# A genuine consultation, not just a vote

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| Commencing in 2018, Auckland Transport (AT) trialled an on-demand rideshare scheme (AT Local) on the Devonport Peninsula on Auckland’s North Shore. In mid-2020 the decision was made to end the trial due to cost and duplication with bus services in the area.AT went out to public consultation with two options for the Devonport Peninsula. Option A would discontinue AT Local on Devonport Peninsula but enhance bus services. Option B would retain AT Local, with a smaller operating area but reduce bus services on two routes. The consultation was extensively publicised and included delivering a brochure to every household in the affected area. Three events were held to enable to public to meet with AT staff.The consultation feedback was collected through a survey, completed online via the consultation webpage or filling out a paper form. Respondents were asked to select which of the two options they preferred and asked other questions including why they selected that option, how we could improve both options and information about their travel patterns. These questions were crucial in the final decision.We received feedback from 704 people along with a letter signed by residents of an affected retirement village. Of the 703 who selected a preferred option, 52% favoured Option B, 45% selected Option A, 3% didn’t like either option. AT chose Option A.When conducting consultations AT is often accused of asking for feedback but then ignoring public feedback and doing exactly what they intended doing all along. At first glance that might be considered the case here, going with the option selected by 45% of respondents rather than the one chosen by 52%. This paper will explain how that wasn’t the case, this was a genuine consultation which took public feedback into consideration. It was a consultation, not just a vote. |