

Appendix 1: Final Decisions Table by Route

Route name	Recommendation New Network for West Auckland	Route Type	Reason for change	Likely impact of change
4 - New Lynn to City Centre via Great North Rd	No change to route	Frequent	Positive feedback on this route.	
W2 - Westgate to City Centre via Westgate Dr, Makora Rd, Triangle Rd, North-western Motorway and Great North Road	No change to proposed W2 route. Add express service (W2X) from Westgate to City Centre via North-western Motorway, service to use Royal Rd for access to motorway.	Connector + Peak Express	33 people requested an express service from Westgate to avoid Makora Rd & Triangle Rd peak traffic. Express service (W2X) via North-western Motorway to City will decrease travel time to the city, addressing concerns of submitters who currently have a direct bus from Hobsonville, West Harbour, Helensville, Huapai, Whenuapai & Royal Heights.	Added cost of extra service time and kilometres. Benefit to passengers from North-western area of shorter travel time to city
W3a - New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd, Triangle Rd, Makora Rd and Westgate Dr	Routes to remain as proposed	Connector	Positive feedback on these routes in general. There were 16 requests to retain the current 224 from Henderson along Great North Road, however there are low numbers of passengers regularly travelling through New Lynn on this service, so all New North Road services will start/end at New Lynn.	New North Road passengers wanting to travel between Henderson and New Lynn will have to change at New Lynn to the Frequent W3 service to Henderson or the 4 from New Lynn to the City.
W3b - New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd, Waimumu Rd, Reynella Dr and Bellringer Rd		Connector		
W5 - Constellation Station to Henderson via Greenhithe, Hobsonville Rd, Westgate and Don Buck Rd	Route to remain as proposed	Connector	General support for route, although there were requests for the W5 to continue to Takapuna & North Shore Hospital. There will be frequent services from Constellation Station to other busway stations & Takapuna, where passengers will be able to transfer.	Waitakere Gardens residents will either have to walk (400m) to Henderson or catch the Frequent W3 bus to Henderson or Westgate and transfer. AT will need to ensure safe and accessible transfer facilities are available at Henderson.
W25 - Henderson to New Lynn via Bruce McLaren Rd, Glengarry Rd and Glen Eden	W25 route adjusted to travel via Sunvue Rd rather than Libra St and Solar Rd. Add express service from Parrs Park via Glengarry Rd, Kaurilands Rd, Atkinson Rd, Titirangi Rd, New Lynn to City Centre.	Connector + Peak Express	Minor route change to straighten route through Glen Eden. 30 respondents requested for direct/express service to the City Centre during peak times. New express route (W25X) added from Parrs Park through Glen Eden & Titirangi Rd, avoiding Great North Road traffic & providing express service from New Lynn. It will also provide a service for Glen Eden furthest from rail to travel to the city.	Additional cost of extra service time and kilometres. Benefit to Glen Eden passengers not having to transfer at New Lynn and therefore a quicker journey time to the city. Benefit to Kaurilands Rd passengers where service was removed as part of Green Bay & Titirangi changes in 2014. Passengers on Libra St and the northern half of Solar Rd will have to walk to Sunvue Rd (max 500m).

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W31 - Henderson to New Lynn via Glendene & Kelston	Change route to travel via Great North Rd rather than via James Laurie St and View Rd	Connector	Responding to submissions to provide access from Glendene to Medical Centre on Great North Rd. Also reducing travel time by not turning right into James Laurie St from Great North Rd. There were 16 requests for the retention of current 11X. However the W31 will be timetabled to arrive at New Lynn for passengers to transfer to express services from Glen Eden or Titirangi to the City Centre	With no express service from Glendene, there will be an increase in travel time to the city during the peak, however passengers will be able to easily transfer at New Lynn to express services to the city.
W40 - Te Atatu Peninsula to Henderson via Te Atatu Rd and Great North Rd	Route to remain as proposed	Connector	There was general support for the route around Beach Rd, though there were few requests to retain the service on Te Atatu Rd as it is currently. Proposed route serves larger catchment using Beach Rd.	Proposed route will serve larger catchment with less walking distance to stops. The distance between the current stops and the closest alternative stops is between 50m and 500m. However Auckland Transport will be investigating stops along the full length of Beach Rd, decreasing walking distances further.
W51 - Te Atatu Peninsula to City Centre via North-western Motorway & Great North Rd	Route to remain as proposed. Add W51X - Te Atatu Peninsula to City Centre via North-western Motorway express	Connector + Peak Express	There was general support for the route around Beach Rd, though there were few requests to retain the service on Te Atatu Rd as it is currently. Proposed route serves larger catchment using Beach Rd. Added a peak express bus (W51X) in response to submitters requests to retain express services from Te Atatu Peninsula to City Centre	Proposed route will serve larger catchment with less walking distance to stops. The distance between the current stops and the closest alternative stops is between 50m and 500m. However Auckland Transport will be investigating stops along the full length of Beach Rd, decreasing walking distances further. Added cost of extra service time and kilometres for express service. Benefit to passengers of shorter travel time to city during peak times.
W52 - Henderson to City Centre via Great North Rd, Te Atatu Rd, North-western Motorway and Great North Rd	Route to remain as proposed. Add W52X - Henderson to City Centre via Te Atatu Rd & North-western Motorway express	Connector + Peak Express	Positive feedback on this route. Responding to submitters requests to retain express services from Henderson & Te Atatu South to City Centre	Added cost of extra service time and kilometres. Benefit to passengers of shorter travel time to city during peak times.
W61 - Ranui to Henderson Loop via Henderson Valley	Change route to service Henderson Valley Shops via Henderson Valley Rd, Pine Ave & Forest Hill Rd & continue through Ranui along Metcalfe Rd, Swanson Rd, Larnoch Rd, Rathgar Rd to Henderson. Route will run in both directions.	Connector	Responding to submissions to provide a service to Henderson Valley Shops and retain service on Metcalfe Rd. W61 route servicing Larnoch Rd & Rathgar Rds to cover removal of W63 from those roads.	Route will take slightly longer, but provides a larger catchment and serves Henderson Valley shops. The new W61 will service the upper part of Metcalfe Rd, connecting passengers to Henderson. Increase of frequency on Larnoch Rd and Rathgar Rds.
W62 - Ranui to Henderson via Sturges Rd	Extension of route to cover southern half of Metcalfe Rd creating a one way loop around Hetherington Rd, Pooks Rd, Metcalfe Rd	Connector	Responding to submissions to provide a service on Metcalfe Rd	The new W62 will service the lower part of Metcalfe Rd, connecting passengers to Henderson.
W15 - Henderson to Avondale via Edmonton Rd and Rosebank Rd	Route to remain as proposed	Local	Submissions requesting route to travel to New Lynn. Current 102 will remain from New Lynn to Patiki Rd and run both ways during peak	

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W23 - Henderson to Glen Eden via Sunnyvale, Glengarry Rd and Rosier Rd	Route to be extended to travel via Glengarry Rd and Rosier Rd, then continue to New Lynn	Local	Responding to submissions to provide a service on Rosier Rd & submissions from Sunnyvale residents requesting route to continue to New Lynn to connect with other services	Added cost of extra service time and kilometres. Route will take longer, but connects Sunnyvale directly with New Lynn and provides a service on Rosier Road. Top half of Glengarry Rd will now have a local service, connecting customers to Henderson and New Lynn.
W32 - Brains Park to New Lynn via Nikau St	Amend route to travel via Archibald Rd & Archlynn Rd	Local	Submissions requesting connection with Henderson from Brains Park. Route adjusted to provide closer transfer point to W31 for customers to travel to Henderson.	Customers will be able to connect more easily to W31 to travel to Henderson
W53 - Henderson to City Centre via Edmonton Rd, Flanshaw Rd, North-western Motorway and Great North Rd	Route to remain as proposed	Local	Positive feedback on this route.	
W63 - Ranui Station to Henderson via Armada Dr, Larnoch Rd and Rathgar Rd	Route removed	Route removed	Public Transport Planners drove this route and found the turn right from Armada Dr into Luanda Dr too tight for buses. The new W61 will travel via Larnoch Rd and lower Rathgar Rd connecting these passengers to Henderson as proposed. The new W64 will travel along Luanda Dr and Armada Dr, connecting passengers to Swanson and Henderson.	Passengers affected will be able to travel to Henderson via new W61 and W64 routes. Service has been removed from Glen Rd, however the distance to the closest alternative stop is 350m where there will be the W5 Connector service to Henderson.
W64 - Waitakere Station to Henderson via Swanson Station, Swanson Rd, Universal Dr and Lincoln Rd	Amend route to travel via Luanda Dr and Armada Dr & Central Park Dr & Edmonton Rd	Local	Due to the removal of the proposed W63 & relatively high patronage on Luanda Dr & Armada Dr, service has been retained along these roads. There was support for the route in general & serving The Trusts Arena, however, there were a few submissions requesting to have no service on Te Pai Place.	Passengers travelling to the hospital will have to transfer at Henderson or on Lincoln Rd.
W78 - Huapai North to Westgate	Route to remain as proposed	Local	General support for proposed route.	
W79 - Helensville to Westgate via Waimauku & Huapai	Route to remain as proposed	Local	General support for proposed route.	
W83 - Hobsonville Ferry Terminal to Westgate via Herald Island and Whenuapai	Route to remain as proposed	Local	General support for proposed route. There were requests for the route to continue directly to the city. Although passengers will need to transfer, the addition of the W2X from Westgate will decrease overall travel time to the city.	Passengers will have to transfer at Westgate, but will generally have a faster journey into the city via express bus (W2X) during peak

Route name	Recommendation New Network for West Auckland	Route Type	Reason for change	Likely impact of change
W88 - Hobsonville Ferry Terminal to Westgate via Wisely Rd and Luckens Rd	Route to remain as proposed	Local	General support for proposed route. There were some requests for the route to continue directly to the city, however to allow generally higher frequency and more reliable services, the service will terminate at Westgate. Passengers will be able to transfer to services to the city at Westgate.	Passengers will have to transfer at Westgate, but will generally have a faster journey into the city via express bus (W2X) during peak
W89 - Royal Heights circuit, Westgate Dr, Colwill Rd, Granville Dr, Moire Rd and Westgate Dr	Route to remain as proposed	Local	General support for proposed route. There were requests for the route to continue directly to the city, especially during peak times. By adding the W2 express service from Westgate, entering the motorway at Royal Rd, passengers will be able to connect to a faster service to the city, therefore reducing travel time. The W89 services will be timetabled for passengers to easily transfer to services to the city.	Passengers will have to transfer at Westgate or Royal Rd, but will generally have a faster journey into the city via express bus (W2X) during peak
W71 - Westgate to City Centre via Don Buck Rd, Universal Dr, Lincoln Rd, North-western Motorway and Great North Rd	Route to remain as proposed	Peak only service	Positive Feedback on this route	

Appendix 2: Response to Key Issues

In the feedback received in this consultation, there were a number of key issues raised. Below are responses to these issues. Auckland Transport is aware that, as is the case whenever bus services are changed, some existing customers will be disadvantaged by the changes. The overall objective of these changes is to simplify the route network so that services are improved for the majority and so that they are easier for new users to understand. If we tried to run direct service from everywhere to everywhere, we'd have hundreds of routes and wouldn't be able to afford to run any of them frequently enough to be worth waiting for. Instead, the New Network is designed around simpler, straighter routes that are more useful to more people.

Issues Raised	Auckland Transport's Response/Comments
Requests for service to Riverhead	There are currently no services to Riverhead, and there were no services proposed as part of this consultation. As the area develops further, bus services may be considered.
Requests for services to Arataki Visitor Centre, Piha, Bethells Beach/Muriwai/Huia	There are currently no services to Arataki Visitor Centre, Piha, Bethells Beach/Muriwai/Huia, and there were no services proposed as part of this consultation.
Requests for train services from Helensville, Kumeu & Huapai	Train services from Helensville, Kumeu & Huapai were outside the scope of this consultation and are not currently being investigated. The bus route along State Highway 16 to Westgate and beyond offers better travel times over rail. Bus options also provide good and frequent connections at Westgate to North Shore and Henderson bus services. In the longer term, we are actively investigating a North-western Busway between Westgate and Te Atatu. This does not preclude the extension of rail to these locations in the longer term future.
Requests to retain current 224 service from Henderson	Due to low numbers of passengers travelling through New Lynn on this service, all New North Road services will start at New Lynn. Passengers wishing to continue to Henderson will be able to transfer onto the W3 Frequent service. This will also reduce duplication of route numbers and confusion between Henderson and New Lynn along Great North Road.
Requests to retain current 156 service through Waiatarua/Oratia	The 156 was proposed to be removed due to there being only 3 trips per day & low patronage counts. Average patronage from the area is usually less than 10 passengers per trip, including 8 school students. This route will be removed; however AT will provide a school bus for students affected.
Requests to retain the current 070 service	The majority of the roads which the 070 currently services will be covered in the proposed network by other routes. Where the proposed services do not cover the current service, the closest alternative bus stops are less than 400m. However for a direct bus to the city, passengers will have to walk further (max of 800m) or connect at Westgate. The W2X has been provided from Westgate to provide a faster service to the city during the peak and alleviate the inconvenience of transferring.
Requests to remove stop outside 324 - 326 Great North Rd	Auckland Transport have been working with the Henderson - Massey Local Board and are in the process of removing these stops & reassigning services to other Henderson Stops
Requests to retain the current 145 & 149 services	These services were proposed to be removed due to low patronage in the area. Due to requests received as part of this consultation, we have rerouted the W61 to Henderson Valley shops via Henderson Valley Rd, Pine Ave and Forest Hill Rd to provide a connection with Ranui and Henderson. Services will be removed from the southern end of Henderson Valley Rd & Candia Rd due to the low passenger numbers. This will make services easier to follow and understand and allows Auckland Transport to increase frequencies of other bus routes in the area.
Requests for express services, direct to the city via North-western Motorway	Express services have been retained from Te Atatu Peninsula, Henderson via Te Atatu Rd & Glen Eden. Other express services in West Auckland have been removed to reduce complexities and duplications of routes. Passengers will be able to connect to express services at Westgate, Henderson and New Lynn to travel to the city.
Requests for Westgate express services, direct to the city via North-western Motorway	People requested an express service from Westgate to avoid Makora Rd & Triangle Rd peak traffic. A new express service (W2X) via North-western Motorway to City will decrease travel time to the city and also addresses concerns of submitters who currently have a direct bus from Hobsonville, West Harbour, Helensville, Huapai, Whenuapai & Royal Heights.
Don't like loss of service along Pomaria Road & upper Rathgar Road	Services are being removed from Pomaria Road and upper Rathgar Rd to better service the Pak n Save and other shops on Universal Dr. The distance between the current stops and the closest alternative stops is between 50m and 500m.
Requests for Brains Park to be connected with Henderson	As proposed, the Brains Park service (W32) will travel only to New Lynn. We will be providing a more regular service direct to New Lynn where passengers can use the train or Frequent bus service to Henderson. This can also allow the W31 to run more efficiently from Henderson through Glendene and Kelston to New Lynn.
Requests for Sunnyvale to be connected with New Lynn	Respondents requested for the service from Sunnyvale (W23) to go to New Lynn. Although we have extended the service to New Lynn via Glen Eden. It would be faster for passengers to use rail from Sunnyvale or connect at Henderson rail or the Frequent service along Great North Road (W3).