

CONSULTATION SUMMARY REPORT
DECEMBER 2018 MONTHLY COMMUNITY INFO DAYS

1. Overview of the December 2018 consultation info day:

Event	Date/Location	Staff present	Approx. number attended	Notification of Events
Albany Station pop-up info hub	6 December 2018, 6.00am – 9am and 3pm – 6pm Albany Station, Elliot Rose Avenue, Albany	Community and Engagement Team Jo Anslow Hariata Ngatai Keelin Flynn Auckland Transport Team Dave Hilson Karen Thomson Davy Chang Edward Newbigin	8 approached the display area. Over 900 flyers were distributed to commuters throughout the event.	<ul style="list-style-type: none"> • Poster at Albany Station • Facebook post • E-newsletter to NCI Zone 1 and Zone 2 databases

2. Key topics

The key topic for this month’s event was that work is about to begin for the Albany Bus Bridge. A condition of consent, SCP7d, requires targeted events to be held at least one month prior to construction commencing in specific work areas. Albany Station is one of those areas. Earthworks in preparation for the bus bridge is scheduled to begin in January 2019 and it was identified that commuters using the station would notice this work. Accordingly a Pop-Up Info Hub was held at Albany Station.

An [information poster](#) and [flyer](#) were compiled for the event. The information poster was on display and the flyer was given out to commuters passing through the station.

Advertising the events

A poster was put up at Albany Station on Monday 3 December. A post on the NZTA Auckland and Northland Facebook page reached 9,055 people. An invitation was included in the [NCI December e-newsletter](#) which was opened by over 2,000 recipients.

3. Feedback main points

General feedback was very positive about the Bus Bridge and extension to the Northern Busway. There were a few concerns around the impact of construction work on the bus services and it was communicated that construction would not impede on bus services and timetables.

It was anticipated that topics of interest would include **parking at Albany Station** and the **New Network for the North Shore**. For that reason, Auckland Transport were invited to attend the sessions to help answer any queries. This proved to be very beneficial to ensure the correct information was clearly communicated to commuters.

Other key feedback themes received included:

- When will the new busway be extended to Silverdale
- The benefits of the Northern Busway extension

4. Key social impacts and future project mitigation recommendations for project team:

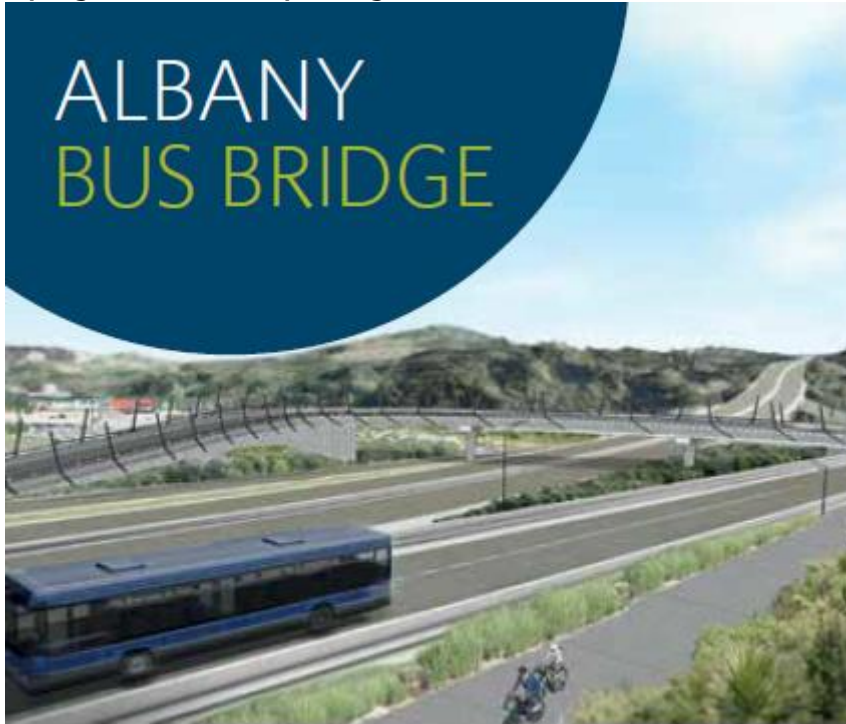
It is very busy at the station during the morning peak with commuters rushing to get to their buses. Parking is also very limited. The project team could consider holding future pop-up info sessions in the afternoon when people are more likely to have time to stop and talk.

14 January 2019

Keelin Flynn

Communications and Engagement Team Manager, NCI Alliance

Flyer given out to bus passengers



WHAT WE ARE DOING

Constructing a new Bus Bridge

Work will be starting in January 2019 to prepare for construction on the new Albany Bus Bridge.

Extending the Northern Busway

The successful Northern Busway will be extended from Constellation to Albany Station. The new busway extension will continue to run alongside the motorway to Albany, crossing into Albany Station on the new bus bridge.

WHAT THIS MEANS FOR YOU

Bus timetables and routes **will not** be affected by this work however passengers will notice general construction activities taking place.

For more information contact:

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