

Hobson Street Bus Lane Extension

Community Feedback Report



Summary of public consultation feedback

August 2023

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Project overview, benefits, and impacts

Project overview

Waka Kotahi NZ Transport Agency and Auckland Transport (AT) are working in partnership to deliver a range of important short- and long-term bus improvements for people living in Northwest Auckland. These changes, including dedicated bus lanes along the North-western Motorway (SH16), will more than double the number of people within a 45-minute bus journey of the city centre.






To ensure that people making use of these bus services can get into and out of the city centre quickly and easily, AT is proposing to introduce some bus lanes on Hobson Street. The main changes proposed were:

- Extending the existing bus lane on Hobson Street to create a continuous bus lane operating 24/7 from Fanshawe Street to Cook Street (current bus lane is Victoria Street to Cook Street).
- A bus lane replacing the existing clearway on the eastern side of Hobson Street, between Cook Street and Pitt Street. The bus lane will operate 2.30pm to 7pm, Mon-Fri (same hours as the existing clearway).
- Changing the bus layovers between Fanshawe Street and Wyndham Street. One will be moved 30m north and one will be extended from 65m to 72m.
- Removing two parking spaces and relocating one mobility space on the east side of Hobson Street, between Fanshawe Street and Kingston Street.
- Removing one of the two right turn lanes on Hobson Street at the Victoria Street West intersection.
- Installing a raised pedestrian crossing on the left-turn slip lane from Hobson Street into Pitt Street.



For more detailed information please visit [Hobson Street bus lane extensions \(at.govt.nz\)](https://at.govt.nz/hobson-street-bus-lane-extensions)

Project benefits and impacts

<p>Improved public transport</p> 	<p>Buses are experiencing significant delays along Hobson Street. The bus lanes will improve bus travel times and reliability (buses are more likely to be on time) making buses a more attractive travel option.</p> <p>Improved reliability also reduces bus operating costs as fewer buses are required on standby.</p>			
<p>Bus trips benefited (by Nov 2023)</p> 	<p>AM Peak</p>	<p>Interpeak</p>	<p>PM Peak</p>	<p>PM Off-Peak</p>
	<p>22 buses</p>	<p>22 buses</p>	<p>38 buses</p>	<p>16 buses</p>
<p>Better use of space</p> 	<p>Auckland has limited space and a bus lane is a more efficient use of space than a general traffic lane. One bus lane or four traffic lanes have the capacity to transport around 8,000 people per hour. However the capacity of both, significantly more so for traffic lanes, is reduced in urban environments with intersections etc.</p>			
<p>Impact on general traffic</p> 	<p>The proposal will have little impact on travel times for most general traffic.</p> <p>However, vehicles turning left into Pitt Street will have to queue in the straight-through general traffic lane before entering the bus lane (to turn left) 50m from Pitt Street.</p>			
<p>Construction</p> 	<ul style="list-style-type: none"> • Most the changes can be accommodated within the road footprint. As such works will have a limited impact on traffic flow or property access along the route. • Works will take around 4-6 weeks, with works on each section taking 2-3 weeks. • Some trees may require pruning to create clearance for double decker buses. 			

Influence of public feedback on project decisions

Communications during the public feedback period stated:




“Due to the importance of improving public transport and the significant benefits this project will bring, we will only consider cancelling the project if public feedback raises exceptional impacts of which we are currently unaware.

However, we will be carefully considering public feedback to see if there are potential changes that will reduce the proposals impacts and/or increase its benefits.”

Summary of feedback

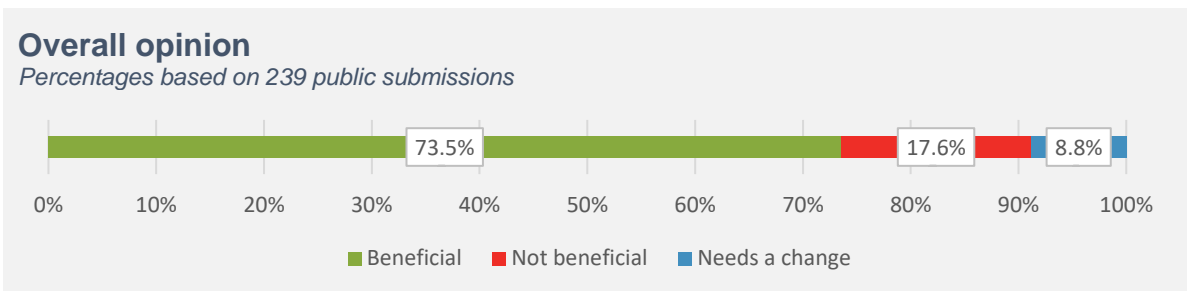
Submissions received

We requested public feedback on the proposed bus lane extension between 26 April to 21 May 2023. We received 244 submissions - 239 from the public and 5 from key interest groups.

		
225 online survey responses	13 mailed-in submissions	6 emailed submissions

Key learnings

The proposal was well-received, with most respondents (73.5%) telling us there would be mostly – or exclusively – positive impacts, compared to 17.6% who told us the proposal would result in negative outcomes. 8.8% of submissions focused on changes to the proposal.



Top themes in feedback

51%	said the proposal would result in minor or no negative impacts
41%	told us that the bus lane would speed up buses
26%	mentioned improved bus reliability would be an outcome
17%	told us it would cause increased congestion
17%	said the bus lane would make public transport a more attractive option

You can read more about the feedback we received in the [Your feedback](#) section.

Project decisions and next steps

After considering public and key interest group feedback we have decided to progress the project through to construction with no major changes.

Construction will start in mid-late October 2023; adjacent residents and businesses will be notified in advance. Please note:

- Most the changes can be accommodated within the road footprint. As such, works will have a limited impact on traffic flow or property access along the route.
- Works will take around 4-6 weeks, with works on each section taking 2-3 weeks.

Public feedback process

We requested public feedback on the proposed bus lane extension between 26 April to 21 May 2023.

Activities to raise awareness

We used the following initiatives to let you know about the proposal and the opportunity to share your thoughts:

 <p>Project webpage</p>	 <p>Sent letters to residents, businesses, and organisations surrounding Hobson Street</p>	
 <p>Social media advertisements and posts</p>	 <p>AT Ambassadors handed out project information to people using Hobson Street buses</p>	 <p>Emailed key interest groups about the project</p>

How people provided feedback

The public provided feedback via an online survey on the [project webpage](#), a freepost feedback form attached to the letter (see [Attachment 1](#)), or by email.

Your feedback

What we asked you

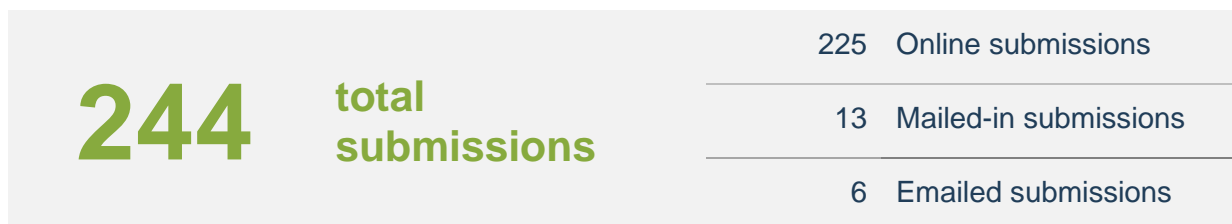
In addition to background information, such as your interest in the proposal, we asked three questions about the proposal:

1. What do you think the benefits of the proposal are?
2. What do you think the adverse impacts of the proposal are?
3. What would you change about the proposal?

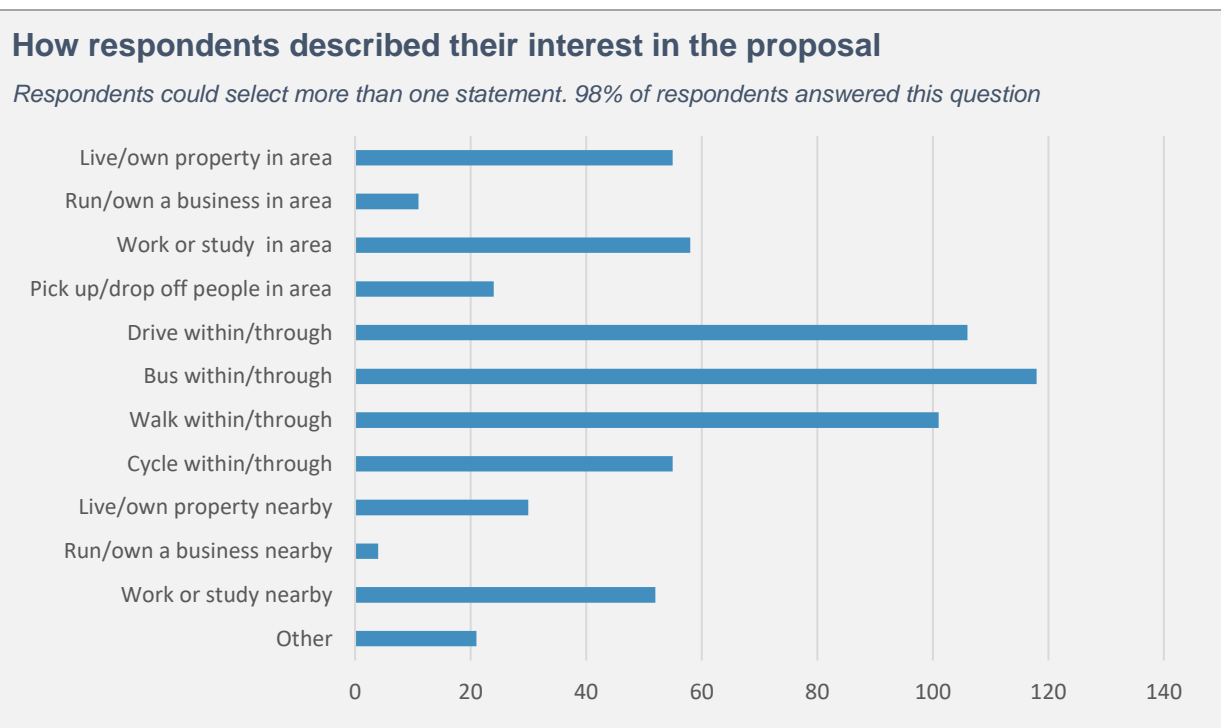
The public were also informed that “due to the importance of improving public transport and the significant benefits this project will bring, we will only consider cancelling the project if public feedback raises exceptional impacts of which we are currently unaware.

However, we will be carefully considering public feedback to see if there are potential changes that will reduce the proposals impacts and/or increase its benefits.”

Number of submissions received



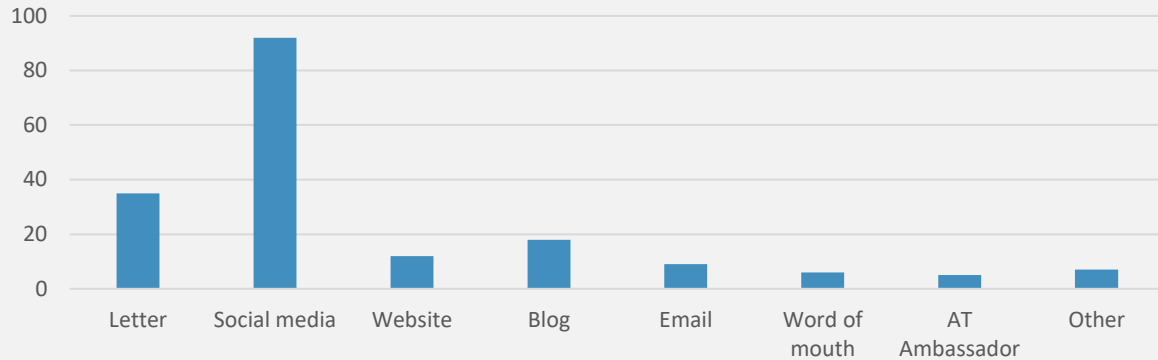
Respondents interest in the proposal



How respondents heard about the proposal

How respondents heard about the proposal

74% of respondents answered this open text box question



What respondents consider to be benefits of the proposal

232 respondents provided a response to the question “What do you think the benefits of the proposal are?”. Most respondents highlighted how the extended bus lane would **improve the bus services** along Hobson Street. One in 10 respondents told us the extension would have no positive outcomes.

Eight benefits were mentioned by at least 5% of respondents (i.e. in more than 12 submissions):

Improved bus speeds

98 mentions



“Faster bus trip times along Hobson St”

“Quicker bus trips, less often a bus will be stuck in a queue of cars.”

“Faster flow of buses”

Improved bus reliability

61 mentions



“Better journey time reliability for buses along this route”

“Reliable bus travel - congestion won't impact travel time.”

“More reliability for western buses”

Public transport would be more attractive

40 mentions



"This will make using public transport a more appealing option for many commuters"

"More people likely to take public transport because it will be faster"

"It encourages people to use public transport"

The project would generally improve public transport

31 mentions



"I think this will be a net positive and improve Auckland buses"

"Great for bus users"

"Improve public transport through an important inner-city corridor."

Reduced congestion on Hobson Street

30 mentions



"Reduce traffic, congestion and improve safety."

"Less congestion overall"

"Resilient transport choices - congestion like what happened during the May floods won't impact dedicated bus lanes."

There are no benefits

29 mentions



"It will not help whatsoever"

"There aren't any to be honest"

"None"

Reduced greenhouse gas emissions

21 mentions



"Lower CO2 emissions"

"Increased bus reliability, speed, cost & carbon emission savings."

"Lower transport emissions."

More efficient use of road space

19 mentions



“Improves the efficiency of the road.”

“Providing bus priority along Hobson Street is a more efficient use of road space (than a car lane) as buses can carry larger amounts of passengers.”

“Improved people movement along Hobson St”

Respondents who expect mostly or exclusively positive impacts from the extended bus lane were likely to **take buses in the area** (56% of submitters) and **work or study nearby** (26% of submitters).

What respondents consider to be negative impacts of the proposal

218 people provided a response to the question “What do you think the adverse impacts of the proposal are?”. About half of submissions (49%) **did not foresee any major adverse impacts**. About one in six respondents said the bus lane extension may increase congestion.

Three negative impacts were mentioned by at least 5% of respondents (i.e. in more than 12 submissions):

There are no, or only minor, negative impacts

120 mentions



“None. Doing nothing is the most adverse impact to happen.”

“Minimal compared to current layout.”

“Just a short period of time where construction will impact noise pollution and traffic”

Increased congestion

41 mentions



“There is already too much traffic, removing lanes available to cars will not help.”

“Enhanced congestion and additional delays, in particular for commuters wanting to go from Hobson Street onto Pitt Street.”

“Have you been recording the backlog to get on to the motorway as it is... reducing a lane will make this worse!”

Inconvenience to drivers

20 mentions



“General traffic will be inconvenienced.”

“It’s near impossible to drive in the city already. This will make it even worse.”

“Drivers will have less space.”

Other frequently mentioned responses included concerns about the **reduction of on-street parking** on Hobson Street (9 mentions) and **inconvenience to residents and businesses** (8 mentions).

Respondents who told us there would primarily be negative impacts were likely to **drive in the Hobson Street area** (72%) and **live or own property in the area** (56%)

Changes suggested by respondents

166 submissions included a suggested change in response to the question “What would you change about the proposal?”.

Three suggestions were mentioned by at least 5% of respondents (i.e. in more than 12 submissions):

Make the bus lane hours consistent 24/7

50 mentions



“Make the section from Cook to Pitt St 24/7 to match the rest of the busway.”

“I would like to see the part that is limited to 2:30 until 7pm change to be 24 hours bus only.”

“Make all bus lanes 24/7 so there is maximum benefit and no confusion.”

More bus lanes around the city

17 mentions



“More bus lanes in more places!”

“Extend connected arterial bus lanes throughout the isthmus”

“Increase the scope of this and further extend the bus lanes through the CBD and along the Northwestern Motorway.”

Do not proceed with proposal

15 mentions



“Cancel it all together”

“Maintain same lanes and do not add the bus lane”

“I wouldn't waste time and money on bus lanes.”

Other frequently mentioned suggestions included ensuring there is **clear signage and road markings** for the extended bus lane (8 mentions) and that the lane should be **installed as soon as possible** (8 mentions).

AT responses to key feedback themes and points are provided in the section [Responses to public feedback](#).

Summary of key interest group submissions

In addition to public feedback, we also received submissions from key interest groups. Their submissions have been summarised below with responses from AT. The full submissions are available in [Attachment 2](#).

AA New Zealand

- Overall supportive of proposal
- Concerned about reference to 8,000 people per hour in consultation material is inaccurate, as pre-pandemic levels were 1,200/hr
- Concerned about the kerb build out at the right turn lane at Victoria St W
 - It would increase congestion in the three right-side (western) lanes
 - Suggestion to reallocate road space to widen the existing right turn lane for buses, or if this is not possible, allow buses to turn right from the next lane over.

AT response:

- The statement about the capacity of a bus lane was referring to the potential capacity of a bus lane being 8,000 people per hour. It did not state that the Hobson Street bus lane was carrying this many people. We thought this was apparent but have amended the statement, so it is clearer in future (see [Project benefits and impacts section](#)).
- The existing kerb side lane is too narrow for buses and trucks to use it comfortably (it is 2.6m wide, where's the minimum standard is 3m wide). Vehicles often track outside of the lane when turning the corner and also risk striking the tree near the kerb. These risks increase as more double decker buses are introduced to the bus fleet.
- We are unable to widen the lane further to the west as there is a tree, light pole, traffic light and roof canopy close to the kerb.
- We have also looked at narrowing the other traffic lanes so the existing right-turn lane can be widened. Unfortunately this was not possible as the other lanes are also close to, or at minimum, widths.
- The footpath in the area is also quite narrow. The kerb built out will create more standing space for pedestrians to wait before the pedestrian green phases start.

Auckland City Centre Residents' Group

- Overall supportive of proposal.
- Provided two suggestions:
 - Bus lanes should be 24/7
 - Bus lane will need camera enforcement, particularly the Pitt Street left-turn lane merge
- Noted that consultation is not needed on projects like this, where the interventions/policies have already been consulted.

AT response:

- While some member of the public prefer a general approach of implementing bus lanes that operate 24/7 throughout the city centre, we still need to consider the benefits and impacts of bus lane operating hours on a case-by-case basis.

Traffic congestion is only a regular occurrence along this stretch during the proposed bus lane operating hours of 2.30pm-7pm. Creating a 24/7 bus lane would bring only very occasional benefit to buses but would likely have notable impacts on businesses along here.

However, we will continue to monitor traffic levels and can extend the operating hours of the bus lane if traffic congestion becomes an issue outside of 2.30pm-7pm.

- A compliance camera will be installed to monitor the bus lane.
- As mentioned in the consultation materials, AT was not consulting on whether the project went ahead. We were seeking public feedback to see if there are potential changes that will reduce the proposals impacts and/or increase its benefits. People who live, work, and travel along this route have valuable local knowledge that AT may not be aware of.

Fire and Emergency New Zealand

- The proposal was already reviewed, so no formal feedback will be provided
- The proposed changes have the potential support emergency response
- Suggestion to review the Emergency Vehicle Access Guide & install a Swedish-style raised table at Pitt St crossing if possible

AT response:

- New speed table will be Swedish style raise table

Transporting New Zealand

- Concerned changes will not improve people movement as stated in consultation documents due to other issues with public buses in Auckland (reliability, driver shortages, etc)
- Concerned about the kerb build out at the right turn lane at Victoria St W
 - The change will reduce traffic flow
 - Concern the reason given (tree blocking buses) is not reasonable
 - Suggestion to remove or trim tree instead of removing the right turn lane

AT response:

- AT's highest priority for the public transport system at the moment is to address the current problems such as driver shortages and bus reliability. We expect to have sorted these issues by the end of this year.
- Please see response to the summary of the AA submission above.

Disability Connect

- Queries about the new mobility park on Kingston Street:
 - What is the gradient and cross slope of Kingston Street in this location?
 - What is the width of Kingston Street in this location? People exiting from the driver's side need to fully extend the door and will be vulnerable to trucks using the street from both directions.
 - What are the proposed dropped kerbs adjacent to proposed mobility parking space?

AT response:

- The crossfall of the proposed mobility park on Kingston Street is approximately 9%.
- The lane width with the 1.9m proposed mobility park is 5.3m (one way street) which provides sufficient space for drivers exiting vehicles.
- Standard mobility ramps will be installed as per the TDM requirements.

Responses to public feedback

This section outlines AT's response to the most commonly mention feedback themes and other key points raised by respondents.

Public feedback	AT response
General	
Support the proposal	The project is required to speed up bus journey times and improve bus reliability.
Don't proceed with proposal	<p>Buses are experiencing significant delays along Hobson Street. The bus lanes will improve bus travel times and reliability (buses are more likely to be on time) making buses a more attractive travel option.</p> <p>Improved reliability also reduces bus operating costs as fewer buses are required on standby.</p> <p>The bus lane extension will also support the range of short- and long-term bus improvements in Northwest Auckland. These changes, including dedicated bus lanes along the North-western Motorway (SH16), will more than double the number of people within a 45-minute bus journey of the city centre.</p>
Bus stops	
Move bus stops north, away from intersections, to ensure space for turning drivers	The design already has bus stops set back from intersections to allow space for left turning vehicles.
Bus lane and stops should be on west side of Hobson instead as most buses go toward West Auckland/SH16	<p>Most buses turn east on to Pitt Street and Karangahape Road before heading west, as such the bus lane needs to be on the east side of Hobson Street.</p> <p>Also bus doors (entry/exit) are only on the left-hand side of the bus, so the bus stops/boarding areas need to be on the left-hand side of the bus (i.e. the bus needs to be on the left-hand side of the road).</p>
Move bus parking away from 2-20 Hobson as fumes enter nearby homes/offices	Buses are required to turn off their engine when parking at bus layover stops.

Public feedback	AT response
Improve passenger facilities outside of St Matthews (132 Hobson)	This request has been passed to our team to assess for inclusion in our bus stop improvement programme.
Bus lane	
Bus lane should operate 24/7 on section of new bus lane between Cook Street and Pitt Street.	<p>While some member of the public may want a general approach of implementing bus lanes that operate 24/7 throughout the city centre, AT still need to consider the benefits and impacts of bus lane operating hours on a case-by-case basis.</p> <p>Traffic congestion is only a regular occurrence along this stretch during the proposed bus lane operating hours of 2.30pm-7pm. Creating a 24/7 bus lane would bring only occasional benefit to buses but would likely have notable impacts on businesses along here.</p> <p>However, we will continue to monitor traffic levels and can extend the operating hours of the bus lane if traffic congestion becomes an issue outside of 2.30pm-7pm.</p>
Bus lane will increase congestion	<p>The proposal will have little impact on travel times for most general traffic.</p> <p>Between Wolfe Street and Victoria Street West the existing eastern kerb build outs are being significantly reduced in size and the existing bus stops are being shifted eastward. This allows the bus lane to use the lane currently occupied by the bus stops. As such there is no reduction in the existing number of traffic lanes due to the bus lane. Buses will now be able to use the bus lane instead of the general traffic lane.</p> <p>However, vehicles turning left into Pitt Street will have to queue in the straight-through general traffic lane before entering the bus lane (to turn left) 50m from Pitt Street.</p>
Ensure good signage/markings for the extended bus lane	Yes, we will ensure the work is done to AT's standards/requirement.
Kerb buildouts	
Do not build out the kerb at the Victoria St intersection, prune the trees instead.	<ul style="list-style-type: none"> The existing kerb side lane is too narrow for buses and trucks to use it comfortably (it is 2.6m wide, where's the minimum standard is 3m wide). Vehicles often track outside of

Public feedback	AT response
	<p>the lane when turning the corner and also risk striking the tree near the kerb. These risks increase as more double decker buses are introduced to the bus fleet.</p> <ul style="list-style-type: none"> • We are unable to widen the lane further to the west as there is a tree, light pole, traffic light and roof canopy close to the kerb. • We have also looked at narrowing the other traffic lanes so the existing right-turn lane can be widened. Unfortunately this was not possible as the other lanes are also close to, or at minimum, widths. • The footpath in the area is also quite narrow. The kerb built out will create more standing space for pedestrians to wait before the pedestrian green phases start.
<p>The buildouts between 18 and 31 Hobson St should be removed. This would allow the bus stops and lane to move eastward, which would reduce congestion and retain the number of general traffic lanes.</p>	<p>As part of the project, the kerb build outs are being significantly reduced in this location and the existing bus stops are being shifted eastward. This allows the bus lane to use the lane currently occupied by the bus stops. As such there is no reduction in the existing number of traffic lanes.</p> <p>Where practical, we do not want bus stops in the bus lane because a large number of buses travel along this route (this number will also increase by the end of the year). Many of these buses do not stop at every bus stop on Hobson Street. Having bus stops in the bus lane would mean these buses would be held up by buses that are using the bus stops.</p> <p>The bus lane is situated on the second kerbside lane to follow the alignment of the existing bus lane further up on Hobson Street.</p>
<p>Install a merge sign at Victoria St buildout to reduce congestion</p>	<p>A keep right sign will be installed instead of a merge sign as there are parking spaces on the kerbside lane and vehicles will be unlikely to travel along that lane. Vehicles in the parking space need to give way to general traffic.</p>
Pitt Street	
<p>Raised pedestrian crossing at Pitt Street is unnecessary.</p>	<p>A raised pedestrian crossing means that vehicles will slow down slightly when going around this corner. This should reduce the risk of a person using the crossing being struck by a vehicle.</p>

Public feedback	AT response
	The raised crossing will be designed in a way that allows vehicles to cross it comfortably at a reasonable, but safe speed.
Left turn at Pitt St will be difficult due to bus lane	Drivers that go via Hobson Street and then turn left into Pitt Street will queue in the straight-through general traffic lane before entering the bus lane (to turn left) 50m from Pitt Street. This may create delays for some left turning vehicles but should not impact on straight-through traffic. Drivers can also take alternative routes to get to Pitt Street.
Change pedestrian phasing at Pitt & Hobson (currently not synced which encourages jaywalking)	Signals are controlled by Auckland Transport Operation Centre. We have forwarded this request to them for consideration.
Concerned that the removal of the traffic lights at the Pitt Street slip lane will create a hazard for drivers entering the carpark at 8A Pitt St.	The traffic lights were not proposed to be removed, and will not be removed.
Consider reconfiguring the Cook St/Vincent St/Mayoral Dr intersection to allow a right turn from Cook St to Vincent St. This may reduce the number of drivers accessing Pitt St from Hobson St.	Vehicles can currently turn right from Cook Street to Grey Street to reach Pitt Street. However this request to improve the configuration of the intersection has been passed onto the appropriate AT department for consideration.
Parking	
Retain the existing on-street parking on Hobson St	<p>We are removing two parking spaces from the Fanshawe end of Hobson Street and 4 parking spaces where the bus lane terminates before Pitt Street.</p> <p>The parking removal near Pitt Street is required to provide sufficient clearway (50m) for vehicles wanting to turn left onto Pitt Street. The rest of the parking between Cook Street and Pitt Street will be retained.</p> <p>Of note is that at the Fanshawe end of Hobson Street there is a Wilson parking building and kerb side parking on the west side of the road</p>
Don't remove general parking at 51 Hobson	We are not removing parking in this location; we are replacing part of the no stopping line into mobility parking.

Public feedback	AT response
Request for a loading zone at 60-68 Hobson	There is an existing loading zone on Kingston Street just around the corner from 60 Hobson Street, next to Pizza Hut. There are also additional loading zones on Hobson Street outside SkyCity and TVNZ.
Construction	
Construction will cause traffic congestion	<ul style="list-style-type: none"> • Most the changes are quite minor and can be accommodated within the road footprint. As such, the works will have a limited impact on traffic flow or property access along the route. • Works will take around 4-6 weeks, with works on each section taking 2-3 weeks.

Attachment 1: Feedback form

Front side of the Freepost feedback form:

Have your say...



On the Hobson Street Bus Lane Extension

Please complete this freepost form and return it to us by **Sunday, 21 May 2023**.

If you need assistance completing the form, please call us on **(09) 447 4671** and we will fill in the feedback form with you over the phone.

Alternatively, if you want to provide feedback using our online form, go to **[AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay)**

How your feedback can influence the proposed improvements

You can play a role in shaping the way we make this happen. We want you to tell us:

- **What you think the benefits of the proposal are.**
These are the benefits the proposal could create for people, organisations, or businesses.
- **What you think the impacts of the proposal are.**
These are the adverse impacts the proposal could have on people, organisations, or businesses.
- **Your suggested changes to the proposal.**
How we could reduce the impacts of, or create more benefits from, the project.

Please note: due to the importance of improving public transport and the significant benefits this project will bring, we will only consider cancelling the project if public feedback raises exceptional impacts of which we are currently unaware. However, we will be carefully considering public feedback to see if there are potential changes that will reduce the proposals impacts and/or increase its benefits.

What do you think the benefits of the proposal are?

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What do you think the adverse impacts of the proposal are?

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What would you change about the proposal?

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How did you hear about the proposal?

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Reverse of the Freepost feedback form

What best describes your interest in this proposal?

- I live in/own a property **within** the project boundaries
- I run/own a business **within** the project boundaries
- I work or study **within** the project boundaries
- I pick up or drop off people **within** the project boundaries
- I drive **within/through** the project boundaries
- I bus **within/through** the project boundaries
- I walk **within/through** the project boundaries
- I cycle **within/through** the project boundaries
- I live in/own a property **near** the project boundaries
- I run/own a business **near** the project boundaries
- I work or study **near** the project boundaries
- Other (please specify)

Personal information

Name

Email

Phone

Street address

Suburb and city

Post code

Is your feedback on behalf of an organisation or business?

- Yes** – I am an official spokesperson **No** – these are my personal views

If yes, please state your business/organisation

.....

Privacy: Auckland Transport is committed to protecting our customer's personal information. Providing your postal or email address ensures that we can contact you with updates to the project. Your feedback will be made publicly available in our feedback report, but your name and contact details will always remain private.



FreePost Authority No. 233462



Portfolio Delivery Projects
Auckland Transport
Private Bag 92250
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Auckland 1142

Project: **Hobson Street Bus Lane Extension**



Attachment 2: Key interest group submissions

Below are the full submissions from key interest groups that submitted on the proposal.

AA New Zealand

Thank you for the opportunity to provide feedback on the Hobson Street bus lane extension.

Overall, we support the project. We agree there is a need to improve bus travel times and reliability and acknowledge that Hobson Street is an important route for buses running between the central city and the west/northwest. Providing a bus lane along Hobson Street, which is used by west/northwest bus services, is logical.

We note, however, that it will be many years before demand for travel by bus between the city centre and west Auckland reaches 8,000 people per hour – which is the figure used in the consultation material to support the case for providing a bus lane. Pre-Covid, PM peak hour bus patronage on Hobson Street was up to around 1,200 people. In our view, it would have been more transparent to provide information on current passenger numbers and the extent to which these are expected to increase with the Northwest interim bus improvements, ongoing public transport demand growth and other planned improvements to bus infrastructure and services.

Our key concern with the project is the proposal to remove the dedicated right turn lane for vehicles turning from Hobson Street into Victoria Street West. We expect this change would exacerbate congestion.

Hobson Street provides a key connection between the city centre and motorway network, and under Access for Everyone, it is one of the few city centre streets specifically identified for general traffic access. It is crucial that all reasonable steps are taken to ensure it can operate efficiently.

The consultation material indicates the dedicated right turn lane at the intersection of Hobson Street and Victoria Street West will be replaced with a kerb build out, and the next lane to the left – which is currently one of three through-traffic lanes – will be turned into a combined right turn/through traffic lane. The rationale given for this proposed change is: “the narrow kerbside traffic lane width creates safety issues for buses, especially double decker buses, due to the close proximity to the tree at the intersection”.

At this intersection, at the beginning of the green light phase for vehicles on Hobson Street, right turning traffic is required to give way to pedestrians crossing Victoria Street West. If the right turn lane is combined with a through-traffic lane, we expect that traffic heading along Hobson Street will generally try to avoid this lane due to the likelihood of having to stop behind right turning vehicles. This will mean that most through-traffic will use the remaining two through-traffic lanes, and all three lanes are likely to be more congested.

We understand there is a single bus route that turns right from Hobson Street onto Victoria Street West, and that it typically operates once an hour, with two buses an hour operating at peak. We do not expect double decker buses to operate on this route. It would therefore make sense to explore whether the road space can be reallocated slightly so that the existing right turn lane can be made wide enough for buses, or if this is not possible, whether buses only could be allowed to turn right from the next lane over.

Thanks again for the opportunity to comment. We'd be happy to discuss our feedback, if that would be useful.

Auckland City Centre Residents' Group

CCRG support this project.

City centre residents Context:

City Centre residents mostly do not own private vehicles, and rely heavily on public transport, walking, and other active modes, to get around within/without the city centre, get to work or study, go shopping and so on. 24/7.

The Hobson street corridor has the highest density of residents in NZ, yet has some of the worst amenity, footpaths, air quality, noise and congestion.

Living in that area we have high numbers of disabled, and others with mobility issues who not only need to use buses, but also need to get to the bus stops, safely. There are many families with pre-school children living in this area.

One of the main impediments to people using buses is a lack of bus priority, such as enforced, joined up bus lane networks, and safe places to cross streets, especially these 6-7 lane wide boulevards such as Hobson Street.

Residents (and others) use buses all the time, not just during the old notions of 'peak commuter times'.

Benefits:

Helps to start creating a Joined up a prioritised bus lane network, (especially if fully connected to a Pitt Street bus lane network).

Thereby giving residents more certainty and confidence to choose to use the bus system.

More efficient times across a route also means fewer bus drivers are required, and less emissions.

More people using PT and accessing local bus stops means businesses and neighbourhoods thrive.

Connected 24/7 bus lanes provide resilience to our whole transport network.

Negatives:

The bus lane needs to be 24/7 for its whole length - The carriageway is 6-8 lanes wide so there is plenty of room for this.

The Pitt Street merge will require cameras for enforcement.

In fact, all bus lanes should be monitored - this is one of the easiest fixes.

Permanent connected bus lanes also provide for options and resilience, Something surely at the top of all our minds.

Further:

To get to bus stops and use bus services, pedestrians have to be provided safe crossings and good quality footpaths. The footpaths are in poor to very poor condition - so universal access is not being provided that well.

All intersections need red light cameras and speed cameras, as speeding and red-light running is rampant. The 40 kph limit is simply not enforced at all.

While we certainly applaud the terms of this consultation, we think that if projects can prove that they meet some or all our already consulted and agreed transport, climate and city centre masterplan/A4E documents, then these smaller interventions should proceed without widespread consultation, and employ notification and non-binding feedback instead.

Not all change is 'significant' (and therefore requiring consultation) - these changes are not. But the agreed climate policies we are trying to achieve certainly are significant - and it is delivering these that AT needs to focus on.

The main changes we are proposing to Hobson Street are:

- Extending the existing bus lane on Hobson Street to create a continuous bus lane operating 24/7 from Fanshawe Street to Cook Street (current bus lane is Victoria Street to Cook Street). **SUPPORT**
- A bus lane replacing the existing clearway on the eastern side of Hobson Street, between Cook Street and Pitt Street. The bus lane will operate 2.30pm to 7pm, Mon-Fri (same hours as the existing clearway). **SUPPORT BUT needs to be 24/7 - we use buses outside of 'peak commuter hours'**
- Changing the bus layovers between Fanshawe Street and Wyndham Street. One will be moved 30m north and one will be extended from 65m to 74m. **SUPPORT**
- Removing two parking spaces and relocating one mobility space on the east side of Hobson Street, between Fanshawe Street and Kingston Street. **SUPPORT**
- Removing one of the two right turn lanes on Hobson Street at the Victoria Street West intersection. **SUPPORT**
- Installing a raised pedestrian crossing on the left-turn slip lane from Hobson Street into Pitt Street. **SUPPORT**

I would also like to pick up on this comment " Auckland has limited space".

This is actually not quite true - we have very wide streets (e.g., Hobson and Nelson Streets) - it is just that almost of all of their functionality has been given over to either moving or storing vehicles.

Fire and Emergency New Zealand

Thanks for getting in touch. Fire and Emergency have reviewed the consultation for the Hobson Street Bus Lane Extension. The Group Manager for the area has reviewed the proposal and was engaged early on, so we were not intending provide formal feedback.

The extension of the bus lane has potential to support emergency response, by preserving a lane for appliances to travel more of Hobson Street unobstructed when attending incidents.

As with much of our feedback we request that you take into consideration Fire and Emergency's Emergency Vehicle Access Guide to ensure appliances can access sites along Hobson Street [F5-02-GD-FFO-emergency-vehicle-access.pdf \(fireandemergency.nz\)](#)

- In relation to the raised pedestrian crossing on the left-turn slip lane from Hobson Street into Pitt Street, we request that is a Swedish raised table if the space allows.

Transporting New Zealand

1. Representation

1.1 Ia Ara Aotearoa Transporting New Zealand Incorporated (Transporting New Zealand) is made up of several regional trucking associations for which Transporting New Zealand provides unified national representation. It is the peak body and authoritative voice of New Zealand's road freight transport industry which employs 32,868 people (1.2% of the workforce) and has a gross annual turnover in the order of \$6 billion. This is part of a wider transport sector that employs 108,000 people, or 4 percent of the country's workforce and contributes 4.8 percent of New Zealand's GDP.

1.2 Transporting New Zealand members are predominately involved in the operation of commercial freight transport services, both urban and inter-regional. These services are entirely based on the deployment of

trucks both as single units for urban delivery and as multi-unit combinations that may have one or more trailers supporting rural or inter-regional transport.

1.3 According to Ministry of Transport (MOT) research (National Freight Demands Study 2018) road freight transport accounts for 93% of the total tonnage of freight moved in New Zealand or about 85% of the surface freight activity measured in tonne-kilometres.

2. Introduction

2.1 Transporting New Zealand provides sector leadership and believes we all need to operate in an environment where the following must be managed and co-exist:

- The safety and wellbeing of our drivers and other road users, our drivers are our most valuable asset
- The impacts of transport on our environment
- The transport of goods by road is economically feasible and viable and it contributes the best way it can to benefit our economy.

2.2 Transporting New Zealand welcomes the opportunity to comment on the Auckland Transport Hobson Street bus lane extensions.

2.3 The predominant lens and scope of our submission is the impacts and risks associated with commercial (road freight) traffic and the economy that traffic serves.

3. Submission

3.1 Freight on New Zealand's roads is almost exclusively delivered by truck movements. Transporting New Zealand's view is that heavy vehicles require access to the road network to keep the economy moving. Efficient movement of freight is helped where congestion can be reduced.

3.2 Transporting New Zealand also knows that where freight travels efficiently the benefits in less emissions contribute to the overall lower goals of decarbonisation on New Zealand roads. Trucks will be required to move goods and deliver freight for the foreseeable future and by being able to carry this out efficiently will also contribute to lower costs to the end consumer.

3.3 In February this year Transporting New Zealand officially launched its "Green Compact", our framework for decarbonising commercial road transport by 2050. We have adopted the International Roading Union's (IRU) Green Compact on emission reduction. The Green Compact establishes five decarbonisation pillars: alternative fuels, efficient logistics, collective mobility, vehicle technologies and driver training. To reflect New Zealand's roading and political environment, Transporting New Zealand has added a sixth pillar: designing infrastructure to lessen emissions.

3.4 The objective of our Green Compact's third pillar, Collective Mobility, is to move people from their private cars to collective means of transport, including public bus transport and private coach and taxi services. Coupled with a clear enabling legal framework in support of collective mobility, this will help the transport industry reduce its CO2 emissions.

3.5 Transporting New Zealand has considered the proposed extension of the Hobson Street Bus Lanes. We understand it is Auckland Transport's intent that the changes are designed to increase dedicated bus lane availability and consequently enable more capacity in the public transport network.

3.6 Transporting New Zealand also notes that Auckland Transport predict the changes on Hobson Street will have a positive flow effect onto arterial routes in Northwest Auckland where congestion from light vehicles is a significant issue that contributes to overall increased journey times.

3.7 Given the approach we are taking with our Green Compact, in principle we support Auckland Transport's proposal. However, we have added some caveats below to our support of this proposal

3.8 Transporting New Zealand notes Auckland Transport's desire to see better utilisation of public transport to future proof predicted population growth. We also note Auckland Transport's prediction of better services and a significant capacity increase per hour from 2,000 to 8,000 people being transported on Hobson Street

3.9 In Transporting New Zealand's opinion, public transport, particularly in the major centres with buses and trains, has historically had a poor reputation of being unreliable. It is our understanding that the main contributing factors underpinning that unreliability are staffing and engineering issues as opposed to network access issues. Therefore, we are concerned that unless Auckland Transport are taking a much broader systemic approach to remedying the issues with public transport, these roading change will not deliver the changes intended in increasing passenger volumes.

3.10 Further to paragraph 3.9, we would be concerned if Auckland Transport is using its predicted numbers to underpin business investment cases based only on road infrastructure changes, as this would be placing the return on investment of public funding at considerable risk.

3.11 Transporting New Zealand has not taken a rigorous approach to considering the detailed engineering design related to these proposals as we believe that responsibility should lie with Auckland Transport and we entrust it will use good traffic engineering design practice and sound engineering for the associated construction activity.

3.12 Transporting New Zealand is concerned with the proposal in the Fanshawe Street to Victoria Street activity to remove one of the two right turn lanes on Hobson Street at the Victoria Street Intersection. Removal of a lane invariably reduce throughput and capacity. The rationale for removing the lane is that a tree is creating safety issues for buses.

3.13 It is Transporting New Zealand's view that rather than remove the traffic lane, a much better solution would be to either trim or preferably remove the tree altogether. It appears somewhat ironic that a tree trumps improvements to the network to improve flow and the movement of people and freight.

3.14 Further to paragraphs 3.12 and 3.13, Transporting New Zealand is concerned that if that case consistently demonstrates Auckland Transport's general thinking and prioritisation, then the integrity and rigour of it processes needs to be reviewed with urgency.

3.15 In summary, heavy vehicles undertake the critical activity of moving freight, our members and their vehicles do not travel on roads unnecessarily, they are providing a service and it is important for the economy and the environment that this is done the most efficient way possible. Reducing congestion on the network will help our industry undertake its activity and reduce CO2 emissions. Therefore, in principle, with the caveats mentioned above, Transporting New Zealand supports the proposed bus lane extensions on Hobson Street. **END**

Disability Connect

Thanks for your email.

I note the proposal includes relocation of a mobility parking space to Kingston Street.

A few things are unclear to me.

- The gradient and cross slope of Kingston Street where the mobility parking space is intended.
- Width of Kingston Street where the mobility parking space is intended. Drivers of mobility vehicles exiting from their driver side door need to have it fully extended and will be vulnerable to trucks using the street from both directions.
- Proposed dropped kerbs if any adjacent to proposed Kingston Street mobility parking space.