

# **DRAFT REGIONAL PUBLIC TRANSPORT PLAN**

**HEARING MINUTES  
THURSDAY, 7 FEBRUARY 2013**

**MINUTES OF A RECONVENED HEARING OF THE AUCKLAND TRANSPORT HEARING  
PANEL HELD ON THURSDAY, 7 FEBRUARY 2013 IN THE MANUKAU ROOM,  
CIVIC BUILDING, 31 - 33 MANUKAU STATION ROAD, MANUKAU,  
AUCKLAND, COMMENCING AT 9.00 AM**

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**PRESENT:** Cr Mike Lee (Chairperson)  
Mr Paul Lockey (until 4.20 pm)  
Mr Peter Clark  
Mr Mark Lambert

**IN ATTENDANCE:** S Milner: Public Transport Operations Principal Network Planner  
A Cross: Public Transport Network Planning Manager  
M Stewart: Senior Consultation and Engagement Officer  
Communications and Public Affairs  
G Perillo: Administrative Assistant Communications  
S Simiona: Hearing Secretary

**RECONVENED HEARING**

9.00 am The Chairperson reconvened the Hearing from Monday, 4 February 2013 and introduced the panel members.

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

**9.00 am Mangere-Otahuhu Local Board (889)**

Lydia Sosene on behalf of the Mangere-Otahuhu Local Board spoke to their written submission and in particular:

- Auckland Transport should better reflect in the document how access to PT for high deprivation communities it identifies as being “transport disadvantaged” is supported within– Mangere-Otahuhu, Otara-Papatoetoe and Manurewa.
- Does not support any changes to the SuperGold card entitlements.
- Does not support proposed zone charging system. This would penalise our community and other communities living in close proximity to the zone boundaries. The proposed zones place additional disadvantage on communities living in the southern area. This move is in contradiction to the intent of ‘The Southern Initiative’.
- That a distance or concentric zone charge based from the travel start point would provide a more equitable fare system.
- That a Farebox Recovery Rate (FRR) of 50% within 3 years may have a detrimental impact on our community.

- Does not support the proposed staging because it does not prioritise a key connection from Favona Road to the Otahuhu Area.

- Need to incorporate principles of universal design and inclusion into practice at an early stage.
- Crime Prevention through Environmental Design (CPTED) assessments and recommendations must be taken into account when designing and developing transport hubs and park and ride facilities. This is critical for southern areas where crime and safety are a major concern for our communities. Locations that require priority attention are: Mangere Town Centre, Otahuhu Train Station and Mangere Bridge.
- Include in PTOM contract requirements for the inclusion of opportunities for youth employment and/or training opportunities.
- Proposed that a new park and ride facility be investigated for the Otahuhu Train Station.
- Electrification to Pukekohe is not as critical to implement in the next 10 years as the southern rail connection to Manukau.
- Requested that Auckland Transport be mindful of the increased traffic that will be generated from Auckland Airport over the coming years and the pressure that this increased traffic will have on local roads.
- Asked that the font size on all Information Boards be large enough for people to actually read.

Ms Sosene responded to questions from the Panel Members.

(Track No: 2)

### **9.20 am Franklin Local Board (885)**

Andrew Baker on behalf of the Franklin Local Board spoke to their written submission and in particular:

- Supports the general direction of the draft RPTP, providing an integrated and simplified network structure, with fewer direct routes and more frequency than the current system.
- Stated however that the draft RPTP is focused on the frequent service network, and does not adequately address connector or local services. As the frequent service network does not extend to Pukekohe, a clear indication of how connector and local services will serve Franklin is needed. The proposal is inconsistent with the Auckland Plan's identification of Pukekohe as a large satellite town.
- Asked why there is no proposal in the draft plan for the deployment of electric trains to Pukekohe.
- The PT network needs to support the growth outlined in the Auckland Plan which requires 55,000 extra houses in the south.
- A connection with the Waikato District is not included in the draft plan.
- Requests an investigation into a southern link from Manukau Station to Pukekohe.
- Supports the new fares and ticketing policy.

- Policy for a 50% farebox recovery ratio is supported, but should be balanced with affordability. Achieve where possible through growing patronage and managing costs rather than fare increases.
- Stated that more detail required on the proposed fare charges within zones.
- Supports the removal of concessions for SuperGold card holders but opposes the removal of concessions for tertiary students.
- Stated that the Pukekohe Railway Station upgrade and the Park and Ride interchange and Drury Railway Station and Park and Ride urgently needed to support growth and ease congestion.
- Targeted services appear to be urban focussed; no provision for the rural/urban interface such as Beachlands and Maraetai.
- Requested bus services that directly link outlying communities with rail in Pukekohe or Papakura.
- Stated that engagement prior to proposed route changes has been poor to date and needs to occur at an earlier stage.
- A local route to Waiuku is needed.

Mr Baker responded to questions from the Panel Members.

(Track No: 2)

## **ADJOURNMENT**

**9.50 am**            The Chairperson adjourned the Hearing until 10.40 am.

**10.40 am**            Hearing reconvened

### **10.40 am Papakura Local Board (894)**

Brent Catchpole on behalf of the Papakura Local Board spoke to their written submission and in particular:

- That the vision and outcomes in the Plan are supported
- Concerned that the Plan may not adequately support Papakura's development as a Metropolitan Centre and Takanini's role as a town centre.
- Does not believe that the network as proposed will offer real transport choice to people who work and shop in Papakura. Papakura shown as a "minor Interchange" with only limited connectivity from its surrounding hinterland. The Plan should make specific provision for extending the existing Park and Ride. It is essential that connecting bus services are made more frequent.
- Stated that whilst extension to a new station at Drury is shown this is not well connected by bus services into the wider area.

- The Plan does not recognise the significant growth to the east of Takanini and does not indicate the proposed new station at Walters Road.
- The Plan does not recognise major change planned for as part of proposals for a Southern Growth area.
- Electrification to Pukekohe is not as critical to implement in the next 10 years as the southern rail spur from Manukau.
- The Plan does not deal effectively with the impact of electrification on existing road crossings or propose any grade separation. It should clarify how the rail based elements of the network integrate with the road network.

Mr Catchpole responded to questions from the Panel Members.

(Track No: 4)

#### **11.10 am Howick Local Board (583)**

Steve Udy on behalf of the Howick Local Board spoke to their written submission and in particular:

- Any improvements to PT services for Howick will be dependent on the completion of critical AMETI projects. This is reflected in the Draft Plan as timing of improved PT initiatives for East Auckland is proposed late 2015.
- **Half Moon Bay Ferry Service:** Stated that the makeshift ferry terminal and poor parking can't continue, and remedying this must proceed in 2013/2014.
- Need to plan well in advance for adequate "park and ride" facilities as AMETI opens up other public transport options.
- The Board strongly supports the direction of a PT network to one that is simpler and more connected with expanded frequency of service.
- Supports the 7.00 am -7.00 pm "all day" proposal but asked what is planned for weekends and public holidays?
- Need to carefully ensure school links to new routing plans are given full consideration.
- Strongly supports the zonal and integrated (HOP card) fare system with no penalties for transfers. The Board do not agree though that ferry fares remain outside the zonal fare system.
- Stated that while the Board strongly supported the frequency, and zonal and transfer proposals they will have little impact on PT to and from Howick until the AMETI project is complete.
- That an adequate numbers of suitable bus shelters needs to become a service standard as anticipated patronage grows.

Mr Udy responded to questions from the Panel Members.

(Track No: 5)

**11.30 am Jonathan Godfrey (591)**

Jonathan Godfrey spoke to his written submission and in particular:

- Lack of comparison with existing systems renders the proposals useless. Focussing local connector routes on locations like Mangere Town Centre and expecting people to transfer is inferior to the current system. The concept of a core network of high frequency services (15 minute frequency) between major centres with local connector routes at lower frequency sounds nice on paper. However, there is considerable scope for problems.
- The high frequency network is concentrated upon central Auckland, and the major centres have been redefined in a manner that fragments services.
- The proposed network structure forces excessive usage of transfers.
- New zone structure is iniquitous.
- Possible for restructuring to result in an apparent increase in the patronage in terms of numbers of trips taken, but a decrease in the absolute numbers of patrons due to the inconvenience caused by having to wait at transfer points.
- A change from 400 routes to 130, no matter how prettily it is dressed, is a service cut.
- Whilst there is scope for simplification of routes, this should not be at the expense of service provision.
- Targeting connector routes onto minor locations and expecting transfers is fundamentally flawed – especially since it is being assumed that persons do not need to transfer again to reach their destination.
- The nature of Auckland’s traffic renders transferring a very risky business: when there is a long wait if the connection is missed, it becomes highly stressful.
- Proposed 50 cent discount on onward trips should be higher to represent compensation for the wastage of the passengers’ time, as well as be applied to each transfer that is required. The current 20 minute transfer timeframe should be expanded.
- The proposed zone structure is biased against anyone living further west than New Lynn or further south than Onehunga or Otahuhu compared to residents of North Shore. Fares should be on a purely distance based tariff.
- Asked that Auckland transport get rid of the glassed bus shelters as they leak.

Mr Godfrey responded to questions from the Panel Members.

(Track No: 6)

**11.50 am Barbara Insull (432)**

Barbara Insull spoke to her written submission and in particular:

- Agreed that a transformational change is needed to improve Auckland's transport system. Believes there is a strong demand for good PT and alternatives to car travel.
- Would like to see bikes considered a serious transport mode that complement the PT system.
- Agrees with prioritising routes to key destinations - if this reduces inner suburb routes we need very good walking and cycling access.
- Suggested that bike hire at Britomart and other transfer stations be introduced.

Ms Insull responded to questions from the Panel Members.

(Track No: 7)

**12.00 pm Sealink Travel Group (NZ) Limited (592)**

Peter Fuller, Todd Bolton and Mike Wade on behalf of the Sealink Travel Group (NZ) Limited spoke to their written submission and in particular:

- Concerned that the Plan does not give due consideration to ferries as a proven, viable and cost-effective public transport option.
- SeaLink's public transport services are currently supplied without any subsidy from the Council or the Government.
- Proposes the following passenger services changes to Appendix 1A, under Ferry Services:
  - Howick to Auckland CBD via St Heliers, Kohimarama and Devonport.
  - Gulf Harbour to Auckland CBD via Browns Bay, Takapuna and Devonport.
  - Devonport to Wynyard Wharf.
  - Circular route between CBD, Devonport, Stanley Bay, Bayswater and Wynyard Wharf.
  - Circular Upper Harbour route between CBD, Northcote, Birkenhead, Island Bay, Beach Haven, Herald Island, Hobsonville, West Harbour, Te Atatu and Wynyard Wharf.
  - Manukau Harbour routes from Onehunga to Titirangi, Laingholm, Clarks Beach and Weymouth.
- Proposes the following vehicular services changes to Appendix 1A, under Ferry Services:
  1. Devonport to Mechanics Bay.
  2. Bayswater to Mechanics Bay / Wynyard Wharf
  3. Birkenhead to Wynyard Wharf.

- Stated that it is inappropriate for Auckland Transport to notify and hold hearings on this Plan before the statutory basis for its Plan and PTOM has been determined. Asked that this Plan is withdrawn and thoroughly reviewed following completion of the Integrated Transport Plan and the coming into law of legislation amending the Public Transport Management Act 2008.
- Supports in principle the aims of the Plan but concerned that Auckland Transport is missing a major opportunity to make a transformational shift in Auckland's Public Transport. To do this new avenues and ideas must be considered.
- Stated that parts of Auckland will benefit and thrive with a better bus or rail service. Rail is not planned for the North Shore or other significant areas of Auckland.
- Stated that water touches virtually all of Greater Auckland and no area is far from the shore. Water does not suffer from congestion but Auckland Transport is not giving sufficient credence to water based public transport.
- Suggested that the Plan should promote Ferry Services as a primary method of easing congestion, encouraging people to enjoy our harbour.

Mr Fuller, Mr Bolton and Mr Wade responded to questions from the Panel Members.

(Track No: 8)

### **12.20 pm Pacific Peoples Advisory Panel (533)**

Rev Unasa on behalf of the Pacific Peoples Advisory Panel spoke to their written submission and in particular:

- PPAP supports the draft RPTP with a few alterations and additions.
- Current links from Great North Road end satisfactory but can do with some improvement of frequency of bus services.
- Auckland Transport needs to look at better transport service/links across towns e.g from Waitakere - South Auckland or vice versa; West Auckland-Albany (North Shore) etc.
- Transport needs for accessibility of health services for elderly Pasifika.
- Frequent/accessible weekend public transport – to church/recreational activities. Many Pacific families struggle with transport needs as there are multiple activities on weekends.
- The provision of connections that are close to where Pacific peoples live is essential.
- **Recommendations:**
  - Greater provision of PT services and connections in the South, South-West (Auckland Airport and Airport Precinct), South-East Auckland (collectively the Southern Initiative Zone) and West Auckland in the revised Frequent Service Network.

- That the Frequent Service Network (FSN) includes a service from Otara Botany Town Centre.
- That Auckland Council adopts land use policies that increase housing affordability and incentivise development coordinated with the FSN.
- That the FSN provides greater access for communities to health services, community facilities/services, residential and shopping facilities.
- That the FSN is responsive to the needs of Pacific Peoples in the Auckland region, specifically for the Southern and Western areas of Auckland.
- Include a specific target around increasing Pasifika traveller numbers and experience.
- That the proposed zone boundaries be reviewed to account for equity and affordability across the region. The proposed boundaries in the South and West Zones (3 zones to city) will have economic implications for Pasifika communities.
- That Auckland Transport give serious regard to concessions to incentivise low income travellers. Existing concessions do not provide for a low-income target group of which Pacific peoples are significantly represented.
- That realistic off-peak hours are set that take into account traffic flows as well as time. Flow in opposite directions may be considered off-peak.

Rev Unasa responded to questions from the Panel Members.

(Track No: 9)

#### **12.35 pm John Ballantyne, Counties Manukau Grey Power (388)**

John Ballantyne on behalf of Counties Manukau Grey Power spoke to their written submission and in particular:

- I think it has good points and not so good, but will mention them later on. Not at present.
- Stated that there has been concern amongst superannuants about the SuperGold card not been able to be used after 3.00 pm.

Mr Ballantyne responded to questions from the Panel Members.

(Track No: 10)

#### **12.40 pm David Clemow (399)**

David Clemow spoke to his written submission and in particular:

- The proposed network zoning bus services is very good.

- Stated that the paralleling bus services with trains like the 472 Redhill to Britomart aren't needed. However, places like Hunters Corner and Otahuhu Town Centre, where there are no nearby rail stations, need good bus connecting services.

Mr Clemow responded to questions from the Panel Members.

(Track No: 11)

## **ADJOURNMENT**

**12.45 pm** The Chairperson adjourned the Hearing until 1.45 pm.

**1.45 pm** Hearing reconvened.

### **1.50 pm Ronald Wilkins (393)**

Ronald Wilkins spoke to his written submission and in particular:

- Strongly supported a 15 minute service during peak periods. But stated it is essential to have feeder buses to link up with the trains,
- Plenty of free all day parking at railway stations.
- As an superannuation Mr Wilkins strongly supported free SuperGold card transport from 9.00 am Monday-Friday. Definitely no cut off at 3.00 pm as it would be impossible to get to Waiheke and back by 3.00 pm.
- The Manukau loop has to provide into and then out to Papakura.
- Improvement to Pukekohe Railway Station ie closer to the overhead bridge. Also more long term parking.
- Feeder buses to Tuakau, Waiuku etc.

Mr Wilkins responded to questions from the Panel Members.

(Track No: 12)

### **2.10 pm Benjamin Ross (385)**

Benjamin Ross spoke to his written submission and in particular:

- That the missing South Manukau Rail Link that would allow direct train services from Manukau to Papakura/Pukekohe without a transfer at Puhinui needs to be built by 2016 to enable the roll out of either an All Day or as Frequent Service Network. There is "latent" demand for such a South Link that would deem the investment economically and socially viable.

- Proposed that for zone based fares: 4 Zones with Britomart as the central focus point.
- Proposes a maximum fare cap of \$15 per day.
- That a Family Pass should also be made available.
- Proposed the Auckland Transport HOP cards have a flat 20% discount.
- Stated that is of 'High Priority' to have the Walters Road (Takanini) Station and Park and Ride facility built by 2018 with the continued urban development in the area.
- Considers that Te Mahia and Takanini Stations be closed and that the Takanini Station be relocated to near the Spartan Road crossing and that a Park and Ride be installed.
- Requested that Auckland Transport look at adding a 20 minute Frequency Bus Service between Manurewa, The Gardens/Totara Heights, Porchester Road and Papakura Town Centre.

Mr Ross responded to questions from the Panel Members.

(Track No: 13)

#### **2.10 pm Douglas and Barbara Pitfield (487)**

Douglas and Barbara Pitfield spoke to their written submission and in particular:

- Stated that they had recently moved to Tuakau from Auckland. Supports a bus link to Pukekohe and a rail link to Auckland. If these links are discontinued or abandoned then they are faced with continuing to use their own transport and as they were both in their early seventies this is a bleak outlook.

Mr and Mrs Pitfield responded to questions from the Panel Members.

(Track No: 14)

#### **2.20 pm Neil Young, Palms on George Limited, Tuakau Hotel (580)**

Neil Young on behalf of the Palms on George Limited, Tuakau Hotel spoke to their written submission and in particular:

- Re transport to affordable housing from Tuakau, Pokeno, Mercer, Te Kauwhata, Ngaruawahia, Huntly right through to Hamilton. Need to continue MAXX train service from Pukekohe to Tuakau.

Mr Young responded to questions from the Panel Members.

(Track No: 15)

### **2.30 pm Tuakau and Districts Development Association (436)**

Dee Bond on behalf of the Tuakau and Districts Development Association spoke to their written submission and in particular:

- Supports a passenger rail link between Auckland and Hamilton, and/or to extend the Maxx service beyond Pukekohe to Tuakau.
- Stated that in 2011 a petition of 3,500 signatures from the town of Tuakau was presented to Parliament asking that the Government supports Kiwirail in re-establishing a regular passenger rail commuter service between Auckland and Hamilton that services Tuakau. Neither service has been addressed in any form by the Plan.
- Diagram titled “Auckland Frequent Service Network 2016 (proposed)” does not even show Pukekohe. Assumed this is an oversight in the printing, but it is indicative of the lack of interest shown towards the PT needs of the rural support communities that feed Auckland.
- Stated that Pukekohe needs a rail service that is as regular as the Paraparaumu service is to Wellington. Pukekohe also needs a weekend rail service.
- The draft Plan does not address the bus service that currently connects Tuakau and Port Waikato to Pukekohe.
- Stated that the Plan should address the inter-regional public transport needs of the future.

Ms Bond responded to questions from the Panel Members.

(Track No: 16)

### **2.30 pm Dee Bond (545) 14:40 - 14:50**

Dee Bond spoke to her written submission and in particular:

- Supports a passenger rail link between Auckland and Hamilton, and/or to extend the Maxx service beyond Pukekohe to Tuakau.
- Stated that in 2011 a petition of 3,500 signatures from the town of Tuakau was presented to Parliament asking that the Government supports Kiwirail in re-establishing a regular passenger rail commuter service between Auckland and Hamilton that services Tuakau. Neither service has been addressed in any form by this new Transport Plan.
- Diagram “Auckland Frequent Service Network 2016 (proposed)” does not even show Pukekohe. Is indicative of the lack of interest shown towards the public transport needs of the rural support communities that feed Auckland.

- Stated that Pukekohe needs a rail service that is as regular as the Paraparaumu service is to Wellington. Pukekohe also needs a weekend rail service.
- Another existing service that has not been addressed is the bus service that currently connects Tuakau and Port Waikato to Pukekohe.

Ms Bond responded to questions from the Panel Members.

(Track No: 16)

### **2.40 pm Gary McGuire, TDDA (69)**

Gary McGuire on behalf of the TDDA spoke to their written submission and in particular:

- Reinstatement of the passenger rail service to Tuakau: Approximately 200 of the 1,000 daily park and ride patrons at Pukekohe Rail Station come from Tuakau.
- Trains that stop at Pukekohe have to change tracks to return to Auckland. Currently they travel half way to Buckland, wait 20 minutes for the tracks to change then return to Pukekohe. Trains could travel to Tuakau in that time and provide a much needed service at no extra cost.
- Supports electrification of the rail to Papakura and eventually through to Hamilton.
- Stated that TDDA submitted 3,500 signatures to Parliament requesting that their rail service be re-instated. All that is needed is the upgrading of the railway station at Tuakau and a track changer. Half a million dollars has already been set aside for the upgrade of the rail station by Waikato District Council.

Mr McGuire responded to questions from the Panel Members.

(Track No: 17)

### **3.00 pm Pine Harbour Holdings Limited (471)**

David Neilson and Simon Male on behalf of the Pine Harbour Holdings Limited spoke to their written submission and in particular:

- Pine Harbour has recently completed a Private Plan Change which will allow for the continued re-development of Pine Harbour into a mixed use community centred around the marina and adding up to approximately 500 household units. Auckland Council has also initiated a further Plan Change for the 108ha of land adjacent to Pine Harbour which is to be re-zoned residential.

- Supports the recommended increase in ferry services including during the weekend and Friday nights.
- Supports Auckland Transport funding the Park and Ride at Pine Harbour (utilising existing Auckland Council land).
- Supports the outcomes, objective and supporting policies of the Plan.
- **Policy 1.4 Action (d):** should be re-worded: “Constructively collaborate with developers with greenfield and urban intensification proposals to complete an integrated Transport Assessment to ensure land use is integrated with the frequent network”.
- Strongly supports the Vessel Standard. Auckland Transport needs to identify in the Plan the year by which all ferries operated in the Auckland Region must comply with this standard.
- Direct roading link between Beachlands and Pine Harbour should be identified in Table 8.2.
- The construction of Pine Harbour declamation/ferry terminal by Auckland Transport should be identified in Table 8.2.
- Supports the identification of the future Pine Harbour Ferry Feeder – Maraetai to Pine Harbour Ferry Terminal. However, it is considered that this service be initiated now.
- Stated that Pine Harbour Holdings would like to see Policy 1.4 Action d reworded to read:  
*“Constructively collaborate with developers with green field and urban intensification proposals to complete an Intergrated Transport Assessment to ensure land use is intergrated with the frequent work”.*

R Neilson and Mr Male responded to questions from the Panel Members.

(Track No: 18)

### **3.15 pm Maungakiekie-Tamaki Local Board (890)**

Simon Randall on behalf of the Maungakiekie-Tamaki Local Board spoke to their written submission and in particular:

- Supports the significant change in approach which will see current public resource used to connect bus and rail public transport in a way that improves frequency along major routes, but also increases the ease of connection between more destinations.
- Generally supports the approach to simplify the zone boundaries.
- Does not support the current North and South Zones as they appear inequitable. Requests that both the North and South Zones be split at Constellation Drive and Manurewa respectively.
- Requested that the transition zone between Isthmus and South Zones be extended to cover Onehunga and Mangere Bridge, to discourage unnecessary travel across the Manukau Harbour Bridge.

- Supports increasing the provision of park and ride at the Glen Innes station.
- Requested that priority be given to the upgrading of the bus interchange at Glen Innes.
- Requested that the eventual co-location of the bus interchange and rail station at Onehunga be planned for as a matter of priority.
- Stated that Tamaki Train Station should be reinstated.
- That provisions around cycling be expanded. Should include requiring interchanges to provide a prescribed minimum of cycling facilities which allow the storage of cycles.
- Strongly requested that the existing use of the SuperGold card during afternoon peak be continue.
- Requested that all data collected on the performance of the PT network be made publicly accessible.

Mr Randall responded to questions from the Panel Members.

(Track No: 19)

### **3.35 pm Edward Fletcher (416)**

Edward (Ted) Fletcher was unable to attend the Hearing but requested that the Chairperson read to the Panel additional information that he asked to be tabled:

- That there be more emphasis on bicycle community and greater provision of cycle parking.
- Greater subsidy of fares initially to encourage patronage.
- Easier mixing of types of traffic - pedestrians are priority 1), Bicycle (commuter) 2), Buses 3), Trucks (delivery) 4), cars 5).

### **3.40 pm Pukekohe Business Association (320)**

Kendyl Gibson on behalf of the Pukekohe Business Association spoke to their written submission and in particular:

- Disappointed to find Pukekohe off the picture in figure 2-1: Pukekohe does not feature on any of the maps from 5-2, to 5-6. It is hard to determine where this network begins and ends.
- Schedule of Services to be provided by bus looks acceptable to and from Pukekohe although would like more clarity about when 'future' services are due to begin.
- Concerned about the loss of services to Tuakau and Port Waikato.
- That the proposed rail services between Pukekohe and Papakura every 15 minutes during peak times and every 30 minutes off peak cannot come soon enough! The current lack of weekend services is appalling.

- Disappointed with drop of the day hopper pass.
- Concerned about the inability to purchase tickets on the train, without a ticket counter at the Pukekohe Station and that if the one ticket machine at Pukekohe was out of service how would people planning to travel on the train purchase a ticket?
- In favour of policy 4.9 that Auckland Transport staff should have the authority to ensure all users pay the correct fare.
- **Policy 6.1:** is also positive provided the customer's feedback is considered appropriately.
- **Policy 6.4:** it would be great to have 'you are here' signage at each station.
- Supportive of policy 7.5, working with local communities to meet their specific needs.

Ms Gibson responded to questions from the Panel Members.

(Track No: 20)

**3.53 pm Yatish Kumar (4)**

Yatish Kumar spoke to his written submission and in particular:

- **Buses leaving from City:** Requested that they are not all sent at the same time. Asked that they be staggered by giving a 3 to 5 minute gap in between. This will ensure commuters on common route will have more frequent service.
- Stated that a single ticket across wider Auckland should be used. This will make the routes more efficient and faster by helping drivers in issuing less tickets for one journey.
- Flyers/news letters should be sent to all households.
- Requested a better park and ride for Otahuhu.

Mr Kumar responded to questions from the Panel Members.

(Track No: 21)

**3.57 pm Theresa McDonald (433)**

Theresa McDonald spoke to her written submission and in particular:

- Supports the reduction in the number of fare zones. Does not support inconsistencies in the allocation of the fare zones - Kelston and Papatoetoe will be three zones whereas Albany will be two zones; yet Albany is further from the CBD.
- Supports a policy of exact coin fares on buses. Stated that drivers cannot drive the bus if they are constantly making change for passengers. Exact

coin fare has been policy overseas for over 40 years and both residents and tourists cope well. Would also improve security for the bus drivers.

- Provide bus lanes on the Southern Motorway (both directions) from Redoubt Road to Symonds Street.
- Extremely disappointed to see no No.477 Papakura Express buses (or equivalent) in the Draft RPTP. These buses are well patronised in the morning rush hours by both workers and students. Currently it takes me 60 minutes on the 477 bus to travel from Papakura to Symonds Street. In the Draft RPTP, the trip will take me 105 minutes.

Ms McDonald responded to questions from the Panel Members.

(Track No: 22)

#### **4.10 pm Greater East Tamaki Business Association (398)**

Jane Tongatule and Troy Greenfield on behalf of the Greater East Tamaki Business Association spoke to their written submission and in particular:

- Requested clarification on how the principles of the new operating network will apply to industrial areas.
- Stated that industrial hubs such as GETBA rely upon the efficient movement of people to attract and retain staff. A recent business survey showed that lack of public transport services is a significant issue in this area.
- Not clear how the proposed network system will accommodate people who do not have access to the network.
- Stated that industrial areas have shift workers who do not fit in with the standard operating network. A number of blue collar workers come from low socio economic areas who are more likely to be transport disadvantaged and less likely to have vehicles at home.
- Stated that there is also difficulty for walking and cycling in industrial areas.

Ms Tongatule responded to questions from the Panel Members.

(Track No: 23)

#### **ADJOURNMENT**

**4.20 pm** The Chairperson adjourned the Hearing until 4.40 pm.

**4.40 pm** Hearing reconvened

**4.40 pm Colin Thompson, Middlemore Hospital (147)**

Colin Thomson on behalf of Middlemore Hospital spoke to their written submission and in particular:

- Stated that from a health point of view, the proposed network is a good step forward.
- That a health transport system, should encourage increased activity levels, seek the minimum contribution of 'small particles' and other pollutants, and should be safe. Public transport is an improvement on private transport in these regards.
- The Plan needs to ensure that public transport does not limit provision for world-class walkways and cycleways.
- Stated that it is pleasing to see that the 'needs of cyclists and pedestrians are recognised' (Section 6.5), but needs to go further and require Auckland Transport to set design standards encouraging cycling and walking.

Mr Thomson responded to questions from the Panel Members.

(Track No: 24)

**4.50 pm Fiona Robertson, Newflands Limited (191)**

Fiona Robertson on behalf of Newflands Limited spoke to their written submission and in particular:

- Need to have a regular service running at least hourly between Auckland and Hamilton.
- Tuakau has been significantly affected by not being included as an add on station with rail and no infrastructure of any significance for any form of regular public transport.
- Pukekohe/Tuakau is a huge area of growth and requires a regular supported form of public transport to both Auckland and Hamilton.
- As we expand we need to have a reliable form of public transport to get employees to and from work. It would enable students to travel between cities for work e.g. Manukau tech students working on projects in our company.

Ms Robertson responded to questions from the Panel Members.

(Track No: 24)

**5.10 pm** Hearing of Oral Submissions concluded.

**Receipt of Oral Submissions**

2/2013

**MOVED** by: Cr Lee, seconded Peter Clarke:

That the various oral submissions presented in support of the corresponding written submissions now be received.

**CARRIED**

### **Deliberation and Recommendation to Auckland Transport Board**

3/2013

**MOVED** by: Cr Lee, seconded Mark Lambert.

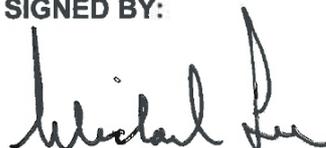
That the Hearings Panel confirms that it will deliberate upon all the oral and written submissions as now received to the Draft Regional Public Transport Plan 2012 for the purpose of recommending to the Auckland Transport Board at its meeting scheduled to be held on Wednesday, 27 March 2013, such amendments, additions, changes and adjustments as the Panel shall propose for consideration on that occasion.

**CARRIED**

**5.15 pm**      Hearing Closed.

CONFIRMED AS A TRUE AND  
CORRECT RECORD OF THE OF THE  
HEARINGS PANEL WITH RESPECT  
TO THE DRAFT REGIONAL PUBLIC  
TRANSPORT PLAN 2012  
HEARING HELD ON 29 AND 30  
JANUARY 2013 AND 1, 4 AND 7  
FEBRUARY 2013.

**SIGNED BY:**



**Cr MICHAEL LEE  
CHAIRMAN**

**DATED: 1.3.13**