

# Cruise conundrum continues

The summer cruise ship season is causing consternation among commuters who receive regular notifications alerting them of ferry delays or cancellations.

The responsibility of scheduling the arrival and departure of cruise ships sits with the Ports of Auckland, and the Harbourmaster can adjust timings only on the grounds of maritime safety. Ports of Auckland publish cruise ship arrival and departure information on their website months in advance. To negate any hold-ups cruise ships are not allowed to manoeuvre within the ferry basin between peak times of 7.30am and 9am, and 4.30pm and 6pm. A Ports of Auckland spokesperson says these regulations are being adhered to.

A POAL spokesperson also told *Gulf News* that they were unable to answer the question, "If these times are being strictly adhered to, why are ferry cancellations and delays still occurring regularly?"

"As you say, we're keeping to the times designated for cruise ships to berth and depart. We have no idea why Fullers360 are taking this new approach."

Harbourmaster Andrew Hayton says he believes Fullers360 have introduced a policy preventing their masters entering or leaving a basin when a cruise ship is docking.

"I'm afraid I can't make ferries enter and leave if they choose not to," he says.

The decision to cancel or delay a ferry sits with Fullers360, not Auckland Transport, and Waitemata and Gulf Ward councillor Pippa Coom says she believes Fullers360 needs to "take responsibility for the reasons for any cancellations and ensure that customers receive clear communications

well in advance".

Auckland Central MP Nikki Kaye says she is "gutted for residents left stranded".

"I have called for the exemption to be lifted so that there can be greater service guarantees over Fullers360. The minister is not moving on this as he has said it is being considered as part of the Public Transport Operating Model review. The government needs to move on this."

A Fullers360 spokesperson said the transport company is doing its best to keep customers informed of delays ahead of time via the MyFerry mobile application.

"While Fullers360 has no control over the Ports of Auckland cruise schedules, we are collaborating and aligning with Auckland Transport and the Harbourmaster to ensure customers are informed of possible disruptions before they occur."

Waiheke Local Board chairperson Cath Handley said it was international protocol that cruise ships dock in the early morning and leave at dusk.

"The question to my mind is why Ports of Auckland can't schedule their docking earlier than peak commuter time. In general, the cruise ships have ample time to arrive at say 5.30am rather than around 7am."

Ms Handley says that until the cruise terminal is moved to a dedicated pier well away from commuter traffic, the situation will require lateral decision-making.

"It shouldn't be a case for arguing the rights of cruise passengers over locals, or the economic value of one over the other," says Ms Handley.

MP Nikki Kaye says full transparency is needed.



The *Seabourn Encore* pictured off the coast of Waiheke last weekend gave local tour operators such as Ananda and Potiki Adventures the opportunity to introduce some of the 600 passengers to island culture. To the left of the *Seabourn* is the traditional voyaging waka *Haunui*, which had 30 cruise passengers on board. Potiki Adventures director Bianca Ranson says she enjoyed taking van loads of tourists around Waiheke. Photo Ananda Tours

"I have spoken to POAL, cruise ship operators and Auckland Transport and they say there have not been any delays in cruise ship berthings."

This Friday 24 January Mayor Phil Goff will meet with Councillor Chris Darby, the Harbourmaster and Auckland Transport to try to resolve the situation.

• *Sophie Boladeras*

**CATO BOLAM  
CONSULTANTS**

Registered Land and Engineering Surveyors  
• Land Development Consultants

- Surveyors/Town Planners
- Subdivision and Land use consents
- Site surveys
- Boundary Pegging

Contact John Wisker  
3727923

**NLS LTD**



|                    |                  |
|--------------------|------------------|
| • Landscaping      | • Drilling       |
| • Earthworks       | • Rock breaking  |
| • Section cleanups | • Stump grinding |
| • Drainage         | and much more    |

QUALITY GUARANTEED

Phone  
Matt 021 1044524  
nextlevelsiteworks@outlook.com

WAIHEKE HOMES  
LIMITED



RENOVATIONS  
ALTERATIONS  
NEW BUILDS

LICENSED BUILDERS

PHONE PAUL WALDEN 0274864406