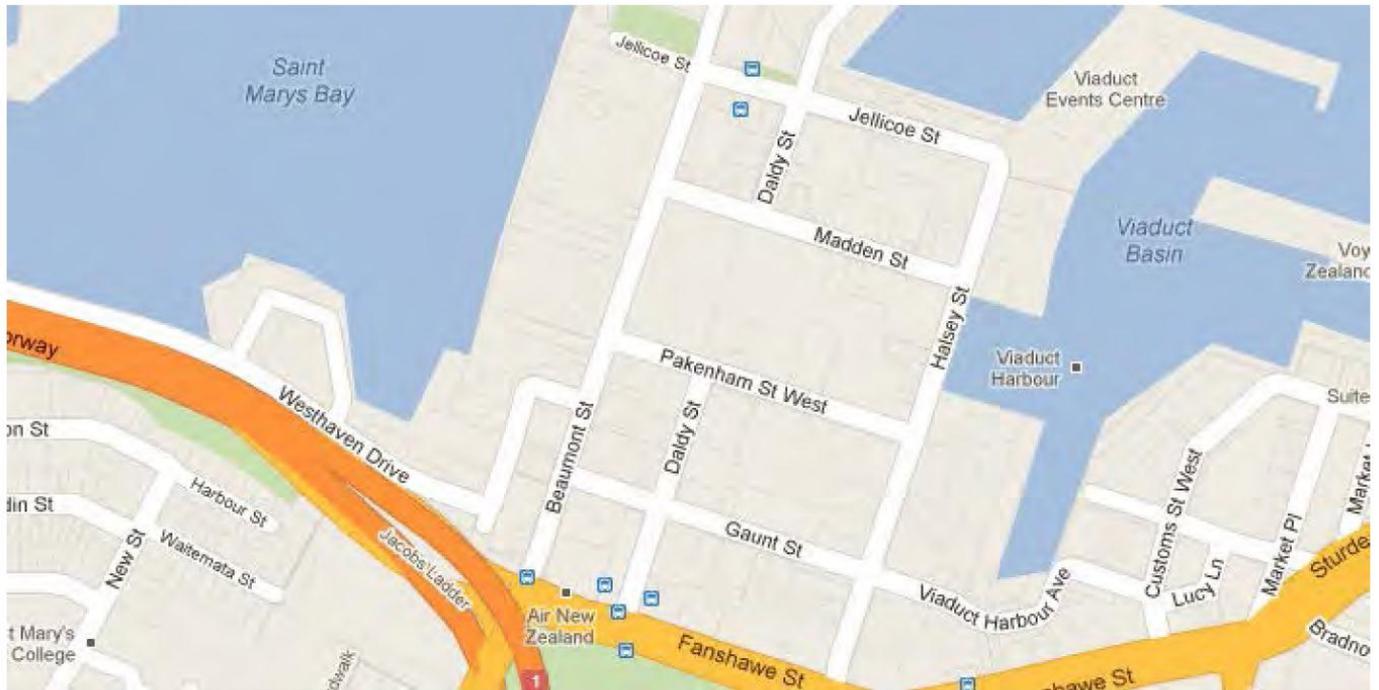
Table 10: Estimated Number of Buses Laying Over

| Average Time between Bus Arrival and Scheduled Departure (minutes) | Number of Buses Laying Over | | | |
|--|-----------------------------|-----------------------------|------------|-----------------------------|
| | Green/Orange Route | | Blue Route | |
| | Average | 90 th Percentile | Average | 90 th Percentile |
| 1 | 1 | 2 | 2 | 4 |
| 2 | 1 | 3 | 3 | 7 |
| 3 | 2 | 4 | 4 | 9 |

The above analysis illustrates that if traffic conditions are light on any given day, the number of buses circulating about the blue route and waiting within the Wynyard Quarter may be significant, with up to four predicted if buses are running on average one minute ahead of schedule, or nine if buses are running on average three minutes ahead of schedule. For services circulating about the green/orange routes, the number of buses waiting is predicted to be from two to four. This would necessitate the need for the various routes serving the Wynyard Quarter to be able to wait at a bus stop or use the turnaround routes to enable them to start their new routes at the correct time. If the buses wait at bus stops rather than a designated wait area, then the bus stops would either need to be recessed into the kerb, or carriageway widths would need to be sufficient to allow traffic (including other buses) to overtake a waiting bus safely. Preliminary cross sections presented in the Wynyard Quarter Urban Design Framework indicate that Daldy Street is intended to have a 13 m wide carriageway, while neither Beaumont, Jellicoe or Madden Streets are shown to have such width. However, design plans being developed for the northern part of Daldy Street, between Pakenham and Jellicoe Streets indicate a carriageway width of 7 m and that bus stops would be within the vehicle lanes, at bus boarding platforms. Accordingly, sufficient wait areas away from Daldy Street need to be included in the turnaround routes.

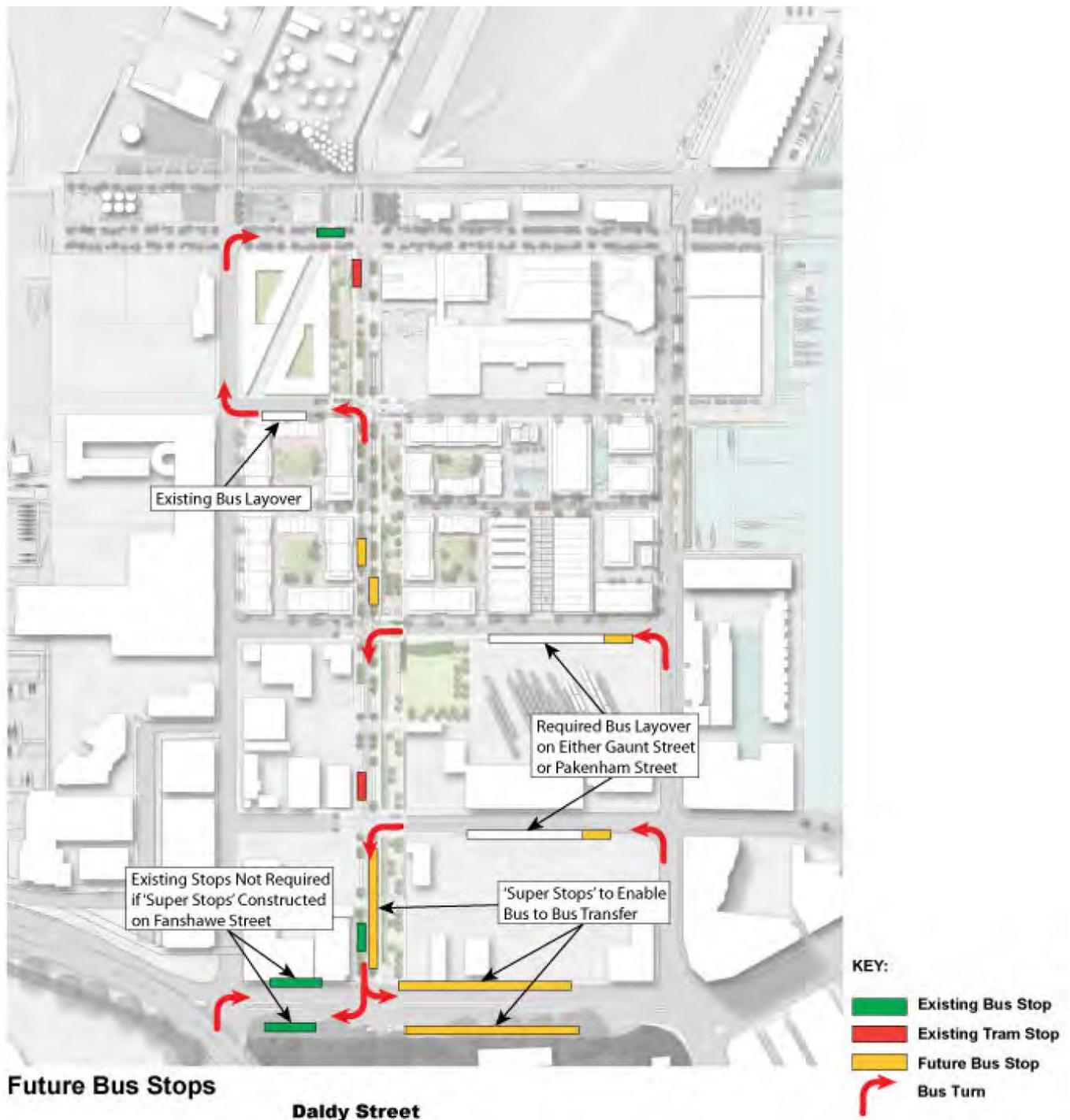
Figure 8 below indicates the approximate location of existing bus stops within the Wynyard Quarter. Two sets of stops are located adjacent to Fanshawe Street on Beaumont Street and Daldy Street, serving the 010 and City Link respectively. Approximately 500 m north of these is a stop on Jellicoe Street, serving both routes. A wait area has been provided on Madden Street, where a bus waits after dropping passengers at the bus stop on Jellicoe Street before driving around to start its route from the same bus stop on Jellicoe Street.

Figure 7: Existing Bus Stops within the Wynyard Quarter



It is recommended that bus stops be retained on Daldy Street close to Fanshawe Street to enable connections between central isthmus and north shore buses. Bus stops further north on Daldy Street should be located to enable passengers to use the east-west roads to walk to and from their destinations in a direct way. Figure 10 illustrates both the existing Wynyard Quarter bus stop layout, and the proposed changes.

Figure 8: Proposed Bus Stops and Layover Areas within and adjacent to the Wynyard Quarter



8 FANSHAWE STREET BUS STOPS

As an aside to the above research, Auckland Transport has requested that Flow investigate the operation of North Shore bus stops on Fanshawe Street. Existing North Shore buses heading towards the city centre, having exited the Northern Motorway at Fanshawe Street, stop at bus stops on Fanshawe Street between Beaumont Street and Daldy Street, as shown in Figure 10. However, this bus stop is of approximately 30 m length and allows only two buses to stop at a time. An eastward shift of these bus stops to a location between Daldy Street and Halsey Street is proposed, in order to accommodate longer bus stops. Figure 10 shows possible locations for this longer bus stop.

Figure 9: Fanshawe Street Bus Stops adjacent the Wynyard Quarter



The following analysis considers the number of buses that may be expected to stop at these stops in the future, and how these stops may operate.

Modelling carried out by Flow of the 2021 Auckland city centre suggests that approximately 80 buses per hour will exit the Northern Motorway in the morning peak, stopping on Fanshawe Street before proceeding either eastwards on Fanshawe Street or southeast on Wellesley Street. The same assumptions that were made to assess bus layovers with the Wynyard Quarter in Section 7 have again been made, these being:

- ◆ Bus arrivals are random (80 buses per hour)
- ◆ The average wait time of buses at the Fanshawe Street stops is also random; various values for this average wait time have been considered
- ◆ All buses are assumed to stop, either to drop off passengers and or to pick them up
- ◆ That stochastic queuing theory applies (type M/M/1), with buses exiting the bus stops on a ‘first in first out’ basis

The results of the analysis are shown in Table 11.

Table 11: Estimated Number of Buses Stopping on Fanshawe Street

| Average Time Bus Stopped (seconds) | Number of Buses Stopped | |
|------------------------------------|-------------------------|-----------------------------|
| | Average | 90 th Percentile |
| 30 | 1 | 4 |
| 45 | 2 | 5 |
| 60 | 2 | 6 |

The queuing analysis suggests that space for up to four to six buses should be provided, in order to accommodate the 90th percentile bus queue. This agrees well with the observed morning peak bus queuing on city bound platforms at Smales Farm and Akoranga Stations, during the 2012 Busway

Monitoring Surveys⁹. At each of these stations, approximately 70 southbound buses per hour were recorded, each stopping for between 30 to 60 seconds, resulting in four buses frequently stopping at the platform. On only one occasion were five buses noted to stop at once. Assuming four buses, 14.5 m per bus and a separation of 4 m between buses, a total distance of 70 m is required, plus entry and exit tapers.

A second consideration for the proposed future location of bus stops serving North Shore bus routes is the passenger transfer mechanism to and from these services and isthmus services. Figure 11 illustrates how passengers may transfer from isthmus services to North Shore bound services. In this figure, inbound isthmus bus routes and bus stops are shown red, outbound North Shore bus routes and stops are blue, and passenger transfer routes between them are yellow.

Inbound passengers on isthmus services would alight either at a proposed bus stop on Halsey Street opposite Victoria Park (in the case of Wellesley Street services), or on Daldy Street (in the case of Mt Eden Road and Mission Bay services). Passengers arriving at the former would then be able to walk to North Shore bound bus stops without crossing any streets, while those arriving at the latter would cross both Daldy and Fanshawe streets.

Figure 10: Transfer Mechanism from Isthmus to North Shore Bus Services



Figure 12 illustrates the reverse process, that of passengers transferring from North Shore bus services to isthmus bound services. Here, transferring passengers would be able to alight North Shore services at the proposed larger North Shore bus stops on Fanshawe Street between Daldy and Halsey Streets. They would then be able to walk to Daldy Street in order to transfer to isthmus bound services, all of which would depart from the Daldy Street stops. Passengers would not need to cross any streets to complete their transfer.

Figure 11: Transfer Mechanism from North Shore to Isthmus Bus Services



9 SUMMARY OF RECOMMENDATIONS

Following the review of the available resources, Flow recommends that Auckland Transport consider the following:

- ◆ A short northbound right turn lane be provided at the Beaumont Street approach to the Fanshawe Street intersection, and that this movement be available to buses only
- ◆ Buses (only) be permitted to turn right from Daldy Street onto Fanshawe Street
- ◆ Bus routing through the Wynyard Quarter be via one or all of the four routes illustrated in Table 9, these being:
 - ◆ Both north and south via Daldy Street, turning around clockwise via Madden Street, Beaumont Street and Jellicoe Street, with wait areas on Madden Street
 - ◆ Both north and south via Daldy Street, turning around clockwise via Madden Street, Halsey Street and Pakenham Street, with wait areas on Madden and or Pakeham streets
 - ◆ For Wellesely Street buses only: north via Halsey Street, then Pakenham Street and south via Daldy Street, with North Shore connector bus stop on Halsey Street, south of Fanshawe Street and Wynyard Quarter inbound bus stop and wait area on Pakenham Street
 - ◆ For Wellesely Street buses only: north via Halsey Street, returning anticlockwise via Gaunt Street and Daldy Street, with North Shore connector bus stop on Halsey Street, south of Fanshawe Street and Wynyard Quarter inbound bus stop and wait area on Gaunt Street
- ◆ As the design for the Wynyard Quarter's street network progresses, that the turns necessary to complete the above routes be protected for bus manoeuvres
- ◆ As the design for the Wynyard Quarter's street network in Quarter Area 6 progresses, that the designers consider that buses may need to service this area
- ◆ Bus wait areas be included along the turnaround routes, and that cumulatively these be sufficient to accommodate multiple waiting buses

- ◆ Relocated Fanshawe Street bus stops should be designed to cater for four to six buses
- ◆ The existing north and southbound bus stops on Daldy Street, north of Fanshawe Street, should be retained
- ◆ A new northbound bus stop should be constructed on Halsey Street, south of Fanshawe Street to facilitate transfers between isthmus and North Shore bus services

I trust that this analysis and recommendations are useful. Please do not hesitate to contact me should you wish to discuss them further.

Yours sincerely



Angie Crafer
DIRECTOR

Reference: \\Flow2k8\Data\Flow shared\ATPT Public Transport Operations\004 Wynyard Quarter Buses\L2D120831 WQ Bus Routing.docx

