

Memorandum

To: New Network SDG
From: [REDACTED]
Date: 16 January 2015
Subject: Green Lane Medical Centre – Infrastructure Requirements and Future Bus Routing Options

Decision Sought

Agreement on proposed approach to development of bus infrastructure and bus routing options for Green Lane Medical Centre and approval for Network Management and Bus Services team members to enter into formal discussion with the Auckland District Health Board (DHB) and Auckland Transport (AT) Road Corridor Operations (RCO) to put in place projects to deliver the elements proposed.

Summary of Recommended Approach

- Frequent Crosstown route DOES NOT enter hospital grounds and is served by upgrade bus stops on Green Lane West. This is the most time sensitive service serving the hospital, that also serves several other passenger trip requirements;
- Connector Hospital Link service DOES enter hospital grounds, ideally utilising new upgraded bus stop / shelter facilities and making use of shorter turnaround arrangements. Arguably, this service (as a dedicated hospital connector) is less time sensitive and the additional running time is an acceptable price to pay for the closer access to the destination;
- RCO are approached with a view to allow bus stops on Green Lane West to have partial indents removed – this would remove a significant source of operational delay and creates footpath depth for upgraded customer waiting environment;
- RCO are also asked to create “direct line” Green Lane West pedestrian crossing arm on eastern side of intersection;
- DHB are approached to deliver kerb work for relocated Hospital Bus Stop within hospital grounds (directly adjacent to side of main building) and also to facilitate buses turning around at the roundabout, rather than traversing the current circuitous route. PT Group (PT) to provide advice to DHB on kerb alignments and turning radius’ required to make this work; and
- PT to deliver new signature stop shelter as part of the DHB led facility upgrade project. Also relocate customer information, including some form or realtime signage.

Background

Currently, two bus services (007 and 283) serve Green Lane Medical Centre. During weekday daytime periods, both services enter the hospital grounds and this is a significant source of operational delay, particularly for the 007 services, which is a long, crosstown service. During evenings and weekends, the 007 does not enter the hospital grounds and uses a pair of bus stops on Green Lane West that are located to the east of the hospital entrance. The 283 does not run on evenings or weekends.

The New Network that will be publicly consulted mid-2015 also shows two services serving the hospital:

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- Frequent Route 24 will be a 7-7-7 15 minute crosstown service linking Pt Chevalier with Glen Innes via Balmoral Road, Green Lane and Orakei; and
- Connector Route 92 will be a 7-7-7 30 minute “Hospital Link” service that will link Downtown with Auckland Hospital, Mercy Ascot Hospital, Green Lane Clinical Centre and Middlemore Hospital (via Ellerslie Station and Great South Road).

Auckland DHB has approached AT regarding the possibility of relocating and upgrading the current bus stop within the hospital grounds and also reconfiguring the routing of buses within the hospital – to remove the long route around the rear of the site and to also dissuade buses from taking a short cut through the main entrance – this is not supposed to happen, but evidently does from time to time, particularly when services are running late.

The diversion through the hospital is a significant source of delay for bus services currently, but previous attempts to remove services from the hospital grounds have been resisted by the DHB, who see that getting customers close to the front door is important for them. Furthermore, the current arrangements where one service does different things at different times / days is very unhelpful in terms of customer legibility.

There is a clear tension in this location between:

- Customers who ARE NOT heading to the hospital being delayed by the diversion through the grounds;
- Customer who ARE heading to the hospital would be inconvenienced if the only stops for the hospital were out on Green Lane West; and
- Trying to achieve both of the above objectives and offering a service product that is legible and transparent for our customers.

Either of the above scenarios has the potential to negatively impact demand growth in this corridor. AT needs to form a view on what routes, if any, will or will not enter the hospital grounds and then have robust logic / analysis to support this position when consulting with key stakeholders and the general public.

Supporting Analysis

Following an initial discussion of this matter in the SGM forum, further analysis was requested to provide a better evidence base for a decision to be based upon. This analysis, attached as a supporting memo, found that:

- Between 10% and 15% of AT HOP customers on 007 services that enter the hospital actually get off there, with a significant majority staying on board as the service;
- The current diversion into the hospital grounds takes approximately 6.5 minutes;
- With a relocated bus stop and shorter turnaround, the time spent within the hospital grounds could be reduced to around 4 minutes;
- Any diversion into the hospital, even with a relocated stop, will still be hampered by:
 - Delays at the westbound right turn signal phase from Green Lane;
 - Delays at the eastbound signal to left turn into the hospital;
 - Delays associated with the barrier arms (on both entry and exist) and their associated traffic queues.

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- The partially indented bus stops on Green Lane West create a further source of delay for crosstown services. When traffic volumes are high, pulling out into the traffic flow is largely impossible until the hospital traffic light provide a break on the flow.
- The current bus stops on Green Lane West are substandard in terms of customer waiting environment, particularly on the northern side. The waiting environment will remain relatively hostile, unless better setback from the kerb can be achieved.
- The pedestrian walking route from the hospital entrance to the bus stops on Green Lane West is challenging – multiple vehicle entrances and a missing pedestrian crossing arm at the Green Lane west signals.

Stakeholder Analysis

The DHB is keen that all bus services enter the hospital grounds as this is where their customers want to be. For AT, as documented in this memo, this presents problems as we disadvantage other customers, increase operational cost and reduce service reliability to achieve the DHB's objectives.

The proposal here, whilst not as legible as would be desirable in most circumstances, attempts to meet the objectives of both stakeholders:

- The DHB retains a dedicated Hospital Link services, which could be branded and marked accordingly as the main way in which to access several hospitals via public transport. This may persuade them that AT is sufficiently committed to serving Green Lane to allow them to invest in upgrading the bus stop and roading infrastructure within the grounds to support it.
- For AT, a key crosstown route achieve faster journey times and better reliability, but we are still being seen to serve a major and sensitive destination in an appropriate manner.


16th January 2015