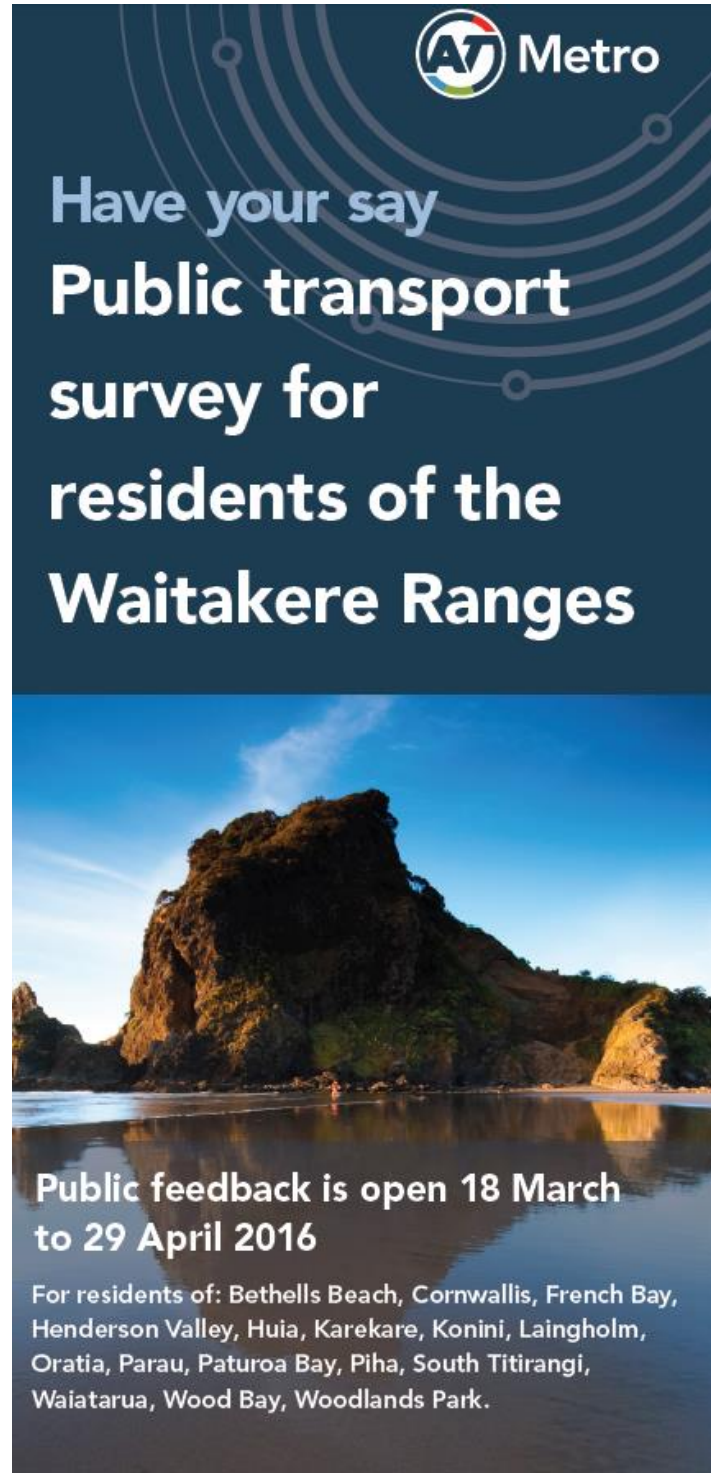


Public Transport for the Waitakere Ranges Residents' Survey - Summary Report



The poster features the Auckland Transport Metro logo at the top right. The background is dark blue with white text and a pattern of white circles and lines. Below the text is a photograph of a large, rocky cliff overlooking a beach and the ocean under a clear blue sky.

Have your say
Public transport
survey for
residents of the
Waitakere Ranges

**Public feedback is open 18 March
to 29 April 2016**

For residents of: Bethells Beach, Cornwallis, French Bay,
Henderson Valley, Huia, Karekare, Konini, Laingholm,
Oratia, Parau, Paturoa Bay, Piha, South Tītirangi,
Waiatarua, Wood Bay, Woodlands Park.

Prepared by Buzz Channel and Auckland Transport
September 2017

Executive summary

Auckland Transport and the Waitakere Ranges Local Board have been investigating what Public Transport services may be needed in the Waitakere Ranges area.

In March/April 2016, Auckland Transport held a survey for residents of the following areas: French Bay, Henderson Valley, Huia, KareKare, Konini (Kaurilands Rd, Daffodil St, Konini Rd), Laingholm, Oratia, Parau, Paturua Bay, Piha, South Titirangi, Te Henga (Bethells Beach), Waiatarua, Wood Bay and Woodlands Park.

These areas were targeted because they either have no current public transport service, have limited service, or were having services removed when the new West Auckland bus network was implemented in June 2017.

Participation

In total 839 feedback forms were received. The areas with the highest participation were Huia/Cornwallis/Parau with 116 residents from this area responding, followed by Wood Bay/French Bay/Paturua Bay/South Titirangi with 108 respondents, and thirdly Piha with 101 respondents.

Initial findings

In order to determine if there is sufficient demand for any new services, data was grouped by potential routes; i.e. feedback from people who lived in the same area and whose chosen destinations could be accommodated by the same route, was analysed together. In most cases the numbers of people who said they would use each of these potential routes, and how often they said they would use them, was not sufficient to operate a viable bus service. However, two possible scheduled services were identified which could be viable and would warrant further investigation.

- **Potential route 1 – Piha to Glen Eden, via Waiatarua and Oratia.**

Although relatively few residents of Piha said they would use a public transport service often, when the numbers were combined with Waiatarua and Oratia this could be considered a viable service. The proposed route would be via West Coast Rd and terminating at Glen Eden. Glen Eden is proposed as a terminus because it would benefit people wanting to travel to the City; the route would likely experience less congestion than a route which terminated at Henderson; and also people wishing to travel to Henderson would only be two train stops away, which would not cost more with an AT HOP card due to Simpler Fares.

The estimated journey time for such a service would be approximately 50 minutes. This means that the journey time from Piha to the City, if a passenger transferred to rail at Glen Eden, would be approximately one and a half hours. Compared to the time it takes to travel by car (between 55 mins to 1h30 at peak), this could affect the popularity of such a service, however, it is recognised that such a service could provide other benefits for passengers wanting to commute to the city, such as the opportunity to work or read during the commute, and also not needing to pay for parking. It should also be noted that the city centre is not necessarily the destination of the majority of passengers.

- **Potential route 2 – Huia / Parau to New Lynn.**

Residents of Huia and Parau showed considerably strong demand for public transport in the survey, with at least 50 people saying they would use a public transport service often (daily or 1-4 times per week) at peak times. Relative demand was also shown across the whole day.

A potential service could be investigated to run from Huia to New Lynn, via Woodlands Park. It would not likely detour via Cornwallis, because only seven people from Cornwallis participated in the survey and a detour would create significant time delays.

- **Areas with low demand**

Although the other areas included in the survey have shown to have minimum demand, it could be recommended to investigate non-scheduled services, similar to the early operating model of the “Kowhai Connection” which trialled in Warkworth.

Please see the different sub-sections of this report for more detailed conclusions of each area that participated in the survey.

Next steps

The information gathered in this survey has enabled an initial assessment of the public transport needs and expected demand from residents of the Waitakere Ranges area.

Although two potential new services have been identified, there are a number of key factors required for these to be implemented. There is currently no budget for the projected operational costs, and there needs to be sufficient resource to progress the investigation of routes and infrastructure. The risks involved are that patronage would not be as high as people expressed in the survey, and that the long journey time from Piha to the City could mean that the service is not attractive enough compared to driving.

There is a risk that these new services would not meet NZTA requirements, therefore there is a scenario that these services would have to be fully funded by Auckland Council / Auckland Transport.

Due to the current implementation of the new public transport network for Auckland’s urban areas, resource constraints mean that additional services for the outer areas of Auckland, including the Waitakere Ranges, are not being progressed until after the New Network’s completion, estimated for late 2018.

Therefore the next steps include:

- Working with the Local Board to investigate funding options
- Investigating the potential for alternative public transport solutions such as an on-demand system

Further actions to investigate public transport solutions for the Waitakere Ranges will be undertaken after the New Network’s implementation is completed.

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Background

Auckland Transport and the Waitākere Ranges Local Board are interested in exploring the public transport requirements for the Waitākere Ranges area. For any such service to be viable long-term, there would need to be demonstrable demand from local residents and, ideally, visitors as well.

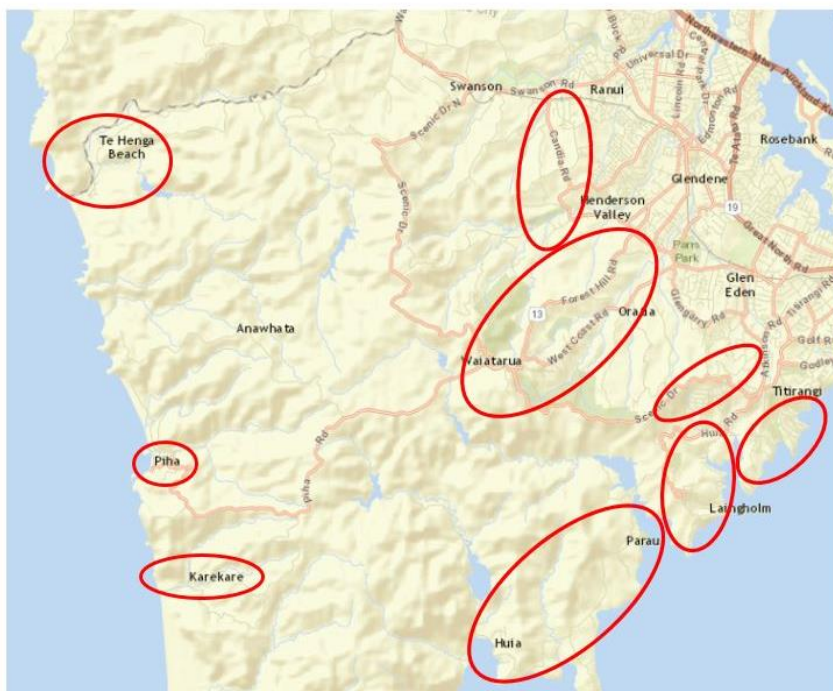
A visitors' survey was conducted by the Waitakere Ranges Local Board during late January and early February 2016. Auckland Transport followed this with a survey targeted at residents of specific areas within the Waitakere Ranges. This report contains the results of the Residents' Survey undertaken by Auckland Transport.

Areas of investigation

The survey was aimed at residents of the following areas: French Bay, Henderson Valley, Huia, Karekare, Konini (Kaurilands Rd, Daffodil St, Konini Rd), Laingholm, Oratia, Parau, Paturoa Bay, Piha, South Titirangi, Te Henga (Bethells Beach), Waiatarua, Wood Bay and Woodlands Park.

These areas were targeted because they either have no public transport, have limited service, or they had service removed when the new West Auckland bus network was implemented in June 2017.

No Service	Limited Service	Services removed when West Auckland New Network introduced
Te Henga (Bethells)	Konini	Henderson Valley
Piha	Wood Bay	Waiatarua
Karekare	French Bay	Oratia
Parau	South Titirangi	
Cornwallis	Laingholm	
Huia		



Potential services and buses

If any new services were introduced, they would likely be implemented on a trial basis and would link into the Auckland public transport network at a train station on the Western Line, or to a local centre, but may not necessarily offer a regular, scheduled bus service on a fixed route.

Due to the road conditions of some potential routes, it is possible that Auckland Transport would consider using small buses. Small buses are still fully accessible for people with disabilities or parents with prams, and usually seat between 25 to 30 people, however they are better able to manoeuvre narrow streets and sharp corners than ordinary sized buses.

The Waitakere Ranges Local Board Visitors' Survey

Over January and February 2016, the Waitakere Ranges Local Board (WRLB) conducted a survey targeted at visitors to Piha, Karekare, Te Henga (Bethells) and the Arataki Visitor Centre.

Face-to-face interviews were undertaken with a sample of visitors at the above locations, with the questions aimed at understanding the visitors' current travel habits to the West Coast, their potential interest in a bus service, and to explore the preferred options and characteristics of such a potential service.

The results have been published by the WRLB in a separate report. Findings from both the Visitors' Survey and the Residents' Survey will be used to inform the next steps taken for potential public transport services to the Waitakere Ranges.

Timeframe

Although these surveys were carried out in 2016, any new public transport services for the Waitakere Ranges are unlikely to be further investigated until 2018. Over the next few years Auckland Transport are implementing a new bus network for the urban and suburban areas of the Auckland region. Due to budget and resource constraints, additional services beyond the high-density areas of Auckland, including the Waitakere Ranges, will be assessed after the New Network's completion.

Authoring of this report

This report has been created by both Auckland Transport and Buzz Channel.

Buzz Channel was commissioned to analyse the feedback from the Waitākere Ranges Residents' Survey. This included:

- coding open-ended comments into key themes;
- analysing responses to the tick-box questions;
- preparing tables and charts of all questions to display the information in the most compelling format;
- section 11, comparing and contrasting resident feedback results against the visitor survey;

Based on Buzz Channel's work, Auckland Transport completed the Survey Summary Report by interpreting the results and providing conclusions. Sections of the report written by Auckland Transport include:

- Executive Summary
- Background
- Survey approach
- Written summary and conclusions under each sub section of the Survey Results
- Analysis and decisions

Survey approach and summary of results

Survey approach

The survey ran from 18 March to 29 April 2016.

A brochure containing the survey, which could be returned 'Freepost', was mailed to all residents and property owners of the targeted areas during the week of 4th April. This date for the mailout was chosen so that it would arrive after the Easter holiday period, and therefore have more chance of being received by permanent residents.

An online version of the survey was available on the Auckland Transport 'Have Your Say' website.

Other actions that were taken to raise awareness of the survey:

- Memos were sent to the Mayor, MPs, Councillors, Local Boards and Advisory Groups.
- Brochures were available at local libraries (Glen Eden, New Lynn, Ranui, Titirangi, Waiatarua, Henderson, Piha), Service Centres (New Lynn Train Station, Western Service Centre), and Local Boards (Waitakere, Henderson-Massey, Whau).
- An advertisement ran in the Western Leader both before and after Easter.
- A media release was sent to local papers.
- Information, including brochures and posters, were mailed to relevant schools, community groups and key businesses. They were also sent information by email, as well as images, and text which could be promoted through their newsletters and websites.
- An online version of the Visitors' Survey was made available to the local Surf Life Saving groups, in order to capture feedback from people who frequently travel to the targeted areas but may not reside there. The survey was emailed to: Bethells Beach Surf Lifesaving Patrol, Karekare Surf club, Keyhole Boardriders Club, Piha Coastcare, Piha Surf Lifesaving Club, United North Piha Lifeguard Service.

Summary of results

In total 839 submissions were received, which included 356 hardcopy feedback forms and 483 online submissions. The brochure was mailed to 6,274 households, which equalled a response rate of approximately 13%.

No submissions were received via the online Visitors' Survey created for the Surf Life Saving clubs, however members of these organisations may have participated in the Residents' Survey.

Analysis approach

In order to determine the potential demand for any new services, feedback has been grouped together by potential routes.

Where the destinations could be accessed via a single bus route, we have grouped these respondents' feedback together, to determine what the usage of this service might be. Where the destinations would require two separate bus routes, we have

analysed the feedback separately. The routes which had less than 15 people express they might use it have not been included in the analysis, as these would not be viable.

Place of residence	Destination most important to access from where they live						Total
	Titirangi	Glen Eden	New Lynn	Henderson	Ranui	Blockhouse Bay	
Huia / Cornwallis / Parau	18	0	98	0	0	0	116
Wood Bay / French Bay / Paturua Bay / South Titirangi	16	0	83	0	0	9	108
Piha	12	33	0	56	0	0	101
Waiaatarua (Forest Hill / West Coast Rd / Scenic Dr)	0	47	0	45	0	0	92
Laingholm	11	8	66	0	0	0	85
Konini (Kaurilands Rd / Daffodil St / Konini Rd)	6	16	29	0	0	0	51
Oratia (West Coast Rd / Parker Rd / Carter Rd / Shaw Rd)	0	27	0	15	0	0	42
Karekare	0	15	10	0	0	0	25
Henderson Valley (Henderson Valley Rd / Candia Rd)	0	0	0	22	3	0	25
Woodlands Park	3	1	16	0	0	0	20
Te Henga Beach (Bethells)	0	0	0	0	0	0	0
	Analyse as one route						
	Analyse as two separate routes						

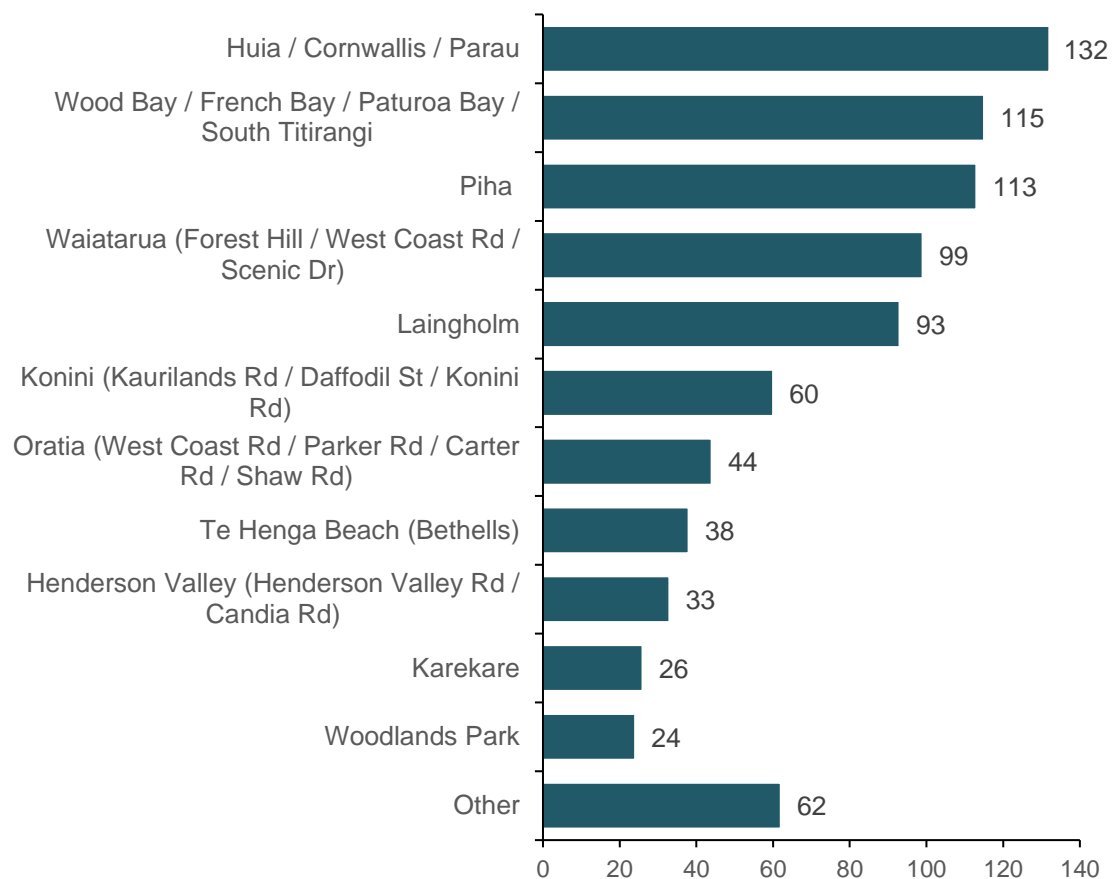
Survey Results

Place of residence & important destinations to access

All participants were asked where they are currently residing, which destination is most important to access from where they live and whether they are likely to use public transport.

Place of residence

Which of these best describes where you live, or own property?



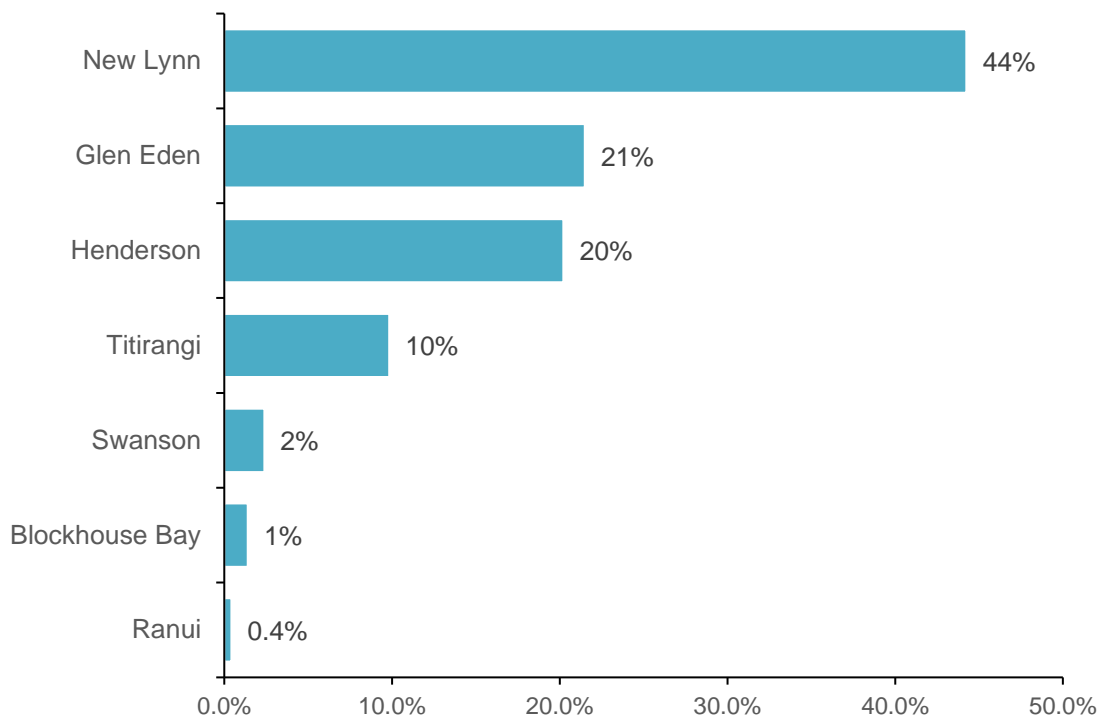
Base: 839 responses.

The area with the highest participation in the survey came from residents of Huia / Cornwallis / Parau, with 132 respondents. This was followed by Wood Bay / French Bay / Paturoa Bay / South Titirangi with 115, and then Piha with 113.

Those who selected 'other' are residing in areas such as Sunnyvale, Anawhata, Mountain Road in Waiatarua, New Lynn, Auckland CBD, Taupaki, Massey, Belmont and Mt Eden.

Most important destination

Please select which destination is most important for you to access from where you live:



Base: 712 responses. Note multiple responses were allowed, so the figures add to over 100%

In total, two in five participants stated New Lynn is the most important destination for them to access (44%) followed by Glen Eden (21%) and Henderson (20%).

On the other hand, only 2% of participants indicated Swanson is the most important destination for them to access followed by Blockhouse Bay (1%) and Ranui (0.4%).

Those residing in Huia / Cornwallis / Parau (84%), Laingholm (78%) and Wood Bay / French Bay / Paturua Bay / South Titirangi (77%) were more likely to regard New Lynn as the most important destination for them to access.

On the other hand, those residing in Piha (55%), Waiatarua (49%) and Oratia (36%) were more likely to regard Henderson as the most important destination for them to access. Those residing in Oratia (64%), Waiatarua (51%) and Piha (33%) were more likely to regard Glen Eden as the most important destination for them to access.

Examining most important destination via place of residence

To investigate the viability of potential bus services, the following subsections will group residents' feedback according to potential routes.

Each subsection will examine how often respondents would use public transport, and at what times of the day.

1. Huia / Cornwallis / Parau

Participants residing in Huia / Cornwallis / Parau were asked which destination is most important to access from where they live and whether they are likely to use public transport.

1.1: Most important destination to access

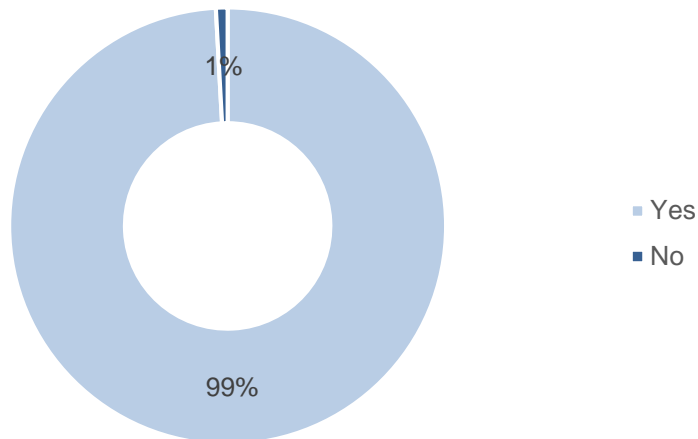
Most important destination to access	Count	Percentage
New Lynn	98	84%
Titirangi	18	16%
TOTAL	116	100%

Those who live in Huia / Cornwallis / Parau: 116 responses.

For 98 participants residing in Huia / Cornwallis / Parau, the most important destination to access was New Lynn (84%) followed by 18 participants selecting Titirangi (16%).

1.2: Likelihood of using a public transport service

Based on your selected home and destination, would you use a public transport service?



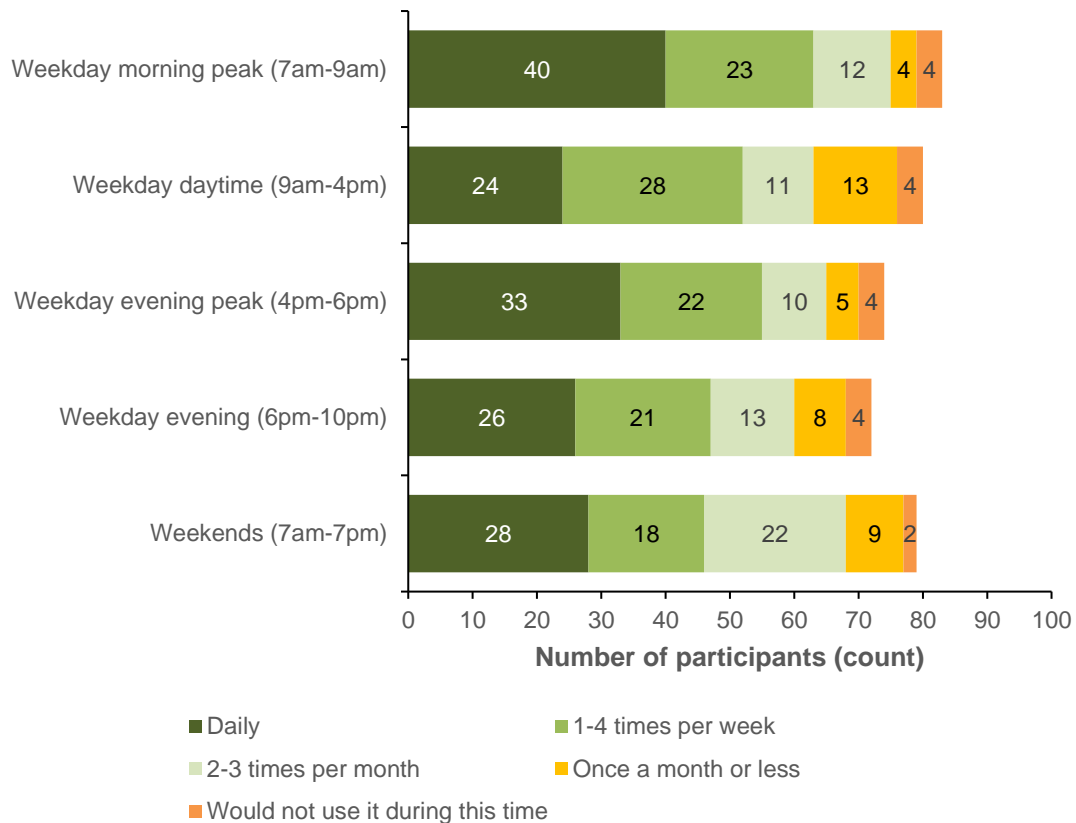
Those who live in Huia / Cornwallis / Parau: 116 responses.

In total, 115 participants residing in Huia / Cornwallis / Parau would use a public transport service from their home to their selected destination (99%). On the other hand, only one participant would not use public transport services (1%).

1.3: Frequency of use during Summer Months

Participants residing in Huia / Cornwallis / Parau were asked how often they would use bus services during the summer months, during different times of the day.

Please tell us how often you would use public transport during Summer Months:



Those who live in Huia / Cornwallis / Parau: 72-83 responses.

For residents of Huia, Cornwallis and Parau, the most popular time to travel would be morning and evening peak times. Sixty-three participants responded that they would use public transport often (daily and a few times a week) for weekday morning peak hours and 55 participants responded that they would use public transport often for weekday evening peak hours.

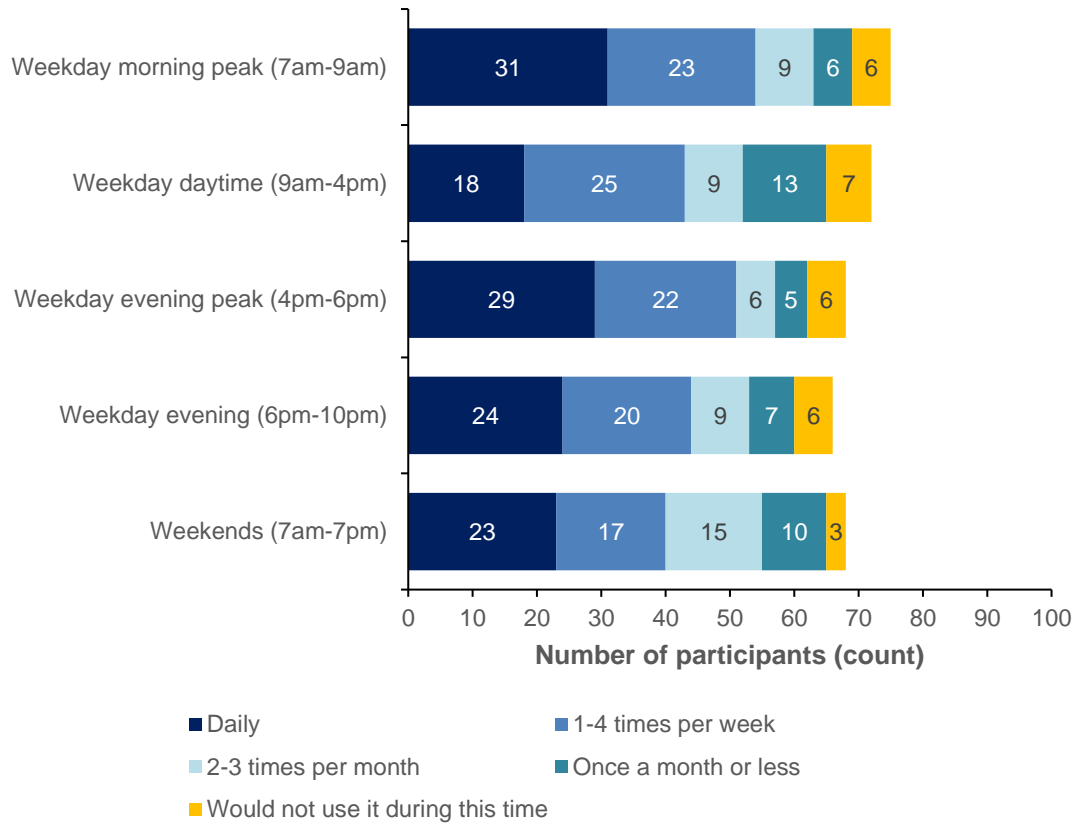
Relatively strong demand was also shown across the whole day, with 52 participants saying they would use a public transport service often during weekday daytimes, and 47 participants saying they would use a service often during weekday evenings.

Forty-six participants said they would use a public transport service every weekend, and another 22 participants would use a service 2-3 times per month.

1.4: Frequency of use during Winter Months

Participants residing in Huia / Cornwallis / Parau were asked how often they would use bus services during the winter months, during different times of the day.

Please tell us how often you would use public transport during Winter Months:



Those who live in Huia / Cornwallis / Parau: 66-75 responses.

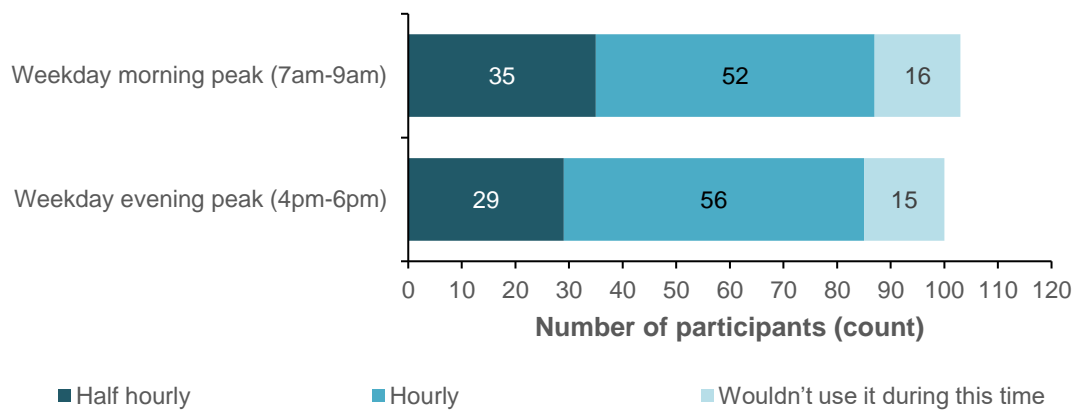
Slightly less demand was shown for winter months, with 54 participants residing in Huia / Cornwallis / Parau saying they would use public transport often (daily and a few times a week) during weekday morning peak hours, and 51 participants saying would use public transport often during weekday evening peak hours.

Forty-three participants said they would use a service often during weekday daytimes, and 44 participants said they would use a service often during weekday evenings.

For weekend travel, 40 people said they would use a public transport service every weekend, and a further 15 people said they would use a service 2-3 times per month.

1.5: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



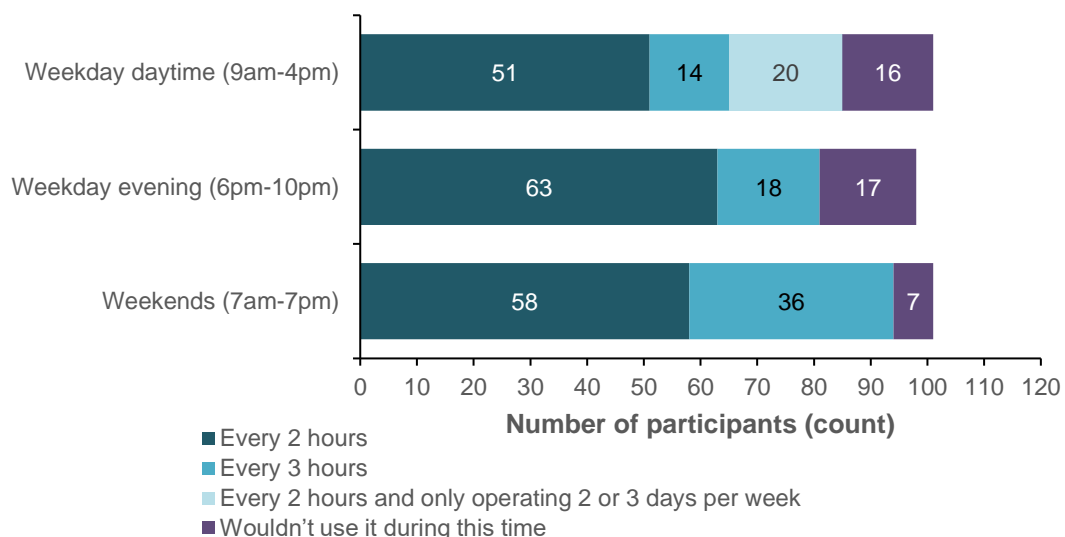
Those who live in Huia / Cornwallis / Parau: 100-103 responses.

When residents of Huia / Cornwallis / Parau were asked how often peak services would need to run in order for them to consider using it, for weekday morning peak 52 participants said hourly was sufficient (50%), whereas 35 people preferred half hourly (34%), and 16 people would not use it during this time (16%).

For weekday evening peak, again the slight majority said hourly was a sufficient frequency (56 participants, 56%), 29 people said services would need to run half-hourly (29%), and 15 participants would not use a service at this time (15%).

1.6: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Huia / Cornwallis / Parau: 98-101 responses.

Overall, for off-peak travel the slight majority of participants residing in Huia / Cornwallis / Parau said services would need to run every two hours for them to consider using it.

For weekday daytime travel, 51 participants said two-hourly frequency was sufficient (51%), while 20 participants said services would only need to operate two or three days per week at a two-hourly frequency (20%). Fourteen people would like services to run every three hours (14%), and 16 people said they would not travel at this time (16%).

On weekday evenings after peak hours, 63 participants would like services to run every two hours (64%), 18 participants said every three hours was sufficient (18%), and 17 people would not use it at this time (17%).

Fifty-eight participants would like services to run every two hours on the weekend (57%), whereas 36 people would be happy with services operating every three hours (36%), and seven participants would not use a weekend service (7%).

1.7 Analysis and decisions

The level of demand outlined above could mean that a new bus service is viable for this area.

- A suggested route path would be Huia Rd, Woodlands Park Rd, then follow the route path of the current 171 bus service to New Lynn.
- This service could run at juxtaposing times to the 171, which would increase the frequency in Woodlands Park area.
- There is no or very limited demand for a bus to divert down Cornwallis Road, as only seven people who participated in the survey specified that they live in Cornwallis.
- A service running hourly at peak times and every two hours off peak and on weekends (Saturday and Sunday), would cost approximately \$520,000 per year to operate.
- Alternatively, a peak only service could be trialled. With two morning and two evening peak services operating every weekday, such a service would cost approximately \$145,000 per year to operate.
- Details like infrastructure and whether buses can turn at certain intersections need to be investigated.

Route origins

Providing one's address was optional, and not all participants answered the question about where they would like to catch a bus service from, however from the data provided we can infer the following locations of participants:

Huia - 49 participants

Parau - 33 participants

Cornwallis - 7 participants

Little Huia - 1 participant

Titirangi - 2 participants

Please note: the above figures add up to 92 people, so the origin of 25 participants is not known.

This suggests that a route which travels from Huia via Parau and Titirangi to New Lynn would satisfy most of the demand expressed in the survey from residents of these areas.

Next steps

The next steps involved would be to review the potential for this service after the New Network implementation has been completed at the end of 2018. At this point, it is not anticipated that a second stage survey will be required.

2. Wood Bay / French Bay / Paturoa Bay / South Titirangi

Participants residing in Wood Bay / French Bay / Paturoa Bay / South Titirangi were asked which destination is most important to access from where they live and whether they are likely to use public transport.

2.1: Most important destination to access

Most important destination to access	Count	Percentage
New Lynn	83	77%
Titirangi	16	15%
Blockhouse Bay	9	8%
TOTAL	108	100%

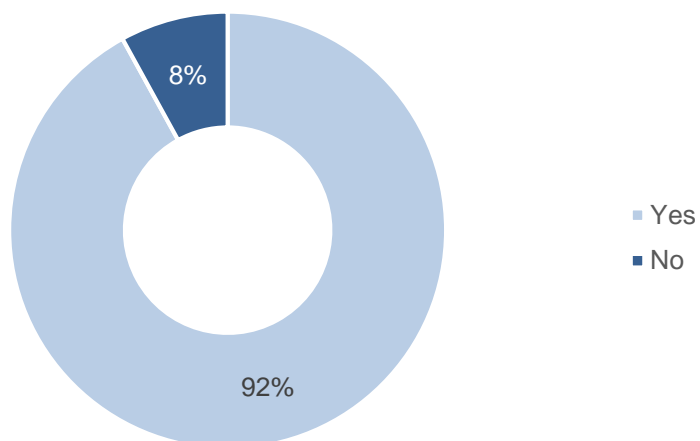
Those who live in Wood Bay / French Bay / Paturoa Bay / South Titirangi: 108 responses.

For 83 participants residing in Wood Bay / French Bay / Paturoa Bay / South Titirangi, the most important destination to access was New Lynn (77%) followed by 16 participants selecting Titirangi (15%) and nine participants selecting Blockhouse Bay (8%).

As it would be possible to incorporate New Lynn and Titirangi into one route, the feedback related to these destinations has been included in the following analysis, in order to determine its viability. Feedback related to Blockhouse Bay has been removed.

2.2: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



Those who live in Wood Bay / French Bay / Paturoa Bay / South Titirangi and regard New Lynn and Titirangi as the most important destination to access: 99 responses.

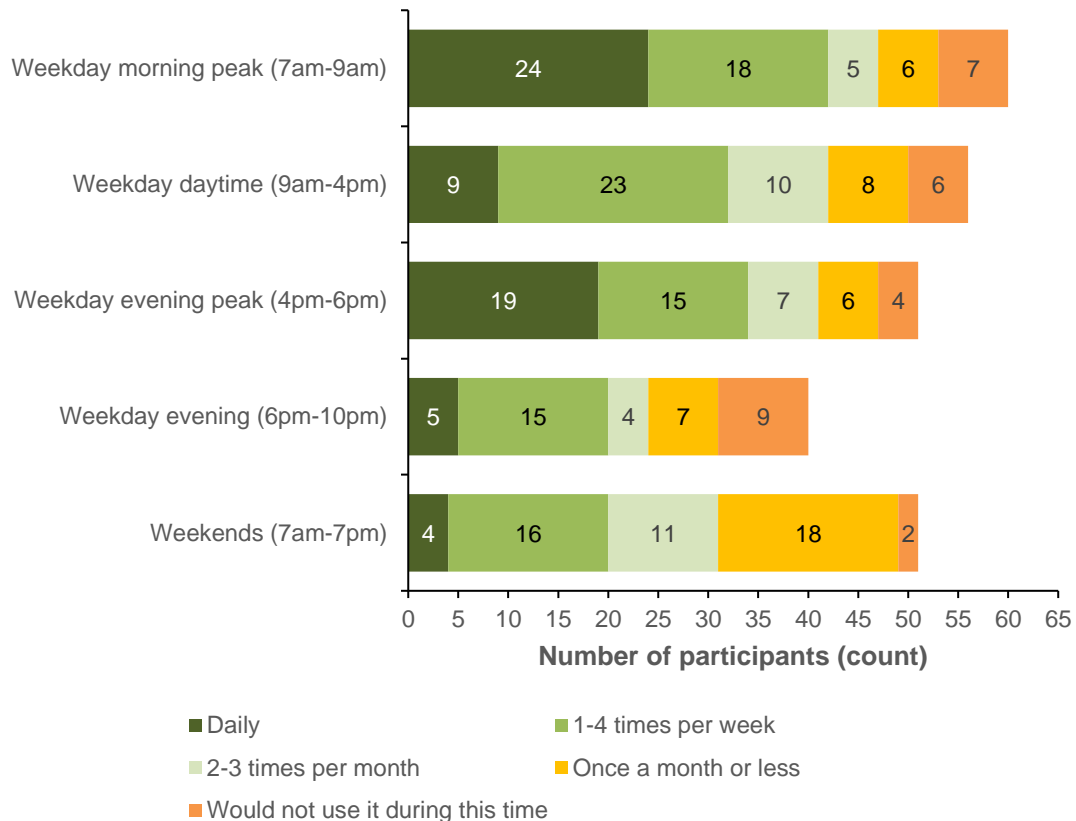
In total, 91 participants who regard New Lynn and Titirangi as most important destinations to access would use public transport service from Wood Bay / French

Bay / Paturoa Bay / South Titirangi (92%). On the other hand, eight participants would not use public transport services (8%).

2.3: Frequency of use during Summer Months

Participants residing in Wood Bay / French Bay / Paturoa Bay / South Titirangi and regard New Lynn and Titirangi as most important destinations to access were asked how often they would use bus services during the summer months, during different times of the day.

Please tell us how often you would use public transport during Summer Months:



Those who live in Wood Bay / French Bay / Paturoa Bay / South Titirangi and regard New Lynn and Titirangi as the most important destination to access: 40-60 responses.

During weekday morning peak hours, 42 participants residing in Wood Bay / French Bay / Paturoa Bay / South Titirangi would use public transport often (daily and a few times a week), and 34 participants would use public transport often during weekday evening peak hours.

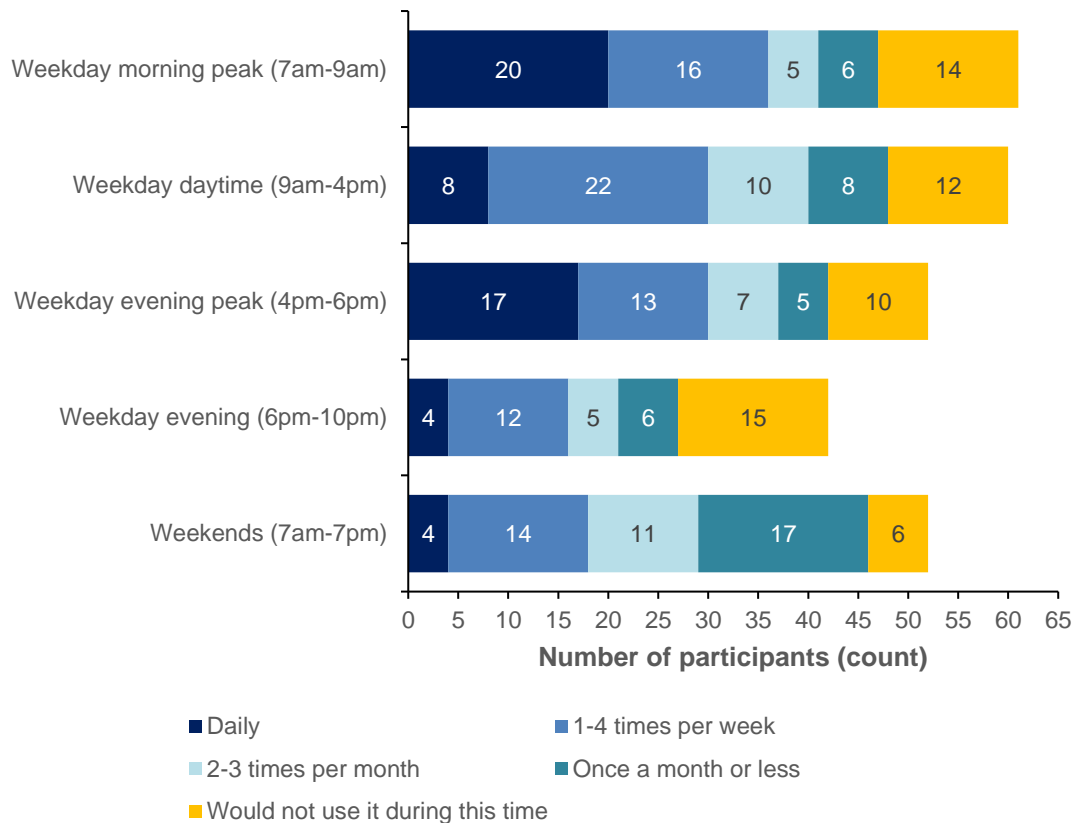
For weekday daytime travel, 32 participants indicated they would use public transport often, and 20 participants would use public transport often on weekday evenings.

On the weekends, 20 people said they would use a service every weekend, and another 11 people said they would use a service 2-3 times per month.

2.4: Frequency of use during Winter Months

Participants residing in Wood Bay / French Bay / Paturoa Bay / South Titirangi and who regard New Lynn and Titirangi as most important destinations to access were asked how often they would use bus services during the winter months, during different times of the day.

Please tell us how often you would use public transport during Winter Months:



Those who live in Wood Bay / French Bay / Paturua Bay / South Titirangi and regard New Lynn and Titirangi as the most important destination to access: 41-61 responses.

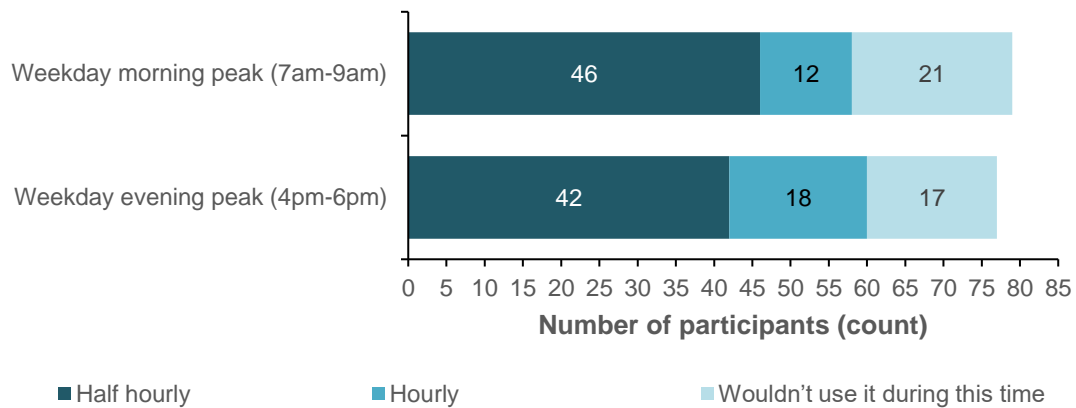
Similar demand was shown for winter months, with 36 participants saying they would use public transport frequently (daily and a few times a week) during winter months for weekday morning peak hours, and 30 participants saying they would use public transport frequently for weekday evening peak hours.

Thirty participants said they would use a service often during weekday daytimes, and 16 participants would use a service often on weekday evenings.

Weekend demand was similar to summer months, with 18 participants saying they would use public transport every weekend, and another 11 participants would use it 2-3 times per month.

2.5: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



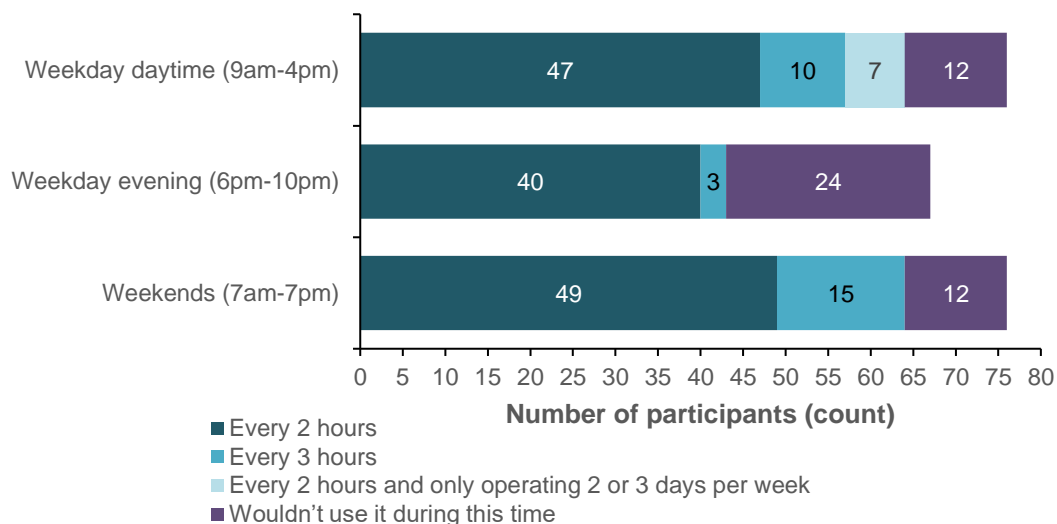
Those who live in Wood Bay / French Bay / Paturua Bay / South Titirangi and regard New Lynn and Titirangi as the most important destination to access: 77-79 responses.

When participants were asked how often services would need to run during peak hours for them to consider using it, for morning peak times 46 people said that they would like services to run half hourly (58%), 12 people said hourly was sufficient (15%) and 21 participants would not use it during this time (27%).

During evening peak times, 42 participants preferred half-hourly frequency (55%), while 18 people selected hourly frequency (23%), and 17 respondents would not travel at this time (22%).

2.6: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Wood Bay / French Bay / Paturua Bay / South Titirangi and regard New Lynn and Titirangi as the most important destination to access: 67-76 responses.

For off-peak travel, most respondents preferred two-hour frequency.

Forty-seven participants preferred services to run every two hours during weekday daytime hours (62%), whereas 10 respondents said every three hours was sufficient during this time (13%), and seven respondents said services would only need to run two or three days per week at a two-hourly frequency (9%). Twelve participants would not use a service at this time (16%).

On weekday evenings, 40 participants said services would need to run every two hours (60%), while only three people said every three hours was sufficient (4%), and 24 people would not use it during this time (36%).

Forty-nine participants said they would like services to run every two hours on weekends (73%), while 15 respondents said every three hours was enough (22%), and 12 participants would not use a service at this time (18%).

2.7 Analysis and decisions

This area has a current service to New Lynn via Titirangi (170), and the demand outlined above is dispersed across a wide, geographically challenging area. Therefore, it is questionable if these results indicate that an increase in service is required.

In order to do a proper assessment, more investigation would be required on exactly where people would catch a bus service from.

3. Piha

Participants residing in Piha were asked which destination is most important to access from where they live and whether they are likely to use public transport.

3.1: Most important destination to access

Most important destination to access	Count	Percentage
Henderson	56	55%
Glen Eden	33	33%
Titirangi	12	12%
TOTAL	101	100%

Those who live in Piha: 101 responses.

For 56 participants residing in Piha, the most important destination to access was Henderson (55%) followed by 33 participants selecting Glen Eden (33%) and 12 participants selecting Titirangi (12%).

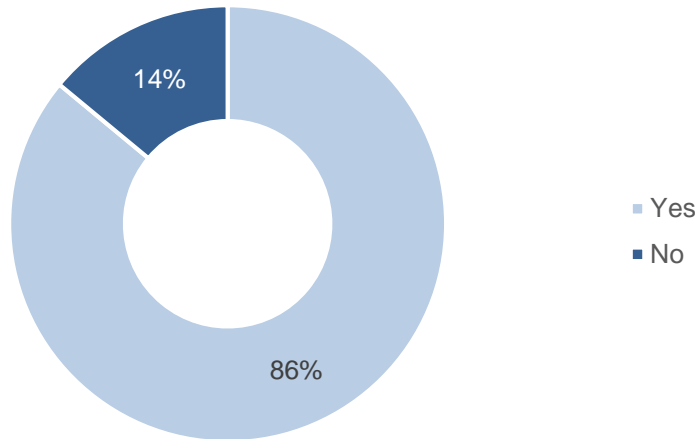
Because the proposed destinations would not likely be served by a single bus route, feedback has been analysed separately.

Due to the small demand shown for a service from Piha to Titirangi, feedback on this route has been omitted as it would not be viable.

3B. Residing in Piha and accessing Henderson

3B.1: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



Those who live in Piha and regard Henderson as the most important destination to access: 56 responses.

In total, 48 participants who regard Henderson as the most important destination to access would use public transport service from Piha (86%). On the other hand, eight participants would not use public transport services (14%).

3B.2: Frequency of use during Summer Months

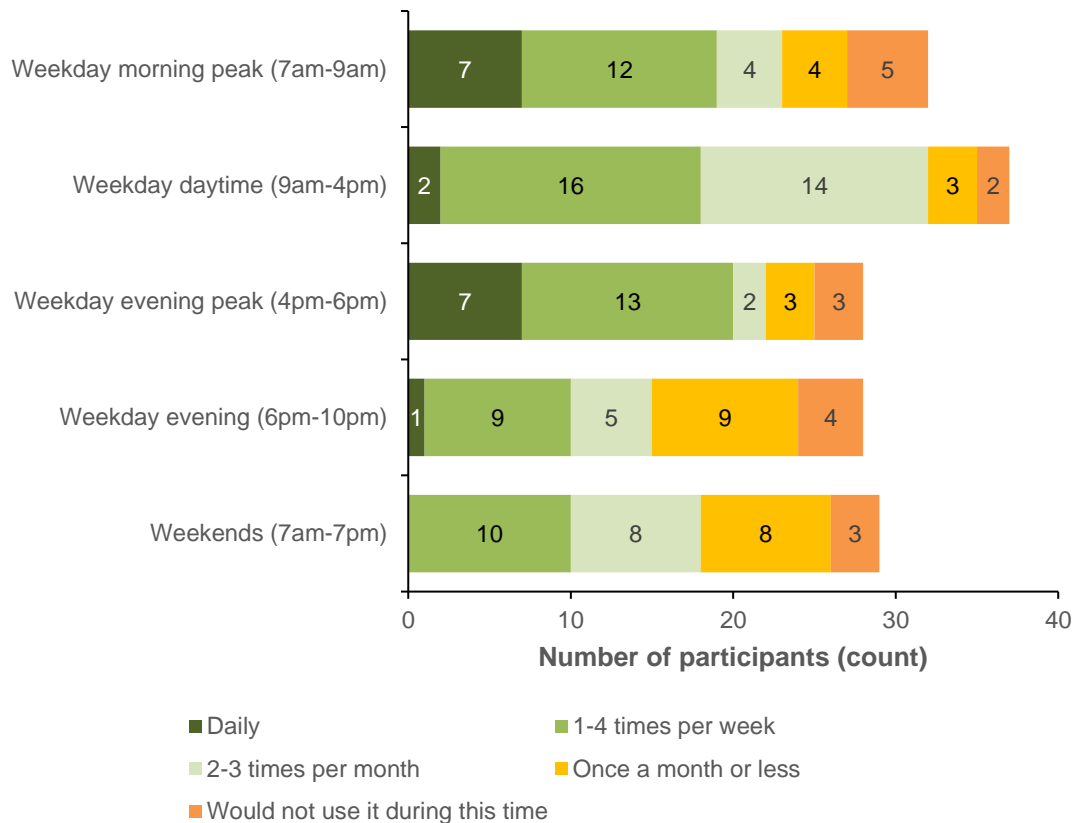
Participants who regard Henderson as the most important destination to access were asked how often they would use bus services during the summer months, during different times of the day.

In total, 19 participants would use public transport often (daily and a few times a week) for weekday morning peak travel, and 20 participants would use public transport often for weekday evening travel.

Eighteen participants said they would use public transport often during weekday daytimes, and 10 participants would use it often on weekday evenings.

Eighteen participants said they would use a service on weekends, at least once a fortnight.

Please tell us how often you would use public transport during Summer Months:



Those who live in Piha and regard Henderson as the most important destination to access: 28-37 responses. Please note the small sample size.*

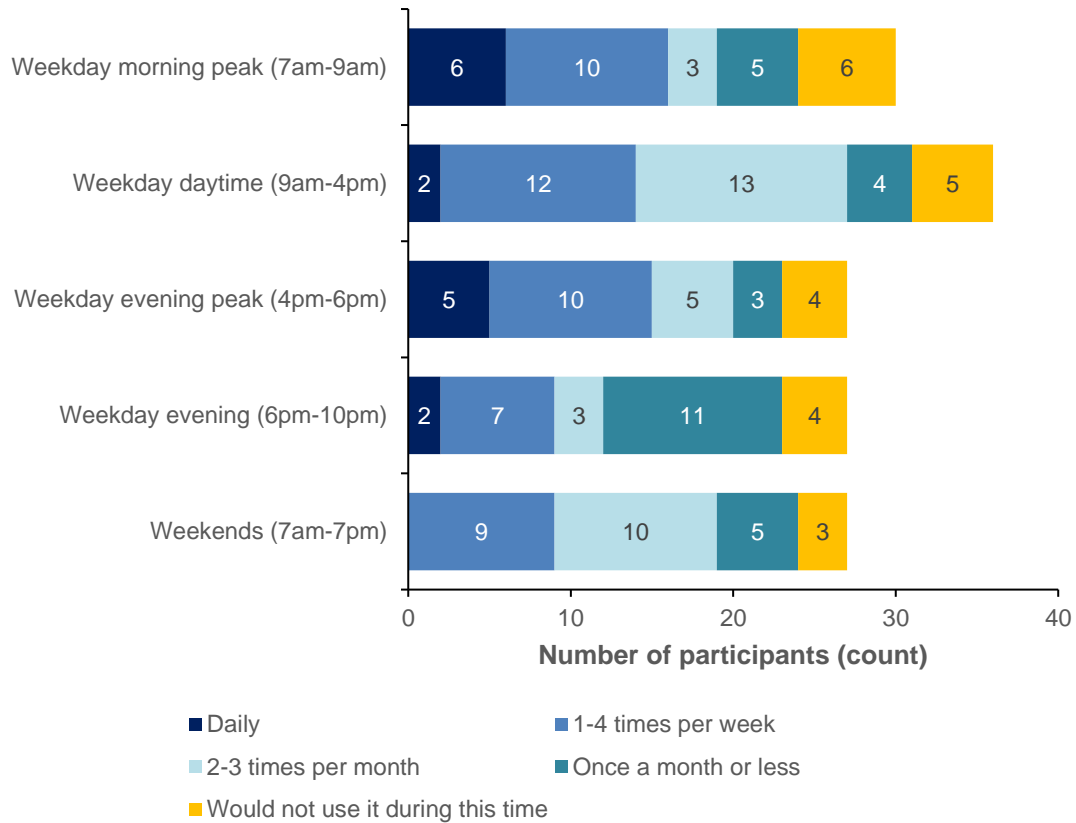
3B.3: Frequency of use during Winter Months

Participants who regard Henderson as the most important destination to access were asked how often they would use a public transport service during the winter months, during different times of the day.

Slightly less demand was shown for winter months, with 16 participants saying they would use public transport often (daily and a few times a week) during weekday morning peak hours and 15 participants saying they would use public transport often during weekday evening peak hours.

Similarly, on weekdays 14 participants would use a service often during the day, and nine participants would use it often during the evenings. Nineteen participants would use a service on weekends at least once a fortnight.

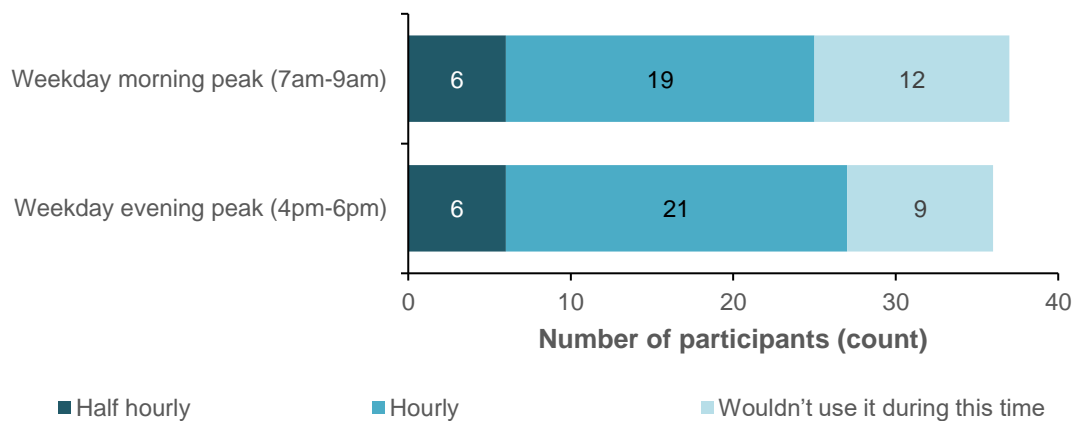
Please tell us how often you would use public transport during Winter Months:



Those who live in Piha and regard Henderson as the most important destination to access: 27-36 responses*. Please note the small sample size.

3B.4: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



Those who live in Piha and regard Henderson as the most important destination to access: 36-37 responses.

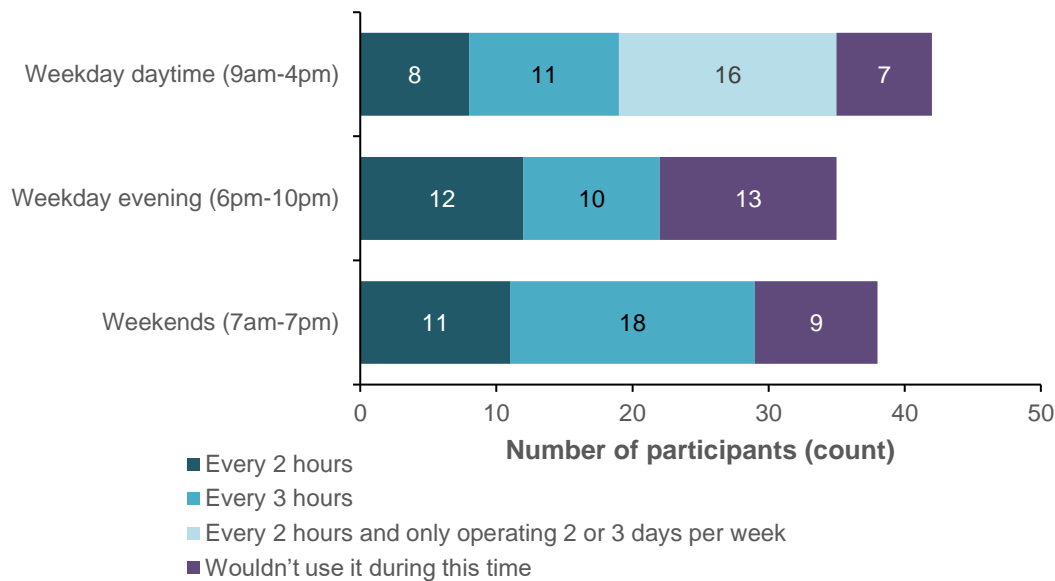
During morning peak times, approximately half of participants (19 people, 51%) said services would only need to run hourly for them to consider using it. Twelve people

would not travel at this time (32%), and six people said services would need to run half-hourly at this time (16%).

Evening peak services received a similar response, with 21 participants preferring services to run every two hours (58%), nine people would not travel at this time (25%) and six people preferred a frequency of half-hourly (17%).

3B.5: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Piha and regard Henderson as the most important destination to access: 35-42 responses.

For weekday daytime travel, 16 people said services would only need to operate two or three days per week at a two-hourly frequency for them to consider using it (38%), whereas 11 participants would prefer a service to run every weekday at a frequency of every three hours (26%) and eight participants preferred a service to run every weekday every two hours (19%). Seven participants would not travel at this time (17%).

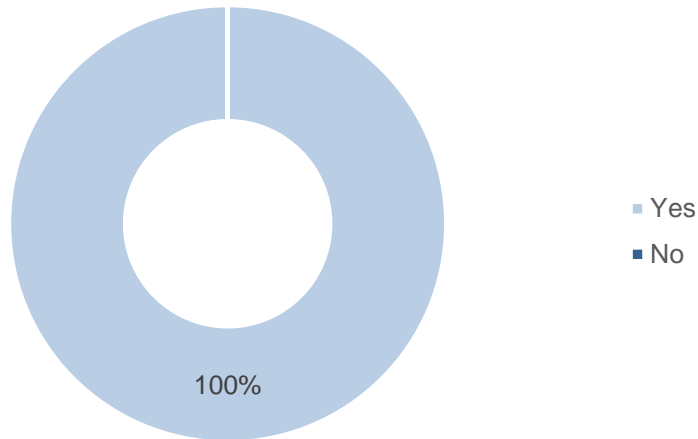
On weekday evenings, 13 people said they would not use a public transport service at this time (37%), however almost the same number of participants (12 people, 34%) said they would like a service to operate every two hours, and 10 people said services would need to operate every three hours for them to consider using it (29%).

For 18 participants who regard Henderson as the most important destination to access, services would need to run every three hours for them to consider using it during weekends (47%), whereas 11 participants preferred every two hours (29%), and nine participants would not use a service on the weekend (24%).

3C. Residing in Piha and accessing Glen Eden

3C.1: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



Those who live in Piha and regard Glen Eden as the most important destination to access: 33 responses.

All 33 participants who regard Glen Eden as the most important destination to access would use a public transport service from Piha (100%).

3C.2: Frequency of use during Summer Months

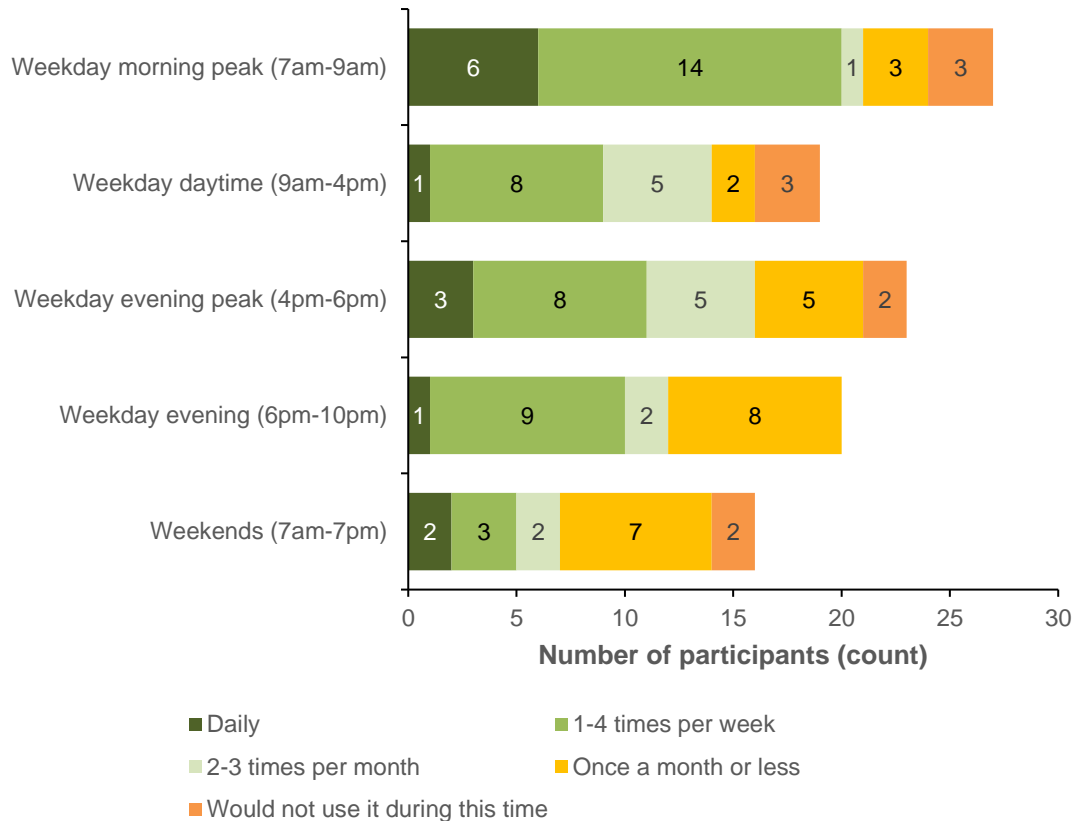
Participants who regarded Glen Eden as the most important destination to access were asked how often they would use bus services during the summer months, during different times of the day.

In total, 20 participants said they would use public transport often (daily and a few times a week) during summer months for weekday morning peak hours, and 11 participants said they would use it often during evening peak hours.

Ten participants who regard Glen Eden as the most important destination to access would use public transport often during weekday evenings and nine participants would use public transport often during weekday daytimes.

On weekends, only seven participants would use public transport at least once a fortnight.

Please tell us how often you would use public transport during Summer Months:



Those who live in Piha and regard Glen Eden as the most important destination to access: 16-27 responses. Please note the small sample size.*

3C.3: Frequency of use during Winter Months

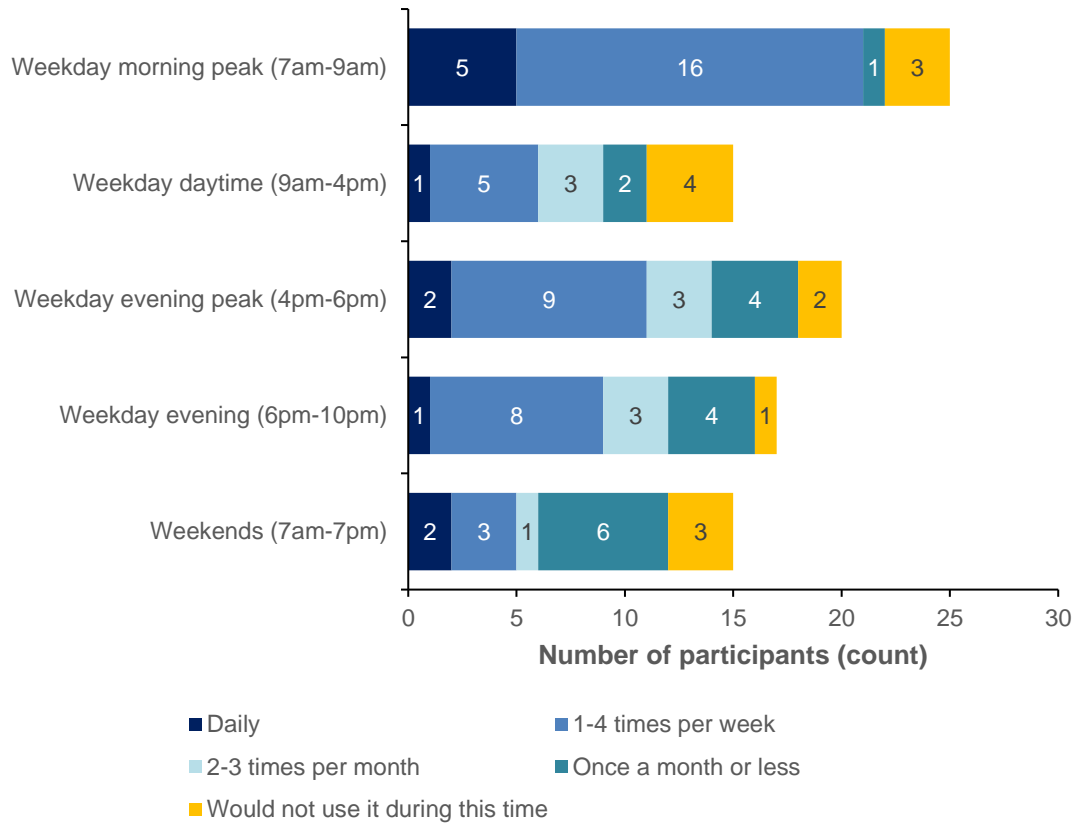
Participants who regard Glen Eden as the most important destination to access were asked how often they would use bus services during the winter months, during different times of the day.

Slightly more demand was shown for peak travel during winter months, with 21 participants saying they would use a public transport service often during morning peak, and 11 participants saying they would use a service often during evening peak.

However slightly less demand was shown for off-peak travel, with six participants saying they would use a public transport service often during weekday daytimes, and nine participants saying they would use a public transport service often during weekday evenings.

Six participants said they would use public transport at least every fortnight for weekend travel.

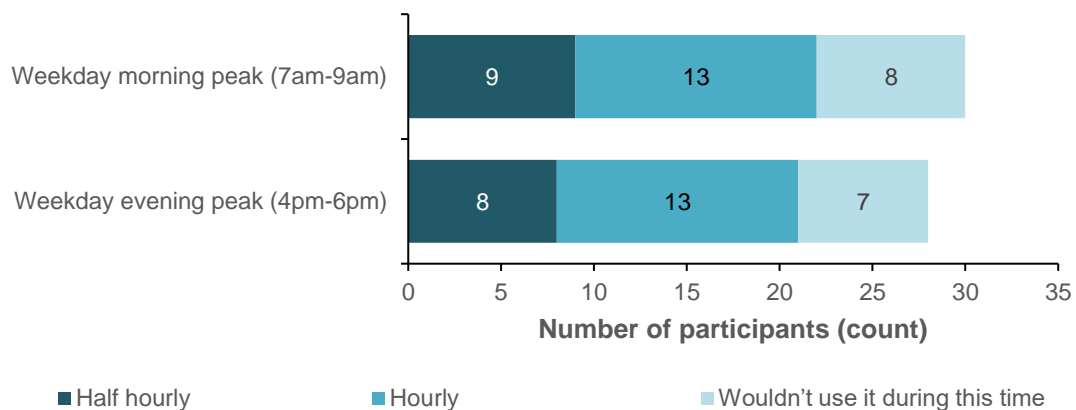
Please tell us how often you would use public transport during Winter Months:



Those who live in Piha and regard Glen Eden as the most important destination to access: 15-25 responses*. Please note the small sample size.

3C.4: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



Those who live in Piha and regard Glen Eden as the most important destination to access: 28-30 responses*. Please note the small sample size.

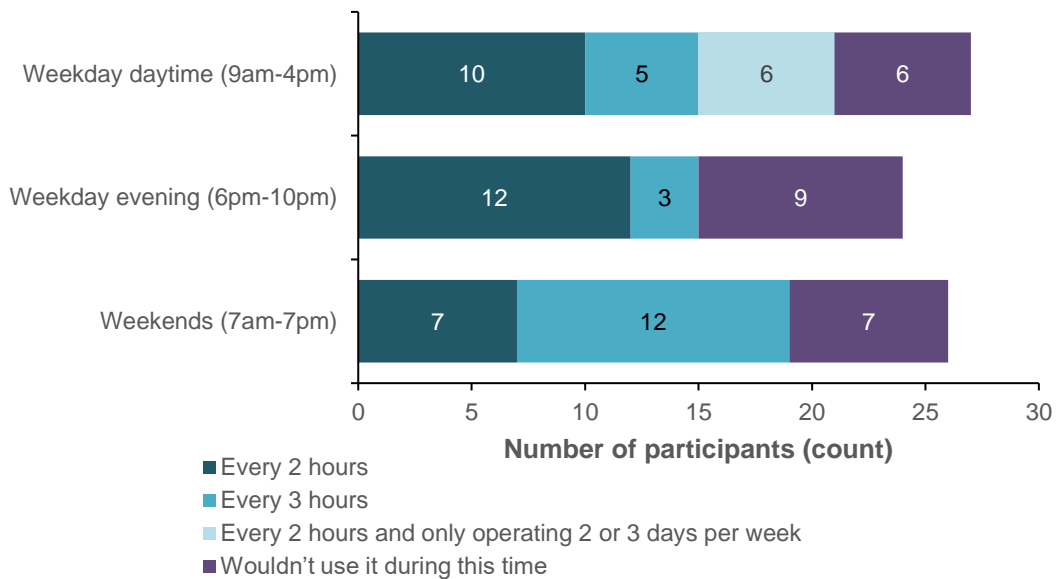
For 13 participants who regard Glen Eden as the most important destination to access, services would need to run hourly for them to consider using it during weekday morning peak hours (43%). Nine people said services would need to run

half-hourly during morning peak (30%), and eight participants would not use public transport at this time (27%).

Similarly, for weekday evening peak travel 13 participants preferred hourly frequency (46%), while eight participants would like services to operate every half-hour at these times (29%), and seven people said they would not use a service at this time (25%).

3C.5: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Piha and regard Glen Eden as the most important destination to access: 24-27 responses. Please note the small sample size.*

For weekday daytime travel, 10 participants said services would need to run every two hours for them to consider using it (37%). Six people would be happy for services to run every two hours but only operating two or three days per week (22%). Five participants preferred a frequency of every three hours (19%), and six participants would not travel during this time (22%).

Twelve participants said services would need to run every two hours on weekday evenings (50%), whereas only three participants said every three hours was sufficient (13%), and nine people would not use a service on weekday evenings (38%).

On weekends, 12 participants said a frequency of every three hours was sufficient for them to consider using it (46%), while seven people would prefer a frequency of every two hours (27%), and another seven would not use public transport on the weekends (27%).

3D.1: Analysis and Decisions

The numbers of Piha residents who said they would use a public transport service often (either daily, or 1-4 times per week) were relatively low, however if a service was trialled it could also potentially serve Waiatarua and Oratia, which would provide sufficient demand for such a service to be viable. Combined, this would indicate that more than 60 people would want to travel several times per week at peak times.

The following suggestions could be made for such a service:

- Proposed to travel via West Coast Road, in order to restore service to Waiatarua and Oratia after the removal of route 156 as part of the West New Network implementation.
- Glen Eden is proposed as the terminus for the following reasons:
 - it would benefit people wanting to transfer to rail to get to the City;
 - the route would likely experience less congestion than a route which terminated at Henderson, and therefore have a quicker journey time;
 - people wishing to travel to Henderson would only be two train stops away, which would not cost more with an AT HOP card under Simpler Fares.
- The estimated journey time would be approximately 50 minutes. This means that the journey time from Piha to the City, if a passenger transferred to rail at Glen Eden, would be approximately one and a half hours. Compared to the time it takes to travel by car (between 55 mins to 1h30 at peak), this could affect the popularity of such a service, however, it is recognised that such a service could provide other benefits for passengers wanting to commute to the city, such as the opportunity to work or read during the commute, and also not needing to pay for parking. It should also be noted that the city centre is not necessarily the destination of the majority of passengers.
- It is suggested that there would be two outbound morning peak services and one or two inbound services during evening peak. A daytime service could operate once or twice a week to cater for tourists and/or people who need transport to do shopping.
- The approximate operating cost for a peak only service would be in excess of \$140,000 per year.

The next steps involved would be to review the potential for this service after the New Network implementation has been completed at the end of 2018. This would include further consideration of off-peak services, which could also be seasonal. At this point, it is not foreseen that a second stage survey would be required, however there is the potential to seek public feedback on the timetable.

4. Waiatarua (Forest Hill / West Coast Rd / Scenic Dr)

Participants residing in Waiatarua were asked which destination is most important to access from where they live and whether they are likely to use public transport.

4.1: Most important destination to access

Most important destination to access	Count	Percentage
Glen Eden	47	51%
Henderson	45	49%
TOTAL	92	100%

Those who live in Waiatarua: 92 responses.

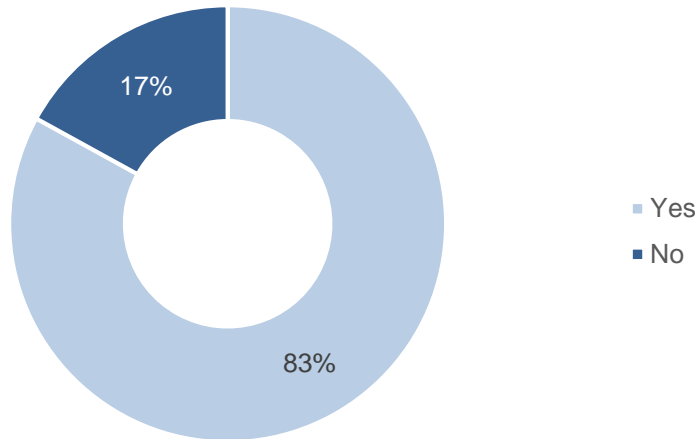
For 47 participants residing in Waiatarua, the most important destination to access was Glen Eden (51%) followed by 45 participants selecting Henderson (49%).

Because a public transport service from Waiatarua to Glen Eden, and from Waiatarua to Henderson, would need to operate as two separate routes, feedback relating to these two destinations has been analysed separately.

4B. Residing in Waiaatarua and accessing Glen Eden

4B.1: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



Those who live in Waiaatarua and regard Glen Eden as the most important destination to access: 47 responses.

In total, 39 participants who regard Glen Eden as the most important destination to access would use public transport service from Waiaatarua. On the other hand, eight participants would not use public transport services.

4B.2: Frequency of use during Summer Months

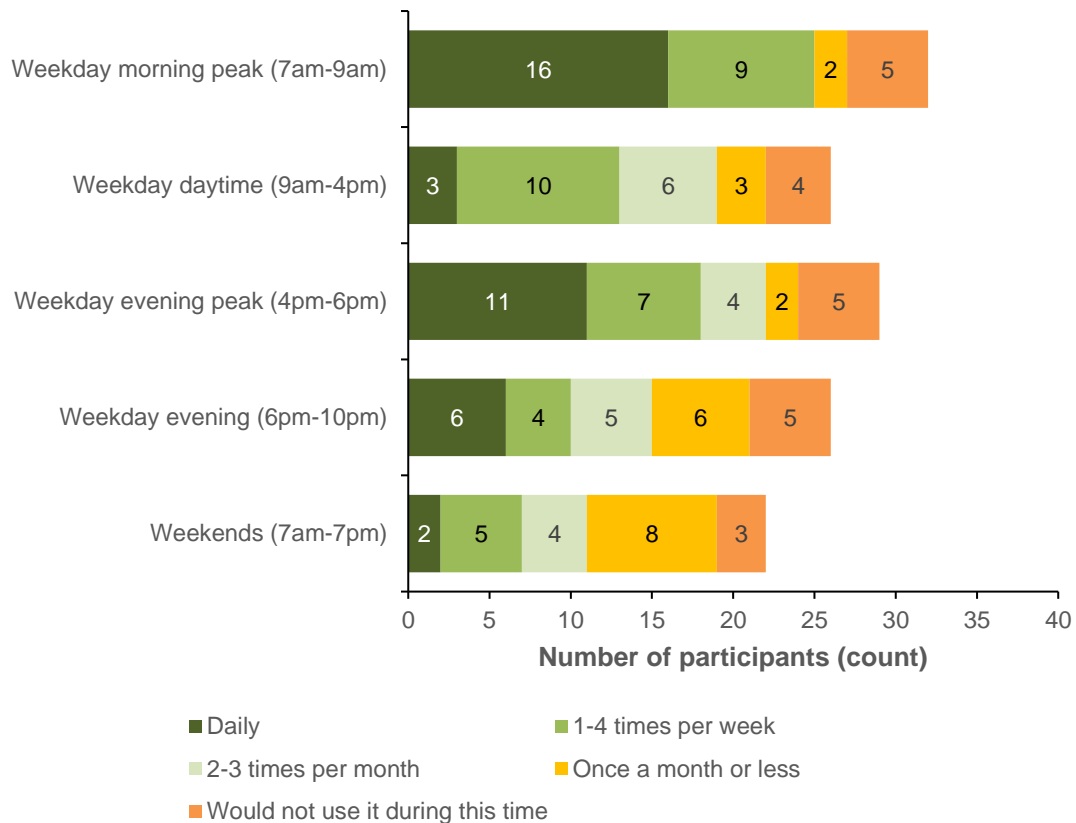
Participants who regard Glen Eden as the most important destination to access were asked how often they would use bus services during the summer months, during different times of the day.

In total, 25 participants would use public transport often (daily and a few times a week) during weekday morning peak hours and 18 participants would use public transport often for weekday evening peak hours.

Thirteen participants would use public transport often during weekday daytimes, and 10 participants said they would use public transport often during weekday evenings.

For travel on weekends, 11 people said they would use a public transport service once a fortnight or more.

Please tell us how often you would use public transport during Summer Months:



Those who live in Waiatarua and regard Glen Eden as the most important destination to access: 22-32 responses. Please note the small sample size.*

4B.3: Frequency of use during Winter Months

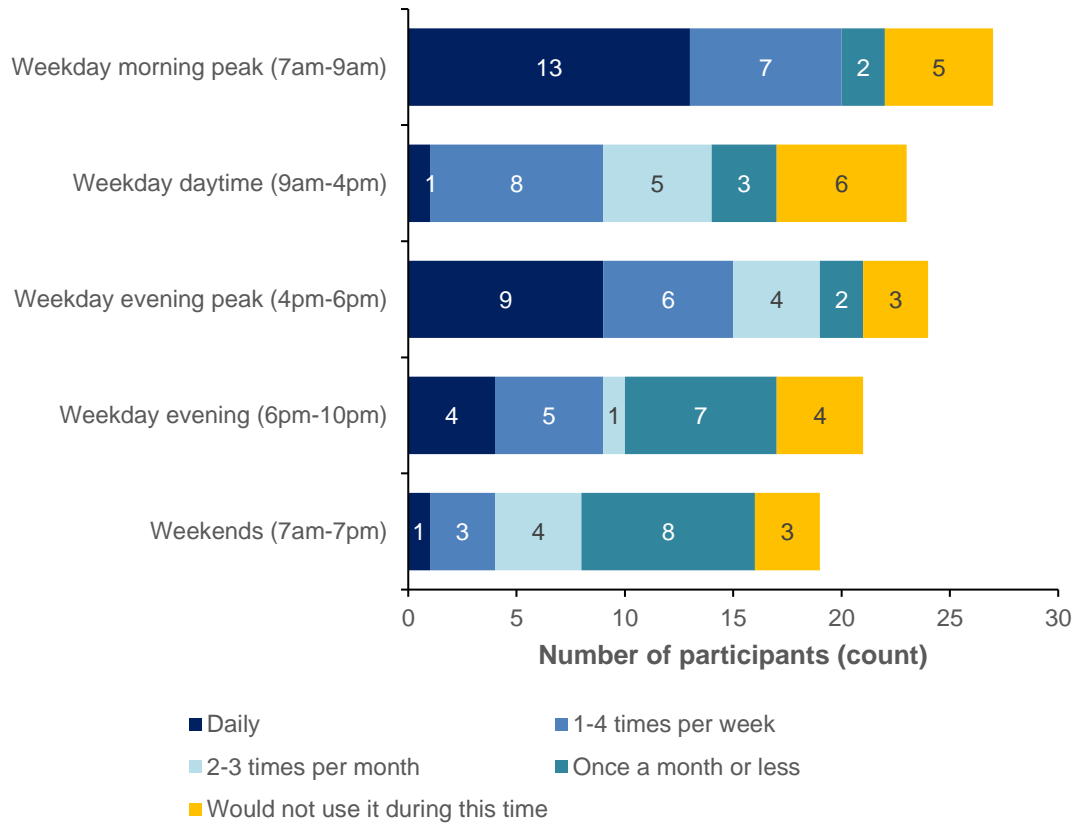
Participants who regard Glen Eden as the most important destination to access were asked how often they would use bus services during the winter months, during different times of the day.

Slightly less demand was shown for travel during winter months, with 20 participants saying they would use public transport often (daily and a few times a week) for weekday morning peak hours, and 15 participants saying they would use public transport often for weekday evening peak hours.

Nine participants would use public transport often for weekday daytime travel, and nine participants would also use public transport often for weekday evening travel.

Only four people would use public transport every weekend, but a further four people would use it 2-3 times per month.

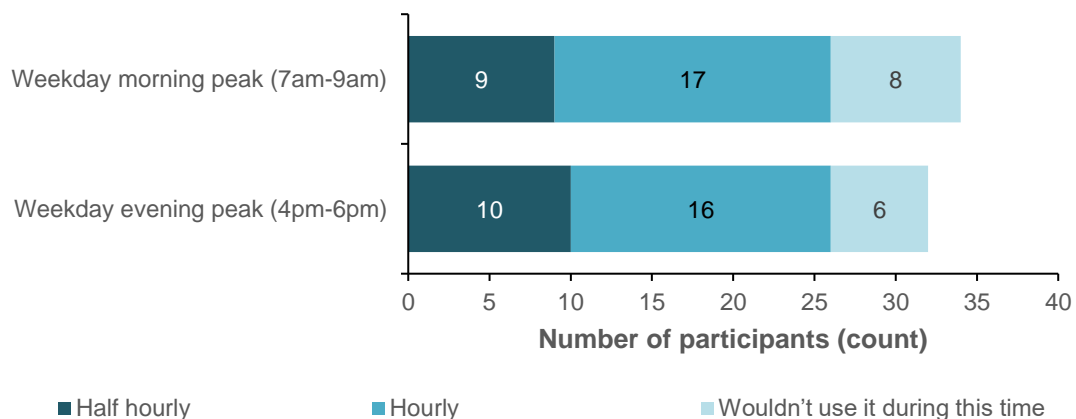
Please tell us how often you would use public transport during Winter Months:



Those who live in Waiatarua and regard Glen Eden as the most important destination to access: 19-27 responses*. Please note the small sample size.

4B.4: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



Those who live in Waiatarua and regard Glen Eden as the most important destination to access: 32-34 responses.

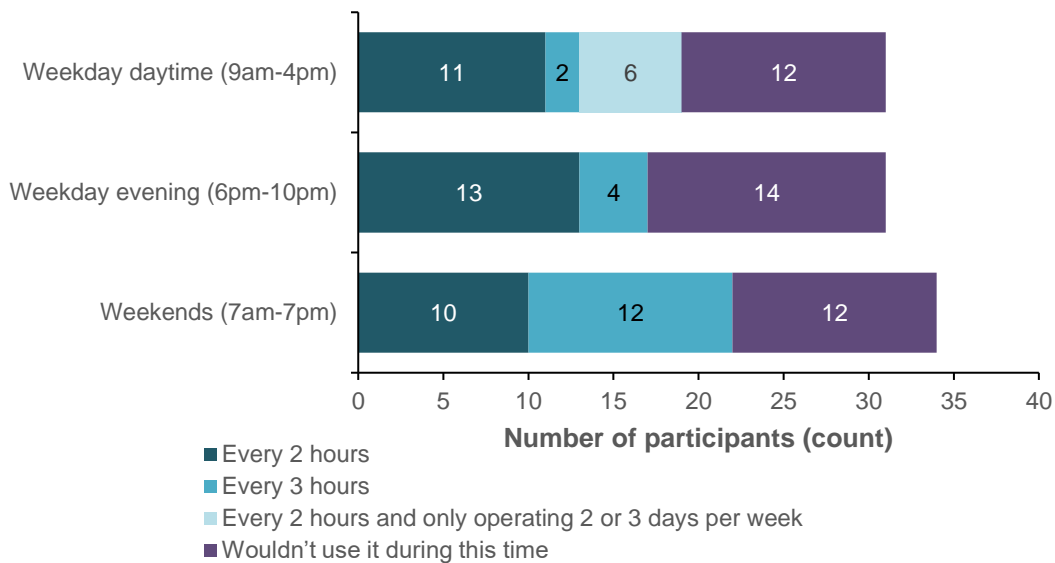
Seventeen participants from Waiatarua who regard Glen Eden as the most important destination to access, said that services would only need to operate hourly during

morning peak hours for them to consider using it (50%), whereas nine people said they would need to run every half hour (26%). A further eight participants said they would not use a service at this time (24%).

Similarly, for weekday evening peak times, 16 participants said services would only need to run hourly for them to consider using it (50%), while 10 people preferred half-hourly (31%), and six participants would not use it at this time (19%).

4B.5: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Waiatarua and regard Glen Eden as the most important destination to access: 31-34 responses.

For off peak travel, 11 participants said that services would need to run every two hours during weekday daytimes for them to consider using it (35%), whereas six people said they would only need to run two or three days per week at a two-hourly frequency (19%), and two participants said every 3 hours was a sufficient frequency (6%). Twelve participants would not use a service at all during weekday daytimes (39%).

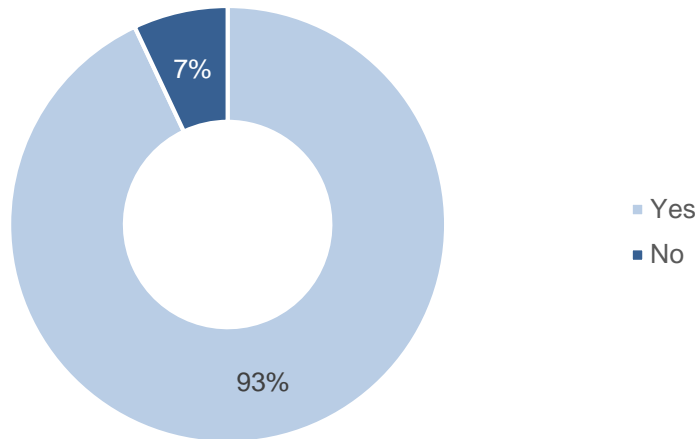
Weekday evenings had a similar response, with 13 participants preferring a frequency of every two hours (42%), and only four people said that every 3 hours was a sufficient frequency (13%). Fourteen participants would not travel at this time (45%).

Twelve participants said a frequency of every three hours was sufficient for weekend services however (35%), whereas 10 participants preferred every two hours (29%), and 12 participants said they would not use public transport at all on the weekend (35%).

4C. Residing in Waiatarua and accessing Henderson

4C.1: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



Those who live in Waiatarua and regard Henderson as the most important destination to access: 45 responses.

In total, 42 participants who regard Henderson as the most important destination to access would use public transport service from Waiatarua (93%). On the other hand, three participants would not use public transport services (7%).

4C.2: Frequency of use during Summer Months

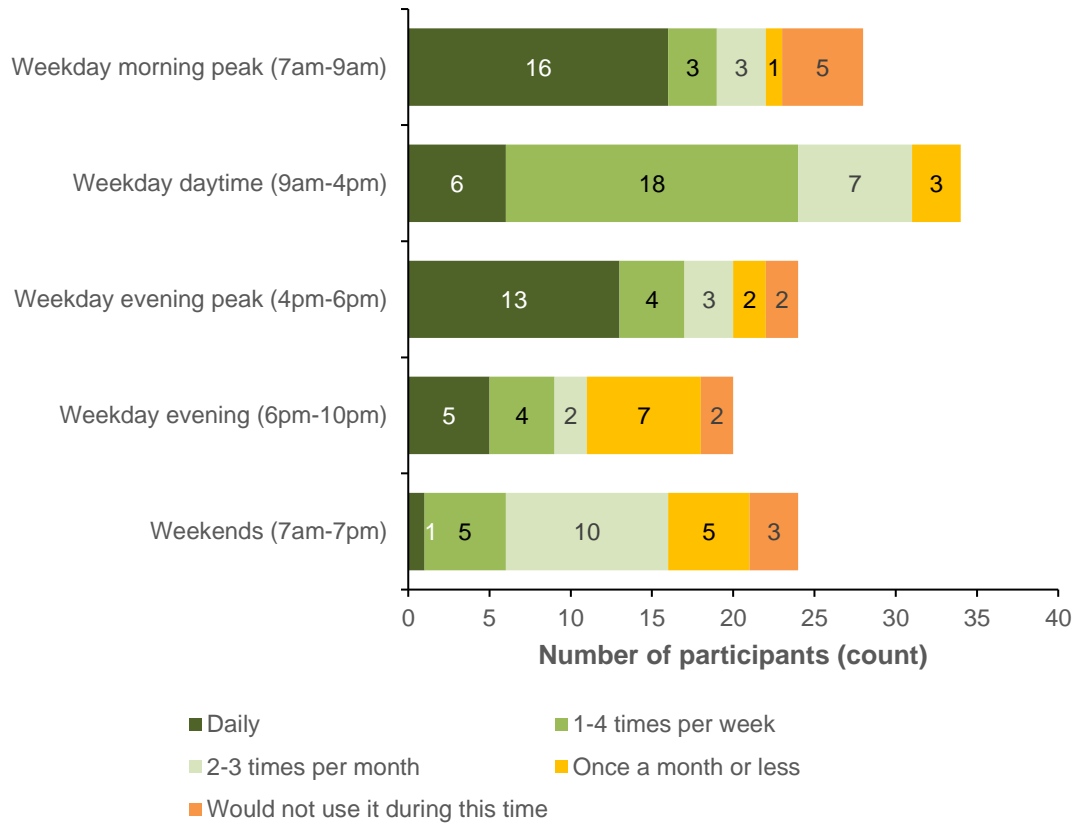
Participants who regarded Henderson as the most important destination to access were asked how often they would use a public transport service during the summer months, during different times of the day.

In total, 19 participants would use public transport often (daily and a few times a week) for weekday morning peak hours and 17 participants would use public transport often for weekday evening peak hours.

For weekday off-peak travel, 24 participants who regard Henderson as the most important destination to access would use public transport often during weekday daytimes, and nine participants would use it often during weekday evenings.

Six participants would use a public transport service every weekend, and another 10 people would use it on weekends between 2-3 times per month.

Please tell us how often you would use public transport during Summer Months:



Those who live in Waiatarua and regard Henderson as the most important destination to access: 20-34 responses. Please note the small sample size.*

4C.3: Frequency of use during Winter Months

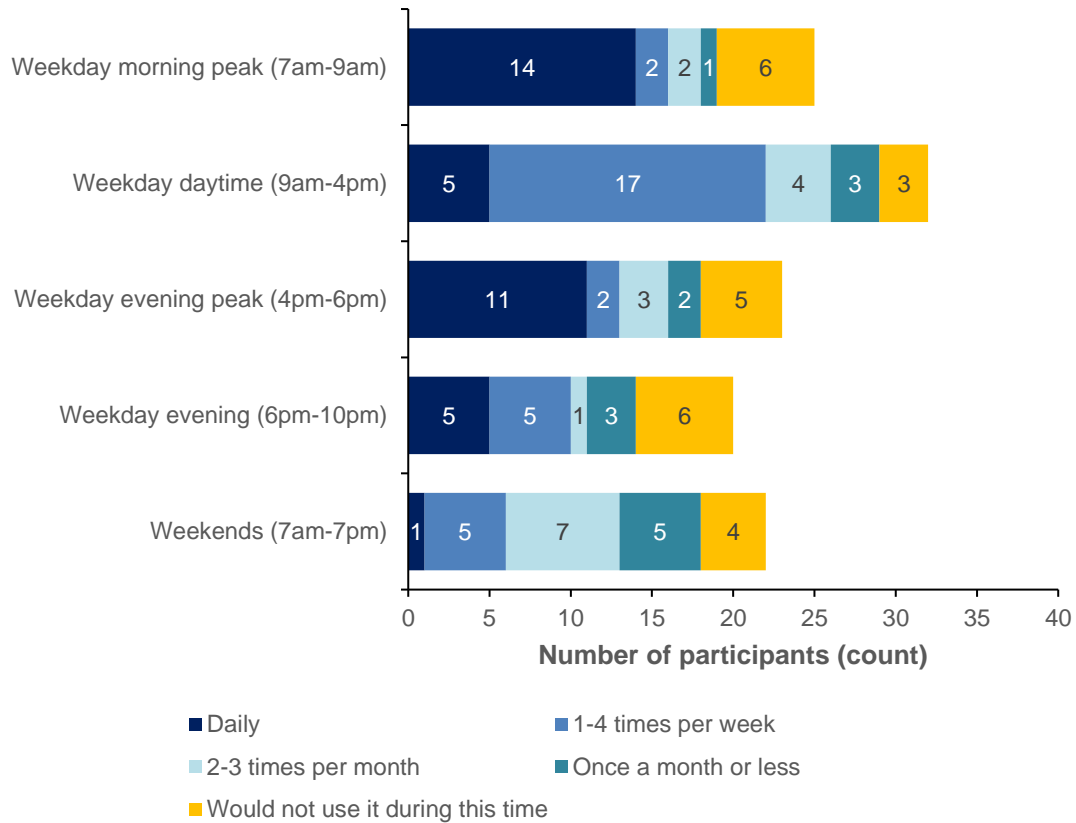
Participants who saw Henderson as the most important destination to access were asked how often they would use bus services during the winter months, during different times of the day.

In total, 16 participants would use public transport often (daily and a few times a week) during winter months for weekday morning peak hours, and 13 participants would use public transport often for weekday evening peak hours.

Twenty-two participants would use public transport often during weekday daytimes, and 10 people would use it often during weekday evenings.

On weekends, the same number of participants would use a public transport service every weekend compared to summer months (six people), however only a further seven people would use it at least once a fortnight.

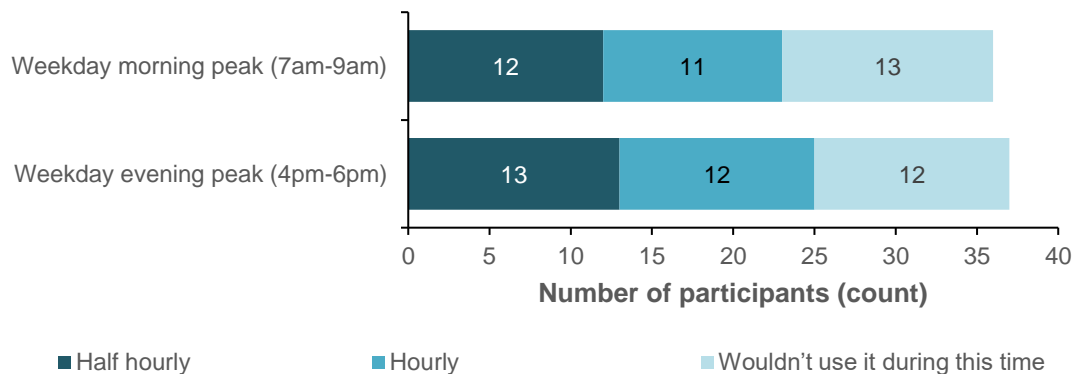
Please tell us how often you would use public transport during Winter Months:



Those who live in Waiatarua and regard Henderson as the most important destination to access: 20-32 responses*. Please note the small sample size.

4C.4: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



Those who live in Waiatarua and regard Henderson as the most important destination to access: 36-37 responses.

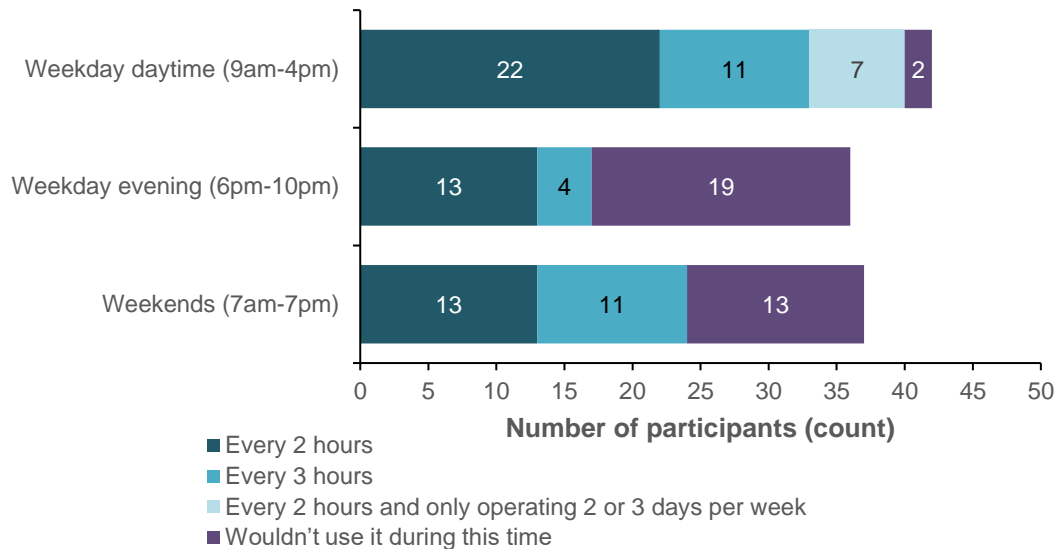
When asked how frequent services would need to operate during peak times for participants to consider using them, for weekday morning peak hours 12 participants

said they would need to run half hourly (33%), while 11 people preferred hourly (31%) and 13 people would not use a service at this time (36%).

Weekday evening peak hours received a similar response, with 13 participants saying services would need to run half hourly (35%), 12 participants preferred hourly (32%), and a further 12 would not use them at this time (32%).

4C.5: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Waiatarua and regard Henderson as the most important destination to access: 36-42 responses.

For off-peak travel, during weekday daytimes 22 participants would prefer a public transport service to operate every two hours (52%), 11 participants said every three hours was sufficient (26%), and seven participants said services would only need to run two or three days per week at a two-hourly frequency (17%). Only two participants would not use a service at this time (5%).

On weekday evenings, 13 participants said services would need to run every two hours for them to consider using it (36%), whereas only four people said every three hours was sufficient (11%). Just over half of the participants said they would not use a service at this time (19 people, 53%).

For weekend travel, an equal number of participants said they would prefer services to operate every two hours (13 people, 35%), compared to the same number of people responding that they would not use a service at this time (13 people, 35%). For 11 participants a three-hourly frequency was sufficient on the weekends (30%).

4D.1: Analysis and Decisions

Although the demand for public transport described above is not notably high, when combined with Piha and Oratia figures there could be an indication for a viable peak-only service to Glen Eden on West Coast Road.

Please see the Piha 'Analysis and Decisions' section for details on a possible trial service.

Waiatarua is an area whose bus service (156) was discontinued when the West Auckland New Network was implemented in June 2017. The introduction of a Piha to Glen Eden service would cater for the majority of the passengers that previously used the 156 route.

5. Laingholm

Participants residing in Laingholm were asked which destination is most important to access from where they live and whether they are likely to use public transport.

5.1: Most important destination to access

Most important destination to access	Count	Percentage
New Lynn	66	78%
Titirangi	11	13%
Glen Eden	8	9%
TOTAL	85	100%

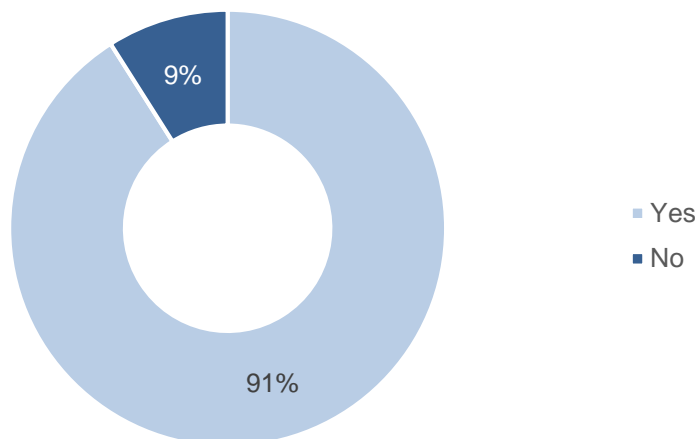
Those who live in Laingholm: 85 responses.

For 66 participants residing in Laingholm, the most important destination to access was New Lynn (78%) followed by 11 participants selecting Titirangi (13%) and eight participants selecting Glen Eden (9%).

Because it would be possible to incorporate New Lynn and Titirangi into one route, the feedback related to these destinations has been included in the following analysis, in order to determine the viability of a potential public transport service from Laingholm. Feedback related to Glen Eden has been removed, as only eight people said they would use this service.

5.2: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



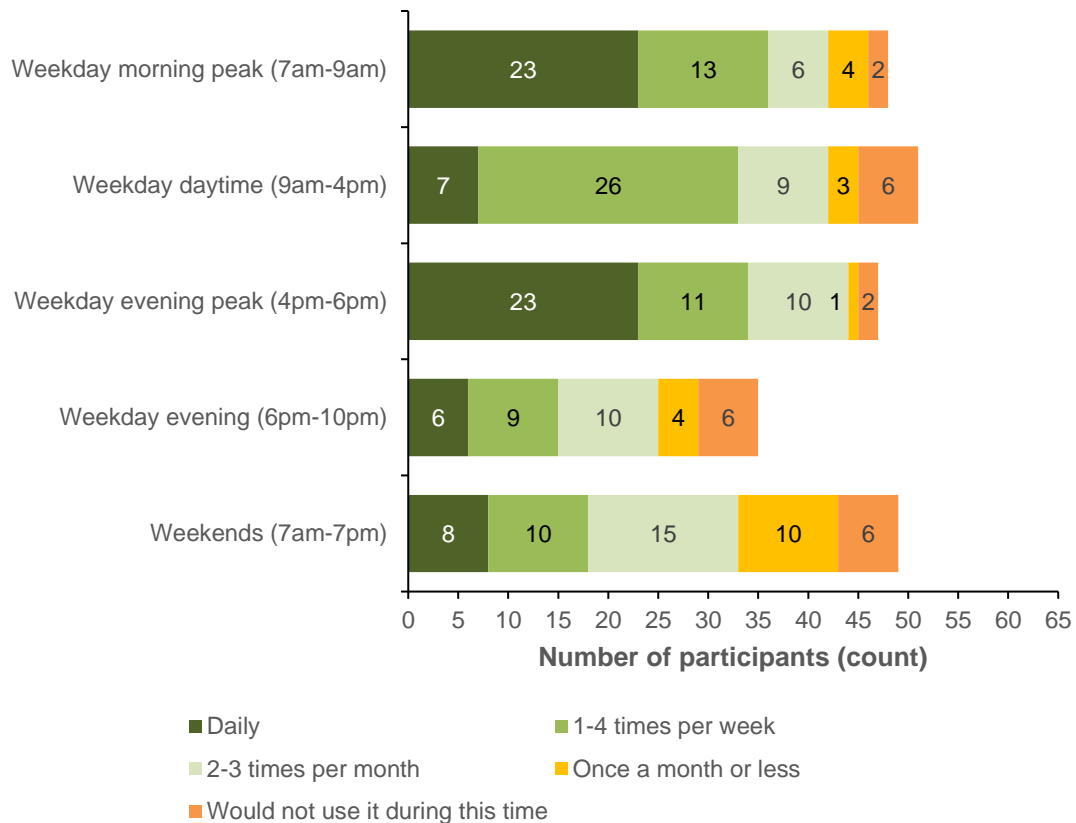
Those who live in Laingholm and regard New Lynn and Titirangi as the most important destination to access: 77 responses.

In total, 70 participants who regard New Lynn and Titirangi as the most important destinations to access would use a public transport service from Laingholm (91%). On the other hand, seven participants would not use public transport services (8%).

5.3: Frequency of use during Summer Months

Participants residing in Laingholm who regard New Lynn and Titirangi as most important destinations to access were asked how often they would use bus services during the summer months, during different times of the day.

Please tell us how often you would use public transport during Summer Months:



Those who live in Laingholm and regard New Lynn and Titirangi as the most important destination to access: 35-51 responses.

In total, 36 participants would use public transport often (daily and a few times a week) for weekday morning peak travel and 34 participants would use public transport often for weekday evening peak travel.

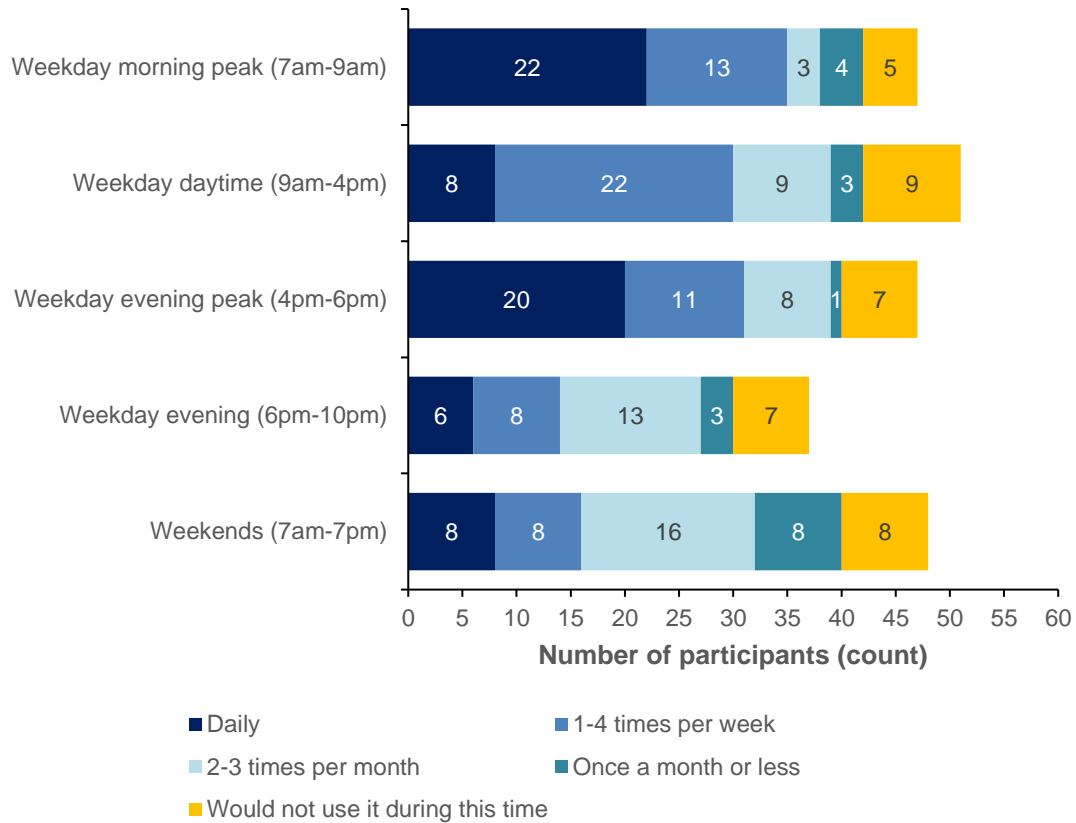
During off-peak times, 33 participants would use a service often during weekday daytimes, and 15 participants would use public transport often during weekday evenings.

For weekend travel, 33 participants said they would use a service more than once a fortnight.

5.4: Frequency of use during Winter Months

Participants residing in Laingholm who regard New Lynn and Titirangi as the most important destinations to access were asked how often they would use bus services during the winter months, during different times of the day.

Please tell us how often you would use public transport during Winter Months:



Those who live in Laingholm and regard New Lynn and Titirangi as the most important destination to access: 37-51 responses.

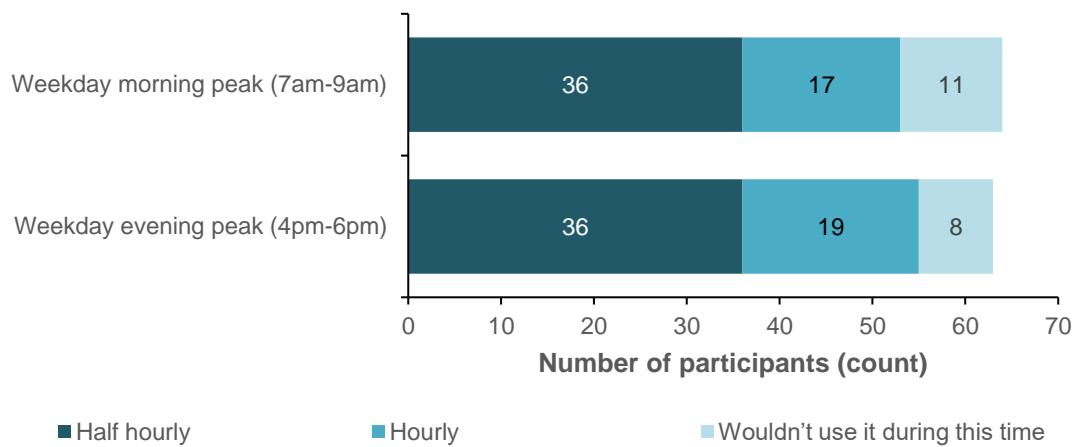
Only slightly less demand was shown for travel during winter months, with 35 participants saying they would use public transport often (daily and a few times a week) during winter months for weekday morning peak travel, and 31 participants saying they would use public transport often for weekday evening peak travel.

Thirty participants would use public transport often during weekday daytimes, and 14 participants would use it often during weekday evenings.

Thirty-two participants would use a public transport service more than once a fortnight for weekend travel, however only 16 of these people would use it every weekend.

5.5: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



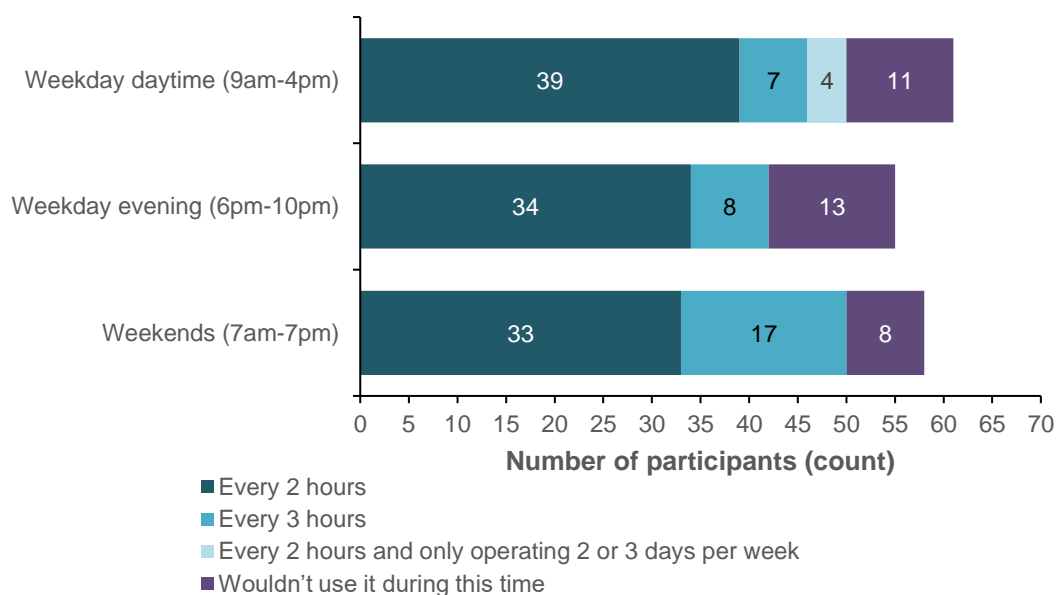
Those who live in Laingholm and who regard New Lynn and Titirangi as the most important destination to access: 63-64 responses.

When asked how frequent services would need to operate during peak times for participants to consider using them, for weekday morning peak hours 36 participants said services would need to run half-hourly (56%), while 17 people said hourly was sufficient (27%), and 11 participants would not use it during this time (17%).

Weekday evening peak hours received a similar response, with 36 participants preferring services to run every half hour (57%), 19 participants saying hourly was sufficient (30%), and eight participants would not use it at this time (13%).

5.6: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Laingholm and regard New Lynn and Titirangi as the most important destination to access: 55-61 responses.

For off-peak travel, during weekday daytimes 39 people said services would need to operate every two hours (64%), whereas seven participants said every three hours was sufficient (11%), and four participants said services would only need to run two or three days per week at a two-hourly frequency (7%). Eleven participants would not use public transport at this time (18%).

On weekday evenings, 34 participants would like services to run every two hours (62%), while eight participants said every three hours was sufficient (15%), and 13 participants would not use a service at this time (24%).

Thirty-three participants said services would need to operate every two hours on weekends (57%), whereas 17 participants said every three hours (29%), and eight participants would not travel at this time (14%).

5.7: Analysis and Decisions

Laingholm is currently served by the 171 and the 171 Express service to the City. The reason for surveying this area was to evaluate the demand submitted by residents, along with current patronage figures and customer feedback, to provide clarification if changes are required to the 171 to better serve the wider area.

As there wasn't a strong demand expressed in the survey, and the current patronage is not high (on average, 3 boardings per hour on the Laingholm loop), it is suggested that investigations are made into re-allocating a portion of the 171 budget to instead potentially assist in funding the Huia service on a trial basis. The Huia service would then re-instate some frequency by travelling via Woodlands Park Rd.

6. Konini

Participants residing in Konini were asked which destination is most important to access from where they live and whether they are likely to use public transport.

6.1: Most important destination to access

Most important destination to access	Count	Percentage
New Lynn	29	57%
Glen Eden	16	31%
Titirangi	6	12%
TOTAL	51	100%

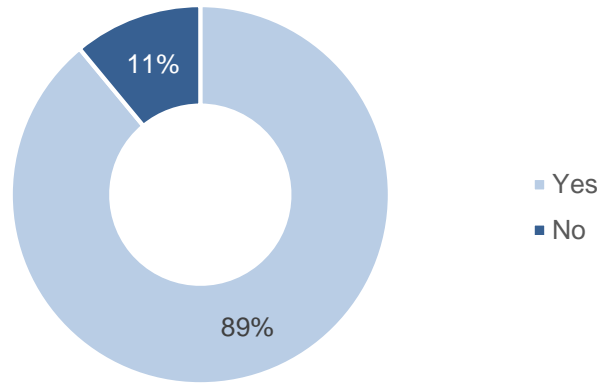
Those who live in Konini: 51 responses.

For 29 participants residing in Konini, the most important destination to access was New Lynn (57%) followed by 16 participants selecting Glen Eden (31%) and six participants selecting Titirangi (12%).

Because it would be possible to incorporate New Lynn and Glen Eden into one route, the feedback related to these destinations has been included in the following analysis in order to determine the viability of a potential public transport service. Feedback related to Titirangi has been removed, because with only six participants preferring to travel to this destination a service would not be viable.

6.2: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



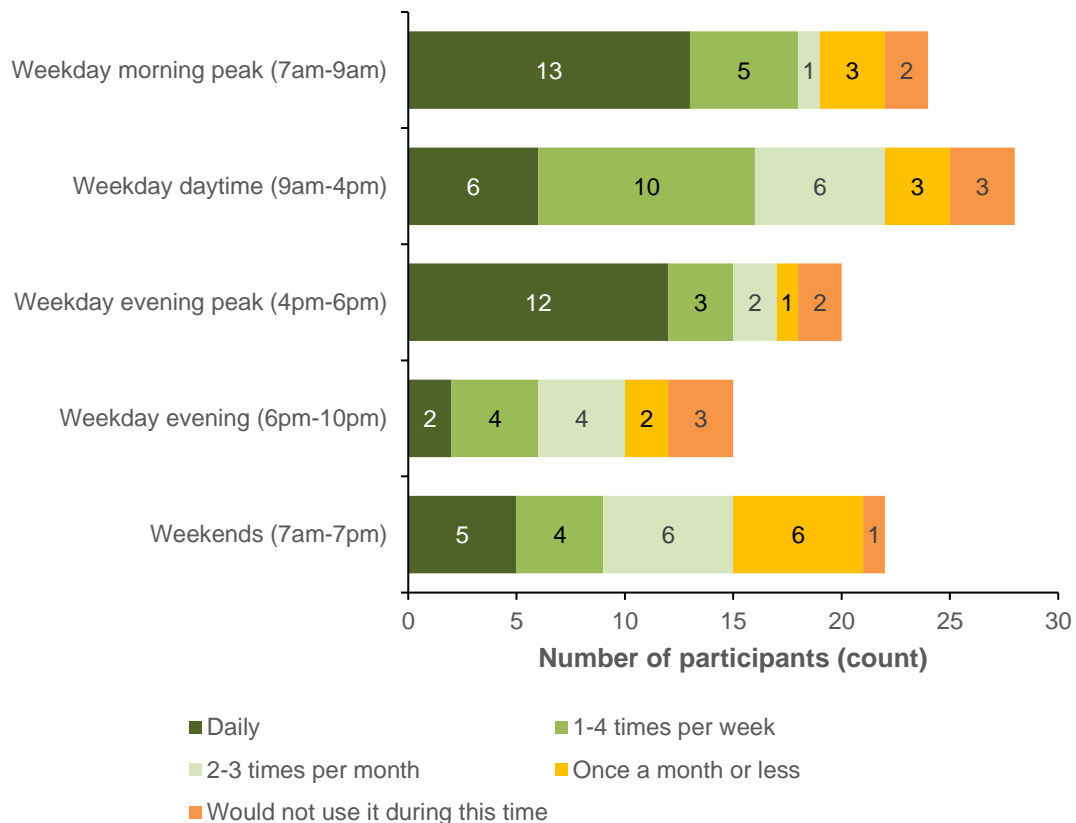
Those who live in Konini and regard New Lynn and Glen Eden as the most important destination to access: 45 responses.

In total, 40 participants who regard New Lynn and Glen Eden as the most important destinations to access would use a public transport service from Konini (89%). On the other hand, five participants would not use a public transport service (11%).

6.3: Frequency of use during Summer Months

Participants residing in Konini who regard New Lynn and Glen Eden as most important destinations to access were asked how often they would use bus services during the summer months, at different times of the day.

Please tell us how often you would use public transport during Summer Months:



Those who live in Konini and regard New Lynn and Glen Eden as the most important destination to access: 15-28 responses*. Please note the small sample size.

In total, 18 participants said they would use public transport often (daily and a few times a week) during summer months for weekday morning peak travel and 15 participants would use public transport often for weekday evening peak travel.

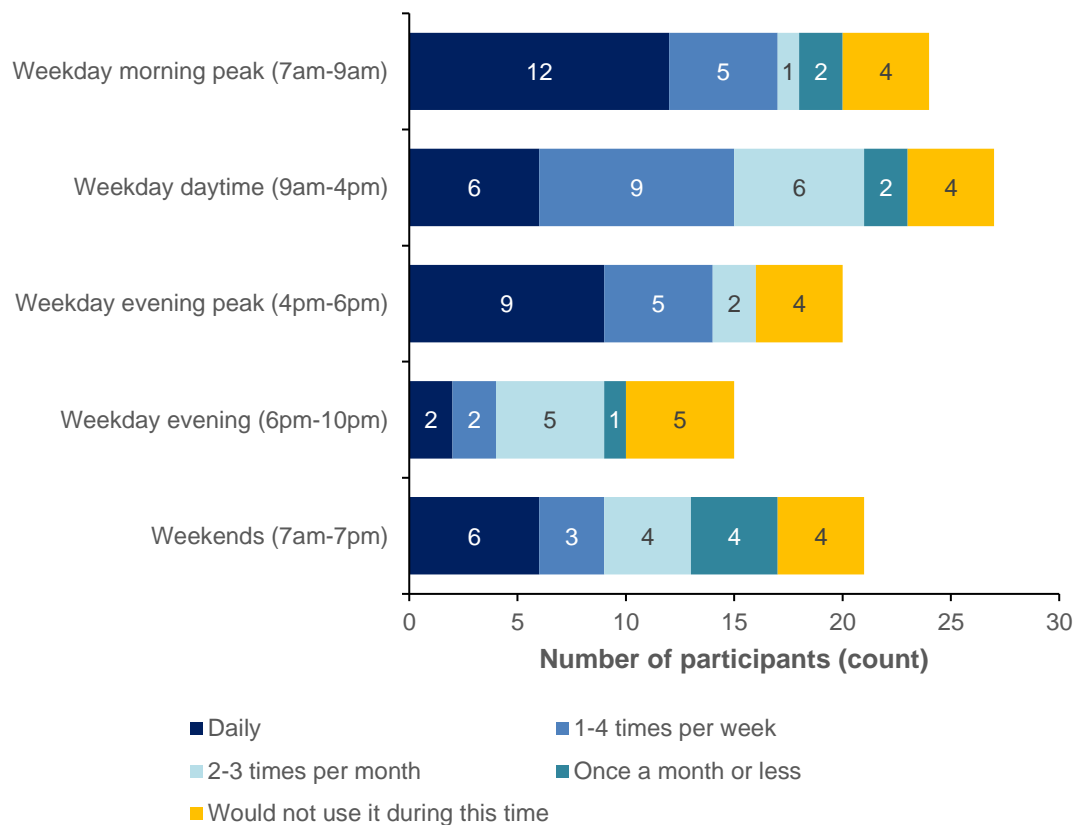
For weekday off peak travel, 16 participants would use a public transport service often during weekday daytimes, and six participants would use public transport often on weekday evenings.

Nine participants said they would use a public transport service every weekend, and a further six participants would use it between 2-3 times per month on weekends.

6.4: Frequency of use during Winter Months

Participants residing in Konini who regard New Lynn and Glen Eden as most important destinations to access were asked how often they would use bus services during the winter months, during different times of the day.

Please tell us how often you would use public transport during Winter Months:



Those who live in Konini and regard New Lynn and Glen Eden as the most important destination to access: 15-27 responses*. Please note the small sample size.

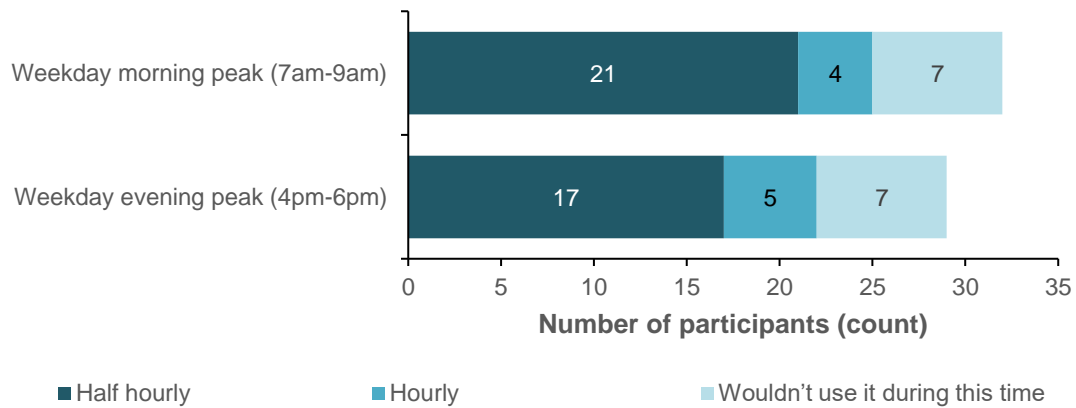
A similar result was shown for travel during winter months, with 17 participants saying they would use public transport often (daily and a few times a week) during weekday morning peak hours, and 14 participants saying they would use public transport often during weekday evening peak hours.

Fifteen participants would use public transport often during weekday daytimes, and four participants would use it often on weekday evenings.

For weekend travel, 13 participants said they would use a public transport service more than once a fortnight.

6.5: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



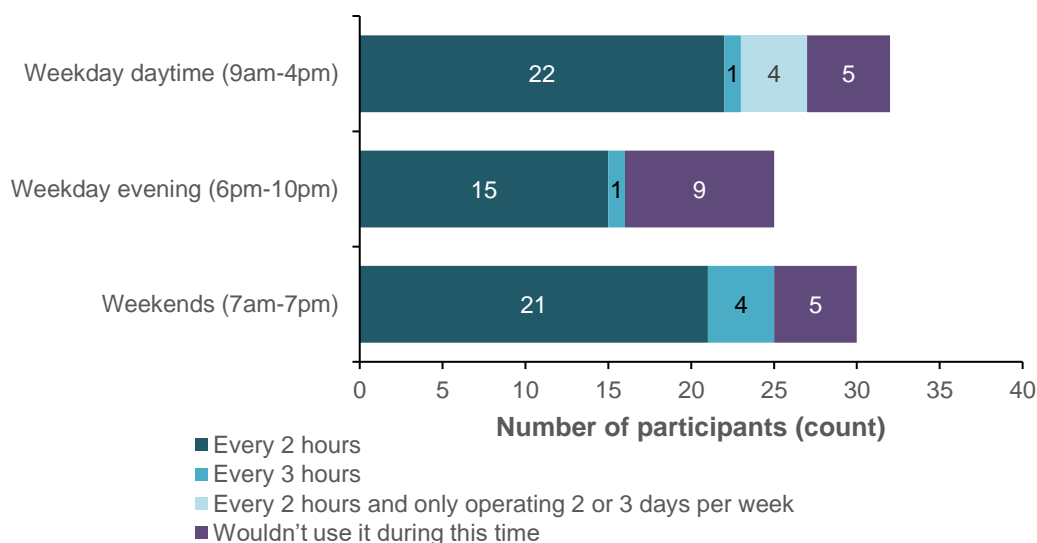
Those who live in Konini and regard New Lynn and Glen Eden as the most important destination to access: 29-32 responses. Please note the small sample size.*

For more than half of participants residing in Konini who regard New Lynn and Glen Eden as most important destinations to access, services would need to run half-hourly for them to consider using it during weekday morning peak hours (21 participants, 66%), while four participants said an hourly frequency would be sufficient (13%). Seven participants would not use public transport during weekday morning peak (22%).

During weekday evening peak hours 17 participants would prefer services to run every half-hour (59%), whereas five participants said hourly (17%), and again seven participants would not use a service at this time (24%).

6.6: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Konini and regard New Lynn and Glen Eden as the most important destination to access: 25-32 responses. Please note the small sample size.*

For the majority of participants, services would need to run every two hours for them to consider using it during weekday daytimes (22 people, 69%), while four participants said it would be sufficient for services to only operate two or three days per week at a two-hourly frequency (13%), and one person said services should run every three hours (3%). Five participants would not use a service at this time (16%).

On weekday evenings, fifteen participants said services would need to run every two hours (60%), whereas one person said every three hours (4%), and nine participants would not use a service on weekday evenings(36%).

Twenty-one participants preferred a two-hourly frequency on weekends (70%), while three people said three-hourly (13%), and five participants would not use public transport at this time (17%).

6.7: Analysis and Decisions

Konini was included in this survey in order to see if there was enough demand to run a service through this area, for example a Piha service via Scenic Drive to Glen Eden. The above figures show that there is relative demand for peak travel, but very low interest in off-peak travel.

This demand has now been met by the new 151X peak service via Kaurilands Rd, which was implemented with the West New Network in June 2017. The results of this survey demonstrate that this should be sufficient for this area.

7. Oratia

Participants residing in Oratia were asked which destination is most important to access from where they live and whether they are likely to use public transport.

7.1: Most important destination to access

Most important destination to access	Count	Percentage
Glen Eden	27	64%
Henderson	15	36%
TOTAL	42	100%

Those who live in Oratia: 42 responses.

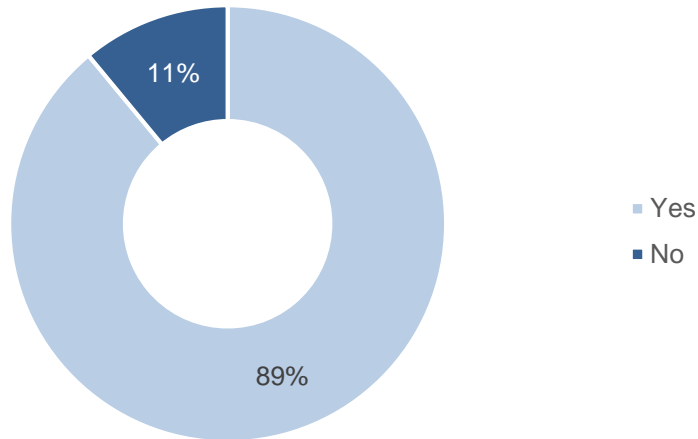
For 27 participants residing in Oratia, the most important destination to access was Glen Eden (64%) followed by 15 participants selecting Henderson (36%).

Because a public transport service from Oratia to Glen Eden, and from Oratia to Henderson, would need to operate as two separate routes, feedback relating to these two destinations has been analysed separately.

7B. Residing in Oratia and accessing Glen Eden

7B.1: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



Those who live in Oratia and regard Glen Eden as the most important destination to access: 27 responses. Please note the small sample size.*

In total, 24 participants who regard Glen Eden as the most important destination to access would use public transport service from Oratia (89%). On the other hand, three participants would not use public transport services (11%).

7B.2: Frequency of use during Summer Months

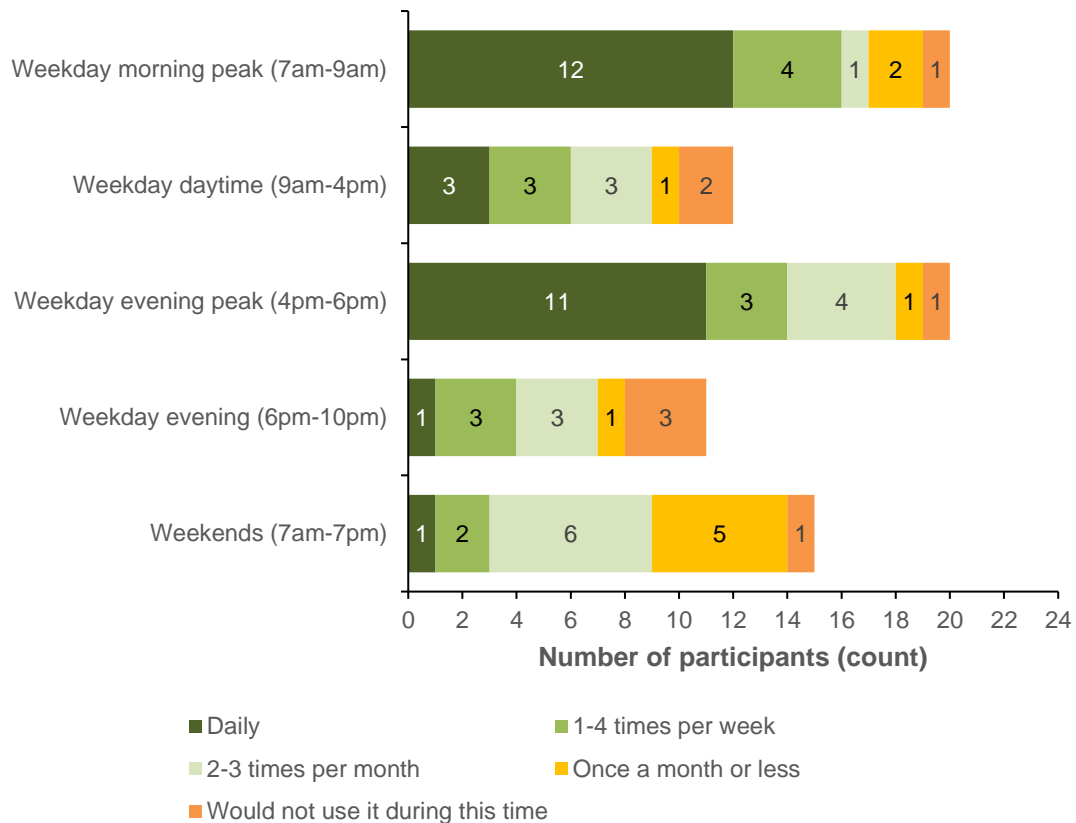
Participants who regard Glen Eden as the most important destination to access were asked how often they would use bus services during the summer months, at different times of the day.

In total, 16 participants would use public transport often (daily and a few times a week) during weekday morning peak hours and 14 participants would use public transport often during weekday evening peak hours.

For weekday off peak travel, six participants would use a service often during the daytime, and four participants would use a service often during weekday evenings.

On weekends, only three participants would use a service every weekend, and a further six participants would use it between 2-3 times per month.

Please tell us how often you would use public transport during Summer Months:



Those who live in Oratia and regard Glen Eden as the most important destination to access: 11-20 responses. Please note the small sample size.*

7B.3: Frequency of use during Winter Months

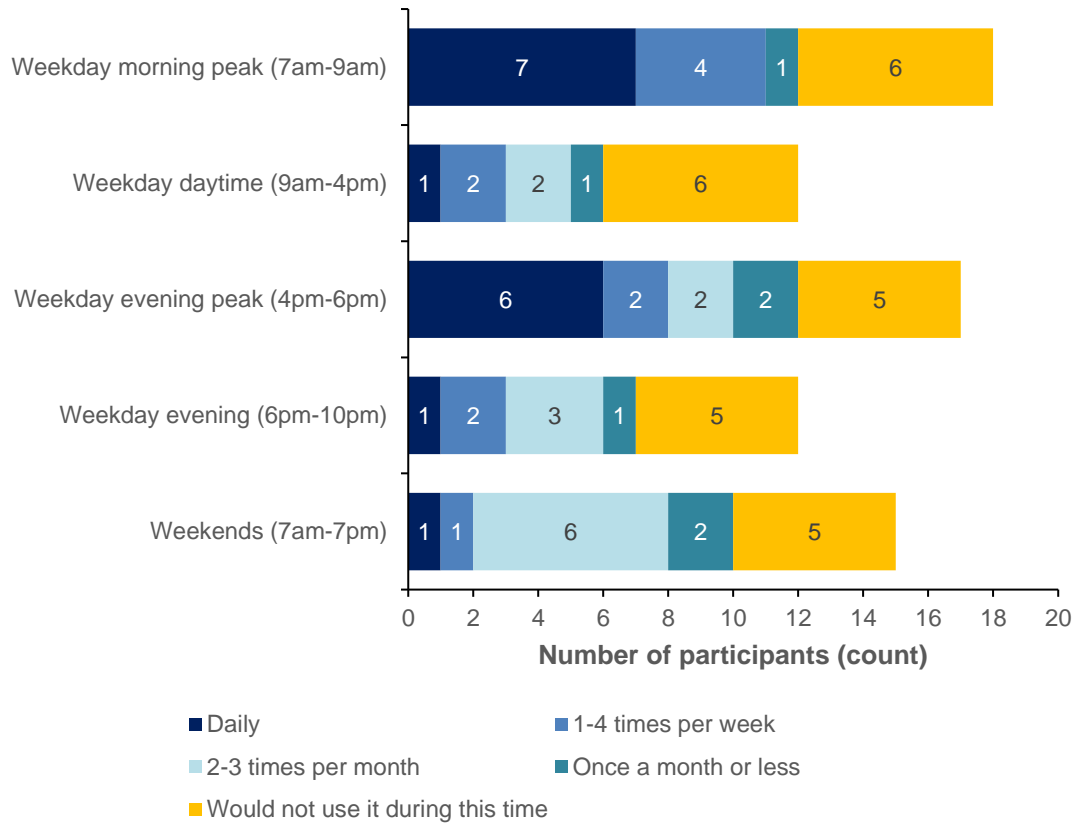
Participants who regard Glen Eden as the most important destination to access were asked how often they would use bus services during the winter months, during different times of the day.

The demand was less than summer months, with 11 participants saying they would use public transport often (daily and a few times a week) during weekday morning peak hours and eight participants saying they would use public transport often during weekday evening peak hours.

Only three participants would use a public transport service often during winter months for weekday daytime travel, and the same number would use a service often weekday evening travel.

Similar demand was shown for weekend travel compared to summer months, with two participants saying they would use a service every weekend, and a further six participants saying they would use a service between 2-3 times per month.

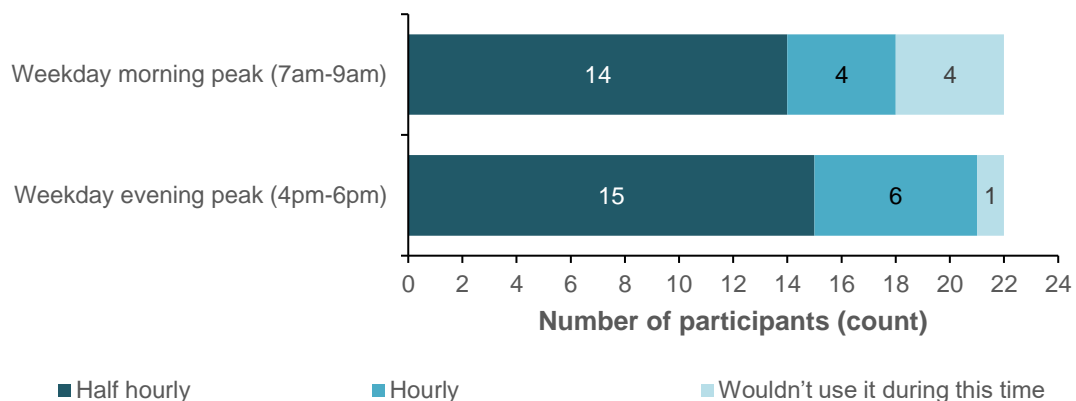
Please tell us how often you would use public transport during Winter Months:



Those who live in Oratia and regard Glen Eden as the most important destination to access: 12-18 responses*. Please note the small sample size.

7B.4: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



Those who live in Oratia and regard Glen Eden as the most important destination to access: 22 responses*. Please note the small sample size.

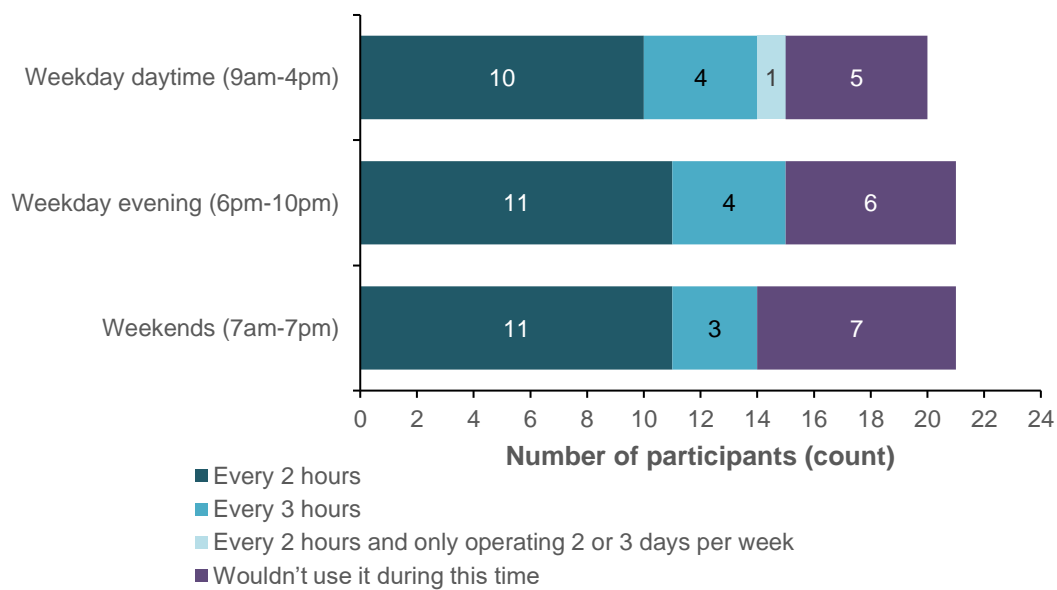
For more than half of participants who regard Glen Eden as the most important destination to access, services would need to run half-hourly for them to consider

using it during weekday morning peak hours (14 participants, 64%). Four participants said hourly frequency was sufficient for morning peak (18%), and another four would not use it during this time (18%).

For weekday evening peak hours, 15 participants said services would need to run half-hourly for them to consider using it (68%), whereas six people said hourly (27%), and one person would not use it at this time (5%).

7B.5: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Oratia and regard Glen Eden as the most important destination to access: 20-21 responses. Please note the small sample size.*

During weekday daytimes, 10 participants would like services to run every two hours (50%), whereas four people said every three hours was sufficient (20%), and one person said services would only need to run two or three days per week at a two-hourly frequency (5%). On the other hand, five people would not use a service at this time (25%).

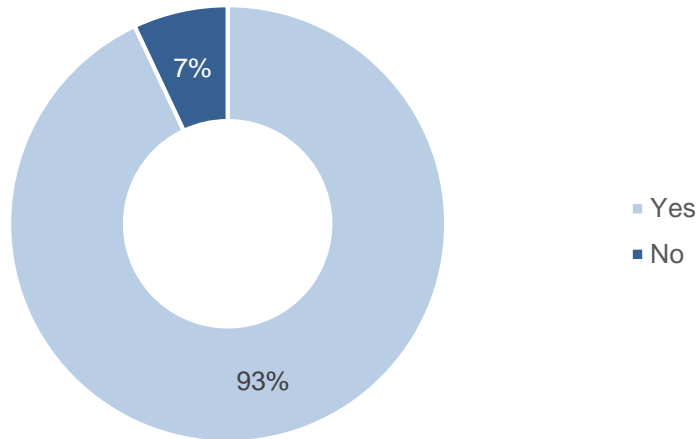
A similar response was received for weekday evenings, with 11 participants preferring services to run every two hours (52%), four participants said every three hours (19%), and six participants would not travel at this time (29%).

For weekend travel, 11 participants said services would need to run every two hours for them to consider using it (52%), while three participants said every three hours (14%), and seven participants would not use it during this time (33%).

7C. Residing in Oratia and accessing Henderson

7C.1: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



Those who live in Oratia and regard Henderson as the most important destination to access: 15 responses. Please note the small sample size.*

In total, 14 participants who regard Henderson as the most important destination to access would use a public transport service from Oratia (93%). On the other hand, one participant would not use public transport from Oratia (7%).

7C.2: Frequency of use during Summer Months

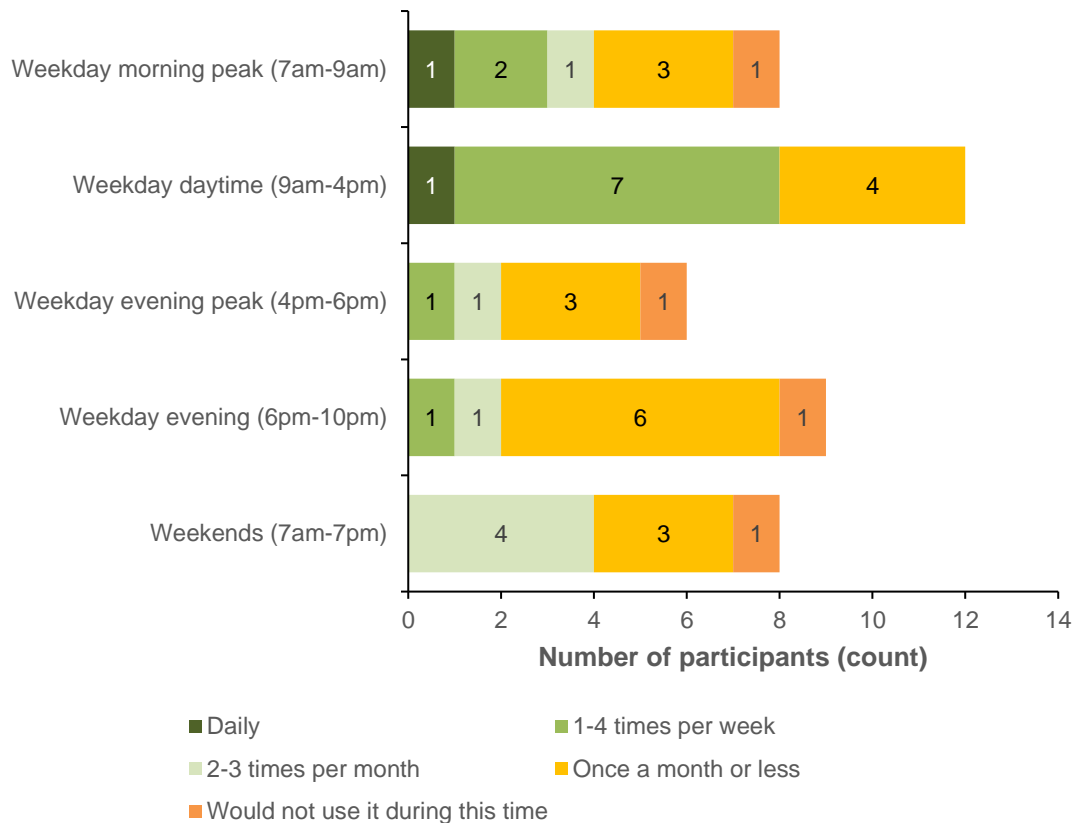
Participants who regard Henderson as the most important destination to access were asked how often they would use bus services during the summer months, during different times of the day.

The most popular time to travel was during weekday daytimes, with eight participants saying they would use public transport often (daily and a few times a week) during summer months for weekday daytime travel.

Three participants said they would use a public transport service often during morning peak hours, and only one person would use it often during evening peak hours.

On weekends, four participants said they would use a public transport service between 2-3 times per month, but no one said they would use it more often.

Please tell us how often you would use public transport during Summer Months:



Those who live in Oratia and regard Henderson as the most important destination to access: 6-12 responses. Please note the small sample size.*

7C.3: Frequency of use during Winter Months

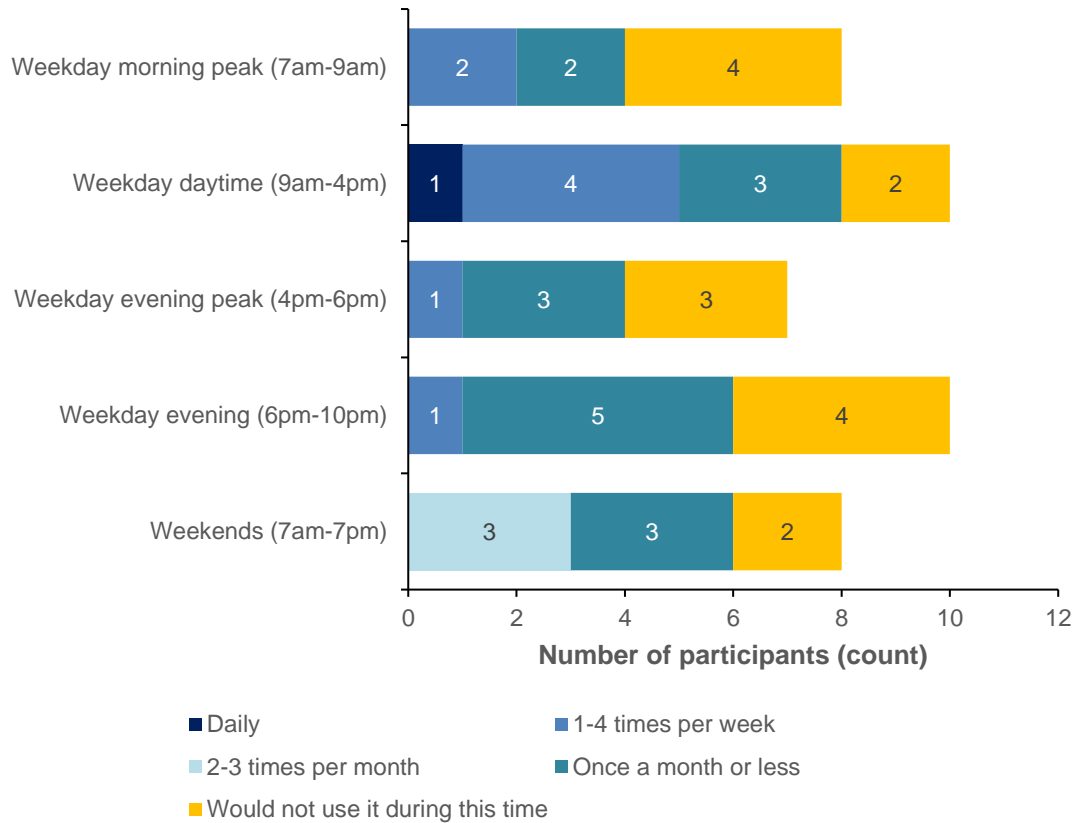
Participants who regard Henderson as the most important destination to access were asked how often they would use bus services during the winter months, during different times of the day.

Slightly less demand was shown for travel during winter months, with five participants saying they would use public transport often (daily and a few times a week) during winter months for weekday daytimes, and one participant saying they would use a service often during weekday evenings.

Two participants would use a public transport service often during morning peak hours, and only one participant would use a service once a week or more during evening peak hours.

Only three participants would use a service 2-3 times per month for weekend travel, and no-one would use a service more often than this on the weekend.

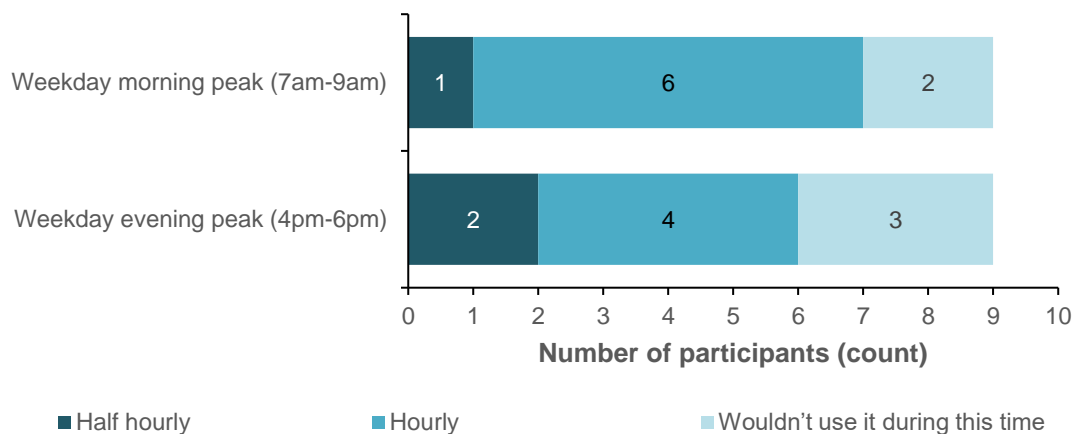
Please tell us how often you would use public transport during Winter Months:



Those who live in Oratia and regard Henderson as the most important destination to access: 7-10 responses*. Please note the small sample size.

7C.4: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



Those who live in Oratia and regard Henderson as the most important destination to access: 9 responses*. Please note the small sample size.

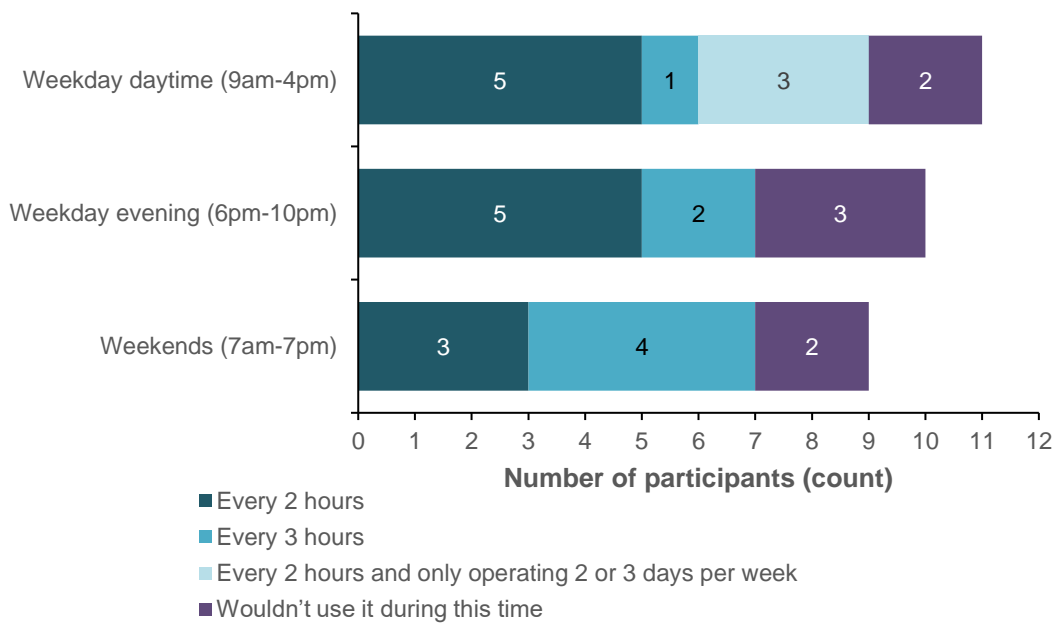
For most participants who regard Henderson as the most important destination to access, services would need to run hourly for them to consider using it during

weekday morning peak hours (6 participants, 67%). Only one person preferred a half-hourly frequency during morning peak (11%), and two participants would not use it at this time (22%).

For weekday evening peak hours, four participants said an hourly frequency was sufficient (44%), whereas two participants preferred half-hourly (22%), and three participants would not use it at this time (33%).

7C.5: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Oratia and regard Henderson as the most important destination to access: 9-11 responses. Please note the small sample size.*

For five participants from Oratia who regard Henderson as the most important destination to access, services would need to run every two hours during weekday daytimes for them to consider using it (45%). On the other hand, three participants said services would only need to operate two or three days per week at a two-hourly frequency during weekday daytimes (27%), and one person preferred a frequency of every three hours (9%). Two participants would not use public transport during weekday daytimes (18%).

Weekday evenings received a similar response, with five participants preferring services to run every two hours during this time (50%), two participants said every three hours was sufficient (20%), and three participants would not use public transport on weekday evenings (30%).

For weekend travel, four participants said every three hours was sufficient frequency (44%), whereas three participants would like services to run every two hours (33%), and two participants would not use it at this time (22%).

7D: Analysis and Decisions

Although Oratia had relatively low-level demand for public transport, when combined with potential patronage from Waitarua, there would be a sufficient case to route the potential Piha trial service through this area.

This option would also reinstate service to Oratia and Waiatarua after the 156 was removed when the West Auckland New Network was implemented in June 2017.

For more details on this service please see the Piha ‘Analysis and Decisions’ section of this report.

8. Karekare

Participants residing in Karekare were asked which destination is most important to access from where they live and whether they are likely to use public transport.

8.1: Most important destination to access

Most important destination to access	Count	Percentage
Glen Eden	15	60%
New Lynn	10	40%
TOTAL	25	100%

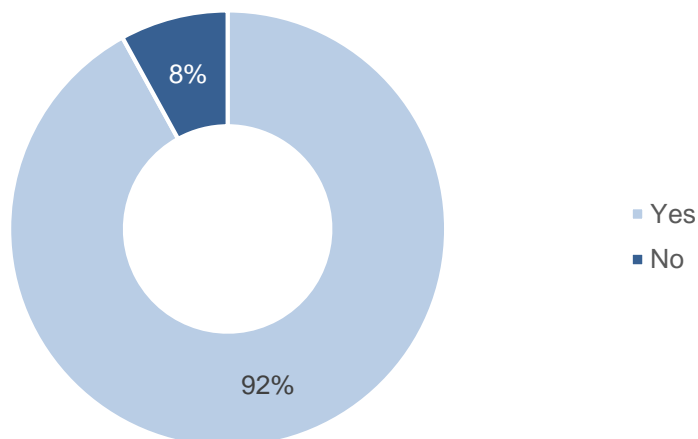
Those who live in Karekare: 25 responses. Please note the small sample size.*

For 15 participants residing in Karekare, the most important destination to access was Glen Eden (60%) followed by 10 participants selecting New Lynn (40%).

Because it would be possible to incorporate Glen Eden and New Lynn into one route, the feedback related to these destinations has been included in the following analysis, in order to determine the viability of a potential public transport service.

8.2: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



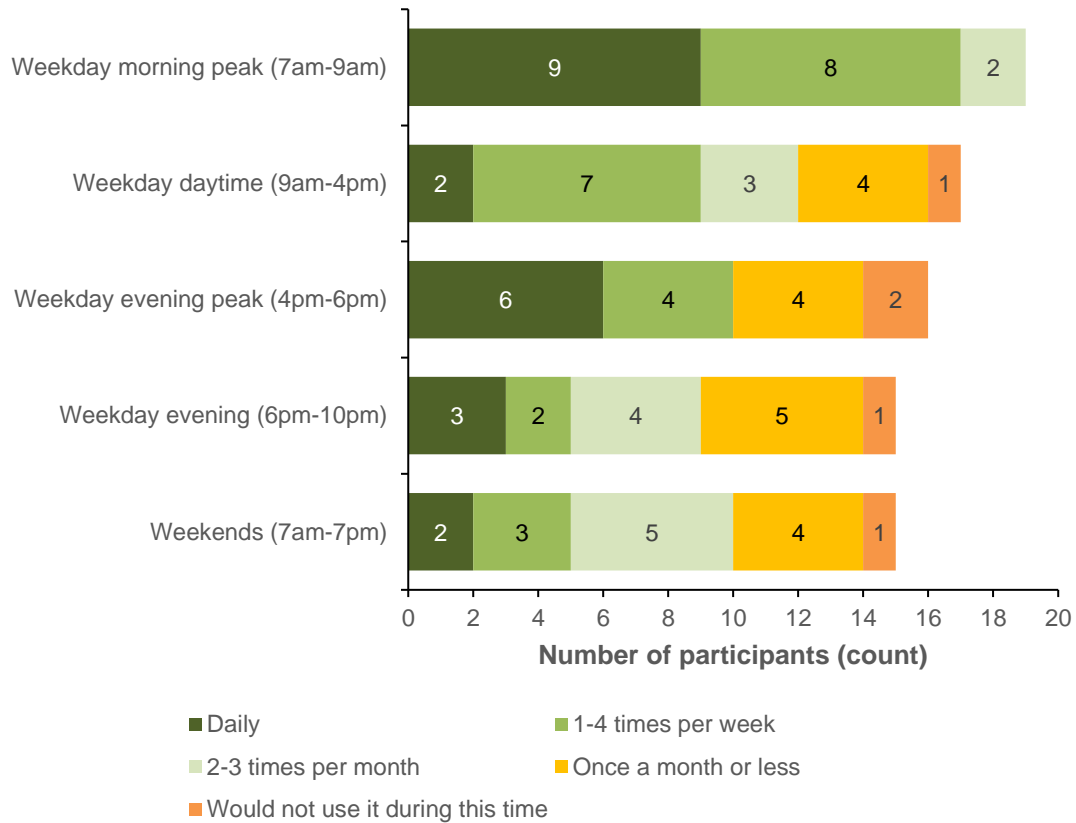
Those who live in Karekare: 25 responses. Please note the small sample size.*

In total, 23 participants residing in Karekare would use public transport from their home to their selected destination (92%). On the other hand, two participants would not use public transport services (8%).

8.3: Frequency of use during Summer Months

Participants residing in Karekare were asked how often they would use bus services during the summer months, during different times of the day.

Please tell us how often you would use public transport during Summer Months:



Those who live in Karekare: 15-19 responses. Please note the small sample size.*

In total, 17 participants residing in Karekare would use public transport often (daily and a few times a week) during weekday morning peak hours, and 10 participants would use public transport often during weekday evening peak hours.

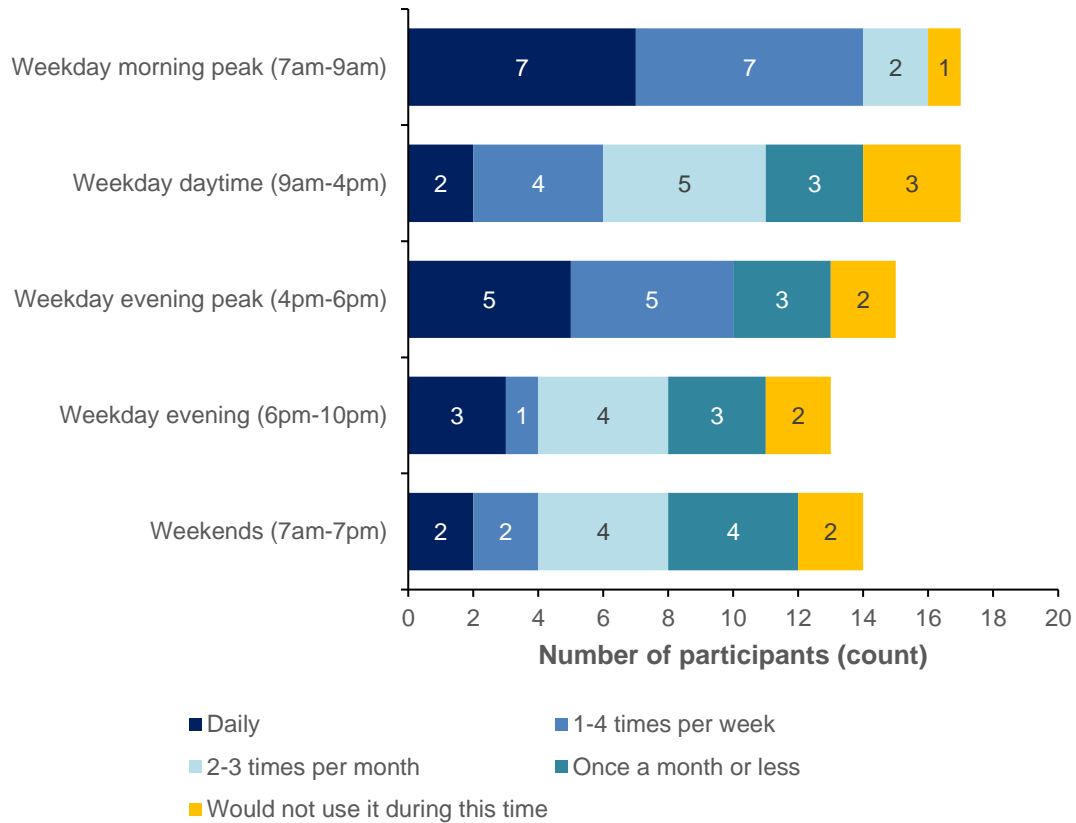
Nine participants would use public transport often during weekday daytimes, and five participants would use it often during weekend evenings.

For weekend travel, five participants would use a service every weekend, and a further five would use it 2-3 times per month.

8.4: Frequency of use during Winter Months

Participants residing in Karekare were asked how often they would use bus services during the winter months, during different times of the day.

Please tell us how often you would use public transport during Winter Months:



Those who live in Karekare: 13-17 responses. Please note the small sample size.*

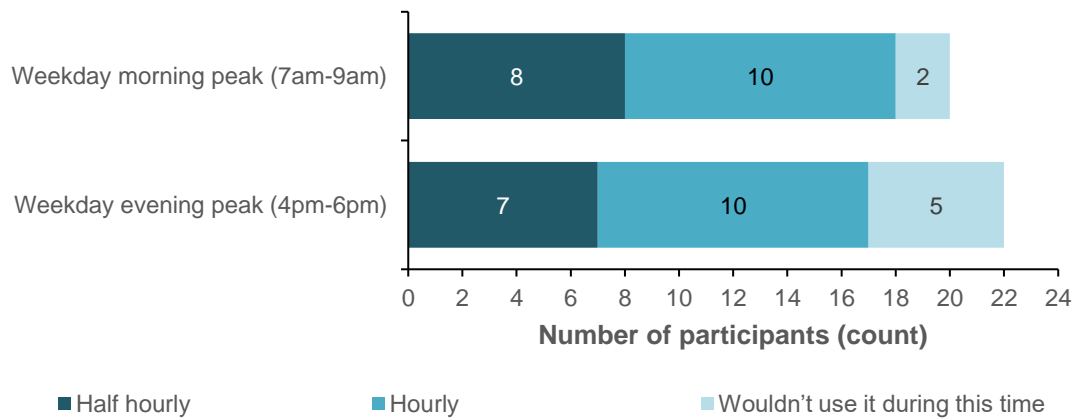
Slightly less demand was shown for winter months, with 14 participants saying they would use public transport often (daily and a few times a week) for weekday morning peak hours, and 10 participants saying they would use public transport often for weekday evening peak hours.

For weekday off peak travel, six participants would use a service often during the day, and four participants would use a service often during weekday evenings.

Four participants would use a service every weekend, and another four would use a service for weekend travel between 2-3 times per month.

8.5: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



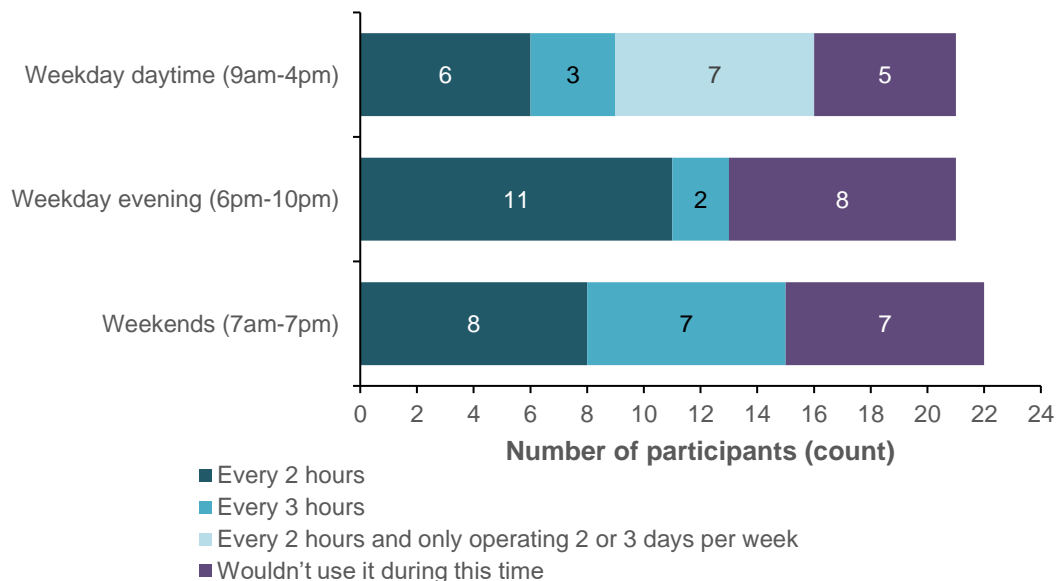
Those who live in Karekare: 20-22 responses*. Please note the small sample size.

For the majority of participants (10 people) residing in Karekare, services would need to run hourly for them to consider using it during weekday morning peak hours (50%). On the other hand, eight participants said services would need to run every half-hour during morning peak (40%), and two participants would not use it during this time (10%).

Similarly, 10 participants said services would only need to run hourly during evening peak times (45%), seven participants preferred hourly (32%), and five participants would not use public transport for evening peak travel (23%).

8.6: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Karekare: 21-22 responses*. Please note the small sample size.

For weekday daytime travel, seven participants from Karekare said that services would only need to operate two or three days per week at a two-hourly frequency for them to consider using it (33%). On the other hand, six participants preferred a two-hourly frequency and operating every weekday (29%), and three participants said a three-hourly frequency was sufficient, running every weekday (14%). Five participants would not use a service at this time (24%).

More demand for increased frequency was shown for weekday evening travel, with 11 participants preferring that services run every 2 hours every weekday evening (52%), while two participants said every 3 hours was sufficient (10%), and eight participants would not use a service at this time (38%).

On weekends, eight participants preferred services to operate every 2 hours (36%), while seven participants said every 3 hours (32%), and another seven participants would not use public transport on the weekend (32%).

8.7: Analysis and Decisions

It is suggested that this level of demand is not sufficient to detour the potential Piha morning / evening peak service via this area, because it would cause too much of a time delay.

However, if an off-peak daytime /weekend service is trialled to serve Piha, then detouring via KareKare could be considered because these customers may not be as concerned as peak-time travellers about time delays.

9. Henderson Valley

Participants residing in Henderson Valley were asked which destination is most important to access from where they live and whether they are likely to use public transport.

9.1: Most important destination to access

Most important destination to access	Count	Percentage
Henderson	22	88%
Ranui	3	12%
TOTAL	25	100%

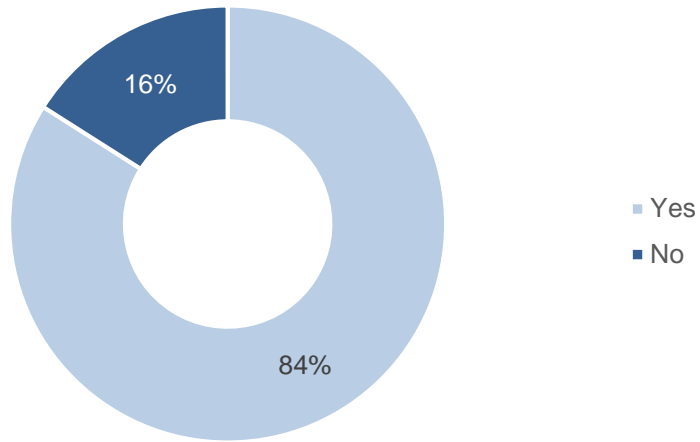
Those who live in Henderson Valley: 25 responses. Please note the small sample size.*

For 22 participants residing in Henderson Valley, the most important destination to access was Henderson (88%) followed by 3 participants selecting Ranui (12%).

Because it would be possible to serve Henderson and Ranui with one route, the feedback related to these destinations has been included in the following analysis, in order to determine the viability of a potential public transport service.

9.2: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



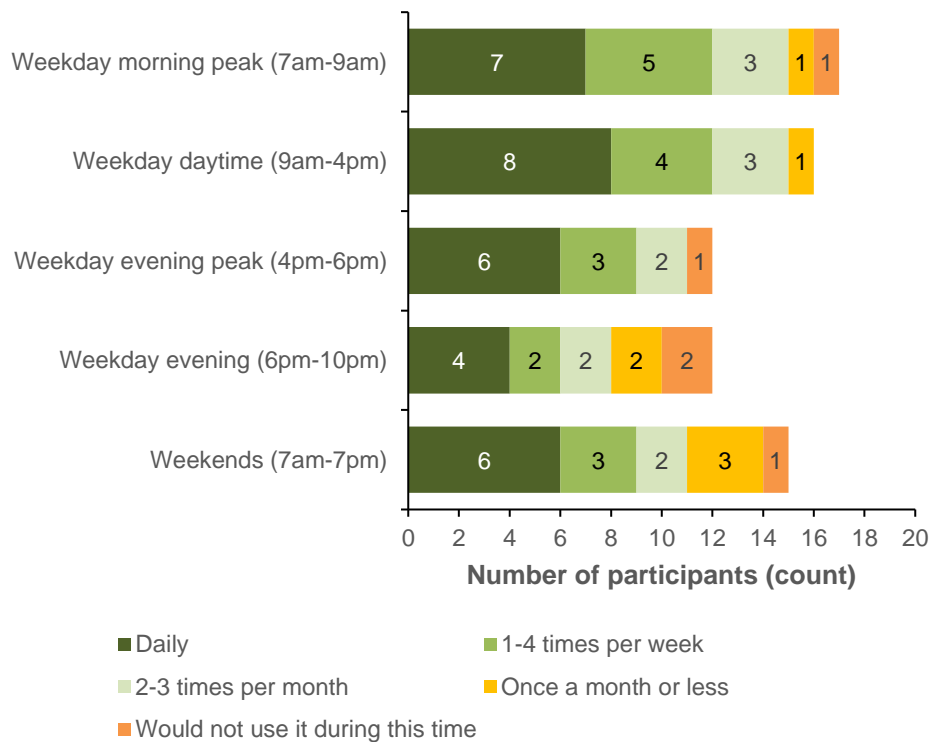
Those who live in Henderson Valley: 25 responses*. Please note the small sample size.

In total, 21 participants residing in Henderson Valley would use a public transport service from their home to their selected destination (84%). On the other hand, 4 participants would not use public transport services (16%).

9.3: Frequency of use during Summer Months

Participants residing in Henderson Valley were asked how often they would use bus services during the summer months, during different times of the day.

Please tell us how often you would use public transport during Summer Months:



Those who live in Henderson Valley: 12-17 responses*. Please note the small sample size.

In total, 12 participants residing in Henderson Valley would use public transport often (daily and a few times a week) during weekday morning peak hours, and nine participants would use public transport often during weekday evening peak hours.

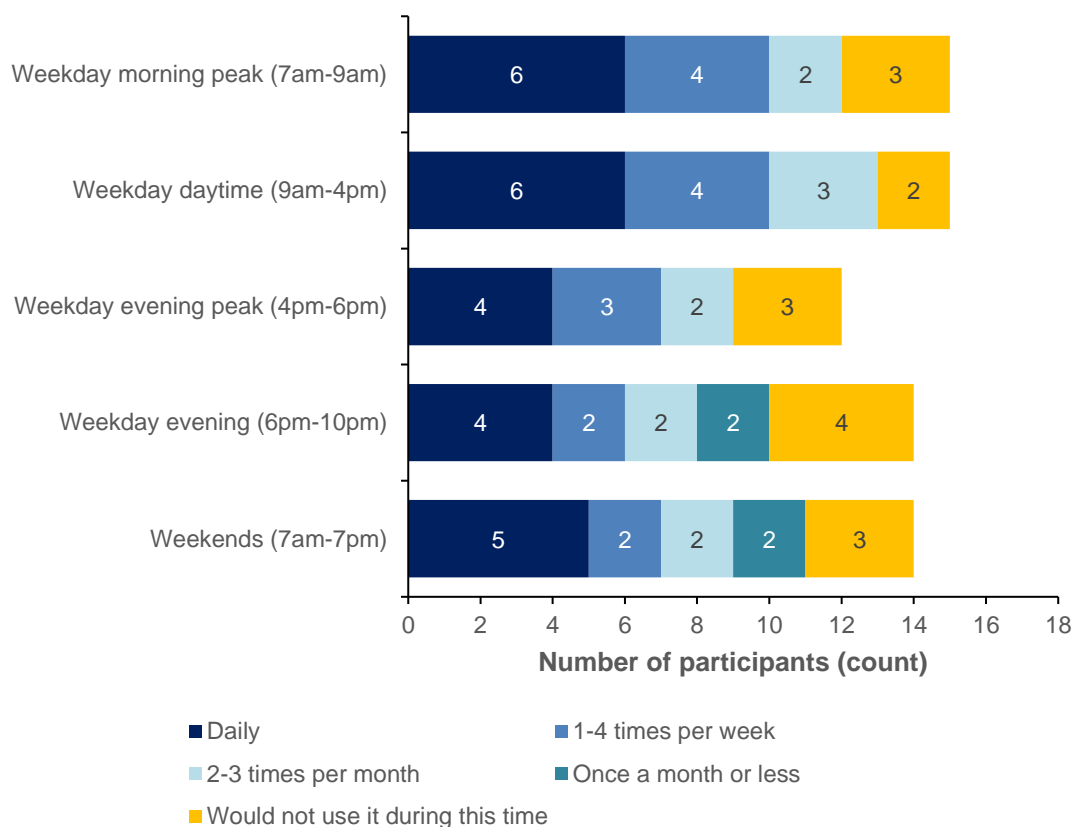
Similarly, 12 participants would use public transport often for weekday daytime travel.

On weekday evenings, six participants would use a service often, and on weekends nine participants would use a public transport service every weekend. A further two participants would use a service 2-3 times per month on weekends.

9.4: Frequency of use during Winter Months

Participants residing in Henderson Valley were asked how often they would use bus services during the winter months, during different times of the day.

Please tell us how often you would use public transport during Winter Months:



Those who live in Henderson Valley: 12-15 responses. Please note the small sample size.*

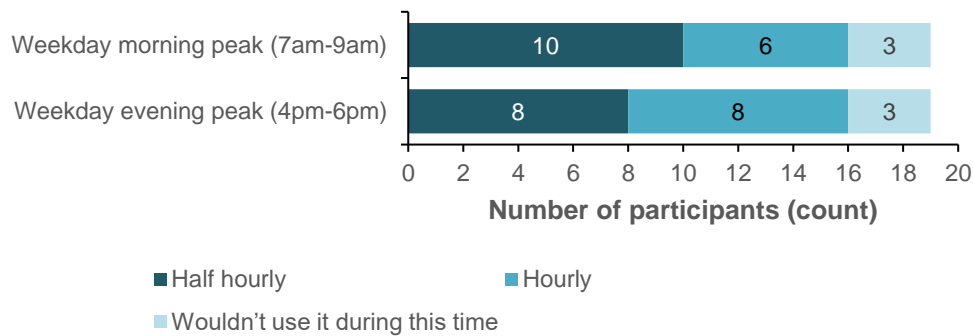
Similar to summer travel, an equal number of participants would use a public transport service often for weekday morning peak travel as weekday daytime travel (10 people), however this number is slightly less than summer months.

Seven participants would use public transport often for weekday evening peak hours, and six participants would use public transport often during weekday evenings.

Slightly less demand was shown for weekend travel compared to summer months, with seven participants saying they would use a service every weekend, and a further two participants saying they would use a service 2-3 times per month.

9.5: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



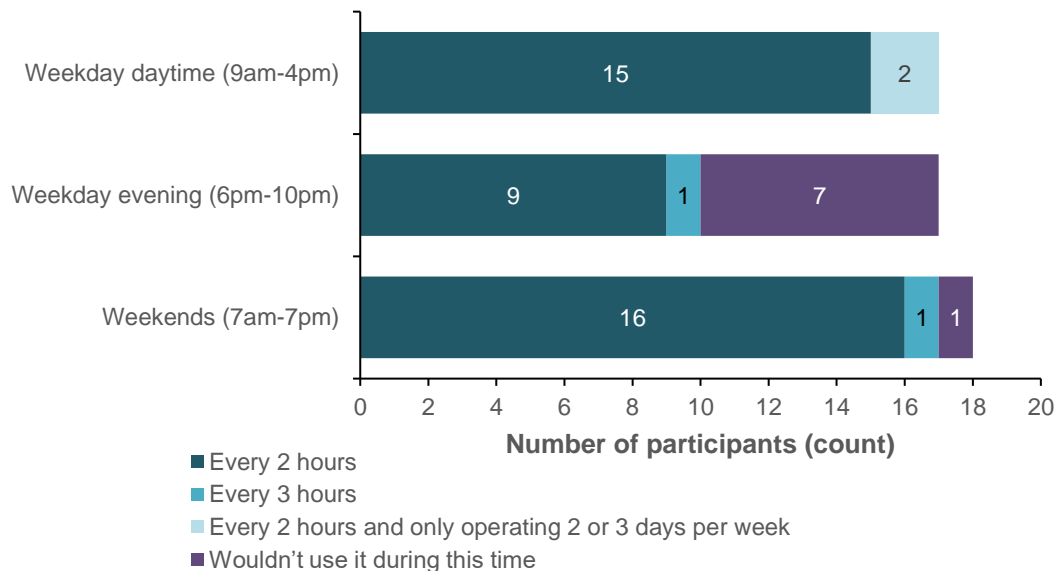
Those who live in Henderson Valley: 19 responses*. Please note the small sample size.

For residents of Henderson Valley, 10 participants would like services to run every half-hour during morning peak times (53%), whereas six participants said an hourly frequency was sufficient during this time (32%), and three participants would not travel on public transport at morning peak (16%).

For weekday evening peak, eight participants preferred half hourly frequency (42%), while the same number said hourly frequency was sufficient (42%), and three participants would not use a service at this time (16%).

9.6: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Henderson Valley: 17-18 responses*. Please note the small sample size.

Strong demand was shown for off-peak services to run as frequently as possible, with 15 participants saying services would need to run every 2 hours during weekday daytimes (88%), and only 2 participants said a reduced service which operated 2 or 3 days per week was sufficient (12%).

On weekday evenings, nine participants preferred services to run every 2 hours (53%), while one person said every 3 hours was sufficient (6%), and seven participants would not use a service at this time (41%).

Weekends saw the highest demand for the most frequent option, with 16 participants saying services should run every 2 hours (89%), and one participant saying every 3 hours was sufficient (6%). On the other hand, one person would not use a service during this time (6%).

9.7: Analysis and Decisions

When the West New Network was implemented in June 2017, due to extremely low patronage figures services were removed from Henderson Valley.

There was an average of 5 boardings per day at the start of March 2017 on the section of Henderson Valley Road that had service removed, as well as Candia Road. The low level of demand outlined above, in addition to the patronage figures, supports this decision.

A new service from Piha could serve this area on its way to Henderson, but survey results show that a route from Piha would be more beneficial going through Waiatarua and Oratia to Glen Eden, as there is more demand from these areas to support a service.

10. Woodlands Park

Participants residing in Woodlands Park were asked which destination is most important to access from where they live and whether they are likely to use public transport.

10.1: Most important destination to access

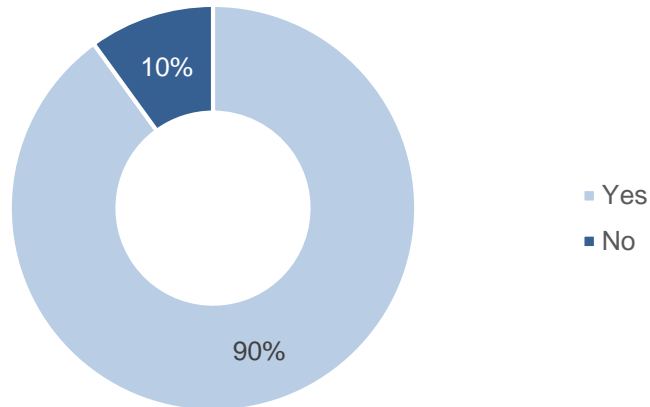
Most important destination to access	Count	Percentage
New Lynn	16	80%
Titirangi	3	15%
Glen Eden	1	5%
TOTAL	20	100%

Those who live in Woodlands Park: 20 responses. Please note the small sample size.*

For 16 participants residing in Woodlands Park, the most important destination to access was New Lynn (80%) followed by three participants selecting Titirangi (15%) and one participant selecting Glen Eden (5%). Feedback relating to all three destinations has been analysed together.

10.2: Likelihood of using public transport service

Based on your selected home and destination, would you use a public transport service?



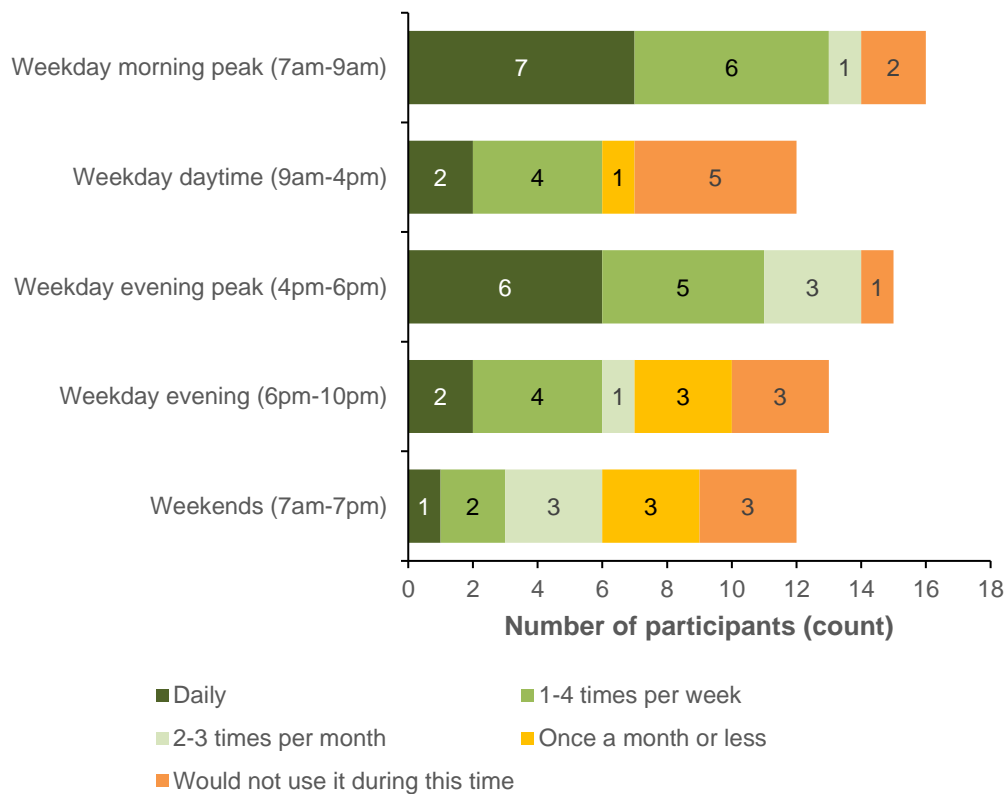
Those who live in Woodlands Park: 20 responses*. Please note the small sample size.

In total, 18 participants residing in Woodlands Park would use public transport services from their home to their selected destination (90%). On the other hand, 2 participants would not use public transport services (10%).

10.3: Frequency of use during Summer Months

Participants residing in Woodlands Park were asked how often they would use bus services during the summer months, during different times of the day.

Please tell us how often you would use public transport during Summer Months:



Those who live in Woodlands Park: 12-16 responses*. Please note the small sample size.

In total, 13 participants residing in Woodlands Park would use public transport often (daily and a few times a week) during weekday morning peak hours and 11 participants would use public transport often during weekday evening peak hours.

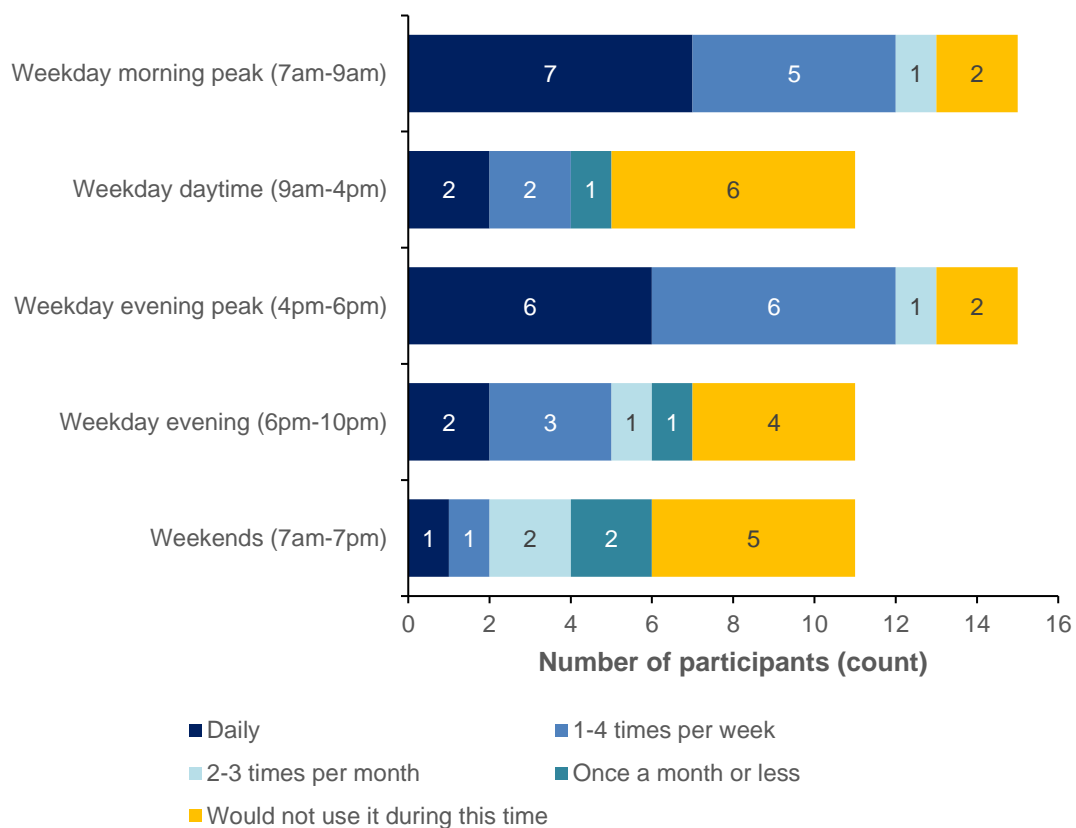
Six participants would use public transport often during weekday daytimes, and similarly, six participants would use public transport often during weekday evenings.

On weekends, only three participants said they would use a service every weekend, and a further three participants would use it 2-3 times per month.

10.4: Frequency of use during Winter Months

Participants residing in Woodlands Park were asked how often they would use bus services during the winter months, during different times of the day.

Please tell us how often you would use public transport during Winter Months:



Those who live in Woodlands Park: 11-15 responses. Please note the small sample size.*

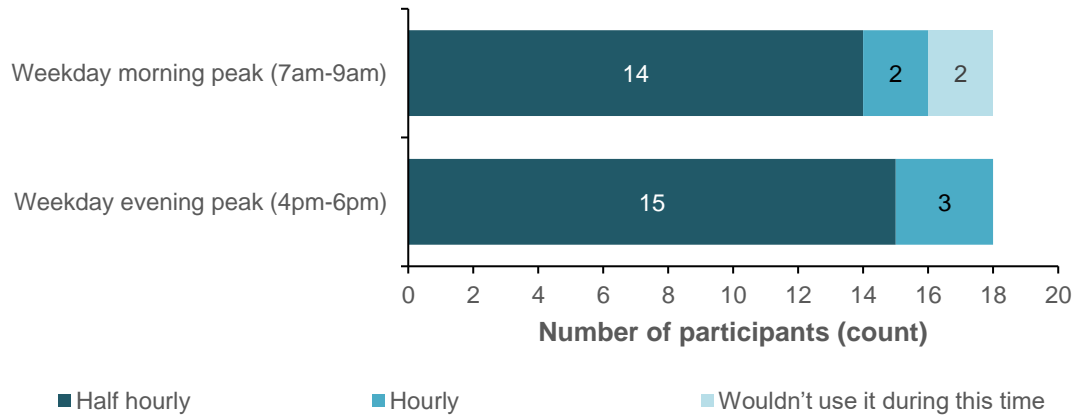
Twelve participants residing in Woodlands Park would use public transport often (daily and a few times a week) during morning peak hours, and the same number would use public transport often during weekday evening peak hours.

Four participants residing in Woodlands Park would use public transport often during the weekday daytimes, and five participants would use it often during weekday evenings.

For weekend travel, only two participants would use a service every weekend.

10.5: Consider using public transport during peak hours

How often would services need to run during peak hours for you to consider using it?



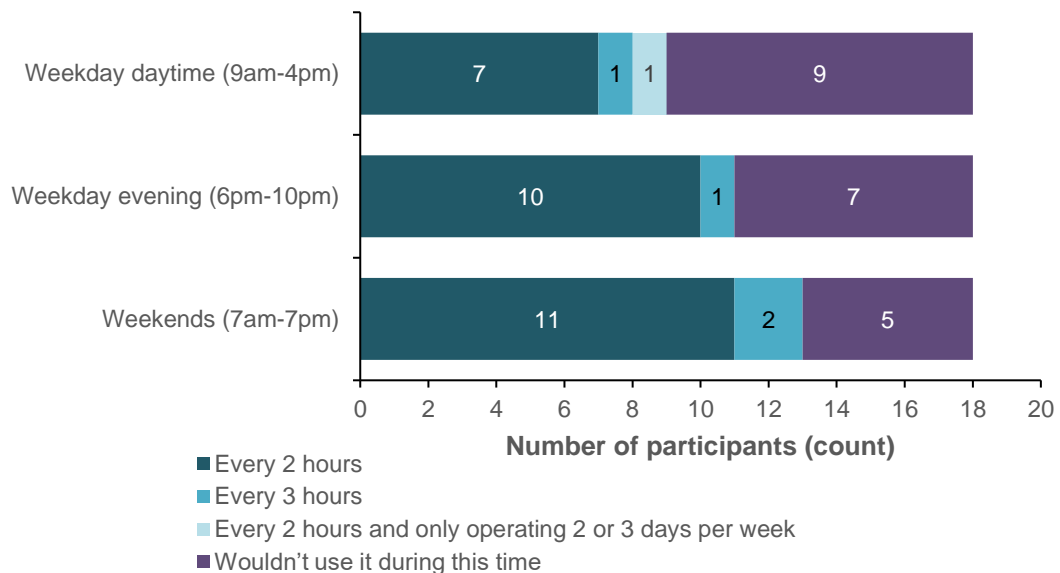
Those who live in Woodlands Park: 18 responses. Please note the small sample size.*

For most participants residing in Woodlands Park, services would need to run half hourly for them to consider using it during weekday morning peak hours (14 people, 78%), whereas two people said services would only need to run hourly (11%). Two people said they would not use a service at this time (11%).

For weekday evening peak times, 15 people would prefer services to run half-hourly (83%), while three people said an hourly frequency was sufficient (17%).

10.6: Consider using public transport during non-peak hours

How often would services need to run during non-peak hours for you to consider using it?



Those who live in Woodlands Park: 20 responses. Please note the small sample size.*

For off-peak travel, most participants preferred a frequency of every 2 hours.

Seven participants said services would need to run every 2 hours during weekday daytimes for them to consider using it (39%), while one person said every 3 hours

(6%), and one person said they would only need to operate 2 or 3 days per week at a 2-hourly frequency (6%). Nine participants said they would not use a service during weekday daytimes (50%).

On weekday evenings, 10 participants would prefer services to operate every 2 hours (56%), whereas one person said every 3 hours was sufficient (6%). Seven participants would not use a service at this time (39%).

For weekend travel, 11 participants preferred services to run every 2 hours (61%), while two participants said every 3 hours (11%). Five participants would not use a service at this time (28%).

10.7: Analysis and Decisions

This area is currently served by the 171 and 171X. The reason for surveying this area was to evaluate the demand submitted by residents, along with current patronage figures and customer feedback, to provide clarification if changes are required to the 171 to better serve the wider area.

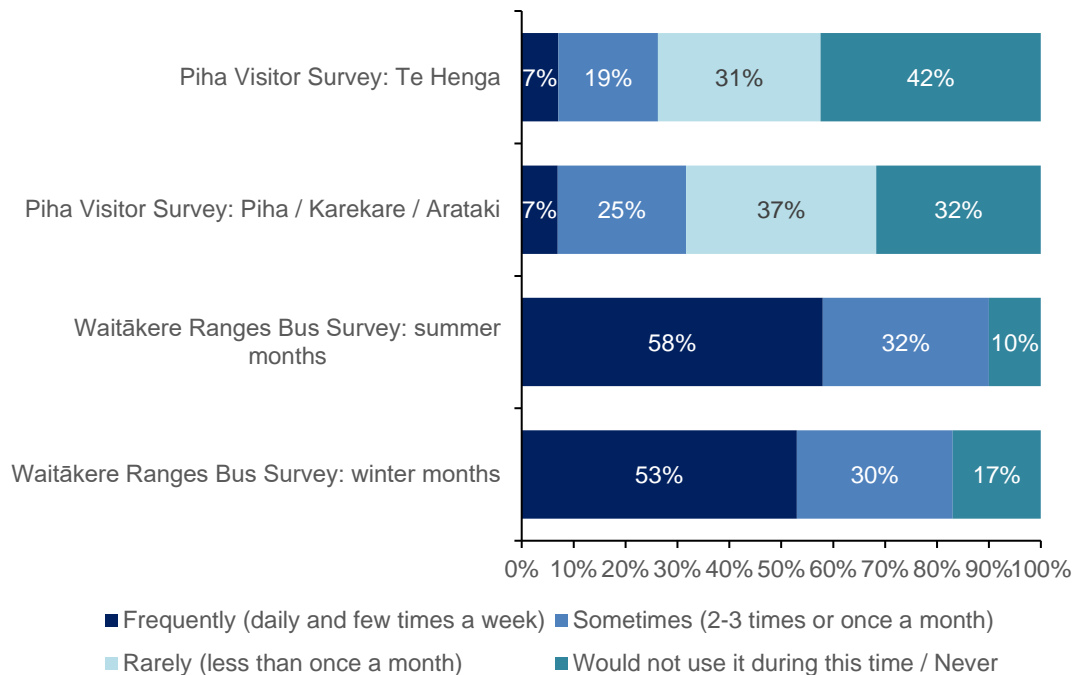
The above figures demonstrate that there is not a strong demand from this area. It is advised that investigations are made into re-allocating a portion of the 171 budget to instead potentially assist in funding the Huia service on a trial basis. The Huia service would serve this area by running via Woodlands Park Rd.

Other Findings

11. Comparison with Piha Visitor Survey

In February 2016, Buzz Channel conducted the Piha Visitor survey for the Waitākere Ranges Local Board. This section will compare how often Piha visitors and residents would use public transport / proposed bus services.

Please tell us how often you would use public transport / proposed bus service:



Base: 484 responses for Piha Visitor survey; 2200 collated responses for Waitākere Ranges Bus survey. Please note, answer options were slightly different for the Piha Visitor survey and Waitākere Ranges survey.

For the Piha Visitor survey, the answer options were 1-4 times a week, 2 or 3 times a month, once a month, less than once a month and never. For the Waitākere Ranges Bus survey, the answer options were daily, 1-4 times per week, 2-3 times per month, once a month or less and would not use it during this time.

For the purposes of comparing with the Piha Visitor survey results, Buzz Channel collated all the results on the different time periods (weekday morning peak hours, weekday evening peak hours, weekday daytimes, weekday evenings and weekends) for this question from the Waitākere Ranges Bus survey.

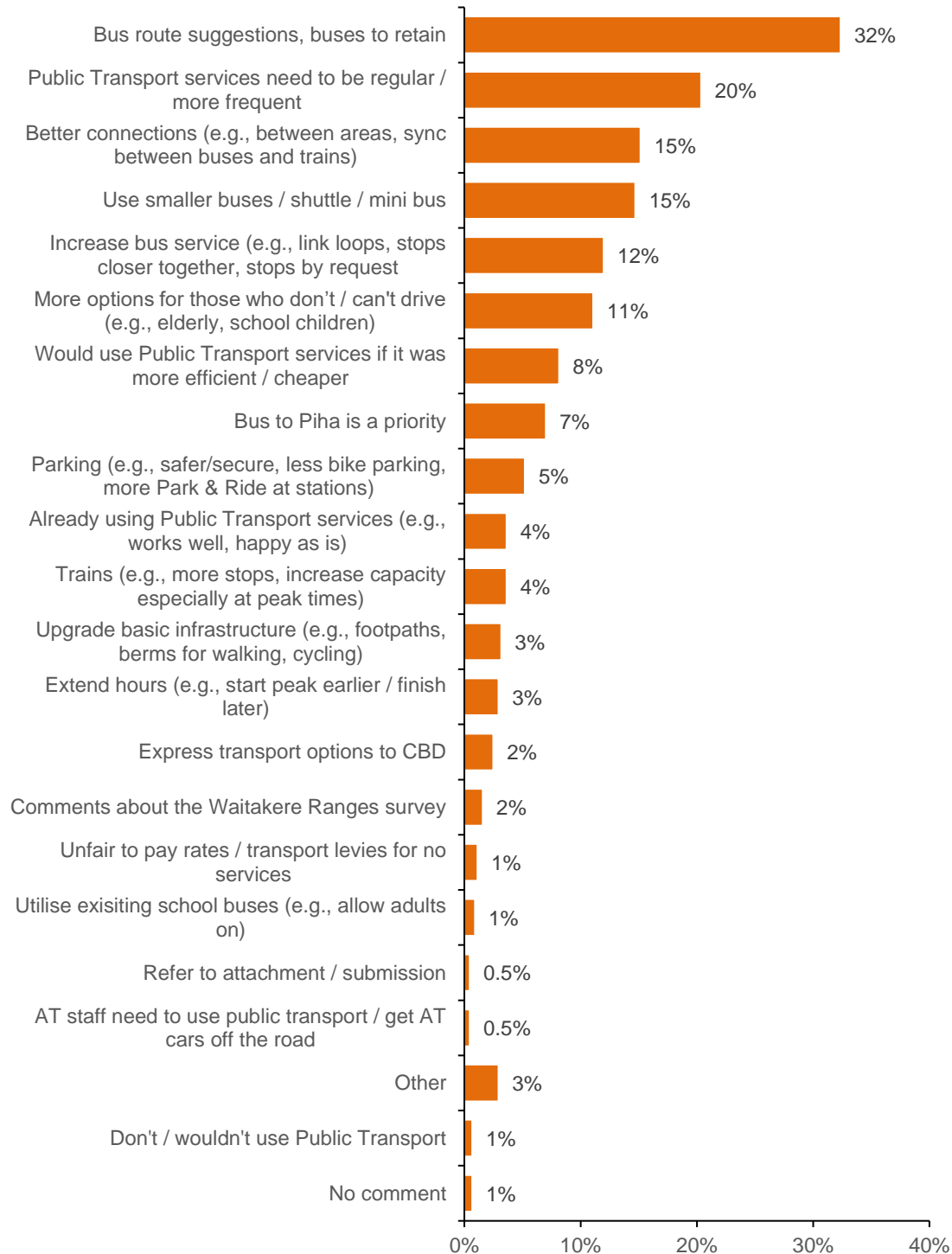
Compared to Piha visitors, residents in the area were more likely to use public transport often in both the summer (58%) and also winter months (53%).

Only 7% of Piha visitors said they would use a bus service to Piha / Karekare / Arataki or Te Henga often. More than a third of visitors to Piha said they would never use the proposed bus services to Te Henga (42%) and Piha / Karekare / Arataki (32%).

Additional Comments

All participants were asked whether they had anything else that they wanted to say on public transport services for the Waitākere Ranges area, including any new / alternative scheduling or route options.

Anything else you would like to tell us?



Base: 441 responses.