

Waiheke New Network: Revised recommendations on routes and timetables

Report to Local Board

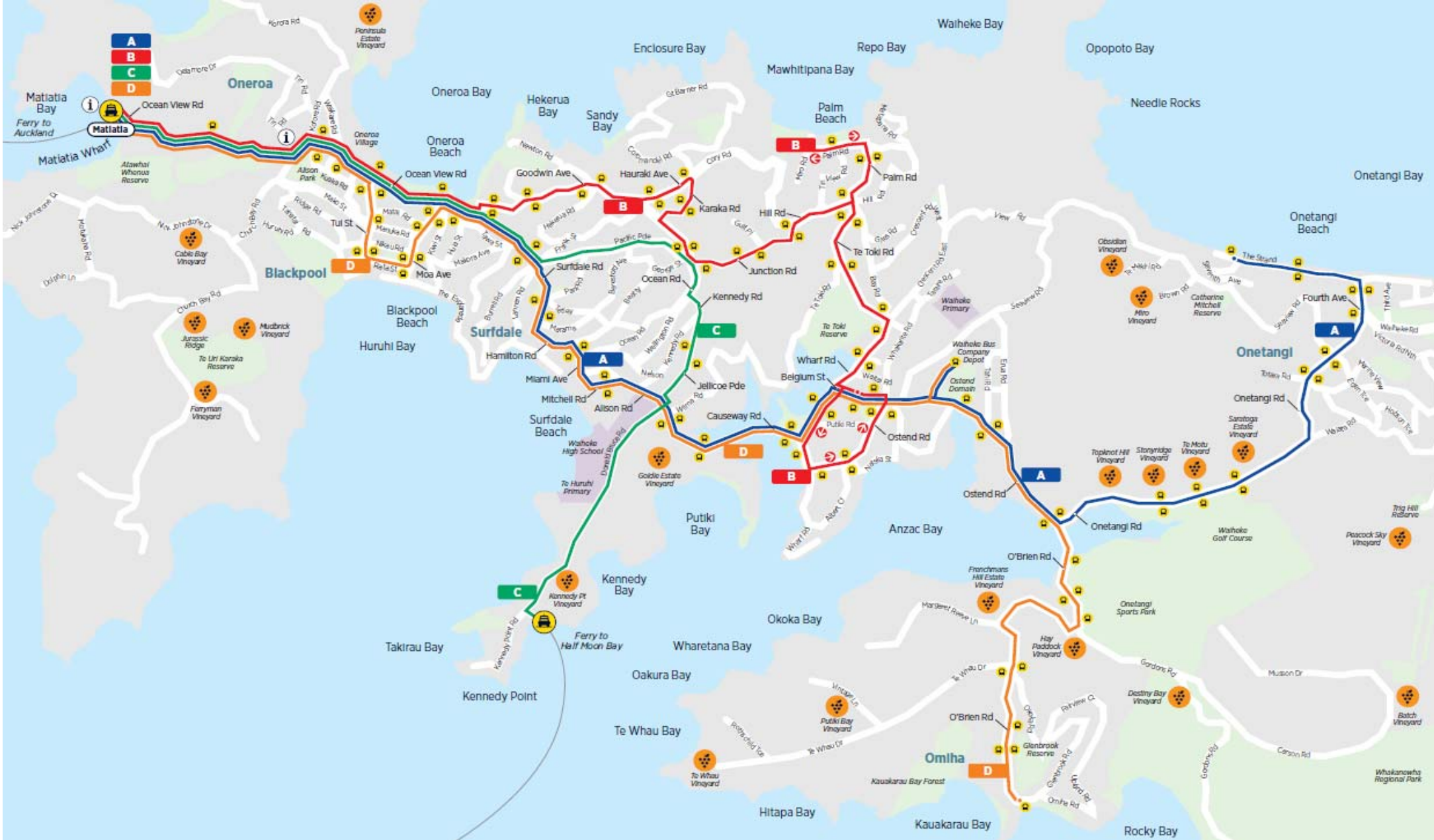
Network Development Team
21 February 2019



Introductions

- Helen Griffin
 - New Engagement Project Manager for Waiheke, New Network team
- Peter Moth
 - Manager Network Development, Transport Services Development dept





Four consultation routes

Consultation responses

Strong support for:

- Better connection timings with Matiatia ferries
- New service for Kennedy Point
- Retaining services to Wellington Rd and Waiheke Rd
- Restoring 30-min off-peak service to Rocky Bay and Blackpool

Majority support for:

- Retaining service along The Strand to Seventh Ave - 54%
- Direct Rocky Bay service to go via Belgium St, rather than Ostend/Wharf Rd loop - 79%



WAIHEKE ISLAND



Revised recommendations



AT Metro
Have your say
on proposed changes to
Waiheke bus services

What new routes are proposed?

Route A: Chingai, Orere, Surfside, Orere, Matiatia
Route B: Orere, Palm Beach, Orere, Matiatia
Route C: Newerly Park, Kaitake Parade, Pacific Parade, Orere, Matiatia
Route D: Rocky Bay, Orere, Surfside, Blackpool, Orere, Matiatia

Feedback is open 19 March to 20 April 2018
Fill in the feedback form at www.AT.govt.nz/newnetworkwaiheke

AT Metro
Have your say
on proposed changes to
Waiheke bus services

Fill in the feedback form at www.AT.govt.nz/newnetworkwaiheke

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AT Metro
Have your say
on proposed changes
to Waiheke bus services

Auckland Transport is proposing changes to the routes and timetables for Waiheke public bus services.

What new routes are proposed?

Route A: Chingai, Orere, Surfside, Orere, Matiatia
Route B: Orere, Palm Beach, Orere, Matiatia
Route C: Newerly Park, Kaitake Parade, Pacific Parade, Orere, Matiatia
Route D: Rocky Bay, Orere, Surfside, Blackpool, Orere, Matiatia

Feedback is open 19 March to 20 April 2018

Give us your Views on the proposed new routes and timetables
• Look out for a feedback form in your letterbox
• Fill in the online feedback form at www.AT.govt.nz/newnetworkwaiheke

Date	Location	Time
Thursday 22 March	Downtown Ferry Terminal, Pier 2	
Saturday 24 March	Orere, Matiatia, To Orere Rd	
Saturday 24 March	Countdown, Bagshaw Rd, Orere	5pm to 7pm
Sunday 8 April	Unichem Pharmacy, 150 Government Rd, Orere	8:30am to 12pm
Sunday 8 April	Matiatia Ferry Terminal	11am to 4pm
		9am to 2pm
		3pm to 6pm

For more information go to www.AT.govt.nz/newnetworkwaiheke or contact us at 09-366-6400



2019: proposed Waiheke New Network



Future route

C

- Matiatia to Kennedy Point ferry terminal
- Meets popular foot passenger ferry services from Half Moon Bay
- Proposed and strongly supported at consultation (delayed due to major wharf works at KP)
- Post-2020 implementation
- Approx. hourly, 7 days, 6am to 9pm





2020+: Waiheke New Network



Summary: Simplifying the New Network ⁹

- Route A provides a consistent journey and timetable along the main arterial road, with better timed connections to ferries
- Route B provides a consistent journey and timetable linking local destinations
- Route C provides a new and consistent service to Kennedy Point ferry terminal
- Route E restores Waiheke Rd service
- Route F, when combined with Route A, provides a frequent service for both visitors and locals, (15 minutes, 7am to 7pm, 7 days)
- Route G caters for the increase in summer patronage



Implementation date now 13 Oct 2019

- Key safety/infrastructure improvements needed
- Wayfinding enhancements needed
- New bus fleet needed
- Contract negotiations with operator not yet resolved
- Implementation at/close to Fullers summer timetable



Key safety and infrastructure improvements



- Seventh Ave: road markings & clearer kerb area (plus reversing cameras/beeper system on buses)
- Waiheke Rd/Belle Terrace: improvements to hard stand area and installation of a bus shelter
- Oceanview Rd nr Oue Rd (outside ANZ): elongate bus stop to two bus-lengths
- Belgium St: move existing west-bound bus stop to outside Countdown, creating space for two buses
- Placemakers carpark: create bus turning area to remove turn around in Waiheke Bus Co depot
- Further comprehensive audits underway to identify post-implementation improvements

Wayfinding improvements

Comprehensive wayfinding audit underway

- Each stop will require:
 - Pole
 - RP-5 (Bus Stop sign)
 - Blue Flag
 - Double-sided timetable case
- Stops with shelters will also have:
 - Geographic map (inside A1 frame)
 - Some will have a Local Area Map where relevant (usually near iconic/historic land marks)



Consultation raises safety issues

- Buses travelling along The Strand (and possible environmental damage to the embankment and foreshore)
- Reversing practice at Route A terminus, 7th Ave/The Strand



- Reversing practice at Waiheke Rd/Belle Terrace terminus (pictured)
- Turning circle at the Palm Beach terminus
- Safety issues running a full-size bus on a restored Seaview Rd route

Safety concerns addressed

Independent environmental and safety audits were conducted August to October 2018:

- Reversing at 7th Ave/The Strand bus stop:
 - Acceptable practice, with safety improvements (adopted)
- Reversing practice at Waiheke Rd/Belle Terrace terminus
 - Not a safety issue but infrastructure improvements needed
- Turning circle at the Palm Beach terminus
 - Move stop and shelter for better passenger access to bus
- Running a full-size bus on a restored Seaview Rd route
 - Narrow road in parts precludes restoring this service
- Environmental audit on The Strand embankment confirmed buses cause “less than minor” erosion

Potential legal challenges on The Strand¹⁵

- ‘Crossing median strip to reversing into Seventh Ave breaches Road Rules 2004’
 - AT considers existing practice is not a material breach
- ‘Increasing bus services “by 500%” exceeds existing use granted under the RMA’
 - AT considers such services do not exceed existing use



Public release of the Waiheke Consultation Report

- 26 March: AT Board signoff meeting
- Local Board's views on routes and timetables by 25 February, at the latest, to be incorporated into report for AT Board
- Following AT Board signoff, Report updated with final decisions with copy to Local Board
- Public release on Thursday, 4 April:
 - From 27 February to public release date, the New Network team completes Report and prepares communications material:
 - Media release (to Gulf News)
 - Local newspaper advertisement
 - Links to the report, and any other relevant information, on our website
 - Links for AT's feedback channel 'Bus Review'
- Post-release, New Network team responds to feedback via Bus Review

Waiheke Local Board Workshop proceedings

Workshop record of the Waiheke Local Board held in the Waiheke Local Board Office, 10 Belgium Street, Ostend on Thursday 21 February 2019, commencing at 9.00am.

PRESENT

Chairperson: Cath Handley

Members: John Meeuwsen
Shirin Brown
Bob Upchurch

Apology: Paul Walden

Also present: Janine Geddes, Helgard Wagener, Mark Inglis, Safia Cockerell

Workshop Item	Governance role	Summary of Discussions
<p>Auckland Transport Update</p> <p>Mel Dale (Elected Member Relationship Manager)</p> <p>Peter Wilson (Engagement Project Manager)</p> <p>Helen Griffin (Engagement Project Manager)</p> <p>Peter Moth (Manager Network Development)</p> <p>Stephen Healiss (PTOM Operator Implementation Manager)</p> <p>Andy Lee (Planner Network Policy & Services)</p>	<p>Keeping Informed</p>	<p>The board received an update from the bus network team on the proposed changes for the new bus network.</p> <p>Board would like the reasons for the hold etc. on Kennedy Point service clearly articulated to the community.</p> <p>Implementation due for 13 October 2019 with infrastructure and safety improvements required prior to this. Board want to ensure the reasons are also clearly articulated to the community who will see October as a big delay.</p> <p>Electric buses very important. Shane Ellison told the board when meeting with them that he would support electric buses. Electric buses take a lot longer to procure and are a greater cost. Also, don't have the infrastructure on the island to charge them.</p> <p>11 brand new bus stops and 20 to be improved. Board would like local artists involved with designed fun/creative bus stops.</p> <p>Communication required around hopping off a bus and hopping on another not being charged again. Using the bus like a network.</p>

		<p>Action:</p> <ul style="list-style-type: none">• Helen – work on communications prior to 4 April. Communications to be circulated to the board prior.• Safia/Lisa – organise a goodbye party for Mel (last day is 15 March).
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The workshop concluded at 3:05pm

Waiheke Local Board Workshop proceedings

Workshop record of the Waiheke Local Board held in the Waiheke Local Board Office, 10 Belgium Street, Ostend on Thursday 14 March 2019, commencing at 9.00am.

PRESENT

Chairperson: Cath Handley

Members: John Meeuwsen

Shirin Brown

Bob Upchurch

Paul Walden **(From 2:30pm for Area Plan meeting)**

Also present: Janine Geddes, Helgard Wagener, Mark Inglis, Safia Cockerell

Workshop Item	Governance role	Summary of Discussions
<p>Auckland Transport Update</p> <p>Mel Dale (Elected Member Relationship Manager)</p> <p>Jonathan Anyon (Elected Member Relationship Team Manager)</p> <p>Gareth Willis (Manager Ferry Services)</p> <p>Stacey Van Der Putten (Group Manager Metro Service Delivery)</p>	<p>Keeping Informed</p>	<p>PTOM</p> <p>Jonathan and AT support bringing the ferries under PTOM. Unlikely that fee structure would change and could potentially be worse but low risk of this.</p> <p>Board – fares not the only driver. Competition and service are other issues. Resilience of service – timetable consistent, guaranteed services, equity (zones).</p> <p>Through PTOM AT will have more of an overview of costs etc. than they have now.</p> <p>Shirin – would like to see tendered service including Sealink.</p> <p>Discussion needed on what the board would want to achieve with this.</p> <p>Potential to bring freight in as well.</p> <p>Board to build a business case for NZTA to take to the minister with support from AT. Meeting set up with Cath, Helgard, John Nash and Mark Lambert to discuss.</p> <p>PTOM would give more control over the fares and the timetable.</p> <p>Transport Forum</p>

		<p>Workshopped on Monday evening to provide input on 10-year transport plan.</p> <p>Need to include PTOM on this plan.</p> <p>Bus stops</p> <p>Significant works to be completed prior to the new timetable. Critical work will be completed to enable it to go live.</p> <p>Board want to have creative bus stops with local art etc. Is there an opportunity for this with the new bus stops? Want to understand costs and how the board can make this happen.</p> <p>Hospital/airport bus from ferry terminal</p> <p>Connectivity from the ferry terminal to the hospital bus and the airport bus is difficult for the elderly, families with bags or those that have mobility issues. Health providers have provided letters on difficulty for patients to get to the hospital.</p> <p>Cruise ships are met by buses so should be able to bring them closer.</p> <p>Could hospital bus be a smaller vehicle so that it can get into Queen's Wharf.</p> <p>Matiatia</p> <p>Issues with tourist operators around competitiveness on trade. Verbal altercations with AT security etc. To get further information.</p> <p>Keyhole is safety risk. Has a safety review. New plan to use swipe card access at a cost.</p> <p>Operations Manager</p> <p>Jonathan to support the board while an operations manager is recruited.</p> <p>Abandoned vehicles</p> <p>Jonathan and Mel are following through on this. Jonathan is looking into streamlining process for Waiheke. Need understanding on the process.</p> <p>Local contractor on island that could pick up this. Would like to have a local contractor.</p>
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		<p>Sealink ferries</p> <p>Sealink sending out misinformation that AT has banned standby parking.</p> <p>Waiheke Road Stormwater</p> <p>AT will fix the road. Mel to send through to Jodee.</p> <p>Action:</p> <ul style="list-style-type: none"> • Mel – connect Fiona with relevant person at AT to discuss opportunity to add art to the bus stops. • Stacey – come back to the board on hospital and airport bus coming onto wharf. • Mel/Jonathan – find out tendering process etc. for abandoned vehicles. • Mel – get back to Cath to confirm work start date for KP.
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The workshop concluded at 4:41pm

Waiheke Local Board Workshop proceedings

Workshop record of the Waiheke Local Board held in the Waiheke Local Board Office, 10 Belgium Street, Ostend on Thursday 20 June 2019, commencing at 9.00am.

PRESENT

Chairperson: Cath Handley

Members: Shirin Brown
Bob Upchurch
John Meeuwsen (via Skype)

Apology: Paul Walden

Also present: Janine Geddes, Helgard Wagener, Safia Cockerell, Fiona Gregory

Workshop Item	Governance role	Summary of Discussions
<p>Auckland Transport update</p> <p>Jonathan Anyon (Elected Member Relationship Team Manager)</p> <p>James Brown (AT Consultant)</p> <p>Karin Turnage (Senior Asset Metro Specialist)</p> <p>Helen Griffin (Communications and Engagement Advisor)</p> <p>Brad Matson (Project Manager)</p> <p>Pete Moth (Manager Network Development)</p> <p>Adrian Price (Specialist Project Manager)</p>	<p>Keeping informed</p>	<p>Monthly update from Auckland Transport covering the following:</p> <p>Sealing part of Matiatia carpark</p> <p>Oceanview Road car park, issues with consent required due to safety and environmental issues. Interim measure required. Sealing entrance to the carpark to prevent silt running onto the car park.</p> <p>Only free car park so need to ensure that as much parking as possible is retained.</p> <p>Aim is for minimal disruption.</p> <p>Mike Summerhays is Waiheke Stormwater contact from Healthy Waters.</p> <p>Possible pontoon for Waiheke Coastguard.</p> <p>Meeting with coastguard regarding their pontoon, repurposing material instead of sending it to landfill.</p> <p>Bob – pontoon needed at end of Wharf Road. Also Matiatia recreational boat ramp.</p> <p>List of sites to the board of possible pontoons.</p>

		<p>Korora Rd NSAAT – Update</p> <p>Jonathan talked to engineer again. Still think quantity is required.</p> <p>Cycle lanes</p> <p>Looking at another separator that cyclists might be comfortable with. Talking with Tony King Turner. Concrete and provide good separation. Similar to one on Carlton Gore Road in Auckland.</p> <p>Board wants them to be highly visible with green colour.</p> <p>Ostend TMP – Update</p> <p>TMP needed for the market, come from Marty Felton. Training required for this. \$250 to \$300 a day. Total cost of approx. \$1000. Person who has done a two-day course can write up a TMP and manage it. Also need another person trained for 1 day.</p> <p>Traffic counts</p> <p>These were done at Christmas time. Can send the board through a summary version.</p> <p>Metro – New Network</p> <p>New network for Waiheke will fit in with the wider Auckland network. Helps to give an impression of a change.</p> <p>Bus display boards discussed (naming / destinations) and Local Board feedback will be taken on board.</p> <p>The board noted their support for the use of “Ōmiha (Rocky Bay)” on maps, timetables and bus destination information.</p> <p>Metro - Bus shelter design</p> <p>Signs – board like wood panel with white text.</p> <p>Board likes green colour, rustic wood. Wayfinding information instead of noticeboard. Timber seats. Semi-transparent design to go on side facing bus coming.</p>
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		<p>Tukutuku commit to with design from the marae on left hand panel. See through nature to retain the landscape behind.</p> <p>Local input for designs. Local groups to do. Need specs and timelines to go out to groups.</p> <p>Every stop to have a network map. Larger stops to also include an area map.</p> <p>Board would like a competition organised for locals to design the central panel.</p> <p>Seven shelters required by October with more to follow after October. Upper half looking towards the bus needs to be almost entirely clear.</p> <p>Bus stop – Oneroa</p> <p>Two options presented to the Waiheke Transport Forum involved removal of three palm trees on Oceanview Rd in order to create a double stop required for the new network. The forum provided feedback on the preferred option.</p> <p>Design has not come to the board. Alternatives are important for Oneroa as removing palms changes the whole street scape and this would not be supported by the Local Board</p> <p>AT will be contacting affected landowners regarding 10-11 key infrastructure sites – these letters will not go out until after the full Local Board meeting on 26/06. Feedback will inform final decisions.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Jonathan - Include a notice regarding works at Owhanake carpark is included within the Gulf News. Also could include Local Board FB page. Signage at car park entrance. • Janine – pass information on TMP costs etc. to market people. • Brad – need to let board know the keys dates so designs can be confirmed prior to installation. Also need dimensions. Also need a concept design with colour chosen and blank panels. • Table bus shelter design at board meeting.
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		<ul style="list-style-type: none"> • AT to provide bus stop options for Oneroa under Transport Forum item on board agenda.
<p>Strategic Broker update</p> <p>Fiona Gregory (Strategic Broker)</p>	<p>Keeping informed</p>	<p>Monthly update from Strategic Broker.</p> <p>Community Resilience Project</p> <p>Proposal to hold workshop with local groups around local resilience. Upskill residents. Community networks etc. Board supportive of project.</p> <p>George Kahi funding request</p> <p>\$1500 towards cost of a hui on 27 July. Collective of Auckland marae talking about e-technology but now become bigger with addition of presenting mauri stone. Missed quick response round.</p> <p>Action:</p> <ul style="list-style-type: none"> • Fiona – send out presentation to the board.
<p>Waiheke Area Plan working party meeting</p> <p>Michele Perwick (Principal Planner)</p> <p>Peter Vari (Team Leader North West and Islands)</p> <p>Petra Burns (Planner)</p> <p>Nalayini Brito and Gareth Davies (Vinstar)</p> <p>John McKenzie (Lighting Consultant)</p>	<p>Local Initiatives/Specific Decisions</p>	<p>Continued presentation from last week's workshop.</p> <p>Dark Skies from Nalayini Brito</p> <p>Lighting Management Plan identified gaps in lighting rules here compared to the city. Not really any rules in the HGI plan.</p> <p>Received frank and honest feedback from a colleague at IDA on an informal basis. Conservative feedback.</p> <p>Potential for the eastern part to be accredited as an International Dark Sky Park. Western part could be an International Dark Sky Community.</p> <p>AT can dim street lights and put them at zero tilt. On board to help meet DSA r restrictions.</p> <p>Retrofitting 750 lights is a cost \$300,000 to \$400,000 for all the street lights on Waiheke.</p> <p>Lighting rules need to change to protect the environment better.</p> <p>Bob – rule changes would need to be enforced.</p>

		<p>Natural landscapes and landforms</p> <p>Altering natural landscape for buildings.</p> <p>Areas need to be preserved or we will lose it. The changing of the landscape and natural form is the priority. District Plan/ Unitary Plan needs the teeth to retain the natural character.</p> <p>Area Plan will be the visionary side, which will help guide the Unitary Plan. That will be the time to workshop how to give strength.</p> <p>The Area Plan needs to be quite explicit. Maximise the position through the Area Plan. Rules to be enforced. Waiheke are getting more impervious areas, larger buildings, less trees. There needs to be appropriate levels of regulation and control.</p> <p>Heritage</p> <p>Shirin - Pa sites/manganese mines on private property. Also koiwi being exposed.</p> <p>Heritage assessment is required, for landforms also. E.g. Rothchilds house at Wharetana Bay</p> <p>Public Open Space</p> <p>Need to be working on basis of 1 million plus visitors.</p> <p>Needs to recognise marine environment e.g. boat mooring in bays and marinas.</p> <p>Marine pollution is RMA marine preservation act. There doesn't seem to be any enforcement mechanism for boat pollution.</p> <p>People and Community facilities</p> <p>Care facilities, respite care. Social engagement. Child with special needs and disabilities. Health – overnight hospital for small procedures</p> <p>Quality not quantity, better facilities for young rather than more.</p> <p>Business and Centres</p> <p>Vitality is not expressed in a built form. Colour palate for Oneroa is dire.</p>
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		<p>Shirin – high speed broadband is a priority.</p> <p>Reminder that there is another workshop on Wednesday 26 June at 9.30am – 11am to discuss the survey.</p> <p>Action:</p> <ul style="list-style-type: none"> • Michele - distribute Te Aranga Design Principles. Done.
<p>Quick Response Round Three</p> <p>Agus Castro Pons (Grants Advisor)</p>	<p>Local Initiatives/Specific Decisions</p>	<p>Considered the applications for the Waiheke Quick Response Round Three and provided direction on the allocation of the fund.</p> <p>Action:</p> <ul style="list-style-type: none"> • Safia – invite Mary Frankham from Te Korowai o Waiheke to discuss funding pest control.

The workshop concluded at 3:31pm

Waiheke Local Board Workshop proceedings

Workshop record of the Waiheke Local Board held in the Waiheke Local Board Office, 10 Belgium Street, Ostend on Thursday 12 September 2019, commencing at 9.00am.

PRESENT

Chairperson: Cath Handley

Members: Shirin Brown

Bob Upchurch

Apologies: John Meeuwsen

Paul Walden

Also present: Janine Geddes, Helgard Wagener, Mark Inglis, Dileeka Senewiratne, John Nash and Fiona Gregory

Workshop Item	Governance role	Summary of Discussions
Bus Shelters	Seeking feedback from Board	<u>Topics of discussion</u> The board went through the design options.

The workshop concluded at 3.15pm

Waiheke Local Board Workshop proceedings

Workshop record of the Waiheke Local Board held in the Waiheke Local Board Office, 10 Belgium Street, Ostend on Thursday 12 September 2019, commencing at 9.00am.

PRESENT

Chairperson: Cath Handley

Members: Shirin Brown

Bob Upchurch

Apologies: John Meeuwsen

Paul Walden

Also present: Janine Geddes, Helgard Wagener, Mark Inglis, Dileeka Senewiratne, John Nash and Fiona Gregory

Workshop Item	Governance role	Summary of Discussions
Bus Shelters	Seeking feedback from Board	<u>Topics of discussion</u> The board went through the design options.

The workshop concluded at 3.15pm

Waiheke Local Board Workshop proceedings

Workshop record of the Waiheke Local Board held via skype on Wednesday 8 April 2020 commencing at 9.00am

PRESENT

Chairperson: Cath Handley

Members: Bob Upchurch
Kylee Matthews
Robin Tucker

Absent: Paul Walden

Apologies: Helgard Wagener

Also present: Janine Geddes, Mark Inglis, Dileeka Senewiratne John Nash and Fiona Gregory

Workshop Item	Governance role	Summary of Discussions
<p>Auckland Transport Update Jonathan Anyon – Elected Member Relationship Manager, Pete Moth – Manager Network Development, Anthony Blom – Operations Manager, Helen Griffin – Transport Services Engagement Planner, David Hilson – Senior Services Network Planner</p>	<p>Informal dissemination</p>	<p>The transport team provided an update to the board on a number of issues.</p> <p>Bus network. Driver availability on the island – AT has a good pool of drivers and if not for the covid-19 situation, the 50B route would have restarted. Now 50B will remain on hold. The route that AT is running at the moment with significant reduced patronage and demand on the island.</p> <p>Electric Buses - Manufacturing plant overseas has been affected and there will be a few months of delay. At this point the blue buses will continue.</p> <p>Customer Satisfaction Survey in Feb had pretty good numbers – 450. Overall satisfaction was 80% comparatively to 90% across Auckland. 40% were residence and 60% were visitors.</p> <p>29% of residents are using the bus services.</p> <p>Pete took the board members through the survey result presentation.</p> <p>50B and Kennedy Point service will not be running during winter from May 2020.</p>

		<p>Ostend loop going forward will go live at the same time the 50B go live.</p> <p>Trailing the usage of Ostend road, on average every 7 trips they pick up 1 passenger. Costing AT on journey time. AT suggested to drop the 50B and extend the Belgium street. Suggestion that 50B be extended to the Ostend road.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Use of bus network by purpose (Slide 10) - Break down of purpose of usage for Waiheke Residents only • Use of bus network by time of the day (peak vs off peak). We may need to map this by time of survey taken, if recorded • Access to private vehicle (Slide 12) – Break down of Access to vehicles by Age for Waiheke Residents only • Satisfaction by individual bus routes (Slides 17 – 23) for Waiheke Residents only
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The workshop concluded at 3.28pm

Passenger Perceptions of Waiheke Bus Network

Auckland Transport | February 2020

Background and Research Objectives



- Significant population and visitor growth on Waiheke Island is expected in the next few years– putting pressure on the already-constrained transport network. Bus use has increased and there have been calls for improved routes and timetables and more frequent bus services.



- Auckland Transport designed an improved and simpler bus network for the island, with more frequent services and better connections with ferries. Extensive public consultation fed into the final network design.
- The new network was rolled out in October 2019. The network currently consists of five routes– 50A, 50B (*not operating at the time of the research*), 502, 503 and 504. Route 501 will be added once upgrade work at Kennedy Point is complete.



- Auckland Transport is keen to gather customer feedback to assess the success of the network to date. Feedback collected may be used to improve network design and enhance the bus user experience.

Research Method

Data Collection Method



On-board survey. Questionnaires handed out to every eligible passenger on pre-selected services. 49 services surveyed across the four routes in operation at time of survey (50A, 502, 503, 504).

Note: Given the short trip length, a shortened version of the questionnaire was used to survey on Route 503

Fieldwork Dates



12th – 18th February 2020

Fieldwork conducted on 12th, 14th, 15th, 16th, 17th and 18th February

Sample Size



Total sample size: n=454

Respondent profile is provided in Appendix

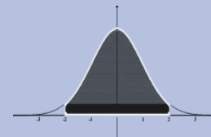
Response Rates



Distribution response rate
(Share offered who accepted questionnaire) 60%

Completion rate
(Share of those who took questionnaire who completed it) 82%

Maximum Margin of Error



$\pm 4.6\%^*$

** Maximum margin of error at the 95% confidence interval.*

Testing for True Differences



All results have been cross-tabulated by route, direction, time of trip, day or week, frequency of use of bus service, whether private vehicle was available, gender, age, residential location, reason for trip, and ticket type. Statistically-significant differences identified have been highlighted in the text.

Summary



Use of Waiheke Bus Network

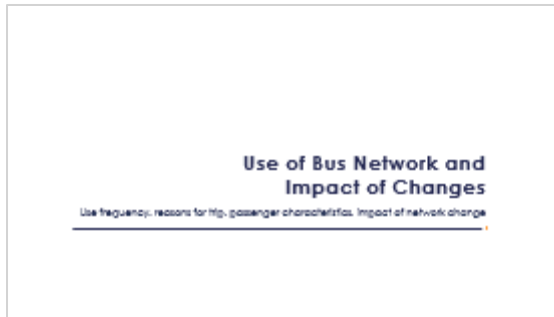
Impact of Changes

Waiheke Island bus network users comprise two groups – local residents (very regular users, travelling for work and/or shopping, paying with AT HOP or Waiheke ferry monthly pass) and visitors to the island (infrequent users, travelling for entertainment/sightseeing, using services on weekends and paying with cash).

The majority (66%) of bus passengers did not have access to a private vehicle to make the trip they were surveyed on. Whilst, as expected, visitors are over-represented among this group, 55% of local residents reported not having access to a private vehicle.

While convenience relative to alternative options is the main motivation for using the bus network, local residents in particular are also motivated by difficulties experienced finding parking and a desire to use socially responsible transport options.

Among passengers using the Waiheke buses prior to the network change, 23% report using buses more often now. Among Waiheke residents, this figure is 29% - including 8% who were non-users prior to October 2019. Only 8% report that their bus use has declined. The impact of the network change on frequency of use is similar across routes.



Summary



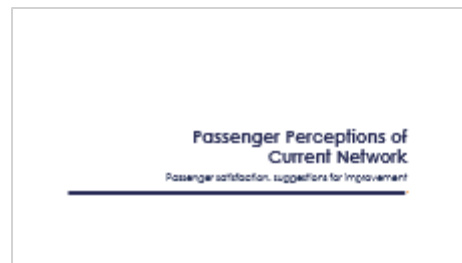
Passenger Perceptions of New Network

The accessibility afforded by the Waiheke Island bus network makes it easy to use. Users report that they can easily connect with island attractions and the ferry via ample and well-placed stops.

Overall ratings for routes 503 (96% satisfied), 502 (86%) and 50A (83%) are all positive - although local residents (76%) are less positive than visitors (91%). Route coverage is perceived positively as is journey time, the ease of transferring services and the operating hours of the route.

However, service unreliability and infrequency makes using the Waiheke bus network difficult, especially for regular service users. Ratings are lower for service frequency, particularly for Route 50A (76% satisfied).

The new bus network performs least well for service reliability (75% satisfied; 18% expressing dissatisfaction). Perceived reliability is poorest for Route 50A, 22% rating the service negatively for arriving/departing on time. Those whose trips are time-critical (passengers travelling on Waiheke ferry monthly passes, regular service users and Waiheke residents) are particularly critical of service reliability. More frequent buses and shorter/more direct routes may enhance service reliability going forward.



Summary



Moving Forward

No strong preference is indicated for the routing of Route 50A through Ostend. Just over half of those sufficiently familiar with the route don't have a preference for whether the service goes via Belgium Road or Wharf Road/Ostend Road. Preference is split almost equally for the remaining passengers. Belgium Road is perceived to provide better access to amenities but can be difficult to access for older passengers/those with mobility issues. Wharf/Ostend Road is perceived as closer to where passengers live/work.

The most frequently-given additional feedback on the new Waiheke bus network is the desire for greater route coverage, especially by Route 502 users and those with no private vehicle. Ostend and Orapiu are most frequently mentioned as additional places bus passengers would like to be able to access, with Ostend being considered an 'essential' location by half of those nominating this location, and four out of five 'nominees' saying they would travel to Ostend at least once a fortnight if they could.



Click on slide in 'Slide Show' mode to go to relevant section in report

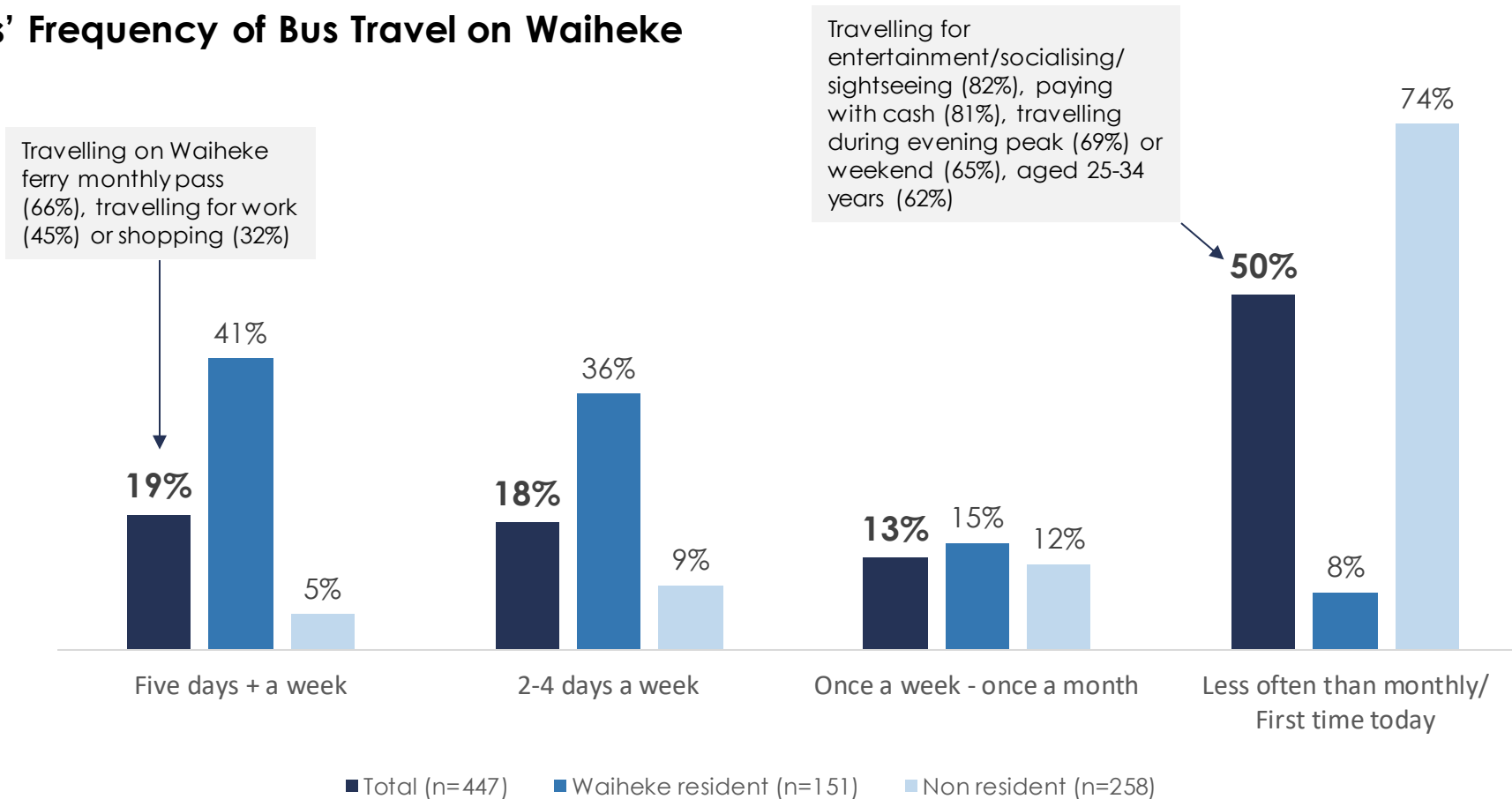
Use of Bus Network and Impact of Changes

Use frequency, reasons for trip, passenger characteristics, impact of network change

One in five bus passengers are very regular bus users; half use buses on Waiheke Island at least monthly

Bus users who are local residents tend to be frequent users; three-quarter use buses twice a week or more often; only 8% of bus-using locals are infrequent users.

Bus Users' Frequency of Bus Travel on Waiheke Island



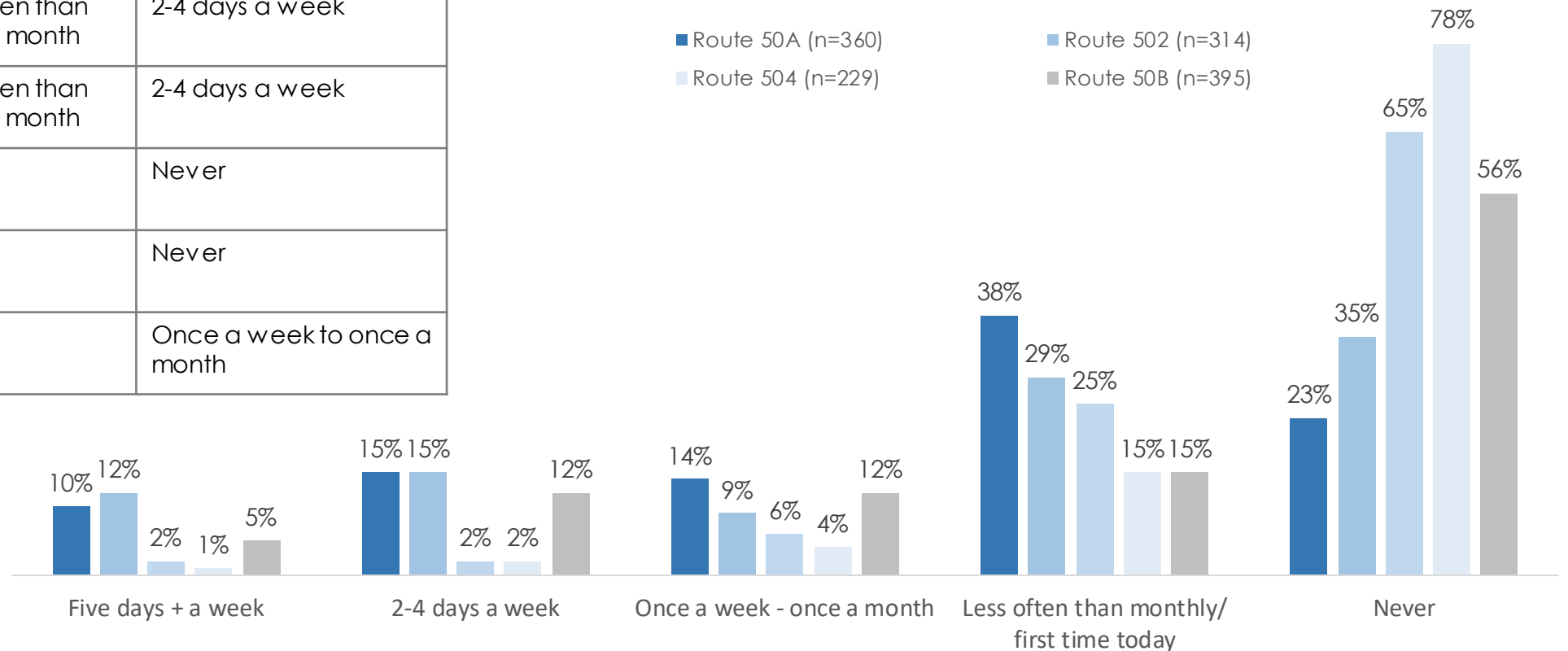
Routes 50A and 502 have highest frequency of use

A quarter of bus passengers use Routes 50A and/or 502 at least twice a week. This compares with 4% for Route 503 and 3% for Route 504. When it was operating, 17% used Route 50B at least twice a week.

Frequency of Travel by Bus by Route

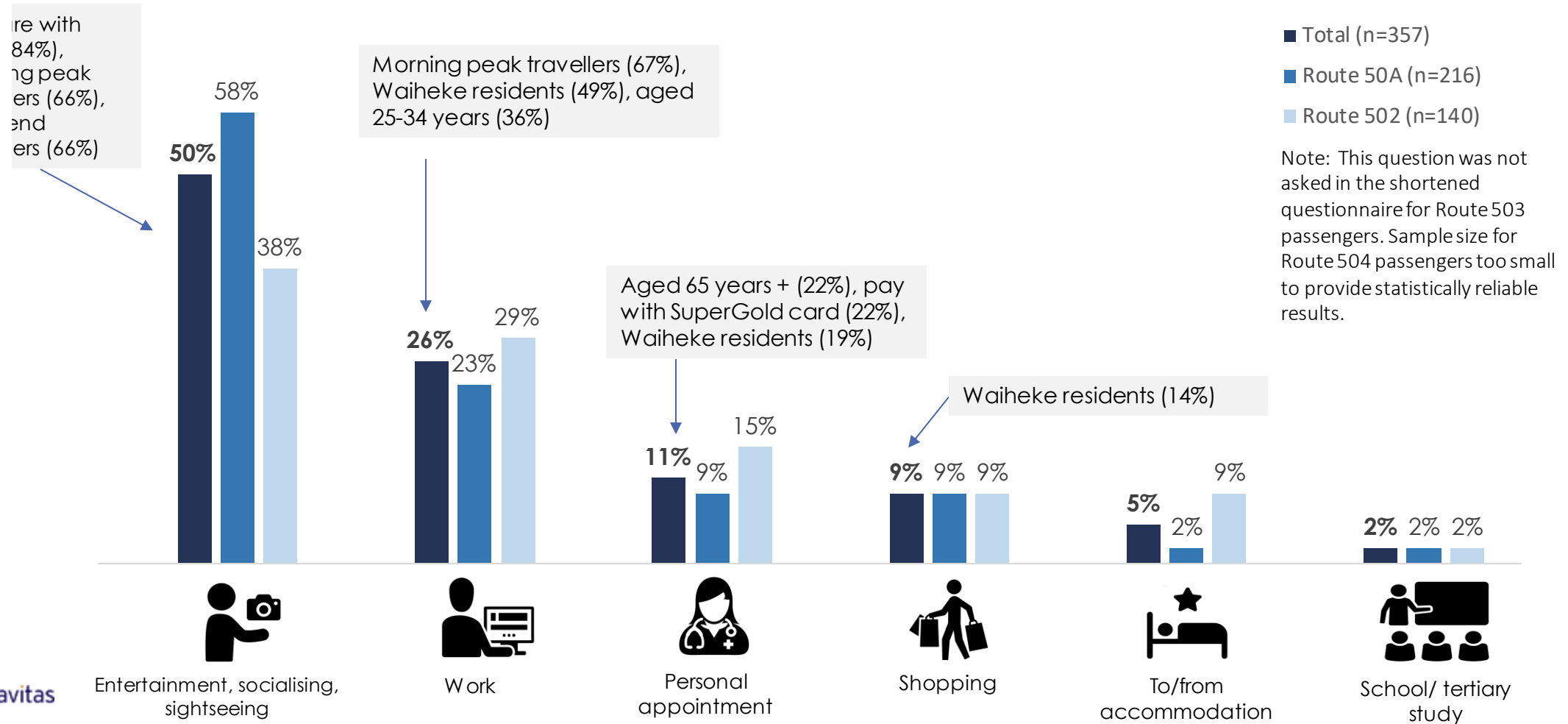
	Median Visit Frequency (Total)	Median Visit Frequency (Waiheke Residents)
0A <i>ji – Matiatia</i>)	Less often than once a month	2-4 days a week
02 <i>ji – Matiatia</i>)	Less often than once a month	2-4 days a week
03 <i>ji – Oneroa</i>)	Never	Never
04 <i>ji – Road – Ostend</i>)	Never	Never
0B* <i>ji – Matiatia</i>)	Never	Once a week to once a month

* This route was not operational at the time of the survey



Greatest share of passengers use buses for entertainment/socialising. A quarter are travelling for work.

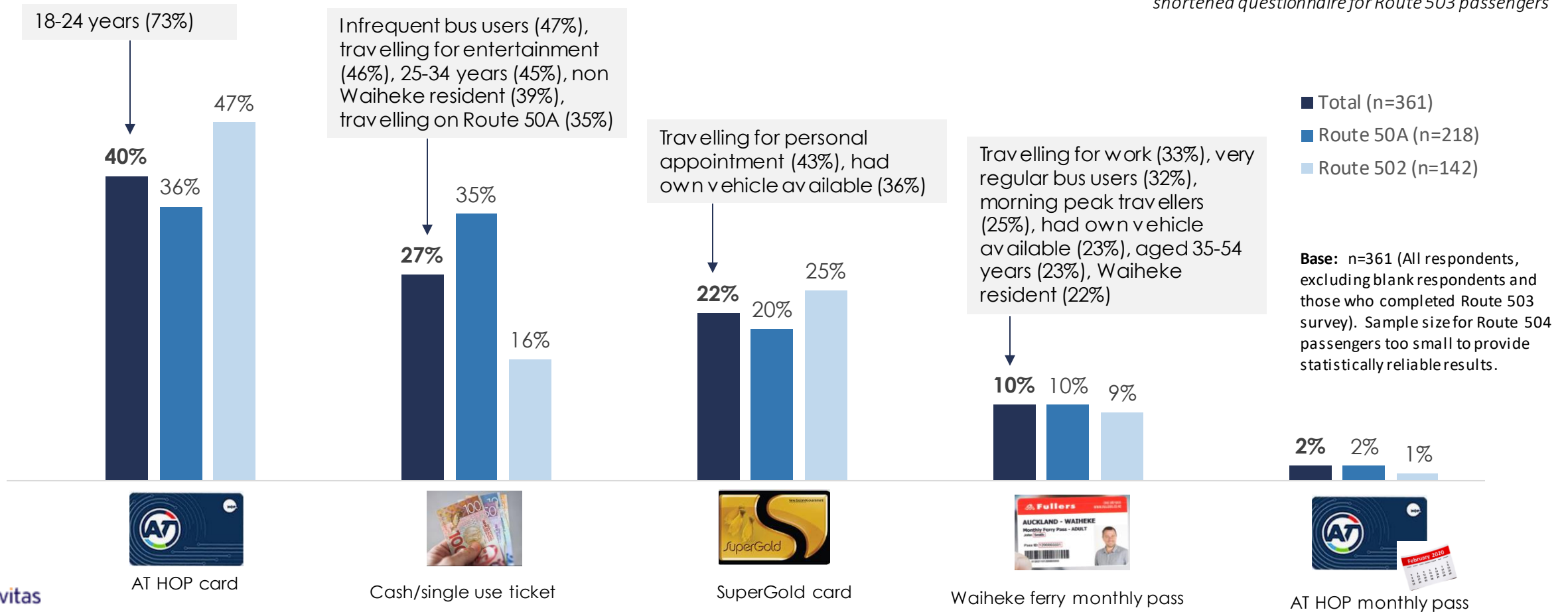
Route 50A more likely to be used for entertainment/socialising/sightseeing trips; Route 502 more likely to be used for trips to work and personal appointments.



Greatest share of passengers paid for fare using AT HOP card (stored value)

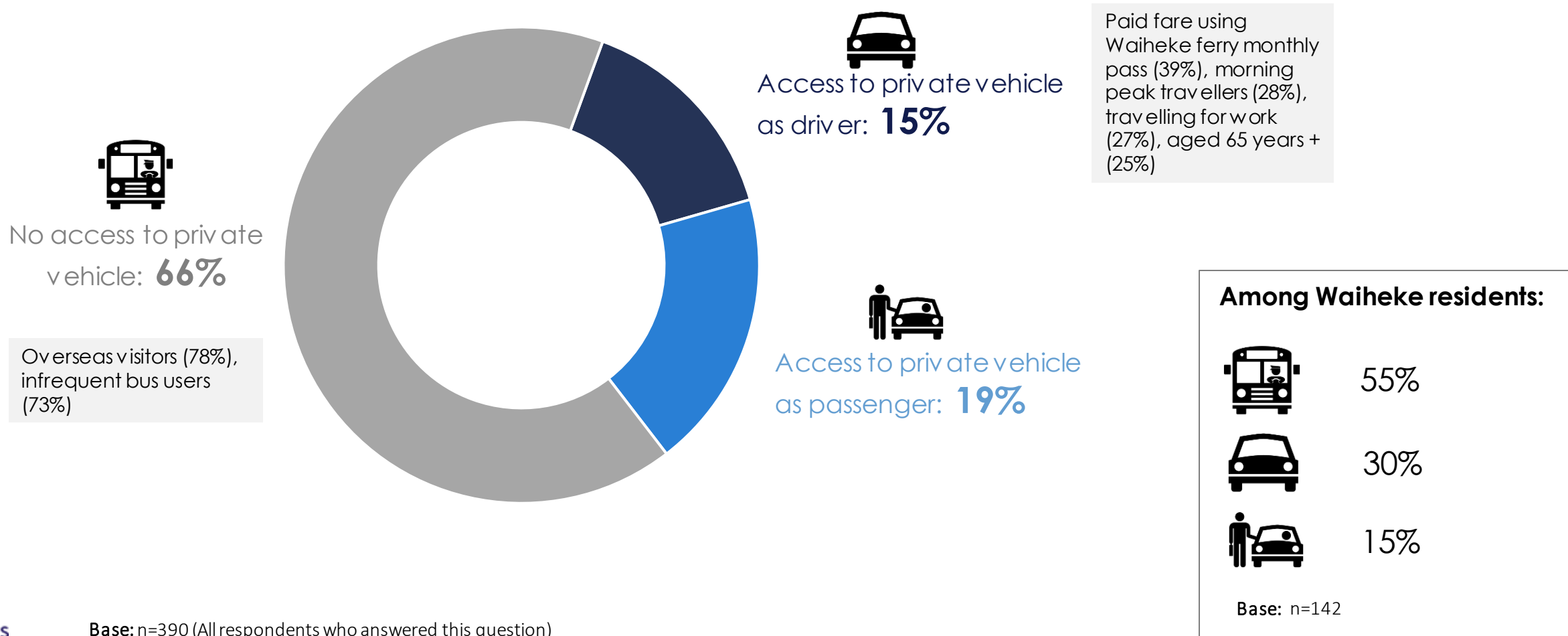
Cash/single use paper tickets (27%) and SuperGold card (22%) also common payment methods.

Note: This question was not asked in the shortened questionnaire for Route 503 passengers



Two-thirds of bus users did not have access to a private vehicle to make the trip.

Among Waiheke residents, more than half (55%) did not have access to a private vehicle.



Passengers cite a range of motivations for choosing to travel by bus

I chose to travel by bus today because ...



... it's more convenient or easier than alternatives
35%



... parking is hard to find
30%
Esp. Waiheke residents (56%), travelling for work (53%), those with access to own vehicle (49%), those aged 65 years + (49%)



... it's a socially-responsible thing to do
24%
Esp. those travelling for work (44%), with access to own vehicle (41%), Waiheke residents (34%)



... it's less stressful than driving
17%

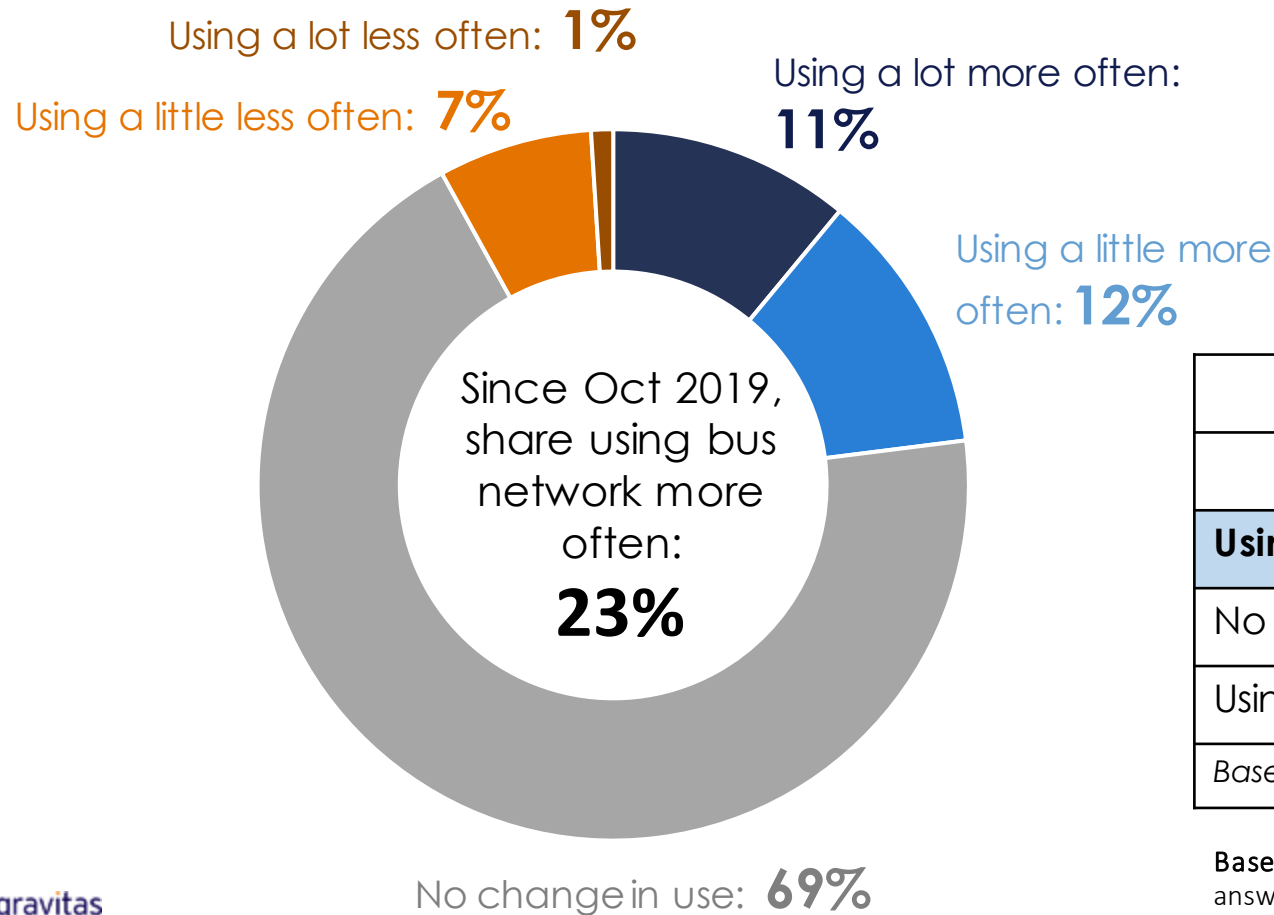
Other frequently-mentioned reasons for travelling by bus

Cost of fuel/running a vehicle too expensive	14%
Parking too expensive	12%
Trying to avoid congestion	10%
Something novel, different	9%
Don't like driving	6%

Note: A full lists of reasons is provided in the Appendix

Among passengers using Waiheke buses prior to the network change, a quarter report using buses more often now

The increase in use is consistent across all three routes. The majority of passengers (69%) have not experienced a change in use frequency.

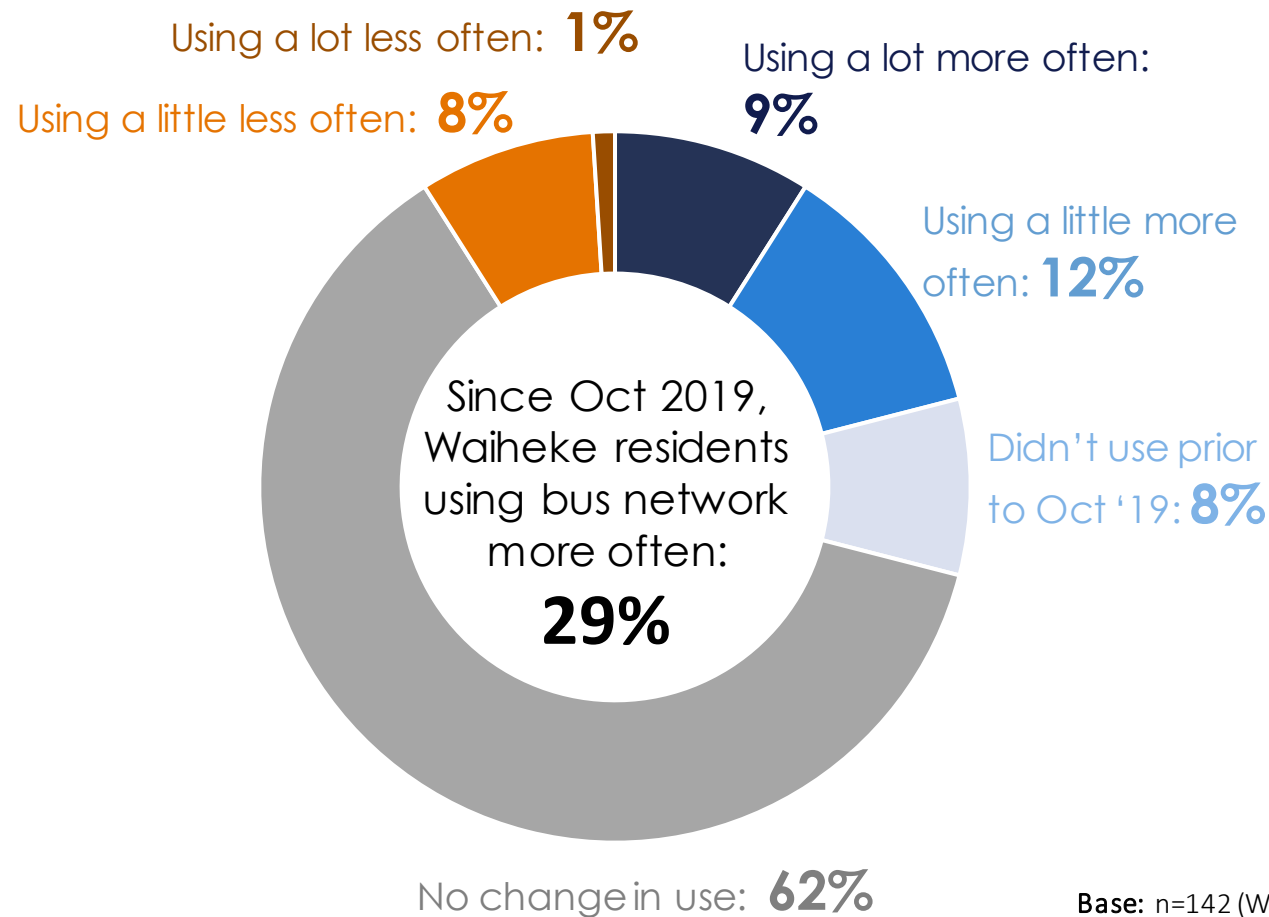


	Regular users of ...		
	Route 50A	Route 502	Route 503
Using more often	26%	26%	30%
No change in use	65%	67%	61%
Using less often	9%	7%	9%
Base	n=108	n=87	n=23

Base: n=237 (Those who had used buses on Waiheke Island prior to October 2019 and who answered this question. Sample size for Route 504 passengers too small to provide statistically reliable results.)

Among Waiheke residents, bus network changes have had a positive impact on use frequency

Whilst the greatest share of Waiheke residents (62%) report no change in frequency of bus use, 29% report either increasing their existing use (21%) or starting to use buses (8%).



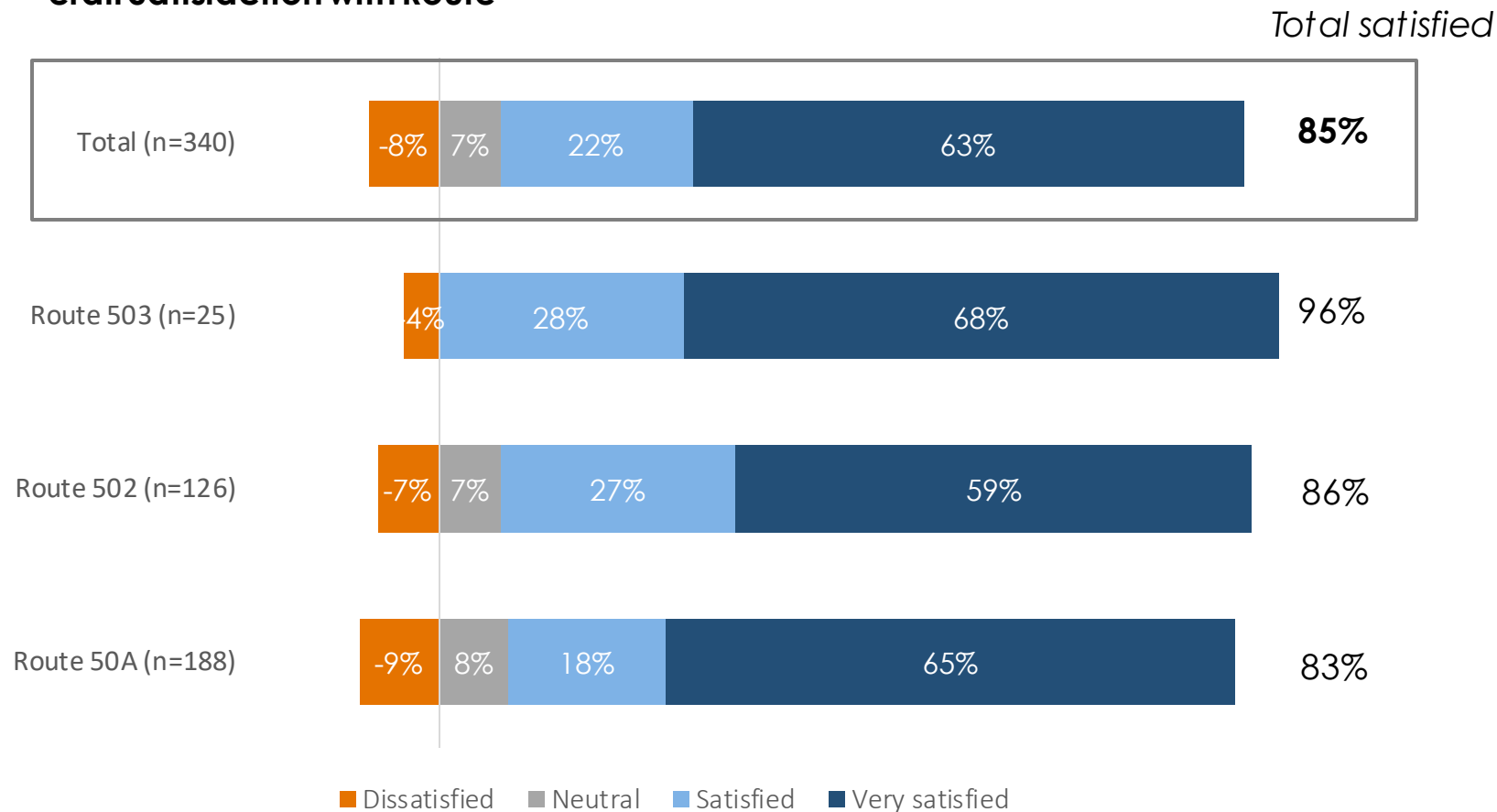
Passenger Perceptions of Current Network

Passenger satisfaction, suggestions for improvement

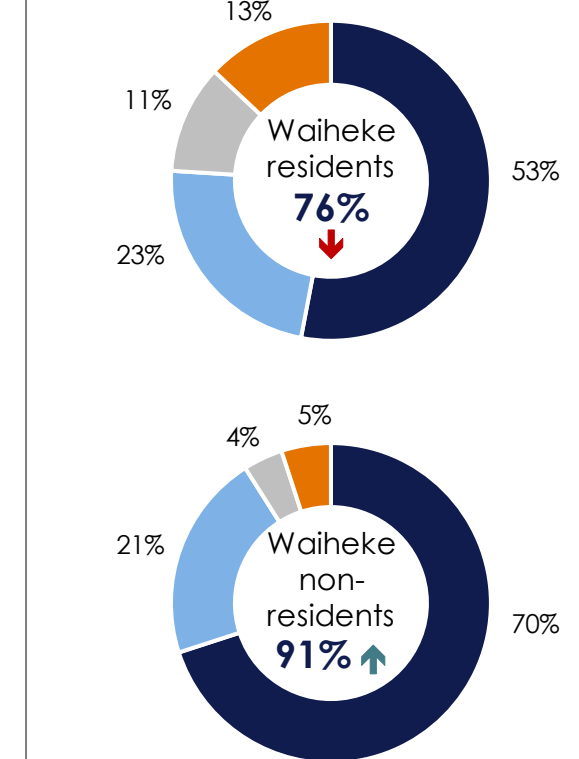
Most passengers are satisfied overall with the route they were on

However, local residents are significantly less likely to be satisfied with the route (76%) than visitors (91% - particularly overseas visitors (96%)). Very regular bus users (15%)/those travelling for work (14%) are over-represented among passengers dissatisfied with the route overall.

Overall Satisfaction with Route



By Residential Location



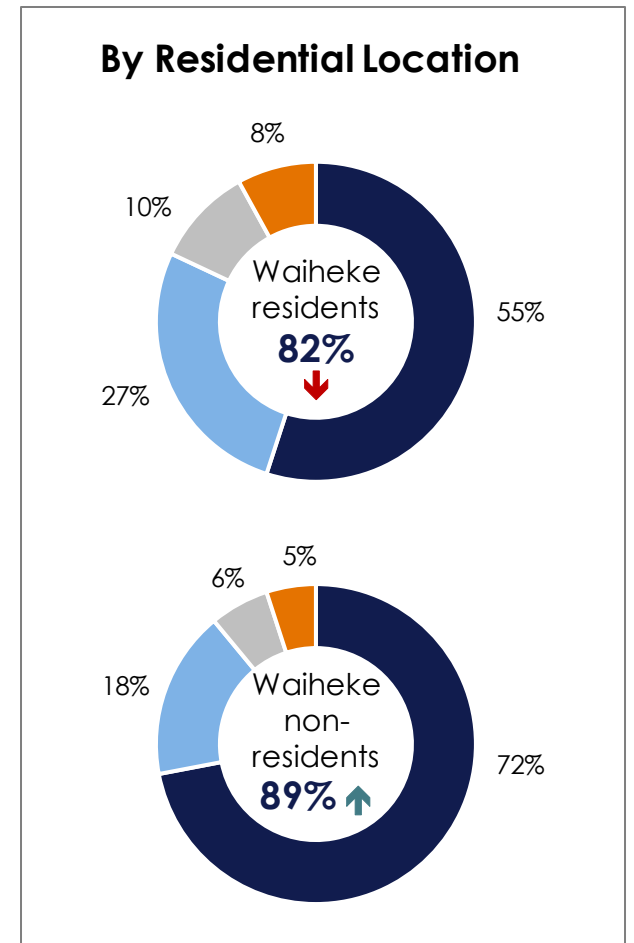
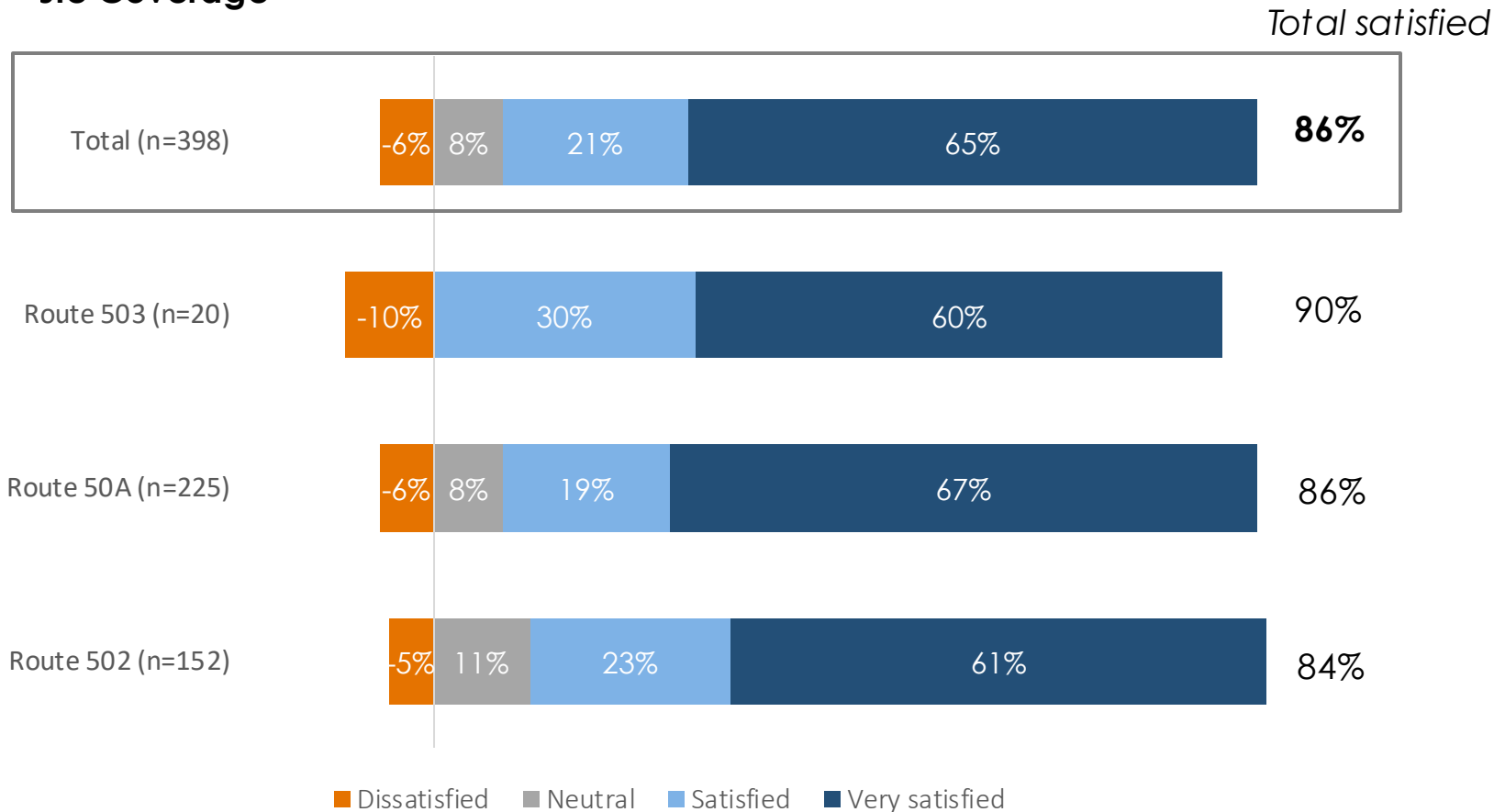
↑ Result statistically significantly higher than other group
 ↓ Result statistically significantly lower than other group

Note: Sample size for Route 504 passengers too small to provide statistically reliable results.

Most passengers are satisfied with the bus network's route coverage

However, local residents are significantly less likely to be satisfied with route coverage (82%) than visitors (89%)

Route Coverage



Note: Sample size for Route 504 passengers too small to provide statistically reliable results.

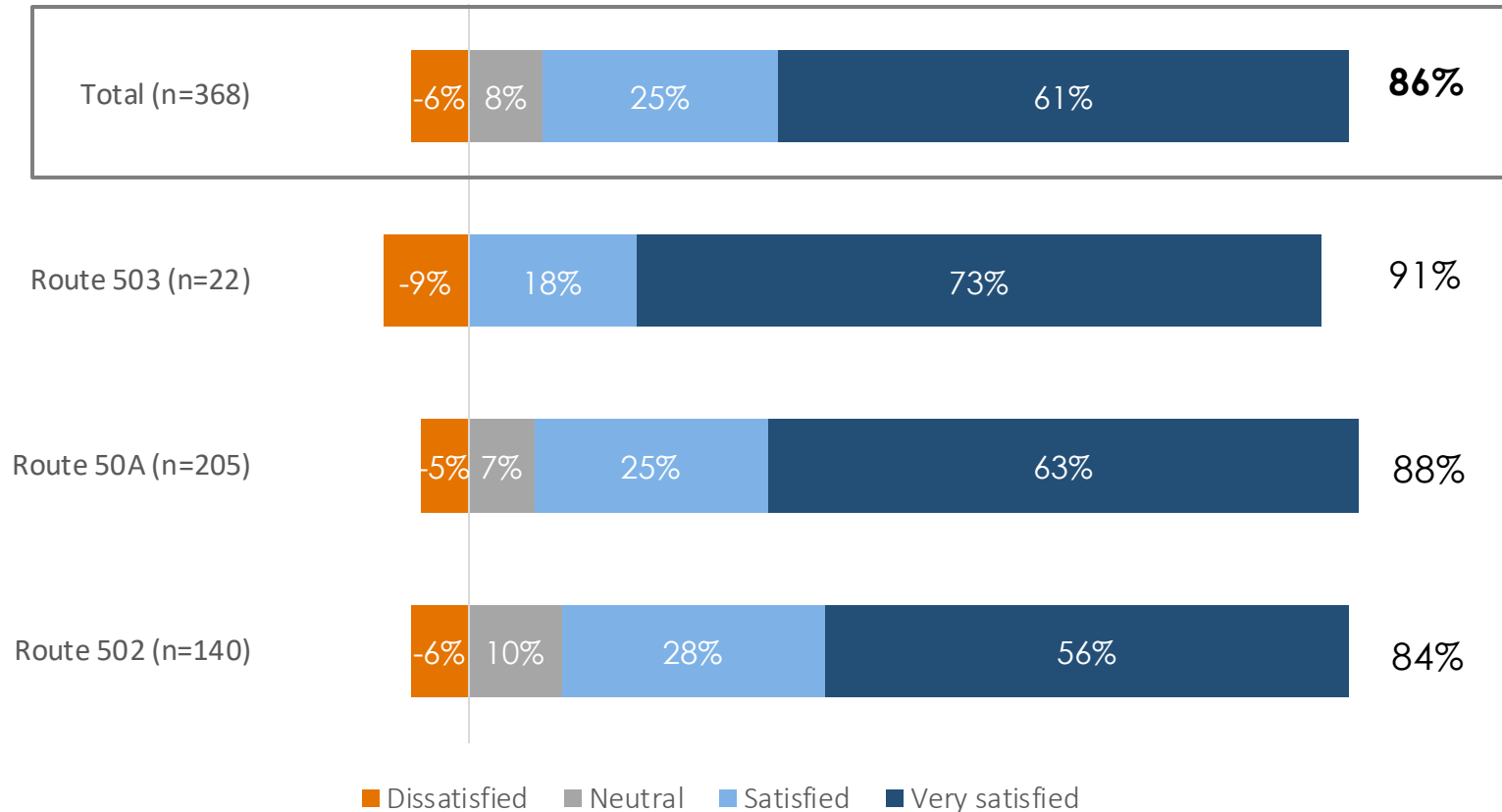
↑ Result statistically significantly higher than other group
 ↓ Result statistically significantly lower than other group

Passengers are satisfied with journey times, particularly Route 503 users

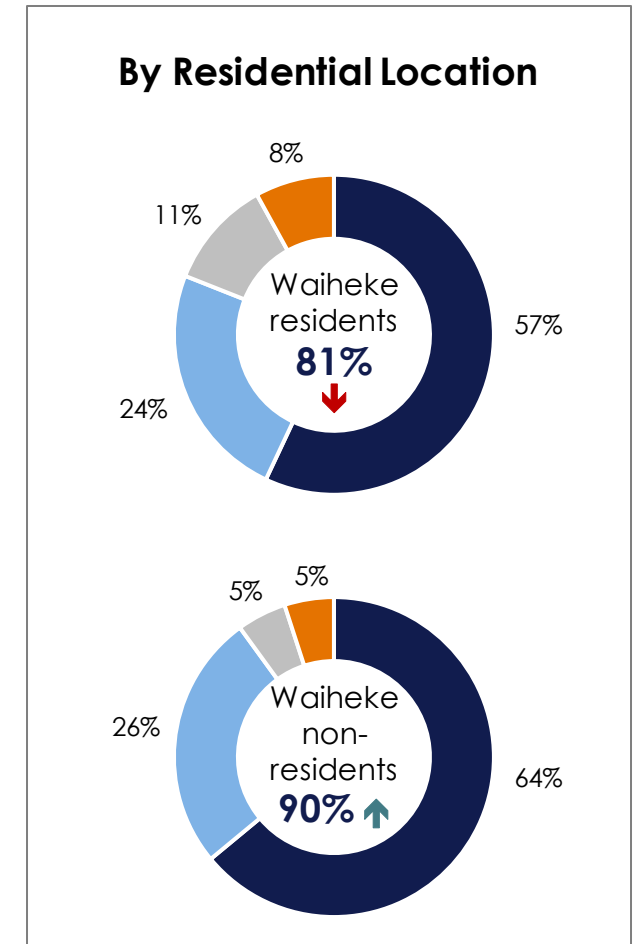
However, almost one in five local residents express dissatisfaction with journey times.

Time Taken for Journey

Total satisfied



By Residential Location



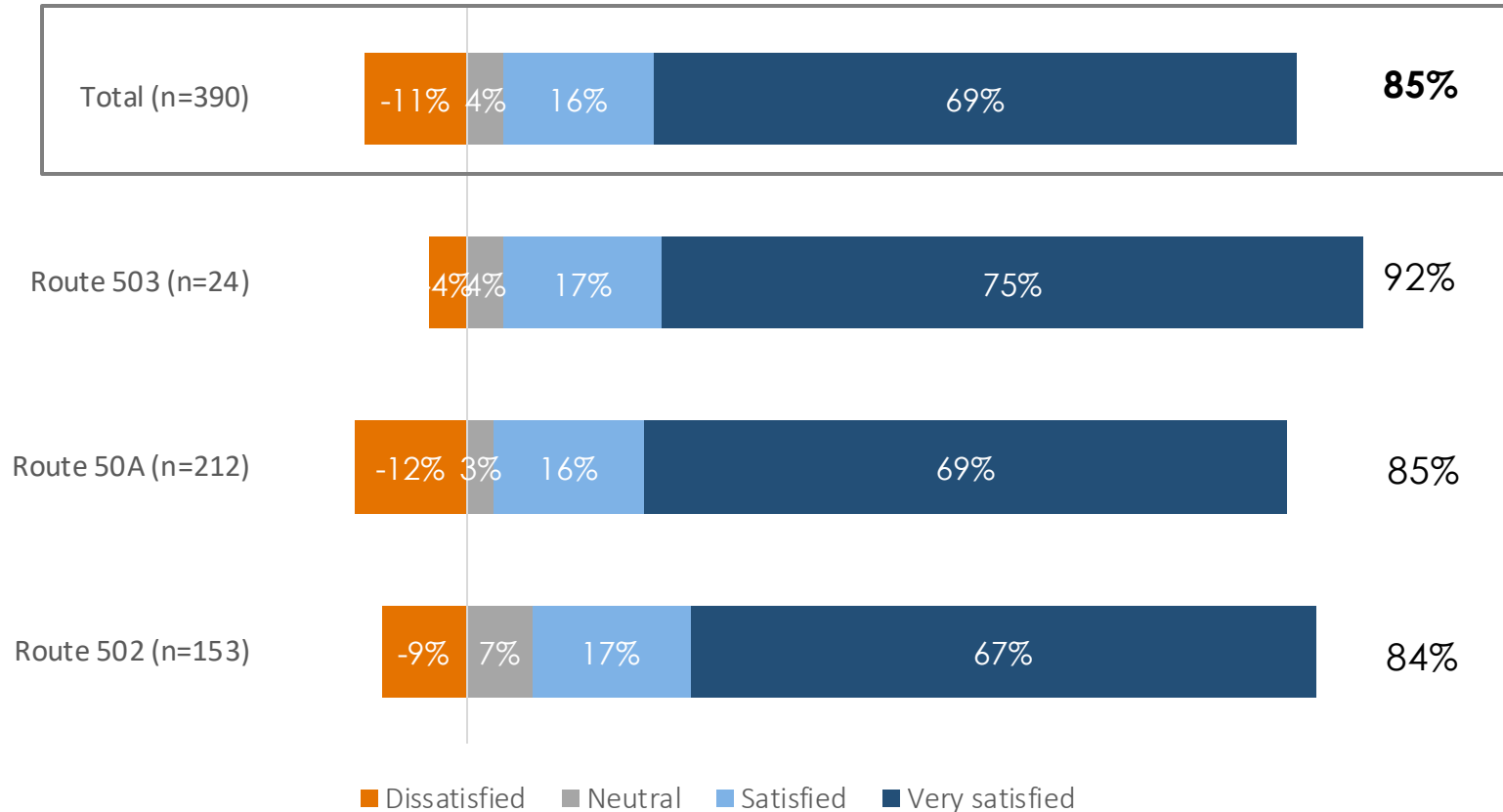
Note: Sample size for Route 504 passengers too small to provide statistically reliable results.

Passengers are generally satisfied with ease of transferring services

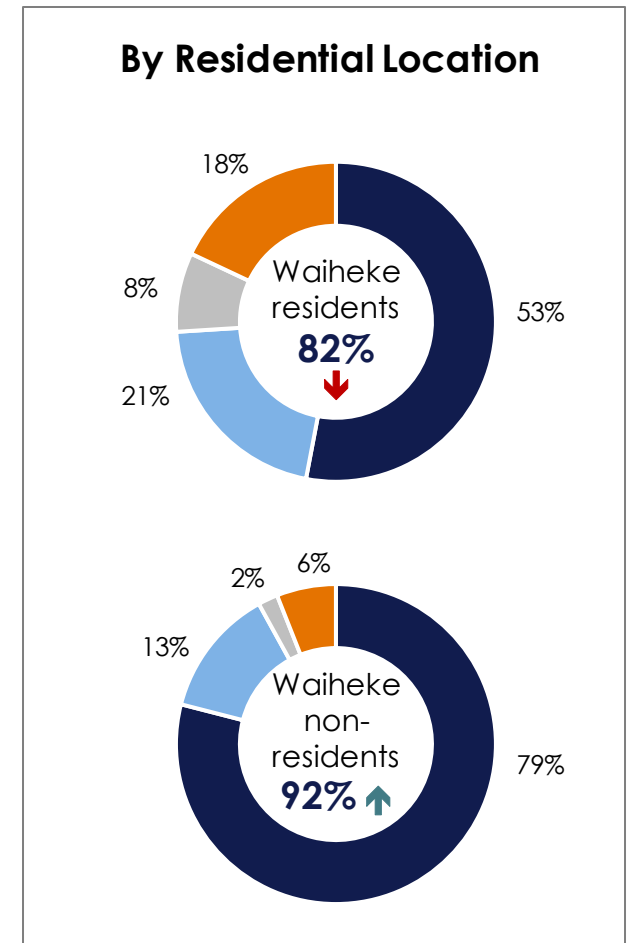
However, almost one in five local residents express dissatisfaction with service transfers. Ratings are particularly low for passengers travelling on Waiheke ferry monthly passes (27% dissatisfied).

Ease of Transfer Between Services

Total satisfied



By Residential Location



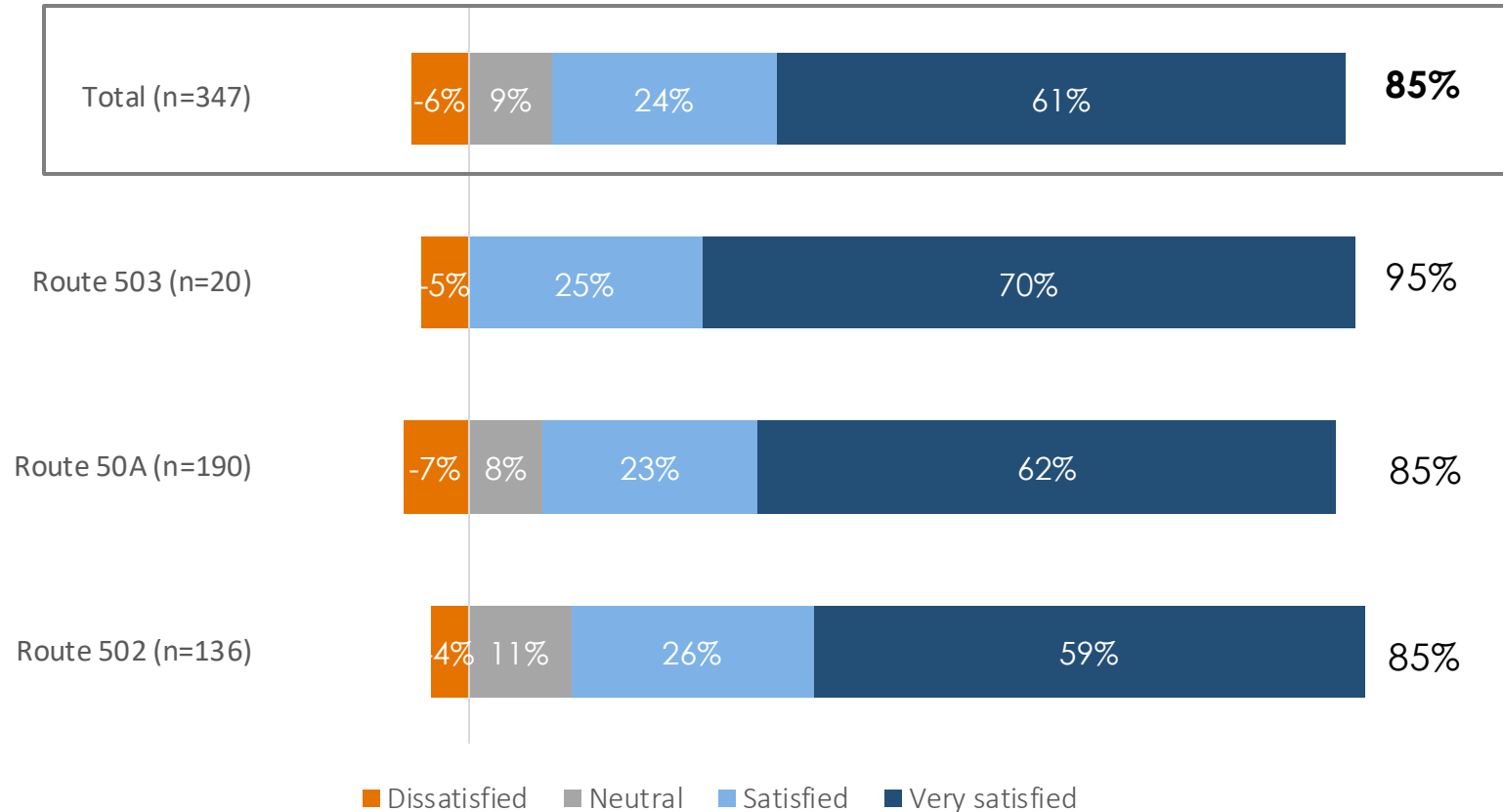
Note: Sample size for Route 504 passengers too small to provide statistically reliable results.

Passengers are generally satisfied with operating hours of the route

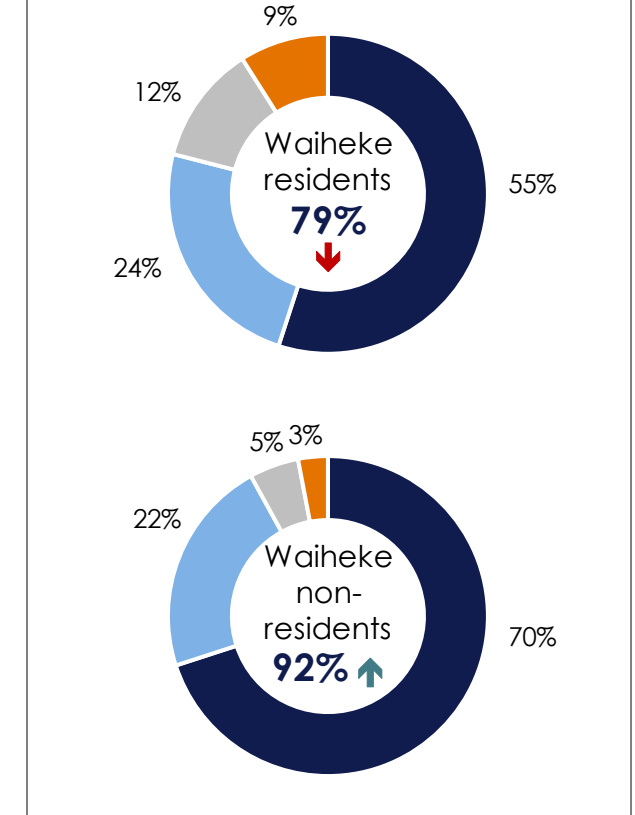
Passengers travelling for work are most likely to express dissatisfaction with the operating hours of the route (11% dissatisfied).

Operating Hours Of The Route

Total satisfied



By Residential Location

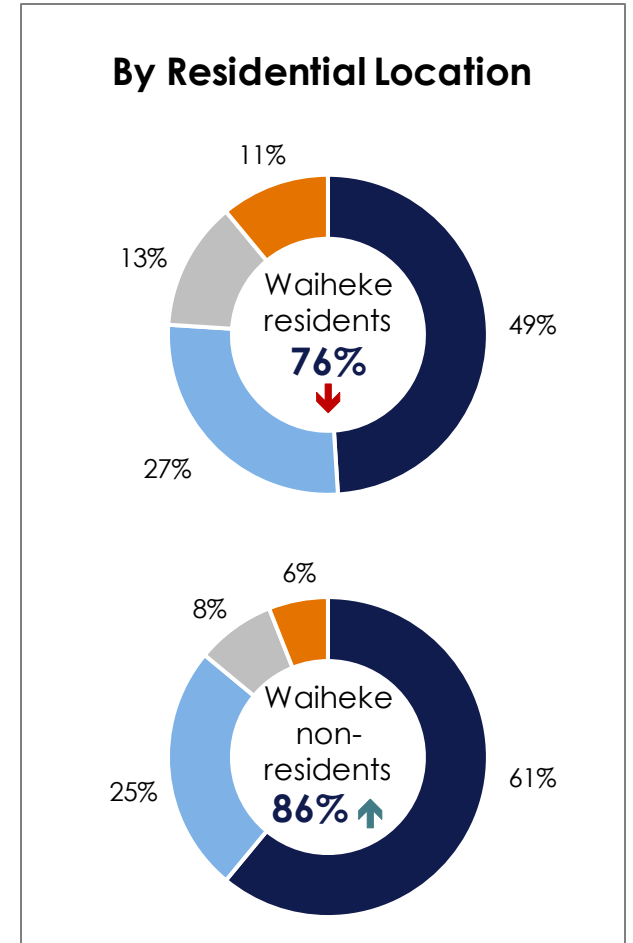
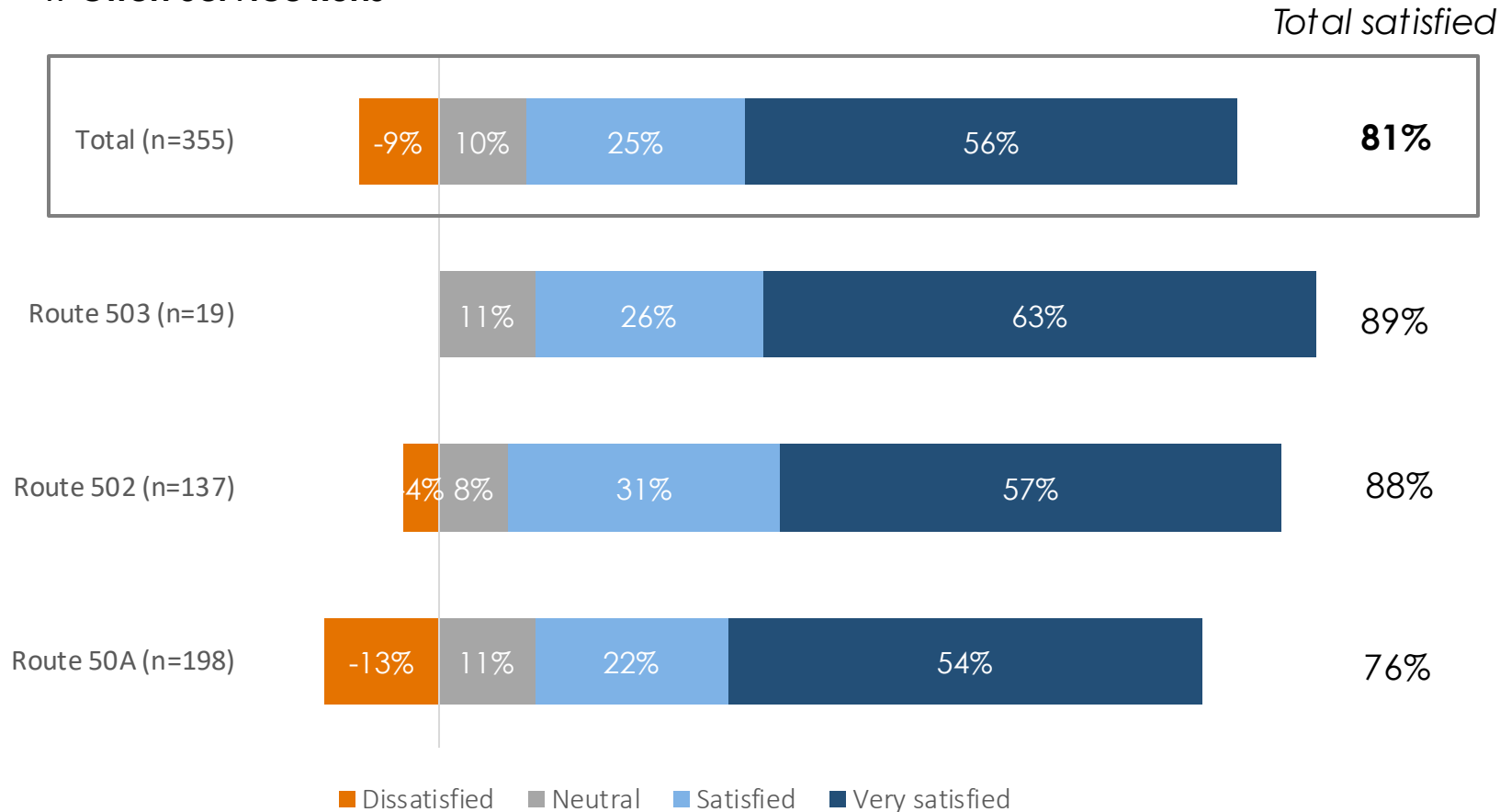


Note: Sample size for Route 504 passengers too small to provide statistically reliable results.

Overall, passengers are satisfied with the service frequency

However, levels of satisfaction vary by route, Route 502 users (88%) significantly more satisfied with how often their service runs than passengers on Route 50A (76%) and those familiar with Route 50B (70%). One in five (21%) travelling for work are dissatisfied with service frequency.

w Often Service Runs

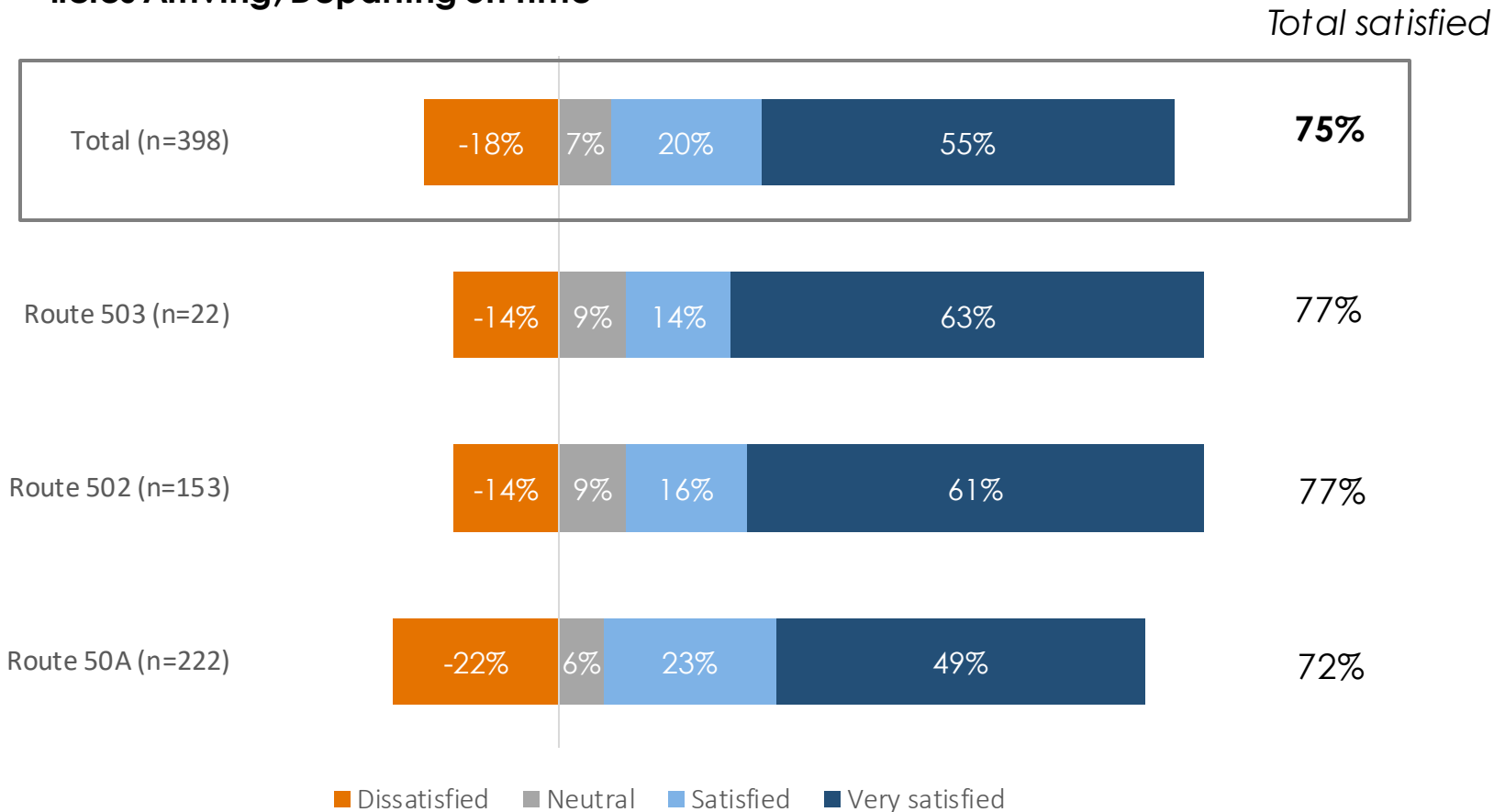


Note: Sample size for Route 504 passengers too small to provide statistically reliable results.

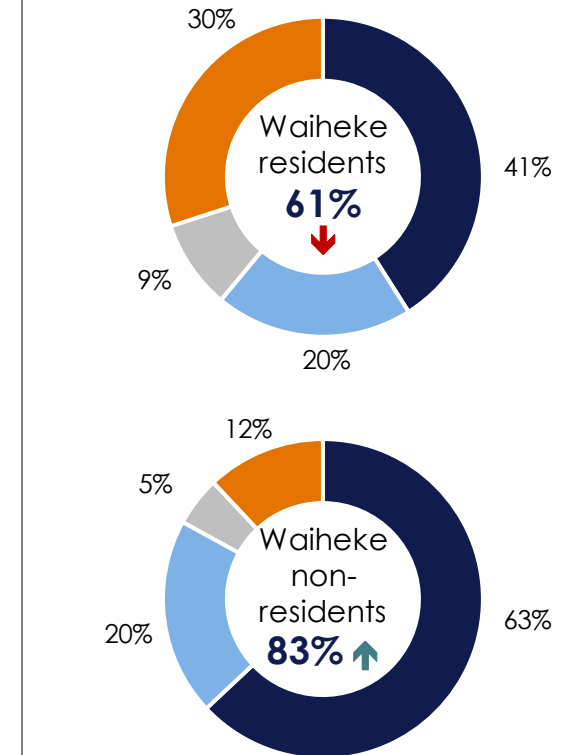
The bus network performs least well for service reliability

Reliability is poorest for Route 50A with 22% of passengers rating the service negatively for arriving/ departing on time. Those travelling on Waiheke ferry monthly passes (42% dissatisfied), regular service users (41%) and Waiheke residents (30%) are particularly critical of service reliability.

Travellers Arriving, Departing on Time



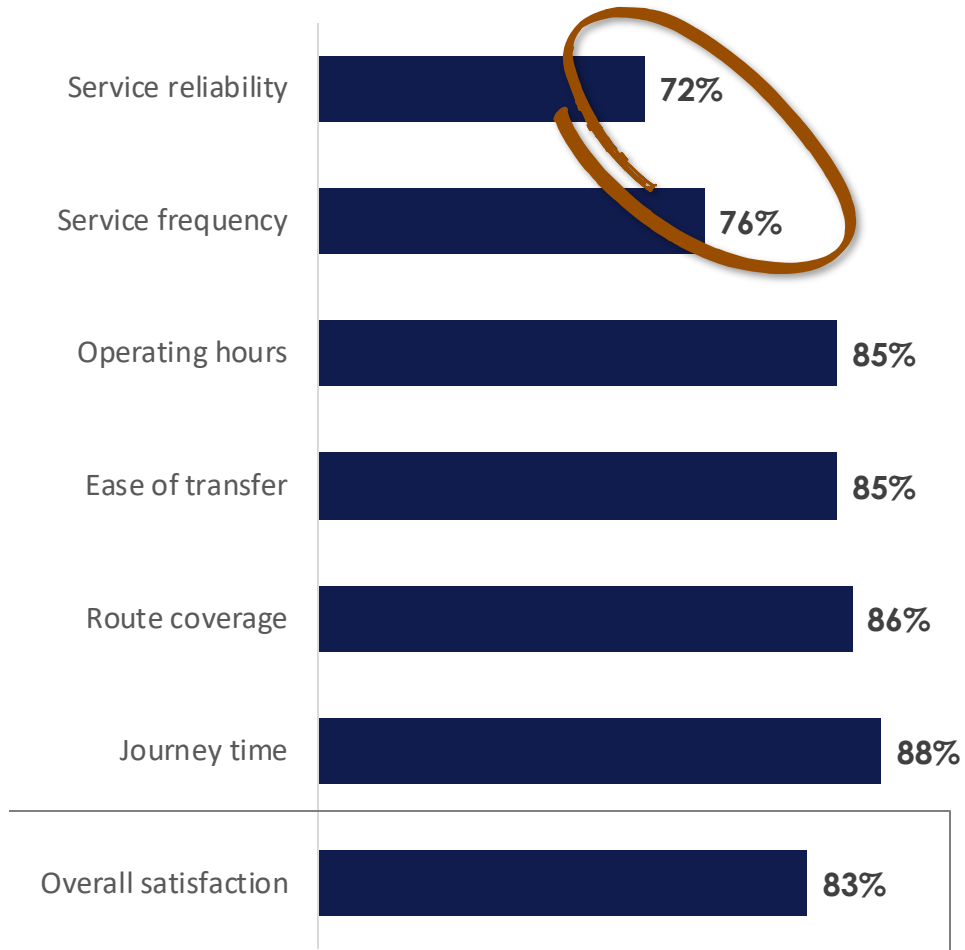
By Residential Location



↑ Result statistically significantly higher than other group
 ↓ Result statistically significantly lower than other group

Perceptions of Route 50A

Satisfaction with Route 50A Among Route Users



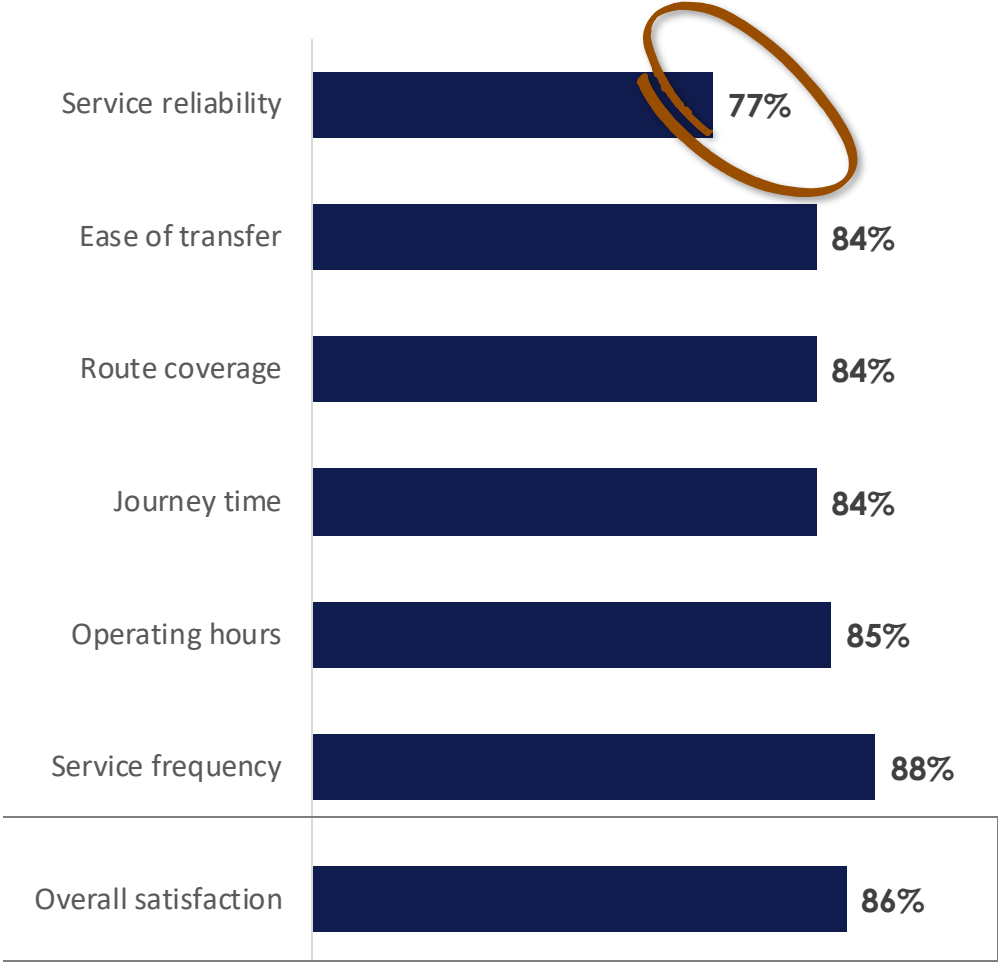
Users' Suggestions for Improvements to Route 50A

- Improve reliability – ensure buses run on time (13%) *(esp. local residents)*
- More frequent buses – all year round (10%)
- Shorten route, more direct (7%) *(esp. local residents)*
- Improve connection with ferries/don't leave until ferry has arrived (4%) *(esp. local residents)*
- Increase capacity/reduce overcrowding (3%) *(esp. PM peak trips)*
- Improve information provision, especially route maps and information about delays (2%) *(esp. those with no private vehicle, non residents)*
- Improve route coverage (2%)
- Fewer service cancellations (1%) *(esp. very regular users)*

No improvements needed: 24%

Perceptions of Route 502

Satisfaction with Route 502 Among Route Users

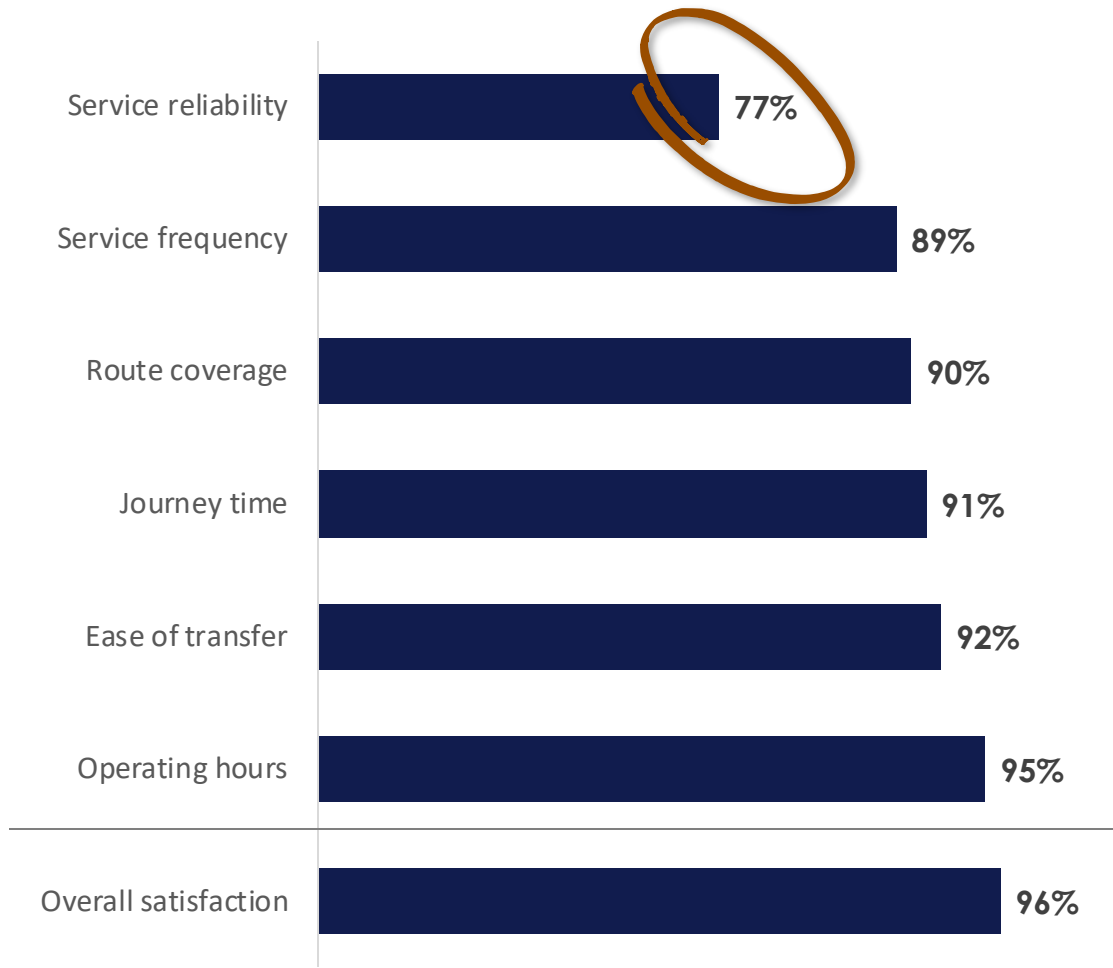


- Shorten route, more direct (11%)
- More frequent buses – all year round (10%)
- Improve reliability – ensure buses run on time (7%)
- Improve information provision, especially route maps and information about delays (4%)
- Improve route coverage (4%)
- Improve connection with ferries/don't leave until ferry has arrived (3%)
- Have services running later/late night buses (3%)

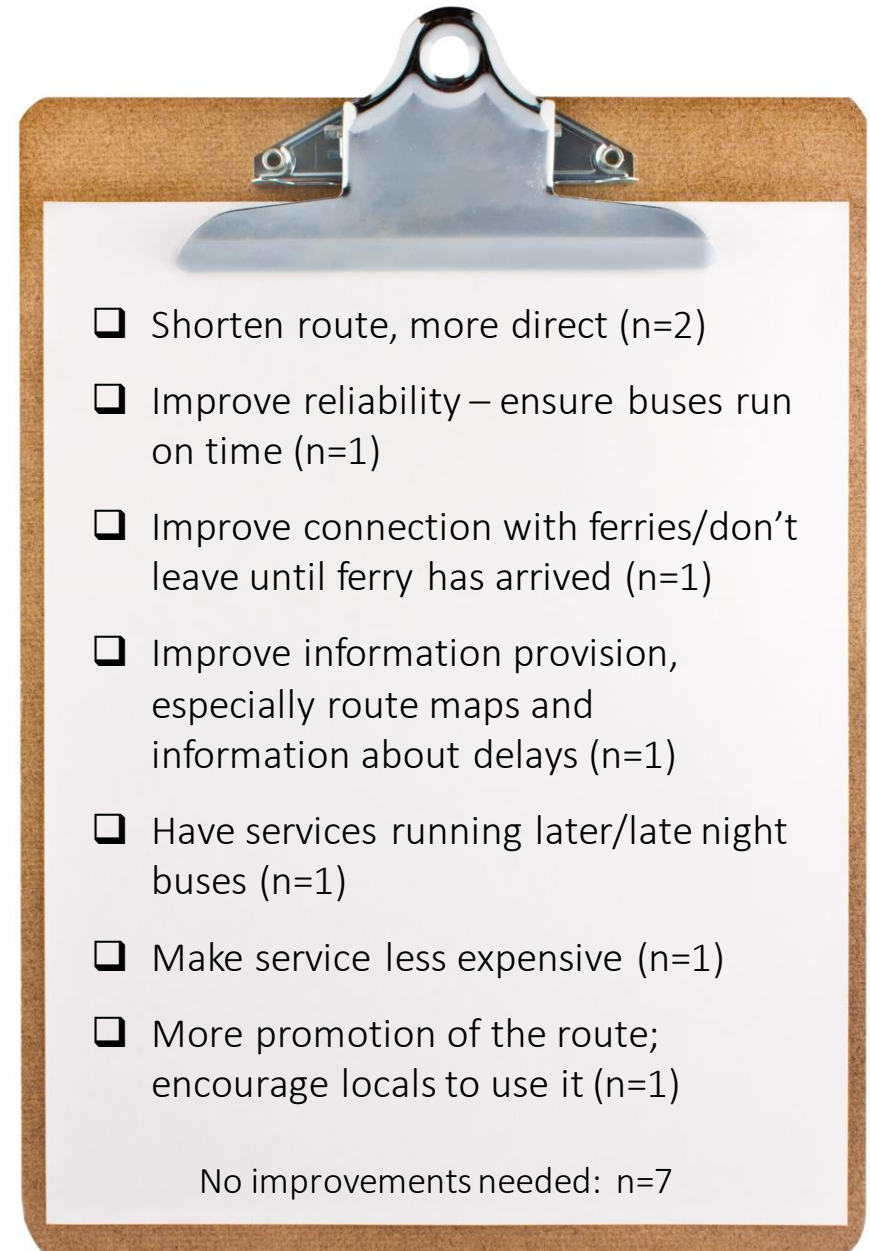
No improvements needed: 21%

Perceptions of Route 503

Satisfaction with Route 503 Among Route Users



Users' Suggestions for Improvements to Route 503



The accessibility afforded by the Waiheke Island bus network makes it easy to use. Users can easily connect with island attractions and the ferry via ample and well-placed stops.

What makes it easy to use buses on Waiheke Island?



Easy access to Waiheke attractions/good route coverage

9%

Esp. those travelling on Fridays (17%), paying cash (15%) non Waiheke residents (13%, especially overseas visitors 17%), travelling for entertainment (13%)



Plenty of bus stops/stops easily accessible

8%

Esp. morning peak travellers (14%), SuperGold card users (13%), Waiheke residents (12%), females (10%)



Service connects well with ferries

7%

Esp. those paying with Waiheke ferry monthly pass (23%), who have a private vehicle they could use for trip (18%), travelling for business/medical appointment (15%), living elsewhere in Auckland (13%)

50A Onehunga (Seventh Ave) to Maitiata Ferry Terminal via Ostend, Surfside and Oneroa

	Onehunga (Seventh Ave)	Ostend	Surfside	Oneroa	Maitiata Ferry Terminal
Monday to Friday	JW 05:20	05:35	05:40	05:45	05:50
	OW 05:50	06:05	06:10	06:15	06:20
	JW 06:20	06:35	06:40	06:45	06:50
	OW 06:50	07:05	07:10	07:15	07:20
	JW 07:20	07:35	07:40	07:45	07:50
	OW 07:50	08:05	08:10	08:15	08:20
	JW 08:20	08:35	08:40	08:45	08:50
	OW 08:50	09:05	09:10	09:15	09:20
	JW 09:20	09:35	09:40	09:45	09:50
	OW 09:50	10:05	10:10	10:15	10:20
	JW 10:20	10:35	10:40	10:45	10:50
	OW 10:50	11:05	11:10	11:15	11:20
	JW 11:20	11:35	11:40	11:45	11:50
	OW 11:50	12:05	12:10	12:15	12:20
	JW 12:20	12:35	12:40	12:45	12:50

Buses are frequent

6%

Esp. those travelling for shopping (19%)

Reasons mentioned by less than 5% of respondents

Friendly, helpful drivers	4%
Buses run on time, reliable	4%
Not expensive, cheaper than using Explorer 'Hop On, Hop Off' service	3%
Can use AT HOP to travel	3%

Note: A full list of reasons is provided in the Appendix

Service unreliability and infrequency makes using the Waiheke bus network difficult, especially for regular service users.

What makes it not easy to use buses on Waiheke Island?



Services not on time, unreliable

9%

Esp. those using bus services 5 days + per week (24%), regular users of Route 50A (19%), 502 (15%) or 50B (15%); travelling for work (18%), morning peak travellers (18%)

Services not frequent enough, esp. in winter

6%

Esp. regular users of Route 50A or 50B (12%), travelling for work (12%), those using bus services 2 days + per week (11%), Waiheke residents (10%), females (8%)

Information is unclear, not up-to-date; poor signage

4%

Esp. those travelling for shopping (13%), aged 18-24 years (12%), overseas visitors (9%)

Bus services slow, too many stops, routes too long

4%

Esp. those travelling for shopping (13%), aged 45-54 years (9%), Route 502 passengers (8%),

Reasons mentioned by less than 4% of respondents

Poor route coverage – can't access parts of the island	3%
Poor connection between bus and ferry	2%
Overcrowded, not enough seats	2%

Note: A full list of reasons is provided in the Appendix

Moving Forward

Route 50A preferences, expanding the network, other comments

No strong preference for the routing of Route 50A through Ostend

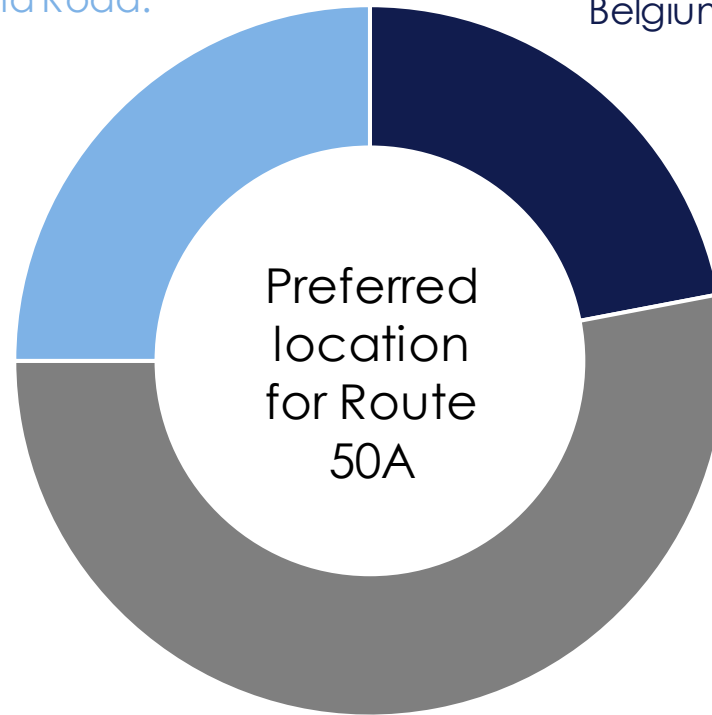
Just over half of those familiar with Route 50A's route through Ostend don't have a preference for whether the service goes via Belgium Road or Wharf Road/Ostend Road. Preference is split almost equally for the remaining passengers.

Prefer to go via Wharf Road/Ostend Road: **25%**

Prefer to go via Belgium Road: **22%**

I prefer to go via **Wharf Road/Ostend Road** as:

- This is where I live/work (n=6)
- I can't walk to the Belgium Road stop for health reasons/as I am elderly/too far to walk to stop (n=6)
- It is faster/more direct (n=5)
- More people use this stop (n=2)
- Route 50B already travels along Belgium Road (n=1)
- No other way to reach that location (n=1)
- I go there/use this area often (n=1)
- It is a quieter bus stop (n=1)
- The bus stop is safe (n=1)



Significantly more likely to be preferred by:

- Those travelling for work (32%)
- Waiheke residents (31%)
- Males (31%)

I prefer to go via **Belgium Road** as:

- It provides better access to amenities (n=10)
- It is faster/more direct (n=7)
- This is where I live/work (n=3)
- It is easy to transfer to other buses from here (n=2)
- I go there/use this area often (n=2)
- More people use this stop (n=1)

Don't have a preference – either route fine: **53%**

Significantly more likely to have no preference:

- non-residents (70%)

Less than one in five passengers cited other places on Waiheke Island they would like to get to by bus. Ostend and Orapiu most frequently mentioned.



Most frequently mentioned locations where bus access is considered 'essential':

- Ostend (n=7)
- Seaview Road (n=3)
- Onetangi (n=2)
- Orapiu (n=2)
- Palm Beach (n=2)
- Surfdale (n=2)
- Kennedy Point (n=2)
- Waiheke library (n=2)
- Wineries (not specified) (n=2)

Locations with high anticipated **visitor frequency** (at least once a fortnight):

- Waiheke library (n=2 out of 2)
- Cable Bay (n=2 out of 2)
- Rocky Bay (2 out of 2)
- Seaview Road (5 out of 6)
- Palm Beach (3 out of 4)
- Surfdale (3 out of 4)
- Ostend (8 out of 10)

Additional Comments about New Waiheke Bus Network

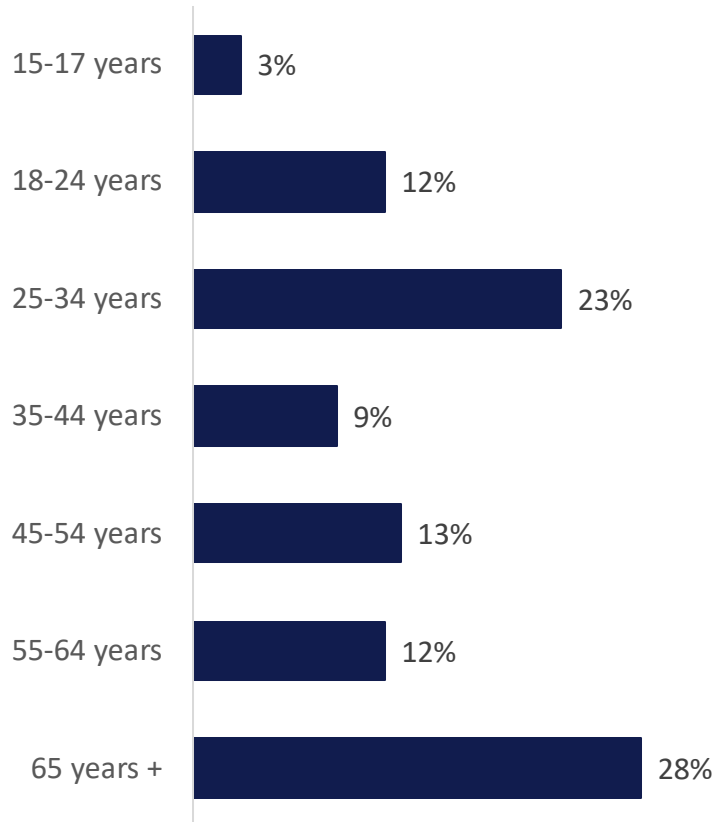
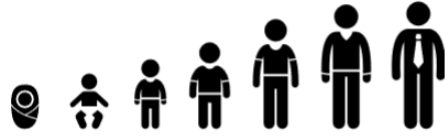
Positive Comments	Number of Respondents	Less Favourable Comments/Areas To Be Addressed	Number of Respondents
General positive comment about the new network <i>esp. infrequent bus network users, visiting for entertainment/socialising/sightseeing</i>	n=26	Current route information is unclear/need more information	n=5
Drivers are friendly, helpful <i>esp. visiting for entertainment/socialising/sightseeing</i>	n=20	Need to increase service frequency	n=4
Good route coverage/easy to get around	n=4	Buses uncomfortable – no air conditioning etc	n=4
Buses are comfortable – clean etc	n=3	Need to increase capacity/buses too crowded	n=3
Positive comment about frequency of bus service <i>esp. Route 502</i>	n=3	Buses need luggage racks, room for strollers etc	n=2
Appreciate directness of route	n=1	Drivers need to drive more safely – don't speed etc	n=2
Current connection between buses and ferries good	n=1	Need to pay drivers more	n=2
Service is reliable	n=1	Need to take more notice of passenger feedback	n=2
Information provided is easy to understand	n=1	Need newer buses	n=2
Less Favourable Comments/Areas To Be Addressed		Need to fix old bus shelters	n=1
Need better route coverage/can't access parts of the island by bus <i>esp. Route 502, no private vehicle available</i>	n=11	Need more carparking	n=1
Bus service unreliable <i>esp. Route 50A</i>	n=9	Need to ensure bus clocks are correct	n=1
Bus network prior to October 2019 was better <i>esp. Waiheke residents</i>	n=6	Need more places to top up HOP card	n=1
Bus transport needs to be less expensive	n=6	Buses need to run earlier in morning/later at night	n=1
Need better connection between buses and ferries <i>esp. Route 50A</i>	n=5	Buses sometimes miss stops	n=1
Need quicker/more direct routes <i>esp. Waiheke residents</i>	n=5	Website information not up-to-date	n=1
Drivers are unhelpful, unfriendly	n=5	Consider offering a day pass	n=1
Would like to see electric buses on routes <i>esp. males, Waiheke residents</i>	n=5	Allow passengers on bus earlier when hot/cold outside	n=1

Base: n=454 (All respondents). Multiple responses permitted. Consequently table may total more than 100%

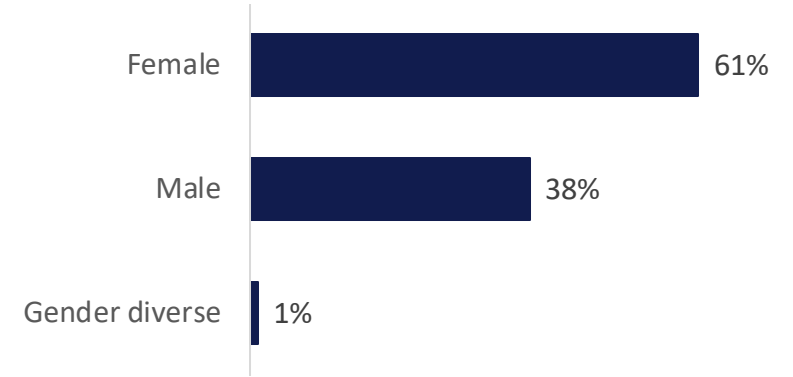
APPENDIX

Sample profile, responses to open-ended questions

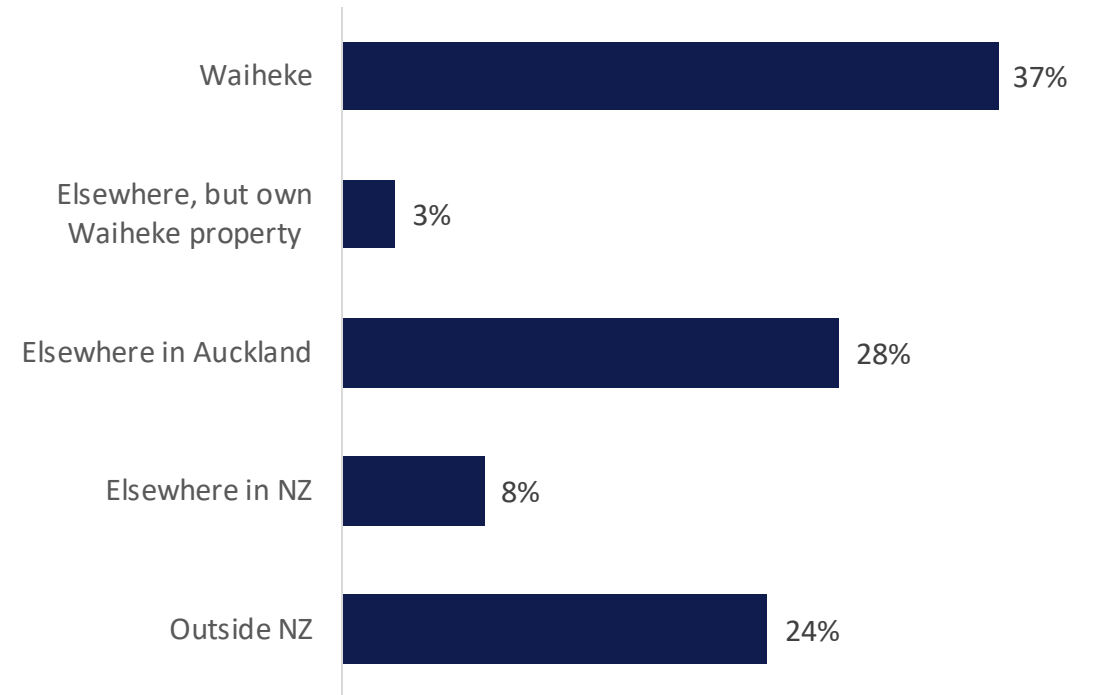
Age profile



Gender profile

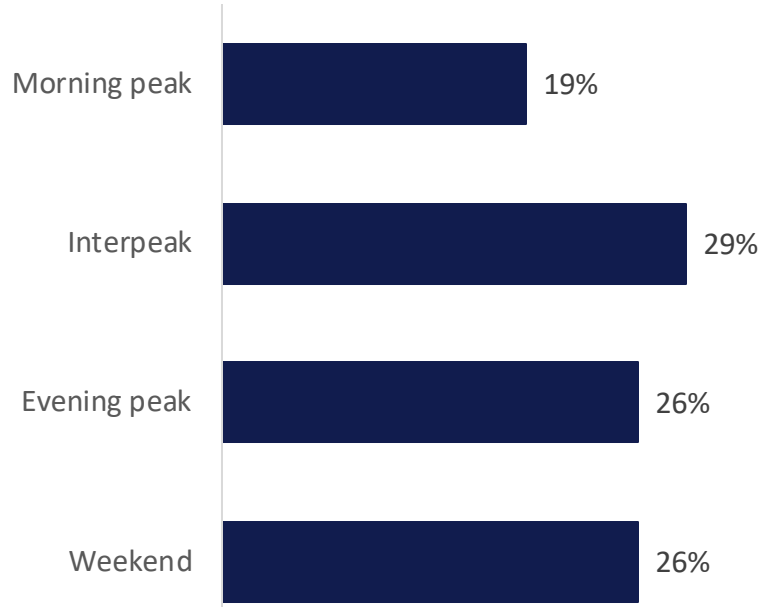


Residential Location

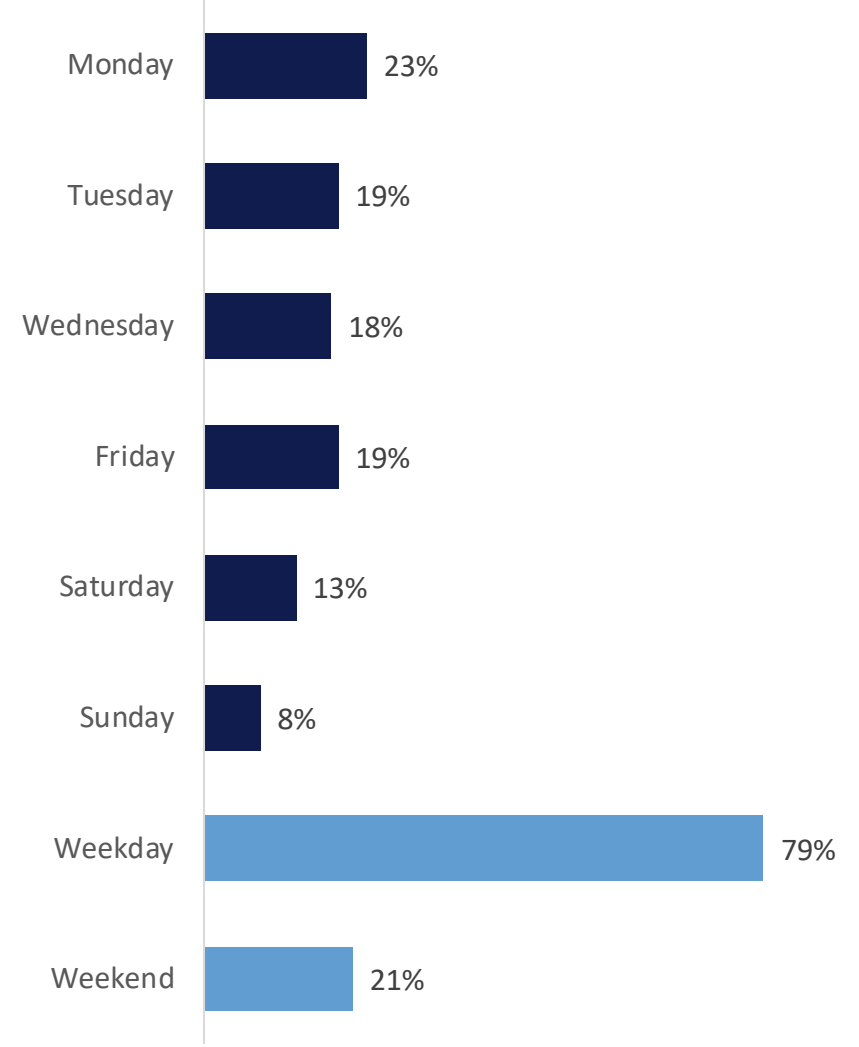


Appendix: Profile of Trip Characteristics

Time Period



Day of Week



Trip Direction



Appendix: Open-Ended Responses

What is easy about using buses on Waiheke Island? What works well for you?

	Share of Respondents		Share of Respondents
Easy access to Waiheke attractions/good route coverage	9%	Easier than having to find a park	2%
Bus stops are easily accessible	8%	AT Mobile app	1%
Connects well with ferry services	7%	Wide range of payment options, including cash	1%
Buses are frequent	6%	Trips are quick	1%
Friendly, helpful drivers	4%	Process to transfer buses is easy,, straightforward	1%
Buses run on time, reliable	4%	Comfortable vehicles – air conditioning, relaxing	1%
Not expensive/cheaper than 'Hop On, Hop Off' service	3%	Clean vehicles	<1%
Can use AT HOP card	3%	Can drink, take dog onboard	<1%
Integrated ticketing – one ticket for both ferry and bus	2%	Using public transport is better for environment	<1%
Only way to move around island – can't drive	2%	Services not overcrowded	<1%
Clear route information, signage provided	2%		
General positive response (everything good etc)	2%	(No response)	51%

Appendix: Open-Ended Responses

What is not easy about using buses on Waiheke Island? What doesn't work so well for you?

	Share of Respondents		Share of Respondents
Services not on time, unreliable	9%	Too few payments options/can't pay with credit card	1%
Services not frequent enough, especially in winter	6%	Vehicles are very old	1%
Information is not clear, not up-to-date, poor signage	4%	Inconvenient to have to transfer buses	1%
Bus services slow, too many stops, routes too long	4%	Problems with AT Mobile app	<1%
Poor route coverage, can't access parts of the island	3%	Bus stops are too far away, inaccessible	<1%
Poor connection between bus services and ferry	2%	No early/late services in the weekends	<1%
Overcrowded, not enough seats	2%	Uncomfortable vehicles - no air conditioning, bumpy ride	<1%
Lack of bus stop amenities – not enough seats at stops, no shelter	1%	Rude drivers	<1%
Service cancellations	1%	Drivers taking off from stop before passengers seated	<1%
Too expensive	1%		
Difficult to get on bus e.g. with walking frame, luggage etc	1%	No response	63%

What other places on Waiheke Island would you like to be able to get to by bus?

	Number of Respondents		Number of Respondents
Ostend	n=13	Cable Bay	n=2
Orapiu	n=11	Waiheke library	n=2
Kennedy Point	n=10	East end of Waiheke Road	n=2
Man O War	n=9	Bottom end of the island (not specified)	n=2
Seaview Road	n=8	Countdown	n=1
Mudbrick	n=7	Obsidian Vineyard	n=1
Onetangi	n=6	Oceanview Road	n=1
Palm Beach	n=6	Stoney Batter	n=1
Surfdale	n=5	Tahi Road	n=1
Wineries/vineyards (not specified)	n=4	Valley Road	n=1
Oneroa	n=3	Waiheke High School	n=1
Rocky Bay	n=3	Trig Hill	n=1
Te Hauraki School	n=3	Passage Rock Winery	n=1
Ferry (not specified)	n=3	Batch Vineyard	n=1

Appendix: Open-Ended Responses

Why did you choose to travel by bus today?

	Share of Respondents		Share of Respondents
More convenient/easier than other alternatives	35%	No alternatives, don't have a car	5%
Parking too hard to find	30%	Social aspect – enjoy meeting others on the bus	3%
Want to be socially responsible	24%	Lack of secure, safe parking available	2%
Less stressful than alternatives	17%	Sightseeing, enjoying the views	2%
Cost of fuel/vehicle running costs are too high	14%	Cheaper than taxi	2%
Parking too expensive	12%	Bus service is good, works well	2%
Want to avoid congestion	10%	Have a SuperGold card so trip is free	1%
Something novel, different	9%	Like to think I am helping the environment	1%
Don't like driving	6%		

Waiheke Local Board Workshop proceedings

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PRESENT

Chairperson: Cath Handley

Members: Bob Upchurch
Kylee Matthews
Robin Tucker

Absent: Paul Walden

Also present: Janine Geddes, Mark Inglis, Dileeka Senewiratne and Fiona Gregory

Workshop Item	Governance role	Summary of Discussions
<p>Transport Capital Fund allocation for this year Richard La Ville – Operations Manager, Jonathan Anyon - Elected Member Relationship Team Manager, John Strawbridge - Group Manager - Parking Services & Compliance, Dylan Smith</p>	<p>Informal dissemination</p>	<p>Andrew Allen Executive Delivery Manager took the board through a presentation.</p> <p>Action: Richard to follow up Tairare Road dust management options</p> <p>Provide data on connectiveness at Ostend, numbers transferred at Ostend to Rock Bay or Palm Beach, and how many people are taking these routes during the day.</p> <p>Update required on the crossing at Te Huruhi School.</p>

The workshop concluded at 3.30pm

From: [Dileeka Senewiratne](#)
To: [Jonathan Anyon \(AT\)](#); [Lorna Stewart \(AT\)](#)
Cc: [John Nash](#); [Mark Inglis](#)
Subject: Summary and Actions - Waiheke Local Board Workshop - 22 April 2020
Date: Tuesday, 28 April 2020 10:22:00 AM

Dear All,

Below are the notes and actions from our workshop of 22 April 2020 for your information and necessary action.

Workshop Item	Governance role	Summary of Discussions
<p>Auckland Transport Update Jonathan Anyon Elected Member Relationship Manager</p>	<p>Keeping informed</p>	<p>John and Jonathan spoke to the coming workshop on the AT led Mātiatia Transport Business. A lot of work has gone into getting the presentation for next Wednesday's workshop. John asked that board members to take time to read the presentation ahead of the workshop. Robin will do a follow up meeting with Pete Moth from AT to go through the Metro bus use survey.</p> <p>Jonathan noted that removing the buildings behind the Harbourmasters continued to present challenges. In particular H&S certification requirements mean the preferred local supplier needs to sub-contract to an entity that meet AT's requirements. Jonathan expected that to be resolved this week so work could start post lockdown.</p> <p>Jonathan updated the board on the tree at the Placemakers bus stop which would need to be removed for the bus stop to be extended, which is needed to meet the new bus services increased frequencies and routes.</p> <p>Car at the esplanade – Cath suggested Jonathan to look into removing vehicles especially the vehicle at the esplanade as some of the parts are falling off into the water and the community is worried about the oil and fuel spillage.</p> <p>Note from Mark Waiheke Towing has a depot at 34 Tahī Rd where these vehicles can be stored and has offered to do so once designated for legal removal.</p> <ul style="list-style-type: none">• Meeting to present to the board. <p>-</p>

Regards

For Action

MEMO TO: Richard La Ville – Operations Manager – Auckland Transport
Pete Moth - Manager Network Development

COPY TO: Mark Inglis – Advisor – Waiheke Local Board

FROM: Dileeka Senewiratne - Democracy Advisor Waiheke Local Board

DATE: 04 June 2020

MEETING: Waiheke Local Board Meeting of 27/05/2020

Please note for your action / information the following decision arising from the meeting named above:

FILE REF **Auckland Transport Report - May 2020**
CP2020/06357

AGENDA ITEM NO. 17

17 **Auckland Transport Report - May 2020**

A document was tabled for this item. A copy has been placed on the official minutes and is available on the Auckland Council website as a minute attachment.

Resolution number WHK/2020/74

MOVED by Chairperson C Handley, seconded by Deputy Chairperson B Upchurch:

That the Waiheke Local Board:

- a) **receive the Auckland Transport report May 2020.**
- b) **receive the tabled Public Feedback Report on the Waiheke Traffic Trial.**

CARRIED

Resolution number WHK/2020/75

MOVED by Member R Tucker, seconded by Chairperson C Handley:

That the Waiheke Local Board:

- c) **request that Auckland Transport reinstates unbooked taxis and SPVs into the keyhole whilst Auckland Transport, in collaboration with the local board, initiates planning for a more enduring solution to the Matiatia Traffic Operation for Summer 20/21 that takes into account the feedback from the public as outlined in the tabled report and the results of the Matiatia Transport Plan public consultation about to be undertaken, and incorporates methods and solutions to resolve identified issues that have been implemented successfully in other locations such as Queenstown.**
- d) **supports retention of infrastructure that will not be able to be replaced prior to the full Matiatia Transport Plan implementation subject to demonstration satisfactory stormwater drainage considerations.**

CARRIED

A division was called for, voting on which was as follows:

<u>For</u>	<u>Against</u>	<u>Abstained</u>
Chairperson C Handley	Member P Walden	
Member K Matthews		
Member R Tucker		
Deputy Chairperson B Upchurch		

The motion was declared **CARRIED** by 4 votes to 1. That the Waiheke Local Board:

A division was called for, voting on which was as follows:

<u>For</u>	<u>Against</u>	<u>Abstained</u>
Chairperson C Handley	Member K Matthews	
Deputy Chairperson B Upchurch	Member R Tucker Member P Walden	

The motion was declared **LOST** by 2 votes to 3.

That the Waiheke Local Board:

e) acknowledge that the patronage measured on the Ostend/Wharf Road loop during its trial, is far below that which would be required for a public bus route and support Auckland Transport's decision to remove this loop from the Waiheke bus network

Attachments

- A 27 May 20 - Waiheke Local Board Meeting - Item 17 - Auckland Transport Report - May 20 - Public Feedback Report on Matiatia Traffic Layout

SPECIFIC ACTIONS REQUIRED:

Please note resolutions for your information and appropriate action.

Dilly

Dileeka Senewiratne
Democracy Advisor – Waiheke Local Board
Local Board Services

Auckland Council, Level 27, 135 Albert Street, Auckland

DDI: 09 890 4841 | Mobile: 021 840 914

Visit our website: www.aucklandcouncil.govt.nz

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