To: Alok Vashista

Date: 4 Aug, 2025

PARKING ST GEORGES BAY RD & BUS SERVICES THE STRAND/SGBR

Dear Alok,

Following our various meetings and conversations in the last month. Herewith a letter noting our formal requests.

Warehouse Precinct

I have explained that we are concerned about the lack of parking available for employees who work in and around St Georges Bay Rd & /Kenwyn/Watt/Faraday area, and the impact this is having on leasing and occupancy.

- There is no concern directed at the parking meters directly outside the retail, we all accept the pay meters create churn for local businesses.
- Several years ago, there was an overdemand on the residential parking in the neighbourhood streets including the likes of Balfour, Stanwell, Gladstone, St Stephens. The free parking at that time was being utilised, not only for employees working in Parnell, but also for commuters to the city, who were using this area as the 'last stop'. Most of these streets are now P120 zones, which makes it impossible for employees to use.
- In addition, the area is very poorly serviced by public transport – with only one bus travelling along The Strand, and Parnell Station miles away. (Please see letter to Dave Hilson and Yvonne Glynn at the back of this letter, which documents many negative responses about inadequate bus services).

Many prominent landowners in the precinct believe the lack of parking is affecting prospective leasing, and have reported that they have had companies terminate their leases as it is 'too difficult for staff to get to work'.

In the next few months, there will be several thousand m2 of vacant space available in this immediate zone, which is going to be significantly challenging for landowners.

In addition, this will have a further knock -on effect on the hospitality in the area, which relies on the support of employees for lunches and daytime coffees.

Request 1: -

Please can you assess the current capacity in the residential streets east of the Warehouse precinct, and if there is any possibility of a flat meter rate in those streets?

If that is the case, it would be great if a pilot could be undertaken as a matter of urgency. I understand it may require some form of consultation, but this would be much easier of there was a successful pilot in place.

Request 2, Parnell Rd and surrounds:-

I would also like some figures about the current occupancy and enforcement of paid parking in and around Parnell Rd.

Several businesses have noticed the large number of empty parking spaces, with occupancy at an all-time low.

They attribute this to the increase in parking rates, as well as the over-zealous enforcement by the AT parking enforcement vehicle that drives around and around incessantly. (As you can gather there have been several negative comments in this regard about being penalised for even the slightest infringement of time). Local businesses really believe this is impacting our patronage.

Please can I ask you to consider these comments in order to support our businesses. Times are tough and we really need the support of Auckland Transport.

Kind Regards
Cheryl Adamson
General Manager
cheryl@parnell.net.nz

To: Dave Hilson

Yvonne Glynn

Date: 4 Aug, 2025

BUS SERVICES THE STRAND

Dear Dave and Yvonne,

Following our meeting on the 30th July:-

I explained that we are concerned about the lack of Public Transport available to employees who work along The Strand and up St Georges Bay Rd, and that many landowners in the precinct are saying this is affecting prospective leasing. You suggested that I glean some views of people in the precinct as to how they experience the 755 bus, which is the only one that goes along The Strand.

The comments below were sourced from employees along The Strand and in St Georges Bay Rd.

They are pretty consistent with regards to

- The inconvenience of the service
- The lack of choice
- The infrequency of the current service
- The need for better PT options to service this important part off Parnell which houses high end décor stores, large corporates such as Xero and Saatchi and Saatchi, incubators such as the Icehouse and Outset Ventures, as well as hospitality that depends on regular patronage from employees who work in the area.

Please can I ask you to consider these comments and revert to me with a response.

We received via our landlord your email around bus routes which would service The Strand. Being in the Saatchi and Saatchi building with that bus stop right outside, I'll admit to frustrations that it's not better serviced! I drive in from the Shore daily and luckily I'm an early starter, so I don't have an issue finding a park, but I would seriously consider catching public transport every day if the bus stops along The Strand were better serviced, especially for the Shore.

Looking at the map you provided, the 755 does come from downtown/Britomart, where a Northern Express bus would drop us, but the infrequent nature of the 755 service is unappealing and not reliable enough for this to be an everyday service, particularly in the colder, darker, wetter winter months.

I previously used to work at the University so I know how well-functioning public transport can be when the demand is there. Hopefully your efforts help increase the services and boost the timetable frequency.

I work in 125 The Strand at New Zealand Rugby. I wanted to send through some feedback regarding the bus service improvements you mentioned. Please see below:

I've used the current service, and to be honest, I don't think it's adequate. The buses just don't run frequently enough, and it feels like our part of the city is a bit hard to reach. I live up on the Hibiscus Coast and would love to be able to take the Northern Express to Britomart, then jump on a bus out to Parnell. But the issue is that the services from Britomart to Parnell aren't frequent or reliable. Sometimes they don't turn up at all, and it's quite a distance to walk to The Strand, especially in winter when it's dark and rainy. Having a more regular, reliable bus service from Britomart to Parnell (and surrounding areas) would make a big difference. It would make public transport a much more viable option for people like me – **especially as parking in this area continues to disappear**.

I use public transport (NX1) to Britomart from Silverdale and it's a huge issue to then get to Parnell. Usually I catch the Inner City Link bus and then walk down from Parnell (less than ideal in the rain!).

The 755 is never usually on time (either early or late) so hard to follow the timetable. A more frequent and reliable bus from The Strand would make my commute a lot easier and I'm very supportive of your efforts here.

I am a fairly frequent user of the 755 both in the morning or in the afternoon which I catch to or from Remuera as part of my journey to or from work in the Strand or home to Panmure.

We could definitely use more bus coverage through the Strand. It's handy to be able to get to Britomart in the rain when catching a train for instance. The lack of frequency definitely puts people off.

Is a possible solution to divert some of the buses on some of routes that go to and from Britomart through the Strand? Or one of the buses that goes down Parnell High Road? Even 50% more frequency would make a huge difference I think
I live on Portland Road and use the 755 bus everyday to get to daycare and work. I would love a more frequent service as if my toddler and I miss the bus we have to wait another 20-30min for the next bus. Also in the morning sometimes the 7:24am bus leaves slightly early and the 7:44am bus means I arrive to work 10min late after the daycare drop off. Hopefully more frequent services will be possible.
I use public transport and get dropped off at The Strand bus stop and then walk. While it is not a long walk it would be convenient to be dropped off closer to work. Occasionally the driver decides to not stop at The Strand and then I get dropped off at Countdown! Occasionally I need to see my GP near Spark Arena. In both of the above cases I need to take the 755 and it is pain due to its lack of frequency. It is also cancelled at times making the wait even longer. Would definitely appreciate a better solution.
I would support more frequent buses, the times I have used public transport to get to work (rather than cycling) I've ended up either walking or scootering the last section from the city to The Strand precisely because of infrequent services. In fact it's a deterrent for me from using public transport more often. For example, if I'm not feeling up to cycling for whatever reason then on the days I'd usually go into the office I work from home because of the difficulty getting to The Strand by public transport.
There is definitely a need for more bus routes in the area. I can't use the current bus as it takes too long to get me where I need to go and thus rather Uber, which costs a fortune.

I would be keen to see buses go through every 15mins, and a direct route to Britomart. Currently the 755 parks 4 blocks away and you need to walk.
I use this – if I can ever make it on time 1. More frequency is required, such as every 15 minutes. 2. The final stop in downtown is in an awful inefficient position (Commerce Street). It often takes over 5 minutes just to get back out onto Customs street. A closer connection to the Ferry, and Albert St busses (Northern Express) would be an improvement, even if it is just on Customs street itself. 3. Schedule is terrible going back to downtown, bus is always 10+ minutes early. 4. Maybe the TMK or 76 bus can go down The Strand rather than Quay Street and then connect back onto Tamaki Drive. There is probably more demand for connections to The Strand where people work, than the group of shops on Quay Street that the current route services.
The 755 only works heading back into town as it's route heading towards the office is so circuitous as to be borderline slower than walking. More frequency would be a big help. But actually looking at the route would be useful too. It's a straight line from Britomart to the end of The Strand but only buses heading to eastern bays and GI use it (this also means you use bus stop 7302 on Quay St which is over 500m away from the office – not useful in the rain). It would be great to have a bus that used Quay St and then turned into The Strand before heading up to Parnell rise. I'm probably oversimplifying here, but suffice to say the office is firmly in a public transport desert.
Yes – I use this service. Additional services running every 15 mins over peak time (4.45-6.30pm) would be great.
I use public transport 100% to get to/from Serko. 'Strand Station' outside the office (125 The Strand) is poorly served city bound. 'The Strand' stop along Tamaki Drive has frequent buses. So, I would ask for more buses outside our office.

I have never been able to get on the 755 bus – Heading towards the city, in the afternoons it is often between 5-15 mins early so you more or less can never catch it.
I'm an avid bus taker and always catch the bus from West Auckland to Britomart, then transfer to Parnell. It would be amazing if there were more frequent buses that go down the 755 route. The traffic is horrendous during peak hour and having one bus every half hour doesn't help. If there was one bus every 20 or 15mins it would make a big difference. Though having a bus lane T2/T3 active during peak hour would help even more.
In the current setup with the 755 arriving every 30mins. I've found it faster to travel on the 76/TMK Link on Gladstone road to Britomart, because there are proper bus lanes and the buses are more frequent. The walk up the hill does add 10-15mins to the journey and is a pain. This means when I go to the office I always have to leave earlier to make sure I can travel back out West. If I leave later than 4:30pm, I will arrive back to Te Atatu South by 6pm. Another feedback which may or may not be helpful is that there are many buses which go through Gladstone road that are always "Out of Service". So although there are more buses on Gladstone, many times I've had to see three buses go past me which are empty but not serviceable. It's frustrating and also adds to the lack of attention AT has given to the area nearby Parnell.
Only one of our showroom reps currently uses the bus system, and they've found it quite difficult. I used to rely on it myself years ago but gave up due to the unreliable timing—especially the departure times from the CBD at the start of the 755 route. The stop itself is also in a pretty unpleasant part of town, and I never enjoyed waiting there early in the morning or late in the evening. I'd definitely consider using public transport again if the routes were more frequent and didn't all terminate in the CBD. For example, if a route from Ponsonby or Grey Lynn continued beyond Fort Street and along The Strand, it would make a big difference.

One of our showroom staff prefers the green link bus, even though it only goes as far as Parnell Rise—because the 755 hasn't been great. She'll sometimes just walk to Britomart and travel from there, as I used to as well, since the 755's city leg is so short that it's often quicker to walk and catch a single bus from the city.
I work on St Georges Bay Road, catch the train to Britomart then walk in, as I have found also it faster and more reliable than the 755. Any improvements to public transport around our end of The Strand would be hugely welcome—even just having multiple options. I also know a number of buildings on St Georges Bay Road have limited parking, so enhanced bus access would benefit a lot of people working and visiting the area
I work in the Saatchi & Saatchi building and frequently come into the office from my home on the Shore via the bus network. It has proven in the past few weeks since I have started taking the bus to and fro that it is in-frequent and frustrating. I routinely am left having to take alternative route from Quay Street or walk up to College Hill to grab another bus. Which in of itself kind of defeats the purpose of even having a bus along The Strand when it is never there when appropriate. A more frequent service and/or an extended city loop bus would be great in this situation. Thank you for your initiative on this and I hope we can get it sorted.
I use bus 755 and its fine and the frequency seems appropriate I would be nice though if another service could go via Newmarket?
For me coming from Bayswater, North Shore, there's no good public transport option to The Strand. I currently take the ferry and walk for half an hour to get to the office. I would love a frequent bus service from the ferry to St Georges Bay Road along the waterfront. For me there's two issues, distance connecting the bus to the ferry and frequency of the services.

Kind Regards
Cheryl Adamson
General Manager
cheryl@parnell.net.nz