

# West Auckland New Network consultation

## Recommendations

That the Board:

- i. Endorse the New Network design for West Auckland bus services, as amended following public consultation, as the basis for the service specifications for tendering under the Public Transport Operating Model (PTOM) in late 2015.
- ii. Note that this network is an interim network approach given the deferral of bus to bus interchange facilities on the Northwestern motorway corridor at Te Atatu Rd and Lincoln Rd, resulting in the need for more direct city services than would be required with these interchanges and connecting frequent services. The interim network implements the principles of the New Network and is scaleable with the future construction of the Northwestern Busway and interchanges.
- iii. Note that well-executed and well-promoted implementation of the West Auckland New Network will result in significant patronage growth over time, with given the scale of the changes, potential short-term reduction in patronage due to the loss of some disaffected users.

## Executive summary

Public consultation was undertaken on the Public Transport New Network proposals for West Auckland between 21 October and 12 December 2014. This was the fifth piece of PT New Network design consultation following South Auckland, Green Bay/Titirangi, Hibiscus Coast and Pukekohe/Waiuku.

There were 1242 responses, with an equal number of respondents (41 per cent each), who either supported or opposed the New Network for West Auckland. It is expected that the number of submitters opposing the proposal will reduce as a result of the recommended changes within this report. Of the 24 routes in the original proposal we have recommended changes to eleven as a result of the feedback.

The New Network for West Auckland is expected to be implemented in the second half of 2016 following PTOM tendering in late 2015.

## Strategic context

The RPTP (Regional Public Transport Plan), adopted by the Board at its September 2013 meeting, endorsed the principle of a legible, integrated, connected network of frequent, connector and local bus services supporting the Rapid Network (rail and the Northern Busway).

The New Network for West Auckland is aligned with the policies and actions of the RPTP and will make a strong contribution to the RPTP vision of “an integrated and effective public transport network that caters for a wide range of trips and is valued by Aucklanders”<sup>1</sup>.

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<sup>1</sup> RPTP 2013 Chapter 4, page 36

## Background

We are consulting across Auckland on the New Network for public transport. South Auckland and Green Bay & Titirangi were consulted in 2013 and the Hibiscus Coast, Pukekohe & Waiuku and West Auckland were consulted in 2014.

## Interim Network

AT is redesigning the bus network across all of Auckland. Within each area, there are opportunities to improve public transport. The New Network of high frequency services connected to form a network can only be fully implemented with the development of the proposed Te Atatu and Lincoln Road bus/bus interchanges, which will also provide stations on the proposed Northwestern Busway. The construction of these stations is deferred under current budget constraints and the Northwestern Busway targeted for construction in the second funding decade of the Long Term Plan.

However it is better to implement a new network design using the principles of the New Network as an interim now as the rest of the New Network across Auckland is implemented and to take advantage of the benefits electric trains and feeding buses into the rail network where not using the Northwestern corridor.

The proposal which we consulted on is shown on the left-hand diagram of Figure 1. The right-hand diagram is the network we would like to implement as soon as we have the necessary funding and consents to build interchanges at Te Atatu and Lincoln Rd (targeted for post-2025), in anticipation of the long-term proposal to build a Northwestern Busway (targeted for 2026 onwards).

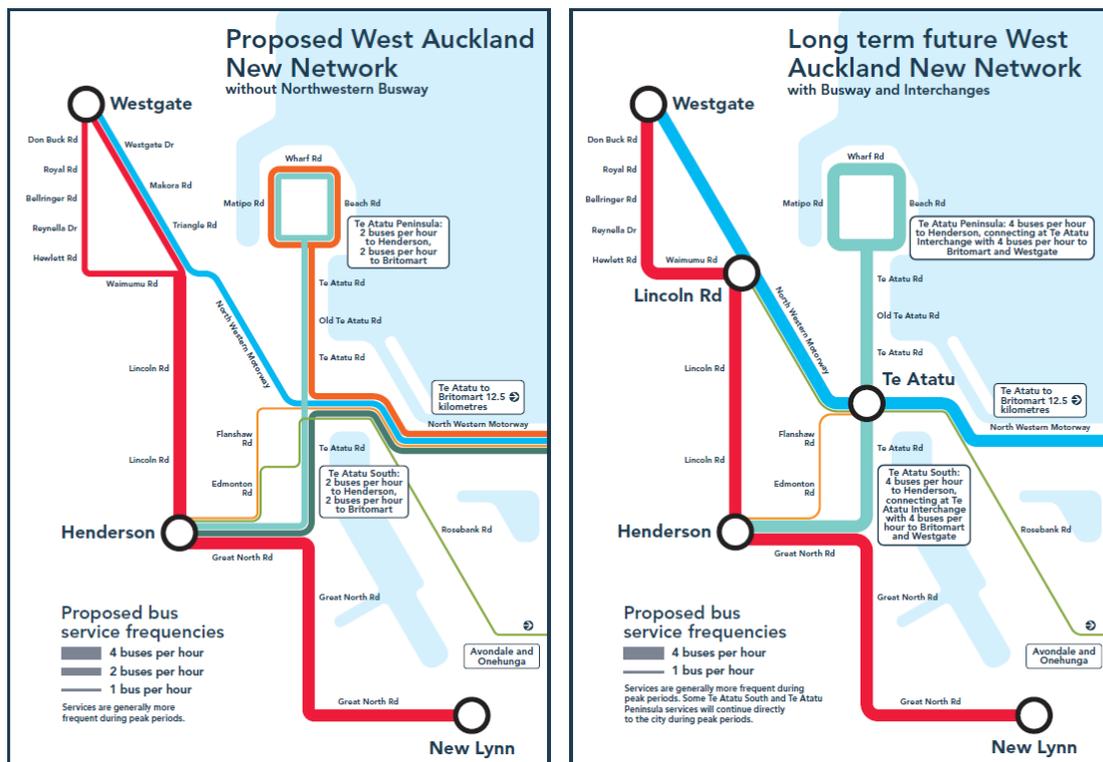


Figure 1: Interim and Long-Term Frequent service proposals (with and without busway and interchanges)

## Issues and options

### Stakeholder engagement

Based on the New Network principles, bus routes in West Auckland have been simplified and frequency improved along main corridors. Some services will be timetabled to connect with each other to allow transfers between services. There has been a reduction in the number of route numbers from 36 to 24. In the case of New Lynn to the city via Great North Road the frequent service will now have a single route number instead of being made up of 6 routes currently. This aspect of the proposal was enthusiastically received by Regional Facilities Auckland (RFA) on behalf of MOTAT and Auckland Zoo.

The public consultation period ran from 21 October to 12 December 2014 and 1242 responses were received. Fourteen public events were held during this time. Approximately 50,000 brochures were delivered or personally handed to groups, organisations, businesses and members of the public.

In addition to the public consultation, there were presentations to local boards, councillors, and operators. Residents associations and community groups were invited to a key stakeholders meeting.

The major issues raised in the feedback, and recommended mitigations, are shown in the table below. Full details of the consultation process and results, including maps of the proposed and final networks, can be found in the consultation summary and decisions report (Attachment 1).

Key Issues raised in feedback	Changes to address issues
Opposition to removal of Te Atatu Peninsula express services	Retained peak Te Atatu Peninsula express service to the City Centre (W51X)
Opposition to removal of Te Atatu South express services	Retained peak Te Atatu South express service from Henderson via Te Atatu Rd to the City Centre (W52X)
Request for services from Westgate not to travel via Makora Rd and Triangle Rd during peak time	Retained peak service from Westgate to City express service via North-western Motorway (W2X). The route will join the motorway at Royal Rd. Auckland Transport are currently investigating bus priority on Triangle Rd which will be implemented subject to funding.
Opposition to removal of Glen Eden express services	Retained peak Glen Eden express service via New Lynn to City (W25X) serving the Glen Eden area furthest from rail.
Request for Glendene service (W31) to travel via Great North Road rather than James Laurie St and View Rd to Henderson	Routing Glendene service (W31) to travel via Great North Rd to Henderson instead of James Laurie St
Requests to retain service along Metcalfe Rd	Routing Ranui services along Metcalfe Rd (W61 & W62)

Key Issues raised in feedback	Changes to address issues
Requests to retain service to Henderson Valley shops	Routing service through Henderson Valley shops (W61)
Opposition for service along Te Pai PI due to congestion	Routing service to travel southern part of Central Park Dr (W64) instead of Te Pai PI
Requests to retain service along Rosier Rd	Routing service along Rosier Rd (W23) and extending to New Lynn

## Implementation

The West Auckland New Network is expected to be implemented in the second half of 2016. This will be subject to the outcome of the PTOM bus service tendering process in late 2015.

## Risks & mitigations

- That tender prices may be too high, meaning service levels need to be less than what was consulted on or will be tendered for. The service designs are scalable.
- That patronage levels may not recover quickly following implementation of the New Network. To reduce this risk, AT will be committed to a high level of customer information leading up to and immediately following implementation, and ongoing intensive marketing of the New Network to attract new users.
- Concerns about how connections will work. AT will ensure that services are timetabled as effectively as possible at key connection points to ensure minimal wait times, especially evenings and weekends. AT will also need to clearly communicate how connections will work under the New Network.

## Customer impact

These network changes are being implemented in order to create a simple, connected and more legible, frequent and convenient bus service for West Auckland. As with any service change, especially on this scale, we would expect to receive some negative feedback in the first few days and weeks after implementation, and there may be some loss of patronage in the short term as a result.

Based on overseas precedent and proven network design principles, the New Network will generate significant new patronage through network simplification and enhanced frequent service network. The New Network will have some unknown and complex impacts upon travel patterns – as existing users re-assess their public transport trip making options and potential new users assess the enhanced levels of service and hours of operation (especially interpeak and weekends) against their current mode of transport and trip-making patterns. Effective marketing and promotion of each aspect of the New Network will be critical at this stage.

## Financial impacts

These changes will be implemented via PTOM tendering and contract negotiations will take place in accordance with the procurement strategy already adopted by the Board.

To deliver the proposals and increase services for this part of the New Network there is expected to be an increase in the bus service kilometres in the order of 20% and bus service hours in the order of 25% compared to current. Exact increases in peak vehicle requirements, bus service hours and kilometres will be calculated when actual timetables are finalised. Any increase in cost will need to be absorbed within the bus service operating budget set for future years and through the PTOM tendering process. Where overall bus service costs following PTOM procurement exceed budget, planned service levels may be reduced. The service specifications tendered will be scaleable to permit this if necessary.

## Next steps

Once the Board endorses the New Network design for West Auckland as described in this report, the consultation report and supporting documents will be released. At that time we will inform the public, submitters and key stakeholders that the New Network design for West Auckland has been confirmed, subject to costs and funding following service procurement. All submitters who gave contact details will be notified by email or letter and the report and updated maps will be published on the consultation website. In addition key stakeholders will receive a personalised response to their submissions. Prior to the information being released publicly the call centre and customer services staff will be briefed to prepare for calls and questions.

The route descriptions and timetables for the new services will then be finalised for inclusion in PTOM tender specifications. It is intended that the changes to West Auckland services will be implemented in mid-2016.

## Attachments

Number	Description
1	West Auckland consultation summary report

## Document ownership

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## Glossary

Acronym	Description
PTOM	Public Transport Operating Model
RPTP	Regional Public Transport Plan 2013

# New Network (West Auckland)

## Consultation Summary and Decisions Report



**Help us improve  
bus services  
for West Auckland**



**What do you think? Give your feedback on proposed changes for the West including Helensville**

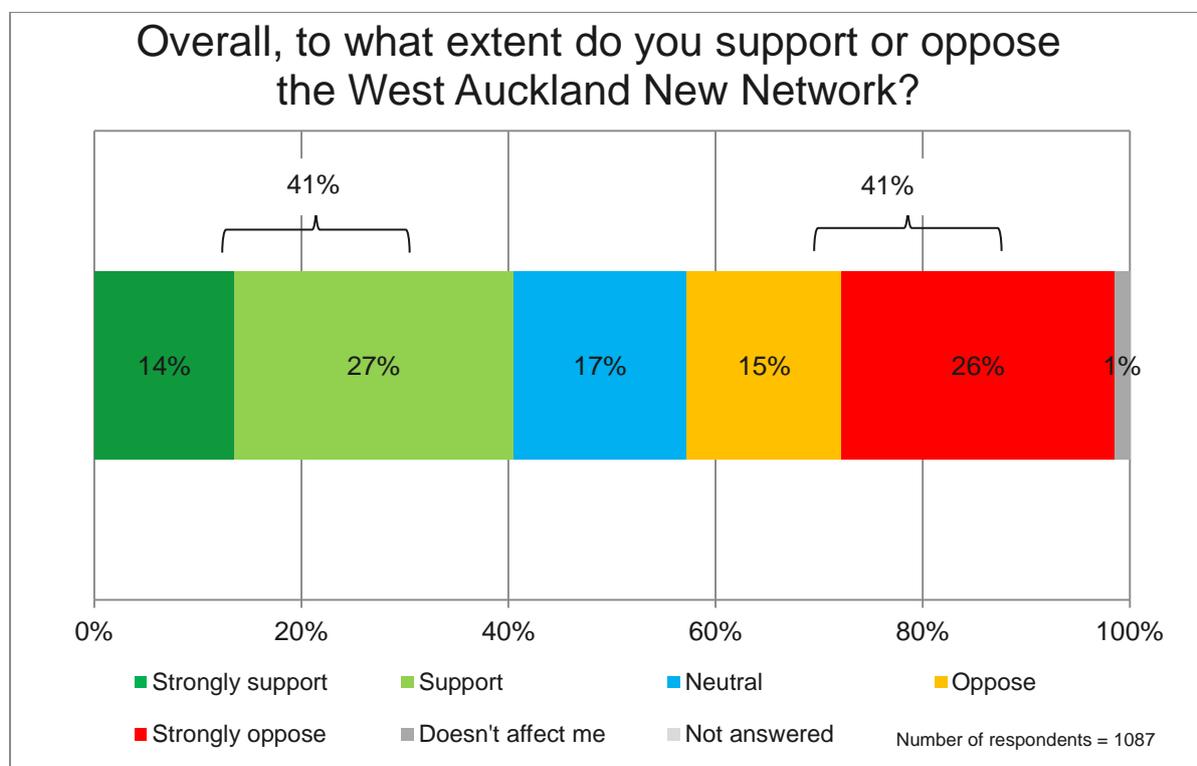
PUBLISHED DATE	VERSION #	AUTHOR
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# 1 Executive Summary

Public consultation was undertaken on the Public Transport New Network proposals for West Auckland between 21 October and 12 December 2014. There were 1242 feedback forms with an equal number of respondents (41%) who either supported or opposed the proposed changes.



Of the 24 routes in the original proposal we have recommended changes to 11 as a result of the feedback. The key changes which are recommended as a result of the feedback are -

- Additional peak Te Atatu Peninsula express service to the City Centre (W51X)
- Additional peak Te Atatu South express service from Henderson via Te Atatu Rd to the City Centre (W52X)
- Additional peak service Westgate to City express service via North-western Motorway (W2X). The route will join the motorway at Royal Rd.
- Additional peak Glen Eden express service via New Lynn to City (W25X) serving the Glen Eden area furthest from rail.
- Routing Glendene service (W31) to travel via Great North Rd to Henderson instead of James Laurie St
- Routing Ranui services along Metcalfe Rd (W61 & W62)
- Routing service through Henderson Valley shops (W61)
- Routing service along southern part of Central Park Dr (W64)
- Routing service along Rosier Rd (W23) to New Lynn
- Extending Sunnyvale route to New Lynn (W23)

By making these changes, we would expect the percentage of respondents opposed to the New Network to drop by approximately 10%.

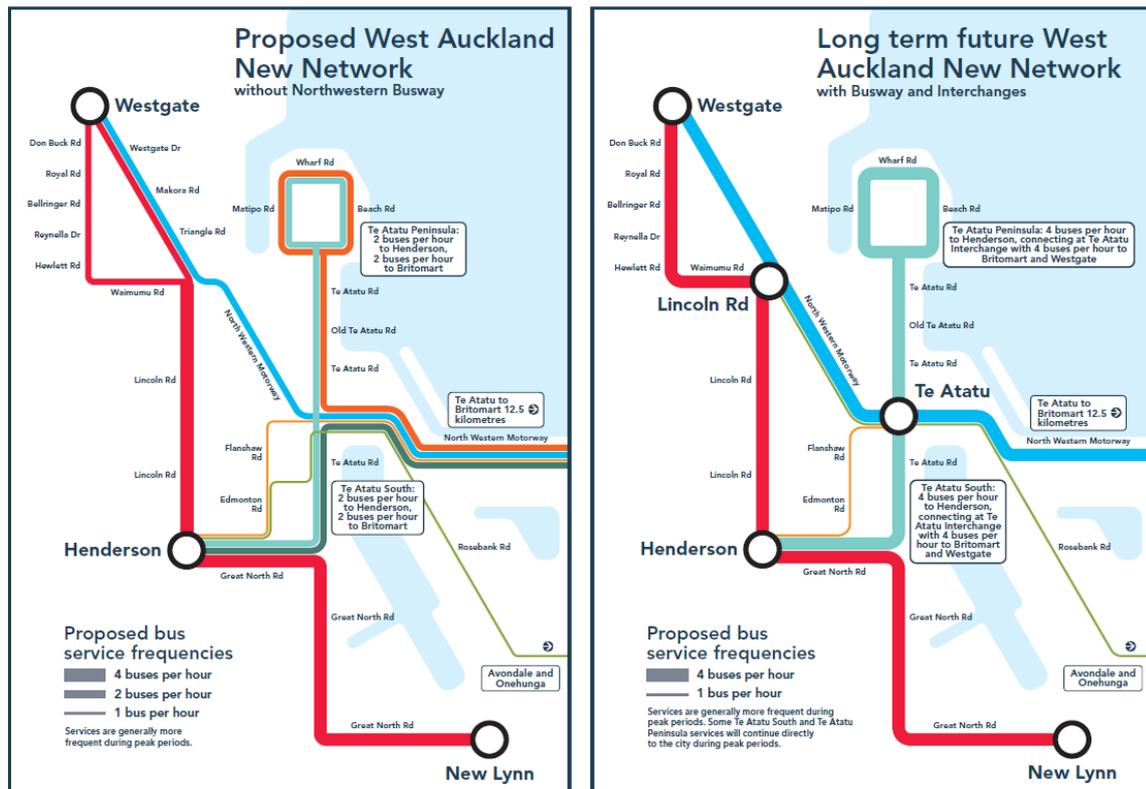
## 2 Background

Over the next few years Auckland Transport is moving to a simpler and more integrated public transport network for Auckland. This will deliver a New Network of buses and trains that will change the way people travel – including the need for some passengers to transfer at key interchanges. In return the New Network will allow more passengers to simply ‘turn up and go’ rather than planning trips around a timetable. It will offer flexible travel options over large parts of the city, making public transport more useful for a range of travel purposes. Due to the scale of change the New Network is being implemented in phases.

Within each area, there are opportunities to improve public transport. However, the reality is that all changes will take time to implement, especially where major new infrastructure needs to be built, or where the cost of operating services will increase substantially. Both will require more ratepayer (Auckland Council) and taxpayer (New Zealand Transport Agency) funding than is currently budgeted.

For West Auckland, Auckland Transport took the view that it is better to make as many improvements as we can afford to make in the next 2 years, to take advantage of the benefits electric trains will bring, rather than wait until all of the desirable infrastructure is in place.

The proposal which we consulted on is shown on the left-hand diagram below. On the right-hand diagram is the network we would like to implement as soon as we have the necessary funding and consents to build interchanges at Te Atatu and Lincoln Rd, in anticipation of the long-term proposal to build a North-western Busway.



### 3 Consultation Approach

The proposed New Network for West Auckland was initially open for public feedback from Tuesday 21 October until Monday 1 December 2014; however the feedback period was extended to Friday 12 December 2014. Leading up to and during this period, Auckland Transport carried out the following activities to raise awareness of the proposed changes and the opportunity to provide feedback:

#### Activities prior to the feedback period commencing

- Workshops were held with the local boards affected by the changes.
- Briefing memos providing information about the project and the upcoming public engagement were sent to MPs, local boards and other key stakeholders.
- A workshop was held for groups, organisations and businesses with a strong interest in the proposed changes.

#### Events

- 14 promotional/public open days were held to raise awareness of the proposed changes and to give the public the opportunity to talk to Auckland Transport staff members in person. They were held at a variety of locations such as public transport interchanges, local markets, and festivals. At these events thousands of people were made aware of the proposed changes and hundreds of people engaged with Auckland Transport staff either through discussions or by filling out forms.
- The Auckland Transport New Network engagement bus (the AmBUSador) attended most promotional/public open days.
- Auckland Transport responded to requests for events or community meetings received during consultation.
- Auckland Transport attended a workshop on the New Network hosted by IHC.

#### Brochure and posters

- A brochure (which included a freepost feedback form) was distributed throughout the community, with approximately 50,000 copies delivered or personally handed to groups, organisations, businesses and members of the public. Specifically the brochure was distributed as follows:
  - Handed out by Auckland Transport Ambassadors at bus stops, train stations, key public transport interchanges throughout West Auckland and bus stops in the city e.g. Britomart.
  - Made available at train stations throughout West Auckland.
  - Made available on board many of the bus services operating in West Auckland.
  - Made available at Auckland Council and Auckland Transport Service Centres, Local Board Offices, Libraries and Citizens Advice Bureaux.
  - Handed out at promotional/public open days.
  - Available on the AmBUSador.
  - Mailed to individuals, groups, organisations and businesses with a strong interest in the project e.g. Disability Groups, CCOs, Councillors, MPs, Local Boards, Auckland Council, Advisory Groups, Bus Operators, developers, medical centres, business associations, churches, community groups, retirement homes, Maori/Marae and schools.
  - Hand delivered to areas where a high amount of change was proposed (e.g. Brains Park, Glen Eden, Henderson Valley, Massey East and Rosebank Road)
  - Made available on the New Network project webpage.
- The brochure was translated into Chinese. The translated version was available on the New Network project webpage, at our promotional/public open days and ambassadors had them on hand when distributing brochures at public transport interchanges etc.

- Several versions of the brochure were created for the visually impaired, and were available on the project webpage. These were created in conjunction with the Foundation for of the Blind.
- The Foundation for the Blind also had a telephone information service where members could listen to an audio version of the brochure.
- Posters were displayed on buses, trains and at train stations.
- Posters at key bus stops and all bus stops that were proposed to be closed as part of the new network (including in Adshels at some bus stops).

#### **New Network project webpage**

- Detailed information was provided on the New Network project webpage including a New Network video (a video that explains the philosophy behind the changes) and three question and answer videos (interview style videos).
- The following tools were available on the project webpage to provide feedback on the proposed changes: online feedback form, discussion forum and map a comment. Of note is that the majority of feedback came through the online feedback tools. The discussion forum also enabled us to respond to posts that posed questions and also respond to posts that raised issues that were not covered in other project information materials.
- The project webpage also included a question and answer tool where people could submit questions via the webpage. Once we responded, questions and answers of relevance to the project were posted on the webpage (in the Q&A tool); questions that weren't relevant to the project were answered privately.

#### **Information sent directly to households in West Auckland**

- Flyers raising awareness of the changes and the opportunity to provide feedback were distributed to 73,995 households (letterboxes) within West Auckland.
- Letters were sent to streets where new bus services were proposed or where services were being removed.

#### **Advertising**

- Advertising in the New Zealand Herald, suburban papers, and ethnic papers
- An article in OurAuckland.
- A media release to relevant papers, news agencies and blogs.
- Online advertising – tiles with a click through to the website
- Online advertising – two comedy videos were developed to raise awareness of the changes; they were advertised on YouTube and TVonDemand. In total there were over 136,000 unique views of the videos; each view means people watched the whole video.
- Messages scrolling across real time travel signs at bus stops/train stations and also messages on the online journey planner.

#### **Emails, e-newsletters and social media**

- Emails and e-newsletters sent to a range of stakeholders and subscribers to the New Network e-newsletter.
- Local boards were sent weekly updates during the public feedback period.
- Information videos about the New Network were posted on the Facebook page of 31 community groups, churches, organisations, business associations and libraries throughout West Auckland.
- Information and a video about the New Network were posted on the Facebook page of Auckland Council and following local boards: Waitakere Ranges, Whau, Henderson-Massey, Albert-Eden, Hibiscus and Bays, Rodney and Upper Harbour.

- Neighbourly site set up for the team to post about the New Network to 4500 households and to promote activities and events throughout the public feedback period.
- Tweeted about the proposed changes and the opportunity to provide feedback.

#### **Youth**

- Article in school newsletters throughout West Auckland.
- Youth focus groups were held at the following schools in West Auckland: Avondale School, Kelston Boys, Kelston Girls, Waitakere College and Massey High School.
- A youth feedback form was available for youth's to fill out at promotional/public open days (if they filled out the form they got to spin a prize wheel).

#### **Tertiary institutions**

- AUT – included New Network information and material on website, intranet, student forum and all social media channels (Twitter and Facebook). Brochures were also distributed to both Central and Akoranga campuses.
- Unitec – distributed New Network information through all social media channels such as the student newsletter, intranet, staff intranet, Facebook. Brochures were also distributed through the student services centre at Central and West campuses.
- NZ Career College – tutors presented information to students in class, including showing the website and forwarding information to students including the brochures.
- Laidlaw College Henderson – displayed information on website and student notices.

#### **Activities to raise awareness amongst Auckland Transport staff**

- An article on the Auckland Transport intranet site and an email to all staff.
- Promotion of the changes at the CEO forums (forums where senior managers present to staff).
- Auckland Transport staff were also invited to visit the AmBUSador during specific times/days to find out more about the proposed changes.

Due to lack of submissions during consultation, Public Transport Planners handed out consultation brochure on morning peak buses to raise people's awareness of the proposed changes. During December 2014, PT Planners personally handed out consultation brochures in Massey North & Royal Heights as well as talking to passengers on buses at Westgate, Henderson and New Lynn.

## **4 Consultation Responses**

Feedback was received in a number of ways:

- The online or hardcopy feedback form
- Freeform submissions received during the consultation period (for example submissions from organisations)
- Recorded group discussions (e.g. events for local stakeholders, youth and seniors)
- Youth postcard
- Conversations with the public at events (though these were not recorded the public were encouraged to submit formal feedback)
- Online discussion forum and map a comment tool

In total we received 1242 completed feedback forms. Duplicates and multiple submissions from the same person were combined or deleted. We received a further seven free form submissions mostly from organisations, and three petitions.

## 4.1 Key Stakeholders

There were 18 submissions from key stakeholders including six free form submissions.

Businesses/Business Associations	Henderson-Lincoln Business Association
Disability Groups/Representatives	Blind Foundation
Local Boards	Henderson-Massey Local Board, Waitakere Ranges Local Board
Public Transport Operators	NZ Bus
Representative Groups	Public Transport Users Association, Campaign for Better Transport
Ratepayers/Residents Association	Piha Ratepayers & Residents Association, Waitarua Ratepayers and Residents Association
Other	Waitakere Ranges Protection Society, Muriwai Surf School Ltd, National Baha'i Office, Metlifecare Waitakere Gardens, Reidbrook Trust, Auckland University of Technology, Regional Facilities Auckland, MOTAT, Auckland University Students' Association

The key issues raised in these submissions matched the themes raised within the general submissions. Submitters raised concerns regarding passenger transfers including safety and wayfinding between stops. There was also general support for bus priority and the future North-western Busway.

Most of the issues raised have been addressed though the decisions included in this report. Where there was complexity and issues outside the scope of this consultation, submitters will receive a personalised response to their issues.

## 4.2 Petitions

Auckland Transport received three petitions during the consultation.

	<b>Petition</b>	<b>Auckland Transport Response</b>
Retailers at 324 – 326 Great North Rd, Henderson (5 signatures)	Request to remove bus shelters/stops at 324 – 326 Great North Rd, Henderson	Auckland Transport have been working with the Henderson - Massey Local Board and are in the process of removing these stops & reassigning services to other Henderson stops
Waitakere Gardens Residents, Sel Peacock Drive, Henderson (266 signatures)	Request to retain direct services to the city and North Shore Hospital from Waitakere Gardens, Sel Peacock Drive. Due to residents often being visually or physically impaired, transfers are not desirable. If direct services are not possible, then effective shelter and better information/way finding are imperative at transfer points.	Direct services to the city and North Shore Hospital have not been retained however they will be able to connect to a Frequent service to Henderson or Westgate, where they can continue to their destination. AT will need to ensure safe and accessible transfer facilities are available at Henderson
Users of bus routes 145 and 149 (20)	Objection to the planned discontinuation of services in Henderson Valley south west of	These services were proposed to be removed due to low patronage in the area. Due to requests received as part of this

signatures)	Border Rd.	consultation, we have rerouted the W61 to Henderson Valley shops via Henderson Valley Rd, Pine Ave and Forest Hill Rd to provide a connection with Ranui and Henderson. Services are being removed from the southern end of Henderson Valley Rd & Candia Rd due to the low numbers of passengers boarding the bus. This will make services easier to follow and understand and allows Auckland Transport to increase frequencies of other proposed bus routes in the area.
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### 4.3 Youth

A feedback form was available for youth to fill out at promotional/public open days which asked where they would want to travel to and from. We received 448 completed forms with locations, e.g. Glendene to New Lynn, Te Atatu to City but in hindsight the questions weren't specific enough to help us with route recommendations. Some of the locations mentioned aligned with feedback from general submitters and the route changes proposed as a result of feedback. For example; more express buses on the north-western motorway.

In addition to where they would want bus services to/from they were asked what changes they would like to see to the west Auckland bus services/routes and the following table outlines the key themes. Some of these issues such as frequency and improved punctuality will be addressed by the New Network however others like comfort and customer service are not within scope of this review. Comments outside the scope of the New Network will be reviewed and sent to relevant AT teams.

<b>Frequency</b>	122
<b>Punctuality</b>	59
<b>No Change</b>	34
<b>Comfort</b>	33
<b>Customer Service</b>	30
<b>Faster Bus</b>	29
<b>Price</b>	21
<b>Infrastructure</b>	21

This youth exercise also increased the general awareness of the New Network and youth were given information to be passed on to their parents.

### 4.4 Online Tools

People could go to the New Network webpage and participate in various ways of having their say:

- Feedback form – This allowed people to provide the most in-depth feedback of our four tools. The form took them through questions about their current travel habits and their thoughts on the proposed new bus network.
- Discussion forum – Using this tool people could post a comment in answer to one of our discussion forum topics, reply to other people's comments, or agree/disagree with other people's comments.



- Map a comment – If people had a comment related to a specific geographical area, they could pin a comment to our comments map.
- Ask a question – People could use this tool to ask us any questions they had about the proposed changes or the consultation/feedback process. We posted answers to the site.

All comments received were considered as feedback on the proposed bus network.

There were 89 commenters on the discussion forum to three key questions (see below) and 30 comments on the map (see below). The key issues raised in these forums matched the themes raised within the general feedback and responses can be found in Appendix 1 and 2.

### What about the New Network most needs to change?

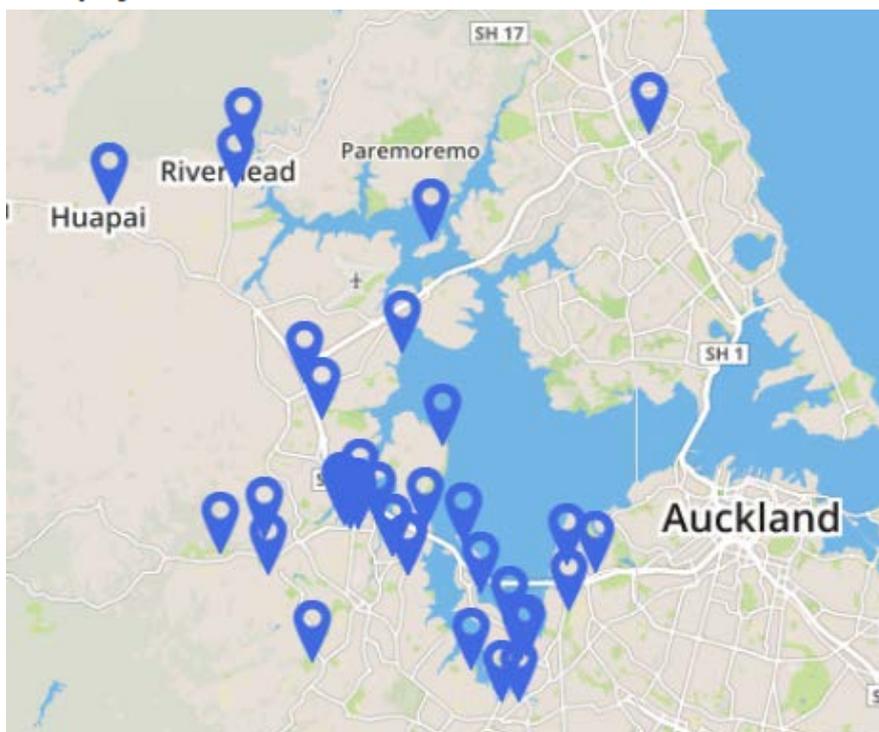
Tell us the changes you'd make to the proposed bus network. All comments received will be considered as feedback on the proposed bus network.

### What are your thoughts about ending buses at New Lynn Interchange?

Under the proposed New Network, all buses travelling to New Lynn will end at the New Lynn Interchange and you'll need to transfer to a bus or train to continue your journey to other destinations.

Tell us anything you want about the proposed new bus services for West Auckland

## Map your comments for West Auckland

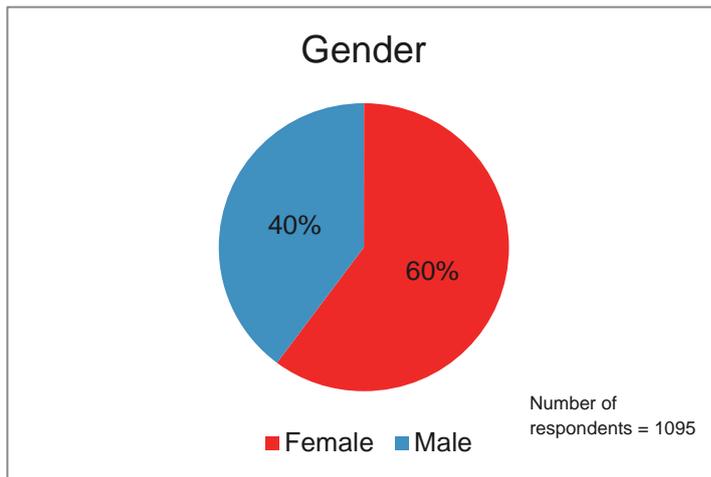


## 5 Summary of feedback

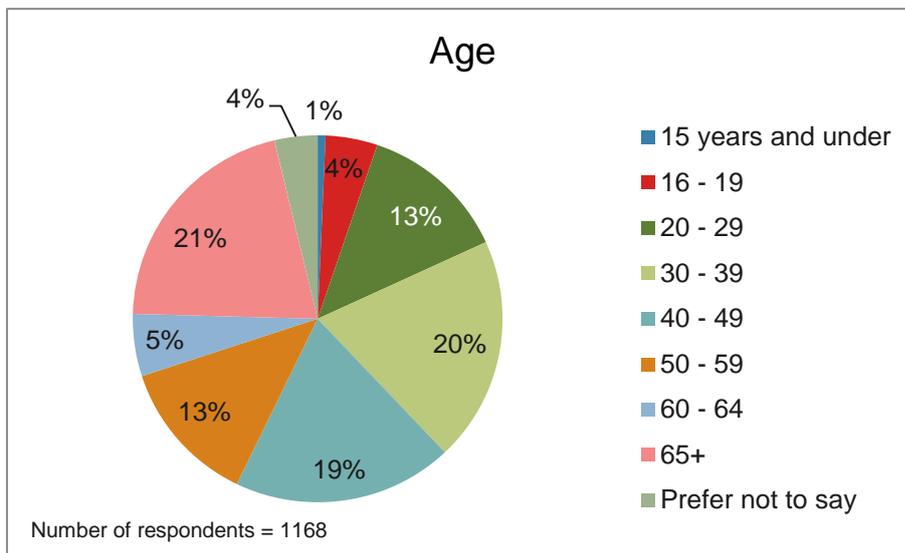
### 5.1 Demographic profile of respondents

Of the feedback forms received, 12 responses were on behalf of an organisation, the rest were on behalf of individuals and their families.

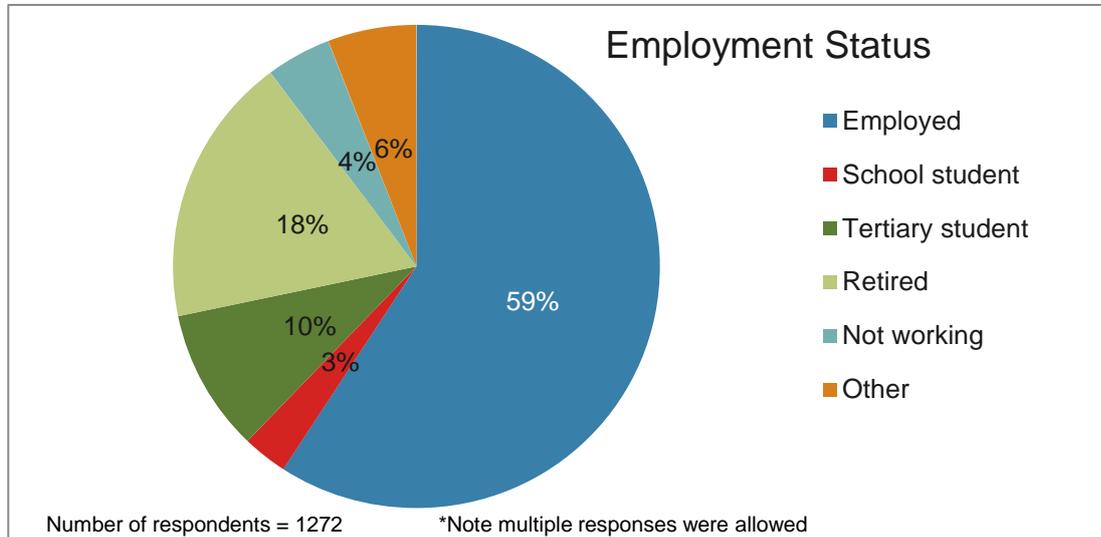
Of those that stated their gender, 60 per cent were female and 40 per cent were male.



The majority of respondents were between 30 and 64 years of age (57 per cent) and the remainder were fairly evenly split between 29 years and under (18 per cent) and 65 years and over (21 per cent).



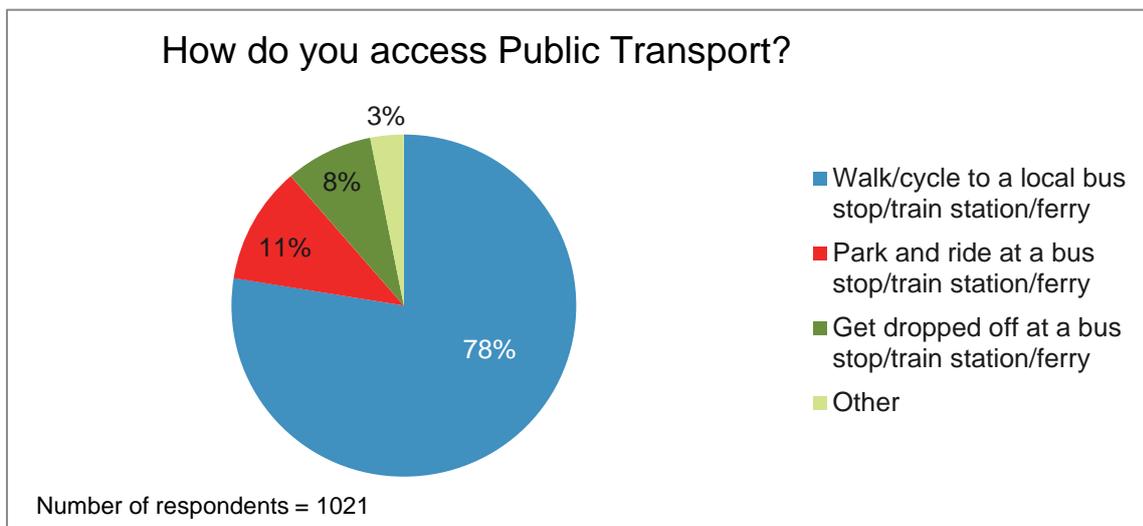
Over half of the respondents were employed (59 per cent) and the second largest group were those who are retired (18 per cent). Three per cent were school students and ten per cent were tertiary students.



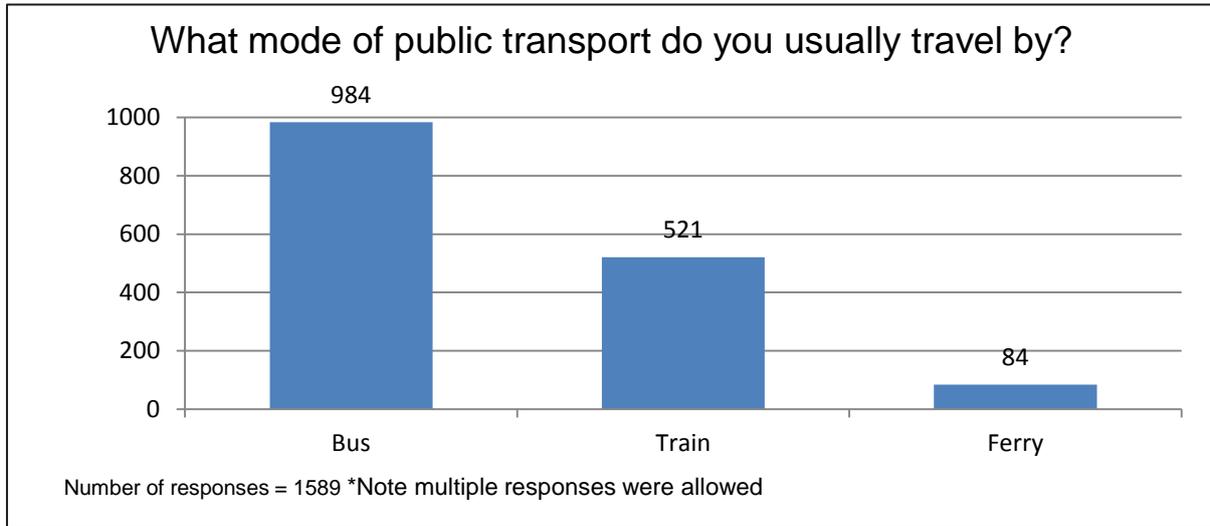
## 5.2 Current public transport behaviour

The majority of feedback form respondents are currently public transport users with 1035 using public transport in West Auckland and 57 using it elsewhere. 115 respondents do not use public transport at all.

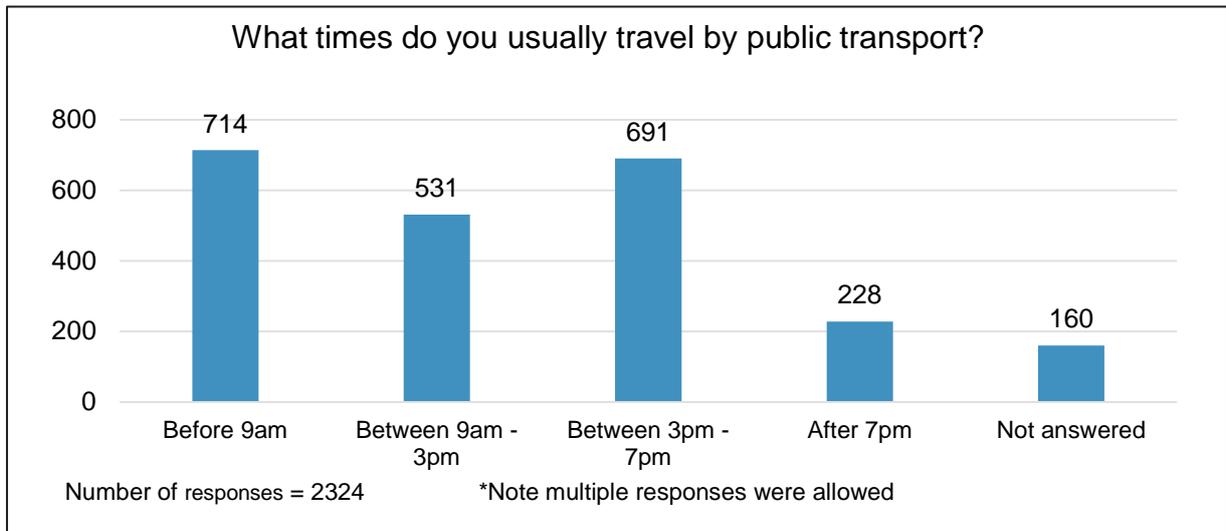
Of those who use public transport, over three quarters access it from a local bus stop/train station/ferry terminal with the remainder of users getting dropped off (11 per cent) or park and ride (8 per cent).



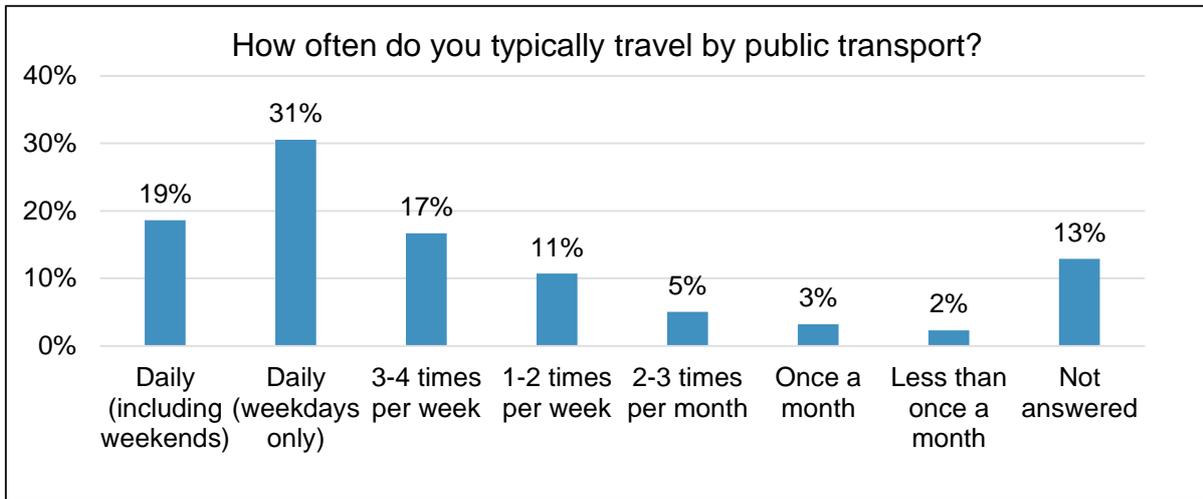
The most common mode of public transport is bus (984), followed by train (521) with a small number using ferries (84).



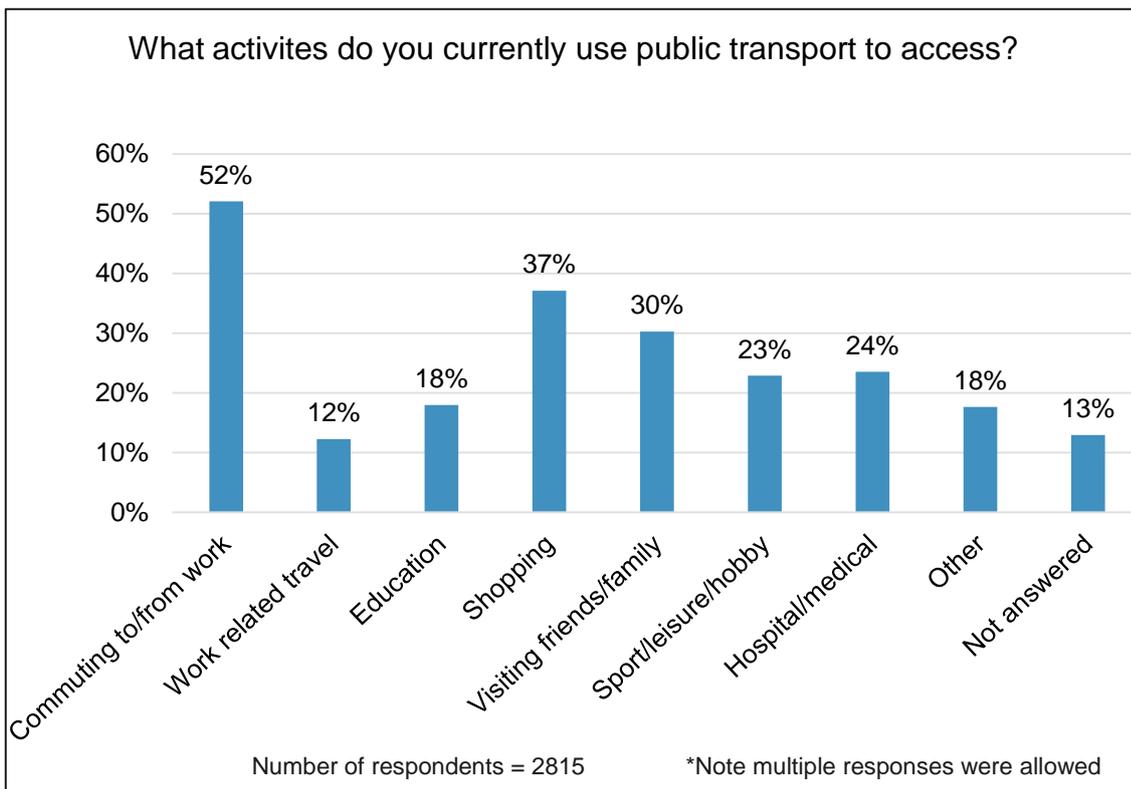
Most respondents used public transport during peak times (before 9am and 3pm – 7pm), with almost as many using in between 9am and 3pm. Significantly fewer people use public transport after 7pm. This question does not take into account frequency of use.



Fifty per cent of respondents travel either daily on weekdays or every day of the week. Another 17 per cent travel 3-4 times a week. There were few respondents who rarely use public transport.

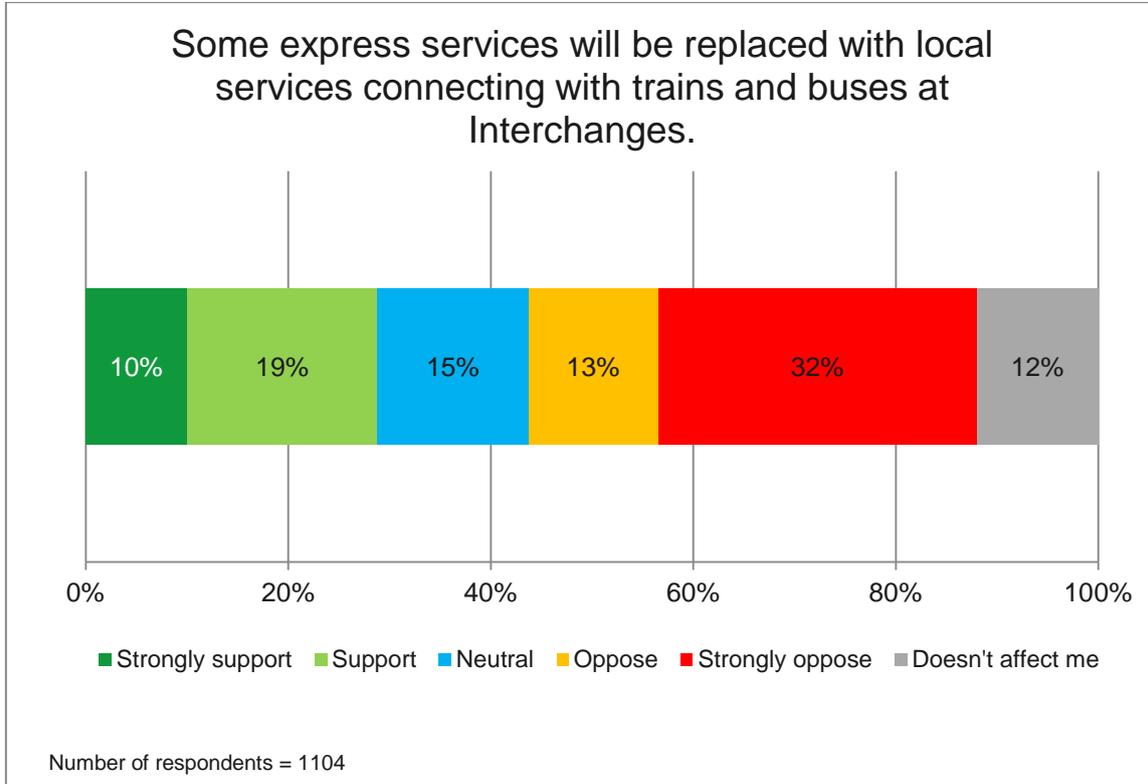


Commuting was the most frequently mentioned reason for travel (52 per cent) but respondents used public transport to access a wide range of other activities.



### 5.3 Feedback on the New Network

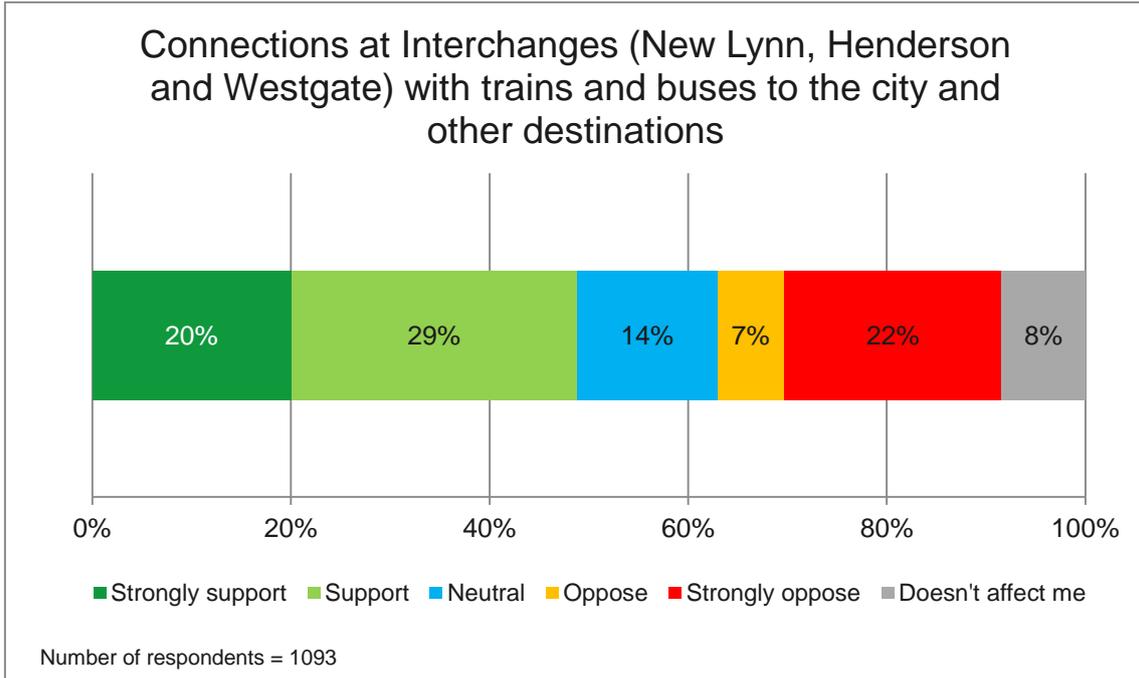
These questions were to help people think about the overall principles and impacts of the New Network.



Over a quarter of respondents (29%) supported or strongly supported the removal of some express buses. 45 per cent opposed or strongly opposed and 15 per cent were neutral.

Within the open comments, 197 (16%) respondents requested for express services to be retained, the majority of the requests (68) were to retain the Te Atatu Peninsula to City Express service, with fairly even numbers requesting to keep other express services. 33 people requested an express service from Westgate avoiding Makora Rd and Triangle Rd with some requesting to travel via the North-western Motorway, rather than Great North Rd to the city.

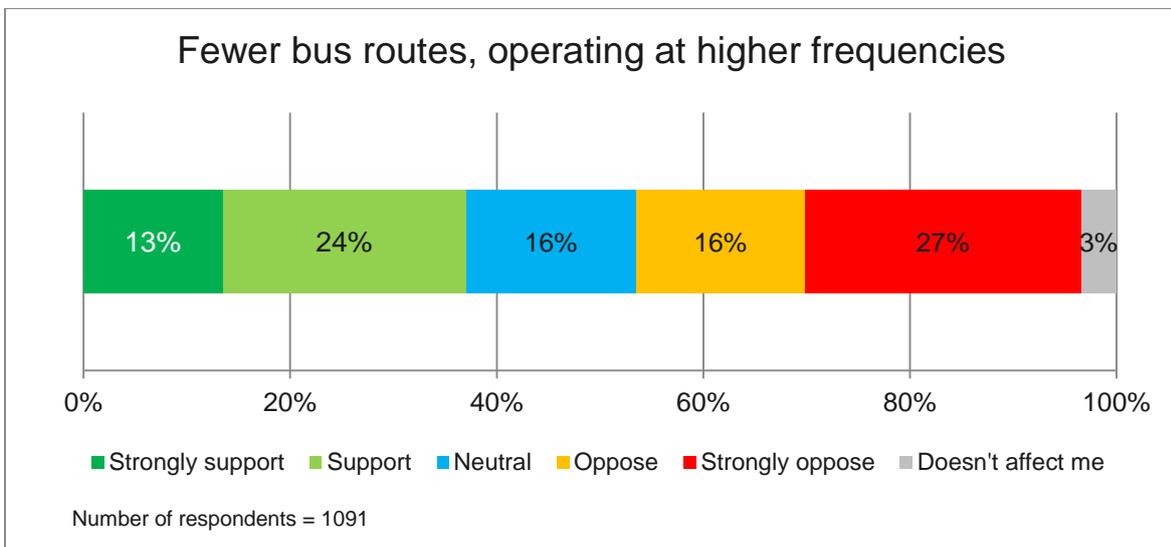
By retaining some West Auckland express buses, as detailed in Appendix 1, the percentage of opposition would be expected to decrease.



Nearly half of respondents (49 per cent) supported or strongly supported connections at interchanges. 29 per cent opposed or strongly opposed and 22 per cent were neutral or unaffected.

Sixty further people commented that they were in support of connections, with some highlighting the importance of well-timed connections, especially at times where there are fewer services (evenings and weekends). 55 people commented that they were not in favour of making connections, some of the reasons included safety, accessibility at interchanges and long waiting times which would increase the length of their full journey.

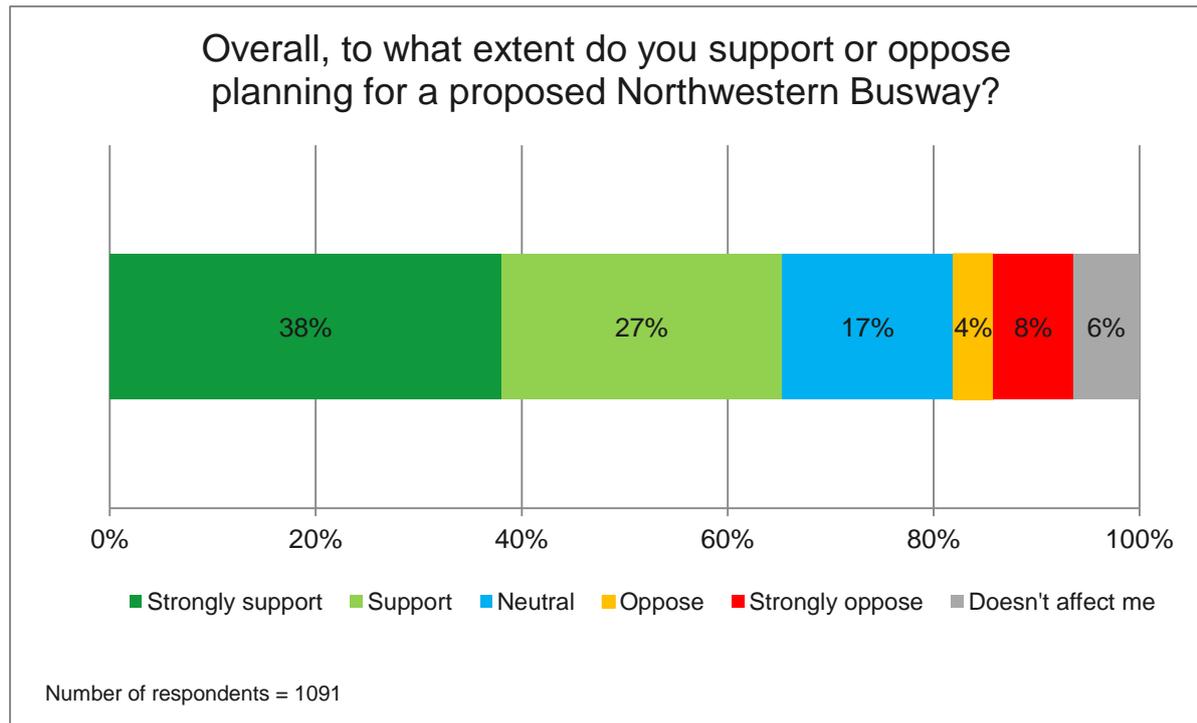
Making transfers & waiting for connections were a popular reason of not supporting the New Network in general. Transfers are essential for the frequency, reliability and simplicity of the network, they also enable access to a wider set of destinations. Auckland Transport is working to provide good interchange facilities to minimise the inconvenience associated with transferring. AT will ensure that services are timetabled as effectively as possible at key locations to ensure minimal wait times, especially evenings and weekends.



37 per cent of respondents supported or strongly supported 'Fewer bus routes, operating at higher frequencies' and 45 per cent opposed or strongly opposed. 16 per cent were neutral and 3 per cent weren't affected.

Almost 15 per cent (192) of respondents commented in the open ended questions that in general they liked the proposed better frequency and regularity of services. Furthermore 90 people commented they liked the improved legibility and simplicity of the map, and the concept of the New Network.

Currently there are 32 route numbers in West Auckland, with some trips only operating during evenings and weekends. The proposed network is easier to understand, with 26 route numbers & less duplication of routes on the same stretch of road.



In general, there was strong support for the planning for a proposed North-western Busway. 65 per cent of respondents supported or strongly supported the busway and only 12 per cent opposed or strongly opposed. 17 per cent were neutral and 6 per cent weren't affected.

In addition to this, 84 people specifically commented on increased bus priority, bus lanes and a future busway on the North-western motorway.

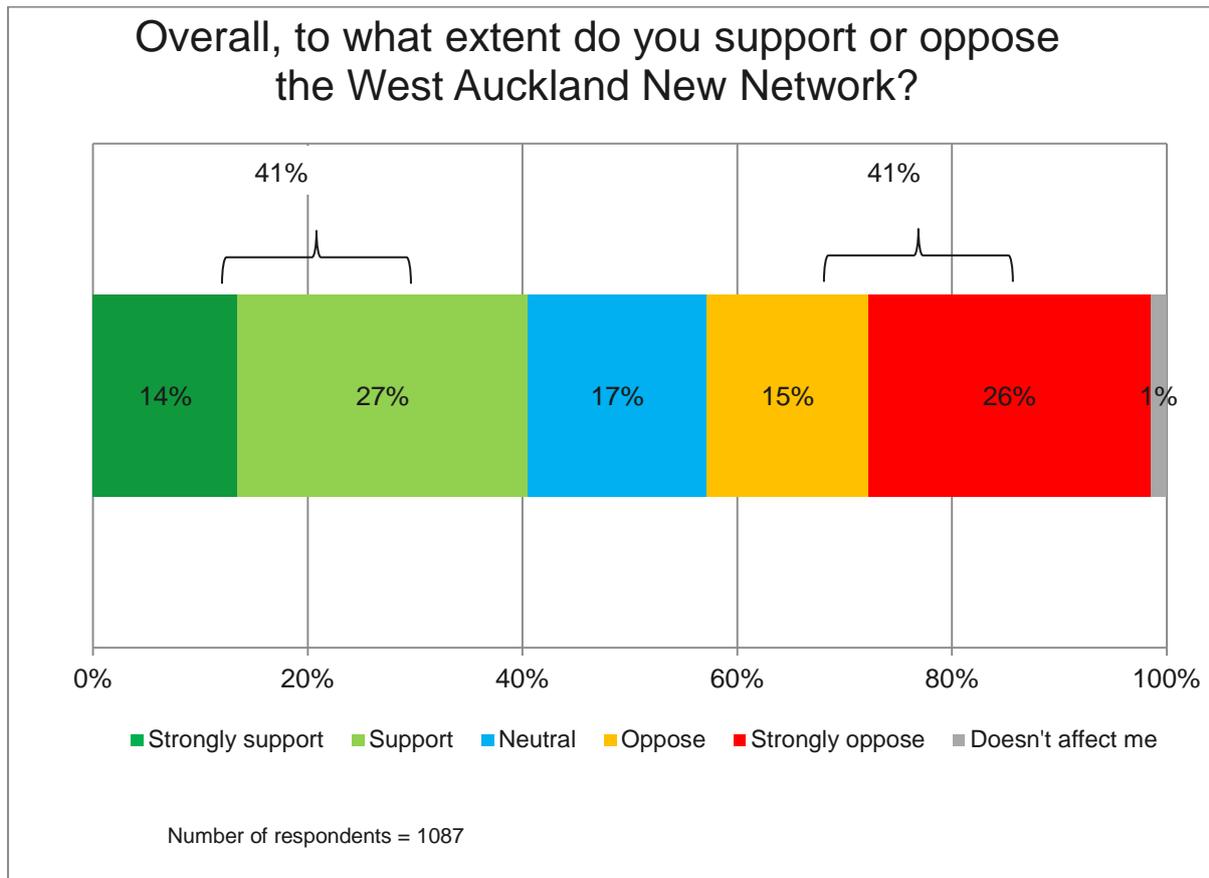
The Northwestern Motorway (State Highway 16) is a major route for bus services from the North West, and key to meeting expected growth and improving public transport choices in the area.

Auckland Transport is investigating the possibility of a future busway along the Northwestern motorway similar to the busway on the North Shore. A busway would have stations located at Te Atatu, Lincoln Road and Westgate.

A busway will enable Auckland Transport to offer more frequent services especially during the day, weekends and evenings using the same number of buses. This is because we can run local buses to a station and connect people to another bus service unaffected by motorway traffic.

The investigation of a busway and locations of stations is a work in progress, with a very long-time future view.





An equal number of respondents (41 per cent) either supported/strongly supported or opposed/strongly opposed the New Network for West Auckland. 17 per cent were neutral and only 1% weren't affected by the changes.

By analysing the comments in the open field sections, of the 449 people who opposed the New Network, we have assumed that approximately 25% of them would no longer be in opposition as a result of the changes we've made from the feedback. For example; by retaining city express services and making minor route changes.

We acknowledge about 15% of those who opposed, may continue to oppose as we've not made changes in regards to their concerns – see Appendix 2 Responses to Key Issues.

It appears that other reasons for opposing the New Network included misunderstanding the changes, not wanting to change from current routes, not wanting to make connections, comments relating to Green Bay and Titirangi and extending rail services past Swanson.

Extending rail services past Swanson was outside the scope of this consultation and is not currently being investigated. The direct bus route along State Highway 16 to Westgate and beyond offers vastly better travel times over rail. Bus options also provide good and frequent connections at Westgate to North Shore and Henderson bus services. This does not preclude the extension of rail to these locations in the longer term future.

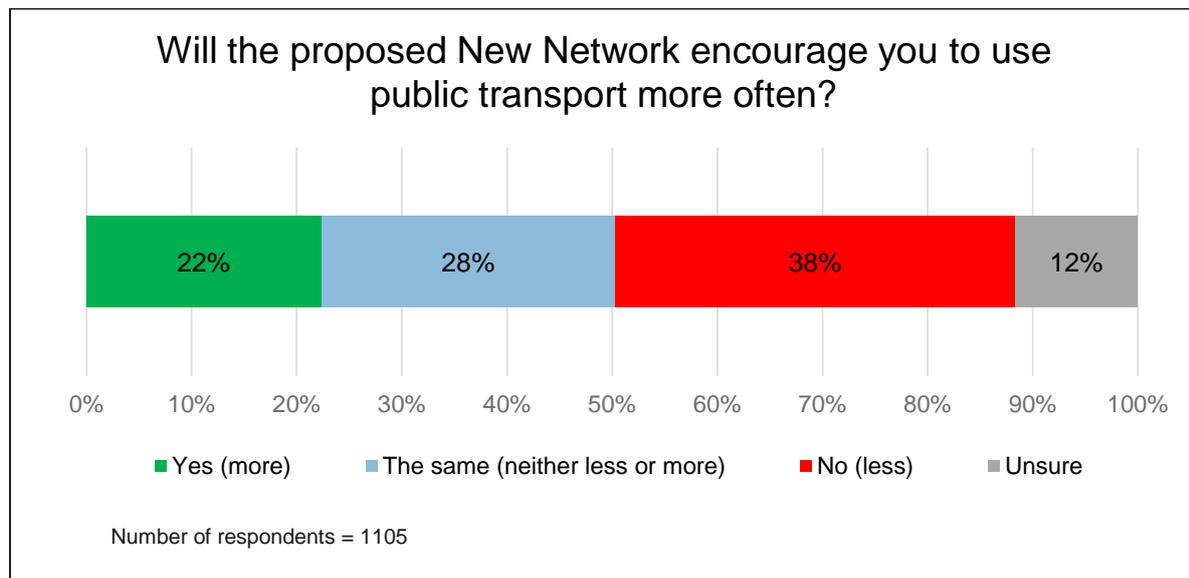
The decision to operate a bus service between Swanson Station and Waitakere Village was made by Auckland Transport Board in May 2013 and will occur from July 2015. Buses between Waitakere and Swanson are the best and most effective option, providing a \$20.8 million cost-saving over 25 years.



The decision to replace trains with buses was based on a number of factors:

- the lack of funding to double track and electrify the train line to Waitakere
- the high relative cost of operating and maintaining a diesel train service in comparison to a bus service
- comparative travel times (seven minutes by bus versus five minutes by train)
- low usage of the train service from Waitakere that can be adequately catered for by a bus.

Having to connect at interchanges was another main reason given by respondents opposing the New Network. As mentioned above, Auckland Transport is working to provide good interchange facilities to minimise the inconvenience associated with connecting. AT will also ensure that services are timetabled as effectively as possible at key locations to ensure minimal wait times, especially evenings and weekends.



Overall, people indicated they are either more likely to use public transport or will use it the same as currently (50%). 38% of respondents say they would use it less often, and 12 per cent were unsure. Again, with the changes to the network resulting from consultation we expect the number of people who said they will use public transport less often to decrease.

## 6 Consultation Decisions and Recommendations

The major issues raised in the feedback, and recommended solutions, are shown in the table below. Of the 24 routes in the original proposal we have recommended changes to 11 as a result of the feedback. Appendices 1 and 2 have detailed explanations of the changes on individual service route proposals.

These recommended changes make the West Auckland New Network more expensive to implement however are necessary due to the need to run extra services direct into the city without the Te Atatu and Lincoln Road interchanges and improved frequent network as mentioned in section 2 above.

Key Issues raised in feedback	Changes to address issues
Opposition to removal of Te Atatu Peninsula express services	Retained peak Te Atatu Peninsula express service to the City Centre (W51X)
Opposition to removal of Te Atatu South express services	Retained peak Te Atatu South express service from Henderson via Te Atatu Rd to the City Centre (W52X)
Request for services from Westgate not to travel via Makora Rd and Triangle Rd during peak time	Retained peak service from Westgate to City express service via North-western Motorway (W2X). The route will join the motorway at Royal Rd. Auckland Transport are currently investigating bus priority on Triangle Rd which will be implemented subject to funding.
Opposition to removal of Glen Eden express services	Retained peak Glen Eden express service via New Lynn to City (W25X) serving the Glen Eden area furthest from rail.
Request for Glendene service (W31) to travel via Great North Road rather than James Laurie St and View Rd to Henderson	Routing Glendene service (W31) to travel via Great North Rd to Henderson instead of James Laurie St
Requests to retain service along Metcalfe Rd	Routing Ranui services along Metcalfe Rd (W61 & W62)
Requests to retain service to Henderson Valley shops	Routing service through Henderson Valley shops (W61)
Opposition for service along Te Pai Pl due to congestion	Routing service to travel southern part of Central Park Dr (W64) instead of Te Pai Pl
Requests to retain service along Rosier Rd	Routing service along Rosier Rd (W23) to New Lynn

Auckland Transport is aware that, as is the case whenever bus services are changed, some existing customers will be disadvantaged by the changes. The overall objective of these changes is to simplify the route network so that services are improved for the majority and so that they are easier for new users to understand.

## 6.1 Final Routes

This table outlines the final routes after consultation feedback. Maps can be found in Appendix 3.

Service Type	Frequency and Hours of Operation	West Auckland Routes
<b>Frequent Services</b>	<p>In West Auckland, the train line and two key bus routes will form the Frequent service layer.</p> <p><b>Bus services</b></p> <p>At least every 15 minutes between 7am and 7pm, seven days a week.</p> <p>Peak frequency will typically be every 10-15 minutes.</p> <p>Services will operate at lower frequencies outside these hours, every 30 minutes or better.</p>	<p><b>Services:</b></p> <p>4, W3</p>
<b>Connector Services</b>	<p>The Frequent Network will be complemented by Connector bus services at least every 30 minutes, between 7am and 7pm, seven days a week – connecting people to town centres and work and/or to the Frequent Network.</p> <p>Peak frequency will typically be every 20 minutes.</p> <p>Services will operate at lower frequencies outside these hours, typically every 60 minutes or better.</p>	<p><b>Services:</b></p> <p>W2, W3a, W3b, W5, W25, W31, W40, W51, W52, W61, W62</p>
<b>Local and Peak Period Services</b>	<p>The All-Day Network (made up of the above Frequent and Connector routes) will be supported by two other types of bus service:</p> <p><b>Local services</b> will serve areas not on Frequent or Connector routes. These services will link into the All-Day Network at connection points such as train stations and town centres. Services will generally be every 60 minutes. Peak frequency will typically be every 30 minutes.</p> <p><b>Peak period services</b> will only operate during weekday peak period (generally 6am to 9am, and 330pm to 6pm). Hours may vary for peak services.</p> <p>Services will operate in one direction only – towards the city or key destinations in the AM peak and in the PM peak back to the local area. For example the W2X will go from Westgate to the city in the morning and from the city to Westgate in the afternoon.</p>	<p><b>Local services:</b></p> <p>W15, W23, W32, W53, W64, W78/W79, W83, W88, W89</p> <p><b>Peak Period services:</b></p> <p>W2X, W25X, W51X, W52X, W71</p>

## 7 Appendices

- Appendix One: Final Decisions Table by Route**
- Appendix Two: Responses to Key Issues**
- Appendix Three West Auckland's New Network Maps –  
Pre and Post Consultation**

## Appendix 1: Final Decisions Table by Route

Route name	Recommendation New Network for West Auckland	Route Type	Reason for change	Likely impact of change
<b>4</b> - New Lynn to City Centre via Great North Rd	No change to route	Frequent	Positive feedback on this route.	
<b>W2</b> - Westgate to City Centre via Westgate Dr, Makora Rd, Triangle Rd, North-western Motorway and Great North Road	No change to proposed W2 route. Add express service (W2X) from Westgate to City Centre via North-western Motorway, service to use Royal Rd for access to motorway.	Connector + Peak Express	33 people requested an express service from Westgate to avoid Makora Rd & Triangle Rd peak traffic. Express service (W2X) via North-western Motorway to City will decrease travel time to the city, addressing concerns of submitters who currently have a direct bus from Hobsonville, West Harbour, Helensville, Huapai, Whenuapai & Royal Heights.	Added cost of extra service time and kilometres. Benefit to passengers from North-western area of shorter travel time to city
<b>W3a</b> - New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd, Triangle Rd, Makora Rd and Westgate Dr	Routes to remain as proposed	Connector	Positive feedback on these routes in general. There were 16 requests to retain the current 224 from Henderson along Great North Road, however there are low numbers of passengers regularly travelling through New Lynn on this service, so all New North Road services will start/end at New Lynn.	New North Road passengers wanting to travel between Henderson and New Lynn will have to change at New Lynn to the Frequent W3 service to Henderson or the 4 from New Lynn to the City.
<b>W3b</b> - New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd, Waimumu Rd, Reynella Dr and Bellringer Rd		Connector		
<b>W5</b> - Constellation Station to Henderson via Greenhithe, Hobsonville Rd, Westgate and Don Buck Rd	Route to remain as proposed	Connector	General support for route, although there were requests for the W5 to continue to Takapuna & North Shore Hospital. There will be frequent services from Constellation Station to other busway stations & Takapuna, where passengers will be able to transfer.	Waitakere Gardens residents will either have to walk (400m) to Henderson or catch the Frequent W3 bus to Henderson or Westgate and transfer. AT will need to ensure safe and accessible transfer facilities are available at Henderson.
<b>W25</b> - Henderson to New Lynn via Bruce McLaren Rd, Glengarry Rd and Glen Eden	W25 route adjusted to travel via Sunvue Rd rather than Libra St and Solar Rd. Add express service from Parrs Park via Glengarry Rd, Kaurilands Rd, Atkinson Rd, Titirangi Rd, New Lynn to City Centre.	Connector + Peak Express	Minor route change to straighten route through Glen Eden. 30 respondents requested for direct/express service to the City Centre during peak times. New express route (W25X) added from Parrs Park through Glen Eden & Titirangi Rd, avoiding Great North Road traffic & providing express service from New Lynn. It will also provide a service for Glen Eden furthest from rail to travel to the city.	Additional cost of extra service time and kilometres. Benefit to Glen Eden passengers not having to transfer at New Lynn and therefore a quicker journey time to the city. Benefit to Kaurilands Rd passengers where service was removed as part of Green Bay & Titirangi changes in 2014. Passengers on Libra St and the northern half of Solar Rd will have to walk to Sunvue Rd (max 500m).

Route name	Recommendation New Network for West Auckland	Route Type	Reason for change	Likely impact of change
<b>W31</b> - Henderson to New Lynn via Glendene & Kelston	Change route to travel via Great North Rd rather than via James Laurie St and View Rd	Connector	Responding to submissions to provide access from Glendene to Medical Centre on Great North Rd. Also reducing travel time by not turning right into James Laurie St from Great North Rd. There were 16 requests for the retention of current 11X. However the W31 will be timetabled to arrive at New Lynn for passengers to transfer to express services from Glen Eden or Titirangi to the City Centre	With no express service from Glendene, there will be an increase in travel time to the city during the peak, however passengers will be able to easily transfer at New Lynn to express services to the city.
<b>W40</b> - Te Atatu Peninsula to Henderson via Te Atatu Rd and Great North Rd	Route to remain as proposed	Connector	There was general support for the route around Beach Rd, though there were few requests to retain the service on Te Atatu Rd as it is currently. Proposed route serves larger catchment using Beach Rd.	Proposed route will serve larger catchment with less walking distance to stops. The distance between the current stops and the closest alternative stops is between 50m and 500m. However Auckland Transport will be investigating stops along the full length of Beach Rd, decreasing walking distances further.
<b>W51</b> - Te Atatu Peninsula to City Centre via North-western Motorway & Great North Rd	Route to remain as proposed. Add W51X - Te Atatu Peninsula to City Centre via North-western Motorway express	Connector + Peak Express	There was general support for the route around Beach Rd, though there were few requests to retain the service on Te Atatu Rd as it is currently. Proposed route serves larger catchment using Beach Rd. Added a peak express bus (W51X) in response to submitters requests to retain express services from Te Atatu Peninsula to City Centre	Proposed route will serve larger catchment with less walking distance to stops. The distance between the current stops and the closest alternative stops is between 50m and 500m. However Auckland Transport will be investigating stops along the full length of Beach Rd, decreasing walking distances further. Added cost of extra service time and kilometres for express service. Benefit to passengers of shorter travel time to city during peak times.
<b>W52</b> - Henderson to City Centre via Great North Rd, Te Atatu Rd, North-western Motorway and Great North Rd	Route to remain as proposed. Add W52X - Henderson to City Centre via Te Atatu Rd & North-western Motorway express	Connector + Peak Express	Positive feedback on this route. Responding to submitters requests to retain express services from Henderson & Te Atatu South to City Centre	Added cost of extra service time and kilometres. Benefit to passengers of shorter travel time to city during peak times.
<b>W61</b> - Ranui to Henderson Loop via Henderson Valley	Change route to service Henderson Valley Shops via Henderson Valley Rd, Pine Ave & Forest Hill Rd & continue through Ranui along Metcalfe Rd, Swanson Rd, Larnoch Rd, Rathgar Rd to Henderson. Route will run in both directions.	Connector	Responding to submissions to provide a service to Henderson Valley Shops and retain service on Metcalfe Rd. W61 route servicing Larnoch Rd & Rathgar Rds to cover removal of W63 from those roads.	Route will take slightly longer, but provides a larger catchment and serves Henderson Valley shops. The new W61 will service the upper part of Metcalfe Rd, connecting passengers to Henderson. Increase of frequency on Larnoch Rd and Rathgar Rds.
<b>W62</b> - Ranui to Henderson via Sturges Rd	Extension of route to cover southern half of Metcalfe Rd creating a one way loop around Hetherington Rd, Pooks Rd, Metcalfe Rd	Connector	Responding to submissions to provide a service on Metcalfe Rd	The new W62 will service the lower part of Metcalfe Rd, connecting passengers to Henderson.
<b>W15</b> - Henderson to Avondale via Edmonton Rd and Rosebank Rd	Route to remain as proposed	Local	Submissions requesting route to travel to New Lynn. Current 102 will remain from New Lynn to Patiki Rd and run both ways during peak	

Route name	Recommendation New Network for West Auckland	Route Type	Reason for change	Likely impact of change
<b>W23</b> - Henderson to Glen Eden via Sunnyvale, Glengarry Rd and Rosier Rd	Route to be extended to travel via Glengarry Rd and Rosier Rd, then continue to New Lynn	Local	Responding to submissions to provide a service on Rosier Rd & submissions from Sunnyvale residents requesting route to continue to New Lynn to connect with other services	Added cost of extra service time and kilometres. Route will take longer, but connects Sunnyvale directly with New Lynn and provides a service on Rosier Road. Top half of Glengarry Rd will now have a local service, connecting customers to Henderson and New Lynn.
<b>W32</b> - Brains Park to New Lynn via Nikau St	Amend route to travel via Archibald Rd & Archlynn Rd	Local	Submissions requesting connection with Henderson from Brains Park. Route adjusted to provide closer transfer point to W31 for customers to travel to Henderson.	Customers will be able to connect more easily to W31 to travel to Henderson
<b>W53</b> - Henderson to City Centre via Edmonton Rd, Flanshaw Rd, North-western Motorway and Great North Rd	Route to remain as proposed	Local	Positive feedback on this route.	
<b>W63</b> - Ranui Station to Henderson via Armada Dr, Larnoch Rd and Rathgar Rd	Route removed	Route removed	Public Transport Planners drove this route and found the turn right from Armada Dr into Luanda Dr too tight for buses. The new W61 will travel via Larnoch Rd and lower Rathgar Rd connecting these passengers to Henderson as proposed. The new W64 will travel along Luanda Dr and Armada Dr, connecting passengers to Swanson and Henderson.	Passengers affected will be able to travel to Henderson via new W61 and W64 routes. Service has been removed from Glen Rd, however the distance to the closest alternative stop is 350m where there will be the W5 Connector service to Henderson.
<b>W64</b> - Waitakere Station to Henderson via Swanson Station, Swanson Rd, Universal Dr and Lincoln Rd	Amend route to travel via Luanda Dr and Armada Dr & Central Park Dr & Edmonton Rd	Local	Due to the removal of the proposed W63 & relatively high patronage on Luanda Dr & Armada Dr, service has been retained along these roads. There was support for the route in general & serving The Trusts Arena, however, there were a few submissions requesting to have no service on Te Pai Place.	Passengers travelling to the hospital will have to transfer at Henderson or on Lincoln Rd.
<b>W78</b> - Huapai North to Westgate	Route to remain as proposed	Local	General support for proposed route.	
<b>W79</b> - Helensville to Westgate via Waimauku & Huapai	Route to remain as proposed	Local	General support for proposed route.	
<b>W83</b> - Hobsonville Ferry Terminal to Westgate via Herald Island and Whenuapai	Route to remain as proposed	Local	General support for proposed route. There were requests for the route to continue directly to the city. Although passengers will need to transfer, the addition of the W2X from Westgate will decrease overall travel time to the city.	Passengers will have to transfer at Westgate, but will generally have a faster journey into the city via express bus (W2X) during peak

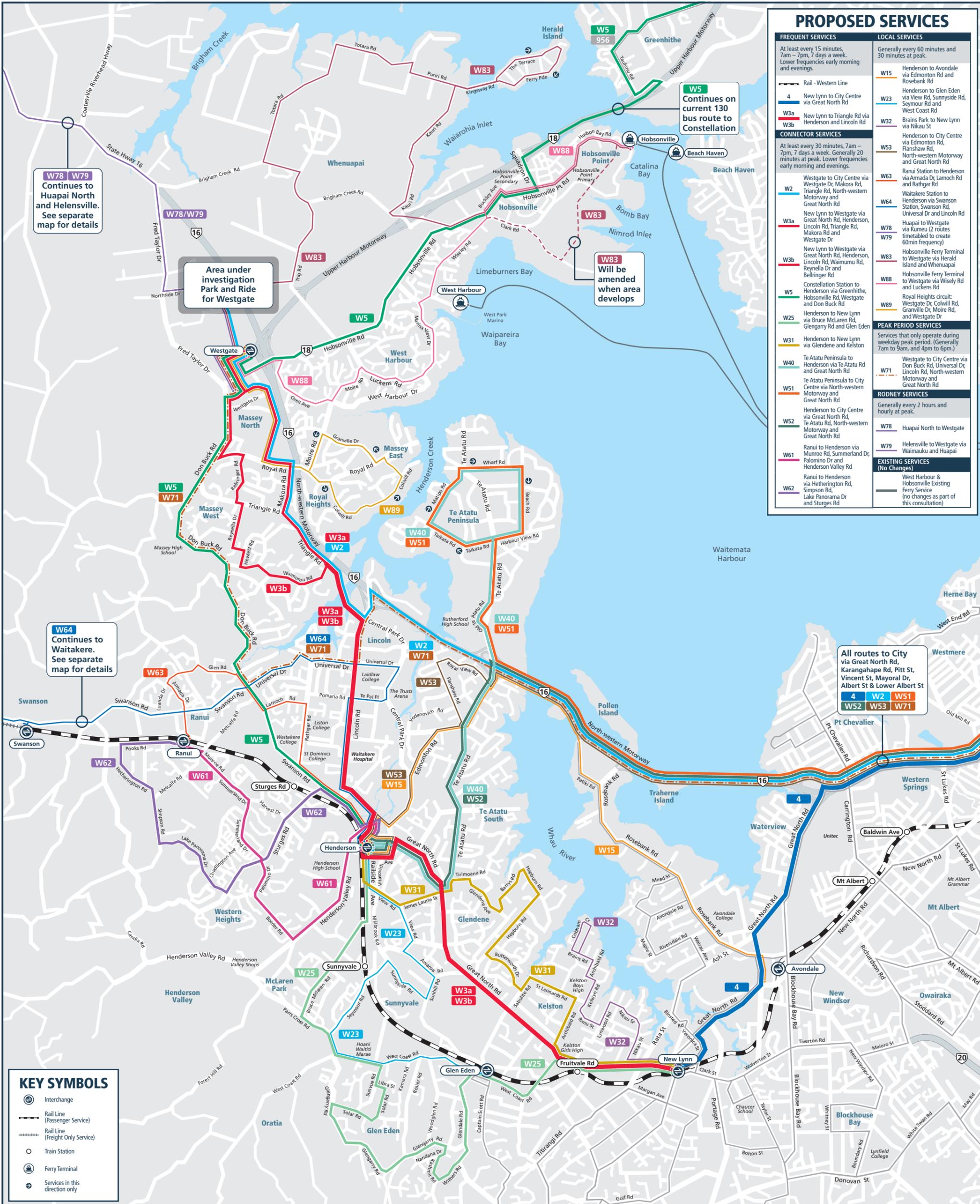
Route name	Recommendation New Network for West Auckland	Route Type	Reason for change	Likely impact of change
<b>W88</b> - Hobsonville Ferry Terminal to Westgate via Wisely Rd and Luckens Rd	Route to remain as proposed	Local	General support for proposed route. There were some requests for the route to continue directly to the city, however to allow generally higher frequency and more reliable services, the service will terminate at Westgate. Passengers will be able to transfer to services to the city at Westgate.	Passengers will have to transfer at Westgate, but will generally have a faster journey into the city via express bus (W2X) during peak
<b>W89</b> - Royal Heights circuit, Westgate Dr, Colwill Rd, Granville Dr, Moire Rd and Westgate Dr	Route to remain as proposed	Local	General support for proposed route. There were requests for the route to continue directly to the city, especially during peak times. By adding the W2 express service from Westgate, entering the motorway at Royal Rd, passengers will be able to connect to a faster service to the city, therefore reducing travel time. The W89 services will be timetabled for passengers to easily transfer to services to the city.	Passengers will have to transfer at Westgate or Royal Rd, but will generally have a faster journey into the city via express bus (W2X) during peak
<b>W71</b> - Westgate to City Centre via Don Buck Rd, Universal Dr, Lincoln Rd, North-western Motorway and Great North Rd	Route to remain as proposed	Peak only service	Positive Feedback on this route	

## Appendix 2: Response to Key Issues

In the feedback received in this consultation, there were a number of key issues raised. Below are responses to these issues. Auckland Transport is aware that, as is the case whenever bus services are changed, some existing customers will be disadvantaged by the changes. The overall objective of these changes is to simplify the route network so that services are improved for the majority and so that they are easier for new users to understand. If we tried to run direct service from everywhere to everywhere, we'd have hundreds of routes and wouldn't be able to afford to run any of them frequently enough to be worth waiting for. Instead, the New Network is designed around simpler, straighter routes that are more useful to more people.

Issues Raised	Auckland Transport's Response/Comments
Requests for service to Riverhead	There are currently no services to Riverhead, and there were no services proposed as part of this consultation. As the area develops further, bus services may be considered.
Requests for services to Arataki Visitor Centre, Piha, Bethells Beach/Muriwai/Huia	There are currently no services to Arataki Visitor Centre, Piha, Bethells Beach/Muriwai/Huia, and there were no services proposed as part of this consultation.
Requests for train services from Helensville, Kumeu & Huapai	Train services from Helensville, Kumeu & Huapai were outside the scope of this consultation and are not currently being investigated. The bus route along State Highway 16 to Westgate and beyond offers better travel times over rail. Bus options also provide good and frequent connections at Westgate to North Shore and Henderson bus services. In the longer term, we are actively investigating a North-western Busway between Westgate and Te Atatu. This does not preclude the extension of rail to these locations in the longer term future.
Requests to retain current 224 service from Henderson	Due to low numbers of passengers travelling through New Lynn on this service, all New North Road services will start at New Lynn. Passengers wishing to continue to Henderson will be able to transfer onto the W3 Frequent service. This will also reduce duplication of route numbers and confusion between Henderson and New Lynn along Great North Road.
Requests to retain current 156 service through Waiatarua/Oratia	The 156 was proposed to be removed due to there being only 3 trips per day & low patronage counts. Average patronage from the area is usually less than 10 passengers per trip, including 8 school students. This route will be removed; however AT will provide a school bus for students affected.
Requests to retain the current 070 service	The majority of the roads which the 070 currently services will be covered in the proposed network by other routes. Where the proposed services do not cover the current service, the closest alternative bus stops are less than 400m. However for a direct bus to the city, passengers will have to walk further (max of 800m) or connect at Westgate. The W2X has been provided from Westgate to provide a faster service to the city during the peak and alleviate the inconvenience of transferring.
Requests to remove stop outside 324 - 326 Great North Rd	Auckland Transport have been working with the Henderson - Massey Local Board and are in the process of removing these stops & reassigning services to other Henderson Stops
Requests to retain the current 145 & 149 services	These services were proposed to be removed due to low patronage in the area. Due to requests received as part of this consultation, we have rerouted the W61 to Henderson Valley shops via Henderson Valley Rd, Pine Ave and Forest Hill Rd to provide a connection with Ranui and Henderson. Services will be removed from the southern end of Henderson Valley Rd & Candia Rd due to the low passenger numbers. This will make services easier to follow and understand and allows Auckland Transport to increase frequencies of other bus routes in the area.
Requests for express services, direct to the city via North-western Motorway	Express services have been retained from Te Atatu Peninsula, Henderson via Te Atatu Rd & Glen Eden. Other express services in West Auckland have been removed to reduce complexities and duplications of routes. Passengers will be able to connect to express services at Westgate, Henderson and New Lynn to travel to the city.
Requests for Westgate express services, direct to the city via North-western Motorway	People requested an express service from Westgate to avoid Makora Rd & Triangle Rd peak traffic. A new express service (W2X) via North-western Motorway to City will decrease travel time to the city and also addresses concerns of submitters who currently have a direct bus from Hobsonville, West Harbour, Helensville, Huapai, Whenuapai & Royal Heights.
Don't like loss of service along Pomaria Road & upper Rathgar Road	Services are being removed from Pomaria Road and upper Rathgar Rd to better service the Pak n Save and other shops on Universal Dr. The distance between the current stops and the closest alternative stops is between 50m and 500m.
Requests for Brains Park to be connected with Henderson	As proposed, the Brains Park service (W32) will travel only to New Lynn. We will be providing a more regular service direct to New Lynn where passengers can use the train or Frequent bus service to Henderson. This can also allow the W31 to run more efficiently from Henderson through Glendene and Kelston to New Lynn.
Requests for Sunnyvale to be connected with New Lynn	Respondents requested for the service from Sunnyvale (W23) to go to New Lynn. Although we have extended the service to New Lynn via Glen Eden. It would be faster for passengers to use rail from Sunnyvale or connect at Henderson rail or the Frequent service along Great North Road (W3).

# Pre-Consultation Western New Network

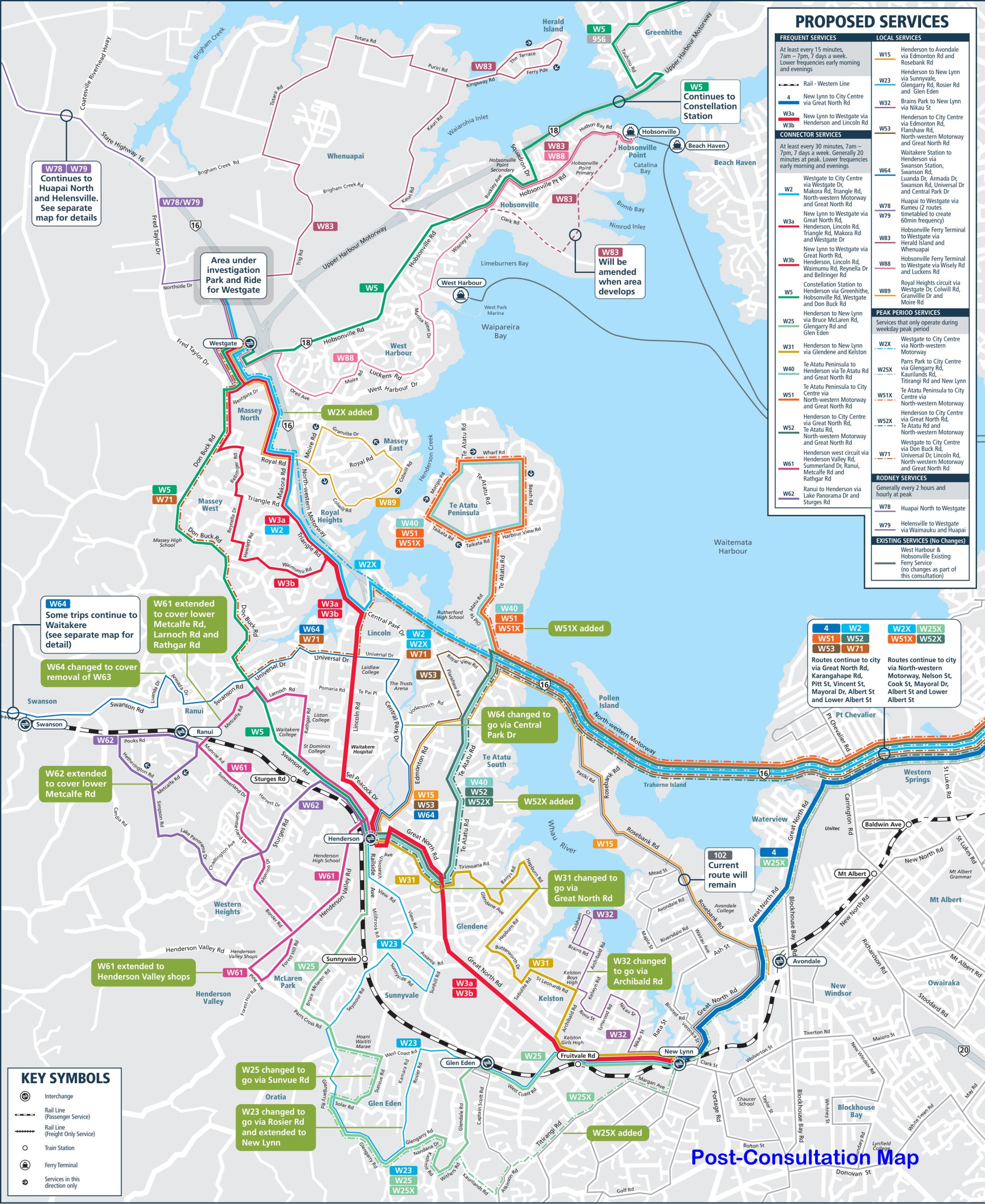


### PROPOSED SERVICES

FREQUENT SERVICES	LOCAL SERVICES
At least every 15 minutes, 7am – 7pm, 7 days a week. Lower frequencies early morning and evenings.	Generally every 60 minutes and 30 minutes at peak.
<ul style="list-style-type: none"> <li>4 Rail - Western Line</li> <li>4 New Lynn to City Centre via Great North Rd</li> <li>W3a New Lynn to Triangle Rd via Henderson and Lincoln Rd</li> <li>W3b</li> </ul>	<ul style="list-style-type: none"> <li>W15 Henderson to Avondale via Edmonton Rd and Rosebank Rd</li> <li>W23 Henderson to Glen Eden via View Rd, Sunnyside Rd, Seymour Rd and West Coast Rd</li> <li>W32 Brains Park to New Lynn via Nikau St</li> <li>W53 Henderson to City Centre via Edmonton Rd, Flanshaw Rd, North-western Motorway and Great North Rd</li> <li>W63 Ranui Station to Henderson via Amada Dr, Lamoch Rd and Rathgar Rd</li> <li>W64 Waitakere Station to Henderson via Swanson Station, Swanson Rd, Universal Dr and Lincoln Rd</li> <li>W78 Huapai to Westgate via Kumeu (2 routes timetabled to create 60min frequency)</li> <li>W79</li> <li>W83 Hobsonville Ferry Terminal to Westgate via Herald Island and Whenuapai</li> <li>W88 Hobsonville Ferry Terminal to Westgate via Wisely Rd and Luckens Rd</li> <li>W89 Royal Heights circuit: Westgate Dr, Colwill Rd, Granville Dr, Moire Rd, and Westgate Dr</li> </ul>
CONNECTOR SERVICES	PEAK PERIOD SERVICES
At least every 30 minutes, 7am – 7pm, 7 days a week. Generally 20 minutes at peak. Lower frequencies early morning and evenings.	Services that only operate during weekday peak period. (Generally 7am to 9am, and 4pm to 6pm.)
<ul style="list-style-type: none"> <li>W2 Westgate to City Centre via Westgate Dr, Makora Rd, Triangle Rd, North-western Motorway and Great North Rd</li> <li>W3a New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd, Triangle Rd, Makora Rd and Westgate Dr</li> <li>W3b New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd, Waimumu Rd, Reynella Dr and Bellingier Rd</li> <li>W5 Constellation Station to Henderson via Greenhithe, Hobsonville Rd, Westgate and Don Buck Rd</li> <li>W25 Henderson to New Lynn via Bruce McLaren Rd, Glengarry Rd and Glen Eden</li> <li>W31 Henderson to New Lynn via Glendene and Kelston</li> <li>W40 Te Atatu Peninsula to Henderson via Te Atatu Rd and Great North Rd</li> <li>W51 Te Atatu Peninsula to City Centre via North-western Motorway and Great North Rd</li> <li>W52 Henderson to City Centre via Great North Rd, Te Atatu Rd, North-western Motorway and Great North Rd</li> <li>W61 Ranui to Henderson via Munroe Rd, Summerland Dr, Palomino Dr and Henderson Valley Rd</li> <li>W62 Ranui to Henderson via Hetherington Rd, Simpson Rd, Lake Panorama Dr and Sturges Rd</li> </ul>	<ul style="list-style-type: none"> <li>W71 Westgate to City Centre via Don Buck Rd, Universal Dr, Lincoln Rd, North-western Motorway and Great North Rd</li> </ul>
RODNEY SERVICES	EXISTING SERVICES (No Changes)
Generally every 2 hours and hourly at peak.	
<ul style="list-style-type: none"> <li>W78 Huapai North to Westgate</li> <li>W79 Helensville to Westgate via Waimauku and Huapai</li> </ul>	<ul style="list-style-type: none"> <li>West Harbour &amp; Hobsonville Existing Ferry Service (no changes as part of this consultation)</li> </ul>

# PROPOSED SERVICES

FREQUENT SERVICES	LOCAL SERVICES
At least every 15 minutes, 7am – 7pm, 7 days a week. Lower frequencies early morning and evenings	<b>W15</b> Henderson to Avondale via Edmonton Rd and Rosebank Rd <b>W23</b> Henderson to New Lynn via Sunnyvale, Glengarry Rd, Rosier Rd and Glen Eden <b>W32</b> Brains Park to New Lynn via Nikau St <b>W53</b> Henderson to City Centre via Edmonton Rd, Flanshaw Rd, North-western Motorway and Great North Rd <b>W64</b> Waitakere Station to Henderson via Swanson Station, Swanson Rd, Luanda Dr, Armada Dr, Swanson Rd, Universal Dr and Central Park Dr <b>W78</b> Huapai to Westgate via Kumeu (2 routes timetabled to create 60min frequency) <b>W79</b> Hobsonville Ferry Terminal to Westgate via Herald Island and Whenuapai <b>W83</b> Hobsonville Ferry Terminal to Westgate via Wisely Rd and Luckens Rd <b>W88</b> Royal Heights circuit via Westgate Dr, Colwill Rd, Granville Dr and Moire Rd <b>W89</b> Royal Heights circuit via Westgate Dr, Colwill Rd, Granville Dr and Moire Rd
CONNECTOR SERVICES	PEAK PERIOD SERVICES
At least every 30 minutes, 7am – 7pm, 7 days a week. Generally 20 minutes at peak. Lower frequencies early morning and evenings	Services that only operate during weekday peak period
<b>W2</b> Westgate to City Centre via Westgate Dr, Makora Rd, Triangle Rd, North-western Motorway and Great North Rd <b>W3a</b> New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd, Triangle Rd, Makora Rd and Westgate Dr <b>W3b</b> New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd, Waimumu Rd, Reynella Dr and Bellingier Rd <b>W5</b> Constellation Station to Henderson via Greenhithe, Hobsonville Rd, Westgate and Don Buck Rd <b>W25</b> Henderson to New Lynn via Bruce McLaren Rd, Glengarry Rd and Glen Eden <b>W31</b> Henderson to New Lynn via Glendene and Kelston <b>W40</b> Te Atatu Peninsula to Henderson via Te Atatu Rd and Great North Rd <b>W51</b> Te Atatu Peninsula to City Centre via North-western Motorway and Great North Rd <b>W52</b> Henderson to City Centre via Henderson Valley Rd, Summerland Dr, Ranui, Metcalfe Rd and Rathgar Rd <b>W61</b> Henderson west circuit via Henderson Valley Rd, Summerland Dr, Ranui, Metcalfe Rd and Rathgar Rd <b>W62</b> Ranui to Henderson via Lake Panorama Dr and Sturges Rd	<b>W2X</b> Westgate to City Centre via North-western Motorway <b>W25X</b> Parrs Park to City Centre via Glengarry Rd, Kaurilands Rd, Tiritangi Rd and New Lynn <b>W51X</b> Te Atatu Peninsula to City Centre via North-western Motorway <b>W52X</b> Henderson to City Centre via Great North Rd, Te Atatu Rd and North-western Motorway <b>W71</b> Westgate to City Centre via Don Buck Rd, Universal Dr, Lincoln Rd, North-western Motorway and Great North Rd
RODNEY SERVICES	EXISTING SERVICES (No Changes)
Generally every 2 hours and hourly at peak	<b>W78</b> Huapai North to Westgate <b>W79</b> Helensville to Westgate via Waimauku and Huapai
	West Harbour & Hobsonville Existing Ferry Service (no changes as part of this consultation)



**W78 W79**  
Continues to Huapai North and Helensville. See separate map for details

Area under investigation Park and Ride for Westgate

**W83**  
Will be amended when area develops

**W64**  
Some trips continue to Waitakere (see separate map for detail)

**W61** extended to cover lower Metcalfe Rd, Larnoch Rd and Rathgar Rd

**W64** changed to cover removal of W63

**W62** extended to cover lower Metcalfe Rd

**W61** extended to Henderson Valley shops

**W25** changed to go via Sunvue Rd

**W23** changed to go via Rosier Rd and extended to New Lynn

**W64** changed to go via Central Park Dr

**W31** changed to go via Great North Rd

**W32** changed to go via Archibald Rd

**102**  
Current route will remain

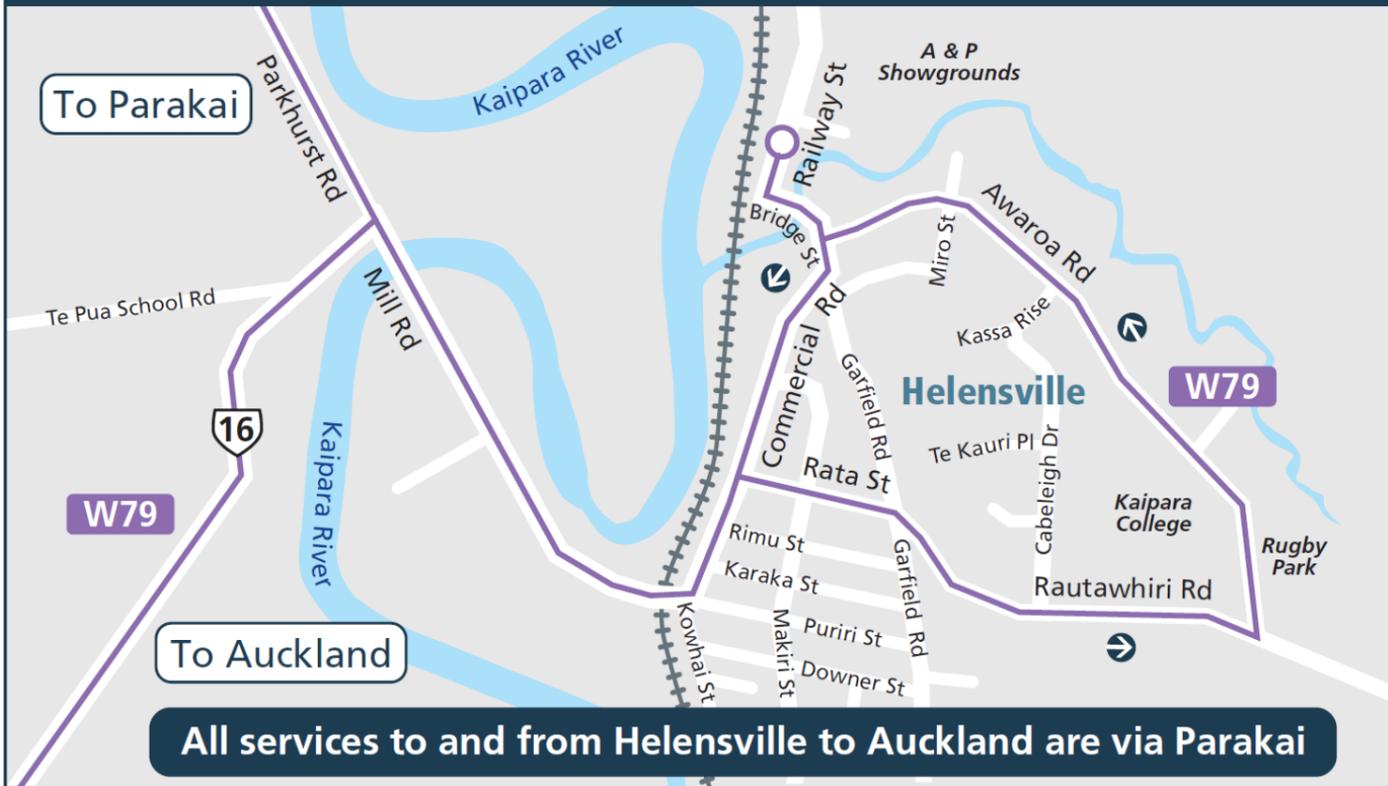
**4 W2 W2X W25X W51 W52 W51X W52X W71**  
Routes continue to city via Great North Rd, Karangahape Rd, Pitt St, Vincent St, Mayoral Dr, Albert St and Lower Albert St

**W2X W25X W51X W52X**  
Routes continue to city via North-western Motorway, Nelson St, Cook St, Mayoral Dr, Albert St and Lower Albert St

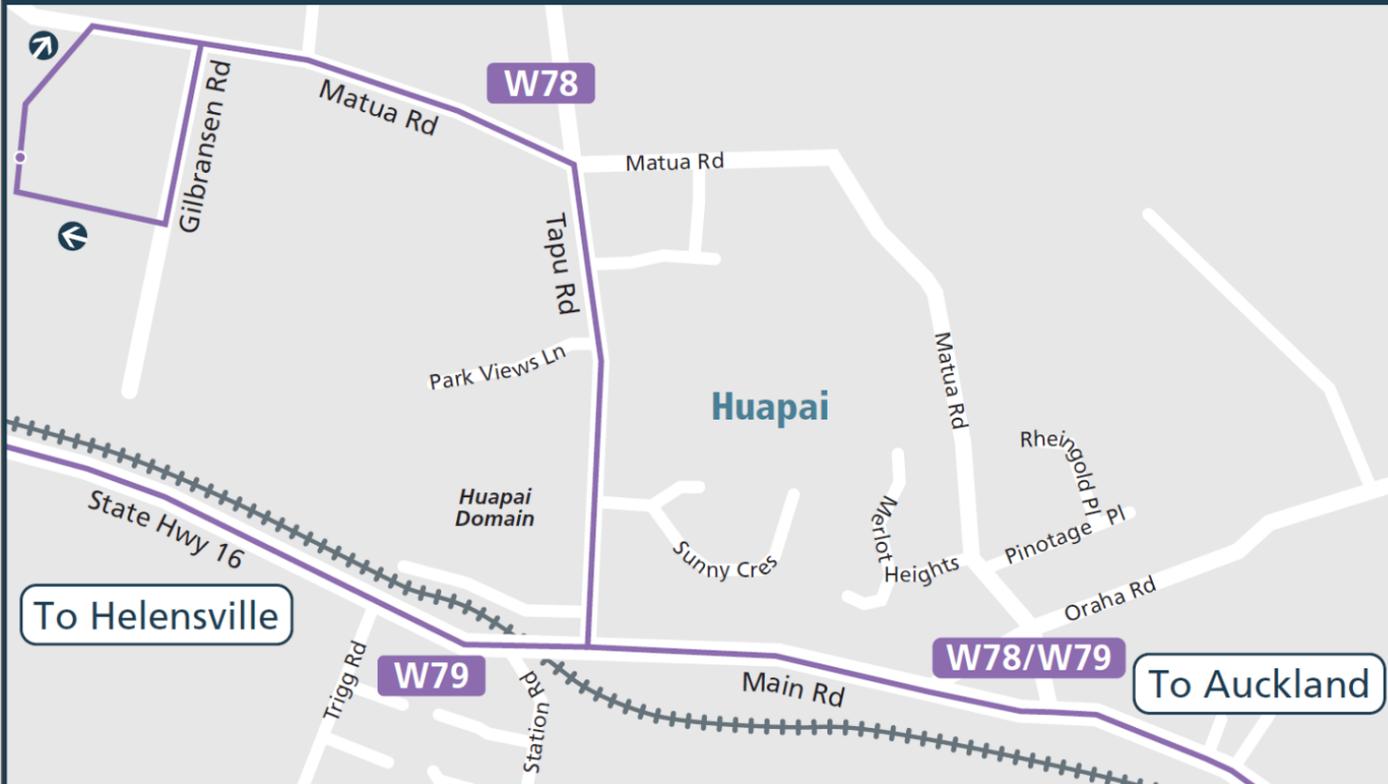
### KEY SYMBOLS

- Interchange
- Rail Line (Passenger Service)
- Rail Line (Freight Only Service)
- Train Station
- Ferry Terminal
- Services in this direction only

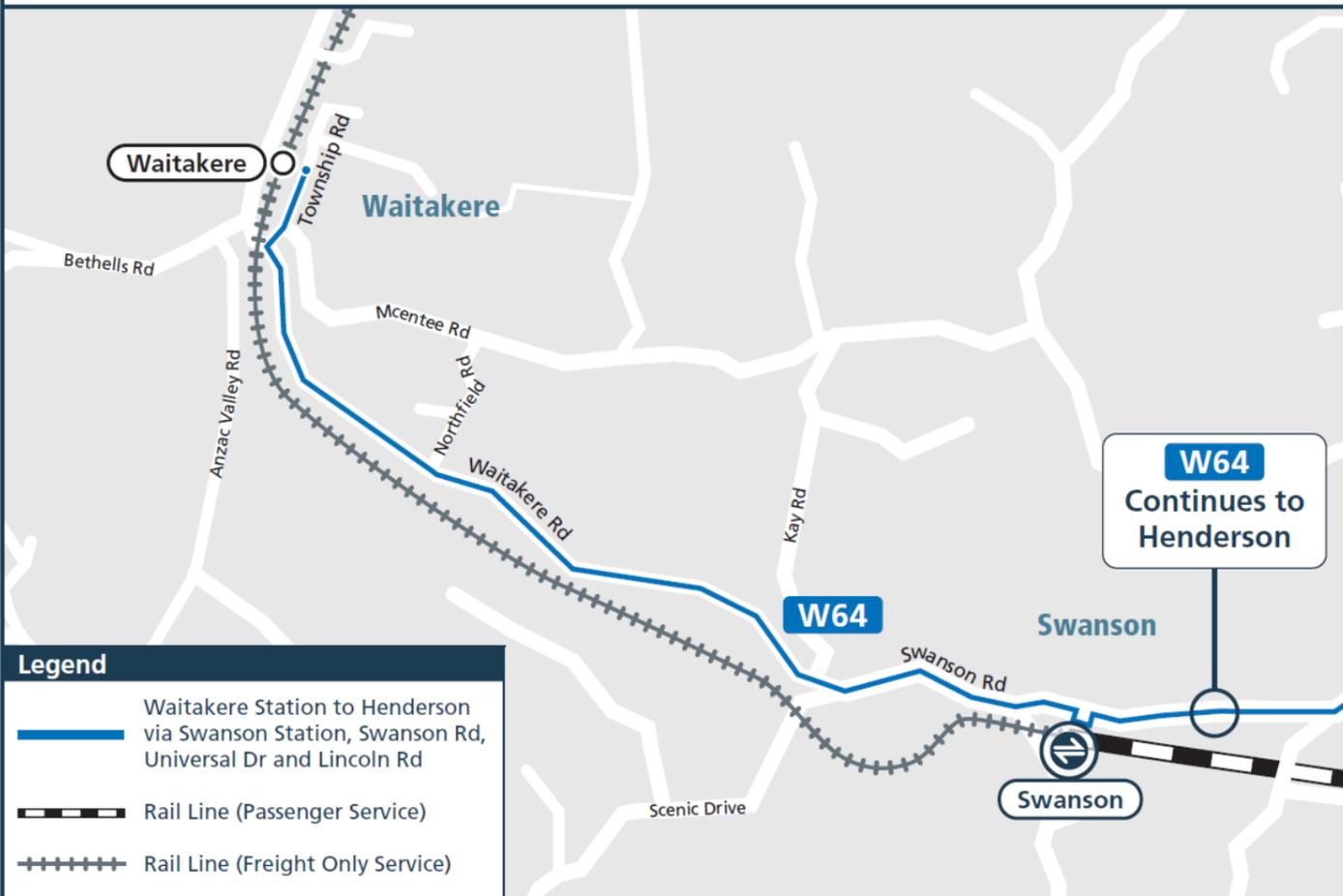
# Helensville Bus Route



# Huapai Bus Route



# WAITAKERE VILLAGE BUS ROUTE



**Legend**

- Waitakere Station to Henderson via Swanson Station, Swanson Rd, Universal Dr and Lincoln Rd
- Rail Line (Passenger Service)
- ++++ Rail Line (Freight Only Service)