

Puketāpapa Local Board Workshop Agenda

Date of Workshop: **Thursday, 14 September 2023**

Time: **12.30pm – 5.00pm**

Venue: **Puketāpapa Local Board, Boardroom, 560 Mt Albert Road, Three Kings or via Microsoft**

Attendees: **Ella Kumar (Chairperson), Fiona Lai (Deputy Chairperson), Roseanne Hay, Mark Pervan, Bobby Shen, Jon Turner**

Apologies: **Vanessa Phillips**

Staff attending: **Mary Hay (Senior Local Board Advisor) and Selina Powell (Democracy Advisor).**

Reminder: **Mobile phones on silent.**

Time	Workshop Item	Presenter		Proposed Outcome(s)
12.30pm – 12.35pm (5 mins)	1.0 Karakia and declarations of interest	Ella Kumar Chairperson	Tūtawa mai i runga Tūtawa mai i raro Tūtawa mai i roto Tūtawa mai i waho Kia tau ai Te mauri tū Te mauri ora Ki te katoa Haumi e Tāiki e!	<i>Come forth from above, below, within, and from the environment Vitality and well being, for all Strengthened in unity.</i>

Time	Workshop Item	Presenter	Purpose	Proposed Outcome(s)
12.35pm – 1.20pm <i>(45 mins)</i>	2.0 Local Board Plan - amendments <i>Governance: Setting direction/ priorities/budget</i>	Mary Hay Senior Advisor Local Board Advisor Kat Teirney <i>(optional)</i> Community Broker, Connected Communities	To finalise the local board plan.	That the local board is updated and provides their feedback.
1.20pm – 1.45pm <i>(25 mins)</i>	3.0 Board member time	Ella Kumar Chairperson	Board member time.	To discuss local board business.
1.45pm – 2.45pm <i>(60 mins)</i>	4.0 Connected Communities <i>Governance: Setting direction/ priorities/budget</i>	Kat Teirney Community Broker	To provide a monthly update from Connected Communities.	That the local board is updated and provides their feedback.
2.45pm – 3.45pm <i>(60 mins)</i>	5.0 2023 Regional Public Transport Plan <i>Governance: Setting direction/ priorities/budget</i>	Luke Elliott Principal Planner, Auckland Transport	To workshop public submissions on the draft RPTP with local boards and request the board's formal feedback on the draft plan (taking public submissions into account) via business meetings.	AT wants to receive formal feedback, via the board's business meetings. This will be used to finalise the RPTP. All feedback must be received by 28 September, to enable changes to be made to the plan ahead of finalisation via the AT board in October.

Time	Workshop Item	Presenter	Purpose	Proposed Outcome(s)
3.45pm – 4.45pm (60 mins)	<p>6.0 Parks and Community Facilities Contracts update</p> <p>Confidential workshop materials: s7 (2) (b) (ii)</p> <p>The making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is subject to the information.</p>	<p>Jennifer Rose Head of Asset & Business Performance, Parks and Community Facilities</p> <p>Julie Pickering Head of Area Operations, Parks and Community Facilities</p> <p>Eli Nathan Head of Area Operations, Parks and Community Facilities</p>	<p>To give local boards an update on the past 18 months performance of our maintenance providers across the region. Parks and Community Facilities key staff will be attending. Also an opportunity for our contractors to provide updates on key initiatives that they are integrating into the community.</p>	<p>Local Boards are updated and can ask relevant questions. We would like to do this annually.</p>
4.45pm – 5.00pm (15 mins)	7.0 Board member time	Ella Kumar Chairperson		
End of workshop	8.0 Closing Karakia	Ella Kumar Chairperson	<p>Unuhia, unuhia</p> <p>Unuhia mai te urutapu nui</p> <p>Kia wātea, kia māmā,</p> <p>te ngākau te tinana, te hinengaro</p> <p>i te ara takatū</p> <p>Koia rā e Rongo</p> <p>e whakairia ake ki runga</p> <p>Kia tina! Haumi e!</p> <p>Hui e! Tāiki e!</p>	<p><i>Draw on, draw on</i></p> <p><i>Draw on the supreme sacredness</i></p> <p><i>To clear and to set free the heart, the body and the inner essence</i></p> <p><i>In preparation for our pathways</i></p> <p><i>Let peace and humility be raised above all</i></p> <p><i>Manifest this! Realise this!</i></p> <p><i>Bind together! Affirm!</i></p>

Next workshop: Thursday, 21 September 2023 at 1.30pm

Ordinary business meeting 21 September 2023 at 10.00am

Puketapapa Supporting Community Connections: Community led network development and social inclusion

Daylyn Braganza – Specialist Advisor

Kat Teirney – Community Broker

14 September 2023



Programme priorities

- Develop networking activities that increase sense of belonging and local board connections within local communities.
- Diverse local communities are visible, healthy, inclusive, connected and participating.
- Local people of all ages can connect with each other through participating in community placemaking activities.
- Build neighborhood connections, improving perceptions of safety and enhancing community resilience.
- Neighbours Day events to encourage pride of place and sense of belonging.



Strengthening Puketapapa Community Network- \$10,000

- Monthly networking gatherings that encourage community groups and organisations to connect and build relationships.
- Facilitate information-sharing sessions to highlight local resources, opportunities, and initiatives, fostering a sense of belonging and mutual support.



Strengthening Neighbourhood Connections: Neighbours Day \$5,000

- Encourage community members to participate and organise neighbourhood-focused events.
- Collaborate with Auckland Emergency Management, provide resources and guidance to residents on emergency preparedness.
- Encourage lasting Neighbourhood Connections between neighbours beyond Neighbours Day events e.g., WhatsApp groups etc.



Ethnic Leaders Social Cohesion Forum \$2,000

- Platform for community leaders to voice their concerns, share insights, propose solutions.
- Facilitates networking, knowledge sharing, and development of innovative approaches to promote community well-being.
- Cultural panel discussions to break cultural barriers and foster understanding between cultures.



Kahui Tu Kaha- International Women's Group \$5,000

- Enables participation in activities for ethnic women and those with mental health or social isolation challenges.
- Creative and arts-based activities that enhance their wellbeing and builds social connections.
- Connects participants with other resources within their community including libraries, community gardens, ethnic community networks, and/or business mentoring.



Intercultural tours \$5,000

- Promotes social inclusion by connecting diverse communities to existing community networks, volunteering opportunities, and resources
- Creates place-based connections for diverse communities within the Puketapapa area
- Opportunity to increase public awareness of environmental issues and sustainability
- Builds capacity of participants to continue visiting places of significance or reconnecting with networks they connected with through this programme



Activities recommended for allocation

Current or potential partner	Activity	Amount Recommended	Contributions from other budgets
Auckland Council Connected Communities	Community Network	\$10,000	
Roskill Together Trust	Neighbours Day	\$5,000	
New Zealand Police	Ethnic Leaders Social Cohesion forum	\$2,000	\$2,000 from Albert-Eden and \$13,000 Regional funding
Kahui Tu Kaha	International Womens Group	\$5,000	\$5,000 Albert-Eden
The Asian Network Inc.	Intercultural Tours (x2)	\$5,000	
Resettled and Migrant womens network	Fitness group, koha	\$1,500	Wesley Community Centre venue
	Total	\$28,500	





Korero

Patai



2023/2024 Puketāpapa Strategic Relationship grants update

Daylyn Braganza – Specialist Advisor

Kat Teirney – Community Broker

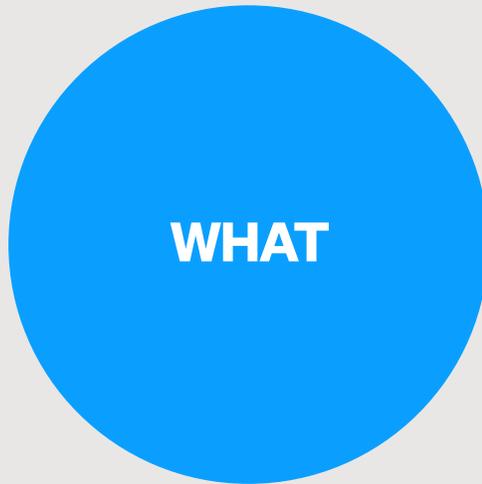
14 September 2023



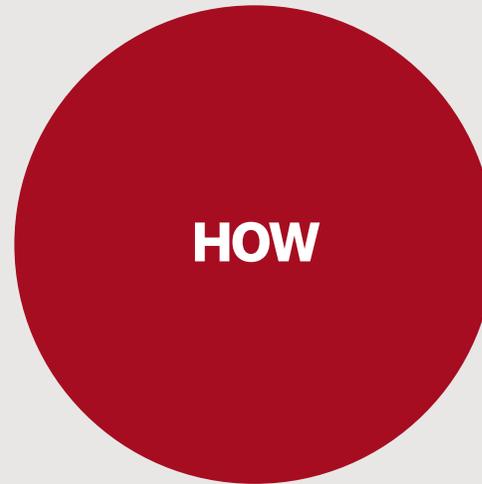
The purpose of today's workshop



Purpose of programme
what we've learnt so far



What we will deliver
2023/2024
recommended approach



Delivery plan



Feedback from local board members



Complexity of Puketāpapa

Why

- Rapidly changing local neighbourhoods causing pressure on existing communities, networks, and facilities.
- Lack of collaboration among organisations and missed opportunities for resource pooling, expertise sharing, and addressing community issues collectively.
- Cultural and language barriers create difficulty for Puketāpapa's diverse community in accessing resources.
- Equal access to resources and opportunities can be challenging.



What we've learnt so far

- Groups and organisations were working beyond their capacity –chronic Kaupapa fatigue.
- Resources were limited and most of the funding was short-term.
- The need to take an inward focus to survive and strengthen the foundations of the organisations to thrive.
- Support is needed for boards to strengthen the capabilities of board members and staff to effectively fulfil their responsibilities.
- It's tough work, often leader dependent, with high stress and burnout.
- Self-care identified as a major challenge for many in the sector.
- Connecting groups with the right support to address what is getting in the way of thriving is the essence of the approach.
- Common needs for support are strategic planning/frameworks, governance, evaluation, tailored funding plans and storytelling.



Strategic Relationship Capacity and Capability Building programme



Purpose: To create a strong network of local community groups and organisations across the Puketapapa Local Board area. Improving what already exists. Prioritising the long-term vision.

Whose capacity are we wanting to develop?

What is the impact beyond the programme?

What is working well?	What is tricky or challenging?	What changes are we seeing?	What is happening or has potential?	What are we learning?
-----------------------	--------------------------------	-----------------------------	-------------------------------------	-----------------------



Capacity and Capability Development Theory of Change

We nurture local leadership and organisation sustainability through collaborative and collective partnering with all stakeholders.

When we apply these change strategies...

Core multi-year funding	Mentoring, coaching and tailored capability support	Building and creating continuity of trusted relationships	Connection to capacity and capability builders, funders and external expertise	Flexible and creative working and evaluation models
-------------------------	---	---	--	---

through...

One to one funding and capacity building support	One to many grant seeking and networking support	Access to quality advice, information and training	Collaboration between funders including council responding to local priorities	Culturally appropriate methods and frameworks
--	--	--	--	---

we will start to see over 3 years...

Self reliance to access greater, more diversified and stable funding streams	More sustainable and thriving community organisations	Growing local leadership, peer to peer mentoring, connection and collaboration	Increased ability of groups to deliver greater local impact	Improved community resilience and wellbeing
--	---	--	---	---

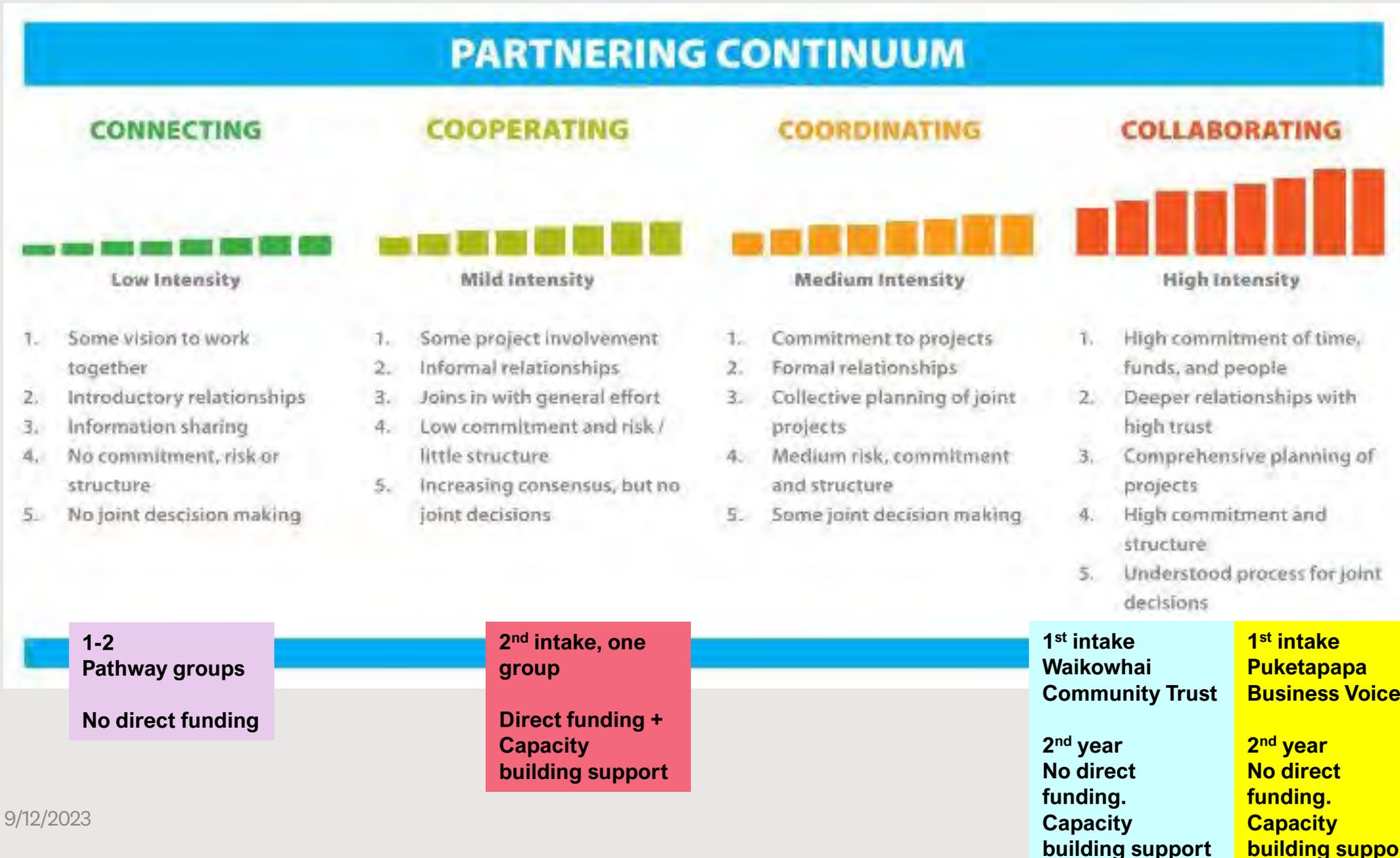
and ultimately...

Communities leading their own solutions through collective creation and consistent capacity and capability building.

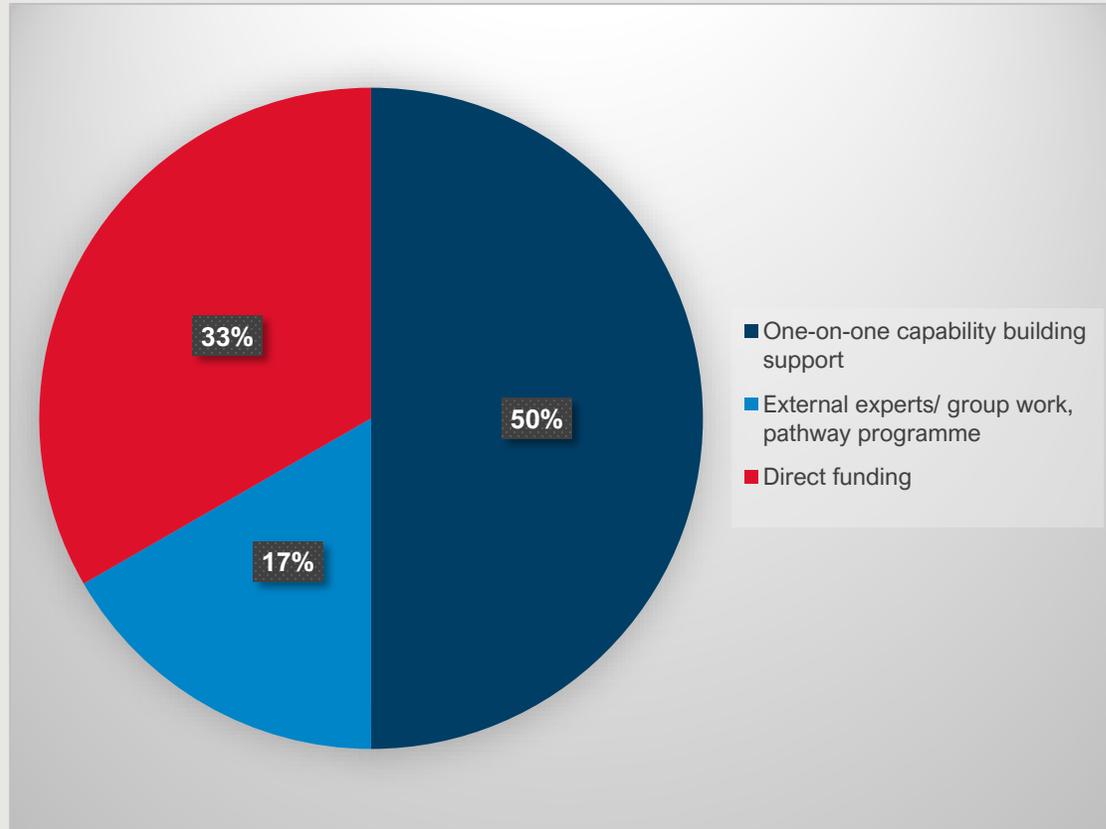


How

Partnering continuum



2023/2024 recommended budget allocation split



Total budget:
\$120,000

\$60,000	<ul style="list-style-type: none">• One-on-one capability building support (for 1st and 2nd intake of strategic partners)
\$60,000	<ul style="list-style-type: none">• EOI direct funding for applications (\$40,000)• External experts/ group work, and pathway programme (\$20,000)

Timeline



2023/2024 2 ND intake	Dates	Programme delivery with exiting strategic partners	Dates
Present 2023/2024 approach to local board	14 September 2023	Waikowhai community trust Funding strategy	August- October 2023
Work with Community Broker to determine potential pathway groups based on previous decline applications	18 September 2023	Puketāpapa Business Voice Strategic Plan Development X 3 workshops with leadership team	August- November 2023
Exploratory conversations with groups for 2nd intake	20 September 2023	Waikowhai Community Trust Evaluation methodology	Oct-December 2023
EOI open	25 September 2023	Bring on strategy partners from 2 nd intake	December 2023
EOI close	15 October 2023	Meet with all strategic partners to discuss progress and areas for capacity building support	January 2024
Panel assessment	17 October 2023		
Panel recommendations presented to local board	November 2023		
Programme to include new group/s	December 2023		

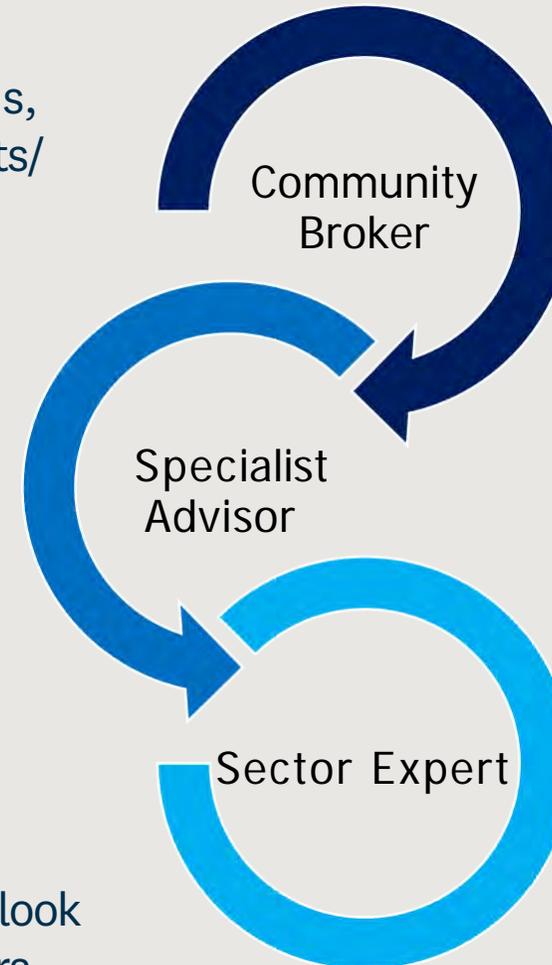


Team roles and responsibilities

Identify community groups and organisations, and broker relationships, application assessments/recommendations.

Work alongside broker, sector experts, community partners providing programme delivery and organisational capacity and capability building support (including delivery of pathway programme and funding workshops).

Deliver workshops, training and information to reflect local community group needs, support organisations to become more sustainable and look for collaboration opportunities with other funders.



Next steps

- Identify second intake strategic partners and pathway programme groups and provide recommendations to the local board in October 2023.
- Continued collaboration with existing strategic partners on capacity & capability-building programme.
- Review the impact of the SRG programme in June and share learnings with the local board.



Korero

Patai



Puketāpapa Local Board Strategic Partnerships Programme

Capacity/Capability Building Plan for Support From : July 2023 – December 2023

Funding Received in 2023: From Puketāpapa Local Boards’ Strategic Partnership Programme \$32.5 in June 2023

Organisation	Organisation : Puketāpapa Business Voice		
Capacity/Capability Building Plan Focus Areas	<p>1) Planning : Strategic Plan Development</p> <div style="border: 1px solid blue; border-radius: 50%; padding: 10px; display: inline-block; background-color: #3498db; color: white; text-align: center;"> <i>Recommendation(s) of how we can support your organisation to grow stronger from the inside</i> </div> <p>NB: During the Strategic Planning Process with PBV, the Strategic Partnership Programme team will make further recommendations of other priority capacity building areas that we can support you with going forward.</p>		
Programme Support Planning	<ul style="list-style-type: none"> Meeting 1# 19th July, 2023 : PBV Whakawhangaungatanga, background and history, functions, Meeting 2# 3rd Aug 2023 : Catch Up with Board Chair to discuss capacity building priorities Meeting 3# 16th August 2023 : Focus on Capacity Building recommendation for PBV and details around proposed Strategy Sessions Meetings : Ongoing Liason <p>OUTPUT: Develop Capacity Building Action Plan Block 1# July -Dec2023: Work with PBV to scope and prioritise their capacity building needs in order to build strength within their organisation</p>	Support From:	When: (Dates)
1. Planning	<ul style="list-style-type: none"> Engage in Strategic Leadership and Planning Sessions to aid development of refreshed Strategic Plan, liaise and brief in Carol Scholes (2 x sessions) 	Therese, & Daylyn + CS	July- Aug ✓ Sept- Nov Aug ✓
	<ul style="list-style-type: none"> Develop high level strategic plan informed by Strategy Sessions, existing documentation (with a focus on revisiting vision, mission, values, priorities through to strategies. (1 x follow up strategic plan mapping session) 	Therese & Daylyn	Oct/Nov

- **OUTCOMES**

- Greater direction and stronger foundation laid to guide PBV Board deliver to the strategic plan and the communities they serve
- Process of developing strategic plan will enable greater cohesion and focus for PBV board

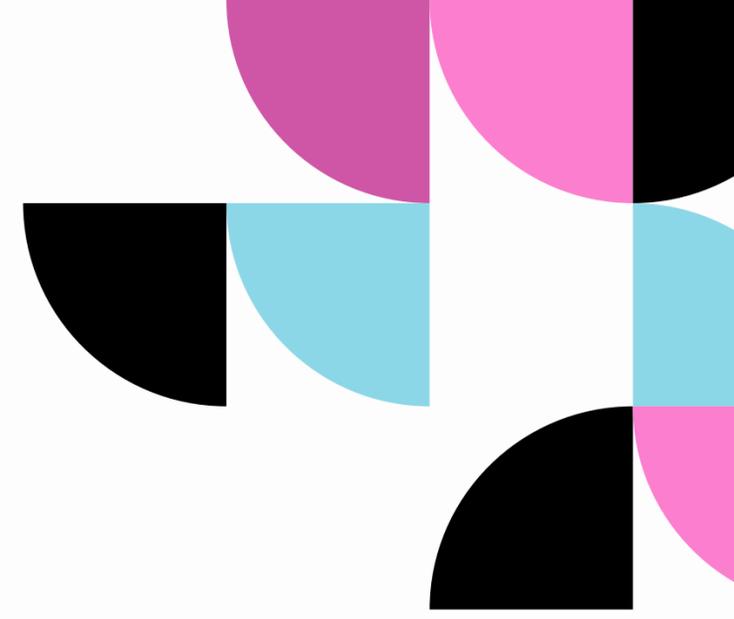
Puketāpapa Local Board Strategic Partnerships Programme

Capacity/Capability Building Plan for Support From : July 2023 – December 2023

Funding Received in 2023: From Puketāpapa Local Boards’ Strategic Partnership Programme \$32.5k June 2023

Organisation	<ul style="list-style-type: none"> Organisation : Roskill South Hub (RSH) Waikowhai Community Trust (Legal Entity Name) 		
Capacity/Capability Building Plan Focus Areas	<ol style="list-style-type: none"> Refresh Existing Strategic Plan Funding Support Evaluation Methodology and Review <div data-bbox="1099 501 1639 632" style="border: 1px solid blue; border-radius: 50%; padding: 10px; text-align: center; color: white; margin: 10px auto; width: fit-content;"> <i>Recommendation of how we can support your organisation to grow stronger from the inside</i> </div>		
Programme Support Planning	<ul style="list-style-type: none"> Meeting 1# 30th May, 2023 : Whakawhanaungatanga, background and history, functions, Meeting 2# 13th June, 2023 : Focus on Staregic Plan , programmes, partners and suggested way forward Meeting 3# 18th July 2023 : Focus on Funding strategy, funding history Meetings 4#-6# <p>OUTPUT: Develop Individual Capacity Building Action Plans Block 1# Until July -Dec2023: Work with RSH to scope and prioritise their capacity building needs in order to build strength within their organisation</p>	Support From: Therese & Daylyn	When: (Dates) Aug-Nov Jul/Aug 2023 ✓
1.Strategic Planning	DELIVERABLES <ul style="list-style-type: none"> Support RSH to refresh their Strategic Plan : Provide feedback on existing plan, provide strategic planning tools to help RSH through this process (incl Strategic Planning Framework) 	Therese	July 2023 ✓
	<ul style="list-style-type: none"> Review and provide feedback on RSH Strategic updated strategic plan 	Therese	Ongoing
	<ul style="list-style-type: none"> Increase understanding of how best to prioritise activities/opportunities (provide assessment matrix tools/template) 	Therese	August
	<ul style="list-style-type: none"> Support KC with PD options on improving financial acumen/know how with course on financials basics. 	Therese	August

	<p>OUTCOMES</p> <ul style="list-style-type: none"> Greater focus and consolidation reflected in refreshed strategic plan to guide RSH mahi Increase confidence and knowledge for RSH staff/board Empower leaders with greater knowledge of how to establish strategic planning process 		
2. Funding	<ul style="list-style-type: none"> A funding planning session to (i) assess current fundraising capabilities (ii) understand & assess short /medium term funding needs. 	Therese	July 2023 ✓
	<ul style="list-style-type: none"> Funding Support Plan. Outline current Funding Status and recommend potential funding/revenue streams for RSH to explore as part of their strategic planning process (and brief extra funding comms support) 	Therese	Aug/Sept 2023
	<ul style="list-style-type: none"> Review Foundation North’s Grant Application from funder perspective /best practice (TLB) 	Therese	July 2023 ✓
	<ul style="list-style-type: none"> Best Practice Grant Funding Budget template 	Therese	Aug/Sept 2023
	<p>OUTCOMES</p> <ul style="list-style-type: none"> Increase knowledge and understanding of funding landscape and options to consider Increase financial stability of organisation by exploring other income generating ideas Increase staff capability around applying successfully for grants wit best practice support and advisory <p>DEPENDENCIES:</p> <p>Need to use Strategic Plan priorities as the main driver and to inform funding planning</p>		
3. Evaluation	<ul style="list-style-type: none"> Support for RSH with Programme evaluation. Support RSH connecting and briefing with evaluation expert <p>OUTCOMES</p> <ul style="list-style-type: none"> Know and show the impact RSH programmes/organisation is making in the community by developing a relevant and meaningful process to design and implement an evaluation process Build internal skills and capacity for to evaluate programmes. 	Therese & Daylyn + external support	Oct/Nov 2023



Puketāpapa Neighbours Day 2023



Kathryn Schuster - Advisor, Community Programme Delivery
David Mitchell - Community Development Manager, Roskill Together

Thursday 14 September, 2023



SNAPSHOT



16

Neighbourhood
events held



590

Attended their
local Neighbours
Aotearoa event



5

Suburbs
represented

TABLE 1: NUMBER OF EVENTS PER SUBURB 2019-2023

Suburbs	2023	2022	2021	2020	2019
Three Kings	4	1	2	1	2
Mt. Roskill	6	6	6	10	10
Hillsborough	3	2	2	3	3
Waikowhai	2	1	1	0	0
Lynfield	1	3	1	3	3
Wesley	0	1	0	0	0
Total:	16	14	12	18	19

GRANT RECIPIENT FEEDBACK

Pegler Ave

"Twenty-five people from thirteen households in the street attended the event. It was a wonderful chance for our neighbours to catch-up and socialise together, meet new neighbours, connect and build community. A highlight of the event was having one of our neighbours sing a Chinese Opera. On behalf of Pegler Ave, we would like to thank the Puketāpapa local board for the neighbours day grant to make this event happen. It was a lovely morning thoroughly enjoyed by all".



Goodall Street

"The population make up of our neighbourhood is diverse. Those who attend our Neighbours Day events are from Scotland, Holland, Pacific, China, and New Zealand. We are proud of the diverse make up of our street whanau. We thank Puketapapa Local Board for the fund to buy some of our food and drinks. Our get together will continue and look forward to meeting new neighbours"



**Cape Horn Road &
George Laurenson Lane**

"We had great weather and a great time, thank you so much for organising the grant towards this :-)"

**Cleghorn Ave/ Fearon
Park**

"We had a nice time meeting neighbours, sharing stories and farewelling a family having to relocate due to the flooding. A nice time was had by all and there was talk about having it next year (hopefully with more people)"



Malcom Street

"There were about 30 people, some of whom we hadn't met before and we were able to add new people to our neighbourhood Facebook group"

Obsidian Aparments

" We combined with the neighbouring Onyx Apartments and also invited occupants from the terraced housing in Kimiora Street. We held an early BBQ tea in the communal garden of Obsidian Apartments. It was attended by approximately 30 people"

Taylor's Bay

"We had 62 attend our event representing 26 households. This is still well down on pre-covid numbers but everyone had a nice shared meal and lots and lots of talking and meeting of new neighbours"

Kings Road

"Thank you very much for the vouchers & all agreed to do this again. Great for neighbourhood relations & security."



Royal Viking Way

"We held our Royal Viking Way Neighbours BBQ on 24th March 2023.

Great weather and it was awesome to connect with around 55 of our street again this year, met the newbies and connect with oldies. I know there were some great conversations during the evening creating connections and memories for the future. Thanks once again to all the Puketapapa Board for the monies you gave us last year, this really helped make the evening another success."



Landscape Road

"Landscape Road Seniors held their Neighbours Day on Friday March 31 in the community room at Landscape Road. Twelve residents attended"



LEARNINGS & REFLECTIONS



Application Process

Received positive feedback from recipients that simplifying the application process from Smarty Grants to Google Forms.



Bank Transfers

Allowing direct payments to bank account also simplified and streamlined the grant process.



Auckland Emergency Management (AEM)

AEM provided event holders with resources to share and display at their events to promote emergency preparedness and flood, cyclone responses and services.

Memorandum

31 August 2023

To: Puketāpapa Local Board

Subject: Auckland's Draft Regional Public Transport Plan 2023 – 2031

From: Luke Elliott – Principal Planner Rapid Transit Network,
Auckland Transport

Contact Information: luke.elliott@at.govt.nz

Purpose

1. To provide information to support a workshop with the board on the Draft Regional Public Transport Plan 2023 – 2031 (RPTP).

Summary

2. Consultation on the Draft RPTP has now closed. Attached to this memo are a summary of submissions, both regionally and from your local board area.
3. This information is provided to you to assist you in considering providing formal feedback on the draft RPTP to AT at your business meeting following the workshop.
4. Your feedback will help inform changes to the draft plan and will be considered by the AT Board before they adopt the final RPTP in November this year.

Context

5. The RPTP is Auckland's main plan for public transport (PT) services. It outlines PT will be managed and improved over the next 8-years, with a detailed focus on the first 3-years. This includes the services that will operate during this period (and how they will change) and the goals, policies and actions that will shape PT.
6. The purpose of the RPTP is to enable consultation with the public and PT operators on the planning of PT services. This is a requirement of Land Transport Management Act 2003.
7. Public consultation on the draft RPTP was open from 17 July to 17 August 2023, and Auckland Transport (AT) received over 3,200 responses. This compares well to the 462 the previous (2018) RPTP received.

Discussion

8. The rate of responses to the draft RPTP's consultation received from the Puketāpapa area was relatively low compared to other boards, noting that not all submitters provided their local board.
9. To assist in revising the draft RPTP, AT would like you to provide formal feedback on:
 - The proposed changes services changes in your area,
 - Anything you feel is missing from the draft RPTP, and
 - Any other content of the plan that you wish to comment on.
10. Your feedback will assist in the refinement of the plan ahead of its finalisation.
11. The appendix to this memo sets the top five areas residents of the Puketāpapa local board area provided feedback on, and also summarises the overall feedback that AT received.
12. This memo should be read alongside the memo provided to you on 12 July 2023, which outlines key aspects of the draft RPTP and the consultation process.

13. From that memo, the main service changes affecting Puketāpapa can be summarised as:
- A new frequent connection between Onehunga and New Lynn via the 67 (made up of 67A and 67B), via the current 670 route.
 - Changes to the destination of buses in the City Centre, in line with our City Centre Bus Plan (consulted on in 2021).
 - Changing route 295 to run via Broadway through Newmarket, not northern Gillies Avenue, to speed up travel times (from 2027).
 - Reinstatement of the 27T service by early 2024.
 - General improvements to service levels on other routes.
14. The full content of the RPTP is available on AT's website at at.govt.nz/RPTP.

Next steps

15. Following the workshop, the next steps are:
- i. To provide formal feedback to AT on the draft RPTP at your next business meeting.
 - ii. AT will consider your feedback as part of finalising the RPTP.
 - iii. The revised RPTP will go to the AT Board for endorsement at their 29 November meeting.
 - iv. The final RPTP is expected to be released in early December.

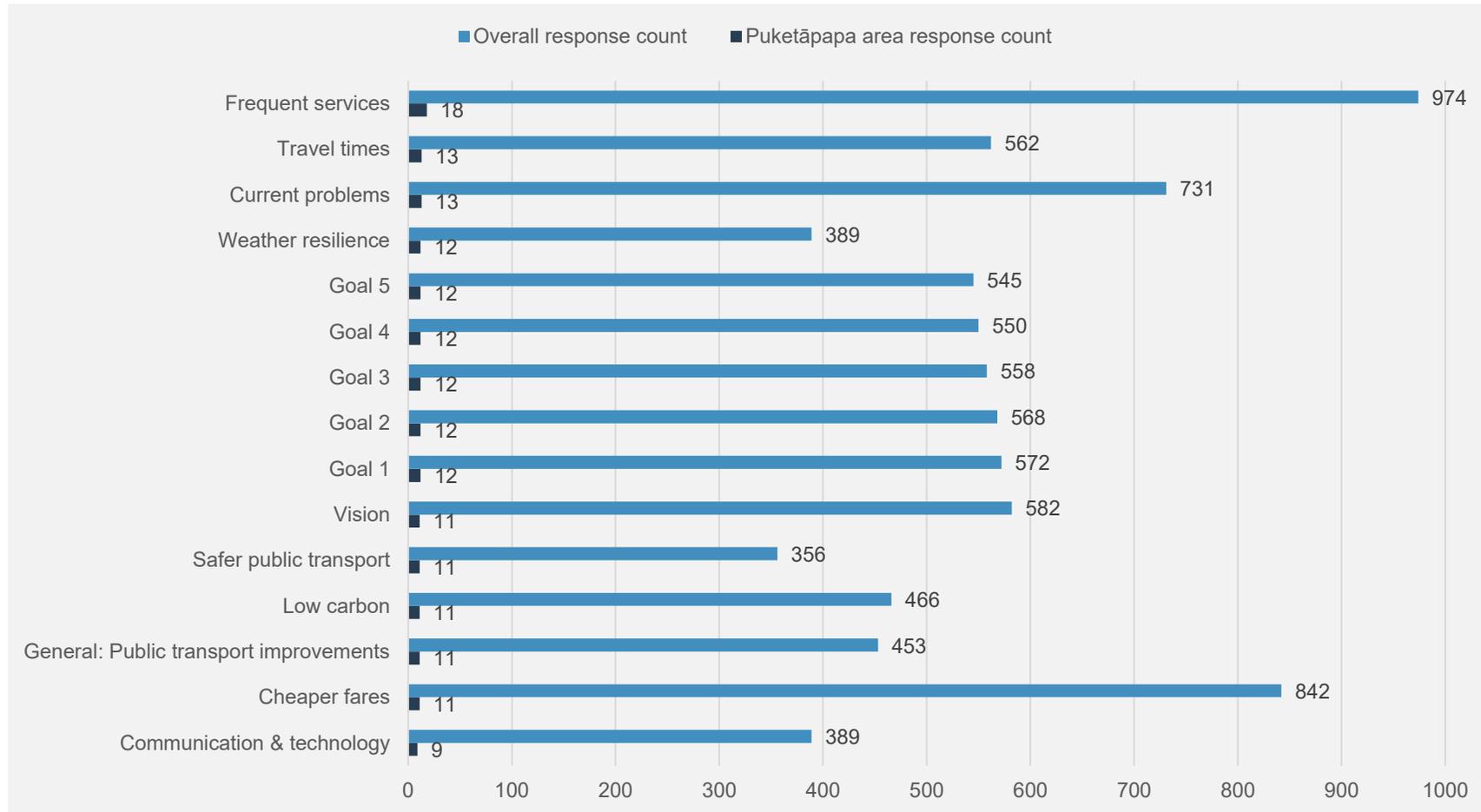
Attachments

RPTP Consultation 2023 – Puketāpapa Local Board area snapshot

RPTP 2023: Puketāpapa Local Board area snapshot

We received a total of **3,192** submissions, and **22** of the respondents told us they were from your Local Board area – *please note that there are likely more submissions from your area however **only 57% of all respondents told us their Local Board.***

Topics with the most responses in the Puketāpapa Local Board area



Details on the top 4 topics your constituents were most interested in

These components of the RPTP received the most responses from the people in your Local Board area.

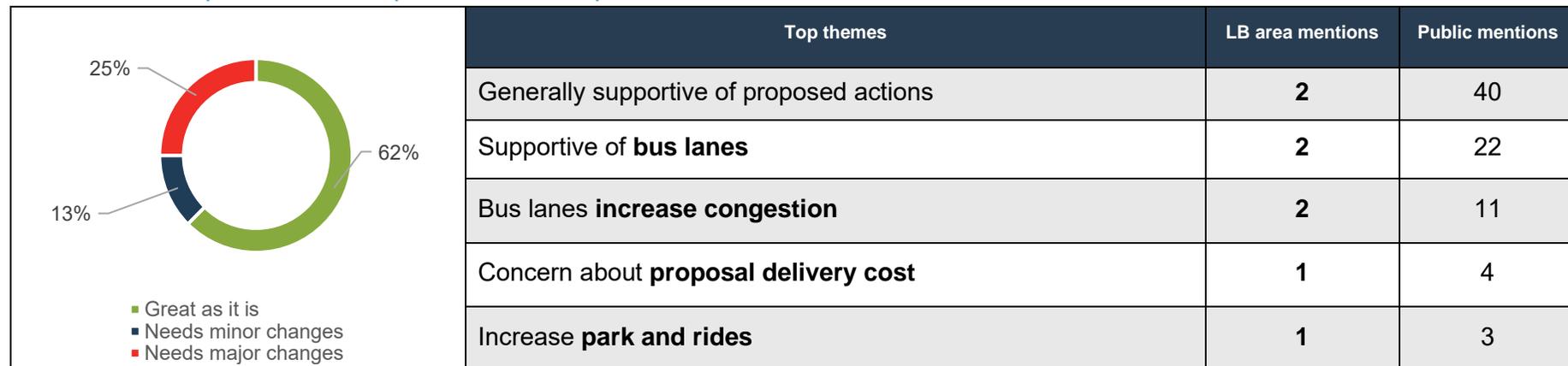
Frequent services

18 residents responded to this question, and 11 provided comments



Travel times

13 residents responded to this question, and 10 provided comments



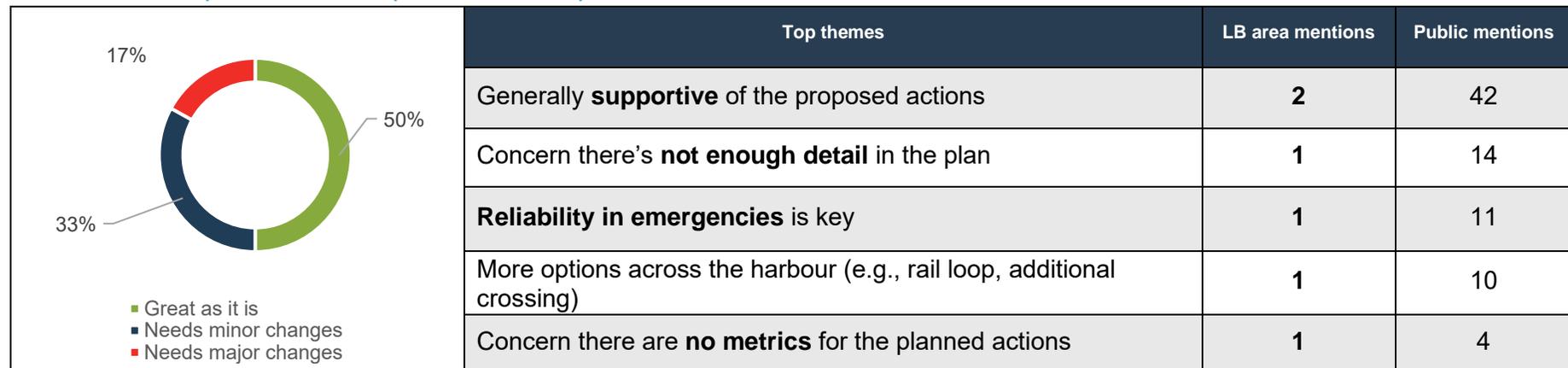
Current problems

13 residents responded to this question, and 8 provided comments



Weather resilience

12 residents responded to this question, and 7 provided comments

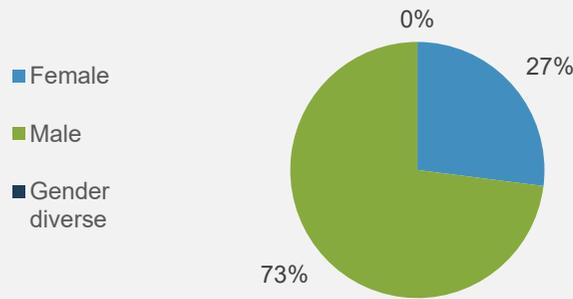


Demographics of submitters from your local board

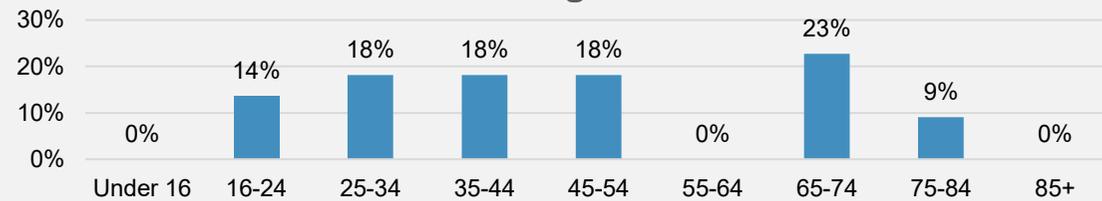
3,192 total submissions

22 submissions from your local board area

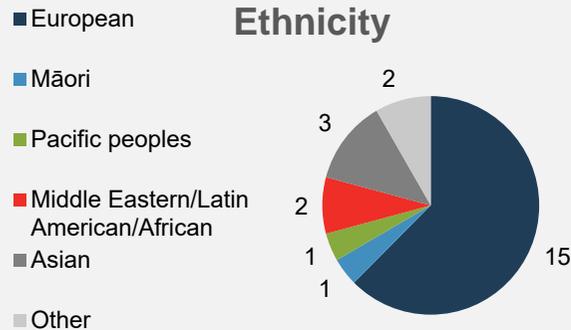
Gender



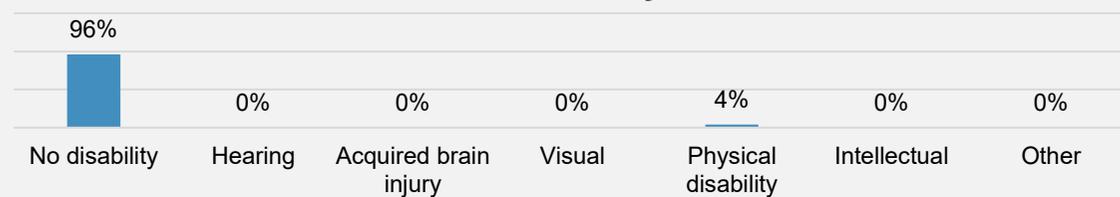
Age



Ethnicity



Disability



Travel habits of people in your local board area:



Once a week or more, 41% of people use **public transport** to work/study and 33% to other places



Once a week or more, 58% of people drive a **private vehicle** to work/study and 76% to other places



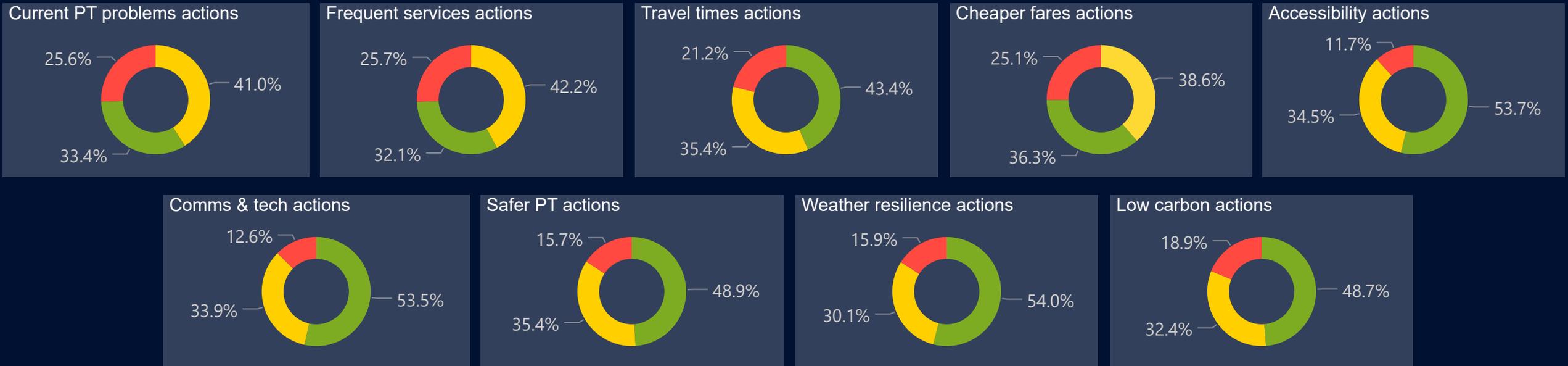
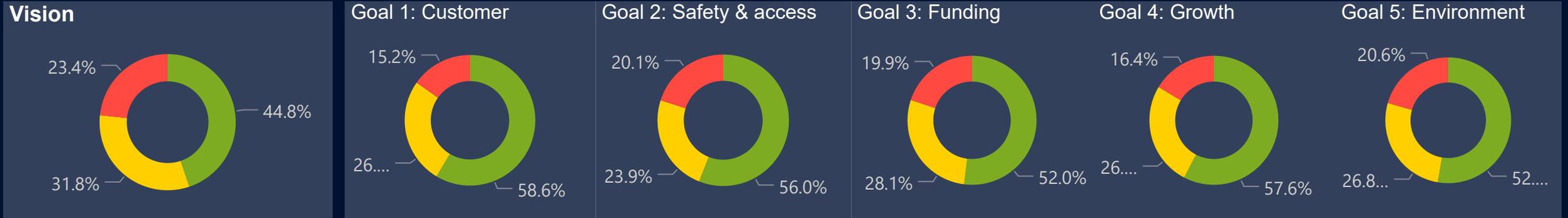
Once a week or more, 16% of people ride a **bike or scooter** to work/study and 11% to other places

Overall RPTP topic responses

Tick box response feedback from all respondents



● Great as they are
 ● Right track, but needs minor changes
 ● Needs significant changes



Regional Public Transport Plan 2018 – 2028 Consultation Feedback Report

Contents

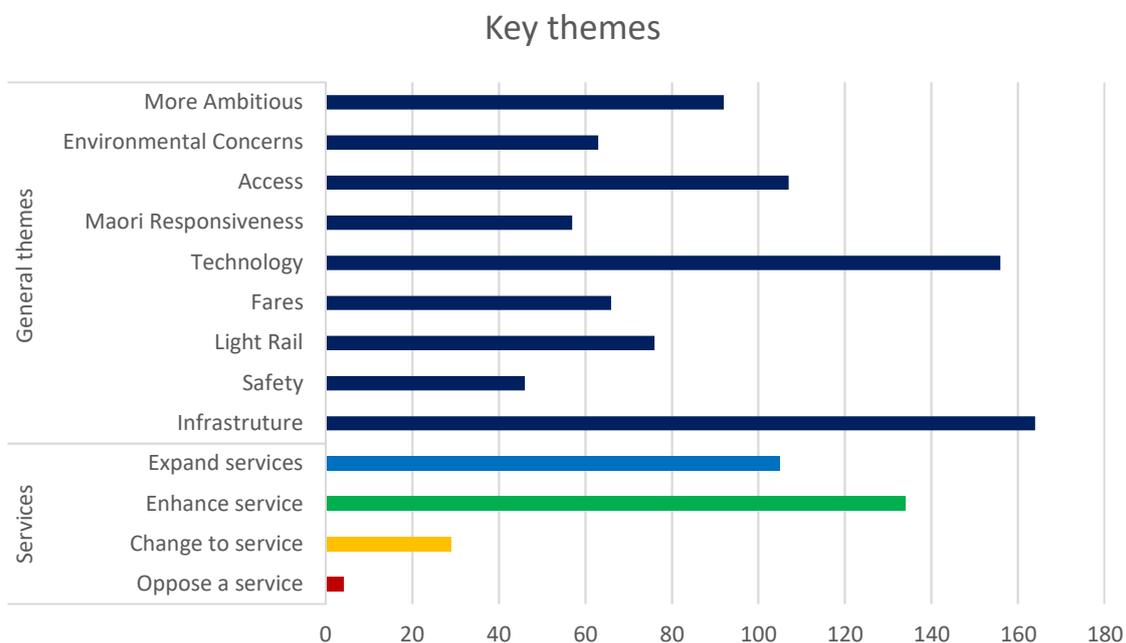
Summary	3
Key themes in feedback.....	3
Next steps	3
Background.....	5
Consultation.....	6
Activities to raise awareness.....	6
Giving feedback	6
Your feedback	7
Overview	7
Support from feedback.....	7
General themes from feedback.....	7
Feedback on Focus Area 1: Expanding and enhancing rapid and frequent networks	10
Feedback on Focus Area 2: Access	13
Feedback on Focus Area 3: Māori Responsiveness	18
Feedback on Focus Area 4: Technology	20
Other Submissions	23
Local Boards	23
Appendix 1: All themes	29

Summary

The Regional Public Transport Plan (RPTP) sets out the changes to Auckland’s public transport system for a 10-year period and sets out how we will continue to enhance customer experience by building on the changes made to the public transport network since the previous version of the plan in 2015.

We consulted on this proposal from 19 November to 14 December 2018 and received 462 submissions.

Key themes in feedback



Submissions may have contained more than one theme

- Requests for **better infrastructure** were the strongest theme in the feedback.
- **Technology was** a popular theme, though a notable proportion of submitters mentioned being wary of unproven technologies,
- Overwhelmingly requests to **enhance services** focused on ferry services.
- Requests for **better infrastructure, more ambitious** targets, and to **expand and enhance** services suggest that there is a substantial demand for public transport amongst Aucklanders.

Next steps

Public feedback indicates general overall strong support for Auckland’s public transport plan, which gives AT confidence that we are heading in the right direction. Outlined below are the key areas of feedback and updates we’ve made to the plan. For a detailed list, please refer to agenda item 10.1 of the February Board paper on our website ([www. AT.govt.nz/rptp](http://www.AT.govt.nz/rptp)).

- **Ferry services** - desire for more ferry services and faster progress on integrating ferry services with the wider public transport system. We have updated the plan to clearly show service improvements by 2021 and explain how fare integration will work.
- **Light rail** - request for more information and consultation on light rail. We have updated the plan to explain that the Light Rail Transit project is led by the New Zealand Transport Agency, which is a Central Government priority that we are reflecting as a key part of the broader public transport network. We will provide a link to the New Zealand Transport Agency's Light Rail Transit website too.
- **Low emissions** - support for low emissions but a desire to see implementation earlier than 2025. We have added details in the plan on the low emission bus roadmap.
- **Train frequencies** - concern about frequencies being lower than previous plans. We've explained that due to the ongoing construction of City Rail Link there is still uncertainty over the future route alignment and frequencies for the train network and that more clarity will be provided in the 2021 RPTP. We have also made minor amendments to the frequencies of some rail line service periods.
- **Accessibility** - we have improved the text throughout the plan to better articulate the importance of accessibility for public transport.
- **Fares** - desire to see farebox recovery targets and fares to be reduced. We've added information to the plan to explain that AT reviews fare levels annually and makes necessary adjustments to balance operating costs and the fare recovery target. We've also included the latest information about the Government's indication to review the recovery rules and Financial Assistance Rates.
- **Safety** - desire to see more emphasis on safety monitoring. We have added references to safety in the plan where this is relevant. We've also provided an explanation on the new safety metrics which we'll develop and how we'll the monitor public transport safety performance.

Background

The Regional Public Transport Plan (RPTP) is a requirement of the Land Transport Management Act. It sets out the changes to Auckland's public transport system for a 10-year period. It complements and follows on from other plans, including the recently completed Regional Land Transport Plan.

The RPTP builds on the changes made to the public transport network since 2015 and will continue to enhance customer experience. It has four areas of focus:

- Expanding our public transport network to improve the frequency and reliability of services
- Making it easier for people to get to and from public transport
- Improving Maori input into public transport, which includes applying Te Aranga Principles to design
- Using technology to make it easier and more accessible for people to use public transport, such as on-demand travel and easier payment options.

Consultation

We consulted on the draft RPTP from 19 November to 14 December 2018.

Activities to raise awareness

We undertook various activities to publicise that the RPTP was available for feedback. These included:

- emails to over 300 key stakeholders including businesses and resident associations, disability specialists, advocacy groups, emergency services and community groups
- emails to over 500 schools across Auckland
- emails to Auckland Council Advisory Panels
- information sent to Auckland Social Sector Leaders Group
- posters and physical copies of the full plan and summary document displayed throughout Auckland Council's library network
- posters on buses, trains and ferries
- notice on ferry terminal screens
- physical copies of the full plan and summary document distributed to all Auckland Local Board offices and Councillors
- detailed project webpage and an online feedback form on our website
- social media promotion through Facebook, Twitter, Neighbourly and LinkedIn
- advertisements in the Herald and community newspapers
- four public drop-in sessions in north, east, south and central Auckland
- presentations to interest groups.

Giving feedback

We asked for your thoughts on the four key focus areas. We also asked what additional factors we should consider for the activities under each focus area and if you had any other comments or suggestions for improving the RPTP.

You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a freepost form included in the summary document.

Your feedback

Overview

We received public feedback on the RPTP from 462 submitters.

- 418 were submitted online
- Six were submitted using the freepost feedback form
- 31 were submitted via email or letter

Support from feedback

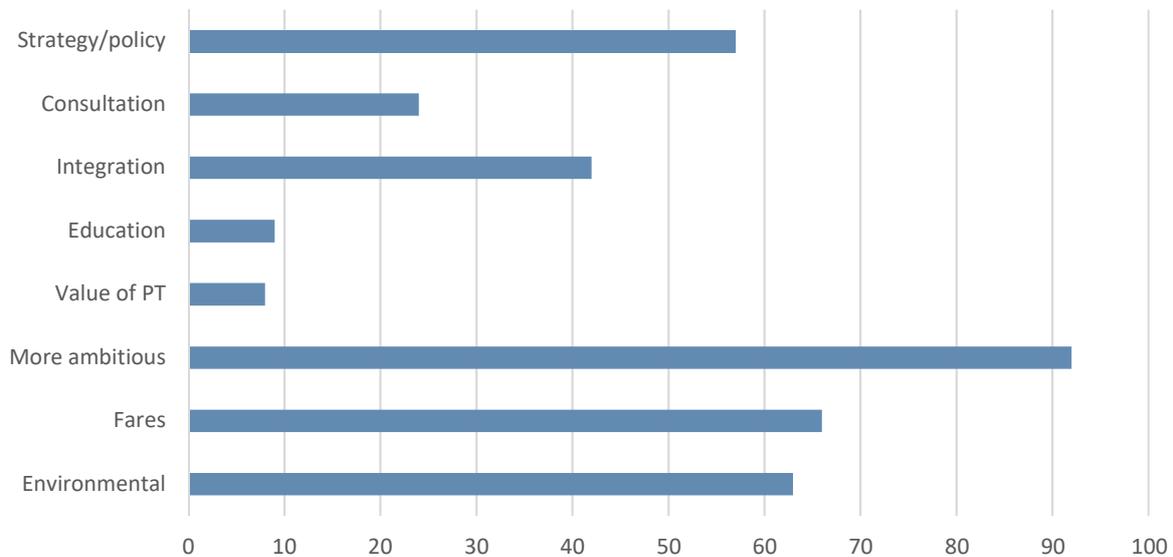


The above graph shows the number amount of explicit support for each focus area. It is important to note that actual support for is likely higher for each focus area as implicit support was not counted in the above graph.

General themes from feedback

We have analysed your feedback to identify key themes. General themes are outside the scope of the four focus areas. They mostly relate to the strategy, goals or outcomes presented in the RPTP.

General themes



Submissions may be contained more than one theme

Strategy and policy

These people made suggestions or comments that relate to wider strategic goals or to specific policies. Many people suggested that reducing fares by reducing farebox recovery targets would encourage faster uptake of public transport services.

Some people used the consultation to voice their opposition to the 'hub and spoke model' of public transport, mostly because they often require transfers from one service to another, rather than one continuous service.

Some people suggested that a better balance between patronage and coverage is needed. These people suggested that the without a clear policy the public transport budget may drift to solely focus on patronage which would disadvantage vulnerable people who rely on public transport.

Some people in this group made suggestions about concentrating development around transport hubs and the need for planning to manage Auckland's growth.

Various people mentioned specific policies that they would like to see changed, for instance one advocated for allowing dogs on public transport, while another suggested AT policies need to be more inclusive of new modes of transport, like e-scooters and e-skateboards.

Consultation

These people commented on the way the consultation was conducted. Some felt that the timing of the RPTP consultations and number of other consultations taking place at once made it difficult to give each the attention it deserved.

Integration

These people expressed a desire to see better integration between the different services. For instance, better timing feeder busses and trains so that wait times for connections are minimised.

Education

This group felt that initiatives to educate people on how to drive, use public transport more effectively or cycle in traffic would be generally beneficial.

Value of public transport

This group of people felt that the RPTP should further emphasise and contextualise the value of public transport for Aucklanders.

More ambitious

These people expressed some desire for the final version of the RPTP to be more ambitious or for a greater rate of expansion for the public transport network. Generally, this group was underwhelmed by the targets laid out in the draft RPTP and encouraged AT to adopt more ambitious targets and further prioritise public transport's role in the lives of Aucklanders.

Almost half of the people in this group felt that more emphasis should be put on planning for new or growing communities.

Public transport further prioritised

11 people felt that public transport should be prioritised even further than laid out in the RPTP - they suggested that more of AT's overall budget should be put towards PT. Others in this group suggested that more of Auckland's road space should prioritise public transport over private vehicles.

Fares

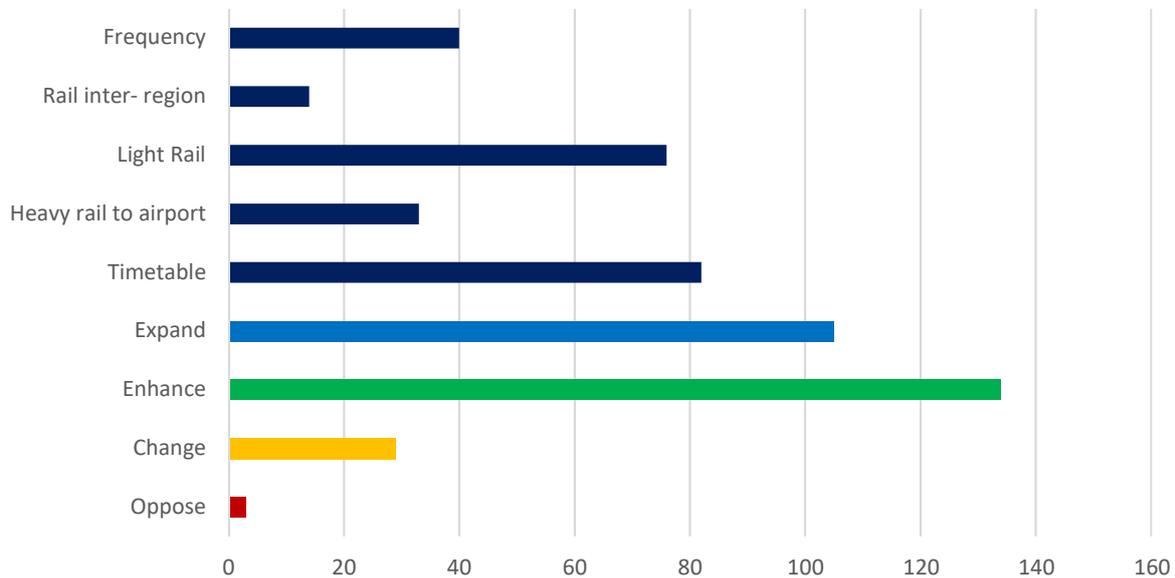
These people mentioned that they would like to see fares reduced. Various forms of fare reductions were mentioned, including concessions for young, elderly or disabled people, and beneficiaries. Making public transport free, or free during off peak times, was also suggested.

16 people mentioned the relatively high price of catching the ferry and wanted ferry fares closer to, or the same as, other forms of public transport.

Environmental

This group of people expressed concern about the public transport network's impact on the environment. Generally, these people were interested in a low emission network and as such there was a large crossover with the technology theme discussed later. Most people saw moving from diesel to electric powered buses as the best way to lower emissions across the public transport network. Other people highlighted the need to increase public transport use across Auckland's population to reduce the emissions from private vehicles.

Feedback on Focus Area 1: Expanding and enhancing rapid and frequent networks



Submissions may have contained more than one theme

Frequency

These people mentioned that they thought the frequency targets are inadequate.

There is overlap between the frequency theme and more ambitious theme, however, the frequency theme is specifically about target frequencies for various modes of public transport. The more ambitious/faster expansion theme is more general; encompassing the entire public transport network.

Rail to Hamilton/Waikato

These people mentioned that they would like to see a rail link between Auckland and Hamilton or the Waikato region.

Light Rail

Light rail received a relatively high amount of attention in 76 people's submissions. 27 people were very positive about the prospect of light rail connecting the city centre to the airport or the western suburbs, while 51 people were more sceptical and asked for more information, and business cases, to be publicly released.

In some cases, people were counted more than once as they were positive about some plans for light rail and more sceptical about others.

Heavy rail to the airport

This group of people mentioned that they would like to see a heavy rail connection from the city centre to the airport and suggested an express service should follow such a connection.

Many of these people preferred a heavy rail connection to the airport rather than the planned light rail connection.

Timetables

This group of people advocated for changes to the timetables of public transport services.

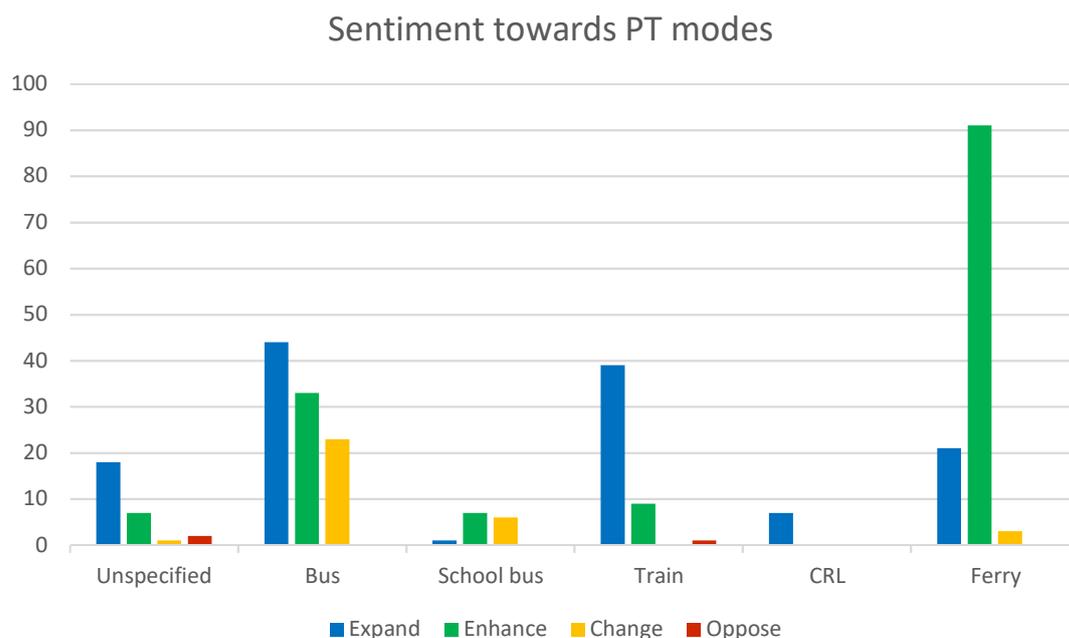
56 people suggested that a service's hours of operation should be extended, or that the peak frequency should operate for a greater period of time, especially for Beachlands, Hobsonville and Waiheke ferry services.

Eight people in this group mentioned that they wanted greater consistency in a service's timetable, often between weekend and weekday services.

25 people advocated for greater reliability in their public transport service.

Services

This section describes where people indicated they were in favour of a service, opposed to a service or wished for an existing service to be changed.



Submitters may have indicated more than one mode

Expanded services

Requests for expanded services tended to mention expanding services generally rather than in a specific area or location or used vaguely defined areas like 'West' or 'East'.

Where a specific area was mentioned, across the board requests for expanding services tended to be focused outside of the central city and suburbs to areas where public transport services were limited. For instance, requests for expanding bus services into Botany, Millwater, Silverdale, and Howick, or requests for expanding rail services to the North Shore or Kumeu.

Many of the requests for expanded services mentioned the need to link areas with rapidly growing populations to the wider public transport system.

Enhanced services

Most of the submissions in the ferry category were from Beachlands and Hobsonville, and in both cases focussed on more ferry services during the work week and adding weekend sailings. Submissions from both areas often mentioned the rapid growth of the populations in their area and were often accompanied by requests for bus and rail services to be extended into their area.

A large group of submissions on the Waiheke Island ferry service also contributed to the high overall number of ferry submissions. Unlike the submissions from Beachlands and Hobsonville, the submissions on the Waiheke Island service generally asked for a better quality of service, often mentioning ferries arriving behind schedule or sailings being cancelled last minute. Almost all the people that mentioned the Waiheke Island ferry service mentioned the high price of tickets, and many mentioned that they would like to see greater parity in the farebox recovery percentages compared to other forms of PT.

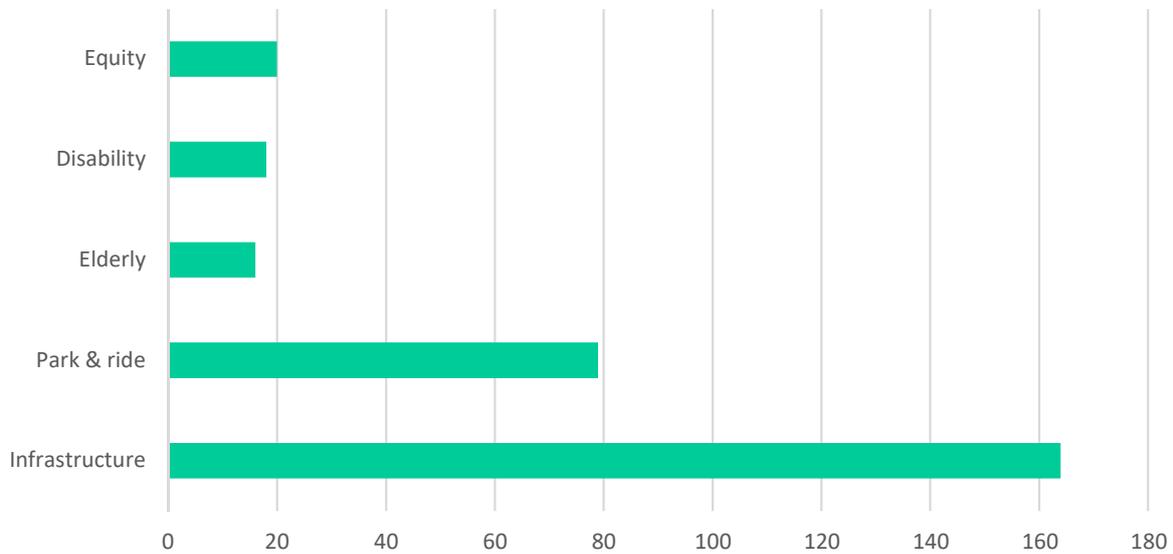
Changes to services

Generally, requests to change an existing service were low across various public transport options, the exception being buses and to a lesser extent school buses. This is likely due to the recent changes to the bus network across Auckland. Almost all the people making submissions on changes to buses and school buses were requesting that a disestablished service be reintroduced, particularly in areas where few services are available.

Opposition to services

Outright opposition to services was almost negligible. A handful of people overall made submissions openly against public transport services. Two were against public transport generally and one saw rail as an outdated mode that would not work for Auckland.

Feedback on Focus Area 2: Access



Submissions may be contained more than one theme

Accessibility

These people made submissions with accessibility as a focus. Many of these submissions pointed out the different needs that groups such as people with disabilities, young people, women, elderly, and people who don't speak English have when accessing and using public transport. They made suggestions about how barriers to accessing public transport could be overcome.

Equity

These submissions were made by people who were concerned about people having equal access to public transport services. Many of these people talked about a general need for equitable access. Some made suggestions that would make public transport easier to access for young people, caregivers with prams or other children carrying devices, and people who need to carry groceries and luggage.

Disability

These people commented on how public transport and the infrastructure that supports it could better cater to people who live with different kinds of disability. Many pointed out that people with disabilities often have the most difficulty accessing public transport, especially if services, vehicles, or supporting infrastructure have not been designed with them in mind.

Elderly

This group of people detailed the different needs and priorities that elderly people have when accessing public transport. Generally, they pointed out that the elderly are often the most vulnerable people that access public transport and that their needs are often overlooked when designing public transport services and their supporting infrastructure.

Park and Ride

The provision of Park and Ride facilities was a divisive topic amongst submitters. 13 submitters called on AT to cease investment in park and ride facilities or to put park and ride facilities to other uses, such as housing or parks. They suggested that park and ride undermined public transport uptake, especially in more developed suburbs, and is an inefficient use of space.

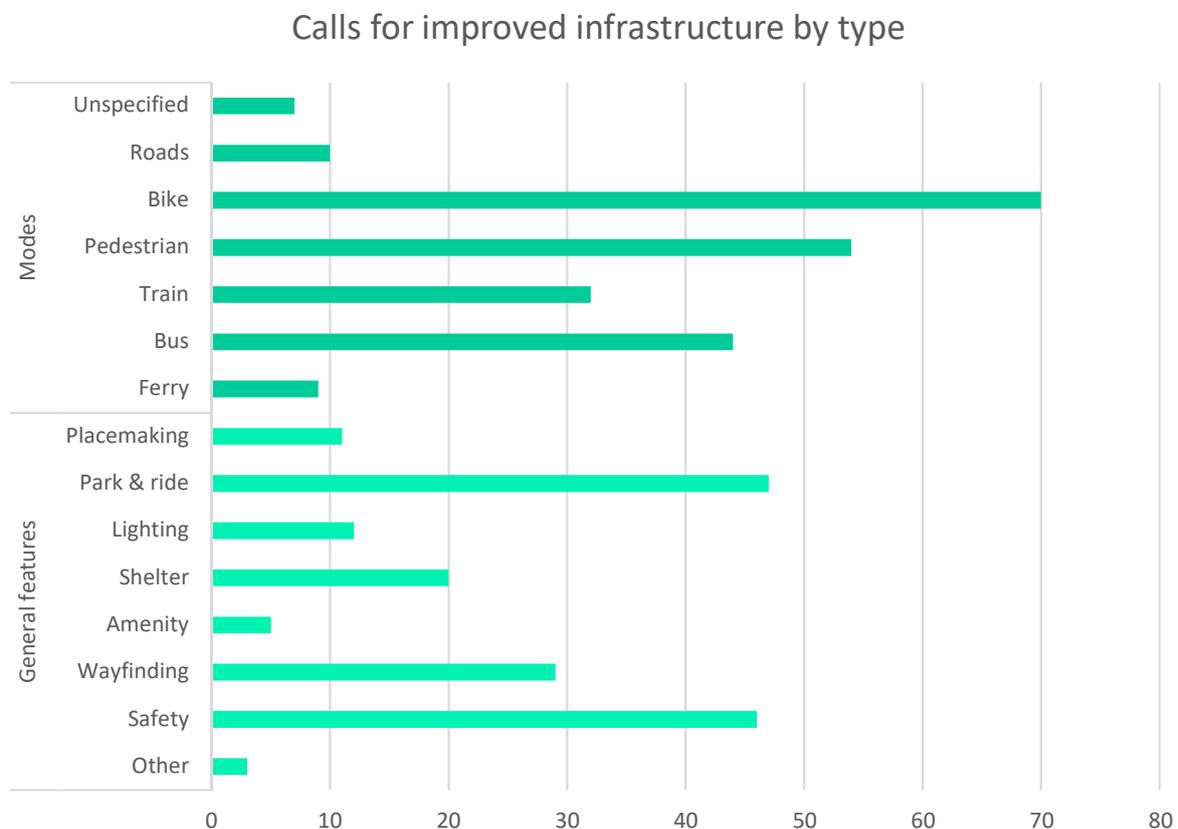
13 people agreed that park and ride areas were not appropriate for more central suburbs but suggested that they were more appropriate in outer or rural suburbs as a way of promoting public transport uptake.

42 people called on AT to provide more park and ride facilities. Typically, these people were from areas that had few feeder services, where a private vehicle might be the only way to reach the train or bus station, or ferry terminal.

Whether people should pay to use park and ride facilities was another smaller issue, with 6 people in favour, and 2 people against paying to use park and ride facilities.

Infrastructure

Many people suggested changes or improvements to Auckland's public transport infrastructure. The graph below shows the different types of infrastructure mentioned. Infrastructure refers to the physical structures and facilities (such as roads, train stations, footpaths, etc) needed to run public transport.



Submissions may have been counted more than once

Modes

Unspecified

These people suggested that they would like to see more infrastructure without indicating a specific mode of transport.

Roads

Some people requested that money from the public transport budget go towards improving the quality of Auckland's roads.

Bikes

This was the most popular kind of infrastructure that people requested. There were many suggestions about how bike-based infrastructure could be improved. The three most popular suggestions were:

1. Create more secure bike parking at train stations and major bus stations. This included suggestions like covered bike racks and bike cages with security doors. People stressed the need to have confidence that a bike could be locked up while its owner used public transport without worrying about theft.
2. Bike lanes or similar safe biking infrastructure to ensure people can safely connect to public transport by bike.
3. Make it easier to take bicycles on public transport such as busses.

Pedestrians

These people suggested that making it easier for people to walk to public transport would improve the numbers of people using it. Improving the condition of sidewalks, building more pedestrian crossings and improving lighting were popular suggestions.

Train

These suggestions related to improvements to train stations. Generally, these improvements focussed on two areas:

1. Making train stations easier to move around through such things as bigger, faster elevators, more signage, better connections to local hubs and more HOP machines.
2. Making train stations more pleasant places for users for example by improving lighting, full length platform shelters. There was also overlap with the safety theme (mentioned above) where people described feeling isolated when waiting for their train alone on a platform.

In addition a few people mentioned that they would like to see diesel trains quickly phased out in favour of electric trains.

Bus

This group of people were interested in bus infrastructure which fell into one of two categories:

1. 16 people asked for improved bus stops. Requests for more shelter, more seating and better lighting were common.
2. 27 people were interested in more bus lanes, especially through centres and on the motorway. These people also stressed the importance of a connected network of bus lanes.

Ferry

Despite the large number of people asking for enhanced ferry services very few asked for ferry infrastructure. Five people mentioned a need for better terminals and wharves.

General Features

Placemaking

These people's submissions encouraged developing infrastructure that is generally more pleasant to be around. This might include use of space, the availability seating or comfortable places to wait.

Lighting

These people were in favour of better lighting in and around public transport infrastructure. People commonly mentioned feeling unsafe in areas with poor lighting, especially if other factors also made them feel vulnerable.

Shelter

This group were interested in shelter being provided at places where people wait for public transport such as bus stops, train stations and ferry terminals. Some people mentioned that when weather was bad choosing between using public transport or a private vehicle often came down to whether they had to wait in the wind in rain or whether shelter was present.

Amenity

These people advocated for greater amenity in the public transport system. These ranged from relatively straightforward requests for seating at stops, escalators and larger lifts to things like televisions on busses and seasonal music on trains.

Wayfinding

These people mentioned ways to improve, or problems with wayfinding in Auckland. This group mostly mentioned a lack of signage around central Auckland or the central suburbs. Some in this group mentioned that Auckland's intersections are often complicated or unintuitive and felt that clearer signs would make it much easier to find their way around.

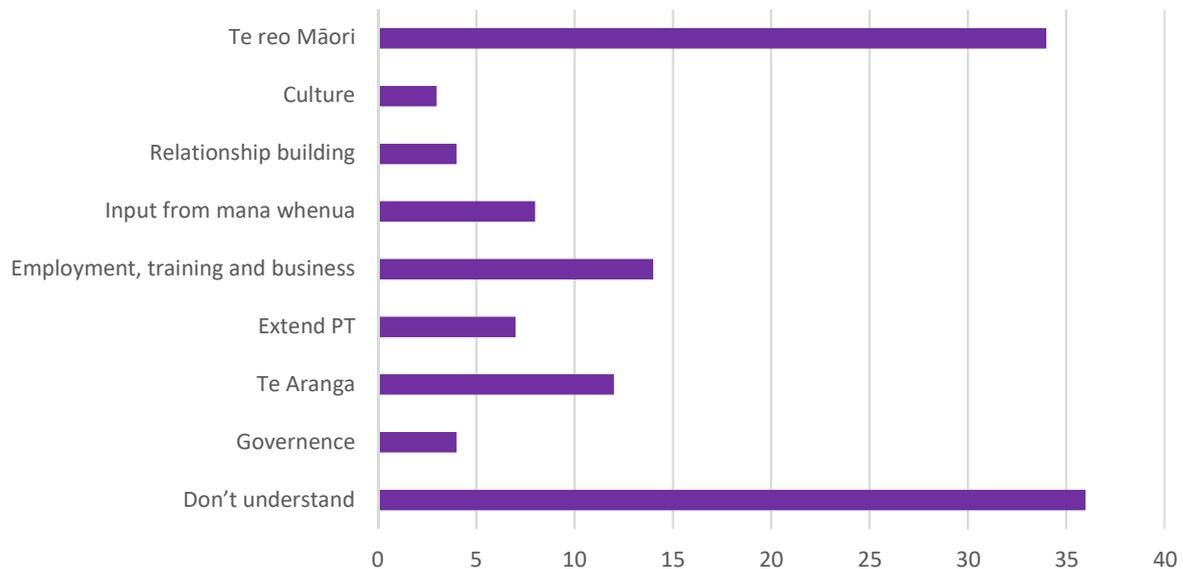
Safety

These people mentioned that safety was a concern for them when accessing public transport. Interestingly, many of these submissions mentioned focussed less on safety when using public transport and more on accessing public transport, particularly for women and elderly people when waiting for buses and trains.

Other

Other kinds of infrastructure mentioned included things such as ferry terminals and parking buildings. There were also broad comments for more infrastructure and requests for more inviting waiting areas.

Feedback on Focus Area 3: Māori Responsiveness



Submissions may have been counted more than once

Te Reo Māori

Incorporating te reo Māori into signs and announcements for rapid transport was popular amongst people who commented on the Māori responsiveness focus area. People mentioned enjoying the te reo Māori announcements and signs already and thought more would encourage wider appreciation of Māori history and culture.

Culture

Using elements of Māori culture in the design of public transport was often mentioned alongside a desire for greater use of te reo Māori.

Relationship building

This group were interested in the opportunity for AT to build relationships with Iwi.

This group had a lot of overlap with people encouraging more input from mana whenua.

Input from mana whenua

These people mentioned the importance of seeking early and ongoing input from mana whenua during the design process. This group also reflected on the need to invest in the public transport of areas with large Māori populations.

Employment, training and business

This group commented positively about securing opportunities for Māori employment, training and business development when constructing public transport projects.

Expand public transport

These people suggested that improving connections and expanding services into areas with large populations of Māori would be a way to support the Māori responsiveness focus area.

Te Aranga design principles

This group were in favour of incorporating Te Aranga principles into designs. Some suggested that Te Aranga should be mandated during procurement for all projects and encouraged in tenders.

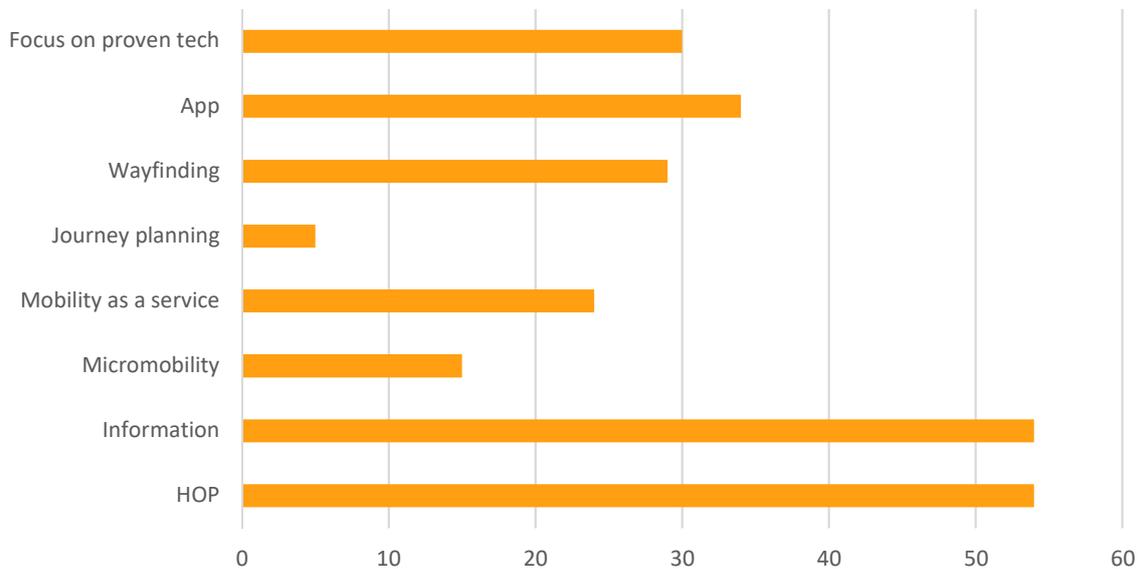
Governance

This group advocated for more Māori representation on AT's governing and decision-making bodies. Some people suggested that this top-down approach would ensure that the other aspects of the Māori responsiveness focus area would be acted on.

Don't understand

Some people were confused about the inclusion of Māori responsiveness as a focus area for the RPTP. These people suggested that Māori responsiveness and public transport have little to do with one another.

Feedback on Focus Area 4: Technology



Submissions may have been counted more than once

Technology

The technology focus area was the second most popular topic among commenters, after changes to public transport services. Submitters were split in their opinion of this focus area. Many people suggested ways technology could improve Auckland's public transport, many of which dovetailed with the other focus areas such as stop announcements in English and Māori, paying for fares with the AT app; or using smaller, electric, more-frequent buses.

Other people were more cautious, especially of 'unproven' technology, suggesting that AT should look overseas at what is working in other cities and adopt the same technologies.

Focus on proven technology

This group of people urged AT to be wary of unproven technology. This group were cautious about technology that AT might incorporate into the public transport network. They suggested that AT should look overseas at what technology is working in other cities and adopt the same technologies in Auckland. Another common suggestion was to buy 'off the shelf' products rather than building new products from the ground up.

Get more from the app

These people suggested ways in which the AT mobile app could be of more value to Aucklanders. A common suggestion was to manage HOP top-ups via the app, or to do away with HOP cards altogether and allow mobile devices to be used instead.

People also wanted more accurate information about their public transport services on the app. Many noted that the app would often display incorrect information about how far away a bus or train was, or people would experience the 'ghost bus' phenomenon.

Journey Planning

This group made submissions that mentioned changes to journey planning. Given that journey planning is the major component of the AT mobile app there was a great deal of overlap in these comments with the app theme.

Mobility as a service

Mobility as a service (MaaS) was a divisive topic among the people who made submissions about it.

MaaS refers to ridesharing service and can be either privately run such as Uber or Zoomy, or run by public bodies such as the AT Local service that is being trialled in Devonport.

On one hand some people were very positive about what MaaS could deliver to people in the future. Some asked for the AT Local ridesharing service to be rolled out more widely, especially to areas with high numbers of elderly people and minimal public transport coverage. One person suggested that rideshare services such as Uber and Zoomy would mostly replace privately owned vehicles and that AT should plan for this future.

On the other hand, some people were much more sceptical of the value of MaaS. Some felt that MaaS should not be a focus for AT as this discouraged people from using public transport. Some felt that MaaS does not provide good value for money and suggested money could be better spent on other aspects of the public transport network.

Micro-mobility

Like MaaS, micro-mobility saw a stark divide between those who were positive about micro-mobilities place in Auckland's public transport network and those who were more sceptical.

Micro-mobility typically refers to any form of transport that is on a small enough carry one or perhaps two people. Here we are more focussed on newer forms of micro-mobility such as e-scooters, hoverboards, and e-bike rather than more traditional forms such as bicycles.

Information

These people talked about getting more helpful information about public transport. About 30 people mentioned that they generally wanted more accurate and up to date information, mostly on the AT mobile app, AT website or other ways AT communicates with people who use public transport such as social media.

Five people were also in favour of displaying more information at stations and stops. A further five people suggested that more information should be available on public transport, such as a map showing the vehicle's current location or a digital sign showing the next stop.

Six people suggested that the way to report issues should be improved and simplified. They suggested that this would provide people with more up to date information about the issues.

18 people made a wide range of suggestions that did not fall into the previously discussed information categories. These people made suggestions like creating a rating website that allows people to rate individual public transport services, using big data to better plan for public transport demand, and providing wi-fi on transport and at stops.

HOP

These people discussed HOP cards in their submissions.

Integrating HOP cards into all parts of the public transport network was a popular suggestion, as 21 people mentioned it in their submissions. These people pointed out that while HOP cards can be used across the bus and train network, HOP cards can't be used on some ferry services such as the Rakino Island ferry.

14 people mentioned that they would like HOP cards to be available more widely. Some of this group mentioned how difficult it was to find somewhere to buy a HOP card, while some objected to having to buy HOP cards suggesting that they should be freely available. Some people mentioned that visitors to Auckland, especially from overseas had a hard time finding HOP cards so often didn't bother to use public transport. They suggested that making HOP cards more available to visitors to Auckland would decrease the number of vehicles on the road.

17 people mentioned HOP top-ups. Generally, these people were interested in making topping-up easier and faster. Topping-up via the AT mobile app instead of on the AT website was a popular suggestion.

14 people made submissions on making it easier to use public transport. Most of this group felt that paying via an app or their bank card would be easier than using a HOP card. A person suggested providing faster opening gates and more HOP posts at train stations.

4 people made submissions that related to HOP cards but didn't fit into any of the above categories. These people made suggestions such as an integrated ticketing system for the whole country or a rewards scheme for using public transport.

Journey planning and wayfinding

People had various suggestions about ways that journey planning and wayfinding could be improved. Many of these suggestions involved technology solutions, though people also mentioned lo-tech solutions such as better signage or improved network reliability.

Another factor contributing to the popularity of the fares and ticketing theme was many submissions calling for lower ticket prices for the ferry service to and from Waiheke Island.

Other Submissions

These submissions were made by key stakeholders and were not included in the themes above.

Local Boards

Albert-Eden Local Board

The Albert-Eden Local Board (AELB) in general is strongly supportive of steps to increase public transport and would like to see a clear statement of intent to improve mode-share of public transport.

Focus Area 1: Expanding and enhancing rapid and frequent networks

The Albert-Eden Local Board supports the delivery of a high-frequency, high-capacity public transport service for the main arterial network throughout Auckland, supported by local feeder services.

Focus area 2: Improving customer access to public transport

The Albert-Eden Local Board supports the focus on convenient, safe access to and from public transport.

Focus area 3: Improving Māori responsiveness

The Albert-Eden Local Board supports dual language on signage and implementation of the Te Aranga design principles.

Focus Area 4: Harnessing emerging technologies

The Albert-Eden Local Board supports making better use of emerging technologies but has concerns about the ability of autonomous vehicles to safely share the road with pedestrians and cyclists.

Aotea Great Barrier Local Board

Aotea Great Barrier Island is unique within the Auckland region as there is no on island public transport. Their connection to the mainland network is via aircraft and ferries. Therefore, the airport terminals and wharf infrastructure, both on the island and on the mainland, are essential gateways and need to be futureproofed accordingly.

The board is supportive of improvements to ferry services, including encouraging greater competition on ferry routes, and especially any upgrades for Wynyard wharf.

Access to hospital service at Auckland Hospital and Greenlane is a growing issue for Aotea Great Barrier Island, which has an aging population. Easy and quick access from the airport to the hospitals is critical for the health and wellbeing of Aotea hospital attendees.

Devonport-Takapuna Local Board

The Devonport-Takapuna Local Board (DTLB) support the overarching purpose, objectives and outcomes outlined in Regional Public Transport Plan.

The DTLB support the position that to increase the capacity of the transport network and provide customers with a more reliable journey, more road space must be allocated to public transport, active modes (e.g. cycling and walking) and alternative vehicle share modes (such as car share, bike share).

The DTLB was concerned that the overall increase in ferry patronage between the 2015-2018 period was significantly less than other modes of public transport (nine percent for ferries compared to 17 percent for all modes) and supported initiatives that would improve ferry patronage.

Franklin Local Board

That the Franklin Local Board (FLB) supports the four focus areas of the Regional Public Transport Plan. The FLB were particularly interested in initiatives to grow public transport services in rural communities, including potentially expanding train services beyond Pukekohe, to the townships in north Waikato. The FLB also support opportunities for public transport to support broader social, environmental and economic outcomes, and development in greenfield areas.

Hibiscus and Bays Local Board

The Hibiscus and Bays Local Board (HBLB) supports the overarching purpose, objectives and outcomes outlined in the Regional Public Transport Plan but was concerned that the overall increase in ferry patronage between the 2015-2018 period is significantly less than other modes of public transport (nine percent for ferries compared to 17 percent for all modes). Therefore, the HBLB particularly supports improving ferry services by improving timetable integration with other public transport particularly around ferry terminals, improving walking and cycling access to ferry terminals, progressing the Downtown Ferry Terminal development and capacity improvement and improving fare integration and cost parity with the rest of the public transport network.

Māngere-Ōtāhuhu Local Board

The Māngere-Ōtāhuhu Local Board supports the RPTP's four focus areas, their intent and purposes. These serve the board's objectives that "Māngere-Ōtāhuhu is well connected by public transport, cycleways and walkways, making it easy for everyone to get around."

Most of the board's feedback relates to focus areas 1 and 2 (Expanding and enhancing rapid and frequent networks & Improving customer access to public transport).

For focus area 1 the board particularly emphasised the priority of delivering light rail rapid transit project from the City Centre to airport and from the airport to Botany.

The board also advocated for AT to adopt a social procurement approach for major projects, decrease farebox recovery rates and work with local boards to develop actions to mitigate environmental impacts.

Maungakiekie-Tāmaki Local Board

The Maungakiekie-Tāmaki Local Board (MTLB) endorse the overarching vision, desired outcomes and key direction outlined in the Regional Public Transport Plan.

The board endorses the four focus areas but recommend adding ‘safety’ as a separate focus area.

Much of the MTLB’s feedback was focussed on ensuring access to public transport is maintained or improved, especially in low socioeconomic areas, and that their communities are involved in AT decision-making that might limit their choices in and ability to connect to public transport.

Ōrākei Local Board

The Ōrākei Local Board (OLB) was generally supportive of the four focus areas of the RPTP.

Most of the board’s feedback related to focus area 2 (improving customer access to public transport) where they discussed the need for clear wayfinding, infrastructure and safety to support active modes, the role of local boards in placemaking, and the need for thought around emerging transport such as e-scooters.

The board also acknowledged the important role ferry services play in the public transport network and suggested that other water-based transport should be considered such as the water taxi for the Eastern Bays.

Ōtara- Papatoetoe Local Board

Most of the Ōtara-Papatoetoe Local Board’s feedback was on focus area 1 (expanding and enhancing rapid and frequent networks) and focus area 2 (improving customer access to public transport).

For focus area 1 the board asked AT to prioritise:

- Light Rail from Airport to Botany,
- City Rail Link construction
- Puhinui SH20B Bus Stops
- Puhinui Train Station
- initiatives to tackle low HOP card usage in South Auckland

For focus area 2 the board asked AT to prioritise:

- Free Public Transport
- Exploring the viability of different modes of transport on public roads
- Support for walking school busses

- An expansion/review southern public transport network
- Better wayfinding
- Safety and Accessibility

Ōtara-Papatoetoe Local Board also advocated AT to adopt a social procurement approach for major projects.

Papakura Local Board

The Papakura Local Board Plan outcome 4: “Papakura is well-connected and easy to move around” aligns to the Regional Public Transport Plan and the Regional Land Transport Plan. The board is generally supportive of the four focus areas and were particularly interested in: the integrated corridor programme, increased frequencies for public transport services, the construction of a multi-storey park and ride in Papakura and the potential for ‘on demand’ services in where demand for public transport is low.

In addition, the board supports the development of inter-region heavy rail from Hamilton to Auckland.

Rodney Local Board

That the Rodney Local Board are concerned over a lack of ‘regional’ focus within the Regional Public Transport Plan, noting that rural parts of the region have not been significantly captured in diagrams and text within the document. The board contends that Rodney’s growing townships should have the same choices for quality public transport as the rest of Auckland and that significant growth areas within Rodney (such as Kumeu, Helensville, Dairy Flat and Warkworth) will require significant increases in viable public transport options over the next ten years.

The board generally supported the initiatives under the four focus areas.

Upper Harbour Local Board

The board also welcomes the following proposals contained within the RPTP:

- Albany park and ride expansion
- Proposals for increased service levels on the rapid transit network and frequent transit network over the life of the RPTP
- Future expansion of the RTN / FTN along State Highway 18 (Albany to Westgate) and into the North Harbour business area
- Closer relationship between AT and the local board on place-making in local centres.
- Improvements to the Hobsonville Ferry service planned from 2020/2021 and the associated adjustments to the local bus network
- Integration of ferry fares into the zone-based fare structure
- Eighteen month rolling network reviews

The board felt the improvements could be made in the following areas:

- Greater emphasis on providing public transport early to areas facing residential, business, commercial and industrial growth
- Re-consideration of the 30 minute 'window' for passengers to connect between services
- Integrated corridor priority plans considered for parts of the north shore
- Investment from the Cycling Business case made into the Upper Harbour area
- Further consideration of the proposed Māori Responsiveness Plan
- Better alignment between the proposed RPTP policies on transport disadvantage and Auckland Transport's assessment of transport disadvantage set out in Appendix 6 of the RPTP

Waiheke Local Board

The Waiheke Local Board is generally supportive of the RPTP and the four focus areas. The board emphasised:

- The need for close and accessible transfers between public transport services, especially the busses on Waiheke island,
- The importance to access to Auckland and Greenlane hospitals, especially since Waiheke has the oldest median age in the Auckland region
- Their support for more and larger Park and Ride options on Waiheke
- Their support for a number of measures that would make public transport services on and to Waiheke consistent and equitable with the rest of the Auckland region especially around price and frequency.

Waitematā Local Board

The Waitematā Local Board supports the overall direction of the draft RPTP, the vision for public transport and how AT proposes to meet the identified challenges for the next 10 years. They generally support AT's steps to increase public transport services but would like to see a clear statement of intent to increase mode-share of public transport.

Focus Area 1 Expanding and enhancing rapid and frequent networks

The Local Board supports the delivery of high frequency, high capacity public transport services for Auckland but is concerned that the draft RPTP proposes a reduction in future rail service from previous RPTPs that do not meet AT's proposed criteria for rapid or frequent services every 10 minutes throughout the day, every day of the week.

Focus Area 2 Improving customer access to public transport

The Local Board supports the improvements to customer access proposed in the RPTP, however they would also like to see AT take a more holistic approach to making public transport more attractive, primarily through better placemaking, wayfinding and amenities.

Focus Area 3 Improving Māori responsiveness

The Local Board supports dual language on signage and announcements, the implementation of the Te Aranga design principles; and social procurement practices in AT contracting processes.

Focus Area 4 Harnessing emerging technologies

The Local Board supports making better use of emerging technologies to improve the public transport experience and environmental outcomes. However, they would like to see AT focus on consolidating and improving its existing technology, rather than investing in new areas.

Waitakere Ranges Local Board

The Waitakere Ranges Local Board (WRLB) supports the vision of the draft RPTP to create an outstanding customer experience so Aucklanders make the shift to PT for more of their travel.

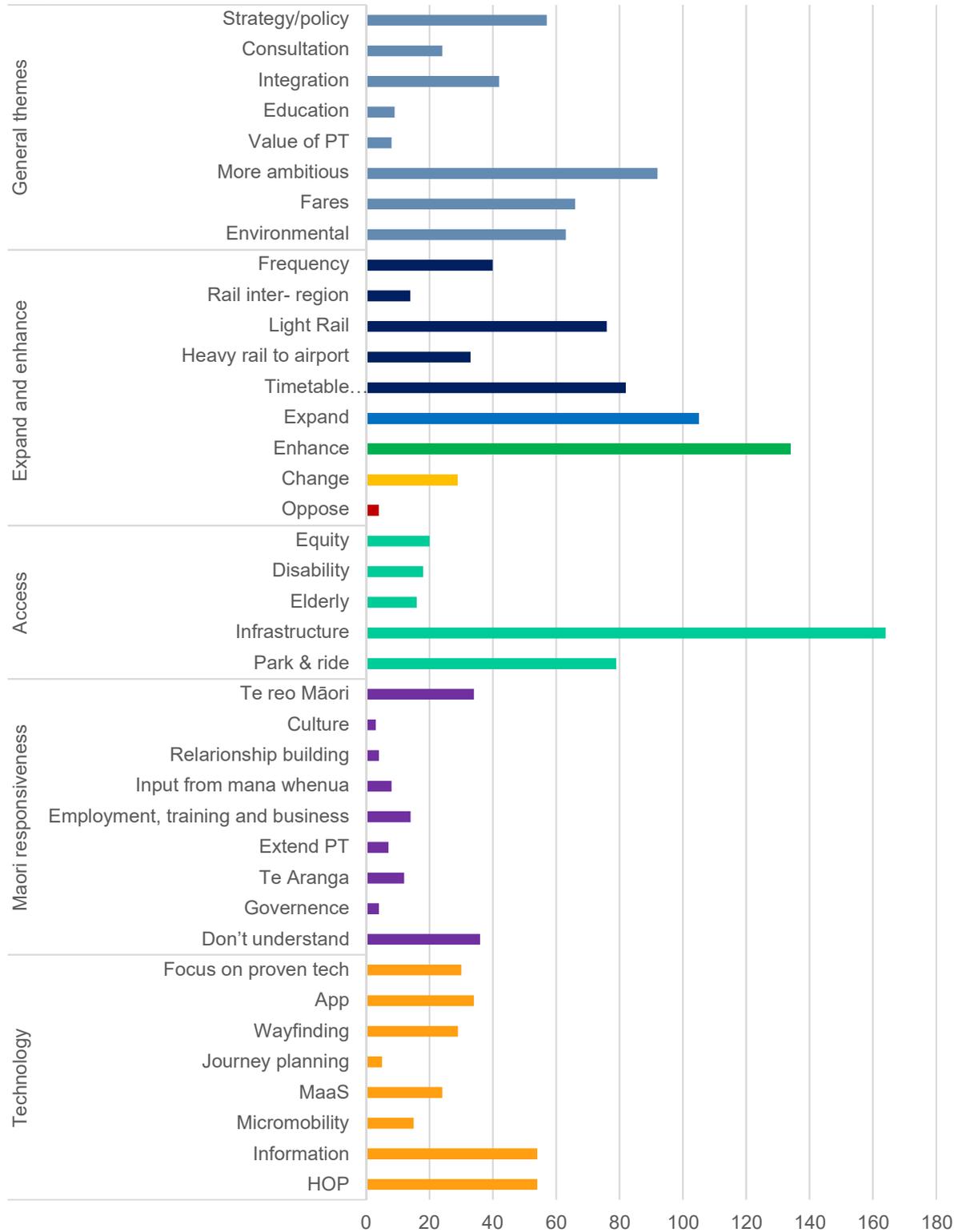
The WRLB emphasised their support for the City Rail Link and Investigation of Light Rail for the NW Motorway and asked AT to investigate improving access to the Western Line beyond Swanson to serve the NW growth areas of Huapai and Kumeu, and restore rail services to Waitakere Township.

The WRLB also advocated for and investigation of rural public transport/on demand service in the Waitakere Ranges with a funding case, policies that target the transport disadvantaged an objective and policy is added to “investigate public transport to visitor destinations in remote natural areas like the Waitakere Ranges Heritage Area to reduce traffic and parking impacts.”

Whau Local Board

The Whau Local board generally supported the RPTP and the four focus areas. The Whau local board were particularly interested in the expansion of the rapid transport network through the implementation of Northwest Rapid Transport Link and in increasing accessibility to public transport through increased pedestrian and cycling connections and additional park and ride facilities.

Appendix 1: All themes



Submissions may have been counted more than once

This graph shows the themes discussed above to better reflect the relative strength of the themes in the feedback.



Freepost feedback form

Draft Regional Public Transport Plan 2023-2031

Feedback is open until 17 August 2023

Is your feedback on behalf of an organisation or business? *(select one option)*

- Yes – I am the official spokesperson for the organisation / business
- No – These are my own personal views

If yes, what's the name of the organisation or business you are the spokesperson for?

Share your views on our proposals for Auckland's public transport system

Over the page you will find a list of topics covered in this survey, you can choose which topics you comment on, none of the questions are compulsory.

Important please read:

- If you only want to provide general feedback on the draft Regional Public Transport Plan (RPTP), or just want to share your general thoughts on public transport, then please answer the following questions:
 - General comments on the RPTP *(see page 22)*.
 - General comments on how to improve Auckland's public transport system *(see page 23)*.
- To make it easier to provide feedback, some examples from the draft RPTP are outlined under the “Key proposals/actions” questions.
- For more information or to provide feedback via our online survey visit [AT.govt.nz/rptp](https://at.govt.nz/rptp)



Survey topics / questions

This survey covers the following topics, you can comment on whichever topics you are interested in.

Vision and goals

The vision and goals set out what we want the public transport system to look like.

- The proposed RPTP vision and goals (*see page 3*)

Policies

Policies are statements as to how we will achieve the vision and goals, they also set the direction for the actions.

- The proposed RPTP policies (*see page 8*)

Actions

Actions give effect to the policies, generally they are the tangible changes happening to the public transport system you will see happening around you.

Key proposals/actions

- Fixing the current problems with public transport (such as service cancellations) (*see page 9*)
- Providing more frequent better-connected bus, train, and ferry services (*see page 10*)
- Speeding up travel times (*see page 11*)
- Rolling out cheaper fares (*see page 12*)
- Improving communications and technology (*see page 13*)
- Making improvements for people with accessibility needs (*see page 14*)
- Making public transport even safer (*see page 15*)
- Increasing the resilience of public transport to severe weather events (*see page 16*)
- Creating a low carbon public transport system (*see page 17*)

General feedback on RPTP actions

- Feedback on other RPTP actions, or general comments on the RPTP actions (*see page 18*)

Changes proposed to specific public transport services/routes

- RPTP proposals for specific public transport services/routes (*see page 19*)

General feedback

- General comments on the RPTP (*see page 22*)
- General comments on how to improve Auckland's public transport system (*see page 23*)

The proposed RPTP vision and goals

The vision and goals set out what we want the public transport system to look like.

Our highest and most urgent priority is fixing problems like driver shortages and service reliability, but we still need to plan for the future.

Our proposed vision and goals for the public transport system are shown below, you can also find out more on pages 24-30 of the draft RPTP and page 4 in the summary document.

Vision

To massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment





What do you think of this vision for Auckland’s public transport system? *(select one option)*

- The vision is great as it is
- The vision is on the right track but needs some minor changes
- The vision needs major changes

Why do you feel this way?

Goal 1: Services providing an excellent customer experience

What this means:

- Improved quality and number of services
- Public transport is efficient, frequent, reliable, and convenient.
- Public transport is resilient and responsive to changes in demand.
- Public transport adopts innovative approaches and integrates new technology.
- All aspects of public transport provides an excellent customer experience.

What do you think of this goal for Auckland's public transport system? *(select one option)*

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Why do you feel this way?



Goal 2: Enhancing the environment and tackling the climate emergency

What this means:

- Reduced carbon emissions from transport through more people using public transport and a low emissions public transport system.
- Public transport protects and restores biodiversity, water, and air quality.
- Public transport is resilient to severe weather events

What do you think of this goal for Auckland's public transport system? *(select one option)*

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Why do you feel this way?

Goal 3: Safe and accessible transport for everyone

What this means:

- Public transport reduces inequity, enabling people to access key social, economic, and cultural opportunities.
- Public transport is accessible and safe (including for people with disabilities).
- Public transport provides Māori whānau, hapū, iwi, and communities access to a range of cultural sites (such as marae and wāhi tapu).

What do you think of this goal for Auckland's public transport system? *(select one option)*

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes



Why do you feel this way?

Goal 4: Integrating public transport into a growing Auckland

What this means:

- Public transport helps to create more compact, sustainable, and efficient development patterns.
- New development areas are well connected to public transport.
- Public transport enables and supports well-functioning urban environments.
- Public transport is well connected with other transport modes.

What do you think of this goal for Auckland's public transport system? *(select one option)*

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Why do you feel this way?



Goal 5: Funding and delivering public transport transparently

What this means:

- Utilises community, and other, partnerships to better meet Aucklanders needs.
- Sharing more data about the performance of public transport services.
- Public transport supports Māori identity and Māori outcomes.
- Procurement supports the efficient delivery of services and value for money.
- Advocate for additional funding to address current funding shortfalls.

What do you think of this goal for Auckland's public transport system? *(select one option)*

- The goal is great as it is
- The goal is on the right track but needs some minor changes
- The goal needs major changes

Why do you feel this way?



Fixing the current problems with public transport

There have been many issues recently such as driver shortages and cancellations. We're working hard to fix these problems and get things back to where they were before the pandemic, this is our priority. Some key points to note are:

- We're on track to have the bus driver shortage fixed by the end of 2023.
- We're working with the government to raise wages and improve immigrations pathways for bus drivers and ferry skippers.
- KiwiRail's rebuild of the rail network will be complete by early 2026, reducing cancellations and disruptions.

Other short-term proposals are outlined on page 19, and pages 32-53 (as part of the actions) of the draft RPTP, and pages 7-11 in the summary document.

What are your thoughts on our initiatives to fix the current problems with public transport?

(select one option)

- The proposed actions are great as they are
- The initiatives are on the right track but need some minor changes or additions
- The initiatives need significant changes

Why do you feel this way?



Providing more frequent better-connected bus, train, and ferry services

Most Aucklanders want to be able to just turn up and go, rather than planning journeys around timetables. More frequent services also improves the connectivity of the public transport system by reducing waiting times when transferring between services.

Some of our key proposals to improve the frequency of public transport include:

- The Auckland Council Climate Action Targeted Rate will fund 10 new frequent bus routes by 2027, and we will deliver another three frequent routes by 2031 (see map in RPTP “Rapid and Frequent Transit Network 2031”).
- More buses on other lower frequency routes.
- Stages 2 and 3 of the Eastern Busway – between Pakuranga and Botany.
- Working with Waka Kotahi to deliver the north-west bus improvements, which includes buses every 7-8 minutes during peak hours.
- Planning improvements to the public transport system that will support and connect to Light Rail.
- City Rail Link creates the rail capacity to have more trains arriving more often.
- By 2026 trains will run every 7.5 minutes at peak travel times and every 15 minutes the rest of the day.
- KiwiRail is building three new trains stations on the southern line.
- Between 2024-2026 we will introduce more ferry trips on several routes, including Pine Harbour, West Harbour, Hobsonville Point, and Half Moon Bay; as well as more reliable connections to bus services.
- Changes to Gulf Harbour Ferry, Te Onewa Northcote Point Ferry, and OuterLink Bus Service.

Proposals to improve the frequency of public transport are outlined on pages 20-21, pages 34-41 (as part of the Goal 1 actions) and pages 82-118 (under Services) of the draft RPTP, and pages 7-11 in the summary document.

What are your thoughts on our proposed actions to provide more frequent public transport services?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Speeding up travel times

Aucklanders have told us they want public transport journeys to be quicker. Some of our key proposals to speed up travel times, include:

- City Rail Link will speed up train journeys meaning twice as many people will be within 30 minutes of central Auckland.
- Electric trains to Pukekohe.
- More bus lanes on key routes.
- More bus queue jumps and priority at intersections. For example buses running behind schedule will be able trigger a green traffic light.
- Stages 2 and 3 of the Eastern Busway – between Pakuranga and Botany.
- Working with Waka Kotahi to deliver the north-west bus improvements, which includes longer bus lanes on the motorway shoulders.

Proposals to speed up travel times are outlined on pages 20-21, and pages 34-41 (as part of the Goal 1 actions) of the draft RPTP, and pages 7-11 in the summary document.

Please note: These proposals are focused on travel times once people are on a bus, train, or ferry service. Other proposals that speed up overall travel times, such as service frequency and reliability, are covered in other questions in this survey.

What are your thoughts on our proposed actions to speed up travel times? *(select one option)*

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Rolling out cheaper fares

Aucklanders have told us they want cheaper public transport fares and discounts for frequent use. Some of our key proposals to provide better value fares, include:

- A weekly fare cap that allows unlimited travel for a fixed price.
- Half-price fares for under 25s and free fares for under 13s has just kicked off.

Proposals to provide better value fares are outlined on page 47 of the draft RPTP and page 7 in the summary document.

What are your thoughts on our proposed actions to provide better value public transport fares?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Making improvements for people with accessibility needs

Some Aucklanders have told us they want public transport to be easier to use for people with accessibility needs, such as those with visual impairments or reduced mobility. Some of our key proposals to improve the accessibility of public transport, include:

- Continue to implement our Accessibility Action Plan.
- Funding of the Total Mobility Scheme.
- Continued roll-out of audio announcements on buses.
- Ongoing accessibility improvements to stops and other infrastructure.

Proposals to improve the accessibility of public transport are outlined on pages 45-47 of the draft RPTP, and page 8 in the summary document.

What are your thoughts on our proposed actions to improve the accessibility of public transport?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Improving communications and technology

Aucklanders have told us they want AT to communicate better about things like services changes and cancellations. They also want better ticketing options and more innovative technology that improves the experience of using public transport. Some of our key communication and technology proposals, include:

- In 2025 passengers will be able to use credit cards to board public transport.
- AT HOP card will be replaced in 2026 when we move to the national ticketing system. One benefit of the new system is that it will enable online balance top-ups to take effect immediately.
- Improvements to the AT Mobile app and online channels to let you know things quickly.
- Better real-time service tracking information.

Communication and technology proposals are outlined on page 42 of the draft RPTP and page 8 in the summary document.

What are your thoughts on our proposed actions to improve communications and technology?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Making public transport even safer

Some Aucklanders have told us they want to feel safer when using public transport. Here are some of our key proposals to make public transport even safer:

- Rolling out transport officers on buses like on Auckland’s trains.
- Testing the implementation of safety barriers to protect drivers.
- Conflict de-escalation training for drivers.
- Run buses and trains more frequently in the evening.

Proposals to make public transport even safer are outlined on page 48 of the draft RPTP and page 8 in the summary document.

What are your thoughts on our proposed actions to make public transport even safer? *(select one option)*

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Creating a low carbon public transport system

Many Aucklanders have told us they want a low carbon public transport system. Here are some of our key proposals to reduce carbon emissions from the public transport system:

- Over 1,000 buses (75% of the fleet) will have no tail pipe emission by 2031.
- Electric ferries in operation on several routes by 2025.
- Electric trains to Pukekohe.
- Ensure all PT projects consider the emissions embodied within the whole project, such as materials and construction techniques, and reduce them where possible.

Proposals to create a low carbon public transport system are outlined on pages 43-44 of the draft RPTP and pages 8-11 in the summary document.

What are your thoughts on our proposed actions to create a low carbon public transport system?

(select one option)

- The proposed actions are great as they are
- The proposed actions are on the right track but need some minor changes or additions
- The proposed actions need significant changes

Why do you feel this way?



Feedback on RPTP proposals for specific public transport services/routes

Our proposals for specific bus, train, ferry, and on-demand services/routes are outlined in Part 7 of the draft RPTP.

How do you feel about the following proposed changes to public transport services/routes?

Proposed train service plan after City Rail Link opens

Eastern busway changes, including new direct routes from Ormiston and Meadowlands

(Bus routes 70, 705, 706)

OuterLink changes

(Bus routes OUT, 64, 65, 661)

Extending the AirportLink service to Botany, and associated changes

(Bus routes AIR, 31, 35, 356, 357, 358, 72)



Whangaparāoa changes related to the opening of Ō Mahurangi (PenLink)

(Bus services NX2, 99, 981, 982, 983)

Opening of Rosedale Station and associated bus network changes

(Bus route 864, 865, 907)

Removal of the Gulf Harbour ferry after the Whangaparāoa changes are made

(GULF ferry route)

Proposal for AT to take over the Waiheke ferry

(MTIA ferry route)



Contact details

PRIVACY: Auckland Transport is committed to protecting our customers' personal information. **Providing your postal or email address ensures that we can contact you with updates to the project (email is the preferred contact method).**

Your feedback will be made publicly available in our feedback report, but your name and contact details will always remain private.

First name _____

Surname _____

Street Address, Suburb _____

Post Code, City, Country _____

Email _____

Tell us a bit more about yourself

We monitor the answers below:

- To see if the feedback we are getting on our proposals for the public transport system varies according to things like where people live, how old they are, or how they travel around Auckland.
- So we can try and make sure we hear from a range of people.

What suburb do you live in?

What local board area do you live in?

What is your age?

- | | | |
|--------------------------------|-----------------------------|-----------------------------|
| <input type="radio"/> Under 16 | <input type="radio"/> 5-44 | <input type="radio"/> 65-74 |
| <input type="radio"/> 16-24 | <input type="radio"/> 45-54 | <input type="radio"/> 75-84 |
| <input type="radio"/> 25-34 | <input type="radio"/> 55-64 | <input type="radio"/> 85+ |

What gender are you?

- | | |
|------------------------------|--------------------------------------|
| <input type="radio"/> Male | <input type="radio"/> Gender diverse |
| <input type="radio"/> Female | |



What best describes your travel habits? *(select an option from each row)*

	Regularly <i>(once a week or more on average)</i>	Sometimes <i>(once a month or more on average)</i>	Rarely/Never <i>(few times a year or less on average)</i>
I travel by public transport to <u>work or education</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by public transport to <u>other destinations</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by private motor vehicle (e.g. van or car) to <u>work or education</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by private motor vehicle (e.g. car or van) to <u>other destinations</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by bicycle and micro-mobility (e.g. e-scooter) to <u>work or education</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I travel by bicycle and micro-mobility (e.g. e-scooter) to <u>other destinations</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What ethnicity are you? *(select all that apply)*

- NZ European
- Māori
- Pacific peoples
- Middle Eastern/Latin American/African
- Asian
- Other – please specify _____



If you are Māori, is your iwi/hapū part of a Mana Whenua group with ancestral connections to Tāmaki Makaurau?

- Yes
- No
- Don't know

Which iwi do you identify with in Tāmaki Makaurau?

- | | |
|--|---|
| <input type="radio"/> Ngāti Wai | <input type="radio"/> Ngāti Te Ata Waiohua |
| <input type="radio"/> Ngāti Manuhiri | <input type="radio"/> Te Ahiwaru Waiohua |
| <input type="radio"/> Ngāti Rehua Ngāti Wai ki Aotea | <input type="radio"/> Waikato-Tainui |
| <input type="radio"/> Te Rūnanga o Ngāti Whātua | <input type="radio"/> Ngāti Paoa |
| <input type="radio"/> Te Uri o Hau | <input type="radio"/> Ngāti Whanaunga |
| <input type="radio"/> Ngāti Whātua o Kaipara | <input type="radio"/> Ngāti Maru |
| <input type="radio"/> Ngāti Whātua Ōrākei | <input type="radio"/> Ngāti Tamaterā |
| <input type="radio"/> Te Kawerau ā Maki | <input type="radio"/> Te Patukirikiri |
| <input type="radio"/> Ngāti Tamaoho | <input type="radio"/> Other, please specify |
| <input type="radio"/> Te Ākitai Waiohua | _____ |
| <input type="radio"/> Ngāi Tai ki Tāmaki | <input type="radio"/> Don't know |

Do you have a disability?

- Yes
- No

If yes, what type of disability do you have?

- Hearing
- Acquired brain injury
- Visual
- Physical disability
- Intellectual
- Other – please specify _____



How did you find out about the plan, proposals, or survey?

- Social media
- Online advertisement
- Newspaper advertisement
- Poster in a bus, train, or ferry
- Poster in public transport stop or station
- AT Ambassador
- AT website
- OnBoard newsletter
- Email from AT
- Word of mouth
- Other (please specify) _____

Postage instructions

- Fold this survey into thirds along the dotted lines with the address at the bottom of the page showing (this panel should be hidden).
- Staple or stick together, to prevent unfolding.
- Place in post

FreePost Authority No. 233462



Integrated Network Planning
Auckland Transport
Private Bag 92250
Victoria Street West
Auckland 1142

Project: **Regional Public Transport Plan**





Draft 2023 Regional Public Transport Plan

Puketāpapa Local Board Workshop
14 September 2023



What is the RPTP?

Our main plan for public transport

- Sets out all planned services and policies
- Explains our public transport strategy
- Guided by the Regional Land Transport Plan (RLTP)
- Enables engagement with operators and the public



**Auckland's Draft Regional
Public Transport Plan
2023-2031**



What we want from you

Feedback helps us to improve the plan

To assist in revising the draft RPTP, AT would like you to provide formal feedback on:

- The proposed changes services changes in your area,
- Anything you feel is missing from the draft RPTP, and
- Any other content of the plan that you wish to comment on.

Feedback from your constituents are provided to assist your consideration of these points.



RPTP Vision and Goals

These guide the wider plan



Service changes in your area (1)

Route Number	Route Name	Route Description	Level of Service		Description of changes
			Current (2023)	Future (2031)	
30	Manukau Road	Onehunga – Royal Oak – Greenwoods Corner – Manukau Road – Epsom – Newmarket – Khyber Pass Road – City Centre	Frequent	Frequent	Additional afternoon trips from 2024 as part of OuterLink changes. Additional evening trips from 2025. City Centre destination changed to Wellesley Street from Queen Street in 2028 as part of City Centre bus changes
66	Mt Albert Road	Coyle Park – Pt Chevalier – Mt Albert – Mt Roskill – Three Kings – Royal Oak – Penrose Station – Penrose Road – Sylvia Park	Frequent	Frequent	Additional evening trips from 2025
295	Royal Oak	Ellerslie – Oranga – Royal Oak – The Drive – Gillies Avenue – Newmarket – Khyber Pass Road – City Centre	Connector	Connector	Route change from 2027 to travel via Broadway in Newmarket, via Owens Road/Alpers Avenue (not northern Gillies Avenue). City Centre destination changes to Wellesley Street from Queen Street in 2028 with City Centre bus changes
309	Pah Road	Māngere Town Centre – Favona – Māngere Bridge – Onehunga – Pah Road – Greenwoods Corner – Epsom – Newmarket – Khyber Pass Road – Karangahape Road – City Centre	Connector	Connector	Route via full length of Roberston Road from 2026 with City Rail Link opening and introduction of 311. City Centre destination changes to Wellesley Street from Queen Street in 2028 with City Centre bus changes
24B	Sandringham Road and Blockhouse Bay	New Lynn – Blockhouse Bay – Wesley – Sandringham Road – Kingsland – Universities – Wellesley Street	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes
24R	Sandringham Road and Richardson Road	New Lynn – Tiverton Road – Richardson Road – Owairaka Road – Sandringham Road – Kingsland – Universities – Wellesley Street	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes
24W	Stoddard Road and Ōtāhuhu	New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga – Ōtāhuhu Town Centre – Ōtāhuhu Station	Peak	N/A	Removed in early 2023. Not planned to be reinstated.
25B	Dominion Road and Blockhouse Bay	Blockhouse Bay – White Swan Road – Mt Roskill – Dominion Road – View Road – Universities – City Centre	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025
25L	Dominion Road and Lynfield	Lynfield – Mt Roskill – Dominion Road – View Road – Universities – City Centre	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025

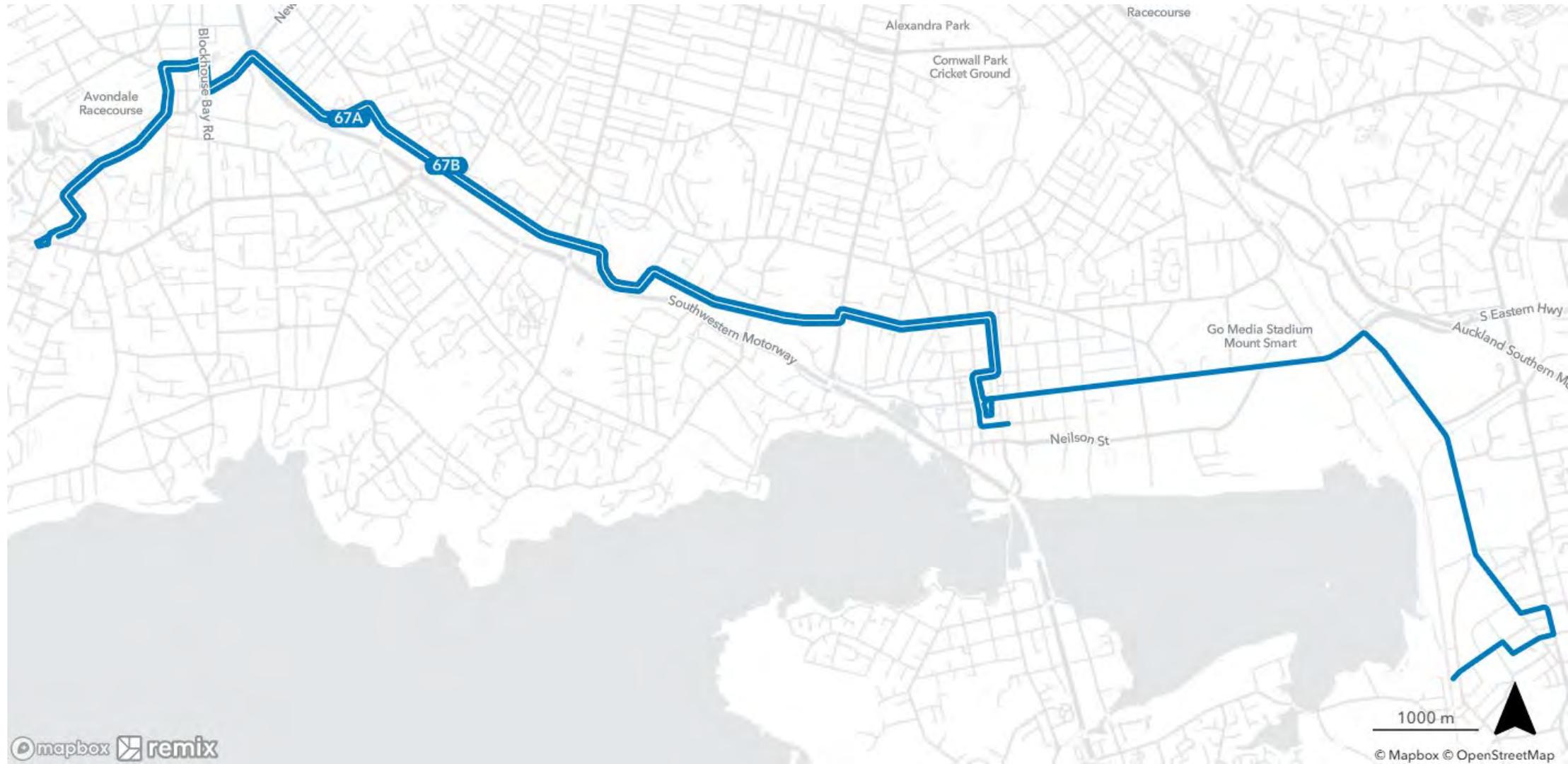
Service changes in your area (2)

Route Number	Route Name	Route Description	Level of Service		Description of changes
			Current (2023)	Future (2031)	
27H	Mt Eden Road and Hillsborough	Waikowhai – Hillsborough Road – Three Kings – Mt Eden Road – Maungawhau – Universities - Britomart	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025
27T	Mt Eden Road peak	Three Kings – Mt Eden Road – Maungawhau – Universities - Britomart	Peak	Peak	Removed early 2023. Will be reinstated by early 2024
27W	Mt Eden Road and Waikowhai	Waikowhai – Oakdale Road – Three Kings – Mt Eden Road – Maungawhau – Universities - Britomart	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025
67A	Stoddard Road	New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga	N/A	Connector (Frequent route branch)	New route introduced to provide Frequent service New Lynn – Onehunga (combined with 67B)
670 becomes 67B	Stoddard Road and Ōtāhuhu	New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga – Ōtāhuhu Town Centre – Ōtāhuhu Station	Connector	Connector (Frequent route branch)	Route renumbered as part of introduction of new route 67A to indicate common Frequent service New Lynn – Onehunga



Routes map

New 67 service



Next steps

After this workshop

Following the workshop, the next steps are:

- i. To provide formal feedback to AT on the draft RPTP at your next business meeting.
- ii. AT will consider your feedback as part of finalising the RPTP.
- iii. The revised RPTP will go to the AT Board for endorsement at their 29 November meeting.
- iv. The final RPTP is expected to be released in early December.



Memorandum

To: Puketāpapa Local Board
From: Luke Elliott, Principal Planner Auckland Transport
Date: 12 July 2023
Subject: Consultation – Draft Regional Public Transport Plan 2023

Introduction

1. The Regional Public Transport Plan (RPTP) is Auckland's main plan for public transport (PT) services. It outlines PT will be managed and improved over the next 8-years, with a detailed focus on the first 3-years. This includes the services that will operate during this period (and how they will change) and the goals, policies and actions that will shape PT.
2. The purpose of the RPTP under the Act is to enable consultation with the public and PT operators on the planning of services. It is a requirement of Land Transport Management Act 2003.
3. Auckland Transport's draft RPTP covers the 2023-2031 period and will be open for public consultation from 17 July to 17 August.
4. This memo outlines:
 - The key content of the draft RPTP, including the key service changes proposed for your local board area (see Appendix).
 - Key aspects of our consultation approach.
 - How we will seek your board's formal feedback once consultation closes.
5. Further information, including the draft RPTP and a summary of the draft RPTP, will be available at at.govt.nz/RPTP from 17 July.

Core content of the draft RPTP

6. The draft RPTP has been prepared in accordance with strategic direction provided by Auckland Council at their April 2023 meeting. This included the RPTP's Vision and Goals, the plan's three timeframes, and a balanced approach to service changes.
7. The three timeframes of the RPTP are:
 - 2023-2024 – our short-term focus is on recovery. This means resolving issues with reliability related to the driver shortage, and getting people back on PT.
 - 2025-2027 – our medium-term focus is on leveraging key infrastructure, to deliver improved services, increased patronage, and a positive public perception of PT.
 - 2028-2031 – in the long-term, we want to massively increase the number of people using PT. The draft RPTP's Vision and Goals are intended to carry over into future versions.
8. The RPTP has five goal areas, covering services and customer experience, the environment, equity, integrating PT into a growing Auckland, and how we fund and delivery PT. These areas provide the structure for the rest of the plan, including the actions and policies. A specific section also outlines how we have embedded Māori outcomes across these areas, throughout the plan.
9. Actions include our key proposals that will improve PT over the period of the RPTP. These are grouped into the short-, medium-, and long-term timeframes, as well as



aspirational actions that are either unfunded or beyond the timeframe of the draft RPTP.

10. This RPTP is also the first time we are communicating to the public how train services will run after the City Rail Link opens in 2026. The specifics of these changes are included in a separate memo (dated 28 June) that you were provided.
11. Significant changes to bus services are proposed in the draft RPTP. Over 80 routes are proposed to be improved or introduced, including 13 new frequent routes (operating at least every 15 minutes 7am-7pm, 7 days a week).
12. Most bus network changes relate to either:
 - Improvements that will be funded by Council's Climate Action Transport Targeted Rate (CATTR). Given existing funding sources are constrained, this rate funds most of the improved services proposed in the draft plan.
 - The opening of significant new infrastructure, such as the Northwest Bus Improvements, the Eastern Busway, Rosedale Bus Station, and Ō Mahurangi (PenLink), which enable new or improved services.
13. The draft RPTP highlights the introduction of electric ferries (from 2024) which will improve reliability and capacity of services, as well as a range of changes and improvements across the ferry network.
14. Potential new AT Local (On-Demand) service areas across the region are identified. These are not currently funded, but public feedback will help prioritise future areas should funding become available.
15. Longer-term projects that will be completed beyond the timeframe of the draft plan, such as Auckland Light Rail, Waitematā Harbour Connections, and the Rail Programme Business Case, are not included in this RPTP. Future RPTP's will cover service changes proposed as part of these projects.

Consultation

16. The upcoming public consultation on the draft RPTP will be carried out from 17 July – 17 August. This will be the third phase of engagement as part of the plan's development. The first phase included key interest groups and partners (including mana whenua, central and local government organisations, operators, and advocacy groups). The second phase included a public survey that asked Aucklanders their views on improving PT. Feedback we received in these phases has informed the draft plan. Further details are below:

Late 2022

- Identify issues and opportunities for PT and develop draft RPTP goals.
- Engagement activities in this phase included:
 - Market research survey (over 1,000 Aucklanders).
 - Workshops with partners and key interest groups.

January – April 2023

- Further feedback on draft goals, develop draft actions, and research on Aucklanders priorities for public transport.
- Engagement activities in this phase included:



- Market research (over 1,200 Aucklanders).
- Workshops with partners and key interest groups.
- Auckland Council's Transport and Infrastructure Committee endorsed the strategic direction for the RPTP.

May-June 2023

- Development of the draft RPTP.
- AT Board endorses draft RPTP for public feedback.

17. Consultation on the draft RPTP will follow the Local Government Act's Special Consultative Procedure. This sets out the length of the consultation (one month), how we promote it, and the ways in which we must be opening to receiving feedback. Some of our engagement activities include:

- 12 events across the region where the public can drop-in to ask us questions or provide oral feedback. These will be at libraries, major bus and train stations, and on-line. These will be advertised on our website and AT's social media channels.
- AT ambassadors will raise awareness of the RPTP's consultation by handing out flyers at major bus and train stations.
- Notification to all AT Mobile users.
- The marketing campaign for the RPTP will be based on what we heard from Aucklanders about what they want from PT, and how the draft plan responds to these concerns and aspiration. This includes social media, full-page press ads, ads at bus stops, billboards, and radio advertising.
- Articles in OurAuckland and AT's Onboard newsletter.
- The feedback from, which will be available in hard-copy and online, has questions based on key proposals in the draft RPTP. It also invites comments on specific service changes, and general feedback on improving PT.
- Workshops with Auckland Council's People's Panels.

Engagement with local boards

18. Once consultation closes, we will prepare reports on public feedback by each local board area. These reports will include a summary of the Auckland wide feedback and the feedback from within the local board area.
19. We will then attend a workshop with each local board, to discuss the report for your area, and then seek your formal feedback via your regular business meetings. Both the workshops and business meetings have already been scheduled (in September and October).
20. Your feedback will help inform changes to the draft plan and will be considered by the AT Board before they adopt the final RPTP in November this year.



Memorandum

Appendix – service changes in your area

An extract from Part 7 of the RPTP is provided below, which outlines the service changes proposed in your area. We are happy to provide a briefing on specific changes, if you have any questions arising from the information below.

Routes are described by their level of service – rapid and frequent routes operate at least every 15 minutes, from 7am to 7pm, 7 days a week. Connector routes operate at least half hourly, and local routes are generally at least hourly. These are minimum frequencies, and many routes operate more often (especially at peak times). Any proposed reductions compared to today’s level of service are specifically noted in the table.

The main service changes affecting Puketāpapa can be summarised as:

- A new frequent connection between Onehunga and New Lynn via the 67 (made up of 67A and 67B), via the current 670 route.
- Changes to the destination of buses in the City Centre, in line with our City Centre Bus Plan (consulted on in 2021).
- General improvements to service levels on other routes.

Route Number	Route Name	Route Description	Level of Service		Description of changes
			Current (2023)	Future (2031)	
30	Manukau Road	Onehunga – Royal Oak – Greenwoods Corner – Manukau Road – Epsom – Newmarket – Khyber Pass Road – City Centre	Frequent	Frequent	Additional afternoon trips from 2024 as part of OuterLink changes. Additional evening trips from 2025. City Centre destination changed to Wellesley Street from Queen Street in 2028 as part of City Centre bus changes
66	Mt Albert Road	Coyle Park – Pt Chevalier – Mt Albert – Mt Roskill – Three Kings – Royal Oak – Penrose Station – Penrose Road – Sylvia Park	Frequent	Frequent	Additional evening trips from 2025
295	Royal Oak	Ellerslie – Oranga – Royal Oak – The Drive – Gillies Avenue – Newmarket – Khyber Pass Road – City Centre	Connector	Connector	Route change from 2027 to travel via Broadway in Newmarket, via Owens Road/Alpers Avenue (not northern Gillies Avenue). City Centre destination changes to Wellesley Street



Memorandum

Route Number	Route Name	Route Description	Level of Service		Description of changes
			Current (2023)	Future (2031)	
					from Queen Street in 2028 with City Centre bus changes
309	Pah Road	Māngere Town Centre – Favona – Māngere Bridge – Onehunga – Pah Road – Greenwoods Corner – Epsom – Newmarket – Khyber Pass Road – Karangahape Road – City Centre	Connector	Connector	Route via full length of Roberston Road from 2026 with City Rail Link opening and introduction of 311. City Centre destination changes to Wellesley Street from Queen Street in 2028 with City Centre bus changes
24B	Sandringham Road and Blockhouse Bay	New Lynn – Blockhouse Bay – Wesley – Sandringham Road – Kingsland – Universities – Wellesley Street	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes
24R	Sandringham Road and Richardson Road	New Lynn – Tiverton Road – Richardson Road – Owairaka Road – Sandringham Road – Kingsland – Universities – Wellesley Street	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes
24W	Stoddard Road and Ōtāhuhu	New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga – Ōtāhuhu Town Centre – Ōtāhuhu Station	Peak	N/A	Removed in early 2023. Not planned to be reinstated.
25B	Dominion Road and Blockhouse Bay	Blockhouse Bay – White Swan Road – Mt Roskill – Dominion Road – View Road – Universities – City Centre	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025
25L	Dominion Road and Lynfield	Lynfield – Mt Roskill – Dominion Road – View Road – Universities – City Centre	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025

Memorandum

Route Number	Route Name	Route Description	Level of Service		Description of changes
			Current (2023)	Future (2031)	
27H	Mt Eden Road and Hillsborough	Waikowhai – Hillsborough Road – Three Kings – Mt Eden Road – Maungawhau – Universities - Britomart	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025
27T	Mt Eden Road peak	Three Kings – Mt Eden Road – Maungawhau – Universities - Britomart	Peak	Peak	Removed early 2023. Will be reinstated by early 2024
27W	Mt Eden Road and Waikowhai	Waikowhai – Oakdale Road – Three Kings – Mt Eden Road – Maungawhau – Universities - Britomart	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025
67A	Stoddard Road	New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga	N/A	Connector (Frequent route branch)	New route introduced to provide Frequent service New Lynn – Onehunga (combined with 67B)
670 becomes 67B	Stoddard Road and Ōtāhuhu	New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga – Ōtāhuhu Town Centre – Ōtāhuhu Station	Connector	Connector (Frequent route branch)	Route renumbered as part of introduction of new route 67A to indicate common Frequent service New Lynn – Onehunga

