



New & improved bus services for west Franklin

Engagement Summary and Decisions Report

March 2026



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Executive summary

Aucklanders have told us they want a convenient, well-connected, accessible and reliable transport system. One of the ways we are responding is by providing public transport that goes to more places, more often, including areas where there is population growth and new housing.

With the opening of Paerātā, Drury and Ngākōroa stations, and the City Rail Link from 2026, AT will deliver a new bus network for west Franklin. New and improved services will connect communities with the new stations, as well as existing stations at Pukekohe and Papakura, local schools, jobs and town centres.

Public engagement on the proposed west Franklin bus network ran from 20 October until 16 November 2025. As a result of the feedback received, the following key changes have been made:

- The 42 route (Paerātā Rise, Paerātā Station) will be extended along Te Rata Boulevard, to the eastern branch of Meteoriti Cres to serve more of Paerātā Rise.
- The 379 (Clarks Beach, Waiau Pa, Kingseat, Te Hihi, Karaka, Papakura Station) will serve Clarks Beach via a one-way anticlockwise loop using Torkar Rd, Stella Dr and Stevenson Rd.
- The proposed bus stops at 38 and 41 Patumahoe Road will not be implemented due to safety concerns relating to road width and traffic volumes, and the reallocation of kerbside space that is currently used for school drop-off and pick-up.

In addition to public and stakeholder feedback, AT considered a range of factors when confirming the west Franklin bus network. In particular:

- The availability of funding, buses and drivers limits what can be delivered.
- One of the most requested changes – routing the 379 to Pukekohe or Paerātā stations – could not be made due to critical safety and operability issues at the SH22/Blackbridge Road intersection. The 379 route will therefore serve Papakura Station.
- Some requests were not supported by AT's Regional Public Transport Plan, such as the request for the 384 route to serve Bombay.

The final west Franklin bus network balances feedback with safety, funding and viability. The new network will be implemented in stages, starting on Sunday 19 April with the implementation of the new 379 bus service, and the new timetable for the 396 bus service.



Project overview

Public engagement on the proposed bus network for west Franklin ran from 20 October until 16 November 2025:

New bus services

- 40 – Ngākōroa Station, Auranga, Drury Station (Great South Rd), Papakura Station.
- 42 – Paerātā Rise, Paerātā Station.
- 379 – Clarks Beach, Waiau Pa, Kingseat, Te Hihi, Karaka, Papakura Station.
- 384 – Ramarama, Drury Station.

Existing services, with improvements

- 391, 392 and 393 – Pukekohe
- 394 – Pukekohe Station, Paerātā Station
- 395 – Waiuku, Glenbrook, Paerātā Station
- 396 – Waiuku, Patumahoe, Pukekohe Station

We also sought feedback on 57 new bus stops.

The new bus network will help limit traffic and congestion on the local road network, take pressure off Park and Ride facilities, and give people who can't or don't want to drive an alternative transport option.

For the purposes of this project, west Franklin includes Clarks Beach, Waiau Pa, Kingseat, Te Hihi, Karaka, Drury, Ramarama, Paerātā, Pukekohe, Patumahoe, Glenbrook and Waiuku.



Project overview

Regional Public Transport Plan

AT's Regional Public Transport Plan (RPTP) sets out the goals, policies and actions that shape Auckland's public transport network. It details how public transport will be managed and improved over the life of the plan, and how we will monitor network performance.

Development of each plan includes public consultation on a draft version.

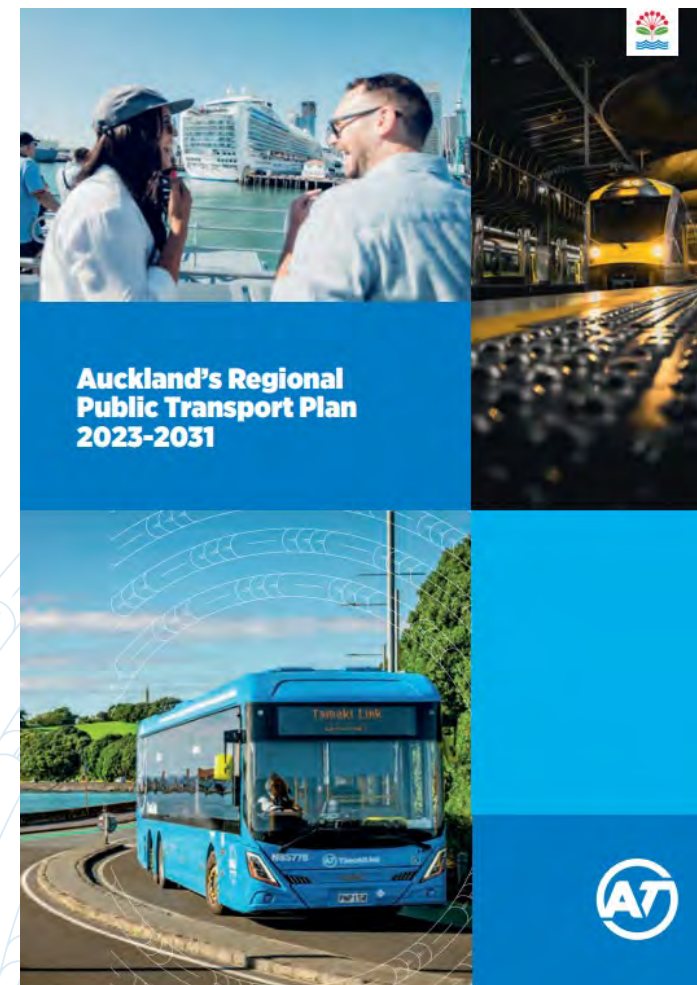
[AT's most recent RPTP covers 2023 – 2031](#). The proposed west Franklin bus network has been included in AT's RPTP since the 2018 – 2028 version.

Auckland Council's Climate Action Transport Targeted Rate

[Te Tāruke-ā-Tāwhiri: Auckland's Climate Action Plan](#) aims to halve Auckland's regional emissions by 2030 and plan for the impacts of climate change.

To help achieve these goals, the [Climate Action Transport Targeted Rate](#) (CATTR) raises and ring-fences funds for transport projects.

Of the west Franklin bus network, the 40, 42, 379, 384 and 396 services would be CATTR-funded.



Proposed west Franklin bus network



- 40** Ngākōroa Station, Auranga, Drury Station (Great South Rd), Papakura Station
- 42** Paerātā Rise, Paerātā Station
- 379** Clarks Beach, Waiau Pa, Kingseat, Te Hihi, Karaka, Papakura Station
- 384** Ramarama (Maketu Rd), Drury Station
- 391** Pukekohe Northeast Loop
- 392** Pukekohe Northwest Loop
- 393** Pukekohe South Loop
- 394** Pukekohe Station, Paerātā Station
- 395** Waiuku, Glenbrook, Paerātā Station Peak only (Mon - Fri)
- 396** Waiuku, Patumahoe, Pukekohe Station



Engagement undertaken

Public engagement ran from 20 October until 16 November 2025.

The engagement was promoted through:

- Brochures delivered to approximately 24,600 residential properties in west Franklin.
- Social media campaign using targeted posts, which were then shared by various stakeholders and community groups.

Feedback was collected through:

- [The project webpage](#) on the Engagement HQ platform:
 - 1,900 page visits.
 - 924 people clicked on at least one of the links on that page to access more detailed information.
 - 278 online survey responses – [see Appendix A](#).
- In-person conversations with approximately 100 people across six public drop-in sessions at various locations in west Franklin (in Clarks Beach, Waiuku, Paerātā Rise, Auranga, Karaka and Waiau Pa) – [see Appendix B](#).
- Meetings with Franklin Local Board, Franklin Ward Councillor, mana whenua, residents and business associations and developers – [see Appendix C](#).
- In-person conversations with approximately 60 people across two joint NZTA/KiwiRail/AT public open days at Drury School.
- Emails to ATEngagement@AT.govt.nz



AT stall at joint NZTA/KiwiRail/AT public open day at Drury School, November 2025



Feedback summary & decisions



What shapes decisions

In addition to public and stakeholder feedback, AT considered a range of factors when finalising the west Franklin bus network. In particular, funding and the availability of key resources, like buses and drivers, limits what we are able to deliver.

Safety was also a key consideration. AT has the responsibility to ensure the bus services we run are safe for our customers, our drivers, and other road users. For this reason, some of the most requested changes could not be made.

Some of the requests were not consistent with the policies of the Regional Public Transport Plan.

Finally, some of the roads planned to be part of the future bus routes have not yet been built. The relevant routes will be extended or amended as the road network is completed.



40

**Ngākōroa Station, Auranga, Drury
Station, Papakura Station**

New service



40 – Ngākōroa Station, Auranga, Drury Station, Papakura Station

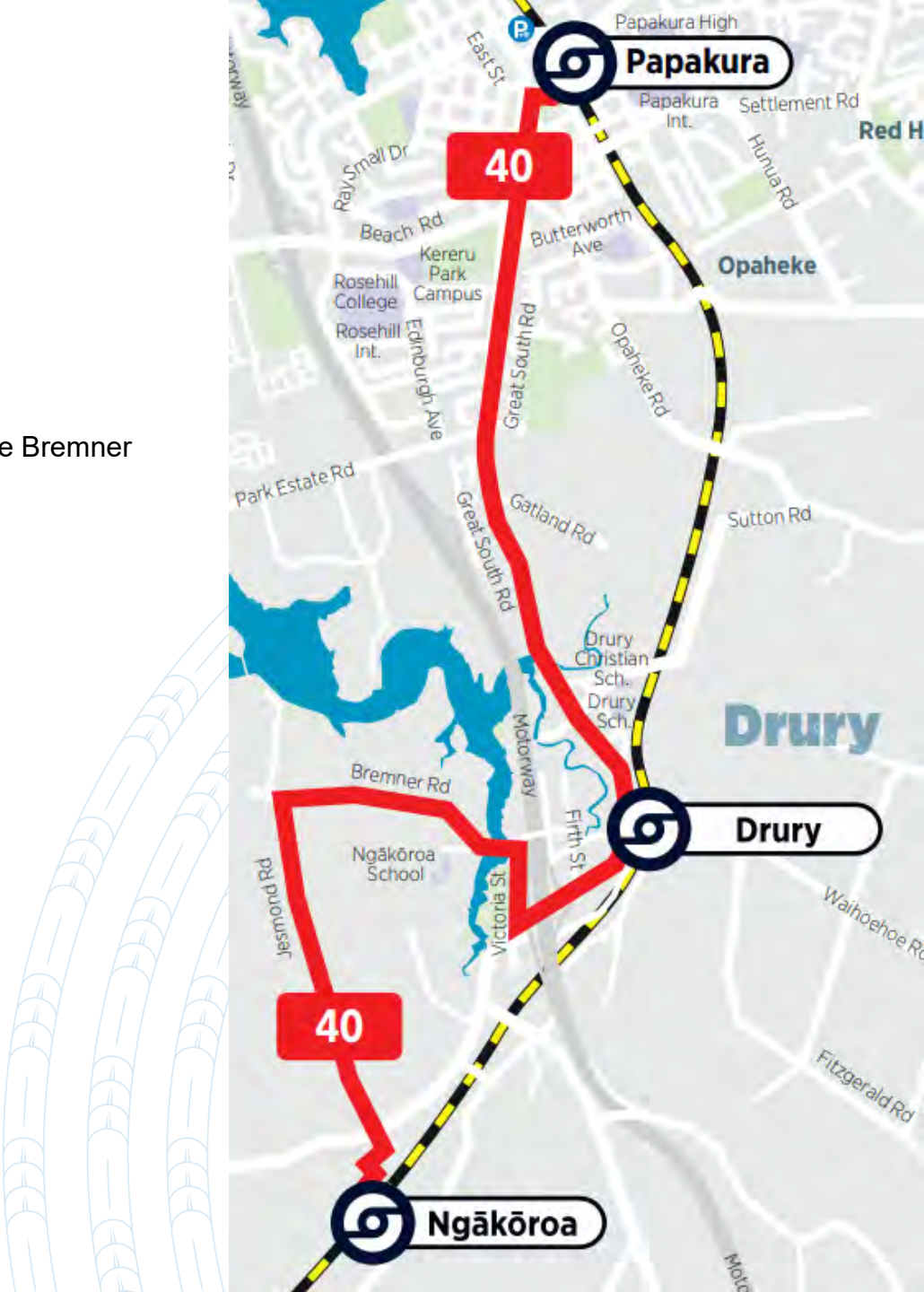
AT will implement the 40 bus service as proposed when Ngākōroa Station opens.

There was support for the proposed route, operating hours and frequency.

Implementation of this service is subject to the opening of Ngākōroa Station, and the upgrading of the Bremner Rd / Jesmond Rd intersection in Auranga (which is being delivered by the developer).

This route may change in future as the Auranga and Drury areas continue to grow.

Buses from Ngākōroa will run	
Monday – Friday 5am – 11pm	Every 15mins from 6am – 7pm Every 30mins before 6am & after 7pm
Weekends & public holidays 5am – 11pm	Every 15mins from 7am – 7pm Every 30mins before 7am & after 7pm
Buses from Papakura will run	
Monday – Friday 5:30am – midnight	Every 15mins from 6:30am – 7pm Every 30mins before 6:30am & after 7pm
Weekends & public holidays 5:30am – midnight	Every 15mins from 7am – 7pm Every 30mins before 7am & after 7pm



40 – Ngākōroa Station, Auranga, Drury Station, Papakura Station

The cost of route extensions, extended 15-minute frequency, and late-night trips exceeds the available budget

While there was support for this route, we also received requests to extend it to Ōtāhuhu, Paerātā and Pukekohe stations. The cost of these extensions exceeds the available budget, particularly as the main benefit would be during rail closures, which are expected to occur less often once City Rail Link opens. When trains are not running, rail replacement buses will serve Paerātā, Ngākōroa and Drury stations.

The cost of running late trips on Friday and Saturday nights exceeds the available budget.

The Franklin Ward Councillor asked for the 15-minute frequency to be extended by 30 minutes, to 7:30pm for commuters travelling from the city centre. The cost of these additional trips exceeds the available budget.

Existing 376 bus service

The existing 376 bus service will continue to run until Ngākōroa Station opens (planned for 2027) and the 40 starts running. When Drury Station opens (planned for mid-2026), the 376 will stop at new bus stops near the station entrance on Great South Rd.

At the Auranga public drop-in session, people asked for the 376 to be extended to serve Bremner Rd and the Karaka Lifestyle Village. This would allow give residents easier access to public transport sooner, rather than waiting for Ngākōroa Station to open and the 40 to start running. This extension isn't possible because there is currently no safe place for buses to turn around at the western end of Bremner Rd – the roads in this area are narrow, and the intersection turns are too tight for buses.



40 – Ngākōroa Station, Auranga, Drury Station, Papakura Station

Ministry of Education school buses

The Ministry of Education has no immediate plans to review school buses with the introduction of route 40. Prior to any changes to Ministry-funded school buses, the Ministry engages with schools to ensure these changes are carefully managed. Any enquiries relating to Ministry-funded school bus services should be directed to the Ministry of Education at st.auckland@education.govt.nz.

Bus stops

Five new bus stops were proposed for the 40 service:

- 180 Bremner Rd.
- 226 Bremner Rd.
- 245 Bremner Rd.
- 330 Bremner Rd.
- 333 Bremner Rd.

A small number of submissions were received (1-2 submissions per stop), all in support.

AT will implement all five stops as proposed.



42

Paerātā Rise, Paerātā Station

New service



42 – Paerātā Rise, Paerātā Station

AT will implement the 42 bus service, with an extension along Te Rata Boulevard, when Paerātā Station opens.

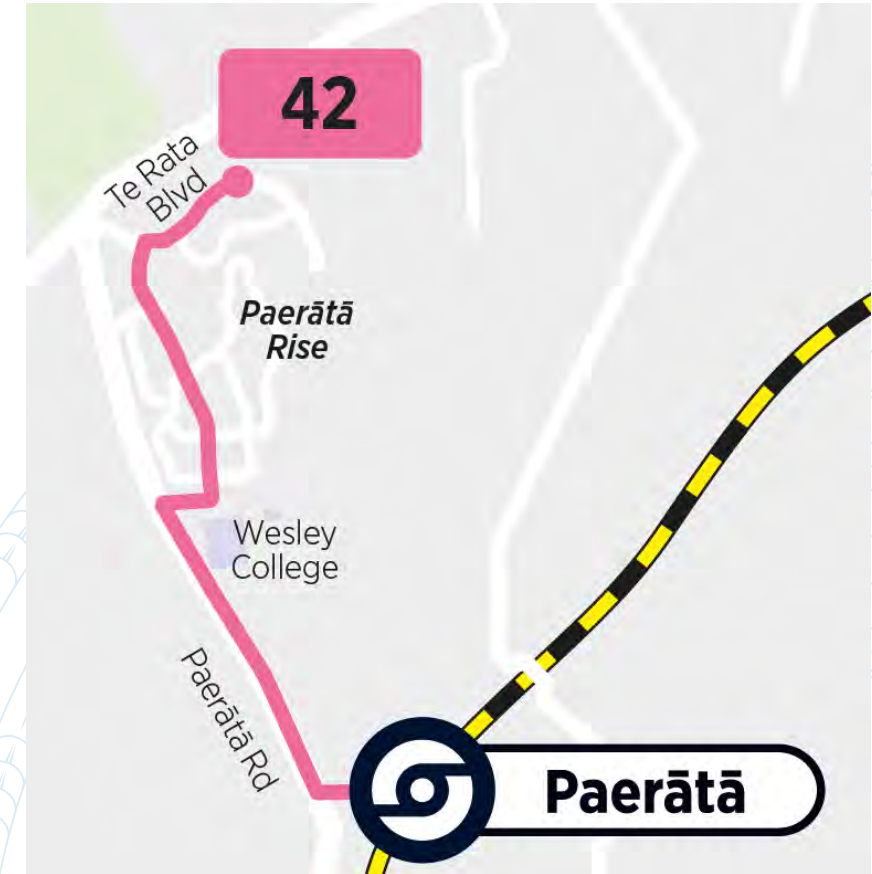
At the Paerātā Rise public drop-in session, we heard from people who wanted the 42 bus route to serve more of Te Rata Boulevard to give more residents easier access to the service. We received similar feedback through the online survey, and from the Franklin Local Board and Paerātā Rise developer.

As a result of this feedback, when the 42 bus service starts running, buses will travel along Te Rata Boulevard as far as the eastern branch of Metoriti Cres. Buses will use the roundabout at this intersection to turnaround and return to Paerātā Station. Buses will use the stops the developer has built between Jonah Lomu Dr and Metoriti Cres.

AT will continue to extend the route along Te Rata Boulevard as development continues and the necessary bus stops and turnaround facilities are provided.

The cost of additional route extensions, such as to Charles Rd and Blackbridge Rd exceeds the available budget.

Te Rata Boulevard and Jonah Lomu Dr have been designed to be safely used by buses.



42 – Paerātā Rise, Paerātā Station

15-minute frequency

There was support for the proposed operating hours and frequency. However, some respondents queried the need for this bus service to run every 15 minutes, given its relatively short route. Running every 15 mins from 6/7am until 7pm will make this service a feasible option for people living in Paerātā Rise, and therefore reduce demand for parking at Paerātā Station and free up spaces for customers who don't live in areas that are served by buses.

The cost of starting the 15-minute frequency earlier than 6am exceeds the available budget, particularly as the number of people needing to travel at that time will be relatively low.

Buses will run in a loop from Paerātā Station	
Monday – Friday 5am – 11:30pm	Every 15mins from 6am – 7pm Every 30mins before 6am & after 7pm
Weekends & public holidays 5am – 11pm	Every 15mins from 7am – 7pm Every 30mins before 7am & after 7pm



379

**Clarks Beach, Waiau Pa, Kingseat,
Te Hihi, Karaka, Papakura Station**

New service



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station



Route, frequency and running hours that were proposed for feedback.

Buses from Clarks Beach would run	
Monday – Friday 5:30am – 7:58pm	Every 30mins from 6:30am – 7:30am & after 4:30pm Every 60mins from 8:30am – 4:30pm
Weekends & public holidays 5:58am – 6:58pm	Every 60mins
Buses from Papakura would run	
Monday – Friday 5:48am – 8:18pm	Every 60mins until 3:48pm Every 30mins from 3:48pm
Weekends & public holidays 7:18am – 8:18pm	Every 60mins

379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Route in Clarks Beach

At the Clarks Beach public drop-in session, a significant number of people suggested an alternative route for the 379 in Clarks Beach: a one-way anticlockwise loop using Torkar Rd, Stella Dr and Stevenson Rd. The Clarks Beach and Waiau Pa Community and Business Association also suggested the same alternative route.

AT will implement the suggested route in Clarks Beach when the 379 starts running on 19 April 2026.

The suggested route will serve more of Clarks Beach, the golf club (which hosts regular community meetings and events) and the new recreational reserve. It will halve the number of buses using the eastern part of Torkar Rd between Seaway Rd and Clarks Beach Rd, reducing the impact on people living on that part of Torkar Rd.

There were requests for the 379 to serve more of the new housing area to the east of Clarks Beach Rd. When the developer completes Kaitiaki Drive, this road will become part of the 379 bus route.



 Suggested route to be implemented
 Proposed route



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Papakura, Paerātā or Pukekohe?

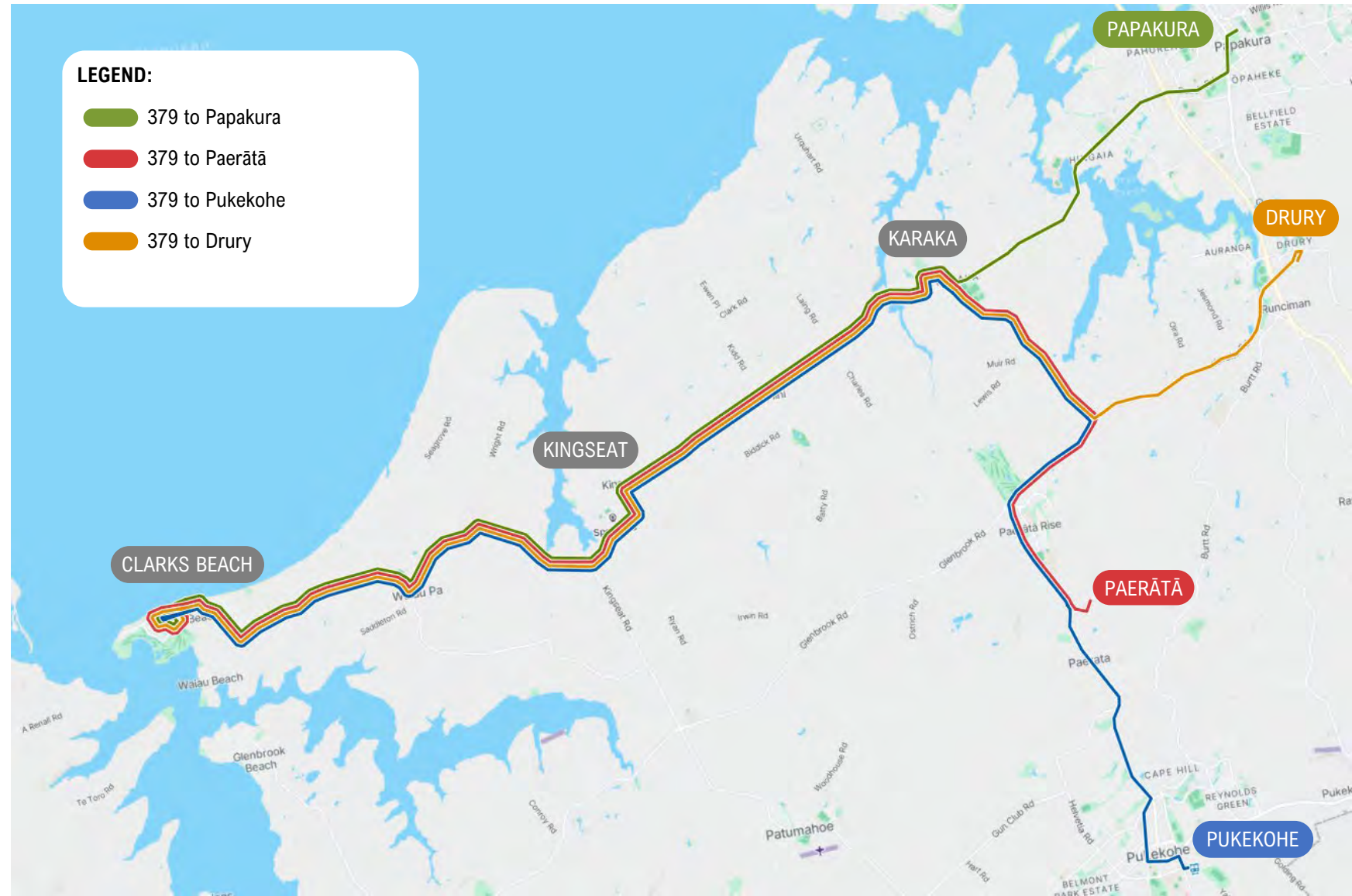
We received substantial feedback about the eastern origin/terminus for the 379 route.

Our proposal was for the 379 to serve Papakura Station. There was support for this, including from the Karaka Village developer.

However, the Franklin Local Board, the Clarks Beach and Waiau Pa Community and Business Association, and the Karaka Residents and Ratepayers Association asked that the 379 serve Pukekohe or Paerātā stations instead. Similar feedback was received at the Clarks Beach public-drop-in session and through the online survey.

People were concerned that morning congestion between Karaka and Papakura would make the service slow and unreliable. They considered Paerātā Station to be closer for people wanting to transfer to a train, and they preferred the shops and services in Pukekohe rather than Papakura.

As a result of this feedback, AT has considered four options for the eastern origin/terminus – Papakura Station, Drury Station, Paerātā Station and Pukekohe Station.



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Journey to work / education

Journey to work and education data from the 2023 Census shows that, of the journeys starting in the areas that would be served by the 379, more ended in the wider Papakura area (447 in total) than in Pukekohe (165). An additional 93 people travelled to the city centre or city fringe.

While people use public transport for many different purposes, trips to work and education are typically made more often.

Travel times

AT used drivetime data and train timetables to estimate travel times from Clarks Beach to the key work/education destinations under each of the four options for the 379 route.

The Papakura option would provide the shortest travel times for journeys to the city centre and to Papakura, while the Pukekohe option would be the quickest for trips to that area.

Number of journeys from Clarks Beach, Karaka Creek & Kingseat-Karaka	
To Papakura surrounds	378
To Pukekohe	165
To City Centre + fringe	93
To Papakura	69
To Paerātā (Ramarama, Pukekohe North)	60

Travel time from Clarks Beach	To city centre*	To Papakura	To Pukekohe
Papakura option	95 – 115 mins	45 - 55 mins	70 - 80 min
Paerātā option	110 – 120 mins	75 mins	60 min
Pukekohe option	125 – 140 mins	80 - 90 mins	50 - 60 min
Drury option	105 – 120 mins	60 – 65 mins	70-75 mins

* Depends on train times, peak limited stops vs all day travel times

** Assumes a 10-minute transfer time for all stations

*** All travel times are high level estimations for comparison only



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Safety

As per the Regional Public Transport Plan, AT looks to bring public transport to settlements with more than 2,000 residents. None of the settlements that would be served by the 379 (Clarks Beach, Waiau Pa, Kingseat, Te Hihi and Karaka Village) would meet this threshold individually, nor does AT have the required funding and other resources (buses and drivers) to serve these settlements with separate services. It is therefore necessary that they all be served by a single bus service.

AT has the responsibility to ensure the safety of our customers, bus drivers and other road users. Buses travelling from Karaka Village to Paerātā or Pukekohe stations would need to turn right from Blackbridge Rd onto State Highway 22. It would be unsafe for buses, being larger and slower than other vehicles, to turn right at this busy, high-speed intersection.

Other considerations

There are more jobs, schools and services in Papakura and Pukekohe, compared with Drury and the area around Paerātā Station.

More people would live within easy walking distance of the Papakura and Pukekohe options.



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

The 379 will run between Clarks Beach and Papakura Station from 19 April 2026.

Despite the congestion between Karaka and Papakura Station, the Papakura option provides the quickest journey times to Papakura and the city centre (key work and education destinations). We will allow more time for the morning peak trips to account for the congestion and improve service reliability. This route is safe, and it serves the largest population, as well as in-zone primary and secondary schools.

AT will monitor patronage, reliability and punctuality and will look to make improvements if needed, subject to available budget and resource.



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Timetable

While there was support for the proposed timetable, some survey respondents and the Clarks Beach and Waiau Pa Community and Business Association requested that the 379 start earlier, run later and run more often.

As a result of this feedback **AT will add one additional trip from Clarks Beach in the morning peak** – there will now be four trips departing Clarks Beach between 6:22am and 7:48am on weekdays. The 7:48am trip is scheduled to get students to Rosehill College (the in-zone secondary school) in time for the start of the school day.

The cost of more additional trips exceeds the available budget. We may be able to add additional trips and extend the running hours if more funding and resources (buses and drivers) become available.

We will change the time of the first bus to leave Clarks Beach to 5:20am, 10 minutes earlier than proposed.

Buses from Clarks Beach will run	
Monday – Friday 5:20am – 8pm	Every 30 minutes from 6:20am until 7:45am, and after 4:30pm Every 60 minutes at all other times
Weekends & public holidays 6am – 7pm	Every 60 minutes
Buses from Papakura Station will run	
Monday – Friday 5:40am – 8:15pm	Every 60 minutes until 4:15pm Every 30 minutes from 4:15pm
Weekends & public holidays 7:15am - 8:15pm	Every 60 minutes



379 – **Clarks Beach, Waiau Pa, Kingseat, Karaka,** Papakura Station

Ministry of Education school buses

Many survey respondents were concerned that that introduction of the 379 would lead to the Ministry of Education changing or withdrawing its school bus services.

The Ministry of Education has no immediate plans to review school buses with the introduction of route 379. Prior to any changes to Ministry-funded school buses, the Ministry engages with schools to ensure these changes are carefully managed. Any enquiries relating to Ministry-funded school bus services should be directed to the Ministry of Education at st.auckland@education.govt.nz.

Linwood Rd speed limit

The section of Linwood Road between Blackbridge Rd and Rosewood Rd is on AT's high-priority list for a speed limit assessment for 50km/h. A targeted, six-week public consultation on this change is planned for the first half of 2026.



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Bus stops

27 new bus stops were proposed.

Location	Public feedback themes	Decision
Opposite 43 Hingaia Rd	No feedback received.	AT will implement the stops as proposed.
71 Hingaia Rd		
157 Hingaia Rd	Any buses in the stops will obstruct traffic.	AT will implement the stops as proposed. Buses will only use these stops if a customer requests it. If buses in these stops do obstruct traffic, it will only be for approximately 30 seconds for customers to board/alight.
Opposite 161 Hingaia Rd		
Opposite 195 Linwood Rd	No feedback received.	AT will implement the stops as proposed.
195 Linwood Rd		
324 Linwood Rd	Any buses in the stops will obstruct traffic and drivers' sightlines.	AT will implement the stop as proposed. Buses in the stop will not impact traffic or sightlines due to the width of Linwood Rd at this location.
1 Dyke Rd	No buses use Dyke Rd	AT will implement the stop as proposed. The 379 will use Dyke Rd.



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Location	Public feedback themes	Decision
588 Linwood Rd	Noise and privacy. Buses in the stop will obstruct sightlines.	AT will implement the stop as proposed. AT must balance individual needs with wider community benefit. The stop will only be used if a customer requests it. The stop will help people access the new 379 bus service. The inset design will help maintain sightlines.
Opposite 588 Linwood Rd	Buses in the stop will obstruct sightlines.	AT will implement the stop as proposed. The inset design will help maintain sightlines.
Opposite 755 Linwood Rd	Customers will use the school's car park as a Park and Ride. There is no pedestrian crossing on Linwood Rd.	AT will implement the stop as proposed. AT doesn't have authority to enforce parking restrictions on school land. The cost of a pedestrian crossing facility at this location exceeds the available budget.
767 Linwood Rd	Customers will use the school's car park as a Park and Ride. There is no pedestrian crossing on Linwood Rd. Buses in the stop will obstruct traffic.	AT will implement the stop as proposed. AT doesn't have authority to enforce parking restrictions on school land. The cost of a pedestrian crossing facility at this location exceeds the available budget. Buses will only use the stop if a customer requests it. If a bus in this stop does obstruct traffic, it will only for approximately 30 seconds for customers to board/alight.



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Location	Public feedback themes	Decision
833 Kingseat Rd	Loss of parking Absence of footpaths. Buses should stop near the existing shelter instead.	AT will implement the stop as proposed. The existing parking spaces in front of the Kingseat Store are unaffected. The cost of new footpaths exceeds the available budget. To use the existing shelter, buses would need to stop in the middle of the McRobbie Rd/Kingseat Rd/Linwood Rd intersection, which wouldn't be safe. Additionally, east-bound 379 buses couldn't pull out at stop at this location and continue along Linwood Rd.
848 Kingseat Rd	Absence of footpaths. Buses in the stop will obstruct traffic.	AT will implement the stop as proposed. The cost of new footpaths exceeds the available budget. Buses will only use the stop if a customer requests it. If a bus in this stop does obstruct traffic, it will only be for approximately 30 seconds for customers to board/alight.
2 Orepunga Way	Query whether these stops will be used.	AT will not implement the stops.
Opposite Orepunga Way		



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Location	Public feedback themes	Decision
466 Clarks Beach Rd	The reallocation of unrestricted kerbside space was not supported as it is currently used for parking. Footpath is inadequate.	AT will implement the stop as proposed. This location was chosen to maximise proximity to local shops and services and minimise loss of unrestricted kerbside space. A significant amount of kerbside space remains available for parking. The cost of upgrading the footpath exceeds the available budget.
467 Clarks Beach Rd (on McKenzie Rd)	The reallocation of unrestricted kerbside space was not supported as it is currently used for parking. Safety, and that any buses in the stop could obstruct traffic – the stop should be inset. School buses stop at 465 Clarks Beach Rd.	AT will implement the stop as proposed. A significant amount of kerbside space remains available for parking. An inset stop would require the reallocation of additional kerbside space. Buses will only use the stop if a customer requests it. If a bus in this stop does obstruct traffic, it will only be for approximately 30 seconds for customers to board/alight. Given that the speed limit is 50kmph, the stop is a safe distance from the Clarks Beach Rd intersection. The cost of a pedestrian crossing at this location exceeds the available budget. A bus in a stop at 465 Clarks Beach Rd would reduce sightlines for drivers turning from McKenzie Rd into Clarks Beach Rd.



379 – Clarks Beach, Waiau Pa, Kingseat, Karaka, Papakura Station

Location	Public feedback themes	Decision
55 Clarks Beach Rd	Suggested an alternative location between Korowhiti Rd and Kaitiaki Dr. Absence of a pedestrian crossing.	AT will implement the stops as proposed. Stops at the suggested alternative location would be redundant once the 379 was re-routed via Kaitiaki Dr. The cost of a pedestrian crossing at this location exceeds the available budget.
Opposite 55 Clarks Beach Rd		
29 Torkar Rd	AT will not implement this stop. As a result of feedback, AT has decided to change the 379 bus route. East-bound buses won't use Torkar Rd. At the time of writing this report, AT is investigating potential locations for bus stops on Stella Dr and Stevenson Rd.	
36 Torkar Rd	The stop is too close to the one proposed at 29 Torkar Rd.	AT will implement the stop as proposed. The stop at 29 Torkar Rd will not be implemented.
86 Torkar Rd	The reallocation of unrestricted kerbside space was not supported as it is currently used for parking. Sightlines at driveways will be obstructed. Suggest an alternative location in front of the nearby reserve.	At this time of writing this report, AT is investigating the suggested alternative location.
43 Taihiki Rd	AT will not implement these stops. As a result of feedback, AT has decided to change the 379 bus route. Buses won't use Seaway Rd or Taihiki Rd. At the time of writing this report, AT is investigating potential locations for bus stops on Stella Dr and Stevenson Rd.	
18 Seaway Rd		



379 – **Clarks Beach, Waiau Pa, Kingseat, Karaka,** Papakura Station

Location	Public feedback themes	Decision
Karaka Village Parade, north side	Stops were supported.	AT will implement the stops as proposed.
Karaka Village Parade, south side		



384

Ramarama, Drury Station

New service



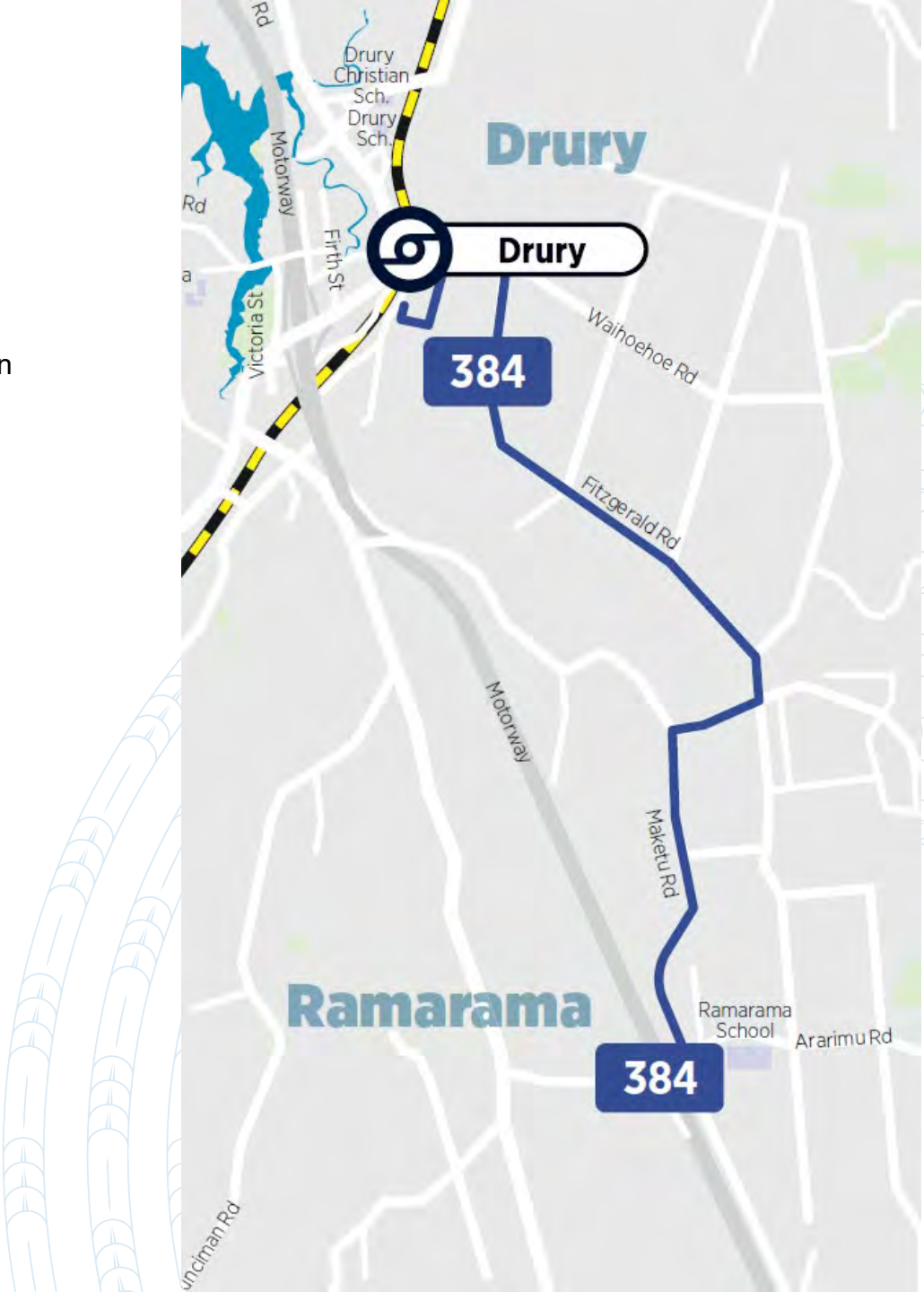
384 – Ramarama, Drury Station

AT will implement the 384 bus service as proposed when Drury Station opens.

There was support for the proposed route, operating hours and frequency.

When it first starts running, buses will use Maketu Rd and Fitzgerald Rd, but this route may change in future as this area is developed.

Buses from Ramarama will run	
Monday – Friday 5:20am – 10:47pm	Every 15mins from 6:17am – 8:17am Every 30mins after 8:17am
Weekends & public holidays 5:52am – 10:52pm	Every 30mins
Buses from Drury will run	
Monday – Friday 5:55am – 11:12pm	Every 15mins from 4:55pm – 6:42pm Every 30mins before 4:55pm and after 6:42pm
Weekends & public holidays 6am – 11pm	Every 30mins



384 – Ramarama, Drury Station

Requested extension to Bombay

While there was support for this route, the Franklin Local Board, Franklin Ward Councillor and members of the public asked for it to be extended to Bombay.

As per the Regional Public Transport Plan (RPTP), AT looks to serve areas within the Public Transport Service Area (PTSA). This area includes:

- All locations within the Rural Urban Boundary (defined in the Unitary Plan);
- Settlements of least 2,000 people; and
- The connecting roads between these areas.

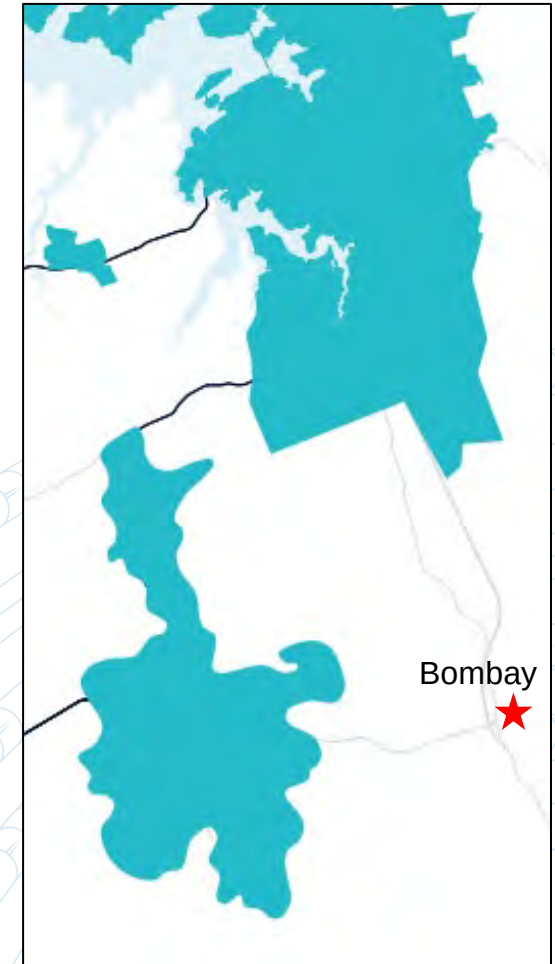
Bombay is not within the PTSA. The extension is therefore not supported by the RPTP.

The Bombay – Drury Station route would be significantly longer than the Ramarama – Drury Station route (16km compared with just 6.5km). The Bombay – Drury Station route would also require additional infrastructure – at least four new bus stops with pedestrian crossings, and a somewhere for the buses to safely turn around at Bombay. The cost of running the significantly longer route, and building and maintaining the additional infrastructure, exceeds the available budget.

Extension from Ramarama to Bombay would increase the number of people living within easy walking distance of the route (400m) by approximately 200 people. This is a relatively small number of people, considering the additional costs.

The 384 will therefore run between Ramarama and Drury Station from when Drury Station opens.

AT will continue to monitor the ongoing growth happening in this area. Should Bombay become part of the PTSA, and additional funding and resources (buses and drivers) become available, AT may be able to serve the area using the 384 or another bus service.



■ Public Transport Service Area

*Part of the Public Transport Service Area,
RPTP 2023*



384 – Ramarama, Drury Station

Bus stops

Five new bus stops were proposed for the 384 service.

- On Maketu Rd, behind 3 McEldownie Rd.
- On Maketu Rd, behind 5 Kaihaukai Lane.
- On Maketu Rd, behind 11 Waharau Lane.
- 11 Ross Stevenson Rd.
- 14 Ross Stevenson Rd.

A small number of submissions were received (1-3 submissions per stop), all in support.

AT will implement all five stops as proposed. This is in addition to the stops on Jack Stevenson Rd and Fitzgerald Rd that were built by a developer.

There were a small number of requests for additional stops. The cost of additional stops exceeds the available budget. It may be possible to build additional bus stops as development in this area continues.

Other feedback

There were a small number of requests to extend the route to other areas such as Pukekohe and Papakura. Due to limited funding and resources (buses and drivers), it isn't possible for AT to run bus services from everywhere to everywhere else – instead we run an integrated public transport network of connecting services. Customers can use the 384 in combination with the Southern Line train service and other local bus services to reach more destinations.



391, 392, 393

Pukekohe

Timetable changes



391, 392 & 393 - Pukekohe

391 buses will run	
Monday – Friday 4:45am – 11pm	Every 15mins from 5:45am – 8:30am and from 3pm – 7pm Every 30mins at all other times
Weekends & public holidays 5:58am – 10:58pm	Every 30mins

392 buses will run	
Monday – Friday 4:45am – 11:25pm	Every 15mins from 6:10am – 8:25am and from 2:55pm – 6:55pm Every 30mins at all other times
Weekends & public holidays 6:13am – 11:08pm	Every 30mins

393 buses will run	
Monday – Friday 4:45am – 11pm	Every 15mins from 5:45am – 8:45am and from 2:45pm – 7pm Every 30mins at all other times
Weekends & public holidays 6:13am – 11:08pm	Every 30mins

While there was support for the timetable changes, there were also requests for these buses to run both more and less often. **AT will implement the timetable changes as proposed when City Rail Link opens.** Compared with today, buses will run more often at peak times, and less often as off-peak times. These services provide key connections with schools, the town centre and Pukekohe Station. The timetable changes will ensure customers have enough time to safely transfer between buses and South City Line trains at Pukekohe Station.



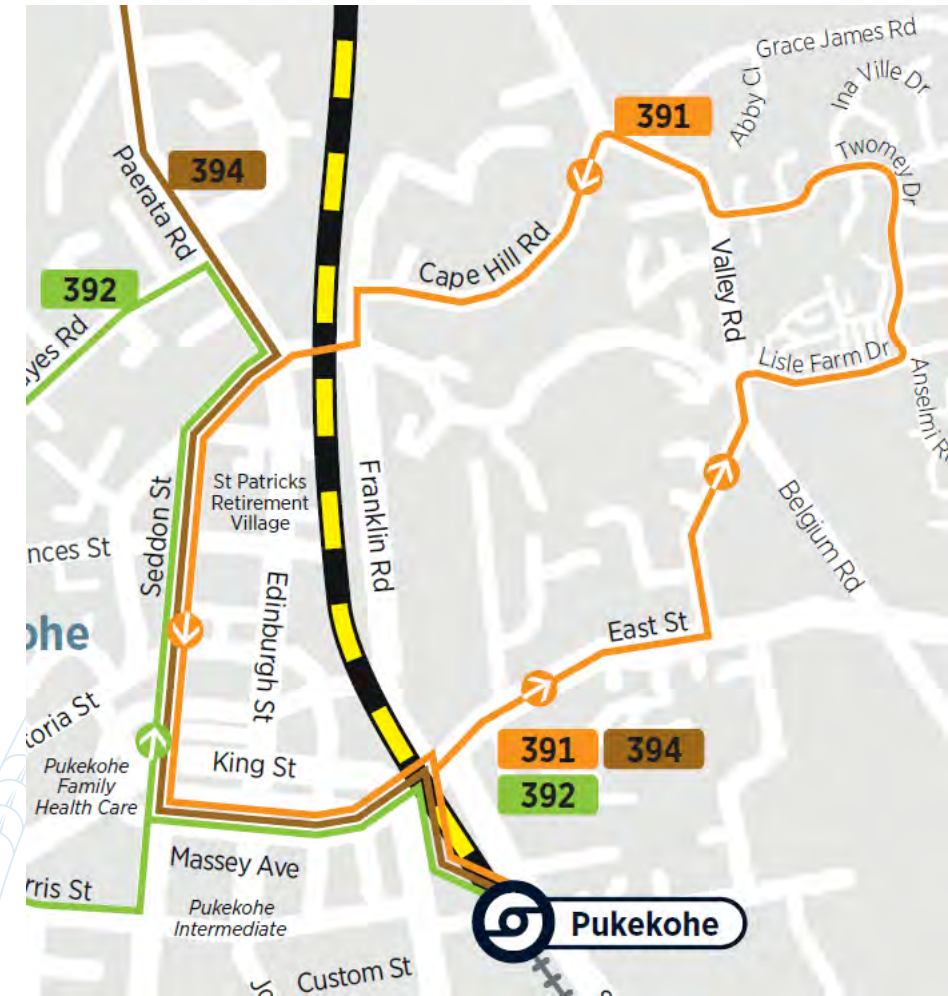
391, 392 & 393 - Pukekohe

Requested 391 and 393 route changes

Survey respondents and the Franklin Ward Councillor requested the 391 route be changed to serve the sporting facilities on Franklin Rd instead of Seddon St. Seddon St would still be served by the 392 and 394 bus services. There was also a request for the 391 to serve the area south of Twomey Dr.

Survey respondents requested the 392 or 393 route be changed to serve Kingsgate School on Blake Rd.

No route changes were proposed for the Pukekohe bus services, and AT hasn't had the capacity to investigate the feasibility and implications of these requests as part of this project. AT will seek to prioritise this investigation in the 2026 calendar year. Any route changes and introduction of new bus stops will subject to public consultation and the availability of funding.



391, 392 & 393 - Pukekohe

Bus stops

Six new bus stops were proposed.

Location	Public feedback themes	Decision
5 Hemopo St Opposite 66 Belmont Rd	The reallocation of unrestricted kerbside space was not supported as it is currently used for parking	These stops will not be implemented; AT will implement a stop at 36 Adams Rd South instead, see below.
3 Helvetia Rd	Stops were supported. The stop's location across a private driveway was not supported.	AT will implement the stop as proposed. Locating bus stops across driveways allows AT to maximise the remaining unrestricted kerbside space that can then be used for parking. Driveway access will be unaffected most of the time.
63 Harris St	This stop will help people access Pak 'n Save. Concerns about safety, privacy, noise and vibration, and the reallocation of unrestricted kerbside space that is currently used for parking.	AT will implement the stop as proposed. The bus stop design is safe. The stop will not significantly change the existing conditions – the services that will use the stop are already running and the stop is across the road from a busy supermarket. AT actively works to minimise noise and litter at bus stops. AT needs to balance residents' needs with wider community benefit.
43 Queen St	No feedback received.	AT will implement the stop as proposed.
36 Adams Rd South	Concerns about the width of Hemopo St, loss of parking and noise. There is already a bus stop 5-10mins walk away.	AT will implement the stop as proposed. Proposed after residents suggested it as an alternative to proposed stops on Hemopo St and Belmont Rd, see above. The new bus stop will give more people easy access to the 392 service. A significant amount of unrestricted kerbside space will still be available for parking. The 392 operator has not reported any issues with the width of Hemopo St. AT works to minimise noise on bus routes, modern buses are designed to reduce noise, and the stop is next to a reserve.

Survey responses highlighted the need for additional stops and for bus stops to include seating and shelters. The cost of these exceeds the available budget. It may be possible to add new stops and upgrade existing bus stops if additional funding becomes available, subject to public consultation.

394

Pukekohe Station, Paerātā Station

Route & timetable changes



394 – Pukekohe Station, Paerātā Station

AT will implement the 394 route and timetable changes as proposed when Paerātā Station opens.

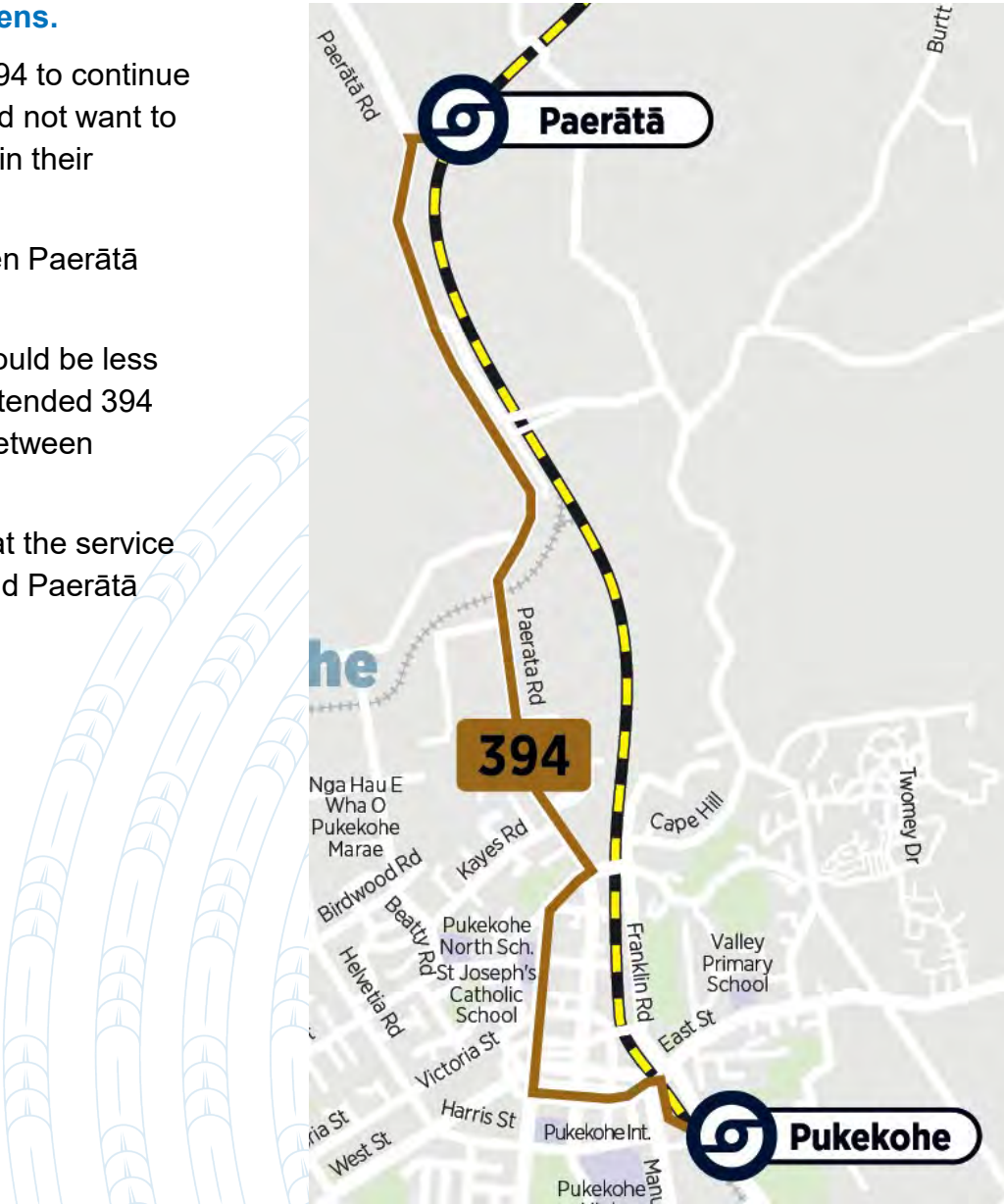
At the public drop-in session that was held in Paerātā Rise, we heard from people who wanted the 394 to continue serving that development as it does today. Three survey respondents gave similar feedback. They did not want to transfer between buses, or between bus and train, when travelling Pukekohe – they preferred to retain their existing single-seat ride.

The cost of running the 394 to Paerātā Rise in addition to introducing the new 42 bus service between Paerātā Rise and Paerātā Station exceeds the available budget.

Extending the 394 to Paerātā Rise instead of introducing the 42 would result in a longer route that would be less likely to reliably connect with trains. Due to limited funding and resources (buses and drivers), the extended 394 would also need to run less often than the 42 will, making the bus a less attractive option for travel between Paerātā Rise and Paerātā Station, and ultimately increasing demand for parking at the station.

While there was support for the timetable changes, a few survey respondents expressed concern that the service will be underutilised. This service will connect north Pukekohe and Paerātā Village with Pukekohe and Paerātā stations, and AT will monitor patronage and may make timetable changes in future if warranted.

Buses from Pukekohe will run	
Monday – Friday 5:40am – 10:40pm	Every 30mins
Weekends & public holidays 6am – 11:30pm	
Buses from Paerātā will run	
Monday – Friday 6am – 11pm	Every 30mins
Weekends & public holidays 6:30am – 11pm	

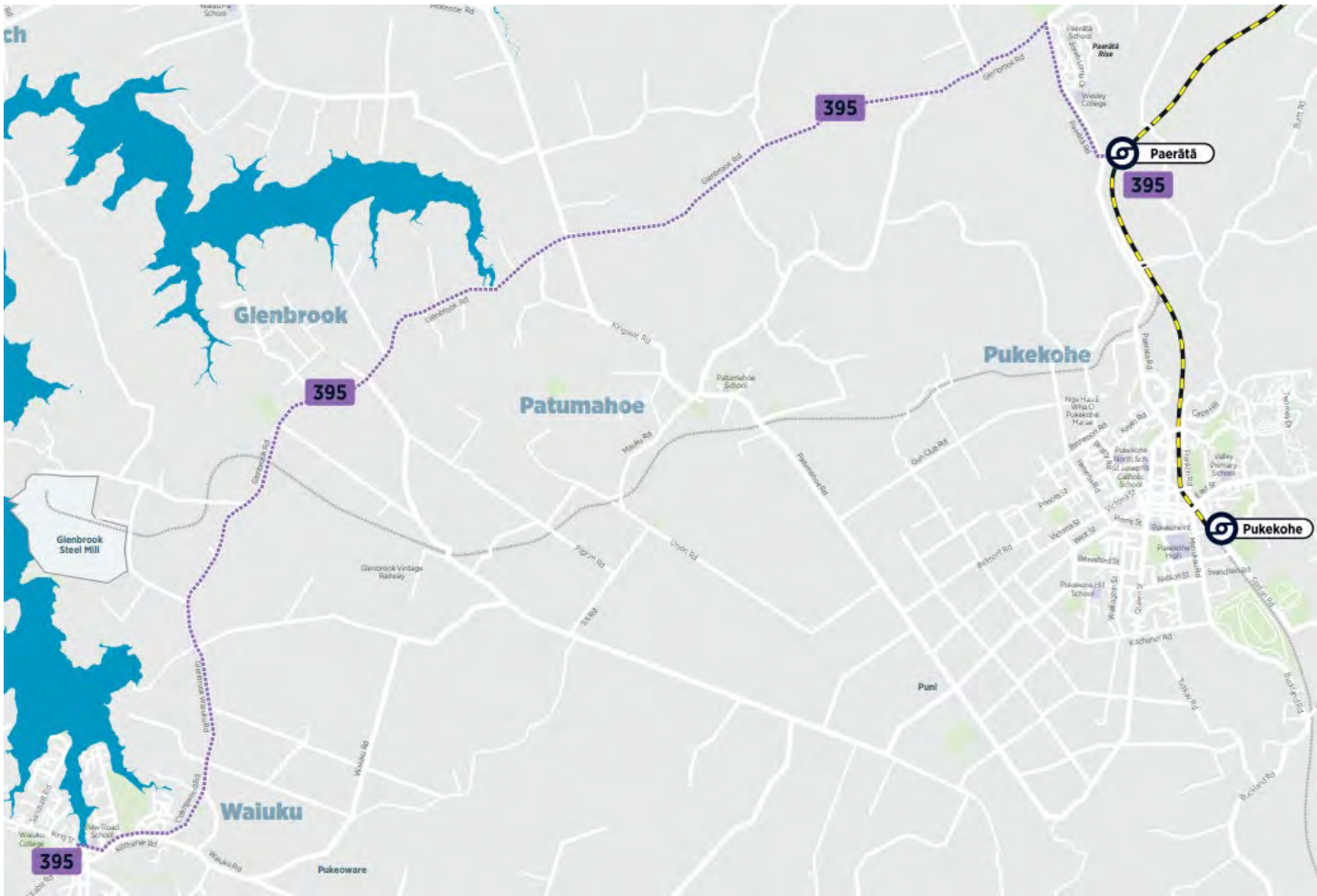


395

Waiuku, Glenbrook, Paerātā Station
Route & timetable changes



395 – Waiuku, Glenbrook, Paerātā Station



Buses from Waiuku would run

Monday – Friday	5:20am, 6:20am and 7:20am
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Buses from Paerātā would run

Monday – Friday	6:03pm, 7:03pm and 8:03pm
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Route and departure times that were proposed for feedback.



395 – Waiuku, Glenbrook, Paerātā Station

From Monday 20 April 2026, 395 buses will run to a new timetable.

Buses will run on weekdays only.

Buses will leave Waiuku at 5:20am, 6:20am and 7:20am.

Buses will leave Papakura Station at 5:33pm, 6:33pm and 7:33pm.

There will be no changes to the route at this time.

AT will then implement the 395 route change as proposed when Paerātā Station opens.

This service currently runs between Waiuku, Glenbrook, Kingseat Rd, Kingseat, Te Hihi, Karaka and Papakura Station. There are two departures from Waiuku on weekday mornings and two departures from Papakura Station on weekday evenings. Shortening the route so that it serves Waiuku, Glenbrook and Paerātā Station allows us to add two additional trips without requiring additional funding, buses or drivers. There was support for these proposed route and timetable changes.

While there was support for the shorter route, we also heard from people who wanted the route to continue from Paerātā Station to Papakura Station. These were mainly people who currently take the 395 to Papakura Station and then transfer to another bus for the final part of their journey. They preferred their existing two-bus journey and didn't want to take two buses and a train. While the additional transfer may be less convenient for some people, using the train for part of the journey will provide an overall quicker and more reliable journey to Papakura Station and beyond, as trains are not affected by traffic congestion.

We also received requests to extend the 395 to areas not currently served by public transport, such as Glenbrook Beach and residential areas in Waiuku, and for this service to run all day, seven days a week. The cost of the extensions and the additional trips exceeds the available budget. It may be possible to extend the route and add additional trips if additional funding and resources (drivers and buses) become available in future.



395 – Waiuku, Glenbrook, Paerātā Station

Bus stops

Two new bus stops were proposed.

Location	Public feedback themes	Decision
Opposite 63 Kitchener Rd, Waiuku	The locations were supported and people liked the pedestrian refuge crossing.	AT will build the stops as proposed. The road is wide enough for vehicles to pass any buses in the stops. The pedestrian refuge crossing will help people access stops safely. Lighting will be assessed.
57 Kitchener Rd, Waiuku	Safety concerns – Kitchener Rd is busy and narrow, there is no safe pedestrian access, there is no lighting.	

Feedback highlighted the need for additional stops. The cost of these exceeds the available budget. It may be possible to add new stops if additional funding becomes available, subject to public consultation.



396

Waiuku, Patumahoe,

Pukekohe Station

Timetable changes



396 – Waiuku, Patumahoe, Pukekohe Station



Route, frequency and running hours that were proposed for feedback.



396 – Waiuku, Patumahoe and Pukekohe Station

AT will implement the 396 timetable changes as proposed from 19 April 2026.

While the proposed frequency was supported by the public, the Waiuku Town Centre Manager, and the Franklin Local Board, we did hear from people who wanted buses to run more often. Adding extra trips isn't possible within the current budget, but the frequency could be increased in future if additional funding and resources (drivers and buses) become available.

The 396 will be timed to connect with AT trains at Pukekohe Station.

At the Waiuku Library public drop-in session people told us they would like the 396 route to cover more of the Waiuku township – particularly Racecourse Rd and Sandspit Rd. The cost of these extensions also exceeds the available budget at this time, but they may be possible in future, subject to public feedback, and if funding and resources allow.

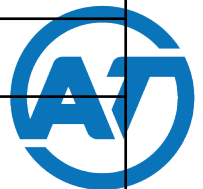


396 – Waiuku, Patumahoe, Pukekohe Station

Bus stops

13 new bus stops were proposed.

Location	Public feedback themes	Decision
36 Queen St, Pukekohe	No feedback received.	AT will build the stops as proposed.
43 Queen St, Pukekohe		
63 Harris St	Concerns about safety, privacy, noise and vibration, and the reallocation of unrestricted kerbside space that is currently used for parking.	AT will build the stop as proposed. The bus stop design is safe. The stop will not significantly change the existing conditions – the services that will use the stop are already running and the stop is across the road from a busy supermarket. AT actively works to minimise noise and litter at bus stops. AT needs to balance residents' needs with wider community benefit.
86 Harris St	Stop was supported. This stop will help Pak 'n Save customers.	AT will build the stop as proposed.
3 Helvetia Rd	Stop was supported. The stop's location across a private driveway was not supported.	AT will build the stop as proposed. Locating bus stops across driveways allows AT to maximise the remaining unrestricted kerbside space that can then be used for parking. Driveway access will be unaffected most of the time.
18 Helvetia Rd	Stop was supported.	AT will build the stop as proposed.
37 Helvetia Rd	Stop was supported. Concerns about litter.	AT will build the stop as proposed. AT will maintain and clean the bus stop.



396 – Waiuku, Patumahoe, Pukekohe Station

Bus stops

13 new bus stops were proposed.

Location	Public feedback themes	Decision
44 Helvetia Rd	Stop was supported.	AT will build the stop as proposed.
70 Helvetia Rd	Stop was supported. The proposed stop is too close to the Princes St roundabout.	AT will build the stop as proposed. The bus stop design and location is safe.
38 Patumahoe Rd	Stops were supported.	These stops will not be built at this time. As this area develops, AT may need to revisit these sites, or work with developers to include new bus stops in their projects. Shelters and minor upgrades are proposed for the existing stops at 13 and 8 Mauku Rd in the town centre.
41 Patumahoe Rd	Safety concerns - road width and heavy traffic. The reallocation of unrestricted kerbside space that is currently used for school drop-off and pick-up was not supported.	
Opposite 63 Kitchener Rd, Waiuku	The locations were supported and people liked the pedestrian refuge crossing.	AT will build the stops as proposed. The road is wide enough for vehicles to pass any buses in the stops. The pedestrian refuge crossing will help people access stops safely. Lighting will be assessed.
57 Kitchener Rd, Waiuku	Safety concerns – Kitchener Rd is narrow, there is no safe pedestrian access, there is no lighting.	

Feedback highlighted the need for bus stops to include seating and shelters. The cost of these exceeds the available budget. It may be possible to upgrade existing bus stops if additional funding becomes available, subject to public consultation.



Next steps



Next steps

New bus network for west Franklin will be implemented in stages:

- 40 (Ngākōroa Station, Auranga, Drury Station, Papakura Station) – new service will start running when Ngākōroa Station opens, planned for 2027.
- 42 (Paerātā Rise, Paerātā Station) – new service will start running when Paerātā Station opens, planned for mid-2026.
- 379 (Clarks Beach, Waiau Pa, Kingseat, Te Hihi, Karaka, Papakura Station) – new service will start running on Sunday 19 April 2026.
- 384 (Ramarama, Drury Station) – new service will start running when Drury Station opens, planned for mid-2026.
- 391, 392, 393 (Pukekohe) – services will start running to new timetables when City Rail Link opens in the second half of 2026.
- 394 (Pukekohe Station, Paerātā Station) – the new route and timetable will take effect when Paerātā Station opens, planned for mid-2026.
- 395 (Waiuku, Glenbrook, Paerātā Station) – the new route and timetable will take effect when Paerātā Station opens, planned for mid-2026.
- 396 (Waiuku, Patumahoe, Pukekohe Station) – will start running to new timetable on Sunday 19 April 2026.

Clarks Beach bus stops

New bus stops are required on Torkar Rd, Stella Dr and Stevenson Rd in Clarks Beach, to be used by the 379 bus service. New stops will be publicly consulted on in mid-2026. Buses will use temporary stops on these roads when the 379 starts running on Sunday 19 April 2026.



Next steps

At the Franklin Local Board's request, AT will investigate the feasibility of the following changes:

- Rerouting the 391 bus route in northeast Pukekohe to serve the stadium and other facilities on Franklin Rd, instead of Seddon St.
- Routing at least some 379 trips from Clarks Beach in the morning peak to Drury Station, once that station is open (planned for mid-2026). AT will then reassess the 379 bus route once Ngākōroa Station is open (planned for 2027).
- Implementing two new bus stops on McKenzie Rd near Seagrove Rd, to be served by the 379 bus service.
- Implementing a new bus stop on Princes St West near Puriri Rd, to be served by the 392 bus service.
- Rerouting the 395 and/or 396 bus services to serve more of Waiuku.



Appendix A – Survey feedback summary



Survey summary

- We ran a survey to collect individual submissions on the proposed changes. The survey was live between 20 October 2025 – 16 November 2025.
- The survey covered the following questions for all the various bus routes (40, 42, 379, 384, 391, 392, 393, 394, 395, 396)
 - Do you have any feedback on the proposed frequency and running hours of this bus route?
 - Do you have any feedback on any of the proposed bus stop locations for the bus service?
 - Are there any improvements we could make to the bus route to better meet your needs?
 - What is likely to be the purpose of your full journey when you use these services?
 - Any other comments about the project
 - Demographics
 - 278 people completed the survey.

Key Dates

 Feedback opens
20 October 2025

 Feedback closes
16 November 2025



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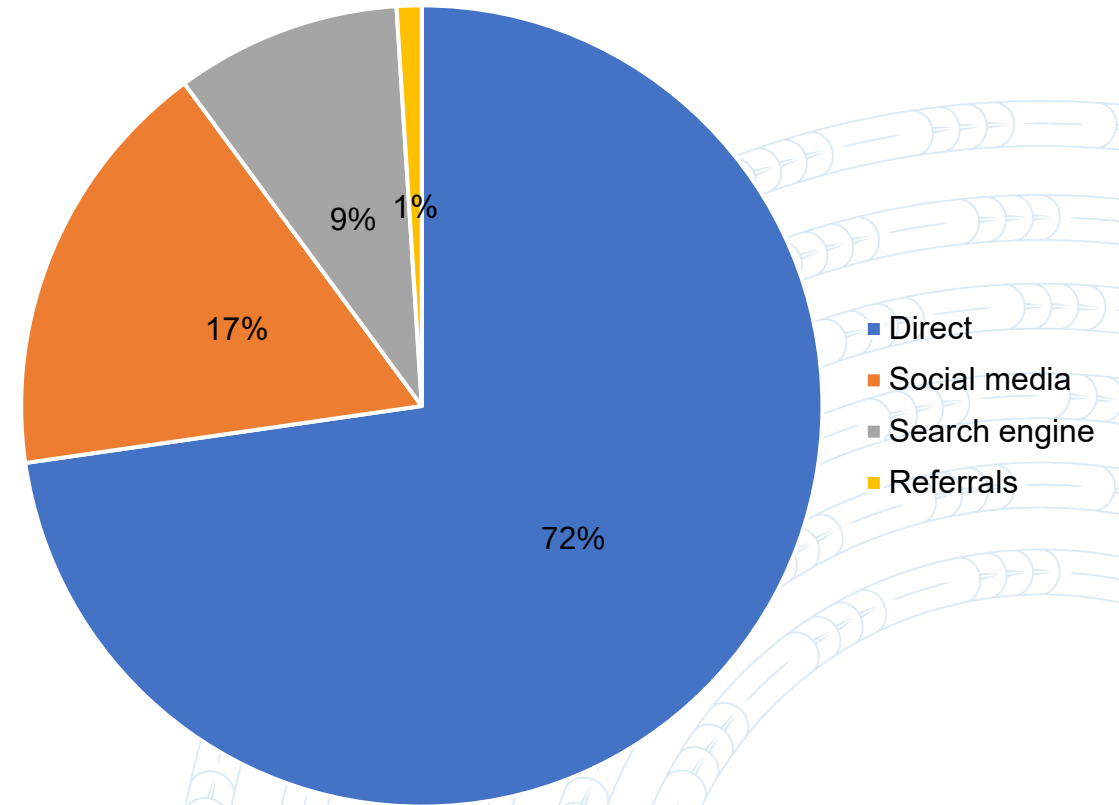
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How did people access our survey

- “Direct” refers to people who came to the project webpage by typing the URL haveyoursay.at.govt.nz/franklinpt directly into their internet browser. This was the way the majority of survey respondents accessed our survey.
- The most commonly used social media platform was Facebook. AT ran a targeted social media campaign promoting this project on Facebook and Instagram.
- “Referrals” refers to people who came to the project webpage from non-government, external websites, such as community group sites, news outlets, or business websites.



Who answered our survey



We heard from 278 people through our survey.



Survey feedback was largely concentrated on Route 379 (124 people) and Route 396 (71 people). Engagement for Routes 391 and 394 was significantly lower, with only 21 people providing comments across both routes.

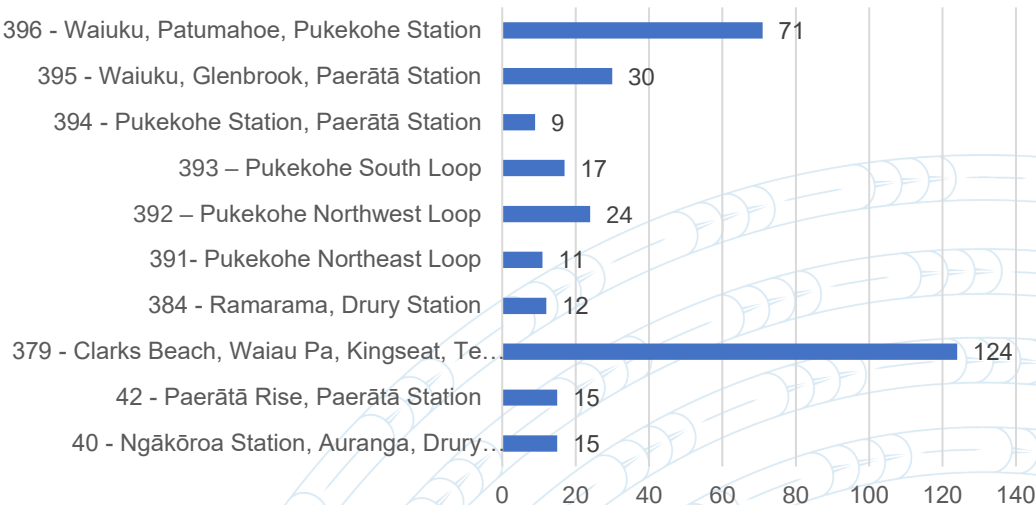


Many people told us that they would be using the service to attend leisure activities or locations (117 people) or for shopping and appointments (111 people).

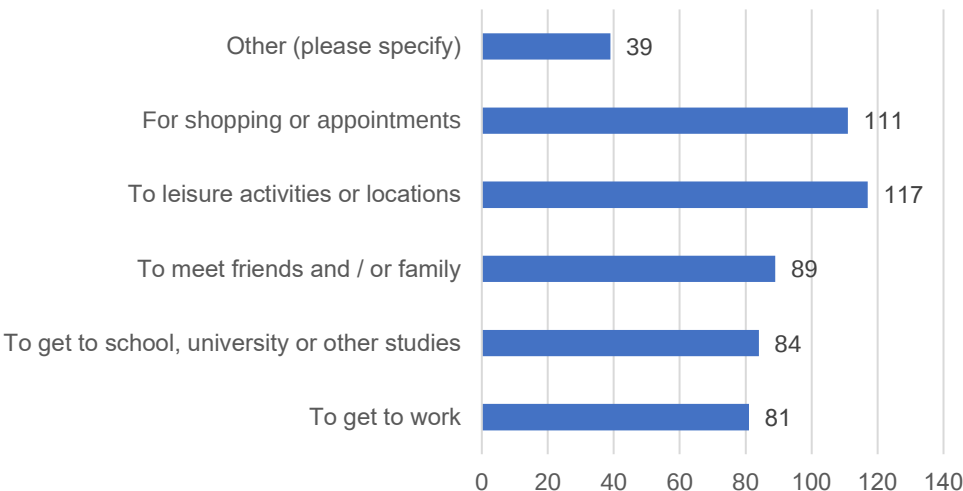
Note:

- 1. Support/opposition to proposals wasn't directly asked — open text boxes were used instead
- 2. Survey respondents were not limited to commenting on a single bus route. Consequently, the number of people providing feedback by route is greater than the overall number of survey participants

Number of people who provided feedback on each route



What is likely to be the purpose of your full journey when you use these services?



Demographics



Survey responses were predominantly from females (177), nearly double the number of males (92).



Respondents represented a range of ages, with the majority between 25–54 years old (174 responses). Older age groups (55–75+) also contributed significantly, with 77 responses.



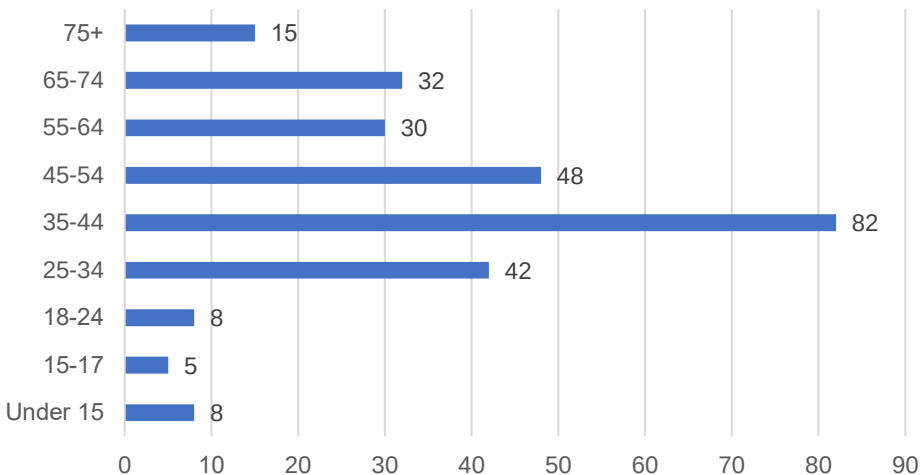
The majority of those who provided feedback identified as Pākehā/NZ European (205 people).



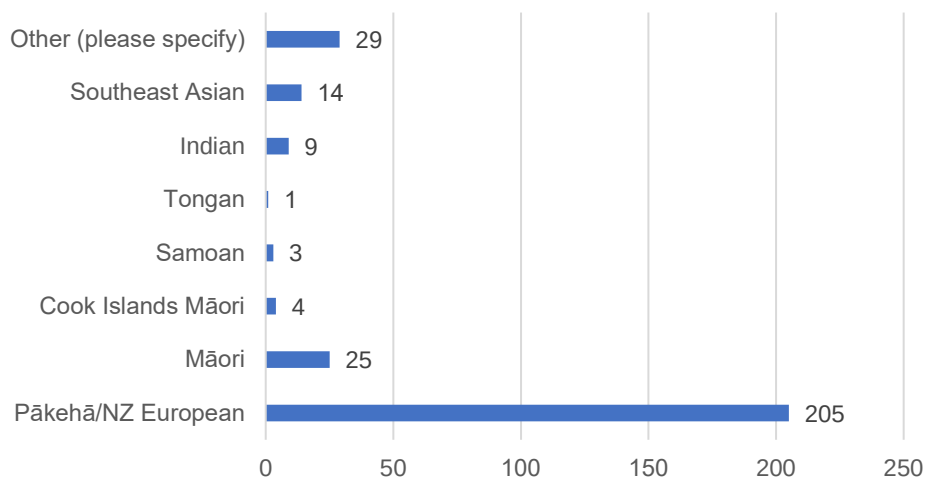
Out of 278 respondents, 237 respondents told us they were from the Franklin Local Board area.

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?



40 – Ngākōroa Station, Auranga, Drury Station (Great South Rd), Papakura Station

Proposal

The 40 would replace the existing 376 service that currently runs between Auranga and Papakura Station.

The 40 would start running when Ngākōroa Station opens.

Five new or upgraded bus stops are proposed for the 40 bus service.



Feedback on frequency and running hours of the service

We received 10 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback: 3 respondents supported the proposed frequency, and another 3 felt the frequency was adequate.

Suggestions: A few respondents suggested

- Extending the route further to other areas.
- Providing extra night services as it connects major residential areas.



Feedback on the proposed route

We received 14 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback: 4 respondents expressed general support.

Route extension requests: 5 respondents suggested extending the service to include additional areas such as Bombay and Paerātā Station. 2 others requested route changes.

A few respondents also requested retention of Ministry-funded school bus allocations due to their concerns about young children having to catch public buses to get to school.

"Possibly extend it to Paerata station to create a connection to Pukekohe- Papakura if the trains go down unexpectedly. This is one issue that currently caused issues when cancelations happen as there is no alternatives out of Pukekohe ."

"Looks fantastic and will be a vast improvement providing excellent connectivity with trains am really looking forward to a bus service along Bremner Rd"



40 – Ngākōroa Station, Auranga, Drury Station (Great South Rd), Papakura Station



Feedback on proposed bus stop locations

We received 10 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback: 2 respondents supported the proposed frequency, and another 6 didn't have any further feedback.

Suggestions: A few respondents suggested

- Extending the route further to other areas.
- Adding additional bus stops to Waihoehoe Road so students can get to school safely.

"You need to provide more bus stops for the roads off Waihoehoe. So students have access to get to and from school safely"



Suggested improvements to the 40

We received 11 comments on this part of the proposal from the public, out of a total 278 completed surveys

- **Positive feedback:** 1 respondent supported the proposed frequency, and another 3 didn't have any further feedback.

Suggestions: A few respondents suggested

- The route needs to be extended further to other areas, specifically the local retirement village and the whole of Auranga and the Bombay area.
- Optimising bus stops along the existing 376 route as some are close together or not used well.
- Keeping the ministry funded school buses going despite the new route being put in place.

"It need to start asap or until it open have a AT Local (like the one they had in Conifer Grove, Takanini and Papakura) so that they can start bring linked now"



42 – Paerātā Rise, Paerātā Station

Proposal

We proposed that the 42 would partly replace the existing 394 service that currently runs between Paerātā Rise and Pukekohe Station.

The 42 would start running when Paerātā Station opens.

No new bus stops are proposed for the 42 bus service.



Feedback on the proposed route

We received 15 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

General support was minimal on this proposal (2 people)

Concerns:

A few respondents voiced their concerns regarding

- The route being too short to justify a bus service
- Risk of congestion and narrow roads affecting schedule reliability and safety.

Suggestions:

- A few respondents (5 people) told us that we should extend the loop to cover growing areas (e.g., Te Rata Boulevard, Charles Rd, Blackbridge Rd).
- 4 people told us that bus stops need to be added in Paerata Rise as there are a number of residents who are not serviced by the route.



Feedback on frequency and running hours of the service

We received 10 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

A few respondents (4 people) told us they generally supported frequency and running hours, and also felt the frequency was adequate.

Concerns:

- A few respondents had timetable concerns for the early morning buses, stating that if one bus was missed they had to wait a long time for the next service.
- They noted possible low patronage and asked if the service was justified.



Suggested improvements to the 40

We received 10 comments on this part of the proposal from the public, out of a total 278 completed surveys

A few respondents (4 people) told us they had no further feedback to give us on this question.

Suggestions:

The main improvements that we heard were:

- Extend the loop to service more residents (4 people)
- Adding more bus stops along the route so more people can use this service (2 people)

"I like the route and how it provides a frequent connection to Paerata Rise."

"...the current bus service takes up too much road especially coming into Jonah Lomu from Puhitahi Hill Road, the amount of crashes that almost happen because they can't fit!..."



379 – Clarks Beach, Waiau Pa, Kingseat, Te Hihi, Karaka, Papakura Station

Proposal

The 379 would partly replace the existing 395 service that currently runs between Waiuku, Glenbrook, Kingseat, Te Hihi, Karaka and Papakura Station.

The 379 would start running when Paerātā Station opens.

25 new or upgraded bus stops are proposed for the 379 bus service.



Feedback on the proposed route

We received 114 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 24 people told us that they generally agreed with what was proposed.

Key themes:

- Many people told us about their concerns about the loss of Ministry-funded school bus.
- Many respondents cited financial implications for families and safety risks for school-aged children who would need to use public transport instead if this service was lost.
- A large number of people also told us that they would prefer a service that goes to Pukekohe instead of going to Papakura. This was mainly due to shopping, medical appointments, and leisure activities.



Feedback on the proposed timetable

We received 95 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 27 people told us they generally supported the proposal, and also felt the frequency and running hours were adequate.

Concerns:

- Some respondents told us that we need to maintain ministry funded school bus service. They are concerned for their children going to and from school safely and in a timely manner.
- Many people also told us that the frequency and running hours for this service should increase to offer more flexibility to those using the service.
- A few respondents told us that congestion at Linwood/Hingaia Rd would cause delays in the bus service

"Glad it's happening but would still like to have dedicated school bus which is safe for the children."

"Buses will get caught up in the ever increasing traffic on Linwood Road and probably won't be able to stick to the timetable"



379 – Clarks Beach, Waiau Pa, Kingseat, Te Hihi, Karaka, Papakura Station



Feedback on proposed bus stop locations

We received 96 comments on this part of the proposal from the public, out of a total 278 completed surveys

- 11 respondents agreed with the proposed frequency and running hours, while 15 people chose not to provide additional feedback.

Concerns and Suggestions:

- Many people made suggestions to add new bus stops, or relocate proposed bus stops with various reasons including accessibility and safety.
- 22 respondents expressed worries about children having to use public buses and cross busy roads to reach school, citing risks to safety.
- A further number of comments said that the service was not appropriate for young school children and noted the proposed stop was near a busy area/intersection.



Suggested improvements to the 379

We received 91 comments on this part of the proposal from the public, out of a total 278 completed surveys

- 7 people told us that they generally agreed with what was proposed.

Concerns and Suggestions:

- 22 people told us more about their concerns regarding the loss of the Ministry funded school bus.
- 22 people also requested a bus service to Pukekohe as well as Papakura, as many prefer the Pukekohe hub with all it offers.

“Not safe if school children need to cross the road at Mackenzie Rd in order to get to Waiau Pa school. No crossing is at that point, which means children would need to cross without supervision in order to get into school.”

“Most people in Clarks Beach travel to Pukekohe rather than Papakura due to the heavy congestion and excessive traffic lights along the route. Busses should alternate between Papakura and Pukekohe.”



384 – Ramarama (Maketu Rd), Drury Station

Proposal

We proposed that the 384 would run between Ramarama and Drury Station.

The 384 would start running when Drury Station opens.

Five new bus stops are proposed for the 384 bus service.



Feedback on the proposed route

We received 11 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 4 people told us that they generally agreed with what was proposed.

Concerns:

- 4 people said that we need to extend the route to include other areas like Bombay in this service.
- 2 people told us we need to add more bus stops on the route to better suit their needs
- 1 person said that fares need to be more affordable and to increase the frequency of this service as the current proposal isn't realistic for users.



Feedback on frequency and running hours of the service

We received 8 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 6 people told us they generally supported the proposal, and also felt the frequency was adequate.

Suggestions:

- We heard that we should increase the frequency of the service and also extend the route to other areas.

"I'm generally comfortable with the proposed frequency and running hours for this proposed route."

"How about including Bombay - as per usual this suburb gets completely ignored"



384 – Ramarama (Maketu Rd), Drury Station



Feedback on proposed bus stop locations

We received 10 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback: 5 people told us that they generally agreed with what was proposed, 1 other person didn't have any further feedback to provide.

Suggestions: A few respondents suggested

- Extending the route further to other areas, specifically Bombay and Pukekohe East
- Adding additional bus stops to the route

"We are looking forward to this service starting when Drury station opens"



Suggested improvements to the 384

We received 7 comments on this part of the proposal from the public, out of a total 278 completed surveys

- **Positive feedback:** 1 respondent supported the proposed frequency, and another 2 respondents didn't have any further feedback.

Suggestions: A few respondents suggested

- Include Bombay area in the route
- Make the bus route closer to schools like Drury School, Rosehill College, Kingsgate School

"The 384 is good, but I believe that it could do with more bus stops."



391 – Pukekohe Northeast Loop

Proposal

We're proposing a new timetable for the 391. Compared with today, buses would run more often at peak commuting times on weekdays, but less often at all other times. Buses would be timed to connect with AT trains at Pukekohe Station.

We are not proposing to change the route, nor to build any new bus stops or upgrade any existing bus stops for the 391.



Feedback on frequency and running hours of the service

We received 11 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 3 people told us that they generally agreed with what was proposed.

Suggestions:

- 1 person indicated the service isn't needed, citing low patronage on buses in Pukekohe
- 1 person suggested AT Local Rideshare service should be implemented as its more cost effective



Suggested improvements to the 391

We received 10 comments on this part of the proposal from the public, out of a total 278 completed surveys

Key themes:

- Respondents suggested adding more bus stops near community facilities and reducing the distance between stops to improve accessibility.
- Respondents highlighted the need for improved infrastructure at certain bus stops, such as shelters and seating. It was noted that there are a number of elderly passengers that use this service and it would benefit them.

"The 391 bus is poorly-used and needs to be replaced with a more sensible practical, cost-effective AT Local Rideshare van service, operating between these proposed new hours."

"This is an excellent move and should ensure continued alignment with the train schedule."



392 – Pukekohe Northwest Loop

Proposal

We're proposing a new timetable for the 392. Compared with today, buses would run more often at peak commuting times on weekdays, but less often at all other times. Buses would be timed to connect with AT trains at Pukekohe Station.

Buses would run to the new timetable once City Rail Link opens.

Five new bus stops are proposed for the 392 bus service.



Suggested improvements to the 392

We received 28 comments on this part of the proposal from the public, out of a total 278 completed surveys

Key themes:

- 4 people said to adjust the routes to better serve local schools (e.g., Drury School, Rosehill College, Kingsgate School)
- A few suggested the relocation of the bus stop on Hemopo Street, citing concerns that the road is too narrow for a bus service.
- We also heard that bus timetables are not consistently reliable, and people preferring to use other modes of transport instead.



Feedback on frequency and running hours of the service

We received 24 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 3 people told us that they generally agreed with what was proposed.

Concerns:

- 4 people said that they would like the train connection and bus timetable to align to lessen wait times.
- Comments frequently reflected concerns about low patronage and the proposed bus stop locations.



Feedback on proposed bus stop locations

We received 33 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 3 people told us that they generally agreed with the proposed bus stop locations

Concerns:

- 16 raised concerns about proposed bus stop locations, particularly the stop at 5 Hemopo St. The main issue was the loss of already limited resident parking due to the new bus stop.
- A few people also raised the long distances between bus stops, which they felt reduced accessibility

"It's great to see improved public transport options for the community. To make the service even more useful, I recommend aligning the bus frequency with train arrivals and departures to the city in the mornings and for return trips. This coordination would make commuting easier and more convenient for residents."

"I request that the public bus route please be extended to include Kingsgate School in Blake Road. There is no way for students who attend the school to use public transport to get to school.."

393 – Pukekohe South Loop

Proposal

We're proposing a new timetable for the 393. Compared with today, buses would run more often at peak commuting times on weekdays, but less often at all other times. Buses would be timed to connect with AT trains at Pukekohe Station.

Buses would run to the new timetable once City Rail Link opens.

Two new bus stops are proposed for the 393 bus service.



Suggested improvements to the 393

We received 13 comments on this part of the proposal from the public, out of a total 278 completed surveys

Key themes:

- Many respondents suggested extending the service route to include the area around Kingsgate School and upgrading infrastructure at nearby bus stops, such as adding footpaths and shelters to benefit the school children.
- A respondent highlighted the need for improved infrastructure at certain bus stops, such as shelters and seating. Particularly for senior citizens who use these stops regularly.



Feedback on frequency and running hours of the service

We received 13 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 6 people told us that they generally agreed with what was proposed.

Suggestions:

- 3 people said that they would like to increase the frequency of this service
- 1 person also commented that they would like the train connection and bus timetable to align to lessen wait times



Feedback on proposed bus stop locations

We received 12 comments on this part of the proposal from the public, out of a total 278 completed surveys

- 2 respondents agreed with the proposed bus stop locations, while a few people chose not to provide additional feedback
- **Concerns:**
- A few people suggested adding a bus stop closer to Kingsgate School and improving footpaths to ensure pedestrian safety.
- A few people also raised the long distances between bus stops, which they felt reduced accessibility

"We need a closer bus stop to Kingsgate School, as the current one is not accessible to the kids. We need footpaths leading from the bus stop to the school so kids can have a safe and effective way to travel."

"Like 391 and 392, the 393 also has a good timetable change."



394 – Pukekohe Station, Paerātā Station

Proposal

We're proposing to change the 394 route so that buses run between Pukekohe and Paerātā stations. The 394 would no longer serve Paerātā Rise as it does today; Paerātā Rise would be served by the 42 instead.

These route and timetable changes would take effect from when Paerātā Station opens.

We are not proposing to build any new bus stops or upgrade any existing bus stops for the 394.



Feedback on frequency and running hours of the service

We received 8 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 3 respondents agreed with the proposed frequency and running hours, while a few people chose not to provide additional feedback.

Suggestions:

- 1 respondent expressed concerns that the service would be underutilized.



Feedback and improvements on the proposed route

We received 8 comments on this part of the proposal from the public, out of a total 278 completed surveys

Key themes:

- A few respondents expressed concerns that the service would be underutilized, resulting in low patronage.
- A respondent suggested realigning the route to provide access to Pukekohe Skate Park (22 Stadium Drive) and the newly upgraded Roulston / Te Pa Mahara War Memorial Park.

"Discontinue this poorly-used service, which is a waste of money to continue running a parallel service to the train once the Paerata railway station opens.."

"I like how the 394 connects to the trains at Paerata, and I am also glad that the section to Wesley College will still be operated by 42."



395 – Waiuku, Glenbrook, Paerātā Station

Proposal

We're proposing to change the 395 route so that buses run between Waiuku, Glenbrook and Paerātā Station. The 395 would no longer serve Kingseat, Te Hihi, Karaka or Papakura as it does today; these areas would be served by the new 379 bus route instead.

These route and timetable changes would take effect from when Paerātā Station opens.

Two new bus stops are proposed for the 395 bus service.



Feedback on the proposed route

We received 29 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 11 people told us that they generally agreed with what was proposed.

Key themes:

- Many respondents suggested extending the service route to include the area around Glenbrook and parts of Waiuku to better serve those communities.
- A few respondents noted potential delays in journeys due to poor alignment with train services at Paerata station. This was especially hard for those travelling into the CBD and meant long wait times between services.



Feedback on the proposed timetable

We received 27 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 5 respondents agreed with the proposed frequency and running hours, while a few people chose not to provide additional feedback.

Concerns:

- Some respondents noted the service is not frequent enough to meet community needs and does not provide realistic travel options for commuters, students, or families.
- Many respondents recommended increasing the frequency of the service and including off-peak times, such as weekends. This was so that people could enjoy weekend travel without being worried they had no way of getting home.

"The proposed route is adequate but a circuit around Waiuku would be very helpful."

"Yes. Please operate the 395 route at both peak and off-peak times (including weekends) to serve our rural community. This service must run at 30 min intervals as an hour is too long to wait for a bus, especially for our children and the elderly."

395 – Waiuku, Glenbrook, Paerātā Station



Feedback on proposed bus stop locations

We received 21 comments on this part of the proposal from the public, out of a total 278 completed surveys

- 4 respondents agreed with the proposed bus stop locations, while a few people chose not to provide additional feedback.
- **Suggestions:**
- A few people raised that they wanted various new bus stops added in the route to ensure better coverage of the route.
- We also heard that extending the route to Glenbrook would benefit a few families with school aged children going to Paerata Station.

“Yes. Please build bus stops on the 'new' section of Glenbrook Road, to connect our rural community to Paerata Station. We do not have any footpaths or cycle lanes, making buses the only safe option if you wish for commuters to choose PT over cars.”



Suggested improvements to 395

We received 24 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 3 people told us that they generally agreed with what was proposed.

Suggestions:

- 3 people said that they would like to increase the frequency of this service and extend running hours to include late nights and weekends to suit their leisure activities.
- A few respondents suggested adding more bus stops along the route to improve accessibility

“Looking forward to the new station at Paerata - access to the city will be easier from Waiuku.”



396 – Waiuku, Patumahoe, Pukekohe Station

Proposal

We're proposing a new timetable for the 396. Compared with today, buses would start running earlier in the morning, stop running later in the evening, and run more often throughout the day

Buses would run to the new timetable once City Rail Link opens.

13 new bus stops are proposed for the 396 bus service.



Feedback on frequency and running hours of the service

We received 63 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 35 people told us they generally supported the proposal, and also felt the frequency and running hours were adequate.

Key themes:

- Some respondents suggested increasing the frequency of the service to better serve the community.
- A few respondents requested better alignment between bus and train schedules to reduce wait times during transfers, and to improve their overall journey.



Feedback on proposed bus stop locations

We received 59 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 11 respondents agreed with the proposed bus stop locations, while a few people chose not to provide additional feedback.
- A few people said that they wanted to keep things the way they are currently

Concerns:

- Nearly half of the comments opposed the proposed bus stop at 38 Patumahoe Rd, primarily due to concerns about student safety in a congested area outside the school.
- Many respondents also noted that the bus stop placement would reduce available parking, making school pick-up and drop-off more difficult.



Suggested improvements on the 396

We received 44 comments on this part of the proposal from the public, out of a total 278 completed surveys

Positive feedback:

- 4 respondents generally agreed with what was proposed

Concerns:

- Many respondents also reshared their concern about the service not being frequent enough and to increase frequency going forward.
- 6 people told us of their concern regarding the bus stop outside Patumahoe School

Appendix B – Public drop-in feedback summary



Public drop-in sessions

In-person conversations were held with approximately 100 people across six public drop-in sessions at various locations in west Franklin.

40 – **Ngākōroa Station, Auranga, Drury Station (Great North Rd), Papakura Station**

- Support for the proposed service.
- The Karaka Lifestyle Estate needs to be served now.

42 – **Paerātā Rise, Paerātā Station**

- Support for the high frequency connection with to Paerātā Station.
- Needs to serve more of Te Rata Blvd.
- Te Rata Blvd stops need shelters.
- Don't want to have to transfer to get to Pukekohe. See 394.

384 – **Ramarama, Drury Station**

- Support for the proposed service.
- Request for a stop near 111 Fitzgerald Rd.

391 – **Northeast Pukekohe**

- Should also serve the development south of Townie Dr.
- Should serve Franklin Rd.

392 – **Northwest Pukekohe**

- Need stops near Pak 'n Save.

394 – **Pukekohe Station, Paerātā Station**

- Needs to keep running between Pukekohe Station and Paerātā Rise.

393 – **South Pukekohe**

No feedback.



Public drop-in sessions

In-person conversations were held with approximately 100 people across six public drop-in sessions at various locations in west Franklin.

379 – **Clarks Beach, Waiau Pa, Kingseat, Te Hihi, Karaka, Papakura Station**

- Support for the route going to Papakura Station
- Congestion between Karaka and Papakura Station will make this service slow and unreliable.
 - The route should go to Pukekohe Station instead as people use those shops and services. Even if only at off-peak times.
 - Paerātā Station would be closer for people wanting to transfer to a train.
 - AT should use a second, separate route to serve Karaka and Kingseat.
- Buses will be noisy on the coarse road chip on Torkar Rd.
- In Clarks Beach, buses should run in a one-way anticlockwise loop using Torkar Rd, Stella Dr and Stevenson Rd. Catchment area would be larger and the eastern part of Torkar Rd would have half the number of buses.
- Buses should run clockwise instead of anticlockwise.
- Buses should run later at night.
- A 7:45am or 8am departure from Clarks Beach would be helpful for school students.
- Need a stop near Waiau Pa Church.
- Ensure the broken yellow lines included in the design for the proposed bus stop at 18 Seaway Rd don't extend across the existing angle parking.
- Not sure the proposed stops near Orepunga Way will be used.
- School buses pick up at 465 Clarks Beach Rd, Waiau Pa.
- Concerned that cars will pass the proposed stop at 588 Linwood Rd at 80kmph.
- Concerned about visibility at the proposed bus stop at 324 Linwood Rd.
- Stop proposed for McKenzie Rd should be indented.
- Stop proposed for McKenzie Rd will occupy space currently used for parking. Could the stop be moved further east?
- Customers for the garage at 468 Clark Beach Rd park in front of that address – ensure the broken yellow lines included in the design for the proposed bus stop at 466 Clarks Beach Rd don't extend across 468 Clarks Beach Rd.



Public drop-in sessions

In-person conversations were held with approximately 100 people across six public drop-in sessions at various locations in west Franklin.

379 – **Clarks Beach, Waiau Pa, Kingseat, Te Hihi, Karaka, Papakura Station**

Feedback

- 43 Taihiki Rd run an at-home hair salon and are concerned about the proposed stop outside their property replacing space that is currently used for customer parking. They also have a motor home that they need to be able to get on and off the property (there is no driveway for this).
- It can flood around 27 Torkar Rd which would impact the proposed stop at 29 Torkar Rd.
- Request that Torkar Rd bus stops be in front of the turnarounds near the Hall Access to the beach.
- Request for stops at both ends of Seaway Rd.
- Request for a stop by the boating club.
- Request for new stops near the new subdivision.
- Residents at 29 and 44 Torkar Rd don't support a bus stop outside their properties
- 31 Torkar Rd – Don't like having two stops opposite each other.



Public drop-in sessions

In-person conversations were held with approximately 100 people across six public drop-in sessions at various locations in west Franklin.

395 – **Waiuku, Glenbrook, Paerātā Station**

Feedback

- Concern about how long buses will take to travel between Waiuku and Paerātā Station.
- Need stops at the Batty Rd/Glenbrook Rd intersection.
- Need stops at the Charles Rd/Glenbrook Rd intersection.

396 – **Waiuku, Patumahoe, Pukekohe Station**

Feedback

- Support the proposed frequency increase.
- Concern about how long buses to take to travel between Waiuku and Pukekohe Station via Patumahoe – there are other, more direct options.
- Buses on this service aren't busy; can AT use smaller buses?
- Buses need to serve the Waiuku township.
- Need stops near Pukekohe Pak 'n Save.



Appendix C – Partner and stakeholder feedback summary



Elected Member feedback

Franklin Local Board

Generally supportive of the proposed network.

- **42** needs to serve more of Paerātā Rise
- **379** needs to serve Karaka Village.
- Should **379** serve Pukekohe or Paerātā stations due to congestion between Karaka and Papakura.
- **384** needs to serve Bombay.
- Can AT improve bus access to Nga Hau E Wha O Pukekohe Marae?
- Queried the need for the **394** between Pukekohe and Paerātā stations and how many customs are currently using the relevant stops.
- Support higher frequency on **396**.
- Concern that special housing areas won't be served. Glenbrook needs to be included in engagement.
- Buses need to connect with late night trains. However, people living on bus routes may not support late-night buses.
- Requested a service connecting Papakura, Clevedon, Beachlands and Botany.

Franklin Ward Councillor

Generally supportive of the proposed network.

- **40** needs to run every 15mins until 7:30pm for people who work in the city until 5:30pm.
- **384** needs to serve Botany (Mill Rd roundabout via Great South Rd for Tipene School).
- **391** needs to serve Franklin Rd for the stadium and for more direct trips between northeast Pukekohe and the station.
- AT needs to coordinate services with Waikato Regional Council.



Mana whenua feedback

Southern iwi hui

Generally supportive of the proposed network.

- Share Te Reo Māori translation with Tahuna Pa (Waiuku) and Māori Social Services in Pukekohe.
- Interested in services for Clevedon and the rest of Franklin, Pokeno and the rest of Waikato.

Ngāti Te Ata Waiohū

Generally supportive of the proposed network.

- Share Te Reo Māori translation for them to forward to the two Te Ākitai Waiohū Waka Taua marae in Waiuku.
- Drivers of private vehicles need to be reminded to be careful in around new bus stops. Speed of passing traffic on rural roads is particularly concerning.

Ngāti Tamaoho

- Supportive of the proposed network.



Residents Associations

Clarks Beach & Waiau Pa Community & Business Association

All feedback related to the **379** bus service.

- There was disagreement regarding whether the service would be used in the middle of the day.
- If buses went to Papakura Station, morning (6:30am – 8:30am) congestion on Linwood Rd and Hingaia Rd would make the service unreliable. There is no bus priority.
- Buses should go to Pukekohe – the community uses the shops and services there; not Papakura.
- Buses should go to Paerātā Station – this would be more efficient and reliable for people going to Pukekohe and into the city.
- The 5:30am start time and 6:30am start of the peak frequency may not be early enough. Also need late night trips.
- Bus stops need Passenger Information Displays (DIPs).
- To serve more of Clarks Beach, the route should use Stella Dr instead of Taihiki Rd.
- Concern regarding the large size of the buses.
- Concern regarding the extent of the broken yellow lines in the proposed bus stop designs.
- Need stops for the new development, on Clarks Beach Rd near Mutetai Rd.

Karaka Residents and Ratepayers Association

All feedback related to the **379** bus service.

- People wanting city-bound trains are more likely to want to board at Paerātā Station than Papakura Station.
- The community uses the shops and services in Pukekohe; not Papakura.
- The roads between Karaka and Papakura are very congested during the morning peak.
- Queried whether the service would be used in the middle of the day.
- Queried what information AT referred to when the route was planned.
- Many people don't live within walking distance of the proposed route – they would have to drive and park somewhere along the route to use the service. Queried whether smaller buses could be used to run a network of routes on the smaller local roads, bringing people to the 379 route.



Developer feedback

Karaka Village Development Ltd & Karaka North Village Ltd

- Support the **379** going to Papakura Station – it would run near Rosehill College (the in-zone secondary school) and there are more jobs in Papakura. Drury Station could be an alternative when that area is more developed.
- The proposed eastbound bus stop on Karaka Village Pde would replace parking. There should be no loss of on-street parking, as it is already limited within the development, and has been installed by the developer for the benefit of residents; it wouldn't be appropriate for AT to remove it. Could the bus stop replace some existing broken yellow lines?
- Support new bus stops within the development, but they need to be in convenient locations where they are likely to be used by customers, such as on Karaka Village Pde near Black Angus Blvd.
- Not sure they support the stops being used as timing points given they will be in a residential area but would accept it if it meant the service was provided and reliable.
- The stop at 324 Linwood Rd could obstruct traffic.
- AT needs to formalise and extend the 50kmph speed limit from the Linwood/Dyke/Blackbridge roundabout to the entry treatment on Linwood Rd west of Black Angus Blvd.

Grafton Downs (Paerātā Rise)

- **42** is only proposed to run as far as Jonah Lomu Dr / Te Rata Blvd, but area is developed through to Te Rata Blvd / Tirikatene Ave. The route should be extended.



Other stakeholders

Waiuku Town Centre Manager

- Support the proposed frequency increase for the **396**.
- The bus stops in Waiuku need shelters.
- In particular, the stop at 2 Queen St needs a shelter – when weather is poor, people try to wait for the bus in the reception area of 6 Queen St, resulting in anti-social behaviour.
- With the **396** running more often, more people will use it and therefore more people will need shelter while they wait.

Patumahoe School

- Support the proposed frequency increase for the **396**.
- Concerned about the proposed bus stops at 38 Patumahoe Rd and 41 Patumahoe Rd:
 - The road is narrow at this location and traffic already has to stop to allow farming machinery through.
 - Demand for parking on Patumahoe Rd is extremely high at pick-up and drop-off times.
 - Introduction of the bus stops might exacerbate existing issues with dangerous and inconsiderate driving and parking.
 - New stops would only be 400m from the existing stops on Mauku Rd.
- Could new stops in a different location be built as the Patty Lane and Kiwifruit orchard are developed?

