

## Consultation Summary and Decisions Report

Bus Route Changes in Blockhouse Bay, Green Bay,  
Wood Bay, French Bay, Tanekaha, Titirangi, Laingholm,  
Kaurilands, and Glen Eden

**Have your say on  
proposed changes to  
Blockhouse Bay,  
Green Bay, Wood Bay,  
French Bay, Tanekaha,  
Titirangi, Laingholm,  
Kaurilands, Glen Eden  
bus services**

**Routes included in this review:**

19X, 104, 163, 163X, 164, 170, 173, 173X,  
177, 179, 179X, 180, 181, 182, 183, 184,  
185, 187, 188X, 189, 189X, 191, 193, 197,  
197X, 198, 198X, 199, 207, 207X

The consultation period ran from **Monday 21 October to 4pm Friday 22 November 2013**

## Table of Contents

<b>1. Executive Summary</b> .....	<b>1</b>
<b>2. Background</b> .....	<b>1</b>
<b>3. Consultation Activities</b> .....	<b>2</b>
<b>4. Consultation Responses</b> .....	<b>2</b>
<b>5. Summary of Feedback</b> .....	<b>2</b>
5.1 Current Travel Habits.....	2
Which bus routes did people use? .....	3
How often do people use PT?.....	3
5.2 Future Bus Routes.....	4
Will the proposed changes encourage people to use PT more often? .....	4
Can people still get to where they need to? .....	4
Where can't you get to?.....	5
Responses to the main changes proposed to the bus network .....	5
<b>6. Consultation Decision and Responses</b> .....	<b>11</b>
6.1 Final Decisions .....	11
6.2 Response to Key Issues .....	14
6.3 Final routes and timetables .....	19
<b>Appendix 1: Consultation Activities</b> .....	<b>20</b>
<b>Appendix 2: Final Bus Network for Implementation</b> .....	<b>21</b>

## 1. Executive Summary

- Auckland Transport consulted on the proposed changes to bus routes in Blockhouse Bay, Green Bay, Wood Bay, French Bay, Tanekaha, Titirangi, Laingholm, Kaurilands, and Glen Eden from **21 October until 22 November 2013**. In total we received 453 submissions on the proposals.
- All submissions received were analysed by Auckland Transport, which included a team of public transport planners driving the routes in a bus to clarify issues raised. The feedback received, and Auckland Transport investigations, were used to refine and develop a finalised bus network for the area.
- The feedback received has resulted in some changes to the proposed bus network. In short Auckland Transport proposed 11 bus routes within the consultation area and we are proposing to make changes to 4 of those routes. In addition we are changing one bus route (249) which was outside the scope of the consultation to address some concerns raised through the consultation process. Auckland Transport's response to the key issues raised during consultation and the final decisions on the bus network are outlined in sections 6.1 to 6.3.
- The final bus network for implementation is outlined in Appendix 2.
- Feedback that was outside the scope of this consultation has been sent to the relevant teams within Auckland Transport for review, action or inclusion within their work programmes; for example AT HOP, Fares and Ticketing, and Customer Services.

## 2. Background

We are simplifying the many different routes and making better use of the bus services that currently run in Blockhouse Bay, Green Bay, Wood Bay, French Bay, Tanekaha, Titirangi, Laingholm, Kaurilands, and parts of Glen Eden.

The changes are a direct response to passenger requests to have simpler, more legible, more connected and more frequent bus services. There are also some 'quick win' measures that move the bus network towards the New Network philosophy, which is being rolled out across Auckland. The benefit of progressing these changes ahead of the full-scale New Network changes for West Auckland is that they can be implemented earlier. These proposed changes can be implemented in 2014; whereas the full New Network for West Auckland is not scheduled to be implemented until 2015/16.

### **Key features of the changes include:**

- Fewer bus routes (11) operating at higher frequencies, and following clear direct routes. This will create a simpler, easier to understand timetable compared to the 26 different route numbers currently operating. There will be even spacing between trips, easy to remember departure times, and more trips throughout the day, including evenings and weekends, on many routes.
- Better connections at New Lynn with trains and buses to the city and other destinations. Some direct trips to the city will be replaced by local trips to New Lynn where passengers can connect to another bus or train. Connections between bus and train have been timed to allow passengers to transfer easily.

- Existing express services will be replaced with some new express routes, more direct all-stop services, or local services connecting to trains and buses at New Lynn.
- Services between Titirangi Village and New Lynn will be every 30 minutes, seven days a week between 7am and 9pm. Currently services only run at odd times on weekdays between these centres with gaps of up to 2 hours between some services. All buses from Titirangi Village to New Lynn and the City will leave from the same stop – next to the Gull Service Station.
- Removing services from narrow roads and streets with low passenger numbers to improve safety, speed up services, reduce travel times, and improve service options and frequencies on main bus routes. In some instances areas with low passenger numbers or narrow roads will be replaced by connecting services to New Lynn, possibly using smaller buses.
- A new route that links Titirangi Village directly with Glen Eden shops and train station.
- Buses from the Green Bay area will no longer travel along Williamson Ave in Grey Lynn. All Green Bay buses will travel the same route along Great North Rd. There is a half hourly service along Williamson Ave provided by the 030-Point Chevalier to Britomart service that will continue to operate between 6.25 am and 10.45 pm. This change has been made to create a quicker trip between Grey Lynn and Karangahape Road through use of the bus lanes along Great North Rd.

### 3. Consultation Activities

The consultation period ran from Monday 21 October to 4pm Friday 22 November 2013. The objective of the consultation was to get feedback on the proposed changes from residents, public transport users and other stakeholders. Please refer to Appendix 1 for information on the activities that were carried out to raise awareness of, and seek feedback on, the proposed changes.

### 4. Consultation Responses

Auckland Transport received 453 submissions on the proposed changes – 263 online feedback forms, 186 hard copy feedback forms, and 4 free-form submissions. 421 respondents used public transport and 28 respondents were non-bus users.

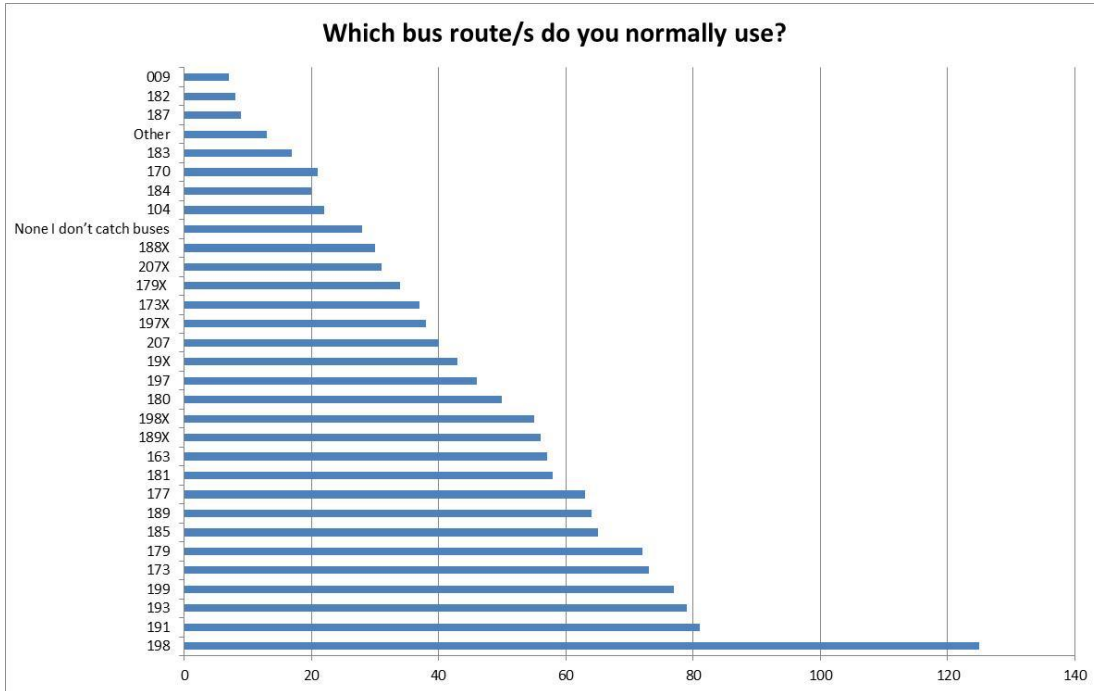
### 5. Summary of Feedback

#### 5.1 Current Travel Habits

The feedback form started by asking participants about their current use of public transport. The vast majority of respondents (94%) were public transport users. The following provides some information on their travel habits when using public transport.

### Which bus routes did people use?

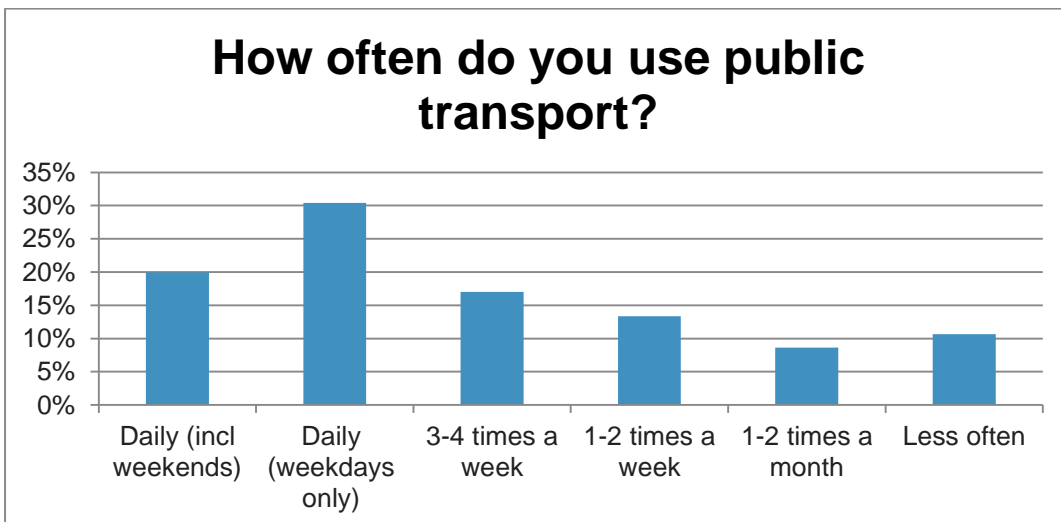
A high number of respondents (70+) were users of the Titirangi Road services (173, 179) and the Blockhouse Bay Road services (191, 193, 198 and 199), with the highest number of respondents (125) catching the 198 service. A low number of respondents (up to 20) came from users of the 009, 182, 183 and 187 services. 13 respondents caught other buses not mentioned in this consultation.



Base: 1419 responses. Multiple responses were allowed.

### How often do people use PT?

Half (50%) were daily users of public transport and 80% used it weekly or more. 20% of respondents used public transport monthly or less often.



Base: 441 responses.

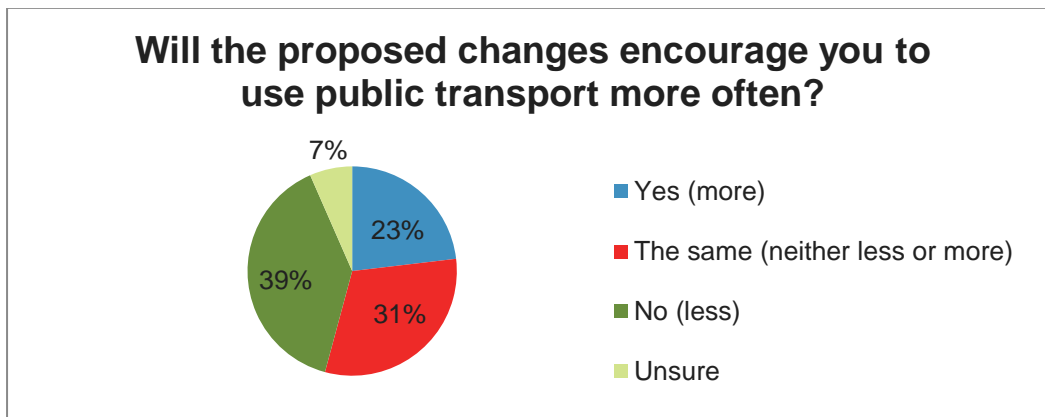
## 5.2 Future Bus Routes

The feedback form then sought feedback on the proposed changes to bus services.

### *Will the proposed changes encourage people to use PT more often?*

Participants were fairly split in their opinions about whether the changes would encourage greater public transport use. Just under a third (31%) felt it would encourage them to use public transport more, 39% felt it would result in them using public transport less often and 23% felt it wouldn't impact their use. The remaining 7% were unsure.

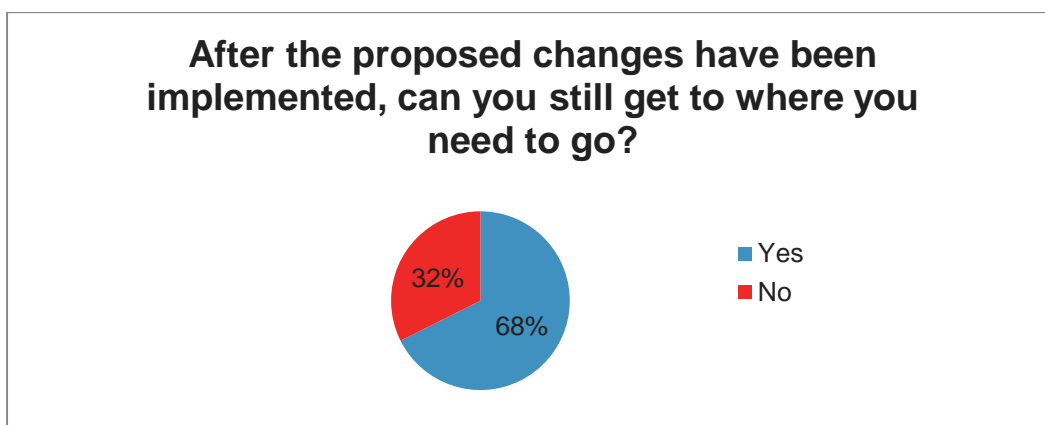
These results were impacted by whether participants felt they could get to where they needed to go. Among those who said they **could** get to where they needed, 32% felt it would encourage them to use public transport more, 39% felt it would make no difference and only 23% felt they would use it less. Conversely, among those who said they **could not** get to where they needed, only 5% felt it would encourage them to use public transport more, 13% felt it would make no difference and 75% felt they would use it less.



Base: 441 responses.

### *Can people still get to where they need to?*

Most participants will be able to get to where they need to when the new bus network is implemented, with 68% stating they will still be able to get to where they want to, and 32% stating they won't be able to get to where they want to. However, as discussed below, the locations provided by most the participants who felt they will not be able to get to where they need to, are in fact accessible using the new bus network.



Base: 426 responses.

## *Where can't you get to?*

Submitters put forward many locations they believed they couldn't get to by using the proposed new bus network. However, the vast majority of the locations outlined by submitters will be accessible via the new bus network. The only difference is that users may be required to transfer from bus to bus, bus to train, or train to bus to access the destination using the new network. Some users may also have to walk a little further to access a bus service (usually between 50m to 600m).

However, in return for the need to transfer or walk a little further, users will usually have access to bus and train services that are more reliable, operate at higher frequencies, and have more even spacings between departure times. Some services will also operate more regularly over larger parts of the day (e.g. every 30 minutes) and/or have new weekend services. This provides the public with the option to use public transport for more activities.

In section 6.1 Auckland Transport comments on objections to services being removed from specific streets.

## *Responses to the main changes proposed to the bus network*

The main changes proposed had varying levels of support and opposition as well as respondents who were neutral or not affected. Comparing the difference between the percentage of people who supported a proposed change and the percentage of people who opposed a proposed change, provides a good indication of the overall support for each of the proposed changes.

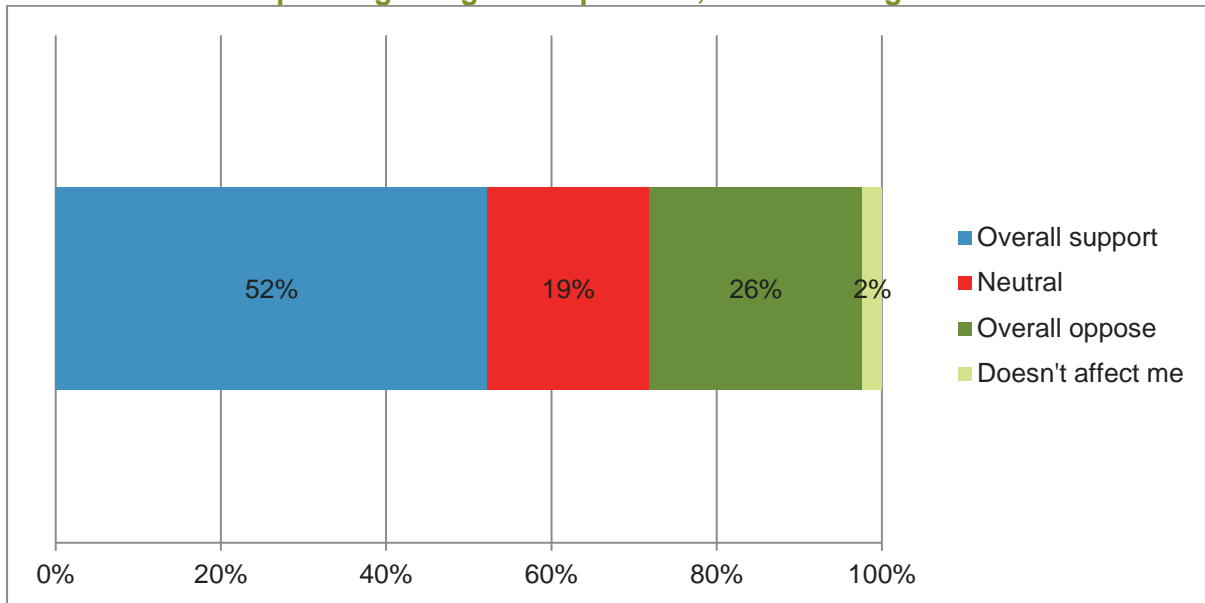
Using this method, the proposed changes are listed below from the most supported to least supported (the percentage beside each change was calculated by subtracting the percentage who 'opposed' the change from those who 'supported' it):

1. Better connections at New Lynn (+75%)
2. More route options between New Lynn and Titirangi (+54%)
3. Existing express services replaced with new express routes (+39%)
4. A new route to link Titirangi to Glen Eden shops (+39%)
5. Fewer bus routes at higher frequencies (+26%)
6. Buses from Green Bay will no longer travel along Williamson Ave (+10%)
7. Overall support of the changes (+8%)
8. Removing services from narrow roads and roads with low passenger numbers (+5%)
9. Removing services along St George's Road (-22%)
10. Removing services along Titirangi Beach Rd and Tanekaha Rd (-25%)

It is interesting to observe that some of the most supported themes; such as better connections and higher frequencies, can only be implemented if some of the least supported themes are implemented, such as removing routes from narrow roads and roads with low passenger numbers. This illustrates the trade-offs that Auckland Transport need to consider when allocating limited funding to public transport in a way that brings the greatest benefit to the most people. Auckland Transport are striving to develop a public transport network that is the most useful and convenient for the majority of people. Unfortunately in order to develop such a network there will need to be compromises that may disadvantage some people.

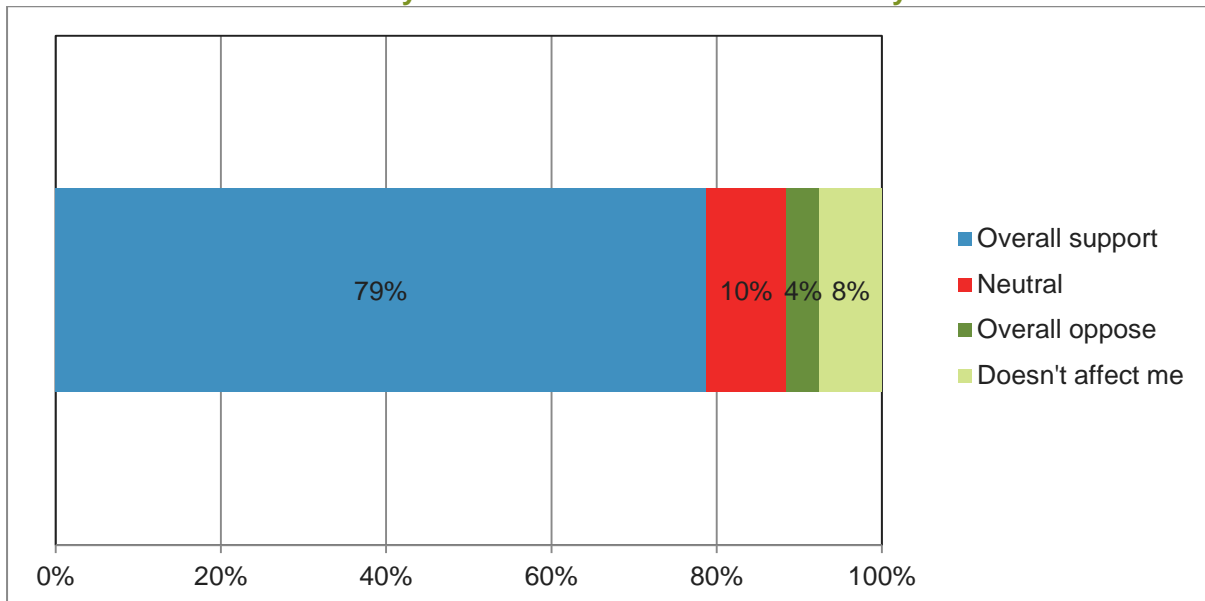
The series of graphs below outlines all the responses to the main changes proposed by AT.

**Fewer bus routes operating at higher frequencies, and following clear direct routes**



Base: 390 responses.

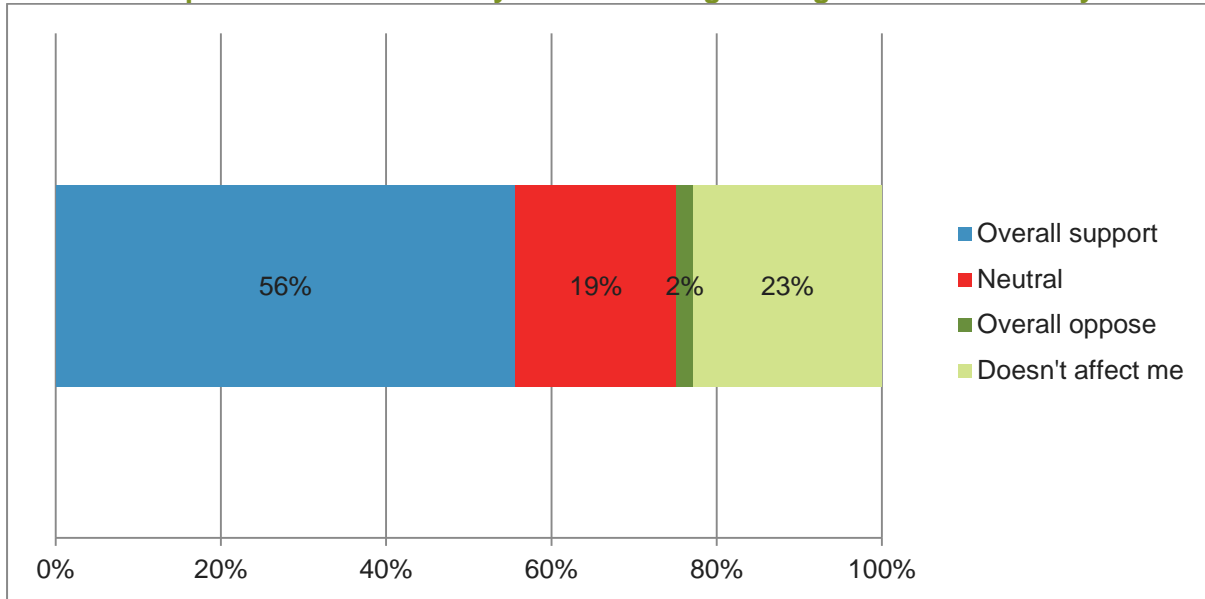
**Better connections at New Lynn with trains and buses to the city and other destinations**



Base: 399 responses.

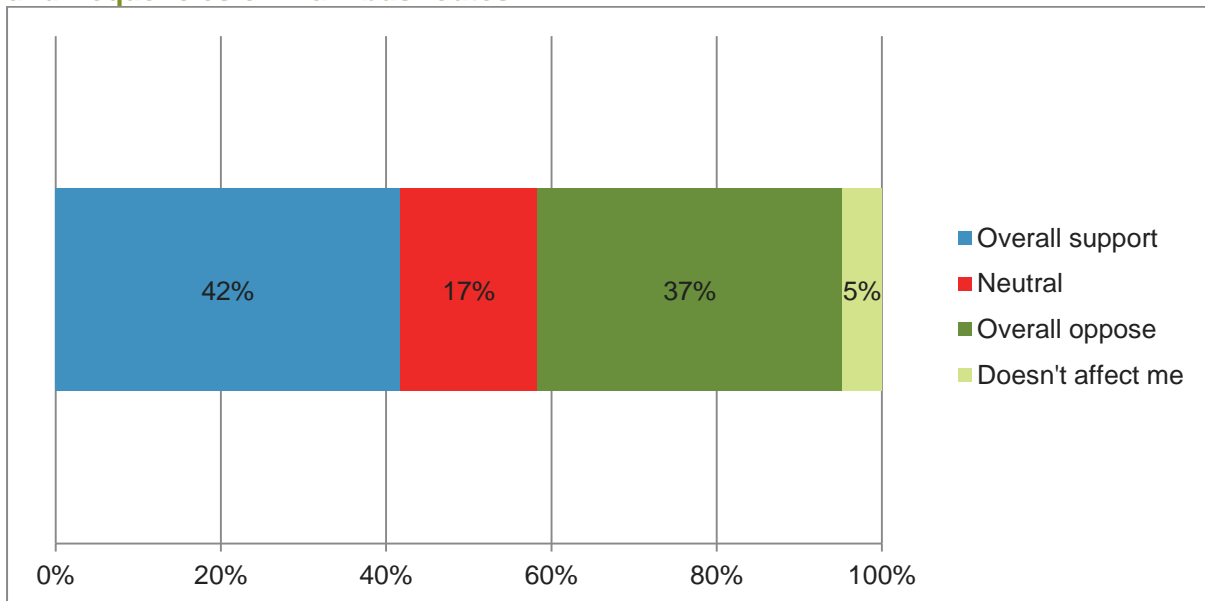


**More route options between New Lynn and Titirangi throughout the whole day**



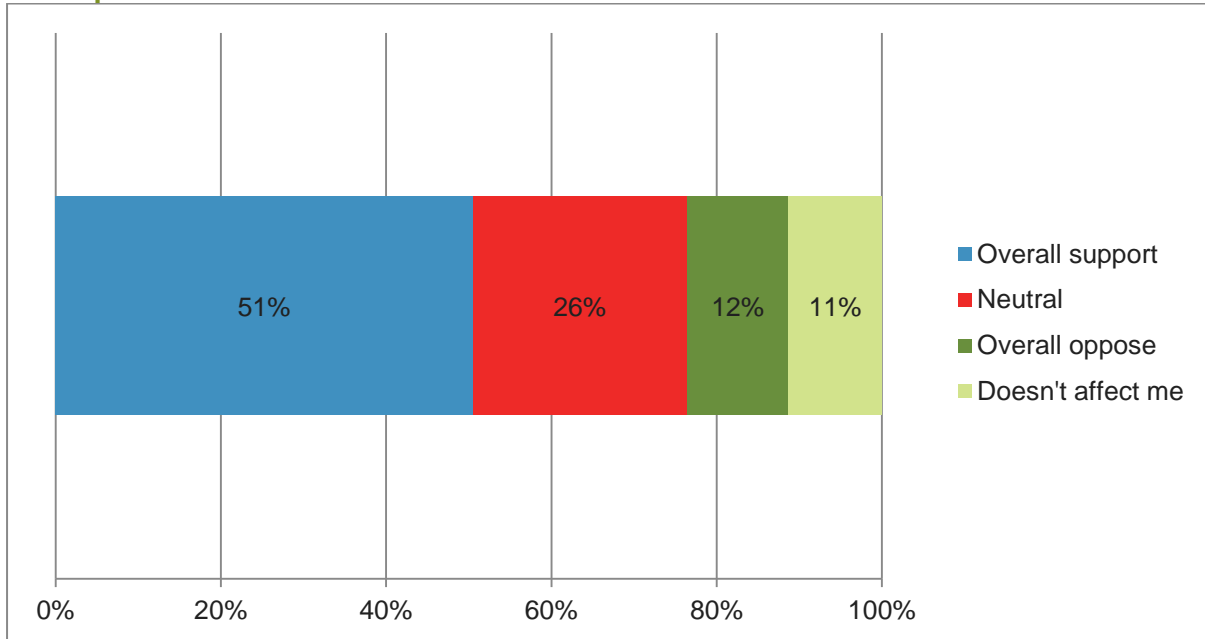
Base: 390 responses.

**Removing services from narrow roads and streets with low passenger numbers to improve safety, speed up services, reduce travel times, and improve service options and frequencies on main bus routes**



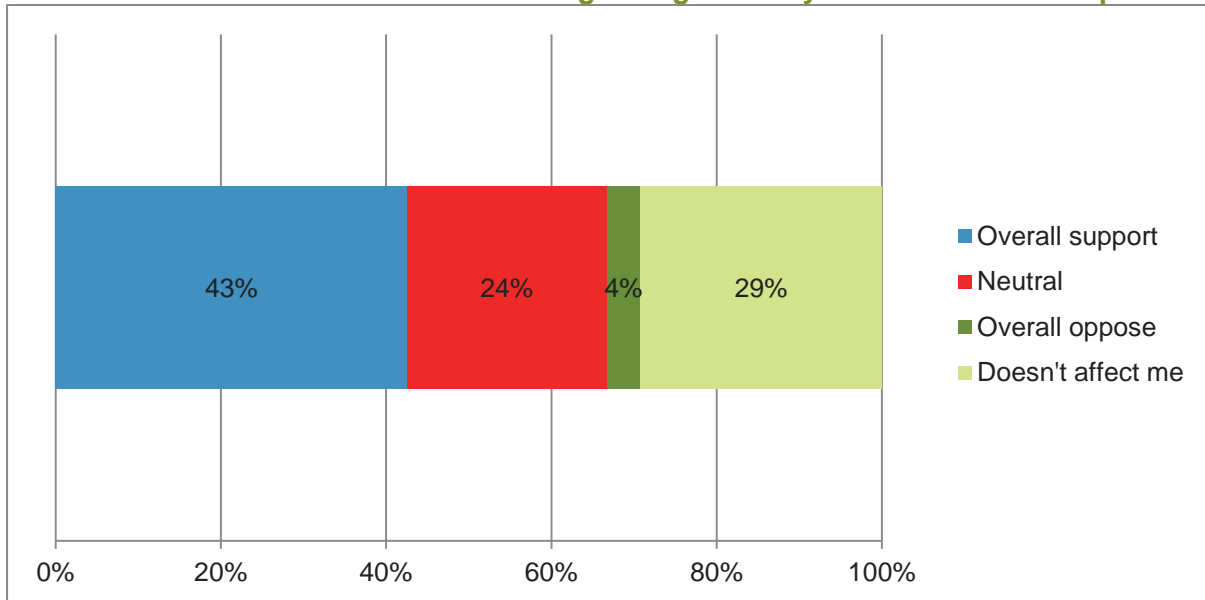
Base: 398 responses.

**Existing express services will be replaced with some new express routes, more direct all-stop**



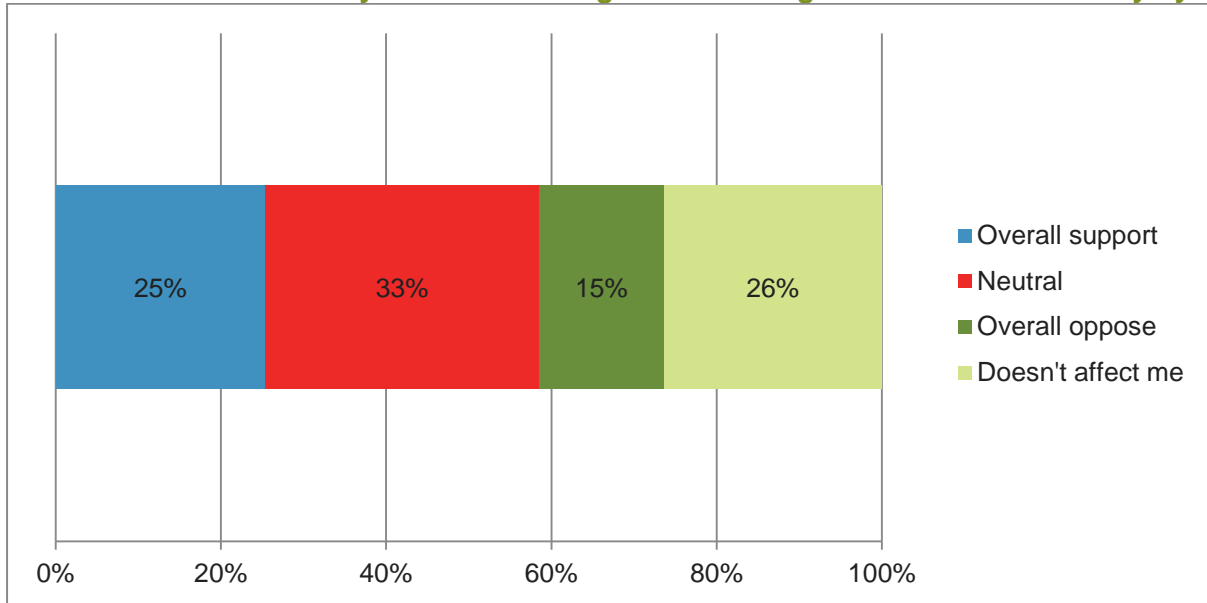
Base: 390 responses.

**A new route will be created to link Titirangi Village directly with Glen Eden shops**



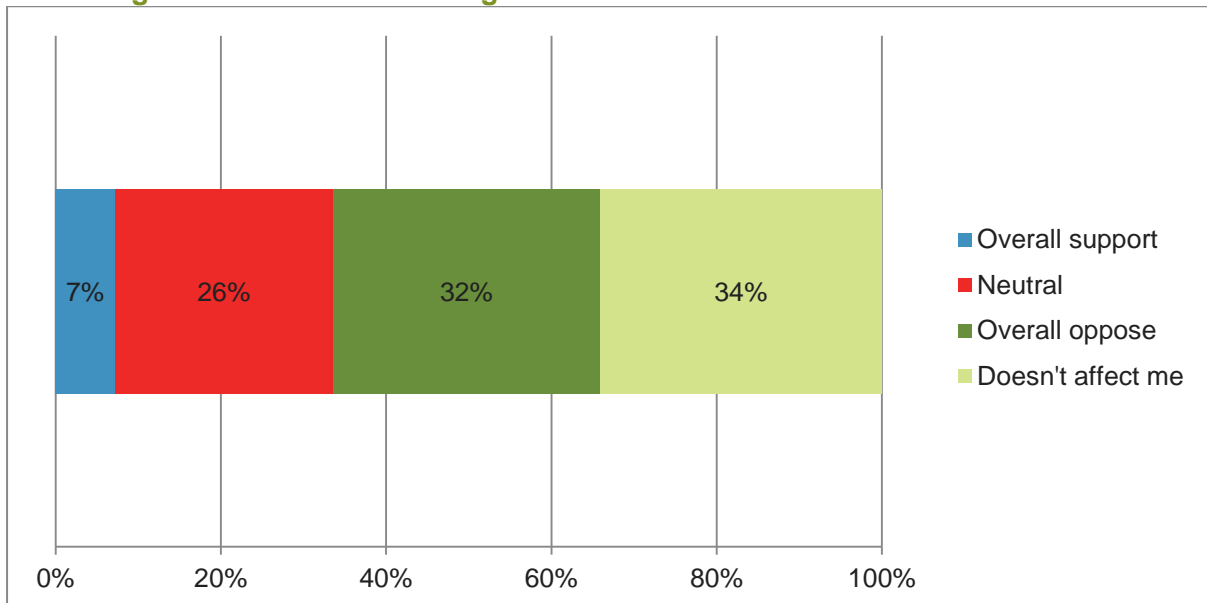
Base: 390 responses.

**Buses from the Green Bay area will no longer travel along Williamson Ave in Grey Lynn**



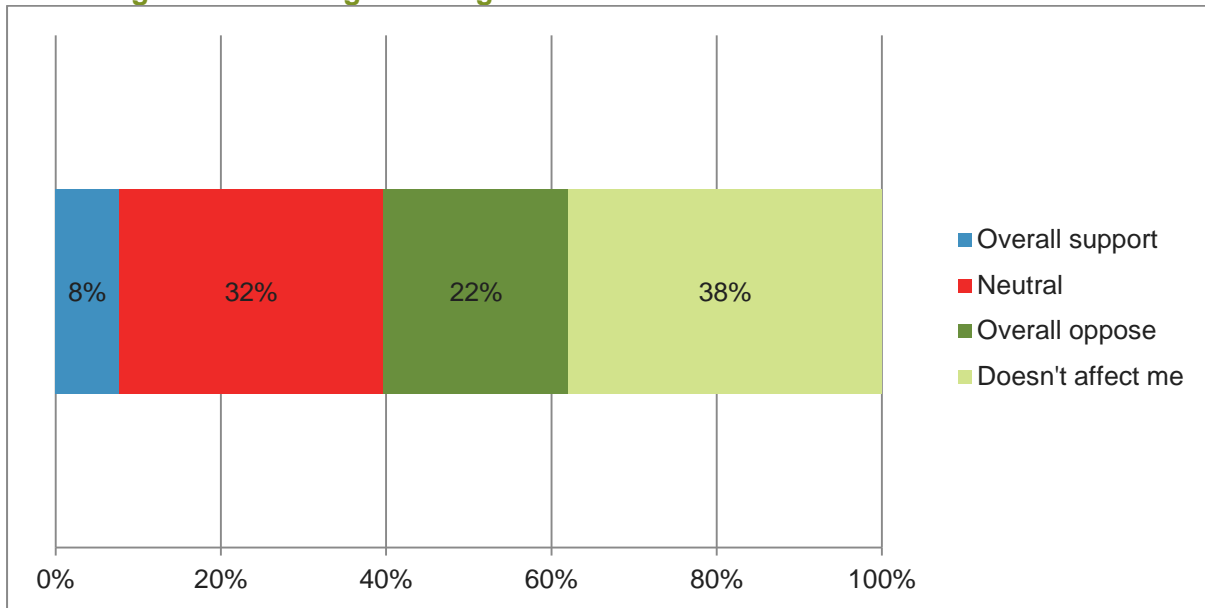
Base: 398 responses.

**Removing services around Titirangi Beach Rd and Tanekaha Rd area**



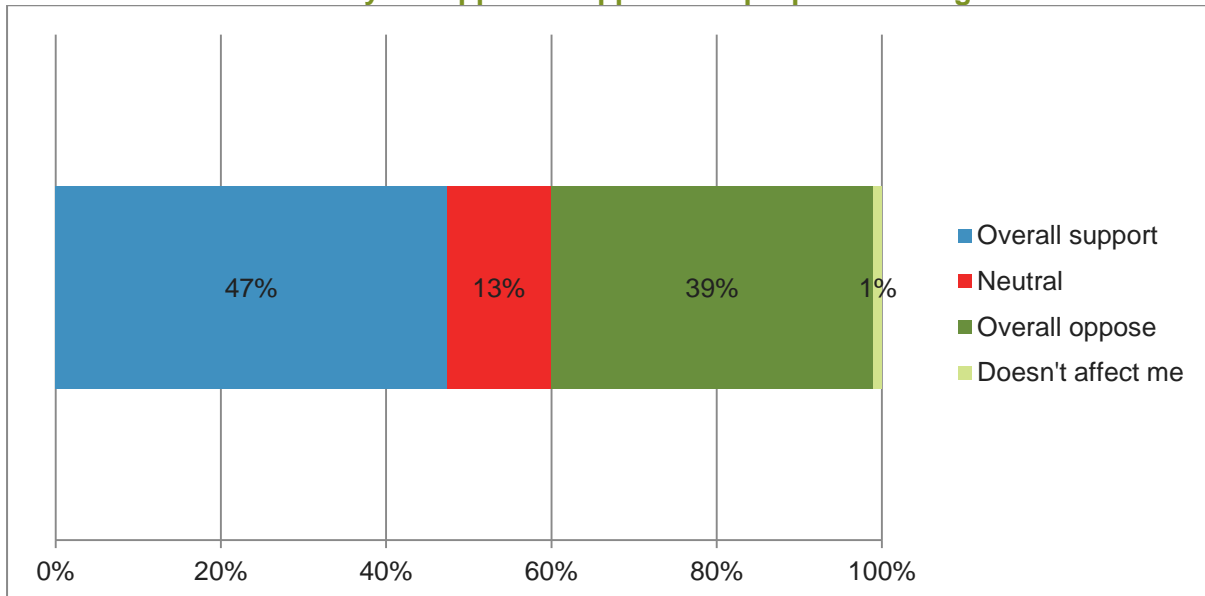
Base: 390 responses.

**Removing services along St Georges Rd**



Base: 393 responses.

**Overall to what extent do you support or oppose the proposed changes?**



Base: 399 responses.

## 6. Consultation Decision and Responses

### 6.1 Final Decisions

Proposed route number	Proposed route description	Changes to route due to consultation	Final route description	Final route number	Frequency	Reasons for final route
009	<b>Onehunga to New Lynn</b> (Taylor St, Wolverton St, Clark St)	It was proposed to change this route however as a result of consultation there will be no change, route to remain as current	<b>Onehunga to New Lynn</b> (Bolton St, Portage Rd, Clark St)	009	30 minutes (Monday to Friday 6am-6pm)  30 minutes (Saturday 7.30am-6pm)  Hourly (Monday to Saturday 6pm-7pm)  Hourly (Sunday 7.45am-5.45)	
104	<b>Avondale to New Lynn</b> (Blockhouse Bay Rd, Taylor St, Ulster St, Clark St)  <b>New Lynn to Avondale</b> (Ash St, Riversdale Rd, Mead St, Rosebank Road)	Change 1: To improve the safety of the route, the 104 service will no longer travel along Mead Street; it will travel along Avondale Road instead.  Change 2: The hours of operation of the 104 service have been extended to 8am-4pm seven days a week.	<b>Avondale to New Lynn</b> (Blockhouse Bay Rd, Taylor St, Ulster St, Clark St)  <b>New Lynn to Avondale</b> (Ash St, Riversdale Rd, Avondale Rd, Rosebank Road)	104	Hourly (Monday to Sunday)	Change 1: There were safety concerns with the right turn out of Mead St into Rosebank Rd. The right hand turn out of Avondale Road is considered safer.
153	<b>Henderson – Glen Eden – New Lynn</b> (Bruce McLaren Road, West Coast Rd, Rosier Rd, Glengarry Rd, Glendale Rd)	No change, route to remain as proposed	<b>Henderson – Glen Eden – New Lynn</b> (Bruce McLaren Road, West Coast Rd, Rosier Rd, Glengarry Rd, Glendale Rd)	153	Hourly (Monday to Sunday - plus additional peak hour services on weekdays)	
170	<b>Titirangi to New Lynn</b> (South Titirangi Rd,	The 170 hourly service has been rerouted to provide a connection with French Bay via South Titirangi Rd, Park Rd, Otitori Bay Rd and Opou Rd.	<b>New Lynn to Titirangi South via French Bay</b>	170	Hourly (Monday to Sunday)	The minor service extension has been added in response to

Proposed route number	Proposed route description	Changes to route due to consultation	Final route description	Final route number	Frequency	Reasons for final route
	Titirangi Rd, Margan Ave)	<p>Only 170 services coming <u>from</u> New Lynn will follow the revised route, services heading <u>towards</u> New Lynn will follow the more direct route of South Titirangi Road and Titirangi Road. This means that people in French Bay who want to catch the bus to New Lynn will have to catch the 170 bus service towards Titirangi South and stay on the bus until it turns around and heads back to New Lynn. This creates a travel time to New Lynn from French Bay which is similar to current services.</p> <p>It's also important to note that the 170 service has only been rerouted Monday to Friday 7am till 7pm, and Saturday 9am till 5pm, outside these hours the 170 will not service French Bay.</p>	<p>Margan Ave, Titirangi Rd, Park Rd, Otitori Bay Rd, Opou Rd, South Titirangi Rd)</p> <p><b>New Lynn to Titirangi South</b> (South Titirangi Rd, Titirangi Rd, Margan Ave)</p>			concerns from French Bay residents at losing the existing 180, 181, 189 services.
171	<b>Laingholm – New Lynn – City</b> (Victory Rd, Huia Rd, Scenic Dr, Titirangi Rd, Great North Rd)	The 171 timetable has been altered to better serve the operational hours of Rudolph Steiner School.	<b>Laingholm – New Lynn – City</b> (Victory Rd, Huia Rd, Scenic Dr, Titirangi Rd, Great North Rd)	171	Once every 2 hours (Monday to Saturday)	<p>Rudolph Steiner School generates large numbers of potential bus users.</p> <p>Also note that the 171 now includes Saturday services.</p>
171X	<b>Laingholm – New Lynn – City</b> (Victory Rd, Huia Rd, Scenic Dr, Titirangi Rd, Great North Rd)	No change, route to remain as proposed	<b>Laingholm – New Lynn – City</b> (Victory Rd, Huia Rd, Scenic Dr, Titirangi Rd, Great North Rd)	171X	Peak hours on weekdays only	
172	<b>Glen Eden – Titirangi – New Lynn</b> (Captain Scott Rd, Atkinson Rd, Titirangi Rd)	No change, route to remain as proposed	<b>Glen Eden – Titirangi – New Lynn</b> (Captain Scott Rd, Atkinson Rd, Titirangi Rd)	172	Hourly (Monday to Sunday)	
172X	<b>Glen Eden – Titirangi – New Lynn</b> (Captain Scott Rd, Atkinson Rd, Titirangi Rd)	No change, route to remain as proposed	<b>Glen Eden – Titirangi – New Lynn</b> (Captain Scott Rd, Atkinson Rd, Titirangi Rd)	172X	Peak hours on weekdays only	
186	<b>New Lynn</b> Seabrook Ave, Golf	No change, route to remain as proposed	<b>New Lynn</b> Seabrook Ave, Golf	186	30 minutes (Monday to Sunday)	

Proposed route number	Proposed route description	Changes to route due to consultation	Final route description	Final route number	Frequency	Reasons for final route
	Rd, Astley Ave, Rankin Ave)		Rd, Astley Ave, Rankin Ave)			
195	<b>New Lynn – Green Bay – Avondale – City</b> (Hutchinson Ave, Avonleigh Rd, Blockhouse Bay Rd, Great North Rd)	No change, route to remain as proposed	<b>New Lynn – Green Bay – Avondale – City</b> (Hutchinson Ave,	195	Hourly (Monday to Sunday - 30 minutes during peak hours on weekdays)	
207	<b>Green Bay – Blockhouse Bay – Avondale – City</b> (Castleford St, Avonleigh Rd, Connaught St, Blockhouse Bay Rd, New North Rd)	Route renumbered 209 and will be extended to Titirangi via Godley Road. It will no longer serve Avonleigh Road and Castleford Street.	<b>Titirangi – Green Bay – Blockhouse Bay – Avondale – City</b> (Godley Rd, Connaught St, Blockhouse Bay Rd, New North Rd)	209	Peak hours on weekdays only	Creates AM and PM peak hour connection between Titirangi, Green Bay High School, Green Bay and Blockhouse bay shops. Also provides access to Avondale, New North Road, and the City.
249	<b>New Lynn – Blockhouse Bay – City</b> (Portage Rd, Bolton St, Donovan St, Richardson Rd, Owairaka Ave)	In response to concerns about the loss of bus services to the City from Taylor Street the 249 bus service has been rerouted along Taylor Street.	<b>New Lynn – Blockhouse Bay – City</b> (Wolverton St, Taylor St, Donovan St, Richardson Rd, Owairaka Ave)	249	30 minutes (Monday to Friday 6.00.am-9.00pm Reduced service between 9.00pm and 11.30pm  30 minutes (Saturday 8.30am-6.45pm Reduced service between 7.45am and 8.30am	Concerns raised by submitters about lack of services to the City from Taylor Street.

## 6.2 Response to Key Issues

Theme	Auckland Transport's Response/Comments
<b>General issues raised</b>	
Prefer services as they are, don't want changes to current routes	<p>If Auckland is to cope with the expected growth in population, public transport must become the transport choice for more Aucklanders. Bold changes need to be made to provide a better level of service, respond to public demand and provide better connections to the places Aucklanders want to go. Simply putting more buses on the existing network is not an option.</p> <p>We have to fundamentally change the way bus services operate, to provide more frequent services and a simpler more connected network. Electric trains are on their way. This gives us the opportunity to redesign bus services to complement rail and improve bus operations across the whole of Auckland.</p> <p>The current bus network is complex, mostly infrequent and in many places, duplicates what trains do. It is inefficient to operate and does not always provide a suitable alternative to the car, or give ratepayers, taxpayers and customers the best value for money.</p> <p>The proposed new bus network is based on a principle already working in many North American and European cities, which have networks of high frequency services that are designed to work together through easy connections.</p> <p>A frequent, well-integrated network is considered to be more useful for most people than a jumble of infrequent routes. We are following that principle as we work towards making Auckland the world's most liveable city.</p> <p>This principle was included in Auckland Transport's Draft Regional Public Transport Plan which was consulted on in October 2012. More than 700 submissions were received, and there was strong support for the proposed new public transport network. It was endorsed for local consultation by the Auckland Transport Board in March 2013.</p>
Don't want to transfer, like catching one bus	<p>The changes will result in the removal of bus services that may have taken some passengers direct from their local bus stop to their destination. However, these are being replaced with generally more frequent and reliable services which may require a transfer.</p> <p>While transfers may not be desirable, they are essential for the frequency, reliability and simplicity of the network and they also enable access to a much wider set of destinations.</p> <p>The inconvenience associated with transferring will be minimised by the provision of good interchange facilities, improved frequencies and integrated ticketing (with integrated fares to follow).</p> <p>Please also refer to the explanation provided in the row above.</p>



Theme	Auckland Transport's Response/Comments
Physical accessibility issues	<p><u>Accessibility outcomes from the changes to the bus network:</u></p> <ul style="list-style-type: none"> <li>• Now that bus routes for the consultation area have been confirmed some bus stop locations and associated facilities are being reviewed. Your comments have been passed on to the relevant team to be considered as part of the review.</li> <li>• Any new infrastructure (e.g. bus stops/shelters) developed for the new bus network will be designed in a manner that considers accessibility for all as a key component of the design.</li> <li>• Auckland Transport has presented to both the Disability Strategic Advisory Group (DSAG) and the Transport Accessibility Advisory Group (TAAG) on the wider changes to Auckland's bus network and they both requested fully accessible interchanges to mitigate the effects of transfers. Auckland Transport have committed to presenting future infrastructure guidelines to these groups for further input to ensure accessibility issues are addressed. This includes seeking their input when designing new stops/shelters/interchanges where transfers will be required.</li> </ul> <p><u>Auckland Transport's general approach/activities to improve the physical accessibility of Public Transport:</u></p> <ul style="list-style-type: none"> <li>• Around 55% of Auckland buses have super low floors and the ability to kneel to meet the curb, or have wheelchair ramps fitted to allow easy access for wheelchair users. New buses are being introduced regularly to increase the number of wheelchair access buses in service. Buses have a useful life of about 20 years and when replaced will be replaced with accessible buses. Low floor buses have a single step entry and a low floor in the front part of the vehicle. This reduces the height differential between the kerb and bus floor. Most buses are also able to 'kneel', reducing the step height even further. Whilst they are generally seen as a means of improving accessibility for disabled passengers, including wheelchair users, all passengers benefit from low floor bus services, including:             <ul style="list-style-type: none"> <li>○ people with pushchairs;</li> <li>○ people with young children;</li> <li>○ elderly people;</li> <li>○ passengers with shopping or luggage;</li> <li>○ wheelchair users;</li> <li>○ people with impaired vision; and</li> <li>○ Ambulant disabled people.</li> </ul> </li> <li>• Within 4-5 years the entire Auckland Transport Bus Fleet is expected to conform to the New Zealand Transport Agency (NZTA) national requirements for urban buses (the RUB) which were consulted on in 2011. Some extracts from these guidelines include:             <ul style="list-style-type: none"> <li>○ The priority seating area is located well to the forward end of the saloon, preferably immediately to the rear of the front wheel arches, and encompasses a minimum of:                 <ul style="list-style-type: none"> <li>— one multi-use/wheelchair space that will accommodate one wheelchair and user (preferably rearward facing) or pram user on the nearside of the vehicle, and</li> <li>— four seating positions preferably on the offside (at least two seating positions must be forward facing).</li> </ul> </li> <li>○ The purpose of the priority seating area is to provide space for a wheelchair user and seating for those with physical, sensory and cognitive impairments and parents/caregivers with children, irrespective of whether or not a pram or stroller is being used.</li> <li>○ For a large bus, a minimum of one preferably rearward facing wheelchair space to accommodate a wheelchair with a footprint of ≤700mm width x ≤1200mm length and its user shall be provided.</li> </ul> </li> </ul>

Theme	Auckland Transport's Response/Comments
	<ul style="list-style-type: none"> <li>• The Auckland Transport Code of Practice, which is currently being finalised, specifically details how bus services are to be accessible to all passengers. Providing an accessible bus passenger transport network requires two key components: 1) an accessible bus fleet in operation and 2) bus stops that are designed to complement these vehicles. Chapter 19 goes into much detail about public transport and some key passages state:             <ul style="list-style-type: none"> <li>○ When designing facilities for bus passengers, designers should keep in mind the requirements of the following groups:                 <ul style="list-style-type: none"> <li>— The elderly</li> <li>— The mobility, vision and hearing impaired;</li> <li>— People with young children, strollers and prams;</li> <li>— People with large or heavy luggage or shopping;</li> </ul> </li> <li>○ Designers should also keep in mind that a well-designed bus stop will:                 <ul style="list-style-type: none"> <li>— Be fully accessible. This means step and gap free access to buses at the bus stop itself and accessible and safe walking routes to and from the bus stop;</li> <li>— Have a consistency in design and provision, making it easy to identify, safe, comfortable, attractive and easy to use;</li> <li>— Help reduce bus travel times and improve reliability by providing optimal operational solutions;</li> <li>— Provide sufficient information on bus and (where applicable) other public transport services available from the stop;</li> <li>— Make a positive contribution to the community streetscape; and</li> <li>— Be designed to take other road users into consideration, e.g. the through movement of pedestrians.</li> </ul> </li> </ul> <p>More information on accessibility including on-request audio, braille and total mobility services can be found here <a href="http://www.maxx.co.nz/info/accessible-travel.aspx">http://www.maxx.co.nz/info/accessible-travel.aspx</a></p> </li> <li>• The Regional Public Transport Plan (adopted September 2013) includes a specific policy on Assisting the Transport Disadvantaged (policy 6.7 on page 70 and assessment appendix on page 179). This can be viewed at <a href="http://www.aucklandtransport.govt.nz/rptp">www.aucklandtransport.govt.nz/rptp</a>. The RPTP describes the public transport network that Auckland Transport proposes for the region, identifies the services that are integral to that network over the next 10 years, and sets out the policies and procedures that apply to those services.</li> <li>• The “Public Transport Interchange Design Guidelines” manual and the “Bus Stop Infrastructure Guidelines” are on our website <a href="http://www.aucklandtransport.govt.nz/about-us/publications/ManualsandGuidelines/Pages/default.aspx">http://www.aucklandtransport.govt.nz/about-us/publications/ManualsandGuidelines/Pages/default.aspx</a>. The purpose of the guide is to aid architects and engineers in the design of bus-to-bus public transport interchanges in Auckland. Although primarily for bus-to-bus transfer, it is also appropriate for the bus sections of bus-to-rail and bus-to-ferry interchanges. The guide is both a starting point for the design process and an assessment tool of the draft outcome to test for compliance. It is the expectation that the development of these guidelines will result in reduced design costs, improved levels of service, and increased uniformity.</li> </ul> <p><u>Total Mobility Scheme</u></p> <ul style="list-style-type: none"> <li>• Auckland Transport also supports the Total Mobility scheme. The Total Mobility scheme is a national scheme that assists people with impairments to enhance their community participation by accessing appropriate transport. This assistance is provided to eligible registered individuals in the form of subsidized door-to-door transport services wherever Total Mobility transport providers (usually taxis) operate. To find out more about the Total Mobility Scheme visit our website <a href="https://www.aucklandtransport.govt.nz/moving-around/AccessibleTravel/TotalMobilityScheme/Pages/default.aspx">https://www.aucklandtransport.govt.nz/moving-around/AccessibleTravel/TotalMobilityScheme/Pages/default.aspx</a> or call (09) 366 6400</li> </ul>

Theme	Auckland Transport's Response/Comments
Network is more frequent, more reliable and easier to understand, less planning, more confidence	Thank you; these are some of the key benefits Auckland Transport is striving to achieve with the changes.
Other positive comments - more convenient, easier to get to city, usage will increase, better connections, like 7 day services	Thank you; these are some of the key benefits Auckland Transport is striving to achieve with the changes.
Don't like loss of express services	<p>Express services have been retained in Titirangi, Glen Eden and Laingholm. A few of the express services in Green Bay have been removed for the following reasons:</p> <ul style="list-style-type: none"> <li>• Some of these services were not well used</li> <li>• To allow more options for people to get on and off the bus along the journey.</li> <li>• To remove some of the complexities in the bus network (i.e. simplify the network)</li> </ul> <p>The 209 service is expected to take 55-60 minutes which is a similar time to get to the city as the current 19x.</p>
Don't like walking further to access public transport	<p><u>Generally</u> those people on streets that no longer have bus services will not have to walk far to access a bus service under the changes (usually up to 600m) however this may not be the case for a number of people within French Bay/Tanekaha area and parts of St Georges Road. Auckland Transport acknowledges this is one of the trade-offs of creating a more frequent, reliable and simple bus network. Services have been removed from roads to:</p> <ul style="list-style-type: none"> <li>• Increase the frequency of another bus route, or</li> <li>• To redirect the route so it becomes more efficient and/or reliable.</li> </ul> <p>Reducing the number of routes in operation also simplifies the network making it easier for the public to understand and use.</p> <p>Auckland Transport are striving to develop a public transport network that is the most useful and convenient for the majority of people, unfortunately in order to develop such a network there will need to be compromises that may disadvantage some people.</p>
Frequency and span suggestions - longer hours, higher frequencies	<p><u>Longer Hours</u> As part of the changes some bus services will operate more regularly over larger parts of the day (e.g. every 30 minutes) and/or have new weekend services.</p> <p><u>Higher Frequencies</u> The changes to the bus network in the area create improvements in frequencies for most bus routes. While Auckland Transport would like to increase frequencies even further, we are constrained by available funding. After implementation patronage levels on buses will be continuously monitored, on routes with high levels of patronage Auckland Transport will consider providing additional services.</p>
Use small buses	Auckland Transport are in negotiations with operators to provide smaller buses on bus routes with low patronage numbers or which operate on confined road layouts.

Theme	Auckland Transport's Response/Comments
<b>Route specific issues raised</b>	
Like proposed 195 and 207 bus services	These services remain largely unchanged following consultation; however the proposed 207 service has been renumbered 209 and has been extended to connect to Titirangi shops. This service will no longer travel via Avonleigh and Castleford streets. It will travel along Godley Road instead.
Don't like loss of service from St Georges Road	<p>Services are being removed from St Georges Road due to the low number of passengers boarding the bus along this road. Also by removing services from St Georges Road services can be focused along Blockhouse Bay Road; this will make services easier to follow and increases frequencies along Blockhouse Bay Road. Services along St Georges Road currently only operate during peak hours Monday to Friday. There are several alternative services available along Great North Road, Wolverson Road, and Blockhouse Bay Road.</p> <p>This illustrates the trade-offs that Auckland Transport need to consider when allocating limited funding to public transport in a way that brings the greatest benefit to the most people. Auckland Transport are striving to develop a public transport network that is the most useful and convenient for the majority of people, unfortunately in order to develop such a network there will need to be compromises that may disadvantage some people.</p>
Don't like loss of service from Taylor Street to the City and Avondale	<p>In response to concerns about the loss of bus services to the City from Taylor Street, the 249 bus service will be rerouted along Taylor Street. The rerouted 249 service will provide a bus service from Taylor Street to the City while maintaining service levels between Taylor Street and New Lynn. The 249 service travels to the city via Sandringham Road rather than Great North Road.</p> <p>There will not be any services from Taylor Street to Avondale. Passengers who wish to travel to Avondale will need to connect at New Lynn, or walk to access the 195 bus services. The best option for travel to the city will be by taking a bus to New Lynn and connecting with the train services</p> <p>A trade-off that Auckland Transport has had to make is that Bolton St and Portage Road will lose a direct connection to the city however there are low passenger numbers in this section of the route. Passengers can connect to city bound buses at New Lynn or Blockhouse Bay.</p>
Don't like loss of service from Kaurilands Road or Atkinson Road (current 163)	<p>The 163 bus service is being removed from Kaurilands and Atkinson Road and renumbered 153. The 153 route will follow Glendale Road into Glen Eden instead of Kaurilands, Atkinson and Captain Scott.</p> <p>The changes mean there will still be bus routes at either end of Kaurilands Rd, and on both Atkinson and Glendale/Withers Roads, but not along Kaurilands Road itself – except for school services.</p> <p>The impact of removing the current 163 service from Kaurilands and Atkinson Road is alleviated by the proposed 172 and 172X services that connect Titirangi, Glen Eden, and New Lynn (and the City for the 172X).</p> <p>Those wishing to get to Henderson can do so by walking a short distance to the new more frequent 153 service, or by catching the new 172 service and connecting to a train at Glen Eden or New Lynn. The train service to Henderson is more frequent and direct than the current 154 and 163 bus services.</p> <p>The distance between the current stops on Kaurilands Rd and the closest alternative stops is between 50m and 300m. However, Auckland</p>

Theme	Auckland Transport's Response/Comments
	Transport is investigating moving the bus stop on Atkinson closer to the intersection of Kaurilands Road to reduce the walking distance.
Don't like loss of service from Takahe Road, Tanekaha Road, Otitori Bay Road, Park Road, Wood Bay Road, Opou Road	<p>These services were proposed to be removed due to very low patronage counts, with average patronage from the area usually around 0-1 passengers per hourly bus service. However due to strong public opposition to the proposal we have rerouted the new 170 hourly service to provide a connection with French Bay via South Titirangi Rd, Park Rd, Otitori Bay Rd and Opou Rd.</p> <p>Only 170 services coming <u>from</u> New Lynn will follow the revised route, services heading <u>towards</u> New Lynn will follow the more direct route of South Titirangi Road and Titirangi Road. This means that people in French Bay who want to catch the bus to New Lynn will have to catch the 170 bus service towards Titirangi South and stay on the bus until it turns around and heads back to New Lynn. This creates a travel time to New Lynn from French Bay which is similar to current services.</p> <p>It's also important to note that the 170 service has only been rerouted to French Bay Monday to Friday 7am till 7pm, and Saturday 9am till 5pm, outside these hours the 170 will not service French Bay.</p>
Detailed route suggestions	Due to the number of suggestions received we are unable to respond to each suggestion individually. However the explanations above and in section 6.1 – Final Decisions may clarify why some route suggestions weren't implemented.

### 6.3 Final routes and timetables

Implementation of the new bus network is currently planned for August 2014.

- Please refer to Appendix 2 for the map of the final bus network for implementation. You can also view or print the map from our consultation webpage [www.AT.co.nz/GreenBayTitirangi](http://www.AT.co.nz/GreenBayTitirangi).
- Bus timetables will be available approximately one month prior to implementation, please visit [www.AT.co.nz/GreenBayTitirangi](http://www.AT.co.nz/GreenBayTitirangi).

You can also call us on (09) 366 6400 if you would like to be sent a copy of either the map or timetables closer to implementation.

Auckland Transport is aware that, as is the case whenever bus services are changed, some existing customers will be disadvantaged by the changes. The overall objective of these changes is to simplify the bus network, and improve the frequency and reliability of bus services. This will improve services for the majority and make the network easier for new users to understand. However, some people may not be able to make their particular journey by bus as easily as they can now. There may be other options, for example walking further at one end of the journey or taking the train or an alternative bus route. Auckland Transport apologises if any inconvenience is caused to some existing customers as a result of these changes.

Please note: Now that bus routes for the consultation area have been confirmed some bus stop locations and associated facilities are being reviewed. Feedback from the consultation will be considered by Auckland Transport as part of this review.

## Appendix 1: Consultation Activities

The consultation period ran from Monday 21 October to 4pm Friday 22 November 2013. The objective of the consultation was to get feedback on the proposed changes from residents, public transport users and stakeholders.

The following activities were carried out to raise awareness of, and seek feedback on, the proposed changes:

- A hard-copy brochure (which included a feedback form) was distributed to stakeholders as follows:
  - Delivered to about 24,000 residential and commercial addresses in the consultation area. This was an ‘unaddressed’ mail drop, so those letter boxes with ‘no circulars’ would not have received a copy.
  - Over 950 brochures sent to key stakeholders (such as businesses, schools, retirement homes, advisory boards, public transport operators, Councillors, MPs, Local Boards, Auckland Council, and Auckland Transport internal staff).
  - Brochures and posters were displayed in local libraries, Auckland Transport Service Centres and Local Board offices.
  - Brochures and a poster on display at New Lynn Train Station.
  - AT ambassadors distributed brochures at bus stops throughout the consultation period.
  - Brochures and posters were displayed on buses operating in the consultation area.
  - Posters were displayed on key bus stops and in shelters throughout the consultation area, especially those expected to lose service.
  - The brochure was also available on the Auckland Transport consultation webpage.
- Online Feedback Form
- A dedicated consultation webpage on the Auckland Transport website.
- Various versions of the brochure were made available for the visually impaired on the consultation webpage. These were created in conjunction with the Royal New Zealand Foundation of the Blind.
- Two public drop-in days were held, one at Titirangi Library and one at New Lynn Library. These drop-in days were well attended, especially at New Lynn Library.
- Auckland Transport staff presented to Local Boards on the changes prior to consultation.
- Briefing memos were sent to MPs, local boards and other key stakeholders prior to consultation.
- Advertisement in the Western Leader Newspaper and Our Auckland.
- Media Release to newspapers.
- Messages scrolling across real time travel signs at bus stops/train stations, messages on the online journey planner
- Emails and e-newsletters sent to a range of stakeholders.

## **Appendix 2: Final Bus Network for Implementation**



# Green Bay Titirangi Implementation Map

