

## Central Crosstown Bus Services Consultation Report





**Proposed changes  
to some central  
crosstown  
bus services.**

**Have  
your say...**

Feedback is open  
**18 November – 13 December 2019**

 **AT Metro** [AT.govt.nz/haveyoursay](http://AT.govt.nz/haveyoursay)

Published 25 August 2020



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# 1 Executive Summary

## Central Crosstown Bus Services

In December 2019 Aucklanders shared their views on proposed plans to make changes to bus services in the central isthmus area. We'd like to thank them for taking the time to respond, and for playing an important part in shaping the future of our city.

The purpose of this report is to:

- Provide an overview of the responses we received and details of how to access the public feedback report
- Share the consultation outcomes and outline the next steps

## What you told us

The consultation ran from 18 November to 23 December 2019 and Auckland Transport received 1,186 feedback responses. These responses provided us with a range of different views and themes, the key messages we received were:

- 39% told us they didn't want to take more than one bus to complete their journey
- 5% stated they would need to walk further if the proposed changes were made
- 20% told us they liked the promise of a more reliable OuterLink service
- 10% told us they liked the increased frequency on the 650 route.

## How we're moving forward

No decision has yet been made on the proposed bus route changes.

Whilst the purpose of the proposal remains; to complete the network of bus routes in the area that we began in 2018, and to address the unreliability of the OuterLink, we do not believe that now is the appropriate time to make bus route changes in this area. Our rationale is based on:

- Auckland Transport needs more time to further understand the impacts of the closure and construction of Mt Eden Station, and monitor the effect of the temporary 64 bus service on your travel
- We also need to consider what adjustments are required to bus stop infrastructure and services at key locations in your neighbourhood to enable easier transfer options
- We are very aware that there is already a lot going on in the area. We don't wish to overwhelm the Mt Eden area with too many changes to public transport services in such a short space of time

## What happens next

We will continue to consider the responses we have received from this consultation as we explore other options that would:

- Improve reliability of the OuterLink whilst still maintaining crosstown option(s) for the southern section of the route
- Take the usage of the new 64 bus service into consideration



- Continue to allow for the safe operation of buses.

Once we identify these options, in early 2021 we will present them to the community to hear their views.

Thank you to everyone who provided feedback and/or attended one of our information sessions.

Yours faithfully

Edward Newbiggin

Principal Planner Customer Engagement, Service Network Development

## 2 Background

### 2.1 Past consultations on the OuterLink and how conditions have changed

#### **The Central Isthmus New Network bus changes (consulted 2015, implemented mid-2018) sought to replace the OuterLink with a new crosstown bus service**

In 2015 New Network bus changes were proposed for the central isthmus. These proposed new routes would create a network grid of frequent bus routes that operate in more direct lines along main transport corridors, intersecting with each other at transfer hubs and connecting with train services.

When the proposed changes were consulted on there was some opposition to making changes to the OuterLink, and also unresolved difficulty with bus access between Stokes Rd and Mt Eden Rd that was needed to enable an effective bus network. Therefore, no change to the OuterLink was made at the time of implementation of the central isthmus New Network bus changes in 2018 and AT agreed to revisit crosstown buses in this area after the New Network was implemented. The routes proposed in 2015 are different to the ones proposed in 2019.

#### **What has changed since the 2015 consultation?**

- Integrated fares were introduced. There is now no financial penalty for changing buses or trains to complete your journey when travelling within the same fare zone(s) when paying with an AT HOP card. This has opened up the bus and train network to allow journeys to more destinations, as well as different ways to get to the same destinations, at the same or reduced cost
- In July 2018 all the routes across the central isthmus, except the CityLink, InnerLink, and OuterLink were replaced with new routes, many of them offering frequent, simple routes and timetables. This has contributed to an increase in patronage. A simpler network of frequent routes has made bus services easier to understand, with many operating at least every 15 minutes 7am to 7pm, 7 days a week
- The 650 route was introduced, replacing much of the previous 007 route. The Regional Public Transport Plan (RPTP) calls for Route 650 to become a frequent service by 2021, subject to review of the crosstown services in the Mt Eden area and Balmoral corridors

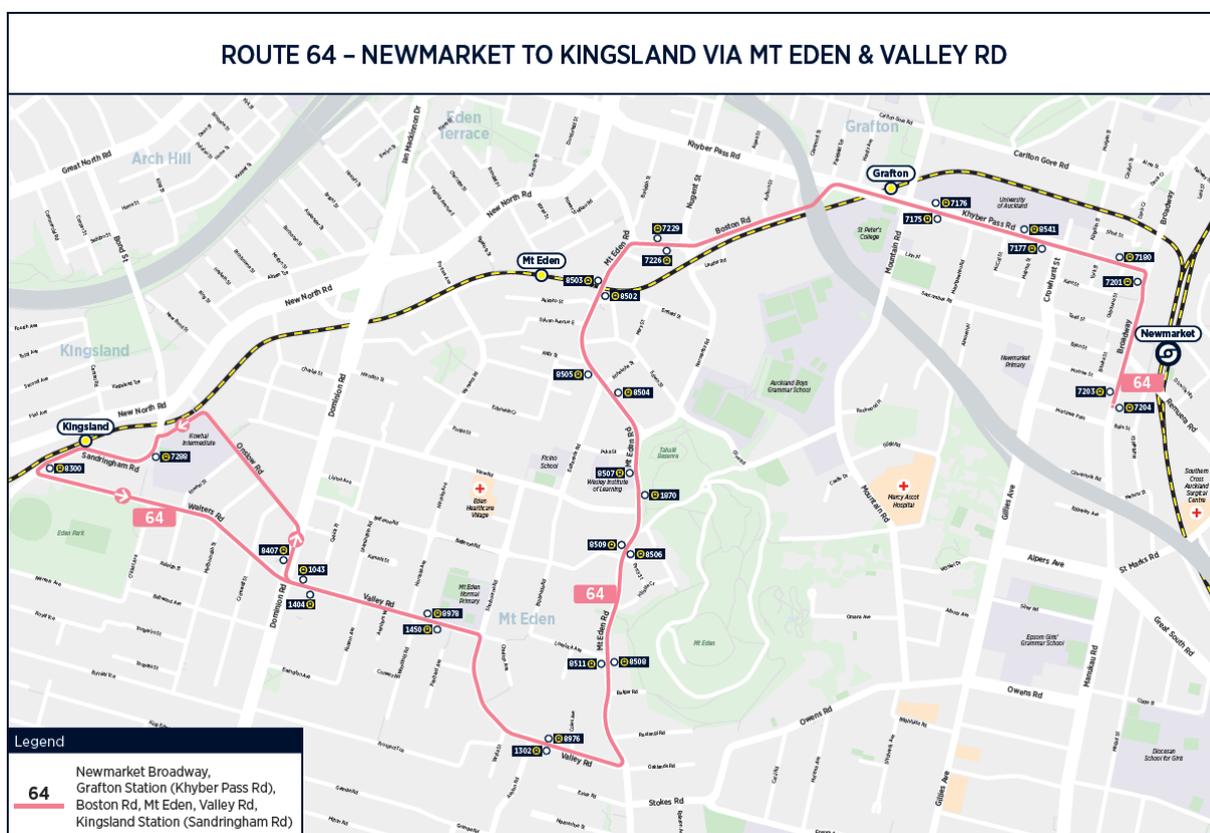
Because of the above elements, the OuterLink is currently being reviewed, in order to remove the aspects of this service which are resulting in poor customer satisfaction.

### 2.2 Wider impacts of CRL works at Mt Eden

Due to the significant reduction in public transport options for Mt Eden village, when Mt Eden train station closes from 11 July 2020 for City Rail Link (CRL) works, Auckland Transport may look at delaying any changes, so as to reduce the impact on public transport users in the Mt Eden area.

### 2.3 Changes to 640 route since the consultation

- The 640 route was due to begin operating on 3 May 2020, four weeks before Mt Eden Station was planned to close. However, due to the COVID-19 pandemic the station closure was delayed until 11 July 2020.
- The 640 started operating on 5 July 2020 as the 64, with more frequency throughout the day than was originally planned.
- The 640 was originally planned to start operating from the Valley Rd shops at its western end with the intention of extending it to Kingsland Station at a later date. However, the 64 now starts further west at Kingsland Station
- The service will be free for the duration of the Mt Eden Station closure
- The hours of operation and frequency are from approximately 6am to 11pm weekdays (will start slightly later on weekends) with buses every 15 minutes between 7am and 7pm and every 30 minutes in the evenings. All buses are off the road by 11pm.



The 64 bus route will be reviewed once Mt Eden Station has reopened. The intention is for it to continue as a crosstown service along a different route via Stokes Rd.

## 2.4 What were the proposed changes?

### Changes to the OuterLink route

- Removing the section of the OuterLink route between St Lukes and Newmarket via Balmoral/Mt Eden where there is duplication with other routes to provide better reliability on the remaining section of the route.





## 2.5 Why were changes being proposed?

### Finishing the New Network

The New Network was the biggest change to happen to the whole of Auckland’s public transport network in its history. It fundamentally changed the way bus services operate, providing greater access around Auckland for more people, at more times of the day, more often. Implementation of Auckland’s New Network began in 2013.

It is based on three principles: frequency, connectivity, and simplicity.

- The higher the frequency of each route, the more useful it is for passengers. The New Network aims to increase the frequency on key routes (within available funding) so you can transfer between high frequency routes and make journeys to a wide range of destinations without having to plan your connections in advance. This makes it a lot easier to get around at all times of the day
- The New Network is designed to work as a connected network. You can easily transfer between bus and train services without paying an additional fare. By having fewer routes at higher frequencies, you can still travel to a wide range of destinations, but you have more options of when to travel. This also makes more efficient use of resources as there is less duplication between services travelling the same routes as train services
- The New Network has straighter, more direct bus routes that connect with other routes and trains to create a simpler, easy to understand network that gets you to more places.

### Three reasons for the New Network

- Improve the attractiveness of public transport - so more people use it more often
- Better use of resources - making buses and trains work together as a single network reduces duplication and provides services where they are needed

- Provide a more efficient use of resources - by designing the network to operate through connections we can provide more bus trips without the corresponding increase in cost.

## Contributing to the Auckland Plan

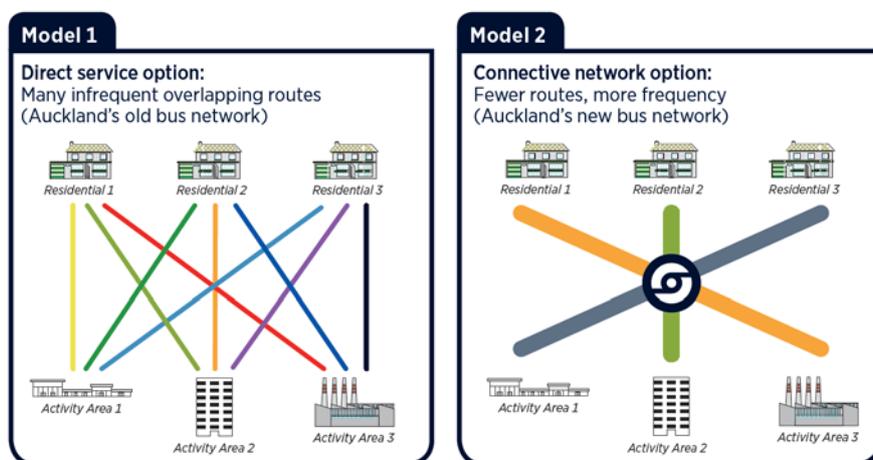
The New Network is one of the key elements in achieving Auckland Council’s Auckland Plan targets for public transport. These targets are:

- Double patronage from 70 million in 2012 to 140 million in 2022
- Increase the proportion of trips made by public transport to the city centre during morning peak from 47% of vehicular trips in 2011 to 70% in 2020
- Increase proportion of people living within walking distance of frequent public transport stops from 14% (2011) to 32% by 2040.

## Trade-offs

One of the trade-offs of the New Network is that some trips that previously required a single bus may require more than one bus or train. While transfers may not be desirable, they are essential to both frequency and simplicity and they also enable access to a much wider set of destinations.

**Figure 1: New Network principles**



More information about Auckland’s New Network and the consultations and implementations of each area can be found at <https://at.govt.nz/newnetwork>

## 2.6 About the OuterLink

The OuterLink was introduced in 2011 and follows a 25km route through many suburbs and electorates. With more traffic on the road since then, and no bus lanes along most of the route, it consistently fails to meet the promise of a bus every 12-15 minutes, and AT has received many complaints. AT is therefore working to find a solution to this problem and at the same time improve access to frequent bus services for more people.



Having a bus service that is consistently unreliable creates distrust and dissatisfaction with the public transport network, makes it unfeasible to use to get to time-sensitive appointments such as jobs and meetings, and creates safety concerns as people wait at bus stops for much longer than they expect to.

AT's Public Transport Satisfaction Survey collected between June 2019 and March 2020 showed:

- Overall dissatisfaction of the service for the OuterLink is nearly twice that of average non-Link bus services (15% vs 8%)
- Patrons are 13% more likely to be dissatisfied with the OuterLink “arriving and departing on time” as compared to the average non-Link bus service.
- 

## Reliability of the OuterLink

### 1 Duration

- Journeys can take twice as long depending on the time of day from 2 mins / km (late evening) to 4.2 mins / km (afternoon peak)

### 2 Punctuality

- At first stop – 92% trips arrive on time compared to an Auckland average of 97%
- At last stop – 90% trips arrive on time compared to an Auckland average of 95%

### 3 Bus bunching

- Prone to bunching so you wait longer than you should and then two (or three) OuterLink services turn up at once

The crosstown corridor of Balmoral Rd, Green Lane West and Green Lane East does not have a frequent bus service on it which leaves the frequent bus network incomplete making crosstown journeys and connections harder than they could be.

Examples of complaints about the OuterLink received in November 2019:

4 Nov 2019

*“I have recently been extremely disappointed in the timing of your Outer Link buses. I would be convinced that there was only ever one bus running, only I constantly see more than one arrive at the same time. Today, I waited 45 minutes for an Outer Link bus. I could have maybe put this down to traffic, a crash, or another one-time occurrence, except that it happened twice, neither at rush hour times. I watched SIX Inner Link buses go past, so this is clearly isolated to the Outer Link buses.*

*This is not the first time this has happened, and I think it is hardly acceptable for a bus system that is supposed to run every 10-15 minutes.”*

8 Nov 2019



*"I waited 35 mins for an Outer Link. 9.30 on Friday morning. That is far beyond unacceptable... it is a disgrace!"*

15 Nov 2019

*"Very very disappointed outer link bus service, very poor service, so many time I have travel this route, it's never been 12/15 mins as per timetable, this is many times, the bus will come in 2, even 3 at the same time, then it will be about 30 or 40 mins, for next to arrive, because so I have late for work, miss important meetings.... unfortunately it happen way too often!! I'm the tax payer, it is something you should looking at and fix it"*

19 Nov 2019

*"The outerlink 5:51pm bus from Wellesley Street has not been on time for 2 weeks. Then we're waiting for 15 minutes and 3 busses all show up at once.*

*Once or twice fine but peak hour this should be on the ball or even put in the busses running every 5 minutes."*

The changes proposed in the Central Crosstown Bus Service Consultation were not only about the OuterLink. The 650 bus service along Balmoral Rd and Green Lane West & East was proposed to operate twice as frequently as it does now, connecting Pt Chevalier, Western Springs, St Lukes, Balmoral, Epsom, Greenlane, Remuera, Meadowbank, St Johns and Glen Innes with a bus every 15 minutes, 7 days a week 7am to 7pm and it was to run later in the evening at a lesser frequency (the current bus finishes around 7.30pm). This would have brought around 3000 more people within 500m of a frequent bus service for the first time.

Removing a section of the OuterLink as proposed would have freed up the budget to allow this to happen.

A new bus service, route 64, was introduced between Newmarket, Grafton, Mt Eden train station, Mt Eden Rd, Dominion Rd and Kingsland. This runs every 15 minutes from 7am to 7pm seven days a week and every 30 minutes in the evenings.

### **3 The decision-making process**

The Central Crosstown Bus Service Consultation is only the first step in reaching a final decision about what changes need to be made to the OuterLink.

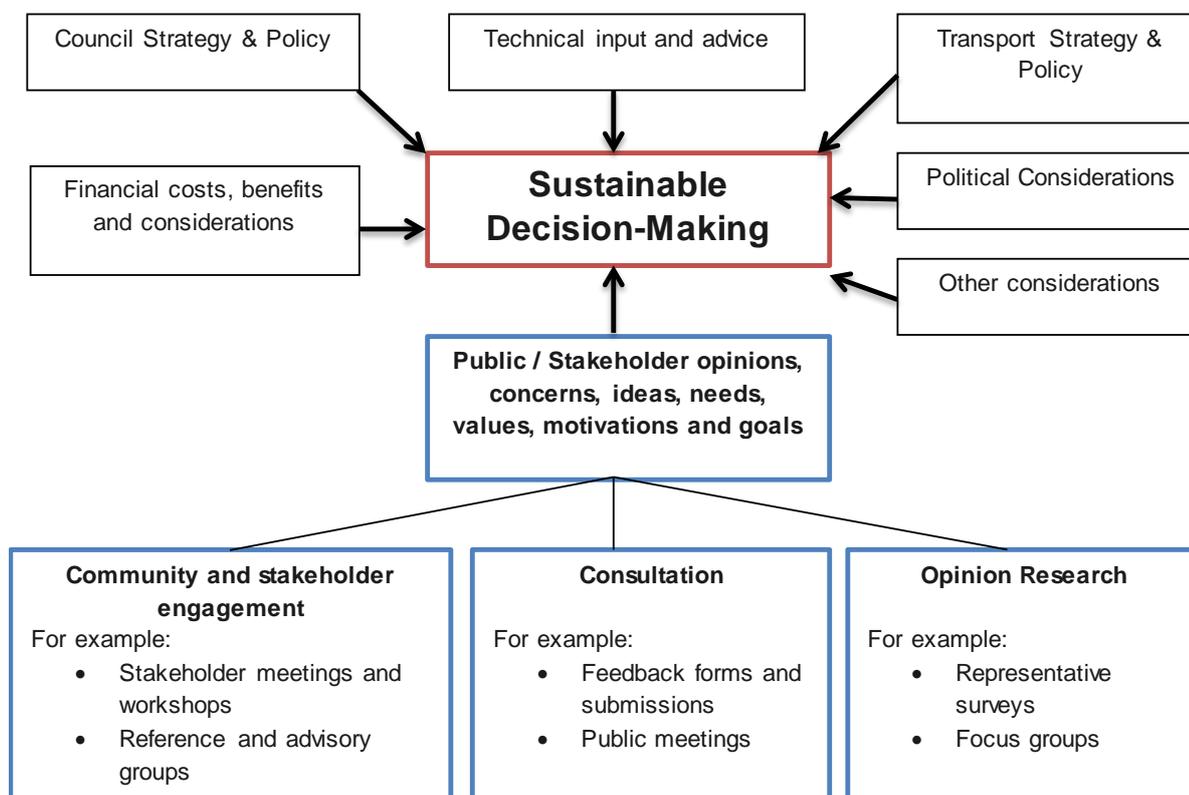
All customer feedback will be considered using the below Sustainable Decision-Making model.

Our assessment will also include considering:

- The effects on other bus services that require additional capacity
- The effect of a new route 640 to serve Mt Eden implemented in July 2020 (running every 20 minutes off-peak, 15 minutes at peak)

- Various measurements including accessibility, cost, network impacts and customer experience

**Figure 2: Sustainable decision-making model**



## 4 What were the proposed changes?

- Remove the section of the OuterLink route between St Lukes and Newmarket via Balmoral/Mt Eden where there is duplication with other routes to provide better reliability of the remaining section of the route. The OuterLink would begin each journey from Newmarket and St Lukes at regulated intervals allowing for more even spacing between buses through Pt Chevalier, Westmere Herne Bay the city centre and Parnell. This would have removed the need for OuterLink buses to wait at Victoria Park
- Rename route 650 as 65 and increase its frequency to every 15 minutes between 7am and 7pm, seven days a week. Operate later in the evening (the current bus finishes around 7.30pm). No change to the current route
- Add more bus trips to Manukau Rd at peak times
- Add a new school bus for Epsom schools from Balmoral and Mt Eden.



The proposed changes would have:

- Improved customer satisfaction on the St Lukes/Mt Albert/Pt Chevalier/Westmere/Herne Bay/City Centre/Parnell/Newmarket section of the OuterLink service by removing some timing/waiting points and making it more regular and consistent
- Resulted in a more reliable service, with more departures leaving on time. The current large range of journey times would have reduced, with reduced bus bunching. A lengthy circuitous route with multiple timing points would be replaced with standard simple services
- Added up to 3,000 additional people to be living within walking distance of the Frequent Transit Network (FTN) via Route 65, assisting in achieving targets in the RPTP 2018
- Allowed all current journeys to continue to be made, although some current single-bus destinations would require using one or more different bus services.

## 5 Consultation

The consultation period was Monday 18 November to Monday 23 December 2019. It was initially planned to conclude on Friday 13 December 2019, however it was extended a further 10 days, until Monday 23 December 2019, because of the NZ Bus Industrial Action at the time.

### 5.1 NZ Bus Industrial Action

Due to industrial action NZ Bus services (including OuterLink) were not operating normally during the consultation.

- Buses did not operate from 8am-3pm Thursday 28 November (on the day AT had a consultation information session at Victoria Park bus stops)
- Services had reduced trips between 2 to 6 December, although the OuterLink was not affected
- No NZ Bus services were operating between Saturday 7 and Friday 13 December 2020.

Our last public information session was in Mt Eden Village on the first day when buses were not operating so people could not take a bus to the session.

Partly because of this industrial action our sign installer could not install all the posters at bus stops within the first week of the 4 week consultation period. Posters at bus stops is our best way of informing current OuterLink and 650 customers of the consultation. Posters began appearing at the end of the first week but installation at all the [number of stops] was not complete until the end of the third week.

Because the posters were installed late and the OuterLink was not operating throughout the 4 week consultation period AT decided to extend the period to accept feedback until Monday 23 December 2019.

## 5.2 Consultation activities

### 5.2.1 Brochures and mail drop

AT created a comprehensive brochure to explain the changes, and to be used as the central channel for receiving feedback.

The brochure included:

- The reasons why the changes needed to be made
- The proposed solutions, including a map of the proposed routes
- Information about the Public Events
- A feedback form, which could be mailed back to AT via freepost
- Details on how people could complete the form online, or over the phone if required.

This brochure was displayed on OuterLink buses and delivered to 15,000 households, businesses and PO Boxes in the most affected areas along the OuterLink and 650 routes during the first week of the consultation.

In addition to the standard mailout, brochures were delivered to:

- Manukau Rd businesses on Wednesday 27 November 2019
- Herne Bay businesses on Wednesday 4 December 2019
- Mt Eden Village businesses on Friday 6 December 2019
- Libraries in the Central Auckland area
- AT Customer Service Centres



### 5.2.2 Emailing

Emails were sent to 279 schools, education providers, business groups, businesses and community groups with information about the changes and links to the website and online survey.

### 5.2.3 Website and online survey

More detailed information could be found at [AT.govt.nz/haveyoursay](https://www.at.govt.nz/haveyoursay) where an online version of the survey was available, which received 951 responses (80% of the total submissions).

### 5.2.4 Posters, advertising and other media

In addition to the above channels, AT promoted the consultation through the following mediums:

- Email newsletter to OuterLink and 650 customers who have opted in to receive updates from AT
- Posters at 251 bus stops on the OuterLink and 650 routes
- Posters on board OuterLink buses
- Posters on the digital screens that operate on board OuterLink buses
- Information displayed on digital screens at Auckland Libraries from Monday 18 November 2019
- Newspaper adverts in the Central Leader
- Social media posts on AT's Facebook and Twitter accounts.

Twitter post from Auckland Transport,  
Monday 18 November 2019





Facebook post from Auckland Transport  
Tuesday 19 November 2019



Poster at bus stops and on buses:



Newspaper advertisements in the print version of the Central Leader on Thursday 21 November and Thursday 5 December 2019:



Online Stuff article appeared on Wednesday 6 November 2019:  
<https://i.stuff.co.nz/auckland/117184967/auckland-outer-link-bus-changes-planned-to-stop-delays-and-bunching>



## 5.2.5 Public information events

AT concentrated promotion of the consultation in the areas where users would be most affected. Most, but not all public information events were held at times to suit elderly people as they were the predominant group who attended similar sessions held in the past. The sessions allowed people to talk to AT staff face to face in unrushed conversations.

The public events listed below were advertised and held during the consultation period:

Date	Location	Time	Number of people who specifically attended in order to speak to us
Monday 25 November	Pt Chevalier Library, 1221 Great North Rd	10am-2pm	15-20
Wednesday 27 November	Newmarket, bus stops opposite 277 Broadway	11am-2pm	Spoke to 20-30 people but only about 5 came specifically to talk to us
Thursday 28 November	Victoria Park Market bus stop, 210 Victoria St West	3pm-7pm	Spoke to 20-30 people but no one came specifically to talk to us. Many buses were not running this day due to a mid-day union meeting



Tuesday 3 December	Mt Albert Library, 84 St Lukes Rd	10am-2pm	25-30
Thursday 5 December	Mt Eden War Memorial Hall, 489 Dominion Rd	11am-2pm	40-50
Saturday 7 December	Mt Eden Village Centre, 449 Mt Eden Rd	10am-1pm	60+

On request, presentations were also given to the following:

- Albert/Eden Local Board 4 December 2019
- Councillor Fletcher (Albert/Eden Local Board) 6 December 2019
- Epsom Village retirement home 6 December 2019
- Epsom Chinese Association 10 December 2019.

### 5.2.6 Accessible information

Accessible versions of the brochure were created by Blind & Low Vision NZ and made available on the AT website consultation page.

### 5.2.7 Ethnic engagement

The proposed changes were presented to the Epsom Chinese Association. Several submissions in languages other than English were accepted and translated.

### 5.2.8 Promotion through other channels

Several community Facebook groups promoted the consultation to their members. Several online petitions were created which highlighted the consultation although it is unknown whether people then contributed to the consultation or just selected “like” and did not submit feedback to us on how the changes would affect their journeys. Several “Save the OuterLink” pages appeared on Facebook during the consultation (including one from MP David Seymour). Changes to the OuterLink dominated the chatter at public events and online and this is reflected in the responses. At the public events many people were unaware that changes to the 650 were also being proposed and that the new 640 route was being implemented even though they were included in the all the consultation information.

Poster on a pole in Mt Eden Village urging people to object to the consultation:



## 6 Feedback overview

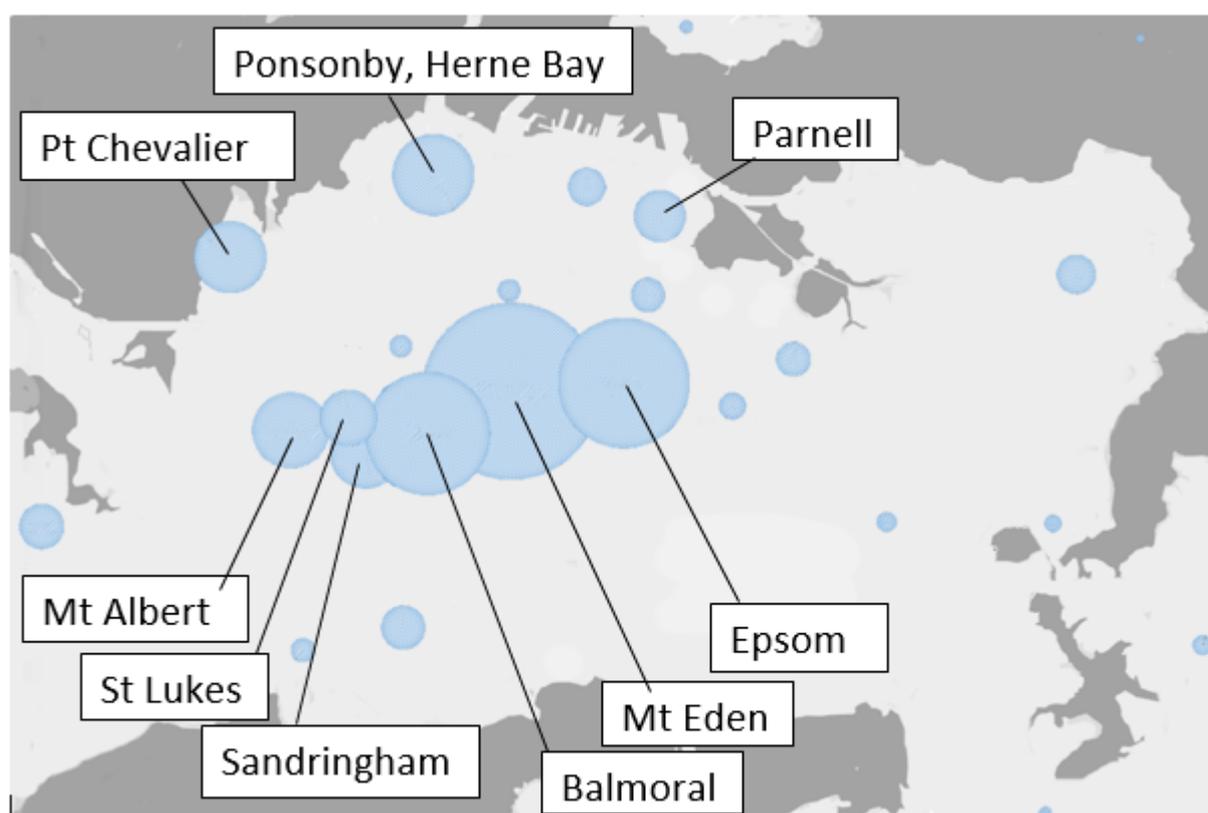
In total Auckland Transport received 1,186 feedback responses from the Central Crosstown Bus Services Consultation. This was comprised of 235 paper feedback forms from the brochure, and 951 online forms.

### 6.1 Where the feedback came from

The responses that provided an address came from the following locations. It is not surprising that a majority of the responses came from the areas proposed to face the most change. These are also the areas where the brochure was delivered to:

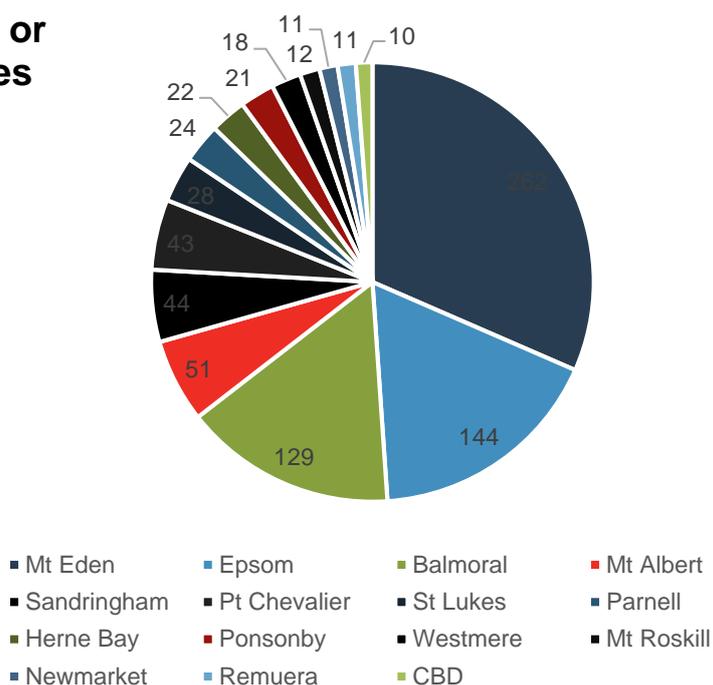
Area	Responses	Area	Responses
Mt Eden	262	Newmarket	11
Epsom	144	Remuera	11
Balmoral	129	Royal Oak, Onehunga	10
Ponsonby, Grey Lynn, Herne Bay	57	Greenlane	7
Mt Albert	51	Blockhouse Bay, Green Bay, Lynfield	6
Pt Chevalier, Western Springs	45	Eden Terrace, Grafton	5
Sandringham	44	Kingsland	5
St Lukes	28	East Auckland	4

Parnell	24	Ellerslie, Mt Wellington	4
West Auckland	18	Panmure	3
Westmere	18	North Shore	2
Hillsborough, Mt Roskill	17	South Auckland	2
Eastern Bays, St Johns, Glen Innes	14	Waiheke	1
City Centre	13		



(Circle size indicates the number of submissions received)

## Areas with ten or more responses

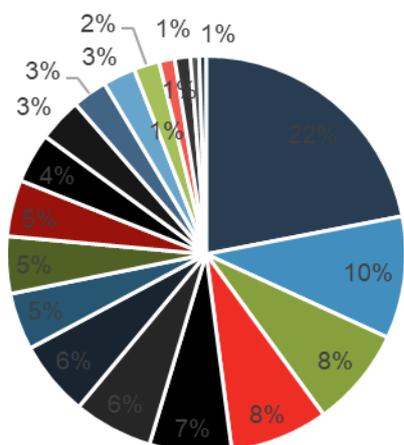


## 6.2 Main themes

What respondents said they don't like about the changes:

	Number
Don't want to transfer between buses	468
Will have to walk further	56
Concerns about the quality of infrastructure at the locations where transfers would be required	44
The changes would mean it would cost more to travel	23
Concerns about the operating hours and/or frequency of alternatives bus services	18
The changes would make buses more crowded	8
Questions or concerns about the location of the bus stops for route 640	5
Safety concerns due to having to transfer and/or to walk further	4
Would no longer be able to get to destinations	4

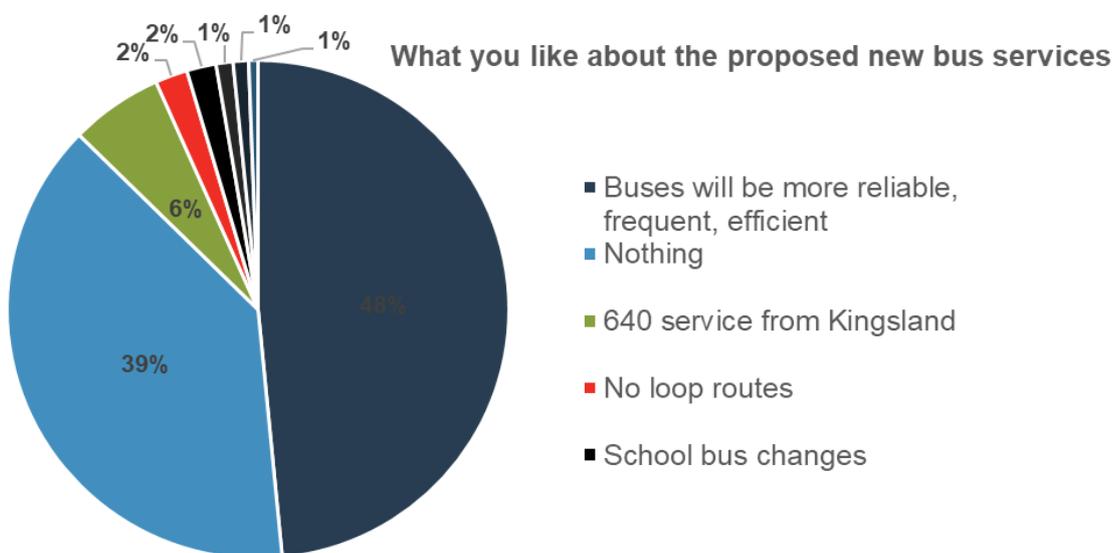
## What you don't like about the proposed new bus services?



- Transferring
- Bus won't go where I want it to
- Longer walk
- No direct connection between St. Lukes and Newmarket
- More difficult to access Mt. Eden
- People will lose independence
- Longer wait
- I have other improvements to suggest
- Fewer people will use the bus
- Not a loop service anymore
- Inconvenient
- Impact on school students
- Nothing
- Longer travel time
- Alternative service is unreliable / infrequent
- Too expensive
- These changes won't solve the issues
- Overcrowding
- 640 should go to Kingsland

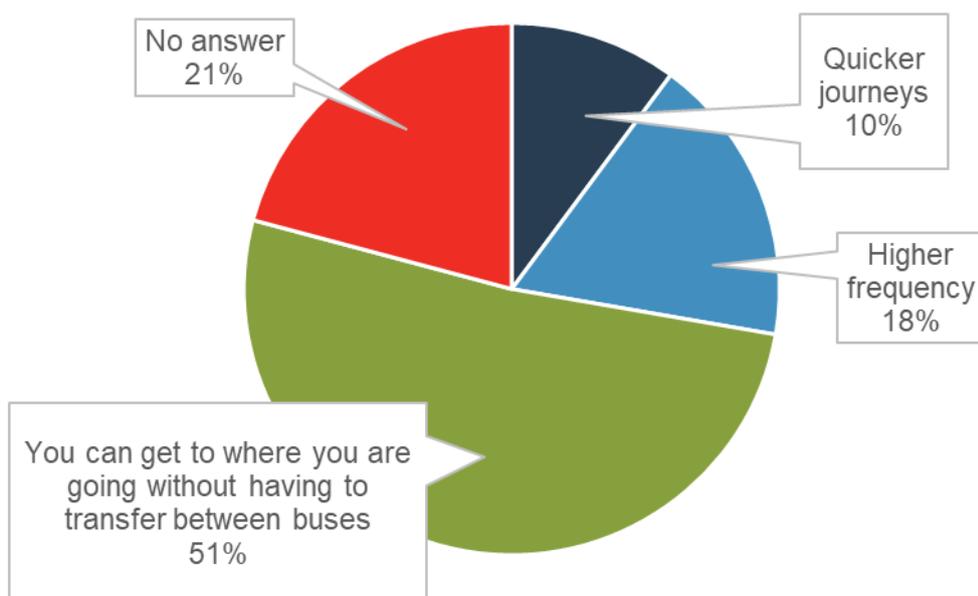
## What respondents said they like about the changes:

	Number
A more reliable OuterLink	213
The frequency on route 65	134
The new route 640	57
The proposed school bus	17
More services on route 30	13
Improvements the changes will make to the overall network	11

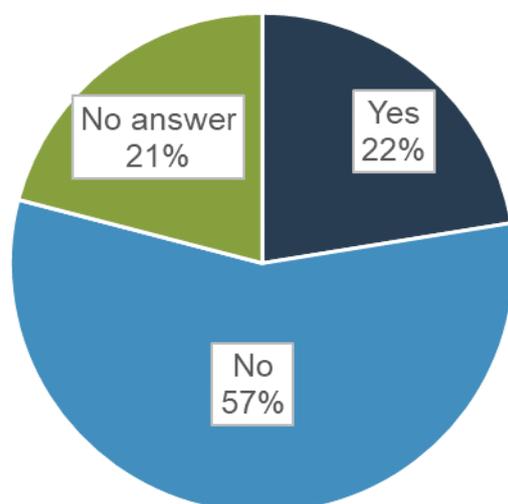


A number of respondents said they did or did not like the proposed changes but did not give a specific reason why so they are not represented in the lists above.

### What is the most important requirement for your public transport service?



Do you think that these changes would improve the bus network overall?



### When do you travel?

	Daily	1-4 times a week	1-4 times a month	Less than once a month	no answer
Monday to Friday before 7am	68	45	34	92	954
Monday to Friday 7am-9am	<b>298</b>	200	85	51	572
Monday to Friday 9am-3pm	121	<b>300</b>	123	55	610
Monday to Friday 3pm-7pm	<b>293</b>	<b>306</b>	109	36	471
Monday to Friday after 7pm	47	121	127	67	836

	Every weekend	1-2 times a month	less than once a month		no answer
Saturday before 9am	90	76	101		926
Saturday 9am-9pm	257	<b>393</b>	150		397
Saturday after 9pm	55	136	116		883
Sunday before 9am	67	67	115		942
Sunday 9am-9pm	197	<b>376</b>	180		444
Sunday after 9pm	43	105	128		915



# Appendix A: Feedback received

## What you don't like about the proposed new bus services

Will mean an extra bus change / transfer	228
Removing the link from St Lukes to Newmarket	157
Don't remove the Outer Link route	153
Will have to catch multiple buses / 2 maybe 3	147
Will cause problems travelling to and from Mt Eden	128
The OuterLink is used by the elderly / disabled / youngsters / mums with babies - they will lose their independence	127
Will have to walk further to and from bus stop	105
This plan will discourage people using buses / will go back to using cars creating more congestion	92
Defeats the purpose of having a CIRCULAR LINK / LOOP	91
It will be a huge inconvenience	80
Wait times will increase	70
Doesn't work for schools e.g. Marist / MAGS / ACG / EGGS etc.	62
Won't be able to travel to the places that the Outer Link takes me	58
Travel time will increase dramatically	52
Winter - waiting for connection - cold / wind / rain	51
Dominion Road is a main route - should go there	48
Can't get to Parnell on one bus	31
More walking at night - lack of security / poorly lit footpaths / dangerous	28
No link through Epsom	27
Dislike the fare zones / expensive / cheaper to use car	25
Won't be able to get to work / will make it very difficult to get to work	25
Cuts out the only bit I use	23
New route does not go to home / work etc.	19
650 route unreliable / infrequent	18
New route looks like it stops before St Lukes shops	14
It's a long walk to Balmoral from St Lukes	14
Like catching / used to catching the Outer Link to Newmarket	14
Dislike having to walk across main roads to connection	13
Change the basics of scheduling rather than the route	13
It's the amount of cars on the road that affect the bus services	12
640 route should go to Kingsland Station	11
Buses will be packed / full because of the changes	10
It's not a cross city bus route at all	9
No direct route to Ponsonby	9
Forcing large suburbs to take 2 different routes / inefficient	8
Lacking in information of proposed changes	8
Can't get to Mt Albert on one bus	8
School bus service is only for school children not general public	7
64 Current frequency doesn't match the 15 minute frequency	7
Departure info needs to be reliably updates at stops	6



Other buses are being cancelled indefinitely as well	6
Divide the route into two half circuits	5
30 route has dropped to every 30mins after 9pm	5
Like catching / used to catching the Outer Link to St Lukes	5
East bound passengers on Western Line can't easily connect to an East bound crosstown bus service	5
Doesn't address if driver changes will still occur	4
Lack of accountability and transparency	4
30 route unreliable / long wait	4
What happened to bus 007	4
No route from Epsom to St Lukes	4
Losing the option of getting from Newmarket to Balmoral Rd disappointing	4
Limited offering from Mt Albert to the city	4
Outer Link could go along Sandringham Rd instead of Dominion	4
Bus stops at Manukau Rd / Greenlane need to be closer	4
Should have double decker Outer Link buses	3
30 route always overcrowded with school kids	3
No route from Epsom to the University	3
Won't help with capacity problems from Herne Bay to CBD	3
Doesn't address wait time at Wellesley Street	2
Timeline / too long to wait for implementation	2
650 route should run later than 7pm everyday	2
640 route should extend to Selwyn Village via St Lukes, Baldwin Ave and Pt Chev	2
640 route should go to Unitec	2
640 route should go to St Lukes	2
640 route doesn't go to Mt Eden village	2
Move bus stop at end of Jervois Rd - eliminate U-turn	2
Valley Rd buses are too frequent and under utilised	2
Re-instate the Pt Chev - Glen Innes frequent route	2
No logical way coming from Western line to transfer to the 65	1
15 Minute standard is dated / should be 10 minute frequency	1
Stop the street commentary before each stop	1
65 route - Split into 65M for New North Rd / Mt Albert / Carrington	1
65 route - Split into 65W for Pt Chev to Western Springs	1
65 route - No changes to Eastern end	1
650 & 75 routes leave Glen Innes at the same time - inconvenient	1
65 route should converge with 27 route	1
65 route needs to intersect with a train station on the Western line	1
650 route needs to go to Pt Chev beach	1
640 route crowded in afternoons - extensive delays	1
309 route unreliable / long waits	1
321 route should travel on weekends	1
321 route much less regular - 30 mins instead of 12 to 15mins	1
75 route is unreliable resulting in long waits	1
Bus bunching at TamakiLink	1
Mt Albert village less connected to Mt Eden village than before	1



Provide a school bus service to Ponsonby Intermediate	1
Provide a service from North West Auckland to North Shore	1
Won't be able to travel direct from Herne Bay to Mt Eden	1
No direct bus from Hillsborough to Newmarket	1
Bus stops at Great South Rd / Green Lane West intersection need to be closer	1
Seems work needs doing around Greenlane motorway intersection	1

## **What you like about the proposed new bus services**

Upgrade of the 650 route service	129
Increased reliability / dependability	125
Increased frequency and consistency	68
No waiting / delay at Victoria Park	53
Addition of 640 route	52
Reduction of bus bunching	37
Buses more regular / Less waiting time	26
More proposed school buses / school routes	19
Great idea / loops don't work for public transport	18
Quicker service / faster	16
Will still to go areas / suburbs / streets that I use	11
More buses	10
Cuts out deviation in Mt Eden	10
Extension of the 640 route to Kingsland	8
More direct services	6
Adding more Route 30 buses	6
No driver changes increases frequency	5
Less congestion on the roads	4
Cuts out the least used segment of the route	4
Will benefit more people	4
Splitting the Epsom services in to two	3
Extension to later in the evening	2
Better transport from Newmarket to Herne Bay, Westmere	1
New 20 route is brilliant	1



## Appendix B: A sample of comments

*"with the changes I will have to change twice - catching 3 buses to take a route which I now use only 1!!!!!!"*

*"The 650 being changed to every 15 minutes will be a disaster!!!"*

*"Old system was too long, it didn't need to go via Herne Bay / town better to shorten route to St Lukes. / New North Rd / Town. 3. Also reduce run times, 9am 9pm was running too early and too late."*

*"As a senior citizen, the walk to bus stops at the Green Lane West/Manukau Rd intersection is a big distance. The wait between two buses could be long. Changing from 30/309 to the 65/650. Bus stops will have to be moved closer. Intersection is too large and too busy."*

*"outerlink was a frequent service till late at night. cutting it means we only have 30 & 309 services. 30 services have already been reduced every night after 8:30 to half hourly. having outerlink supplements this. 309 and 30 services are usually full and outerlink provided additional capacity and options"*

*"Deleting the St Lukes to Newmarket stretch of the Outerlink is a disasterous plan that completely disregards the needs of people living in our area. It is not feasible to expect younger teens and children, older adults, disabled and other public transport users to transfer buses when a direct link from a major suburb (Balmoral) to a major commercial centre (Newmarket) is a no brainer for a city aiming to reduce dependence on private vehicles."*

*"I am a frequent user of the Outer Link, and have been since it was started, and I have not experienced these problems noted except for a handful of occasions which have simply been delays due to Auckland traffic. Your changes simply cut me off from the areas that I frequent the most, and avoid driving to as they are popular areas with parking that is time consuming. I do not think these changes are the answer."*

*"For elderly people who travel from St Lukes area and find it difficult to board one bus it will be worse having to change to get to places like Mt Eden or Newmarket. It will be very hard particularly if on a walker or in wet weather. Since the post shop closed at St Lukes people need to travel to Dominion Rd post office where the bus now passes. If this service is cancelled people will have to get a bus (650) to Potters Park then a long walk to Mt Eden War Memorial hall. Not good. Don't change what is working."*

*"Getting to destinations without having to transfer is important to travellers like myself - a retiree, who is familiar with the route and can relax into the journey, to tourists unfamiliar with our public transport having to asking drivers where to change buses, to people with pushchairs and shopping carts and people with disabilities and people using wheelchairs. I expect workers who know they can settle into their journey and read their emails or relax and read a book to students who use the time to catch up on study would all appreciate not having to continually watch for changing buses."*

*"I don't like the idea of having to change buses, and walk between bus stops to make this change, when presently I don't need to. It would make it much more likely that I would take the car instead."*

*"I am a wheelchair user and changing buses is time consuming for myself, the bus driver and other passengers. When it is raining it causes myself and the driver to get wet more than necessary as each change exposes us to the rain. There is no guarantee that a wheelchair space will be available on the next bus. There is no guarantee that the next bus will come at all. It is unsafe to be waiting at night in odd places for a bus - this not only affects wheelchair users but also shift workers who want to safely get home at night. The journey from one bus stop to another can be dangerous due to uneven or rough footpaths, little or no lighting and/or inadequate kerb cuts."*



*"I am appalled to see that the outer link bus may no longer take me from Dominion Rd through Mt Eden village to Newmarket. The traffic congestion in Newmarket will not be helped if this bus is no longer available; people wanting to access movie theatres and shops in Newmarket could resort to travelling by car instead. I am elderly and do not want to change buses."*

*"It will stop me being able to move around easily & independently"*

*"I think 15 minutes as a 'frequent' service standard is becoming/is a bit dated. 10 min frequencies should be the standard as a 'frequent' service."*

*"Keep the Outer Link in its current format. I find it provides a one-bus trip to places that I go to often."*

*"Makes it hard to move around the "circle" of city fringe villages eg Mt Eden to Pardonby. Not all journeys should be focussed on into and out of the CBD. As people increasingly work remotely and places like Mt Eden become hubs for eating and work there needs to be a fully circular route linking them."*

*"My children are losing their school bus route to Mt Albert Grammar."*

*"No school child in the centre of a city needs to be changing buses in order to get to school."*

*"No longer having a direct service from Valley Road to Epsom/Greenlane, Parnell, St Lukes, and Pt Chevalier. Some of the journeys I currently make using the Outer Link are too long to comfortably walk but too short to justify transferring between buses. In particular, if route 65 only operates at a 15 minute frequency, the transfer waiting time alone could double the duration of my journeys to Greenlane or St Lukes. If this part of the Outer Link route is removed, thus removing a direct service, route 65 should be at least every 10 minutes and ideally more frequent than that to make these journeys still viable by bus, otherwise I'll be much more likely to drive instead, or (where I have a choice) to not make the trip at all (e.g. going to shops somewhere else instead of going to St Lukes Mall)."*

*"Not fair on the elderly, amongst others. Everyone is wanting to go to Newmarket for the new mall. Not being able to get there or to Mt Eden directly from St Lukes is crazy and dumb."*

*"Not sure if there is a point to have bus 640 for such a short journey?"*

*"No mention is made of improving the interchange places between buses, yet this is a significant impact of the change proposed.. When changing buses you must address how passengers can move from one bus to another. The ease, comfort and convenience of changing buses is part of the overall travel experience for that journey Expecting passengers to walk across. and around, busy junctions is not improving the journey in fact the opposite."*

*"Outer link is a bus that goes everywhere and it's very convenient for people to move from St Lukes to Pt Chevalier and to Parnell and to the city first you stop 007 service you are pathetic."*

*"Please don't change the bus route, as sometimes it is the only bus that runs late and goes closest to the places I need to go"*

*"It seems unlikely that OuterLink buses 15 mins apart catch each other up, and I've never seen this happen."*

*"Not user friendly, misses out school's/ Epsom Girls Grammar and other in Manukau Rd. Mt Albert Grammar after St Lukes. Not usable for elderly shoppers using Countdown in Dominion Rd or St Lukes. Old system was ok, just too long. Also ran too early and too late. Better would be St Lukes to Newmarket 7 pm to 7 am every 15 min. Delete St Lukes/Herne Bay/City and delete Newmarket/Parnell/City. Plenty of buses already serve these."*



*"Please remove buses from Valley Rd and do not put new bus services onto Valley Rd. Reasons 1) Dangerous for school 2) No-one uses it 3) Put any additional services on roads that already have buses e.g. View Rd = less road maintenance required. 4) The proposed route is the train route - shouldn't we encourage train use instead of putting buses on to compete with it. 5) Please do not put 640 onto Valley Rd. If you must compete with trains put it on View Rd."*

*"Losing the ability to go to Dominion Road, Mt Eden Road, Manukau Road and Newmarket on one bus without having to stand and wait for a change along the way is taking away the only good thing about the Outer Link. It is completely unreliable in terms of keeping to times listed (it's possible to wait over 30 mins and not see an Outer Link come by in either direction on weekends) but it's one saving grace is how easy it makes getting to places along the current route that you now want to take away."*

*"Suggestion - divide the route into two by providing a route including Manukau Rd, so I don't have to transfer in Newmarket. If this meant the bus was less often, I would be fine if it was 20 mins - 30 mins (half hourly) Main concern is having to stand for a connection (physically very painful)"*

*"The changes will completely throw off my work commute to the point where I may have to move house."*

*"People do not want to change buses! They want one service. Think of the elderly, the parents with young children, the disabled."*

*"There are a lot of elderly and frail people who use the Link who like me would struggle with more standard bus travel, particularly having to catch two different buses to reach some destinations."*

*"The proposed new bus service will make my trips a lot longer and more complicated."*

*"Thirdly, while we appreciate the concerns raised about circular routes, we note a technological solution already exists. Were drivers kept informed of where they were in relation to the preceding and following buses, then bunching could be reduced and bus spacings maintained closer to the advertised frequency."*

*"You have completely ignored the needs of people who live on & around Dominion Road by the Eden Quarter area! I rely heavily on the OuterLink for most of my travel needs & you are yet again trying to remove this service. The OuterLink is the best thing to have happened to Auckland Transport in the very nature that one could get to a lot of places without having to change buses!"*

*"Transferring buses, unsuitable for elderly, mothers with children, working mothers with children having to walk distance, disabled passengers, workers who can't afford to fuss with irregular times, public library users, mall shoppers, and the variety of passengers in this area living in boarding houses, drug rehabs, etc, who use the Outerlink as it now as it makes journeys possible for them and who can participate in our community, these changes could take that away."*

*"I may be able to walk between bus stops for an alternate route, but you have to realize there is a large portion of commuters who really really need this particular route and will be severely limited in their transport without it. It's the only direct connection between Newmarket and St Lukes and it's absolutely insane for you to consider taking it out. PLEASE do not change the route."*

*"Surely that is why there is an Outer Link? It connects the forgotten hard to reach places. True, they come at inconsistent times, but so do the buses into town. They also arrive 2 at a time at our bus stop. What use is that too? Totally senseless planning for many reasons."*

*"While I see your point that the outer link buses do tend to run late and then bunch up, at least one only has to wait once at a bus stop and not twice. If they were more frequent, the odds of long waits for delayed buses would reduce BUT why not tackle the issue at source - WHAT is making the outer link run late so often? \_ and fix that problem. If it is a wider traffic issue, then get together with the appropriate authority and*



*do some medium term planning for a change instead of the short-termism that is Auckland's perennial problem"*

*"Could you have not split the Outer Link ring into two halves, if you really wanted to preserve current routes but with better reliability?"*

*- Better transfer infrastructure - at points where people will be transferring between routes wayfinding signage high-quality bus stops are needed, with short and clear walking distances between transfer stops*

*- Higher frequencies - Increasing frequencies of the connector buses is vital to make the proposed changes work*

*- Change the name and branding of the Outer Link - Keeping the name and branding of the Outer Link could lead to confusion. We propose the modified Outer Link adopt a name in te reo Māori, chosen through consultation with mana whenua*

*- The 640 - a new route connecting Mount Eden, Newmarket, and potentially Kingsland is being proposed as part of the changes. This route is great, especially considering the temporary closure of the Mount Eden Station, however we would like it to see its frequency increased, and the future connection to Kingsland station added from day 1.*

*"A better way to reduce the length of the current loop is to cut out the route Dominion Rd, Valley Rd, Mt Eden Rd + travel straight along Balmoral Rd. If anything why not remove the trip from Dominion Rd, Valley Rd, Mt Eden Rd + travel straight along Balmoral Rd. MUCH quicker."*

*"Hate everything as it means I would have to change buses."*

*"surely the most practical and sensible solution is to simply continue the outer link along Balmoral Rd to Manukau rd and then Newmarket and city cutting out the Mt Eden Village loop"*

*"Removal of the Outer Link between St Lukes and Newmarket, which is a vital link for secondary school children traveling to MAGs school. In your reasoning, you cite bus clustering as being a major contributing factor, however, this is not an unusual phenomenon and there are measures that can be taken to alleviate it such as better driver training, forced stops to smooth the pattern and technologies such as GPS. I believe that using bus clustering as an argument is a weak position to take."*

*"I like that the proposed route 65 will be every 15 minutes. This is much more user friendly. Having to wait for more than 15 minutes between buses is a huge negative and almost dissuades me from using public transport."*

*It would be great if transferring between buses is made more convenient. At present there is such a gap to walk between bus stops at Greenlane West Rd and Manukau Rd, then having to wait for the traffic lights which favour vehicles (likewise at Greenlane Rd/Gt South Rd to transfer between the bus and train)."*

*"I like that the Outer link won't be a loop any more. This way the bus won't need to stop at Victoria Park and it should prevent bunching. The dogleg up Dominion Rd and down Mt Eden road is really annoying to sit through as well"*

*"I like that the detour down mt Eden Rd and back up dominion Rd will be gone and that the 650 frequency will be increased. When I catch the bus from Greenlane Rd to St Luke's or Mt Albert I hate having to get the outer link because of that extra bit, especially since it often gets stuck in traffic in mt Eden even in off peak*



*and weekends. I'd much rather use the 650 for that journey but it's not frequent enough so the extra frequency would be great."*

*"I like that the 650 will be becoming a frequent route - 65 (although it would be easier for me to have 10 min frequencies at peak times).*

*I fully support cutting the Outer Link from a loop into a line to improve reliability. I find it too unreliable and slow to use to get to Ponsonby. I can't keep an appointment with that bus."*

*"I am pleased to read of a proposed re-introduction of a school bus service to Epsom schools. I do NOT like or support the proposed changes to eliminate the Outer Link as a city ring service linking St Lukes."*

*"The new service is an abdication of responsibility for public transport users, It disenfranchises people living in the Balmoral / Mt Eden area even more than the current Outer Link does. which stops too far away at either end (Balmoral intersection/ Mt Eden Rd intersection) due to the Mt Eden Village detour."*

*"I use the outer link to travel between Newmarket and Mt Eden several times per week in both directions. Stopping that service will be an inconvenience. I can live with the irregularity rather than the removal proposed."*

*"As soon as AT run the 650 on a 15 min basis I will go back to the bus."*

*"650 definitely needs to become 65 and double frequency."*

*The Outer Link definitely needs to be curtailed to the newly proposed route. It causes severe bunching which affects reliability and the removed section will easily be covered by the 65 and 640."*

*"I like that the problems with this service has been acknowledged."*

*"I like that something is being done about the problem with the outterlink"*

*"I LOVE that the Outer Link will no longer snooze at Victoria Park. It is so incredibly frustrating waiting there for 10 minutes when all you want to do is get to the city so you can transfer to your bus home."*

*"I really like two goals: more reliable services, and less wait time at stops in between your actual destination. Both of these are really annoying at the moment, and make me avoid the bus and walk 30 minutes instead."*

*"Improving the reliability of the Outer is a major step forward."*

*"It will make the Outerlink service in my area more reliable - I'll be more likely to catch it to & from work if it actually turns up on schedule"*

*"Making the Outer Link a reliable service is fantastic."*

*"Hope to be back to reliable 15min waits for Outerlink, it has been getting so bad buses almost 1/2 hour apart. Even 5-10minutes can make a big difference to a commute."*

*"I understand that there have been a large number of complaints about the Outer Link service, mainly around delays and availability. People who are happy don't complain. So please do not disadvantage the happy customers by giving in to the complainers!"*