

Big changes for West Auckland

Auckland Transport (AT) is proposing to transform the bus network in West Auckland so you can use buses to travel to more places more often. The changes we're proposing aim to create more reliable and frequent bus services.

The changes include:

- A new Western Express (WX1) bus service to provide more frequent services on the Northwestern Motorway
- Local routes connecting with motorway services at new bus interchanges at Te Atatū, Lincoln Rd and Westgate
- Increasing the all-day frequency of route 131 and renumbering it route 13 for easier local trips and connecting to new bus interchanges at Te Atatū and trains at Henderson
- Increasing the all-day frequency of route 120 between Henderson and the North Shore and renumbering it route 12
- Most buses running more frequently and later in the evenings
- Creating a simpler bus network so it is easier to understand
- Most customers will need to transfer to motorway services to travel to the City Centre.

Tell us what you think about the proposed changes by

Sunday 5 June 2022

Project overview

In 2017, AT launched a new network of bus services for West Auckland. This connected more people to more places, took advantage of new electric trains and our new fares system that enabled customers to transfer between buses and trains during their journey without paying multiple fares. At that time we didn't have the infrastructure in place to allow a fully interconnecting network of frequent bus routes.

We're now working with Waka Kotahi NZ Transport Agency to extend and improve bus shoulder lanes along the Northwestern Motorway and adding bus priority to the on and off ramps to create the first step towards a rapid transit corridor along State Highway 16 (SH16). When this is complete in mid-2023 it will allow buses to connect at new bus interchanges at Te Atatū, Lincoln Rd and Westgate and enable an all-day, frequent public transport option along the Northwestern Motorway.

The changes we are proposing here would allow more people to simply 'turn up and go' rather than planning trips around a timetable. They will also enable access to more local destinations making public transport more useful for a greater range of travel purposes. This will provide a realistic alternative to adding more cars to our roads.

To enable frequent all-day bus services, these changes will require some passengers to transfer between buses at key interchanges to get where they want to go. Auckland Transport and Waka

Kotahi are working to provide good facilities to make transferring as easy as possible.

The proposed changes will impact some existing customers' journeys. The overall objective of these changes is to make public transport simpler and more useful for as many people as possible including those who don't currently use it.

We want to hear what you like about these proposed changes and/or how you think we could make them better.









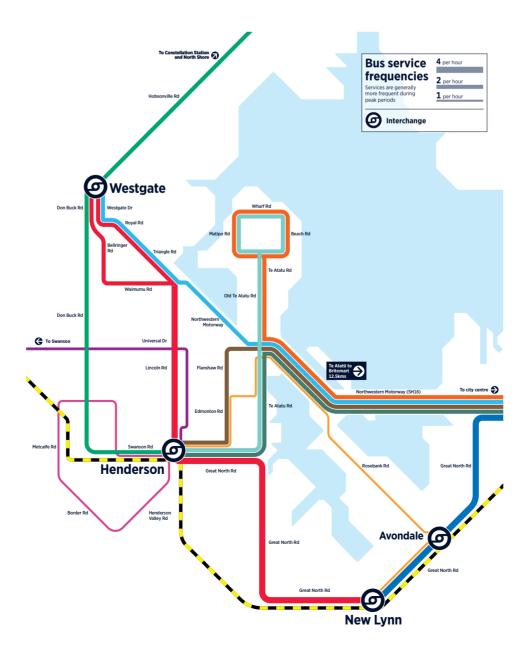
PROJECT: WESTERN BUS

Tell us what you think by Sunday 5 June 2022

online survey at AT.govt.nz/HaveYourSay



Current all day bus network



Proposed all day bus network



Come and have a chat

If you have questions about these proposed changes, or would like to talk to someone from AT, come to one of our drop-in sessions.

Location	Date	Time	
Te Atatū Peninsula Community Centre, 595 Te Atatu Road	Saturday 28 May 2022	10am - 12pm	
Te Manawa (Westgate Library), 11 Kohuhu Lane	Sunday 29 May 2022	12pm - 2pm	
Waitākere Central Library, 3 Ratanui St, Henderson	Tuesday 31 May 2022	12pm - 2pm	

Everyone who comes to a drop-in session will need to follow all current COVID-19 Protection Framework protocols. Please check our website before attending as sessions may change due to COVID-19 precautions.

Online information sessions

Join us online for information sessions at 7:30pm on 23, 24, 25 May. Details are on our website at AT.govt.nz/HaveYourSay (Select "West Auckland consultations" then "Proposed changes to West Auckland bus services").

How often will buses run?

The table below shows the approximate proposed running hours and frequency for the bus routes.							
Bus	Weekdays a Bus Every		Weekends a Bus Every		Weekday Hours of Operations		
	Peak	All-day	Evening	All-day	Evening	First departure	Last departure
WX1	10 mins	10 mins	15 mins	10 mins	15 mins	5:30am	11:30pm
11T	30 mins	30 mins	30 mins	30 mins	30 mins	5:30am	11:30pm
11W	11W 30 mins 30 mins 30 mins		30 mins	30 mins	5:30am	11:30pm	
11T and 11W will combine so there will be a bus every 15 minutes along the common section of their routes between Lincoln Rd and the City Centre.							
12	15 mins	15 mins	30 mins	15 mins	30 mins	5:30am	11:00pm
13	8 mins	10 mins	15 mins	15 mins	15 mins	5:30am	11:30pm
14	15 mins	15 mins	30 mins	15 mins	30 mins	5:30am	11:00pm
111	30 mins	30 mins	30 mins	30 mins	30 mins	5:30am	10:30pm
112	30 mins	30 mins	30 mins	30 mins	30 mins	5:30am	10:30pm
114 40 mins* 60 mins		60 mins	60 mins	60 mins	6:00am	8:30pm	
* 114 will be tir	ned to meet the H	lobsonville Point	ferry.				
116	30 mins	30 mins	30 mins	30 mins	30 mins	5:30am	10:30pm
122	122 60 mins 60 mins 60 mins		60 mins	60 mins	60 mins 60 mins	6:00am	9:00pm
123 60 mins 60 mins		60 mins	60 mins 60 mins 60 mins		6:30am 8:30pm		
	ill combine so the s between Huapai		every 30 minutes	along the commo	on section		
125	30 mins	60 mins	60 mins	60 mins	60 mins	5:00am	8:00pm
126	60 mins	60 mins	60 mins	60 mins	60 mins	6:00am	8:00pm
135	15 mins	30 mins	30 mins	30 mins	30 mins	5:30am	11:00pm
145	30 mins	30 mins	30 mins	30 mins	30 mins	6:00am	10:00pm
146	60 mins	60 mins	60 mins	60 mins	60 mins	6:00am	10:00pm
147	30 mins	30 mins	30 mins	30 mins	30 mins	6:30am	10:00pm
148	-	-	30 mins	30 mins	30 mins	6am weekends 7pm weekdays	10:00pm
149	20 mins	30 mins	-	-	-	6:00am	7:00pm
148 runs only in evenings and weekends. 149 runs only on weekdays until 7pm.							

Why are we proposing these changes?

The northwest is growing with more houses, more jobs and more people needing to travel. State Highway 16 is a major route for bus services from the northwest, and is important for improving public transport choices for the area. The northwest has limited transport options for travelling to work, study and social activities. Over 60 per cent of people living in the northwest commute out of the area and more travel to work by car than in any other region in Auckland.

The current lack of bus interchanges and bus priority lanes means your bus network is not as frequent, efficient and reliable as it could be. These changes are designed to offer a better public transport network by removing duplication and using buses more efficiently. By sharing resources along the common motorway section of their routes, we can run more bus trips on the Northwestern Motorway all day, unhindered by traffic conditions on local roads. This also allows more local bus trips to run unaffected by traffic conditions on the motorway. By having buses working together as a connected network rather than as individual routes it makes it possible to reach more places at more times of the day with the comfort of knowing, in many cases you can simply 'turn up and go'.



With these changes almost three times as many people will be within walking distance of a frequent bus route.

In order to make this connecting network of buses, and remove duplication, the current direct trips into the City Centre from Don Buck Rd, Henderson, Te Atatū and Helensville will require passengers to transfer between buses so everyone can share the same bus rather than requiring multiple vehicles.

Improving public transport means more people can use it easily, which helps to free up the roads for those who really need it. Effective public transport can reduce congestion and carbon emissions, reduce the need to take up land to provide car parking spaces, connect communities, improve health outcomes, and provide independent mobility for those who can't or choose not to drive.

What are the trade-offs?

To improve public transport for West Auckland overall we have needed to make some trade-offs:

- The removal of direct bus services to the City Centre from some areas these buses can be better used to create more motorway and local bus services.
- The need to transfer between services while transfers may not be desirable to some, they are essential to create frequency. They enable buses to be utilised more effectively to run more often and provide access to more destinations. The HOP card fare system makes connecting between services easier. Fares are based on the number of zones you travel through. This means you can transfer between AT buses, trains and ferries and pay just one fare for your entire journey with your AT HOP card.

New bus facilities at Te Atatū, Lincoln Rd and the NorthWest Centre at Westgate

AT and Waka Kotahi NZ Transport Agency are currently creating the following public transport facilities and bus priority measures in northwest Auckland:

Westgate bus interchange

We're building new bus stops at the NorthWest Shopping Centre to enable changes between buses there. The interchange will be significantly improved in the near future. The Fernhill Drive bus stops will remain with some changes to the routes using them.

Bus routes using the NorthWest bus stops: WX1, 11T, 11W, 111, 112, 114, 116, 122, 123, 125, 126.

Bus routes using the Fernhill Drive bus stops: 11T, 11W, 12, 111, 116, 122, 123, 125, 126.

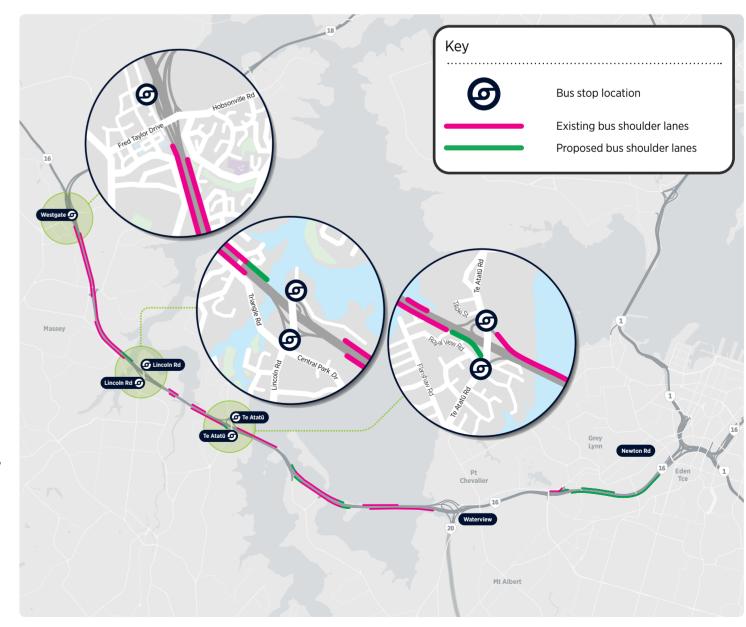
Lincoln Rd bus interchanges

Bus stops are being built on Lincoln Rd and the nearby motorway on and off ramps.

Te Atatū bus interchanges

Bus stops are being built on Te Atatu Rd and the nearby motorway on and off ramps.

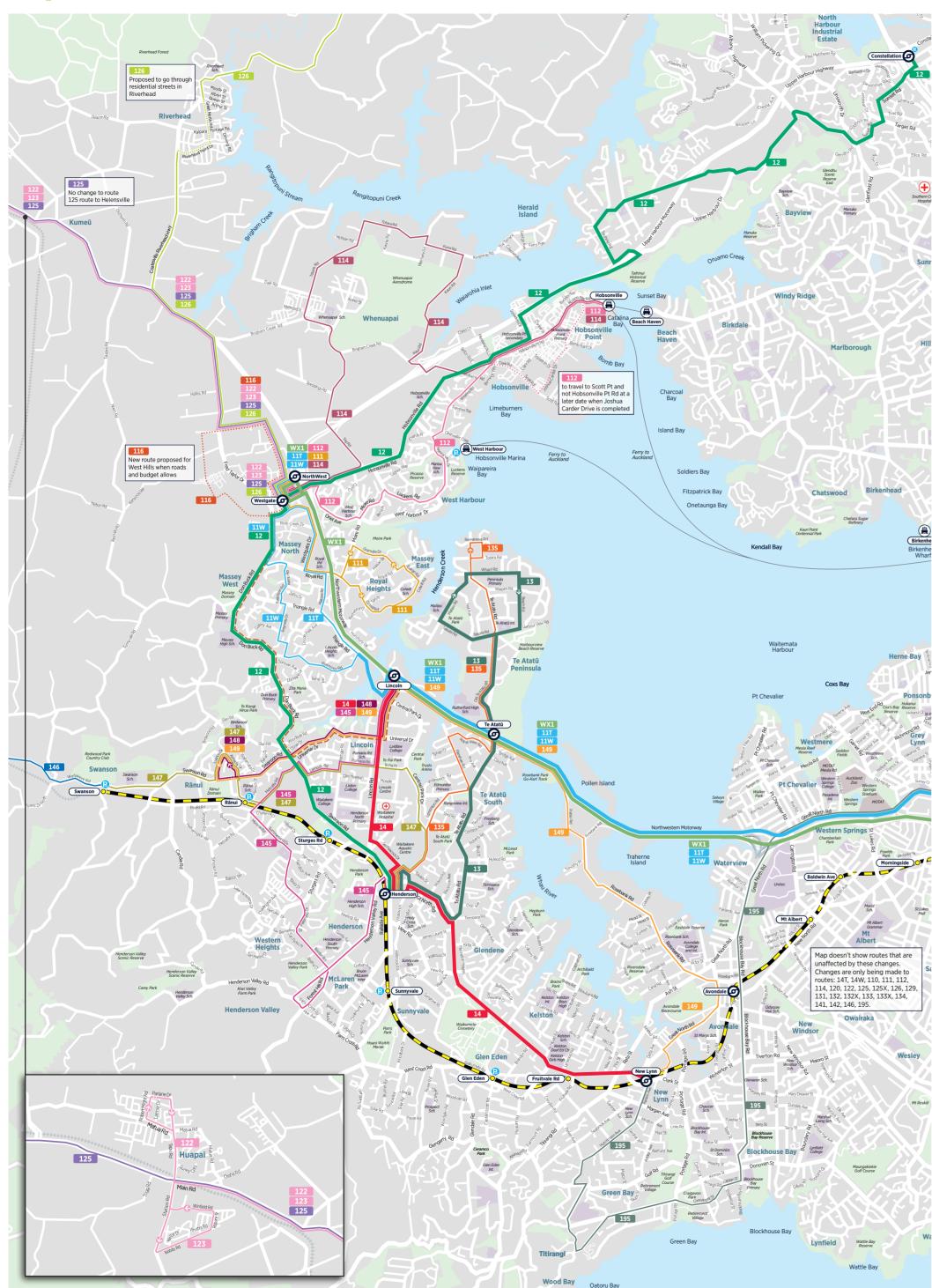
To provide a more reliable and quicker bus journey into the City Centre, the bus shoulder lanes on the Northwestern Motorway are being extended between Westgate and Newton Rd. This will mean almost 20km of bus shoulder lanes on the motorway. Improvements are also being made at motorway interchanges and on Te Atatu Rd and Lincoln Rd to increase priority for buses. This will make bus trips quicker and more reliable.



Find out more about the infrastructure changes at **AT.govt.nz/projects-roadworks/northwestern-bus-improvements**

West Auckland | Consultation 2022

Proposed bus services (Go to AT.govt.nz/HaveYourSay for a larger version of this map)



What's proposed for your area

Helensville, Waimauku, Huapai, Kumeū

- Customers travelling to the City Centre will need to transfer at the NorthWest Shopping Centre to a WX1 or 11T/W service.
- Direct **125X** will be removed and replaced with more **125** services.
- 125 will run every 30 minutes at peak times, hourly throughout the day and will run later into the evening.
- New **123** for Huapai serving southern Huapai.
- 122 will run more often so that for the combined 122, 123 and 125 services there will be a bus every 15 minutes at peak times from Huapai to Westgate and every 30 minutes during the day.
- 122, 123 and 125 will use new bus stops at the NorthWest Shopping Centre as well as the Fernhill Drive bus stops.
- More buses to City Centre from Westgate, with quicker journey times.

Henderson

- Customers travelling to City Centre will need to transfer at the new Te Atatū interchanges. Transfer there to **WX1** and **11T/W** services to City Centre. Direct services will be removed.
- 131 becomes route 13 running every 8 to 15 minutes to connect customers to the new Te Atatū interchanges.
- **134** is replaced with route **135** on Edmonton Rd between Henderson and Te Atatū Peninsula.
- **120** will be renumbered **12**. It will run every 15 minutes throughout the day and every 30 minutes after 7pm, seven days a week.

Lincoln Rd

 Frequent route 14 will continue to travel between Lincoln Rd and New Lynn through Henderson but the sections between Lincoln Rd and Westgate will be replaced by 11T/W.

Massey

- 129 will no longer operate.
- **120** will be renumbered **12**. It will run every 15 minutes throughout the day and every 30 minutes after 7pm, seven days a week.
- 11T and 11W will travel into the City Centre.

Riverhead

 126 changes its route through Riverhead Village to run on Riverhead Point Drive, Pohutukawa Parade and Great North Road so it uses bus stops that are closer to houses.

Rosebank Rd

- New 149 will replace 138 and will provide connections to Te Atatū and Lincoln Rd interchanges and Rānui. Operates Monday to Friday until about 7pm and will run more often than 138.
- Removal of direct 138 to Henderson.
- No change to 22R or 191.

Royal Heights

- 111 will run every 30 minutes at all times and extend to the NorthWest Shopping Centre.
- Transfer from the **111** to **11T** for connections to and from the City Centre.



Swanson, Rānui, Universal Drive

- 120 will be renumbered 12. It will run every
 15 minutes throughout the day and every
 30 minutes after 7pm, seven days a week.
 It will use bus stops on Fernhill Drive but
 will not go to the NorthWest Shopping
 Centre and so will not connect with the
 WX1 bus service.
- No change to **143**.
- New 145 will replace most of 141 and 142 routes through Rānui. It will connect to the new Lincoln Rd interchanges.
- 146 will run between Waitākere Village and Swanson only.
- 147 maintains connection between Swanson, Henderson and The Trusts Arena, and provides a new connection with Rānui Station.
- 149 provides a connection from Rānui to the interchanges at Lincoln Rd (and connections to other bus services there) and Rosebank.
 At evenings and weekends the 148 will replace the 149 and will only operate between Rānui and Lincoln Rd.
- There will be no public bus on Rathgar Rd outside Waitākere College, Liston College and St Dominic's Catholic College but buses will run more often on Swanson Rd (route 12).

Te Atatū Peninsula

- Customers travelling to City Centre will need to transfer at the new Te Atatū interchanges. Transfer there to WX1 or 11T/W services to City Centre. 132, 132X direct services will be removed.
- From the interchanges buses travel to City Centre, Henderson, Westgate, Lincoln Rd interchanges, Rosebank Rd.
- More all-day, evening and weekend bus services.
- 13 replaces 131, running every 8 to 15 minutes to connect with buses at the new Te Atatū interchanges and trains at Henderson.
- New 135 along northern section of Te Atatu Rd up to Rewarewa Rd.
- Customers can choose to connect to Westgate and the NorthWest Shopping Centre via **WX1, 11T/W** rather than having to go via Henderson.

Te Atatū South

- Customers travelling to City Centre will need to transfer at the new Te Atatū interchanges. Transfer there to WX1 or 11T/W services to City Centre. 133, 133X, 134 will be removed.
- 13 replaces 131, running every 8 to 15 minutes to connect with buses at the new Te Atatū interchanges and trains at Henderson.
- **135** replaces **134** on Edmonton Rd. Runs between Henderson and Te Atatū Peninsula.
- For Rosebank Rd use route 149 from the new Te Atatū interchanges.
- Can connect to Westgate and the NorthWest Shopping Centre via WX1, 11T/W rather than having to go via Henderson.
- More buses more often throughout the day and evening.

Waitākere Hospital

 Customers travelling from Massey or Westgate will need to take 11T or 11W to the new bus interchanges at Lincoln Rd then transfer to a 14.

Waitākere Village

- 146 will run between Waitākere Village and Swanson only.
- Route will change through Waitākere Village to travel on Northfield Rd and McEntee Rd to stop closer to more houses.
- It will run every 30 minutes at peak times and hourly at other times.
- New 147 will continue to connect Swanson with Henderson.

West Harbour, Hobsonville, Scott Point

- 112 and 114 will go to the NorthWest Shopping Centre and no longer go to Fernhill Drive bus stops at Westgate.
- AT is waiting for the completion of Joshua Calder Drive which will be wide enough for buses to operate in Scott Point. When this happens 112 will then travel between the NorthWest Shopping Centre and Hobsonville Point through Scott Point.
- **120** will be renumbered **12**. It will run every 15 minutes throughout the day and every 30 minutes after 7pm, seven days a week.

West Hills

 A new one-way loop 116 will connect the area to Westgate and the NorthWest Shopping Centre. Will only start running once the necessary roads are completed.

Western Heights

- New route 145 will replace routes 141 and 142 to provide a connection through to the new bus interchanges at Lincoln Rd. This may mean a longer trip to Henderson for some people.
- No change to **143**.

Westgate

- New bus stops will be built at the NorthWest Shopping Centre.
- New WX1 bus service will travel on the motorway between Westgate and the City Centre connecting with bus stops at Lincoln Rd and Te Atatū. First trip from 5:30am. It runs every 10 minutes before 7pm, and every 15 minutes between 7pm and 11:30pm, seven days a week.
- For Great North Rd between Pt Chevalier and the City Centre use routes 11T (via Triangle Rd) and 11W (via Waimumu Rd). They will run every 30 minutes throughout the day. Combined they will run every 15 minutes between Lincoln Rd and the City Centre.
- 14T and 14W will no longer travel between Lincoln Rd and Westgate. For Waitākere Hospital, Henderson and New Lynn use 11T/W or WX1 and change at Lincoln Rd to route 14.
- 120 will be renumbered 12. It will run every
 15 minutes throughout the day and every
 30 minutes after 7pm, seven days a week.
 It will use bus stops on Fernhill Drive but will
 not go to the NorthWest Shopping Centre and
 so will not connect with the WX1 bus service.

Whenuapai

- 114 will go to the NorthWest Shopping Centre and no longer go to Fernhill Drive bus stops at Westgate.
- More buses to City Centre from Westgate, with quicker journey times.

Williamson Ave, Grey Lynn

• **195** will travel along Williamson Ave in Grey Lynn in place of **134**.

West Auckland | Consultation 2022

What is being proposed

We are proposing changes to many of the current bus routes in West Auckland including:

New Northwestern Motorway bus services:



Western Express - WX1

- Westgate to City Centre via motorway.
- This will be the quickest way to travel between Westgate and the City Centre using public transport.
- Uses bus interchanges at Westgate, Lincoln Rd, Te Atatū and bus stops on Karangahape Rd, Queen St/Albert St, Lower Albert St.
- First trip from 5:30am. It will run every 10 minutes from 7am to 7pm, every 15 minutes from 7pm to 11:30pm, seven days a week.
- Gets on and off motorway at Newton Rd in the City Centre.





11**T/W**

- Keeps the connections on Great North Rd in Pt Chevalier and Grey Lynn. Provides connections to Pt Chevalier, Western Springs, Grey Lynn, United (Carrington Rd) and Auckland Zoo.
- Travels on motorway between Lincoln Rd and Pt Chevalier.
- 11T travels through Massey on Triangle Rd and 11W travels on Waimumu Rd.
- Uses new bus interchanges at Westgate, Lincoln Rd and Te Atatū.
- 11T and 11W each run every 30 minutes and combine to run every 15 minutes between Lincoln Rd and the City Centre at all times from 5:30am to 11:30pm, seven days a week.
- **WX1, 11T** and **11W** will be the only bus services travelling along the Northwestern Motorway. Customers will need to transfer between local bus services and motorway services for trips currently using routes 125X, 129, 132, 132X, 133, 133X and 134.

Consultation objective

This consultation is to

- Give you the opportunity to share your views and priorities.
- Collect feedback on proposed changes, so AT can make decisions based on the needs of public transport users and locals.
- Keep you informed of our proposed network developments.

Feedback

- Your feedback is important to us.
- How can we make these changes better?

You can provide feedback online at **AT.govt.nz/HaveYourSay** or **complete** the enclosed FreePost survey and return it to us by 5 June 2022.

What will we do with your feedback?

Following this public consultation, we may reach out to specific streets or neighbourhoods to collect additional feedback. We'll analyse all the feedback we receive and publish a report in mid-2022 which includes our decisions regarding these proposals.

When making complex decisions like these ones, we need to consider a range of important factors in addition to public feedback, as shown in the diagram on the right.

New local services

- 12 is the renumbered 120. It follows the same route as the 120 but runs more often. Some school day trips will continue to Smales Farm and Akoranga as they
- 13 replaces 131. It follows the same route as the 131 but runs more often. Use this frequent bus to make connections at Henderson for trains and Te Atatū interchanges for buses to City Centre, Rosebank Rd, Lincoln Rd and Westgate.
- 14 replaces 14T and 14W. It will travel between New Lynn, Henderson and the new bus interchanges at Lincoln Rd only. The sections between Lincoln Rd and Westgate will be replaced by routes 11T and 11W.
- 116 is a proposed new route for West Hills when the roads are ready.
- 123 is a new bus route between southern Huapai and Westgate. It will alternate with the **122** to provide more frequent bus services to Huapai and Kumeū.
- 135 replaces the Edmonton Rd section of the 134 and adds more bus services to Te Atatū Peninsula.
- 145 replaces 141 and 142 through Western Heights connecting to Henderson and the new Lincoln Rd bus interchanges.
- **147** is a new service between Swanson and Henderson and provides a bus connection to Rānui Station.
- 149 travels from Rānui to New Lynn through Rosebank. It replaces the 138 in Rosebank and connects with other buses at the new interchanges at Lincoln Rd and Te Atatū.
- 148 is the evening and weekend version of the 149 connecting Rānui with the Lincoln Rd interchange but doesn't continue on to Rosebank and New Lynn.

Routes changing:

14T, 14W	Route shortened to run between New Lynn and Lincoln Rd only. Renumbered 14. Sections between Lincoln Rd and Westgate replaced by 11T and 11W.
110	Renumbered 11T.
111	Route extended to NorthWest Shopping Centre.
112, 114	Route change at Westgate to travel to the NorthWest Shopping Centre. Will no longer go to Fernhill Drive bus stops.
120	Upgraded to a frequent route. Renumbered route 12.
122, 125	New bus stops added at NorthWest Shopping Centre.
125X	Replaced with additional 125 services and WX1.
126	Route change to travel through Riverhead Village. New bus stops added at NorthWest Shopping Centre.
129, 131, 132, 132X, 133, 133X, 134	Replaced with new local services and motorway services.
141, 142	Routes replaced mostly with new 145.
146	Route shortened. Runs between Waitākere Village and Swanson only. Route change through Waitākere Village. New 147 continues to connect Swanson and Henderson.
195	Travels on Williamson Ave not Great North Rd between Grey Lynn shops and Karangahape Road.

There will be no changes to other bus services or school bus services as part of this project.



Questions:

1. Do you currently use public	tra
If you want to provide more feedback than you can fit in this form you can provide feedback online at AT.govt.nz/HaveYourS	iay

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ansport?

No - go to question
110 go to question

Yes - go to question 2

2.	When travelling by public transport
	where do you most commonly trave
	to and from?

(Please be as specific as possible e.g. fron
bus stop 7089 on Waimumu Rd, Massey to
bus stop 8553 on Triangle Rd, Massey)

3.	What times of the day do you usually
	use public transport, and how often?

(Please select all that apply)

Friday	day	a week	a month	a month
Before 7am				
7am – 9am				
9am - 3am				
3pm - 7pm				
After 7pm				
Weekends	Every weekend	2 - 3 times a months	Once a month	Less than once a month
Before 9am				

After 7pm

(Please select all that annly)

Going	to	and	from	work	

or university	,	

\bigcirc	Attending a medical a	ppoint

,
Leisure activity

\bigcirc	Other	(please	tell	us)
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5. What do you like about the proposed

new dus services?
(Please be as specific as possible)
Make sure that you tell us what you do like,
so that we don't change a service because we
only hear from people who don't like it.

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

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7	How could the proposed bus services be
/-	riom could the proposed bus services be
	improved? (Please be as specific as possible)
	improved? (Please be as specific as possible)

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ls Every weeke	times a months	Once a month	once a month	
	amontais		a monen	
n				8. How do you feel about each of th

statements? (Please tick the appropriate box)

4. When you use public transport, what is the purpose of your journey?

	(Flease select all that apply)	
\	Going to and from work	

Going to and from school, college,
or university

\bigcirc	Shopping

9am - 7pm

0	Attending a medical appointment
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transport more often?
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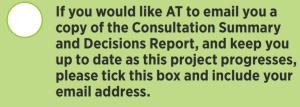
10.	How could we encourage you to use public transport more often?

Personal information

You do not have to give AT the following personal information, however doing so will help us to understand how the proposed changes would affect you.

AT is committed to protecting your personal information. Our privacy policy is available AT.govt.nz/about-us/about-this-site/ privacy-policy

Age	•	Cild	61
	Under 18	F	emale
	18 - 24		1ale
	25 - 34		Sender divers
	35 - 44		
	45 - 54		
	55 - 64		
	65 or older		
Stre	et		
Sub	urb		
Pos	tcode		
Whi	ich ethnic group(s	e) do v	ou identify wi
	ase select all that		ou lucileity wi
0	African	0	NZ European
	Chinese	0	Pākehā
	Cook Islands Māo	ri 🔵	Samoan
0	Indian	0	Southeast As
	Korean	0	Tongan
	Latin American	0	I'd rather not
	Māori	0	Another (please specify
0	Middle Eastern		——————————————————————————————————————
How	r did you hear abo	ut thi	s project?
	ase select all that		
0	Poster at bus stop	or on k	ous
	Information email	ed to n	ne
	Information poste	d to m	e
0	Auckland Transpo	rt web	site
0	Local Board chann	els	
0	Blog		
0	Social media e.g. F Instagram etc	acebo	ok, Twitter,



Email	ŀ
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Word of mouth

Other (please specify)