

New Network (South Auckland)

Consultation Summary and Decisions Report



Consultation for South Auckland opens **19 June** and closes **2 August**

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1 Executive Summary

The Public Transport Network Management team in conjunction with an external consultation analysis company (Ben Parsons and Associates) analysed all of the feedback and most submissions have resulted in one of the following:

- changes to the New Network routes/frequencies,
- no changes but with an explanation of why not or rationale behind the final decision,
- development of FAQs to respond to concerns/issues that need to be responded to but don't require changes to the New Network,
- included within an infrastructure list to be reviewed by the relevant team in regards to bus stops, shelters, interchanges etc.
- sent to the AT HOP and fares/ticketing team for review, action or inclusion within their work programme,
- sent to the Rail team in regards to the proposed closure of Te Mahia or Westfield stations or the opening/design of new stations,
- sent to other teams if not related to the New Network or Public Transport at all

How did feedback affect the decision making process?

The feedback received has resulted in several changes to the proposed bus network. In short Auckland Transport (AT) originally proposed 28 bus routes within the south Auckland area and we are proposing to make changes to 20 of those routes. In addition we are creating 1 new route and retaining a limited express service from Papakura to the CBD. As a result of consultation feedback there are 30 routes under the final South Auckland New Network.

In conjunction with analysing the public submissions a team of public transport planners have been driving the routes in buses to clarify issues raised. In some cases one submission has been enough to change the proposed route. For example, a submitter requested we retain part of a current route on one of the proposed routes in Papakura. The planners drove both the proposed AT route and the submitter's route and ascertained that his route suggestion worked better from a bus manoeuvrability perspective, created a wider residential catchment for the service and also retained current bus stop infrastructure that is used by regular commuters. This is a great response to public feedback and shows that it is not always high numbers of submissions that sway decisions – one person can have a big impact.

From the perspective of the Senior PT Planner (Engagement), I am pleased at the amount of changes proposed by the Public Transport Planners, and believe it shows that they have genuinely listened to the feedback received and, where necessary or possible, have made changes to improve the network to meet people's needs.

2 Background and Objectives

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 and formally adopted on 23 September 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 over the next few years.

The objective of this consultation was to get feedback on the proposed New Network for South Auckland from residents, public transport users and stakeholders.

3 Consultation Approach

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. Approximately 100 people attended these events. 13 promotional days were held at markets and town centres in June/July prior to the Open Days to get out amongst the people of South Auckland in their environment to raise awareness of the consultation and to answer basic questions.
- A hard copy brochure including a feedback form was disseminated widely throughout the community (over 50,000 personally handed out) including:
 - Handed out at bus stops, train stations and key interchanges by Auckland Transport Ambassadors
 - Auckland Council buildings (incl Local Boards), libraries and Citizens Advice Bureaux
 - Open Days and Promo days

- Mailed to stakeholders (Disability Groups, CCOs, Councillors, MPs, Advisory Groups, Bus Operators, Retirement Homes, Maori/Marae, residents living on streets where we were proposing new services, Veolia, KiwiRail etc.)
- Available on board some bus services operating within South Auckland
- Available on the Auckland Transport website and links from the Public Transport (ex MAXX) website
- The brochure was translated into Maori, Korean, Samoan, Tongan, Hindi, Punjabi and Chinese (Simplified and Traditional) and downloadable from our website. Various versions for the visually impaired could also be downloaded from our website. These were created in conjunction with the Royal New Zealand Foundation of the Blind.
- The public could also complete the feedback form online.
- 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.
- Engagement with MPs, local boards and other key stakeholders prior to consultation
- Weekly teleconferences with local boards

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
- Posters at key bus stops and all bus stops that were proposed to be closed as part of the new network
- Flyers distributed through a mail drop in the area
- Mailout to streets where new bus services were proposed
- Content and advertising in the New Zealand Herald, suburban papers, ethnic papers and OurAuckland
- Radio and online advertising
- Messages scrolling across real time travel signs at bus stops/train stations, messages on the online journey planner
- Emails and e-newsletters sent to a range of stakeholders, Auckland Council's People's Panel members, AT's Research Panel and subscribers to the New Network e-newsletter.
- Detailed information on the Auckland Transport website including a New Network video.

4 Consultation Responses

In response to these activities Auckland Transport received 1148 official feedback forms – 565 online and 583 hard copy plus 31 free form key stakeholder submissions.

In addition the following were received:

4.1 Petitions

Petitions	Signatures
Save Te Mahia Station Petition	1503
Save the Express Buses Petition	205
Westfield Meatworkers Petition	135

4.2 Save Te Mahia Train Station submission slips

Team Manurewa (a local Manurewa action group) printed and distributed newsletters and submission forms to local residents and train passengers about the proposed closure of the station.

411 submission slips were received.

I support keeping Te Mahia train station open because:

Please tick the boxes you agree with.

- The expected population growth in this area in the next 20 years – eg. sale of Manukau Golf course 450+ homes – means that we should be providing excellent public transport options for new residents.
- I/We use Te Mahia train station.
- The train is more user-friendly for people with disabilities and the elderly.
- Greenmeadows and Beaumonts' residential areas would be isolated.
- It should be upgraded so I would use it (Park and Ride, Kiss and Ride, more safety features)

4.3 Keep Shifnal Drive Bus Route submission slips

I support keeping the Shifnal Drive Bus Route because:

Please tick the boxes you agree with.

- I/we use the bus to get around Randwick Park and beyond.
- I/we support the proposed AT increase in bus services around Randwick Park.
- I/we want the Shifnal Drive area to be included in the proposed bus route from Riverton to Hyperion Rds.
- It is between 500-800m for people to walk from Shifnal Drive to Limond St. This is a problem for: young families, elderly, people with a disability who use the bus for doctor's visits, shopping in all weathers.
- In addition I would like full bus shelters around Randwick Park (there are none at present).
- I support Te Mahia rail station being kept open.

Team Manurewa also created a newsletter and submission slip for Randwick Park residents as it was proposed to remove the bus route from Shifnal Drive. They also added an option for residents to respond on the proposed Te Mahia station closure.

128 submission slips were received.

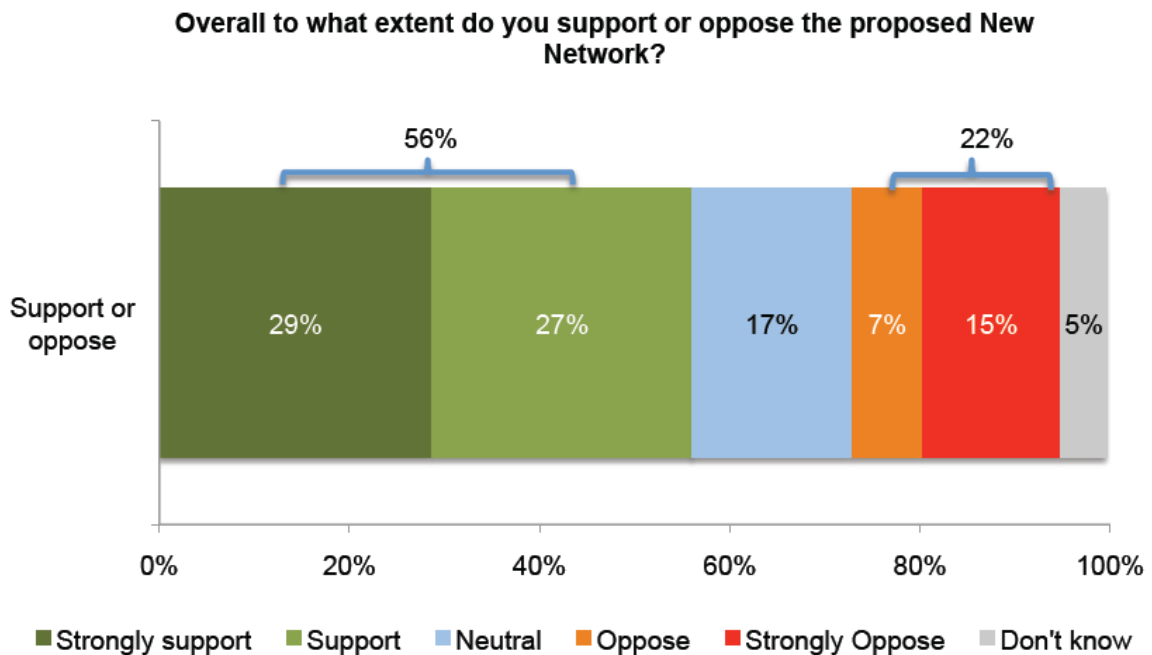
5 Summary of Feedback

5.1 Official Submissions (online/hardcopy)

The detailed analysis of this feedback can be read in the report attached as Appendix One provided by Ben Parsons & Associates.

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.



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

- Just less than two-thirds of participants (64%) said they could get to where they needed to by 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 time 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 timetable.
- 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.
- 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 if /when 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.

Overall themes analysis

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.

Across all questions concerning the new network, the most frequently mentioned theme concerned costs, fares, integrated ticketing and the AT HOP card. 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 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. 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. 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.

The table below outlines the themes and a summary of Auckland Transport’s response.



Overall theme	Responses	Proportion of 1148 responses	AT Response
AT HOP/Cost of tickets/Integrated Fares	184	16%	All feedback sent to the AT HOP and fares/ticketing team for review, action or inclusion within their work programme
Express bus routes and services	154	13%	Retaining a limited peak express service from Papakura to the CBD (360x). Amending the proposed 301 to follow the 309 route in Mangere/Favona/Mangere Bridge and creating a peak express service (309x)
Great South Road buses / direct routes to the city	123	11%	Providing a frequent service along the length of Great South Road between Papakura and Otahuhu (33A becomes 33) to provide frequent connections to train services at Papakura, Manurewa, Manukau and Otahuhu Retention of a peak only service from Otahuhu to the city along the Great South Road (322)
New network is too reliant on trains	104	9%	Passenger trains in Auckland are in the process of being replaced with electric trains, which will be more reliable and have increased passenger capacity
Closure of Te Mahia station	74	6%	No decision has yet been made on the proposed closures of Te Mahia and Westfield Stations. As mentioned earlier detailed reports will be developed separately to address those proposals and decisions are not included within this report
Closure of Westfield station	48	4%	

5.2 Key Stakeholder Submissions

31 free form submissions were received from key stakeholders including:

Businesses/Business Associations	Airplex Industries Ltd, Tonea Properties (NZ) Ltd, Talavera Retail Ltd (Hunters Plaza Shopping Centre), Mangere Bridge Progressive Business Association Inc, Wilson Hellaby Limited, PVL Proteins Limited and AMP Auckland Meat Processors
Disability Groups/Representatives	Auckland Branch of the Association of Blind Citizens, IHC, Royal New Zealand Foundation of the Blind, Auckland Council's Disability Strategic Advisory Group, Counties Manukau DHB Disability Advisory Group
Health Representatives	Auckland Regional Public Health Service
Local Boards	Papakura Local Board, Mangere-Otahuhu Local Board, Howick Local Board, Otara-Papatoetoe Local Board, Manurewa Local Board
Public Transport Operators	NZ Bus including Drivers feedback
Representative Groups	Citizens Transport Coalition New Zealand, Papatoetoe Sports and Community Charitable Trust, Auckland Chamber of Commerce, Child Poverty Action Group, 3M's South Auckland Greens

Unions	First Union
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The key issues raised in these submissions match the themes raised within the general submissions for example AT HOP and Fares, removing express buses into central Auckland along Great South Road, potential over-reliance on the train network, the capacity of the trains to cope with extra passengers, the closure of both Te Mahia and Westfield and the removal of local bus stops. The top five issues included:

Theme	No of Submissions	AT Response
Fares and Ticketing (AT HOP)	13	All feedback sent to the AT HOP and fares/ticketing team for review, action or inclusion within their work programme
Closure of Westfield	13	No decision has yet been made on the proposed closures of Te Mahia and Westfield Stations. As mentioned earlier detailed reports will be developed separately to address those proposals and decisions are not included within this report
Closure of Te Mahia	12	
Express Buses/Great South Road	12	<ul style="list-style-type: none"> Retaining a limited peak express service from Papakura to the CBD (360x). Amending the proposed 301 to follow the 309 route in Mangere/Favona/Mangere Bridge and creating a peak express service (309x) Providing a frequent service along the length of Great South Road between Papakura and Otahuhu (33A becomes 33) to provide frequent connections to train services at Papakura, Manurewa, Manukau and Otahuhu Retention of a peak only service from Otahuhu to the city along the Great South Road (322)
Accessibility Issues (Disabled, Elderly)	10	All feedback sent to the relevant AT team/s for review, action or inclusion within their work programme

These submissions were detailed and asked for some specific changes to the network including:

- Delete route 301 and create a 309 express
- Remove 311 service from Westney Road
- Don't remove all buses from Otahuhu to CBD due to capacity issues along Great South Road and connections to Symonds Street and K Road.
- 313 should be extended to Onehunga
- Loss of service on Miller Road, Mountain Road, Kolmar Road, Tennessee Ave, Blake Road, Wakefield Road. Kirkbride Road
- Loss of connection between Hills Road and Manukau (ex 487)
- Frequency of 33A should be at least every 15 minutes
- Route 365 to use Shifnal Drive
- A request for a new service in Opaheke

Also the following infrastructure and bus priority issues were raised:

- Bus Lanes (Manukau Road)

- Need for more Park n Rides
- Bus Priority in Manurewa, Mangere
- Smaller buses – what is their specification, what size are they, are they accessible?
- Train direct to Manukau station from South
- Pedestrian access to Papatoetoe station
- New station at Glenora/Walters Road
- Major interchanges – safety, security, accessible, lighting, CCTV etc.
- Bus stop design guidelines
- Bus shelters

Some of the above issues have been responded to within the decisions included in this report. However, due to their detail, complexity, and issues outside the scope of this consultation; most of these submitters will receive a personalised response to their issues.

5.3 Petitions

5.3.1 S.O.S – Save our Station! Petition against closure of Te Mahia Station

This petition was presented on 2 August 2013 to Greg Edmonds (Chief Operations Officer) and Wally Thomas (General Manager Communications) by Ezekiel Robson and 15-20 core supporters.

It included 1503 signatures and stated that by signing the petition they were asking Auckland Transport to keep Te Mahia Station open, as it meets the needs of significant groups of public transport users. The following reasons were listed on the petition form:

- The growing population as a result of planned housing developments at the nearby Manukau Golf Course site, Weymouth, and Wattle Downs.
- Elderly and people with disabilities who currently can NOT use alternatives such as buses for accessibility reasons (e.g. step-free access).
- Adults who regularly travel to/from Auckland CBD for work, school or tertiary study, and children going to/from Greenmeadows Intermediate.
- People from Takanini to Randwick Park to Wattle Downs, who would eagerly use secure Park and Ride facilities (as possible at 286 Gt Sth Rd).

5.3.2 Petition to save 477x Papakura-Auckland/Auckland-Papakura Express Bus Services

This petition was also presented on 2 August 2013 to Greg Edmonds (Chief Operations Officer) and Wally Thomas (General Manager Communications).

It included 205 signatures (213 minus 8 duplicates) and stated that by signing the petition people were asking Auckland Transport to retain these express bus services for the foreseeable future – well beyond the implementation of the New Southern bus network. These buses provide a vital public transport service for workers and students who study and work in the area around Symonds Street, Upper Queen Street, K-Road and beyond and who are not well served by the train network.

Some signatories were also in support of keeping the 29F, 457x, 486x and 487x bus services.

5.3.3 Save our Station! Petition against the closing down of Westfield Train Station

Letters and a petition were received from Wilson Hellaby Limited, PVL Proteins Limited and AMP Auckland Meat Processors and included 135 signatures. The petition stated that by signing the petition they were asking Auckland Transport to keep Westfield Train Station open, as it serves a significant group of public transport users including:

- The growing population
- Elderly and people with disabilities who currently can NOT use alternatives such as buses for accessibility reasons
- People who use the station to get to and from work, especially those working at the meat processing companies.

In addition to the signed petition the issues raised within the letters from Senior Management included:

- The fact that the three businesses employ up to 1000 people throughout the year
- A number of staff regularly use the station and as the network improves and electric trains arrive more will use it. Was expected that the service would be enhanced, not diminished.
- Lack of safe car parking
- Overseas visitors are advised to catch the train from the city to Westfield when visiting
- Suggestion for “outside the square” marketing initiatives and a station upgrade to attract more of the 1000 workers in the area to use the train.
- Please don’t shut the gate on a band of loyal users
- Issue for workers is earlier trains

5.4 Save Te Mahia Train Station submission slips

Total	411	%
The expected population growth in this area in the next 20 years - eg. Sale of Manukau Golf course 450 + homes - means that we should be providing excellent public transport options for new residents.	289	70.3
I/We use Te Mahia train station	298	72.5
The train is more user-friendly for people with disabilities and the elderly	322	78.3
Greenmeadows and Beaumonts' residential areas would be isolated	253	61.6
It should be upgraded so I would use it (Park and Ride, Kiss and Ride, more safety features)	230	56.0

Some people had written additional comments such as “keep our station open”. The most common comments included:



- I/we use Te Mahia to get to work/school/friends/family. Rely on the train and this station.
- Train is most accessible for disabilities. Train is needed for disabled/elderly/health/parents with young children
- Need better facilities – parking, Park n Ride, station upgrade, safety, lighting
- Moved/built here because of train station
- Station needs to stay open for new houses and population growth

Some specific issues were mentioned:

- Serves Mahia, Wattle Downs, Randwick Park
- Manurewa not enough parking
- Closest station to Acacia Grove Retirement Village

5.5 Keep Shifnal Drive Bus Stops submission slips

Total	128	%
I/we use the bus to get around Randwick Park and beyond	96	75.0
I/we support the proposed AT increase in bus services around Randwick Park	122	95.3
I/we want the Shifnal Drive area to be included in the proposed bus route from Riverton to Hyperion Rds	127	99.2
It is between 500-800m for people to walk from Shifnal Drive to Limond St. This is a problem for: young families, elderly, people with a disability who use the bus for doctor's visits, shopping in all weathers	127	99.2
In addition I would like full bus shelters around Randwick Park (there are one at present)	125	97.7
I support Te Mahia rail station being kept open	127	99.2

Some people had written additional comments such as “keep the bus route”. The most common comments included:

- Need the bus to get to work/shopping/other
- Keep route on Shifnal Drive
- Keep the stops where they are now
- Need for elderly/young/disabled
- No car or can't afford car

6 Consultation Decision and Responses

6.1 Overview

This report provides decisions on the New Network bus routes only. No decision has yet been made on the proposed closures of Te Mahia and Westfield Stations. Detailed reports will be developed separately to address those proposals and decisions are not included within this report. Also any feedback that was outside the scope of this consultation has been sent to the relevant teams within AT for review, action or inclusion within their work programmes, for example AT HOP, Customer Services, Fares and Ticketing and detailed feedback on the design of key transport interchanges. Feedback on areas not included within this consultation (such as Pukekohe, Waiuku and Sylvia Park) will be considered when those areas are reviewed.

A detailed list of infrastructure requests (bus stops, shelters, lighting etc.) has been created from the feedback and is being reviewed by the Principal PT Planner (Infrastructure).

There were various issues raised within the consultation feedback that did not require changes to the network itself however do require a response. A series of FAQs will be developed to respond to those issues (for example, are small buses accessible, how late will buses run) and communicated via the AT website and the New Network email newsletters.

6.1.1 Key Aspects of the Proposal

- Twenty eight bus routes were proposed in total for South Auckland to create 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.
- All the current bus services in South Auckland would be replaced by the New Network which would provide local connections and would introduce four new frequent bus routes, two of which were made up of 30 minute connector services timed to create a 15 minute frequent service along the common route, before splitting off to different destinations.
- Buses would no longer run from South Auckland all the way into central Auckland, except for two services from Mangere. Passengers would be required to make local bus to train connections at Papakura, Manurewa, Manukau, Papatoetoe, Otahuhu or Onehunga.
- Some bus services that take people direct from their home to their destination would be replaced with generally more frequent services which may require a transfer.

6.1.2 Final Decisions

A detailed table of all the decisions and changes made as a result of the consultation feedback can be read in Appendix Two. A summary of the changes includes:

- Changes have been made to 20 of the proposed 28 routes. Only 8 routes had no change:
 - Onehunga to Manukau via Airport (30)
 - Mangere Town Centre to Sylvia Park (32)
 - Manukau Station To Botany Town Centre Via Preston Rd (353)
 - Manurewa Interchange To Wattle Downs To Manurewa Interchange (363)
 - Manurewa To Otara / MIT Via Mahia Rd (364 renumbered to 361)
 - Manurewa To Manukau Station Via The Gardens (366)

- Wiri Industrial Loops (368/369)
- Two of the frequent routes were made up of 30 minute connector services timed to create a 15 minute frequent service along the common route, before splitting off to different destinations. In each case one of the branches has been upgraded to a frequent service and the other branch will now be a separate service:
 - extending the frequent service from Otara to Botany (31B becomes 31),
 - providing a frequent service along the length of Great South Road between Papakura and Otahuhu (33A becomes 33)
 - turning the 31A service into a local route (314) which provides access to Papatoetoe train station and connects with bus routes (Otara, Hunters Corner and Papatoetoe) for onward journeys for people in Ormiston/Flat Bush
 - the Connector route (33B) has been renumbered 362 and will terminate at Manukau
- Retention of limited express services¹ from Papakura to central Auckland via the motorway (4 morning peak (6.10am - 7.10am) and 4 afternoon peak (4.05pm - 5.35pm)).
- Retention of a peak only service¹ from Otahuhu to the city along the Great South Road (322). Off peak the 322 will terminate at Ellerslie Station².
- Expansion of the peak only service in Mangere to cover the current 305x route through Favona, and Mangere Bridge, bypassing Onehunga (301 renumbered 309x)
- All Papakura routes to serve the train station and town centre
- A new route created – Opaheke to Papakura
- Minor route changes to the following routes:
 - 309 route to service Robertson, Wakefield, Harania and Favona Rd
 - 313 route extended to Onehunga³ via Orly Ave, Thomas Rd, Massey Rd, Kirkbride Rd, McKenzie Rd, Miller Rd, Mountain Rd and Coronation Rd
 - 326 route extended to Otahuhu train station via the town centre
 - 324 route to follow current 409 route in Otahuhu/Seaside Park
 - 325 route to serve Tennessee Ave and Blake Road in Mangere East and Dawson, Matthews, Aspiring, Hollyford, Te Irirangi, Diorella in Clover Park.
 - 352 route amended to serve more of East Tamaki and Highbrook
 - 365 route to serve Shifnal Drive
- Peak only route 311 removed until area develops and demand increases.
- Some routes have been renumbered as a result of the above changes to create a consistent route numbering system, make the New Network less complex, easier for customers to understand and to emphasize the Frequent Network.

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 in the future. However, some people may not be able to make their particular journey by bus as easily as they can now. There may be other options, for example walking further at one end of the journey or taking the train or an alternative bus route. Auckland Transport apologises if any inconvenience is caused to some existing customers as a result of these changes.

¹ Peak/express services are transitional and will be reviewed once the New Network, including electrification and integrated fares, has been in place for a reasonable period of time.

² Another option is being investigated to serve this area so the 322 route has not yet been finalised and is subject to change

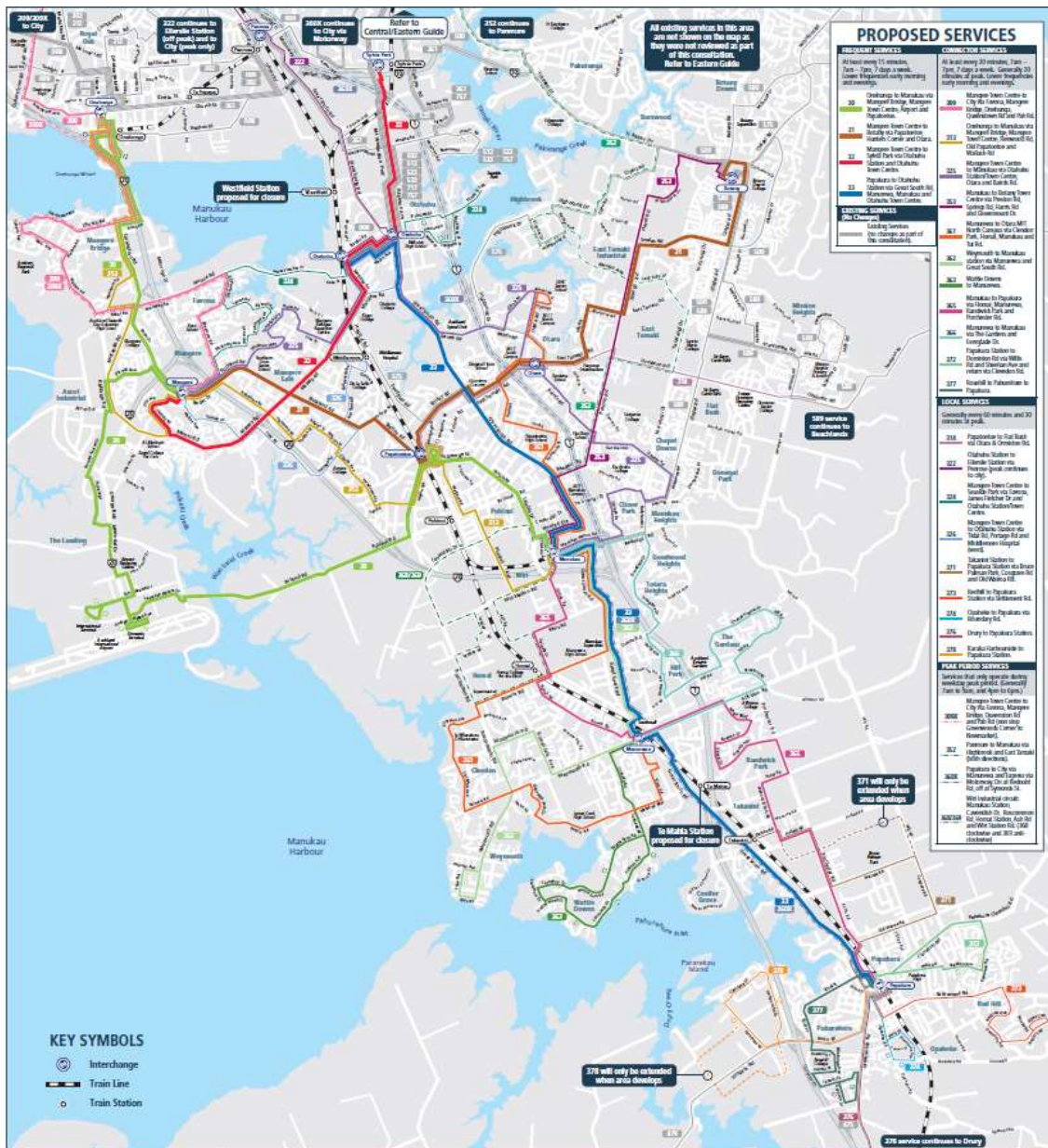
³ Exact frequency of 313 extension to be determined as part of tendering process

6.2 Final Routes and Map

Service Type	Frequency and Hours of Operation	South Auckland Routes
Frequent Services	<p>In South Auckland, the train line and four key bus routes will form the Frequent service layer.</p> <p>Bus services</p> <p>At least every 15 minutes between 7am and 7pm, seven days a week.</p> <p>Peak frequency will typically be every 10-15 minutes.</p> <p>Services will operate at lower frequencies outside these hours, every 30 minutes or better.</p>	<p>Services:</p> <p>30, 31, 32, 33</p>
Connector Services	<p>The Frequent Network will be complemented by Connector bus services at least every 30 minutes, between 7am and 7pm, seven days a week – connecting people to town centres and work and/or the Frequent Network.</p> <p>Peak frequency will typically be every 20 minutes.</p> <p>Services will operate at lower frequencies outside these hours, typically every 60 minutes or better.</p>	<p>Services:</p> <p>309, 313, 325, 353, 361, 362, 363, 365, 366, 372, 377</p>
Local and Peak Period Services	<p>The All-Day Network (made up of the above Frequent and Connector routes) will be supported by two other types of bus service:</p> <p>Local services will serve areas not on Frequent or Connector routes. These services will link into the All-Day Network at connection points such as train stations and town centres. Services will generally be every 60 minutes. Peak frequency will typically be every 30 minutes.</p> <p>Peak period services will only operate during weekday peak period (generally 7am to 9am, and 4pm to 6pm). May vary for industrial area peak services.</p> <p>Peak services generally operate one way only – towards the city or key destinations in the AM peak and in the PM peak back to the local area. For example the 309x will go from Mangere to the city in the morning and from the city to Mangere in the afternoon. The 352 and 368/369</p>	<p>Local services:</p> <p>314, 322, 324, 326, 371, 373, 374, 376, 378</p> <p>Peak Period services: 309x, 322, 352, 360x, 368/369</p>

Service Type	Frequency and Hours of Operation	South Auckland Routes
	services however will go both ways during the morning and afternoon peak period.	

This map will be able to be viewed easier at Appendix Three or on the [AT website](#) once updated with final decisions.



6.3 Responses to Key Issues

Although there were various themes raised throughout the consultation as reported above there were also specific requests most of which have been included in the final decisions or have been addressed



in the table at Appendix Four. This shows that of the 103 key issues raised Auckland Transport made the following changes/responses:

- 33 Changes
- 39 No change (not going to make suggested change)
- 18 No change required (already included in routes/frequencies)
- 13 For consideration as part of subsequent consultation

7 Appendices

Appendix One: South Auckland’s New Network for Public Transport: Consultation Feedback Report

Appendix Two: Final Decisions Table by Route

Appendix Three: South Auckland’s New Network Maps – Pre and Post Consultation

Appendix Four: Responses to Key Issues