

# **DRAFT REGIONAL PUBLIC TRANSPORT PLAN**

**HEARING MINUTES  
MONDAY, 4 FEBRUARY 2013**

**MINUTES OF A RECONVENED HEARING OF THE AUCKLAND TRANSPORT HEARING  
PANEL HELD ON MONDAY, 4 FEBRUARY 2013 IN THE LEVEL 15 MEETING ROOM,  
AUCKLAND COUNCIL CIVIC BUILDING, 1 GREYS AVENUE, AUCKLAND  
COMMENCING AT 9.00 AM**

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**PRESENT:** Cr Mike Lee (Chairperson)  
Mr Paul Lockey  
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**

9.00 am The Chairperson reconvened the Hearing from Friday, 1 February 2013 and introduced the the panel members.

**2. HEARING OF ORAL SUBMISSIONS (continued)**

**9.00 am Auckland Disability Law Incorporated. (387)**

Nicola Owen on behalf of the Auckland Disability Law Incorporated spoke to their written submission and in particular:

- Stated that people with disabilities have some concerns, including the accessibility of connecting buses and stations. Requested the Auckland Transport provide sufficient staff at interchanges to ensure that passengers are safe and can find their connection.
- Availability of Total Mobility Taxis at interchanges.
- Stated that signage and real-time information needs to be provided clearly and in a range of formats (eg audio announcements as well as visual) to enable all passengers to access interchanges safely.
- That additional consideration should be given to the full accessible journey at all transport interchanges.
- Stated that people with disabilities are amongst the most economically disadvantaged people in New Zealand. Any moves that make public transport less affordable for this group will prevent people with disabilities

from being involved in the community. Any increase in fares would make it more difficult to access public transport.

- Requested that passengers using the total mobility scheme should not be issued with tickets that say "child fare". This is humiliating for passengers.
- Propose an additional measure of percentage of households within 200 metres of a PT stop providing a service at least once every 30 minutes from 6.00 am to 9.00 pm 7 days a week. That percentage should rise to 90% by 2022.
- Stated that Auckland Transport need to engage with disabled people on the design of interchange centres.
- That wherever electronic information is provided in print, it should also be provided simultaneously by way of audio announcements.
- Propose that a policy be established for setting the maximum subsidy for total mobility trips.
- Auckland Transport needs to ensure that there is an increase in the number of buses that can accommodate people in wheelchairs.
- Stated that it is essential that training is put in place for all staff dealing with passengers to ensure that they respond to the needs of passengers with disabilities appropriately.
- Also stated that it is essential the machines for topping up HOP cards are made fully accessible to people with disabilities, and that people are given the ability to top up online.

Ms Owen responded to questions from the Panel Members.

(Track No: 148)

**9.10 am Patrick Baron (349)**

Patrick Baron spoke to his written submission and in particular:

- Stated that the Plan calls for the 945/945X routes to be abolished in favour of a single service with a Monday-Friday rush-hour frequency of 15 minutes with interchange connection at Akoranga for city and Takapuna bound passengers.
- The 945 and 945X services are well patronised by commuters in the mornings. Expressed concern that the proposed consolidated service does not enhance the existing services provided to city-bound commuters and instead decreases the level of service.
- The proposed integrated HOP card is a major step forward for passengers who may need to use different transport suppliers.
- The RPTP needs to study the impact of consolidating services upon the frequency and quality of service provided to affected passengers.

Mr Baron responded to questions from the Panel Members.

(Track No: 149)

**9.30 am Fullers Group Limited and 360 Discovery Limited (581)**

Douglas Hudson and Michael Fitchett on behalf of the Fullers Group Limited and 360 Discovery Limited spoke to their written submission and in particular:

- There is no direct mention of the role of private capital, its value or its significance to the PT system.
- This should be remedied with the inclusion of suitably worded statements on importance of joint investment in Auckland's PT network in Exec Summary, Ch 2 and Ch 5; and appropriate policies and actions added as section 6.11, Private capital funding.
- **Exempt services:** some confusion in the RPTP how some of these services are to be classified and treated. How can the RPTP not include an exempt service as required by section 119 (c) (ii) when they are clearly part of the 'actual' PT network and should for sound reasons be shown as such the RPTP? Simple solution is for the RPTP to include a statement that says: "Auckland Transport does not propose to provide those services listed as exempt services".
- That for the sake of clarity, exempt services should be clearly defined in line with the intent of the LTMA Bill; and delete the 'Note' to Policy 8.3.
- **Waiheke Island bus services:** Fullers is encouraging at total review of PT bus services for the island community in line with the RPTP Policies; keen to participate in this partnership process.
- There are no policies in the RPTP that ensure that the needs of the PT sector are appropriately balanced against the needs of the tourist industry sector. Stated that this is of particular importance because the tourism business of Auckland's ferry providers has an almost total reliance on access to Auckland Transport owned PT infrastructure i.e. wharves.
- Supports the clear vision of Auckland Council and Auckland Transport for PT in Auckland
- Supports the introduction of integrated fares however, the ability to accommodate non-standard fares or operator specific products must be retained. Add new policy and action on this.
- **Policy 8.7:** add a new action on certainty of access to infrastructure for exempt services
- **Add a new Policy 4.11:** "Provide for special fares in specific instances or for a set time as a marketing tool to encourage increased use, to introduce a new service or to facilitate integration or tourism".
- Stated that that Policy 8.7 c is unworkable in practice: The 'orderly implementation' of a variation to or a new exempt service is a matter for the operator to organise: either remove or amend.
- Oppose the suggestion that Auckland Transport may require quality standards that are additional to NZTA's Requirements for Urban Buses (RUB).

- **Policy 8.4:** goes well beyond the information requirements agreed by PTOM parties. Propose amendment to action h.
- Requested that following policy be reinstated into the RPTP – *“Provide for special fares in specific instances or for a set time as a marketing tool to encourage increased use, to introduce a new service or to facilitate integration or tourism”*.
- That an additional action be added to Policy 8.7 and Policy 8.2 – *“Where appropriate provide certainty of access for public transport services to necessary infrastructure that ensures service continuity to the travelling public”*

Mr Hudson and Mr Fitchett responded to questions from the Panel Members.

(Track No: 150)

**9.40 am Chris Sutton, Panmure Business Association (295)**

Chris Sutton on behalf of the Panmure Business Association spoke to their written submission and in particular:

- Stated that care needs to be taken with the proposed RPTP that it does not just look good on paper but actually works.
- Stated that the demographics of the Panmure area means that most of the citizens use public transport it is therefore important that the Plan enhances business in Panmure and not hinder it.

Ms Sutton responded to questions from the Panel Members.

(Track No: 151)

**9.44 am Grey Power Auckland Zone (574)**

Bill Raynor on behalf of Grey Power Auckland Zone spoke to their written submission and in particular:

- Stated that Grey Power is extremely disturb to note that the draft Plan is considering the removal of the extended concession for travel beyond 3.00 pm.
- Asked that Auckland Transport request a policy directive on the removal of the concession option from Mayor Len Brown.

Mr Raynor responded to questions from the Panel Members.

(Track No: 153)

**9.55 am Auckland University of Technology (587)**

Jenny Bygrave and Megan Skinner on behalf of the Auckland University of Technology spoke to their written submission and in particular:

- That AUT supports a more integrated public transport system and the need to create more interchanges.
- That Auckland Transport should note that AUT is currently developing its Manukau Campus at 640 Great South Road. It is critical that Auckland's PT system ensures adequate, frequent provision of services between the Manukau interchange and the Manukau Campus.
- That further developments in the proposed frequent service network (for 2022) seem to bypass the Manukau Campus, creating no greater capacity to service a growing student body. A single south zone will significantly reduce PT costs for students travelling to and from Manukau Campus from within South Auckland.
- Stated that services from the North Shore and Western Isthmus will terminate within the Learning Quarter. This will improve convenience and accessibility for AUT's staff and students, although considerably more attention needs to be given to ensure safe pedestrian routes across Wellesley Street East.
- The proposed zoning structure should result in cheaper fares for students to travel to the Campus from across the majority of the former North Shore City, even if fares rise.
- Asked that Auckland Transport note the growing importance of AUT's Millennium Campus (Antares Place, Mairangi Bay) and the potential for increased numbers of students at this Campus over the coming decade.

Ms Bygrave and Ms Skinner responded to questions from the Panel Members.

(Track No: 154)

**ADJOURNMENT**

**10.05 am** The Chairperson adjourned the Hearing until 10.30 am.

**10.30 am** Hearing reconvened.

**10.30 am Waikato District Council (570)**

Cr Noel Smith, Ian Gooden and David Totman on behalf of the Waikato District Council spoke to their written submission and in particular:

- Stated that there are currently existing bus services and a proposed Tuakau to Pukekohe rail service that Waikato District Council (WDC) would like to see remaining within the Auckland RPTP.

- That WDC and Waikato Regional Council (WRC) have consequently made allocations to upgrade the Tuakau Railway platform and allowed for a rail service to commence. Recommended that Auckland Transport continue to provide consideration for this proposal, and that Auckland Transport work with WRC and WDC towards achieving such a service.
- Requested that the bus services from Pukekohe to Port Waikato, and Tuakau to Pukekohe continue: stated that there is no reference to these services in Appendix 1.A of the Plan. Acknowledged that provision of funding for a portion of these services should now be provided by WRC, however integration with the Auckland regional services should be acknowledged and provided for by Auckland Transport.
- Existing by-weekly contracted service between Hamilton and Pukekohe is not shown. Requested that Auckland Transport continues to make provision for these services as currently provided, and that whilst Pokeno and Tuakau are now in the Waikato District, there is still strong community connectedness between these communities, Pukekohe and beyond to Auckland.

Cr Smith, Mr Gooden and Mr Totman responded to questions from the Panel Members.

(Track No: 155)

## **ADJOURNMENT**

**10.45 am** The Chairperson adjourned the Hearing until 11.00 am.

**11 00 am** Hearing reconvened.

### **11.00 am New Zealand Automobile Association Incorporated (544)**

Simon Lambourne on behalf of the New Zealand Automobile Association Incorporated spoke to their written submission and in particular:

- Congratulated Auckland Transport for all the work that has gone into the draft RPTP, and stated that the Automobile Association were pleased to advise their in-principle support for the Plan.
- Concerned by the indicative fare zone boundaries in the draft plan. Stated that the inequity of the proposed boundaries across the region is not acceptable, and requested that Auckland Transport review the boundaries before the final plan is confirmed.
- Note the absence of any comprehensive ferry network planning in the document – for both services and required infrastructure. Urge Auckland Transport to include this in the plan as a matter of priority. Requested that ferry travel be brought into the fare zoning network.

Mr Lambourne responded to questions from the Panel Members.

(Track No: 156)

### **11.15 am Ellerslie Residents' Association (278)**

Bryan Johnson and David English on behalf of the Ellerslie Residents Association spoke to their written submission and in particular:

- Stated that the Plan needs to take into account the needs of a suburb like Ellerslie which has been earmarked as a town centre and intermediate interchange.
- That while Ellerslie is well serviced in a linear fashion along the isthmus, services across the isthmus from as an example, Royal Oak and Oranga through Ellerslie to Meadowbank/St Johns and on to St Heliers are virtually non-existent.
- Even though Ellerslie is an intermediate interchange no allowance has been made for a park and ride facility. Requested that park and ride facilities be established at Penrose, Ellerslie and Greenlane Rail Stations.
- Stated that the Association is unclear if the provision of bus transport will reduce road congestion along the Ellerslie-Panmure Highway.
- Suggested that a central isthmus rail loop linking Penrose and Sylvia Park, the Orakei Line and the Parnell Station would decentralise public transport and allow for a more effective and quick transport around the isthmus.

Mr Johnson and Mr English responded to questions from the Panel Members.

(Track No:157 )

### **11.20 am Grey Power Howick / Pakuranga Association Incorporated (504)**

Sandy Feringa and Arthur Moore on behalf of Grey Power Howick/Pakuranga Association Incorporated spoke to their written submission and in particular:

- Greatly appreciative of Auckland Council's current policy of providing an extension to the core SuperGold card public transport travel concession to allow travel after 3.00pm. Benefits to the older community have been immense.
- That to remove the concession on the grounds "it is nationally inconsistent and unaffordable" – is just not acceptable and will be strongly opposed by Grey Power at all political levels.
- Stated that Grey Power has not seen figures published of the actual cost of off peak travel for SuperGold card users.
- That the basic community activities and services and the factors listed under those identified as likely to be transport disadvantaged above would apply to a lot of elderly Auckland citizens. Consequently, access to an efficient public transport system, including free off-peak travel will become essential.

- Stated that the SuperGold card scheme is a valued and much needed service for people over 65 who may not be able to drive, who are on low incomes and who need to get from A to B, to go to the supermarket, visit relatives in hospital, keep hospital appointments and play a role in their communities. Access to free travel beyond 3.00 pm would allow this.
- Stated that businesses and cafes in communities like Waiheke Island, Pine Harbour and Orewa would certainly feel the impact if senior citizens were unable to enjoy “a day out”
- A proposed zonal fare system with South zone will be 3-stage, whereas the North zone will be 2-stage. Concerned that the costs higher from the South zone, when the distances similar.
- Requested that Auckland Transport provide other means of SuperGold HOP card registration for people without computers.
- That an explicit publicity awareness campaign needs to be undertaken promptly so SuperGold card holders will know they have to ‘purchase’ a free ticket from a machine before boarding rather than buying it on board. This has not been publicised to date.

Mrs Feringa and Mr Moore responded to questions from the Panel Members.

(Track No: 158)

### **11.50 am Civic Trust Auckland (553)**

Audrey van Ryn on behalf of the Civic Trust Auckland spoke to their written submission and in particular:

- Supports the general direction of the proposed PT Network and in particular the advances in rail electrification and integrated ticketing.
- Cautioned against the transport infrastructure having a negative impact on Auckland’s built and natural environment, particularly the effect on historic heritage and viewshafts.
- Stated that the CivicTrust Auckland strongly supports policies 1.2 and 2.2 and accompanying actions.
- “All-day service” would ideally mean “24-hour service” for at least the major routes. Suggested major routes have an hourly service throughout Friday and Saturday nights.
- Customers should not have to change to a different service more than once especially in the central isthmus.
- Requested that Auckland Transport propose adoption of one region-wide free public transport day per month.
- Supported the proposed fares and ticketing policy.
- Does not support the intention to increase public transport fares in the near future.
- Suggested that consideration be given to raising car parking fees.
- That there should always be available on PT a cash option for payment of fares.

- Supports expanded ferry transport as a part of the public transport network.
- Would like to see provision of more bus lanes and more clarity on the rules regarding use of bus lanes by all other road users.
- Low noise emission an important aspect of bus quality.
- That the introduction of smaller buses to the fleet would be more cost efficient and sustainable
- Supports the implementation of the City Rail Loop. This route must not compromise the built heritage in the area.
- Would like to see a higher priority to the Airport Rail Loop.
- Supports the establishment of a commuter line between Auckland and Hamilton.
- That all public transport journeys out of necessity include a walking component so that the needs of pedestrians are also seen as important.
- Stated that ideally all public transport services would have provision to carry bicycles.
- Would like to see a tram network reintroduced, particularly extension of the tramline from the Wynyard Quarter to St Heliers and the reintroduction of trams following the historic routes.
- Stated that it does not seem appropriate to charge for Park and Ride, as people should be encouraged to use these facilities in order to use public transport. Supports new and extended park and ride facilities but placement must take into account the effect on the surrounding environment and community.
- Suggested that a future public transport option for discussion is “Sky-Waka” – an overhead transport system running up the middle of and above the motorway.
- That Auckland Transport call centre should provide a 24-hour service to enable customers to plan their journeys.
- Supports Sealink’s suggested new routes:- Howick to the CBD via St Heliers, Kohimaramara and Devonport; Gulf Harbour to the CBD via Browns Bay, Takapuna and Devonport; Circular route between the CBD, Devonport, Stanley Bay, Baywater and Wynyard Wharf.

Ms Van Ryn responded to questions from the Panel Members.

(Track No: 159)

#### **12.00 pm John Alan Taylor (287)**

**Note:** That as Mr Taylor’s submission had no bearing to the draft RPTP the Chairperson asked Mr Taylor to converse directly with Auckland Transport officers regarding his concerns.

(Track No: 160)

### **12.10 pm Auckland Regional Public Health Service (522)**

Dr Lavina Pervmal, Mr Andy Roche and Mr Frank Booth on behalf of the Auckland Regional Public Health Service spoke to their written submission and in particular:

- Supports the integrated approach proposed. Believe that it will improve PT and positively impact on health outcomes by encouraging use.
- Stated that although ARPHS supports the change to a network approach they did have a number of concerns. Would welcome information as to what analysis performed between the status quo and the proposed approach.
- That the needs of the transport disadvantaged should be taken into account in designing such interchanges. This should cover the physical environment e.g. how accessible it is for people with disabilities, the elderly and those with children's strollers, and also the spatial layout of the interchange in operation e.g. where particular routes drop off and pick up passengers.
- Noted the absence of inner harbour ferry services from the network. Surprised that current investment isn't being optimised by the provision of more ferry services.
- Unable to find any information on the target time to make a connection between differing routes and services. Suggested wait at an interchange should not be more than 15 minutes, and preferable to have a lower target e.g. 5 minutes.
- From health sector perspective, many of ARPHS patients (and their relatives/carers) are transport disadvantaged. Want to see excellent PT access to secondary services (hospitals and outpatient and elective service centres).
- Stated that it would be disappointing if cross zone travel incurred a fare premium (over and above a similar length journey within a zone).
- Does not understand why Auckland Transport is proposing such a high target farebox recovery ratio of 75-80% for ferry services
- Stated that over time ARPHS expect the model of health services in the Auckland region to change with a greater proportion of health services provided closer to a patient's home. ARPHS hope that access to such future health facilities will be considered in PT planning.
- Suggested that the needs of cyclists and pedestrians should be one of the paramount factors. PT networks need to be planned and built together with active transport networks.
- Concerned that the Plan is silent on provision of cycle storage at interchanges or carriage of cycles or children's strollers on public transport services.
- There is no overarching 'Standard of Conduct' policy.

- Deprived households have lower access to PT. Concerned that merely to 'consider' such need does not go far enough. Recommended that the wording of policy 7.6 is strengthened
- Requested that Auckland Transport consider whether the requirements to be a 'good employer' can be incorporated into PTOM to assist with the continuity of high quality service.
- Recommend measure for PT accessibility in areas of high socio-economic deprivation incorporated into action 10.b.
- Supports the majority of the Transport Disadvantaged Assessment and believe that Auckland Transport has successfully identified those groups who are transport disadvantaged. Note that children (particularly those under 5) are heavy consumers of health services and access for children is as important as access for people with disabilities and the elderly.
- Stated that access to PT education is important for beneficiaries and people in the lower income bracket.
- Stated that it is important that the transport disadvantaged have access to secondary health services.

Dr Pervmal, Mr Roche and Mr Booth responded to questions from the Panel Members.

(Track No: 161)

### **12.25 pm Jodi Johnston (382) and (519)**

Jodie Johnston spoke to his written submission and in particular:

- Stated that the Plan is a step in the right direction. However, does not go far enough. Will reward a minority who are proximate to long standing PT corridors whilst punishing the majority with either a substandard service or lengthy walks.
- Plan acknowledges that service speed is important but does not consider the role of train station consolidation, nor peak express services
- Proposed fare zones are far too broad. Suggest a total of 8 zones, which would ensure equity in fare charges and remove potential for people to drive across fare boundaries to obtain a lower fare.
- Plan proposes to slash capacity on some very popular services during peak.
- That the goal of getting as many households as practicable within 500 metres of the frequent service network should surpass all other considerations.
- Asked why is it only possible to achieve 103 million public transport trips by 2022?
- Should include a mode share target for peak trips in the entire Auckland region.

- Providing convenient connections is particularly important to the network structure. Aim must be to provide connections that are not only convenient, but also maximise passenger comfort; sufficient shelter; Minimal distance between services.
- **Policy 2.4:** is much needed. Delayed provision of public transport services has often meant that it has taken considerable effort to try and coax people to public transport.
- **Policy 2.7:** could be used in future periods as the basis for a slash and burn policy, and could mean that services decrease below the minimum standards.
- What would result in faster journey times is station consolidation. The plan suggests the closure of only two low used stations, Westfield and Te Mahia. Suggest the inclusion of Remuera, and consider merging Morningside and Baldwin Avenue.
- Remove the price barrier for access to the HOP card and replacement with a \$10 credit, paid for on purchase, that can be utilised once the card is registered.
- SuperGold Card concessions should be reviewed. The provision of free afternoon peak services has significant cost.
- More funds could be realised if every dollar was spent as efficiently as possible.
- Question technical feasibility of the proposed rail timetable. Plan suggests 22 trains per hour during peak prior to CBD Loop. I understand that, the limit is 20 trains per hour.
- One of the critical things that is needed for the interchange proposal to work is capacity, Suggest minimise the use of bus to rail interchanges during peak until the construction of the CBD Loop.

Mr Johnston responded to questions from the Panel Members.

(Track No: 161)

### **12.35 pm Royal New Zealand Foundation of the Blind (546)**

Chris Orr, Katie Miller and Jessie Fitzgerald on behalf of the Royal New Zealand Foundation of the Blind spoke to their written submission and in particular:

- That to provide convenient connections between services, Total Mobility options need to be included. For example a taxi drop-off zone.
- RNZFB fully supports requirements to conform to the NZTA's Requirements for Urban Buses.
- Infrastructure should be well designed to enable independent and safe use for everyone. RNZFB recommends the development of new guidelines for bus stops, transport interchanges and all infrastructure to ensure they are accessible for our members.

- Stated that “Customer Interface” is important to RNZFB members requested that branding on fleets and for routes is consistent so that it is easily recognisable.
- Particularly important that any types of information systems, particularly at key transport interchanges, include audio announcements rather than just relying on visual information.
- Welcomes driver and support staff training and awareness, however, notes this should be agency provided and endorsed to ensure consistency in teaching and assessment.
- **Total Mobility:** urge that this scheme is made a funding priority as it is a vital transport option for people with disabilities
- Keen to see a commitment from Auckland Transport to ensure that as many disabled people as possible are able to use an accessible mainstream transport system.
- Recommends that all tenders include minimal requirements in terms of accessibility, e.g. accessible services or vehicles.
- Supports the review of the SuperGold card use on Auckland’s PT.
- Stated that the Foundation would like to see the accessible HOP card being intergrated with other cards that are accessable to people with disabilities.

Mr Orr and Ms Fitzgerald responded to questions from the Panel Members.

(Track No: 162)

### **12.50 pm Waikato Regional Council (576)**

Edwin Swaris and Vincent Kuo on behalf of the Waikato Regional Council spoke to their written submission and in particular:

- Supports the general direction in the draft plan, and in particular, the focus around improving the service network, implementing integrated fares ticketing system, and reviewing the procurement system to align with PTOM.
- Waikato District Council currently provides a portion of local share funding for bus services from Pukekohe to Port Waikato, and Tuakau to Pukekohe. However, these services have not been reflected in Appendix 1.A. Also an existing bi-weekly Hamilton to Pukekohe service which is not shown.
- Requested that these services be recognised as part of future network in the RPTP, and any changes undertaken in consultation with Waikato councils.
- Requested continued provision for Tuakau to Pukekohe bus services until a viable substitute such as a passenger rail is introduced.

- Appreciates previous support from Auckland Transport on Rail Working Party for the Auckland to Hamilton commuter rail service. Working Party report noted that the existing rail service could be extended from Pukekohe to Tuakau, as a first stage. This has been supported by Waikato Regional Council and Waikato District Council, and funding for upgrade of Tuakau Rail Station platform included in Waikato District Council's Long Term Plan 2012-2015.
- Understands that decisions subject to further investigations, and decision on electrification to Pukekohe. Requested that Auckland Transport continues to consider this proposal in future planning.
- Congratulated the Board on the draft RPTP.

Mr Swaris and Mr Kuo responded to questions from the Panel Members.

(Track No: 163)

## **ADJOURNMENT**

**1.00 pm** The Chairperson adjourned the Hearing until 1.50 pm.

**1.50 pm** Hearing reconvened.

### **1.50 pm Traffic and Transportation Engineers Limited (468)**

Pippa Mitchell and Pravin Dayaram on behalf of the Traffic and Transportation Engineers Limited spoke to their written submission and in particular:

- Stated that Traffic and Transportation Engineers Limited are overall supportive of the intentions of the Plan; particularly the emphasis on simplifying the existing system which is overcomplicated and confusing.
- Stated that it is good to see staged roll out pre (2016) and post (2022) the CRL. However, between 2016 and 2022 there will only be a small number of additional Frequent Network routes. Should be more ambitious with future 2022 Frequent Network projections.
- Figure 5-1 shows the proposed service categories. We support this approach. However, further explanation needed of how proposed future network in Appendix 1A supports this.
- **Figure 5-3 and Figure 5-5:** specific queries:
  - No frequent services feeding the West Harbour, Birkenhead, Bayswater, Half Moon Bay or Beach Haven Ferry services.
  - Northern Busway not served by sufficient Frequent Network feeder routes particularly from the west.
  - Cross-town (west-east) service for the southern North Shore would be beneficial.

- Some concerns re splitting up the Frequent Network route from Manukau Town Centre, once past Botany Town Centre, into two lesser frequency services to Howick and Highland Park.
- Significant detour of the Lake Road route.
- Opportunity to forge a stronger connection between the RPTP and the Integrated Transport Assessment (ITA) Guidelines. Will be one of the key mechanisms for achieving Policy 1.4.
- No mention of the Corridor Management Plan (CMP) process in RPTP. To achieve Objective 3 (& also Objectives 1 and 2), it will be vital to engage with CMP process.
- Proposed zone based fare system would not be equitable on all users. Design of the system should be reconsidered. Zone differentiation needs to be refined.
- HOP card stored value discount target should be much more ambitious.
- Understand option to remove SuperGold card concession in evening peak period as has been done overseas. Tertiary students are significant users and concessions should be retained.
- Scope under Objective 5 to highlight initiatives within AT (e.g. CMP projects).
- **Policy 5.4:** To provide the type of network outlined in the RPTP bus priority measures will be fundamental and should not just be limited to 'key corridors' as stated. Further, should encourage innovative thinking and the opportunity to trial different measures.
- **Figure A 6-1:** Limited space at the majority of these stations and we believe the focus should be to first provide well designed interchanges; park and ride facilities should be a secondary consideration.
- **Policy 5.6:** makes reference to transfers and integration but does not provide specific details. Bicycle facilities on PT vehicles should be given consideration.
- **Objective 8:** A key aspect will be the actual enforcement of compliance requirements.
- Believe there could be a more equitable approach to fare zoning to that proposed in the Plan.
- Would like to see new innovated ways to prioritise on a case to case basis busways on arterial route as well improving the frequency.

Ms Mitchell and Mr Dayaram responded to questions from the Panel Members.

#### **2.10 pm Keith Sharp, Panmure Community Action Group (424)**

Keith Sharp on behalf of the Panmure Community Action Group spoke to their written submission and in particular:

- Stated that while the principle of an integrated public network plan is good, the fact that the plan is dependent on some passengers making connections should not be under-estimated.
- In Panmure, potential major impact from proposed changes to our long-standing bus services as a combined result of this plan and proposed AMETI busway on Lagoon Drive.
- The Community Action Group do not agree with the proposals to shift the focus of Panmure's bus services and stops away from the Queen's Road Shopping Centre towards Lagoon Drive and the new Panmure Station, away from where the majority of Panmure's bus passengers have been catching buses for decades. To access Lagoon Drive from Queens Road requires negotiating two very steep streets that are very exposed to the elements all year round.
- Stated that while it may suit the neat symmetry of the Frequent Service Network, it would certainly not suit the people who are supposed to make use of the service.
- There will be seriously detrimental effects on bus users in Panmure and Queens Road businesses.
- Stated that it is dangerous to assume that the overall plan can be locked into place before discussing details of individual routes.
- Requested that Auckland Transport do not make the mistake of ignoring the potential for alienating existing bus passengers.

Mr Sharp responded to questions from the Panel Members.

(Track No: 164)

### 2.30 pm **MRCagney (469)**

Jensen Varghese and Nicolas Reid on behalf of **MRCagney** spoke to their written submission and in particular:

- That the 'Introduction' is underwhelming. Material in sections 1 and 2 could be combined.
- **Strategic Context:** Section titled "growth in travel demand" focuses too heavily on PT as a response to challenges in expanding the road network; underplays socio-economic and demographic factors. Factors include improved parking policies, increasingly high and volatile fuel prices, an ageing population, reduced rates of driver licensing and vehicle ownership amongst young people, and new technologies.
- Suggested that the draft RPTP acknowledges that Auckland Transport's ability to achieve targets is contingent not just on available funding but also a range of other policies, such as Unitary Plan.
- Section 3.1 overstates the degree to which the Northern Busway operates on dedicated rights-of-way.
- Suggested that section 4 is combined with section 5 and vision is modified slightly as follows: "An integrated, efficient and effective public transport

network that ~~offers~~ caters for a wider range of trips and is the mode of choice for an increasing number of Aucklanders”.

- **Policy 5.1:** should mention the need for “level of service indicators” that monitor speed/reliability on frequent bus routes.
- **Policy 8.1:** should express preference for PTOM contracts on a gross cost basis. By assigning the fare revenue risk to council, operators are able to focus on minimising costs.
- Submission also includes other detailed wording suggestions for policies and actions.
- Applauded the decision to move to single integrated fare structure. However the proposed fare zone structure has some short comings and creates inequities.
- North Shore is only two zones to the CBD, while equivalent distances to the west and south are three or four zones away. A further complication is the opposite inequity that relatively short trips from the southern North Shore to the isthmus must pass through three zones.
- South Auckland under one zone creates a very large area. This limited 'fidelity' of zones is likely to result in the base single zone fare being quite highly priced.
- Suggest modifications:
  - North Shore zone should be split into two. The lower half should be appended to the isthmus zone, to form a new 'inner zone'; and the upper half appended to the West Auckland zone, to create a single Northwest zone. The southern Zone should be split into two zones.
- Consideration should be given to including ferries in the zonal structure particularly the Devonport Ferry which we consider an intergral part of the integrated grid of frequent services.
- Further consideration needs to be given to the nature and location of zone overlaps at zone boundaries. These should cover every possible overlap area and work in both directions, not just the peak radial direction.

Mr Varghere and Mr Reid responded to questions from the Panel Members.

(Track No: 165)

#### **2.43 pm Karen Wilson (549)**

Karen Wilson spoke to her written submission and in particular:

- Stated that improvements to the draft RPTP must be measurable and affordable.
- Supports any initiative to participate in the planning of Auckland's PT
- Would like to see that the Plan reflects Maori and other cultures views and aspirations.
- Supports the draft RPTP.

Ms Wilson responded to questions from the Panel Members.

(Track No: 166)

**2.50 pm New Zealand Institute of Architects (418)**

Barry Copland and Graham Scott on behalf of the New Zealand Institute of Architects spoke to their written submission and in particular:

- Welcomes and supports the main thrust of the draft Plan
- Believe that the Auckland Plan target of 57 boardings by 2022 is inadequate, and should be increased to 100 boardings.
- That the location and design of places where people will transfer from one route to another is all-important. At present, likely locations involve long walks between stops. Ideally connecting buses should stop alongside the rail platform, under cover. Similarly, bus stops at transfer points should be adjacent at intersections.
- That further attention to the issue of timed connections is required.
- That the fare options for journeys involving a transfer are inadequately addressed in the Plan. Recommend consideration of an alternative proposal to charge all HOP card fares at a rate per km between the start and finish points of a journey.
- That cash fares would still need to be zone-based, but should be significantly higher than HOP card fare to discourage their use, because of adverse affect on boarding times.
- That a comprehensive strategy for cycling should be developed as an integral overlay to the PT Plan, and facility to take bikes onto buses should be implemented.
- Concerned about the urban environment being degraded by concentration of buses in the centre of Auckland. Recommends the location of new bus interchange points close to the proposed Karangahape and Newton Rail Stations, ready for a proper system of transfers once the CRL is constructed.
- Consider looping bus routes around city centre and reducing the number of through routes.
- That the Plan should be supported by new parking requirements that recognise the amount of carparking on private land should be left to the market to decide to a much greater extent.
- Would like to see the Plan implemented more swiftly than suggested.
- Concerned about the image of existing buses, and the slow growth in bus lanes.

Mr Copland and Mr Scott responded to questions from the Panel Members.

(Track No: 167)

### **3.10 pm The Campaign for Better Transport (514)**

Camerson Pitches on behalf of The Campaign for Better Transport spoke to their written submission and in particular:

- Supports the Plan, especially the focus on developing and integrated public transport network. Also believes that the new PTOM regime should offer better value from passenger transport operators.
- Supports the establishment of a public transport network as described in the Plan.
- That with the move to fewer but more frequent bus routes, it will be crucial to offer passengers the ability to easily transfer between services, without facing a financial penalty for doing so.
- That bus interchange points need to be carefully considered. Transfers between services need to be comfortable and achievable in all weather. Need dedicated bus interchanges to support this, and assume that this has been budgeted for. CBT is interested to know the detailed plans for future bus routes and interchanges.
- Supports the proposal for a zone based fare system. The boundaries of any zone system will always be arbitrary; however there are anomalies with the indicative boundaries in figure 6-1:
  - Albany is within 2 zones of the CBD. Suggest that for reasons of fairness, a fare zone boundary be introduced between Takapuna and Constellation Drive.
  - Manurewa is well outside the 20Km radius. For reasons of fairness suggest a fare zone boundary along a line between Manukau and Auckland Airport.
- Effect of boundaries could be offset by more finely graduated pricing for travel across two zones. In addition “floating” fare zone boundaries can also help smooth out anomalies.
- Supports higher cash fare prices to encourage the use of Auckland Transport Hop.
- Stated that the current inner city fare does not appear to be part of the proposed fare zone boundaries. Sought clarification on whether the inner city fare will continue.
- Would like more information about the amount of travel made by superannuitants during the peak time. It may be that the numbers are not significant.
- Urges Auckland Transport to take an overall view of fare box revenue across the entire public transport network, during peak and off-peak times. Compared to overseas cities, public transport fares are relatively high in Auckland. Offering attractive off-peak group pricing can improve fare box recovery ratio and encourages more people to try PT.

- Auckland Transport needs to introduce attractive group off-peak pricing before the introduction of electric rolling stock. As a comparison, Sydney offers the Family Funday Sunday where, for \$2.50 per person, a family can enjoy unlimited travel. An alternative is allowing children to travel free with an Auckland Transport Hop card holder on weekends.

Mr Pitches responded to questions from the Panel Members.

(Track No: 168)

### **3.20 pm Eden Terrace Business Association (514)**

Gary Holmes on behalf of the Eden Terrace Business Association spoke to their written submission and in particular:

- Supports the intended outcomes of the Plan.
- Would like Auckland Transport to consider at the appropriate time:
  - Retaining a regular service that connects Newmarket to the CBD via Symonds Street (currently serviced by the bus from Onehunga via Manukau Road) rather than diverting these services via Park Avenue and Auckland Hospital.
  - Directing some Inner Link services via the full length of Khyber Pass and Symonds Street rather than having all services go via Auckland Hospital.

Mr Holmes responded to questions from the Panel Members.

(Track No: 169)

### **3.30 pm Auckland Disability Strategic Advisory Group to the Auckland Council (882)**

Don McKenzie on behalf of the Auckland Disability Strategic Advisory Group to the Auckland Council spoke to their written submission and in particular:

- Stated that overall the RPTP is progressive and that the policies and practices within the Plan of greatest importance to people with disabilities include: assistance to the transport disadvantaged, customer interface, service quality, fares and ticketing, infrastructure, monitoring and review.
- Requested that Auckland Transport's terminals and interchanges are built to universal design standard, are accessible, have clear signage in plain language and use clearly audible directions and that where practicable have conveyances arrive and depart from fixed locations.
- Requested that there be high standards of staff training and regular refresher courses, including knowing when assistance might be required.

- Stated that acceptance of the HOP card will be helped by having assistance available as there will always be people requiring support and that keeping track of balances and logging off remain challenges.
- Stated that good design and access to information are the key to terminal and interchange efficiency. The Down Town Ferry Terminal and Wharf is chaotic for people with disabilities and requires better design and management.

Mr McKenzie responded to questions from the Panel Members.

(Track No: 170)

## **ADJOURNMENT**

**3.45 pm** The Chairperson adjourned the Hearing until 9.00 am on Thursday, 7 February 2013 in the Manukau Room, Civic Building, 31-33 Manukau Station Road, Manukau, Auckland.