

**Submissions of the Ellerslie Residents Association to Auckland Transport**

**On the Auckland Regional Public Transport Plan**

**Dated 31st January, 2013**

**For submission at 11.30am on Monday 4th February, 2013**

**Submitters: Bryan Johnson Chairperson; David English Secretary**

**A) To what extent do you support or oppose the direction of the proposed Public Transport Network outlined in the Summary document and draft Plan (Chapter 5)? This proposes a shift towards a simpler, more connected network, with expanded frequent services, but is dependent on some passengers making connections to access more destinations.**

**1. ERA Response to Section 5 ‘Key Directions – Table 5-1**

The Ellerslie Residents' Association (ERA) supports the connective network option with integrated ticketing based on a zonal fare system.

* **Route Structure – Refer to Figure 5-2 Metro style schematic in 2016**

*i) The Motorway transport system through Ellerslie is already at it peak and there seems to be no information on mitigation from alternative routes such as AMETI and the Western Motorway Northern connection. The motorway entry points at Penrose and Greenlane are congested and motorway travel speeds at peak times are about 15-30km per hour with frequents stops. Consequently the rail system has the potential to deliver reliable public transport services to Ellerslie Residents. However rail needs feeder bus services to conveniently ensure access to the Railway station for those living more than 800 metres from the Station.*

*ii) The Central Isthmus needs a rail line layout that will allow for services in both directions around the isthmus with provision of a loop at Southdown to Sylvia Park. Using Westfield as an interchange is not an option due to security concerns and the very poor facility in an isolated industrial area. A Parnell rail station is needed deliver commuters to Parnell and to avoid all trains entering the congested Britomart Station. The ERA is very concerned that if Auckland Transport does not prioritise these services before the CBD underground loop commences we will not get these services for 10-15 years. These services would help build the use of the rail by Ellerslie Residents prior to the CBD project.*

*iii) Transport routes that enable commuters to travel across the Isthmus from Onehunga through Ellerslie to Stonefields and Meadowbank and St Heiiers are required. Referring to Figure 5-2 Metro Style schematic proposed service network indicates that the biggest gaps in services are in the Central Maungakiekie , Ellerslie/Mt Wellington and Meadowbank areas. However Figure 5-5 proposed all day service network 2016 indicates that during the daytime the service will improve but it is not convenient for East- West or West-East cross Isthmus travel.*

*vi)* *Ellerslie Residents need to be able to access the Airport by Rail. Travel times to the airport by road are unpredictable due to heavy traffic congestion and planes don’t wait for passengers. Current road travel times can vary by 30 minutes per trip unpredictably. Airlines have improved passenger check in times to 30minutes for domestic travel but public transport to the airport has not kept up with predicable travel times, and travel times to the airport have deteriorated over recent years.*

* **Enabling Infrastructure and Reliability and service performance**

*i) There is a concern that the Key Directions chapter 5 does not mention anything about public transport supporting employment priorities. Lower paid workers in Auckland need access to a Public transport system that will deliver them at an affordable price to major areas of employment. Many lower paid workers are denied jobs because their prospective employers require them to have their own vehicle for transport to ensure that they arrive at work on time. Auckland Transport needs KPI’s to measure Employer confidence in the Public Transport system and its reliability. It also needs to demonstrate that it has studied and researched the public transport service delivery to major employment centres from lower income suburbs rather than continuing the out of date ‘in and out’ of the CBD model of public transport. Service times also need revision to catch up with the needs of thousands of Aucklanders’ who no longer work 8 to 5pm jobs. Ellerslie Residents have a section of the population who are a reflection of this change in work hours.*

*ii) Refer to Figure 5-1 Proposed Service categories; Proposed minimum frequency and operating hours are not being delivered at Ellerslie rail station despite the opening of the Onehunga Line. We need a minimum frequency of 20 minutes throughout the day and 30 minutes after peak times, and then the service should be well utilized. The last service on week nights is not late enough.*

*iii) Refer to Figure 5-1 Proposed Service categories – Exclusive right of way is a road related target. Roads have failed Ellerslie Residents and the only hope for a reliable service is a well managed, efficient and accountable rail system.*

*iv) Auckland needs feeder services at all rail stations so Ellerslie Residents can take the train to various stations and then get to the local destination by a feeder bus that is frequent and reliable.*

*v) Park and ride facilities are needed at Penrose, Ellerslie, and Greenlane rail stations*

* **Customer information**

*i) Please refer to the section below headed - New Customer Communication and Marketing (No policy statement)*

**B) To what extent do you support or oppose the proposed Fares and Ticketing Policy outlined in the Summary Document and draft Plan (Chapter 6.4)? This would enable the use of a single ticket across different operators and public transport services and a shift towards a zone-based fare system.**

**1. Response to Section 6.4 - Fares and Ticketing of the Draft ARPTP**

a) The ERA supports the connective network option with integrated ticketing based on a zonal fare system (Policies 4.1, 4.2, 4.3)

*However, the following aspects of the implementation of new fares, services and systems must consider carefully the following points;*

* **Transport Staff Competency (not covered in the list of policies 4.1 to 4.9)**

*i) Transport Staff need adequate training about the integrated system so they can inform the public – currently there is a lack of knowledge by staff that commuters have observed especially in relation to how the fare structure works using the HOP card*

*ii) Utilize staff resources to inform the public and check public honesty (Policy 4.9) – we have observed rail staff sitting on trains talking among themselves instead of using that time to inform the public about services and fares structures etc. Very few rail staff have card readers to check that passengers on trains have zapped on at the station they entered the system.*

* **Incentive fares (Policy no 4.6 to 4.8)**

*iii) Provide incentive fares for people to try out the new services and build the habit of using public transport services – effective marketing, and then reward frequent users building the satisfied customer client base*

* **New Customer Communication and Marketing (No policy statement)**

*iv) Communicate effectively with potential new customers and provide incentives to try out services. Avoid using passenger penalties to* make *up for poor marketing and information services. For example at present there is a $10.30 fine for not signing on or off at a station and yet the card zapping posts are set end on to passenger entrances without any sign to say that these are the posts you must zap on at. They can be easily missed if a person is new to the system. Signage and staff explaining to people what to do would be helpful rather than fining people. Barriers guiding people passed the card zap-posts would help remind passengers to zap their cards rather than the Transport system gaining fine income for not communicating properly with new customers.*

*v) Carefully consider visitors to the City using the system so the system is visitor user friendly*

*vi) All communications should consider non-English speakers by using graphics and colour coding*

* **Farebox recovery (Policy 4.5)**

*vii) The fare system is fair and reasonable and assists people to use the system as much as possible so farebox recovery rates can be increased by maximizing utilization of services*

*viii) The system competes with other transport options to ensure patronage levels make the system or service pay for itself – research price level and price point patronage volumes so farebox recover can increase year by year eg 50% to 52.5% to %55% each year. Target sustainability rather than assume continuous ongoing subsidy*

*ix) Make a portion of the subsidies paid to operators from ratepayer funds to be earned from attracting passengers to the system by giving prepaid cards to residents to use and experiment with so operators have to earn the confidence of passengers to keep re-using the system*

**A. Other comments**

*All other comments in our original submission under section 3 ‘Other Comments’ have been incorporated into the two responses above and referenced to the appropriate section of the Draft Auckland Regional Public Transport Plan.*

The ERA wants to that Auckland Transport for the opportunity to make this submission in person.

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