

# 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: Ormston, Ormston, Surfside, Ormston, Manuka  
Route B: Ormston, Ormston, Ormston, Ormston, Ormston  
Route C: Ormston, Ormston, Ormston, Ormston, Ormston  
Route D: Ormston, Ormston, Ormston, Ormston, Ormston

Feedback is open 19 March to 20 April 2018  
Fill in the feedback form at [www.at.govt.nz/newnetworkwaiheke](http://www.at.govt.nz/newnetworkwaiheke)

**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: Ormston, Ormston, Surfside, Ormston, Manuka  
Route B: Ormston, Ormston, Ormston, Ormston, Ormston  
Route C: Ormston, Ormston, Ormston, Ormston, Ormston  
Route D: Ormston, Ormston, Ormston, Ormston, Ormston

Legend:  
Bus Stop  
Ormston  
Vineyard

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](http://www.at.govt.nz/newnetworkwaiheke)

Public Information Events	Date	Location	Time
Thursday 22 March	10:00am - 12:00pm	Downtown Ferry, Ormston, Pier 2	10am to 12pm
Friday 23 March	10:00am - 12:00pm	100m2 (1st fl), 75 (1st fl) 1st	10am to 12pm
Saturday 24 March	10:00am - 12:00pm	Courtyard, Rangitapu Rd, Ormston	10am to 12pm
Sunday 25 March	10:00am - 12:00pm	100m2 (1st fl), 75 (1st fl) 1st	10am to 12pm
Monday 26 March	10:00am - 12:00pm	100m2 (1st fl), 75 (1st fl) 1st	10am to 12pm
Tuesday 27 March	10:00am - 12:00pm	100m2 (1st fl), 75 (1st fl) 1st	10am to 12pm

For more information go to [www.at.govt.nz/newnetworkwaiheke](http://www.at.govt.nz/newnetworkwaiheke) or contact us at 09-366-6400



# Waiheke Island Bus Routes VARIATIONS



## 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





Waiheke Island Bus Routes FUTURE



# 2020+: Waiheke New Network



# Summary: Simplifying the New Network <sup>9</sup>

- 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 Strand<sup>16</sup>

- ‘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 10 YEAR INTEGRATED TRANSPORT PLAN

*DRAFT FOR CONSULTATION*

**Auckland Transport &  
Waiheke Local Board**  
July 2019





# A GUIDE TO THIS DOCUMENT

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This guide will walk you through the key features of the *Waiheke 10 Year Integrated Transport Plan*.



## **Introducing the Plan**

This section addresses the background need and vision for Waiheke's first collaborative, multi-modal 10 year transport plan.



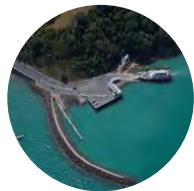
## **Waiheke's current network**

As a first step in the development of the Plan, this section looks at the current character and state of transport on the island – highlighting some of the key gaps and challenges faced by its people, services and facilities.



## **Current projects**

This section outlines a series of projects and initiatives identified by Auckland Transport (AT) for delivery over the next two years. These projects comprise a mix of committed projects, as well as planned projects which do not yet have funding secured but which are being actively pursued.



## **Proposed prioritised projects**

In addition to AT projects already in the pipeline, this section details the proposed future projects that have been prioritised over the next 10 years to address Waiheke's key transport challenges.



## **The next actions**

This section outlines the phases of the Plan, including engagement, implementation and ongoing collaborative planning. Engaging with the community is an important next step, so find out where to have your say on the future of Waiheke.





# INTRODUCING THE PLAN





## INTRODUCING THE PLAN

# THE VISION FOR THE PLAN

### Waiheke's first collaborative, multi-modal 10-year transport plan

One of the gems of Auckland's Hauraki Gulf, Waiheke is a great place to live, work and play. Its geography and vibrant character makes it unique in Auckland. A hot spot for tourism and home to an active and growing population, increasing pressure has been put on the island's transport network. Recognising these challenges, Waiheke requires a transport plan that embraces its character and reflects its changing transport needs - now and into the future.

The first of its kind for Auckland and the island, the *Waiheke 10 Year Integrated Transport Plan* is a dynamic plan that envisions Waiheke's ideal integrated transport network – for its people, character and community.

## CORE OBJECTIVES



Set out Waiheke's aspirations for its transport system and take a strategic view about the future of the island, considering its economy and role – particularly for travel inside Waiheke.



Prioritise a list of projects, plans, services and processes on Waiheke to be proposed for funding from 2021 – 2031



Recognise Waiheke's unique character and the pressures the island is experiencing now and into the future – particularly due to tourism and population growth.



Evolve with Waiheke's changing transport needs over time.





## INTRODUCING THE PLAN

# BACKGROUND

As an outcome of Auckland Council's Governance Framework Review, AT and the Waiheke Local Board collaborated to develop a Memorandum of Understanding (MoU). One of the key actions that resulted from the MoU was the development of the *Waiheke 10 Year Integrated Transport Plan*.

The MoU is a key instrument in shaping the relationship between AT and the Local Board, allowing for greater alignment to achieve transport outcomes that meet Waiheke's needs. As a living document, it will also provide a central point of reference for AT to engage on Waiheke transport issues going forward.

Emerging from the MoU, the outcome of the Plan is to develop a priority list of projects, plans, services and processes to be considered for potential funding and inclusion in the next Auckland Regional Land Transport Plan (RLTP). The proposed priority list is detailed in this document, however we are looking for your feedback to see whether we've got it right.



# CO-CREATION OF THE PLAN



Collaboration between AT and the Waiheke Local Board has been central in helping to shape the united vision and purpose set out in this Plan. The MoU has provided the guiding framework in the delivery of the plan and has enhanced the working relationship between AT and the Local Board by outlining roles, outcomes, and how to work together. It also supports the priorities and aspirations of both the Local Board and the Waiheke community by allowing the Local Board to have a greater voice in influencing AT activities.

The key priorities outlined in the MoU include:



**Development of a 10-year Transport Plan for Waiheke**



Development of transport design guidelines which reflect the island's character



AT including formal reports focusing on Waiheke transport matters on the Waiheke Local Board's business meeting agenda at least three monthly



Maintaining an up to date issues register accessible to both parties



Improving integration with council units with connecting roles (eg. Healthy Waters)



Advancing public transport on, to and from Waiheke in accordance with the provisions of the Regional Public Transport Plan



Sharing annual infrastructure planning and maintenance documents



Developing and maintaining a rolling three year work programme



Jointly reporting to AT's Executive Leadership Team and Auckland Council's Joint Governance Working Party as appropriate



Meeting and workshopping regularly (at least monthly)



Having accurate and regularly reported transport data



A silver bus is stopped at a bus stop. The destination sign on the front of the bus reads "ONETANGI" and "SURFORDALE". The bus number "153" is visible on the front. Several passengers, including a man in a white shirt and hat, a woman in a brown coat, and a young girl in a pink top and colorful skirt, are boarding the bus. The bus stop has a white canopy. The background shows trees and a clear sky.

# WAIHEKE'S CURRENT NETWORK



# LOCAL CONTEXT

This map shows Waiheke's transport landscape and some of the key areas where people live, work and play.







## LOCAL CONTEXT

# WAIHEKE'S PEOPLE

Waiheke has many distinguishing features in comparison to the rest of Auckland and New Zealand.\*



**Waiheke's population is growing.** Due to net migration, the island's population is increasing faster than the rest of the country. In addition to its over 9,500 residents, it also has a significant tourist market, as well as non-resident workers. Due to tourism, its population also fluctuates seasonally.



**Waiheke's population is older.** The median age of Waiheke residents is 45.3 years, higher than Auckland and New Zealand. Almost 20% of residents are over 65, many of which have accessibility requirements.



**Waiheke's population live in smaller households.** The number of families with children was lower than the rest of Auckland and New Zealand.



**Waiheke's population is more likely to have lower household income than the rest of the country.** Both unemployment and the median household income in Waiheke are lower than Auckland and nationally.



**Waiheke's population works more in service industries.** 20% of employment was in the accommodation and food services sector, compared with 6.9% for the country overall.

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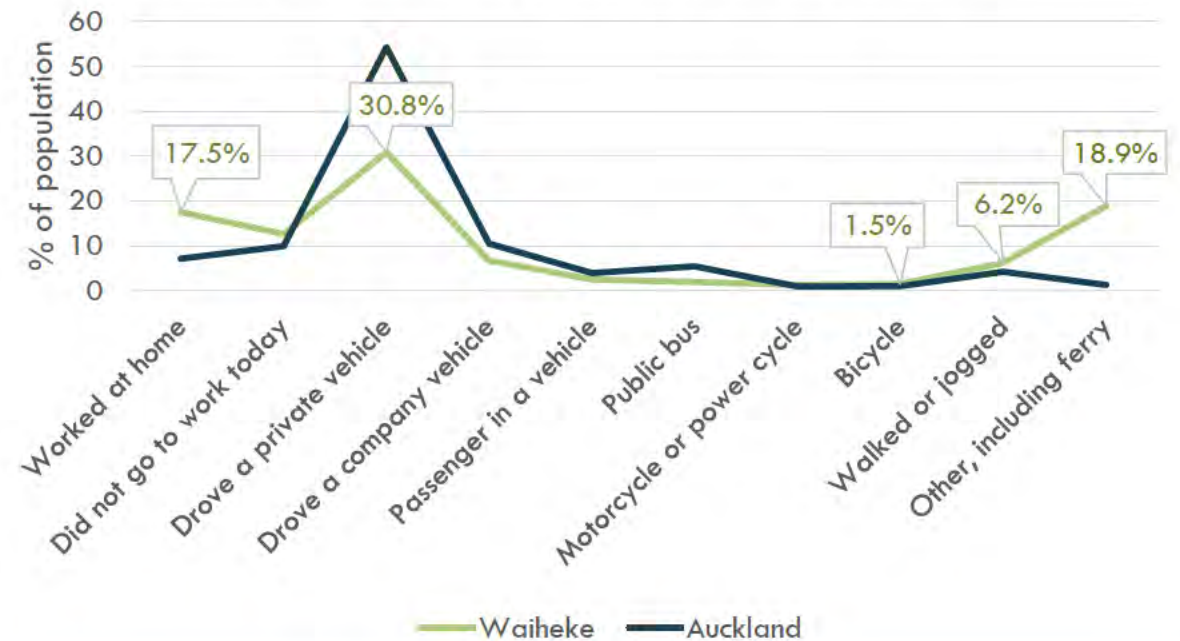
## GETTING AROUND WAIHEKE



**Waiheke's population is less likely to have access to a car.** Waiheke had a higher proportion of households with no access to, or access to only one, motor vehicle compared to the rest of Auckland and New Zealand.



**Waiheke has different travel behaviour from the rest of Auckland.** In addition to lower rates of driving a vehicle, Waiheke also has higher rates of walking/jogging, cycling and working from home. There is also more shift work, reflecting travel habits outside peak period travel.



## KEY CHALLENGES



Waiheke's population, demographics and travel habits are unique in the rest of Auckland, and therefore its transport needs are different.

\*Results from the 2018 census are not yet available. 2018 data are sourced from the Infometrics Waiheke 2018 Annual Economic Profile, and the Infometrics Auckland economics profile.





FERRIES

# WAIHEKE'S TRANSPORT SERVICES

Waiheke's three ferry terminals are owned, operated and maintained by AT as part of the Hauraki Gulf wharves network.



**Matiatia** – Main entry point for most visitors and residents



**Kennedy Point** – Main freight route, provides access for vehicles and passengers to Half Moon Bay and Wynyard Wharf. Vital link for business and island economy. Increasing patronage. Timetable varies seasonally.



**Orapiu** – Fully commercial service, provides transport between Auckland and Coromandel. Seasonal timetable, sailings once a day excluding Mondays.



Waiheke hosts more than a million tourists and visitors each year, primarily traveling by ferry. Patronage peaks in summer months with increased number of visitors to the island.

## ACCESS & CONNECTIONS

- ✓ Free travel is available for seniors using an AT HOP gold card.\*
- ✓ Matiatia and Downtown ferry terminals are both wheelchair accessible.
- ✓ Car parking is provided, via the dedicated Owhanake park & ride in close proximity to ferry terminal
- ✓ Multiple operators (public and private) operate within the ferry terminal space
- ✓ The ferry terminal area provides connections to:
  - ✓ Buses, which connect with ferry movements at Matiatia
  - ✓ Taxi and shuttle services
  - ✓ Private tourist operations to serve tourist activities and accommodation transfers (eg. Explorer Bus)
  - ✓ Commercial charter vessels (eg. Water Taxi)

## KEY TAKEAWAYS

- 🚶 Ferries provide a key link for commuters and visitors
- 👤 Visitors significantly outnumber residents commuting by ferry
- 🚶 Commuting to the city for work or tertiary education is a realistic option via frequent ferry services
- 🚶 Private services and related vehicle pick-ups and drop off services contribute to congestion on the water and on land

\*Valid after 9.00am on weekdays and all day on weekends and public holidays.

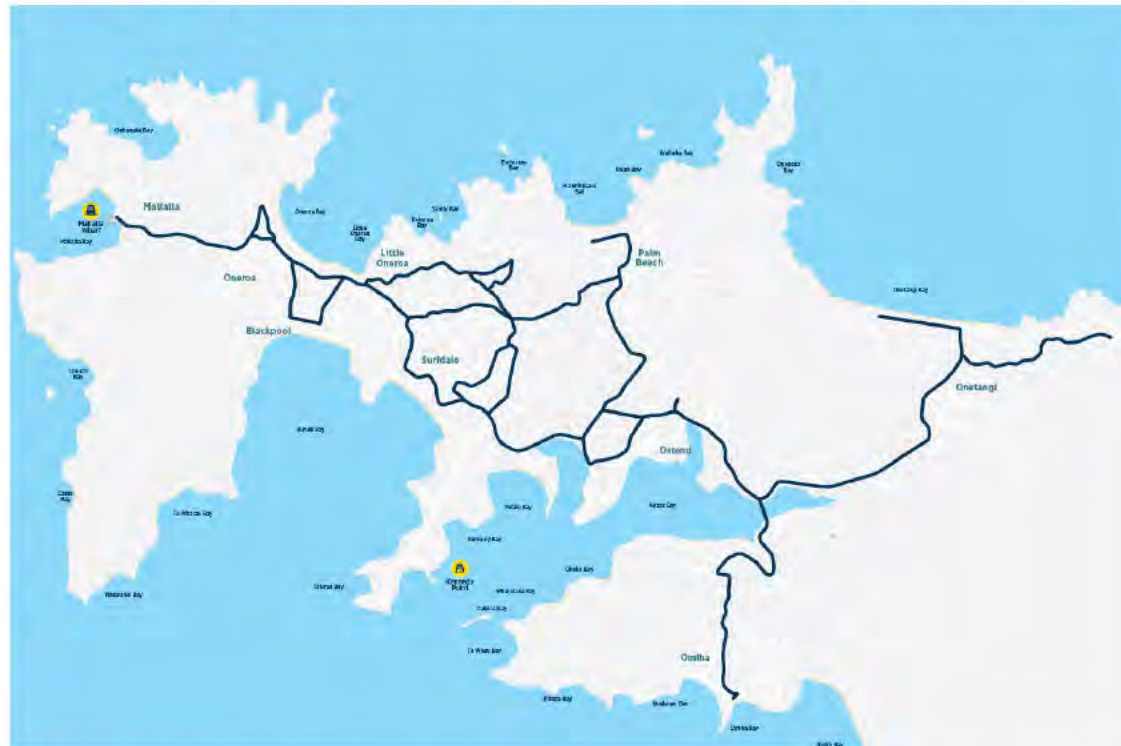




## BUSES

# WAIHEKE'S TRANSPORT SERVICES

The western end of the island is currently served by a number of public bus routes that terminate at Matiatia Terminal. The current bus network is constrained by what roads it can safely travel on, and many bus stops are not accessible by walking or cycling.



AT HOP ticketing is available, but many regular passengers purchase multi-trip passes issued by the ferry operator.



AT HOP ticketing is not widely used on public bus services and as a result, actual bus patronage is not fully recorded and accurate data is not available.

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## ACCESS & CONNECTIONS

Planned for October 2019, Waiheke's New Bus Network will bring numerous benefits to frequency, accessibility and movement around the island, including:

- Improved routes and timetables
- A new, more accessible bus fleet from 2020
- More frequent and longer spanning services
- A new route serving Kennedy Point ferry terminal from 2020
- New infrastructure, including bus stops, shelters and signage

Waiheke also has a variety of operators that offer both scheduled and on-request tours\* and transport services across the island using a range of vehicles, from small passenger vehicles to double decker buses.

These transport services include:

- Taxis
- Car sharing & ride sharing services
- Private car rental
- Water taxi
- Coastal excursion services
- Aeroplanes and helicopters

## KEY CHALLENGES



AT does not have clear insights on public transport travel habits on Waiheke due to lack of accurate AT HOP data



Many bus stops are not accessible by walking or cycling on Waiheke's current bus network.

\*Some tours are available as part of package deals that include ferry travel to the island.





## ROADS & FOOPATHS

# WAIHEKE'S TRANSPORT FACILITIES

Waiheke's road and street network is diverse, with extensive cul-de-sacs, few through-connections, and rural and urban style roads intermingled. The main road connects Mātīatia to Oneroa, through Ostend to Onetangi, with a branch to Kennedy Point.

Despite the higher than average level of public and active transport usage on Waiheke, much of the island's footpath and cycle network is fragmented and largely unplanned. Where there are footpaths, many are on grass verges next to narrow, winding roads. In other places, steep topography has left no space to add a footpath or cycle lane, resulting in safety issues on roads with frequent traffic.

Waiheke's road and footpath network poses a number of safety concerns, including problems with:

- ✘ Stormwater management
- ✘ Road quality
- ✘ Unsealed roads, problematic maintenance on eastern Waiheke
- ✘ Narrow, winding roads unsuited for high vehicle speeds or on roads with frequent traffic

**70%**

of children living on Waiheke are driven to school, with road safety concerns the main reason deterring walking & cycling.

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### Waiheke Pathways Plan

This Plan is consistent with the ambitions of the Waiheke Pathways Plan. Prepared and consulted on by the Waiheke Local Board, the Waiheke Pathways Plan proposes a 10-year programme of priority projects to improve footpaths, roads and trails to provide safer and easier walking, cycling and horse riding.

### Freight

The main freight route runs between Kennedy Point and Mātīatia wharf. Freight movements include trips to Waiheke quarry, water tanker deliveries, waste collection trucks, deliveries to building sites, shops and seasonal trips to wineries. Freight trips are expected to rise as the island's population grows and tourism increases.

## KEY CHALLENGES



Waiheke's footpath and cycle network is disconnected



The island's hilly topography constrains space available for walking and cycling



The road type and condition is varied, without a consistent street design



Road safety is the main concern around walking and cycling, particularly for children traveling to school



Increased freight movement is placing increased pressure on the roading network



# CURRENT CYCLE & FOOTPATH NETWORK

This map shows the current state of Waiheke's existing cycle lanes and footpaths.





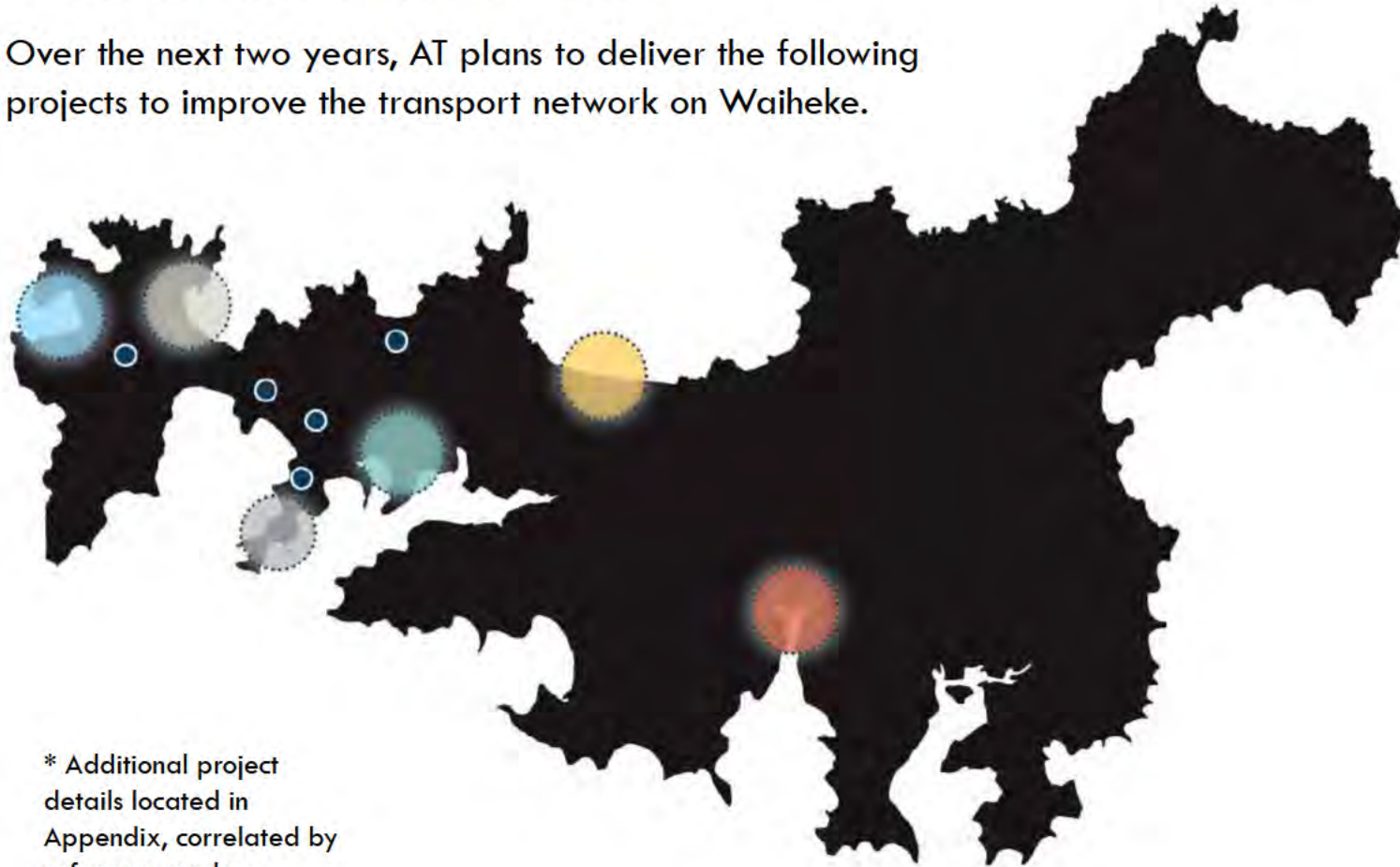


# CURRENT PROJECTS



# CURRENT PROJECTS

Over the next two years, AT plans to deliver the following projects to improve the transport network on Waiheke.



\* Additional project details located in Appendix, correlated by reference number

**Matiatia Wharf**

- Landside transport improvements
- CCTV installation
- Wharf renewal

**Moa Road**

- Road resurfacing
- Crossing improvement

**Kennedy Point**

- Sea-wall renewal
- Additional lighting elements, etc.
- Investigate possible passenger service to Kennedy Point

**Belgium St & Putiki Rd**

- General facilities upgrade
- Road resurfacing
- Cycle facilities
- Parking restrictions

**Seaview Rd**

- Crossing upgrade
- New footpath

**Orapui**

- Infrastructure renewal

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## Island-wide Projects

- New bus network routes and timetables
- New bus network infrastructure, including bus stops
- Bus service to Kennedy Point
- New Operations Manager

- New 30-year Waiheke area plan
- Improved biosecurity measures

## Auckland-wide Projects: Downtown Ferry Terminal

- Relocation of Pier 3 & 4 to Queens Wharf West
- Downtown infrastructure development plan – streetscapes & bus station

- Devonport wharf & terminal renewal
- Additional sullage pumpout facilities

## Other Projects

- Footpath improvement - Church Bay Rd
- Pedestrian crossing - Alison Rd
- Kerb extension - Causeway Rd & Shelly Beach Rd
- Formalised parking - Donald Bruce Rd
- Regulated parking - Palm Rd



An aerial photograph of a coastal area. In the upper left, a paved road runs along a dense forest. To the right, a large white building with a flat roof is situated near a body of water. A large boat is docked at a pier. In the foreground, a rocky breakwater extends into the water, with several sailboats nearby. The water is a clear, vibrant blue-green color. A semi-transparent white banner is overlaid across the middle of the image, containing the text 'PROPOSED PRIORITISED PROJECTS'.

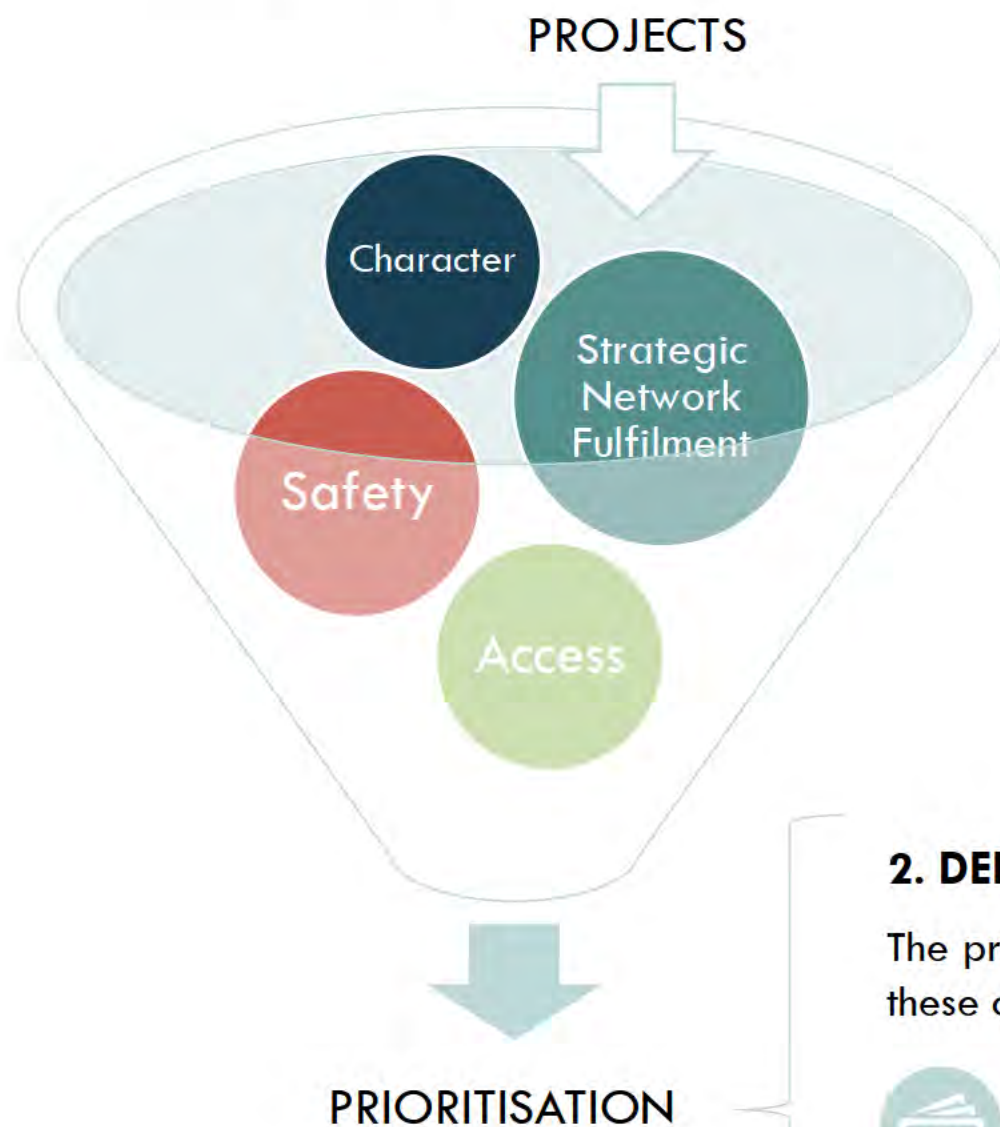
# PROPOSED PRIORITISED PROJECTS







## PROPOSED PRIORITISED PROJECTS

# HOW THE PROJECTS WERE PRIORITISED

Given the issues and challenges faced by Waiheke's current transport network, AT worked collaboratively with the Local Board through a joint working group to develop the projects list and to prioritise the projects. The projects were prioritised based on the following criteria to align with our vision and objectives for the Plan:



### 1. CORE SELECTION CRITERIA

- 
**Safety** – Improve safety of users and prioritise vulnerable users by providing a safe transport system for multi-modal use. (e.g. formal footpaths and crossings, lower speeds)
- 
**Strategic Network Fulfilment** – Roads are prioritised as they are used by the greatest number of people (eg. arterial, collector, local)
- 
**Character** – Either support or detract from Waiheke's local character
- 
**Access** – Improve access for multi-modal outcomes and people with accessibility needs.

### 2. DELIVERY PRIORITISATION CRITERIA

The proposed prioritised projects in this document have not yet been assessed for these criterium, which will be separate items for consideration after prioritisation:

- 
**Cost** – Cost of delivery weighed against potential benefits
- 
**Delivery Proximity** – the speed in which a project could be delivered



# PROPOSED PRIORITISED PROJECTS

## TOP 20 FUTURE PROJECTS

Introducing the Plan

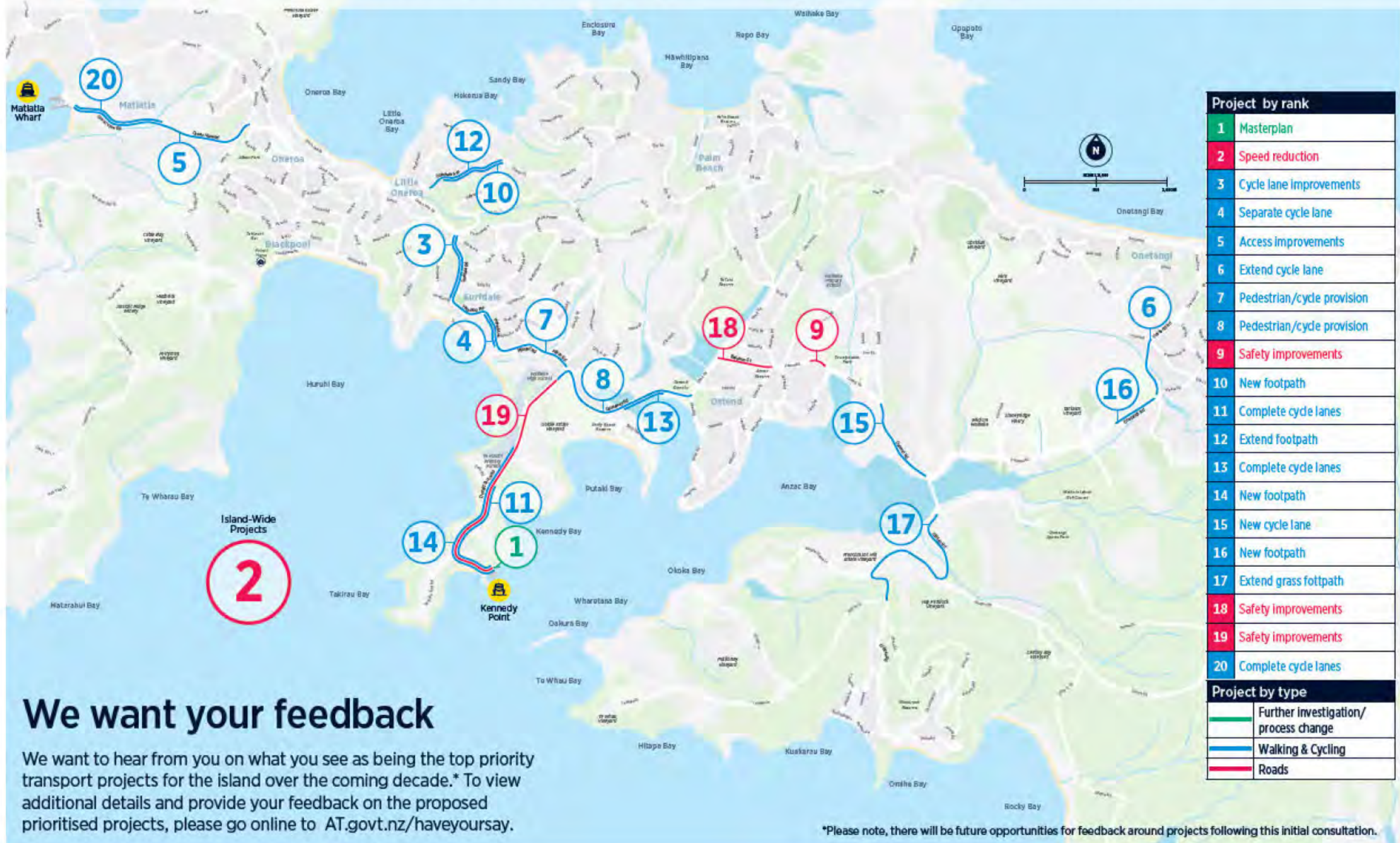
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Using the core selection criteria, this map shows the top 20 proposed projects we have listed for prioritisation over the next 10 years. These aim to address Waiheke's key transport challenges around safety, strategic impact, character, and access.

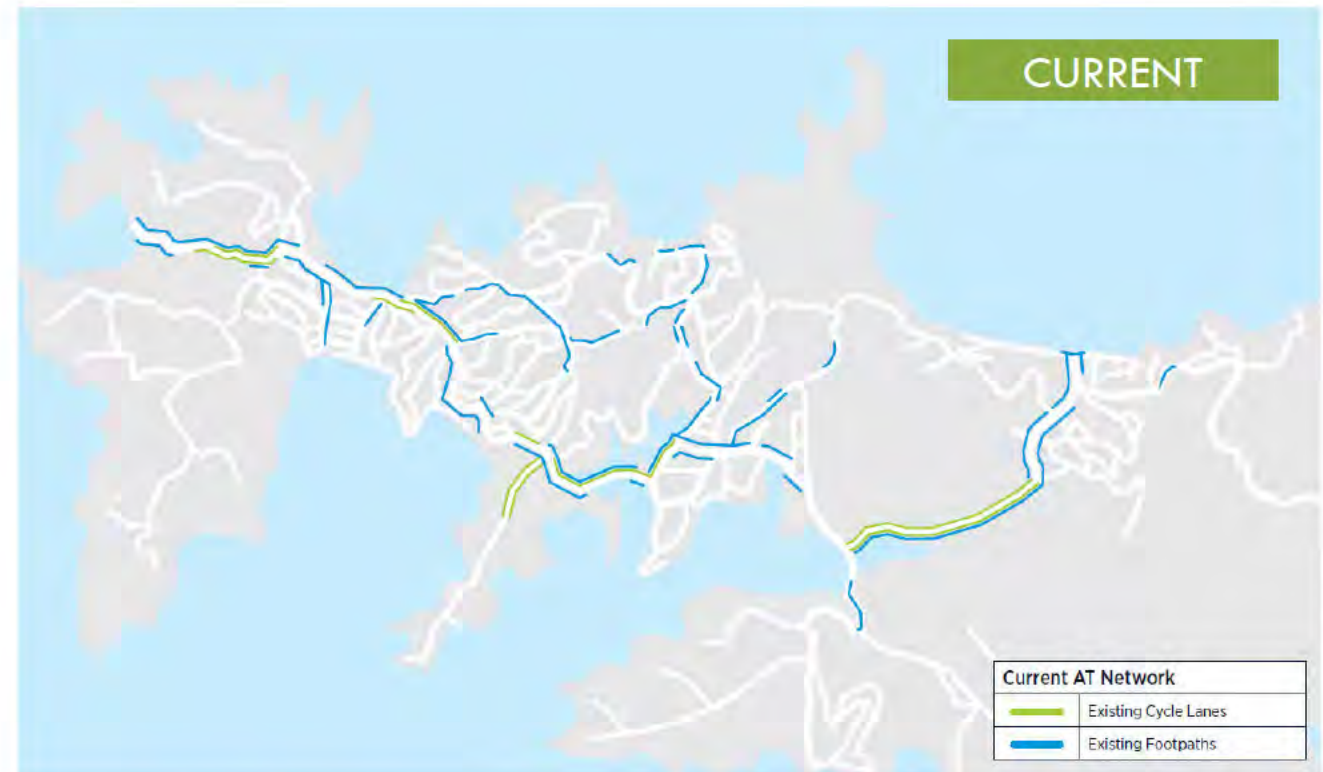




# PROPOSED PRIORITISED PROJECTS THE FUTURE WAIHEKE

With the implementation of this Plan, we hope to achieve our vision of having a connected and integrated walking and cycling network on the island for the first time ever - making it safer, improving access, enhancing character and fulfilling Waiheke's transportation strategic intent.

- ✓ Set out Waiheke's aspirations for its transport system and take a strategic view about the future of the island, considering its economy and role – particularly for travel inside Waiheke.
- ✓ Prioritise a list of projects, plans, services and processes on Waiheke to be proposed for funding from 2021 – 2033.
- ✓ Recognise Waiheke's unique character and the pressures the island is experiencing now and into the future – particularly due to tourism and population growth.
- ✓ Evolve with Waiheke's changing transport needs over time.







# THE NEXT ACTIONS





# THE NEXT ACTIONS



## Collaboration & Joint Planning (Ongoing)

Through the MoU and ongoing partnerships, AT will meet regularly with the Local Board throughout the 10-year period to update project information and allow for new projects to be added for future consideration to meet Waiheke's evolving needs.

## Engagement on the Plan (Mid-2019)

- Engage with the community, partners and key stakeholders via public consultation process to ensure feedback is incorporated as appropriate.



## Finalising the Plan (2019 – 2020)

- Collate feedback from engagement to re-score projects and create revised prioritised list, which may include additional items.



## Delivering the Plan (2021 – 2031)

- Future proposed prioritised projects (p. 18) will be considered as part of the draft RLTP in mid-2021.

## We Want Your Feedback

- Initial public consultation on the Plan will run until Monday, 29 July 2019. Find out more on the following page.
- There will also be future opportunities for feedback around the individual projects following this initial consultation.



AT will work with the Local Board to develop a process for reviewing the draft RLTP issued for public consultation.



## Delivering Existing Committed Projects (Mid 2019 – Mid 2021)

- Programme of current AT projects to 2021 (p.15) is already largely in place.

## Monitoring & Iterating the Plan (Ongoing)

- As outlined in the MoU, the Plan will be monitored and updated through a detailed issues register, as well as through regular meetings, workshops and reporting.





# WE WANT TO HEAR FROM YOU

## What are we seeking feedback on?

What do you see as being the priority projects for Waiheke over the coming decade? We want your feedback to help us improve our decision making for the 10-year plan.

Whether you live on Waiheke or are a regular visitor, we want hear from you on what you see as being the top priority transport projects for the island over the coming decade.\*

Find out more about the proposed projects in the Appendix of this document or via an interactive online map at [At.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay).

From your feedback we will get a better understanding of the community's needs and how to prioritise the projects.

We are also keen to hear if there are any projects that are not included that could be, and any other thoughts you have around transport on Waiheke as a whole.

\*Please note, there will be future opportunities for feedback around projects following this initial consultation.

## What will we do with your feedback?

Once we have received all the feedback, we will use it to help us refine our plans for the area.

We will also produce a report on the feedback received, which will be available on our website. Submitters who provide contact details will be notified when this report is available.

## How do I provide feedback?

If you wish to provide feedback, please either:

- Complete the freepost feedback form in the consultation brochure.
- Go online to [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay) and fill in the online survey.





19 November 2019

Mayor Phil Goff

[phil.goff@aucklandcouncil.govt.nz](mailto:phil.goff@aucklandcouncil.govt.nz)

Kia ora Mayor Phil Goff

### **Bus Service Changes on Waiheke Island - CAS-22758-D3G1X6**

Thank you for your correspondence sent in relation to bus service changes on Waiheke Island.

Since October 2016, Auckland Transport has been implementing a new bus network across Auckland, using the key principles of simplicity, frequency and connectivity.

By changing the routes bus services take through Ostend, we have been able to implement a 15-minute frequent bus service along the main road across the island, between 7am and 7pm, 7 days a week – something that responses to public consultation in 2018 specifically requested.

In Ostend, it is appropriate that buses serve Belgium St every 15 minutes, due to the businesses, services and facilities located on this road. In order to offer such frequency, we do sometimes have to make trade-offs - on occasion this includes no longer serving some existing bus stops on Ostend Rd.

To achieve good connectivity on this new bus network there is some reliance on hubs where passengers can transfer between services.

The area of Belgium St by Countdown was identified as being suitable for such a hub due to:

- The central location on the island;
- the proximity of bus stops on both sides of the road;
- the pedestrian crossing between these stops and the presence of shelter.

Additionally, as stated above, Belgium St is a local centre and is therefore a destination in its own right. By enabling people to transfer between bus services at a formal hub, we make it easier for people to travel between different locations on Waiheke by bus, as was requested during the 2018 consultation.

Please see the image below which shows how bus services have changed; Ostend Road was previously served by two infrequent services, as was Belgium St.







In this case, we cannot give the stops on Belgium St a frequent level of service while still operating bus services through Ostend Rd and Wharf Rd.

By having a 15-minute bus frequency and all bus services travel on Belgium St, people can easily make intra-island trips by transferring between bus services on Belgium St with minimal waiting time. Contrary to local opinion, the bus network needs to cater for those passengers heading to other destinations on the island, not purely access to Matiatia ferry terminal.

We are able to offer a high frequency hub right at the heart of the island, on Belgium Street where the majority of businesses are located and activity takes place. It is approximately a 400m to 500m walk to Belgium Street from the bus stops which are no longer served.

As part of our decision-making process, we did look at how the current services on Waiheke are being used. Our patronage data shows, on average 0.5 passengers per trip are either alighting or boarding along the relevant sections of Ostend Rd/Wharf Rd. This means there are many buses that will travel through this section of the route without anyone boarding or alighting the bus at the relevant stops.

Our consultation showed that there was demand from passengers to travel via Belgium St rather than through Ostend Rd and Wharf Rd. By travelling directly along Belgium St, we stand to improve the customer experience for more passengers than the number inconvenienced by this decision.

We have also received a petition from residents regarding the removal of the Ostend Road / Wharf Road service; we will consider this petition and how services could be improved in future. We have responded to this petition stating that we will review these services but with no promise of reinstating the bus to Ostend Rd and Wharf Rd.

The review will take place in early 2020. If it is decided to make changes as a result of this they are unlikely to be implemented before May 2020.





Once the review is complete interested parties will be informed, if services aren't reinstated to these streets then AT will inform those parties of the reasons for the decision.

I hope this helps to answer your questions. These decisions are not taken lightly, and, ultimately, can be reversed should there be a strong case to do so.

We will let both the Local Board and residents know the outcome of our review in early 2020.

Yours sincerely

A handwritten signature in black ink, which appears to read 'Colin Homan', is positioned below the 'Yours sincerely' text. The signature is written in a cursive, flowing style.

Colin Homan

**Group Manager Integrated Network Enablement**



# Memorandum

To: Cath Handley  
From: Dave Hilson / Pete Moth, AT  
Date: 19 February 2020  
Subject: Waiheke Bus Services – Proposed Community Solutions

When a group from Auckland Transport (AT) met with Waiheke residents at the Waiheke Local Board office on 17 December 2019, we were presented with a proposal for 'Proposed Community Solutions' from a representative of the local community. This was in response to the removal of bus services from Ostend Rd and Wharf Rd, with the implementation of the Waiheke New Network in October 2019.

## Background

At the time of the meeting, services had been reduced on Waiheke Island due to a bus driver shortage. This consisted of cancelling, until further notice, all trips on the route 50B. The implications of not running route 50B would be:

- Reduced frequency on main trunk route between Onetangi and Matiatia from every 15 minutes to every 30 minutes through the day; and
- Loss of service on the Jellicoe Parade/Wellington Rd loop

The decision was made (from 16 December 2019) to operate the route 50A around the Jellicoe Parade/Wellington Rd loop as an interim measure, all inbound trips towards Oneroa and Matiatia but this loop would only be served on request in the outbound direction. In addition, given that the 50A was now going to be making this diversion as opposed to running direct, that AT would trial returning service to Ostend Rd and Wharf Rd.

## Options considered for Ostend Rd

AT considered three options for trialling a service for Ostend Rd and Wharf Rd. These were made on the assumption of the 50B not operating and therefore route 50A covering the Jellicoe/Wellington loop. The options were:

- Option 1: Divert every alternate trip on route 50A via Ostend Rd and Wharf Rd (Belgium St would receive an hourly service) – as per item 1 of the proposed community solution
- Option 2: Loop every trip on route 50A via Wharf Rd and Ostend Rd (serving Belgium St twice)
- Option 3: Loop every alternate trip on route 50A via Wharf Rd and Ostend Rd (serving Belgium St twice)

Option 1 would have served the Ostend Rd and Wharf Rd stops in the same manner as in the old network. However, it was considered the benefits of this option were outweighed by the reduction of service on Belgium St (from every 15 minutes at New Network implementation to hourly). Many more passengers wish to access stops on Belgium Street than they do stops on Wharf Rd / Ostend Rd. In addition, AT would be reintroducing the inconsistency of the old network, having two different routes through Ostend.

Option 2 would give a 30-minute service to Ostend Rd and Wharf Rd while continuing to serve Belgium St. However, the additional time required to operate this loop on all trips would require additional vehicles, if the 50A were to serve both the Ostend Rd/Wharf Rd and Jellicoe Parade/Wellington Rd loops. Even if this was considered as a suitable option, the current driver shortage means it is unlikely this option could be resourced.





# Memorandum

Option 3 gives the Ostend Rd/Wharf Rd loop an hourly service, continues to give a half-hourly service to Belgium Rd and is able to serve the Jellicoe Parade/Wellington Rd loop on alternate trips.

Taking all these factors into account, AT decided to adopt option 3 as an interim measure. All trips inbound (towards Ostend and Matiatia) will always operate via one of the loops (with the sign at the front of the bus denoting which loop is served). Outbound services will only serve the loop if requested by passengers on board the bus at the time. This will give a more direct route for passengers if no one on board wishes to access Wharf Rd /Ostend Rd. This still allows maximum service for Belgium St while serving Ostend and Wharf Rd hourly.

AT does not consider the route 502 a feasible alternative for passengers at the Belgium St stop in Ostend. Once this service departs from Belgium St it travels via Palm Beach and Little Oneroa before rejoining the main road, it then travels via Blackpool prior to serving Oneroa and Matiatia. Therefore passengers from Belgium St:

- Have an additional travel time of around 10 minutes (on average) to Oneroa and Matiatia – 25 minutes compared to 15 minutes. This includes the trips currently operating the Jellicoe Parade/Wellington Road loop. When we look at the 50A runtimes prior to the cancellation of the 50B trips it was closer to 12 minutes quicker than the 502
- If there is only the 502 serving Belgium St, this removes the link between Belgium St and Surfdale as well as Donald Bruce Rd (including Waiheke High school).

## Review

AT has commenced a review of the New Network for Waiheke Island, part of this review will consider whether or not to permanently serve Ostend Rd/Wharf Rd and, if service is to be returned permanently, how the most appropriate way in which to do this. This will include, as necessary, amendments to route numbers to ensure there is no confusion as to which buses would cover which route. AT are undertaking face-to-face passengers surveys are part of this review.

At this stage AT is still proposing to serve the Jellicoe Parade / Wellington Rd loop with the 501 Kennedy Point service.

AT expects to be able to go public with the results of the review, and any changes to services as a result, in April / May 2020. At this stage AT does not know when the full Waiheke bus network will be restored as this remains dependent on the recruitment of drivers. However it is intended that if there are insufficient drivers to restore the entire network initially, restoring service to route 50B will be prioritised over implementing route 501 (Kennedy Point), this may be at a later date.

## Summary

AT does not support the short term proposal to run every other bus via Wharf Road, at the expense of Belgium Street. Our initial patronage analysis would suggest many more people use the bus to access Belgium Street stops than they do stops of Wharf Road / Ostend Rd. Until the review is complete, AT will continue to run buses as it does now, with every other 50A service calling at Ostend Rd/Wharf Rd. Once sufficient drivers are available to reinstate the 50B service, and decisions following the review have been taken, AT will consider how best to serve Ostend Rd, should there be a case for doing so.





**From:** [Cath Handley \(Waiheke Local Board\)](#)  
**To:** [Pete Moth \(AT\)](#); [Robin Tucker \(Waiheke Local Board\)](#); [Paul Walden \(Waiheke Local Board\)](#); [Bob Upchurch \(Waiheke Local Board\)](#); [Kylee Matthews \(Waiheke Local Board\)](#); [Mark Inglis](#)  
**Cc:** [Jonathan Anyon \(AT\)](#); [Dave Hilson \(AT\)](#); [Helen Griffin \(AT\)](#); [Mark Lambert \(AT\)](#); [Anthony Blom \(AT\)](#); [Karin Turnage \(AT\)](#); [James Bailey](#)  
**Subject:** RE: Waiheke bus network changes 31 May  
**Date:** Thursday, 21 May 2020 10:32:13 AM  
**Attachments:** [image001.png](#)

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Thanks very much Pete.

I am pretty snowed under right now so if other board members have any questions or comments on this I'd ask that they cc. us all and respond direct to your email. It's a landmark time getting KP on a bus route so very newsworthy. Are you letting locals know when the additional bus stops are planned for Donald Bruce Road?

Cheers

Cath

Cath Handley | Chair

Waiheke Local Board

**Mobile 021 1941787**

**10 Belgium Street, Ostend, Waiheke Island**

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**From:** Pete Moth (AT) <xxxx.xxxx@xx.xxxx.xx>

**Sent:** Wednesday, 20 May 2020 1:28 PM

**To:** Cath Handley (Waiheke Local Board) <xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.nz>; Robin Tucker (Waiheke Local Board) <xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx>; Paul Walden (Waiheke Local Board) <xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx>; Bob Upchurch (Waiheke Local Board) <xxx.xxxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx>; Kylee Matthews (Waiheke Local Board) <xxxxx.xxxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx>; Mark Inglis <mark.inglis@aucklandcouncil.govt.nz>

**Cc:** Jonathan Anyon (AT) <xxxxxxxx.xxxxx@xx.xxxx.xx>; Dave Hilson (AT) <xxxx.xxxxxx@xx.xxxx.xx>; Helen Griffin (AT) <xxxxx.xxxxxxx@xx.xxxx.xx>; Mark Lambert (AT) <xxxx.xxxxxxx@xx.xxxx.xx>; Anthony Blom (AT) <xxxxxx.xxxx@xx.xxxx.xx>; Karin Turnage (AT) <xxxxx.xxxxxxx@xx.xxxx.xx>; James Bailey <xxxxx.xxxxxx@xxxxxxxx.xz>

**Subject:** RE: Waiheke bus network changes 31 May

Hi Cath, all

I hope you are keeping well.

We now have a good understanding of the communications we will be running in the run up to the Go Live on 31 May.

AT will let the Waiheke community know about the introduction of the 501 and 50B through the following channels:

- From 25 May:
  - A poster will be installed at each stop on the 501 route
  - Posters on the 50B route advising that the 50B is suspended will be removed
  - Letters will be delivered to properties on Donald Bruce Road informing occupants that their road will now be used by public buses
  - Letters will be delivered to properties on the Jellicoe Parade and Wellington Road section of the route, informing occupants that their roads will now be served by the 501 and not the 50A or 50B.
  - A media release will be sent to the Waiheke Gulf News
  - Materials will direct people to the dedicated Waiheke New Network page on the AT



website, [www.AT.govt.nz/NewNetworkWaiheke](http://www.AT.govt.nz/NewNetworkWaiheke)

- AT's online Journey Planner and AT Mobile app will be updated from 27 May
- After 31 May:
  - Posts on AT's social media accounts
  - Paid advertising in the Waiheke Gulf News
  - New timetables will be available to download in early June. Paper copies will be available from the Matiatia Ferry Terminal

Best regards,

Pete

**Peter Moth | Manager Network Development  
Transport Services Development  
Integrated Networks**

Level 4

20 Viaduct Harbour Avenue, Auckland 1010

Private Bag 92250, Auckland 1142

M 020 4159 4013

[www.at.govt.nz](http://www.at.govt.nz) | [xxx.xxx@xx.xxx.xx](mailto:xxx.xxx@xx.xxx.xx)

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**From:** Cath Handley (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx)>

**Sent:** Tuesday, 5 May 2020 12:17 p.m.

**To:** Pete Moth (AT) <[xxxx.xxxx@xx.xxxx.xx](mailto:xxxx.xxxx@xx.xxxx.xx)>; Robin Tucker (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx)>; Paul Walden (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx)>; Bob Upchurch (Waiheke Local Board) <[xxx.xxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxx.xxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx)>; Kylee Matthews (Waiheke Local Board) <[xxxx.xxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx)>; Mark Inglis <[xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx)>

**Cc:** Jonathan Anyon (AT) <[xxxx.xxxxxx@xx.xxxx.xx](mailto:xxxx.xxxxxx@xx.xxxx.xx)>; Dave Hilson (AT) <[xxxx.xxxxxx@xx.xxxx.xx](mailto:xxxx.xxxxxx@xx.xxxx.xx)>; Helen Griffin (AT) <[xxxx.xxxxxx@xx.xxxx.xx](mailto:xxxx.xxxxxx@xx.xxxx.xx)>; Mark Lambert (AT) <[xxxx.xxxxxx@xx.xxxx.xx](mailto:xxxx.xxxxxx@xx.xxxx.xx)>; Anthony Blom (AT) <[xxxx.xxxxxx@xx.xxxx.xx](mailto:xxxx.xxxxxx@xx.xxxx.xx)>; Karin Turnage (AT) <[xxxx.xxxxxx@xx.xxxx.xx](mailto:xxxx.xxxxxx@xx.xxxx.xx)>; James Bailey <[xxxx.xxxxxx@xxxxxxxx.xx.xx](mailto:xxxx.xxxxxx@xxxxxxxx.xx.xx)>

**Subject:** RE: Waiheke bus network changes 31 May

Kia ora Pete,

Thanks very much for your email and memo. It is good news to know we have the drivers now to open up the KP route and to resume the suspended service.

Two questions please:

1. When will public communication occur? I have a regular community page update today and would like to give the high level news in that, and to tell readers the detailed comms are due soon (?), and that any questions will need to go to AT at that stage.
2. When will the additional bus stops be finished on the KP route please? Plenty of people who live down that way will want to know.

Thanks again,

Kia kaha

Cath

Cath Handley | Chair

Waiheke Local Board

**Mobile 021 1941787**

**10 Belgium Street, Ostend, Waiheke Island**

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**From:** Pete Moth (AT) <[xxxx.xxxx@xx.xxxx.xx](mailto:xxxx.xxxx@xx.xxxx.xx)>

**Sent:** Monday, 4 May 2020 12:54 PM

**To:** Cath Handley (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxx.xxxx.xx)>; Robin Tucker



(Waiheke Local Board) <xxxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxxx.xxxx.xx >; Paul Walden (Waiheke Local Board) <xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxxx.xxxx.xx >; Bob Upchurch (Waiheke Local Board) <xxx.xxxxxxx@xxxxxxxxxxxxxxxxxxxxx.xxxx.xx >; Kylee Matthews (Waiheke Local Board) <xxxxx.xxxxxxx@xxxxxxxxxxxxxxxxxxxxx.xxxx.xx >; Mark Inglis <xxxx.xxxxxx@xxxxxxxxxxxxxxxxxxxxx.xxxx.xx >

**Cc:** Jonathan Anyon (AT) <xxxxxxxx.xxxxxx@xx.xxxx.xx >; Dave Hilson (AT) <xxxx.xxxxxx@xx.xxxx.xx >; Helen Griffin (AT) <xxxxx.xxxxxxx@xx.xxxx.xx >; Mark Lambert (AT) <xxxx.xxxxxxx@xx.xxxx.xx >; Anthony Blom (AT) <xxxxxxxx.xxxxxx@xx.xxxx.xx >; Karin Turnage (AT) <xxxxx.xxxxxxx@xx.xxxx.xx >; James Bailey <xxxxx.xxxxxx@xxxxxxxx.xx.xx >

**Subject:** Waiheke bus network changes 31 May

Hi all,

I thought I would update you on some changes to the Waiheke bus network that are coming up. Waiheke Bus Company (WBC) have successfully recruited additional bus drivers and will shortly be ready to commence the following services:

1. Reinstatement of 50B service
2. Introduction of the new 501 Kennedy Point service

These changes will both go live on Sunday 31 May, by which time we fully expect to be in Covid alert Level 2.

We would like to seek views on the Ostend loop service at the Local Board meeting on 27 May before going out to the community to communicate any changes; **we will continue to serve the Ostend loop with the 50A service until further notice.**

Full details are given in the attached note.

We will be organising communications and updating customer information shortly to advise of the above changes.

Thanks

Pete

**Peter Moth | Manager Network Development  
Transport Services Development  
Integrated Networks**

Level 4

20 Viaduct Harbour Avenue, Auckland 1010

Private Bag 92250, Auckland 1142

M 020 4159 4013

[www.at.govt.nz](http://www.at.govt.nz) | [xxxx.xxxx@xx.xxxx.xx](mailto:xxxx.xxxx@xx.xxxx.xx)

We all have an important part to play in helping to reduce the spread of COVID-19 in our communities. For the latest information and advice from Auckland Transport go to <https://at.govt.nz/bus-train-ferry/service-announcements/covid-19/>.

For Ministry of Health updates go to <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>.

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## Auckland Transport Report - May 2020

File No.: CP2020/06357

### Te take mō te pūrongo Purpose of the report

1. To provide an update to the Waiheke Local Board on transport related matters in its area including the Local Board Transport Capital Fund (LBTCF).

### Whakarāpopototanga matua Executive summary

2. This report covers the results of the Matiatia Traffic Trial, including feedback from the public through the survey on this trial.
3. Attached is a report from Auckland Transport's transport design consultants, Stantec. Stantec did the initial design work for the current layout and have monitored the trial both with personal visits and observations, questioning of Auckland Transport staff who are on-site for extended periods (Parking Officers) and by viewing extensive CCTV coverage of the areas covered by the trial.
4. The report on the public survey carried out on the Matiatia Traffic Trial has been circulated prior to this meeting and will be tabled at the meeting to admit it into the official record.
5. The report also covers outcomes of the trial to service Ostend Road and Wharf Road and, re-instatement of the 50B and initiation of the 501 service from Kennedy Point to Matiatia. These changes will finally deliver the full Waiheke New Network as it was designed.

### Ngā tūtohunga Recommendation/s

That the Waiheke Local Board:

- a) receive the Auckland Transport report May 2020.
- b) support making the Matiatia Traffic Trial operation semi-permanent on the basis that these changes to traffic operations at Matiatia will deliver the following:
  - a safer environment for all users
  - more orderly and controlled traffic operations
  - retention of infrastructure that will not be able to be replaced prior to the full Matiatia Transport Plan implementation
  - optimisation of Auckland Transport Metro operations at Matiatia
- c) acknowledge that the patronage measured on the Ostend/Wharf Road loop during the trial of this, 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.

### Horopaki Context

6. This report addresses transport related matters on Waiheke and includes information on the status of the local board transport capital fund.
7. Auckland Transport (AT) is responsible for all of Auckland's transport services, excluding state highways. They report on a monthly basis to local boards, as set out in their Local



Board Engagement Plan. This monthly reporting commitment acknowledges the important engagement role local boards play within and on behalf of their local communities.

8. The LBTCF is a capital budget provided to all local boards by Auckland Council and delivered by Auckland Transport. Local boards can use this fund to deliver transport infrastructure projects that they believe are important but are not part of Auckland Transport's work programme. Projects must also:
- be safe.
  - not impede network efficiency.
  - be in the road corridor (although projects running through parks can be considered if there is a transport outcome).

## Tātaritanga me ngā tohutohu Analysis and advice

### Matiatia Traffic Trial

Since 8<sup>th</sup> December 2019 Auckland Transport (AT) and the Waiheke Local Board have been trialling a new way to manage traffic at Matiatia ferry terminal over the busy summer season to help reduce congestion and improve safety for everyone who uses the area.

### Background

9. The Matiatia Traffic Trial started on 8 December 2019, with the objective to improve safety and relieve congestion at Matiatia during the peak summer season.
10. The trial was initiated as the result of a request by the Waiheke Transport Forum to trial a different way of traffic operating in and around the Matiatia Wharf. The original plan for the trial had public buses and large passenger service vehicles in the keyhole, taxis in the turnaround area immediately in front of the keyhole and public pick-up and drop-off on both sides of a raised platform in the lower car park. This original plan was put forward by the Waiheke Transport Forum and endorsed and partially funded by the Waiheke Local Board.
11. A public petition, a week before the local body elections, protested that this trial arrangement would unfairly impact on local residents and only benefit visitors to the island. As a result of this petition the Waiheke Local Board requested that Auckland Transport amend the trial and swap the taxi and public pick-up/drop-off areas. This change was made but has resulted in significant numbers of complaints from taxis and the operators of small tour vehicles, who were no longer able to use the keyhole and landward turnaround area.

The final version of the trial included the following changes:

12. Space available to public buses has been increased in the keyhole so we can optimise the new network timetable. Three buses are able to utilise the space available at any one time.
13. Only buses and a few authorized vehicles are able to operate out of the seaward keyhole area. This helps to reduce congestion and increase safety, as buses are now able to safely manoeuvre through this area. The seaward keyhole area also includes a space for mobility drop-off and 2 loading zones. The original mobility drop-off zone in the landward turnaround remains but with slightly improved geometry.
14. A larger public pick-up zone was built within the lower car park against the seaward side of a raised pedestrian platform. The previous P2 and Drop-off areas in the landward turnaround remain.
15. Pre-booked taxis/shuttles/tours have been removed from the seaward keyhole area and a dedicated P15 area has been created for them in the lower carpark against the landward side of a raised pedestrian platform.



16. Tour buses depart from the keyhole, as they did previously. Their space has been allocated across from the ferry terminal. Tour guides from the Waiheke Hop-on Hop-off Explorer bus now meet their passengers and walk them over to their departure point opposite the public bus area.

### Observations and conclusions

17. Overall Auckland Transport considers that the trial changes have achieved the primary aims of increasing overall safety within the keyhole area and generally improving traffic flows.
18. Before the trial started, consulting engineering firm Stantec observed many different conflicting users and movements observed within the 'keyhole' area as taxis and shuttle buses park on the western and north-eastern side, Auckland Transport Metro buses park on the south-western side whilst off-street parking for mobility users, motorcycles and mooring permit holders.
19. In their report (see below link (right click to open hyperlink)), Stantec conclude "The temporary changes implemented as part of the trial have resulted in safety and operational benefits within the Matiatia Ferry Terminal area by reducing conflicts between pedestrians, taxis, buses and general traffic. Therefore, it is considered that the trial has provided a successful outcome suggesting that these changes can be made permanent with minor refinements to ensure the safety and operational benefits are maintained within this area."  
[https://aucklandtransport-my.sharepoint.com/:b:/g/personal/tina\\_kitteltly\\_at\\_govt\\_nz/Ec-etUd3xBJOmuMDvHIW-FwBnzXVYhn2py63AAqcjD3hg?e=wWq5bM](https://aucklandtransport-my.sharepoint.com/:b:/g/personal/tina_kitteltly_at_govt_nz/Ec-etUd3xBJOmuMDvHIW-FwBnzXVYhn2py63AAqcjD3hg?e=wWq5bM)
20. Auckland Transport's Parking Compliance team provided the following feedback:
  - The trial generally achieved its goals of keeping a steady movement of transport through the keyhole area and improving safety of pedestrians getting to buses and taxis.
  - Parking officers did not receive many complaints from passengers or residents on the changes. The majority of feedback received, which was mostly negative, was from taxi operators who would prefer to continue to operate out of the keyhole area as they previously were able to. Additionally, most of the negative feedback was received from one particular local operator and city-based operators.
  - As the trial progressed, we found passengers were able to follow the signage and find their way to the new taxi rank, and that most operators became accustomed to the changes.
  - The parking compliance team's preference is to continue to limit use of the keyhole, but to make a change to designate use of the landward side of the keyhole for Large Passenger Service Vehicles (a change from the current designation of Bus Parking), keeping the time limit to 30 minutes.
  - The majority of abuse received by parking officers was from drivers parking in the P2 drop off area. The parking compliance team would like to keep this area as it is for drop off only and educate residents to use the P30 spaces in the car park if they arrive too early to pick people up from the ferry.

### Public consultation and feedback

21. We consulted on the proposed Matiatia Ferry Terminal on Waiheke Island from Tuesday 17 March 2020 until Wednesday 22 April 2020.
22. Public feedback to the trial changes was predominantly negative, with 82.5% of respondents dissatisfied with the trial layout.
23. While full details will soon be released in the public feedback report which is currently being finalised, key themes in the feedback were:
  - Confusion around trial (including parking and bus zones); taxis now too far away / let taxis back in the keyhole
  - Proposal gives priority to Fullers and tourists over residents, taxi providers and local traders



- Pick up and drop off is difficult, especially for elderly and disabled
- Concerned about loss of parking spaces – not enough parking for cars and condition of parking
- Do not regard any safety and congestion improvement in trial layout/ it was better before the trial
- Create pedestrian crossings to get across the road, dedicated pathways and lighting
- Take the taxis out of the lower car park and back to the front of the terminal - too far to walk under trial layout
- Add speed reduction measures
- Improve signage
- Stop double decker or large buses including from the keyhole

### Recommendations

24. Auckland Transport recommends that the trial changes be made semi-permanent, with some further improvements to be made:
- 30-minute bus parking in the inner keyhole to be amended to 30-minute large passenger service vehicle parking. The purpose of this change is to ensure the keyhole remains available to larger buses and that all operators of small tour vehicles are located in the lower carpark on the opposite side of the raised pedestrian platform used by the taxis.
  - Rationalise parking provision within the upper car park to fully utilise the space formerly used by the rental cars, including the space currently occupied by the soon to be demolished rental car buildings. This will result in pre-trial numbers of car parks being available.
  - Retain the current arrangement for public drop-off and pick-up in the landward turnaround area.
  - Remove temporary fencing infrastructure and replace with proper fencing to direct pedestrians and install a more aesthetically acceptable shelter on the new platform.
  - Review the overall layout of the carpark to improve vehicle tracking, ease existing pinch points and provide marked pedestrian walkways within the carpark.
  - Review and upgrade temporary signage and road markings to improve information provided to all users (e.g. internal circulation within the car park).
  - Widen the footpath on the northern side of the Keyhole to facilitate its use by tour coach passengers.
25. Auckland Transport acknowledges that this recommendation does not align with public opinion on the trial, however believe it is the most viable option considering the space constraints in and around Matiatia, as well as Auckland Transport's obligation to provide the safest possible environment, while balancing the needs of all users. This move also foreshadows future changes in and around Matiatia, one of which will see the lower car park retired from use as parking.
26. Auckland Transport would seek additional funding to make the proposed infrastructure changes, but we note that COVID-19 is likely to impact upon overall budgets available within Auckland Transport and may constrain this project.

### Waiheke Bus Services – Discontinuation of Ostend/Wharf Road trial

27. The attached memorandum 'Waiheke Bus Services – Discontinuation of service to Ostend Road and Wharf Road' details the trial and the options that were explored by Auckland Transport. Given the extremely low patronage for the Ostend Rd stops (Average of 1 passenger every 7 trips) it is Auckland Transport's intention to discontinue the trial but wants to give the Waiheke Local Board the opportunity to have input before this decision is made. (See Attachment A)

### Auckland Transport Responses to Resolutions

28. That the Waiheke Local Board:
- a) *receive the Auckland Transport Report March/April 2020.*



- b) *agree that the Matiatia Summer Trial end date be extended until 31 May 2020 to allow time for public feedback to be analysed and the results reported back to the Board.*
- c) *request a more detailed formal report in response to resolution WHK/2020/10 Matiatia and downtown ferry terminals that includes options for achieving equity for commercial operators at both terminals and that details how existing arrangements comply with the purpose and provisions of the Commerce Act.*

**CARRIED**

- 29. In response to b) above the trial period was extended until the end of May 2020.
- 30. In response to c) above, a more detailed formal report is being prepared for the June meeting of the Waiheke Local Board.

### COVID-19 Level 2 update

- 31. New Zealand moved to Alert Level 2 at 11:59pm on 13 May 2020. This is what it means in relation to transport related activities.
- 32. The Government has advised that the general rule for Alert Level 2 is to play it safe. This means that if you are feeling sick you should stay home. Do not go to work or school. Do not socialise, and if you are showing symptoms of COVID-19 you should avoid using public transport when travelling to a medical appointment.
- 33. Public transport services will return to normal levels while we are at Alert Level 2 so people can travel to where they need to go. However, please note that the Government has advised that you must not travel to events which do not meet the requirements for gatherings at Alert Level 2.
- 34. Aucklanders are also advised that fare collection on public transport, as well as the collection of parking fees and enforcement of time restrictions and special vehicle lanes will re-commence when we move to Alert Level 2.
- 35. Public transport users are also advised that passenger capacity on buses, trains and ferries will be significantly lower than what was available prior to COVID-19. This is because of the need to maintain physical distancing onboard public transport vehicles as required by the Government for Alert Level 2.
- 36. We therefore ask our customers to ensure that they plan their journey ahead with the Auckland Transport Mobile app, which now also displays how many people are on a bus or train service at any given time, or the journey planner on our website.
- 37. Alternative ways of working under Alert Level 2 are also being encouraged by the Government, such as remote working, shift-based working, physical distancing, staggering meal breaks and flexible leave.
- 38. Auckland Transport also encourages Aucklanders to consider travelling outside of usual peak hours (7:00-9:00am and 3:00-7:00pm) where possible. This not only supports physical distancing as more people return to work, but also helps reduce peak congestion and the strain on public transport to make sure everyone can get to where they need to go quickly and safely.
- 39. Many Aucklanders chose to walk or cycle while we were at Alert Level 3 and 4 and we encourage people to continue doing so as this is a great option to maintain safe physical distancing. Auckland Transport is in the process of reviewing the effectiveness of the temporary walking and cycling lanes that were introduced at Alert Level 3. Some of these lanes may continue to operate at Alert Level 2 in order to help ensure that people on bikes and walking can stay safe and maintain the physical distance requirements that are so important to helping us break the chain of COVID-19 infection.
- 40. Businesses and organisations with large numbers of employees may need to look at a wide variety of transport options and actively plan to accommodate their employee's needs. For



travel planning resources and advice for businesses please visit <https://at.govt.nz/driving-parking/ways-to-get-around-auckland/working-with-businesses/workplace-travel-planning/>

41. The Government has also advised that domestic travel is allowed within New Zealand, but to follow public health guidance.
42. For more information of where and when you are permitted to travel under Alert Level 2 go to: [www.covid19.govt.nz](http://www.covid19.govt.nz)

### Public transport

43. Public Transport will be operating to normal schedules and with fare collection resuming under Alert Level 2. Cash is still not being accepted. Travellers going to and from Waiheke should check the Fullers/360 and Sealink websites for timetable information.
44. Physical distancing must be observed on all bus, train and ferry services with one-metre distance required between other passengers. While we will be operating to normal schedules, we will be running at about 43% of normal passenger capacity while under Alert Level 2 to make sure safe physical distancing can be achieved. Please note that standing on buses, trains or ferries will not be allowed while we are at Alert Level 2.
45. There will be signage on board buses and trains to guide customers to where they can and cannot sit based on physical distancing restrictions.
46. Physical distancing of two metres must still be observed at all of our facilities such as stations, platforms and stops.
47. Customers may not be able to get on the bus, train or ferry that they want to because of available space to maintain safe physical distancing. To help with this, our Auckland Transport Mobile app now displays how many people are on a bus or train service at any given time, so customers will know if one-metre distancing will be achievable before they board. In addition, all buses will display the number of people it can take with physical distancing restrictions in place. The Auckland Transport Mobile app and journey planner on our website will also tell you when the next service is.
48. For the majority of buses, customers must use the rear door to get on and off the bus. This is to help ensure everyone is kept as safe as possible by minimising the physical contact between customers and bus drivers. In some rare cases, boarding will be necessary though the front door on small buses.
49. Customers who use a wheel chair or other mobility device or require driver assistance can still use the front door of buses. This also applies to vision impaired customers – we ask drivers to assist them through the front door.
50. Auckland Transport is ensuring all public transport is being cleaned throughout its daily service. Buses and trains are being spot checked, with surfaces being sanitised, and we have enhanced our cleaning regime to include antimicrobial protection fogging (spraying) of facilities and our fleet.
51. Cash is still not being accepted under Alert Level 2. We strongly recommend that you register your Auckland Transport HOP card to help with contact tracing should it be required. This will also allow us to monitor passenger numbers and make fast adjustments to services if required due to changes in demand. We will be working to make those changes as quickly as possible and again advise customers to plan their journey ahead.
52. Those who do not already have an Auckland Transport HOP card can find a retailer at: <https://at.govt.nz/bus-train-ferry/at-hop-card/at-hop-retailers/>
53. We anticipate that public transport will be a lot busier under Alert Level 2 so, if people can, they should consider walking or riding a bike as it may be a good option for some returning to work or school.
54. Our Auckland Transport HOP free public WiFi was disabled during Alert Level 3 to discourage people congregating at rail stations and bus interchanges. This will continue to be the case during Alert Level 2.



### School buses

55. Auckland Transport -contracted school bus services will operate during Alert Level 2. Following the Government's guidelines, physical distancing measures will be different to our public transport services but standing on buses will not be permitted.
56. Working closely with the schools, Auckland Transport has several measures to support contact tracing for all passengers. Hand sanitiser will also be made available for students boarding and departing the bus, in addition to the bus being cleaned in accordance with Government guidance.

### Busier roads

57. As we saw with Alert Level 3, we will again see roads become busier throughout Auckland during Alert Level 2.
58. We ask that Aucklanders minimise any 'non-essential' travel and make sure that those driving do so safely while staying aware of other road users.
59. With freight services returning to normal levels, there will be more heavy vehicles on the road at all times of the day.
60. Construction sites have also restarted, meaning more construction vehicles on the road and temporary traffic management. Prepare for possible delays to your journey.
61. The move to Alert Level 2 also sees more work on our roads. Activities such as resealing, footpath repairs and cleaning out of drains which were paused have restarted at pace.
62. Other organisations such as Watercare, power lines companies, and other utilities have also begun work on that was previously programmed.
63. As a result, people will notice more activity in the road corridor. Please be aware of workers, drive to the conditions and expect delays throughout the city as these projects get back on track.

### Customer service centres

64. We still need to ensure there is managed interaction between our staff and customers under Alert Level 2.
65. During this time, we still recommend customers use self-service options such as ordering an Auckland Transport HOP card online, setting up their account to auto-top up or simply going online to top-up at Auckland Transport HOP card. Journey planning can also be done via the Auckland Transport website or app.
66. Our call centres remain open and customers can speak to us by calling 09 366 6400.
67. If customers are unable to access self-service options, the following customer service centres will be open but will have reduced staff numbers:
  - Britomart ticket windows
  - Manukau Bus Station
  - New Lynn ticket window
  - Panmure
  - Smales Farm
  - Newmarket
  - Albany
  - Constellation
  - Papakura Train Station

The following customer service centres will remain closed while at Alert Level 2:

- Manukau Train Station
- New Lynn (ticket office windows will remain open and provide all services)



- Downtown ferry terminal
  - AUT
  - Botany
68. At this stage we are still unable to accept cash payments for Auckland Transport HOP card top-ups at customer service centres, however customers will be able to use EFTPOS.

### Parking and outdoor activities

69. Paid parking will resume for both on and off-street parking under Alert Level 2. Enforcement of parking restrictions, bus lanes and other special vehicle lanes will also resume.
70. If you are walking or cycling, make sure you are keeping two-metre distance from other people and their 'bubbles'. Where available please use grass berms and other available space in the road reserve to achieve this.
71. Auckland Transport is in the process of reviewing the effectiveness of the temporary walking and cycling lanes that were introduced at Alert Level 3. Some of these lanes may continue to operate at Alert Level 2 in order to help ensure that people on bikes and walking can stay safe and maintain the physical distance requirements that are so important to helping us play it safe.
72. In addition, we are investigating providing temporary protection at existing painted cycle lanes at key locations to further improve safety for people on bikes.
73. As the demand for travel around Auckland changes at Alert Level 2, we will continue to monitor the network in real time to minimise any disruptions and quickly respond to incidents that may occur.
74. Leisure boating and all water activities are now allowed under Alert Level 2.
75. Harbourmaster work under Alert Level 2 will include resuming maintenance of buoys and beacons, as well as the disposal of abandoned vessels and wrecks. Other usual business, such as compliance monitoring, will return to normal levels while maintaining physical distancing requirements.

### Walking and cycling

76. Almost half of all Aucklanders (47%) are walking more than they did pre-lockdown with 14% cycling more often.
77. With that in mind we expect to continue to see more people walking or cycling as a transport choice to get to work, school or for local shopping trips when we move into Alert Level 2. We are also reminding people to look out for vulnerable road users when they travel. More than ever people are using their road space to walk or use a bike, and as a team of 1.4M Aucklanders we can all play a role in keeping everyone safe.
78. Some of the pop-up spaces that were rolled out during Alert Level 3 may continue to operate for Alert Level 2 with the addition of some new spaces to allow for physical distancing, we ask that people use the pop-up spaces whenever possible. For more information on walking and cycling visit <https://at.govt.nz/cycling-walking/>

### Construction sites

79. Auckland Transport restarted work across 160 sites from Tuesday 28 April under Alert Level 3 restrictions. Each site has been operating under strict Health and Safety protocols based on Ministry of Health Guidance and industry best practice.
80. These measures will not change significantly under Alert Level 2 and will continue to include: physical distancing, compulsory PPE, hygiene practices, recording site entry and exit and separating teams into zones on our larger sites.
81. Inductions for new project staff and compulsory COVID-19 education and training will be part of ongoing site protocols while in Alert Level 2, plus any new restarted work will require contractors to submit COVID-19 Health and Safety plans and protocols to demonstrate a safe working environment.



82. Although our aim is to return to normal levels of productivity as quickly as possible to minimise delays and help spur the local economy, our priority remains ensuring the safety of our workers and the general public. As such, the pace of work under Alert Level 2 may not be as rapid as it is under normal circumstances.
83. Auckland Transport will continue to maximise opportunities to accelerate productivity where possible until we can return to normal conditions. These measures may include extending working hours and expanding work sites to take advantage of less traffic on the road.
84. All project timelines are under review pending an assessment of the impact of COVID-19.

### Public engagement

85. Engagement (both informing and consulting communities on upcoming projects) will begin again under Alert Level 2 except for the following channels:
  - No drop-in sessions or public meetings
  - No, or very limited, face-to-face meetings with members of the public, stakeholders or elected members
86. Instead of face-to-face communication, AT will engage via channels such as telephone calls, conference calls, email, Facebook live and webcasts.

### Auckland Transport offices

87. All Auckland Transport offices will re-open at Alert Level 2 but with only up to 25% of staff allowed in the building at any one time to maintain effective physical distancing measures. We will gradually increase the number of staff allowed within offices in the coming weeks and remaining staff will continue to work from home. During Level 2 external visitors are not encouraged to come into our offices unless absolutely essential. Any visitor that does enter an Auckland Transport office will be asked to register their full contact details at reception areas and will be expected to comply with physical distancing measures that will be in place.
88. We know this has been a challenging time for us all. We ask that people continue to be understanding and patient of everyone else who is in the same situation and appreciate everyone's cooperation so far under Alert Levels 4 and 3.
89. Again, please try to avoid traveling during peak hours of the day to help make sure everyone can get to where they need to go safely.
90. The best place to find the latest information about the COVID-19 situation in New Zealand is on the Government's special COVID-19 website: <https://covid19.govt.nz/>
91. Auckland Transport's COVID-19 page, which includes up to date public transport timetables, is at: <https://at.govt.nz/COVID-19>
92. For any other queries the Auckland Transport call centre is available 24 hours/ 7 days a week 09 355 3553

### Local Board Transport Capital Fund

93. A summary of the Waiheke Local Board Transport Capital Fund is contained in the table below. The Board has held the majority of its Local Board Transport Capital Fund for the major reorganisation of Matiatia and therefore has spent very little of its allocation over the last electoral term.
94. In the coming months, the Board will consider the results of the Matiatia summer trial, the public survey results and its subsequent plans for Matiatia.

Waiheke Local Board Transport Capital Fund Financial Summary	
Total Funds Available in current political term	\$2,323,204
Amount committed to date on projects approved for design and/or	\$50,000



construction	
Remaining Budget left	\$2,273,204

### Tauākī whakaaweawe āhuarangi Climate impact statement

95. Auckland Transport engages closely with Auckland Council on developing strategy, actions and measures to support the outcomes sought by the Auckland Plan 2050, the Auckland Climate Action Plan and Council’s priorities.
96. Auckland Transport’s core role is in providing attractive alternatives to private vehicle travel, reducing the carbon footprint of its own operations and, to the extent feasible, that of the contracted public transport network.

### Ngā whakaaweawe me ngā tirohanga a te rōpū Kaunihera Council group impacts and views

97. The impact of information in this report is confined to Auckland Transport and does not impact on other parts of the Council group. Any engagement with other parts of the Council group will be carried out on an individual project basis.

### Ngā whakaaweawe ā-rohe me ngā tirohanga a te poari ā-rohe Local impacts and local board views

#### Consultations

98. consultations were sent to the local board in the last reporting period.

#### Traffic Control Committee

99. The decision of the Traffic Control Committee that affected the Board area in April 2020 is noted below.

Putiki Road	Permanent Traffic and Parking changes	Angle Parking / P30 Parking / Mobility Parking / Road Hump / Stop Control	Approved
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### Tauākī whakaaweawe Māori Māori impact statement

100. Interactions with manu whenua is done on a project specific basis.

### Ngā ritenga ā-pūtea Financial implications

101. There are no financial implications resulting from receiving this report.

### Ngā raru tūpono me ngā whakamaurutanga Risks and mitigations

102. The proposed decision of receiving the report has no risks.

## Ngā koringa ā-muri Next steps

103. See above

## Ngā tāpirihanga Attachments

No.	Title	Page
<a href="#">A</a>	Attachment 1 Ostend Wharf Discontinuation of Trial	127

## Ngā kaihaina Signatories

Author	Jonathan Anyon - Elected Member Relationship Manager - Auckland Transport
Authorisers	Louise Mason - General Manager - Local Board Services Janine Geddes - Acting Relationship Manager - Aotea / Great Barrier and Waiheke Local Boards



## Memorandum



To: Waiheke Local Board  
From: Dave Hilson / Helen Griffin / Pete Moth, AT  
Date: 14 May 2020  
Subject: Waiheke Bus Services – Discontinuation of service to Ostend Road and Wharf Road

As part of the New Network for Waiheke Island, bus routes were removed from a section of Ostend Road and Wharf Road in Ostend. This was greeted by opposition from a group of Waiheke Islanders who presented the Auckland Transport (AT) Board with a petition containing over 1,600 signatures requesting the reinstatement of buses to this area. AT received a proposal from the Ostend Bus Group, and subsequently instigated a trial from December 2019 to measure demand for this service. A full description of the issues raised in the Ostend Bus Group proposal and AT's response is given in this report.

To date, uptake has been low, with around 1 passenger using the service for every 7 trips operated. Balancing this against other factors, including cost and disadvantage to other passengers, AT intends to terminate this trial and to no longer operate services through this section of Ostend Road and Wharf Road.

It should be noted that this intention was based on patronage for a month from early February to early March 2020. This allowed enough time for this route to become established and for residents to be aware of the trial. However, the Covid-19-related downturn in patronage has been disregarded.

### Background

In October 2019, AT introduced a New Network for the bus services on Waiheke Island. This was designed to be a simpler network with 'Frequent' (a bus at least every 15 minutes, 7am to 7pm, 7 days a week) services between Onetangi and Matiatia as well as better connections with ferries.

Two of the new bus services - 50A and 50B operate every 30 minutes, alternating to give a 15 minutes service between Onetangi and Matiatia, including using the 'hub' at Belgium St. These two services operating in this manner offer two main benefits, frequency and a choice in ferry connections.

The frequency means that residents of the island have a bus every 15 minutes through the day, seven days a week, connecting the main destinations of Onetangi, Ostend, Surfdale, Oneroa and Matiatia.

The choice in ferry connections is because we know there are different kinds of passengers. Those commuting or traveling regularly want to minimise their overall travel time, this requires a tight connection time between bus and ferry. On the other hand, some passengers either want, or may require, more time to move between bus and ferry without being rushed. By having the 50A having a tight connection with the ferry and the 50B having more time, both types of customer are catered for. This also allows the 50A and 50B buses to depart from Matiatia on time if the ferry is delayed, (connecting passengers would have a maximum wait of 15 minutes for the next bus that follows a similar route across the island), thus minimising inconvenience for local passengers wanting to catch one of these services from another stop on the route.

In order to truly realise the benefits above, both 50A and 50B need to follow a consistent route. The 50B was previously covering the loop around Jellicoe Parade and Wellington Road,



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however this was just a temporary measure until the route 501 (Kennedy Point) is introduced at the end of May 2020. At that point route 50B will travel directly along Causeway Road, Alison Road and Miami Avenue, the same as the route 50A.

In order to operate this consistent, Frequent service, it is necessary to remove service from Ostend Road and Wharf Road.

### Ostend Road/Wharf Road Trial

When AT decided to trial a service, there were two main options looked at:

- Divert services via Ostend Road and Wharf Road thereby missing out Belgium Street; or
- Operate a loop meaning Belgium Street was served twice per trip.

The latter option was chosen, as the national bus driver shortage had resulted in the 50B service needing to be suspended, effectively halving the all-day frequency through Belgium Street. Given that Belgium Street is a local shopping hub, it would have been unacceptable to reduce bus service on this road any further.

The loop option disadvantages passengers travelling through Ostend as they have to travel along Belgium St twice, adding around five minutes onto their travel time.

To minimise this disruption:

- inbound (towards Oneroa and Matiatia) trips would automatically operate via Ostend Road and Wharf Road on every second trip.
- outbound services (towards Onetangi) would only operate this section of the route on every second trip at the request of passengers already on board (including those boarding on Belgium Street).

AT used this trial to gather data to help inform whether or not to serve the Ostend Road/Wharf Road permanently. The data used for comparison is inbound boardings only. This is because we can record the boarding of every passenger whether they are paying by AT HOP, cash or other means (on Waiheke Island there are a considerable number of users of the Fullers Monthly Pass). However, there is only accurate data on alighting passengers when they tag-off using an AT HOP card.

### Data collection

Data on the usage of the Ostend Rd trial was collected for the four week period from 10 February to 8 March inclusive.

There were 5,196 passengers using an AT HOP card shown as travelling through Ostend for this same period - that is our AT HOP data shows they boarded prior to Belgium Street and alighted after Belgium Street. For each of these passengers there would be additional travel time of around five minutes should the bus travel around the Ostend Road/Wharf Road area as a loop.

It should be noted this number is likely to be considerably higher. In addition to the AT HOP card-using passengers above, there were an additional 5,800 passengers who boarded between Onetangi and Ostend who paid using either cash or a Fullers Ferry Monthly Pass. As we don't have information on where these passengers alighted from the bus, we haven't included them. However, we would expect a considerable number of them to have travelled beyond Ostend. This is due to monthly pass holders travelling primarily to the ferry and at the passengers most likely to pay cash being tourists.





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During this period there were a total of 1,658 boardings from the inbound bus stop on Belgium Street (in front of Countdown), an average of 59 boardings per day.

In comparison, there were a total of just 71 boarding from the Ostend Road/Wharf Road section of this route (distributed across the three inbound stops on this section of the route), an average of just 2.5 boardings per day. This also equates to an average of around one passenger per seven trips, so six times out of seven, passengers travelling through Ostend (Belgium Street) had 5 minutes added to their total journey time for the benefit of no other passengers. This is summarised in the two graphs below.

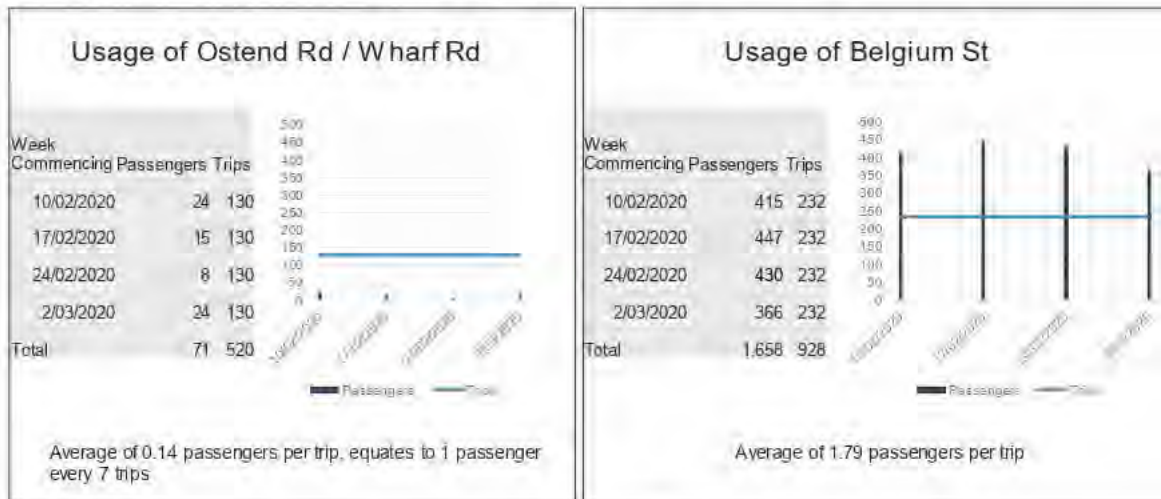


Figure 1: Comparison of passenger demand at Belgium Street and Ostend Rd / Wharf Rd

### Customer survey

As part of a review of the new Waiheke bus network, a customer survey was carried out from 12 to 17 February 2020<sup>1</sup>. Survey participants that were familiar with the 50A service were asked if they would prefer the route to go via Belgium Street, or Ostend Road/Wharf Road. There was no clear preference. Of the 154 respondents that answered this question:

- 22% preferred the route to go via Belgium Street
- 25% preferred the route to go via Ostend Road/Wharf Road
- 53% did not have a preference

Respondents who preferred the route to go via Ostend Road/Wharf Road said this option took the buses closer to where they worked or lived, and they couldn't walk to Belgium Street.

Respondents who preferred the route to go via Belgium Street said this option was more direct and gave better access to amenities.

A summary of this survey will be published alongside a report, to be made publicly available in the middle of 2020.

<sup>1</sup> This has been provided to the Local Board separately





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## Community Input

Throughout the planning and implementation of the New Network for Waiheke, AT has undertaken extensive communication and engagement with the local community and taken community input into account. For example, residents in Surfdale had given feedback around the lack of connections to early and late ferries. As a result, an additional early morning trip was added to the 50B timetables and evening trips were diverted around this area (on request) as an interim measure until the introduction of route 501. The timetable for the 501 has been designed to accommodate these residents' requests where possible. However, due to budgetary and resource constraints, AT isn't always in a position to respond positively to every request from the public.

In December 2019, management and officers from AT met with representatives from the local community, known as the Ostend Bus Group, who presented proposed solutions for serving Ostend Road and Wharf Road. All of the proposed solutions were considered by AT and are addressed below. The proposed community solutions were written at the time when the 50B was not operating, therefore the frequencies referred to reflect that situation, not the complete network. Please note some of these points have already been covered in this document but are listed here for completeness as a direct response to the proposals from the community.

Ostend Bus Group proposed solution	Auckland Transport Response
<p>Until driver numbers are sufficient to restore the 50B service, divide Matiatia to Onetangi service into two parts; an hourly service via Belgium Street (50B) and an hourly service via Ostend Road / Wharf Road (50A)</p> <p>The 50A Ostend Road / Wharf Road route also serve Jellicoe Parade / Wellington Rd to service the hourly (i.e. on the hour) ferry - permanent solution</p> <p>50B service should meet the half hourly ferry and is run via Belgium St with no diversions</p>	<p>Routes 50A and 50B are designed to cover largely the same passenger catchment for the length of the route but provide different connection times at the ferry for the differing needs of passengers, while providing a frequent (15 minute) service for residents making intra-island trips.</p> <p>As it has the shorter connect times with the Matiatia ferry service, the 50A is typically a busy service. It therefore has a direct route across the island, minimising the total journey time for those passengers using the service to access Ostend and Onetangi. If the 50A served Jellicoe Parade, Wellington Road, Ostend Road and Wharf Road, the diversions and loops would result in a longer total journey time for customers taking the service to / from the eastern end of the route.</p> <p>The longer connection time between the ferry and route 50B means that should the incoming ferry be delayed that the 50A can depart on time, removing inconvenience to passengers along the route. Passengers from the ferry can catch the 50B with the confidence it will get them to the same destinations as route 50A</p> <p>It would be counterproductive for the bus service with the longer connection times with the ferry to have the most direct route across the island. Such an offering ('short connection time but longer route' and 'long connection time but shorter route') is likely to result in a poor customer experience.</p> <p>50A and 50B are both designed to serve the route between Onetangi and Matiatia giving a frequent, direct, easy to understand service for connections to the ferry plus intra-island travel for destinations such as Oneroa.</p> <p>Given Belgium Street's role as a local shopping and service hub, it would be detrimental to business and customers to reduce the frequency of the</p>





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	<p>bus serving this street to every half hour (instead of every 15 minutes as will be provided from 31 May 2020).</p> <p>One of the key objectives of the new bus network was to make the bus a more attractive transport option as population, visitor numbers and traffic-related issues on Waiheke increase. Reducing the frequency of cross island bus services to 30 minutes (instead of 15 minutes as will be provided from 31 May 2020) would be detrimental to making bus travel a more comparable alternative to private vehicles and improving accessibility for people without alternative means of transport</p>
<p>Clear distinction between service calling at Wharf Road / Ostend Road and service going straight through</p>	<p>This feedback was accepted, AT worked with the bus operator to improve destination signage on the buses for improved legibility</p>
<p>Do not serve the Jellicoe Parade loop with the 501 service - serve with 50A</p>	<p>50A and 50B are both designed to follow the same route between Onetangi and Matiatia.</p> <p>Also, of the 50A, 50B and 501, the 501 is the route which is the shortest overall distance. Therefore, by using this service to cover Jellicoe Parade and Wellington Street, the passengers subject to the diversion are those with the shorter journey.</p>
<p>Until further drivers are available do not run the Kennedy Point service.</p>	<p>AT accepts that the return of the 50B service should take precedence over the implementation of a new service (501).</p> <p>However, it eventuated that sufficient drivers became available to recommence the 50B at the same time as implementing route 501 (31 May 2020).</p>

At may make future changes to the Waiheke bus network to address other issues raised by members of the public, bus drivers and survey respondents, as part of our Waiheke network review. This will include looking at how best to serve Blackpool.

### Conclusion

AT, having trialled a reinstatement of service to Ostend Road and Wharf Road, and having surveyed customers, has decided that the advantages to passengers of serving these streets are far outweighed by the number of passengers that it will disadvantage. Specific point to note:

- The diversion of one service via Ostend Road and Wharf Road would be for the benefit of a relatively small number of people using the bus to access homes or work places on these roads, and at the expense of a much larger number of people using the bus to access work and amenities on or near Belgium Street;
- The operation of a loop service means the trip through Ostend takes about five additional minutes, disadvantaging those traveling through Ostend. A diversion means missing key patronage on Belgium Street;
- For the sake of consistency both 50A and 50B should travel the same route, via Belgium Street, to allow connections across the island to function;



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- The 'all-day' service, 50A, should travel the most direct route at all times and allow a connection to Belgium Street at all times
- Although not mentioned above, the current network design enables people to transfer between the 50B and 502 with minimal wait time at Belgium St, where there is shelter, lighting and natural surveillance. We know from customer feedback that there is demand for this connection, to enable travel between for example Onetangi and Palm Beach.

Given the strength of feeling from some members of the local community, the intention to no longer serve this area is not one that has been taken lightly. As a result, AT will engage further with the Waiheke Local Board (on 27 May 2020) and the local community before making a final decision. AT hopes to have a final decision by end of June 2020. This decision will take into account that AT has a responsibility to spend ratepayer and taxpayer money responsibly, and therefore the final decision will need to balance the relatively low benefit of serving Ostend Road and Wharf Road against the needs of the local community.





# Memorandum

To: Waiheke Local Board  
From: Edward Newbigin, Principal Planner Customer Engagement, Network Development  
Date: 14 September 2020  
Subject: **2020/21 bus and ferry changes and improvements**

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## Purpose:

This memo is to supply you with information about bus changes in your local board area and Auckland-wide bus and ferry changes planned for January 2021.

## Overview:

Auckland Transport is making some changes to public transport services.

These changes will:

- enable cost savings with as little impact on customers as possible
- better suit the needs of customers in some areas
- involve the removal of some duplicative and poorly performing services
- add more electric buses, better connectivity and services to new developments
- add increased capacity on some routes.

**This includes changes made to bus services in your local board area.**

## Cost savings

As Auckland recovers from COVID-19, Auckland Council has launched an emergency budget for FY20-21. This budget requires a \$10m gross cost reduction in public transport service operations. This memo sets out:

- Auckland Transport's plan for meeting this target
- Important improvements to public transport services that will still progress in FY20-21 to provide better services areas in most need
- How changes will be communicated to general public.

Auckland Transport is making cost savings in its public transport budget to contribute to the overall cost savings Auckland Council is required to make following the COVID-19 pandemic. This budget requires a \$10m gross cost reduction in public transport service operations. In addition, AT will also make some important improvements in FY20-21 to provide better services to areas in most need. All in, this requires AT to find savings of \$14.1m in FY20-21.

These higher than targeted cost savings provide contingency for the re-emergence of COVID-19 and the associated drop in patronage and revenue and funding. They also provide the ability to respond to urgent capacity requirements on the network to improve customer experience should they be needed.



# Memorandum

Auckland Transport had a pre-COVID-19 budget for FY20-21 of \$512m for all public transport operating costs (see below). With the cost saving target mentioned above, this has been effectively reduced to around \$498m (in-year cost).

The cost savings fall into three broad categories:

- Peak only services
- Poor performing routes
- Ferry changes

This memo provides details on the changes being made that may affect people in the Waiheke Local Board area. Other service changes are being made across the region, affecting 16 of the 21 Local Boards directly. Further information about these service changes can be found at [AT.govt.nz/metrochanges](http://AT.govt.nz/metrochanges) from Wednesday 16 September.

These changes will be communicated externally from 16 September 2020.

## Summary of the changes affecting Waiheke Local Board

### Service reductions

AT has identified a service change that would benefit more passengers than it will disadvantage.

Route	Location	Details	Average boardings per day	Alternative available	Date of change
50A	Ostend	Remove from section of Ostend Rd and Wharf Rd	3 (on affected section)	400m additional walk to frequent route	25 January 2021
503	Matiatia to Oneroa	Will not operate this summer. There are plenty of alternatives available.			

### Service improvements

As mentioned above, AT is taking the chance to introduce some important network changes in your area, some of which are off the back of other COVID-related changes, where resources have been repurposed to better suit the needs of the public transport network.

### Bus

Route	Detail	Date of change
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# Memorandum

<b>Waiheke bus services</b>	Will get 8 new electric buses (out of 17 in the fleet)	November 2020
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## Details of the changes affecting Waiheke Harbour Local Board

### 1. Change to 50A bus service so it no longer travels on a section of Ostend Rd and Wharf Rd from Sunday 24 January 2021

*Location: Ostend, Waiheke Island*

1. From Sunday 24 January 2021 bus service 50A will no longer travel on a section of Ostend Road and Wharf Road in Ostend
2. This section was added on a trial basis in December 2019
3. Average of 3 boardings per day (Feb 2020, pre-COVID)
4. This will mean people on Ostend Rd wanting to use a bus will need to walk an additional 300-400m to Ostend Rd near Belgium St or Causeway Rd to do so. From here, they will have 6 buses an hour to Matiatia and 4 buses an hour to Onetangi
5. The 50A has been operating on the western end of Ostend Rd since December 2019 as a trial. Demand for this has been very low. The loop adds 5-10 minutes of additional travel time for other passengers on the 50A who are travelling to other destinations on either side of this area for no benefit to anyone else in most cases. The trial has shown that not enough people use the bus here to justify the additional travel time for many other 50A customers.

### 2. Introduction of electric buses on Waiheke Island from November 2020

*Location: Waiheke Island*

- From November 2020, 8 electric buses will be introduced on Waiheke Island. This will amount to almost half of the public transport buses on the island. The first six buses are expected to arrive in October and the remaining two in November
- From about 2022 approximately one more electric bus each year will be added to the fleet as part of our transition to full electric bus fleet on the island
- Electric buses will be charged overnight at depot using slow charge Alternate Current (AC) system minimising the peak load demand on the electricity network on Waiheke.

### 3. 503 bus service will not operate this summer

*Location: Matiatia to Ostend*

- Is only required if extremely busy at peak season. There are plenty of alternatives.



## Summary of all the changes in all local board areas

### BUS CHANGES:

#### West

- Changes to 151X, 171X and 172X bus services from Monday 25 January 2021
- Introduction of Sunday bus services for 171 from Sunday 24 January 2021
- Removing 114 bus service from Herald Island from Sunday 24 January 2021

#### West and Central

- Changes to Sandringham Rd and New North Rd bus services 221x, 223x, 243x, 248x from Monday 25 January 2021

#### Central

- Full introduction of electric buses to the City Link service in February 2021

#### East

- Removing 728 and 729 bus services from Monday 20 December 2020
- Diversion of bus route 355 to serve new development in Donegal Park from Sunday 24 January 2021

#### Waiheke

- Change to 50A bus service so it no longer travels on a section of Ostend Rd and Wharf Rd from Sunday 24 January 2021
- Introduction of electric buses on Waiheke Island from November 2020

#### South

- Changes to 380 and 313 bus services from Sunday 24 January 2021
- Introduction of new Airport Link bus service with fleet of electric buses from Sunday 24 January 2021
- New bus service for Karaka Lakes from Sunday 24 January 2021

#### North

- Reduction in peak frequency for 95 and 97 bus services from Monday 25 January 2021
- Reduction in frequency for 842 bus services from Monday 25 January 2021
- Removal of Arkles Bay 987 bus service from Monday 25 January 2021
- Removal of 890 bus service on Corinthian Drive, Albany from Monday 25 January 2021

### FERRY CHANGES:

- Removal of Stanley Bay ferry service. Last trip 24 December 2020





# Memorandum

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- Additional ferry services for Hobsonville and Beach Haven from Monday 25 January 2021
- Additional shoulder peak ferry services for West Harbour and Pine Harbour (TBC)
- Timetable changes to Birkenhead ferry services January 2021 (TBC)

Further information about these service changes can be found at [AT.govt.nz/metrochanges](https://www.at.govt.nz/metrochanges) from Wednesday 16 September.

## How we are telling people about this

- Media announcement Wednesday, 16 September 2020
- Targeted promotion to affected customers will appear closer to the time of the changes in October, November, December and January:
- Posters at the busiest affected bus stops and ferry terminals
- Posters on affected buses (where possible) and ferries
- AT Mobile app notification
- Email notification to people who have opted-in to receive them
- Social media promotion
- AT website
- Newspaper advertising.

### Requested outcomes:

It is requested that the Waiheke Local Board take note of this update.

AT offer the option of a face to face briefing should further info be required.





3 February, 2020

Cath Handley  
Chair, Waiheke Local Board  
10 Belgium Street  
Ostend  
Waiheke Island  
1081

Dear Cath

### Response to Local Board resolution: revert to former bus timetables

This is a formal response to the Waiheke Local Board resolution of 4 December for Auckland Transport (AT) to revert to the former bus timetables on Waiheke Island.

The new Waiheke bus network was introduced on 13 October 2019 following considerable public consultation and engagement with the Local Board. More than 600 people supported the changes.

We do recognise, however, that some changes were made as a result of consultation feedback; these were not specifically consulted on with the affected community. This included the removal of service on Ostend Road / Wharf Road. We recognise that it is this change specifically that has caused concerns with locals, and, with hindsight, AT should have engaged specifically with this part of the community before a decision was taken.

In the first 8-weeks of operation, bus patronage was up by around 5-10% compared to the same period in 2018 and 2017. Over the same period, ferry patronage to/from the island has been lower than previous years, suggesting that the increase in bus patronage has been primarily among residents of the island. Whilst we do not base the success/failure of bus networks purely on passenger numbers, these figures give us a strong indication that the new network is being well used.

However, due to a chronic shortage of bus drivers, Waiheke Bus Company (WBC) were left with no alternative other than to withdraw all 50B services in mid-December. This has led to the removal of a 15-minute frequent service across the spine of the island. As a consequence of this drop in service, patronage has subsequently fallen, relative to the same period in 2018 and 2017. Once sufficient driver numbers are available, WBC will re-introduce a 15-minute frequent service. WBC were also forced to drop weekday 503 services once schools returned in late January, in order to ensure sufficient drivers are available run all school bus trips.

AT is not able to revert to the former bus timetables (i.e. to those used prior to October 2019), for various reasons including:

- AT received substantial *support* for the changes we adopted in October 2019, from both the public and the local board. AT would be required to run a new public consultation process if it were proposed to revert to the former timetables, which would require at least a 6-month lead time
- Reverting to former bus timetables would be a substantive change under terms of the Contract with Waiheke Bus Company, and that would likely open a price renegotiation
- There are substantial lead times associated with changing timetables and driver rosters.





Regardless of the points above, the new network has added benefits to more residents than not:

- Patronage is growing across the island<sup>1</sup>
- The previous Waiheke bus network had significantly lower bus service levels – we have increased coverage across the island and service frequency (turn-up-and-go on some routes). In 2020, we will add a connection to Kennedy Point, further increasing coverage.

Whilst AT respect the resolution passed by the local board on 4 December, AT feel that reverting to the former timetables would be a significant backward step, for various reasons:

- AT would be reducing services that have had an improvement; places that receive a 15-minute frequency would go back to having irregular, hourly (or worse) service.
- AT would be ignoring the wishes of the >600 people who said they supported the changes.
- AT would cause further confusion across the island; there would be yet more change for residents to get used to.

AT believe that a better approach would be to retain the new network but iteratively make improvements, as follows:

- Amend the 50A services to include a trial service to Ostend Rd / Wharf Rd<sup>2</sup> - this would provide an hourly service to residents of Ostend Road & Wharf Road until midnight
- Reinstating a 15-minute service across the island as soon as sufficient bus driver numbers are available
- Implement 501 service to Kennedy Point once sufficient bus drivers are available; this service will cover the Wellington loop
- Assess the performance of the network 3-6 months after implementation. This will include assessing patronage figures and undertaking surveys with passengers to understand how the network is performing for customers. AT intend to publicly release findings by April 2020.
- Make any further changes to coincide with the winter timetable (April 2020), which will include removal of summer-only 503 services and a decision on whether or not to serve Ostend Rd on a permanent basis.

In summary, there is no reasonable ability to revert to the former bus timetables on Waiheke Island. AT will continue to work closely with the Local Board on any findings from our review of the network and discuss any proposed changes in advance of going live. The next immediate steps for discussion are:

1. Ensure customers are not confused by the lack of (or errant) signage on the front of the buses;
2. Undertake face-to-face surveys, to establish how users of the service are finding the changes;
3. AT to respond to the Ostend Bus Group proposals for revised services in the Ostend Road area, and
4. Discuss any proposed changes with the Local Board in advance of any decision being taken.

We will look to set a meeting up in February to discuss further. In the meantime, please feel free to contact me.

Kind regards



Mark Lambert  
Executive General Manager, Integrated Networks  
Auckland Transport

<sup>1</sup> Prior to the removal of 50B services

<sup>2</sup> This trial was implemented in mid-December



**From:** "Communications (AT)" <[Communications@at.govt.nz](mailto:Communications@at.govt.nz)>  
**Subject:** Changes to public transport services - Auckland Transport  
**Date:** 18 September 2020 at 11:00:10 AM NZST  
**To:** "Communications (AT)" <[Communications@at.govt.nz](mailto:Communications@at.govt.nz)>

**Auckland Transport Media Release**  
18 September 2020

## Changes to public transport services

Auckland Transport (AT) is regrettably changing some public transport services across Auckland in response to Auckland Council's emergency budget and customer demand.

The reworked budget requires a \$10m cost reduction in public transport operating expenditure compared to the pre-COVID budget.

Mark Lambert, AT's Executive General Manager of Integrated Networks, says by making changes to existing services and unfortunately deferring some improvements, AT will achieve the necessary savings and support Council's budget reductions.

This will mean being able to make much-needed improvements to areas where there is increased customer demand for services, without the need for additional public funding.

Mr Lambert says AT looked at services which have been in place for some time but where patronage was low - in some cases as few as three customers per day.

In other areas, such as the rural north and south, patronage is low on some bus routes - but communities have limited other public transport options so these have been kept.

Across the network, less than 0.5 per cent of passengers will be affected by the changes, with the vast majority having good alternatives. This is not taking into account the people who will benefit from service improvements.

"AT is seeking to deliver a public transport system that meets the needs of our customers, within the constraints of the emergency budget," Mr Lambert says.

"We acknowledge that some customers will unfortunately be inconvenienced by the required changes, but we are focusing on removing or reducing services where good alternatives exist for those affected."

Changes include the removal of some peak time bus services where they duplicate other all-day services, and poorly patronised routes or sections of routes where there are alternative options for customers.

Planned expenditure on additional train service capacity will unfortunately be deferred, while customer demand is reduced due to COVID-19.

Ferry service resources will be reallocated from the Stanley Bay service, which will cease on Christmas Eve, to the Hobsonville Point service from late January 2021. This will allow much-needed investment in the ferry service network, while recognising that Stanley Bay has low patronage and Hobsonville demand is growing significantly, often leaving customers behind.

AT understands this will be disappointing for Stanley Bay ferry users, but recognises that alternative options exist. With limited availability of vessels and budget constraints, it allows AT to meet growing demand at



Hobsonville Point. This will increase overall use of the ferry network, without increasing Council and central government public subsidy expenditure.

Two new additional services each morning and afternoon will be added to the Hobsonville ferry.

Other planned improvements will continue - with increased frequency on some bus routes and changes to existing bus routes to serve new housing developments. A Sunday bus service is also being added for the first time in the Laingholm community.

The first changes come into effect in December 2020, with the peak-only 728 and 729 bus services ceasing operation, and the Stanley Bay ferry service ending on Christmas Eve.

Most changes will come into effect in late January 2021.

For a full summary of the changes, visit: [AT.govt.nz/metrochanges](https://at.govt.nz/metrochanges)

**-ENDS-**

**For more information, please contact:**

Natalie Polley - Senior Media Advisor  
Auckland Transport

**M:** 021 569 194

[Natalie.Polley@at.govt.nz](mailto:Natalie.Polley@at.govt.nz)

**From:** [Wayne Donnelly](#)  
**To:** s7(2)(a)  
**Cc:** [Wayne Donnelly \(AT\)](#); [Shane Ellison \(AT\)](#); [Cath Handley \(Waiheke Local Board\)](#)  
**Subject:** Re: Urgent request re Waiheke bus service changes  
**Date:** Tuesday, 10 December 2019 9:44:29 AM

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Hello Hana

Thank you for your email and also for your presentation to the AT Board last week. AT management is well aware of the Local Board resolution and will work with the Local Board in regards to their request. This would seem to be the most appropriate approach from here.

Regards Wayne

Sent from my iPhone

On 9/12/2019, at 4:58 PM, Hana Blackmore <s7(2)(a)> wrote:

Dear Sirs,

Thank you for the opportunity to speak to the Auckland Transport Board last week and present our Report and Petition about AT's new bus network on Waiheke Island, it was much appreciated.

The following day I also presented to the Waiheke Local Board, by which time we had heard the news that AT were cutting one of the new routes on Waiheke Island due to the shortage of drivers. As a result I asked that the Local Board support my request that AT revert to the original summer bus service and routes that the drivers know and are already timetabled for from last year - and that discussions and consultation be resumed in the new year without the pressure of change now. With the emergency cutting of services there could not be any realistic review of the new network anyway.

This did seem to be the practical solution that I asked for in our Report, that - *"We consider our solution – going back to what worked for decades - and moving forward from there with the sensible additions that AT have implemented is pragmatic and viable."* (pp 20)

As a result of my request, the Waiheke Local Board passed the following resolution:

**Request Auckland Transport revert to the original summer timetable and service until the local community has been consulted and the new timetable is adequately resourced for the Wharf/Ostend Roads service.  
Resolution number WHK/2019/218**

I would be grateful for your immediate attention to this as we are due to meet with Pete Moth and other AT personnel on Tuesday 17th December. As the new timetables and services are due to come into operation the day before - Monday 16 December it would be too late for us to argue our position. We look forward to your urgent attention.

Kind regards  
Hana Blackmore



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**From:** [Mark Inglis](#)  
**To:** s7(2)(a)  
**Subject:** Response from Auckland Transport on reverting to the previous timetable and to your special proposal on the Wharf Road / Ostend Road loop  
**Date:** Friday, 21 February 2020 4:42:00 PM  
**Attachments:** [AT response to Waiheke Local Board on reverting to former timetable.pdf](#)  
[Proposed Community Solutions Response Feb 2020.pdf](#)

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Dear Hana,

Please find the formal responses from Auckland Transport to the board on its resolution to revert to the previous timetable and to your proposal regarding the Ostend Road and Jellicoe Road loops.

Auckland Transport (AT) has considered both issues and has responded on each matter to the board. On the first matter AT has decided that it cannot revert to the previous timetable due to contractual arrangements and to the fact that bus patronage has increased significantly since the commencement of the new network. Apologies for the delay in sharing this response with you. On the second matter i.e. the Wharf Road/Ostend Road and Jellicoe Road loops, AT has decided to retain the hourly alternating timetable until it has had chance to properly consider the results of the trial, which it will do during the April/May review.

The board has advocated strongly for the changes that your group has requested and organised meetings to consider the issues. At this stage members feel they have done all they can in this regard and will now need to await the outcome of the review.

In view of this the board have said public forum at this stage would have no benefit, and it would be best to wait for the outcome of the review before presenting to the board again.

Thank you for your heartfelt advocacy for your community on these matters

Kind regards

**Mark Inglis** | Local Board Advisor: Waiheke Local Board | Local Board Services | Auckland Council

s7(2)(f)(ii)





3 February, 2020

Cath Handley  
Chair, Waiheke Local Board  
10 Belgium Street  
Ostend  
Waiheke Island  
1081

Dear Cath

### Response to Local Board resolution: revert to former bus timetables

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In the first 8-weeks of operation, bus patronage was up by around 5-10% compared to the same period in 2018 and 2017. Over the same period, ferry patronage to/from the island has been lower than previous years, suggesting that the increase in bus patronage has been primarily among residents of the island. Whilst we do not base the success/failure of bus networks purely on passenger numbers, these figures give us a strong indication that the new network is being well used.

However, due to a chronic shortage of bus drivers, Waiheke Bus Company (WBC) were left with no alternative other than to withdraw all 50B services in mid-December. This has led to the removal of a 15-minute frequent service across the spine of the island. As a consequence of this drop in service, patronage has subsequently fallen, relative to the same period in 2018 and 2017. Once sufficient driver numbers are available, WBC will re-introduce a 15-minute frequent service. WBC were also forced to drop weekday 503 services once schools returned in late January, in order to ensure sufficient drivers are available run all school bus trips.

AT is not able to revert to the former bus timetables (i.e. to those used prior to October 2019), for various reasons including:

- AT received substantial *support* for the changes we adopted in October 2019, from both the public and the local board. AT would be required to run a new public consultation process if it were proposed to revert to the former timetables, which would require at least a 6-month lead time
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Regardless of the points above, the new network has added benefits to more residents than not:

- Patronage is growing across the island<sup>1</sup>
- The previous Waiheke bus network had significantly lower bus service levels – we have increased coverage across the island and service frequency (turn-up-and-go on some routes). In 2020, we will add a connection to Kennedy Point, further increasing coverage.

Whilst AT respect the resolution passed by the local board on 4 December, AT feel that reverting to the former timetables would be a significant backward step, for various reasons:

- AT would be reducing services that have had an improvement; places that receive a 15-minute frequency would go back to having irregular, hourly (or worse) service.
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AT believe that a better approach would be to retain the new network but iteratively make improvements, as follows:

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In summary, there is no reasonable ability to revert to the former bus timetables on Waiheke Island. AT will continue to work closely with the Local Board on any findings from our review of the network and discuss any proposed changes in advance of going live. The next immediate steps for discussion are:

1. Ensure customers are not confused by the lack of (or errant) signage on the front of the buses;
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3. AT to respond to the Ostend Bus Group proposals for revised services in the Ostend Road area, and
4. Discuss any proposed changes with the Local Board in advance of any decision being taken.

We will look to set a meeting up in February to discuss further. In the meantime, please feel free to contact me.

Kind regards

Mark Lambert  
Executive General Manager, Integrated Networks  
Auckland Transport

<sup>1</sup> Prior to the removal of 50B services

<sup>2</sup> This trial was implemented in mid-December





# Memorandum

To: Cath Handley  
From: Dave Hilson / Pete Moth, AT  
Date: 19 February 2020  
Subject: Waiheke Bus Services – Proposed Community Solutions

When a group from Auckland Transport (AT) met with Waiheke residents at the Waiheke Local Board office on 17 December 2019, we were presented with a proposal for 'Proposed Community Solutions' from a representative of the local community. This was in response to the removal of bus services from Ostend Rd and Wharf Rd, with the implementation of the Waiheke New Network in October 2019.

## Background

At the time of the meeting, services had been reduced on Waiheke Island due to a bus driver shortage. This consisted of cancelling, until further notice, all trips on the route 50B. The implications of not running route 50B would be:

- Reduced frequency on main trunk route between Onetangi and Matiatia from every 15 minutes to every 30 minutes through the day; and
- Loss of service on the Jellicoe Parade/Wellington Rd loop

The decision was made (from 16 December 2019) to operate the route 50A around the Jellicoe Parade/Wellington Rd loop as an interim measure, all inbound trips towards Oneroa and Matiatia but this loop would only be served on request in the outbound direction. In addition, given that the 50A was now going to be making this diversion as opposed to running direct, that AT would trial returning service to Ostend Rd and Wharf Rd.

## Options considered for Ostend Rd

AT considered three options for trialling a service for Ostend Rd and Wharf Rd. These were made on the assumption of the 50B not operating and therefore route 50A covering the Jellicoe/Wellington loop. The options were:

- Option 1: Divert every alternate trip on route 50A via Ostend Rd and Wharf Rd (Belgium St would receive an hourly service) – as per item 1 of the proposed community solution
- Option 2: Loop every trip on route 50A via Wharf Rd and Ostend Rd (serving Belgium St twice)
- Option 3: Loop every alternate trip on route 50A via Wharf Rd and Ostend Rd (serving Belgium St twice)

Option 1 would have served the Ostend Rd and Wharf Rd stops in the same manner as in the old network. However, it was considered the benefits of this option were outweighed by the reduction of service on Belgium St (from every 15 minutes at New Network implementation to hourly). Many more passengers wish to access stops on Belgium Street than they do stops on Wharf Rd / Ostend Rd. In addition, AT would be reintroducing the inconsistency of the old network, having two different routes through Ostend.

Option 2 would give a 30-minute service to Ostend Rd and Wharf Rd while continuing to serve Belgium St. However, the additional time required to operate this loop on all trips would require additional vehicles, if the 50A were to serve both the Ostend Rd/Wharf Rd and Jellicoe Parade/Wellington Rd loops. Even if this was considered as a suitable option, the current driver shortage means it is unlikely this option could be resourced.



# Memorandum

Option 3 gives the Ostend Rd/Wharf Rd loop an hourly service, continues to give a half-hourly service to Belgium Rd and is able to serve the Jellicoe Parade/Wellington Rd loop on alternate trips.

Taking all these factors into account, AT decided to adopt option 3 as an interim measure. All trips inbound (towards Ostend and Matiatia) will always operate via one of the loops (with the sign at the front of the bus denoting which loop is served). Outbound services will only serve the loop if requested by passengers on board the bus at the time. This will give a more direct route for passengers if no one on board wishes to access Wharf Rd /Ostend Rd. This still allows maximum service for Belgium St while serving Ostend and Wharf Rd hourly.

AT does not consider the route 502 a feasible alternative for passengers at the Belgium St stop in Ostend. Once this service departs from Belgium St it travels via Palm Beach and Little Oneroa before rejoining the main road, it then travels via Blackpool prior to serving Oneroa and Matiatia. Therefore passengers from Belgium St:

- Have an additional travel time of around 10 minutes (on average) to Oneroa and Matiatia – 25 minutes compared to 15 minutes. This includes the trips currently operating the Jellicoe Parade/Wellington Road loop. When we look at the 50A runtimes prior to the cancellation of the 50B trips it was closer to 12 minutes quicker than the 502
- If there is only the 502 serving Belgium St, this removes the link between Belgium St and Surfdale as well as Donald Bruce Rd (including Waiheke High school).

## Review

AT has commenced a review of the New Network for Waiheke Island, part of this review will consider whether or not to permanently serve Ostend Rd/Wharf Rd and, if service is to be returned permanently, how the most appropriate way in which to do this. This will include, as necessary, amendments to route numbers to ensure there is no confusion as to which buses would cover which route. AT are undertaking face-to-face passengers surveys are part of this review.

At this stage AT is still proposing to serve the Jellicoe Parade / Wellington Rd loop with the 501 Kennedy Point service.

AT expects to be able to go public with the results of the review, and any changes to services as a result, in April / May 2020. At this stage AT does not know when the full Waiheke bus network will be restored as this remains dependent on the recruitment of drivers. However it is intended that if there are insufficient drivers to restore the entire network initially, restoring service to route 50B will be prioritised over implementing route 501 (Kennedy Point), this may be at a later date.

## Summary

AT does not support the short term proposal to run every other bus via Wharf Road, at the expense of Belgium Street. Our initial patronage analysis would suggest many more people use the bus to access Belgium Street stops than they do stops of Wharf Road / Ostend Rd. Until the review is complete, AT will continue to run buses as it does now, with every other 50A service calling at Ostend Rd/Wharf Rd. Once sufficient drivers are available to reinstate the 50B service, and decisions following the review have been taken, AT will consider how best to serve Ostend Rd, should there be a case for doing so.





**From:** [Mark Inglis](#)  
**To:** [Dileeka Senewiratne](#)  
**Cc:** [Glenn Boyd](#)  
**Subject:** Email from 24 September 2020  
**Date:** Tuesday, 13 July 2021 10:38:27 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image006.png](#)

---

Hi Dilly,

And here's the one from 24 September .

Cheers

Mark

**From:** Cath Handley (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>  
**Sent:** Thursday, 24 September 2020 9:49 a.m.  
**To:** Robin Tucker (Waiheke Local Board) <[robin.tucker@aucklandcouncil.govt.nz](mailto:robin.tucker@aucklandcouncil.govt.nz)>; Paul Walden (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>; Kylee Matthews (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>; Bob Upchurch (Waiheke Local Board) <[xxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>; Richard La Ville (AT) <[xxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxx@xx.xxxx.xx)>; Mark Inglis <[xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>  
**Cc:** Janine Geddes <[xxxxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>  
**Subject:** RE: Waiheke Local Board Business Meeting

Ata mārie Koutou,

Great idea Robin thanks. There's no reason to restrict the thinking or the inputs and the usage is in the public domain via last night's meeting. The bigger issue will be how we socialise the issues community wide with users. It would be worthwhile asking if AT can prepare something for that purpose that we approve, that we can then release via various media.

Mark can you please develop a brief on the background of AT's decision and Hana's challenge to that last night (the TF has already heard from Hana so are familiar with the issue) for consideration of the data by the TF please?

Richard can you please see if AT can support us with some comms support to brief bus users of the current AT decision, and the 2 possible alternatives for route 50B from Jan, minus the loop. If they don't, as AT has already made its decision, then we will need to do that ourselves.

Ngā mihi nui

Cath

Cath Handley | Chair  
Waiheke Local Board  
**Mobile 021 1941787**  
**10 Belgium Street, Ostend, Waiheke Island**

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**From:** Robin Tucker (Waiheke Local Board) <[robin.tucker@aucklandcouncil.govt.nz](mailto:robin.tucker@aucklandcouncil.govt.nz)>  
**Sent:** Thursday, 24 September 2020 9:17 AM  
**To:** Cath Handley (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>; Paul Walden (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>; Kylee Matthews (Waiheke Local Board) <[xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>; Bob Upchurch (Waiheke Local Board) <[xxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>  
**Cc:** Mark Inglis <[xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx](mailto:xxxx.xxxxxx@xxxxxxxxxxxxxxxx.xxxx.xx)>  
**Subject:** Fw: Waiheke Local Board Business Meeting

Hi all

Here is the information provided by Pete Moth that was discussed in the Business Meeting last night.

I was wondering, in order to help the board make an assessment, would it be worthwhile to also include members of the Transport Forum in looking at the current issues and usage around the Bus Network. I do that Norm expressed an interest in looking at this at the first Transport Forum and may well have the time and skills to assist.

Thanks

Robin

Robin Tucker | Local Board Member  
Waiheke Local Board  
**Mobile 027 974 5540**  
**Auckland Council, 10 Belgium Street, Waiheke**  
Visit our website: [aucklandcouncil.govt.nz](http://aucklandcouncil.govt.nz)

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**From:** Pete Moth (AT) <[xxxx.xxxx@xx.xxxx.xx](mailto:xxxx.xxxx@xx.xxxx.xx)>  
**Sent:** Wednesday, June 24, 2020 6:44 PM  
**To:** Robin Tucker (Waiheke Local Board) <[robin.tucker@aucklandcouncil.govt.nz](mailto:robin.tucker@aucklandcouncil.govt.nz)>  
**Cc:** Cath Handley (Waiheke Local Board) <[cath.handley@aucklandcouncil.govt.nz](mailto:cath.handley@aucklandcouncil.govt.nz)>; David Hilson <[xxxx.xxxxxx@xx.xxxx.xx](mailto:xxxx.xxxxxx@xx.xxxx.xx)>; Richard La Ville (AT) <[Richard.LaVille@at.govt.nz](mailto:Richard.LaVille@at.govt.nz)>; Srishti Lal (AT) <[xxxxxxx.xxx@xx.xxxx.xx](mailto:xxxxxxx.xxx@xx.xxxx.xx)>; Madie Aghili <[xxxxxx.xxxxxx@xx.xxxx.xx](mailto:xxxxxx.xxxxxx@xx.xxxx.xx)>  
**Subject:** FW: Waiheke Local Board Business Meeting

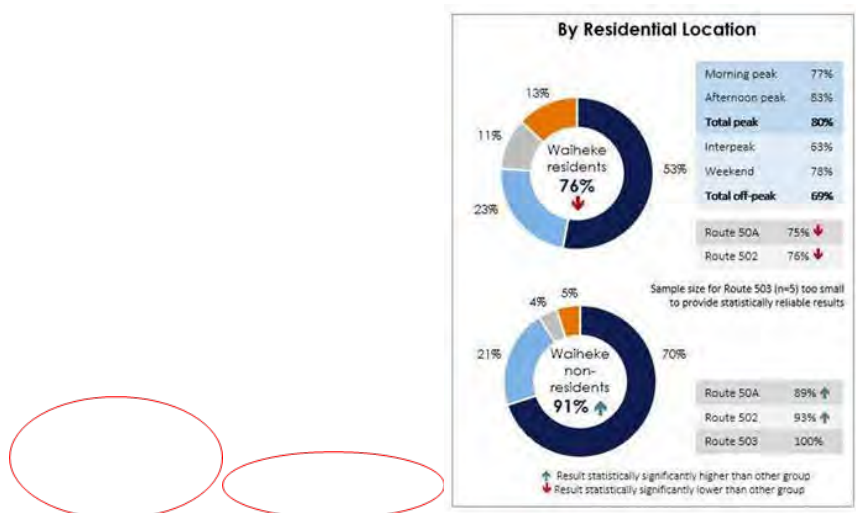
Hi Robin,

As requested, please see attached information and data compiled for your purposes.

Below are the summarised findings from the requests. Attached is the raw data used (if required) – you can see our lovely Business Objects outputs!

**1. Survey data from Feb 2020**

The data you requested on the tourist / local sentiment by route has been added to the report – see extract attached. It is shown in the panel on the right hand side of each slide – like this:



Just a couple of things to note:

- The sample size for Route 503 is small – too small to provide results for Waiheke residents and results for Waiheke non-residents should be used with caution
- The arrows denote statistically significantly higher/lower results for Waiheke residents versus non-residents when rating the same route. So in the example above, Waiheke non-residents are significantly more satisfied with Route 50A (89%) than residents (75%). Where there are no arrows given, the results are not significantly different.

For the next 2 sets of data, we looked at patronage based on stops as were comparing old and new networks. The map below shows the sets of stops used for each dataset.





**2. Tourist / local patronage through Ostend**

We have looked at

- Onetangi (route 50A) patronage during lockdown, as a percentage of total use on route 50A. We have tested the hypothesis that patronage from east of Ostend is largely tourists and not locals, to see if that is the case

We don't have data that distinguishes tourists from locals in our HOP or ticketing data. Tourists and Locals both have access to HOP cards, Super Gold Cards, concessions. The recent survey undertaken suggests locals use buses all over the island. We have also seen a high return of bus use on the island, up to 70% of last years' demand, with fewer tourists in Auckland.

Generally (pre-lockdown), more than half of our patronage on inbound 50A trips (towards Matiatia) comes from the section between Onetangi and Ostend. It is a bit lower during lockdown but still 40% indicating a reasonable percentage use by locals. This is an indication that many of the passengers impacted by the 5 minute diversion via Wharf Rd and Ostend Rd are likely to be locals.

Period	Before Lockdown		During lockdown		A3 - Belgium & Onetangi			
	2 Feb - 29 Feb 20	29 Mar - 25 Apr 20	Trip Start Time (Hr)	Average per day (for A3)	Boardings before 09:00am	Average per day (for A3)	Boardings before 09:00am	
Direction	Inbound trips	Inbound trips	05	2	2	0	0	
Total patronage on 50A (A1+A2+A3)	11020	614	06	6	6	0	0	
People going from A2 & A3 to A1 as % of total patronage on 50A	56%	40%	07	9	9	0	0	
A1 - Mabatia & Ostend			08	13	13	2	2	
A2 - Belgium			09	18		2		
A3 - Belgium & Onetangi			10	24		1		
			11	22		2		
			12	27		1		
			13	44		1		
			14	61		0		
			15	56		1		
			16	57		1		
			17	50		1		
			18	29		0		
			19	11		0		
			20	16		1		
			21	4				
			22	3				
			23	2				
			<b>Total</b>	<b>454</b>	<b>30</b>	<b>13</b>	<b>2</b>	

**3. Omiha / Rocky Bay**

We have looked at

- Omiha/ Rocky Bay service, we looked at inbound trips in the peak, starting at Rocky Bay, to see if there has been any change in usage since the implementation of New Network (using Feb 2019 v Feb 2020 data).

Omiha/Rocky Bay is showing relatively small growth but it is growth for both peak and all-day (when comparing old vs new network). There are changes upward and downward by hour, this may be because of changes to start times between the old and new network timetables. See below. Overall demand from Rocky Bay pre 9am has risen from around 290 per day (old) to 350 per day (new). Overall demand across the day has risen ever so slightly.

Period	Old Network			New Network		
	Feb-19			Feb-20		
Direction	Inbound trips			Inbound trips		
Trip Start Time (Hr)	Rocky Bay/ O'Brien Rd			Rocky Bay/ O'Brien Rd		
	Boardings all day	Average per day	Boardings before 09:00 am	Boardings all day	Average per day	Boardings before 09:00 am
05	35	1	35	25	1	25
06	73	3	73	48	2	48
07	74	3	74	88	3	88
08	105	4	105	192	7	192
09	164	6		170	6	
10	184	7		172	6	
11	179	6		209	7	
12	207	7		195	7	
13	215	8		175	6	
14	213	8		201	7	
15	262	9		199	7	
16	250	9		179	6	
17	103	4		140	5	
18	100	4		116	4	
19	26	1		24	1	
20	46	2		88	3	
22	6	0		12	0	
23	4	0		29	1	
<b>Total</b>	<b>2246</b>		<b>287</b>	<b>2262</b>		<b>353</b>

If there is anything else you think is required at this stage just let us know and we will pull something together if we can.

Best regards,  
Pete

**From:** Dileeka Senewiratne <XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX>  
**Sent:** Thursday, 4 June 2020 2:18 p.m.  
**To:** Richard La Ville (AT) <XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX>; John Nash <XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX>; Kevin Jones (AT) <XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX>; Pete Moth (AT) <XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX>; Andrew McGill (AT) <XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX>; Mark Inglis <XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX>  
**Cc:** Janine Geddes <XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX>  
**Subject:** Waiheke Local Board Business Meeting - 27 May 2020

Dear All,

Please see attached action sheets relating to Auckland Transport from the above meeting.

Kind regards  
Dilly

**Dileeka Senewiratne**  
**Democracy Advisor – Waiheke Local Board**  
**Local Board Services**  
Auckland Council, Level 27, 135 Albert Street, Auckland  
§7(2)(f)(ii)  
Visit our website: [www.aucklandcouncil.govt.nz](http://www.aucklandcouncil.govt.nz)

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