



PT NEWTORK REVIEW – NORTH 2015

Submission by North Harbour Business Association

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Date of submission: 13 July 2015

Please note: We would like to make an oral presentation to this submission if this is possible.

1. EXECUTIVE SUMMARY

Within the North Harbour Business Improvement District (NHBID), we currently have the public transport services shown in Fig. 1, encompassing the nearby residential and main arterial routes.

Under the proposed plan it appears the increased frequency of services comes at the expense of the geographical coverage. Employment growth within the NHBID area is at a higher rate than Auckland-wide regionally. NHBA are concerned that the proposed North Shore New Network does not reflect nor provide for this growth through the restricted geographical reach.

It is estimated in 2012, that the economic benefit of increased public transport patronage was \$168,000* (based on the conversion of 40 commuters). Public transport patronage has increased since that date, due to NHBA's ongoing investment in education and face to face personalised journey planning, conducted by NHBA's Transport Manager.

Barriers to the growth of public transport patronage are primarily the linkages between the existing hubs – being Constellation Park and Ride, and Albany Park and Ride, plus the frequency of service. Therefore the review of the current service levels are welcomed by NHBA, our members, and their 24,500 employees.

NHBA supports the simplified fare structure as a positive move to further reduce barriers for commuters.

NHBA accepts that long term commuter behaviour changes will also need to include an element of active modes transportation as it will not be feasible to expect a direct door to door service for all commuters. The provision of adequate facilities for active modes need to be incorporated at key hubs (as outlined in the Proposed Auckland Unitary Plan).

Commuter comfort and safety has been an issue for some of the current NHBID public transport commuters. Improved bus shelter facilities – including the provision of real time information – will encourage long term commuter behaviour changes. (Appendix 1 – NHBA PT member survey June 2015)

We request that the review focuses on providing timely, consistent and reliable public transport services, with priority given to **east-west connectivity**, while still delivering viable and affordable options from south Auckland to North Harbour.

Submission considerations:

NHBA recognises the ability to increase public transport patronage on route W5 through the proposed residential routing. However we have demand for a direct service, catering for employees coming from the West, direct along Upper Harbour motorway and Highway routes. The West provides a significant workforce for North Harbour businesses. The nature of employment is such that most employees are in one location all day, therefore unlikely to need a car during business hours, and more inclined to use public transport if available and convenient. If we can increase the patronage originating in with West, this would support the investment in the new Westgate Bus Interchange and provide significant west-east-north linkage. Impact on productivity and ROI for property investors if parking requirements can be reduced.

We request priority is given to the provision of a direct North Shore to the airport service, as supported in NHBA's Proposed Auckland Unitary Plan Submission.

That consideration be given to a direct service from south Auckland to North Shore.

NHBA is concerned as to the lack of proposed services catering for the significant number of businesses located on Bush Road. We request this main arterial route is reviewed and provisions made for peak services to be delivered.

NHBA is concerned as to the lack of proposed services along the southern end of Albany Highway. In light of the current redevelopment and \$52mill investment in the Albany Highway to create amongst other active mode improvements, a dedicated T3/Bus lane, we request a review of this route. We request provisions are made for a peak, plus either a local or connector service for the section of Albany Highway from Rothwell Drive south.

*Flow Transportation Specialists – NHBA /TMA assessment 2012

Timetable changes:

- NHBA requests a reverse service on N8a and N8b – recognising the regional importance of Albany – zoned Metropolitan Centre and Business Park under the Proposed Auckland Unitary Plan
- NHBA requests N65, N45 and N41 are changed to accommodate a 15 minute peak frequency. It is estimated over 12,000 people work within the NHBID area east of the motorway, so these services are critical if we are to change commuter behaviour. Parking demand out strips supply in the eastern area of the NHBID, therefore a public transport solution would be attractive.
- Change of designation from local to frequent for N66 – from 6am – 9am, 4-7pm.

Start of journey demographics:

Drawn from NHBA's PT member survey – 2015, the following statistics are available on the commuter's place of residence.

Albany – 11%

North of Albany – Hibiscus Coast – 16%

South of the Bridge (includes Auckland CBD/Central) – 14%

Glenfield – 9%

Beachhaven/Birkenhead/Devonport/Northcote – 12%

West Auckland – 14%

East Coast Bays – 24%

Fig.1 Current PT services supporting the NHBD area



2 About North Harbour Business Association (NHBA)

The North Harbour Business Association represents approximately 4,000 property and business owners in the North Harbour Business Improvement District. The area encompasses an estimated 25,000 employees and is a substantial contributor to the Upper Harbour area of the Auckland Region. The Upper Harbour area generates approximately \$4.18 billion p.a. in GDP for the Auckland Economy, based on Auckland Council statistics from 2012.

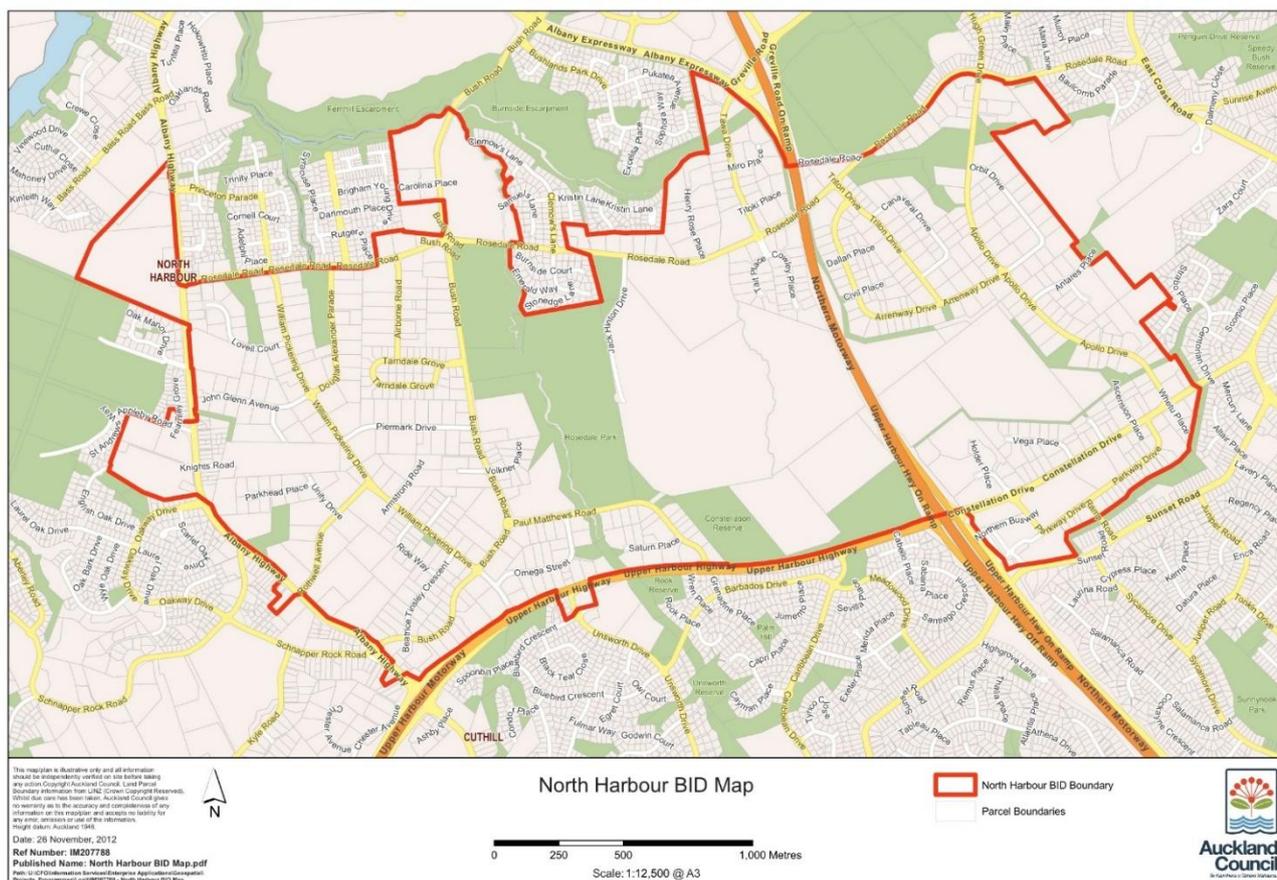
The area has grown significantly from a green field location over the last 15-20 years to now encompass a wide range of local and international business operations. It has become popular for small through to large scaled

operations who wish to secure access to an established pool of personnel from primarily **North and West** who are well skilled, educated and experienced for the roles on offer. The area’s major attraction is the convenience of location for owners/managers and staff seeking to work locally rather than commuting to, or through, the CBD on a regular basis.

The NHBID area has transport challenges associated with the number of employee cars at peak times and multiple schools/education, training and sporting facilities located primarily on its boundaries (Albany Junior, Albany Senior High Schools, Kristin and Pinehurst Secondary schools and Rangitoto College). It also has tertiary and private/trade educators (North Harbour Hockey, AUT Millennium for high performance sports, Unitec’s Northern Campus, IETLS providers, plus one New Zealand’s first Charter School - Vanguard Military). Massey University, Albany Campus and its residential facilities are on the northern boundaries of NHBID area.

Although the existence of educational/training facilities located within the NHBID area creates pressure on roading access and car parking, **they also support a growing need for public transport for the wider business and residential users.** This will assist with reducing commuter traffic as the Auckland transport network continues to mature and integrate more effectively.

Fig.2 – North Harbour Business Improvement District Area.



2. NHBA PUBLIC TRANSPORT & COMMUTE SURVEY 2105

NHBA carried out a survey of business owners and employees in June 2015.

The surveys were emailed out to potential respondents and they were invited to complete a quick online survey.

All information relating to the review of the Northern area was loaded onto the [NHBA website](#) and people were encouraged to look at the proposals before making comments.

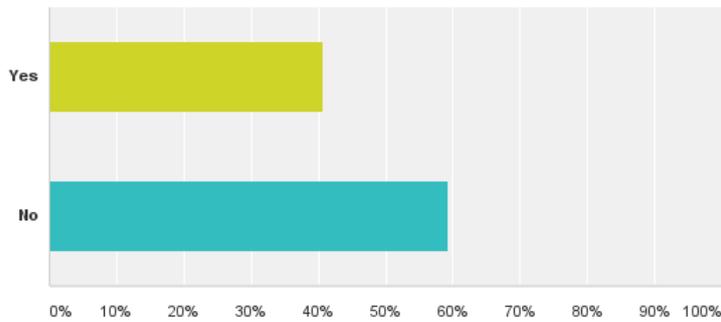
The business owner’s survey had just 8 questions, while the employee survey had 12. Each survey gave the opportunity to win \$100 Westfield voucher. Copies of each survey are attached please see **appendix 1**.

3. BUS NETWORK SURVEY RESULTS

3.1 BUSINESS OWNERS RESULTS

Q1 Do any of your employees currently use public transport to commute to work?

Answered: 27 Skipped: 0

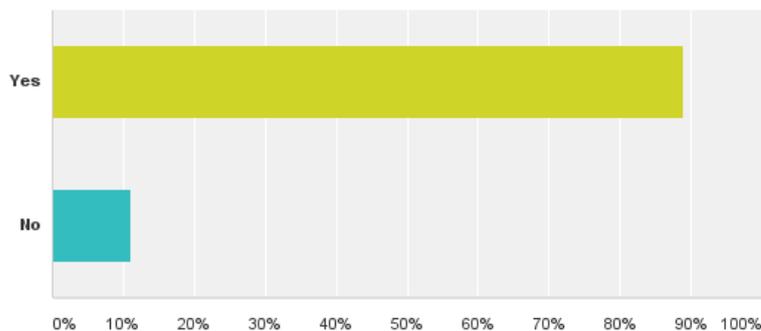


59% do not currently use Public Transport to get to work.

41% do use Public Transport to get to work.

Q2 Do you think more staff would use Public Transport if there was a service that suited them?

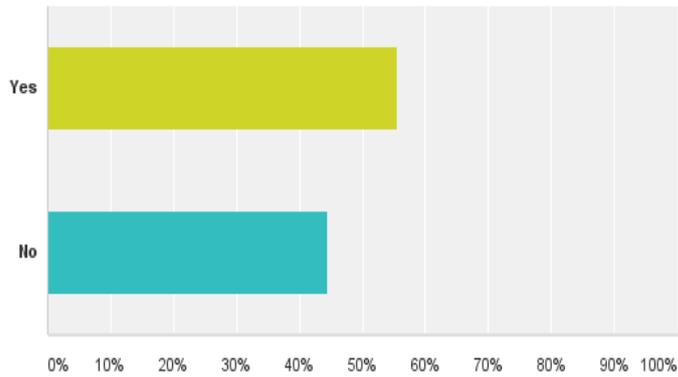
Answered: 27 Skipped: 0



89% said that their staff would use Public Transport if there was a suitable service – this is a positive response. Only 11% said they did not think their staff would use Public Transport.

Q3 Do you have enough onsite parking for all your staff?

Answered: 27 Skipped: 0



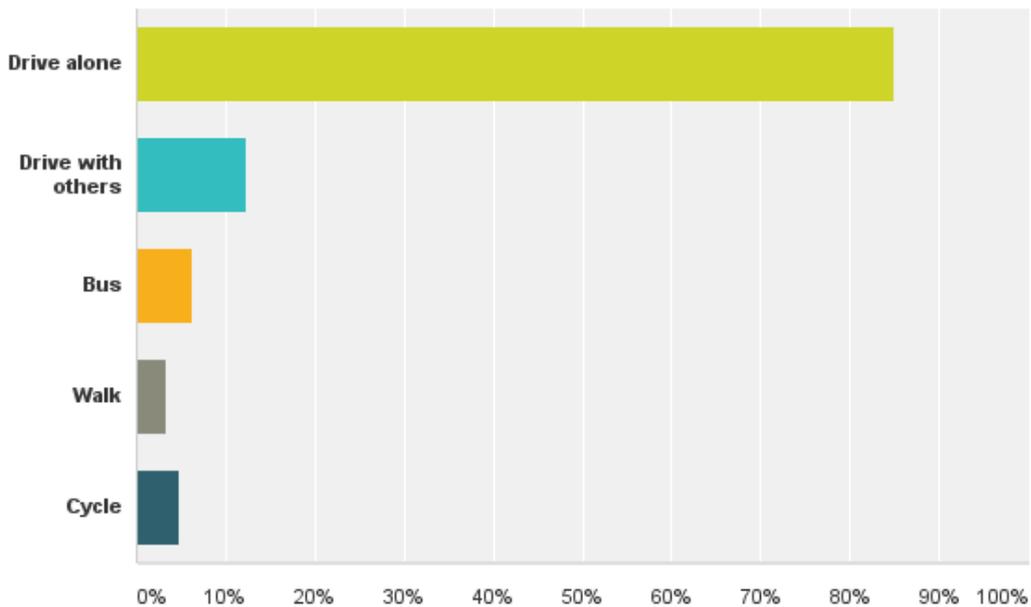
Interesting although 56% of businesses have enough onsite parking for their staff there is still a belief (89%) that employees would use Public Transport if it suited them.

Business owner comments can be seen in full in appendix 2

3.2 EMPLOYEE SURVEY RESULTS

Q1 How do you currently get to work?

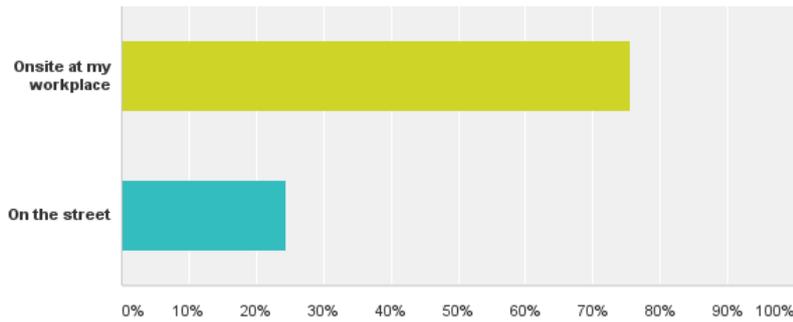
Answered: 146 Skipped: 1



The majority of commuters continue to drive alone – 84%. Drive with others is 12% however these figures indicate that some people use multiple modes to get to their work place.

Q2 If you drive where do you normally park?

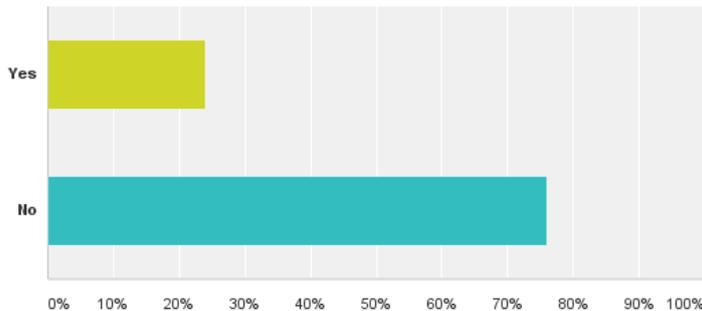
Answered: 139 Skipped: 8



75% are parking onsite with only 25% competing for limited off street parking spaces. The pressure for limited on street parking can be a motivation to change the journey to work.

Q3 Do you need to use a car for your job? i.e sales rep

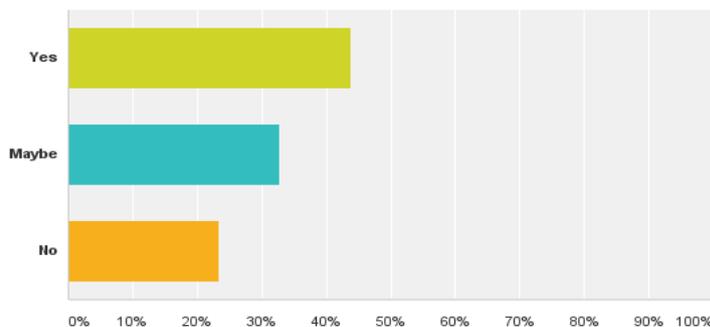
Answered: 146 Skipped: 1



Only 24% of people who drive to work need to use their car for their job. These people would not be able to use Public Transport. However this leaves 76% being potentially parked all day and not being used, and these employees could certainly use Public Transport.

Q4 Would you consider using public transport if there was a service that suited you?

Answered: 146 Skipped: 1



77% would consider using PT if there was a service that suited them. 44% definite yes – 33% might need some persuading, but there is definitely an appetite for change. Only 23% were a definite no – this coincides with the number of employees who need to use their cars as part of their job.

We also asked people what time they started and finished work.

6am – 7am	9%	2pm - 4pm	11%
730 – 8am	11%	4pm – 5pm	21%
8am – 830am	27%	5pm – 530pm	37%
830am – 9am	47%	530pm – 6pm	16%
9am onwards	6%	6pm – 730pm	14%
		Later than 730pm	1%

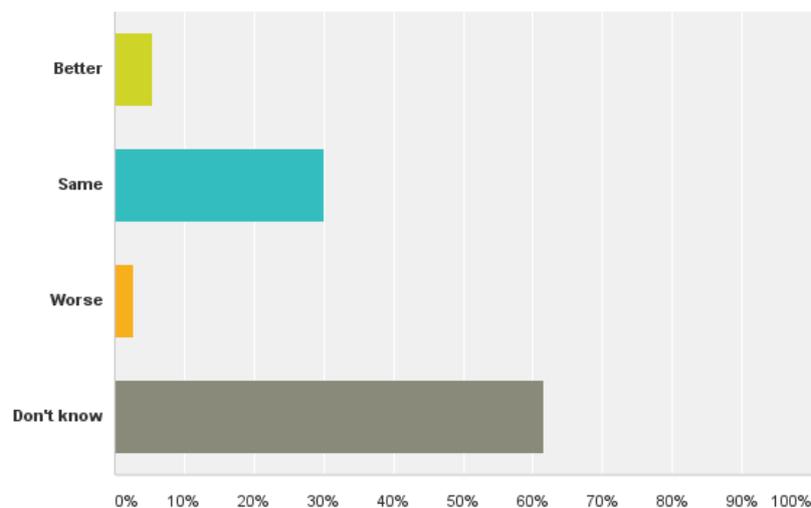
This research shows a good spread of start and finish times. The majority of those surveyed need to be at work between 8 am and 9 am.

Twenty percent need to be at work before 8am and in order for support to be given by this commuter sector, the Public Transport service needs to reflect this demand.

The afternoon peak is staggered with a predictable peak between 5pm – 5.30pm. NHBA draws the reader’s attention to the potential demand for an extended peak services, with 31% of employees surveyed leaving after 5.30pm. This is a significant potential user sector.

Q9 How will the new network affect you?

Answered: 146 Skipped: 1



Although concerning to learn that 62% don’t know how the new network will affect them – it was good to have the opportunity to give them more information on the proposed changes. 30% thought there would be no real difference to them. Only 5% recognised that the changes would be better for them. It maybe that more communication needs to be done once the network is finalised.

4. SUMMARY OF FEEDBACK FROM COMMUTERS

- 4.1 Important to note that employees start from 6am and the bus services need to be able to meet that demand, or commuters simply won't be able to access the services.
- 4.2 A direct service from West Auckland to Constellation was mentioned. It would seem logical to improve the current service with an express service from Westgate at peak times.
- 4.3 More direct links between Glenfield and Albany were requested. Commuters frustrated by having to change bus three times for the equivalent of a 15 minute drive.
- 4.4 Direct bus from North Shore to the Airport requested. This would seem a logical addition as no one wants to change buses in the CBD with suitcases to enable them to catch the airport shuttle bus.
- 4.5 Improving the links between East Coast Road and the industrial area along Rosedale Road have been mentioned. This would be vital if a new bus station were built along Rosedale Road area.
- 4.6 Frequent feeder services with smaller buses was mentioned as an option in and around the NHBA BID area were requested.
- 4.7 The need for real time information at bus shelters and the upgrade and monitoring of bus shelters was mentioned.
- 4.8 Increasing the bus lanes to enable faster movement of buses was seen as key to an affective service.
- 4.9 Congested car parks at both park and ride sites was mentioned
- 4.10 improved links between Constellation and NHBA BID area were mentioned. Currently there is no footpath access and this needs to be resolved as it does not encourage walking or cycling.
- 4.11 Weekend buses made free to encourage people to use them.
- 4.12 Direct services from Hobsonville to Constellation. This is a residential growth area and the existing services are not encouraging PT use.
- 4.13 Direct service from Takanini, Manurewa, or Manukau direct to Constellation at 30 minute intervals during peak hours. At the moment this journey by train and bus can take 3 hours + so people opt out and take the car.
- 4.14 Major issue is that the buses don't stick to the timetables. They arrive early, late or sometimes not at all. If a bus is running early it should stop and pause so that it is on time. They also go straight through bus stops when the bus is full!
- 4.15 More short term parking at Park & Ride so that people going into the city take that bus not the car.
- 4.16 Allow bikes on buses and provide decent parking for them at Park & Ride sites
- 4.17 Better services along Apollo Drive
- 4.18 Better services along Albany Highway and Bush Road
- 4.10 Gaps in provision: No buses from Beach Haven to Albany. No buses from Paremoremo to Albany

Appendix 2 Business owner comments in full (unedited by NHBA)

- Prefer not to have bikes on buses unless dedicated space that does not interfere with passengers getting on and off quickly
- I would and I'm sure more staff would use the service if the buses came into the industrial area around Tawa Drive. Also if you could get the bus from Whangaparoa to Rosedale to start work at 6.00am.
- 7pm finish for some services a problem if working late. Are more bus shelters going to be provided - this is a major factor for many people not using local services.
- Would like to see a bus service from Bayview to Albany-Bush road area. Presently to travel about 7-8kms we would need to change two buses.....
- We frequently use the bus from Rosedale Road or Bush Road. We are in Airborne Road. With the new plan it would be unlikely to walk to William Pickering Drive to catch a bus - Instead we would have to use our cars. There will be no service for the Pinehurst School in Bush Road.
- We need to keep a circuit bus going like the 880 which travels the bays and circles the Albany Industrial area. It is not perfect and misses some areas but it is better than the no bus proposal they are making. People in the bays should be able to continue having a direct bus to this area. The new proposed scheme means that you have to catch two busses. One to a feeder station and then another from the feeder like Constellation or Albany station and then to your destination.
- More frequency of service before 7 am and after 3:30 pm
- We are an education provider with students travelling from as far as Manurewa
- Start times, our shift start at 7am, so staff struggle to be in before this time. During peak trading Oct-Dec, we run 24 hours a day, so early 6am bus would be great. We have lots of students that can't do shift due to restricted licence, so would benefit from extra bus times and routes around busy industrial areas.
- For me personally coming from Glenfield by Windy Ridge School to Rothwell Ave in Albany it still means 3 buses and more time when it takes me 10 minutes by car
- Hourly buses
- With the new cycle/walk way over the Harbour bridge buses should be able to carry bikes for people who work / live away from bus routes
- There needs to be more services along Apollo drive that take more direct routes from Birkenhead / Glenfield area, this currently takes 40 minutes and takes a very diverse route
- Better routes and frequency hopefully will be looked at.
- I like the look of the proposed changes so far. More frequent feeders to the bus stations would work for me. Off-peak maybe those feeders could be smaller vehicles in many cases.
- Would love a bus service along East Coast Road between Torbay and Silverdale. School buses do the route but would be great to have buses on the weekends and school holidays
- The biggest problem for me and many other I see fruitlessly looking for a parking is that the park n ride facilities are completely full by 7h30 forcing the use of a car after this time. The more parking that is available the more people will use the bus service to commute to the city.
- Need a bus service through east coast bays, along Rosedale road, up bush and down William Pickering during peak times.
- Bus shelters need to be monitored occasionally
- There are no buses that I can currently use to come to work, buses running express from Westgate would help, also even better a service from Kumeu

Appendix 3 Employee comments in full (unedited by NHBA)

- Bus service from Birkenhead point directly to Takapuna.
- If the new service gets more buses off the small roads on onto more main roads then I am all for it. Even if people have to work a little further than previously.
- Can't see how the bus service would help me get from one side of the city to the other in a timely fashion. I was totally impressed with the bus service to the rugby Mt Eden. Amazing service straight down SH1 on North Shore and return. Will always use the bus for this event.
- Fewer stops on train from Newmarket to Britomart, smaller delay waiting at Newmarket Station, Train arrival times at Britomart which line up well with NEX departure times
- Better walking i.e. a footpath between work and the Expressway station. Buses to connect with every ferry especially the last one of the day.
- Please add the n65 route it will be amazing for me
- Frequency of services
- Have no details.
- I live rurally and run kids to sports either/both before or after work each day, so public transport would not work for me :-(
- Notification at bus stops if the bus is running late.
- More bus lanes would be ideal
- More buses and routes sent out to people at school, work places etc.
- AT is proposing to remove my bus stop which I use to catch the bus into town on a daily basis. This means that I will need to walk a lot further to another bus stop, catch a bus, get off in Albany and catch another bus to work. This will be very inconvenient. I also think this is quite dangerous as by the time I get home in winter it is already dark and I don't fancy walking home further in the dark or bad weather (especially after Blessie Gotingco's death on the north shore). Furthermore, I think it is unacceptable to expect elderly and disabled people to catch buses further away from their homes - how are they supposed to do this without assistance? I am likely to move away from public transport if the proposed changes come into place as I don't think it is acceptable to charge \$190 per month (\$2,280 per annum) for this service. There is also a parking problem at the Albany station and I am sure this will get worse as more people choose to take their cars to the station.
- More buses at peak times
- I don't use the bus service for the following reasons: 1 - It costs me more to use the bus than using my car. The cost of taking the bus would have to be considerably lower to offset the many benefits of enjoying the use of my own transportation. 2 - there is no service that can get me to work or back home within a reasonable time (under an hour each way). I don't want to have to wake up at 4am in the morning just to make it to work for 8am. Likewise, I don't want to leave work, only to get home after 7pm.
- Public transport from Helensville to Silverdale would be good
- Needs to be faster and more frequent. Must be faster and cheaper and more convenient than taking a car or bike in order to be viable to use.
- Good to have local lines. Increased frequency (preferably 5mins; anything longer then 10 minutes during the rush hours will not do the job)
- The routes into the CBD are great. But there are no routes from Beach Haven into Albany at all.
- Hillcrest needs more direct routes into the city rather than winding back through to Northern motorway bus stations.
- Punctuality and inconsistency of service, together with unavailability of service from my rural location will always preclude me from using a bus service.
- Make sure bus drivers follow the NZ Road Code at all times
- Trains.... This country needs a train network! Bikes on buses works for me. As a non bus user. I have no idea where to find info or what route to use. You're not in our faces enough.
- A bus going directly from Coatesville to Albany would be great as there's a huge queue of cars coming down the Dairy Flat Highway

- Public transport would be an alternative for me if one of the below are true: - it was faster than driving to work - way cheaper than running a car. Make it either cheaper or faster and you will get people using it.
- There is no direct bus from Constellation drive to work, so coming by bus takes 1 hour 30 minutes, against 20 minutes by car, and it costs me around \$20 dollars return (should take 3 buses each way to make it to the office).
- There are people who must travel from South Auckland to the North Shore, or North Shore to South Auckland for work however doing that means driving at least an hour each morning and each night due to so much traffic congestion around spaghetti junction/Greenlane/Sylvia park especially. At the moment to do that via public transportation would take over 3+ hours via either Train to Britomart & Northern Express Bus to North Shore, or vice versa. It is unrealistic to expect people to leave at 4:30am for work at 8:30am and to do the same thing coming home. So our option is 1-1.5 hours in traffic in a car each way. Would it be possible to run a bus on 30 minute intervals from (Takanini or Manurewa or Manukau) DIRECT to (Constellation Drive)? This would give people who live even further south the option to drive to Takanini, jump on 1 bus and get to a central North Shore hub in under an hour - meanwhile taking HEAPS of cars off the motorways each day as all those people would take this bus instead because it wouldn't take 3+ hours to get to work. Therefore bettering the on-going traffic issues during rush hour. Thank you for your consideration
- Buses reaching different areas I currently cannot take the bus to work
- To take the bus it needs to be cheaper, faster and easier than taking my car. Reliability is key.
- Number 1 issue with buses in NZ is that buses never wait till the time they are supposed to be there to leave. So if they are due to be there at 8 and they arrive at 7.55 they leave anyway, then you have to wait for another 20 minutes. That is not the commuters fault and the bus should stay. In the UK where I am from they cannot leave if they are early. This is the major issue I have with buses in this Auckland.
- Unfortunately my hours of work vary, so current public transport options make it difficult, as I also am very busy after work with school aged children's sports, taking me different routes and destinations (a parent taxi driver). It currently takes me 8 minutes to get to work, so for me, would find it very difficult to change to public transport.
- Adapt the Snapper card system like Wellington. Price cheaper, locations of pick up and drop off and the punctuality of buses.
- East Coast Road near Crown Hill has only one bus per hour going to the city (839) - it is very inconvenient if you have plans for the evening and do not want to drive. More frequent service would be appreciated.
- If I could get from Oaktree Ave. Browns Bay to William Pickering (North Harbour Estate) and back again within my required working hours using only 1 bus, I would consider using public transport.
- It would be really great if there was a better cycle route between the North Harbour Industrial Park and the Constellation Park and Ride. It is impossible to cross Constellation Drive, and the underpass is badly signposted, a long diversion, and unsafe during dark hours. I often see schoolchildren running across Constellation Drive in a very dangerous manner, as they have no option as they walk to their school within the Industrial Park from the Constellation Station. If there was a better cycle connection, then perhaps more people would consider using the NEX and cycling in combination, therefore taking cars (and congestion) off the road.
- Services are not good to the Rosedale/Apollo-Triton areas
- It's about time Paremoremo residents had a bus service
- Looks like it will be harder to get to Tarndale Grove in Rosedale.
- Bus service on my road
- The bus stations need to be the hub of the system. There needs to be frequent buses taking people to and from the bus stations so people find them more accessible and easy to use rather than having to drive the car to the park and ride then embarking on the bus. That way the park and rides can be used by people that absolutely need them, while those a bit closer find it easier to get to the bus stations without the hassle of driving to and from. The Albany mall also needs shuttles of some sort to and from the Albany bus station, and the bus stops along Don McKinnon Drive (which the street I work on is off) needs to have a shuttle system to and from Albany Bus Station too. I am not sure about the frequency of other services, but I find that the NEX bus timetable is really good.

- In the past it would take significantly longer and be more expensive to bus to/from work than to drive. If this changes, I may consider using the bus.
- If I could have a direct bus from Dominion Road to Albany instead of changing two or three buses from the centre to come to North shore. I would definitely opt for the bus to travel to work.
- I would take a bus if it went from beach road (rothesay bay) to bush road in Albany, without too many stops.
- The express way is great/ love using it when I can. Can u make buses on weekends cheaper get more people getting around the place?
- As a non-bus user, it will come down to cost, reliability and suitability for my work-place.
- More bike lanes on the shore would allow me to use my bike commuting and feel safer at the weekends
- My husband currently works in the city and drives to the constellation bus station, parks and catches bus to city. We have recently moved to Hobsonville Point and an express bus from the point to Constellation would be amazing and super convenient for him. Currently to bus from home to Constellation it would take around 30-45 minutes I believe so just is not worth it when it's a 10 minute drive. We would love to get rid of one car though so please please please get an express bus from Hobsonville point to Constellation!
- Frequent services will make me make me think about travelling by bus
- Well done on being brave and forward thinking to support the growth of the North Shore.
- Still no buses in Paremoremo Road! Not just because I live there, but do you really think that for example, inmates' family really have a money to splash on a cab?! Why there is no bus service in Paremoremo road?! Only for school buses! And when civilians are late to work because of the pupils who don't care whether is a school or public bus, that doesn't matter! Shame on you! Shame on whoever is allowing students to get onto public buses, and ordinary people can't! Just because we live in semi-rural area, doesn't mean we all have money to burn on petrol, maintenance of another vehicle, etc.
- The proposed changes for Devonport will affect those elderly that use the bus to get to the shops and affect more households that currently catch the bus to the ferry. As long as I can get a direct bus from Constellation Station to Takapuna (shops) and vice versa I'll be fine.
- Increased communication around bus services would be great. I currently don't know what is available between my home and work. I used to bus a lot when I grew up in Hamilton, but I once looked at the network lines available to get from Murrays Bay to Takapuna and/or the city, and was so confused by the bus maps, that I decided against using the bus.
- Make it easier for people that use buses but not so often and for this reason don't have the Hop card. Eg Tickets valid for X amount of time instead of different tickets for every single connection
- Less sociopath bus drivers
- As I cycle as well I would like to think the bus lanes will not impede on cyclists. It may alleviate the fact some cars obscure the cycle lanes so a positive thing
- I would use the bus more to go to the city for the occasional meeting but parking at the bus stations is impossible mid-morning so I take the car instead.
- I am moving to Hobsonville in 3 months and would consider bus travel from there if it worked out. Not able to use public transport from current address (too difficult with school run)