

# Have your say...

## On the future of the 806 & 807 bus services and AT Local on the Devonport Peninsula



**Public feedback is open until  
Sunday 18 October 2020**





## What is happening?

In September 2018 Auckland Transport (AT) introduced the 806 and 807 public bus services on the lower Devonport Peninsula. In November 2018 we began trialling AT Local (our on-demand rideshare service).

With the AT Local trial now coming to an end, and the discontinuation of the Stanley Bay ferry service from Christmas 2020, we are seeking your views on two options for the future of public transport on the Devonport Peninsula.

### Option A

- Keep the 806 and 807 bus services with improvements; and
- Stop running AT Local on the Devonport Peninsula.

### Option B

- Keep the 806 and 807 bus services at peak commuting times on weekdays only; and
- Run a revised AT Local service at off-peak times, weekends and public holidays only, with a smaller operating area.

Both options would make efficient use of ratepayers' money to provide good public transport services to as many people as possible.

Your views and local knowledge are important to us. You can help shape these options, and help us make better informed decisions about the future of public transport on the Devonport Peninsula.

You can send us your views until

**Sunday 18 October 2020.**

**Visit [AT.govt.nz/HaveYourSay](https://at.govt.nz/haveyoursay)**

A consumer sentiment survey will complement the public consultation, providing broader feedback on public transport options and the role of on-demand solutions in Auckland.

## What are the 806 & 807 bus services?

The 806 and 807 public bus services connect Stanley Point, North Head and Cheltenham with the Devonport village and ferry terminal. At the ferry terminal, you can transfer to the Devonport ferry service and the 814 bus service to reach more destinations. Children aged 5 years or older may travel on buses unaccompanied. In February 2020 (before the COVID-19 pandemic), an average of 75 and 86 people used the 806 and 807 bus services respectively each weekday.

These services use designated bus stops, run to a timetable and follow a defined route.

You pay your fare using an AT HOP card, fares are integrated, and concessions are available. See “What are AT HOP & integrated fares?” on page 6 for more information.



## What is AT Local?

AT Local is AT's first on-demand, rideshare service. It uses electric vehicles to connect you with other public transport services and destinations within its defined operating area. In February 2020 (before the COVID-19 pandemic), an average of 290 people used AT Local each weekday.

You book AT Local (for immediate travel or up to 30 days in advance) using a smartphone app linked to a credit/debit card. Children aged 5 years or older may travel on AT Local unaccompanied, but children aged 5 - 13 years need a registered user aged 14 years or older to book AT Local for them. You specify where you would like the AT Local driver to pick you up and drop you off when booking, however a short walk may be required to complete some trips. Visit [AT.govt.nz/Local](https://www.at.govt.nz/Local) for more information.

The AT Local trial has been running on the Devonport Peninsula since November 2018 and is now coming to an end. The trial has shown how this relatively new type of service can be used in Auckland, including potentially in Devonport, as a complement to or as a replacement for existing bus services. The lessons from this trial have been used in the Devonport proposals presented for feedback and will be used as we introduce further on-demand services in Auckland.



## What are AT HOP & integrated fares?

The AT HOP card is a reusable prepaid travel card for use on AT buses, ferries and trains. You simply have to tag on and off with your AT HOP card to pay the fare. There are several concessions available, including discounted fares for children, students and eligible SuperGold card holders. For more information, please visit [AT.govt.nz/ATHOP](https://www.at.govt.nz/ATHOP) and [AT.govt.nz/Concessions](https://www.at.govt.nz/Concessions).

With an AT HOP card your fare is based on the number of fare zones in which you travel. You can make as many bus, ferry or train trips as you like within four hours, and as long as there's no more than 30 minutes transfer time between trips, you'll pay one fare for your entire journey – easier and cheaper than paying for each bus, ferry or train trip separately. Single-zone bus or train trips that you take before or after a ferry trip are included in the ferry fare.

For more information about integrated fares and fare zones, please visit [AT.govt.nz/FareZones](https://www.at.govt.nz/FareZones).



## Your views are important to us

As the AT Local trial is coming to an end, we would like to hear your views on two options for the future of public transport in this area. Your local knowledge can help us make better informed decisions, so together we can achieve the best possible outcome for the Devonport Peninsula.

The options presented in this brochure take three necessary considerations into account:

- It will not be possible to continue running AT Local and local bus services as they are. Their running hours and the areas they serve are too similar – such duplication is not an efficient use of ratepayers' money.
- It will be necessary to keep the 806 and 807 bus services for at least peak commuting times. Through running the trial, we know that AT Local would not be able to meet demand for travel to and from the Devonport Ferry Terminal at peak commuting times on its own without significant investment in additional vehicles and drivers. The extra vehicles and drivers would then sit idle at the times when fewer people wanted to travel.
- The Stanley Bay ferry service will be discontinued from Christmas 2020. For more information about this change, visit [AT.govt.nz/MetroChanges](https://www.at.govt.nz/MetroChanges).

We do not plan to make any changes to the 801, 802 or 814 bus services as a result of this consultation.



# Option A

## Connector services

At least every 30 minutes, 7am-7pm, 7 days a week.  
Lower frequencies early morning and evening.

**801**

Bayswater Wharf, Takapuna, Akoranga Station

**814**

Devonport Ferry Terminal, Takapuna,  
Akoranga Station

**806**

Stanley Point, Devonport Ferry Terminal

**807**


Cheltenham, Devonport Ferry Terminal

## Peak services

Services operate weekdays only, during morning and  
afternoon peak.

**802**

Bayswater, Esmonde Rd, Wellesley St, Mayoral Dr

 All routes operate in both directions unless stated otherwise



## Keep the 806 and 807 bus services with improvements; and stop running AT Local on the Devonport Peninsula.

See the table on pages 12-16 for more details.

- We would introduce a second bus on the 806 and 807 bus services, allowing us to improve connections with the Devonport ferry service. Currently we use one bus to run these services and only connect with some of the ferries.
- We would extend the current running hours of the 806 and 807 bus services.
- You would still use an AT HOP card to pay your fare and concessions would still be available. Fares would remain integrated with other AT bus, ferry and train fares.
- Children aged 5 years and older would still be able to travel unaccompanied.
- Buses would still run to a fixed route and timetable, so wait times and journey times would generally be predictable.
- There would still be space for at least 50 people on each bus – plenty of space to accommodate everyone that wants to travel at peak commuting times, and future growth in the number of people wanting to travel.

# Option B

## Connector services

At least every 30 minutes, 7am-7pm, 7 days a week.  
Lower frequencies early morning and evening.

**801**

Bayswater Wharf, Takapuna, Akoranga Station

**814**

Devonport Ferry Terminal, Takapuna, Akoranga Station

## Peak services

Services operate weekdays only, during morning and afternoon peak.

**802**

Bayswater, Esmonde Rd, Wellesley St, Mayoral Dr

**806**

Stanley Point, Devonport Ferry Terminal

**807**

Cheltenham, Devonport Ferry Terminal



All routes operate in both directions unless stated otherwise



## Keep the 806 and 807 bus services at peak commuting times on weekdays only; and run a revised AT Local service at off-peak times, weekends and public holidays only, with a smaller operating area.

See the table on pages 12-16 for more details.

- AT Local would have a smaller operating area than at present, to help ensure demand for the service can be met using two AT Local vans. It would not be within AT's funding restraints to use more than two AT Local vans. The smaller AT Local operating area would minimise the overlap with the 801 and 814 bus services.
- AT Local fares would be brought into line with single-zone bus fares. You would pay for your AT Local trip using your AT HOP card; concessions would be available. Fares would be integrated - this means along with buses, ferries and trains, AT Local could form part of your journey for no additional fare. See "What are AT HOP & integrated fares?" on page 6 for more information.
- We would use one bus to run both the 806 and 807 bus services. Bus services would connect with alternate Devonport ferry trips.
- Children aged 5 years or older could still travel unaccompanied on buses and AT Local; but children aged 5 - 13 years will still need a registered user aged 14 years or older to book AT Local for them.
- You would still need to book AT Local (for immediate travel or up to 30 days in advance) using a smartphone app linked to a credit/debit card.
- There would still be space for at least 50 people on the bus - plenty of space to accommodate everyone that wants to travel at peak commuting times, and future growth in the number of people wanting to travel. There would be space for up to seven people in each AT Local van, so wait times and journey times may be longer if many people want to travel at similar times.

## Side by side comparison

Option A		Option B	
	<ul style="list-style-type: none"> <li>Keep the 806 and 807 bus services with improvements; and</li> <li>Stop running AT Local on the Devonport Peninsula.</li> </ul>		<ul style="list-style-type: none"> <li>Keep the 806 and 807 bus services at peak commuting times on weekdays only; and</li> <li>Run a revised AT Local service at off-peak times, weekends and public holidays only, with a smaller operating area.</li> </ul>
Running hours*	<p>Bus services would run approximately</p> <p>Monday – Thursday: 7am – 9.20pm</p> <p>Friday: 7am – 10pm</p> <p>Saturdays, Sundays and public holidays: 7am – 9pm</p>		<p><b>Peak times:</b> Bus services would run approximately Monday – Friday: 7am – 9am &amp; 4pm – 6pm</p> <p><b>Off-peak, weekends &amp; public holidays:</b> AT Local would run approximately Monday – Thursday: 9am – 4pm &amp; 6pm – 9.20pm</p> <p>Friday: 9am – 4pm &amp; 6pm – 10pm</p> <p>Saturdays, Sundays and public holidays: 7am – 9pm</p>
Service frequency*	<p>Bus services would run every 20 – 30 minutes and would have improved connections with the Devonport ferry service.</p>		<p><b>Peak times:</b> Bus services would run every 30 - 40 minutes and would connect with alternate Devonport ferry trips.</p> <p><b>Off-peak, weekends &amp; public holidays:</b> AT Local would run on demand but wait times may be longer if many people are wanting to travel at the same time.</p>
Booking and pick up and drop off points	<p>Bus services would still pick up and drop off at designated bus stops and run to a timetable. It would not be possible to book space on the bus ahead of time.</p>		<p><b>Peak times:</b> Bus services would still pick up and drop off at designated bus stops and run to a timetable. It would not be possible to book space on the bus ahead of time.</p> <p><b>Off-peak, weekends &amp; public holidays:</b> AT Local would still be booked through a smartphone app linked to a credit/debit card, and children aged 5 - 13 years would need a registered user aged 14 years or older to book AT Local for them. You would still request pick up and drop off points within the defined operating area* when booking, but a short walk may still be required to complete some trips.</p>
Number of vehicles, vehicle type and capacity	<p>Both bus services would be run using a total of 2 diesel buses, each with room for at least 50 people (37 seats) and would have good ability to accommodate the number of people wanting to travel at peak commuting times and future growth.</p>		<p><b>Peak times:</b> Both bus services would be run using 1 diesel bus with room for at least 50 people (37 seats) and would have good ability to accommodate the number of people wanting to travel at peak commuting times and future growth.</p> <p><b>Off-peak, weekends &amp; public holidays:</b> 2 electric vans each seating 7 people would have limited ability to accommodate one-off increases in the number of people wanting to travel and future growth.</p>

## Side by side comparison

	Option A	Option B
Accessibility	Buses would still be wheelchair accessible and would still kneel to reduce the step between the kerb and the bus floor.	<p><b>Peak times:</b> Buses would still be wheelchair accessible and would still kneel to reduce the step between the kerb and the bus floor.</p> <p><b>Off-peak, weekends &amp; public holidays:</b> AT Local would still be able to carry wheelchairs.</p>
Customer service and reliability	<ul style="list-style-type: none"> <li>• Bus services would still run to a timetable and follow direct routes, so wait times and journey times would generally be predictable.</li> <li>• It still wouldn't be possible to book space on the bus ahead of time.</li> <li>• You may have to stand if many people want to travel at the same time.</li> </ul>	<p><b>Peak times:</b></p> <ul style="list-style-type: none"> <li>• Bus services would still run to a timetable and follow direct routes, so wait times and journey times would generally be predictable.</li> <li>• It still wouldn't be possible to book space on the bus ahead of time.</li> <li>• You may have to stand if many people want to travel at the same time.</li> </ul> <p><b>Off-peak, weekends &amp; public holidays:</b></p> <ul style="list-style-type: none"> <li>• You would still need to book AT Local (for immediate travel or up to 30 days in advance).</li> <li>• Everyone would still get a seat.</li> <li>• Wait times and journey times may be longer and routes may be less direct if many people want to travel at the same time.</li> <li>• Requires access to a smartphone and app and a credit/debit card to book AT Local.</li> </ul>
Congestion impact	Buses would still be able to accommodate at least 50 people, but they would run to their timetable and route regardless of demand.	<p><b>Peak times:</b> Buses would still be able to accommodate at least 50 people, but they would run to their timetable and route regardless of demand.</p> <p><b>Off-peak, weekends &amp; public holidays:</b></p> <ul style="list-style-type: none"> <li>• AT Local would provide a public transport option to more people.</li> <li>• AT Local vans would not run unless someone has made a booking, but vans might run empty on the way to pick someone up.</li> <li>• Limited capacity (7 people) would mean the vans would have to make more trips to transport the same number of people as a bus.</li> </ul>



## Option A & B - 806 & 807 bus services and AT Local

### Fares

You would use an AT HOP card to pay your fare and AT HOP concessions would be available. For example, for a single trip:

- The adult AT HOP fare would be \$2.00.
- Children under the age of 5 years would travel for free when accompanied by a fare-paying passenger.
- Those with a Child concession would pay \$1.10 and would travel for free at the weekend and on public holidays.
- People with a SuperGold concession would pay the adult fare before 9am on weekdays and travel for free at all other times.

AT HOP fares are subject to annual review.

AT HOP fares would be integrated. See “What are AT HOP & integrated fares?” on page 6 for more information.

### Age restriction

Children under the age of 5 years must be accompanied by a fare paying passenger.

\* We are keen to make further improvements to both bus services and AT Local based on the responses received as part of this consultation. For example, you may like to suggest we change the running hours, the bus routes, how often the bus services run or the AT Local operating area boundaries.





# Feedback form



The easiest way to send us your views is to visit [AT.govt.nz/HaveYourSay](https://www.at.govt.nz/HaveYourSay) and complete the online survey.

Alternatively, you can complete this FreePost form. Fill out the form, detach, fold and seal it, and post it back to us. The form is pre-paid, so just drop it into any NZ Post box.

If you need extra space or would like to make further comments, please use the online survey.

Please send us your views by **Sunday 18 October 2020**.

## 1. Please tell us what your preferred option is

- Option A: Keep the 806 and 807 bus services with improvements; and stop running AT Local on the Devonport Peninsula.
- Option B: Keep the 806 and 807 bus services at peak commuting times on weekdays only; and run a revised AT Local service at off-peak times, weekends and public holidays only, with a smaller operating area.

## 2. Why did you select this option?

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## 3. How could we improve Option A?

(tick all that apply and please specify below)

- Hours of operation
- Area covered
- Ease of use
- Other
- Information
- Option A meets my needs

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## 4. How could we improve Option B?

(tick all that apply and please specify below)

- Hours of operation
- Area covered
- Ease of use
- Other
- Information
- Option B meets my needs

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## 5. If Option A was implemented, would you use any of the following travel modes more often?

(tick all that apply)

- Bus
- Taxi
- Bicycle
- Car (as driver or passenger)
- Walk
- Other (please specify below)
- Ferry
- I would travel less often

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## 6. If Option B was implemented, would you use any of the following travel modes more often?

(tick all that apply)

- AT Local
- Bus
- Taxi
- Bicycle
- Car (as driver or passenger)
- Walk
- Other (please specify below)
- Ferry
- I would travel less often

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## 7. Do you use any of the following?

(tick all that apply)

- AT Local
- 801 bus service
- 802 bus service
- 806 bus service
- 807 bus service
- 814 bus service
- Stanley Bay ferry service
- Bayswater ferry service
- Devonport ferry service
- None of the above

## 8. Where are you most commonly travelling to and from when you use these services?

Please be as specific as possible. E.g. "From Summer St to the Devonport Ferry Terminal to catch the ferry at 8am."  
Provide up to three examples.

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## 9. How satisfied are you with the following services?

(1 being 'very dissatisfied' through to 5 being 'very satisfied')

### 806 & 807 bus services

- 1
- 2
- 3
- 4
- 5

### AT Local

- 1
- 2
- 3
- 4
- 5



## 10. Why do you use the 806 and 807 bus services?

(tick all that apply and please specify below)

- Hours of operation
- Ease of use
- Value for money
- Ways of paying
- Area covered
- It's my quickest option
- Other
- I don't use these bus services

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## 11. Why do you use AT Local?

(tick all that apply and please specify below)

- Hours of operation
- Ease of use
- Value for money
- Ways of paying
- Area covered
- It's my quickest option
- Other
- I don't use AT Local

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## Personal information

Providing your personal details is optional, however this information helps us to better understand how the changes could affect you. We are committed to protecting your personal information. Our privacy policy is available at [AT.govt.nz/about-us/about-this-site/privacy-policy](https://www.at.govt.nz/about-us/about-this-site/privacy-policy).

If you would like us to keep you up to date as this project progresses, please provide your email address.

<b>Address</b>	
Street address	
Suburb	
Email	

<b>Gender</b>	<b>Age</b>
<input type="checkbox"/> Female	<input type="checkbox"/> Under 18
<input type="checkbox"/> Male	<input type="checkbox"/> 18 - 24
<input type="checkbox"/> Gender diverse	<input type="checkbox"/> 25 - 34
<input type="checkbox"/> Prefer not to say	<input type="checkbox"/> 35 - 44
	<input type="checkbox"/> 45 - 54
	<input type="checkbox"/> 55 - 64
	<input type="checkbox"/> 65 or older
	<input type="checkbox"/> Prefer not to say



## What happens to the feedback?

Once the public consultation period has closed, we will analyse all the feedback.

Public feedback is one of the factors we take into account when making complex decisions like these ones.



A Consultation Summary and Decisions Report for this project will be publicly released early in 2021. This report will summarise the feedback and confirm which of the two options will be implemented, and any additional improvements to public transport services.

Your local insights will help us to make informed decisions regarding the future of public transport in this area, and in doing so make the most effective use of resources to provide good public transport options for as many people as possible.

FreePost Authority No. 233462



Service Network Development  
Auckland Transport  
Private Bag 92250  
Victoria Street West  
Auckland 1142

Project: **DEVONPORT PT OPTIONS**

## Find out more

- Visit [AT.govt.nz/HaveYourSay](https://www.at.govt.nz/HaveYourSay).
- Call us on **09 366 6400**.
- Come to a drop-in session (see below).

## We're here to help

If you would like to speak with AT representatives regarding the options, come to one of these drop-in sessions at the Devonport Library:

- **Wednesday 7 October** - 2pm - 5pm
- **Saturday 10 October** - 10am - 2pm
- **Tuesday 13 October** - 12pm - 4pm
- **Thursday 15 October** - 2pm - 5pm

**IMPORTANT:** Drop-in sessions will only be held if Auckland is at COVID-19 Alert Level 1. Visit [AT.govt.nz/HaveYourSay](https://www.at.govt.nz/HaveYourSay) for updates.

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or AklTransport  
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