

South Auckland's New Network for Public Transport: Consultation Feedback Report

Prepared for



10 October 2013

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Executive summary

This report outlines community feedback on the proposed new public transport network for South Auckland. A number of consultation activities were undertaken, and 1148 feedback forms were received in response. The main themes from the feedback were:

- Overall, 56% of participants supported the proposed new network and 22% were opposed. Seventeen per cent were neutral and 5% weren't sure.
- Just less than two-thirds of participants (64%) said they could get to where they needed to using the new network, but a quarter (26%) said they couldn't.
- Participants were fairly split in their opinions about whether the new network would encourage greater public transport use. Just under a third (31%) felt it would encourage them to use public transport more, 22% felt it would result in them using less public transport and 36% felt it wouldn't impact the frequency with which they use it.
- By far the most commonly mentioned positive attribute of the new network was the proposed increase in service frequencies. Participants felt this would mean less timing waiting at bus stops, and faster journey times, especially during the weekend. Some also liked the way this would allow them to 'turn up and go' rather than having to refer to / rely on a schedule.
- Participants also liked the integration between different public transport services, a reduction in duplication of services and the general simplification of the network. Some felt this was similar to overseas cities' public transport networks, which work well.
- Others were positive about integrated ticketing, improved accessibility and better environmental outcomes associated with the new network, among other things.
- Conversely, the most frequently mentioned reason for not liking the new network was the need to transfer from one service to another, and the impact this would have on convenience and journey times.
- Also, there were concerns about the loss of direct routes (particularly into the city centre along Great South Road) and express services. Some participants felt this change was unnecessary and inefficient, and would increase journey times.

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- Some felt that the new network did not provide sufficient coverage for the areas they needed to go to, with a number of different areas mentioned.
- In addition, some had concerns about the potential over-reliance on the train network (and the consequences of this when/if the train services are affected), the capacity of the trains to cope with extra passengers, and the removal of local bus stops
- Fares and integrated ticketing was a frequently mentioned theme across the feedback. While a number of people were positive about integrated ticketing and integrated fares, some thought that since there were more 'stages' the fares would increase.

Overall there was qualified support for the new network in South Auckland – particularly the increase in service frequencies. However a number of people felt that removing express buses into central Auckland along Great South Road (and other areas to a lesser extent) was a step too far, and requested that these be retained.

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Objectives and process

Background and objectives for consultation

Over the next few years Auckland Transport is moving to a simpler and more integrated public transport network for Auckland. This will deliver a new network of buses and trains that will change the way people travel – including the need for some passengers to transfer at key interchanges. In return the new network will allow more passengers to simply ‘turn up and go’ rather than planning trips around a timetable. It will offer flexible travel options over large parts of the city, making public transport more useful for a range of travel purposes.

The current bus network is considered complex, mostly infrequent and in many places, duplicates what trains do. It is inefficient to operate and does not always provide a suitable alternative to the car, or give ratepayers, taxpayers and customers the best value for money. The proposed new network is based on a principle already working in many North American and European cities, which have networks of high frequency services that are designed to work together through easy connections.

This new frequent network will have trains and buses timetabled at least every 15 minutes from 7am to 7pm, seven days a week. They will be supported by a network of connector routes timetabled at least every 30 minutes along with local and peak services.

This principle was included in Auckland Transport’s Draft Regional Public Transport Plan, which was consulted on in October 2012. More than 700 submissions were received, and there was strong support for the proposed new public transport network. It was endorsed for local consultation by the Auckland Transport Board in March 2013.

Due to the scale of change, consultation and implementation for the new network has been broken into several phases, starting with South Auckland’s network, which is the focus of this consultation. Other parts of Auckland will be consulted on over the next few years.

The objective of the consultation was to get feedback on the proposed southern public transport network from Auckland residents, public transport users and stakeholders.

Consultation process

The consultation period for the public to provide input on the proposed network ran from Wednesday 19 June to Friday 2 August 2013. During this period, consultation activities comprised the following:

- Eight public open days were held during July in locations around South Auckland for people to find out what was being proposed and provide their views.
- A hard copy and online feedback form and brochure was disseminated widely throughout the area and made available in a number of languages as well as formats for the visually impaired.
- The Royal New Zealand Foundation of the Blind also had a telephone information service where members could listen to an audio version of the consultation document.

Media and communications to promote the consultation included:

- Posters and flyers distributed around the area, on buses and trains, at stations, and handed out by ambassadors
- Flyers distributed through a mail drop in the area
- Content and advertising in the New Zealand Herald, suburban papers, ethnic papers and OurAuckland
- Radio and online advertising
- Emails and e-newsletters sent to a range of stakeholders and Auckland Council's People's Panel members
- Detailed information on the Auckland Transport website.

In response to these activities Auckland Transport received 1148 feedback forms – 565 online and 583 hard copy.

This input has been collated and analysed, and is presented below.

Methodological note: In addition to the feedback forms, a number of letters, emails and other correspondence was received. These have not been included in this report as they have been analysed internally by Auckland Transport staff. Further, a number of participants mentioned areas and routes outside the scope of this consultation exercise (for example services / routes in the Franklin and North Shore areas). While these have been analysed they are not included in this report, but will be used as part of future consultation on network changes in these areas.

Consultation feedback

1. Who provided feedback

1148 people provided feedback through the online and hardcopy feedback forms, and many of these (but not all) gave details about their demographics, as presented below.

1.1: Demographic profile of participants

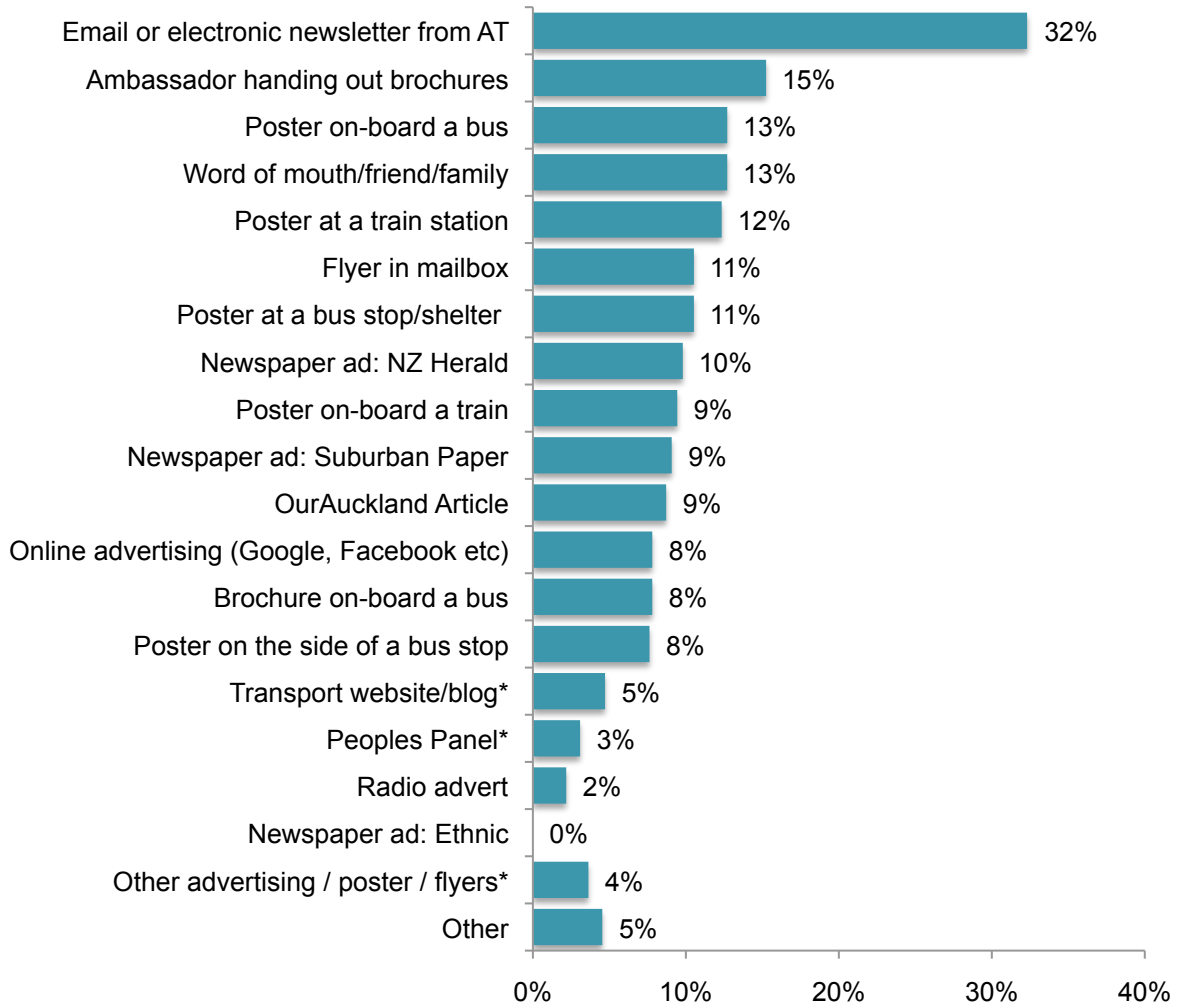
	Participants	Proportion of participants
Gender		
Male	474	46%
Female	565	54%
	1039	
Age		
15 or under	22	2%
16-19	39	4%
20-29	150	13%
30-39	164	15%
40-49	198	18%
50-59	197	18%
60-64	67	6%
65+	252	23%
Prefer not to say	24	2%
	1113	
Employment*		
Employed full time	504	45%
Employed part time	184	16%
School student	44	4%
Tertiary student	134	12%
Retired	244	22%
Not working	56	5%
Other	69	6%
	1116	

*Due to rounding percentages may add to slightly over/under 100%. *Note multiple responses were allowed, so the figures add to over 100%*

The gender balance was fairly even, and a higher proportion of males took part than is often the case with consultation exercises like this. Participants had a slightly older age profile than the wider population, with 46% aged 50 years or older (almost a quarter were 65 or older) compared to 32% of the Auckland population. Most were employed, but in line with the age profile there was a fairly high proportion of retirees (22%).

1.2: How found out

How did you find out about this consultation?



*Base: 551 responses. Note multiple responses were allowed, so the figures add to over 100%. *These responses were themes from the 'other specify' comments*

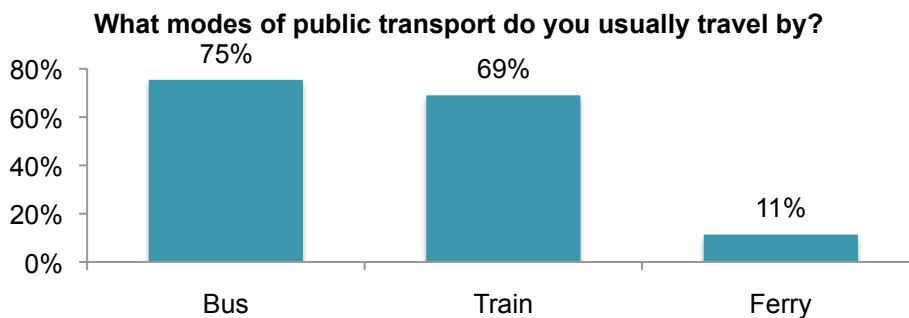
The online feedback form (but not the hard copy version) asked participants how they had found out about the consultation. The emails, e-newsletters and ambassadors were the most frequently mentioned methods, but a number of other channels were also effective at raising awareness.

2. Current travel habits

Before eliciting feedback on the proposed network, the feedback form asked participants about their current public transport use.

The vast majority (89%) of participants were public transport users and 62% of those relied on public transport for at least some of their activities (e.g. don't own a car, can't drive etc).

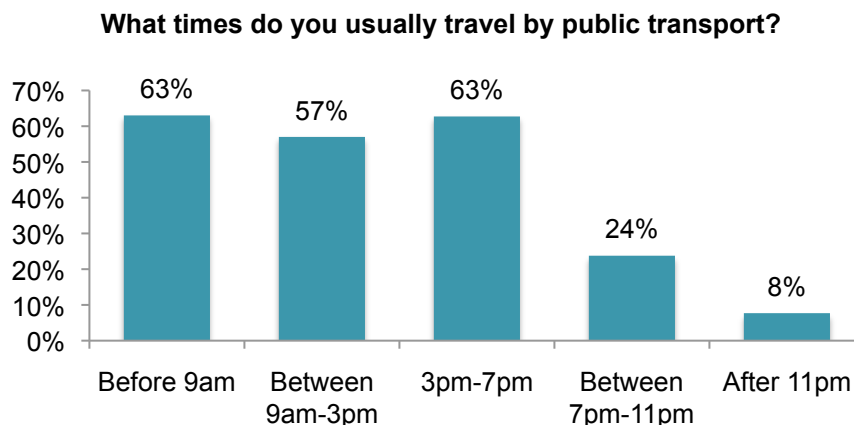
2.1: Public transport modes



Base: 1013 responses among public transport users. Multiple responses were allowed, so the figures add to over 100%.

There were slightly more bus users than train users involved in the consultation, but 45% of participants used both buses and trains. Eleven percent used ferries.

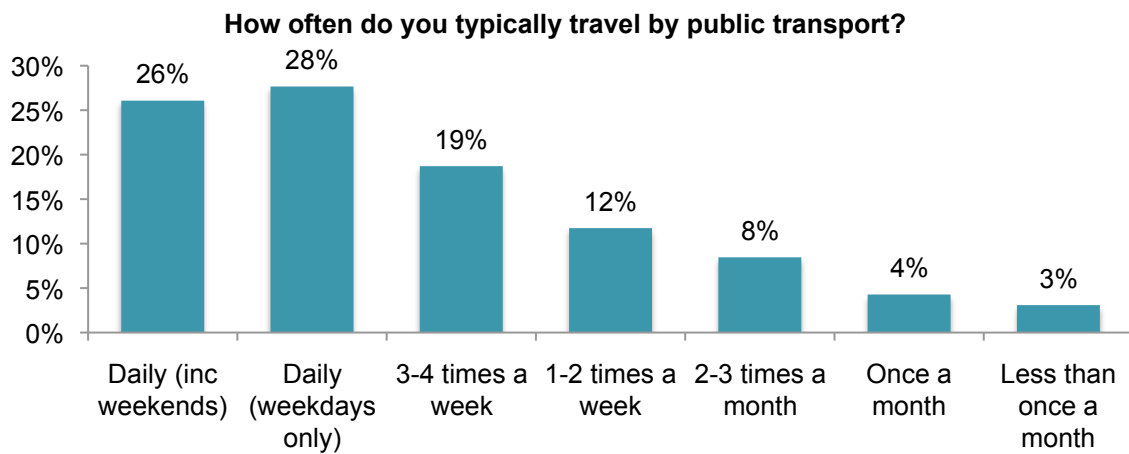
2.2: Times of use



Base: 1014 responses among public transport users. Multiple responses were allowed, so the figures add to over 100%.

While most participants used public transport during peak times, 57% used it between 9am and 3pm and 25% used it after 7pm (7-11pm and/or after 11pm).

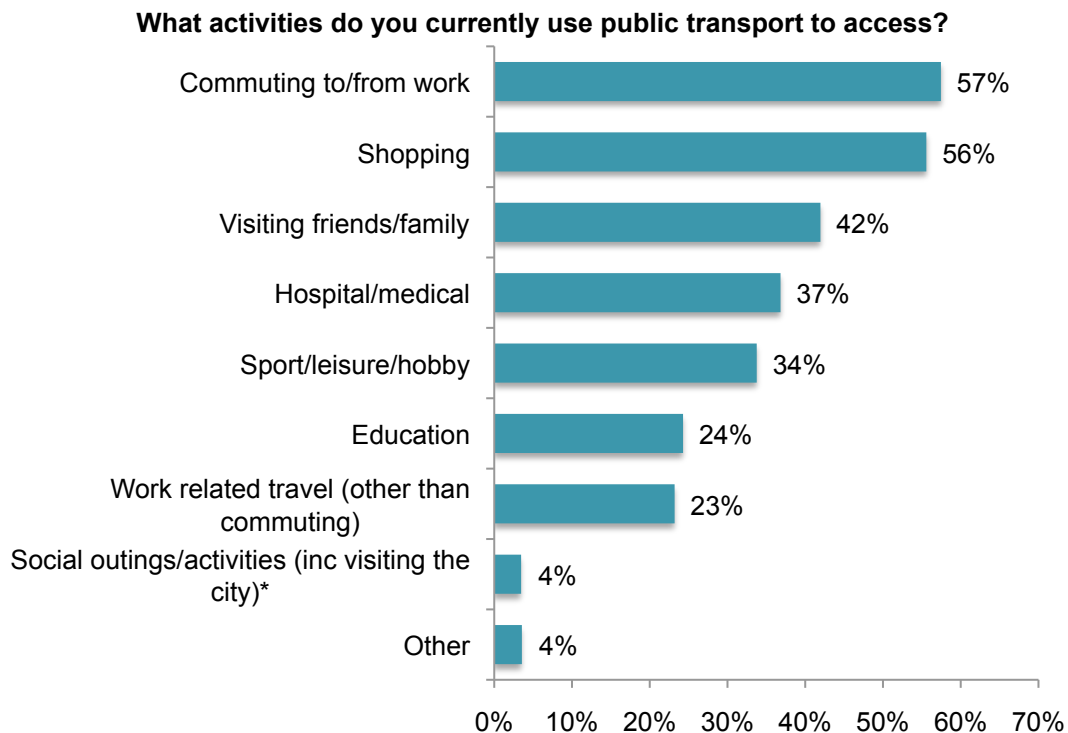
2.3: Frequency of use



Base: 1005 responses among public transport users. Due to rounding percentages may add to slightly over/under 100%.

Over half (54%) were daily users of public transport and 84% used it weekly or more.

2.4: Activities accessed

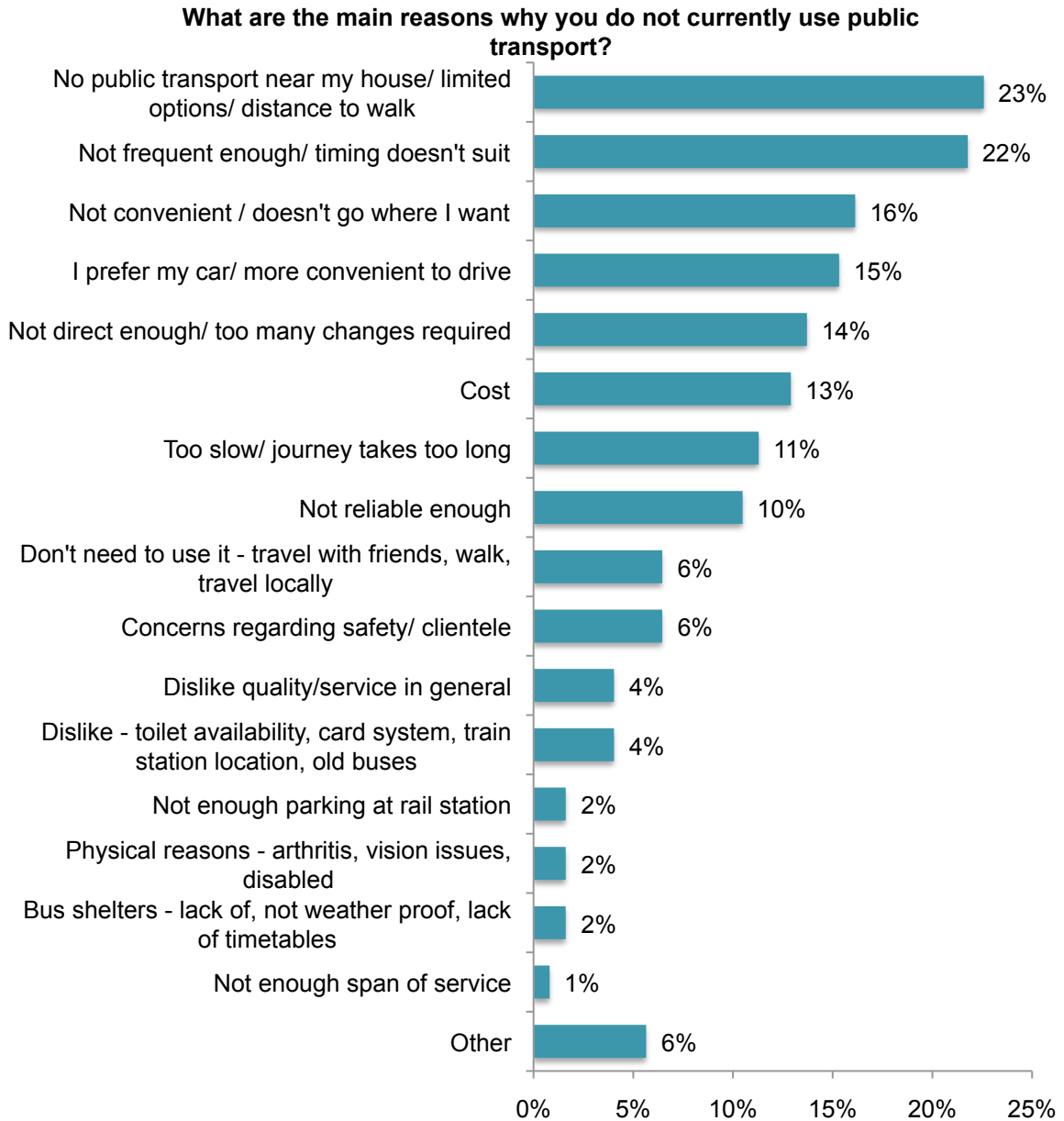


*Base: 551 responses among public transport users. Multiple responses were allowed, so the figures add to over 100%. *These responses were themes from the 'other specify' comments*

Commuting and shopping were the most frequently mentioned reasons for travel, but participants used public transport to access a wide range of other activities.

2.5: Reasons for not using

Non-users were asked to give the main reasons for not using public transport, as below. Note that a number of current users also responded to this question but their responses have not been shown (they were broadly similar).



Base: 124 responses among public transport non-users. Multiple responses were allowed, so the figures add to over 100%.

Among non-users the primary reasons were a lack of access to public transport near their house and low frequency or issues with the timing of services.

Some illustrative quotes¹ from these participants include:

- *“There are none available in my area.”*
- *“There no easy direct routes to my place of employment... There needs to be buses from the two closest train stations to the Highbrook area so if you’re coming from the north you can stop at the Otahuhu station and catch a bus to Highbrook. If you’re travelling from south or from the airport, you can stop at Papatoetoe and catch the bus to Highbrook.”*
- *“No public transport to anywhere near my house. I would have to walk 3.5km, take at least two buses and it would take me 1.45 hours, costing me \$10.20. I can drive in 35mins (in peak traffic times) for under \$10 a journey! It's a no-brainer.”*
- *“Very slow, infrequent. Train stations are located in deserted places like Takanini, Westfield, Otahuhu.”*
- *“Infrequent services available. Too expensive. Inconvenient.”*
- *“Because frequency is very bad. The buses go through many different roads to reach your work and more time consuming.”*

Participants also mentioned issues with the convenience of using public transport vs their car, the (lack of) availability of direct services, cost, journey times and reliability of service:

- *“Inconvenient for business use - time of travel greatly exceeds car when travelling to various spots during a day. We do use trains during holidays if the location we are travelling to is convenient to a station.”*
- *“Costs less in my vehicle than public transport & faster by car.”*
- *“Lack of frequency. Need too many interchanges to get to work. Not cost effective.”*
- *“Expensive, long travel time compared to driving, inconsistent times.”*
- *“Not frequent enough in my area and it doesn't take me to where I want to go fast enough. I also need to use a car for my work.”*
- *“1. Price – it’s too expensive. It’s ok if you’re a senior citizen or student, but the average working adult prices are astronomical for public transport. 2. Time - if I drive it takes 25 mins and I’m inside my office. If I take the train and link bus...it’s about 1.5hrs travel time, plus 1/2hr walking to the train station and waiting around....so in one day - commuting is four hours. 3. systems are complex and the staff are RUDE!! No customer focus. /4. AT*

¹ Throughout this document verbatim quotes have been selected to illustrate the primary comment themes

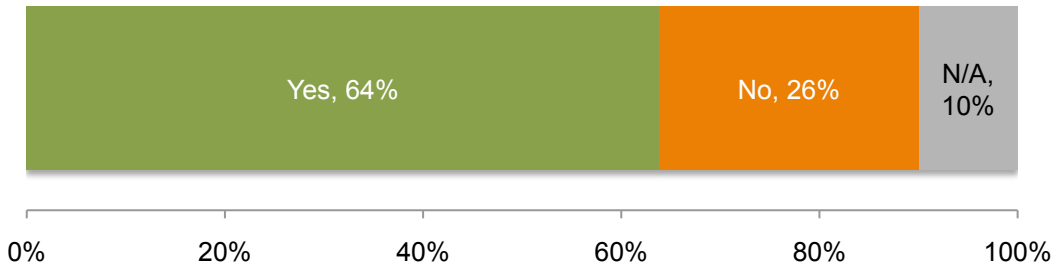
should have all their fleet vehicles taken away and all their car parks from the immediate vicinity of their buildings. Your management should only be allowed to commute to and from work using public transport...and to meetings throughout the day. Then the people with the POWER will make the changes a lot faster and have a better understanding of the faults with their public transport systems. My question is...how many of your managers use public transport? How many have dedicated car parks at their offices? If your own backyard is not tidy...tidy it up and be an example to others.”

- *“Bus never comes on time. Always makes me late to work. It’s pathetic.”*
- *“Unreliable, not easily accessible for me. Unsafe.”*
- *“It doesn’t go where I want to go. It takes longer. I don’t like sitting near unpleasant people. It is not reliable. It is not regular. It doesn’t have WiFi.”*

3. Feedback on the proposed new network

3.1: Can you get to where you need to?

Using the New Network, can you get to where you need to if these changes are made?



Base: 1103 responses. Due to rounding percentages may add to slightly over/under 100%.

When asked about the proposed new network, just less than two-thirds of participants (64%) said they could get to where they needed to using the new network, but a quarter (26%) said they couldn't. Among those who said they relied on public transport (from section 2 above), 66% said they could get to where they needed to using the proposed new network, but 28% said they couldn't.

3.2: Which journeys can't you make?

Participants were asked to provide detailed descriptions of journeys they could not make using the proposed new network and these have been coded into themes, as below:

If you can't get to where you need to if these changes are made, which journeys can't you make?	Responses	Proportion of responses
Great South Rd corridor - direct buses to CBD / Hospital and other matters	36	10%
Westfield Station vicinity	25	7%
Te Mahia Station vicinity	22	6%
Papakura Express route - Symonds St	15	4%
McKenzie Road / Kirkbride Rd	10	3%
Mangere - Symonds St / Downtown	8	2%
Highbrook / East Tamaki	7	2%
Tennessee Ave	5	1%
Papakura local routes (incl Karaka)	5	1%
Route 457x / 497	5	1%
Pah / Gifford Road	4	1%
Kolmar Rd	4	1%
Wattle Downs	3	1%
Southmall	3	1%

Mangere - Middlemore	3	1%
Conifer Grove	3	1%
Clover Park / Dawson Rd	3	1%
Swaffield Rd	2	1%
Princes Street, Otahuhu	2	1%
Manurewa - Middlemore	2	1%
Harania Ave / Onehunga link	2	1%
Clevedon / Kawakawa Bay	2	1%
Clendon Shops / coverage generally through Clendon (Burbank Rowandale)	2	1%
Super Clinic	1	0%
Redoubt Rd / Mill Rd	1	0%
Randwick Park	1	0%
Manurewa East to Great South Rd	1	0%
Manukau Gardens	1	0%
Mangere - loss of direct service to Onehunga	1	0%
Goodwood Heights	1	0%
Donegal Park	1	0%
Airport Hinterland	1	0%
<i>Route is possible, but have not worked out how</i>	62	18%
<i>Don't want transfers</i>	17	5%
<i>Service start / finish times</i>	15	4%
<i>Trains - need more trains/stations/routes</i>	8	2%
<i>Cars better</i>	2	1%
<i>Other</i>	38	11%
Total responses	345	100%

The most frequently mentioned journeys were along Great South Road and into the city centre, since the new network proposed that buses would no longer run from South Auckland into the central city, except two services from Mangere.

- *“Using the Great South Rd from Manukau to Newmarket. Manukau to One Tree Hill School.”*
- *“Bus 29 flyer from Otahuhu bus station to Auckland city.”*
- *“Need to catch the bus from top of Youngs Rd/Gr Sth Rd from Papakura to Britomart and back. Too far to walk for the train.”*
- *“Papakura to Britomart - bus stops at Auckland Hospital. So easy for cancer treatment and family visits.”*
- *“Hospital, university, Lower part of Gt Sth Rd.”*

A number of participants also mentioned services operating in the vicinity of Westfield and Te Mahia stations, since these were proposed for future closure due to low patronage.

- *“From Westfield station. I work on Portage Rd, Otahuhu back to Papatoetoe and vice versa.”*
- *“Due to proposed closure of Te Mahia and Westfield stations this will stop my family visitations.”*
- *“Work at corner Bell Ave and Great South Rd. Closure of Westfield impacts use of trains.”*
- *“Getting to school - Te Mahia stop safer for kids than to cross Gt South Rd.”*
- *“Work related when I finish at 10pm at night from Homai Station to Te Mahia.”*

Beyond these, a wide number of routes and journeys were each mentioned by a small number of participants, for example the express services from Papakura to Symonds Street:

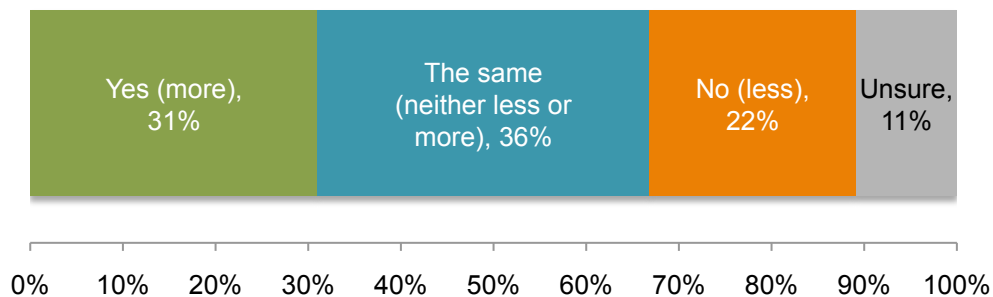
- *“I am a primary user of Express bus services 457 X and 477 X buses that run from Downtown to Papakura and from Papakura to Downtown. I have been taking the express bus services for the past 10 years to get to university and now to my full time job at the University of Auckland. The express services make my journey to and from the city much faster than a train commute would. Both bus stops, Hunters Plaza and the East Tamaki on ramp are less than 10 minutes from my home in Kimpton Road. If these services were to stop or reduce in frequency it would make my journey times longer. I prefer taking the express buses compared to the train or the 471 /472 buses as they save time and bus stops are closer to my home compared to the train station which is in old Papatoetoe not new Papatoetoe!. I can get into town and back home within 20 -40 minutes without even having to walk far to my bus stops. If I were to take the same journey using a train, I would need to get someone to drive me to the Papatoetoe station (10 minutes), take the train (30 minutes) then take a bus from Britomart to Symonds street (10 -30 minutes - depending on frequency of buses like the 274 or 277). I don't see how changing the current express service actually improves the amount of time a passenger is on the various modes of transport. Under the new provisions I would spend up to an hour and a half via train/bus and car to reach work, or take a 471/472 that stops frequently and takes over an hour to reach town from Hunters Plaza.”*

As per the table above, 18% of participants mentioned routes that would actually be possible using the new network, but they had not worked out how to complete them – so communications will need to reinforce these options.

In addition, beyond specific routes a number of participants made general comments about the new network, saying they didn't want transfers, discussed the span of services proposed etc, which are topics covered in more detail below.

3.3: Will the network encourage greater use?

Will the New Network encourage you to use public transport more often?

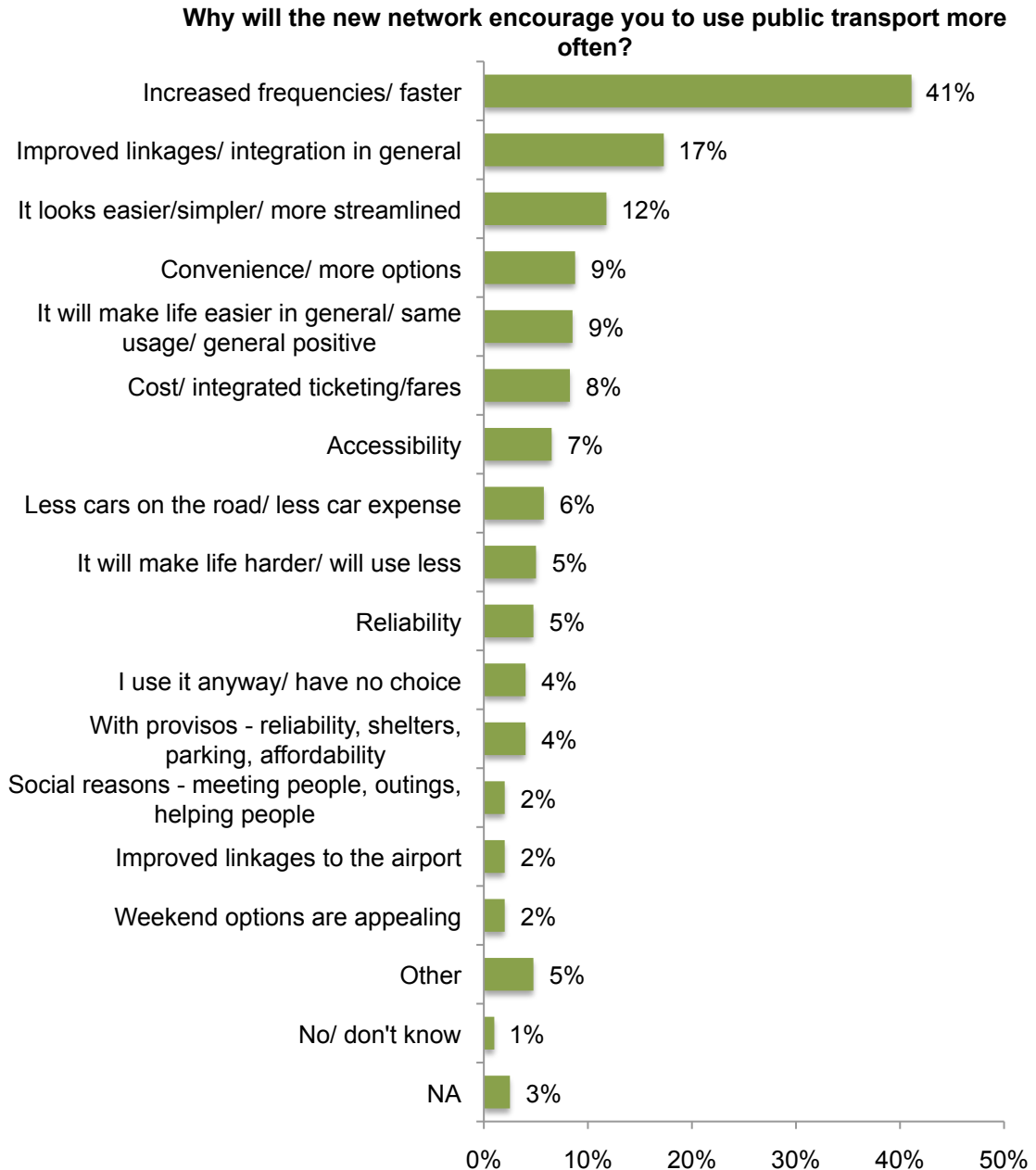


Base: 1101 responses. Due to rounding percentages may add to slightly over/under 100%.

Participants were fairly split in their opinions about whether the new network would encourage greater public transport use. Just under a third (31%) felt it would encourage them to use public transport more, 22% felt it would result in them using less public transport and 36% felt it wouldn't impact the frequency with which they use it.

These results were impacted by whether participants felt they could get to where they needed to go or not – among those who said they **could** get to where they needed using the new network (as per 3.1 above), 40% felt it would encourage them to use public transport more, 43% felt it would make no difference and only 10% felt they would use it less. Conversely, among those who said they could **not** get to where they needed using the new network, only 13% felt it would encourage them to use public transport more, 21% felt it would make no difference and 56% felt they would use it less.

3.4: Reasons the network will encourage more frequent use



Base: 399 responses. Multiple responses were allowed, so the figures add to over 100%.

Among those who felt the new network would encourage them to use public transport more frequently, by far the most common reason was the proposed increase in service frequencies. Passengers saw this as a way of reducing their journey time and the time waiting for services, particularly during the weekend:

- *“More frequent. I can handle 15 min waits, rather than an hour like now in the weekends.”*
- *“Increased frequency of trains.”*

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- *“More routes available as well as the buses run more frequently.”*
- *“I expect better connection rather than waiting 20+ mins.”*
- *“Because it will be faster and less waiting time.”*
- *“More frequent and faster.”*
- *“The frequency being better especially weekends.”*

People also talked about the new network making the services more integrated, with more linkages, and being simpler and more streamlined:

- *“Because the improved all-day cross town linkages between Onehunga and Mangere / Manukau will make my work related travel so much more efficient.”*
- *Having a central network system means that my friends and family and I can meet in the middle instead of crossing town. / As long as the connecting buses and trains work well and allow time for delays which there often are on Auckland roads.”*
- *“It provides a vastly simpler network, I often avoid using the bus when going to areas I am not familiar with simply because the train is clearer and easier to understand. The bus network is only intelligible because I use my iPhone to work out which of the millions of routes would be an option. Furthermore, most of them are so irregular and not to schedule that I can't work out whether the bus about to arrive is an option or not and often miss it simply because I'm not sure. Having streamlined clear routes at a good frequency will make PT a lot simpler and easier to use. Optimising transfers is very important and encouraging bus-train connections.”*
- *“The proposed route makes it a lot easier to travel to and from destinations.”*

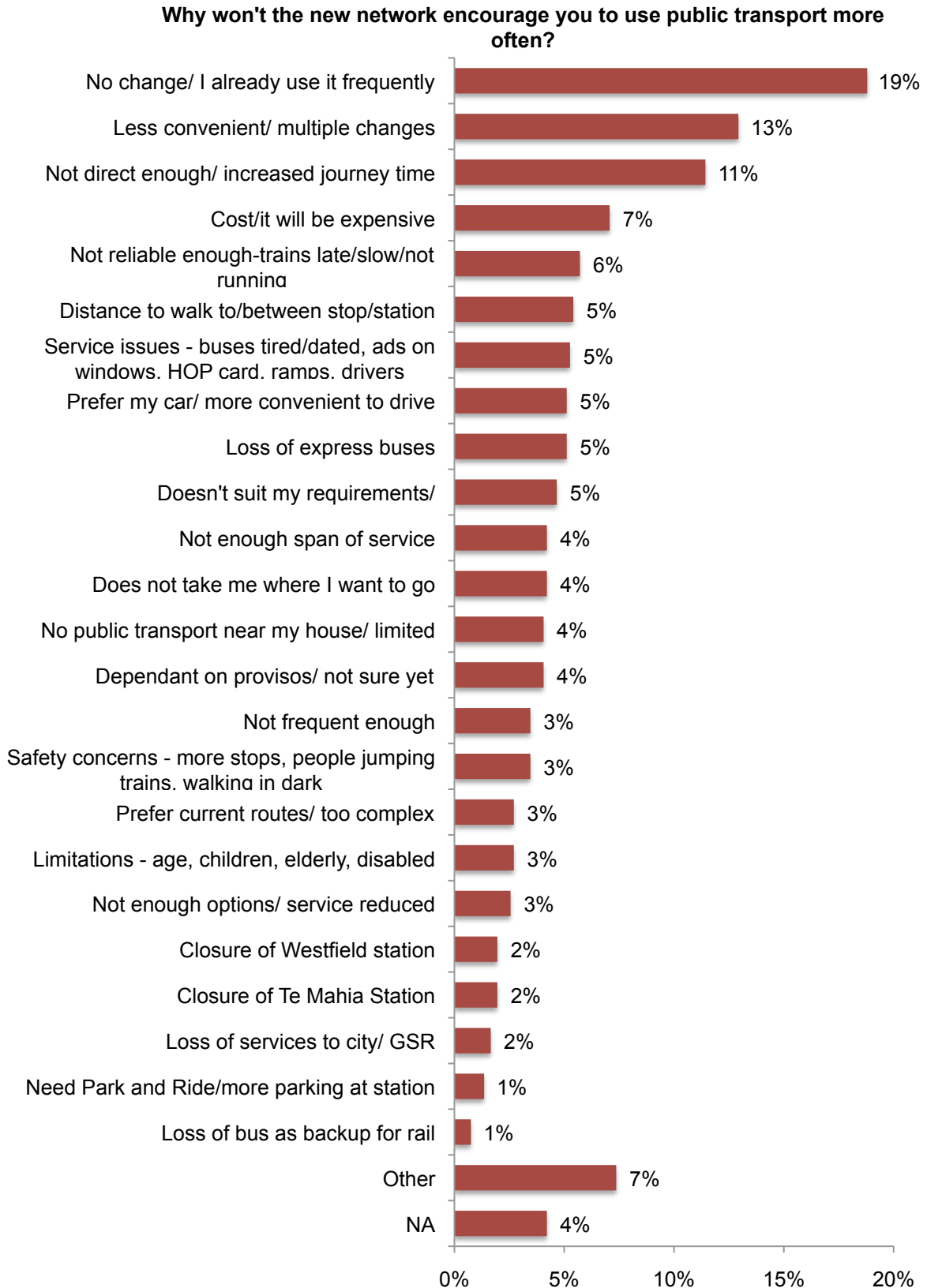
Others talked about convenience, costs and fares, accessibility and a range of other topics:

- *“If increased frequency and better linkages to train service I will use more public transport. Just more convenient. Removes issues of trying to find a car park in town.”*
- *“It will be easier and more convenient to use it for non-commuting purposes such as shopping or family outings.”*
- *“Having more freedom to go when I want with more buses allows me to plan more travel on days I'd usually avoid travelling.”*

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- *“More accessible and reliable public transport. More positive people (because of changes).”*
- *“Easier fare system, easier to switch between train and bus.”*
- *“1) More frequent services make it possible to “just turn up” and wait for the next service / 2) Integrated fares will (hopefully) allow me to combine bus and train trips at a reasonable price.”*
- *“Quicker travel, more reliable. Much better system of one payment per journey. A saving on car-parking fees, and finding car -parking.”*

3.5: Reasons the network will not encourage more frequent use



Base: 665 responses. Multiple responses were allowed, so the figures add to over 100%.

Among those who felt the new network would not encourage them to use public transport more frequently, the most common response was that participants were already frequent users and would continue to use it often:

- *“Only use the train. Closure of Te Mahia and Westfield should speed up the journey but not change the frequency of use for me.”*
- *“I catch the train from Papakura to Britomart. No change there.”*
- *“I am already a high user.”*
- *“I use public transport at all times in any event.”*
- *“No change (new service 301 and 309 appears the same). Peak is 45-50 minutes to city currently.”*
- *“I use public transport at all times in any event.”*

Among those who would be affected however, and felt that the new network would cause them to use public transport less often, the most commonly mentioned reason was the need to transfer from one service to another, the loss of direct routes (especially along Great South Road) and the impact this would have on convenience and journey times:

- *“By cancelling routes 327, 328 and 447 I will have to walk to St George St to bus to Manukau or catch two buses, i.e. 575 or 471 to get to Manukau.”*
- *“Instead of going home to work directly on current bus route, it requires me to transfer from bus to train (unreliable).”*
- *“I cannot see any sense to get on and off buses and trains when one bus along the Great South Rd will do.”*
- *“Instead of catching just one bus to go to the city, I'll have to catch a bus to Sylvia Park then catch a train to the city. Not at all happy about this situation.”*
- *“It's too complicated. It will affect the number of stages (increased fares). My journey will be too long, complete wastage of time.”*
- *“Because of no direct route to my destination i.e. replacement of 304 bus route.”*
- *“It will add 1 hour to my daily journey.”*

Passengers also had concerns about costs and fare issues (some were under the impression that since there were more ‘stages’ the fares would increase):

- *“Fare will be increased - more stages to pay for.”*
- *“From the information I have read, the frequency of and new routes appear less often and more costly if current zones stand.”*

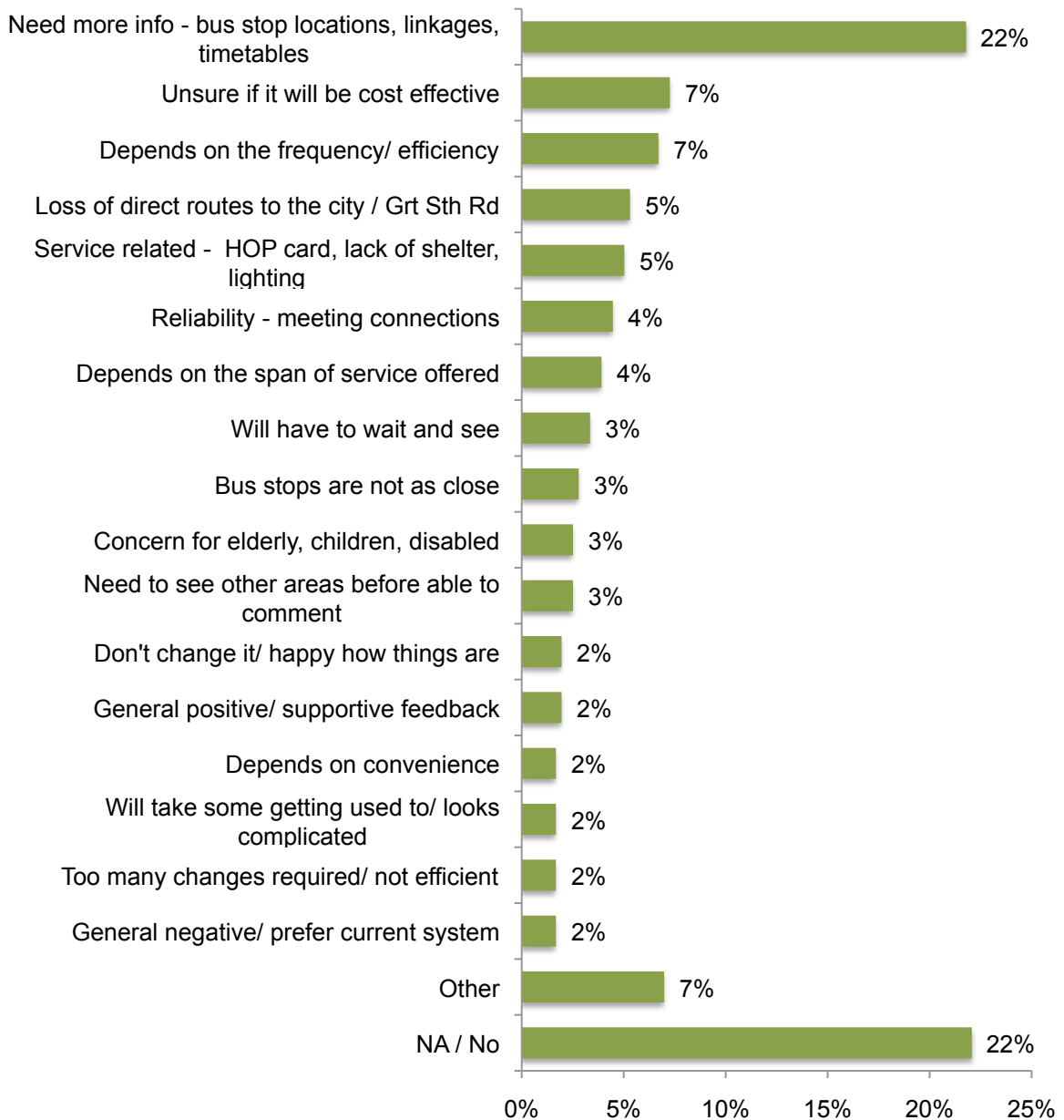
- *“This has a huge effect on my day to day life, it will cost me more, take me longer to get to work which would mean I would have to get up at 5am instead of 6am. Trains are unreliable and the buses running from Britomart to K Road, are never on time and take 15mins to get to my stop then I have another 10min walk. There is nothing wrong with having the express buses going to the city it is the most effective way to get to work on time. If this change goes through I would be better off driving in.”*

Others raised concerns about the reliability of services, the distance to walk to and between stations, the general service and upkeep of vehicles and stops, and a range of other issues:

- *“As per my own experience (this weekend is an example) we were trying to go out on Saturday to Sylvia Park and Onehunga but the trains were not running. If this is anything to go on, once there are only trains going to Auckland etc once you shut them down for maintenance it leaves nothing in its place to certain places unless you want to take up to three buses which takes a very long time and expensive. For older people you have taken away a quick/local access point for them to catch buses and are making them walk/taxi to the local train station thus making it more expensive. When we go into town on the weekend, we like to get the 471/472 home as it goes along the Great South Road, making it safer once we get off the bus to get home - now we would have to walk from the train station late at night through Manurewa or pay for a taxi again making it more expensive with train/taxi fares together. If there was no express bus, we would have to walk down to the train station in the rain/dark instead just around the corner.”*
- *“Because of the distance from the bus/rail interchange to the town centres because there is no shelter when we have wet weather.”*
- *“It’s going to be chocka block on the trains and should have to walk further than I need to as my shop is very close by the train system.”*

3.6: Reasons for not knowing whether the network will encourage more frequent use

Are there any reasons why you are unsure whether the new network will encourage you to use public transport more often?



Base: 358 responses. Multiple responses were allowed, so the figures add to over 100%.

The primary reason for being unsure was a need for more information on the new network in terms of the specific services, the bus stop locations (and hence the distance to walk), timetables and how the linkages between services would work:

- *“I am unsure about how the new routes will change or increase travel time.”*
- *“Lack of information.”*

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- *“Not sure of new routes.”*
- *“I do not know the timetable of the 352 bus which replaces 561 bus. I do not currently know whether or not there will be a direct service from Panmure to Meadowbank shopping centre that will join up to meet the new cross town 352 nor its proposed timetable.”*
- *“I do not know at this stage what the options will be from Panmure to the Airport area, nor do I know if it will be cost effective. It is certainly NOT cost effective for me to get home currently at night with a cost of \$11.30 one way (Info from AT Call Centre) nor the time frame of 1hr 20 min and 3 buses.”*
- *“I have no idea if they're still going to be running, and if so, at what frequency and what hours. I only occasionally use buses, but my handicapped, adult children do.”*
- *“It seems that with the new system I will have cheaper bus rides but I will have to walk further towards the "frequent" bus stops rather than the one I regularly take. It could just be the lack of information but it seems like the bus that I currently take will be gone.”*

Beyond this there was concern and uncertainty about the potential fares and frequency of services:

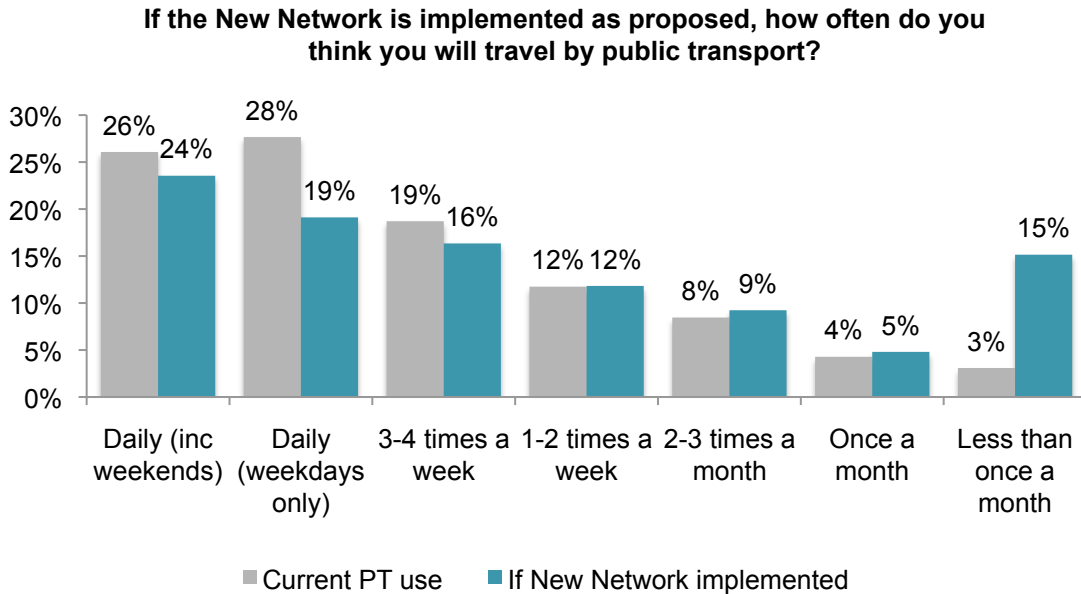
- *“The main reason I don't use public transport more is that it is more expensive than driving. I don't know what the prices will be but unless they are at least 50% lower than current, I'll drive.”*
- *“The costs at the moment are finely balanced. If petrol goes up then PT is a great option at \$3.06 per day. My bike trip home is "free" (my bike journey home is currently costing \$1.00). A car journey is \$6-7 per day petrol only without any of the other costs. My journey in the morning is Papakura to Pukekohe and doesn't involve any mode changes except walk/cycle train walk cycle but I can see that many people who currently commute long distance e.g. Pukekohe to Auckland by bus may be seriously inconvenienced.”*
- *“My use will depend on the efficiency of the new system.”*
- *“Very difficult to say as we do not know the frequency of the busses running.”*

As above people also raised concerns about the loss of direct routes (particularly those along Great South Road into the city) and a range of service issues:

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- *“I go along Great South Rd to work in Papatoetoe and home again in through Manurewa.”*
- *“Yes. It does not accommodate my use of transportation. The new network seems to work for those who have the patience to transfer from bus to train etc. I would rather prefer just one simple trip than getting on from this form of transport to another. Plus, with my usual bus services eliminated, my trip to uni won't be the same. Rather than stopping a distance away from uni, I would have to walk all the way back from the bottom of Queen Street which is an inconvenience with what I carry around daily.”*
- *“Lack of bus shelters. Timetables, afternoons and weekends. Getting to Manukau to catch the intercity out of town and back there are no buses direct to Swaffield Rd.”*
- *“Would like to see provision for pet carriage.”*
- *“The change to the new paying system has put a lot of people off travelling by train. It will take a lot of effort to get these people back on public transport as long as there is not a fully integrated and affordable paying system.”*

3.7: Potential frequency of use



Base: 1083 responses. Due to rounding percentages may add to slightly over/under 100%. Current PT usage frequency is from section 2.3 above

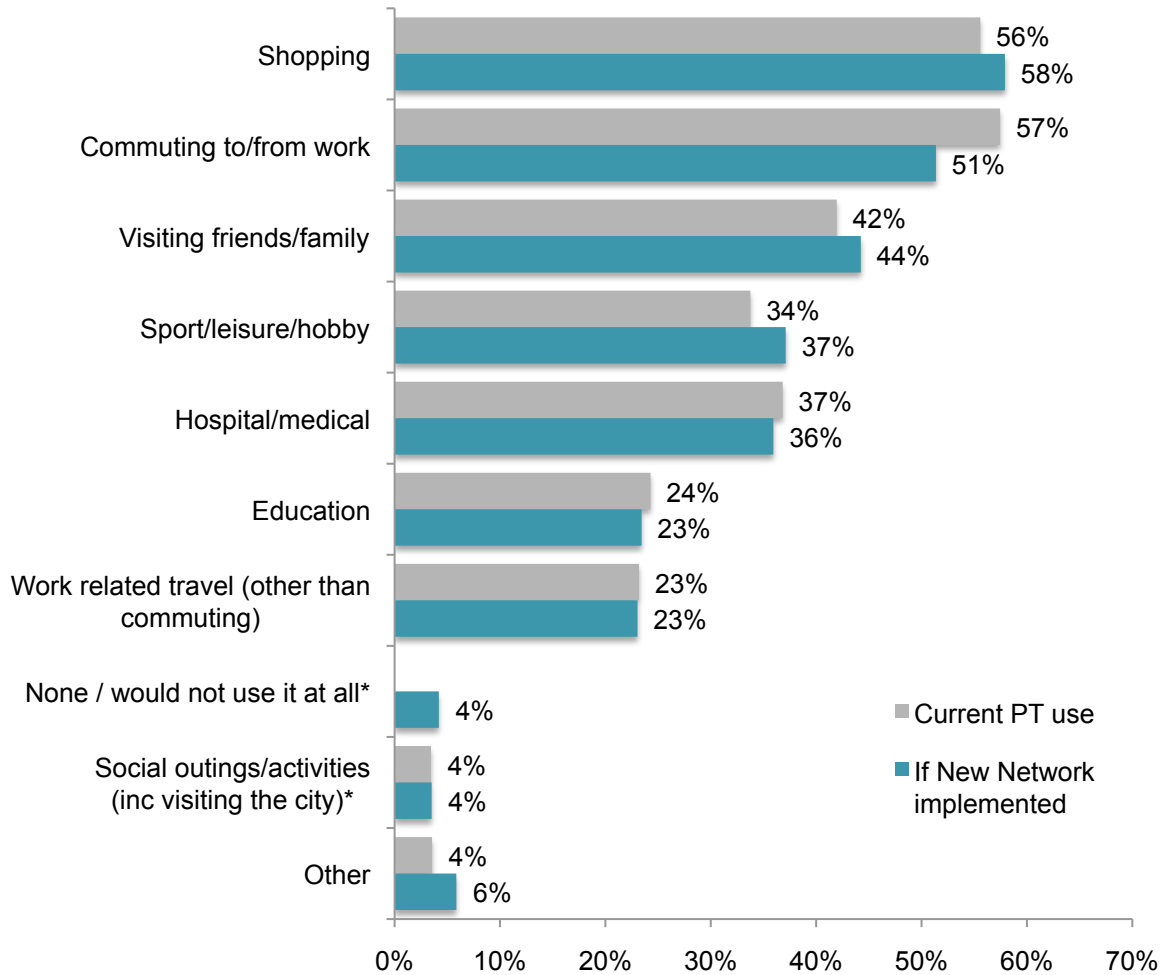
When asked to estimate how often they would travel using the new network, participants’ estimates were somewhat less frequent than their current public transport use. Just under half (43%) said they would use it daily, compared to 54% who do so currently. Twenty per cent said they would use the new network monthly or less often, compared to 7% who do so currently.

Among those who currently use public transport daily (from 2.3 above), 80% would continue to do so on the new network, while 20% would use it less than they currently do (11% would use it monthly or less often). Among those who currently use public transport monthly or less often, 65% would continue to do so and 35% would use it more than they currently do (24% would likely use it 2-3 times per month).

Among those who said they **could** get to where they needed using the new network (as per 3.1 above), 49% said they would use it daily, 32% said they would use it a few times per week and 10% said they would use it monthly or less often. Conversely, among those who said they could **not** get to where they needed using the new network, 26% said they would use it daily, 20% said they would use it a few times per week and 43% said they would use it monthly or less often.

3.8: Potential activities accessed

If the New Network is implemented as proposed, what activities do you think you will use public transport to access?



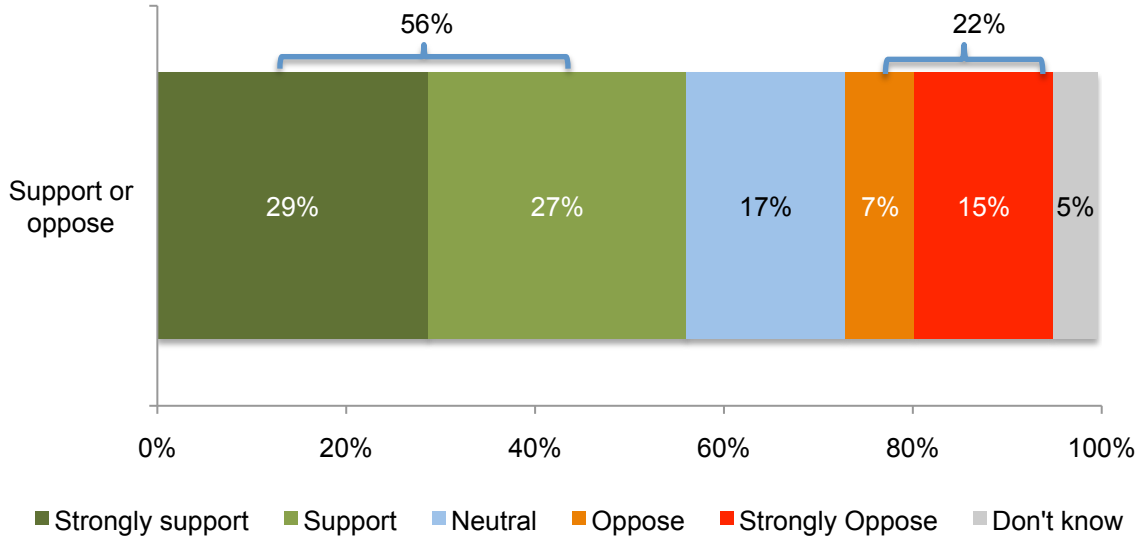
Base: 1024 responses. Multiple responses were allowed, so the figures add to over 100%.

**These responses were themes from the 'other specify' comments. Current PT use is from section 2.4 above.*

The reasons for travel and potential activities accessed with the new network were similar to current usage except slightly fewer participants felt they would use the new network for commuting to / from work.

3.9: Overall support

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

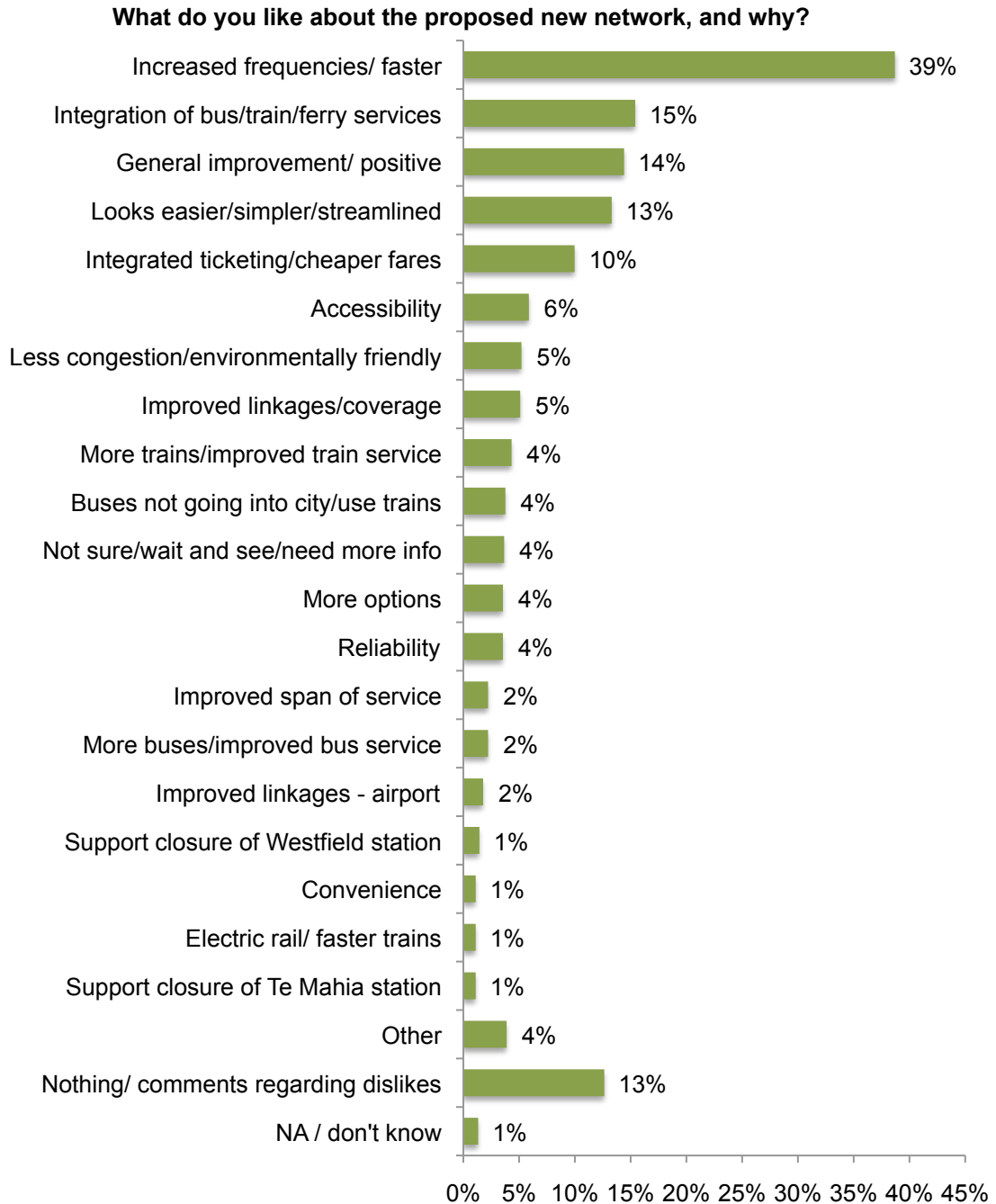


Base: 1122 responses. Due to rounding percentages may add to slightly over/under 100%.

Overall, 56% of participants supported the proposed new network and 22% were opposed. Seventeen per cent were neutral and 5% weren't sure.

Support was slightly higher among those who do not currently use public transport (64% compared to 55% among current PT users) and among those who do not currently rely on public transport (63% compared to 51% among those who do). Support was slightly higher among train and ferry users (62% and 61% respectively) than bus users (52%). Also, support was higher among those who said they could get to where they needed to using the new network (70%) than among those who couldn't (25%).

3.10: What is liked?



Base: 902 responses. Multiple responses were allowed, so the figures add to over 100%.

As per 3.4 above, by far the most commonly mentioned positive attribute of the new network was the proposed increase in service frequencies. Again, participants felt this would mean less timing waiting at bus stops, and faster journey times, especially during the weekend. Some also liked the way this would allow them to ‘turn up and go’ rather than having to refer to / rely on a schedule:

- *“Faster and more frequent travel times.”*

- *“Increased frequency of trains. Hopefully faster trains arriving at destination on time.”*
- *“More frequent departure times.”*
- *“Trains and buses running every 15mins on peak times and running in weekends.”*
- *“Get there faster.”*
- *“More frequent timetable especially weekends.”*
- *“Frequent services all day. Network looks pretty good. Lets see how it goes.”*
- *“Less waste (empty buses). More frequent trains and buses.”*
- *“Allows me to not waste time on travelling. Takes more than an hour usually which is a waste.”*
- *“I don’t have to wait for buses (304/305/315) from the south that are always late especially at night.”*
- *“Will give greater flexibility if buses run on time.”*
- *“Rapid time travel between suburbs, trains travelling long distance within Auckland, more frequent services.”*
- *“More frequent services - moving more people faster like London: much better, than having to go by schedules.”*
- *“Can turn up and go without planning when I need to go to the bus stop.”*

Participants also liked the integration between different public transport services, a reduction in duplication of services and the general simplification of the network. Some felt this was similar to overseas cities’ public transport networks, which work well:

- *“I like the fact that it is a logical approach and makes use of the various transport forms in the most appropriate ways - bus to ferry to train or bus to train and vice versa.”*
- *“Like the idea of improving public transport connections, reliability and frequency of connections.”*
- *“It will encourage many others to use public transport. At the moment, one of the big issues is getting to the train station and frequency of services. The idea of feeder services to the trains is great!”*
- *“The fact that it has integrated trains with buses, and made interchange points which buses move out from. I just trust that the bus timetables will try and match the train movements, though if moving at 10-15 minute intervals, it won't matter so much.”*

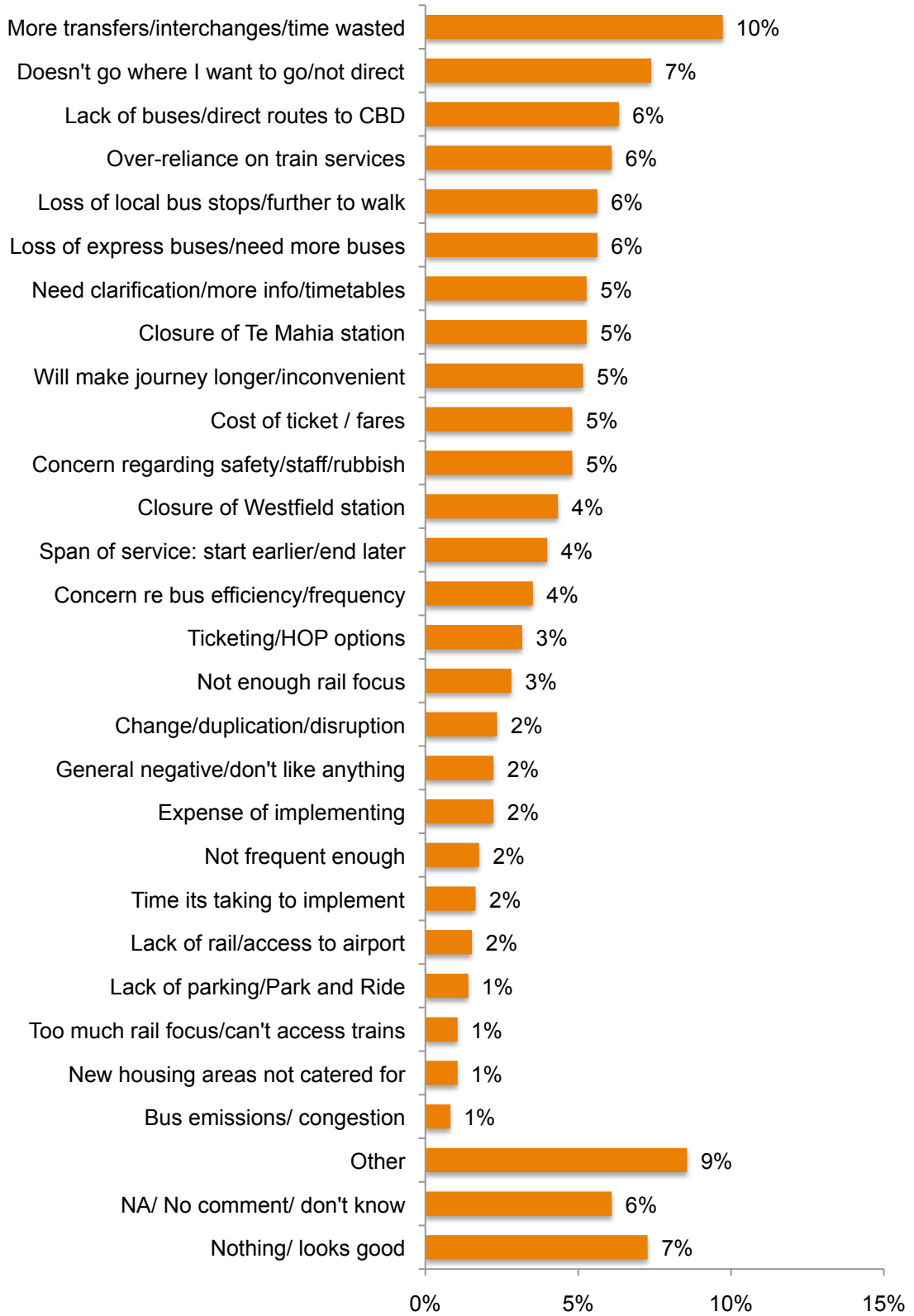
- *“I like the fact that there is less duplication of services and high frequencies proposed. Shifting long distance passengers from bus to rail is definitely a plus as it makes sense to not run bus routes all the way into the CBD when there is a good rail corridor that can do that job much more efficiently instead.”*
- *“This is the first time that I am aware of where AT has taken a serious look/approach to the growing demand for a better assisted transport service for Auckland.”*
- *“It seems to be more up and coming with other big city networks. The connections will be more frequently, and hopefully allow great flexibility.”*
- *“Someone seems to be trying to think more than 3 years ahead at last. / There were people in the 1960s who proposed similar ideas but nobody did anything. / Integrating the timetabling of bus rail and ferry is good.”*
- *“It appears that it will make it easier and faster to travel and hopefully be more like overseas public transport.”*
- *“More frequent services. Easier to understand where going, and how linked.”*
- *“It gives simpler options for getting from A to B over the network. The colour-coded routes look rather simple and when planning a journey it is easier to understand where I may have to walk to get to or from a bus stop.”*

Others talked about integrated ticketing, improved accessibility and better environmental outcomes, among other things:

- *“It should free up some road congestion, ticketing will be seamless and it hopefully lower pollution levels. All of this means a more liveable city.”*
- *“The use of transport hubs, a higher frequency of buses, a single payment system.”*
- *“I like the proposed feeder bus routes connecting with the nearest train station, this will make a huge difference in terms of providing Aucklanders with a realistic and practical public transport option without having to use their cars, i.e. people can walk from their house to a nearby bus route which will take them to the nearest train station and/or interchange station or shopping centre. It will also mean better use of resources with not having buses and trains competing with each other along parallel routes. Having all modes interconnecting with the HOP ticketing system will make public transport so much easier to use.”*

3.10: What is disliked?

What don't you like about the proposed new network, and why?



Base: 853 responses. Multiple responses were allowed, so the figures add to over 100%.

As per 3.5 above, the most frequently mentioned reason for not liking the new network was the need to transfer from one service to another, and the impact this would have on convenience and journey times:

- *“Transfer system. I have had many trips and missing connectors.”*
- *“Transfer of bus. Bus does not always wait for connecting bus for people to catch on time (currently). No signs to inform people e.g. Onehunga bus station.”*
- *“Transitioning/having to change buses.”*
- *“The transit doesn’t seem to be so easy unless its like within same building/platform or else is creating more hassle and slower.”*
- *“Transferring from bus to train. Especially shopping days and when our kids are with us.”*
- *“Too many buses to catch and also I might be late to work or miss bus to come home.”*
- *“Having to swap from one service to another is difficult for me. Also if there is a break down on the train line people will have no alternative transport and thousands will have no way of getting home as happens in Wellington.”*

Some felt that the new network did not provide sufficient coverage for the areas they needed to go to, with a number of different areas mentioned:

- *“Doesn’t give enough service to Onehunga and surrounding suburbs.”*
- *“Highbrook was developed as a light industrial precinct, but there is no public transport infrastructure! It takes 1 1/2 hours and three change-overs to go 8 or 10 km. Inconvenient plus \$10 per trip (\$20 per day).”*
- *“It does not serve Mangere Bridge residents whose services are cut. The new service to Manukau direct is via the airport and will be a lot longer requiring me to start work later. The new service to the city going through Wallace Rd is going via Queenstown Rd and again pick up everyone along the way, another lengthy trip.”*
- *“The fact it takes out my main route Burbank Avenue, Rowandale Avenue, Swallow Drive.”*
- *“For it has cut out the 304 to Otahuhu for myself to catch a train to Manukau or walk to Mangere TC to catch a bus.”*
- *“The new routes wont take us to where we want to go (bus). Suit some but not others.”*

Also in line with the comments in section 3.5 above, there were concerns about the loss of direct routes (particularly into the city centre along Great South Road), and some participants felt this change was unnecessary and inefficient:

- *“It will take me longer to commute to work as there will be no direct service from Mangere Bridge. Mangere Bridge is a growing area with many young professional couples (like my husband and I) buying in the area and commuting into the central city for work as a result of the high house prices and getting priced out of the more central suburbs. Growth in such areas as Mangere Bridge needs to be better considered.”*
- *“Inconvenient. Need to take more buses to reach a destination that at present only requires one bus. Lack of buses through Otahuhu and along Gt South Rd. Lack of express buses from Otahuhu to CBD. Travel will take too long. Lack of convenient service to east side of Otahuhu.”*
- *“No direct uninterrupted route to city. Removal of Gifford Rd Papatoetoe from bus route (ex 428) why? No route Papatoetoe-Otahuhu (428 route), which at present passes four high schools and one intermediate school and has new housing being built on Gifford Rd.”*
- *“There aren’t any proposed bus routes from the Otahuhu transport centre up Great South Rd to Epsom Girls Grammar School.”*
- *“I don’t like the fact that there is no express bus from Manukau to Britomart. The 457X and 477X are both very reliable buses and they serve the need for many people who need to get into town as soon as possible.”*
- *“The loss of the express buses on the motorway. The loss of the bus stops down Princes St in Otahuhu. The extra transfers which will be fine if there are high quality interchanges where we can keep warm and dry while waiting. The present 304 was a fairly direct route through Favona to Onehunga. This has gone.”*

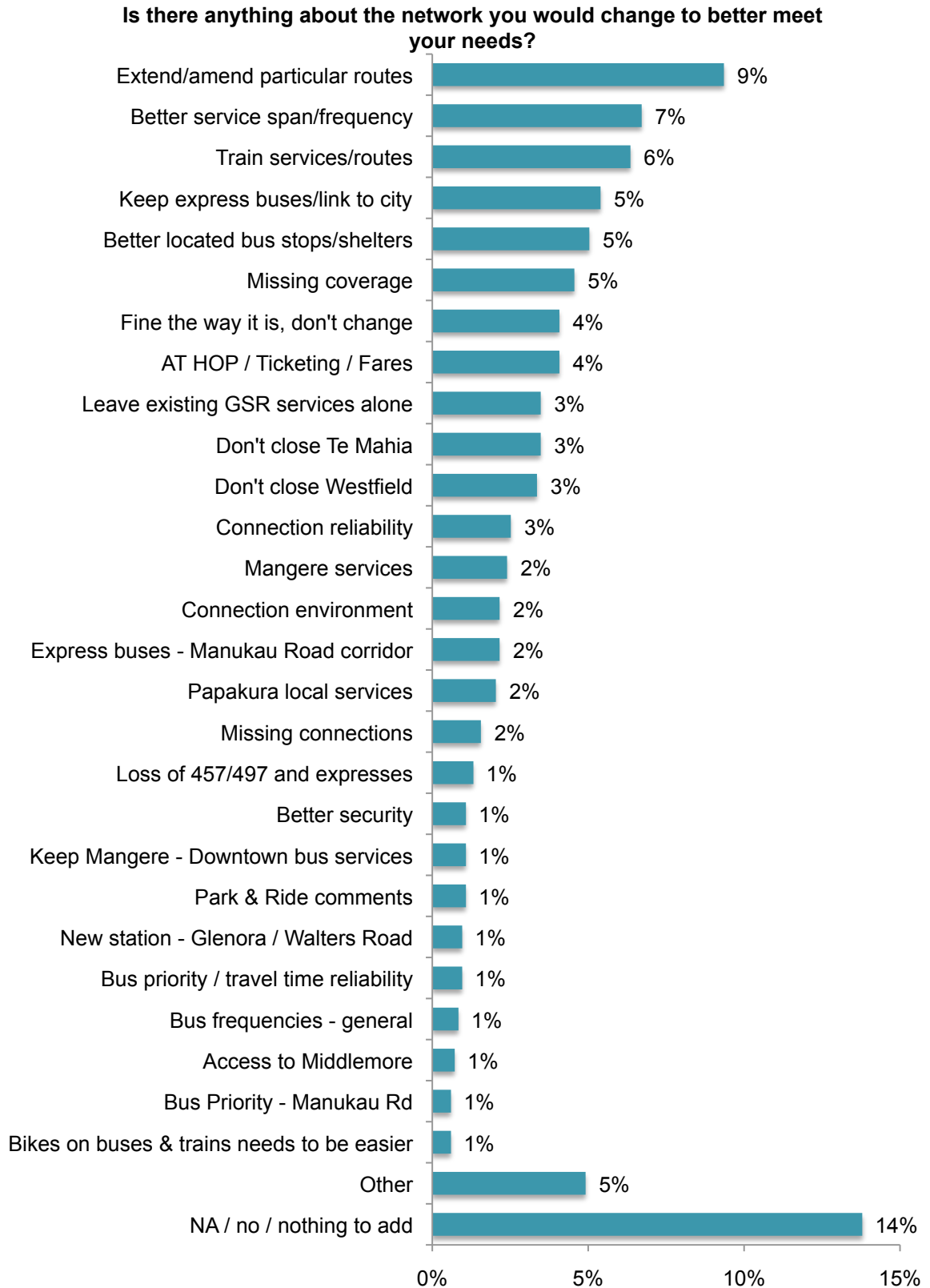
In addition, some had concerns about the potential over-reliance on the train network (and the consequences of this when/if the train services are affected), the capacity of the trains to cope with extra passengers, and the removal of local bus stops:

- *“If there is a major break down with the network (train) what is the backup plan to get the public to their destination ASAP?”*
- *“Without motorway bus there is no choice from Sth Auckland to/from downtown city. If train has any problem (such as new year) or been replaced by bus, then it needs to take long time (more than one hour).”*

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- *“It means we'll be very reliant on the train.”*
- *“I want buses direct from Papakura to Britomart during the working week. Train service has been unreliable for the last 30 years. How are people supposed to get to work if there is no back up? When I do take the bus to work in Newmarket it is always crowded. The new train system is not going to be able to transport everybody.”*
- *“Removing the express buses to the CBD. More people on the trains. They are full now, with standing only room at certain stations.”*
- *“Will no longer have bus stop on my street (walking at night is unsafe). Frequency of Onehunga trains is same as now.”*
- *“Limited bus stops for those travelling to the city.”*
- *“People would not like to walk further than they need to. Especially the elderly.”*
- *“Because I will lose my bus stop and lose my independence.”*

3.11: What changes could be made?



Base: 834 responses. Multiple responses were allowed, so the figures add to over 100%.

When asked to suggest changes to the network, a number of participants made requests to change specific routes. There were a wide variety of these covering a number of routes, for example:

- *“Route 31 splitting just after Otara with branches to Botany and Flat Bush. The Flat Bush branch should be dropped so there is a 15 minute service all the way to Botany.”*
- *“Within Papakura the bus route I use will be the 377 (currently the 471). The bus stop that is closest to my home is outside 70 Tatariki St (or opposite for the route from CBD to Papakura). I note that the proposed changes alter the current 471 route in that it will no longer (coming from the CBD) go down Jupiter, onto Chichester and up Tatariki. Instead it will continue straight along Edinburgh Ave, over Tatariki and onto Goodwin. I believe this change is a little short-sighted and doesn't take into account how many people use the bus stop at 70 Tatariki (4 of us this morning) and how many people get on around the corner at the Chichester stop (and opposite for the journey to the CBD).”*
- *“Change the 325 service to follow the current 497 service around Hollyford Dr, Aspiring Ave, Mathew Rd and Dawson Rd.”*
- *“Change routes 325 and 32 to travel via Golf Avenue - to serve both Otahuhu College and Kings College.”*

Some talked about extending the span of service (start and finish times) and/or the frequency of certain services:

- *“Extend the frequency. Many people start at 0700.”*
- *“Late night trains until 0100.”*
- *“Late train services like the one at the end of the week.”*
- *“Public transport available very early in the morning and very late in the evening.”*
- *“Trains running 7 days from Pukekohe to Britomart or rail buses every two hours after 6pm Sat-Sun.”*
- *“Consider making the proposed 352 service pass through East Tamaki Industrial from about 4:30 p.m.”*
- *“I suggest that 33A be upgraded to a frequent service. Currently the 33A route between Manurewa and Papakura will see some reduction of bus service, as well as losing rail service.”*

Some also wanted to increase certain train routes and service frequencies:

- *“Increase frequency of rail at later hours. Move after hours rail services away from the hour so if finish work at Middlemore don’t have to wait an hour for the train.”*
- *“Have trains running from Onehunga to Manukau and vice versa. Put buses on route 30 along Kirkbride Rd to start before 7am in order for me to get work and night shift work to get home.”*
- *“Need park and ride facilities increased both at Papakura / Drury when its available and at Pukekohe. Need more frequent services to/from Pukekohe including weekends.”*
- *“Extend hours of 366 to run until at least 9 or 10pm every day. Change monthly fare structure to reflect that not everyone is going to Britomart - this seems forgotten especially on train lines at the moment. Frequency of trains going down Southern vs Eastern branch after Westfield is as important as number of trains going to Britomart.”*

Further, as discussed above, some talked about the need to retain express bus services, and/or the location of certain bus stops:

- *“Maybe it is worth considering operating express buses on the same lines with fewer stops and bike racks on front of the buses?”*
- *“Implement express services.”*
- *“Leave the express bus in place (477 express).”*
- *“I already spend a lot of time travelling to work - those who live further south of Manukau in my case 20 mins west of Papakura do not need increased travel time. At present I catch 6.30am 477 and am at work 7.15. If I have to catch the train I wouldn’t be at work until 7.40am at the earliest. 477 motorway bus needs to be kept. This would enable passengers to disembark in Symonds St - save time and avoid transfer onto bus. Otherwise they would need to take train.”*
- *“Yes, leave the express services like 457X and 477X. Perhaps introduce more through Middlemore, like more 435X service instead of just one at 7am.”*
- *“Do not remove express and flyer buses for people wanting to get into the city during peak hours. This is better than people taking their cars and adding to traffic congestion.”*
- *“Roads in Otara e.g. Preston Rd should be improved with bus shelters.”*

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- *“Please ensure bus shelters/seats on Papakura/Red Hill route especially opposite shop at Settlement/Dominion Rd roundabout.”*
- *“Bring the bus stops closer to Te Mahia Station not 250-350 metres away.”*
- *“More shelters with rubbish bins. Service to Auckland continued. Buses designated for prams and wheelchairs.”*
- *“Shelter at bus stops. Graffiti free, well lit.”*
- *“Increase the frequency of buses. Connection environment should be improved with a shelter.”*

3.12: Final comments

Finally, participants were asked to provide any further comments:

Any further comments?	Responses	Proportion of responses
General positive - keep it up, good work, long overdue	63	10%
Ticketing - more top up machines, sell from dairies, family cards, cap fares, gold card	41	6%
Enforce timetable accuracy/ synchronise transfers/ regularity	36	6%
More information - timetables/ keep us informed of progress	27	4%
Trains - more rail, underground, express trains, capacity, more stations	27	4%
Concern for disabled, elderly, child travellers regarding distance/access	27	4%
More bus shelters/ seating	23	4%
Interchange stations - safety, keep them user friendly, timetabling, shelter, toilets	22	3%
Span of service - all day service needs to start earlier/ end later/ all week	21	3%
Buses - Streamline the look, same quality for all areas, route number displayed on back, maintain shelters, remove ads on side	21	3%
Concern regarding safety, rubbish, graffiti, lighting	20	3%
Concerns about closure of Te Mahia station	20	3%
General negative/ non-support, dislikes	19	3%
Concerns regarding ticket cost/ discount for ratepayers	16	2%
Concerns about closure of Westfield station	16	2%
Retain express buses	15	2%
Location of routes/ stops	15	2%
More buses required	14	2%
Too many interchanges/ have to walk further	14	2%
More park and ride facilities/ parking	14	2%
More roads/ dedicated bus lanes	11	2%
Keep things as they are/ too complex	10	2%
What contingencies for train break downs/ road blocks	9	1%
Logistics - low floor buses, small roundabouts, driver	9	1%

manners		
Focus on changing needs of Auckland demographics	8	1%
Concerns regarding implementation cost/ general costs	7	1%
Speed up implementation	7	1%
Comments regarding a train station at Glenora	7	1%
Airport - more services, faster, less interchanges	6	1%
Less cars/ roads, environmental impact	6	1%
Keep buses into CBD	5	1%
Use smaller buses/ mini buses	5	1%
Other	73	11%
NA / no / nothing to add	77	12%
Total responses	641	100%

4. Overall themes

From the comments associated with the various questions above, there were a number of key themes that emerged repeatedly. In many cases, participants mentioned the same theme (for example the removal of express buses) in response to a number of different questions – such as in response to “why won’t the network encourage you to use public transport more often?” and “what don’t you like about the proposed new network and why?” for example.

Further analysis has been conducted to assess how many participants mentioned each key theme at some stage in their feedback – regardless of whether they mentioned the theme in response to one question or more often. This allows us to determine the overall prevalence of that theme / opinion as a proportion of all participants.

Note that in some cases in the charts above the proportion of mentions for each topic is similar or equal to the overall proportions expressed below. Please note that the proportions given for the charts above are based on the number of people commenting on **that specific question** (samples ranged from 345 to 902), while the proportions below are based on the total number of participants (1148).

Overall theme	Responses	Proportion of all 1148 responses
AT HOP/cost of tickets/integrated fares	184	16%
Express bus routes and services	154	13%
Great South Road buses / direct routes to the city	123	11%
New network is too reliant on trains	104	9%
Closure of Te Mahia station	74	6%
Closure of Westfield station	48	4%

Across all questions concerning the new network, the most frequently mentioned theme concerned costs, fares, integrated ticketing and the AT HOP card. As discussed above a number of participants were concerned about the potential for fare increases under the new network if an integrated system wasn’t introduced – and conversely a number of people talked about the benefits of an integrated ticketing system. Also, people mentioned a range of issues associated with

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buying tickets and the HOP card (such as the ability to purchase them on board and at other locations).

Another major theme was concern about the potential loss of express bus services and the cancellation of buses along Great South Road into the city centre.

Nine percent of participants raised concerns about the potential over-reliance on trains, and what would happen if the trains broke down or could not run for some reason.

Finally, 6% of participants had concerns about the potential closure of Te Mahia Station and 4% had similar concerns about the closure of Westfield Station.