



New and improved bus services for East Auckland

Engagement Summary and Decisions Report

October 2026



Executive summary

AT is updating bus services to provide better connections and prepare East Auckland for the Eastern Busway and Airport to Botany projects.

When the next stage of the Eastern Busway opens in 2027, some East Auckland bus routes will change to make the most of the new dedicated bus corridor. Bus services will be redesigned to provide better connectivity between services and busway stations, provide more buses, and make it easier to reach more destinations.

We are also proposing to extend all AirportLink services from Manukau to Botany Town Centre as part of the Airport to Botany (A2B) project in 2028-29, providing a faster and more direct connection between east Auckland and the airport. Currently, there is no change or update to this proposal.

Public engagement on the proposed changes ran from 2 March to 5 April 2026.

Please refer to the next slide for a summary of the key changes that will be made as a result of the feedback we received.



Summary of changes

From 6 December 2026

- **Routes 733, 734 and 735:** Services will run at least every 30 minutes throughout the day, seven days a week. Route 734 will also gain a weekday trip from Botany towards Half Moon Bay at approximately 8:45am.
- **Routes 711 and 712:** Peak-direction services will run every 20 minutes on the 711 and every 15 minutes on the 712. Both will run every 30 minutes at other times, with extra school-time trips on the 712.
- **Route 353:** Services will start earlier on weekdays and Sundays.
- **Route 35:** From December 2026, evening services will run every 30 minutes, with later Sunday services.

When the next stage of the Eastern Busway opens in 2027

- **Route 72X:** Will no longer start or finish at Botany Town Centre or serve Litten Road. Approximately half the trips will start from Howick Village and half from Millhouse Drive, at Millhouse Reserve.
- **Routes 72C and 72M:** Each will run every 20 minutes all day, seven days a week, providing a combined 10-minute frequency along Pakuranga Road.
- **Route 70:** Evening services will increase to every 10 minutes until 9pm.
- **New Route 706:** Will run via Valderama Drive rather than Murphys Road, connecting Ormiston with Panmure via the busway. It will operate every 15 minutes in the peak direction only, bypass Botany Town Centre and serve nearby Chapel Road stops.
- **Routes 711 and 712:** Will use the bus lanes beside Rā Hihi flyover to access Pakuranga Station.
- **Routes 351 and 353:** Will serve Pōhatu Station before continuing to Botany Town Centre.
- **Route 352:** Will also be rerouted via Pōhatu Station.



Project overview

We proposed the following changes:

New 37 route and 352 changes (from April 2026)

- A new 37 route launches between Manurewa, Clendon, Puhinui Station and Highbrook.
- To avoid duplication with the 37, the 352 will shift to Greenan Drive, Bellingham Road and Accent Drive, providing a more direct connection from Flatbush and Ormiston to Highbrook.

Service improvements for routes 35 and 353 (from December 2026)

- Route 35 will run every 30 minutes in the evening and have later Sunday services.
- Route 353 will start earlier on weekdays and Sundays, improving access across the day.

New 356 replaces 314 (from December 2026)

- A new 356 service is planned to replace the 314, linking Ormiston and Flatbush with Manukau Station, Ōtara and Middlemore Hospital.
- Services are proposed every 20 minutes at peak and every 30 minutes at other times, subject to local road completion.



Project overview continued

Frequency upgrades for 711, 712, 733, 734 and 735 (from December 2026)

- Routes 711, 712, 733, 734 and 735 will improve frequencies, with peak upgrades on 711 and 712 and all services running at least every 30 minutes.
- Services will continue to connect with ferries and use bus lanes beside Rā Hihi flyover to access Pakuranga Station.

Busway opening and future extensions (from 2027)

- When the next stage of the Eastern Busway opens, route 37 will extend to Pōhatu (Burswood) Station and routes 351–353 will use the station.
- Further changes from 2027 include:
 - Evening frequency improvements to route 70
 - Frequency improvements to 72C/M
 - Route changes to 72X
 - A proposed peak only 706
 - A potential AirportLink extension from Manukau to Botany in 2028-2029.



Engagement and Feedback received



Engagement undertaken

Public engagement ran from 2 March to 5 April 2026.

The engagement was promoted through:

- Brochures delivered to approximately 52,000 households in the East Auckland area
- Social media campaign using targeted posts, which were then shared by various stakeholders in community groups. We also promoted Chinese language versions of the posts
- Chinese translation of project brochure was available on the project webpage and was sent to various Chinese community groups
- [The project webpage](#) on the AT website

Feedback was collected via survey through:

- [The project webpage](#) on the AK Have Your Say platform:
 - 1,410 page visits
 - 84 online survey responses
- In-person conversations with approximately 50 people across three public drop-in sessions at various locations in East Auckland – Howick Village, Botany Library, Panmure Station
- Meeting with the Howick Local Board
- Emails to ATEngagement@at.govt.nz



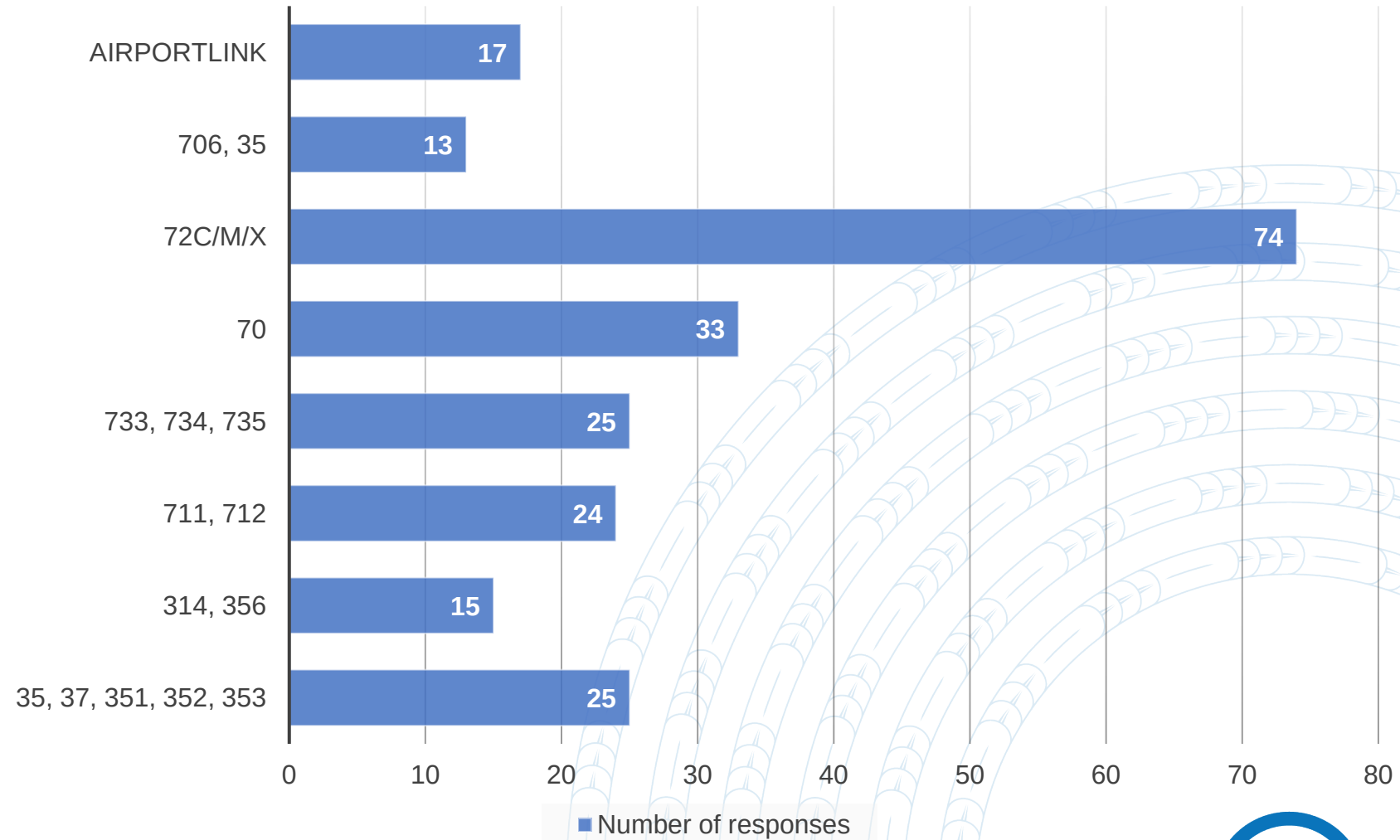
AT stall at a project drop-in session in Botany Library, March 2026



Survey summary

- We ran a survey to collect individual submissions on the proposed changes. The survey was live between 2 March and 5 April.
- The survey covered two key questions for all the various bus routes (35, 37, 351, 352, 353, 314, 356, 711, 712, 733, 734, 735, 70, 72C, 72X, 706, 35, AirportLink):
 1. **Do you have any feedback on the proposal?**
 2. **Are there any improvements we could make to the proposed bus route to better meet your needs?**
- The survey also collected demographic data (see next slide)
- 84 contributions were made to the survey.

Responses per bus service



Demographics



Survey responses were predominantly made by males (40), with slightly less females responding (30).



Respondents represented a range of ages, with the majority between 18–24 years old (26 responses). Older age groups (35–44) also contributed significantly, with 15 responses.



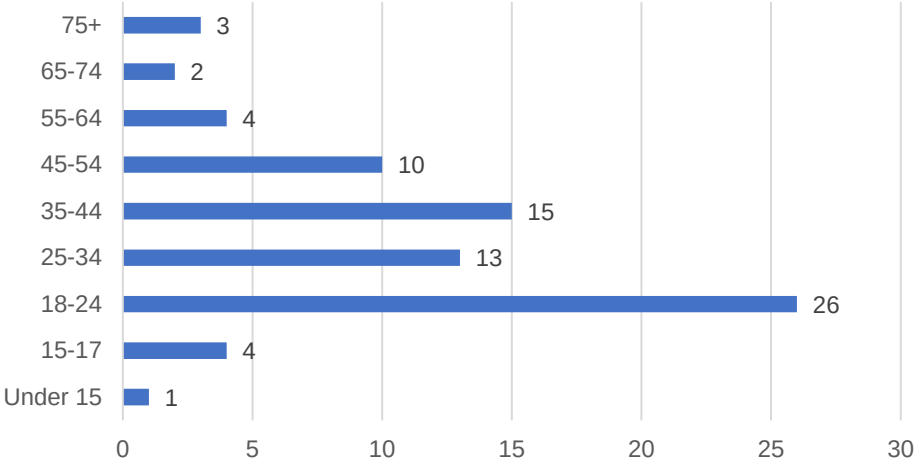
The majority of those who provided feedback identified as Pākehā/NZ European (36 people) and Chinese (22 people).



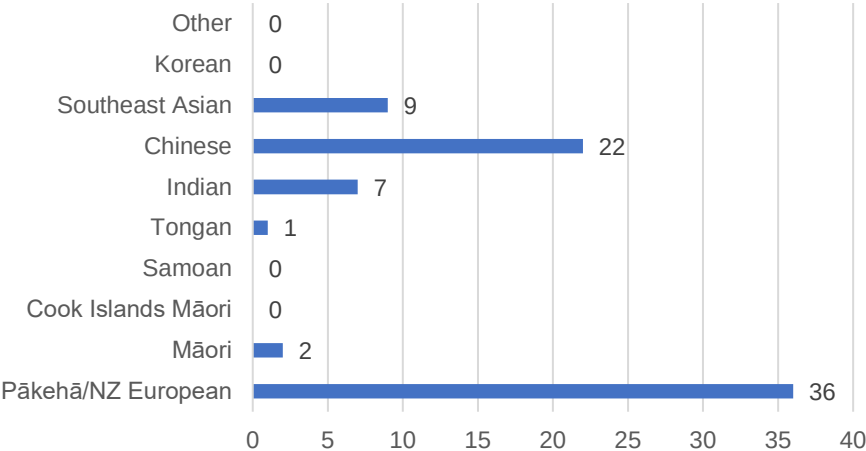
Out of 79 respondents, 70 respondents told us they were from the Howick Local Board area.

Note: Demographic data is optional for people to fill out when doing the survey

What age group do you belong to?



What ethnic group(s) do you belong to?



What shapes decisions

In addition to public and stakeholder feedback, AT considered a range of factors when finalising the East Auckland bus network.

Funding and the availability of key resources, such as buses and drivers, affect what we can deliver. We also considered whether services could operate safely and reliably, taking into account road and bus stop infrastructure, suitable places for buses to start and finish their journeys, and other operational requirements. Some future services are dependent on new roads and supporting infrastructure being completed and suitable for bus operations.

We also looked at how requested changes would fit within the wider public transport network, including connections with existing services and whether they would duplicate services already provided.

Finally, we considered how requests aligned with AT's network design principles and the policies and direction set out in the Regional Public Transport Plan.



Auckland Transport's decisions wheel



AirportLink

17 respondents commented on this proposed route.
Most frequent feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support	Support: No complaints / no issues raised	10
2. Highest Frequency Feedback		10
Planning & Delivery	Concern: Make the proposed changes now	6
Engagement, Information & Trust	Question: Requests for clarification	4
Route Coverage & Connectivity	Suggestion: Extend service to include other areas	3
<i>Planning & Delivery*</i>	<i>Suggestion: Include other infrastructure in proposal</i>	2
<i>Network Integration*</i>	<i>Concern: Need to ensure buses connect to the wider PT network</i>	2
<i>Service Frequency & Operating Hours*</i>	<i>Concern: Insufficient frequency</i>	2
<i>Network Integration*</i>	<i>Suggestion: Align timetables for different PT services</i>	2

Summary:

Many stakeholders expressed strong support for the proposal, with a notable number also calling for the changes to be implemented sooner. There were also requests for clarification, alongside suggestions to extend service coverage and improve connectivity across the wider public transport network.

Secondary themes included suggestions to incorporate additional infrastructure, improve timetable alignment, and enhance specific route features such as stops and transit priority.

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.

“I fully support this and want the extension brought forward.”

“Please open and improve connectivity. I’d love to be able to take public transport more often if the buses run more frequently and connects easily.”



72X

41 respondents commented on this proposed route.

Most frequent feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
Supportive Feedback	Support: No complaints / no issues raised	4
2. Highest Frequency Feedback		4
Service Frequency & Operating Hours	Concern: Insufficient frequency	13
Capacity & Crowding	Suggestion: Increase bus capacity with double decker	13
Planning & Delivery	Concern: Poor network design	6
Capacity & Crowding	Concern: Buses at full capacity	6
Equity & Access	Concern: Uneven benefit distribution	6
Route Coverage & Connectivity	Suggestion: Extend service to include other areas	5
Planning & Delivery	Suggestion: Change the route	5
Reliability & Operations	Concern: Unreliable buses	5
Travel Behaviour & Mode Choice	Concern: Increased transfers increase cost and journey time	4
Engagement, Information & Trust	Question: Requests for clarification	4
Travel Behaviour & Mode Choice	Concern: Proposed changes push people back to driving	3
Planning & Delivery	Suggestion: Add or extend transit lanes	3
Reliability & Operations	Concern: Repeated bus cancellations	3
Network Design	Concern: Duplication with existing services	3
Engagement, Information & Trust	Concern: Unreliable journey planning tools and real time bus tracking	3

“Please increase capacity on this route as soon as possible at peak times. Double Decker would be great.”

“Having half of peak services run from Howick and half from Meadowlands does not make for an easy to understand timetable...”

Summary:

Many stakeholders had concerns that the proposed frequency was insufficient and noted it was important to change that. They also suggested to help combat capacity issues, that there could be double decker buses brought onto the route.

Secondary themes were noted around poor network design, buses at full capacity and uneven benefit distribution of the proposed route.



72M

20 respondents commented on this proposed route.

Most frequent feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
Supportive Feedback	Support: No complaints / no issues raised	3
2. Highest Frequency Feedback		3
Service Frequency & Operating Hours	Concern: Insufficient frequency	11
Planning & Delivery	Suggestion: Include other infrastructure in proposal	4
Route Coverage & Connectivity	Suggestion: Extend service to include other areas	3
Engagement, Information & Trust	Question: Requests for clarification	3
Planning & Delivery	Suggestion: Change the route	3

“10 minute frequencies on the 72s is great and will reduce waiting times as some people transfer to the service from local bus services.”

Summary:

Many stakeholders raised concerns that the proposed service frequency is insufficient and should be increased. There were also suggestions to include additional infrastructure, alongside moderate support for the proposal and requests to extend coverage or adjust routes. Secondary themes included questions seeking clarification, reliability issues (particularly cancellations), and suggestions to improve network integration. Some respondents also highlighted capacity concerns and the impact of transfers and overall network design, though these were less prominent.

“Major improvement would be to ensure train arrivals give people enough time to get to connecting bus.”



72C

16 respondents commented on this proposed route.

Most frequent feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
Supportive Feedback	Support: No complaints / no issues raised	4
2. Highest Frequency Feedback		4
Service Frequency & Operating Hours	Concern: Insufficient frequency	6
Route Coverage & Connectivity	Suggestion: Extend service to include other areas	3
Reliability & Operations	Concern: Repeated bus cancellations	3
Planning & Delivery	Suggestion: Change the route	3
Network Integration	Suggestion: Align timetables for different PT services	3

“The frequency of the 72C should be increased to every 10 minutes.”

“Pakuranga Road is also a really slow route for buses, especially between Highland Park and Pakuranga Town Centre and this proposal doesn't address that.”

Summary:

Many stakeholders raised concerns that service frequency is insufficient and should be increased. There was also general support for the proposal, alongside suggestions to extend coverage, adjust routes, and improve timetable alignment. Secondary themes included concerns about reliability (particularly cancellations) and requests for additional infrastructure, stops, and minor operational improvements.



70

33 respondents commented on this proposed route.

Most frequent feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
Supportive Feedback	Support: No complaints / no issues raised	3
2. Highest Frequency Feedback		3
Planning & Delivery	Suggestion: Introduce express service	12
Capacity & Crowding	Concern: Increase bus capacity with double decker	9
Capacity & Crowding	Concern: Buses at full capacity	6
Reliability & Operations	Concern: Unreliable buses	6
Service Frequency & Operating Hours	Support: Agree with frequency	6
Service Frequency & Operating Hours	Concern: Insufficient frequency	6
Planning & Delivery	Suggestion: Include other infrastructure in proposal	4
Planning & Delivery	Suggestion: Add/retain bus stops on route	3

Summary:

Many stakeholders strongly supported introducing express services as a way to improve speed and reliability. There were also significant concerns about capacity, with frequent reports of full buses and the need for double-deckers, alongside ongoing issues with unreliable services. Secondary themes included mixed views on frequency (both support and requests for increases), as well as suggestions to improve infrastructure, add stops, and enhance network integration. A smaller number of responses highlighted concerns around cancellations, timing, and the impact of transfers, though these were less prominent.

“Rather than improving the frequency of Bus 70 from 9 pm onwards, the priority should be to increase service frequency during daytime hours...”

“There should be a dedicated high frequency service between Panmure and Botany only to fully unleash the potential of the busway.”



706, 35

13 respondents commented on this proposed route.

Most frequent feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
Supportive Feedback	Support: No complaints / no issues raised	6
2. Highest Frequency Feedback		6
Route Coverage & Connectivity	Suggestion: Extend service to include other areas	4
Planning & Delivery	Suggestion: Change the route	4
General & Support	No further feedback given	3

Summary:

A few stakeholders expressed general support for the proposal, with limited concerns raised. There were also consistent suggestions to extend service coverage and make route adjustments to better meet local needs.

Secondary themes included concerns about increased transfers and their impact on journey time and cost. A small number of responses also touched on frequency, operating hours, and potential duplication with existing services.

"I think this would be more beneficial when it runs outside of peak times where it would be faster to go to Panmure than taking the 35 and transferring onto the 70."

"...rather than taking the same route as the 35 through Ormiston it could go on some more local roads to get closer to peoples houses."



6 respondents commented on this proposed route.
All feedback from respondents who completed our survey

Theme	Description	Frequency
Highest Frequency Feedback		
Route Coverage & Connectivity*	Suggestion: Extend service to include other areas	2
Network Integration*	Suggestion: Align timetables for different PT services	2
General & Support*	Support: No issues	2
Service Frequency & Operating Hours*	Concern: Insufficient frequency	1

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.

Summary:

Stakeholders provided a mix of support, coverage suggestions, and integration improvements. Several respondents supported the proposal, while others suggested extending services to additional areas and improving timetable alignment across the network. A smaller number of responses raised concerns about frequency, though this was less prominent.

“Extending the service to Burswood for connections to Highbrook is essential.”

“Align the 735 timetable to the 72C and 72M timetables so that transfers at Howick can occur.”



10 respondents commented on this proposed route.
All feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support	Support: No issues	1
General & Support	No further feedback given	1
2. Highest Frequency Feedback		2
Service Frequency & Operating Hours	Concern: Insufficient frequency	6
Route Coverage & Connectivity	Suggestion: Extend service to include other areas	4
Service Frequency & Operating Hours	Support: Agree with frequency	3
<i>Network Integration*</i>	<i>Suggestion: Align timetables for different PT services</i>	2
<i>Planning & Delivery*</i>	<i>Suggestion: Change the route</i>	1
<i>Travel Behaviour & Mode Choice*</i>	<i>Concern: Price of public transport fares</i>	1

“The extension to Pōhatu would also benefit the growing number of Elim students living in Burswood...”

“Please ensure there are at least two buses travelling towards HMB between 0800 and 0900 on Mon to Fri...”

Summary:

Many stakeholders raised concerns that service frequency is insufficient and should be increased. There was also strong support for extending service coverage, with some respondents agreeing with the proposed frequency. Secondary themes included suggestions to improve network integration through better timetable alignment and minor route changes. A small number of responses also raised concerns about fare affordability.

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.



733

9 respondents commented on this proposed route.
All feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support*	Support: No issues	2
General & Support*	No further feedback given	1
2. Highest Frequency Feedback		2
Service Frequency & Operating Hours	Concern: Insufficient frequency	4
Route Coverage & Connectivity*	Suggestion: Extend service to include other areas	2
Network Integration*	Suggestion: Align timetables for different PT services	2
Service Frequency & Operating Hours*	Support: Agree with frequency	1
Travel Behaviour & Mode Choice*	Concern: Price of public transport fares	1
Engagement, Information & Trust*	Question: Requests for clarification	1

“The frequency of the 733 (and 734) is the limiting factor in my decisions about whether to take public transport...”

“To make the most of the new busway along Ti Rakau Drive this service should be extended to Pakuranga Town centre...”

Summary:

A few stakeholders raised concerns that service frequency is insufficient and should be increased. There were also suggestions to extend service coverage and improve network integration through better timetable alignment, alongside some general support for the proposal.

Secondary themes included questions seeking clarification and minor concerns about fare affordability.

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.



8 respondents commented on this proposed route.
All feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support*	Support: No issues	1
General & Support*	No further feedback given	1
2. Highest Frequency Feedback		2
Network Design	Concern: Slow journey times due to route deviations	5
Service Frequency & Operating Hours	Concern: Insufficient frequency	4
Service Frequency & Operating Hours*	Support: Agree with frequency	2
Route Coverage & Connectivity*	Suggestion: Extend service to include other areas	1
Engagement, Information & Trust*	Question: Requests for clarification	1
Service Frequency & Operating Hours*	Suggestion: Increase operating hours	1
Network Integration*	Suggestion: Align timetables for different PT services	1

“Buses should run at 20 min intervals in both directions, not just in the peak direction.”

“Won't turning into the town centre and then back out again add time to the journey?”

Summary:

Many stakeholders raised concerns that route deviations would lead to slower journey times. There were also notable concerns about insufficient frequency, though some respondents agreed with the proposed frequency. Secondary themes included suggestions to extend coverage and improve timetable alignment, along with a small number of clarification questions.

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.



16 respondents commented on this proposed route.

Most frequent feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support	Support: No issues	3
2. Highest Frequency Feedback		3
Service Frequency & Operating Hours	Concern: Insufficient frequency	6
Network Design	Concern: Slow journey times due to route deviations	4
Service Frequency & Operating Hours	Support: Agree with frequency	4
Route Coverage & Connectivity*	Suggestion: Extend service to include other areas	2
Engagement, Information & Trust*	Question: Requests for clarification	2
Service Frequency & Operating Hours*	Suggestion: Increase operating hours	2

Summary:

Many stakeholders raised concerns that service frequency is insufficient and should be increased, alongside concerns that route design may lead to slower journey times. While some respondents supported the proposed frequency and overall approach, others suggested extending coverage and improving operating hours.

Secondary themes included requests for clarification, minor reliability concerns, and suggestions to adjust routes or improve infrastructure. A small number of responses also highlighted broader issues around network design, equity, and cancellations.

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.

“Buses should run at 20 min intervals in both directions, not just in the peak direction.”

“While the frequency improvement would be very welcome, we actively avoided these routes because of how frustratingly slow travel can be along Church Crescent...”



314, 356

15 respondents commented on this proposed route.
Most frequent feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support	Support: No issues	4
General & Support	No further feedback given	3
2. Highest Frequency Feedback		7
Planning & Delivery	Concern: Keep Mission Heights part of the route	6
Reliability & Operations	Concern: Unreliable buses	3
Engagement, Information & Trust	Question: Requests for clarification	3
Network Integration	Concern: Need to ensure buses connect to the wider PT network	3
Equity & Access	Concern: Uneven benefit distribution	3

Summary:

Many stakeholders expressed strong concern about keeping Mission Heights as part of the route, highlighting its importance for accessibility and existing users. There was also general support for the proposal, alongside concerns about unreliable services. Secondary themes included questions seeking clarification, the need for better network connections, and concerns about uneven benefit distribution. Some respondents also suggested extending coverage or adjusting routes, while a smaller number noted the impact of increased transfers on journey time and cost.

“I have found the 314 extremely useful for commuting from my home in Mission Heights to Middlemore Hospital.”

“Discontinuing the 314 essentially means taking away the most reliable option currently, providing us access to the Southern and Eastern line, where with this new route, only the Eastern line is accessible.”



353

3 respondents commented on this proposed route.
All feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support*	Support: No issues	1
2. Highest Frequency Feedback		1
Engagement, Information & Trust*	Question: Requests for clarification	1
Service Frequency & Operating Hours*	Concern: Insufficient frequency	1

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.

“Will it still need to go to Botany if it can just connect with services at Burswood?”

351

3 respondents commented on this proposed route.
All feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support*	Support: No issues	2
2. Highest Frequency Feedback		2
Service Frequency & Operating Hours*	Concern: Insufficient frequency	2
Engagement, Information & Trust*	Question: Requests for clarification	1

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.

“Have it run 7 days a week instead of just weekdays as its a good connection between Botany and Ōtāhuhu.”



352

9 respondents commented on this proposed route.
All feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support*	Support: No issues	1
General & Support*	No further feedback given	1
2. Highest Frequency Feedback		2
Route Coverage & Connectivity	Suggestion: Extend service to include other areas	4
General & Support	Support: No issues	3
Network Integration*	Concern: Need to ensure buses connect to the wider PT network	2
Service Frequency & Operating Hours*	Concern: Insufficient frequency	2
Engagement & Information*	Question: Requests for clarification	1
Planning & Delivery*	Concern: Poor network design	1
Planning & Delivery*	Suggestion: Change the route	1
Travel Behaviour & Mode Choice*	Concern: Increased transfers increase cost and journey time	1

Summary:

Many stakeholders suggested extending service coverage to additional areas, indicating demand for broader accessibility. Secondary themes included concerns about insufficient frequency and requests for clarification. A small number of responses highlighted issues with network design, potential duplication, and the impact of increased transfers, though these were less prominent.

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.

“The 352 should go past more local areas instead of following the 355...”

“Look at extending this service (or another Highbrook bound service) to Glen Innes to better connect with routes 65, 75 and TMK”



6 respondents commented on this proposed route.

All feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support	Support: No issues	4
2. Highest Frequency Feedback		4
Engagement, Information & Trust*	Question: Requests for clarification	2
Route Coverage & Connectivity*	Suggestion: Extend service to include other areas	1
Network Integration*	Concern: Need to ensure buses connect to the wider PT network	1
Planning & Delivery*	Suggestion: Change the route	1
Travel Behaviour & Mode Choice*	Concern: Increased transfers increase cost and journey time	1

"I have some concerns about the viability of terminating buses at Pōhatu Station, given the neighbourhood station size and design."

"This service will be essential as it will provide a transfer point for those on the Eastern Busway to Highbrook which is a major employment center."

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.

Summary:

A few stakeholders expressed general support for the proposal, with minimal concerns raised overall. Some respondents also requested clarification, indicating a need for clearer communication about the changes.

Secondary themes included suggestions to extend service coverage and ensure strong connections to the wider public transport network. A small number of responses also noted potential downsides related to increased transfers and suggested minor route changes.



8 respondents commented on this proposed route.

All feedback from respondents who completed our survey

Theme	Description	Frequency
1. General Support For Plan		
General & Support*	Support: No issues	2
General & Support*	No further feedback given	2
2. Highest Frequency Feedback		4
Service Frequency & Operating Hours	Support: Agree with frequency	3
Route Coverage & Connectivity	Suggestion: Extend service to include other areas	3
Service Frequency & Operating Hours*	Concern: Increase frequency	1
Service Frequency & Operating Hours*	Suggestion: Increase operating hours	1
Engagement, Information & Trust*	Question: Requests for clarification	1
Capacity & Crowding*	Concern: Increase bus capacity with double decker	1

"I like the proposal to increase evening frequency and later days, since getting home during this time period can sometimes be inconvenient by bus."

"Should be a double decker bus after school."

Summary:

Some stakeholders supported the proposed frequency, with a similar number suggesting extending service coverage to additional areas. There was also general support for the proposal, with limited negative feedback overall.

Secondary themes included minor concerns about frequency and operating hours, as well as requests for clarification. A small number of responses also raised capacity concerns, particularly the need for larger buses, though this was less prominent.

*Responses < 3 omitted elsewhere in report, but retained due to the low number of stakeholder responses, to ensure representation of more views.



Outcomes and next steps



72X

Next steps:

As proposed, route 72X will no longer start or finish at Botany Town Centre or serve Litten Road. Services will be split, with approximately half of the trips starting from Millhouse Drive by the reserve (instead of Meadowlands Shopping Centre), and the other half from Howick Village. This change will take place once the next stage of the Eastern Busway is completed in 2027.

You will still be able to travel to and from Botany Town Centre on the 72C, 72M or the 70.

Additional feedback received:

The original proposal was for half of Route 72X trips to start at Meadowlands Shopping Centre. Following feedback, we investigated alternative starting locations along Millhouse Drive and are now proposing that half of Route 72X trips start from Millhouse Reserve.

To support this change, the nearby pedestrian refuge island would need to be relocated to ensure the bus stop can operate safely and efficiently. This would help prevent vehicle queues forming when buses are stopped to pick up passengers.

We also received requests to increase the size of buses operating on Route 72X. While this is not currently feasible as the route is not cleared for double decker buses and there are limited double-decker buses available, the proposed network changes are expected to help reduce crowding by providing customers with additional travel options.

Benefits of the proposed changes:

The proposed network changes provide additional travel options that are expected to help reduce crowding on Route 72X. Customers will be able to connect to Route 70 via the Eastern Busway for faster journeys to the city centre and rail network. Increased Route 72M services during peak periods will also provide additional capacity between Botany Town Centre, Millhouse Drive, Howick, Pakuranga and Panmure. Together, these changes will offer more travel choices and help distribute demand across multiple services.



72M, 72C

Next steps:

We will retain the proposed service levels, with both Routes 72C and 72M operating every 20 minutes throughout the day, seven days a week. Together, these routes will provide a combined 10-minute all-day frequency along the Pakuranga Road corridor, delivering a simple, turn-up-and-go service for customers.

These changes will take place once the next stage of the Eastern Busway opens in 2027.

Benefits of the proposed changes:

Some customers requested more frequent services than those already proposed. While further frequency increases are not currently planned, the proposed changes will make it easier to travel across the network by improving connections, reducing waiting times, and helping meet future demand as the area continues to grow.



70

Next steps:

We will proceed with the proposed improvement to evening frequencies, increasing services to every 10 minutes until 9pm once the next stage of the Eastern Busway is completed in 2027.

Additional feedback received:

We also received requests to introduce a short-run service for this route between Panmure Station and Botany Town Centre. A short-run service operates on only part of a route, rather than travelling the full route length.

After reviewing this option, we are not proposing to introduce a short-run service at this time.

Why a short-run service is not proposed

While short-run services can be helpful in some situations, in this case they would not necessarily improve overall reliability for route 70. Reliability on bus routes is influenced by a range of factors, including:

- Traffic congestion and variability along the corridor
- Dwell times at busy stops (particularly where passenger volumes are high)
- Variability across the full length of the route, not just one section

Short-running part of the route does not address the underlying causes of reliability issues and can, in some cases, create bus-bunching and reduce overall network consistency.

While a short-run Route 70 service is not proposed, the opening of the next stage of the Eastern Busway will provide another option for customers travelling from Panmure towards Botany and Ormiston. Route 706 will run between Panmure and Ormiston Town Centre via the Eastern Busway every 15 minutes during the morning and afternoon/evening peaks, alongside Route 70.



706, 35

Next steps:

In response to community feedback, we have modified the proposed Route 706 to travel via Valderama Drive instead of Murphys Road. This change will provide residents with a faster connection to Panmure Station and the rail network during peak periods in the peak direction.

The revised alignment addresses concerns raised by residents about the removal of Route 314 from this area and the longer rail journey that would otherwise be required via Route 355.

These changes will take place once the next stage of the Eastern Busway opens in 2027.

From December 2026, the 35 will run every 30 minutes in the evening and have later Sunday services.

Additional information:

The 706 will run in one direction only during peak times – in the morning it will travel **to** Panmure, and in the afternoon it will travel **from** Panmure.

The **706** service would:

- Bypass Botany Town Centre
- Serve stops along Chapel Road near (but outside) Botany Town Centre
- Run every 15 minutes and alternate with the **35**, creating a combined 7-8 minute frequency between Ormiston, Botany and Panmure

This additional service will help distribute passenger demand across the network and reduce pressure on Route 70, particularly during peak periods.

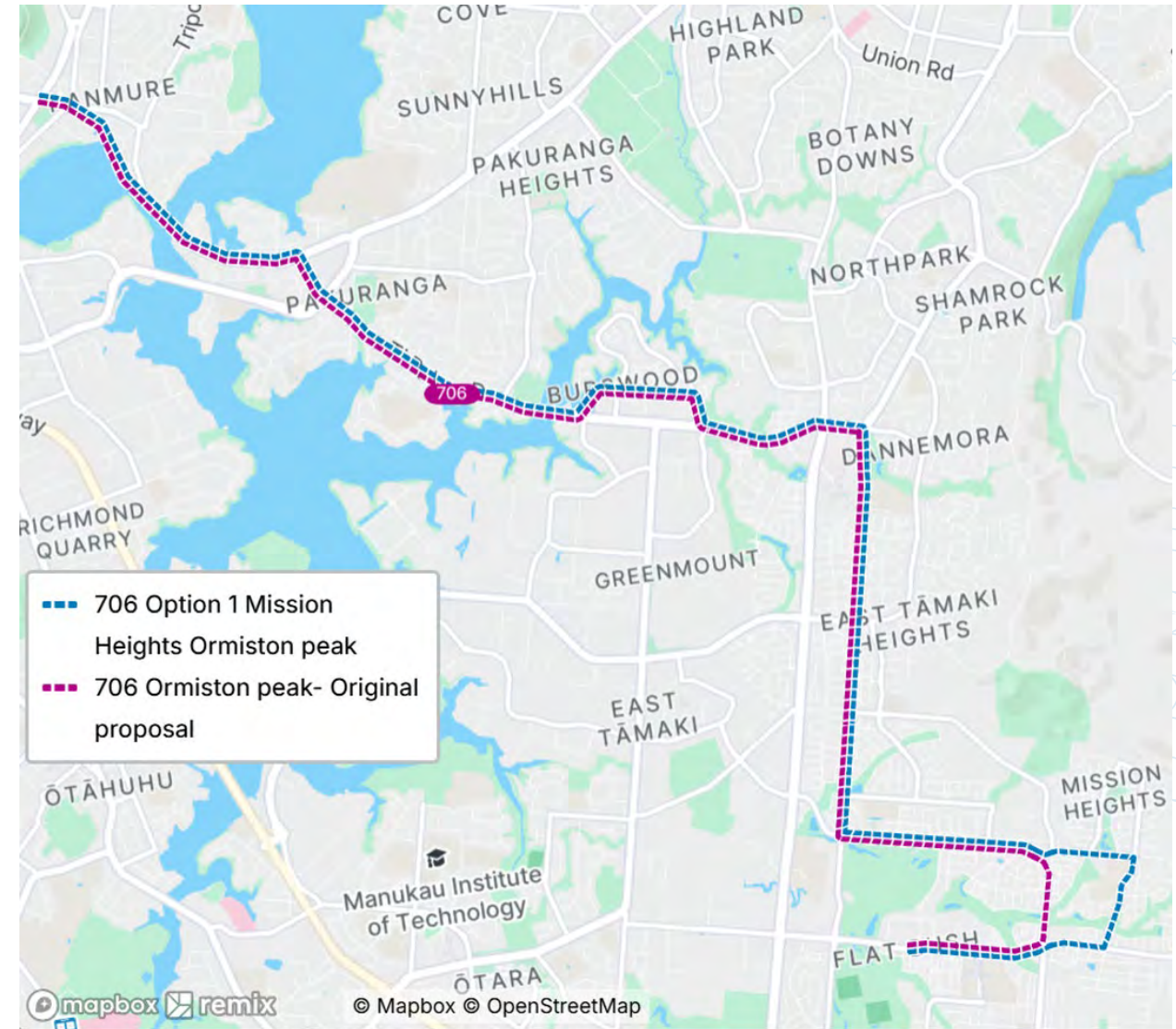


Image of the original proposed route for the 706 and the realigned route via Valderama Drive



711, 712

Next steps:

AT will implement the 711 and 712 timetable changes as proposed from 6 December 2026 and will use the bus lanes adjacent to Rā Hihi flyover to access Pakuranga Station once the next stage of the Eastern Busway opens.

The 711 will run every 20 minutes during peak times Monday-Friday in peak direction (Howick to Panmure in the morning, Panmure to Howick in the afternoon), and every 30 minutes in both directions at all other times, including weekends and public holidays.

The 712 will run every 15 minutes during peak times Monday-Friday in peak direction (Bucklands Beach to Panmure in the morning, Panmure to Bucklands Beach in the afternoon), and every 30 minutes at all other times, including weekends and public holidays. There are extra trips added at school times.

Additional feedback received:

Additional trips

We received requests for additional trips on top of the service increases already proposed. While funding and resource constraints mean these cannot be introduced at this time, we will continue to consider opportunities for service improvements in the future.

Re-routing to avoid Panmure town centre

We also received requests for buses to stop serving Panmure town centre as this added extra time to trips. When the first stage of the Eastern Busway opened, some routes were moved onto the busway while others, such as the 712, continued to serve Panmure town centre to maintain access to local shops, services and destinations.

While travelling through the busway can be faster, removing all bus services from the town centre would reduce accessibility, particularly for people who rely on public transport. It could also affect local businesses and increase reliance on private vehicles.

Retaining services through the town centre helps keep the network simple and consistent. Routing buses via the busway during peak times and through the town centre at other times would create a more complex network and reduce access to the town centre for customers travelling during peak periods.

When some services were moved fully onto the busway, we received requests to retain access to the town centre. Customers can continue to travel via the busway and transfer between services where needed. For example, customers can transfer between Routes 70 or 72 C/M/X and Route 711 at Panmure Station or the Williams Avenue busway stop to avoid traffic on Queens Road while still accessing the town centre.



733, 734, 735

Next steps:

From 6 December 2026, the 733, 734, and 735 will run at least every 30 minutes all day, Monday – Friday, weekends and public holidays.

We are continuing to investigate opportunities to extend these services to Pōhatu Station to improve connections to Highbrook services and the wider public transport network.

Additional feedback received:

Timetable alignment

We received requests to align the 735 timetable to the 72C and 72M timetables so that transfers at Howick can occur. Route 72C and Route 72M are proposed to operate every 20 minutes throughout the day, once the busway opens. Together, this would provide a combined frequency of at least every 10 minutes along Pakuranga Road from Howick, reducing transfer wait times and improving connectivity.

More 734 bus services

Some customers requested additional 734 bus services travelling towards Half Moon Bay between 8am and 9am on weekdays. The planned timetable for December 2026 includes an additional trip departing Botany for Half Moon Bay at approximately 8:45am.

Extend services to Pakuranga Station

We also received requests to extend these services to Pakuranga Station to make the most of the Eastern Busway. AT is currently investigating options to extend these services to Pōhatu Station to improve connections with Highbrook services, including Routes 351, 352 and 37. While extending services further to Pakuranga Station could provide additional connections, much of this journey is already served by existing routes, including Routes 70, 352 and 706. Therefore, an extension to Pakuranga Station is not proposed.



314, 356

Next steps:

AT will discontinue Route 314 and replace it with Route 356, as proposed. Route 356 will be introduced once the road improvements required to make the route suitable for bus operations have been completed.

Additional feedback received:

We received feedback that discontinuing the 314 will remove reliable access to both the Southern and Eastern lines, as the 356 only provides access to the Eastern line.

Route 356 will provide connections to both the South City and East West rail lines via Middlemore Station and Manukau Station. While Route 356 will no longer serve Mission Heights, Route 355 will continue to provide connections between Mission Heights, Manukau and Botany. To maintain access to rapid transit services for Mission Heights residents, the new Route 706 has been revised to serve Valderama Drive instead of Murphys Road. This will provide a direct connection to Panmure Station during peak periods - in the morning it will travel **to** Panmure, and in the afternoon it will travel **from** Panmure.

Route 706 is planned to operate at a higher peak frequency than Route 314 and is expected to provide faster overall journey times to the city. The route will be introduced with the opening of the next stage of the Eastern Busway.



351, 353

Next steps:

AT will implement the proposed Route 353 timetable changes from 6 December 2026, including an earlier start on weekdays and Sundays.

When the next stage of the Eastern Busway opens, Routes 351 and 353 will be modified to serve Pōhatu Station before terminating at Botany Town Centre.

Additional feedback received:

Terminating services at Pōhatu Station instead of Botany Town Centre

We received feedback asking whether Route 353 still needs to terminate at Botany Town Centre if customers can connect with Botany-bound services at Pōhatu Station. At this stage, Route 353 will continue to serve Botany Town Centre to maintain direct access and connectivity for customers. There is currently insufficient layover and terminating capacity at Pōhatu Station to accommodate additional terminating services. AT will continue to monitor network performance and explore opportunities to simplify route structures as additional operational infrastructure becomes available.

Run the service 7 days a week

We received requests to run the 351 all week. Weekend operation is not proposed currently due to funding and resource constraints. The proposed weekday service has been developed to align with forecasted demand and available funding. AT will continue to monitor patronage and service performance, and any future service enhancements will be considered as demand, funding, and resources allow.



352

Next steps

As proposed, Route 352 will be rerouted to use Pōhatu Station once the next stage of the Eastern Busway opens in 2027.

Additional feedback received:

Extend Route 352 to Glen Innes

We received requests to extend Route 352 to Glen Innes. AT does not currently plan to extend the route, as funding and operational resources are not available to support the extension, and bus facilities at Glen Innes are currently operating at capacity. Extending the route between Panmure and Glen Innes would also duplicate the existing rail connection between these locations.

An extension to Glen Innes could be considered through future network planning if funding and operational resources become available, suitable infrastructure can be provided and there is sufficient customer demand.

Frequency increase

Some feedback suggested increasing the frequency of Route 352 further. The proposed timetable has been designed to balance customer demand, network connectivity, and available funding and operational resources. While no additional frequency increases are currently planned, AT will continue to monitor patronage and service performance following implementation and consider future improvements as demand and resources allow.

The 352 should serve more local areas and deviate more from the 355.

Routes 352 and 355 have been designed to serve different travel needs and destinations. Route 355 provides connections between Botany, Mission Heights and Manukau, while Route 352 provides a more direct connection between Manukau, Bellingham Road, Highbrook and Panmure. Together, these routes form part of a wider network that balances local coverage, direct connections, and access to key destinations.

Auckland Transport is planning a future route between Manukau, Ormiston Town Centre and Middlemore, which is intended to improve public transport coverage in parts of southern Flat Bush and surrounding growth areas that currently have limited access to bus services, including Thomas Road, sections of Murphys Road, the developing areas west of Flat Bush, and Flat Bush School Road.



37

Next steps

In April, AT implemented the new 37 bus service between Manurewa – Clendon – Puhinui Station – Preston Road – Highbrook.

Once the next stage of the Eastern Busway opens in 2027, the proposal is for Route 37 to be extended from Highbrook to Pōhatu Station. The extension is not yet confirmed and will remain a proposal at the time the busway opens.



AirportLink

- There are currently no further updates to the proposal of extending all AirportLink services to Botany, and improving road corridor productivity along Te Irirangi Drive.
- Please refer to this link for more information about the overall project: [Airport to Botany bus rapid transit](#)





Thank you

