

North Shore New Network consultation

Recommendations

That the Board:

- i. Endorses the final New Network for the North Shore, as amended following public consultation, for implementation in conjunction with the PTOM roll-out.

Executive summary

Public consultation on the proposed New Network for the North Shore was undertaken between 2 June and 13 July 2015.

There were over 3,100 responses, including 2,423 completed individual feedback forms and over 750 comments made through an online discussion forum. 54 per cent of people who answered the question “Overall to what extent do you support or oppose the North Shore New Network?” were in support of the proposed changes, and 34 per cent were opposed. As a result of the feedback, we have recommended changes to 21 routes out of 40, and timetable changes for 15 routes. These changes would be expected to significantly increase the level of support for the New Network.

A summary of the consultation report is attached. The full report is available on the Board Books resource centre and will be released on the AT website as soon as the board has considered this report.

The New Network for the North Shore is expected to be implemented in early 2018 following PTOM bus contract procurement towards the end of 2016.

Strategic context

The Regional Public Transport Plan (RPTP), adopted by the Board at its September 2013 meeting, endorsed the principles of a legible, integrated, and connected new network of frequent, connector, and local bus services supporting the Rapid Network (rail and the Northern Busway).

The New Network for the North Shore is aligned with the policies and actions of the RPTP and will make a strong contribution to the RPTP vision of “an integrated, efficient, and effective public transport network that caters for a wide range of trips and is valued by Aucklanders”¹.

Background

The consultation programme for the New Network project is nearly complete, as follows:

- 2013 – South Auckland, Green Bay and Titirangi
- 2014 – West Auckland, Hibiscus Coast, Warkworth, Pukekohe and Waiuku
- 2015 – North Shore, Central and East Auckland

Green Bay, Titirangi, and the Hibiscus Coast have been implemented already, and South Auckland is scheduled for implementation later this year. West Auckland, the Isthmus, East Auckland and the North Shore will be implemented between mid-2017 and early 2018 following phases two and three of PTOM bus contract procurement.

Issues and options

Stakeholder engagement

The public consultation period ran from 2 June to 13 July 2015. Over 3,100 responses were received, including 2,423 completed individual feedback forms and over 750 comments made through an online discussion forum. A consultation brochure was delivered to over 90,000 households on the North Shore, a further 4,500 were handed out by AT Ambassadors at stops and busway stations, and several thousand more were given out to people at one of 20 public events.

54 per cent of people who answered the question “Overall to what extent do you support or oppose the North Shore New Network?” were in support of the proposed changes, and 34 per cent were opposed. As a result of the feedback, we have recommended changes to 21 routes out of 40, and timetable changes for 15 routes. These changes would be expected to significantly increase the level of support for the New Network.

The following local network issues (among others) were raised during consultation and have been able to be resolved in the final network:

- Loss of East Coast Bays connection along the full length of Beach Road
- Opposition to proposed route through Sunrise Ave, Mairangi Bay
- Loss of connection between Northcote, Hillcrest, and Glenfield

¹ RPTP 2015 Chapter 4, page 21.

- Lack of Sunnynook Station access and lack of busway access from Campbells Bay
- Loss of service along the length of Albany Highway, and along Bush Road, North Harbour
- Lack of buses through North Shore Hospital
- Routing of services through Devonport, Vauxhall and Cheltenham

Express buses to City Centre

The final New Network will implement a Rapid Transit model on the Northern Busway, i.e. frequent, high capacity spine service, and dedicated feeder services. This is the same way that the network would operate if there was heavy or light rail along the Northern Busway alignment.

This means, however, that some people, particularly those in the upper East Coast Bays, will no longer be able to take a 'one seat ride' all the way to the city in peak periods. This disbenefit will be offset by the integrated zonal fares which will be in place later this year; more direct and more frequent feeder services with longer spans of operation, particularly in the mid- to late-evening; and the clear distinction between standard bus operation of feeder services and the use of high capacity double-decker buses on the busway services. The current frequent Northern Express to and from Britomart (Lower Albert St) will be supplemented by a second frequent Northern Express route (NX2) to and from the Learning Quarter via Wellesley St, also to be operated with double decker buses, as a natural development of the very successful 881 route.

The main driver for implementing this model of operation is the need to make the most efficient use possible of central city road space, particularly in the evening peak period when it is increasingly difficult to find sufficient layover spaces and facilities for waiting and boarding passengers. Outbound passengers to the East Coast Bays and some other parts of the North Shore will be able to take a very frequent Northern Express bus from either Britomart or the Learning Quarter / Wellesley St, and complete their journeys on a feeder service operating from a busway station every 10 – 15 minutes, rather than relying on a through service from the City which may only operate every 20 – 30 minutes currently.

For this model to work effectively in the morning peak period, it will be essential to provide sufficient capacity from Constellation and other intermediate stations on the busway, by running additional services starting empty at Constellation Station.

By running feeder services connecting to spine services at the busway it is possible to run more frequent services from the suburbs with the same resources. It is essential to operate frequent services for the broad peak period in the morning and particularly in the afternoons so that passengers can rely on frequent services to get them home even if they finish work after 6pm.

Feeders allow fewer routes and buses overall to be arriving in and departing from the city centre, but with higher frequency services on the core spine routes.

City Centre routes

All bus services across the Harbour Bridge will follow one of three routes in the City Centre (see attachment 2.5 – North Shore services – City Centre routes map):

1. Britomart via Fanshawe Street – NX1 and Onewa Rd services
2. Learning Quarter (Auckland and AUT universities) via Victoria St eastbound and Wellesley St westbound – NX2 and other peak and all-day services
3. Newmarket via Karangahape Road² and Auckland City Hospital – NX3 and Highbury service (weekdays only).

Planning is underway for a number of City Centre projects required to enhance and enable the first two of these routes in particular – eg, the Fanshawe Street busway on 1 and, on 2, passenger and operational facilities for North Shore buses terminating in the Learning Quarter. Some measures (eg, bus lanes on Wellesley St) have already been implemented in conjunction with service changes required for the City Rail Link enabling works.

Infrastructure

An estimated 100 to 150 new or relocated bus stops will be required to support the New Network on the North Shore. These requirements, once detailed specifications have been developed, will be fed into the capital prioritisation programme for 2017/18 alongside required work for other parts of Auckland. All Northern Busway stations are being assessed for their adequacy in terms of capacity and bus stacking and positioning requirements, particularly at Constellation Station.

Although no major new infrastructure projects (eg, additional bus stations) are critical to the delivery of the North Shore New Network bus services, however, a number of projects have been identified that would be desirable to deliver operational efficiencies / costs savings and/or a better customer experience, and these will be added to the next Long Term Plan, if they cannot be accommodated within the Bus Stop Capital Programme. Examples include:

- Verrans Corner – additional bus layover facilities
- Northcote Town Centre – new bus stop and roading / bus priority measures to support two way operations
- Glenfield Town Centre – additional northbound bus stop capacity
- Birkdale Road – better bus-to-bus connection environment at northern and southern ends

² Via Ponsonby Rd or not will be dependent on bus priority investigations

Traffic, congestion and patronage

The New Network will result in changes to the number of buses using individual roads and streets throughout the North Shore, at all times of the day. Many local streets will have fewer buses at peak due to having a single route with buses at regular intervals to a single destination such as a busway station, rather than multiple independently-timetabled infrequent routes to various destinations. On the other hand, on roads such as Oteha Valley Rd and Constellation Drive, there will be more buses per hour, but on these roads there is existing or proposed priority for buses in the form of bus or transit (T2, T3) lanes.

AT Metro is working with AT's Network Operations and Safety, Walking and Cycling and Parking teams and with NZTA to ensure that the bus priority programme complements other programmes including route optimisation. The bus priority programme includes route assessments and productivity analysis - ensuring that road space is allocated so as to maximise the movement of people rather than vehicles. Investments in infrastructure specifically for buses will be prioritised according to the Regional Public Transport Plan's Rapid, Frequent, Connector and Local network hierarchy.

Experience elsewhere suggests that there may be an initial dip in patronage due to disaffected users changing modes, followed by gradually increasing patronage as new users are attracted by the more legible, consistent and frequent service offering and as some of the disaffected users return to the network.

Given that similar structural changes in the Titirangi, Green Bay and South Lynn area in August 2014 have seen year on year boardings at bus stops in the affected area grow in the order of 35% - even without the provision of all-day "frequent" (ie, every 15 minutes) services - it is reasonable to predict boardings on the North Shore local network to grow by approximately 15% after 12 - 18 months. Currently there are approximately 8,500 bus boardings at North Shore bus stops (excluding at bus stations) in the morning peak two hours. A 15% increase in patronage on the local bus network would remove approximately 1,000 cars from the street network, which will relieve congestion and also help to manage the growth in demand for park and ride facilities.

Implementation

The North Shore network changes will be implemented after PTOM tendering and contract negotiations have been completed in accordance with the procurement strategy already adopted by the Board.

To deliver the proposals and increase services for this part of the New Network there is expected to be an increase in the bus service kilometres in the order of 20% and bus service hours in the order of 15% compared to current. Exact increases in peak vehicle requirements, bus service hours and kilometres will be calculated when actual timetables are prepared for procurement following endorsement of the final network. Any increase in cost will need to be absorbed within the bus service operating budget set for future years and through the PTOM procurement process. Where overall bus service costs following PTOM procurement exceed budget, planned service levels may be reduced. The service specifications for procurement purposes will be scalable to permit this if necessary.

Next steps






Once the board endorses the New Network for the North Shore as described in this report, the consultation report and supporting documents will be released. At that time we will inform the public, submitters and key stakeholders that the New Network for the North Shore has been confirmed. All submitters who gave contact details will be notified by email or letter and the report and updated maps will be published on the consultation website. A copy of the consultation summary and decision report will be available from local libraries and Local Board offices. In addition key stakeholders will receive a personalised response to their submissions. The public will be informed of the decisions by a website update, an email newsletter to subscribers to the New Network newsletter, advertising in local papers, media releases, a story in *Our Auckland*, in the On-Board AT Metro electronic newsletter, and internal communications. Briefing memos will be sent to MPs, councillors, Local Boards, and advisory groups etc. Prior to the information being released publicly the Contact Centre and Customer Service Centre staff will be briefed to prepare for calls and questions.

The route descriptions and timetables for the new services will then be finalised for inclusion in PTOM Procurement specifications. It is intended that the North Shore network will be procured before the end of 2016 for implementation in early 2018.

Attachments

Attachment Number	Description
1	Consultation summary report – executive summary (full report available in Board Books – Resource Centre)
2.1	Map – Existing North Shore network
2.2	Map – North Shore network for public consultation
2.3	Map – North Shore network post-consultation
2.4	Map – North Shore network post-consultation – with changes identified
2.5	Map – North Shore services – City Centre routes

Document ownership

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Glossary

Acronym	Description
RPTP	Regional Public Transport Plan
PTOM	Public Transport Operating Model

Attachment 1

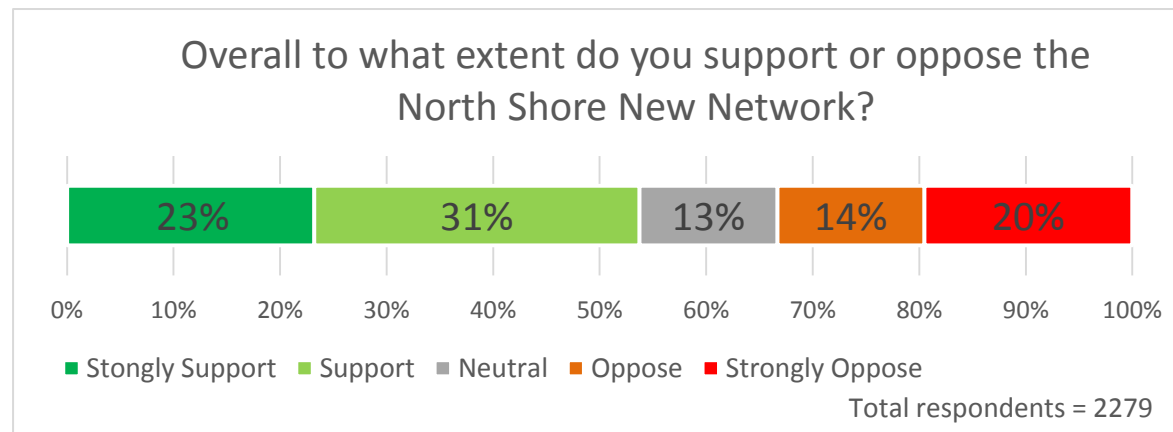
Consultation summary and decisions report – Executive summary

Consultation on the proposed New Network for the North Shore was open for a six week period from 2 June to 13 July 2015. 2,423 completed individual feedback forms were received, including 26 in Chinese. Over 750 comments in the discussion forum and other online tools were included in the analysis, and a further 44 free-form submissions were received from key stakeholders, and eight from members of the public. All feedback was read by staff and considered along with budget and other practical constraints when developing the final network.

Overall, respondents were supportive of the proposed network. 54 per cent of respondents (1,225 people) who completed the question below, supported or strongly supported the proposal, while 34 per cent (759 people) were opposed or strongly opposed.

This shows that while there are aspects of the New Network that some people dislike, in general most people see benefits in the proposed network. We expect that the changes made to the network to address concerns raised through the consultation will significantly increase the number of people who support the final network.

In total Auckland Transport consulted on 40 proposed routes. As a result of feedback route changes were made to 21 of these, and two entirely new routes were added. One route was removed, however most of the bus stops served by this route (all except three) will be served by other routes. Of the 40 proposed routes 15 had timetable changes, to frequency and/or hours of operation.



Proposed services and number of changes	
Total number of proposed services	40
Services with changes to routes	21
New services added	2
Services removed	1
Services with change to hours of operation or frequency	15

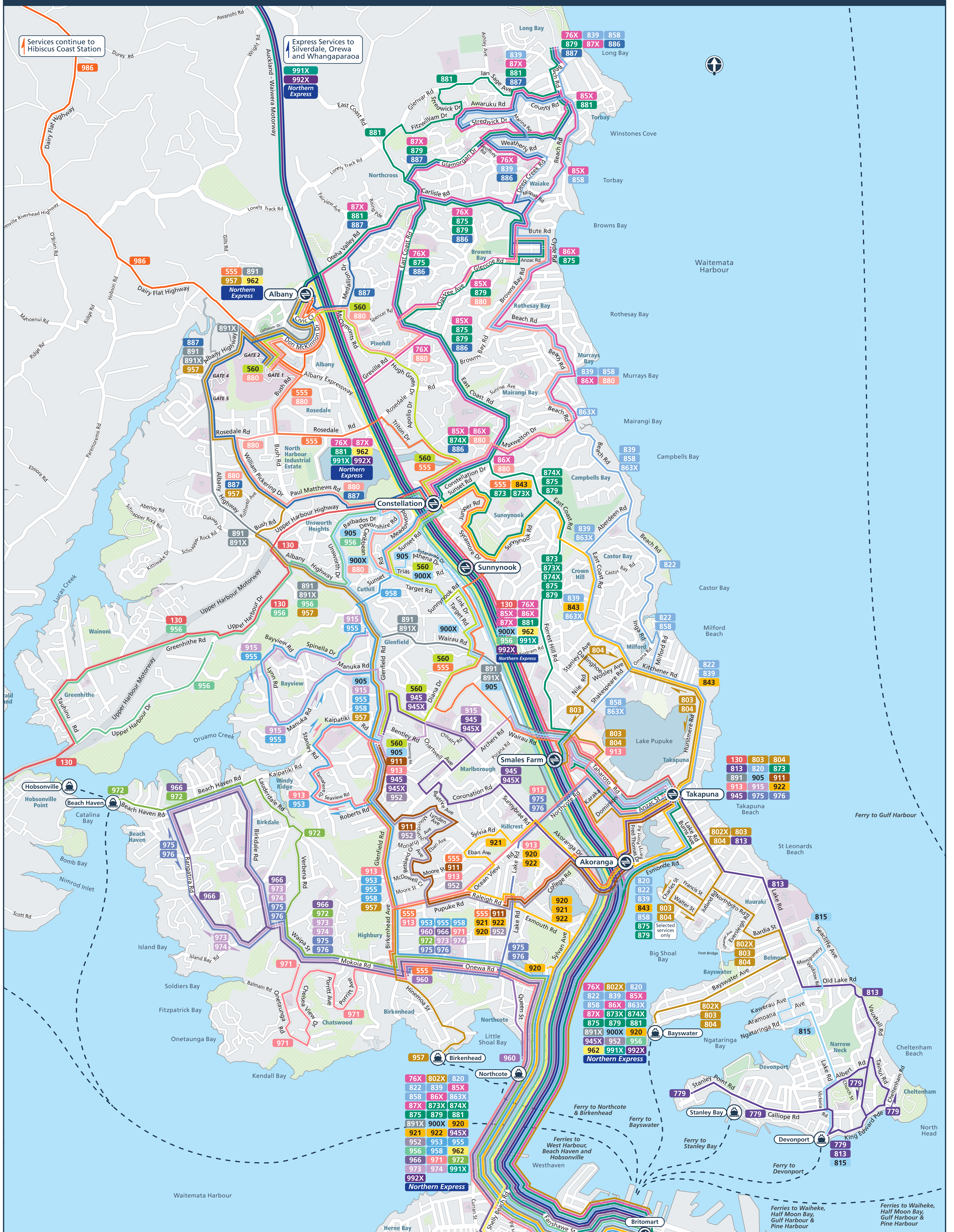
The key changes are set out in the table below.

Route number	Final New Network for North Shore Changes based on feedback from consultation
NX1	<ul style="list-style-type: none"> No change.
NX2	<ul style="list-style-type: none"> No change.
NX3	<ul style="list-style-type: none"> No change.
N4	<ul style="list-style-type: none"> Increased frequency in peak, last bus later at night.
N4a	<ul style="list-style-type: none"> Operate independently of N4 and extend from Takapuna to Akoranga Station, renumbered to N46.
N6	<ul style="list-style-type: none"> First bus in morning earlier, last bus later at night.
N8	<ul style="list-style-type: none"> First bus in morning earlier, last bus later at night.
N9	<ul style="list-style-type: none"> First bus in morning earlier, last bus later at night.
N11	<ul style="list-style-type: none"> Travel via Jutland Rd, not Francis St and Hart Rd. Extend to Bayswater instead of terminating at Belmont.
N12	<ul style="list-style-type: none"> No change
N13	<ul style="list-style-type: none"> Travel via King Edward Parade, Church St, Vauxhall Rd, not Victoria Rd and Albert Rd. Reduced frequency in peak and earlier finish weekends due to not serving shops.
N21/a	<ul style="list-style-type: none"> N21a timed to meet ferry at Northcote Point. Renumbered N21.
N21b	<ul style="list-style-type: none"> Deleted N21b.
N23a	<ul style="list-style-type: none"> To travel to Akoranga Station (not Smales Farm Station) via Akoranga Dr.
N23b	<ul style="list-style-type: none"> No change.
N24	<ul style="list-style-type: none"> Instead of travelling to Smales Farm Station, travel to Glenfield Shops via Chartwell Ave.
N25	<ul style="list-style-type: none"> From Glenfield Rd instead of traveling via Bentley Ave, Chartwell Ave, Lingfield St, Blenheim St into Archers, instead travel right into Chivalry Rd, left into Archers Rd, then as per proposed route. Between Northcote Shops and Akoranga Dr travel via Lake Rd (not through shops) and Akoranga Dr instead of via College Rd. Operate via North Shore Hospital (all trips).
N30	<ul style="list-style-type: none"> Route through Devonport, via Victoria Rd, Albert Rd, not King Edward Parade, Church St and Vauxhall Rd. Change terminus at northern end of the route from Smales Farm Station to Akoranga Station.

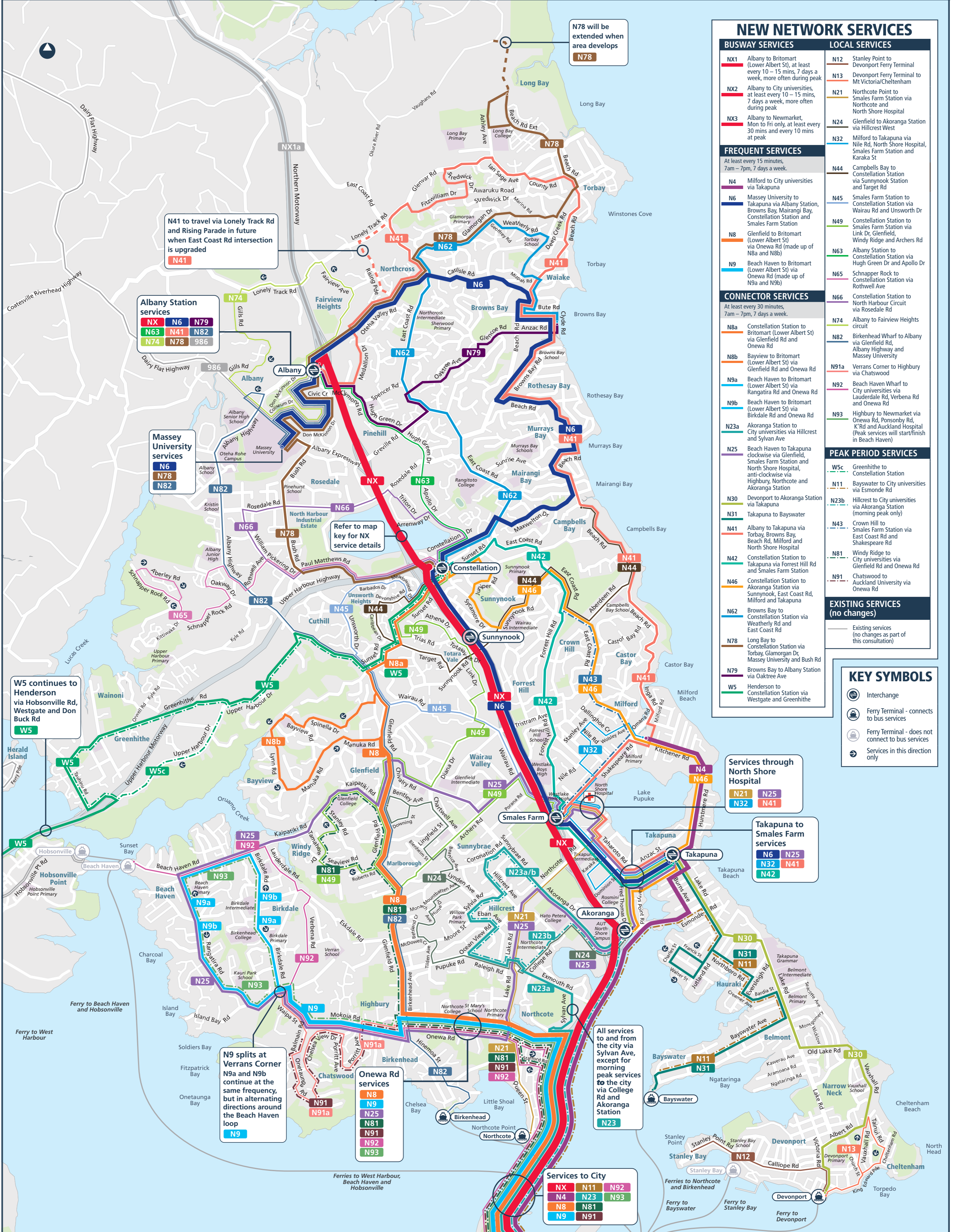
Route number	Final New Network for North Shore Changes based on feedback from consultation
	<ul style="list-style-type: none"> • First bus in morning earlier, last bus later at night, more frequency at peak and after 7pm.
N31	<ul style="list-style-type: none"> • Travel via Jutland Rd and Francis St, Charles St, Walter St loop, not Hart Rd • Shorten route to terminate at Takapuna.
N32	<ul style="list-style-type: none"> • Extend hours to include peak and weekends.
N41	<ul style="list-style-type: none"> • No longer travel via Sunrise Ave to Constellation Station. • Now travels between Albany and Takapuna. • From Albany to Brown's Bay route will follow N79 (as it was originally proposed), except via Medallion Dr, and Beach Rd instead of Deep Creek Rd. From Browns Bay to Takapuna, route will travel via Browns Bay Rd, Beach Rd, and follow route N41 to Smales Farm Station, then North Shore Hospital, Taharoto Rd, and Anzac St. • First bus in morning earlier, last bus later at night.
N42	<ul style="list-style-type: none"> • New route Constellation Station to Takapuna via Forrest Hill Rd (previously part of N31 to Bayswater). • First bus in morning earlier, last bus later at night.
N43	<ul style="list-style-type: none"> • No change.
N44	<ul style="list-style-type: none"> • New route connecting Campbells Bay with Sunnynook Station, returning service to Aberdeen Rd, then travelling via Target Rd (was previously on route N49) and returning service to Caribbean Drive and Devonshire Rd.
N45	<ul style="list-style-type: none"> • No change.
N49	<ul style="list-style-type: none"> • Now depart from Constellation Station then travel via Trias Rd, Athena Dr, Trias Rd, Totaravale Dr to Link Dr then as per proposed route. Southern end not to terminate at Windy Ridge but continue via Glenfield Rd, Archers Rd, Wairau Rd to Smales Farm Station. • Last bus later at night.
N62	<ul style="list-style-type: none"> • Northern end of route instead of travelling via Oteha Valley Rd to Albany, to travel via East Coast Rd, Glamorgan Dr, Geoffrey Rd, Weatherly Rd, Deep Creek Rd, Mizpah Rd, Beach Rd, Bute Rd to Browns Bay terminus. • First bus in morning earlier, last bus later at night.
N63	<ul style="list-style-type: none"> • No change.
N65	<ul style="list-style-type: none"> • Now more direct to Constellation Station via Rothwell Ave, William Pickering Dr, Paul Matthews Rd and Upper Harbour Highway, not Rosedale Rd, Triton Dr and Apollo Dr.
N66	<ul style="list-style-type: none"> • Now running as a loop (two directional) around the North Harbour Industrial Estate. • Due to service now almost exclusively serving the industrial estate it will operate Monday to Friday only.
N74	<ul style="list-style-type: none"> • No change.
N78	<ul style="list-style-type: none"> • Extended from Massey University to Constellation Station via Bush Rd, Paul Matthews Rd and Upper Harbour Highway. • First bus in morning earlier, last bus later at night.

Route number	Final New Network for North Shore Changes based on feedback from consultation
N79	<ul style="list-style-type: none"> • Shorten route to operate between Browns Bay and Albany via Oaktree Ave. • First bus in morning earlier, last bus later at night.
N81	<ul style="list-style-type: none"> • Trips <i>from</i> city to travel via Stafford Rd.
N82	<ul style="list-style-type: none"> • Northern end of route, instead of traveling via Sunset Rd, Constellation Station, motorway and Albany Expressway, travel length of Albany Highway and onto Massey Uni. • Southern end of route extend to Birkenhead Wharf. • First bus in morning earlier, last bus later at night. • Service will now operate weekends.
N91	<ul style="list-style-type: none"> • Additional inter-peak trips between Verrans Corner and Highbury via Chatswood. • Trips <i>from</i> city to travel via Stafford Rd.
N92	<ul style="list-style-type: none"> • Trips <i>from</i> city to travel via Stafford Rd.
N93	<ul style="list-style-type: none"> • Extend peak services (am and pm) to operate around Beach Haven loop. • First bus in morning earlier.
W5	<ul style="list-style-type: none"> • No change.
Late night weekend services	<ul style="list-style-type: none"> • No special 'NiteRider' services but extended hours on some services Friday/Saturday nights and into the following mornings.

North Shore Current Services



North Shore New Network Post-consultation



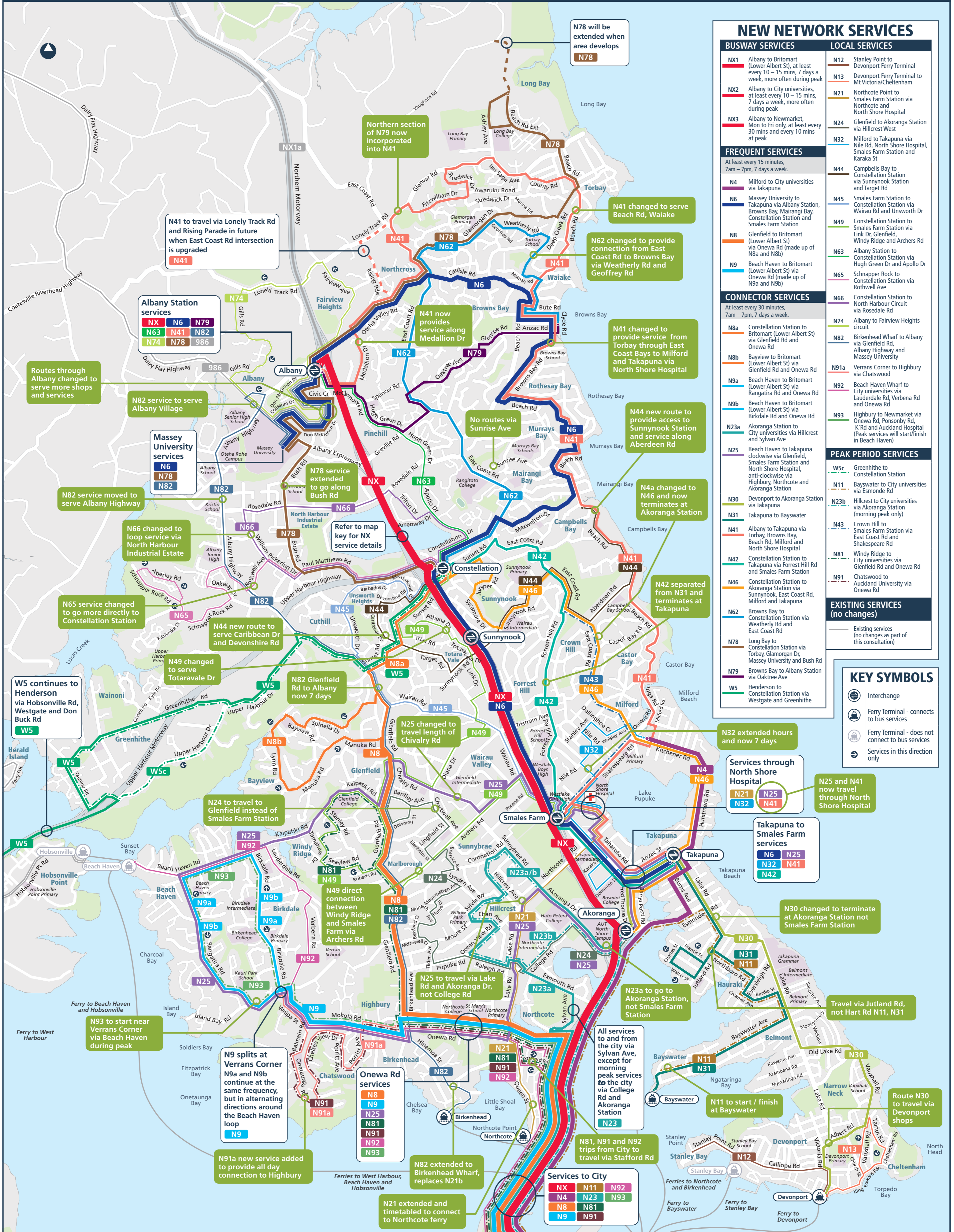
NEW NETWORK SERVICES

BUSWAY SERVICES	LOCAL SERVICES
NX1 Albany to Britomart (Lower Albert St), at least every 10 – 15 mins, 7 days a week, more often during peak	N12 Stanley Point to Devonport Ferry Terminal
NX2 Albany to City universities, at least every 10 – 15 mins, 7 days a week, more often during peak	N13 Devonport Ferry Terminal to Mt Victoria/Cheltenham
NX3 Albany to Newmarket, Mon to Fri only, at least every 30 mins and every 10 mins at peak	N21 Northcote Point to Smales Farm Station via Northcote and North Shore Hospital
	N24 Glenfield to Akoranga Station via Hillcrest West
	N32 Milford to Takapuna via Nile Rd, North Shore Hospital, Smales Farm Station and Karaka St
	N44 Campbells Bay to Constellation Station via Sunnook Station and Target Rd
	N45 Smales Farm Station to Constellation Station via Wairau Rd and Unsworth Dr
	N49 Constellation Station to Smales Farm Station via Link Rd, Glenfield, Windy Ridge and Archers Rd
	N63 Albany Station to Constellation Station via Hugh Green Dr and Apollo Dr
	N65 Schnapper Rock to Constellation Station via Rothwell Ave
	N66 Constellation Station to North Harbour Circuit via Rosedale Rd
	N74 Albany to Fairview Heights circuit
	N82 Birkenhead Wharf to Albany via Glenfield Rd, Albany Highway and Massey University
	N91a Verrans Corner to Highbury via Chatswood
	N92 Beach Haven Wharf to City universities via Lauderdale Rd, Verbena Rd and Onewa Rd
	N93 Highbury to Newmarket via Onewa Rd, Ponsonby Rd, K Rd and Auckland Hospital (Peak services will start/finish in Beach Haven)
CONNECTOR SERVICES	PEAK PERIOD SERVICES
At least every 30 minutes, 7am – 7pm, 7 days a week.	W5c Greenhithe to Constellation Station
N8a Constellation Station to Britomart (Lower Albert St) via Glenfield Rd and Onewa Rd	N11 Bayswater to City universities via Esmonde Rd
N8b Bayview to Britomart (Lower Albert St) via Glenfield Rd and Onewa Rd	N23b Hillcrest to City universities via Akoranga Station (morning peak only)
N9a Beach Haven to Britomart (Lower Albert St) via Rangitira Rd and Onewa Rd	N43 Crown Hill to Smales Farm Station via East Coast Rd and Shakespeare Rd
N9b Beach Haven to Britomart (Lower Albert St) via Birkdale Rd and Onewa Rd	N81 Windy Ridge to City universities via Glenfield Rd and Onewa Rd
N23a Akoranga Station to City universities via Hillcrest and Sylvan Ave	N91 Chatswood to Auckland University via Onewa Rd
N25 Beach Haven to Takapuna clockwise via Glenfield, Smales Farm Station and North Shore Hospital, anti-clockwise via Highbury, Northcote and Akoranga Station	
N30 Devonport to Akoranga Station via Takapuna	
N31 Takapuna to Bayswater	
N41 Albany to Takapuna via Torbay, Browns Bay, Beach Rd, Milford and North Shore Hospital	
N42 Constellation Station to Takapuna via Forrest Hill Rd and Smales Farm Station	
N46 Constellation Station to Akoranga Station via Sunnook, East Coast Rd, Milford and Takapuna	
N62 Browns Bay to Constellation Station via Weatherly Rd and East Coast Rd	
N78 Long Bay to Constellation Station via Torbay, Glamorgan Dr, Massey University and Bush Rd	
N79 Browns Bay to Albany Station via Oaktree Ave	

KEY SYMBOLS

- Interchange
- Ferry Terminal - connects to bus services
- Ferry Terminal - does not connect to bus services
- Services in this direction only

North Shore New Network Post-consultation



NEW NETWORK SERVICES

BUSWAY SERVICES		LOCAL SERVICES	
NX1	Albany to Britomart (Lower Albert St), at least every 10 – 15 mins, 7 days a week, more often during peak	N12	Stanley Point to Devonport Ferry Terminal
NX2	Albany to City universities, at least every 10 – 15 mins, 7 days a week, more often during peak	N13	Devonport Ferry Terminal to Mt Victoria/Cheltenham
NX3	Albany to Newmarket, Mon to Fri only, at least every 30 mins and every 10 mins at peak	N21	Northcote Point to Smales Farm Station via Northcote and North Shore Hospital
FREQUENT SERVICES		N24	Glenfield to Akoranga Station via Hillcrest West
At least every 15 minutes, 7am – 7pm, 7 days a week.		N32	Milford to Takapuna via Nile Rd, North Shore Hospital, Smales Farm Station and Karaka St
N4	Milford to City universities via Takapuna	N44	Campbells Bay to Constellation Station via Sunnynook Station and Target Rd
N6	Massey University to Takapuna via Albany Station, Constellation Station and Smales Farm Station	N45	Smales Farm Station to Constellation Station via Wairau Rd and Unsworth Dr
N8	Glenfield to Britomart (Lower Albert St) via Onewa Rd (made up of N8a and N8b)	N49	Constellation Station to Smales Farm Station via Link Dr, Glenfield, Windy Ridge and Archers Rd
N9	Beach Haven to Britomart (Lower Albert St) via Onewa Rd (made up of N9a and N9b)	N63	Albany to Constellation Station via Hugh Green Dr and Apollo Dr
CONNECTOR SERVICES		N65	Schnapper Rock to Constellation Station via Rothwell Ave
At least every 30 minutes, 7am – 7pm, 7 days a week.		N66	Constellation Station to North Harbour Circuit via Rosedale Rd
N8a	Constellation Station to Britomart (Lower Albert St) via Glenfield Rd and Onewa Rd	N74	Albany to Fairview Heights circuit
N8b	Bayview to Britomart (Lower Albert St) via Glenfield Rd and Onewa Rd	N82	Birkenhead Wharf to Albany via Glenfield Rd, Albany Highway and Massey University
N9a	Beach Haven to Britomart (Lower Albert St) via Rangitira Rd and Onewa Rd	N91a	Verrans Corner to Highbury via Chatswood
N9b	Beach Haven to Britomart (Lower Albert St) via Birkdale Rd and Onewa Rd	N92	Beach Haven Wharf to City universities via Lauderdale Rd, Verbena Rd and Onewa Rd
N23a	Akoranga Station to City universities via Hillcrest and Sylvan Ave	N93	Highbury to Newmarket via Onewa Rd, Penonby Rd, K Rd and Auckland Hospital (Peak services will start/finish in Beach Haven)
N25	Beach Haven to Takapuna clockwise via Glenfield, Smales Farm Station and North Shore Hospital, anti-clockwise via Highbury, Northcote and Akoranga Station	PEAK PERIOD SERVICES	
N30	Devonport to Akoranga Station via Takapuna	W5c	Greenhithe to Constellation Station
N31	Takapuna to Bayswater	N11	Bayswater to City universities via Esmonde Rd
N41	Albany to Takapuna via Torbay, Browns Bay, Beach Rd, Milford and North Shore Hospital	N23b	Hillcrest to City universities via Akoranga Station (morning peak only)
N42	Constellation Station to Takapuna via Forrest Hill Rd and Smales Farm Station	N43	Crown Hill to Smales Farm Station via East Coast Rd and Shakespeare Rd
N46	Constellation Station to Akoranga Station via Sunnynook, East Coast Rd, Milford and Takapuna	N81	Windy Ridge to City universities via Glenfield Rd and Onewa Rd
N62	Browns Bay to Constellation Station via Weatherly Rd and East Coast Rd	N91	Chatswood to Auckland University via Onewa Rd
N78	Long Bay to Constellation Station via Torbay, Glamorgan Dr, Massey University and Bush Rd	EXISTING SERVICES (no changes)	
N79	Browns Bay to Albany Station via Oaktree Ave	Existing services (no changes as part of this consultation)	
KEY SYMBOLS		<ul style="list-style-type: none"> Interchange Ferry Terminal - connects to bus services Ferry Terminal - does not connect to bus services Services in this direction only 	

Services through North Shore Hospital
N21, N25, N32, N41

Takapuna to Smales Farm services
N6, N25, N32, N41, N42

Services to and from the city via Sylvan Ave, except for morning peak services to the city via College Rd and Akoranga Station
N23

Services to City
NX, N11, N92, N4, N23, N93, N8, N81, N9, N91

N32 extended hours and now 7 days

N25 and N41 now travel through North Shore Hospital

N30 changed to terminate at Akoranga Station not Smales Farm Station

Travel via Jutland Rd, not Hart Rd N11, N31

Route N30 to travel via Devonport shops

N93 to start near Verrans Corner via Beach Haven during peak

N9 splits at Verrans Corner N9a and N9b continue at the same frequency, but in alternating directions around the Beach Haven loop

N91a new service added to provide all day connection to Highbury

N82 extended to Birkenhead Wharf, replaces N21b

N21 extended and timetabled to connect to Northcote ferry

N41 to travel via Lonely Track Rd and Rising Parade in future when East Coast Rd intersection is upgraded

N41 changed to serve Beach Rd, Waiake

N62 changed to provide connection from East Coast Rd to Browns Bay via Weatherly Rd and Geoffrey Rd

N41 changed to provide service from Torbay through East Coast Bays to Milford and Takapuna via North Shore Hospital

N44 new route to provide access to Sunnynook Station and service along Aberdeen Rd

N42 separated from N31 and terminates at Takapuna

N4a changed to N46 and now terminates at Akoranga Station

N49 changed to serve Totoravale Dr

N82 Glenfield Rd to Albany now 7 days

N24 to travel to Glenfield instead of Smales Farm Station

N25 changed to travel length of Chivalry Rd

N49 direct connection between Windy Ridge and Smales Farm via Archers Rd

N25 to travel via Lake Rd and Akoranga Dr, not College Rd

N23a to go to Akoranga Station, not Smales Farm Station

All services to and from the city via Sylvan Ave, except for morning peak services to the city via College Rd and Akoranga Station

N81, N91 and N92 trips from City to travel via Stafford Rd

N93 to start near Verrans Corner via Beach Haven during peak

N9 splits at Verrans Corner N9a and N9b continue at the same frequency, but in alternating directions around the Beach Haven loop

N91a new service added to provide all day connection to Highbury

N82 extended to Birkenhead Wharf, replaces N21b

N21 extended and timetabled to connect to Northcote ferry

New Network for the North Shore

Consultation summary and decisions report



Help us transform North Shore's bus network

Feedback is open 2 June to 13 July 2015



**Tell us what you think about the
New Network for public transport**

Published April 2016

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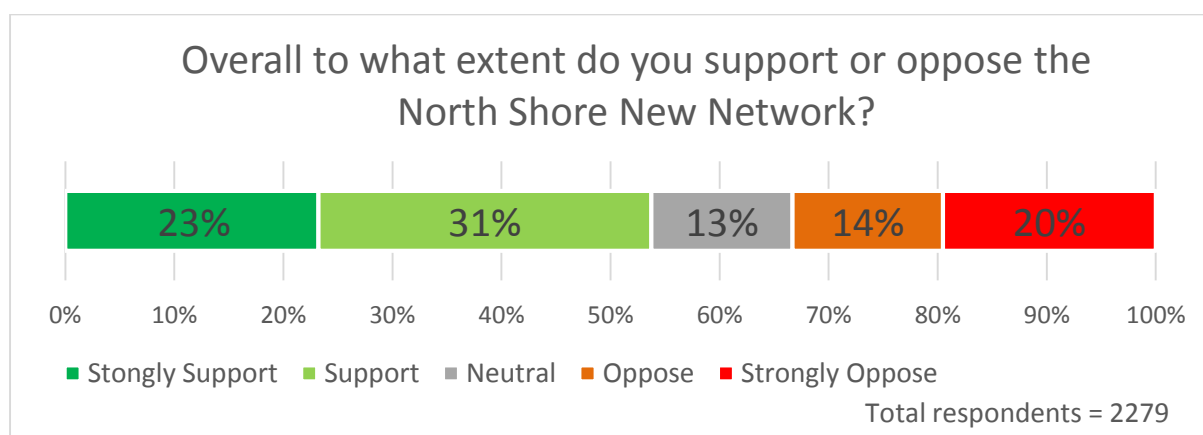
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1 Executive summary

Consultation on the proposed New Network for the North Shore was open for a six week period from 2 June to 13 July 2015. 2423 completed individual feedback forms were received, including 26 in Chinese. Over 750 comments from the discussion forum and other online tools were included in the analysis, as well as a further 44 free-form submissions from key stakeholders, and eight free-form submissions from members of the public. All feedback was read by staff and considered, along with budget and other practical constraints, when developing the final network.

Overall, respondents were supportive of the proposed network. 54 per cent of respondents (1,225 people) who completed the question below, supported or strongly supported the proposal, while 34 per cent (759 people) were opposed or strongly opposed.



This shows that while there are aspects of the New Network that some people dislike, in general most people see benefits in the proposed network. We expect that the changes made to the network to address concerns raised in the consultation will significantly increase the number of people who support the final network.

In total Auckland Transport consulted on 40 proposed routes. As a result of feedback route changes were made to 21 of these, and two entirely new routes were added. One route was removed, however most of the bus stops served by this route (all except three), will be served by other routes. Of the 40 proposed routes 15 had timetable changes, to frequency and/or hours of operation.

Proposed services and number of changes	
Total number of proposed services	40
Services with changes to routes	21
New services added	2
Services removed	1
Services with change to hours of operation or frequency	15

The key changes are set out in the table below.

Route number	Final New Network for North Shore Changes based on feedback from consultation
NX1	<ul style="list-style-type: none"> No change.
NX2	<ul style="list-style-type: none"> No change.
NX3	<ul style="list-style-type: none"> No change.
N4	<ul style="list-style-type: none"> Increased frequency in peak, last bus later at night.
N4a	<ul style="list-style-type: none"> Operate independently of N4 and extend from Takapuna to Akoranga Station, renumbered to N46.
N6	<ul style="list-style-type: none"> First bus in morning earlier, last bus later at night.
N8	<ul style="list-style-type: none"> First bus in morning earlier, last bus later at night.
N9	<ul style="list-style-type: none"> First bus in morning earlier, last bus later at night.
N11	<ul style="list-style-type: none"> Travel via Jutland Rd, not Francis St and Hart Rd. Extend to Bayswater instead of terminating at Belmont.
N12	<ul style="list-style-type: none"> No change
N13	<ul style="list-style-type: none"> Travel via King Edward Parade, Church St, Vauxhall Rd, not Victoria Rd and Albert Rd. Reduced frequency in peak and earlier finish weekends due to not serving shops.
N21/a	<ul style="list-style-type: none"> N21a timed to meet ferry at Northcote Point. Renumbered N21.
N21b	<ul style="list-style-type: none"> Deleted N21b.
N23a	<ul style="list-style-type: none"> To travel to Akoranga Station (not Smales Farm Station) via Akoranga Dr.
N23b	<ul style="list-style-type: none"> No change.
N24	<ul style="list-style-type: none"> Instead of travelling to Smales Farm Station, travel to Glenfield Shops via Chartwell Ave.
N25	<ul style="list-style-type: none"> From Glenfield Rd instead of traveling via Bentley Ave, Chartwell Ave, Lingfield St, Blenheim St into Archers, instead travel right into Chivalry Rd, left into Archers Rd, then as per proposed route. Between Northcote Shops and Akoranga Dr travel via Lake Rd (not through shops) and Akoranga Dr instead of via College Rd. Operate via North Shore Hospital (all trips).
N30	<ul style="list-style-type: none"> Route through Devonport, via Victoria Rd, Albert Rd, not King Edward Parade, Church St and Vauxhall Rd. Change terminus at northern end of the route from Smales Farm Station to Akoranga Station. First bus in morning earlier, last bus later at night, more frequency at peak and after 7pm.
N31	<ul style="list-style-type: none"> Travel via Jutland Rd and Francis St, Charles St, Walter St loop, not Hart Rd Shorten route to terminate at Takapuna.
N32	<ul style="list-style-type: none"> Extend hours to include peak and weekends.
N41	<ul style="list-style-type: none"> No longer travel via Sunrise Ave to Constellation Station. Now travels between Albany and Takapuna. From Albany to Brown's Bay route will follow N79 (as it was originally proposed), except via Medallion Dr, and Beach Rd instead of Deep Creek Rd. From Browns Bay to Takapuna, route will travel via Browns Bay Rd, Beach Rd, and follow route N41 to Smales Farm Station, then North Shore Hospital, Taharoto Rd, and Anzac St. First bus in morning earlier, last bus later at night.

Route number	Final New Network for North Shore
	Changes based on feedback from consultation
N42	<ul style="list-style-type: none"> • New route Constellation Station to Takapuna via Forrest Hill Rd (previously part of N31 to Bayswater). • First bus in morning earlier, last bus later at night.
N43	<ul style="list-style-type: none"> • No change.
N44	<ul style="list-style-type: none"> • New route connecting Campbells Bay with Sunnynook Station, returning service to Aberdeen Rd, then travelling via Target Rd (was previously on route N49) and returning service to Caribbean Drive and Devonshire Rd.
N45	<ul style="list-style-type: none"> • No change.
N49	<ul style="list-style-type: none"> • Now depart from Constellation Station then travel via Trias Rd, Athena Dr, Trias Rd, Totaravale Dr to Link Dr then as per proposed route. Southern end not to terminate at Windy Ridge but continue via Glenfield Rd, Archers Rd, Wairau Rd to Smales Farm Station. • Last bus later at night.
N62	<ul style="list-style-type: none"> • Northern end of route instead of travelling via Oteha Valley Rd to Albany, to travel via East Coast Rd, Glamorgan Dr, Geoffrey Rd, Weatherly Rd, Deep Creek Rd, Mizpah Rd, Beach Rd, Bute Rd to Browns Bay terminus. • First bus in morning earlier, last bus later at night.
N63	<ul style="list-style-type: none"> • No change.
N65	<ul style="list-style-type: none"> • Now more direct to Constellation Station via Rothwell Ave, William Pickering Dr, Paul Matthews Rd and Upper Harbour Highway, not Rosedale Rd, Triton Dr and Apollo Dr.
N66	<ul style="list-style-type: none"> • Now running as a loop (two directional) around the North Harbour Industrial Estate. • Due to service now almost exclusively serving the industrial estate it will operate Monday to Friday only.
N74	<ul style="list-style-type: none"> • No change.
N78	<ul style="list-style-type: none"> • Extended from Massey University to Constellation Station via Bush Rd, Paul Matthews Rd and Upper Harbour Highway. • First bus in morning earlier, last bus later at night.
N79	<ul style="list-style-type: none"> • Shorten route to operate between Browns Bay and Albany via Oaktree Ave. • First bus in morning earlier, last bus later at night.
N81	<ul style="list-style-type: none"> • Trips <i>from</i> city to travel via Stafford Rd.
N82	<ul style="list-style-type: none"> • Northern end of route, instead of traveling via Sunset Rd, Constellation Station, motorway and Albany Expressway, travel length of Albany Highway and onto Massey Uni. • Southern end of route extend to Birkenhead Wharf. • First bus in morning earlier, last bus later at night. • Service will now operate weekends.
N91	<ul style="list-style-type: none"> • Additional inter-peak trips between Verrans Corner and Highbury via Chatswood. • Trips <i>from</i> city to travel via Stafford Rd.
N92	<ul style="list-style-type: none"> • Trips <i>from</i> city to travel via Stafford Rd.
N93	<ul style="list-style-type: none"> • Extend peak services (am and pm) to operate around Beach Haven loop. • First bus in morning earlier.
W5	<ul style="list-style-type: none"> • No change.
Late night weekend services	<ul style="list-style-type: none"> • No special 'NiteRider' services but extended hours on some services Friday/Saturday nights and into the following mornings.

2 Background

The New Public Transport Network, which affects the whole of Auckland, was proposed as part of the Regional Public Transport Plan (RPTP).

In October 2012, Auckland Transport called for Aucklanders to have their say on the future of public transport in our city, through consultation on the draft RPTP. A total of 719 submissions were received, and a high level of support was shown for the proposed New Network; approximately 70% of respondents indicated either support or strong support for the proposed direction taken.

The RPTP received endorsement from the Auckland Transport Board in March 2013, which meant we could begin local consultation on the proposed New Network as outlined in the RPTP. Due to the scale of the changes proposed, consultation and implementation of the New Network was broken into several areas. In 2013 South Auckland was the first area to be consulted, which was then followed by West Auckland, the Hibiscus Coast, Warkworth, and Pukekohe / Waiuku in 2014; and the North Shore, the Central Suburbs, and East Auckland in 2015. The Hibiscus Coast New Network was first to be implemented in October 2015, and South Auckland will follow in October of this year. The rest of the New Network will be implemented over the next two years.

2.1 Why are we transforming Auckland's public transport network?

If Auckland is to cope with the expected growth in population, public transport must become the transport choice for more Aucklanders.

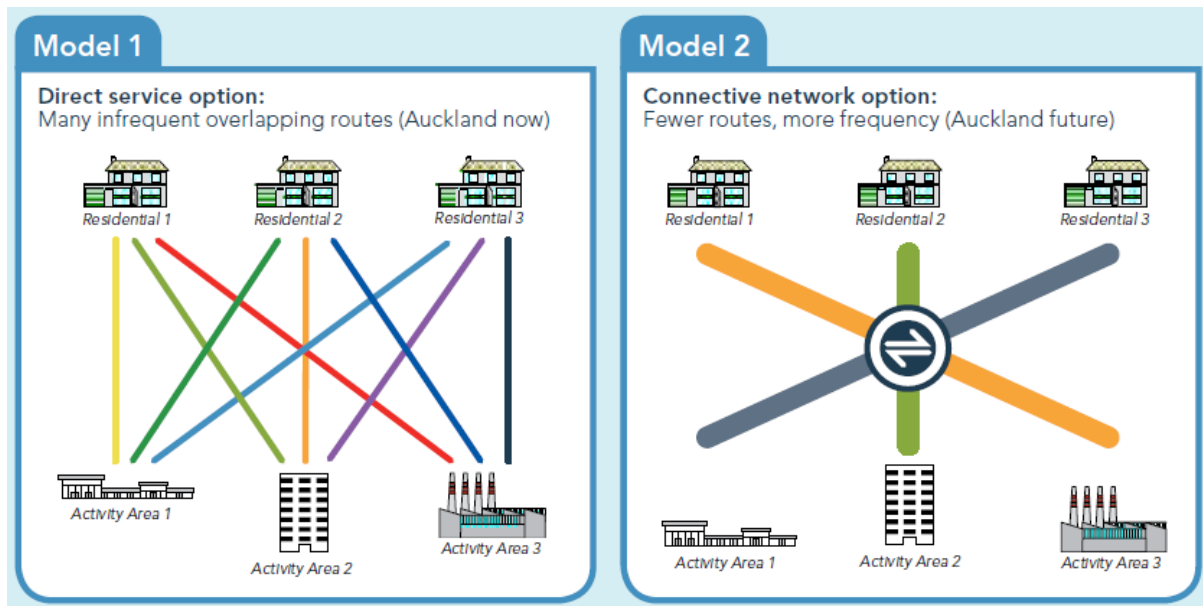
Auckland's current public transport network is complex, and in many places infrequent. Like other cities, it has developed over the years through a series of step-by-step modifications.

In undertaking a complete review and restructure of Auckland's public transport network we have been able to make specific improvements to each area, while addressing the fundamental problems of the current network as a whole. Bold changes are needed in order to provide a better level of service, respond to Auckland's growth, and provide attractive public transport solutions to get Aucklanders where they want to go.

2.2 The principles of the New Network

The New Network fundamentally changes the way bus services operate. The key principle is to run a number of high frequency services that are designed to work together through easy connections. It is based on a principle already working in many North American and European cities.

Auckland's current network tries to run direct services from everywhere to everywhere at low frequencies, as in model 1 of the diagram below. We are moving towards a more connective network as shown in model 2, which has fewer routes but higher frequencies. The point at which the lines intersect illustrates where a transfer would happen.

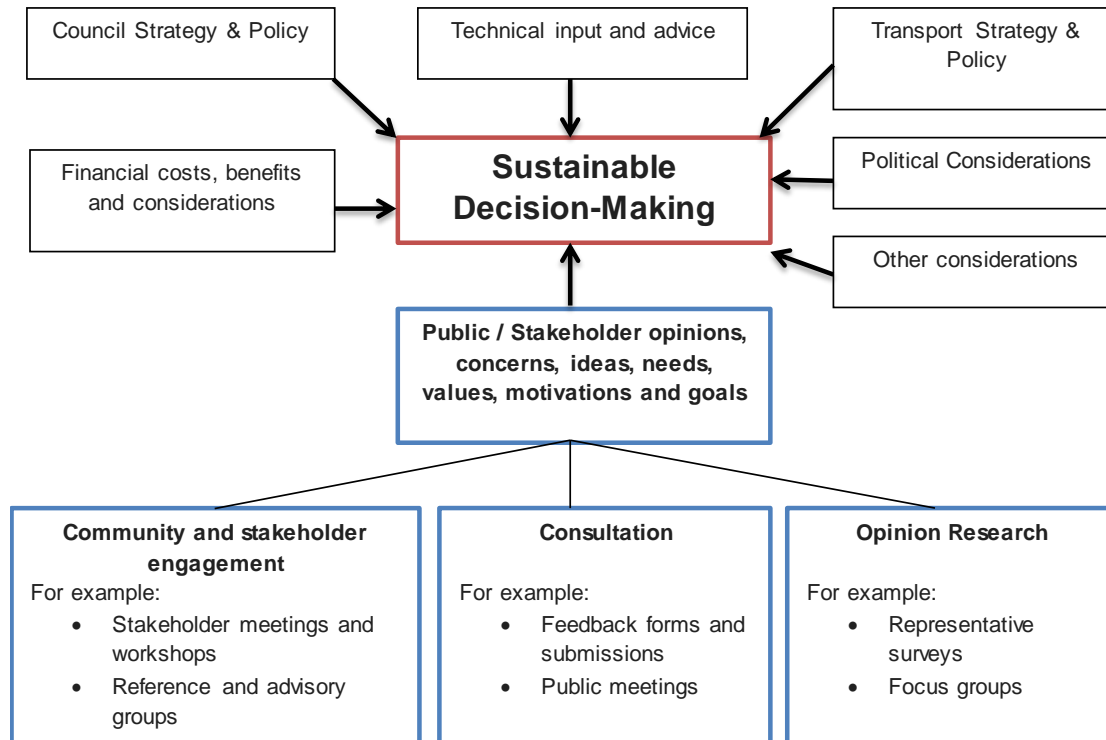


The key benefits of the New Network for Auckland are simplicity, all-day frequency, and connectivity. A simpler network will be easier to understand for new and current users and will make public transport a more attractive and easier option for a wider range of activities, as well as new or one-off trips. Instead of buses only running frequently at morning and evening peak times, some buses will run frequently through the whole day, 7am-7pm, 7 days a week, and more will become frequent over time. A more connected network will provide far greater access to more destinations than ever before.

Under the New Network some journeys may require a transfer. Transfers are essential to both frequency and simplicity, and provide access to a far greater choice of destinations. Transferring will be made easier through the provision of good interchange facilities in major locations, and the cost of transferring will be removed through the introduction of the Simpler Fares system. With Simpler Fares, a fare will be calculated based on the number of zones you travel through as part of your journey, regardless of whether you make a transfer. Improved capacity, including new double decker buses on the busway, will mean that more people will be able to have a seat when transferring at busway stations, and by using a connected model we can run feeder buses at much higher frequencies, particularly at peak times, giving passengers more choice of when and where to travel. These improved connections will provide a hassle-free alternative to driving to a Park and Ride.

2.3 The decision-making process

The feedback that was collected during consultation is one component of the decision-making process, as shown in the diagram below. Feedback from the community is taken into consideration along with the available funding, practical constraints (including which roads are suitable for buses) the trade-offs between good coverage and higher frequencies, relevant policies and other political and technical constraints.



All submissions were read by staff and considered when developing the final network.

While some aspects of the New Network were more heavily influenced by technical and financial considerations, there was scope to adjust routes, times of operation, and (within budget) frequency, in response to public feedback.

In addition to analysing feedback, planners drove proposed and alternative routes in a bus, investigated options on site, and reviewed data on patronage and performance when making decisions.

3 Consultation

3.1 Consultation approach

The New Network is a comprehensive review and transformation of bus services in Auckland, and the biggest change in recent years. Because of the scale of change and the impact it will have on a large number of Aucklanders, a thorough engagement process was carried out to inform and elicit feedback from as many people as possible.

Consultation on the proposed New Network for the North Shore was open for a six week period from 2 June to 13 July 2015.

3.2 Pre-consultation activities

Prior to the public consultation period, Auckland Transport engaged with local boards, councillors, MPs, and public transport operators in the area, and incorporated their initial feedback into the proposal for consultation. Activities included:

- Workshops with local boards affected by the changes
- Workshops with bus operators and drivers operating services on the North Shore

Briefing memos, which provided information about the project and the upcoming public engagement, were also sent to MPs, local boards, and advisory groups prior to the start of public consultation.

3.3 Consultation period activities

Brochure and mail drop

Details of the proposed New Network were published in the consultation brochure (see Appendix 8 Consultation brochure). The brochure contained an explanation of the proposed changes, a map of the proposed routes, a list of the public events, and a freepost feedback form. As a result of feedback from previous consultations, a table outlining the approximate frequencies and the span of hours for each proposed route was also included, to help people evaluate in detail how the New Network would work for them.

The consultation brochure was delivered to all households on the North Shore via NZ Post (over 90,000 brochures in total). In addition Auckland Transport Ambassadors handed out over 4,500 brochures at bus stops and stations on the North Shore and the central city. Auckland Transport staff also handed out thousands of brochures at events.

Brochures were also distributed through the following channels:

- On board buses on the North Shore
- At Auckland Transport and Auckland Council customer service centres
- At North Shore libraries, Citizens Advice Bureaux, and local board offices
- Via the New Network webpage for download
- Hand delivered to specific areas where there were reports that residents had not received brochures (approximately 550 brochures delivered to streets in the Sunnynook area).
- Mailed to the following groups:
 - Residents and business associations

- Community facilities and organisations – e.g. medical centres, churches, community centres
- Schools and youth groups
- Seniors organisations – e.g. retirement villages, Age Concern, Grey Power
- Disability groups – e.g. Blind Foundation, Public Transport Accessibility Group
- Advocacy groups
- Councillors, MPs, local boards, CCOs.

Accessible versions of the brochure were also produced and distributed through accessibility groups, and were available for download on the New Network website. An audio summary of the brochure was made available on the Blind Foundation telephone information service.

The brochure was translated into Chinese and Korean and distributed to the following community groups, as well as being handed out at events and by ambassadors at bus stops and stations:

- Northcote Chinese Association
- The Korean Society of Auckland Inc
- The Shanshan Multicultural Group

Translations were also available on the New Network webpage.

Streets proposed to gain or lose service

In addition to the brochure, residents in the streets where services were proposed to be added or removed were sent an addressed letter highlighting the consultation and that their street was affected. These letters were also sent to people living in other streets near the affected stops.

A poster was installed at each of the 142 stops where service was proposed to be removed (see Appendix 1 Poster placed at stops proposed to lose service). This was designed to make current users aware of the proposed change and inform them of where to go for more information and to provide feedback.

Posters, advertisements, and media

Posters were displayed at the 300 busiest bus stops on the North Shore and at the stops in the central city served by North Shore routes (see Appendix 2 General poster placed at busiest stops). The poster was also featured in 50 Adshel bus shelters, and was displayed in HOP retailers, on board buses, in libraries, customer service centres, and local board offices. It was also distributed to community groups for display at their discretion.

Messages encouraging people to participate in the consultation were placed on the real time information signs at major bus stops, and on the online AT journey planner.

The advertising campaign consisted of:

- Advertisements in the New Zealand Herald and local suburban newspapers.
- Advertisements in Chinese and Korean were published in Chinese and Korean language newspapers.
- Online advertising – web tiles with click through to the New Network webpage.

- Online videos – two comedy videos were produced to raise awareness of the consultation and were advertised on YouTube and TVNZ OnDemand. In total these videos were viewed over 238,000 times through YouTube and a further 112,546 times on TVNZ OnDemand.

To raise awareness amongst students, posters were displayed at Massey University's Albany campus and at AUT and Auckland University. We also contacted the universities and provided material for display through a variety of channels, including their internal newsletter, brochures on campus, posters at halls of residence, advertisements on campus TV screens, student centres, websites, and Facebook.

A media release was distributed to relevant newspapers, news agencies, and blogs. Radio New Zealand aired an article about the consultation on 24 May 2015 prior to the consultation, and both the North Shore Times and the Devonport Flagstaff ran articles during the consultation.

Electronic communications

Website

Detailed information was available on the Auckland Transport project page for the North Shore New Network. Contents included:

- A downloadable copy of the consultation brochure in English, Korean, Chinese and accessible formats.
- An interactive PDF map of the proposed network, with pop-out individual route maps.
- Written route descriptions for the visually impaired.
- A schematic map for the North Shore New Network.
- Maps showing the change in frequency between the existing and proposed network.
- Infographics showing the increase in access to 'Frequent' services under the New Network for different community groups.
- A map and list of streets proposed to have services added or removed.
- Three FAQ videos featuring Public Transport Network Manager Anthony Cross answering key questions about the New Network.
- Two comedy videos.

In addition to the information above, the website also provided a number of interactive elements – a discussion forum, Ask a Question, Map a Comment, and the online feedback form.

The discussion forum provided a space for the public to discuss the changes proposed in the New Network. Staff monitored the forum and clarified issues where necessary to facilitate informed discussion. All comments made in the forums were considered feedback as part of the decision-making process.

The Map a Comment tool allowed participants to place a pin on a map and add a comment related to a specific location.

The Ask a Question tool provided a channel for participants to ask a question about the proposal. AT staff would then respond privately or, if the question was likely to be of interest to a wider audience, the question and answer was posted to the webpage for public viewing.

The online feedback form contained the same questions as the hardcopy feedback form in the consultation brochure, and allowed submitters to attach documents to their feedback form if they wanted to include additional detail. The online form also asked an additional

question that there was not space to include in the paper form, 'How did you hear about the consultation?'

E-Newsletters

A series of articles were published in the New Network electronic newsletter, keeping over 4,800 subscribers up to date on the progress of the New Network, directing people to the website and online feedback form, and publishing details of the upcoming public events.

An article was sent out to schools to include in their newsletters to inform staff, students, and families.

Social media

Information was posted on Neighbourly which covered 63 neighbourhoods, and staff engaged with over 50 people and included their comments in the analysis. Two additional events were also advertised through Neighbourly, one in Torbay and the other in Milford.

The Auckland Transport Twitter feed published regular tweets about North Shore consultation events, and where to find out more information.

Key stakeholders were provided with text and a website link to post on their Facebook pages to raise awareness of the North Shore consultation amongst their communities. Community groups, such as residents associations and business associations, also promoted the consultation and local events online of their own initiative.

Events and ambassadors

Public events were held to promote the consultation and give the public an opportunity to talk to AT staff in person. In total staff engaged with over 3,400 people at these events.

Events included:

- Two key stakeholder workshops with representatives from residents associations, business associations, and community groups.
- Twenty public events at busway stations, shopping centres, markets, libraries, and other locations on the North Shore.
- Five open days at North Shore and Auckland hospitals.
- Stalls at university campuses during Orientation Week (prior to consultation) to raise awareness and sign up students to the email newsletter.
- Presentations and meetings with various community and business groups on request, for example a presentation to over 50 people hosted by the Shanshan Multicultural Group.
- Five presentations to retirement villages and seniors groups.
- Sessions with 14 youth groups including Youth Boards, school groups, and children/student panels.

The sessions with the Kaipatiki children's and students' panels and some of the schools included an activity where the participants placed 'post-it' notes on the proposed network map to show what they liked or disliked. This was a way to give North Shore youth an opportunity to have their say without completing a feedback form, and to show them how their feedback could make a difference. They were encouraged to think about the future and the type of trips they might make once the New Network is implemented.

Auckland Transport Ambassadors were posted at bus stops primarily on the city side of the harbour bridge along routes to/from the North Shore, to inform people who travel to the North Shore from other parts of Auckland. The role of the ambassadors was to hand out the

consultation brochure, answer basic questions about the consultation, and to let people know where they could find out more. Ambassadors were also positioned at busway stations and key stops on the North Shore in advance of public events in each area, to raise awareness of the consultation and direct interested people to the upcoming event. Over 4,500 brochures were handed out through the ambassadors.

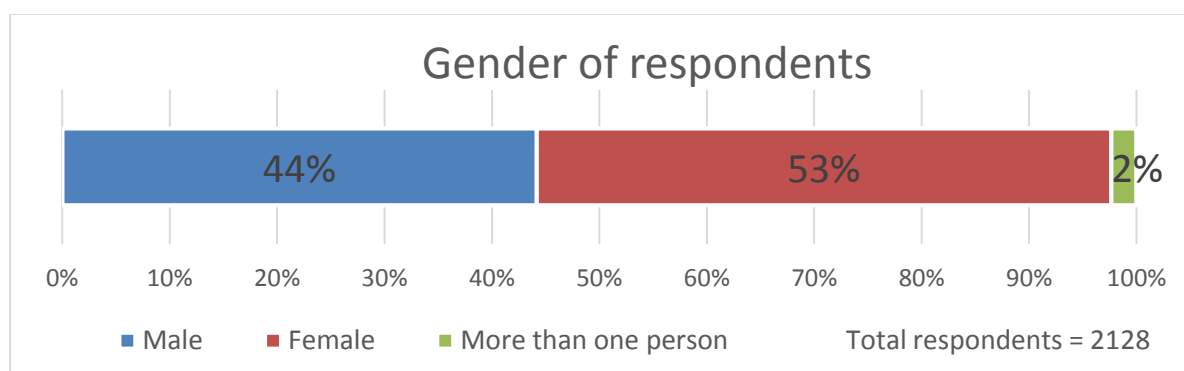
4 General feedback

2423 completed unique feedback forms were received, including 26 in Chinese. Over 750 comments in the discussion forum, Map a Comment, and Ask a Question tools online were included in the analysis. In addition, we received a further 44 free-form submissions, including responses from all local boards, two schools, one university and nine other youth groups, five petitions, and 25 responses from residents associations, business associations and other community groups. The Kaipatiki children's and students' panels provided feedback in the form of 115 'post-it' notes on maps of the proposed network.

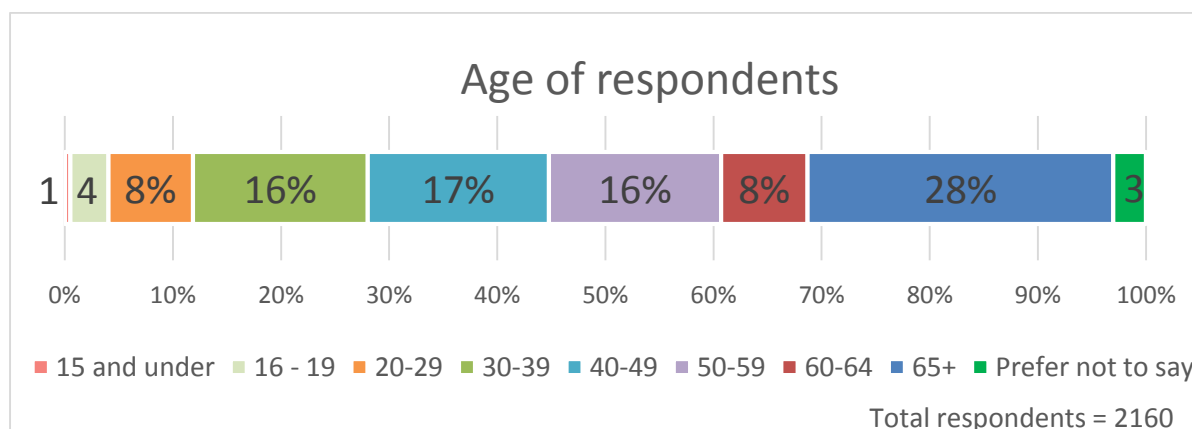
In the graphs below the data only includes responses from those who answered the questions in the feedback form, however the analysis of each issue was not based solely on these figures, but included all the feedback from various sources.

4.1 Demographic profile of respondents

Of the 2128 people who stated their gender in the feedback form, 1138 (53%) were female and 940 (44%) were male. Fifty people responded with multiple answers.



The most common age group of respondents was 65 plus (611 people), while there were relatively few respondents under the age of 20 (87 people).



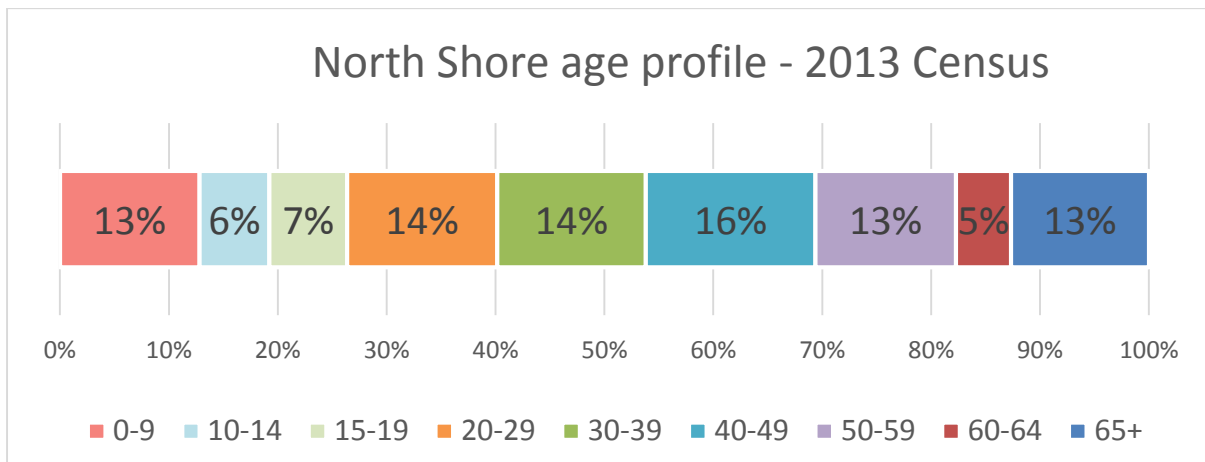
When making a comparison with the 2013 census figures for the North Shore, there was a larger proportion of submitters from the 'over 65' age group than is represented in the population statistics.

However we can assume that more people in this age bracket are public transport users, and therefore would have an opinion on the proposed changes.

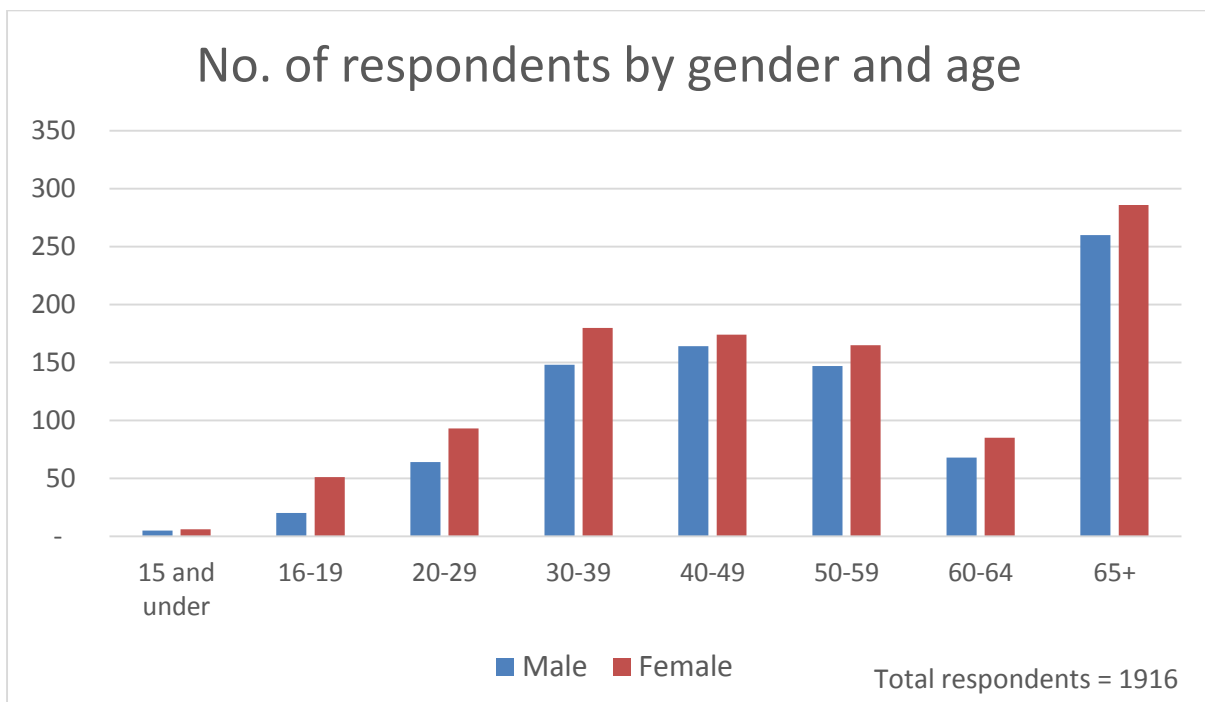
In contrast, the younger demographic is under represented, as has also been the case in previous New Network consultations. Additional activities with youth were conducted to

gather feedback through other methods than the formal feedback form to compensate for this deficiency.

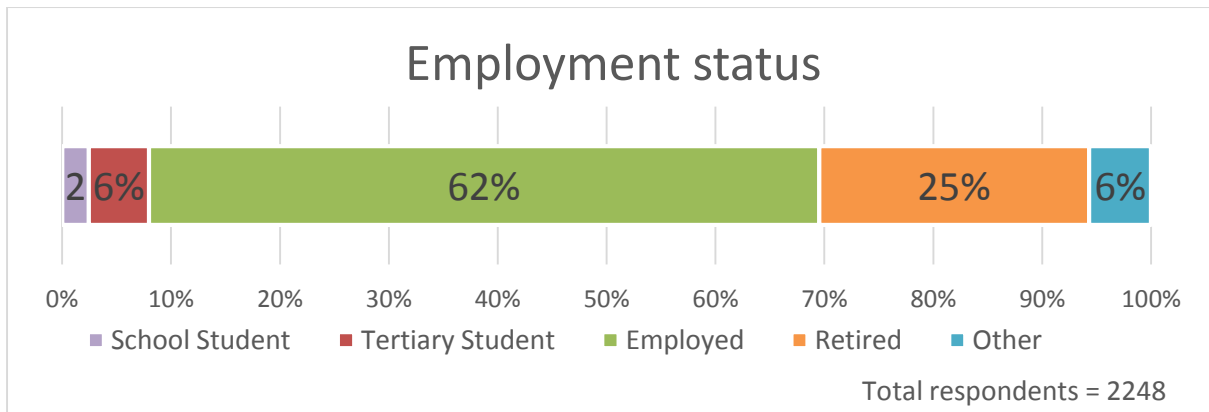
The proportion of submissions from people between 30 and 60 years of age appears to be roughly similar to the proportions in the census data.



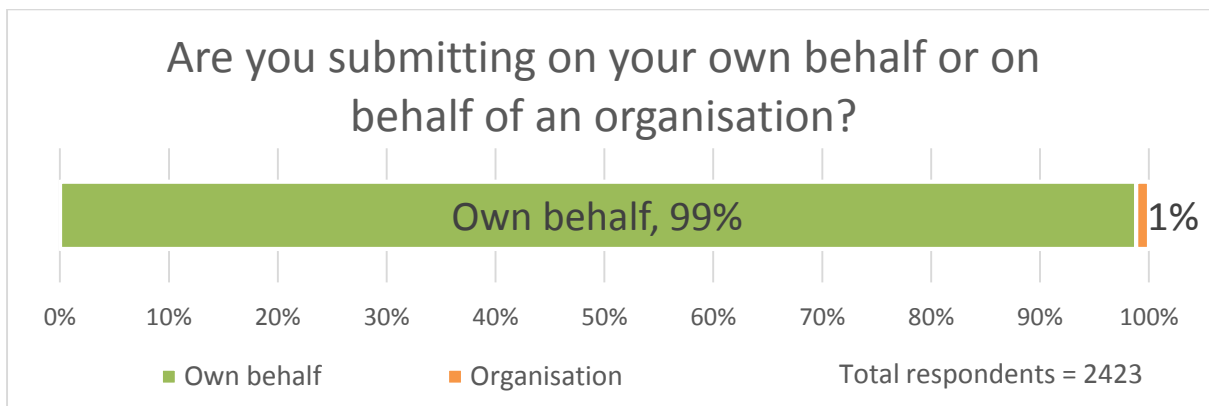
When only considering respondents who gave information on both their age and gender, the number of women who submitted feedback is higher than the number of men, in all age categories.



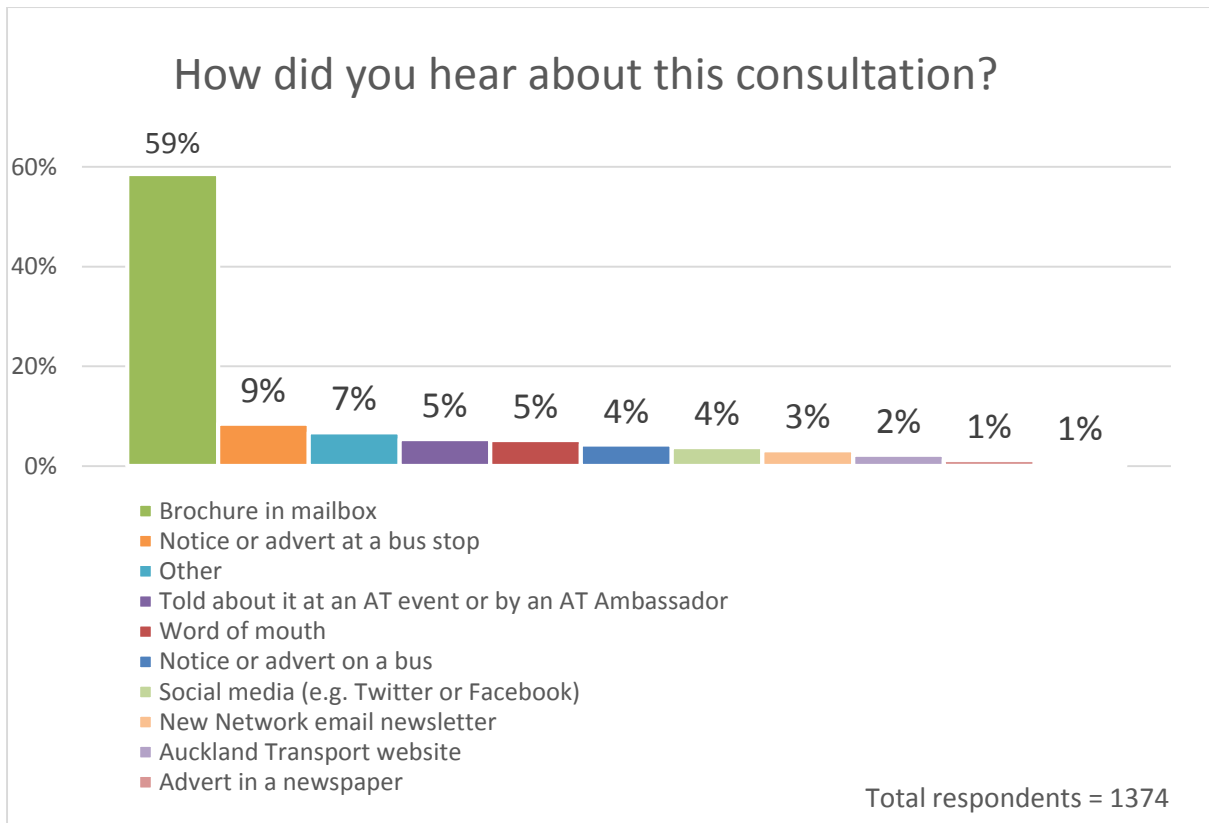
The majority of respondents (62%) are employed, followed by retirees (25%). While the census data doesn't record the same categories as the feedback form, the proportion of employed people is roughly similar (65%).



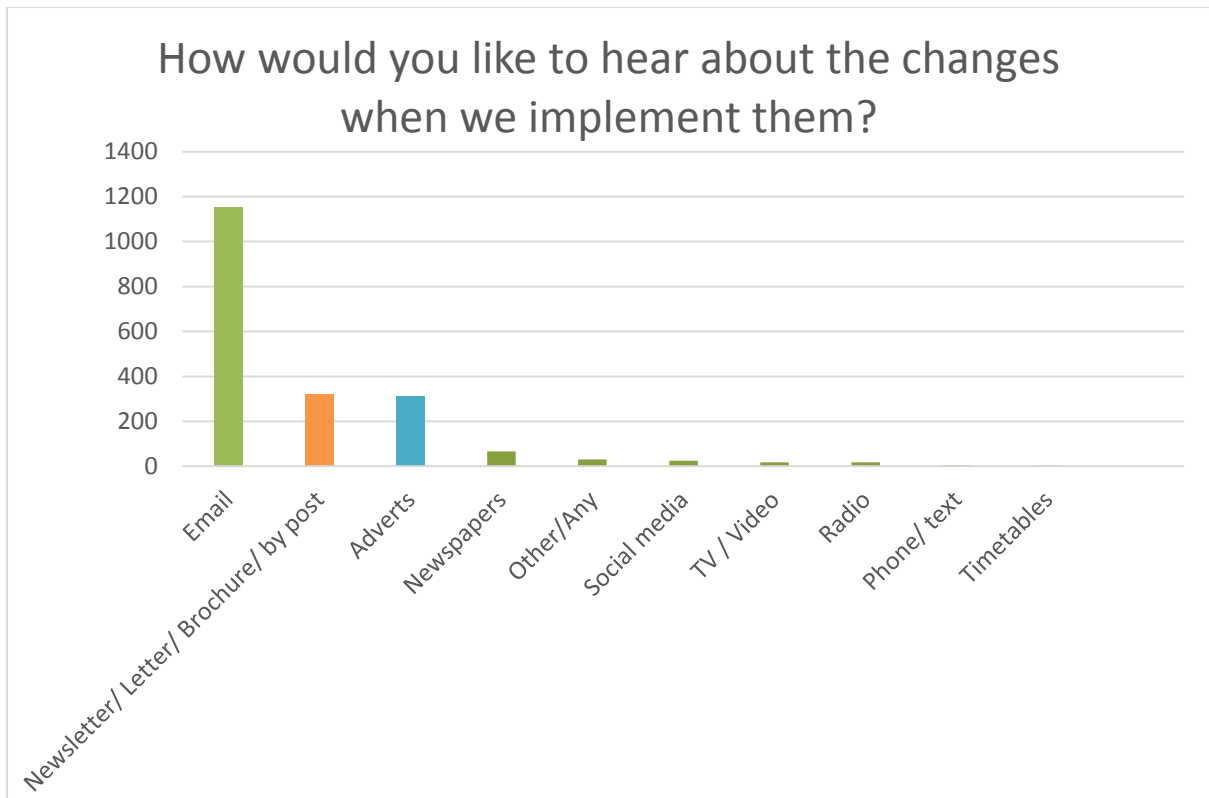
The majority of feedback forms were completed by individuals (2395, 99%) with 28 forms submitted on behalf of an organisation (1%). However many key stakeholders provided submissions in other formats than the feedback form.



In the online feedback form, respondents were asked how they heard about the consultation. The majority (805 people, 59%) heard about it through the consultation brochure delivered to all households on the North Shore. The next most effective channel was posters at bus stops (117 people, 9%). Word of mouth and events or ambassadors were the next most common, at 5% each, and the least common methods were online advertising (11 people, 1%) and newspaper advertisements (17 people, 1%).



Respondents were asked how they would like to hear about the changes when they are implemented. Respondents were able to write as many methods as they wished, and there was some difficulty in categorising the more general responses, however, by far the most popular option was to be informed by email in some form. This was followed by some type of hard copy information in the post.

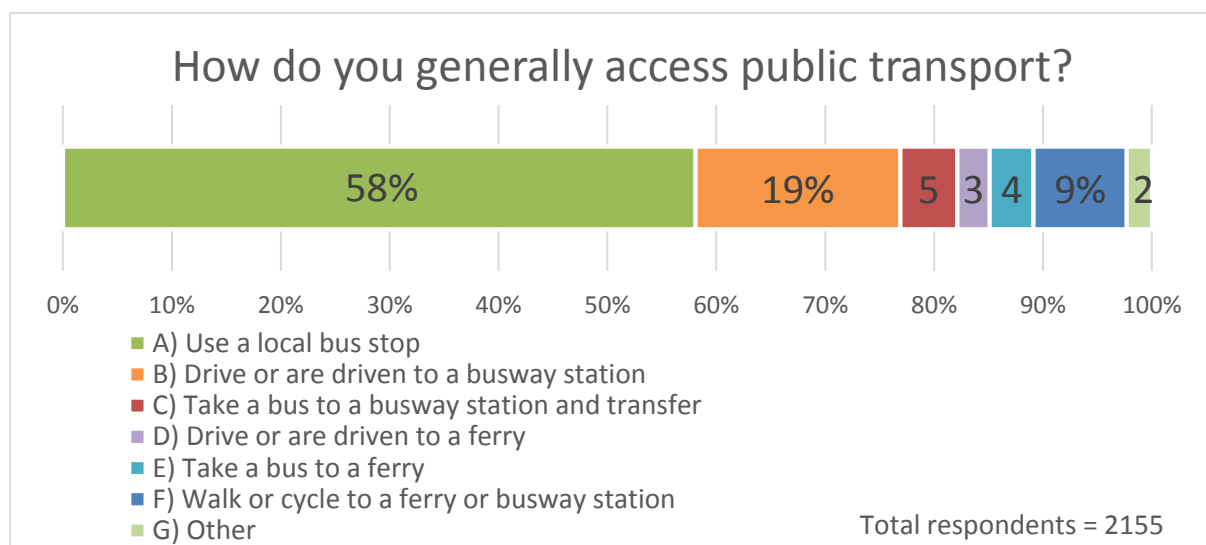


The results for these two questions suggest that when implementing the New Network on the North Shore, the most effective way to raise awareness is through an email to those who submitted in this consultation, in conjunction with a mail-drop to all households in order to reach those who did not participate in the consultation.

4.2 Current travel habits

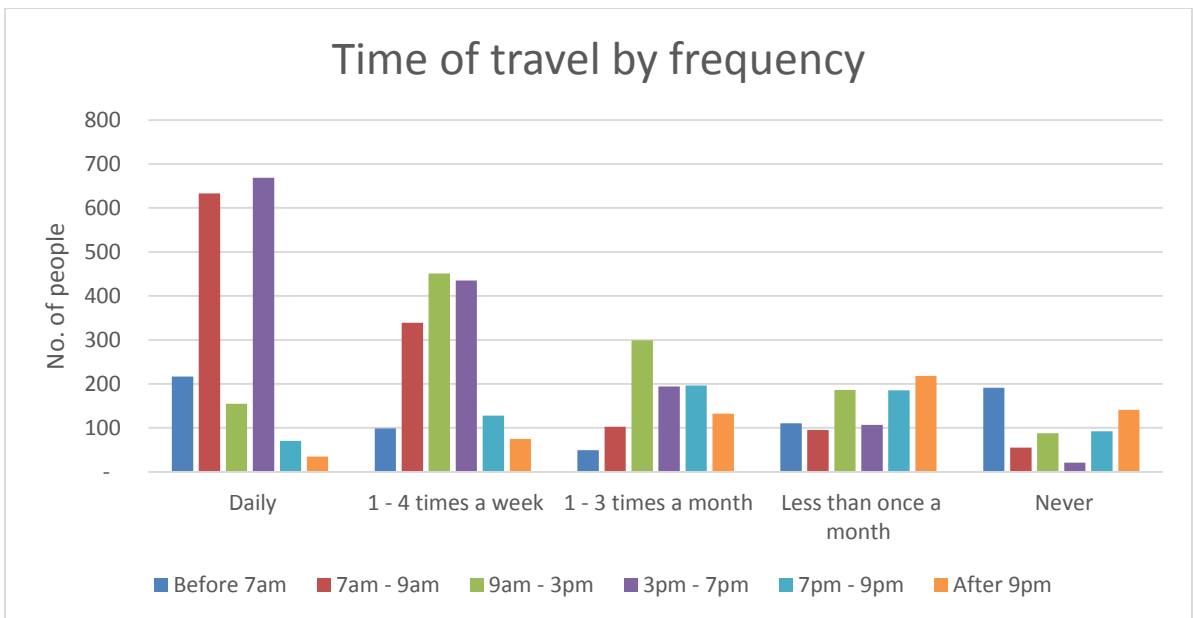
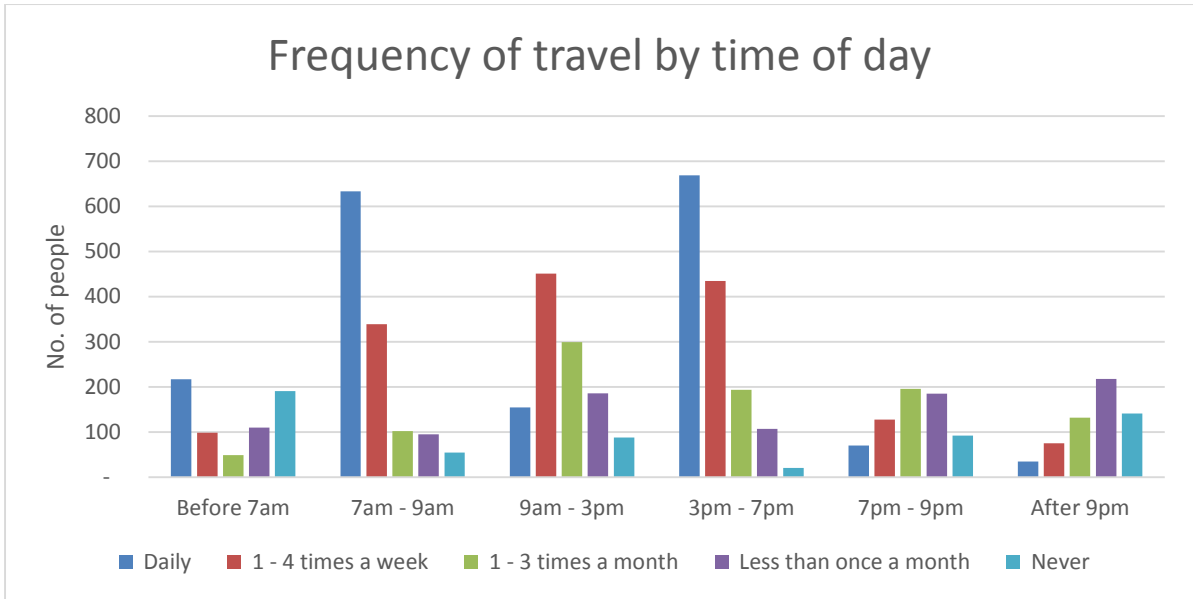
The majority of respondents currently use public transport (2183 people, 92%), while 191 people (8%) are not current users. This is important when considering the feedback, because it shows that the feedback is not representative of the views of people that would find the New Network useful, but do not use the current network because it doesn't meet their travel needs.

Of current users, 58% access public transport from their local bus stop (1258 people). The next largest group of passengers are those who drive or are driven to a busway station (402 people, 19%), followed by those who walk or cycle to a busway station or ferry (184 people, 9%). It is worth noting that even under the current network 113 people (5%) take a bus to a busway station and transfer to another bus, and 78 people (4%) transfer from a bus to a ferry, with over 75% of these respondents making their transfer at Devonport.



The table below shows the times, and how often, respondents currently use public transport. Respondents were able to tick more than one box in order to answer this question, so the percentages represent the number of responses, not people.

This question was mainly used to help assess specific issues, however it does show patterns of use. The most common times that people travel daily are in the morning and afternoon peak times, i.e. 7-9am and 3-7pm, followed by before 7am. The next most frequently travelled times are 1-4 times a week between 7am and 7pm.



4.3 Issues outside scope of report

A variety of other issues that are outside the scope of this report were raised during consultation, including:

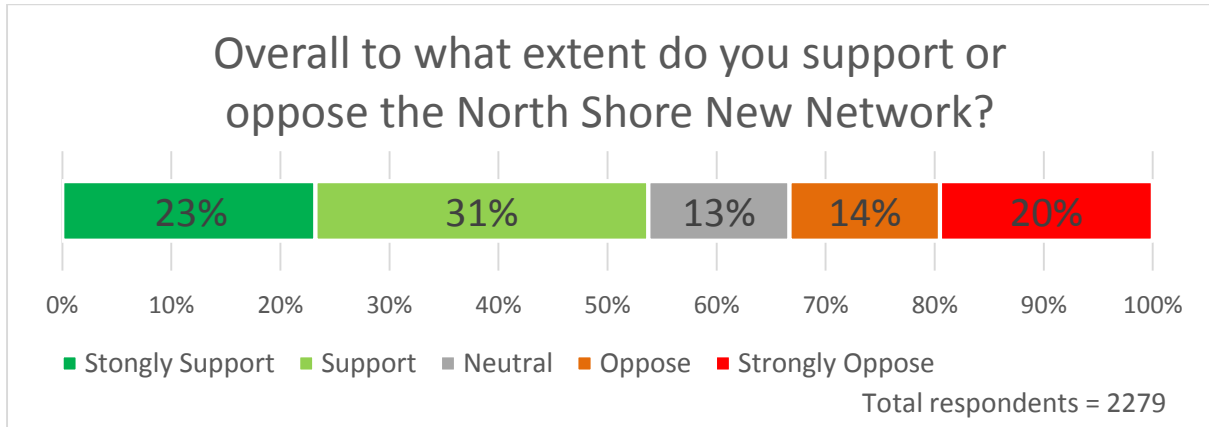
- infrastructure, stop, and shelter requests
- AT HOP and ticketing
- fares
- comments relating to specific operators.

While these concerns cannot be addressed through the New Network for the North Shore, this feedback has been passed on to the relevant operators and teams within Auckland Transport for consideration as part of their work programmes.

5 Feedback and decisions on the proposed New Network

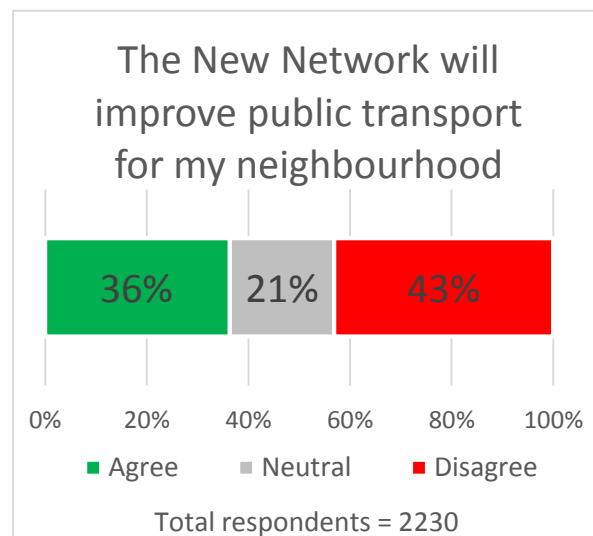
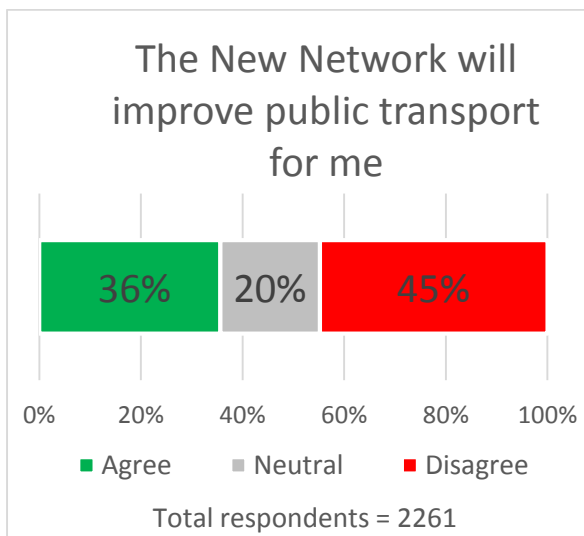
In this section we will refer to the network that was consulted on as the ‘proposed network’ and the network resulting from the changes that have been made in response to the feedback as the ‘final network’.

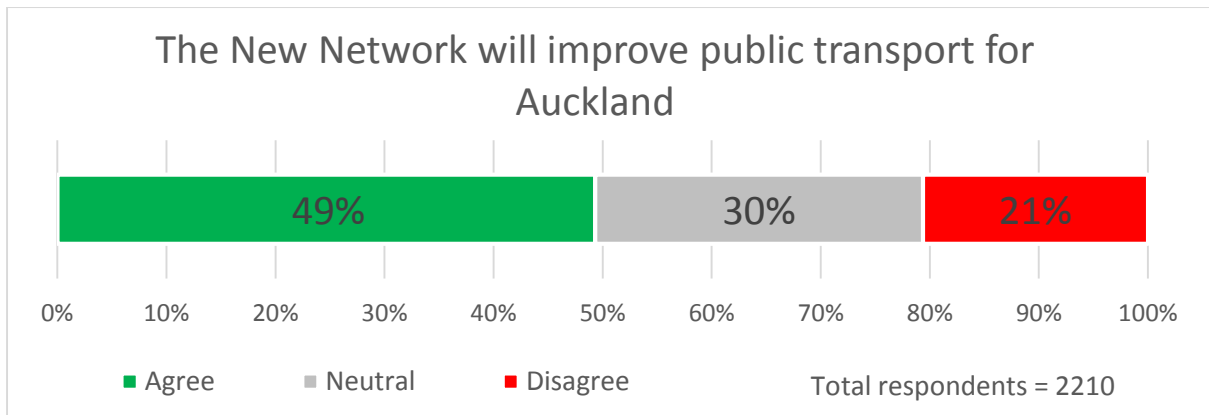
Overall, respondents were supportive of the proposed network. 54% of respondents (1225 people) supported or strongly supported the proposal, while 34% (759 people) opposed or strongly opposed it. 144 people did not answer this question.



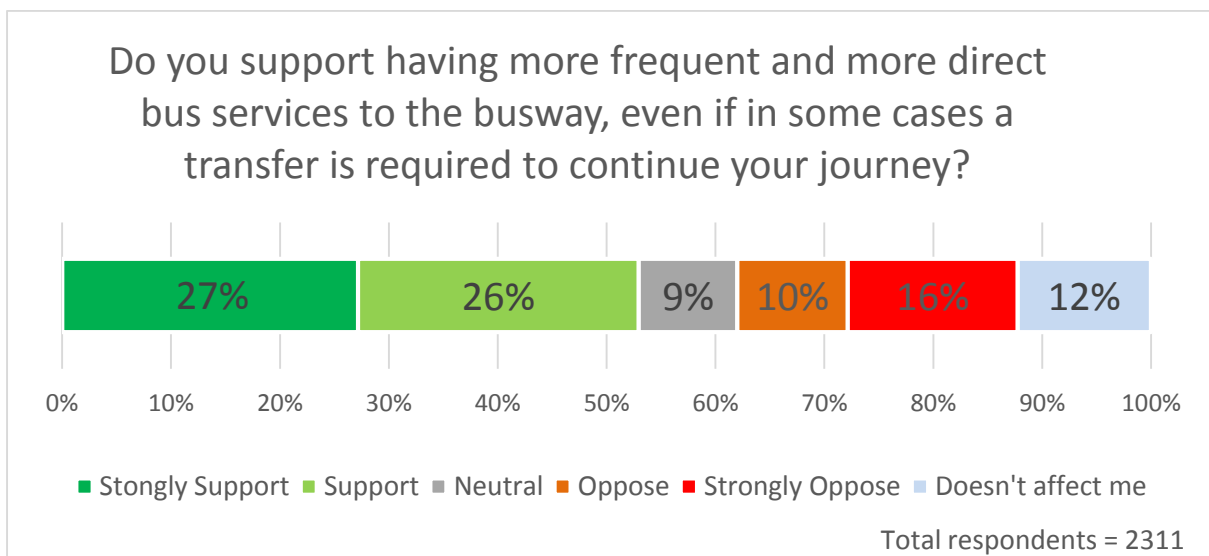
This shows that while there are aspects of the New Network that do not work for some people, in general most people see benefits in the proposed network. We expect that the changes made to the network as a result of the consultation feedback will significantly increase the number of people who support the network.

Respondents were asked whether they thought the proposed network would improve public transport for them, their neighbourhood, and for the whole of Auckland. In both the personal and neighbourhood scenario only 36% of people thought the New Network would improve public transport, 45% and 43% thought it would not, and approximately 20% were neutral. However, when asked whether it would improve public transport for Auckland, nearly half (49%) of respondents agreed that it would, and the number who thought it would not decreased to 21% while the number who were neutral increased to 30%.





One of the key differences in how the New Network would operate on the North Shore in comparison to current services is that it would have more frequent feeder services to the busway, where passengers could connect with services along the busway or to other destinations. When asked whether they supported having more frequent and direct buses to the busway, even if this required a transfer to complete their journey, the majority of respondents were in support (53%, 1224 people), and 26% were opposed (595 people). This indicates that the benefit to passengers of a more frequent service outweighs the disadvantage of making a transfer.



5.1 Area analysis

In this section the issues raised during consultation are discussed by geographic area, because many of the issues and changes are interrelated. For details of hours of operation and frequency, and a summary of changes by route, see section 5.2.

East Coast Bays, Milford and Takapuna

45% of the submitters who gave an address were from the East Coast Bays, Milford, and Takapuna area (from Long Bay in the north to Esmonde Rd in the south and the motorway in the west).

Frequent feeders to busway vs infrequent direct service to the City Centre

The loss of direct services from this area to the City Centre, including peak express buses, was raised by many respondents through the feedback form and at events in the area. There were 97 submissions specifically opposing the discontinuation of the various express services from East Coast Bays suburbs to the City Centre.

The final New Network will implement a Rapid Transit model on the Northern Busway, i.e. a frequent, high capacity spine service, and dedicated feeder services. This is the same way that the network would operate if there was heavy or light rail along the Northern Busway alignment. The main driver for implementing this model of operation is the need to make the most efficient use possible of central city road space, particularly in the evening peak period when it is increasingly difficult to find sufficient layover spaces and facilities for waiting and boarding passengers.

Peak services to the City Centre are also an inefficient use of buses that can be better used to provide more frequent local feeder services to more people, to bring them to the high capacity Northern Express busway services. By the time the North Shore New Network is implemented double decker buses will be operating the majority of Northern Express services.

The main concern raised by passengers travelling to the City Centre in the morning peak was that they may not get a seat on a city bound busway service when transferring from a local feeder service. Some respondents also viewed transferring as a hassle once they were comfortably seated on a bus. The ability to get a seat on a connecting bus is something that can be mitigated through providing double decker buses for services on the Northern Busway at a high frequency, which will increase the total number of seats travelling along the busway at peak times. In addition, by starting some services in the mornings at Constellation Station, extra seating can be provided where there are currently problems with overcrowding. The feeder services to the busway in the morning peak will also be frequent, providing more seats and more choice of travel time, making these services more attractive.

When departing the City Centre in the afternoon peak, passengers will have a very frequent service to their busway station, and any wait while connecting will be at a sheltered and secure busway station rather than at an on-street stop in the city. Passengers will have the choice of any busway service from the city, making it more likely they will be able to get a seat on a bus, compared to the current risk of their direct buses being full, resulting in a wait till the next direct bus. After reaching their busway station, passengers will also have a better chance of getting a seat on their local bus because the feeder services will run more frequently than at present.

The other key concern of passengers in the afternoon peak was that by connecting from a very high frequency busway service to a less frequent local service, they would face a lengthy wait at a busway station. This will be mitigated by operating the local feeder services at a relatively high frequency at peak times and ensuring there is still a good frequency during the 'shoulder' of the peak.

The simplicity of these services also adds to the legibility of the network. Under the current network, the variety and duplication of routes mean that in some cases passengers have to wait at different stops depending on what time they wish to travel (sometimes on the other side of the road), and catch a bus with a different route number. Unless the passenger is aware of all the route variations, they won't be able to take advantage of the level of service provided in their area.

Making the network easier to understand

Under the current network, the variety of routes mean that it can be difficult for passengers to make sense of the network. For example, in some locations, for a trip to a single destination a passenger must wait at one stop for their service at a certain time of day, and

at a different stop if they travel at another time. The trip can be made by two or more routes, and sometimes the stop may even be on the other side of the road for a journey to the same destination. Under the New Network passengers will be able to catch the same route from the same stop, all day every day, making the network much easier to understand and therefore more useful to a wider range of people for a wider range of trips.

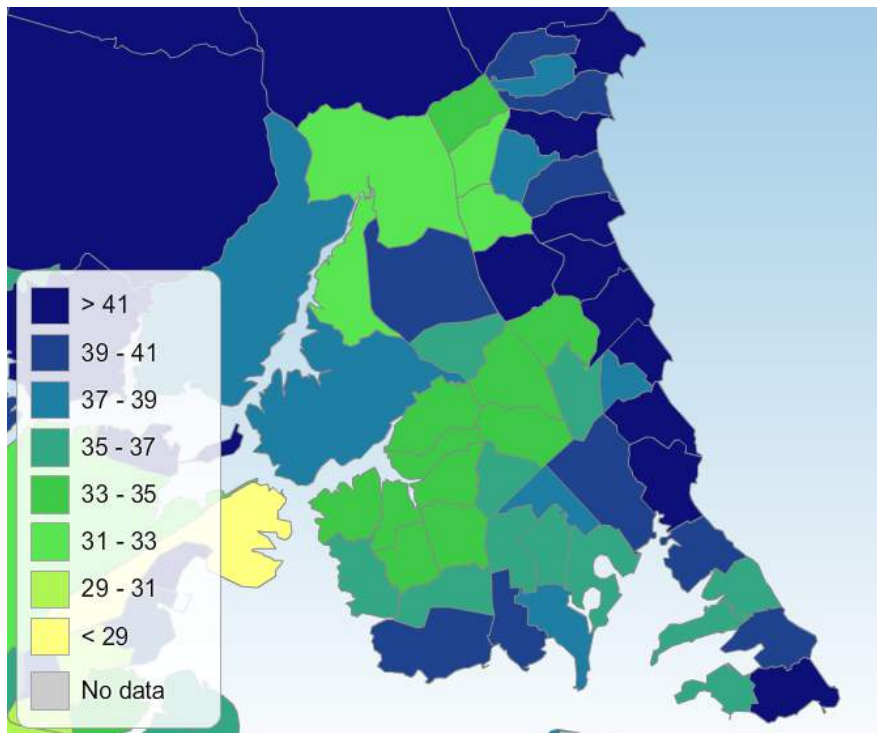
Fares

Another issue raised through the consultation was the perceived need to pay an extra fare for transfers under the New Network. However by the time the New Network for the North Shore is implemented, the new fare system – Simplified Zone Fares – will be in place so that transferring passengers using an AT HOP card will pay the same price for a journey on multiple vehicles as for a journey of the same distance made using a single vehicle, and therefore will not face a financial penalty.

East Coast Bays connection via Beach Rd, and North Shore Hospital services (N41, N79)

There were 90 submissions from people wanting to be able to travel through the ‘coastal villages’ along Beach Rd from the East Coast Bays, through Milford and Takapuna. In addition there were 23 submitters requesting service from these areas through to North Shore Hospital.

As can be seen in the map below from the 2013 census, the median age of those living along the East Coast Bays is amongst the highest on the North Shore, hence the dependency on public transport, the desire to minimise changes between buses and the importance of North Shore Hospital as a destination.



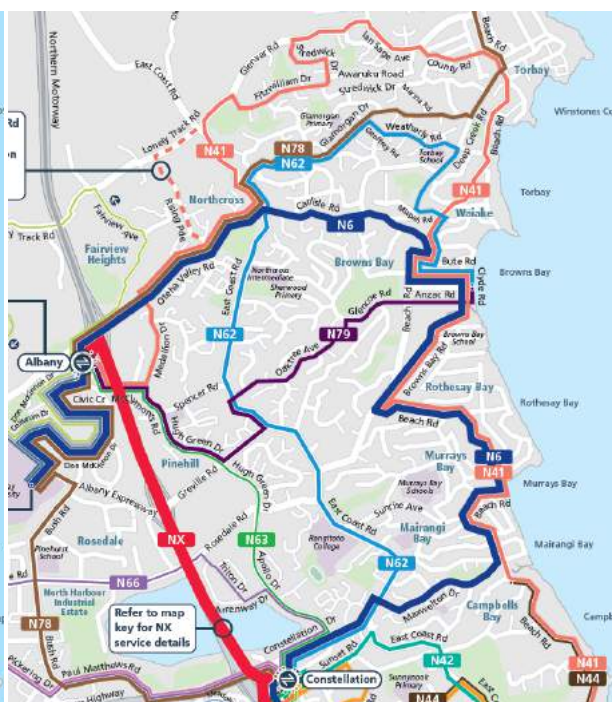
Map of median age (Census 2013)

These concerns have been addressed by extending the proposed route N41 to Browns Bay in the north, linking with the northern section of the proposed route N79, providing a connection from Mairangi Bay along Beach Rd to Torbay, and on to Albany Station.

Proposed network



Final network



56 submissions were received about the loss of service along Beach Rd between Torbay and Browns Bay. As a result of the feedback and changes to other routes, the N41 will now serve Beach Rd in this location. In addition, this service will now also travel via Medallion Dr in Albany where there was opposition to the removal of service.

It should be noted that the proposed route N79 was shown travelling via Lonely Track Rd and Rising Parade to cover the growing residential development in that area. Due to concerns around the safety of the Glenvar Rd/East Coast Rd/Lonely Track Rd intersection, it has been decided to route this service via East Coast Rd and Oteha Valley Rd until this intersection is upgraded.

The southern end of the N41 route has been extended from Smales Farm to Takapuna via North Shore Hospital. This will provide a service for those who wish to travel from the Upper East Coast Bays to North Shore Hospital and Takapuna.

East Coast Rd, Glamorgan Drive, Weatherly Rd (N62, N41)

Browns Bay is a popular East Coast Bays destination and there was opposition to losing the link from East Coast Rd, Glamorgan Dr, and Weatherly Rd to Browns Bay. 31 submissions were received in total. The original proposal was for route N62 along East Coast Rd to connect to Albany and Constellation stations. This service will now start at Constellation Station and travel along East Coast Rd to Browns Bay via Glamorgan Dr, Geoffrey Rd, Weatherly Rd, Deep Creek Rd, Mizpah Rd, and Beach Rd.

As well as addressing the concerns of the 31 respondents mentioned above, this route change will also resolve the issues raised by 27 respondents who opposed the loss of service to Geoffrey Rd and Weatherly Rd.

Additionally, this route change to the N62 allows a service to continue to be provided along Deep Creek Rd, which was bypassed when the N41 was rerouted to cover Beach Rd in Waiake.

Issues where no changes were made

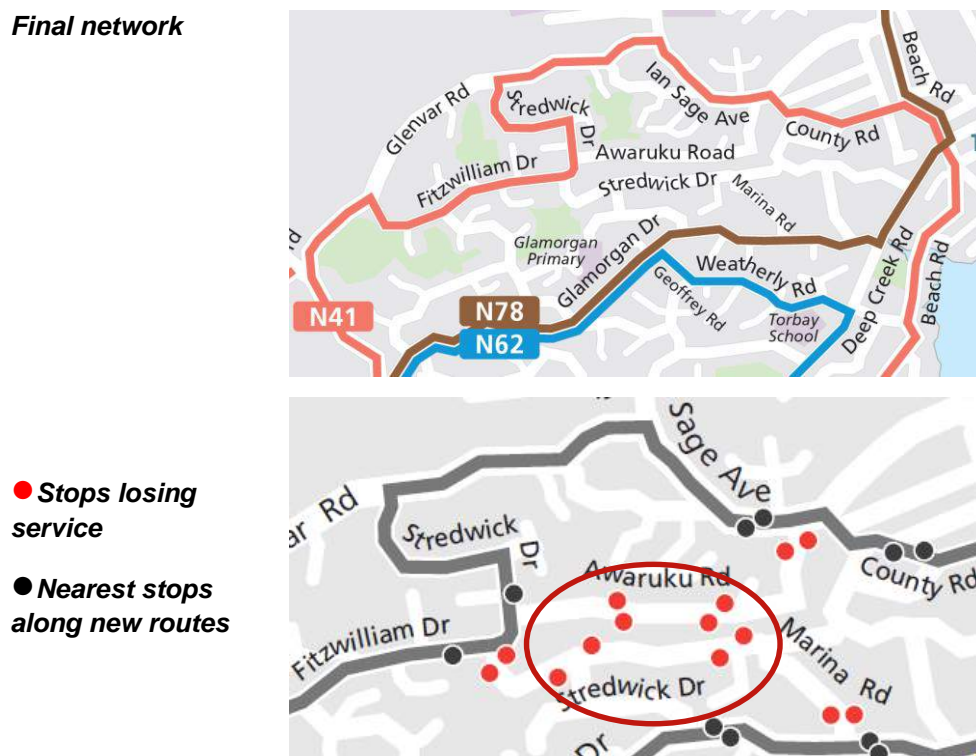
There was opposition to the loss of service to Stredwick Dr and Marina Rd in Torbay, with 24 pieces of feedback opposing, and one in favour of the removal of service. This is a stretch of road approximately 1.3km long, and while Auckland Transport recognises that this is a hilly area and therefore more difficult to walk further to a bus stop, to serve this area would mean either creating a new route, which would require a reduction in frequency of neighbouring routes, or rerouting a service to detour through these streets making it less attractive for those travelling from elsewhere on the route.

Therefore, no change has been made to the proposed routes in this area, meaning services will be removed from this part of Stredwick Drive and Marina Rd. Residents at either end of this section of road will still be able to access bus services on either Fitzwilliam Drive/Stredwick Dr (N41) or Glamorgan Dr via either Marina Rd or Danbury Dr (N78).

There was also opposition to removal of service from Awaruku Rd in Torbay with 12 respondents opposing loss of service, although there were two submissions in favour. This is a 1.1km stretch of road and to operate a service through here would mean the same trade-offs as Stredwick Dr above. In addition, this is a residential street with a number of traffic calming measures along the length of the street, therefore making this a less desirable bus route. There are connections to route N41 on either County Rd or Stredwick Dr.

There will be four sets of stops in the centre of this section that will be between 400m and 600m from a bus stop under the final network, as shown in the map below.

Final network



There was also some opposition to the route change around Long Bay Regional Park. Unlike the current Long Bay bus services which go into the regional park, this service will terminate in the residential area to the west of the park. However, the new route will stop only 300 metres from the park entrance so that passengers can walk down to the park. In future, an additional entrance to the park from the residential area will be constructed.

Aberdeen Rd and Sunnynook (N41, N44)

In total 30 submissions opposing the proposal to withdraw service from Aberdeen Rd in Campbells Bay were received. In addition, four submissions were received requesting a connection with Sunnynook Station.

These two concerns are addressed through the introduction of a new route (N44) which will start on Beach Rd to serve Campbells Bay, and travel to Sunnynook Station via Aberdeen Rd before continuing via Target Rd to Constellation Station.

Proposed network



Final network



The connection between Campbells Bay and the busway on this route has enabled us to operate the N41 through to Browns Bay, and also to remove the proposed N41 route from Sunrise Ave in Mairangi Bay.

Feedback on the proposed route via Sunrise Ave included 25 written responses in opposition, a petition with 105 signatures in opposition (including some of the same respondents), and seven written responses in support of the proposed route.

As with all decisions relating to the public transport network, it was not possible to consider removing the service along Sunrise Ave in isolation from planning the rest of the network. Therefore although this opposition was taken into account, as was all other feedback, the route was removed from here because the alternative routes will benefit a large number of passengers through the East Coast Bays, while still providing a connection for residents of Campbells Bay to the busway.

N4/N4a – Constellation to City via East Coast Rd, Milford, and Takapuna

Some respondents raised concerns with the configuration of the proposed N4a service from Constellation Station through Sunnynook Rd, East Coast Rd, Milford and Takapuna. One concern was that the extra distance of the N4a extension from Milford to Sunnynook would impact on reliability due to its length, resulting in services running behind schedule and not providing a regular service through to Takapuna.



Final Network

To avoid this, the N4a has been separated from the N4 and renumbered N46. It will now follow the proposed route from Constellation Station to Takapuna, but then follow a different path from the N4 - via Fred Thomas Drive to terminate at Akoranga Station. Passengers wishing to travel on to the City Centre can transfer to the N4 at any common point along the route, or transfer to another service at Akoranga Station. As well as improving the reliability of the N4, this will provide higher frequency between Milford and Takapuna, and between Takapuna and Akoranga Station.

The N4 will operate as in the original proposal, from Milford through Takapuna to the city Centre, not via Akoranga Station.

N32 Milford to Takapuna via Nile Rd, North Shore Hospital, and Karaka St

There were 12 requests to extend the hours of the route N32, including requests for the service to operate on weekends. This route was originally proposed to operate between 9.30am and 5pm, Monday to Friday, as it was seen as mainly serving the pensioners around the Milford area (over 45% of the users of the current service through here are Super Gold Card users). However, the feedback showed there are also passengers who want to use this service for commuting at peak times, and for travel on weekends. Therefore the hours of operation for this service have been extended to 6am to 7pm on weekdays, and service introduced on weekends between 9am and 5pm.

Services to North Shore Hospital (N21, N25, N32, N41)

The feedback showed a desire for more services to be routed through North Shore Hospital. Under the proposed network two services (the N32 and N21a/b) travelled through the

hospital grounds, while four other routes travelled along Shakespeare Rd or Taharoto Rd past an entrance to the grounds.

Staff discussed this with management at North Shore Hospital to confirm that early morning, late night, or very frequent buses would not disturb patients. However, because the hospital buildings are set back from the road, hospital management considered this would not be a problem for patients.

Under the final network, four routes will travel through the hospital grounds: the N21, N25, N32, and the N41. At present the detailed timetables have not yet been finalised, but with all these routes combined the frequency will be better than every 15 minutes at peak times and every 30 minutes at other times. They also provide an option for travel from a wide range of destinations, including the East Coast Bays, Milford, Takapuna, Beach Haven, Birkenhead, Glenfield, and Northcote, as well as from the local area around Shakespeare Rd and Taharoto Rd. This will enable the majority of passengers on the North Shore to get to the hospital either directly or with only one change of bus. Of the 52 people who gave feedback and asked for a bus to the hospital, 32 will be able to make the trip on a single bus, and the rest with only one change, generally at Takapuna, Smales Farm Station or Northcote Shops.



Final routes through North Shore Hospital, Smales Farm Station, and Takapuna

Smales Farm Station to Takapuna services (N6, N25, N32, N41, N42)

There is a need for a very frequent service between Takapuna and Smales Farm Station because both these locations will act as terminus points for a number of services, and there is strong demand for travel between the two locations. Additionally, the changes made to the Hibiscus Coast services in October 2015 included removal of some Hibiscus Coast routes to Takapuna. The closest destination for Hibiscus Coast services is now Smales Farm Station, which has resulted in increased demand for a frequent service between Smales Farm Station and Takapuna.

Under both the proposed and final network, five services will operate between Takapuna and Smales Farm Station. The final network routes are two direct routes (N6, N42), two via North Shore Hospital (N25, N41), and one via Dominion St (N32). This will provide at least one bus every 15 minutes between 7am and 7pm, 7 days a week and at least one bus every 10 minutes at peak times.

Devonport Peninsula

Submissions from the Devonport Peninsula, from Esmonde Rd south to Devonport, accounted for 14% of the respondents who gave an address.

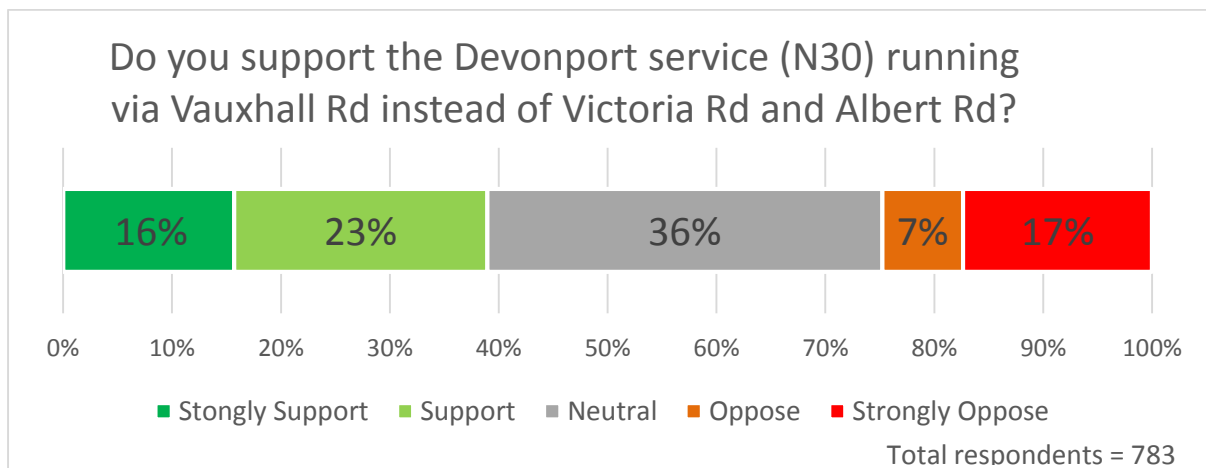
Bus routes through Devonport (N13, N30)

The Devonport to Takapuna service (N30) was proposed to operate via King Edward Parade, Church St and Vauxhall Rd rather than the current route via Devonport shops through Victoria Rd and Albert Rd. The N13 Cheltenham loop service was proposed to run via the shops instead. The reason for proposing this change was to provide a more direct route between Devonport and Takapuna.

As it was expected that this proposed change would generate a lot of feedback, respondents were asked a specific question in the feedback form to show whether they supported or opposed this proposal. The results of this question were fairly evenly divided, with 29% giving overall support to the change and 24% overall opposing, and 17% strongly opposing compared to 16% strongly supporting.



Proposed routes through Devonport



In addition to the tick box responses, we received 106 written comments about this proposal. 86 respondents opposed the change, some providing a strong case for why we should retain the current route paths, while only 20 were in support of it. This shows that the current route configuration is still meeting the needs of current passengers, therefore the routes around the Devonport shops and Cheltenham will remain as they currently are.



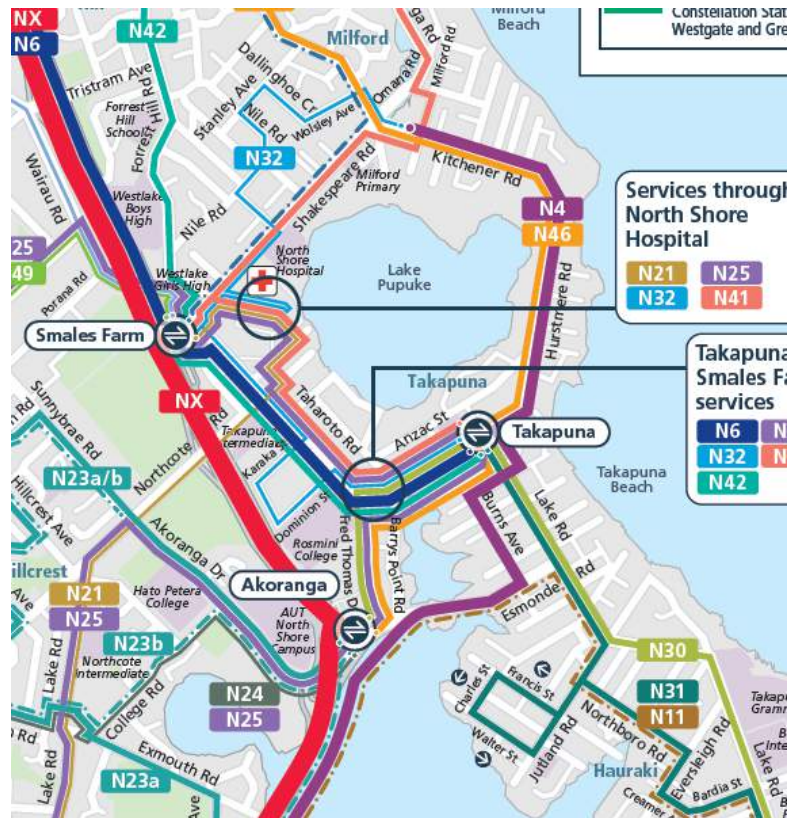
Final network through Devonport

Ferry feeder service reliability (N30, N31, N42)

There was significant concern raised around the reliability of the ferry feeder services to both Devonport and Bayswater because the proposed routes were longer than those currently operated.

The Devonport service (N30) was proposed to terminate at Smales Farm Station in order to provide passengers a connection to the busway. This required travelling along Taharoto Rd, which is particularly busy during school times because there are a number of schools in the 'Westlake cluster' near Smales Farm Station. Any delays along this stretch would make it difficult for the bus to reliably connect to the ferry sailings.

While the current Devonport service terminates at Takapuna, which could have been an option for the N30, it was considered important to still provide a connection to the busway. Therefore the N30 has been re-routed to terminate at Akoranga Station, which provides a connection to the busway and AUT without the congestion associated with Taharoto Rd. It also increases the frequency of service between Takapuna and Akoranga Station. There will still be five routes operating between Takapuna and Smales Farm Station, two direct, two via North Shore Hospital and one via Dominion St.



Final network

Further down the peninsula, the Bayswater ferry feeder (N31) was proposed to operate through to Constellation Station. As a result of concerns that this would make this service unreliable, and therefore difficult for the service to make its connections to the ferry, the route has been split into two routes: Bayswater to Takapuna (N31) and Takapuna to Constellation Station (now N42).

Devonport – Takapuna service (N30)

The N30 service was proposed to have a 30 minute all-day frequency, and would connect with the Devonport ferry which also has an all-day frequency of 30 minutes. At peak times, the N30 was proposed to have additional trips running from the Belmont shops to the Devonport ferry, to connect with the additional peak services of the ferry, which increase the frequency to every 15 minutes.

However, the feedback showed that as well as being a ferry feeder service, the N30 also carries a number of people to Takapuna either as a destination or for onward travel. Therefore the additional peak trips on the N30 have been extended to Takapuna, so that all services to and from Devonport on route N30 will travel the full length of the route.

Just prior to the time that the consultation was opened to the public, the night time frequency of the Devonport ferry was doubled from hourly to half-hourly. However at this time the bus timetable had not yet been finalised, and it was not possible to include any detail in the

consultation material, so the proposal showed that after 8.00pm the buses would be hourly and so only meet every other ferry. 38 respondents requested that buses meet all ferries. As a result of the feedback, the N30 has been increased to a half hourly frequency after 8pm and therefore will connect with all Devonport ferries, including Friday and Saturday late night services.

Bayswater and Hauraki services (N11, N31)

Both the N11 and N31 routes were proposed to travel via Hart Rd at Hauraki Corner. This was to provide service to Francis St via a more direct route without the need for these services to loop via Walter St as some trips currently do.

There were 11 submissions opposing this proposal and two supporting it. Those opposing included one bus operator and one community group. The reasons for opposing it included the road not being suitable for buses, the probability of turning buses impacting Lake Rd traffic in peak times, and not being able to serve the bus stop in front of the shops at Hauraki Corner. For these reasons, neither route will operate via Hart Rd. Instead the N11 (peak service) will travel directly via Jutland Rd, and the N31 service will travel via the Francis St, Charles St, and Walter St loop.

It had been proposed during the consultation that the N11 peak service to the City Centre terminate on Lake Rd by Belmont shops, working on the premise that commuters on the Bayswater Peninsula were more likely to catch the ferry to the city. However, feedback showed that there are still people on the Bayswater Peninsula who want a peak bus direct to the city. The main reasons were cost (because the bus is cheaper than the ferry), city destination (not everyone wants to go to Britomart where ferries terminate - the bus will go to the universities), and that having a 30 minute bus service alternating with the 30 minute ferry gives residents a 15 minute frequency to the City Centre.

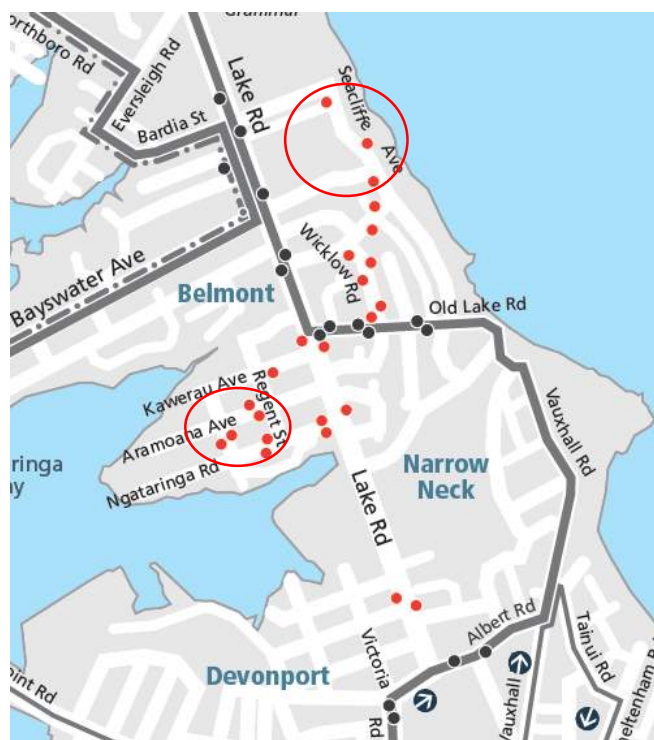
Service in Seacliffe Rd and Ngataringa Rd areas

In the consultation no services were proposed for the Devonport Peninsula between Seacliffe Rd and Devonport Wharf. At present there is a single limited service in this area, the 815, which operates four trips per day: two to Devonport Wharf via Wicklow Rd, Aramoana Ave, and Ngataringa Rd in the morning peak, and two returning in the afternoon peak.

In total there were 18 submissions which opposed either the loss of this service or loss of service to the streets covered by this service. An investigation of the data for this service showed that during March 2016 (traditionally the busiest month of the year) there was an average of around 28 passenger trips per day, and an average of around 7 passengers per trip. In the morning peak, which was the busiest of the two peak periods, there was an average of just over 15 passengers per day heading for the wharf, an average of less than 8 per trip.

Of the 24 stops on this route which will lose service, approximately 15 are within a 500m walk of a stop on another route that will retain service, depending on the direction of travel. The remaining stops are within an 800m walk. The map below shows the stops that are further than 500m. Given that the majority of the area served will still be within a 500m walk of new services, and the low number of passengers affected, no changes have been made to the proposal as a result of feedback.

- ***Stops losing service***
- ***Nearest stops along new routes***
- ***Stops between 500m and 800m walk from nearest stop along new routes***



Glenfield, Birkenhead, Northcote, Totaravale

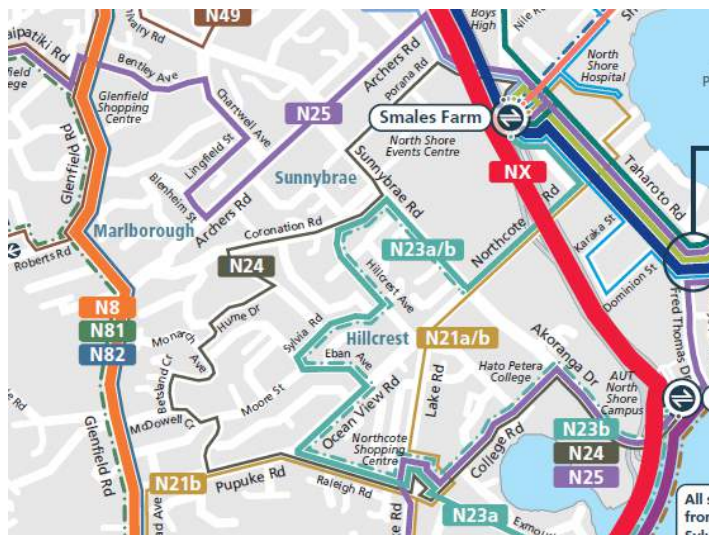
Submissions from the Glenfield, Birkenhead, Northcote, and Totaravale area (from Sunset Rd in the north and the motorway in the east), accounted for 25% of the submitters who gave an address.

Connections between Glenfield, Hillcrest, and Northcote (N24, N25)

Under the proposal there was no direct connection from Northcote and Hillcrest to Glenfield. Instead, route N24 connected Hillcrest to Smales Farm Station, Northcote shops and Akoranga Station. Smales Farm Station was proposed as the northern terminus for this route, to provide faster access to North Shore destinations and the City Centre via the busway for passengers on the northern part of this route. This configuration also meant it was possible to test where people wanted to go. Data shows that passengers currently travel from the Hillcrest area to Glenfield but this is, of course, a reflection of the choices provided by the current network. What was not known was whether access to the shops in Northcote would fulfil passengers' needs, because it has many of the same basic facilities as the shops in Glenfield.

The feedback from residents in this area showed that there was a strong preference for a connection to Glenfield shops from Hillcrest and Northcote over a connection to Smales Farm Station. A total of 19 requests (including one from a local board) were received. Therefore the N24 has been rerouted to travel to Glenfield shops via Beatrice Ave, Lingfield St, Chartwell Ave, and Bentley Ave. The other end of this route still terminates at Akoranga Station so passengers will still have a connection to the busway. This does mean that a 500m section of Coronation Rd will no longer be served, but the bus stops along this stretch of road are currently near the intersections of Hillcrest Ave and Beatrice Ave, so passengers will not need to walk much further than at present. It should also be noted that Porana Ave does not currently have a bus service, and the feedback did not show strong demand for one, so its removal should not disadvantage anyone. This has in part been enabled by the rerouting of the N25 away from Chartwell and Bentley Avenues, which will be discussed later in this section.

Proposed network



Final network



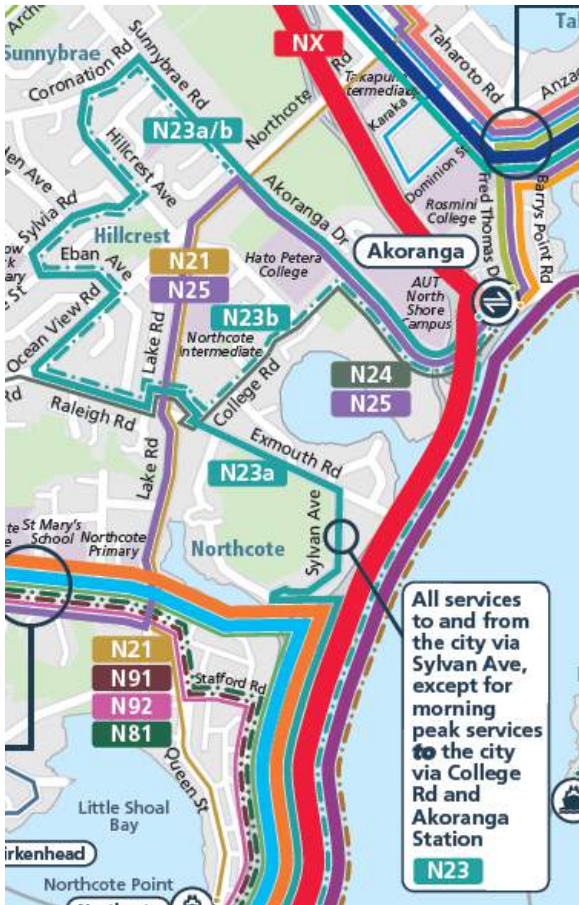
Services through Northcote shopping centre (N8, N9)

There was a request from the Chinese Association of North Shore City, along with a 177 signature petition, for at least one or two frequent services to travel via Northcote Shopping Centre. The suggested routes were the N8 Glenfield Rd and N9 Beach Haven services.

However, Onewa Rd is a busy corridor and if we were to remove service from this road it would be necessary to replace it with other routes to ensure the capacity of services was sufficient to meet the demand for service. There are also transit lanes in both directions on Onewa Rd, which contribute to the reliability of the current services along this corridor. In addition, to divert the main routes through Northcote would add significant time because buses circulate around the shopping centre, increasing the travel time and greatly reducing the attractiveness of the majority of services from Glenfield, Beach Haven, Birkdale, and Highbury for passengers. For these reasons, no change will be made to the routing of these services in this area.

N23a/b Hillcrest to City Universities

Current service 920 through Hillcrest during the morning peak runs from Sylvan Ave (Northcote) 'backwards' around the all-day route, in order to run against the peak direction traffic, to make the journey to the city faster. It has resulted in an inconsistent and confusing service that stops on different sides of the road depending on the time of day a passenger travels. This can be confusing to passengers, is certainly a barrier to new passengers using the service, and is a situation that can be improved under the New Network.



Final network

However, to do this will mean that buses will not run through Sylvan Ave or Exmouth Rd heading towards the city in the morning peak. Any passengers on these roads will have to catch a bus to Northcote shops and transfer to a bus heading towards the City Centre. For this reason, there has been some feedback opposing this proposal from passengers who currently catch the bus on these two streets.

The impacts on residents in this area have been mitigated to some degree by providing buses at a 15 minute frequency heading towards Northcote Shops, so that passengers can connect to a city bound bus. The N23b will therefore continue to operate at peak times as in the proposed network.

At the northern end of this route, the N23a was proposed to travel via Sunnybrae Rd and Northcote Rd to Smales Farm Station. The feedback showed there was a greater desire for a connection to Akoranga Station than to Smales Farm Station. There were also some concerns about congestion on the entrance to Smales Farm Station, whereas there are transit lanes on Akoranga Dr operating at peak times that will facilitate traffic flow. Therefore, the N23 will now travel from Hillcrest to Akoranga Station.

East-west connections to the busway (N25, N45, N49)

Some concerns were raised that the suburbs west of the motorway don't have sufficient connections to the Northern Busway. In the proposed route structure, this connection was provided by the N45 via Wairau Rd to Smales Farm Station, and the N25 from Beach Haven via Glenfield and part of Archers Rd, to Smales Farm Station.



Final network

Under the final network, the N49 from Glenfield and Windy Ridge will now run the length of Archers Rd to Smales Farm Station. By serving Archers Rd with the N49, this means the N25 can now run the length of Chivalry Rd to provide more people from the western side of the motorway with a connection to the busway.

Beach Haven to Massey University and Albany (N82)

There is currently a service (957) which operates along Glenfield Rd to Massey University and Albany.

Most services start at Birkenhead Wharf, except for the first four buses in the morning which start from Beach Haven. There was some concern amongst the users of these services that their trip in the morning will take longer. However, even though their option under the New

Network will be to take the N25 from Beach Haven to Glenfield shops and then connect with route N82 to Massey University or Albany; because of the direct route of the N25 from Beach Haven to Glenfield, and the high frequency and more direct nature of the N82 (the current service diverts through the North Harbour Industrial Estate), the journey should be quicker than it is currently.

Chivalry Rd (N24, N25)

11 submissions opposed the loss of service to the section of Chivalry Rd between Diana Dr and Archers Rd, including a petition with 41 signatures. There were also another 26 submissions opposing the loss of routes 915, 945, and 945X which operate through this area. As discussed above, because it was possible to reroute the N24 via Chartwell Ave, this made it possible to move the N25 to travel the full length of Chivalry Rd.

Those opposing this loss of service requested access mainly to Glenfield, Takapuna, and the City Centre. The N25 will enable travel to both Glenfield and Takapuna, and provide a direct route to Smales Farm Station for connections with buses to the City Centre.

Totaravale (N44, N49)

21 respondents opposed the loss of service to Totaravale (Totaravale Dr, Athena Dr, and Trias Rd), including two local boards. The new route N44 (as discussed above), which has been created to connect Campbells Bay with Sunnynook Station, travels onwards from Sunnynook Station to Constellation Station via Target Rd.



This section of the route was previously part of route N49 in the proposed network that went out for consultation. Because this area is now served by the N44, this allowed the N49 to be shifted to travel along Totaravale Dr and Athena Dr. The N49 will now travel from Constellation Station, through Totaravale, Wairau Valley, Glenfield Shops, Windy Ridge, and along Archers Rd to Smales Farm Station.

Caribbean Drive and Devonshire Rd (N44, N49)

A total of 35 submissions opposed the loss of service to Caribbean Dr and Devonshire Rd in Unsworth Heights, including one from a local board. It is possible to address this concern by extending the N44 via Caribbean Dr and Devonshire Rd, instead of directly along Sunset Rd. This extension will add minimal time and kilometres to the journey, and will follow the same route as the current 900X.

Capacity from Beach Haven to Newmarket (N93)

Some concerns were raised about the capacity of services from Beach Haven to Highbury to connect with the N93 service from Highbury to Newmarket. Residents were concerned that in the peak there would not be sufficient capacity on the services from Beach Haven to Highbury. Therefore the N93 has been extended at peak times to provide a service around the Rangatira Rd, Beach Haven Rd, Birkdale Rd loop.

In addition, the first service in the morning on the N93 will operate earlier than that proposed, as a result of feedback that passengers wouldn't be able to travel as early as they can on the current service, specifically staff needing to be at Auckland City Hospital for a 7.00am start.

Operating hours from Highbury to Albany (N82)

The proposed span of service for route N82 (Highbury to Albany) was Monday to Friday only, 7am to 7pm. The feedback we received, particularly from youth, highlighted that Albany is a popular shopping and entertainment destination, and there was a desire to be

able to travel there at the weekend. Therefore the service has been extended to operate 7 days a week.

Chatswood service (N91, N91a)

The service through the Chatswood area in Birkenhead (N91) was proposed to operate as a peak only service, similar to the current service in this area (971). However, the feedback showed a desire for an all-day service in this area. As a result, an interpeak service (N91a) has been introduced that will travel from Verrans Corner via Chatswood to Highbury Shops, where passengers can connect to other services.

In addition, as a result of requests for service on Stafford Rd, the trips from the city in the afternoon peak will travel via Stafford Rd and Queen St (Northcote Pt).

Connections with Northcote Point ferry (N21a/b)

In the proposed network route N21 travelled from Smales Farm Station to Northcote shops where it split into two legs, one terminating at Birkenhead Wharf and the other terminating at the roundabout on Queen Street at the top of the hill leading to Northcote Point Wharf. Due to the timetable of the ferries and the alternating bus routes, it was proposed that the N21b would connect with the ferry at Birkenhead, but the N21a would not connect with the ferry at Northcote Point.

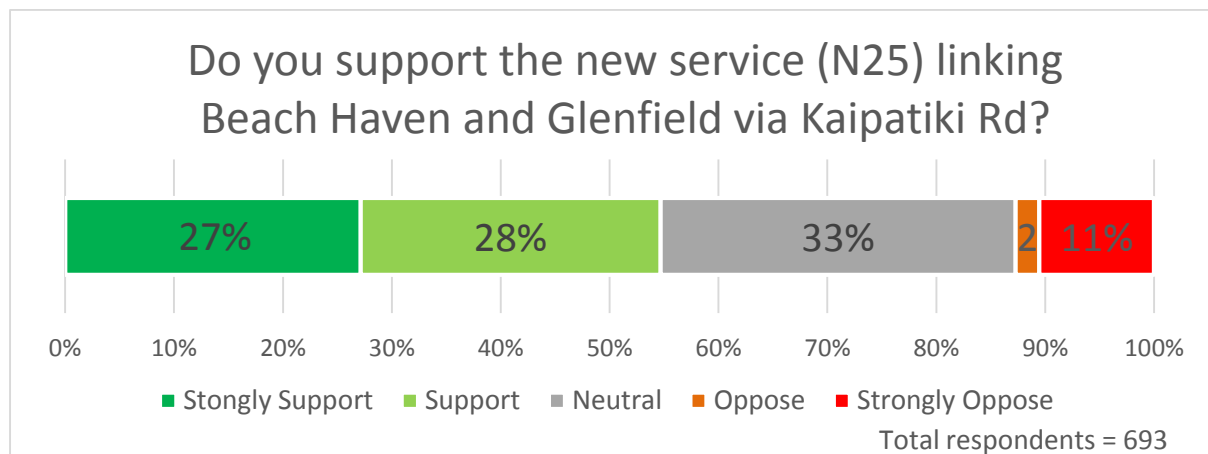
The feedback showed a strong desire for a bus to connect with the Northcote Point ferry service. As a result, in conjunction with changes to the N82 which will now serve Birkenhead Wharf, the N21b has been removed and the N21 will now be a single route following the path of the N21a between Smales Farm and Northcote Point via Northcote shops. This has allowed the bus service to be timed to connect with the Northcote Point ferry.

In addition, Auckland Transport will investigate smaller buses for this route to enable the bus to travel right down to the wharf. There is insufficient turning room for a larger bus to do this.

This removes service from a very small section of the N21b route, approximately 450 metres of Pupuke Rd between Glenfield Rd and Tilden Ave, which is within walking distance of services on Glenfield Rd and the section of Pupuke St east of Tilden Ave.

Beach Haven to Glenfield connection and changes to the N25

The N25 proved to be popular during consultation. When asked whether they supported a service linking Beach Haven and Glenfield via Kaipatiki Rd, 53% of respondents who answered this question supported or strongly supported this. Only 13% were in opposition.



Previously, between 2000 and 2005, there was a service which operated across Kaipatiki Bridge to provide a direct connection between Beach Haven and Glenfield, and on to other destinations. This was discontinued due to low patronage. However, at this time the focus was on providing coverage to a wide range of places at the expense of providing regular and

frequent services, and therefore the timetable was very irregular; there was only one trip in the morning peak from Beach Haven, and the last bus returning in the afternoon was at 3.35pm. Therefore, we expect that with the much more frequent and regular timetable, and connections to North Shore Hospital and the busway at Smales Farm Station, that the N25 will attract many more passengers.

The proposed route for the N25 travelled via Bentley Rd, Chartwell Ave, Lingfield St and Blenheim St to Archers Rd. However, there was opposition to loss of service on the section of Chivalry Rd between Diana Dr and Archers Rd. To address this, it has been possible to move the N25 to travel along the length of Chivalry Rd, in part enabled by rerouting the N24 to serve Blenheim St, Lingfield St and Chartwell Ave. This provides connections from Chivalry Rd to Glenfield and Takapuna, with the opportunity to connect to city services at Smales Farm Station.

The N25 has also been changed between Northcote Shops and Akoranga Station. The proposed route travelled via College Rd, but concerns were raised about the ability of College Rd to accommodate the number of peak buses that would be scheduled along it. Businesses at the Northcote Rd end of Akoranga Dr were also opposed to the loss of service. The route will now travel via Lake Rd, Ocean View Rd and Akoranga Dr, allowing peak services to take advantage of the transit lane along Akoranga Dr.

Hospital services (N25)

Another issue that was raised through consultation was the desire for more frequent services through North Shore Hospital. Requests were received from both residents on the N25 route wanting to go through the hospital, and from North Shore Hospital management requesting more services for patients, visitors and staff. This has been addressed by rerouting the N25 through the hospital grounds rather than along Taharoto Rd, resulting in over half of all bus services between Beach Haven and Takapuna (including all weekend trips from Beach Haven) travelling through the hospital. As noted above, the N41 has also been rerouted via the hospital to provide service for residents of the East Coast Bays.

Albany, Greenhithe and Unsworth Heights

Submissions from the Albany, Greenhithe, and Unsworth Heights area (from Albany Village/Gills Rd in the north to Sunset Rd in the south, Greenhithe in the west and the motorway in the east), accounted for 12% of the submitters who gave an address.

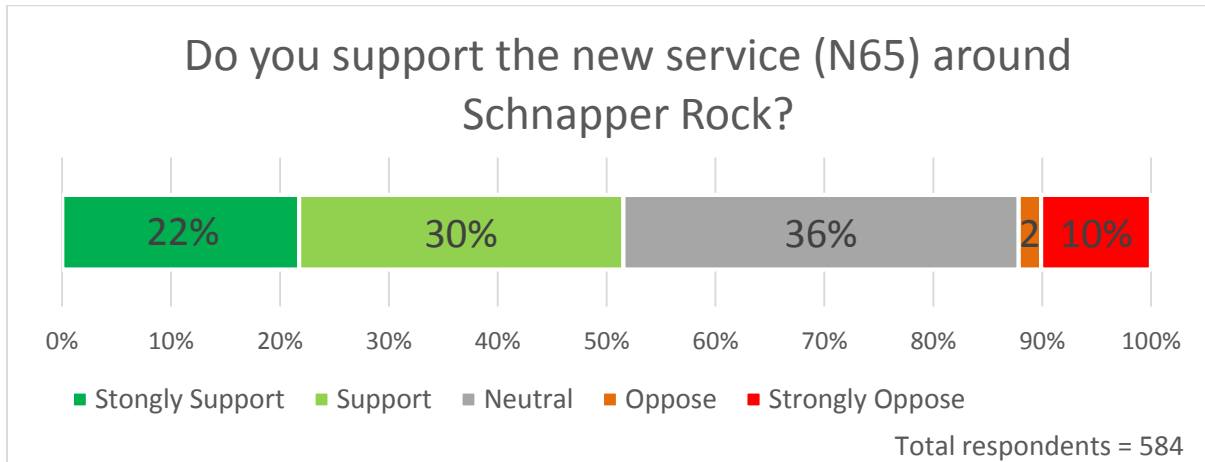
Bush Rd and Albany Highway service (N78, N82)

15 submissions were received opposing the loss of service through Bush Rd in Albany. Bush Rd serves the Bushlands Park residential area north of Rosedale Rd, mixed apartments and commercial areas, and Pinehurst School, as well as industrial use south of Rosedale Rd. Due to the feedback and the land use along this road, the N78 has been extended from Albany to Constellation Station via Massey University, Albany Expressway, Bush Rd, Paul Matthews Rd and Upper Harbour Highway.

There was also opposition to removal of services operating the length of Albany Highway, including one from a local board. To provide a link along the length of the highway, the N82 from Birkenhead Wharf via Glenfield Rd has been changed. Under the proposed network the N82 travelled from Highbury via Sunset Rd to Constellation Station, and then to Massey University and Albany. The links provided by this route are still provided under the final network (there is still a regular service from Glenfield and Sunset Rd to Constellation Station, provided by the N8a, and the extension of the N78 through Bush Rd will provide a link from Constellation Station to Massey University). This leaves the N82 available to be changed to provide a link along the length of Albany Highway.

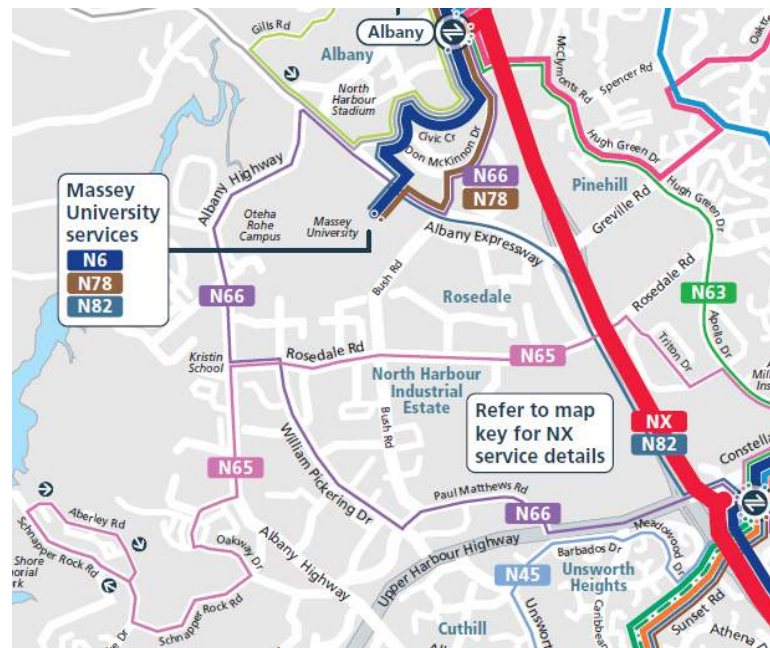
North Harbour Industrial Estate and Schnapper Rock (N66, N65)

The new service proposed for the Schnapper Rock area was well supported, with over 50% of respondents supporting or strongly supporting this service.

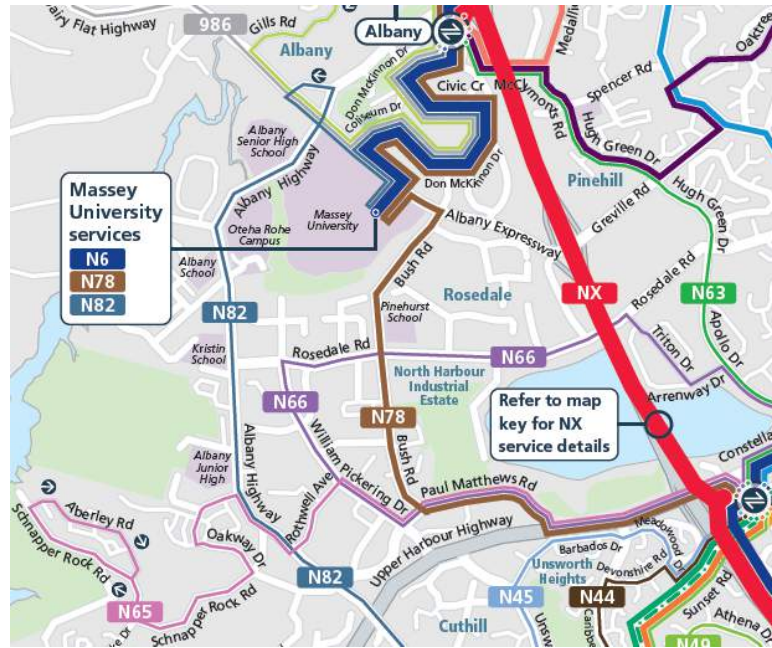


There was, however, some concern raised that the service was not direct enough to Constellation Station to be attractive to passengers wanting to make connections to the rest of the network. With the N82 travelling the length of Albany Highway in the final network, it was possible to turn the N66 service into a loop serving North Harbour Industrial Estate. This means that the N65 service to Schnapper Rock can now travel along a more direct route between Schnapper Rock and Constellation Station.

Proposed network



Final Network



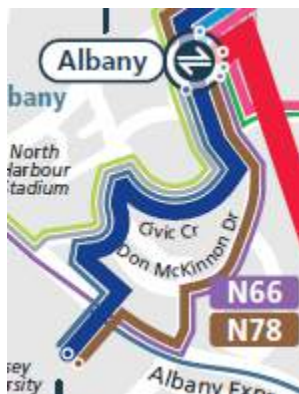
Greenhithe to Albany link (W5)

Seven submissions requested a direct service from Greenhithe to the Albany area. Under the final Network, the Greenhithe service (W5) travels to Constellation Station via Sunset Rd, and once at Constellation Station there are a number of options for travelling to different parts of the Albany area. Auckland Transport will also investigate the possibility of making connections easier at the intersection of Upper Harbour Highway and Albany Highway.

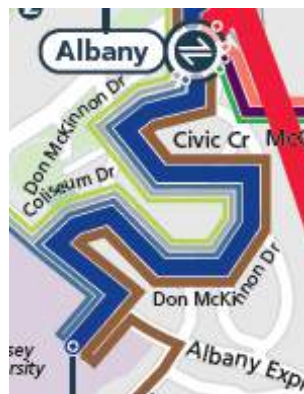
Routing through Albany (N6, N74, N78, N82)

The proposed network routed services through Albany on one of two paths; via Civic Crescent (Westfield Albany) and via Northridge (retail, offices, and North Shore District Court). However, neither of these routes serve the retail 'Mega Centre', which includes Pak 'n Save on the southwestern section of Don McKinnon Drive. Parts of this area are not pedestrian friendly, and the topography makes it difficult for some people to access shops and public transport, because of the need to go up or down large flights of stairs.

Proposed network



Final network



As a result of feedback and further consideration, all buses through Albany will travel via the same route, which will include the Mega Centre, Northridge, and Civic Crescent. This is slightly longer than the shortest possible route (it will add approximately three minutes to the journey), but it will result in consistency of service and all routes serving the main destinations, making the network simpler, easier to understand and useful for more people.

Serving Albany Village (N82)

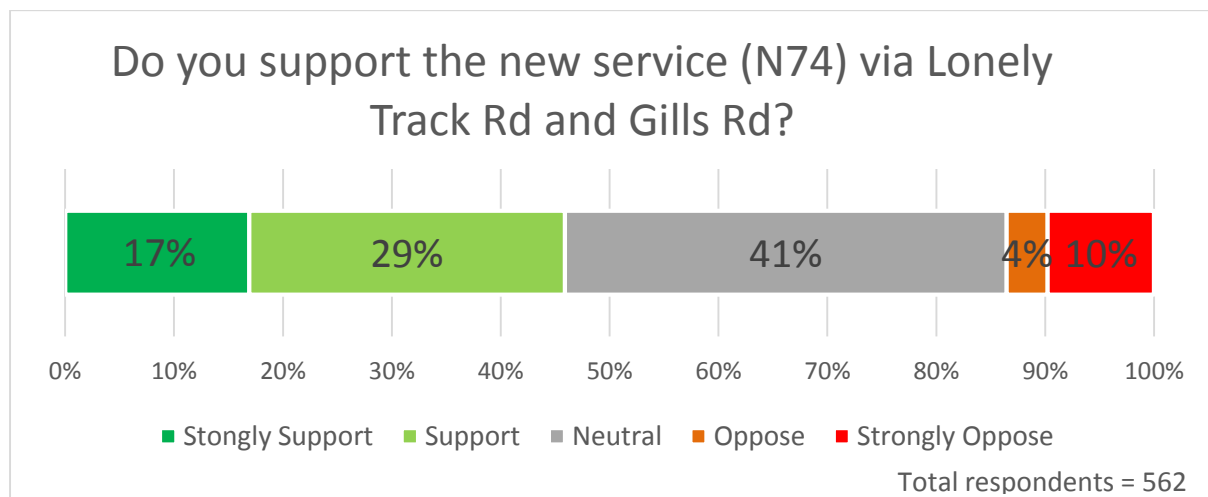
There was a request from the Upper Harbour Local Board for there to be a service via Caribbean Dr along Albany Highway and then through Albany Village. Due to the changes described above, the N82 will now travel the length of Albany highway. It is also possible for the N82 to serve Albany Village by looping around Oteha Valley Rd and Oteha Valley Rd extension, to stop on Dairy Flat Highway before continuing on to Massey University and

Albany Station. All trips in both directions will loop in an anticlockwise direction, in order to avoid a right turn from Oteha Valley Rd at an uncontrolled intersection.

Fairview Heights (N74)

The new route N74 introduces a bus service to the Fairview Heights and Gills Rd area for the first time. This area does not currently have a bus service, but it is a growing residential area. There is considerable residential development in the Fairview Heights area at one end of this route, and Gills Rd at the other. These areas are likely to generate more passengers than the section of Lonely Track Rd in the middle.

The new service was generally well received, although some respondents were concerned that the rural nature of the roads, in particular Fairview Ave and Lonely Track Rd, make them unsuitable for bus services. Auckland Transport will investigate this issue and ensure that the roads are suitable for bus services, and also investigate requiring smaller buses on this route. There are future plans to realign the roads around the Oteha Valley Rd/Medallion Dr intersection which would straighten out the end of Fairview Ave, and would improve bus access.



5.2 Summary of changes by route

This section summarises the changes by route, and includes tables showing changes to the hours of operation and frequency. For details of the feedback and changes please see the relevant area section above.

NX1 – Northern Express Albany to Britomart

No changes have been made to this service.

The Northern Express to Britomart will be largely unchanged from the current Northern Express. The terminus at Britomart will change from Queen St to Lower Albert St prior to the New Network, due to works for the City Rail Link (CRL).

Some services will start from Constellation Station in the morning peak, rather than Albany Station, to provide additional capacity at Constellation Station and the other stations between there and the City. This will be crucial to ensure sufficient capacity at all stations, and particularly Constellation Station and Smales Farm Station, when the increase in feeder services begins.

Additional late night services will operate through to 3am, with trips every 30 minutes between midnight and 3am.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	5.30am	Midnight	10 mins	3 – 5 mins	10 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	5.30am	11.00pm	15 mins	15mins
Friday and Saturday nights	Additional late night services through to 3am with trips every 30 minutes between midnight and 3am.			
Final network	Unchanged			

NX2 – Northern Express Albany to City universities

The route taken by the NX2 will replace the current path taken by buses between the North Shore and the City universities, which is via Customs St, Anzac Ave and Symonds St. Some feedback requested that the route remain via Anzac Ave and Symonds St, however this is also a route through the City that will be affected by the City Rail Link works and therefore this will not be possible.

Feedback also requested that the NX2 route should continue to Newmarket, as the current 881 route does. However, it would have not been affordable to operate every trip through to Newmarket, and if only selected trips included this extension, there is still a risk that passengers for Auckland City Hospital and Newmarket would be left behind due to buses full of passengers to earlier destinations. Some feedback was received from passengers who have experienced this, and welcomed a service that will not go via the universities.

After the consultation closed it became apparent that some changes to the route around Victoria Park may be required. See section 6 North Shore bus routes in the City Centre for discussion.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	5.30am	11.00pm	10 mins	3 – 5 mins	15 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	5.30am	10.30pm	15 mins	15 mins
Final network	Unchanged			

NX3 – Northern Express Albany to Newmarket

No changes to this service from what was proposed.

This route is designed to connect to Auckland City Hospital and Newmarket, while bypassing the City universities in the Learning Quarter. This is to ensure that passengers wanting to travel through to the hospital and Newmarket are not crowded out by those travelling to the universities.

Services will operate in both directions all day, Monday to Friday only. Currently the service from Newmarket to the busway via Ponsonby only operates at peak times, in the peak direction.

Bus priority measures are being investigated to address congestion in the evening peak along Ponsonby Rd, Jervois Rd and Curran St.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	9.00pm	30 mins	10 mins	60 mins
Final network	Unchanged				

N4 – Milford to City universities via Takapuna

The current services from Takapuna to the CBD start from a number of destinations and follow different routes to Takapuna, impacting on the reliability, and the simplicity and legibility of these services. By having a shorter and more consistent route, an even spacing of services through Takapuna will be much easier to maintain.

There will be no changes to this route as a result of consultation, except changes to time as below.

This route was originally intended to have alternate trips continue to Constellation Station via East Coast Rd and Sunnynook (N4a), however this could have had an impact on reliability, and so now all trips on the 'Frequent' service will operate just from Milford. A separate service will operate from Sunnynook to Akoranga Station (see N46 below).

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	11.00pm	15 mins	15 mins	30 mins
Final network	5.30am	11.30pm	15 mins	7 – 8 mins	30 mins

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	10.00pm	15 mins	30 mins
Final network	6.00am	11.00pm	15 mins	30 mins

N4a/N46 – Constellation Station to Akoranga via Sunnynook, Milford and Takapuna

The N46 is a new route. This was originally the N4a during consultation, but has now been split into a separate route and terminates at Akoranga Station instead of the City Centre. This is the same as the current route 843.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	11.00pm	30 mins	30 mins	60 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	60 mins
Final network	Unchanged			

N6 – Massey University to Takapuna via Albany Station and Browns Bay

This service is designed to provide frequent access to the Busway for this section of the East Coast Bays (Browns Bay to Mairangi Bay), as well as a relatively direct service to Takapuna that doesn't require a transfer.

There were no changes to route or frequency on this service as a result of consultation, although the span of service has now been increased.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	11.00pm	15 mins	15 mins	30 mins
Final network	5.30am	Midnight	Unchanged		

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	10.00pm	15 mins	30 mins
Final network	Unchanged			

N8 – Glenfield to Britomart (Lower Albert St)

- N8a – Constellation Station to Britomart (Lower Albert St) via Glenfield Rd
- N8b – Bayview to Britomart (Lower Albert St) via Glenfield Rd

The N8a and N8b operate alternately to give Glenfield Rd (south of Manuka Rd) a ‘Frequent’ service, seven days a week. The services, combined with the N9 Beach Haven routes, give a very frequent service (every 7-8 minutes) for Onewa Rd.

These routes are largely the same as the current 955 Bayview and 958 Constellation Station services, with the exception of the City Centre terminus. The weekday frequency is similar to these current services, however for the weekends this frequency will be approximately doubled during the day. The N8a will also operate on weekends; the current 958 is a weekday only service.

The changes to the hours of operation for the weekday services bring these into line with the current Glenfield services.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	11.00pm	15 mins	7-8 mins	30 mins
Final network	5.45am	11.30pm	Unchanged		

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	10.00pm	15 mins	30 mins
Final network	Unchanged			

N9 – Beach Haven to Britomart (Lower Albert St)

- N9a – Beach Haven to Britomart (Lower Albert St) via Rangatira Rd
- N9b – Beach Haven to Britomart (Lower Albert St) via Birkdale Rd

The N9a and N9b operate alternately to give Verrans Corner to Highbury a Frequent service, seven days a week. The services, combined with the N8 Glenfield routes, provide a very frequent service (every 7-8 minutes) for Onewa Rd. Although not shown on the consultation maps, some peak services will still travel via the Highbury Bypass.

These routes are largely the same as the current 973 and 974 Beach Haven services with the exception of the City Centre terminus. The weekday frequency is similar to these current services, however for the weekends this frequency is approximately doubled during the day.

The hours of operation for the weekday services bring these into line with the current Beach Haven services.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	5.30am	11.00pm	15 mins	7-8 mins	30 mins
Final network	5.30am	11.30pm	Unchanged		

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	10.00pm	15 mins	30 mins
Final network	Unchanged			

N11 – Bayswater to City universities via Esmonde Rd

This is a peak only (Monday to Friday) service, linking the northern section of the Devonport peninsula with the City Centre. This route will be largely unchanged from the current route 802X.

Changes as a result of consultation:

- Increase from three to four trips in the morning peak (in line with the current route 802X).
- Rerouted via Jutland Rd, not Hart Rd.
- Extended to end of Bayswater Ave.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	Unspecified		N/A	30 mins	N/A
Final network	6.45am	5.45pm	Unchanged		

N12 – Stanley Point to Devonport Ferry Terminal

This route provides a service from Stanley Point to meet with the Devonport ferry, and also a connection to Devonport Village. The route is unchanged from the consultation proposal, and is the same as the section of the current 779 service between Stanley Point and Devonport. The current 779 service only operates at peak times, Monday to Friday; the N12 will operate both weekdays and weekends from approximately 6.30am to 7.00pm.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	30 mins	30 mins	N/A
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	30 mins	N/A
Final network	Unchanged			

N13 – Devonport Ferry Terminal to Cheltenham

This route provides a service from Cheltenham to meet with the Devonport ferry, and also a connection to Devonport Village. The route is largely unchanged from the section of the current route 779 between Cheltenham and Devonport, except that it will loop around Cheltenham in a clockwise direction instead of anticlockwise. This enables visitors to the Torpedo Bay Navy Museum to use a stop on the same side of the road as the museum.

The current 779 service only operates at peak times, Monday to Friday; the N13 will operate both weekdays and weekends from approximately 6.30am to 7.00pm.

Changes as a result of consultation:

- Rerouted via King Edward Parade, Church St, and Vauxhall Rd.
- Changes to times and frequency.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	30 mins	15 mins	N/A
Final network	Unchanged		30 mins	30 mins	N/A

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	11.00pm	30 mins	30 mins
Final network	6.30am	7.00pm	30 mins	N/A

N21/N21a – Smales Farm Station to Northcote Point

Changes:

- N21a extended to Northcote Point wharf and will now connect with the ferry.
- N21b has been removed – Birkenhead Wharf ferry will now be served by N82.

This removes coverage from a very small section of the N21b route, approximately 450 metres of Pupuke Rd between Glenfield Rd and Tilden Ave.

Auckland Transport will investigate the use of smaller buses for this route, to enable the bus to travel right down to the wharf. There is insufficient turning room for a larger bus to do this.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	30 mins	15 mins	N/A
Final network	Unchanged		60 mins	30 mins	N/A

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	30 mins	N/A
Final network	6.30am	7.00pm	60 mins	N/A

N21b – Smales Farm Station to Birkenhead Wharf

This service has been removed. Birkenhead Wharf ferry will now be served by N82. See discussion above.

N23a/b – Akoranga Station to City universities via Hillcrest

N23a – Akoranga Station to City universities via Hillcrest and Sylvan Ave. The N23a is an all-day service connecting Hillcrest with the City Centre, travelling via Exmouth Rd and Sylvan Ave to join the motorway at Onewa Rd.

Changes as a result of consultation:

- N23a will now travel via Akoranga Drive to Akoranga Station rather than Smales Farm Station.

N23b – Hillcrest to City universities via Akoranga Station. This is a peak only service to the City, starting at Hillcrest and travelling against peak flow via College Rd and Akoranga Dr. No changes have been made to this part of the route as a result of consultation.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.30pm	20 mins	15 mins	30 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	60 mins
Final network	Unchanged			

N24 – Glenfield to Akoranga Station via Hillcrest West

This service connects the section of Hillcrest that is immediately to the east of Glenfield Rd with the busway at Akoranga Station.

Changes as a result of feedback:

- Rerouted to travel to Glenfield rather than Smales Farm Station.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	9.00pm	30 mins	30 mins	60 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	60 mins	N/A
Final network	Unchanged			

N25 – Beach Haven to Takapuna

This service will connect Beach Haven and Takapuna, via Glenfield Shops, Smales Farm Station and North Shore Hospital in one direction, and via Highbury, Northcote Shops and Akoranga Station in the other.

The following route changes have been made as a result of consultation:

- The N25 has been rerouted to travel the length of Chivalry Rd.
- Rerouted through Northcote Shops along Lake Rd, a short section of Northcote Rd, and Akoranga Dr.
- Rerouted to travel via the grounds of North Shore Hospital.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	15 mins	30 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	15 mins
Final network	Unchanged			

N30 – Devonport Ferry Terminal to Akoranga Station

This service is essentially the same as the current route 813 that operates between Takapuna and Devonport, with the exception of the extension of this route to Akoranga Station, to allow a connection from the Devonport Peninsula to AUT Akoranga and the busway. This service provides a connection with the Devonport ferry, and also provides a link to Takapuna and the busway.

Changes as a result of consultation:

- Route to follow current path through Devonport Shops (Victoria Rd and Albert Rd).
- Increase in evening frequency to provide connections with all Devonport ferries.
- Route changed to terminate at Akoranga Station rather than Smales Farm Station.
- All trips at peak times to travel the full length between Devonport and Akoranga.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)*</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.30pm	30 mins	30 mins	60 mins
Final network	5.30am	11.45pm	30 mins	15 mins	30 mins

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	60 mins
Final network	6.45am	10.15pm	30 mins	30 mins

* Note: The peak services show a higher frequency than the consultation document. This is due to the consultation being done on the basis that alternating trips in the peak would terminate at Belmont shops, however, in recognition of the importance of the link through to Takapuna and the busway, all trips will now run full length between Devonport and Akoranga Station.

N31 – Bayswater to Takapuna

This service provides a ferry feeder service to the Bayswater ferry, as well as a link to Takapuna from Bayswater, and the residential area to the west of Lake Rd between Bayswater and Hauraki Corner.

Changes as a result of feedback:

- Route shortened to terminate at Takapuna (section from Takapuna to Constellation Station renumbered N42).
- Rerouted to travel via Jutland Rd, Francis St, Charles St, Walter St, instead of via Hart Rd.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.30pm	30 mins	30 mins	30 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	30 mins
Final network	Unchanged			

N32 – Milford to Takapuna via North Shore Hospital

The N32 has a large proportion of Super Gold Card users and was originally intended as an inter-peak service aimed at this sector. This route is the same as a section of the current route 803.

Changes as a result of feedback:

- Increase in weekday hours of operation.
- Addition of service on weekends.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	9.30am	5.00pm	60 mins	None	None
Final network	6.00am	7.00pm	60 mins	60 mins	None

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	None	None	None	None
Final network	9.00am	5.00pm	60 mins	None

N41 – Albany to Takapuna via Browns Bay, Beach Rd, Milford and North Shore Hospital

The original N41 in the consultation was designed principally to connect the lower East Coast Bays with the busway at Smales Farm Station in the south, and Constellation Station via Sunrise Ave in the north.

As a result of feedback, this route now has the added purpose of connecting the ‘coastal villages’ of the East Coast Bays with each other via Beach Rd, as well as providing a connection to North Shore Hospital and Takapuna.

Changes as a result of feedback:

- Extension along the East Coast Bays to Torbay terminating at Albany Station.
- Rerouting through North Shore Hospital.
- Rerouting via Beach Rd in Waiake.
- Rerouted to serve Medallion Dr.
- Removal of service from Sunrise Ave.
- Rerouted to travel via East Coast Rd directly to Oteha Valley Rd until Glenvar Rd / East Coast Rd / Lonely Track Rd intersection realigned.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.30pm	30 mins	30 mins	30 mins
Final network	6.00am	11.00pm	Unchanged		

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	30 mins
Final network	Unchanged			

Although the peak frequency is shown as every 30 mins (the same as the rest of the day), there will be some additional services at higher frequency but not travelling the entire route, therefore not being included in the above table

N42 – Constellation Station to Takapuna via Forrest Hill Rd

This is a new route, created by shortening the N31 Bayswater ferry feeder service to improve reliability.

Changes made as a result of feedback:

- Route terminated at Takapuna instead of Devonport, and renumbered to N42.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.30pm	30 mins	10 mins	30 mins
Final network	6.00am	11.00pm	Unchanged		

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	30 mins
Final network	6.30am	11.00pm	Unchanged	

N43 – Crown Hill to Smales Farm via East Coast Rd

This is a peak Monday to Friday service designed to provide extra capacity, and a direct trip between East Coast Rd and the busway. There were no changes to the route, hours of operation, or frequency as a result of the consultation.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	Not specified		N/A	10 mins	N/A
Final network	6.00am	6.00pm	Unchanged		

N44 – Campbells Bay to Constellation Station via Sunnynook Station

This is a new route offering a direct service between Campbells Bay and the busway at Sunnynook Station, as well as serving streets where there was opposition to loss of service. The streets where service has been restored are: Aberdeen Rd in Campbells Bay (which includes Campbells Bay Primary School), and Caribbean Dr and Devonshire Rd in Unsworth Heights.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Final network	6.00am	11.00pm	30 mins	30 mins	60 mins

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Final network	7.00am	10.00pm	60 mins	60 mins

N45 – Smales Farm Station to Constellation Station via Wairau Rd and Unsworth Heights

This service connects Unsworth Heights with the busway at Constellation Station, and runs the length of Wairau Rd to Smales Farm Station. Peak direction is towards Constellation Station, giving peak frequency from the residential area of Unsworth Heights to Constellation Station, and from Smales Farm Station to the employment area of Wairau Rd.

There were no changes to this service as a result of feedback.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	20 mins	60 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	9.00pm	60 mins	60 mins
Final network	Unchanged			

N46 – Constellation Station to Akoranga via Sunnynook, Milford and Takapuna

Please see N4a/N46.

This was previously numbered N4a but was split from the N4 and re-numbered N46.

N49 – Constellation Station to Smales Farm Station via Link Dr, Glenfield, Windy Ridge and Archers Rd

The route proposed during consultation connected Target Rd and Link Dr with Constellation Station, as well as Windy Ridge with Glenfield Rd.

Following changes, Target Rd will now be served by the N44 and linked to Constellation Station.

The N49 will continue to connect Link Dr with Constellation Station, and Windy Ridge with Glenfield Rd, but will now have the added purpose of connecting the Totaravale area with the busway and Glenfield. It will also provide an additional east-west link to the busway, connecting Glenfield Rd to Smales Farm Station via Archers Rd.

Changes as a result of feedback:

- Extended from Windy Ridge to Smales Farm Station via Archers Rd.
- Rerouted via Totaravale.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	30 mins	30 mins	N/A
Final network	6.30am	9.00pm	30 mins	30 mins	60 mins

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	60 mins	N/A
Final network	Unchanged			

The route will travel clockwise around Windy Ridge because it is unsafe to make a right turn out of Roberts Rd onto Glenfield Rd. Should the Roberts Rd intersection be improved in future, for example a roundabout constructed, consideration would be given to operating the route in both directions around Windy Ridge.

N62 – Browns Bay to Constellation Station via Weatherly Rd and East Coast Rd

The original intent of this service was to serve the section of East Coast Rd between Northcross and Constellation Dr, providing access to the busway at Albany Station in the north, and Constellation Station in the south.

Following consultation, the N62 will continue to provide a connection from East Coast Rd to Constellation Station, but will now also connect East Coast Rd with Browns Bay, and connect Geoffrey Rd and Weatherly Rd with Constellation Station and Browns Bay.

Changes made as a result of feedback:

- Route to travel via Weatherly Rd and Deep Creek Rd to terminate at Browns Bay shops rather than Albany Station.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.30pm	30 mins	15 mins	30 mins
Final network	5.30am	Midnight	Unchanged		

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	10.00pm	30 mins	30 mins
Final network	6.30am	11.00pm	Unchanged	

N63 - Albany Station to Constellation Station via Hugh Green Dr

This service gives a connection to the busway for the residential area along Hugh Green Dr, and the industrial area on Apollo Dr and Constellation Dr.

There were no changes to this service as a result of the consultation.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	8.00pm	30 mins	15 mins	60 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	8.00pm	60 mins	60 mins
Final network	Unchanged			

N65 – Schnapper Rock to Constellation Station

This route introduces public bus services to the Schnapper Rock area for the first time (outside of school buses). It provides a connection to the busway for the residents of this area, as well as access for visitors to the North Shore Memorial Park.

Changes made as a result of feedback:

- Route changed to travel more directly to Constellation Station via Paul Mathews Ave rather than Rosedale Rd.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	9.00pm	30 mins	20 mins	30 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	9.00pm	60 mins	60 mins
Final network	Unchanged			

N66 – Constellation Station to North Harbour Industrial Estate Circuit

The N66, as it stood for consultation, covered part of the North Harbour Industrial Estate west of the motorway, plus Albany Highway north of Rosedale Rd, connecting with Albany shops and Albany Station. Changes to other routes (N82 and N65) have enabled the N66 to become a dedicated loop around the North Harbour Industrial Estate.

Due to this route now principally serving the industrial area, along with changes to other routes (including N78 via Bush Rd), this service will now operate Monday to Friday only.

Weekdays					
			Frequency		
	First service by	Last service not before	All Day (7am – 7pm)	Peak (morning & evening)	Late (after 7pm)
Proposed	6.30am	9.00pm	30 mins	15 mins	30 mins
Post Consultation	6.00am	7.00pm	30 mins	15 mins	N/A

Weekends				
			Frequency	
	First service by	Last service not before	All Day (7am – 7pm)	Late (after 7pm)
Proposed	6.30am	7.00pm	60 mins	N/A
Post Consultation	N/A			

N74 – Albany Station to Fairview Heights Circuit

The new route N74 introduces a bus service to the Fairview Heights and Gills Rd area for the first time. This area does not currently have a bus service, but is a growing residential area. There is considerable residential development in the Fairview Heights area at one end of this route and Gills Rd at the other. These areas are likely to generate more passengers than the section of Lonely Track Rd in the middle.

There were no changes made to this route as a result of consultation

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	9.00pm	60 mins	30 mins	60 mins
Final network	Unchanged				

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	60 mins	N/A
Final network	Unchanged			

N78 – Long Bay to Constellation Station via Glamorgan Dr, Massey University and Bush Rd

This service is designed to link Long Bay and Torbay to the busway at Albany Station, as well as Massey University via a relatively direct route (Glamorgan Dr).

Changes made as a result of feedback:

- Route extended from Massey University to Constellation Station via Bush Rd and Paul Matthews Rd.
- Route through Albany centre changed to serve both Civic Cr and Don McKinnon Dr.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.30pm	30 mins	15 mins	30 mins
Final network	5.30am	11.30pm	Unchanged		

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.00am	10.00pm	30 mins	30 mins
Final network	Unchanged			

N79 – Torbay to Albany via Oaktree Ave

The N79 provides a link from Browns Bay to the busway at Albany Station, via the residential catchment through Glencoe Rd, Oaktree Ave, Greville Rd and Hugh Green Dr. The original route that was proposed was a larger circuit, however the northern part of the circuit now forms part of route N41.

Changes made as a result of feedback:

- Route shortened at Browns Bay (remainder of route now incorporated into N41).

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.30pm	30 mins	15 mins	30 mins
Final network	6.00am	Midnight	Unchanged		

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	30 mins
Final network	Unchanged			

N81 – Windy Ridge to City universities

This is a Monday to Friday, peak only service, giving a direct service from Windy Ridge to the City, providing a service to the middle of the City Centre for the southern end of Glenfield Rd and providing more capacity for Onewa Rd. Other than the route through the City, this is the same as the current route 953.

Changes as a result of feedback:

- Rerouted through Stafford Rd instead of via Onewa Rd off-ramp in the evening peak.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	Not specified		N/A	20 mins	N/A
Final network	6.45am	5.45pm	Unchanged		

N82 – Birkenhead Wharf to Albany via Glenfield Rd and Albany Highway

This service connects Highbury with Massey University, Albany shops, and Albany Station, via Glenfield Rd and Albany Highway. The increased frequency during peak times, is in the direction towards Massey University and Albany. The peak periods are also extended to account for the peak university times.

Changes as a result of feedback:

- Extended to terminate at Birkenhead Wharf, and will be timed to connect with the ferry.
- Changed to travel via Albany Highway, rather than the busway and Albany Expressway.
- Increased to operate seven days a week.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	7.00am	7.00pm	30 mins	10 mins	N/A
Final network	6.00am	10.00pm	30 mins	10 mins	60 mins

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Final network	7.00am	7.00pm	30 mins	N/A

N91 – Chatswood to City universities

N91 is a Monday to Friday peak only service connecting Chatswood with Auckland Universities via Highbury and Onewa Rd. Except for the route through the city, this is the same as the current route 971.

Changes as a result of feedback:

- Introduction of inter-peak service (N91a).
- Rerouted through Stafford Rd instead of via Onewa Rd off-ramp in the evening peak.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	Not Specified		N/A	15 mins	N/A
Final network	6.30am	6.00pm	Unchanged		

N91a – Verrans Corner to Highbury via Chatswood

This is a new route added to provide inter-peak service between Verrans Corner and Highbury Shops.

The N91a will operate hourly between 9am and 4pm, on weekdays only.

N92 – Beach Haven Wharf to City universities via Verbena Rd

N92 is a weekday only service, connecting the Lauderdale Rd, Verbena Rd area with Highbury and the City universities. Except for the route through the city, this is the same as the current route 972. While the current service only operates at peak times, the N92 will operate through the day.

Changes as a result of feedback:

- Rerouted through Stafford Rd instead of via Onewa Rd off-ramp in the evening peak.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	60 mins	N/A	N/A
Final network	Unchanged				

N93 – Highbury to Newmarket via Ponsonby and Auckland City Hospital

N93 is a weekday only service connecting Highbury with Newmarket via Ponsonby Rd, K'Rd and Auckland City Hospital. This is the same as the current route 966 with the addition of some earlier morning northbound services.

Changes as a result of feedback:

- Extended at peak times to travel around the Rangatira Rd / Beach Haven Rd / Birkdale Rd loop
- First trip earlier in the morning.

The first service in the morning will operate earlier than that proposed, as a result of feedback that passengers would not be able to travel as early as they can on the current service (specifically staff needing to be at Auckland City Hospital for a 7am start).

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	7.00pm	30 mins	15 mins	N/A
Final network	5.45am	7.00pm	Unchanged		

W5/W5c – Henderson to Constellation Station via Greenhithe

- W5 – Henderson to Constellation Station via Greenhithe
- W5c – Greenhithe to Constellation Station

The western section of this service was consulted on as part of the West Auckland consultation in 2014. Only the section of the route between Greenhithe and Constellation Station was open for change as part of the North Shore consultation. Although some respondents requested a direct service from Greenhithe to the Albany area, there will be no changes made to this route as a result of consultation.

Weekdays	Hours of operation		Frequency		
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Peak (morning & evening)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	10 mins*	60 mins
Final network	Unchanged				

* Peak frequency is a mixture of W5 every 20 minutes, and additional services on route W5c starting at Greenhithe

Weekends	Hours of operation		Frequency	
	<i>First service by</i>	<i>Last service not before</i>	<i>All Day (7am – 7pm)</i>	<i>Late (after 7pm)</i>
Proposed network	6.30am	10.00pm	30 mins	60 mins
Final network	Unchanged			

5.3 General themes from feedback

Busway station capacity

Capacity at busway stations is a concern. The stations are already busy and the New Network will add extra services and passengers to these platforms. Services will be timetabled to avoid congestion where possible, and other measures including starting some double-deckers empty from Constellation Station rather than Albany Station, will help mitigate these issues.

Concerns were raised through the consultation that there is insufficient capacity for terminating services at Smales Farm Station. To address this, three services that were planned to terminate at Smales Farm Station will now terminate elsewhere – two at Akoranga Station and one at Takapuna.

The Northern Corridor Improvement Project being undertaken by the NZ Transport Agency (NZTA), includes an extension to the Northern Busway from Constellation Station to Albany. This will allow a dedicated northbound platform to be constructed at Constellation Station for Northern Express buses, freeing space at other platforms. Though it should be noted that this project is not planned to be completed until 2020/2021, several years after the implementation of the New Network on the North Shore.

Hours of operation

There was some concern that the hours of operation shown in the consultation brochure were not sufficient, and were not as early or late as services in the current network. The times used were an indication; the first bus would be no later than the time listed, and the last bus would be at the time shown, if not later. In many cases, where practicable, the first and last buses will reflect the times in the current network, with a span of service at least as good as that currently offered.

It should also be noted that the tables in the previous section have a section for weekends; however in some cases Saturdays will have a different level of service from Sundays. Where this is the case, the weekend times and frequencies shown are for the Sundays. The Saturday level of service will always be at least as good as Sunday, and in some cases it will be better.

Small buses

32 respondents requested small buses be used at various locations. In general this is because the common assumption is that small buses are cheaper to run, and therefore more trips could be operated to provide either higher frequency or additional routes. A common complaint was that small buses are cheaper and 'less wasteful than a big bus running around with a handful of people on'.

However, smaller buses are not necessarily significantly cheaper to operate, because the major operating cost is the driver's wages, and this cost remains the same regardless of vehicle size. In addition, there are savings to be made by operators by having a fleet of vehicles that are interchangeable between routes, and these savings flow onto the cost of services procured by Auckland Transport. For example, if a small bus does not have sufficient capacity to carry all the passengers at peak times and must be replaced by a larger bus at peak, then effectively the operator must own two buses for the single route, greatly increasing the cost.

The key benefit of small buses is based on their ability to navigate narrow or difficult roads, where a normal sized bus may be unable to operate. For this reason, there are instances where smaller buses are appropriate and Auckland Transport will be considering their suitability for each route. The Regional Public Transport Plan (RPTP) 2015 policy 4.4.f.

states the organisation will “specify vehicle size to match local service route geography and loadings, as required.”

Another concern with small buses is that they may not be accessible for people using wheelchairs or other mobility aids. Auckland Transport is committed to providing accessible vehicles on all public transport services under the new contracts for the New Network, and therefore will not consider using vehicles, such as minivans, that do not meet accessibility standards.

Connection points

Under the North Shore New Network many people will make connections between buses. These will primarily be at busway stations and main shopping centres. However, in order to make the most efficient journey, some passengers will make connections at other, smaller, stops. Auckland transport will work to identify points where connections between services will most frequently be made and assess whether improvements are required.

Park and Ride facilities

Throughout the consultation 121 requests for additional parking space at busway stations were received (including Hibiscus Coast Station), three submissions proposing new park and ride sites, two opposing charging for parking, and one submission supporting charging for parking.

The 2015 Auckland Transport Parking Strategy sets out the approach to park and ride facilities across Auckland, and recognises that where it is not feasible to introduce a feeder service, that Park and Rides can extend the catchment of the public transport network. Policy 12A states: “where the demand for Park and Ride facilities is excessive and is forecast to increase significantly, AT will review the public transport network feeder services to determine if new and improved services should be delivered rather than additional Park and Ride facilities.” The New Network is one such review and will greatly increase the frequency of feeder services to the busway. This will provide an alternative for those who live near the public transport network, therefore alleviating pressure on Park and Rides, and freeing space for those who are beyond the reach of the public transport network.

For further details on Auckland Transport’s Parking Strategy please go to www.at.govt.nz/parkingstrategy.

6 North Shore bus routes in the City Centre

The future City Centre bus routes were not part of the consultation on the North Shore New Network, although information was provided in the consultation material so that respondents could give informed feedback about the routes on the North Shore. The reason for not including the City Centre routes is that there is very little scope for change in the way buses circulate in the City Centre, and the routing is dependent on several large projects, as well as being subject to change as these develop. Therefore it would be misleading to ask for feedback from the public when there is little opportunity to address feedback through changes, and it would not be possible to commit to them at this stage. In addition, the enabling works for the City Rail Link will mean large scale disruption in the City Centre over the next few years which will impact on the bus routes, and there is also a possibility that plans for light rail will have an impact.

In the consultation document for the North Shore, three routes were shown in the City Centre: Route Path 1 (red) to Britomart (Lower Albert St); Route Path 2 (blue) to City universities; and Route Path 3 (green) to Newmarket via Ponsonby, Karangahape Rd and Auckland City Hospital. At this stage it is intended to operate route paths 1 and 3 as shown on this map, however there is a change to Route Path 2.

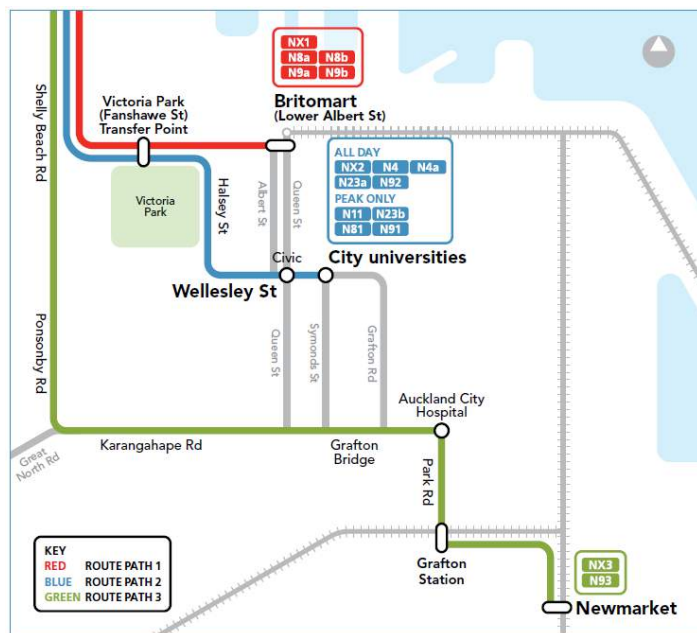
Due to a need to reduce the number of buses on Fanshawe St, Route Path 2 may need to use Beaumont St and Victoria St instead of Halsey St.

On the consultation map of the City Centre, Fanshawe St by Victoria Park is shown as a transfer point for passengers wanting to connect between North Shore services.

The aforementioned change would mean that this would no longer be possible at this point, however the majority of passengers will have the opportunity to change buses prior to this, either at busway stations or at other stops on the North Shore. There will also be the option of catching other, non-North Shore buses, within the City Centre to complete their journey.

It is also intended at this stage that the route through the City Centre for these buses will be a loop travelling via Victoria St, Bowen Ave, Waterloo Quadrant, Symonds St to Wellesley St. Buses will then return to the North Shore via Wellesley St, Victoria St, Beaumont St to the Northern Motorway.

The map in Appendix 5 City Centre routes – North Shore services shows the City Centre routes as currently planned, but there remains some uncertainty about Route Path 2 in the vicinity of Victoria Park.



Original proposed routes in City Centre

7 Implementation



The New Network for the North Shore is expected to be implemented in early 2018. This date provides time for the routes and detailed timetables to be finalised and prepared for tender and negotiation. The tender process requires a minimum of one year to complete, and includes nine months lead time for successful operators to establish depots, procure vehicles, and hire and train staff.

Prior to the introduction of the New Network for the North Shore, Auckland Transport will run an extensive information campaign to inform residents of the new services. If you would like to be kept up to date on the New Network across Auckland please sign up to the New Network newsletter at www.AT.govt.nz/NewNetwork.

Appendices

Appendix 1

Poster placed at stops proposed to lose service



This bus stop is proposed to close as part of the New Network changes.


The New Network changes will take effect in 2017, but now is the time to have your say.

There may be other bus stops nearby that will gain or retain service. Please visit the website or pick up the brochure, to view a map of the proposed changes and to tell us what you think.

School buses are not included in this consultation. If school buses currently use this stop they will continue to do so.

Feedback open 2 June - 13 July 2015.

Find out more at: AT.govt.nz/NewNetwork



Look out for the brochure in your letterbox!

Appendix 2 General poster placed at busiest stops



AT

Help us piece together a New Bus Network for the North Shore

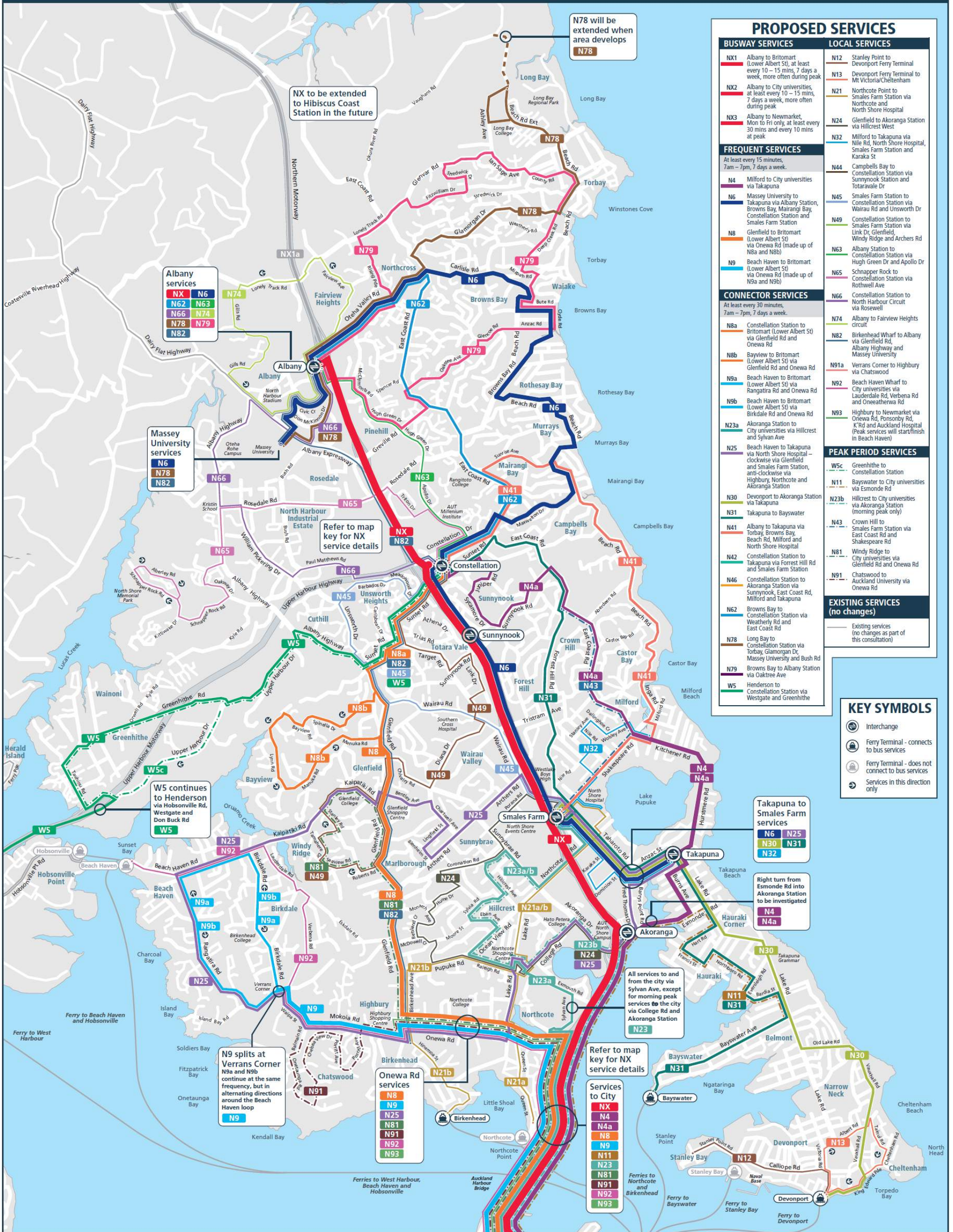
We need your feedback on the proposed changes to the North Shore bus network by 13 July. The future of public transport is in your hands!

Find out more at: AT.govt.nz/NewNetwork

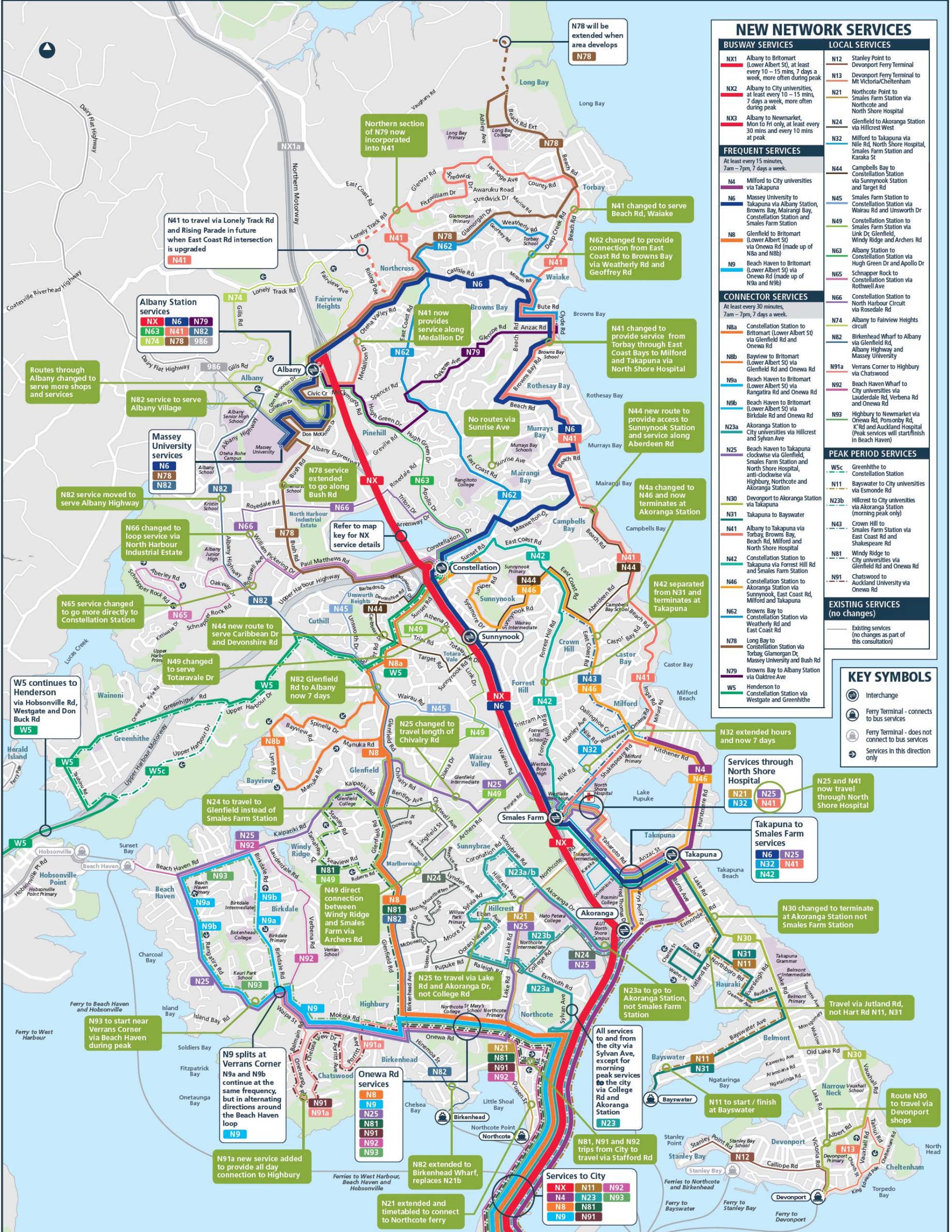


Look out for the brochure in your letterbox!

North Shore New Network Consultation map



North Shore New Network Post-consultation



NEW NETWORK SERVICES

BUSWAY SERVICES	LOCAL SERVICES
NX1 Albany to Britomart (Lower Albert St), at least every 10 – 15 mins, 7 days a week, more often during peak	N12 Stanley Point to Devonport Ferry Terminal
NX2 Albany to City universities, at least every 10 – 15 mins, 7 days a week, more often during peak	N13 Devonport Ferry Terminal to Mt Victoria/Cheltenham
NX3 Albany to Newmarket, Mon to Fri only, at least every 30 mins and every 10 mins at peak	N21 Northcote Point to Smales Farm Station via Northcote and North Shore Hospital
N4 Milford to City universities via Takapuna	N24 Glenfield to Akoranga Station via Hillcrest West
N6 Massey University to Takapuna via Albany Station, Browns Bay, Mairangi Bay, Constellation Station and Smales Farm Station	N32 Milford to Takapuna via Nile Rd, North Shore Hospital, Smales Farm Station and Karaka St
N8 Glenfield to Britomart (Lower Albert St) via Onewa Rd (made up of N8a and N8b)	N44 Campbells Bay to Constellation Station via Sunnynook Station and Target Rd
N9 Beach Haven to Britomart (Lower Albert St) via Onewa Rd (made up of N9a and N9b)	N45 Smales Farm Station to Constellation Station via Wairau Rd and Unsworth Dr
N23a Akoranga Station to City universities via Hillcrest and Sylvan Ave	N49 Constellation Station to Smales Farm Station via Link Dr, Glenfield, Windy Ridge and Archers Rd
N25 Beach Haven to Takapuna clockwise via Glenfield, Smales Farm Station and North Shore Hospital, anti-clockwise via Highbury, Northcote and Akoranga Station	N63 Albany Station to Constellation Station via Onewa Rd, Foxonby Rd and Apollo Dr
N30 Devonport to Akoranga Station via Takapuna	N65 Schnapper Rock to Constellation Station via Rothwell Ave
N31 Takapuna to Bayswater	N66 Constellation Station to North Harbour Circuit via Rosedale Rd
N32 Takapuna to Bayswater	N74 Albany to Fairview Heights circuit
N33 Hillcrest to City universities via Akoranga Station (morning peak only)	N82 Birkenhead Wharf to Albany via Glenfield Rd, Albany Highway and Massey University
N34 Albany to Takapuna via Torbay, Browns Bay, Beach Rd, Milford and North Shore Hospital	N91a Verrans Corner to Highbury via Chatswood
N35 Constellation Station to Takapuna via Forrest Hill Rd and Smales Farm Station	N92 Beach Haven Wharf to City universities via Lauderdale Rd, Verbena Rd and Onewa Rd
N36 Constellation Station to Takapuna via Sunnynook, East Coast Rd, Milford and Takapuna	N93 Highbury to Newmarket via Onewa Rd, Foxonby Rd, K Rd and Auckland Hospital (Peak services will start/finish in Beach Haven)
N37 Browns Bay to Constellation Station via Weatherly Rd and East Coast Rd	
N38 Browns Bay to Albany Station via Oakes Ave	
N39 Browns Bay to Albany Station via Oakes Ave	
N40 Browns Bay to Albany Station via Oakes Ave	
N41 Browns Bay to Albany Station via Oakes Ave	
N42 Browns Bay to Albany Station via Oakes Ave	
N43 Browns Bay to Albany Station via Oakes Ave	
N44 Browns Bay to Albany Station via Oakes Ave	
N45 Browns Bay to Albany Station via Oakes Ave	
N46 Browns Bay to Albany Station via Oakes Ave	
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N100 Browns Bay to Albany Station via Oakes Ave	

KEY SYMBOLS

- Interchange
- Ferry Terminal - connects to bus services
- Ferry Terminal - does not connect to bus services
- Services in this direction only

Services through North Shore Hospital
N21, N25, N32, N41

Takapuna to Smales Farm services
N6, N25, N32, N41, N42

Services to City
NX, N11, N92, N4, N23, N93, N8, N81, N9, N91

Appendix 6 Table of final decisions by route

Route name and number	Final New Network for North Shore Changes based on feedback from consultation	Reason for change	Likely impact of change
NX1	No change.		
NX2	No change.		
NX3	No change.		
N4	Increased frequency in peak, last bus later at night.	Peak frequency as proposed did not meet current service, passengers unable to travel as late as on current services.	Additional service time and kilometres
N4a	Operate independently of N4 and extend from Takapuna to Akoranga Station, renumbered to N46 on maps.	<ul style="list-style-type: none"> Should help ensure reliability on N4 frequent service without the extension to Constellation Station. Increased service between Takapuna and Akoranga Station. 	Additional service time and kilometres
N6	First bus in morning earlier, last bus later at night.	Last bus as proposed did not allow passengers to travel as early or as late as on current services.	Additional service time and kilometres
N8	First bus in morning earlier, last bus later at night.	Last bus as proposed did not allow passengers to travel as early or as late as on current services.	Additional service time and kilometres
N9	First bus in morning earlier, last bus later at night.	Last bus as proposed did not allow passengers to travel as early or as late as on current services.	Additional service time and kilometres
N11	Travel via Jutland Rd, not Francis St and Hart Rd.	11 submissions opposing this and 2 in favour. Those opposed included NZ Bus, Bayswater Community Committee and Devonport Peninsula Trust.	Reduced service time and kilometres
	Extend to Bayswater instead of terminating at Belmont.	To serve Bayswater and Bayswater Ave. The assumption was that passengers in this catchment would use the ferry for travel to the CBD, however, this is not always the case due to: <ul style="list-style-type: none"> cost lack of frequency destinations in CBD other than Downtown. 	Additional service time and kilometres
N12	No change.		
N13	Travel via King Edward Parade, Church St, Vauxhall Rd, not Victoria Rd and Albert Rd. Reduced frequency in peak and earlier finish weekends due to not servicing shops.	See N30 – Devonport to Takapuna route to travel via Victoria Rd and Albert Rd as travelled by current route 813.	Reduced service time and kilometres
N21a	N21a timed to meet ferry at Northcote Point.	Requests from submissions, plus dropping route 21b allows this.	
N21b	Delete N21b.	Extending N82 to cover Birkenhead Wharf, majority of rest of route covered by other routes.	Reduced service time and kilometres 3 bus tops losing service
N23a	To travel to Akoranga Station (not Smales) via Akoranga Dr.	<ul style="list-style-type: none"> Requests for connection to AUT Closer replicates current route 922 Less services terminating at Smales Farm 	Minimal change in distance
N23b	No change.		
N24	Instead of travelling to Smales Farm, travel to Glenfield Shops via Chartwell Ave.	<ul style="list-style-type: none"> 19 requests for connection between Hillcrest or Northcote and Glenfield (including from one Local Board) One bus journey between Northcote Shops and Glenfield Shops 	No service on Porana Rd – this was proposed but does not currently have a service Minimal change in distance
N25	From Glenfield Rd instead of travelling right into Bentley Ave, Chartwell Ave, Lingfield St, Blenheim St into Archers, instead travel right into Chivalry Rd, left into Archers Rd, then as per original.	11 Submissions opposing loss of service on Chivalry Rd (including a petition with 41 signatures), 26 submissions opposing loss of routes 915, 945 and 945X	No direct service from Bentley Ave or Chartwell Ave to Takapuna

Route name and number	Final New Network for North Shore Changes based on feedback from consultation	Reason for change	Likely impact of change
	Between Northcote Shops and Akoranga Dr travel via Lake Rd (not through shops) and Akoranga Dr instead of via College Rd.	<ul style="list-style-type: none"> • Too much traffic on College Rd in peak times • Opposition from businesses on section of Akoranga Dr to losing service • Able to make use of transit lane at top of Akoranga Dr 	Minimal change in distance
	Operate via North Shore Hospital (all trips).	<ul style="list-style-type: none"> • Some requests from residents in the areas served by N25 • Over half of current Beach Haven to Takapuna services travel via hospital • Request from North Shore Hospital for additional services through hospital 	
N30	Route through Devonport, via Victoria Rd, Albert Rd, not King Edward Parade, Church St and Vauxhall Rd.	In the 'tick box' section of feedback form, 164 respondents strongly supported the proposed route, with 166 respondents strongly opposing. In the written submissions, those supporting the status quo overwhelmingly outnumbered those wanting the change by 86 – 20.	
	Change terminus at northern end of the route from Smales Farm Station to Akoranga Station.	Worries that the connection to Devonport ferry will be unreliable, particularly due to traffic on Taharoto Rd. However still want to retain link from Devonport to Busway.	
	First bus in morning earlier, last bus later at night, more frequency at peak and after 7pm.	Requests that buses meet all ferry sailings, including late at night.	Additional service time and kilometres
N31	Travel via Jutland Rd and Francis St, Charles St, Walter St loop, not Hart Rd.	11 submissions opposing this and 2 in favour, those opposed included NZ Bus, Bayswater Community Committee and Devonport Peninsula Trust.	Minimal change in distance
	Shorten route to terminate at Takapuna.	Worries that the connection to Bayswater ferry will be unreliable with extension through to Constellation Station. Northern section of route replaced by new route N42.	No direct trip on Bayswater route to busway
N32	Extend hours to include peak plus weekends.	Requests to be able to use this to commute plus desire for use at weekends.	Additional service time and kilometres
N41	No longer travel via Sunrise Ave to Constellation. Now travels between Albany and Takapuna. From Albany to Brown's Bay route will follow N79 (as it was originally proposed), except via Medallion Dr, and Beach Rd instead of Deep Creek Rd. From Browns Bay to Takapuna, route will travel via Browns Bay Rd, Beach Rd, and follow route N41 to Smales Farm Station, then North Shore Hospital, Taharoto Rd, and Anzac St.	<ul style="list-style-type: none"> • 90 plus submissions wanted route connecting 'coastal villages' through East Coast Bays to Milford and Takapuna • 23 from this area wanting buses through North Shore Hospital • 56 opposed to loss of service through Beach Rd, Waiake • Opposition to loss of service in Medallion Dr • Opposition to buses travelling via Sunrise Avenue 	Additional service time and kilometres (extension to Takapuna)
	First bus in morning earlier, last bus later at night.	First and last bus as proposed did not allow passengers to travel as early or as late as on current services.	Additional service time and kilometres
N42	New route, Constellation Station to Takapuna via Forrest Hill Rd.	N31 now split to improve reliability of connection to ferry at Bayswater.	Increase reliability on Bayswater ferry feeder service (N31)
	First bus in morning earlier, last bus later at night.	First and last bus as proposed did not allow passengers to travel as early or as late as on current services.	Additional service time and kilometres
N43	No change.		
N44	New route connecting Campbells Bay with Sunnynook Station, returning service to Aberdeen Rd, then travelling via Target Rd (was previously on route N49) and returning service to Caribbean Drive and Devonshire Rd.	68 submissions opposing loss of service to streets and busway station listed in previous column, including 1 from Councillor and 2 local boards	Additional service time and kilometres
N45	No change.		
N49	Now depart from Constellation Station then travel via Trias Rd, Athena Dr, Trias Rd, Totaravale Dr to Link Dr then as per original route consulted on. Southern end not terminate at Windy Ridge but continue via Glenfield Rd, Archers Rd, Wairau Rd to Smales Farm Station.	<ul style="list-style-type: none"> • 21 submissions opposing loss of service for Trias Rd, Athena Dr and Totaravale Dr, including two local boards. • Better connection to busway for Windy Ridge. 	Additional service time and kilometres
	Last bus later at night.	Last bus as proposed did not allow passengers to travel as late as on current services.	
N62	Northern end of route instead of travelling via Oteha Valley Rd to Albany, via East Coast Rd, Glamorgan Dr, Geoffrey Rd, Weatherly Rd, Deep Creek Rd, Mizpah Rd, Beach Rd, Bute Rd to Browns Bay terminus.	19 submissions opposing loss of service in Weatherly Rd, 12 wanting service between East Coast Rd, Glamorgan Dr or Weatherly Rd and Browns Bay.	Additional service time and kilometres
	First bus in morning earlier, last bus later at night.	First and last bus as proposed did not allow passengers to travel as early or as late as on current services.	
N63	No change.		

Route name and number	Final New Network for North Shore Changes based on feedback from consultation	Reason for change	Likely impact of change
N65	Now more direct to Constellation Station via Rothwell Ave, William Pickering Dr, Paul Matthews Rd and Upper Harbour Highway, not Rosedale Rd, Triton Dr and Apollo Dr, these now covered by route N66.	More direct service	Reduced service time and kilometres
N66	Now running as a loop (two directional) around the North Harbour Industrial Estate. Due to service now almost exclusively serving the industrial estate, it will operate Monday to Friday only.	Because route N82 now operates the full length of Albany Highway, N66 no longer needs to cover this, so operating this loop allows the N65 to operate more directly between Schnapper Rock and Constellation Station.	Reduced service time and kilometres
N74	No change.		
N78	Extend from Massey University to Constellation Station via Bush Rd, Paul Matthews Rd and Upper Harbour Highway.	15 submissions opposing loss of service through Bush Rd, better coverage through North Harbour Industrial Estate.	Additional service time and kilometres
	First bus in morning earlier, last bus later at night.	Last bus as proposed did not allow passengers to travel as early or as late as on current services.	
N79	Shorten route to operate between Browns Bay and Albany via Oaktree Ave.	Northern half of route now covered by extended route N41.	
	First bus in morning earlier, last bus later at night.	Last bus as proposed did not allow passengers to travel as early or as late as on current services.	Additional service time and kilometres
N81	Inbound route via Stafford Rd.	Current services from University go this way, and averages around 40 passengers per day alighting at these stops. Also connects with N21a.	Minimal change in distance
N82	Northern end of route, instead of traveling via Sunset Rd, Constellation Station, motorway and Albany Expressway, travel length of Albany Highway and onto Massey University.	Opposition to not travelling full length of Albany Highway, particularly because there is an AT roading project there.	No direct service from Constellation Station to Massey University via motorway/expressway, but offset by extension to N78 via Bush Rd
	Southern end of route extended to Birkenhead Wharf.	Regular service to wharf, meaning no need for route N21b.	Additional service time and kilometres
	First bus in morning earlier, last bus later at night plus operate at weekends.	<ul style="list-style-type: none"> Last bus as proposed did not allow passengers to travel as early or as late as on current services. Desire for access to Albany at weekends for shopping and entertainment 	
N91	Additional inter-peak trips between Verrans Corner and Highbury via Chatswood.	Requests for off peak service for Chatswood.	Additional service time and kilometres
	Inbound route via Stafford Rd.	Current services from University go this way, and averages around 40 passengers per day alighting at these stops. Also connects with N21a.	Minimal change in distance
N92	Inbound route via Stafford Rd.	Current services from University go this way, and averages around 40 passengers per day alighting at these stops. Also connects with N21a.	Minimal change in distance
N93	Extend peak services (am and pm) to operate around Beach Haven loop.	Insufficient capacity on other peak services.	Additional service time and kilometres
	First bus in morning earlier.	Last bus as proposed did not allow passengers to travel as early as on current services.	
W5	No change.		
Late Night Weekend Services	No special 'NiteRider' services but extended hours on some services Friday/Saturday nights.		

Appendix 7 Final New Network frequency and hours of operation

ALL DAY SERVICES											
ROUTE	DESCRIPTION	WEEKDAYS					WEEKENDS				ADDITIONAL INFORMATION
		First service by	Last service after	Frequency			First service by	Last service after	Frequency		
				All day (7am - 7pm)	Peak (morning & evening)	Late (after 7pm)			All day (7am - 7pm)	Late (after 7pm)	
BUSWAY SERVICES											
NX1	Albany to Britomart (Lower Albert St)	5.30am	midnight	10 mins	7-8 mins*	10 mins	5.30am	11.00pm	15 mins	15 mins	* Plus extra buses from Constellation Stn at peak times
NX2	Albany to City Universities	5.30am	11.00pm	10 mins	7-8 mins*	15 mins	5.30am	10.00pm	15 mins	15 mins	* Plus extra buses from Constellation Stn at peak times
NX3	Albany to Newmarket	6.00am	9.00pm	30 mins	10 mins	60 mins					
FREQUENT, CONNECTOR, AND LOCAL SERVICES											
N4	Milford to City Universities via Takapuna <i>N4a now renumbered N46 - see below</i>	5.30am	11.30pm	15 mins	7-8 mins	30 mins	6.00am	11.00pm	15 mins	30 mins	
N6	Massey University to Takapuna via Albany Stn and Browns Bay	5.30am	midnight	15 mins	15 mins	30 mins	6.00am	10.00pm	15 mins	30 mins	
N8	Glenfield to Britomart (Lower Albert St)	5.45am	11.30pm	15 mins	7-8 mins	30 mins	6.00am	10.00pm	15 mins	30 mins	
N8a	Constellation Stn to Britomart (Lower Albert St) via Glenfield Rd										Between Constellation Stn and Glenfield Rd (N8a) and the Bayview loop and Glenfield Rd (N8b), this service runs at approximately half the frequency
N8b	Bayview to Britomart (Lower Albert St) via Glenfield Rd										
N9 <i>N9a/b</i>	Beach Haven to Britomart (Lower Albert St)	5.30am	11.00pm	15 mins	7-8 mins	30 mins	6.00am	10.00pm	15 mins	30 mins	When route splits at Verrans Corner the two paths have half the frequency
N11	Bayswater to City Universities <i>(Peak service)</i>	6.45am	5.45pm		30 mins*						* 3 or 4 trips 30 mins apart in both morning and afternoon peaks
N12	Stanley Point to Devonport Ferry Terminal	6.30am	7.00pm	30 mins	30 mins		6.30am	7.00pm	30 mins		
N13	Devonport Ferry Terminal to Mt Victoria / Cheltenham	6.30am	7.00pm	30 mins	30 mins		6.30am	7.00pm	30 mins		
N21	Northcote Point to Smales Farm Stn via North Shore Hospital	6.30am	7.00pm	60 mins	30 mins		6.30am	7.00pm	60 mins		
N23 <i>N23a/b</i>	Akoranga Stn to City Universities via Hillcrest and Sylvan Ave	6.30am	10.30pm	20 mins	15 mins	30 mins	6.30am	10.00pm	30 mins	60 mins	All buses follow route N23a via Sylvan Ave, except morning peak buses to City which follow route N23b via Akoranga Stn, to avoid heavy traffic
N24	Glenfield to Akoranga Stn via Hillcrest West	6.30am	9.00pm	30 mins	30 mins	60 mins	6.30am	7.00pm	60 mins		
N25	Beach Haven to Takapuna, via Glenfield and Smales Farm Stn or Highbury and Northcote Shops*	6.30am	10.00pm	30 mins	15 mins	30 mins	6.30am	10.00pm	30 mins	30 mins	* Services operate in both directions
N30	Devonport Ferry Terminal to Akoranga Stn via Takapuna	5.30am	11.45pm	30 mins	15 mins	30 mins	6.45am	10.15pm	30 mins	30 mins	Buses intended to meet all ferry sailings, including late night Friday and Saturday sailings
N31	Takapuna to Bayswater Ferry Terminal	6.30am	10.30pm	30 mins	30 mins	30 mins	6.30am	10.00pm	30 mins	30 mins	
N32	Milford to Takapuna via North Shore Hospital	6.00am	7.00pm	60 mins	60 mins		9.00am	5.00pm	60 mins		
N41	Albany Stn to Takapuna via Beach Rd and North Shore Hospital	6.00am	11.00pm	30 mins	30 mins*	30 mins	6.30am	10.00pm	30 mins	30 mins	* Plus extra short running buses to Albany Station and Smales Farm Station
N42	Constellation Stn to Takapuna via Forrest Hill Rd	6.00am	11.00pm	30 mins	10 mins	30 mins	6.30am	11.00pm	30 mins	30 mins	
N43	Crown Hill to Smales Farm Stn via East Coast Rd <i>Peak service</i>	6.00am	6.00pm		10 mins*						* 10 trips 10 mins apart in both morning and afternoon peaks
N44	Campbells Bay to Constellation Stn via Sunnynook Stn	6.00am	11.00pm	30 mins	30 mins	60 mins	7.00am	10.00pm	60 mins	60 mins	
N45	Smales Farm Stn to Constellation Stn via Wairau Rd and Unsworth Heights	6.30am	10.00pm	30 mins	20 mins*	60 mins	6.30am	9.00pm	60 mins	60 mins	* Peak service direction is to Constellation Stn in the morning, and away from Constellation Stn in the evening
N46	Constellation Stn to Akoranga Stn via Sunnynook, Milford, and Takapuna	6.00am	11.00pm	30 mins	30 mins	60 mins	6.30am	10.00pm	30 mins	60 mins	
N49	Smales Farm Stn to Constellation Stn via Windy Ridge	6.30am	9.00pm	30 mins	30 mins	60 mins	6.30am	7.00pm	60 mins		
N62	Browns Bay to Constellation Stn via Weatherly Rd and East Coast Rd	5.30am	midnight	30 mins	15 mins	30 mins	6.30am	11.00pm	30 mins	30 mins	
N63	Albany Stn to Constellation Stn via Hugh Green Dr	6.30am	8.00pm	30 mins	15 mins	60 mins	6.30am	8.00pm	60 mins	60 mins	
N65	Schnapper Rock to Constellation Stn	6.30am	9.00pm	30 mins	20 mins	30 mins	6.30am	9.00pm	60 mins	60 mins	
N66	Constellation Stn to North Harbour Industrial Estate Circuit	6.30am	7.00pm	30 mins	15 mins						
N74	Albany Stn to Fairview Heights circuit	6.30am	9.00pm	60 mins	30 mins	60 mins	6.30am	7.00pm	60 mins		
N78	Long Bay to Constellation Stn via Massey University and Bush Rd	5.30am	11.30pm	30 mins	15 mins	30 mins	6.00am	10.00pm	30 mins	30 mins	
N79	Torbay to Albany Stn via Oaktree Ave	6.00am	midnight	30 mins	15 mins	30 mins	6.30am	10.00pm	30 mins	30 mins	
N81	Windy Ridge to City Universities <i>(Peak service)</i>	6.45am	5.45pm		20 mins*						* 7 trips 20 mins apart in both morning and afternoon peaks
N82	Birkenhead Wharf to Albany via Glenfield Rd, Constellation Stn and Massey University	6.00am	10.00pm	30 mins	10 mins	60 mins	7.00am	7.00pm	30 mins		
N91	Chatswood to City Universities <i>(Peak service)</i>	6.30am	6.00pm		15 mins*						* 9 trips 15 mins apart in both morning and afternoon peaks
N91a	Verrans Corner to Highbury via Chatswood	9.00am	4.00pm	60 mins							
N92	Beach Haven Wharf to City Universities via Verbena Rd	6.30am	7.00pm	60mins	15 mins						
N93	Highbury to Newmarket via Ponsonby Rd and Auckland Hospital*	5.45am	7.00pm	30 mins	15 mins						*Peak services will operate around the Beach Haven loop and start/finish at Verrans Corner
W5 <i>W5c</i>	Henderson to Constellation Stn via Greenhithe	6.30am	10.00pm	30 mins	20 mins*	60 mins	6.30am	10.00pm	30 mins	60 mins	* Plus extra buses between Greenhithe and Constellation Stn at peak times, to provide a bus every 10 mins

LATE NIGHT SERVICES (NiteRider)

ROUTE DESCRIPTION	FREQUENCY	OPERATIONAL HOURS: FRI - SAT ONLY	ADDITIONAL INFORMATION
Britomart (Lower Albert St) to Albany* (NX1)	30 mins	midnight to 3:00am	* Operates in both directions
<i>Additional late night services to be finalised</i>			

Appendix 8
Consultation brochure

How to have your say

Step 1

Read about the proposed changes and look at the map of the new services on page 5

Step 2

Check if the service times work for you on page 4

Step 3

Tell us what you think, via:

- the Freepost feedback form on page 8, or
- the online feedback form at www.AT.govt.nz/NewNetwork
- the online discussion forum at www.AT.govt.nz/NewNetwork

Want to talk to us? Come to an event (see page 7) or call us on (09) 366 6400.

中文宣传手册,请点击浏览
www.AT.govt.nz/NewNetwork

이 링크를 클릭하시면 한국어 책자를 이용하실 수 있습니다
www.AT.govt.nz/NewNetwork



FreePost Authority No. 233462



New Network – North Shore
Auckland Transport
Private Bag 92250
Victoria Street West
Auckland 1142

5427_06.03.15_AT



Help us transform North Shore's bus network

Feedback is open 2 June to 13 July 2015



Tell us what you think about the New Network for public transport

Moving to a new public transport network for an Auckland of today and tomorrow

Why are we transforming Auckland's public transport network?

Now is the time for a new way of thinking about public transport in Auckland. If Auckland is to cope with the expected growth in population, public transport must become the transport choice for more Aucklanders.

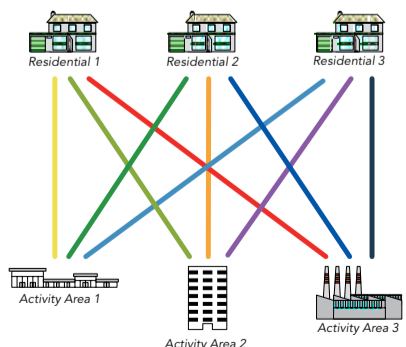
To provide a public transport network that reduces congestion and offers freedom from car-dependence, making more minor improvements is not an option. Bold changes are needed to provide a better level of service, respond to public demand and provide better connections to the places Aucklanders want to go.

The principles behind the New Network

The New Network fundamentally changes the way bus services operate. The key principle is to run a number of high frequency services that are designed to work together through easy connections. It is based on a principle already working in many North American and European cities.

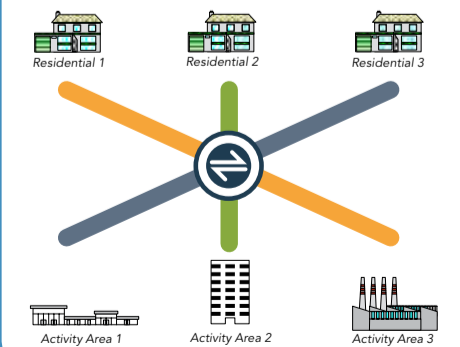
Model 1

Direct service option:
Many infrequent overlapping routes (Auckland now)



Model 2

Connective network option:
Fewer routes, more frequency (Auckland future)



Auckland's current network tries to run direct services from everywhere to everywhere at low frequencies, as in model 1 of the diagram. We are moving towards model 2, which has fewer routes but higher frequencies. The point at which the lines intersect illustrates where a transfer would happen.

What are the main benefits?

- **SIMPLICITY** – a simpler network will make public transport a more attractive and easier option for a wider range of activities, as well as new or one-off trips.
- **ALL DAY FREQUENCY** – Instead of buses only running frequently at morning and evening peak, some buses will run frequently through the whole day, 7am – 7pm, 7 days a week. This means that you can throw away the timetable and just 'turn up and go,' even on weekends.
- **CONNECTIVITY** – a more connected network will provide far greater access to more destinations than ever before.



What does this mean for the North Shore?

Rapid buses on the busway

- Frequent buses to and from the City **at least** every 3 – 10 mins Mon to Fri, and **at least** every 10 – 15 mins on weekends (similar to current service levels).
- More buses during morning and evening peak to cater for busy periods, including buses starting from Constellation Station in the morning.
- Additional double decker buses on busway services.
- Choice of three City destinations (see below).



New frequent services across the North Shore

On key routes across the North Shore we will be introducing a new Frequent Network. Buses will run **at least every 15 minutes** between **7am – 7pm, 7 days a week**, and at lower frequencies outside of these times.

On the North Shore frequent services will run:

- **Between Verrans Corner and the City**, via Highbury and Onewa Road (N9).
- **Between Glenfield and the City**, via Onewa Road (N8).
- **Between Massey University, Browns Bay and Takapuna**, via Albany Station, Mairangi Bay and Constellation / Smales Farm Stations (N6).
- **Between Milford, Takapuna and the City** (N4 / N4a).

A new way of calculating fares is on the way

We are planning to implement a new simplified zone fare system in 2016 (before the New Network changes are made) that calculates a fare based on how many zones you travel through as part of your journey. You will not be charged more for transferring as part of your journey. Visit www.AT.govt.nz/simplifiedzonefares for more detailed information.

Buses from your neighbourhood to connect at busway stations

Not all neighbourhoods will have direct services to the City. Instead there will be more buses running directly and more frequently to the busway stations. This will enable us to run these services generally every 10 – 20 mins during peak times to connect with the rapid busway services. These improved connections will provide a hassle-free alternative to driving to the Park and Ride.

Peak period services

During weekday peak times there will still be some peak only buses to the City and other destinations. These include:

- Windy Ridge to City universities (N81)
- Chatswood to City universities (N91)
- Belmont to City universities (N11)
- Crown Hill to Smales Farm Station (N43)

Refer to the map on page 5 for details.

Busway stations will become hubs

Once you get to a busway station you will be able to choose to go to a wider variety of destinations, including neighbourhood locations and other suburbs.

What are the trade-offs?

Making transfers

Under the New Network some journeys may require a transfer. Transfers are essential to both frequency and simplicity, and provide access to a far greater choice of destinations.

If we tried to run individual services from everywhere to everywhere we wouldn't be able to afford to run any of them frequently enough to be worth waiting for.

The inconvenience associated with transferring will be off-set by improved frequencies, vehicle capacity, the provision of good interchange facilities, and simplified zone fares which will be implemented in 2016.

A simpler and more direct network

The New Network will provide shorter and more direct journeys, however you may have to walk further to a bus stop.

Visit www.AT.govt.nz/NewNetwork for details of streets losing and gaining service.

Residents of these streets will receive a letter about the proposed changes.

North Shore changes will happen in 2017

Check our website regularly for up-to-date timings or to sign up to our email newsletter. You can also follow us on Twitter. [Twitter icon](#)

North Shore bus routes in the City

In the future all North Shore buses entering and exiting the City will follow one of three different route paths (see map).

1. To Britomart (Lower Albert St) via Fanshawe St
2. To the City universities via Halsey St and Wellesley St
3. To Newmarket via Ponsonby Rd, Karangahape Rd and Auckland City Hospital (Mon to Fri service only)

The benefit of operating buses on these three separate paths is that we can better match the number of buses with the number of passengers. In this way, services will be less likely to be overcrowded for people travelling to end destinations, such as Newmarket.

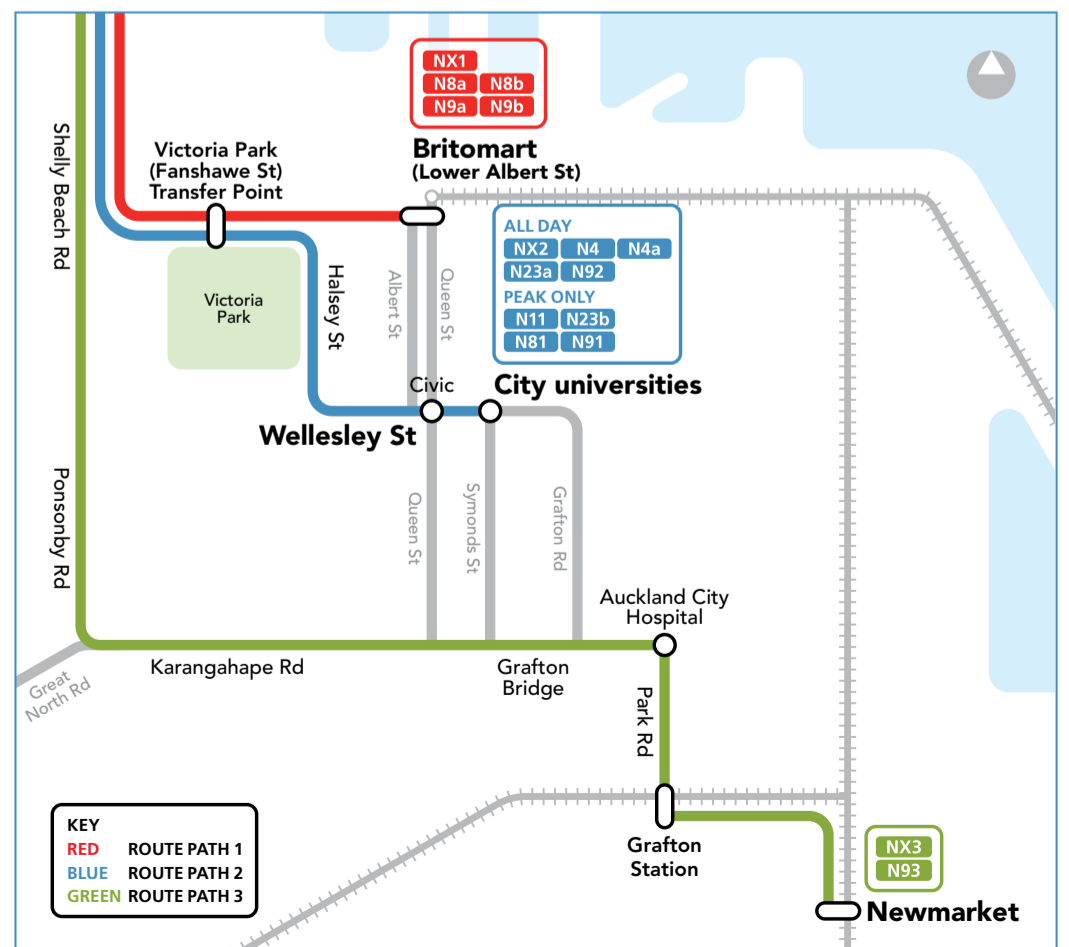
Transfer to access your City destination

If you want to access another City destination other than where your bus is travelling to, we suggest that you transfer on the busway, or at the Fanshawe St bus stop (opposite Victoria Park) to another City bus.

Changes to North Shore bus routes in the City during City Rail Link (CRL) enabling works

During construction of the City Rail Link tunnels, which is planned to begin in early 2016 and will take about three years, it will no longer be possible for buses to use some sections of Albert St. For this reason, current services will begin to use the above route paths as early as the end of this year (2015).

Information about how current services will be affected will be available closer to the time the changes are made. Sign up to our email newsletter at www.AT.govt.nz/NewNetwork to receive updates.



Key changes to services in your neighbourhood

Look for your neighbourhood and refer to the map on page 5 for detail



Albany / North Harbour

- Schnapper Rock will have a new service to Constellation Station via Rosedale Rd (N65).
- North Harbour Industrial Estate (William Pickering Dr) will have a service to Constellation Station. This service will also connect with Albany Station via Albany Highway (N66).
- Fairview Heights, Gills Rd and Albany Village will have an all day loop service to and from Albany Station (N74).
- Massey University will have a frequent connection to Albany Station (also serving Browns Bay and Mairangi Bay) (N6), and a direct connection to Constellation Station (N82).

Birkenhead Ferry / Northcote Point

- Birkenhead Ferry terminal will have an all day service to Smales Farm Station via Highbury, Northcote Shops and North Shore Hospital (N21b). This service will be timed to connect with the ferry.
- Northcote Point will have an all day service to Smales Farm Station, via Northcote Shops and North Shore Hospital (N21a). This service will not connect with the Northcote Point ferry.
- By combining the above two services there will be a half hour service between Northcote Shops, North Shore Hospital and Smales Farm Station (N21a/b).

Beach Haven / Birkdale / Highbury

- Beach Haven and Birkdale services to the City will remain similar to current services, except we will be doubling the frequency on weekends.
- There will be a new route from Beach Haven to Takapuna that will run via Kaipatiki Bridge, Glenfield, Archers Rd, and Smales Farm Station in one direction; and via Highbury, Northcote Shops and Akoranga Station in the other direction (N25).
- Chatswood will have a weekday peak only service to the City (Wellesley St and universities) (N91).
- There will be an all day (Monday to Friday) service from Beach Haven wharf to the City (Wellesley St and universities) via Verbena Rd, Highbury and Onewa Rd (N92).
- There will be an all day (Monday to Friday) service from Highbury to Newmarket via Ponsonby, Karangahape Rd and Auckland Hospital (N93).
- By combining Beach Haven and Glenfield Rd services, Onewa Rd will have buses running to the City every 7–8 mins, 7am – 7pm, 7 days a week, and more often at peak times.

East Coast Bays

- All suburbs north of Mairangi Bay will have all day services to the busway at Albany Station or Constellation Station. These services would replace direct buses to the City.
- A new frequent service will run every 15 mins from Massey University, through Albany Station, Browns Bay, Mairangi Bay and Constellation Station; then along the busway to Smales Farm Station and Takapuna (N6).
- Mairangi Bay, Campbells Bay and Castor Bay will have a more direct service to the busway (Smales Farm and Constellation Stations), where passengers can connect to services to the City or elsewhere (N41).
- Sunnynook and Crown Hill will have an all day service to Takapuna and the City (Wellesley St and universities) (N4a).
- Forrest Hill will have an all day service to Smales Farm Station and Takapuna (N31).
- Milford and Takapuna will have a frequent service to the City (Wellesley St and universities) (N4 / N4a).

Greenhithe

- Greenhithe will have an all day service to Constellation Station via Sunset Rd (W5). This service also goes to Westgate and Henderson.
- Greenhithe will have additional peak services that will also serve Upper Harbour Dr (W5c).

Glenfield / Bayview / Unsworth Heights

- Glenfield Rd services to the City will remain similar to current services, except we will be doubling the frequency on weekends.
- Bayview services to the City will remain similar to current services.
- The Glenfield Rd to Constellation Station link will also operate on weekends (N8a).
- On weekdays only the Glenfield Rd service to Constellation Station will be extended to Albany Station via Massey University (N82).
- Glenfield Shops will have a connection to Smales Farm Station and Takapuna, via Archers Rd and also to Beach Haven (N25).
- Windy Ridge will retain a weekday peak service to the City via Glenfield Rd (N81), and an all day service to Glenfield, Wairau Park and Constellation Station (N49).
- Unsworth Heights will have an all day service to Constellation Station. This service also connects with Smales Farm Station via Wairau Rd (N45).

Northcote / Hillcrest

- Hillcrest (Hillcrest Ave, Sylvia Rd, Ocean View Rd) will have an all day service to the City (Wellesley St and universities), via Northcote shops. This service will also link Hillcrest to Smales Farm Station (N23).
- The above service (N23) will travel via Sylvan Ave, except for peak services to the City which will travel via College Rd and Akoranga Station, to avoid congestion.
- Hillcrest West will have an all day service to Smales Farm Station via Porana Rd, and to Akoranga Station via Northcote Shops (N24).

Takapuna / Devonport Peninsula

- Bayswater will have an all day service from the wharf to Takapuna and Smales Farm Station, via Northboro Rd (N31). This service will connect with the Bayswater ferry.
- Devonport will have an all day service to Takapuna and Smales Farm Station, via Vauxhall Rd (N30). This service will connect with the Devonport ferry.
- Local services that will serve Devonport are: a Cheltenham loop service (N13), and a service to Stanley Bay (N12).
- There will be a weekday peak only service from Belmont, through Hauraki, to the City (Wellesley St and universities) via Northboro Rd (N11).

West Auckland

- There will be more frequent and direct services from Constellation Station to Westgate and Henderson, via Greenhithe and Hobsonville Rd (W5).

Proposed frequencies and hours of service

This information is to give a general idea of the span of hours and frequency of services proposed, so you can see if the first and last service times work for you. It is likely to change as a result of public feedback and detailed timetable planning.

ALL DAY SERVICES											
ROUTE	DESCRIPTION	WEEKDAYS					WEEKENDS				ADDITIONAL INFORMATION
The route numbers used are for consultation purposes only, and may not be the final numbers.		First Service by	Last Service after	FREQUENCY			First Service by	Last Service after	FREQUENCY		
				All day (7am – 7pm)	Peak (morning & evening)	Late (after 7pm)			All day (7am – 7pm)	Late (after 7pm)	
BUSWAY SERVICES											
NX1	Albany to Britomart (Lower Albert St)	5.30am	midnight	10 mins	3-5 mins*	10 mins	5.30am	11.00pm	15 mins	15 mins	* Including buses starting at Constellation Stn at peak times
NX2	Albany to City universities	5.30am	11.00pm	10 mins	3-5 mins*	15 mins	5.30am	10.00pm	15 mins	15 mins	* Including buses starting at Constellation Stn at peak times
NX3	Albany to Newmarket	6.00am	9.00pm	30 mins	10 mins	60 mins					
FREQUENT, CONNECTOR, AND LOCAL SERVICES											
N4	Milford to City universities via Takapuna	6.00am	11.00pm	15 mins	15 mins	30 mins	6.00am	10.00pm	15 mins	30 mins	Between Constellation Stn and Milford the N4a will run half as often except after 7pm (30 mins)
N4a	Constellation Stn to City universities										
N6	Massey University to Takapuna via Albany Stn and Browns Bay	6.00am	11.00pm	15 mins	15 mins	30 mins	6.00am	10.00pm	15 mins	30 mins	
N8	Glenfield to Britomart (Lower Albert St)	6.00am	11.00pm	15 mins	7-8 mins	30 mins	6.00am	10.00pm	15 mins	30 mins	Between Constellation Stn and Glenfield Rd (N8a) and the Bayview loop and Glenfield Rd (N8b), this service runs at approximately half the frequency
N8a	Constellation Stn to Britomart (Lower Albert St) via Glenfield Rd										
N8b	Bayview to Britomart (Lower Albert St) via Glenfield Rd										
N9	Beach Haven to Britomart (Lower Albert St)	5.30am	11.00pm	15 mins	7-8 mins	30 mins	6.00am	10.00pm	15 mins	30 mins	When route splits, the two paths have half the frequency
N9a/b											
N11	Belmont to City universities (Peak service)				30 mins*						* 3 trips 30 mins apart in both morning and afternoon peaks
N12	Stanley Point to Devonport Ferry Terminal	6.30am	7.00pm	30 mins			6.30am	7.00pm	60 mins		
N13	Devonport Ferry Terminal to Mt Victoria / Cheltenham	6.30am	7.00pm	30 mins	15 mins		6.30am	11.00pm	30 mins	60 mins	
N21	Birkenhead Wharf* and Northcote Point to Smales Farm Stn via North Shore Hospital	6.30am	7.00pm	30 mins**	15 mins		6.30am	7.00pm	30 mins		* Buses will only connect with ferry at Birkenhead Ferry Terminal, not Northcote ** Buses alternate between Northcote Point (N21a) and Birkenhead Ferry Terminal (N21b), therefore runs at half the frequency on these branches until they meet at Northcote Shops
N21a/b											
N23	Smales Farm Stn to City universities via Hillcrest and Sylvan Ave	6.30am	10.30pm	20 mins	15 mins	30 mins	6.30am	10.00pm	30 mins	60 mins	All buses follow route N23a via Sylvan Ave, except morning peak buses to City which follow route N23b via Akoranga Stn, to avoid heavy traffic
N23a/b											
N24	Smales Farm Stn to Akoranga Stn via Hillcrest West	6.30am	9.00pm	30 mins		60 mins	6.30am	7.00pm	60 mins		
N25	Beach Haven to Takapuna, via Glenfield and Smales Farm Stn or Highbury and Northcote Shops*	6.30am	10.00pm	30 mins	15 mins	30 mins	6.30am	10.00pm	30 mins	30 mins	* Services operate in both directions
N30	Devonport Ferry Terminal to Smales Farm Stn via Takapuna	6.30am	10.30pm	30 mins	30 mins*	60 mins	6.30am	10.00pm	30 mins	60 mins	* A bus every 15 mins in peak periods between Belmont and Devonport Wharf to connect with the ferry
N31	Constellation Stn to Bayswater Ferry Terminal via Forrest Hill Rd and Smales Farm Stn	6.30am	10.30pm	30 mins	30 mins*	30 mins	6.30am	10.00pm	30 mins	30 mins	* A bus every 10 mins in peak periods between Constellation Stn and Smales Farm Stn via Forrest Hill Rd
N32	Milford to Takapuna via North Shore Hospital	9.30am	5.00pm	60 mins							
N41	Constellation Stn to Smales Farm Stn via Beach Rd	6.30am	10.30pm	30 mins	30 mins*	30 mins	6.30am	10.00pm	30 mins	30 mins	* Plus extra buses between Mairangi Bay and Constellation Stn at peak times, to provide a bus every 15 mins
N43	Crown Hill to Smales Farm Stn via East Coast Rd Peak service				10 mins*						* 10 trips 10 mins apart in both morning and afternoon peaks
N45	Smales Farm Stn to Constellation Stn via Wairau Rd and Unsworth Dr	6.30am	10.00pm	30 mins	20 mins*	60 mins	6.30am	9.00pm	60 mins		* Peak service direction is to Constellation Stn in the morning, and away from Constellation Stn in the evening
N49	Windy Ridge to Constellation Stn	6.30am	7.00pm	30 mins			6.30am	7.00pm	60 mins		
N62	Albany Stn to Constellation Stn via East Coast Rd	6.30am	10.30pm	30 mins	15 mins	30 mins	6.00am	10.00pm	30 mins	30 mins	
N63	Albany Stn to Constellation Stn via Hugh Green Dr	6.30am	8.00pm	30 mins	15 mins	60 mins	6.30am	8.00pm	60 mins		
N65	Schnapper Rock to Constellation Stn	6.30am	9.00pm	30 mins	20 mins		6.30am	9.00pm	60 mins		
N66	Albany Stn to Constellation Stn via William Pickering Dr	6.30am	9.00pm	30 mins	15 mins		6.30am	7.00pm	60 mins		
N74	Albany Stn to Fairview Heights circuit	6.30am	9.00pm	60 mins	30 mins		6.30am	7.00pm	60 mins		
N78	Long Bay to Albany Stn	6.30am	10.30pm	30 mins	15 mins	30 mins	6.00am	10.00pm	30 mins	30 mins	
N79	Torbay to Albany Stn via Fitzwilliam Dr or Oaktree Ave*	6.30am**	10.30pm***	30 mins	15 mins	30 mins	6.30am	10.00pm	30 mins	30 mins	* Services operate in both directions ** Services start from Torbay *** Last departures in both directions from Albany
N81	Windy Ridge to City universities Peak service				20 mins*						* 7 trips 20 mins apart in both morning and afternoon peaks
N82	Highbury to Albany via Glenfield Rd, Constellation Stn and Massey University	7.00am	7.00pm	30 mins	10 mins*						* Some services start at Britomart (Lower Albert St)
N91	Chatswood to City universities Peak service				15 mins*						* 9 trips 15 mins apart in both morning and afternoon peaks
N92	Beach Haven Wharf to City universities via Verbena Rd	6.30am	7.00pm	60mins	15 mins						
N93	Highbury to Newmarket via Ponsonby Rd and Auckland Hospital	6.30am	7.00pm	30 mins	15 mins						
W5	Henderson to Constellation Stn via Greenhithe W5c is a peak service	6.30am	10.00pm	30 mins	20 mins*	60 mins	6.30am	10.00pm	30 mins	60 mins	* Plus extra buses between Greenhithe and Constellation Stn at peak times, to provide a bus every 10 mins
W5c											

LATE NIGHT SERVICES (NITERIDER)			
ROUTE DESCRIPTION	FREQUENCY	OPERATIONAL HOURS Fri – Sat ONLY	ADDITIONAL INFORMATION
Britomart (Lower Albert St) to Albany* (NX1)	30 mins	midnight to 3:00am	* Operates in both directions
City to Takapuna and Browns Bay	30 mins	midnight to 3:00am	
City to Beach Haven and Glenfield	30 mins	midnight to 3:00am	

North Shore New Network Map

All current bus services are changing. Ferries and school buses are not part of this consultation

The route numbers used are for consultation purposes only, and may not be the final numbers. Bus stop locations will be reviewed once the New Network is finalised. All routes travel in both directions except where arrows indicate.

Get to know the new service types

Frequent services

Operate on key routes across Auckland. Run at least every 15 mins during the day (7am – 7pm, 7 days a week), and may run less frequently outside of these times. In some cases run more often at peak times.

Connector services

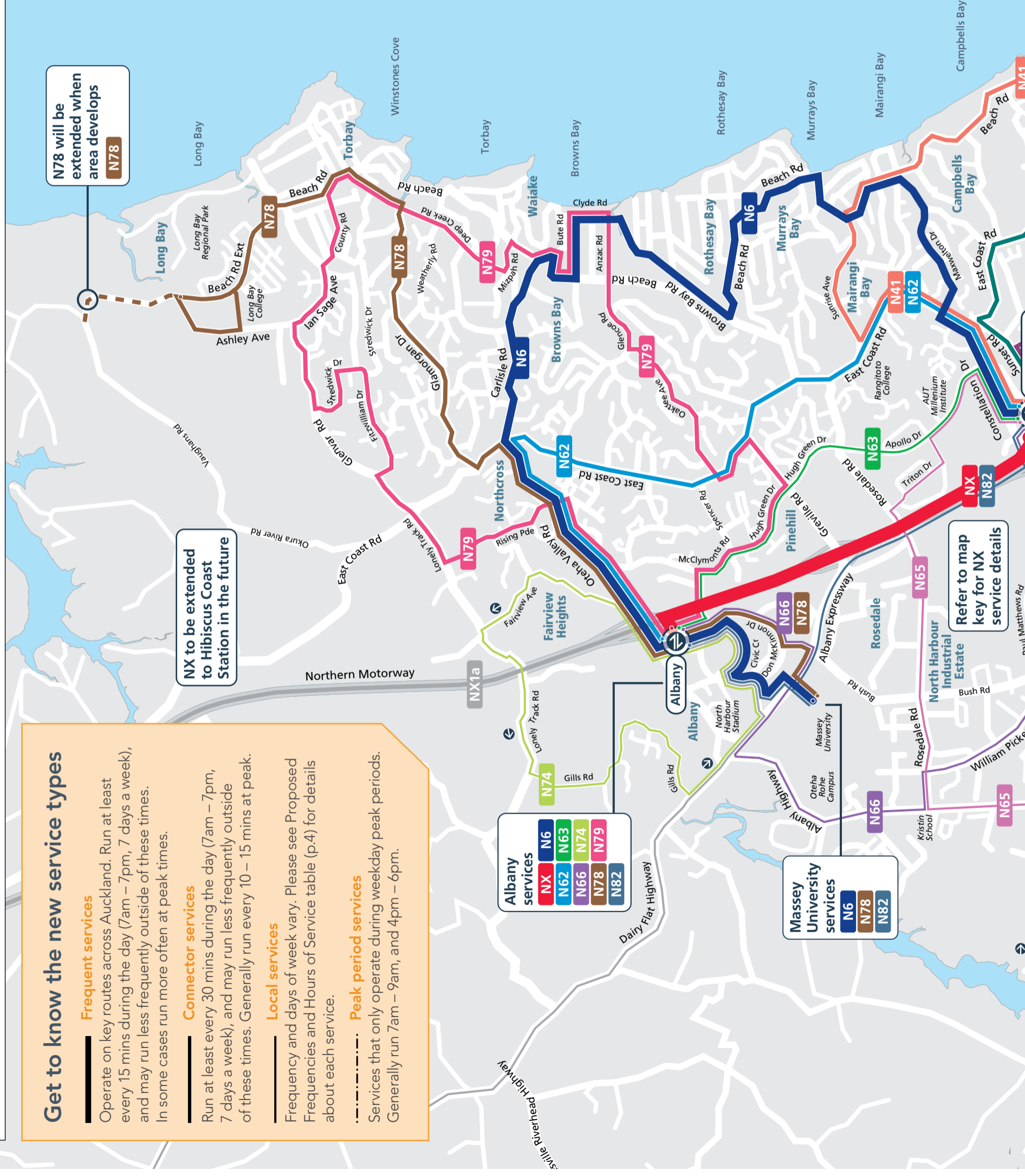
Run at least every 30 mins during the day (7am – 7pm, 7 days a week), and may run less frequently outside of these times. Generally run every 10 – 15 mins at peak.

Local services

Frequency and days of week vary. Please see Proposed Frequencies and Hours of Service table (p.4) for details about each service.

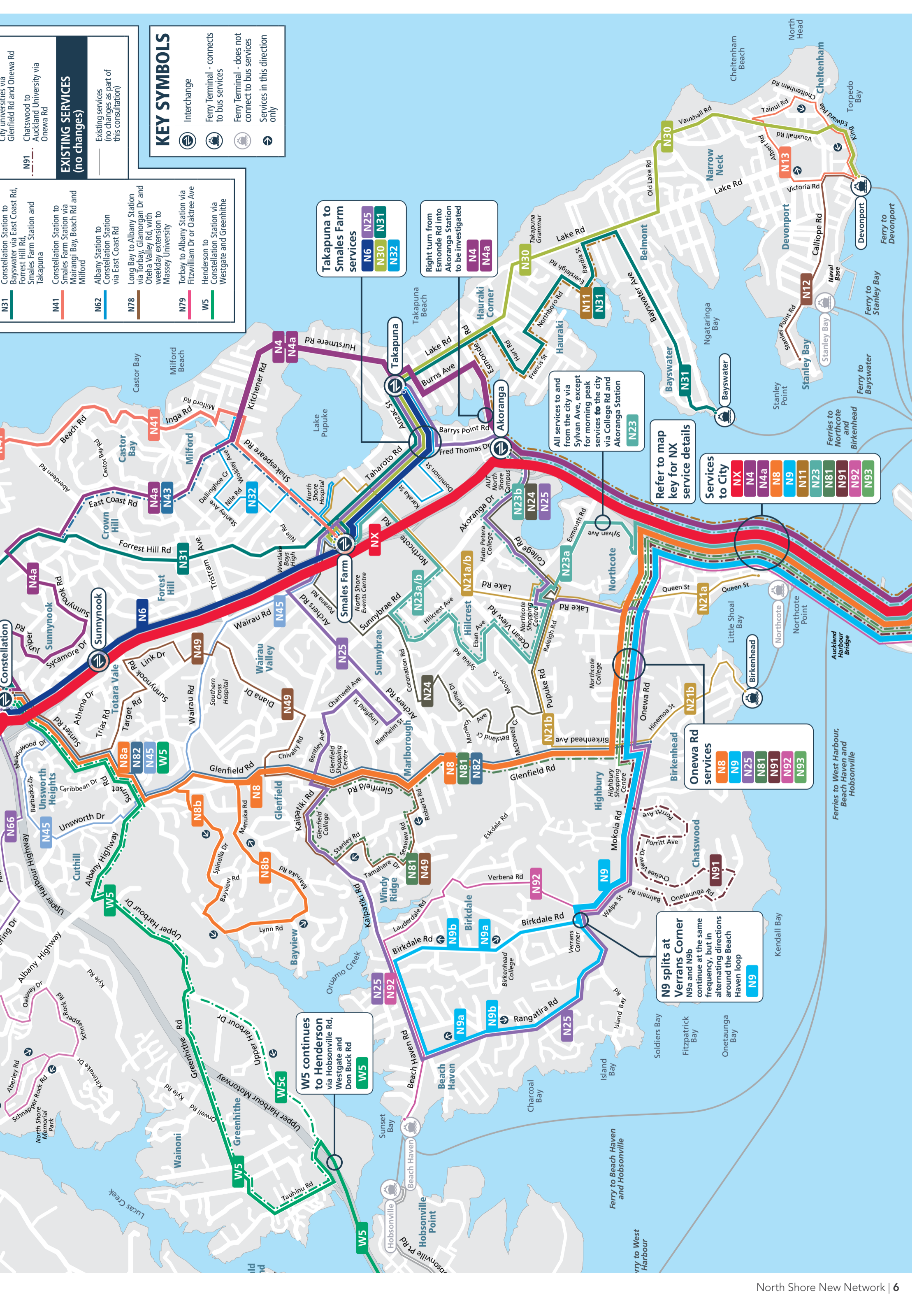
Peak period services

Services that only operate during weekday peak periods. Generally run 7am – 9am, and 4pm – 6pm.



PROPOSED SERVICES	
BUSWAY SERVICES	LOCAL SERVICES
<p>NX1 Albany to Britomart (Lower Albert St), at least every 10 – 15 mins, 7 days a week, more often during peak</p> <p>NX2 Albany to City universities, at least every 10 – 15 mins, 7 days a week, more often during peak</p> <p>NX3 Albany to Newmarket, Mon to Fri only, at least every 30 mins and every 10 mins at peak</p> <p>FREQUENT SERVICES At least every 15 minutes, 7am – 7pm, 7 days a week.</p> <p>N4/N4a Milford to City universities via Takapuna</p> <p>N6 Massey University to Takapuna via Albany Station, Browns Bay, Mairangi Bay, Constellation Station and Smales Farm Station</p> <p>N8 Glenfield to Britomart (Lower Albert St) via Oneawa Rd (made up of N8a and N8b)</p> <p>N9 Beach Haven to Britomart (Lower Albert St) via Oneawa Rd (made up of N9a and N9b)</p> <p>CONNECTOR SERVICES At least every 30 minutes, 7am – 7pm, 7 days a week.</p> <p>N4a Constellation Station to City universities via Sunnybrook, East Coast Rd, Milford and Takapuna</p> <p>N8a Constellation Station to Britomart (Lower Albert St) via Glenfield Rd and Oneawa Rd</p> <p>N8b Bayview to Britomart (Lower Albert St) via Glenfield Rd and Oneawa Rd</p> <p>N9a Beach Haven to Britomart (Lower Albert St) via Rangatira Rd and Oneawa Rd</p> <p>N9b Beach Haven to Britomart (Lower Albert St) via Birkdale Rd and Oneawa Rd</p> <p>N23a Smales Farm Station to City universities via Hillcrest and Sylvan Ave</p> <p>N25 Beach Haven to Takapuna - clockwise via Glenfield and Smales Farm Station: anti-clockwise via Highbury, Northcote and Akoranga Station</p> <p>N30 Devonport to Smales Farm Station via Takapuna</p>	<p>N12 Stanley Point to Devonport Ferry Terminal</p> <p>N13 Devonport Ferry Terminal to Mt Victoria/Cheltenham</p> <p>N21a Northcote Point to Smales Farm Station via Northcote and North Shore Hospital</p> <p>N21b Birkenhead Wharf to Smales Farm Station via Highbury, Northcote and North Shore Hospital</p> <p>N24 Smales Farm Station to Akoranga Station via Hillcrest West</p> <p>N32 Milford to Takapuna via Nile Rd, North Shore Hospital, Smales Farm Station and Karaka St</p> <p>N45 Smales Farm Station to Constellation Station via Wairau Rd and Unsworth Dr</p> <p>N49 Windy Ridge to Constellation Station via Kaipatiki Rd, Glenfield, Diana Dr and Link Dr</p> <p>N63 Albany Station to Constellation Station via Hugh Green Dr and Apollo Dr</p> <p>N65 Schnapper Rock to Constellation Station via Rosedale Rd</p> <p>N66 Albany Station to Constellation Station via Albany Highway and William Pickering Dr</p> <p>N74 Albany to Fairview Heights circuit</p> <p>N82 Highbury to Albany via Glenfield Rd, Constellation Station and Massey University</p> <p>N92 Beach Haven wharf to City universities via Lauderdale Rd, Verbena Rd and Oneawa Rd</p> <p>N93 Highbury to Newmarket via Oneawa Rd, Ponsonby Rd, K'Rd and Auckland Hospital</p> <p>PEAK PERIOD SERVICES</p> <p>W5c Greenhithe to Constellation Station</p> <p>N11 Belmont to City universities via Esmonde Rd</p> <p>N23b Hillcrest to City universities via Akoranga Station (morning peak only)</p> <p>N43 Crown Hill to Smales Farm Station via East Coast Rd and Shakespear Rd</p> <p>N81 Windy Ridge to</p>

Refer to map key for NX service details



City universities via
Glenfield Rd and Onewa Rd

N91

Chatswood to
Auckland University via
Onewa Rd

EXISTING SERVICES (no changes)

Existing services
(no changes as part of
this consultation)

Constellation Station to
Bayswater via East Coast Rd,
Forrest Hill Rd,
Smales Farm Station and
Takapuna

N41

Constellation Station to
Smales Farm Station via
Mairangi Bay, Beach Rd and
Milford

N62

Albany Station to
Constellation Station
via East Coast Rd

N78

Long Bay to Albany Station
via Torbay, Glamorgan Dr and
Oreha Valley Rd, with
weekday extension to
Massey University

N79

Torbay to Albany Station via
Fitzwilliam Dr or Oaktree Ave

W5

Henderson to
Constellation Station via
Westgate and Greenhithe

KEY SYMBOLS

- Interchange
- Ferry Terminal - connects to bus services
- Ferry Terminal - does not connect to bus services
- Services in this direction

Takapuna to Smales Farm services
N6 N25 N31 N30 N32

Right turn from Esmonde Rd into Akoranga Station to be investigated
N4 N4a

All services to and from the city via Sylvan Ave, except for morning peak services to the city via College Rd and Akoranga Station
N23

Refer to map key for NX service details

Services to City
NX N4 N4a N8 N9 N11 N23 N81 N91 N92 N93

Onewa Rd services
N8 N9 N25 N81 N91 N92 N93

N9 splits at Verrans Corner
N9a and N9b continue at the same frequency, but in alternating directions around the Beach Haven loop
N9

W5 continues to Henderson via Hobsonville Rd, Westgate and Don Buck Rd
W5

Tell us what you think

How to have your say

You can either:

- Complete the online feedback form at www.AT.govt.nz/NewNetwork or,
- Complete the Freepost feedback form on page 8 and mail it back to us, or
- Attend an event and complete the feedback form or,
- Join our online discussion at www.AT.govt.nz/NewNetwork to make a comment, ask a question, or read other people's views. Comments will be counted as feedback.

If you are visually impaired or have difficulty completing forms due to a disability, you can call us on (09) 366 6400, and our call centre staff can complete the form on your behalf.

This brochure is available in Chinese, Korean and accessible formats on our website.

A consultation summary will be available on our website approximately 6 months after feedback closes.



We have tried to create the best possible network for the North Shore, but we need your help to get it right.



Tips on feedback

- **Be specific** – Please include street names, bus route numbers, times of day and days of week.
- **Let us know that you'll use it** – If there are services that you are in favour of it's important that you let us know, as positive feedback also helps us to make the best decision.
- **Spread the word** – If you know other people who will be affected by these changes, including other family members in your household, please encourage them to submit their own feedback.

Why will changes happen in 2017?

The New Network will be rolled out in phases by area. We expect changes to happen on the North Shore in 2017.

This timeframe is required for analysing public feedback, approval of the final New Network routes and timetables, a competitive tendering process for bus operators, and for any infrastructure changes.

An information campaign will be carried out prior to changes being made, and timetables will be available ahead of time so that passengers can plan their journeys.



Events

To find out more or to speak to us, come along to an event happening near you.

Date	Event	Address
Sat 6 June, 10am – 3pm	Devonport Library	3 Victoria Rd
Sun 7 June, 5.30pm – 10pm	Glenfield Night Markets	Glenfield Mall indoor carpark
Sun 14 June, 7am – midday	Browns Bay Market	25 Anzac Rd
Thurs 18 June, 4pm – 7pm	Albany and Constellation Busway Stations	
Sat 20 June, 10am – 2pm	Northcote Library	Norman King Square, 2 Ernie Mays St
Sat 20 June, 8am – 1pm	Beach Haven Market	Beach Haven Hall, 336 Rangatira Rd
Sun 21 June, 10am – 3pm	Birkenhead Library	Nell Fisher Reserve, Hinemoa St
Sat 27 June, 10am – 2pm	Mairangi Bay Shops	Beach Rd
Sun 28 June, 6am – midday	Takapuna Markets	Takapuna Central Carpark, Cnr Anzac St and Lake Rd
Weds 1 July, 4pm – 7pm	Sunnynook and Smales Farm Busway Stations	
Fri 3 July, midday – 4.30pm	Upper Harbour Local Board office	Kell Dr, Albany
Sat 4 July, 10.30am – 2.30pm	Greenhithe Village Hall	7 Greenhithe Rd
Sun 5 July, 2.30pm – 7pm	Sunnynook Community Centre	Cnr of Sunnynook Rd and Sycamore Dr

Which network do you support?

Old Network

Serving Auckland as it is

Buses only running frequently during morning and evening peak times

Long routes, but one bus all the way

Many different routes, difficult to understand

Small changes to improve bus services, but only benefiting a few people

New Network

Shaping Auckland to support future growth

More buses running frequently, all day, every day

Shorter routes that run more often, but may require a transfer

Fewer routes that are much easier to understand, but may require a slightly longer walk to the bus stop

Total transformation, making public transport more attractive to more people

We've got more information online

Go to www.AT.govt.nz/NewNetwork

More detailed information is available online, including maps of individual routes, FAQs, statistics and frequency comparison maps.



Feedback on the New Network

If possible, please provide feedback via the online feedback form at www.AT.govt.nz/NewNetwork as you will have more space to respond and be able to include attachments. However, if this is not possible please fill out this feedback form and send it back by 13 July 2015.

Question 1

Do you currently use public transport?

- Yes (go to question 2) No, I don't use public transport (go to question 4)

Question 2

Generally, do you:

- A) Use a local bus stop
 B) Drive or are driven to a busway station (specify station) _____
 C) Take a bus to a busway station and transfer (specify station) _____
 D) Drive or are driven to a ferry (specify wharf) _____
 E) Take a bus to a ferry and catch a ferry (specify wharf) _____
 F) Walk or cycle to a ferry or busway station (specify location) _____
 G) Other (please specify) _____

Question 3

What times do you usually travel by public transport, and how often? Please tick all boxes that apply to you.

Monday to Friday	Before 7am	7am – 9am	9am – 3pm	3pm – 7pm	7pm – 9pm	After 9pm
Daily						
1 – 4 times a week						
1 – 3 times a month						
Less than once a month						
Saturday			Sunday			
Weekends	Before 9am	9am – 7pm	After 7pm	Before 9am	9am – 7pm	After 7pm
Every weekend						
2 – 3 times a month						
Once a month						
Less than once a month						

Question 4

Please answer the following questions. If it doesn't affect you, please tick 'Doesn't affect me'. (Please tick)

	Doesn't affect me	Strongly support	Support	Neutral	Oppose	Strongly oppose
Do you support having more frequent and more direct bus services to the busway, even if in some cases a transfer is required to continue your journey?						
Do you support the new service (N25) linking Beach Haven and Glenfield via Kaipatiki Rd?						
Do you support the new service (N65) around Schnapper Rock?						
Do you support the new service (N74) via Lonely Track Rd and Gills Rd?						
Do you support the Devonport service (N30) running via Vauxhall Rd instead of Victoria Rd and Albert Rd?						

Question 5

What do you like about the proposed New Network and why? What works for you?

Please make sure that you tell us what you do like, so that we don't change a service because we only hear from people who don't like it.

Question 6

What could we change about the New Network to better meet your travel needs? What doesn't work for you? Please explain below.

- Hours of service Buses not frequent enough
 Too far to walk to / from my bus service Other

Question 7

Overall to what extent do you support or oppose the North Shore New Network?

Strongly support	
Support	
Neutral	
Oppose	
Strongly oppose	

Question 8

How do you feel about each of the following statements? (Please tick)

	Agree	Neutral	Disagree
The New Network will improve public transport for me			
The New Network will improve public transport for my neighbourhood			
The New Network will improve public transport for Auckland			

Question 9

How would you like to hear about the changes when we implement them? For example: email newsletter, posters, adverts.

Personal Information

Providing your personal details is optional, however providing us with the name of your street helps us to better understand how the changes could affect you. Please also provide your email address in case we need to contact you with any queries about your submission.

PRIVACY: Auckland Transport is committed to protecting our customers' personal information. Please see our privacy policy at <https://at.govt.nz/about-us/about-this-site/privacy-policy/> for further info.

Name _____

Which organisation are you submitting on behalf of (if any)?

Email address _____

Please email me the outcome of this consultation and updates on the New Network

House number _____

(Required) Street name _____

(Required) Closest intersecting street _____

Suburb _____

Age:

- 15 years and under 16-19 20-29
 30-39 40-49 50-59
 60-64 65+ Prefer not to say

Gender: Male Female

Are you: (tick all that apply)

- Employed School student Tertiary student
 Retired Not Working Other