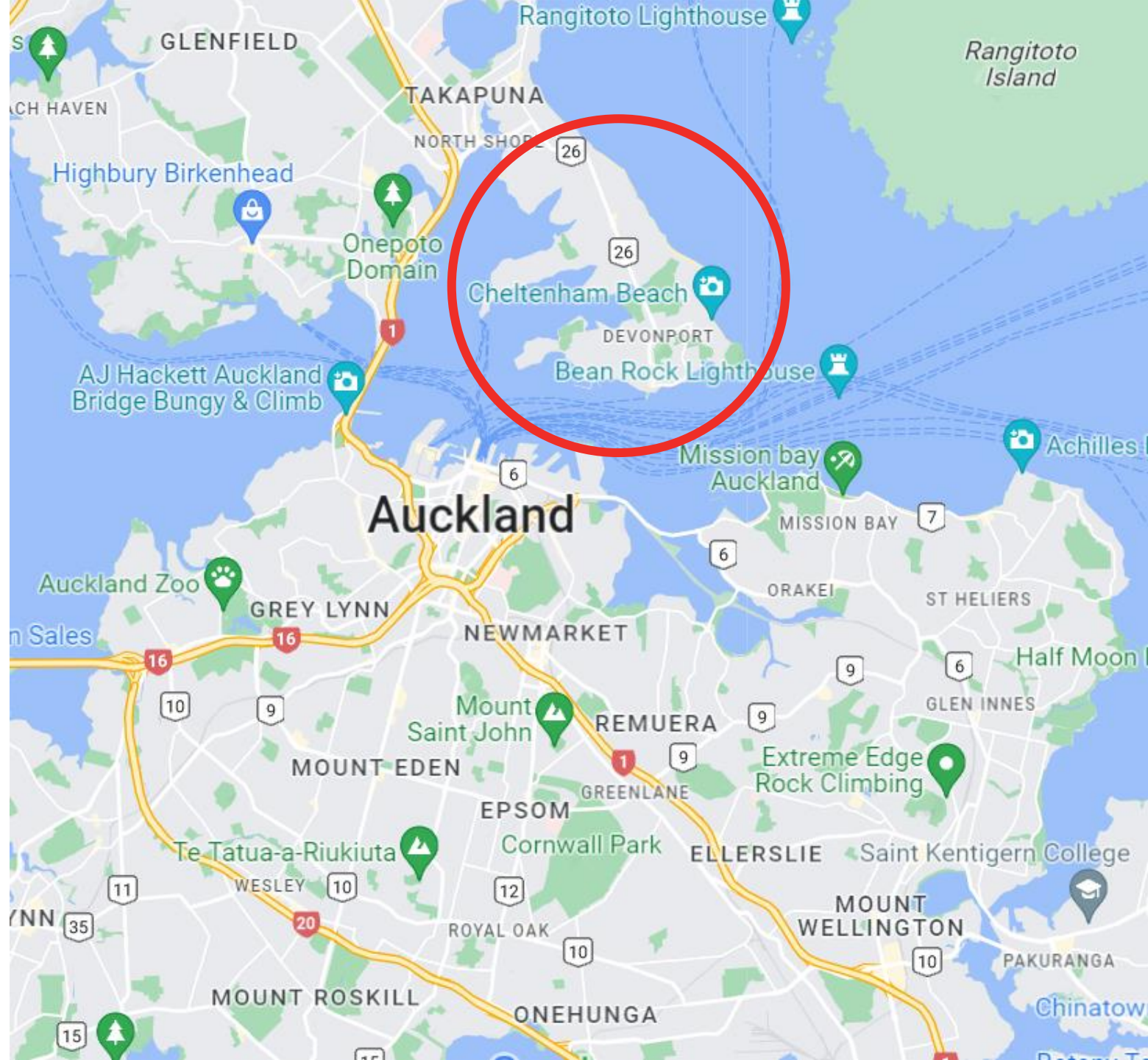


A genuine consultation; not just a vote

Dave Hilson, Principal Service Network Planner

Helen Griffin, Transport Services Engagement Planner

Devonport Peninsula



Devonport Peninsula

Peak times congestion in both directions



Devonport Peninsula

New developments and intensification



Devonport Peninsula bus network

As at September 2020

Aim to provide good:

- Bus – ferry connections
- Connection with shops & services at Takapuna
- Connection with Northern Busway at Akoranga Station



806 and 807

Two services; one bus

7 days a week

806 ran 6.25am – 6.55pm

807 ran 6.40am – 7.10pm

Every 30 mins

Only able to meet every other ferry at peak times

In February 2020 an average of

- 75 people used the 806
- 86 people used the 807 each weekday



AT Local

On-demand rideshare service

Service zone

Booking required

Average walk to/from a drop-off/pick-up point was 150 metres

Electric cars and vans

Trial started November 2018

Weekdays only 5.40am – 9.20pm/10pm

In February 2020 an average of 290 people used AT Local each weekday



Changes were needed

AT Local came to end of trial period

Post-lockdown cost pressure

Need to improve the public transport network in this area

- Customer dissatisfaction with 806 & 807 bus services
- Stanley Bay ferry service was removed

Decided to consult as significant changes were needed



Option B

Bus & AT Local

Keep the 806 & 807 at peak times on weekdays only

Run AT Local service at off-peak times, weekends and public holidays, with revisions

- Become part of AT's integrated fare structure
- Smaller operating area



4 June 2020

Public consultation on buses vs AT Local

Public consultation on whether to retain AT Local ride-share service or local buses will be held over the next three months.

“As continuing to operate both AT Local and local buses on the peninsula simultaneously cannot be justified, a public consultation is planned during this period for the people of Devonport to have their say on public-transport

options on the peninsula,” the report says.

“This consultation will help make the decision on whether to continue to operate AT Local while removing the local buses, or vice versa, while clearly setting out the consequences of both options,” the report said.

- Auckland Transport says no changes to bus services will occur during Covid-19 level 2.



17 June 2020

Please, let us keep our bus

Right when we are allowed to use our buses again, Auckland Transport (AT) comes up with the bright idea to scrap the 806/807 routes. But to keep AT Local!

Thanks a bunch, AT. I wrote over a year ago describing the joy of finally having once more a proper bus service on our local routes, which had been busless for decades.

I was, however, concerned at the folly of introducing AT Local at the same time. What with the lack of publicity about the new bus services, and the ineptitude of AT as regards the real-time board and the bus stop signage, I feared then that the local buses were doomed.

Was I right?

Public consultation about which service will stay, will now be held, says AT. Great – but nowhere is there any information about where, when, with whom, or how this consultation will take place.

The AT Local riders are obviously easy to contact, being signed up. Is that where the consultation is going on? What about the bus users? I have seen no evidence of consultation at any stage, despite using the buses every day since we were allowed to do so.

There are only two buses serving Devonport, the local one on the 806/807 Stanley Point-Cheltenham-Devonport Wharf route, and the one on the 814 Takapuna-Akoranga route.

Two buses, two drivers. You'll see them on their runs. The six AT Local vehicles and all their drivers are often seen parked up, waiting for a call. They are a world-first service, trumpets AT repeatedly – great idea, beautiful new vehicles bought especially for the service.

Following no less than three “six-month trial” periods, they are now on an 18-month “trial period”, together with their “special introductory fares”. How many such trials do they need? When does the real fare schedule cut in?

And does the newly instigated 18-month trial period, starting last month, indicate that AT has already made up its mind about which service will stay?

We have one local Devonport bus. Please let us keep it.

Miriam Beatson

“AT comes up with the bright idea to scrap 806/807 routes but to keep AT Local”

AT says public consultation will be held about which service will stay but where/when/with whom?

AT Local riders are obviously easy to contact but what about bus users?



October 2020





I love
the
buses

AT Local
is
awesome



Thanks for the consultation

Community consultation exists! For so long promised, for so long invisible, our chance to be heard about Devonport public transport seemed to be just a myth.

But lo! Special signs appeared at bus stops! Reply-paid brochures dropped into our letterboxes! And, as promised, once we were back down to Covid alert-level 1, a whole team from Auckland Transport (AT) was there at the library waiting for us. Actual people, lovely people who listened, who explained.

So I hope everyone who cares about public transport has used this opportunity to give AT their feedback. Thank you, AT.

Miriam Beatson



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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

Wednesday	7 October	2pm - 5pm	Feedback is open until Sunday 18 October 2020
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://www.at.govt.nz/HaveYourSay)



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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



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I already explained that to you on slide 5

Blah blah, Cheltenham



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More consultation highlights

8 of 11 questions were open-text questions

Paper consultation brochures still valuable

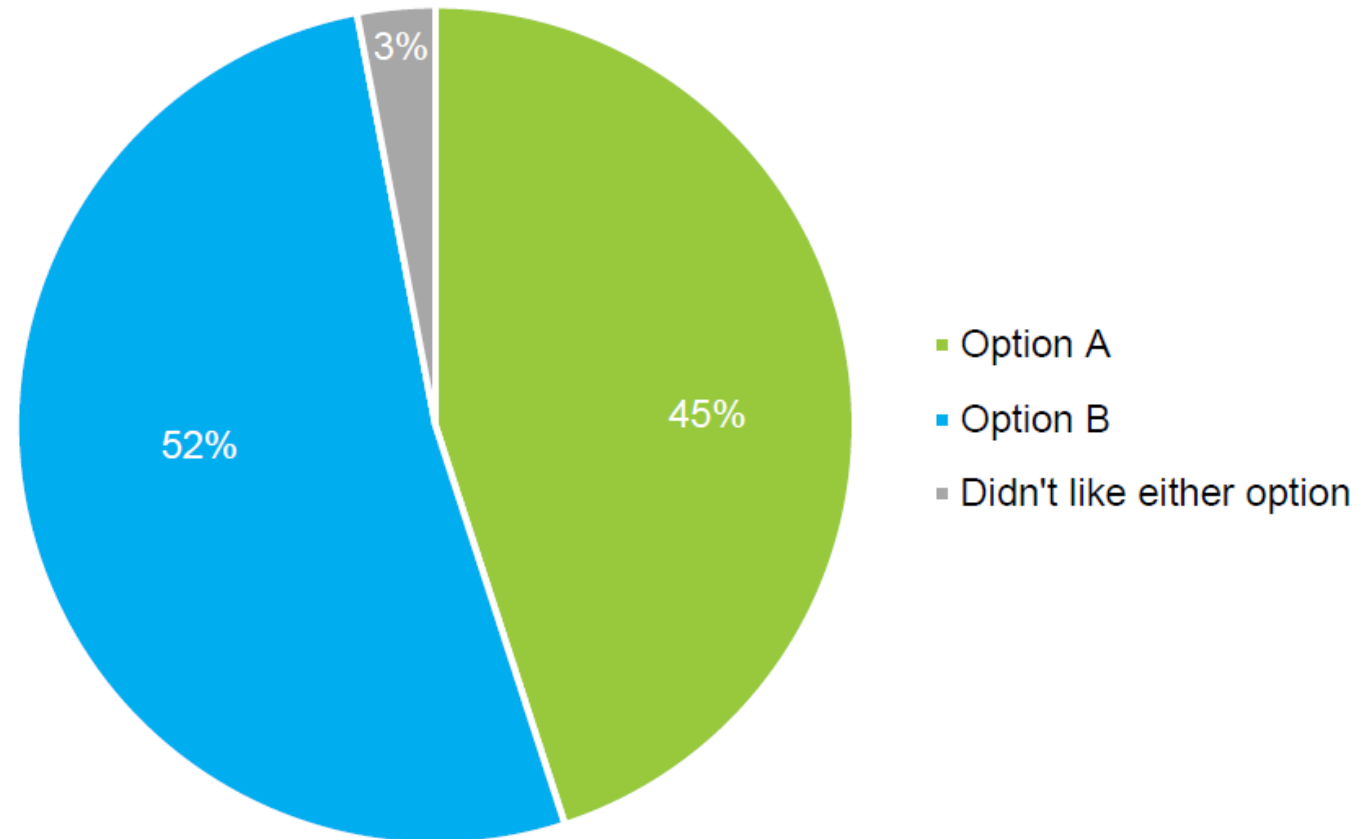


Respondents' preferred option

Slight majority support for Option B

703 responses

22 respondents used a later question to explain that they didn't like either option



So much conflicting feedback!

Illustrates the diverse needs and preferences that communities would like public transport to meet

Traditional bus services

Pros

Simple - known route, timetable and bus stops

Only need an AT HOP card

Lots of capacity to help reduce congestion

Cons

Uncertain whether drivers would wait for late ferries

Some did not feel their area was served

Environmental impact and safety of large diesel buses



So much conflicting feedback!

Illustrates the diverse needs and preferences that communities would like public transport to meet

AT Local

Pros

You don't have to work around a timetable*

Short walk (on average 150 metres) to/from the pick-up/drop-off point

Small vehicles can access narrow streets

Cons

You have to plan ahead and book

Wait times and journey times are unpredictable

Pick-up and drop-off points could be different

*Subject to availability



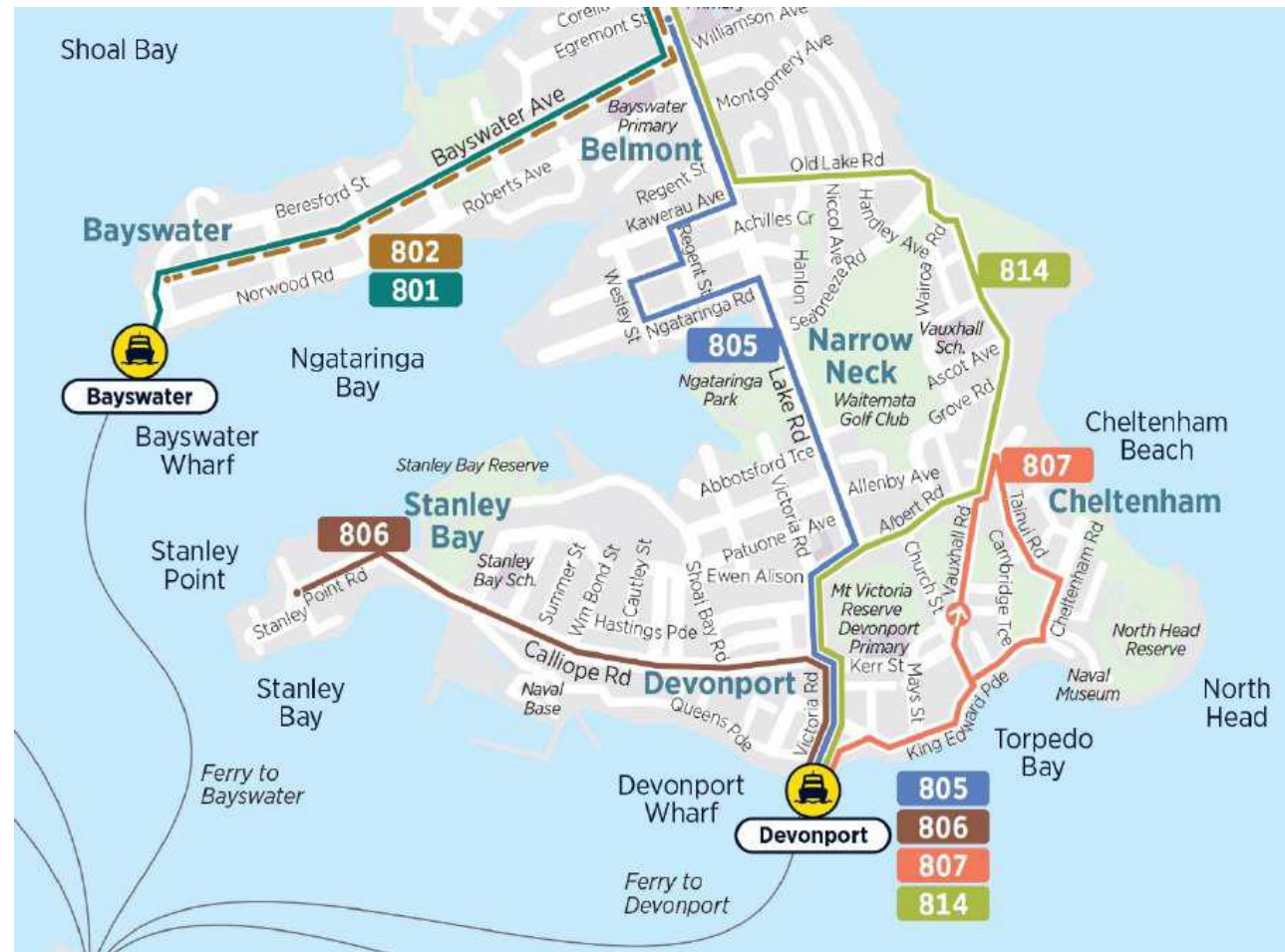
Decision – to implement Option A

To keep 806 & 807 with improvements; discontinue AT Local

Address network deficiencies

- Introduced 2nd bus
- Meet every Devonport ferry, including at peak times
- Introduced 805
- Runs hourly on weekdays
- From 9.15am until 3.55pm

Mitigate impact of Stanley Bay ferry removal



Decision – to implement Option A

To keep 806 & 807 with improvements; discontinue AT Local

Consistent, simple public transport network

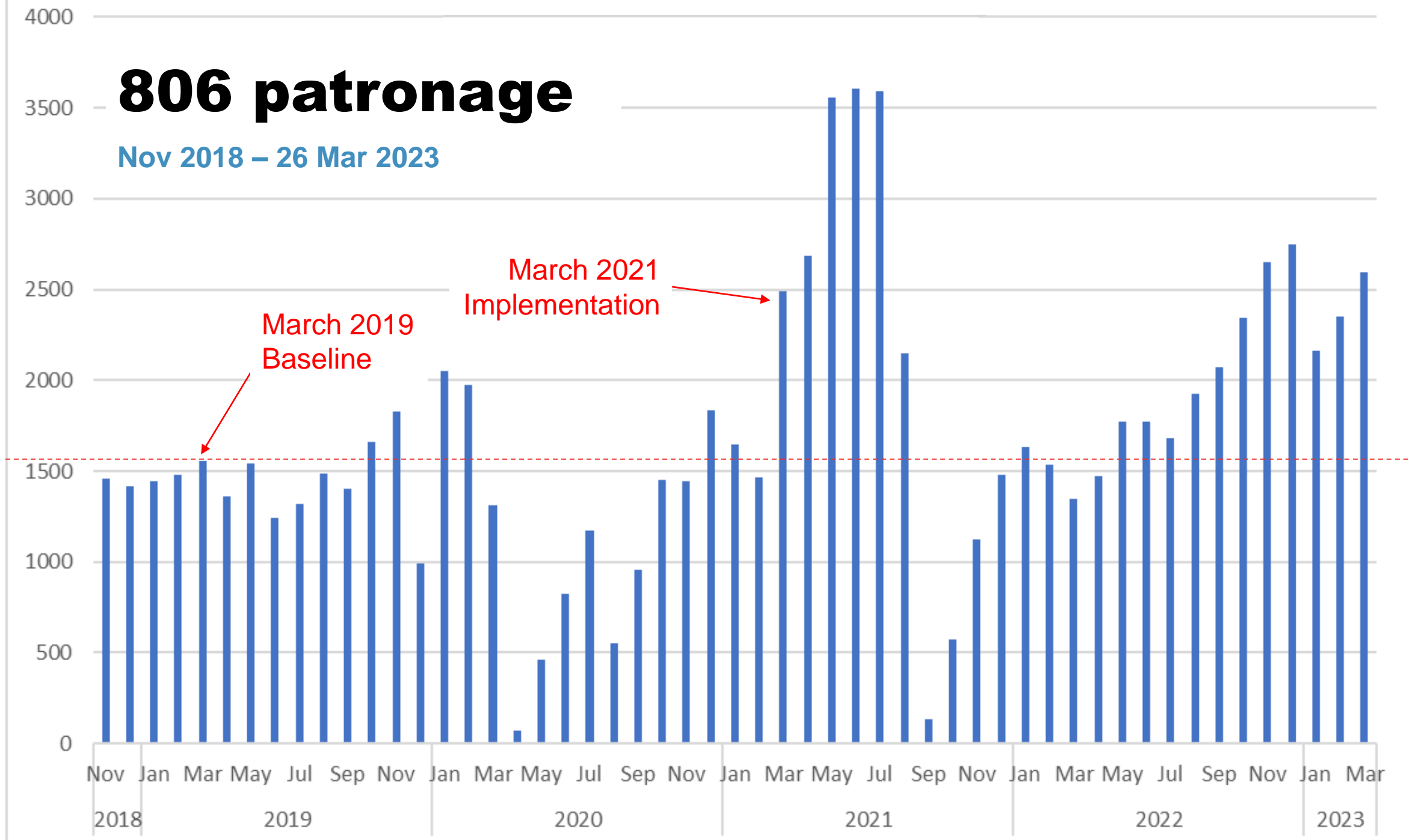
Capacity and cost of increasing capacity

Couldn't deliver the Option B that many respondents wanted



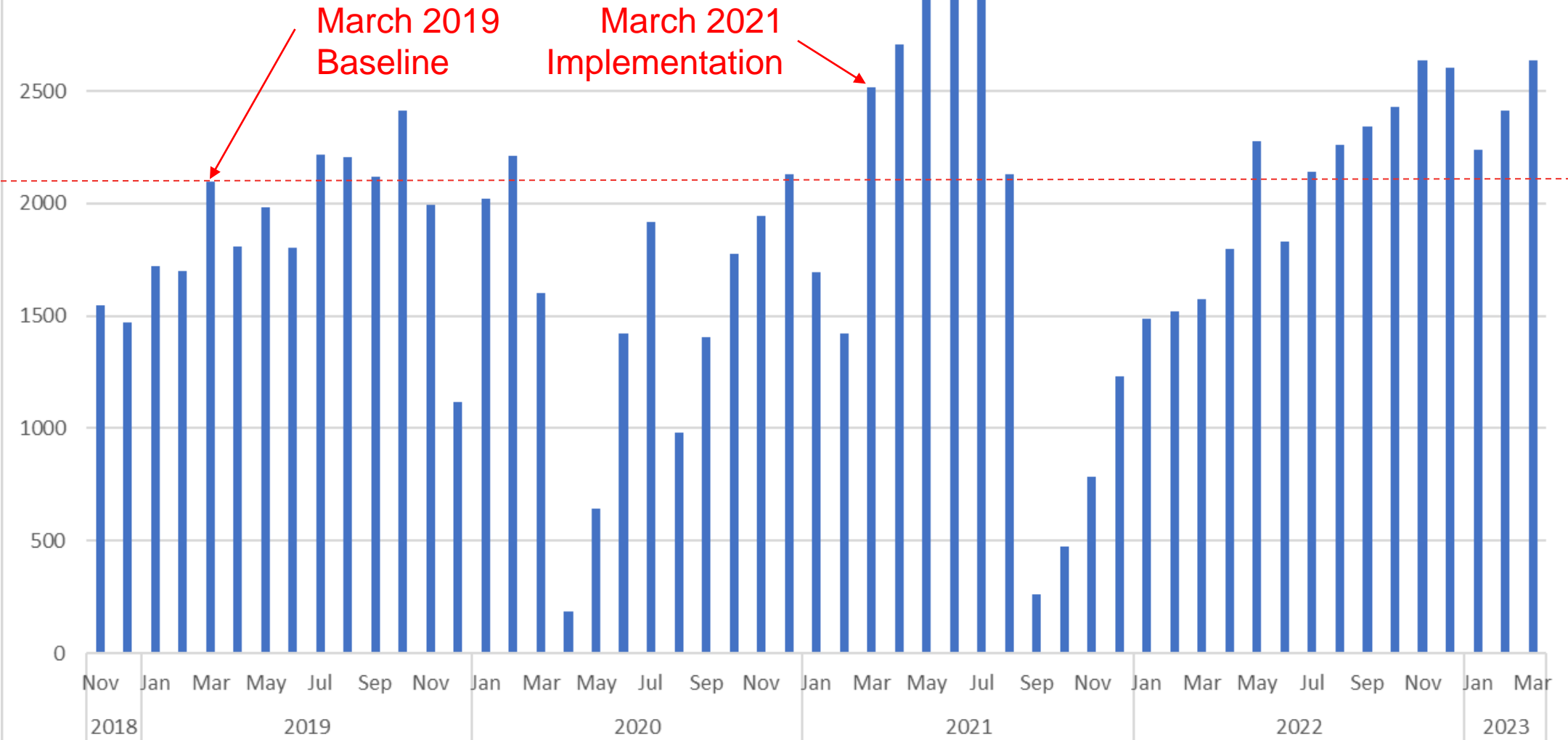
806 patronage

Nov 2018 – 26 Mar 2023



807 patronage

Nov 2018 – 26 Mar 2023



William Sanders Retirement Village outing

