

Beachlands Feedback Received and AT Responses

Feedback Received	AT Response																								
Why are the changes needed	The intention of our engagement was to inform you about the infrastructure (bus stops) that need to be installed to support the 738 bus route.																								
When will the new 738 begin operating	We will be introducing the new 738 bus route in Spring 2025 to provide more buses between Beachlands and Maraetai and connect with the Pine Harbour Ferry.																								
Why were the works stopped in 2024	It came to our attention that some members of the community did not receive our communications in September 2024 about the new 738 bus route improvements. In mid-December 2024 we made the decision to place any further construction works on hold pending further engagement to ensure we included the members of the community impacted by these works.																								
Why is AT consulting again	To ensure we reach all members of the community impacted by the 738 bus route infrastructure installation.																								
How many people got the information	In total, more than 1870 letters were sent out to the community for this consultation (2025) to ensure everyone affected receives the information and has an opportunity to share their views. The previous engagement in 2024 sent fewer than 800 letters, meaning not everyone in the community impacted by the proposed changes was informed and thus did not have the opportunity to provide feedback.																								
Delay with NZ Post Delivery	The material was provided to NZ Post a week prior, we expected the delivery to be carried out within expected timeframes. Due to the NZ Post delivery delay we accepted feedback until the end of March 2025.																								
What about the route, when did you consult on that	The Draft Regional Public Transport Plan (RPTP) was consulted on from 17 July to 17 August 2023 and AT received over 3,000 submissions. You can read more about this here. You can read the final RPTP here, page 117 notes the 738 Pine Harbour Bus Route, see below: <table><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>service changes</td></tr><tr><td>738</td><td>Pine Harbour</td><td>Maraetai – Beachlands – Pine Harbour</td><td>N/A</td><td>118</td><td>N/A</td><td>Local</td><td>New route from 2025</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Devote via Ninth View Avenue</td></tr></table> This will provide more buses, more often between Beachlands and Maraetai and better connections with existing transport modes.								service changes	738	Pine Harbour	Maraetai – Beachlands – Pine Harbour	N/A	118	N/A	Local	New route from 2025								Devote via Ninth View Avenue
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Did anyone do site visits to access these bus stop sites	Yes. A site visit was undertaken for all proposed locations on 30 May 2024 to understand the individual sites and constraints to be managed and designed around. A site visit was also undertaken as part of the optioneering of the terminus stop near Ninth View Avenue / Jack Lachlan Drive. Following a change to the proposed bus route to complete the loop around Jack Lachlan Drive rather than turnaround in the carpark at peninsula off the Ferry Terminal accessway, the bus operator also completed a trial run in a bus around the intersection which confirmed the need for NSAAT’s (No Stopping At All Times road marking) for vehicle tracking at this intersection.																								
The buses will ruin the roads	Local residential streets are suitable to buses and there is no evidence buses “ruin roads”. We recommend issues related to the road surface are logged for attentions by our maintenance contractors, you can do this here .																								

What are you doing about speeding buses	It is expected that bus operators adhere to posted speed limits. If you witness bus operators not adhering to the posted speed limit, please let us know by contact us on 09 355 3553 or online.
The bus is always empty	The 738 will be a new bus route designed to provide better connectivity with the Pine Harbour Ferry compared to the current 739 route. AT evaluates bus services using performance measures such as boardings per service hour, and the 739 meets its target. These reports are available on our website - AT Metro patronage report.
Will the buses travel in both directions	A section of the route is single direction loop for the terminus stop near Ninth View Avenue / Jack Lachlan Drive. The remainder of the route including Winterman Road bus stop pair will be bi-directional.
Why are you taking away on road car parks, we need them for our family, visitors.	When planning bus routes there are a number of factors that need to be taken into account. These include where they will be of the greatest benefit and where there is sufficient space for buses to operate safely. Auckland Transport acknowledges that this proposal will result in a loss of some on street parking spaces. We know that the removal of on-street parking can be inconvenient but multiple alternative locations have been considered during the investigation stage of this proposal, none of which were compliant with current Auckland Transport design standards for new bus stops. The loss of on street parking is a common disputed occurrence when new bus stops are established. Auckland Transport, when determining how to best utilise this space, gives priority to safety, pedestrian facilities, bus stops, bus lanes, loading zones, traffic flow and cycle lanes over other uses. On-street parking is only permitted when there is not an activity of greater priority that requires the use of the space. As such the establishment of bus stops takes priority over the use of this area for parking.
Why are you putting a bus stop over my driveway	Auckland Transport aims to keep the front 9m of a bus stop clear off driveways – so that we can ensure level boarding and alighting for customers with mobility issues. It is perfectly normal and acceptable for the rear part of a bus stop to be across a driveway, as this is one way that we can preserve more on-street parking within the vicinity of a bus stop. If we aimed to get all bus stops completely off driveways, we would take more on-street parking to achieve the same outcome. It is not desirable to move the rear portion of all Auckland bus stops off residential driveways.
Don't you need resource consents	Tree owner approval and resource consent for tree pruning, work in root zones and removals through the area route zone has been granted.
What is the cost to the Rate Payers	The new bus route is funded by the Climate Action Transport Targeted Rate (CATTR) alongside other public transport improvement projects in the area. This rate is designed to contribute to transport choice, equity and wellbeing. Our current budget for the bus route works is \$1.6M (design and construction).
How is the 739 bus route interacting with the new 738 bus route	The 738 bus route is separate to the 739 bus route. After the go live of the 738 bus route, there will be two services operating in this area. The 738 bus route will run between Maraetai and Beachlands with the focus to bring passengers closer to the ferry terminal than the existing 739 bus route. The existing 739 bus route runs between Maraetai, Beachlands and Botany town centre.

We received an extra letter about a hearing, what does this mean	The “hearing” is in relation to bus shelters outside specific properties and is not related to bus stops or the bus route. As required under section 339 of the Local Government Act (1974) Auckland Transport contacted both the property owner and occupier when a bus shelter is proposed to be placed directly in front of their property. The property owner and/or occupier only can request a “hearing” with AT within 14 days of being notified of the proposed bus shelter directly outside their property. This section of the Local Government Act applies to the <u>shelter component only</u> and does not apply to either the bus route or bus stops.
Where are the water tankers meant to park when they make deliveries	Suppliers will have beacons on their trucks and will set up temporary traffic management / pop-up cones to protect and isolate the work zone / operational area when they are pumping water to residential tanks. It is expected that the frequency of water deliveries will vary throughout the year with less need during winter, and more deliveries required during summer.
What is the length of the bus stops	The standard length of a bus stop box is 15m. Auckland Transport aims to keep the front 9m of a bus stop clear off driveways – so that we can ensure level boarding and alighting for customers with mobility issues. If the tail end of a 15m bus stop box falls within a driveway, the length of the bus stop is extended so that the tail end of the box falls outside of a driveway.
A bus stop in front of my property reduces its value	Having a bus stop outside your house can offer several benefits: – Convenience: Easy access to public transportation reduces the need to walk long distances making the commute faster and more convenient. – Increased Property Value: Proximity to public transport can increase the value of a property as it is a desirable feature for many potential buyers or renters. – Reduced Car Dependence: With a bus stop nearby it is easier to use public transport regularly, reducing reliance on personal vehicles and lowering transportation costs. – Environmental Impact: Easy access to buses encourages more eco-friendly travel reducing everyone carbon footprint by opting for public transport over driving. – Community Interaction: Bus stops can serve as small social hubs offering a chance to meet and get to know neighbours and the local community. – Cost Effective: Using public transport is often cheaper than owning and maintaining a private vehicle. The \$50 weekly fare cap helps with public transport affordability plus older residents have a Gold Card which means they can use public transport for free after 9am and on weekends.
Are the buses going to be diesel, what about pollution including noise pollution	The buses on this route will be diesel to begin with however over time will be replaced with zero-emission vehicles. Auckland Transport is moving towards an emission-free fleet. More information on mission electric can be found on the AT website.
What are you doing about cars that already speed in the area	This project involves installing new bus infrastructure to support the 738 bus route, we are not investigating speeding as part of this project. If you have concerns related to speeding, please contact us on 09 355 3553 or online.

What size will the buses be on this route	The length of the buses will be 12.8m standard bus.
How frequent will the buses be running	Two buses an hour will be operating at peak commuting times on weekdays and hourly outside of these times.
Will the buses run all weekend and all night	The timetable is yet to be finalised with the bus operator, but the last bus is expected to be at about 8:30pm with two later trips to meet later ferries on Fridays and Saturdays.
On a narrow road, what will happen when rubbish and recycling need to pass a bus	For narrow roads on the route, bus operators are aware of potential conflicts with other larger vehicles, and in these situations one will "give way" to the other if the road space does not allow both to continue down a section of the road.
Extent of No Stopping At All Times (NSAAT) road marking at the corner of Constellation Avenue and Third View Avenue	The extent of the NSAAT is more than required for tracking around the intersection. Through the Safe System Audit, it was raised that there were concerns with the visibility to the pram crossing on Constellation Avenue, after further review by AT's Road Safety Engineers, the intersection with Third View Avenue was confirmed to have substandard visibility. We have attached plans which were prepared for the approach sight distance for 2 potential conflicts: 1. Vehicle approaching pedestrian using the pram crossing. 2. Vehicle from Constellation Avenue conflicting with vehicle on Third View Avenue. The visibility required for safe intersection sight distance (preferred) is also included in these plans. Through workshops with our safety team, it was determined that at this location which has existing non-compliance for visibility, introducing the NSAATs required for approach sight distance is a suitable compromise to improve safety at the intersection while understanding the volumes of traffic and usage of the area