

Pukekohe/Waiuku New Network consultation

Recommendations

That the Board:

- i. Endorse the final New Network design for Pukekohe and Waiuku bus services, as amended following public consultation.
- ii. Note that it is intended that the Pukekohe/Waiuku New Network will be part of the first round of PTOM tendering in mid-2015 and implemented at the same time as other South Auckland contracts in mid-2016, and with the interim construction of the Pukekohe interchange, elements of this network may be negotiated with current operators and implemented before the end of 2015.
- iii. Note that the new local Pukekohe network will be capable of expansion to cater for the future growth in and around Pukekohe including the Wesley College Special Housing Area to the north. The Auckland Plan identifies Pukekohe as a Priority Satellite Town and in the next 30 years, it is expected to accommodate a population of 50,000 and an additional 9,000 jobs.¹

Executive summary

Public consultation was undertaken on the PT New Network proposals for Pukekohe and Waiuku between 22 September and 17 October 2014. Following South Auckland and Green Bay/Titirangi in late 2013 and Hibiscus Coast in mid-2014, this is the fourth piece of PT New Network design consultation.

People were able to comment on both Pukekohe and Waiuku proposals and overall we received 939 submissions. 90 percent of 643 submitters supported the Pukekohe network and 95 per cent of 542 submitters supported an increase of services for Waiuku.

Of the four routes proposed for Pukekohe, we have recommended changes to one of these as a result of the feedback. For Waiuku, of the three options consulted we will extend the peak service between Waiuku and Papakura (Option 1), and implement a variant of Option 3 between Waiuku and Pukekohe.

The purpose of the increase in services for Waiuku is to provide Waiuku with a more comprehensive public transport connection to the rest of the region (there is currently one trip per day in each direction between Waiuku and Papakura on weekdays).

Peak period bus services from Waiuku will connect with trains in Papakura, and off-peak and weekend services from Waiuku to Pukekohe will connect with trains in Pukekohe.

Strategic context

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

¹ Auckland Plan 2012 Chapter 9, Schedule 2.

<http://theplan.theaucklandplan.govt.nz/rural-auckland/#schedule-2-rural-settlements-classification>

The New Network for Pukekohe/Waiuku is aligned with the policies and actions of the RPTP and will contribute 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”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.

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.

For Pukekohe, four new local bus routes were proposed; to run every 30 minutes, seven days a week, connecting with trains at Pukekohe Station to make it easier to access other parts of Auckland, as well as other destinations within Pukekohe. As Pukekohe is a growing area we advised that AT’s intention was to amend bus routes to cater for the new communities and Special Housing Areas as they develop.

For Waiuku, a limited all-day bus service was proposed with the possibility of a weekend service. There were three bus route options proposed for the community to have their say on, travelling either to Pukekohe or Papakura. This is better than the current 479 which only has one bus in the morning to Papakura, returning in the evening. With the proposed improved service, not only would locals have more travel options to either Pukekohe or Papakura, but Waiuku Township will also benefit from being a more viable destination for day visitors.

Based on the New Network principles, all local routes in Pukekohe will connect with train services, removing the duplication of rail services by bus services, as currently occurs between Pukekohe and Papakura.

It should be noted that in 2010, the Auckland Regional Transport Authority (ARTA) consulted in the area on a similar package of changes which were not implemented mainly due to the lack of comprehensive seven-day-a-week train services and integrated ticketing and fares, both of which have been, or will be delivered by the time this part of the New Network is implemented.

Issues and options

Stakeholder engagement

The public consultation period ran from 22 September to 17 October and Auckland Transport received 939 responses. Staff engaged with over 800 people at five local events, and took the consultation bus (AmBUSador) to three of these, while ambassadors handed out brochures to people at major stops, train stations and town centres throughout the consultation period. A total of 24,120 households in the affected area received consultation brochures, and brochures were also delivered to secondary schools, retirement villages, and shops. The consultation was advertised in local media and at major bus stops and on buses. A webpage was created with detailed information and an online feedback form. Letters were sent to key stakeholders, advisory groups, and to residents on streets gaining or losing services.

² RPTP 2013 Chapter 4, page 36

In addition to the public consultation, there were presentations to local boards, councillors, and operators. Special meetings were held with Wesley College, Ministry of Education, Waiuku College, and the Waiuku Business Association.

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).

Major issues raised in feedback	Recommendations to address issues
Opposition to the proposed P1 route change along Ina Ville Drive and through Newsham Park (North loop)	Implement P1 route as proposed except do not run via Ina Ville Dr or Twomey Dr. Amend route as local road network is developed in the future
Opposition to removal of service between Pukekohe, Paerata, Wesley College, Drury, and Papakura and requests to retain the current 475 service	Implement Pukekohe to Wesley College service (P4) as designed and confirm turnaround at Paerata Span of service approximately 6:00am to 6:30pm While there will no longer be services that cover this entire route, there will still be services between Pukekohe, Wesley College and a service between Drury and Papakura to best cater for demand
Requests for weekend services	It is Auckland Transport's aspiration to have diesel shuttles between Pukekohe and Papakura meeting every second Papakura to Britomart electric train service including weekends.
Requests for parking at Pukekohe train station	The full development of the Pukekohe interchange (not yet funded) will include additional facilities for parking
Requests for bus services to meet train timetables	The bus timetables will be designed to provide connections to and from Pukekohe train station
Varied responses and a range of preferences for services from Waiuku (option 1 service to Papakura via Kingseat, route 2 service to Papakura via Glenbrook and Karaka, or option 3 service to Pukekohe via Paerata)	Retain current route 479 equivalent (option 1) which goes via Kingseat at peak times to serve the demand for this service, and implement a variant of option 3 off peak and weekends to serve Glenbrook and potentially Patumahoe.
Requests for service to Glenbrook Vintage Railway	The service between Pukekohe and Waiuku will travel via Glenbrook Vintage Railway on Sundays and public holidays
Requests for higher frequency, earlier and later trips on all services	Pukekohe loop services will commence half an hour earlier than proposed.

Implementation

Implementation of the full New Network for Pukekohe/Waiuku is targeted for mid-2016. We are now incorporating Pukekohe/Waiuku in the first round of PTOM tendering and looking at the early implementation of the Waiuku to Pukekohe services in order to take advantage of the interim interchange at Pukekohe.

Implementation risks

There are a number of risks that need to be addressed during implementation:

- 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 specification will be scaleable.
- The interim Pukekohe interchange to be constructed this financial year will provide for bus access, shelters and temporary access to the rail station. Under current constrained capex funding this will not provide full customer amenity and ramp only access across the current footbridge. The customer experience will be improved when the full interchange project is completed which will include a permanent accessible bridge across the railway line.
- Reliable bus connections with trains will be compromised because of the difficulty in turning right from Custom Street on to Manukau Road in Pukekohe. AT needs to signalise the intersection, to enable buses and cars to exit from the interchange and park and ride facilities. These would be the first traffic signals in Pukekohe and as such may be contentious with the local community. These signal changes are not currently funded.

Customer impact

These network changes are being implemented in order to create more legible and convenient bus services for Pukekohe/Waiuku that connect these areas with Auckland.

These services represent an increase in public transport service levels for Pukekohe/Waiuku. There are a small number of people who use the bus between Paerata and Drury (SH22) who will have their service removed.

This consultation did not cover the current services from Pukekohe/Waiuku to Port Waikato and Tuakau. The Waikato Regional Council has recently consulted on their proposed Regional Public Transport Plan, including services to Port Waikato and Tuakau. Services from these areas cross the regional boundary and in future will need to be jointly procured by Auckland Transport and Waikato Regional Council.

There are a number of pupils from Wesley College who use the current route 475 bus to connect to the train at Papakura. Prior to consultation, Auckland Transport staff met with a senior advisor from the Ministry of Education, along with their service agent for school buses. They accepted our proposal to truncate this route and signalled their intention to ensure continued school service for those affected.

Financial impacts

Contracts with the current bus operator (NZ Bus) will be affected by these changes, as current services will change.

These contract variations will be in place until PTOM tendering and contract negotiations 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 will be an increase in the bus service kilometres. Any increase will be absorbed within the overall operating budget set for future years and through the PTOM tendering process. Detailed costings will not be available until after the PTOM tenders are complete. Where overall bus

service costs following PTOM procurement exceed budget, planned service levels may be reduced through the scaleable nature of the service specification.





Next Steps

Once the Board endorses the New Network design for Pukekohe/Waiuku 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 Pukekohe/Waiuku 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. The public will be informed of the decisions by a website update, an email newsletter to subscribers to the New Network newsletter, media releases, and internal communications. Briefing memos will be sent to MPs, councillors, local boards, and advisory groups etc. Prior to the information being released publicly, the call centre and customer services staff will be briefed to prepare for calls and questions.

Attachments

Number	Description
1	Pukekohe/Waiuku New Network consultation summary report

Document ownership

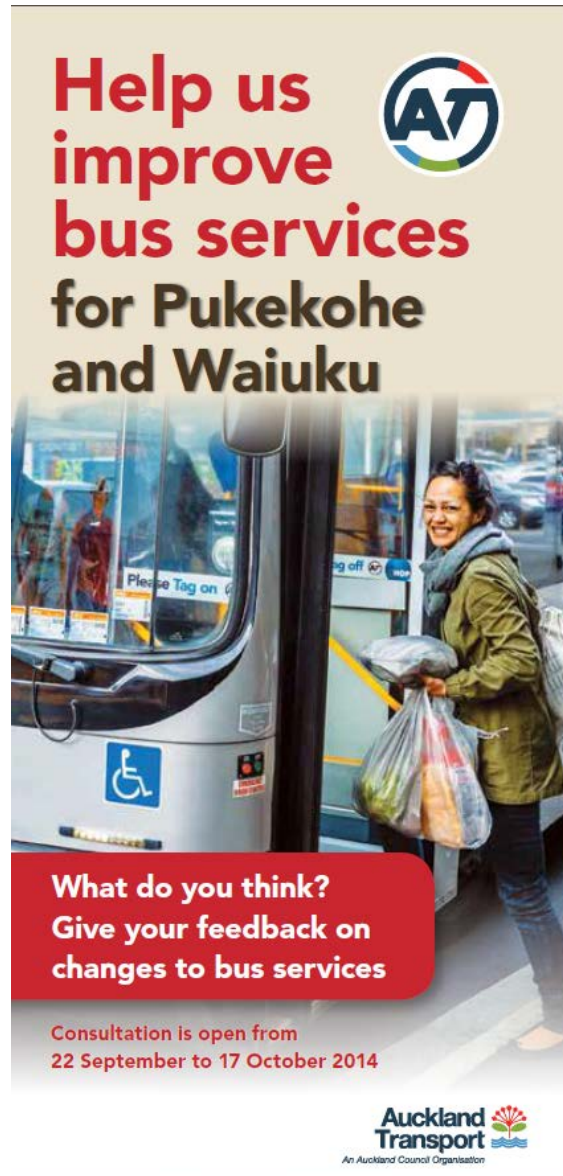
Author	Kirsty Charles PT Engagement Planner	
Submitted by	Anthony Cross Public Transport Network Manager	
Recommended by	Mark Lambert General Manager AT Metro	
Approved for submission	David Warburton Chief Executive	

Glossary

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

New Network for Pukekohe/Waiuku

Consultation summary and decisions report



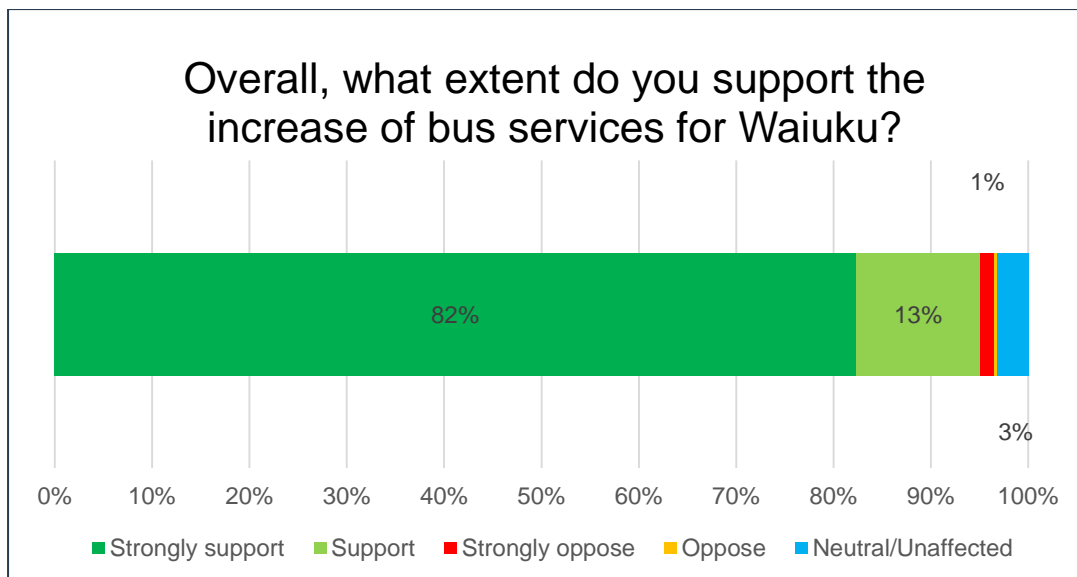
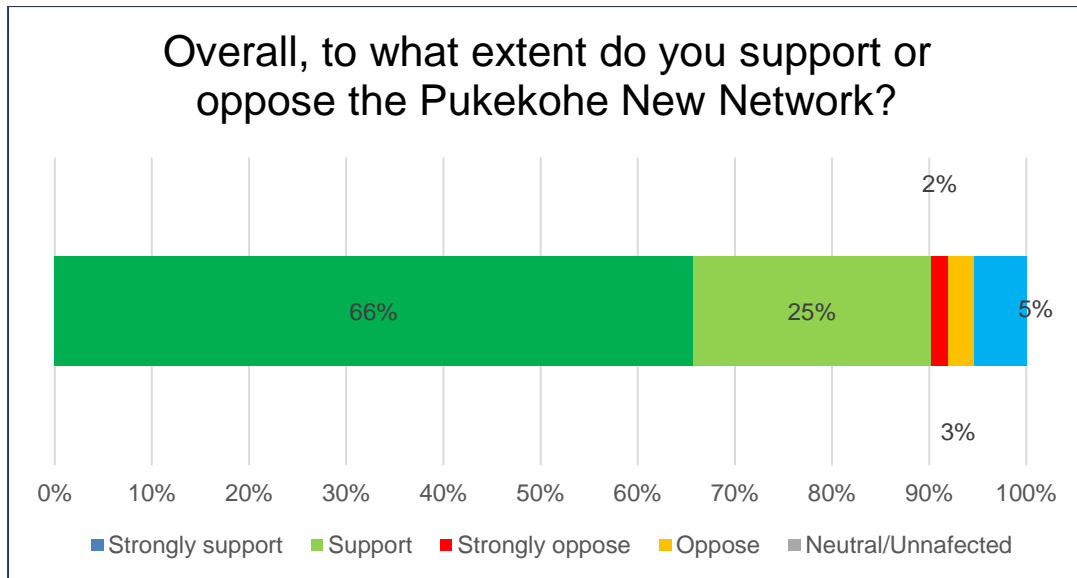
PUBLISHED DATE	VERSION #	AUTHOR
	DRAFT 1	KIRSTY CHARLES, PT PLANNER (ENGAGEMENT)

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1. Executive summary

Public consultation was undertaken on the Public Transport New Network proposals for Pukekohe and Waiuku between 22 September and 17 October. There were 939 responses to New Network questions in the consultation brochure. While people were able to answer for both areas, 91 per cent of the 643 Pukekohe respondents supported the proposed changes for Pukekohe, and 95 per cent of the 542 Waiuku respondents were supportive for Waiuku.



The major issues raised in the feedback, and recommended mitigations, are shown in the table below.

Major issues raised in feedback	Recommendations to address issues
Opposition to the proposed P1 route change along Ina Ville Drive and through Newsham Park (North loop)	Implement P1 route as proposed except do not run via Ina Ville Dr or Twomey Dr. Amend route as local road network is developed in the future
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Requests for weekend train services	It is Auckland Transport's aspiration to have diesel shuttles between Pukekohe and Papakura meeting every second Papakura to Britomart electric train service including weekends.
Requests for parking at Pukekohe train station	The full development of the Pukekohe interchange (not yet funded) will include additional facilities for parking
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Varied responses and a range of preferences for services from Waiuku (option 1 service to Papakura via Kingseat, option 2 service to Papakura via Glenbrook and Karaka, or option 3 service to Pukekohe via Paerata)	Retain option 1 (current route 479 equivalent) which goes to Papakura via Kingseat at peak times to serve the demand for this service, and implement a variant of option 3 off peak and weekends to serve Pukekohe and potentially Patumahoe.
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Requests for higher frequency, earlier and later trips on all services	Pukekohe loop services will commence half an hour earlier than proposed.

Feedback relating to topics including ticketing, fares, roading, bus stops, park and ride, real-time information, and the AT website have been collated and forwarded to the appropriate teams for consideration.



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.

For Pukekohe, four new local bus routes were proposed; to run every 30 minutes, seven days a week, connecting with trains at Pukekohe Station to make it easier to access other parts of Auckland, as well as other destinations within Pukekohe. As Pukekohe is a growing area we advised the public that we will be amending bus routes to cater for the new communities and Special Housing Areas as they develop.

For Waiuku, we proposed a limited all-day bus service with the possibility of a weekend service. There were three bus route options proposed for the community to have their say on, travelling either to Pukekohe or Papakura, This is better than the current 479 which only has one bus in the morning to Papakura, returning in the evening. With the proposed improved service, not only will locals have more travel options to either Pukekohe or Papakura, but Waiuku Township will also benefit from being a more viable destination for day visitors.

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.

Based on the New Network principles, all local routes in Pukekohe will connect with train services, removing the duplication of rail services by bus services, as currently occurs between Pukekohe and Papakura.

It should be noted that in 2010, the Auckland Regional Transport Authority (ARTA) consulted in the area on a similar package of changes that were never implemented. The main feedback at that time was a lack of comprehensive seven-day-a-week train service and lack of integrated fares, both of which have been, or will be delivered by the time this part of the New Network is implemented.

3. Consultation approach

The consultation period ran from 22 September to 17 October 2014. During this period we mailed the consultation brochure to all households in Pukekohe and Waiuku and had ambassadors at key stops, train stations and shopping centres handing out brochures. Brochures for each student were posted to secondary schools in the area. Staff also went to stops and rode the local buses to hand out the brochure and answer questions from passengers.

The brochure was also available at:

- local board offices
- libraries
- Citizens Advice Bureaux
- Britomart and other Auckland Transport service centres
- The Auckland Transport website.

The consultation was advertised in local media (newspapers and petrol station digital screens), online, and through the electronic New Network newsletter. Posters were located on board buses. Notices were posted on the online Journey Planner.

A webpage dedicated to the Pukekohe/Waiuku consultation was published on the AT website which included detailed information and an online feedback form. The public could complete the feedback form online or send in the form at the back of the brochure via freepost.

A memo with details about the consultation and copies of the brochure and posters was sent to key stakeholders (disability groups, advisory groups, CCOs, Councillors, MPs, and Bus Operators).

Residents on streets that were proposed to gain or lose service were posted a letter explaining the changes and how they would be affected.

We held five public events for people to find out more about the proposed changes and to give us their feedback. Three events were held in Pukekohe and two in Waiuku. These were a mixture of public information days in local halls and the AmBUSador consultation bus at local markets in Pukekohe and Blast to the Past in Waiuku. In total we engaged with over 800 people at these events and handed out brochures to many more.

Engagement with MPs, councillors, local boards, operators, and key stakeholders was completed in advance of the public consultation period. Special meetings were held with Wesley College, Ministry of Education, and the Waiuku Business Association.

3.1 Consultation responses

We received feedback in a number of ways:

- Online or hardcopy feedback forms
- Free form submissions received during the consultation period (e.g. submissions from organisations)
- Conversations with the public at events (though these were not recorded the public were encouraged to submit formal feedback).

In total we received 939 individual completed feedback forms. Duplicates and multiple submissions from the same person were combined or deleted and incomplete forms that made no comment on the New Network were also deleted.

3.2 Key Stakeholders

There were 18 submissions from key stakeholders during the consultation period.

Businesses/Business Associations	Glenbrook Vintage Railway, Southern Podiatry, Parkview Estate Village, Subway Waiuku, Chris Co Hair Design, KWS Papakura, Waiuku Business and Development Association, Pukekohe Bowling Club
Disability Groups/Representatives	Blind Foundation
Local Boards	Franklin Local Board

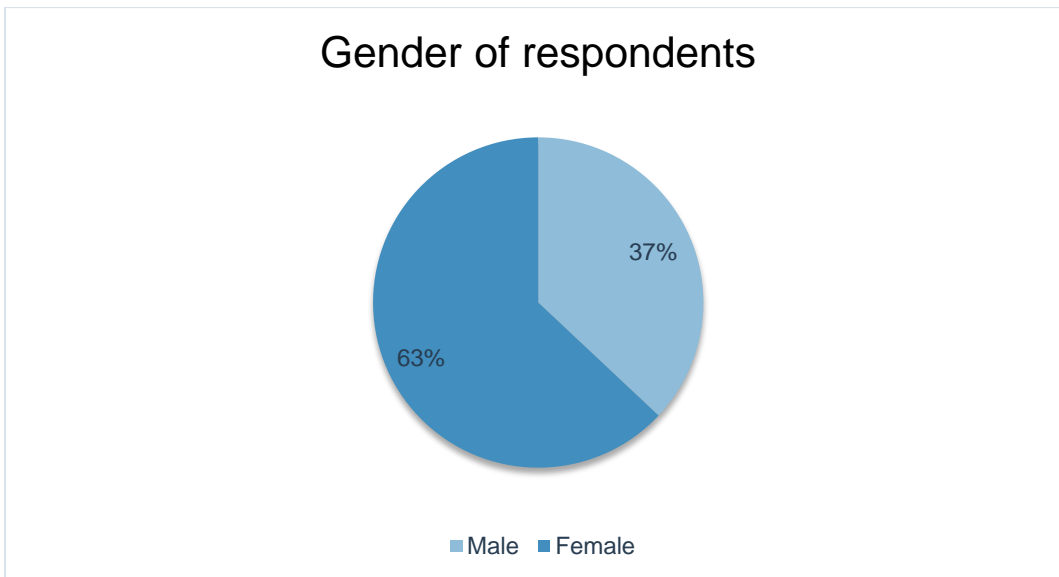
Public Transport Operators	NZ Bus
Representative Groups	Waiuku Probus Club, Pukekohe Probus, Franklin Tourism Group, Generation Zero
Educational	Waiuku College, Wesley College, Ministry of Education
Other	Sisters of our Lady of the Missions

The key issues raised in these submissions matched the themes raised within the general submissions. Submitters raised concerns regarding access to public transport options, and supported the increased opportunity for locals to use buses and trains with the proposed options.

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.

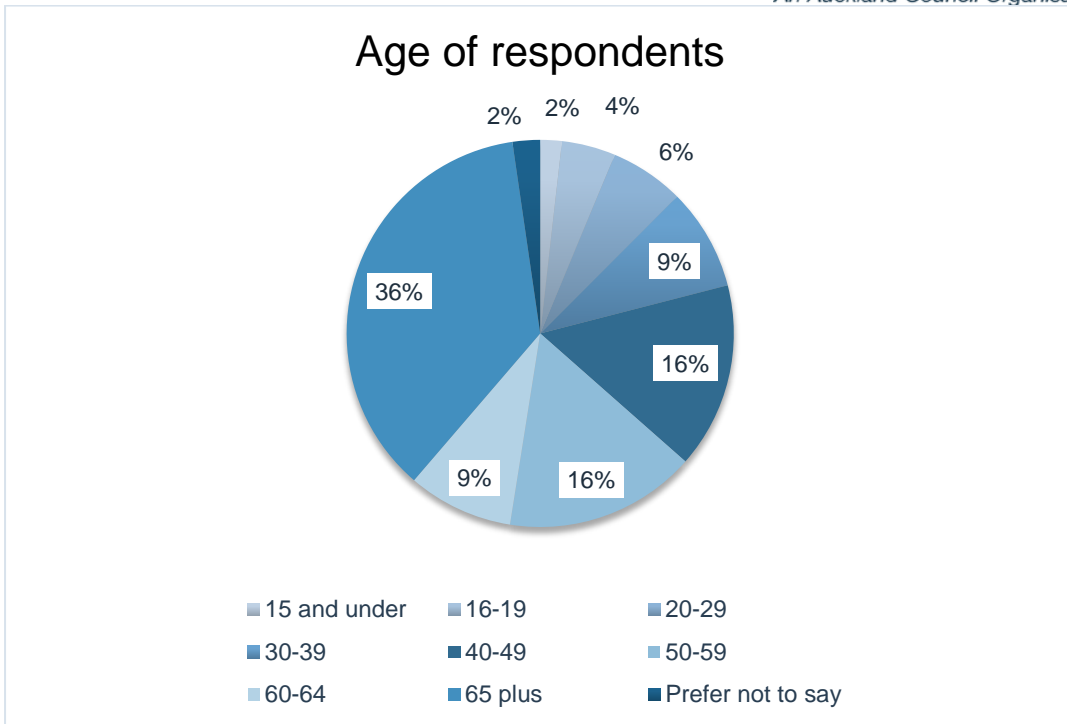
4. Summary of feedback

4.1 Demographic profile of respondents

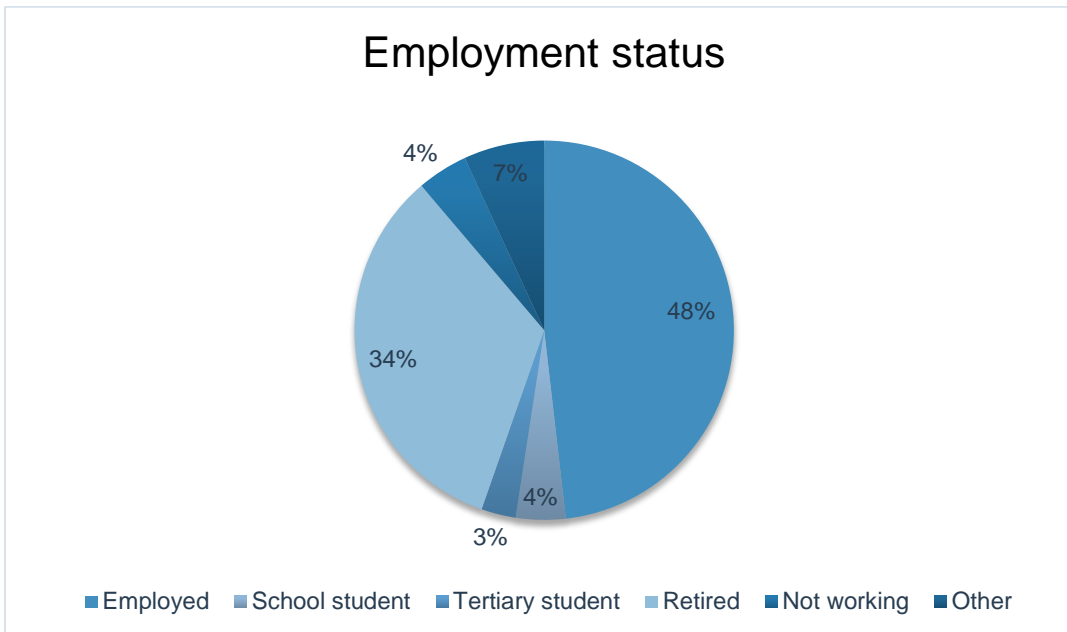


Of the feedback forms received, 15 responses were on behalf of an organisation, the rest were on behalf of individuals and their families.

Of those that stated their gender (770), 37 per cent were female and 63 per cent were male.

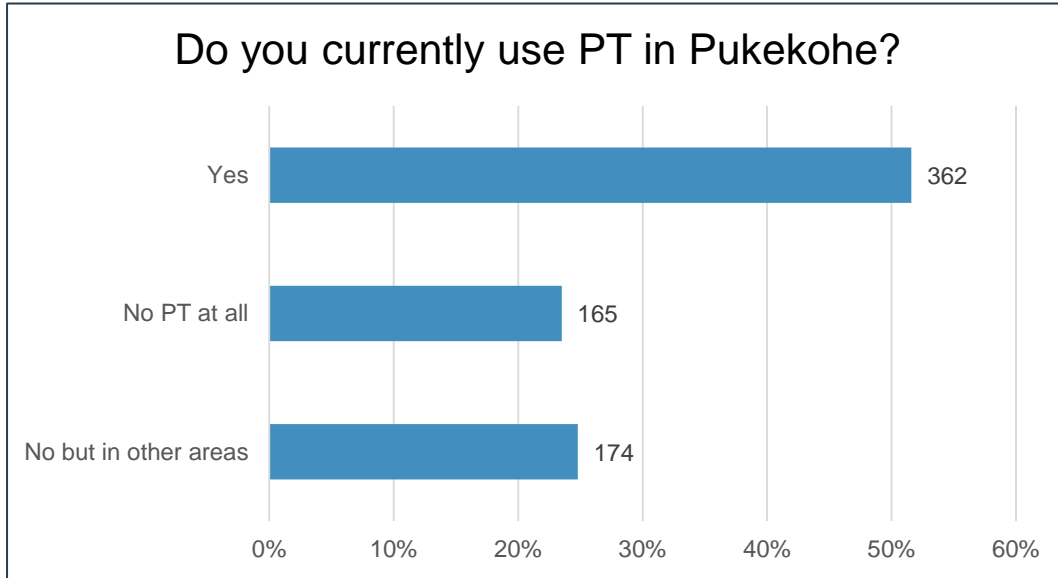


There was a significant number of respondents aged 65 years or older (36 per cent), while there were few young people aged 16-29 years (10 per cent). The majority of respondents were between 30 and 64 years of age (50 per cent), with an equal split of these aged in their 40s and 50s.

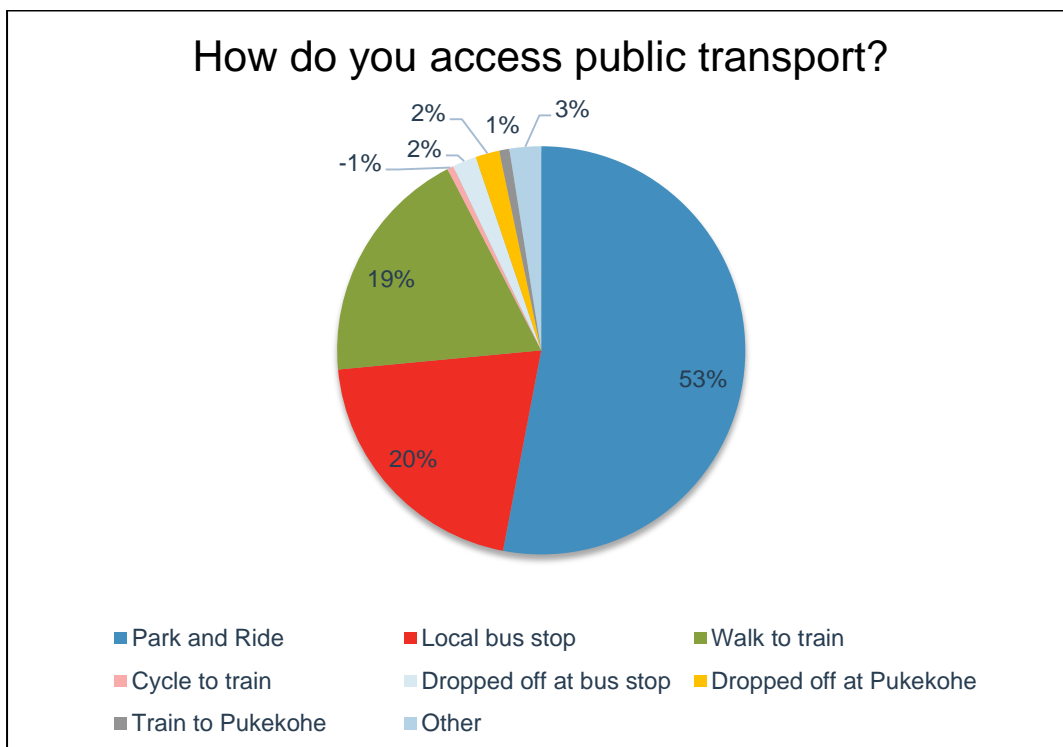


Almost half the respondents were employed (48 per cent) and the second largest group were those who were retired (34 per cent). Four per cent of respondents were school students and three per cent were tertiary students.

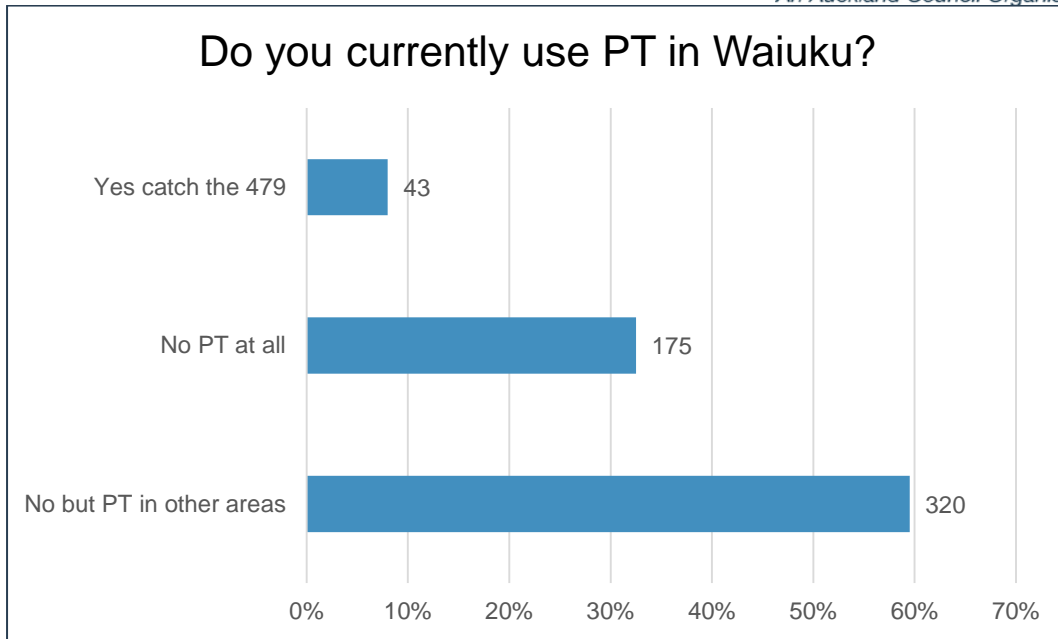
4.2 Current public transport behaviour



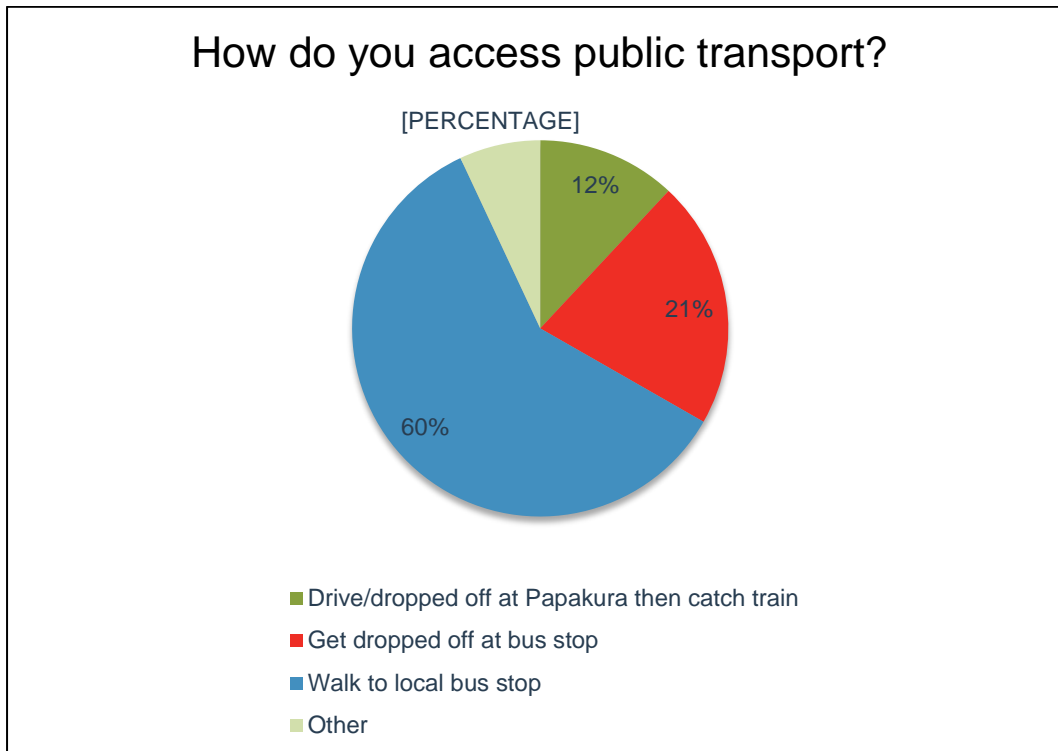
The majority of Pukekohe feedback form respondents were current public transport users, with 52 per cent of the 701 respondents using public transport in Pukekohe and 25 per cent using it elsewhere. Twenty-four per cent of respondents did not use public transport at all which is a high number of non-PT using submitters compared to previous consultations.



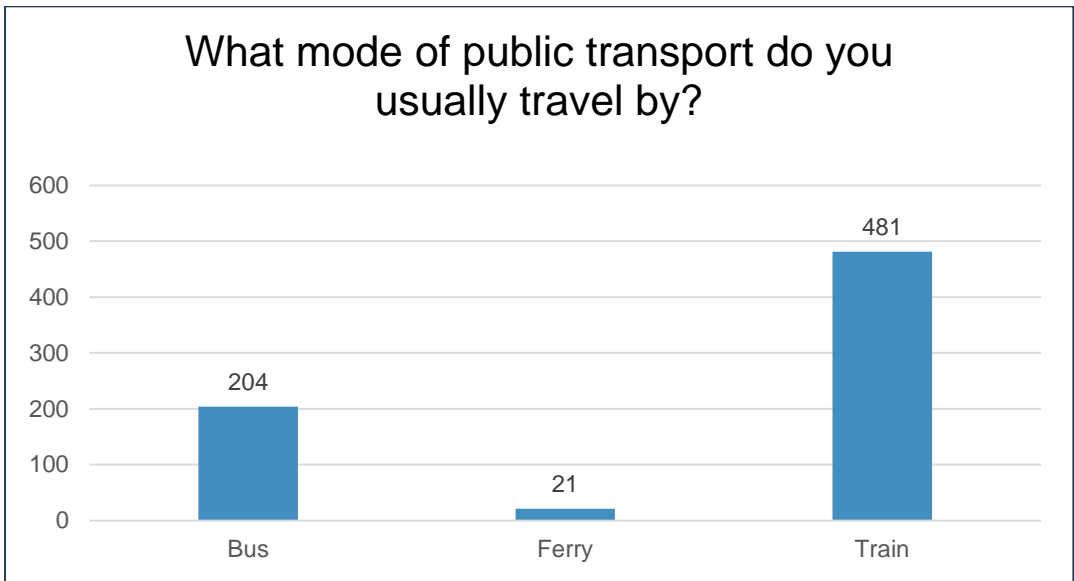
Of those who did use public transport in Pukekohe, over half (53 per cent) accessed it through the park and ride. While the share of people walking to the train (19 per cent) or using the local bus stop (20 per cent) is fairly evenly split.



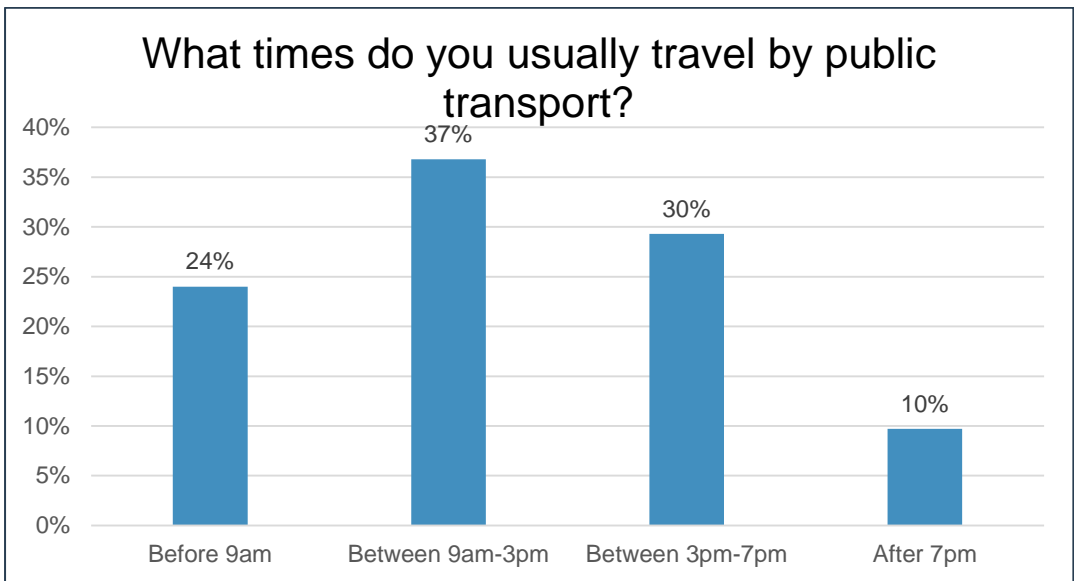
The majority of Waiuku feedback form respondents did not use public transport from Waiuku, with 67 per cent of the 538 respondents using public transport in other areas and only eight per cent using the Waiuku 479 service. Additionally, 33 per cent of respondents did not use public transport at all.



Of the 42 submitters who responded to the question of how they accessed public transport from Waiuku, the majority (60 per cent) accessed it through walking to their local bus stop. There was a relatively large number (21 per cent) who were dropped off at the local bus stop, and a few who were dropped off at Papakura to catch the train (12 per cent).



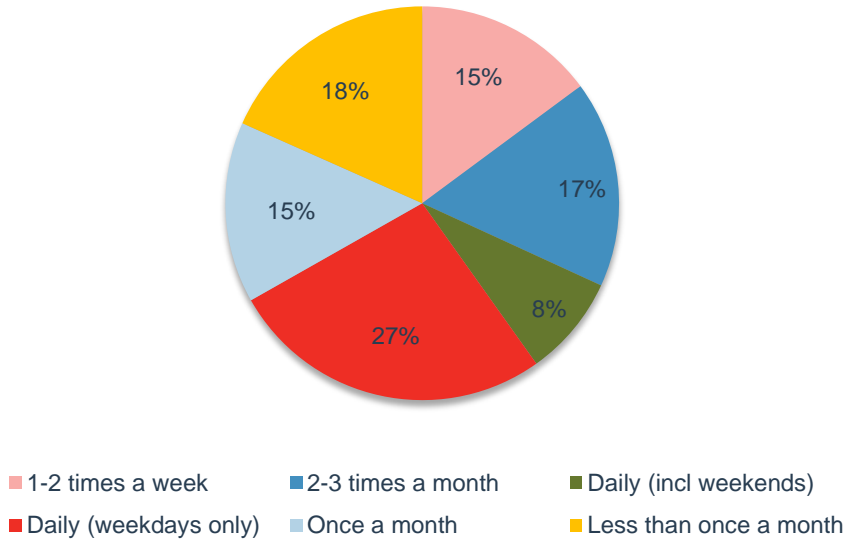
The most popular mode of public transport was the train, with 481 of the respondents selecting this mode, which is to be expected given that the area is well serviced by the train.



Public transport use was fairly evenly spread across the peak times (before 9am and between 3-7pm), with almost 60 per cent of users travelling at peak times, but nearly 40 per cent also travelled between 9am and 3pm. Significantly fewer people use public transport after 7pm, which reflects both reduced demand and reduced service outside of these times.

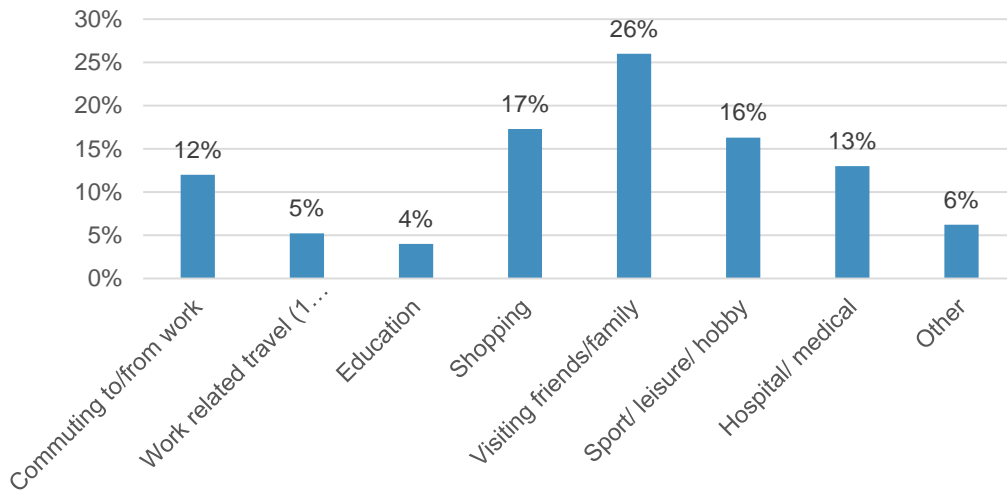
Please note that this question does not take into account frequency of use.

How often do you typically travel by public transport?



Nearly a third of all respondents travelled daily on weekdays (27 per cent). Another 15 per cent travelled 1-2 times a week. There was a total of 33 per cent that travelled once a month or less, reflecting the need for changes to the network to enable more use of public transport.

What activities do you currently use public transport to access?

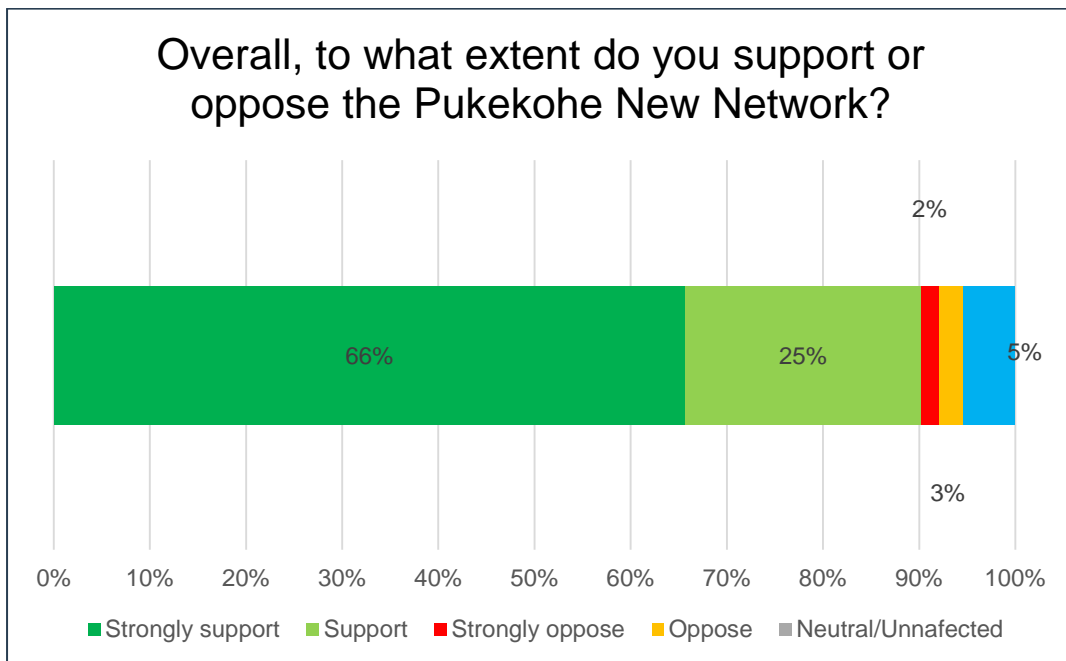


Visiting friends and family, sports and leisure and shopping were the most common reasons for using public transport, with almost 60 per cent of respondents using public transport for these purposes. Interestingly commuters only made up 12 per cent of the users. Using public transport to access the hospital and medical centres was a common use also, with many people travelling to the Manukau Super Clinic for medical care.

5. Feedback and decisions on the Pukekohe New Network

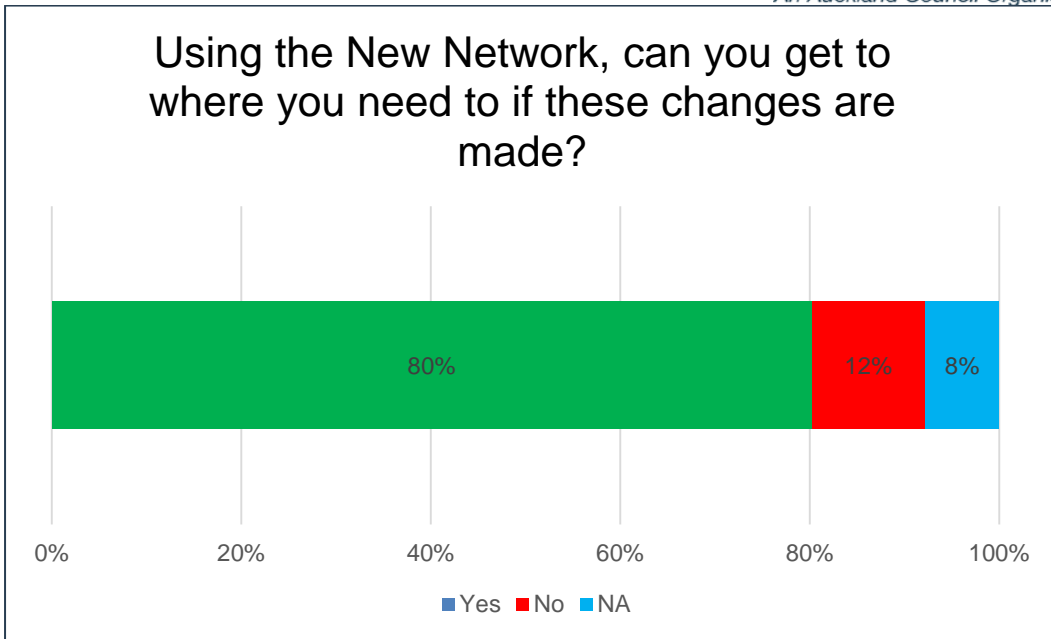
In this section we will refer to the network that was consulted on as the ‘proposed network’, and the network resulting from the changes that have been made in response to the feedback as the ‘recommended network’.

In general there was strong support for the proposed network for Pukekohe. When asked ‘to what extent do you support or oppose the New Network’ 91 per cent of respondents supported, or strongly supported, the proposal. Only four percent opposed or strongly opposed the proposed network, while five per cent were neutral or unaffected.

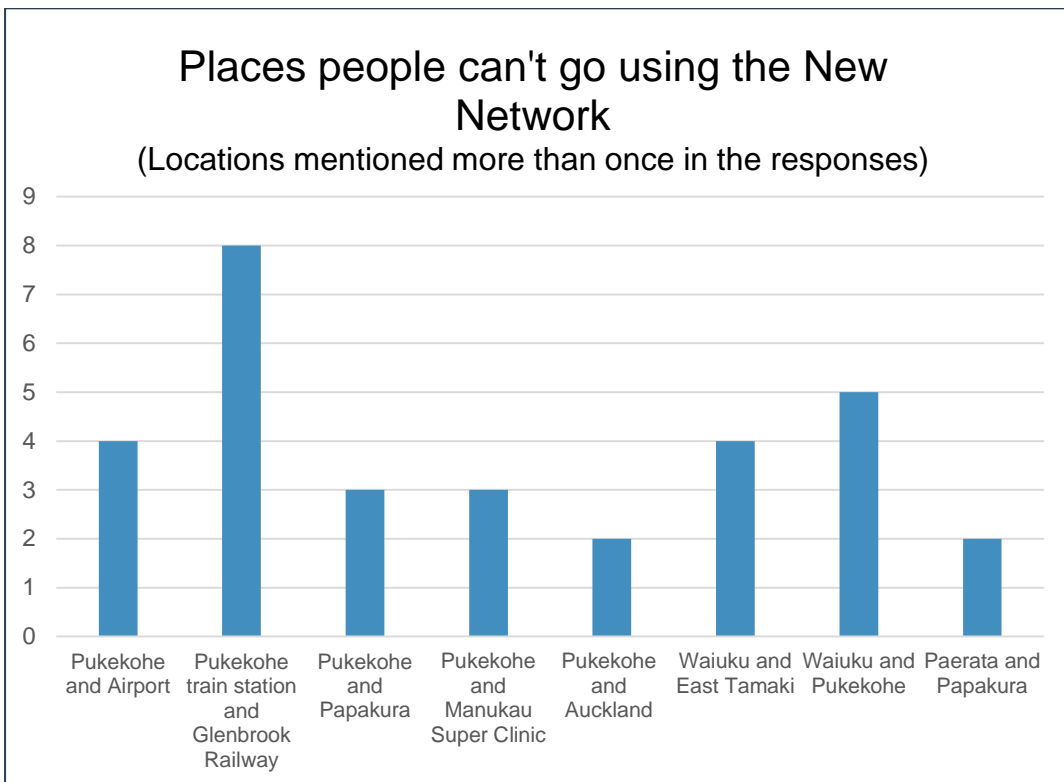


Generally, respondents supported the increase in weekend trains, the connections to the train station and around Pukekohe as the highlights of the proposal, as well as increased frequency that would make it easier to travel. A number of respondents said they would be able to leave their car at home and use public transport to commute to work, visit friends, go shopping, and go to medical appointments.

Weekend trains received a positive response, with 136 respondents to the question about what they liked about the New Network, saying they liked the increased services on weekends.

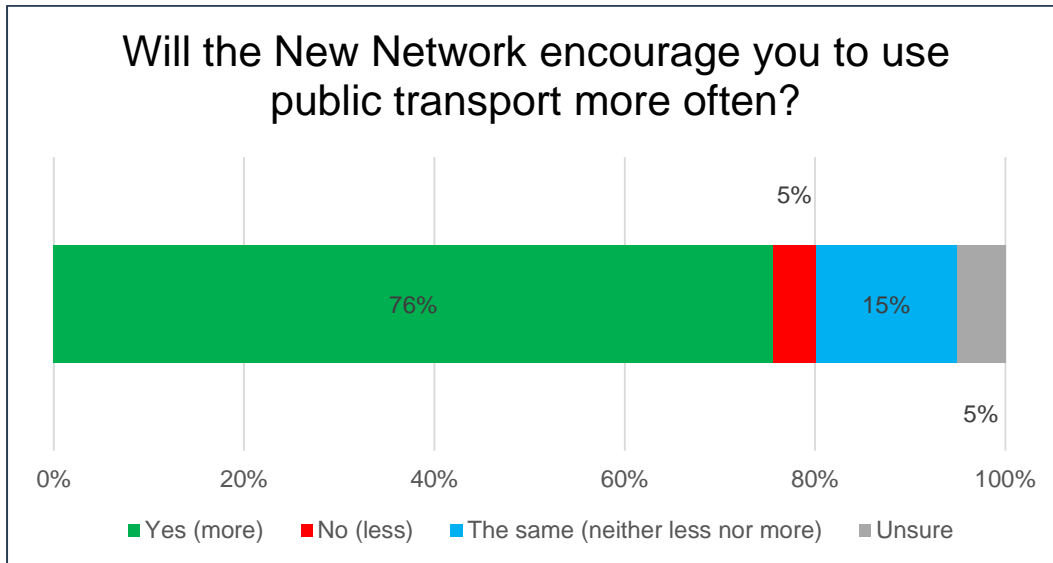


The majority of respondents (80 per cent) stated they would still be able to get to where they need to go using the New Network. However, nearly 12 per cent said they could not.

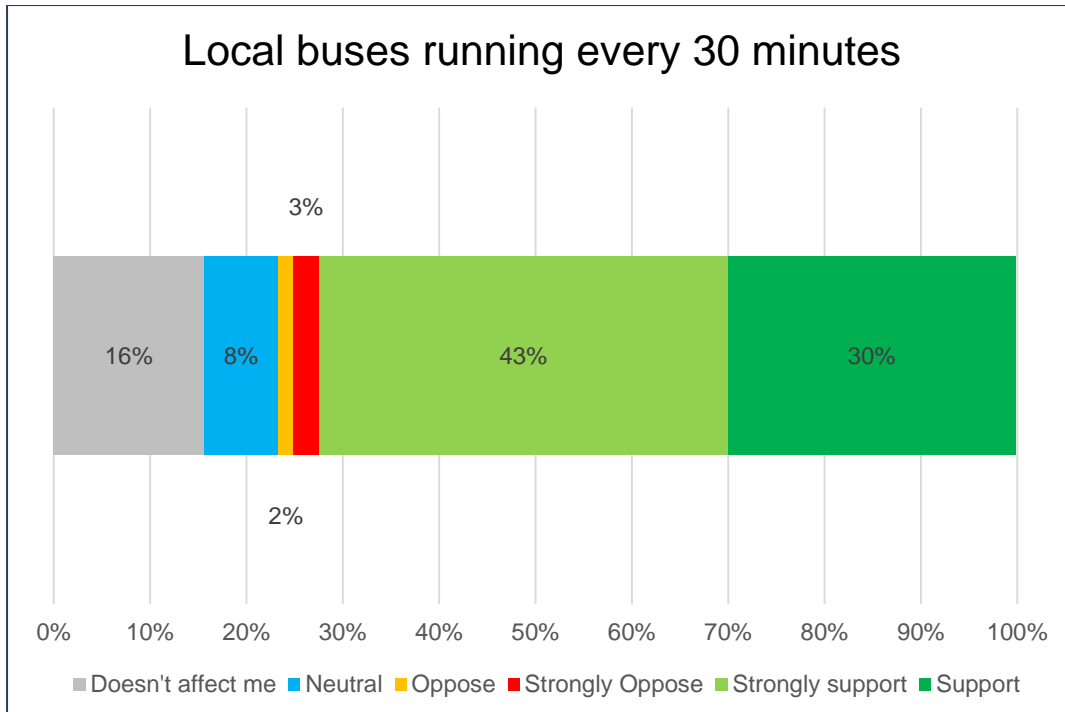


The key destinations people said they could not reach were the Glenbrook Vintage Railway from Pukekohe (eight respondents), between Waiuku and Pukekohe (five respondents), between Pukekohe and the airport (four respondents), and four people mentioned they could not travel between Waiuku and East Tamaki. All of these journeys will be possible in the New Network via connecting bus and train services.

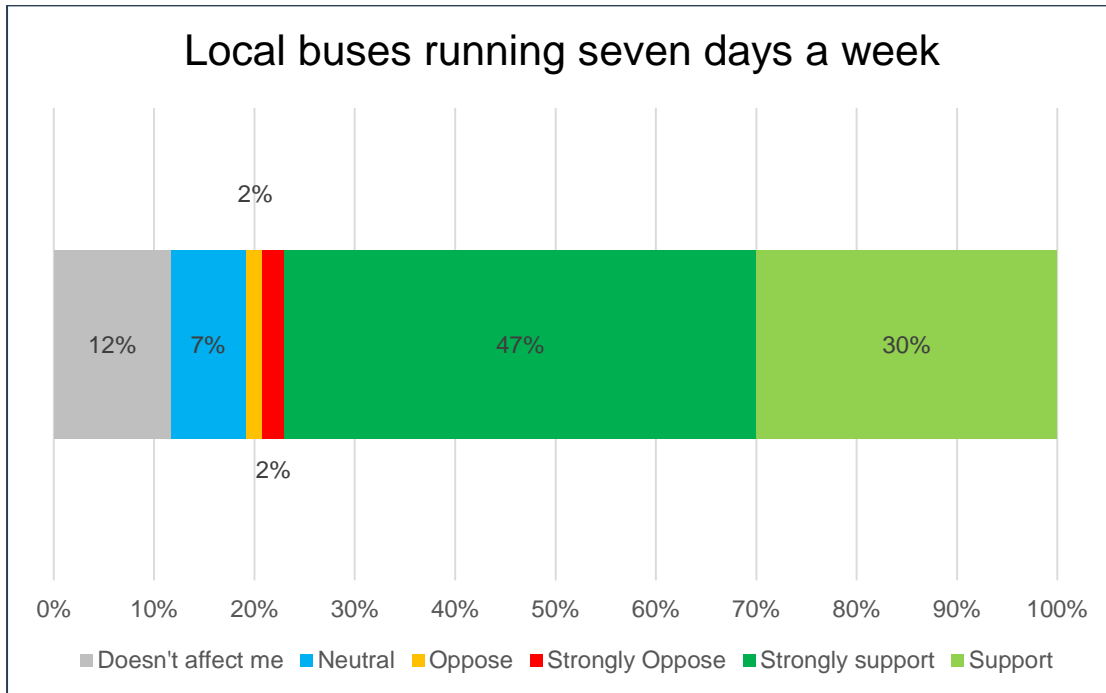
Please note that in analysing this question it was possible for people to make two comments that sometimes included the same locations, so the number of times the location is mentioned is greater than the number of individuals who mentioned it.



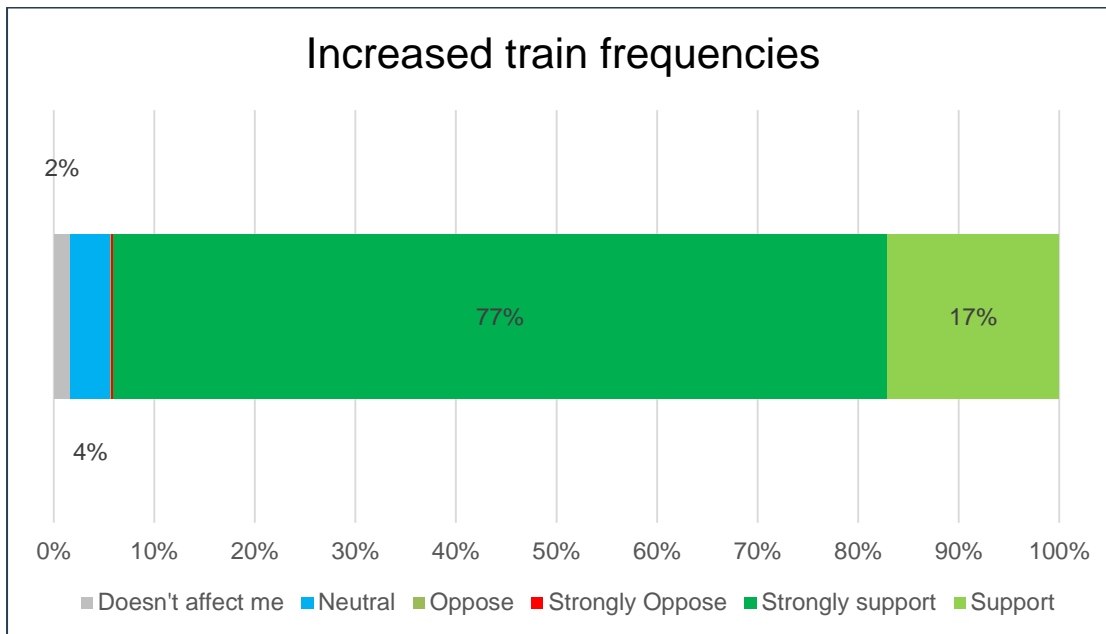
Overall, people indicated they are likely to use public transport more often as a result of the New Network. Seventy six per cent of respondents (713) say they would use it more often, 15 per cent (140) say it will not cause a change in their behaviour, and five per cent (47) say it will make them use public transport less often.



The majority of respondents supported or strongly supported the increase in local bus frequency, with 73 per cent in favour and just five per cent against the proposal. Almost a quarter of respondents (24 per cent) were neutral or unaffected by the 30 minute bus proposal.

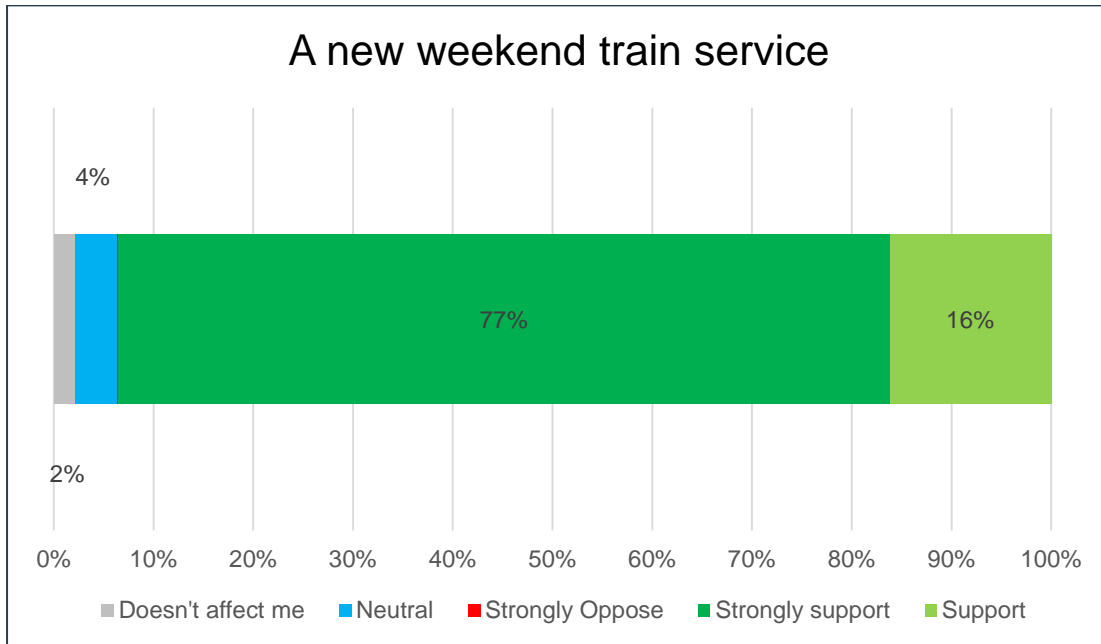


Most people supported the idea of local buses running seven days a week, with 77 per cent commenting that they supported or strongly supported the proposal. Just under four per cent of respondents opposed the idea, with 19 per cent neutral or unaffected.

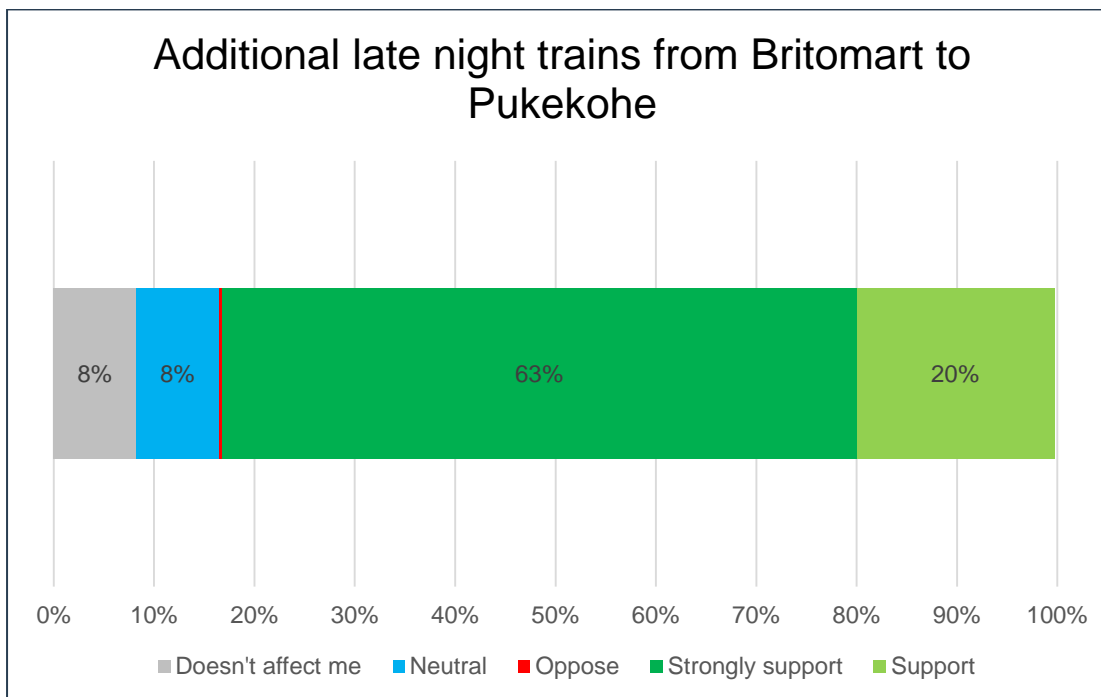


Increased train frequencies received a positive response, with 610 respondents (94 per cent) supporting or strongly supporting the proposal. There were only two people opposed to increased train frequencies.





Respondents were also supportive of train services running on weekends. There were 607 responses (93 per cent) in favour of weekend trains, with one person opposing and 51 neutral or unaffected.



The majority of respondents were supportive of more late night trains from Britomart, with 527 (83 per cent) supporting or strongly supporting the proposal. Four people were opposed, and 105 people (16 per cent) were neutral or unaffected.

5.1 P1 Northeast loop via East St, Valley Rd and Cape Hill Rd

The Northeast loop was proposed to travel along East St, Valley Rd, Twomey Dr, Ina Ville Dr, Cape Hill Rd, Edinburgh St and King St. A 30 minute frequency was proposed with hourly services after 7.00pm incl weekends. The proposed span of services is shown in the table below.

P1	Departing Pukekohe Interchange	
	First bus	Last bus
Day		
Mon-Fri	6.00am	9.00pm
Sat	6.00am	9.00pm
Sun and public holidays	6.00am	9.00pm

Of the 24 respondents who commented on the P1 route, 17 were opposed to the proposed route, and seven were in favour. The main concern was the route travelling through Newsham Park and Ina Ville Drive, with 14 of the 17 commenting on this. Two people specified that the route should travel along Cape Hill Rd and two people were in favour of the route including Anselmi Ridge, but also mentioned avoiding Ina Ville Dr. Another four people suggested that the route travel via Valley Rd, with one person commenting that Valley Rd is easily accessed from Ina Ville Dr. The main concerns with buses travelling through Newsham Park were the dangers to children and that the streets were in a quiet residential area.

After considering the views expressed in the feedback, the route will be implemented as proposed, but will not travel through Ina Ville Drive. It will also avoid the Twomey Drive, Anselmi Ridge Road part of the route until the road network is complete. Implementation will rely on how developed the road network is at the time and the route will be amended once the road network is fully developed.

5.2 P2 Northwest loop via Seddon St and Helvetia Rd

The Northwest loop was proposed to travel along Seddon St, Kayes Rd, Beatty Rd, Birdwood Rd, Helvetia Rd and Harris St. A 30 minute frequency was proposed with hourly service services after 7.00pm incl weekends. The proposed span of services is shown in the table below.

P2	Departing Pukekohe Interchange	
	First bus	Last bus
Day		
Mon-Fri	6.00am	9.00pm
Sat	6.00am	9.00pm
Sun and public holidays	6.00am	9.00pm

There were 10 people who responded to the P2 route, with six in favour of the proposal, and three against it.

One respondent said they would like to see a bus stop on Kayes Rd opposite London St for their household to use this service. One person commented that the route should travel along Princes St (which is suggested once the area develops further).

Among those in favour, there was one person who said that the P2 route covers a good retail and residential section of Pukekohe, with another submitter saying they liked the increased frequency along Helvetia Rd. Another respondent commented that it would be easier to get to the train station on this service.

Of the submitters who were against the proposal, one was unhappy with the number of buses on Seddon St, where there is a school, and another preferred their current loop service as their journey cuts across two of the proposed new routes.

5.3 P3 South loop via Manukau Rd, Kitchener Rd, Wellington St, Beresford St and West St

The South loop was proposed to travel along Custom St, Svendsen Rd, Wrightson Way, Manukau Rd, Nelson St, John St, Kitchener Rd, Wellington St, Beresford St, West St, Harris St, Wesley St, and Massey Ave. A 30 minute frequency was proposed with hourly service after 7.00pm incl weekends. The proposed span of services is shown in the table below.

P1 Day	Departing Pukekohe Interchange	
	First bus	Last bus
Mon-Fri	6.00am	9.00pm
Sat	6.00am	9.00pm
Sun and public holidays	6.00am	9.00pm

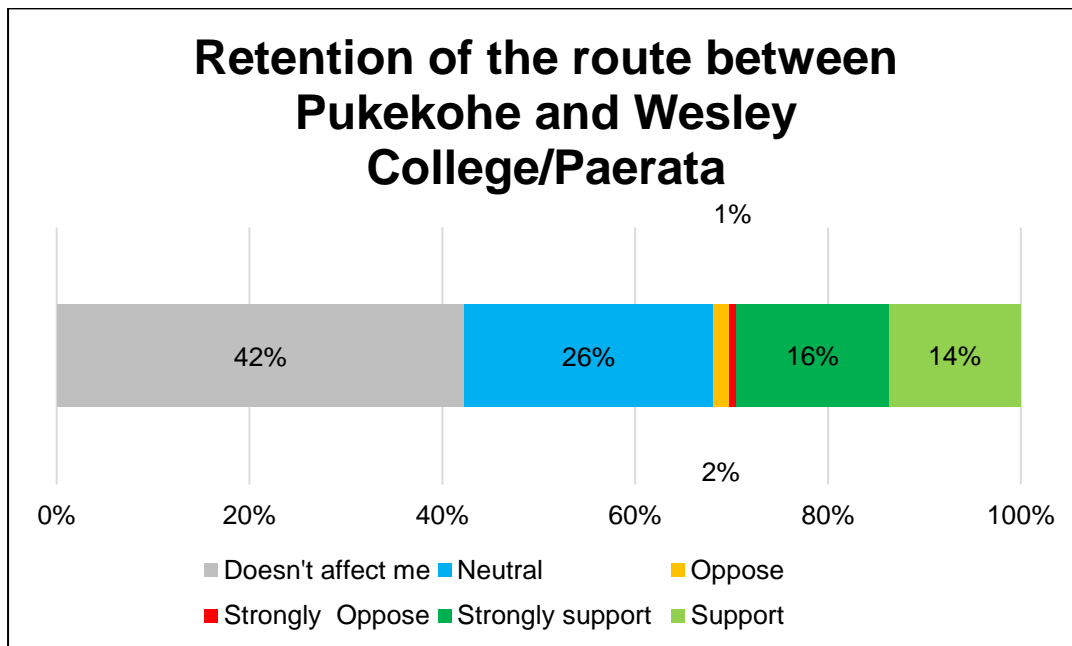
The P3 route was largely well received, with 23 in favour of the proposed changes, and four against. The comments we received mentioned the increased access to shopping and local stores, as well as the train station. The three retirement villages in the area were said to benefit from the changes by providing more transport options to seniors.

Of those who were against the proposal, one was concerned about travel across town becoming more difficult, with the others wanting minor route changes and expressing concern about children in Seddon St.

After considering the feedback, the route will be implemented as proposed, with potential for minor route changes at the time of implementation.



5.4 P4 –Pukekohe to Wesley College/Paerata



The Pukekohe to Paerata/Wesley College route was proposed to travel along Custom St, Massey Ave, Seddon St, Paerata Rd and continue to Wesley College. The proposed span of services is shown in the table below.

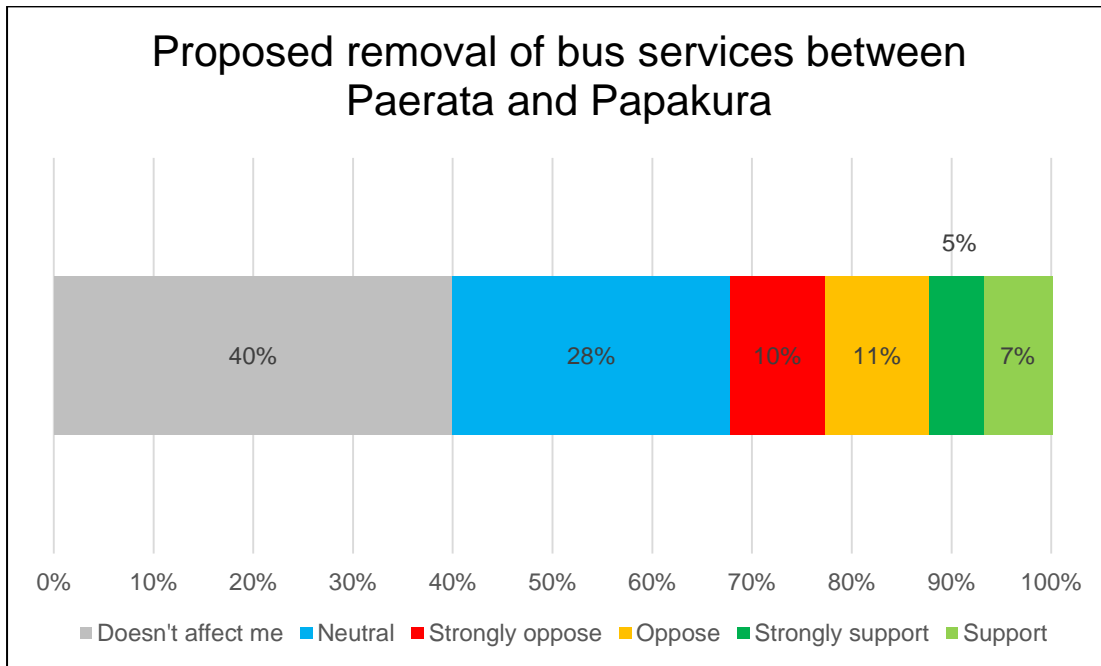
P4 Day	Departing Pukekohe		Departing Wesley College/Paerata	
	First bus	Last bus	First bus	Last bus
Mon-Fri	6.30am	6.30pm	6.00am	6.00pm
Sat	6.30am	6.30pm	6.30am	6.30pm
Sun and public holidays	6.30am	6.30pm	6.30am	6.30pm

It will be a limited service to best cater for demand, taking in the needs of Wesley College. The frequency will be hourly during peak hours and two hourly off peak and weekends.

Almost half (42 per cent) of the 619 people who submitted on the retention of service to Paerata from Pukekohe said that they were unaffected by the proposed changes, with a further 25 per cent neutral. There were a number of supporters of the change, with 29.5 per cent of respondents in support, and only 2.4 per cent opposing the change.

Where people provided comments regarding the changes, there were 10 who were against the removal, and three who approved. There were 21 respondents who wanted to keep the current 475 service, which runs from Pukekohe to Papakura via Paerata and Drury.

5.5 Bus Services between Paerata and Papakura



In response to the question about removing the service from Paerata to Papakura, 96 respondents (21 per cent) said they opposed or strongly opposed the removal. There were 56 (12 per cent) who supported or strongly supported the changes, and 318 (68 per cent) not affected or neutral. Ten respondents gave specific feedback opposing truncation of this service, with five of these saying they could no longer make current journeys.

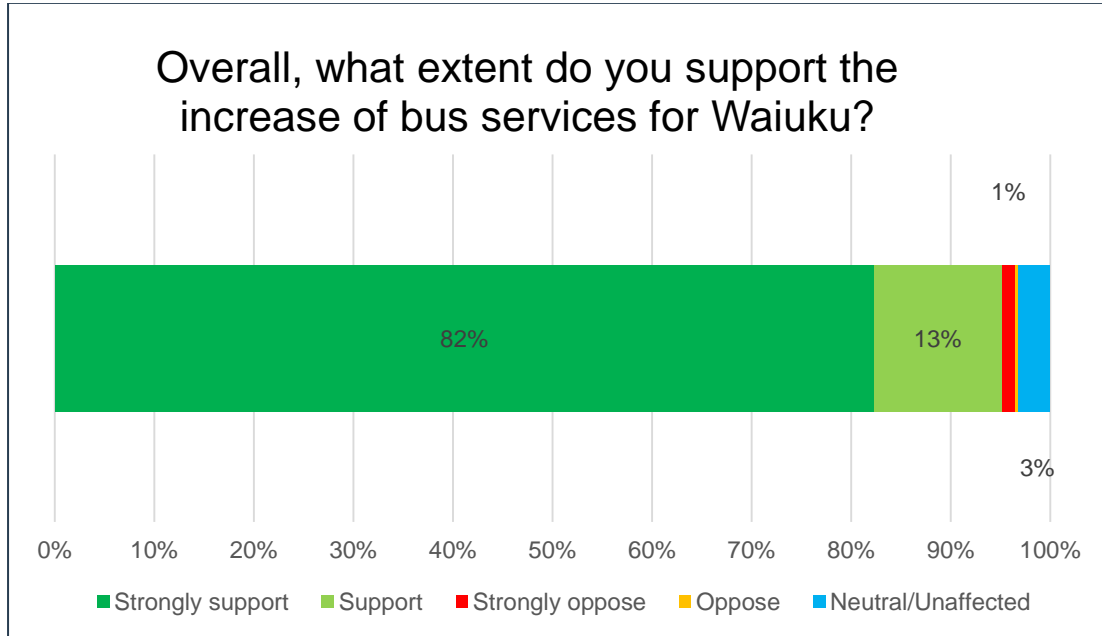
- Two between Papakura and Paerata
- One between Pukekohe and Paerata (beyond Wesley College)
- One between Pukekohe and Rosehill
- One between Pukekohe and Manukau Superclinic (bus doesn't currently do this, they want an extension of current route)

Others were non-specific and anecdotal about other passengers, with comments such as observations of other passengers travelling to Drury. One respondent wanted the route retained as the first trip in the morning continues to CBD as an express from Papakura.

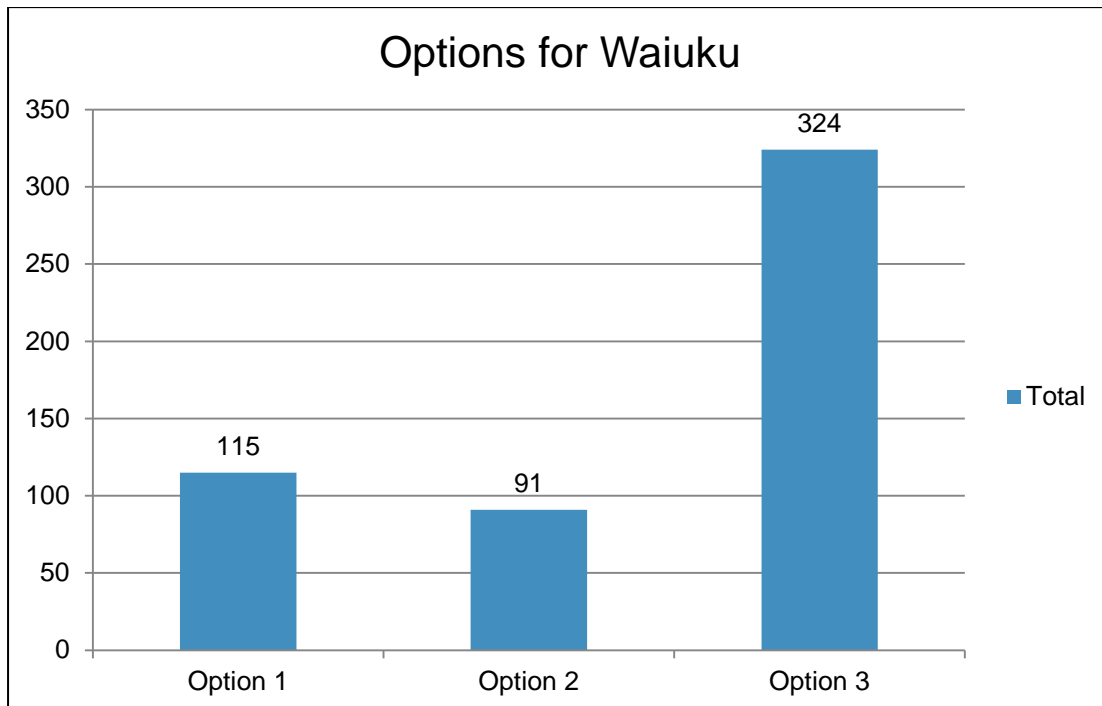
Following the feedback, the route will be implemented as designed, with a turnaround at Paerata to be confirmed. The span of service is outlined in previous section.

6. Feedback and decisions on the Options for Waiuku

In general there was strong support for increased bus services for Waiuku. Ninety-five per cent of respondents supported, or strongly supported, an increase in services. Only two percent opposed or strongly opposed, while 3 per cent were neutral or unaffected.



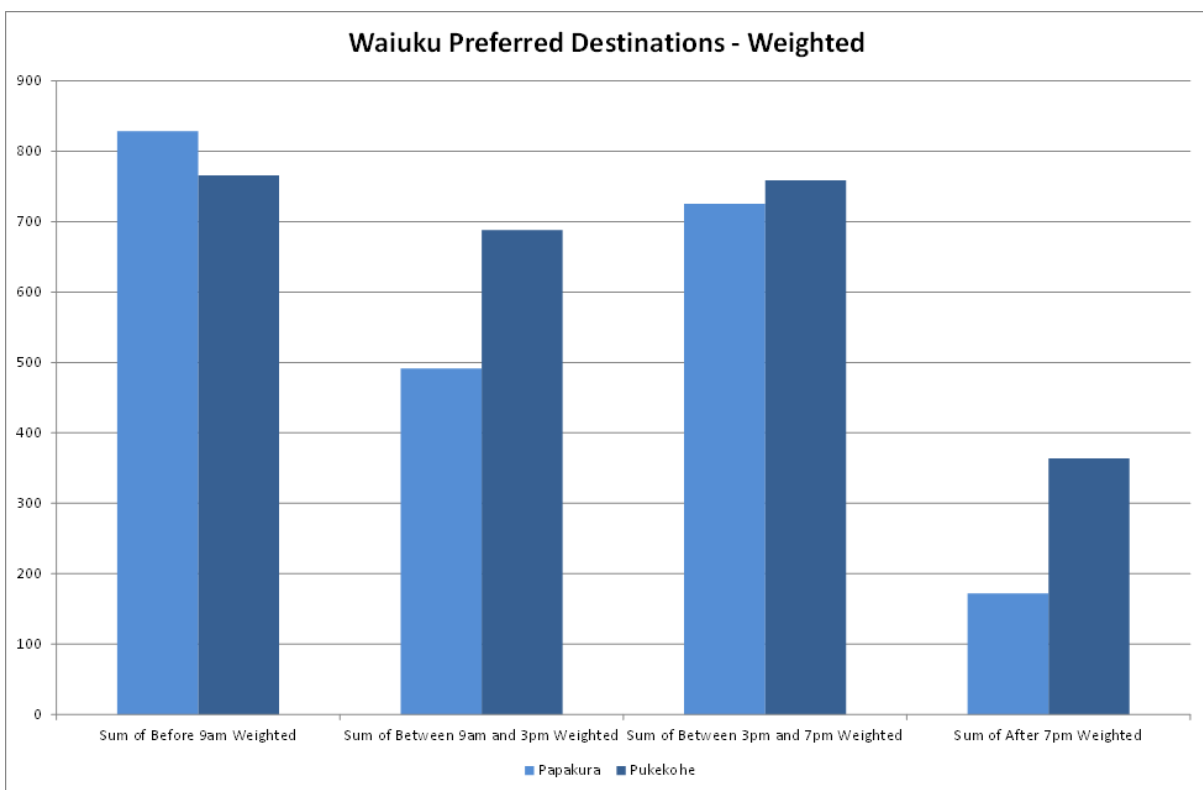
We proposed three options for Waiuku. More detail of the route options can be found in the below sections. The majority of respondents preferred Option 3, with 324 of the 530 submitters indicating this preference. Option 1 was the second most preferred option.



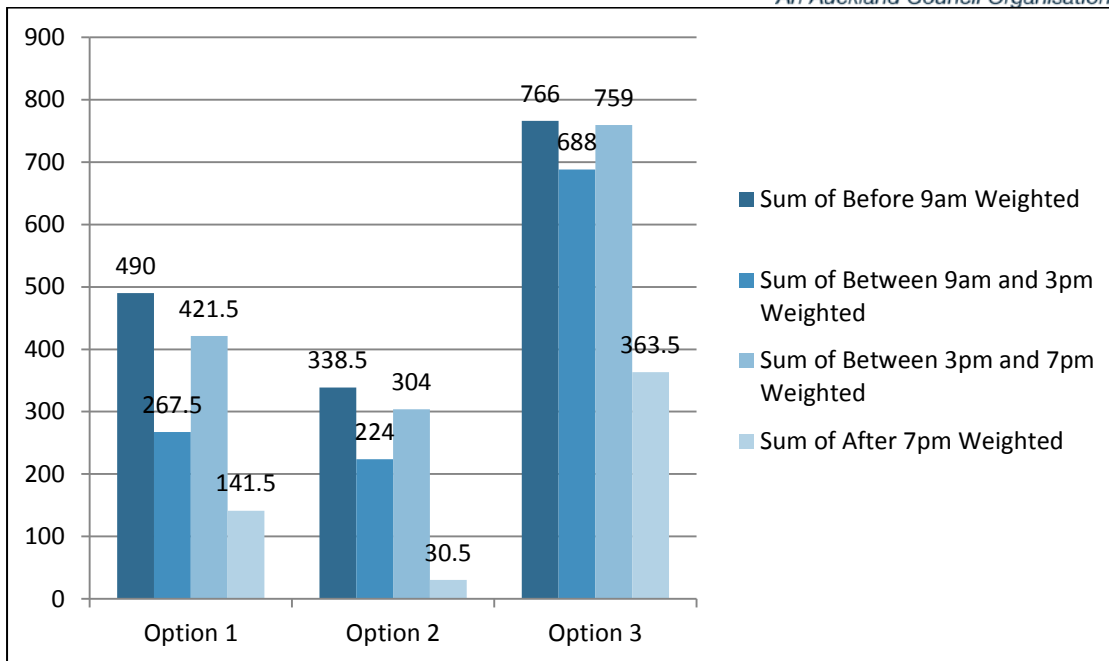
We could have stopped with the above analysis and just implemented a Waiuku to Pukekohe service however deemed it necessary to analyse the feedback further, especially around travel times.

All responses choosing Option 1, 2 or 3 were then weighted depending on indicated frequency of travel, e.g. a daily traveller was counted five times as often as someone travelling once a week. Two of the options provided a choice to go to Papakura train station, and one went to Pukekohe train station. Therefore, the destinations refer to which was the most preferred and when people would use the services during the day.

The graph below shows there is a slightly higher preference for services to Papakura within the AM peak whereas all other times Pukekohe was the preferred option.



The feedback was then analysed by each option in regards to frequency of travel and time of travel. Option 3 had the highest indicated level of use and was preferred at all times of the day. While Option 1 was indicated to have potentially have quite high patronage, it was the Pukekohe option that appealed more widely. This detailed analysis has been utilised when making the final decisions outlined in the next sections.



6.1 Option 1 for Waiuku

The Option 1 Waiuku to Papakura route was proposed to travel along Constable Rd, King St, Kitchener Rd, Collingwood Rd, Glenbrook Waiuku Rd, Glenbrook Rd, Kingseat Rd, Linwood Rd, Hingaia Rd and Beach Rd. A 2-3 hourly frequency was proposed with hourly service in the peak. The proposed span of services is shown in the table below.

Option 1 (current 479)	Departing Waiuku		Departing Papakura	
	First bus	Last bus	First bus	Last bus
Mon-Fri	6.00am	4.00pm	9.00am	6.00pm
Sat	6.00am	4.00pm	9.00am	6.00pm
Sun and public holidays	6.00am	4.00pm	9.00am	6.00pm

Of the 530 respondents to the Waiuku options, 115 preferred Option 1 (22 per cent). A number of those who supported the proposal commented that it was more convenient than the other options, and that the route past Kingseat suited them. Kingseat residents were concerned that there would be no service if this was removed. A few people living in Karaka said it provided a link for them to Papakura and a number of respondents said it would provide the most efficient access to trains to Auckland city. A few people made specific reference to children and youth benefitting from the use of this route.

After considering the feedback and the detailed analysis in previous sections a limited Waiuku to Papakura service which goes via Kingseat will be retained in order to provide the best peak service.

6.2 Option 2 for Waiuku

The Option 2 Waiuku to Papakura route was proposed to travel along Constable Rd, King St, Kitchener Rd, Collingwood Rd, Glenbrook Waiuku Rd, and continue along Glenbrook Rd to Karaka Rd and link with Great South Rd before reaching the Papakura train station. A 2-3 hourly frequency was proposed with hourly service in the peak. The proposed span of services is shown in the table below.

Option 2 Day	Departing Waiuku		Departing Papakura	
	First bus	Last bus	First bus	Last bus
Mon-Fri	6.00am	4.00pm	6.00am	6.00pm
Sat	6.00am	4.00pm	9.00am	6.00pm
Sun and public holidays	6.00am	4.00pm	9.00am	6.00pm

Of the 530 respondents, 91 (17 per cent) of these preferred this option. Respondents commented that the roads were better along this route, that the route was a more direct connection to Paerata, and that it was a shorter trip to Papakura. A few people said it was near their home, and a couple of respondents mentioned the Glenbrook Vintage Railway being on this route.

After considering the feedback, this route will not be adopted, as there was more support and there is more viability in the other routes for patronage and frequency of use.

6.3 Option 3 for Waiuku

The Option 3 Waiuku to Pukekohe route was proposed to travel along Constable Rd, King St, Kitchener Rd, Waiuku Rd, and travel through Pukekohe along Puni Rd, Ward St, Queen St, Massey Ave, Manukau Rd and Custom St, before arriving at the Pukekohe train station. An hourly to two-hourly frequency was proposed with half hourly service in the peak. The proposed span of services is shown in the table below.

Option 3 Day	Departing Waiuku		Departing Pukekohe	
	First bus	Last bus	First bus	Last bus
Mon-Fri	6.00am	4.00pm	9.00am	6.00pm
Sat	6.00am	4.00pm	9.00am	6.00pm
Sun and public holidays	6.00am	4.00pm	9.00am	6.00pm

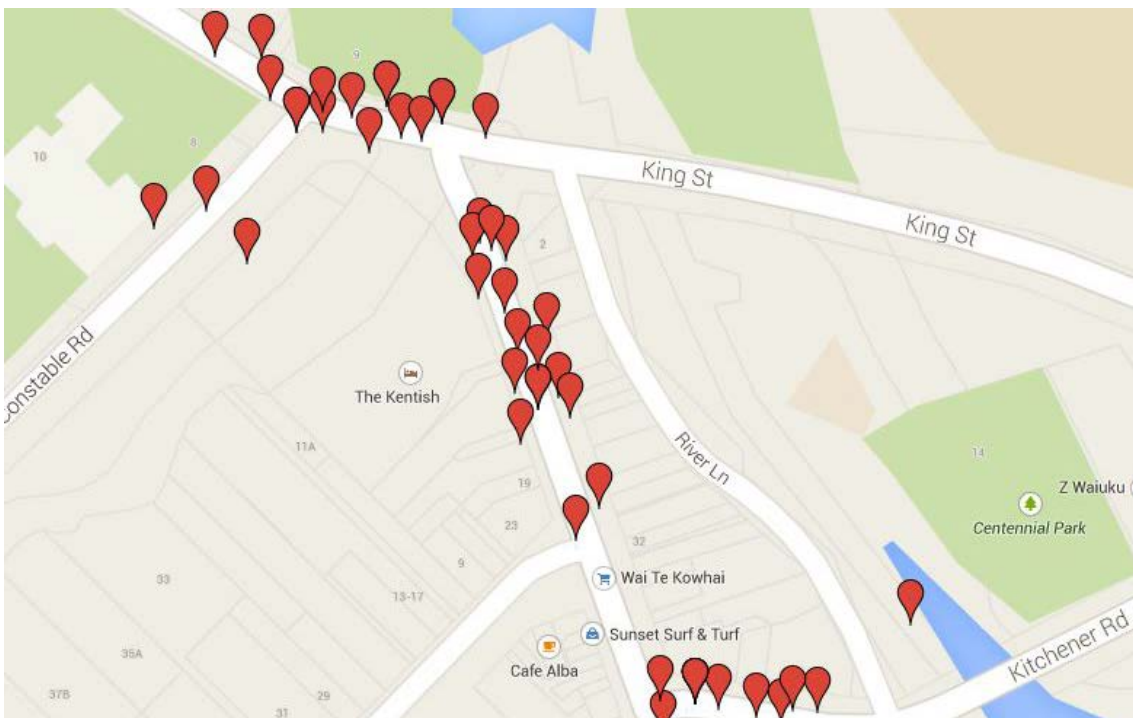
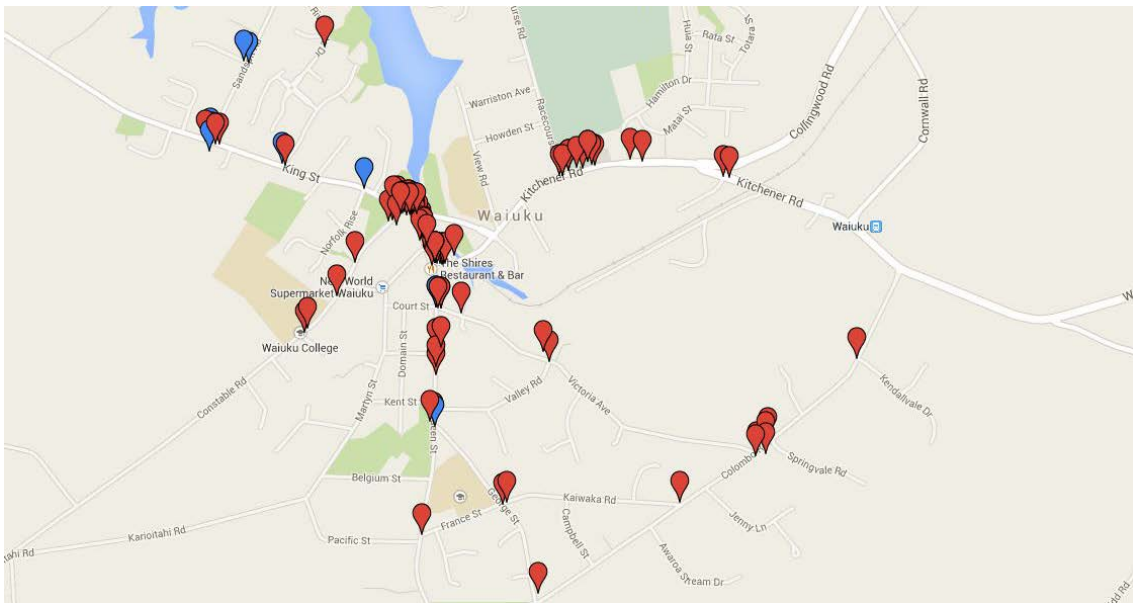
The majority of comments from respondents about this route referred to Pukekohe as a desirable and convenient place for people living in Waiuku to go for shopping and services, including youth activities such as the cinema and swimming pool. There were a few comments about local businesses benefitting from the increased access to Pukekohe. A number of respondents said the access to the train would mean it was easier to travel into Auckland city for work and entertainment, and to travel to university.

After considering the feedback, a variant of the route will be implemented. This service will run off-peak and during weekends. The service will divert via Glenbrook Vintage Railway on Sundays and during public holiday periods in the months that the railway is open.

6.4 Circulation around Waiuku

People were asked to tell us where they wanted to catch the bus within Waiuku Township, where they would like to see bus stops. The below maps show the pattern that emerged for requested bus stop locations. Map one has a wider view of Waiuku and the surrounding areas whilst map two zooms in on Waiuku Township.

There was support for buses to use the route shown on the map in the consultation brochure (Kitchener Rd, King St, Constable Rd) but to divert via Queen St and Kitchener Rd through the town centre. The main stopping points that respondents indicated were Kentish Hotel, old New World car park and the netball courts on Kitchener Rd. Waiuku Township is currently being investigated taking into consideration this feedback.



7. Patumahoe

There were 25 respondents who suggested the service travel via Patumahoe, six of whom lived in this developing area. Others who mentioned Patumahoe said it was a good idea to provide a connection to the area or that it would mean potential increased patronage. The Franklin Local Board also requested that we look at operating the service via Patumahoe. If considered feasible the route between Waiuku and Pukekohe will be amended to travel via Patumahoe in both directions. This is currently being investigated.

8. Glenbrook Vintage Rail (GVR)

Glenbrook Vintage Railway was mentioned a number of times in the Pukekohe section of the feedback form, as well as in the Waiuku section. There were 14 comments mentioning the benefits of a route to the railway, including a submission from the railway operators, saying it would be easier for their customers to reach them if there was a direct service from Pukekohe and Waiuku. Glenbrook railway receives 30,000 visitors a year, and local visitors in Pukekohe and Waiuku have expressed the need for a public transport option to access the destination.

After considering the feedback, the Waiuku to Pukekohe service will divert via Glenbrook Vintage Railway on Sunday's and public holidays as part of the implementation of Option 3 (as above).

9. Pukekohe Interchange

The Pukekohe interchange will be completed by end of June 2015 and expected to be available for use by September 2015. We are currently looking at options for bringing forward the implementation of Waiuku services in order to use the interchange prior to the full implementation of the Pukekohe and Waiuku New Network.

10. Implementation

We plan to introduce the New Network for Pukekohe and Waiuku in mid-2016.

Well in advance of the start of new services we will run an extensive information campaign to let people know about the new services they can expect in their area and how to use them.

11. Appendices

Appendix One	Summary of final decisions by route
Appendix Two	Responses to Key Issues
Appendix Three	Pre and Post Consultation Maps

11.1 Appendix 1 – Summary of final decisions by route

Route name	Recommended New Network for Pukekohe Waiuku Changes based on feedback from consultation	Reason for change	Likely impact of change
P1	<p>Route – Implement as designed except do not run via Ina Ville Dr and Twomey Dr. Amend route as local road network is developed</p> <p>Hours of operation –Approximately 5:30am – 9:00pm, final timetable will be dependent on train timetable at the time of implementation as buses will be timed to meet trains to and from Papakura</p> <p>Frequency – 30 minutes 5:30am – 7:00pm, hourly 7:00pm to 9:00pm, to be reviewed in line with any changes to train timetables</p>	<p>A total of 17 local residents submitting feedback asking that buses do not go via Ina Ville Drive as it is a small local road and they do not consider it suitable for buses.</p> <p>Ina Ville Drive was not going to be part of this route in the long term; it was only to be used as an interim turnaround while the local road network was incomplete.</p> <p>Consultation was on a first bus trip time of 6:00am, however the first bus from Pukekohe currently allows passengers into the CBD by 7:20am, the first bus to meet trains will need to be earlier than 6:00am in order to allow passengers to arrive in the CBD by this time.</p>	<p>This may mean not being able to serve Twomey Dr until local road network is completed. Unless local road network is completed at time of implementation, this will require a route change once these roads are complete</p> <p>Passengers connect to train in order to be on train scheduled to arrive at Britomart at 7:12am</p>
P2	<p>Route – Implement as designed</p> <p>Hours of operation –Approximately 5:30am – 9:00pm, final timetable will be dependent on train timetable at the time of implementation as buses will be time to meet trains to and from Papakura</p> <p>Frequency – 30 minutes 5:30am – 7:00pm, hourly 7:00pm to 9:00pm, to be reviewed in line with any changes to train timetables</p>	<p>Low level of feedback directly concerning this route so no change required</p> <p>Consultation was on a first bus trip time of 6:00am; however the first bus from Pukekohe currently allows passengers into the CBD by 7:20am, the first bus to meet trains will need to be earlier than 6:00am in order to allow passengers to arrive in the CBD by this time.</p>	<p>Passengers connect to train in order to be on train scheduled to arrive at Britomart at 7:12am</p>
P3	<p>Route – Implement as designed</p> <p>Hours of operation –Approximately 5:30am – 9:00pm, final timetable will be dependent on train timetable at the time of implementation as buses will be time to meet trains to and from Papakura</p> <p>Frequency – 30 minutes 5:30am – 7:00pm, hourly 7:00pm to 9:00pm, to be reviewed in line with any changes to train timetables</p>	<p>Low level of feedback directly concerning this route so no change required</p> <p>Consultation was on a first bus trip time of 6:00am; however the first bus from Pukekohe currently allows passengers into the CBD by 7:20am, the first bus to meet trains will need to be earlier than 6:00am in order to allow passengers to arrive in the CBD by this time.</p>	<p>Passengers connect to train in order to be on train scheduled to arrive at Britomart at 7:12am</p>
P4	<p>Route – Implement as designed</p> <p>Turnaround at Paerata to be confirmed</p> <p>Limited service to best cater for demand</p> <p>Take into account the needs of Wesley College</p> <p>Hours of operation – Span of service approximately 6:00am to 6:30pm</p>		<p>Customers travelling between Paerata and Papakura will need to travel to Pukekohe and then connect by train</p>



Route name	Recommended New Network for Pukekohe Waiuku Changes based on feedback from consultation	Reason for change	Likely impact of change
Waiuku Option 1	Route – Implement as designed Hours of operation – will run to and from Papakura in peaks only	In the feedback we asked respondents to choose between three options, two to Papakura and one to Pukekohe. These were weighted to take into account how often respondents said they would use the bus and sorted by time of day. Although option 3 to Pukekohe was the strongest of the three, Papakura came through as the most popular destination in the morning peak. This is also the current Waiuku route.	Should encourage higher patronage as there are more options to and from Waiuku than the current services, passengers are no longer dependent on one service in and out, allowing some flexibility in travel times.
Waiuku Option 2	Not implemented, a combination of options 1 and 3 will operate.	The level of feedback supporting the other options was higher and there was more usage of the current route from respondents	There will be a small number of people who will be affected by the route not being implemented however they do not have a current bus service
Waiuku Option 3	Route – amend to: <ul style="list-style-type: none"> Operate a simple loop through Waiuku to improve local coverage (exact roads to be determined) Travel via Patumahoe to be investigated Travel via Glenbrook Vintage Railway (GVR) on Sundays and public holidays during months of operation. Hours of operation and frequency – Approximately 2 hourly	As part of the feedback process, respondents were asked where in Waiuku they would want to catch the bus. As a result of responses a loop through Waiuku will be planned to help increase the catchment for these services The Franklin Local Board requested that we look at operating the service via Patumahoe, there had also been a small number of submissions suggesting this through the feedback process There were a few requests for buses to travel via GVR, plus a written submission from the railway. This is a popular tourist attraction which carries over 30,000 passengers annually but currently has no access by public transport. Going forward this could potentially be a popular option with those travelling from parts of Auckland travelling by electric, diesel and steams trains all in one day.	A loop route through Waiuku will increase coverage of the service with minimal impact on trip time or service kilometres. Also, dependent on bus stop placement, will potentially improve access to businesses in the main street of Waiuku. Travelling via Patumahoe will add around 3km and 6 minutes to the trip but would greatly increase the potential catchment of this service. Time and distance impact of travel via GVR yet to be determined. Potential for substantial patronage on the days that the GVR operates.

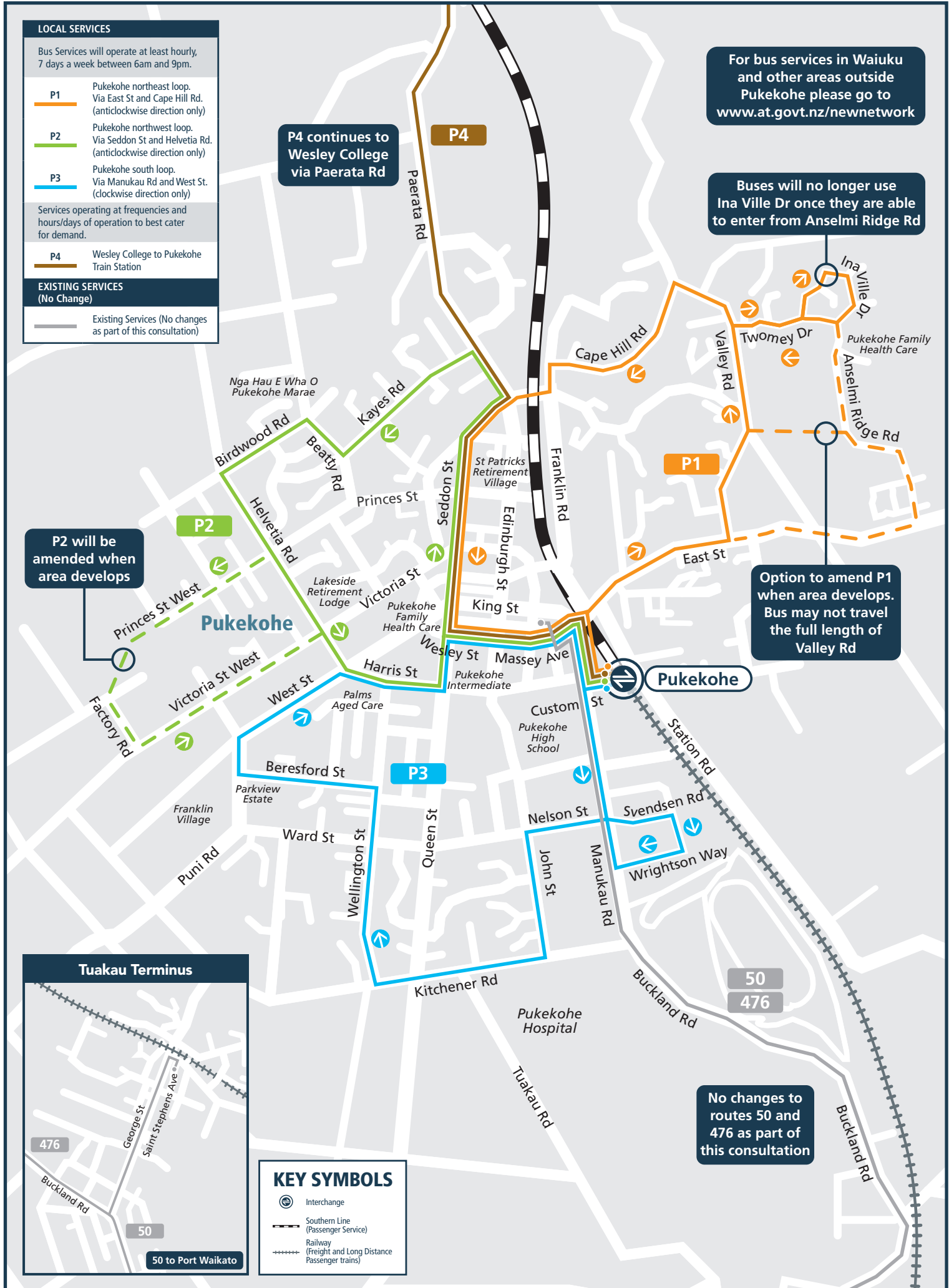


11.2 Appendix 2 – Responses to Key Issues

Issues Raised	Auckland Transport's Response/Comments
Requests for increased train frequency	There were a high number of respondents who mentioned increased train frequency in the free comment section. In reference to Pukekohe, there were 213 comments, and there were 21 in the Waiuku section. This information has been forwarded to the relevant Auckland Transport team. As electric trains are introduced to Papakura there will be increases in frequencies for Pukekohe. It is Auckland Transport's aspiration to have diesel shuttles between Pukekohe and Papakura meeting every second Papakura to Britomart electric train service including weekends.
Requests for train and bus timetables to match	There were a number of comments regarding train and bus connections and matching timetables. In Waiuku there were 15 requests, and 23 in Pukekohe. The timetabling will be synchronised when the New Network is implemented to ensure connections are efficient and simple.
Requests for parking at Pukekohe station	There were 34 respondents who requested park and ride in the Pukekohe feedback. When the Pukekohe train station is redeveloped, there will be more parking provided at the station as part of this project.
Requests to alter P1 route to not run through Ina Ville Drive	There was some opposition to the P1 North loop travelling through Ina Ville Drive, particularly from Newsham Park residents. The route has been altered and is detailed in appendix one of this report. It will no longer travel via Ina Ville Drive.
Requests for service to Waiuku Pa/Clarks Beach	There were five requests for services to Waiuku Pa and Clarks Beach. The peak service route between Waiuku and Papakura (current 479) will be continued, which travels past Waiuku Pa, however there is not enough demand for a separate service.
Requests for train services to Tuakau/Port Waikato	There were six comments in the Pukekohe feedback referring to services to and from Tuakau. The Waikato Regional Council has recently consulted on their proposed Regional Public Transport Plan, including services to Tuakau and Port Waikato. These areas were not included in this consultation.
Requests for more frequency	There were a large number of requests in the feedback for increased frequency on the current bus routes. The frequency of each route is detailed in appendix 1 of this report.
Request for improved bus shelters	There were a number of requests for better bus shelters and timetable information in the feedback received. During the implementation of the New Network, we will review the infrastructure needs of the area, which includes reviewing bus stops and shelters, and providing clear timetable information.
Request to retain service between Drury and Pukekohe (current 475 service)	Nine people in Pukekohe voiced their concern over the removal of the section of route 475 between Wesley College and Papakura, via Drury. The section of the route between Paerata and Papakura will be discontinued as there are only a small number of users along this route, and the train services the route between Pukekohe and Papakura, meaning that people are able to use the train as a means of travel in this area.
Request for service between Papakura and Karaka	There were two requests for service between Papakura and Karaka in the Pukekohe feedback and three from Waiuku. The option 2 Waiuku route will not be implemented, which means that those living along this route will need to access the option 1 or option 3 routes instead. There was more support in the feedback for the other routes. Option 1 will be a peak service and travels through Kingseat to Papakura. There will also be service between Drury and Papakura.
Request for service to Manukau Superclinic	There were seven respondents in Pukekohe who mentioned the Manukau Superclinic. Passengers who wish to travel to Manukau from Pukekohe will need to travel by train to Papakura and transfer to the 33 service at the train station, which will be a service implemented as part of the southern New Network.
Request for Option 3 in Waiuku to go via Patumahoe	There were 13 respondents requesting this service
Request for service from Pukekohe to airport	A total of five people asked for services to the airport. While there will not be a direct route from these areas to the airport, the increased connections with trains and more frequent bus services will make it easier to travel there.
Request for cheaper fares	A number of people commented on the cost of fares. In 2016 Auckland Transport plans to implement integrated fares, which will see passengers paying for their journey rather than each separate stage, and will reconfigure the zoning across the Auckland region. This will make trips more cost effective and ensure that people are not paying for multiple trips when transferring from bus to train.



Pukekohe Pre-consultation map



Pukekohe Post-consultation map

LOCAL SERVICES

Bus Services will operate at least hourly, 7 days a week between 6am and 9pm.

- P1** Pukekohe northeast loop.
Via East St and Cape Hill Rd.
(anticlockwise direction only)
- P2** Pukekohe northwest loop.
Via Seddon St and Helvetia Rd.
(anticlockwise direction only)
- P3** Pukekohe south loop.
Via Manukau Rd and West St.
(clockwise direction only)

Services operating at frequencies and hours/days of operation to best cater for demand.

- P4** Wesley College to Pukekohe Train Station

EXISTING SERVICES (No Change)

- Existing Services (No changes as part of this consultation)

For bus services in Waiuku and other areas outside Pukekohe please go to www.at.govt.nz/newnetwork

P4 continues to Wesley College via Paerata Rd

P2 will be amended when area develops

Options to amend P1 when area develops. Bus may not travel the full length of Valley Rd

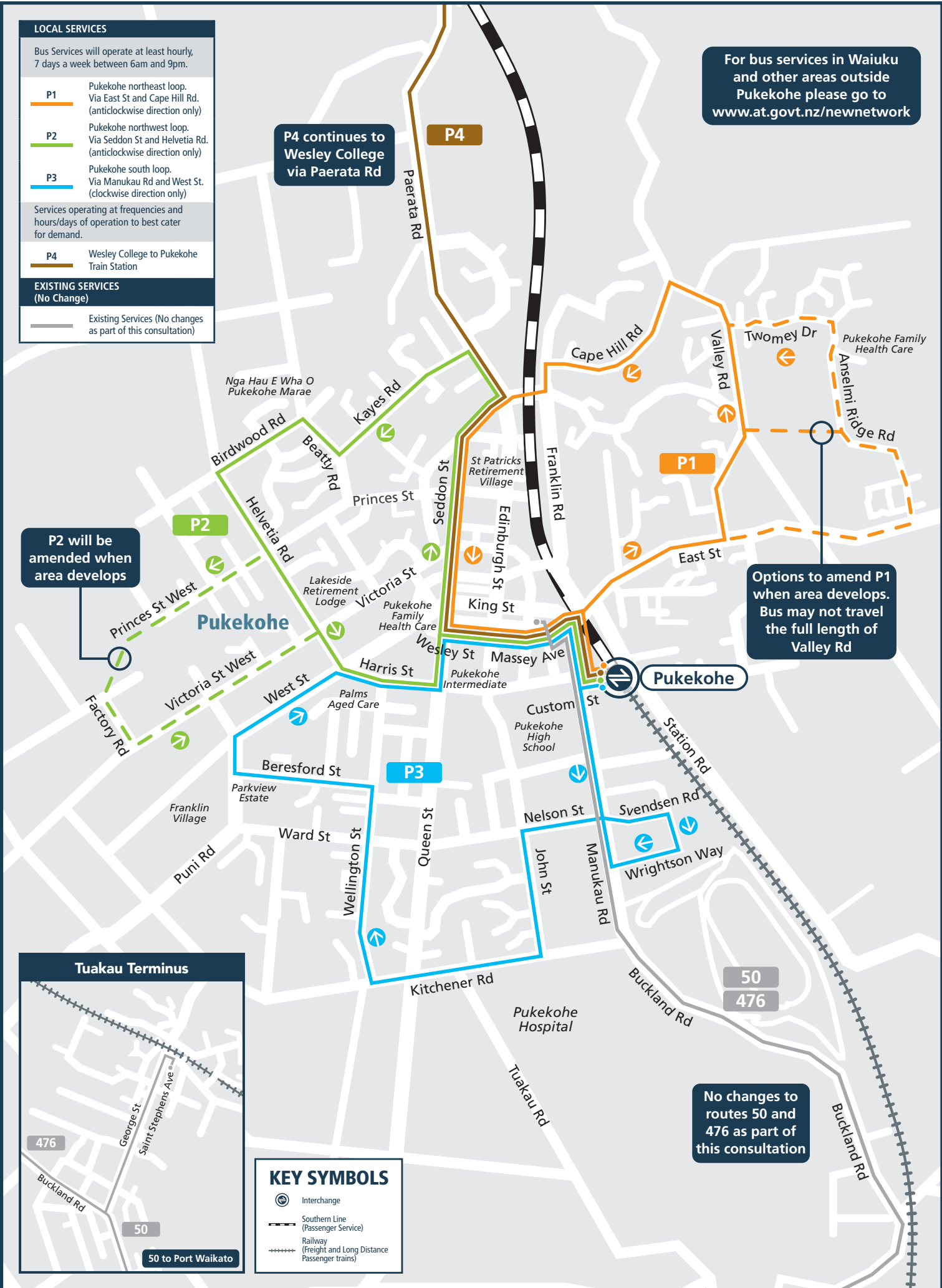
No changes to routes 50 and 476 as part of this consultation

Tuakau Terminus

50 to Port Waikato

KEY SYMBOLS

- Interchange
- Southern Line (Passenger Service)
- Railway (Freight and Long Distance Passenger trains)



Waiuku

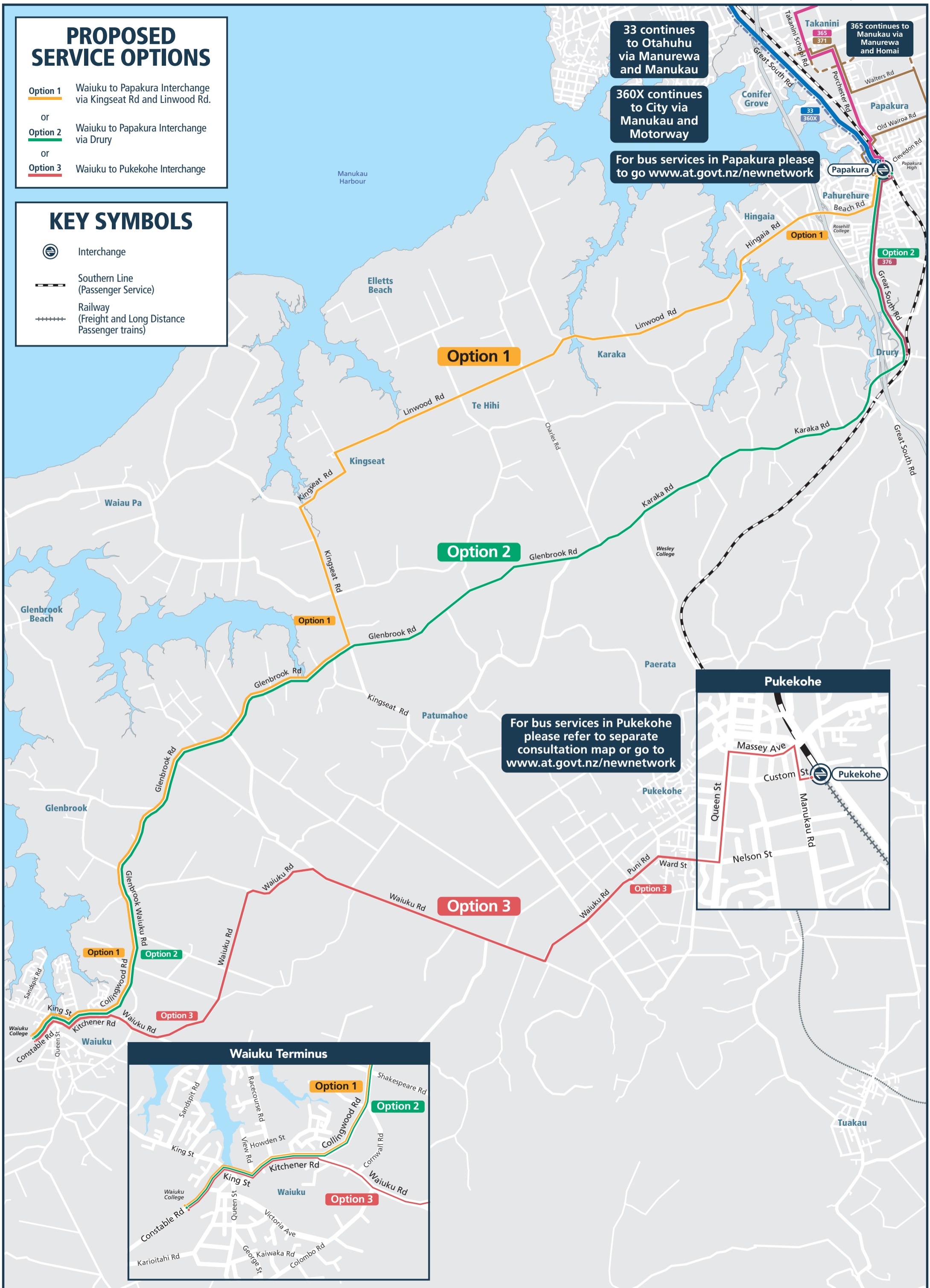
Pre-consultation map

PROPOSED SERVICE OPTIONS

- Option 1** Waiuku to Papakura Interchange via Kingseat Rd and Linwood Rd.
- or
- Option 2** Waiuku to Papakura Interchange via Drury
- or
- Option 3** Waiuku to Pukekohe Interchange

KEY SYMBOLS

-  Interchange
-  Southern Line (Passenger Service)
-  Railway (Freight and Long Distance Passenger trains)



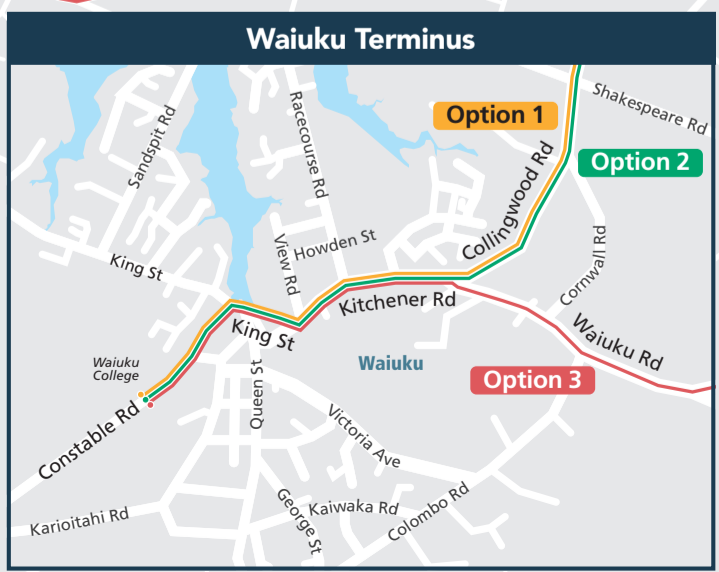
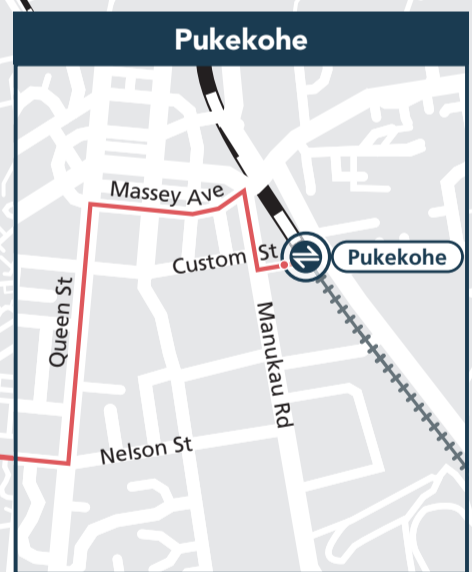
33 continues to Otahuhu via Manurewa and Manukau

360X continues to City via Manukau and Motorway

365 continues to Manukau via Manurewa and Homai

For bus services in Papakura please go www.at.govt.nz/newnetwork

For bus services in Pukekohe please refer to separate consultation map or go to www.at.govt.nz/newnetwork



Waiuku Post-consultation map

FUTURE WAIUKU SERVICES

- W1** Waiuku to Papakura Interchange via Kingseat Rd and Linwood Rd. (weekday peak only service - two AM and two PM services)
 - W2** Waiuku to Pukekohe Interchange (off-peak and weekends)
 - Route via Patumahoe and through Waiuku still being investigated
- Route numbers for planning purposes only

KEY SYMBOLS

-  Interchange
-  Southern Line (Passenger Service)
-  Railway (Freight and Long Distance Passenger trains)

33 continues to Otahuhu via Manurewa and Manukau

360X continues to City via Manukau and Motorway

For bus services in Papakura please to go www.at.govt.nz/newnetwork

365 continues to Manukau via Manurewa and Homai

For bus services in Pukekohe please refer to separate consultation map or go to www.at.govt.nz/newnetwork

W2 route to serve Glenbrook Vintage Railway on Sundays during opening hours

Route via Patumahoe still being investigated

Route through Waiuku still being investigated

