

Manurewa Local Board area – customer feedback on Southern New Network

Compliments for the New Network:

- Customer complimented the new live tracking system for the buses. He also liked the timings of the bus to train transfers in the South particularly between the train and the 380 airport bus. He is incredibly happy with the services provided overall.
- Customer complimented the 309 bus service which runs every half hour.
- Customer congratulated the people that instituted the train and bus schedule that started this year. He complimented the look of the bus and that people are encouraged to use the bus and that they are frequent enough to use.
- Customer that moved from North Shore to South Auckland was very happy with the train service that he catches from Homai to Remuera. He states that they run frequently and on time.
- Customer complimented AT for the wonderful ticketing and fare system.
- Customer advised “The information pack I received in my letter box, about the new bus routes, timetables etc, was very well done. I thought the info displayed was easy to follow and answered all my questions about the journeys etc. The person(s) responsible so for putting this info together should be congratulated.”

Feedback for the New Network:

- Manukau Shopping centre – Customers’ feedback is that buses no longer stop outside Westfield Mall in Manukau, Leyton Way. Especially from customers who are not so mobile and elderly that have to carry heavy shopping bags.
- Customer feedback about buses (566 & 561) that were taken away from Manurewa/Clendon making it difficult for them to get work, which is around the East Tamaki/Botany/Highbrook area.
- Customer feedback that the timings for the train to bus is too short. He took the train from Britomart to Manukau train station and wanted to catch the bus from there to Clendon Shopping Centre but couldn’t because the arrival of the train and the bus departing was the same time. Therefore, he had to wait for the next bus which was half an hour away.
- Customer feedback about the 362 bus service route stopping at the Manurewa interchange instead of Great South Road near Southmall. She is elderly and she does not understand why the school buses stop there but not the public buses.
- Customer feedback that bus 360X didn’t turn up on the 1st day of the new bus route from the city to Manurewa. Her feedback was that she had many options before, now she doesn’t.
- Customer feedback that he has excellent service from Manurewa along Great South Road into Britomart. He had a physio appointment but had to take 2 buses, a long walk and an hour and a half to get to his appointment. His feedback was that he never received the updated timetables and never heard that there were no direct bus services between Papakura and Britomart.
- Customer feedback about the new bus timetable in Manurewa. She said that it is not encouraging customers to use the buses. It took them 24 minutes to walk to their bus stop which takes them longer than the actual bus trip.

- Customer suggested the time table in Wattle Downs for the 2nd morning week day bus to 0610-0615 to allow a greater volume of passengers to get the train at 0630 so that they can arrive in the CBD at 0730. They would like the frequency of the buses to be 20 minutes.
- Customer suggested that the changes should be rolled in phases instead of everything at once. He also gave feedback that there weren't any timetables available for perusal.
- Most customers' feedback that most of the new bus stops that were implemented are further from their previous ones.
- Most customers' feedback that it will take them longer to travel to their point of arrival then before due to them having to change buses or trains factoring in their wait time.
- Customer suggested that the bus stop near Randwick Park be reinstated as it was more convenient for passengers going to Manukau station.
- Customer feedback that he won't be able to get to work on time from Takanini to work due to the times being changed on the time table.
- Customer feedback that with the changes to the bus and fares for that she will be paying \$30 to \$40 more for her to travel to work from Weymouth. The option given to her was not an option as she does not want to walk 17 minutes to a bus stop at 6am in the morning.

Auckland Transport response:

The Southern New Network was extensively consulted on in mid-2013, and attracted more than 1100 submissions and three petitions. Overall, 56% of submitters supported the proposed new network and 22% were opposed. Of the 28 routes originally proposed, changes were made to 20 of the routes as a result of consultation feedback, one new route was added, and one route proposed to cease was instead retained as a limited peak service.

The Southern New Network as implemented on 30 October means Auckland Transport has been able to make services much more frequent using the same number of buses, although some previous journeys now require a bus-to-bus or bus-to-train transfer and some people now need to walk further to a bus stop.

Overall, however, improved bus frequencies, more direct routes, Simpler Fares and new bus stations at Otahuhu, Manukau and Pukekohe are helping make it easier for the majority of customers to connect better than ever before.

Customer information was distributed prior to the New Network implementation on 30 October 2016 to help people plan their new journeys and included: mailbox delivery of the information brochure, local timetable and Simper Fares to 119,000 letterboxes, posters at bus stops, AT ambassadors and key bus stops, Get Ready videos translated into Hindi, Samoan, Tongan and Chinese and a variety of information events.