



Ferry issues December 2021 Public Forum Submission to the Waiheke Local Board

- Over the past 8 weeks, at least, the Fullers service to Waiheke residents has deteriorated to the point where:
 - There is no reliable or regular service
 - Services are cancelled at extremely short notice
 - Residents are left on the wharf because the residents lanes are operating to a schedule that suits Fullers, not Waiheke residents
 - On-board aggression by tourists is increasing, as it did in 2020
 - **The Waiheke ferry service is unsafe** for anyone with a significant medical condition
- It's apparent that Fullers has no intention of providing the 'maximised' resident lane service that Mike Horne has promised
- The problems can't be blamed on staff shortages – Waiheke residents would happily volunteer to staff the residents' lanes on a roster basis
- AT managed to negotiate for every other Fullers route to be returned under govt regulation, but not Waiheke – WHY??
- Fuller insistence on prioritising tourists (of all kinds) over residents is causing huge disruption to Waiheke Islanders daily lives –
 - flow-on impacts on children's routines
 - huge difficulties for people with particular vulnerabilities due to medical health conditions and disabilities
- Due to no requirement for masking, along with crowding on the ferries, there is no safe place on the ferries for people who are immune-compromised or have other high-level risk to covid infection
 - Last week 40 people died from covid, and another 35,000 were infected – more than a quarter of those were reinfections – the numbers are expected to rise thru December
 - If someone died of a covid infection due to exposure on a ferry, it would never be identified as such
 - huge costs for many older residents whose only safe way to go to the city is by Sealink
 - Fullers staff are not giving priority boarding to people in the Special Assistance area – and those areas now being used by tourists with big bags

Needed

- Urgent intervention by the LB to require Fullers:
 - To have the residents lanes operating at ALL sailings
 - to provide a safe area on all ferries for at-risk residents, and ensure priority boarding for those people
- An update by the LB for the community on what AT's plans are for regulating the Waiheke ferry service
- A public meeting to ratify community needs