

New Network for East Auckland

Consultation and Decisions Report

 **Metro**

Help us transform
East Auckland's
bus network

Tell us what you think



Feedback is open from
1 October to 10 December 2015

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1. Executive Summary

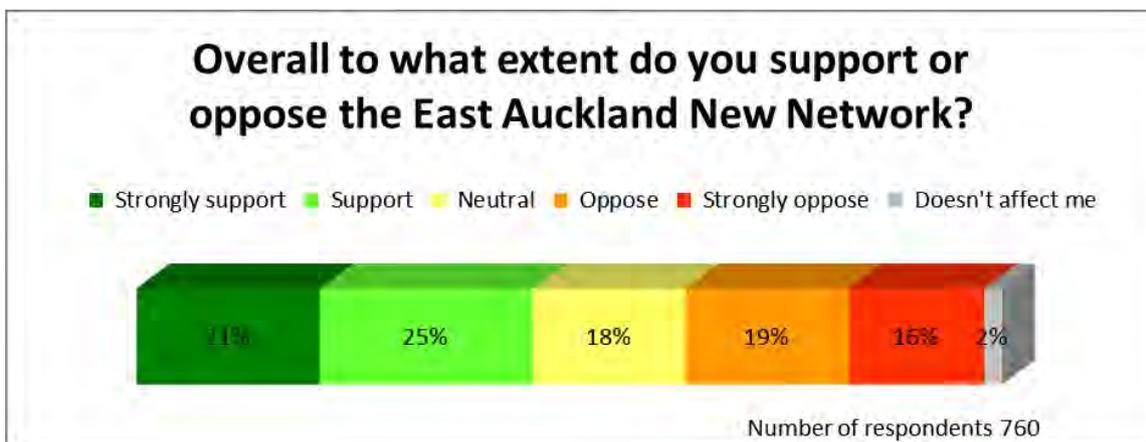
Public consultation on the proposed New Network for public transport in East Auckland was carried out from 1 October to 14 December 2015.

The New Network is designed to transform bus services in the East by creating a core network of high frequency services, with a supporting network enabling easy connections to multiple destinations. It is part of the overall New Network for public transport in Auckland which is being rolled out in phases over the next two years.

Consultation was carried out in the Howick Local Board area, incorporating the suburbs of Pakuranga, Farm Cove, Half Moon Bay, Highland Park, Bucklands Beach, Howick, Cockle Bay, East Tamaki, Botany, Dannemora, Flat Bush, and Mission Heights. Panmure was also included in the consultation area, given its strategic location and the critical role of Panmure Station in the East Auckland New Network.

The consultation process was designed to maximise public feedback through extensive engagement of the local community on the proposed changes. This was done through meetings and briefings with the Howick Local Board, local Councillors, key stakeholder organisations and other interest groups; a series of public information events throughout the area; online interaction, including social media; and the dissemination of a comprehensive package of information, headed by the main consultation brochure.

In total there were 1171 feedback responses, all of which were read and considered by staff, and used to inform the development of the final network. Of the respondents who answered the key question of whether they supported the proposed network as a whole, 46% were in support and 35% were opposed. The full breakdown of this response is shown on the graph below.



These statistics show that while there is some opposition to aspects of the network, overall the majority of respondents supported or were not opposed to the proposed network. It is expected that changes as a result of this feedback will increase support for the final network.

Auckland Transport initially proposed a total of 15 services as part of the East Auckland New Network. As a result of feedback, ten services have had their routes change, eight services' hours of operation or frequency have changed, two services have been removed, as well as two new services added. This means that the final network will also have 15 services in total.

Proposed services and number of changes	
Total number of proposed services	15
Services with changes to routes	10
New services added	2
Services removed	2
Services with change to hours of operation or frequency	8

The key changes are set out in the table below.

Route number	Final New Network for East Auckland Changes based on feedback from consultation
35	<ul style="list-style-type: none"> Increased to Frequent route.
53	<ul style="list-style-type: none"> Changed to be main all-day route to City Centre from East Auckland. Route will terminate at Botany. Routes 53a and 53b removed. All day frequency increased. First bus in morning earlier, last bus later at night.
55	<ul style="list-style-type: none"> Changed to terminate at Panmure, not continue to City Centre. New 55x peak period express route to City Centre added. 55a and 55b renumbered 55m and 55c respectively. Both branches to terminate at Botany. First bus in morning earlier, last bus later at night.
314	<ul style="list-style-type: none"> Route extended from Ormiston to Manukau via Murphys Rd and Flat Bush School Rd. Route to be altered in future to incorporate proposed future 356 route. Route will no longer travel to Mission Heights.
355	<ul style="list-style-type: none"> Route changed to include Mission Heights. Route to travel to/from Ormiston via Brookview Dr and Haddington Dr. Route to travel via Kilkenny Dr and Dannemora Dr.
561	<ul style="list-style-type: none"> Removed route 561. Sections of route now served by routes 562 and 566.
562	<ul style="list-style-type: none"> Route increased to Connector service from peak-only service. Route to travel via Macleans Rd and Priestley Dr.
351	<ul style="list-style-type: none"> Service will terminate at Otahuhu, not Onehunga.
361h	<ul style="list-style-type: none"> 361a renumbered 361h.
543	<ul style="list-style-type: none"> Route changed to travel via full length of Union Rd, and then Cook St to Howick, not via Moore St.
545	<ul style="list-style-type: none"> Amended from Connector to Local service.
563	<ul style="list-style-type: none"> New trial service introduced from Bucklands Beach to Half Moon Bay.
566	<ul style="list-style-type: none"> Route changed to travel full length of Botany Rd, not via Lexington Dr and Highland Park Dr. Route changed to travel via Prince Regent Dr to Half Moon Bay, not Bucklands Beach Rd and Sunderlands Rd. Hours of operation extended to meet every ferry.
567	<ul style="list-style-type: none"> Route extended from Howick to Botany via Selwyn Rd, Cockle Bay, Meadowland Dr and Millhouse Dr. Hours of operation extended to meet every ferry.

2. Introduction

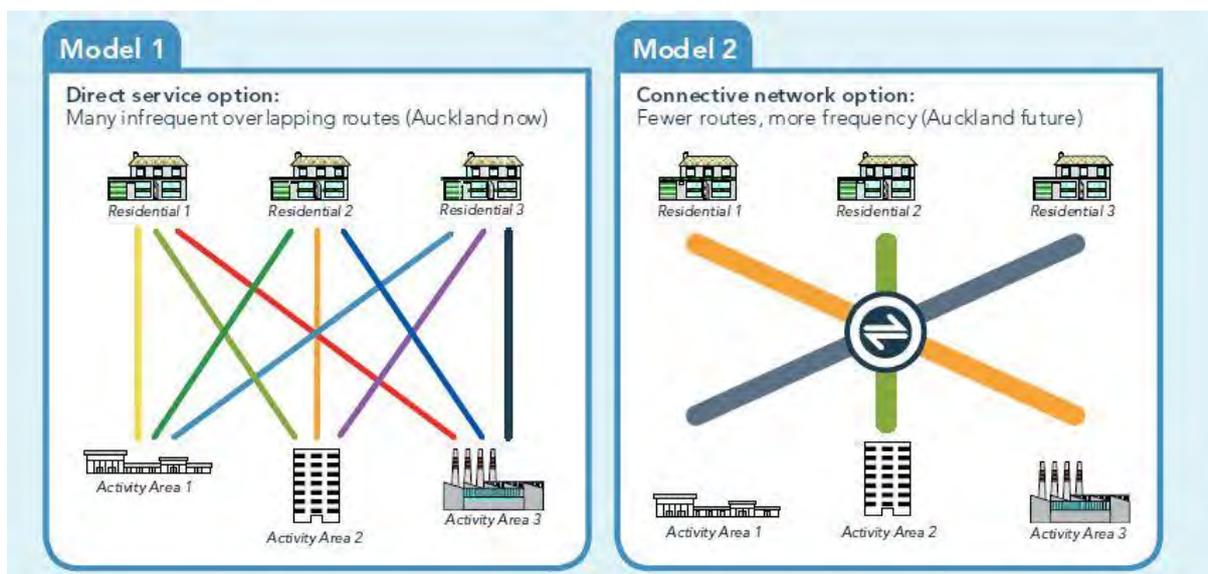
From 1 October to 14 December 2015, public consultation was carried out in East Auckland to receive feedback on a proposed New Network for the area. Consultation dates were extended from 10 December (as advertised) to 14 December. This report contains a summary of the consultation process and feedback received, as well as the final decisions on the future network which were made after consideration of this feedback.

3. Background and Strategic Context

The New Network aims to transform public transport in Auckland by fundamentally changing the way bus services operate. It is designed around a number of high frequency services that work together to create easy connections to more destinations.

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 – key interchanges will create opportunities to access multiple destinations at higher frequencies, however, transfers may be necessary. The benefit of more frequent services is that more passengers can simply ‘turn up and go’ rather than plan trips around a timetable. In addition, it will offer flexible travel options across large parts of the city, making public transport more useful for a range of travel purposes. The New Network will be supported by a new system of Simpler Fares, meaning customers using an AT HOP Card will pay a single fare for their journey, even if transfers between services are made in order to complete that journey.

The diagrams below illustrate the difference between the existing network depicted by Model 1 and the New Network as shown in Model 2.



Due to the scale of change the New Network was consulted on, and will also be implemented, in phases by different areas. The East Auckland and Central Suburbs consultations, which were conducted simultaneously completed the consultation process for

the major areas of Auckland. The timeline for implementation of other areas of the New Network is as follows:

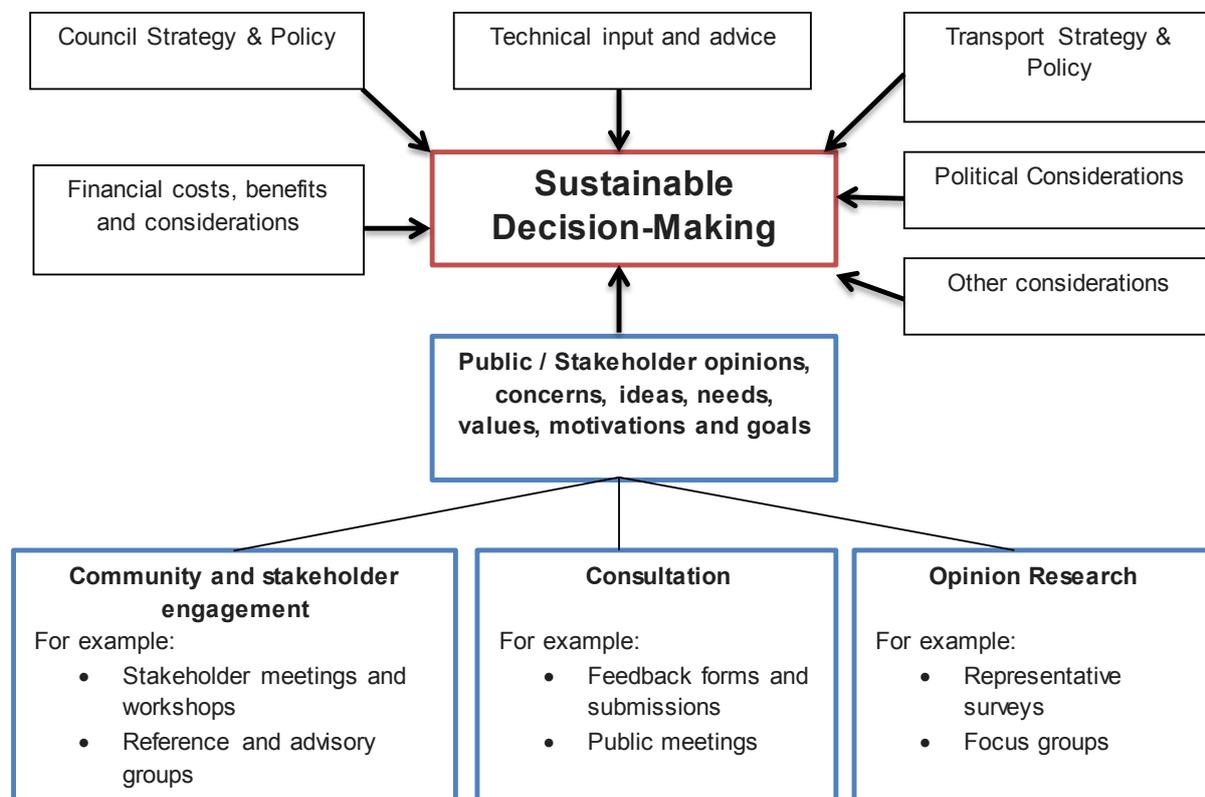
- Green Bay and Titirangi, and Hibiscus Coast – implemented 2014 and 2015
- South Auckland, Pukekohe and Waiuku – to be implemented October 2016
- West Auckland and North Shore – to be implemented in 2017 and 2018

The Regional Public Transport Plan (RPTP) adopted by the Auckland Transport Board in 2013 endorsed the principles of the New Network, and the goal of a legible, integrated, connected network of Frequent, Connector and Local bus services supporting the Rapid Network (currently train services and bus services on the Northern Busway). A major focus of the RPTP is to improve the frequency and range of travel options offered by public transport. This is in line with the *Auckland Plan*, which calls for a transformational shift in public transport and sets a target of doubling the number of public transport passenger trips over the next 10 years.

The New Network for East Auckland is aligned to the RPTP vision of “an integrated and effective public transport network that is valued by Aucklanders”.

4. The Decision-Making Process

The feedback that was collected during consultation is one component of the decision-making process, as shown in the diagram below. Feedback from the community is taken into consideration along with the available funding, practical constraints (including which roads are suitable for buses) the trade-offs between good coverage and higher frequencies, relevant policies and other political and technical constraints.



All submissions were read, analysed and considered by staff when developing the final network.

In addition to analysing feedback, planners test-drove proposed and alternative routes in a bus, investigated options on site, walked routes from certain stops that were proposed to lose services, and reviewed data on patronage and service performance before making final decisions.

5. Consultation Overview

Given the magnitude of the transformation of the public transport network, which is the biggest in recent years, and the potentially huge impact this will have on Aucklanders, it was considered important that a thorough public consultation process was carried out to give the public opportunity to have their say about the proposed changes. Accordingly, a rigorous process of engagement and communications was carried out to obtain public feedback that could potentially influence the final decisions on routes and service levels.

The East Auckland New Network project ran over three distinct phases:

5.1 Pre-Consultation

Preparing for consultation involved a number of activities, which included:

- Designing, testing (using a bus) and refining the proposed new routes
- Researching the demographics of the area in order to plan both services and public consultation
- Identifying and developing a database of key stakeholders, which included:
Howick Local Board; business associations; residents/ratepayers associations; Howick and Eastern bus operator, senior citizens/retirement villages, disability/accessibility groups, youth and Auckland City Hospital
- Initial engagement and dialogue with these key stakeholders
- Internal engagement with staff from Auckland Transport and Auckland Council on draft versions of the proposed network, particularly those staff from the area affected
- Compiling, reviewing, designing and printing consultation brochure and related collateral
- Online publishing via the Auckland Transport website
- Media engagement (including social media), and advertising
- Information distribution

5.2 Consultation Period

The actual public consultation and feedback period ran between 1 October and 14 December 2015, and involved the following key activities:

- Stakeholder engagement briefings and meetings
- Public information events
- Facilitating and monitoring online discussion
- Managing media and responding to comments (including social media)

5.3 Post-Consultation Activity

This period involves all the activities necessary to finalise the New Network, including:

- Feedback analysis, investigations, modifications and recommendations
- Compiling report on consultation and decisions for approval by the Auckland Transport Board
- Post-approval correspondence to Councillors, stakeholders and submitters
- Updating website and other information channels
- Media updates
- New Network e-newsletter updates

6. Public Engagement

Public engagement as part of consultation involved consulting with key stakeholders about the proposal, distributing a brochure to households in the area informing them of the consultation, and campaigns to raise public awareness about the process.

6.1 Stakeholder Engagement

Key stakeholders, such as Members of Parliament, Councillors, Local Board members and business associations were sent letters/briefing memos providing information about the New Network, and were offered briefings and presentations from Auckland Transport staff as required.

6.2 Consultation Brochure

The consultation brochure was the main consultation document, which contained the proposals, route maps, details of public information events, and a feedback form which could be returned via Freepost.

The brochure was distributed by a number of means:

- Mail drops by NZ Post to 53,000 households in East Auckland.
- Copies were supplied to Auckland Council and Auckland Transport Service Centres, Local Board Offices, Libraries and Citizens Advice Bureaux.
- Handed out Auckland Transport Ambassadors at bus stops, train stations, and other key locations and events.

- Handed out at public information days and other events/meetings.
- 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, Māori/Marae and schools.
- Published online on the New Network project webpage.
- Being made available on the consultation bus (the AmBUSador).

The brochure was translated into Chinese, due to the significant number of Chinese speaking people living in the area.

The translated version was:

- Available at Auckland Council and Auckland Transport Service Centres, Local Board Offices, Libraries and Citizens Advice Bureaus, and the Howick and Eastern bus depot.
- Handed out at our public information events and meetings with Chinese speaking audiences.
- Distributed by Ambassadors at strategic public transport locations and events.
- Available online on the New Network project webpage.

Four accessible formats of the brochure for the visually impaired were created with the help of the Foundation for of the Blind and were available on the New Network webpage. These were also distributed through disability advocacy groups.

6.3 Notification of Streets Proposed to Lose or Gain Service

In addition to the brochure, residents in the streets where bus services were proposed to be added or removed were sent an addressed letter highlighting the consultation and that their street was affected. These letters were also sent to people living in other streets near the affected stops.

6.4 Posters, Advertisements, and Media

In order to raise public awareness of the consultation for those who may not have received the brochure or may have overlooked it, an advertising campaign was undertaken using a variety of different methods.

Posters

- Generic posters providing details of the public consultation were displayed at bus stops, train stations, selected Adshels and on some Howick and Eastern buses.
- Posters identifying bus stops that were proposed to be closed were displayed at all bus stops on affected streets.

Adverts

- Advertising was done in the New Zealand Herald, suburban and ethnic press, including the Eastern Courier, Manukau Courier, Chinese Herald, and Mandarin Pages.
- Online advertising – two comedy videos promoting awareness of the changes were released on YouTube and TVNZonDemand. In total there were over 284,400 unique views of the videos - each view means one person watched the entire video.
- Scrolling messages were played across real time travel signs at bus stops and train stations, as well as on Auckland Transport's online journey planner.

Media

- Media releases were sent to mainstream and local papers, news agencies and blogs. Interviews were conducted with Howick and Pakuranga Times and Eastern Courier, both of which ran stories about the consultation.
- An article was published in OurAuckland (Auckland Council's monthly public newsletter).
- Ongoing Intranet articles were published for internal audiences at Auckland Transport.

6.5 Online Communications

A variety of electronic means were employed to both raise awareness of the consultation, and as a means to gain more detailed information about the consultation, beyond that which could be included in the brochure.

AT website project page

Detailed information was available on the project page including maps, route descriptions for the visually impaired, frequency statistic maps, and a copy of the brochure which could be downloaded.

In addition, the website also provided a number of interactive elements; a discussion forum, Ask a Question, Map a Comment, and the online feedback form.

- The discussion forum provided a space for the public to discuss the changes proposed in the New Network. Staff monitored the forum and clarified issues where necessary to facilitate informed discussion. All comments made in the forums were considered feedback as part of the decision-making process.
- The Map a Comment tool allowed participants to place a pin on a map and add a comment related to a specific location.
- The Ask a Question tool provided a channel for participants to ask a question about the proposal. AT staff would then respond privately or, if the question was likely to be of interest to a wider audience, the question and answer was posted to the webpage for public viewing.

- The online feedback form contained the same questions as the hardcopy feedback form in the consultation brochure, and allowed submitters to attach documents to their feedback form if they wanted to include additional detail.

E-newsletters

A series of articles were published in the New Network electronic newsletter, keeping over 9,000 subscribers up to date on the progress of the New Network, directing people to the website and online feedback form, and publishing details of the upcoming public events.

An article was sent out to schools to include in their newsletters to inform staff, students, and families.

Social media

- The community website 'Neighbourly' with access to 32,300 households was used to promote discussion and publicise activities and events
- Twitter was used to communicate about the proposed changes and events, which generated more than 40,000 Twitter impressions (for both the Central Suburbs and East Auckland consultations)
- Key stakeholders were provided with text and a website link to post on their Facebook pages to raise awareness amongst their communities. Community groups, such as residents associations and business associations, also promoted the consultation and local events online of their own initiative.

6.6 Youth and Student Information

As youth are often underrepresented in public engagement, a particular focus was given to promoting the consultation to youth and seeking their feedback. This included:

- An article which was written for school newsletters in East Auckland.
- Several events that were held to engage with tertiary students, most notably at the University of Auckland, Auckland University of Technology (AUT) and UNITEC.
- Information which was sent to tertiary institutions for circulation on their websites, intranet, and social media channels (Twitter and Facebook).
- A meeting held with the Howick Youth Council to address youth concerns and to encourage them to submit feedback.

It is considered that this focus was successful, given the significant response from youth, described in section 7.1 below.

6.7 Māori

As one of the key stakeholders, local Iwi were sent letters describing the proposed changes and the impact on the local marae and invited to submit feedback. They were also offered briefings by AT staff, upon request.

6.8 Public Information Events

23 public information events and meetings were held to raise awareness of the proposed changes and to give the public the opportunity to have face to face contact with Auckland Transport staff who were knowledgeable about the proposal.

Events were held at a variety of locations such as public transport interchanges, local markets, shopping malls and festivals. Generally, these events drew large numbers of people who were able to discuss the proposed changes with staff, obtain information and give feedback either through discussion or by completing feedback forms.

The New Network consultation bus (AmBUSador) was present at two public open days in the east. The bus is purpose-built for consultation and is equipped with viewing maps, charts and takeaway information.

Events were attended by the New Network team, who are a mix of Planning, Engagement and Communications staff. This team were supported by other Auckland Transport staff volunteers and, whenever required, externally contracted Ambassadors.

In a number of cases, events or community meetings were held following requests received during consultation to meet with staff, in order to discuss issues relevant to a particular group, such as meetings with specific retirement villages on the implications of the New Network for their residents, for example.

7. Summary of Feedback

This section discusses the feedback that was received from consultation, and notes interesting trends, particularly in relation to feedback received in other consultations on different areas of the New Network.

Feedback on the New Network for East Auckland was received in various ways, which included:

- Online feedback form (accessed via at.govt.nz/newnetwork)
- Hardcopy feedback form (brochure)
- Online discussion forum and map a comment tool
- Free-form submissions (separate submissions that did not use the feedback form)
- Recorded group discussions (such as meetings with local stakeholders, youth and seniors)
- Notes taken from conversations with the public at events (although generally members of the public were encouraged to submit feedback through the formal channels)

In total, 1171 feedback responses were received from individuals and organisations, as follows:

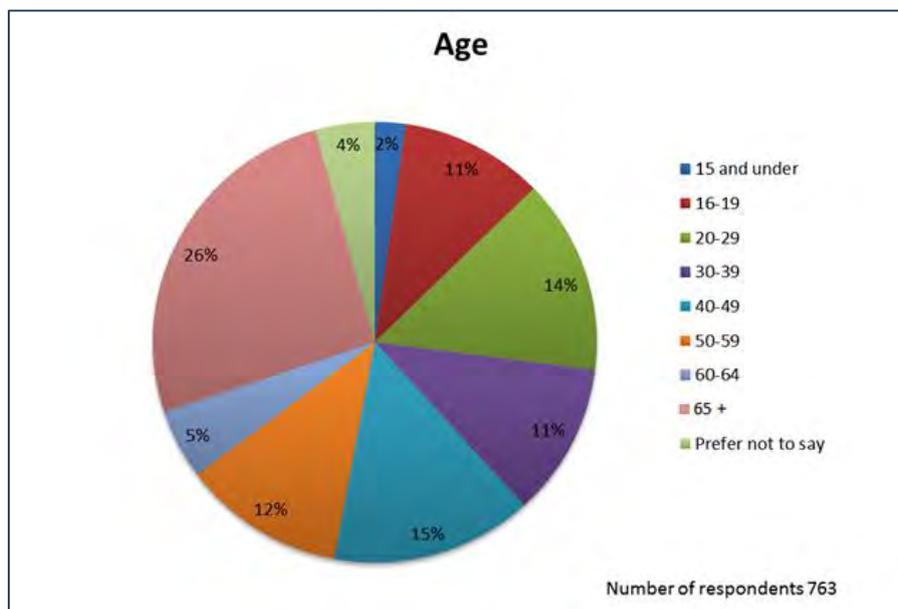
- 1026 online and hard copy feedback forms
- 95 comments in the online discussion forum
- 13 comments made on the online map-a-comment
- 29 comments on the community website Neighbourly
- 8 comments via a Generation Zero survey
- Submissions from key stakeholders:

Local Board	Howick Local Board
Business/Business Associations	Greater East Tamaki Business Association
Disability Groups/Representatives	Blind foundation
Public Transport Operators	Howick and Eastern (verbal conversations)
Senior Citizens	Various, through verbal meetings as well as formal feedback
Youth	Generation Zero; Howick Youth Council
Ratepayers/Residents Association	Howick Residents and Ratepayers Association; Cockle Bay Residents and Ratepayers Association
Other	Campaign for Better Transport; Sancta Maria Campus; St Lukes Parish; Todd Property Ltd

The following graphs look at the demographic profiles of respondents, their current public transport usage (based on their responses in the feedback form), and their answers to specific questions asked on the feedback form.

While these graphs only reflect the data extracted from the feedback forms, in the final analysis feedback from all sources (which are listed above) was considered. While the graphs below are somewhat self-explanatory, some trends and observations are worth expanding on, as they give insight into specific circumstances that were relevant in the consultation and subsequent decision-making process.

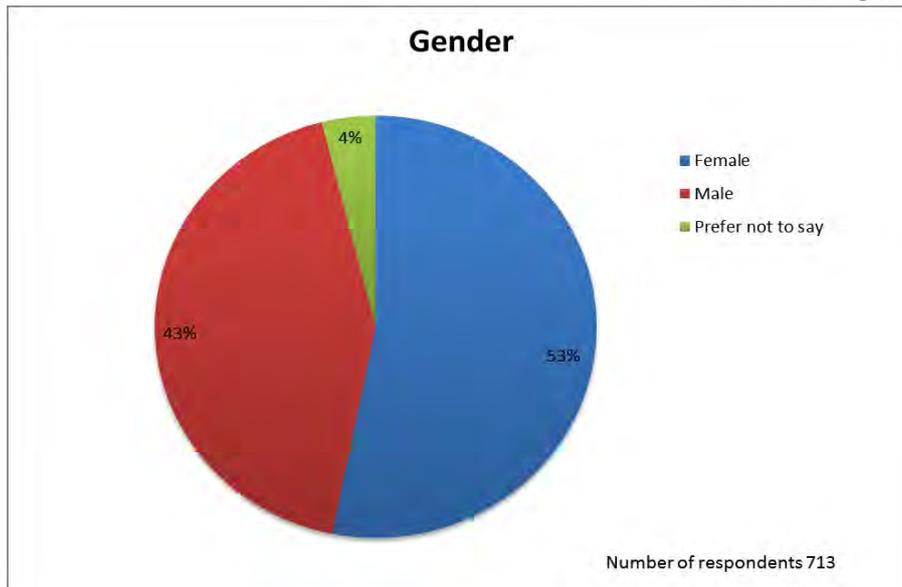
7.1 Demographic Profile of Respondents



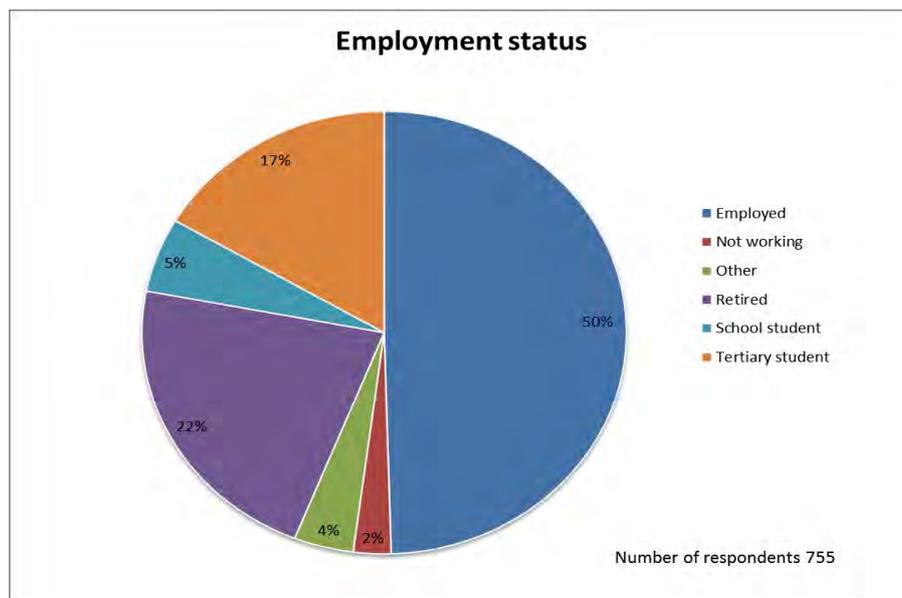
Of the 763 respondents, 26% were 65 and above, and 13% were under 19. This youth statistic stands out as a greater proportion of responses than have been received in other consultations on the New Network. This is positive, as youth are often underrepresented in public consultations. Previous consultations on other areas of the New Network have had around 5% responses coming from youth under 20 years of age.

While the percentage of respondents who are 65 and above is quite high, this is a reflection of the high rates of public transport usage by this demographic, and therefore it is also beneficial to receive these views.

These two groups (youth and the elderly) are more likely to be dependent on public transport than other age groups, so ensuring the public transport system is designed with their needs in mind is important.

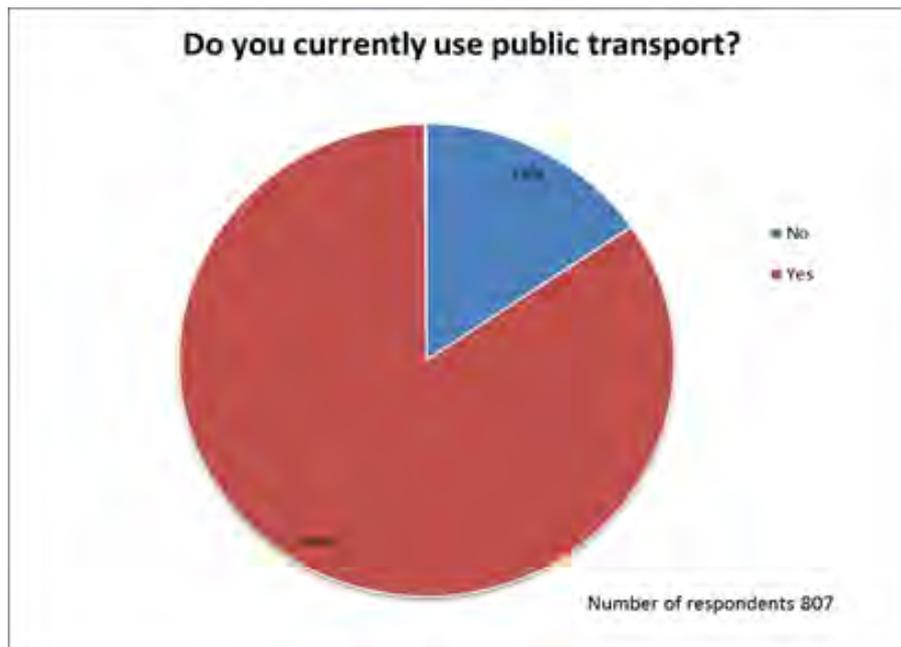


Of the 713 respondents who stated their gender, 53 per cent were female and 43 per cent male. This is a fairly balanced response, and in line with other consultations on the New Network, the percentage of responses from females is higher than from males.



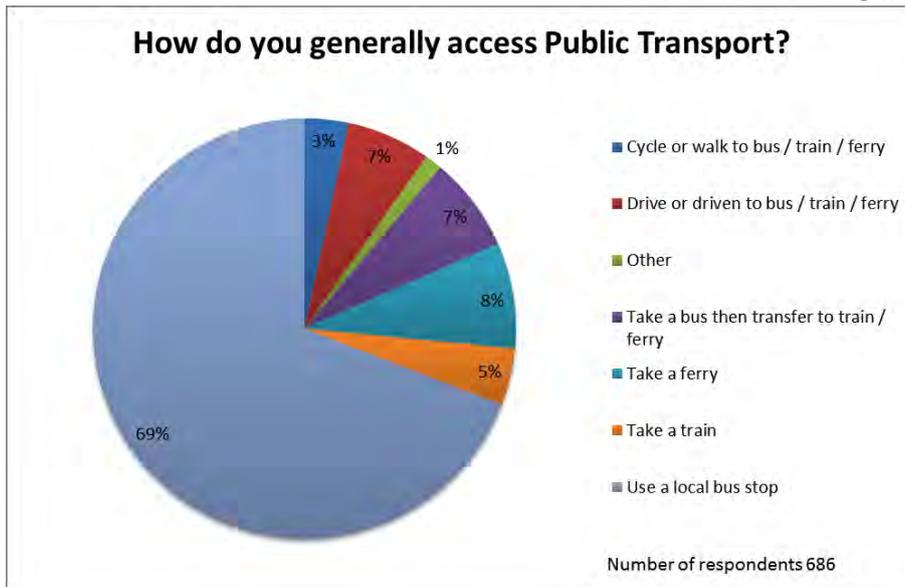
Fifty per cent of the respondents were employed, 22% retired, 17% tertiary students and 5% school students. Tertiary students are strongly represented in this response, much more so than in other consultations on the New Network (where response rates from this group have typically accounted for between 5% and 10% of submissions). This is likely to be the reason for the higher-than-usual response rate from youth mentioned above. It also explains why connections to Universities in the City Centre is a key issue in the New Network for East Auckland, which is discussed further below.

7.2 Current Public Transport Habits



84% of respondents are currently public transport users and 16% do not use public transport. It is important to note that while the New Network is designed to cater for existing users, it is also meant to attract new users. Therefore, the views of those who do not use public transport are seen as valuable, and care has been taken to avoid favouring the views of those who are current users, who may be resistant to change, having formed habits that work for them.

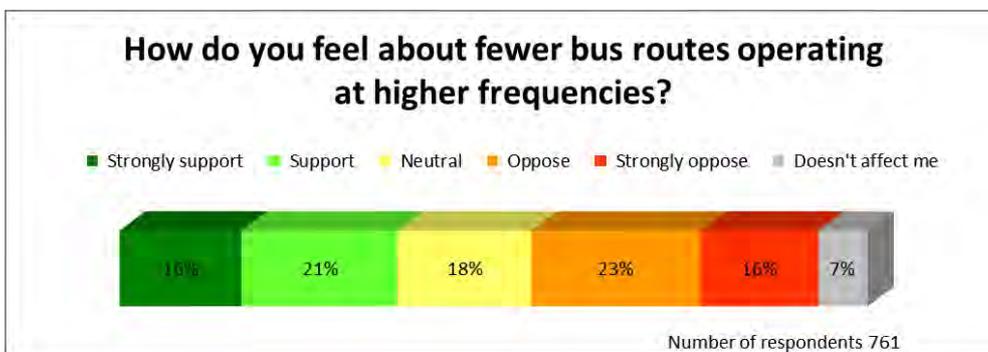
Those who did not use public transport were split between supporting and opposing the New Network. Those that supported the proposal liked the principles behind the New Network, particularly the Frequent routes and the idea of making connections at hubs. Those that were opposed to the New Network generally either did not see public transport as a viable alternative to private car travel, or were opposed to specific aspects of the New Network. Changes as a result of this consultation are expected to reduce much of this specific opposition, and improve the attractiveness of the New Network to those who do not currently use public transport.



The majority of respondents (69%) use a bus from a local bus stop. The proportion of those who transfer from a bus to a train or ferry is 7%, which is equal to that who drive or a driven to a bus, train or ferry. The percentage of people who transfer is likely to increase when Auckland Transport’s new Simpler Fares are implemented, and will increase again when the East Auckland New Network is implemented.

7.3 Feedback on the New Network

These graphs show the how respondents answered questions were asked to help people think about the overall principles and impacts of the New Network.

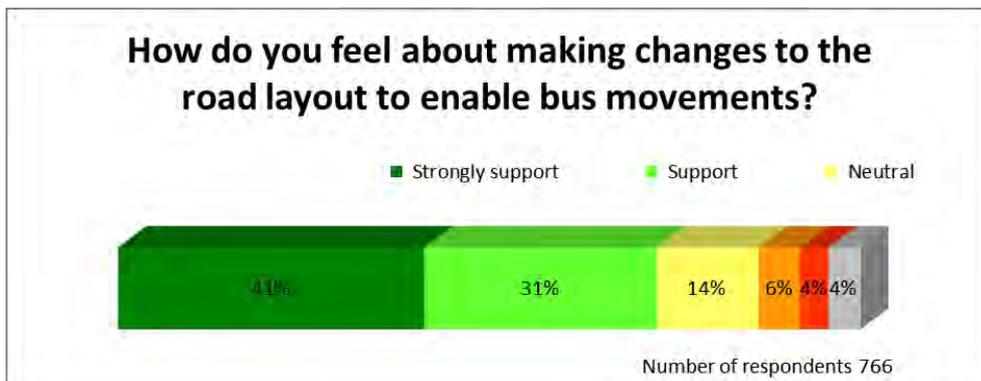


One of the core principles of the New Network is to reduce the number of long, infrequent bus services and instead have fewer services operating more frequently. This enables a network where connections between different services can be made with minimal wait times, thus providing access to a greater number of destinations more often.

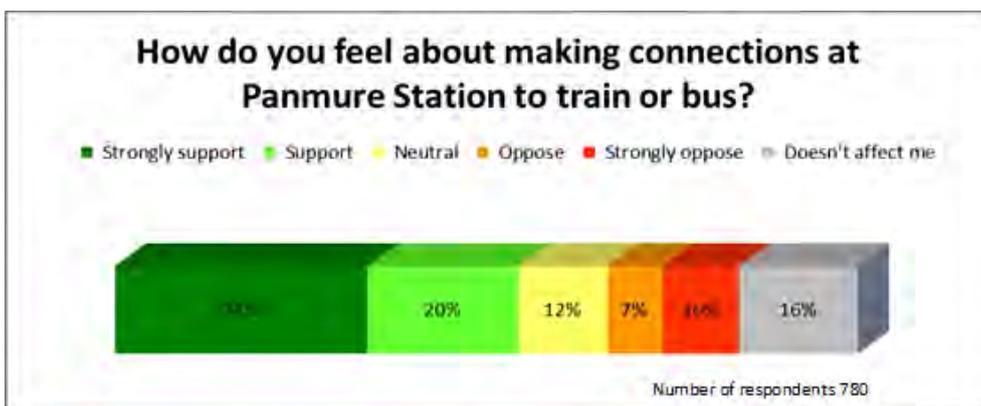
Slightly more people were opposed to this concept of fewer routes operating at higher frequencies (39% opposed or strongly opposed compared to 37% supportive or strongly supportive). In analysing the content of submissions, it is clear that some of this opposition is actually a result of a specific route being removed, which leads people to opposing the idea of fewer routes in general. It is expected that changes made as a result of consultation will

address the concerns about the removal of specific routes, and therefore result in greater general support for this principle.

It is worth noting that while it was not a question that was specifically asked on the consultation form, Auckland Transport staff received a significant amount of positive feedback (both formally and informally) about the proposed increase in frequencies on weekends. This is only possible by reducing the number of overall routes, and therefore being able to afford to operate other routes more often.



A significant majority of respondents (72%) were supportive of making changes to road layouts to enable bus movements. The final New Network will not require many of these changes, as the majority of roads already have routes operating on them. Some minor works will be required where turns might otherwise be too tight for buses to safely make. Other works may include changes to road markings, removal of on-street car parks where required, and changes to the road kerbside and layout. Public support for such works will help when working with other AT departments, Auckland Council and Local Boards to provide the supporting infrastructure for the bus network.

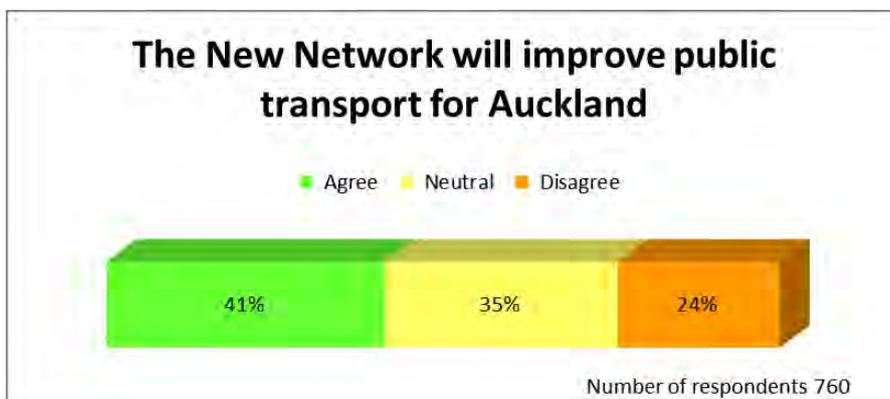
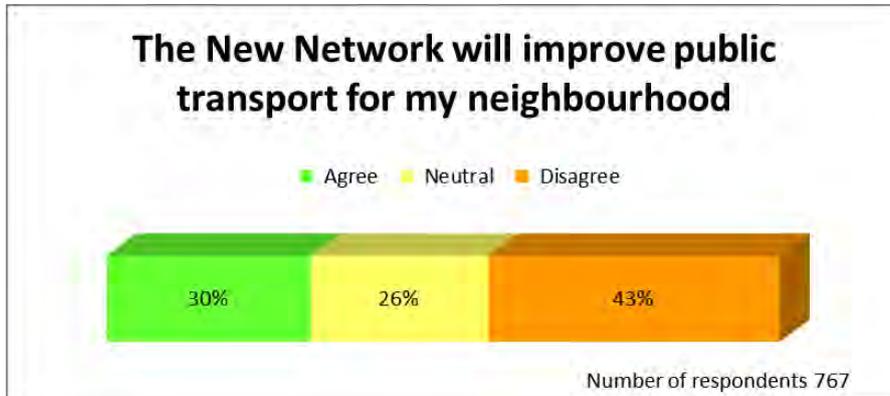
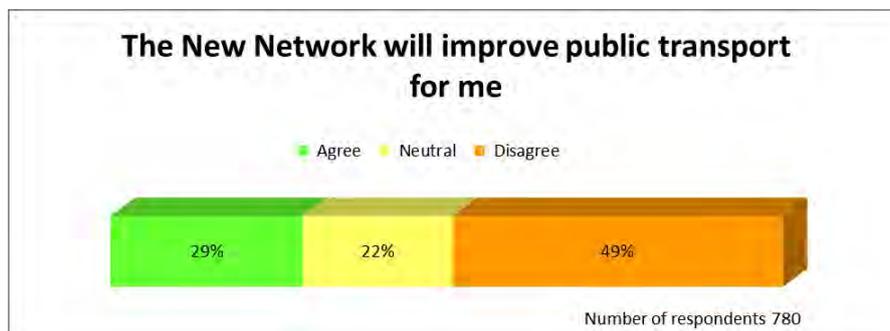


Despite a number of submissions opposing transfers in general (27% of submissions were opposed to some aspect of transferring), fewer people (17%) were opposed to the idea of transferring at Panmure Station. This is evidence that well-designed infrastructure, such as Panmure Station, can support transfers and make the process of making connections to other services more attractive. Since the opening of the new Panmure Station in 2014, the number of people transferring between buses and trains at Panmure has increased significantly. The approximate daily average number of transfers (not accounting for cash tickets or monthly passes) between buses and trains at Panmure in March 2016 was 500

people per day in each direction, which accounts for approximately 20% of train boardings at Panmure.

Along with public perception of the station (as evidenced by the response above), this shows that investment in the upgrade to the station has been worthwhile, and will support the New Network to operate effectively and be convenient for customers.

Auckland Transport will invest in infrastructural upgrades to other key transfer points, such as those at Botany Town Centre, Howick Village, and Highland Park, as funding allows. This will improve the attractiveness of transferring at these key locations in the same way that investment at Panmure Station has done. Upgrades to facilities at Pakuranga are part of the Panmure to Botany busway project, and facilities at the new Ormiston Town Centre will be provided by the developers, to Auckland Transport’s specifications.



When asked if they considered that the New Network would improve public transport personally, the majority of people were either neutral, or disagreed with that statement, with only 29% of respondents agreeing it would be an improvement. When asked to consider the impact on their neighbourhood, the number of those who either agreed or were neutral increased, and those in disagreement decreased (from 49% to 43%). When asked to consider if the New Network would improve public transport for Auckland as a whole, 41% agreed it would, while only 24% disagreed.

This trend is worth noting, as it shows that while respondents may be personally negatively affected by proposed changes (for example, by having to walk further to a bus route), they believe that as a whole the New Network will be beneficial to Auckland. This is shown by the fact that half of the respondents who disagreed with the first statement felt differently about the third statement. These results are in line with responses to the same questions asked in consultations in other areas of Auckland. As was the case in those areas, it is anticipated that changes to the proposed network as a result of consultation will increase support for the New Network by addressing public concerns.

8. Analysis and Decisions

This section covers the key changes to the proposed New Network for East Auckland that have been made as a result of analysis of feedback received from public consultation, and the issues that this raised. Many of these issues are inter-related, meaning that changes to address feedback from one area often required changes to be made to other parts of the network, to ensure a cohesive and logical network that also makes the best use of Auckland Transport's available resources. Not all issues raised in submissions are covered in this section. For responses to specific issues not covered in this section, see section 9, below.

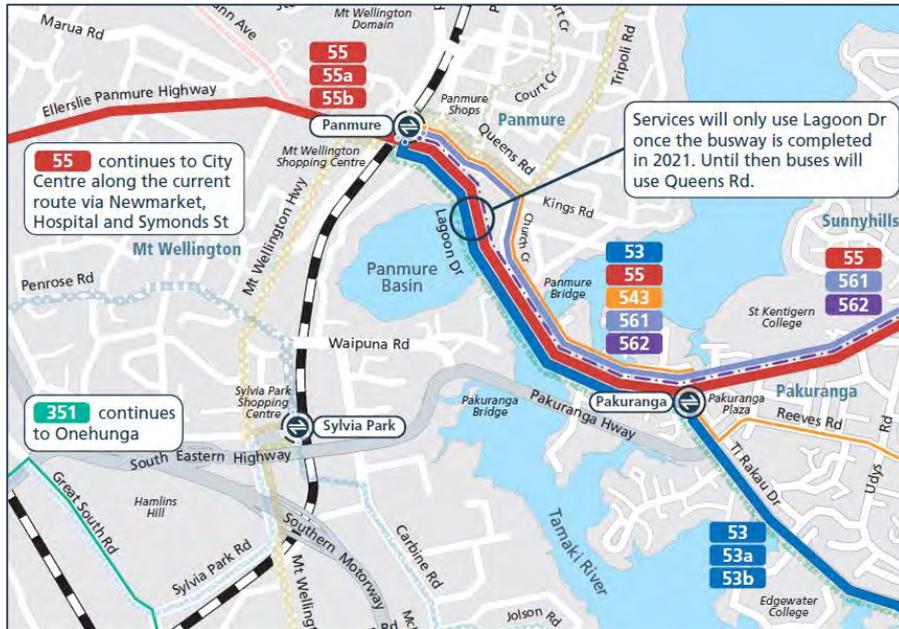
The final East Auckland New Network is a refined version of that proposed during consultation, taking into account the community's feedback and making changes, where possible. Not all changes requested have been made, and the rationale behind this is discussed below. This section is broken into discussion of area-wide issues, changes by specific area, and changes by individual route.

8.1 Area-wide Issues

Changes to City-bound Services from East Auckland

The New Network will reduce the number of bus routes which travel to the City Centre, and instead terminate the majority of services at Panmure, for a number of reasons. The primary reason is that journeys between Panmure and the City Centre are faster by train, and the train also offers a more consistently reliable travel time, as it is free from congestion. Having multiple bus routes between Panmure and the City Centre also duplicates the rail network and increases the complexity of the bus network by having multiple routes sharing a single corridor. There is also limited space to accommodate increasing volumes of buses in the City Centre.

These factors are behind the decision to terminate the majority of routes from East Auckland at Panmure, where connections to trains and other bus services which will be part of the Central Suburbs New Network are possible. It is sensible that one route from East Auckland continue to the City Centre, however, to provide connections to destinations that are not as directly accessible from the Eastern Line, such as Ellerslie, Greenlane, Newmarket, and Auckland Hospital. Transfers from other bus routes from East Auckland to this route will also be possible at Panmure.

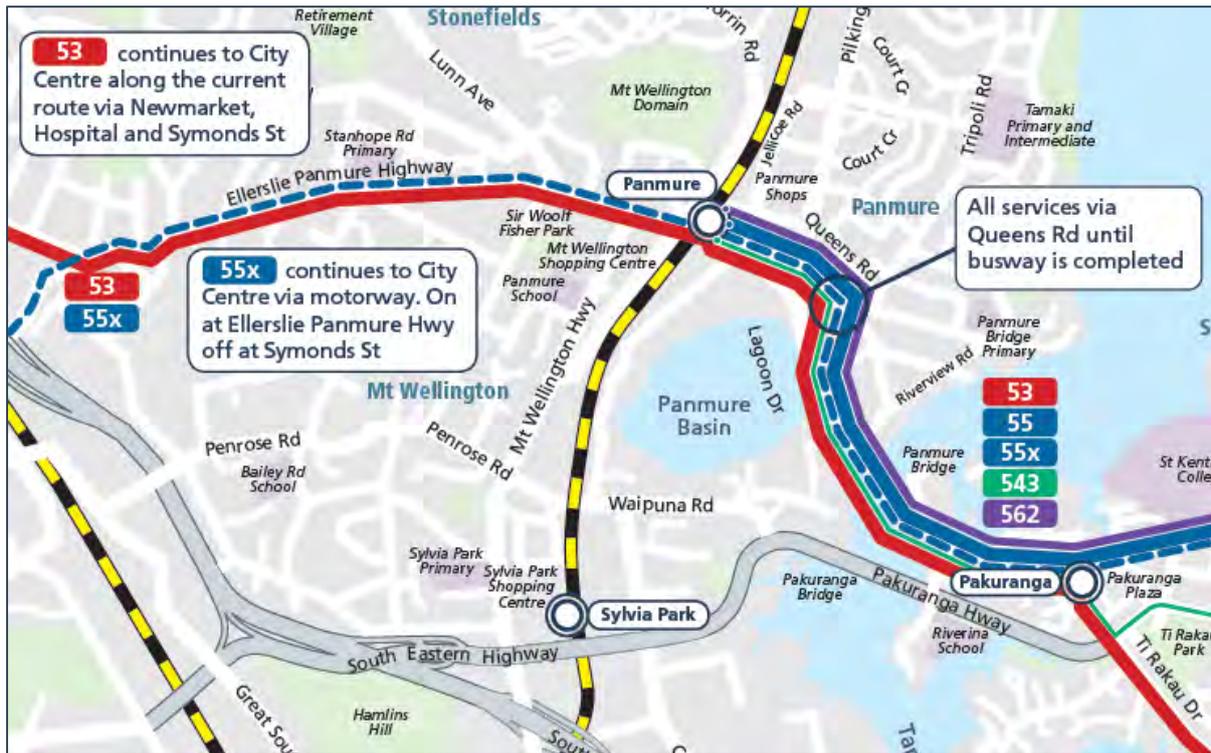


Proposed Network

In developing the proposed New Network, the two logical options to be the route to continue to the City Centre were the two core Frequent routes, 55 from Howick and 53 from Botany. In deciding between these two routes, the following factors influenced the decision to propose that route 55 be the route to the City Centre:

- Bucklands Beach, which currently has all day direct services to the City Centre, would lose these services under the proposed New Network. For areas losing direct service to the City Centre it was intended that such journeys should continue to be possible with no more than a single transfer. Route 562 was proposed as a peak only service to Panmure which allowed for transfer by bus or train to the City Centre. For all day access to the City Centre, however, this journey would be possible by transferring from the proposed route 545 to Botany to the proposed route 55 service at Highland Park.
- Route 53 will be the service that operates on the future busway between Panmure and Botany. In developing the proposed New Network, it was considered that this service could be 'self-contained' as a busway only service, free of traffic congestion, which would enable it to operate reliably to its timetable.

After further consideration and investigation, especially in the light of the feedback received, it has been decided that the original proposal will be amended so that route 53 will operate from Botany into the City Centre, as opposed to route 55 from Howick. It is acknowledged that this is a significant change from the initial proposal. In order to address this, as well as respond to another issue raised in feedback, the newly created route 55x will operate from Howick to the City Centre as an express service (via the Motorway) during peak times. Route 55 will change to an all-day frequent service running from Howick to Panmure.



Final Network

This change was made for the following reasons, many of which are interrelated:

- The feedback from public consultation showed that Bucklands Beach residents preferred that their primary all-day connection be to Panmure, not Botany. Accordingly, route 562, from Bucklands Beach to Panmure, will be upgraded from a peak only service to an all-day Connector service. This means that Bucklands Beach can connect with the City Centre by bus or train with single transfer at Panmure, and is no longer reliant on a transfer at Highland Park to route 55.
- Botany is designated a Metropolitan Centre under the Auckland Plan, while Howick is a Town Centre. This was the reason that route 545 to Botany, not 562 to Panmure, was proposed to be Buckland Beach's all-day service, however, as discussed above Bucklands Beach residents did not support this. Given the capacity for future growth in a Metropolitan Centre, demand for travel to Botany is likely to exceed that for Howick and will therefore warrant higher frequencies in the future. Based on feedback and capacity analysis, Great South Rd and Ellerslie Panmure Highway currently warrant 10 minute frequencies all-day between the City and Panmure. Botany, as opposed to Howick, is the more appropriate destination to provide a 10 minute frequency to at the present time, and particularly in the future as the centre grows.
- Operating a 10 minute service on either route 53 or 55 as proposed would have required the tails of these routes to operate at 20 minute frequencies all-day, which would be an excessive level of service for the areas these services (55a/b and 53a/b) would operate in. Other changes to the network as a result of feedback including the extension of route 567 to Botany, changes to route 55, and changes to routes 35 and



355 have allowed the tails of route 53 to be removed so that the service terminates at Botany. These changes have resulted in a simpler and more logical network between Ormiston Town Centre and Botany, and between Botany and Howick.

- Terminating the service at Botany effectively makes it the hub of public transport in East Auckland, with most routes in the New Network feeding in to it. These feeder services can operate at high frequencies in peak times to ensure timely connections to the main City Centre-bound service. This will mean that there is still a maximum single transfer journey to the City Centre available on all routes that operate in East Auckland (either at Botany, Panmure, or a train station on the Southern or Eastern lines, as well as to the ferry at Half Moon Bay). It also avoids the need to operate double decker buses in areas of East Auckland, such as Mission Heights and Dannemora, which are more suburban in nature. Under the proposed network, routes 53a and 53b would have been operated with double deckers in areas that do not require the level of capacity that such large buses deliver, as this was the only way to provide these areas with a single transfer connection to the City Centre at Panmure while also providing enough capacity on Ti Rakau Dr. Operating double deckers between Botany and the City Centre only is a more efficient use of the capacity that these vehicles provide.
- Patronage analysis of the routes from Botany and Howick (routes 500, 501, 550 and 550x) to destinations west of Panmure Bridge show that average daily demand from both of these areas is roughly equal. Because of this, in developing the proposed New Network, it was considered that terminating either route (53 or 55) at Panmure would affect essentially the same number of people. Currently, demand from Botany is slightly higher in the morning peak, while all-day demand is equal. Trips to the City Centre are slightly higher from Howick than they are from Botany, while trips to areas between Ellerslie and Grafton are slightly higher from Botany than they are from Howick, particularly in the morning peak. Demand to East Auckland from central suburbs, particularly from the section of the route between Grafton and Ellerslie, is greater to Botany than it is to Howick. This analysis shows that, while not a significant factor given the roughly equal number of passengers to and from each destination, it is more appropriate to have the route from Botany as the service via Ellerslie and Newmarket, while keeping express services from Howick to the City Centre via the motorway. This decision also future-proofs the network for anticipated growth in demand for travel to and from Botany, as mentioned above, which is expected to exceed growth in demand to and from Howick.
- A service between Botany and the City Centre, once the busway is in place, will have very reliable travel times, as the majority of the route will have bus priority measures in place. Currently, the only areas without bus lanes operating at peak times between the City Centre and Panmure (where the busway will finish) are short sections of Broadway in Newmarket, part of Main Highway in Ellerslie, and the Ellerslie Panmure Highway. Priority lanes could be installed on Ellerslie Panmure highway with relative ease, meaning that route 53 will be largely congestion-free. This addresses the issue of reliability on the busway service that was raised above. This issue is further addressed now that the proposed tails of the route, 53a and 53b have been removed,

as these could have been caught in congestion in suburban areas east of Botany, where options for the installation of bus priority lanes are limited.

- During consultation there was strong demand, especially from students and parents, for direct services between Botany and the City Centre, particularly in peak times to serve the Universities. There was opposition to transferring from bus to bus at Panmure, or from bus to train which would require another transfer in the City Centre to reach the Universities. Many submissions also requested new express services into the City Centre from Botany, as well as the retention of the current express services from Howick to the City Centre, via the Southern Motorway. An express service from Botany is not considered appropriate if route 53 continues to the City Centre, as this would mean two separate routes (the express and regular services) between these points, which would reduce the legibility of the network. Express services from Howick, however, would essentially act as a peak-period extension of the all-day route, which is more legible than operating two distinct service patterns.
- Retaining express services from Howick both responds to feedback that requested this, and compensates for the loss of an all-day connection with route 55 now terminating at Panmure by retaining this connection at peak times, when demand is highest. Passengers from Howick will still be able to connect at Panmure to access destinations such as Ellerslie and Newmarket that will now be on route 53.
- Finally, Auckland Transport's long term strategy envisages a rapid transit corridor between Ellerslie and Botany, continuing along Te Irirangi Dr to Manukau, so operating route 53 to the City Centre is more in line with this plan than continuing route 55 to the City Centre.

Connections to Middlemore

The New Network as proposed had only a single service, route 314 from Mission Heights and Ormiston, travelling to Middlemore Hospital. In the current network route 575 travels from Half Moon Bay to Middlemore via Howick and Botany, with the section from Botany to Middlemore only operating on weekdays.

50 submissions (6%), asked for a direct service to Middlemore to be retained. Submitters felt that this service provides a critical link to their primary hospital, particularly for the elderly who might be disproportionately inconvenienced by transfers and therefore not able to travel to Middlemore without incurring the cost of taxis or specialised shuttle services. As an alternative, some suggested that a direct service should be provided from Botany which was a major centre and easier for them to access.

Many people who gave feedback, however, conceded that they made this trip infrequently. This is supported by patronage analysis of boardings on the current 575, which show approximately 20 to 25 trips per day from Half Moon Bay, Howick, and Botany to Middlemore in March 2016, with similar numbers travelling in the opposite direction. With 29 services per day to Middlemore from the East, and 25 from Middlemore, this equates to around 1 passenger per trip. Retaining route 575 or introducing a similar service is not justified on the basis of such low patronage.

The final New Network, in regards to connections to Middlemore is substantially the same as that proposed in consultation. Most areas of East Auckland will have the option of a single transfer from a local bus service to the train at Panmure, from where it is then a 13 minute journey to Middlemore. Under Simpler Fares, this journey will be a two-zone fare, which will be less than the current three-stage fare from Howick to Middlemore on the 575.

Passengers will also be able to transfer from Botany on routes 35 and 355 to route 314 to Middlemore at Ormiston Town Centre. Alternatively, route 31 (part of the South Auckland New Network) will connect with route 314 at Otara. Both routes 31 and 35 are frequent services, which will make connections with route 314 easier.

The issue of services to Middlemore is an example of the trade-offs involved in the development of the New Network. By removing a direct service with low patronage (which benefits only part of East Auckland), cost savings can be reinvested to improve frequencies across the area, which in turn allow more people to access the destination (in this case Middlemore) through transfers between higher-frequency services.

8.2 Area-specific Discussion

Bucklands Beach and Half Moon Bay, Highland Park and Botany Downs

In the proposed New Network, Bucklands Beach had route 562 as a peak service to Panmure, where connections with buses or trains to the City Centre and other destinations could be made. Route 545 was proposed as an all-day Connector route to Botany via Highland Park where transfers could be made to route 55 to Panmure and the City Centre.

Feedback from submissions made it clear that Bucklands Beach would prefer its primary all-day connection to be with Panmure (12 submissions in favour). This was because Highland Park is seen as a poor location to change buses, and many people would prefer to take the train to the city from Panmure, and not have to change twice to do so, first at Highland Park and again at Panmure.

Therefore, route 562 will be changed from a peak-only service to an all-day Connector service. The route has been slightly modified to operate on Priestley Dr, to provide access to Macleans College which was also requested in submissions.

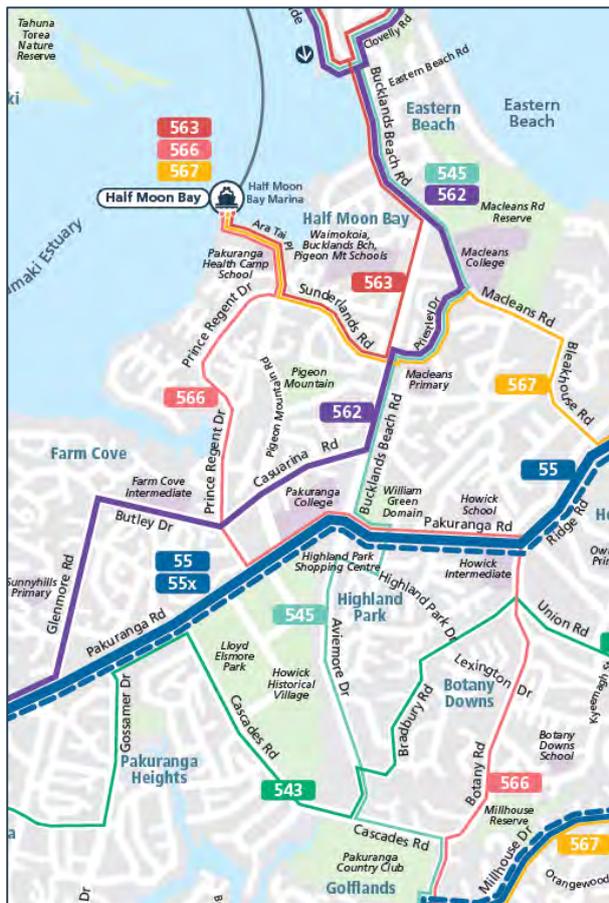


Proposed Network

As a result, route 545 from Bucklands Beach to Botany has been amended to a Local service, operating less frequently, but otherwise retaining the proposed route path. Auckland Transport cannot afford to operate two Connector-level services to Bucklands Beach, as local demand does not warrant this level of service.

In addition, based on feedback received (9) it is recommended that a new service, route 563, be introduced to provide a regular connection with ferries at Half Moon Bay. This replaces the connection possible in the current network on route 552. Supporting the ferry network with feeder services is consistent with the ultimate goal of developing a fully integrated public transport network. Route 563 will operate as a trial service, and Auckland Transport will market this service as an option to avoid the hassles involved with car parking at Half Moon Bay. The service's performance will be subject to on-going review. It will travel via Bucklands Beach Rd and not Priestley Dr as other Bucklands Beach services do, in order to provide the most direct connection possible to Half Moon Bay.

As the 562 is now an all-day service that will operate via Glenmore Rd in Sunnyhills and Butley Dr in Farm Cove, the proposed 561 route will be removed. The primary impact of this is the loss of service on Prince Regent Dr. Patronage analysis shows that there are very few daily boardings on Prince Regent Dr, however, to ensure that this area retains service, route 566 to Botany has been altered to include Prince Regent Dr. This maintains a connection to the ferry, and also benefits this area by providing a direct connection to Highland Park and Botany. It also passes by the existing ferry park-and-ride facility at Lloyd Elsmore Park, and can therefore replace the existing shuttle service (introduced March 2016) operating between these points.



Final Network

These changes mean Bucklands Beach Rd south of Sunderlands Rd loses a direct connection to Half Moon Bay, but it is a short and generally flat walk to where ferry feeder services (routes 563 and 567) will operate on Sunderlands Rd.

The proposed New Network featured no services via Pigeon Mountain Rd, and the final network does not either. Five submissions opposed removing this service, and some suggested that Pigeon Mountain Rd be used instead of Prince Regent Dr. Neither street has high levels of patronage, however, Prince Regent Dr has a better walking catchment, while Pigeon Mountain Rd is essentially separated in two by the parks at its centre. Both ends of Pigeon Mountain Rd are near other, alternative bus routes.

Route 566 will also be altered to run the full length of Botany Rd, due to concerns expressed by submitters that the proposed

route through Highland Park Dr is not suitable for buses. Planners from Auckland Transport test-drove the route in a bus and confirmed it was not ideal at certain times of day. The final route maintains connections for suburban Highland Park and Botany Downs, and also provides better access for Howick Intermediate School.

Howick and Cockle Bay

The changes made to route 53 and route 55 (described above) means that Howick loses an all-day direct connection to the City Centre, and at off-peak times services from Howick will terminate at Panmure instead. Connections at Panmure will continue to provide access to all areas that the proposed route 55 would have served.

The introduction of the new route 55x provides Howick with a direct express service to the City Centre during the morning peak, and from the City Centre during the afternoon peak. Retaining express services was a key issue raised by respondents, with 90 submissions (11%) requesting these be retained from the current network. Route 55x will operate along the path of route 55m, as this is closest to the current 550x route, and serves a slightly larger catchment. Connections to the 55x will be available at Howick and Panmure, as well as other stops along the route.



Proposed Network

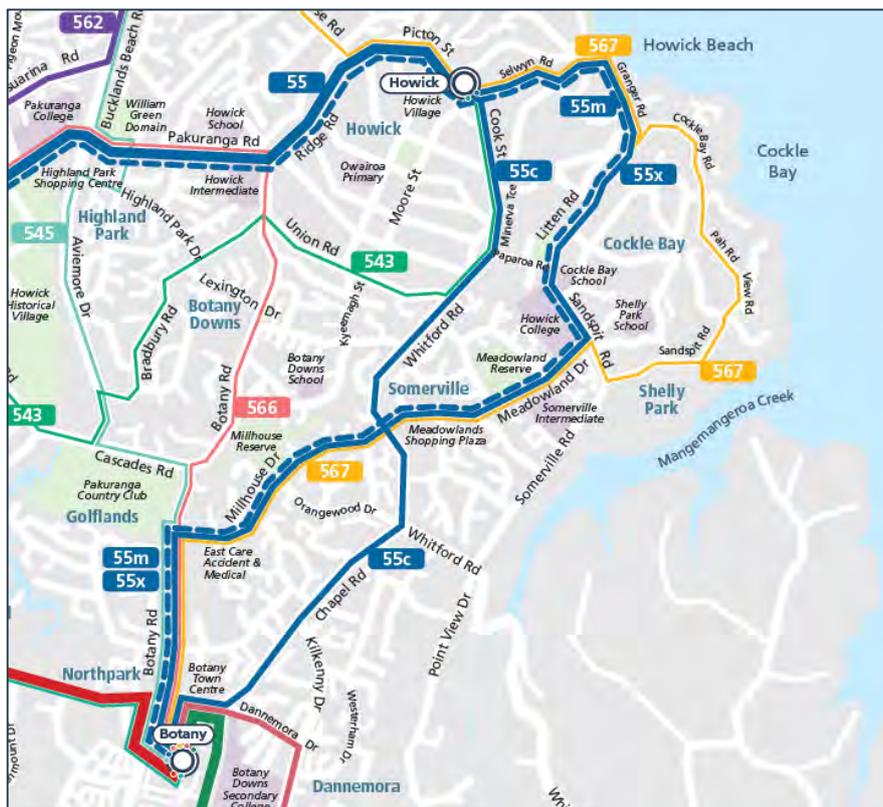
The network between Howick and Botany has been simplified with the removal of the tails of the proposed route 53 (53a/53b) and the creation of two branches of the new route 55 (55m and 55c). The letters denote the routes that these services will operate on ('m' for Meadowlands and Millhouse Drs, and 'c' for Cook St and Chapel Rd). These services together provide a 15 minute frequency from Howick Village to Botany Town Centre.

It was proposed that the 55b would operate on Kilkenny Dr, north of Dannemora Dr. In the final network, the 55c will run the full length of Chapel Rd, in order to operate the most direct route possible. This affects a small number of households to the East

of Kilkenny Dr, who will have to walk slightly further to stops on Chapel Rd or Dannemora Dr, but the change will benefit the majority of passengers between Howick and Botany. Residents on the eastern side of Kilkenny Dr can easily access stops on Chapel Rd. The stops on Kilkenny Dr that will lose service will still be served on school bus routes.

Under the proposed network, part of Cockle Bay Road would have lost service. 25 submissions were received expressing opposition to this proposal. To address this, route 567 from Half Moon Bay to Howick Village will be extended to Botany Town Centre via Cockle Bay Road. This retains a connection between Cockle Bay and Howick, as well providing a new connection to Botany Town Centre. The change also means that Meadowland Dr now retains a ferry connection, which it has under the current network on route 575. Route 567 will meet every ferry at Half Moon Bay. Bus stops on Litten Road near Cockle Bay Rd will also be reorganised, to enable easier walking access to routes 55m and 55x.

The extension of route 567 (and the removal of route 53a) means that route 543 is now the only service that will terminate at Howick Village. This addresses concerns expressed during consultation about increased numbers of buses terminating in Howick Village. Changes to route 543 also mean that it will operate on Union St and Cook St, as opposed to Moore St as proposed. Concerns raised that Moore St was unsuitable for operating buses. Planners from Auckland Transport drove Moore St in a bus at different times on different days, and confirmed that at certain times, parking made the street too narrow to efficiently operate services. Apart from this modification, the final route 543 is the same as that proposed in consultation.



Final Network

Dannemora, Mission Heights, and Flat Bush

The proposed New Network had two routes between Botany and Manukau (routes 35 and 355) that would operate via the new Ormiston Town Centre at Flat Bush. While each service was proposed to operate every 30 minutes, the intention was that these would be timetabled to achieve an all-day 15 minute frequency between these two centres.



Proposed Network

The other service proposed to operate in Ormiston was route 314, which will be implemented in October 2016 as part of the New Network for South Auckland. Under the East Auckland New Network, it was proposed that this route would increase in frequency and be extended to Mission Heights. This area is currently connected to Botany and the City Centre on the route 500. Submissions on the proposed New Network identified that residents of Mission Heights would prefer to continue to be connected to Botany, as opposed to Middlemore. As a result of this feedback, the 355 has been amended to include Mission Heights, enabling residents there to continue to access Botany Town Centre (where connections to route 53 to the City Centre can be made). It will also provide connections between Mission Heights and the new Ormiston Town Centre, as well as to Manukau.

Route 355 has also been altered from Murphys Rd to Haddington Dr and Brookfield Dr to operate more directly between Ormiston Town Centre and Manukau. This is planned to be the area in Ormiston Town Centre with higher-

density apartment developments. Other developing areas of Flat Bush will also benefit from these connections. The 355 will also serve Kilkenny and Dannemora Drs in Dannemora, to account for the removal of the 53b.

Since route 355 is no longer as direct between Botany and Manukau, route 35 has been increased to a Frequent route, to ensure there is a 15 minute frequency between these centres. This also addresses the removal of the 53b between Ormiston Town Centre and Botany. The route of the 35 is otherwise the same as proposed in consultation.

Due to these changes, route 314 will now be varied as part of the New Network for East Auckland to travel between Ormiston Town Centre and Manukau, initially via Murphys and Flat Bush School Rds. As the areas around Mcquids Rd in eastern Flat Bush develop, the route will be varied again to travel the path of route 356, which was indicated as a future service in the proposed New Network. Route 356 will now no longer be implemented as a separate service. Having the 314 operate in this area will provide future residents access towards the west, including to Middlemore and Otara, as well as between Ormiston and Manukau as was proposed.



Final Network

Botany Town Centre

Botany retains a high level of service in the final New Network and becomes the terminus for both the main route 53 to the City Centre, and a number of other feeder routes. In the longer term, a new bus station is planned at Botany as part of the busway from Panmure. Until this facility is constructed, the existing stops at Botany will continue to be used. Auckland Transport will investigate how suitable the current facilities are for the increased number of services that will operate under the New Network, and whether any changes are necessary to ensure services are able to operate efficiently.

Burswood

The proposed New Network had no services operating on Burswood Dr, which is served on the current route 565. 39 submissions opposed removing services in Burswood and cited concerns about losing connections to schools, including Farm Cove Intermediate, and Botany Town Centre.

Retaining services on Burswood Dr was given significant consideration, however, the low patronage on the current route 565 suggests that any service retained in the area would likely not be well used. Analysis of the 565 suggests there are around 18 boardings per day on Burswood Dr. The high frequency of services on route 53 on nearby Ti Rakau Dr between Botany and the City Centre mean Burswood residents will continue to be able to access Botany, and will also have a direct connection to the City Centre, whereas the proposed New Network would have required a transfer at Panmure. A school bus service will be introduced to ensure students from Burswood can access schools that they currently have direct connections to on the 565.

Planners from Auckland Transport walked the route from the furthest point of Burswood Dr to Ti Rakau Dr, and while this walk, at a leisurely pace, takes approximately 15 minutes, it is relatively flat and not a challenging walk. In future, the Panmure to Botany busway will be constructed on Ti Rakau Dr. While final stop locations are yet to be determined, their locations may mean a further distance for Burswood residents to walk to access bus services. If this is the case, Auckland Transport will investigate the feasibility of providing a limited service in Burswood, to enable access to Botany Town Centre. This is dependent on the final location of stops on the busway, as well as being subject to available funding,

Other Areas

In other areas, including Pakuranga, Otara, Middlemore, Manukau, and Otahuhu, there is little change between the proposed and final New Network for East Auckland, other than some of the suburbs which will have a direct connection to these areas.

- Pakuranga will retain an all-day connection to and from the City Centre (route 53), and an express connection to and from the City Centre at peak times (route 55x). The removal of proposed route 561 means there will not be a direct connection with the ferry at Half Moon Bay.
- Otahuhu was proposed to connect to Onehunga as part of the route 351 between Botany and Onehunga. As a result of the Central Suburbs consultation, the Crosstown 8 service has been extended from Onehunga to Otahuhu. To avoid duplication, route 351 will be amended to operate between Botany and Otahuhu only. Passengers from Botany wishing to travel to Onehunga (and vice-versa) will be able to connect at Otahuhu to the Crosstown 8 to complete their journey. Wait times for transfers will be minimised where possible through timetabling, as both services will operate at the same frequencies at both peak and off-peak times (15 minutes in peak, 30 minutes off-peak).
- In Panmure all services will travel via Queens Rd in the town centre until the completion of the busway on Lagoon Dr, which is currently targeted for completion by 2025. Once the busway is in operation, it is envisaged that both Frequent routes (53 and 55, including 55x) will operate on the busway (via Lagoon Drive), while all other services will continue to operate via Queens Rd.

8.3 Summary of Changes by Route

This section summarises the changes by route, and includes tables showing changes to the hours of operation and frequency. For details of the feedback received relating to these routes, and the resulting changes and justification for these, please see the relevant area section above.

Service start and finish times are indicative only, and may vary slightly as part of detailed timetabling that will be undertaken once operators for these routes have been determined. Peak frequencies are generally in the peak direction (such as to the City Centre and Panmure in the morning), except where routes have no obvious peak direction (such as routes between Manukau and Botany).

Late evening frequencies were not shown (indicated as n/s in tables below) during consultation, but are included here to give an idea of frequencies after 7pm. They show the minimum frequency after 7pm; depending on the route, services immediately after 7pm are likely to be more frequent with a gradual reduction to this minimum level, which might be reached by 9pm, for example.

35 – Botany to Manukau via Ormiston Town Centre

No changes to this route have been made, other than to increase the frequency of services from every 30 minutes to every 15 minutes, meaning this is now a Frequent service.

The appearance of the route on the final network map at Ormiston Town Centre is slightly different than that in the proposed map, which reflects a more detailed understanding of the future road network in this location.

This route is designed to provide a frequent connection between the metropolitan centres of Botany and Manukau, via the developing Ormiston Town Centre. First and last service times are for both ends of the route.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.15am	10pm	30	30	n/s
Final network	No change		15	15	60

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.15am	10pm	30	n/s
Final network	No change		15	60

53 – Botany to City Centre via Ellerslie Panmure Hwy and Great South Rd

This route provides the all-day frequent connection between Botany (and East Auckland in general), with Ellerslie, Great South Rd (north of Main Hwy), Newmarket, Auckland Hospital, and the City centre.

This service was proposed to be made up of two branches, the 53a and 53b, which together would have provided a 15 minute service between Botany and Panmure. These branches have been removed, so that route 53 is a single, standalone service. The route has been extended to the City Centre via the current route along Ellerslie Panmure Hwy and Great South Rd.

Extra services will operate between Panmure and Botany, as well as Ellerslie and the City centre, to ensure there is sufficient capacity on this corridor at peak times.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	5.30am	11.45pm	15	8	n/s
Final network	5.15am	11.45pm	10	8	30

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.15am	11.45pm	15	n/s
Final network	5.30am	11.45pm	10	30

55 – Howick to Panmure via Pakuranga Rd

This service was initially proposed to be the service that continued to the City Centre, however, it has been changed to terminate at Panmure as discussed above. The 55x, however, will continue to the City Centre via the motorway at peak times. This retains a connection between Howick and the City Centre at times when demand is highest.

Outside of peak times, route 55, made up of routes 55m and 55c, will provide a frequent connection to Panmure, where passengers can connect to either trains or buses on route 53. The two branches will operate every 30 minutes, alternating to provide a 15 minute frequency between Howick and Panmure, and from Howick to Botany (via either branch). The 55m will operate via Litten Rd, Meadowland and Millhouse Dr, while the 55c will operate via Cook St, Whitford Rd and Chapel Rd. The 55x will follow the path of the 55m.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	5.30am	11.45pm	15	8	n/s
Final network (including 55x)	5.15am	11.45pm	15	5	30

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.15am	11.45pm	15	n/s
Final network	5.30am	11.45pm	15	30

314 – Manukau to Middlemore via Ormiston Town Centre

This route connects Ormiston Town Centre and suburban Flat Bush with both Middlemore and Manukau, and connections to trains are available at both locations.

The 314 is one of the routes that will be implemented as part of the South Auckland New Network in 2016. Its route will be amended as part of the East Auckland New Network to travel to Manukau, via Ormiston Rd, Flat Bush School Rd, and Redoubt Rd. It will be altered again as suburban Flat Bush develops, to cover more of the area.

Frequencies and hours of operation have not changed.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	5.30am	10pm	30	20	n/s
Final network	No change		No change		60

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6am	10pm	30	n/s
Final network	No change		30	60

351 – Botany to Otahuhu via Highbrook

Route 351 was proposed to be a Botany to Onehunga via Otahuhu service. As a result of the Central Suburbs’ consultation, the Crosstown 8 has been extended from Onehunga to Otahuhu. Passengers from Botany wishing to travel to Onehunga (and vice-versa) will be able to connect at Otahuhu to the Crosstown 8 to complete their journey. Wait times for transfers will be minimised where possible through timetabling, as both services will operate at the same frequencies at both peak and off-peak times (15 minutes in peak, 30 minutes off-peak)

No other changes to the route or frequencies have been made. There will no service on weekends, as this route is primarily intended to connect the industrial and business areas of Highbrook with both Botany and Otahuhu. On weekends, people wishing to travel between Botany and Otahuhu will be able to transfer between route 53 and the Eastern Line at Panmure. In future, weekend services may be introduced on this route, subject to demand and available funding.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6am	6.30pm	30	15	No service
Final network	No change		No change		

355 – Botany to Manukau via Ormiston Town Centre

Route 355 has been extended to encompass Mission Heights, via Stancombe Rd, Mission Heights Dr, Jeffs Rd and Valderama Dr, replacing the 314 in Mission Heights. This enables Mission Heights to retain its current connection to Botany. The 355 will also travel via Kilkenny and Dannemora Dr, to account for the removal of the 53b.

The 355 was also proposed to operate on Murphys Rd, south of Ormiston Town Centre, but will now travel via Haddington and Brookview Drs.

Services will operate every 20 minutes in peak in both directions, as opposed to every 30 minutes, to enable better connections to the 53 at Botany, and the train at Manukau.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10pm	30	30	n/s
Final network	No change		30	20	60

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10pm	30	n/s
Final network	No change		30	60

361h – Manurewa to Highbrook via Clendon, Manukau, and Otara

Route 361h (renumbered from 361a) is a weekday-only extension of the 361 from Manurewa to Otara via Clendon and Manukau, which will be implemented in October 2016 as part of the South Auckland New Network.

This service retains the current connection to Highbrook from Manurewa provided by route 561. When the South Auckland New Network is implemented, passengers from Manurewa on the 361 will have to transfer at Otara to the 575 to continue to Highbrook. The 575 will be withdrawn when the East Auckland New Network is implemented, and the 361h will begin operating to continue to connect Otara (and Manurewa) with Highbrook. No changes to the proposed route of the 361a have been made.

Once the 361h is implemented, the 361 service will no longer travel via Otara Rd and Alexander Cres, as services will either continue to Highbrook (as the 361h), or terminate at Otara Interchange.

There will be no 361h service on weekends (but the 361 will continue to operate between Manurewa and Otara).

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	5.30am	6pm	30	20	No service
Final network	No change		No change		

543 – Howick to Panmure via Cascades Rd and Reeves Rd

This route is designed primarily to provide coverage to the communities between routes 53 and 55 between Howick/Botany and Panmure, for those unable to walk to these main routes. The route will operate more frequently in peak times, as it also provides a convenient option for people midway between the catchments of routes 53 and 55 to travel to and from Panmure. Providing additional capacity on the 543 at peak times also helps ensure there is sufficient capacity on routes 53 and 55 at these times.

The only change to route 543 is that it will not operate on Moore St in Howick, instead entering the Village via Cook St. No changes have been made to frequencies or hours of operation from those that were proposed.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6am	8pm	60	20	n/s
Final network	No change		No change		60

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6am	8pm	60	n/s
Final network	No change		60	60

545 – Bucklands Beach to Botany via Highland Park

No changes to the route of the 545 have been made as a result of consultation. This route connects Bucklands Beach with Botany Town Centre, where connections to other services can be made. The service has been decreased from a Connector to a Local service, however, for the reasons outlined in section 8.2 above.

There have been no changes to peak frequencies, which remain at 30 minutes, however, all-day frequencies have been reduced to hourly. No changes have been made to hours of operation.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6am	10pm	30	30	n/s
Final network	No change		60	30	60

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6am	10pm	30	n/s
Final network	No change		60	60

562 – Bucklands Beach to Panmure via Casuarina Rd

This route was proposed to be a peak only service between Bucklands Beach and Panmure, but will be implemented as an all-day service, operating every 30 minutes, and every 20 minutes in peak. The hours of operation have also been extended.

The route path has been changed from Bucklands Beach Rd to Priestley Dr, to provide a connection with Macleans College. It will operate via Queens Rd in Panmure Town Centre, even after the completion of the busway on Lagoon Dr in Panmure.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	7am	6.45pm	No Service	20	No Service
Final network	6am	11pm	30	20	30

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	No service			
Final network	6am	10pm	30	30

563 – Bucklands Beach to Half Moon Bay

The 563 is a new service, introduced as a result of consultation. It will operate as a trial service and will be subjected to reviews of its performance based on patronage levels. It will operate via the Bucklands Beach loop, Bucklands Beach Rd, and Sunderlands Dr.

The timing and frequency of this service will be tied to that of the ferry service at Half Moon Bay, which is expected to increase in 2017, subject to the tendering of ferry services in 2016.

The service table below is therefore indicative only.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	No service proposed – new service post-consultation				
Final network	6am	11pm	60	30	60

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	No service proposed – new service post-consultation			
Final network	6am	8pm	60	60

566 – Botany to Half Moon Bay via Highland Park

The 566 was proposed to travel between Botany and Half Moon Bay via Botany Rd, Lexington Dr and Highland Park Dr, Bucklands Beach Rd, and Sunderlands Rd. It will now operate via the full length of Botany Rd, Pakuranga Rd, and Prince Regent Dr.

Hours of operation have been extended so that the service will meet every ferry. As mentioned above, the table below is indicative only, as ferry timetables for 2017 are not yet finalised.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	8pm	60	30	n/s
Final network	6am	11pm	60	30	60

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7pm	60	n/s
Final network	6.30am	8pm	60	60

567 – Botany to Half Moon Bay via Cockle Bay and Howick

This route was initially proposed to be a Howick to Half Moon Bay service, however, it has now been extended to Botany via Cockle Bay. The service will operate on Selwyn Rd, Cockle Bay Rd, Meadowland Dr and Millhouse Dr.

Hours of operation have been extended so that the service will meet every ferry. As mentioned above, the table below is indicative only, as ferry timetables for 2017 are not yet finalised.

Weekdays	Hours of Operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning and evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	8pm	60	30	n/s
Final network	6am	11pm	60	30	60

Weekends	Hours of Operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7pm	60	n/s
Final network	6.30am	8pm	60	60

9. Summary of Issues Raised and Responses

The major issues raised in the feedback and Auckland Transport’s response to these are shown in the table below. This section covers specific issues that may also be addressed more holistically in section 8, above.

Of the 15 routes in the original proposal we have recommended changes to **10** as a result of the feedback, as well as making adjustments to the hours of operation or frequency of **8**.

Feedback relating to East Auckland from consultations included:

- East Auckland consultation – 863 unique submissions.
- Central Suburbs consultation – 71 submissions had content relating to the East, mainly to do with the proposed route 55 (Ellerslie Panmure Highway and Great South Rd). These submissions are not included in the demographic count for East but are included in the count for specific issues.

Key Issues raised in feedback	Response to issue
Dislikes	
<p>Keep express buses to city, esp. 550x, as at least 10-15 mins quicker than all stops (45 mins for 550X). Currently twelve 550x trips inbound (a.m. peak) and 14 outbound. (90 = 11%)</p>	<p>Route 55x has been created, travelling from Botany to Howick to City via Ellerslie onramp, then motorway to Symonds St off-ramp.</p> <p>This service is designed to provide additional capacity on Ellerslie Panmure Highway, and retain an express service from East Auckland to the city, in large part to serve the universities at Symonds Street. It also addresses the removal of the all-day connection between Howick and the City, which has changed following consultation.</p> <p>Inbound trips will depart Botany from 6am to 10am, and outbound trips will depart the City Centre between 4pm to 7pm. Services will operate every 10 minutes during busiest part of the peak.</p>
<p>Don't like longer journey times (including connections & wait) (117 = 14%)</p>	<p>Re-introduce some express trips during peak times (55x).</p> <p>Many of the final routes will be shorter than current routes, which should result in shorter travel times. At peak times, transferring between services will at high frequencies will mean minimal wait times.</p>

Key Issues raised in feedback	Response to issue
<p>Don't like connections for a number of reasons, often more than one, including: (237 = 27%)</p> <ul style="list-style-type: none"> • Inconvenience • Going from one full bus to another • Wait time between connections • Longer journey time, especially if route 55 is all-stops • Added cost (unaware of Simpler Fares) • Too many connections required - sometimes 3-4 buses • Panmure Station has poor shelter from elements and is not safe at night • Don't want to change when it's dark 	<p>Many of these issues will be mitigated by frequencies and route design. Higher frequencies will mean wait times between services will be reduced. Transfers between full buses are anticipated to occur primarily at peak times. For inbound trips, transfers will primarily be to high capacity double-decker services, operating at high frequencies. This should mean that there is sufficient capacity to accommodate transfers. In the outbound direction, transfers will generally occur to feeder buses at the start of their route, and these routes will diverge to multiple destinations, meaning individual services will have capacity to accommodate the incoming busload.</p> <p>While the network has been designed around transferring to reach destinations, planning has also focused on minimising the number of these required to reach key destinations. The majority of journeys within the East itself can be completed using a single transfer, or for the few that cannot, with at most two transfers.</p> <p>Infrastructure to support transfers at key locations, such as Panmure and Botany, will be upgraded where required to ensure safety and passenger comfort, subject to availability of funding. In regards to Panmure itself, increased transfers and numbers of people at the station should make the station safer.</p> <p>The introduction of Simpler Fares in mid-to-late 2016 will mean that transfers with an AT HOP card within the same zone will not cost extra, and in many cases the new fare zones will reduce the cost of journeys both within East Auckland, and to other parts of the region.</p>
<p>Want express buses from Botany to University/City, all day (40 = 5%)</p>	<p>Route 53 from Botany is now the main all day service into the City.</p>
<p>Want direct all day service between Bucklands Beach to Panmure (12)</p> <p>[Crossing Pakuranga Road at Highland Park considered very dangerous & pedestrian unfriendly so not good location for connections]</p>	<p>Route 562 (Buckland Beach to Panmure) is now an all day, 7 day service.</p>

Key Issues raised in feedback	Response to issue
<p>Middlemore Hospital - Many people, esp. elderly want to keep direct service from east (575) as it's their main hospital. Some say they could live with one connection from Botany TC (50 = 6%. Of these, 61% of requests came from people in the 64+ group)</p>	<p>Customers wanting to go to Middlemore will need to change to train at either Panmure or Manukau Stations which operate every 10 minutes during peak times and 20 mins at other times. Alternatively the 314 bus from Ormiston Town Centre goes to Middlemore, though less frequently.</p>
<p>Mission Heights residents predominantly want to go to/through Botany and on to the City. Didn't like connection to Middlemore/Ormiston Town Centre (14)</p>	<p>Route 355 now routed to go from Mission Heights to Botany Town Centre via Middlefield Dr and Kilkenny Dr, as well as connecting to Ormiston Town Centre and Manukau.</p>
<p>Burswood & 565 route residents unhappy with losing service. Want to keep connection, esp. with Botany TC. They say its 15-20min walk from end Burswood Dr to alternative bus stops. Walk timed as approx. 14 -16 mins to closest alternative (39)</p>	<p>With very high frequency of buses along Ti Rakau Dr no services will travel through Burswood area.</p>
<p>Cockle Bay Rd residents unhappy with losing service as road too steep & no alternative stops close by. Walk indicated steep climb from Shelley Beach to Stevenson, then gentle slope up to Litten and about 7 mins from middle of Cockle Bay to nearest alternative if new stop put at Litten & Cockle Bay (25)</p>	<p>Route 567 will now connect Cockle Bay with Howick Village, Half Moon Bay & Botany Town Centre. Customers will need to connect to another service at these locations to travel further afield.</p> <p>New stops on Litten Road and near the intersection of Cockle Bay Road will be investigated, for customers to use on route 55m and 55x services.</p>
<p>Macleans College - loss of connections from Farm Cove, Gossamer Dr, Burswood (13)</p>	<p>Route 562 will provide good connections for most of Farm Cove to Macleans College. School bus services will be introduced to cater for loss of service from other areas.</p>
<p>Eastern Beach - most residents along The Esplanade and Eastern Beach Rd want to keep service, though some other passengers say it makes journey longer for often no passengers (18 oppose, 4 support removal)</p>	<p>The final network will not include services to Eastern Beach, due to very low boarding numbers. (Residents have a largely flat walk except for a moderate slope for the last 100m up to alternative stops on Bucklands Beach Rd. If new stop put near 140 Bucklands Beach Rd then it is 8 minutes' walk to the end of Eastern Beach Rd, and 12 minutes to the stop at Hostel Access Rd).</p>

Key Issues raised in feedback	Response to issue
Want direct service from East to Airport (10)	A direct service from the East direct to the airport is not considered feasible to operate at this time, due to high costs, however, Auckland Transport is investigating a future direct connection between Botany and the Airport. In the interim, customers travelling from Botany can transfer to route 380 from either route 31 (at Papatoetoe) or route 35 (at Manukau).
Want direct service to Sylvia Park, especially from Pakuranga (14)	<p>Customers can transfer between services at either Panmure, Manukau, or Middlemore to reach Sylvia Park.</p> <p>This is an example of the trade-offs involved with the New Network: while a direct service is not provided, frequencies of services to Panmure are improved, which makes accessing Sylvia Park by connecting at Panmure easier.</p>
Moore St - complaints street too narrow & crowded with parked cars to allow bus through. Our bus trips highlighted some roundabout intersections that are very tight (5 oppose, 3 support using Moore St)	Route 543 will now travel from Howick Village via Cook St, and then Union St (continuing as per the route shown in consultation), avoiding Moore St.
Nine people want connection between Bucklands Beach & Half Moon Bay ferry	New route 563 Buckland Beach to Half Moon Bay ferry feeder service to be trialled, preserving the connection provided by the current route 552.
Ferry feeders were liked but eight people wanted this service from Selwyn Rd & Meadowland Dr	Route 567 extended to Botany via Selwyn Rd, Cockle Bay, Meadowland Dr and Botany Rd. Service will operate in both directions to provide school connections.
Two people complained about lack of service around Te Irirangi Dr / Smales Rd	<p>Not considered at this time as Te Irirangi Dr has an 80kph speed limit making it difficult to put in bus stops. There is also a better walking catchment on Chapel Rd as opposed to Te Irirangi Dr.</p> <p>Route 31 is a frequent service that will connect Smales Rd to Botany as part of the South Auckland New Network, due to be implemented October 2016.</p>
One-third like what currently exists and don't want change or minimal change (276 = 32%)	The New Network has been designed to attract new customers, while also catering for existing customers. Changes as a result of consultation should reduce the impact on existing customers.
35/355 difficult turns through Hollyford & Aspiring during peak times	<p>Auckland Transport will monitor this and consider intersection changes.</p> <p>Bus lanes are proposed for this area.</p>

Key Issues raised in feedback	Response to issue
Ten people from Central consultation concerned there will be less frequency in peak along Ellerslie Panmure Hwy / Gt South Rd with only 8 min. Currently average every 2.5 minutes during morning peak (48 services between 7-9am)	The New Network will provide service at least every 5 mins during peak times, and these will operate with double decker buses. Additional short running services from Ellerslie to City have been added to address capacity and frequency issues, as well as allowing for at least 20% growth on this corridor.

Other issues raised in feedback	Response to issue
Don't change anything, works well now (51)	The New Network has been designed to attract new customers, while also catering for existing customers. Changes as a result of consultation should reduce the impact on existing customers.
Want train or tram to east (11)	Comments passed on to Light Rail team.
Join routes 543 and 567 together	Route 567 extended to Cockle Bay, Meadowlands and Botany.
580 route currently to Howick Intermediate – how will students get there?	Alternatives from Botany – 53c or 53m from Botany or 566 Botany to Half Moon Bay via Botany Rd.
Nite Rider route not explained in consultation	Route 53 will operate as the 'Nite Rider' service outbound to Botany, before continuing in-service along the route of the 55m to Howick and back to Panmure, and returning to the city via route 53.
Poor bus reliability for existing services (29)	New timetables that should reflect better runtimes. Comments passed on to Bus Services.
Need back up option to city in case of overcrowded trains (e.g. 550x)	55x introduced – more trips than the current 550x.
Need to increase frequency of 567 during school times and operate in both directions for Macleans College	Now timetabled to do this.
Need to increase frequency of 566 during school times and operate in both directions for Pakuranga College & Farm Cove Intermediate	Now timetabled to do this.
Extend 561 operating hours beyond 10pm on Saturday & Sunday night	Route 561 now replaced by route 562 with longer operating hours.
Include ferry timetables in new bus timetables for HMB	Feedback passed to timetable design team.
Want earlier 562 from Buckland Beach to Panmure (before 7am)	Now timetabled to do this.
Put 566 on Pigeon Mountain Rd not Bucklands Beach Rd	Route 566 now changed to Prince Regent Dr instead.
Re-route 545/562 via Sunderlands Rd (3)	New route 563 ferry feeder service to do this instead.
Extend Panmure terminus to Ellerslie (or Penrose) Station (4)	Considered but currently no suitable terminus at Ellerslie Station, and this would significantly increase operating costs and service duplication.

Other issues raised in feedback	Response to issue
Want earlier 55a/b to get to Auckland Hospital for a 6:30am start	Routes 53, 55c, 55m and 55x now timetabled with earlier start times to enable this to happen, with a transfer at Panmure.
Want new bus stop outside 795 Chapel Rd – Bruce McLaren Retirement Village	Stop locations will be reviewed before implementation of the New Network.
Want to get to Manukau Super Clinic (in/out patients for East)	Passengers can connect at Manukau for services to Manukau Super Clinic.
Bus lanes wanted in east (14)	Bus priority will be investigated as part of the New Network's implementation.
Want Special event buses from East to Mt Smart, Eden Park, etc.	Passed to Special Events Team.
Bus and train times need to be synced at Panmure (many comments)	This will be addressed, where practicable, through timetabling, particularly for services that terminate at Panmure.
Want more better park and ride at stations and ferry terminal (32)	Park and Ride at Lloyd Elsmore Park will be served by ferry feeder buses. Auckland Transport's Parking Strategy gives further details on AT's policy around park and ride. For more details see https://at.govt.nz/about-us/transport-plans-strategies/parking-strategy/
Traffic jams in Howick will be caused by too many buses in the New Network	Only one service will terminate in Howick (543) There are four through routes 55m, 55x, 55c, and 567 so there will be fewer buses laying-up in Howick than was proposed, and similar overall numbers at peak times.
Students want 500 bus to City/University retained	New route 53 is now an all day, 7 day frequent service that will provide this link.
Keep Pakuranga to Onehunga 358 service	Route 358 has low patronage, so these buses can be better used to improve frequencies on other routes. Passengers from Pakuranga can connect at Panmure to bus services to Onehunga (which are part of the Central Suburbs New Network), or at Ellerslie to Onehunga Line trains.
Retain service on Orangewood Dr (4)	Alternatives exist at either end of Orangewood Dr, and are within walking distance.
Want bus from Whitford to Howick	Services from Whitford are being considered as part of the Beachlands-Maraetai New Network.
Want 543 increased to 30 min all day to enable better connections	This frequency is currently not warranted for a local service and is not currently affordable.
Want bus from Lloyd Elsmore Park to Half Moon Bay	Route 566 (ferry feeder) will provide this connection.
Retain services via Tamaki Dr waterfront to Quay St	Only 1 request. Better to train to city then use the Central Suburbs Blue Link route.
Want 565 bus from Farm Cove, Sunnyhills, Gossamer Dr, to Botany (19)	School bus services will be reviewed to ensure appropriate services are in place when the New Network is implemented.

Other issues raised in feedback	Response to issue
<p>Small buses could be used to save costs of running large buses in off-peak hours</p>	<p>This is a common assumption, however, it is not necessarily true. The primary cost of operating a bus is the driver's wages, which are the same regardless of the size of the bus. As the capacity of a large bus is needed at peak times, it is generally cheaper for operators to use these same buses off peak, rather than purchase another fleet of small buses to use at off peak times.</p> <p>Small buses can be useful in certain situations, such as on routes with narrow or difficult roads, and routes where passenger loadings are roughly the same at both peak and off peak times. Auckland Transport specifies the size of vehicles that will operate individual routes, and as such will specify the use of small buses where appropriate.</p>
<p>Likes</p>	
<p>Many people like greater frequency (235 = 27%)</p>	
<p>Some people liked the efficiency of connecting at hubs, especially Panmure and Botany Town Centre (53 = 6%)</p>	<p>To remain and improve from proposals. Route 35 increased to Frequent service</p>
<p>Like route 543 as all day, 7 days (9)</p>	<p>Better use made of these hubs.</p>
<p>Like route 355 as provide service to new Flat Bush area (6)</p>	<p>Route to remain with slight alteration for Moore St issue.</p>
	<p>Route to remain with slight alteration to include other areas.</p>

10. Bus Routes in City Centre

Two routes from East Auckland will operate in the City Centre, the all-day route 53, and the peak-only 55x. Route 53 will operate via the current all-day pattern, via Grafton Bridge, Symonds St, Quay St and Customs St. Similarly, route 55x will operate via the current express pattern, joining and leaving the motorway via the Symonds St on- and off-ramps, but otherwise following the same route to Downtown as non-express services.

For the full extent of these routes, see the final route map in Appendix 4.

11. Infrastructure

The New Network for East Auckland will require infrastructural changes in order to support the new routes and increased volumes of buses.

One of the key changes is that Botany Town Centre will become a major public transport hub, due to the number of services that will terminate there. Because of this, changes to the bus stop facilities at the Town Centre will be required. In the longer term, Auckland Transport is planning a new bus station at Botany, as part of the busway from Panmure. In the interim, until this station is constructed, Auckland Transport will investigate how suitable the current facilities are for the increased number of services that will operate under the New Network, and whether any changes are necessary to ensure services are able to operate efficiently.

Changes to the existing facilities would likely be necessary regardless of the changes to routes 53 and 55, discussed in section 8, due to the number of other services that will now terminate at the Town Centre.

In addition to changes at Botany, as a result of other changes and the addition of new routes to the network, some existing bus stops will have to be removed, others relocated to more



Final East Auckland New Network Routes in City Centre

convenient locations, and new facilities constructed. Changes to road layouts to enable bus movements may also have to be made. Auckland Transport's standard procedure once areas of the New Network are confirmed is to investigate necessary upgrades and prioritise spending to ensure those critical to the implementation of the New Network, such as new stops, are in place before services begin operating.

12. Issues Outside the Scope of Consultation

Submissions of a general nature that did not relate to the current or proposed networks were referred to the relevant AT departments for response. The most common of these were comments around car parking/park and ride, which is covered in Auckland Transport's Parking Strategy (see at.govt.nz/about-us/transport-plans-strategies/parking-strategy/), or about extending some form of rail transport to East Auckland. These comments about rail have been passed on to the team investigating the introduction of Light Rail in Auckland.

13. Post-Consultation Communications

After that approval of the New Network for East Auckland, the decisions on the final route structure of the New Network will be communicated to the public through a number of channels, including emails and letters to submitters, the New Network newsletter, and media releases. This report will be published on Auckland Transport's website, sent to all key stakeholders, and made publicly available through service centres and libraries.

14. Implementation

Implementation of the New Network for East Auckland is planned for late 2017, subject to the tendering process and the availability of resources. The tendering process requires a minimum of one year to complete, and includes nine months lead time which allows (if necessary) for successful operators to establish depots, procure vehicles, and hire and train staff.

Prior to implementation of the New Network, Auckland Transport will run an extensive information campaign to inform residents of the up-coming changes to services. If you would like to be kept up to date on the implementation of the New Network across Auckland, including implementation in East Auckland, please sign up to the New Network newsletter online. Visit at.govt.nz/newnetwork.

Appendices

Appendix 1 – Final Routes by Level of Frequency

This table outlines the final routes after consultation feedback. The final map showing these routes can be found in Appendix 4.

Service type	Frequency	East Auckland routes
Frequent services	<p>In East Auckland, there will be three Frequent services, all of which will connect to the Eastern train line, at either Panmure (53 and 55), or Manukau (35). The terminus of all these routes will be Botany.</p> <p>All of these services will operate at least every 15 minutes from 7am to 7pm, seven days a week.</p> <p>Services on Ti Rakau Dr (53) and Pakuranga Rd (55) will operate every 10 minutes (or better) at peak times in the peak direction.</p> <p>Route 35 will operate every 15 minutes in peak times, but may increase in frequency at peak as Ormiston Town Centre develops. Services will operate less frequently before 7am and after 7pm.</p> <p>Both the 53 and 55 will maintain a 15 minute frequency until 11pm, with additional services at 30 minute frequencies until midnight. Additional late night services will operate on Friday and Saturday nights.</p>	<p>Services:</p> <p>35, 53, 55</p>
Connector services	<p>The Frequent Network will be complemented by Connector services at least every 30 minutes, between 7am and 7pm, seven days a week. It serves to connect people to main centres and/or to the Frequent Network.</p> <p>The peak frequency (in the peak direction) on all of these routes will be every 20 minutes. This enables better connections with trains and route 53, which operate every 10 minutes at peak times (meaning connections can be timed to every second service of those with 10 minute frequencies).</p> <p>Services will operate less frequently outside of 7am to 7pm, at least every 60 minutes but in most cases more frequently on weekday evenings.</p>	<p>Services:</p> <p>55c, 55m, 314, 355, 562</p>
Local services	<p>Local services are intended to provide connections to key destinations and the Frequent network. They serve to provide coverage to areas which do not have Frequent or Connector services.</p> <p>Many of the local services in East Auckland are ferry feeder services. The peak frequency of these services will match the frequency of the Half Moon Bay ferry service.</p> <p>Peak frequency on other services varies, but is at least every 30 minutes.</p>	<p>Services:</p> <p>351, 361h, 543, 545, 563, 566, 567</p>
Peak period services	<p>East Auckland will have one peak period service, the 55x, which will operate in the peak direction only – to the city in the morning peak, and to Howick (continuing to Botany) in the evening peak.</p> <p>Services will operate between 6am and 9am in the morning peak, and from 4pm to 7pm in the evening peak. Services will operate every 10 minutes at busiest times, and otherwise every 20 minutes.</p>	<p>Services:</p> <p>55x</p>

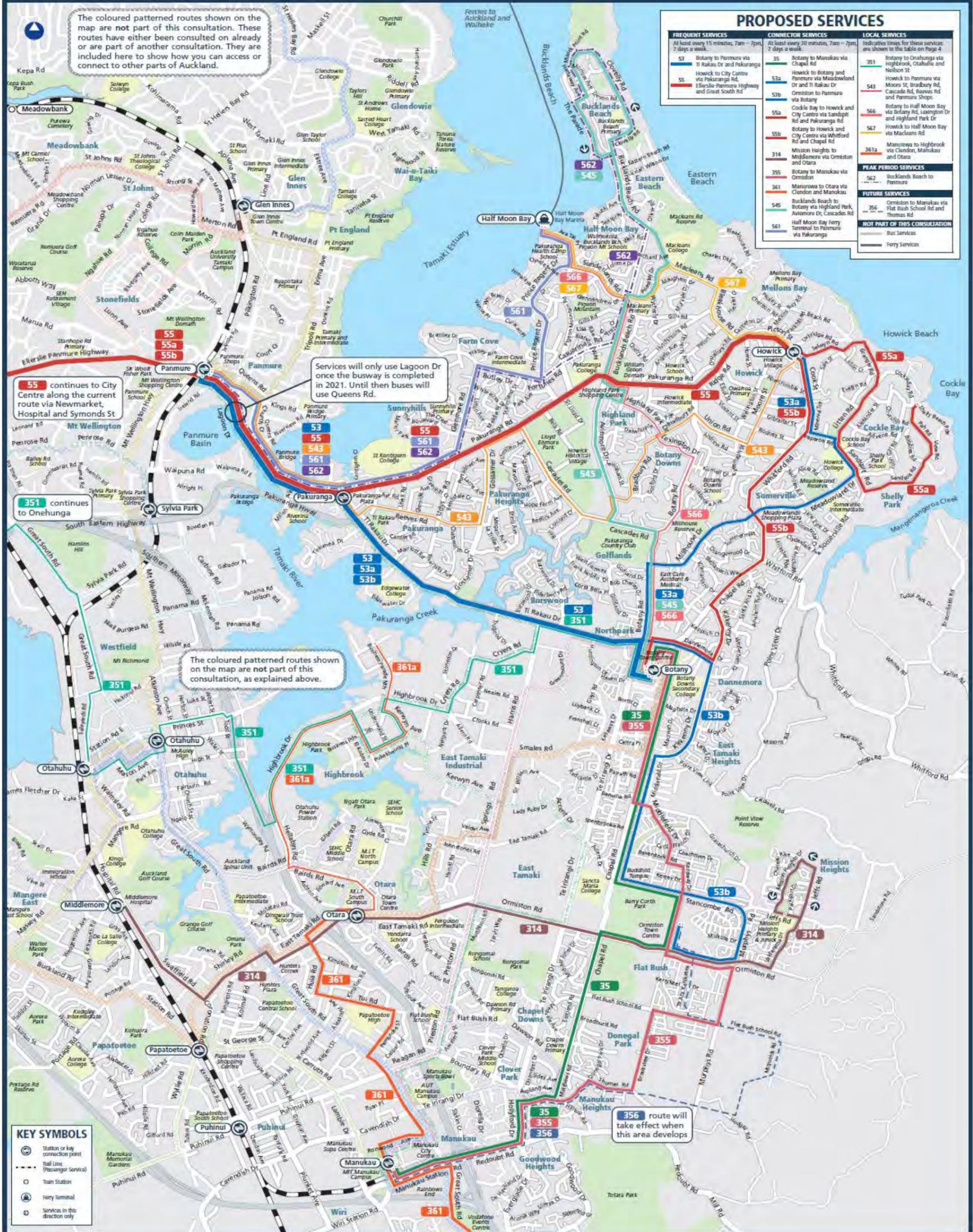
Appendix 2 – Final Routes with Description, Frequency and Hours of Operation

This table describes the route of the final New Network services, and gives an indication of the frequency and hours of operation. These levels of service and hours of operation are subject to funding and detailed timetable planning, which may result in changes before implementation.

The final map showing these routes can be found in Appendix 4.

East Auckland New Network Services											
Frequency and Hours of Operation											
FIRST BUS / LAST BUS		<ul style="list-style-type: none"> First bus time is generally the departure time from the first area listed in service description, and last bus time is the departure time from the destination the service is described as travelling to, unless otherwise noted 									
FREQUENCY		<ul style="list-style-type: none"> Peak frequencies are generally between 6.30am to 8.30am in the morning and between 4.30pm to 6.30pm in the evening Evening frequencies generally apply after 7pm everyday, and before 7am on the weekends. These are minimum evening frequencies. Services immediately after 7pm on certain routes are likely to be more frequent 									
ROUTE	DESCRIPTION	WEEKDAYS					WEEKENDS				ADDITIONAL INFORMATION
		HOURS OF OPERATION		FREQUENCY (Mins)			HOURS OF OPERATION		FREQUENCY (Mins)		
		First bus by	Last bus after	All day (7am-7pm)	Peak (morning and evening)	Evening (after 7pm)	First bus by	Last bus after	All day (7am-7pm)	Evening (after 7pm)	
FREQUENT SERVICES											
35	Botany to Manukau via Ormiston Town Centre	6.15am	10pm	15	15	60	6.15am	10pm	15	60	First and last bus from both ends of route
53	Botany to City Centre via Ellerslie Panmure Hwy and Great South Rd	5.15am	11.45pm	10	8	30	5.30am	11.45pm	10	30	Additional services to City will depart Ellerslie and additional services to Botany will depart Panmure in Morning Peak
55	Howick to Panmure via Pakuranga Rd	5.15am	11.45pm	15	10	30	5.30am	11.45pm	15	30	Peak frequency does not include 55x. See below
CONNECTOR SERVICES											
55c	Botany and Howick to Panmure via Chapel Rd and Cook St	5.30am	11pm	30	20	30	6am	11pm	30	30	
55m	Botany and Howick to Panmure via Millhouse Dr and Meadowland Dr	5.30am	11pm	30	20	30	6am	11pm	30	30	
314	Manukau to Middlemore via Ormiston Town Centre	5.30am	10pm	30	20	60	6am	10pm	30	60	First and last bus from both ends of route
355	Botany to Manukau via Mission Heights and Ormiston Town Centre	6.30am	10pm	30	20	60	6.30am	10pm	30	60	First and last bus from both ends of route
562	Bucklands Beach to Panmure via Casuarina Rd and Glenmore Rd	6am	11pm	30	20	30	6am	10pm	30	30	
LOCAL SERVICES											
351	Botany to Otahuhu via Highbrook	6am	6.30pm	30	15	-	-	-	-	-	Weekday only service. First and last bus from both ends of route
361h	Manurewa to Highbrook via Clendon, Manukau, and Otara	5.30am	6pm	30	20	-	-	-	-	-	Weekday only service
543	Howick to Panmure via Cascades Rd and Reeves Rd	6am	8pm	60	20	60	6am	8pm	60	60	
545	Bucklands Beach to Botany via Highland Park	6am	10pm	60	30	60	6am	10pm	60	60	
566	Botany to Half Moon Bay via Highland Park	6am	11pm	60	30	60	6.30am	8pm	60	60	Buses will be timed to connect with ferries at Half Moon Bay
567	Botany to Half Moon Bay via Cockle Bay and Howick	6am	11pm	60	30	60	6.30am	8pm	60	60	Buses will be timed to connect with ferries at Half Moon Bay
PEAK PERIOD SERVICES											
55x	Botany and Howick to City Express via Panmure and Motorway	8am	6pm	-	10-20	-	-	-	-	-	Peak only service on weekdays. Services operate between 6am and 10am to City, and between 4pm and 7pm from City
TRIAL SERVICES											
563	Bucklands Beach to Half Moon Bay	6am	11pm	60	30	60	6.30am	8pm	60	60	Buses will be timed to connect with ferries at Half Moon Bay

East Auckland New Network Consultation map





Appendix 5 – Reasons for Changes to Routes Proposed During Consultation

This table outlines the reasons that changes were made to routes, and the expected impact of these changes.

Route number	Final New Network for East Auckland Changes based on feedback from consultation	Reason for change	Likely impact of change
35	Increased to Frequent route.	Changes to route 355 necessitate an increase in frequency on the 35 to provide a 15 minute service between Botany and Manukau	Improved service legibility between Botany and Manukau Additional service time and kilometres
53	Changed to be main all-day route to City Centre from East Auckland. Route will terminate at Botany. Routes 53a and 53b removed. All day frequency increased. First bus in morning earlier, last bus later at night.	Submissions requested, and patronage analysis and anticipated growth suggest that Botany should have the all-day connection to the City Centre. Terminating at Botany enables a more reliable service on route 53, while still maintaining a single-transfer connection to the City Centre for areas beyond Botany. Route now warrants improved level of service.	Improved patronage on route. Increased transfers at Botany. Additional service time and kilometres.
55	Changed to terminate at Panmure, not continue to City Centre. New 55x peak period express route to City Centre added. 55a and 55b renumbered 55m and 55c respectively. Both branches to terminate at Botany. First bus in morning earlier, last bus later at night.	Submissions requested, and patronage analysis and anticipated growth suggest that Botany, not Howick, should have the all-day connection to the City Centre. 55x introduced to maintain connection between Howick and the City Centre at peak times, and retain express services as requested in submissions. New numbering system developed to make route branches easier to understand. Terminating at Botany to cover off former 53a route and ensure 15 minute frequency between Howick and Botany. To enable trips and connections for early shifts in and around City Centre.	Increased transfers at Panmure. Increased patronage on Express services. Increased service legibility. Additional service time and kilometres.
314	Route extended from Ormiston to Manukau via Murphys Rd and Flat Bush School Rd. Route to be altered in future to incorporate proposed future 356 route. Route will no longer travel to Mission Heights.	Provides connections to more of suburban Flat Bush. Altering route 314 rather than introducing a new route will enable a better network in the area. Mission Heights now served by 355.	Better connections for suburban Flat Bush. Additional service time and kilometres. No impact at this stage. Minor increases in distance in future. No material impact.
355	Route changed to include Mission Heights. Route to travel to Ormiston Town Centre via Brookview Dr and Haddington Dr. Route to travel via Kilkenny Dr and Dannemora Dr.	Mission Heights residents expressed a desire to continue to be connected to Botany. Enables a more logical route between Manukau and Ormiston and on to Mission Heights. Removal of 53b requires another service to cover this area.	No material impact. Increased patronage on route. Minimal impact.

Route number	Final New Network for East Auckland Changes based on feedback from consultation	Reason for change	Likely impact of change
561	Removed route 561. Sections of route now served by routes 562 and 566.	Increasing route 562 to Connector meant the 561's primary catchment was duplicated by this service, and route 561 was no longer necessary.	Loss of connection between Farm Cove and Half Moon Bay ferry.
562	Route increased to Connector service from peak-only service. Route to travel via Macleans Rd and Priestley Dr.	Submitters from Bucklands Beach preferred the area's primary all-day connection to be to Panmure. Requests for travel via these streets to serve Macleans College	Minimal impact on costs, as route 545 subsequently amended to Local service. Increased usefulness of service to local residents (and consequently higher patronage)
351	Service will terminate at Otahuhu, not Onehunga.	Route changes in the Central Suburbs New Network mean Otahuhu and Onehunga will be part of the Crosstown 8. Removing 351 avoids duplicating service.	Minimal impact, due to changes being made to Central Suburbs New Network.
361h	361a renumbered 361h.	New numbering system developed to make route variation easier to understand.	Improved service legibility.
543	Route changed to travel via full length of Union Rd, and then Cook St to Howick, not via Moore St.	Moore St found to be unsuitable for bus operations at some times of day.	Minimal change in distance.
545	Amended from Connector to Local service.	Improvement of route 562 to Connector meant operating route 545 at this frequency was not affordable.	Reduced patronage on route 545.
563	New trial service introduced from Bucklands Beach to Half Moon Bay.	Submissions requested a link from Bucklands Beach to the Half Moon Bay ferry be retained.	Increased costs of operating additional service.
566	Route changed to travel full length of Botany Rd, not via Lexington Dr and Highland Park Dr. Route changed to travel via Prince Regent Dr to Half Moon Bay, not Bucklands Beach Rd and Sunderlands Rd. Hours of operation extended to meet every ferry.	Highland Park Dr found to be unsuitable for bus operations at some times of day. Removal of 561 required a service to be retained on Prince Regent Dr. New ferry timetables, while yet to be finalised, will likely have longer hours of operation, which feeder buses need to match.	Minimal change in distance. Minimal change in distance. Additional service time and kilometres.