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ASSOCIATION
INCORPORATED

16 March 2015

Long-Term Plan 2015-2025
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NZAA Submission on Auckland's Long-Term Plan and the Regional Land Transport Plan 2015-2025

The New Zealand Automobile Association ("NZAA") welcomes the opportunity to make a submission to the Auckland Council on its Draft Long-term Plan 2015-2025 (LTP). This submission also provides comments on Auckland Transport's Regional Land Transport Plan (RLTP).

The NZAA is an incorporated society with 1.4 million members, including nearly 300,000 Auckland members. Originally founded in 1903 as an automobile users' advocacy group, today it represents the interests of road users who collectively pay over \$2 billion in taxes each year through fuel excise, road user charges, registration fees, ACC levies, and GST. The focus of NZAA's advocacy role in Auckland is on articulating the voice of the reasonable motorist on key transport infrastructure issues, and ensuring that the decisions over which projects to build and how to pay are shaped by value-for-money and principles of equity. Our goal is a safe, sustainable, and strategically aligned transport network that provides greater mobility options for our members and for all Aucklanders.

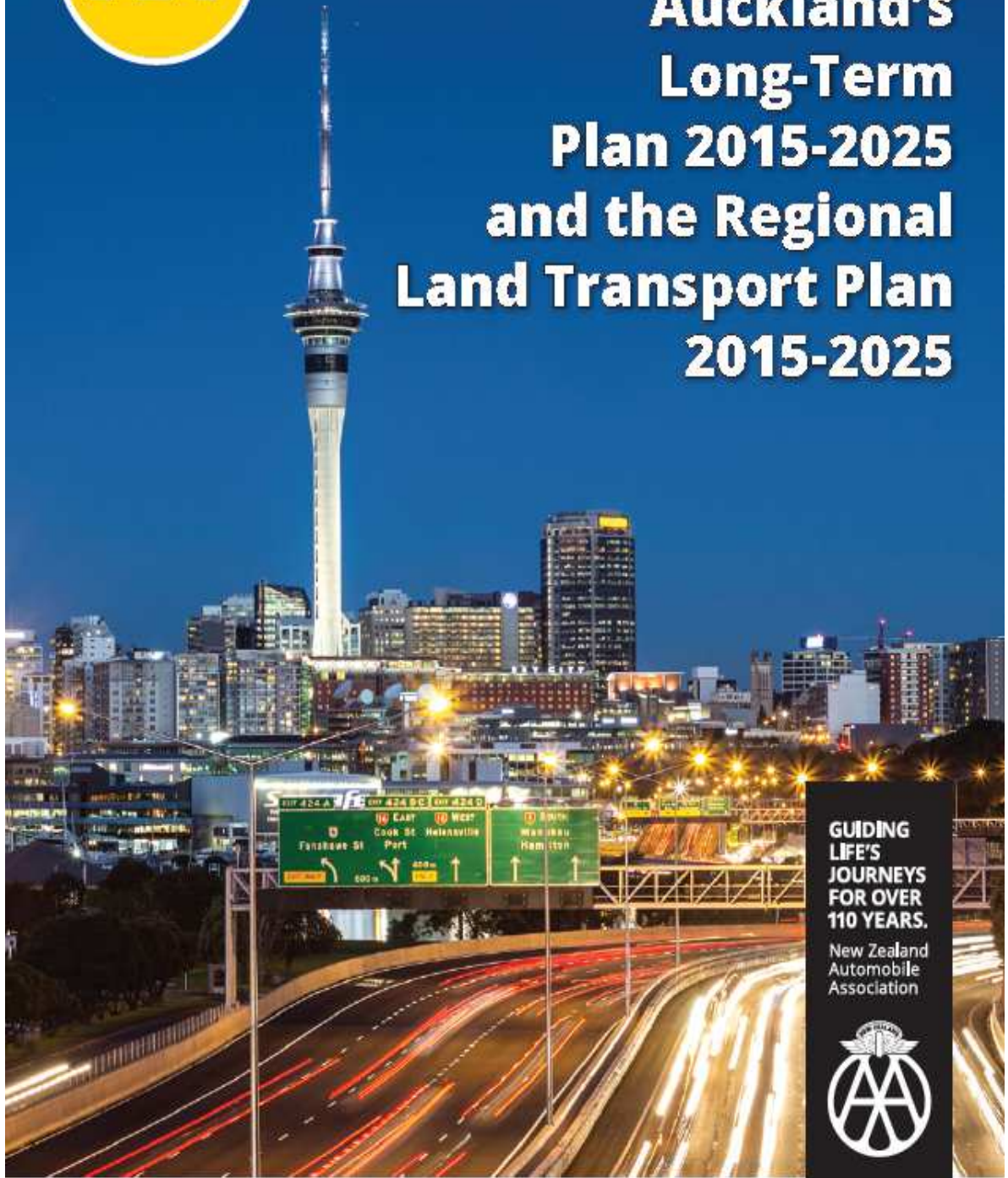
The NZAA's advocacy and policy work primarily focuses on protecting the freedom of choice and rights of motorists, keeping the cost of motoring fair and reasonable, and enhancing the safety of all road users.

Yours sincerely

Alex Voutratzis
NZAA Senior Advisor-Infrastructure



Submission on Auckland's Long-Term Plan 2015-2025 and the Regional Land Transport Plan 2015-2025



**GUIDING
LIFE'S
JOURNEYS
FOR OVER
110 YEARS.**

New Zealand
Automobile
Association



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NEW ZEALAND

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Contents

The NZAA submission has five sections;

- Key findings of our Auckland Member surveys
- Responding to the transport questions in the LTP Household Summary
- Providing commentary on the LTP Consultation Document
- Providing commentary on the RLTP
- Next steps.

In the first section, we use the findings from our surveys to provide a high-level snapshot into the opinions of our Auckland Members towards the BTN, APTN, the Council, and the lack of alignment between Central and Local Government transport strategies. The survey findings from our Members guide the rest of our submission.

As an organisation that represents our Members interests, we place a great deal of emphasis on the findings from the surveys, so they also form the basis of our responses to the transport related questions in the LTP Household Summary. Overall, our Auckland Members do not see either the BTN or the APTN as providing a solution to the transport issues facing Auckland; neither offer the right mix of projects to provide tangible and substantial transport benefits.

Next, we comment on the lack of evidence, analysis, and information about the BTN and the APTN that the Council provides in its consultation document. We are particularly concerned about how the Council expects Aucklanders to choose between the BTN and APTN when they do not provide enough evidence to make a robust and objective decision between the two options.

Our review of the RLTP focuses on our issues with the budgets and projects chosen. In particular, we have concerns about the funding profiles for arterial and local roads, capital investment into the road network, safety initiatives. We also provide commentary on about the strategic direction and anti-car narrative that the RLTP takes.

Lastly, using the findings of our Member survey as a framework, we outline a proposed next steps approach that we believe that the Council should consider.

Overview of our position

Auckland Council is consulting on its LTP, which sets out its proposed strategic direction and activities over the medium to long term. Correspondingly, Auckland Transport is consulting on its RLTP. Our submission provides comments on both the LTP and RLTP.

The transport funding discussion, together with the wider discussion about what type of city Aucklanders wish to live in, has evolved and grown over the last few years. This now means transport is becoming more embedded into the public consciousness; and people have the opportunity to have their say in the consultations. Public consultation and buy-in is crucial for the development and implementation of any substantial changes to the transport network.

The NZAA takes an evidence-based approach to all its advocacy work. To guide our approach in this submission, we have undertaken both qualitative and quantitative survey work to gauge the opinions of our Members to the proposals of the LTP and RLTP. We have attached as Appendix 1 a copy of the results of our most recent survey.

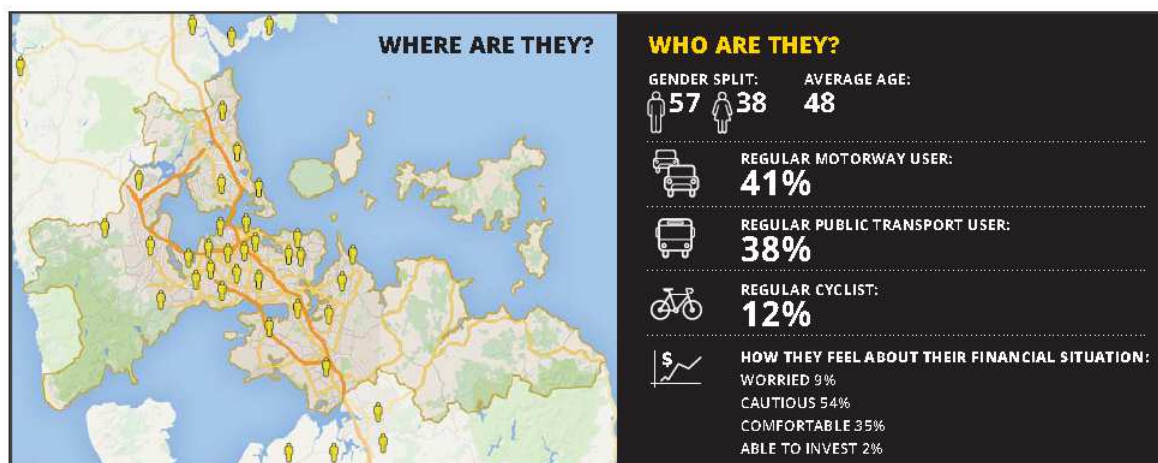
In the LTP, the Council proposes two options to fund transport capital investment in Auckland: the Basic Transport Network (BTN) and the Auckland Plan Transport Network (APTN). The NZAA does not support either option. The BTN, with its smaller funding envelope for transport capital investments and subsequent delays in the commencement of projects, is a non-starter as far as we are concerned. However, this is not to say, that we support the APTN as an alternative. We do not believe that the APTN delivers sufficient network benefits, particularly in terms of congestion relief, and the feedback of our Auckland Members clearly suggests that it will struggle to generate meaningful public support.

As neither of the options provides the solution to Auckland's transport issues, we believe that an alternative approach by the Council is required. This approach is one that arrives at budget options by first addressing precisely the types of concerns articulated by our Auckland Members.

With this in mind, we advocate for a next steps approach. One that focuses on developing a stronger alignment between Central and Local Government, an independent strategic review of the Auckland transport programme and considers new consultation mechanisms so that more Aucklanders feel comfortable that their say is being heard in the transport debate.

Member survey key findings

During February 2015, we commissioned an online survey of our Auckland Members, receiving over 6000 responses. We also established the NZAA Auckland Panel, a group of 100 Auckland Members who provided extensive written feedback. The graphic below provides a profile of the Panel Members.



For both our qualitative and quantitative surveys, questions drew specific attention to the costs and benefits of the BTN and APTN options and the approach used in the LTP Consultation Document. Outlined below are some of the key findings from the survey work.

A lack of awareness

Our Members lack awareness about the proposed transport options. Close to 60% of Members, rate their awareness of the Council's transport plans between 1 and 3 out of 10. Members are not seeing the current debate as being at a crossroads in transport planning, in the way that officials are.

Transport outcomes sought

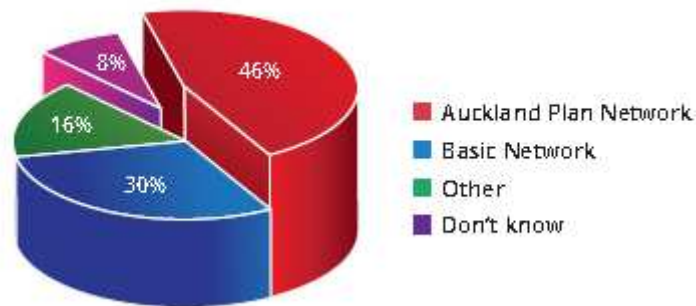
Despite limited background knowledge, our Members have a strong desire to see improved transport outcomes for Auckland. More than anything, they want transport choices. Our survey shows a majority of Members believe that better public transport would:

- Reduce road congestion
- Reduce the need for a car
- Make the city more liveable.

Member views of the Auckland Plan Transport Network

Our Auckland Members prefer the APTN to the BTN – (46% support vs 30%). However, that preference is not to the point where the APTN is seen as the solution to Auckland's transport future, or where consensus could be built around it.

Which budget option do you prefer?



Reluctance to wear costs

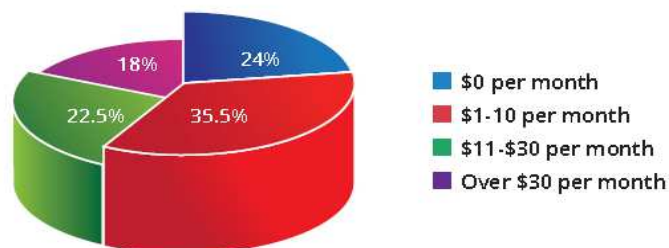
Support for the APTN does not translate into a willingness to pay. When asked how much they would be prepared to pay to avoid an extra 10 minutes of congestion each day, 23% of Auckland Members said that they would not pay anything at all. Only 18% of respondents stated their willingness to pay an amount equivalent to what the APTN proposes (approximately \$30 or more a month).

The planned 3.5% average rates increase, and any prospect of increasing rates further, remains deeply unpopular for our Auckland Members.

Members could be prepared to pay more

Interestingly, as the graphic below shows, 36% of our Auckland Members said they would pay \$1-\$10 a month to ease congestion, and a further 24% said they would pay between \$11 and \$30, suggesting that there might be an appetite for a “pay a little more to get more” approach. Council needs to initiate a thorough discussion with the public to ascertain how much more they are willing to pay.

How much would you pay to save 10 min of congestion per day?



In relation to funding mechanisms for the APTN, a user pays approach is by far and away the most popular with 53% support. Only 19% support an increase in rates and a higher fuel tax. When asked about the proposed additional 1% rate increase (on top of the average 3.5% increase), 64% of respondents were strongly against it and an additional 22% opposed it.

Concerns about a CBD focus

Many of our Auckland Members are questioning the choice of projects within the BTN and APTN. In particular, they see an over-emphasis on the CBD at the expense of the suburbs. The City Rail Link (CRL) remains a focal point for these frustrations.

Congestion outcomes

Our Auckland Members are also put off by the fact that the APTN offers only modest congestion benefits when compared to the BTN. They have concerns that congestion will get worse whether the investment is made or not.

Member views of Auckland Council

There is a strong perception among our Auckland Members of wastefulness and excess on the part of Council officials. There is an equally strong sense that the Council needs to get its own house in order financially, including the managing of costs associated with transport projects, before asking the public for additional funding.

Misalignment between Central and Local Government

Our Auckland Members have clearly identified that political and strategic misalignment exists between Central and Local Government around transport. They see this misalignment as an impediment to implementing a successful transport programme. Furthermore, considering the proportional population and economic representation of Auckland to New Zealand, they want to see Central and Local Government start taking a collaborative approach.

Response to the Long Term Plan Questions

The Council's Consultation Document poses three questions that relate to transport. Our responses are outlined below:

Do you support the basic transport network or do you think we should invest more to get the Auckland Plan transport network that would address our transport problems?

We do not believe either the BTN or APTN will address the structural issues facing transport in Auckland in a robust and definitive manner.

From the perspective of the motorist, we find that the BTN provides very poor outcomes with its significant funding cuts and delays in capital and operational road investment. From a broader mobility perspective, the proposed funding cuts means scaling back or delaying walking, cycling and public transport infrastructure to a degree that we could not accept.

We do not believe that the APTN delivers sufficient network benefits, particularly in terms of congestion relief. Moreover, the feedback of our Auckland Members clearly suggests that the APTN will struggle to generate meaningful public support.

If we decide to invest in the Auckland Plan transport network, how do you think Aucklanders should pay for it?

The Council has proposed two alternative options to fund the APTN. Our position on alternative funding is that it should not be seriously considered until there is close alignment between Central and Local Government on Auckland's transport programme. This is especially important considering that the Council cannot implement fuel taxes or a motorway user charge (MUC) without Central Government support.

Almost 90% of our Members are against the proposed average rate increase of 4.5% per annum (the proposed average 3.5% rate increase plus the additional 1% increase for funding the APTN). Furthermore, only 19% prefer an increase in both rates and fuel tax.

As our previous surveys show, our Members appear comfortable in principle with a user-pays approach to funding transport in Auckland. The 52% preference for a MUC is an acknowledgement of this. However, our previous surveys also show that road tolls are frequently popular because people feel that they can avoid paying them.

In principle, the NZAA would be comfortable if a reconfigured programme considered some form of road pricing. We recognise the potential benefits of a road pricing scheme and our Auckland Members demonstrate an openness to pay more to get more. However, they would need to see tangible and meaningful congestion outcomes.

As international experience shows, the lead time to introducing a road pricing scheme has to be far more gradual than the two to three years envisaged with the APTN. The Council needs to allow enough time for those who would be paying to process the two funding options and weigh up the benefits against the costs. Moving too fast risks alienating the public and undermining any gains that road pricing may offer.

We believe that the starting point for any discussion should be how road pricing can best deliver transport benefits. Currently, the Council is proposing the MUC as a means to fund a capital

investment programme. However, if it was approached primarily for demand management purposes, it could make some capital projects unnecessary, cutting back the investment required.

Are there any specific projects or priorities we should focus on delivering as part of the basic transport network or the Auckland Plan transport network?

In particular, the NZAA supports a stronger emphasis on the arterial road network, as it carries nearly two-thirds of Auckland's daily traffic volume and any improvements result in meaningful gains for the wider network. We would like to see a focus on:

- Not delaying arterial projects, like Lincoln Road or Te Atatu Road corridor improvements, which are crucial for the transport network.
- Network optimisation initiatives, including:
 - continued investment in traffic signal optimisation
 - increased coverage of variable traffic signs to complete network coverage
 - increased investment in incident management capabilities to reduce delays
 - continued investment into the Joint Traffic Operations Centre (JTOC)
 - looking into remarking lanes at choke points on the arterial network from one to two lanes
 - looking into variable lane directions on the arterial network during peak periods.
- The importance of arterials and Greenfield developments. By way of illustration, the Special Housing Areas in Greenfield areas will add substantial pressure on the transport network from an increase in private vehicle, public transport, and active modes use. It is important that due consideration is given to futureproof arterial roads for all modes. This will assist in alleviating some of the risks and impacts of the developments on the network.

Commentary on the Long Term Plan

Council's methodology

Having reviewed the LTP Consultation Document and the Household Summary independently, we have concerns with how the Council has sought to frame the transport conversation with the public. Our concerns focus on the:

- lack of detail on costings
- overstating the benefits of the APTN
- lack of publically accessible information.

Lack of detail on costings

Neither the Consultation Document nor the Household Summary clearly articulates what the financial impacts of choosing the APTN are on the public. This information is crucial for the public to have in order to understand the implications of choosing the APTN. In particular, we note that:

- There is an emphasis on the average 3.5% rate increase per annum over the next 10 years. Yet for households, when disaggregated from business rates, their average rate increase is in fact 5.6%. If the public choose funding option 2 of the APTN, the additional 1% increase in rates, then the average household rate increase is closer to 7% per annum.
- The Council provides no financial information beyond the proposed flat and variable charges of using the motorway. We understand that the average household cost of a MUC is \$350 per annum, though frequent motorway users could pay \$1000-\$1500 per annum. We believe at the very least that the Consultation Document and Household Summary should include this figure to provide the public with an estimate of what the additional costs of the APTN may be.
- Reference is made to 1.2 cents per litre increase in fuel tax. We are assuming that this is Fuel Excise Duty, as payment for Road User Charges (RUC) is by the weight and kilometres driven. The NZAA would like clarity if the proposed increase in fuel tax will include vehicles that pay RUC.

Overstating the benefits of the APTN

We believe that Council has framed the transport sections of the Consultation Document and the Household Survey in a manner that perceives favour towards the APTN. This approach overstates the benefits of the APTN, and lacks crucial information, and the evidence to back up the assertions made.

By way of illustration, two examples of the perceived favour towards the APTN are on page 34 of the Consultation Document. The first example states, "With more renewal investment available, we will have hardly any transport assets in a very poor condition compared to the basic network, which, by 2025, would see 18% of our transport assets in this condition". Council has provided no definition of what "hardly any" actually means - for example, is it 2%, 5%, or 10%. Yet, the data is available for the BTN. Just below the above example is the following: "And the Auckland Plan has positive environmental impacts". Again, no mention is made of what these impacts are.

Language suggesting a degree of perceived favour is also exhibited in the Household Summary. On page 9 is the statement: "if we choose to fix Auckland's transport issues and get our city moving". This statement implicitly claims that the APTN will solve Auckland's transport issues and suggests

that the APTN is the only way that it can be done. Another example, “to build the advanced network that thousands of Aucklanders have told us that they want”, implies that the Council has already engaged the public on the APTN. We believe that it is a stretch to assume that submissions on the strategic transport priorities of the Auckland Plan can be used to support the proposed projects of the APTN.

Lack of publically accessible information

NZAA acknowledges that the Council is using the Consultation Document and the Household Summary to have a wider discussion about its priorities, which include parks, libraries, and local board initiatives over the medium to long-term. However, considering the weight that Council has placed on the transport conversation, we have concerns about the lack of publically accessible information to compliment the Consultation Document and Household Summary.

We note that the Council has placed a number of supplementary transport related documents onto the 10-year budget (2015-2025) webpage of the Shape Auckland website and that the Consultation Document and Household Summary refer to the website. These documents appear to be only available electronically, which limits their accessibility. Our concern is that vulnerable groups like the elderly or socially deprived, who could be impacted significantly by any new or additional funding mechanisms, may not have the ability to access this information. We note that the supplementary documents under the transport section:

- Repeats the overview of the BTN and APTN that the Consultation Document and Household Summary provide
- Provides the BTN and APTN capital project lists, but these are not in a user-friendly structure for the public to understand
- Includes the IAB transport funding report
- Does not include the supporting documents of the IAB transport funding report that evaluates the transport, economic, social and financial effects of the new or additional funding mechanisms on Auckland’s businesses, communities and residents.

Commentary on the Regional Land Transport Plan

Strategic direction

In outlining its strategic direction, AT has provided a comprehensive explanation of the synergies between the RLTP and the Auckland Plan, but little sense in how the RLTP connects with the other relevant transport strategies of Council and AT as well as Central Government's Government Policy on Land Transport Funding 2015-2026 (GPS 2015).

The Auckland Plan is the key strategic document that drives the development and implementation of the RLTP. However, we still have concerns that the strategic vision, outcomes, and transformational shifts of the Auckland Plan may be too abstract and difficult to quantify in relation to transport. We believe that this will lead to difficulties in assessing transport achievements and progress objectively.

Despite these high-level strategic concerns, we consider the Auckland Plan's transport priorities to be solid. We support the focus of these priorities to further develop, hone, and implement policies around network management, land use and network integration, prioritisation of funding, and developing new funding mechanisms.

However, a weakness in this Auckland Plan centric approach is that the RLTP lacks connectivity to other transport related strategies of AT and the Council. The RLTP does not provide a sub-regional connection to the spatial, local board and area plans that the Council has developed. Providing these connections would give an additional layer of insight and understanding into how specific projects are chosen as well as reflecting the aspirations and needs of local communities, which our Members belong to.

We are also concerned that the RLTP does not include the Auckland Regional Public Transport Plan, which is the key operational public transport strategy for Auckland. This omission is surprising considering the proposed financial investment into public transport in both the BTN and APTN. Within a constrained funding environment, we believe it is necessary to provide the strategic background and linkages in order to support the proposed \$3 billion dollars of investment into public transport under both options.

The RLTP is also missing a substantive discussion about how it aligns with the strategic direction, national land transport objectives, and primary results sought from the GPS 2015. Given that the GPS 2015 not only sets out the Government's strategic and policy goals for land transport but also provides the framework for funding from the National Land Transport Fund, we expected to see more detail about how these plans are aligned. Considering the synergies with the GPS 2015 around value for money, network optimisation, and future urban growth and development, there is an opportunity for AT to incorporate these into the RLTP and align them where possible with central government

Anti-car narrative

As discussed above, the strategic framework of the RLTP comes from the Auckland Plan, with its overarching vision, desired outcomes, and transformational shifts. This framework results in a pro public transport narrative that is often so strong as to be anti-car. Comments like "cars simply take up too much space" or "replace sterile tarmac with spaces which encourage people to linger and enjoy being in the centre of a world class city" reinforce this perception.

This narrative assumes that private car use is a problem in and of itself. Yet, nearly 80% of Aucklanders commute by private vehicle. This large proportion of commuting by private vehicle also occurs in cities like Perth, Melbourne, and Brisbane. People choose to commute by private vehicle because it reflects the needs and aspirations of their lifestyle and because Auckland, despite the significant investment, still does not have a reliable and efficient public transport network. Even with increased uptake on public transport and active modes, we are unlikely to see a fundamental change in mode share patterns for a long time.

NZAA recognises and supports the role that public transport, walking, and cycling play in the transport network, as these modes provide additional choice for our Members. However, we believe that such emotive messaging is misleading and simplistic, and ultimately stands in the way of an informed and balanced debate.

Transport outcomes

We do not believe that the RLTP clearly articulates the transport outcomes of either the BTN or APTN.

There is limited data and analysis provided about what the benefits of either plan are. In particular, the RLTP uses graphs to compare public transport demand, the proportion of jobs accessible by a 45-minute public transport commute, and freight speeds. However, these graphs lack a substantive discussion about what they mean for the transport network and users. Considering the level of investment proposed by the APTN, we consider these graphs to show poor congestion outcomes. Furthermore, there is no information provided about outcomes on arterial routes, despite the important role they play within the transport network.

The RLTP also provides no information or analysis on:

- The congestion pinch points in the network and the forecasted travel time outcomes
- Journey time data for public transport and freight movements from an origin to destination perspective
- Transport connectivity into and across the CBD.

Funding profiles

The Council consistently emphasises that transport is its number one priority for Auckland. However, the Council is proposing to reduce capital expenditure in transport significantly. The 2012 RLTP forecast investing \$9.4 billion in transport capital projects over 10 years, or approximately 47% of the total Council capital expenditure budget. The 2015 RLTP scales this down to \$6.9 billion or 40% of the total Council capital expenditure budget. We do acknowledge that the forecast operating expenditure profile increases under the 2015 RLTP, to \$13 billion. However, we are concerned the proposed level of capital investment is not matching the Council rhetoric about transport.

Arterial and local roads

AT must continue their focus on optimising the road network to improve productivity, reliability, and safety for all users.

Maintenance and operations

NZAA welcomes the continued investment in the road network, particularly in maintenance and operations. We are supportive of the proposed investment of \$1.4 billion and the level of

investment increasing throughout the period of the RLTP. This level of forecasted investment is an increase on the 2012 RLTP allocations to road maintenance and operations. We also support AT prioritising non-discretionary maintenance and operations activities that are crucial in maintaining existing levels of service and safety standards.

Renewals

However, from a renewals perspective, we are concerned about the implications of the reduced levels of funding on the road network. AT envisages that by 2025 nearly 17% of Auckland's roads will be in a "very poor" condition and that there will be a \$1 billion backlog in renewal projects. We find the lack of substantial discussion in the RLTP about these implications disappointing. In particular, there is little information provided about:

- What does "very poor" condition actually mean?
- What levels of service can the public expect when using these roads?
- What are the safety implications for transport users?
- What are the impacts on network optimisation?
- How would this proposed limit of funding fit within the One Network Road Classification system requirements?

Road network management

We support the proposed approach by AT in making better use of the road network through implementing technology, minor enhancements and bus priority projects. Over 50% of our survey respondents support the use of more transport intelligence technology; particularly for the traffic light system. AT has made substantial progress already in road network management and optimisation through JTOC – acting in partnership with NZTA. With further investment by AT we expect to see additional tangible benefits, such as providing greater connectivity and accessibility for all transport users.

Capital expenditure

NZAA has significant concerns about the extent to which AT is scaling back the road infrastructure improvements programme by allocating only \$470 million over 10 years. This is considerably lower than the \$700 million that the 2012 RLTP allocated for 2012-2015. This funding reduction and the subsequent delaying of projects will seriously affect the accessibility, connectivity, futureproofing, reliability, and safety of the transport network for its users. It will also lead to an increase in the levels of congestion that private vehicle and public transport users will experience.

The NZAA believes that AT must focus on its Arterial Roads Deficiency Analysis and objectives in choosing projects to fund for road infrastructure improvements. The focus should be on projects that best meet the objectives, such as improving road safety and accommodating the multi-modal nature of the road network. In this respect, AT should not choose projects from the capital expenditure budget whose primary focus is on developing urban form. Instead, we believe that these should be funded from other Council budgets. An example of this is the Quay Street seawall, which needs seismic strengthening; we are concerned that this project is falling into the road infrastructure improvements budget instead of Council managing it through another budgetary stream.

Furthermore, we believe that AT should not delay projects that provide complimentary benefits, synergies, and alignment with projects NZTA are undertaking. For example, we note that, under the

BTN, AT will delay projects like the Lincoln Road corridor improvements until after 2018, when funding becomes available. This will lead to the compromising and delaying of the congestion and connectivity benefits gained from the completion of the NZTA led Western Ring Route project.

Special Housing Areas are crucial in managing Auckland's growth in an effective and sustained way. However, under the BTN, the development of Mill Road, a project that seeks to address the current and future transport requirements in South Auckland, is delayed. We believe that Mill Road is an essential project, especially considering the future urban growth of 10,000 new houses and 6,000 additional jobs around Papakura, Manurewa, and Alfriston. It is important that Council now plan for growth in Auckland effectively so that AT does not need to retrofit transport projects in the future.

State highway network

It is crucial that NZTA continues to focus on improving congestion, safety, reliability, accessibility, and connectivity of the State highway network. With this in mind, it is a positive to see the continued focus on the Accelerated Auckland Transport Projects. These projects are meeting the existing needs and future growth and development of key areas like the northwest and south. We will continue to take an interest in the progress of these projects.

The NZAA encourages AT putting more emphasis on State highway projects through the RLTP, particularly future projects such as the Additional Waitemata Harbour Crossing and easier access and connectivity for the Ports of Auckland around State Highway 1 and 16.

We would also like to see more certainty and detail around the redevelopment of State highway 20B. SH20B has heavy and consistent traffic volumes and requires improved traffic management. A consistent speed limit and additional lanes would assist in alleviating the safety risks and high congestion of the current layout. These actions would also futureproof SH20B, as Auckland International Airport envisages increased growth and South Auckland population forecasts show exponential growth over the coming decades.

Public transport

As discussed previously, our Members want choice with the transport modes they use, and there is no doubt that public transport has an important role to play in providing a reliable, accessible, safe, and affordable alternative to the private vehicle for our Members. Given public transport in Auckland is still developing, it is crucial that the transport programme protects not only the significant investment in the network over the last 10-15 years, but also current and forecast levels of patronage growth.

City Rail Link

On balance, we are supportive of the City Rail Link. We agree that the CRL is critical to complete the rail network. Combined with electrification of the rail network and new EMUs, the CRL will increase network capacity, resilience, and reliability. We also support the early enabling works over the next three years. Tying in the enabling works with the Precinct Properties Lower Albert Street site redevelopment makes sense.

However, we do have concerns that AT has not included any Benefit Cost Ratios, discussion about value for money, or any information about what the benefits of the CRL are in the RLTP. The approach AT has taken towards the benefits of the CRL is too high-level and lacks data and analysis to explain its assertions that the CRL will:

- “enable a more productive economy”
- create “flow-on benefits across the whole of Auckland”
- “fundamentally change the growth and infrastructure landscape of Auckland, in a similar way to the original opening of the Auckland Harbour Bridge”.

We are also doubtful whether the CRL alone will “significantly reduce pressure on our roads”. The City Centre Future Access Study shows that even with the CRL, the average speed into the CBD will decrease to 8 kph while commuting by private vehicle will still increase by a forecasted 7,000 trips per day. We acknowledge that the CRL could assist in reducing congestion on the road network that runs parallel or in close proximity to the rail network. However, it is a stretch to assume that it will provide tangible travel time benefits for car commuters in East Auckland or the North Shore.

Our surveys suggest that AT and Council need to do more to articulate the benefits of the CRL. Public misconceptions about the rationale for the project still exist, despite it having consistent and significant media and political attention over the last five years. Our suburban Members often view the CRL as an illustration of a CBD-centric focus on the part of the Council.

With an estimated cost of \$2 billion, we believe that Aucklanders need to see a robust business case around the CRL, as well as much more clarity about who benefits, who pays and how the cost burden will be managed fairly. This is particularly the case if construction of the CRL means delaying other vital transport capital and operating expenditure.

Light rail

We are surprised to see the RLTP exploring the option of light rail for the inner Auckland isthmus, particularly as AT had not identified light rail as a public transport option previously and neither the APTN nor the BTN include it. We understand that AT is undertaking further investigative work around light rail’s feasibility along the main arterials to alleviate current and future levels of congestion to and from the CBD. We believe that AT must undertake this work openly and transparently, especially given the public reaction to the latest announcement.

Because the RLTP does not provide sufficient data or analysis, we are not in a position to provide detailed comments about light rail. However, we have a number of points that we believe AT should explore:

- Does light rail provide the transport solution for the isthmus? Considering that a large part of it is protected by the Proposed Auckland Unitary Plan heritage overlays. These provisions mean that future intensification could be difficult.
- Considering the zoning provisions and heritage overlays, will there be the future population growth to justify light rail in the isthmus?
- Does light rail provide a significant enough capacity boost over the existing busway networks along the main arterials to justify the significant investment?
- Instead of light rail, could the public transport New Network, or modifications to it, allow bus services to act as feeders to the rail services dotted around the vicinity of the isthmus or work in tandem with express services to the CBD?
- What would the likely approach be to any public private partnership for the delivery of light rail?

Bus, ferry, and multimodal public transport

The RLTP does not breakdown the financial data enough to show the:

- Total operational cost is of running bus, ferry and rail services
- The subsidy cost to both AT and NZTA per public transport journey on each mode
- The tangible benefits for investing into the public transport network.

AT is currently rolling out the New Network, which is a positive step in rationalising the bus network. However, the BTN will delay the full rollout of the network by approximately five years due to delays in constructing new interchanges at Otahuhu and Manukau and constructing new busways. These delays may affect not only public transport patronage, but also fare revenue generated, which will cost AT in operating subsidies.

With the rollout of the New Network, we note that commuters needing to switch modes to complete their journey may prove to be a barrier to uptake. Looking forward, AT must continue to monitor service levels and customer feedback to make sure that commuters do not suffer journey time delays or poor service because of the changes.

The BTN will delay grade separations between the rail and road networks. This will affect rail and road efficiency, as additional rail services will block roads with more regularity.

Walking and cycling

NZAA is generally comfortable with the strategic direction AT is taking with walking and cycling. We believe that cycling has a role to play within the transport network, as a relatively cost effective means to help ease congestion. Cycling patronage across key routes like the North Western Cycleway was consistently higher in 2014 than in 2013. We envisage that this increase will continue with the targeted investment that AT and NZTA are making into cycling infrastructure. The last 6 months have seen the opening of the Grafton Gully, Beach Road, and Westhaven cycleways in Auckland.

We acknowledge that within a constrained funding environment that AT must make tough choices about project choice, scope, and budgets. As a member of the Cycling Safety Panel, our recommendation is for AT to focus funding on good quality projects that reduce the risk of conflict with other transport users and provide safe, reliable and preferably segregated connections. Cycleways like Beach Road are an excellent example of a safe road system for cyclists.

We do not want to see funding made available to projects that expose cyclists to dangerous situations through poorly designed cycleways or cycleways that stop abruptly, leaving cyclists vulnerable on the road network. Nor would we want to see investment in cycleways that does not correspond with strong demand, existing or potential. To that end, we would like to see data provided on cycleway patronage, so that AT can promote the success of the network, and reassure the wider public that investment is meeting cycling targets.

Our stance on footpaths is similar to that of cycling. We believe that AT should focus on providing a safe and reliable footpath network. Emphasis should also be on identifying hazards that can potentially cause injury to pedestrians. According to the NZTA commissioned report *The Mechanisms and types of non-motor vehicle injuries to pedestrians*, ACC receives approximately 30,000 pedestrian claims per year, of which 27,000 are the result of injuries not related to a motor

vehicle. Poor maintenance of the footpath (loose materials, cracks in the surface and an uneven surface) cause a significant proportion of the injuries reported to ACC.

We see merit in AT giving priority for footpath renewals across Auckland, particularly those that are highly used in town centres or on main arterial roads like Dominion or Ponsonby Roads. Furthermore, we would like to stress that footpaths that are renewed, should be those that require renewal. We do not believe that AT should give priority to footpath projects where the focus is on simply improving the urban form.

Safety

We are disappointed that safety, as a funding programme, continues to have a low profile. In the 2012 RLTP, 0.9% of proposed AT funding for 2012-2015 (\$49 million) was allocated to road safety promotion. The RLTP now proposes to axe funding for safety programmes completely for 2015-2018. Furthermore, it allocates only \$44 million for 2018-2025.

Unlike in the 2012 RLTP, the current RLTP does not provide any targets or priorities to achieve tangible safety improvements like intersection upgrades, speed re-zoning, improved street lighting or identifying and resolving high-risk issues on rural roads.

We are also disappointed that AT will delay capital expenditure for new red light cameras until after 2018. The *Auckland Red Light Camera Project* that AT undertook in 2011 outlines the significant safety, value for money and savings benefits of the cameras. We believe that AT should provide additional funding for red light cameras before 2018. This will allow for a wider catchment of high-risk intersections by red light cameras sooner rather than later.

We are concerned that the safety outcome sought is generic and is not measurable. AT needs to expand this outcome and include how they plan to measure it and the mechanism for doing so. This is important as cases of deaths and serious injuries from road crashes are on the rise in the Auckland region.

We note and welcome the strategic importance that the RLTP places on RoadSafe Auckland to implement the Safer Journeys vision of a safe road system increasingly free from deaths and serious injuries. As such, we support the development of the Road Safety Action Plans and their targeted interventions. AT, NZTA and the Police need to work effectively and efficiently to roll out these action plans.

Parking and enforcement

In July 2014, NZAA submitted on the Draft Parking Discussion Document. Overall, we supported a number of the parking management tools that AT proposed, and we are encouraged to see an increasing preparedness on AT's part to approach parking issues in an innovative and holistic way. However, we did question whether the proposed tools would have the desired effect on consumer behaviour.

We note that the parking and enforcement outcome is identical to that in the 2014 Annual Plan and that AT is seeking to balance pricing and ensuring the optimal use of its parking resources. As our submission emphasised, AT needs to have a clear strategy around the pricing of parking as it can have potential impacts on CBD vitality, the public transport network, and the use of technologies.

Travel demand

The RLTP makes brief comments about demand management from a road network perspective and initiatives like the Commute Programme. We would like to see more information provided about the Travel Demand Management programmes and strategies that AT are undertaking, the costs and benefits of them and their expected travel impacts.

Next Steps

As we discuss earlier in our submission, we believe that the Council needs to reconfigure its approach towards Auckland's transport programme. The Council needs to develop an alternative approach that delivers more meaningful network outcomes and addresses the concerns that our Auckland Members articulated in the surveys about the two options.

Stronger alignment between Central and Local Government

The starting point for a reconfigured approach should be a closer strategic alignment between the Council and Central Government. A number of different parties, including the Mayor Len Brown, have raised the possibility of some form of transport accord between Auckland and Wellington, and this makes good sense. A foundation for the accord could be around shared transport objectives. Both the Auckland Plan and the GPS 2015 focus on reducing congestion, improving road safety, and reducing the transport effects on the environment.

Reviewing the APTN

One of the first tasks of such an accord should be an independent strategic review of the Auckland transport programme. This should address key concerns raised by stakeholders in particular, whether the congestion outcomes of the APTN and the strategic framework around it are sufficiently robust. The NZAA believes that removing these question marks will enhance the credibility of the programme, even if current project lists and time frames do not change materially as a result.

Consider new consultation mechanisms

The majority of our Auckland NZAA Members feel left out of the Council led transport planning process and are less than convinced about where the process is heading. The Council needs to do more to tune into, and take on board the views of Aucklanders who are not active participants in the debate. This will avoid the Council being overly guided by the "squeaky wheels". At the same time, channels have to be found to demonstrate to currently disaffected Aucklanders that their views on transport issues have been heard.

Appendix 1



Auckland Long Term Plan 2015

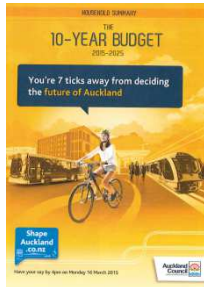
AA Member Summary Report

Peter King

16 March 2015

Executive Summary

This report covers both a quantitative and a qualitative survey and builds on the October 2014 survey on related subjects. In many respects the survey merely confirms the findings of previous surveys although it specifically determines the views of AA Members in response to issues raised in the Auckland Council consultation booklet.



The AA study is, without doubt, the most intensive we have ever carried out. It featured:

- 1) An independently audited set of core questions
- 2) A pilot which returned 1,100 responses
- 3) A wide range of demographic and psychographic ancillary explanatory variables
- 4) A final survey with over 5,300 responses
- 5) A qualitative survey with 55 open text responses

While there is certainly evidence of self-selection bias in the response set for age and gender there is little evidence of transport issue selection bias. The qualitative panel response and the quantitative questionnaire response are largely in agreement. The AA can therefore be relatively confident that the surveys reflect the views of the Membership at large.

Extrapolating from AA Member responses to Auckland at large needs to be done carefully. AA Members are older and better off than Auckland generally. Therefore this report has made explicit the different responses by age, financial confidence and location. To extrapolate to Auckland generally results by financial confidence (which does not equate to household income) would have to be matched to the whole city.

Fundamentally the survey found a great deal of dissatisfaction with Auckland Council. The scores for Auckland Council's performance at consultation, communication and education were fairly damning, as were the comments we collected.

There is no appetite for rates increases in Auckland except among those who are most financially confident. The 3.5% increase was roundly rejected and 4.5% is politically impossible.

There is strong support for Motorway charges, however there appears to be a strong element of self-deception about this as the strongest advocates are least likely to pay them.

While AA Members are firmly on board with the notion that public transport will solve Auckland's problems more than 80% don't use it regularly and most of the public transport projects included in the basic network plan will not make much difference to them. By contrast better management of road corridors would make a difference and be welcomed.

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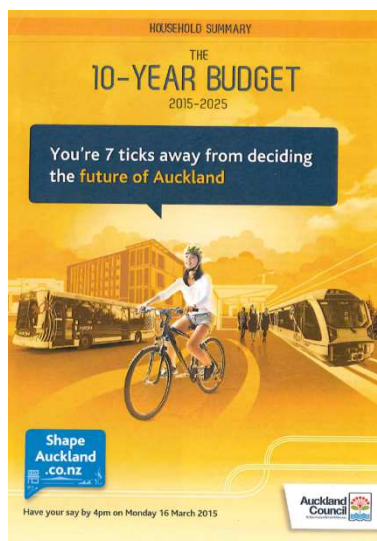
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Study objectives

The purpose of this study was to investigate AA Auckland Member attitudes to the proposals in the Auckland Auckland City Ten Year (2015-2025) Budget consultation document.

This is probably one of the largest studies into a single subject the AA has ever carried out and was conducted on a range of levels. This included a quantitative survey sent to all Auckland Members for whom we have emails and a qualitative survey sent to a specially selected panel representative of the AA Membership in the city.

The objective was to obtain a thorough understanding of Member views of the issues raised in this document.



Background

With 289,000 Auckland Members the Automobile Association has, as might be expected, been a significant voice in the debate surrounding the development of Auckland transport. The Association has 133,000 unique email addresses for its Auckland Members and regularly conducts random sample surveys of their views.

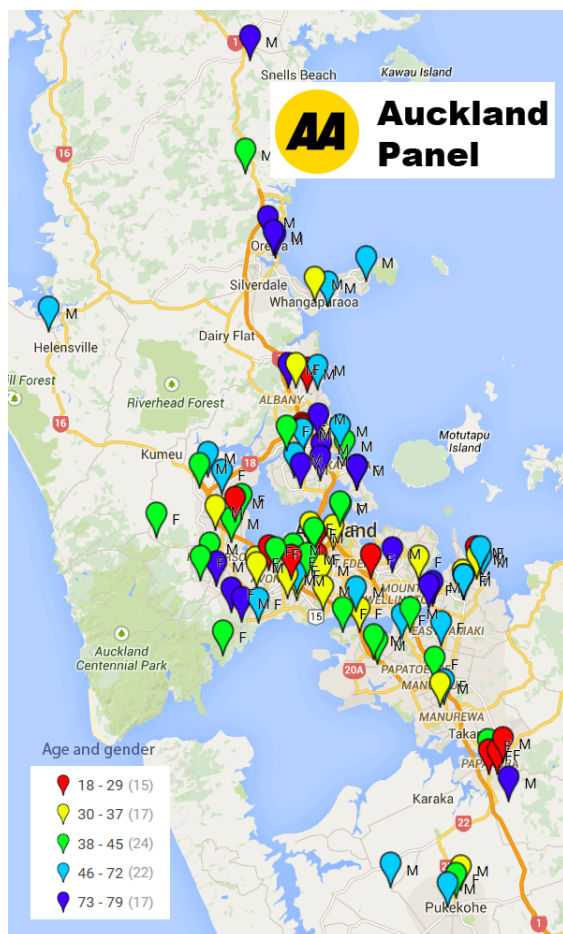
The Association has an extensive database of previous survey findings relating to Auckland city ranging across a wide range of topics from parking to public transport. The most recent of these was the October 2014 survey "Auckland Long Term Plan Survey".

Unfortunately Auckland Council's transport planning seems to be highly mutable and even since October 2014 has changed somewhat. Auckland Council has been consulting its constituents via its 16-page Household summary document of the ten year budget, but even during this consultation announced it was investigating a completely new (and unbudgeted) light rail project for the Auckland isthmus.

Part One: Data Gathering

Methodology

This study methodology grew out of the October 2014 Auckland Long Term Plan survey (report available separately). In that survey we invited respondents to volunteer for a regular panel on Auckland issues. Over three hundred volunteered but were weeded down to 95 as we sought to establish a panel that was geographically representative and consistent with the survey respondents it was drawn from as it could not be representative of any other sample.



The purpose of the panel is to survey using open ended questioning techniques over a sizable sample but not one so large that it would defy analysis.

An email survey instrument using the Ubiquity Engage platform based on open-ended questions was developed by the AA and sent to the panel on 28 January 2015. A reminder was dispatched on 5 February and 18 February. A total of 54 responses were collected, each participant taking around 30 minutes to write up their answers.

In addition to the open-ended panel we also wanted to put similar questions to Auckland Members as those contained in the Auckland Council booklet. We engaged the services of a survey design expert to help develop our questionnaire.

In addition to the core questions we also wanted to collect information about Members beliefs about transport, locations and demographic qualifiers.

As part of the survey we were also interested in determining a monetary value for the value of avoiding congestion delay. This is a very complex and difficult subject usually requiring conjoint techniques in order to determine a valid result. Such an exercise was beyond the scope of this study however we still wanted an indicative value of congestion delay. After a little advice from a transport economist the question text settled on was:

6A What is the most you would be willing to be charged (in dollars) per month to avoid sitting in congested traffic for an extra ten minutes per day?

The economist noted there is still concern that the cost timescale (month) and the congestion scale (minutes) were not synchronised. There is also an assumption that the avoidance is immediate and not delayed (e.g. extra ten minutes per day in ten years' time) which would actually be more accurate.

The reason for choosing the monthly scale was so that respondents could compare it with other utility services they pay for. We had also noted from previous surveys (Auckland costs survey 2012) that people appear to think differently about paying for things to hand vs paying for things regularly. People would nominate tolls of \$2 per day but object to \$60 per month even though these are largely equivalent. This is partly because there is an assumption of discretionary daily spending (a coffee every other day) not being a regular cost, possibly because they think they may be able to avoid tolls (as we have found in prior surveys).

The Auckland Transport and congestion value questions were tested in a pilot survey run from 10 January 2015.

The pilot survey gathered 1,110 responses. Respondents found the value of time question confusing because they second guessed the motivation for asking it so the following prefacing text was added.

This question is about how much you are willing to pay to avoid congestion. Just assume that the money you spend avoids congestion, it doesn't matter how. What we are interested in is how much you are prepared to pay.

Think about the amount you are prepared to pay compared to other bills you pay monthly (e.g phone or electricity) and how this extra bill would affect your budget.

Response values of zero to one hundred were allowed because the number of respondents in the test answering 100 or more was very small and restricting answers to this range obviated the need for an outlier policy for a few very high numbers (usually not entered seriously). This is why 100 is reported as "100 or more" and resultant averages don't contain outlier values so they remain in line with medians.

The quantitative survey was dispatched Friday 20 February at 9.53am.

Total messages sent 132,812

Total messages read 45,226 (34%) 14,725 (11%) read more than once.

Total responses collected 5,321 (11.7% of those who read the message)

Response Demographics

Ideally surveys would have no self-selection bias but almost all do. Recognition of self-selection bias is important for determining the best approach for unbiased analysis.

Basic demographics are generally used to determine response bias. The first stage for determining response bias is determining how the response set differs from the population (AA membership) and whether there is any statistical difference between the answers given by Members in the response set based on those differences.

While gender is an obvious case of self-selection bias (female respondents are 40.9% percent of the response but 54% of AA members) there were very few questions where there was any significant difference in the response between the two genders (men and women are more alike than different). Where there was a difference generally related to either 1) financial confidence (women tend to be poorer) and 2) risk aversion (women are less likely to cycle). Of these the only issue of consequence is financial confidence. This is also important when it comes to extrapolating beyond the AA Membership because AA Members are generally better off than non-Members.

The response is notably older than Auckland's population, but as the AA Membership's average age is 53 (compared to 35 for Auckland) it is not disproportionate for the population it represents. Obviously retired people, with a reduced need to commute (1,554 retired Members were still regular commuters) and a fixed income, retired people have a different set of priorities to those who are employed. Because those who claimed to be retired had the same financial confidence distribution as non-retired there is no sign of multicollinearity (overlap) between the two variables. This means "retired" status is a separate predictor variable to financial confidence. The fact that 29% of the survey response set indicated it was retired compared to 11% of the Auckland being of retirement age (65) or older shows that the survey while reflecting AA Members may not at first sight be readily extrapolated to all Aucklanders.

The report will therefore offer additional information about differences in response responses by retirement status, location and financial status.

Part Two: Findings and Analysis

Qualitative Survey

Basic demographics

Percentage of 5,321 respondents	Gender			Total
	Female	Male	Other, don't want to say	
18 to 24	1.3%	1.3%	0.1%	2.7%
25 to 34	3.4%	4.4%	0.1%	7.9%
35 to 44	5.2%	6.5%	0.1%	11.8%
45 to 54	8.2%	9.7%	0.2%	18.1%
55 to 64	10.1%	13.5%	0.1%	23.8%
65 to 74	9.7%	16.4%	0.1%	26.2%
75 plus	2.5%	5.7%	0.0%	8.1%
don't want to say	0.5%	0.5%	0.5%	1.4%
Total	40.9%	57.9%	1.2%	100.0%

	Frequency	Percent	Cumulative Percent
Speculative	88	1.7	1.7
Comfortable	1849	34.7	36.4
Cautious	2622	49.3	85.7
Worried	423	7.9	93.6
Don't want to say	339	6.4	100.0
Total	5321	100.0	

All respondents were asked to tick a box if they were

Weekday commuter	70%
Ratepayer	79.4%
Retired	29.2%
Regular public transport users	18.4%
Regular cyclist	8.1%
Employed full time	51.2%
Employed part-time	15.9%
Work in the CBD	18.5%
Children at home	17.8%
At Uni or Poly	6.1%

Those who were weekday commuters were asked to tick a box if:

For your first trip of the day do you	
Use a bus	6.4%
Use a train	3.2%
Use a ferry	1.4%
Use a bicycle	2%
Walk or run 1km+	2.8%
Leave home before 7am	16.8%
Leave home after 8:30am	8.6%
Share a car trip with family	24.9%
Share a car trip with others	3.8%

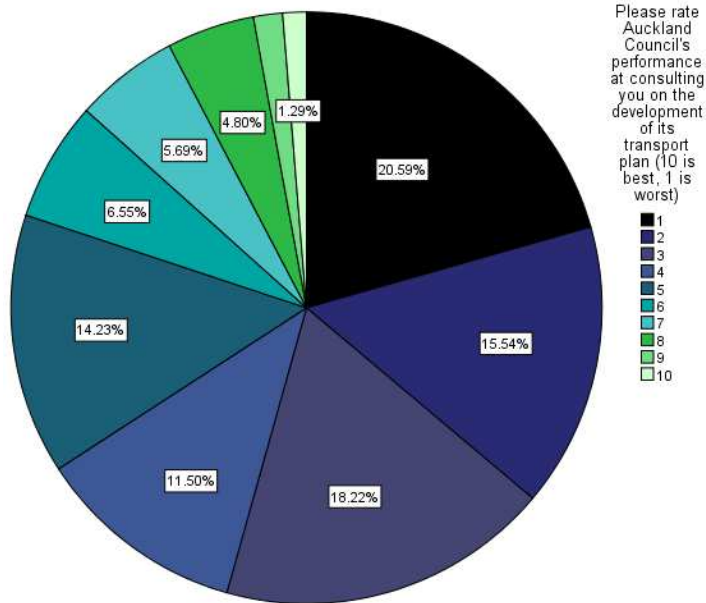
All respondents were asked

	Frequency	Percent	Cumulative Percent
North of Albany	587	11.0	11.0
North of the bridge	1103	20.7	31.8
Western Suburbs	879	16.5	48.3
Central Auckland	1130	21.2	69.5
Eastern Suburbs	847	15.9	85.4
South Auckland to Papakura	545	10.2	95.7
Further South	230	4.3	100.0
Total	5,321	100.0	

All respondents who answered "outside Auckland" and three Waiheke Islanders were excluded.

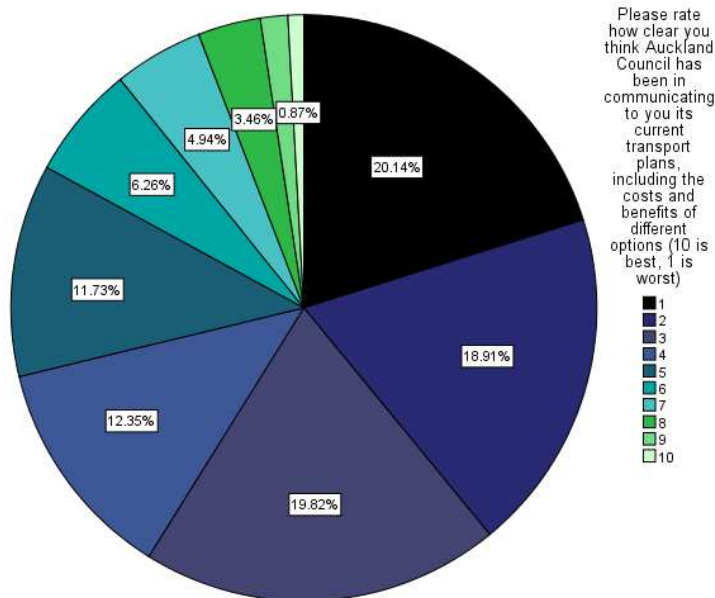
Auckland Council Communication and Planning Questions

Q1a. Please rate Auckland Council's performance at consulting you on the development of its transport plan (10 is best, 1 is worst)?



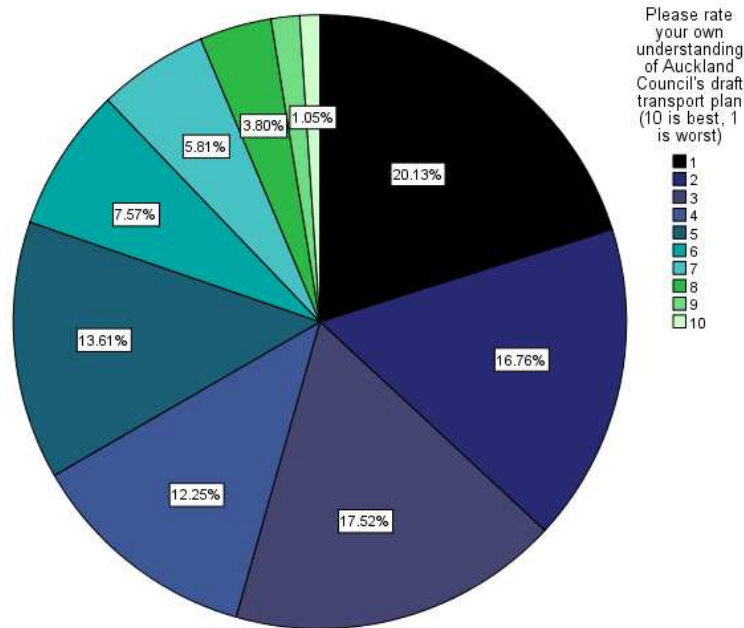
Median score: 3/10 Mean score: 3.68/10

Q1b. Please rate how clear you think Auckland Council has been in communicating to you its current transport plans, including the costs and benefits of different options (10 is best, 1 is worst)?



Median score: 3/10 Mean score: 3.48/10

Q1c. Please rate your own understanding of Auckland Council's draft transport plan (10 is best, 1 is worst)?



Median score: 3/10 Mean score: 3.64/10

It's fairly clear that AA Members do not feel that they have been consulted or communicated with by Auckland Council in the development of the long term plan. The level of understanding is consequently not great. Those respondents working for Auckland city scored the council 1 higher for all three questions than those who didn't. Those aged 25-34 scored Auckland City very slightly higher than other ages.

Variations by location

Where do you live?	Please rate Auckland Council's performance at consulting you on the development of its transport plan (10 is best, 1 is worst)	Please rate how clear you think Auckland Council has been in communicating to you its current transport plans, including the costs and benefits of different options (10 is best, 1 is worst)	Please rate your own understanding of Auckland Council's draft transport plan (10 is best, 1 is worst)
North of Albany	3.35	3.16	3.45
North of the bridge	3.59	3.45	3.67
Western Suburbs	3.75	3.57	3.59
Central Auckland	3.94	3.73	3.88
Eastern Suburbs	3.66	3.39	3.54
South Auckland to Papakura	3.81	3.52	3.61
Further South	3.22	3.04	3.37
Total	3.68	3.48	3.64

The median score for all locales was 3. The difference between the locales is statistically significant according in Anova tests ($p=0.00$). It is fairly clear that the further from the CBD a respondent lives the less engaged they appear to be, although the level of engagement is poor throughout the whole city.

Rates increase questions

Q2a The Council proposes an average general rates increase of 3.5 percent each year: How do you feel about that proposal?

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly support it	98	1.8	1.8	1.8
Support it	769	14.5	14.5	16.3
No feeling either way	836	15.7	15.7	32.0
Oppose it	1698	31.9	31.9	63.9
Strongly oppose it	1779	33.4	33.4	97.4
Don't know, not sure	141	2.6	2.6	100.0
Total	5321	100.0	100.0	

Support: 16.3% Oppose: 65.3%

Almost two thirds of Auckland AA Members oppose the proposal. Those working for the council showed 11% more support than other AA Members. Responses were influenced by financial confidence.

	Speculative	Comfortable	Cautious	Worried	Don't want to say
n	88	1,849	2,622	423	339
Strongly support it	5.7%	2.9%	1.3%	.7%	.9%
Support it	14.8%	19.3%	12.4%	9.5%	10.0%
No feeling either way	21.6%	19.5%	14.1%	11.3%	11.8%
Oppose it	23.9%	29.6%	35%	28.8%	26.5%
Strongly oppose it	31.8%	26%	34.6%	47.5%	48.1%
Don't know, not sure	2.3%	2.7%	2.7%	2.1%	2.7%

Q2b. If the Council proposed an average general rates increase of 4.5 percent each year: How would you feel about that proposal?

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly support it	57	1.1	1.1	1.1
Support it	237	4.5	4.5	5.5
No feeling either way	352	6.6	6.6	12.1
Oppose it	1183	22.2	22.2	34.4
Strongly oppose it	3371	63.4	63.4	97.7
Don't know, not sure	121	2.3	2.3	100.0
Total	5321	100.0	100.0	

Support: 5.6% Oppose: 85.6%

Almost nine in ten of Auckland AA Members oppose the proposal. Those working for the council showed 11% more support than other AA Members. Once again financial confidence has a significant influence on response.

	Speculative	Comfortable	Cautious	Worried	Don't want to say
n	88	1849	2622	423	339
Strongly support it	3.4%	1.5%	0.8%	0.7%	1.2%
Support it	5.7%	7.0%	3.2%	2.8%	2.1%
No feeling either way	4.5%	10.6%	4.7%	5%	2.7%
Oppose it	27.3%	25.4%	21.1%	15.8%	20.4%
Strongly oppose it	56.8%	53.3%	67.8%	74.2%	72%
Don't know, not sure	2.3%	2.3%	2.4%	1.4%	1.8%

Given that AA Members don't feel engaged by Auckland Council's transport planning there is a clear reluctance to pay for it.

Plan preferences

Q3A. The Council has to choose between the Basic Network and the Auckland Plan Network. Which of these would you prefer?

	Frequency	Percent	Valid Percent	Cumulative Percent
Basic Network	1590	29.9	29.9	29.9
Auckland Plan Network	2436	45.8	45.8	75.7
Other	877	16.5	16.5	92.1
Don't know	418	7.9	7.9	100.0
Total	5321	100.0	100.0	

While there is greater support for the "Auckland Plan" network, this is not overwhelming. Younger Members scored the Auckland plan higher than older Members. More AA Auckland Members prefer alternatives to the Auckland Plan.

	Retired	Not retired
n	1,554	3,767
Basic Network	39.4%	25.9%
Auckland Plan Network	37.9%	49%
Other	15.1%	17.1%
Don't know	7.6%	8%

Retired are apparently more supportive of the basic network as are those who are less financially confident, although the two variables are not in themselves connected (the AA appears to have comfortably off retired Members).

	Speculative	Comfortable	Cautious	Worried	Don't want to say
n	88	1849	2622	423	339
Basic Network	29.5%	24%	33%	31.9%	36%
Auckland Plan Network	53.4%	54.9%	42.8%	34.3%	31.6%
Other	11.4%	14.5%	16.5%	20.8%	22.7%
Don't know	5.7%	6.6%	7.7%	13%	9.7%

There is also a clear central Auckland bias in favour of the “Auckland Plan” network.

	North of Albany	North of the bridge	Western Suburbs	Central Auckland	Eastern Suburbs	South Auckland to Papakura	Further South
n	587	1103	879	1130	847	545	230
Auckland Plan Network	42.6%	43.1%	46%	53.2%	44.3%	42%	44.3%
Basic Network	32.4%	32%	31.3%	23.8%	32.9%	29.7%	27%
Other	17.5%	17.9%	13.5%	16.5%	14.5%	19.6%	18.3%
Don't know	7.5%	7.1%	9.2%	6.5%	8.3%	8.6%	10.4%

Q4A. If the Council decides on the Auckland Plan Network, two possible ways of paying for it have been proposed. Which of these two options would you prefer?

	Frequency	Percent	Valid Percent	Cumulative Percent
Higher rates and higher fuel tax	999	18.8	18.8	18.8
Motorway user charge	2786	52.4	52.4	71.1
Other	1332	25.0	25.0	96.2
Don't know	204	3.8	3.8	100.0
Total	5321	100.0	100.0	

Consistent with findings of questions Q2a and Q2b higher rates and previous surveys higher rates is not a popular option. The majority support a motorway user charge but a quarter have other proposals which increases as financial confidence decreases. Previous surveys have found motorway charges are most popular with those who can avoid them.

Those working in the CBD were less keen on motorway charges (44.6%) compared to rates and fuel taxes (27.1%).

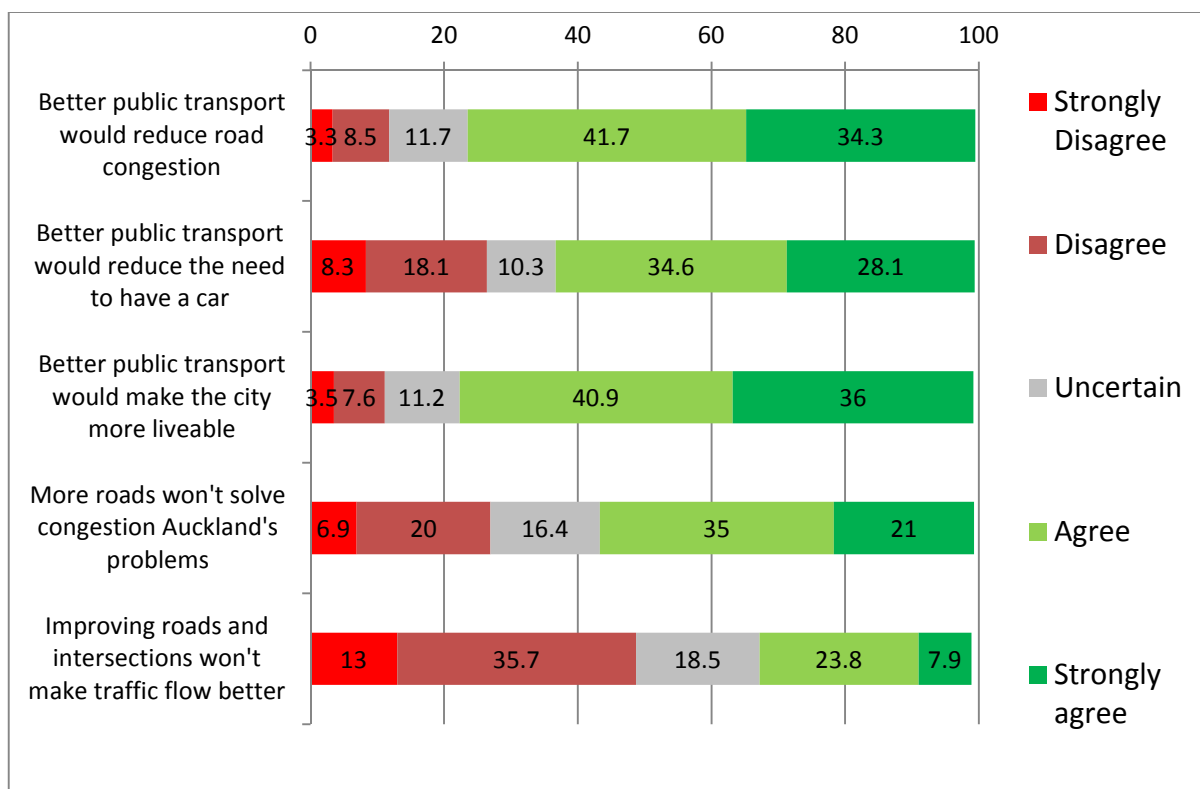
	Retired	Not retired
n	1554	3767
Higher rates and higher fuel tax	12.2%	21.5%
Motorway user change	59.2%	49.5%
Other	24.3%	25.4%
Don't know	4.4%	3.6%

	Speculative	Comfortable	Cautious	Worried	Don't want to say
n	88	1849	2622	423	339
Higher rates and higher fuel tax	23.9%	22.9%	17.2%	13.2%	13.9%
Motorway user change	48.9%	54.4%	53.1%	47.8%	42.5%
Other	22.7%	19.6%	25.4%	34.8%	40.1%
Don't know	4.5%	3.1%	4.3%	4.3%	3.5%

	North of Albany	North of the bridge	Western Suburbs	Central Auckland	Eastern Suburbs	South Auckland to Papakura	Further South
n	587	1103	879	1130	847	545	230
Higher rates and higher fuel tax	14.5	19.4	19.3	23.8	14.9	18.7	14.3
Motorway user change	57.1	49	51.8	49.9	57.6	50.6	55.2
Other	24.4	27.3	24.5	22.7	24.3	27.3	26.5
Don't know	4.1	4.3	4.4	3.5	3.2	3.3	3.9

Attitudes to public transport and roading

Questions 5a (i ... v) asked members to rate their reaction to commonly made claims about transport in Auckland. The questions were



Given that only 18.4% are regular public transport users AA Members appear to have extremely high expectations of public transport. While the oft made claim “more roads won’t solve Auckland’s congestion problems” is widely believed interestingly it doesn’t mean they agree “improving roads and intersections to make traffic flow better”.

As an interesting aside comparing Auckland car ownership with cities with better P.T

Households with	Greater Sydney	Greater Melbourne	Greater Wellington	Auckland Council	Greater Adelaide
No motor vehicles	11.8%	9%	11.2%	7.1%	9.2%
1 motor vehicle	36.8%	33.9%	42%	32.2%	36.6%
2 motor vehicles	31.4%	35.5%	31.9%	37.6%	34.5%
3 or more motor vehicles	13%	15.4%	10.6%	17.3%	14.5%
Not stated	7.1%	6.3%	4.3%	5.7%	5.2%

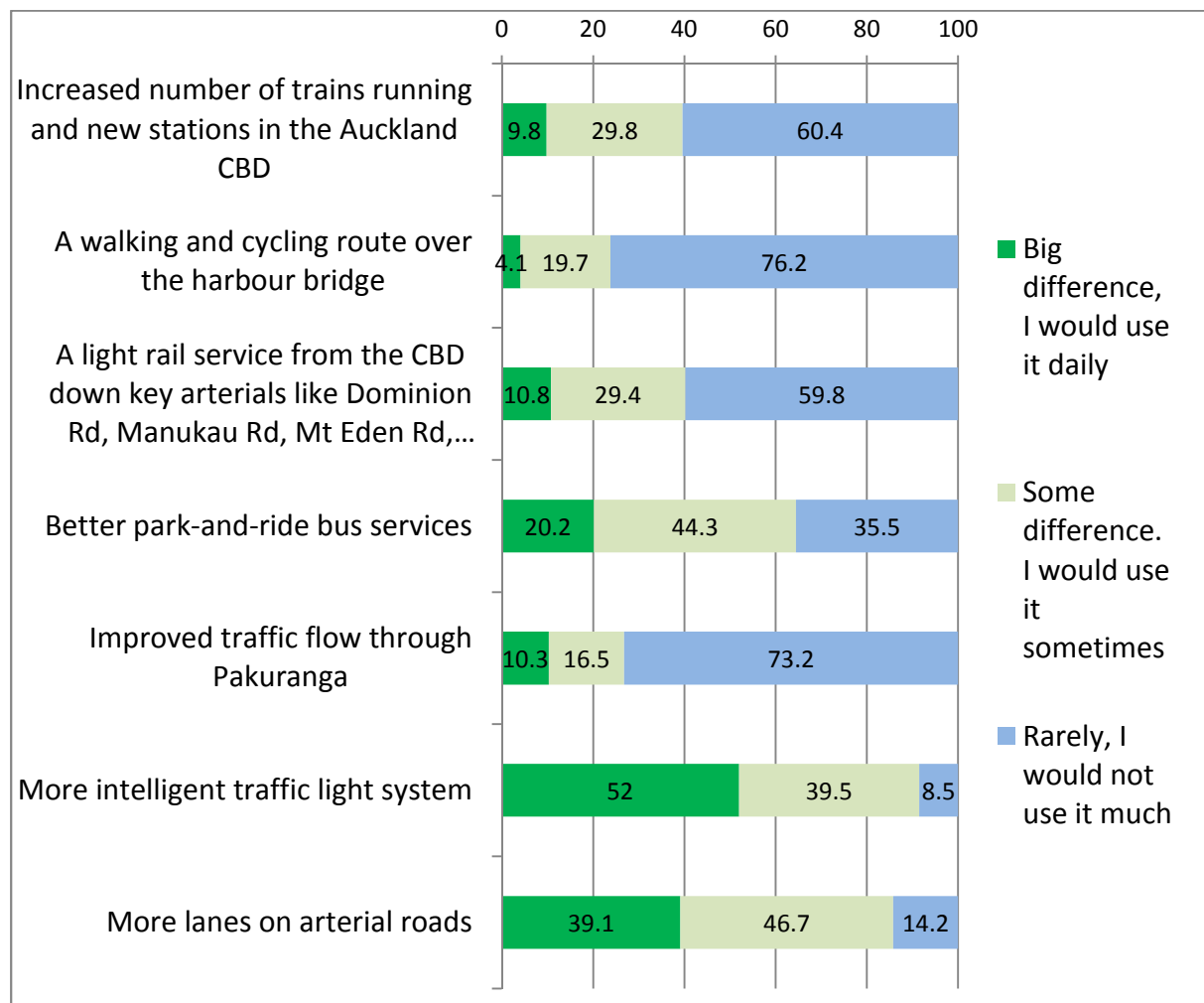
Sources: Australian Census 2011, New Zealand Census 2013

What distinguishes Auckland in this comparison is not the number of households with no cars (although this is slightly smaller than the other cities) as the number with three or more

(which is considerably greater). N.B. Auckland and Adelaide have similar populations. Melbourne’s population is slightly smaller than the whole of New Zealand, while Sydney’s is larger.

Reactions to proposed projects

Questions 5b (i vii) asked Members to rate the utility of various transport projects to themselves.



Which shows that most of the projects in Auckland Council’s basic plan are of less use to Members than the additional projects in the Auckland Network Plan. This may help explain why Members preferred the Auckland plan. It also shows why the previous surveys found that most Members did not believe the options presented were fair and preferred that the improvement projects such as park-and-ride were put in the basic plan instead.

All of this suggests some degree of cognitive dissonance. Members firmly support public transport projects but aside from park and ride see little use in them.

Value of saving time in congested traffic.

This is probably one of the most contentious questions in the entire survey and its findings must be treated with caution. That said it is an interesting finding because it reinforces the view from previous surveys that the sums Aucklanders would be comfortable paying to reduce congestion fall well short of the sums needed. Further research is certainly needed.

Q6A. What is the most you would be willing to be charged (in dollars) per month to avoid sitting in congested traffic for an extra ten minutes per day?

Median: \$10 Median:\$19.36

n	How do you feel about your personal finances at the moment					Total
	Speculative	Comfortable	Cautious	Worried	Don't want to say	
	88	1,849	2,616	422	337	5,312
Nothing (\$0)	22.7%	16.4%	23.6%	29.1%	37.7%	22.4%
Up to \$5 per month	15.9%	14.2%	18.0%	20.9%	21.1%	17.1%
\$6 to \$10 per month	14.8%	17.7%	19.6%	20.1%	13.6%	18.5%
\$11 to \$20 per month	14.8%	16.8%	15.6%	14.7%	8.6%	15.5%
\$21 to \$30 per month	6.8%	10.3%	7.5%	6.2%	7.1%	8.3%
\$31 to \$60 (\$1+ per day)	11.4%	16.0%	10.7%	6.4%	5.9%	11.9%
\$61 plus per month (\$2 per day)	13.6%	8.7%	4.9%	2.6%	5.9%	6.2%

As might be expected the large proportion (~22%) of zero (\$0) responses has created considerable divergence between median and mean values.

How do you feel about your personal finances at the moment	Mean	Median
Speculative	\$25.86	\$10.00
Comfortable	\$24.41	\$15.00
Cautious	\$17.32	\$10.00
Worried	\$12.75	\$6.50
Don't want to say	\$14.07	\$2.00
Total	\$19.36	\$10.00

If this overall median value was applied to Auckland there would only be \$120 million per year available for extra congestion relief. This is about five times less than is required. It would also require a higher time saving than is currently contemplated.

Once again this suggests that there is a disconnect between Auckland Council's ambitions and AA Members' sense of value of time.

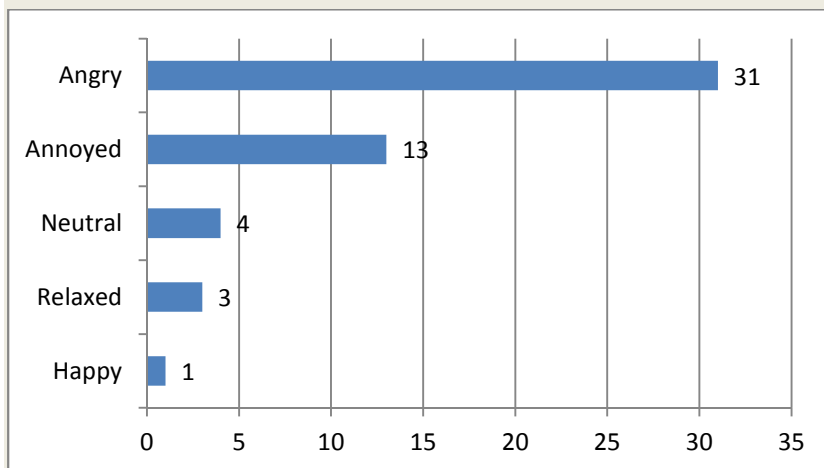
AA Panel Responses

The AA Auckland panel was a new departure in Auckland surveying for the Association. The panel questionnaire was based on open questions with plenty of scope for free text responses. A total of 54 respondents completed the questionnaire taking 30 minutes, on average, to do so.

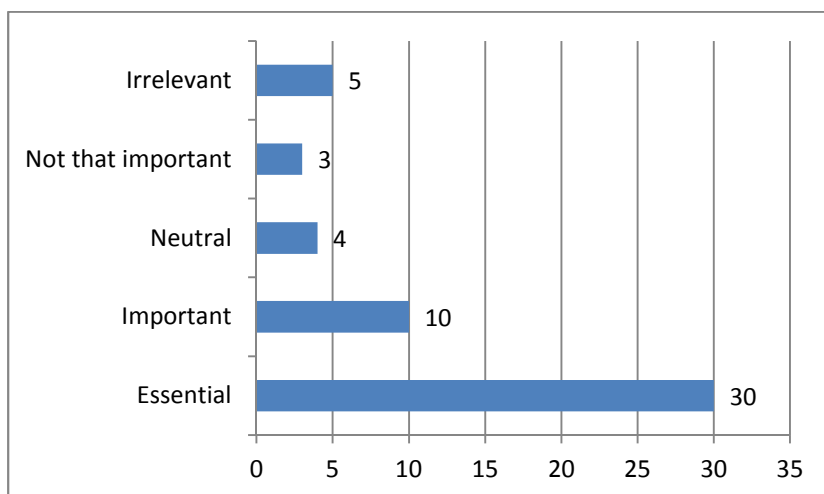
From your own perspective, what is most wrong with travelling around Auckland? What does "fixing Auckland transport" mean from your own perspective?

There is little doubt the majority of Aucklanders see 'fixing Auckland transport' as meaning improving public transport. Many cited examples of public transport taking much longer and being far more inconvenient than their car.

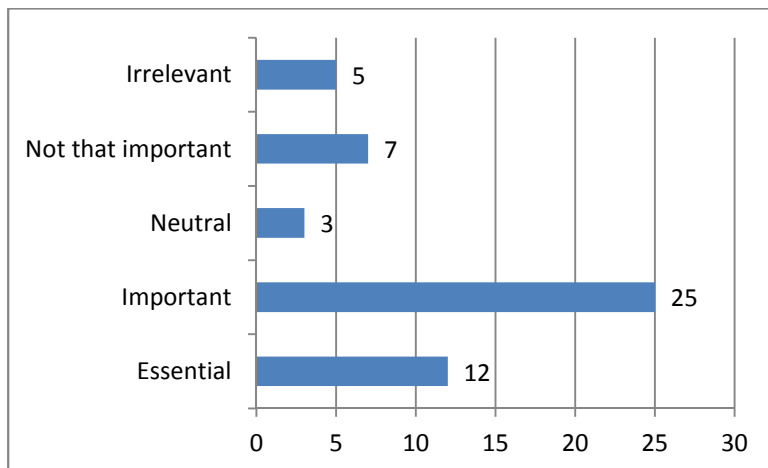
How would you feel if you paid \$450 per year in extra rates and taxes for transport and road congestion only improved 70 seconds per day overall?



How important do you think a good public transport system is for city pride?



How important is the idea of environmental sustainability to you when it comes to fixing Auckland transport?



If you're thinking about fixing Auckland transport what cities do you tend to compare Auckland with?

Melbourne	14
Sydney	11
London	5
Hong Kong	3
Vancouver	3
Singapore	3
Adelaide	2
New York	2

Auckland mayor Len Brown has spoken of Auckland seeking to become the most liveable city in the world. There is no agreed measure of "liveable" so this is a matter of opinion although Melbourne and Vienna are often claimed to be the most liveable at the moment. What would make Auckland more "liveable" in your opinion?

While public transport was a clear theme in responses, affordability (particularly housing affordability) also was a frequent concern. A fair number expressed concern over Council expenditure.

Do you think aiming to be the most liveable city in the world is a useful ambition?

Yes 24 No 20 Other 9 Don't know 1

How confident do you feel that you know what Auckland City is planning for transport?

No confidence at all: 13

Not that confident: 21

Reasonably confident: 17

Very confident: 2

Of the 19 who felt reasonably confident or very confident

Strongly approve: 2 Approve: 8 Disapprove: 5 Strongly disapprove: 4

NB two respondents work for Auckland Council

How do you feel about the accountability of Auckland City's democratic process and its ability to reflect what you want in its planning and development processes?

The panel's comments reflect a general sense of disengagement with the council. There is a great deal of cynicism and dissatisfaction expressed.

Last year we asked you whether you preferred a basic transport development plan (incorporating the City Rail Link) involving a standard rates increase of 3.5% (overall) costs or an extended transport development with extra costs and capabilities. We gave you the option of basic, extended, neither or not sure.

Could you please explain in your own words why you answered as you did, or if you can't remember what you said, what you think about the options now.

There were preferences expressed for both plans, but no overwhelming support. There were those who simply wanted the full plan started immediately and those who felt Auckland (and they) couldn't afford it.

Many of the projections for Auckland predict congestion getting worse regardless of the amount of money spent. More money will delay worse congestion but ultimately more people means more crowded transport systems. There are really only two ways of addressing this: either a) to make transport more expensive so that people ration their own transport (e.g. tolls, fares, fuel taxes, etc.) in response to price signals or b) to simply build the cost of improving transport into the underlying cost of living in the city (e.g. rates and development taxes).

From your own perspective and bearing in mind issues of affordability how would you like to see the city deal with this issue?

Once again respondents were split between user pays and rates. There was more support for user pays but a lot of discussion about Council spending more wisely.

The Ministry of Transport has questioned the value for money of some of Auckland's transport plans. The Minister of Transport is sceptical about motorway tolls or new fuel taxes for Auckland transport funding. What do you think of the relationship between Auckland Council and the government, and what do you think needs to happen?

We expected more pro-Auckland Council bias than we got in response to this question. While some made the point about Auckland's relative importance to the economy many were sympathetic to doubts about the Council's stewardship. All agreed in the end the city and the government would have to work together.

Panel Summary

Like Aucklanders generally the panel felt Auckland's public transport system was not up to the standard set by the large Australian cities of Melbourne and Sydney (which are three to four times larger). Public transport was important for their self image of Auckland even though they didn't use it very much. The panel was concerned about both liveability and sustainability in the long term but more concerned about costs.

The panel did not have much engagement with Auckland council and clearly mistrusts that institution. There is a great deal of dissatisfaction about the Council's perceived tendency to make decisions without consultation and then try and railroad people into agreeing with it. The panel was not keen on rates increases and very concerned about the Council's stewardship.

The panel wants to see more engagement with Aucklanders and a more cooperative relationship with central government.

Part Three: All Members Questionnaire



Page 1

These questions ask you to rate Auckland Council's performance on a scale where 10 is the best and 1 is the worst

All questions marked with a * are mandatory

1A

Please rate Auckland Council's performance at consulting you on the development of its transport plan (10 is best, 1 is worst).

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1B

Please rate how clear you think Auckland Council has been in communicating to you its current transport plans, including the costs and benefits of different options (10 is best, 1 is worst).

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1C

Please rate your own understanding of Auckland Council's draft transport plan (10 is best, 1 is worst).

*

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These questions are about Auckland Council's rates increase proposals

2A

The Council proposes an average general rates increase of 3.5 percent each year: How do you feel about that proposal?

*

-
- Strongly support it
 - Support it
 - No feeling either way
 - Oppose it
 - Strongly oppose it
 - Don't know, not sure
-

2B

If the Council proposed an average general rates increase of 4.5 percent each year: How would you feel about that proposal?

*

-
- Strongly support it
 - Support it
 - No feeling either way
 - Oppose it
 - Strongly oppose it
 - Don't know, not sure

- For the 2015 -2025 budget, Auckland Council has to choose between two approaches to dealing with Auckland's transport needs:

1) the **Basic Transport Network**

OR

2) the **Auckland Plan Transport Network**

Both approaches include work on major projects such as the City Rail Link (which will improve rail services but will not be completed before 2023).

Auckland's congestion will almost certainly increase over the next 30 years, but it will increase more under the **Basic Transport Network** than under the **Auckland Plan Network**.

The **Basic Transport Network** can be paid for out of the rates that the council is proposing for the next budget (3.5% higher, on average, than now).

Under the **Auckland Plan Network**,

- Auckland Council will carry out a lot more work on roads, public transport, and cycling and walking.
- It will cost more than the **Basic Network**, so more money will have to be raised.
- Possible ways of raising extra money to pay for it include: raising rates, raising fuel taxes, or a putting a \$2 toll on motorways.
- Most households would pay about \$350 more a year for the **Auckland Plan Network** than they would for the **Basic Transport Network**.

3A

The Council has to choose between the Basic Network and the Auckland Plan Network. Which of these would you prefer?

*

-
- Basic Network
 - Auckland Plan Network
 - Other
 - Don't Know

- If the Council chooses the Auckland Plan Network, there are two proposed methods for Aucklanders to pay for it:

1) **Higher rates and higher fuel tax**

An extra 1.2 cents per litre on fuel tax each year (on top of the increases the Government already plans)

plus

An average annual rates increase of about 1% each year (on top of the 3.5% average increase in rates the Council plans)

OR

2) **A Motorway User Charge**

Drivers would be charged about \$2 each time they used the motorway (though it would be free at night).

Under **both** methods:

- most households would have to pay about \$350 more per year
- the Government would have to make a law change.

4A

If the Council decides on the Auckland Plan Network, two possible ways of paying for it have been proposed. Whichever of these options is chosen, a law change would be needed before it could be adopted. Which of these two options would you prefer?

*

-
- Higher rates and higher fuel tax
 - Motorway user charge
 - Other
 - Don't Know

5A

Please tell us what you think of these statements

	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
Better public transport would reduce road congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better public transport would reduce the need to have a car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better public transport would make the city more liveable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More roads won't solve Auckland's congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving roads and intersections won't make traffic flow better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5B

How much would the following projects affect the way you get around most days?

*

	Big difference, I would use it daily	Some difference. I would use it sometimes	Rarely, I would not use it much
Increased number of trains running and new stations in the Auckland CBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A walking and cycling route over the harbour bridge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A light rail service from the CBD down key arterials like Dominion Rd, Manukau Rd, Mt Eden Rd, and Sandringham Rd	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better park-and-ride bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved traffic flow through Pakuranga	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More intelligent traffic light system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More lanes on arterial roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- This question is about how much you are willing to pay to avoid congestion. Just assume that the money you spend avoids congestion, it doesn't matter how. What we are interested in is how much you are prepared to pay.

Think about the amount you are prepared to pay compared to other bills you pay monthly (e.g phone or electricity) and how this extra bill would affect your budget.

6A

What is the most you would be willing to be charged (in dollars) per month to avoid sitting in congested traffic for an extra ten minutes per day?

*

This page is about you.

7A

Please tick if you are:

- A regular weekday commuter
- A rate payer
- Retired
- A regular public transport user
- A regular cyclist
- Working in the CBD
- Working for Auckland City, its subsidiaries, contractors or consultants
- A parent with children (under 18) at home, 3 or more nights a week
- Working or studying at a university or polytechnic
- Employed full time
- Employed part-time

-
- If your answer to question 7A.Demoticks includes any of (A regular weekday commuter) then answer this question

7B

How many minutes is your morning commute normally?

- If your answer to question 7A.Demoticks includes all of (A regular weekday commuter) then answer this question

7C

When commuting do you usually ...

- Use a bus
- Use a train
- Use a ferry
- Use a bicycle
- Walk or run over 1km

- Leave home before 7am
 - Leave home after 8:30am
 - Drive, or get a lift from, other family members
 - Drive, or get a lift from, neighbours or friends
-

7D

Where do you live?

*

- North of Albany
 - North of the bridge
 - Western Suburbs
 - Central Auckland
 - Eastern Suburbs
 - South Auckland to Papakura
 - Further South
 - Waiheke or other islands
 - Outside Auckland
-

7E

How old are you?

*

- 18 to 24
 - 25 to 34
 - 35 to 44
 - 45 to 54
 - 55 to 64
 - 65 to 74
 - 75 plus
 - don't want to say
-

7F

Which gender are you

*

-
- Female
 - Male
 - Other, or don't want to say
-

7G

How do you feel about your personal finances at the moment?

*

-
- Speculative (you feel free to risk losing money on some things)
 - Comfortable (you can enjoy life without worrying too much about money)
 - Cautious (you can make ends meet so long as you are careful)
 - Worried (you can't make ends meet and are going backwards)
 - Don't want to say

8A

If you have any comments about Auckland's transport planning please make them here

Part Four: Panel Questionnaire



Page 1

1A

From your own perspective, what is most wrong with travelling around Auckland? What does "fixing Auckland transport" mean from your own perspective?

[open text]

1B

How would you feel if you paid \$450 per year in extra rates and taxes for transport and road congestion only improved 70 seconds per day overall?

Happy Relaxed Neutral or don't know Annoyed Angry

1C

How important do you think a good public transport system is for city pride?

Essential Important Neutral or don't know Not that important Irrelevant

1D

How important is the idea of environmental sustainability to you when it comes to fixing Auckland transport?

Essential Important Neutral or don't know Not that important Irrelevant

1E

If you're thinking about fixing Auckland transport what cities do you tend to compare Auckland with?

[open text]

1F

Please tick if you have you lived in any of these cities for a year or more.

-
- | | | | | | | |
|-----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adelaide | Amsterda
m | Copenhage
n | Dublin | Hartford,Connecticu
t | Helsinki | Leeds |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Louisville
,
Kentucky | Milwaukee | Munich | New
Orlean
s | Rajkot | Surat | Vancouve
r |
| <input type="checkbox"/> | <input type="checkbox"/> | | | | | |
| Vienna | Zhuhai | | | | | |

These questions are about Auckland Council and Auckland Transport

2A

Auckland mayor Len Brown has spoken of Auckland seeking to become the most liveable city in the world. There is no agreed measure of "liveable" so this is a matter of opinion although Melbourne and Vienna are often claimed to be the most liveable at the moment. What would make Auckland more "liveable" in your opinion?

[open text]

2B

Do you think aiming to be the most liveable city in the world is a useful ambition?

Yes No

Other

Don't Know

2C

How confident do you feel that you know what Auckland City is planning for transport?

Very confident

Reasonably confident

Not that confident

No confidence at all

If your answer to question 2C. Informed is in the following list (Very confident , Reasonably confident) then answer this question

2D

What do you think of those plans?

Strongly
Approve

Approve

Neutral

Disapprove

Strongly
disapprove

2E

How do you feel about the accountability of Auckland City's democratic process and its ability to reflect what you want in its planning and development processes?

Auckland Council has to choose between two transport networks:

1) The Basic Transport Network

OR

2) The Auckland Plan Transport Network

Under both networks, major projects such as the City Rail Link (which will improve rail services) will be built.

But under the Auckland Plan Network, Auckland Council will spend a lot more on roads, public transport, and cycling and walking.

The Basic Network can be paid for out of the rates that we pay now, but the Auckland Plan Network would mean we'd have to pay more rates, more fuel taxes, or a \$2 charge every time we drive on the motorway.

Most households would pay about \$350 more a year for the Auckland Plan Network.

Auckland's congestion will get worse over the next 30 years under both networks, more so under the Basic Network

3A

Last year we asked you whether you preferred a basic transport development plan (incorporating the City Rail Link) involving a standard rates increase of 3.5% (overall) costs or an extended transport development with extra costs and capabilities. We gave you the option of basic, extended, neither or not sure.

Could you please explain in your own words why you answered as you did, or if you can't remember what you said, what you think about the options now.

[open text]

3B

Many of the projections for Auckland predict congestion getting worse regardless of the amount of money spent. More money will delay worse congestion but ultimately more people means more crowded transport systems. There are really only two ways of addressing this: either a) to make transport more expensive so that people ration their own transport (e.g. tolls, fares, fuel taxes, etc.) in response to price signals or b) to simply build the cost of improving transport into the underlying cost of living in the city (e.g. rates and development taxes).

From your own perspective and bearing in mind issues of affordability how would you like to see the city deal with this issue?

[open text]

3C

The Ministry of Transport has questioned the value for money of some of Auckland's transport plans. The Minister of Transport is sceptical about motorway tolls or new fuel taxes for Auckland transport funding.

What do you think of the relationship between Auckland Council and the government, and what do you think needs to happen?

[open text]

This is just a little information we need to check our panel sample against the Auckland population.

4A

When did you last use these forms of transport in Auckland?

	In last 24 hours	In last 7 days	In last 30 days	In the last year	Years ago	Never once
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ferry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4B

Which ethnic groups do you identify with?

- NZ European
- Maori
- Pasifika
- Chinese
- Indian
- Other European

Other

4C

Please tick if you were born in

Auckland

New Zealand

4D

Are you

An Auckland City or Auckland Transport employee ?

Elected to any role in local government ?

A consultant or contractor to Auckland City or Auckland Transport ?

None of these

5A

If you have any other thoughts about Auckland or this survey you would like to add please note them here.

[open text]