



people's panel



People's Panel Survey Report Summary The Auckland Plan

10 June 2011

Background

As part of the informal engagement on the Auckland Plan discussion document, a survey was distributed through the People's Panel to increase the level and breadth of input from members of the public into the discussion phase. Survey questions were based on the questions included in the Auckland Plan discussion document but some content and questions were reworked to become tick box questions so that participants were encouraged to help prioritise issues or activities raised within the document.

About the People's Panel

The People's Panel provides an easily accessible way for Aucklanders to get involved with a range of council issues, giving feedback by regularly completing online surveys and getting involved with focus groups and other activities as needed.

The panel supplements other research, consultation and engagement activities and is used to provide public perceptions to help inform decision-making processes. Panellists are recruited to be typical members of the public – that is, they include members of the public who come from a range of backgrounds and a range of levels of involvement with the council.

At the time of surveying, there were approximately 5,400 people registered with the panel, with representation from each local board area, age group and ethnicity. However, the People's Panel is not yet representative of Auckland and further recruitment is under way to improve participation levels from particular areas, age groups and ethnicities.

For more information about the People's Panel visit: www.aucklandcouncil.govt.nz/peoplespanel

Methodology

In total there were 1,399 responses from the panel. The survey was live between 13 and 30 May 2011, and two reminders were sent to boost the response rate. It should be noted that participation in People's Panel surveys are voluntary. As such, the demographic and geographic distribution of panellists responding to this survey does not reflect the general population of Auckland. For this reason, results should not be considered strictly representative. We do, however, emphasise the value of the feedback presented in this report from a larger scale consultation and engagement perspective.

Caveats to be aware of:

- Results are not statistically representative of the Auckland region but serve as an initial indicator
- This approach will not deliver a solution for all hard to reach communities but will boost response from the general public

The feedback has been analysed in two ways:

- For the tick box questions, responses to each option have been reported as proportions of the total sample, and presented as charts
- For the open-ended comment questions, responses varied from one-word answers to lengthy paragraphs with several points and ideas. To allow accurate comparison, responses have been coded into themes. The proportion of the sample mentioning each theme has been presented in tabular form. A selection of verbatim quotes has been included in the report, to illustrate these themes.

In addition, high-level analysis of differences in results by area has been conducted. The areas were North (including local boards that sit within the previous North Shore city and Rodney district areas); Central (local boards that sit within the previous Auckland city area); West (local boards that sit within the previous Waitakere city area) and South (local boards that sit within the previous Manukau city, Papakura district and Franklin district areas).

Survey results

Quality of Life

Introduction to survey section:

The Auckland Plan provides the opportunity for Aucklanders to help define what quality of life means for all of us and decide the sort of city we want to create, live in and leave to our children.

Council's goals are to ensure Auckland:

- provides for a sustainable lifestyle with high and rising quality of life for all Aucklanders
- is a safe city of diverse, dynamic, secure and accessible communities.

The three proposed strategic priorities are:

- putting children and young people first
- reducing inequalities
- strengthening and connecting communities

Q1A What specific activities should we be focusing on to enable children to reach their full potential?

As per the table below, over a third of People's Panellists feel that improvements in the quality, accessibility and cost of extra-curricular activities such as sports, music and arts etc would help children reach their full potential. Panellists from Northern parts of Auckland were most likely to mention this topic. Around a quarter of the panel feel that improvements to the education system would help children achieve their potential. This topic was mentioned slightly more frequently among panellists from South Auckland. Other panellists mentioned the need for greater access to improved outdoor areas, parks and playgrounds; improvements to other "social" infrastructure such as libraries, youth centres, art galleries etc; and improvements in opportunities for apprenticeships and other practical, hands-on educational activities.

A selection of illustrative quotes follows after the table.

What specific activities should we be focusing on to enable children to reach their full potential?	Number of responses (N=1268)	Percentage of sample (N=1268)
Better/more/cheaper/ free extra curricular activities - art, sport, horse riding, scouts, music etc/ facilities to make these happen year round/ promotion	459	36%
Better/ more/ affordable education (including early childhood)/better schools and systems within schools/ better trained and supported teachers/ smaller class sizes	300	24%
Parks/ playgrounds/ skate parks/access to outdoors/ quality public spaces that cater for wide age range	279	22%
More/cheaper/improved/better utilised libraries/youth centres/art galleries/community centres/museums and other facilities that enable learning and getting together outside of formal lessons or training.	188	15%
More practical education/ activities - apprenticeships/ life skills/learning about others through exposure to them/mentors/role models/morals etc	175	14%
Safer/ more child friendly transport options, including safer roads/ public transport/ reduced traffic/ biking and walking tracks/ transport to activities	171	13%
Make sure the city is and feels safe - safe parks/ play areas/ safe communities/ schools/ less brothels and liquor outlets/ better monitoring of signage content (from a moral perspective)	138	11%
Good parenting/ parenting programmes and other parenting support/ full time parenting/ Plunket	130	10%
Water safety/ access to swimming pools/ lessons	123	10%
Focus on improving life for poor children - includes toy libraries/ close the	110	9%

gap/affordable housing/ quality housing/employment opportunities for school leavers and parents		
More community based activities or events/ children as part of community/strengthening communities/ young people in voluntary work	106	8%
More/better/affordable/ free cultural and family events - arts/ dance/ shows/festivals/sport etc - and/or promotion of these	99	8%
Emphasis on health (education and access to services)/ food/ eating breakfast/ healthy meals in schools/ exercise/ being outdoors	86	7%
More/ cheaper/ high quality afterschool and holiday programmes/ homework clubs	77	6%
Crack down on teenage drugs/ alcohol/ truancy/ crime/ bullying	59	5%
General intellectual/ physical/ social stimulation	55	4%
More emphasis/ education on sustainable living/ clean air/less pollution/ community gardens/ respect for the environment	55	4%
Crack down on violence in families/strengthening families	51	4%
Less protection/ mollycoddling/ PC/more adventurous activities/ physical challenges	41	3%
Involve kids in this consultation/ Council decision making/child and youth forums	19	1%
More exposure to other cultures/ helping children from different backgrounds to interact with others/ living happily with diversity	12	1%
Better relationships between Council, government agencies, schools, community and community organisations/ Council as facilitator	12	1%
More/better/cheaper support for children with disabilities/learning difficulties	11	1%
Smoke free city/public spaces	9	1%
Road safety - education and safe streets	7	1%
Interaction with animals to develop compassion, responsibility/ access to farm activities	7	1%
Planning mechanisms as they relate to private dwellings to make them safer/ give children space to play outside on own properties	7	1%
Council be business friendly/ less red tape to encourage childcare and other businesses	7	1%
This is not the Council's job/ none	62	5%
Don't know/ don't care/ don't have kids/ can't answer	27	2%
Other	71	6%

Some illustrative quotes from survey participants include:

“Continue to encourage sport and cultural activities and to have the venues available - indoor and outdoor - these in turn will promote educational levels”

“Early childcare facilities that include big outdoor areas. Community sports facilities that cater for young children.”

“Focus on reduction of child poverty, ensuring that children are appropriately housed, fed, clothed and cared for to enable them to learn at school. Council must ensure that rents are affordable and ensure that all families are able to keep themselves warm and dry in winter and have adequate food and clothing. Libraries should be kept free. Youth need access to meaningful and accessible activities and employment. Parents need to be supported.”

“Good affordable housing for lower income families: would improve children's health. Free entrance to public swimming pools. Continue excellent service given by public libraries. Priority for play / sports / recreation facilities for children and youth. Support of after school/school holiday programmes in lower socio-economic areas.”

“Literacy for children - ensuring all children can read and write. Providing mentoring schemes for families and children. Ensuring all children have access to the best of what Auckland offers, - swimming pools, beaches, parks etc. Ensuring children grow up in safe, litter and graffiti free environments.”

Q1B What kind of community hubs do you think are needed to support parents, whanau, family and village centres. For example, is this a potential role for schools?

Half of respondents from the People’s Panel felt that schools could be used as community hubs (respondents from South and West Auckland were less inclined to feel this way however), while other respondents felt that schools were already well-utilised and did not have capacity to be used in this manner. Some panellists mentioned alternative facilities that could be used as hubs, such as community centres, halls, Marae, sports clubs, libraries etc. Some people felt there should be more community activities, counselling services, support and events available to foster interaction and community participation.

A selection of illustrative quotes follows after the table.

What kind of community hubs do you think are needed to support parents, whanau, family and village centres. For example, is this a potential role for schools?	Number of responses (N=1229)	Percentage of sample (N=1229)
Yes/ schools as community hub/ schools currently under-utilised	631	51%
Schools shouldn't be community hub/ schools currently have enough to deal with	227	18%
Use community centres/ halls/Maraes	376	31%
Need more community support/ counselling/courses	200	16%
Use pools/ sports clubs/rec areas/playgrounds	176	14%
Need more community activities/ events / coordinators / adult education	152	12%
Use libraries	139	11%
Need more community programmes/ groups like Plunket etc	133	11%
Use churches	120	10%
Need more childcare/ after school facilities	114	9%
Need better sports activities/leisure and recreation	91	7%
Group community hubs together/near shopping centres	83	7%
Need more cultural activities/ events/markets	51	4%
Online hubs	15	1%
Safer/Cleaner facilities	10	1%
Not the councils responsibility	36	3%
No/ none	41	3%
Already have enough community hubs	74	6%
Don't know	42	3%
Other	32	3%

Some illustrative quotes from survey participants include:

“It could well be [in schools], for example parenting courses in the evenings at school. The dismantling of evening classes for adults was a major mistake in my opinion. Cheap access to cooking, budgeting, design and craft classes was a factor in gathering many different groups of people together.”

“Local board involvement with an input from the local community centres. Schools that encourage a closer relation between them and the families.”

“Maintaining and promoting local Community Centres. I think most schools already do a good job of this. Sports centres can also be promoted for these hubs. Especially good as focus can be on family and healthy, active lifestyles.”

“Possibly for schools - also the youth centres could run a get together program for parents children etc perhaps getting the children to prepare a simple meal for everyone attending. - Also libraries - and some sports centres. Village halls are another gathering point for people in rural communities.”

“There needs to be hubs which are health based in the first instance. Schools could provide the space but schools are for education of children and these hubs need to encompass a range of health, social, counselling etc services.”

Q1C How do we strengthen and support a sense of local community while remaining part of a global city?

Over a quarter of People’s Panellists felt that the council should fund and/or facilitate community events and other opportunities for people to interact with their neighbours and community members, to encourage community connections. This also included a desire for increased provision of facilities such as community centres and hubs, as outlined in the question above. Others would like the community to play a greater role in council decision-making, supported by improved council communications and transparency.

A selection of illustrative quotes follows after the table.

How do we strengthen and support a sense of local community while remaining part of a global city?	Number of responses (N=1199)	Percentage of sample (N=1199)
Fund/ facilitate/ provide community get-togethers/ activities/ events	341	28%
Involve/ consult the community/ more communication/ more listening/more information	286	24%
Provide/ foster/ plan for community centres/ clusters/ hubs including schools, businesses, facilities	271	23%
Foster community participation/ socialisation	232	19%
More freedom/ responsibility/ funding to local boards/ community groups/ not centralised power	223	19%
Providing/ funding community support	214	18%
Foster diversity/ identity/ pride in community/ pride in city/ NZ	165	14%
Improve accessibility to local centres - paths/ bike lanes/ public transport	106	9%
Promote equality - racial/ cultural/ cross-neighbourhood	101	8%
Promote safety/ crack down on crime/clean and tidy	83	7%
If communities are strong, 'global city' will follow	79	7%
Small local shopping areas/not big malls	58	5%
Fine as we are/ already done	57	5%
Is not possible/ super city has taken away local community	18	2%
Not a Council job	35	3%
Don't know/ don't care/ inappropriate question	67	6%
Other	24	2%

Some illustrative quotes from survey participants include:

“1 Encourage more Friends Of community parks and open spaces by utilising public sector skills and knowledge. Establish Open Space strategies. 2 Provide more support to local organised events, encourage more local businesses to become involved and sponsor local events by providing some incentives from the council. 3 Opportunity for Auckland Council to create sustainable urban green spaces in areas of housing growth. 4 Create "walking in Towns and Cities" by creating links between green spaces and traffic free areas to link these places up.”

“Any movement that encourages residents to take pride in their own environment - their immediate house/garden/apartment, their street & neighbourhood, their suburb & local shopping centre /school/ community facilities / park /beach. Promote pride & community co-operation - best garden, street, park, town centre. Village street days/weeks, promoting local shops, art, attractions. Anti-litter /graffiti weeks; Tree planting programmes, 'Trees for Babies' & Arbour day celebrations; Take Pride in our Town campaigns. Promote

Auckland wide 'clean-up' programmes & a sense of 'ownership' of civic amenities e.g. Museum, Art gallery, Libraries, Domain & central parks, waterfront, etc."

"By having more unifying local activities that bring people out of their homes and become part of a "neighbourhood"

"Don't try to be something we can not be. We do not register as a 'super' city. We have wasted the past 50 years repeating the mistakes of major cities in the mistaken belief that somehow we can make it work. Focus on the small stuff at community level, get the infrastructure right (that does not mean more roads!) and eventually we will be a 'nice' vibrant small city. Christchurch has been luck in a way. They have a chance to improve what was already a good city."

People and Economy

Introduction to survey section:

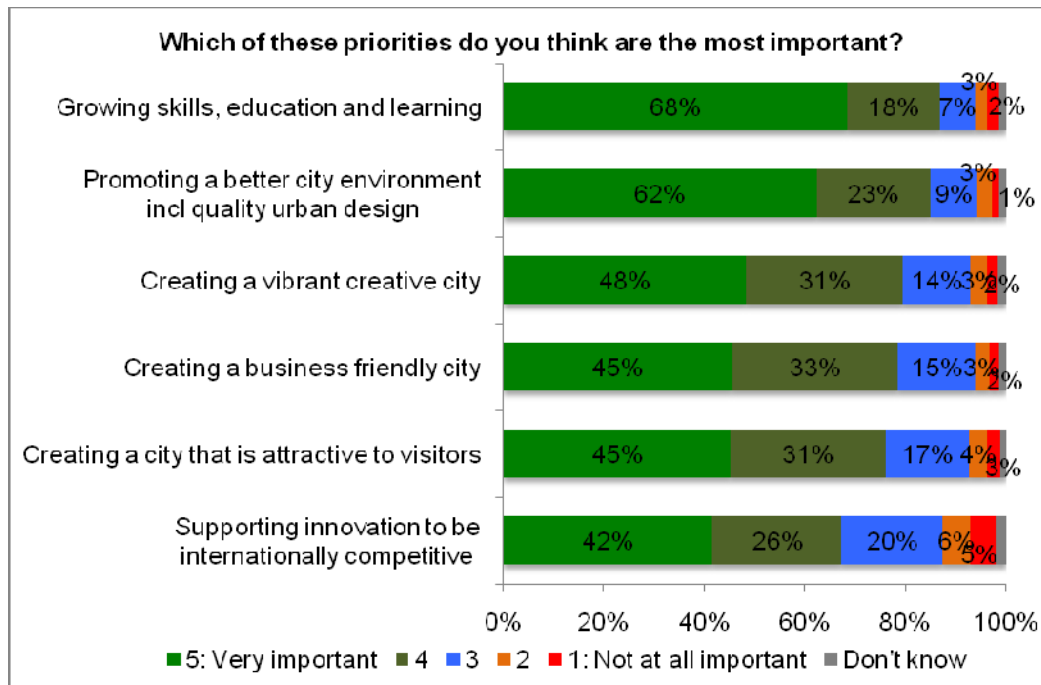
Council wants Auckland to be an economic powerhouse that will serve the needs of Auckland and benefit New Zealand as a whole. The goal is for Auckland to become a competitive, prosperous economy delivering internationally valuable exports and services.

Council's goals are to ensure Auckland is an:

- outward-looking global city with a productive, high-value economy, supported by a world-class international city centre
- open, welcoming place that is attractive to investors, skilled workers, future residents and tourists and which encourages international events.

Q2A The five proposed strategic priorities listed below have been identified as necessary to achieve these goals. Which of these do you think are the most important?

Panellists felt that growing skills through education and learning, and promoting a better city environment including quality urban design were the most important priorities to assist Auckland in becoming a competitive, prosperous economy. Panellists also felt the other priorities were important as well, with over half giving a rating of four or five out of five.



Base: 1399 People's Panel members

Q2B How else do you think Auckland can attract and support businesses?

In addition to the priorities listed above, over a third of People’s Panel members felt that improvements to Auckland’s transport system would help attract and support business. This was a particularly strong theme among respondents from Northern parts of Auckland. In addition, panellists thought that non-financial support and encouragement for small and new business (e.g. through place marketing, developing concentrated zones for different types of businesses, supporting business incubators or mentoring programmes etc) would be helpful. People also mentioned developing community hubs and encouraging / maintaining a more attractive environment in town centres to encourage businesses.

A selection of illustrative quotes follows after the table.

How else do you think Auckland can attract and support businesses?	Number of responses (N=1147)	Percentage of sample (N=1147)
Better transport systems - public transport/ roads and motorways/affordability/ parking/pedestrian friendly	434	38%
Support (non financial)/ encourage innovation/ local/ foreign/ small/ new business/ provide information /especially sustainable businesses	228	20%
Better urban planning - of city/ of suburbs/ commercial and business/ work locally/ centres hubs/ better architecture/ design/ office space	226	20%
Promote attractive environment - clean/ friendly/ safe/ good schools/ better housing/eco-city/ build pride and business will follow	205	18%
Financial support/ breaks for businesses/ new businesses including grants/ incentives/ investment / reduced rates and or rents	181	16%
Streamline processes/ helpful, informative, friendly staff/ reduce bureaucracy - permits/paperwork etc	151	13%
Provide business mentors/ talks/ expos/ business awards/ business training/ especially small businesses	72	6%
Up-skill/ educate workforce/employment schemes - especially youth / monitor training standards / connect with universities/ includes better English	68	6%
Be consultative & inclusive/not just about central Auckland business/about citizens & communities/community economic development/reduce inequalities	55	5%
Better/ faster telecommunication/ broadband	54	5%
International events & facilities/ reasonably priced	39	3%
Infrastructure generally/less disruption during upgrades	35	3%
Nothing/ do we need to?/don't know	69	6%
Not Council's job/ Council not capable/ not from rates/don't believe we should support business/ up to central govt	34	3%
Other	66	6%

Some illustrative quotes from survey participants include:

“Showcase our most successful and innovative business on the web or where the world can see. Provide success stories of business to the world. Provide support friendly and encouraging policies on business developments. Provide future business that can be easily established here in Auckland e.g. we give an idea of what possible business endeavours international companies can establish here”

“Expand business think hubs with mentoring facilities to help new businesses to incubate & grow”

“Ensure rates aren't prohibitive to running business operations from the area. Having affordable housing within easy commuter distance for the city. Having a world-class rail and bus network. Invest in public transport, fuel is getting more and more unaffordable, so bridge the gap!”

“Fix public transport so that workers can move en masse into the city and into major suburban centres of the future. Identify through a proper strategy development process what the most likely business growth areas will be in terms of sector, then build an urban planning strategy around supporting businesses in those sectors to

locate in attractive parts of the region. Fix up the fiasco of major developments- these need to move more quickly and more transparently through council with appropriate public consultation - probably via a bespoke process.”

“Making sure all the local business associations have enough support to deal with whatever issues they have. EG - Otahuhu is a multi cultural hub with a busy town centre but the main street just looks grotty. It looks like more of a slum as shop hoardings are old or none existent, products on stalls all over the place. It is one thing to have a lot of cultures within a city, but immigrants setting up businesses need to know that we have standards that they have to conform to in our cities, not just think that they can carry on with the standards of the environment from which they came. Places like Otahuhu would attract even more people if it looked better and landlords and business owners took more pride in the appearance of the town.”

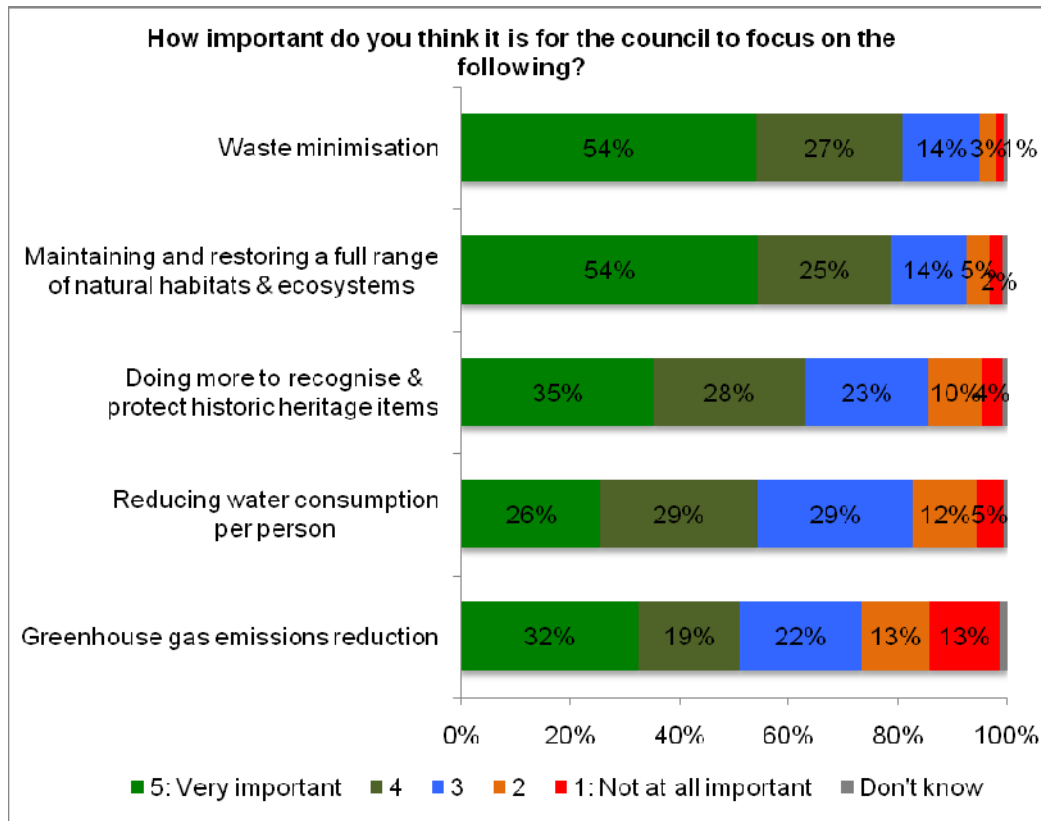
People and Environment

Introduction to survey section:

In order to become an eco-city as part of the Auckland Plan, all of us will need to make a commitment to conserving resources, minimising waste, preserving our bio-diversity and natural habitat in order to enhance liveability, and generate new sustainable economic opportunities. This includes looking at more efficient and renewable energy options for heating homes and work places.

Q3A How important do you think it is for the council to focus on the following?

Waste minimisation and maintaining the natural ecosystem were seen as the most important priorities for council, to help Auckland become an eco-city. Panellists also felt the other priorities were important as well, with over half giving a rating of four or five out of five.



Base: 1399 People’s Panel members

Q3B How can we celebrate and further protect our distinctive natural and rural environment through the Auckland Plan?

One of the major themes from panellists' comments was that Auckland should look to protect and maintain the natural and rural environments it has already, and increase access to these areas. Equally, panellists felt that stricter urban planning guidelines were required to limit development or "urban sprawl" in these existing green areas. Residents from South Auckland were particularly focused on reducing urban sprawl. Other panellists mentioned a need for greater education about the importance of the environment, and greater incentives to encourage people to conserve resources, minimise waste and use renewable energy sources. Panellists from West Auckland were slightly more likely to make comments along these lines. Greater community ownership and involvement in decisions about the environment was also mentioned by a number of People's Panel members.

A selection of illustrative quotes follows after the table.

How can we celebrate and further protect our distinctive natural and rural environment through the Auckland Plan?	Number of responses (N=1100)	Percentage of sample (N=1100)
Maintain/ protect current natural and rural environments / increase access to natural environment	315	29%
Urban planning - stop/ limit development/ urban sprawl/subdivisions - enforce/ build green belts/ zoning/ develop along rail corridor/use of arable land	315	29%
Educate/ incentivise/ promote awareness of environmental protection/ waste management/ rainwater collection/wind/solar	238	22%
Consult/ involve communities/ farmers/ business/ Maori representation/ recognise diversity/ let community oversee their environment	127	12%
Information/ advertising/ signage of national parks/ green space/more events & activities in natural environment/ more tourist operations	104	9%
Clean up - better waste management / recycling, graffiti /smoke free	102	9%
Create alternate transport options - better public transport/ walkways/ bike lanes/includes cheaper transport	99	9%
Housing and buildings - protect heritage buildings/ funding for protection/ better quality housing & buildings/ affordable housing	90	8%
Limiting/ punitive measures for non-environmental actions - cap commercial emissions/ police emissions and waste management	80	7%
More planting/ plant more natives/ park upgrades/ includes creation of innovative natural environments e.g. rooftop gardens	71	6%
Clean up harbours/ beaches/ coastlines/ waterways/ clear mangroves & weeds/ improve water quality/ air quality/pollution	64	6%
Buy more/ more/ new parks/ green spaces etc	59	5%
Commit to eco-city in policy/ new technology/ infrastructure that serves future needs/includes ethical business/ curb population growth/ sustainability/ less consumption	54	5%
Provide funding for plan/ clear strategy & focus/ stick to plans in place / communicate plans/ includes district plan/ align with RMA/ reduce bureaucracy/ central govt has role	44	4%
Support/ fund/ listen to environmental advocacy groups/research	33	3%
Attract/protect birds/wildlife corridors/ protect wildlife/ pest control	26	2%
Lower rates/ fewer restrictions & regulations on farmers/ developers / stop buying farmland	13	1%
Doing a good job/ no further action needed/ don't do any more/don't want the expense	26	2%
Don't know/ not Council's job	45	4%
Other	56	5%

Some illustrative quotes from survey participants include:

"Stop filling every last clean green area with buildings and housing. Make Aucklanders aware of it's importance and encourage the care of it. Try to encourage others to see how special it is and treat it that way."

“Stop the sprawl. Get public transport sorted. Keep developing and opening up the waterfront to the public. Encourage community action - adopt a creek, protect a park, weed a walkway.”

“Identify, preserve and protect it instead of letting it be destroyed by urban drift. Foster awareness about its importance. Build local community support networks to look after it.”

“I've been involved in replanting areas around Tauranga in the past with student volunteers from overseas. It's always interesting to see the most diverse people come together to plant hundreds of native trees in an empty field and the sense of pride they have afterwards. On many occasions we teamed up with local school and both students and kids got a real blast out of digging holes and planting "their" trees. What I'm trying to say is parks and green areas don't have to be huge or landscaped by designers, sometimes simply replanting and taking care of an abandoned empty lot is enough.”

“By listening to the people, such as all the environmental groups who are out there already doing their best to clean up their areas. The North Shore Council had groups, doing water testing (Wai Care), these seem to be lacking now. Where are they?”

People and Place

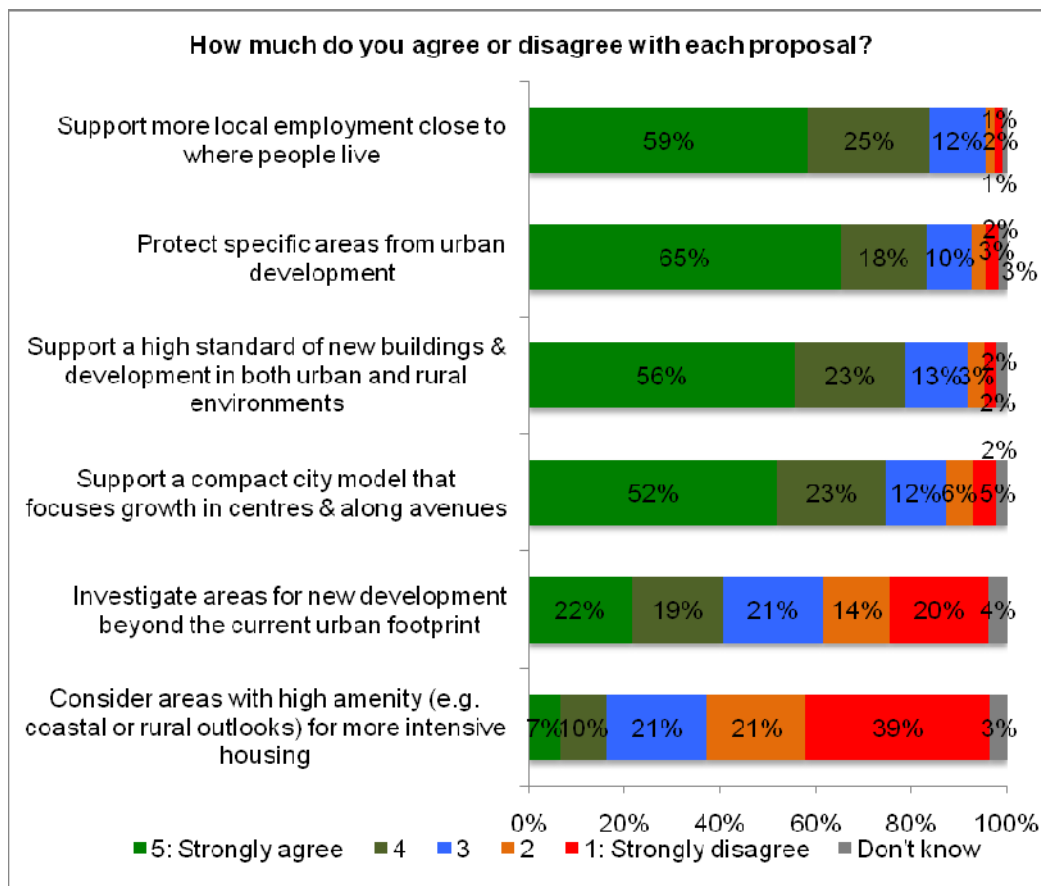
Introduction to survey section

To accommodate the expected growth in Auckland, it is estimated that around 330,000 new homes as well as additional business and industrial land will need to be provided over the next 30 years. The Council, through the Auckland Plan, wishes to ensure that Auckland:

- accommodates growth and change in an affordable manner
- has a long-term land use plan in the public interest
- is beautiful and has places that people want to be in.

Q4A The following proposals suggest different ways these goals can be accomplished. How much do you agree or disagree with each proposal?

Proposals to encourage local employment close to where people live and protect certain areas from urban development received the greatest levels of support, with over 80 per cent of People’s Panel members agreeing (ratings of four or five out of five). Around three-quarters of panellists also supported high standards for new buildings and development in urban and rural areas, and a compact city model focusing growth in the centres and corridors. However, there was considerable opposition to the potential for more intensive housing in high amenity areas, and only 16 per cent of panellists supported this option (ratings of four or five out of five).



Base: 1399 People’s Panel members

Q4B How do you think the Auckland Plan should address the future housing needs of the city (e.g. supply, range, location, affordability and quality)?

A third of People’s Panel members would like to see greater focus on the quality of housing in Auckland, through stricter adherence to building regulations and planning controls (panel members from West Auckland were particularly focused on this). An equally strong theme among panel members was a desire to see housing encouraged in areas with good infrastructure (e.g. near transport hubs, work opportunities and community amenities etc) and a reduction in urban sprawl. Some respondents noted that housing in Auckland was expensive and that there was a need to ensure a good supply of affordable housing was available for those who needed it.

A selection of illustrative quotes follows after the table.

How do you think the Auckland Plan should address the future housing needs of the city (e.g. supply, range, location, affordability and quality)?	Number of responses (N=1112)	Percentage of sample (N=1112)
Better quality of housing/ better planning controls/ensure building regulations are adhered to	365	33%
Match residential areas/homes with good infrastructure/technology and proximity to work/ public transport/ community services/ good location	338	30%
Make housing more affordable to buy and/or rent, ensure state and/or council housing available for needy	188	17%
Stop urban sprawl/ protect currently undeveloped green space/ green belt/protect ranges/ coast/sea views	167	15%
Generally support intensification	157	14%
High density living/ more apartments (particularly central Auckland)	142	13%
Provision of quality green space amongst houses/ apartments/ communities/ allotments/ trees	123	11%
Foster sustainable/ environmentally friendly building/ housing/change carpark requirements	92	8%
Allow sprawl/ no high density development/ less density/ more green space on properties	91	8%
Medium density housing/ terraced housing/ low rise apartments - not skyscrapers/ townhouses	90	8%
Provide a greater amount of housing choice (cost/density/aesthetic)/ don't make all houses look the same	83	7%
Avoid ghettos by avoiding putting all low cost housing in the same place/ spread different types (affordability/density) of housing throughout city/mixed communities	72	6%
Satellite cities/more than one centre/self contained villages	71	6%
Identify and better utilise surplus housing stock and land/ develop "brown" sites not green sites/ rezone if necessary	62	6%
Make consenting process easier and cheaper/less regulation/ more efficiency/ relax RMA	49	4%
Sensitive development that considers existing community/ aesthetics/ heritage/ natural environment/ character/ air and noise pollution	42	4%
Consult/ look to/ work with other cities/ planners/ experts/ discover what works and what doesn't	36	3%
Question if population growth has to be inevitable/discourage population growth	35	3%
Relax subdivision and building rules (i.e. height to boundary) so houses can fill up sections/more infill housing/smaller sections	31	3%
Housing needs assessment, identify needs and design for them/ demographic study	16	1%
Yes agree with document/more of the same that is happening now e.g. urban renewal plans/stonefields	14	1%
Not a Council job	23	2%
Don't know/ question too hard to answer/didn't answer the question	56	5%
Other	70	6%

Some illustrative quotes from survey participants include:

*"*Affordability for workers so businesses can come in to a workforce that lives close. *Build integrated small business parks so some people can walk to work or live safely above premises etc= cut down dead zones at weekends and nights. *More houses built to last - very poor standard of some existing housing stock - look at quality kit homes for cheap but durable? *Train more people to be proper builders. *Have to declare when selling if unqualified self-renovated and show all compliances so as not to discriminate against talented amateur whilst revealing cheap bodge job. *Consider public transport connections when building new estates."*

"Consideration of the massive infrastructure costs when planning for growth is essential to produce affordable housing. By developing satellite centres and smaller urban areas that give a range of living options. By developing satellite centres on rail links to give good non road access to the city areas. By developing satellite areas because they will have significantly less infrastructural cost and therefore be achievable and more affordable. By allowing more rural living opportunities that include the re-vegetation of low production potential rural land."

"Look at the role Council and Central Govt needs to take as developers do not take a long term view. Additional housing stock must be created. This needs to be of a high quality design and durable. This should be located within the existing MUL in areas where neighbourhoods and transport links can accommodated it well. This should be in areas throughout Auckland. Council and Central Govt need to take the lead on this and then look at private partnerships as a means of allowing the vision."

"Need to contain urban sprawl so more inner city apartments, which will increase liveliness of city, so need a change of mindset re '1/4 acre section' mentality. Housing and rental needs to be more affordable but this is largely dictated by supply and demand."

People and Infrastructure

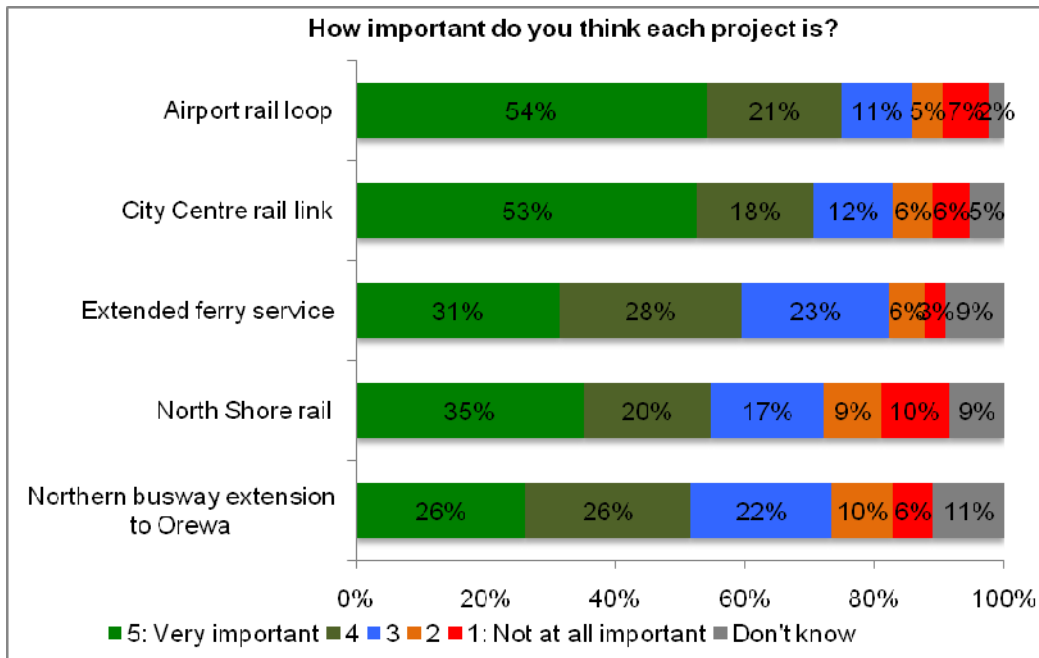
Introduction to survey section

The People's Panel has told us that solving Auckland's transport problems should be a top priority for the Council.

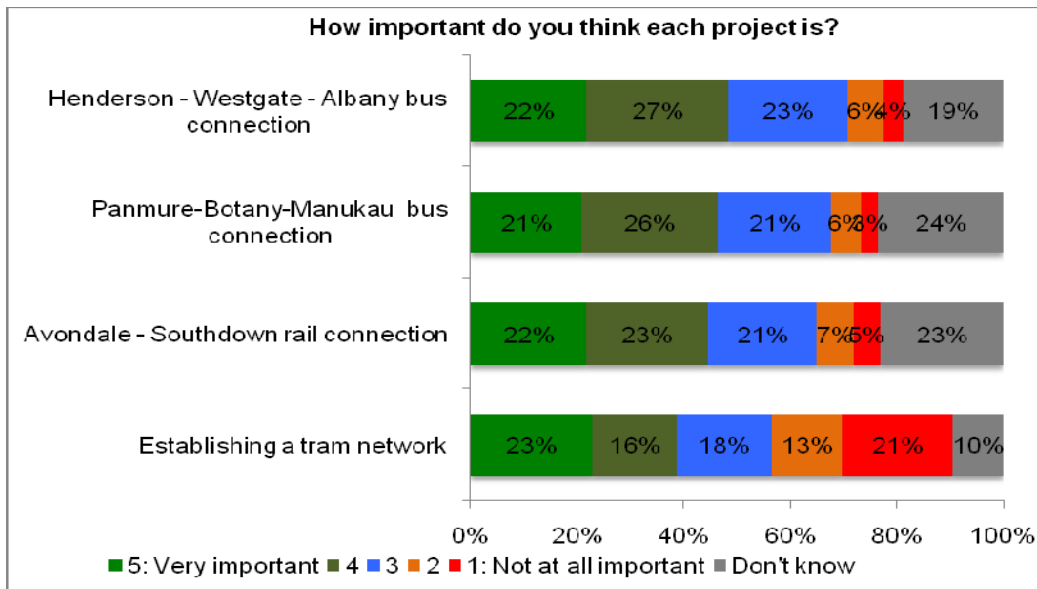
Public transport will be a key part of Auckland's future transport system and a number of possible public transport projects are under consideration. We would like your feedback on these proposals.

Q5A The following projects have been proposed as ways to improve public transport in Auckland. How important do you think each project is?

People's Panel members from across the region considered the airport rail loop and city centre rail link the most important public transport projects with around three-quarters giving a rating of four or five out of five. Extended ferry services, improvements to North Shore rail and the Northern busway extension to Orewa were also supported by around half of the panel. The remaining public transport proposals received mixed support from across the region, but were more strongly supported by panellists in the relevant areas. As expected, respondents from Northern parts of Auckland were more supportive of the Northern busway extension, extended ferry services, and the Henderson to Albany bus connection. Respondents from South Auckland were most supportive of the Panmure to Manukau bus connection, while those from West Auckland were most supportive of the Avondale – Southdown rail connection and the Henderson to Albany bus connection.



Base: 1399 People's Panel members



Base: 1399 People's Panel members

Q5B Are there any other public transport initiatives you think should be prioritised?

In addition to the initiatives mentioned above, panellists would also like to see improvements to Auckland's bus network, including more frequent services, more dedicated bus lanes, and more routes around the region. Other panel members would like to see greater coordination between different public transport services, more frequent and reliable services, and improvements to the rail network. Around 10 per cent of the panel would like more public transport services between outer lying Auckland suburbs (i.e. not the CBD) and/or improved park and ride facilities.

A selection of illustrative quotes follows after the table.

Are there any other public transport initiatives you think should be prioritised?	Number of responses (N=1012)	Percentage of sample (N=1012)
Improvements to bus services - more frequent/ smaller and more frequent/ bus lanes and routes	202	20%
More coordinated/frequency/ reliable/ longer running public transport services generally	200	20%
Improvements to rail services - more trains/ more routes/clean and graffiti free	183	18%
More public transport services in and connecting suburbs/ outer Auckland/ring system avoiding CBD	107	11%
More/ better/safer park and ride facilities	100	10%
Second harbour crossing/cycle and pedestrian crossing	90	9%
Trams/ light rail/ monorail	85	8%
Affordability of public transport/free travel	78	8%
Develop environmentally friendly transport/charge cars to use CBD	77	8%
More/ better/ safer cycle lanes/provision for bikes on public transport	71	7%
Integrated ticketing	59	6%
Improve existing roads/motorways/traffic flow	55	5%
Airport rail link/improved airport routes	50	5%
More ferry services/ routes	48	5%
City rail loop/underground system	45	4%
More/ better/ safer pedestrian facilities	29	3%
Do not increase/ develop bus services	20	2%
No/ don't know/ Council spending too much	100	10%
Other	22	2%

Some illustrative quotes from survey participants include:

"Bus transport should be prioritised - rail where there are current tracks – I do not endorse increasing rail in Auckland IF RAIL IS NOT PRESENT NOW - Auckland and NZ can not afford it. There are some very smart bus transport models internationally - we should use some of their systems."

"Busway / lightrail along the North Western Motorway - the existence of the western rail line is always used as an excuse not to do this, but the motorway has a catchment area vastly different to the rail line. With the forthcoming widening project, this is the perfect time to do it. Dominion Rd bus lane improvements need to be fast tracked, but I would suggest it's the perfect road for trams to be introduced on, in the middle of the road. Trams should be used to replace buses on high volume routes like this. More importantly, pick all the low hanging fruit - simplify and clarify the bus routes, sort out timetables, introduce more "cross town" services, align timetables to allow for decent transfers. React faster to known events like "March Madness".

"Cycleways around the city to provide greater accessibility and safety for cyclists. Dominion road busway. Linking shuttle bus services into rail stations so that buses (in particular express bus services) are not duplicating the role of trains in bringing passengers into the city centre."

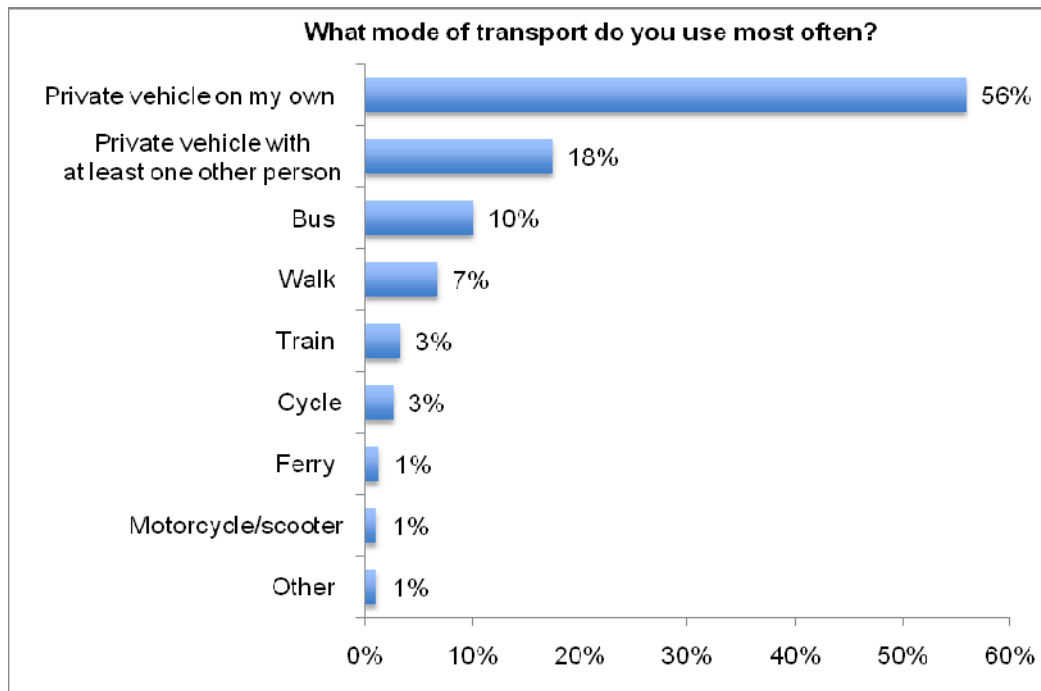
"Fast-tracking the integrated ticketing project. Developing strategies and incentives that ensure buses load quickly and leave on time. Rapid development of ferry services. A service from Takapuna to the CBD is essential and long overdue."

"Effective interlinking of multimodal transport ie timetables that REALLY link in together. This means bus, rail, ferry and possibly trams - like Melbourne."

"High speed rail - city circle route, with side rails to Manukau, North shore etc

Q5C What mode of transport do you use most often to go to the places you need to get to on a daily basis? If you use a combination (e.g. car and train) select the form of transport on which you travel the furthest distance.

As expected, private vehicles are the most frequently used transport mode, but 10 per cent of panellists use the bus to get to the places they most need to travel to.



Base: 1399 People's Panel members

Q6A What would encourage you to use public transport more often to get to your daily activities?

While almost a quarter of panellists felt that they would not use public transport even if it were improved (because it doesn't suit the way in which they need to travel), others felt that having more frequent, regular services, more direct routes to parts of the region other than the city centre, and reducing the price would encourage them to use public transport more often.

What would encourage you to use public transport more often to get to your daily activities?	Number of responses (N=737)	Percentage of sample (N=737)
More regular/frequent public transport/longer hours of operation	217	29%
Nothing/ don't need to use it/can't suit needs due to amount of travelling/goods that need to be transported etc	171	23%
Public transport goes to where I need to go/ not just city centre (i.e. different business hubs, shopping centres, attractions such as zoo)/more direct routes	167	23%
Cheap/ cheaper public transport/ should be cheaper than car transport/some free services	145	20%
More reliable public transport	90	12%
Faster public transport/ should be as fast or faster than car	77	10%
Better coordination between the different modes of public transport/ better connections	71	10%
Park and ride facilities - introduction of/more/better/safer/bigger	42	6%
Better public transport facilities i.e. shelters/ more appropriate for wet weather/more stops	38	5%
More convenient pricing options/combined ticketing/flexipasses	30	4%
More pleasant (including cleaner and safer) buses/trains/public transport vehicles	24	3%
Bigger variety of public transport modes/Monorail system	20	3%
Better knowledge of public transport routes available in my area	10	1%
Safer streets for walking to and from - or waiting for - public transport	8	1%
More courteous public transport staff	5	1%
Other	40	5%

Some illustrative quotes from survey participants include:

"As a business carrying expensive and bulky equipment going to different locations all day, public transport does not meet my needs"

"As mentioned before, reliable buses and also more regular and also a lot more routes."

"Better availability, price and precision with timings. Also a carpark with more parking and security"

"I live close to the city - often the buses are full before they get to me. Maybe there could be buses that leave from a location closer to the city. maybe at the 1 stage section. Cause a lot of buses go past as they are already full."

"I would like to use public transport more often but it depends on the location of my work to where I live. Currently I live in West Auckland but work in Sth Auckland and it is almost impossible to get to my work location unless I drive."

"If the bus routes actually went close to where I work. They ran on time. They actually had seat available on the bus in peak times."

"If I actually HAD public transport that didn't mean it would take me hours to get places. When my daughters were still at Avondale College, I ended up having to drive them to and from school every day, as they would have had to have got two buses from home to their school, which either would have got them there an hour early, or half an hour late. It needs to be a co-ordinated public transport service, not one that is done piecemeal. It has to be efficient and reasonably-priced. To encourage commuters to at least travel part of the way on public"

transport, how about having 'Park and Ride' centres? You drive there, park your car and then catch a train or bus in to the centre."

Q6B What needs to be done to encourage other people to leave their cars at home and take public transport?

In line with the comments above, many panellists felt that having more regular, frequent, cheaper and reliable services would encourage greater use of public transport among Auckland residents. Some also felt that introducing levies and charges for private vehicles would also encourage people to leave their cars at home and take public transport.

A selection of illustrative quotes follows after the table.

What needs to be done to encourage other people to leave their cars at home and take public transport?	Number of responses (N=602)	Percentage of sample (N=602)
More regular/ frequent public transport/ longer hours of operation	228	38%
Cheap/ cheaper public transport/ should be cheaper than car transport/ incentives/ subsidies	201	33%
More reliable public transport	159	26%
Public transport should be better/ easier/ faster/ cheaper than using a car	94	16%
Park and ride facilities - introduction of/more/better/safer/bigger	92	15%
Levies/ taxes/ charges for using a car - driving/ parking	89	15%
Better coordination between the different modes of public transport/ better connections	77	13%
More pleasant (including cleaner and safer) buses/trains/public transport vehicles	61	10%
Faster public transport/ should be as fast or faster than car	56	9%
Integrated ticketing/ more convenient pricing options	53	9%
Public transport goes to where I need to go/ not just city centre (i.e. different business hubs, shopping centres, attractions such as zoo)/more direct routes	42	7%
Better advertising/ knowledge of public transport routes available	41	7%
Bigger variety of public transport modes/Monorail system	33	5%
Introduce more cycle paths	32	5%
Consistent service/stop changing bus routes/timetables	8	1%
Don't know	12	2%
Other	52	9%

Some illustrative quotes from survey participants include:

"The council should give up the failed model of private bus operators deciding timetables and schedules. Public transport should be public owned. More buses, more frequent services, review and re-align bus routes, and most importantly REDUCE the cost to the public."

"The knowledge that the transport will be there and run on time, that it is clean and safe are the first key factors. The service has to cover a long enough day to cover slip ups in the users day; i.e the last services should not be too close to the end of the activity the route services."

"The new bus system is fantastic at this stage but it needs to be expanded. My wife and I have tried it and loved it. The new buses are awesome! Good job! Not enough parking as I understand it with some people having to leave their cars to far away and getting tickets from stupid council employees if they park on the grass that is all around and sits unused. How dumb is that?"

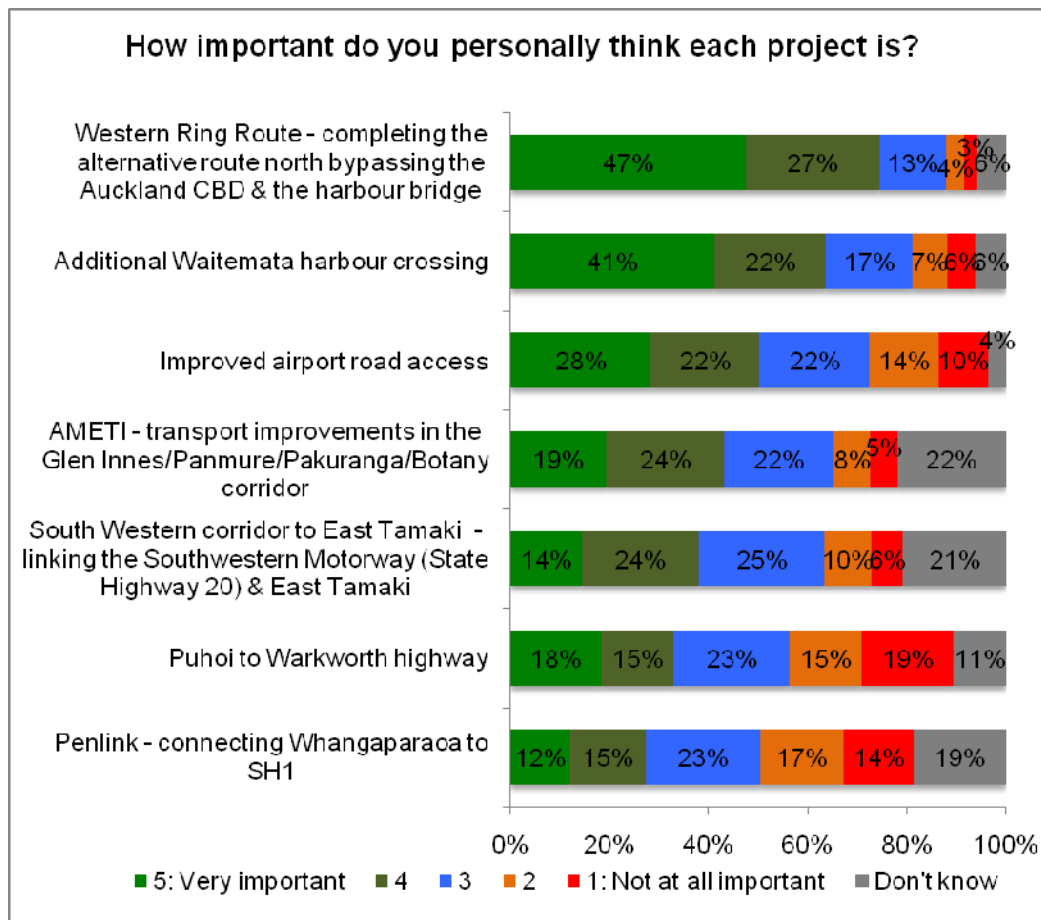
"Increase private car ownership costs and petrol taxes. Explore elevated, dedicated walking/bike trails. Decrease the cost of public transit (pay with the difference as suggested above, or increased taxes on luxuries such as cigarettes)."

“Invest in it. Regular, accessible, cheaper public transport exists overseas and people use it all the time because it’s convenient. But if I need to get from the north shore to Henderson, its too complicated, too expensive and takes too long so I don’t bother. I happily take the ferry to town because it’s faster than the car. Except when it stops going at night then my only option is to drive or to take a \$50 taxi, which is not an attractive option.”

People and Infrastructure

Q7A The following roading projects have been identified as projects of high regional significance. How important do you personally think each project is?

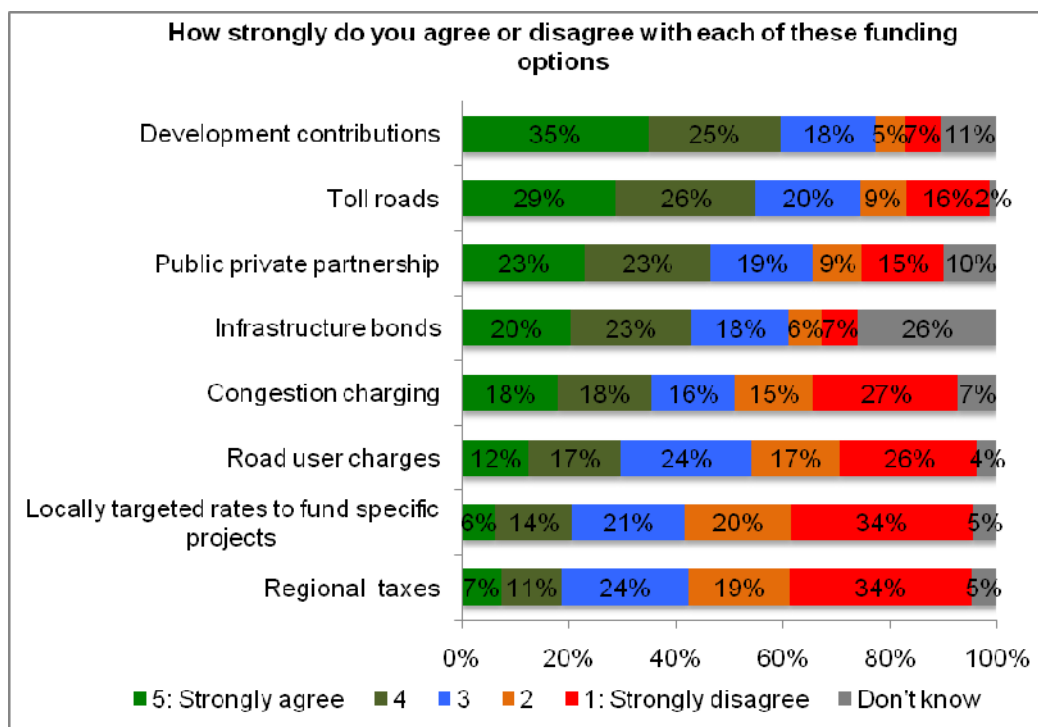
Panellists from across Auckland identified the Western Ring Route and the additional harbour crossing as the most important roading projects. Improved airport road access was also supported by half of the panel (rating four or five out of five). Panellists in South Auckland however felt that AMETI was more important than the additional harbour crossing. The Puhoi to Warkworth highway and Penlink were most strongly supported by those in Northern areas, while those in Southern areas were most strongly supportive of the South Western corridor.



Base: 1399 People’s Panel members

Q8A Different options are being considered as ways of funding the development of Auckland's transport infrastructure. How strongly do you agree or disagree with each of these funding options?

There were mixed views concerning the different funding options, but development contributions and the use of toll roads were both supported by more than half of the panel (rating four or five out of five). The use of public private partnerships and infrastructure bonds were supported by just under half of the panel. The use of locally targeted rates and regional taxes were not supported however, with over half of the panel disagreeing with these options (rating one or two out of five).



Base: 1399 People's Panel members

Q8B What other options could be considered to fund Auckland's transport infrastructure?

Around a fifth of People's Panel members would like to see government funding for Auckland's transport infrastructure, and an assurance that money collected from fuel taxes in Auckland will be spent on Auckland transport projects. As above, respondents also mentioned toll roads and other user pays ideas as funding options.

What other options could be considered to fund Auckland's transport infrastructure?	Number of responses (N=747)	Percentage of sample (N=747)
Government funding/ ring-fence fuel taxes	166	22%
Toll roads/ tolls for larger vehicles/ priority lanes	76	10%
Public transport - light rail/ monorail/ park and ride	59	8%
"User pays"/not only rate payers should be paying	50	7%
Fuel/ petrol tax	46	6%
Better planning of budget/ reduce bureaucracy	46	6%
Privatisation/ joint venture/ private involvement	27	4%
Bonds	15	2%
Lottery	14	2%
Immigration/ tourist tax	14	2%
Auckland Region Tax/Local targeted tax/	12	2%
Congestion charges	11	1%
Don't know/ N/A/ none	206	28%
Other	63	8%

Some illustrative quotes include:

“Guarantee that all petrol and road user charges paid to central government from Auckland are returned and re-invested in Auckland transport infrastructure.”

“Government, they collect a lot from Auckland motorists but not all is put back into Auckland transport”

“Road user charges based on how much space you use and how much damage you cause - for trucks who take up space and clog up roads and damage roads, it would be higher. Congestion charging will encourage people to use other modes of transport besides private cars and to spread their working day so the peak traffic lessens - and to do more working from home.”

“I like the idea of infrastructure bonds, toll roads and congestion charges.”

“Imposing a charge on vehicles over a certain size/engine capacity that operate within a certain urban perimeter that do not qualify for exemption. For example imposing a (minimal but fair) user charge on large SUV style vehicles that are privately owned and contributing that fee towards a transport infrastructure funding pool. The levies we pay for road use at the moment through registration and fuel tax are high enough already for the average user.”

Q8C What other infrastructure projects do you think should be given a high priority?

People’s panellists felt that transport projects were generally the most important infrastructure priority, particularly improvements to the region’s roads and motorways, cycling and pedestrian facilities, rail and other public transport initiatives. Panellists also mentioned the water system and other types of infrastructure.

What other infrastructure projects do you think should be given a high priority?	Number of responses (N=746)	Percentage of sample (N=746)
Motorways and roads	147	20%
Cycling and pedestrian facilities	110	15%
Rail	81	11%
Public transport in general	78	10%
Second harbour crossing/inc pedestrian/cycles	78	10%
Stormwater/ waste water/ sewerage/water supply	55	7%
More event centres/better infrastructure	50	7%
Light rail	43	6%
Beautification of city/maintenance/signage/green areas	43	6%
Rates are already too high/costs too much/don’t need any	37	5%
Rubbish/recycling/less pollution/become more environmentally friendly	36	5%
Improvement of wharves/ waterfront/ Tank farm/CBD	35	5%
More ferry services	31	4%
Airport rail/motorway access	29	4%
Energy/underground cables/reliable	26	3%
CBD rail loop	22	3%
Telecommunication/ broadband	19	3%
Don't know/ none	107	14%
Other	21	3%

Some illustrative quotes include the following:

“How about a tunnel under Quay Street to get rid of the cars so it can be turned into public space, where we can party, socialise and generally celebrate this great city.”

“If another Harbour Crossing happens, a lot of thought needs to go to avoiding congestion at either end. Often when new routes are built, they very quickly become as congested as before?? Cycleways ... despite the hills, there are more and more cyclists on Auckland roads. Over time drivers become used to sharing the road. Decent cycle routes will help to alleviate congestion.”

“North Shore/City connection and Airport/City rail.”

“Public transport and the development of city central green streets and centres.”

“Public transport projects should be prioritised over new roading projects”

“Roading roading roading - widen the roads, get the inner suburban roads running freely e.g. Mt Eden Road, K Road, Khyber Pass Road, Newton Road. Get those motorway on ramps working. More suburban car parking.”

Appendix 1: Respondent Demographic Profile

The table below provides a breakdown of respondents by key demographics. Please note that demographic questions were not compulsory, as such, results will be reported according to different total base sizes. Please also note that ethnicity allows for selection of more than one option as fits with Statistics New Zealand practice.

	All respondents Absolute values (n=1356)	All respondents Percentages (%) (n=1356)	Statistics NZ Percentages (%) 2006 census data
Gender			
Female	770	57%	51%
Male	586	43%	49%
Age			
15-24 years	31	2%	20%
25-34 years	138	10%	19%
35-44 years	269	19%	21%
45-54 years	306	21%	17%
55-64 years	307	22%	12%
65-74 years	229	16%	7%
75+ years	69	5%	6%
Unknown	1	0%	-
Ethnicity			
NZ European	1089	80%	47%
Other European	191	14%	8%
Maori	65	5%	11%
Asian	50	4%	18%
Pacific Peoples	28	2%	15%
Middle Eastern, Latin American, African	26	2%	1%
Other	9	1%	8%
No response/ Refused	11	1%	5%

Appendix 2: Geographic Distribution

The table below provides a breakdown of respondents by Local Board areas.

	Respondents who answered Absolute values (n=1239)	Respondents who answered Percentages (%) (n=1239)	Statistics NZ Percentages (%) Population estimates - 30 June 2010
Local Board area			
Albert-Eden	140	11%	7%
Devonport-Takapuna	63	5%	4%
Franklin	69	6%	4%
Great Barrier	6	0%	<1
Henderson-Massey	76	6%	8%
Hibiscus and Bays	90	7%	6%
Howick	75	6%	9%
Kaipatiki	59	5%	6%
Mangere-Otahuhu	25	2%	5%
Manurewa	30	2%	6%
Maungakiekie-Tamaki	74	6%	5%
Orakei	99	8%	6%
Otara-Papatoetoe	16	1%	6%
Papakura	26	2%	3%
Puketapapa	23	2%	4%
Rodney	106	9%	4%
Upper Harbour	25	2%	3%
Waiheke	18	1%	1%
Waitakere Ranges	58	5%	3%
Waitemata	98	8%	5%
Whau	53	4%	5%
Don't know	10	1%	