

# **Devonport Public Transport**

## Consultation Summary and Decisions Report

January 2021

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# 1. Executive Summary

In September 2018, Auckland Transport (AT) introduced a new bus network on the North Shore. For the Devonport Peninsula this included the introduction of the 806 (Stanley Point – Devonport) and 807 (Cheltenham – Devonport) bus services, which both run all day, seven days a week. AT also discontinued route 815, which served the Ngataranga Road area at peak times.

In November 2018, AT began trialling AT's first on-demand rideshare service, AT Local, on the Devonport Peninsula.

In September and October 2020, AT publicly consulted on two options for the future of local bus services and AT Local on the Devonport Peninsula:

- Option A: retain and enhance local bus services and remove AT Local.
- Option B: retain local bus services at peak times only and retain AT Local at off-peak times and weekends, with a smaller operating area.

We received feedback from 704 people, along with a letter signed by 35 residents of the William Sanders Retirement Village. There was slightly more support for Option B, with 52% of respondents preferring this option. Consultation respondents raised a range of issues and themes, illustrating the complexity of designing the public transport network to meet the varied needs and preferences of increasingly diverse communities, particularly in the face of today's significant financial constraints. Some of the main themes were:

- Issues with the public transport network in Devonport – specific areas are not currently served by buses and bus-ferry connections at Devonport need improvement.
- Discontinuation of the Stanley Bay ferry.
- The need for public transport options that are easy for everyone to understand, with regular services running all day, seven days a week, and running to a regular timetable.
- A desire to make the best use of ratepayers' money.
- A desire to retain AT Local – some respondents asked for an AT Local service that was outside the scope of Option B. For example, a significantly enlarged operating area or running the service at peak times.

In order to address the public transport needs of the community as a whole, AT has decided to implement Option A – to enhance the local bus network and remove AT Local from the Devonport Peninsula.

Implementation of Option A enables AT to:

- Introduce a new bus service to areas that are not covered by existing bus services – the 805. The 805 will connect the Belmont shops, Kawerau Avenue, Ngataranga Road, Lake Road and the Devonport Ferry Terminal.
- At peak times, both the 806 and 807 will run every 20 minutes and will be scheduled to connect with every Devonport ferry. This will give former Stanley Bay ferry users the best possible connection with the Devonport ferry.
- Run the 806 and 807 later into the evening than at present, seven days a week.
- Easily accommodate growth in the number of people wanting to travel by public transport.
- Provide public transport in Devonport at a lower subsidy per passenger.

AT will trial AT Local in other parts of Auckland. The vehicles that were used to operate the Devonport Peninsula trial will be used in any new trials. At the time of writing, AT is exploring options for implementing AT Local in Papakura and Pukekohe. A full review of the AT Local trial on Devonport will be made available later in 2021.

The last day AT Local will operate on the Devonport Peninsula is Friday 26 February 2021. The 805 bus service will commence operation, and the 806 and 807 bus services will start running to new weekday timetables on Monday 1 March 2021. The 806 and 807 bus services will start

running to new weekend timetables on Sunday 25 April 2021. Prior to these dates, AT will implement a comprehensive communications campaign to ensure existing users of AT Local and the 806 and 807 bus services know how their public transport options are changing.

## 2. Background

In September 2018, AT introduced the 806 and 807 bus services on the lower Devonport Peninsula as part of the North New Network. The 806 connects Stanley Point and the Devonport Ferry Terminal. The 807 connects Cheltenham and the Devonport Ferry Terminal. Both services operate to fixed routes and timetables, all day, seven days a week. In February 2020 (prior to the COVID-19 pandemic) an average of 75 and 86 people used the 806 and 807 bus services respectively each weekday.

In November 2018, AT began trialling AT's first on-demand rideshare service, AT Local, on the Devonport Peninsula. The service runs from early morning until late evening, Monday to Friday. It uses electric vehicles to connect passengers with other public transport services and destinations within its defined operating area (that part of the Devonport Peninsula south of Corrella Road and Westwell Road). Users book and pay for their trip via a smartphone app linked to a credit or debit card. The service can be booked for immediate travel or up to 30 days in advance. Pick up and drop off points are confirmed at the time of booking, and a short walk is required to complete most trips. Age restrictions apply – children aged 5 years or older may travel unaccompanied but must be aged 14 years or older to book the service. In February 2020 (prior to the COVID-19 pandemic) an average of 290 people used AT Local each weekday, and most customers report that they are satisfied with the service.

As the AT Local trial is now coming to an end, AT has carried out public consultation on two options for the future of local bus services and AT Local on the Devonport Peninsula:

- Option A: retain and enhance local bus services and remove AT Local.
- Option B: retain local bus services at peak times only and retain AT Local at off-peak times and weekends, with a smaller operating area.

### 2.1 Decision-making process

Public consultation feedback is one of the factors we take into account when making complex decisions like these ones, as shown in Figure 1 and Table 1 below.

Figure 1: Sustainable Decision Making



**Table 1: Additional factors relevant for this decision**

Factor	Option A	Option B
OPEX impact	Ongoing cost of \$650k p.a.	Ongoing cost of \$850k p.a.
Additional resource needed	Additional bus (from City Link fleet) – available from late Feb 2021	3 vehicles needed (including 1 spare) – all currently available
Procurement	Amendment to bus contract	<ul style="list-style-type: none"> <li>Amendment to bus contract</li> <li>Tech provider needed</li> <li>New AT Local operator needed (3-4-month lead time)</li> </ul>
Stanley Bay ferry removal	Buses will meet every ferry at Devonport (peak)	Buses will meet alternate ferries at Devonport (peak).
Electrification / air quality	1 additional diesel bus	3 EVs, plus removal of diesel bus at off-peak times
Infrastructure needed	Bus stop upgrades, updated road markings	Wheelchair ramps, EV charging point
Mobility considerations	Not all mobility devices (wheelchairs / scooters) fit into bus	Various. No device larger than wheelchair can board
Booking system	N/A	App (and possible call centre - needs to be set up)
Probable go live	Feb / March 2021	April / May 2021
Payment integration	No change needed	HOP integration needed for AT Local
Wider on-demand programme	Frees up 6 vehicles for future trials	Frees up 3 vehicles for future trials
Events and future growth	Have room for growth, buses with capacity for 50 passengers running all day, all week	Limited capacity for growth without adding significant resource
Likely patronage uptake	Estimated 250 passengers per day + any passengers switching from Stanley Bay ferry	Estimated 280 passengers per day + any passengers switching from Stanley Bay ferry

Also at the front of AT’s mind are the three key objectives of Auckland’s public transport network:

- **Connectivity:** AT has designed a connected public transport network - people can easily transfer between modes to reach more destinations.
- **Simplicity:** It is easy for people to find out which services they need to complete their journey.
- **Frequency:** Higher service frequency on key routes enables users to “turn up and go” rather than needing to plan their journeys in advance, particularly at peak times.

## 2.2. Other changes to consider

AT are aware that there are many transport-related projects underway on the Devonport Peninsula, and that any decisions regarding the local bus services and AT Local need to account for the impacts of those other projects.

### Stanley Bay ferry

Following the COVID-19 pandemic, AT had to reduce its public transport operating budget. As a result, the Stanley Bay ferry service ceased operation on 24 December 2020. AT expects more people will want to travel between Stanley Point and Devonport and use the Devonport ferry at peak times (the Stanley Bay ferry was a peak times-only service). AT needs to provide these people with a reliable public transport option that connects with the Devonport ferry.

## Devonport ferry

The Devonport ferry started running every 20 minutes at peak times from Monday 25 January 2021 (it previously ran every 15 minutes at peak times). It is important AT schedule other local public transport services to connect with this ferry service to make onward travel to the City centre and beyond by public transport as easy and as attractive an option as possible.

## Proposed parking changes

At the time of writing this report, AT is proposing parking changes in the Devonport Village and around the ferry terminal. It is proposed to replace all the existing parking restrictions in the Village with a two-hour limit (P120), and to introduce paid parking at the ferry terminal at \$0.50 an hour. If these changes are implemented, it is possible that more people will want to travel to the Village and ferry terminal by public transport.

## Lake Road

The local community has raised concerns regarding the unpredictability of travel conditions along Lake Road during weekday peak times and during the weekends. AT wants to improve the accessibility, reliability, and availability of travel choices to and from the lower Devonport Peninsula, and make it easier and more convenient to travel to local shops, parks, beaches, and community centres. Safety is a major focus for AT, so the improvements aim to make people using Lake Road and travelling through Belmont safer, regardless of their mode of travel. A mix of new and re-purposed transit lanes, walking and cycling facilities, and technology solutions to improve available trip information are proposed.

Public consultation on proposed Lake Rd improvements took place in March and April 2020. Auckland Council's recent Emergency Budget did not provide AT with sufficient funding to undertake the planned detailed design phase in the 2020/21 financial year, so the project is paused until financial certainty is obtained. The Regional Land Transport Plan is currently being updated for the 2021-31 period and funding for the delivery of the Lake Road project will be considered in that prioritisation process. The prioritisation will include consideration of funding availability, urgency and stakeholder support. If funding is prioritised for the project, then AT will recommence the work and will re-engage with the community and stakeholders such as the Local Board.



### 3. Consultation approach

In September and October 2020, AT publicly consulted on two options for the future of local bus services and AT Local on the Devonport Peninsula:

#### Option A:

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

Improvements to the 806 and 807 bus services could include:

- Longer operating hours
- Potentially serve areas that are currently served by AT Local but not buses (e.g. Ngataranga Road and the William Sanders Retirement Village)
- Use two buses to run these services at peak times (instead of one as at the time of consultation) allowing improved connections with the Devonport ferry service.

#### 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.**

Under Option B, AT would continue to use one bus to run both the 806 and 807 bus services, and therefore buses would only meet some Devonport ferries. Revisions to the AT Local service would include:

- A smaller operating area to help ensure demand for the service could be met using two 7-seat vans only
- The smaller operating area would eliminate duplication with the 801 and 802 bus services in Bayswater, and reduce duplication with the 814 bus service
- Payment would be made via AT HOP card, fares would be integrated with other public transport fares and AT concessions would be accepted.

The implementation of either option would have a significant impact on many people living, working, studying and visiting the Devonport Peninsula.

- Implementation of Option A would result in AT Local being removed from this area. AT Local is currently running on the Devonport Peninsula as a trial, however at the time this consultation was carried out, the trial had been running for two years and many people may have considered the service to be a permanent part of the public transport network. In addition to removing AT Local, AT were open to suggestions for amended or new bus services.
- Implementation of Option B would result in the 806 and 807 bus services only running at peak times on weekdays, leaving Stanley Point and Cheltenham without traditional (scheduled, fixed-route) public transport services at off-peak times, including weekends and public holidays.

Because of the scale of the changes and the impact they would have on a large number of people, a thorough engagement process was carried out to inform and elicit feedback from as many people as possible.

## 3.1. Pre-consultation activities

### Devonport-Takapuna Local Board

AT representatives met with the Devonport-Takapuna Local Board on 2 June 2020 and 1 September 2020. The purpose of these meetings was to receive the Local Board's feedback on the two options and to discuss how best to consult with the local community. The Local Board raised the following points:

- Concern that the requirement for AT Local to be booked through a smartphone app linked to a credit/debit card would be a barrier (real or perceived) for some people who currently rely on the existing bus services e.g. children and elderly people;
- Without AT Local there isn't a single-seat public transport connection between Bayswater and Devonport (people currently need to transfer between the 801/802 and the 814 bus services at the Belmont shops);
- AT Local has many habitual users who report high satisfaction with the service;
- AT needs to improve bus-ferry connections at the Devonport Ferry Terminal; and
- The William Sanders Retirement Village (Ngataringa Road) is not well served by the existing bus network.

### Ward Councillor feedback

An information pack was emailed to Councillor Chris Darby on 2 September 2020. Cllr Darby responded to clarify specific details and to reiterate the importance of the public being made aware of the consultation and being given the opportunity to provide feedback.

### Operator feedback

AT representatives met with NZ Bus who operate the bus services on the Devonport Peninsula. Both Option A and Option B were deemed feasible.

### Devonport Flagstaff newspaper

On 7 September 2020, an AT representative met with the Devonport Flagstaff newspaper to discuss the options and the upcoming public consultation. An article and editorial were included in the newspaper's 11 September 2020 edition.

A media release was sent to the Devonport Flagstaff on 21 September 2020. An article and editorial were included in the newspaper's 25 September 2020 edition.

## 3.2. Public consultation period activities

### Brochure

Details of the two options were published in a consultation brochure (see Appendix A). The brochure included descriptions of the existing bus services and AT Local, an explanation of integrated fares, detailed descriptions and maps of the two options, an analysis of the options against key service aspects, a list of public information sessions and a freepost feedback form.

The brochure was delivered to every address within the existing AT Local operating area (6,496 addresses). Brochures were also distributed through the following channels:

- AT Local vehicles
- AT Customer Service Centres at Albany, Constellation and Smales Farm Stations

- Akoranga Station
- Downtown, Devonport, Bayswater and Stanley Bay Ferry Terminals and ferry services
- AT HOP Retailers
- Schools / childcare centres, clubs, businesses, churches, museums and community groups
- Devonport Library and other community facilities
- Royal New Zealand Navy
- William Sanders Retirement Village.

In total, 9,568 copies of the brochure were distributed by 2 October 2020.

The original brochure, a large print version and an audio recording were available for download from the consultation webpage and were promoted to accessibility groups through AT's Public Transport Accessibility Group.

### Posters and newspaper advertising

Posters advertising the consultation were displayed at every bus stop in the existing AT Local operating area (83 bus stops) from 2 October 2020. Posters were also sent to the organisations listed above for them to display. The posters listed the public information sessions, directed people to the consultation webpage for more information, and reminded them to look for the consultation brochure in their letterbox.

Figure 2: Poster

Have your say...

**On the future of the 806 & 807 bus services and AT Local**

For details and to give your feedback visit [AT.govt.nz/HaveYourSay](https://at.govt.nz/HaveYourSay) or check your letterbox for the brochure. Come talk with the project team at a drop-in session at the Devonport Library

Wednesday	7 October	2pm - 5pm	<b>Feedback is open until Sunday 18 October 2020</b>
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

Find out more. Call us on 09 366 6400 or visit [AT.govt.nz/HaveYourSay](https://at.govt.nz/HaveYourSay)

Paid advertisements were placed in the North Shore Times (1 October 2020) and Devonport Flagstaff (9 October 2020). The ads directed people to the consultation webpage for more information and listed the public information sessions. The Devonport Flagstaff ad reminded people to look for the consultation brochure in their letterbox.

Figure 3: Example newspaper ad

The advertisement features a blue header with the text "Have your say...". Below this is a dark blue section with the main title "On the future of the 806 & 807 bus services and AT Local" in white. The body of the ad contains text about providing feedback, a table of drop-in session dates and times, an important note about COVID-19 alert levels, and a call to action. A photograph of a white bus and a van is included on the right side. The AT logo is in the bottom right corner.

Have your say...

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

For details and to give your feedback visit [AT.govt.nz/HaveYourSay](https://www.AT.govt.nz/HaveYourSay) or check your letterbox for the brochure. Come talk with the project team at a drop-in session at the Devonport Library

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.

Feedback is open until Sunday 18 October

Find out more. Call us on 09 366 6400 or visit [AT.govt.nz/HaveYourSay](https://www.AT.govt.nz/HaveYourSay)

### Electronic advertising

The consultation has a dedicated page on the AT website: [www.AT.govt.nz/projects-roadworks/devonport-at-local-and-bus-service-changes](https://www.AT.govt.nz/projects-roadworks/devonport-at-local-and-bus-service-changes). During the public consultation period, a link to this page was featured on the consultation landing page of the AT website: [www.AT.govt.nz/HaveYourSay](https://www.AT.govt.nz/HaveYourSay) and this URL was included in the consultation brochure, poster and newspaper advertising.

The consultation webpage included:

- A description of each option, including proposed operating hours and bus routes, and proposed AT Local operating area (Option B only);
- Maps of the two options;
- A detailed explanation of the bus and AT Local fares, payment method and fare integration;
- A list of the existing features of the local bus services that AT did not propose to change as part of this consultation e.g. fixed routes and timetables;
- A list of the existing features of the AT Local service that AT did not propose to change as part of this consultation e.g. needing to book the service via a smartphone app linked to a credit card;
- A list of public information sessions;
- A link to the online feedback survey; and
- Large-print and audio versions of the consultation brochure for download.

The consultation was promoted through AT's Neighbourly, Twitter and Facebook accounts. Each post included a link to the consultation webpage. Three "promoted" (paid) posts appeared in the newsfeeds of anyone using Facebook in the area, including one post advertising the public information sessions. The three public information sessions were advertised as events on AT's Facebook page.

Figure 4: Example Twitter post



Elected members (Local Board members and Cllr Darby) promoted the consultation via their own social media channels, including to the relevant community Facebook groups.

An email was sent to everyone who had used their registered AT HOP card on the 806 and 807 bus services in the six months leading up to the public consultation, and to everyone who had created an AT Local account. The email included a brief description of the two options and a link to the consultation webpage.

An AT Mobile app notification was sent to users of the 806 and 807 bus services. The notification explained that AT was seeking feedback on the future of the local bus services and AT Local, referred people to the consultation webpage for more information and to give their feedback, and reminded them to look for the consultation brochure in their letterbox. A similar notification was sent to everyone who had downloaded the AT Local app and created an account.

An e-briefing was emailed to local businesses, business and residents' associations, churches, clubs, community groups, interest groups, iwi authorities, schools and senior care facilities. In total, 82 copies of the e-briefing were sent. The e-briefing included a brief description of the two options, a link to the consultation webpage, links to download the original, large print and audio versions of the consultation brochure, a link to download and print the poster, suggested text to post to social media channels and a list of public information sessions.

### Public information sessions

Three public information sessions were held at the Devonport Library on:

- Saturday 10 October 2020, 10am - 2pm
- Tuesday 13 October 2020, 12pm – 4pm
- Thursday 15 October 2020, 2pm – 5pm.

Sessions were scheduled for different times of the day and different days of the week to ensure there was a session that everyone could attend. An earlier event was planned for Wednesday 7 October but could not be held due to Auckland being at COVID-19 Alert Level 2 on that date.

These sessions were an opportunity for anyone who had questions regarding the consultation to get in person assistance from AT representatives involved in the consultation. This was not an opportunity to provide consultation feedback verbally in person, however feedback forms were

available at each session and AT representatives helped people complete those forms when asked.

In total, AT representatives spoke with approximately 30 people at these events.

## 4. General feedback

Consultation feedback was collected through a survey. The survey could be completed:

- Online, via the consultation webpage (the “online survey”); or
- By completing the form at the back of the consultation brochure and posting it back to AT for free (the “paper survey”).

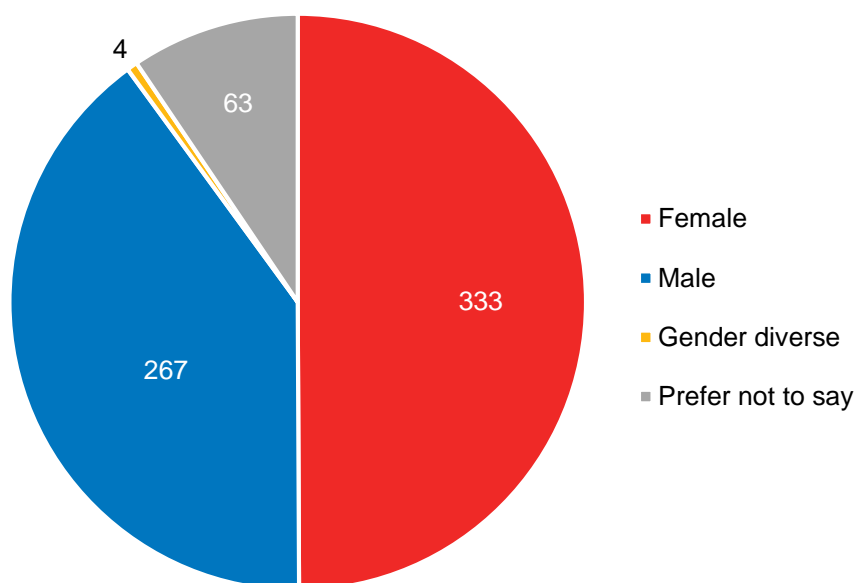
Survey questions were the same across the online and paper surveys, but respondents who completed the online survey were asked one extra question: “Do you have any further feedback regarding bus services or AT Local on the Devonport Peninsula, or the options for the future of these services?”

The public consultation period ended on 18 October 2020, however some paper surveys were received after this date. AT included all the responses we received in our analysis. 704 people answered at least one question. AT also received a letter signed by 35 residents of the William Sanders Retirement Village.

### 4.1. Demographics

Of the 604 respondents who gave their gender, 55% were female, 44% were male and 1% were gender diverse. The remaining respondents either didn’t answer this question or selected “Prefer not to say”.

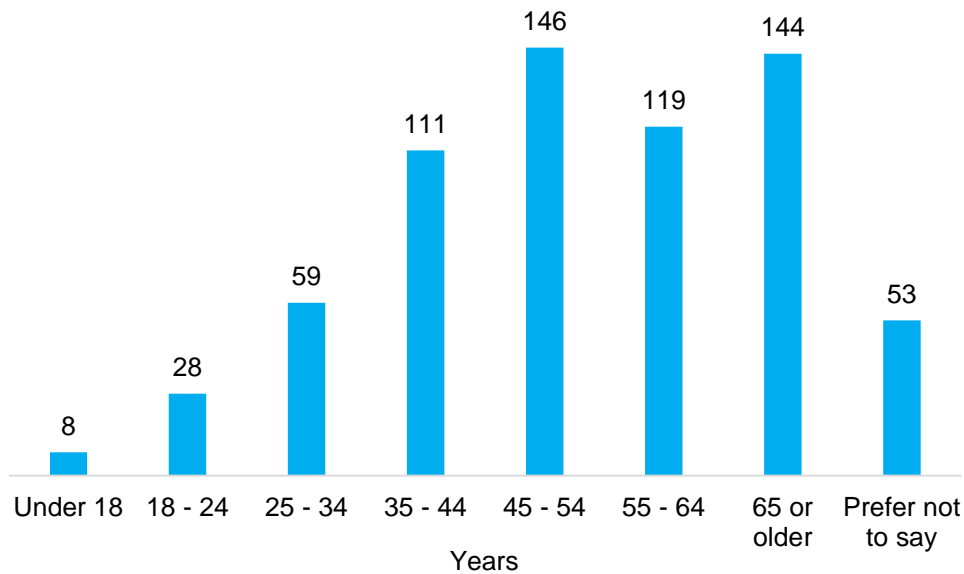
Figure 5: Gender of respondents



615 respondents gave their age. The most common age group was “45-54”, with 24% of respondents who stated their age. The next largest group was aged “65 or older” with 23% of

respondents who stated their age – this was expected as this age group spans the greatest number of years. Only 1% of respondents who stated their age were under 18.

Figure 6: Age of respondents

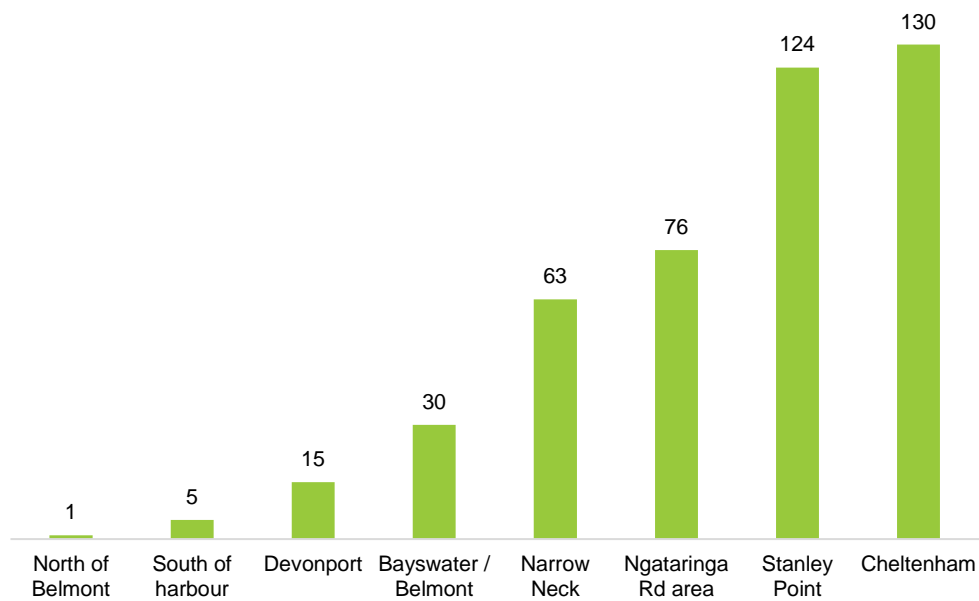


The survey asked respondents for their address. 444 respondents gave at least their suburb. When analysing the data, AT assigned these responses to categories appropriate for this project. For example, respondents living in Bayswater and Belmont were grouped together, as these suburbs are both within the existing AT Local operating area, but outside the proposed operating area for AT Local under Option B. Respondents living in the Ngataranga Road / Duders Point / Regent Street area have their own category - "Ngataranga Road", as this area is not well served by the existing bus network.

The vast majority (99%) of respondents lived on the Devonport Peninsula and are therefore affected by this project.



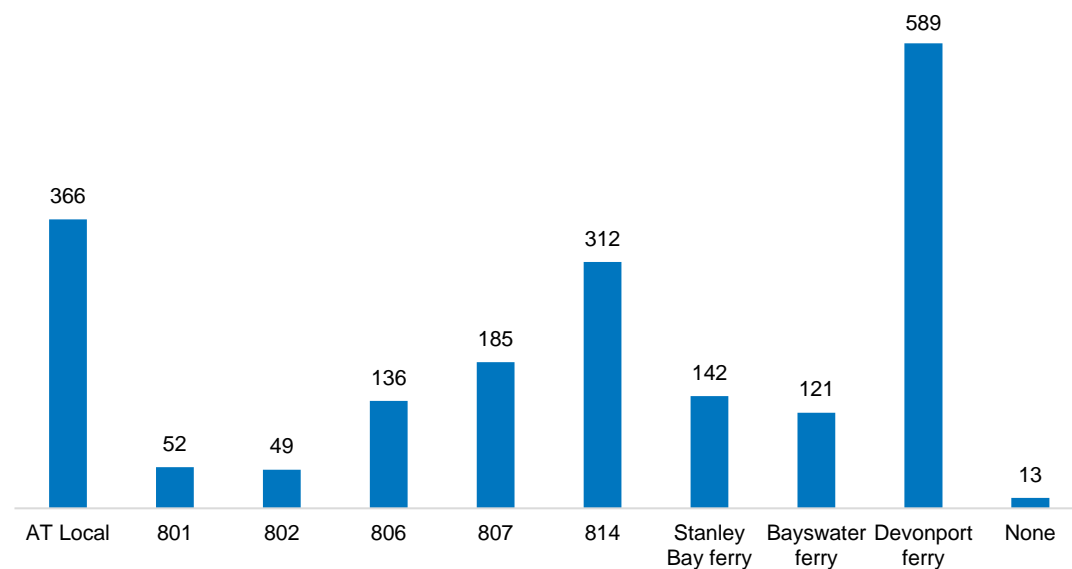
Figure 7: Where respondents live



#### 4.2. Services currently used

The vast majority of respondents reported that they did use the existing public transport services on the Devonport Peninsula and are therefore affected by this project. Respondents could report using multiple services.

Figure 8: Public transport services on the Devonport Peninsula used by respondents



## 5. Feedback analysis

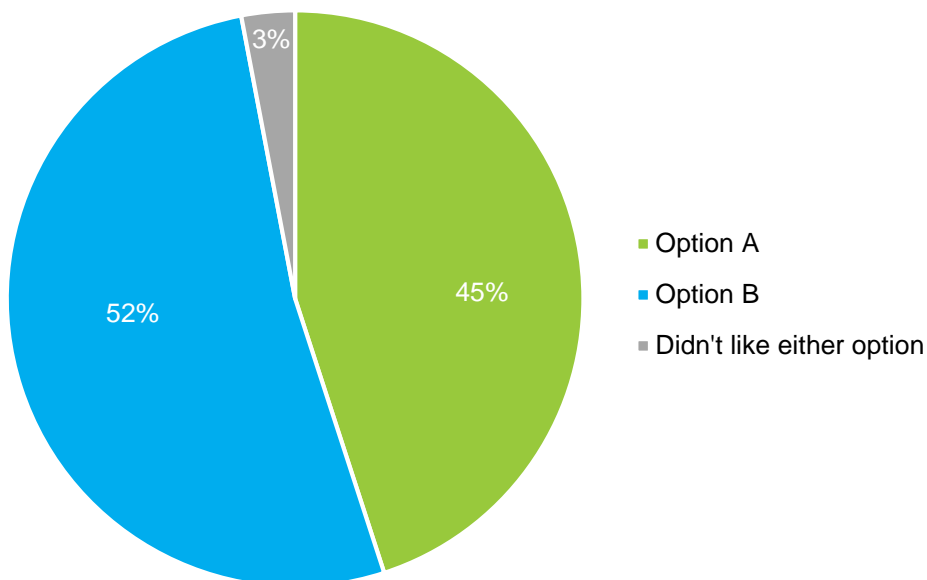
### 5.1. Please tell us what your preferred option is

703 respondents answered this question. 313 respondents preferred Option A, while 368 respondents preferred Option B.

The survey only offered two options (Option A or Option B), and the online survey would not allow respondents to skip this question. However, 22 respondents used the next question “Why did you select this option?” to explain that they didn’t like either option. AT analysed these respondents separately, so when this report refers to “respondents who preferred Option A” for example, this excludes respondents who initially selected Option A but then used the next question to explain that they didn’t like either option.

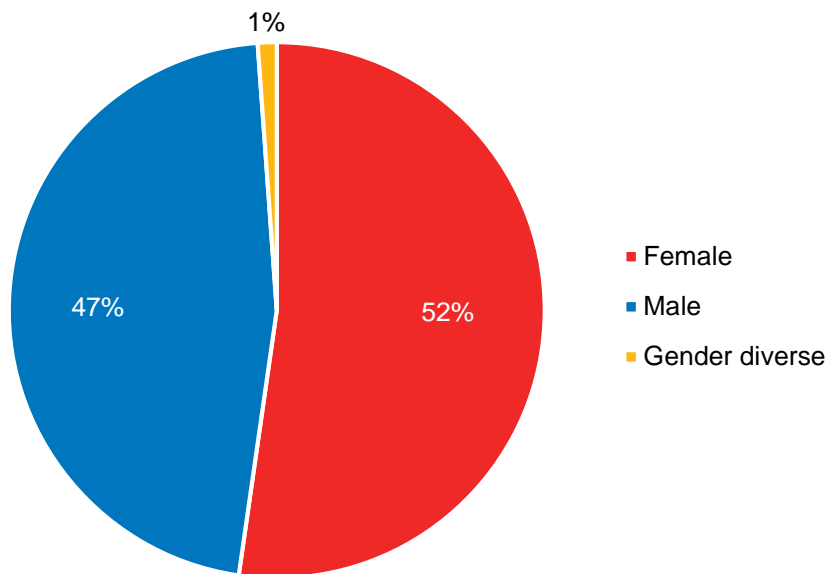
Option B was preferred by a very small majority of respondents – 52%.

Figure 9: Respondents’ preferred option



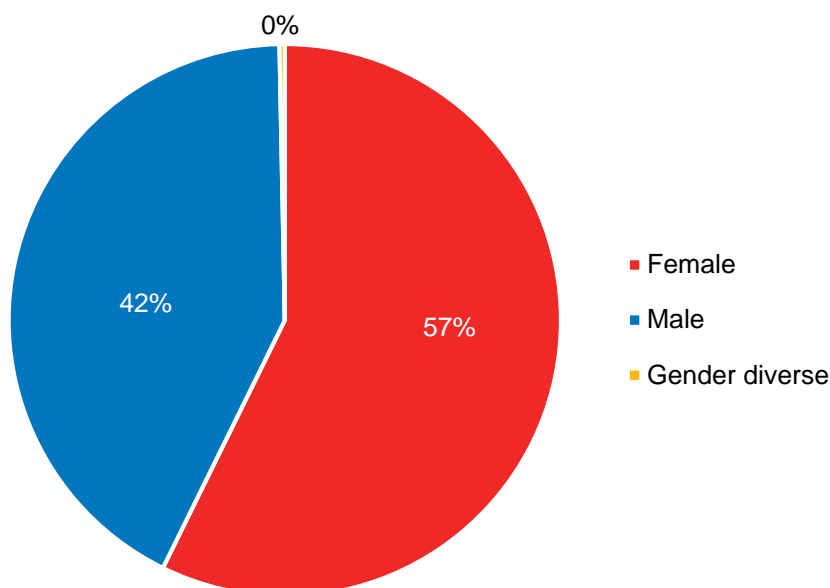
Of the 264 respondents who preferred Option A and gave their gender, 138 were female, 123 were male and 3 were gender diverse.

Figure 10: Gender of respondents who preferred Option A



Of the 323 respondents who preferred Option B and gave their gender, 185 were female, 137 were male and one was gender diverse.

Figure 11: Gender of respondents who preferred Option B



The majority of respondents who preferred each option were female, as the majority of survey respondents were female. See section “4.1 Demographics”.

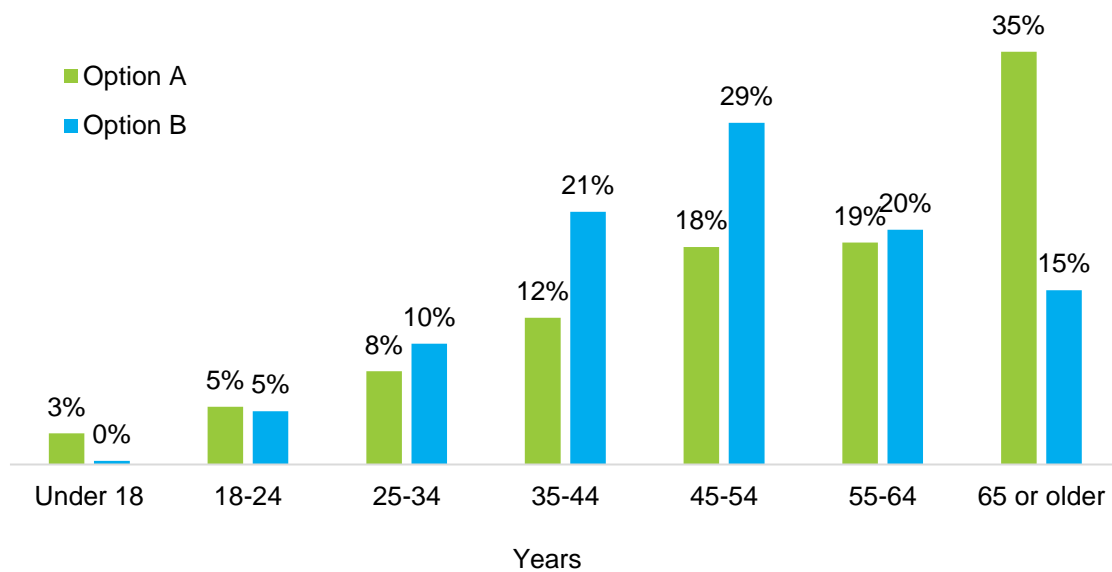
Of the respondents who preferred Option A and gave their age, the most common age group was 65 or older (35%). Only 15% of the respondents who preferred Option B and gave their age were aged 65 or older.

Of the respondents who preferred Option B and gave their age, the most common age group was 45-54 (29%).

Table 2: Age of respondents who preferred each option

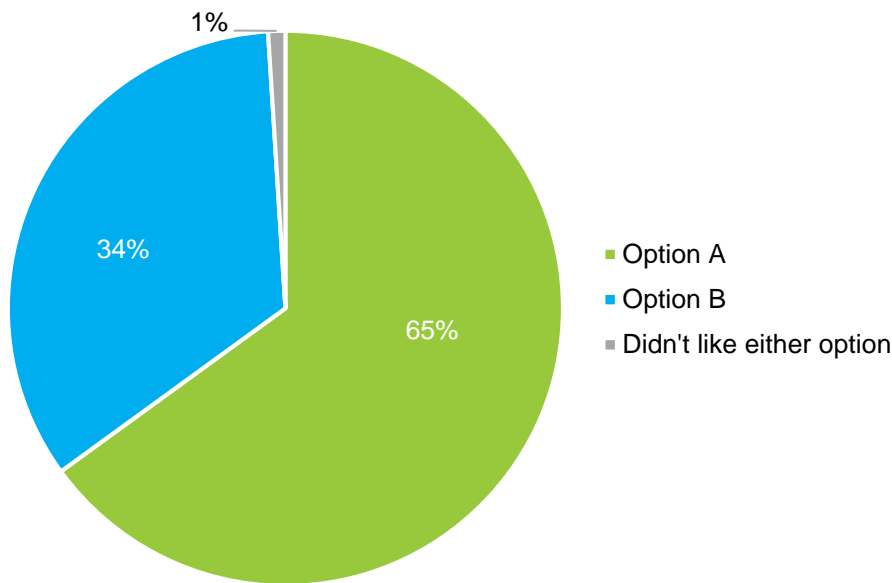
Age (years)	Option A	Option B
Under 18	7	1
18-24	13	15
25-34	21	34
35-44	33	71
45-54	49	96
55-64	50	66
65 or older	93	49
# of respondents who gave their age	266	332

Figure 12: Age of respondents who preferred each option



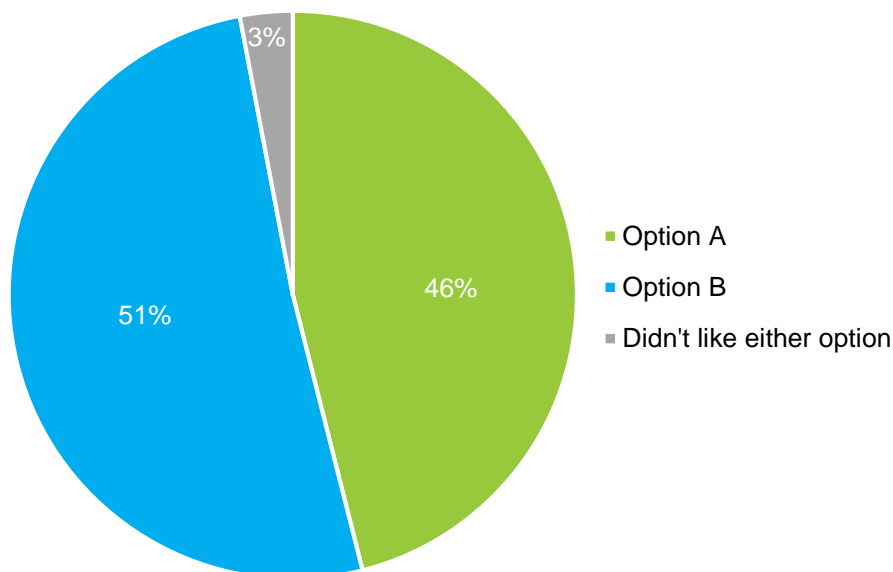
144 respondents gave their age as 65 or older. Of those respondents, 93 preferred Option A, while 49 preferred Option B.

Figure 13: Preferred option of respondents who gave their age as 65 or older



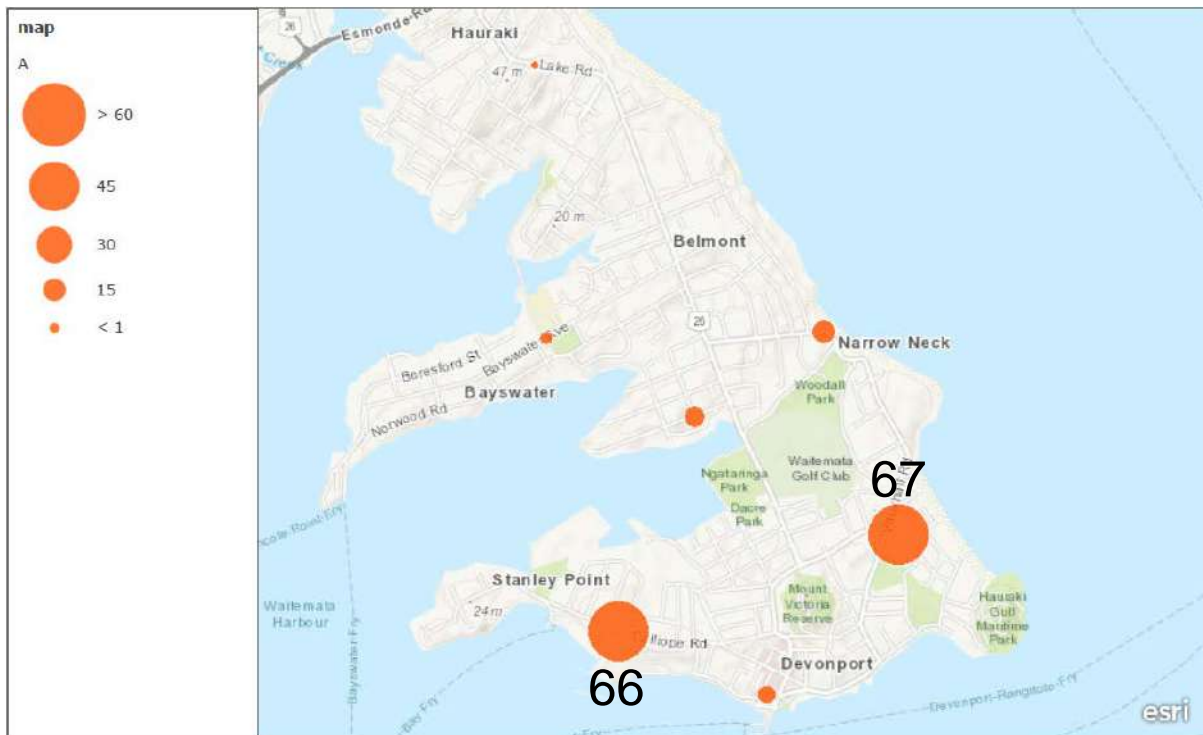
Of the 142 respondents who said they used the Stanley Bay ferry service, 65 preferred Option A and 73 preferred Option B. Three didn't like either option, and one did not state a preference.

Figure 14: Preferred option of respondents who use the Stanley Bay ferry service



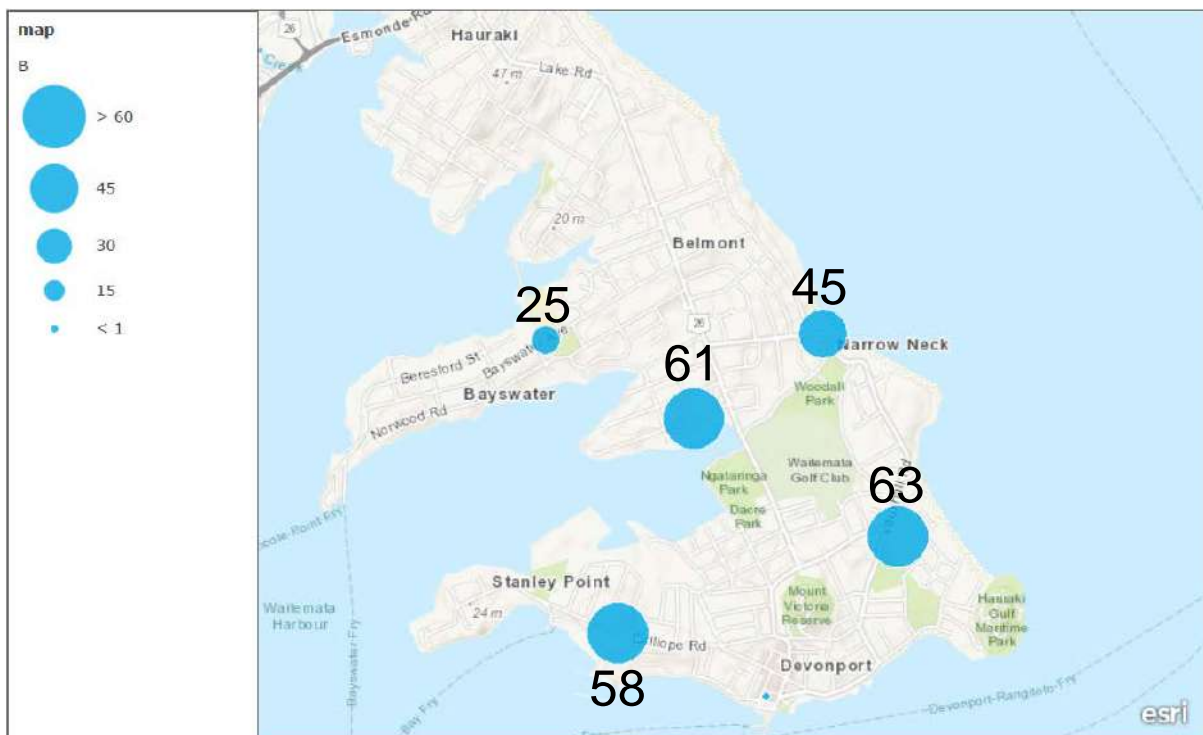
The majority of the respondents who preferred Option A and provided their address (or at least gave their suburb) lived in either Stanley Point or Cheltenham. This was expected as these are the areas served by the existing 806 and 807 bus services.

Map 1: Where respondents who gave their address and preferred Option A lived



The respondents who preferred Option B and provided their address (or at least gave their suburb) were more evenly spread across the Devonport Peninsula.

Map 2: Where respondents who gave their address and preferred Option B lived



## 5.2. Why did you select this option?

This was an open-text question. When analysing the data, AT assigned these responses to categories appropriate for this project.

288 of the respondents who preferred Option A answered this question.

- The most common reason for preferring Option A was that the respondent felt it was the best use of ratepayers' money (22% of responses).
- 14% said Option A was the best option or that it met their needs without providing further detail.
- 14% said Option A was accessible to all including elderly people, children, people with reduced mobility, occasional users and visitors to Devonport.
- 13% reported that they liked the proposed bus service improvements that could be delivered under Option A, such as the higher frequency and better bus-ferry connections.
- 11% said they needed regular, timetabled and/or direct bus services throughout the day, rather than only at peak times as proposed under Option B.

Table 3: Respondents' reasons for preferring Option A

"Other" includes those reasons that were unique to a single respondent. "N/A" refers to comments that were either unclear or outside the scope of this project.

Reason	# of respondents
Best use of ratepayers' money	62
Best option / this meets my needs – no further detail provided	40
Accessible for all incl. elderly, children, disabled, occasional users and visitors	39
Like the proposed improvements – frequency, serving more areas, better ferry connections	38
Need regular, timetabled, direct bus services throughout the day	32
Smartphone, app, technological requirement is a barrier	15
Buses have more capacity and can accommodate long term growth	11
Don't want to use AT Local	10
This option / the bus system is easy to understand	10
Respondent didn't realise AT Local fares would be integrated	5
Better for congestion and / or the environment	5
AT Local trial didn't achieve its objectives	4
Other	8
N/A	9

342 of the respondents who preferred Option B answered this question.

- The most common reason for preferring Option B was that the respondent felt it was the best option or that they wanted the AT Local service to continue operating in Devonport, without providing further detail (19%).
- 15% said the buses used to run the 806 and 807 bus services were too big for the number of people using them.
- 11% said AT Local was a more flexible service than the 806 and 807 bus services.
- 11% said AT Local gave more people access to public transport and/or reduced the walk to the bus stop, including in the Ngataranga Road area.

Table 4: Respondents' reasons for preferring Option B

“Other” includes those reasons that were unique to a single respondent. “N/A” includes responses that were either unclear or outside the scope of this project.

Reason	# of respondents
This is the best option / want AT Local – no further detail provided	66
Buses are too big for the number of people using them	50
AT Local is more flexible than bus services	39
AT Local gives more people access to public transport / minimal walk to access AT Local (includes references to Ngataringa Rd area)	36
AT Local is easy, reliable, efficient, convenient, direct and faster than bus services	27
Offers the best ferry connections	24
As long as AT Local still serves Bayswater, Belmont, Narrow Neck	16
Good mix of capacity at peak times and flexibility off-peak	15
AT Local is helpful and accessible to disabled, elderly and children	11
Don't / won't use 806 and 807 (incl. those not living in the 806 / 807 catchment areas)	9
Good use of ratepayers' money	6
Better for the environment / congestion	6
AT Local provides greater personal safety, esp. at night	4
AT Local at off-peak times is good as don't want to wait for infrequent bus services	2
AT Local is helpful when travelling with luggage / shopping	2
AT Local fares to be integrated	2
Other	14
N/A	13

### 5.3. How could we improve Option A?

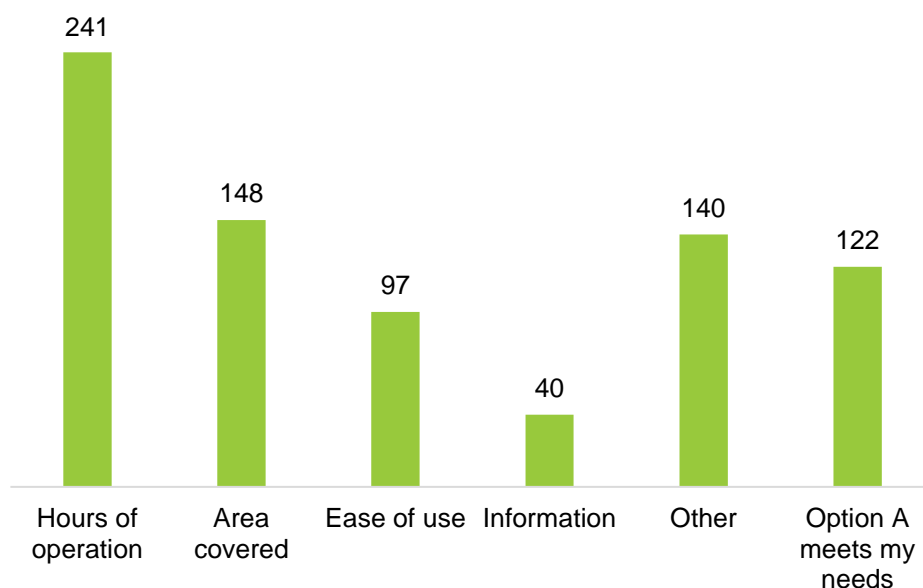
538 respondents answered this question. While this question was about how Option A could be improved, the responses of those who preferred Option B are included in this analysis. Respondents could select more than one option.

The most common way respondents felt Option A could be improved was operating hours. The proposal was for the 806 and 807 bus services to run approximately:

- Monday – Thursday: 7am – 9.20pm
- Friday: 7am – 10pm
- Saturdays, Sunday and public holidays: 7am – 9pm.



Figure 15: How could we improve Option A?



There was also an open text option for this question. When analysing the data, AT assigned these responses to categories appropriate for this project. 397 respondents answered this part of the question and 15% felt bus-ferry connections could be improved.

Table 5: Respondents' suggestions for improving Option A

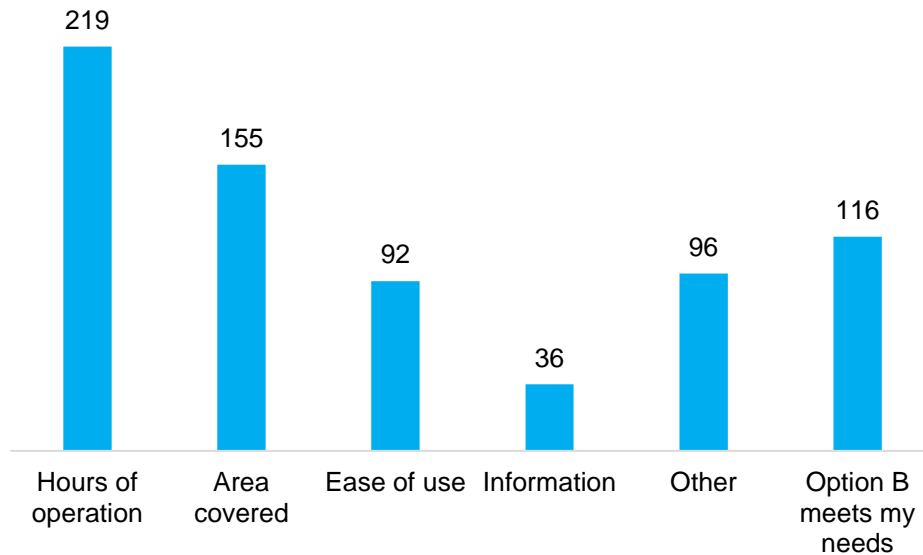
“Other” includes those suggestions that were unique to a single respondent, and responses that were comments rather than suggested improvements. “N/A” includes responses that were unclear, outside the scope of this project, or referred to AT Local or Option B.

Suggested improvement	# of respondents
Better ferry connections	61
Smaller and / or electric buses	30
Serve William Sanders Retirement Village / Ngataranga Road area	29
More frequency	28
Extended hours (same as ferry)	26
Wait for ferries	17
Extended hours (non-specific)	14
Extended hours (run later)	10
Serve Lake Road	7
Serve Seacliffe Avenue area	4
Reverse direction of 807	3
Better bus stops	2
Other	53
N/A	113

## 5.4. How could we improve Option B?

479 respondents answered this question. While this question was about how Option B could be improved, the responses of those who preferred Option A are included in this analysis. Respondents could select more than one option.

Figure 16: How could we improve Option B?



The most common way respondents felt Option B could be improved was operating hours. The proposal was for:

- The 806 and 807 bus services to run approximately Monday – Friday: 7am – 9am and 4pm – 6pm
- AT Local to run:
  - Monday – Thursday: 9am – 4pm and 6pm – 9.20pm
  - Friday: 9am – 4pm and 6pm – 10pm
  - Saturdays, Sunday and public holidays: 7am – 9pm.

There was also an open text option for this question. When analysing the data, AT assigned these responses to categories appropriate for this project. 361 respondents answered this part of the question. 14% felt that AT Local should operate at peak-times, and an additional 14% felt that AT Local should have a larger operating area than that proposed.

The most commonly suggested improvements for bus services under Option B was that they should connect Bayswater, Lake Road, Ngataranga Road and Devonport (4%) and that they should run at off-peak times and weekends (4%).

Table 6: Respondents' suggestions for improving Option B

“Other” includes those suggestions that were unique to a single respondent, and responses that were comments rather than suggested improvements. “N/A” includes responses that were unclear, outside the scope of this project, simply expressed support or lack of support for AT Local or Option B, or referred to Option A.

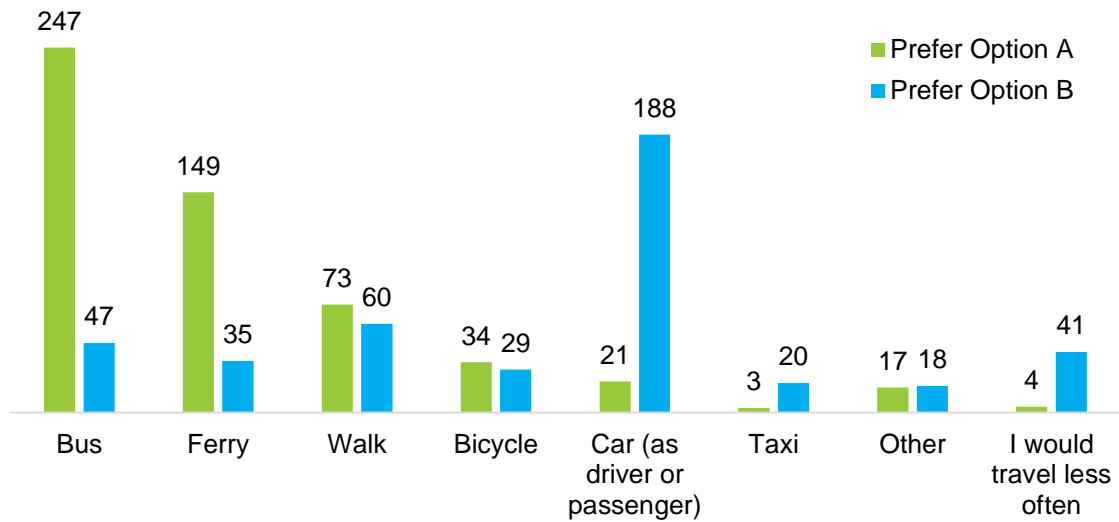
Buses	AT Local		
Run between Bayswater, Lake Rd, Ngataringa Rd and Devonport	14	Extended hours including peak times	52
Extended hours including off-peak and weekends	14	Serve an area significantly outside proposed area	51
Don't run them	12	Don't change existing service	23
Better ferry connections	7	Make booking easier or unnecessary	21
More frequency	6	Don't run it	20
Use smaller buses	6	Minor extension to hours	5
Don't change existing services	4	Charge commercial fares	1
Wait for ferry	4	Make more reliably available	1
Minor extension to hours	3		
Reverse direction of 807	2		
Not mode specific			
Increase capacity in wet weather			1
Offer integrated fares, AT HOP fares and payment			6
Other			20
N/A			88

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

280 respondents who preferred Option A, and 277 respondents who preferred Option B answered this question. Respondents could select more than one option.

294 respondents said they would travel by bus more often if Option A was implemented, while 209 respondents said they would travel by car more often. 184 respondents said they would use the ferry more often. Only 45 respondents would travel less often.

Figure 17: Travel modes respondents would use more often if Option A were implemented

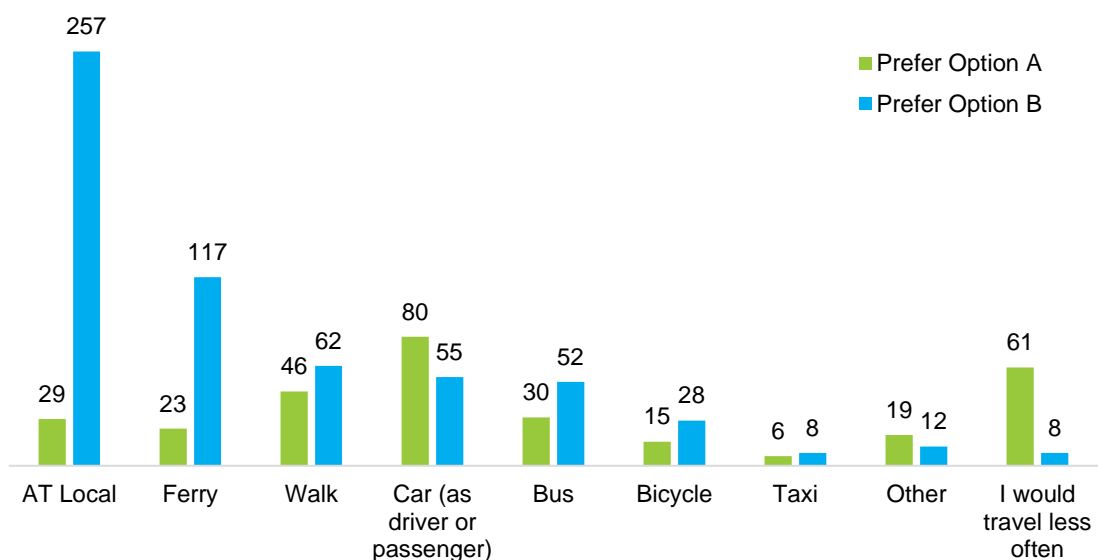


### 5.6. If Option B was implemented, would you use any of the following travel modes more often?

191 respondents who preferred Option A, and 327 respondents who preferred Option B answered this question. Respondents could select more than one option.

Even though it was proposed that AT Local only run at off-peak times and with a reduced operating area, 286 respondents said they would use the service more often if Option B was implemented. 135 respondents would travel by car more often, 82 respondents would use the bus more often and 140 respondents would use the ferry more often.

Figure 18: Travel modes respondents would use more often if Option B were implemented



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

538 respondents gave a satisfaction rating for the 806 and 807 bus services. Satisfaction ratings were distributed fairly evenly across the scale.

Figure 19: Respondents' satisfaction with 806 and 807 bus services

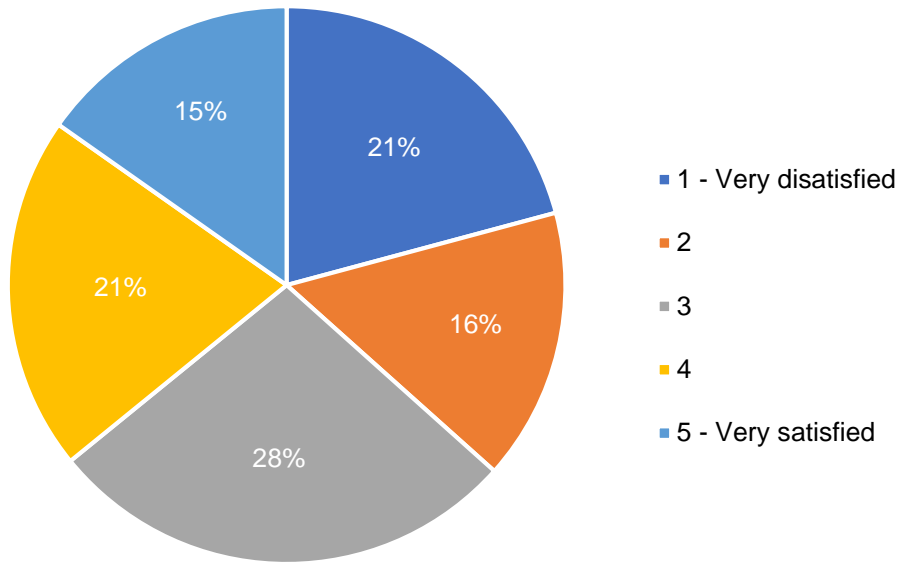


Table 7: Respondents' satisfaction with 806 and 807 bus services

Satisfaction level	# of respondents
1 – very dissatisfied	112
2	85
3	148
4	111
5 – very satisfied	82

518 respondents gave a satisfaction rating for the AT Local service. More than half of respondents were “very satisfied” with the service.

Figure 20: Respondents' satisfaction with AT Local

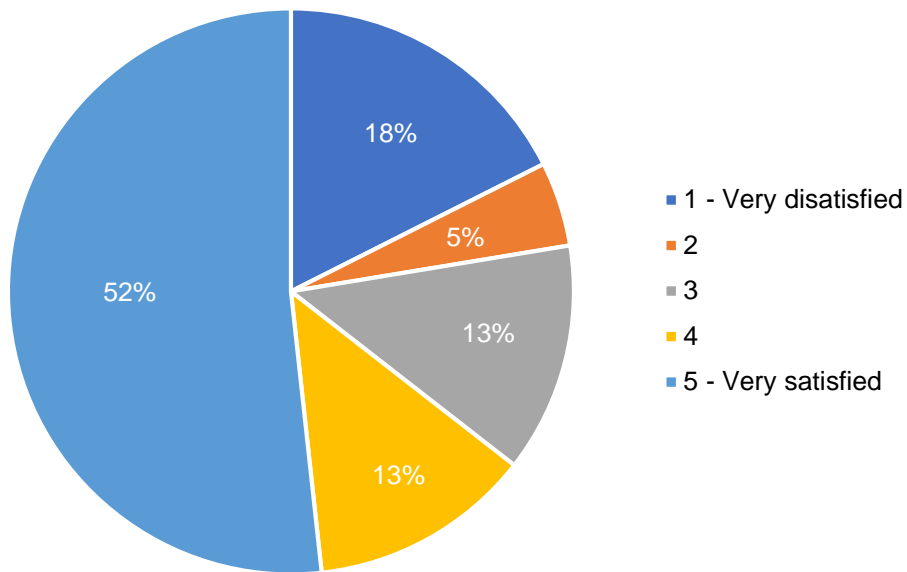


Table 8: Respondents' satisfaction with AT Local

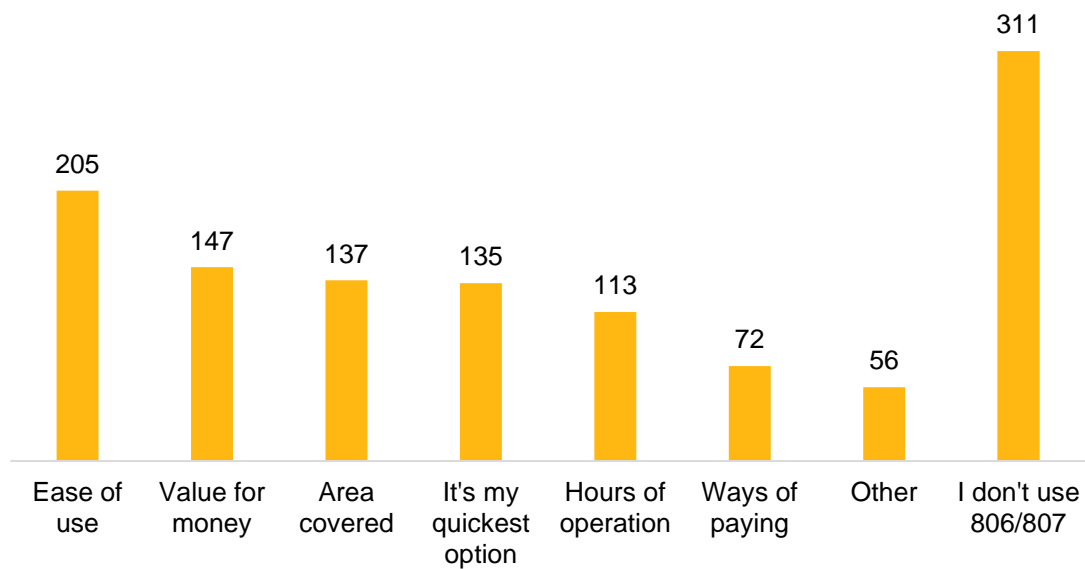
Satisfaction level	# of respondents
1 – very dissatisfied	91
2	25
3	68
4	66
5 – very satisfied	268

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

623 respondents answered this question. Respondents could select more than one option.

Most of the respondents who answered this question did not use the 806 and 807 bus services. The most common reason for using the 806 and 807 bus services was “Ease of use”.

Figure 21: Why do you use the 806 and 807 bus services?



There was also an open text option for this question. When analysing the data, AT assigned these responses to categories appropriate for this project. 240 respondents answered this part of the question.

23 respondents said they used the 806 and 807 bus services because they were quick, easy, convenient and/or reliable, while an additional 17 said the bus services were an alternative to driving and parking.

26 respondents said they didn't use the services because they didn't serve their area, while an additional 23 reported that they travelled by another mode or that another mode was quicker.

Table 9: Respondents' reasons for using the 806 and 807 bus services

“Other” includes those reasons that were unique to a single respondent. “N/A” includes responses that were unclear, outside the scope of this project or referred to AT Local.

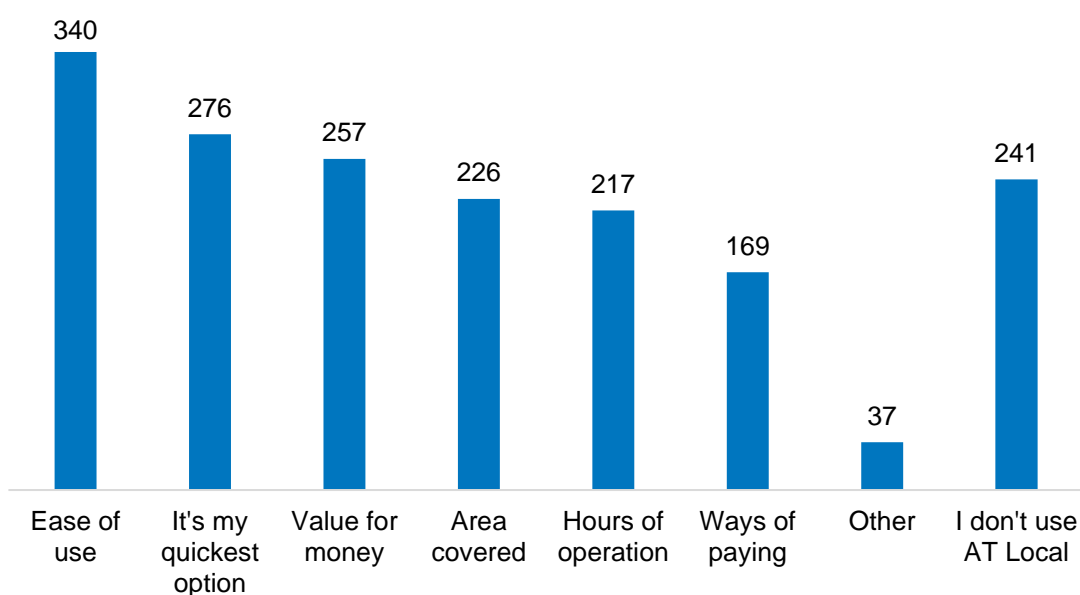
Do use 806/807		Don't use 806/807	
Quick / easy / convenient / reliable	23	They don't serve my area	26
Alternative to driving and finding parking	17	I travel by another mode or bus service / other options are quicker	23
It goes where I need it to / I live near the route	14	Not frequent enough, unreliable, slow	18
I use it / like it - no detail provided	11	No detail provided	18
To connect with the ferry	11	Poor ferry connections	7
I have no alternative / If it's there / If the wait for AT Local is too long	10	The walk to the bus stop is too long	6
When it's too far to walk / raining	9		
If Stanley Bay ferry is not running	7		
I don't need to book or use an app / like fixed route and timetable	6		
Good value for money / integrated fares / SuperGold concession	3		
Other		26	
N/A		5	

### 5.9. Why do you use AT Local?

628 respondents answered this question. Respondents could select more than one option.

241 of the respondents who answered this question did not use AT Local. The most common reason for using AT Local was “Ease of use”.

Figure 22: Why do you use AT Local?





There was also an open text option for this question. When analysing the data, AT assigned these responses to categories appropriate for this project. 250 respondents answered this part of the question.

63 respondents said they used AT Local because the service was quick, easy, convenient, reliable, flexible, offered a door-to-door service and/or was safe. 32 respondents just said they used or liked AT Local without providing more detail.

17 respondents said they didn't use AT Local because they disagreed with the principle of the service, or that they supported the bus network. 16 respondents said they didn't use AT Local because they didn't have a smartphone or because of another technology-related barrier.

Table 10: Respondents' reasons for using AT Local

"Other" includes those reasons that were unique to a single respondent. "N/A" includes responses that were unclear or outside the scope of this project.

Do use AT Local		Don't use AT Local	
Quick / easy / convenient / reliable / flexible / door-to-door / safe	63	Disagree with the principle, I support the bus network	17
I use it / I like it – no detail provided	32	No smartphone / other technology issue	16
It's my only public transport option / when buses aren't running / when bus has already left ferry terminal	21	I use other modes	10
Buses are unreliable, too slow / The walk to the bus stop is too long	11	Too much hassle, complicated, inconvenient	9
Bring home luggage / shopping	6	No detail provided	7
Connection with Ngataringa Rd area	6	Fares aren't integrated	3
Connects well with the ferry	5	It doesn't serve my area; it's doesn't go where I need to	2
Too far to walk / raining	4	Don't like having to book, not knowing wait time, journey time or route	2
Connection with Bayswater	4		
Good value for money / pay via app	4		
AT Local drivers are helpful	3		
Like tracking and knowing when it will arrive	2		
Environmentally friendly	2		
Other		19	
N/A		2	

## 5.10. Do you have any further feedback?

Respondents completing the online survey were asked one additional question: "Do you have any further feedback regarding bus services or AT Local on the Devonport Peninsula, or the options for the future of these services?" This was an open text question. When analysing the data, AT assigned these responses to categories appropriate for this project.

117 respondents who preferred Option A answered this question. 17% said the bus and ferry services must be timed to connect, 13% said AT should not continue to run AT Local, and an additional 12% said the 806 and 807 bus services should be kept and enhanced.

Table 11: Additional feedback from respondents who preferred Option A

“Other” includes those comments that were unique to a single respondent. “N/A” includes comments that were unclear or outside the scope of this project (e.g. referred to walking and cycling infrastructure or removal of the Stanley Bay ferry service).

Respondents' feedback	# of respondents
Bus and ferry services must connect	20
Do not offer AT Local, I don't support AT Local, Uber can fill this role; use the funding to improve bus service, prioritise bus services	15
Keep and/or enhance 806 & 807	14
Smaller buses	5
Ngataringa Rd area needs a bus service	4
AT Local was a good service, bus buses are preferred for various reasons including accessibility	4
Upgrade the 814 to a Frequent service, performance issues with 814	3
AT Local will not have sufficient capacity	2
Propose alternative bus routes e.g. to serve Lake Rd, Bayswater	2
Other	15
N/A	28
No further comments	5

181 respondents who preferred Option B answered this question. 27% said AT needed to keep operating AT Local and / or that they liked the service. 13% said AT needed operate AT Local at peak times and retain the existing operating area or enlarge it.

Table 12: Additional feedback from respondents who preferred Option B

“Other” includes those comments that were unique to a single respondent. “N/A” includes comments that were unclear or outside the scope of this project (e.g. referred to walking and cycling infrastructure or removal of the Stanley Bay ferry service).

Respondents' feedback	# of respondents
Keep AT Local – it's been successful, it suits Devonport, I like it, it's flexible, quick, I like the drivers	48
Keep AT Local and extend hours to include peak times and weekends, keep the existing operating area or make it larger	23
Ngataringa Rd area needs a public transport service, including at peak times	17
Need smaller, more environmentally-friendly buses	13
Bus and ferry services must connect	9
Proposed alternative bus routes	6
Electric, on-demand services are the way of the future	6
Performance, frequency issues with 814	3
Other	26
N/A	24
No further comments	6

### 5.11. Reported barriers to using AT Local

Through their answers to the open text consultation questions, respondents identified barriers (both real and perceived) that they felt prevented them from using AT Local, or at least made the service more difficult for them to access than the bus services.

Of the respondents who preferred Option A:

- 39 reported that this option was accessible for everyone, including elderly, children and disabled people
- 15 reported that the technology required to book AT Local (e.g. smartphone, app, data and credit card) was a barrier for them
- Five more respondents did not realise that if Option B were implemented, AT Local fares would be brought into line with AT bus fares and integrated with other public transport fares.

See “Table 3: Respondents’ reasons for preferring Option A”.

In response to the question “How could we improve Option B”, 21 respondents said AT could make it easier or even unnecessary to book AT Local. See “Table 6: Respondents’ suggestions for improving Option B”.

Six respondents reported that they used the 806 and 807 bus services either because the services didn’t require them to use an app or because they liked the fixed routes and timetables. See “Table 9: Respondents’ reasons for using the 806 and 807 bus services”.

Respondents said they didn’t use AT Local because:

- The service was too much hassle, complicated and/or inconvenient (nine respondents)
- They didn’t have smartphone or because of some other technology-related reason (16 respondents)
- They didn’t like having to book, not knowing how long they would have to wait, how long the journey would take, or the route the AT Local vehicle would take (two respondents).

See “Table 10: Respondents’ reasons for using AT Local”.

Some respondents reported difficulty accessing AT Local due to a disability. The number of respondents reporting this barrier was very small and so they were categorised as “Other” in the tables in previous sections.

Older people are more likely to be reliant on public transport, either by choice, cost or health. It is therefore important to note that 65% of respondents who gave their age as 65 or over preferred Option A. See “Figure: 13: Preferred option of respondents who gave their age as 65 or older”. It is therefore possible that the barriers identified above are disproportionately experienced by older people who are more reliant on public transport.

It would be possible to go at least some way towards addressing these barriers, so they were not a major consideration for AT when determining which option to implement.

- If AT were to facilitate phone bookings (through a phone call, not an app) this would make the service more accessible to many of the above respondents
- Phone bookings would eliminate the need for the person making the booking to have a credit card and a smartphone, so children would be able to book their own rides
- A communications campaign would help people be aware that AT Local fares would be integrated and paid via AT HOP card
- A communications campaign and work with community groups could help people become more comfortable with the technology
- As apps and smartphones become more widely used and for more purposes, the general population will become more comfortable with the technology
- The AT Local app could be reviewed with the aim of improving usability, including for disabled people

- At present, only one of the vans that would be used to operate AT Local under Option B has a wheelchair ramp. Any additional vans could also be equipped with a ramp to help people with reduced mobility access the service.

It would not be possible to remove the requirement for AT Local to be booked. The booking system aggregates the origin and destination data of each person wanting to use AT Local at the same time, and the algorithm calculates the most efficient route that is both the most direct option and minimises each customers' wait and journey times. As mentioned above, it could be possible to facilitate phone bookings, however, the system may not be as efficient, and customers' wait time and journey time may be longer.

Some respondents suggested that the AT Local vehicles should roam the operating area or follow a fixed route. One of the basic principles of AT Local is that it is an "on-demand" service – the vehicles move around the operating area according to where the customer demand is. If the vehicles roamed or followed a fixed route, the service would not meet customer demand as effectively as a true on-demand service.

## 6. Consumer sentiment survey

To complement the consultation survey, AT also conducted a consumer sentiment survey to seek broader feedback on public transport options and the role of on-demand solutions in Auckland. This survey was administered and analysed by Gravitass, on behalf of AT.

A paper questionnaire was distributed to people travelling on a selection of Devonport ferries between 8 October 2020 and 16 October 2020. 543 completed questionnaires were returned. 52 ferry users and CBD private commuters took part in intercept surveys between 10 October 2020 and 18 October 2020.

### 6.1. Public transport perceptions

- For the majority of public transport trips in the Devonport area, respondents had a private vehicle available always (71%) or sometimes (17%). Public transport was chosen for its convenience and ease of use.
- Respondents who used public transport in the Devonport area were “satisfied” or “very satisfied” with services provided (78%), but this satisfaction rate was notably lower than for Auckland as a whole (91%).
- Limited service frequency, poor connection between modes and services not running on time were key areas of dissatisfaction.

### 6.2. 806 and 807 bus services

- For those respondents without a private vehicle, the bus services provide an important link to the ferry.
- Journey times and route coverage were viewed positively (87% and 81% of respondents respectively were at least “satisfied”).
- Fewer respondents were at least “satisfied” with service reliability (72%), ease of transfer (72%), operating hours (70%) and service frequency (66%).
- Buses not being well co-ordinated with the arrival/departure times of ferries is a key source of confusion and frustration. Users had an expectation that the bus would wait for/meet the ferry.
- Cost efficiency of running large, often empty, buses on the 806 and 807 routes was questioned.

### 6.3. AT Local

- There was very high awareness of the AT Local service: 86% of all respondents and 96% of respondents living in the Devonport area.
- Awareness of the service was positively correlated with income.
- 20% of respondents had used the service in the previous three months; but only 8% had used the service to access the Devonport ferry on the day they took part in the sentiment survey.
- Of the respondents that were aware of AT Local, 37% had used the service at least once. There was a positive correlation between income and frequency of use.
- Access to/from Devonport Ferry Terminal was the most frequent reason for use, however 25% used service to access other locations.
- Of those respondents who had used AT Local at least once:
  - 63% agreed the service had influenced how often they used their car.
  - 30% agreed that the service had influenced the number of cars they owned.

- 84% believed that the service had improved access to ferry terminals.
- 49% believed the service had reduced congestion.
- 77% agreed that the service was a good use of ratepayers' money, particularly given current poor connectivity between bus and ferry and resulting long wait times.
- 81% agreed that AT should trial on-demand rideshare services in other areas of Auckland.
- Note that respondents who were aware of AT Local but hadn't used the service were not asked these questions.
- Some respondents, both users and non-users of AT Local, perceived the service as 'extravagant' given that a bus service was also available; or called for barriers to use of the service (the need to use the app to book, limited passenger numbers, credit/debit card payments only) to be reduced to make the service available to all.

## 7. Decision

After careful consideration of the public feedback and other practical factors, AT will implement Option A:

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

AT will make the following improvements to the 806 and 807 bus services:

- Longer operating hours, seven days a week; and
- Introduce a 20-minute peak frequency on both the 806 and 807 bus services to meet every Devonport ferry.

A new off-peak bus service, the 805, will connect the Belmont shops, Ngataranga Road / Duders Point / Regent Street area and Belmont shops, Monday to Friday.

These changes are reflected in the new local bus network map for Devonport below.

Map 3: Devonport Peninsula bus network from early 2021



Table 13: Operating hours and frequency table – 805, 806 and 807

Route	Description	Original hours	Original frequency	Hours from Feb/Mar 2021	Frequency from Feb/Mar 2021
805	Belmont shops, Ngataringa Rd, Lake Rd, Devonport Ferry Terminal	N/A	N/A	<b>Mon - Fri</b> From Devonport 09:15 - 15:15 From Belmont 09:55 - 15:55	Hourly
806	Stanley Point, Devonport Ferry Terminal	06:30 – 19:00	30 minutes	<b>Mon - Thurs</b> 06:40 - 20:55 <b>Friday</b> 06:40 - 21:55 <b>Weekends and public holidays</b> 6:40 – 20:55	<b>Peak times</b> 20 minutes  <b>Off-peak times</b> 30 minutes
807	Cheltenham, Devonport Ferry Terminal	06:45 – 19:15	30 minutes	<b>Mon - Thurs</b> 06:45 - 21:15 <b>Friday</b> 06:45 - 21:45 <b>Weekends and public holidays</b> 07:00 – 20:45	<b>Peak times</b> 20 minutes  <b>Off-peak times</b> 30 minutes

## 7.1 Addressing network deficiencies

The consultation feedback identified three main deficiencies in the existing public transport network on the Devonport Peninsula.

The Ngataringa Road / Duders Point / Regent Street area is not currently served by buses. This area was previously served by the 815 bus service (Westwell Road, Devonport) although this service only operated at peak times. The 815 was removed when the current bus network was implemented in September 2018. Since then, construction has started on the William Sanders Retirement Village on Ngataringa Road. At the time of this consultation, the Village had 75 residents; when construction is completed there will be over 470 residents.

Similarly, Lake Road between Albert Road and Old Lake Road, and the Ariho Terrace / Empire Avenue / Mozeley Avenue / Abbotsford Terrace area and Ngataringa Park are not currently served by buses.

It isn't currently possible for both the 806 and 807 bus services to connect with the Devonport ferry service. AT uses one bus to run both the 806 and 807 bus services (the single bus alternates between doing a trip on each service). Bus drivers are unable to wait for people transferring from the ferry, as they would then be late to start any return trips. People regularly report either narrowly missing the bus or ferry or facing a long wait for their connecting service.

Implementation of Option A enables AT to start to address these network deficiencies. Under Option A, AT will be able to:

- Provide a new bus service – the 805. The 805 will connect the Belmont shops, Kawerau Avenue, Ngataringa Road, Lake Road and the Devonport Ferry Terminal. The service will run from 9.15am until 3.55pm, Monday to Friday.
- Use two buses to run the 806 and 807 bus services. Both services will be scheduled to connect with all Devonport ferries at peak times. Bus drivers will have more time to



complete each trip, and so they will be more likely to be able to wait for people transferring from the ferry.

Implementation of Option B would not address the deficiencies to the same degree:

- The Ngataranga Road area would have a public transport service at off-peak times in the form of AT Local. However, the letter that William Sanders Retirement Village residents submitted as part of the consultation asked for a bus service as “the majority of residents are/will be unable to manage the AP (sic)” and 65% of respondents who gave their age as 65 or older preferred Option A (see “Figure 13: Preferred option of respondents who gave their age as 65 or older”).
- The 806 and 807 bus services would only meet every second Devonport ferry at peak times.

The Ngataranga Road area will not be served by public transport at peak times under Option A, as the 805 will only operate from 9.15am until 3.55pm (on weekdays). The situation would have been similar if Option B was implemented, with AT Local only serving the area at off-peak times. Based on 815 patronage data, the number of people affected by the absence of a peak times public transport service in the Ngataranga Road area will be small. In March 2018 there was an average of approximately 28 passenger trips on the 815 per day, an average of approximately seven passengers per trip, across the whole route. Additionally, the bus stops that will be served by the 805 are within 800m of bus stops used by other bus services that do run at peak times (the 814 uses bus stops on Old Lake Road).

The improvements that AT will make to the local bus services will likely address the needs and concerns of at least some of the consultation respondents who preferred Option B.

- 24 of the respondents who preferred Option B said they did so because that option offered the best ferry connections. With the implementation of Option A, bus connections with the Devonport ferry service will be significantly improved.
- 36 of the respondents who preferred Option B said AT Local gave more people access to public transport, or the walk to access AT Local was minimal, and responses that referenced the Ngataranga Road area were included in this category. See “Table 4: Respondents’ reasons for preferring Option B”. With the implementation of Option A, part of the Peninsula that isn’t currently served by buses will benefit from the new 805 bus service. Furthermore, if AT had been able to include the 805 bus service in Option A at consultation (rather than only referencing a willingness to consider changes to existing bus services, see page 16 of the consultation brochure in Appendix A), some of these 36 respondents may have preferred Option A.

## 7.2 Stanley Bay

As a result of the COVID-19 pandemic and Auckland Council’s Emergency Budget, AT has had to reduce the public transport operating budget. Existing Stanley Bay ferry users have a reasonable alternative for the same fare in the 806 bus service and Devonport ferry service. Therefore, the decision was made to remove the Stanley Bay ferry service. The last sailings were on 24 December 2020. The boats will be redeployed to the Hobsonville ferry service, demand for which is expected to increase as the local population continues to grow through continued development.

To mitigate the impact of this change on the existing Stanley Bay ferry users and minimise the number of people who choose to drive to the Devonport Ferry Terminal or their destination, AT needs to make the alternative 806 bus service / Devonport ferry combination as attractive as possible. Under Option A, the 806 bus service will connect with every Devonport ferry at peak times. There will be more time for the bus drivers to complete each trip, so they will be more

likely to be able to wait for people transferring from the ferry without it impacting on their ability to start any subsequent trips on time.

This is significantly better than what would have been possible under Option B – AT would have had to continue using a single bus to operate both the 806 and 807 bus services, and the 806 bus service would have only connected with every second ferry. Under Option B, if someone missed their preferred bus, they would have had to wait 40 minutes for the next bus; under Option A the wait will only be 20 minutes.

### 7.3 Consistency and simplicity

Under Option A, buses will serve the Devonport Peninsula throughout the day, albeit at varying frequencies. See “Table 13: Operating hours and frequency table – 805, 806 and 807”.

This is a much simpler arrangement than what would have been provided if Option B were implemented. Under Option B, the 806 and 807 bus services would have run at peak times on weekdays, while AT Local would have operated at off-peak times and on the weekends and public holidays. People would have had to check the time and then remember which services were operating – the buses or AT Local, before starting their journey. This complexity goes against international best practice for public transport planning – public transport is supposed to be as easy and intuitive for people to access as possible.

The need for a simple public transport network was raised by some consultation respondents. Of the respondents who preferred Option A, 32 said they needed regular, timetabled, direct bus services throughout the day and an additional 10 people said Option A was easy to understand. See “Table 3: Respondents’ reasons for preferring Option A”.

The simplicity of Option A will be helpful for new and occasional public transport users, including the many people that visit Devonport for a day out, or to visit the Torpedo Bay Navy Museum. Under Option B, people that were unaware of AT Local may wait at bus stops for bus services that weren’t actually operating at that time, resulting in very poor experience of public transport, (and of Devonport for visitors).

### 7.4 Capacity and cost

At the time of writing this report, AT is proposing parking changes in the Devonport Village and around the ferry terminal. It is proposed to replace all the existing parking restrictions in the Village with a two-hour limit (P120), and to introduce paid parking at the ferry terminal at \$0.50 an hour. It is possible that these changes and others like them, in addition to population growth and other contributing factors (such as petrol prices) will result in more people choosing to travel by public transport in the Devonport area. It is therefore important that the public transport option AT implements has capacity for future growth.

Option A has more capacity than Option B:

- The buses that will be used to operate the 805, 806 and 807 under Option A will have capacity for 50 people. This is much larger than the vans that would have been used to operate the AT Local service – these would have had seats for 7 people.
- Option A has twice the capacity of Option B at peak times, as the 806 and 807 bus services will run every 20 minutes, rather than every 40 minutes.

Under Option B, AT Local would have been able to accommodate the existing average number of people wanting to travel at off-peak times. However, AT Local would have struggled to meet one-off and long-term increases in demand. Wait times and journey times for AT Local users

would have become longer and more variable over time. It is not guaranteed that the necessary funding would be available to invest in the additional AT Local vans and drivers required to meet the increase in demand.

Option A is expected to require a lower per passenger subsidy, at least for the next three years. It is estimated that Option A will cost at least \$200,000 less per year to operate than Option B. Option A therefore represents the best public transport option during these financially constrained times following the COVID-19 pandemic, when AT is having to make changes to services across Auckland in order to reduce our public transport operating spend.

Consultation respondents did raise concern regarding the size of the buses used to run the 806 and 807 services. It is more efficient for the operator to use a standard sized bus on all routes at all times of the day. Having to use different sized buses on different routes and at different times would reduce the operator's ability to be flexible when scheduling services, reducing efficiency and increasing costs. Additionally, the operator would be required to purchase and maintain a larger, more diverse fleet. These inefficiencies and higher costs would need to be passed on to the customer in the form of higher fares and rates. Alternatively, the operator and AT could reduce these costs by operating fewer bus services or running the existing services less frequently.

## 7.5 AT cannot improve Option B as requested

Consultation feedback suggests that while a small majority of respondents preferred Option B (52%, see "Figure 9: Respondents' preferred option"), AT would not be able to meet all of these people's public transport needs even if it did implement Option B.

- Of the respondents who preferred Option B, 16 of them said they preferred this option if AT Local continued to serve Bayswater, Narrow Neck and Belmont (see "Table 4: Respondents' reasons for preferring Option B").
- The most common improvements respondents suggested for Option B are not feasible (see "Table 6: Respondents' suggestions for improving Option B"):
  - 52 said AT Local should have extended operating hours, including at peak times.
  - 51 respondents said AT Local should have an operating area significantly larger than what was proposed.
  - Up to 21 respondents said it shouldn't be necessary to book AT Local (this category included respondents who said it should just be easier to book AT Local).
  - 20 respondents said AT Local shouldn't operate, even under Option B.
- Of the respondents who preferred Option B, 25 said they lived in Bayswater and 45 of them said they lived in Narrow Neck (see "Map 2: Where respondents who gave their address and preferred Option B lived").

As explained in the consultation brochure, the smaller AT Local operating area is necessary to "ensure demand for the service can be met using two AT Local vans". See page 10 of the consultation brochure, Appendix A. To enlarge the operating area to include Bayswater, Narrow Neck and Belmont without significantly increasing customers' wait and journey times, AT would have to invest in and maintain additional AT Local vans and drivers. As explained in "Section 7.4 Capacity and cost", the necessary funding is not currently available, and nor can its availability in the future be guaranteed.

AT would consider the provision of AT Local in Bayswater, Narrow Neck and Belmont to be a duplication of the 801, 802 and 814 bus services, which would not be an efficient use of ratepayers' money outside of a trial.

Continuing to operate AT Local in Bayswater, Narrow Neck and Belmont could lead to situations where people with no other public transport option (e.g. someone in Cheltenham at off-peak times) faced a longer wait for the AT Local service because someone in Bayswater, Narrow Neck or Belmont had chosen to use AT Local over their local bus service.

The same constraints prevent AT from continuing to operate AT Local at peak times. There is insufficient funding to pay an operator to run the AT Local service for significantly longer hours than what was proposed and running AT Local at peak times would be a duplication of the 806 and 807 bus services.

## 8. Future improvements in Devonport

Some respondents reported that they didn't like the diesel buses currently used to operate local bus services on the Devonport Peninsula, or that Option B would be better for the environment. See "Table 4: Respondents' reasons for preferring Option B", "Table 10: Respondents' reasons for using AT Local" and "Table 12: Additional feedback from respondents who preferred Option B". AT's Low Emission Bus Roadmap explains that from 2025, contracts to operate bus services will require any new buses to be zero-emission vehicles (either replacements for old buses or fleet expansions). AT's goal is for all buses to be zero-emission vehicles by 2040. We actively investigate ways to accelerate the transition to zero emission buses and endeavour to procure new services with electric buses, subject to funding availability, and prescribe electric buses at the start of new bus service contracts. The current bus service contract for Devonport expires in September 2024.

Three respondents said that the 814 bus service (between the Devonport Ferry Terminal, Takapuna and Akoranga Station) should be upgraded (see "Table 11: Additional feedback from respondents who preferred Option A"). The 814 currently runs on average every 15 minutes at peak times on weekdays, and every 30 minutes at all other times. The Regional Public Transport Plan 2018-2028 sets out AT's intention that this service should run every 15 minutes at peak times and in the interpeak on weekdays, every 30 minutes on weekday evenings and every 15-30 minutes at weekends by 2024. AT currently has no funding to enhance the 814 service but, should funding be available, AT intends to upgrade the 814 to the Frequent 81 in 2023. This will see buses running every 15 minutes, 7am to 7pm, 7 days a week.

## 9. Potential application for AT's on-demand shared mobility services

AT's On-demand and Shared Mobility Roadmap sets out AT's approach to shaping Auckland's future transport network by expanding access to on-demand and shared travel options. A number of scenarios have been identified as suitable for on-demand and shared mobility services where they would complement, supplement or replace existing public transport services. These include, rural townships; areas with socioeconomic deprivation; areas underserved by public transport; business parks and employment centres; and new medium-density housing areas where the initial population is insufficient to justify conventional public transport such as scheduled bus services. The Roadmap is available to download from the AT website [www.AT.govt.nz/about-us/transport-plans-strategies/on-demand-and-shared-mobility-roadmap](http://www.AT.govt.nz/about-us/transport-plans-strategies/on-demand-and-shared-mobility-roadmap).

The AT Local trial in Devonport tested a scenario where an on-demand service supplemented the existing public transport network. It has provided valuable insights into how on-demand could work in an Auckland environment. These lessons will inform subsequent trials:

- Integration with HOP is essential if on-demand services are brought in to replace fixed bus routes; and
- Occupancy levels have been low and more work is needed to encourage ride sharing. Although 40% of users have switched from private car, congestion has not reduced due to low occupancy rates and vehicle circulating times.

Due to the current financial constraints that AT faces, the next stage of work will focus on replacing poor performing bus services with on-demand solutions that can potentially grow patronage.

The next trial locations being explored are Papakura and Pukekohe, where AT Local will, if implemented, replace some of the under-performing / high subsidy bus services in the area to provide better access around the train stations. Community engagement is key to trialling an on-demand service at any location to understand if it could meet people's transport needs, and at the time of writing this report, AT is collecting the Papakura and Pukekohe communities' feedback on the proposed trials.

## 10. Implementing the changes

- The last day AT Local will operate on the Devonport Peninsula is Friday 26 February 2021.
- The 806 and 807 bus services will start running to new weekday timetables on Monday 1 March 2021.
- The new 805 bus service will start running on Monday 1 March 2021.
- The 806 and 807 bus services will start running to new weekend timetables on Sunday 25 April 2021.

### 10.1 Before implementation

The contract to operate bus services on the Devonport Peninsula is currently held by NZ Bus. The new 805 bus service and the increased frequency of the 806 and 807 bus services will increase the number of buses NZ Bus needs to operate its contracted bus services on the Peninsula by one. In early 2021, NZ Bus will start using electric buses to operate the City Link service, and the diesel buses currently used to operate this service will be redeployed to other NZ Bus-run services across Auckland, including the 805, 806 and 807. The buses will be rebranded in AT Metro standard navy-blue livery.

Prior to implementation, AT's communications activities will focus on ensuring existing users of the 806 and 807 bus services and AT Local know what is happening. Two public information sessions will be an opportunity for people to get help from AT representatives with re-planning their usual journeys.

Table 14: Communications plan prior to implementation

Date	Activity
21 January 2021	<ul style="list-style-type: none"><li>• Media release sent to Devonport Flagstaff and posted on AT's website and social media channels</li><li>• Project webpage updated</li></ul>
By 4 February	<ul style="list-style-type: none"><li>• Consultation Summary and Decisions Report available from project webpage</li><li>• Email sent to people who have used their registered AT HOP card on the 806 and 807 bus services in 2020</li><li>• Email sent to people who have an AT Local account</li><li>• Email sent to people who took part in the consultation (and gave their email address)</li></ul>
20 February	Public information session at Devonport Library
21 February	AT's Journey Planner, AT Mobile and customer information at bus stops updated
22 February	<ul style="list-style-type: none"><li>• Posters at existing 806 and 807 bus stops</li><li>• Posters at new 805 bus stops</li><li>• Notifications sent via AT Mobile and AT Local apps</li></ul>
23 February	Public information session at Devonport Library

### 10.2 After implementation

AT representatives will be based at the Devonport Ferry Terminal during the first few days of March to ensure the bus services are operating as planned, and to help anyone looking for AT Local to complete their journey.

AT will market the 805, 806 and 807 bus services to the neighbourhoods they serve. This could include, but is not limited to:

- Paid newspaper advertising
- Brochure or flyer delivered to every property within the catchment area for each service
- Presentations and field trips with William Sanders Retirement Village residents

When it is first implemented, the 805 bus service will use the existing bus stops on Ngataranga Road, Wesley Street, Aramoana Avenue and Kawerau Avenue. These bus stops have not been used since the 815 peak times-only bus service was withdrawn in September 2018. As the necessary funding becomes available, AT will upgrade these bus stops to make them more easily accessible.



## Appendix A – Consultation brochure

# 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://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**

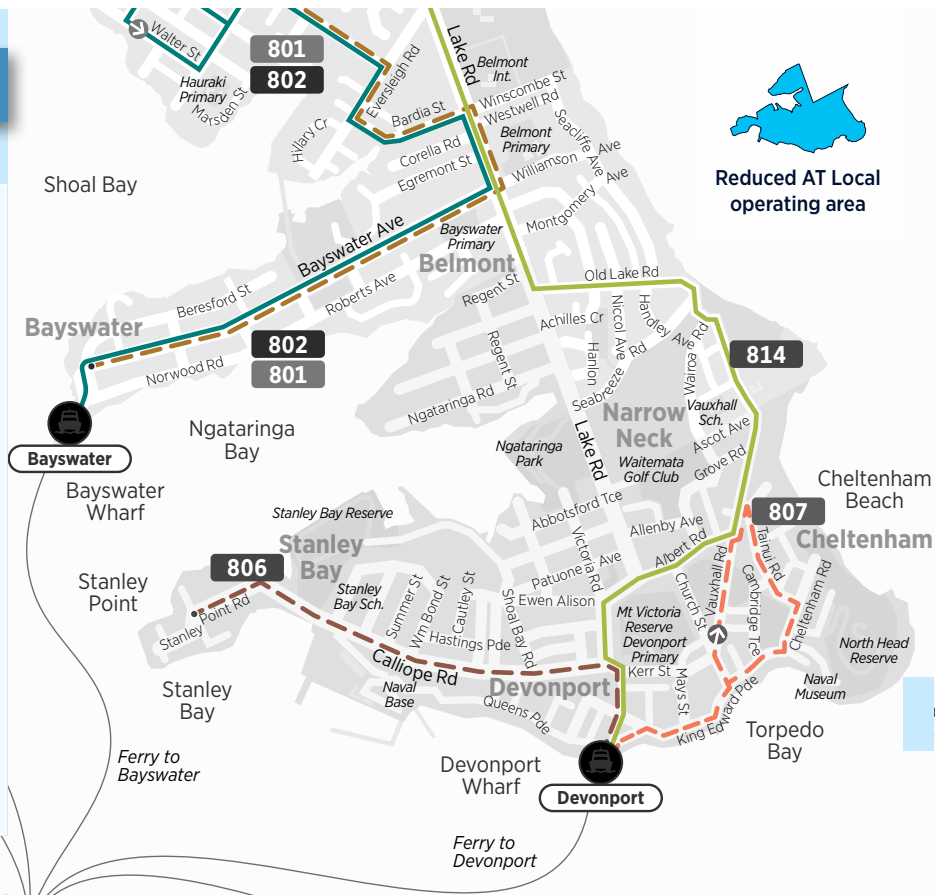
Stanley Point, Devonport Ferry Terminal

**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?

.....

.....

.....

## 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

.....

.....

.....

## 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

.....

.....

.....

## 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

.....

.....

.....

## 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

.....

.....

.....



## 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.

.....

.....

.....

## 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

.....

.....

.....

## 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.

Address	
Street address	
Suburb	
Email	

Gender	Age
<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.

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



Follow Auckland Transport  
or AkiTransport  
[AT.govt.nz/HaveYourSay](https://www.at.govt.nz/HaveYourSay)