

# The Great Puketāpapa Bus Survey 2018 Results Report



Public transport is an integral part of many community members' day-to-day lives. It provides connectivity to the different areas in Puketāpapa (Mount Roskill, Three Kings, Lynfield, Hillsborough, Waikowhai, Wesley) and beyond, particularly those without cars.

Roskill Community Voice have acted to find out more about how Puketāpapa's public transport is doing and what can be improved. In this report, you will find:

1. A short summary
2. Survey background
3. Action requested, including recommendations to Auckland Transport (AT) and site-specific issues
4. Results analysis by question
5. Next steps for Roskill Community Voice



## 1. Summary

- 294 responses to the survey, completed in November & December 2018 (some figures say 298, 4 were tests)
- Overall there was a mixed response to the New Network changes, with most of the negatives identified focused on specific routes, some of which could be addressed
- Positive about: New Network frequency improvements and simplicity, and double deckers
- Negative about: loss of a number of key routes (particularly 267x, 299 and 258x), too few 27W and 27H at peak
- Surprises: Very little mention of the cost of public transport,
- Logged 28 specific safety/comfort issues to be addressed eg bus shelter needed at particular spot, safe crossing point needed for transfers
- Identified 15 additional recommendations to Auckland Transport
- Roskill Community Voice will send this report to Auckland Transport for their consideration and response, and you can keep up with progress on that via our Facebook page.

## 2. Survey Background

Auckland Transport rolled out the New Network in the central area, including Puketāpapa (Greater Mt Roskill) in July 2018, after consulting on the proposal in 2015 and 2016. This was the first major change to bus routes in the area in several decades, involving a whole new numbering system, changing some existing routes very little and others significantly, creation of new routes and elimination of some long-standing ones.

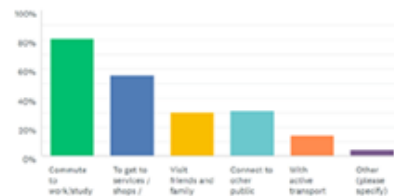
Roskill Community Voice received a lot of queries, complaints and compliments about the new system in the lead-up to the change and afterwards, and decided we needed to get a fuller picture of how those using buses in Puketāpapa were finding the New Network once it was bedded in.

The Great Puketāpapa Bus Survey was conducted online from 9 November to 9 December 2018 using Survey Monkey. It was promoted using social media (Facebook, Twitter and Neighbourly) as well as through posters at many bus stops throughout the Greater Mt Roskill area.

## The Great Puketāpapa Mt Roskill Bus Survey 2018 - Quick results

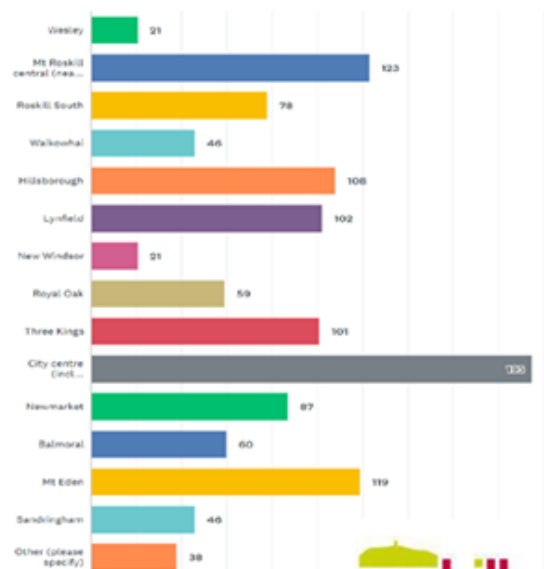
**294**  
responses

### Using buses for:

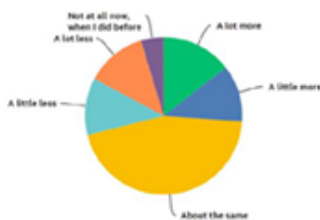


### Going to and from:

Produced 21 Dec 2018



### Change in Bus use since the New Network started in July:



### What people like about the New Network:

**Frequency**  
**Nothing** Simplicity  
Double Deckers

**Key Outstanding Issues:** Express routes on 25, Getting to Newmarket, Balance of 27T / 27H / 27W in afternoon, Buses leaving early, Not enough shelter, Transfers, 68 temporary route, Old buses, Going west from Lynfield

**Next steps:** Report & recommendations for Auckland Transport in January

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COMMUNITY VOICE

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When it became clear that there would be a significant delay between the close of the survey and the completion of this report, Roskill Community Voice released this infographic (see above) on social media, December 21st 2018, to give a sense of the nature of the feedback from initial analysis.

## 3. Changes requested

### 3.1 Full list of Recommendations to Auckland Transport

#### 3.1.1 Transfers

1. Undertake a specific communications campaign about transfers, focusing on how people from Lynfield can now get to Newmarket by changing to the 295, and how transferring between modes (eg bus to train) works and costs the same
2. Look at whether 30 minutes is long enough for transfers, particularly for those with mobility issues or using infrequent services eg 191 which is only hourly

#### 3.1.2 AT Communications

3. Add an 0800 number for Auckland metro area to the AT contact options
4. Check all timetable signs are up to date, eg stops on Mt Eden Rd that only show the 27H
5. Look at how Google Maps can be better used with AT data to ensure up to date information for all users, rather than assume everyone will use the AT apps.

#### 3.1.3 Improvements for bus companies

6. Ensure drivers are aware of all stops on routes, eg the 8 Denbeigh stop gets missed
7. Accelerate bus upgrades to ensure all buses have working air conditioning, USB ports, mobility access as soon as possible
8. The importance of not running early, particularly for morning buses, and the 252
9. Make it easier to differentiate between 27H, 27W and 27T on bus displays

### 3.1.4 Specific route issues

10. Consider running the 650 after 8pm
11. Rebalance the 27 services at peaks so that there are more 27W and 27H
12. Encourage those who get off before Mt Albert Rd in the evening peak to use the 27T
13. Consider how the 252 and 253 could be express from the Mt Roskill shops, as the 267x and 258x were previously.
14. Analyse how school students are using services and impacting on patronage particularly in the morning peaks, to take into account with bus size and frequency, eg Three Kings Primary students taking 27s.
15. Explain how AT chose Oakdale Rd for the 27W, over other alternatives

### 3.1.5 Site specific improvements requested

16. Safe crossing points need to be improved at:
  - Richardson Rd near Staveley Ave
  - Hillsborough Rd near Goodall Ave/cemetery
  - Hillsborough Rd near Carr Rd
  - Hillsborough Rd near St Margarets
  - Manukau Rd near Cornwall Park
  - Mt Eden Rd near 700 Mt Eden Rd
  - Melrose Rd, underneath the Hayr Rd bridge over SH20
17. Road flooding needs to be addressed at Bel Air Dr, flooding impacts on both stops near the roundabout by motorway entrance. Also affecting pedestrians crossing Queenstown Road and Beachcroft Avenue.
18. Bus shelters need to be added or expanded
  - Hayr Rd
  - Three Kings School stop
  - Corner Duke St and Mt Eden Rd (existing shelter too small)
  - Near Gracedale Retirement Home, Denbeigh Rd
  - Dominion Rd Ext between Glass Rd and Richardson Rd
  - Oakdale Rd
  - Denbeigh (8591)
19. Lighting needs to be improved
  - Duke St to Parau Rd

- Mt Roskill Town Centre especially Jasper Ave carpark
  - Hillsborough Rd near Littlejohn St
  - Path from Hillsborough Rd to Aldersgate
  - Keith Hay Park
  - Oakdale Rd stop 1850
  - Alley between Catton Cres and Dominion Rd Ext
  - Griffen Park Rd (only one streetlight)
20. Other site specific issues to address
    - Bus stop at 8 Denbeigh (8591) not always recognised by drivers on route 670
    - Bus front bumper going over curb at 8953 (19 Oakdale) risking passengers hailing bus getting hit.
    - Dip in concrete next to Glass Road / Gerbic stop.
    - Shelter bench on Sandringham Road outside Parry St. metal gets too cold and wet. (just outside Puketāpapa)
    - Stop 8911 137 White Swan Road unspecified request.

### 3.2 Issues possibly already addressed

Given the delay between the close of the survey (December 8th 2018) and the release of this report in April 2019, a number of the issues raised by participants have already been addressed (as had been known at the time of the survey being created), in particular:

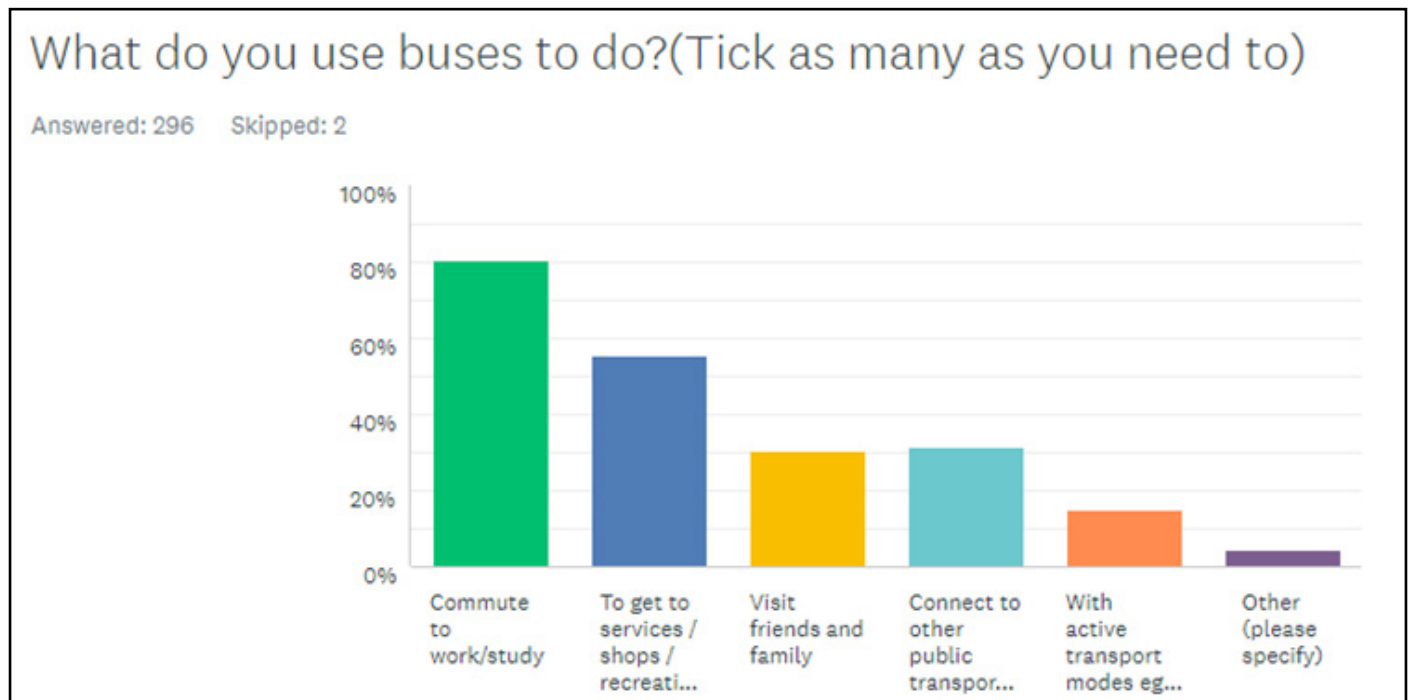
- Increased capacity by bringing double deckers to Dominion Rd routes, from 21st December 2018
- Start of the new 191 bus route connecting Lynfield to Blockhouse Bay and further West, from 24th February 2019
- Keith Hay Park lighting - new lights are going along the eastern side of the park from Arundel St south to Richardson Rd currently (Arundel St carpark north is already lit)

We have not included recommendations addressing these concerns as we are hopeful they are now resolved (or soon will be).

#### 4. Analysis for each question

Question 1 and 5 were to check people were bus users in Puketāpapa. Question 15 was for people to submit their email address if they wish to go on our email list. The remainder of the questions are explained below.

##### 4.1 Question 2 Purpose of your bus use

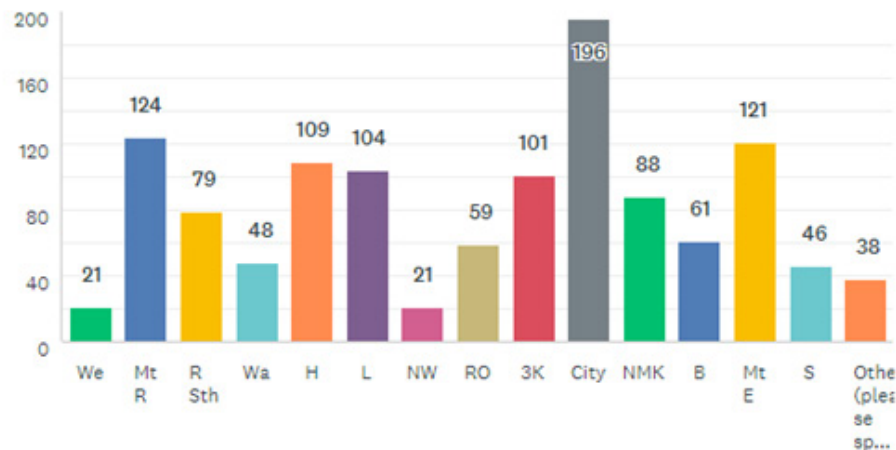


“Other” responses included answers that belonged in earlier ones (eg “school”) and four references to exploring or going on a fun trip in particular with children.

## 4.2 Question 3 - Starting points and destinations

Which suburbs in Puketāpapa, or destinations, are you going to and from?  
(Tick as many as you need to)

Answered: 297 Skipped: 1



Key: We = Wesley, Mt R = Mt Roskill central (around Dominion Rd/Mt Albert Rd intersection), R Sth = Roskill South, Wa = Waikowhai, H = Hillsborough, L = Lynfield, NW = New Windsor, RO = Royal Oak, 3K = Three Kings, City = city centre including Britomart, Wynyard, universities, NMK = Newmarket, B = Balmoral, Mt E = Mt Eden, S = Sandringham

“Other” responses included:

New Lynn (8 responses), Blockhouse Bay (7), Penrose (5), Onehunga (4), Sylvia Park (4), Mt Albert (3), Epsom (3), Greenlane (2), one each for Mt Wellington, Henderson and Pt Chev.

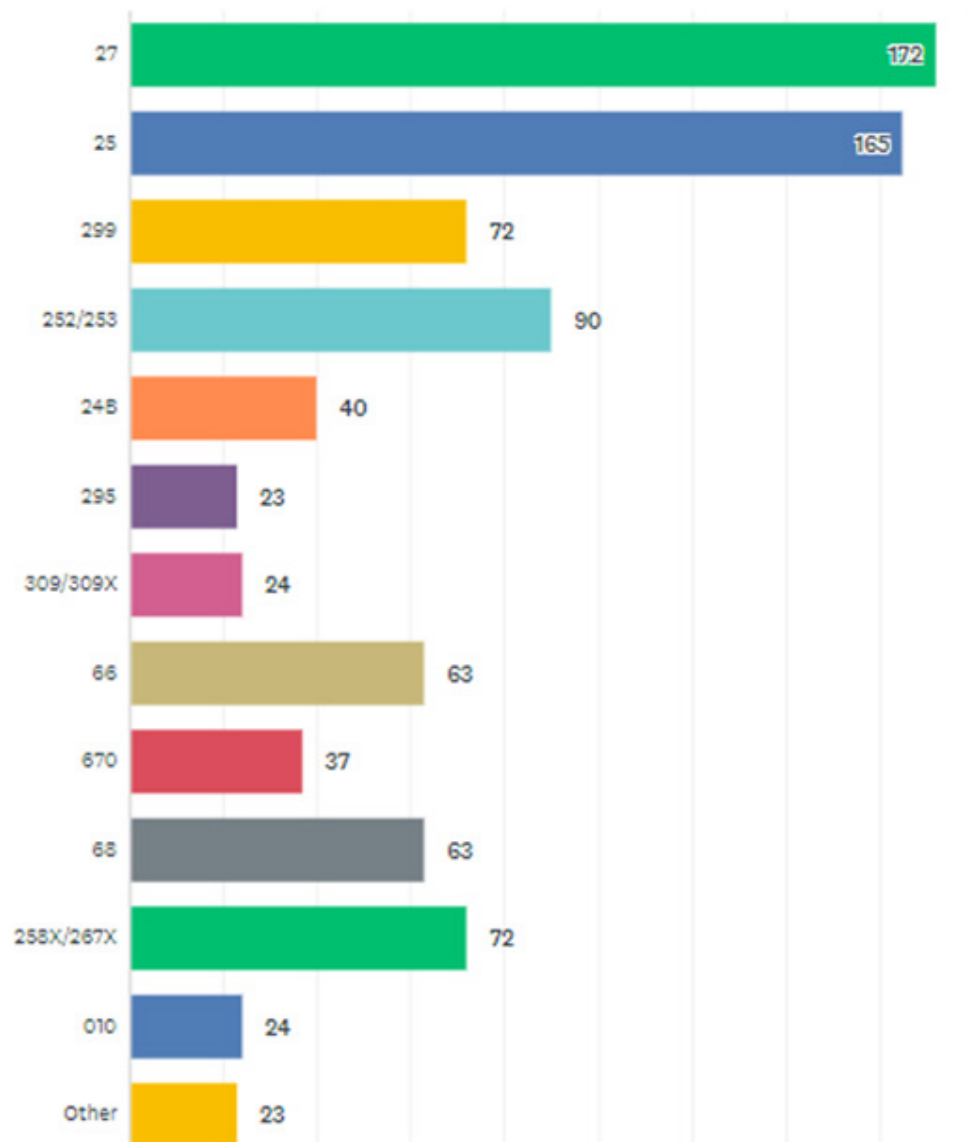


### 4.3 Question 4 - Bus routes used

In the original survey we included old routes with new similar routes in the answer options eg “27H, 27W or 27T (or old 277 or 274)” for clarity.

Which bus routes do you/would you use?(Please tick all that apply)

Answered: 297 Skipped: 1



“Other” responses were mainly ones in the list already, also 195 (2), 30 (3), Links (3), one each for 18, 011 and 24R.

### 4.4 Question 6 and Question 7 - Impact of Bus Route Changes when bus route cancelled

Only for those who chose a bus route that was discontinued (and no other bus routes) could access these questions. Only 8 responses were received.

- Question 6 Have you found a new bus route to use? 7 said no, 1 said sometimes.
- Question 7 - All stated increased car use, 6 reported increased travel times, 4 reported increased costs

#### 4.5 Question 8 Are you now using buses – (253 responses)

- About the same 113 (44.7% or 38.6% of all in survey.)
- A lot more 36 (14.2%)
- A lot less 32 (12.7%)
- A little less and a little more both 30 (11.9%)
- Not at all when I did before 12 (4.8%).

These answers suggest increased use by 26% of respondents and reduced by 29%.

Of 83 comments, 25 were positive, mostly citing better frequency or connections. Quite a few changes related to changes in places of work. Problems on specific routes mentioned Newmarket or old route 299 (9 people), discontinued express service 252/253 (4 people) and claimed less frequency or longer walks on the 27W (Waikowhai) (also 4 people).

#### 4.6 Question 9 Are your bus trips now (245 - 251)

##### 4.6.1 On Time (251) of these

- 73 (29%) said performance was about the same,
- 55 (21.9%) said a little better,
- 42 (16.7%) much worse,
- 36 (14.3%) a little worse
- 35 (13.9%) much better.
- 10 were unsure.

11 of the 54 comments were concerned about getting express services on Dominion Road.

##### 4.6.2 Total Journey Length (including transfers) (246)

- 94 (38.2%) said performance was about the same,
- 47 (19.15%) said a little better,
- 35 (14.2%) said a little worse
- 35 (14.2%) much worse
- 29 (11.8%) much better.

7 of the 39 comments mentioned issues around transfers and 15 wanted more frequent expresses on Dominion Road.

#### 4.6.3 Cost / Value For Money (245)

- No change 146 (59.6%),
- Much worse 23 (9.4%) ,
- A little worse 23 (9.4%)
- A little better 23 (9.4%)
- A lot better 22 (9.0%).

There were only 16 comments with 2 referring switch to trains adding to cost, and 3 to more cost through more transfers on some routes crossing zones. One stated that 30 minutes to change bus without a fare increase was not enough for people “not in good health”.

##### 4.6.4 Frequency (251 total)

Very even responses ranging from

- 59 (23.5%) “About the same”
- 56 (22.3%) “A little better”,
- 48 (19.1%) “Much better”
- 46 (18.3%) “Much worse”
- 35 (13.9%) “A little worse.”

Most of the comments were repeating similar ones made in the On Time and Journey Length questions, especially on Dominion Road expresses but there were several references to 27W and 27H bus users in the evening missing out and having longer waits because their one is filled by people who could use 27T, 27W or 27H buses.

##### 4.6.5 Space on the Bus (249)

- 103 (41.4%) saw no change
- 39 (15.7%) thought it was a little better and
- 37 (14.9%) a lot better.
- 35 (14.1%) thought space was a little worse
- 29 (11.7%) a lot worse.

There were 34 comments on this. Afternoon or evening times were mentioned by 10 of which 5 related to difficulty on getting on a 27H bus. Six mentioned morning services including two concerned about the 309 along Pah Road being full of students. One stated that Saturday services on 25B and 24B are packed mid-morning.

#### 4.6.6 Distance between bus stop and home or destination (249)

- Had not changed for 144 (57.8%) ,
- Got a little worse for 30 (12.1%),
- A lot worse for 28 (11.2%),
- A lot better for 23 (9.2%)
- A little better for 21 (8.4%).

The 28 comments included 3 stating the end of 299 had led to extra walking to get to Newmarket or Khyber Pass Road. Two had extra walking from the moving of the 27W to Oakdale Road. Single complaints covered the shift from Albrecht Avenue to Glass Road, the need for a bus down Carlton Street and the lack of a service for Range View Road in Owairaka.

#### 4.7 Question 10 - What do you like about the new network?

Of the 219 responses, 94 cited improved frequency.

There were 40 other positive reasons mentioned, of which 16 cited better connections, 8 improved bus stop locations, 8 simplicity and clarity of network and 3 cost savings. Three particularly like double deckers including comfort and one each praise bus drivers and bus lanes.

55 said they liked nothing about the new network including 4 claiming worse frequency.

#### 4.8 Question 11 – Bus Stop Safety Issues

182 Responses of whom

- 89 referred to lack of shelter (30.5% of all in survey);
- 78 referred to worries about safety after dark (26.7%)
- 65 referred to unsafe crossings to reach stop (22.3%)
- 64 referred to length of walking distance (21.9%)

Details of these are listed above in the site specific recommendations.

#### 4.9 Question 12 If you could change one thing about the New Network what would you change?

Nearly all the 216 responses referred to particular routes. In order of magnitude

- 43 were about the Dominion Road Express,
- 23 about services to Newmarket,
- 11 about more buses to Waikowhai
- 10 about services to Hillsborough including 3 who preferred the Staveley Avenue route to Oakdale Road.
- 11 wanted services to Blockhouse Bay and New Lynn
- 3 to Carlton Street and Queenstown Road.

Among 14 references to other locations were 5 wanting more frequency on crosstown routes including Mt. Albert Road to Onehunga. There were 11 imprecise locations. Three wanted better nighttime services.

There were 15 requests to return to the old network. 18 wanted no changes. General changes included 8 concerned about timing of trips including early buses and 5 wanting lower fares. A respondent with a disability wanted to eliminate the need to change buses. There were also over 20 detailed proposals.

#### 4.10 Question 13 Do you have enough information about the new bus network?

Of 245 responses 211 (86.1%) said yes and 34 no. There were only 18 comments, with 6 wanting easier access to timetables or maps, and 2 to apps. 3 complained about the consultation process.





#### **4.11 Question 14 Is there anything else you want to tell us about the bus system?**

139 people skipped this question and of the 154 comments 45 were “nothing “ or “no”.

14 gave positive comments and 10 unspecific negatives.

Drivers were commented on by 11 respondents, including 5 critical of their attitude. Nine mentioned the expense of fares and 7 had concerns about comfort including need for better air conditioning (3) and bus shelters (2). Seven respondents reiterated their concerns about the expresses. 18 were about issues dealt with by answers to other questions or not related to Puketāpapa. Twelve respondents wanted more convenient connections (including 2 to St. Lukes) and 4 sought improvements to frequency or timing on their route.

#### **4.12 A selection of the write-in answers that go into more detail or cover points not raised above:**

- “Can we get the promised light rail now?!”
- “My mother is 80 and has lived in the same house for 55+ years. She knows all about the local bus system as she has never driven and was a regular user to visit family and complete shopping via public transport. Now she has barely left the house since the changes. These small changes to the bus route have greatly impacted on her quality of life. Why does a bus need to go down Glass Road and then turn into Richardson Road which has a large golf course down a large part of the route? No people live on a golf course. Albrecht Avenue has been serviced by many buses over the years to now zero.”
- “Some of the route changes do not seem logical and do not see many people at the bus stops ie 27 routes that go down Glass Road. Also difficult for bus to navigate street with speed bumps, parked cars and narrow.”
- “Not easy to navigate the AT website for timetables and routes.”
- “Phoning in to AT is time wasting and frustrating. Too long for cell phone calls, difficult for older people not computer savvy.”
- “The AT website. That it cannot instantly recognise a top up from a credit card is a farce.”
- “Please address the route to Greenlane Hospital which has become much less accessible for older and mobility impaired people.”
- “It would be great to have smoking banned in/ around bus shelters. On wet days I don’t use the bus because it would mean standing in the rain while the smokers are puffing away in the shelter. Rationalisation of the bus stops would be good, there are places where the bus stops are less than 200 m apart (Denbigh Ave / Dominion Road roundabout ) and it is quicker to bike along Dominion Road than to catch the bus because it stops so often.”
- “The 252 leaving Queen Street heading to Lynfield is invariably late or doesn’t turn up. Here’s an idea, send some uni students to survey people waiting at that stop and get their views...”
- “I appreciate the work put in. However the system still assumes most people want to travel towards the city when many of us do not. It is self-fulfilling forcing us to take multiple buses the measuring the patronage. Semi-local circuits need to be introduced, linking the nearby areas that people wish to travel to including schools, work, sports, dining, shopping, medical, libraries. You have failed to do this in many areas. A circuit linking Lynfield, Blockhouse Bay, New Lynn, Avondale, Mt. Albert, St. Lukes, Three Kings and Roskill South would allow people to work, shop and live without needing a car.”
- “Developed with insufficient consultation with communities the network was supposed to serve. Shocking mismanagement by AT. Carlton St. route proposed badly handled led to unnecessary conflict with the community due to appalling project management that cost ratepayers with no resolution.”
- “Will you put a service up Carlton Street?”
- “Supposedly a bus is set to come down Carlton Street in Hillsborough – this is a terrible idea. The road isn’t appropriate for buses, there’s a primary school at the top which would put kids in danger crossing the road, the street already gets blocked enough with cars during rush hours, let alone a bus holding up traffic trying to turn to/from Hillsborough Road. This

route would be better suited for Herd, Belfast or Goodall Street.”

- “All I want to do is take public transport from where I live in Freemans Bay to my parents house in Mt. Roskill, with my little boy. Somehow this has only gotten more difficult for me in the past 20 years, with the rerouting of the Link bus, the quartering of the 106, and the rerouting of the 277. I don’t know how this is possible but there you have it.”
- “Central Puketāpapa (Dominion Road and Mt. Albert Road areas) is well served by buses but travelling around Puketāpapa by bus isn’t easy – usually walking or cycling works best for short trips within the suburb.”
- “A lot of times during morning peak hour, buses don’t arrive on time. When they do arrive all of them (from different times close to each other) arrive together. This inconsistency needs to be fixed.”
- “Try and get more buses out during peak times on peak routes, too many people get driven past because the buses get full after the first 5-8 stops.”
- “Why was the 011 taken away, it was convenient for a lot of old folk even myself. Now everyone has to rely on a taxi which is inconvenient. Really disappointed in it.”
- “USB charging ports please.”
- “Deaf sign language picture or blind hand.”
- “The bus stop that used to be around 14 Denbigh Ave. keeps getting changed and the system says there’s a bus stop on 8 Denbigh but it was only up for one week then it got taken down. A bus stop was put back up at 14 Denbigh but some bus drivers go straight past it saying its not a bus stop any more so I miss it and have to go to the next bus stop. It would be better if it was just fully taken down if the system can’t decide whether its a bus stop or not so I don’t waste time waiting there when I could head to the next bus stop.”

## 5. Next Steps

**Roskill Community Voice** will send the bus survey report to Auckland Transport for their consideration and response.

This report will be published on the Roskill Community Voice website and shared via social media and other digital means. We will keep you up to date with any replies from AT, or progress on issues identified, through our Facebook page [www.facebook.com/roskillcv](https://www.facebook.com/roskillcv)

We will consider re-doing the survey in future to see which issues remain outstanding, possibly in late 2019 or 2020.

*The Roskill Community Voice team would like to thank everyone who contributed to The Great Puketāpapa Bus Survey - it would not have been possible without your input.*

*You’ll see our team out and about Puketāpapa so feel free to talk to us: Harry Doig, Julie Fairey, Anne-Marie Coury, Shail Kaushal, Bobby Shen and Jon Turner.*



Photos by Bobby on a 25B bus trip.