



10 Dec 2018

RPTP Consultation
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SUBMISSION ON REGIONAL PUBLIC TRANSPORT PLAN

Auckland Transport have requested feedback on the RPTP, which builds on the changes made to the public transport network since 2015 and seeks to enhance customer experience. It has four areas of focus:

1. Expanding our public transport network to improve the frequency band reliability of services
2. Making it easier for people to get to and from public transport
3. Improving Maori input into public transport, which includes applying Te Aranga Principles to design
4. Using technology to make it easier and more accessible for people to use public transport such as on-demand travel and easier payment options,

We would like to respond on the top 2 items, with specific regard to Parnell.

Parnell is topographically challenged and experiences a lack of East/West connectivity, which is hindering how the suburb develops. It is also squeezed between the CBD and Newmarket, at the mercy of SH16, the heavy traffic from Ports of Auckland and the resulting restricted access in and out of the suburb. Parnell is also close to a number of major facilities including the Auckland War Memorial Museum, Spark Arena, ASB Tennis Arena, but access is difficult and not intuitive. Within the suburb, new visitors have no idea how to get from Parnell Road to Parnell Station and the French Market/St Georges Bay Rd.

While we support several initiatives in greater Auckland to improve our multimodal transport options, it is of no use if the existing network in and around the city fringe is not improved.

Bus Routes along The Strand

Despite several pleas to this effect, the new network still does not reflect the need for more public transport that services The Strand and St Georges Bay Road. There is only 1 bus (755) that travels from Britomart along The Strand and the frequency is less than desirable in peak hours. There are thousands of new workers in St Georges Bay Rd due to recent large-scale developments, who complain about the lack of accessibility to public transport to and from Britomart. Given the topographical challenges, Parnell Station is even less desirable than buses for these commuters.

ACTION: - Auckland Transport need to put more buses along this route or facilitate a shuttle.



Trial on-demand services – Parnell Shuttle

In your document you have noted that

“AT will investigate, trial and implement appropriate publicly subsidised on-demand, dynamic-routing services to serve customers in areas where likely patronage will not support a fixed service. On-demand services would complement the existing network in these cases.

On-demand services may offer an opportunity to selectively increase coverage throughout the day and/or cover areas where existing PT access is poor, and/or no PT feeder services are currently justifiable. AT may also consider redeploying resources used for low-patronage fixed bus services to on-demand, where on-demand services present a more cost-effective option that provides the equivalent or better customer experience. Importantly, trials of new and alternative delivery models should only be considered where they improve accessibility and customer experience. AT will focus any trials in areas where there are opportunities for public transport to work better for customers. Such a system is currently being trialed in Devonport, with insights from this trial expected to inform future on-demand trials and new technology usage’.

Several large businesses in Parnell (especially those located in St Georges Bay Rd) have approached the business association and are keen to support a public/private partnership to trial a shuttle in Parnell for their employees. We also did a survey during the consultation phase of the Parnell Plan to gauge potential shuttle support and 80% of participants said they would support such a facility.

ACTION:- Please can the relevant contact at Auckland Transport meet with us to devise this service for Parnell.

Wayfinding in Parnell for Parnell Station and Auckland Museum

You have noted that *“Wayfinding includes all information provided through a variety of media to assist customers in finding their appropriate service and, upon alighting, to find their ultimate destination or next trip. Consistent wayfinding designs for all modes support and encourage multi-modal journeys and will be important as Auckland’s integrated transport system develops”.*

As previously stated, Parnell is poorly connected within the precinct. Tourists and first time visitors are often spotted standing at the bottom of Parnell Rise not knowing how to access The Domain or get up to the Museum. Once they are in Parnell Road, they have no idea how to access the Station or St Georges bay Rd/French market/Rose Gardens.

Signage to the Parnell Station is pathetic and comprises 2 small blades. We have long been promised Gateway or Explorer plinths from Parnell Rd and this needs to happen as a priority.

Auckland Museum and Parnell Business Association have met with AT several times over the past 2 years regarding wayfinding, with no outcome to date and no direction re potential funding.



ACTION:- Auckland Transport need to install the signage already promised for the station and commit to a few Explorer or Gateway plinths in the suburb as a 2019 priority. Thereafter an integrated wayfinding strategy needs to take place to facilitate desirable walkways and park connections.

Parnell Station completion

The Carlaw Park Pathway was recently completed, but we are still waiting for the ticket gates, which have now been delayed till next year. It is critical that these are installed ASAP, as the opportunities for crime remain open, especially the theft of bicycles (according to NZ Police). As previously noted in other submissions, it is unacceptable that AT have not made budget provision to complete this Public Transport facility or create relevant upgrades and pedestrian linkages.

Placemaking within the context of the Integrated Corridor Programme

You are quite correct when you say that “Neighbourhoods and town centres are the basic building blocks of successful cities. Whether surrounding, directly adjacent to or within future development sites, the nature of road and street networks and the type of PT available will influence the viability and success of neighbourhoods and town centres”.

While we support shift of focus to public and active transport in principle, we are not supportive of those that impact negatively on road capacity and parking and would totally oppose the loss of parking down Parnell Road as that would decimate the town centre. Parnell is unlike several other neighbouring centres that have large parking facilities near the main road (example Newmarket) and the retailers and hospitality are very dependent on the limited resource currently available.

We note your mention of *“Whole-of-route bus priority infrastructure (with cycling and safety programmes) for Sandringham Rd, New North Rd, Mt Eden Rd, Remuera Rd, Manukau Rd, Great South Rd, Pakuranga / Ellerslie Panmure Highways, Ponsonby Rd, Parnell Rd and Mangere – Otahuhu - Sylvia Park”, but there is no indication of timing*”. We are making the assumption that bus priority lanes between Davis Crescent in Newmarket and St Stephens Ave, are the full extent of the planned priority bus lanes and should anything more be planned that we are informed several years in advance.

While we agree that corridor improvement is important, this needs to be done in conjunction with well-designed placemaking objectives and the respect for business livelihoods.

ACTION:- AT to review any corridor improvements in Parnell Rd with respect for the viability and prosperity of the town centre in order to minimise any harmful disruption to business.

Kind Regards
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