

The Community's Views

A summary of November-December 2021 consultation

The Eastern Busway is a regionally significant project to transform East Auckland. From 1 November to 10 December 2021 the Eastern Busway Alliance consulted with property owners, stakeholders and the wider community on the proposed design of the Eastern Busway from Pakuranga to Botany. We appreciate the feedback particularly as it was given when Aucklanders were managing their way through pandemic pressures as well. The Eastern Busway Alliance extends thanks to everyone who has taken time to have their say and to provide input to the proposed design.

How we engaged with you

The Covid-19 Alert Level 3 lockdown during November and red 'traffic light' setting in December impacted our ability to consult in person. Instead, we:

Held regular online hui, workshops and briefings with iwi partners, stakeholders and the community, interest groups and the education sector.

Issued media releases, proactive local news stories and Our Auckland content about key features of the project and consultation timeframe.

Created advertisements on social media, in print and on radio encouraging people to provide feedback. The social media ads alone reached 802,126 people.

Developed a virtual consultation room including an interactive map and digital feedback form. Feedback could also be provided by email, posted mail, at local libraries and to our freephone number.

Emailed Have Your Say posters in English and Chinese (Simplified), a feedback form and link to the short project video to key stakeholders, community representatives, interest groups and individuals on our customer database.

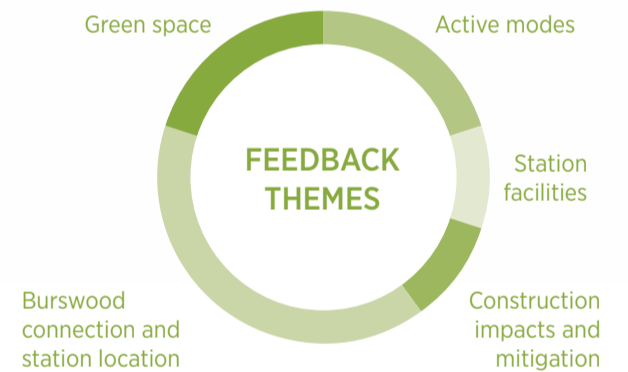
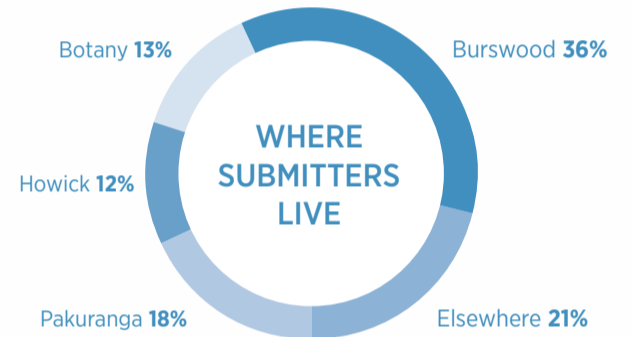
Prepared and distributed a Your Guide to the Eastern Busway brochure and feedback form online, through social media and in printed copy for community members, property owners and residents in the Howick Ward. Translated versions in seven languages were available online, too, and could be accessed through a QR code.

Sent letters to 133 property owners and held 66 meetings with translation services available if required. We were able to meet with some property owners in person due to changing "traffic lights" and will continue to offer this option.

Worked with business and residents' associations, community leaders, elected representatives and Howick Local Board to promote the opportunity through their networks for people to have their say.

Provided flyers, brochures, feedback forms and prepaid envelopes to four libraries in the project area from mid-November when they re-opened following the extended lockdown.

Created and distributed a short video about the project



What we heard

- general support for the busway project and its objectives.
- strong objections to the proposed Burswood alignment and its impact on homes and the community. Residents expressed shock and anger at the proposal and gave a number of reasons why they considered the design to be inappropriate.
- calls for consideration of alternative designs through the commercial section that would avoid impacting the Burswood community, and/or increase access to the busway for businesses on the southern side of Ti Rakau Drive.
- mixed views on the allocation of road space with some indicating more should be done to encourage mode shift and reduce vehicle use and emissions, while others said it was essential to maintain traffic flow and vehicle lanes along Ti Rakau Drive as it is already so congested.
- support for encouraging active modes and cycling in particular, through the design of roads, paths, cycleway connections and station facilities. Suggestions were made for further ways to encourage uptake at several points on the busway, walking and cycling paths and at stations.
- concerns about the potential loss of open space and reserve land, with alternative suggestions to minimise this impact.
- some opposition to the Reeves Road Flyover, with a perception that this could encourage further private vehicle use, instead of a shift to other modes of transport.
- concerns about construction impacts and disruption.

A busway is a good idea, but the number of houses lost is a big cost.

Submitter on the proposed alignment and Burswood Station.

Next steps

Auckland Transport (AT) and the Eastern Busway Alliance continue listening to, and addressing, the concerns of community members. We are keenly aware of the impact of the proposed residential and commercial property acquisitions. The project team is working through the feedback and design suggestions in detail to confirm any further recommendations.

The next steps in the consultation process will see analysis of the feedback completed ahead of the AT Board meeting at the end of February. Engagement on the detailed design will take place during 2022 and consenting will progress in stages from 2022 to 2023. Engagement with mana whenua partners, Elected Representatives, Howick Local Board, stakeholders and key community groups will continue throughout the project.

The full consultation report will be released after the AT Board meeting, with a summary of the alliance's responses and next steps based on the points raised during consultation.

