

West Auckland Bus Services Consultation Summary and Decisions Report

Published June 2023



The poster features a background image of a white and blue bus (number NB2471) at a stop. A large yellow speech bubble in the upper left contains the text 'Kōrero mai Have your say'. A yellow circle with a bus icon is in the top right. A QR code is in the bottom left. The bottom section is dark blue with white text and the AT logo.

**Kōrero mai
Have
your
say**

**...on changes to
West Auckland bus
services**

**Consultation is open from
4 April to 5 June 2022**

AT

Auckland Transport consulted on proposed changes to West Auckland bus services from 4 April to 5 June 2022.

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1 Executive Summary

From April to June 2022 Aucklanders had the opportunity to express their views and share their feedback on proposed changes to bus services in West Auckland. We distributed leaflets to 63,000 households and held ten public information sessions.

We'd like to express our appreciation towards every individual who took the time to respond to the survey, and for playing an important role in shaping the future of our city.

The purpose of this report is to:

- Share the consultation outcomes and outline the planned changes to bus services.
- Provide an overview of the responses we received and answer questions that were raised in individual responses.

These changes are planned to be implemented on 12 November 2023.

Introduction

Following consultation in 2022, we have refined West Auckland's all-day, 7-day bus network to meet the needs of the wide range of existing and future users.

Feedback from the consultation showed that people are using buses for more reasons than just getting to and from work and so need regular, reliable public transport to help meet their education, health, social, shopping and leisure travel needs.

These changes will allow people to not only get between West Auckland and the City Centre during the morning and evening peak commuter times but also to travel around the area at all times of the day. Night-time travel will also be easier with substantially improved evening services.

West Auckland Bus Services

In April 2022 AT proposed changes to the current bus network in West Auckland that will provide:

- Increased access to Frequent bus services. (A 'Frequent' bus services operates at least every 15 minutes from 7am to 7pm, seven days a week).
- More bus services throughout the day
- A bus network that meets growth expected in Northwest Auckland
- More reliable and quicker bus journeys into the City Centre
- A simpler bus network, e.g. all services will arrive at and depart Downtown Auckland from the same location¹

AT is working with Waka Kotahi NZ Transport Agency (Waka Kotahi) to extend and improve bus shoulder lanes to operate at peak times in peak directions along the Northwestern Motorway and add bus priority to the on and off ramps as a first step towards creating a rapid

¹ Except route 132

transit corridor along State Highway 16. When this work is complete it will allow buses to connect at new bus interchanges at Westgate, Lincoln Rd and Te Atatū to enable an all-day, frequent public transport option along the Northwestern Motorway.

It is noted that the infrastructure being provided as part of this project is a temporary step; Waka Kotahi will continue to investigate long term options for a Rapid Transit Corridor for congestion-free public transport services between the City Centre and Brigham Creek.

What you told us

AT received 1,220 responses during the consultation period from 4 April to 5 June 2022. These responses provided us with a range of different views, local knowledge and themes:

- 125 responses specifically requested to retain 132/132X services
- 148 respondents said they don't want to take two buses for journeys they currently complete using one bus
- Concerns were raised about safety when transferring between buses, either from vehicles when crossing the road or from other people when waiting at interchanges.
- Questions were asked and requests were made about the facilities at the new bus interchanges
- 180 responses were from Te Atatū Peninsula
- Questions were asked about journey times.

While many respondents are naturally concerned about changing the way they travel (436 responses said the change wouldn't improve public transport for them personally vs 330 responses which said it would) feedback showed support that the changes would be better for Auckland (403 responses agreed that the changes would be better for Auckland vs 252 responses which didn't).

Final planned bus services for West Auckland

As a result of the feedback and budget constraints (following the 2023 Auckland Council budget saving requirements, Auckland Anniversary Weekend flooding and Cyclone Gabrielle), AT has made changes to 13 of the 20 bus routes that were proposed in the 2022 consultation.

The bus service changes will be as those proposed in the 2022 consultation with the following changes:

Improvements:

- Routes 11T and 11W will operate every 20 minutes at peak times, not every 30 minutes providing more capacity to take people into the City Centre in the mornings and from the City Centre in the afternoons and reducing waiting times at interchanges.
- The existing 132 service will be retained to run towards the City Centre during the morning peak and from the City Centre during the afternoon peak. This will provide more peak-hour capacity for customers travelling between Te Atatū and the City Centre, and significantly reduce the risk that WX1, 11T, or 11W buses leave any customers behind at Te Atatū. The peak-hour 132 service will be retained temporarily, until we can introduce double-decker buses on the WX1, 11T, or 11W routes.

- Route 149 will run later in the evening, giving later access to bus services on Rosebank Rd.

Reductions:

- Routes 111 and 116 will be hourly on weekends, not every 30 minutes.
- Route 120 will remain with some additional trips at peak times. This was initially proposed to become a Frequent route (and renamed Route 12) with an increased all-day frequency.
- Routes 122 and 123 will each operate 120 minutes on weekends not each every 60 minutes. At weekends the 122, 123, and 125 will combine to offer a bus roughly every 30 minutes between Huapai and Westgate.

Route changes:

- Route 126 will remain as it currently is on the Riverhead Highway and will not travel on Riverhead Point Drive, Pohutukawa Parade and Great North Rd.
- Route 112 will remain as it currently is and will not go into Scott Point because the road network around Scott Point is not yet developed enough for us to run a bus service.
- Route 116 will run on Fred Taylor Drive, not through the new development because the road network has not been built to allow buses. The route will be changed once new roads are built.
- Route 146 and 147 will be combined and numbered route 147. It will travel on Lincoln Rd and not Central Park Drive. This will give better connections to shops and medical services for many people.

The existing operating budget has prevented us from making all the changes proposed. When budget allows AT would look to:

- introduce Frequent Route 12 (replacing route 120)
- improve the frequencies of routes 111, 116, 122, 123, 11T and 11W.

Bus driver availability

Since the COVID-19 pandemic Auckland has had a shortage of bus drivers to operate all scheduled bus services. This has resulted in planned and unplanned cancellations of bus trips reducing the reliability of bus services. AT is targeting the end of September 2023 for a return to normal bus reliability. This is based on the recruitment and training plans that bus operators have shared. These plans give AT high confidence that we will have enough drivers to operate full service by the time the new West Auckland network launches in November. AT is now working with operators to plan the reinstatement of suspended services as new drivers join the workforce, and we expect to see significant improvements to reliability each month from now to September.

New Bus stops

Separate to this consultation AT is also consulting on new bus stops at locations required for these bus services.

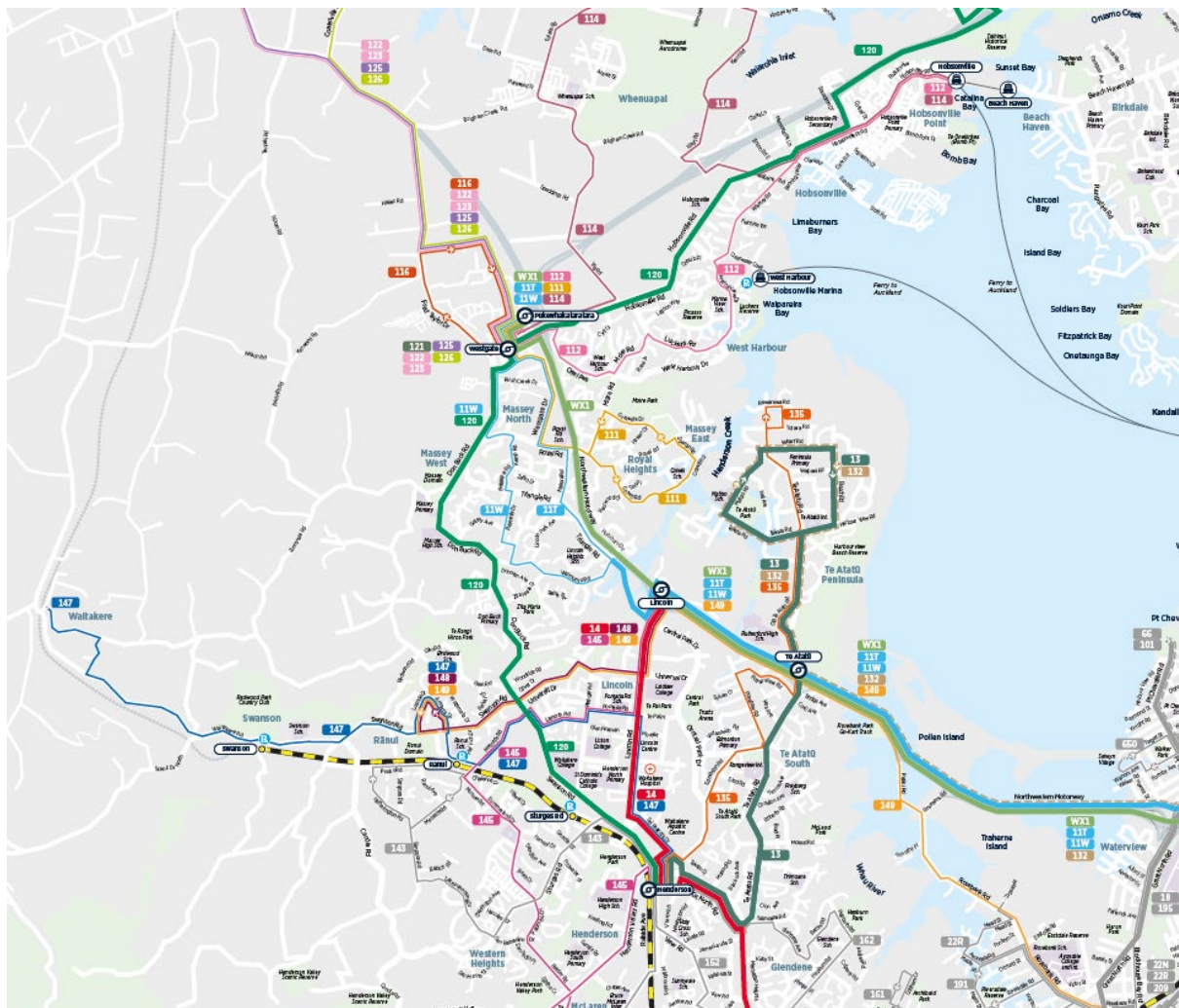
2 The New Bus Services

Northwestern Motorway bus services

Bus routes WX1, 11T and 11W will be the bus services travelling along the Northwestern Motorway all day between West Auckland and the City Centre. Route 132 will operate at weekday peak times towards the City Centre in the morning and from the City Centre in the afternoon/evening. The overall frequency will be at least 10 buses per hour in both directions, all day. Customers will need to transfer between local bus services and motorway services for trips currently using routes 125X, 129, 132 (except at peak times), 132X, 133, 133X and 134. This change will enable both the local services and motorway services to run more often than the existing bus services, giving customers more flexibility regarding when they travel. It will also allow more destinations to be reached more easily using buses.

Northwestern bus priority lanes

Bus priority lanes will operate on the bus shoulders along the Northwestern motorway at certain times of the day only. Buses will be able to use them from 6am to 9am towards the City Centre (eastbound) and from 3pm to 7pm from the City Centre (westbound), on weekdays. A maximum speed of 60km per hour will apply.



Western Express - WX1

- Westgate to City Centre via motorway.
- This will be the quickest way to travel between Westgate and the City Centre using public transport.
- Uses bus stops at Westgate, and new bus interchanges at Lincoln Road and Te Atatu Road and bus stops on Karangahape Rd. It uses bus stops on Queen St (heading into the City Centre) and Lower Albert St, Hobson St, Pitt St (heading out of the City Centre).
- First trip from 5:30am. It will run every 10 minutes from 7am to 7pm, every 15 minutes from 7pm to 11:30pm, seven days a week.
- Gets on and off motorway at Newton Rd in the City Centre.

Routes 11T and 11W

- Maintains the connections on Great North Rd in Pt Chevalier and Grey Lynn. Provides connections to Pt Chevalier, Unitec on Carrington Rd, Auckland Zoo, Western Springs, MOTAT, Grey Lynn, and Ponsonby Road.
- Travels on motorway between Lincoln Rd and Pt Chevalier.
- Route 11T travels through Massey on Triangle Rd and Route 11W travels on Waimumu Rd.
- Uses bus stops at Westgate, and new bus interchanges at Lincoln Road and Te Atatu Road and bus stops on Karangahape Rd. It uses bus stops on Queen St (heading into the City Centre) and Lower Albert St, Hobson St, Pitts St (heading out of the City Centre).
- Routes 11T and 11W each run at least every 30 minutes. Between the Lincoln Road Bus Interchange and the City Centre there will be a bus every 10 minutes at peak times and every 15 minutes to 11:30pm, seven days a week.

Other Western bus routes

- Route 13 replaces Route 131. It follows the same route as the Route 131 but will run every 7-8 mins at peak times, every 10 minutes during the day, and every 15 minutes after 8pm, in both directions seven days a week. Use this Frequent bus route to make connections at Henderson for trains, and at Te Atatu Road Bus Interchange for buses to City Centre, Rosebank Rd, Lincoln Rd and Westgate.
- Route 14 replaces routes 14T and 14W. It will travel between New Lynn, Henderson and Lincoln Road (as 14T and 14W currently do) and will terminate at the new Lincoln Road Bus Interchange. Between Lincoln Rd and Westgate the current 14T will be replaced by the new 11T and the current 14W by the new 11W. Route 111 has its current route extended to the NorthWest Shopping Centre.
- Route 112 has its current route changed at Westgate to travel to new interchange at NorthWest Shopping Centre. Will no longer go to Fernhill Drive bus stops.

- Route 114 has its current route changed at Westgate to travel to new interchange at NorthWest Shopping Centre. Will no longer go to Fernhill Drive bus stops.
- Route 116 is a new route for West Hills travelling on a one-way loop along Fred Taylor Drive. It connects the area with Westgate and the NorthWest Shopping Centre
- Route 120 will have some added trips between Westgate and Constellation Station at peak times and early evenings. Some school day trips will continue to serve Smales Farm and Akoranga.
- Route 123 is a new bus route between southern Huapai and Westgate. It will alternate with Route 122 to provide more frequent bus services to Huapai and Kumeū. New bus stops added at the Northwest Shopping Centre
- Route 125 has no change to its route. Will have more trips added to keep a 30 minute frequency at peak times with the removal of Route 125X.
- Route 126 has no changes to its current route. New bus stops added at NorthWest Shopping Centre.
- Route 135 replaces the Edmonton Rd section of Route 134 and adds more bus services to Te Atatū Peninsula. At the northern end of Te Atatū Peninsula it will travel all the way along Te Atatu Rd and onto Rewarewa Rd, Hikurangi St and Totara Rd.
- Route 145 replaces routes 141 and 142 through Western Heights connecting to Henderson and the new Lincoln Rd Bus Interchange.
- Route 147 is a new bus route between Waitākere Village, Swanson and Henderson. It provides a bus connection to Swanson and Rānui stations. It travels along Lincoln Rd past Waitakere Hospital. In Waitākere village it travels on Northfield Rd and McEntee Rd.
- Route 149 travels from Rānui to New Lynn through Rosebank. It replaces Route 138 between New Lynn, Rosebank, and Te Atatu Road and connects with other buses at the new Lincoln Road Bus Interchange and Te Atatu Road Bus Interchange.
- Route 148 is the evening and weekend version of Route 149 connecting Rānui with the Lincoln Road Bus Interchange but doesn't continue on to Te Atatu Road Bus Interchange, Rosebank and New Lynn.
- Route 195 travels on through Grey Lynn on Williamson Ave (the route currently runs on Great North Rd between Grey Lynn Shops and Karangahape Road).

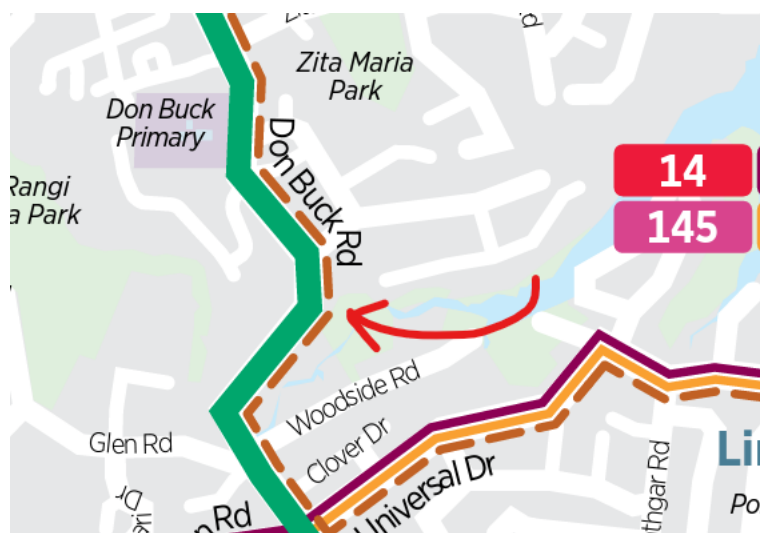
Routes 14T, 14W, 125X, 129, 131, 132X, 133, 133X, 134, 138, 141, 142, and 146 will all be replaced by new motorway bus services and other Western bus services, as described above.

Some bus routes were not shown on the consultation map because there were no changes proposed to them. **There will be no changes made to these West Auckland bus routes as part of this project: 18, 22N, 22R, 24B, 24R, 68, 143, 151*, 152, 154, 161, 162, 170, 171, 172, 186, 191, 209, 66, 670.**

(*Route 151 is subject to possible change as proposed in the Regional Public Transport Plan <https://at.govt.nz/about-us/transport-plans-strategies/regional-public-transport-plan-rptp/>)

Error on the consultation map

There was an error on the consultation map which showed an unlabeled line on the current Route 129 between Don Buck Rd and the Lincoln Road Bus Interchange. Route 129 will not be retained.



Changes to the proposed routes following the consultation

Route	Finalised route decision	Reason for change	Impact of change
WX1	Route to remain as proposed	-	-
11T – Westgate to City Centre via Triangle Rd and Great North Rd	Route to remain as proposed with an increase in frequency at peak times, in peak direction only, to every 20 minutes.	Additional frequency added to carry more people at peak times and to offer more flexibility regarding when customers travel.	Route 11T and 11W will combine to run every 10 minutes in the peak direction during two-hour peak periods on weekdays.
11W - Westgate to City Centre via Waimumu Rd and	Route to remain as proposed with an increase in frequency at peak times, in peak direction only, to every 20 minutes.	Additional frequency added to carry more people at peak times and to offer more flexibility regarding when customers travel.	Route 11T and 11W will combine to run every 10 minutes in the peak direction during two-hour peak periods on weekdays.

Great North Rd			
12 – Henderson to Constellation	Will remain as Route 120 with lesser frequency than proposed. Some increase at peak times and early evenings will be introduced.	Budget constraints will not allow the proposed increase in frequency.	Will not deliver trips every 15 minutes through the day, seven days a week as proposed.
13 – Henderson to Te Atatū Peninsula	Route to remain as proposed	-	-
14 – New Lynn to Lincoln Rd via Henderson	Route to remain as proposed	-	-
111 - Westgate, Colwill Rd, Granville Dr, Westgate	Reduced frequency on weekends	Budget constraints will not allow the proposed increase in weekend frequency.	Not as convenient and a less attractive travel option on weekends.
112 - Hobsonville Point, West Harbour, Westgate	Will not travel to Scott Point	Necessary roads are not complete.	<p>Until the necessary road is built, we are investigating an interim solution with using smaller vehicles.</p> <p>We currently don't have any funding or suitable/smaller vehicles at the moment.</p> <p>AT will have further discussions with the community about this.</p>
114 - Hobsonville Point, Whenuapai, Westgate	Route to remain as proposed.	-	-

116 - Red Hills loop	Will travel on Fred Taylor Drive. Will travel hourly on weekends, not every 30 minutes.	Proposed roads are not yet suitable for buses. Budget constraints will not allow the proposed increase in weekend frequency.	Customers travelling to/from proposed roads will have longer walk to access the service. Not as convenient and a less attractive travel option on weekends.
122 – Westgate, Huapai North	Reduced frequency at weekends.	Budget constraints will not allow the proposed increase in weekend frequency.	Not as convenient and a less attractive travel option on weekends.
123 - Westgate, Huapai South	Reduced frequency at weekends.	Budget constraints will not allow the proposed increase in weekend frequency.	Not as convenient and a less attractive travel option on weekends.
125 – Helensville, Waimauku, Huapai, Kumeū, Westgate	Route to remain as proposed.	-	-
126 – Westgate, Riverhead, Coatesville, Albany Station	Will remain as it currently is and will not travel into Riverhead Village.	Unbudgeted changes to a roading intersection would be required to enable buses.	Further to walk to buses for some people in Riverhead Village.
132 – Te Atatū Peninsula to City Centre	Route 132 will operate at weekday peak times towards the City Centre in the morning and from the City Centre in the afternoon/evening. This will be a temporary situation until double-decker buses are introduced for the WX1 services.	Concerns about capacity on motorway buses at peak times. The retaining of the 132 will help to reduce waiting times at Te Atatu Road Bus Interchange and reduce the number of people waiting at the bus stops. This would be resolved when double-decker buses are used for WX1 services. Concerns about capacity on buses and at interchange bus stops. By retaining the	

		132 at peak we provide more capacity for customers travelling between Te Atatū and the City Centre, and significantly reduce the risk that buses on the WX1, 11T, or 11W fill up and leave customers behind at the Te Atatu Road Bus Interchange. The peak-only 132 will be withdrawn when double-decker buses are introduced to the WX1, 11T, or 11W.	
135 – Henderson to Te Atatū Peninsula via Edmonton Rd	Route to remain as proposed.	-	-
145 – Western Height to Lincoln Rd and Henderson	Route to remain as proposed.	-	-
147- Waitakere Village, Swanson, Universal Dr, Lincoln Rd, Henderson	This route now includes the proposed 146. The route will no longer travel on Central Park Drive but will travel along Lincoln Rd past Waitakere Hospital.	Requests for connections between Ranui and Waitakere Hospital and between Waitakere Village and shops.	Loss of bus services on Central Park Drive. This creates a longer walk to businesses and The Trusts Arena in this area. More people can access shops and Waitakere Hospital.
148 – Ranui to Lincoln Rd	Route to remain as proposed.	-	-
149 - Ranui to Lincoln Rd,	Extended operating times in the early evening.	Requests for extended operating time on Rosebank Rd.	Will operate later on Rosebank Rd.

Rosebank and New Lynn			
195 – New Lynn to Britomart via Green Bay and Blockhouse Bay	Route to remain as proposed i.e. to be routed via Williamson Ave.	-	-

School bus services

Some school bus services will change with the introduction of the new bus network. See Appendix 1 for details.

Bus services by area

See Appendix 1 for map of the new bus routes for West Auckland.

Helensville, Waimauku, Huapai, Kumeū

- Customers travelling to the City Centre will need to transfer at the NorthWest Shopping Centre to a WX1 or at the NorthWest Shopping Centre or Westgate to routes 11T or 11W. There will be more buses travelling to and from the City Centre.
- Route 125 (*Helensville to Westgate*) will run every 30 minutes at peak times, hourly throughout the day.
- New Route 123 for Huapai serving southern Huapai.
- Route 122 (*Huapai to Westgate*) will run more often than at present.
- Routes 122, 123 and 125 will use new bus stops at the NorthWest Shopping Centre as well as the Fernhill Drive bus stops.
- Between Huapai and Westgate, routes 122, 123, and 125 will combine to offer four buses an hour in the peak, three buses an hour during the day Monday to Friday, and two buses an hour at weekends.

Whenuapai

- Route 114 will go to the NorthWest Shopping Centre instead of Fernhill Drive (Westgate).
- More buses to the City Centre from Westgate.

Riverhead

- Route 126 will keep its current route through Riverhead Village. New bus stops will be added at the NorthWest Shopping Centre. Feedback from the Riverhead community questioned the suitability of the proposed streets for large buses. Unbudgeted changes to a roading intersection would be required to enable buses.

West Harbour, Hobsonville, Scott Point

- Route 112 and Route 114 will go to the NorthWest Shopping Centre instead of Fernhill Drive (Westgate).
- Route 120 (*Henderson to Constellation via Westgate*) will continue to operate with some additional trips at peak times and early evenings.
- The two parts of Joshua Carder Drive need to be connected to provide a road network suitable for buses. In the meantime, when budget is available AT will engage with the Scott Point community on a possible public transport service using smaller vehicles.

West Hills

- New one-way loop Route 116 to connect the area with Westgate and the NorthWest Shopping Centre. The route was intended to travel on roads to the west of Fred Taylor Drive but as they are not constructed yet this route will travel on Fred Taylor Drive until the new roads become suitable for buses.

Royal Heights

- Route 111 will run every 30 minutes on weekdays and every 60 minutes on weekends.
- The route will be extended to the NorthWest Shopping Centre.
- Transfer to Route 11T for connections to and from the City Centre.

Westgate

- New bus stops at the NorthWest Shopping Centre.
- New WX1 bus service will travel on the motorway between Westgate and the City Centre connecting with bus stops at Lincoln Rd and Te Atatū. First trip from 5:30am. It will run every 10 minutes before 7pm, and every 15 minutes between 7pm and 11:30pm, seven days a week.
- For Great North Rd between Pt Chevalier and the City Centre use Routes 11T (via Triangle Rd) and 11W (via Waimumu Rd). They will each run every 30 minutes throughout the day and every 20 minutes at peak times. With the 11T and 11W both running there will be a bus every 10 to 15 minutes between Lincoln Rd and the City Centre.
- Waitakere Hospital, Henderson and New Lynn use 11T/W or WX1 and change at Lincoln Rd to Route 14, or use Route 120 between Westgate and Henderson.

- 120 will use bus stops on Fernhill Drive but will not go to the NorthWest Shopping Centre and so will not connect directly with the WX1 bus service.

Waitakere Village

- Route 147 will run between Waitākere Village, Swanson, Ranui, Lincoln Rd and Henderson.
- Route will travel through Waitākere Village on Northfield Rd and McEntee Rd to stop closer to more houses.
- It will run every 30 minutes.

Swanson, Rānui, Universal Drive

- Route 120 will use bus stops on Fernhill Drive at Westgate but will not go to the NorthWest Shopping Centre and so will not connect with the WX1 bus service.
- No change to Route143.
- Route 145 will replace Route 141 and Route142 between Henderson and Rānui via Western Heights, and cover most of the roads they travelled on. It will connect to the new Lincoln Rd interchange. Route147 will run between Waitākere Village, Swanson, Lincoln Rd, Waitakere Hospital and Henderson. It provides a new connection with Rānui Station.
- Route 149 provides a connection from Rānui to the bus interchange at Lincoln Rd and Te Atatū (and the connections to other bus services there) and Rosebank. At evenings and weekends the 148 will replace the 149 and will operate a shorter route between Rānui and Lincoln Rd only.

Henderson

- Customers travelling to City Centre by bus will need to transfer at the new Te Atatu Road Bus Interchange. Transfer there to WX1 and 11T/W services to City Centre. Single-bus services between Henderson and the City Centre will be removed.
- 13 replaces 131 and runs every 8 to 15 minutes to connect customers to the new Te Atatu Road Bus Interchange.
- 135 replaces 134 and travels on Edmonton Rd, Flanshaw Rd and Royal View Rd between Henderson and Te Atatū Peninsula and connects to the new Te Atatu Road Bus Interchange.
- 120 will run as it currently does with some extra trips at peak times and early evening.
- **There will be no bus service on Central Park Drive.**
- No change to 143, 152, 154, 162.

Massey

- 129 will no longer operate.
- 120 will use bus stops on Fernhill Drive at Westgate but will not go to the NorthWest Shopping Centre and so will not connect with the WX1 bus service.
- 11W and 11T will travel into the City Centre.

Western Heights

- New Route 145 will replace routes 141 and 142 to provide a connection through to the new Lincoln Road Bus Interchange. This may mean a longer trip to Henderson for some people.
- No change to Route 143.

Waitakere Hospital

- Customers travelling between Massey or Westgate and Waitakere Hospital will need to take Route 11T or Route 11W to the new Lincoln Road Bus Interchange then transfer to Route 14.
- New Route 147 travels between Waitakere Hospital and Ranui, Swanson and Waitākere Village.

Lincoln Rd

- Frequent route 14 will continue to travel between Lincoln Rd and New Lynn through Henderson. Between Lincoln Rd and Westgate the current 14T will be replaced by the new 11T and the current 14W by the new 11W.

Te Atatū Peninsula

- **CHANGE TO CONSULTATION:** Route 132 services between Te Atatū and the City Centre will be retained to operate at peak times to the City Centre on weekday mornings and from the City Centre on weekday evenings. AT intend to remove this service in the future when double-decker buses are running on Western Express services. This peak-only service will be removed when the WX1, 11T, or 11W can be operated with double-decker buses.
- All other bus options to the City Centre will require a transfer at the new Te Atatu Road Bus Interchange. Transfer there to WX1 (along the motorway to Newton Rd) or 11T/W services (along the motorway to Pt Chevalier then along Great North Rd) to City Centre.
- 132X services will be replaced with Frequent Route 13 and Route WX1.
- From the interchanges buses travel to Pt Chevalier, Grey Lynn, Karangahape Rd and the City Centre; Henderson; Lincoln Road Bus Interchange, Westgate and the NorthWest Shopping Centre, Rosebank, Avondale, and New Lynn; and Universal Drive and Ranui Town Centre.
- More all-day, evening and weekend bus services.

- 13 replaces 131, running every 8 to 15 minutes to connect with buses at the new Te Atatu Road Bus Interchange and trains at Henderson.
- New 135 along the northern section of Te Atatu Rd up to Rewarewa Rd. Feedback received questioned the suitability of Rewarewa Rd and Hikurangi St for buses. AT has tested buses manoeuvring on these streets and no issues were encountered. We recognise that it is always a balance between providing public transport options and not disturbing neighbourhoods. In this case we want to provide a bus service to the growing number of people living in the northern end of the peninsula.

Te Atatū South

- Customers travelling to City Centre will need to transfer at the new Te Atatu Road Bus Interchange. Transfer there to WX1 or 11T/W services to City Centre. Routes 133, 133X, 134 will be removed.
- Route 13 replaces 131, running every 8 to 15 minutes to connect with buses at the new Te Atatu Road Bus Interchange and trains at Henderson.
- Route 135 replaces 134 on Edmonton Rd. Runs between Henderson and Te Atatū Peninsula, connecting to the new Te Atatu Road Bus Interchange.
- For Rosebank Rd use route 149 from the new Te Atatu Road Bus Interchange.
- New motorway options to Westgate and the NorthWest Shopping Centre from the Te Atatu Road Bus Interchange.
- More buses more often throughout the day and evening. Feedback received requested maintaining a bus service between Henderson and the City Centre that didn't require a transfer. In order to increase the frequency of buses in West Auckland to make them more useful for more people they need to be used more efficiently by sharing seats along the motorway. The most cost effective way to do this is to require transfers at the motorway interchanges.

Rosebank Rd

- New route 149 will replace route 138. It will provide connections to Te Atatu Road and Lincoln Road bus interchanges and Rānui. Operates Monday to Friday until about 7pm and will run more often at peak times than 138 currently does.
- No change to routes 22R or 191.

Williamson Ave, Grey Lynn

- Route 195 will travel along Williamson Ave in Grey Lynn in place of route 134.

Approximate running hours and frequencies for the new bus routes.

Planned frequencies and hours of service								
Route	Weekdays a bus every			Weekends a bus every		Weekday hours of service		Which direction is inbound?
	Peak	Between the peaks	Evenings	Daytimes	Evenings	First trip inbound	Last trip outbound	
WX1	10 mins	10 mins	15 mins	10 mins	15 mins	5:00	0:00	towards City Centre
11T	20 mins	30 mins	30 mins	30 mins	30 mins	5:30	23:30	towards City Centre
11W	20 mins	30 mins	30 mins	30 mins	30 mins	5:15	23:45	towards City Centre
<i>11T and 11W will combine to offer a bus at least every 15 minutes between Lincoln Road Bus Interchange and the City Centre</i>								
13	8 mins	10 mins	15 mins	10 mins	15 mins	5:30	0:00	towards Henderson
14	15 mins	15 mins	30 mins	15 mins	30 mins	5:15	0:00	towards New Lynn
111	30 mins	30 mins	30 mins	60 mins	60 mins	5:35	22:35	towards Royal Heights
112	30 mins	30 mins	30 mins	30 mins	30 mins	6:00	22:30	towards Northwest Centre
114	40 mins*	60 mins	n/a	60 mins	60 mins	6:00	20:00	towards Northwest Centre
<i>* Peak hour services will be timed to meet ferries at Hobsonville Point Wharf</i>								
116	30 mins	30 mins	30 mins	60 mins	60 mins	6:15	21:15	towards Northwest Centre
120	30 mins*	30 mins	60 mins	30 mins	60 mins	5:15	22:00	towards Constellation Station
<i>* From Westgate to Constellation, morning peak services will be offered every 15 minutes. From Constellation to Westgate, afternoon peak services will be offered every 15 minutes.</i>								
122	60 mins	60 mins	n/a	120 mins	120 mins	6:15	20:30	towards Westgate
123	60 mins	60 mins	n/a	120 mins	120 mins	6:00	20:15	towards Westgate
125	30 mins	60 mins	n/a	60 mins	60 mins	5:00	20:30	towards Westgate
<i>122, 123, and 125 will combine to offer a bus at least every 30 minutes between Huapai, Kumeu, and Westgate</i>								
126	60 mins	60 mins	n/a	60 mins	60 mins	6:00	20:00	towards Westgate
132	20 mins	n/a	n/a	n/a	n/a	6:20	18:30	towards City Centre
135	15 mins	30 mins	30 mins	30 mins	30 mins	5:40	23:30	towards Henderson
145	30 mins	30 mins	30 mins	30 mins	30 mins	5:30	23:45	towards Henderson
147	30 mins	30 mins	30 mins	30 mins	30 mins	6:00	23:45	towards Henderson
148	n/a	n/a	30 mins	30 mins	30 mins	20:00	23:00	towards Lincoln Road

149	30 mins	30 mins	n/a	n/a	n/a	5:30	19:15	towards New Lynn
149 will be offered on weekdays except evenings. 148 will be offered weekday evenings and all day weekends.								
Peak frequencies refer to inbound services in the morning and outbound services in the afternoon.								

Existing vehicles will be used for these new bus services but newer vehicles will be introduced as per AT's Low Emission Bus Roadmap:
<https://at.govt.nz/media/1985010/aucklands-low-emission-bus-roadmap-version-2-october-2020.pdf>

It is intended that the Western Express (WX1) services are operated using zero-emission double-decker buses from early 2025.

3. Main issues and responses from the consultation feedback.

'One seat ride' bus journeys/Transfers

Many people did not want to lose their one-seat journey into the city centre because of their ease and the uncertainty associated with having to transfer. This is understandable. It is simpler and easier not to have to change buses and the current system is known and understandable.

These changes are designed not just for existing bus users but also for those who don't currently use them because they are not suitable due to their low frequency or because of the lack of destination options.

The changes will enable frequent all-day bus services to allow more people to simply 'turn up and go' rather than planning trips around a timetable. They will also enable access to more local destinations, making public transport more useful for a greater range of travel purposes. This will assist AT to meet its wider objectives regarding reduced Vehicle Kilometres Travelled (VKT) and mode shift to public transport.

To enable these benefits, it will require some passengers to transfer between buses to get where they want to go.

The northwest is growing with more houses, more jobs and more people needing to travel. The current lack of bus interchanges and bus priority lanes means the bus network is not as frequent, efficient and reliable as it could be. These changes are designed to offer a better public transport network by removing duplication and using buses more efficiently. By sharing resources along the common motorway section of their routes, we can run more bus trips on the Northwestern Motorway all day, unhindered by traffic conditions on local roads. This also allows more local bus trips to run unaffected by traffic conditions on the motorway. By having buses working together as a connected network rather than as individual routes it makes it possible to reach more places at more times of the day with the comfort of knowing, in many cases you can simply 'turn up and go'.

- The current 'one seat ride' trips into the City Centre from Don Buck Rd, Henderson, Te Atatū and Helensville will require passengers to transfer between buses so everyone can share the same bus rather than requiring multiple vehicles.
- Improving public transport means more people can use it easily, which helps to free up the roads for those who really need it.
- Effective public transport can reduce congestion and carbon emissions, reduce the need to take up land to provide car parking spaces, connect communities, improve health outcomes, and provide independent mobility for those who can't or choose not to drive.

To improve public transport for West Auckland overall we have needed to make some trade-offs:

- The removal of 'one seat ride' bus services to the City Centre from some areas – these buses can be better used to create more motorway and local bus services.
- The need to transfer between services – while transfers may not be desirable to some, they are essential to create frequency and simplicity. They enable buses to be utilised more effectively to run more often and provide access to more destinations².

Safety

Concerns about personal safety was raised with risks identified in three categories:

1. Not being safe at interchanges due to other vehicles and dangerous drivers.

It is understandable being concerned about uncertainty. Transferring at new interchanges at Westgate, Lincoln Rd and Te Atatū will be a new experience. The roads are busy with vehicles. Road layout changes and pedestrian crossings will be in place to people to safely cross the roads between bus stops.

2. Not being safe at interchanges due to isolation e.g. waiting for buses in the dark.

The interchanges will be well-lit at night. It is expected that these locations will be relatively well used even at night and so other people will be present to offer shared surveillance and safety. The frequency of buses even in the evening will mean that waiting times will be relatively short. Emergency Call Stations (ECS) will be located at each shelter along with monitored CCTV.

3. Buses will add danger when they begin running on certain streets.

Concerns were raised about the added danger of having buses running on streets that don't currently have them.

- **Buses through Riverhead Village**

² The HOP card fare system makes connecting between services easier. Fares are based on the number of zones you travel through. This means you can transfer between AT buses, trains and ferries and pay just one fare for your entire journey with your AT HOP card.

Feedback that the streets proposed for buses in Riverhead Village are unsuitable for buses. It was also noted that future development in the village will result in more people living near the existing route.

An initial internal investigation showed AT may need to make extensive infrastructure changes before implementing the new route. We don't currently have enough funding for the changes.

Since making the proposal, we've heard about new residential developments in Riverhead that would benefit from the route remaining as it is today.

As a result of this feedback and further investigation, Route 126 bus service will continue to operate as it currently does on the Riverhead Highway through the village.

- **Buses on Rewarewa Rd and Hikurangi St in Te Atatū Peninsula**

Feedback from some people living on or near Rewarewa Rd and Hikurangi St that buses are not suitable for these streets because they are narrow and quiet, because children play on the streets and because there are too many cars already on the northern end of Te Atatu Rd.

An independent consultancy undertook a road safety review of the proposed new bus service. The purpose was to identify any potential road safety issues arising from the proposed new route. As part of these reviews, the consultants made site visits in daytime and night-time, analysed data on vehicle crashes, and made recommendations to AT.

Some of the recommendations were to investigate changes to existing infrastructure along the proposed bus routes – for example, recommendations to improve footpaths. AT will pursue these if future funding becomes available.

In addition, AT worked with the bus operator to test drive the proposed new route and examine the streets and turns in detail. The test resulted in some recommendations for minor works along the new routes.

Bringing bus services closer to people in this area will provide an alternative to the otherwise necessary ownership of private vehicles for existing and new residents. We have considered this feedback and have decided to operate the 135 bus service on these streets.

- **Buses through Waitākere Village**

Feedback from some people living in Waitakere Village that buses are not suitable for these streets because they are narrow, quiet streets and buses will make them dangerous.

The current bus services require a long walk to access for many residents. Bringing bus services closer to people in this area will provide an accessible alternative to the otherwise necessary ownership of private vehicles for existing and new residents.

An independent consultancy undertook a road safety review of the proposed new bus service. The purpose was to identify any potential road safety issues arising from the proposed new route. As part of these reviews, the consultants made site visits in daytime and night-time, analysed data on vehicle crashes, and made recommendations to AT.

Some of the recommendations were to investigate changes to existing infrastructure along the proposed bus routes – for example, recommendations to improve footpaths. AT will pursue these if future funding becomes available.

In addition, AT worked with the bus operator to test drive the proposed new route and examine the streets and turns in detail. The test resulted in some recommendations for minor works along the new routes.

We have considered this feedback and have decided to operate Route 147 on these streets.

Speed of journey

Some people expressed disappointment that their bus journey will be slower due to the requirement to transfer.

To provide a more reliable and quicker bus journey into the City Centre, the bus shoulder lanes on the Northwestern Motorway are being extended between Westgate and Newton Road. This will mean almost 20km of bus shoulder lanes on the motorway. Improvements are also being made at motorway interchanges and on Te Atatu Road and Lincoln Road to increase priority for buses. This will make bus trips quicker and more reliable.

The current peak-time 125X does not stop along the motorway on its journey between Westgate and the city Centre and it has only one stop in the city centre. The replacement service, the WX1, will stop at Lincoln Rd and Te Atatū and will travel through Karangahape Rd and Queen St so the journey time could be longer. New bus priority along the motorway and through the City Centre could save some time at peak times. There will be more options for getting on and off the bus for those heading to destinations in the City Centre other than the north end of Hobson St which could make the journey time shorter than the current 125X. Also, with the increased frequency of the WX1, it could mean people don't have to wait longer before their bus departs.

Some people noted that their journey would be faster with the changes.

Capacity on buses

Some people were concerned that the buses heading into the city will be full by the time they get to Te Atatū and will leave people behind. AT have undertaken further analysis and, as a result, the frequency of routes 11T and 11W will increase from every 15 minutes to every 10 minutes for two hours during the weekday peak times towards the city in the morning and from the city in the afternoon. This will add more seats along this route.

In addition, Route 132 will be retained during peak-hours for a temporary period. We will remove the peak hour 132 services when double-decker buses begin operating on the WX1 route. The double-decker buses will add more seats to take more passengers. Route 132 will operate as it currently does from Te Atatū Peninsula, along the motorway to Pt Chevalier, along Great North Rd to Grey Lynn, Karangahape Rd, and Hobson Street

The temporary addition of Route 132 and the increase in the number of 11T and 11W buses at peak times will mean there is greater capacity to take passengers from Te Atatū to the City, and vice versa, and much less risk of buses on routes WX1, 11T, and 11W leaving customers behind at the Te Atatu Road Bus Interchange.

Bus priority

Many people requested more bus priority along bus routes. As part of this project more bus priority is being implemented along the Northwestern Motorway at peak hours in the peak direction. More bus priority is also planned to be introduced in Te Atatu, on Newton Road, Karangahape Road, Pitt St and Hobson St.

Details of this bus priority are available online using these links:

<https://at.govt.nz/projects-roadworks/karanga-a-hape-station-neighbourhood-and-bus-improvements-project/>

<https://at.govt.nz/projects-roadworks/te-atatu-t2-lanes/>

<https://www.nzta.govt.nz/about-us/consultations/archive/sh16-northwestern-motorway-bus-lanes/>

Infrastructure

Many of the responses about infrastructure were concerns about safety and requests for various fixtures such as seating, lighting, CCTV cameras, bus information and toilets. The bus interchanges at Lincoln Rd and Te Atatu Road will have seating, lighting, bus information. Emergency Call Stations (ECS) will be located at each shelter along with monitored CCTV. There will be no toilets.

There were also questions about provisions for cyclists at the interchanges.

Requests were made for more bus stops in various locations throughout West Auckland. AT will look at these requests.

Bikes/escooters

People asked what provisions are being made for bike storage at the new bus interchanges.

There will be no bike storage at the interchanges at the time buses begin using these interchanges but AT has an objective to provide this at a later date.

People also asked if buses could carry bikes. At this stage there are no plans for AT buses to carry bikes.

Access to more destinations

Overall, people like that there will be more frequency which will provide easier and quicker access to more destinations. However, there were some requests for improvements.

We have made some changes to the proposed bus routes as a result of requests for better access.

- **Access to supermarket and shops from Waitākere Village**

The consultation proposal would have meant that Waitākere Village residents would need to take two buses to get to their closest supermarket. AT has combined two of the proposed routes (146 and 147) into one route (147) so that no transfer is required to travel between Waitākere Village and the nearest supermarket and shopping centre.

- **Access to Waitakere Hospital from Ranui**

In response to the feedback we received, AT has changed the route of the 147 bus so instead of travelling on Central Park Drive it now travels along Lincoln Road and past Waitakere Hospital to Henderson town centre. This will make buses more frequent between Henderson and Waitakere Hospital benefiting patients, visitors and staff.

- **Removal of buses from Central Park Drive**

Based on feedback from the community, and the low number of people currently boarding and alighting public buses on Central Park Drive (averaging around 22 alightings and 15 boardings a day), we decided that more people would benefit from having a more direct bus connection between Waitākere / Swanson / Rānui and more frequent buses between Waitakere Hospital and Henderson.

For these reasons, we decided to run the new 147 bus route along Lincoln Rd and not Central Park Drive. This will mean the Central Park Drive no longer has a bus service. More bus

services will operate on Lincoln Rd instead, connecting to the Lincoln Road Bus Interchange, Henderson train and bus interchange and more locations in West Auckland.

- **Access to other location in West Auckland**

Some respondents have said they would like better access to some residential streets and extension of services further west including areas such as Piha, Waitākere and Waiatarua. We are not adding any bus services to these locations as part of this project. Current budget constraints restrict AT from considering new routes to these areas.

Parking

People asked what car parking will be available at the new bus interchanges. There will be no car parking provided but there will be local buses that take people to and from the interchanges.

Vehicles

People asked if the buses be electric and will they carry bikes. Initially the buses will be the same vehicles as are currently used in West Auckland. They will be gradually replaced with zero-emission buses in line with Auckland's Low Emission Bus Roadmap. More zero-emission buses in this area are likely to be introduced from early 2025. AT has no plans to allow buses to carry bikes (except fold-up bikes).

Traffic

The main concern raised in this theme is traffic congestion at the interchanges and subsequently on the surrounding roads due to the location of the interchanges near motorway on and off ramps.

Safety concerns were also raised when transferring or waiting for buses at the interchanges amongst the general traffic and crossing the busy intersection.

The aim of a Frequent public transport service with sufficient bus priority along its routes is to provide a realistic alternative to private vehicle travel. This will help to reduce the number of vehicles on the road, freeing up space on the road for people who need it.

Fares

Many people requested to keep the current 50% discount for fares, currently in place until 1 July 2023, and/or make fares cheaper. The current 50% discount on public transport fares is a central government-funded scheme. From 1 July 2023, full price fares will return with the following exceptions:

- Free fares for children under 13
- Half price fares for people under 25.

Concerns were raised if people had to pay additional fares when transferring at the interchanges or during any stage in their journey. There was also a request to have free transfer buses to/from the interchanges. If your journey requires a transfer between AT buses, trains and ferries, and you tag on within 30 minutes of tagging off from your previous service to you will only be charged for one fare for your entire journey with an AT HOP card. This means that a trip using two buses will cost no more than a trip using only one if you tag off and one within 30 minutes between each bus.

For more information on the fare zones, please view the “Fare zones & calculating how much you pay” page on the AT website (AT.govt.nz).

Suggestions were also made to increase the 30-minute transfer window. At this stage, AT are not proposing to increase the transfer window.

Trains

People were most concerned with the lack of buses connecting to train stations and with buses not waiting for passengers to arrive from train services. People also requested passenger train services to be extended to Huapai and Waimauku.

A new bus connection (route 147) at Rānui will be created. Buses will continue to connect with trains at Swanson, Henderson Sunnyvale, Glen Eden and New Lynn stations and near Sturges Rd and Fruitvale stations.

Direct bus from Hobsonville to the North Shore

Requests were made for a more direct bus from Hobsonville to the North Shore that didn't travel via Greenhithe. This was considered but the existing budget would not allow for this to be possible at the time these changes will be implemented.

School buses

A number of requests asked for changes to timings of public buses to better suit school start and finish times. AT will look at these situations to see if timing changes can be made.

Some requests were to retain bus services on Rathgar Rd where Liston College, Waitākere College and St Dominic's Girls Catholic College are located. AT will not retain buses on Rathgar Rd however more buses will run along nearby Larnoch Rd and Pomaria Rd.

Ferry Services

There were a number of requests for new or more ferry services. No changes to ferries will be made as part of this project.

Connections between 120 and WX1

Some feedback requested route 120 to connect to the WX1 service at the NorthWest Shopping Centre or Westgate.

AT considered a connection between these two bus services but with the current roading infrastructure an additional 3km of travel would be required for the route 120 to access the NorthWest Shopping Centre. This additional route length will increase the operating cost and travel time for passengers travelling on the 120 through Westgate without getting on or off (customers travelling from Massey West to Constellation Station, for example). AT acknowledges that having a connection between the 120 and WX1 would be an advantage to some people however the 11T and 11W will provide a frequent connection between the 120 at Westgate.

4 Background

Two past consultations have influenced the proposed changes for this consultation on bus services in West Auckland. The two consultations are *Public Transport Improvements for the Northwest* in 2020 and the *Public Transport New Network for West Auckland* in 2014.

What has changed since the 2014 New Network for West Auckland?

In 2017, AT launched a new network of bus services for West Auckland based on feedback received from the 2014 consultation. This network was established to connect more people to more places and take advantage of the new electric train and fare system that enabled customers to transfer between buses and trains during their journey without paying multiple fares. However, at the time we didn't have the infrastructure in place to allow a fully interconnecting network of Frequent bus routes.

We're now working with Waka Kotahi to extend and improve bus shoulder lanes along the Northwestern Motorway and adding bus priority to the on and off ramps to create the first step towards a rapid transit corridor along State Highway 16 (SH16). When this is complete in 2023 it will allow buses to connect at Westgate and at new bus interchanges at Lincoln Road and Te Atatu Road to enable an all-day, Frequent public transport option along the Northwestern Motorway.

As a result, AT is introducing these changes to the current bus network in West Auckland to create more reliable and frequent bus services.

What were the proposed changes?

In the West Auckland Bus Services consultation from early April to early June 2022, proposed changes were made to 23 services.

The changes included:

- A new Western Express (WX1) bus service to provide more frequent services on the Northwestern Motorway.
- Local routes connecting with motorway services at Westgate and new bus interchanges at Te Atatu Road and Lincoln Road.
- Increasing the all-day frequency of Route 131 and renumbering it route 13 for easier local trips and connecting to the new Te Atatu Road Bus Interchange and trains and Henderson.
- Increasing the all-day frequency of Route 120 between Henderson and the North Shore and renumbering it Route 12.
- Most buses running more frequently and later in the evenings.
- Creating a simpler bus network so it is easier to understand.
- Most customers will need to transfer to motorway services to travel to the City Centre.

The benefits of the changes

The changes enable more people to simply ‘turn up and go’ rather than planning trips around a timetable, increase access to more local destinations for a greater range of travel purposes, and mean up to 20,000 more people will be within walking distance of a Frequent bus route.

Trade-offs on the changes

There are some trade-offs necessary to improve public transport for West Auckland. These include:

- The removal of ‘one seat ride’ bus services to the City Centre from some areas – these buses can be better used to create more motorway and local bus services.
- The need to transfer between services – while transfers may not be desirable to some, they are essential to creating frequency and simplicity. They enable buses to be utilised more effectively to run more often and provide access to more destinations.

Current all day bus network



Proposed all day bus network



Map of the current all-day bus network and proposed all-day bus network with motorway services shown in green (WX1-Northwest to the City Centre via SH16) and light blue (11T- Westgate to the City Centre via Triangle Rd and 11W- Westgate to the City Centre via Waimumu Rd).

5 Consultation process

The proposed West Auckland Bus Services consultation was initially open for public feedback from Monday 4 April 2022 until Sunday 15 May 2022. However, due to the business closure of the print and distribution provider, the consultation was extended to Sunday 5 June 2022 due to delays in printing and distributing brochures to residential areas.

Date	Action
February – April	Pre-consultation meetings with key stakeholders and partners
4 April	Consultation begins. Website goes live. Social media promotion begins
April - May	Consultation extended to 15 May. Website updated with new consultation date. Social media posts with new consultation date.
May - June	Consultation extended to 5 June. Website updated with new consultation date. Social media posts with new consultation date.
5 June	Consultation closed.

6 Consultation Approach

During the consultation, AT provided multiple opportunities to provide feedback. The following engagement activities were conducted to ensure the consultation reached the targeted geographical area and the wider public and to maximize engagement levels using the following variety of channels:

Engagement before the feedback period

Meetings were held with Local Boards and iwi partners in West Auckland affected by the changes. Briefing memos providing information about the project were sent to MPs, Local Boards and other key stakeholders.

Iwi groups, Local Boards, MPs and Councillors listed below were contacted and informed of the proposed changes before the consultation period:

Iwi	Local Boards	MPs	Councillors
Ngāti Pāoa Iwi Trust	Henderson-Massey	Phil Twyford	Shane Henderson- Waitākere Ward
Ngāti Maru	Whau	Chris Penk	Linda Cooper- Waitākere Ward
Ngāi Tai ki Tāmaki	Upper Harbour		Grey Sayers- Rodney Ward
Te Ākitai Waiohua	Waitākere Ranges		
Ngāti Whanaunga	Rodney		
Te Kawerau ā Maki			

Brochure and posters

Brochures (including a Freepost feedback form) were distributed to approximately 70,000 addresses in the affected areas. An extra 5,000 copies of the brochure were delivered or

personally handed to organizations, businesses and members of the public. Brochures were distributed in the following ways:

- On display and available from Te Atatū Peninsula, Te Manawa, and Waitākere Central libraries, Citizens Advice Bureaus at Westgate and Henderson, Unitec Waitākere campus, Waitākere Gardens Retirement Village and AT Customer Service Centres
- Handed out at bus stops in the City Centre and Henderson
- An electronic copy of the brochure was made available on the Proposed Changes to West Auckland Bus Services webpage.

Posters with information about the first four public events on the 19, 20, 21 and 23 April 2022 were displayed across 284 bus stops in West Auckland.



Posters at 284 bus stops across West Auckland.

In-person information sessions

A total of 10 events were held, including seven public in-person information sessions and three online information sessions to raise awareness of the proposed changes/consultation and to give the public the opportunity to speak to staff from AT.

The following public events were hosted predominantly in libraries with two sessions held at bus stops at 54 Hobson Street and Zeal West Henderson.

The public events listed below were advertised and held during the consultation period:

Date	Location	Time	Staff attended	Number of people attended
Tuesday 19 April 2022	Te Atatū Peninsula Community Centre	2pm to 5pm	4	Approximately 25 people
Wednesday 20 April 2022	Te Manawa (Westgate Library)	2pm to 5pm	4	6
Thursday 21 April 2022	Bus stops at 54 Hobson Street	4pm to 7pm	3	Approximately 50 people
Saturday 23 April 2022	Zeal West Henderson Youth Facility	10am to 1pm	4	14
Saturday 28 May 2022	Te Atatū Community Centre	10am to 12pm	7	Approximately 46
Sunday 29 May 2022	Te Manawa (Westgate Library)	12pm to 2pm	4	23
Tuesday 31 May 2022	Waitākere Central Library	12pm to 2pm	4	40



Image from Te Manawa public event on Sunday 29 May 2022.

Online information sessions

Three 40-minute online information sessions were held to present information on bus changes to specific areas. The first half of the session was allocated to discuss bus changes by two AT planners and the other half of the session allowed attendees ask questions.

The online information sessions listed below were advertised and held during the consultation period:

Date	Session information	Time	Number of attendees
Monday 23 May 2022	Covered changes to Te Atatū Peninsula, Te Atatū South and Henderson	7:30pm to 8:10pm	11
Tuesday 24 May 2022	Covered changes to Lincoln Rd, Massey, Rānui, Swanson and Waitakere Village	7:30pm to 8:10pm	3
Wednesday 25 May 2022	Covered changes to Westgate, Huapai, Helensville, Hobsonville, Kumeū and Whenuapai	7:30pm to 8:10pm	4

Accessibility documents

The brochure was translated into five different languages including Simplified Chinese, Hindi, Korean, Māori and Samoan. Translations of the brochure were produced in conjunction with Department of Internal Affairs and were made available on the Proposed Changes to West Auckland Bus Services webpage, emailed to community groups and distributed at Te Manawa and Waitākere Central Library.

A large text version of the brochure was created for the visually impaired and was made available on the project webpage.

Two New Zealand Sign Language (NZSL) videos were created to communicate information to the Deaf community. Links to the following video:

The first video contained information about the changes to bus services and the second video communicated the questions from the feedback form. Links to the NZSL video was emailed to hearing impaired/deaf organisations in West Auckland including Auckland Council Advisory Panels and Ko Taku Reo Deaf Education New Zealand. Feedback to the consultation was made available on the Seeflow Direct website for a NZSL response.

Webpage

The website contained the overview of the project, in-depth information on the bus interchanges and the proposed bus services including details for specific areas, why these changes are being proposed, an explanation of the trade-offs of the proposed changes, accessibility documents and dates for the in-person information sessions and online information sessions.



Proposed changes to West Auckland bus services webpage. Link:

<https://at.govt.nz/westaucklandbus>

Email newsletter

An emailed newsletter was sent out on Tuesday 17 May 2022 to those affected by changes to the following bus routes: 14T, 14W, 110, 111, 112, 114, 120, 122, 125, 125X, 126, 129, 131, 132, 132X, 133, 133X, 134, 141, 142, 146 and 195. The newsletter was sent to customers who have selected to receive emails from AT.

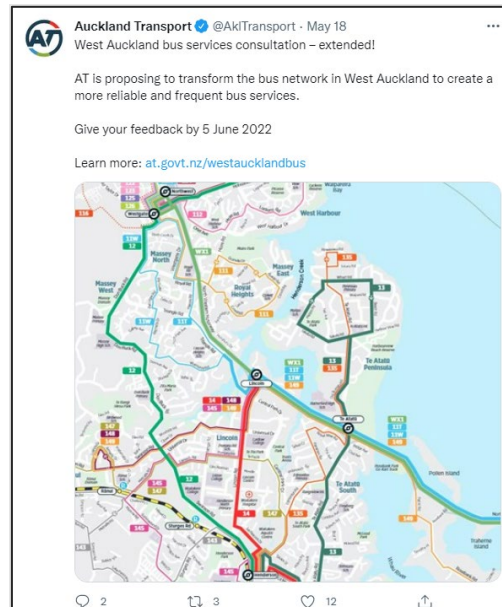
In total, the newsletter was sent out to 6,130 customers with 56% of the recipients opening the email and 8% of the recipients clicked on one of the links in the newsletter. There was a total of 350 clicks through to the Proposed Changes to West Auckland Bus Services webpage.

Emails

Emails were sent out to 360 accessibility groups, business groups, business, community clubs/groups, libraries, marae, organisations, retirement homes, schools, healthcare providers and others.

Social media

The consultation was promoted on Facebook and Twitter social media channels from AT.



Twitter post from AT posted on Wednesday 18 May 2022.

Other engagement channels

Letters were delivered to letterboxes on streets that we were proposing to add a bus service to that didn't currently have one.

Advertisement in the Western Leader newspaper on Thursday 7 April and Thursday 14 April 2022 and the Nor-West News newspaper on Thursday 14 April 2022.

Western Leader, April 14, 2022

Council staff member dismissed over racism complaint

'Last' Waiheke stoats on notice

Kōrero mai Have your say

...on changes to West Auckland bus services

Consultation is open from **4 April to 1 May 2022**

Come and have a chat about the changes at a drop-in session.

Date and Time	Location	Address
19 April, 9am-5pm	Te Atatu Peninsula	Te Atatu Peninsula Community Centre, 200 Te Atatu Road
20 April, 9am-5pm	Morningside	Te Hāpapa (Morningside Library), 31 Morningside Lane
21 April, 9am-5pm	City Centre	Bay Street at St Helens St, City Centre
22 April, 9am-5pm	Henderson	East West Henderson Youth Facility, Henderson Dr

Nor-West News, April 14, 2022

Conversations

Families on benefits are missing out

Kōrero mai Have your say

...on changes to West Auckland bus services

Consultation is open from **4 April to 1 May 2022**

Come and have a chat about the changes at a drop-in session.

Date and Time	Location	Address
19 April, 9am-5pm	Te Atatu Peninsula	Te Atatu Peninsula Community Centre, 200 Te Atatu Road
20 April, 9am-5pm	Morningside	Te Hāpapa (Morningside Library), 31 Morningside Lane
21 April, 9am-5pm	City Centre	Bay Street at St Helens St, City Centre
22 April, 9am-5pm	Henderson	East West Henderson Youth Facility, Henderson Dr

Newspaper advertisements in the Western Leader (left) and Nor-West News (right) on Thursday 14 April 2022.

Information about the public information events were advertised on Auckland Council's OurAuckland webpage for the Saturday 28 May, Sunday 29 May and Tuesday 31 May events.

Several community Facebook groups and other online resources promoted the consultation.

Henderson Massey Climate Network · Join

Sophie Barclay · 26 May · 🌐

Sick of busing to Point Chev to get to Henderson (or other crazy iterations...)?

Here's a great option for all you people who love to hate the crazy Auckland bus system - HAVE YOUR SAY This Saturday at Te Atatu Peninsula Community Centre Kuaka Room 10 - 12 ... and This Sunday at Te Manawa 10 - 12 ...

AAND - do it in your morning coffee break! Tuesday 31st May, 12 - 2 at Waitakere Central Library Our voices can make real (climate) change.

ourauckland.aucklandcouncil.govt.nz

West Auckland Bus Service Consultation: Drop-in Sessions

Auckland Deaf Community Noticeboard · Join

Dita Donaldson Deaf-Aotearoa · 17 May · 🌐

Kia ora, Auckland transport are looking for feedback about the West Auckland Bus network. Deadline 5th June 2022

(NZSL) Information on changes to West Auckland bus services: <https://www.youtube.com/watch?v=Q96iRCxIoBs>

(NZSL) Feedback form questions on changes to West Auckland bus services: <https://www.youtube.com/watch?v=gqCdYstMewk&t=1s>

Please give your feedback here: https://aucklandtransport.au1.qualtrics.com/jfe/form/SV_eLLUguMNSSUKOCa

More detail of proposed changes here: <https://at.govt.nz/about-us/have-your-say/west-auckland-consultations/proposed-changes-to-west-auckland-bus-services/>

Whau Local Board · Follow

5 Apr · 🌐

BUS NETWORK CHANGES WEST AUCKLAND - Auckland Transport wants your views on proposed changes to the bus network in We... See more

4 1 share

Facebook posts about the consultation from Henderson Massey Climate Network posted on 26 May (left), Auckland Deaf Community Network poster on 17 (middle) and Whau Local Board posted on 5 April 2022 (right).



A Greater Auckland blog article was published on Tuesday April 5 2022. [West Auckland's proposed new 'New Network' - Greater Auckland](#)

Further engagement

Following the decision to remove bus services from Central Park Drive in Henderson and run the 147 along Lincoln Rd instead. Further consultation was undertaken to inform Central Park Drive bus customers of AT's intentions.

Feedback from the 4 April to 5 June 2022 consultation included requests to take the proposed 147 route past Waitakere Hospital on Lincoln Road instead of Central Park Drive. Based on this feedback from the community, and the low number of people currently boarding and alighting public buses on Central Park Drive (averaging around 22 alightings and 15 boardings a day), we decided that more people would benefit from having a more direct bus connection between Waitākere / Swanson / Rānui and more frequent buses between Waitakere Hospital and Henderson.

For these reasons, we decided to run the new 147 bus route along Lincoln Rd and not Central Park Drive. This will mean the Central Park Drive no longer has a bus service. More bus services will operate on Lincoln Rd instead, connecting to the Lincoln Rd Bus Interchange, Henderson train and bus interchange and more locations in West Auckland.

As this is a significant change to the 147 route proposed, in November and December 2022 we informed existing bus customers who use the bus stops on Central Park Drive using the following means:

- Posters were installed at all the bus stops along Central Park Drive and Edmonton Road to inform people the 147 service will travel past Waitakere Hospital on Lincoln Road.
- An AT Mobile app notification was sent to people who use the bus stops on Central Park Drive.
- An email was sent to people using the current bus route who have given AT their email address.
- Some businesses on Central Park Drive were contacted directly including the Trusts Arena to explain the changes.

7 Feedback Overview

In total, AT received 1220 feedback responses from the West Auckland Bus Services Consultation. This consisted of 1084 online forms, 134 paper feedback forms, 1 personalized letter and 1 email submission.

Some feedback received were duplicates of multiple submissions however these were not assumed to be made by the same person and were each considered as one submission.

8 Summary of Feedback

Where the feedback came from?

The responses that provided an address came from the following locations:

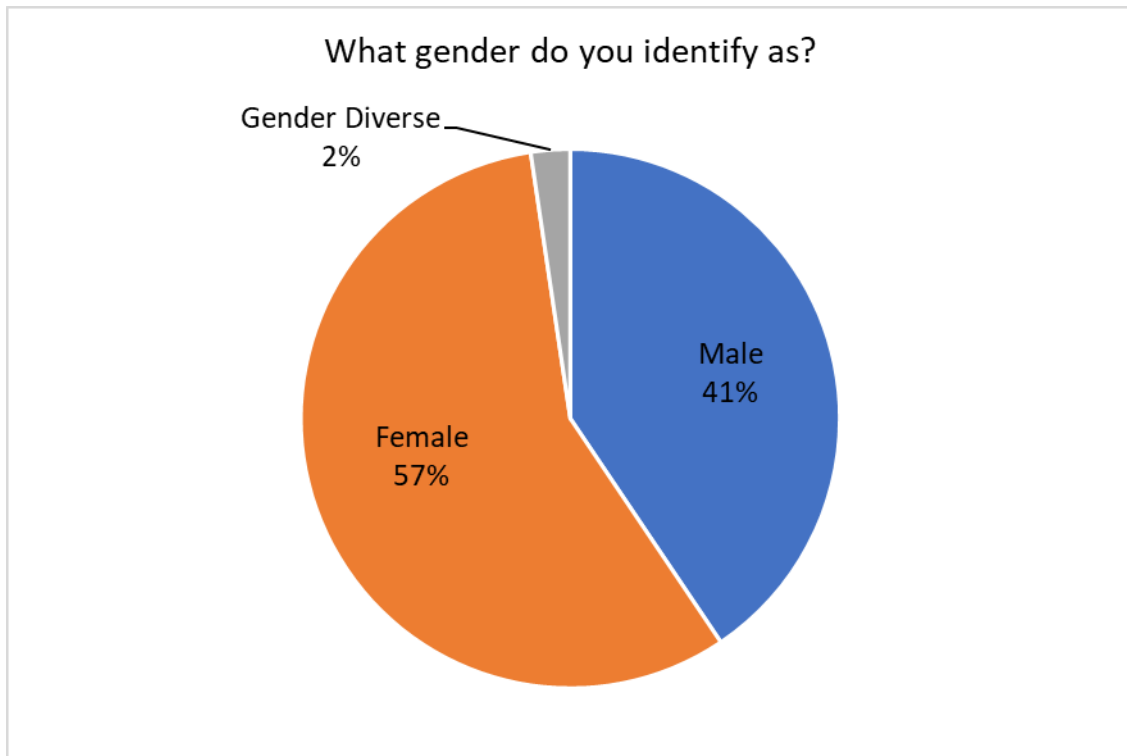
Area	Number of responses
Te Atatū Peninsula	180
Henderson, Henderson Heights, Henderson Valley, Lake Panorama, Western Heights	79
Te Atatū South	46
Hobsonville	41
Auckland (undefined)	38
Massey, Massey East	32
Bethells, Forest Hill, Muriwai, Oratia, Piha, Waiatarua, Woodlands Park	11
Rānui	19
Riverhead	18
Glendene	12
Kumeū	13

West Harbour	11
New Lynn	10
Glen Eden	9
Sunnyvale	9
Titirangi	9
Waitākere	8
Huapai	7
Te Atatū	7
Whenuapai	7
Swanson	6
Morningside, Mount Eden, Mt Albert, Waterview	5
Waimauku	5
Westgate	5
Albany, Bayview, Glenfield Mairangi Bay, Totara Vale	5
Avondale	4
Ellerslie, Parnell, Remuera	4
Kaukapakapa, Orewa, Rodney	3
Kelston	3
Greenhithe	2
Laingholm	2
Taupaki	2
Blockhouse Bay	1
Herald Island	1

Demographic profile of respondents

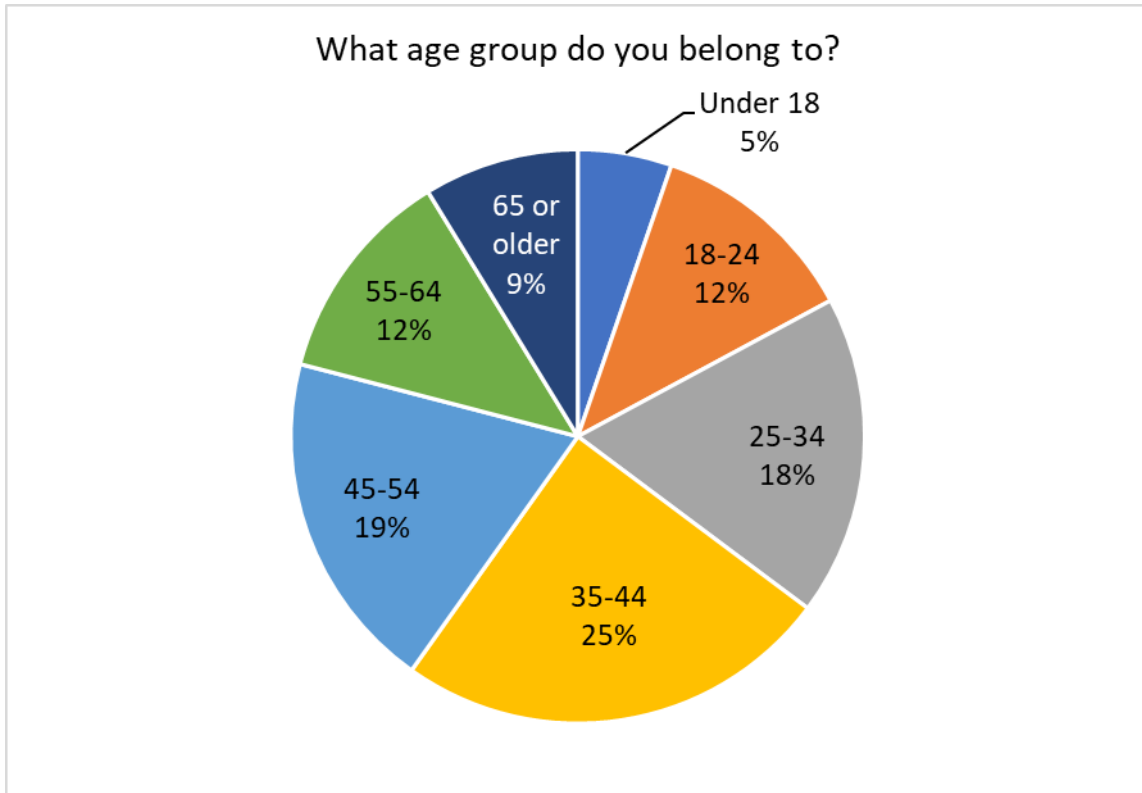
What gender do you identify as?

Of those who stated their gender, **484** people identify as female, **344** people identify as male and **20** people identify as gender diverse.



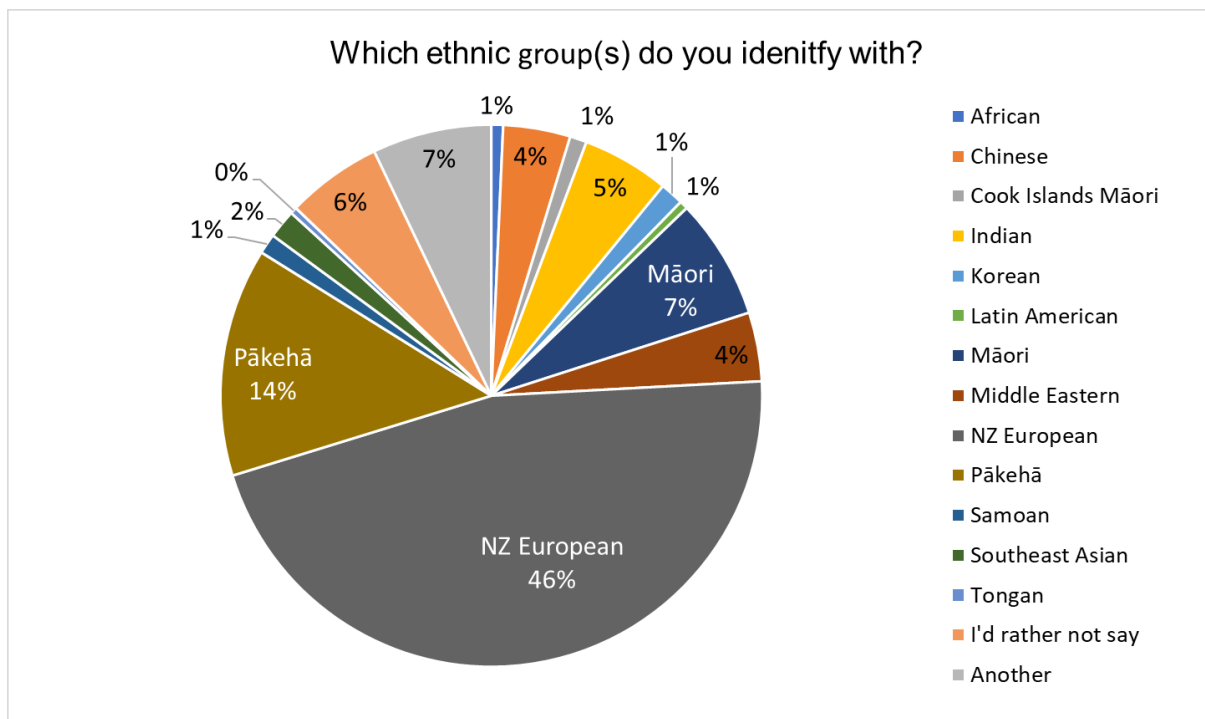
What age group do you belong to?

Of those who stated their age group, **46** people are under 18, **103** people are age 18-24, **157** are age 25-34, **214** are age 35-44, **167** are age 45-54, **106** are age 55-64 and **76** are 65 and older.



Which ethnic group(s) do you identify with?

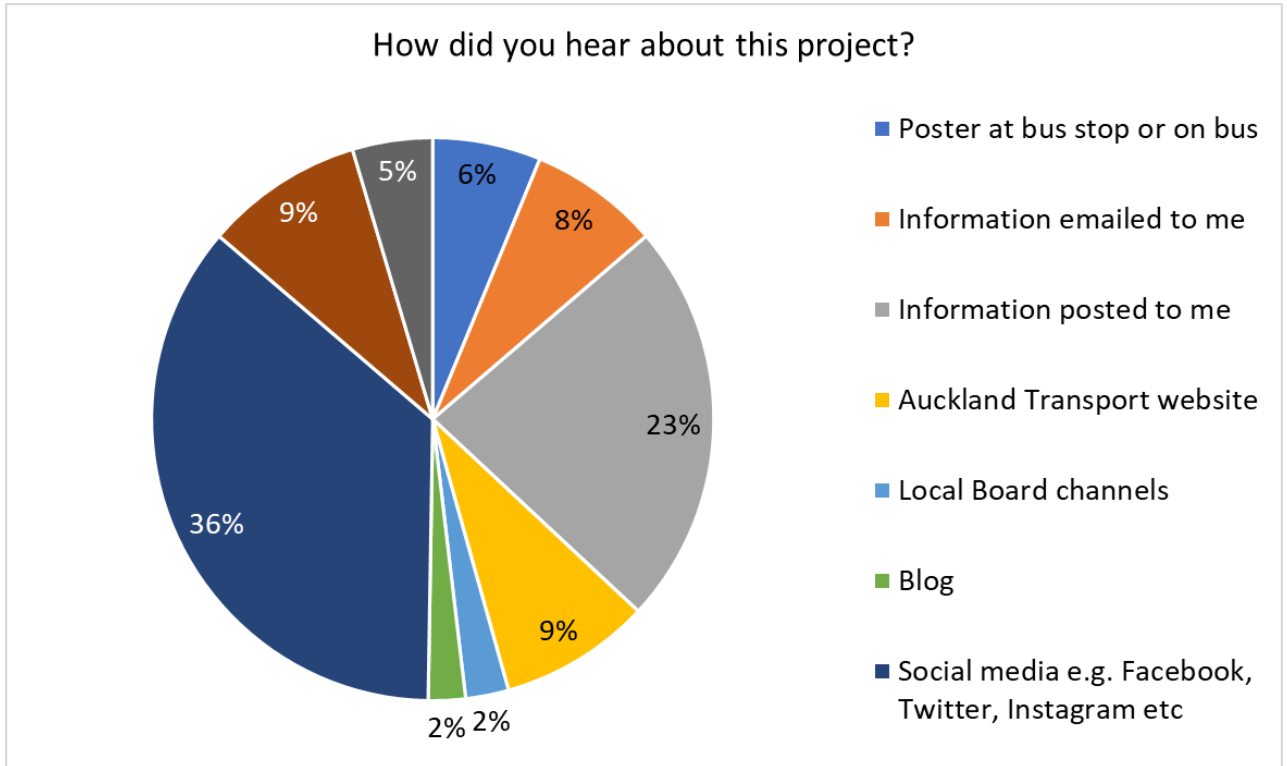
Of those who stated their ethnic group, **7** people identify as African, **40** people identify as Chinese, **10** people identify as Cook Islands Māori, **52** people identify as Indian, **14** people identify as Korean, **5** people identify as Latin American, **72** people identify as Māori, **41** people identify as Middle Eastern, **460** identify as NZ European, **136** identify as Pākehā, **12** people identify as Samoan, **17** people identify as Southeast Asian and **4** people identify as Tongan.



Please note there may be more than one answer given from a respondent.

How did you hear about this project?

Of those who stated how did they hear about the project, **73** people heard this via posters at bus stop or on buses, **88** people heard this via information emailed to them, **272** people heard this via information posted to them, **102** people hear this via the AT website, **29** people heard this via the Local Board channels, **25** people heard this via blogs, **422** people heard this via social media e.g. Facebook, Twitter, Instagram etc, **107** people this via word of mouth and **54** people heard this via other ways.

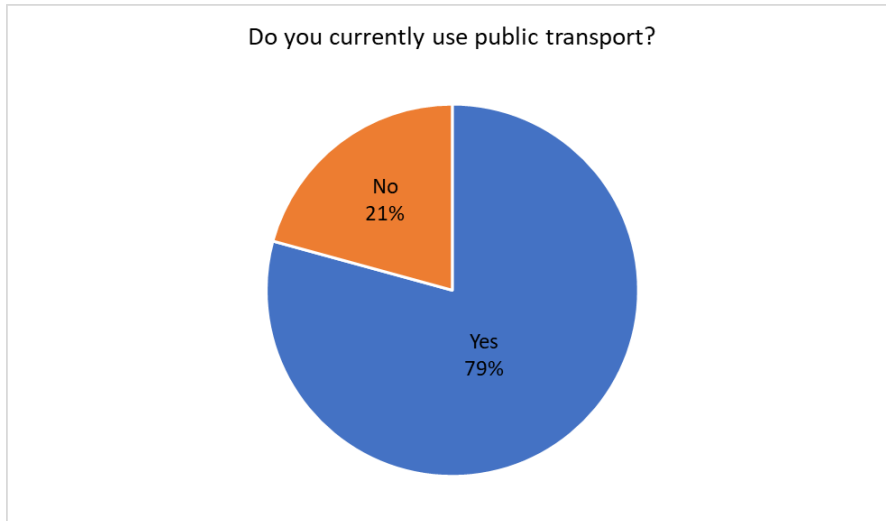


Please note there may be more than one answer given from a respondent.

Current public transport behaviour

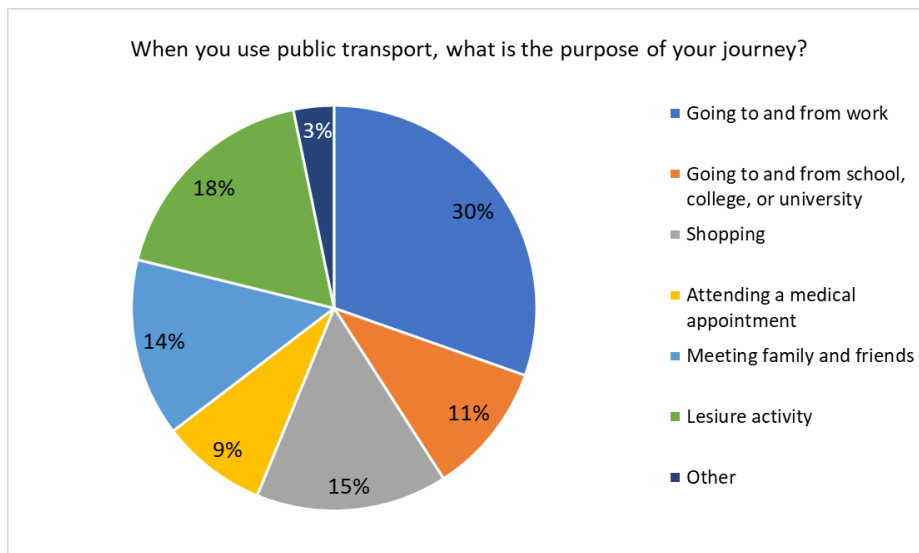
Do you currently use public transport?

Of those who stated they currently use public transport, **944** people responded yes and **247** responded no.



When you use public transport, what is the purpose of your journey?

Of those who currently use public transport, **592** people stated the purpose of their journey is going to and from work, **205** people stated going to and from school, college, or university, **298** people stated shopping, **164** people stated attending a medical appointment, **277** people stated meeting family and friends and **349** people stated leisure activity and **63** people stated other.



Please note there may be more than one answer from a respondent.

On weekdays (Monday-Friday), what times of the day do you usually use public transport?

Of those who currently use public transport Monday to Friday, in total **515** people stated they usually use public transport before 7am, **612** people stated they use public transport 7am to 9am, **439** people stated they use public transport 9am to 3pm*, **654** people stated 3pm to 7pm and **399** people stated they use public transport after 7pm.

*Please note that on the paper feedback form there was an error as 3am was stated and not 3pm. This should've been 9am-3pm.

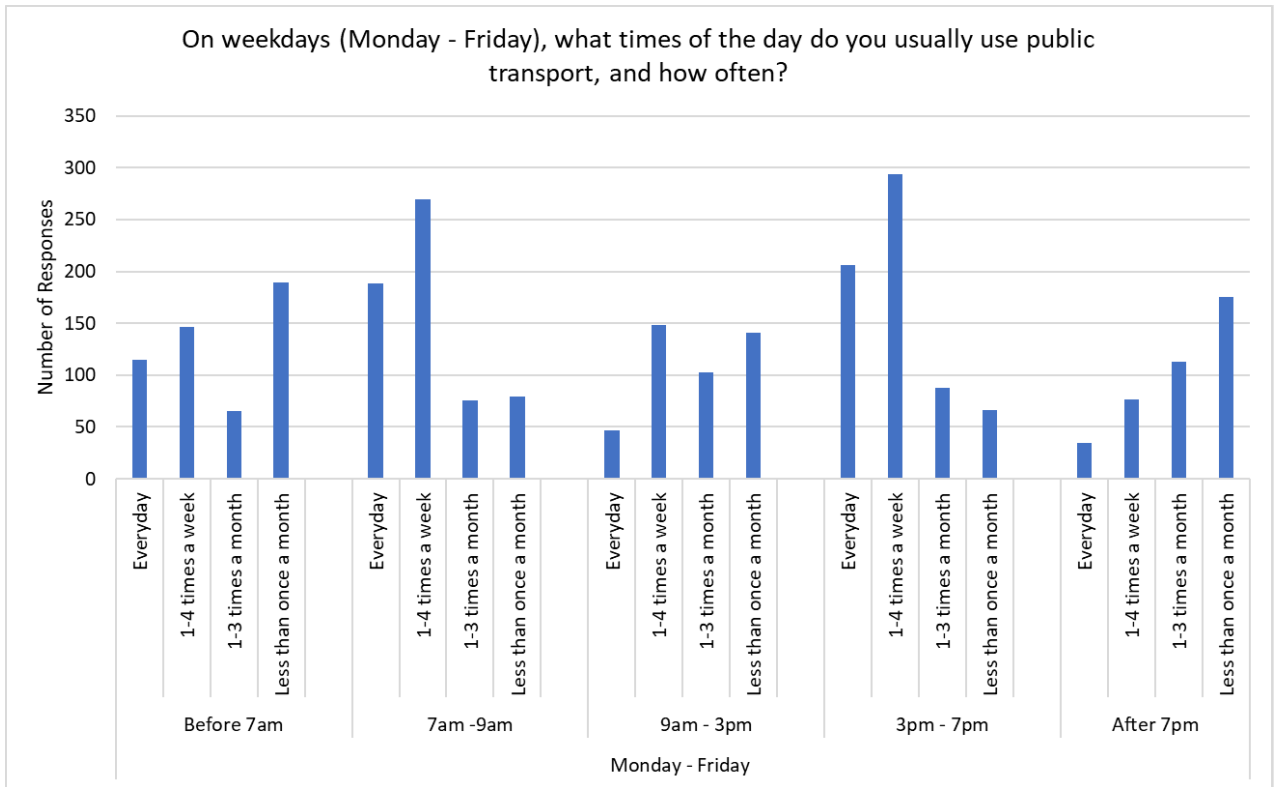


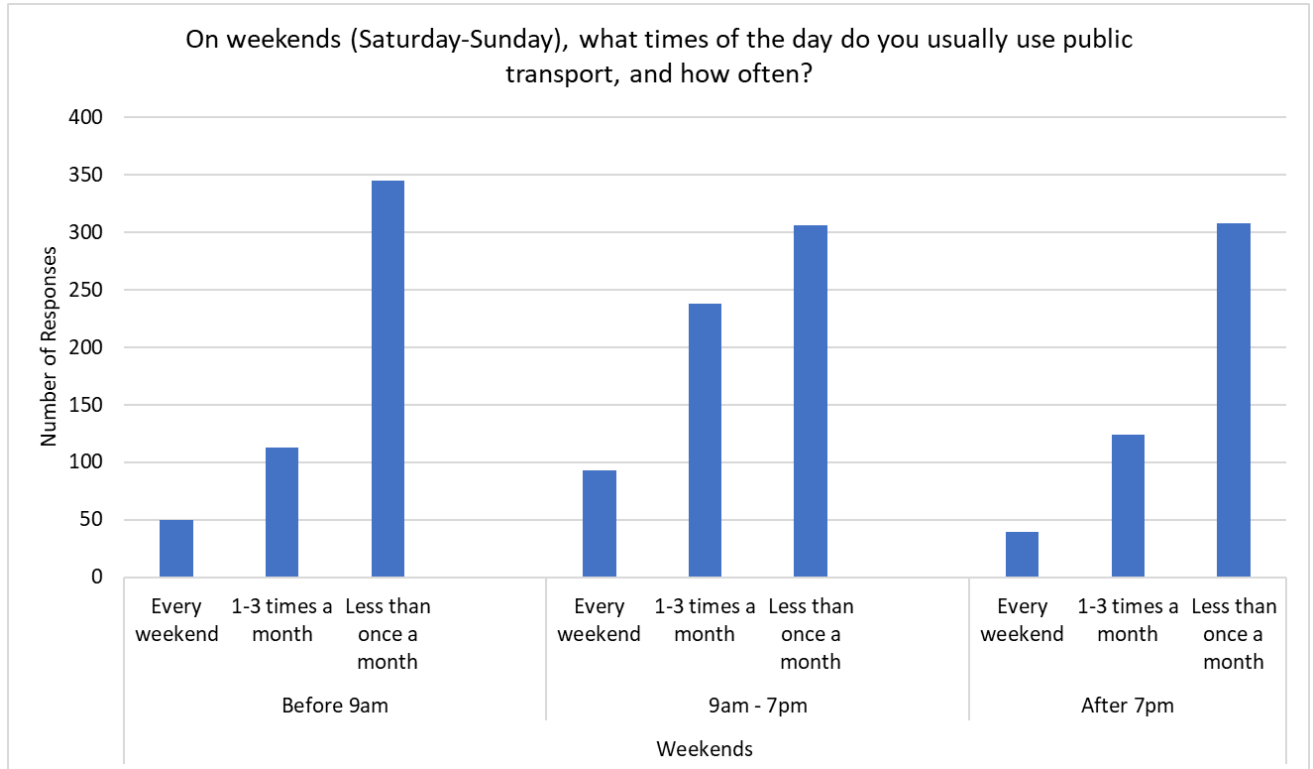
Table of responses:

	Time period	How often people use public transport	Total responses
Monday - Friday	Before 7am	Everyday	115
		1-4 times a week	146
		1-3 times a month	65
		Less than once a month	189
		Unanswered	703
	7am - 9am	Everyday	188
		1-4 times a week	269
		1-3 times a month	76
		Less than once a month	79
		Unanswered	606
	9am - 3pm*	Everyday	47
		1-4 times a week	148
		1-3 times a month	103
		Less than once a month	141
		Unanswered	779
	3pm - 7pm	Everyday	206
		1-4 times a week	294
		1-3 times a month	88
		Less than once a month	66
		Unanswered	564
After 7pm	Everyday	35	
	1-4 times a week	77	
	1-3 times a month	113	
	Less than once a month	175	
	Unanswered	818	

*Please note that on the paper feedback form there was an error as 3am was stated and not 3pm. This should've been 9am-3pm.

On weekends (Saturday-Sunday), what times of the day do you usually use public transport?

Of those who currently use public transport Saturday to Sunday, in total **508** people stated they usually use public transport before 9am, **637** people stated they usually use public transport 9am to 7pm and **471** people use public transport after 7pm.



Number of responses:

Saturday-Sunday	Time period	How often people use public transport	Total responses	
	Before 9am	Every weekend		50
		1-3 times a month*		113
		Less than once a month**		345
		Unanswered		710
	9am - 7pm	Every weekend		93
		1-3 times a month*		238
		Less than once a month**		306
		Unanswered		581
	After 7pm	Every weekend		39
		1-3 times a month*		124

	Less than once a month**	308
	Unanswered	747

*Consist of combined responses to 1-3 times a month and 2-3 times a month

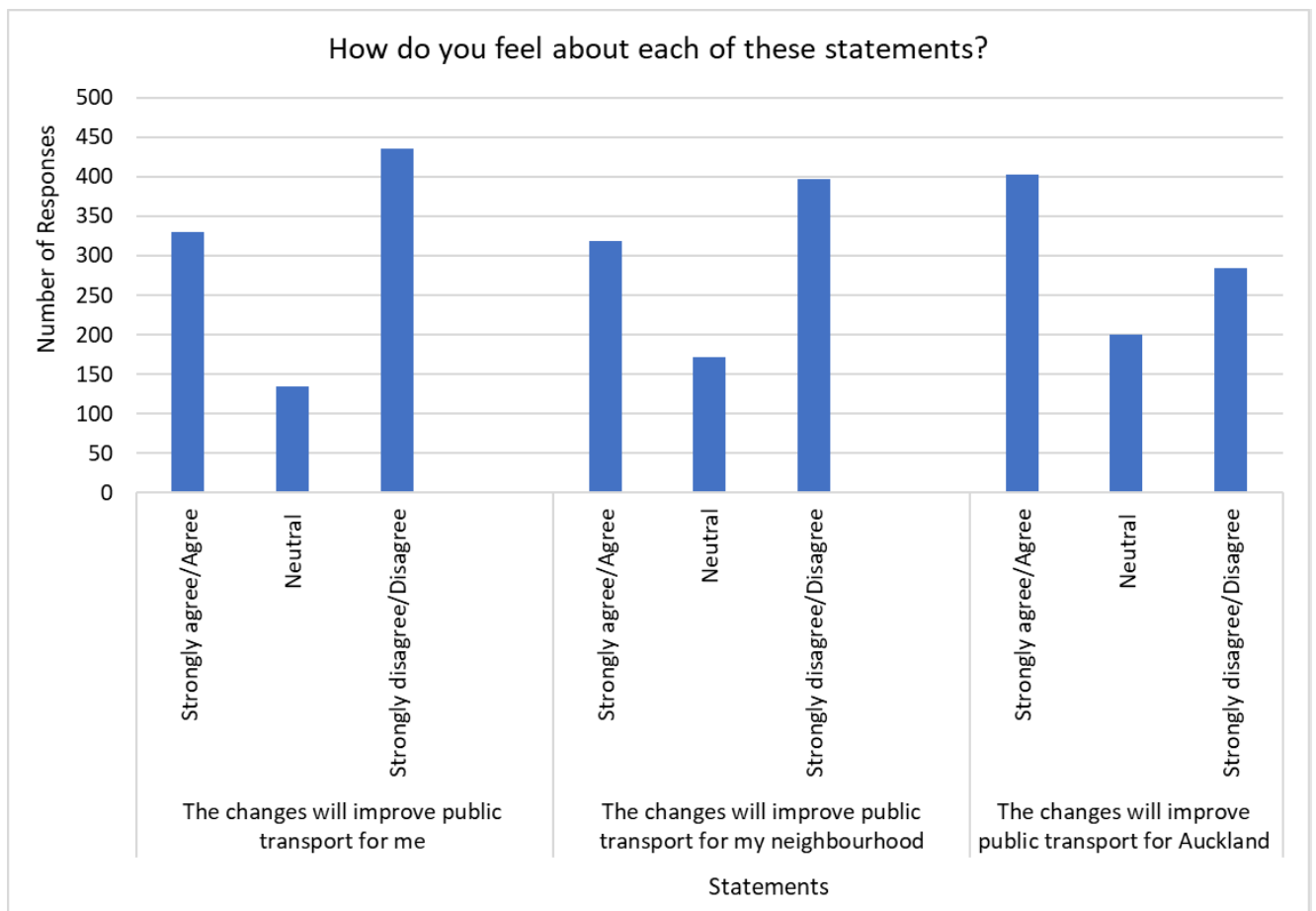
**Consist of combined responses to once a month and less than once a month

How do you feel about each of these statements?

Respondents were asked three questions on how they felt about the following statement:

- The changes will improve public transport for me
- The changes will improve public transport for my neighbourhood
- The changes will improve public transport for Auckland.

A large number of responses (**436** responses) strongly disagree and disagree with the statement that changes will improve public transport for me. A large number of responses (**397** responses) strongly disagree and disagree with the statement that the changes will improve public transport for my neighbourhood. A large number of responses (**403** responses) strongly agree and agree with the statement that these changes will improve public transport for me.



Number of responses:

Statements	How people felt about the statements	Number of responses
The changes will improve public transport for me	Strongly agree/Agree	330
	Neutral	134
	Strongly disagree/Disagree	436
	Unanswered	318
The changes will improve public transport for my neighbourhood	Strongly agree/Agree	319
	Neutral	172
	Strongly disagree/Disagree	397
	Unanswered	330
The changes will improve public transport for Auckland	Strongly agree/Agree	403
	Neutral	200
	Strongly disagree/Disagree	284
	Unanswered	331

9 Responses to the proposed network

The following questions were asked on the feedback form to understand what people thought about the overall proposal. These questions were:

- What do you like about the proposed new bus services?
- What don't you like about the proposed new bus services?
- How could the proposed bus services be improved?

Responses from these questions were categorized into themes that were commonly mentioned. The following table list the themes and the number of mentions.

Themes	Mentions*
Retaining current 'one seat ride' bus services to the City Centre	213
Transfers	203
Safety	130
Interchanges	121
Speed of journey - Journeys becoming shorter or longer	105
Bus priority	97
Infrastructure	91
Access	57
Parking	47
Traffic	46
Bus vehicles	39
Fares	36
Bikes/Escooters	34
Request for a 12 express service	19
Trains	18
School	18
Ferry services	14
Connections between the WX1 and 12 service at the NorthWest Shopping Centre	12
Connections to universities	11
City Centre	10
School bus services	4

*One respondent can have more than one mentions.

9.1 Summary of key themes

'One seat ride' services

Reponses under this theme requested retaining the current 'one seat ride' bus services including the 125X, 132X, 133X and 134X express services into the City Centre.

Request to retain services:	Total requests
132/132X	125
133/133X	46
134	22
125/125X	17
14T/14W	2
129*	1

*There was an error on the consultation map which showed an unlabeled line on the current 129 route between Don Buck Rd and the Lincoln Road Bus Interchange. This service will not be retained.

Sample of comments from this theme:

"The new (13) bus route does not go into the city CBD, as did the 131 and 132 buses. There is now the need to change buses adding to the length of the trip. This encourages me to use my car more often."

"Retain the direct bus routes to the city such as the 133 and 133X."

"Still have direct 125X during peak times"

"Please keep the 125x in service, I don't want to have to catch 4 buses everyday"

"Retain the 133 and 134 services from the CBD to Henderson, at least in evenings, until the City Rail Link is completed."

"Keep the old 132 route please. This means I can get on one bus to get to my destination instead of two."

Transfers

AT recognizes that with these service changes people are required to make transfers at the interchanges. Some existing customers will be disadvantaged by these changes especially though who currently have a 'one seat ride' service to and from the City Centre however, these changes are necessary to ensure people have access to a variety of places than they currently do.

Sample of comments from this theme:

“Too many bus transfers for single destination”

“Transferring buses makes the journey more complex, and less attractive in bad weather and in the dark.”

“Don’t like the need to change bus.”

“This change will mean a walk, catch a bus, an interchangeable, waiting to get onto another morning bus as buses are likely to already be quite full by the time they arrive in Te Atatu and still just shoulder lanes, so no reliable transit time to the city. The level of inconvenience and travel time uncertainty this is going to cause will have me returning to my car.”

“I really dislike and disagree with the idea of having to change buses at an interchange. This is going to add time to my journey, not make it faster”

“My travel time to the city will be longer than before. Regardless 8-10 minutes for new 13 or 135, transfer takes time.”

“Also the frequent 13 and 14 buses means despite transferring, I will be able to get home/to the city much more quickly and efficiently.”

“I like that I will be able to get to Westgate (or New Lynn?) on a bus from Te Atatu Peninsula without having to come all the way back to Pt Chev to change buses.”

Safety

Safety was commonly raised throughout the responses due to concerns at the interchanges. 36 concerns were raised about transferring/crossing/waiting at the interchanges. People’s perception of safety were influenced by concerns to exposure to traffic near the interchanges and red-light runners as this will pose a risk to people transferring and crossing the road. Concerns were also raised about transferring and waiting at the interchanges in bad weather conditions and the limited capacity of space to accommodate large volume of passengers waiting at the interchanges. In relation to transferring/waiting at the interchanges, 19 responses discussed discomfort waiting at the interchanges in the dark during the evening/night and questioned whether there will be adequate lighting.

Among general safety concerns, 21 responses were raised about traffic nearby the interchanges. People are concerned due to the interchanges located nearby the on and off ramps of the motorway on congested roads/intersections and the impact this will have on traffic and pedestrian safety.

Safety responses included:	Total mentions:
Concerns for waiting/transferring at the interchanges. Some reasons being exposure to: -bad weather conditions -traffic nearby the interchanges	36

-red light runners -limited waiting space at the interchanges -limited shelter	
Traffic by the interchanges	21
Transferring/waiting for buses at the interchanges in the dark	19
Concerns for buses travelling on residential roads/streets. Concerns were raised on <ul style="list-style-type: none"> - Rewarewa Rd/Hikurangi St, Te Atatū Peninsula - Northfield Rd, Waitākere - Totara Rd, Te Atatū Peninsula 	5
Safety regarding other road users	4
Surveillance on buses/bus stops	3
Concerns on sharing the interchanges with cyclists	2
Request for a zebra crossing at Coatesville Riverhead Highway	1
Request for temporary safety barrier for pedestrians on Fred Taylor Dr	1

A road safety audit has been undertaken to assess the design of the interchanges including an audit on the design measures to improve safety at the interchanges.

The road safety audit includes the implementation of concrete barriers, controlled pedestrian crossings, raised safety platforms etc.

With the inclusion of the new Northwestern Motorway bus services operating at a high frequency such as the WX1, 11T and 11W, will reduce the waiting time for passengers at the interchanges.

Road safety audits have been undertaken to review the location of the bus stops whilst considering traffic in the area. Speed calming measures have also been applied alongside concrete barriers to protect passengers waiting at the bus stops on the islands at the interchanges.

Multiple traffic calming measures will be placed at the interchanges. These are the following:

- Speed of vehicles will be reduced by raised speed tables near the off ramps for those assessing the new bus stops at Te Atatu Road Bus Interchange. Concrete barriers and large kerbs will also surround the island for...
- Pedestrian crossings will be managed with audio and visual cues for pedestrians when transferring at the interchanges.

- Improvements will be made lighting around the new bus stops and pedestrian crossings.
- Bus stops or dedicated bus lanes provides separation from the general road traffic.

Sample of comments from this theme:

“Being expected to wait in the middle of the main road for connecting buses. Te Atatu Road is a dangerous motorway interchange.”

“There needs to be a proper dedicated bus stop/station at Westgate. Putting Bus stops on Westgate drive and Fernhill Drive which are too narrow, this is endangering other road users, cars have to swerve around the buses. Vehicles coming out of driveways are blocked from view creating further dangers for motorists and pedestrians”

“The removal of the 133 and 133X from Te Atatu Road would have a significant, and negative, impact on the area. Te Atatu Road is notoriously busy and congested during peak hours. The introduction of a bus interchange, especially at the proposed site, would not only increase that congestion, but I believe would make the area unsafe for other road users such as cars, cyclists and pedestrians who have to manoeuvre around large vehicles (buses) in an already narrow and congested corridor”

“The area around Westgate Dr/Fernhill seems to be a hub for buses but I am concerned about the safety of this area. The buses have to stop in the lane to let passengers on and off, or wait until its time to depart. This makes that area very narrow to navigate for cars - visibility isn't great either. It also makes it more dangerous for pedestrians, especially as the area gets busier in the near future. Having space to park the buses off the road would make it much safer.”

Interchanges

Reponses under this theme overlapped with other themes including safety, traffic and people requesting to change the location of the interchanges.

The following are common responses that were mentioned are the following:

- Safety concerns with waiting, transferring and crossing at the interchanges.
- Pedestrian consideration on how the interchanges will be shared among different users including customers, bus drivers, pedestrians, cyclists, vehicle drivers ect. Responses mentioned how the interchanges lack needs of other users and how this could be improved via adequate space and facilities etc.
- Requested adequate space. People commonly mentioned limited space at the interchanges specifically at the Te Atatu Road Bus Interchange.
- Requested facilities to improve safety at the interchanges including adequate seating's, shelters, pedestrian crossing, lighting, bike racks etc.
- Responses mentioned concerns about the location of the interchanges.
- Traffic around the interchanges nearby the on/off ramps of the motorway
- Park and ride/ drop off areas.

- Request one interchange at Westgate and not two.

Sample of comments from this theme:

“I like the idea of having a hub on Lincoln Road”

“Having an interchange at both Westgate and Northwest seems counterproductive. It will likely cause issues and confusion for people transferring between services (e.g Between the 12 and WX1).”

“I think the interchanges will work well for bus to bus transfers but will work much less well for people walking to the directly or riding a bike to them - the distance across the motorway is not insignificant.”

Speed of journey

Responses under this theme raised concern to journeys becoming longer due to longer wait time or due to extra bus stops along their journey. This is a main concern for those who currently have a one-seat ride journey such as the 125/125X service. A total of 57 responses raised concerns their journey may potentially take longer with the proposed changes due to transfers and 5 people raised concerns to having a longer journey due to extra bus stops along the route.

Concerns were also raised on buses potentially reaching their full capacity resulting in people to wait longer for the next available service. This was mainly a concern for the motorway bus services (WX1, 11T, 11W). Other responses mentioned longer journey time due to a larger route coverage and due to the lack of bus priority.

Longer journey times were highly mentioned in this category however 20 responses mentioned their journey will become quicker with the proposed changes.

Sample of comments from this theme:

“More buses, less timetables, faster journey”

“having an express, fast and reliable service to the west is awesome. currently it's a disaster. it's very infrequent and it often gets cancelled. it will help me use the public transport instead of driving my car”

“Better/quicker express via bus to city option”

“More availability sounds amazing, im currently having to wait 40-50mins at Albany bus station just to get home after work/uni.”

“Faster services to Westgate in order to change to other services from there. Right now it's a long journey from the city centre.”

“I like being able to go from my starting point to destination in one trip. Do not enjoy transfers as more costly and time consuming.”

“My current journey is one bus, approx 35-40 minutes door to door meaning I can be in the office by 7.30am. The changes require two busses potentially adding 15-30mins (wait time

and/or extra walk time at destination) to this journey which will mean catching an earlier bus or starting later. Neither option is an acceptable outcome.”

“Worried that catching two busses with potential delays means double the waiting time”

“Having to transfer has me slightly worried about how the timing will all be.”

“If the express bus 125x is axed, I won’t bother taking the bus as the journey via Westgate would take too long”

“A bus every 10 minutes does nothing to reassure that I will get to work On time ... if busses are too full to stop”

Bus priority

This theme discussed responses on priority lane given to buses on local roads and the Northwestern Motorway. A total of 17 responses expressed a positive response to the increase and improvement to bus shoulder lanes along the Northwestern Motorway.

People have commonly requested the following:

- A busway along the Northwestern Motorway similar to the Northern Busway
- Improved bus priority for route 12 along Upper Harbour Drive, Albany Highway East Bound, Sunset Road, Albany Highway west bound
- Bus priority from Brigham to Huapai
- Bus lane from Kumeū
- Bus lanes along Te Atatu Road
- Dedicated bus lanes down Te Atatu Road (between Edmonton Road and the motorway on ramp)
- Bus lane along Te Atatu Road between Cellarmans Street and Te Atatu Road bus Interchange
- Bus priority along Te Atatu Road
- Peak hour bus lanes on Te Atatu Road

A total of 15 people requested more priority for buses by increasing bus lanes.

Future Rapid Transit Corridor

A rapid transit corridor between the City Centre and the Northwest has been identified in several iterations of Auckland Transport Alignment Project (ATAP) as an urgent priority to complete.

ATAP 2018 aimed to complete this corridor within the next decade, using part of a \$1.8 billion seed fund for light-rail, supplemented by other funding sources. Completion of this rapid transit corridor aims to improve the poor public transport in this part of Auckland to support substantial growth along the corridor and in the broader northwest part of Auckland by providing an opportunity for travellers to avoid projected congestion along State Highway 16 and to improve the productivity of this corridor.

Investigation work in recent years has focused on these interim bus improvements being implemented in 2023. While these improvements will deliver some important benefits, they are not a long-term solution and there remains a need to progress towards delivery of a proper rapid transit solution in this corridor.

Decisions on the mode, sequencing and project design of the corridor need to be made in a way that integrates with other key rapid transit corridors, especially City Centre to Māngere and the North Shore.

Developing Auckland's rapid transit network will be the most significant transport investment in the region over the coming decades and needs to be well planned at a network level, rather than project-by-project. Integrating rapid transit with the wider public transport system and urban growth plans will be essential to maximising the benefits from this very large investment.

Work is progressing on developing an Auckland Rapid Transit Network Plan. This plan will provide a long-term view about the location, mode and sequencing of upgrades and expansions to Auckland's rapid transit network, allowing project business cases to be developed with confidence about how individual corridors link together to create an effective overall network. The Auckland Rapid Transit Network Plan will be a key input to future ATAP work.

ATAP 2021's \$1.8 billion allocation to the Northwest and the City Centre to Mangere corridor will be used to progress further project development (business case, consenting and property acquisition), noting that the City Centre to Mangere route is a Government priority.

Substantial additional funding would be required to fully deliver the Northwest rapid transit corridor within the next decade.

<https://www.transport.govt.nz/area-of-interest/auckland/auckland-transport-alignment-project/>

Bus Priority on Te Atatu Road

A project is underway to add T2 lanes on Te Atatu Road. <https://at.govt.nz/projects-roadworks/te-atatu-t2-lanes/>

Sample of comments from this theme:

"Creating a rapid transit corridor on the NW motorway is long overdue!"

"the 120 also needs better bus priority along Upper Harbour Drive and Albany Highway East bound and Sunset Road and Albany Highway West bound."

"No continuous bus lane into city, so could still mean bus delayed due to heavy traffic."

"I like that the dedicated bus shoulders are being expanded - increased consistency and speed of travel is definitely appealing."

Infrastructure

Responses in this theme mentioned additional infrastructure or facilities to improve bus stops and interchanges. A total of 47 responses requested adequate shelters at bus stops and/or at the interchanges. Other responses also mentioned the following:

- More bus stops at Te Atatū
- Bus stops along the 126 route
- Widening footpath at the interchange

- Adequate lighting
- Adequate space for buses at the Lincoln Road and Te Atatu Road bus interchanges
- Under or overpass pedestrian bridge at Te Atatu Road Bus Interchange
- Adequate seating at bus stops
- Request for video surveillances
- Passenger information display boards
- Request for restroom facilities at the interchanges
- Ensure traffic light measures give priority to pedestrians when transferring/crossing at the interchanges
- Adequate separation between pedestrian and the traffic when transferring and crossing at Fred Taylor Drive between Westgate and NorthWest interchanges and at Te Atatu Road Bus Interchange
- Speed measures at the interchanges to prevent red light runners
- Request for more bus stops in Waitākere
- Extra bus stop at Tawhia Dr near Northside Dr or at the other end near Kohuhu Lane
- Ensure good walking access to bus stops with zebra crossings for safety
- Request to improve road infrastructure for drivers

Sample of comments from this theme:

“Make sure Interchange nodes have public rest room facilities.”

“Must have visual text announcements if associated with audio announcements. Also provide overhanging shelter on walking from bus to bus - like K’Rd interchange to reach other buses. Eg overhanging shelter when walking on bridge from te Atatu Nth to te Atatu sth and vice versa.”

“Pedestrian bridge between the stops at the Te Atatu interchange”

“The bus stops themselves will need cameras, be fully protected from the rain and wind, and have enough comfortable room for at least 10 people to be waiting safely”

“Also, meant to say in the what i like section that it will be awesome to get the bus to lincoln rd interchange and get off and connect to the bus down lincoln rd because i absolutely hated having to wait at huruhuru road and the 14 buses back to henderson never teed up with the 110. very unpleasant road to be waiting on and the bus always got stuck turning into royal road.”

Access

Overall people like that there will be more frequency which will provide easier and quicker access to more destinations. Some respondents have said they would like better access to some residential streets and extension of services further west including areas such as Piha, Waitākere and Waiatarua.

Sample of comments from this theme:

“looks user friendlier as extensions service more of areas”

“The new frequent routes are great! They cover many places that I currently don’t often travel too because it takes too long or is too hard”

“I like the fact that the new network seems more integrated and provides access to places that were not accessible via public transport easily before”

“Even with the proposed services, I will still not have access to any public transport.”

Parking

Majority of people have requested park and rides at the following:

Interchanges:	Total request:
Interchanges (no specific location mention)	21
Westgate/NorthWest interchanges	13
Te Atatu Road Bus Interchange	3
Huapai/Kumeū	3
Lincoln Road Bus Interchange	1

AT will not be providing any new park and rides at any of the new interchanges. Local buses will connect travel to and from the bus interchanges.

Sample of comments from this theme:

“We need to have more park’n’ride places. Northwest doesn’t have any free parking. There should have one for bus users.”

“I like it, but please have a park and ride at the new interchanges.”

“Build a park-and-ride or at least increase infrastructure where the bus stops at Westgate already are and make it into a proper bus hub”

Traffic

The main concern raised in this theme is traffic congestion at the interchanges and subsequently on the surrounding roads due to the location of the interchanges near motorway on and off ramps. A total of 16 responses raised concerns at the Te Atatu Road Bus Interchange increasing traffic on/off Te Atatū Peninsula.

Safety concerns were also raised when transferring or waiting for buses at the interchanges amongst the general traffic and crossing the busy intersection.

The aim of a Frequent public transport service with sufficient bus priority along its routes is that it will provide a realistic alternative to private vehicle travel. This will help to reduce the number of vehicles on the road, freeing up space on the road for people who need it.

Sample of comments from this theme:

“Good idea except for the Te Atatu Peninsula. You have not taken into account we only have one road in & out. You are now going to build up traffic on & off the peninsula.”

“More frequent buses with better priority along NW Motorway”

“I am concerned a bus interchange is going to make it even harder to get on and off the Peninsula by car because of more traffic from neighbouring suburbs coming to the interchange.”

“Widen Te Atatu Rd (peninsula side) so there is a T2 or bus lane all the way from Gloria Ave roundabout - to allow bus to travel directly Te Atatu Peninsula to City.”

Bus vehicles

The majority of the people would prefer smaller and ideally zero-emission buses to run on local/residential roads during off-peak hours. This is the main concern for residents on Beach Rd, Rewarewa Rd and Hikurangi St in Te Atatū Peninsula. These concerns were raised in Te Atatū Peninsula as standard-size buses running more frequently will result in vibrations to homes and cause disruption to streets populated with pedestrians and children.

Running a large bus through residential roads in Riverhead and Northfield Rd were also raised as concerns for residents in the area.

AT acknowledges zero-emission buses are better for the climate, quieter and reduces air pollution in neighbourhoods. AT is committed to reduce emissions from our public transport fleet by procuring zero-emission buses from 2021 outlined in Auckland’s Low Emission Bus Roadmap (<https://at.govt.nz/media/1985010/aucklands-low-emission-bus-roadmap-version-2-october-2020.pdf>).

AT does not currently have a fleet of smaller sized buses and so uses the standard vehicle size that is required so carry the number of people travelling at the busiest times. Bus operators often have to use the same vehicle across several different routes so on some occasions a larger bus than is strictly needed may be operated.

Sample of comments from this theme:

“I get frustrated that buses don’t have bike racks esp when you close down the trains and the rail replacement buses don’t let me on with my bike”

“As it is proposed, you have full-sized diesel buses running too early, too often and too late for these Locals Roads. These large AT buses will literally create traffic and noise pollution where there is little currently – and do it from 5.30am until 11pm – Which seems entirely unreasonable especially as AT acknowledge there is little demand for any of these large buses outside of peak times (especially down here). They are the wrong size for 80% of the time they are operating, and creating a disproportionately negative impact on these streets. There are better alternatives that use Arterial and Collector Roads. Those roads are designed, designated and maintained for this kind of traffic.”

“There is a massive amount of development on the Peninsula with no parking. It would be great to have free electric buses circulating to take people either to the main village in Te Atatu Peninsula or to a main bus stop.”

“Please lets have double decker buses like the northern express!”

“I would like you to ensure that you don't use heavy double rear axle buses on the Beach Road, Te Atatu Peninsula. The ground conditions along this road mean that heavy buses travelling over the speed calming 'humps' cause vibrations which in turn cause the houses along Beach Road to shake. If you are going to increase the number of buses (there are already lots of buses going along Beach Road!!) you need to ensure that they are lighter and that the bus drivers travel slower.”

“Leave them as they are and run a more frequent service and or run mini buses eg hiace buses 12 seaters every 10- 15 minutes and this would suit all areas that are poorly serviced by uneconomical 42 or more seater buses and also do less damage to the roads”

“Changing the route of the 146 to waitakere township is highly problematic. Northfield Road is not a suitable thoroughfare for a big bus, with the tight corners and poor visibility coming out of driveways.”

Fares

The majority of people requested to keep the current 50% off fares (currently in place until July 2023) permanent and/or make fares cheaper. Concerns were raised if people had to pay additional fares when transferring at the bus interchanges or during any stage in their journey. There was also a request to have free transfer buses to/from the interchanges.

If your journey requires a transfer between AT buses, trains and ferries, and you tag on within 30 minutes of tagging off from your previous service to you will only be charged for one fare for your entire journey with an AT HOP card. This means that a trip using two buses will cost no more than a trip using only one if you tag off and one within 30 minutes between each bus.

For more information on the fare zones, please visit [Fare zones & calculating how much you pay](#)

The current 50% discount on public transport fares is a central government-funded scheme.

Suggestions were also made to increase the 30-minute transfer window. AT do not currently have plans to extend the transfer window.

Sample of comments from this theme:

“Include free transfer buses to and from interchanges to reduce commuter car traffic on already busy roads.”

“Please, please, please also pass on how fantastic I find the half fare initiative and make it permanent!”

“There is still no way to go from Hobsonville to the CBD paying the fare for 2 zones instead of 3.”

“the feeder bus service should at least be free - it's the right thing to do given you are actually inconveniencing current bus users who can already catch an express bus from their local bus stop.”

Bikes/Escooters

People are concerned about the lack of safe, covered facilities for bikes, e-bikes and e-scooters at Te Atatu Road Bus Interchange. A few responses mentioned wanting to cycle to the Te Atatu Road Bus Interchange, but this was difficult due to the lack of cycle paths and bike storage facilities. People were also frustrated that buses are not fitted with bike racks, particularly the rail replacement buses.

Cycling was also commonly mentioned under this theme. People requested cycle routes for cyclists to travel through the Te Atatu Road Bus Interchange, separated cycle paths, traffic light priority for cyclists and safe cycling routes for children around school areas.

AT buses do not have space onboard or rack on the outside to carry bikes.

How are you integrating the Te Atatū South interchange with the cycle path?

The existing Northwestern Shared Underpass beneath Te Atatu Road will be unaffected by the planned bus interchange.

Users can continue to use these existing connections to access either side of the planned bus interchange.

Users travelling South on Te Atatu Road and cycling along the eastern side will cycle past at least one of the new bus stops that caters for local bus services.

Bikes and cycling facilities at the new bus interchanges:

- *What will the bike parking at the Te Atatu Road Bus Interchange look like and how will it connect to the Te Whau pathway?*
- *Request to provide secured bike cages with video surveillance at the Te Atatu Road and Lincoln Road Bus Interchanges*
- *Will there be bike lanes to access the Te Atatū interchange?*
- *Will there be a cargo bike parking?*
- *Request for e-bike and e-Scooter stations near the interchanges. Three bike racks will be provided near the motorway bus stop at the Te Atatū interchange.*

Changes at the Te Whau pathway will not be affected by the Te Atatū interchange.

The following bike racks will be provided:

Te Atatu Road Bus Interchange north

- Due to the limited space around the bus shelter, we were unable to add any bike racks.
- Opportunities to provide bike parking in the area (not necessarily at the interchange) will be explored.

Te Atatu Road Bus Interchange south

- Three to four bike Sheffield racks will be located on the main island near Stop D
- The bike parking will be monitored by CCTV, but they will have no physical shelter

Lincoln Road bus Interchange north

- Due to the limited space around the bus shelter, we were unable to add any bike racks.

- Opportunities to provide bike parking in the area (not necessarily at the interchange) will be explored.

Lincoln Road Bus Interchanges south

- Three to four Sheffield bike racks located on the main island near the Stop C1
- The bike racks will be covered by CCTV, but they will have no physical shelter.

Information about bike security will also be available to educate users of the best ways of protecting their bikes.

The existing Northwestern Cycleway will provide cyclist access to the Te Atatū interchange between the City Centre to Westgate. Shared path along Te Atatu Road to the cycle underpass onto Titoki Street will provide access to the Te Atatu Road Bus Interchange. More secure bike facilities such as bike cages will not be accommodated due to limited space at the interchanges.

At this stage there are no plans for e-bike or e-scooter stations near these bus stops nor charging points.

Sample of comments from this theme:

“The drop off points for the return journey is not at the same location as the originating journey, this adds further challenges getting around as I am not able to cycle to the 'interchange' as my departure point is different to the drop off point? How does this support the push to different modes?”

“Concerned about traffic management at express bus stops on motorway onramps and the shared use path, as the Te Atatu entrance to the NW Cycleway is well used”

“Rewarewa Road, Hikurangi Street and Totara Road have a lot fo school kid transit (walking, scooting and riding) and significant on street parking due to recent housing development... Would like to see traffic management prioritising buses and walking/cycling as per Vision Zero plans, and reimagining on street parking... Ideally power lines should be underground, so wide grass verges can be narrowed, separated cycle path provided, and parallel parks replaced with angle parks on ONE side of the street only”

“There MUST be a secure place to park bikes for the day, so people can opt to use their bikes instead of car to reach the HUB”

“Make sure the tender for the 146 Waitakere to Swanson specifies bike racks! This service was thoughtlessly discontinued when the train stopped”

Request for a 120 express bus

We received 19 responses for a more direct and faster route between West Auckland and Constellation Station on the North Shore. Out of the 19 responses, 7 people suggested a direct route on the 120 that avoids travelling through Greenhithe.

AT considered introducing a new bus service between Westgate and Constellation that didn't go to Greenhithe but no budget was available for this.

Sample of comments from this theme:

“The increase in frequency for the 120 (proposed to change to 12) is good and badly needed in terms of intra-regional travel. However it is trying to do two things, being a link between north and west as well as a local service between constellation and Greenhithe. I have used the service for many years and have never seen someone get on at Greenhithe to go West. It would be good to make the route solely between Westgate and Constellation along the motorway and run a separate local service between Greenhithe and constellation. If not a motorway only route at least realign to use Upper Harbour Drive right through to the westbound on ramp as this avoids a soul destroying dog leg for what is a regional route.”

“I feel that the service between Westgate and Constellation Stations is not very direct. This may discourage more use, unless more bus priority is implemented”

“A better link between Western services and Northern services would help. Maybe if just a few of the 12 buses took a faster route with fewer stops.”

Trains

People were most concerned with the lack of buses connecting to train stations and with buses not waiting for passengers to arrive from train services. People also requested passenger train services to be extended to Huapai and Waimauku.

A new bus connection at Rānui will be created. Buses will continue to connect with trains at Swanson, Henderson Sunnyvale, Glen Eden and New Lynn stations and near Sturges Rd and Fruitvale stations.

Huapai trains

AT has investigated the option of trains to Huapai several times since 2013 and currently, it is not considered viable or the best long-term rapid transit option to move people from west Auckland to the City Centre. Instead, a new rapid transit corridor that follows SH16 is the preferred option.

In 2013 AT commissioned an independent investigation into the viability of providing a diesel passenger shuttle between Huapai and Swanson. This concluded that high set up costs, ongoing high operating costs and expected low patronage outweighed the investment needed.

Another independent investigation was carried out in 2016, taking into account new population growth and expected future growth, and reached the same conclusion.

In addition, AT has been investigating the need and feasibility of rapid transit from the North West to the City Centre since 2013 and included using the existing railway line as an option. These investigations focused on the journey between the City Centre and the Westgate Metropolitan Centre.

The investigations recommended a new rapid transit corridor that largely follows SH16, and concluded that:

- The SH16 corridor is a more direct rapid transit route to the City Centre for the growth expected in the North West compared to the existing heavy railway line.
- Rapid transit services along SH16 will enable a more frequent and reliable bus service that can be expected to generate greater patronage (around 9,000 passengers each morning peak period by 2046).

- Buses using SH16 will be approximately 25 minutes faster than using rail (via Henderson station).

In 2019 Te Tupu Ngātahi Supporting Growth, a collaboration between AT, Waka Kotahi to plan future transport networks for Auckland’s growth areas, carried out detailed investigations to assess different rapid transit options to support growth in the North West (Kumeū-Huapai, Redhills, Whenuapai).

This looked at options using the existing heavy railway line and also considered extending a future SH16 rapid transit corridor from Brigham Creek Road to Kumeū-Huapai. The Indicative Business Case recommended extending a future SH16 rapid transit corridor to Kumeū-Huapai as the preferred option. The key reasons and benefits of this option are:

- The SH16 corridor is a more direct rapid transit route to the City Centre for the growth expected in the North West compared to the existing heavy railway line.
- The higher predicted patronage for Kumeū-Huapai (3,300 passengers each morning peak period by 2046 compared to 2,000 passengers for rail).
- The shorter travel time (45 minutes to the City Centre compared to 1 hour by rail).
- Direct connections to key North West destinations at Westgate Metropolitan Centre and Whenuapai.
- Providing a quality public transport-based connection to the metro centre developing around Westgate.

In addition, the investigations carried out by Te Tupu Ngātahi Supporting Growth did not recommend investment in passenger metro rail services on the existing rail line (north of Swanson station) in either the short or long term.

The key reasons for this recommendation are:

- Indirect route to the key North West destinations of Westgate, Whenuapai and the City Centre, 35% longer travel time and insufficient patronage (2,000 passengers per morning peak period by 2046).
- Investing in two rapid transit modes/corridors is extremely expensive and not considered good value for money. Providing passenger rail to Huapai in addition to an alternative rapid transit corridor alone provides only a modest increase in total patronage (3,600 passengers per morning peak period by 2046 compared to 3,300 passengers).
- Extending passenger rail to Huapai as an interim solution requires significant investment (approximately \$300m for double tracking, enlargement/bypassing of the Waitākere rail tunnel and potentially electrification) to make the service attractive to users resulting in a high cost for a relatively short-term solution.

Sample of comments from this theme:

“I would like to see a shuttle-type system for getting people from their neighbourhoods to the trains. Imagine a shuttle going up Forest Hill, along West Coast and Seymour to Sunnyvale Station, then back every 10 minutes. That would get so many people onto the trains. A similar network for Henderson train station, Sturges train station, Glen Eden Train Station, Fruitvale Train Station, and so on should be a priority”

“It is great to have more frequent bus service. Please provide bus waiting a bit longer time from the train arrival time. I always missed out or ran after the bus upon getting off from the train. Thank you”

“Change busses from New Lynn Train Station so that they fit together better with train services e.g. instead of busses leaving just before the train arrives they should leave a bit later as both trains come at similar times”

“I think you do not really care about anyone beyond your core service i.e. no trains to Huapai/outer areas, when this could easily be accomplished. You don't seem to care about the Western line much at all, but have invested heavily in other lines”

Schools

The 171 bus service is a public bus and not a school bus service but the consultation had 14 requests to bring the morning service forward by 10 to 15 minutes so students can arrive at Titirangi Rudolf Steiner School on time before 8:45am. Currently the 171 service arrives at 8:47am on weekdays where students must walk approximately 10 minutes from the bus stop to the school. Although there were no proposed changes to the 171 bus service in this project, the timing of this service will be reviewed.

Four requests were also raised to retain the 141/142 bus services on Rathgar Rd where Liston College, Waitākere College and St Dominic's Girls Catholic College are located.

AT will not retain buses on Rathgar Rd.

Sample of comments from this theme:

“Service 171 - I would a change in time of the morning service that currently arrives at 8.47am Laingholm Drive near Landing Road to 10-15 minutes earlier so that students are able to catch this bus to arrive at the Titirangi Rudolf Steiner School by 8:45am (it's about a 7-10 minute walk up the hill from the bus stop to the school). Many students who attend the school live in New Lynn, north Titirangi areas and a suitable timing for this service would reduce the number of cars on the road (especially the often 1 km tailback from the Titirangi Roundabout down Huia Rd following school drop off)”

“You have stopped buses on Rathgar Rd with 3 schools on it? Why, the kids now have to walk much father to get on the bus!”

“I strongly disagree removing access to Rathgar Road as this makes it unsafe for children who have to venture further afield to utilise pt. This is even worse in wet weather conditions”

Ferry services

The greatest concern covered in this theme are buses not timed to meet ferry services.

The following table shows responses and the total mentions:

Responses:	Total mentions:
Requests for bus to meet ferry services:	9
- More buses timed to meet the Hobsonville ferry: 6	
- More buses to meet the Hobsonville ferry on weekends: 2	

- More buses to meet West Harbour ferry: 1	
Frequency for the current Hobsonville ferry service is not good enough	3
Request for a ferry service to Te Atatū Peninsula	2
Request for a ferry service between Hobsonville and Riverhead via Herald Island	1
Request for a bus service that goes around West Harbour and Hobsonville that meets the ferry at Clearwater Cove	1
Request for a ferry connection to Whenuapai	1

AT is not making any changes to ferry services as part of this project.

Sample of comments from this theme:

"I would like a service that goes around West harbour, and hobsonville proper, and actually meets the ferry, at clearwater cove. No need for parking"

"I don't like that there's not any more ferry services to and from Hobsonville Point and the City, especially on weekends"

"...I've never seen anyone catch the bus in the Herald Island / Far inwards of Whenuapai. Something that makes me go from Whenuapai to Westgate or Hobsonville Point Ferry quicker would have been nicer"

"Giving te atatu an electric ferry to town would be an excellent move"

"Forget the buses and get the Auckland - West Harbour ferry to stop in Te Atatu"

"Need more frequent 120 and express. Can't wait for a bus to come to Scott point so I can use public transport more. Ferry times need to increase between, 8.25pm and 10.25pm on weekdays"

Connections between the WX1 and 120 service at the NorthWest Shopping Centre

A total of 7 responses requested for Route 120 to connect to the WX1 service at the NorthWest Shopping Centre.

AT considered a connection between these two bus services but with the current roading infrastructure an additional 3km of travel would be required for the 120 route to access the NorthWest Shopping Centre. This additional route length will increase the travel time for passenger travelling on the 120 through Westgate and these passengers are the majority of current customers using the 120.

AT acknowledges that having a connection between the 120 and WX1 would be an advantage to some people however the 11T and 11W will provide a Frequent connection between the 120 at Westgate.

Sample of comments from this theme:

“The 120, 112 & 114 buses don't seem to meet the city express bus from Westgate, that's a concern. The express & 120, 112 & 114 stops must be within a couple of metres or people won't bother taking the bus.”

“I don't like that the 12 (previously the 120) has no direct connection with the WX1 (i.e. would have to walk 15 min between bus stops). This makes absolutely no sense as most people that are catching the 12 would want to go to the CBD for work as there are no other bus routes that you can use from Hobsonville point that then connect up with a bus that goes to the CBD.”

“Having an interchange at both Westgate and Northwest seems counterproductive. It will likely cause issues and confusion for people transferring between services (e.g Between the 12 and WX1). There also isn't a need for a separate interchange at Westgate if there is already one at Northwest.”

“All the buses should be exchanging behind the Northwest mall. Elderly people having to run across roads like chickens to swap buses is not funny. There should be a decent long shelter.”

Connections to universities

There is a high demand for bus services from the west to stop closer to and/or connect to universities in the City Centre to serve The University of Auckland and Auckland University of Technology.

The new network doesn't include a service that stops on Symonds Street or Wellesley Street East.

Sample of comments from this theme:

“I'm concerned about where in the City I get dropped off because I work at AUT and struggle to walk far”

“Keep the 162 route and fix 133 so it drops closer to the University”

“Most importantly we need a reliable service around Te Atatu Peninsula to get us to those routes... Also making sure that these routes get people to more place meaning the busses go both ways and that the city stops either connect to quick inner city services or stop off at more useful stops like the university”

“... PLEASE keep the 132 bus. There are a lot of university students who rely on this service to attend UOA and AUT.”

“Add more connections to universities and beyond.”

City Centre

Eight responses wanted clarity on where the buses will terminate in the City Centre.

The WX1 and routes 11T and 11W are the only all-day buses travelling between West Auckland and the City Centre. These services will start and end at the same location in the City Centre. In addition, a peak-only 132 service between Te Atatu and the City Centre will temporarily operate. This service will depart from Hobson St as it does currently.

The WX1 will travel along the motorway and enter and exit the city from Newton Rd. The 11T and 11W will travel along Great North Rd between Pt Chevalier and the city. Both services will:

- Head into the City Centre traveling via Karangahape Rd, Queen St, terminating at Britomart
- Head out of the City Centre starting from Lower Albert St and travel via Albert St, Wyndham St, Hobson St, Pitt St, Karangahape Rd.

When CRL construction is complete and Albert St is reopened to vehicles (expected late 2024):

- Head into the City Centre traveling via Karangahape Rd, Pitt St, Vincent St, Mayoral Drive, terminating at Albert St.
- Head out of the City Centre starting from Lower Albert St and travel via Albert St, Mayoral Drive, Vincent St, Pitt St, Karangahape Rd.

Sample of comments from this theme:

"I think a Western Express (WX1) would be hugely beneficial to a lot of people. I'd be curious to know where exactly it would stop in the City Centre, because depending on where its stops were it would also potentially cut down my own travel time significantly."

"WX1 should get on & off the motorway at Nelson St & Hobson st!!!!"

"I think the WX1 is a great idea and the route and stops proposed look good to me, as does the first and last service time and the frequency of services. This is what we need! Yay! Would be great if it could stop outside the Auckland Town Hall/Civic Theatre on the way into town. Will it be going up Queen St when going to Westgate or Hobson St?"

School bus services

In the consultation, we stated that there will be no changes to school bus services. However, because of the responses received, there are some changes to school bus services.

These changes are explained below in Appendix 1: *School bus services*.

Sample of comments from this theme:

"Can you also review the 050 school bus route in the morning? If you can add 1 more bus schedule just like the afternoon's one and/or upgrade the bus to double-decker. It will be more

crowded once the 14w bus route stops and it will be safer for the student's if they can seat properly.”

“Maybe more specific school busses too so the other routes don't get clogged with school kids and causing delays.”

10 Other feedback and responses

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Henderson Valley	
<p>Requests for:</p> <ul style="list-style-type: none"> • bus routes that go along Sturges Rd via Candia Rd then Henderson Valley Road and back to Henderson • Henderson Valley from Opanuku Rd to either Swanson, Sturges Rd station or Henderson • from and to Henderson Valley via express 	<p>Thank you for these suggestions.</p> <p>There are no immediate plans or budget to introduce these routes</p>
Newmarket	
<p>Request for a service to Newmarket from the west</p>	<p>There are good connections on Karangahape Rd to buses to Newmarket including routes 866, 966 and InnerLink. Western Line trains from Swanson, Ranui, Henderson, or New Lynn also serve Newmarket.</p>
Muriwai	
<p>Request for a bus service between Muriwai and the City Centre</p>	<p>There is no funding to provide this.</p>
New Lynn	
<ul style="list-style-type: none"> • Add express buses between New Lynn and City Centre • Express service from New Lynn to Viaduct Harbour 	<p>When the CRL opens the train from New Lynn to the City Centre will be the quickest and most reliable way to travel this route. There is no funding to provide an express bus.</p>
<p>Request for a Te Atatu Peninsula direct to New Lynn bus</p>	<p>Thank you for this suggestion.</p> <p>There is no immediate plan to introduce this route.</p> <p>These changes will provide the option of a Frequent bus from Te Atatū to Glendene Shops (Route 13) and a Frequent bus from Glendene Shops to New Lynn (route 14). From Monday to Friday, route 149 will also travel between the Te Atatu Road Bus Interchange and New Lynn, via Rosebank and Avondale.</p>

Titirangi/Laingholm	
Add more frequent buses to local areas such as Titirangi.	Titirangi Road now has 4 buses an hour, 7am to 7pm, seven days a week.
Reinstate 151X/171X/172X express bus services from Laingholm, Titirangi and Atkinson Rd	Looking ahead, when the City Rail Link opens access from New Lynn to the City Centre will be significantly improved. We aspire to offer the best possible network of local buses connecting to the improved train network.
Introduce a Henderson to Titirangi service	Thank you for this suggestion. There is no immediate plan or budget to introduce this route.
Laingholm, Huia, Scenic Drive, Piha, Parris, Waiaatarua, Oratia, West Coast Rd	
Please put more buses out to Laingholm, and buses to Huia, Scenic Drive, Piha, Oratia, Parris Park, Waiaatarua and the West Coast beaches.	There is no funding to provide more buses to these locations
Change the timing of the 171 bus service by 10-15 mins earlier so children using it can arrive at the Titirangi Steiner School on time	AT will investigate this.
More buses out to Laingholm	We don't have the budget for more buses to Laingholm but we will take note of your request.
Manukau	
Request for a direct bus service from Henderson or New Lynn to Manukau.	This is beyond the scope of this consultation. The Strategy in Auckland is to provide a connected network, which enables people to make their journeys. It is not practical to provide point to point service from everywhere to everywhere. It is possible to make the trip from New Lynn to Manukau using the 68 and 36 bus services. Another option is via the trains making changes at Newmarket and Puhinui.
Glen Eden	
Add direct bus routes in Glen Eden area, Glengarry Road, Woodglen Road, Parris Road to CBD.	The train from Glen Eden provides a direct connection to the City Centre (and when CRL is complete they will be even more direct) so we would not duplicate this.
Glen Eden should have a Main Bus Transport station	This is beyond the scope of this consultation. It is possible to transfer between the bus and trains at Glen Eden via the 152, 154 and 172 bus services.

	There is a desire to improve the bus stops at Glen Eden Station, however there are no plans to create a bus station at this location.
Request for more frequent buses	The planned frequency is what the budget allows for. When our budget increases more buses will be added to increase frequencies.
Te Atatū	
Request for a bus that loops every ten minutes down Te Atatu Rd and Beach Rd from the Te Atatu Road Bus Interchange	The new 13 bus will do this.
A direct route from Te Atatū Peninsula to Westgate	There are no plans for this however the new bus routes will provide frequent buses between Te Atatū Peninsula and Westgate that will involve a transfer at the Te Atatu Road Bus Interchange. Take Route 135 or Frequent Route 13 to the new Te Atatu Road Bus Interchange then hop on a WX1 or 11T or 11W. These bus services will provide a turn up and go frequency all day every day.
Green Bay	
There are many people who live out west that work in the south and east. It would take at least an hour and a half to get from Green Bay to Penrose for example.	It is true that some destinations take a long time to get to using public transport. These changes to the West Auckland bus network will increase the range of places people can feasibly go via public transport.
Blockhouse Bay	
There needs to be regular and reliable services linking outlying western suburbs and these areas. There are almost no services from Blockhouse Bay to and from Titirangi, and I have frequently had to walk 3km from work to New Lynn instead to get a bus home. Buses are also often randomly early (so I miss them) or cancelled/late.	Blockhouse Bay and Titirangi are currently only linked by a service at peak times only. There are buses every 15 minutes between Titirangi and the New Lynn transport interchange and regular buses from there to Blockhouse Bay. While buses are run to a timetable sometimes they are early for a number of reasons (if traffic is light or fewer passengers are getting on and off a bus). We recommend using the AT Mobile app if possible which would show the timing of the bus in real time.
Waimauku	
Request for the WX1 to start from Waimauku.	These changes will see more trips between Waimauku and the NorthWest Shopping Centre where there will be a Frequent WX1 to transfer to which will travel to the City Centre.

Hobsonville

How would the 114 bus from Hobsonville to Westgate work when transferring buses to get to the City Centre? Do we have to walk from northwest to fern hill drive to a new bus stop to get to the city or will the bus stops be all at the same place for a bus transfer at northwest?

The 114 bus will connect to the WX1 bus at the Northwest shopping Centre. You will not have to walk to Fernhill Drive.

I would like a service that goes around West Harbour, and Hobsonville proper, and actually meets the ferry, at Clearwater Cove.

We understand your point. This is difficult road to access by bus and diverting the 112 to Clearwater Cove would be a big delay for everyone else using the bus to get to other destinations. We have decided to prioritise the connection with the WX1 at Northwest shopping centre because this is a much more frequent, and convenient, route to the City Centre for more people.

Fares/AT HOP

Make fares cheaper.

- Keep 50% off fares permanently
- Have 50% off fares during the school holidays
- Free public transport.

The running costs of public transport services are paid for from a mix of national funding from Waka Kotahi, local funding from Auckland Council and the fares collected from passengers. If funding or the number of passengers increased fares could possibly be made cheaper. Currently 50% off AT bus, train and ferry travels fares will be available until 1 July 2023. This may change. This discount is due to central government funding.

Hobsonville to city should only cost two fare zones and not three fare zones.

Hobsonville to City Centre will continue to be three fare zones.


- Is there an additional cost if I have to transfer during my journey?
- Have free transfer (feeder?) buses to/from interchanges.

If you are travelling within a fare zone and transfer between buses within 30 minutes you will not pay an additional cost for taking more than one bus.

Fares are based on the number of zones you travel through. This means you can transfer between AT buses, trains and ferries and pay just one fare for your entire journey with your AT HOP card. This means in most cases there will be no additional cost to take the feeder bus when connecting to the motorway bus services.

For more information about fare zones visit:

[AT.govt.nz/bus-train-ferry/fares-discounts/fare-zones-calculating-how-much-you-pay/](https://at.govt.nz/bus-train-ferry/fares-discounts/fare-zones-calculating-how-much-you-pay/)

	 <p>The map shows Auckland divided into 14 fare zones: Upper North Shore, Lower North Shore, Waiheke, Huapai, City, Isthmus, Beachlands, Waitakere, Manukau North, and Manukau South. Other labeled areas include Riverhead, Constellation, Albany, Hauraki Gulf, Takapuna, Rangitoto Island, Swanson, Henderson, Westgate, Mairangi Harbour, Birniepark, Kingsland, Howmarket, New Lynn, Onehunga, Otahuhu, Botany, Airport, Manukau Harbour, and Papakura.</p>	
<p>Charge people for two fare zones and not four fare zones.</p>	<p>Auckland is divided into fourteen "fare zones". All travel is calculated based on how many zones you travel through, rather than how many trips you take.</p> <p>This means you can transfer between AT buses, trains and ferries and pay just one fare for your entire journey with your AT HOP card. When transferring during your journey, remember to tag on within 30 minutes of tagging off from your previous service.</p> <p>For more information on the fare zones, please visit Fare zones & calculating how much you pay</p>	
<p>Request to be able to pay for travel using your phone.</p>	<p>Waka Kotahi has announced a National Ticketing Solution for public transport across Aotearoa New Zealand that will enable public transport fares to be able to be paid using a smartphone. Details are here:</p> <p>https://www.nzta.govt.nz/walking-cycling-and-public-transport/public-transport/national-ticketing-solution/</p>	
<p>More locations to top-up and purchase AT HOP cards.</p>	<p>We have passed this request onto the relevant team.</p>	
<h2>Parking</h2>		
<p>Place a proper park and ride facility on the horse paddock on the entryway to Te Atatū Peninsula.</p>	<p>AT does not own the horse paddock.</p>	
<p>A 15-minute parking zone at interchanges to wait for people.</p>	<p>AT will not be building a 15 minute wait zone at the interchanges. There is no room to do this.</p>	
<p>Park and ride at Te Atatū, Lincoln Rd and Westgate interchanges.</p>	<p>There are no park and rides being built at these locations. Feeder buses will travel to them instead. Westgate does have commercial parking available.</p>	

Park and Ride at Huapai and Kumeū.	We won't be opening new park and ride sites for the new North West network. The new 123 route will expand the coverage of the network around Huapai and get more people within easy reach of a bus stop.
Bus vehicles	
Use double-decker buses	Initially the existing single-decker vehicles will be used but we aspire to introduce new zero-emission double-decker buses on the WX1 route in the near future. Double-decker buses are now being used on route 120.
Request for smaller vehicles including: <ul style="list-style-type: none"> • Smaller buses for local journeys • Smaller buses off peak times. • Don't use heavy double-decker buses on Beach Rd in Te Atatū Peninsula due to the structural damages to houses. 	Bus vehicle capacity is measured for 7.30am on a school day as this is when most people are travelling and more seats are needed. It is true that fewer people are travelling at other times and in theory drivers could change to smaller vehicles at these times. It would mean we would need to purchase approximately 1000 smaller vehicles and the land to store them. There would be additional associated costs such as servicing and ensuring these vehicles and more drivers would be needed to provide bus service time is lost driving between the depots to change buses. We don't have the money for this additional cost.
Bike/scooter/e-scooter racks on buses.	There are no racks for bicycles on AT buses.
Request for electric buses.	AT buses are being replaced with zero-emission buses over the next few years. All new buses purchased are low emission buses. The first service expected to be zero-emission in West Auckland is the WX1 service, with new vehicles likely to be introduced from early 2025.
Wheelchair friendly buses.	All AT buses are designed to accommodate wheelchairs.
Phone chargers on buses.	It is a requirement for all new buses to have USB charging points. Many existing buses already have USB charging points.
School buses	
Request for a morning service for the S050 bus service and upgraded double-decker bus.	We will add an additional morning bus to the 050 school bus. It will be a single-decker because we don't have any available double-decker buses and the 050 route is not cleared for the movement of the tall double-decker buses.
Increase school buses services between North Shore schools and Northwest.	No new school buses will be added between the North Shore and the Northwest. Route 120 has trips to and from Smales Farm and Akoranga at school times to cater for trips to and from Westgate schools. Double-decker buses were added to

	Route 120 to provide more seats for these journeys. More trips will be added to Route 120 when funding allows.
Ensure an increase of services around school zones during school rush hours including 7am to 8:30 am and 3pm to 5pm.	These are the times that we have the most number of bus drivers and buses on the road so this is when it is most expensive to add more buses and trips. We'll continue to monitor customer numbers and capacity usage and do our best to balance adequate service levels with allocated budget.
Ferries	
More ferry services to and from Hobsonville Point and the City Centre, especially on weekends and evenings.	AT will look into this when budget allows
Request for a Te Atatū Peninsula ferry.	A ferry service from Te Atatū Peninsula to the City Centre would not provide a fast connection between both areas. Speed restriction on the harbour would make the journey longer in comparison to the benefits of the Northwestern Bus Improvements including the extension of the motorway shoulder lanes between Westgate and Newton Road. AT does not have the budget to provide this ferry service.
Request for a ferry service between Hobsonville via Herald Island and into Riverhead.	AT does not have the budget to provide this ferry service.
Universities	
More routes between West Auckland and universities in the City Centre.	These changes don't introduce a service travelling from the West to bus stops on Symonds Street or Wellesley Street East. Buses on routes WX1, 11T, and 11W will take you to the heart of the City Centre.
Bikes/e-scooters	
Request for secure bike storage at Waimauku.	This is outside of the scope of this project but we have passed this request onto the relevant team.
How will cyclists use the West Auckland shared paths going cycle past the Te Atatū interchange?	The existing Northwestern Shared Path on Te Atatu Road is unaffected by the new bus stops at the Te Atatū interchange.
Trains	
Request for a shuttle system for getting people from their neighbourhoods to the trains e.g. a shuttle going up Forest Hill, along West Coast and Seymour	Many of our bus services do connect train stations in West Auckland. The new Route 145 will connect the top part of Forest Hill Road with Henderson Station (in one direction) and Ranui Station and Lincoln Road Bus Interchange (in the other direction). We don't have budget to add more service to this area..

<p>to Sunnyvale Station, then back every 10 minutes. A similar network for Henderson train station, Sturges train station, Glen Eden Train Station, Fruitvale Train Station, and so on.</p>	
<p>More six carriage trains on the Western Line service between 2-4pm.</p>	<p>The train operator manages passenger numbers to see if this is required.</p>
<h2>Interchanges</h2>	
<p>Request for an interchange at Kumeū.</p>	<p>There will be bus stops at Kumeū. We don't yet have the volume of customers or buses to warrant the big expenditure on an interchange.</p>
<p>How will people walk from the local interchange stop to the motorway interchange stop, in bad weather or with mobility issues?</p>	<p>This will be no different than walking to any other bus stop from your home/work/school or shopping centre.</p> <p>Customers who currently take a 129, 132, 132X, 133, 133X, or 134 will not need to cross the motorway bridge when transferring between buses in the new network.</p>
<p>Why is there no pedestrian crossing at Fernhill Drive by the bus stops? It's quite unsafe crossing the road when transferring from one bus to another. By removing cars from that section of Fernhill Dr, installing a proper pedestrian crossing and upgrading the waiting area would improve the quality of the transfer and make it safer and more attractive.</p>	<p>It is a mix of practicality, complexity, scale and cost, particularly because there are crossings nearby. We have no current finding for this but will put it on the list of jobs that we will look into in the next financial year.</p>
<ul style="list-style-type: none"> • Move the interchange to a different location. The middle of multiple lanes is not appropriate. • How will passengers be adequately separated from the road during peak times while waiting for their express/local bus? 	<p>A road safety audit has been undertaken to assess the design of the interchanges including an audit on the design measures to improve safety at the interchanges.</p> <p>The road safety audit includes the implementation of concrete barriers, controlled pedestrian crossings, raised safety platforms etc.</p>

<p>How is having passengers waiting on motorway shoulder lanes and crossing busy congested roads safe?</p>	
<p>Is there enough space for people to wait at the interchanges stops? Will this be safe at when there's a lot of traffic going past?</p>	<p>With the inclusion of the new Northwestern Motorway bus services operating at a high frequency such as the WX1, 11T and 11W, will reduce the waiting time for passengers at the interchanges.</p> <p>Road safety audits have been undertaken to review the location of the bus stops whilst considering traffic in the area. Speed calming measures have also been applied alongside concrete barriers to protect passengers waiting at the bus stops on the islands at the interchanges.</p> <p>We've made two significant changes to the network we consulted on:</p> <ol style="list-style-type: none"> 1. we have increased the peak hour peak direction frequency of routes 11T and 11W from every 30 minutes each to every 20 minutes each. 2. we have retained the 132 peak hour service temporarily, until we can introduce double-decker buses to the WX1 or 11T or 11W. These improvements will reduce waiting times at the interchanges at peak and much reduce the risk that any customers are left behind by full buses.
<p>Don't have an interchange at Te Atatū. Instead have regular shuttle buses to Pt Chevalier where many routes intersect.</p>	<p>An interchange at Te Atatu will allow journeys to many West Auckland destinations, not just towards the City Centre. We don't currently have anywhere for buses from the West to turnaround at Pt Chevalier.</p>
<ul style="list-style-type: none"> • Relocate the interchange closer into Te Atatū Peninsula in the Harbourview Park carpark area. • Relocate the Te Atatū interchange on Titoki Street as promised. 	<p>The location of the bus stops on Te Atatu Road was consulted in the Te Atatu T2 Lane consultation in 2021.</p> <p>The location of the new bus stops on Te Atatu Road will improve service times for the WX1 service that will run between Westgate and the City Centre. The location of the bus stops near the on and off ramps near the motorway will improve the travel time and reliability for services using these bus stops.</p>
<ul style="list-style-type: none"> • Relocate the interchanges into town centres rather than off the motorway ramps. • Relocate interchange further 	<p>The interchanges will connect local bus services with motorway bus services so they need to be located near the motorway. The locations of the interchanges were selected to align with the express bus network and limit additional travelling time when exiting the motorway.</p>

away from motorway on/off ramp from Lincoln Rd and Te Atatū Rd.	
Provide toilet facilities at the interchanges.	There will be no toilet facilities at the Te Atatu and Lincoln Rd interchanges. When the bus station in the Northwest centre is built it will have toilet facilities.
Provide sufficient shelters at the interchanges.	A shelter will be provided at each interchange. The size for each shelter varies on space available at the interchanges.
Build a busway or at least provide continuous bus separation from Lincoln Rd to the City. Build proper bus station facilities with good access for walking, biking and car drop off and short-term parking options.	These changes are an interim measure until Waka Kotahi implement a more permanent rapid transit infrastructure along the Northwestern Motorway
<ul style="list-style-type: none"> • Move the interchange to a different location. The middle of multiple lanes is not appropriate. • How will the passengers be adequately separated from the Rd during peak times while waiting for their express/local bus? • How is having passengers waiting on motorway shoulders and crossing busy congested roads safe? 	A raised safety platform on the road will manage the speed of vehicles exiting the motorway to help keep public transport users safe. There is also a concrete barrier which will separate traffic from the pedestrian waiting area. Appropriate signage and road markings will make motorists aware of the raised safety platform.
Will there be bus information displays at the interchanges?	Each bus stop at the interchanges will have an electronic passenger information display board along with an audio button.
A singular interchange at Northwest would be much better especially if it were accompanied by good pedestrian connectivity to	AT considers that there is a need for two interchanges due to the distances between the Westgate Shopping Centre and the Northwest Shopping Centre and each being a destination.

<p>the area that it would serve (e.g a Pedestrian underpass under the Rd to the Westgate shopping centre across the Rd).</p>	<p>In respect to improving the pedestrian connectivity via underpasses under Fred Taylor Drive, we agree with your feedback. However, this is beyond the scope of this project.</p> <p>Notwithstanding that we have passed on your request to the relevant team.</p> <p>While there are no plans for a pedestrian underpass under Fred Taylor Drive there will be nine buses an hour connecting the Northwest Shopping Centre and Fernhill Drive on the south side of Fred Taylor Drive.</p>
<p>How can you ensure that the buses heading the city won't be full by the time they get to Te Atatu?</p>	<p>The frequency of the 11T and 11W services has been increased at peak times from that in the consultation proposal to provide more seats along the motorway. Double-decker buses on the WX1 route will be introduced in 2025 and they will provide more capacity. In the meantime the 132 bus service will be retained at peak times to provide more seats.</p>
<p>How am I able to drop my family members at the bus stop for the WX1 into the city or to Westgate safely? Are there drop off / pick up points?</p>	<p>There are on-street car parking areas at Westgate near the bus stops where you can drop people off and pick them up.</p>
<p>The drop off points for the return journey is not at the same location as the originating journey, this adds further challenges getting around as I am not able to cycle to the 'interchange' as my departure point is different to the drop off point? How does this support the push to different modes?</p>	<p>The inbound and outbound stops are about 300m apart at the Te Atatu Road Bus Interchange.</p>
<p>All the buses should be exchanging behind the Northwest mall. There should be a decent long shelter.</p>	<p>Until the bus station at the Northwest is complete in 2025 you may be required to cross the road when changing buses. Signalised pedestrian crossings will be nearby so you do not need to run across the road.</p>
<p>Solar powered bus stop lights in remote areas.</p>	<p>Great idea, we will look into it.</p>
<p>Request to build a roundabout at the Coatesville Rd / State Highway intersection</p>	<p>We will submit your request to Waka Kotahi</p>
<p>Request for a visual text announcement accompanied by audio announcements.</p>	<p>Audio announcements are being rolled out on the fleet of 1,400 buses across Tāmaki Makaurau. The intention is that these will be on the Western Express services and other West Auckland bus services.</p>

	Visual or text messages are not planned at this time on buses, but they are available on the AT Mobile App using the “GO” mode. This tracks your journey in a live environment and lets you know how many more stops until you need to get off.
Provide overhanging shelter when walking from bus to bus. For example, an overhanging shelter when walking on the bridge between Te Atatu North to Te Atatu South.	You will not need to walk across the bridge over the motorway when transferring between buses at Te Atatū. You will need to walk shorter distances between bus stops when transferring and the walk between these bus stops will not have shelter. There will not be an overhanging shelter over the bridge between Te Atatū North and Te Atatū South.
If a bus changeover is necessary reduce the distance needed to walk between stops or allow it to happen in one place all undercover with minimal need for walking between buses.	The new bus station at the Northwest centre will suit these requirements when it is built in 2025. The interchanges at Lincoln Rd and Te Atatu will require walking.
Public transport priority	
Find a way to add a bus lane on Te Atatū Peninsula without taking out lanes (widen the Rd).	A project is underway to add T2 lanes on Te Atatu Road. https://at.govt.nz/projects-roadworks/te-atatu-t2-lanes/
Remove bus lanes.	We don't know what bus lanes this is referring to but we don't plan to remove any bus lanes. Bus lanes can speed up bus journeys encouraging more people to use space efficient public transport.
<ul style="list-style-type: none"> • Build a bus lane down the side of Te Atatu Rd from the interchange with quick access onto the motorway by minimally reducing the pony club / park land. • Why has there not been consideration to widening the onramp and creating a direct bus lane straight through from Te Atatu to the city? • Build a busway or at least provide continuous bus 	<p>These changes are an interim measure until Waka Kotahi implement a more permanent rapid transit infrastructure along the Northwestern Motorway</p> <p>AT doesn't own the pony club land.</p>

<p>separation from Lincoln Rd to the City. Build proper bus station facilities with good access for walking, biking and car drop off and short-term parking options.</p>	
<p>Request for light rail from the City Centre to Lincoln Rd via Henderson and New Lynn train stations. This would be a great way to get people on public transportation and a new quick way to get to and from the City Centre and around West Auckland.</p>	<p>The Supporting Growth project has information about the future plans for rapid transit options in the Northwest. https://www.supportinggrowth.govt.nz/growth-areas/north-west-auckland</p>
<p>Request for an underground or above ground rail network that runs down the middle of the Northwestern Motorway.</p>	<p>The Supporting Growth project has information about the future plans for rapid transit options in the Northwest. https://www.supportinggrowth.govt.nz/growth-areas/north-west-auckland</p>
<p>There are changes to add a bus lane from Mcleod Rd, but the traffic is already backed up beyond Kokiri St regularly. The bus lane could start from further along Te Atatū Rd or we will be in traffic until we get to the bus lane.</p>	<p>Thanks for the comment and sharing your travelling experience. This has passed onto the relevant AT team leading the bus lane investigation.</p> <p>A project is underway to add T2 lanes on Te Atatu Road. https://at.govt.nz/projects-roadworks/te-atatu-t2-lanes/</p>
<p>Ensure buses use bus priority measures including the bus lanes along the Northwestern Motorway.</p>	<p>A project is underway to add T2 lanes on Te Atatu Road. https://at.govt.nz/projects-roadworks/te-atatu-t2-lanes/</p>
<p>Bus priority on feeder routes/services.</p>	<p>A project is underway to add T2 lanes on Te Atatu Road. https://at.govt.nz/projects-roadworks/te-atatu-t2-lanes/</p>
<p>Consider yellow lines and/or traffic control measures on roads such as Taikata Rd to avoid buses getting caught by parked cars.</p>	<p>This request is out of scope for this project however we will investigate this opportunity in future.</p>
<p>Dedicated bus lanes on all arterial routes, starting with the routes that are most clogged such as Henderson Valley and Alderman,</p>	<p>Thanks for the comment and sharing your travelling experience. This has passed onto the relevant AT team leading the bus lane investigation.</p>

Edmonton, Lincoln, West Coast, Great North Rd.	
Better bus priority along Upper Harbour Drive and Albany Highway East bound and Sunset Rd and Albany Highway West bound.	Thanks for the comment and sharing your travelling experience. This has passed onto the relevant AT team leading the bus lane investigation.
Request for a bus lane at Westgate onramp.	AT is working collaboratively with Waka Kotahi who manages the Hobsonville interchange. Collectively we are investigating the opportunities to provide more bus priorities at the interchange, including the bus priority recommended. Once this is agreed between AT and NZTA, we will consult with the public seeking feedback for the proposed improvement, currently planned for late 2023/early 2024.
<ul style="list-style-type: none"> • Bus lane all the way to CBD • There are fewer bus lanes on the motorway than originally proposed and shown. • Ensure the shoulder lanes are along the entire way on the Northwestern Motorway 	A map of proposed bus shoulder lanes in a 2020 consultation showed continuous bus lanes along the Northwestern Motorway. When detailed design was undertaken some sections of the motorway could not accommodate bus lanes.
A request for peak-hour direct bus services on dedicated bus lanes from Glendene/Te Atatu into the CBD during the week.	A direct bus service won't be provided with these changes but bus frequencies will increase along this route.
Put bus priority on: <ul style="list-style-type: none"> - Feeder routes such as Lincoln Rd and Te Atatū Rd to have bus priority (replace existing and parking to achieve this). - continuous bus lanes specifically along the residential roads as that's where the buses get delayed - Widen Te Atatū Rd for a T2 or a bus lane from Gloria Ave roundabout to allow 	A project is underway to add T2 lanes on Te Atatu Road. https://at.govt.nz/projects-roadworks/te-atatu-t2-lanes/ Further bus priority is being investigated.

buses to travel directly to the City Centre	
<ul style="list-style-type: none"> • Will there be a dedicated bus lane (during peak times) down Te Atatu Rd (between Edmonton and M'way onramps). • As a Te Atatu Peninsula resident, I don't like that there is no planning mentioned for a bus lane along Te Atatu Rd between Cellarmans Street and the motorway interchange. This section of Rd is very congested in peak morning traffic and from approximately 3.30pm - 5pm. The proposed bus service would be a lot more attractive if the bus skipped these queues. 	<p>Currently, to support the wider bus network change and improve the bus operations along Te Atatu Road, AT is investigating the bus priority between Edmonton Road and the motorway interchange. A public consultation was carried out late last year about the proposed project. The link is: https://at.govt.nz/projects-roadworks/te-atatu-t2-lanes/</p> <p>A project is underway to add T2 lanes on Te Atatu Road. https://at.govt.nz/projects-roadworks/te-atatu-t2-lanes/</p>
Bus priority lane from Huapai to Brigham Creek.	<p>This is on a state highway and under Waka Kotahi control. There are plans for transport solutions in this area. Visit this website for details about this: https://www.supportinggrowth.govt.nz/growth-areas/north-west-auckland</p>
Build a busway station.	The current interchanges are interim solution until a rapid corridor is developed on SH16.
Infrastructure	
Fix the walking route from Ockleston Landing to the other Clark lane footbridge.	<p>This is beyond the scope of this consultation.</p> <p>We agree that the route should be improved.</p> <p>We have passed on your request to Planning and Investment team, the walking and cycling team, Upper Harbour Local Board and Waka Kotahi (who manages the motorway).</p>
<ul style="list-style-type: none"> • Fix light phasing to move traffic. 	Traffic light phasing will be adjusted when these interchanges begin operating.

<ul style="list-style-type: none"> • Give traffic light priority to those who have to transfer or walk or ride through interchanges. 	
Ensure adequate lighting and security for customers walking to and waiting for connections.	Adequate lighting will be installed to improve pedestrian safety at the bus stops. Emergency Call Stations (ECS) will be located at each shelter that will connect with AT for any safety concerns along with monitored CCTV.
Will the proposed motorway interchange be able to provide shelter from the weather including the rain and cold?	The interchanges will provide some shelter however you will be exposed to the elements as you walk between bus stops.
Is there is wheelchair and pram access when transferring?	All bus stops will have a large kerb that will make it easier for boarding onto the buses for those with prams or wheelchairs. When transferring between bus stops using the pedestrian crossings, the kerb is lowered to make it easier for pram and wheelchair users.
Can we put a temporary safety barrier for the pedestrians on Fred Taylor Dr? Many people use the Rd for cycling and walking.	Not at this stage. We will first sort out the bus priority and cycling provision. We are planning cycle separators from Tawhai Drive to the motorway intersection in both directions.
Extra bus stop at Tawhia Dr near Northside Dr or at the other end near Kohuhu Lane.	Bus stops will be built on Tawhia Dr near Kohuhu Lane
Covered walkway or similar down towards the school to help the walk.	We do not have plans to do this.
Is it possible to add an extra 1 to 2 zebra crossings on the Highway to break up the constant traffic flow and allow those west of the Highway more direct and safer walking routes to the new bus stops?	Please make this request on the AT website with specific information about the locations you are referring to: AT.govt.nz/about-us/contact-us/
Route 126 through Riverhead has no bus shelters. There are 10 bus stops with no shelter from rain or sun.	We only have limited funds each year for new bus shelters and have to focus our efforts on those stops that have the most boardings. These stops only have an average of 10 boardings per day according to our HOP data. This is not a level that means that we are able to respond with bus shelter investment. Whilst this will not be the news that you are hoping to receive, we would suggest that you may approach your local board on this matter. Sometimes, local boards are able to

	support projects which cannot be prioritised from AT resources that have to cover the whole city.
More bus shelter in every 2nd bus stop on quiet routes.	We only have limited funds each year for new bus shelters and have to focus our efforts on those stops that have the most boardings. We cannot afford to build shelters at every second bus stop. Whilst this will not be the news that you are hoping to receive, we would suggest that you may approach your local board on this matter. Sometimes, local boards are able to support projects which cannot be prioritised from AT resources that have to cover the whole city
If passengers are forced to transfer between local/express bus services how will the needs of passengers with accessibility issues be provided? Will this have any input from accessible design experts?	<p>The design of the interchanges has closely followed the AT standards developed over multiple projects. Subject matter experts have been engaged as part of the design review process.</p> <p>When transferring between local/express bus services accessibility requirements are met following AT standards including:</p> <ul style="list-style-type: none"> • Tactiles have been installed alongside electronic passenger information displays with an audio button • emergency help points • improved lighting • controlled pedestrians crossings with audio and visual cues. <p>All new 40 bus stops are positioned with large kerbs to ease your journey when boarding and alighting the buses.</p>
More detail on what the traffic calming measures will be as this is a high speed environment where priority is given to cars.	<p>Multiple traffic calming measures will be placed at the interchanges. These are the following:</p> <ul style="list-style-type: none"> • Speed of vehicles will be reduced by raised speed tables near the off ramps for those assessing the new bus stops at Te Atatū interchanges. Concrete barriers and large kerbs will also surround the island for... • Pedestrian crossings will be managed with audio and visual cues for pedestrians when transferring at the interchanges. • Improvements will be made lighting around the new bus stops and pedestrian crossings. • Bus stops or dedicated bus lanes provides separation from the general road traffic. <p>A road safety audit has been undertaken for this project when construction has ended and before buses begin operating.</p>
Safety	
Additional lighting and security around the train stations would be required	AT is continuously looking at ways to improve access and safety to and from the stations.

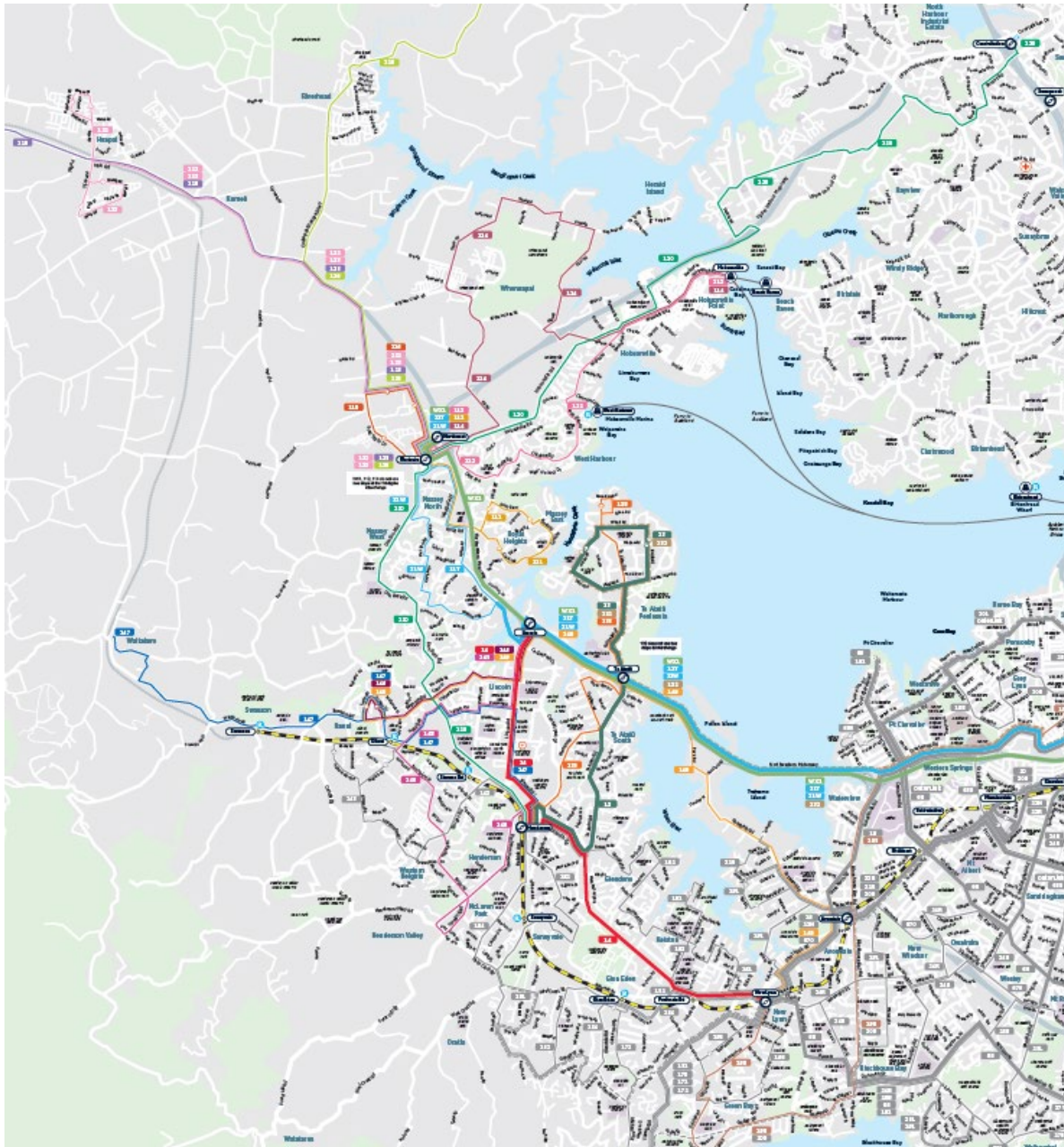
<p>to make public transport users feel safe.</p>	<p>Multiple works have gone to improve lighting on train platforms and security across a number of stations. If customers feel unsafe or witness any antisocial behaviour they wish to escalate, please press the button on the orange Emergency Health Point on the platform to gain the attention of the surveillance operators. Transport officers and security guards travel across the network to ensure customer safety.</p>
<p>Security surveillance on buses.</p>	<p>All AT buses operating have CCTV surveillance to ensure the safety of customers and drivers.</p>
<p>Is there an emergency number to protect public and bus drivers while using public transport?</p>	<p>AT has teamed up with Crime Stoppers to make our public transport safer for all.</p> <p>Crime Stoppers enables the public to anonymous information about crimes without the fear of being identified. The Crime Stopper number is currently used to report crimes on trains/train platforms and will soon be active on buses.</p> <p>It is encouraged for customers to report incidents of crime, fare evasion and anti-social behaviour via text, call or email*. It's anonymous, easy to do and will contribute to a safer journey for everyone on our transport network.</p> <p>How to report an incident via Crime Stoppers:</p> <ol style="list-style-type: none"> 1) If you see an incident of anti-social behaviour, crime or fare evasion*, send a text to our Crime Stoppers number. 2) Text details of the incident and information on your train route to the 4030 number. Try and provide as much information as you can. <p>You can also call the Crime Stoppers number on 0800 555 8111 to report any incidents.</p> <ol style="list-style-type: none"> 3) Crime Stoppers will receive the message and share it with AT. 4) AT will then look into the issue further and may deploy our Transport Officers or other suitable staff to investigate further. <p>*This texting service is not a replacement for 111. If you witness an incident that requires an immediate response from emergency services (Police, Fire, Ambulance) then call 111.</p>
<p>Putting bus stops on Westgate Drive and Fernhill Drive which are too narrow, this is endangering other road users, cars have to swerve around the buses. Vehicles coming out of</p>	<p>These roads are no narrower than other roads with buses in Auckland. It is often difficult to share the available spaces and safe driving is required at all times.</p>

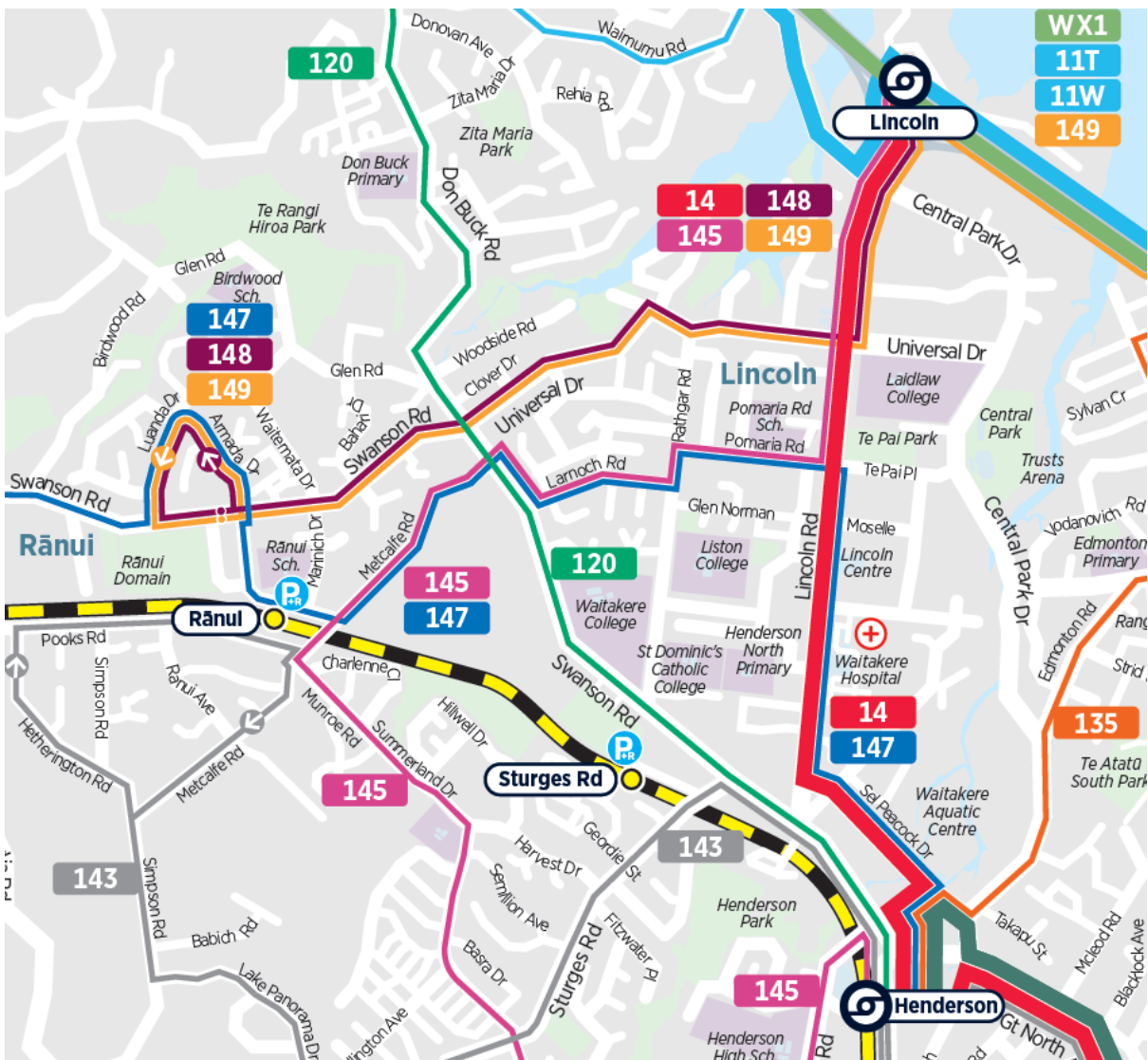
driveways are blocked from view creating further dangers for motorists and pedestrians.	
Having a space to park the buses off the road would make it much safer.	Bus stops are built with safety in mind. There are advantages of having some bus stops in line with the road because then a bus doesn't need to wait for other drivers to allow the bus to re-enter the road.
Commit to zero vandalism policy.	AT takes a zero approach to vandalism or graffiti on our public transport. We have processes and systems in place to maintain the infrastructure to remove any graffiti on our assets. However, it is not always possible to remove graffiti or resolve vandalism instantly.
Make the interchange for the transfer to connecting bus in the same place - i.e. off one bus and onto the next within the same area, without walking 50-100m down the Rd.	This would be good but we don't have the land to do this now. In the long term when a full rapid transit solution is and is the intended long term plan but
Rewarewa /Hikurangi are local roads and are not designed to have the space for buses to operate safely, or with the frequency proposed. This is especially the case with major townhouse developments on Dawnhaven, the affected section of Rewarewa and Hikurangi with already limited space and parking.	Buses travel on local roads throughout Auckland. Buses will provide a transport option for those who can't drive and for those who want to reduce the amount of driving they do and the cars they need. By providing a public transport option to growing areas it can also help to minimise the problems you are describing.
Other feedback	
Better signage would be helpful especially for the elderly and knowing exactly where to and from to catch it	We are always looking to improve our signage and test it with test groups. If you have any specific suggestions please contact us using our online feedback form at: AT.govt.nz/about-us/contact-us/
AT needs to provide a helpful complaints system, no stonewalling.	We try to be helpful but are always looking for ways to improve.
Struggle to read the orange lettering on buses and trains.	Thank you for this feedback. We will consider this when new buses are purchased.
Add a 300m long walking and cycling bridge between	This is beyond the scope of this consultation.

<p>Colwill Rd, Royal Heights, and Wharf Rd, Te Atatū Peninsula, to expand the catchment of the Frequent bus network at Te Atatū Peninsula</p>	<p>We agree that this would be a very useful link not only for people getting to the bus services in Te Atatu, the Te Atatu Peninsula Shops and the Northwest cycleway.</p> <p>We have passed on your request to the relevant team.</p>
<p>Ensure bus drivers obey the road rules and don't intimidate road users such as cyclists and pedestrians.</p>	<p>All road users are required to obey the road rules including bus drivers. If you see non-compliance happening please call our contact centre with the vehicle number so the driver can be identified. Phone 09 366 6400.</p>
<p>Request for a map to show the locations of all bus stops</p>	<p>We will look into this. You can find locations of bus stops on a bus route on the AT Mobile app and online Journey Planner.</p>
<p>Making sure an interchange doesn't affect locals negatively, ie: carparking, noise, blocking views, etc</p>	<p>We can never guarantee this, but locals will have the advantage of being within walking distance to frequent buses. A Frequent reliable bus service will remove cars from the roads.</p>
<p>Why is the 120 renumbered to 12?</p>	<p>The 120 was to be renumbered to 12 as this was to become a Frequent service. (Frequent services are shown as two digit numbers and run at least every 15 minutes from 7am to 7pm, seven days a week).</p>
<ul style="list-style-type: none"> • Why isn't the 162 bus service shown on the map? Will this service be removed? • Will the 143 bus be removed? • Will the Glen Eden and Sunnyvale bus routes be removed from the bus network? <p>Will services from Kelston be removed?</p>	<p>Some bus services were not shown on the map because there were no changes proposed to them. There will be no changes to the 143, 162, Kelston, Glen Eden or Sunnyvale bus services.</p> <p>There will be no changes to these West Auckland bus services in this project: 143, 151*, 152, 154, 161, 162, 170, 171, 172, 186, 18, 191, 209, 66, 22R, 22N, 24B, 24R.</p> <p>(*Route 151 is subject to possible change as proposed in the Regional Public Transport Plan https://at.govt.nz/about-us/transport-plans-strategies/regional-public-transport-plan-rptp/)</p>
<p>How is the 11T/11W and the WX1 will be different to each other?</p>	<p>The WX1 will only travel along the motorway between Westgate and Newton Rd in the City Centre.</p> <p>The 11T and 11W will travel through the residential streets of Massey and on Great North Road between Pt Chevalier and the City Centre. They will travel on the motorway between Lincoln Road and Pt Chevalier.</p> <p>The 11T and 11W will operate on similar routes except through Massey where the 11T will travel on Triangle Rd, Royal Rd and Westgate Drive while the 11W will travel on Waimumu Rd, Bellringer Rd and Kemp Rd.</p>

Is the 145 the only route running in Western Heights?	No. The 143 (Rānui to Henderson via Sturges Rd) will remain running in the new network.
Will services from Kelston be removed?	Services from Kelston will not be removed. Services running in Kelston were not shown in the consultation brochure because there are no changes to them.
Will the 147 replace the current 146 service?	Yes, except it will travel on Lincoln Rd and not Central Park Drive.
Want a frequent bus to the city, Ponsonby, Remuera, North Shore, Westgate and back to Te Atatu Peninsula	There will be no single bus route that will do this but with these changes you will be able to travel to all these changes using Frequent bus routes.
Request for better bus drivers who obey road rules and share the road with other users e.g., cyclists and pedestrians	Your request has been noted.
Clarity on the reduction of journey times from New Lynn to City Centre via bus/train versus driving.	<p>Train times are currently 35 minutes between New Lynn and Britomart Station.</p> <p>Bus and car travel times vary depending on other traffic at the time of travel.</p> <p>Cars are sometimes quicker because they do not have to stop to share their seats with other people travelling along the route.</p> <p>Buses are sometimes quicker when the roads are busy because they can use bus priority lanes along their route that helps buses move more people past other vehicles in a more space-efficient way.</p>

Appendix 1 Maps of new bus routes











Appendix 2 School bus services

The following school bus changes will be made with the introduction of the new bus network.

Rutherford College

The current S013 school service connects Glendene with Rutherford College, and has one trip in the morning and two trips in the afternoon.

One of the two afternoon trips will be renumbered S014 and in Glendene diverted to serve View Road instead of Hepburn Road and Barrys Road. This adds an afternoon service to a new part of Rutherford College's zone. Capacity analyses show that one S013 is sufficient to serve Hepburn Road and Barrys Road.

S013 and S014 will not serve the Te Atatū Road Bus Interchange: the morning S013 will run non-stop between Royal View Road and Rutherford College, and the afternoon S013 and S014 will run non-stop between Rutherford College and Royal View Road. Patronage analyses show that students currently using S013 will not be adversely affected, and may benefit from a slightly quicker journey. Any students needing to go to the bus interchange after school can take Route 13 or 135 from Old Te Atatu Road.

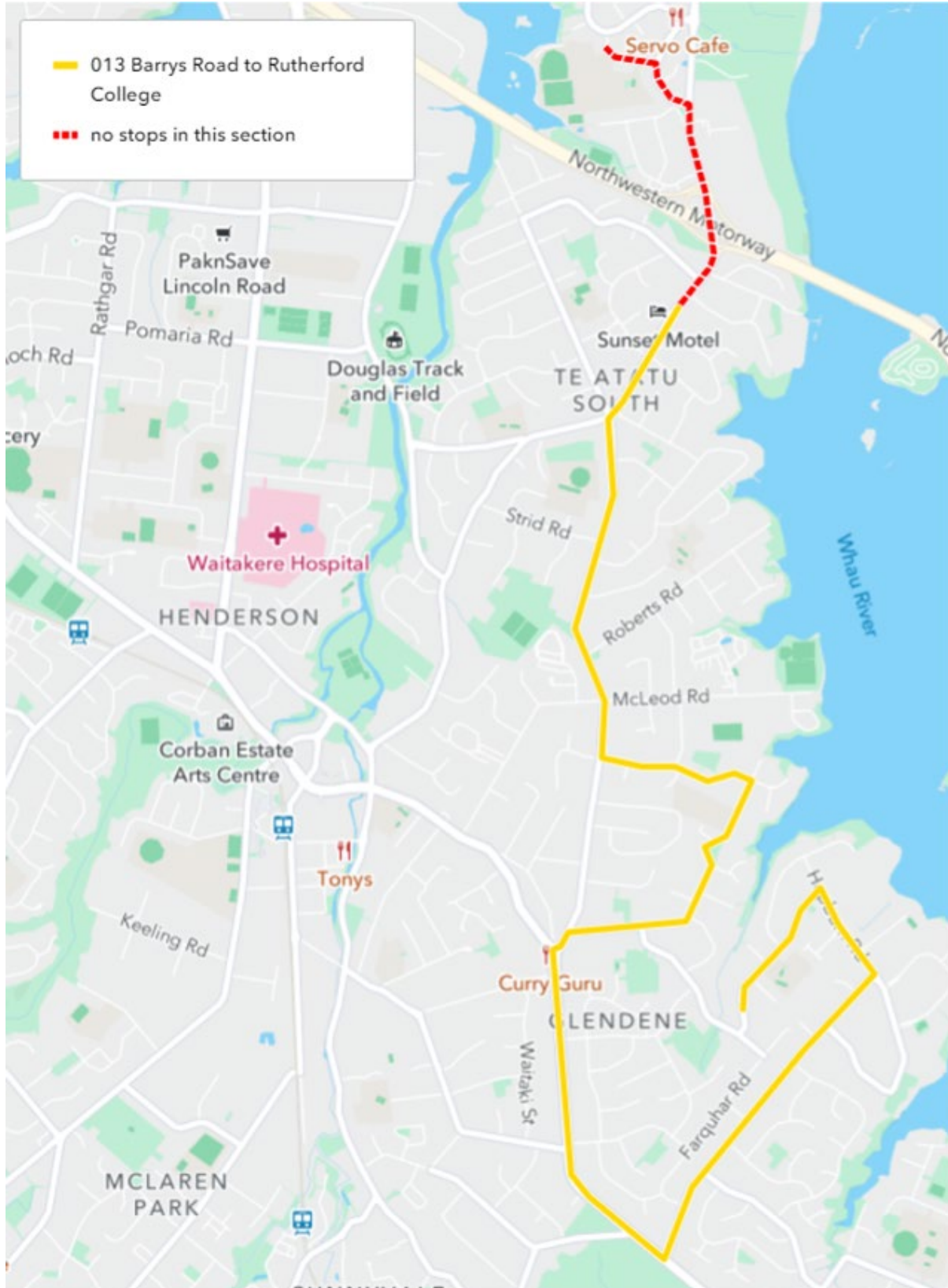
Waitakere schools

The S050 service connects West Harbour, Royal Heights, and Massey with the Waitakere schools around Henderson.

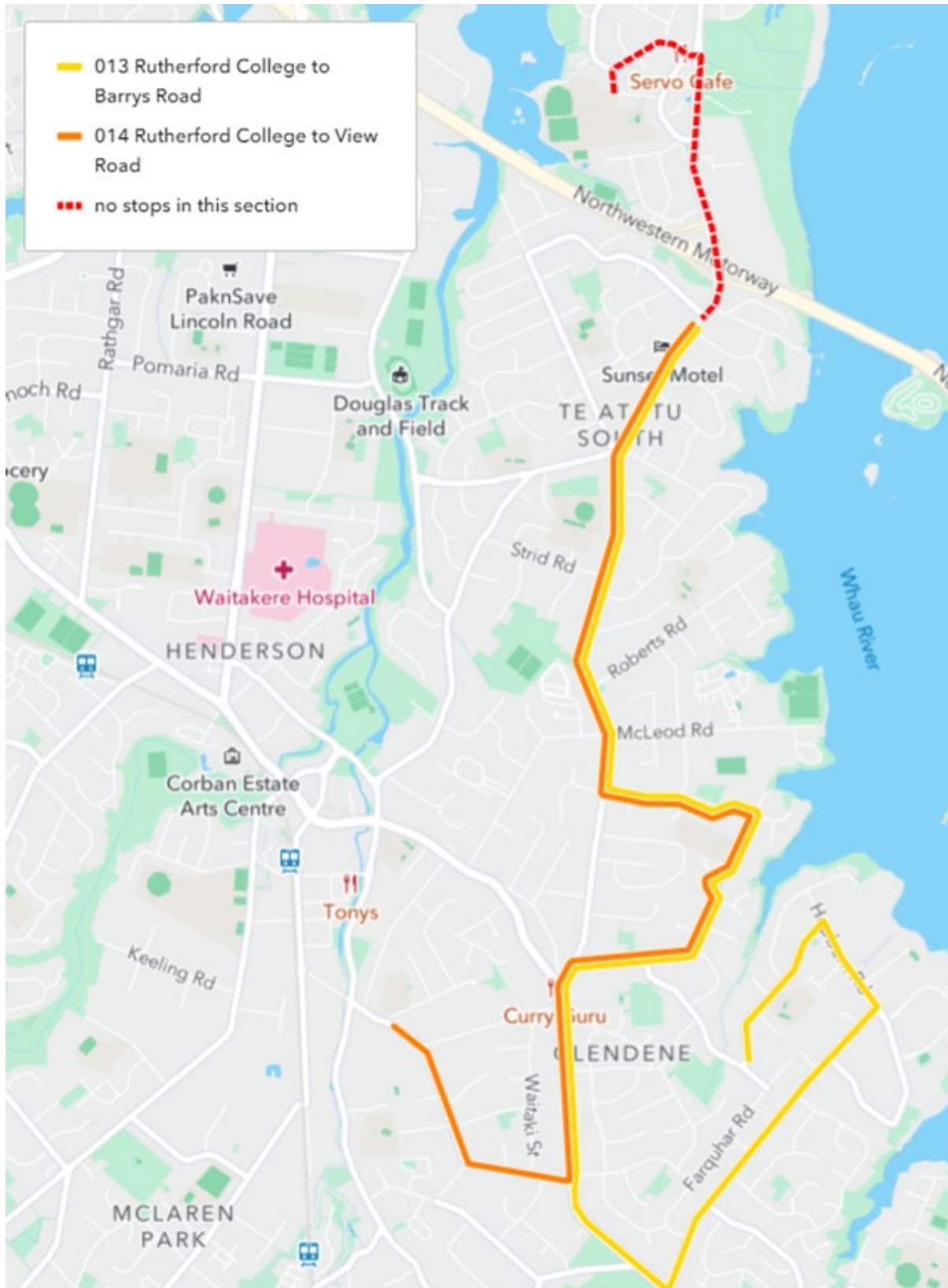
AT currently offers one trip to the schools in the morning and two trips from the schools in the afternoon. AT will be adding an additional trip in the morning, starting from the top of Oreil Avenue. This will be scheduled just a couple of minutes in front of the existing morning trip (which will continue to start from Hobsonville Road). The new additional trip will offer more

capacity for students travelling on the busiest parts of this popular service. They will continue to follow their current route.

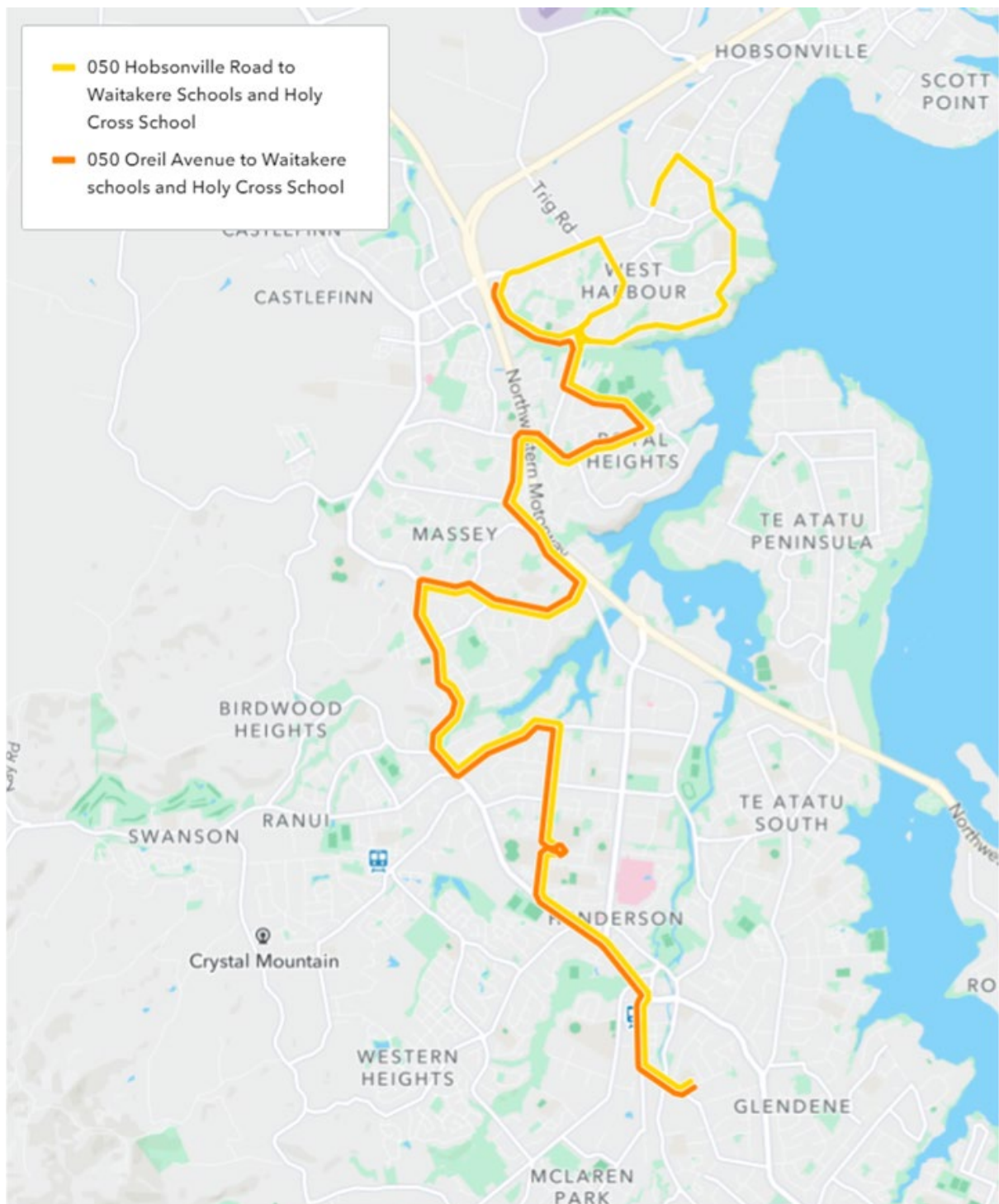
Morning service on S013:



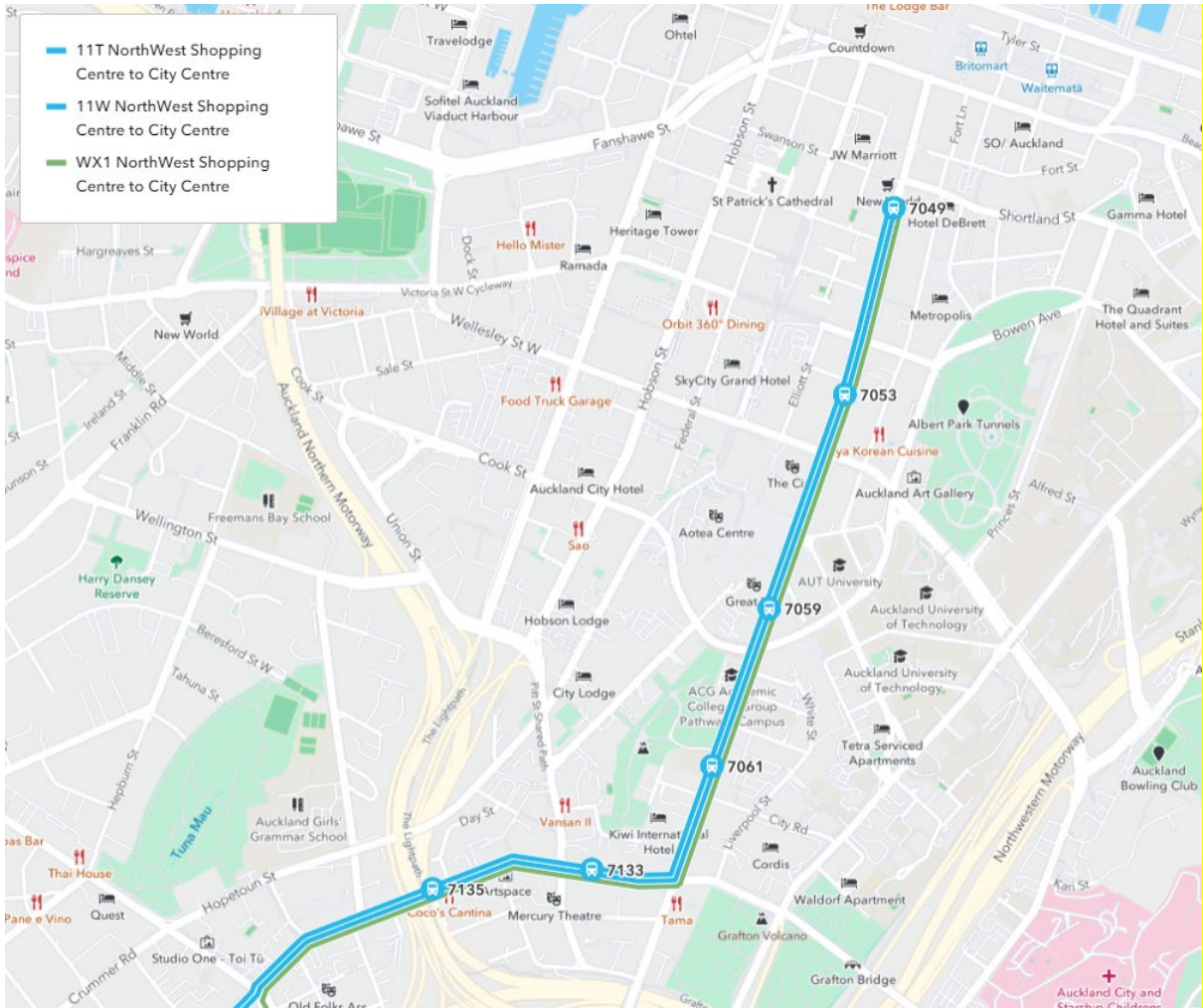
Afternoon services on S013 and S014:

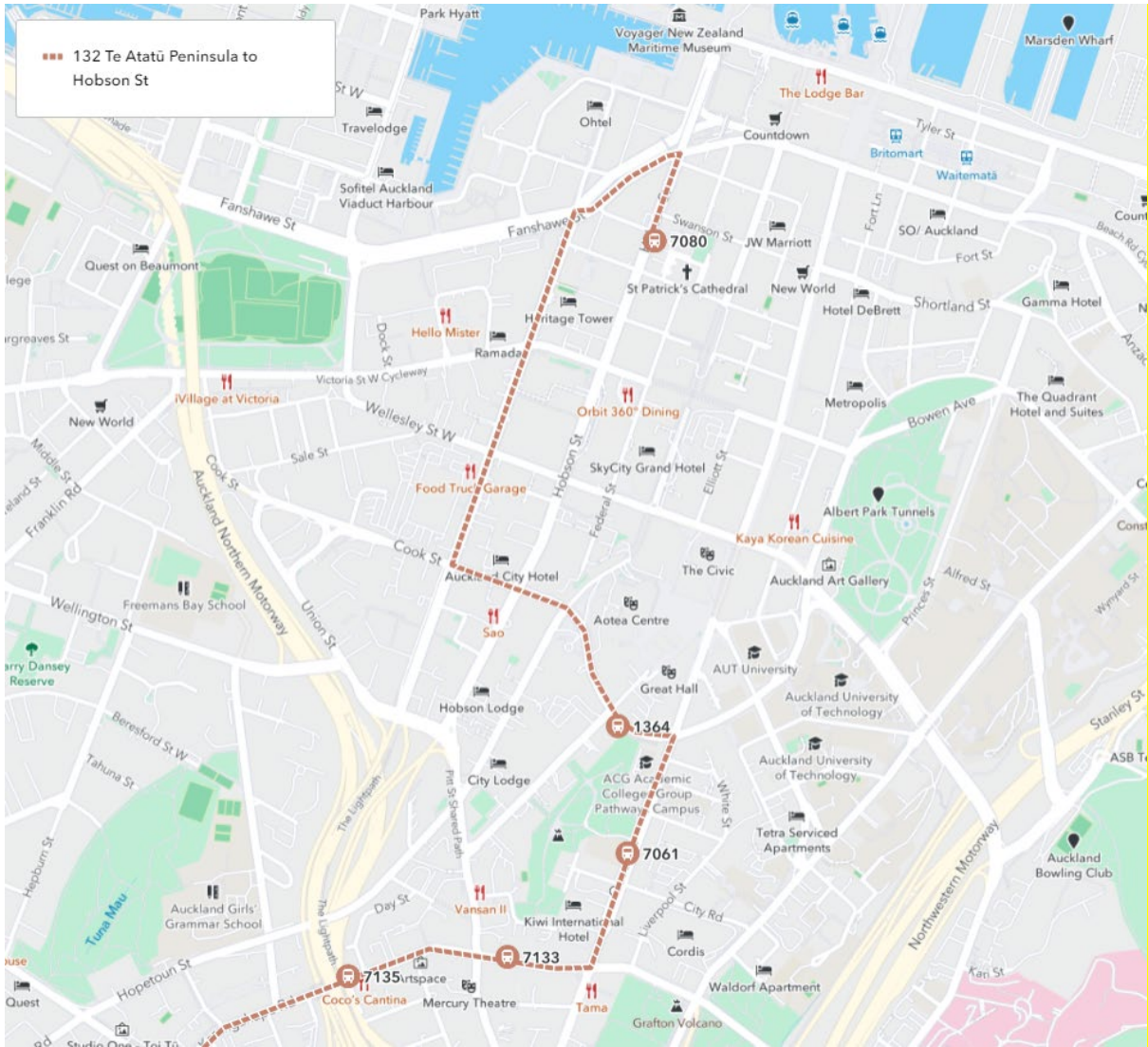


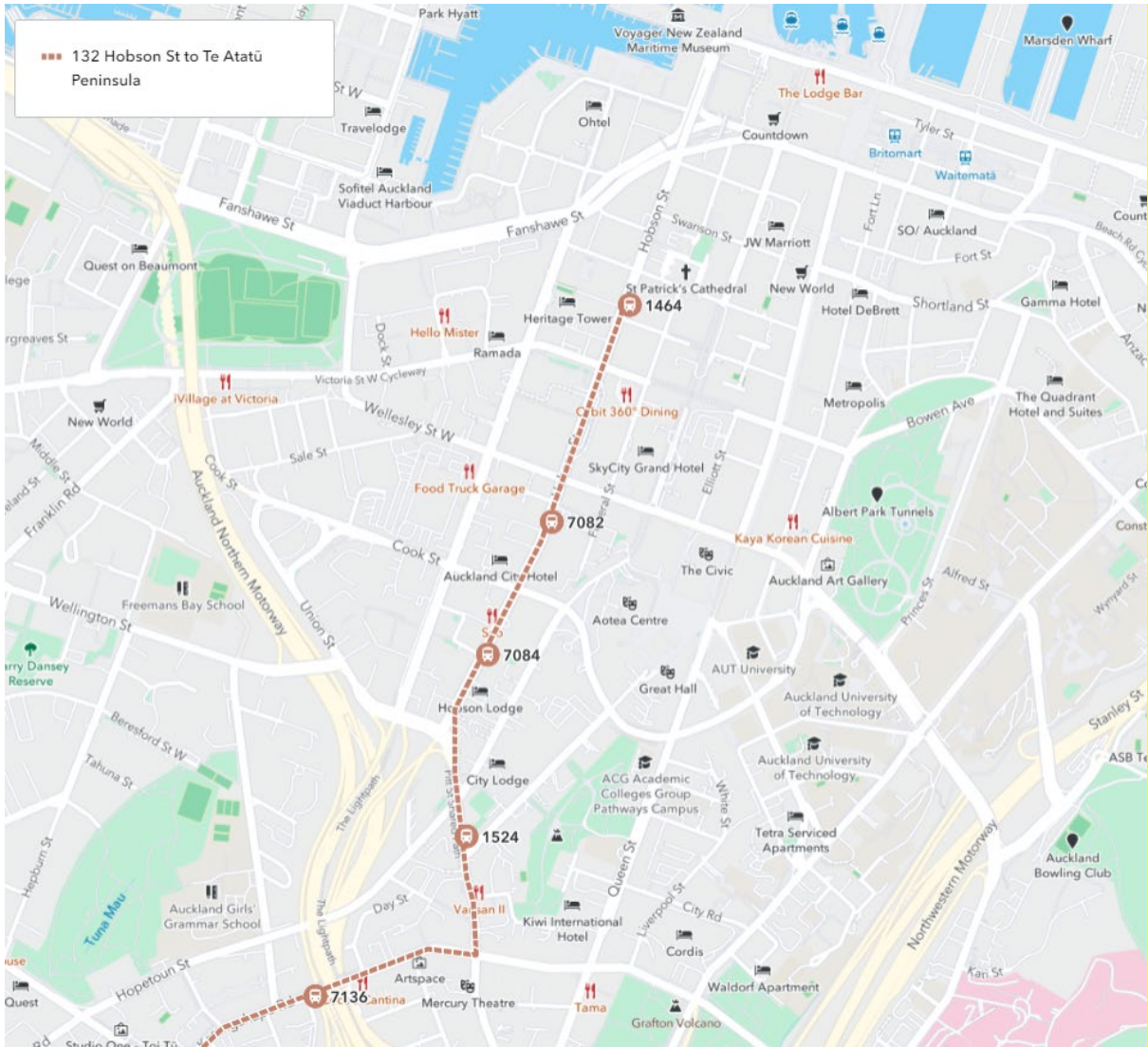
Morning service on S050 (no change to current afternoon service):



Appendix 3 Maps of new bus routes in City Centre







Appendix 4 Maps of WX1, 11T and 11W bus routes in Westgate and Northwest

