

Your feedback on: Public transport improvements for the northwest



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Acknowledgement

Thank you!

We'd like to thank everyone who took the time to provide feedback and speak to us in person at our drop-in sessions.

We are incredibly grateful to you for playing an important part in shaping the future of our region.

1. Summary

From 28 September – 25 October 2020 the public were invited to provide feedback on proposed interim improvements (0-5 years) and long-term improvements (beyond next 5 years) to public transport in the northwest. In total, **545 submissions** were received.

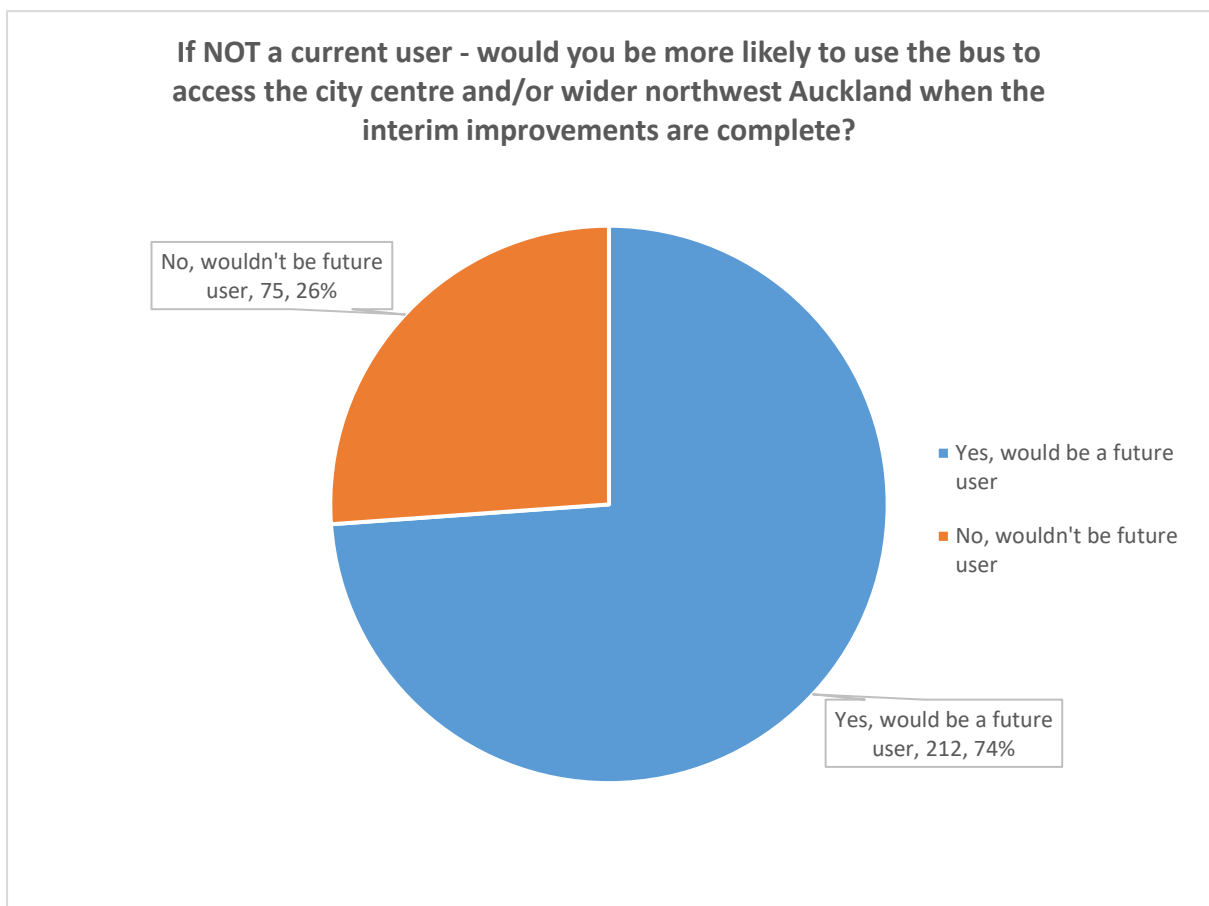
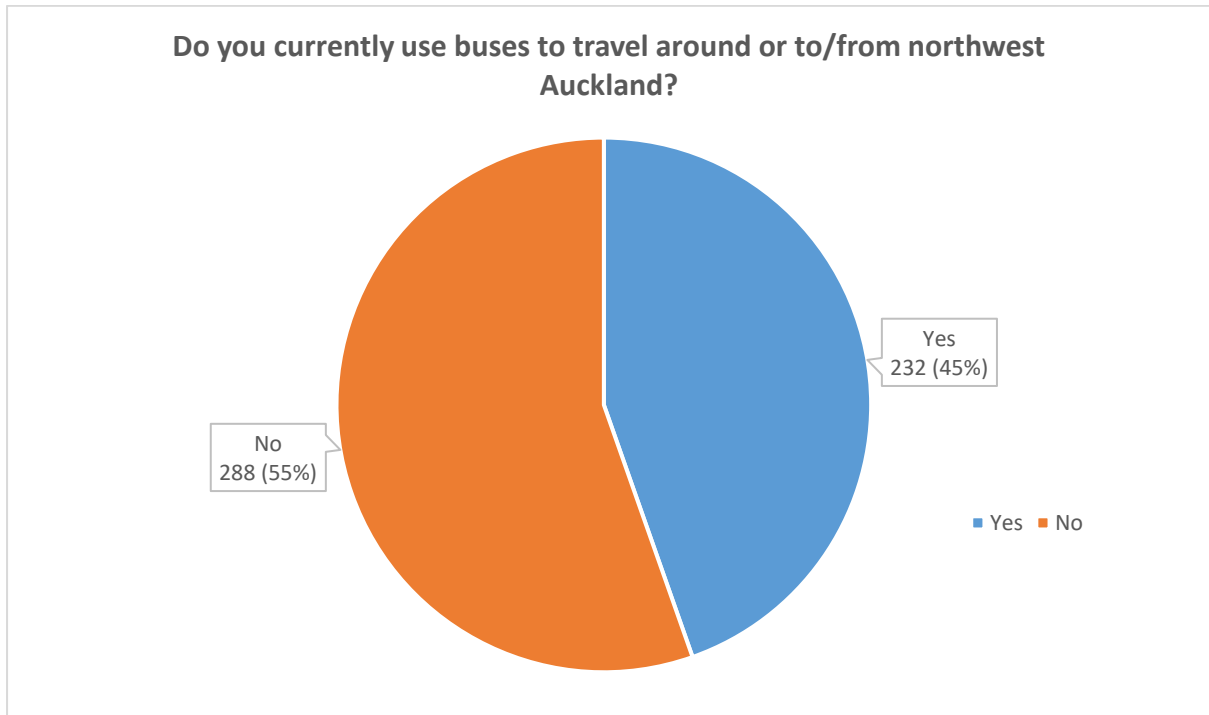
Respondents were asked to respond to two tick-box questions and three open-ended questions. The feedback received has been grouped into themes and topics under each question. For example, one topic is 'Bus routes/network', and all the feedback themes that involved suggestions that related to bus routes or the bus network are grouped under that topic.

The feedback results, topics, themes and Auckland Transport's (AT's) responses to the feedback themes are outlined in the [Feedback received](#) section of this report.











For more detailed information on the proposal, please visit at.govt.nz/projects-roadworks/public-transport-improvements-for-the-northwest/.

Overview of feedback

Responses to tick-box questions



Top 10 feedback themes from all questions

Feedback theme	No. of mentions
 <p>Generally, like the changes <i>(Question – Interim changes)</i></p>	268
 <p>Works overdue / need to implement the changes quickly or quicker / good but need to do more <i>(Question – Interim changes)</i></p>	109
 <p>Provide a busway and/or more bus lanes <i>(Question – Long-term changes)</i></p>	81
 <p>Suggestions for bus network / concerns with current changes <i>(Question – Other comments)</i></p>	78
 <p>Suggestions for proposed bus stations/stops <i>(Question – Interim changes)</i></p>	66
 <p>Other suggestions for public transport <i>(Question – Other comments)</i></p>	58
 <p>Provide light rail <i>(Question – Long-term changes)</i></p>	57
 <p>Bus route suggestions <i>(Question – Interim changes)</i></p>	56
 <p>Extend rail network / improve rail services <i>(Question – Long-term changes)</i></p>	53
 <p>Need to consider areas beyond Westgate <i>(Question – Long-term changes)</i></p>	52

Project decisions

After considering the public feedback, **we have decided to progress with the project** through to implementation with potential changes as a result of public feedback:

What we heard in the public feedback	How we are responding
<p>You told us it was important to you that we improve safety for pedestrians at and near the proposed new bus stations.</p> <ul style="list-style-type: none"> - Provide safe access for pedestrians and people on bikes using the Northwest Shared Path to/from and through the station areas. - Consider wider paths and crossings for pedestrians and people on bikes. - Ensure the traffic islands are large enough to accommodate the projected number of bus patrons. - Provide safe fencing and barriers. - Review the timings of pedestrian signal phasing at intersections. 	<p>We are investigating the requested measures, listed opposite, as part of the detailed design phase.</p> <p>The next stage of the design will seek to incorporate additional improvements to provide an improved customer experience at all stations (Te Atatu, Lincoln and Westgate).</p> <p>We will aim to provide a safe and comfortable environment for people to get on and off buses in these busy locations. We will work together with our safety experts to provide facilities that people of all ages feel safe to use. For example, there will be a thorough review of pedestrian fencing and safety barriers. Additional funding has been earmarked specifically to enhance safety and customer experience at all three locations.</p>
<p>You asked us to make the bus stops nice places to be with placemaking measures.</p>	<p>The Westgate station will now provide an enclosed waiting area to provide further weather protection and opportunities for additional facilities to be provided inside. This could include retail kiosks or commercial offerings, vending machines and expanded driver facilities integrated with staff and passenger facilities.</p>
<p>Many people felt there is a need for a park and ride in the northwest and that the changes do not provide good enough connections/services to/from wider northwest suburbs such as Huapai and Kumeu.</p>	<p>We are now investigating a bus station at Brigham Creek Road as part of the interim improvements, incorporating park and ride facilities, to improve bus connectivity further towards Kumeu.</p>
<p>Some people asked us to move the Westgate bus stop to behind the library.</p>	<p>Additional on street bus stops in the area near the library are going to be investigated in the next phase of this project.</p>
<p>We received a request for a bus priority lane for buses queuing at Tawhia Drive to turn onto Fred Taylor Drive or proceed straight onto Fernhill Drive.</p>	<p>This request will be investigated as part of the next design phase.</p>

The feedback provided on what to consider as part of the long-term investigations into rapid transit along the Northwestern Motorway (SH16) has been shared with Waka Kotahi NZ Transport Agency. This feedback will be taken into consideration as part of their investigations. Waka Kotahi will be in touch when there is more information to share on future proposals.

Next steps

Construction on the interim improvements will begin in mid-2021 and will be fully implemented by 2025. We will be in touch with local residents and businesses prior to any construction taking place.

If you'd like to receive up to date information about this and other projects or roadworks affecting your community, please visit AT's website and search 'sign up for updates'.

2. Background

What did we seek feedback on?

AT and Waka Kotahi NZ Transport Agency are working together on upgrades that will improve public transport travel time and reliability for the many people who travel by bus to and from northwest Auckland as well as providing opportunity for more people to travel by bus.

The interim improvements proposed over the next five years include:

- A station at Westgate and interim bus stops at the Lincoln Road and Te Atatū motorway interchanges.
- Upgrading and extending the existing bus shoulder lanes on the Northwestern Motorway (SH16).
- Improvements at motorway interchanges to increase priority for buses.
- A review of the bus network to utilise the new bus stops.

For the long-term (beyond five years), Waka Kotahi are exploring other public transport improvements that will be able to move even more people along the Northwestern Motorway (SH16).

For more detailed information on the proposal, please visit at.govt.nz/projects-roadworks/public-transport-improvements-for-the-northwest/.

Why did we propose these improvements?

The northwest is growing. By 2046, it will have 37,000 new houses, 11,000 new jobs and nearly triple the number of people travelling along the Northwestern Motorway (SH16).

People living in the northwest have limited options for travelling to work, study and social activities. The lack of bus interchanges and gaps in bus priority lanes make it difficult to provide an efficient and reliable bus network. This means a large number of people rely heavily on their car.

If bus journeys aren't improved, congestion will get worse over time and journeys for motorists and bus passengers will take longer.

3. Feedback activities

From 28 September – 25 October 2020 the public were invited to provide feedback on proposed interim improvements (0-5 years) and long-term improvements (beyond next 5 years) to public transport in the northwest. In total, **545 submissions** were received.

What we asked you

1. Do you currently use buses to travel around or to/from northwest Auckland? *Yes/No*
2. Would you be more likely to use the bus to access the city centre and/or wider northwest Auckland when the interim improvements are complete? *Yes/No*
3. What do you think of the interim improvements proposed within the next five years?
4. What do you think the long-term (beyond five years) investigations for rapid transit along the Northwestern Motorway (SH16) should consider?
5. Are there any other comments you would like to make?

Activities to raise awareness

To let you know about the opportunity to provide feedback on the project, we:

- Sent brochures with freepost feedback forms to 66,119 properties and PO boxes.
- Sent letters to 301 properties close to the locations of the proposed bus stops at the Lincoln Road and Te Atatū motorway interchanges.
- Emailed 19,216 bus users who travel on routes in the project area.
- Erected on-street signage in Westgate, Henderson, Te Atatū and Te Atatū Peninsula.
- Displayed posters and brochures in public libraries in the area.
- Ran newspaper adverts in the Nor-West News, Western Leader and North Harbour News.
- Posted to AT's social media channels.
- Ran a geo-targeted social media advertising campaign.
- Issued a media release.
- Published a story in *Our Auckland*.
- Created a project page on the AT website with a link to an online feedback form.
- Engaged with stakeholders via email, phone and meetings (both online and in person)
- Held three public drop-in sessions: Te Atatū Peninsula Community Centre on 10 October 2020 and Te Manawa (Westgate) on 15 and 20 October 2020.

How people provided feedback

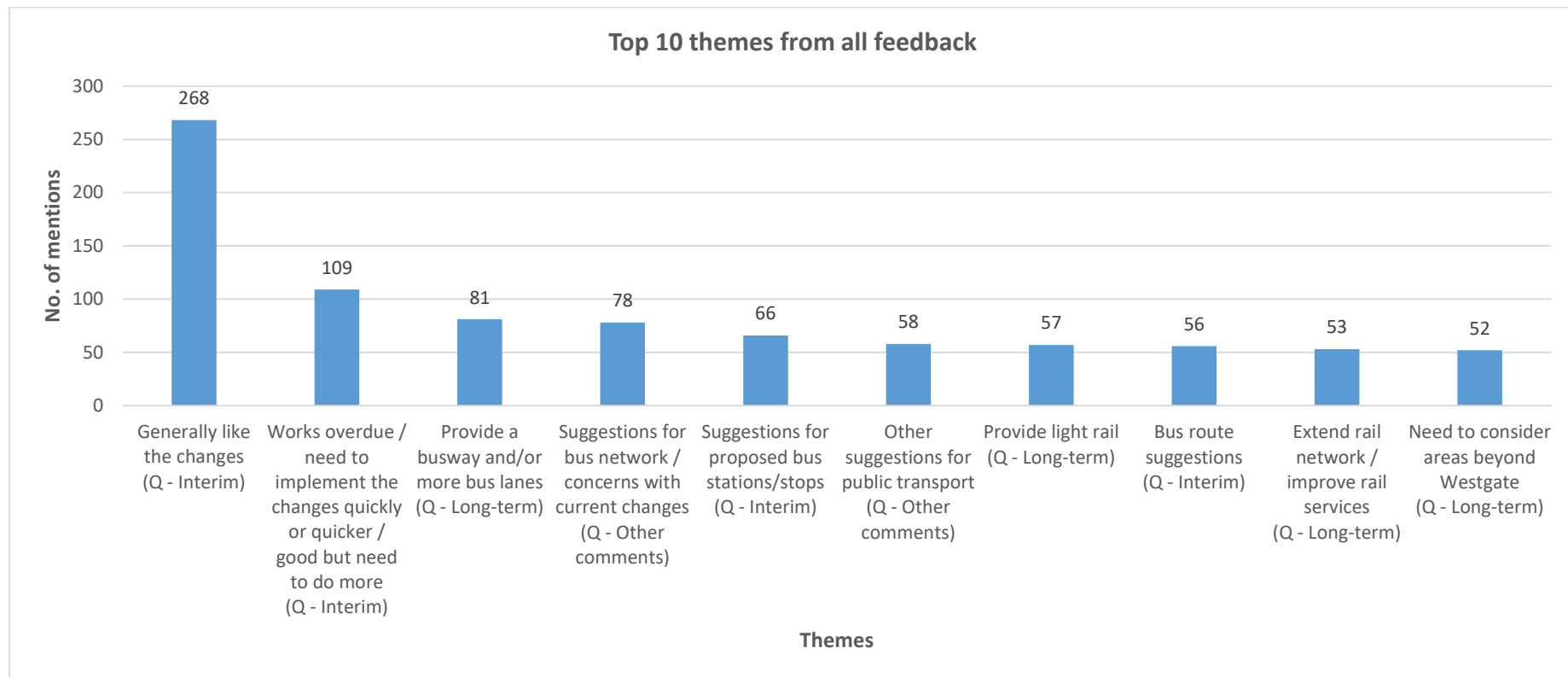
You could provide feedback using an online submission form on the project webpage or a freepost form included in the project brochure. Alternatively, those who needed assistance were able to call AT and speak to our contact centre staff who could fill in the feedback form with them over the phone.

See [Attachment 1](#) for a copy of the feedback form.

4. Feedback received

Feedback overview

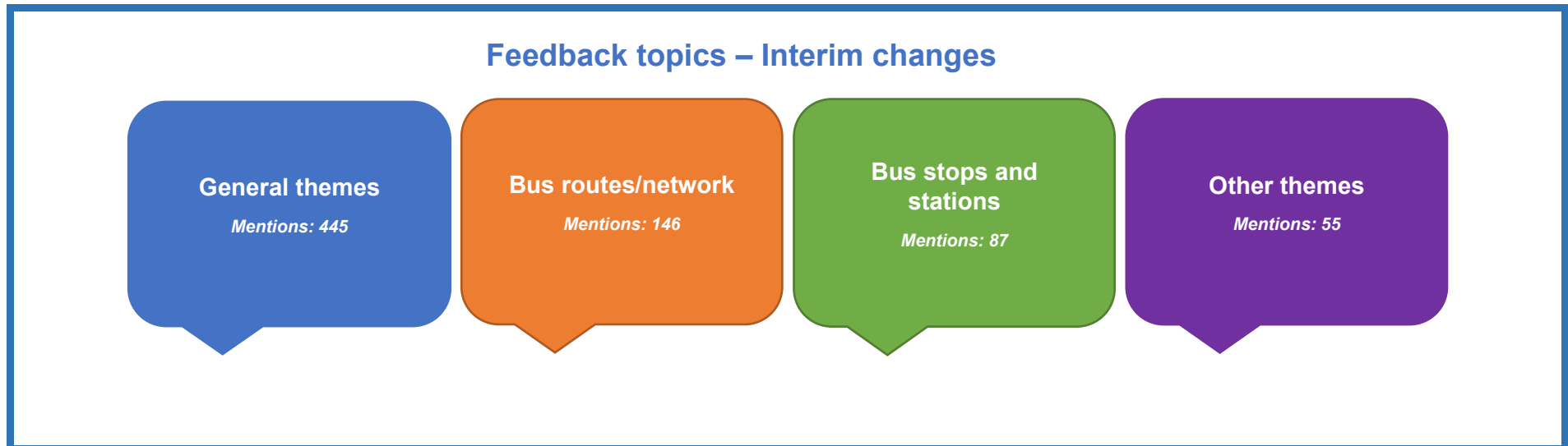
We received public feedback on the proposal from 545 submitters and the 10 most mentioned feedback themes¹ across all three open-ended questions were:



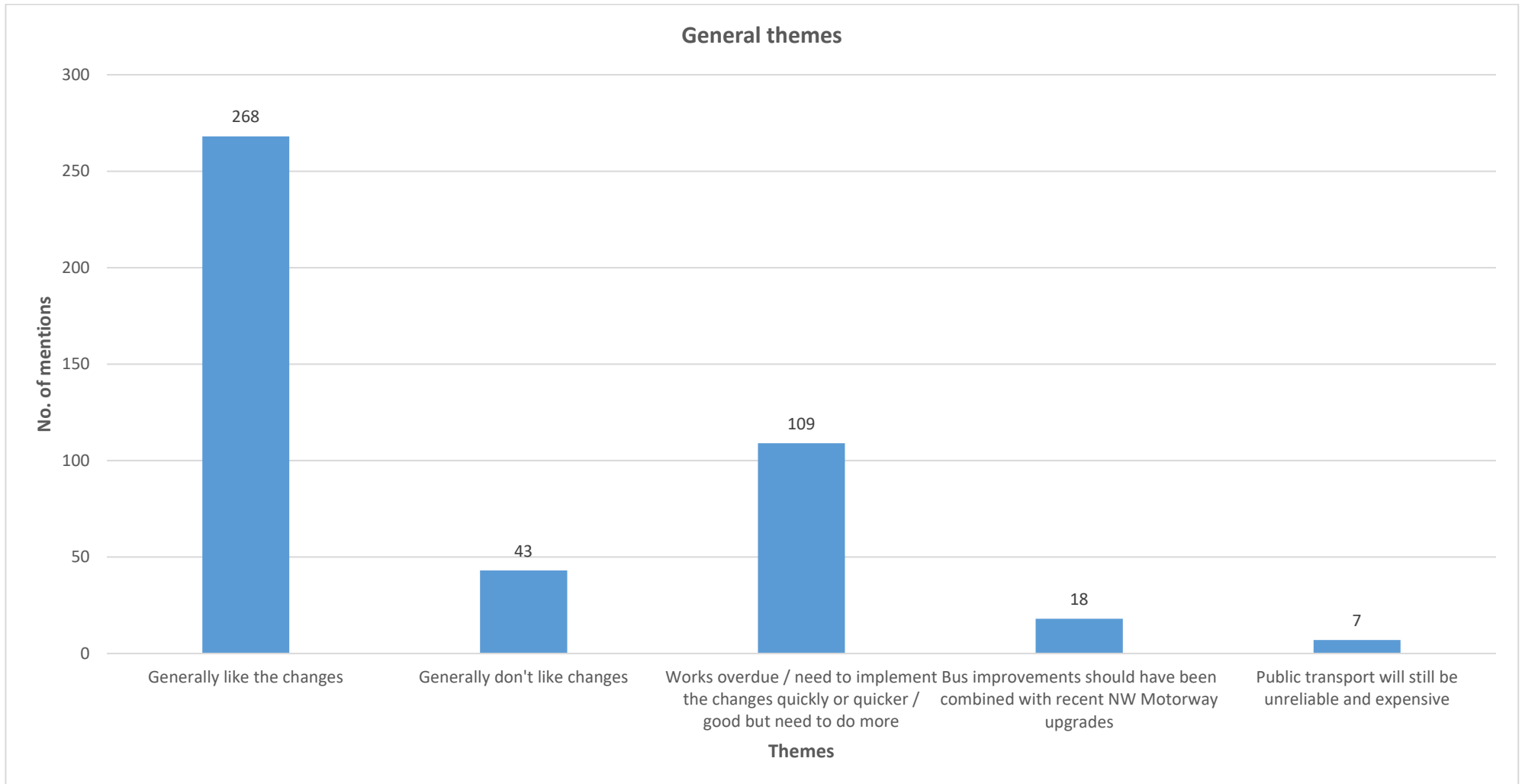
¹ One person's or organisation's submission can count towards multiple themes and topics.

Comments on proposed interim improvements – Key feedback topics and themes

This section outlines the feedback topics and related themes from all submitters' comments on the proposed interim changes (0-5 years) to the public transport network, as well as AT's responses to the feedback themes. One person's or organisation's submission can count towards multiple topics and themes.



Interim improvements: General themes



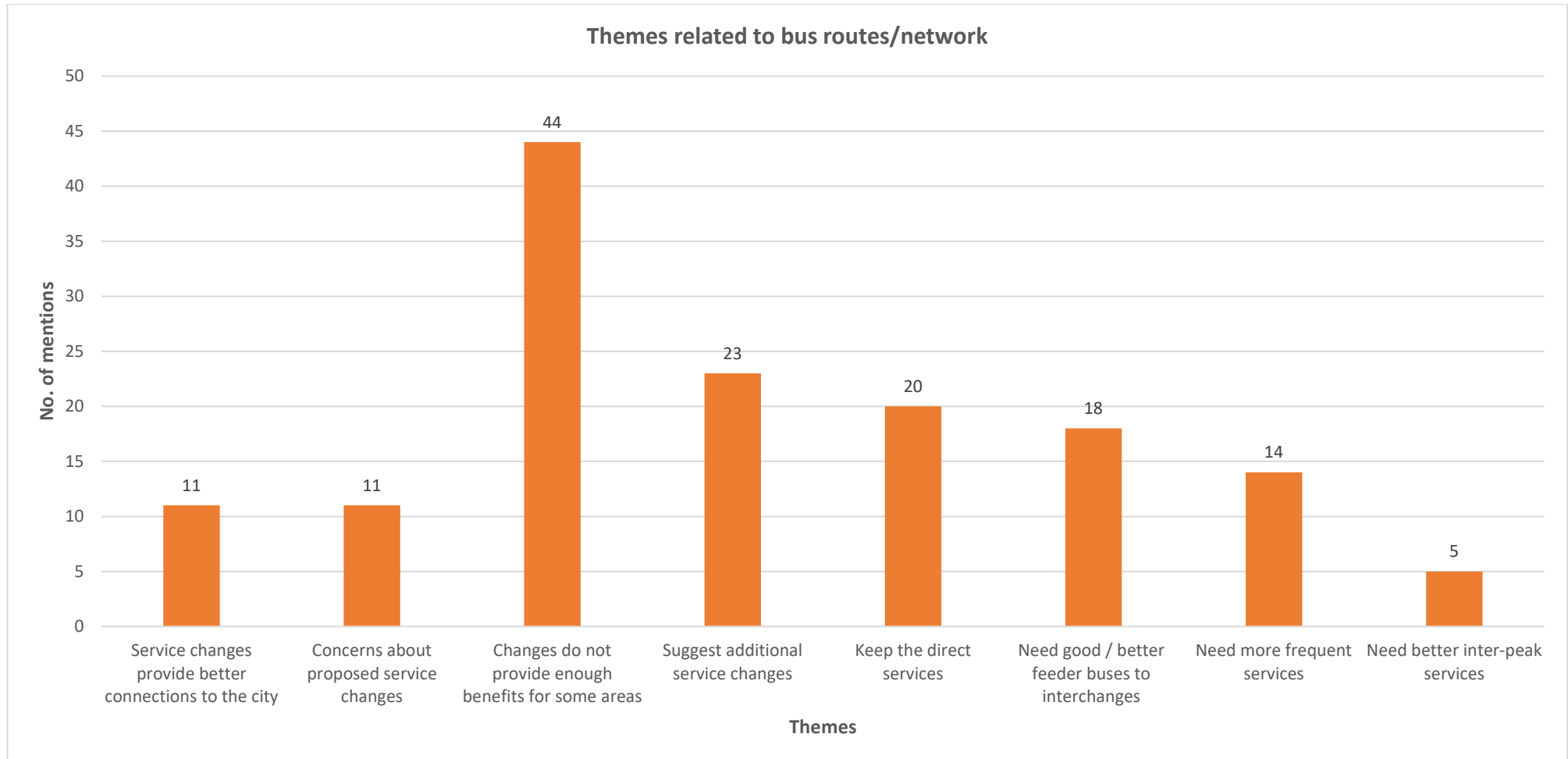
Feedback Theme Interim Improvements: General Themes	Main Points	Auckland Transport's Responses
<p>Generally, like the changes <i>Mentions: 268</i></p>	<ul style="list-style-type: none"> • Includes people who support changes but think they don't go far enough / are overdue. • Includes people who like changes but suggest additional changes (which are outlined throughout the following themes). • Like the changes. • Need to make buses competitive with cars. • Like increased frequencies. • Beneficial to both residents and businesses. • Support bus shoulder lanes. 	<p>We're really pleased to see the level of support for these proposed improvements, the benefits of which include:</p> <ul style="list-style-type: none"> • Faster and more reliable bus services. Bus journeys from Westgate to the city are expected to be around 25 minutes quicker. • Encouraging more people to use buses to help reduce congestion and carbon emissions. • Improved access to job opportunities. Around 170,000 more people in the northwest will be able to get into the city within a 45-minute bus journey.
<p>Generally, don't like the changes <i>Mentions: 43</i></p>	<ul style="list-style-type: none"> • Don't like changes. • Believe changes will lead to increased travel times. • Pretty disappointing. • It won't encourage people to use the bus/will be under-utilised. • Unnecessary. • Interchanges/changing buses will be inconvenient. • Works too expensive. • These suggestions are a waste of money. 	<p>We're sorry to hear some people are unhappy with the proposed improvements. The benefits listed above will be of great benefit to a large number of people in the northwest region – reducing travel times, improving access to job opportunities and making public transport a more appealing option.</p> <p>The results of this consultation show that 74% of the respondents not currently using buses would be more likely to do so as a result of these improvements. The Northern Busway on State Highway 1 has been a great success and has seen a large increase in bus patronage on the North Shore, from around 500,000 passengers in 2006 to over 7million in 2019.</p> <p>We acknowledge that the improvements will mean some people have to change buses to get to their destination. However, with buses running every few minutes on the Northwestern Motorway (SH16), and connections to more northwest destinations, journeys by public transport will become more convenient, and in many cases quicker.</p>
<p>Works overdue / need to implement the changes quickly or quicker / good but need to do more <i>Mentions: 109</i></p>	<ul style="list-style-type: none"> • Changes needed to happen years ago; growth has already happened. • Need to plan for the future, not always playing catch up. • Good start / changes don't go far enough. • Implement changes as quick as possible. 	<p>We acknowledge that Auckland has a long history of under investment in public transport, the northwest in particular. AT had wanted to make many of the service changes proposed in this consultation when the Western network changes went live</p>

Feedback Theme Interim Improvements: General Themes	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Implement changes quicker than planned. • Needs to be less talk and more action. • Would prefer bus priority measures immediately. • Needs to include a full busway / rapid transit service sooner / asap. 	<p>in 2017. However, AT were unable to implement these due to a lack of infrastructure.</p> <p>And with an increasing number of cars on our roads and the forecasted population growth, there is a pressing need for these improvements.</p> <p>We are working to deliver all these improvements by 2025, in a phased roll out. By the end of 2022, we aim to have completed the upgrades and extensions of the existing bus shoulder lanes on the Northwestern Motorway (SH16) and completed construction of the interim bus stops at the Lincoln Road and Te Atatū motorway interchanges. Therefore, by the end of 2022, we should be able to commence express bus services operating to Lincoln Road and Te Atatū, giving at least a 10-minute frequency to the city at peak times.</p> <p>Given the complexities of this project and level of investment involved, we're unable to deliver the project any sooner.</p> <p>Waka Kotahi NZ Transport Agency is leading the investigations into the long-term improvements which will build upon the changes made as part of this project.</p> <p>Implementing rapid transit along the Northwestern Motorway (SH16) is a significant project and will take time.</p> <p>The feedback you've kindly provided on the long-term rapid transit network needs will be taken into consideration when work on the long-term improvements is started.</p>
<p>Bus improvements should have been combined with recent NW Motorway upgrades</p> <p><i>Mentions: 18</i></p>	<ul style="list-style-type: none"> • Surprised the bus improvements weren't coordinated with recent motorway improvements. • Junctions should have been future proofed for these upgrades when motorway works were done. • Need an overall growth plan so things can be planned all at once. 	<p>The purpose of the recent improvements on the Northwestern Motorway was to widen the motorway, adding extra capacity along the state highway network to move more people and freight, and provide better travel choices by improving bus and walking/ cycling options. Rapid transit or light rail was not undertaken at this time as it has always been a longer-term solution, tied into wider and more expensive planning projects that will take a number of years to finalise. In the meantime, AT and Waka Kotahi are looking at more public transport improvements to make it even easier and faster for people travelling by bus in and around the Northwest.</p> <p>Please rest assured, there are growth plans in place.</p>

Feedback Theme Interim Improvements: General Themes	Main Points	Auckland Transport's Responses
		<p>AT plans and operates Auckland's transport system using a series of strategies and plans. They include documents led by Auckland Council and Auckland Transport, as well as guidance from Waka Kotahi NZ Transport Agency (NZTA) and the Ministry of Transport (MoT). Two of these documents are Auckland Council's Long Term Plan and The Regional Land Transport Plan (RLTP) - both of which respond to growth and challenges facing Auckland over the next decade.</p> <p>We're also working closely with Auckland Council and Waka Kotahi NZ Transport Agency on the Supporting Growth Programme which is developing transport networks to support the development of Auckland's new future urban growth areas (greenfields) over the next 30 years. The northwest is one of the focus areas.</p> <p>More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme.</p> <p>More information on AT's plans and strategies is available on our website - https://at.govt.nz/about-us/transport-plans-strategies/.</p>
<p>Public transport will still be unreliable and expensive <i>Mentions: 7</i></p>	<ul style="list-style-type: none"> • Public transport will still be unreliable. • General call for improvements to public transport. • Focus on keeping fares down. • Suggest free public transport. 	<p>Once the proposed improvements have been completed, buses will be running at a high-frequency on the Northwestern Motorway (SH16). The increased frequency and increased bus priority on the corridor will help to mitigate any unreliability issues relating to journey time. For information on the proposed frequencies, please refer to 'new network for the northwest' section of the project page on our website.</p> <p>Improving public transport around Auckland is something we're working really hard towards. This project, along with others like the City Rail Link, the AMETI Eastern Busway and the Airport to Botany Rapid Transit project will significantly reduce travel times and encourage more people to use public transport to help reduce congestion and carbon emissions.</p> <p>We are committed to improving public transport and making it easier and safer for Aucklanders to move around the region, and it's something we're investing heavily in. More information</p>

Feedback Theme Interim Improvements: General Themes	Main Points	Auckland Transport's Responses
		<p>on what we're doing is available in the Regional Land Transport Plan.</p> <p>Free public transport is not something AT is in a position to offer. Over half of your fare on public transport is subsidised (27% of a trip on public transport is funded by Auckland Council and 27% is funded by Waka Kotahi NZ Transport Agency). For information on concessions and discount fares, please refer to our website.</p>

Interim improvements: Bus routes/network



Feedback Theme Interim improvements: bus routes/network	Main Points	Auckland Transport's Responses
Service changes provide better connections to the city <i>Mentions: 11</i>	<ul style="list-style-type: none"> • Changes provide better connections to the city. • Good that people can travel to the city now and avoid Constellation Drive. • If AT proposal information is correct, then would support a 25-minute travel time saving from Waimauku to the city (currently has to drive to Albany then catch bus). 	<p>The proposed improvements will significantly improve public transport connections to and from Auckland's northwest – making bus journeys quicker, easier and better connected.</p> <p>At present, bus journeys from Westgate to the city centre during the morning peak take between 70-80 minutes. Once the proposed improvements have been made, the journey time is expected to be between 45-55 minutes.</p>
Concerns about proposed service changes <i>Mentions: 11</i>	<ul style="list-style-type: none"> • Don't support removal of bus from Matipo Road, creates a 25 min walk to nearest stop. • Timings of buses to/from Waimauku in peak times are poor i.e. half past each hour in the afternoon aren't good times. • Concerns any gains made will be eradicated by having to change buses during the journey (i.e. waiting for next bus). • Do not support cutting back route 14 from Westgate to Lincoln Rd. • Proposal for the 120 bus to not interchange with Northwestern express bus services would be inconvenient. • It is not clear why there will be two frequent routes duplicating each other between the Lincoln Station and the city centre. Rather than the blue route (frequent route 11 presumably) having two branches as proposed, suggest that route 14 should continue as a frequent service to the new Westgate station on the current 14t alignment, and that the blue route should take over the 14w alignment. 	<ul style="list-style-type: none"> • As a rule, those with access to a bus service today will continue to have access in the future, often with a substantially more frequent service. The changes relate more to where buses terminate. • There are no plans to remove bus services from Matipo St. The 132 and 132x will be removed but the 131 will be upgraded to the 13 (a "Frequent service" with a service every 7.5 minutes in peak and 10 minutes throughout most of the day and no less than 15 minutes in the evening). • The plan is to retain the 30-minute frequency at peak times between Westgate and Helensville and enhance the service to hourly during the day. The increased frequency between Westgate and the city centre (10 buses an hour in peak and 8 buses an hour throughout the day) will mean it will be easier to manage your journey to meet the connecting buses. • Having to transfer between buses was the biggest concern raised by bus customers when the New Network bus changes were introduced across Auckland between 2016 and 2020. An increase in frequency, greater reliability and more choices of when to travel has created more advantages than disadvantages. However, the improvements proposed are a change to the way some people currently travel and we acknowledge that this creates uncertainty. • The 120 will go through the existing Westgate facilities so there is the opportunity to catch the new frequent route 11s to the city, which are more frequent than the WX1 in peak times. It should be noted that all services from the north (114, 125, 126) will continue through the Northwest centre through to the Westgate

Feedback Theme Interim improvements: bus routes/network	Main Points	Auckland Transport's Responses
		<p>bus stops. It is not practical to take the 120 to the Northwest centre with the current roading network as this will slow down and disadvantage those wanting to make a through journey to / from the North Shore.</p> <ul style="list-style-type: none"> • There is still a need to provide connections to Point Chevalier and Great North Road from the west. As there are no facilities at Point Chevalier for services on the motorway to enable people to interchange the 11s has been provided to cover part of the old 14s and 110 routes and provide the connections for people to/from destinations on Great North Road. • The idea of a full 11 using the 110 route and 14 using the 14w was considered. Given the type of roads used by the 14w, it was considered inappropriate to have 8 buses an hour (both directions) 18 hours a day on these roads as there have already been concerns expressed about the current bus volumes of 4 buses per hour.
<p>Changes do not provide enough benefits for some areas <i>Mentions: 44</i></p>	<ul style="list-style-type: none"> • Changes do not provide good enough connections/services to/from Huapai, Waimauku, Kumeu, Helensville, Muriwai, Piha, Taupaki or Riverhead. • Changes do not provide good enough connections/services to/from West Harbour or Massey. • Need to extend busway to Kumeu. • Need a Kumeu bypass. 	<p>As a result of the public consultation feedback, AT are now investigating with park and ride at Brigham Creek. This will provide more people from the north / west of Westgate with the opportunity to travel to the City Centre on a bus.</p> <p>We're also working closely with Auckland Council and Waka Kotahi NZ Transport Agency on the Supporting Growth Programme which is developing transport networks to support the development of Auckland's new future urban growth areas over the next 30 years. The northwest is one of the focus areas and includes Huapai, Waimauku, Kumeu, Taupaki and Riverhead. The proposed future transport network in this area includes a new connection (the Alternative State Highway Corridor) between Brigham Creek and State Highway 16 west of Huapai. This will bypass the Kumeu-Huapai town centre.</p> <p>More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme.</p>

Feedback Theme Interim improvements: bus routes/network	Main Points	Auckland Transport's Responses
<p>Suggest additional service changes <i>Mentions: 23</i></p>	<ul style="list-style-type: none"> • Need bus service to the Concourse (end of Lincoln Rd) as new depot with 200 staff will be there in December 2020. • Need more buses to Westgate. • Need a direct link to the airport. • Need more buses from Hobsonville/west to North Shore. • Quick shuttles between Westgate and Constellation needed. • Improve feeder buses to New Lynn. • Request the current 120 service enhancements are implemented within 12 months. • Request that 6-8 buses per hour are provided along Westgate Drive during the AM and PM peak travel times. <p>Need to provide bus priority along Te Atatu and Lincoln Roads</p>	<p>Now that we are planning to improve bus travel on the Northwestern Motorway (SH16) and providing new bus stops, bus services and routes will need to be reviewed. In the near future, we will provide more information on the proposed changes to the existing network.</p> <p>Building a station at Westgate and interim bus stops at the Lincoln Road and Te Atatū motorway interchanges will enable a high-frequency western express bus service using the motorway to connect with local feeder services operating to each station.</p> <p>This project focussed on early / interim improvements to the SH16 corridor between Westgate and the City Centre. Once the northwestern express service is operating, along with the 11s, buses will run every 6 minutes in the peak periods. This will increase the number of buses servicing Westgate.</p> <ul style="list-style-type: none"> • It is not practical to take buses onto the Concourse without removing a lot of on-street parking and providing facilities for drivers. • Regarding more buses to Westgate, the initial proposal is for 10 buses an hour at peak times and 8 buses an hour all-day between the Northwest Centre and the city centre. This is a significant increase from the current schedule of four buses at peak times and two buses an hour at other times. • It is not affordable to provide a direct service to the Airport from West Auckland. The policy since the mid-2000s, which was consulted on in the Regional Public Transport Plan and the New Network (2014 to 2016), is based on providing a connected network, which is simple to understand with better frequency than can be provided by individual routes that attempt to get people from everywhere to everywhere. The New Network (2016-2020) has been introduced to provide this and has significantly increased overall patronage as a result. • Route 120 between the West and the North Shore is planned to become frequent (at least every 15 minutes, 7am to 7pm, 7 days a week) by 2024. This is dependent upon receiving funding from NZTA and Auckland Council.

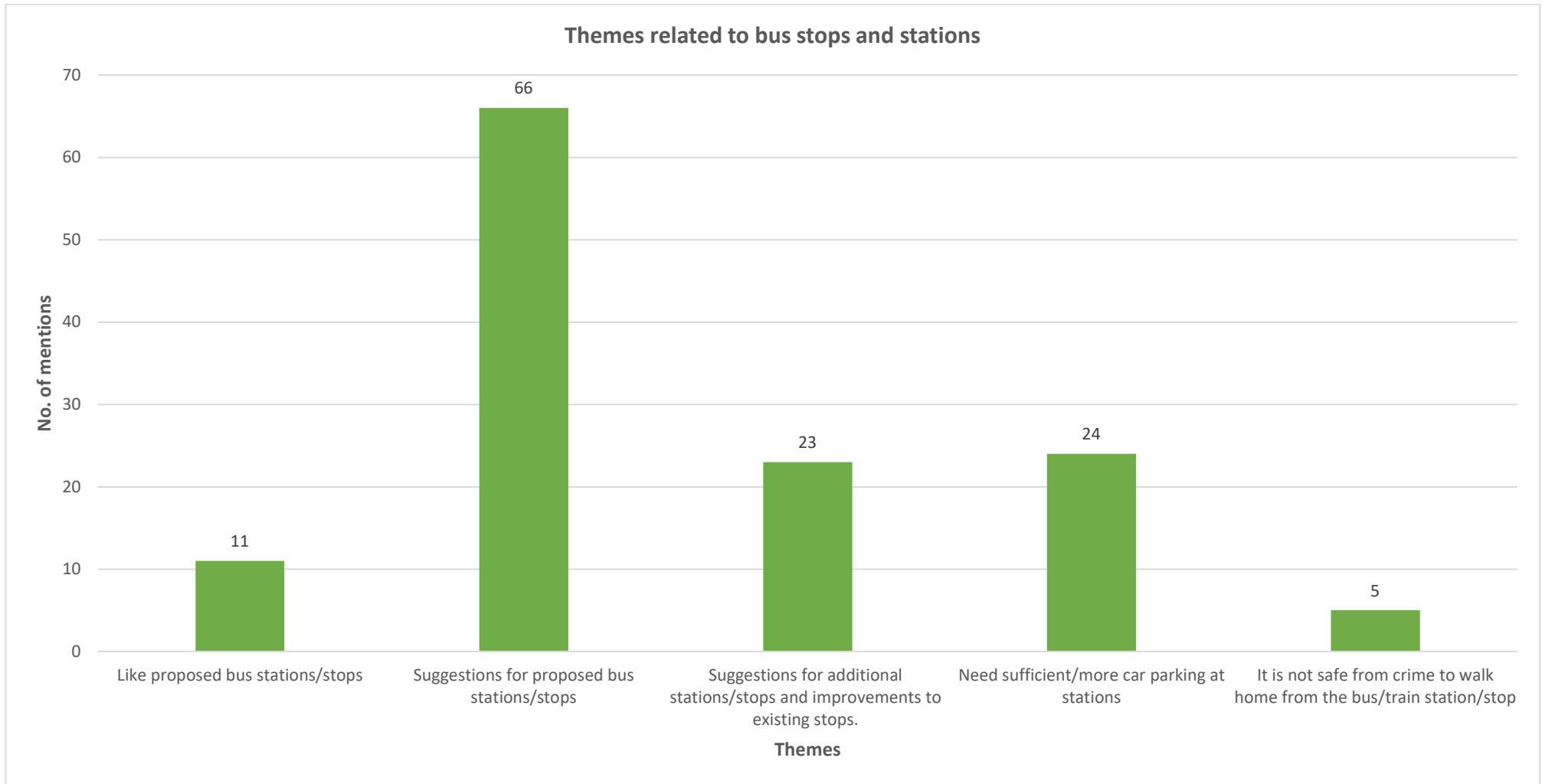
Feedback Theme Interim improvements: bus routes/network	Main Points	Auckland Transport's Responses
		<ul style="list-style-type: none"> • The plan is for the new WX1 service to use the on-ramp onto the motorway at Hobsonville Road if the roading infrastructure allows. If this is not possible then the WX1 bus may enter the motorway at Royal Road. If this happens then buses would travel via Westgate Drive and we could consider making it serve the bus stops on this section of the route. If this didn't happen Westgate Drive is planned to have a bus every 20 minutes at peak times (3 buses an hour) which is a slight improvement from the current 30-minute service with the 110. • We agree that bus priority on Te Atatu and Lincoln roads is a crucial component to improve public transport journeys and work is underway to increase the scope of the project to include bus priority on feeder routes.
	<ul style="list-style-type: none"> • Rosebank Road should not have been left out of changes. • Request further assessment of the 22R - Avondale Peninsula to City Centre via Rosebank Rd bus service. 	<p>We acknowledge the requests we've received for an interim station to be provided at Rosebank Road. These requests will be taken into consideration as part of the investigations into the long-term improvements being led by Waka Kotahi NZ Transport Agency.</p> <p>The reason Rosebank Road was not included as part of the interim improvements project is because the motorway bus services will rely on the bus taking the off-ramp and then continuing through to the on-ramp to stop at the bus stop and then continuing along the motorway. To do this you need a diamond motorway interchange like Lincoln Road and Te Atatu. Unfortunately, Rosedale isn't a diamond interchange. Essentially, it is two separate interchanges with a ramp facing only one direction. Therefore, the layout of the offramp isn't conducive to providing an interim bus stop at this location. Under the consultation proposals, there are improvements to the bus services on Rosebank Road with an increase in peak frequency of the 147 bus service (which will replace the 138) from every 30 minutes to every 20 minutes. This will provide excellent access to Te Atatu station for onward connections.</p> <p>The wider improvements in access will mean that a further 180,000 people can get to the Rosebank peninsula within an hour.</p>

Feedback Theme Interim improvements: bus routes/network	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> With regards to the Wilson parking lot as well as the undeveloped land to the west it is hoped the new bus services here will effectively cater to the residential and park-and-ride projects planned at these locations. 	<p>As a result of the public consultation feedback, AT are now investigating a bus station with Park and Ride at Brigham Creek. This will provide more people with the opportunity to travel to the City Centre on a bus.</p>
	<ul style="list-style-type: none"> Suggest using half size buses. Suggest using green, red, yellow/orange buses to indicate route/area they serve. 	<p>There are a few uniquely coloured bus routes in Auckland which are designed to highlight several key high frequency routes and are the exception rather than the norm. It is not practical to have different colour buses on all different routes as it significantly increases cost as additional buses are required which can only be used on that particular route. It should also be noted that studies in the late 1990s and early 2000s, when Auckland had buses branded by the operator, the feedback was that people didn't understand that Auckland had a comprehensive system with a common ticketing system. This was one of the reasons for moving to one colour for the buses.</p> <p>At this stage, we are not considering a bespoke bus colour for Western Express (WX) services.</p> <p>Using half sized buses cost the same to operate as a full-sized bus but can carry fewer people. At peak times we then either need to leave customers behind or deploy more buses and drivers. This creates a bad experience or additional cost. We cannot afford the cost of purchasing buses or the land to store them to have a fleet of full-sized buses for peak times and half sized buses for quieter times. Using the full-sized bus throughout the day is the most cost efficient system for ratepayers.</p>
<p>Keep the direct services <i>Mentions: 20</i></p>	<ul style="list-style-type: none"> Keep the 125X from Westgate to the City. Keep/should be a direct line from Te Atatu to City. Inefficient to have Te Atatu buses change given proximity to motorway already. Need direct bus from Henderson to the City. Don't support having to change buses - inconvenient, makes trip longer. 	<ul style="list-style-type: none"> AT have an overall policy to phase out express buses as we move to a more connected network. The 125x is one of the few remaining express buses. Express buses are expensive to provide and can be very inefficient for the wider network. We are increasing the number of buses from Northwest Centre to the city centre from four per hour (two 125x and two 110) to ten per hour in peak. This means we can make the 125 more

Feedback Theme Interim improvements: bus routes/network	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Generally, want better/faster/direct bus routes to key destinations. 	<p>reliable between Helensville and Westgate if the same bus doesn't go to the city.</p> <ul style="list-style-type: none"> • The plan is to create a connected network. The only practical way to do that is redirect the bus resources to creating more frequent bus routes that connect with each other rather than a point to point network of routes that are isolated from each other. For this reason, we can provide more reliable buses more often between Te Atatu and the city centre if they connect at the motorway and people transfer between them. • Having to transfer between buses was the biggest concern raised by bus customers when the New Network bus changes were introduced across Auckland between 2016 and 2020. An increase in frequency, greater reliability and more choices of when to travel has created more advantages than disadvantages. However, the changes proposed are a change to the way some people currently travel and we acknowledge that this creates uncertainty. • This change across the network has seen patronage grow in all regions despite the need to transfer. • AT do not propose to provide a direct bus service from Henderson to the CBD. A good rail service currently exists and this will substantially improve once CRL opens, taking 10-15 minutes off of journey times to the CBD, as well as providing direct access to Karangahape Rd and Aotea.
<p>Need good / better feeder buses to interchanges <i>Mentions: 18</i></p>	<ul style="list-style-type: none"> • Need good/better feeder buses to interchanges. • Need higher frequency connector services. • Improve feeder buses from Royal Heights and West Harbour to Westgate Bus Hub. • Feeder roads also need to be considered for bus priority as are a major cause of delays. • Improve feeder buses to New Lynn. 	<p>These requests will be taken into consideration when the West Auckland bus network is reviewed.</p>

Feedback Theme Interim improvements: bus routes/network	Main Points	Auckland Transport's Responses
Need more frequent services <i>Mentions: 14</i>	<ul style="list-style-type: none"> • Generally, need more frequent services. • Frequency of buses to town need to be 10-15 minutes all day. • Buses from Massey are only every 30mins (needs to be better). 	These requests will be taken into consideration when the West Auckland bus network is reviewed.
Need better inter-peak services <i>Mentions: 5</i>	<ul style="list-style-type: none"> • Need more bus options during inter-peak times. 	This request will be taken into consideration when the West Auckland bus network is reviewed.

Interim improvements: Bus stops and stations



Feedback Theme Interim improvements: bus stops & stations	Main Points	Auckland Transport's Responses
Like proposed bus stations/stops <i>Mentions: 11</i>	<ul style="list-style-type: none"> • Like proposed bus stations / stops. • Like covered bike parking. • A bus station at Westgate will be good. 	<p>That's great to hear, thank you for your feedback. We look forward to delivering this project and seeing the benefits it will bring to communities in the northwest.</p>
Suggestions for proposed bus stations/stops <i>Mentions: 66</i>	<ul style="list-style-type: none"> • Move Westgate station closer to Massey. • Move Westgate bus stop to behind the library. Proposed location only benefits a small amount of people. • Move proposed station on Gunton Drive, between Tawhia and Kedgley Rd, to Tawhia Drive. • The proposed Westgate station appears too far north and east to serve the centre and high-density residential zone well. <ul style="list-style-type: none"> • Provide an extension of the Northwestern Cycle Path. • Make sure stations and associated vehicle/bus traffic don't create local congestion. • Need to provide bus priority along Te Atatu and Lincoln Roads. • For buses queuing at Tawhia Drive to turn onto Fred Taylor Drive or proceed straight onto Fernhill Drive, there is potential for a bus priority lane, like the one on Wellesley Street. 	<p>The most suitable location of the proposed Westgate station has been assessed in considerable detail. There are many considerations in determining the preferred location including land costs, ground conditions and importantly alignment with the future rapid transit corridor. There will be local feeder buses, running at frequent timetables which will access the station, enabling users to then transfer to an express service to the City Centre.</p> <p>The longer-term project will investigate stations / interchanges which could look similar to those on the Northern Busway (e.g. Akoranga Station). By making progress on these short-term facilities now, we can improve reliability and enable more people to be able to travel to, from and around the Northwest via bus sooner.</p> <p>Existing walking and cycling routes will connect to the new facilities. This will increase the number of people who can easily and safely access the bus stops.</p> <p>There are no plans to extend the Northwestern Shared Path. However, there are plans to upgrade the path with construction expected to happen in the second half of 2021.</p> <p>The next stage of the project will develop the designs for the Westgate station and bus stops at Te Atatu and Lincoln Roads and will incorporate safety and pedestrian barriers, footpaths, pedestrian refuge islands, any changes to traffic signals and considerations to improve the customer experience at bus stops. This will include provision for pedestrians and people on bikes using the Northwest shared path to have a safe access to/from and through the station areas.</p> <p>Bus priority on the on and off ramps have been included in the interim improvements where it is feasible to be implemented in</p>

Feedback Theme Interim improvements: bus stops & stations	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Lincoln Road North - install a footpath on the eastern side of The Concourse leading up to where the road meets the proposed bus stops. • When delivering the bus stop for Henderson-bound buses on Lincoln Road, AT should retain the existing footpath's width and if possible, make it wider. • Need for a shared pathway along the western side of Lincoln Road. • For the northbound Lincoln Road bus stop there is the need for a wide traffic island that gives people on foot and on bicycles plenty of space and avoids sandwiching them between several lanes of vehicles. • Change one of the Henderson-bound vehicle through-lanes to a shared path. This pathway would cross the citybound motorway on-ramp before reaching the proposed local and express bus stops on Lincoln Road North. 	<p>the short term (0-5 years). Improvements beyond this will be considered as part of Waka Kotahi's longer-term project.</p> <p>The request for a bus priority lane on Tawhia Drive will be investigated in the next design phase of this project.</p> <p>Thank you for taking the time to share these suggestions with us. There is currently a footpath on the northern side of The Concourse and the project proposes a footpath on the southern side to tie into the existing footpath and the new bus stops. As part of this project, we will not be making any pedestrian or cycling improvements to Lincoln Road beyond the interchange.</p> <p>However, as part of the Lincoln Road Upgrade project, there will be an off-road cycleway on both sides of Lincoln Road. Due to budget restrictions as a result of the Auckland Council emergency budget, this project is currently on hold as there is no funding available. For more information please see the project site Lincoln Road upgrade (at.govt.nz)</p> <p>The next stage of design will check that the traffic islands are large enough to accommodate the projected number of bus patrons and people on bikes in the area.</p> <p>Converting a through lane to a shared path on the Lincoln Road overbridge would significantly reduce the capacity of the intersection and mean that buses will be delayed getting to and from the express service. The number of people walking and biking between the north side and south side of the Lincoln Road interchange is projected to be small given the land use to the north. People that do need to walk or cycle between will be able to use the shared path on the west side of the bridge.</p>
	<ul style="list-style-type: none"> • Te Atatu North <ul style="list-style-type: none"> ○ Given that express buses no longer use the section of the T2 lane leading up to the traffic lights, we strongly support removing the far-left traffic lane and converting the identified section of the T2 lane into a general lane. This will allow the traffic island's bus stop to be expanded. ○ For express buses from Westgate that are heading towards the CBD-bound motorway on-ramp, the far-right lane should be converted to a bus lane. 	<p>This T2 priority lane provides a priority lane for high occupancy vehicles (those with two or more people), buses and heavy vehicles to bypass general traffic queues, therefore retaining this lane will still provide benefits.</p> <p>The next stage of design will check that the traffic islands are large enough to accommodate the projected number of bus patrons.</p>

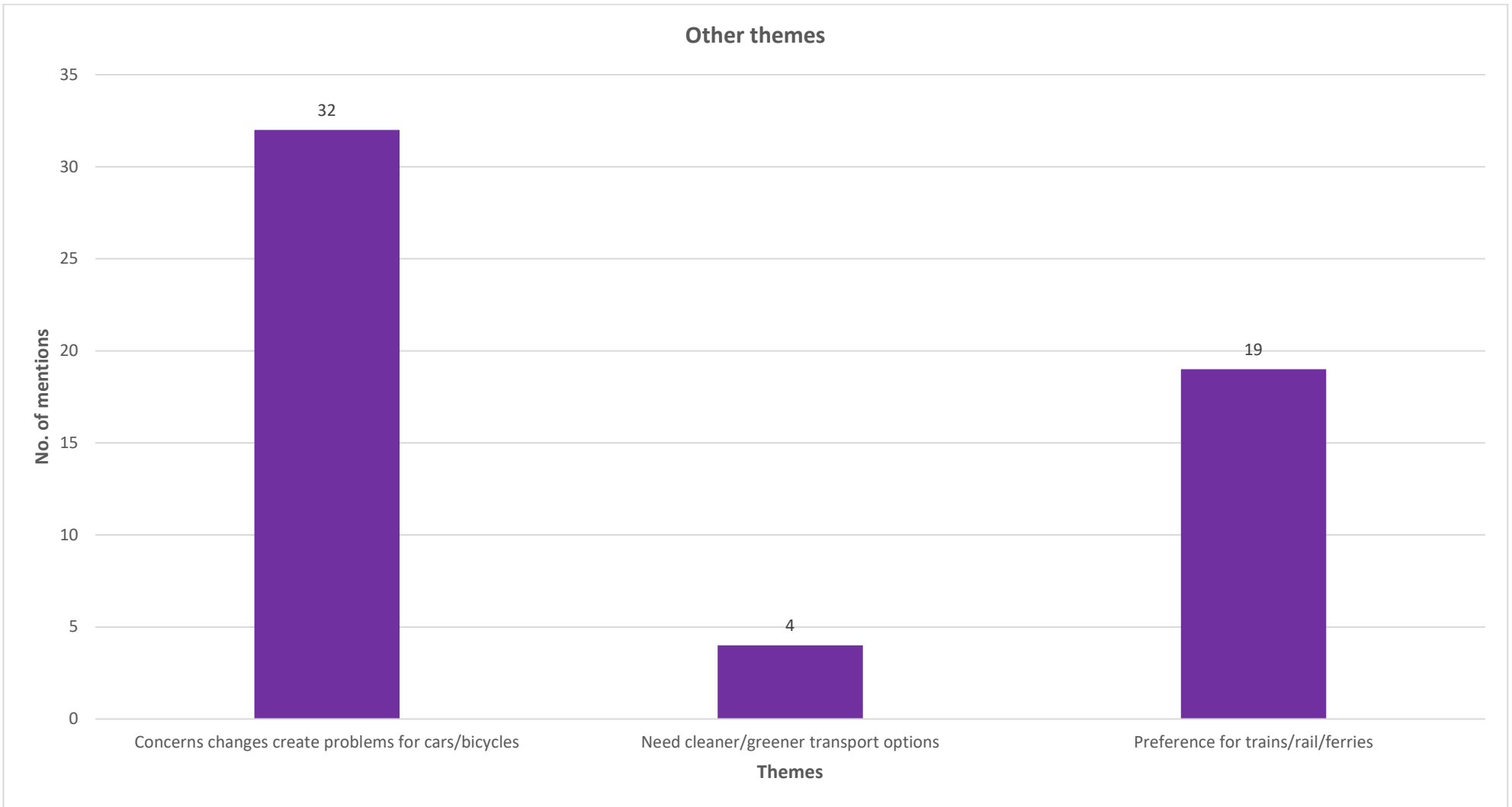
Feedback Theme Interim improvements: bus stops & stations	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> ○ Beyond protective barriers, add placemaking measures like green features to make the bus stop more pleasant. ● Te Atatu South <ul style="list-style-type: none"> ○ For the Henderson-bound bus stop, the width of the current shared pathway must not be narrowed; instead, expand it. The same is true for the peninsula-bound local bus stop. There should be at least two metres of pedestrian space in front of the shelter, and four metres behind it for the shared path. ● Interchanges should be positioned to avoid passengers having to cross busy roads (like Lincoln and Te Atatu stops at the motorway interchange). 	<p>Bus priority on the on and off ramps have been included in the interim improvements where it is feasible to be implemented in the short term (0-5 years). Improvements beyond this will be considered as part of Waka Kotahi's longer-term project.</p> <p>The next stage of the project will develop the designs and will consider customer experience improvements at the bus stops.</p> <p>There is no intention to narrow the shared path. The next stage of the project will include provision for pedestrians and cyclists using the Northwest shared path to have a safe access to/from and through the station areas.</p> <p>We acknowledge that these short-term improvements at Te Atatu and Lincoln Road require passengers to cross busy roads. This cannot be avoided due to the proximity of the motorway, however, the next stage of the project will develop the designs to ensure that we are providing safe environments around stations and bus stops.</p>
	<ul style="list-style-type: none"> ● Walk distances to bus stops/stations/connections in Te Atatu are too long. 	<p>We acknowledge that these short-term improvements at Te Atatu and Lincoln Road require passengers to walk a distance (ranging from 50m to 330m) between bus stops to transfer between local and express services. This cannot be avoided due to the proximity of the motorway, however, the next stage of the project will develop the designs to ensure that we are providing safe environments around stations and bus stops.</p>
	<ul style="list-style-type: none"> ● Provide weather protection. ● Provide secure/sheltered bike parking at stations. ● Bus stop security essential/provide CCTV. ● Protect stations/stops from general traffic noise/pollution. 	<p>The bus stops will include weather protected, high quality shelters. Other features include passenger information displays and CCTV cameras that operate at all times. Good lighting will be provided to enhance safety.</p> <p>We're currently investigating options for secure and covered bike parking areas within walking distance of the bus stops. If and where possible, we would like to be able to provide safe and dry places nearby for people to leave their bikes before getting on the bus.</p> <p>The next stage of the project will develop the designs and will consider customer experience improvements at the bus stops.</p>

Feedback Theme Interim improvements: bus stops & stations	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • General concerns proposed stations will be unsafe for pedestrians. • Make walking and cycle routes to stations safe (crime and crashes) and direct/easy. • Include bike detours around the back of shelters to avoid passengers stepping out in front of bikes. • On access routes to stations improve signal crossing times for pedestrians and bikes (to stop people crossing against the lights). • Wider paths, wider refuge islands, and wider signalised crossings are required where cyclists will have to share with a lot more pedestrians. • Ensure that pedestrians and cyclists on traffic islands, particularly ones with bus stops, are shielded from fumes and passing vehicles: <ul style="list-style-type: none"> ○ Islands must be as wide as possible. ○ Beyond protective barriers, placemaking items like green features should be installed. ○ Traffic calming measures at motorway interchanges should be investigated. ○ Do not compromise the width or accessibility of walkways. • Provide pedestrian crossings on all legs of intersections near stations. • At motorway interchanges, install pedestrian countdown timers (like ones found in the city centre). Intervals between signals should be minimised and crossing times maximised. 	<p>Thank you for your support of safety. The design of the improvements we're proposing will go through safety audits to ensure that people will be able get to and from the bus stops safely. There are a number of safety considerations to take into account and what we're able to provide will differ at each location. For example, Lincoln Road and Te Atatū present a number of challenges in regard to safety and available space for bike parking. As we move into the detailed design phase, we will have a greater understanding of the possibilities at each bus interchange. Updates will be posted on the project page on our website.</p> <p>The next stage of design will check that the traffic islands are large enough to accommodate the projected number of bus patrons and people on bikes in the area. It will also develop a safety barrier and pedestrian fencing strategy.</p> <p>The traffic signal timing will be looked at in the next stage and we will take this feedback into consideration.</p> <p>We will be able to provide further information on the designs once the next stage is complete.</p>
<p>Suggestions for additional stations/stops and improvements to existing stops <i>Mentions: 23</i></p>	<ul style="list-style-type: none"> • Bus stops in Westgate need improving as they are dangerous for all street users. Too close to roundabout. • Need a bus stop closer to Te Manawa (library). • Need more bus stops through Coatsville. • Need a stop at Royal Road. • Need an interchange at Rosebank/Patiki Road. • More bus stops in general. • Improve walking and cycling links to existing bus stations. 	<p>Now that we are planning to improve bus travel on the Northwestern Motorway (SH16) and providing new bus stops, bus services and routes will need to be reviewed. New bus stop requests will be taken into consideration when the West Auckland bus network is reviewed.</p> <p>However, the requests for a bus stop closer to Te Manawa (library) will be considered as part of this project.</p> <p>Building a station at Westgate and interim bus stops at the Lincoln Road and Te Atatū motorway interchanges will enable a</p>

Feedback Theme	Main Points	Auckland Transport's Responses
Interim improvements: bus stops & stations	<ul style="list-style-type: none"> • Prioritise longer term solutions regarding the St Jude Street level crossing and for options to include trenching the rail line at the Avondale Train Station. 	<p>high-frequency western express bus service using the motorway to connect with local feeder services operating to each station.</p> <p>The reason Rosebank Road/Patiki Road was not included as part of the interim improvements project is because the motorway bus services will rely on the bus taking the off-ramp and then continuing through to the on-ramp to stop at the bus stop and then continuing along the motorway. To do this you need a diamond motorway interchange like Lincoln Road and Te Atatu. Unfortunately, Rosedale isn't a diamond interchange. Essentially, it is two separate interchanges with a ramp facing only one direction. Therefore, the layout of the offramp isn't conducive to providing an interim bus stop at this location.</p> <p>Level crossings along the Western Line rail tracks are currently being reviewed as part of the CRL project with the intention of improving safety and reducing delays to trains and vehicles.</p>
Need sufficient/more car parking at stations <i>Mentions: 24</i>	<ul style="list-style-type: none"> • Need to make sure there is sufficient car parking at interchanges. • Need more park and rides. • Westgate and Kumeu need park and rides now. • Need park n ride in Waterview. 	<p>Thank you for your feedback and requests for park and ride facilities. While we understand that many people still need, or would like, to use their vehicles to get to bus stations, as much as possible we advocate the use of public transport and active transport modes from your point of origin.</p> <p>We're working hard to improve our public transport network to reduce the region's reliance on cars. In September 2019, the final part of the New Network rollout was implemented. Before the New Network, 215,500 Aucklanders lived within 500 metres of a frequent or rapid network route stop. After the New Network was implemented, 527,600 people were within 500m of a frequent or rapid stop (a 144% increase).</p> <p>Auckland Transport's Parking Strategy and the Regional Public Transport Plan have found that park and rides are most effective when they are located at the urban periphery where there are minimal alternatives to access public transport. Closer into the city centre, feeder buses are more efficient.</p> <p>More information about AT's Parking Strategy and the Regional Public Transport Plan can be found on our website:</p> <ul style="list-style-type: none"> • Parking strategy

Feedback Theme Interim improvements: bus stops & stations	Main Points	Auckland Transport's Responses
		<ul style="list-style-type: none"> • Regional Public Transport Plan (RPTP) (at.govt.nz) <p>As the number of cars on our roads continues to increase, we need to find ways to reduce congestion and increase the use of public transport. Therefore, people will be encouraged to use frequent local feeder buses to get to the bus stops being provided as part of this project. Park and ride or 'kiss and ride'* facilities will not be provided by AT at Lincoln Road, Te Atatū or Westgate as part of the interim improvements.</p> <p>AT are investigating a station near the Brigham Creek interchange, which is proposed to include park and ride. The outcome of this investigation will be known in mid-2021.</p> <p><i>*A 'kiss and ride' is a term for a facility that allows commuters to be dropped off by car and then complete the rest of their journey via public transport.</i></p>
<p>It is not safe from crime to walk home from the bus/train station/stop</p> <p><i>Mentions: 5</i></p>	<ul style="list-style-type: none"> • Need to make it safer. • Know people that have been attacked on their way home from station/stop. 	<p>The bus stops provided as part of this project will include weather protected, high quality shelters. Other features include passenger information displays and CCTV cameras that operate at all times. Good lighting will be provided to enhance safety.</p> <p>We work closely with NZ Police, so if you have concerns about safety in any specific locations, please contact NZ Police. 105 is the number for Police non-emergencies. 111 is the emergency number for Police, Fire and Ambulance. Alternatively, start your Police non-emergency report on their website.</p>

Interim improvements: Other themes



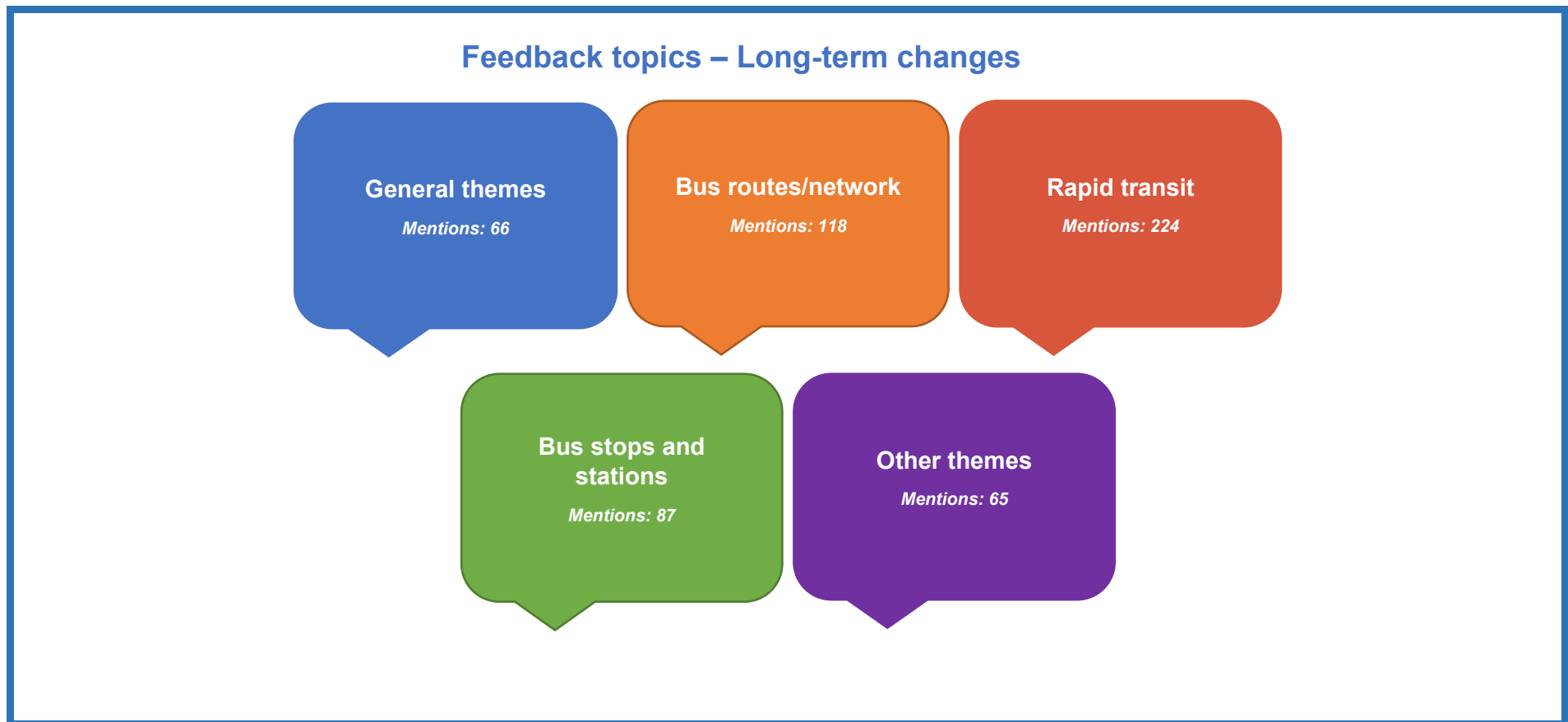
Feedback Theme Interim improvements: other themes	Main Points	Auckland Transport's Responses
<p>Concerns changes create problems for cars/bicycles <i>Mentions: 32</i></p>	<ul style="list-style-type: none"> • Concerns adding bus lanes creates problems for cars. • Concerns over bus lanes added at the expense of providing other vehicle lanes. • Concerns the proposed widening of the bus shoulder at the Patiki Road on-ramp where traffic merges into the motorway will make this 'pinch-point' for Rosebank/Patiki traffic worse. • Concerns current design will impede/degrade the northwest cycle path. • Concerns that the bus stops and bus passengers could create hazards for people on bikes (people coming to and from bus stops biggest concern). • Design should particularly avoid placing any dangerous or problematic hazards into the bikeway paths, such as chicanes, bollards or similar. 	<p>To reduce journey times and provide more reliable services for people travelling by bus, we will upgrade and extend the existing bus shoulder lanes along the Northwestern Motorway (SH16). We will also improve bus priority at motorway interchanges. No traffic lanes will be removed, including around the Patiki Road interchange. The number of buses using the bus shoulder is not expected to impact the traffic at this location.</p> <p>The designs for the bus stops and shoulder lanes will be developed further in the next phase of this project and will take into consideration all of our different customer requirements and will undergo a full safety audit.</p> <p>By improving public transport and reducing journey times, we can encourage people to leave their cars at home and get onto buses. Buses provide a more space efficient travel option for cities. A full bus can remove 50 cars from the road, providing space for those who need it. By giving priority on the road to buses the bus option becomes more attractive resulting in more people using it, resulting in more available space on roads (and more car parks) for those whose travel cannot be done using public transport. Therefore, this project has the potential to benefit both public transport users as well as motorists.</p>
<p>Need cleaner/greener transport options <i>Mentions: 4</i></p>	<ul style="list-style-type: none"> • Buses aren't the solution, but they help. • Need to reduce the number of cars on the road. • Need cleaner/greener transport options. 	<p>We have a plan in place and are working hard to create more transport choice for Aucklanders. That includes buses, cars, trains and active modes like walking and cycling.</p> <p>Increasing the number of people who use public transport is crucial for Auckland in both the short-term and long-term. With an increasing number of cars</p>

Feedback Theme Interim improvements: other themes	Main Points	Auckland Transport's Responses
		<p>joining our road network and the region's forecasted population growth, there is a pressing need to improve public transport as our dependence on single occupancy vehicles is not sustainable.</p> <p>That's why, around Auckland, we're working hard to improve public transport and make it easier and safer for people to walk and use other active modes of travel like riding bikes and e-scooters.</p> <p>AT is committed to sustainable transport solutions. Our guide is the Auckland Plan which sets targets for greenhouse gas emissions, safety, social, environmental, economic and cultural achievements and other goals. These objectives are then included in all our plans and activities and in turn will become part of the brief for projects like the City Rail Link and other major projects. We have a Low Emissions Bus Road Map and by 2040 we're aiming to have a zero emissions bus fleet. AT anticipate 54% of the Auckland bus fleet will be electric by end of 2025 through the accelerated transition to zero emission bus fleet, contributing to the reduction of greenhouse gas emissions by 46,165 tonnes CO₂-e, or by 53% relative to 2019 across Auckland bus network.</p> <p>More information on AT's sustainability approach is available on our website.</p>
<p>Preference for trains/rail/ferries <i>Mentions: 19</i></p>	<ul style="list-style-type: none"> • Need to upgrade and utilise existing rail lines. • Need to implement trains from Waitakere to Hellensville/Kumeu in the next 5 years. 	<p>This project looks at the SH16 northwestern motorway. The existing western rail line serves a different catchment of users and future improvements to the rail line will be considered in the Auckland Rail Development Plan which is currently being investigated. As well as the long-term plans to provide rapid transit along SH16 between Westgate and the City Centre, there are plans through the Supporting Growth Alliance to provide rapid transit to the northwest in the long term</p>

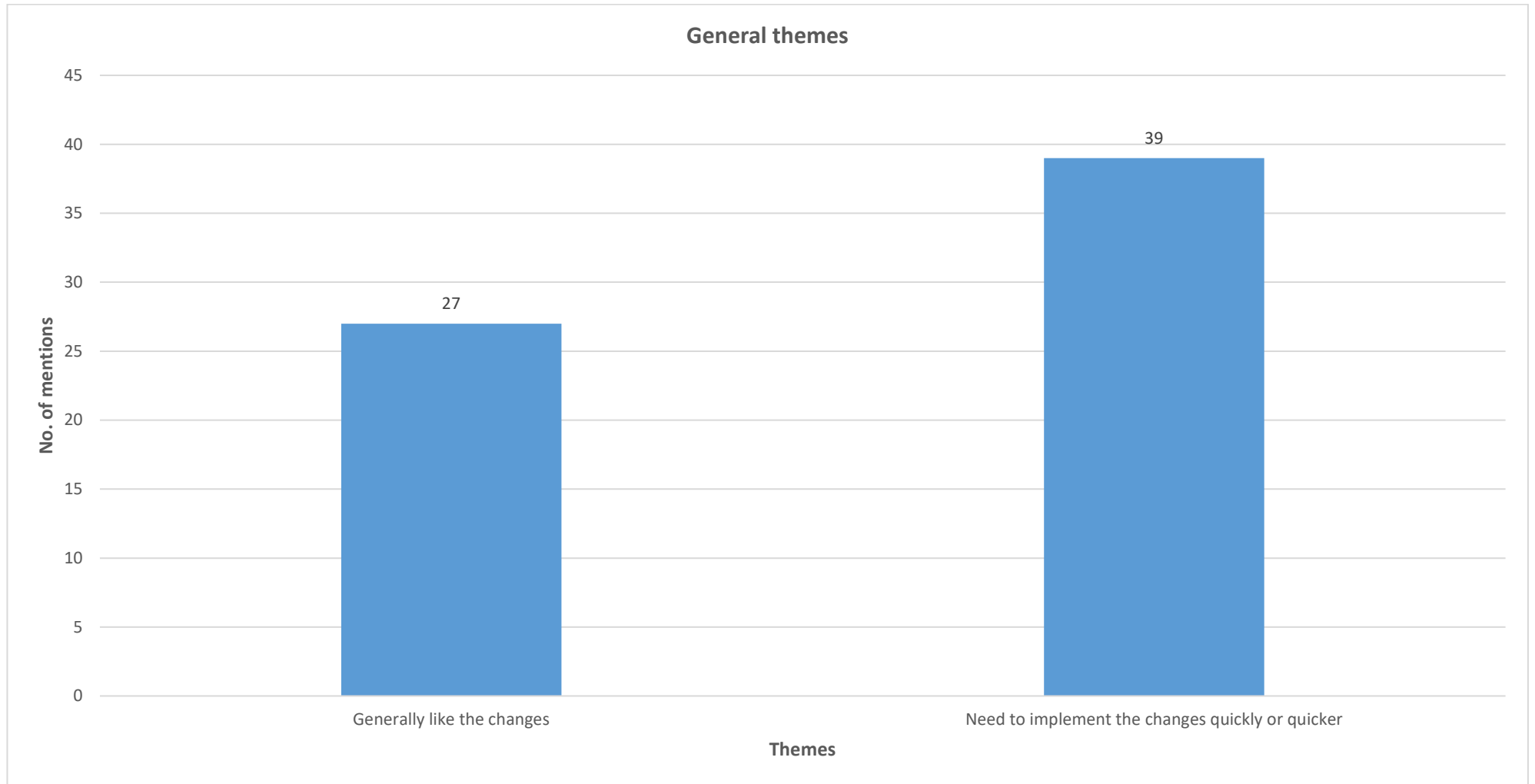
Feedback Theme Interim improvements: other themes	Main Points	Auckland Transport's Responses
		<p>between Brigham Creek Road and Kumeu-Huapai. Rapid transit is a fast, frequent, high capacity public transport system. It will be fully separated from general traffic which means it will be congestion-free – like the Northern Busway on the Northern Motorway (SH1). Implementing rapid transit is a significant project that will take time.</p> <p>More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme.</p>

Comments on proposed long-term improvements – Key feedback topics and themes

This section outlines the feedback topics and related themes from all submitter's comments on the proposed long-term changes (beyond 5 years) to the public transport network, as well as AT and Waka Kotahi's responses to the feedback themes. All of the feedback provided on the long-term will be shared with Waka Kotahi NZ Transport Agency to take into consideration. Please note, one person's or organisation's submission can count towards multiple topics and themes.



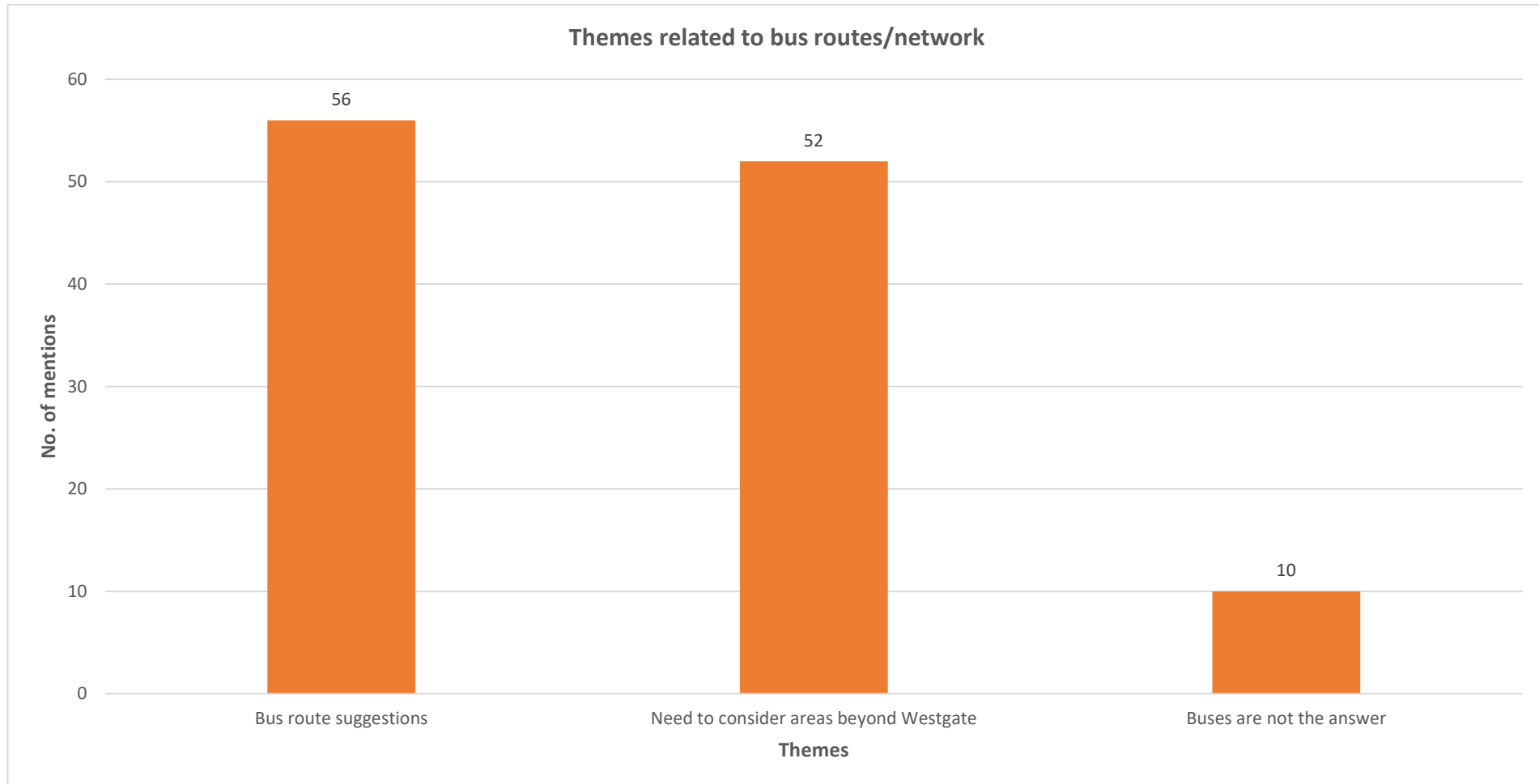
Long-term improvements: General themes



Feedback Theme Long-term improvements: General themes	Main Points	Auckland Transport's Responses
<p>Generally, like the changes <i>Mentions: 27</i></p>	<ul style="list-style-type: none"> • Like the changes. • An improvement. • Essential. 	<p>Thank you for your support of public transport improvements in the northwest. The need for better public transport along the Northwestern Motorway (SH16) has been identified in several key transport planning documents in recent years, including the Auckland Transport Alignment Project (ATAP 2018), Better Travel Choices (2019) and Auckland Plan 2050.</p>
<p>Need to implement the changes quickly or quicker <i>Mentions: 39</i></p>	<ul style="list-style-type: none"> • Timeframes are disappointing / needs to be done quicker/implement now. <ul style="list-style-type: none"> • Concerns it will be out of date before completion. • Growing population is increasing demand. 	<p>We understand the desire to have the improvements constructed as soon as possible.</p> <p>We are working to deliver all these interim improvements by 2025. By the end of 2022 we will have completed the upgrades and extensions of the existing bus shoulder lanes on the Northwestern Motorway (SH16) and completed construction of the interim bus stops at the Lincoln Road and Te Atatū motorway interchanges. Therefore, by the end of 2022, we should be able to commence express bus services operating to Lincoln Road and Te Atatū.</p> <p>Given the complexities of this project and level of investment involved, we're unable to deliver the project any sooner.</p> <p>Waka Kotahi NZ Transport Agency is leading the investigations into the long-term improvements which will build upon the changes made as part of this project.</p> <p>Implementing rapid transit along the Northwestern Motorway (SH16) is a significant project and will take time.</p> <p>The feedback you've kindly provided on the long-term rapid transit network needs will be taken into consideration when work on the long-term improvements is started.</p> <p>As you rightly say, the northwest is growing. By 2046, it will have 37,000 new houses, 11,000 new jobs and nearly triple the number of people travelling along the Northwestern Motorway (SH16). These interim improvements will provide significant benefits while investigations are carried out for the long-term improvements which will take into account the forecasted population growth and public transport needs. Implementing rapid transit along SH16 is a significant project and will take time. We thank you for your patience.</p>

Feedback Theme Long-term improvements: General themes	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Should have done it when last works were done. 	<p>The purpose of the recent improvements on the Northwestern Motorway was to widen the motorway, adding extra capacity along the state highway network to move more people and freight, and provide better travel choices by improving bus and walking/ cycling options. Rapid transit or light rail was not undertaken at this time as it has always been a longer-term solution, tied into wider and more expensive planning projects that will take a number of years to finalise. In the meantime, AT and Waka Kotahi are looking at more public transport improvements to make it even easier and faster for people travelling by bus in and around the Northwest.</p>

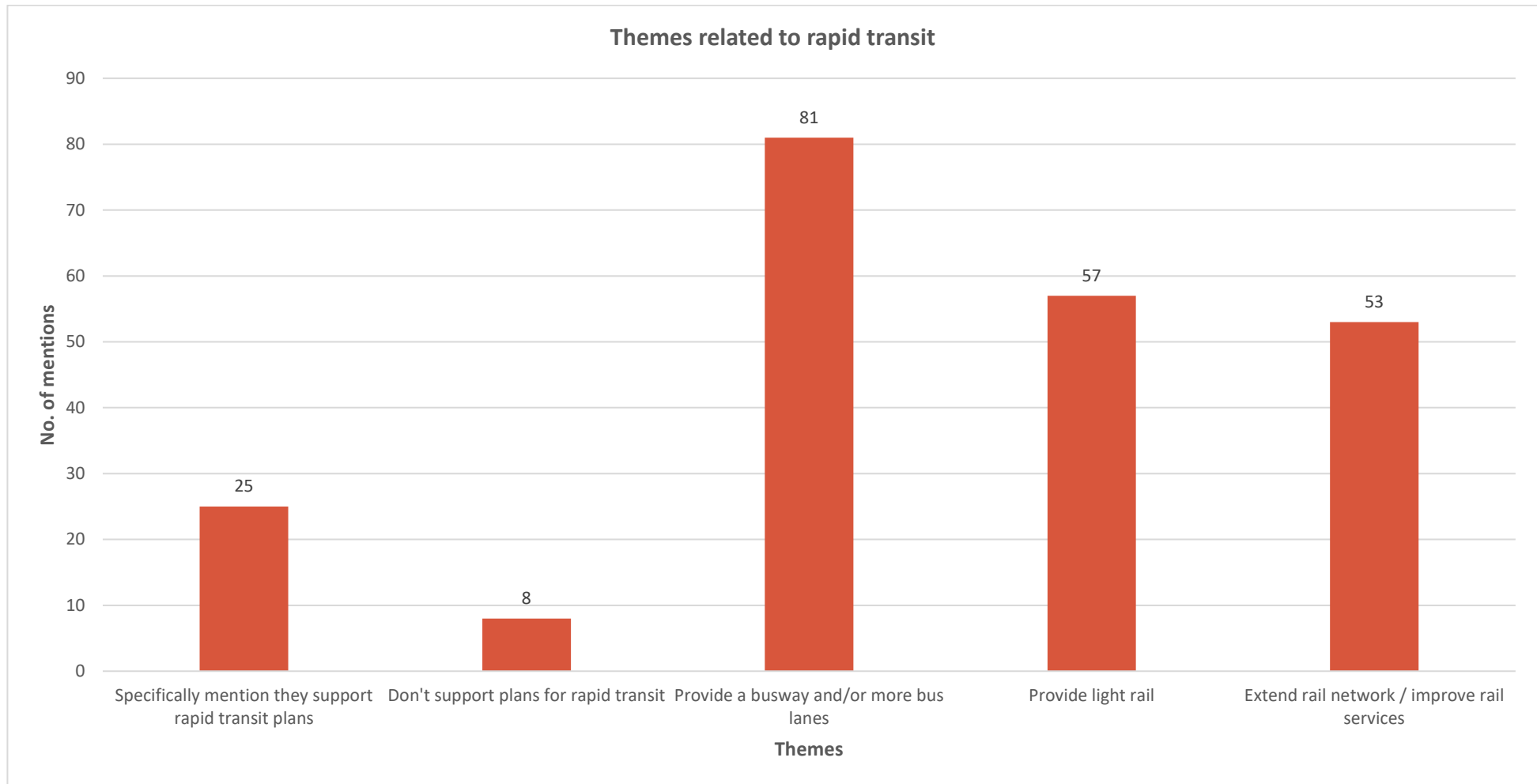
Long-term improvements: Bus routes/network



Feedback Theme Long-term improvements: Bus routes / network	Main Points	Auckland Transport's Responses
<p>Bus route suggestions <i>Mentions: 56</i></p>	<ul style="list-style-type: none"> • Generally, provide more buses. • Higher frequency bus services (like the Northern Express). • Higher frequency local services to make connecting buses more appealing. • Do not like the idea of changing buses / need more direct buses. • More buses to the city (not many actually go to the city). • Provide a bus from Henderson directly to the city. • Express route to West Harbour from express stop/station. • Bus connections within Hobsonville, Whenuapai, and/or Kumeu and beyond e.g. to the city and/or nearest transport hub. • Need to include/connect to Rosebank industrial area/link. • Need direct public transport route to airport. 	<p>Thank you for your feedback. These points will be shared with Waka Kotahi NZ Transport Agency to take into consideration as part of the long-term investigations.</p> <p>The long-term plan is to provide rapid transit to and from the northwest. Rapid transit is fast, frequent, high capacity public transport separated from general traffic. This means it is unaffected by road congestion – like the Northern Busway on the Northern Motorway (SH1).</p> <p>The long-term improvements are a number of years away, so in the meantime we'll be improving public transport with the changes proposed as part of this project. Building interim bus stops at Westgate and the Lincoln Road and Te Atatū motorway interchanges will enable a high-frequency northwestern express bus service using the motorway to connect with local feeder services operating to each station.</p> <p>This may mean having to change buses to get to your destination. However, with buses running every few minutes on the Northwestern Motorway (SH16), and connections to more northwest destinations, journeys by public transport will become more convenient and in many cases quicker. A map of the proposed 'all day bus network' is available on our website.</p> <p>In the near future, we will provide more information on the proposed changes to the existing network.</p> <p>The plan is to create a connected network. The only practical way to do that is redirect the bus resources to creating more frequent bus routes that connect with each other rather than a point to point network of routes that are isolated from each other. For this reason we can provide more reliable buses more often between Henderson and the city centre if they connect at the motorway and people transfer between them.</p> <p>Having to transfer between buses was the biggest concern raised by bus customers when the New Network bus changes were introduced across Auckland between 2016 and 2020. An increase in frequency, greater reliability and more choices of when to travel</p>

Feedback Theme Long-term improvements: Bus routes / network	Main Points	Auckland Transport's Responses
		<p>has created more advantages than disadvantages.. However, the changes proposed are a change to the way some people currently travel and we acknowledge that this creates uncertainty.</p> <p>This change across the network has seen patronage grow in all regions despite the need to transfer.</p> <p>The Rosebank industrial area will have bus services.</p> <p>It is not affordable to provide a direct service to the Airport from West Auckland. The policy since the mid-2000's, which was consulted on in the Regional Public Transport Plan and the New Network (2014 to 2016), is based on providing a connected network, which is simple to understand with better frequency than can be provided by individual routes that attempt to get people from everywhere to everywhere. The New Network (2016-2020) has been introduced to provide this and has significantly increased overall patronage as a result.</p>
<p>Need to consider areas beyond Westgate <i>Mentions: 52</i></p>	<ul style="list-style-type: none"> • North West is growing rapidly and needs to be considered. • Need to consider areas beyond Westgate. • Kumeu is not being considered and is a major problem. • Need a Kumeu Bypass. • Better access from Massey/Royal Heights. • More bus interchanges out to Waimauku. 	<p>Thank you for your feedback. These points will be shared with Waka Kotahi NZ Transport Agency to take into consideration as part of the long-term investigations.</p> <p>AT is working closely with Auckland Council and Waka Kotahi NZ Transport Agency on the Supporting Growth Programme which is developing transport networks to support the development of Auckland's new future urban growth areas over the next 30 years. The northwest is one of the focus areas and includes Waimauku and Kumeu. The proposed future transport network in this area includes a new connection (the Alternative State Highway Corridor) between Brigham Creek and State Highway 16 west of Huapai, This will bypass the Kumeu-Huapai town centre.</p> <p>More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme.</p>
<p>Buses are not the answer <i>Mentions: 10</i></p>	<ul style="list-style-type: none"> • Trains are better / more appealing than buses. • Buses are a waste of time and money. 	<p>Thank you for sharing your views with us. Your feedback will be shared with Waka Kotahi NZ Transport Agency to take into consideration as part of the long-term investigations. This work will consider the different modes that could be used to deliver rapid transit.</p>

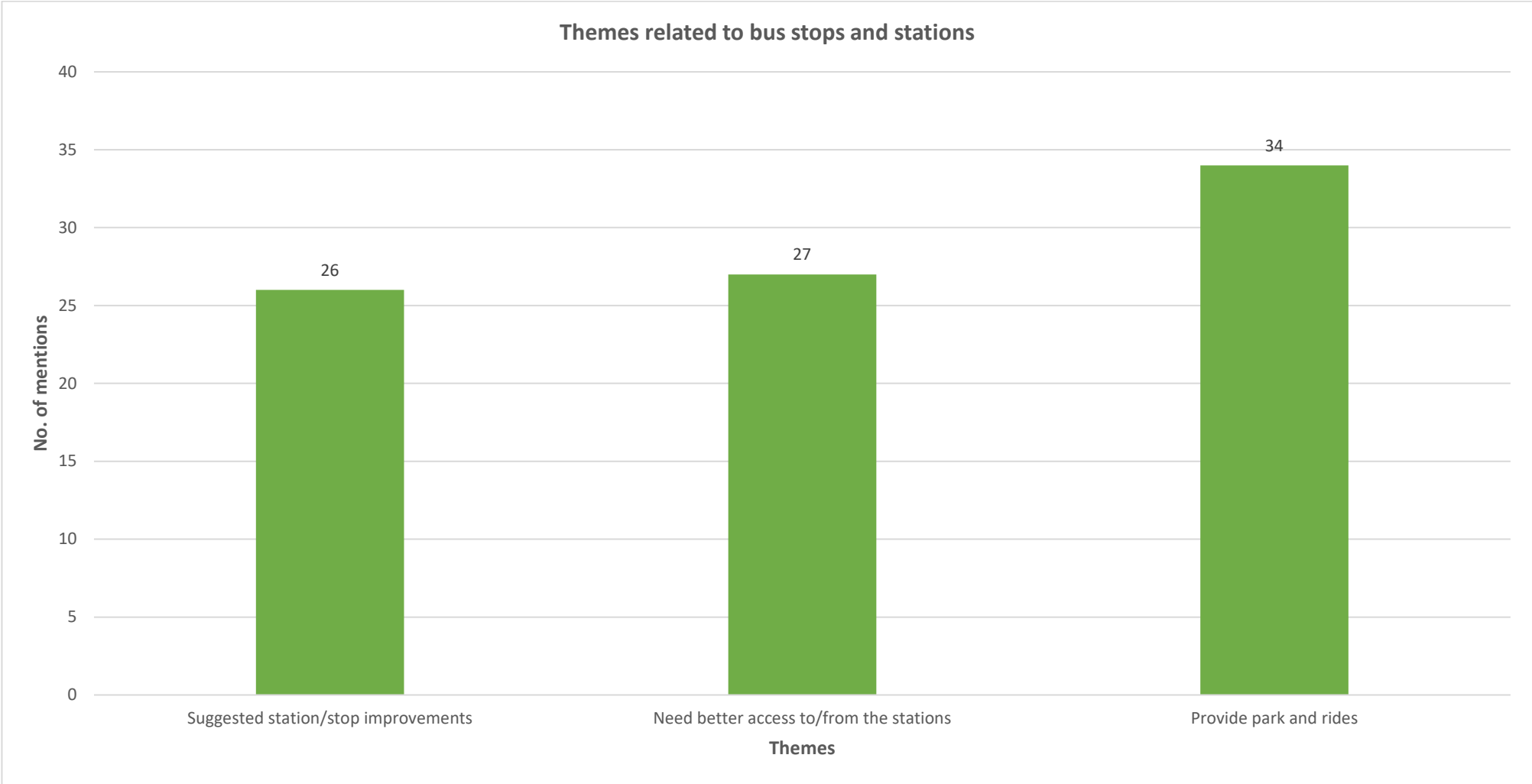
Long-term improvements: Rapid Transit



Feedback Theme Long-term improvements: Rapid transit	Main Points	Auckland Transport's Responses
Specifically mention they support rapid transit plans <i>Mentions: 25</i>	<ul style="list-style-type: none"> • Support plans to improve rapid transit. • Supports rapid transport if cost effective. • Rapid transit is vital. 	Thank you for your feedback and support of improved public transport. The need for better public transport along the Northwestern Motorway (SH16) has been identified in several key transport planning documents in recent years, including the Auckland Transport Alignment Project (ATAP 2018), Better Travel Choices (2019) and Auckland Plan 2050.
Don't support plans for rapid transit <i>Mentions: 8</i>	<ul style="list-style-type: none"> • Prefer investment for general traffic. • Not necessary. • Waste of money. 	<p>Thank you for sharing your views with us. We're sorry to hear you don't support rapid transit for the northwest. With the growth predicted in the northwest, rapid transit is going to be crucial. The northwest is growing. By 2046, it will have 37,000 new houses, 11,000 new jobs and nearly triple the number of people travelling along the Northwestern Motorway (SH16).</p> <p>People living in the northwest have limited options for travelling to work, study and social activities. The lack of bus interchanges and gaps in bus priority lanes make it difficult to provide an efficient and reliable bus network. This means a large number of people rely heavily on their car. If bus journeys aren't improved and we don't explore rapid transit solutions, congestion will get worse over time and journeys for motorists and bus passengers will take longer.</p> <p>Investing in more general traffic lanes would only provide temporary congestion relief and would not provide any significant long-term benefits. With an increasing number of cars joining our road network and the region's forecasted population growth, there is a pressing need to improve public transport as our dependence on single occupancy vehicles is not sustainable.</p> <p>Public transport provides a more space efficient travel option for cities. A full bus can remove 50 cars from the road, providing space for those who need it. By giving priority on the road to buses and increasing their frequency the bus option becomes more attractive resulting in more people using it resulting in more available space on roads (and more car parks) for those whose travel cannot be done using public transport. Therefore, this project has the potential to benefit both public transport users as well as motorists.</p>

Feedback Theme Long-term improvements: Rapid transit	Main Points	Auckland Transport's Responses
		That's why, around Auckland, we're working hard to improve public transport and make it easier and safer for people to walk and use other active modes of travel like riding bikes and e-scooters.
Provide a busway and/or more bus lanes <i>Mentions: 81</i>	<ul style="list-style-type: none"> • Provide busway. • Provide busway like the northern busway. • Connect busway into light rail network. • Bus lanes/priority all the way to the city. • Provide bus priority at congestion hotspots. 	<p>Waka Kotahi NZ Transport Agency is leading the investigations into the long-term improvements which will build upon the changes made as part of this project.</p> <p>Bus lanes, physically separated from general traffic like on the Northern Busway (State Highway 1), along with other options will be considered as part of the investigations into long-term improvements.</p> <p>Implementing rapid transit along the Northwestern Motorway (SH16) is a significant project and will take time. However, this interim project will make improvements at motorway interchanges to increase priority for buses.</p>
Provide light rail <i>Mentions: 57</i>	<ul style="list-style-type: none"> • Provide light rail. • Light rail alongside the motorway. • Light rail Westgate to the city. 	Thank you for sharing your views with us. Your feedback will be shared with Waka Kotahi NZ Transport Agency to take into consideration as part of the long-term investigations. This work will consider the different modes that could be used to deliver rapid transit.
Extend rail network / improve rail services <i>Mentions: 53</i>	<ul style="list-style-type: none"> • Extend rail network. • Extend rail past the edge of Massey, Hobsonville, Whenuapai, Huapai, Kumeu and Waimauku. • Electrify rail. • Underground rail. • Trackless trains. • Monorail in the middle of the motorway. 	Thank you for sharing your views with us. This project looks at the SH16 northwestern motorway. The existing western rail line serves a different catchment of users and future improvements to the rail line will be considered in the Auckland Rail Development Plan which is currently being investigated. The Supporting Growth Alliance have considered the extension of rail to the North West. More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme .

Long-term improvements: Bus stops and stations

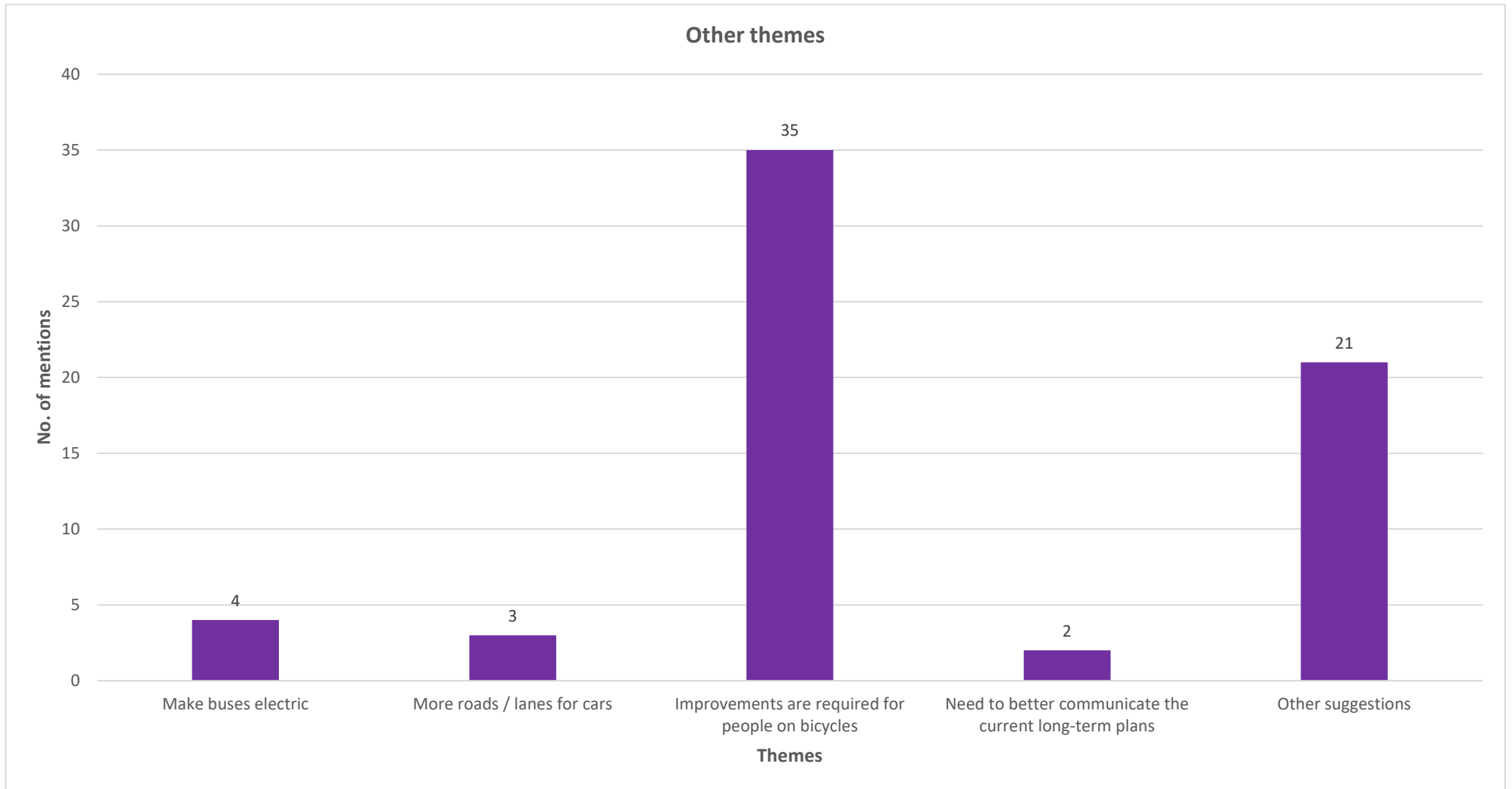


Feedback Theme Long-term improvements: Bus stops and stations	Main Points	Auckland Transport's Responses
<p>Suggested station/stop improvements <i>Mentions: 26</i></p>	<ul style="list-style-type: none"> • Need new station at Royal Road. • Consider a more centrally located bus station at Westgate. • Include an interchange in Waterview. • Provide a new station at Kumeu. • Need bus stops at every off ramp. • Don't support an interchange on Peninsula side will further clog roads. • Generally, need to improve station locations. • Generally, increase number of stops / stops are too far apart. • Include green infrastructure similar to Smales Farm. • Need secure cycle storage at bus stations. • Need toilets at bus stations. • Provide overbridges for cycling and walking across bus routes/lanes/traffic lanes connecting to stations. 	<p>Thank you for sharing your views with us. Your feedback will be shared with Waka Kotahi NZ Transport Agency to take into consideration as part of the long-term investigations.</p> <p>Additional stations between Westgate and the city centre will be part of the long-term rapid transit investigations that will be led by Waka Kotahi. The long-term investigations will consider the spacing of bus stops and stations, the long-term location of stations, the types of facilities provided at stations; and safe and accessible stations for pedestrians and cyclists.</p> <p>The most suitable location of the proposed Westgate station has been assessed in considerable detail. There are many considerations in determining the preferred location including land costs, ground conditions and importantly alignment with the future rapid transit corridor. There will be local feeder buses, running at frequent timetables which will access the station, enabling users to then transfer to an express service to the City Centre.</p> <p>AT is also working closely with Auckland Council and Waka Kotahi NZ Transport Agency on the Supporting Growth Programme which is developing transport networks to support the development of Auckland's new future urban growth areas over the next 30 years. The northwest is one of the focus areas and includes Kumeu. The rapid transit network will pass through Kumeu-Huapai on or near the existing Sh16 corridor (Main Road).</p> <p>More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme.</p>
	<ul style="list-style-type: none"> • Provide a new station at Rosebank Road/Patiki Road 	<p>Thank you for your suggestion. We are also grateful to the Rosebank Business Association who kindly took the time to meet with us to discuss the proposed interim improvements. We understand the desire to provide a bus interchange at Rosebank Road.</p> <p>It is something that Waka Kotahi NZ Transport Agency will take into consideration as part of the long-term investigations.</p>

Feedback Theme Long-term improvements: Bus stops and stations	Main Points	Auckland Transport's Responses
		<p>It was, unfortunately, something we were unable to include as part of the proposed interim improvements. That's because the proposed motorway bus services rely on the bus taking the off-ramp and then continuing through to the on-ramp to stop at the bus stop and then continuing along the motorway. To do this you need a diamond motorway interchange like Lincoln Road and Te Atatū. Rosebank isn't a diamond interchange. Essentially it is two separate interchanges with a ramp facing only one direction.</p> <p>Under the consultation proposals, there are improvements to the bus services on Rosebank Road with an increase in peak frequency of the 147 bus service (which will replace the 138) from every 30 minutes to every 20 minutes. This will provide excellent access to Te Atatu station for onward connections.</p> <p>The wider improvements in access will mean that a further 180,000 people can get to the Rosebank Peninsula within an hour.</p>
<p>Need better access to/from the stations <i>Mentions: 27</i></p>	<ul style="list-style-type: none"> • Generally, improve access to/from the stations. • Better access between stations and new housing areas e.g. Westgate. • Consider new housing developments when developing feeder bus routes. • Improve/increase bus feeder routes to stations. • Improve safety of pedestrians. • Improve cycling links to/from stations. 	<p>Now that we are planning to improve bus travel on the Northwestern Motorway (SH16) and providing new bus stops, bus services and routes will need to be reviewed.</p> <p>Building a station at Westgate and interim bus stops at the Lincoln Road and Te Atatū motorway interchanges will enable a high-frequency western express bus service using the motorway to connect with local feeder services operating to each station.</p> <p>The long-term investigations will consider population increases and residential development growth, and will further consider the spacing of bus stops and stations, the long-term location of stations, the types of facilities provided at stations; and safe and accessible stations for pedestrians and people on bikes.</p>
<p>Provide park n rides <i>Mentions: 34</i></p>	<ul style="list-style-type: none"> • Provide park and rides along the motorway/busway. • Provide park and rides at key locations. • Park and Rides next to Te Atatu, Lincoln Road and Westgate. • Need vertical carparks. • Include CCTV at park n rides. 	<p>Thank you for your feedback and requests for park and ride facilities. While we understand that many people still need, or would like, to use their vehicles to get to bus stations, as much as possible we advocate the use of public transport and active transport modes from your point of origin.</p> <p>We're working hard to improve our public transport network to reduce the region's reliance on cars. In September 2019, the</p>

Feedback Theme Long-term improvements: Bus stops and stations	Main Points	Auckland Transport's Responses
		<p>final part of the New Network rollout was implemented. Before the New Network, 215,500 Aucklanders lived within 500 metres of a frequent or rapid network route stop. After the New Network was implemented, 527,600 people were within 500m of a frequent or rapid stop (a 144% increase).</p> <p>Auckland Transport's Parking Strategy and the Regional Public Transport Plan have found that park and rides are most effective when they are located at the urban periphery where there are minimal alternatives to access public transport. Closer into the city centre, feeder buses are more efficient.</p> <p>More information about AT's Parking Strategy and the Regional Public Transport Plan can be found on our website:</p> <ul style="list-style-type: none"> • Parking strategy • Regional Public Transport Plan (RPTP) (at.govt.nz) <p>As the number of cars on our roads continues to increase, we need to find ways to reduce congestion and increase the use of public transport. Therefore, people will be encouraged to use frequent local feeder buses to get to the bus stops being provided as part of this project. Park and ride or 'kiss and ride'* facilities will not be provided by AT at Lincoln Road, Te Atatū or Westgate as part of the interim improvements.</p> <p>AT are investigating a station near the Brigham Creek interchange, which is proposed to include park and ride. The outcome of this investigation will be known in mid-2021.</p> <p><i>*A 'kiss and ride' is a term for a facility that allows commuters to be dropped off by car and then complete the rest of their journey via public transport.</i></p>

Long-term improvements: Other themes



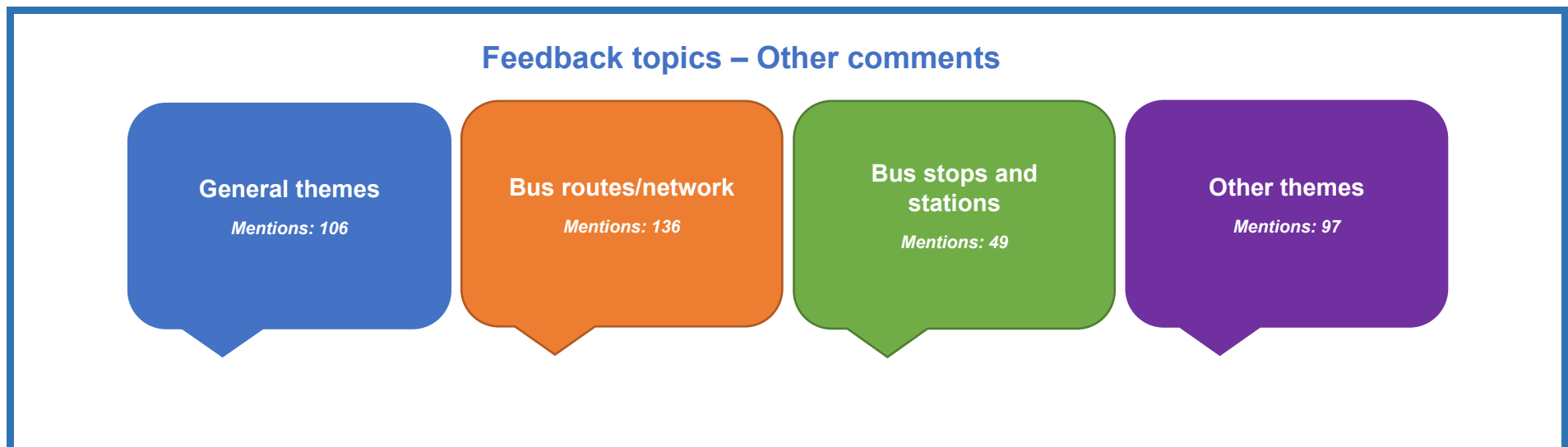
Feedback Theme	Main Points	Auckland Transport's Responses
<p>Make buses electric <i>Mentions: 4</i></p>	<ul style="list-style-type: none"> • Buses should be electric. • Provide an electric shuttle from Hobsonville to Westgate. 	<p>AT is committed to sustainable transport solutions. Our guide is the Auckland Plan which sets targets for greenhouse gas emissions, safety, social, environmental, economic and cultural achievements and other goals. These objectives are then included in all our plans and activities and in turn will become part of the brief for projects like the City Rail Link and other major projects.</p> <p>We currently have eight electric buses operating around Auckland. Next year, we will add 21 new electric buses and one hydrogen bus to the network.</p> <p>We have a Low Emissions Bus Road Map and by 2040 we're aiming to have a zero emissions bus fleet. As part of this road map, we plan to stop the procurement of internal combustion buses by 2025, and have a fleet with no tailpipe emissions by 2040 (this could be electric or hydrogen).</p> <p>More information on AT's sustainability approach is available on our website.</p>
<p>More roads / lanes for cars <i>Mentions: 3</i></p>	<ul style="list-style-type: none"> • More motorway lanes. • Good as long as car lanes are not sacrificed. 	<p>Thank you for sharing your views with us. Your feedback will be shared with Waka Kotahi NZ Transport Agency to take into consideration as part of the long-term investigations.</p> <p>Please rest assured, no traffic lanes will be removed as part of the interim improvements.</p> <p>By increasing the appeal of public transport and getting more people out of their cars, the planned improvements will actually help to reduce traffic congestion for general traffic and improve travel times for motorists.</p> <p>In terms of the interim improvements, providing more traffic lanes on the motorway is not something we're able to provide at this stage because investing in more general traffic lanes would only provide temporary congestion relief and would not provide any significant long-term benefits. With an increasing number of cars joining our road network and the region's forecasted population growth, there is a pressing need to improve public transport as our dependence on single occupancy vehicles is not sustainable.</p> <p>That's why, around Auckland, we're working hard to improve public transport and make it easier and safer for people to</p>

Feedback Theme	Main Points	Auckland Transport's Responses
		walk and use other active modes of travel like riding bikes and e-scooters.
Improvements are required for people on bicycles <i>Mentions: 35</i>	<ul style="list-style-type: none"> • Include a cycleway in final design/improvements. • Consider bikes and impact on bikes of improvements for buses. • Include a high-speed continuous route available for cycling that is not impeded by improvements for buses and pedestrians. • Ensure cycleway is grade separated at motorway interchanges. • Improve cycle safety connection between Trent Street, along Rosebank Road to the northwest cycle link to complete this loop. 	<p>Thank you for sharing this with us. Requests for new and/or improve cycling facilities will be considered by Waka Kotahi NZ Transport Agency as part of the long-term investigations.</p> <p>As part of the interim improvements project, existing walking and cycling routes will connect to the new facilities at Westgate, Lincoln Road and Te Atatū. This will increase the number of people who can easily and safely access the bus stops. Maps of the existing cycling facilities are on the project webpage under the 'proposed locations of new bus infrastructure' tabs for Westgate, Lincoln Road and Te Atatū. Alternatively, the Auckland cycleway map is also available on our website.</p>
Need to better communicate the current long-term plans <i>Mentions: 2</i>	<ul style="list-style-type: none"> • The current long-term plans are poorly communicated on the webpage and in the brochure. • Provide updates on plans/implementation. 	<p>We're sorry to hear of the experience you had. Because the long-term improvements are in the early stages of investigation, there is very little detail we're able to provide at this stage. The reason we included them as part of this consultation was to get an understanding of what the community would like us to take into consideration as part of the long-term investigations. We will be in touch in the future when we're in a position to seek your feedback or more detailed information.</p>
Other suggestions <i>Mentions: 21</i>	<ul style="list-style-type: none"> • Introduce or provide more ferries from and/or connecting Te Atatu Peninsula, Massey, and Hobsonville. • Extend SH16. • New bridge from Patiki to Kelston. • Improved bus services and walking and cycling connections in Kelston • Implement congestion charges. • Ensure land is not taken from reserves to accommodate public transport infrastructure. • Need second harbour crossing. • Solar panels on trains. 	<p>Thank you for your suggestions. Your feedback will be shared with Waka Kotahi NZ Transport Agency to take into consideration as part of the long-term investigations.</p> <p>AT is currently working on a Programme Business Case for Ferries, which will consider future operational and infrastructure requirements for ferries including any potential future terminals. AT is working closely with Auckland Council and Waka Kotahi NZ Transport Agency on the Supporting Growth Programme which is developing transport networks to support the development of Auckland's new future urban growth areas over the next 30 years. The northwest is one of the focus areas and will look at the extension of SH16.</p>

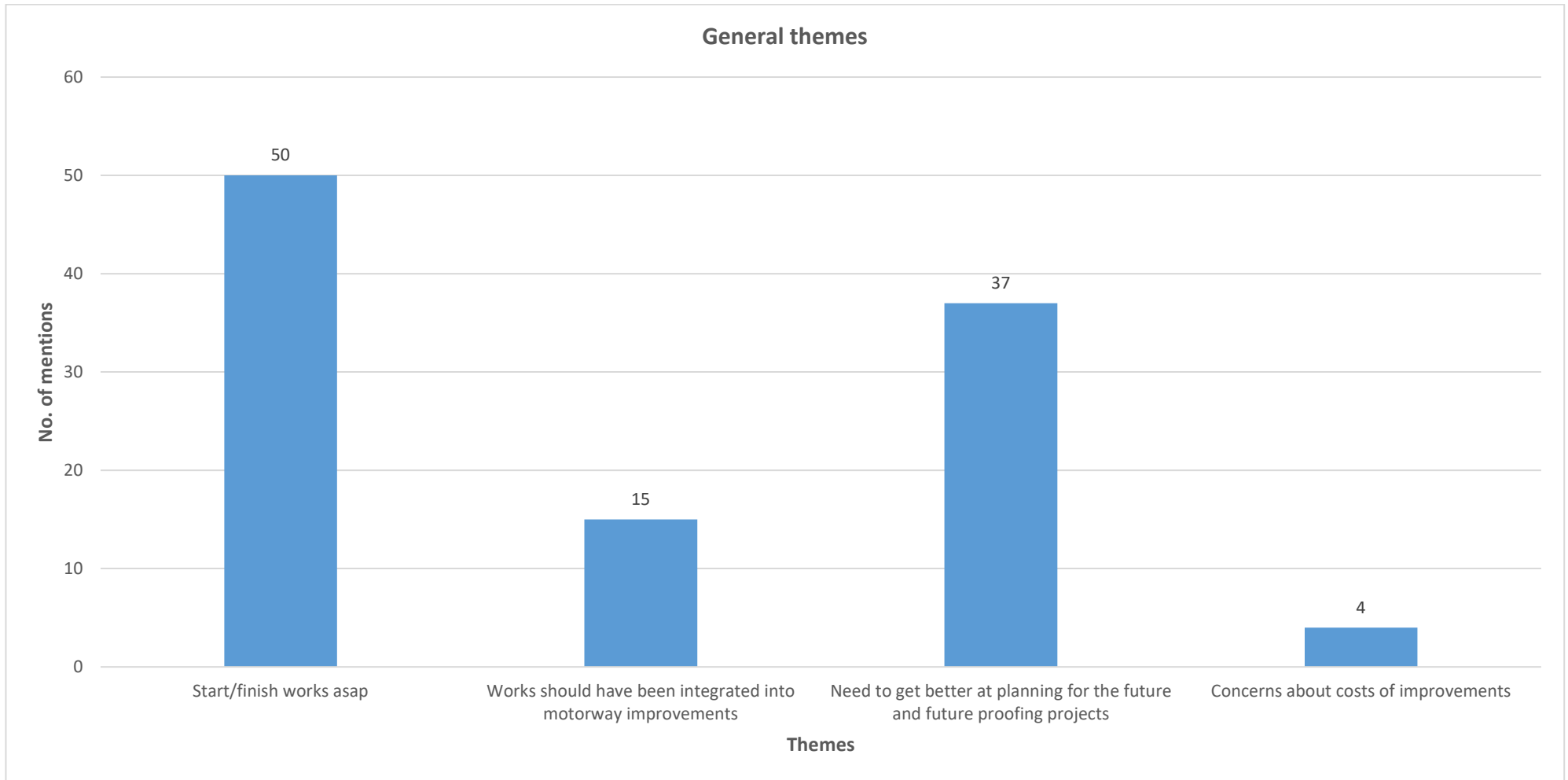
Feedback Theme	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Sky trains - normal trains are unreliable, need track work often, and intersect with roads and footpaths causing congestion and crashes. 	<p>More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme.</p> <p>Information on the Additional Waitemata Harbour Connections project can be found here: Additional Waitematā Harbour Connections Waka Kotahi NZ Transport Agency (nzta.govt.nz)</p> <p>Information on Congestion charging can be found here: TheCongestionQuestionsTechnicalReport.pdf (transport.govt.nz).</p>

Other comments – Key feedback topics and themes

This section outlines the feedback topics and related themes from the 'other comments' question, as well as AT's responses to the feedback themes. One person's or organisation's submission can count towards multiple topics and themes.



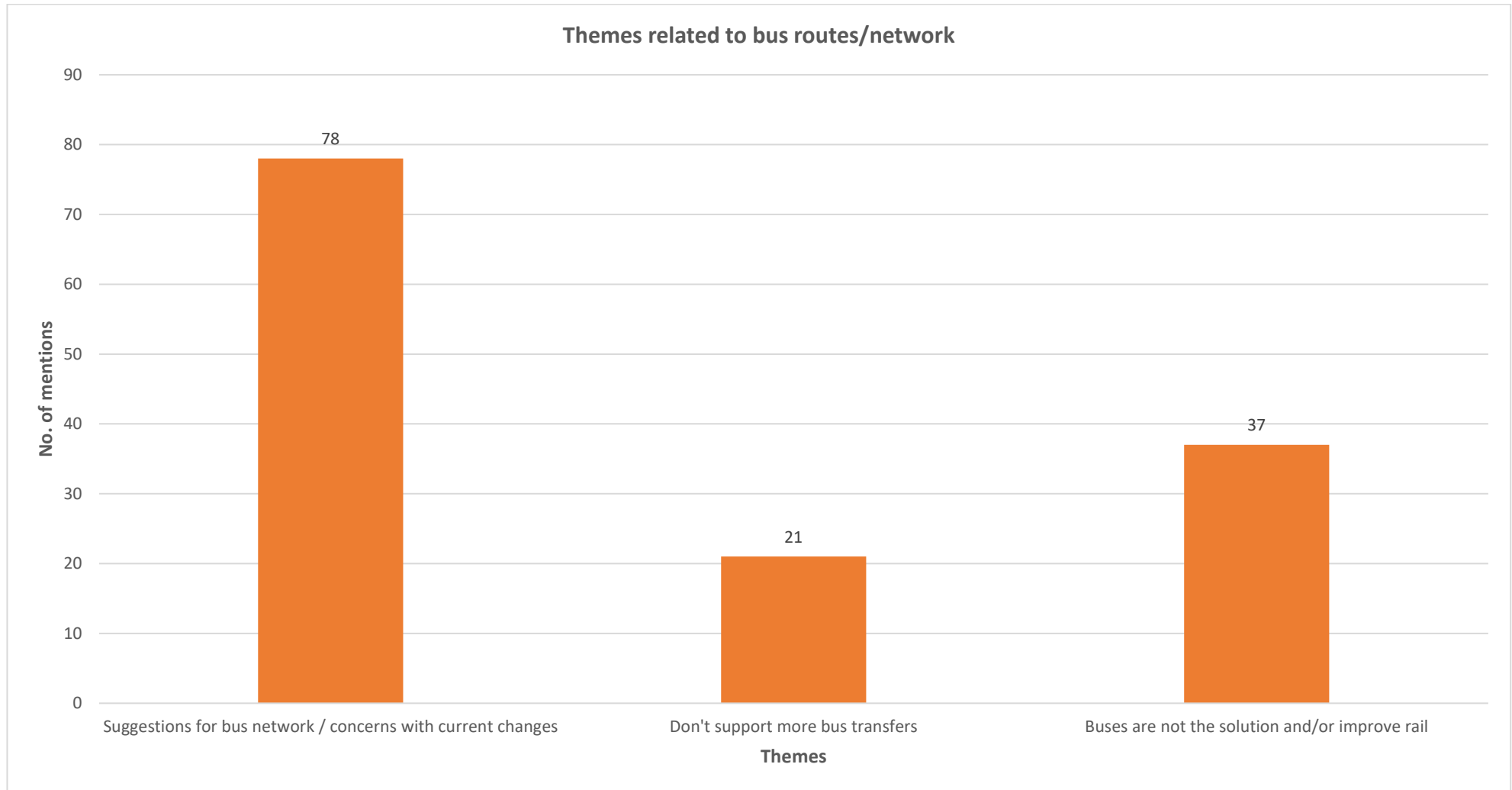
Other Comments: General themes



Feedback Theme	Main Points	Auckland Transport's Responses
<p>Start/finish works asap <i>Mentions: 50</i></p>	<ul style="list-style-type: none"> • Start / finish works asap. • Finish works in 1-2 years. • 5 years is too long to complete. • Stop talking about it and do something. • It's overdue. 	<p>Thank you for your support of the proposed interim improvements. We understand the desire to have the improvements constructed as soon as possible.</p> <p>We are working to deliver all the interim improvements by 2025. By the end of 2022, we expect to have completed the upgrades and extensions of the existing bus shoulder lanes on the Northwestern Motorway (SH16) and completed construction of the interim bus stops at the Lincoln Road and Te Atatū motorway interchanges. Therefore, before the end of 2022, we should be able to commence express bus services operating to Lincoln Road and Te Atatū.</p> <p>Given the complexities of this project and level of investment involved, we're unable to deliver the project any sooner.</p>
<p>Works should have been integrated into motorway improvements <i>Mentions: 15</i></p>	<ul style="list-style-type: none"> • Works are very disruptive to residents. • Do it once and do it properly. 	<p>Thank you for your comments. We understand your concerns and commit to doing everything we can to minimise the disruptions local residents and visitors face. Careful planning will be carried out and traffic management plans will be put in place. We will keep local residents and businesses well informed about what's happening, when it's happening and what we will do to minimise disruptions.</p>
<p>Need to get better at planning for the future and future proofing projects <i>Mentions: 37</i></p>	<ul style="list-style-type: none"> • Bus lanes need to be designed to allow them to be upgraded to rapid transit easily in the future. • NZTA/AT are always slow to make changes and are about one project behind where they need to be. • Higher concentration of people need better public transport options. • Public involvement is required for development of a long-term strategic transport plan. • Build additional infrastructure, don't repurpose. 	<p>These interim improvements will lay the foundation for the long-term rapid transit improvements. Waka Kotahi NZ Transit Agency is leading the investigations into the long-term improvements which will build upon the changes made as part of this project.</p> <p>We acknowledge that Auckland has a long history of underinvestment in public transport and that's something we've been working hard to rectify in recent years and will continue to do so moving forward. Auckland Council, Auckland Transport and Waka Kotahi NZ Transport Agency are investing heavily in improving public transport choice, frequency and reliability around Auckland.</p> <p>Public input plays a key role in the development of long-term strategic planning. AT plans and operates Auckland's transport system using a series of strategies and plans. They include documents led by Auckland Council and Auckland Transport, as well as guidance from Waka Kotahi New Zealand Transport Agency (NZTA) and the Ministry of Transport (MoT). Two of</p>

Feedback Theme	Main Points	Auckland Transport's Responses
		<p>these documents are Auckland Council's Long Term Plan (LTP) and The Regional Land Transport Plan (RLTP) - both of which respond to growth and challenges facing Auckland over the next decade.</p> <p>In 2021, public feedback will be sought on both the LTP and the RLTP. We're really keen to hear from as many people as possible so we would love to hear from you when the consultations begin. Consultation on the LTP opens on 15 February 2021, more information is available on Auckland Council's website. Dates for the RLTP consultation have yet to be finalised but are expected to be in the first half of 2021. Information will be shared on the AT Have Your Say webpage.</p> <p>We're also working closely with Auckland Council and Waka Kotahi NZ Transport Agency on the Supporting Growth Programme which is developing transport networks to support the development of Auckland's new future urban growth areas (greenfields) over the next 30 years. The northwest is one of the focus areas.</p> <p>More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme.</p> <p>More information on AT's plans and strategies is available on our website - https://at.govt.nz/about-us/transport-plans-strategies/.</p>
<p>Concerns about the costs of improvements</p> <p><i>Mentions: 4</i></p>	<ul style="list-style-type: none"> • How much is it going to cost? • Where's the money coming from? • Not all people use public transport. • Don't spend millions then scrap the idea. 	<p>Funding of \$100 million has been provided to deliver these interim bus improvements as part of the Government's stimulus funding package of infrastructure projects. There is \$50 million through Crown Infrastructure Partners (CIP) and \$50 million from Waka Kotahi through the National Land Transport Fund, that is subject to the approval of the Northwest Bus Improvements Detailed Business Case.</p> <p>We understand that not everyone uses public transport and acknowledge our responsibility to ensure the efficient transport of goods and people around the region – however they chose to travel. These interim improvements will provide faster and more reliable bus services for people travelling to and from the northwest. This will encourage more people to use buses to help reduce congestion and carbon emissions.</p>

Other Comments: Bus routes/network



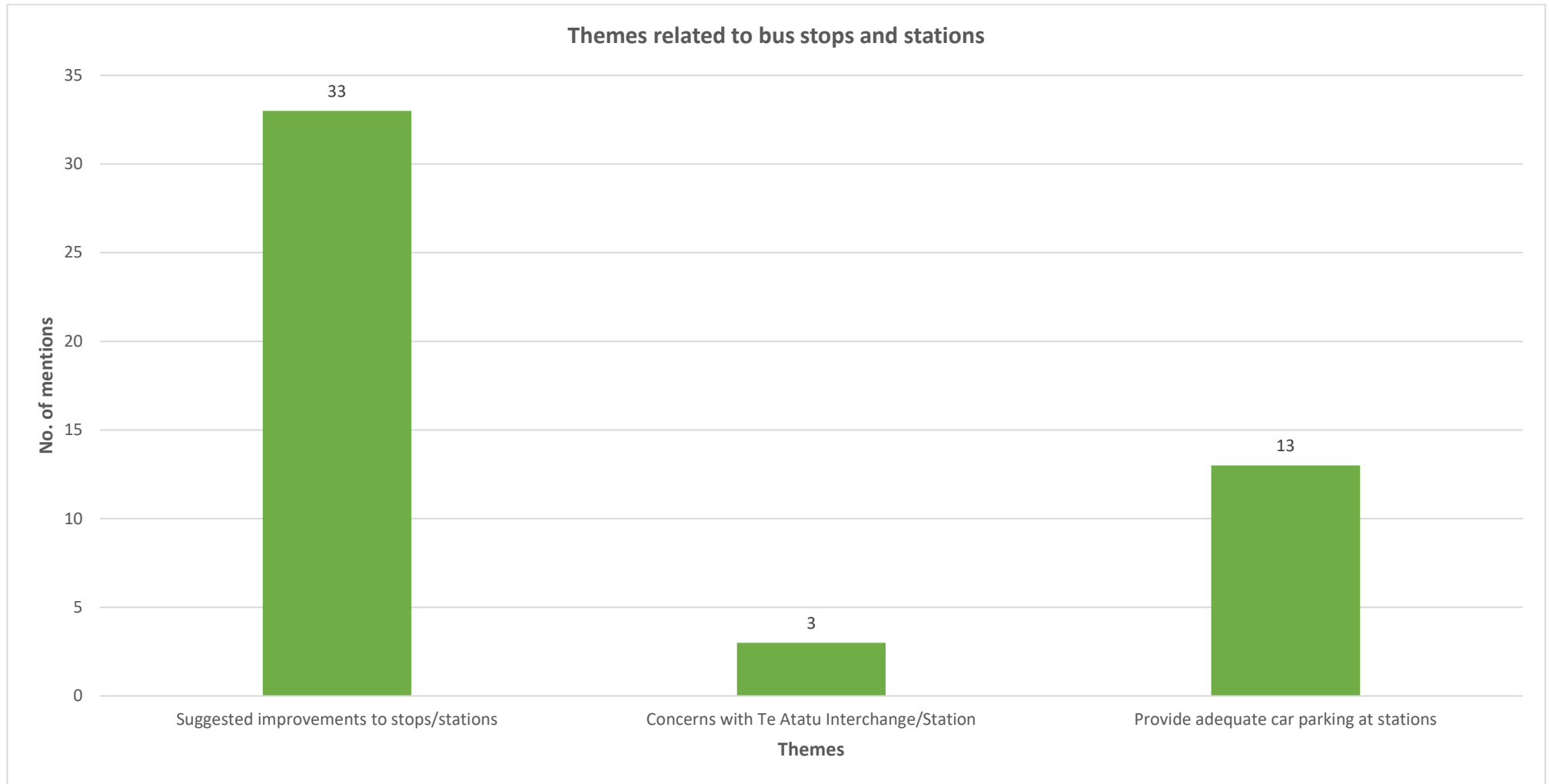
Feedback Theme	Main Points	Auckland Transport's Responses
<p>Suggestions for bus network / concerns with current changes <i>Mentions: 78</i></p>	<ul style="list-style-type: none"> • Don't support removal of city bound services from large areas of Te Atatu Peninsula. They are well patronised. • Need better bus frequencies to/from Te Atatu Peninsula to the city. • Do not mess with Te Atatu buses, routes, or timetables. • Need buses from Te Atatu Peninsula to New Lynn. • The T3 lane from Te Atatu South going to the city should be removed. • The 131 bus does not service the lower end of Flanshaw Rd and Royal View Road. This has a huge disadvantage for the elderly who can't walk to Te Atatu Road (and now take a taxi to medical appointments on the Peninsula). Solution: Re-route the 131 bus via Flanshaw Rd and Royal View Road, rather than operating straight down Te Atatu Road between Countdown Te Atatu South and the North-West motorway junction. • Problem: No night busses service Te Atatu. Solution: The 110 night busses could exit the motorway at Te Atatu offramp, and either: (a) continue via Te Atatu Rd, Edmonton Road, School Road, Central Park Drive, Te Pai Place and Lincoln Rd to re-join the existing route at Triangle Rd; or (b) continue via Te Atatu Rd, Royal View Road, Flanshaw Rd, and Te Atatu Road back to the North Western Motorway via the Peninsula shops. • One bus from Glen Eden to the city, through Henderson would save 30-45 mins. • Outbound city to Henderson services: Problem: Changes to the departure point of services due to works in the CBD have made public transport usage difficult, particularly for the elderly and disabled. The current Hobson Street departure point and route along the Western Fringe of the city make access difficult for those visiting the central and eastern side of the CBD (e.g. Central Library, Universities, Symonds Street bus connections from the South). Those with disabilities find it difficult to climb the Wyndham/Victoria/Wellesley Street hills to make it to the right bus stop (often now catching busses from the CBD to Grey Lynn or Pt Chevalier trying to connect to western services in order to avoid the uphill walk). Both the inbound and outbound express busses no longer stop within reasonable walking distance of key destinations such as the Universities, Central library. Solution: Consider starting the Western bound services from the Eastern side of the city rather than the western fringe, before heading west 	<p>Now that we are planning to improve bus travel on the Northwestern Motorway (SH16) and providing new bus stops, bus services and routes will need to be reviewed.</p> <p>Building a station at Westgate and interim bus stops at the Lincoln Road and Te Atatu motorway interchanges will enable a high-frequency western express bus service using the motorway to connect with local feeder services operating to each station.</p> <p>The plan is to create a connected network. The only practical way to do that is redirect the bus resources to creating more frequent bus routes that connect with each other rather than a point to point network of routes that are isolated from each other. For this reason, we can provide more reliable buses more often between Te Atatu and the city centre, New Lynn, Henderson and Westgate if they connect at the motorway and people transfer between them.</p> <p>Having to transfer between buses was the biggest concern raised by bus customers when the New Network bus changes were introduced across Auckland between 2016 and 2020. An increase in frequency, greater reliability and more choices of when to travel has created more advantages than disadvantages. However, the changes proposed are a change to the way some people currently travel, and we acknowledge that this creates uncertainty.</p> <p>This change across the network has seen patronage grow in all regions despite the need to transfer.</p> <p>It is not affordable to provide a direct service to South Auckland from West Auckland. The policy since the mid-2000's, which was consulted on in the Regional Public Transport Plan and the New Network (2014 to 2016), is based on providing a connected network, which is simple to understand with better frequency than can be provided by individual routes that attempt to get people from everywhere to everywhere. The New Network (2016-2020) has been introduced to provide this and has significantly increased overall patronage as a result.</p> <p>The city centre has limited space with many bus services competing for road space to travel on and park. There will always be winners and losers with each chosen location for bus arrivals and departures. Roads are already severely congested at peak times and we do not wish to add to this by trying to cover every</p>

Feedback Theme	Main Points	Auckland Transport's Responses
	<p>– e.g. Princess Street, Wellesley Street, Mayoral Drive, Cook Street, Hobson Street. The inbound express busses (133x), could rather exit the motorway at Exit 429B Wellesley Street, and take Wellesley Street, Mayoral Drive and Cook Street to Hobson Street.</p> <ul style="list-style-type: none"> • Provide a direct bus service from Henderson to the City. • Reconsider New Lynn to Takapuna and New Lynn to Sylvia Park. • Route 138: Problem: Avondale / New Lynn (Lynn Mall) has become a principle weekend shopping area in West Auckland. Little access is available to those from Te Atatu South and Te Atatu North on weekends. Solution: A limited hourly Saturday/Sunday service would have benefits for connections to Avondale / New Lynn and associated service that connect with the 138 service in Avondale. • More frequent / better services to Kumeu, Huapai, Riverhead, Waiatarua. • Provide a bus service to Muriwai. • Provide a bus service to Piha. • School bus from northwest to northshore and city schools. • Better access to Te Manawa. • Need bus lanes at Triangle Road at its intersection with Lincoln Road. • Improve scheduling to align with ferry timetable. • Need a bus service that can get people from Parakai to Paerata by 6am. • Rethink the 143-bus route, is usually close to completely empty. • Provide a direct bus service from Hobsonville Point to Constellation Drive (current route long/indirect). • Improvements need to make it quicker to go western routes to city from Hobsonville, currently it's quicker to go via Constellation Drive. • Increase the frequency of 133x after the current last AM and PM services. • Do not terminate or reduce the 134 bus service. • Take the 125x toward the port M16 and exit Grafton to Wellesley St Bridge. • Bus Stop 5101 This stop is dangerously located. 	<p>corner as buses arrive and leave the city. West Auckland bus services will begin in Lower Albert St near Britomart once construction in the city centre allows it. The first services will run from Lower Albert St in April 2021.</p> <p>Flanshaw Rd will be serviced by a bus service.</p> <p>The interchange at Te Atatu will allow late night buses to connect there.</p> <p>AT has no budget to provide bus services to Piha and Muriwai. These services are not listed in the 2018 RPTP and are therefore not a current priority for AT.</p> <p>AT's mandate is to provide school bus services, when possible, to students to their nearest school within their enrolment zone. For that reason, we will not be providing any new dedicated school bus services from the North West to schools in the city centre or the North Shore. Public transport services provide access to these areas.</p> <p>The current 120 bus route from Hobsonville Point to Constellation needs to go through Greenhithe to make it useful to more people. We do not have the budget to run bus services from Hobsonville Point to Constellation as well as Greenhithe to Constellation. AT are looking to increase peak frequency on the 120 as soon as budget becomes available.</p> <p>When the West Auckland bus network is reviewed many of the existing routes will change. The 133X bus route will be replaced with services between Henderson and the Northwestern motorway where you will transfer to frequent bus services running to and from the city centre.</p> <p>Most of this feedback is outside the scope of this project but will be considered when the West Auckland bus network is reviewed.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • From Stop B Westgate Stop ID: 1599 Continue up Fernhill Dr and turn right onto Fred Taylor DR Then veer left to go to Gunton DR where a stop may be good for people to go across the carpark to the Northwest Shopping Centre Then continue on Gunton past Tawhia Dr and Kedgley Rd and add a stop close to Harvey Norman Westgate Then continue on Gunton round to Maki St and turn left onto Maki St Use 57 Maki St Stop ID: 5733 that is there already Continue to Tawhia Dr and turn right onto Tawhia Dr Follow Tawhia and cross Fred Taylor Dr to get to Fernhill Dr Follow and turn right onto Cabernet Cres passing Work and Income then turn left onto Westgate Drive. Westgate Drive/Westgate Stop ID: 1555 End of loop buses 111 110 14w 14t all possible extensions of their existing route takes possible five to ten minutes max without rescheduling the routes some of their existing parked up times exceed that by far I am sure the Library users would like an extra stop on Tawhia Dr near Kohuhu Ln for easy access. • More buses to hospitals. • Need bus priority on roads around bus interchanges. • Need more bus routes with short trip intervals. • Small buses doing local routes. 	
<p>Don't support more bus transfers</p> <p><i>Mentions: 21</i></p>	<ul style="list-style-type: none"> • Unhappy with changing buses multiple times. • Ensure Te Atatu buses are direct. • Retain express buses. • More direct buses/routes. • Need more direct travel options to South Auckland (e.g. Onehunga, Manukau, Airport) from Westgate and Henderson. 	<p>Now that we are planning to improve bus travel on the Northwestern Motorway (SH16) and providing new bus stops, bus services and routes will need to be reviewed.</p> <p>Building a station at Westgate and interim bus stops at the Lincoln Road and Te Atatū motorway interchanges will enable a high-frequency western express bus service using the motorway to connect with local feeder services operating to each station.</p> <p>We acknowledge that the improvements will mean some people have to change buses to get to their destination. However, with buses running every few minutes on the Northwestern Motorway (SH16), and connections to more northwest destinations, journeys by public transport will become more convenient and in many cases quicker.</p> <p>The plan is to create a connected network. The only practical way to do that is redirect the bus resources to creating more frequent bus routes that connect with each other rather than a point to point network of routes that are isolated from each other. For this</p>

Feedback Theme	Main Points	Auckland Transport's Responses
		<p>reason we can provide more reliable buses more often between Te Atatu and the city centre if they connect at the motorway and people transfer between them.</p> <p>Having to transfer between buses was the biggest concern raised by bus customers when the New Network bus changes were introduced across Auckland between 2016 and 2020. An increase in frequency, greater reliability and more choices of when to travel has created more advantages than disadvantages. However, the changes proposed are a change to the way some people currently travel and we acknowledge that this creates uncertainty.</p> <p>This change across the network has seen patronage grow in all regions despite the need to transfer.</p> <p>It is not affordable to provide a direct service to South Auckland from West Auckland. The policy since the mid-2000s, which was consulted on in the Regional Public Transport Plan and the New Network (2014 to 2016), is based on providing a connected network, which is simple to understand with better frequency than can be provided by individual routes that attempt to get people from everywhere to everywhere. The New Network (2016-2020) has been introduced to provide this and has significantly increased overall patronage as a result.</p>
<p>Buses are not the solution and/or improve rail <i>Mentions: 37</i></p>	<ul style="list-style-type: none"> • Invest in rail not bus lanes / buses. • Provide more frequent trains. • Underground rail. • Electrify all rail. • Invest in light rail/trams. • Extend train line further out northwest. • Bring back trains for Hellensville. • Reduce bus lanes. 	<p>Thank you for sharing your views with us. Your feedback will be shared with Waka Kotahi NZ Transport Agency to take into consideration as part of the long-term investigations. This work will consider the different modes that could be used to deliver rapid transit.</p> <p>The Supporting Growth Alliance have considered the extension of rail to the North West. More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme.</p>

Other Comments: Bus stops and stations

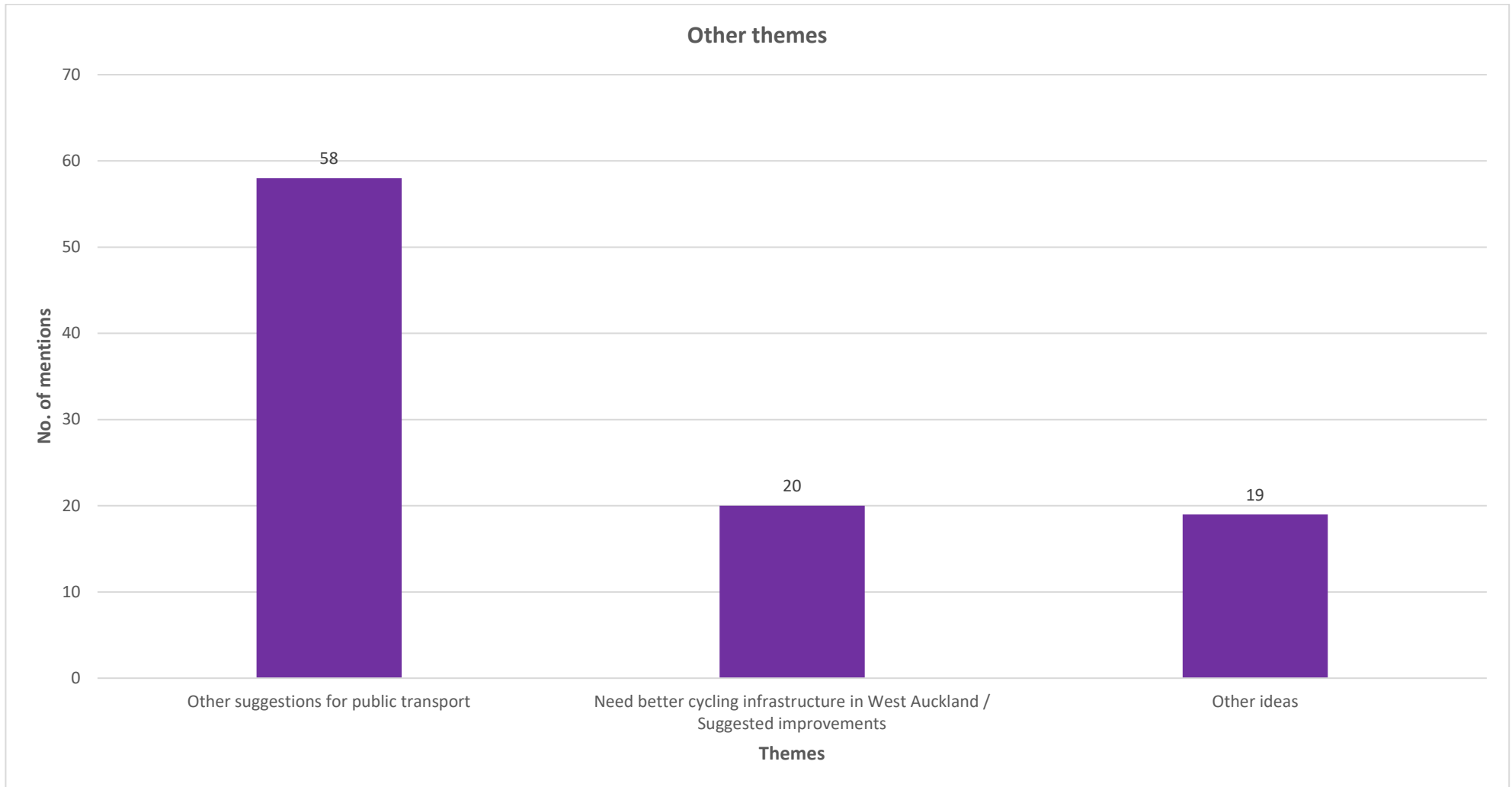


Feedback Theme	Main Points	Auckland Transport's Responses
<p>Suggested improvements to stops/stations <i>Mentions: 33</i></p>	<ul style="list-style-type: none"> • Need a station at Rosebank Road. 	<p>Thank you for your suggestion. We are also grateful to the Rosebank Business Association who kindly took the time to meet with us to discuss the proposed interim improvements. We understand the desire to provide a bus interchange at Rosebank Road.</p> <p>The proposed motorway bus services rely on the bus taking the off-ramp and then continuing through to the on-ramp to stop at the bus stop and then continuing along the motorway. To do this you need a diamond motorway interchange like Lincoln Road and Te Atatū. Rosebank isn't a diamond interchange. Essentially it is two separate interchanges with a ramp facing only one direction. Therefore, unfortunately, we're unable to provide a bus interchange at Rosebank Road as part of the interim improvements. Waka Kotahi NZ Transport Agency will take this request into consideration as part of the long-term investigations.</p> <p>Under the consultation proposals, there are improvements to the bus services on Rosebank Road with an increase in peak frequency of the 147 bus service (which will replace the 138) from every 30 minutes to every 20 minutes. This will provide excellent access to Te Atatu station for onward connections.</p> <p>The wider improvements in access will mean that a further 180,000 people can get to the Rosebank Peninsula within an hour.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Improve Westgate interchange, it is a shambles. • Improve Henderson Interchange, it's chaotic. • Need a bus stop outside the new north west mall. • Add a bus stop on the Waitakere route at Kay Road/Scenic Drive/Waitakere Road junction, stop is 10mins away. • Need a Waterview interchange. • Need a bus stop to access Te Manawa/Hospital. • Need bus stops central and next to Britomart for safety. • Need a central Westgate station. • Need an interchange at Royal Heights. • Improve Te Atatu interchange. • Reinstate bus stops on Rathgar Road. • Ensure stops do not impede traffic/cause local traffic congestion on Te Atatu Road. • Ensure bus stops have shelter and seating. 	<p>Additional stations between Westgate and the city centre will be a part of the long-term rapid transit investigations that will be led by Waka Kotahi. The long-term investigations will consider the spacing of bus stops and stations, the location of stations, the types of facilities provided at stations; and safe and accessible stations for pedestrians and cyclists.</p> <p>The most suitable location of the proposed Westgate station has been assessed in considerable detail. There are many considerations in determining the preferred location including land costs, ground conditions and importantly alignment with the future rapid transit corridor. There will be local feeder buses, running at frequent timetables which will access the station, enabling users to then transfer to an express service to the City Centre.</p> <p>West Auckland bus services will begin from Lower Albert St in the city centre once the construction in this area allows it. Initial services will commence operation from Lower Albert St in April 2021.</p> <p>We do not have budget to provide shelter and seating at all of Auckland's bus stops. However, we do acknowledge that more bus stops across the region need shelters; less than 10% of Auckland's stops contain shelters and we are seeking funding to address this.</p> <p>Most of this feedback is outside the scope of this project but will be considered when the West Auckland bus network is reviewed.</p>
<p>Concerns with Te Atatu Interchange/Station</p> <p><i>Mentions: 3</i></p>	<ul style="list-style-type: none"> • Current interchange is poorly designed. • Area is too congested to accommodate an interim interchange/station. • Too difficult for buses to access. • Too many busy fast-moving traffic lanes for buses to negotiate. • Off-ramp is poorly designed. • Te Atatu Road South is poorly designed. • It will be difficult building priority bus lanes on Te Atatu Road. 	<p>The designs for the bus stops at Te Atatu will be developed further in the next phase of this project and will take into consideration all our different customer requirements and will undergo a full safety audit. This will ensure any safety issues are identified and the design modified to ensure a safe environment.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
Provide adequate car parking at stations <i>Mentions: 13</i>	<ul style="list-style-type: none"> • Provide park and rides. • Will there be parking at proposed interchanges? • Free park and rides. 	<p>Thank you for your feedback and requests for park and ride facilities. While we understand that many people still need, or would like, to use their vehicles to get to bus stations, as much as possible we advocate the use of public transport and active transport modes from your point of origin.</p> <p>We're working hard to improve our public transport network to reduce the region's reliance on cars. In September 2019, the final part of the New Network rollout was implemented. Before the New Network, 215,500 Aucklanders lived within 500 metres of a frequent or rapid network route stop. After the New Network was implemented, 527,600 people were within 500m of a frequent or rapid stop (a 144% increase).</p> <p>Auckland Transport's Parking Strategy and the Regional Public Transport Plan have found that park and rides are most effective when they are located at the urban periphery where there are minimal alternatives to access public transport. Closer into the city centre, feeder buses are more efficient.</p> <p>More information about AT's Parking Strategy and the Regional Public Transport Plan can be found on our website:</p> <ul style="list-style-type: none"> • Parking strategy • Regional Public Transport Plan (RPTP) (at.govt.nz) <p>As the number of cars on our roads continues to increase, we need to find ways to reduce congestion and increase the use of public transport. Therefore, people will be encouraged to use frequent local feeder buses to get to the bus stops being provided as part of this project. Park and ride or 'kiss and ride'* facilities will not be provided by AT at Lincoln Road, Te Atatū or Westgate as part of the interim improvements.</p> <p>AT are investigating a station near the Brigham Creek interchange, which is proposed to include park and ride. The outcome of this investigation will be known in mid-2021.</p> <p><i>*A 'kiss and ride' is a term for a facility that allows commuters to be dropped off by car and then complete the rest of their journey via public transport.</i></p>

Other Comments: Other themes

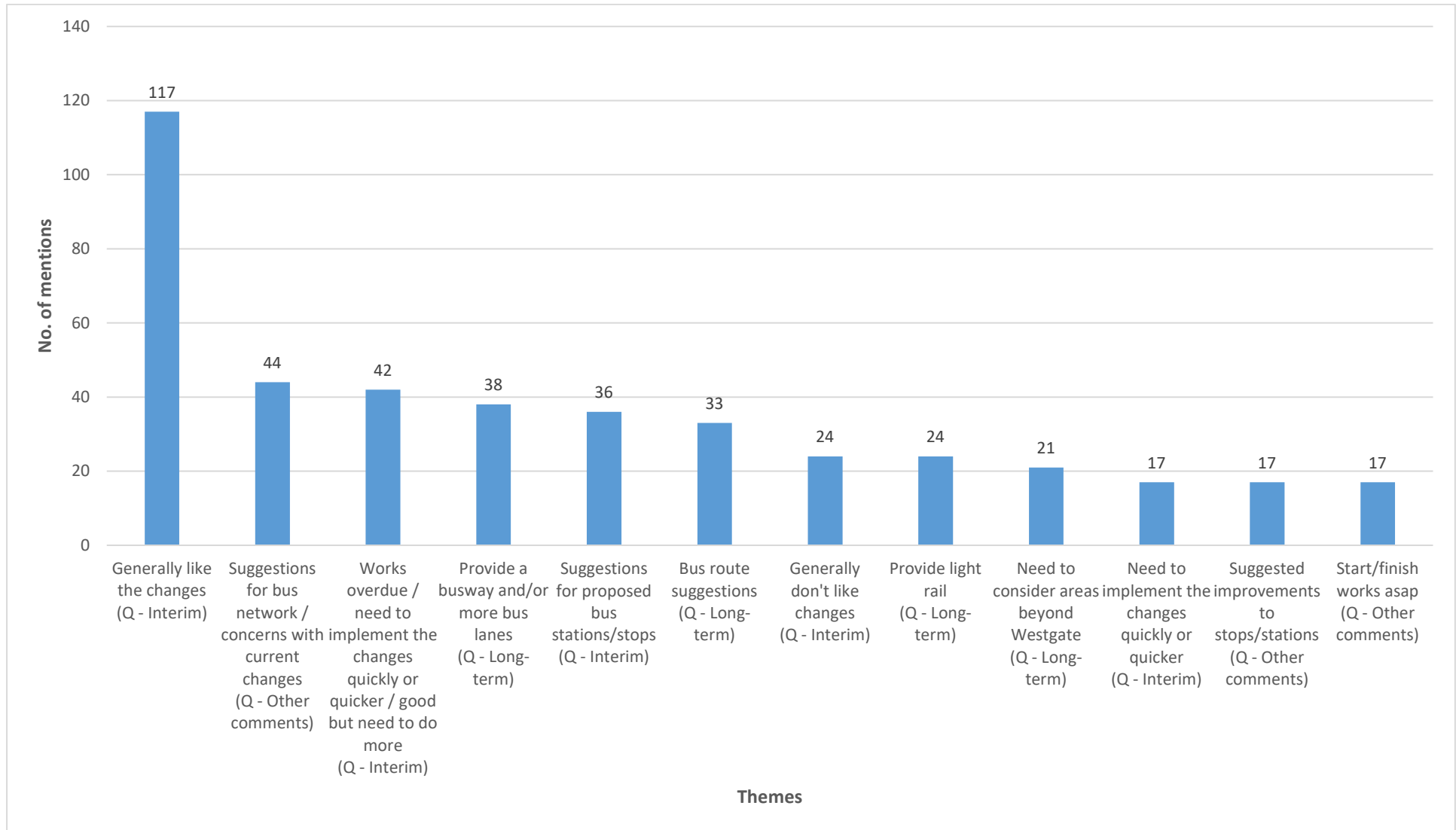


Feedback Theme	Main Points	Auckland Transport's Responses
<p>Other suggestions for public transport <i>Mentions: 58</i></p>	<ul style="list-style-type: none"> • Good connectivity is vital for public transport. • Reliability is vital for public transport. • Public transport needs to be affordable/cheaper than driving. • Prioritise public transport over cars. • Public transport needs to be faster than private vehicle. • Provide bus stops at regular intervals. • Upgrade/modernise bus shelters. • Not enough population density to make public transport work in Auckland. 	<p>Thank you for this feedback. We support your views on the importance of public transport and providing Aucklanders with better and more reliable public transport options.</p> <p>These interim improvements will provide people in the northwest with a fast, efficient bus service along the motorway. The improved journey times will give people more transport options, encourage them to leave their cars at home and help reduce motorway congestion.</p> <p>Bus passengers going from Westgate to the city during the morning peak could save around 25 minutes on their journey as a result of these improvements. That will create a journey time of 45-55 minutes which will increase the appeal of taking the bus instead of driving.</p> <p>Building these bus stops at Westgate and the Lincoln Road and Te Atatū motorway interchanges will enable a high-frequency northwestern express bus service using a bus lane on the motorway to connect with local feeder services operating to each station. The bus network will also be reviewed to make better use of the proposed new bus stops. A map of the proposed 'all day bus network' is available on our website.</p> <p>In the near future, we will provide more information on the proposed changes to the existing network.</p> <p>The designs for the bus shelters will be developed further in the next phase of this project and will take into consideration all the specific requirements of the location.</p>
	<ul style="list-style-type: none"> • Invest in low carbon buses/public transport e.g. electric buses. 	<p>We currently have eight electric buses operating around Auckland. Next year, we will add 21 new electric buses and one hydrogen bus to the network.</p> <p>We have a Low Emissions Bus Road Map and by 2040 we're aiming to have a zero emissions bus fleet. As part of this road map, we plan to stop the procurement of internal combustion buses by 2025, and have a fleet with no tailpipe emissions by 2040 (this could be electric or hydrogen).</p> <p>More information on AT's sustainability approach is available on our website.</p>

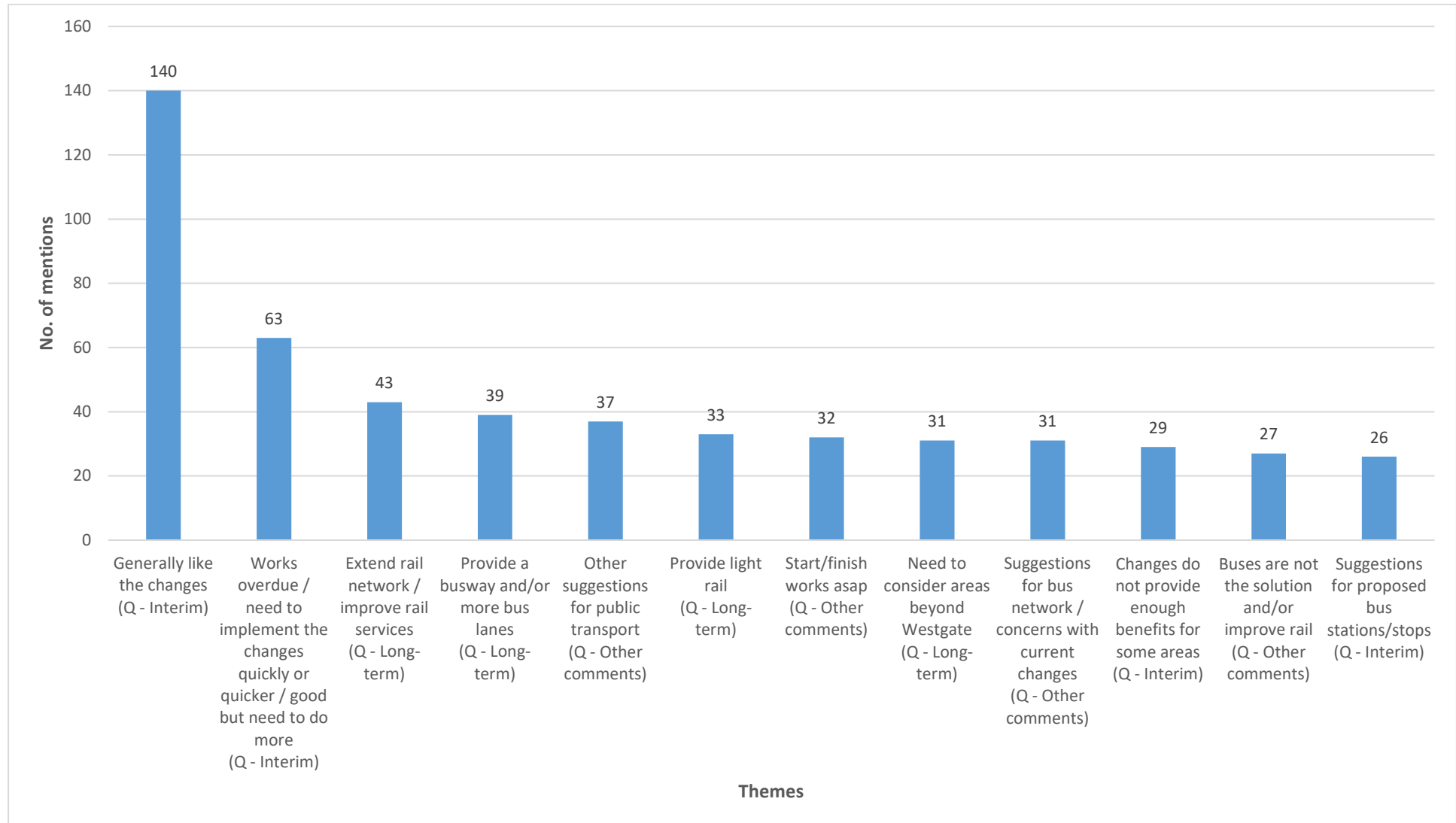
Feedback Theme	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Need annual/biannual bus passes. • Allow pets on buses. • Allow motorcycles/T2 to use bus lanes. • Ferry service from Te Atatu. • Allocate funding to ensure bus shelters are adequately cleaned and maintained. • Increase feeder buses to train stations when rail replacement buses are operating. 	<p>This feedback is outside the scope of this project. We suggest this feedback is given as part of the next Regional Public Transport Plan consultation, which is due to take place in 2022.</p>
<p>Need better cycling infrastructure in West Auckland / Suggested improvements <i>Mentions: 20</i></p>	<ul style="list-style-type: none"> • More / better cycleways. • Need underpasses for people on bikes at Lincoln and Royal Roads. • Need underpasses on Northwest Cycleway at all junctions. • Ensure cycle lanes in place around interim stations. • Provide bike parking at stations. • Add bike racks to buses. 	<p>Existing walking and cycling routes will connect to the new facilities. This will increase the number of people who can easily and safely access the bus stops.</p> <p>We are also looking into the possibility of providing secure and covered bike parking areas within walking distance of the bus stops. If and where possible, we would like to be able to provide safe and dry places nearby for people to leave their bikes before getting on the bus. There are a number of safety considerations to take into account and what we're able to provide will differ at each location. For example, Lincoln Road and Te Atatū present a number of challenges in regard to safety and available space for bike parking. As we move into the detailed design phase, we will have a greater understanding of the possibilities at each bus interchange.</p> <p>The problem with bike racks on buses is that they are great for the one or two people using them but can hold up many other people as they wait for the bikes to be loaded on and removed from the bus. They slow buses down at unplanned intervals creating unreliable timings for people all along their routes.</p>
<p>Other ideas <i>Mentions: 19</i></p>	<ul style="list-style-type: none"> • Do some free promotional trips. • Improve communications about benefits of public transport, such as the time savings from improvements. • Need to get better at communicating the future plans for public transport. 	<p>Thank you for your feedback on the need to improve the way we communicate the benefits of public transport. We will take this feedback on board and look for ways to do a better job at encouraging more people to use public transport.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Need to get better at communicating the smaller improvements being made to public transport. • Extend motorway infrastructure into the northwest. • Kumeu bypass. • Second harbour crossing essential. • Join SH16 and SH18. • Rutherford School kids cross the motorway, need to improve pedestrian crossing over motorway onramp to be safer. • Need a "MOTORWAY ONLY" lane from Gloria Ave to Motorway on Te Atatu Peninsula • Need to install footpaths beyond Westgate. 	<p>AT periodically has travel free periods on public transport, for example the 'home free' offer on the Friday evening and Saturday prior to Christmas in December 2020.</p> <p>AT is working closely with Auckland Council and Waka Kotahi NZ Transport Agency on the Supporting Growth Programme which is developing transport networks to support the development of Auckland's new future urban growth areas over the next 30 years. The northwest is one of the focus areas and includes a proposal to provide an alternative state highway connection (the Alternative State Highway Corridor) between Brigham Creek and State Highway 16 west of Huapai. This alternative corridor will bypass the Kumeu-Huapai town centre.</p> <p>More information is available on the Supporting Growth website - Northwest Auckland Supporting Growth Programme</p> <p>Information on the Additional Waitemata Harbour Connections project can be found here: Additional Waitematā Harbour Connections Waka Kotahi NZ Transport Agency (nzta.govt.nz).</p>

Top feedback themes for existing public transport users



Top feedback themes for people that don't currently use public transport



Key interest groups

The following key interest groups/organisations provided feedback on the proposal. For a copy of their submission please refer to [Attachment 2](#).

- Whau Local Board
- Councillor Tracy Mulholland
- MP Chris Penk
- AA
- Greater Auckland
- Generation Zero
- Anthony Cross Ltd
- Rosebank Road Business Association
- Northwest Country Business Association
- Campaign for Better Transport
- Auckland DHB
- Bike Te Atatu
- Bike Auckland
- Bus and Coach Association
- Ritchies
- Transpower
- Wilshire Residential Limited
- Kiwi Property

Attachment 1: Feedback form

Feedback form

Give your feedback by 25 October 2020

1. Do you currently use buses to travel around or to/from northwest Auckland?

Yes - go to question 3

No - go to question 2

2. Would you be more likely to use the bus to access the city centre and/or wider northwest Auckland when the interim improvements are complete?

Yes

No

3. What do you think of the interim improvements proposed within the next five years?

4. What do you think the long-term (beyond five years) investigations for rapid transit along the Northwestern Motorway (SH16) should consider?

5. Are there any other comments you would like to make?

Attachment 2: Feedback from key interest groups

Whau Local Board

Resolution number WH/2020/121

MOVED by Member W Piper, seconded by Member J Rose:

That the Whau Local Board:

- a) receive the Auckland Transport October 2020 monthly update report.

CARRIED

Resolution number WH/2020/122

MOVED by Member W Piper, seconded by Deputy Chairperson S Zhu:

That the Whau Local Board:

- b) thank Owena Schuster, Elected Member Relationship Manager – Auckland Transport, for her attendance via Skype to speak to the item
- c) welcome the opportunity to provide feedback on Auckland Transport’s proposed interim public transport improvements for the northwest
- d) note that the Whau Local Board has consistently advocated for improved feeder services to New Lynn, improved public transport services and improved freight efficiency to the Rosebank Peninsula, and for the consideration of a station at the Rosebank-Patiki interchange for any future rapid transit network along the State Highway 16 corridor
- e) note its disappointment that the current proposal for a northwest busway along State Highway 16 does not include a station at the Rosebank-Patiki interchange and ask that Auckland Transport and Waka Kotahi provide a full and detailed explanation of the reasons for its exclusion
- f) request that the option for a station at the Rosebank-Patiki interchange be kept open
- g) note that the interim improvements include some increased provision of bus services along Rosebank Road, which the local board supports while noting the significant limitations of any bus services on the Rosebank Peninsula to provide an efficient and integrated service after the construction of the proposed northwest busway if there is no station at the Rosebank-Patiki interchange
- h) request that Auckland Transport work with Auckland Council staff currently working on the Whau Local Board’s Greenways Plan refresh around the provision of improved walking and cycling connections around the coastal perimeter of the Rosebank Peninsula to create safe, low carbon options for local transport and to take pressure off the main Rosebank Road corridor
- i) support the Rosebank Business Association and urge all agencies involved to continue working closely with it to ensure the needs of its members are understood and taken into account, given the significant contribution of the Rosebank area to the regional economy
- j) support improvements to public transport for people living in the Kelston area and request that Auckland Transport consider the provision of additional services and multi-modal connections to this area noting its relative isolation and deprivation and noting that the Whau Local Board has received strong feedback from Kelston communities in favour of improved bus services and walking and cycling connections
- k) support any improvements to feeder bus services to New Lynn
- l) note that this feedback has been provided in draft form to Auckland Transport staff prior to the close of its public consultation on 25 October 2020.

CARRIED

Councillor Tracy Mulholland

I would like my interest in a stop at Rosebank Road noted.

MP Chris Penk

What's proposed	Chris Penk's feedback
<p>A station at Westgate.</p> <p>We would like to know:</p> <ul style="list-style-type: none"> • Is there anything you would like us to take into consideration? 	<ul style="list-style-type: none"> - Park and Ride facilities are key - Needs to be well lit and safe
<p>Interim bus stops at the Lincoln Road and Te Atatū motorway interchanges.</p> <p>We would like to know:</p> <ul style="list-style-type: none"> • Is there anything we should be taking into consideration with these stops? 	<ul style="list-style-type: none"> - Minimum possible impact on other users of the motorway
<p>Upgrading and extending the existing bus shoulder lanes on the Northwestern Motorway (SH16).</p> <p>We would like to know:</p> <ul style="list-style-type: none"> • Do you support these measures? • Is there anything you would like us to take into consideration? 	<ul style="list-style-type: none"> - Yes, works need to start ASAP
<p>Improvements at motorway interchanges to increase priority for buses.</p> <p>We would like to know:</p> <ul style="list-style-type: none"> • Do you support an increase in priority for buses? • Is there anything you would like us to take into consideration? 	<ul style="list-style-type: none"> - Yes, provided it doesn't unduly reduce the availability of the motorway to other motorway users
<p>A review of the bus network to utilise the new bus stops. This will be based around New Network principles to support growing bus patronage and set a foundation for more substantial rapid transit investment in this area in the future.</p> <p>We would like to know:</p> <ul style="list-style-type: none"> • Is there anything further you think we should take into consideration? 	<ul style="list-style-type: none"> - Should take place on basis of projected population growth areas, not current, given growth due soon (i.e use Unitary Plan, SHAs rather than census to determine).
Long-term plans (beyond five years)	
<p>There are also plans to provide rapid transit to the northwest in the long-term.</p> <p>Rapid transit is fast, frequent, high capacity public transport separated from general traffic. This means it is unaffected by road congestion – like the Northern Busway on the Northern Motorway (SH1).</p> <p>We would like to know:</p> <ul style="list-style-type: none"> • Do you support these aspirations? Is this a priority? 	<ul style="list-style-type: none"> - Yes, this is an absolute priority in principle. The area has been severely neglected and is crying out for this. - The long-term investigation should consider the relationship to existing (or already planned) infrastructure transport corridors, including:

<ul style="list-style-type: none"> • What do you think the long-term investigation should consider? 	<ul style="list-style-type: none"> ○ Western Line (rail); and ○ Alternative corridor/Kumeu bypass
<p>Implementing rapid transit along the Northwestern Motorway (SH16) is a significant project and will take time.</p> <p>Waka Kotahi is leading the investigations into the long-term improvements which will build upon the changes made as part of this project.</p> <p>We would like to know:</p> <ul style="list-style-type: none"> • If there anything else that you think is relevant to these investigations that we should know about? 	<ul style="list-style-type: none"> - See comments above
<p>We expect the benefits of the interim improvements are:</p> <ul style="list-style-type: none"> • Faster and more reliable bus services. Bus journeys from Westgate to the city are expected to be around 25 minutes quicker. • Encourage more people to use buses to help reduce congestion and carbon emissions. • Improved access to job opportunities. Around 170,000 more people in the northwest will be able to get into the city within a 45-minute bus journey. <p>We would like to know:</p> <ul style="list-style-type: none"> • If you agree these are important to your community? • If there is any further comment on these benefits you'd like to make? 	<ul style="list-style-type: none"> - Absolutely, we need this now - This should connect with the City Rail Link – perhaps at Britomart (and elsewhere if need be).
<p>Is there anything further that you'd like to feedback about this project?</p>	<p>Needs to be started ASAP.</p>

AA

Proposed public transport improvements for the Northwest: NZ Automobile Association feedback

Overview

The NZ Automobile Association (AA) is delighted to provide feedback on the proposed improvements to bus connectivity to the Northwest. The AA strongly supports the proposed changes. Auckland's Northwest is in desperate need of better public transport (PT) connectivity, and this need will only increase as the area is transformed by growth. Action is required now to meet – and get ahead of – demand.

In our view, improving PT to the Northwest ticks all the boxes: there is strong need, strong public support, and progress can be delivered relatively quickly. But in order to realise the full benefits of a PT connection, the Northwestern motorways needs its own separated rapid transit corridor (just like the Northern and Southern motorways). We are therefore eager to see these improvements followed by the delivery of a fully-fledged Northwestern Busway as soon as possible.

The AA was very pleased to see funding allocated to this project under the Covid-19 Response and Recovery Package – our submission to the Infrastructure Industry Reference Group on “shovel-ready projects” in April this year had called for work to advance the design and delivery of a Northwestern Busway to be included on the list.

Rapid transit strategy

While we are pleased to see work progress on this project, we do not wish to see it take place in a vacuum. There is no mention in the consultation material of longer-term plans for the corridor – specifically, a bus rapid transit

connection to Westgate – and we are concerned that, if the current work does not align with the work that will be required further ahead, it could well lead to inefficiency and waste. Announcing the current work without any reference to future rapid transit plans also sends a confusing message to stakeholders.

We understand that planning for rapid transit to the Northwest has been held back by current uncertainty around the City Centre to Mangere (CC2M) light rail project. This delay is frustrating and underlines the need to settle on an approach to CC2M as soon as possible and, more importantly, to develop a comprehensive strategy for the whole of the Auckland rapid transit network – one that guides how and when different projects are to be delivered.

Land use

Nor is there any mention in the consultation material of land use, and opportunities for transit-oriented development around Westgate station in particular. In order to make the most of these opportunities, land use and transport plans must be integrated right from the beginning. In this case, we would hope to see zoning rules put in place that allow multi-storey apartment blocks around Westgate station with retail/commercial space on the ground floor, making the station a place to live as well as a transport hub.

Off-ramps

We would also like to understand the impact that additional bus and pedestrian traffic is likely to have on complex traffic environments at motorway off-ramps. On already congested off-ramps like Te Atatu Road, there is a risk that traffic queues will be pushed further back onto the motorway. This could lead to increased travel-time delays for general traffic and to safety issues, due to speed differentials (between lanes where traffic is waiting to exit the motorway and lanes where it's travelling straight through) across more of the motorway.

But the AA is also concerned about resilience. Longer queues could further compromise the ability of SH16 to play a back-up role if and when we see another situation where SH1 North is fully or partially shut down. We therefore request that any data on this be made available.

A further area of concern is the interaction between buses and general traffic at off-ramps, in situations where there are no bus stations (as will be the case at Patiki and Royal Roads), and therefore no need for the bus to exit. Shoulder-running buses that continue straight through would cut across any off-ramp traffic, and it strikes us that there is a great deal of room for things to go wrong. We would like to know what lessons have been drawn from the pilot of bus shoulder running on the Northern Busway, which has involved exactly this type of manoeuvre by buses at the Onewa Road off-ramp.

The new service will lead to a significant increase in the number of pedestrians at and around motorway off-ramps, and this could well mean a more dangerous environment for those on foot. To what extent has this been investigated, and how will any additional risks be mitigated?

Park and ride

We are disappointed that no concrete plans for park and ride are being made at this stage, specifically at Westgate. Park and ride plays a crucial role in supporting mode shift, opening up PT use to people who can't conveniently use feeder bus services, and increasing the appeal of PT to as many people as possible. If park and ride is to fully play its role at Westgate, a significant number of parking bays will be required, and the time to plan for these is now – not once the land has already been allocated to other uses. We encourage you to bring forward plans for park and ride at Westgate, and to share these plans publicly as soon as possible.

Breakdowns

We note that the AA deals with up to 100 vehicle breakdowns a month on SH16. The proposed changes can only mean a greater likelihood of interaction/tension between AA Roadservice vehicles (and the broken-down vehicles they're assisting) and buses in the shoulder lane. We would like to know whether you anticipate that any operational changes (for safety or efficiency reasons) may be required on the part of our Service Officers, as bus frequencies increase.

Closing remarks

Once again, we appreciate the opportunity to provide feedback. We would also appreciate the opportunity to meet with the project team to discuss our queries and concerns in more detail.

Yours sincerely,
 Barney Irvine

Principal Advisor – Infrastructure

Greater Auckland

Interim proposals

They're a start but bus stops on motorway on-ramps and on motorway interchanges presents a very poor customer outcome, one that will subject passengers to a lot of noise and air pollution. There are also concerns about the safety of those waiting and transferring between services. Motorway interchanges are pedestrian hostile places where vehicles are often travelling at speeds much higher than posted speed limits and sometimes ignoring light phases. This will put public transport passengers at risk and mean it is not practical to be used by some segments of society unaided, such as children. It should be made clear, both in language and in planning commitments that this is only a very short-term solution and that longer-term solutions will begin immediately.

Long-term proposals

Over the long term the Northwest needs a dedicated rapid transit solution, be it busway or light rail. There needs to be consideration for staging so some parts can be implemented sooner as well as the potential to upgrade modes, for example making it easy to upgrade in the future from bus to rail. This should include both in the delivery of the right of way and stations. Consideration also needs to be given to not just the right of way along SH16 but how the vehicles that will use it move in the city centre - this has been excluded from previous studies.

Generation Zero

The Northwestern Public Transport Improvements Project is an exciting and much-anticipated initiative that will help bridge the gap between West Auckland's present transit infrastructure and a future, dedicated rapid transport corridor.

Overview

As follows are some of our general thoughts:

1. Access to bus stops for people on foot and on bikes is critical:

- In this submission we highlight areas in which footpaths, shared pathways, and overbridges should be implemented or upgraded.
- At motorway interchanges, pedestrians have to cross wide roads when using signalised crossings. Pedestrian countdown timers (like ones found in the city centre) should be installed so that people - especially those with accessibility needs – can have more certainty when navigating their way to and from bus stops. Intervals between signals should be minimised and crossing times maximised.

2. AT and NZTA must strive to ensure that pedestrians and cyclists on traffic islands, particularly ones with bus stops, are shielded from fumes and passing vehicles:

- As specified in this report, islands must be as wide as possible.
- Beyond protective barriers, placemaking items like green features should be installed.
- Traffic calming measures at motorway interchanges should be investigated.
- The artist's impressions for this project that are currently available to the public can be difficult to decipher. How lanes will be rearranged to make room for shared pathways and bus stops can be unclear and unrealistic. We trust that this project's improvements will be finalised without comprising the width or accessibility of walkways.

3. We strongly support the installation of sheltered and secure bike parking:

- We emphasise the importance of strong walking and cycling connections so that people can reach these locations before switching modes.

4. We support the new bus network:

- We look forward to bus service frequencies increasing as urban intensification in West Auckland accelerates.
- For all parts of this project, excellent feeder services are crucial to enticing people to leave their cars at home and to use public transport.

Westgate Interchange

Generation Zero supports the proposed express and feeder bus routes for the Westgate interchange. With regards to the Wilson parking lot (red square) as well as the undeveloped land to the west (orange box): we hope that the new bus services here will effectively cater to the residential and park-and-ride projects planned at these locations. As traffic volumes grow, ensuring bus priority is critical. For buses queuing at Tawhia Drive (purple box) to turn onto Fred Taylor Drive or proceed straight onto Fernhill Drive, we note the potential for a future bus priority lane, like the one on Wellesley Street seen below:

Lincoln Road North

We agree with the bus stop locations put forth for the Lincoln Road interchange and support the addition of a new roundabout. The eastern side of The Concourse (shown above in yellow) leading up to where the road meets the proposed bus stops lacks any pedestrian provisions. We hope AT will install a footpath to remedy this and accommodate those who work in the area. Marked above in green are two signalised pedestrian crossings not realised in the publicly-available illustrations for this project but vital to pedestrian access in the final design.

Lincoln Road South

When creating new bus stops, retaining the safety and accessibility of existing footpaths and shared pathways is essential in ensuring the final infrastructure can be used by all. On this note, we emphasise that when delivering the bus stop for Henderson-bound buses on Lincoln Road (indicated by a purple circle), AT should retain the existing footpath's width. We also encourage AT to future-proof this project and minimise disruption by using this opportunity to expand it to comfortably accommodate both bicycles and pedestrians.

Similarly, we highlight the need for a shared pathway along the western side of Lincoln Road, which is marked in red. It is understandable that the publicly-available illustrations for this interchange don't share the same detail as the final schematics.

For the northbound Lincoln Road bus stop (brown circle), we underline the need for a wide traffic island that gives people on foot and on bicycles plenty of space and avoids sandwiching them between several lanes of vehicles. Active transport access between the northern and southern parts of the Lincoln Road interchange is difficult because there is no direct route. For instance, a person on foot or on bike (marked above by a black circle) would have to navigate as many as eight separate signalised pedestrian crossings to reach the proposed bus stop on Lincoln Road North for citybound express services. To avoid confusion and delays for users, as well as to discourage people from crossing the road at unsignalised points,

Generation Zero strongly recommends reclaiming one of the Henderson-bound vehicle through-lanes (shown in blue) and converting it to a shared path. This pathway would cross the citybound motorway on-ramp before reaching the proposed local and express bus stops on Lincoln Road North.

Te Atatū North

Building bus stops on traffic islands perched between multiple lanes of traffic exposes active transport users to exhaust fumes and fast-moving vehicles. The above illustration originally shows the two proposed bus stops towards Henderson located on a perilously narrow traffic island. To the right of this are two general traffic lanes and a T2 priority lane heading towards the city centre. Given that express buses no longer use the section of the T2 lane leading up to the traffic lights (marked in purple), we strongly support removing the far-left traffic lane and converting the identified section of the T2 lane into a general lane. This will allow the traffic island's bus stop to be expanded (green triangle) and provide the requisite space for those with additional physical needs and people with young children so that they can feel comfortable and safe. For express buses from Westgate that are heading

towards the CBD-bound motorway on-ramp, the far-right lane (indicated in blue) should be converted to a bus lane.

Beyond protective barriers, we also recommend adding placemaking measures like green features to make the bus stop more pleasant.

Te Atatū South

We support the proposed measures for the Te Atatū interchange but highlight some further opportunities for improving bus, pedestrian, and bicycle access and safety.

For the above Henderson-bound bus stop (blue), the width of the current shared pathway must not be narrowed; instead AT should take this chance to expand it. The same is true for the peninsula-bound local bus stop (circled in red). However, AT decides to accommodate it, there should be at least two metres of pedestrian space in front of the shelter, and four metres behind it for the shared path.

Final Thoughts

Generation Zero welcomes this project because improving public transport is key to reducing emissions, decongesting our streets, and providing people with more equitable options for getting around. With some alterations to pedestrian and cyclist accessibility, we are confident that the proposed changes will work well as interim transit measures for this area of Auckland. We look forward to this project's more permanent successor in the form of light rail - our strongly-preferred option for this route.

Anthony Cross Ltd

Interim proposals

I support the basic principles of the interim improvements. More journeys will be easier to make with fewer, better connected and more frequent routes in the Northwest Auckland network. The provision of long-overdue bus-to-bus interchanges at Te Atatu and Lincoln Rd, however interim, will enable better bus services for Northwest Auckland, not only to and from the city centre but also for local journeys such as Te Atatu Peninsula to Westgate. This will enable the full benefits of the West Auckland New Network to be realised as originally envisaged, albeit with much less desirable interchange facilities than Northern Busway-style bus stations.

However: (1) I do not support cutting back route 14 from Westgate to Lincoln Rd. One of the main purposes of route 14 as established in 2017 was to link the Lincoln Rd corridor, with its many businesses and jobs, including Waitakere Hospital, with not only Henderson and New Lynn to the south, but also with Westgate to the north, as an emerging metropolitan centre and public transport hub. The proposed network would mean that customers wanting to travel to Waitakere Hospital and Lincoln Rd from all points north and east of Westgate, including the North Shore, would have to transfer at both Westgate and Lincoln Rd, rather than just at Westgate as now.

(2) It is not clear why there will be two frequent routes duplicating each other between the Lincoln station and the city centre. I assume the reason is to enable the green route to use the motorway bus lanes all the way to and from the city, and for the blue route to use the Great North Rd along the current route 110 alignment, to maintain connections at Pt Chevalier in particular. If this assumption is correct, it needs to be spelt out in the feedback report. Rather than the blue route (frequent route 11 presumably) having two branches as proposed, I suggest that route 14 should continue as a frequent service to the new Westgate station on the current 14t alignment, and that the blue route should take over the 14w alignment. This would mean that route 14 would follow the more direct path between Waitakere Hospital and Westgate, and route 11 would follow the most central path (with the greatest residential catchment) through the suburb of Massey. This would be particularly important if route 129 along Don Buck Rd and Universal Drive were to be discontinued in favour of frequent service on Don Buck Rd (route 12).

Rosebank Road Business Association

FEEDBACK ON PUBLIC TRANSPORT IMPROVEMENTS FOR THE NORTHWEST

Introduction

The Rosebank Business Association ('Association') - 'Rosebank – Gateway to the West' - welcomes the opportunity to make this submission. The Rosebank Business Improvement District is a commercial and industrial hub of 650 + businesses located on the Rosebank Peninsula in West Auckland. It has direct access to the SH16 North-Western Motorway and when the Waterview tunnel was completed, it's traffic count increased to between 25 and 35.000 vehicles per day with immediate access and link to the SH20 Airport Motorway.

Businesses in the area generate an estimated \$1 billion in revenue, pay significant rates and employ about 9,000 FTEs. The predictions are that this workforce will increase to 20,000 by 2035. Following recent election presentations and visits from most of the political parties including the Prime Minister, National Party and Act Party leaders one can assume that at least Central Govt agencies see and understand the role that Rosebank businesses will play in helping to regenerate business growth in West Auckland. That in itself will require all transport Agencies to develop acceptable and timely initiatives to keep Rosebank transport moving and well managed. The RBA are also seeking via this submission to see all transport agencies pull together and produce a strategic plan for Rosebank that provides for the next 5 years and then 10 years beyond that.

Background

Auckland Transport and Waka Kotahi NZ Transport Agency have asked the Rosebank Business Association (RBA) for feedback on a proposal to improve public transport connections to and from Auckland's northwest. The proposal involves Auckland Transport and Waka Kotahi working together on upgrades that will improve public transport travel time and reliability for people who travel by bus to and from northwest Auckland. The improvements proposed over the next five years include:

- a station at Westgate and interim bus stops at Lincoln Road and Te Atatū motorway interchanges (but not Rosebank);
- upgrading and extending the existing bus shoulder lanes on the Northwest Motorway (SH16);
- improvements at motorway interchanges to increase priority for buses;
- a review of the bus network to utilise the new bus stops.

Funding for the interim improvements has been granted by the government through Crown infrastructure Partners Ltd and planning design work is underway. For the long-term (beyond five years), Waka Kotahi are exploring other public transport improvements that will be able to move even more people along the Northwest Motorway (SH16). Benefits Auckland Transport and Waka Kotahi say the benefits include:

- faster and more reliable bus services (bus journeys from Westgate to the city are expected to be around 25 minutes quicker);
- encouraging more people to use buses to help reduce congestion and carbon emissions; and
- improved access to job opportunities with around 170,000 more people in the northwest being able to get into the city within a 45-minute bus journey.

Why these improvements are needed

The northwest is growing. By 2046, it will have 37,000 new houses, 11,000 new jobs and nearly triple the number of people travelling along the North Western Motorway (SH16). People living in the northwest have limited options for travelling to work, study and social activities. The lack of bus interchanges and gaps in bus priority lanes make it difficult to provide an efficient and reliable bus network. This means a large number of people rely heavily on their car. If bus journeys aren't improved, congestion will get worse over time and journeys for motorists and bus passengers will take longer. Added to this dilemma we know that up to 50% of all trade workers in West Auckland travel outside of the West to obtain work. The cost to Auckland and NZ development agencies in lost productivity, added fuel costs to the Trade workers must be recognised and dealt with.

Timeline

Auckland Transport and Waka Kotahi noted the timeline was:

- Early 2020: Planning stage.
- Late 2020: Community engagement, detailed design, and consents stage.
- Mid 2021: Staged construction starts.
- 2024-2025: All of the interim improvements are completed.

RBA Feedback

On 7 October, representatives of the RBA met with Auckland Transport and Waka Kotahi along with Local Board Chair Kay Thomas and Board Member Warren Piper. The RBA raised the following by way of feedback at that meeting and this is confirmed in this document. Additionally, RBA Board Chair Stefan Crooks, Whau Ward Auckland Councillor Tracy Mulholland and Auckland Deputy Mayor Bill Cashmore met on Friday 23rd October in a 'first steps process' to promote the Rosebank transport and traffic issues at the highest Auckland Council level.

(1) Investigate further an interim bus stop at Rosebank

Foremost is the RBA's concern that the proposal does not include an interim bus stop at the Rosebank motorway interchange (as is proposed at Lincoln Road and Te Atatū). Though Auckland Transport and Waka Kotahi explained at the meeting this was mainly due to the current design of the Rosebank motorway interchange, the

RBA asks that this be thoroughly assessed and they request further detailed information regarding the reasons for no interim bus stop at the Rosebank motorway interchange.

(2) Investigate further bus services to Rosebank

Should an interim bus stop at Rosebank remain unachievable, the RBA asks for the current bus services and future options related to the interim bus stop at Te Atatū also be thoroughly assessed in terms of maximising opportunities for Rosebank. The RBA requests further detailed information regarding the frequency and route of the 138 - Henderson to New Lynn Station via Edmonton Rd and Rosebank Rd, especially at peak times. Bus shelters also require attention and improvement along Rosebank Road. The RBA also supports further assessment of the 22R - Avondale Peninsula to City Centre via Rosebank Rd bus service and how this would integrate with the proposal. In this regard, the RBA raises the issue of access from the Avondale Train station, which is limited by the current local street configuration that places limitations on bus circulation. The RBA asks that Auckland Transport and Waka Kotahi prioritise longer term solutions regarding the St Jude street level crossing and for options to include trenching the rail line at the Avondale Train station. On bus services, the RBA also offers to partner with Auckland Transport and Waka Kotahi on a research survey of Rosebank businesses and staff to assess the effectiveness of the current bus services and what could be improved (especially services for shift workers).

(3) Effects of the proposal on the Patiki road onramp and the merging of traffic into the motorway

The RBA notes that the proposal appears to involve widening the bus shoulder at the Patiki road onramp where traffic merges into the motorway. The RBA notes that this is already a 'pinch-point' for Rosebank/Patiki traffic and raises concerns that the proposal could make this worse. The RBA asks that this be thoroughly assessed, and they request further detailed information. Also, on this issue, the RBA asks for an update on the option to trial dynamic lanes using overhead and in ground signals at Patiki Road so that different lanes could be used at peak and non-peak times. This has been successfully trailed in Whangaparaoa. The initial feedback from Auckland Transport at the meeting was that Patiki Road may not be suitable for this option because of the number of entry and exit driveways along the road. The RBA requests further detailed information on this matter.

(4) Resource Consents

The RBA asks that if any resource consents are required to implement the proposals that they be pre-consulted prior to any resource consent being lodged. (5) Other transport issues The RBA also takes the opportunity to raise wider transport issues with Auckland Transport and Waka Kotahi. This includes asking for an update on when pedestrian safety improvements will be built along Rosebank Road, especially as the pedestrian refuge islands outside 607, 519, 437, and 391 Rosebank Road would improve vehicles illegally using the flush median. The RBA notes the delays for this project are now over a year. A particular concern of the RBA is that heavy vehicles are struggling at times to get out into the Rosebank road corridor across traffic, which has increased dramatically following opening of the Waterview tunnels. The RBA asks for further consideration to be given to ways to give priority to freight rather than smaller private non-business vehicles. Finally, the RBA asks about how cycling is being integrated into the proposal and whether options were being advanced for cyclists (such as a cycle lane on the eastern side of the Rosebank peninsula or even a cycle/pedestrian bridge from Timothy Place to Span Farm across the Whau River). The Association would be pleased to be discuss these and any other matters further.

Campaign for better transport

Interim proposals

We are broadly in favour of the proposed interim improvements. In particular, we consider the provision of continuous bus shoulder lanes from Westgate through to the Auckland CBD to be something long overdue and that it was unfortunate that it was held up due to the actions of central government in the last three years. We also welcome the provision of dedicated express buses from the Auckland CBD to Westgate in much the same way as what presently is provided between the Auckland CBD and Albany. However, we have a few concerns. Our first concern is with respect of the facilities provided at the interchanges. We consider that for an interchange to work, it needs to be possible to transfer from local bus services to the Express bus services on the motorway in a convenient, safe and comfortable manner. The proposed positioning of the bus stops does not facilitate that and includes gaps of several hundred metres between interchange stops which are unsheltered. In addition, most of the interchanges involve crossing busy roads. This does not provide a pleasant environment for users, particularly on winter evenings when it is pouring with rain and should be modified. Our second concern is about the lack of bus priority along Te Atatu and Lincoln Roads. The core local services (the proposed 13 and 14 bus routes) will be using these corridors to link the bus interchanges with the surrounding community and Henderson in particular

and the utility of the interim improvements will be significantly reduced if local buses get caught in traffic, resulting in minimal improvement to the overall trip time.

Long-term proposals

There are a few things investigations for rapid transit along the Northwestern Motorway should consider: Firstly, there needs to be consideration of an interchange at Point Chevalier. Rapid transit services should continue along the Northwestern Motorway and should not divert down Great North Road. Secondly, there needs to be consideration of how the local bus services will interact between both any rapid transit along the Northwestern Motorway and the existing Western Line to ensure the success of both. We appreciate most of the bus service changes implemented in 2017 were designed to improve interaction between local bus services and the existing Western Line.

Other comments

The main other comment we would like to make is with respect of Huapai rail services. With it being clear that rapid transit to Huapai is at least ten years away, we consider now is an opportune time to reconsider the decision made in 2012 to not advance rail services to Huapai. The reasoning being rejecting rail services to Huapai at the time is no longer valid. Development has long commenced in special housing areas resulting in rapid development of Huapai. Work on the North Auckland Line will shortly result in improved clearances in the Waitakere Tunnel. Also, the timeframe for a bus based rapid transit corridor has now been pushed out even further, improving the argument for using the existing rail line to provide service to Huapai and for this to potentially be an extension of existing services from Swanson.

Auckland DHB

There needs to be consistent and high-quality access/lanes for bikes and scooters. This needs to be safe and planned beyond current use. Models from overseas show there is strong growth in these transport systems. Transport systems need to be co-ordinated and unified and not built in isolation from each other.

Bike Te Atatū

Interim proposals

This submission is prepared on behalf of Bike Te Atatū. We make the following points: We support the bus improvement works and new interchanges in general. They will make central Auckland easier to get to, and other parts of west Auckland much easier to reach by public transport, which is a positive change. People will ride bicycles to these new bus stops - and this should be encouraged. We therefore request that all stations include weather-sheltered bike racks in visible locations, and with CCTV coverage. We are concerned however, that the bus stops and bus passengers could create hazards for people on bikes, especially at peak commuting hours, when the shared path is especially busy. We therefore ask that the final design: - Includes wider paths and wider signalised crossings where cyclists will have to share with a lot more pedestrians. - Includes bike detours around the back of the bus shelters (to avoid bus passengers stepping out in front of bikes) - Avoids hazards into the bikeway paths, such as chicanes, bollards or similar. We also ask that signal crossing times are vastly improved for pedestrians (and by extension, bikes). Signal times are currently long, favouring drivers entering and exiting the motorway. This *very regularly* encourages people to cross against the lights, a phenomenon which will be exacerbated by the desire to get to bus stops on time and could be a very serious safety hazard.

Long-term proposals

The long-term rapid transit investigations must ensure that the bikeway is grade separated at the motorway interchanges. The Lincoln Road / Royal Road design is not safe or acceptable and should be fixed when rapid transport is rolled out. We would like to be able to take bikes on rapid transit.

Northwest Country Business Association

Interim proposals

They are inadequate to deal with the growth in the area, do not extend to Kumeu - and they should, and won't do enough to encourage people out of their cars into public transport.

Long-term proposals

Extending the service to Kumeu and beyond. Providing Park & Ride areas and feeder buses from the RTN in Kumeu and Huapai. The traffic on SH16 north of Brigham Creek is often at a standstill and nothing is being done about public transport for the fast-growing areas of Riverhead, Kumeu and Huapai.

Other comments

It is disappointing that the growth area north of Brigham Creek are ignored. There has been significant growth in Riverhead, Kumeu & Huapai and beyond in both the urban and countryside living zones. The traffic is having a detrimental effect on business and no effort is being made to encourage people into public transport nor provide a better service. It feels like transport planners have forgotten about the large developments in Huapai and are disinterested in seriously considering RTN for the area. Transport projects are all stalled and not due to be done for decades.

Bike Auckland

Interim proposals

I support the bus improvement works and new interchanges in general. They will make Auckland easier to get around by public transport, which is a positive change. However, the design, particularly at Te Atatū South and Lincoln Road South, needs to make sure that the new bus stops and new bus passengers don't create hazards for people on bikes. Wider paths and wider signalised crossings are required where cyclists will have to share with a lot more pedestrians. Crossing signal times need to be better for both people on bikes and on foot. Existing signal delays, such as at Te Atatū North for the existing shared path, should not worsen. Where bus stops are proposed on shared paths, the shared path needs to be detoured safely around the back of the bus shelters. Especially at the southeast of the Te Atatū and Lincoln Road interchanges, it is crucial to avoid waiting passenger groups stepping into pedestrians' way suddenly. Design should particularly avoid placing any dangerous or problematic hazards into the bikeway paths, such as chicanes, bollards or similar. At the Westgate end of the project, the new bus improvements should also include providing for the extension of the Northwestern Path, from the current end at the Yellow Bridge (Westgate Drive) to the new interchange off Gunton Drive. At all interchanges, weather-sheltered bike racks should be provided, in highly visible locations, and with CCTV coverage provided.

Long-term proposals

The long-term rapid transit investigations must ensure that the bikeway will be grade separated at the motorway interchanges alongside the new rapid transit bridges or tunnels. Designs recently built at Lincoln Road or Royal Road with numerous sequential traffic signals are not safe or acceptable anymore for a city that wants to encourage active modes over car use. The rapid transit construction is an opportunity to fix these design faults in one go, which is considerably more economical.

Bus and Coach Association

INTRODUCTION

- The Bus and Coach Association N (BCA) is a membership organisation representing the interests of the bus and coach industry. We provide industry leadership advocacy, networking and services for more than 300 members (and their over 6,000 buses and coaches). The BCA represents the majority of New Zealand's bus and coach operators and domestic and international bus manufacturers.
- The bus and coach industry is a significant contributor to New Zealand's economy. The industry contributes over \$1.2 billion to GDP per year and employs over 10,200 people. In 2015 tourist expenditure on passenger transport (not including air travel) in New Zealand was \$3.4 billion and more than 1.24 million international visitors used bus and coach services.
- The BCA welcomes the opportunity to provide a submission on the Public Transport Improvements for the Northwest. The Northwest of Auckland is and will continue to be a commercial and residential growth node in the coming years. It is critical that transport, particularly public transport infrastructure and services are in place to accommodate for this growth.
- The improvements have a five-year project timeframe. However, there is no information about project sequencing. It would be useful to better understand the project sequencing as this will impact the rollout of these improvements and the potential to maximise public transport uptake.

PROPOSED ALL-DAY NETWORK

- We support the intention of the network to deliver more frequent and reliable services. This is critical to support the population and economic growth occurring in the Northwest and West Auckland as well as reducing travel times. Especially as the Auckland Plan 2050 signals substantial population growth not just for Westgate, but also surrounding communities lie Kumeu/Huapai over the coming decades.
- A frequent and reliable public transport network is critical to manage existing and future congestion levels along the state highway and the arterial road networks. Managing this congestion will have wide economic, environmental, and social long-term benefits for Auckland.
- The new system will require users to transfer from their local services to the express motorway services. This will require quality bus stations and shelters in the correct locations. It will also require services to have greater reliability through the existing arterial roads, roads which often do not have bus lane capacity.

PROPOSED WESTGATE STATION

- We support the idea of the station at Westgate due to it being a town centre and as a destination hub with shopping and amenities. The station would also be a key public transport connector to Albany, the North Shore and the wider Rodney region with its growth nodes of Kumeu-Huapai and Helensville.
- Having a station at Westgate is essential with the significant surrounding commercial and residential development happening now and, in the future, (37,000 additional houses and a further 11,000 new jobs).
- We have concerns about the proposed station location, on Gunton Dr between Tawhia and Kedgley Rd as it:
 - Is difficult to access with the proposed location being away from the shopping centre and amenities like the library and parks.
 - Could lead to health and safety issues of people cutting through the busy Westfield Shopping Centre carpark to access the station
 - Is potentially dangerous and isolated location at night with the lack of facilities and amenities around it as the shopping centre faces away from the location.
- We recommend Auckland Transport explore moving the station to Tawhia Dr and if possible, to where the closed off turning left lane that connects to Maki St is. We acknowledge this could require working with Westfield as the station would potentially affect the mall.
- Relocating the station could slow the local bus service journey through Westgate slightly with the additional traffic light stop at the corner of Maki and Kedgley Rd. We don't envisage any time delays for the Northern Motorway service. A relocated station provides health and safety benefits and greater accessibility for all users with it's more central location.

PROPOSED BUS SHELTER ON LINCOLN AND TE ATATU ROADS OFF AND ON RAMP

- We support the intention of creating these shelters to assist the proposed all day bus network. There is a definite need to increase:
 - The quality of the public transport experience
 - Public transport patronage
 - Economic and environmental outcomes from reducing or minimising increases in congestion levels (reduced travel times or more certain travel times, improved air quality and fewer carbon emissions.)
- The proposed design offers all-weather protection, unlike most bus stops in West Auckland, which either have no or limited weather protection.
- However, both proposed locations have similar issues:
 - They lack a natural residential catchment of users due to existing zoning provisions (industry around Lincoln Rd) and geographic conditions (Te Atatu Peninsula mudflats and Waitemata Harbour)
 - There will be a reliance on passengers who transfer, as most users for the Te Atatu shelters will be people from further afield in Te Atatu Peninsula and Te Atatu South who must transfer buses in the proposed network to continue their commute
 - The location of these shelters also requires users to cross State highway intersections with heavy traffic volumes and speeds at Lincoln Rd and Te Atatu Rd off and onramps.

NEW BUS SHOULDER LANES

- We fully support the rollout of new bus shoulder lanes improvements that create a connected shoulder lane along State Highway 16 from Newton to Westgate as well as those proposed for the off and on ramps. We believe these improvements are necessary and will improve travel time reliability and further incentivise mode shift from car to public transport.

OTHER THOUGHTS

- The lack of bus lanes along Te Atatu Rd in Te Atatu South, despite the substantial upgrade completed 3 years ago, is causing existing service unreliability. Many services run late due to the current road layout. With the proposed intensification of Te Atatu South that the Unitary Plan envisages, additional pressure on the road will occur, regardless of increased patronage, due to its use as a critical West Auckland arterial.
- We would like AT to advise of any improvements they are looking to undertake, which will improve the reliability of bus services on other Northwestern and Western arterial and suburban roads at peak hours. Ensuring public transport service reliability of these arterial is crucial for the performance of the wider system.
- Prioritising upgrading Lincoln Rd is essential for these Northwest improvements. While we appreciate they need to curb expenditure as part of the Auckland Council emergency budget, upgrading Lincoln Rd is of critical importance to unlocking the transport network in the Northwest.

Ritchies

Following our recent conversation, please find below feedback from Ritchies Transport (Ritchies) on proposals to improve public transport in Northwest Auckland. I would be obliged if you could pass this on to the feedback team.

1. Ritchies thanks AT and Waka Kotahi for the opportunity to feedback on proposals to improve Public Transport options in the Northwest of Auckland.
2. Ritchies have maintained a presence as a bus operator in the West and Northwest Auckland for over 40 years. We have previously operated services commercially and under contract to Auckland Councils in Helensville, West Harbour, and Masset areas. We currently operate services under contract to Auckland Transport between Henderson and North Shore whilst continuing to provide School, Intercity and coaching transport from our base in Swanson. We also provide PT in Green Bay, Blockhouse Bay and Titirangi areas.
3. Ritchies fully supports the proposal to provide new Bus Interchanges and to provide bus priority measures on the North western Motorway (SH). Ritchies acknowledges the rapid growth that is already evident in the Northwest with developments currently complete or underway in Riverhead, Redhill and Birdwood. As these developments come on stream the demand for transport will grow and existing road network will be placed under considerable pressure. The provision of quality PT infrastructure and services will be essential to encourage PT mode use for both business and leisure journeys and assist in relieving pressure on an already congested road networks.
4. Ritchies note the intention to review the existing PT network for the North-western area and implementation of any changes are planned in the next 5 years. Given that residential developments are occurring at pace, we urge AT to consider a staged early implementation of service changes where both patronage growth and existing infrastructure permit an increase in service levels. We refer particularly to the current 120 service between Henderson and Constellation Station serving Swanson, Westgate, West Harbour and Greenhithe. This service will be a key connector for destinations including employment and education areas in Hobsonville and on the North Shore for residents in the areas of Redhill and Birdwood plus connections to the Northern Busway. We note that AT have indicated an increase in this service to fast and frequent status with 4 buses per hour planned in the future and suggests that consideration be given to implementing these changes in the next 12 months. There are many empirical studies that suggest that having PT services present during residential developments encourages usage of PT. Supplying comprehensive transport options after developments mature generally leads to greater car dependency.
5. Looking beyond 5 years we support the investigations into further stations along the North-western Motorway at Waterview and St Lukes. This would support access for potential cross-town feeder services connecting to mainline service to serve both the Auckland CBD and further east of the CBD in support of the rail network.

In summary Ritchies fully supports the proposals for improvements to North-western transport infrastructure and look forward to working with AT in delivering high quality accessible public transport services in this area.

Transpower

Feedback from Transpower regarding compliance with the NZ Electrical Code of Practice for Electrical Safe Distances (NZECP34:2001).

Wilshire Residential Limited

- Wilshire Residential Limited has recently acquired the vacant lots at 28-44 and 50-66 Westgate Drive, Westgate. These two THAB zoned properties are currently being master-planned for redevelopment and are expected to accommodate approx. 350 dwellings at 870 people upon completion in around 3 – 5 years, significantly contributing to the north west bus transport network.
- Wilshire support Westgate Drive being used to provide a local bus network connecting residents to both the Westgate-Gunton Drive and Lincoln interchanges.
- Wilshire support the provision of 4 buses per hour throughout the day, however, strongly encourage AT provide additional services (6-8 per hour) during peak AM and PM hours to accommodate the significant increase in population that will shortly be provided on the Wilshire-owned land and surrounds. Higher frequency of bus services will encourage residents to use the local bus service and discourage residents from driving/parking at the proposed interchanges.
- Wilshire support the construction of a bus lane along the north western motorway within the current extent of NZTA owned land and will not support future land take to facilitate bus lanes or light rail.
- NZTA should incorporate the construction and ongoing maintenance of an acoustic wall along the shared boundary with residential zoned land adjacent the proposed bus lanes, as part of this scope of work.

Kiwi Property

I have reviewed and can advise that Kiwi Property is in support of your initiatives. No need to meet and discuss in further detail.