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Waiheke Bus Services are changing

Waiheke New Network route descriptions



AT Metro

[AT.govt.nz/NewNetworkWaiheke](https://www.at.govt.nz/NewNetworkWaiheke)

Brochure and route descriptions adapted in 2019 by Accessible Format Services, the Royal New Zealand Foundation of the Blind, Auckland.

Adaptations include reformatting for large print purposes, and route descriptions to replace the Waiheke Island Bus Network map.

Total large print pages: 21

The main text is **Arial, 18 pt.**

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Front and back cover text:

Waiheke bus services are changing

from **Sunday 13 October 2019**

Includes route descriptions

From Sunday 13 October 2019, Waiheke Island will have a new bus network. All the existing Auckland Transport bus services will change

- New bus routes
- New route numbers
- New timetables
- Limited school bus changes

Need help?

- Read this brochure
- Visit [AT.govt.nz/NewNetworkWaiheke](https://www.at.govt.nz/NewNetworkWaiheke)
- Call us on 09 366 6400
- Come to a Waiheke New Network information event

[AT.govt.nz/NewNetworkWaiheke](https://www.at.govt.nz/NewNetworkWaiheke)

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Make sure you're ready

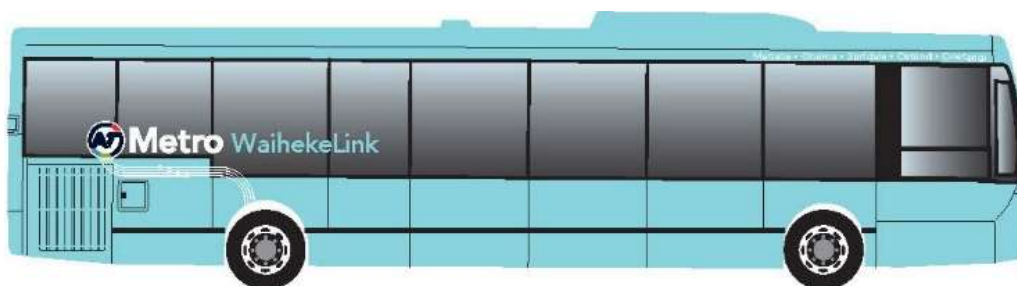
From **Sunday 13 October 2019**, Waiheke Island will have a brand new bus network

- New routes
- New route numbers
- New bus stops
- New timetables

Step 1: Inside this **large print adaptation** of the brochure is a **route description** of your new bus network—use it to find your new services.

Step 2: Use our online Journey Planner or paper timetables to check the times of your buses.

Step 3: Check your bus stops for signs and notices.



Use our online Journey Planner

From 24 September you can use our online Journey Planner to view your new public transport options.

Go to [AT.govt.nz/JourneyPlanner](https://www.at.govt.nz/JourneyPlanner) and enter a date from 13 October.

We're here to help

Come and talk to us at these events

Location	Date	Time
Waiheke Library, Oneroa	Wednesday 25 September	10am-2pm
Pier 2, Downtown Ferry Terminal	Friday 27 September	3pm-7pm
Matiatia Ferry Terminal	Monday 30 September	10am-2pm
Waiheke War Memorial Hall, Ostend	Tuesday 1 October	9.30am-3pm
Waiheke Market, Ostend	Saturday 5 October	7.30am-1pm

Additionally, AT Ambassadors will be at busy bus stops leading up to the launch of the New Network.

At the War Memorial Hall event, anyone will be able to buy a blue AT HOP card. If you are eligible, we will be able to sell you a gold AT HOP card and load it with your SuperGold concession.

- If you would like to purchase a gold AT HOP card, bring your SuperGold card and a current photo ID e.g.

passport or driver licence. For more valid ID options visit [AT.govt.nz/Concessions](https://www.at.govt.nz/Concessions).

- AT HOP cards cost \$10. A minimum top-up at the time of purchase will apply. The \$10 purchase price is non-refundable.
- Payment can be made by debit or credit card, or EFTPOS; we cannot accept cash.
- Refer to [AT.govt.nz/ATHOPTerms](https://www.at.govt.nz/ATHOPTerms).



What does this mean for Waiheke Island?

The Waiheke New Network will be simpler than the existing bus network, with more buses coming more often, and better connections with the ferries.

Currently we run 40,538 individual bus trips on Waiheke Island each year. Once the new bus network has been fully implemented, we will run 81,511 individual bus trips each year—that's more than double the number of trips!

From 2020, all buses will be wheelchair accessible, with the introduction of new electric buses.

Some people may need to take more than one bus to complete their journey.

Bus services will run to the same timetables throughout the year, except for **503** which is a summer-only service.

These changes are part of Auckland Transport's New Network project [AT.govt.nz/NewNetwork](https://at.govt.nz/NewNetwork). Similar changes have already been implemented in the rest of Auckland, with more people travelling by bus as a result.

Your new bus services

Combined, **50A** and **50B** and will provide a frequent service between Onetangi, Ostend, Surfdale, Oneroa and Matiatia Ferry Terminal approximately every 15 minutes from 7am to 7pm, seven days a week, and less frequently outside of these times.

502 will connect Ōmiha (Rocky Bay), Ostend, Palm Beach, Blackpool, Oneroa and Matiatia Ferry Terminal every 30 minutes from 7am to 7pm, seven days a week and less frequently outside of these times.

503 will run from Matiatia Ferry Terminal to Oneroa Village (one-way only) during the summer months, providing extra capacity during the busiest time of the year.

504 will provide a connection during the morning and evening peaks between Waiheke Rd and Ostend, where people can transfer to other buses to reach more destinations.

Once the upgrade works at Kennedy Point wharf are complete in 2020, and the necessary bus infrastructure has been implemented, **501** will be added to the network to provide a connection with the Half Moon Bay-Kennedy Point ferry.

We are transforming the Waiheke bus network

Why is the bus network changing?

We expect significant population and visitor growth on Waiheke Island in the next few years, putting additional pressure on the already constrained transport network.



If we are to cope with this growth, buses must become the mode of choice for more people travelling around the island.

The number of people travelling by bus on Waiheke Island has been steadily growing. However, people have been asking for improved routes and timetables, and for buses to run more often.

We have designed a simpler bus network with more frequent services and better connections with the ferries. This will help make the bus a more attractive transport option on Waiheke Island for more people and more types of trips.

For more information visit
[AT.govt.nz/NewNetworkWaiheke](https://www.at.govt.nz/NewNetworkWaiheke)

These changes are designed to create an improved bus network for the island, however some customers may be disadvantaged by the changes. In particular Korora Rd, Waikare Rd, part of Wharf Rd and part of Ostend Rd will no longer be served by Auckland Transport public buses.

Key benefits

Simple—A simple bus network that is easy to understand, particularly for new and occasional users

Frequent—More buses coming more often

Connected—Improved connections between bus services and ferries, improving access to more destinations

Designed with your help

Public consultation on the Waiheke New Network took place in March and April 2018.

We received 927 feedback forms, five responses from organisations, and one petition. This feedback, along with safety and environmental audit findings, budget and other practical constraints contributed to the final network design. Changes were made to all of the proposed services and three new services were added to the network. One of the proposed services will not be implemented.

To view the Consultation Summary and Decisions Report visit [AT.govt.nz/NewNetworkWaiheke](https://www.at.govt.nz/NewNetworkWaiheke) or call **09 366 6400** to request a printed copy.

School buses

The only changes to school bus services will be:

- The "Piemelon Bay to Te Huruhi School" and "Seventh Ave to Waiheke High School" services will be combined into one new school service—092
- Waiheke High School to Piemelon Bay Rd 096 will depart at 3.23pm
- Waiheke High School to Palm Beach 220 will depart at 3.25pm.

There are no changes to any other school buses.

Save with AT HOP

The AT HOP card is a reusable prepay smart card for travel on buses, ferries and trains around Auckland, including on Waiheke Island.



The AT HOP card offers at least 25% off single-trip cash fares on buses, ferries and trains (excluding SkyBus and Waiheke ferry services). When paying with an AT HOP card, the adult single-trip fare on the ferry between Downtown and Matiatia is \$20, rather than \$26 cash.

Oneroa Four Square is now an AT HOP Retailer. They sell blue and gold AT HOP cards for \$10 each. A minimum top-up at the time of purchase applies. They can also top up your AT HOP card, and load AT monthly passes.

Concessions are available. For more information visit [AT.govt.nz/Concessions](https://www.at.govt.nz/Concessions).

For more information regarding AT HOP visit [AT.govt.nz/ATHOP](https://www.at.govt.nz/ATHOP).

Terms of use for AT HOP cards are available at [AT.govt.nz/ATHOPTerms](https://www.at.govt.nz/ATHOPTerms).

Transferring won't cost you extra with an AT HOP card

Some people may need to transfer to complete their journey. Where possible, bus services have been timetabled for quick and easy transfers.

Auckland Transport uses a zone-based fare structure (excluding SkyBus and ferries). Your fare will be based on the number of zones you travel through during the course of your journey. All of Waiheke Island falls within a single zone, so if you're paying with an AT HOP card, you can take up to five buses within four hours on the island, and as long as there are no more than 30 minutes between trips, you'll pay only one one-zone fare. For adults that's \$1.95*.

When paying with cash, you'll need to pay separate higher cash fares for each bus you use.

For more information visit AT.govt.nz/Fares.

*Adult AT HOP fare, accurate as of September 2019.

Page 5

Transcriber's Note: Map omitted. The map shows Waiheke Island and the five bus routes—

50A, 50B, 502, 503 and 504.

Route descriptions can be found from page 18.

New Network Services

Connector services

Every 30 minutes, 7am – 7pm, 7 days a week. May run outside of these times at lower frequencies.

50A Seventh Ave, The Strand, Onetangi, Ostend (Belgium St), Surfdale, Oneroa, Matiatia Ferry Terminal

50B Fourth Ave, Onetangi, Ostend (Belgium St), Surfdale (Jellicoe Parade, Wellington Rd), Oneroa, Matiatia Ferry Terminal

50A and **50B** will run alternately to provide a service approximately every 15 minutes from 7am-7pm, 7 days a week between Onetangi, Ostend, Surfdale, Oneroa and Matiatia Ferry Terminal.

502 Ōmiha (Rocky Bay), Ostend (Belgium St), Palm Beach, Blackpool, Oneroa, Matiatia Ferry Terminal

Summer service

Every 30 minutes, 10am-2pm, 7 days a week. Service operates from Labour Weekend to Anzac Day.

503 Matiatia Ferry Terminal, Oneroa Village—one-way only

Peak period service

Service operates weekdays only, during morning and afternoon peaks.

504 Waiheke Rd, Onetangi, Ostend (Belgium St)

All routes operate in both directions unless stated otherwise.

501 will be added to the network in 2020 and will serve Kennedy Point, Jellicoe Parade, Wellington Rd, Oneroa and Matiatia Ferry Terminal. Once **501** has been added to the network **50B** will stop serving Jellicoe Parade and Wellington Rd and will instead run directly along Alison Rd, like **50A**.

Monthly ferry and bus passes

Once the new bus network has been implemented, the Fullers 360 Monthly Pass will be accepted on Auckland Transport's public bus services on Waiheke Island. For more information, visit Fullers.co.nz.

Get set, Waiheke!

With new services, stops and drivers, it will take a couple of weeks for everyone to get used to the new bus network.

AT Ambassadors will be at busy bus stops during the first week to help you.

To ensure you get where you need to in the first few days, we recommend you:

- Consider giving yourself extra time by taking an earlier bus than usual
- Arrive at your bus stop ten minutes early
- Use the AT Mobile app to create and save journeys, track your bus in real time, and receive notifications from Auckland Transport regarding service disruptions.



Transcriber's Note: Download the AT app on the Apple AppStore or Google Play.

New timetables

New timetables will be available from mid September for free from Auckland Transport:

- Download from [AT.govt.nz/Timetables](https://www.at.govt.nz/timetables)
- Collect from Auckland Transport Customer Service Centres
- Order by calling 09 366 6400
- Order by emailing Timetables@AT.govt.nz
- Collect from a Waiheke New Network information session (see the "We're here to help" section of this brochure).

Matiatia Ferry Connections

New bus services have been timed to meet the Matiatia ferry from Downtown and Devonport, giving people a smooth transfer with minimal wait time.

Combined, 50A and 50B and will serve the Matiatia Ferry Terminal approximately every 15 minutes from 7am to 7pm, seven days a week. So you get to choose when you travel.

50A Onetangi (Seventh Ave), Ostend, Surfdale, Oneroa and Matiatia Ferry Terminal.

Timed to arrive at Matiatia Ferry Terminal 10 minutes before the ferry to Downtown (via Devonport where applicable) is timed to depart.

Timed to depart Matiatia Ferry Terminal 5 minutes after the ferry from Downtown is timed to arrive.

50B Onetangi (Fourth Ave), Ostend, Jellicoe Parade, Wellington Rd, Surfdale, Oneroa and Matiatia Ferry Terminal.

Timed to arrive at Matiatia Ferry Terminal 22 minutes before the ferry to Downtown (via Devonport where applicable) is timed to depart.

Timed to depart Matiatia Ferry Terminal 10 minutes after the ferry from Downtown via Devonport is timed to arrive.

502 Ōmiha (Rocky Bay), Ostend, Palm Beach, Blackpool, Oneroa and Matiatia Ferry Terminal.

Timed to arrive at Matiatia Ferry Terminal 10 minutes before the ferry to Downtown (via Devonport where applicable) is timed to depart.

Timed to depart Matiatia Ferry Terminal:

- 5 minutes after the ferry from Downtown is timed to arrive
- 5 minutes after the ferry from Downtown via Devonport is timed to arrive.

503 Matiatia Ferry Terminal to Oneroa Village. This service only runs during the summer months. This service runs from Matiatia Ferry Terminal to Oneroa Village, one-way only.

Timed to depart Matiatia Ferry Terminal 5 minutes after the ferry from Downtown via Devonport is timed to arrive.



There will be no changes to ferry timetables as a result of the implementation of the new bus network.

Kennedy Point ferry connections

Auckland Transport recognises the need for a bus service that connects with the Half Moon Bay ferry at Kennedy Point.

Until the work to upgrade the Kennedy Point wharf is complete, there is insufficient space to turn a bus around

safely. The upgrade works are planned for completion in 2020. Once these works are complete and the necessary bus infrastructure has been implemented, an additional bus service **501** will be added to the network.

501 Kennedy Point, Jellicoe Parade, Wellington Rd, Oneroa and Matiatia Ferry Terminal.

Will be timed to connect with most of the ferries from Half Moon Bay.

Once 501 has been added to the network, 50B will stop serving Jellicoe Parade and Wellington Rd and instead run directly along Alison Rd, like 50A.

50A or 50B? What's the difference?

50A will be timed for quick and easy transfers to and from the Downtown-Matiatia ferry. In Onetangi, 50A will run the length of The Strand to terminate at Seventh Ave.

50B will serve Jellicoe Parade and Wellington Rd until is added to the network in 2020. In Onetangi 50B will terminate at Fourth Ave.



Waiheke New Network route descriptions

50A—Seventh Avenue to Matiatia Wharf via Surfdale

Seventh Ave near The Strand (1100), Seventh Avenue, (R) The Strand , (R) Fourth Avenue, Onetangi Road, Ostend Road, Belgium Street, (L) Wharf Road, (R) Causeway Road, Alison Road, Mitchell Road, (R) Miami Avenue, (L) Hamilton Road, (R) Surfdale Road, (L) Ocean View Road, Matiatia Wharf (1134)

50A—Matiatia Wharf to Seventh Avenue via Surfdale

Matiatia Wharf (1134), Ocean View Road, (R) Surfdale Road, (L) Hamilton Road, (R) Miami Avenue, (L) Mitchell Road, (R) Alison Road, Causeway Road, (L) Wharf Road, (R) Belgium Street, Ostend Road, Onetangi Road, Fourth Avenue, (L) The Strand, (L) Seventh Avenue, Seventh Ave near The Strand (1100)

50B—Fourth Avenue to Matiatia Wharf via Wellington Road

5 Fourth Avenue (1101), Onetangi Road, Ostend Road, Belgium Street, (L) Wharf Road, (R) Causeway Road, Alison Road, (R) Jellicoe Parade, (R) Kennedy Road, (L) Ocean Road, (L) Wellington Road, (R) Nelson Avenue, (L) Bryan Road, (L) Alison Road, (R) Mitchell Road, (R) Miami Avenue, (L) Hamilton Road, (R) Surfdale Road, (L) Ocean View Road, Matiatia Wharf (1134)

50B—Matiatia Wharf to Fourth Avenue via Wellington Road

Matiatia Wharf (1134), Ocean View Road, (R) Surfdale Road, (L) Hamilton Road, (R) Miami Avenue, (L) Mitchell Street, (R) Alison Road, (L) Jellicoe Parade, (R) Kennedy Road, (L) Ocean Road, (L) Wellington Road, (R) Nelson Avenue, (L) Bryan Road, (L) Alison Road, Causeway Road, (L) Wharf Road, (R) Belgium Street, Ostend Road, Onetangi Road, (R) Waiheke Road, (L) Third Avenue, (L) The Strand, (L) Fourth Avenue, 5 Fourth Avenue (1101)

502—Rocky Bay to Matiatia Wharf via Palm Beach and Blackpool

O'Brien Rd near Mcmillan Rd (1113), Pohutukawa Avenue, (L) O'Brien Road, (L) Ostend Road, Belgium

Street, (R) Wharf Road, (L) Te Toki Road, Palm Road, Palm Rd turnaround, (R) Hill Rd, (L) Junction Road, (R) Queens Drive, (R) Karaka Road, (L) Hauraki Road, Queens Drive, (L) Goodwin Avenue, (R) Ocean View Road, (L) Moa Avenue, (R) Rata St, (R) Tui St, (L) Ocean View Road, Matiatia Wharf (1134)

502—Matiatia Wharf to Rocky Bay via Blackpool and Palm Beach

Matiatia Wharf (1134), Ocean View Road, (R) Tui Street, (L) Rata Street, (L) Moa Avenue, (R) Ocean View Road, (L) Goodwin Avenue, (R) Queens Drive, (L) Hauraki Road, (R) Karaka Road, (L) Queens Drive, (L) Junction Road, (R) Hill Road, (L) Palm Road, Palm Road turnaround, Te Toki Road, (R) Wharf Rd, (L) Belgium St, Ostend Rd, (R) O'Brien Road, (R) Pohutukawa Avenue, O'Brien Rd near Mcmillan Rd (1113)

503—Matiatia to Oneroa

Matiatia Wharf (1134), Ocean View Road, Ocean View Rd opp Tui St (1155)

504—Waiheke Rd to Ostend

Waiheke Rd (1598), Waiheke Road, (L) Onetangi Road, Ostend Road, (R) Belgium St, 17 Belgium St (1191)

504—Ostend to Waiheke Rd

22 Belgium St (1542), Belgium St, Ostend Road,
Onetangi Road, (R) Waiheke Road, Waiheke Rd (1598)

**End of Waiheke New Network brochure and route
descriptions.**