



# Replacing AT Local and improving public transport in Takanini and Papakura Engagement Summary Report

August 2025



# Executive summary

Since 2021, AT Local (AT's on-demand rideshare service) has been running in Takanini and Papakura. Due to increased demand, it is now difficult to get a booking and satisfaction with the service has been dropping. Auckland Transport (AT) has therefore made the decision to replace AT Local with a new bus service, the 364, from April 2026. A new bus service will help AT to meet current demand as well as allow for future growth as the population in this area increases. It will also allow us to make the best use of ratepayers' money to benefit as many people as possible.

We sought public feedback throughout July and August 2025 to understand how the new 364 service and a minor change to the existing 365 route can best meet the community's needs.

We received a robust number of suggestions and comments on the proposed new 364 service, including the route, operating hours and frequency, and locations of the bus stops and pedestrian crossings, as well as a proposed change to a part of the 365 route. In total, we received 370 feedback submissions from our online survey, returned paper surveys, and feedback collected from emails and during four public drop-in sessions.

- A key area of feedback from the proposals were about the option for the 364 bus to loop around Conifer Grove. Many Conifer Grove residents responded negatively to this part of the proposal, with concerns about potential parking loss, air and noise pollution from buses, bus stops blocking driveways, and increased traffic. Despite these negative sentiments, 41% of respondents were supportive of the Conifer Grove loop, compared with 30% of respondents having no preference, 18% preferring the route traveling directly into and out of Brylee Drive, and 11% providing no feedback.
- Aside from feedback regarding the Conifer Grove loop, feedback regarding alternative route suggestions were minimal.
- In regard to the proposed change to a part of the 365 route, respondents were generally supportive or didn't have a preference for the bus to serve more of Airfield Road, as opposed to the existing route travelling via Kauri heart Avenue.



# Project overview

The area within the Takanini-Papakura AT Local Service Zone is a rapidly growing part of Auckland. By Census counts the population increased by approximately 10,000 people between 2018 and 2023. As the population continues to grow, the number of people wanting to use AT Local also continues to increase. Demand now exceeds service capacity, particularly at peak commuting times. This means AT Local increasingly isn't available when people need it.

In order to ensure that the area is well served by public transport, AT made the operational decision to replace AT Local with a new bus service, the 364, from April 2025. In designing the proposed route, we used AT Local passenger pick-up and drop-off location data as a reference to ensure that the new 364 route would be accessible to as many current AT Local users as possible.

During the July-August 2025 consultation period, we engaged with the Takanini-Papakura community.

We wanted to know what the community thought about:

- The route the 364 bus would take
- The hours the bus would run and how frequent it would be
- The locations of the bus stops and pedestrian crossing facilities
- A change to a part of the existing 365 route



# Engagement undertaken

We engaged with local boards, key stakeholders and members of the community from Monday 14 July to Sunday 10 August 2025 for their feedback on the proposed changes. Engagement breakdown below:

## Local Board and Ward Councillors

- Papakura LB workshop – Feb 2025
- Meeting with Cllr Dalton – Feb 2025
- Meeting with Cllr Newman – Feb 2025
- Various memos in 2025

## Community communications

- Brochures dropped to households, schools, cafes and community centres within the AT Local service area
- 370 survey responses
- Targeted social media posts promoting our consultation in the Takanini and Papakura areas

## Schools

- Meeting with Papakura Normal School
- Brochures and Te Reo Māori translations sent out to Papakura High School, local Kura and Marae

## Community engagement

- Takanini Residents Action Group meeting – Feb 2025
- Held x4 drop-in sessions
  - Tuesday 22 July 2025 – Takanini Station, 3 – 6pm
  - Wednesday 23 July 2025 – Papakura Station, 3 – 6pm
  - Thursday 24 July 2025 – Sir Edmund Hillary Library, Papakura, 10am – 12pm
  - Saturday 26 July 2025 – Takanini Library and Community Hub, 11am – 2 pm
- Hindi and Punjabi translations of the brochures were available at the libraries
- Hindi, Punjabi and Samoan translators were available at the Saturday drop-in session



Takanini Library drop-in session



# Raising awareness

## **Mail drop**

Over 12,900 brochures delivered in Takanini and Papakura  
Brochure and poster packs were delivered to schools, local community centres, cafes and libraries

## **Website visits**

2500 visits (14 July – 10 August 2025)

## **Accessible information**

Our brochure was translated into Te Reo Māori, Hindi, Punjabi and New Zealand Sign Language. Hindi, Punjabi and Samoan speakers were available at some of our drop-in sessions.

The brochure was also available in large print and an audio recording

## **Social Media**

Targeted posts on Facebook and Instagram for the Takanini and Papakura areas  
59,494 unique users saw the posts. The posts were viewed 109,176 times. Users clicked on the link in the post 429 times.

## **Notifications and AT Website**

AT Local users received an email and a notification on the AT Local app that the service was being replaced by a new bus service  
The AT Local webpage on the AT website was also updated with this information, with customers directed to provide their feedback on our new proposals

## **Community notice boards**

Brochures, translations, and posters were available at Takanini and Papakura libraries

## **In-vehicle information**

Posters providing information about the changes were placed in AT Local vehicles for customers to read



# Feedback received



# Overall feedback received

## 2 Key themes:

### Route coverage and accessibility

- Preference for the route to loop through Conifer Grove
- Suggestions to include Waita Shores, Longford Park, Cosgrave Road, Airfield Road and Mill Road in the 364 route

### Service Frequency & Operating Hours

- Preference for the proposed frequency (every 30 minutes)
- Span of service: 5:30am – 11pm (Monday-Friday), 6:30am – 11pm (weekends and public holidays)



370 people provided survey responses



Meetings with Takanini Residents Action Group, Papakura Local Board, and Ward Cllr Dalton



15 people provided feedback over email



15 people provided feedback at drop-in sessions



# Drop-in sessions

- We spoke to around 100 people across 4 drop-in sessions
- Some came to the drop-in sessions to directly provide feedback to us on our proposals

## Key themes:



Concerns about bus stop placement and associated impacts (e.g., noise, loitering)



Parking and traffic issues (e.g., loss of on-street parking, potential congestion)



Support for public transport – with conditions (e.g., safer pedestrian crossings and better connectivity with other transport modes)



# Stakeholder feedback

## Papakura Local Board

- Queried whether Arion Rd was wide enough to accommodate buses. This was investigated and confirmed by AT.
- Supported 364 bus serving Conifer Grove.
- Noted that the buses wouldn't serve all the areas covered by AT Local.
- Queried bus size, fuel type, capacity, directness of route.
- Recommended AT connect with Takanini Residents Action Group.
- Noted that AT Local customers may need support to transition to buses. AT will include this in the communications campaign for the implementation of the 364 bus service.

## Takanini Residents Action Group

- Supported shelters at Takanini Station stops.
- Concerns that a 30 minute frequency of the new bus could result in missing the HOP transfer window.
- Queried bus size, whether people would just use Uber instead of the bus, whether AT Local drivers would lose their jobs.

## Ward Cllr Dalton

- General support for the proposals and planned engagement.

## Ward Cllr Newman

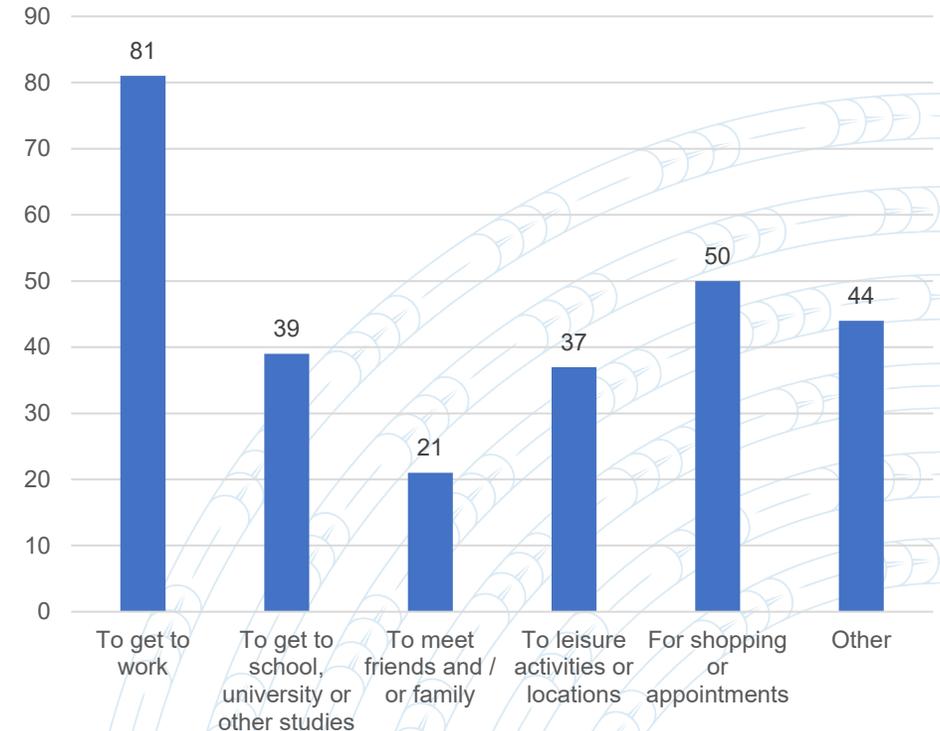
- Did not support the replacement of AT Local as the service is well used.



# Survey summary

- We asked 15 questions covering the proposed 364 route, proposed changes to the 365 route, and proposed new infrastructure along these routes including:
  - Preference for route path
  - Reasons for route path preference
  - Any improvements we could make to the proposed routes
  - Any feedback on the frequency and hours of the proposed service
  - Any feedback on the locations of the proposed bus stops
  - Any feedback on the locations of the proposed pedestrian crossings
  - Purpose of using proposed services
  - Standard demographic questions
- The survey ran from Monday 14<sup>th</sup> July to Sunday 10<sup>th</sup> August
- The survey could be completed online, or as a paper survey (included in the brochure) that could be returned to us by post.
- A total of 370 people submitted feedback through our survey.
- In comparison to the demographics of the Papakura local board area, we heard more from:
  - Those who identify as NZ European or Pākehā (51% of respondents compared to 36.7% of the Papakura local board area population)
  - Those who belong to the age groups 65+ (22% of respondents compared to 9.6% of the Papakura local board area population)
  - We heard disproportionately less from Māori, Pacific peoples, and those under the age of 34 compared to the Papakura local board area population.

Purpose for using 364 and 365 services



# Bus Route 364

## Route path

- 330 people told us their preference for the proposed 364 service. We heard that most people preferred the loop route (150). 69 preferred the Brylee Drive route, and 111 had no preference.
- Most people (62) said they preferred the loop route because it goes close to where they live. 33 people said it was because it improved access to Conifer Grove, and 31 said because the route went close to Conifer Grove School
- 37 people who told us they preferred the Brylee Drive Route was because it was a faster route.
- We heard that people wanted us to add areas to the proposed route. Waiata Shores and Kauri Flats School were most commonly mentioned, with a smaller number of requests for Longford Park.
- We also heard that people wanted us to change the route. We heard people wanted us to remove Papakura Normal School from the route, divert the route down Cosgrave Road instead of Grove Road, and extend the route further – to town, to Drury, to Manukau.

*“Waiata Shores has been completely missed off this 'improved' route. Anyone living there would need to walk to Brylee Dr, for me that's a 20 minute walk. While Conifer Grove gets a loop around to pick people up, why does Waiata Shores not. You should go with option 2 but keep a loop bus around Waiata Shores and Conifer Grove to meet up with the 364 on Gt South Road. Maybe a 30 min rotation”*

*“If the service can use Cosgrave Road instead of Grove Road, I believe more residents can use this service. But traveling Cosgrave Road, the service will travel via Kauri Flats School as well so more students can use this service.”*



# Bus Route 364

## Times

- 120 people told us their thoughts about the schedule of the proposed 364 service.
- 54 people told us that they wanted us to increase the frequency of the service, in particular at peak times.
- We also heard from 13 people that they wanted the schedule to line up with the train timetable.
- We heard that some people wanted the service to start earlier, end later, and end earlier.
- A few people also wanted the service reduced at various times of the day and week – midday, evenings, and weekends were mentioned.

*“I believe during peak hours you should look into running the bus every 20 minutes especially the morning during weekdays (7am-10am and 3am-6pm) with students, people going to work (taking the takanini train). It would be helpful that bus time can also match closely to train going to Britomart (both Takanini and Papakura) for the convenience of departing and arrival”*

## Concerns

- We heard some concerns through our survey about the proposed 364 service. We heard concerns about:
  - Noise pollution along the route
  - Increased traffic along the route
  - Parking removal along the route
  - Low patronage
  - Safety around the route
  - Coverage area compared to the AT local service
- We also heard from a few people that they wanted us to keep the AT local service.

*“Do not put bus stops in front of schools where the road are already somewhat narrow and already busy. There is nothing more painful than bus stops on roads where cards have to stop & wait behind them, like in front of Papakura Normal School. Stand on that road between 8.30 & 9am and again between 2.45 and 3.30pm and then you will realise how stupid it is to put bus stops there. Run your bus route anywhere but in front of the schools.”*



# Bus Route 365

## New route

- Most people told us they didn't have a preference (215)
- 58 people told us they prefer new route, and 26 people told us they prefer the existing route.
- The reasons people gave us for their preference of the new route included:
  - Improved access to other parts of the route for people who lived close to the new part of the route
  - Convenience to access the 365 for those who lived close to the new part of the route
  - Improved coverage of the area that AT local used to serve
- For those who preferred the existing route, they gave similar reasons for their preference. A small number were also concerned about how the proposed changed route would impact congestion.

*“With Kauri Heart Avenue being serviced by the new 364 service, the new route via Airfield Road would ensure that more people have access to public transport services within a short distance of their house (particularly those on the eastern side of Porchester Road). In addition, planned improvements to this corridor mean that sooner rather than later, this adjustment would be necessary.”*

*“Because it avoids route duplication in a public transport scarce area, increasing transit coverage and allowing more people to see the bus as an option instead of their car.”*



# Bus stops

## 364

- We heard feedback from 112 people about the proposed new bus stops along the 364 route.
- 16 told us that we should add bus stops at various locations that were not on the proposed 364 route, including Kauri Flats School and Holy Trinity Catholic School. We also heard from some people that we should move some stops including moving the proposed 10 and 11 stops to closer to Great South Road for safety, and move some stops closer to Longford Park Village
- We heard some concerns about the locations of some bus stops as well. We heard some people were concerned about the bus stops outside Papakura Normal School as it could make the area unsafe and increase congestion. The stops along Brylee Drive were also mentioned as people were worried about the loss of parking and increased congestion.

## 365

- We heard from 39 people about the proposed new bus stops along the 365 route. We heard that we should add stops to Kauri Heart Avenue and Airfield Road
- We heard some concerns as well about the impacts of bus stops and crossings outside peoples homes.

*“Pls dont have 2 bus stops opposite each other, that makes passing dangerous, and unnecessarily takes away too much parking in one area. Also prefer no bus stop outside 4 Brylee as this will make it dangerous turning out of syntax place, with no visibility of cars coming. How about outside the park instead? Also please do not remove the traffic calming measures along Brylee.”*

*“Bus stop at 11 Airfield Road is outside a community housing development and there have been previous issues with tenants parking on the footpath. I suggest moving the bus stop eastward, towards Porchester Road and in front of the reserve area.”*



# Pedestrian Crossings

## 364

- We heard from 59 people about the proposed pedestrian crossings along the route. We heard that people wanted more crossings near schools and to add speed calming measures to Conifer Grove.
- We also heard the proposed pedestrian crossing at the Brylee Drive and Keywella Drive was too close to the intersection
- We also heard some people wanted us to reduce the number of proposed crossings because they would impact the traffic flow

*“The pedestrian crossing is too close to the intersection of Brylee & Keywella drives”*

*“Pedestrian crossings are of great value to those who are walking and require to cross busy roads”*

## 365

- We heard from 24 people about the proposed new crossings along the 365 route.
- We heard that we should either add or move the proposed crossing on Airfield Road to improve safety in the area
- We heard some concerns as well about the loss of parking on Airfield Road

*“[...]Regarding a new pedestrian crossing...I would suggest it be sited in front of the reserve where the monument has been laid to commemorate the first powered flight. Children, they too, would be able to access to and from school. Be an excellent as there is well laid out paths going to and from that reserve area, but no crossings... The issue again is that Airfield Road takes a heavy volume of traffic. Safety needs to be a critical consideration. Lot of foot traffic heading to and from the Railway Station, School, and the Temple .”*



# Decisions and next steps



# Decisions

## What will change

- We received substantial feedback on two bus stops:
  - **Walters Road:** Papakura Normal School raised concerns that the location of two of the proposed bus stops would increase congestion during school pick up and drop off times. We are investigating alternative locations for these stops
  - **Papakura Military Camp:** Papakura Military Camp raised concerns regarding privacy and security over one of the bus stops that were proposed outside the camp. We are investigating an alternative location for this stop
- We made the decision to move a bus stop originally proposed at 11 Arion Road to 9 Arion Road. This change provided bus users with a more direct and accessible connection from the bus stop to the footpath
- We will install additional lighting at the bus shelters proposed at 2 Princess Street and 6 Station Road. This is an added safety measure

## What won't change

- We will go ahead with the 364 and 365 services as proposed in our consultation.
  - Respondents to our survey indicated a strong preference for the 364 to loop around Conifer Grove, as opposed to turning directly into and out of Brylee Drive
  - Respondents also supported the 365 changing its route to serve Porchester Road and Airfield Road, instead of Kauri Heart Avenue as it does today. The 364 would serve Kauri Heart Avenue instead
  - All pedestrian crossing facilities and bus stop locations will remain as proposed, with the exception of the stops on Walters Road, outside Papakura Military Camp, and outside 11 Arion Road
  - The span of service and frequency for the 364 will remain as proposed: Every 30 minutes from 5:30am – 11pm (Monday-Friday), 6:30am – 11pm (weekends and public holidays). Respondents indicated support for better frequencies and span of service, however there are currently limited resources to support this. We may reconsider this in the future, if more resources are available and usage on the service is better understood



# Decisions

## What won't change

- We received a petition from residents on Brylee Drive. Those that signed were opposed to the installation of bus stops and yellow “no parking” lines in front of their properties, citing loss of on-street parking, privacy and noise concerns as reasons to move the bus stops. While we considered other locations, we ultimately will go ahead with the stops.
  - This is because the reallocation of unrestricted kerbside space outside concerned properties will be used to improve access to public transport for the community (Conifer Grove has not previously had a bus service)
  - We also do not expect the addition of bus stops at the locations in question to significantly increase noise, congestion, or impact residents' privacy, as Brylee Drive and Walter Strevens Drive are already relatively busy roads
  - The location of the proposed stops maximise the number of people living within a 400m walking distance of a bus stop. Relocating the bus stops closer to Brylee Drive reserve would reduce accessibility for residents and increase walking distances to the stops



# Other locations considered

We received suggestions from respondents to add several other locations to the 364 bus route. After carefully considering the feedback, we were unable to add these locations for the following reasons:

|                          |   |
|--------------------------|---|
| <b>Waiata Shores</b>     | <p>There are significant roadway design challenges in this area:</p> <ul style="list-style-type: none"><li>• Only Te Napi Drive is suitable to run buses</li><li>• Ideally the bus would turn down Waituarua Drive to exit Waiata Shores. However, due to narrow roadway, limited on street parking restrictions and tight corners at intersection with Brylee Drive, we cannot accommodate bus movement safely</li></ul> |
| <b>Cosgrave Road</b>     | <p>Cosgrave Road is missing critical infrastructure for an environment that is suitable for a bus service:</p> <ul style="list-style-type: none"><li>• Limited street lighting</li><li>• Missing footpaths and crossings</li><li>• Situated in a high-speed environment</li><li>• No development on one side of Cosgrave Road High cost to make Cosgrave Road 'bus ready'</li></ul>                                       |
| <b>Longford Park</b>     | <p>The additional run time and route deviation required to serve Longford Park would not be justified by the expected usage – on average AT Local only has two passengers per day to/from Longford Park.</p>  |
| <b>Airfield/ Mill Rd</b> | <p>Extending the route would increase travel time, require the bus to miss Takanini Town Centre and reduce the number of people the bus would serve . There is currently no feasible way to extend the service to serve Airfield Road east of Porchester Road within the existing route and operational constraints</p>   |



# Next steps

- Auckland Transport to work with stakeholders to confirm the new locations of the Walters Road and Papakura Military Camp bus stops
- All bus stop locations to be confirmed by early 2026
- Construction of new bus stops is expected to commence in early 2026
- Auckland Transport will provide affected residents with details of work commencing, timelines, and the potential impact during construction
- The 364 bus service is planned to start running in April 2026
- The 365 bus route is planned to be changed in April 2026
- AT plans to discontinue the AT Local service in Takanini and Papakura in April 2026. The community will be supported with the transition to a bus service

