

Expresses concern at the loss of express and direct bus services on the Hibiscus Coast and East Coast Bays a decision based on dated public consultation

AT needs to make some bold changes to our bus network if it is to keep up with Auckland's rapid population growth. The North New Network will have more capacity than the existing network, and buses will be a more attractive transport option for more people. AT has already implemented New Networks in West, South and East Auckland, resulting in increased patronage. (The Central New Network launched on 8 July, but patronage data is not yet available.)

The existing network on the North Shore can be confusing, particularly for new and occasional users. For example, customers wanting to travel to the City Centre from Carlisle Rd need to refer to the timetables to confirm whether the next service will be an 879 or a 975, and therefore establish the stop at which they need to wait.

Many of the routes that make up the existing network are relatively infrequent or only run at certain times of the day. The existing network includes 15 peak-time services that run a limited number of trips. It also includes services that only run once a day, such as the 834 from Browns Bay to Mayoral Drive; and the 837 from Long Bay to Mayoral Drive.

The existing network consists of 78 routes that operate a total of 2,545 trips each weekday.

The North New Network will be much simpler and therefore easier to understand, with 55 routes that are clearly distinguishable from each other, running a total of 3,672 trips per weekday. So while there will be fewer routes, many of those routes will be more frequent. This will give customers more flexibility regarding when they travel, making the bus a more attractive option for more people. Most customers will be able to take the same service from the same stop regardless of the time or day of the week. In addition, the New Network will only have four additional routes that only run at peak-times (instead of the existing network's 15 peak-times only routes); generally, the New Network routes will simply run more frequently at peak-times to meet the increased demand.

More people want to travel to the City Centre by bus, and AT wants to support those people. However, the amount of kerb space in the City Centre that is suitable for buses remains unchanged. There is not enough space in the City Centre to accommodate the increasing number of buses that would be required if AT continued to run direct services to the City Centre from every part of the wider Auckland region. The New Network will be more efficient. North Shore and Hibiscus Coast customers will take more frequent local services to the motorway or Northern Busway, where they will transfer to Frequent Services to the City Centre. A higher proportion City Centre-bound trips will be run using double-deckers, which can carry approximately 100 passengers, more than twice the capacity of a standard bus (approximately 45 passengers).

Although changes to both North Shore and Hibiscus Coast bus services are being implemented on 30 September 2018, these areas were consulted on and routes designed separately.

Changes to routes on the Hibiscus Coast were planned during 2014. Key dates during this process included:

- 30 April 2014 – AT presented the proposed New Network for Hibiscus Coast to the Hibiscus and Bays Local Board.

- 14 July to 14 August 2014 – AT holds public consultation including seven local events on the Hibiscus Coast where the public were able to talk to AT staff and offer their feedback.
- 30 June 2015 - AT sent a letter to the Hibiscus and Bays Local Board reporting on the final decisions.
- 18 October 2015 – New Network routes for Hibiscus Coast implemented.

At the time of this implementation AT had not implemented the Public Transport Operating Model (PTOM) for procuring public transport contracts in Auckland and therefore varied the existing contract with the incumbent operator (NZ Bus/North Star) at that time. The Hibiscus Coast PTOM contract went out to tender with the rest of the North Shore and Warkworth at the end of 2016 and was seen as an opportunity to revisit the Hibiscus Coast timetable and routes. Given the routes on the Hibiscus Coast had been relatively recently implemented there was no reason to make significant changes - the only changes to public routes were minor timetable changes and the discontinuation of the Hibiscus Coast express services running all the way to the city, the 991X and 992X.

AT recognises that the discontinuation of these express routes may disadvantage some current passengers. However, this has enabled us to increase the frequency of two local routes (981 and 982) and the Northern Express at peak times. Although some passengers will need to change buses to complete their journeys, the additional frequency and increased span of peak service will allow more flexibility for many passengers, not just those travelling south of Hibiscus Coast Station but also those making local journeys within the Hibiscus Coast.

This change is in line with AT's principles for the New Network whereby we are able to gain efficiencies, and therefore better value for money, while increasing frequency. It would have been inconsistent to operate express services from the Hibiscus Coast to Auckland City Centre while removing the 'one-seat' ride for many others around Auckland, including significant sections of the North Shore. It should be noted that when the New Network for South Auckland was implemented in October 2016, AT retained an express service from Papakura to Downtown Auckland. This has now been discontinued as passengers chose instead to use the more frequent services offered by the 'hub and spoke' model of travelling.

At the time of implementation of the Hibiscus Coast services in 2015, one of the reasons the direct link to Auckland City was retained was due to the lack of an integrated fare, meaning even passengers using the AT HOP card would have had to pay an additional fare when changing buses, thereby incurring a higher cost of travel. With the current fare structure passengers using an AT HOP card now pay the same for their journey, regardless of the need to change buses.

Planning for the North Shore New Network commenced in 2014 with consultation and other events taking place in 2015. Key dates during this process include:

- 13 May 2015 – Local boards' cluster workshop presentation for North Shore New Network – Hibiscus and Bays Local Board Chair Julia Parfitt was amongst the attendees for this presentation.
- 2 June to 13 July 2015 - AT holds public consultation including 13 local events on the North Shore where the public were able to talk to AT staff and offer their feedback.
- 11 May 2016 – AT presentation to Hibiscus and Bays Local Board on the final New Network.

At the time of consultation the intention of AT was to implement the New Network for the North in 2017. However, it was decided that the New Networks for East and Central should be implemented first, resulting in the September 2018 implementation for the North. Reasons for

the postponement included the need to integrate the East and Central with the already implemented South (these three areas overlap whereas the North is more of a discreet area) and the size and complexity of changes in the North requiring more mobilisation time.

Although some aspects of the population in the North have changed in the intervening period, the overall demographic of the North is largely the same and so there is no reason to question the validity of the consultation results.

It should be noted that if the implementation had been in 2017 as planned, it is unlikely there would have been any wholesale changes in the meantime. In South Auckland where we consulted in 2013 and implemented services in October 2016, there have only been minor changes including removal of express services as previously mentioned, minor rerouting services as a result of new infrastructure becoming available (Manukau Bus Station and Pukekohe Interchange) and the adjustment of some timetables based on usage. In West Auckland where we consulted in 2014 and implemented in June 2017, there have been minor route changes, again where there have been changes to the road network or availability of infrastructure between final decisions being made and implementation.

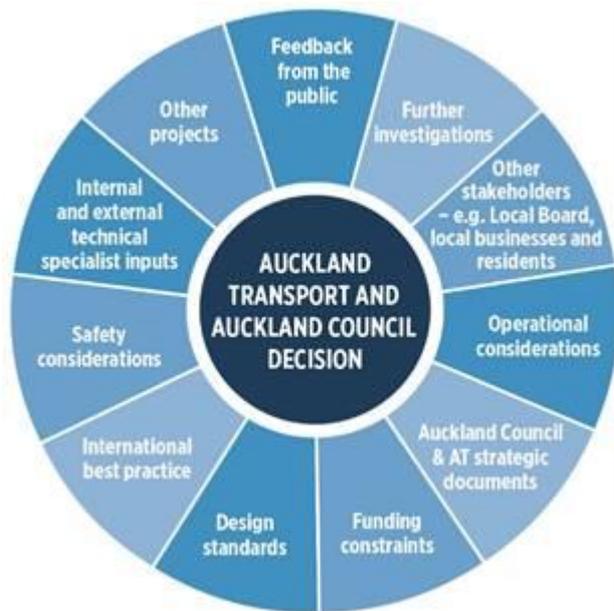
For the North AT has been monitoring any such changes and has made some amendments to the New Network as a result. These changes are:

- Rerouting of route 924 in Northcote as a result of the availability of a new section of transit lane on Lake Rd.
- Delaying introducing of a new route 888 through Fairview Heights in Albany due to roadworks scheduled to commence within a few months of implementation.
- Introducing a new route 890 to Corinthian Drive in Albany as a result of significant development in this area since the decision on the final routes.

Although none of these changes is within the Hibiscus and Bay Local Board area, it does demonstrate that despite the time elapsed between consultation and implementation, AT has recognised where there has been a need to adapt due to changes in circumstances. Within the East Coast Bays, the route through Long Bay has been adapted to take into account the developing road network in the area, and even at this stage, this is an interim route and will be adapted as this area further develops.

Even with catching more than one bus, many passengers will still have similar, if not shorter travel times than under the current network due to routes being more direct. This will be most evident at non-peak times but this does include comparison with some current express services. With the additional flexibility offered with more frequency, as well as often shorter travel times, it will mean an improved public transport experience.

It should be noted that feedback, both from the public and key stakeholders such as local boards, are only two of the factors that need to be taken into consideration when making decisions on routes and timetables based on the diagram below. Often different factors may even be in direct conflict with each other, and any final decisions have to take all of these into account and reach a balance of them all.



In summary, the time elapsed between the consultations for Hibiscus Coast and North Shore would not have made any difference to the decision to remove express and direct buses for these areas, as the reasons for these decisions are still valid.

Request details of the cancelled bus routes in both Hibiscus Coast and East Coast Bays subdivisions in the local board area.

These routes are being discontinued from 30 September 2018 that fall completely or partially within the boundaries of the Hibiscus and Bays Local Board.

Routes 881 and 962 have been included here. Although they do not fall within the local board area, they are services highly patronised by the residents of these areas and are therefore relevant.

Old Network Routes	
N83	City Centre To Takapuna And East Coast Bays
555	Massey University To Highbury
76X	Long Bay To City Centre Express
834	Browns Bay To Mayoral Dr Via Crown Hill
837	Torbay To Mayoral Dr
839	Long Bay To Mayoral Dr Via Crown Hill
85X	Torbay To Mayoral Dr Express
858	Long Bay To City Centre
86X	Browns Bay To Mayoral Dr Express
863X	Mairangi Bay To City Centre Express
866X	Torbay To City Centre Express Via Crown Hill
87X	Long Bay To City Centre Express Via Albany Station
873	Constellation Station To Takapuna
873X	Constellation Station To City Centre Express Via Sunnynook
874X	Constellation Station To City Centre Express

875	Browns Bay To Mayoral Dr
877X	Mayoral Dr To Torbay Express Via Forrest Hill
879	Long Bay To Mayoral Dr Via Forrest Hill
880	Albany Loop Anticlockwise
881	Albany Station To Newmarket
882	Torbay To Albany Station
886	Long Bay To Constellation Station Via Browns Bay
887	Long Bay To Constellation Station Via Albany
962	Albany Station To Newmarket Via Ponsonby (Retained but renumbered 866)
991X	Waiwera to City Centre (Wellesley St) via HC Station
992X	Gulf Harbour to City Centre (Wellesley St) via HC Station