

# Eastern Busway Pakūranga to Botany

August 2022

## Report of community information sessions held in July and August 2022

Feedback summary



## 1 Executive summary

The Eastern Busway Alliance hosted 11 community information days in venues around Pakūranga between 23 July and 18 August 2022. The sessions aimed to inform and engage with the community about the updated design and construction methodology for the busway between Pakūranga Town Centre and Tī Rākau Drive Bridge.

This report summaries the purpose, process, and outcome of the information days.

Approximately 340 people attended over the 11 sessions. The main feedback themes were:

- Support and enthusiasm for the busway
- Interest in the design and construction methodology
- Suggestions on how to upgrade the playground in Tī Rākau Park, ensuring that it is accessible for all ages and abilities
- A desire to add a right-hand turn out of Edgewater Drive onto Tī Rākau Drive or extending the turning bay to cope with school and other traffic
- Suggestions for better connections between the cycleways, footpaths, and existing facilities
- Other design suggestions, especially where congestion pain points currently exist
- Safety concerns for pedestrians at certain points on the route
- Questions and interest about the timeline and staging of construction
- Concerns about how construction may cause disruption to personal journeys and daily life.

Based on this feedback, the alliance will:

- Consider all design suggestions, including Edgewater Drive and other intersection designs, cycle and footpath design and connections
- Work closely with the Auckland Council Parks team to plan the upgraded playground in Tī Rākau Park
- Continue to plan the construction to have as little disruption as possible
- Provide regular construction updates to our neighbours
- Provide ongoing opportunities for community engagement to keep the community informed on project progress.

## 2 Background and process

In February 2022, Auckland Transport approved the design for the busway section between Pakūranga Town Centre and Tī Rākau Drive Bridge. Since then, the alliance has further developed the design for this part of the busway, planned the construction, and scheduled early works to commence in September. The alliance organised the community sessions in July and August to re-engage with the community and provide an update on the design and construction method and timing.

### **The purpose of the information days was to:**

- Engage with the community on the design of the busway between Pakūranga Town Centre and Tī Rākau Drive Bridge and provide an opportunity to share their feedback
- Inform the community about the upcoming construction timeline and what to expect, and listen to concerns and suggestions
- Collect ideas and suggestions on how best to upgrade the Tī Rākau Park playground.

### **How we invited the community:**

- A bilingual invitation flyer (see appendix) was delivered to approximately 4500 residential properties in the Pakūranga area
- The flyer was sent to mana whenua partners, elected representatives, Howick Local Board members and other project stakeholders
- The information days were advertised in the bUSway e-newsletter, which was sent to over 4000 people on our mailing list
- Where school venues were used, the alliance asked Principals to circulate the invitation to their school community
- A geo-targeted Facebook post was used, with a reach of approximately 17,500
- Chinese community leaders distributed a translated invitation to their networks
- The Eastern Busway website was updated with details of the information sessions and an online feedback form.

## Attendees:

Approximately 340 people attended the sessions, with the Pakūranga Plaza being the most popular location.

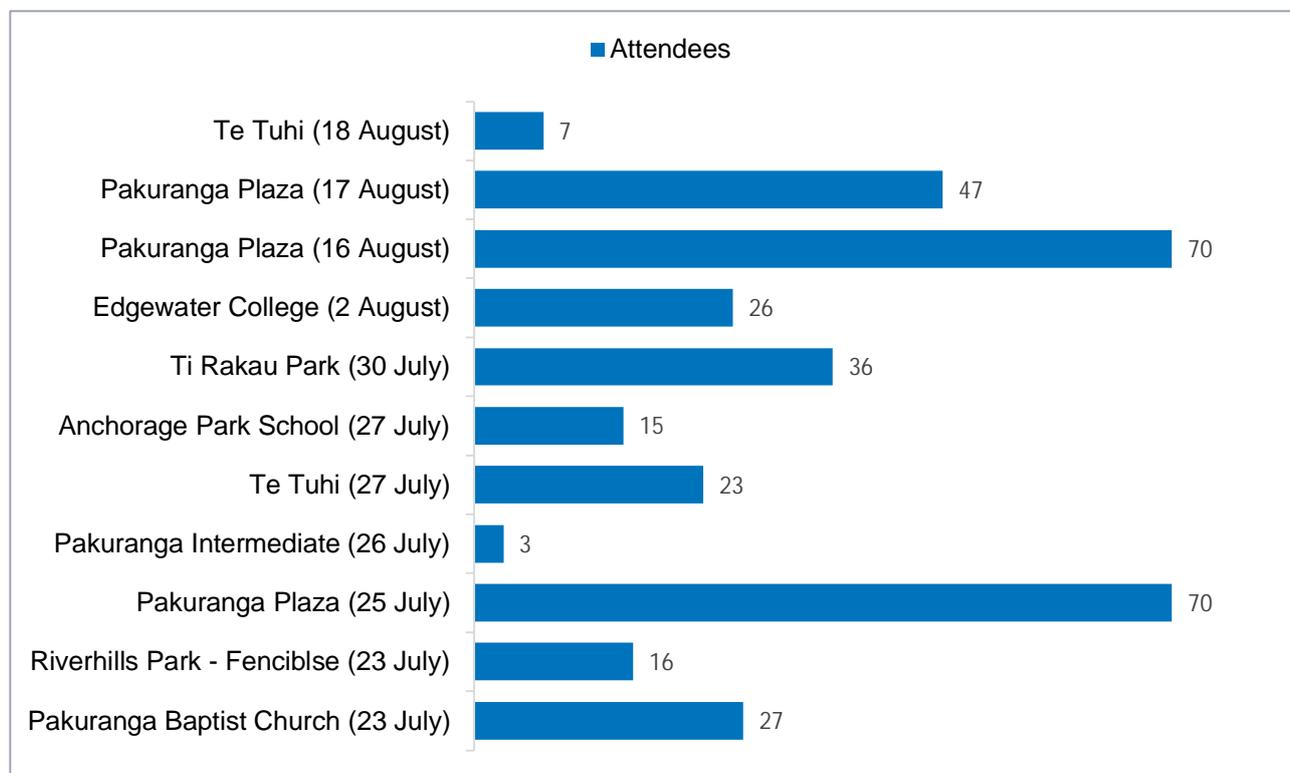


Figure 1: Number of attendees by venue.

### 3 Summary of feedback and input

Attendees were generally supportive of the Eastern Busway project and its intended outcomes, positive about the design, and interested to learn that construction and early works were imminent.

Feedback generally fell into three main categories: the Tī Rākau Park playground upgrade, design suggestions, and construction.

#### Tī Rākau Park playground upgrade

The Eastern Busway Alliance is working with Auckland Council and local groups to upgrade and relocate the playground in Tī Rākau Park. During the information sessions, participants were asked what facilities and activities they would like to see incorporated into the playground design.

The community provided a range of suggestions, including inspiring a sense of belonging, making it accessible and designed for as many abilities as possible, incorporating educational features into the

playground, and taking inspiration from existing parks such as Margaret Mahy playground in Christchurch, Farm Cover Reserve in Farm Cove, Blundell Park in Howick and Barry Curtis Park in Flat Bush.

A number of recreational and facility ideas were submitted, including:

- A flying fox
- Climbing structure
- A tunnel down the side of the hill
- Frisbee golf
- Sit-on pukeko
- Trampoline
- Pump track
- BMX area
- Scooter track
- Basketball courts
- Exercise equipment for all ages and abilities
- Conservation area such as a sense garden or self-guided bush walk
- Sorted rubbish bins with clear signposting
- Picnic and BBQ area with shelter
- Concrete footpath around the soccer field
- Public toilets
- Safety fencing for children.

**In response to this feedback, the Eastern Busway Alliance:**

- Will work with the Auckland Council Parks team, the Howick Local Board, and local groups such as the Pakuranga Rugby League Club to further develop the playground design, and associated facilities including car parking.

**Design feedback and suggestions**

Overall, sentiment from attendees was positive. Motorists were largely interested in how the design would impact personal journeys, asking questions about how to navigate the new design, talking about current congestion issues and asking what impacts might be caused by the busway's construction. People also made suggestions about how cycleways and footpaths could be better connected and how to improve safety.

Opportunities to improve connections included:

- Joining the cycleway to the existing network at the eastern end of Tī Rākau Drive Bridge – i.e. the pathway that runs next to the Pakūranga Creek to the south of the bridge into the industrial area, and the pathway to the north into Burswood.

- Linking the footpath to others in Tiraumea Drive Reserve, Pandora Place Reserve, Neil Morrison Park, and Millen Road Reserve.

Right turns and pedestrian crossings:

- A number of community members were concerned about not having a right turn out of Edgewater Drive onto Tī Rākau Drive and requests were made to consider including a right turn lane or lengthening the proposed U-turn bay. Edgewater residents noted that there is already a significant amount of congestion caused by people turning right out of Edgewater Drive at school peak times. Further, people noted that a number of Edgewater College students are from out of zone, and felt that barriers to dropping them off could result in the school losing enrolments.
- Suggestions were also made to include a right turn out of Gossamer Drive or make the U-turn bay longer.
- Some community members raised concerns about the new pedestrian crossing at Edgewater Station causing traffic delays and congestion.
- A resident from Freemantle Place requested the exit to the street include two straight ahead lanes into Gossamer Drive, due to peak hour congestion.

Some community members raised safety concerns and suggested design changes to increase safety, including:

- Concerns about the Pakūranga Road and Tī Rākau Drive intersection.
- Fears about the potential for children needing to cross Tī Rākau Drive to adhere to the proposed one-way cycle path.
- A view that the Tī Rākau Drive Bridge footpath is dangerous and should be upgraded.
- Concerns that people do not use pedestrian crossings around Pakūranga Plaza safely.
- Requests for a pedestrian crossing at the Palm Avenue and Aylesbury Road intersection where people often cross to get to the plaza.

Other design suggestions concerned bus stations, urban design and landscaping:

- The need for a Park & Ride was mentioned by a number of community members who felt that it should be reconsidered at the stations, noting that it would allow more people to use the busway including those who are not physically able to walk, cycle or scooter to the stations.
- A suggestion was made to add another station adjacent to Mattson Road and between Burswood and Botany.
- Some community members were interested to know what would happen to any residual land and if permanent noise walls be installed along Tī Rākau Drive at the completion of the project.
- Some queried how many trees were being removed and replanted, where they would be going and where they could go, and gave feedback on the types of trees they would like planted.
- Some commented about the need for a stream clean up to remove weeds and rubbish from the Pakūranga Creek.

**In response to this feedback, the Eastern Busway Alliance:**

- Thanks the community for these design suggestions and feedback
- Will carefully review designs for intersections and consider adding right turn lanes
- Will review safety measures and undertake further design safety reviews
- Will continue investigating opportunities to connect cycle and footpaths to the wider network.

## Construction questions and feedback

Community members were very interested in the construction timeline, particularly when construction would start, the sequencing and staging of works, and the completion dates for various sections of the busway.

Construction impacts were also a focus for attendees, with some expressing concern about potential disruption to their daily lives, including:

- how construction might impact traffic and cause congestion that would delay or change regular commutes including public transport journeys. A suggestion was made to prioritise buses during peak hour traffic otherwise commuters may revert to using cars.
- concerns about construction limiting access to side roads and streets, Waipuna Bridge, residential driveways and properties, and other facilities along the alignment.
- noise and hours of operation.

There was also some concern about safety during construction. The below community suggestions were provided:

- fencing along Tī Rākau Drive residential properties to protect children
- provide road awareness training in local schools.

### In response to this feedback, the Eastern Busway Alliance:

- Acknowledges the community's feedback and concerns
- Will continue to plan the construction programme and methodology to create as little impact as possible
- Will provide regular, timely updates to neighbours and the wider community ahead of construction works, so people are prepared.

## General information

Participants using the feedback form live in the following areas:

Location	No. of people
Pakūranga	24
Howick	8
Burswood	2
Botany	2
Flatbush or Ormiston	2

Participants using the feedback form had the following interests in the project:

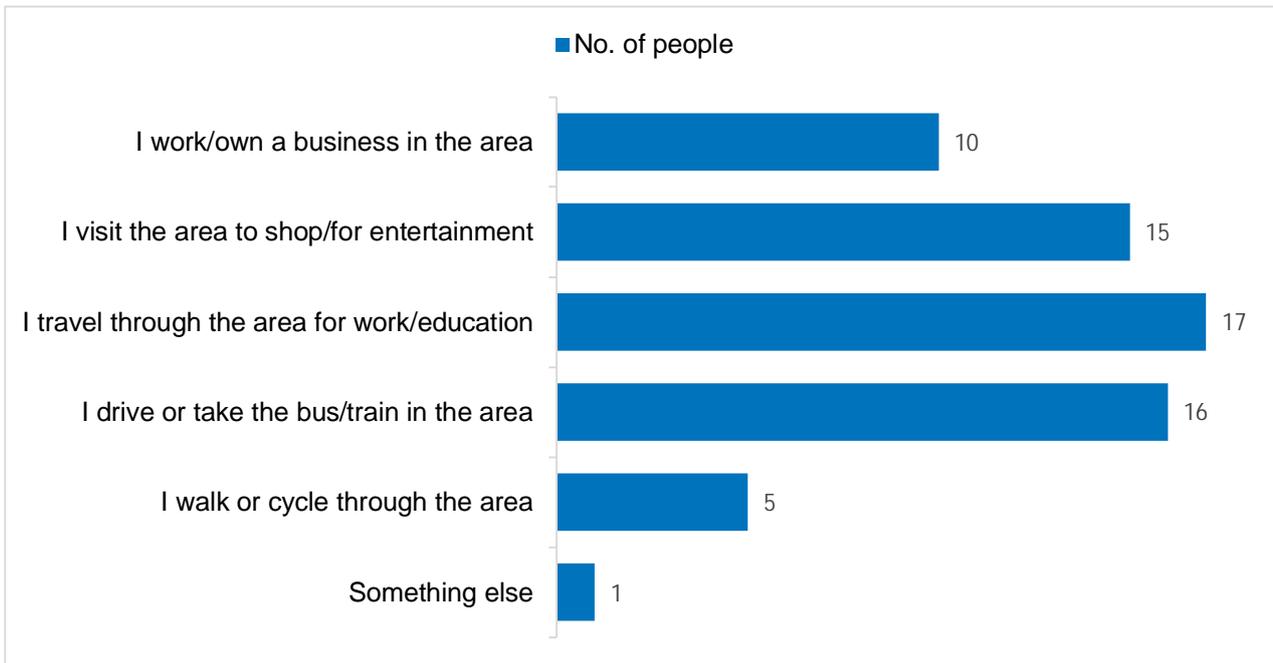


Figure 2: Interests of people who completed feedback forms.

Participants using the feedback form would like to receive information/updates about the project in the following ways:

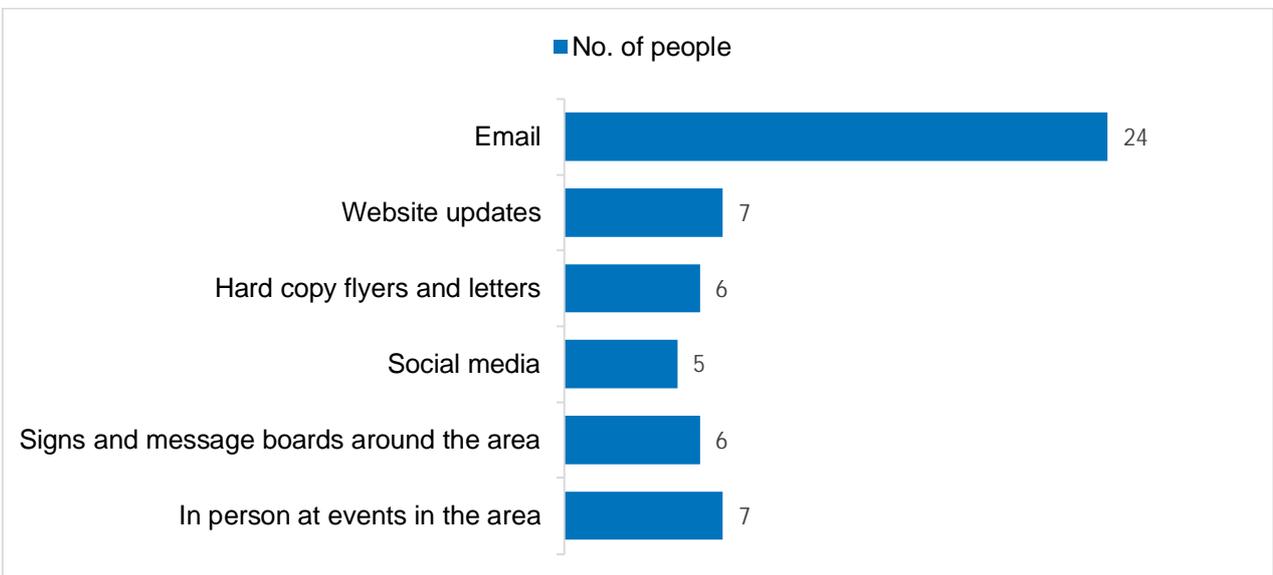


Figure 3: How people would like to receive project information/updates.

## 4 Next steps

This report will be shared with the Eastern Busway Alliance team and AT decision makers, to inform the ongoing development of the busway's design and construction methodology.

Further design updates will be shared with the community as they are developed.

A comprehensive communication strategy will be developed ahead of construction and enabling works, to ensure the community is well informed.

Ongoing engagement with mana whenua, elected representatives, the Howick Local Board, property owners, key stakeholder groups and the community will continue throughout the project, as a primary and important aspect of the Eastern Busway's social license to operate.

## 5 Appendix

### 1. Event invitation advertising the July and August 2022 community information days.

# Community information days

You are warmly invited to join us at Eastern Busway information days in July and August. Find out more about how we will build the Reeves Road Flyover and the busway between Pakuranga Town Centre and Ti Rakau Drive Bridge.

Community information days will be held in Pakuranga on:

<b>Saturday</b> <b>JULY</b> <b>23</b>	<b>11am - 2pm</b> Pakuranga Baptist Church 219 Ti Rakau Drive <i>entrance on Fremantle Place</i> <b>3pm - 5pm</b> Riverhills Park Gossamer Drive	<b>Wednesday</b> <b>JULY</b> <b>27</b>	<b>10am - 1pm</b> Te Tuhi Arts Centre 13 Reeves Road <b>3pm - 6pm</b> Anchorage Park 16 Swan Crescent
<b>Monday</b> <b>JULY</b> <b>25</b>	<b>11.30am - 1.30pm</b> Pakuranga Plaza outside countdown	<b>Saturday</b> <b>JULY</b> <b>30</b>	<b>10am - 1pm</b> Ti Rakau Park William Roberts Road
<b>Tuesday</b> <b>JULY</b> <b>26</b>	<b>3pm - 6pm</b> Pakuranga Intermediate 49 Reeves Road	<b>Tuesday</b> <b>AUGUST</b> <b>2</b>	<b>3.30pm - 6.30pm</b> Edgewater College 32 Edgewater Drive

Please let us know in advance if you would like an interpreter to be available when you visit.

To find out more, receive regular project updates or provide feedback, you can contact us on:

- 🌐 easternbusway.nz
- ✉ info@easternbusway.nz
- ☎ 0800 BUSWAY (0800 287 929)

Eastern Busway 

# 社区信息日

我们诚邀您参加将在7月和8月举办的东区公交专用道信息日。了解更多关于我们将如何建造Reeves Road天桥以及 Pakuranga 镇中心至Ti Rakau Drive 桥之间的公交专用道。

社区信息日将在Pakuranga 举行, 具体日期如下

<b>周六</b> <b>7月</b> <b>23日</b>	上午11点至下午2点 Pakuranga Baptist Church 219 Ti Rakau Drive 入口处在外曼特乐广场 下午3点至5点 Riverhills Park	<b>周三</b> <b>7月</b> <b>27日</b>	上午10点至下午1点 Te Tuhi Arts Centre 13 Reeves Road 下午3点至6点 Anchorage Park 16 Swan Crescent
<b>周一</b> <b>7月</b> <b>25日</b>	上午11.30至下午1.30 Pakuranga Plaza Countdown超市外	<b>周六</b> <b>7月</b> <b>30日</b>	上午10点至下午1点 Ti Rakau Park William Roberts
<b>周二</b> <b>7月</b> <b>26日</b>	下午3点至6点 Pakuranga Intermediate 49 Reeves Road	<b>周二</b> <b>8月</b> <b>2日</b>	下午3.30至6.30 Edgewater College 32 Edgewater Drive

如果您需要中文翻译, 请提前告知我们

要了解更多信息, 定期接收项目更新或提供反馈, 您可以通过以下方式联系我们

- 🌐 easternbusway.nz
- ✉ info@easternbusway.nz
- ☎ 0800 BUSWAY (0800 287 929)

Eastern Busway 

## 2. July bUSway event advertisement

**EASTERN BUSWAY** PROJECT NEWS AND INFORMATION FROM PAKURANGA TO BOTANY  JULY 2022

**Kia ora and welcome to the latest Eastern Busway news.**

We warmly invite you to visit the project's community information days in Pakuranga during July and August. There will be eight sessions where you can view the busway design and construction programme, find out more about the proposed facilities for walkers, cyclists and buses, and talk to the project team.

**Community information days will be held in Pakuranga on:**

<b>Saturday</b> <b>JULY</b> <b>23</b>	<b>11am - 2pm</b> Pakuranga Baptist Church 219 Ti Rakau Drive entrance on Fremantle Place	<b>Wednesday</b> <b>JULY</b> <b>27</b>	<b>10am - 1pm</b> Te Tuhi Arts Centre 13 Reeves Road
<b>Monday</b> <b>JULY</b> <b>25</b>	<b>11.30am - 1.30pm</b> Pakuranga Plaza outside countdown	<b>Saturday</b> <b>JULY</b> <b>30</b>	<b>3pm - 6pm</b> Anchorage Park 16 Swan Crescent
<b>Tuesday</b> <b>JULY</b> <b>26</b>	<b>3pm - 6pm</b> Pakuranga Intermediate 49 Reeves Road	<b>Tuesday</b> <b>AUGUST</b> <b>2</b>	<b>10am - 1pm</b> Ti Rakau Park William Roberts Road
			<b>3.30pm - 6.30pm</b> Edgewater College 32 Edgewater Drive

3. Feedback form, available at all events and on the Eastern Busway website

**Eastern Busway**   
**FEEDBACK**

Your views are important to us and we invite you to provide your comments below, or online at [easternbusway.nz](http://easternbusway.nz) by 14 August 2022.

**1. Please tell us which community you live in. Please tick one of the options below:**

<input type="checkbox"/> Pakuranga	<input type="checkbox"/> Burswood	<input type="checkbox"/> Botany
<input type="checkbox"/> Howick	<input type="checkbox"/> Flatbush or Ormiston	<input type="checkbox"/> Panmure
<input type="checkbox"/> Elsewhere in east Auckland (please specify) .....		
<input type="checkbox"/> Elsewhere (please specify) .....		

**2. What best describes your interest in this project? Please tick all that apply**

- I live/own property in the area
- I work/own a business in the area
- I visit the area to shop/for entertainment
- I travel through the area for work/education
- I drive or take the bus/train in the area
- I walk or cycle through the area
- Something else (please specify) .....

**3. We are going to upgrade some facilities in local parks, including the playground in Ti Rakau Park. What types of activities or facilities would you like to see included? This might be a particular type of play or exercise equipment or space for other activities.**

.....  
.....

**4. Construction work will start in late-2022. Do you have any particular concerns, needs or circumstances we should consider when constructing the busway?**

.....  
.....

**5. If you have general feedback about the busway's design or construction, please provide it here:**

.....  
.....

**6. How would you like to receive updates during construction of the Eastern Busway? Please tick all that apply**

<input type="checkbox"/> Email	<input type="checkbox"/> Website updates
<input type="checkbox"/> Hard copy flyers and letters	<input type="checkbox"/> Social media
<input type="checkbox"/> Signs and message boards around the area	<input type="checkbox"/> In person at events in the area
<input type="checkbox"/> Other (please specify) .....	

**YOUR CONTACT DETAILS**

Providing your postal or email address ensures we can contact you with updates on the project, including reporting back to you about what people have said. Providing personal details is optional. **PRIVACY:** Auckland Transport and the Eastern Busway Alliance are committed to protecting your personal information.

Name: .....

Organisation / business: .....

Street address: .....

Suburb: ..... Post code: .....

Email: ..... Phone: .....

Please tick here if you would like to receive updates on the Eastern Busway project

**Thank you**

Please return this form to the project team during one of our information days, or post it using the reply paid envelope provided.

To find out more, receive regular project updates or provide feedback, you can contact us on:

	<a href="http://easternbusway.nz">easternbusway.nz</a>
	<a href="mailto:info@easternbusway.nz">info@easternbusway.nz</a>
	0800 BUSWAY (0800 287 929)

**Eastern Busway** 