

# Future Beachlands Maraetai bus services 2015 Engagement Survey Results



**Have your say**  
on changes to the  
**Pine Harbour Ferry**  
and future **Beachlands**  
and **Maraetai bus**  
**services**



Public feedback is open **19 October**  
to **2 November 2015**

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# 1. Executive summary

The Beachlands Maraetai bus and ferry survey was undertaken from the 19<sup>th</sup> of October through to the 2<sup>nd</sup> of November 2015. 298 hard copy feedback forms were returned and 243 online surveys were completed, totalling 541 responses.

## **Ferry Feeder**

One of the key topics investigated in the survey was the viability of trialling a ferry feeder bus service. Even though 51% (255 people) of the 503 people who responded to the question said they would not use a ferry feeder, 49% of the respondents (248 people) said they would use it. This suggests that if we could implement a ferry feeder service, there would be a relative level of demand. Results from the question asking what time people would use it, indicated that the demand would spread across the whole day. Strong support was shown for the necessary infrastructure changes (to the road layout and parking area) that would need to be made at Pine Harbour to provide such a service.

The survey undertaken by the Pohutukawa Coast Community Association (PCCA) earlier in 2015 received a similar result on this topic, with 338 people saying they would use a ferry feeder service and 443 people saying they wouldn't.

## **The current 589 bus service**

The majority of respondents (70%, 177 people) would like the current 589 service changed and 30% would like to leave the service as it is. When people were asked to describe what changes they would like to see, the most common response was for more frequency, followed by suggested route changes. Because 177 respondents voted to change the service, compared to the 60 respondents who said they currently use the 589 service, this indicates that patronage is likely to grow if changes were made.

When respondents were asked to rank their preferred destinations for a new bus route, Pine Harbour Ferry Terminal was the most preferred option (136 people), followed by Botany Town Centre (126 people) and the Auckland Airport (86 people). However, Botany is still clearly an important destination for residents, because in the question asking people what journeys they would like to make if we changed the 589, the most favoured destination was still Botany Town Centre.

If route options are explored, consideration would need to be given to how viable a service would be with current development in the area, budget constraints and the Pine Harbour ferry timetable. More frequency is certainly something the community of Beachlands and Maraetai want, along with late evening bus options. They would also like more destination options from their bus service, for example connection to train stations.

## **Next steps**

The next steps from the survey will include:

### The current 589

#### **Increased frequency**

As a response to the high level of feedback desiring increased frequency and hours of service, Auckland Transport will include an improved timetable in the East New Network tender contracts for the current 589 service.

This will propose to operate from Beachlands and Maraetai to Botany at an hourly frequency between 6am – 8pm, Monday to Friday; and between 7am – 8pm Saturday and Sunday. It will propose to operate from Botany to Beachlands and Maraetai also at an hourly frequency

from Monday to Friday between 6am – 7pm, and Saturday and Sunday between 7am – 7pm.

If confirmed, this new timetable would be implemented at the same time as the East New Network, which is currently planned for the end of 2017.

### **Alternative routes**

The next steps that Auckland Transport will take towards potential alternative routes, include:

- Explore alternative destination options from Beachlands/Maraetai or better connection points to other services on the public transport network.
- Work out potential kilometres and cost for the routes.
- Seek funding for future services through AT's budget processes.

### **Ferry Feeder**

The next steps that Auckland Transport will take towards a potential future ferry feeder bus service, include:

- Investigate possible route options to provide a ferry feeder service.
- Work out the kilometres and costs for the routes.
- Work out infrastructure requirements, including investigating bus stops and bus turnaround options at Pine Harbour.
- Seek funding for future services and infrastructure through AT's budget processes.

More investigation about the planned development for the area will be undertaken, as this will influence the planning of any new bus routes. New roads can potentially provide better route options, and housing development can help determine the potential usage of a service.

### **What's the big picture?**

Over the next few years, a new bus network is being introduced for Auckland's metropolitan suburbs. As a result, until the New Network is completed (estimated for 2018) there is limited budget available for the infrastructure changes required to provide a ferry feeder service in Beachlands and Maraetai, and to investigate alternative route options.

However, even though funding for new services may not be submitted until 2018, we are investigating if it is possible to increase the frequency and operating hours of the current 589 service when the East Auckland New Network is introduced, which is currently planned to be implemented in 2017. This would respond to some of the key interests of the Beachlands Maraetai community that were reflected in this survey.

## 2. Background information

Beachlands and Maraetai are growing areas of Auckland, with an increasing need from the community for quality transport links. As part of the New Network bus review for the whole Auckland Region, we ran a survey to investigate what changes are required for bus services in Beachlands and Maraetai.

Currently Beachlands and Maraetai have one bus service available, the 589 to Botany Downs via Maraetai and Whitford. On average the 589 provides six trips per day on weekdays and five trips on Saturday, as reflected by the current timetable below. There is no service on Sundays.

	Botany Town Centre (Stop 6233)	Whitford	Shelly Bay Rd	Beachlands Post Office	Maraetai	Whitford	Botany Town Centre		Botany Town Centre (Stop 6233)	Whitford	Shelly Bay Rd	Beachlands Post Office	Maraetai	Whitford	Botany Town Centre
<b>Monday to Friday</b>								<b>Saturday</b>							
AM			6.15	6.20	6.30	6.40	7.00	AM			8.50	8.55	9.05	9.15	9.35
	7.20	7.40	7.50	7.55	8.05	8.15	8.35		9.40	10.00	10.10	10.15	10.25	10.35	10.55
	8.50	9.10	9.20	9.25	9.35	9.45	10.05		11.00	11.20	11.30	11.35	11.45	11.55	12.15
	12.25	12.45	12.55	1.00	1.10	1.20	1.35	PM	1.00	1.20	1.30	1.35	1.45	1.55	2.15
PM	3.05	3.25	3.35	3.40	3.50	4.00	4.20		2.20	2.40	2.50	2.55	3.05		
	4.40	5.00	5.10	5.15	5.25	5.35	5.55								
	6.05	6.25	6.35	6.40	6.50										

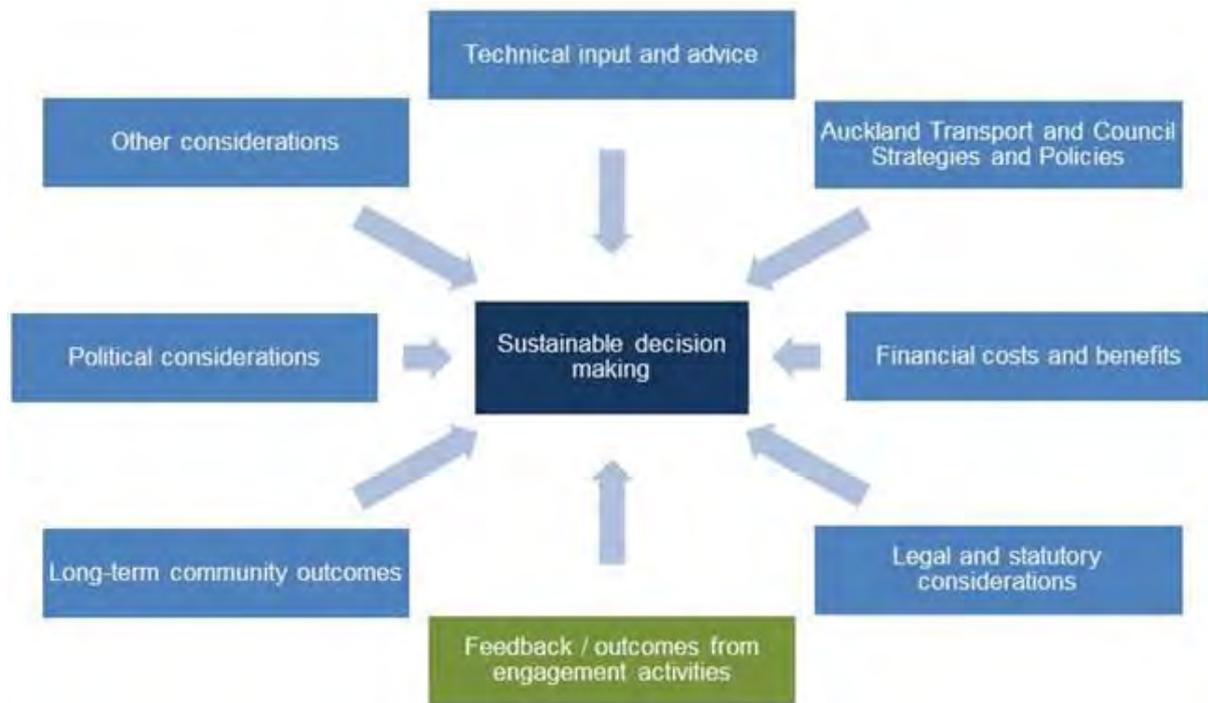
The timing of the bus survey coincided with the need to run a survey on a new timetable proposed for the Pine Harbour ferry, therefore we combined the questions into one bus-ferry survey. The data collected was divided to serve the research purposes for the ferry team, and the public transport network team. In this report, only the feedback related to bus services is included. As an appendix, the separate ferry analysis report is attached.

While our aim for the survey was to collect general feedback on what bus services would be required for the Beachlands and Maraetai community, we were clear in our communication that there are certain geographical and financial constraints with what we can propose.

For example, at present there are constraints to providing a ferry feeder bus due to the narrow road entrance at the Pine Harbour Ferry terminal, and therefore changes to the roads and parking would be required to provide such a service. Also, at morning and evening peak times, a single bus operating this route would only be able to connect with every second ferry.

For these reasons, this survey is only the first step in possibly implementing changes to the bus services for Beachlands and Maraetai. The information gathered will be used to inform our next steps going forward, which could involve a second stage of consultation based on new routes and services proposed.

Any future bus service changes would be implemented based on the sustainable decision making model. We will consider feedback, funding, expected demand and road layout constraints.



### 3. Survey approach

The survey ran from 19 October to 2 November 2015, however we accepted feedback forms through the mail until Friday 6 November.

A brochure containing the survey, which could be returned ‘Freepost’, was sent via personally addressed mail to all residents and businesses (including PO Boxes) in the Beachlands and Maraetai area, as well as being available on the Pine Harbour Ferry. An online version of the survey was available on the Auckland Transport ‘Have Your Say’ website page.

Other actions that were taken to raise awareness of the survey:

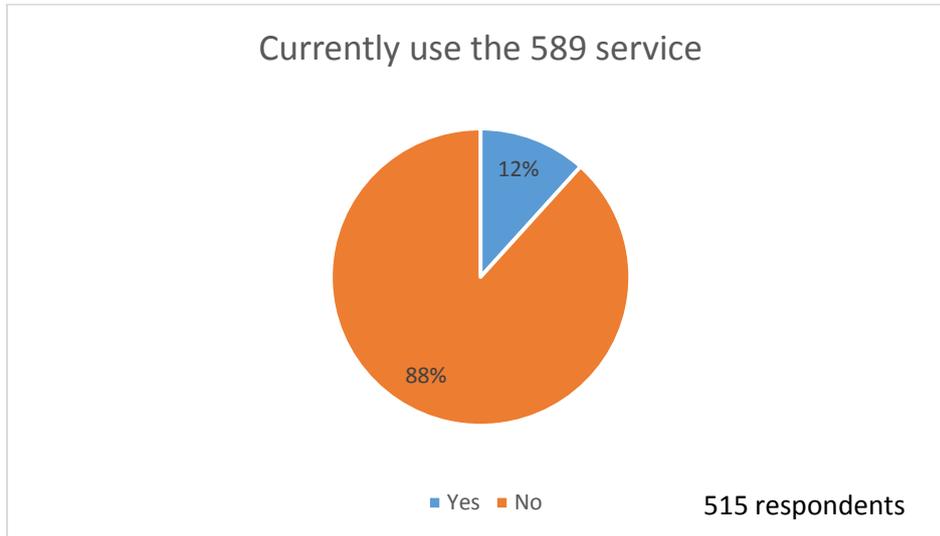
- Memos were sent to the Mayor, MPs, Councillors, Local Boards, Operators and Advisory Groups.
- An advertisement ran in the Pohutakawa Coast times and the Eastern Courier.
- A media release was sent to local papers, resulting in an editorial article published in the Pohutakawa Times.
- A poster advertising the survey was displayed on the Pine Harbour Ferry.
- Posters were displayed at current bus stops.

### 4. Summary of feedback

A total of 541 submissions were received, comprising of 298 hardcopy feedback forms and 243 online submissions. The brochure was mailed to 2,674 households, which equalled a response rate of approximately 20%.

## 4.1. Current 589 usage

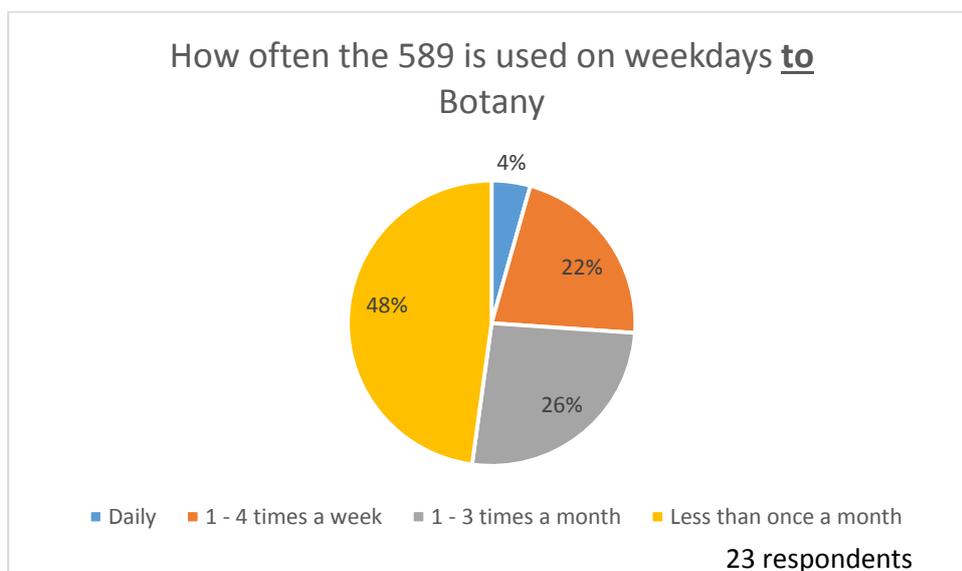
Of the 541 people who participated in the survey, 515 people responded to the question asking whether they use the current 589 service. 12% (60 people) said they do use the 589 service and 88% (455 people) stated they don't. The 589 is the current bus service to Botany Town Centre via Whitford.



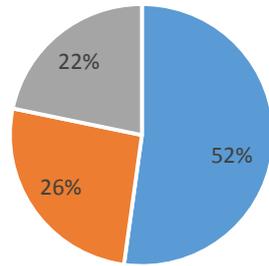
Of those people who use the 589 service, we wanted to find out when they use it on weekdays and weekends, to and from Botany.

For weekday services travelling to Botany, almost half of the respondents (48%) said that they use it less than once a month, and between 6-9am being the most common time it is used (52%).

Although 60 people said they caught the 589 service, only 55 went on to provide detailed answers to the next questions. 25 respondents use the 589 service from Botany during the week and 55 people indicated they used it to Botany on Saturdays.



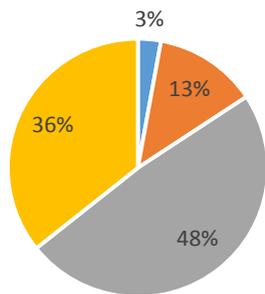
Times the 589 is used on weekdays to Botany



23 respondents

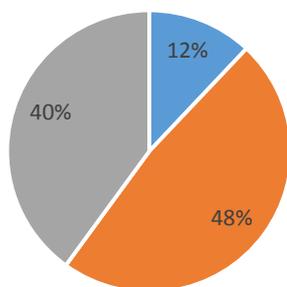
48% of respondents said they use the 589 service 1 to 3 times a month on weekdays from Botany, with daily use being the least selected option (3%). Between 9am-3pm (inter-peak) was the most predominant time people used the 589 from Botany to Beachlands and Maraetai (48%).

How often the 589 is used on weekdays from Botany



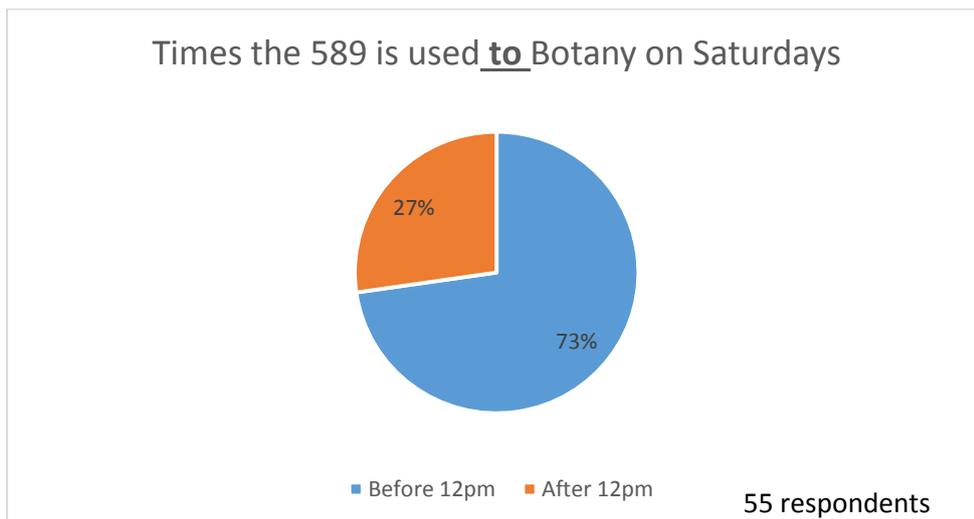
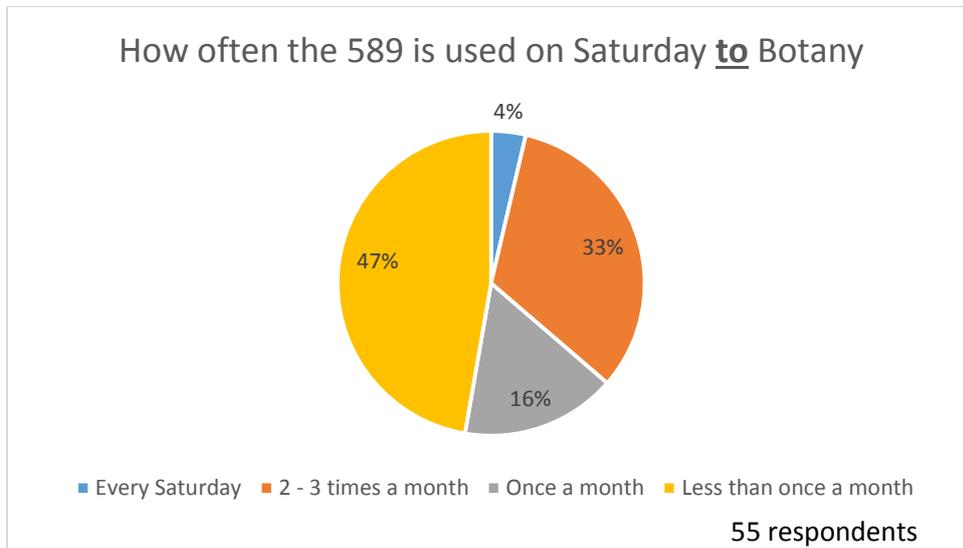
25 respondents

Times the 589 is used on weekdays from Botany



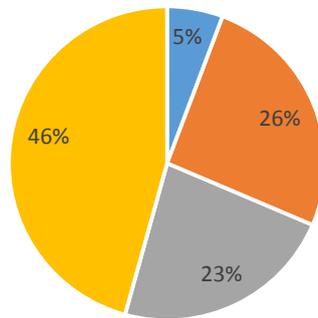
25 respondents

Currently the 589 service only runs on Saturdays at inter-peak times (between 9-3pm). The majority of the respondents either use it less than once a month (47%) or 2 to 3 times a month (33%) on Saturdays to get **to** Botany. 73% of people said they use it before 12pm to Botany.



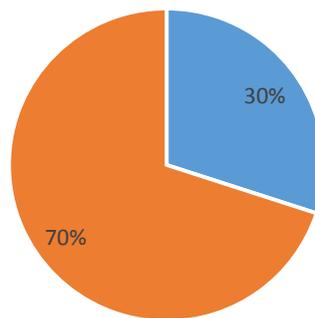
On Saturdays **from** Botany, 46% of respondents said they use it less than once a month, while only 5% use it every Saturday. 70% of respondents said they use the service after 12pm, and 30% before 12pm. This suggests that on Saturdays people use the 589 service before 12pm to get to Botany to shop within mall hours or for other activities, and leave after 12pm from Botany when the mall is near closing.

### How often the 589 is used on Saturday from Botany



■ Every Saturday ■ 2 - 3 times a month ■ Once a month ■ Less than once a month  
35 respondents

### Times the 589 is used from Botany on Saturdays



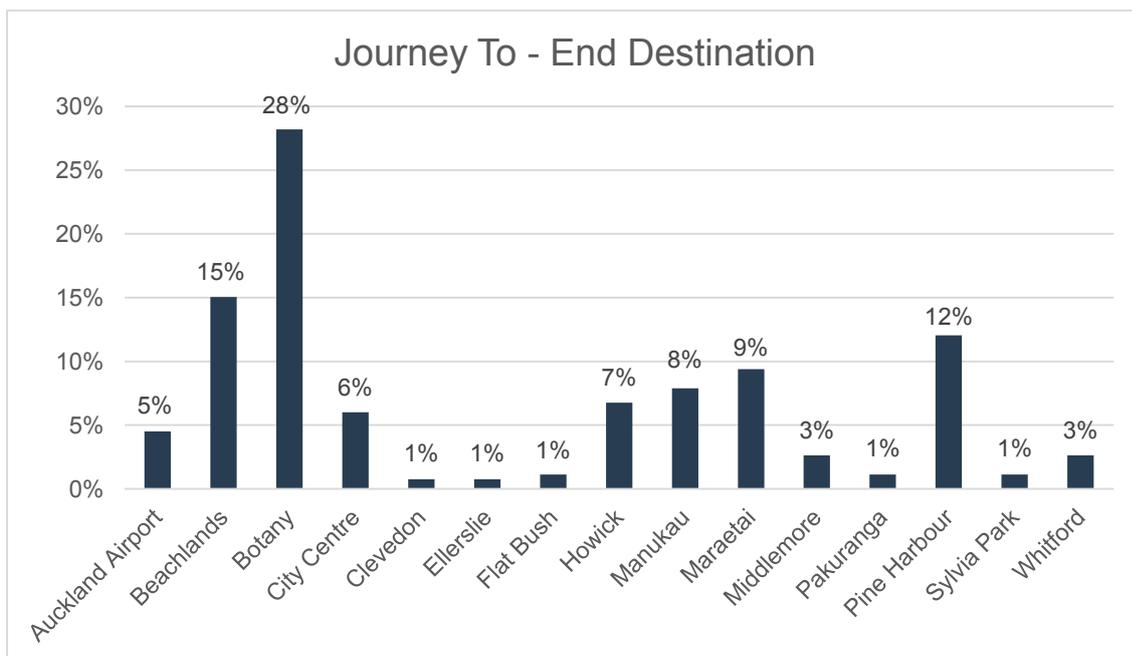
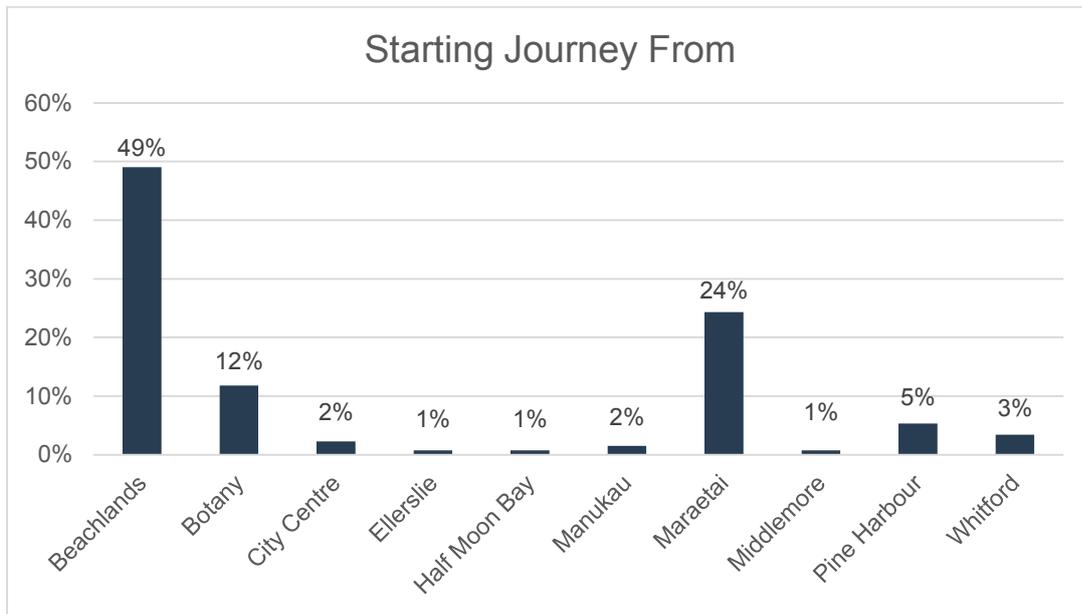
■ Before 12pm ■ After 12pm  
35 respondents

Another assumption we can make is that people use the 589 service to leave Beachlands/Maraetai, but return to the area by alternative arrangements. This is based on the feedback of 55 people saying they used the 589 to leave Beachlands/Maraetai but only 35 stated they used the 589 to come back home. A reason for this could be that the 589 service does not run late or frequent enough to suit people's travel requirements in the weekend. Currently the last 589 service on Saturdays from Botany Town Centre to Maraetai is at 2.20pm, and there are only four services throughout the day.

## 4.2. Changes to the 589

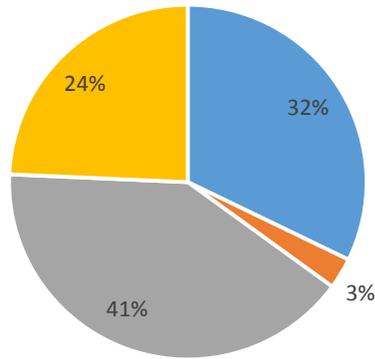
If we were to change the current 589 bus service, we asked what journeys people would make; from where they would like to start and end the journey; at what time of the day; on weekday or weekends. We also asked how often people would make these trips. 269 people completed these questions, indicating that there is more demand to change the service than there are people currently using it. 49% said they would start their journey from Beachlands and 24% from Maraetai. 28% put their preferred end destination as Botany, 15% to

Beachlands and others would like to go to Pine Harbour (ferry terminal), Manukau or Howick.



Of the people that informed us on what journeys they would like to make, 41% indicated their preferred time of travel as inter-peak (9am-3pm), followed by AM (32%) and PM (24%) peak times. There was a relatively equal demand for services on a weekday (58%) and on weekends (42%).

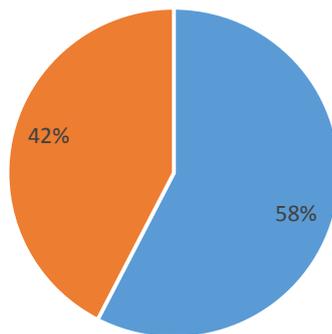
### Preferred Time of Day for a Service



■ AM Peak ■ Evening ■ Inter peak ■ PM Peak

177 respondents

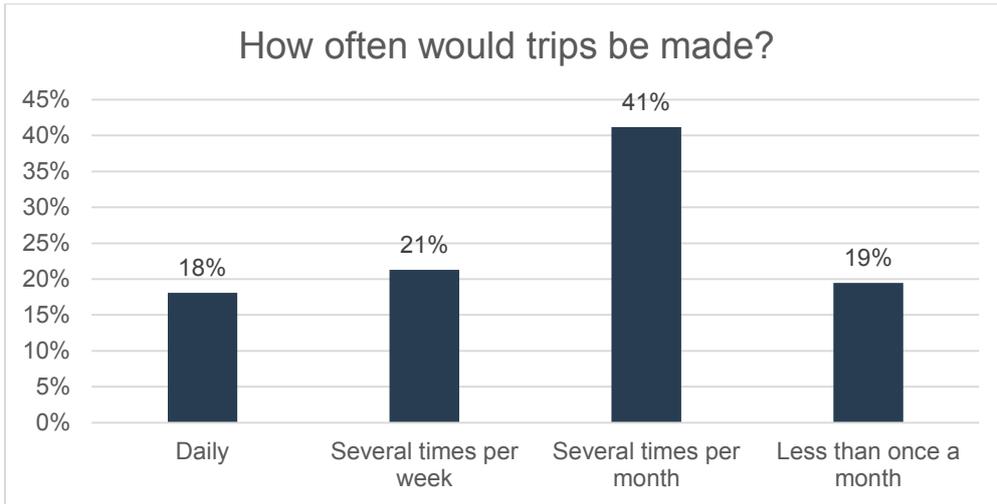
### Weekday or Weekend service preferred



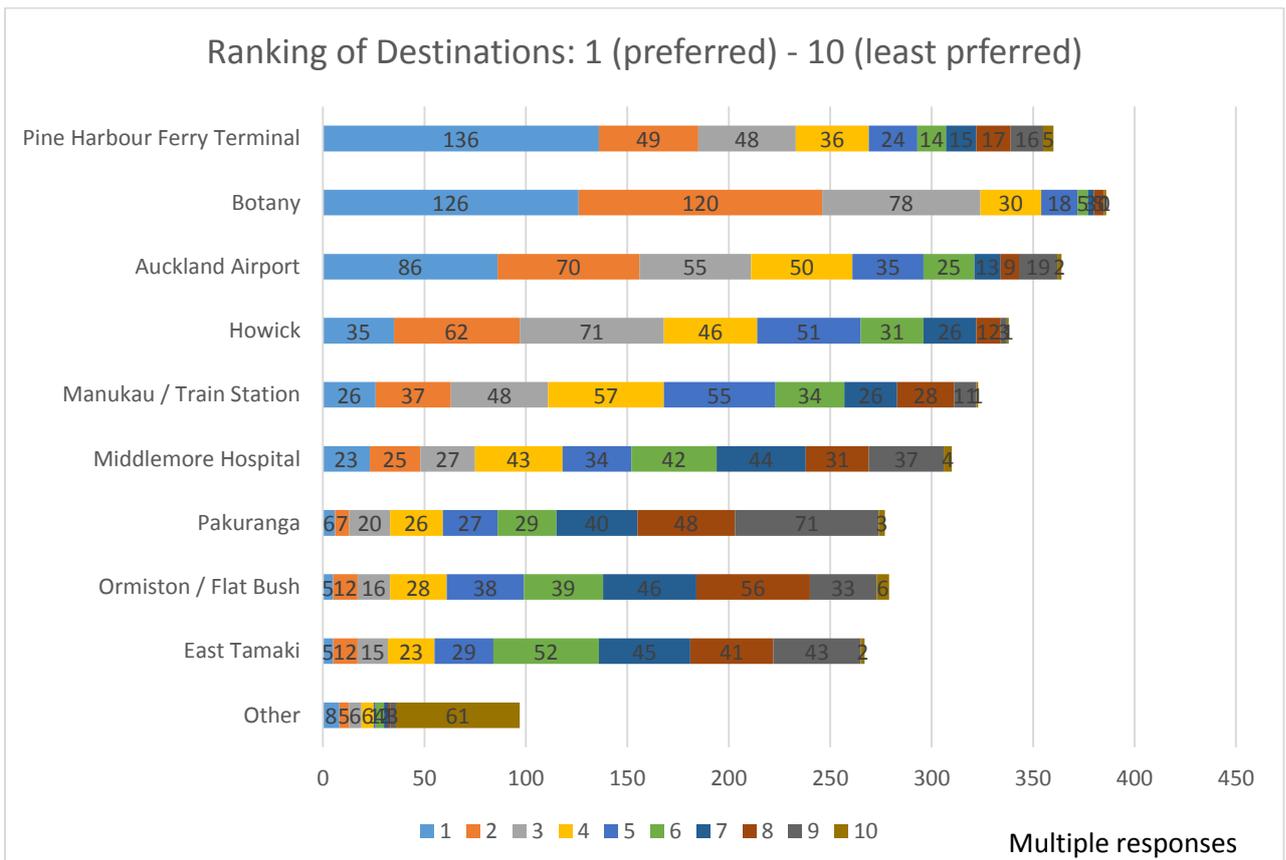
■ Weekday ■ Weekend

198 respondents

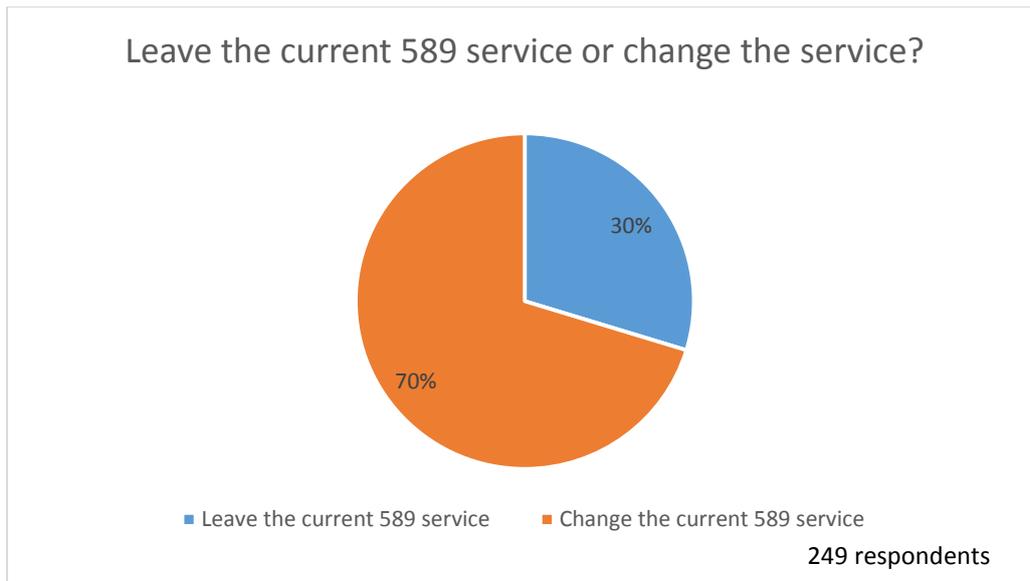
221 people responded to the question about how often they would make their identified trips, with the majority indicating several times per month (41%), followed by several times per week (21%). However, daily use ranked lowest as to when people would make such trips (18%).



When people were asked to rank possible destinations in order from 1 to 10 (1 = most preferred, 10 = least preferred), Pine Harbour Ferry Terminal was the most preferred option as a destination (136 people ranked it 1). Botany was another popular destination, plus 120 people chose it as their second most significant destination. The Airport came out strongly as the third most preferred destination for people. It is interesting to note that 156 people put the airport as their first or second preferred destination. The purpose of travel however, is unclear as to whether people wanted connections to the airport for travel or work commute.



There was an option given to either leave the current 589 service as it is or change it, and 70% of people preferred to change the current 589 service.



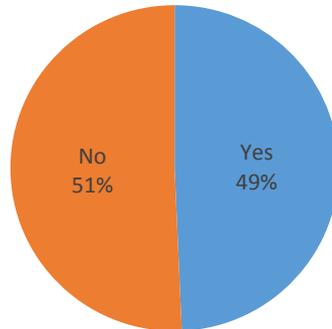
Respondents were asked to describe how they would change the current 589 service, and the following key themes were identified:

- More Frequency: People wanting more frequency was the most common response. More frequency in general, especially on weekends and in the evening.
- Local Service: A few suggestions were made for a local ferry feeder service to Pine Harbour (27 comments).
- Direct Buses: There was some demand for a direct bus to Howick via Mission Heights; a more direct route to Botany that has a shorter journey time; and a direct bus to the airport was also suggested.
- Journey times and Connections: People wanted the bus timetable to start earlier and finish later, providing later bus options for people. Shorter journey times and connections to more destinations (train stations) were also suggestions made by submitters. For example, connections to Auckland City buses, Panmure and Manukau train stations.

### 4.3. Demand for a ferry feeder service

We wanted to explore the demand for a ferry feeder service to Pine Harbour Ferry Terminal, and asked if people would use such a service if it was timed to connect to the ferry. 503 people responded to the question, with 51% saying “No” they wouldn’t use a ferry feeder service and 49% indicating they would use a ferry feeder service if provided. This suggests that there is demand for a ferry feeder service from at least 246 people.

If we could provide a Beachlands and Maraetai bus service that was timed to connect with the ferry, would you use it?



503 respondents

The survey undertaken by the Pohutukawa Coast Community Association (PCCA) earlier in 2015, received a similar result on this topic. Their report outlined that within their survey 338 people said they would use a ferry feeder service and 443 people wouldn't.

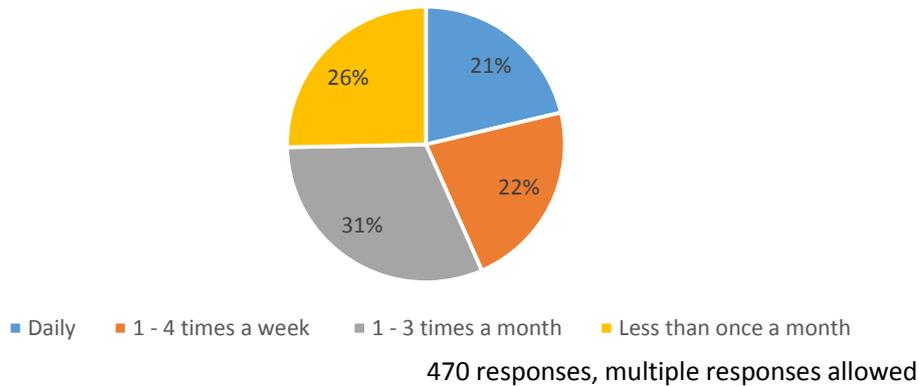
### 4.3.1. Methodology

Question 17 was a complex multiple-response table to explore the potential usage of a ferry feeder service, and there were various ways that the data could be analysed. We chose to split the data into the below categories which could then be used to draw statistics.

- 1) On weekdays, how often would people use a ferry feeder?
- 2) On weekdays, what time of day would they use it?
- 3) On weekends, how often would people use a ferry feeder?
- 4) On weekends, what time of day would they use it?

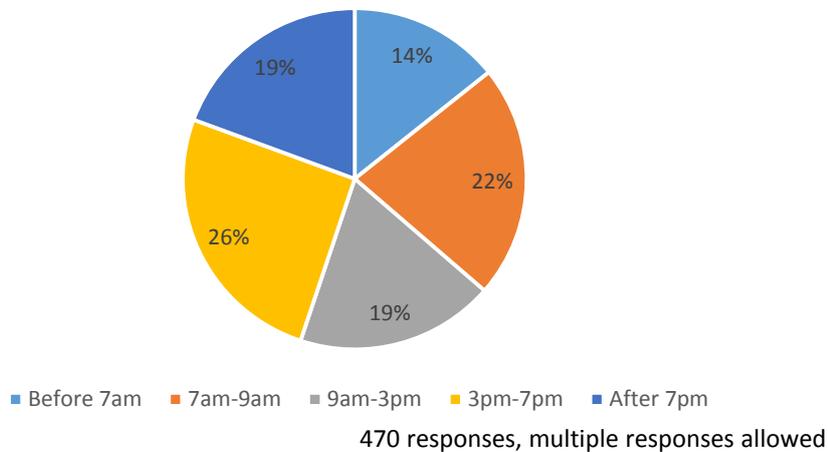
On weekdays, statistics show that there is a daily demand for such a service, with 43% of respondents saying they would use it either daily or 1 to 4 times a week. 31% said they would use it 1 to 3 times a month, and 26% of people said they would use it less than once a month.

On weekdays how often would you use a Pine Harbour ferry feeder service?

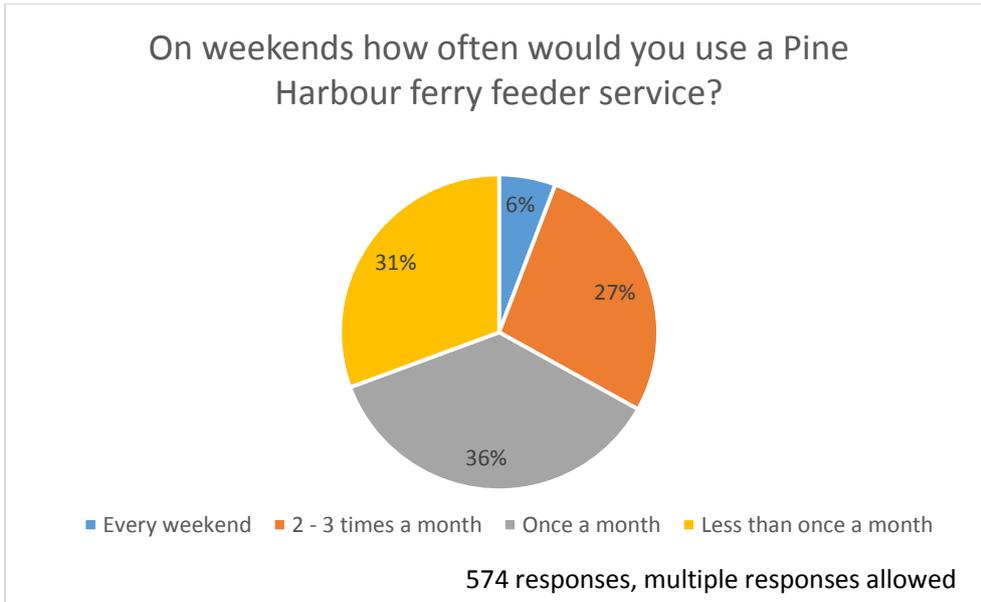


For the time of day, 26% of respondents said they would use a ferry feeder service between 3-7pm on weekdays. 19% of respondents said they would use such a service during inter-peak (between 9-3pm), and 19% also said they would use it after 7pm. 22% of respondents said they would use it at morning peak 7-9am. This suggests that on weekdays there is an all-day demand present for a ferry feeder service.

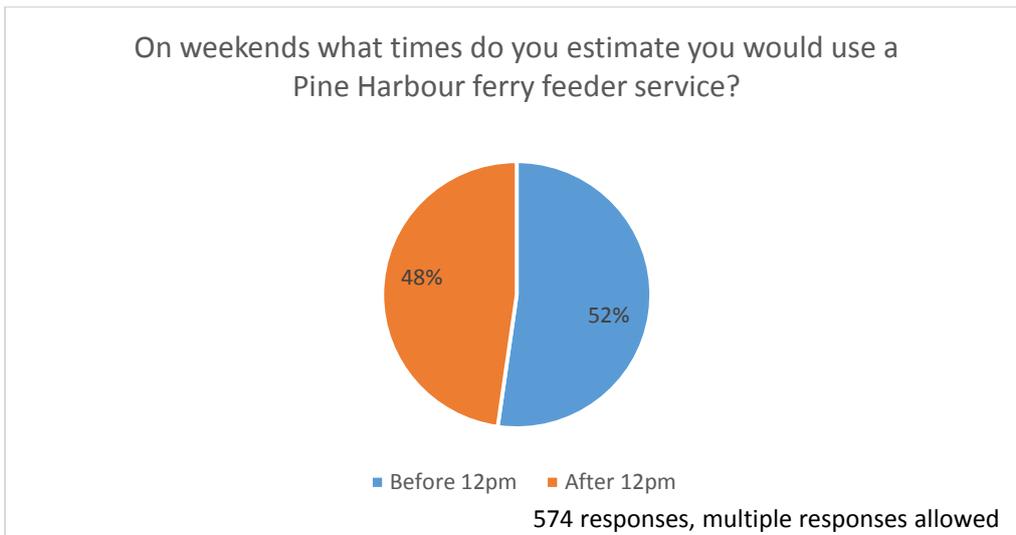
On weekdays what times do you estimate you would use a Pine Harbour ferry feeder service?



On weekends (Saturday and Sunday), the majority said they would use a ferry feeder service once a month (36%) or less (31%). 33% combined said they would use it every weekend or 2 to 3 times a month.



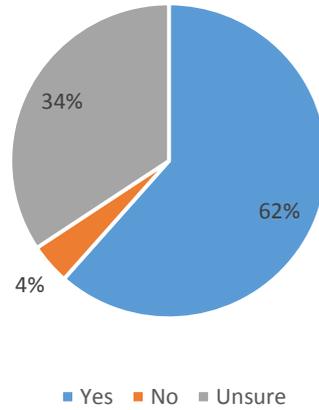
Roughly, a similar percentage of respondents said on weekends they would use a ferry feeder service before 12pm (53%) and after 12pm (48%), once again suggesting demand for all day use.



#### 4.4. Infrastructure considerations to provide a ferry feeder service

Changes to the road layout and parking area at Pine Harbour would need to be undertaken to be able to provide a ferry feeder service (involving partly privately owned land) and when asked if people would support these changes, 62% said yes they would, 34% were unsure and only 4% said they wouldn't support the changes. This demonstrates strong support to provide a ferry feeder service, even though it would require altering some of the entry and parking space at Pine Harbour.

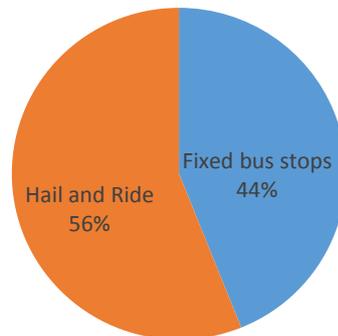
Do you support changes being made to the road layout and parking area at Pine Harbour in order to provide a ferry feeder bus?



504 respondents

Currently the 589 operates with only a few fixed bus stop locations, and we wanted to get the views of the community on their preference of hail and ride or fixed bus stop locations. 56% said they would like a hail and ride service and 44% preferred fixed bus stops. It is important to note that a ferry feeder service may need to have fixed bus stops on its route in order to be punctual to the timetable.

Preferred option on fixed bus stops along route or hail and ride



444 respondents

## 5. Other influencing factors to consider

- **Ferry:** A new Pine Harbour ferry timetable was introduced on 29<sup>th</sup> February 2016, after changes were made as a result of public feedback. The new timetable includes extra sailings at peak times during the week, and two late Friday night services. A new vessel has also become operational, with 100 seat capacity. It can be assumed that the increase in the ferry timetable will grow patronage, and because there is limited parking available at the Pine Harbour ferry terminal, this will eventually reach capacity and the demand for a ferry feeder service will increase.

- **Development:** Beachlands and Maraetai is a growing area with vast residential and town centre development occurring. The current population of the area is 6,768 (based on 2013 census) and is forecasted to increase to 10,000 residents. This survey considers the views of the present community only, and the views or needs of new residents to the area may differ. Roads that will make accessing Pine Harbour easier and be able to provide shorter journey times for a potential ferry feeder are not yet developed.
- **Infrastructure:** Bus stops and a bus turn around at Pine Harbour with changes to the parking layout will be necessary to provide a ferry feeder service; however there are current budget constraints present on what can be achieved.
- **Patronage:** Currently the 589 service from Botany to Whitford/Maraetai is not well patronised, with only 1312 total boardings for the month of March 2016, averaging 62 people per day. Both the highest boarding and alighting destination was Botany Town Centre, followed by Shelly Bay Rd. On average, 20 to 30 people are using the 589 service from Maraetai per month.  
To note: There is some uncertainty where people actually board or alight the current 589 service in Beachlands and Maraetai, as there are only a few formalised bus stops and the service does operate on a hail and ride basis on request.

## 6. 2013 Census demographics for Beachlands – Maraetai

According to the 2013 Census, 50% of Beachlands and Maraetai residents are male and 50% female. There seems to be an even representation of ages when looking at population by age (Fig 1). The largest age groups are 40-44 years (11%) and 65 years and over (11%). The age group with the fewest number of people is the 25-29 year category (3%). The majority of the residents in Beachlands and Maraetai are employed full time (54%), whilst others are a mixture of part-time employment or not in the labour force. Only a small minority (3%) were unemployed at the time of the census in 2013 (Fig 2).

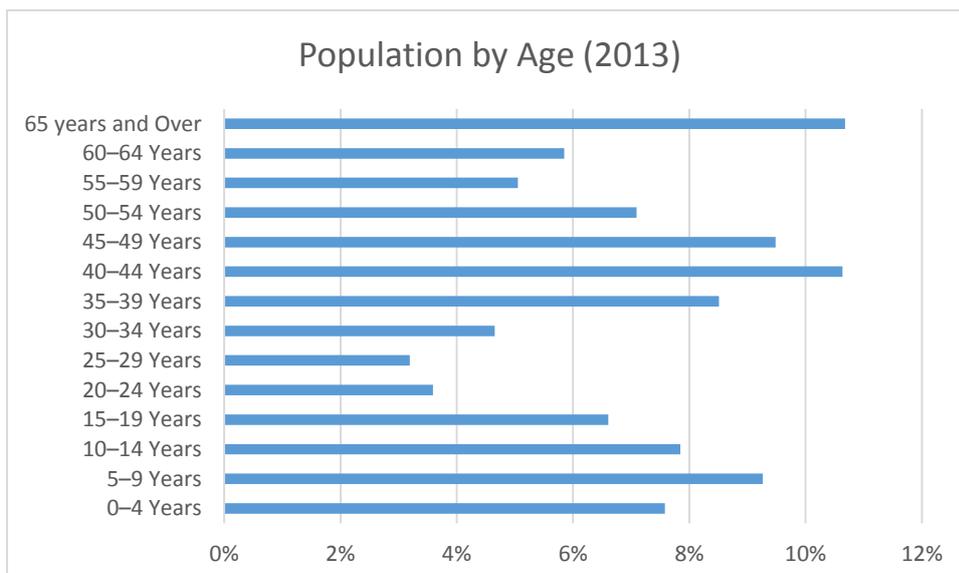


Fig 1: 2013 Census, Population by Age of people from Beachlands and Maraetai.

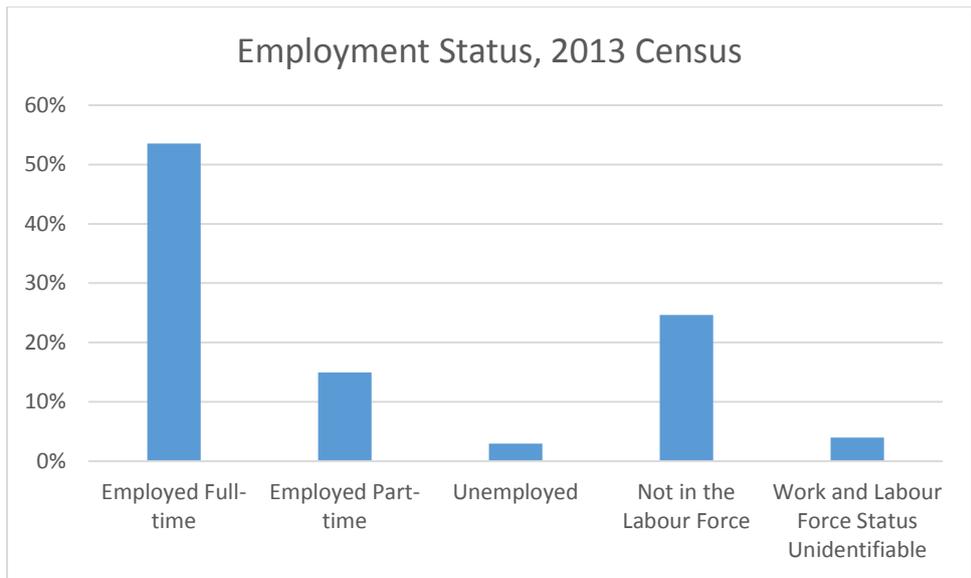


Fig 2: 2013 Census, Employment Status of people from Beachlands and Maraetai.

## 7. Appendix – Ferry analysis of survey

From: AT Metro, Ferry Services  
Date: 7 December 2015  
Subject: Pine Harbour Ferry New Timetable Consultation (Interim Update)

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### Background

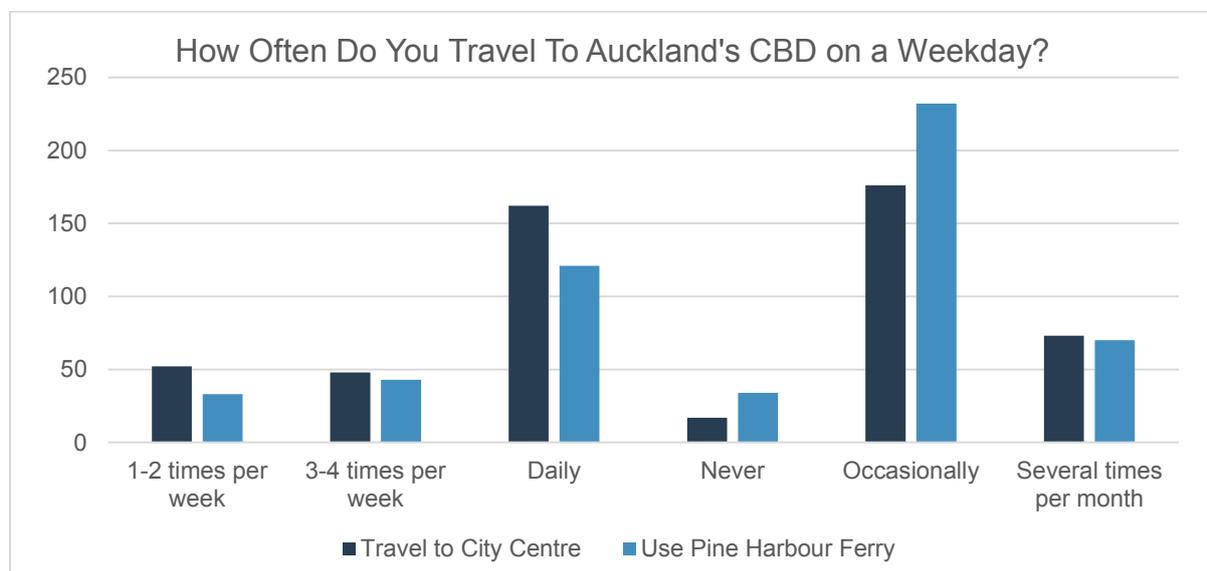
An addressed mail out consultation to people within the Beachlands/ Maraetai area was undertaken from the 19<sup>th</sup> of October through to the 2<sup>nd</sup> of November. The consultation was also available online through the AT website and hardcopy handouts were given out on board the Pine Harbour Ferry.

298 hard copies were returned and 243 online surveys were completed – totalling 541 responses. The addressed mail out was sent to 2,674 houses, equalling a response rate of approximately 20%, which the New Network team have said is very good in comparison to other consultations they have undertaken.

### Current Behaviour

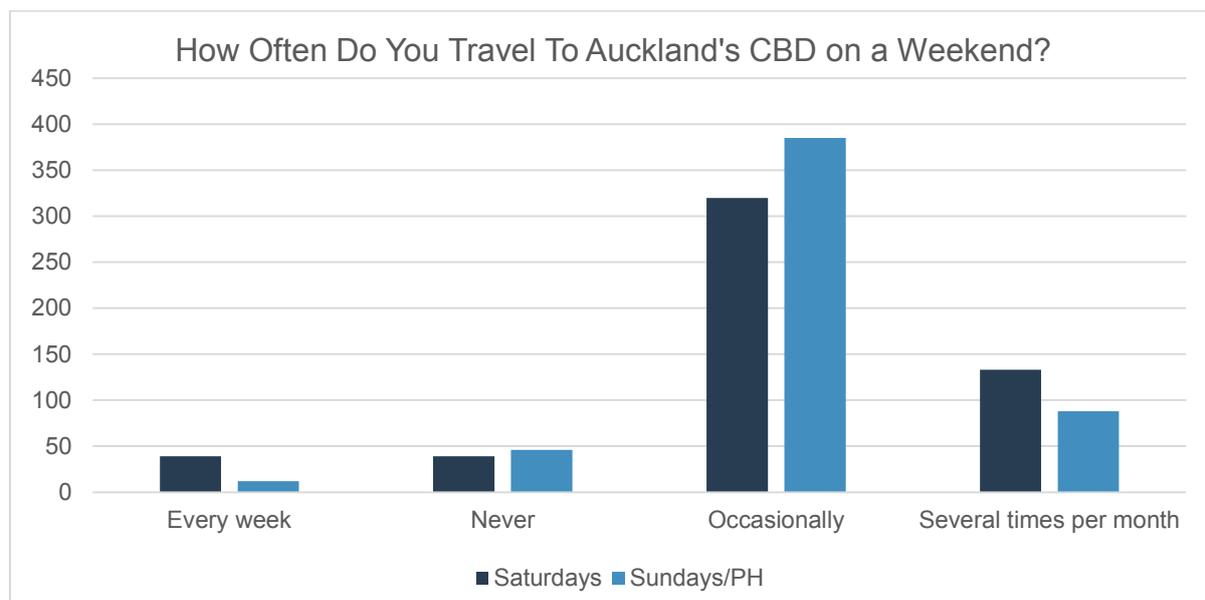
Over 70% of respondents lived in the 2018 postcode of Beachlands/ Maraetai, 2571 was the second most common postcode, but accounted for only 3% of respondents.

Respondents were asked how often they travel to Auckland's city centre on weekdays (by any method) (Q1), and how often they use the Pine Harbour ferry (Q4).



Responses showed that travelling occasionally (33%) and daily (31%) to the city centre were the most common. However, in terms of using the Pine Harbour ferry these results spread to occasionally at 44% and daily at 23%, showing that there is definite potential to convert occasional users to daily users.

Questions 2 and 3 asked participants about how often they travel to the city centre on Saturdays and on Sundays/ Public Holidays.



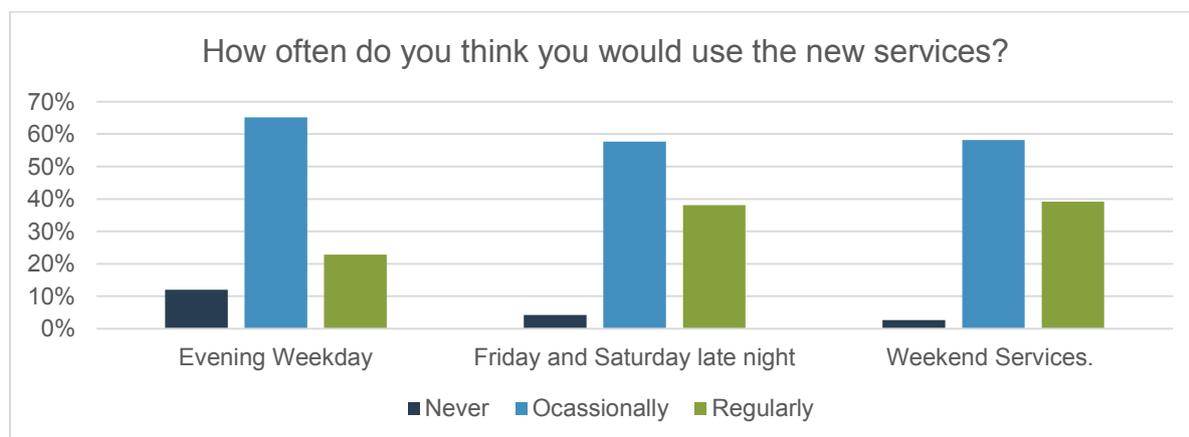
Only a very small percent of respondents said they never travel in to the city on a weekend, with the vast majority responding occasionally.

Of respondents who already used the ferry, 68% drove to the ferry terminal and 26% walked (Q5). Of those who don't use the ferry, 87% said they drive to the city, and 9% said they caught the bus or train (Q6).

### Review of the proposed new Pine Harbour timetable

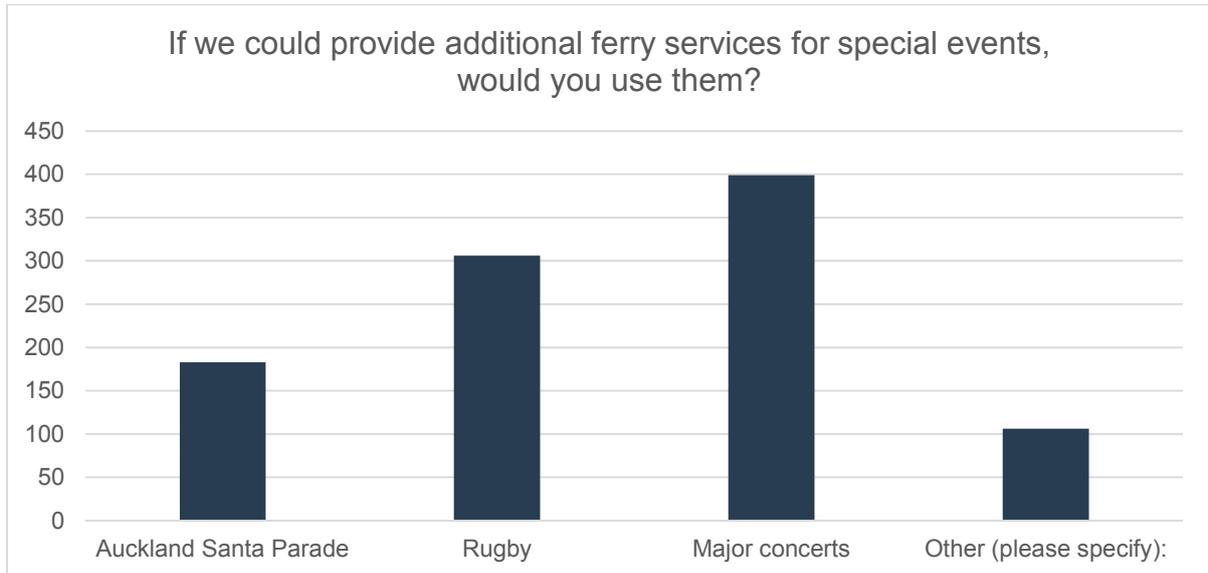
87% of respondents said that the new ferry timetable accommodated their travel requirements (Q7) and 88% said the new timetable would encourage them to use the ferry more often (Q8). A very encouraging 95% of people who don't currently use the ferry said that the proposed changes would encourage them to give the ferry a go (Q9).

Respondents were also asked in regards to the new services of: Evening weekday, Friday and Saturday late night, and weekends, how often they thought they would use them.



These are extremely encouraging responses and suggest there will be good utilisation of all the proposed new services.

There was also a strong indication that respondents would be interested in using additional special event ferries if they were provided:



Other events that respondents indicated they would be interested in using special event ferries for included:

- Food festivals
- Theatre / ballet
- Netball
- Laneway music festival
- Marathon

Question 10 of the survey gave participants an open ended space in which to write what changes would need to be made to better meet their travel requirements, or assist them in choosing the ferry for their travel. 313 of the respondents put forward written responses to this.

Of all the comments, 89 of them were positive saying they liked the proposed changes, or suggesting things that were being proposed. Examples such as:

- "Proposed changes look great for weekend travel."
- "Exactly what you have done"
- "Weekends + later sailings are great. Thanks :)"
- "The proposed changes fulfil all my ferry requirements"
- "The new timetable will help as the later sailings and weekend sailings would suit me"
- "It's great to be able to go to town for arvo then be able to have dinner"

The most common change requested revolved around pushing the Friday and Saturday late night sailings out later than 10:10pm to accommodate for being able to go to movies/shows/events etc. 78 comments were classified into this category, e.g.:

- “Later time for when major shows/concerts at Vector Arena are on. Returning at 10.10pm will be too early.”
- “Later return than 10.10pm return on weekend evening to allow for dinner out or movies say 11.50pm”
- “You need a later ferry return on Friday/Saturday night. 10pm is too early. Most shows in Auckland finish 10.15pm cannot make it needs to be 11pm”
- “The new timetable is a brilliant step in the right direction, and I'm so happy to see Friday night and weekend services starting up. The only improvement I would suggest is to have a REALLY late night one, like 11:30pm or midnight, to catch those people who have seen an 8pm movie or been to Eden Park etc.”
- “Return sailing on Friday + Saturday night could be 11.00pm or 11.25pm”

Other common categories of recommended changes included:

- Bus connections to the ferry terminal (22)
- Making fares cheaper (20)
- Great frequency during the day on new weekend timetable (18)
- Later evening weekday service (18)
- Extra sailing between 9:00am and 10:30am ex PH (7)
- Extra sailing between 5:50pm and 6:30pm ex Downtown (6)
- Requests for keeping current times of 7:20am & 7:40am ex PH and 17:20 ex DT (7)

## Timetable Revisions

The revised timetable is based around a number of requests and comments, and although a lot of the times have minor tweaks from the timetable put out for consultation, these are typically only 10 minute differences. The biggest changes are highlighted in the table below:

		Current Timetable		Proposed Timetable in Consultation		Revised Proposed Timetable	
		Pine Harbour to Downtown Ferry Terminal	Downtown Ferry Terminal to Pine Harbour	Pine Harbour to Downtown Ferry Terminal	Downtown Ferry Terminal to Pine Harbour	Pine Harbour to Downtown Ferry Terminal	Downtown Ferry Terminal to Pine Harbour
Monday to Friday		6:20 am	7:00 am	06:20 am	07:00 am	06:20 am	07:00 am
		6:50 am	7:30 am	06:50 am	07:30 am	06:40 am	07:20 am
		7:20 am	8:00 am	07:10 am	07:50 am	07:00 am	07:40 am
				07:30 am	08:10 am	07:20 am	08:00 am
		7:40 am	8:20 am	07:50 am	08:30 am	07:40 am	08:20 am
		8:10 am	8:50 am	08:10 am	08:50 am	08:00 am	08:40 am
		8:40 am	9:20 am	08:30 am	09:10 am	08:30 am	09:10 am
				09:00 am	09:40 am	09:10 am	09:50 am
		10:00 am	10:40 am	10:30 am	11:10 am	10:10 am	10:50 am
		11:20 am	12:00 am	12:00 am	12:40 pm	11:30 am	12:10 pm
		1:20 pm	2:00 pm	1:30 pm	2:10 pm	1:00 pm	1:40 pm
		2:40 pm	3:20 pm	2:50 pm	3:30 pm	2:40 pm	3:20 pm
		3:10 pm	3:50 pm	3:20 pm	4:00 pm	3:40 pm	4:20 pm
		4:00 pm	4:40 pm	3:50 pm	4:30 pm	4:00 pm	4:40 pm
				4:10 pm	4:50 pm	4:20 pm	5:00 pm
		4:30 pm	5:10 pm	4:30 pm	5:10 pm	4:40 pm	5:20 pm
		4:40 pm	5:20 pm	4:50 pm	5:30 pm	5:00 pm	5:40 pm
		5:20 pm	6:00 pm	5:10 pm	5:50 pm	5:30 pm	6:10 pm
		6:00 pm	6:40 pm	5:50 pm	6:30 pm	6:00 pm	6:40 pm
			6:30 pm	7:10 pm	7:00 pm	7:40 pm	
Friday Nights Only			7:50 pm	8:30 pm	8:30 pm	9:10 pm	
			9:30 pm	10:10 pm	10:30 pm	11:10 pm	

The first change (yellow) minimises the gap in sailings in the mid-morning period ex PH from an hour and a half, down to an hour. This was requested in a number of comments such as:

- “A ferry after 9am and before 10:30am. The gap is too much at the time of the morning.”

To achieve this, the 9am sailing was pushed back 10 minutes, which should also be beneficial for SuperGold users, and the 10:30am brought back to 10:10am.

The next major change (green) is designed to have a sailing ex AKL to allow parents working in town to get back to pick kids up from school at Beachlands, which gets out at 2:30pm.

e.g. “A ferry at lunchtime Mon-Fri from Downtown to Pine Harbour would assist greatly ie. 1.30pm or 1.45pm to get back to Pine Harbour in time for Beachlands School getting out at 2.30pm. I’m sure there are lots of working parents that need to be back in time for the school run from work.”

There were also approximately 18 comments that mentioned a wish to have a later evening service throughout the week. The proposed change is to push the 7:10pm sailing from Auckland back to 7:40pm. This is a compromise that doesn’t require any additional sailings but gives people more flexibility to work later, or stay out for drinks/ dinner, but still is no more than an hour gap. Supported by comments such as:

- “A later ferry from the City to Pine Harbour on weekdays for when working late (say 7.30pm or 8pm departure from the city)”
- “Weekday later than 7.10pm to enable meal and drinks after work. say eg 7:30pm 7:45pm 8/8:30pm”
- “All later ferries are welcome as I can't guarantee getting off work early enough to catch the current 6:40pm.”

The final timetable change proposal is to push out both of the Friday late night sailing – the 8:30pm to 9:10pm, and the 10:10pm to 11:10pm. There were over 80 comments requesting the final sailings be pushed back to after 11pm, to allow people to go out to shows / movies etc.

### **Comparison to Pohutakawa Coast Community Association Survey**

Overall, the results from the Pohutakawa Coast Community Association Survey support the changes proposed in the new Pine Harbour ferry timetable. The main feedback relates to increased capacity, increased peak service, and later evening services.

Their results suggest that 96% of respondents would use a Friday late night service at least occasionally, with 21% saying they would use it every week.

### **Post-survey actions**

In February 2016 the new Pine Harbour Ferry timetable was introduced. Some modifications were made to the version proposed above due to negotiations with the operator. This included the removal of weekend services, which was the result of limited funding. Auckland Transport will look at providing weekend services in the future, when budget becomes available.

The final (current) Pine Harbour Ferry Timetable is as per the below.

## PINE HARBOUR TO AUCKLAND

Monday to Friday Only- (excluding public holidays)

Travel Time to and from Auckland is approximately 35 minutes.

From Pine Harbour	From Auckland (Pier 3)
6:20am	7:00am
6:40am	7:20am
7:00am	7:40am
7:20am	8:00am
7:40am	8:20am
8:00am	8:40am
8:20am	9:10am
9:05am	9:50am
10:10am	10:50am
11:30am	12:10pm
1:00pm	1:40pm
2:40pm	3:20pm
3:40pm	4:20pm
4:00pm	4:40pm
4:20pm	5:00pm
4:40pm	5:20pm
5:00pm	5:40pm
5:20pm	6:00pm
6:00pm	6:40pm
7:00pm	7:40pm
Friday Nights Only:	
8:30pm	9:10pm
10:30pm	11:10pm