

DRAFT REGIONAL PUBLIC TRANSPORT PLAN

**HEARING MINUTES
FRIDAY, 1 FEBRUARY 2013**

**MINUTES OF A RECONVENED HEARING OF THE AUCKLAND TRANSPORT HEARING
PANEL, HELD ON FRIDAY, 1 FEBRUARY 2013 IN THE COUNCIL CHAMBER,
LEVEL 2, CIVIC BUILDING, 6 HENDERSON VALLEY ROAD, HENDERSON,
AUCKLAND, COMMENCING AT 9.05 AM**

PRESENT: Cr Mike Lee (Chairperson) (from 9. 36 am)
Mr Paul Lockey (Presiding from 9.05 am until 9.36 am)
Mr Peter Clark
Mr Mark Lambert

IN ATTENDANCE: S Milner: Public Transport Operations Principal Network Planner
A Cross: Public Transport Network Planning Manager
G Perillo: Administrative Assistant Communications
S Pihema: Public Affairs Advisor
S Simiona: Hearing Secretary

RECONVENED HEARING

9.05 am Mr Paul Lockey assumed the Chair and reconvened the Hearing from Wednesday, 30 January 2013. The Chair introduced the panel members.

2. HEARING OF ORAL SUBMISSIONS (continued)

9.08 am Henderson-Massey Local Board (886) (Joint Hearing with the Waitakere Ranges and the Whau Local Boards)

Vanessa Neeson on behalf of the Henderson-Massey Local Board spoke to their written submission and in particular:

- Requested that fares for West Auckland should be in Zone Two to provide consistency with North Shore and therefore being equitable across the region.
- That the plans for the Te Atatu Bus Exchange do not allow for the safe and convenient transfer of passengers from the Te Atatu Peninsula bus stop to buses travelling to Henderson or New Lynn on the other side of the North Western Motorway.
- That extensive community consultation is necessary before deciding on the location of Te Atatu Ferry stop.
- Supports the extensive provision of park and ride facilities, with an emphasis on provision outside the major centres.
- That shuttle buses should be used on the more remote bus routes.

- Advocates for West Auckland's transport projects to be moved forward as the west will be experiencing significant growth during the period covered by the Plan.
- Supports a dedicated busway down the North Western Motorway from Westgate to the CBD.
- There is a need for a bus route past The Trusts Stadium in Central Park Drive, Henderson, especially for large events.
- Supports the use of the rail corridor as a potential green asset.
- HOP cards should charge by the distance travelled rather than by arbitrary zones.
- Endorses protection of the Onehunga to Avondale rail corridor as this could be an important alternative route across Auckland, congestion on both the Southern Motorway and the South Western Ring Route could be reduced.
- Congratulated Auckland Transport on the new Hobsonville Point Ferry Terminal and requested that a commuter fare be introduced for both Hobsonville and West Harbour Ferry commuters.
- Requested that the busway be included in the Strategic Section of the Plan and that Auckland Transport secure land for the North West Busway.

Mrs Neeson responded to questions from the Panel Members.

(Track No: 138)

9.18 am Waitakere Ranges Local Board (899) (Joint Hearing with the Henderson-Massey and the Whau Local Boards)

Denise Yates and Janet Clews on behalf of the Waitakere Ranges Local Board spoke to their written submission and in particular:

- Stated that Mangere and Otahuhu are key work locations for Waitakere Ranges residents as well as destinations on the train lines such as New Lynn, Avondale, Henderson and the CBD. The proposed network system should actively support these commuter journeys in reasonable timeframes. Should be a targeted approach to increasing public transport options for school students.
- Supports the extensive provision of park and ride facilities, with an emphasis on provision outside the major centres.
- That shuttle buses should be used on the more remote bus routes.
- Advocates for West Auckland's transport projects to be moved forward as the west will be experiencing significant growth during the period covered by the plan.
- Supports a dedicated bus way down the North Western Motorway from Westgate to the CBD.

- Fares should be consistent and provide equity of access and affordability across Auckland. Fares for West Auckland should be in Zone Two to provide consistency and equity with North Shore.
- HOP cards should charge by the distance travelled rather than by arbitrary zones. Short trips that cross from one fare zone to another should not incur a full zone fare charge.

Ms Yates and Mrs Clews responded to questions from the Panel Members.

(Track No: 138)

9.28 am Whau Local Board (903) (Joint Hearing with the Henderson –Massey and Waitakere Ranges Local Boards)

Derek Battersby on behalf of the Whau Local Board spoke to their written submission and in particular:

- Stated that as many West Auckland residents work in the industrial and manufacturing areas of Rosebank, Onehunga/Penrose, and the Auckland International Airport precinct, the proposed network system should actively support non-city centric commuter journeys.
- That there should be a targeted approach increasing public transport options for school students for example loop buses from nearest train stations.
- That travel speeds of public transport need to be much more comparative to private vehicles. The need to take a less direct route due to the proposed network approach will create another perceived (and potentially actual) extension of complete travel time.
- Stated that the western area bus services are scheduled to be implemented in 2015/2016, this delay does not seem to capitalise and integrate with the PT development invested in New Lynn.
- That a significant opportunity is being lost in not establishing dedicated bus corridors along the North Western Motorway between the city centre, past Rosebank Road and onto the emerging Westgate metropolitan centre.
- Stated that a Rail to Rosebank shuttle link for workers is urgently required
- The proposed fare zones appear not to be equitable and look to disadvantage residents in the west and south. How fares are managed on zone boundaries is also questioned. Need to manage and encourage zone transition that is poly-centric not CBD-centric e.g. consider those who work in the south travelling from Zone 3 west to Zone 3 south.
- Supports concessions for out of peak use.
- Stated that opportunity exists for Auckland Transport to broker a deal with tertiary institutions and major employers around getting free use for students or employees.

- That opportunities to reduce fares significantly should be investigated.
- That consideration should be given to tickets having a lifespan of say 2 hours.
- Opportunities should be locked in around park n ride areas to support their transition as the PT network matures. Avondale Rail Station site is an important opportunity for immediate development as a Park and Ride.
- Requested that Auckland Transport consider time-based ticketing options.
- Suggested that Auckland Transport establish a PT user's panel to give input and feedback.

9.36 am Cr Lee entered the meeting and assumed the Chair.

Mr Battersby responded to questions from the Panel Members.

(Track No: 138)

9.40 am Puketapapa Local Board (895)

Richard Barter on behalf of the Puketapapa Local Board spoke to their written submission and in particular:

- **Network Structure:** Supports the concept as long as the “reliable” can be guaranteed.
- That connections to the frequent network should include/cater for walking and cycling, e.g. lockers or secure storage.
- **Vehicle standards:** Strongly recommends that Auckland Transport look into the possibility of electric buses being introduced into the fleet.
- **Farebox recovery:** Savings in other areas that are caused by the use of public transport should be taken into account before the fares are put up to recover costs.
- That concessions and incentives should also include incentives to encourage people who do not normally travel by PT to try it out e.g. family passes for weekend travel.
- **Park and Ride facilities:** Agreed to provision but within limits. Stated that the Board does not want carparks covering Auckland just to enable the use of PT suggested that bicycle park and ride facilities be established at the park and ride venues.
- Land use policies that support the PT network will have to be timed well with perceptible improvements to services.
- Stated that a PT network that is accessible and safe should include security on routes at night.
- That areas of high deprivation and transport disadvantage may have a greater need for public transport options. The Board supports the proposal to work with agencies to promote understanding of the Smartcard and its associated benefits for low income and beneficiary households.

- **Procurement:** Encourage the use of local providers and local businesses vs. companies where profits are sent overseas.
- Annual fare review and adjustment process does not always have to result in a fare increase. Improved service can also increase the numbers of users which means fares can be reduced without negatively impacting farebox recovery.
- The Board has outlined its views on alternate funding mechanisms for public transport.

Mr Barter responded to questions from the Panel Members.

(Track No: 139)

10.04 am Rodney Local Board (896)

Steven Garner, Thomas Grace and June Turner on behalf of the Rodney Local Board spoke to their written submission and in particular:

- Supports the overall concept and approach of the draft Plan.
- Concerned that the plan will take a significant amount of time to implement.
- Generally supportive of the change to the fare structure.
- Requested that a single fare structure is investigated in the future e.g. one set fee for a journey from Orewa to Henderson or Orewa to Papakura.
- That there should be consistency regarding the SuperGold card policy e.g. the Kawau Island Ferry Service should be considered as part of the Auckland PT network and eligible for SuperGold card use.
- Ferries should be incorporated into the network as there is currently a difference in terms of fares and these should be more uniform.
- Supports a Warkworth to Silverdale/Albany bus service.

Mr Garner, Mr Grace and Ms Turner responded to questions from the Panel Members.

(Track No: 140)

ADJOURNMENT

10.17 am The Chairperson adjourned the Hearing until 10.50 am.

10.50 am Hearing reconvened.

10.50 am Gay Richards (491)

Gay Richards spoke to her written submission and in particular:

- Supports with reservations the general direction of the proposed plan. Supports the concept of introducing high frequency routes; however these will only be truly effective on the dedicated transport networks (rail and Northern bus way). On other routes they will be subject to traffic congestion and delays. A transport route, particularly for time constrained commuters is only as good as the least frequent connection.
- Stated that for users on the North Shore, particularly those in the southern suburbs of Northcote, Birkenhead, Takapuna, Milford and Bayswater, the proposed network will not deliver a significantly improved service, as some routes appear to be poorly designed or fail to link to key destinations. The Northern Busway does not serve this population well.
- Concession fares for children, the disabled and elderly are essential to ensure equitable access
- That the SuperGold card travel should continue to be free after 9.00 am for the rest of the day. Requiring travel to be completed by 3.00 pm is unrealistic due to the region's wide geographic spread.
- That creating and maintaining accessible vehicles and transport interchanges and other infrastructure is essential. This should include good lighting at interchanges, audible and visible signage at interchanges and onboard all services.
- Requested that organisations and service users with an understanding of specific disabilities must be consulted at all stages of planning and implementation.
- That a direct high frequency service from Takapuna to the Auckland CBD with a stop close to Britomart is needed, as Takapuna is designated as a metropolitan growth area.
- Stated that commuters will be unwilling to make bus to bus connections where there is little guarantee of timely connections; and people with disabilities are best served by routes with fewer connections and where their service is reliable in terms of time and access.
- Opposes the proposed Fares and Ticketing plan. The ferry services must be included in the fare zone plan.
- Opposes the concept of dividing the Auckland Region into fare zones largely based on the "old" territorial boundaries. A better, and fairer zoning system could be developed based on distance from the centre (based approximately at Britomart).

Ms Richards responded to questions from the Panel Members.

(Track No: 141)

11.09 am Allen Davies (542)

Allen Davies spoke to his written submission and in particular:

- Supports the general intent of the Plan.
- Particularly supports a 15 minute bus service from the Massey area across the North Western Motorway to Downtown Auckland.
- Support the introduction of the fare zones but concerned that the North Shore area past Upper Harbour and Constellation Drives and beyond to Orewa etc are greatly advantaged over areas such as Kumeu etc.

Mr Davies responded to questions from the Panel Members.

(Track No: 142)

11.12 am Waiheke and Gulf Islands Grey Power Association Incorporated (541)

Allen Davies on behalf of the Waiheke and Gulf Islands Grey Power Association Incorporated spoke to their written submission and in particular:

- That the Association are very concerned that NZTA have proposed that the SuperGold card concession during the afternoon peak period be discontinued. Limiting that travel to between the hours of 9.00 am and 3.00 pm is very restrictive, particularly for residents of Waiheke Island.
- Strongly opposes any change to the hours of operation of the existing SuperGold card concession system.

Mr Davies responded to questions from the Panel Members.

(Track No: 143)

11.30 am North Harbour Business Association (880)

Janine Brinsdon on behalf of the North Harbour Business Association spoke to their written submission and in particular:

- Supports in principal the shift towards a simpler, more connected network, with expanded frequent services.
- Reiterated concerns of the Business Association regarding the links from Constellation Drive and Albany Busway Park and Rides into the North Harbour Business Improvement District (BID) as being inadequate currently. Improved frequency of service to the main PT (Bus) hubs will only result in changed commuter behaviour if the connecting services reflect the needs of business commuters.

- A 30 minute service will not engage sufficient volume to make a significant impact.
- Supports the proposed Fares and Ticketing Policy to streamline the commuter experience and to increase the speed at boarding.
- Stated however, that support is conditional on appropriate and timely real time information and PT facilities being made available throughout the BID area as well as main PT Hub centres.
- Stated that Park and Ride facilities are not keeping up with demand. No investment is earmarked for an extended Constellation Busway until 2015/2016 at the earliest.
- Stated that the links between Constellation Busway and North Harbour BID are restricted by the lack of a footpath and therefore restricting the number of PT users to the BID.

Ms Brinsdon responded to questions from the Panel Members.

(Track No: 144)

11.47 am New Zealand Bus Limited (536)

Shane Mc Mahon and Rachel Drew on behalf of the New Zealand Bus Company spoke to their written submission and in particular:

- Supports the fundamental changes that Auckland Transport is looking to make and looks forward to working together to implement plans.
- **Network Plan:** commended the approach to improvement prior to the CRL implementation and suggest buses could be trialled on this loop in the interim.
- That having appropriate infrastructure will be key to ensuring that changes are successful.
- Believes that the legislative environment: of the plan could go further to address the requirements of RPTP's as detailed in the LTMA Bill, NZTA PTOM guidance and Requirements for Urban Buses (RUB).
- That the proposed service categories could be amended to include: The frequent service network will deliver at least a 15 minute service operating all day 7 days a week.
- That there needs to be clarity on differences between the 'funded target 2022' and the 'Auckland Plan target 2022' (103m v 140m). The funded passenger target (103m) represents only a 3.6% p.a, which appears low given the substantial changes mooted in the Network Plan.
- Interested to understand how passenger movements will be measured given the increase in passengers that will be making transfers.

- Concerned at timeframes described for infrastructure development to support the Network Plan. NZ Bus would like to see a detailed construction and funding plan.
- Expressed disappointment that integrated fares planned for 2015, after all network changes are implemented.
- Would like to see a stronger link between the new Network Plan, fare structures and parking strategies.
- That there is no comment on the future of B-lines.
- That the Plan should include policies on how units will be established and reviewed, contracting procedures that will be used and how Auckland Transport will implement 'like for like' units and risk and reward models.
- That the process for negotiating contracts and variations with incumbents does not allow for a mediation stage should there be disagreement on PTOM unit structures. Suggested that 8.4 (d) be amended to include such a stage.
- **Section 8.4 (h):** NZ Bus questions why further information on service inputs and cost efficiency is needed, and recommends these elements are removed.
- **Section 3.6:** NZ Bus is concerned at the lack of detail in monthly reporting requirement.
- **Section 3.4 (a):** Should be altered to read 'Ensure that all contracted bus services in Auckland contracts comply with the NZTA Requirements for Urban Buses and any approved additional quality standards that Auckland Transport has put in place'.
- Prefer a more aggressive approach to increasing the premium paid by cash users. Would like to see a 20% differential introduced immediately and a plan to increase this over time.
- That charging operators of contracted services for providing customer information and access charges is inefficient.
- Supportive of the approach to adjust services to meet demand. and seeks further detail on the proposed 85% of total capacity calculation.
- **Driver and Staff Training:** We support this measure, on the proviso that operators continue to take the lead in this area; caution Auckland Transport to be cognisant of collective agreements.

Mr Mc Mahon and Ms Drew responded to questions from the Panel Members.

(Track No: 145)

12.00 pm Matt Lowrie (405)

Matt Lowrie spoke to his written submission and in particular:

- Supports the proposed changes to network structure as it will enable Auckland Transport to deliver a more legible and useful network. New proposed network will have a large positive impact on patronage and farebox recovery.
- That as the new network will require more transferring, important that Auckland Transport put a lot more effort into improving transfers by making them easier for people.
- Important for the plan to emphasise that proposed network is using the same amount of resources as are used now, just more efficiently.
- Supports moving to a zone based system, however more work needs to be done on the proposed zones, in particular the North Shore and South Auckland should perhaps have some changes made to ensure fairness across the region. Also consider larger cross over zones.
- Suggested that Auckland Transport could better inform the general public of how this plan is designed to bring major changes to way that public transport will be used over the next five years and beyond.

Mr Lowrie responded to questions from the Panel Members.

(Track No: 146)

12.13 pm Lisa Middleton (375)

Lisa Middleton spoke to his written submission and in particular:

- Strongly supports the network system proposal as a whole. Stated that it is critical to get this working effectively before projects such as the City Rail Loop get progressed.
- That the Hop card is important for timely travel/service.
- Does not agree with proposed service categories, in particular only running being 7.00 am – 7.00 pm. The problem with the current network is the frequency of buses outside working hours.
- Concerned no interchange being proposed in West Harbour or Hobsonville. Major residential development is currently under construction.
- Strongly opposes indicative fare zone boundaries. 3 stage fare to the CBD from West and South Auckland, when the North Shore, all the way to Long Bay, is 2. This unfairly benefits public transport users on the North Shore.
- Considers that integrated ticketing is an absolute must.

- Personal experience has shown that there is no clear method of Auckland Transport taking customer feedback or 'complaints'. Public Transport users when they call to make 'complaints' are not trying to be difficult, they are trying to make the service better for users just like them.
- That the branding of MAXX is confusing and misleading. Branding of Auckland Transport should cover everything from ticketing to route information and complaints.
- Stated that if real time information is to be provided to users, it should also be available to MAXX call centre staff.
- **Policy 6.8:** should be one phone number/email that manages and takes ownership of customer feedback.
- Requested that all bus stops have up to date information on bus destinations, e.g. bus/route number, route and maps.

Ms Middleton responded to questions from the Panel Members.

(Track No: 147)

12.24 pm

The Chairperson adjourned the Hearing until 9.00 am on Monday, 4 February, 2013 in the Level 15 Meeting Room, Auckland Council Civic Building, 1 Greys Avenue, Auckland.