



...on changes to  
West Auckland bus  
services

Have  
your  
say



## 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.



## 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
<b>Te Atatū Peninsula Community Centre, 595 Te Atatū Road</b>	Saturday 28 May 2022	10am – 12pm
<b>Te Manawa (Westgate Library), 11 Kohuhu Lane</b>	Sunday 29 May 2022	12pm – 2pm
<b>Waitākere Central Library, 3 Ratanui St, Henderson</b>	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](https://at.govt.nz/HaveYourSay) (Select "West Auckland consultations" then "Proposed changes to West Auckland bus services").



Free



Service Network Development  
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PROJECT: WESTERN BUS SERVICE

## Tell us what you think by Sunday 5 June 2022

The easiest way to tell us what you think about the proposed changes is to complete the online survey at [AT.govt.nz/HaveYourSay](https://at.govt.nz/HaveYourSay)

Alternatively, you can use the FreePost survey included in this brochure.





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	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 timed to meet the Hobsonville Point ferry.							
116	30 mins	30 mins	30 mins	30 mins	30 mins	5:30am	10:30pm
122	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	6:30am	8:30pm
122 and 123 will combine so there will be a bus every 30 minutes along the common section of their routes between Huapai and Westgate.							
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.

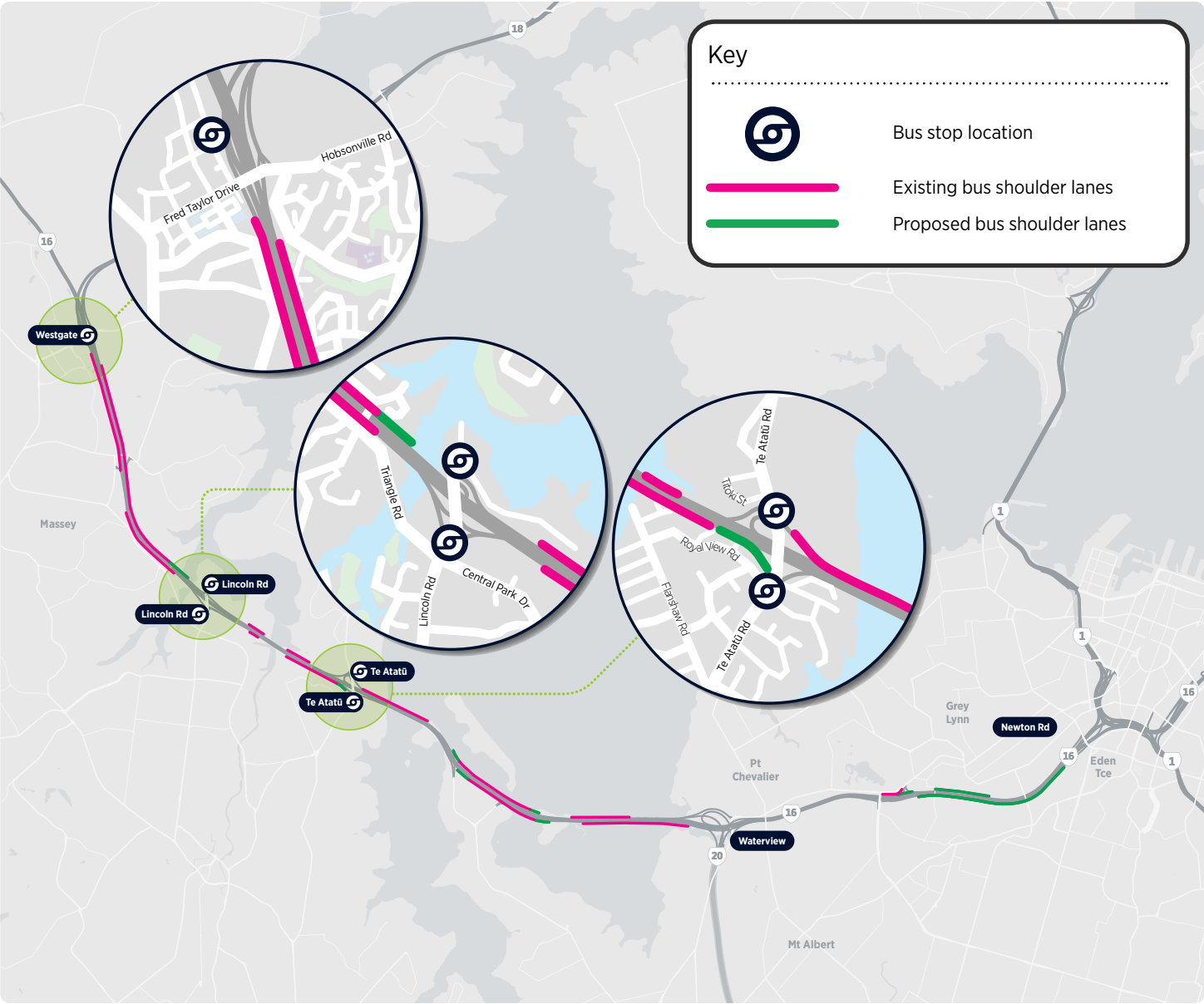
Lincoln Rd bus interchanges

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

Te Atatū bus interchanges

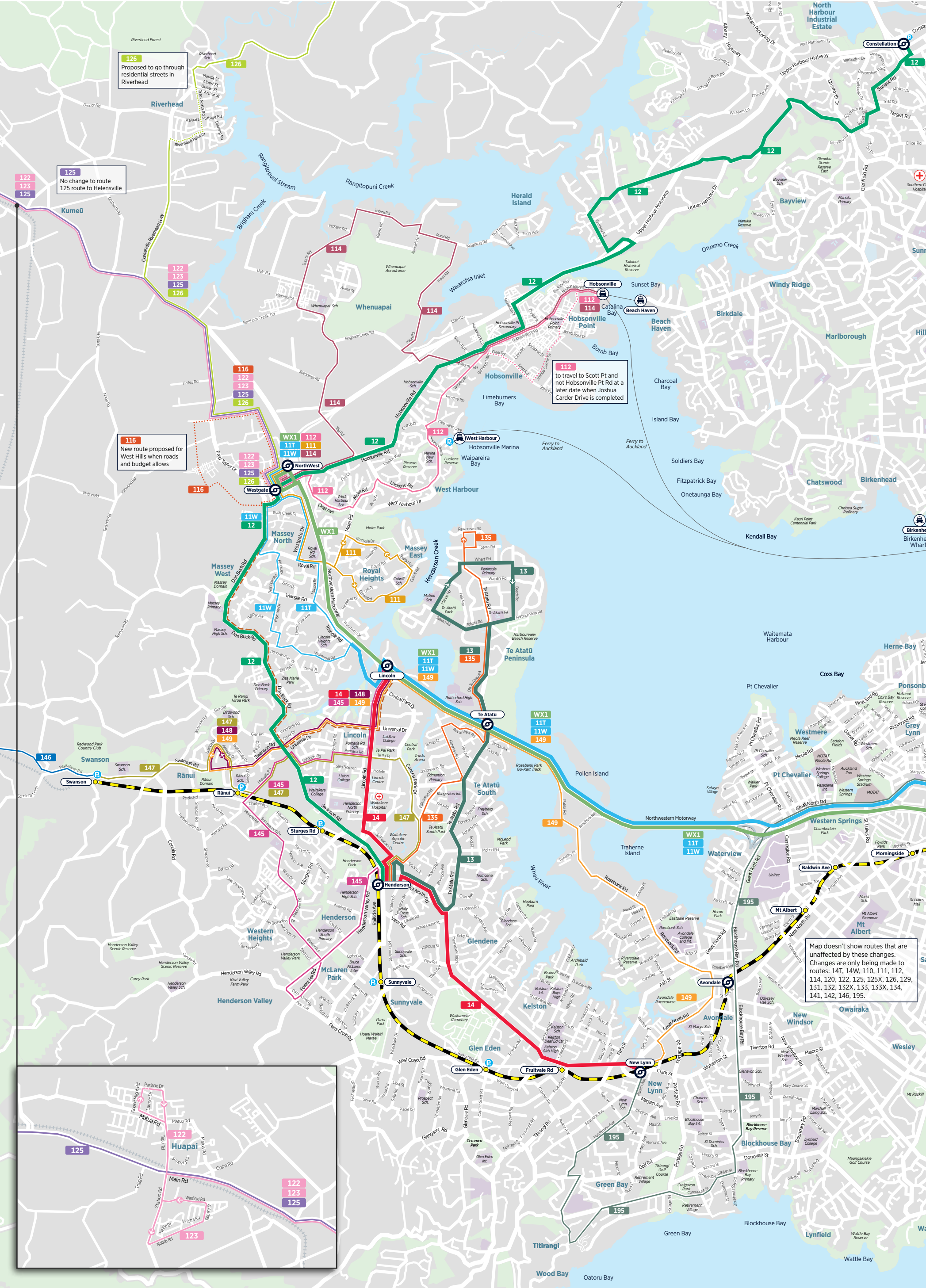
Bus stops are being built on Te Atatu Rd and the nearby motorway on and off ramps.

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](https://at.govt.nz/projects-roadworks/northwestern-bus-improvements)





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

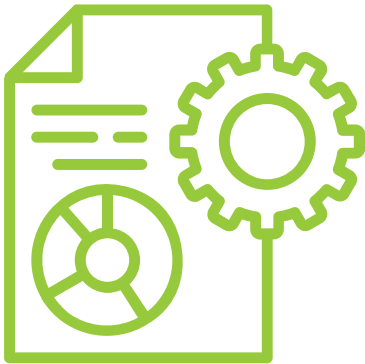
- 126** changes its route through Riverhead Village to run on Riverhead Point Drive, Pohutukawa Parade and Great North Road so it uses bus stops that are closer to houses.

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.
  - 147** 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.

- 147** 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**.



