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Feedback Form –Albany Paid Parking Zone

Introduction

Business North Harbour, represents approximately 4,500 commercial property and business owners located within the business district north of Constellation Drive/Upper Harbour Highway and south of Oteha Valley Road. This business district attracts 28,000 plus employees per day, and more than 4,500 students across business district, with Massey University (approximately 32,000 students) and Rangitoto College (approximately 3,250 students) on the boundary.

Albany has been identified by Auckland's regional council as a strategic area of growth for Auckland (Auckland Plan 2010-2040).

Executive Summary

Our submission presents the views of a wide range of Aucklanders with a vested interest in the North Harbour district, be they commercial property owners/investors, business owners, employees and trade visitors.

These ratepayers want improved transparency and interdepartmental planning across Auckland Council and the Council Controlled Organisations – (CCO's) – namely Auckland Transport and Auckland Parks and Reserve, in this instance.

Business North Harbour supports their demands for cohesive management of residential, commercial and retail growth by Auckland Council and Auckland Transport's planning and consenting functions, to ensure this strategic economic and employment hub remains viable.

To highlight the current situation, within the proposed paid on-street parking zone, there have been over 22 properties recently consented. Over 90% of these developments have been granted consents, despite having a deficit of on-site carparks to cater for the site's potential occupancy.

Add to this, there will be additional demand for off-site parking created through the estimated 201 Rose Garden residential apartments due for completion in 2017/18. The parking provided per apartment will not meet demand, thereby adding to the shortfall – within the proposed paid parking zone.

In our submission to the Draft Parking Discussion Document (July 2014), we sought clarity as to when a Comprehensive Parking Management Plan (CPMP) would be completed for our commercial/industrial BID. To our knowledge, a CPMP has not been completed. We request a copy if it has been, or a timeframe in which it will be completed, if it remains outstanding.

Business North Harbour **withholds their support** for the implementation of paid on-street parking until ongoing appeals lodged in the Environment Court are heard – 9 October 2017. The appellants – Kiwi Property Group Ltd and Progressive Enterprises Limited, have issued a notice of appeal against Auckland Council's decision to overturn the Auckland Unitary Plan Independent Hearing Panel's recommendation for the retention of minimum on-site parking across Metropolitan and Business Park Zones. (PAUP – 043/044 – Transport – Car parking). Business North Harbour supports these appellants as we believe council's position would exasperate the undersupply of parking within the commercial centres, without committed investment in alternative modes of transport infrastructure.

Business North Harbour **withholds their support** for the implementation of paid parking, until the Public Transport Review: North 2015 service is operable. The basis of our position is that significant changes which impact on the cost of employment, such as paid on-street parking, should not be introduced in isolation. Any significant changes such as what is being proposed, needs to be introduced simultaneously with improved public transport timetable and service levels.

Until Auckland Council and Auckland Transport delivers a cohesive Albany / North Harbour Plan which outlines how council will manage the impact of growth, we request there is a freeze on changes which affect the commercial viability of the district.

We look forward to discussing the survey with you.

Kind regards

SARAH DE ZWART

Relationship and Transport Manager



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Assumptions:

Business North Harbour has not undertaken independent verification of Auckland Transport's plans nor designs.

Our positioning assumes that Auckland Transport's plans are both robust and accurate. If this proves not to be the case, our position and subsequent evidence may need to change.

Our Process:

Business North Harbour notified our members of the Auckland Transport survey implemented May 2017. We asked for feedback through our online survey and through face to face discussions.

Our Findings:

With feedback from 82 individual members. 63 opposed the option of paid parking, 6 were in support and 13 were in support with changes. Please find attached the commercial property and business owners, commuters and trade visitors' feedback for your reference (Appendix A)

Summary from those opposing:

- This is a business hub; therefore, cars are needed to effectively run a business throughout the day.
- There are no alternative places for parking.
- Paid parking will force people into other areas to obtain free parking: residential, local business or retail parks (moving their cars 2 hourly and taking a risk) or on roads are already at capacity.
- The implementation could kill/dampen growth, creating a poor environment. Which in turn could drive businesses out of Albany, as they seek lower rents and free accessible parking for employees.
- Develop further parking on existing park'n'rides.
- Implement charges at the park'n'rides, otherwise people will park there forcing out the bus patrons.
- Concern paid parking will encourage people to take their cars into the city (reversing desired effect).
- Heightened concern over approval for continuing development with inadequate parking provided.
- Public transport does not work with inadequate feeder routes into the Albany park'n'ride.

Summary from those supporting with changes:

- Money collected should be used or re-invested back into the area to improve public transport at peak times of the day.
- A shuttle service should be provided.
- Week days: first 2 hours free, then \$1hr. 8-5pm max \$5-\$8/day

Conclusion:

A) Timing:

Business North Harbour supports the common view, that there is an immediate need for a comprehensive review of current and future public transport within the area. Business North Harbour submitted in July 2015 on the Public Transport Review: North 2015 (Appendix B). A further two submissions were delivered, addressing the shortfalls of the proposed review in January and March 2017 (Appendix C). Business North Harbour still awaits the outcome of that decision.

Without the revisions outlined in Appendix C being accepted, we are concerned that the Public Transport Review: North 2015, when operational some eighteen months later than originally planned, will not be able to meet the current demands for an alternative mode of transport. Let alone provide for the potential growth of Public Transport patronage in the future.

B) Scale:

Business North Harbour does not support the proposed paid parking zone, as it excludes the Park & Ride Albany.

Business North Harbour requests a consistent parking policy be applied for all commuters within the originally notified Auckland Council controlled area.

The Albany Park 'n' Ride facility is at capacity by 7.30am (85% full) Monday-Friday. The neighbouring streets – which are included in the proposed on-street paid parking zone, are utilised by Park & Ride "hide and ride" commuters.

Feedback from members is that they feel they are being penalised at the expense of the CBD commuters who still receive free parking in the Albany area. If the Park & Ride facility is not included in the paid parking zone, there is risk of "hide and ride" occurring from those local employees seeking free parking solutions. An eventual drop in PT patronage would add to the congestion issues faced within this area.

In the Draft Parking Discussion Document 2014, AT identified Albany as location for provision of 500+ additional Park & Ride bays (page 45). Including Park & Ride within the paid parking zone would contribute towards funding the estimated 10,000 additional bays required across Auckland (Pg. 44, by 2040) and support the Northern Expressway growth.

Other considerations:

All monies collected to be reinvested for public transport and parking within the area.

A shuttle service to commence immediately during peak times: 7-9am and 2.30-6pm on weekdays only.

We request consistent enforcement of Resource and Transport Management Plans, as they are critical to ensure the restrictions imposed at the time of consenting are being adhered to.

Thank you

Appendix A

Paid Parking Submission Notes, which are unaudited – obtained directly from business owners, property owners and commuters within the North Harbour Business Improvement District.

Reasons for Objections:

- It seems the commuters and business trade are being forced to subsidise the Northern Bus Route.
- Making the numbers look good for the bus
- User pays - you can't target just one set of users – i.e. Park & ride members should pay, plus there will be members choosing not to pay for parking, parking in the park'n'ride – therefore the members who need to catch the bus parking further away.
- I don't think people should have to pay to park on the streets. It will deter people from visiting the area, and cause inconvenience to those who do.
- My daughter catches the bus to Auckland Uni every day. There are insufficient feeder buses to get to the Busway. Parking tariffs should only be introduced once the public transport system has been upgraded to offer more feeder buses. We are told to use public transport but it is totally inadequate at present, wait times are far too long for feeder buses. We need alternative transport options before tariffs are introduced.
- This will affect people going shopping who will limit their shopping time and therefore the income of the shop owners. If this is to encourage those who at present are struggling to find parking to then catch a bus to the city. At \$1 an hour this is a minimum of \$8 a day plus a bus fare. Why would anyone get out of their car when they can go into the city and pay an early bird fee for parking that is similar. Are you proposing a parking fee at Pakuranga, Highland Park, Papakura, Takapuna and all the other shopping centres? I think not! The council needs to get on and build the parking buildings that should have been built years ago. Why should we now pay for the short-sighted council decisions made in the past.
- Until public transport links are established to and from the Constellation and Albany Bus Stations, it is totally unreasonable and counterproductive to impose parking fees on people who are trying to reach the bus stations. You cannot even walk on footpaths to these stations at present. We need cheap mini-vans/mini-buses buzzing around all the residential/commercial areas to collect people throughout the day and ferry them to these hubs or able to be hailed in the street. Immediacy and cost-effectiveness is the key to getting as larger numbers as possible of us to use public transport for all the journey rather than just a part of it, but at present that is not feasible. Auckland is a big city and we need links!
- ALBANY PAID PARKING ZONE Submission to AT 15th May 2017 I came across the Albany Parking Review in the North Harbour News. I have read the report from OPUS (18 pages) and skimmed the AT Parking Strategy Document (40 pages!). I would suggest that you only have to be out here in the real world to work out what the situation is around Albany rather

than paying 1000's of dollars for yet another report from someone sitting in an office somewhere in Auckland. (some of the Traffic Data quoted in section 7 is 9 years out of date!) If you want to avoid being stuck in the daily gridlock on the motorway into Auckland then you catch the Park & Ride bus before 7.00am - 7.30am. After that you have to find a park somewhere else, as the carpark is full for the rest of the day. If you work in Corinthian Drive, for example, then if there is no, or not enough off-road parking, and then street parking is the only alternative. Putting parking meters around the area is hardly going to solve the problem. Where do you suggest the offending people park instead? Walk, cycle or public transport!? I know the theory is that you take feeder buses to the Albany Bus Station, but what if those buses do not exist? How many buses come into Albany from north of the village? I think about one an hour from Silverdale along the Dairy Flat Highway. One would assume that part of the consent process with commercial building is to establish how many people will work in the building and therefore how much parking will be needed. Unfortunately, that assumption is obviously wrong. There are a lot of new buildings going up all around Albany. Has the Council even thought about the present parking situation when issuing new building permits?? All new commercial buildings should include underground parking. Thank goodness that someone worked that out with Pak & Save, The Warehouse and Mega Mitre 10!!

Park & Ride. The Constellation P & R was in the pipeline for at least 14 years before it was built. Within weeks it was obvious that the 'experts' had completely misjudged the need for sufficient car parks to take care of all those wanting to use the new service. It should have been obvious, when the Albany P & R was built, that underground and multi-storeyed parking would be needed. Instead there is only one level with no parking after about 7 am. Why waste \$500,000 on a lump of concrete in the car park? The actual bus service is great but we cannot use it on weekdays as our public transport amounts to one, or less, buses an hour from the top of the Albany Hill.

Rose Garden parking? 800 units. That is going to produce a lot more cars. Will everyone living there be able to park off road. As I understand it, no. So even more will be out on the roadside - on meters if your suggestion goes ahead. One can only say that half the problem is due to lack of forward planning by the Council. Regrettably this is nothing new.

- It's an absolutely stupid idea. Albany is such a pleasant place to work and shop at because its lacking in paid parking. I avoid going to Takapuna because of the metres. Just a ridiculous idea after all this time.
- We are a business on Corinthian Drive that employ 40 staff, with on-site parking of 10-15 available, the rest either have to park on the street or use public transport (which isn't an option for some). When we first moved to this office location there was plenty of street parking on Corinthian Drive but as more buildings have been erected and, thus, a lot more workers are in the area, parking has been a problem for at least the

last 12 months for us. The new buildings do not provide enough parks for the tenants, who must then use the street for parking. We also have the District Court across the road and a WINZ office in our building with a lot of people going in and out of requiring carparks. If the paid parking proposal is put into place workers will be forced to park in the surrounding residential streets of Medallion Drive, Masons Road, Bushlands Park Drive, Hooton's Reserve carpark and shop parking like Mitre 10. Albany is a thriving developing area for business and leisure, let's encourage business and visitors, not put them off.

- I work here and can't afford to pay \$9 every day and there is no other free parking area nearby.
- Council should require business to provide more parking not less parking.
- I think is just revenue collecting due to the typical poor planning by Auckland Transport. Provide more parking areas
- There is limited parking in business. it will affect staff having to pay extra costs every day just to come to work
- There is no reason for paid parking in this area.
- With retail parking at a premium, more residential and park and ride in that immediate area it appears to be literally a revenue stream and money gathering proposal with no site into parking within this area at all. Parking is now reduced at the stadium with swimming pool installation overflow is inevitable around the streets...

Residential used as rentals will cause overflow, the dream that all these people will use public transport is a dream land idea, they will own cars and want to travel to Hamilton, Titirangi, Shells Beach to see family (not in public transport). Get a grip, this is unadulterated miss management.

- Only encourages commuters to use their cars instead of taking public transport. Especially hard for students.
- Auckland Transport would have been privy to the growth plans on the North Shore for many years now, yet it appears that they have chosen to bury their heads in the sand and are now wanting to apply "punitive" measures in the form of exorbitant fees when they had the opportunity to purchase land at cheaper rates years ago and properly plan parking.
- If I have to pay for parking I will not shop there again. There are other malls nearby where the parking is free.
- Many local people have chosen Albany to work because it is close to home. The Council should have allowed new developments to have more carparks and I certainly don't see why I should pay for parking in a suburban area - no parking fees are part of the beauty of working locally and not in the city.
- There is no benefit to the area arising from the charging. I fail to see how charging will stop illegal parking this will not relieve pressure and it is a great way to discourage park and ride people who can't get a park in the already inadequate parking provided for the bus service.
- With the addition of a Wilsons on Corinthian drive (Just Opened) there should be sufficient parking already available. Those who are infringing should be ticketed, this will encourage them to use the Wilsons parking facilities. Currently there is no reason because they can get away with it.

There are also more free parking spaces at Wooten reserve and nearby neighbouring residential streets. Auckland council needs to provide alternative transport methods before charging for parking. i.e. better public transport, cycleways and walkways. The current design of Albany Metropolitan Centre is too car focused and does not encourage alternative transport methods (walking in particular). The roll out of paid parking should happen in conjunction with Albany park and ride as people parking on the street will instead park in the park & ride facility. I'm also disgruntled with the lack of consultation that AT has provided, three business days is not enough notice for a public meeting. Nor is the placement of the notices which are all on roads that have no parking and are seen by pedestrians rather than those who drive and it affects directly. I would like to see a cohesive future design plan for Albany Metropolitan Centre on how the area is going to improve PT and reduce the reliance on cars. AT want to encourage carpooling which basically another way of saying they are too lazy to organise busses. A great deal of the workforce on Corinthian drive live in the Silverdale, Whangaparaoa, and Orewa area. It is faster and more convenient to drive than catch a bus. This could be changed!! There are lots of improvements that need to happen before AT start charging for parking. AT is not providing value.

- Putting paid parking restrictions in the zoned areas will force people who are not able to absorb that additional monthly cost to park in areas where parking is currently free, even if it means walking a little further. I feel that this will put additional strain on areas outside the proposed zone, where there are already issues with parking for example Tawa Drive. I don't think that implementing paid parking will solve the problem only spread it.
- I understand we have a huge parking problem, as my customers are finding it hard enough to find a carpark outside my café. I currently pay \$7000.00 a year to the body corp for the carpark and maintenance and already having trouble with people parking in there all day. All my staff park on the road as we leave the carpark for customers only, I am personally in and out all day delivering catering so paying every hour wouldn't work for me. Also, if people are expected to pay \$8.00 per day based on a 40-hour week, they will not be able to afford a coffee everyday let alone lunch which will have a huge effect of my business. Being such a new business and taking the current rent and body corp. into account, if this was to go ahead I will be shutting down my business, because I just won't be able to absorb the costs.
- There is already a paid Wilson carpark. The road has been available for us to park on while working 5 days a week for years. It would be ridiculous to charge
- Work in Corinthian Drive where there are many businesses and very little parking already. No buses to this particular area
- All this will do is move those wishing to free park into residential and commercial areas slightly further afield thus causing capacity in these areas. Public transport from West to East is inadequate, it's not time efficient and often leaves users with long walks to workplaces. Remove

the grass verges in places like Corinthian Drive and put in free car parking. Before new developments are approved, ensure there is sufficient parking provided for any visitors so they don't need to park on the road.

- Poor infrastructure - there is nowhere to park, so charging for parking is clearly just a money grabbing exercise. Build some parking buildings or open areas up for parking to justify the charges. We are in this mess due to poor planning - charging for parking is only going to have one of two effects. 1. Stop working in this area and choose an employer whom has parking facilities nearby. 2. Push parking into residential zones and cause them anguish. You are not improving any public transport into the area, and you are likely to kill or dampen any business growth. If access to parking is a major concern you are solving nothing by introducing stricter controls, you are creating a poor environment to operate a business, and therefore will in time create a drift to areas with better established facilities.
- Off street parking should all be free.
- Pay & Display options may work well in retail areas but this is a predominantly commercial area and people need to be in the office for >8hrs per day - it would be better to build a carpark.
- 1 - I cannot find alternative transport from where I live. I have investigated and it would take me nearly two hours via 2-3 bus changes each morning and evening. My hours are standard 8-5 and cannot get up 4am and home in the evening by 8pm. My only option is to drive which normally takes 30mins.
2- Paying for parking will not solve the parking issue. There is not enough parking as it is hence the reason everyone is parking in reserves and grass areas. Changing this to a paid area will only push the people who park on the grass to find alternative parking - which is not available hence the parking on the grass/unauthorised areas. We require a parking facility to occupy the staff parking, as there simply is not enough space, and our public transport is a joke. We should not have to worry about starting work an hour or two early just to ensure we find a space to park... even then resulting as grass parking. Please carefully consider this and this truly affects people who are already struggling to live and pay bills... paying for car parking and the stress of starting early just to find a park is very exhausting on all.
- Already hard enough finding a carpark close to my workplace, adding pay machines will just force people park further and at residential areas - people will be complaining. Also, my employer did not add car parking package to our salary as it is currently free, your proposal has wider issues such as this one. You would have to encourage employees to subsidise carparking.
- The problem is due to bad council planning
- There is nowhere else for people to park
- Probably will be a disincentive to using buses to travel into city for the day. Expensive for employees who work in the area and rely on private motor vehicle to get to work.

- Council should consider the amount of commercial consents they are issuing without employee parking being provided by the owners of such buildings. In a mixed-use area, there should be free parking available on the roads. Council has approved apartments - where is the parking for the that?
- This is outrageous. There's not enough parking. How will this resolve the issue immediately. Why are there more buildings going up meaning needing more and more parking?
- Our company does not provide enough parking for all staff, so therefore a large number of staff have to park on the road, if this becomes an additional cost to employees, they may seek alternative employment. This would be a cost of \$2,000 per year for employees having to park on the road. Auckland is already a very expensive city to live and work in, adding additional costs to an already volatile employment/business market is not a good idea. This could push businesses out of Albany seeking lower rents and free accessible parking for employees.
- With the continual expansion of business services in and around Albany shopping centre there seems to be a complete lack of business parking options. Perhaps the intention was that Wilsons or similar commercial entity would see an opportunity and rise to the challenge and build a parking structure but as yet as far as I can tell there is no plan for suitable alternatives to street side parking anywhere within reasonable walking distance.
- I am extremely disappointed that I have to put in my thoughts in regards this proposal. As a full-time worker, I have needed to park along Corinthian Drive to reach my workplace and have been very grateful to the parking available to workers. With this proposal, and the proposed amount being ridiculously high, I may have to resort to taking a bus and the bus/public transport service in this area is absolute rubbish. It is extremely inconsiderate of whoever put forth this proposal as those who park along Corinthian Drive are workers and do not have the liberty of choosing whether to attend work or not.
- As a worker at Westpac we have limited car parking for our office space. I have flexible working hours meaning I often get to the office late and miss out on the parking available, I use the street parking in this instance. I don't see why I should have to pay for this. Maybe Auckland Council and Auckland Transport should work together to ensure that any businesses allow for enough car parking on site for their employees.
- Council lack of foresight - Developers/owners should supply parking for staff - public transport not the answer to this problem - not enough parking at Park n Ride - knock on affect felt by all working in this area.
- There should not be any parking charges for the car parks at the shops at Westfield Mall, North Plaza and the Mega Centre. This will have an effect on businesses in the area. The area also has sports facilities and public need to be able to park to attend sporting and cultural events. I do not believe they should be charged for this parking.
- As I travel from an area (Kaukapakapa) that does not have public transport it not fair that I am penalised for using my car to get to work. I

could drive to Silverdale and then take the bus, however the bus station parking at Silverdale is overflowing with no room to park, not to mention the cost involved in using public transport, so this is not really an option. Taking the bus from Silverdale to Albany also comes with a 15 -20 minute walk from the Albany bus station to work, and in the rain this is also not an appealing prospect. As new buildings are being built in the area it would be better to see that their requirements have them provide sufficient off street parking for their staff and customers where necessary.

- Albany Park'n'Ride parking lot capacity is much less than the actual demand, so it overflows to nearby streets. If paid parking implemented it will hugely affect lots of commuters, may be even forcing them going by car => more traffic jams. Therefore, from my perspective, no paid parking can be implemented until significant extension of Albany Park'n'Ride parking.
- This is a business park: this did not just appear out of the blue without the Council's knowledge. It is short-sighted and unreasonable (and poor ethics) for the council to allow people to form a behavioural trait and then try to take financial advantage of it. I already pay road taxes for my car - I don't expect to have to pay additional charges for that car to be parked on the road - whether at home or at work. Additionally, there are NO public transport services within 3 kms of my home - and none within 5 kms that offer parking. Consequently, I have no option but to use my car to get to work.
- It will encourage people to take their car into the city.
- Public transport is not really a good viable option, bus timetables are limited for travellers coming from other areas of the Shore to Albany. We are not a central city suburb - why should we have to now pay for parking that is scarce as it is. It seems like a revenue generation scheme to me.
- This is a business area which should no way to charge off street parking
- It is acceptable to have part of the area in paid parking, but certainly a bad idea having this implemented across the board.
- There is insufficient free, street parking here and the car park has been set up without being separated from the carpark for our Building. This means that people using the carpark, can use our free carpark, taking our free spaces. And then we have to pay for parking when our company provides us with carparks.
- The Council has a responsibility when in the planning stages of approving business in to this area to ensure basic parking is provided. The paid parking option does not address the issue that there are simply not enough parks available to the many staff working in the recently developed business area. In turn the difficulties that many staff are experiencing with something as basic as parking can impact on how they view their place of work. The Reserves within Corinthian Drive could be considered as a practical solution. Public transport is not an option for many of our staff. As a business community, we need to think outside the box to support our staff.

- With no increase in parking spaces, the proposal does not improve or solve the parking situation other than putting more money into AT's pocket.
- There are currently no bus routes in this area and therefore no option workers to take public transport to work. I feel it would be unfair to put paid parking in place when there are no other options available for transport.
- I park off street every day and it's going to be an additional expensive to pay and park when there is ample of parking available for cooperate staff who start early hours and there is a Wilson car park that has \$5 all day parking for people who can't find parking which is reasonable rather having pay and park for every person.
- This is the suburbs and not central city. Why are we charging people to park on the streets? It seems revenue gathering and then you will also have to appoint people to monitor the parking - another waste of money. This is not helping the problems with parking, just creating a cost for people who have to drive to work.
- Why charge us to park when there is no issue with parking currently on the road. This will annoy a lot of people and in my opinion is bullshit.
- Customers need parking, paid parking make people consider better options, that is if I have to pay where am I going to get best return on my costs. Staff need parking, this will only add costs to doing business. Totally oppose the idea of paid parking
- With paid parking, it will not reduce the number of cars out in the area, but will limit the number of carparks further. It will only worsen this area more.
- There is a lack of 'free' publicly available parking in the area. I do not see why our staff should be penalised due to the lack of planning controls imposed to provide adequate car parking when the area was developed
- What is the need for this? Just a money-making exercise. Traffic is slow enough to get anywhere without having to queue to park after that. I will just go to Westgate instead.
- An unacceptably large number of employees in the area will be required to pay for parking. A significant proportion of workers in the affected area perform low paid jobs. One cannot help but wonder what proportion of their overall pay they will be forced to spend on parking to be able to work.

Support with changes:

- I support business hour paid parking with the increase of parking being available even if it is a gravel finish car park. We need more parking. Weekdays only 8am-5pm, First 2 hours free, \$1 per hour, Maximum of \$5 per day
- All money collected should go back to redevelopment of the area's infrastructure. Parking spaces directly in front of retail outlets should be free for the first hour, then \$2 per hour after. More verges should be converted into parking spaces (eg: all around Corinthian Drive). Underutilised areas should be converted to parking. For example, the land

between Corinthian Office Park and Albany Highway. Money is being wasted on ugly landscaping and maintenance. That area should be turned into a massive car park with the same \$1 per hour charge and a secondary option for cheap monthly season parking of \$100 per month. With regards to question number 11, below, I think a combination of charges would work best, depending on where the parking space is located. Weekdays only 9am-6pm First 2 hours free, \$1 per hour, Maximum of \$5 per day, Maximum of \$8 per day

- Paid parking could be Mon to Fri 9am - 3pm at \$1 per hr and no restriction on the number of hrs required. That will keep the outsiders from parking in front of offices they have no connection with while at the same time making it affordable for those who occupy said offices. Weekdays only \$1 per hour, Maximum of \$5 per day
- Provide more on street parking by removing grass verges. Offices are reliant on clients being able to park in the vicinity of their business Weekend only 8am-4pm \$1 per hour, Maximum of \$8 per day
- 2-hour grace period, 7 days a week, 10:00am to 4:00pm. Seven days per week First 2 hours free, Maximum of \$5 per day
- If the council will provide a parking building or area for workers then a season ticket type charge would be reasonable Weekdays only 8am-4pm Maximum of \$5 per day
- I have no objection to this proposal PROVIDED that all revenue raised through this area is earmarked for reinvestment in transport infrastructure (i.e. increased bus services) - for this specific area - and that the revenue does not go into the central transport budget for Auckland. Weekdays only 9am-5pm \$1 per hour, Maximum of \$8 per day
- So long as more parks are going to be provided for all workers in the area, then the idea is viable. The parking as it is now is at capacity so introducing paid parking will not help the parking situation but just charge the workers who work around the area for the privilege of parking on a public road, which is completely wrong. The changes which will be required is to build a multi storey carpark on the reserve land, which could be part funded by the people who use it, but at a reduced rate for people who work in the area, who would have a specific swipe card to gain entry. Others such as shoppers should pay for parking. It is not fair nor expected that if you have been working in an area for ten years that you suddenly have to pay \$40 a week out of your income to pay to park in the area. The reason for the demand for parking is because of the lack of planning by the council and Auckland Transport, who are happy to issue building permits for buildings to be built but do not factor in the affect this has on the parking. Surely when a Resource Consent is issued for a development they should have to contribute towards the cost of a parking building to be built to ensure everyone who works and will visit that development will have a park. Surely that is just common sense? I do not know what qualifications the planners have but this simple concept seems to have been overlooked and to the detriment of the ones who have worked here for years and paid taxes to have parks provided. Why should we now be penalized because the Council is disorganized and lacks the skills to plan

sufficiently for such growth. It is ludicrous. Preference is for Weekend only Maximum of \$5 per day

- There should be more parking provided on the streets or off-street parking in these areas to actually accommodate the number of people requiring parking; the survey you should be doing is who actually has public transport available to them to get them to work in the Corinthian Drive area. Many of our staff live in areas without public transport Weekdays only 8am-5pm First 2 hours free, \$1 per hour
- There must be no limits on how long people can park. The reason is that it is essential that we try and make this area attractive to employees. If we don't we will not create a successful business hub and the buildings will become tenantless. There is inadequate public transport to facilitate this as a solution. Our team members are scared to make the hike up the hill and over to the bus depot when it is dark. Feeder buses to a lot of the Shore are sporadic (Country areas in particular). All new buildings should have sufficient parking for at least 80% of their licensed occupancy. The bus depot is underutilized and needs a large parking building erected. There needs to be shuttle buses every 15 minutes at peak 7.30am - 9.00am and 4.30pm to 6.30pm. Until there is a permanent solution Landowners of vacant land need to be approached regarding the laying of scoria to allow temporary parking (There should be a maximum charge of between \$3 - \$5 per day for this parking). Until a solution is provided no cars parked on the verges or parks should be ticketed. This issue is not of their making. No further building resources should be issued until these major infrastructure issues are resolved. Weekdays only 8am-4pm First 2 hours free, \$1 per hour
- How about fast tracking some sort of parking structure? Weekdays only 8am-5pm Maximum of \$8 per day
- Weekdays only 9am-5pm Maximum of \$5 per day
- Suggest 8am to 6pm, Seven days per week 8am-5pm \$1 per hour
- Money collected should be used or re-invested back into the area to improve public transport at peak times of the day. Bus lanes would allow movement through the estate of less than 50m which would allow us to access our driveway without having to cue for 15min. Weekdays only 9am-5pm First 2 hours free
- Weekdays only 8am-5pm First 2 hours free
- The revenue needs to be put towards providing more parking for those that work in this area and better bus routes. Weekdays only 9am-5pm Maximum of \$8 per day
- First 2 hours free, thereafter, \$1 per hour. Weekdays only 8am-4pm, First 2 hours free, \$1 per hour
- I'd like to see a time limit - perhaps 3 hrs Weekdays only 8am-5pm, \$1 per hour
- Weekend only 9am-5pm First 2 hours free
- As much as possible, our business now can't get staff as no parking and a bus station that is full and miles to walk from. Situation is dire! Needs to be from 7am to 6pm surely, people whom finish at 5 being majority can't get to their cars at the same time? Weekdays only 8am-5pm, \$1 per hour

- There simply isn't enough parking in this area and as it gets more built up it will only get worse! I suggest turning Corinthian drive into a one-way road and adding angle parking along one side, this will get twice as many cars into the street but not cause congestion. It should be a lower speed limit area also. Weekdays only 8am-4pm First 2 hours free, \$1 per hour, Maximum of \$5 per day.

Appendix B



PT NETWORK REVIEW – NORTH 2015

Submission by North Harbour Business Association

**Submitted by: Janine Brinsdon - General Manager and
Brigid Rogers - Transport Programme Manager**

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Date of submission: 13 July 2015

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

1. EXECUTIVE SUMMARY

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

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

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

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

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

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

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

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

Submission considerations:

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

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

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

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

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

*Flow Transportation Specialists – NHBA /TMA assessment 2012

Timetable changes:

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

Start of journey demographics:

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

Albany – 11%

North of Albany – Hibiscus Coast – 16%

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

Glenfield – 9%

Beachhaven/Birkenhead/Devonport/Northcote – 12%

West Auckland – 14%

East Coast Bays – 24%

Fig.1 Current PT services supporting the NHBID area



2 About North Harbour Business Association (NHBA)

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

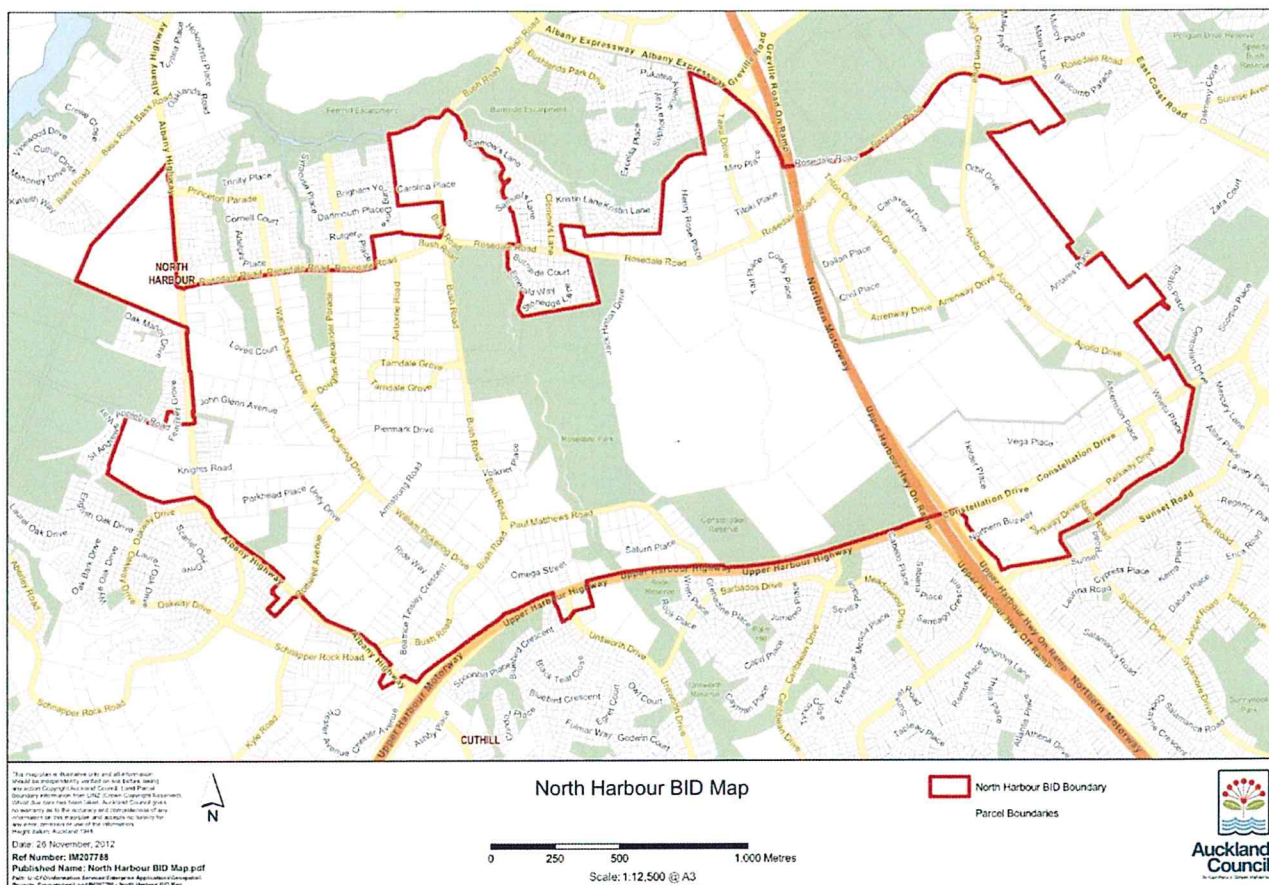
The area has grown significantly from a green field location over the last 15-20 years to now encompass a wide range of local and international business operations. It has become popular for small through to large scaled

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

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

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

Fig.2 – North Harbour Business Improvement District Area.



2. NHBA PUBLIC TRANSPORT & COMMUTE SURVEY 2105

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

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

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

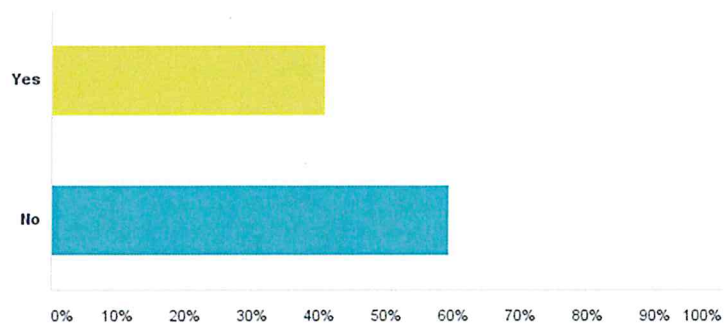
The business owner's survey had just 8 questions, while the employee survey had 12. Each survey gave the opportunity to win \$100 Westfield voucher. Copies of each survey are attached please see **appendix 1**.

3. BUS NETWORK SURVEY RESULTS

3.1 BUSINESS OWNERS RESULTS

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

Answered: 27 Skipped: 0

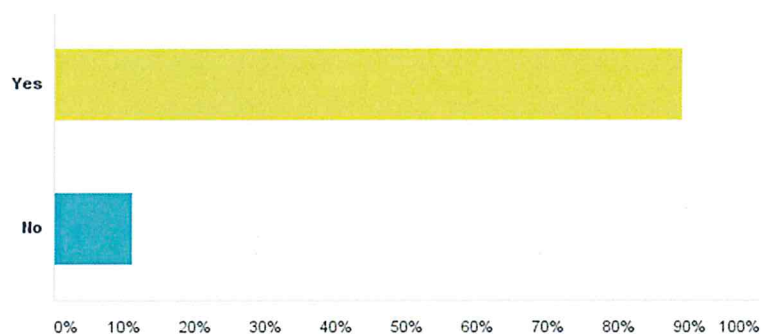


59% do not currently use Public Transport to get to work.

41% do use Public Transport to get to work.

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

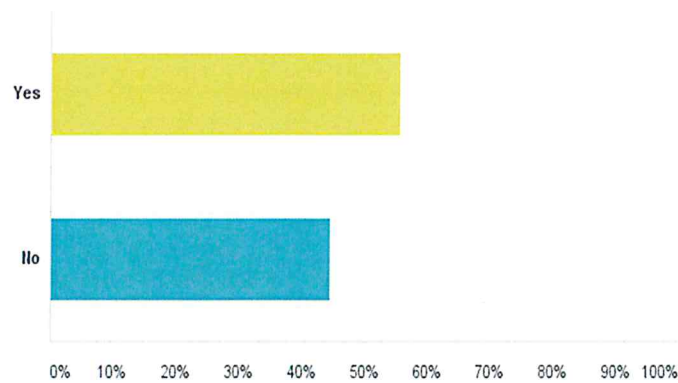
Answered: 27 Skipped: 0



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

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

Answered: 27 Skipped: 0



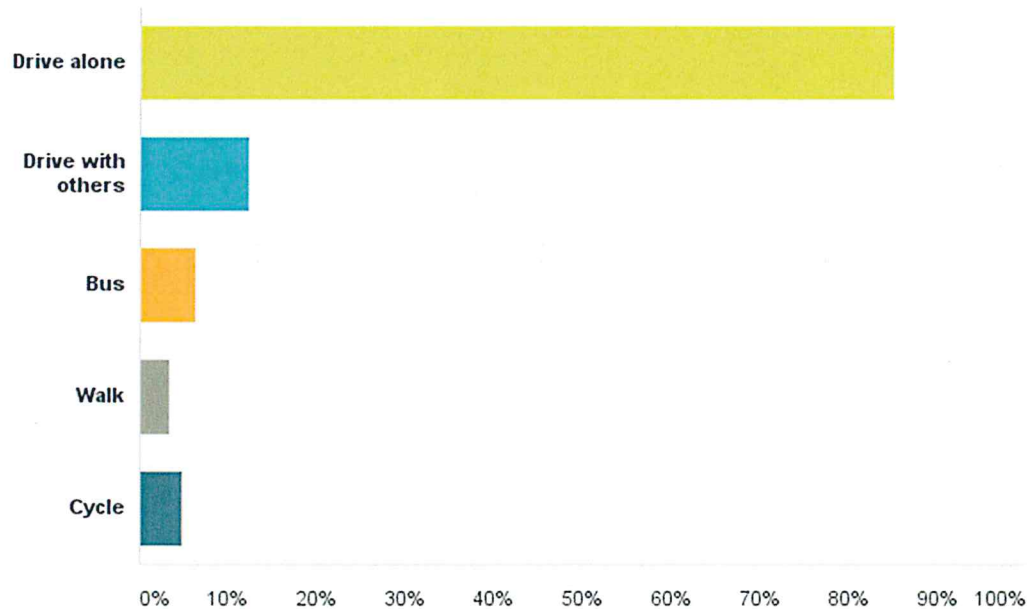
Interesting although 56% of businesses have enough onsite parking for their staff there is still a belief (89%) that employees would use Public Transport if it suited them.

Business owner comments can be seen in full in appendix 2

3.2 EMPLOYEE SURVEY RESULTS

Q1 How do you currently get to work?

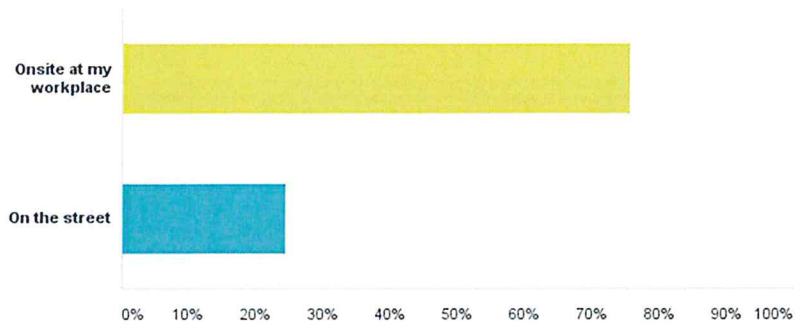
Answered: 146 Skipped: 1



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

Q2 If you drive where do you normally park?

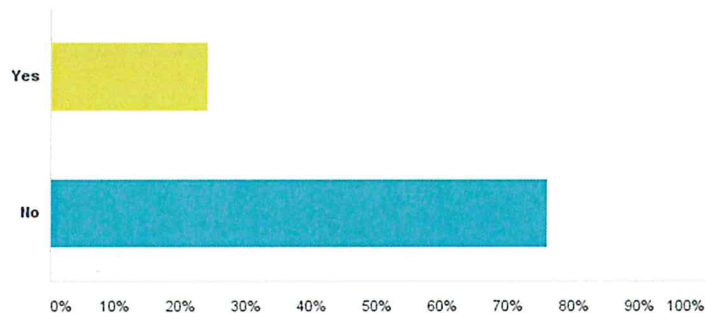
Answered: 139 Skipped: 3



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

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

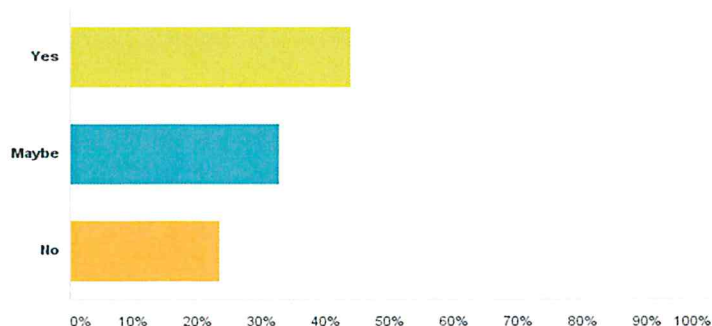
Answered: 146 Skipped: 1



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

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

Answered: 146 Skipped: 1



77% would consider using PT if there was a service that suited them. 44% definite yes – 33% might need some persuading, but there is definitely an appetite for change.

Only 23% were a definite no – this coincides with the number of employees who need to use their cars as part of their job.

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

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

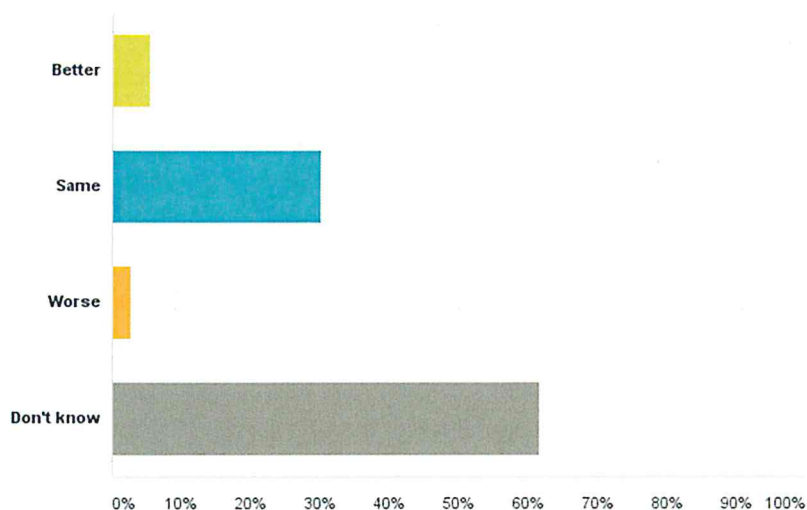
This research shows a good spread of start and finish times. The majority of those surveyed need to be at work between 8 am and 9 am.

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

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

Q9 How will the new network affect you?

Answered: 146 Skipped: 1



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

4. SUMMARY OF FEEDBACK FROM COMMUTERS

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

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

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

Appendix 3 Employee comments in full (unedited by NHBA)

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

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

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

Appendix C



PT NETWORK RE-REVIEW NORTH 2017

Submission by Business North Harbour

**Submitted by: Janine Brinsdon - General Manager
Sarah de Zwart - Transport Programme Manager**

Contact: PO Box 303 126 North Harbour 0751
Phone: 09 968 2222
Email: sarah@businessnh.org.nz

Date of submission: 26 January 2017

Business North Harbour Business Improvement District

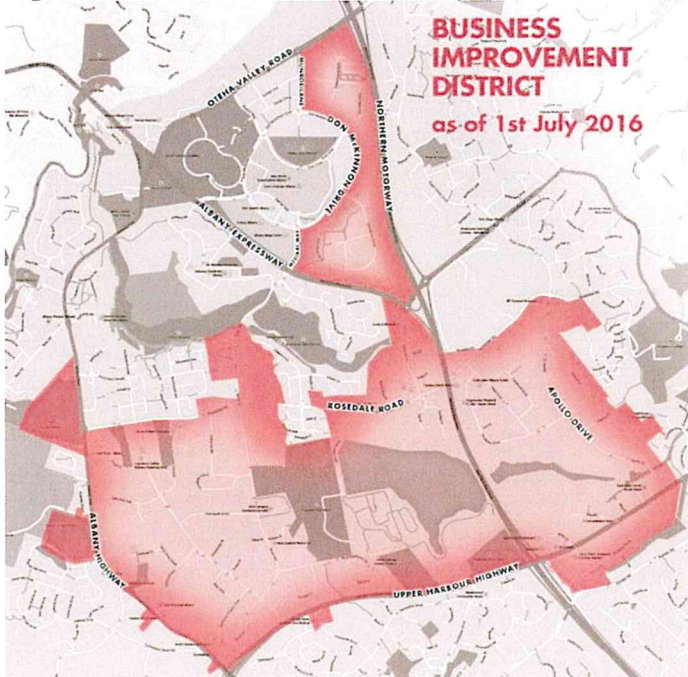
The North Harbour Business Association represents approximately 4,500 property and business owners in the North Harbour Business Improvement District. The area encompasses an estimated 28,000 employees and is a substantial contributor to the Upper Harbour area of the Auckland Region. The Upper Harbour area generates approximately \$4 billion p.a. in GDP for the Auckland Economy, based on Auckland Council statistics from 2013.

The area has grown significantly from a green field location over the last 15-20 years to now encompassing a wide range of local and international business operations. It has become popular for small through to large scaled operations who wish to secure access to an established pool of personnel from primarily North and West who are well skilled, educated and experienced for the roles on offer. The area's major attraction is the convenience of location for owners/managers and staff seeking to work locally rather than commuting to, or through, the CBD on a regular basis.

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

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

Fig: Business North Harbour Improvement District as of 1 July, 2016



Recommended Changes:

Facilities:

- Increased parking and storage for both bicycles and motorbikes at the stations.
- Real-time information at the bus stops
- Tap and Go EFTPOS facilities on all services

Bus Services:

The following services to run in both directions.

Services: N82, N78, N63, N46, W5 & W5c

also

N65 - Currently scheduled for a 20 mins' service at peak times ideally reduced to 15min frequency

N45 - Currently scheduled for a 20 mins' service at peak times ideally reduced to 15min frequency

N44 - Currently scheduled for a 30 mins' service at peak times ideally reduced to 15min frequency

N41 - Currently scheduled for a 30 mins' service at peak times ideally reduced to 15min frequency

Further information required:

N45 and N49 - both routes are 20-30 mins' frequency at peak, to ensure that they are 15 mins apart to provide a 15 mins' service.

Enough coverage for Rothesay and Murrays Bay residents to be able to reach a station with one bus.

Services provided from Kumeu/Riverhead and surrounding area to Constellation or Albany stations.

Frequency of services from Constellation to the Auckland Airport.

Business North Harbour are aware Auckland Transport are finalising the routes for the North Shore, therefore would appreciate your immediate acknowledgement and review.

If we can be of assistance or if there are any questions or comments, please contact us.



PT NETWORK RE-REVIEW NORTH 2017

Submission by Business North Harbour

**Submitted by: Janine Brinsdon - General Manager
Sarah de Zwart - Transport Programme Manager**

Contact: PO Box 303 126 North Harbour 0751
Phone: 09 968 2222
Email: sarah@businessnh.org.nz

Date of submission: 27 March 2017

Business North Harbour Business Improvement District

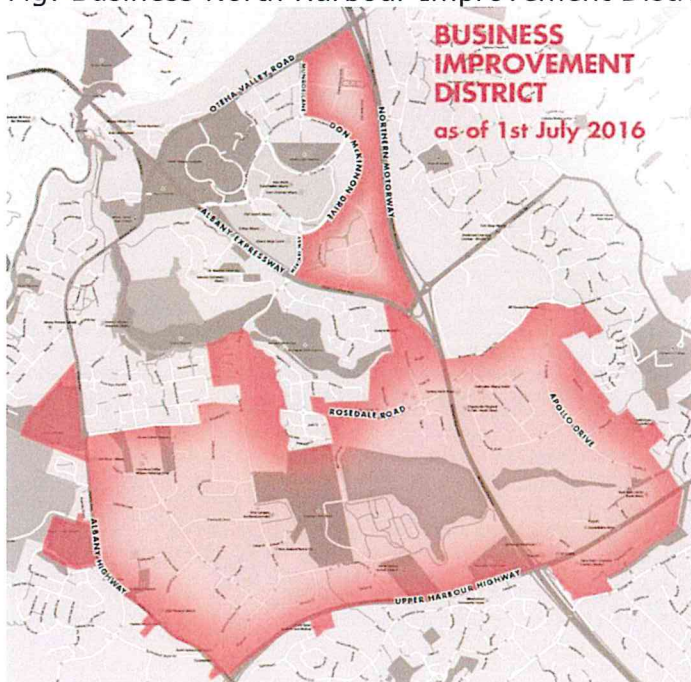
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Fig: Business North Harbour Improvement District as of 1 July, 2016



Recommended Review:

Corinthian Drive is fast becoming a desired location within the Oteha Valley Road to Albany Highway area, with International businesses and banks choosing this as their preferred location.

One of the key benefits is the ability for a design build to suit their specific business needs. With the combination of Council regulations ensuring the developers are providing a maximum of 1 carpark per 27-30sqm, for office and less for warehousing, and the modern open plan and hot desking environment, which enables 'fitting' more staff into an area has ensured each new business that occupies their new premises, are not providing adequate parking for their staff requirements.

A few current examples are:

- A new development that has received consent for the facility to provide offices for 1,500 staff and parking for only 246 people.
- C: Drive building which houses ASB data has increased in staff that they have now had to lease their neighbouring land to accommodate. The land will soon be developed.
- Another bank is soon to be accommodating Corinthian Drive with their data centre
- Approximately 80% of the businesses on Corinthian Drive have a deficit of carparks to their requirements.

Corinthian Drive is approximately 1.5 km away from the Albany Park'n'Ride, with the new network the nearest service will be on Don McKinnon Drive, which is further than the maximum 800ms. Therefore, urgent consideration for additional bus stops and the services that will be servicing Don McKinnon need to be redirected through Centurion Drive.

Business North Harbour are aware that by providing bus stops on both sides on Corinthian Drive, will reduce the available parking, and with the imminent enforcement of paid parking within the area, we believe it will encourage members to review their options of taking alternative modes of transport.

Business North Harbour are aware Auckland Transport are finalising the routes for the North Shore, therefore would appreciate your immediate acknowledgement and review.

If we can be of assistance or if there are any questions or comments, please contact us.