

New Network for the Hibiscus Coast

Consultation summary and decisions report

Buses are changing on the Hibiscus Coast



Have your say on
the New Network
for public transport



Consultation is open from
14 July to 14 August 2014

Find out more:
0800 10 30 80 or (09) 366 6400
www.AT.govt.nz/NewNetwork

**Auckland
Transport** 
An Auckland Council Organisation

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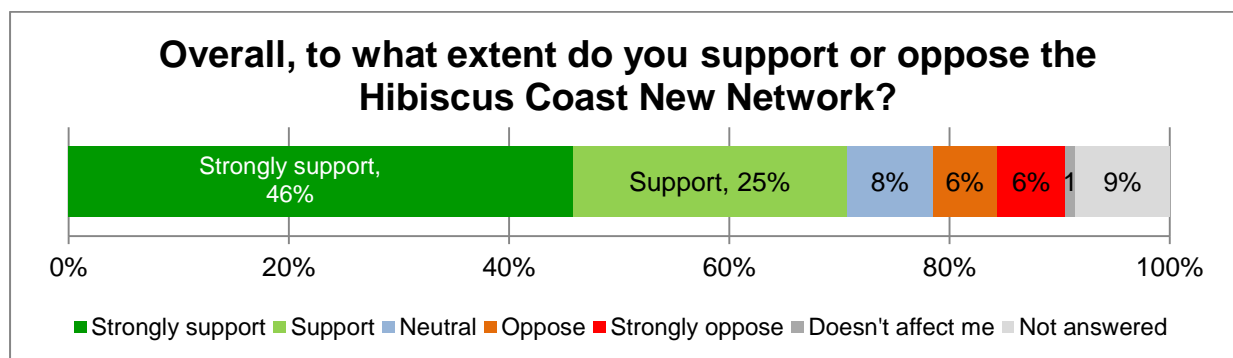
1. Changes to route references since public consultation

During the public consultation process temporary numbers were used to identify each bus route. Since that time a final numbering system has been agreed to and those numbers are used throughout this summary. For comparison the route numbers and description are set out in the table below.

New route number	Route description	Route number used during consultation
NEX	Northern Express - HC Station to Britomart via all Busway Stations	NEX
981	Waiwera to Manly shops via HC Station and Silverdale	N91
982	Orewa to Gulf Harbour via HC Station and Silverdale	N92
983	Gulf Harbour to HC Station via Manly shops, Vipond Rd, Red Beach and Silverdale	N93
984	Orewa to HC Station, via Maygrove, Red Beach and Silverdale	N94
985	Orewa to HC Station via Millwater and Silverdale	N95
986	HC Station to Albany Station via Dairy Flat Highway	N96
987	Arkles Bay to The Plaza (loop service)	N97
988	Gulf Harbour Ferry to The Plaza via Shakespear Regional Park (timed to connect with ferry)	N98
991x	Waiwera to City Centre (Wellesley St) via HC Station - <i>not via Albany Station</i>	895x
992x	Gulf Harbour to City Centre (Wellesley St) via HC Station - <i>not via Albany Station</i>	897x

2. Executive summary

The Public Transport Network Management Team went out to the public on the Hibiscus Coast to get feedback on the proposed New Network for public transport. The consultation period ran from 14 July to 18 August 2014 and we received 874 responses.



Overall, the majority of respondents (71 per cent) support the proposed New Network.

The major changes raised in the feedback are listed in the table below. Of the eleven routes in the original proposal we have made changes to ten of them as a result of the feedback.

Major issues raised in feedback	Changes to address issues
Opposition to the proposed reduction to peak-only service along Dairy Flat Highway	Addition of two-hourly weekday trips on the 986 via Dairy Flat with an hourly service at peak times. No service at weekend.
Opposition to removal of services along Bay Vista Dr and Albert Hall Dr	Routing 983 along Bay Vista Dr and Albert Hall Dr to serve the stop outside Hibiscus Coast Village
Opposition to removal of services on Gulf Harbour Dr	Extension of the 992x along the full length of Gulf Harbour Dr to Kensington Tce. 983 to cover northern end of Gulf Harbour Dr.
Opposition to loss of service on Centreway Rd north of Orewa shops	Routing 981 and 991x along Puriri Ave and Centreway Rd north of Orewa shops, and changes to circulation of routes around Orewa
Opposition to the Arkles Bay service travelling along McKenzie Ave and Arkles Strand	Removal of the 987 Arkles Bay service from McKenzie Ave and Arkles Strand
Request for more trips on the 991x and 992x services	Additional trips on the 991x and 992x express services
Request for direct service from Red Beach Rd to Orewa	Routing 984 to travel direct between Orewa and Silverdale via Red Beach Road before looping around Maygrove
Requests for later services on the Northern Express	The addition of later evening trips on the Northern Express
Requests for higher frequency, earlier and later trips on all services.	Minor changes to timetables and addition of trips on other routes

Feedback relating to topics including ticketing, fares, ferry services, roading and footpaths, real-time information, and the AT website have been collated and forwarded to the appropriate teams for consideration.

3. Consultation approach

The consultation period ran from 14 July to 14 August 2014 and was extended to 18 August. During this period we mailed the consultation brochure to all households on the Hibiscus Coast and had ambassadors at key stops and shopping centres handing out brochures. The brochures contained all the details of the proposed new routes and included a map. Brochures for each student were posted to secondary schools in the area. The Waiwera Property Owners and Ratepayers Association (WAIPORA) distributed the brochure to the P.O. boxes of Waiwera residents. Staff also went to stops and rode the local buses to hand out the brochure and answer questions from passengers.

The brochure was also available at:

- local board offices
- libraries
- Citizens Advice Bureaux
- Busway stations
- Britomart and other Auckland Transport service centres
- The Auckland Transport website.

The consultation was advertised in local media (newspapers and radio), online, and through the electronic New Network newsletter. Posters were located at major bus stops in the area and on board buses. Notices were posted on the online Journey Planner and the real time information signs at bus stops on the Hibiscus Coast.

A webpage dedicated to the Hibiscus Coast consultation was published on the AT website which included detailed information and an online feedback form. The public could complete the feedback form online or send in the form at the back of the brochure via freepost. Electronic copies of the brochure, Maori and Chinese translations, and accessible versions were also available to download. The Blind Foundation provided a telephone information service for members.

A memo with details about the consultation and copies of the brochure and posters was sent to key stakeholders (disability groups, advisory groups, CCOs, Councillors, MPs, and Bus Operators).

Residents on streets that were proposed to gain or lose service were posted a letter explaining the changes and how they would be affected.

We held seven public events for people to find out more about the proposed changes and to give us their feedback. These were a mixture of public information days in local halls and stands at local markets in Orewa, Whangaparaoa, Silverdale, and Gulf Harbour. In addition we ran stalls at events at Massey University and Unitec campuses in Albany. In total we engaged with over 1300 people at these events and handed out brochures to many more.

We also held a special event for seniors and ran a session at the Hibiscus and Bays Local Board youth workshop.

Engagement with MPs, councillors, local boards, operators, and key stakeholders was completed in advance of the public consultation period.

3.1 Consultation responses

We received feedback in a number of ways:

- Through the online or hardcopy feedback form
- Through freeform submissions received during the consultation period (for example submissions from organisations)
- Through recorded group discussions (e.g. events for youth and seniors)
- Through conversations with the public at events (though these were not recorded the public were encouraged to submit formal feedback).

In total we received 864 individual completed feedback forms. Duplicates and multiple submissions from the same person were combined or deleted and incomplete forms that made no comment on the New Network were also deleted. 408 were submitted online and 456 were submitted in hardcopy.

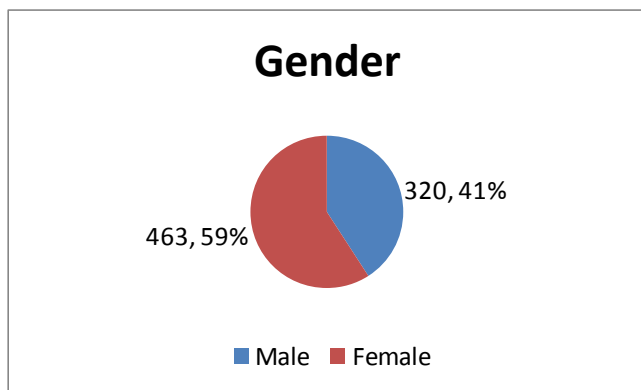
We received a further ten free form submissions mostly from organisations, and two form letters regarding the proposal for Arkles Bay, and these have been included in this analysis.

4. Summary of feedback

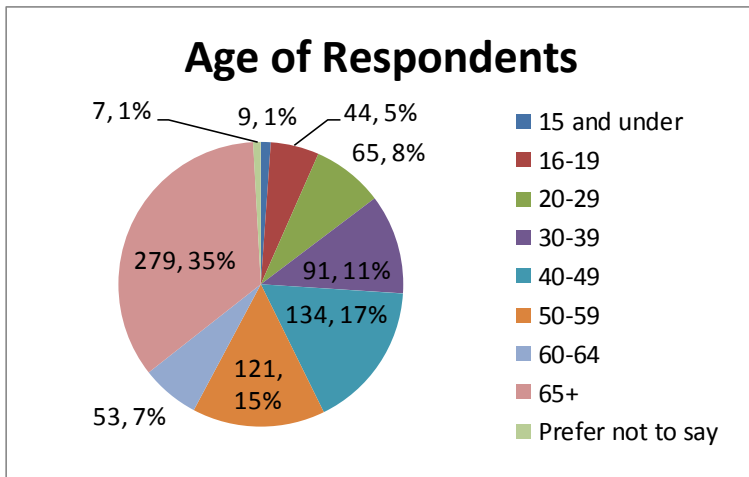
4.1 Demographic profile of respondents

Of the feedback forms received, six responses were on behalf of an organisation, the rest were on behalf of individuals and their families.

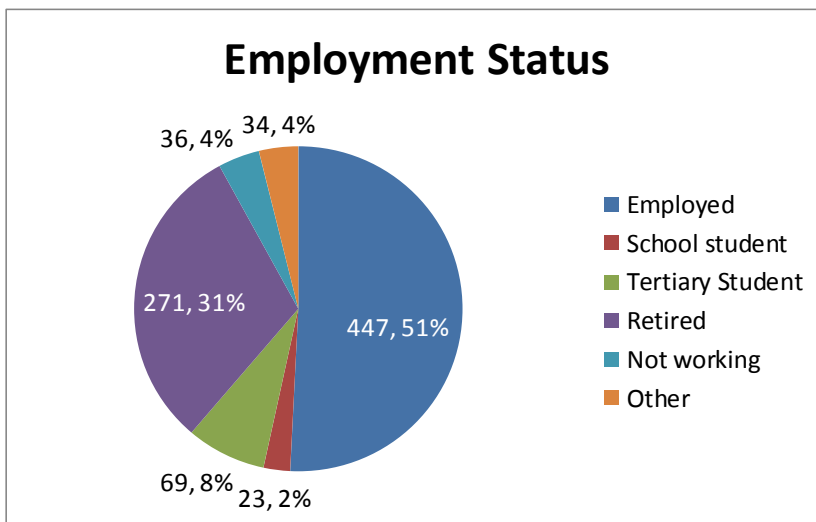
Of those that stated their gender, 59 per cent were female and 41 per cent were male.



There were a significant number of respondents aged 65 years or older (35 per cent), while there were few young people aged 16-29 years (13 per cent). The majority of respondents were between 30 and 64 years of age (49 per cent), with a relatively even spread across the decades 30s, 40s, and 50s.



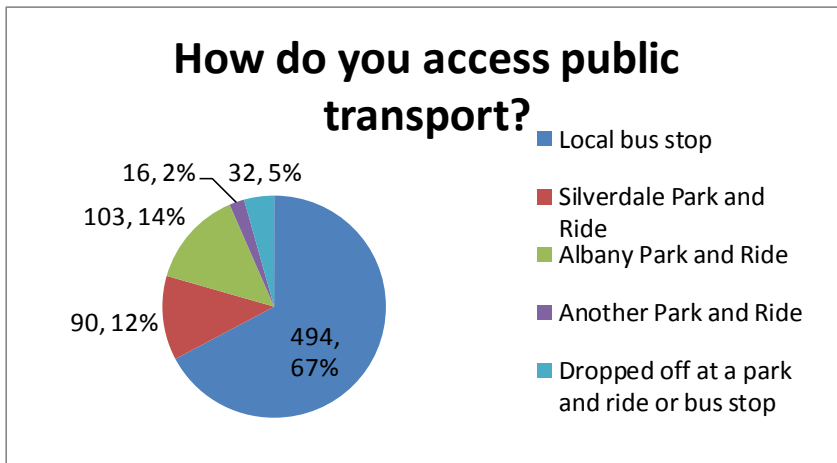
Half the respondents are employed (51 per cent) and the second largest group are those who are retired (31 per cent). Two per cent of respondents were school students and eight per cent were tertiary students.



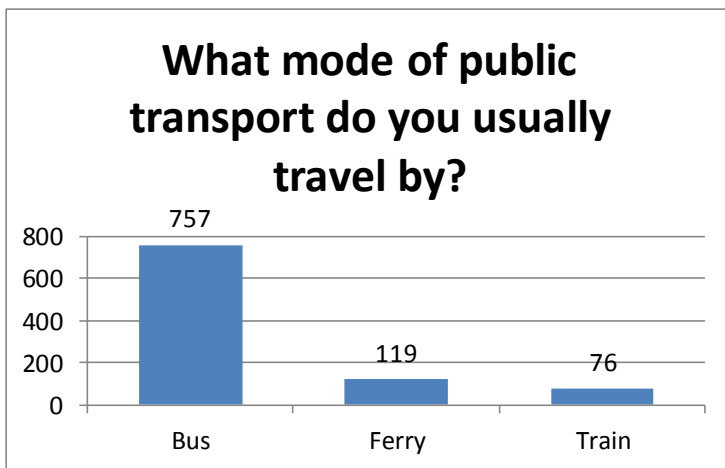
4.2 Current public transport behaviour

The majority of respondents are currently public transport users, 680 using public transport on the Hibiscus Coast and 96 using it elsewhere. However 74 respondents do not use public transport at all.

Of those who do use public transport, two thirds access it from a local bus stop. While the share of people using the park and ride at Silverdale (12 per cent) or the one at Albany (14 per cent) is fairly evenly split.

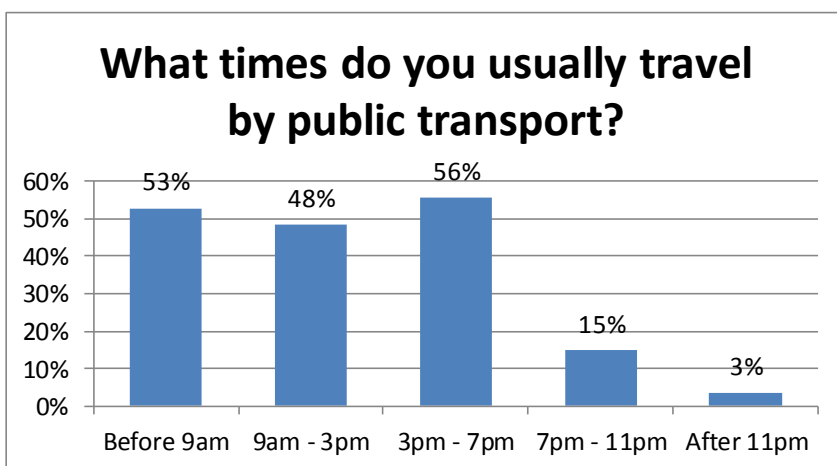


The most popular mode of public transport is the bus, with 757 people selecting this mode, which is to be expected given there are few other modes on the Hibiscus Coast.

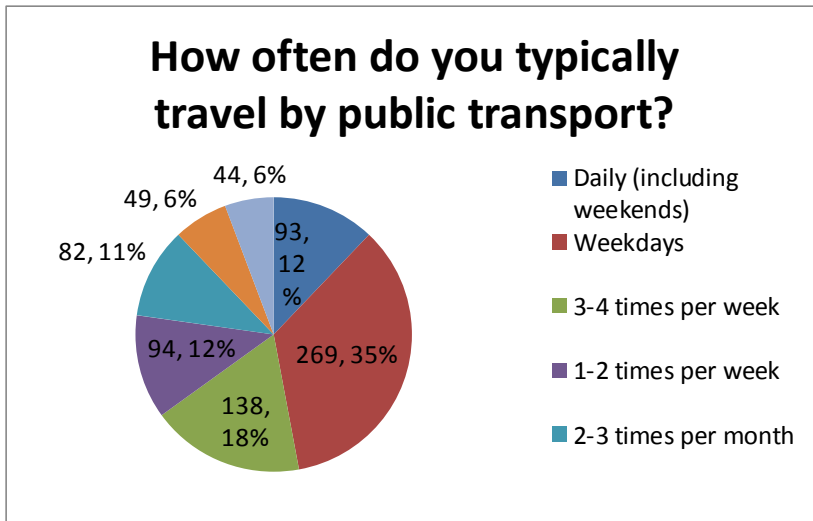


Public transport use was fairly evenly spread across the day, with over 50 per cent of users travelling at peak times, but nearly 50 per cent also travelled between 9am and 3pm. Significantly fewer people use public transport after 7pm, which reflects both reduced demand and reduced service outside of these times. Very few use public transport after 11pm.

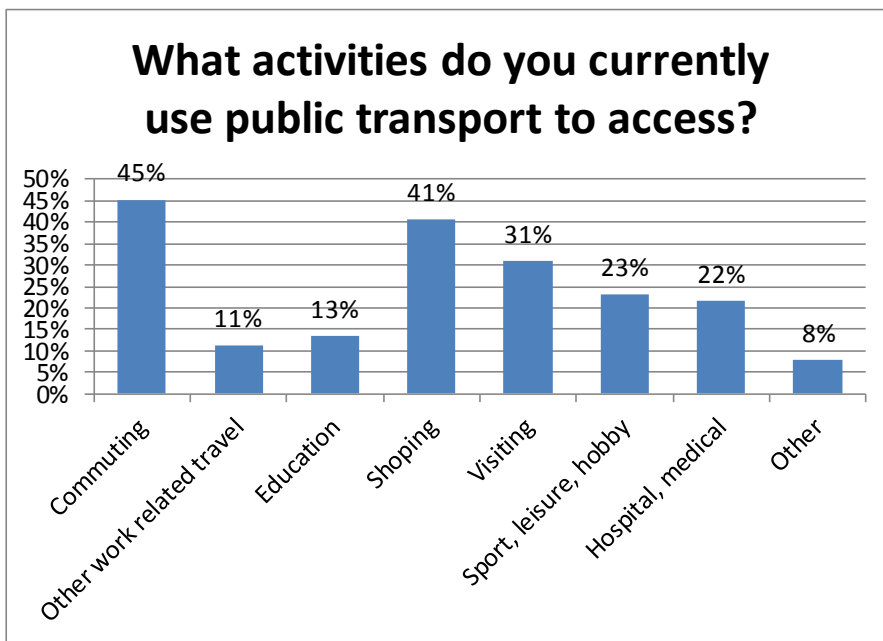
Please note that this question does not take into account frequency of use.



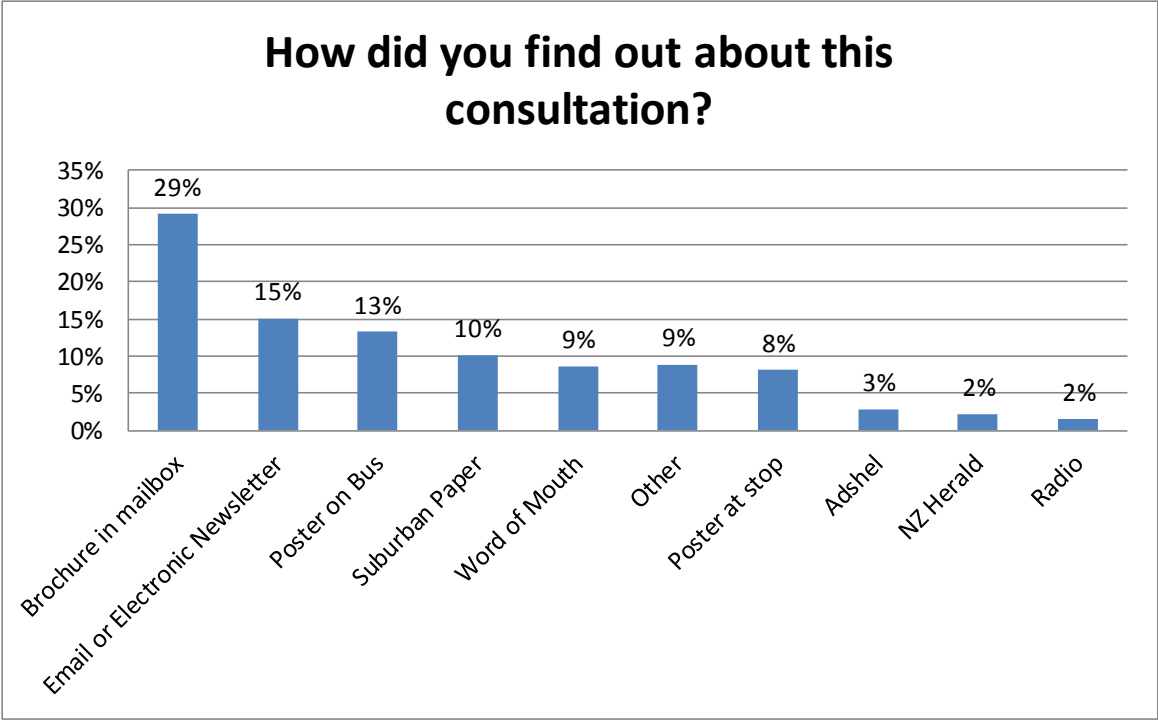
Nearly half of all respondents travel daily on weekdays or every day of the week (47 per cent). Another 18 per cent travel 3-4 times a week. This reflects the interest regular users have in the proposed changes to the network.



Commuting and shopping are the most common uses for public transport, with over 40 per cent of respondents using public transport for each of these purposes.



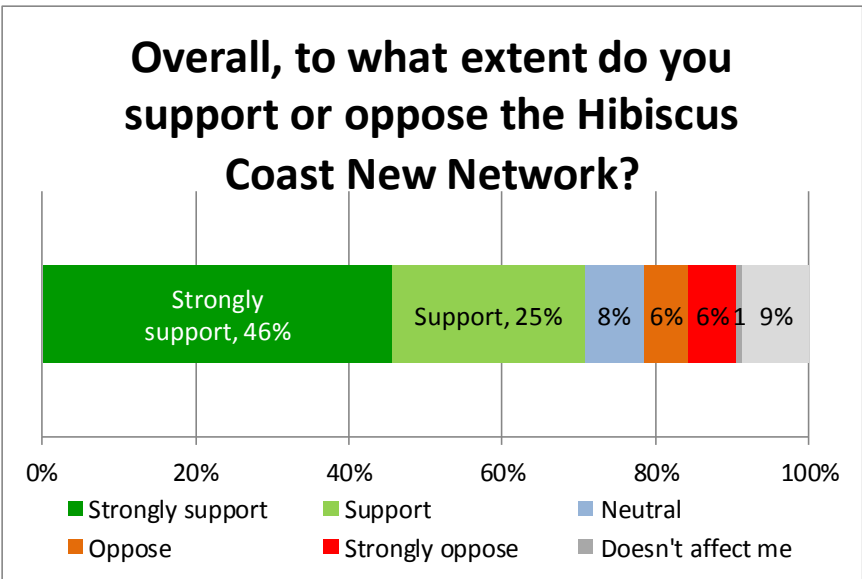
Of the 529 people who responded to the questions ‘How did you find out about this consultation?’, the majority stated it was through a brochure in their mailbox (29 per cent or 154 people). The next most effective methods were email and electronic newsletters (15 per cent), posters on buses (13 per cent), and local papers (10 per cent). Radio and the NZ Herald were the least effective methods. We will consider promotional methods for future consultations in light of this information.



5. Feedback and decisions on the proposed New Network

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

In general there was strong support for the New Network for the Hibiscus Coast. When asked 'to what extent do you support or oppose the New Network' 71 per cent of respondents (618 people) supported, or strongly supported, the proposal. Twelve per cent of respondents (105) opposed or strongly opposed the New Network, while eight per cent were neutral and ten per cent didn't answer or were unaffected.

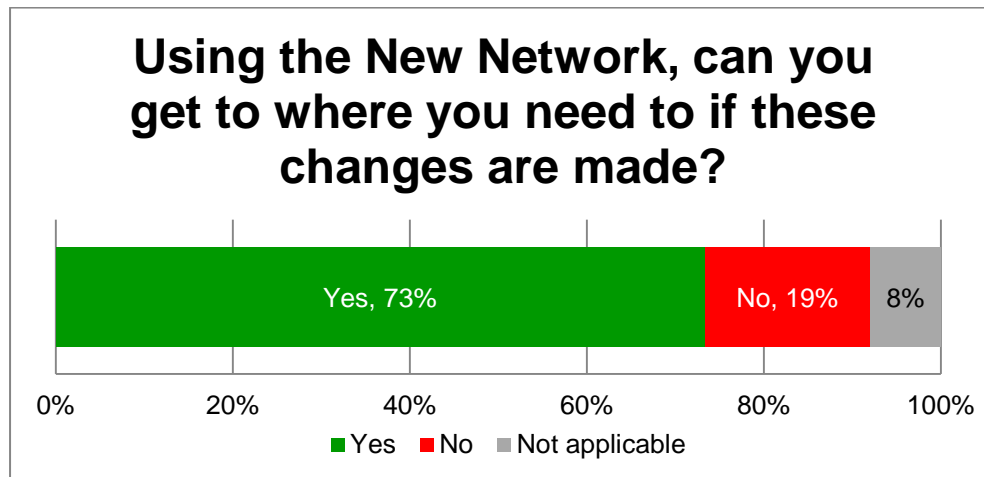


This shows that while there are aspects of the New Network that don't work for some people, in general most people see benefits in the proposed New Network. We expect that the

changes to the network resulting from consultation will increase the number of people who support the New Network.

Forty-nine people specifically commented that they liked the simplicity of the New Network and 38 liked the convenience and flexibility of more buses to catch.

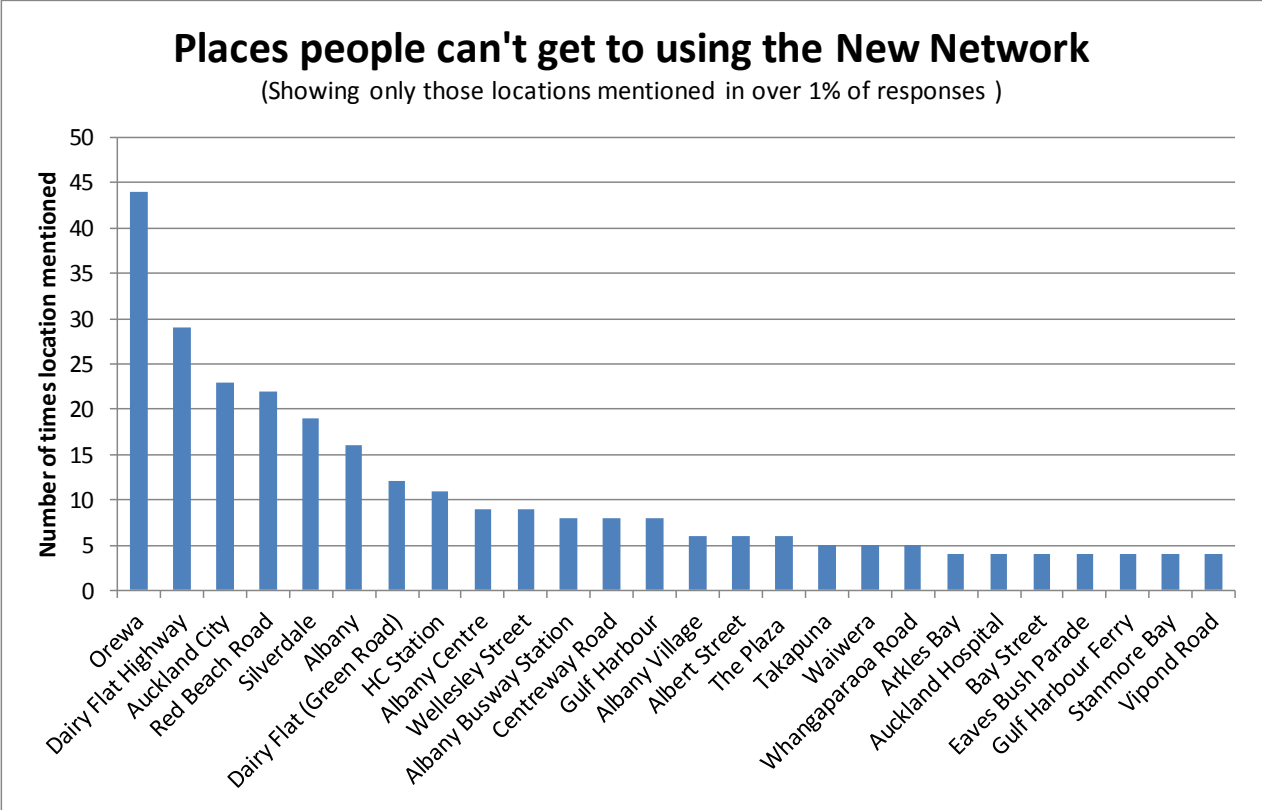
The majority of respondents stated they would still be able to get to where they need to go using the New Network. However, nearly 20 per cent said they could not.



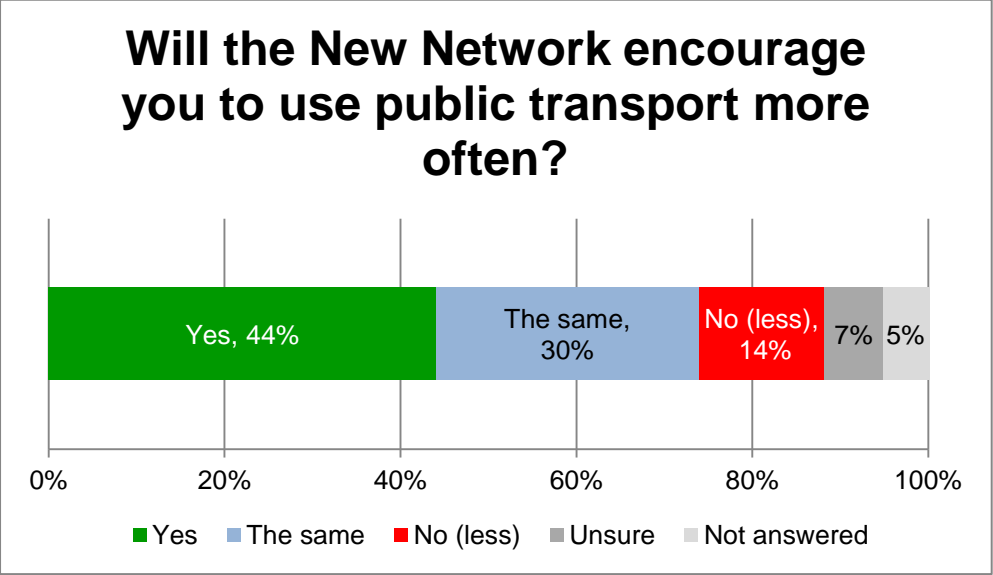
The key destinations they said they could not reach were Orewa (including the stop at New World), Dairy Flat and the roads in the surrounding area, Auckland City, the Red Beach area, and Silverdale. Many of the comments relating to Orewa, Auckland City, and Silverdale noted that it wasn't possible to get to these places at a certain time (e.g. early in the morning or late at night) or that it wasn't possible to get to them from where the respondent lived.

Dairy Flat was the most frequently mentioned place where it was not possible to get from or to. Most respondents said they could not get there at the days or times they needed to under the proposal for peak-only services. Albany was also mentioned in relation to a lack of direct service and the proposed reduction in the Dairy Flat service which goes through Albany Village and Albany Centre.

Red Beach was the next most commonly mentioned area, reflecting the proposal to remove direct connections from Red Beach to parts of the Hibiscus Coast, especially Orewa. It also reflects the number of people who commented elsewhere in the survey that they would not be able to walk from the Hibiscus Coast retirement village to the bus stop on Red Beach Road served by 983.



Please note that in analysing this question it was possible for people to make two comments that sometimes included the same locations, so the number of times the location is mentioned is greater than the number of individuals who mentioned it. Also, where multiple answers were given, only the first location was noted.



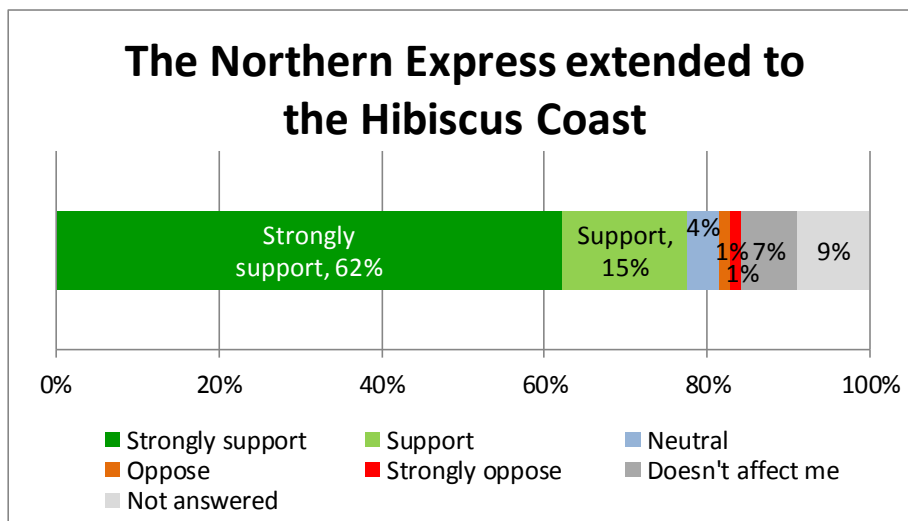
Overall, people indicated they are likely to use public transport more often as a result of the New Network. Forty-four per cent of respondents (385) say they would use it more often, 30 per cent (261) say it will not cause a change in their behaviour, and 14 per cent (125) say it will make them use public transport less often.

5.1 The Northern Express

The Northern Express (NEX) was proposed to be extended from Albany to Silverdale to terminate at the location of the current Silverdale park and ride which will eventually become Hibiscus Coast Station (HC Station). A 15 minute peak frequency was proposed with a 30 minute frequency outside peak times. The proposed span of services is shown in the table below.

Day	Departing HC Station		Departing Britomart	
	First bus	Last bus	First bus	Last bus
Mon-Fri	5.30am	10.30pm	6.00am	11.30pm
Sat	6.30am	10.45pm	7.00am	11.30pm
Sun and public holidays	7.00am	9.15pm	7.30am	10.00pm

Overall, the majority of submitters supported the extension of the Northern Express to Silverdale and the increase in frequency, capacity, and faster access to the city that this will provide. Seventy-seven per cent of respondents supported the service being extended to the Hibiscus Coast, four per cent were neutral and two per cent were opposed. Sixteen per cent were not affected or did not answer the question. The feedback from both the youth and seniors events was also in support of the extension of the NEX.



From the comments in the open-ended questions 93 per cent were in support of the NEX providing more frequent trips to the city centre. Of the comments suggesting changes, the key suggestions were a desire for earlier and later services and a longer period at peak frequency. Several submitters requested services to allow them to get to the city by 7am. Higher frequencies during the day and at peak were also requested, with several people requesting a 10 minute frequency.

There was some confusion evident in responses with some respondents assuming that the Northern Express would have the same frequency as the current service to Albany. A small number appeared to assume that the busway would be extended at the same time.

In response to this feedback, additional trips have been added to the final network on Friday, Saturday and Sunday evenings. Regular services on a Friday and Saturday night will finish at around 11.15pm but there will be an additional trip departing from Britomart at 2am on Saturday and Sunday mornings. On Sundays the service will be extended by about an hour so that the last trip departs from HC Station at 10.15pm and from Britomart at 10.45pm.

Services start at 5.30am from HC Station which allows passengers to reach Britomart by 6.15am. The peak frequency in the final network will be 15 minutes and will operate between 6am and 9.30am for trips coming into the city, and 3pm and 6.30pm for outbound trips. Better frequencies will be implemented in future in response to demand.

Day	Departing HC Station		Departing Britomart	
	First bus	Last bus	First bus	Last bus
Mon-Fri	5.30am	10.30pm	6.00am	11.15pm*
Sat	6.30am	10.45pm	7.05am	11.20pm*
Sun and public holidays	7.00am	10.15pm	7.30am	10.45pm

**A 2am trip will operate on Saturday and Sunday mornings from Britomart to HC Station.*

Forty-six people specifically mentioned they liked that they would save time on the journey because they wouldn't have to go via Dairy Flat. However, there was significant feedback from Dairy Flat residents in opposition to the proposal for the 986, which will be discussed later in this document.

There were a number of suggestions for changes to the termination point of the NEX, including Silverdale Centre, Orewa, and Millwater. But to take the NEX through congested local roads would affect its reliability and therefore the quality of the service, and so the NEX will terminate at HC Station in the final network. Passengers will be able to take connecting local services onwards to destinations on the Hibiscus Coast.

Additionally there were a number of requests for services to terminate at Wellesley Street, Auckland University, Auckland Hospital and Newmarket. However, to do this would reduce the legibility and frequency of the service (by adding a route variation). Wellesley Street will continue to be served by the express services 991x and 992x. The route and termination point in the city for these express services will be reviewed when analysis on the New Network for the North Shore takes place.

There were also requests that the NEX bypass Albany Station because this would add additional time to a journey to the city. (The current peak express services to the city bypass Albany Station but serve the other stations on the busway.) Similarly, some people suggested the NEX not stop at some (or any) of the busway stations to make the journey faster. This would also be a way to make the bus unattractive to passengers only going as far as Albany in the evening peak to make sure there is enough room for passengers to the Hibiscus Coast. However, we believe that there are greater benefits of access, simplicity, and legibility to be gained from keeping all NEX services running the same route at all times of day and serving all the busway stations. The 991x and 992x serve the function of providing a faster trip to the city because they do not stop at Albany Station.

In recent years there has been overcrowding on trips leaving the city during the evening peak, especially during the university term. By extending the NEX to the Hibiscus Coast, which will provide extra trips, we hope to reduce overcrowding. The other way in which we will try to make sure there is enough room for people travelling to the Hibiscus Coast is by scheduling NEX trips bound for the Hibiscus Coast to depart in the evening peak at the same time as another trip bound for Albany Station. This will spread passengers across buses and will mean there should be adequate capacity for those travelling to the Hibiscus Coast.

5.2 981/982 Main services Waiwera – Silverdale – Gulf Harbour

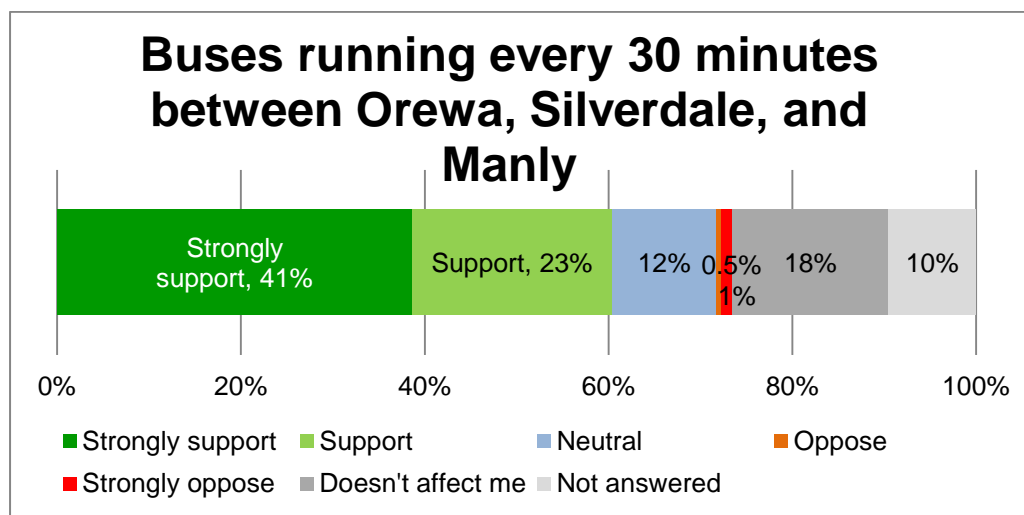
The 981 and 982 service make up the backbone of the proposed network on the Hibiscus Coast. The 981 was proposed to travel between Waiwera and Manly, overlapping with the 982 which would travel between Orewa and Gulf Harbour, allowing double the frequency between Orewa, Silverdale, and Manly. Each service was proposed to have an hourly frequency, making a 30 minute frequency possible in the overlapping area.

The span of service **proposed during consultation** is detailed in the tables below.

981 - Waiwera to Manly shops via HC Station and Silverdale				
<i>* denotes end time of hourly service operating between Orewa and Manly Shops only</i>				
Day	Departing Waiwera		Departing Manly Shops	
	First bus	Last bus	First bus	Last bus
Mon-Fri	5.28am	7.30pm * 10.30pm	6.00am	6.00pm * 10.00pm
Sat	8.30am	6.30am * 10.30pm	7.00am	6.00pm * 10.00pm
Sun and public holidays	8.30am	6.30pm * 9.30pm	9.00am	6.00pm * 9.00pm

982 - Orewa to Gulf Harbour via HC Station and Silverdale				
Day	Departing Orewa		Departing Gulf Harbour	
	First bus	Last bus	First bus	Last bus
Mon-Fri	5.10am	10.10pm	5.20am	10.20pm
Sat	7.10am	10.10pm	7.20am	10.20pm
Sun and public holidays	7.10am	9.10pm	7.20am	9.20pm

The feedback received was generally very positive. Sixty-four per cent (588) of respondents supported the 30 minute frequency between Orewa, Silverdale, and Manly, while only 1.5 per cent (16) were opposed to the services.



A number of people commented that they would like the frequency to be increased to match the frequency of the NEX at peak times. However, providing additional vehicles at peak times would have a disproportionate impact on costs in comparison to the benefits and estimated demand, and therefore the decision has been made to keep the frequency the same as in the original proposal. The 991x and 992x express services will provide additional frequency along the same routes at peak times.

There were a few requests for earlier services connecting to the NEX in time to allow passengers to get to Auckland city for a 7am start. On weekdays in the original proposal the first trip for both the 981 and 982 services will enable passengers to connect with the NEX at HC Station and arrive in the city centre before 7am.

Additionally, later services were requested in the evenings, especially on the weekends, to connect with the NEX. Eleven people specifically mentioned that they would like local services to meet the last NEX of the evening so that it would be possible to get home from HC Station. In response to this, trips have been added to both the 981 and 982 timetables to provide a connection to the last regular NEX service departing from Britomart Monday to Friday. An additional trip has been included in the final network at 2:00am on Saturday and Sunday mornings from Britomart to HC Station. The final span of service is detailed in the tables below.

981 - Waiwera to Manly shops via HC Station and Silverdale				
<i>* denotes end time of hourly service operating between Orewa and Manly Shops only</i>				
Day	Departing Waiwera		Departing Manly Shops	
	First bus	Last bus	First bus	Last bus
Mon-Fri	4.53am	11.00pm	5.53am	10.00pm * 11.00pm
Sat	* 6.10am 7.00am	11.00pm	7.00am	10.00pm * 11.00pm
Sun and public holidays	7.00am	9.00pm	7.00am	9.00pm * 10.00pm

982 - Orewa to Gulf Harbour via HC Station and Silverdale				
Day	Departing Orewa		Departing Gulf Harbour	
	First bus	Last bus	First bus	Last bus
Mon-Fri	5.35am	11.40pm	5.13am	11.20pm
Sat	7.40am	11.40pm	7.20am	11.20pm
Sun and public holidays	7.40am	9.40pm	7.20am	9.20pm

Due to funding constraints and the fact that Sundays evenings have the lowest patronage of the week, no local services will meet the last three NEX trips on Sundays (or the 2:00am trips on Saturday and Sunday mornings). We acknowledge that this means passengers will have to make alternative arrangements to travel beyond HC Station at these times, but note that there are also services at Albany Station and Constellation Station that do not connect to onward services in the evenings.

Greater frequency from Waiwera, Hatfields Beach, and Gulf Harbour was also requested by a few respondents. Additional frequency to serve these areas at peak times is provided by the express services 991x and 992x, and the number of trips by these express services has been increased from what was originally proposed, which will provide sufficient capacity for expected passenger numbers. Further details of the express services will be discussed later in this document.

There were some requests for the 981 and 982 services to go via Red Beach. Forty-two responses requested a direct service through Red Beach connecting to Orewa and onwards toward Army Bay. However these two services have been designed to be as direct and as fast as possible to and from HC Station to make the journey quicker for people to and from the Coast. The other services in the network (i.e. 983 – 988) have been designed primarily to connect people travelling within the Coast.

Twenty-five people commented on the routing of the 981 via Hibiscus Coast Highway rather than Centreway Road. Twenty-four were in support of moving the service back to Centreway Road. This issue was also brought up by attendees at the seniors session who noted that it would be further for people to walk to a bus on Hibiscus Coast Highway and would be even further from the Kensington Park development.

After consideration of the feedback, the 981 will be routed along Centreway Road north of Orewa, then along Puriri Ave to Hibiscus Coast Highway (see map below). This will place the route closer to a greater number of homes.



Figure 1 - Map of routes along Centreway Road

There were also requests for the 981 to be extended to Puhoi. Estimated demand is not enough to warrant this service being extended to Puhoi. Any service serving Puhoi will be considered as part of the Warkworth service and as such will be covered in a separate report on the Warkworth consultation.

Twenty-five people requested that the loop around Gulf Harbour Drive be retained and that all stops continue to be served. We have made changes to the proposed 992x to provide service to this section of the road during peak times (see section 4.9 for details), and for the 982 and 983 services to cover Gulf Harbour Drive during at other times.

While we received a few requests for the 982 to serve Army Bay and Shakespear Regional Park, because the 982 is a service designed to provide fast direct service to and from the peninsula it will not be diverted to serve these areas. The local service 988 will serve these areas and take people as far as the Whangaparaoa Plaza where it will be possible to catch another bus to other destinations.

There were also requests for the 981 and 982 to take a more direct route along the peninsula to make the journey faster. However no changes will be made to the route along the peninsula because we believe the 982 as proposed provides the best balance of coverage and speed.

A few submitters and bus drivers commented on the time delay when making a right turn out of Brightside Road onto Whangaparaoa Road. Auckland Transport Traffic Operations staff have had engineers investigate the problem and make recommendations. The engineers did not consider the issue to be significant and have recommended no action at this time.

5.3 983 – Gulf Harbour to HC Station via Manly shops, Vipond Rd, Red Beach and Silverdale

The proposal was for the 983 to travel from Manly to HC Station via Vipond Road and through Red Beach with an hourly frequency, increasing to half hourly at peak times. This service is designed as a local service covering the parts of the peninsula not covered by the 981/982. It would connect to the NEX at HC Station, where passengers could also transfer to other services to get to Orewa and other parts of the Hibiscus Coast. The proposed span of service is detailed in the table below.

Day	Departing Manly Shops		Departing HC Station	
	First bus	Last bus	First bus	Last bus
Mon-Fri	6.15am	7.50pm	6.30am	8.30pm
Sat	6.50am	7.50pm	6.30am	8.30pm
Sun and public holidays	6.55am	6.55pm	7.30am	7.30pm

Forty-nine people made specific comments on the 983 route. Of these, seven were in support of the proposal, two were opposed, and 40 made suggestions for change. The main requests in the feedback relating to the 983 route were for earlier and later trips, higher frequency, and for the service to be reinstated along Bay Vista Drive and Albert Hall Drive, Red Beach.

Based on the feedback, we have added extra trips so the service will run later on weekdays and weekends. We have also added an additional trip on weekday mornings from Manly to HC Station departing at 5.40am. The table below shows the extended hours.

Day	Departing Manly Shops		Departing HC Station	
	First bus	Last bus	First bus	Last bus
Mon-Fri	5.35am	9.35pm	7.30am	10.30pm
Sat	6.35am	10.35pm	7.30am	10.30pm
Sun and public holidays	6.35am	8.35pm	7.30am	9.30pm

Under the proposal the frequency of the 983 increases at peak times to every 30 minutes – the same as the combined 981/982. Given the expected demand and costs of increasing the number of vehicles at peak times, staff consider a frequency higher than half hourly is not warranted at this time.

Of the 40 suggestions for change, 18 people said that they would like the service to go via Bay Vista Drive and Albert Hall Drive or to stop outside Hibiscus Coast Retirement Village on Red Beach Road. (These two requests have been grouped together because to serve the stop outside the retirement village the service would need to be diverted via Albert Hall Drive and Bay Vista Drive.) One person commented that they were happy for the service to not serve Bay Vista Drive and Albert Hall Drive.

The existing services in this area go via Red Beach Road, Albert Hall Drive, Bay Vista Drive, and stop outside the Hibiscus Coast Retirement Village on Red Beach Road. There is a large population of elderly people in this area, in the retirement village and in an area of housing around The Grove that has access to Bay Vista Drive. The feedback staff have received verbally and through submissions indicates that many of the passengers in this area are unable to walk the 500m to a bus stop that would be required in some cases under the proposal. Many have also stated that the hill up to Whangaparaoa Road where the 981/982 runs is too steep for the elderly. Given the strong response, staff consider it would be best to divert the 983 via Albert Hall Drive and Bay Vista Drive to serve the bus stops outside the Hibiscus Coast Retirement Village (see map below). While this will add additional time to the 983 route, a deviation to better serve the community is in keeping with the role of a local route in the Regional Public Transport Plan hierarchy. The additional time will be minimal and can be accommodated without the need for further peak vehicles.

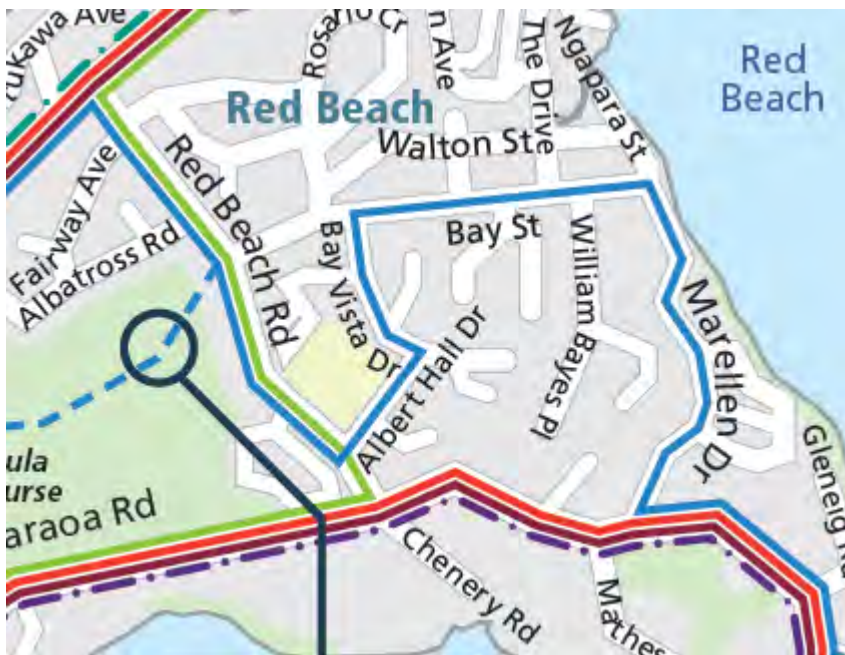
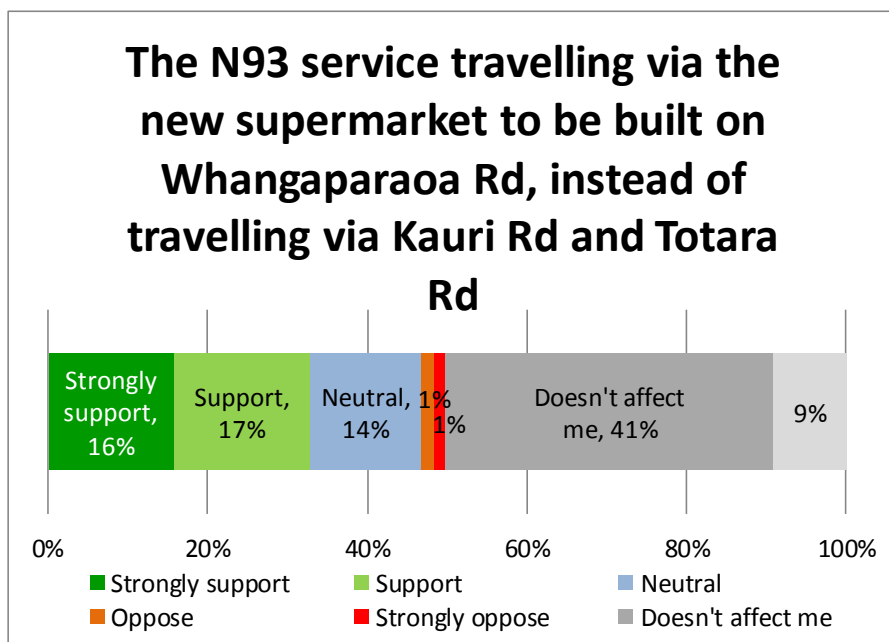


Figure 2 - 983 route through Red Beach

The final issue many people commented on was the fact that the 983 does not give Red Beach direct access to Gulf Harbour or Orewa. The 983 has now been extended to Gulf Harbour Drive as far as Wentworth College. A direct connection to Orewa for this route was not made as the network design aims to reduce duplication and complexity of routes. Fewer, simpler routes is one trade-off required to provide higher frequency and better connectivity across the network. While there is not a direct service, access to Orewa is provided by the 984 – Maygrove route and will be addressed in the following section.

The feedback form also asked people to indicate their support for routing the 983 via Whangaparaoa Road rather than Kauri Road and Totara Road. Four hundred and thirty-five people gave a response to this question, and of these 286 were in support, while 26 opposed the proposal.



Eleven people specifically commented in the survey that they were opposed to the proposal while five commented that they were in support. Based on this feedback the proposed route along Whangaparaoa Road will be included in the final network.

5.4 984 – Orewa to HC Station, via Maygrove, Red Beach and Silverdale

The proposed service for the Maygrove area is a slight variation on the existing service in the area. Originally established in 2013 in response to requests from residents of the Maygrove Retirement Village, the service connects both Maygrove and Evelyn Page retirement villages with Orewa and Silverdale. Hours of operation are generally during the inter-peak which allows a service to be provided without the cost of providing additional vehicles to cover the peak times.

The proposal for the 984 Maygrove service was for an hourly service between Orewa and Silverdale via Maygrove and Red Beach. The proposed span of service is detailed in the following table.

Day	Departing Orewa		Departing HC Station	
	First bus	Last bus	First bus	Last bus
Mon-Fri	8.50am	4.50pm	9.30am	4.30pm
Sat	8.50am	4.50pm	9.30am	4.30pm
Sun and public holidays	10.00am	4.00pm	9.30am	3.30pm

Twenty-three people made specific comments about the 984. Eight were in general support of the proposal and one was opposed to it. The remaining 14 people suggested changes to the proposed service. The key issues identified were requests for earlier and later trips, higher frequency and for the route to be changed to go directly to Orewa from Red Beach.

We received five requests for earlier or later services in feedback forms as well as verbal requests at the Seniors event. Given that the 983 and the 985 cover some of the same areas at peak times, and the additional cost of peak trips, we consider that significantly extending the service is not warranted at this time.

Considering the costs to increase frequency of this service and the anticipated demand, again, we consider the provision of higher frequency on this service is not needed at this time.

However, additional trips in the morning and afternoon have been added to the timetable on Sundays to make the hours of service the same all through the week. The revised times are shown in the table below.

Day	Departing Orewa		Departing HC Station	
	First bus	Last bus	First bus	Last bus
Mon-Fri	8.18am	4.18pm	9.00am	5.00pm
Sat	8.18am	4.18pm	9.00am	5.00pm
Sun and public holidays	8.18am	4.18pm	9.00am	5.00pm

There were some comments about providing better access to Silverdale Centre for the elderly on foot by routing the buses through the smaller roads in the development. Staff recognise that the new Silverdale Centre is not well designed for pedestrians and can be difficult for the mobility impaired to access and navigate. We looked at ways to provide passengers with easier access to the new centre but found none of the roads through the centre were suitable for buses to navigate.

Finally, we received a significant number of requests verbally at public consultation events and at the seniors event, as well as 19 specific requests in the feedback forms asking for the 984 to go directly to Orewa from Red Beach Road before heading to Maygrove. This would provide direct access to residents of Red Beach to Orewa via the 984, and to The Plaza via 983, as well as Silverdale and HC Station via either route. It is possible to do this within the planned timetable and with minimal additional cost, and therefore the final network will be amended to accommodate this. The map below shows how the 984 will circulate around Orewa town centre. It will loop around the town centre in an anticlockwise direction each time it arrives in Orewa so that it serves the stop outside New World supermarket. The modified service will now provide access for residents to key local shopping and medical facilities as well as the NEX to the city.



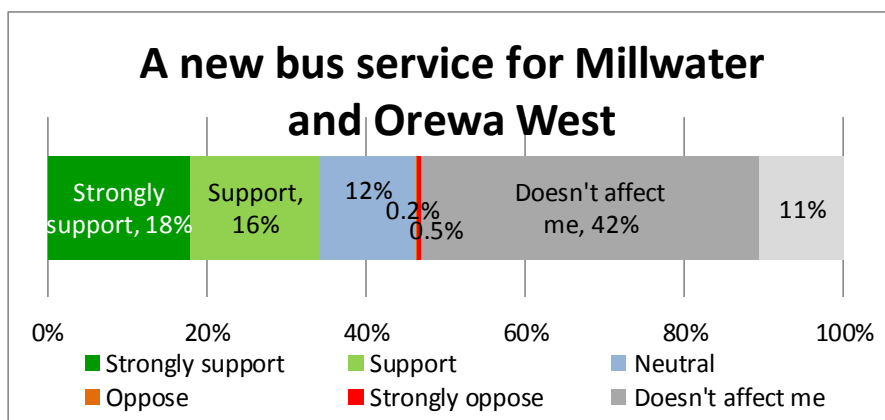
Figure 3 - Orewa centre circulation

5.5 985 – Millwater

The consultation proposed an entirely new service for Orewa West and Millwater, operating hourly from Orewa to HC Station. The proposed span of service is detailed in the table below.

Day	Departing Orewa		Departing HC Station	
	First bus	Last bus	First bus	Last bus
Mon-Fri	6.25am	7.25pm	8.00am	8.00pm
Sat	7.25am	7.25pm	8.00am	8.00pm
Sun and public holidays	7.30am	6.30pm	8.00am	7.00pm

When asked to indicate their support for the proposed route, 299 people were in support, while only 6 people were opposed. Over 50 per cent of people were not affected or chose not to answer this question.



Forty-four people made specific comments about the 985 in their feedback forms. Thirty-two were in support, and 12 made suggestions for change. There were no people who made comments opposing the proposal.

There were a number of requests for higher frequency and additional earlier and later trips. We do not expect that there will be the demand to warrant a higher frequency at this time, however as the area around Millwater grows this will need to be reviewed. However, an additional trip has been added to the final network on Sunday evenings to bring Sundays in line with the rest of the week, and other minor timetable changes have been made (see table below).

Day	Departing Orewa		Departing HC Station	
	First bus	Last bus	First bus	Last bus
Mon-Fri	6.00am	7.00pm	6.30am	7.30pm
Sat	7.00am	7.00pm	7.30am	7.30pm
Sun and public holidays	7.00am	7.00pm	7.30am	7.30pm

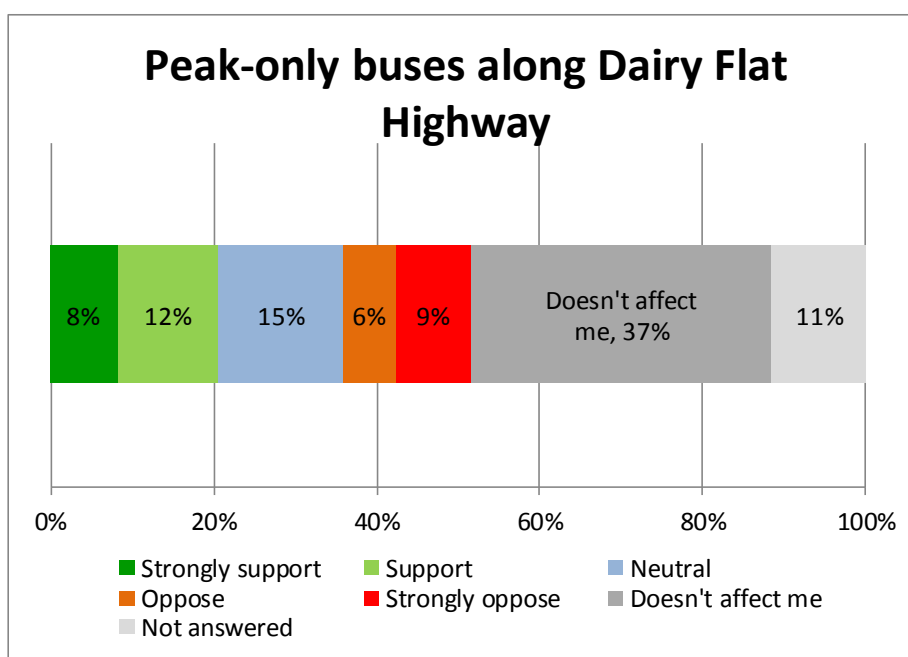
There were also a number of comments from people at consultation events suggesting that the service should go through more of the streets in the Millwater development. However, at present only Millwater Parkway and Bankside Road are wide enough to allow buses through easily.

5.6 986 – HC Station to Albany via Dairy Flat Highway

The proposed service for Dairy Flat was a peak-only service from HC Station to Albany via Dairy Flat Highway. Three trips were proposed in each direction in the mornings (between 7am and 9.30am) and four in each direction in the afternoons (between 3pm and 6.30pm). The existing services along Dairy Flat Highway provide approximately an hourly all day service, seven days a week.

With the extension of the Northern Express to Silverdale it is expected that the number of people using the services along Dairy Flat Highway will fall significantly.

The proposed changes to the Dairy Flat service brought out strong opposition from the residents of Dairy Flat Highway and the surrounding rural area. 137 people oppose or strongly oppose reducing the service to peak-only.



Some of these families do not have a car or have lost their licence due to old age or disability and are reliant on public transport to access basic services. There are also a number of children and teenagers who rely on the service to get around and to work or university on weekends and outside peak times.

Sixty-two people specifically commented on the 986, 41 of these were opposed to the proposal, four were in support, and 17 made suggestions for change which mostly asked for additional trips. This issue was also raised by a number of people at the youth and seniors events.

As a result of this feedback the final timetable for the 986 will retain off-peak weekday trips. Although a skeleton service at the weekend was considered, the cost of having this was significant and therefore will not be provided. The table below shows the departure times from HC Station and Albany Station.

	Departing HC Station
Mon-Fri	7.00, 8.00, 9.00, 11.00, 13.00, 15.00, 16.00, 17.00, 18.00, 19.00
	Departing Albany Station
Mon-Fri	7.30, 8.30, 9.30, 11.30, 13.30, 15.30, 16.30, 17.30, 18.30, 19.30

The route that the 986 takes once it reaches Albany will differ from what was in the original proposal. We received feedback saying it is difficult to get to the Albany shopping centre by bus for people who find it difficult to use stairs, and requests for the service to go into the Massey University campus. As a result, the route has been altered so it will now go into Massey University then through Coliseum Dr, Don McKinnon Dr and to Civic Cres where people can get off at the back entrance to the shopping centre where there are few stairs and a ramp for easy access to the complex. The route then continues on to terminate at the Albany Busway Station, as shown in the map below.

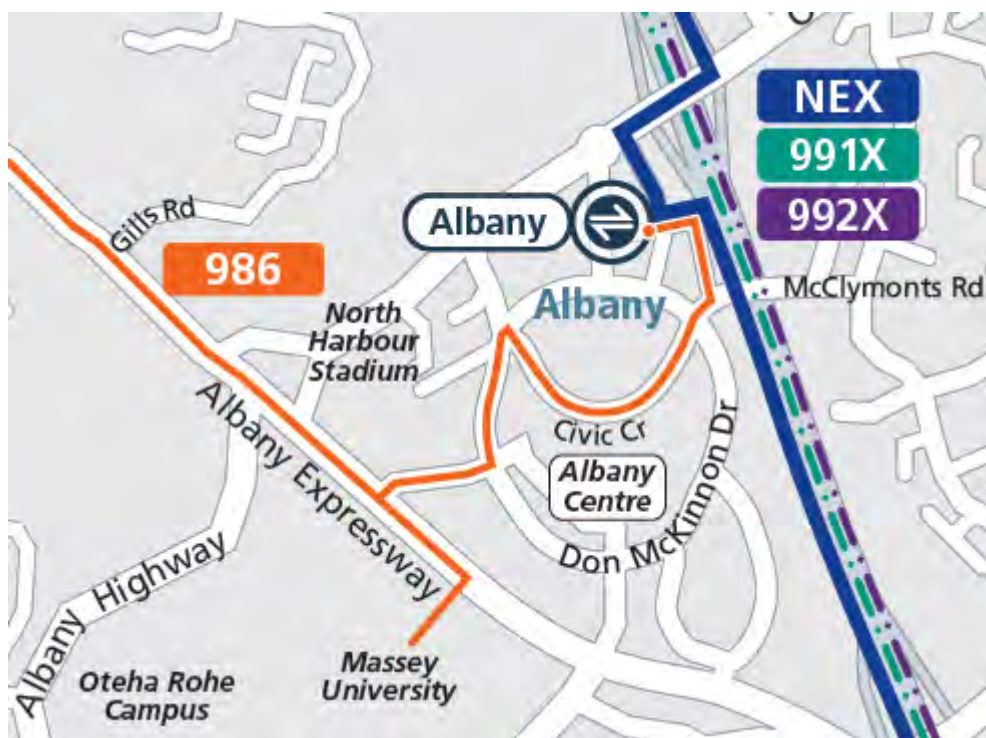
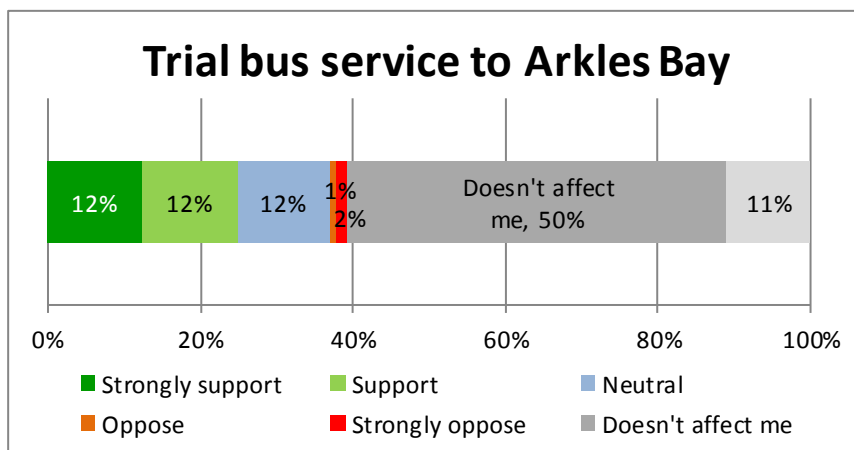


Figure 4 - Access to Massey University and Albany shopping centre.

5.7 987 – Trial Arkles Bay service

The proposal for Arkles Bay was a loop service from the Whangaparaoa Plaza around Arkles Bay approximately every two hours, with seven trips a day. The proposed service would travel along Wade River Road, down Cochrane Ave, turning into McKenzie Ave and Arkles Strand before heading up to the roundabout at the corner of Ferry Road and Coralsea Way, then travelling back along Cochrane Ave to The Plaza. This service was proposed as a result of a number of requests from residents in the area prior to this consultation.

When asked whether respondents support or oppose the trial service 24 per cent (217) said they supported or strongly supported the proposal. Three per cent (22) said they opposed the service.



Thirty-nine respondents mentioned the Arkles Bay service in the open ended questions. Of these, 50 per cent of the comments were in support of the proposal, while 15 per cent were opposed to it. The remaining 35 per cent of the comments were various suggestions for change. Five people made comments in support of the Arkles Bay proposal at the youth workshop. Two free-form letters opposing the proposed bus route were also received.

Overall the key concerns appear to be that buses will be a danger to beach users in the summer, have a detrimental impact on the amenity of the beach area, and cause problems with parking for residents and beach users. Suggestions for improvement generally request that services are not provided along the beachfront (Arkles Strand and McKenzie Ave) and that they be extended along Ferry Road past the roundabout to serve the residences around Kestrel Heights. Some submissions also requested services continue along Wade River Road.

We carried out closer analysis of the feedback by identifying all respondents who gave an address in Arkles Bay or mentioned the Arkles Bay service in their written feedback, then reviewed their response to the question about the Arkles Bay Trial in the survey. This showed that the majority of people who support a service live in the area near Ferry Road, while those who opposed the service tend to live in the McKenzie Ave/Arkles Strand area.

	Support	Oppose	Neutral	Total
Residents of Arkles Strand/McKenzie Ave area	6	8		14
Residents of Ferry Road area	23	5	1	29
Residents of HBC	7			7
Residents of Auckland	1			1
Total	37	13	1	51

Based on this analysis, we sent a letter to the residents in the McKenzie Ave/Arkles Strand area to ask for further feedback on a revised proposal. The revised proposal removed the loop around McKenzie Ave and Arkles Strand (see the map below). The intention being that those who live in the McKenzie Ave / Arkles Strand area could walk to the corner of Cochrane and Ferry roads to catch the bus, while the residents near Ferry Road would still receive a service. The terrain is flat and the walk would be on average less than 500m. For the residents furthest from the bus stop the walk would be under 800m.



Figure 5 - Revised Arkles Bay route

The service would only go as far as the roundabout at Ferry Rd and Hawaiian Parade because it is not possible to turn a standard size bus further along Ferry Road, and a standard bus is expected to be required for the Gulf Harbour Ferry service which will share a vehicle with the Arkles Bay service. Additionally there are large stretches along Wade River Road that have very few houses meaning an extension would be unlikely to attract proportionally more passengers.

The number of trips would be reduced from seven per day to six.

Letters were sent to the 13 respondents in the McKenzie Ave/Arkles Strand area that had provided contact details. We received 11 responses to the revised proposal, with 10 in support of it and one opposed.

Response to letter	
Support revised route	10
Oppose revised route	1
No response	2

Based on this feedback, the service in the final network will be the revised proposal that only travels along Cochrane and Ferry Roads and not along McKenzie Ave and Arkles Strand.

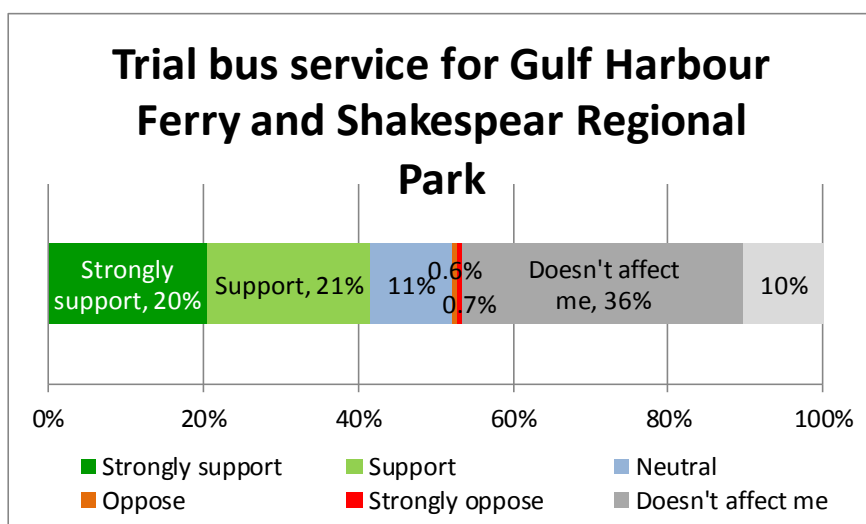
Times for the new service are based around the availability of the bus that operates the service to connect with the Gulf Harbour Ferry.

Monday to Friday	987 The Plaza to Arkles Bay
From The Plaza	7.35am, 9.35am, 11.35am, 2.35pm, 4.35pm, 7.15pm

5.8 988 – Trial Gulf Harbour Ferry and Shakespear Regional Park service

A trial service to the Gulf Harbour Ferry and Shakespear Regional Park was proposed, travelling between the Whangaparaoa Plaza and the Gulf Harbour Ferry terminal via Shakespear Regional Park. The proposal was for six trips per day in each direction on weekdays timed to connect with the ferry sailings. This would allow people living on the half of the peninsula closest to the ferry to use public transport to get to the ferry. Previous surveys have identified that the catchment for the ferry service extends about halfway along the peninsula – it is faster for people living closer to Silverdale to catch a bus into the city.

Forty-one per cent of respondents supported the proposed service, while less than two per cent opposed it.



Fifty people made specific comments about the service and of these, 40 were in support of the service, three were opposed, and 13 made suggestions for change (some of which had also stated themselves in support or opposition). The main requests were for additional trips, and for the service to be extended to go to Silverdale or into other streets along the route.

The bus service is designed to meet all the ferry sailings in both directions, and the demand for Shakespear Regional Park is not expected to be significant enough to warrant additional trips solely to serve this destination, therefore no additional trips have been included in the final network. However the times of the trips have changed from what was in the original proposal due to a change in the ferry timetable.

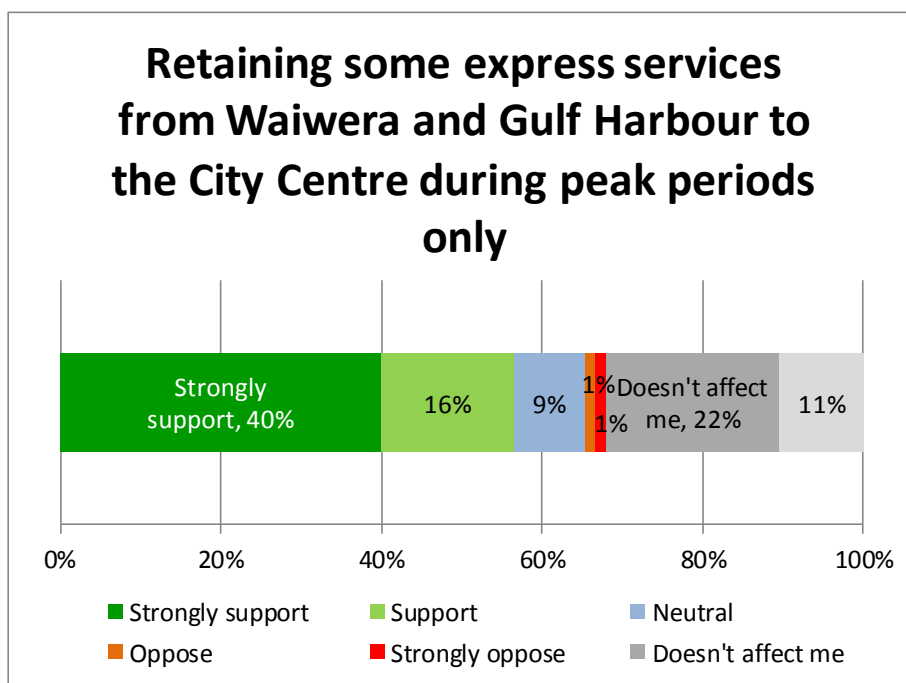
Monday to Friday	988 Gulf Harbour Ferry to The Plaza via Shakespear Regional Park
From The Plaza	6.05am, 6.50am, 8.05am, 10.05am, 3.05pm, 5.05pm
From Gulf Harbour ferry	8.45am, 10.45am, 3.45pm, 5.45pm, 6.31pm, 7.45pm

To make efficient use of vehicles and keep costs down the ferry service and the Arkles Bay service will share a vehicle. This means that there is not enough time in the timetable to extend the ferry service into Silverdale or beyond. However, the trial service will be monitored and if the demand is great enough options for improving the service will be investigated.

5.9 991x / 992x – Waiwera and Gulf Harbour express services

The proposal for the express services was to provide trips in the peak periods, when demand is high and buses are full, from Waiwera and Gulf Harbour into the city centre at Wellesley Street. The express services would continue to bypass Albany Station as they do currently. The times selected for the trips were those that were most heavily used at present. The function of these express services was to provide additional peak capacity to the city above that provided by the Northern Express, 981, and 982 when required at peak times.

When asked to indicate their support for the retention of some of the express services at peak times 56 per cent were in support, while just over two per cent were opposed.



There were 59 comments about the 991x in the written feedback. Five in support, four opposed, and 50 suggesting changes to the proposal. The requests were mostly for additional trips, limited stops on the North Shore, or extension of the service to Puhoi or Newmarket.

For the 992x there were over 100 comments specifically relating to this service. 21 were in support of the proposal, 9 were opposed, and 75 were requesting changes. Similarly to the 991x the requests were mostly for additional trips and for limited stops outside the Hibiscus Coast. Respondents also requested that Gulf Harbour Drive be served and that the route not go via Brightside Road because the turn out of the road took too long due to traffic.

Based on the feedback the final network will have additional trips. The 991x will now have four trips in the morning and evening.

991x - Waiwera to City Centre (Wellesley St) via HC Station	
From Waiwera	5.35am, 6.40am, 7.10am, 7.40am
From City Centre	3.20pm, 4.25pm, 4.45pm, 5.25pm

The 992x will retain seven trips in the morning and now have eight trips in the evening.

992x - Gulf Harbour to City Centre (Wellesley St) via HC Station	
From Gulf Harbour	5.55am, 6.20am, 6.35am, 6.45am 6.55am, 7.05am, 7.15am
From City Centre	3.35pm, 3.55pm, 4.15pm, 4.35pm, 5.00pm, 5.10pm, 5.40pm, 5.55pm

The two services will be timetabled so that their departure times from Wellesley Street alternate to give a more frequent service to all stops till the services diverge at Silverdale.

There are problems with overloading on the existing express services, but it is expected that the additional trips provided by the Northern Express will alleviate this problem. Services will be monitored once in operation and if there are still capacity issues these will be dealt with then. With regards to limiting the stops on the express services, these services will continue to bypass Albany Station, but will be implemented with stops at all other busway stations. Service performance will be monitored and if problems arise they will be dealt with following implementation.

At this time there will be no extension of either service to Puhoi or Newmarket. However, in the New Network for the North Shore we plan to have services travelling along the Northern Busway between Albany Station and Newmarket, as there are now. Passengers from the Hibiscus Coast will still be able to connect to one of these services to Newmarket.

Due to feedback, and to keep the service consistent with the route of the 981, the 991x will now travel along Puriri Ave and Centreway Road north of Orewa.

Given the number of requests for the 992x to continue to serve Gulf Harbour Drive the service will now start at the intersection of Whangaparaoa Road and Gulf Harbour Drive and travel along Gulf Harbour Drive and then continue along the route of the original proposal. It is possible to do this because as this is a one-way peak express service each vehicle must drive to Gulf Harbour 'out of service' in the AM peak and only start picking up passengers at Gulf Harbour Drive, which means the bus does not need to turn around the roundabout. This will provide a peak service for residents along Gulf Harbour Drive.

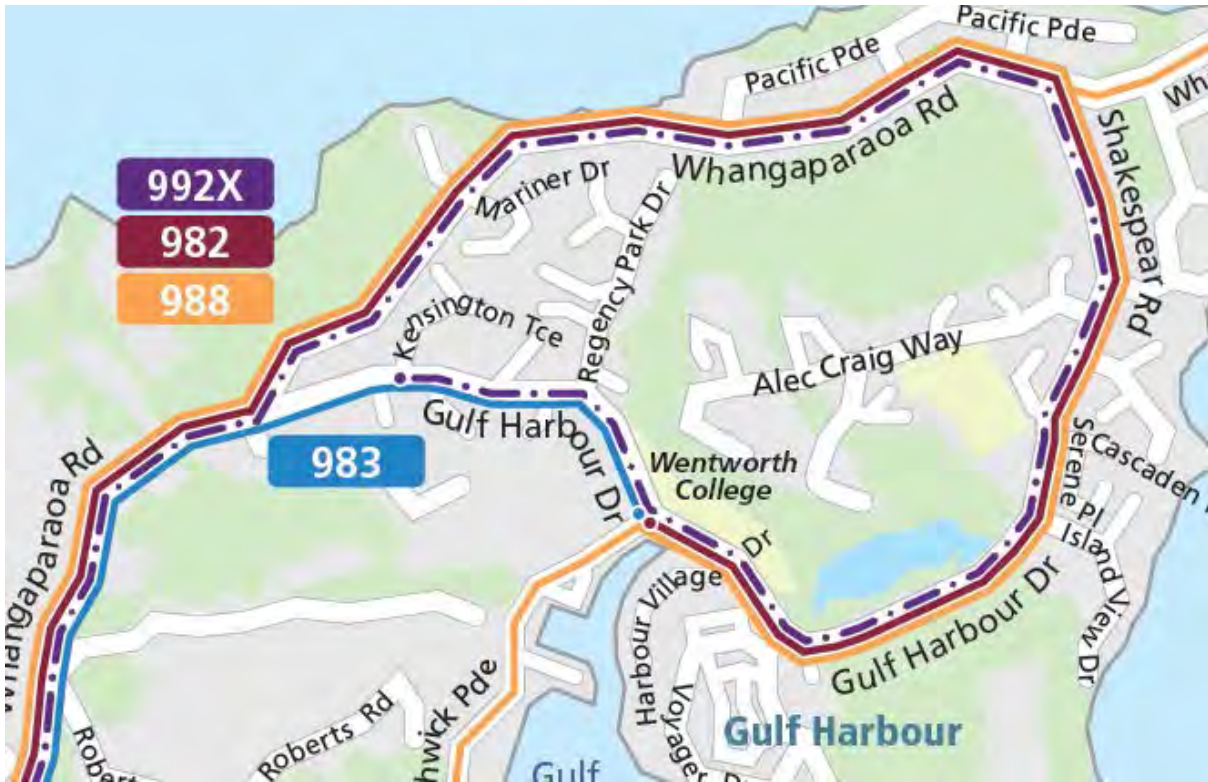


Figure 6 - 992x extended to Kensington Terrace

As with the 982 service, a few people commented on the difficulty of turning right out of Brightside Road, however no changes will be made to the intersection at this time.

The feedback also showed there was demand for services from the Hibiscus Coast that terminate in Auckland City midtown rather than downtown. Some people stated that it was nice that the Northern Express stopped at Britomart and the 991x and 992x services stopped at Wellesley Street as it gave them a choice. Some requested that the NEX terminate in midtown, however as discussed in section 4.1 above, the NEX will terminate at Britomart. Termination points and central city routes for all Hibiscus Coast and North Shore bus routes will be reviewed during the consultation for the New Network for the North Shore. However, before the New Network for the North Shore is implemented there will be changes to central city routes due to the impacts of the City Rail Link enabling works. These changes will happen towards the end of 2015 and be in place for several years.

5.10 Circulation around Orewa

We received a number of submissions requesting buses avoid travelling along Moana Ave due to the street being narrow and busy, and because it would be difficult to turn out of Moana Ave onto Hibiscus Coast Highway. This, combined with the route change of 981 and 991x to travel via Puriri Ave and Centreway Road north of Orewa, means that the 981 will now loop around Orewa centre via Moana Ave and Florence Ave before continuing along Centreway Road. However, the 991x will continue straight along Centreway Road. The 984 (Maygrove) and the 985 (Millwater) services will also loop around Orewa centre. This is to ensure that all routes (excluding the express) will stop at the bus stop outside New World. This makes the services simple to understand and means the main stop in Orewa is served by all routes (excluding the 991x).

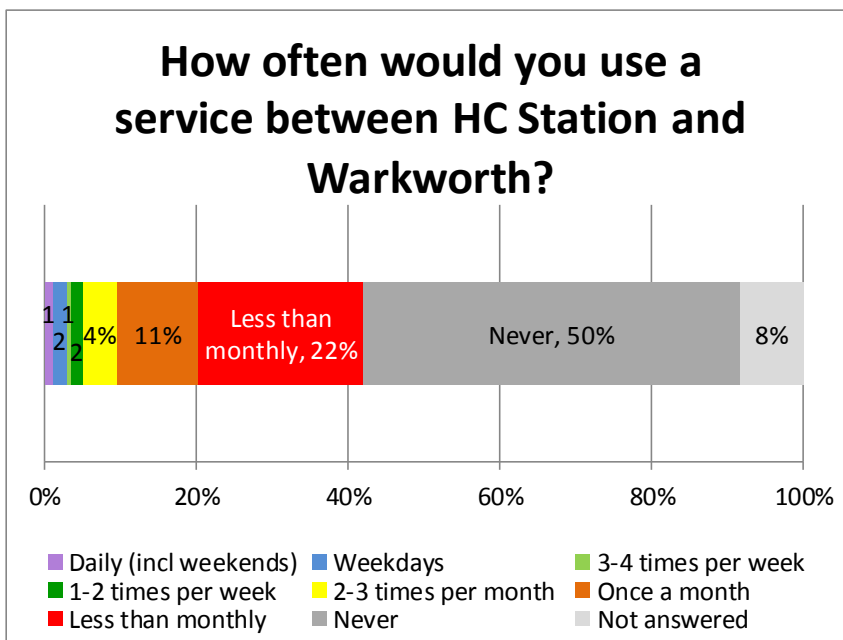


Figure 7 - Circulation around Orewa

5.11 Trial Warkworth service

Consultation with Warkworth residents was conducted at the same time as the consultation on the Hibiscus Coast. The results of that consultation will be reported separately.

The Hibiscus Coast consultation did ask one question about the potential use a service to Warkworth would receive from residents on the Coast. Half of respondents said they would never use a service to Warkworth, and a further 33 per cent said they would use it once a month or less.



Twenty-two people wrote specific comments in support of a Warkworth service and five people requested that the service stop at Puhoi. There was one request for the service to go as far as Wellsford, and one request that any service should continue on to Silverdale Village. There were some comments in favour of the service using SH1 while others requested the service go via Orewa and Waiwera.

These results will be considered along with the feedback from the Warkworth consultation before any decision is made.

5.12 A connected network

The fundamental concept behind the structure of the New Network for public transport across Auckland is connections between services. By connecting services it is possible to reduce duplication and therefore make the network easier to understand, easier to use, and reduce operational costs so that the savings can be used to increase frequency. All this will make the New Network a more practical way to get around Auckland.

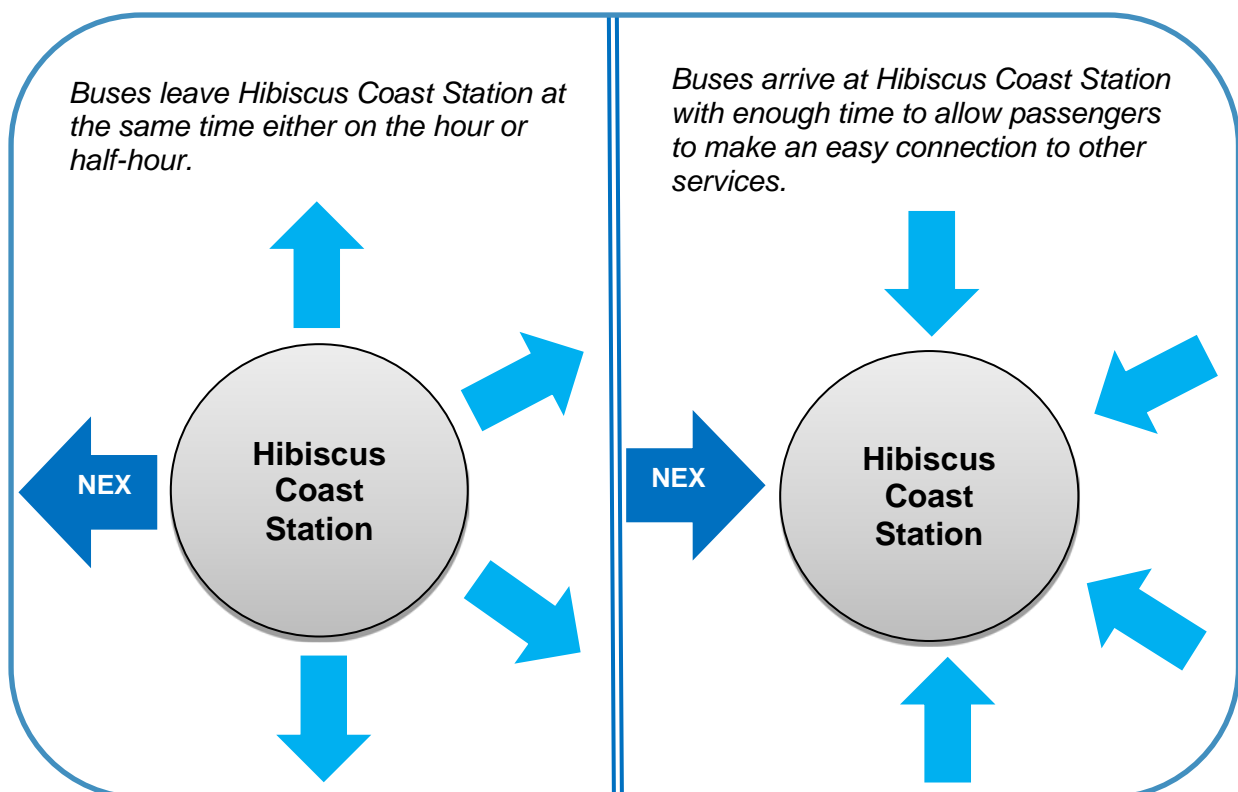
Within the feedback we received on the Hibiscus Coast 37 people made specific comments supporting the services making timed connections at HC Station. Attendees at the youth workshop also expressed support, for example, “the option to go almost anywhere from a single checkpoint makes planning your trip a lot easier.” There was however concern from people that connections between services wouldn’t be reliable and that people would be stranded waiting for a long time for the next bus. There was also some misunderstanding around how connections would work in practice. It will be important to inform passengers about how connections will work and reassure them they will be reliable when the New Network is implemented.

At the Hibiscus Coast Station connections between services will be timed so that buses will arrive at roughly the same time. We expect that there will be a wait of less than 5 minutes on average. The same applies to connections to the Gulf Harbour Ferry. In the city centre and other busy places with very frequent buses, connections will not be timed because there will be so many services that the maximum wait time will be quite small.

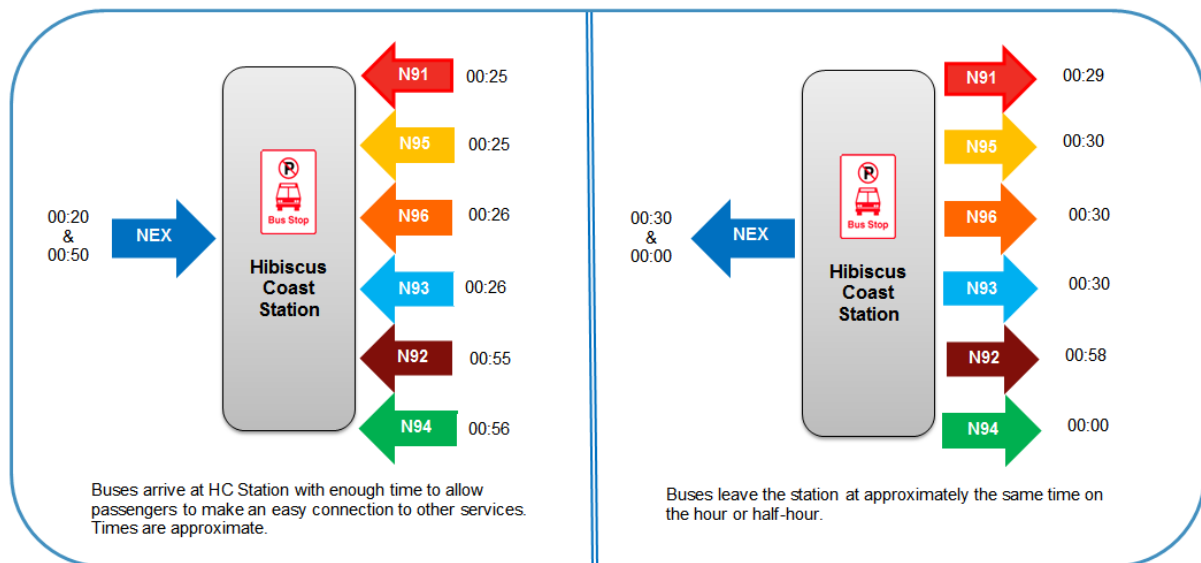
Aside from the morning peak when the NEX will operate at a 15 minute frequency, the NEX will run every 30 minutes. The NEX is timetabled to arrive at HC Station 10-15 minutes prior to its next departure and depart from the station on the hour and half hour. Local services will connect at HC Station just before the hour or the half hour to create a “pulse” timetable with the NEX.

Diagrams showing how a “pulse” timetable will work at Hibiscus Coast Station

A pulse timetable is where buses are timed to arrive and depart from a common point. This makes the wait time between connections short. Regular departure times are also easy for passengers to remember.

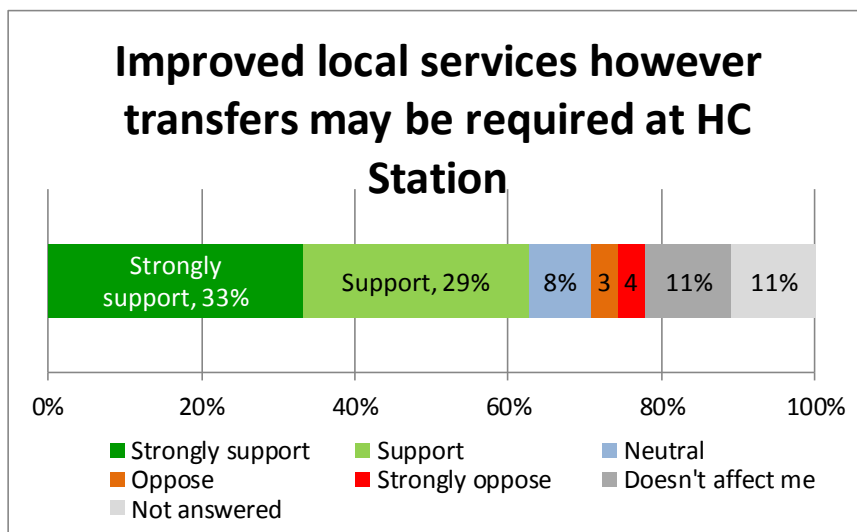


How the timings would work at HC Station:



There will inevitably be teething troubles when the New Network is introduced, however if something is consistently not working it may be possible to review the timetables and make changes where necessary.

The trade-off for more frequent services and a network that is easier to understand and use, is that more people will have to make connections between services to complete their journey. When asked to indicate their support for this, 62 per cent of respondents were in support, while only seven per cent were opposed.

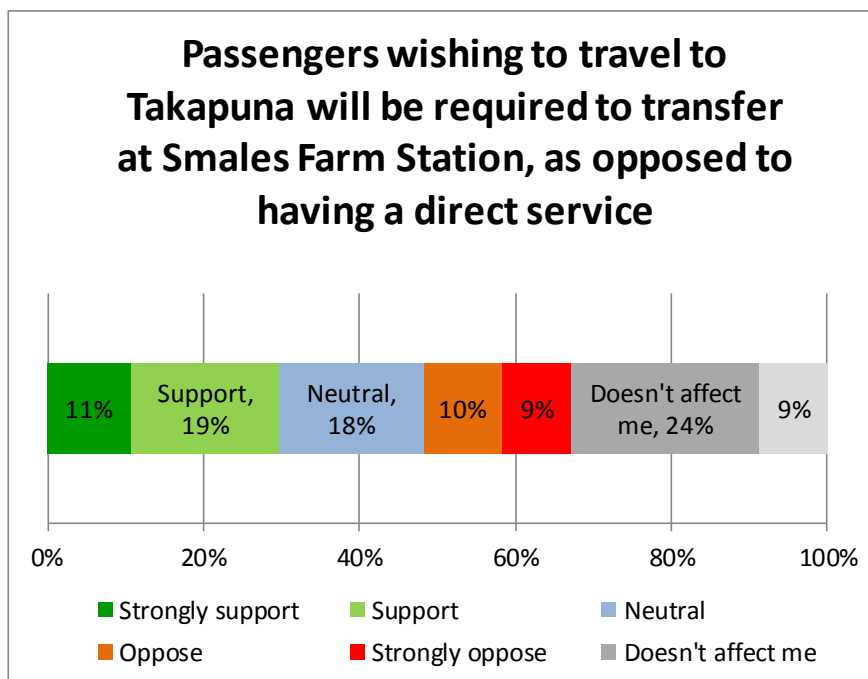


Seventy-one people requested a direct service to another location outside of the Hibiscus Coast, primarily on the North Shore. The main destinations respondents requested a direct link to are: Takapuna (16), hospitals (mostly North Shore) (9), and Newmarket (3). There are a number of options for Hibiscus Coast residents to get to these destinations, though each of them requires a connection to another frequent service at a Northern Busway station.

Connections to Albany Mall were mentioned by eight respondents. While the fastest way to get to Albany Mall in the New Network will be to transfer from the NEX to one of the many local connections from Albany Station, the 986 service via Dairy Flat Highway will provide a direct service from HC Station.

One or two submitters requested direct links to the following locations: East Coast Rd, Helensville, Kaukapkapa, Rosedale / Apollo Drive, and Stillwater, Birkenhead, Constellation Station, Devonport, Glenfield, Massey University, Milford, Mt Eden, Puhoi, Swanson, Wainui, and Wenderholm. There are no plans at present to provide public transport for the outlying rural areas due to the low density of residents and the significant cost of providing services to these areas. Access to other parts of the North Shore and Auckland will be possible through connections to other services. Massey University will continue to have a direct link through the 986 Dairy Flat service.

Under the New Network trips from the Hibiscus Coast to Takapuna will require a connection at Smales Farm. When asked to indicate their opinion on this trade-off, 30 per cent supported the proposal even though it meant that there would be additional connections. Nineteen per cent were opposed to this.



Under the New Network (as with the existing network) it will not be possible to provide a direct service from everywhere to everywhere else, and we believe that the benefits of the New Network will outweigh the negatives for the majority of people. To improve the passenger’s experience when making a connection, interchange facilities will be upgraded and waiting time will be minimised. On the Hibiscus Coast this means the construction of HC Station which will have good shelter, seating and toilets as well as being wheelchair accessible. Local services have been timed to connect with the NEX at HC Station with minimal waiting time.

A separate leaflet entitled “*Guide: Connecting at Albany Busway Station and Smales Farm Busway Station*” was especially created to assist commuters from the Hibiscus Coast make connections to the key destinations of Albany Centre, Massey University, Takapuna and North Shore Hospital during the period until the North Shore New Network is implemented. The leaflet shows travellers which buses to catch, where to board, and how long the journey should take. There are regular buses between these destinations, often at 15 minute or better frequencies.

Twenty-nine people commented that the reason they disliked transferring was the physical difficulty it presented and 29 also said it was the additional time it would require. The physical difficulty can be minimised to some degree by providing comfortable waiting facilities and modern low step or kneeling buses. All of the NEX bus fleet and all of the

current NZ Bus fleet on the Hibiscus Coast (except for one articulated bus) are wheel-chair accessible super low-floor vehicles.

There will be additional time in some people's trips due to a connection, but in a number of cases the trip time will be the same or less because the route will be more direct. The additional time will also be minimised where there are timed connections (such as at HC Station).

The third reason people opposed making transfers was the additional cost they believe they will have to pay each time they board a new vehicle. The [Simplified Zone Fares](#) scheme due to be implemented in 2016 will eliminate this problem. With Simplified Zone fares each journey will be priced on the distance between the start and end point and it will not matter how many transfers are made.

However, there will be a period between the introduction of the New Network on the Hibiscus Coast and the implementation of [Simplified Zone Fares](#) during which there will be an additional cost to some passengers who are required to transfer more than they used to. Those who use a monthly pass or a SuperGold Card will not be affected, but those who pay for a single journey via cash or HOP may in some cases pay more. The current transfer discount of 50 cents per transfer, up to a maximum of two transfers, will lessen the cost to passengers. However there will still be a small additional cost to passengers required to transfer until Simplified Zone fares are implemented.

		Current fare (from 29 March 2015)	New Network (prior to Simplified Zone Fares)	Simplified Zone Fare (proposed for 2016)
From	To	Fare (AT HOP)	Fare (AT HOP)	Fare (AT HOP)
Waiwera or Gulf Harbour	City (991x / 992x)	\$8.40	\$8.40	\$6.00-6.50
Waiwera or Gulf Harbour	City (transfer to NEX)	n/a	\$8.80	\$6.00-6.50
Silverdale	City	\$7.60	\$7.60	\$6.00-6.50
Orewa	Gulf Harbour	\$1.70	\$1.70	\$1.70-1.80
Waiwera	Gulf Harbour (transfer)	\$2.90	\$2.90	\$1.70-1.80
Gulf Harbour	Silverdale	\$3.00	\$1.70	\$1.70-1.80
Gulf Harbour	Takapuna	\$6.00 - \$7.60	\$8.40	\$4.80-5.00
Silverdale	Takapuna	\$4.00 - \$6.00	\$7.20	\$4.80-5.00
Waiwera or Gulf Harbour	Albany Centre / Massey Uni	\$4.80 - \$6.00	\$6.40	\$3.00-3.30
Silverdale	Albany Station (NEX)	\$4.00	\$4.00	\$3.00-3.30
Silverdale	Albany Centre / Massey Uni / via SH17 (986)	\$4.00	\$4.00	\$3.00-3.30
Silverdale	Albany Centre / Massey Uni (NEX & Albany connect)	n/a	\$5.20	\$3.00-3.30
Monthly Pass		\$190	\$190	\$200-210

Table shows comparison of fares due to changes

5.13 Hibiscus Coast Station

There was general support for the construction of full busway station facilities at Silverdale, though many wanted the station built sooner than 2016. Stage 2 of the Hibiscus Coast Station (Silverdale Park and Ride) has now been granted the necessary consents for construction to proceed. This project is budgeted for construction in the 2016/2017 financial year, with works anticipated to start in October 2016. The works involve construction of the Busway station and expansion of the carpark. Prior to construction starting, the design will be reviewed in the light of the recent consent received.

There were 47 comments requesting more than the planned 480+ car parks and many verbal comments to staff at events. The common view among locals seems to be that there is demand for more than 500 car parks at Silverdale, and they would like to avoid the situation in Albany where the carpark is full early in the morning. Thirty-four people specifically mentioned that the increased capacity of the Silverdale park and ride would enable them to use Silverdale rather than the park and ride at Albany and we can assume that a greater number than this would actually do so. Many people also mentioned that Auckland Transport should buy the piece of land next to the current site to provide space to enlarge the parking area should demand exceed the number of spaces that will be built. Auckland Transport has no plans at present to buy additional land.

Respondents also requested facilities at the station including toilets, shops, a coffee stand, secure cycle parking, an information kiosk and ticket counter, a ticket machine, adequate lighting, and taxi stands. Once Hibiscus Coast Station is completed it will include a ticket vending machine, toilets, secure cycle parking, wifi, and waiting areas which will be well lit and protected from the elements.

Four new shelters have recently been installed adjacent to the current park and ride facility on Painton Road. In contrast to the old stop on Hibiscus Coast Highway these temporary stops and shelters provide a more pleasant environment for passengers to wait until the new busway station is complete. These new stops and shelters are now operation, prior to implementation of the New Network for the Hibiscus. Toilets will also be provided at the site until the station is constructed.

There was also some feedback that this is not the best location for building a busway station because it is too far away from shops, workplaces, and residences, and due to the condition of the surrounding roads and pedestrian facilities very few people would be able to walk to or from the station. These issues are acknowledged but the location of the station is considered optimal for reliable operation of the Northern Express service. While pedestrian and cycle facilities are beyond the scope of this consultation these concerns will be forwarded to the appropriate teams for consideration.

5.14 Silverdale

There were four requests for the existing stops in Silverdale Village to be retained under the future scenario when Curley Ave is complete, and there seemed to be concern from people at events that it would be difficult to walk to stops on Curley Ave. Of the six people who commented specifically on the Curley Ave extension, all were in support of it. Once Curley Ave is complete stops will be located as close to Silverdale Street as possible to minimise the walk from the bus stop to the village shops. While we recognise that the walk from the shops to the bus stop will be longer, we expect that it will be less than 200m to the existing bus stop.

It is also worth noting that once the New Network is introduced on the Hibiscus Coast buses will no longer transfer passengers at the bus stop in Silverdale Village, which will reduce congestion and problems with accessing the shops behind the stop. This is programmed for late-2015 and the current arrangements will apply until this time.

Prior to consultation the signalisation of Silverdale Street and Hibiscus Coast Highway was investigated to provide a simple two-way bus route through Silverdale. Signalisation of this intersection was seen as crucial to making the New Network operate efficiently. There was also strong support from the local business association to make this happen. Road engineering experts decided it was not safe to put signals at this intersection under the current speed environment on Hibiscus Coast Highway. Emphasis has therefore been placed on getting the Curley Ave extension built as soon as possible so buses will have a direct route through Silverdale that serves both the village and the new town centre.

We also received three submissions requesting better access to the Silverdale business park, through either provision of a bus service or better pedestrian and cycling facilities to and from Silverdale Village. At this time we do not plan to introduce a service to the business park. This is because it would increase the journey time for passengers if the main routes 981 and 982 were diverted and this is not in keeping with the function of these 'connector' routes. Additionally, there does not appear to be enough demand for a separate route to the business park. Requests for better pedestrian and cycling facilities will be passed on to the appropriate team within Auckland Transport.

5.15 Late submissions

We received four late submissions, one in support of the Arkles Bay proposal, one opposed to the Dairy Flat proposal, one requesting additional 992x trips, and the last requesting peak express services be retained. All of these issues were raised in submissions received during the consultation period and have been addressed in the discussion above.

5.16 Summary of decisions

A summary of the decisions discussed above can be found in Appendix 1.

6. Implementation

We expect to introduce the New Network for the Hibiscus Coast in late 2015. The reason for introducing the network at this time is to bring the NEX up to Silverdale as soon as possible to meet demand for a fast, direct, and frequent connection to the city. It makes sense to introduce the rest of the network at the same time to support the NEX and provide options for people to access HC Station by public transport.

Well in advance of the start of new services we will run an extensive information campaign to let people know about the new services they can expect in their area and how to use them.

7. Appendices

Appendix 1 – Summary of final decisions by route

Appendix 2 – Final New Network span of operation

Appendix 3 – Final New Network map

Appendix 1

Summary of final decisions by route

Route name and number	Final New Network for Hibiscus Coast Changes based on feedback from consultation	Reason for change	Likely impact of change
NEX – Northern Express Britomart to Hibiscus Coast Station	<p>Route – no change</p> <p>Hours of operation – an additional 2:00am outbound trip (from city) to Hibiscus Coast Station (Hibiscus Coast Station) on Friday and Saturday. Originally last trip was at 11.30pm. Sunday night last outbound bus time is now 10.45pm. Was originally 10.00pm.</p> <p>Frequency – the times of operation for the peak frequency (15-minute) was not advertised in proposal. This 15-minute frequency will operate between 0600–0930 for the morning inbound peak and 1500 – 1900 for the evening outbound peak.</p>	<p>Nine requests for additional late trips.</p> <p>Six respondents asked for or indicated these times.</p>	<p>Added cost of extra service time and kilometres.</p>
981 - Waiwera to Manly via Hibiscus Coast Station (Was N91 for consultation)	<p>Route – now to travel along Centreway Rd and Puriri Ave. Originally it was to travel along Hibiscus Coast Highway north of Orewa shops. Now all local routes to travel east along Moana Ave and loop through Florence Ave (981, 982, 984, 985).</p> <p>Hours of operation – additional trips to Hibiscus Coast Station on weekday and Saturday nights to connect with the last regular service NEX from the city.</p>	<p>Twenty-four passengers and bus drivers said the catchment is better along Centreway Rd. Three people want buses to better serve Kensington Park complex on Puriri Ave. Bus drivers said the right-turn into Moana Ave from Hibiscus Coast Highway is quite tight and narrow.</p> <p>Requests for additional trips to connect with last bus from city.</p>	<p>All local routes will now use the same stop (outside Orewa New World). Added cost of extra service time and kilometres. New route will miss out two stops on Hibiscus Coast Highway.</p> <p>Added cost of extra service time and kilometres.</p>
982 - Gulf Harbour to Orewa via Hibiscus Coast Station (Was N92 for consultation)	<p>Route – no change</p> <p>Hours of operation – additional trips to Hibiscus Coast Station on weekday and Saturday nights to connect with the last regular service NEX from the city.</p>	<p>Requests for additional trips to connect with last bus from city.</p>	<p>Added cost of extra service time and kilometres.</p>
983 - Gulf Harbour to HC Station via Manly shops, Vipond Rd, Red Beach and Silverdale (Was N93 for consultation)	<p>Route – now to travel from Bay St into Bay Vista Dr and Albert Hall Dr before continuing along Red Beach Rd. Originally it was to turn from end of Bay St into Red Beach Rd. Extended to terminate in Gulf Harbour Dr near Wentworth College and therefore provide an all-day service to residents at the northern end of Gulf Harbour Dr.</p> <p>Hours of operation – additional early morning trips on weekdays. Later evening trips to Hibiscus Coast Station throughout the week.</p>	<p>Nine residents from the Hibiscus Coast Retirement Village and The Grove on Red Beach Rd want a service that gives them easy access to The Plaza. Twelve residents in Bay Vista and Albert Hall Dr do not want to lose service along these roads. Bus drivers said it is sometimes difficult to turn right out of Bay St into Red Beach Rd. There were 25 residents wanting service along the length of Gulf Harbour Dr and a number of passengers wanting connections from Red Beach to Gulf Harbour.</p> <p>Requests for earlier and later services.</p>	<p>Huge benefit to elderly residents of Hibiscus Coast Village and The Grove. Also benefits Red Beach School. Added cost of extra service time and kilometres. Easier turn for bus drivers. People from other parts of Red Beach could potentially connect with the 984 for a more direct trip to Orewa at the stop outside the Retirement Village.</p>
984 – Orewa to Hibiscus Coast Station via Maygrove village (Was N94 for consultation)	<p>Route – now to travel from Red Beach Rd direct to Orewa shops first before doing Maygrove loop back. Originally the service travelled from Red Beach Rd via Maygrove Village before reaching Orewa shops.</p> <p>Hours of operation – extended on Sunday to be the same as other days.</p>	<p>Nineteen submitters (and a submission on behalf of the Hibiscus Coast Retirement Village residents) want a quick, direct connection between Red Beach and Orewa shops.</p> <p>Respondents wanted earlier and later trips for this service however we are not able to do this across all days.</p>	<p>The Maygrove loop will only operate in one direction as it does currently. There should be a reduction in cost for decreased service time and kilometres.</p>
985 - Orewa to Hibiscus Coast Station via Millwater (Was N95 for consultation)	<p>Route – no change</p> <p>Hours of operation – slight adjustment to trip start times</p>		<p>Allows more efficient bus operations.</p>

Route name and number	Final New Network for Hibiscus Coast Changes based on feedback from consultation	Reason for change	Likely impact of change
986 - Hibiscus Coast Station to Albany Station via Dairy Flat Highway (Was N96 for consultation)	<p>Route – changed to now serve Massey University and the bus stop at the rear of Westfield Albany before continuing to Albany Busway Station.</p> <p>Hours of operation and frequency – now a two-hourly service to operate during day between Hibiscus Coast Station and Albany Station. An hourly service to run during morning and evening peak, Originally it was proposed to have a peak only service on Monday to Friday in both directions. No service at weekends.</p>	<p>Four passengers (esp. elderly) want direct access (easier access) to the back of Westfield Albany. Many verbal comments were received at the Seniors event to support this change.</p> <p>Fifty-nine respondents (7%) want services throughout the day, in the evening and at weekends. There was a large amount of negative feedback to reduction in service proposed during consultation. The service is frequently used by passengers going to Massey University and Albany Village from both directions. Residents along Dairy Flat Highway said they felt trapped with the proposed level of service as there was nothing during the day or at weekends. Bus drivers also expressed their concern for regular commuters along Dairy Flat Highway who would not be able to catch a bus under the proposed changes. Some passengers want an hourly service but we are unable to provide this.</p>	<p>Slightly convoluted route through Albany Centre which may take a few minutes more but provides good access to the Mall and Massey University</p> <p>Increased cost of extra service time and kilometres. Provides residents with an all-day service from 7am to 7pm, on weekdays. There will be customers disappointed that no service is provided at the weekend, however the cost to provide this would be significant and does not fit within the current funding envelope.</p>
987 - Arkles Bay loop (Was N97 for consultation)	<p>Route – changed to go only via Cochrane, Ferry Rd to roundabout then return to Plaza (approved by secondary feedback from affected residents). Originally the route was proposed to also travel along McKenzie Rd and Arkles Strand</p> <p>Hours of operation and frequency – there will now be six trips per day, Monday to Friday. Originally there was proposed to be seven trips per day, Monday to Friday.</p>	<p>Seven people were strongly opposed to a route around the beachfront area because the roads are narrow they are heavily used by beach-going traffic in summer. Twenty-three people strongly support service.</p> <p>Residents we spoke to during initial and secondary consultation were comfortable with this level of service.</p>	<p>The beachfront area will remain unaffected by bus movements.</p> <p>There should be a reduction in cost for decreased service time and kilometres.</p>
988 – Gulf Harbour Ferry to the Plaza via Shakespear Regional Park. (Was N98 for consultation)	<p>Route – no change</p> <p>Hours of operation – slightly adjusted trip times.</p>	<p>Bus times adjusted to meet modified ferry timetable.</p>	
991x - Waiwera to City via Hibiscus Coast Station (Was 895x for consultation)	<p>Route – now to travel along Centreway Rd and Puriri Ave. Originally it was to travel along Hibiscus Coast Highway north of Orewa shops. The 991x will travel straight along Centreway Rd only and not through the shops on Moana Ave.</p> <p>Hours of operation – there will be an additional inbound trip at 5:40am and an additional outbound trip at 15:20. Originally there were three morning trips and three afternoon trips.</p>	<p>Twenty-four passengers and bus drivers said the catchment is better along Centreway Rd. Three people want buses to better serve Kensington Park complex on Puriri Ave.</p> <p>Ten passengers want to get into town to start work by 7am or earlier trip than 6.30am. Five passengers want trips between 3-4pm. Thirteen passengers want later evening trips from 5.45pm onwards, however we were unable to provide this.</p>	<p>Added cost of significantly extra service time and kilometres.</p>
992x - Gulf Harbour to City via Hibiscus Coast Station (Was 897x for consultation)	<p>Route – this will now be extended to start and terminate at top of Gulf Harbour Drive.</p> <p>Hours of operation – there will be an additional outbound trip at 5.55pm. Originally the last trip was at 5.40pm</p>	<p>There were 27 requests from local passengers to serve Gulf Harbour Dr between Whangaparaoa Rd and Laurie Southwick.</p> <p>Twenty-one passengers want later outbound trips especially between 6.10pm and 6.30pm.</p>	<p>Serve greater catchment with less walking distance to stops.</p> <p>Added cost of significantly extra service time and kilometres.</p>
All express buses departing Auckland City in PM peak	<p>Some outbound NEX trips from Auckland city to Hibiscus Coast Station in evening peak will be timetabled to depart at same time as NEX to Albany. This will provide passengers the option to choose the bus most appropriate for their trip and allow room on Hibiscus Coast bound buses for residents of that area.</p>	<p>Fourteen passengers complained about overcrowding on buses and that Hibiscus Coast bound passengers are not always able to get on board as the bus is often filled with some passengers just getting off along Busway.</p>	<p>If there is a large number of Hibiscus Coast bound passengers on the NEX this will result in less pressure on other express buses departing from Wellesley St.</p>
Transfer cost penalty	<p>Auckland Transport recognises there will be a disadvantage to a small number of customers until the new Simplified Zone Fares system is introduced in 2015. This temporary disbenefit is considered to be outweighed by the overall benefit of the changes proposed.</p>	<p>Seventeen people mentioned extra cost of having to transfer.</p>	

Appendix 2

Final New Network span of operation

No.	Route	Frequency	Departing from	First bus, Last bus	Departing from	First bus, Last bus
NEX	Northern Express HC Station to Britomart	Every 30 minutes Every 15 minutes during peak <i>The estimated journey time is about 40-45mins off-peak</i>	HC Station	Mon-Fri: 5.30am, 10.30pm Sat: 6.30am, 10.45pm Sun and public holidays: 7.00am, 10.15pm:	Britomart	Mon-Fri: 6.00am, 11.15pm (2.00am Saturday trip) Sat: 7.05am, 11.20pm (2.00am Sunday trip) Sun and public holidays: 7.30am, 10.45pm
981	Waiwera to Manly shops via HC Station and Silverdale	Every 60 minutes <i>981 and 982 are timetabled to create 30 min frequency between Orewa, Silverdale and Manly</i>	Waiwera * last bus from Waiwera	Mon-Fri: 4.53am, *11.00pm Sat: 6.10am from Orewa, 7.00am from Waiwera, *11.00pm Sun and public holidays: 7.00am, *9.00pm	Manly shops * last bus to Waiwera	Mon-Fri: 5.53am, 10.00pm* (11.00pm to Orewa only) Sat: 7.00am, 10.00pm* (11.00pm last bus to Orewa only) Sun and public holidays: 7.00am, 9.00pm* (10.00pm last bus to Orewa only)
982	Gulf Harbour to Orewa via HC Station and Silverdale	Every 60 minutes	Orewa	5.35am, 11.40pm Sat: 7.40am, 11.40pm Sun and public holidays: 7.40am, 9.40pm	Gulf Harbour	5.13am, 11.20pm Sat: 7.20am, 11.20pm Sun and public holidays: 7.20am, 9.20pm
983	Gulf Harbour to HC Station via Manly shops, Vipond Rd, Red Beach and Silverdale	Every 60 minutes, 30 minutes during peak	Manly shops	5.35am, 9.35pm Sat: 6.35am, 10.35pm Sun and public holidays: 6.35am, 8.35pm	HC Station	7.30am, 10.30pm Sat: 7.30am, 10.30pm Sun and public holidays: 7.30am, 9.30pm
984	Orewa to HC Station, via Maygrove, Red Beach and Silverdale	Every 60 minutes	Orewa	8.18am, 4.18pm Sat: 8.18am, 4.18pm Sun and public holidays: 8.18am, 4.18pm	HC Station	9.00am, 5.00pm Sat: 9.00am, 5.00pm Sun and public holidays: 9.00am, 5.00pm
985	Orewa to HC Station via Millwater and Silverdale	Every 60 minutes	Orewa	6.00am, 7.00pm Sat: 7.00am, 7.00pm Sun and public holidays: 7.00am, 7.00pm	HC Station	6.30am, 7.30pm Sat: 7.30am, 7.30pm Sun and public holidays: 7.30am, 7.30pm
986	HC Station to Albany Station via Dairy Flat Highway	Every 60 minutes during peak. Every 120 minutes throughout day.	HC Station	7.00am, 7.00pm Sat: n/a Sun & public holidays: n/a	Albany Station	7.30am, 7.30pm Sat: n/a Sun & public holidays: n/a

Peak Period Services (Monday to Friday only)

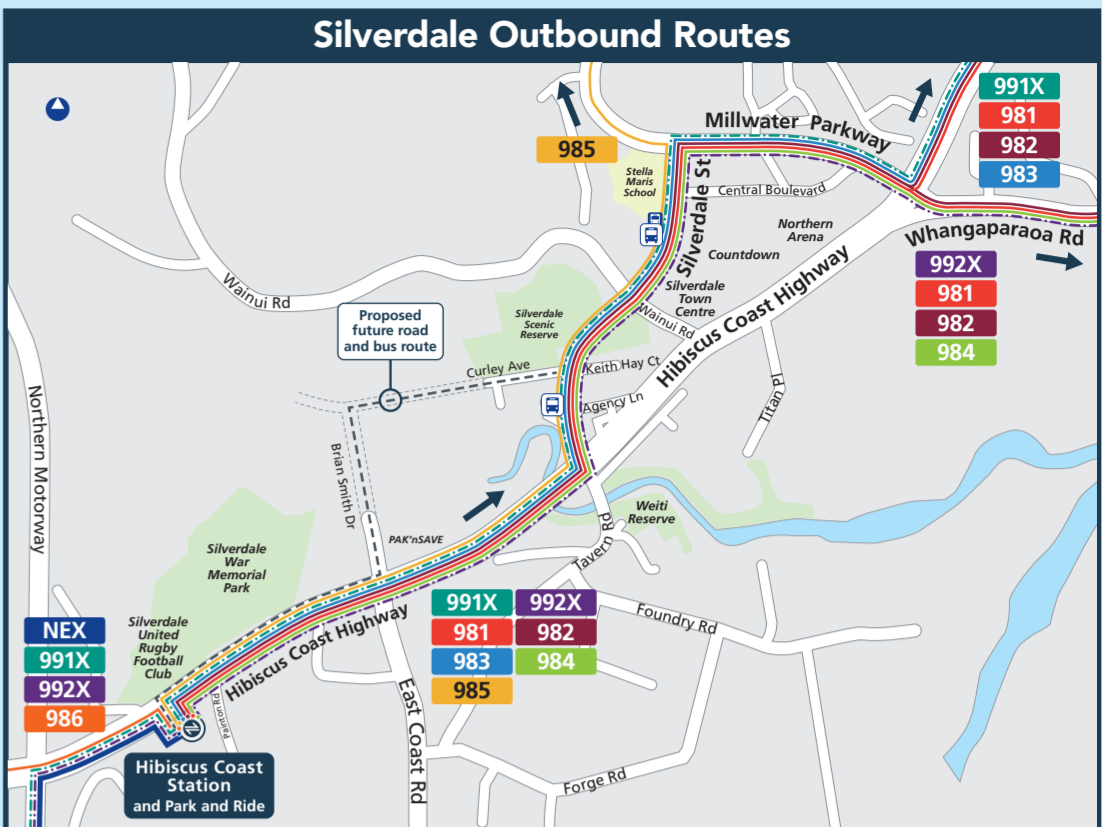
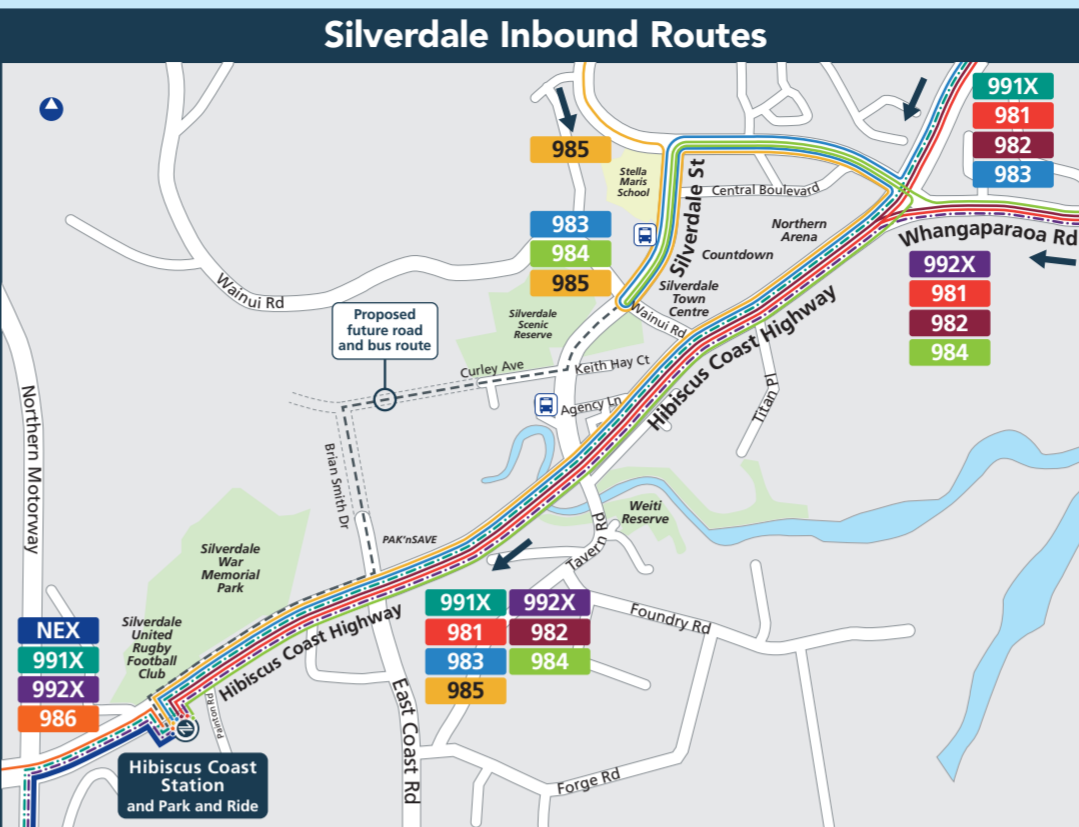
No.	Route	Departing from	Time	Departing from	Time
991x	Waiwera to City Centre (Wellesley St) via HC Station <i>Not via Albany Station</i>	Waiwera	Four morning services: 5.35am, 6.40am, 7.10am, 7.40am	City Centre (Wellesley St)	Four evening services: 3.20pm, 4.25pm, 4.45pm, 5.25pm
992x	Gulf Harbour to City Centre (Wellesley St) via HC Station <i>Not via Albany Station</i>	Gulf Harbour	Seven morning services: 5.55am, 6.20am, 6.35am, 6.45am, 6.55am, 7.05am, 7.15am	City Centre (Wellesley St)	Eight evening services: 3.35pm, 3.55pm, 4.15pm, 4.35pm, 5.00pm, 5.10pm, 5.40pm, 5.55pm

Trial Services (Monday to Friday only)

No.	Route	Departing from	Time	Departing from	Time
987	Arkles Bay to The Plaza (loop service)	The Plaza	Six services: 7.35am, 9.35am, 11.35am, 2.35pm, 4.35pm, 7.15pm	n/a	n/a
988	Gulf Harbour Ferry to The Plaza via Shakespear Regional Park	Gulf Harbour	Six services: 8.45am, 10.45am, 3.45pm, 5.45pm, 6.31pm, 7.45pm	The Plaza	Six services: 6.05am, 6.50am, 8.05am, 10.05am, 3.05pm, 5.05pm

Post-consultation Hibiscus Coast New Network

Appendix 3 Final New Network map



NEW NETWORK SERVICES

CONNECTOR SERVICES	PEAK PERIOD SERVICES
At least every 30 minutes, 7am - 7pm, 7 days a week. NEX 15 minutes at peak times.	Services that only operate during weekday peak period. (Generally 6.30am to 8am, and 4pm to 6pm.)
NEX Northern Express to Britomart via all Busway Stations	991X Waiwera to City Centre via Hibiscus Coast Station
981/982 Orewa to Manly Shops (2 routes timetabled to create 30min frequency)	992X Gulf Harbour to City Centre via Hibiscus Coast Station
LOCAL SERVICES Generally every 60 minutes.	DAIRY FLAT SERVICE (Mon-Fri) Generally every two hours and hourly at peak.
981 Waiwera to Manly Shops via Hibiscus Coast Station	986 Hibiscus Coast Station to Albany Station via Dairy Flat Highway
982 Orewa to Manly Shops via Hibiscus Coast Station	EXISTING SERVICES (No Changes) Gulf Harbour Ferry (no changes as part of this consultation)
983 Orewa to Hibiscus Coast Station via Vipond Rd, Red Beach and Silverdale	TRIAL SERVICES (Mon-Fri) 987 Arkles Bay to The Plaza 988 Gulf Harbour Ferry to The Plaza via Shakespear Regional Park
984 Orewa to Hibiscus Coast Station via Maygrove, Red Beach and Silverdale	
985 Orewa to Hibiscus Coast Station via Millwater and Silverdale	

KEY SYMBOLS

- Interchange
- Ferry Terminal
- Services in this direction only