

New Network for Central Suburbs Consultation Summary and Decisions Report



AT Metro

**Help us transform
the Central Suburbs
bus network**
Tell us what you think

Feedback is open from 1 October to 10 December 2015

The advertisement features a photograph of two women standing in front of a blue and white Metro bus. The bus has 'METRO' and 'BRITOMART' branding. The background shows a city street with a building entrance.

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1. Executive Summary

Public consultation on the proposed New Network for buses in the Central Suburbs area was open for a nine week period from 1 October to 14 December 2015.

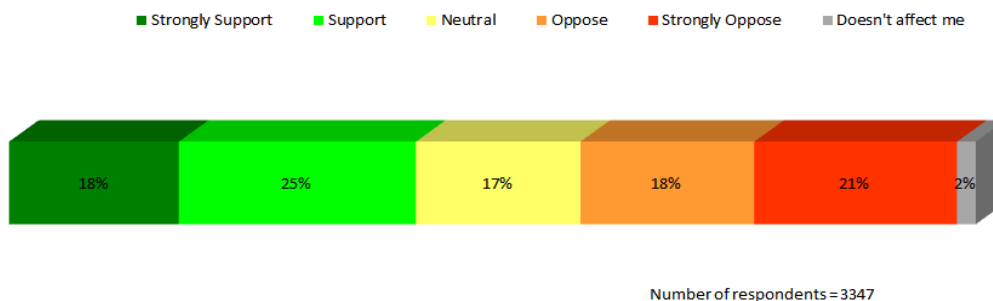
**Central Suburbs (Isthmus) includes the area from New Lynn across to Panmure, Glen Innes and St Heliers and from Onehunga to the City Centre.*

This report contains a summary of the consultation process, feedback from the public and the subsequent decisions made.

There were 3743 individual pieces of feedback, this included individual feedback forms and freeform submissions from key stakeholders. More than 600 comments from the online discussion forum and other online channels were included in the analysis. The final network has been designed as a result of this feedback along with practical and budgetary constraints.

Overall, there was slightly more support 43% (strongly support or support) than opposition 39% (oppose or strongly oppose) for the Central Suburbs New Network. There were 17% who were neutral and 2% weren't affected.

Overall to what extent do you support or oppose the Central Suburbs New Network?



Some of the larger issues raised which led to the high opposition to the proposals such as keeping the Outer Link and keeping a direct connection from Orakei to the city have been resolved. As a result of these changes we would expect the numbers of people supporting the network to increase significantly if we were to ask the question again after announcing the final network.

In total Auckland Transport (AT) consulted on 53 proposed routes. As a result of feedback, route changes were made to 18 of these, 24 have no change, 11 routes were removed and replaced by 12 new ones.

Proposed services and number of changes	
Total number of proposed services	53
Services with changes to routes	18
Services with no change	24
New services added	12
Services removed	11

The key changes are set out in the table below.

Route Number	Final New Network for Central Suburbs Changes based on feedback from Consultation
City Link	<ul style="list-style-type: none"> No Change
Inner Link	<ul style="list-style-type: none"> To travel via Queen St and Victoria St
Crosstown 4	<ul style="list-style-type: none"> Removed, replaced by Outer Link
Outer Link	<ul style="list-style-type: none"> Outer Link replaced Crosstown 4 and travel between Newmarket, Mt Eden and St Lukes
Crosstown 5	<ul style="list-style-type: none"> Removed, replaced by 202 and 708
Crosstown 6	<ul style="list-style-type: none"> To travel via Great North Rd and St Lukes Rd To travel via Remuera Rd to Glen Innes
Crosstown 6a	<ul style="list-style-type: none"> No change
Crosstown 7	<ul style="list-style-type: none"> No change
Crosstown 8	<ul style="list-style-type: none"> Extended to New Lynn and Otahuhu via Church St
Crosstown 9	<ul style="list-style-type: none"> To travel via Portage Rd and Bolton St Terminate at Onehunga
Crosstown 9a	<ul style="list-style-type: none"> Removed, replaced by 723
18	<ul style="list-style-type: none"> No change
22	<ul style="list-style-type: none"> No change
22a	<ul style="list-style-type: none"> No change Express route added*
22b	<ul style="list-style-type: none"> No change Express route added*
24	<ul style="list-style-type: none"> No change
24a	<ul style="list-style-type: none"> No change Express route added*
24b	<ul style="list-style-type: none"> Route changed to travel to New Lynn and full length of Boundary Rd Express route added*
25	<ul style="list-style-type: none"> No change
25a	<ul style="list-style-type: none"> No change Express route* added via Ian McKinnon Dr
25b	<ul style="list-style-type: none"> To travel through Lynfield via Canberra Ave and Halsey Dr Express route added* – via Ian McKinnon Dr
27	<ul style="list-style-type: none"> No change
27a	<ul style="list-style-type: none"> To travel via Glass Rd and terminate on Dominion Rd Ext

Route Number	Final New Network for Central Suburbs • Changes based on feedback from Consultation
27b	<ul style="list-style-type: none"> To terminate on Dominion Rd Ext
30	<ul style="list-style-type: none"> New route on Manukau Rd
32	<ul style="list-style-type: none"> No change to route south of Sylvia Park Route replaced by 723 between Sylvia Park and Glen Innes
53	<ul style="list-style-type: none"> Route to continue to City from Botany
55	<ul style="list-style-type: none"> Route to terminate at Panmure from Howick
70	<ul style="list-style-type: none"> To travel via St Johns Rd and Apirana Ave
77	<ul style="list-style-type: none"> To travel via St Heliers Bay Rd and Apirana Ave Renamed to Blue Link
101	<ul style="list-style-type: none"> No change
105	<ul style="list-style-type: none"> To travel via Karangahape Rd, Queen St and Hobson St
106	<ul style="list-style-type: none"> To travel via Queen St and Hobson St
138	<ul style="list-style-type: none"> No change
191	<ul style="list-style-type: none"> Extended to Lynfield
195	<ul style="list-style-type: none"> No change
202	<ul style="list-style-type: none"> New route from Wynyard to St Lukes via Ponsonby and Kingsland
209	<ul style="list-style-type: none"> No change
295	<ul style="list-style-type: none"> No change
296	<ul style="list-style-type: none"> Removed – replaced by 298
297	<ul style="list-style-type: none"> No change
298	<ul style="list-style-type: none"> New route of 296 including Waitangi Rd and Mt Wellington area
309	<ul style="list-style-type: none"> No change
309X	<ul style="list-style-type: none"> No change
321	<ul style="list-style-type: none"> No change
323	<ul style="list-style-type: none"> No change
351	<ul style="list-style-type: none"> Route shortened to Otahuhu from Highbrook area
511	<ul style="list-style-type: none"> New route for Panorama Rd area
521	<ul style="list-style-type: none"> Route removed, replaced by new 701 and 511
525	<ul style="list-style-type: none"> Route removed, replaced by 298
701	<ul style="list-style-type: none"> To travel via Marua Rd
703	<ul style="list-style-type: none"> Route removed, replaced by 705 (similar path to 703 for majority of route)
705	<ul style="list-style-type: none"> To travel to Benson Rd
708	<ul style="list-style-type: none"> New route to travel between Mission Bay and Newmarket
711	<ul style="list-style-type: none"> Route removed, replaced by 766
712	<ul style="list-style-type: none"> Route removed, replaced by 705
722	<ul style="list-style-type: none"> Route removed, replaced by 766
723	<ul style="list-style-type: none"> New route to travel between Glen Innes and Onehunga via Panmure and Sylvia Park
725	<ul style="list-style-type: none"> No change
729	<ul style="list-style-type: none"> New route to travel through Meadowbank and Grand Dr

Route Number	Final New Network for Central Suburbs <ul style="list-style-type: none"> • Changes based on feedback from Consultation
752	<ul style="list-style-type: none"> • New route to travel between Glen Innes and St Heliers via Mt Taylor Rd
761	<ul style="list-style-type: none"> • Route removed, replaced by 729
762	<ul style="list-style-type: none"> • New route to travel between Glen Innes and City via Orakei
766	<ul style="list-style-type: none"> • New route to travel through Orakei and Glendowie
774	<ul style="list-style-type: none"> • To travel via Mt Taylor Dr • Peak span increased
775	<ul style="list-style-type: none"> • No change • Peak span increased

2. Background to the New Network and proposals

The New (Public Transport) Network which affects the whole of Auckland, was proposed as part of the Regional Public Transport Plan (RPTP). The plan was adopted by the AT Board in 2013 which meant we could begin local consultation on the proposed New Network as outlined in the RPTP.

A major focus of the RPTP is to improve the frequency and range of travel options offered by public transport. This is in line with the Auckland Plan, which calls for a transformational shift in public transport and sets a target of doubling the number of public transport passenger trips over the next 10 years.

Due to the scale of change the New Network has been consulted on and will be implemented in phases. The East Auckland and Central Suburbs consultations which were conducted simultaneously, completed the consultation process for the major areas of Auckland. Progress with the New Network so far:

- Green Bay, Titirangi and Hibiscus Coast – implemented 2014 and 2015
- South Auckland, Pukekohe and Waiuku – to be implemented late 2016
- North Shore and West Auckland – final network approved, awaiting implementation

Why are we transforming Auckland's public transport network?

If Auckland is to cope with the expected growth in population, public transport must become the transport choice for more Aucklanders.

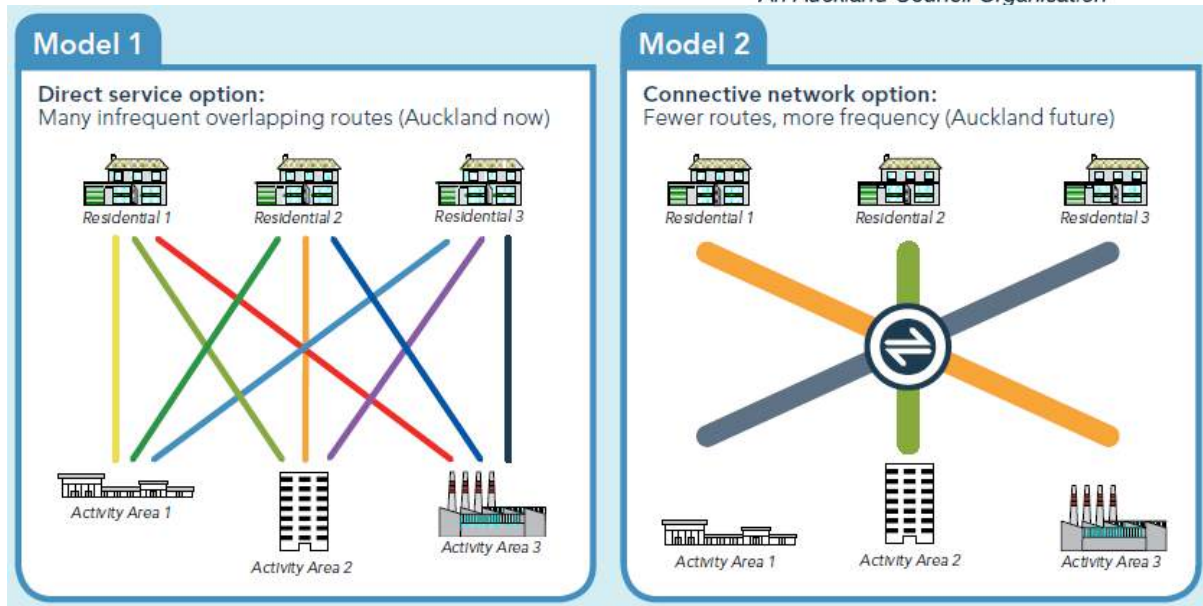
Auckland's current public transport network is complex, and in many places infrequent. Like other cities, it has developed over the years through a series of step-by-step modifications.

In undertaking a complete review and restructure of Auckland's public transport network we have been able to make specific improvements to each area, while addressing the fundamental problems of the current network as a whole. Bold changes are needed in order to provide a better level of service, respond to Auckland's growth, and provide attractive public transport solutions to get Aucklanders where they want to go.

The principles of the New Network

The New Network fundamentally changes the way bus services operate. The key principle is to run a number of high frequency services that are designed to work together through easy connections. It is based on a principle already working in many North American and European cities.

Auckland's current network tries to run direct services from everywhere to everywhere at low frequencies, as in model 1 of the diagram below. We are moving towards a more connective network as shown in model 2, which has fewer routes but higher frequencies. The point at which the lines intersect illustrates where a transfer would happen.



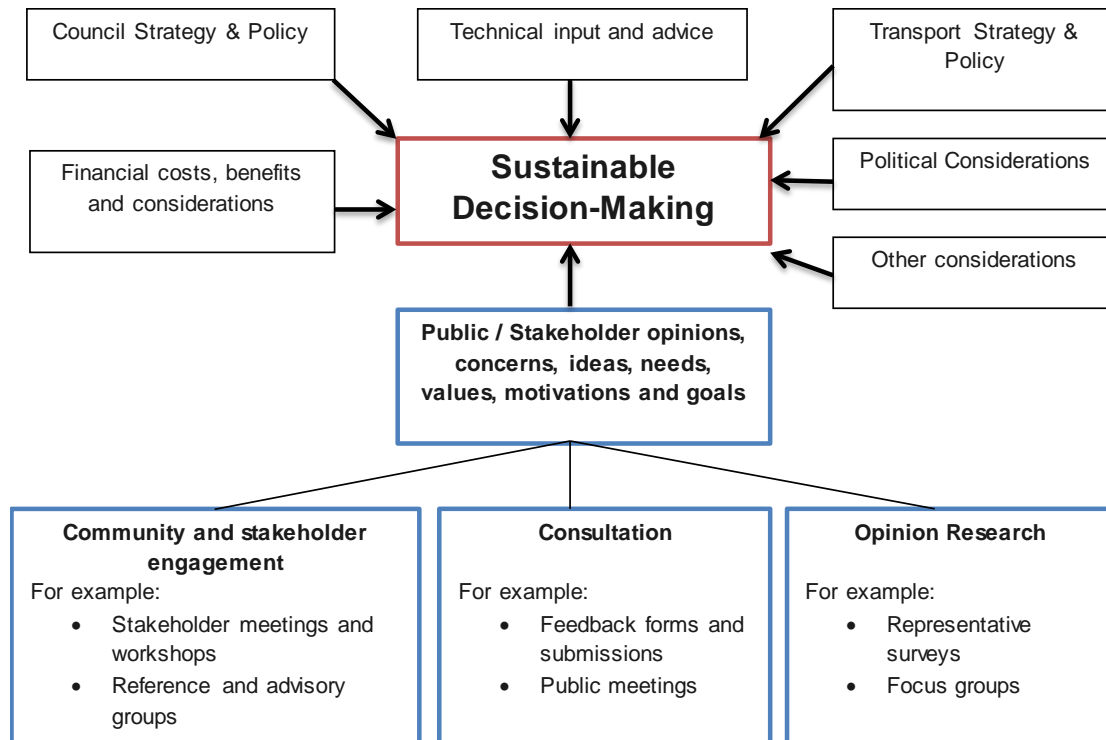
The key benefits of the New Network for Auckland are simplicity, all-day frequency, and connectivity. A simpler network will be easier to understand for new and current users and will make public transport a more attractive and easier option for a wider range of activities, as well as new or one-off trips. Instead of buses only running frequently at morning and evening peak times, some buses will run frequently through the whole day, 7am-7pm, 7 days a week, and more will become frequent over time. A more connected network will provide better connections to destinations across Central Auckland without needing to go through the city centre

Under the New Network some journeys may require a transfer. Transfers are essential to both frequency and simplicity, and provide access to a far greater choice of destinations. Transferring will be made easier through the provision of good interchange facilities in major locations, and the cost of transferring will be removed through the introduction of the Simpler Fares system.

With Simpler Fares, a fare will be calculated based on the number of zones you travel through as part of your journey, regardless of whether you make a transfer.

3. The decision-making process

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



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

While some aspects of the New Network were more heavily influenced by technical and financial considerations, there was scope to adjust routes, times of operation, and (within budget) frequency, in response to public feedback.

In addition to analysing feedback, planners drove proposed and alternative routes in a bus, investigated options on site, and reviewed data on patronage and current service performance when making decisions.

4. Consultation

Consultation approach

The New Network is a comprehensive review and transformation of bus services in Auckland, and the biggest change in recent years. Because of the scale of change and the impact it will have on a large number of Aucklanders, a thorough engagement process was carried out to inform and elicit feedback from as many people as possible.

Consultation on the proposed New Network for the Central Suburbs was open for a nine week period from 1 October to 14 December 2015.

Pre-consultation activities

- Designing, testing and refining the proposed routes
- Researching the area demography to enable consultation planning
- Identifying key stakeholders
- Internally, there was engagement with AT and Auckland Council staff, particularly those that lived in the area, who gave feedback on the proposed routes when they were still in draft stage as early as December 2014. They also subsequently reviewed and commented on the contents of the consultation brochure before it was finalised.
- Prior to the public consultation period, we engaged with local boards, councillors, MPs and public transport operators in the area. This engagement was important in establishing first contact with the community and preparing the way for further outreach in the community.

5. Consultation period activities

5.1 Brochure and mail drop

The main consultation document was an eight page, A3 comprehensive brochure containing the proposals, route maps, public information event details and a freepost feedback form.

It was distributed as follows:

- Delivered to 190,000 households for Central Suburbs via NZ Post
- At Auckland Council and AT Customer Service Centres, local board offices, libraries and Citizens Advice Bureaux
- Distributed by AT Ambassadors (external contractors) at bus stops, train stations, and other key locations and events.
- Handed out at public information days and other events/meetings.
- Mailed to individuals, groups, organisations and businesses with a strong interest in the project e.g. Disability Groups, CCOs, Councillors, MPs, local boards, Auckland Council, Advisory Groups, Bus Operators, developers, medical centres, business associations, churches, community groups, retirement homes, Maori/Marae and schools.
- Available online on the New Network project webpage.

- Available on the consultation bus (AmBUSador).

Chinese and Korean translated versions

The brochure was translated into Chinese and Korean to accommodate the significant number of these communities living in the area. It was available through the same channels as above.

Accessible format

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

5.2 Stakeholder letters/briefing memos

They provided information about the project and the public engagement to MPs, local boards and other key stakeholders.

5.3 Streets proposed to gain or lose service

In addition to the brochure, residents in the streets where bus services were proposed to be added or removed were sent an addressed letter highlighting the consultation and that their street was affected.*(See Note 1 below)

5.4 Advertising, Posters, Media

Posters

- Consultation posters were displayed at bus stops, train stations and on buses and trains, drawing attention to the consultation on the proposed New Network. (See Appendix 2).
- Posters were displayed in Adshels at selected bus stops and at Britomart. It was also distributed to community groups for display at their discretion.
- A poster was installed at each stop where service was proposed to be removed (see Appendix 1). This was designed to make current users aware of the proposed change and inform them of where to go for more information and to provide feedback.

Advertising

The advertising campaign consisted of:

- Advertising in the New Zealand Herald, suburban and ethnic press.
- Online advertising – tiles with a click through to the AT New Network website.
- Online advertising – two comedy videos were developed to raise awareness of the changes; they were advertised on YouTube and TVonDemand. In total there were over 284,400 full view unique views of the videos; each view is one person watching the whole video.
- Messages scrolling across real time travel signs at bus stops/train stations and also messages on the online journey planner.

* Note 1: A previous version of this report incorrectly stated "These letters were also sent to people living in other streets near the affected stops". The statement was removed from this report on 22 February 2018.

Media

- Media releases were sent to relevant papers, news agencies and blogs. Interviews were secured with the Central Leader, East and Bays Courier and Auckland City Harbour News, which ran stories.
- An article was published in Our Auckland (Auckland Council publication).
- Ongoing intranet articles were published for internal audience.

5.5 Electronic communications

AT website project page

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

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

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

E-newsletters

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

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

Social media

- The community website 'Neighbourly' with access to 32,300 households was used to promote discussion and publicise activities and events
- Twitter feeds about the proposed changes and events generated more than 40,000 Twitter impressions

- Key stakeholders were provided with text and a website link to post on their Facebook pages to raise awareness amongst their communities. Community groups, such as residents associations and business associations, also promoted the consultation and local events online of their own initiative.

5.6 Youth and student information

- Articles were placed in school newsletters throughout Central Suburbs area.
- Advertising and information was published on various tertiary institution channels such as their websites, intranet and student magazines. Information events were also held on main campuses.
- Meetings with Waitemata Youth Collective, Albert-Eden Youth Board, and the Outer Link protest group
- Freemans Bay Primary School project
- Information stand at youth-oriented events such as the Albert-Eden Schools Cultural Festival and Grey Lynn Festival

5.7 Events and Ambassadors

- Fifty six public information events and meetings were held as an opportunity to discuss the proposals and engage with AT staff. Events were held at a variety of locations such as public transport interchanges, local markets, shopping malls and festivals. At each of these events large numbers of people were engaged on the proposed changes and were able to give feedback to ATd staff either via discussion or by completing feedback forms.
- The New Network consultation bus (AmBUSador) was present at six public open days.
- AT responded to requests for events or community meetings received during consultation.
- Events were attended by the New Network team and supported by AT staff volunteers and whenever required, externally contracted Ambassadors.
- AT Ambassadors at bus stops and at key interchanges. Their role was to hand out the consultation brochure, answer basic questions about the consultation, and to let people know where they could find out more. Ambassadors were also positioned at key stops in advance of public events in each area, to raise awareness of the consultation and direct interested people to the upcoming event.

6. Stakeholder and community group submissions, online discussion tools and petitions

A total of 3743 feedback submissions were made up of individual submissions, stakeholder submissions and group petitions. The following table outlines the key 46 submissions received.

The key issues raised in these submissions matched the themes raised within the general submissions.

Local Board	Albert-Eden member Tim Woolfield, Maungakiekie-Tamaki, Puketapapa, Waitemata
Businesses/Business Associations	Kordia, Meadowbank Village, Newmarket Business Association, Onehunga Business Association, Panmure Business Association, Skycity Auckland Ltd, Uptown Business Association
Disability Groups/Representatives	Blind Citizens NZ Auckland Branch, Blind Foundation, The Disabled Citizens Society
Public Transport Operators	NZ Bus
Seniors	Eastcliffe Retirement Village, Edmund Hillary Retirement Village, Jervois Residential Care, Mt Eden Gardens Retirement Village, Oceania Healthcare, Selwyn Village
Youth and Education	Auckland University of Technology, Albert-Eden Youth Board, Bayfield School, Generation Zero, Oranga Primary School, Waitemata Youth Collective
Ratepayers/Residents Association	Ellerslie Residents Association, Friends of St Davids, Grafton Residents Association, Herne Bay Residents Association Inc., Logan Park Community Group, Meadowbank and St Johns Residents Association, Mission Bay Kohimarama Residents Association, Orakei Community Association, Oranga Society Ltd, Panmure Community Action Group, Parnell Inc., St Heliers/Glendowie Residents Association, Stonefields Residents Association
Other	Auckland District Health Board, Auckland Airport, Baycorp, Campaign for Better Transport, Tamaki Drive Protection Society, Tamaki Regeneration Company
Maori	Ngati Whatua, Whai Rawa

7. Petitions

Petitions were received from the following:

- 249 Dundale Avenue
- Hillsborough Heights Retirement Village
- Meadowbank Retirement Village
- Orakei residents - keep 717 on Ngaiwi St and Coates Ave
- Save the Outer Link
- Save the Waitangi Road bus services
- Stop the proposal to add bus service to Stanhope Road
- Waterview Shoppers Bus

Petition issues have been addressed through the decisions included in this report.

8. Online tools

All comments and feedback from these online channels was included in the analysis. The themes raised matched the general themes from the main feedback.

Neighbourly for Central Auckland

95 comments from 56 different users.

Discussion Forum

There were 611 visitors to the Central Suburbs New Network discussion forum, and 267 individual comments were left by 133 unique users. 137 votes were made, in support or opposition of various comments.

The forum was an opportunity to view and comment on other people's comments.

Map a Comment

There were 318 visitors to this channel and 160 comments left.

Ask a Question

There were 215 visitors. 79 questions were asked, 71 of which were publically answered and 8 were privately answered. Six questions were also asked in the East Auckland ask a question site that actually related to Central Suburbs services.

Not all questions were answered, particularly when seeking decisions before consultation closed.

9. Māori engagement

The New Network team developed a marae-based version of the map contained in the consultation brochure that demonstrated the proximity of marae in the area to the frequent network. There is one mana whenua marae in the area and one mataawaka marae, with a further seven institution-based marae.

Each Māori stakeholder group received a targeted letter describing the proposed changes and how they would affect local marae and its residents. With the letter came a list of statistics outlining the benefits of the New Network for Māori. The stakeholder letter went out to all marae in the area with an offering of a briefing on the changes.

9.1 Ngāti Whātua Ōrākei

The New Network team met with Orakei marae to discuss the proposals and the impact that the proposed changes would have on the marae. The team held a further meeting with staff from Whai Rawa and received a submission from both the marae and the organisation.

10. Youth engagement

10.1 Outer Link protest group

During the consultation, a group of high school students put together a Facebook page to express their opposition to the proposed removal of the Outer Link service. Their key concern was the link between Mt Eden and Newmarket, with a number of concerns about losing the connection to St Lukes Mall. The Facebook page received 900 likes. AT staff met with the group to discuss their concerns and the group put in a submission to the consultation.

10.2 Freemans Bay Primary School

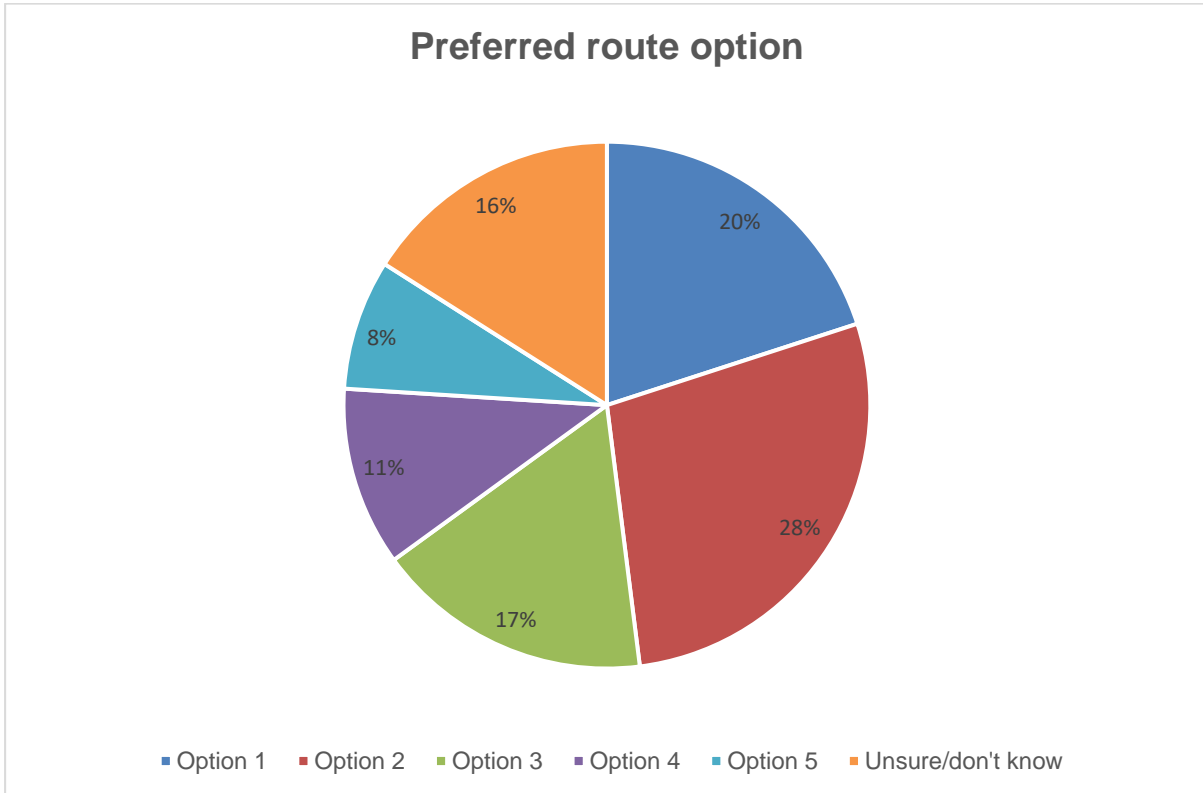
During the consultation an opportunity arose to involve Freemans Bay Primary School in providing feedback about the proposed New Network route in Freemans Bay.

The students were offered five options for the bus route in their neighbourhood and we received 168 responses via a website survey that the children designed.

A third of the respondents (53) commented on the need for bus stops and routes to be closer to their homes to encourage them to use the bus. Frequency was important to a number of the children (20), and other issues raised were more infrastructure, fares, buses arriving on time, and reliable technology.

When the children were asked where they wanted to travel, the majority who used buses said they needed to travel from local streets to Wellington Street/Freemans Bay School (28). A number said they didn't use buses (43), while other destinations mentioned included Queen Street from Freemans Bay (25), Victoria Park/Wynyard Quarter (3), Karangahape Road/Auckland Hospital (3), and Auckland Central Library/Art Gallery (5). There were 39 responses referring to locations around or out of Auckland (52).

In response to the question about preferred route options, the majority preferred Option 2 (46 answers: 28%), while the next preferred option was Option 1 (34 answers: 20%). There were 28 respondents who preferred Option 3 (17%) and 27 who were unsure (16%).

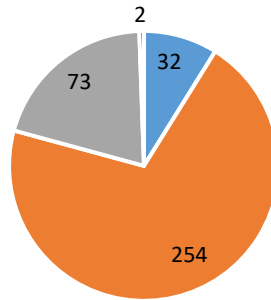


When asked why they liked the route option they had selected, the majority of respondents said they could travel where they wanted to go (36). A number said that the route was closer to home or school (28), and some children said it was the fastest or most convenient (16). There were seven respondents who said the route was interesting and 12 children said it was easy to use. Six children said that catching the bus was better for the environment.

10.3 Generation Zero

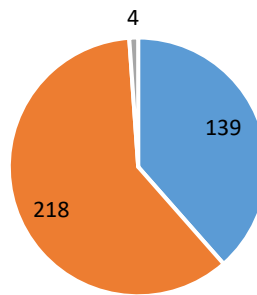
Youth organisation Generation Zero participated in the consultation by running a survey on their website regarding night buses. The group perceived night buses to be a key issue for young people, and received 468 responses, with 361 referring to central Auckland, and the majority in support of the New Network proposals. Respondents were asked specific questions about the frequency and span of service for night buses, and the majority were keen to see buses running until 2am on weekdays and 4am on weekends in the central area.

How late would you like your usual bus to go on weekdays?



■ 24 hours on weekdays ■ Until 2am on weekdays ■ Until midnight (same as now) ■ No response

How late would you like your usual buses to go on weekends?



■ 24 hours on weekends ■ Until 4am on weekends ■ No response

The key themes that came from the comments section of the Generation Zero survey were bus reliability, frequency of day and night services, cost and integrated fares, Outer Link, infrastructure needs, and comments on specific routes. Respondents were generally supportive of the New Network proposals and there were a number of comments about connecting buses with other modes of public transport such as trains and potential light rail.

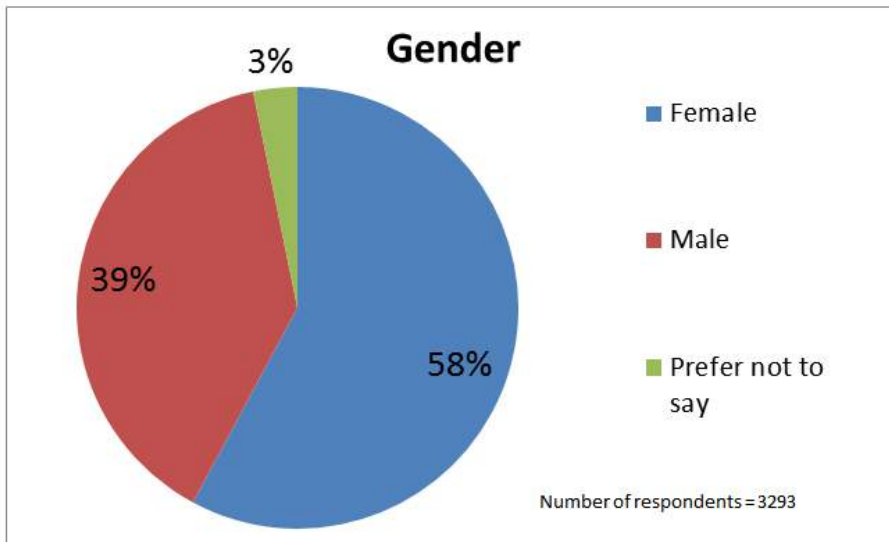
11. General Feedback

In the graphs below the data only includes responses from those who answered the questions in the feedback form (online or hardcopy). However, the decisions were not based solely on these figures, but included all the feedback from various sources.

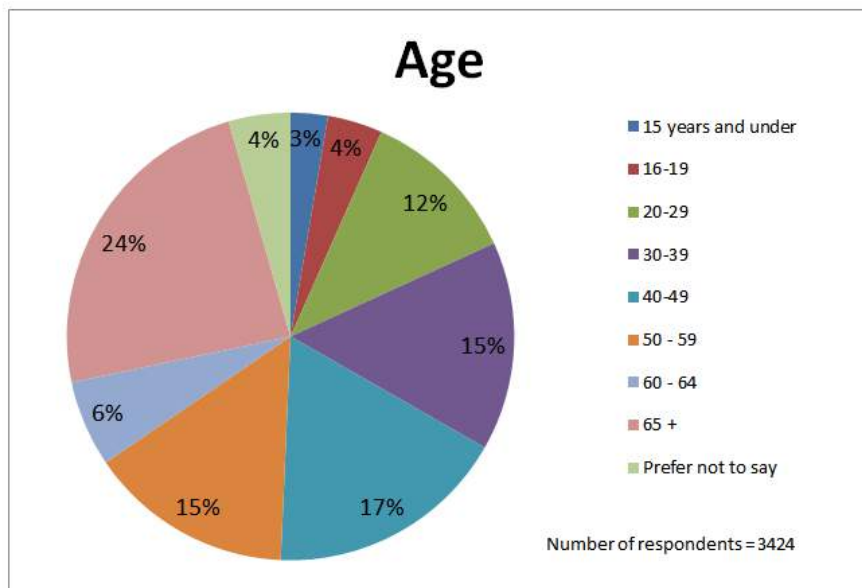
When asked of submitters if they currently use public transport, the majority, 94% said yes.

11.1 Demographic profile of respondents

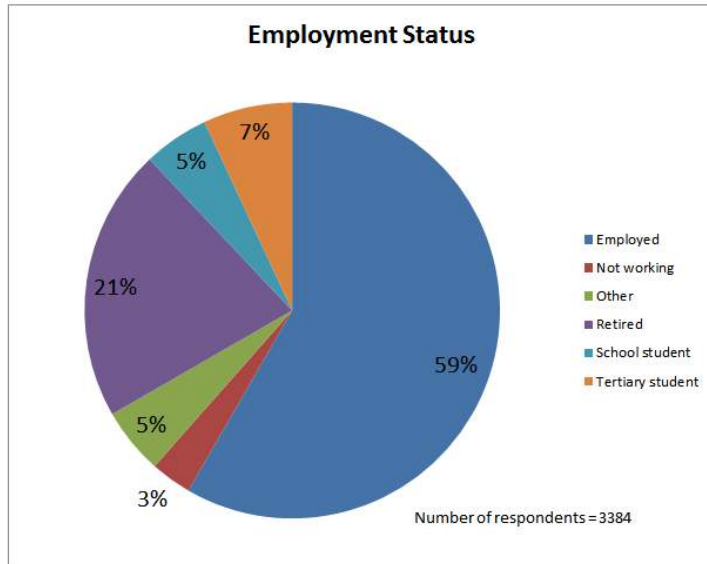
Of the 3293 respondents who stated their gender, 58% were female and 39% were male.



A high proportion of respondents (24%) were over 65. Only 7% of participants were 19 years or younger, with the remainder being between 20 and 64.

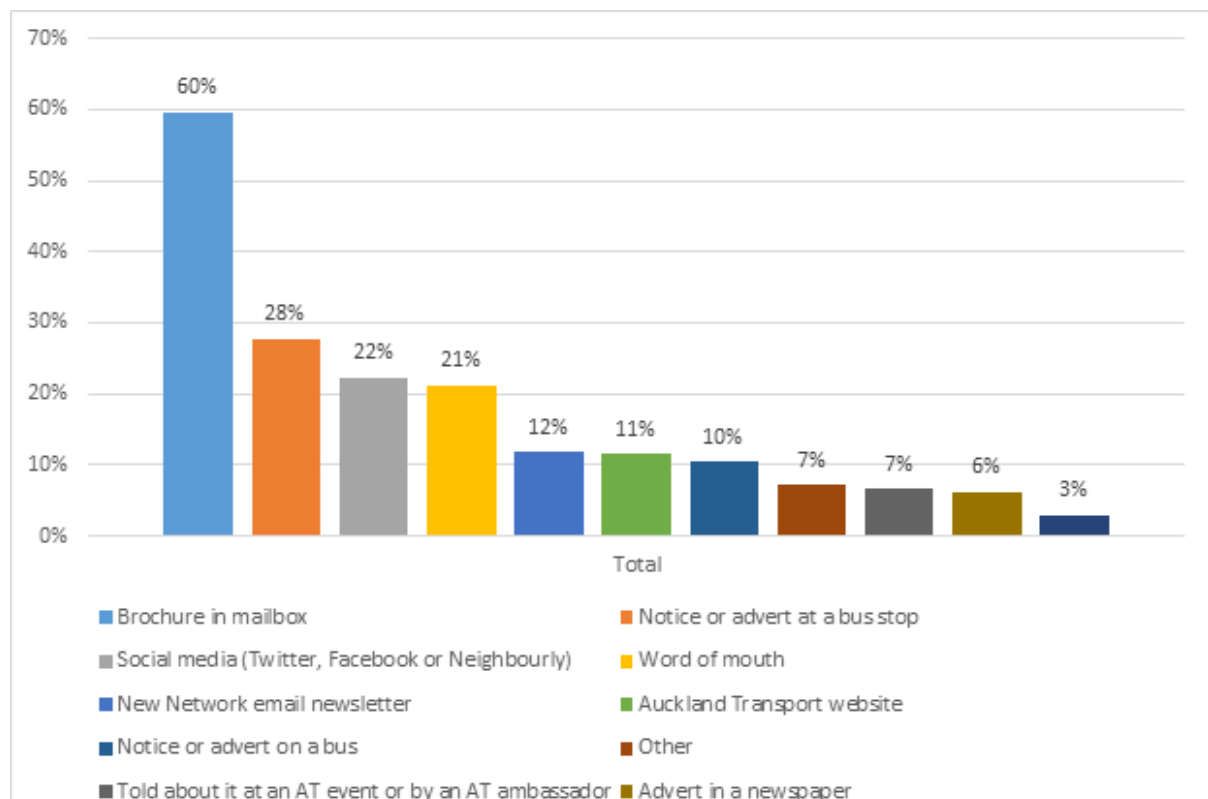


Fifty nine per cent of respondents were employed, 21% retired, 5% school students and tertiary students made up 7%. Feedback from youth and students was submitted through other channels.



In the online feedback form, respondents were asked how they heard about the consultation. The majority (60%) heard about it through the consultation brochure delivered to all households across the isthmus. The next most effective channel was posters at bus stops, 28%. Social media (Twitter, Facebook or Neighbourly) and word of mouth were the next most common, at just over 20%. The least common methods were adverts in a newspaper or advert/video online at around 6 and 3%.

The results for these two questions suggest that when implementing the Central Suburbs New Network, the most effective way to raise awareness is through a mail-drop to all households and posters at bus stops.

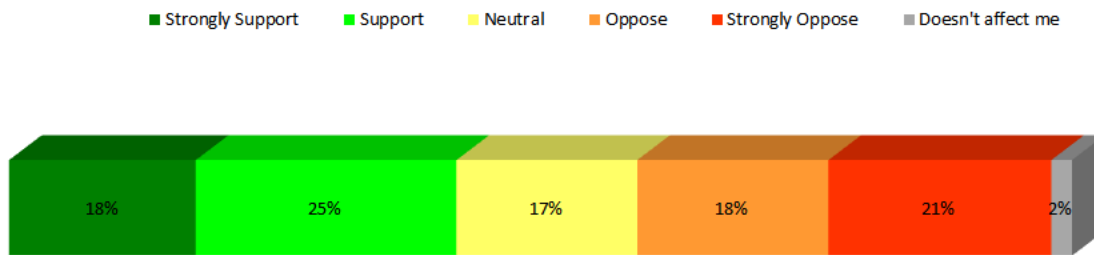


12. Feedback and decisions on the proposed New Network

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

Overall, there was slightly more support 43% (strongly support and support) than opposition 39% (oppose and strongly oppose) for the Central Suburbs New Network. There were 17% who were neutral and 2% weren’t affected.

Overall to what extent do you support or oppose the Central Suburbs New Network?



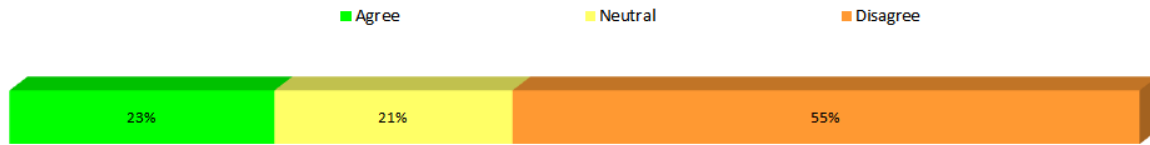
Number of respondents = 3347

Some of the larger issues raised which led to the high opposition such as keeping the Outer Link and keeping a direct connection from Orakei to the city have been resolved. As a result of these changes and some routes being modified to address concerns raised in the consultation, we expect the number of people who support the network to increase.

Respondents were asked whether they thought the proposed network would improve public transport for them, their neighbourhood, and for the whole of Auckland. The personal scenario and the neighbourhood scenario were fairly similar, with less than 25% of people saying it would improve public transport for them, with just over 50% thinking it would not and about 20% who were neutral.

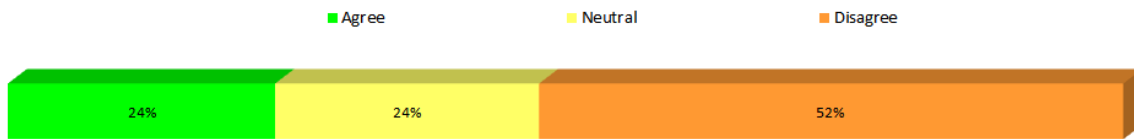
However, when asked if they thought it would improve public transport for Auckland, the number increases to 38% of respondents agreeing that it would. The number who thought it would not decreased to 26% and 36% stayed neutral. This shows a general understanding that the New Network is trying to resolve an Auckland wide issue as opposed to peoples’ individual journeys.

The New Network will improve Public Transport for me



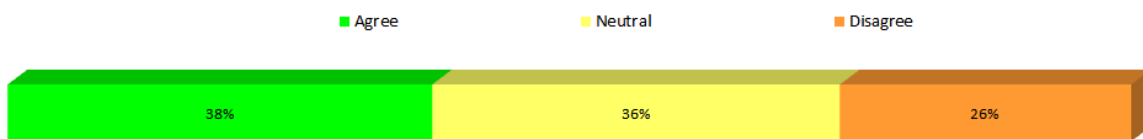
Number of respondents = 3426

The New Network will improve Public Transport for my neighbourhood



Number of respondents = 3431

The New Network will improve Public Transport for Auckland



Number of respondents = 3332

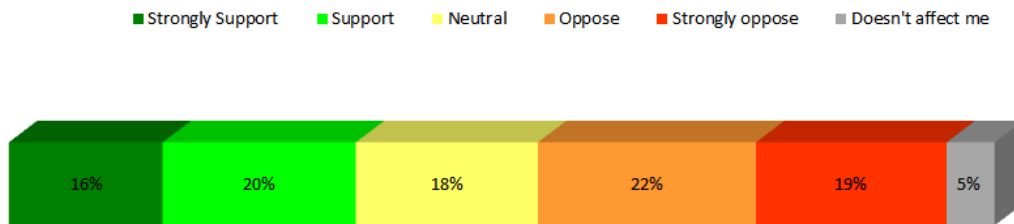
One of the key differences in how the New Network would operate around the Central Suburbs in comparison to current services is that some people may have to transfer at train stations, main shopping centres or between main roads.

The question, '*how do you feel about fewer bus routes operating at higher frequencies*' has been asked in previous consultations, where the number of bus routes has been decreased to enable an easier, simpler network.

However due to the proximity of most Central Suburbs routes to the city centre, the number of bus routes has not (when compared to other areas of Auckland) dramatically decreased.

Therefore this question may have been misleading and confusing to respondents, explaining the relatively high level of opposition.

How do you feel about fewer bus routes operating at higher frequencies?

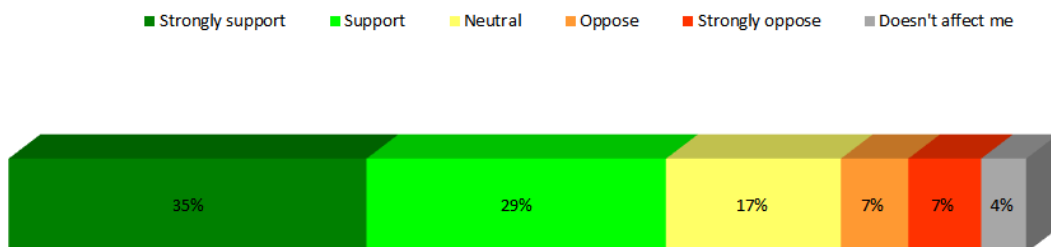


Number of respondents = 3340

For the New Network to be implemented successfully, there are some areas which need changes to the road layout and supporting infrastructure. Respondents were asked whether they would support changes to the road layout to support bus movements and the majority were in support, with only 14% opposing or strongly opposing.

This support will help us when working with other AT departments, Auckland Council and local boards to provide the supporting infrastructure for the bus network. This can include road markings, removal of on-street car parks where appropriate and changes to the road kerbside and layout.

How do you feel about making changes to the road layout to enable bus movements?



Number of respondents = 3340

Just over half of respondents (53%) supported or strongly supported making connections within the network. However there were a number of comments that they would only feel comfortable connecting, providing there were a short waiting time and that there were good facilities at transfer points. AT is working to provide good facilities to minimise the inconvenience associated with transferring, this includes main shopping centres and areas where transfers are likely to take place. As much as possible, AT will ensure that routes are timetabled effectively as possible at key locations to ensure minimal wait times, especially evenings and weekends.

How do you feel about making connections with trains and buses to the city and other destinations?

■ Strongly support ■ Support ■ Neutral ■ Oppose ■ Strongly oppose ■ Doesn't affect me



Number of respondents = 3340

13. Analysis and Decisions

There were a number of key themes raised during the consultation. These are discussed by geographic area as many of the issues and changes are interrelated.

In this section we will refer to the network that was consulted on as the 'proposed network' and the network resulting from the changes that have been made in response to the feedback as the 'final network'

City Services

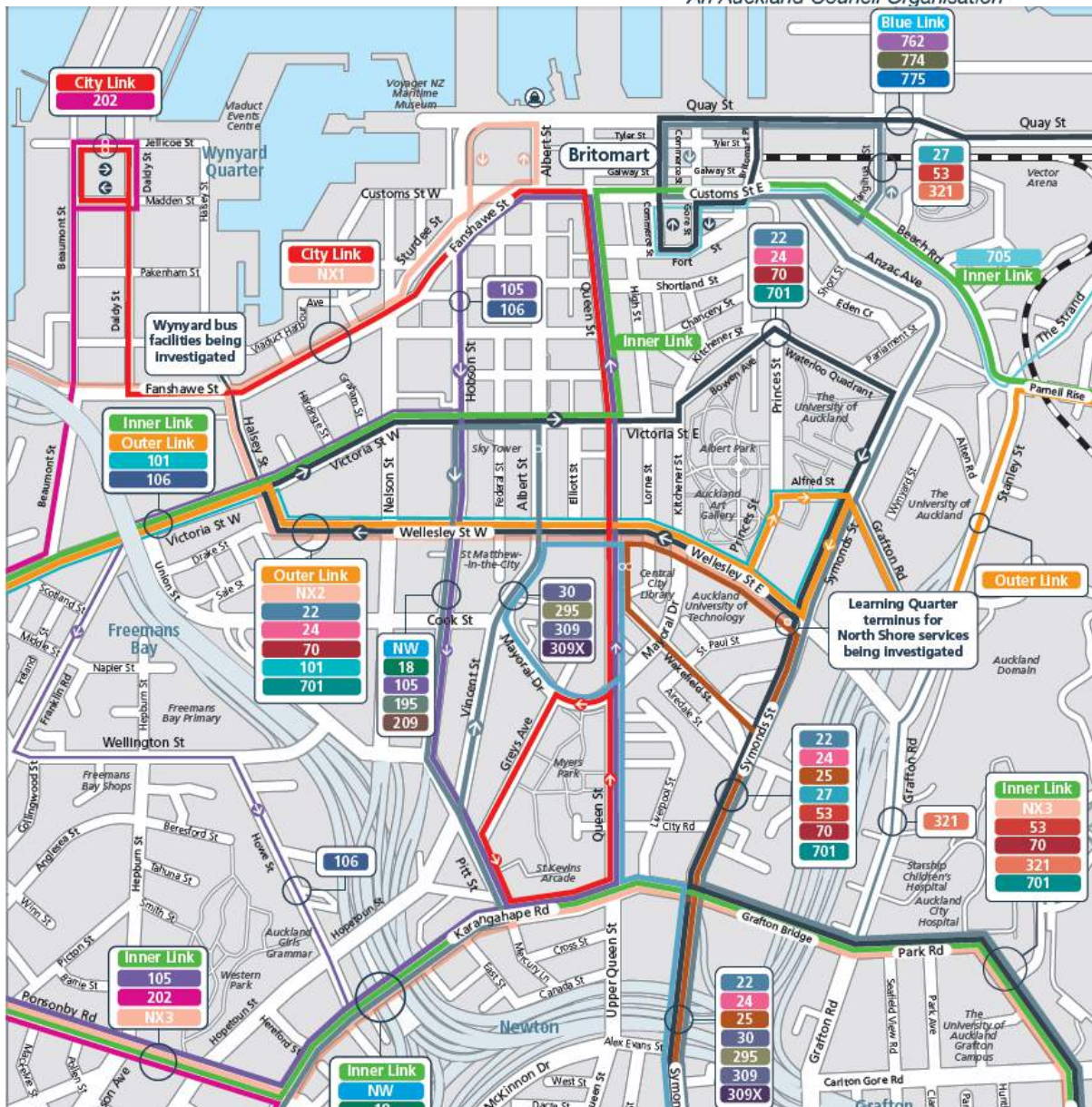
The **City Link** was well supported in the feedback, so there are no changes to the proposed City Link route.

The **City Centre** map shows what we expect to be in place in 2017 when the Central Suburbs New Network is implemented.

Bus routes and terminals in the city centre will be subject to changes and interim arrangements which was not possible to include in the context of the Central Suburbs New Network consultation.

These changes and interim arrangements will be necessary because of:

- the impact of the City Rail Link (CRL) construction on the city centre street network between now (June 2016) and 2023 when the CRL is expected to open (changes were made in October 2015 and April 2016 to allow for CRL enabling works)
- the need to provide for buses in advance of the construction of new or improved bus facilities at places such as Britomart (East and West), Wynyard Quarter and Learning Quarter (all of which are currently being investigated)
- the possible construction of a light rail line through the city centre within the next ten years
- other city centre improvement projects to give effect to Auckland Council's City Centre Masterplan 2012.



The City Link, along with the Dominion Rd routes (25a and 25b), are the most likely routes to be investigated for replacement by light rail. However, this will not happen before the Central New Network is implemented in 2017.

The **Inner Link** has been moved from Fanshawe St and Beaumont St (as proposed) to Victoria St and Queen St. This allows the service to use the recently created bus lanes on Queen St and removes service from Albert St for the construction of the CRL. The change provides a good connection from Britomart to Midtown including Sky City. This connection was highlighted as missing in the consultation feedback including requests from large businesses currently located on Victoria St.

The proposed Inner Link on Fanshawe St would have provided duplication with North Shore services and the link between Wynyard Quarter and Ponsonby will be provided in the final network by route 202 (see below).

The **Richmond Rd service (105)** has been modified to travel along Karangahape Rd (K Rd) instead of Hopetoun St. This was done in response to feedback requesting better connections with the Inner Link and wanting to keep the service on K Rd. By having a service on K Rd it will also provide better access to the entrance of the future Karangahape train station CRL.

Due to the current CRL construction work on Albert St and the lack of space for buses to terminate at Britomart, the service will use Queen St to travel into the city, terminate on Customs St where it does currently, and return via Hobson St.

There were few responses on the proposed route around **Freemans Bay (106)**, despite a targeted mail drop and information event at Freemans Bay Hall. Although there was little feedback, the feedback received supported the proposed route. However due to the large number of North Shore services using Fanshawe St and to retain consistency with the Richmond Rd service, the 106 will use Queen St into the city and Hobson St and Victoria St to return back to Freemans Bay.

The proposed 297 (Newmarket to the Auckland Museum) will go ahead. It will operate during museum operating hours and subject to review in consultation with the Auckland Museum.

Crosstown Services

The Crosstown services are to provide services which travel across the city to form a connective grid with the frequent routes on the arterial roads and train network. This allows people to make suburb to suburb journeys as directly as possible without needing to go through the city centre.

Outer Link, Mt Eden, St Lukes, Mt Albert and Onehunga via Manukau Rd

Crosstown 4 was proposed to replace the majority of the current Outer Link. However due to a large number of submissions requesting to retain the Outer Link and the direct connection between Mt Eden Village and St Lukes and Newmarket, a modified version of the current Outer Link has been retained.

There were 341 submissions and a petition of 109 signatures opposing the removal of the Outer Link. Of these submissions, 149 specified journeys they could no longer do if the Crosstown 4 replaced the Outer Link. The most popular journeys mentioned were between Mt Eden and Newmarket, Mt Eden and St Lukes and the inner western suburbs and St Lukes.

The Outer Link in the final network will travel the proposed route of the Crosstown 4 between Mt Albert into the city, and the city to Newmarket. It will then use Gillies Ave and Epsom Ave to travel to Mt Eden, before continuing to Valley Rd, Dominion Rd, and Balmoral Rd to St Lukes and Mt Albert. It will run in both directions, similar to the current Outer Link and will provide a direct and shorter service between Newmarket and Mt Eden.

By amending the Crosstown 4 to the new Outer Link and operating the service as a two way loop, the route can be removed from Woodward Rd in Mt Albert. Feedback opposed providing service on Woodward Rd and the road is heavily congested during peak times.

There were a large number of submissions opposing the proposed removal of the bus stop at the western end of Jervois Rd. AT has investigated providing alternative bus stops near the intersection of Jervois Rd and West End Rd, but due to the location of the roundabout, there are no safe suitable alternatives. Therefore the new Outer Link and route 101 will continue to use the stop at the end of Jervois Rd in both directions.

Route 30 (Onehunga to City Centre via Manukau Rd) will replace the removal of the proposed Crosstown 4 on Manukau Rd. By providing this as a separate service, we can also address concerns regarding the proposed lack of service on the full length of Khyber Pass Rd. Route 30 will be a Frequent service, travelling from Onehunga to the City Centre via Manukau Rd and the full length of Khyber Pass Rd.

Crosstown 5, Wynyard Quarter, Kingsland and Ponsonby

Crosstown 5 was proposed to provide a 'Villages Link' connecting the inner suburbs. The route and its purpose was generally well supported, however there were concerns regarding the safety of some sections of road and intersections which were unsafe. These included Epsom Ave, Walters Rd and the intersections of Walters Rd and Sandringham Rd and Great North Rd and Williamson Ave.

Combined with the retention of the Outer Link between St Lukes, Mt Eden and Newmarket, the Crosstown 5 has been split into two separate routes (202 and 708).

The **202 (St Lukes to Wynyard Quarter via Kingsland and Ponsonby)** uses the proposed Crosstown 5 route between Wynyard Quarter and Ponsonby Rd, and retains the link between Ponsonby and Kingsland via Bond St, before terminating at St Lukes via New North Rd. As a result of these changes, service will be removed from Williamson Ave.

There are approximately 85 passengers per day using Williamson Ave, almost a third of them use the shops at either end of Williamson Ave where there are good alternatives. All current Williamson Ave passengers will still have good access to very frequent services on Great North Rd. The furthest walk to a bus stop will be less than 600m. While AT recognises it is a slight uphill walk to Great North Rd, to serve the area it would mean either creating a new route which would require a reduction in frequency of neighbouring services/routes or rerouting a service to detour through these streets, making it less attractive for those travelling elsewhere on the route.

This is an example of the type of trade-offs when AT is designing a city wide public transport network.

The frequency of the 202 will be 15 minutes during peak times and in the evening until 11pm, as it provides connections between town centres with dining establishments and significant night-time economy in locations such as Wynyard Quarter, Ponsonby and Kingsland.

Crosstown 6, Mission Bay, Newmarket, St Lukes, Pt Chevalier

The **708 (Mission Bay to Newmarket)** replaces the proposed Crosstown 5 between Mission Bay, Remuera Rd via Victoria Rd. This part of the Crosstown 5 was well supported in the consultation and it also retains the connection removed by the current 770 and 771.

The proposed network showed **Crosstown 6** as a Frequent route between Pt Chevalier and Glen Innes via St Lukes Rd, Greenlane and Orakei. Partly due to the retention of the Outer Link, the Crosstown 6 has been modified and reduced in frequency.

Due to the Outer Link continuing to St Lukes from Mt Albert, via New North Rd, the Crosstown 6 will now travel via Great North and St Lukes Rd between Pt Chevalier shops and St Lukes. This reduces the number of buses on Carrington Rd, an already congested section of road and provides service along St Lukes Rd previously unserved by public transport (between New North Rd and Great North Rd) and a connection to the Zoo and MOTAT.

The **Crosstown 6a** will remain as proposed and travel between Selwyn Village and Pt Chevalier shops as an extension to the Crosstown 6 after 9am every day. Outside of these times, Selwyn Village residents will need to walk to Pt Chevalier Rd for a bus service.

Other changes to Crosstown 6 are detailed in the Orakei section of this report.

Crosstown 7, Pt Chevalier, Mt Albert, Sylvia Park

Crosstown 7 (Pt Chevalier to Sylvia Park via Mt Albert Rd) was heavily supported in the feedback and there will be no change to the proposed service, except that it will use Mt Wellington Highway to access Sylvia Park.

Crosstown 8, Crosstown 9, New Lynn, Onehunga, Sylvia Park, Otahuhu

Both the **Crosstown 8 (Stoddard Rd Crosstown)** and the **Crosstown 9 (Onehunga Crosstown)** were very well supported in the feedback. However there were some suggestions on improving the connectivity between West, East and South Auckland, by adjusting these services.

In response to these suggestions, the Crosstown 8 has been extended to New Lynn from Avondale and will now travel to Otahuhu via Church St from Onehunga. It will remain as a connector level service, providing at least a 30 minute frequency, 7am to 7pm 7 days a week.

There were requests from submitters in East Auckland for a better connection to the Church St/Onehunga area. A new route (**723 – Glen Innes to Onehunga via Panmure and Sylvia Park**) has been created to address some of these concerns. This new route therefore replaces the **Crosstown 9a** between Sylvia Park and Onehunga, to avoid unnecessary duplication and confusion. It will operate at a similar frequency to what was proposed.

The 723 will also replace the **32 (Mangere to Glen Innes via Otahuhu and Sylvia Park)** as proposed between Glen Innes and Sylvia Park. Route 32 will be implemented between Mangere and Sylvia Park as part of the South New Network in late 2016. The 723 will operate at a lower frequency than what was proposed, partly due to the residential area between Panmure and Glen Innes not being intensified as previously thought within New Network timeframes.

Both the Crosstown 8 and 723 will now travel along Church St, providing four buses an hour between Onehunga and Great South Rd and more during peak. Due to this increase in

service and lack of support and low patronage on Neilson St, the proposed **351 (Botany to Onehunga via Highbrook, Otahuhu and Neilson St)** service has been removed between Onehunga and Otahuhu. In most cases the walk from Neilson St to Church is around 10 minutes. AT have started work on providing more stops and better accessibility to existing stops on Church St. Passengers from Highbrook wishing to travel to Onehunga (and vice-versa) will be able to connect at Otahuhu to the Crosstown 8 to complete their journey. Wait times for transfers will be minimised via timetabling as much as possible.

Although there was some opposition to Crosstown 9 travelling via Carlton St, we have decided to continue to route the service on Carlton St. This prevents duplication with the Crosstown 8 on Herd St and allows the Hillsborough area to have a relatively expedient trip to Onehunga. AT have started investigations to make the road more suitable for buses including work on the speed bumps. We will also investigate the feasibility of extending the Crosstown 9 to Onehunga Train Station.

Although Crosstown 9 was well supported between Blockhouse Bay and New Lynn, the removal of the 187 and the continuation of the 24b to New Lynn (to be discussed below) has meant changing the route to use Portage Rd and Bolton St.

New Lynn, Lynfield, Blockhouse Bay, Onehunga

Route **187 (Lynfield to New Lynn via Blockhouse Bay)** was proposed to connect Lynfield with Blockhouse Bay and New Lynn at an hourly frequency between 8am and 4pm. The route was supported in the feedback, however there were requests to retain the current connection to the city and retain the span and frequency the area currently has. To accommodate this we have retained the route of the 267 to the city.

The Puketapapa Local Board has advocated for a bus service to link Lynfield with Blockhouse Bay to provide improved access to community facilities such as the library. This is able to be accommodated by extending the limited (hourly) local service route 191 which will replace the current 104 service between Blockhouse Bay, Avondale, Rosebank Peninsula and New Lynn. This route will also serve the proposed retirement village in Commodore Drive, Lynfield.



Proposed Network

Final Network

Due to the 187 being removed from Portage Rd and Bolton St and requests for the 24b to continue to New Lynn, the Crosstown 9 will travel via Portage Rd and Bolton St and the 24b will use Taylor St. This also addresses feedback regarding the number of buses terminating at Blockhouse Bay and lack of space to accommodate buses here.

In the proposed network, route **24b (Blockhouse Bay to City via Sandringham Rd)** travelled along Boundary Rd, Terry St, Blockhouse Bay Rd to terminate at Blockhouse Bay. There were requests for the route to use the full length of Boundary Rd, providing Sunset Retirement Village and Lynfield College with good access to buses. The final route will travel the full length of Boundary Rd to Donovan St, it will then use Taylor St between Blockhouse Bay and New Lynn.

This partly addresses concerns from the residents of Dundale Ave about a connection to New Lynn. Their petition opposed losing service from Dundale Ave and also the direct connection to New Lynn. As proposed, there will be no service on Dundale Ave, due to current low patronage and the diversion it creates for other passengers using the service along Boundary Rd. The furthest walk to Boundary Rd is 600m. Alternatively passengers will be able to use Whitney St at the other end of Dundale Ave (route 191) to get to Blockhouse Bay.

Waterview

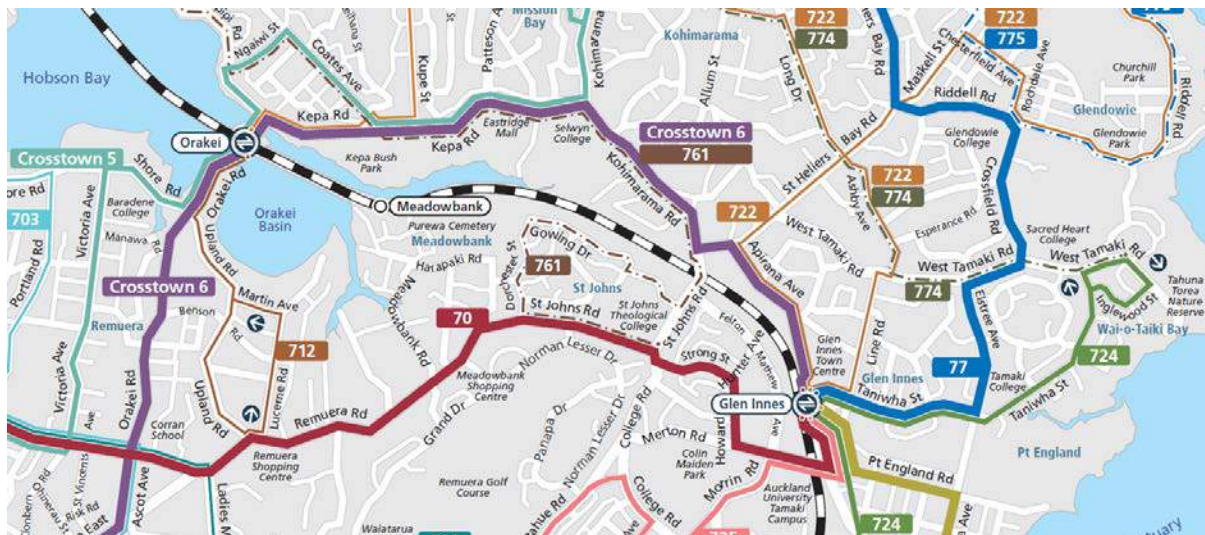
There was a petition to introduce a new service around Waterview, which suggested **rerouting route 18 (New Lynn to City Centre via Great North Rd)** through Waterview for two trips per day in both directions. It is thought that these residents would have a maximum of 600m walk to route 18, depending on the exact route through Waterview. However it is not consistent with New Network principles to divert occasional trips or a high-capacity frequent routes. By rerouting a Frequent route, it can create unnecessary detours for other passengers, making the service less attractive for the majority of passengers.

Eastern Bays and Orakei

There was a large amount of feedback, including a petition from the Orakei and Eastern Bays area requesting the retention of services direct to the city and to keep services in areas where we had proposed to lose services.

Crosstown 6 was proposed to travel along Kepa Rd, Kohimarama Rd and Apirana Ave between Orakei Station and Glen Innes. Although this wasn't strongly opposed, a preference was indicated to travel from this area directly to the city. The new **762 (Glen Innes to City, via West Tamaki Rd, Kohimarama Rd and Kepa Rd)** addresses these concerns by providing a connector level service to the City. It will generally operate every 30 minutes, between 7am and 7pm, 7 days a week, with an increased level of service during peak times. AT hopes to upgrade the level of service to a Frequent service as soon as possible, therefore increasing the attractiveness of the service.

The 762 will replace the proposed **724 (Wai-o-Taiki Bay to Panmure via Glen Innes)** on Taniwha St and the proposed **774 (West Tamaki Rd to City via Long Dr)** on West Tamaki Rd. Therefore, the 724 has been removed completely and the 774 has been adjusted slightly to start on Crossfield Rd and travel via Mt Taylor Dr to Ashby Ave. This also responds to concerns regarding the proposed loss of service on Mt Taylor Dr. These changes also remove service from a very small section of the proposed 724 route, (Inglewood St and the eastern end of West Tamaki Dr) which is within walking distance of the 762 service on Taniwha St and West Tamaki Dr.



Proposed Network



Final Network

The proposed **77 (Glen Innes to City via Tamaki Dr)** renamed **Blue Link** was well supported in the feedback especially providing a 15 min service the full length of Tamaki Dr to St Heliers. However, to accommodate requests to retain the connection between St Heliers and Newmarket, the Blue Link has been modified to use St Heliers Bay Rd and Apirana Ave instead of Crossfield Rd, West Tamaki Rd, Elstree Ave and Taniwha St. This allows better connections to route 70 on Apirana Ave for travelling to Newmarket.

Renaming the 77 as the Blue Link and creating a single Frequent bus service along Tamaki Dr will help Aucklanders and visitors understand where the bus goes and how often it runs. The Blue Link simplifies bus services in the area, making it more recognisable for connections to visitor destinations and local trips.

Route **70 (Glen Innes to City via Remuera Rd)** has also been modified to assist the connection between St Heliers and Newmarket by travelling via St Johns Rd, St Heliers Bay Rd and Apirana Ave. The route change also allows the route to be future proofed for double deckers, by not travelling under the Merton Rd Bridge.

Changes to routes 70, the Blue Link and the addition of the new route 762 allows us to move the Crosstown 6 to Remuera Rd which retains the current 007 route along this path as requested by feedback.

The **775 (Glendowie to City via Tamaki Dr)** and **774 (West Tamaki Rd to City via Long Dr)** routes were popular but there were requests to increase the span of the services to become all-day services. With the 15 minute frequency of the Blue Link we are unable to provide these services all day, however we have extended the peak span of the services from approximately 6am to 10am and 2pm to 7pm on weekdays. For travel to the city outside these times passengers will need to transfer to the Blue Link on Tamaki Dr.

The new **766 (Eastern Bays Circuit)** responds to requests for service through Orakei between Kepa Rd and Tamaki Dr and residents of Kupe St, including Orakei Marae and

Eastcliffe Retirement Village requests for a connection to Eastridge Mall. Kupe St feedback was in favour of connecting with Eastridge Shopping Centre rather than Orakei Station. Residents around Kupe St will need to connect either at Kepa Rd or Mission Bay for buses to the city.

The 766 also replaces the 722 around Glendowie. Although there were requests for all-day services to the city the current patronage around Glendowie does not justify this.

For consultation, we recognised that Orakei Station required a turn-around for buses and better platform access for less mobile passengers. In response to strong opposition to connecting at the station and the resources required to make the station accessible, buses will not connect at the station as proposed. The 708 will use the stops by the station on Orakei Rd, passengers will need to walk down to the station.

The new 752 replaces the 724 between Glen Innes and Panmure and will travel to St Heliers via Line Rd, Mt Taylor Dr, Rochdale Ave and Chesterfield Ave. This retains service along Mt Taylor Dr as requested in feedback.

Portland Rd and Benson Rd

Route **712 (Orakei – Upland Rd circuit)**, wasn't supported in the proposed network. Respondents in this area indicated they would prefer a direct service to the city rather than connecting at Orakei Station. By extending the proposed **703 (Ascot Hospital to Britomart via Portland Rd)**, residents in the Benson Rd area will have a direct service to Britomart via Portland Rd or alternatively can use the service to travel to Remuera Rd to transfer to a frequent service via Newmarket, Auckland Hospital and Symonds St. The extended 703 has been renumbered to the **705 (Benson Rd to Britomart via Portland Rd)**.

Meadowbank, St Johns, Glen Innes

There was a large amount of feedback from the Meadowbank area, including a petition from the Meadowbank Retirement Village. There was opposition to the loss of all day service through Meadowbank and requests for a service to be connected with the train station. The petition stated that there were concerns regarding the loss of the connection to the Meadowbank Shopping Centre as well as Remuera and Parnell.

To address these concerns, the new **729 (Glen Innes to Ellerslie via Meadowbank and Grand Dr)**, will provide an all-day service through Meadowbank along the same route as the current 655. It will provide a connection to Meadowbank Shopping Centre, Glen Innes and Ellerslie. From these locations, passengers will be able to travel to Remuera, Parnell and the City.

In providing the 729 all day and the 762 on Kohimarama Rd and Kepa Rd, the proposed **peak only 761 (St Johns to Britomart via Coates Ave)** has been removed.

The proposed network indicated there would be no service on Grand Dr, Norman Lesser Dr and Panapa Dr and as expected there was opposition to the proposed removal. The current 635 service was proposed to be removed due to low patronage on these roads and the proximity of the area to frequent services on St Johns Rd.

By making changes to the Meadowbank area, we can accommodate providing a service on Grand Dr. This will be an hourly service from 6am to 9pm and half hourly during peak. However there will be no service on Norman Lesser Dr or Panapa Dr. The northern half of Norman Lesser Dr has good walking access to St Johns Rd where there will be a frequent service. Panapa Dr is a 1.1km stretch of road and to operate a service through here would mean either creating a new route, which would require a reduction in frequency of neighbouring routes, or rerouting a service to detour through these streets making it less attractive for those travelling from elsewhere on the route. Therefore, there will be no service on Panapa Dr. Residents will either be able to access route 725 on Ngahue Rd or route 70 on St Johns Rd, which would be no more than a 700m walk.

Again another example of the trade-offs AT has to make and we are aware some passengers will be disadvantaged.

Providing a bus connection to Meadowbank Station

A feasibility study assessing the impact of a bus stop and bus turnaround was undertaken at Meadowbank Station. The study was separate to the Central Suburbs New Network consultation.

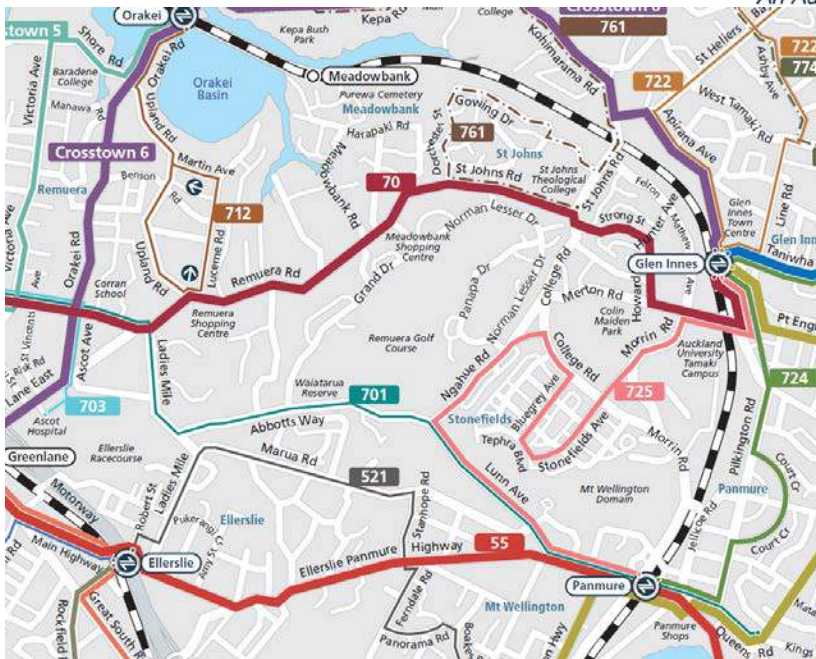
For the purpose of the feasibility, it considered the possibility of a future feeder bus service route to the station; required infrastructure, design, layout and impact to on-street car parking to accommodate such a bus service. A parking survey was also carried out at the station and adjacent streets to investigate park and ride activity beyond the local area to identify possible demand for a feeder bus service.

The final network for Meadowbank does not include a feeder bus service to the station because further investigation is needed and would likely require removal of up to 21 parking spaces at the station. A report on the outcome and recommendations of the study will be presented to the Orakei Local Board later this year.

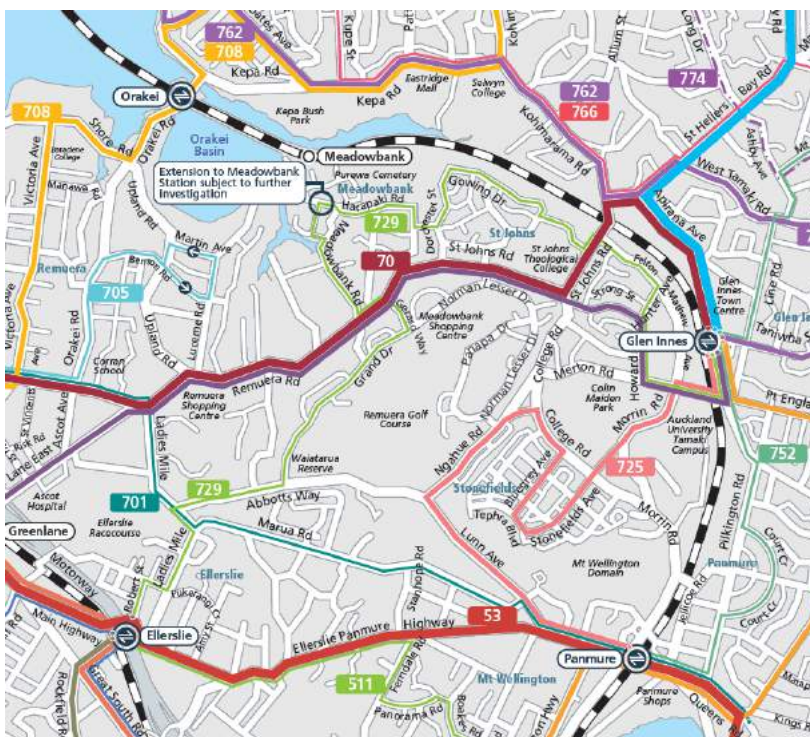
Panmure, Marua Rd, Mt Wellington, Panorama Rd

The **701 (Panmure to Newmarket via Abbotts Way and Remuera Rd)** was proposed to use Abbotts Way, but due to the addition of the 729 and the greater residential catchment on Marua Rd, the 701 will now use Marua Rd to travel between Panmure and Ladies Mile. It will still travel into the city during peak and Newmarket off peak as proposed. By doing this, some Marua Rd passengers will be disadvantaged as they will no longer be able to travel to Ellerslie, but they will continue to be able to travel directly to Newmarket and the City. These changes also allow the route to be removed from Stanhope Rd (see below).

There was also opposition to the proposed removal of service on Kings Rd, Matapan Rd and Dunkirk Rd. The service has been removed here to prevent an unnecessary detour for other passengers and the proximity to other stops. The furthest passengers would have to walk would be 600m level walk to a bus stop on Tripoli Rd.



Proposed Network



Final Network

Route **521 (Sylvia Park to Ellerslie via Panorama Rd and Marua Rd)**, was supported on Marua Rd and in the Panorama Rd area however there was strong feedback and a petition opposing a service on Stanhope Rd. Reasons were mainly regarding safety and congestion, but also on further inspection, the turn from Stanhope Rd to Marua Rd is unsuitable for buses. Therefore the proposed 521 route has been split into two routes, the northern half covered by the new 701 and the southern by the 511. Between Sylvia Park and the Ellerslie

Panmure Highway, the route will be as proposed, it will then continue to Ellerslie via the Ellerslie Panmure Highway and numbered as route **511 (Sylvia Park to Ellerslie via Panorama Rd)**. This service will retain the current coverage in the Panorama Rd area. The 511 will be link to the 729 due to there being no suitable turn-around facility at Ellerslie. It will also allow passengers from Meadowbank and St Johns to travel to Sylvia Park.

Residents from the Mt Wellington area where the **525 (Sylvia Park Loop)** was proposed, requested the area to be connected to the Southern train line at Ellerslie. Route 525 has been replaced by the 298 which will travel from Sylvia Park via Aranui Rd, Ruawai Rd, Commissariat Rd and Great South Rd to Ellerslie. It will continue from Ellerslie to Onehunga via a route similar to the proposed 296 route due to the bus not being possible to turn around at Ellerslie.

Onehunga and Royal Oak

The **296 (Onehunga to Ellerslie Station)** and **295 (Ellerslie Station to City via Oranga Ave, Royal Oak and Gillies Ave)** were generally supported in the feedback.

There were a high number of requests including feedback at a public meeting for Waitangi Rd to retain the connection between Waitangi Rd and Onehunga.

The proposed 296 (now the 298) has been adjusted to cater for these concerns and also retains service on a street where this is currently and not putting a service on a new one. The 298 continues to Sylvia Park via Mt Wellington, as currently there is not suitable infrastructure to terminate the bus at Ellerslie.

There were concerns regarding the length of time to travel from the One Tree Hill and Oranga to Newmarket and the city. Although the time is likely to slightly increase, the final network will be able to provide more frequent local feeder services to more people, to bring them to the rail services, allowing more flexibility. This also allows us to make more efficient use of central city road space, especially in the evening peak period when it is increasingly difficult to find sufficient layover spaces and facilities for waiting and boarding passengers.

14. General themes

Bus capacity

There were a number of concerns regarding the capacity on key routes, especially Mt Eden Rd, New North Rd and Sandringham Rd. Double deckers have recently been introduced on Mt Eden Rd and Ellerslie-Panmure Highway and are proposed for other arterial routes to and from the City, including Great North Rd and Manukau Rd

AT will continually monitor capacity on these key routes and add double deckers where road constraints and funding is worked through. Where double deckers cannot be provided, there will be sufficient numbers of buses to cope with capacity. With the simplicity of the New Network routes, it will be easier to add extra service to routes where required. Dominion Rd, Sandringham Rd and New North Rd will continue to have express services which will run part of the route non-stop for a quicker journey to the city and help provide capacity for these routes.

Bus priority measures

There were many comments about putting in new bus lanes and extending existing lanes. There is already an Auckland-wide programme in place to review and investigate bus priority measures such as bus lanes and traffic light phasing. It includes investigating putting in new bus lanes on key routes and extending existing bus lanes along Sandringham Rd, Mt Eden Rd and Dominion Rd. We are also looking at extending the operational hours of some bus lanes to operate earlier and longer during the day.

School buses

School buses were not included as part of this consultation, but many of them will be reviewed over the next few years in direct consultation with the schools involved. Some will be amended as a consequence of the New Network.

Small buses

Some respondents requested small buses be used at various locations. In general this is because the common assumption is that small buses are cheaper to run, and therefore more trips could be operated to provide either higher frequency or additional routes. A common complaint was that small buses are cheaper and 'less wasteful than a big bus running around with a handful of people on'.

However, smaller buses are not necessarily significantly cheaper to operate, because the major operating cost is the driver's wages, and this cost remains the same regardless of vehicle size. In addition, there are savings to be made by operators by having a fleet of vehicles that are interchangeable between routes, and these savings flow onto the cost of services procured by AT. For example, if a small bus does not have sufficient capacity to carry all the passengers at peak times and must be replaced by a larger bus at peak, then effectively the operator must own two buses for the single route, greatly increasing the cost.

The key benefit of small buses is based on their ability to navigate narrow or difficult roads, where a normal sized bus may be unable to operate. For this reason, there are instances where smaller buses are appropriate and AT will be considering their suitability for each route. The Regional Public Transport Plan (RPTP) 2015 policy 4.4.f. states the organisation will “specify vehicle size to match local service route geography and loadings, as required.”

Another concern with small buses is that they may not be accessible for people using wheelchairs or other mobility aids. AT is committed to providing accessible vehicles on all public transport services under the new contracts for the New Network, and therefore will not consider using vehicles, such as minivans, that do not meet accessibility standards.

There are some routes in the Central Suburbs area (notwithstanding the above) where we will be specifying small buses.

Connection points

Under the Central Suburbs New Network some people will need to make connections between buses and from buses to trains. These will primarily be at train stations and main shopping centres. However, in order to make the most efficient journey, some passengers will make connections at other, smaller, stops. AT will work to identify points where connections between services will most frequently be made and assess whether improvements are required.

Neighbourhood interchanges

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

Simpler Fares

Another issue raised through the consultation was the perceived need to pay an extra fare for transfers under the New Network. However by the time the Central Suburbs New Network is implemented, the new fare system – Simpler Fares - will be in place so that transferring passengers using an AT HOP card will pay the same price for a journey on multiple vehicles as for a journey of the same distance made using a single vehicle, and therefore will not face a financial penalty.

Park and Ride facilities

Throughout the consultation and feedback there were comments around additional parking space, mainly at train stations.

The 2015 Auckland Transport Parking Strategy sets out the approach to park and ride facilities across Auckland, and recognises that where it is not feasible to introduce a feeder bus service, that Park and Rides can extend the catchment of the public transport network. Policy 12A states: “where the demand for Park and Ride facilities is excessive and is forecast to increase significantly, AT will review the public transport network feeder services to determine if new and improved services should be delivered rather than additional Park

and Ride facilities.” The New Network is one such review and will greatly increase the frequency of feeder services to train stations and town centres. This will provide an alternative for those who live near the public transport network, therefore alleviating pressure on Park and Rides, and freeing space for those who are beyond the reach of the public transport network.

For further details on Auckland Transport’s Parking Strategy please go to www.at.govt.nz/parkingstrategy

15. Issues outside the scope of report

There were a variety of issues that were raised during consultation, which are outside the scope of this report, however feedback has been passed onto the relevant teams for their consideration. Issues included

- AT HOP and ticketing
- Fares including zonal fares and prices
- Bus stop and bus shelter infrastructure requests and maintenance
- Current operational issues
- Cycle related issues including cycle lanes, bikes on buses

16. Post-Consultation Communications

After the approval of the Central Suburbs New Network, the decisions on the final route structure of the New Network will be communicated to the public through a number of channels, including emails and letters to submitters, the New Network newsletter, and media releases. This report will be published on Auckland Transport’s [website](#), sent to all key stakeholders, and made publicly available through service centres and libraries.

17. Implementation

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

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

18. Appendices

Appendix 1 Bus stops losing service poster



Help us piece together a New Bus Network



All current bus routes will change for Central Suburbs and East Auckland



Look out for the brochure

Have your Say

Consultation opens 1 October and closes 10 December 2015.

The future of public transport is in **your** hands!

Find out more and give your feedback: AT.govt.nz/NewNetwork



Central Auckland New Network Post-consultation



New Network Services

FREQUENT SERVICES	LOCAL SERVICES	PEAK PERIOD SERVICES
City Link City Link - Wynyard Quarter to Karangahape Rd via Queen St (see City Centre map)	Crosstown 6 Crosstown 6 extension to Selwyn Village	101 Pt Chevalier to Auckland University via Jervois Rd
Inner Link Inner Link - Inner loop via Parnell, Newmarket, Karangahape Rd, Ponsonby and Victoria Park	106 Freemans Bay to Britomart Loop	209 Titirangi to Britomart via New North Rd and Blockhouse Bay
Outer Link Outer Link - Outer Loop via Parnell, Newmarket, Mt Eden, St Lukes and Westmead	138 Henderson to New Lynn via Avondale Peninsula	309X Mangere Town Centre to City Centre via Favona, Mangere Bridge, Queenstown Rd and Pah Rd (non stop from Greenwoods Corner to Newmarket)
Crosstown 7 Mt Albert Rd Crosstown - Pt Chevalier Beach to Sylvia Park	191 New Lynn to Lynfield via Avondale Peninsula, Whitney St and Blockhouse Bay	701 Panmure to Wynyard Quarter via Manua Rd and Remuera Rd
Crosstown 8 Onewhanga Crosstown - New Lynn to Onewhanga	298 Onewhanga to Sylvia Park via Ellerslie	774 Ellerslie to Sylvia Park via Panorama Rd
18 New Lynn to City Centre via Great North Rd	511 Panmure to Newmarket via Marua Rd and Remuera Rd	775 Riddell Rd to Britomart via Tamaki Dr
22 Avondale to Victoria Park via Great North Rd	705 Benson Rd to Britomart via Meadowbank and Grand Dr	TRIAL SERVICES
24 Sandringham Shops to Victoria Park via Sandringham Rd	729 Glen Innes to Ellerslie via Meadowbank and Grand Dr	297 Newmarket to Auckland Museum
25 Mt Roskill to City Centre via Dominion Rd	752 Panmure to St Heliers via Glen Innes	
27 Three Kings to Britomart via Mt Eden Rd	776 Eastern circuit - St Heliers, Riddell Rd, St Heliers Bay Rd, Eastlodge, Kupe St, Mission Bay, Kohimarama, St Heliers	
30 Onewhanga to City Centre via Manukau Rd		
53 Botany to Britomart via Panmure and Ellerslie - Panmure Highway		
70 Glen Innes to Wynyard Quarter via Panmure Rd		

CONNECTOR SERVICES

Crosstown 6 Pt Chevalier to Glen Innes via Richmond Rd
Crosstown 8 Shedden Rd Crosstown - New Lynn to Otahuhu via Onewhanga
22a Avondale Peninsula to Victoria Park via New North Rd
22b New Lynn to Victoria Park via New North Rd
24a New Lynn to Victoria Park via Blockhouse Bay and Sandringham Rd
24b Blockhouse Bay to Victoria Park via Sandringham Rd
25a Blockhouse Bay to City Centre via Dominion Rd
25b Lynfield to City Centre via Dominion Rd
27a Waikohai to Britomart via Hillsborough Rd and Mt Eden Rd
27b Waikohai to Britomart via Hillsborough Rd and Mt Eden Rd
105 Western to Britomart via Richmond Rd
195 New Lynn to City Centre via Green Bay and Blockhouse Bay
295 Ellerslie Station to City Centre via Oranga, Royal Oak and Gilles Ave
309 Mangere Town Centre to City Centre via Onewhanga and Pah Rd
321 Middlemore to Britomart via Otahuhu, Ellerslie Station and Hospital
323 Otahuhu Station to Sylvia Park via Panmure Rd
708 Mission Bay to Newmarket via Victoria Ave
723 Glen Innes to Onewhanga via Tipell Rd and Sylvia Park
725 Panmure to Glen Innes via Stonefields
762 Glen Innes to Britomart via Orakei

New Network Services Central Suburbs Frequency and Hours of Operation

Services operate in both directions unless indicated on the map. Subject to funding, service levels may change.

FIRST BUS / LAST BUS	<ul style="list-style-type: none"> First bus time is for city-bound services, last bus time is for city departure For Crosstown services, first bus and last bus will start at either end of the route Generally on Sundays the first bus will start 1 hour later and the last bus will finish 1 hour earlier
FREQUENCY	<ul style="list-style-type: none"> All day frequency is generally between 7am to 7pm every day Peak frequencies are generally between 7am to 8.30am in the morning and between 4pm to 6pm in the evening Evening frequencies generally apply after 7pm everyday, and before 7am on the weekends

ROUTE	DESCRIPTION	EVERY DAY		WEEKDAYS			WEEKENDS		ADDITIONAL INFORMATION
		HOURS OF OPERATION		FREQUENCY (MINS)			FREQUENCY (MINS)		
		First bus by	Last bus after	Peak	All day	Evening	All day	Evening	
City Link	Wynyard Quarter to Karangahape Rd via Queen St (see City Centre map)	6.30am	11.30pm	8	8	8	8	8	
Inner Link	Inner Loop via Parnell, Newmarket, Karangahape Rd, Ponsonby and Victoria Park	6am	11.30pm	10	10	15	10	15	
Outer Link	Outer Loop via Parnell, Newmarket, Mt Eden, St Lukes and Westmere	5.30am	11.30pm	15	15	15	15	15	
Blue Link	Glen Innes to Britomart via St Heliers and Tamaki Dr	5.30am	Midnight	15	15	15	15	15	
Crosstown 6	Pt Chevalier to Glen Innes via Balmoral Rd	6am	7pm	15	30		30		
Crosstown 6A	Crosstown 6 extension to Selwyn Village	9am	4.30pm		30		30		
Crosstown 7	Mt Albert Rd Crosstown - Pt Chevalier Beach to Sylvia Park	6am	11pm	15	15	30	15	30	
Crosstown 8	Stoddard Rd Crosstown - New Lynn to Otahuhu via Onehunga	6am	7pm	15	30		30		
Crosstown 9	Onehunga Crosstown - New Lynn to Onehunga	6am	7pm	15	15	30	15	30	
18	New Lynn to City Centre via Great North Rd	5.30am	Midnight	6	10	15	15	15	
22	Avondale to Victoria Park via New North Rd	5.30am	Midnight	5	15	15	15	15	
22a	Avondale Peninsula to Victoria Park via New North Rd	5.30am	Midnight	10	30	30	30	30	
22b	New Lynn to Victoria Park via New North Rd	5.30am	Midnight	10	30	30	30	30	
24	Sandringham Shops to Victoria Park via Sandringham Rd	5.30am	Midnight	5	15	15	15	15	
24a	New Lynn to Victoria Park via Sandringham Rd	5.30am	Midnight	10	30	30	30	30	
24b	New Lynn to Victoria Park via Blockhouse Bay and Sandringham Rd	5.30am	Midnight	10	30	30	30	30	
25	Mt Roskill to City Centre via Dominion Rd	5.30am	Midnight	3	5	10	10	10	
25a	Blockhouse Bay to City Centre via Dominion Rd	5.30am	Midnight	10	10	20	20	30	
25b	Lynfield to City Centre via Dominion Rd	5.30am	Midnight	10	10	20	20	30	
27	Three Kings to Britomart via Mt Eden Rd	5.30am	Midnight	5	10	15	15	15	
27a	Waikowhai to Britomart via Oakdale Rd and Mt Eden Rd	5.30am	Midnight	15	20	30	30	30	
27b	Waikowhai to Britomart via Hillsborough Rd and Mt Eden Rd	5.30am	Midnight	15	20	30	30	30	
30	Onehunga to City Centre via Manukau Rd	5.30am	Midnight	8	10	15	15	15	
53	Panmure to Britomart via Eilerslie - Panmure Highway	5.30am	Midnight	5	10	15	10	15	
70	Glen Innes to Wynyard Quarter via Remuera Rd	5.30am	Midnight	8	15	15	15	15	
101	Pt Chevalier to Auckland University via Jervis Rd	Peak only		15					
105	Westmere to Britomart via Richmond Rd	6am	11.30pm	10	20	30	20	30	
106	Freemans Bay to Britomart Loop	6am	11pm	30	30	30	30	30	Operates in one direction only
138	Henderson to New Lynn via Avondale Peninsula	6am	6pm	30	30				
191	New Lynn to Blockhouse Bay via Avondale Peninsula and Whitney St	6am	10pm	60	60	60	60	60	
195	New Lynn to City Centre via Green Bay and Blockhouse Bay	5.45am	11.15pm	15	30	60	30	60	
202	St Lukes to Wynyard Quarter via Kingsland and Ponsonby Rd	6am	11.30pm	30	15	15	30	15	
209	Titirangi to City Centre via New North Rd and Blockhouse Bay	Peak only		30					
295	Eilerslie Station to Britomart via Oranga, Royal Oak and Gillies Ave	5.30am	11.30pm	15	30	60	30	60	
297	Newmarket to Auckland Museum	9.45am	4pm	30			30		Museum Operating Hours Only
298	Onehunga to Sylvia Park via Eilerslie	6am	10pm	20	30	60	60	60	
309	Mangere Town Centre to City Centre via Onehunga and Pah Rd	5.20am	11.50pm	15	30	30	30	30	
309X	Mangere Town Centre to City Centre via Favona, Mangere Bridge, Queenstown Rd and Pah Rd (non stop from Greenwood's Corner to Newmarket)	Peak only		30					
321	Middlemore to Britomart via Otahuhu, Eilerslie Station and Hospitals	5.30am	7pm	30	30				
323	Otahuhu Station to Sylvia Park via Panama Rd	5.30am	11.30pm	20	30	30	30	30	
511	Eilerslie to Sylvia Park via Panorama Rd	6am	9pm	30	60	60	60	n/a	
701	Panmure to Newmarket via Marua Rd and Remuera Rd	6am	10pm	15	30	60	60	60	Peak services to continue to Wynyard Quarter
705	Benson Rd to Britomart via Remuera and Portland Rd	6.30am	10.30pm	15	30	60	60	60	
708	Mission Bay to Newmarket via Victoria Ave	6am	10pm	30	30	60	30	60	
723	Glen Innes to Onehunga via Tripoli Rd and Sylvia Park	5am	10pm	15	30	30	30	30	
725	Panmure to Glen Innes via Stonefields	6am	11pm	20	30	30	30	30	
729	Glen Innes to Eilerslie via Meadowbank and Grand Dr	6am	9pm	30	60	60	60	n/a	
752	Panmure to St Heliers via Glen Innes	6am	10.30pm	30	30	30	30	30	
762	Glen Innes to Britomart via Orakei	6am	11pm	15	30	30	30	30	
766	Eastern circuit - St Heliers, Riddell Rd, St Heliers Bay Rd, Eastridge, Kupe St, Mission Bay, Kohimarama, St Heliers	6am	7pm	60	60	n/a	60	n/a	
774	Long Drive to Britomart	Peak only		20					
775	Riddell Rd to Britomart via Tamaki Dr	Peak only		20					

Appendix 7 Final Decisions Table by Route

Route number and name	New Network for Central Suburbs Recommendation	City Centre Route	Reason for change
City Link	Route to remain as proposed		
Inner Link	Route to travel via Victoria St and Queen St	Route to travel via Victoria St and Queen St due to Albert St being unavailable during CRL construction and bus lanes on Queen St. Route may be changed to Wellesley St depending on CRL construction work	Requests for service to remain on Victoria St to provide link between Britomart and Victoria St
Crosstown 4 - Connecting Onehunga and Mt Albert via the City	Route to be replaced by the Outer Link and route 30 on Manukau Rd		Requests to retain Outer Link, particularly the links between Mt Eden and St Lukes and Mt Eden and Newmarket
Outer LINK - Outer Loop via Parnell, Newmarket, Mt Eden, St Lukes and Westmere	New route to follow proposed Crosstown 4 from Newmarket to City then to Mt Albert via College Hill and Westmere Between Mt Albert and Newmarket, the route will travel along New North Rd, St Lukes Rd, Balmoral Rd, Dominion Rd, Valley Rd, Epsom Ave, Gillies Ave and Broadway Route to no longer travel along Woodward Rd Jervois Rd turnaround to remain in both directions		Requests to retain Outer Link, particularly the links between Mt Eden and St Lukes and Mt Eden and Newmarket Opposition to providing service on Woodward Rd Requests to retain Jervois Road bus stop
Crosstown 5 - Inner Suburbs - Wynyard Quarter to Mission Bay via Kingsland, Mt Eden, Epsom, Remuera and Orakei Station	Route to be split into two routes 708 - Mission Bay to Newmarket and 202 - St Lukes to Wynyard Quarter via Kingsland and Ponsonby		Due to the retention of the Outer Link between Newmarket and Mt Eden and due to the lack of supporting infrastructure on some parts of the proposed route
Crosstown 6 – Balmoral Rd Crosstown – Pt Chevalier to Glen Innes Crosstown 6a - Selwyn Village Extension	Route to use Great North Rd and the full length of St Lukes Rd between Pt Chevalier shops and St Lukes Mall Route to use full length of Green Lane East, travel via Remuera Rd, St Johns Rd, Strong St, Howard Hunter Ave to Glen Innes Route on Kepa Rd and Kohimarama Rd replaced by new route 762 Frequency of Crosstown 6 has been reduced to connector level Crosstown 6a to travel to Selywn Village after 9am every day		Using St Lukes Rd reduces duplication on Carrington Rd and provides a different route from the Outer Link to St Lukes Mall Requests to retain connections between Remuera Rd and Green Lane Frequency reduced due to retention of Outer Link Route to provide good access to the Zoo/MOTAT
Crosstown 7 - Mt Albert Crosstown – Pt Chevalier Beach to Sylvia Park	Route to remain as proposed, except using Mt Wellington Highway to terminate at Sylvia Park		
Crosstown 8 – New Lynn to Otahuhu via Stoddard Rd and Onehunga	Route extended to New Lynn Route extended to Otahuhu Station via Church St and Great South Rd		Requests to retain connection to New Lynn and retain regular connection between Onehunga to Otahuhu via Church St
Crosstown 9 & 9a – Onehunga Crosstown – New Lynn to Sylvia Park	Route to travel via Bolton St and Portage Rd between Blockhouse Bay and New Lynn Route 9a between Onehunga and Sylvia Park to be replaced by route 723 which continues to Panmure and Glen Innes via Tripoli Rd		To provide service on Portage Rd and Bolton St due to the removal of the 187 and 24b using Taylor St
18 – New Lynn to City Centre via Great North Rd	No Change		
22a – Avondale Peninsula to City Centre via New North Rd	Route to remain as proposed Added express routes and extra service for capacity	Route to travel into city via Wellesley St and out via Victoria St as current New North Rd services operate	
22b - New Lynn to City Centre via New North Rd	Route to remain as proposed Added express routes and extra service for capacity	Route to travel into city via Wellesley St and out via Victoria St as current New North Rd services operate	
Route number and name	New Network for Central Suburbs Recommendation	City Centre Route	Reason for change

24a - New Lynn to City Centre via Sandringham Rd	Route to remain as proposed Added express routes and extra service for capacity	Route to travel into city via Wellesley St and out via Victoria St as current Sandringham Rd services operate	There were requests for the 24a to go to St Lukes as the 233 does currently, however there was support for the route to not detour by St Lukes, making it more attractive for those travelling elsewhere along the route.
24b - New Lynn to City Centre via Blockhouse Bay and Sandringham Rd	Route to travel to use full length of Boundary Rd and travel to New Lynn via Taylor St and Wolverton St Added express routes and extra service for capacity .	Route to travel into city via Wellesley St and out via Victoria St as current Sandringham Rd services operate	Requests to provide service for Boundary Rd for use by Retirement Home Residents and Lynfield College students Lack of space for terminating buses at Blockhouse Bay and to allow more efficient timetabling by terminating buses at New Lynn
25 – Blockhouse Bay to City Centre via Dominion Rd	Route to remain as proposed Added express routes (via Ian McKinnon Drive and Queen St) and extra service for capacity Renumbered to 25a	Route to terminate at St James as current Dominion Rd services operate	Adding express services due to requests for quicker journeys to the city and to add capacity
26 – Lynfield to City Centre via Dominion Rd	Route to travel via Canberra Ave, Halsey Dr, Comodore Dr and The Avenue Added express routes (via Ian McKinnon Drive and Queen St) and extra service for capacity Renumbered to 25b	Route to terminate at St James as current Dominion Rd services operate	Requests to retain service from the Lynfield area to the city Adding express services due to requests for quicker journeys to the city and to add capacity
27a – Waikowhai to Britomart via Mt Eden Rd	Route to travel via Richardson Rd, Glass Rd and terminate on Dominion Rd Extension	Route to terminate at Britomart as proposed	Due to restrictions for double deckers
27b - Waikowhai to Britomart via Hillsborough and Mt Eden Rd	Route to terminate on Dominion Rd Extension	Route to terminate at Britomart as proposed	
30 – Onehunga to City Centre via Manukau Rd	New route added to travel between Onehunga and City Centre via Manukau Rd using the full length of Khyber Pass Rd	Route to travel via Khyber Pass and Queen St terminating outside the Civic, as current Manukau Rd services operate	To replace removal of Crosstown 4 on Manukau Rd and requests for service on the full length of Khyber Pass Rd
32 - Mangere Town Centre to Glen Innes via Otahuhu and Sylvia Park	Route to terminate at Sylvia Park from Mangere Route between Sylvia Park and Glen Innes to be replaced by new route 723		Allows better connections from Panmure and East Auckland to Onehunga
55 – Howick to City Centre via Panmure and Ellerslie Panmure Highway 53 - Botany to City Centre via Panmure and Ellerslie Panmure Highway	Route between Panmure and City replaced by route 53 from Botany Route to use Queens Rd and Church Cres to Pakuranga Rd until Busway is complete	Route to terminate at Britomart as proposed	See East Consultation Report for further details
70 – Glen Innes to Wynyard Quarter via Remuera Rd	Route to travel via St Johns Rd and Apirana Ave to Glen Innes rather than Strong St	Route to travel to Wynyard Quarter via Wellesley St and return via Victoria St Exact location in Wynyard Quarter to be confirmed	Merton Road bridge is unsuitable for double deckers, therefore route to use Apirana Ave to travel to Glen Innes Due to requests for better connections from the Eastern Bays area to Remuera Rd, Route 70 will now provide an easier connection on St Heliers Bay Rd to route 77 to St Heliers
77 - Glen Innes to Britomart via Tamaki Dr	Route to travel via St Heliers Bay Rd and Apirana Ave between St Heliers and Glen Innes Renumbered to Blue Link	Route to terminate at Britomart as proposed	Due to other changes in the area and to provide a good connection with route 70 - Remuera Rd
101 - Pt Chevalier to City Universities	Route to remain as proposed	Route to remain to City Universities as proposed	Due to space restrictions at Britomart, the route is unable to terminate in the city centre
Route number and name	New Network for Central Suburbs Recommendation	City Centre Route	Reason for change

105 – Westmere to Britomart via Richmond Rd	Route to use Karangahape Rd rather than Hopetoun St.	The service will use Queen St to travel into the city, terminate on Customs St and return via Hobson St	Requests to use Karangahape Rd to provide good connections with the Inner Link. When CRL is operational, the entrance to Karangahape Station will be on Karangahape Rd, therefore the new 105 will provide good access to the station.
106 – Freemans Bay Loop	The service will use Queen St to travel into the city, terminate on Customs St and return via Hobson St to Victoria St	The service will use Queen St to travel into the city, terminate on Customs St and return via Hobson St to Victoria St	To retain consistency with the 105 in the city centre
138 – Henderson to New Lynn via Edmonton Rd and Rosebank Rd	No Change		
187 – Lynfield to New Lynn via Blockhouse Bay	Route to be removed		Replaced by extension at 191 to Lynfield
191 - New Lynn to Blockhouse Bay via Avondale	Route to remain as proposed, but to be extended to Lynfield via Commodor Dr and Halsey Dr. The entire route will operate in both directions, however at Riversdale Rd, it will travel in a clockwise direction; Riversdale Rd, Maple St, Avondale Rd, Rosebank Rd.		One way loop around Riversdale
195 - New Lynn to City Centre via Green Bay and Blockhouse Bay	No Change		
202 - St Lukes to Wynyard Quarter via Kingsland and Ponsonby	New Route. Route to travel from St Lukes, via New North Rd, Bond St, Great North Rd, Ponsonby Rd, College Hill, Beaumont St to Wynyard Quarter		Support of the link between Kingsland, Ponsonby and Wynyard Quarter. However in providing a link between Ponsonby and Kingsland, Williamson Ave will lose service, though will have access to very frequent services to the city along Great North Rd
209 – Titirangi to City Centre via Green Bay and New North Rd	No Change		
295 – Ellerslie Station to Britomart via Oranga Ave, Royal Oak and Gillies Ave	Route to remain as proposed	Service to use full length of Khyber Pass and Queen St to Civic Centre (same path as route 30 & current 299)	
296 – Onehunga to Ellerslie Station	Replaced by 298 (similar to proposed 296)		
297 – Museum	Route to remain as proposed. The success of this service, based on its level of use will be reviewed after a year		
298 - Onehunga to Sylvia Park via Ellerslie and Ruawai Rd	Route to travel between Onehunga and Ellerslie similar to what was proposed by the 296 with the change to use Waitangi Rd. From Ellerslie it will continue via Great South Rd, Penrose, Aranui Rd, Commissariat Rd and Ruawai Rd to Sylvia Park		Combination of the proposed 296 and 525 accommodating requests for the Ruawai Rd and Commissariat Rd area to be connected to Ellerslie and the Southern Line Train. Due to the lack of space to turn around at Ellerslie, these two separate routes have been connected to provide a through service, allowing passengers from the One Tree Hill area to travel to Sylvia Park
309/309X – Mangere Town Centre to City Centre via Onehunga and Manukau Rd	Route to travel the full length of Khyber Pass Rd - Part of South Auckland Consultation	Route to travel via Khyber Pass and Queen St as current Manukau Rd services operate	Service to be retained on Khyber Pass Rd
321 - Middlemore to Britomart via Otahuhu, Ellerslie Station and Hospitals	Route to remain as proposed	Route to terminate at Britomart as proposed	
323 - Otahuhu to Sylvia Park via Panama Rd	Route to remain as proposed		

Route number and name	New Network for Central Suburbs Recommendation	City Centre Route	Reason for change
351 - Botany to Otahuhu via Highbrook	Route to be removed between Onehunga and Otahuhu on Neilson St Route from Otahuhu to Botany to remain as proposed		Lack of support for route between Otahuhu and Onehunga and current low patronage on Neilson St To compromise the lack of service on Neilson St, Church St will have two Connector services (Crosstown 8 and new route 723) and stops on Church St will be accessible from Neilson St
521 - Sylvia Park to Ellerslie via Mt Wellington	Route to remain as proposed between Sylvia Park and Ellerslie-Panmure Highway, then route to continue to Ellerslie via Ellerslie-Panmure Highway Renumbered to 511		Requests to remove service from Stanhope Rd
525 - Sylvia Park West Circuit	Route to be removed and replaced by 298		Requests to provide connection from Ruawai Rd and Commissariat Rd to Ellerslie and Southern Line Train
701 - Panmure to City Centre/Newmarket via Marua Rd	Route to travel via Marua Rd and Ladies Mile, rather than Abbotts Way between Panmure and Remuera Rd, otherwise route to remain as proposed	During peak, route to travel in via Wellesley St and out via Victoria St as current New North Rd services. Route to terminate in Newmarket (Broadway and Parnell Rd) off peak	Due to service being retained on Grand Dr, and opposition to service on Stanhope Rd, 701 will now travel on Marua Rd
703 – Ascot Hospital to Britomart via Portland Rd	Route to use The Strand, Beach Rd and Customs St rather than Quay St between Gladstone Rd and Britomart Route to terminate on Benson Rd rather than Ascot Hospital Renumbered to 705	Route to use The Strand, Beach Rd and Customs St and terminate at Britomart	Requests for service on The Strand and requests for Benson Rd area to be better connected to the city. Passengers can connect on Remuera Rd to Frequent service to the city or continue via Portland Rd to the city
708 - Mission Bay to Newmarket	Route to follow same path as proposed Crosstown 5 between Mission Bay and Remuera Rd. Route to continue to Newmarket (Broadway and Parnell Rd) along Remuera Rd and Broadway		Section of route well supported. Route to not continue through Newmarket due to the Outer Link travelling between Newmarket, Mt Eden and St Lukes
711 - Kupe St to Orakei Station	Route removed, replaced with 766		Requests for Kupe St, Marae and Eastcliffe Retirement Village to be connected with Mission Bay, Eastridge Mall and not Orakei Station
712 – Lucerne Rd loop	Route removed. 705 to replace route on Benson Rd, Lucerne Rd, Martin Ave and Upland Rd		Requests for Benson Rd, Lucerne Rd and Upland Rd to be connected to city and opposition to the area being connected to Orakei Station due to accessibility from bus stops to station platforms
722 - Glendowie, St Heliers Loop	Route removed, replaced with 766		
723 - Onehunga to Glen Innes via Sylvia Park	Route to travel from Onehunga via Church St, Great South Rd, Sylvia Park Rd to Sylvia Park and continue via Mt Wellington Highway to Panmure and via Queens Rd, Tripoli Rd and Pt England Rd to Glen Innes		To provide a connection from Panmure to Onehunga and replace the removal of the 32 between Glen Innes and Sylvia Park
724 - Wai o Taiki Bay to Panmure via Gl and Pt England	Route removed. Replaced with 762 on Taniwha St and West Tamaki Rd to City and 752 between Glen Innes and Panmure		Requests for direct route to the city from Taniwha St and West Tamaki Rd. Court Crescent retains connection to Glen Innes and Panmure (752)
725 - Panmure to Glen Innes via Stonefields	Route to remain as proposed		

Route number and name	New Network for Central Suburbs Recommendation	City Centre Route	Reason for change
729 - Glen Innes to Ellerslie via Meadowbank and Grand Dr	New route. Route to travel from Glen Innes via Felton Matthew Ave, Gowing Dr, Fancourt St, Harapaki Rd, Meadowbank Rd, Bonnie Brae Rd, Meadowbank Rd, St Johns Rd, Gerard Way, Grand Dr, Abbots Way, Ladies Mile, Morrin St and Robert St to Ellerslie		Requests for Meadowbank to have an all-day service and provide connections to Meadowbank Shopping Centre and Meadowbank Station (currently subject to further investigation). The new 729 responds to opposition to the proposed removal of service along Grand Dr, passengers will now retain an all-day service which connects them to Meadowbank Shopping Centre and Ellerslie for services to the city.
752 - Glen Innes to St Heliers via Long Dr and Ashby Ave	New route to travel from Panmure to Glen Innes via Court Cres then Glen Innes to St Heliers via Line Rd, Ashby Ave, Mt Taylor Dr, Rochdale Ave, Chesterfield Ave, Bay Rd and Vale Rd to St Heliers		Due to the addition of the 762 via West Tamaki Rd to the city, the proposed 724 has been removed from Wai-o-Taiki Bay. The 752 retains the connection between Panmure and north of Glen Innes The 752 address concerns of service being removed from Mt Taylor Dr and to provide a service to connect passengers to either the 77 at St Heliers, the 762 on West Tamaki Rd or the train at Glen Innes for travel to the city
761 - St Johns to Britomart via Kepa Rd	Route to be removed and replaced by 729 and 762		Due to requests for the Meadowbank area and the Orakei area to have an all-day service, we are unable to justify the proposed 761 peak service. Meadowbank passengers will be able to use the 729 to travel to Meadowbank shops where they will be able to catch the Remuera Rd service to the city. Orakei passengers will have an all-day service to the city along Kepa Rd and Kohimarama Rd (762)
766 - Eastern circuit - St Heliers, Riddell Rd, St Heliers Bay Rd, Eastridge, Kupe St, Mission Bay, Kohimarama, St Heliers	New route to travel from Mission Bay via Patteson Ave, Nihill Cres, Aotea St, Rukutai St, Te Arawa St, Kupe St, Kepa Rd, Kohimarama Rd, St Heliers Bay Rd, Riddell Rd, Bay Rd, Vale Rd to St Heliers, then via Tamaki Dr, Long Dr, Melanesia Rd, Averill Ave and Tamaki Dr to Mission Bay. Service to operate hourly in both directions		To address concerns of proposed loss of service in Orakei between Tamaki Dr and Kepa Rd, including the Marae and Eastcliffe Retirement Village and to provide connections with Eastridge Mall and Mission Bay Provides connections for Glendowie passengers to either the Blue Link route or 762 to connect to the city
774 - West Tamaki Rd to Britomart via Long Dr (Peak only)	Route to start at corner of Crossfield Rd and West Tamaki Rd and travel via Mt Taylor Dr to Ashby Ave, then continue as proposed to city Increase span at peak times (630am to 10.30am and 2pm to 7pm)	Route to terminate at Britomart as proposed	Responding to submitters for service on Mt Taylor Dr, reduce duplication with new 762 route and to provide a longer span of service for passengers to travel directly to the city
775 - Glendowie to Britomart (Peak only)	Glendowie loop to operate as a clockwise loop for both inbound and outbound services Increase span at peak times (630am to 10.30am and 2pm to 7pm)	Route to terminate at Britomart as proposed	To provide a longer span of service for passengers to travel directly to the city