Auckland's Regional Public Transport Plan 2023-2031

Mihi

E ngā iwi whānui ki ngā topito o Tāmaki Makaurau

He mihi manahau ki a koutou katoa

Topuni ki te Raki

Rakitu ki te Rāwhiti

Puketutu ki te Tonga

Oaia ki te Uru

Tāmaki herehere o ngā waka e!

Tihei Mauri ora ki te whai ao, ki te ao mārama

To the wider people to the ends of Auckland

A heartening greeting to you all

Topuni to the North

Rakitu to the East

Puketutu to the South

Oaia to the West

Tāmaki the meeting place of all canoes

Life essence to the world, to the world of light

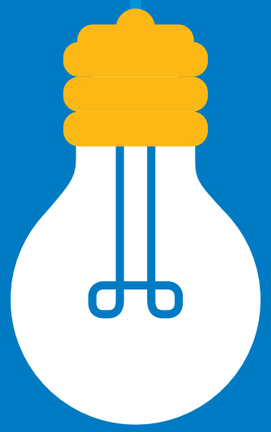
Contents

How to read this plan

This RPTP is organised into seven parts, which are arranged in a sequence that shows the alignment between our overall strategy and the outcomes we want from it.

The seven parts of the RPTP are:

1. Introduction and Context – what the RPTP is and how we prepared it.
2. The Plan – the core proposals of this RPTP.
3. Vision and Goals – what's driving this plan and what we plan to achieve.
4. Actions – the practical actions that will deliver the Vision and Goals.
5. Policies – how we plan and deliver the public transport system.
6. Monitoring and Review – how we track our progress.
7. Service Plans – details of each public transport route that forms part of the network.



The structure of this Plan

Part 1
Introduction and Context

1.1 Purpose and role of the RPTP

The Auckland Regional Public Transport Plan (RPTP) is the key document that sets out the future of public transport planning and investment in the Auckland region. It guides the design and delivery of public transport services, information, and infrastructure in Tāmaki Makaurau over the next eight years, split into short-, medium-, and long-term timeframes. The plan describes the public transport network that AT proposes for the region, identifies the services that are integral to the network, outlines the contractual units these services will sit in, and sets out the objectives and policies that apply to those services.

The RPTP sits within a broader system and investment planning framework for transport in Auckland, as outlined below. At the top of the framework are the core strategic guidance documents – the Auckland Plan 2050, the Government Policy Statement on Land Transport and the Auckland Transport Alignment Project (ATAP), which is an agreement between Council and Government on the priorities for transport in the region. The Regional Land Transport Plan (RLTP) turns this agreement into a ten-year investment plan, and the RPTP takes the investment allocation to public transport outlined in the RLTP and explains how it will be delivered and translated to services, infrastructure and supporting elements, iterating with our overall network plan, Future Connect.

AT Strategic transport planning framework

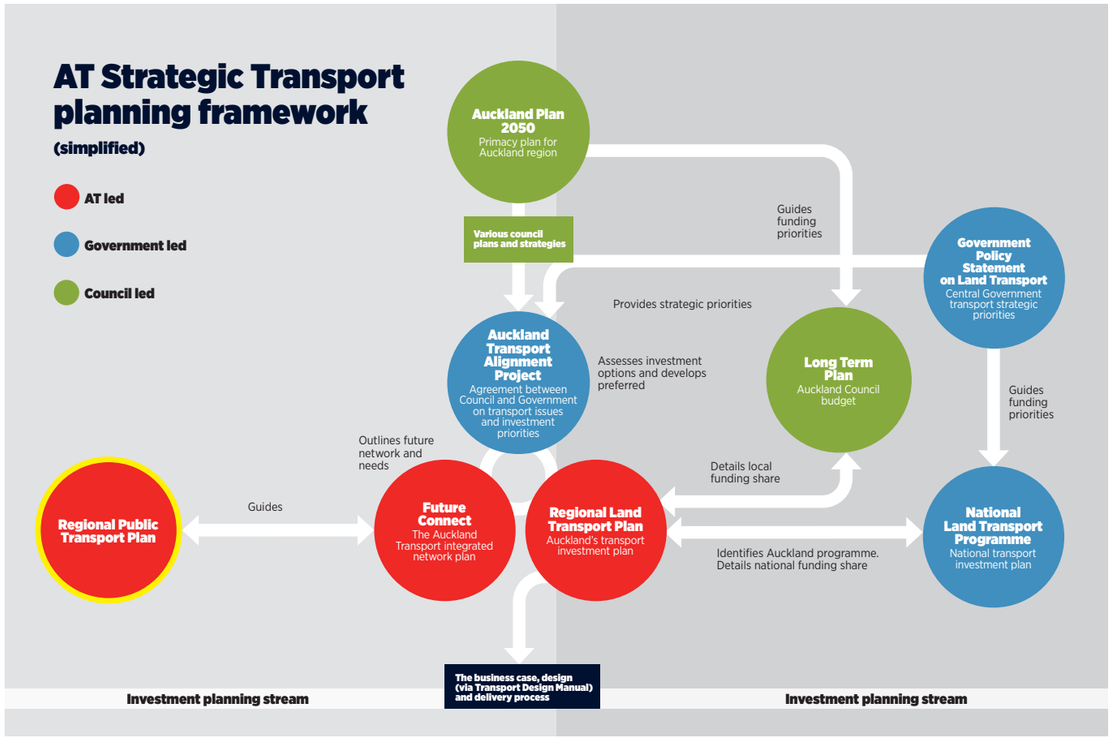


Figure 1: The RPTP in the AT Strategic Transport Planning Framework

1.1.1 The role of public transport in Auckland

Public transport (PT) contributes significantly to the quality of life of Aucklanders by increasing genuine and flexible travel choices. While public transport is not always as flexible as the private car, a well-planned network supported by high-quality information provides a convenient travel option for a range of trips. Where supported by quality infrastructure, it can also provide more reliable travel times than cars.

Aucklanders tell us that they use PT where it provides a faster travel time than cars, where it allows them to avoid the cost of parking, or because they do not have another option available to them (either by choice or necessity). Currently, our network is used primarily for trips at peak commuting times and is less well used off-peak. We want Aucklanders to use PT for all sorts of trips, throughout the day and the week. This will be particularly important as Auckland's land use changes and the population grows, as more efficient transport options will be needed.

Auckland's population has doubled over the last four decades to approximately 1.7 million people in 2022 and is projected to approach 2.5 million around 2050. Unless there is major change to travel behaviour, population growth is forecast to significantly increase travel demand over the next 30 years, potentially resulting in an extra 400,000 peak time trips and 2 million more daily trips across all modes. To respond to continued growth The Auckland Plan 2050 and Auckland Unitary Plan recommend most growth occur within the existing urban areas. This approach to growth will enable an expanded public transport network to serve a denser urban population more effectively, rather than forcing people to drive ever-longer distances to access opportunities.

1.1.2 Funding PT

PT, like all elements of the transport system, is funded by a variety of means and mechanisms. A simplified representation of the funding system is shown Figure 2 below. There is roughly an equal three-way split between Council, Government, and fares as sources of funding for PT services.PT infrastructure funding is usually split equally between Council and Government, although some major projects are fully funded by the Government (in the same way as State Highways).

The complexity of the PT service funding system creates some challenges for planning future service levels, particularly because funding needs to be confirmed each year and can fluctuate as use of the system changes. This plan is based on our best understanding of expected funding availability at the time of writing and is derived from the funding allocated to PT in the 2021-2031 RLTP, updated to account for decisions and changes since that document was published (including higher costs). The total cost of operating the PT system in the 2023/2024 Financial Year (not including revenue) is projected to be $701.8 million.

Funding beyond this year is not yet certain and is likely to be constrained, partly due to the impacts of inflation on on-going operational costs. Work is underway at the time of writing in late 2023 on Council's new Long Term Plan, which their overall 10-year investment plan, and on AT's new RLTP, which is the overall 10-year transport investment plan. Once these are finalised in mid-to-late 2024, there may be changes to the planned future PT services outlined in this RPTP. At that point this RPTP will be updated to reflect these changes.

Funding sources for the RPTP

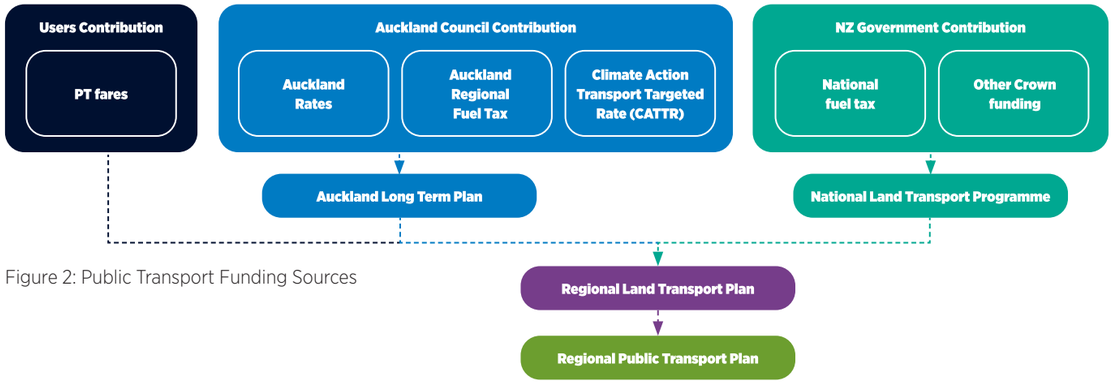


Figure 2: Public Transport Funding Sources

1.1.3 Since the last RPTP

A lot has happened since the last RPTP was released in 2019. This update to the RPTP builds on that plan's direction, while including updates that respond to our current challenges. These include recovering from the impacts of the COVID-19 pandemic and the subsequent operational issues we faced related to shortages of bus drivers and ferry crew, the impact on train customers of KiwiRail's Rail Network Rebuild, our updated focuses on safety and climate change, and the latest funding environment.

Achievements

There has been significant progress since the last RPTP was published in 2019, which helped drive increased use of PT. Key achievements and improvements made to Auckland's PT system since that time include:

- Completing the final parts of the New Bus Network for PT.
- Expanding our strategic rapid and frequent transit networks, including the first stage of the Eastern Busway between Panmure and Pakuranga, and the extension of the Northern Busway between Constellation and Albany.
- Opening new and improved rail and bus stations across the network (including Williams Avenue, Puhinui, and Hibiscus Coast).
- Adding new bus priority measures (bus lanes and priority signals) across the region.
- Integration of the Devonport ferry service into the AT PT network.
- Commencing the replacement and decarbonisation of the ferry fleet.
- Introducing our first permanent AT Local service in Takaanini.
- Reaching 100 million annual boardings on PT in 2019.
- Introducing bilingual announcements and wayfinding signage in te reo Māori and English across trains, buses, and ferries.
- Making continual improvements to passenger information via the AT Mobile app.

Key challenges and opportunities

While there have been many achievements, there are also key challenges which need to be addressed to enable a better PT system for our region. While some of these challenges present an opportunity for AT to think innovatively about how we plan and provide PT to Aucklanders and visitors, others require government intervention and change.

Post-Covid Travel

The COVID-19 pandemic and associated lockdowns have caused changes to how and when Aucklanders use PT. An increase in working from home means that some people are using PT less to commute to work. This has reduced peak time demands on some services, which AT has responded to by making changes to service levels on some bus and ferry routes. We are also seeing increased demands on some services at other times, including on weekends. Customers tell us that working from home means more time to get chores done during the week, giving them more time to get out on the weekends.

This RPTP continues to focus on developing a PT network that is useful for a wider range of trips, rather than its historical focus on commuting. While commuting will still be a key part of the network's role in the future, an expanded focus will help us to meet Aucklanders' changing travel habits.

Concern about catching Covid, or other illnesses onboard services, is not a major barrier to use. Customers tell us this is not a major concern for them, and data shows that transmission onboard PT is very low. Our operators have stringent cleaning regimes in place across the fleet, and ventilation systems have appropriate filters against diseases. Mask wearing will continue to be supported for those that wish to do so.

Reliability issues from staff shortages

Emerging from the pandemic, Auckland (like many cities in New Zealand, and overseas) experienced shortages of bus drivers and ferry crew. This was due to some staff retiring, some leaving the industry, and international border closures meaning no immigration and a net loss of population, which reduced the labour market across many industries. Uncompetitive wages also played a role in this shortage, which meant it was hard to attract and retain drivers. These factors were also made worse by staff sickness as a result of COVID-19 waves.

At its height, this meant Auckland was short 500 bus drivers (and many ferry crew), leading to a substantial number of cancellations of services. This meant a significant reduction in reliability across the network, which further drove people away from PT. Some trips were suspended from timetables to enable the remaining trips to be operated more reliability, but this has meant a reduced level of service and a lack of capacity on some services.

AT is working hard with operators and Government to address this, through improved driver wages and adjustments to immigration settings. The bus driver shortage was resolved by August 2023, and suspended bus trips were reinstated. We are now working with our ferry operators to resolve crew shortages by late 2024. We will then be able to return suspended ferry trips and work on future improvements to ferry service levels. We will continue to work with operators to ensure that staff are paid a living wage, and that they have attractive working conditions.

Climate change – decarbonisation and resilience

In June 2019, Auckland Council declared a climate emergency, recognising the urgent need to reduce Auckland's greenhouse gas emissions which contribute to the climate crisis.

In 2020, Auckland Council released Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan which details the steps Auckland will take to combat climate change, including a section on what is intended to be done in the transport space. This was then expanded on by Council's Transport Emissions Reduction Pathway (TERP) in 2022, which sets out what would need to be true if Auckland was to play its part in reducing transport emissions.

More PT services and greater usage is a core part of moving to a more sustainable transport system. This will mean more routes, increased frequencies, a significant expansion of the rapid transit network, and more supporting infrastructure (like bus priority). All these changes will come at significant cost but are necessary to reduce the impacts the transport system has on the climate.

Aligned with this is the need to reduce the emissions of the public transport system itself. All new buses entering the AT Metro fleet are electric or low-emission (such as hydrogen), all trains are now electric, and the next generation of ferries will also be low-emission. Further work is needed, however, to ensure charging infrastructure is available and to improve energy and resource efficiency at the PT facilities used by these low-emission PT vehicles.

Cost increases and funding constraints

The funding allocated to AT for PT services in Auckland Council's Long-Term Plan (LTP) and Government's National Land Transport Programme (NLTP) is not enough to deliver all of the service outlined in the last RPTP. Funding constraints have been further exacerbated by:

- The increasing cost of running public transport services, particularly due to inflation, driver wages and other costs, such as maintenance and renewal of the rail system, which means that operators can provide less service for the same amount of money,
- A drop in revenue from fares resulting from impacts of COVID-19, which now funds around a third of AT's operating costs (down from almost half prior to the pandemic)

This also affects the need to further invest in charging infrastructure and resource-efficient PT facilities. Without significantly more funding from Council and Government – and funding which extends beyond a 12-month period – there is no way to deliver the aspirations set out in other plans and policies to significantly increase service levels and use of PT.

Safety

AT is keenly aware of safety concerns raised by our drivers and public transport users. To make PT attractive to drivers and customers, we need to plan and design our stops, stations, and services to deter anti-social behaviour. This includes improving frequencies to reduce the time people need to wait at night when it may be dark. PT should be designed for everyone, and everyone has the right to feel safe when using the system (including getting to and from their services). This RPTP sets out our plans for improving safety across the system.

Multimodal integration

Getting to and from your destination while using PT is likely to take more than one mode of transport. When planning PT, we must therefore ensure it is easy to get to and from PT stops and stations by other modes of transport. This can include improving footpaths near bus stops, increasing the number of secure bike parks at a transport hub, and better managing park and ride facilities. Customers tell us that some of the top reasons they don't use PT more are linked to poor access to and from stops and stations, so AT will continue to accommodate and promote other modes where they provide access to PT system.

AT wants to be an enabler of innovation in the On-Demand and shared mobility space. This will include working with private organisations who are suppliers of emerging mobility technologies that can play a role in complementing existing PT services and providing connections to the wider network. Subject to funding, we will also look to expand our AT Local On-Demand services to play a larger role in providing this type of access to the wider network.

Changes in policies, strategies and plans that impact PT since 2018

AT needs to align its approach to Council and Government policy and direction. Key changes to these elements since the 2018 RPTP are outlined in Table 1 below. This is not a complete list of the many policies, plans and strategies which influence and impact PT, but some of the core, high-level ones.

Table 1: Policies, Strategies and Plans Impacting PT

Central Government	
2020	**National Policy Statement on Urban Development** The National Policy Statement on Urban Development (NPS-UD) sets the direction for urban development policy throughout New Zealand. It aims to ensure that New Zealand's towns and cities are well-functioning urban environments, which require a quality PT system.
2021	**Government Policy Statement on Land Transport** The Government Policy Statement on land transport (GPS) sets the Government's priorities for land transport investment over the next 10-year period, including for PT. There is a key focus on increasing mode share for PT by making them safer, more accessible and more available.
2022	**Emissions Reduction Plan** The emissions reduction plan contains strategies, policies and actions for achieving NZ's first emissions budget and contributing to global efforts to limit global temperature rise to 1.5˚C above pre-industrial levels. It includes plans to reduce our reliance on cars and support people to walk, cycle and use PT, and decarbonise the PT fleet.
Auckland Council	
2020	**Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan** Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan is Auckland Council's long-term approach and adapt to the impacts of climate change. It sets out the priority action areas to deliver our goals to reduce emissions, including a section on transport.
2022	**Transport Emissions Reduction Pathway** It sets out what would need to be in place to achieve the Climate Plan targets by 2030. For public transport this means achieving 550 million passenger journeys a year, up from the 80 million journeys we are at as of mid-2023.
Auckland Transport	
2019	**Auckland Transport's Accessibility Action Plan** The Accessibility Action Plan (AAP) provides details on what actions AT will undertake over the next 3 years to improve accessibility on the transport system. Part of this is increasing the accessibility of public transport stops, stations and services.
2021	**Auckland's Regional Land Transport Plan 2021-2031** The Regional Land Transport Plan (RLTP) is the 10-year plan for Auckland's transport network. It details the areas that AT, Waka Kotahi NZ Transport Agency and KiwiRail will focus on to respond to Auckland's transport challenges. It also outlines the proposed 10-year investment programme for specific transport projects., which this RPTP reflects.
2023	**Room to Move – Tāmaki Makaurau Auckland's Parking Strategy 2023** Room to Move is Auckland's parking strategy. It sets out how public on-street and off-street parking will be managed across the region, so that our key roads are optimised, movement of people and goods is prioritised, and parking is available in the right places, for the right uses, at the right time. It also outlines the policies for the operation of park and rides in Auckland.

1.2 Developing this plan

This RPTP was prepared by AT in close collaboration with our project partners, stakeholders and customers. It was also informed by extensive market research, customer feedback, technical research, and international benchmarking.

The engagement process for this plan was separated into three phases as illustrated in the diagram to the right. This model makes best use of lessons learnt from previous consultations and encourages public participation in the process of planning at different stages.

1.2.1 Overview of engagement process

Phase One – Preliminary engagement and alignment

In December 2022, AT undertook a survey with a representative sample of over 1,000 Aucklanders that focussed on key trade-offs related to public transport planning.

Additionally, AT held three workshops with 41 key interest groups. They were asked to provide feedback on initial concepts for the vision and goals for the RPTP, and their feedback was used to shape these elements. The responses were also used to help inform phase two of consultation.

Phase Two – Early input on key elements of the plan

In April 2023, AT held two workshops, inviting the same key interest groups from phase one. They were asked for input on the contents of the plan with a focus on the proposed actions. 19 key interest groups attended the workshops while others sent through comments separately, following the workshops.

We also surveyed over 1,200 Aucklanders via an online survey. The survey was designed to refine our thinking following the phase one engagement, gain insights on specific issues with the existing network, and understand strategic priorities for services and priorities for improvements.

Phase Three – Public Consultation

Public consultation on a draft version of this RPTP ran from 17 July to 17 August 2023. We received 3,192 submissions from the public via an online survey and via email. We also received 45 submissions on behalf of organisations via the same methods. In addition, we held 14 drop-in events, both in-person and online, where we had hundreds of conversations about the draft plan and received two formal verbal submissions. We also received two letters, which were considered as submissions.

Following the conclusion of public consultation, we also engaged with Auckland Council's Advisory Panels (who represent specific community interest groups). We also workshopped feedback with all Local Boards (except Aotea/Great Barrier, where we do not operate PT services), who then provided formal feedback on the draft plan at their regular business meetings.

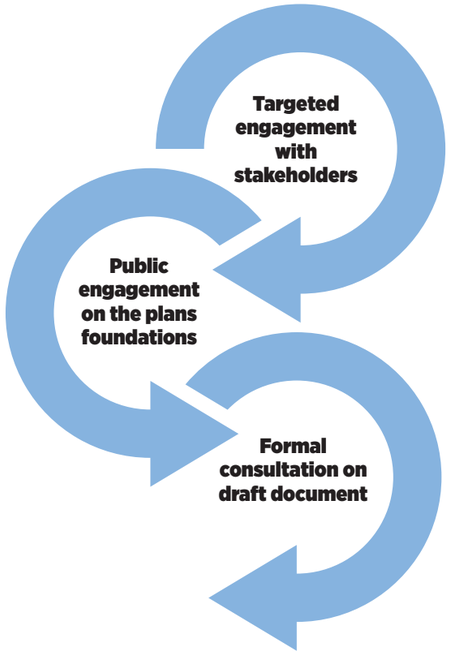


Figure 3: Engagement Process

1.2.2 Overview of service planning considerations

In preparing the draft RPTP that was consulted on in the third phase of public engagement, we had to consider the types of services and service changes that would be included. From the first two phases of engagement, we knew Aucklanders wanted improvements to the existing network rather than a fundamental change to our approach to services. The additional funding available for these services is limited, however. Many changes are funded by Council's Climate Action Transport Targeted Rate, which was separately consulted and based on specific improvements to key routes, and therefore the basis on which Aucklanders supported its introduction. Most other funding is reserved to make improvements enabled by key infrastructure (such as the City Rail Link, Eastern Busway, and the opening of new bus and train stations).

With the limited other funding available, we considered three potential ways forward:

- Focusing on growing usage – we considered improvements within the existing urban area to services that would likely result in the most additional customers. This included extra peak-time trips on some routes with high demand and upgrading others to all-day frequent services, or
- Focusing on expanding the network's coverage – we also thought about expanding the network to new and growing areas which don't currently have access to PT. This includes growing areas like Drury, Whenuapai, and Flat Bush, as well as rural locations like Muriwai, Glenbrook Beach, and Clevedon, or
- A balance of both – expanding into some growing areas while also improving service levels within the existing urban area.

We undertook modelling to understand the potential impacts of the three approaches, and also considered what Aucklanders told us in the second phase of public engagement. We heard that overall Aucklanders wanted us to take a balanced approach, with a slight preference for growing usage. We sought advice from the Transport and Infrastructure Committee of Auckland Council, and Councillors on the Committee endorsed a balanced approach (as well as the Vision and Goals of this RPTP). This decision formed the basis of the services included in this RPTP, and feedback from the third phase of public engagement shows Aucklanders are generally supportive of it.

1.2.3 Overview of feedback received from each phase

A summary of feedback received in each phase of engagement on this plan is set out below. Full details are available on our website.

Phase One feedback

In the market research survey conducted in this phase, we asked 1,005 Aucklanders about their perceptions of the current PT network's performance and how we plan and provide services. Key insights from this phase were that:

- Aucklanders see the biggest transport issues facing Auckland to be traffic congestion, the lack of parking and affordable parking options, disruptions from road maintenance and an underperforming PT system (because of reliability and affordability issues).
- They believe that providing faster more frequent PT services should be the number one priority for investment over the next ten years (89%).
- 66% of Aucklanders were very supportive of the fast and frequent "Turn up and Go" model of PT because they felt it would make public transport more efficient. Only 37% of Aucklanders believed that PT currently makes it easy to get around Auckland.
- Aucklanders expect AT to prioritise investment in PT services in areas of high demand while also providing a reliable service across the region. Aucklanders want us to ensure there are services in areas where residents are reliant on them and to increase the frequency of services on main routes.
- There was also a focus on things that Aucklanders think AT could do to improve patronage, with direct access across town, discounted pricing, and increasing security at stations and onboard services being viewed as ways to encourage people to use public transport.

In this phase, we also tested draft versions of the Vision and Goals (set out in Part 3 of this plan) with a range of stakeholders. These were generally supported, with some amendments.

Phase Two feedback

Building on the insights from the first phase, we followed up with another online survey using both a representative sample and a booster sample (sourced from AT's marketing database, the RPTP website, and social media). We had a total of 1,262 responses in this stage. This survey tested support for proposals we were considering within each of the Goals areas within this plan. Key insights were that:

- Aucklanders were dissatisfied with the PT system, similar to the feedback fromphase one. Declining levels of satisfaction were linked to affordabiltiy, and the impact of the driver shortage causing concerns about delays and disruptions. Many Aucklanders also said they felt AT is not listening to them and what they want.

- When asked what the RPTP should aspire to, 95% of Aucklanders said they want faster, more frequent PT that goes to more places. They also expect it to be affordable (90%) and able to withstand and recover from severe weather events (87%).
- Given Aucklanders' preference for immediate action to address reliability and frequency problems longer-term goals around infrastructure investment such as investing in sustainable vehicles, bus and transit lanes, or light rail did not receive strong support.
- Almost half of Aucklanders (48%) wanted AT to have an equal focus between providing new services to new areas and increasing the frequency of existing services. Just over a third (36%) of Aucklanders wanted AT to focus solely on increasing the frequency of existing services.

In addition to the survey above, we also tested specific actions with stakeholder groups and again found strong support for most actions. This informed Part 4 of this plan.

The findings from this stage were used to refine the draft version of the RPTP that went to formal public consultation in phase three.

Phase three feedback

Key themes from this phase were:

- Strong opposition to the proposed withdrawal of the Gulf Harbour ferry from 2028, as part of wider PT network changes including improved bus services. We received over 1,269 submissions on this issue, which was the single highest feedback area.
  - In response, we have committed to further investigate the transport needs of the Whangaparāoa peninsula (across all transport modes) in more detail, including potential options for the ferry to continue. This work will be undertaken in 2024, and next steps for the ferry (and bus network changes on the peninsula) will be confirmed in the next update to the RPTP.
- Strong support for most of the proposed actions and improvements within this RPTP (at a high level), with most responses telling us our proposals were either 'great as they are' or 'on the right track but needing minor changes'.
  - There was strong support for proposed improvements to services and the proposed weekly fare cap (which will be implemented in 2024).
  - Most changes requested were to make further improvements or bring make proposed improvements sooner. The RPTP is a fundable plan, so we will only be able to do more or do things sooner as funding allows – our aspirations above current funding levels are set out in section 2.4 of this plan.
- Requests for clarification or more information relating to specific details of the plan. Where possible, we have added these details to this version of the RPTP.

Overall, public feedback in this phase showed that the actions and improvements in this RPTP are supported by Aucklanders. These were proposed based on the earlier phases of engagement, so the third phase essentially confirmed the findings of earlier phases.

This high level of support meant that only minor changes to this RPTP were required. These changes added some of the additional information requested by submitters, updated the plan to ensure it reflects our understanding of likely available funding and next steps for key initiatives at the time of writing (in late 2023) and reflect feedback that did require changes.

A full summary of all the feedback we received in this phase of engagement is available on our website, alongside the RPTP. This Community Feedback Report also provides more details about the changes made between the draft and final version of this RPTP.

1.2.4 Compliance with legislative requirements

The RPTP is prepared under the Land Transport Management Act (LTMA), which sets out a number of requirements for the content the RPTP must (and must not) include, issues AT must consider when developing it, and who we must talk with. This section outlines these requirements and how AT has complied with them in developing the RPTP.

AT must be satisfied that:

- This RPTP contributes to the purpose of the LTMA, which is *to contribute to an effective, efficient, and safe land transport system in the public interest*. This is also AT's legislative purpose (specifically in relation to Auckland), and we are satisfied this RPTP helps achieve this.
- We have prepared this RPTP in accordance with guidelines published by Waka Kotahi. AT considered these guidelines as part of developing the plan, while also noting that Waka Kotahi is in the process of updating them to reflect the 2023 changes to the LTMA.

- The plan is consistent with the Regional Land Transport Plan (RLTP), if the RPTP includes any matters not covered by the RLTP. We are satisfied that this is the case.
- We have applied the principles that the LTMA specifies must guide the planning and delivery of public transport

We have paraphrased these as:

- That well-used PT services have positive environmental and health impacts.
- That PT services can attract people out of their cars and provide equitable access to opportunities if properly planned and delivered.
- That the PT workforce (including drivers and crew) must have fair and equitable employment conditions to support the delivery of PT.
- That we must partner with PT operators (and in specific situations, Kāinga Ora) to provide services that meet the needs of passengers and encourage more people to use them.
- That we must provide PT services in a way that assists investment in PT to be efficient and provide value for money.

  We are satisfied that these principles are reflected throughout the Goals (and related Actions and Policies) in this RPTP.

As required by the LTMA, AT has also taken into account:

- New Zealand Energy Efficiency and Conservation Strategy, particularly as it relates to electrification of our PT fleet. Goal 2 covers this in more detail.
- The Auckland Unitary Plan, which regulates the city's land use (alongside other plans in force under the National and Built Environments Act 2023). This has informed how we are planning to provide PT services to areas where growth may occur. This is reflected in Goal 4.
- Transport components of plans published by Auckland Council, including the Auckland Plan and the Transport Emissions Reduction Pathway, the latter of which is discussed in more detail in section 1.4.
- The likely funding that will be available for PT services in Auckland, as set out in section 1.1.2 and the need to obtain the best value for money.
- The views of PT operators, who were involved in workshops as part of the RPTP's development and some of who made submissions on the draft RPTP.
- The views of Auckland Council, who endorsed the Strategic Direction for this RPTP (including its Vision and Goals, and the service planning considerations set out in section 1.2.2.)
- The views of the PT workforce and its representative unions, including through submissions that were made.

We have also considered the needs of persons who are transport disadvantaged – these are addressed under Goal 3.

Consultation as part of preparing the draft RPTP was also undertaken with the various entities that the LTMA requires (including Auckland Council, Waka Kotahi, PT operators, and others).

1.3 Position on key issues

There are many aspects of Auckland's transport system that AT can't control, but which significantly impact on the quality or performance of the transport system, including the PT system. They are usually policy, funding or process based. AT will continue to advocate for changes to these elements from Government so that the true potential of the PT system can be realised.

1.3.1 Funding

Everyone has high expectations of the PT system, and AT wants to achieve these goals, but the biggest impediment is lack of sufficient funding. If AT is to deliver the improved PT system Council, Government, and many Aucklanders want, significantly more funding will need to be provided.

This is not just a question of sufficient funding, but also of having funding certainty. Currently, uncertainty over funding from Government and Council means that AT's budgets are only confirmed on a year-by-year basis. This makes forward planning difficult and means contingency planning is required in case of shortfalls. AT is seeking longer-term certainty from our funders, which will benefit our operators and customers.

AT also recognises that the funding model for PT (and transport) needs reform. AT also supports the investigation of new and alternative sources of funding, such as congestion charging and increasing the cost of parking fines, both of which require legislative change at the national level.

1.3.2 Congestion charging

AT is supportive of introducing an appropriate model of congestion or time-of-use charging. This is something that must be led by the Government, who would make the necessary policy change. The Ministry of Transport led work on a report titled 'The Congestion Question' which explored this issue in detail, and which has informed our position. Our views on congestion charging are elaborated on below:

- The intention of congestion charging is to charge for the full economic, environmental, and social costs of using the road in a private vehicle. It puts more of the true cost of driving back onto road users. Its primary aim is to reduce congestion, but it will also raise revenue, which can provide more sustainable funding for the transport system and enable more improvements, especially to PT services and walking and cycling improvements.
- Our modelling suggests that congestion charging will be a key factor for mode shift from a private vehicle on to PT. It will likely bring forward decades worth of demand to the PT system (and we will need funding to deliver the PT options which will meet this extra demand).
- To avoid adverse equity impacts, it is essential that the implementation of congestion charging is supported by significant improvements to public transport, walking and cycling/micro-mobility, and adequate measures to protect those who can't use other modes are in place.

1.3.3 Inter-regional PT services

AT is supportive of improvements to inter-regional PT services, such as the existing Te Huia train service between Auckland and Hamilton, but our focus is – and always will be – on meeting the transport needs of Aucklanders first. Many inter-regional services are currently privately provided (such as InterCity bus services), contracted by Waikato Regional Council (such as Te Huia and buses between Waikato and Pukekohe), or operated by KiwiRail (such as the Northern Explorer train).

Significant improvements to such services are largely outside the direct control of AT. Central Government, through the Ministry of Transport and KiwiRail, has the responsibility to enable further improvements in inter-regional passenger rail services (through upgrades to infrastructure, including new tracks and rolling stock). AT supports these agencies in investigating and delivering improvements to service levels, so long as any improvements do not disadvantage the operation of our existing services for Aucklanders. We will work proactively with these other agencies to find solutions, and to integrate inter-regional services with other local services where practicable and as funding allows.

Part 2
The Plan

2.1 Our plan for improving the public transport network

The improvements we intend to make to Auckland's PT network between 2023 and 2031 will fall within the following broad categories:

- **Service improvements** – new and improved services are at the heart of this RPTP. Adding frequency to existing services, and introducing new services into areas where demand is increasing, will help to increase the availability and attractiveness of PT. Many of these service improvements will be funded by Auckland Council's Climate Action Transport Targeted Rate.
- **Major infrastructure projects** – this includes the opening of new train and bus infrastructure, including the City Rail Link, new stations, busways and electric ferry charging infrastructure. These are flagship projects that will make significant improvements to service travel times and reliability, and often enable us to provide new, high-quality services where none currently exist. New and upgraded vehicles, such as extra trains and low emission ferries, also fit in this category. These help us provide extra capacity to meet increasing demand.
- **Supporting infrastructure** – these are smaller scale infrastructure projects, like new bus and transit lanes, upgraded bus stops at key intersections to enable easier transfers, and bus priority lights at intersections. These improvements are smaller scale compared to major projects but can still make a significant difference to travel times and the reliability of services on busy corridors. It can also include smaller scale changes to infrastructure that helps people get to PT, like improved footpaths or bicycle parking at stations.
- **Customer experience improvements** – a range of improvements fit in this category, which is about ensuring customers have better access to information about our services. Technological improvements, including to our AT Mobile app, will help customers to understand their options and learn about disruptions. Physical improvements to the quality and consistency of wayfinding and other customer-focused infrastructure will make it easier for customers to get around the network. AT also continually reviews and changes its processes to ensure they work for our customers.

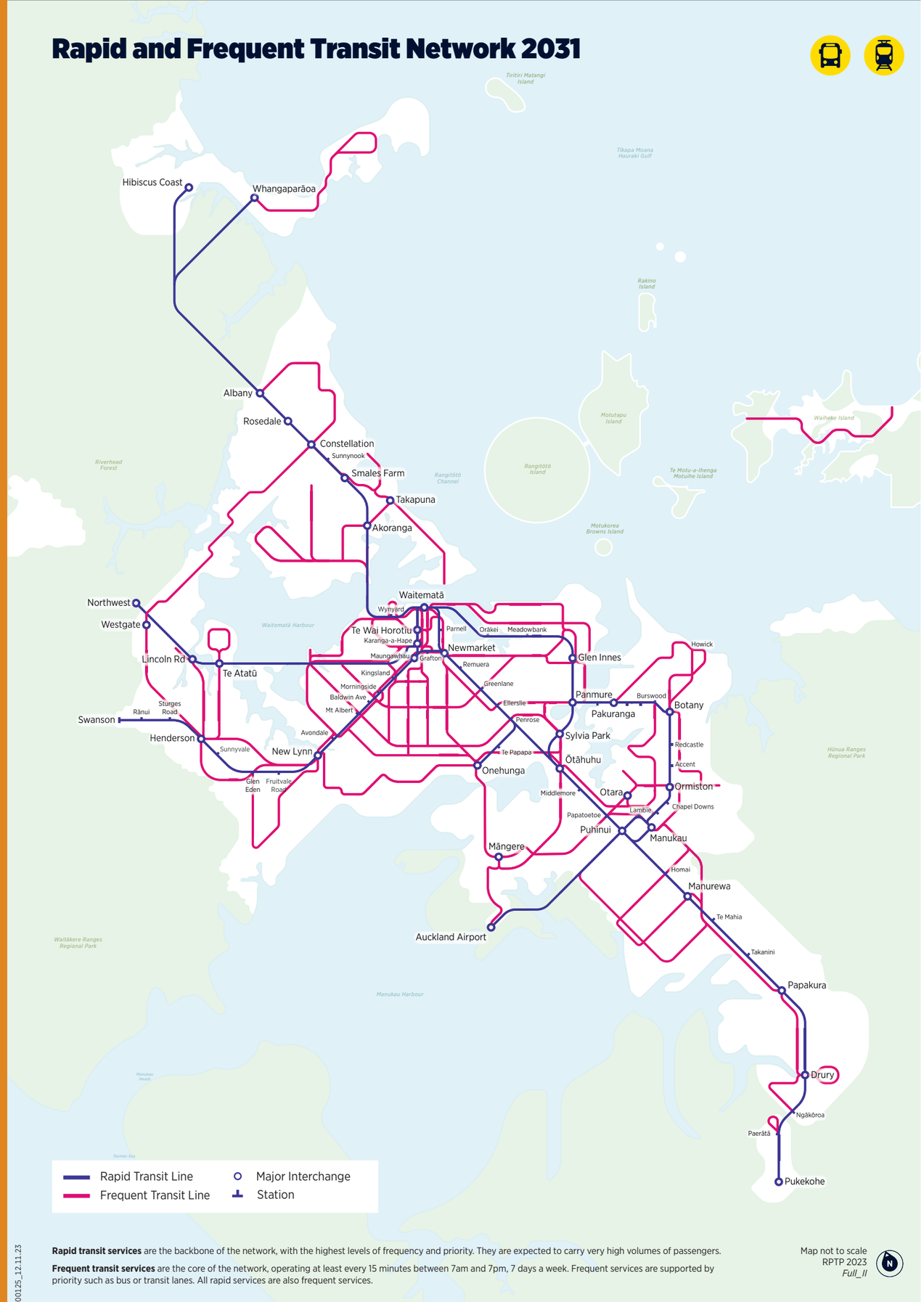
Figure 4 shows what the core rapid and frequent network will look like in 2031 after major service and infrastructure improvements have been made. Other improvements (like the supporting infrastructure and customer experience improvements) are described in detail in later parts of the RPTP.

Delivering this Plan

Improvements will be made across three main timeframes:

Period	Covering	Focus
Short Term	2024	Improving and maintaining the reliability of services, improving fare and ticketing options, and getting more people using PT again.
Medium Term	2025 to 2027	Leveraging the opportunity provided by the significant infrastructure planned to be delivered in this timeframe, which includes the City Rail Link, to increase use of PT and improve perceptions of the system.
Long Term	2028 to mid-2031	Our broader network ambitions and goals – higher usage and operating a stronger, more integrated PT system.

The rest of this section describes, in more detail, the improvements proposed for each of these timeframes.



Rapid transit services are the backbone of the network, with the highest levels of frequency and priority. They are expected to carry very high volumes of passengers.

Frequent transit services are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. Frequent services are supported by priority such as bus or transit lanes. All rapid services are also frequent services.

Map not to scale
RPTP 2023
Full_II

AT00125_12.11.23

2.2 Short-term focus

Our short-term focus in on recovery

The draft version of this RPTP that went for public consultation included actions to address the bus driver and ferry crew shortage, and related reliability issues that had been occurring across the PT network for much of 2023. The bus driver shortage was resolved in August 2023, and resolving issues with ferry crew shortages will continue to be a focus in 2024.

We know that cancellations and delays to services, as well on-going closures across the rail network, are frustrating for Aucklanders. Early engagement on the RPTP told us that reliability is the number one improvement we can make to improve Aucklander's perception and use of PT. Our short-term focus is therefore on maintaining and improving the reliability of services, as well as getting more people back on PT.

Before the COVID-19 pandemic, we had reached 100 million boardings per year on PT. We want to get back to this figure as fast as possible – our aim is to reach it by the middle of 2024. We had expected to achieve around 130 million boardings per year in 2024, before the pandemic. While travel habits have changed, we still aim to get back to 100 million boardings as soon as possible, and some of the elements of our short-term focus are about making it easier and more attractive to use PT.

Key parts of our short-term focus include:

Improving bus travel times and reliability:

- Continuing to roll out our Bus Booster programme, where buses running late send a signal to traffic lights to go green or stay green longer so the bus makes it through the intersection, allowing it catch up with its timetable
- We will also be rolling out new bus and transit lanes, or extending the operating hours of existing lanes, to help buses avoid congestion and give customers a faster journey.

Getting through KiwiRail's Rail Network Rebuild:

- KiwiRail's work to fix the foundations of their rail tracks will be completed by early 2026. We are working with them to minimise the amount of disruption this has on existing customers.
- In the meantime, we are improving the frequency of existing bus routes and running more rail replacement buses, so you can still move around the city.

Changes to fares, information and ticketing:

- Implementing a weekly fare cap, that will mean customers have free PT for the rest of the week after reaching the cap's limit. Details of the cap will be determined and implemented in 2024, following an independent review of AT's fare structure.
- Rolling out payment via debit and credit cards, so that people can use the PT system without needing an AT HOP card
- Continued roll-out of real-time information screens (PIDs) at key stops, so customers know in real-time what services are coming and when.

Changes to the ferry network:

- We are working with our ferry operators to minimise the impact to customers of the existing crew shortage, which has forced some trips to be temporarily suspended. The crew shortage is planned to be fixed by the end of 2024.
- From 2024 we will start to introduce new electric and low-emission ferries, with more capacity. These will help our services to run more reliably.

Working to get back to 100 million annual boardings through:

- Launching an employer HOP subsidy scheme, where organisations can subsidise their staff's travel. We have run successful trials and plan to expand this more widely.
- Targeted community engagement to encourage use of the PT system.
- Enhanced promotion of improvements to services and reliability across the network.
- Creating guided digital experiences to help new customers navigate using PT for the first time.
- Establishing a bus driver forum, to draw on frontline experience to find opportunities for improvements to services.
- Monitoring and optimising recent changes to the PT network in Northwest Auckland.

Full details of the actions we are taking in the short-term are included in Part 4 of this plan.

2.3 Medium-term focus

Our medium-term focus is on service changes enabled by new infrastructure

A range of key infrastructure projects across Auckland will be completed over the course of this RPTP, enabling changes to services that will improve access to, and the quality of, PT. This will help us to grow use of PT and improve Aucklanders' perceptions of their PT network.

Northwest bus improvements

- Building on services introduced in late 2023 for Northwest Auckland, including the new Western Express (WX1) service, we will continue to make improvements to services in the area. This will include refining service levels to better cater for demand, including through the introduction of low-emission double-deck buses on the WX1
- We will also monitor and make improvements to other services in the wider area, including upgrading the current route 120 to be a frequent service, route 12, connecting Henderson, Westgate, Upper Harbour and Constellation Station. New services will also be introduced to service growth in the area (including around Whenuapai and Redhills).
- A new bus station at the Northwest Centre, gifted the name Pukewhakataratara by mana whenua, will also be constructed to improve amenity for customers as well as improve operational efficiency of services.

City Rail Link (CRL) and train services

- The CRL will open to the public by 2026. New stations at Te Waihorotiu and Karanga-a-Hape, along with faster journey times, will improve access to the city centre.
- Train on the current Southern, Western and Eastern lines will be able to run more frequently – every 7 to 8 minutes at peak and every 15 minutes during the day.
- New stations in Drury and Paerātā will also open by 2026, and electric trains will be extended to Pukekohe via those stations.

Eastern Busway

- The Eastern Busway's stages 2 and 3 along Tī Rakau Drive will be completed by 2027, with new stations at Pakuranga, Edgewater, Gossamer Drive and Burswood.
- New bus routes from the suburbs north and south of Botany will be introduced to run along the busway to Panmure at peak times, offering fast, direct service.
- Existing buses along Tī Rakau Drive will also move onto the busway, making them faster and more reliable.

Rosedale Station

- The Northern Busway's newest station, Rosedale, is expected to open in 2027, improving access for the upper North Shore.
- As well as the benefits to the local Rosedale area, new bus connections to Browns Bay, Massey University, and Albany will expand the number of people who can access the station.

Ferry Network Improvements

- The ferry programme is underway and will deliver a new low emission vessel fleet, with the first low emission vessels arriving during 2024.
- Terminal works including the installation of ferry charging infrastructure and wharf modifications to enable the new vessels are also planned this RPTP period. No new wharves will be added, but existing facilities will be upgraded.

Ō Mahurangi (PenLink)

- AT is currently investigating the feasibility of a new bus station in Whangaparāoa, at the northern end of the Ō Mahurangi connection.
- All trips on the Northern Express 2 (NX2) will be extended to this station if it is constructed. Local buses on the Whangaparāoa Peninsula will also be changed to provide convenient connections to the station.

AirportLink Extension

- The existing AirportLink service operates between the Airport and Manukau. Subject to funding, following the completion of the Eastern Busway to Botany, we plan to extend the AirportLink to Botany, to connect with the busway. New bus stops on Te Irirangi Drive will be used by this service, with local buses providing connections.
- This extension is a step towards a future busway that is proposed to be built along the Te Irirangi Drive corridor in the late 2030s.

Other service changes

- While not directly related to PT infrastructure, significant changes to service levels of other bus routes will also be made in the medium term. Many of these will be funded by the Climate Action Transport Targeted Rate (CATTR). Many of these services will be targeted to serving development areas, both in the existing urban area and in new greenfield developments.
- CATTR funds improvements to routes across Auckland. Over 100 routes will have extra trips added to increase their frequency, including 10 new frequent routes. These improvements will be made in phases over the next 8 years.
- Many of these changes are focused on uplifting frequencies in areas like South and West Auckland, which have previously not had the same level of service as places like the central isthmus. These changes will improve the equity of access to quality PT for all Aucklanders.

2.4 Long-term focus

Our long-term aspiration is for public transport use to increase significantly

We want to make PT an attractive option for a wider range of trips and journeys consisting of multiple connecting PT trips. This requires improvements to the frequency and reliability of services, as well as quicker travel times.

The infrastructure projects highlighted in Section 2.3 as well as our wider bus priority programme, will help to improve reliability and journey times while reducing greenhouse gas emissions across the transport network. Improvements to the frequency of services and facilities are also a part of this RPTP, many of which will be funded by Auckland Council's Climate Action Transport Targeted Rate (CATTR).

By 2031 our rapid and frequent network will have significantly expanded, covering many more Aucklanders. We will also have made other improvements to many of our other services. Together, these will provide access to more destinations for a wider range of trips. A map of the proposed network in 2031, based on current funding, is shown in Figure 6 on the next page.

Ambitions to do more

We have heard from Aucklanders that they want us to be more ambitious when it comes to improving PT. A common theme in consultation on this plan, and the 2018 RPTP, was that Aucklanders supported our proposed improvements, but wanted us to bring their delivery forward and plan to make further changes. We share this ambition to do more, as represented our Vision (in Part 3 of this plan). Where possible, if additional funding is available, we will seek to make further and faster changes.

AT advocates for things that we know will make the most significant difference to the way we serve our customers. We have evidence from our market research, consultation, and the response to improvements we have already made, that the changes below would result in increased use of, and satisfaction with, the PT system. If more funding for both operating services and the necessary infrastructure to support them were available, we would like to:

- Improve the all-day frequency on frequent routes from every 15 minutes to every 10.
- Add more routes to the frequent network.
- Expand the hours of frequent network operation from 7am – 7pm to 6am – 11pm, and consider later service (after midnight) on key corridors connecting to the city centre.
- Increase the base frequency on connector routes from 30 minutes to 20 minutes.
- Significantly expand the rapid transit network.

Achieving these aspirations is likely to take a long time. Improving frequencies on train services to be every 10 minutes all-day, for example, will require significant investment that will take many years (into the late 2030s or early 2040s) to deliver. Outlining our aspirations helps to provide a sense of the overall outcomes we are working towards, to support our Vision to massively increase PT use.

Alignment with aspirational targets

Aucklanders' calls for us to be more ambitious align with the aspirations in both Council's Transport Emissions Reduction Pathway (TERP) and the Government's Emissions Reduction Plan (ERP). Both documents say that a massive increase in PT use is necessary to meet our emissions reduction targets, and to support Auckland as it grows and intensifies.

The funding we currently have will not enable us to meet these targets – significantly more capital and operational funding would be required to run the number of services needed to carry the TERP's target of 550 million boardings per year by 2030.

AT has worked with Council and Waka Kotahi to determine what interventions would be necessary to bridge the gap and reach the TERP patronage goal, as shown in Figure 5. While there are many different ways to achieve the target, the work completed has seen the following set of interventions agreed as the preferred approach. These incorporate PT interventions, broader policy interventions, land use changes, and other whole-of-transport system interventions.

The full set of interventions required are:

1. High frequencies for bus services across the region - around every 5-15 minutes, all day-every day (including evenings and weekends), for all routes (and consequently more buses, drivers and depots).
2. Extensive, all-day bus lanes across the network, many of which would need to be introduced by repurposing parking lanes on key roads.
3. Far more interchanges, complemented by first and last leg connections to services.
4. A network of express, high capacity and high frequency 'bus rapid transit lite' routes (and also nine new 'all day express' routes), including interim versions of some long-term rapid transit corridors, like Airport to Botany.
5. Moderate ferry frequency and service hours improvements across the network, with more services throughout the day, including weekends and evenings.
6. An increase in train service frequencies, ahead of level crossings being removed and other infrastructure enabling the full capacity of the City Rail Link to be used.
7. Accelerating housing growth around rapid transit network stations and other areas of high transport access, such as the central isthmus, together with more mixed use and higher density development.
8. A significant travel demand management campaign, with more travel plans and subsidies for walking, cycling and active travel.
9. A congestion charging system (to be enabled by central government legislation), charging 20 cents per kilometre travelled and with additional charges for entering the City Centre or travelling on key state highways.
10. Changes to policies from the central government, including tripling of parking fees in parking management areas.

Gap between RPTP and TERP boarding targets

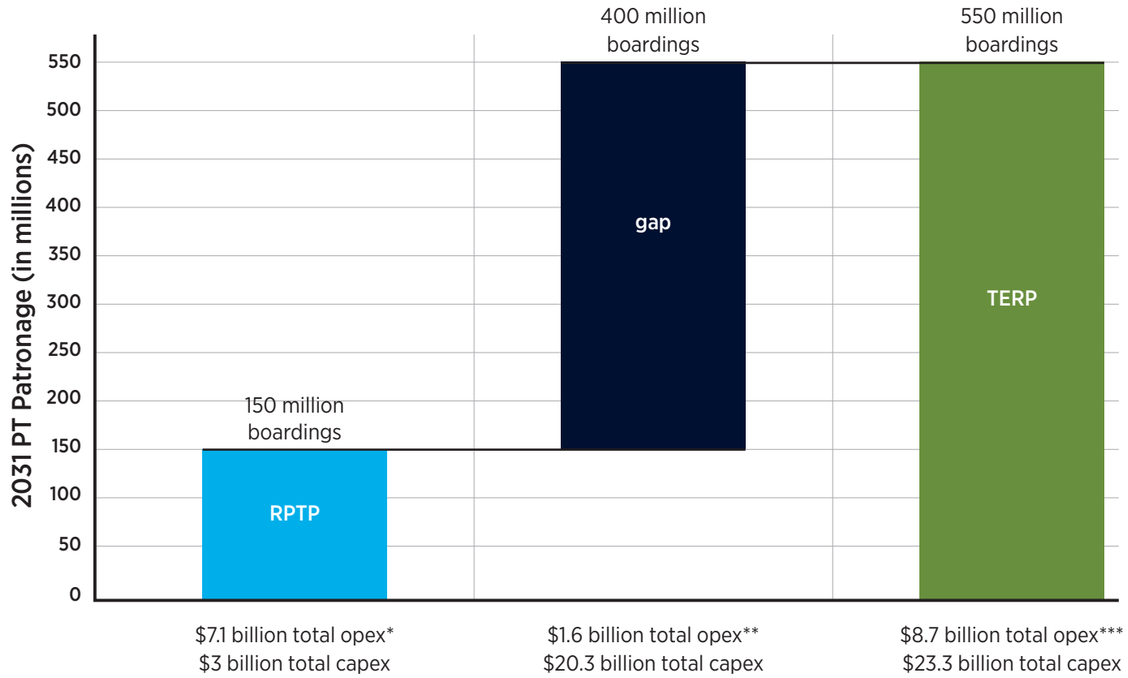


Figure 5: Indicative costs to achieve TERP PT boardings target

Opex (or operational) costs are annual costs to run the system (like driver wages and petrol), and the cost above is the total cost for the financial years 2023/24 to 2030/31. Note there will also then be an ongoing annual cost beyond 2031. Capex (or capital expenditure) costs are one-off costs to deliver infrastructure like new bus lanes. Again, the cost is the total planned cost for the eight year period.

*Note that the 'RPTP' opex and capex costs currently planned are subject to confirmation as part of the 2024 Auckland Council Long Term Plan and 2024 Regional Land Transport Plan.

**Note that the additional operating cost is lower as it is only incurred in years 7 and 8 (2029/30, 2030/31), following 6 years to acquire fleet, and design, consent and build supporting facilities (such as depots) & enabling infrastructure

***Note extraordinary cost escalation may result from accelerated delivery, but this has been excluded.

Planned 2031 PT Network

- Rapid
- Frequent
- Connector
- Other Services
- On Demand Services (existing)
- On Demand Services (potential)
- Major Interchange
- Station

See Hibiscus Coast and Warkworth inset

See Hellensville, Parakai inset

See Waiheke Is. and Beachlands, Maraetai inset

See Waiuku, Patumahoe inset

Continues to Clarks Beach

Hibiscus Coast

Subject to further work on future bus and ferry changes

Waiheke Island

Warkworth

Continues to Omaha

Continues to Wellsford

Beachlands, Maraetai

Hellensville, Parakai

Waiuku, Patumahoe

Part 3
Vision and Goals

3.1 Our vision for the future of public transport in Auckland

Our vision is to:

Massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment.

It will be achieved through the five goals, outlined below:

Figure 7: Auckland's PT long Term Vision and Goals

These goals are explained in more detail below.

These goals are inter-related, and some aspects will overlap. For example, improvements to safety will also enhance customer experience. More people living close to and using PT, as a result of better integration with land use, will result in more revenue from fares to help fund further improvements.

The five goals are equally important and are not weighted or prioritised over one another. We need to make progress against all of them in order to achieve our Vision. The goals are explained in more detail in the rest of this Part of the RPTP.

3.2 Goal 1

Services providing an excellent customer experience

PT needs to provide a convenient and competitive travel option that meets Aucklanders needs. Creating an excellent customer experience is essential to achieve this. This includes service frequency, reliability, and travel times but also the service customers experience accessing information, on-board the vehicles, and using PT stops and stations.

Customers tell us that they want a PT system that is fast, frequent, reliable, convenient, and safe. They also want information and communication about this system to be easy to access and understand, and for us to communicate any changes or disruptions to services quickly and clearly. This includes accessing PT services information to help them plan their journeys anywhere, anytime, whether they are on-board, waiting at a stop or station, at home, school, work or out and about. This goal reflects our intentions to deliver a customer experience that meets these expectations.

Achieving this goal will require us to focus on ensuring our services are reliable, resilient to disruptions, and responsive to changes in demand. This will involve infrastructure upgrades to improve accessibility and service quality, introducing new bus routes, increasing the frequency on existing services, upgrading our ferry fleet and improving the frequency and connectivity of the ferry network, opening new train stations, and continuing to trial and introduce our AT Local on-demand service.

It will also involve improvements to customer experience and digital channels, including the AT Mobile app, and more flexible ticketing options. From mid-2024 people paying a standard adult fare will be able to pay with Apple and Google Pay, debit cards and most credit cards, in addition to their current HOP card, to travel on public transport before we transition to the National Ticketing Solution, which is currently planned for 2026. Those with concession fare will continue to use their existing HOP cards.

What we plan to achieve by 2031

- Reach 150m annual passengers trips using our services across the whole network.
- Increase from 40% to 57% the number of people within 500m of a rapid or frequent service.
- Ensure our services provide customers with convenient and appealing options that are reliable.
- Make PT easier to use by providing customers with more on-board contactless payment options to pay for their public transport fares (including debit and credit cards).
- Provide a quality experience across all our services so more than 90% of customers are satisfied with our PT services.
- Develop and enhance AT's customer-facing technology solutions to improve the customer experience, and have our digital channels being the preferred choice for communications and updates on services.
- Provide services that are resilient and responsive to changing demand, while ensuring that services are also provided consistently so customers can depend on them.
- Deliver key new infrastructure, including the City Rail Link, Eastern Busway, and Rosedale Bus Station.

3.3 Goal 2

Enhancing the environment and tackling the climate emergency

Transport is a significant contributor to the Auckland's greenhouse gas emissions. To support the transition to a net-zero country by 2050, we need to reduce emissions from transport. To help achieve this reduction we need a high-quality PT system that is competitive with, or more attractive than, using the car.

Auckland has ambitious policies to mitigate its contribution to climate change by reducing greenhouse gas emissions, while also adapting to the effects of climate change, which are readily becoming more apparent. Auckland's Climate Plan, Te Tāruke-ā-Tāwhiri, has a target of halving the region's total emissions by 2030, to ensure Auckland is on track to reach its commitment of net zero emissions by 2050. Council's Transport Emission Reduction Pathway (TERP) sets out what would need to be in place to achieve this. For PT, this means increasing boardings on to around 550 million a year by 2030.

Achieving this will require significant investment in PT infrastructure and services to encourage people to use the system. AT is not currently funded to fully achieve these ambitious targets (nor can they be achieved through PT investment alone), but the plans in this RPTP will enable us to make progress towards them while we advocate for further investment.

This goal also considers the wider impacts that PT services and their associated infrastructure can have on the environment. Our aim is to protect and restore biodiversity, water, air quality and ensure resource efficiency at our PT facilities. To achieve this, PT services need to be well used, and the PT vehicle fleet and supporting facilities needs to be energy efficient and minimise pollution. In this plan, we refer to a need to have 'low-emission' vehicles, which recognise that electric vehicles have emissions associated with the production of the electricity needed to charge them, until New Zealand's electricity is 100% generated from renewable sources. The same applies to the production of hydrogen for fuel-cell vehicles.

PT infrastructure (such as stations) will also need to be designed, constructed, and maintained in a way that is energy and resource efficient, reduces waste and harmful water runoff, and is future-proofed for the impacts of a changing climate.

What we plan to achieve by 2031

- AT's PT services (buses, on-demand services, ferries and trains) emissions are reduced by 47% by 2031 (compared to a 2021 baseline), with bus emissions reduced by 64%.
- Operational emissions, including fixed assets and trains are reduced by 50% by 2030 (against a 2019 baseline).
- Embodied emissions are reduced by 50% by 2031 (2021 RLTP capital & renewals programme baseline).
- Being on track to have all buses be low-emission by 2035 (two-thirds will be in 2031).
- Transition to a low-emission ferry fleet with 50% of the fleet to be low emission by 2031.
- Ensure all PT capital investment projects consider embodied emissions and aim to minimise these as much as practicable.
- Aim for all new and renewed infrastructure to be fit for a changing climate across the lifetime of the asset.
- Reduce the vulnerability of assets exposed to climate change, by improving resilience.
- Ensure new infrastructure seeks to protect and restore the environment and biodiversity.

3.4 Goal 3

Safe and accessible transport for everyone

PT needs to be easy to use, accessible and safe for all people, across every group and identity. This involves providing access to important destinations and community facilities for the different ethnic and cultural groups that call Auckland home, including transport choices for Māori, for both mana whenua in Tāmaki Makaurau and mataawaka (Māori who live in Auckland but are not part of a recognised mana whenua group).

AT acknowledges that different people have different experiences of safety across the network. Women use PT in different ways to men (generally making more trips for a wider range of purposes, sometimes with their children) and have different perceptions of safety. Those with disabilities may have different needs in order to travel safely and with dignity. Members of the rainbow community, (including, lesbian, gay, bisexual, transgender, queer, intersex, asexual and others) face harassment or abuse because of their identity while waiting at stops or riding on PT. Members of ethnic minorities may experience abuse based on their race and people with disabilities also face discrimination and harassment. People may be faced with safety concerns due to low frequency public transport services at night, meaning they have to wait for longer in dark, sometimes unlit bus stops. No one should have to face these issues when using the PT system.

An inclusively designed transport network enables everyone to make end-to-end trips spontaneously, easily, conveniently, safely and with dignity. Being inclusive means thinking about the needs of people with both visible and non-visible impairments, as well as families and carers. To address this, AT uses an inclusive design approach and integrates it into everything we do, putting our customers and staff at the heart of the design process. This includes regular engagement with representatives from accessibility groups, hui with mana whenua, and other targeted engagement that helps us to understand our customers' needs. It also means training our staff to ensure they are equipped to respond to the differing needs of Auckland's varying communities.

This goal is also about ensuring we provide access to public transport in an equitable way across the region. AT will investigate the level of investment and need of various parts of Auckland, to identify deficiencies and therefore additional investment needed. We also need to consider the level of access to opportunities that the service provides, not just if services are available. This goal requires us addressing potential barriers to usage, such as those related to safety. This can include improving lighting, so people feel safe using PT at night. Other barriers may include those for people with accessibility needs. This goal also requires us to ensure PT services are available to communities that need that access to them the most.

What we plan to achieve by 2031

- Maintain at least 90% of Aucklanders being within 500m of a PT stop. This will mean adding services to new areas as they develop.
- Address inequity - by increasing access to public transport services in identified socio-economic deprived areas.
- Ensure public transport is affordable for everyone - by providing fare concessions and incentives to target groups and continuing funding initiatives such as the Total Mobility scheme.
- Ensure public transport is safe for people of all ages, abilities, and identities with reduced number of reported cases and an increased perception of safety and security across the network.
- On-going review and improvement of infrastructure to ensure that it meets accessibility standards (as outlined in our Accessibility Action Plan) so it is safe to use for people with accessible needs.

3.5 Goal 4

Integrating public transport into a growing Auckland

Auckland is growing and the way Aucklanders live is changing. Auckland Council and Central Government plans and policies expect and enable the city's land use to intensify. This will mean more apartments and greater activity in existing centres, a change which is already underway and has seen significant increases in density in some parts of Auckland over the last decade. PT is expected to play a core role in supporting Aucklanders to get around and access opportunities in a more densely occupied city. This is because trains and buses can quickly move large volumes of people in less space than cars. Expanding the rapid transit network (RTN), and supporting increased housing near rapid transit stations, is therefore a core part of this goal.

AT will work with Auckland Council, Waka Kotahi, Kāinga Ora, and Eke Panuku to plan the redevelopment of land around PT stations. The Central Government's National Policy Statement on Urban Development requires Council to enable development of at least six stories within a walkable distance of rapid transit stations. This will enable many more people to live in areas with easy access to high-quality PT. Increased use of these stations will require further improvements to services. AT will also work with these organisations to ensure PT can be provided as development occurs in other areas, including in new suburbs on the edge of the city as well as those becoming denser.

As Auckland grows, PT will have an important role in supporting its economy. PT needs to provide quality access to education and employment opportunities for residents in new housing areas. As the overall population of the region increases, PT will also be an important part of ensuring that productivity is not lost to time spent stuck in traffic – reliable PT that can bypass congestion is critical to Auckland's economic success.

We also need to provide better and safer connections to and from PT stops, stations, and ferry terminals. This includes upgrades to the walking and cycling networks and improvements to park and rides. Park and rides will also play an important role in areas where other options like walking and cycling are not practical.

What we plan to achieve by 2031

- Public transport as an enabler of well-functioning urban environments.
- Support the development of more intensive land use within the walking catchment of RTN stations.
- Provide multi-modal connections to public transport with a focus on improved access to RTN stations.

3.6 Goal 5

Funding and delivering public transport transparently

Achieving the other goals of this RPTP will only be possible by working collaboratively with our partners and being transparent with them and the community about our decisions. Funding for public transport comes from passenger fares, Auckland Council via rates, and Waka Kotahi via taxes collected by the Government. We undertake business cases to ensure our investments in PT represent good value for money. We also regularly report on the performance of our services against the targets set in the RPTP, via our website.

Achieving this goal will require us to work with our PT operators in a collaborative, partnering approach, and incorporate their expertise into our decisions. In working with them, we will seek to promote flexibility, innovation, and customer responsiveness in the way we collectively plan and deliver PT services and infrastructure. We will also need to clearly set out the data we have used to make decisions and help Aucklanders understand them.

AT also works closely with mana whenua of Tāmaki Makaurau as our partners under the Te Tiriti o Waitangi/The Treaty of Waitangi. This enables us to use their knowledge as kaitiaki to improve our responsiveness to Māori customers and to incorporate designs and names that reflect the history of the region into PT infrastructure. We also consult with Māori who are mataawaka, as they are a significant percentage of the Māori population of the region.

As part of achieving this goal, AT will also work to build effective partnerships with community groups and social service providers, to identify opportunities to better serve communities' and customers' public transport access needs. We will also proactively look for opportunities to partner with businesses, schools and private providers to identify opportunities to enhance and compliment the services we provide. These partnerships can provide a way to increase revenue from sources other than passenger fares (such as from leasing space in stations to businesses), which can contribute towards the costs of operating the PT system.

What we plan to achieve by 2031

- Improvements in achieving the farebox recovery ratio targets, to achieve better value for money.
- Increases in the number of public transport routes meeting patronage targets, seeking efficiencies.
- Implemented opportunities to enhance and compliment the services we provide through greater collaboration with operators and private providers.
- Respond to the needs and concerns of our partners, stakeholders and communities through collaboration.
- More transparent and meaningful engagement with Local Boards.
- Advocate for additional funding to support the development and operation of the public transport system.

3.7 Mana whenua views and Māori outcomes

AT is dedicated to working with Māori, including our mana whenua partners and mataawaka individuals and communities, to improve the lives of whānau, hapū and iwi Māori, and protect and restore our natural environment.

We have woven our dedication to Māori outcomes throughout this document to ensure that in everything that we do, Māori are considered and included in the steps that we take to improve PT, rather than making them a specific goal which could be seen as a 'tick box'.

3.7.1 Views of mana whenua

All iwi mana whenua in Tāmaki Makaurau were invited to engage with AT on the development of this RPTP, and we held multiple hui across 2022 and 2023 to seek their views as the plan progressed. Mana whenua indicated that they were supportive of the approach of embedding Māori outcomes across the RPTP, which included continuing the focus from the last RPTP (see section 3.7.2). They requested stronger monitoring of outcomes for Māori, but also stressed that as mana whenua they have different interests from Māori who are mataawaka in Auckland.

Mana whenua told us they want to ensure positive environmental outcomes from investment in PT services and infrastructure. This includes reducing emissions, and other pollution, from mode shift away from private vehicles and the electrification of the fleet. It also means better outcomes, like improved water quality, resulting from environmentally friendly infrastructure (like PT stations).

Mana whenua also emphasised the need to connect their communities, particularly in rural areas where many of their marae are, with PT services. This is about providing better access to the wider region, but also supporting mana whenua in their economic aspirations to develop their strategic land holdings. AT will continue to work with mana whenua to explore how we can better connect these areas to the wider PT network.

3.7.2 Māori outcomes

This section sets out key considerations, in addition to those in the previous section, that are important to mana whenua and also impact on other Māori across Tāmaki Makaurau. These also have benefits for non-Māori, in understanding the unique history and culture of the region.

Consultation on the RPTP showed that Māori, both mana whenua and mataawaka, have similar views on the priorities in this RPTP as non-Māori. This includes the need to make PT services more frequent, more reliable, faster, easier to access, and more affordable.

Following is a summary highlighting how we have woven considerations around te ao Māori into the RPTP:

Services

- Part of service provision is connecting Māori communities with their marae or wāhi tapu (places of cultural significance). This can be either as part of regular PT services, or through services designed specifically for this purpose. Policy 8.3 talks to the provision of community-based transport services, including engaging and collaborating with iwi and mataawaka to identify and deliver appropriate services.

Te reo Māori

- Seeing, hearing and using te reo Māori on the network enhances this tāonga, normalises te reo Māori in a public space, raises the profile of te ao Māori (the Māori worldview) and contributes to weaving together a connected, distinctly Māori Tāmaki Makaurau journey for everyone, including our growing numbers of visitors.
- Policy 4.6 explains how we have implemented bilingual (te reo Māori and English) audio announcements on buses, trains, and ferries that state the next stop, as well as wayfinding signage across our facilities.

Iwi-led design principles

- As Auckland grows and develops, there will be opportunities to apply iwi-led design principles as a positive tool to shape development and tell the unique stories of mana whenua. This used to be Te Aranga Māori Design Principles but talks with mana whenua have seen us adapt this. This is referenced in Policy 3.1 (Infrastructure and service integration).

Partnering with Māori

- Policy 14 talks to building and maintaining effective partnerships with Māori to identify opportunities to serve their PT access needs better. AT will evolve our research practices to provide a deeper understanding of the needs of mana whenua and mataawaka.

Partnering and social procurement

- As Auckland grows and the PT system develops, there are opportunities to create positive outcomes for Māori communities that have impacts for us all. AT will work with iwi partners to investigate Māori and local community employment and business development opportunities through social procurement and partnering opportunities, as outlined in policy 6.

Monitoring of Māori outcomes

- When looking at performance against outcomes or targets, such as the population within 500m of a service, AT will also consider the percent of the Māori population affected. We will look to ensure at least equity of outcomes between the general and Māori populations (e.g., if 50% of the general population has access to frequent services, then we should achieve the same for Māori - this will be achieved by 2031).

Part 4
Actions

4.1 Actions overview

The following are the key actions and initiatives planned to be delivered by AT between 2023-2031. These actions will help us progress towards our Goals and our Vision.

Each goal has multiple action areas, as displayed in the table below.

Table 2: Action Areas

Goal	Action Area
Services providing an excellent customer experience	i. Service planning and network design ii. Rapid and frequent infrastructure and services iii. Quality and performance of services iv. Customer experience, information and technology
Enhancing the environment and tackling the climate emergency	v. Low emission public transport system vi. Mode shift and carbon reduction vii. Climate adaptation and restoring our natural environment
Safe and accessible transport for everyone	viii. Inclusion and accessibility ix. Fares and pricing x. Safety
Integrating public transport into a growing Auckland	xi. Multi-modal infrastructure xii. Public transport and land use integration
Funding and delivering public transport transparently	xiii. Funding and Procurement xiv. Partnerships

Actions are grouped into five timeframes for implementation as outline below. This is subject to funding and resource availability so they will be reviewed periodically. AT will consider accelerating implementation when possible (such as if additional funding becomes available).

- On-going: activities and initiatives that AT undertakes on a regular basis, or will span across all the time periods of this RPTP.
- Short-term: actions which will be delivered by the end of 2024.
- Medium-term: actions which will be delivered between 2025 and 2027.
- Long-term: actions which will be delivered between 2028 and 2031.
- Aspirational: implementation will occur after the timeframe covered by this Plan (10+ years), or the action is currently unfunded but would ideally occur within the next 10-years if funding became available.

4.2 Goal 1 actions

Goal	Services providing an excellent customer experience
Action Areas	i: Service planning and network design ii: Rapid and frequent infrastructure and services iii: Quality and performance of services iv: Customer experience, information and technology

i: Service planning and network design – actions summary	
Ongoing	1. Regularly review service utilisation and performance 2. Deliver localised improvements to improve bus reliability on key routes, aligned to strategic requirements identified in Future Connect 3. Continue regular reviews of the bus network to balance customer demand, social service provision and meeting RPTP performance criteria 4. Deliver improvements to bus services to serve new developments and the existing urban area across Auckland using the Climate Action Transport Targeted Rate
Short-term	5. Introduce four new low-emission ferries
Medium-term	6. Implement bus network improvements to support infrastructure including Rosedale Station, Eastern Busway, Airport to Botany interim improvements, Ō Mahurangi (PenLink), City Rail Link and Southern Train Stations opening 7. Implement ferry network improvements: • Deliver ferry network service improvements, including additional evening and weekend trips • Continue implementation of the Future Ferry Network Investment Programme Procurement Strategy including (subject to funding): o Advance procurement and delivery of additional low-emission ferries and associated terminal infrastructure. o Deliver ferry network service improvements including Climate Action Transport Targeted Rate ferry services 8. Trial and implement AT Local services in a range of areas where it is appropriate, according to the On-Demand and Shared Mobility Roadmap
Long-term	9. Implement the changes in the City Centre Bus Plan

Service planning and network design – action highlights:

Network design principles

The design of AT's public transport network is based on three key principles: frequency, connectivity, and simplicity:

- Frequency – services should operate a consistent minimum frequency between trips, between at least 7am and 7pm, 7 days a week. Additional trips can then be added to the base to meet demand. The more frequent a route, the more attractive the service it provides will be. Aucklanders tell us that frequency, along with reliability, is a key feature they want from the network. Improvements to frequency are a key part of this RPTP.
- Connectivity – our network is designed to work as a connected network. Customers can easily transfer between services without paying an additional fare. Our network has fewer routes operating at higher frequencies, enabling travel to a wide range of destination using connections. This enables an efficient use of the funding we have available, as it reduces duplication between services. It also requires high quality infrastructure to provide the amenity to make the transfer easy to understand and be safe and comfortable.
- Simplicity – we want our network to be easy to understand and navigate for customers. Our network is designed to reduce overlaps between services, enabling a simple and legible network.

Services for different purposes

Roughly 80-85% of AT's operational funding for the current PT network is allocated towards moving large numbers of people; these services are focused on 'patronage'. The remaining 15-20% of AT's budget is spent on providing 'coverage' services, which are not expected to carry large volumes of people but are essential to ensuring the residents along the routes of these services have some level of access to PT. These coverage services generally have a lower frequency, and lower targets in terms of boardings (as set out in Part F).

Early engagement on this RPTP asked Aucklanders how they felt we should direct funding for new services towards these goals. 40% preferred most funding being directed towards new 'patronage' services, 10% towards more 'coverage' services (which would expand the network's coverage to areas without it), and 40% favoured a balance between both objectives.

With those responses in mind, Auckland Council directed AT to take a balanced approach in preparing this RPTP. New services introduced as part of this RPTP will therefore seek to achieve both objectives, with slightly more funding being directed towards 'patronage' services. This means we will retain the roughly 80/20 split of the current network going forwards.

Implementing the City Centre Bus Plan

Even after the CRL is completed, buses will continue to be the way most people using PT arrive in the City Centre. Our City Centre Bus Plan proposes simplifying the way buses operate in the City Centre, supported by new facilities in Wynyard Quarter, and Quay Park, as well as enhanced bus priority of Customs and Wellesley Streets. These new terminals will mean fewer buses parking in city streets and enable customers to get to their destinations in the city with fewer transfers and faster journeys than today. These changes will begin from 2028 and are outlined in more detail in Part 7.

Changes to ferry services

The draft version of this RPTP proposed several changes to ferry services, including improving some services and removing others. Following consultation, the next steps for key ferry services are:

- Gulf Harbour – through consultation we heard strongly that residents of the Whangaparāoa peninsula value their ferry service over potential bus improvements. At the same time, it is one of the most expensive ferry services that AT operates on a per-passenger basis, and we planned bus network improvements to be implemented once the new Ō Mahurangi (Penlink) connection opens, which would better serve residents. Given the strong sentiment of the community against these changes an independent study will be commissioned to look at how best to serve the peninsula with public transport, the needs of all transport modes in the area, possible improvements to the ferry, and how the service could be funded on a sustainable basis. The future of the service will be confirmed in the 2025 update of the RPTP.
- Birkenhead and Te Onewa Northcote Point – we also heard opposition from the community to the proposal to stop serving Te Onewa Northcote Point. This proposal was due to very low passenger numbers, the fact the stop cannot be used in certain weather conditions, and that not stopping there would enable more frequent service to Birkenhead. The community

considered that low use was down to the reliability issues the service had been facing, however data shows this decline began prior to the current reliability issues (though the reliability issues have exacerbated the issue). AT is working to return the timetable to full service and will monitor use at Northcote Point. If use increases significantly and achieves a patronage target, we will reconsider the proposal. The way forward will be confirmed in the 2025 update of the RPTP.

- Hobsonville and Beach Haven – work on the fleet requirements for future low-emission ferries has identified that it may be more efficient to split the current Hobsonville Point service into two – one between Hobsonville and Downtown, and another between Hobsonville and Beach Haven. This would enable the Hobsonville – Downtown service to use fewer vessels, and for a smaller vessel to operate potentially more frequent shuttle between Hobsonville and Beach Haven. This change could therefore have operational and customer benefits. Because this change was not part of consultation, it will also be consulted on and confirmed in the 2025 update of the RPTP.
- Inner-harbour loop – currently on weekends, services to Bayswater, Te Onewa Northcote Point and Birkenhead operate as a one-way loop around the inner harbour, at a low frequency. We plan to replace this with direct services, matching the weekday off-peak timetables, once ferry crews are available to operate these services (from 2025).
- Transitioning to low-emission ferries – we are in the process of rolling out new low-emission ferries (electric and hybrid vessels). These come at a cost but will also benefit most customers through improved capacity, reliability, and amenity. Our plan is to ensure new vessels can maintain similar runtimes to current timetables and enable improved frequencies.

Full changes to ferry services are set out in Part 7 of this plan.

On-Demand Services (AT Local)

AT will investigate, trial and implement appropriate publicly subsidised on-demand, dynamic-routing services to serve customers in areas where likely patronage will not support a fixed service (but where there is sufficient demand to support an On-Demand service). On-Demand services will be considered on the following circumstances:

- Complementing existing service - where they can provide a new first / last leg connection to frequent public transport services; or
- Supplementing existing services - where they can 'open up' Auckland's transport network to areas for the first time or where there is low bus feeder demand outside of normal working hours (early morning and late night); or
- Replacement of existing services – where they can replace existing poor performing fixed route services and provide better customer experience and value for money.

AT's On-Demand and Shared Mobility Roadmap, available on our website, sets out the approach that AT plans to take to shape Auckland's future transport network by expanding access to travel to options such as bike share, dynamic car-pooling and ride-hailing. AT is investigating using larger vehicles for these services, which benefit from increased safety and accessibility, and lower emissions.

Where demand for an On-Demand service approaches the capacity of the fleet in a serviced area, we will consider (re)introduction of fixed-route bus services where this may enable a more efficient service. This will depend on the characteristics of the serviced area, how the existing service is being used, and if traditional bus service will be able to provide a similar level of access.

Figure 8 shows the locations of existing and potential future schemes for consideration, subject to funding.

For existing schemes, such as Takaanini – Papakura, AT will continue exploring ways to improve the service and improve customer experience and connectivity, such as expanding the zone.

Policy 1.8 in Part 5 of this plan sets out our policy related to On-Demand services.

Figure 8: AT's On-demand service locations map – current and potential future


Manukau
via Puhinui Stn
AIR
Please signal driver to sto
GB8907
Metro
NFS282

ii: Rapid and frequent infrastructure and services – actions summary	
Ongoing	1. Invest in upgrades to the heavy rail network 2. Increase the frequency of services on existing routes as set out in Part 7 of this RPTP
Long-term	3. Planning, design and construction of rapid transit corridors (Eastern busway, NWRT, A2B, Northern busway extension)
Aspirational	4. Invest in upgrades to the heavy rail network and new light rail infrastructure 5. Upgrade stations on the Northern Busway to improve their capacity, operational efficiency, and customer safety

Rapid and frequent infrastructure and services – action highlights:

Upgrades to the heavy rail network

KiwiRail is undertaking a major upgrade of the Auckland rail network over the next few years, in preparation for the opening of the City Rail Link. The CRL, which will open to passengers in 2026, will allow even more frequent and convenient AT electric trains across the city. To deliver these benefits, work needs to be done to remove temporary speed restrictions and raise the existing network up to a modern metro standard.

With funding from Waka Kotahi, KiwiRail is undertaking a programme of work – the Rail Network Rebuild - which is focussed on replacing the aging foundations under the tracks. This will result in more reliable and faster train rides across the city and is crucial to enable the more frequent trains that will come once the CRL opens.

When CRL opens, the existing Eastern and Western Lines will be combined into a new East-West line, running between Swanson and Manukau via the CRL stations (Maungawhau, Karanga-a-Hape, Te Waihorotiu, and Waitematā). The Southern Line will operate between Pukekohe, the CRL stations (excluding Maungawhau), and Ōtāhuhu.

The doubling up of the Southern line between Ōtāhuhu and Newmarket means this section will have double frequency. Southern line trains will from Pukekohe will run clockwise around the central loop (travelling from Newmarket first to Grafton) while trains from Ōtāhuhu will run anti-clockwise (from Newmarket first to Parnell).

Both the East-West and Southern lines will operate on average every 7 to 8 minutes at peak times (eight trains an hour, with exact intervals varying by line), and every 15 minutes throughout the day. Services will remain at 30-minute frequencies after 8pm, but we aim to further improve evening frequencies and hours of operation (to enable later trains) in the future, and are working with KiwiRail to enable this.

Some additional trips on the Southern Line will operate with, limited stops, and will be introduced following the opening of the CRL. These will provide a service that will be 10 minutes faster than the all-stops services, from stations south of (and including) Papakura. These services will operate to the CRL stations, via either the Southern or Eastern line, skipping all stations except Puhinui (to enable transfers to Auckland Airport or Manukau). In the longer term (beyond this RPTP), these services will be further improved to become a separate 'express' line.

The Onehunga line will also operate between Onehunga and Maungawhau in peak times, and between Onehunga and Henderson at other times, before eventually being extended to Henderson at all times of day. This will enable a direct service between the west and Newmarket. Because of constraints caused by the Onehunga branch line's single track, this service will continue to operate every 30 minutes at all times of day for the foreseeable future, with additional peak services between Henderson and Newmarket to meet demand. Passengers wishing to travel between Onehunga or Te Papapa and City Rail Link stations will need to change at Newmarket.

The naming of all these services is subject to finalisation and their final names will be communicated in advance of the CRL opening. The opening of the CRL will also coincide with updates to timetables on the bus network, to ensure new bus and train timetables are aligned. The eventual operating pattern after the CRL opens is shown in Figure 9 on the right.

Investment in the rail network will continue after the CRL opens. This will include the opening of a new depot (at a location yet to be determined) to service the new trains needed to respond to future increases in demand. Additional tracks and removals of level crossings, to enable more trains to operate, will also be needed. AT is working with KiwiRail on the details of these upgrades and when they will be needed. AT will also work with other authorities (including Waikato Regional and District Councils) on potential future improvements to cross-boundary rail services.

Future Auckland Train Network

Indicative service plan after City Rail Link opens

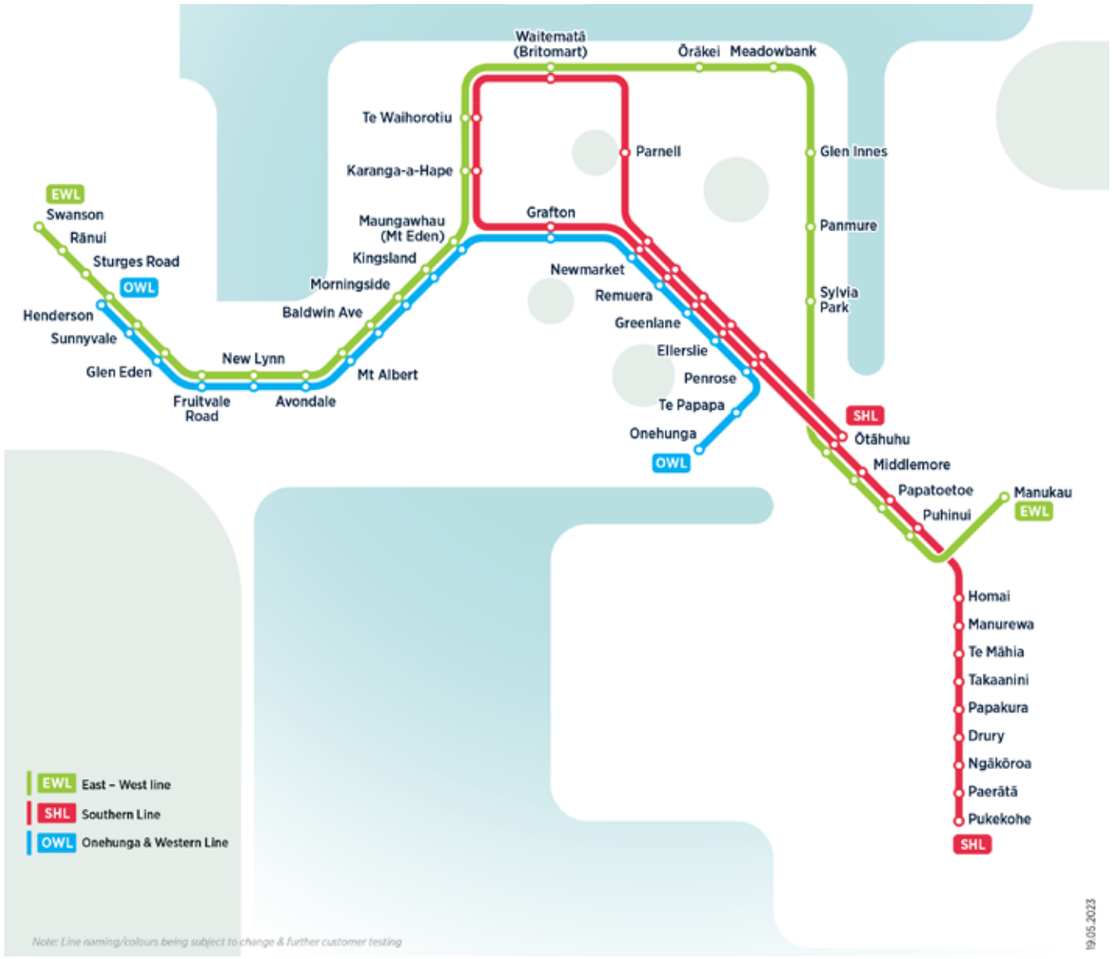


Figure 9: Future Auckland Train Network

Expanding the frequent transit network

The frequent transit network, or FTN, is the core of our PT network. Services on the FTN run at least every 15 minutes, from 7am to 7pm, 7 days a week, often with additional trips at peak times. Many FTN routes to the City Centre run at this frequency until midnight.

We know from customer feedback and market research that expanding the FTN is a core way we can improve customer experience and get more people to use PT. Expanding the FTN is therefore a key focus of service improvements in this plan, many of which are funded by Council's CATTR.

The table below shows the percentage of the population that will be within 500 metres of an FTN service in 2031.The FTN has historically been focused on central Auckland, given its higher densities and use of PT, but improvements in this plan will see significant expansions in West and South Auckland. Central Auckland continues to have the highest FTN coverage, as many routes from other parts of the region travel through it to reach the City Centre.

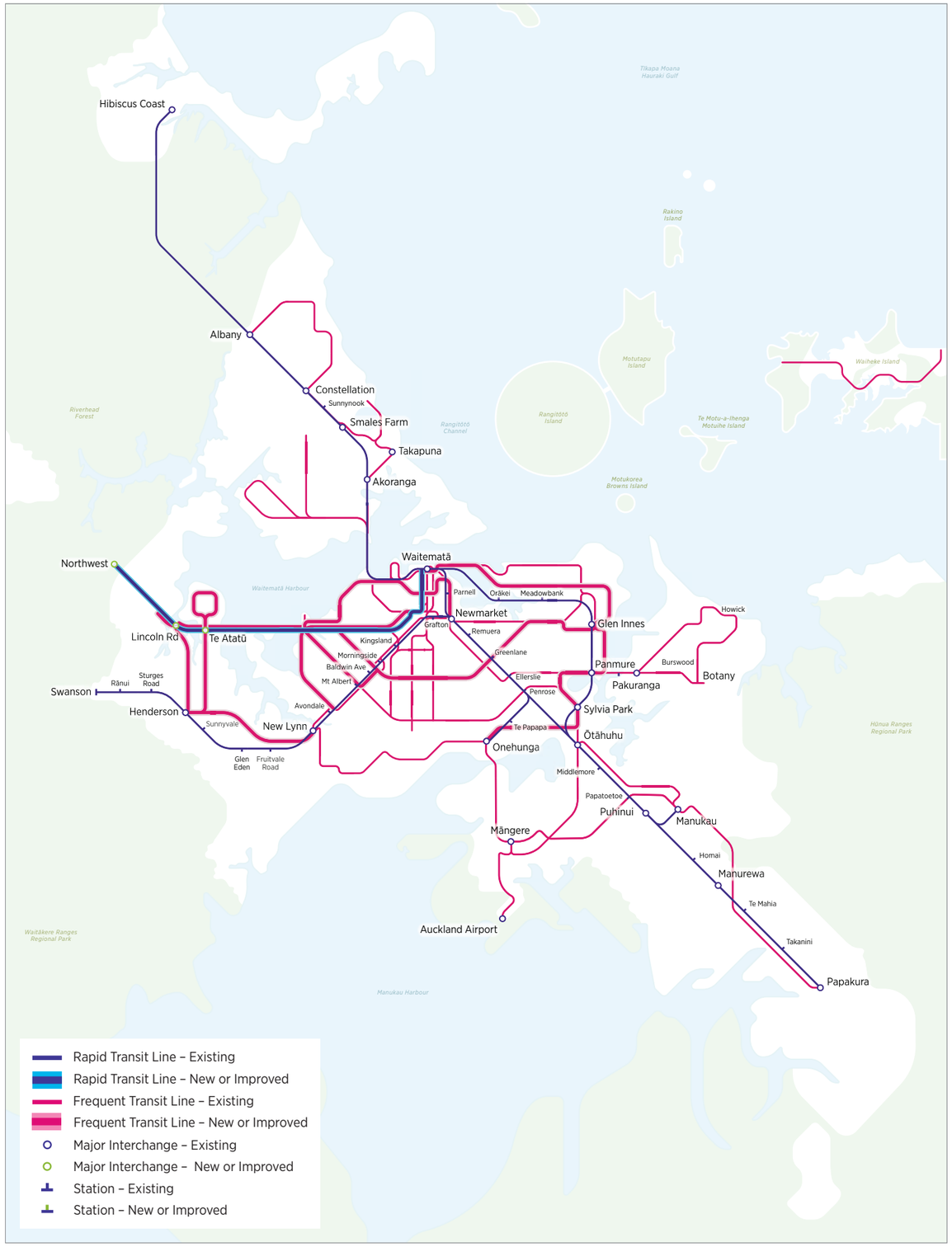
Region	Total Population (2018 Census)	Population within 500m of the FTN	Māori population (2018 Census)	Māori population within 500m of the FTN
North	296,000	125,000 (42%)	16,000	7,600 (48%)
West	215,000	108,000 (50%)	25,000	12,500 (50%)
Central	438,000	343,000 (78%)	28,000	22,300 (80%)
South	493,000	264,000 (54%)	63,000	34,000 (54%)

Table: Population within 500 metres of the FTN in 2031

Figures 10, 11 and 12 on the following pages show how the FTN will be expanded over each period of this RPTP.

Rapid and Frequent Transit Network

Short Term | Mid Term | Long Term



Rapid transit services are the backbone of the network, with the highest levels of frequency and priority. They are expected to carry very high volumes of passengers.

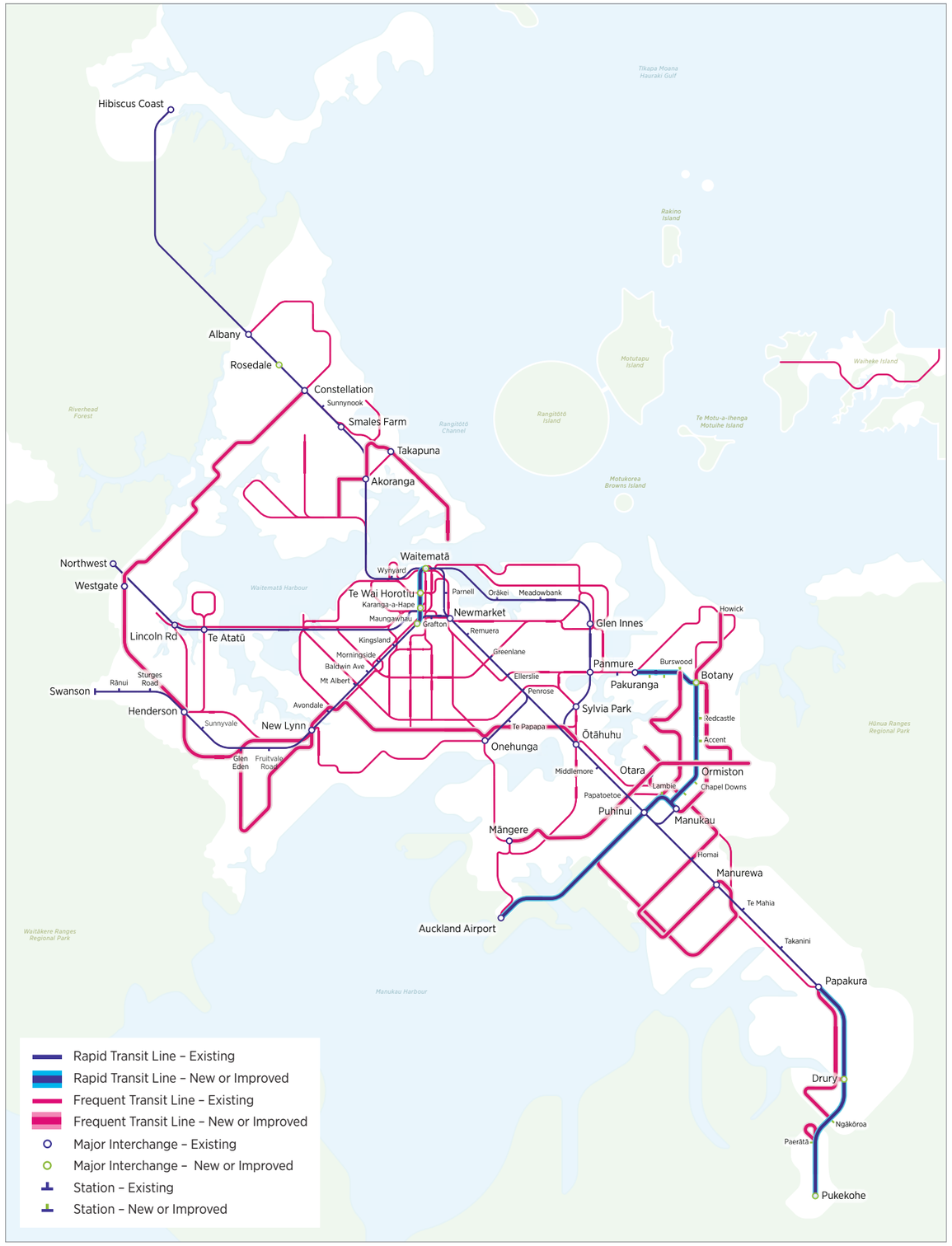
Frequent transit services are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. Frequent services are supported by priority such as bus or transit lanes. All rapid services are also frequent services.

Map not to scale
RPTP 2023
Full_III

AT00125_12.11.23

Rapid and Frequent Transit Network

Short Term **Mid Term** Long Term



Rapid transit services are the backbone of the network, with the highest levels of frequency and priority. They are expected to carry very high volumes of passengers.

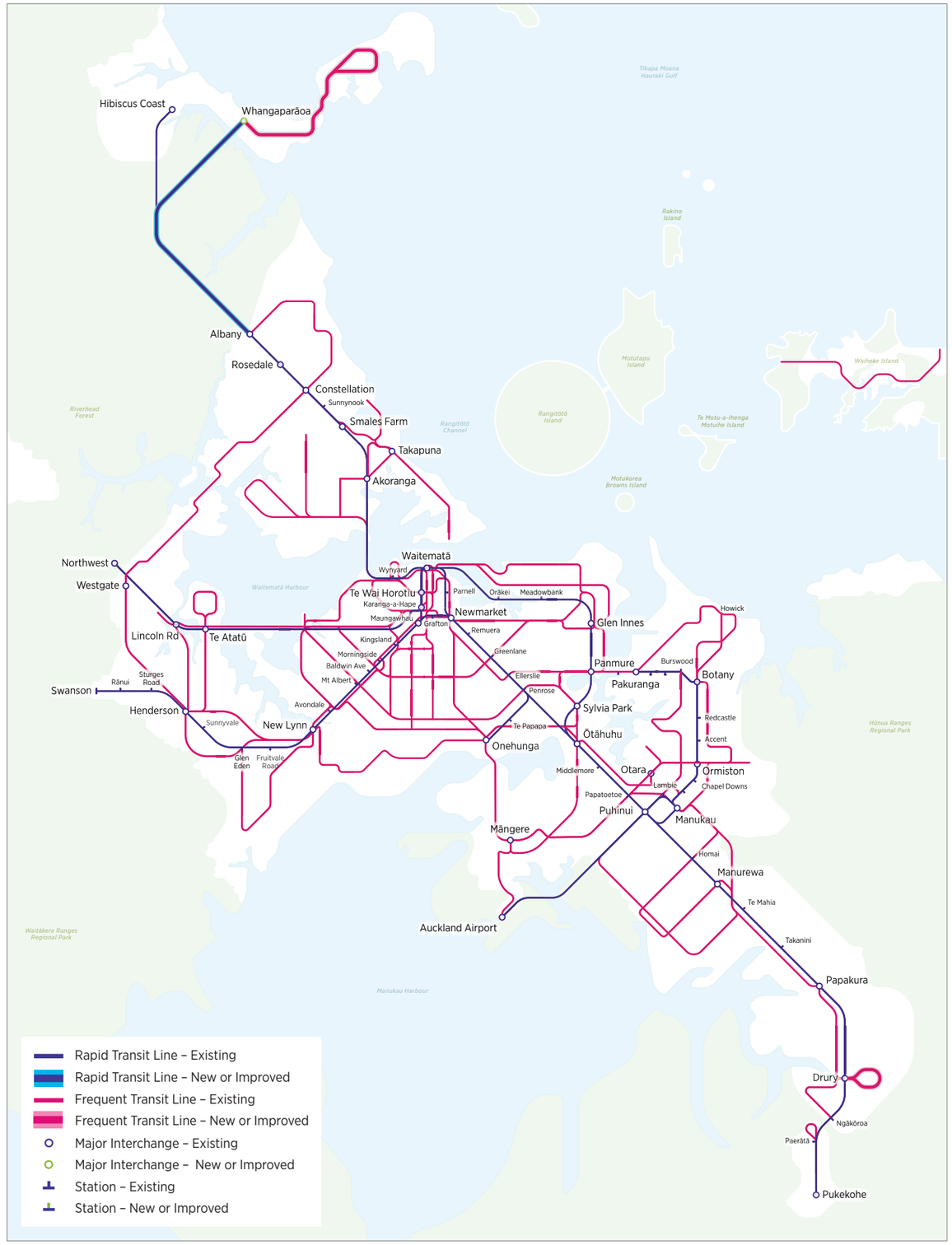
Frequent transit services are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. Frequent services are supported by priority such as bus or transit lanes. All rapid services are also frequent services.

Map not to scale
RPTP 2023
Full_IV

AT00125_12.11.23

Rapid and Frequent Transit Network

Short Term Mid Term **Long Term**



Rapid transit services are the backbone of the network, with the highest levels of frequency and priority. They are expected to carry very high volumes of passengers.

Frequent transit services are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. Frequent services are supported by priority such as bus or transit lanes. All rapid services are also frequent services.

Map not to scale
RPTP 2023
Full_V

AT00125_12.11.23

Rapid Transit Network

Rapid transit is a key transport priority for Auckland - a critical investment to develop a modern, connected, high-capacity transport system in New Zealand's largest city, supporting jobs, growth, and housing. The Rapid Transit Network (RTN) provides the spine of Auckland's public transport network – delivering customers high-frequency, high-capacity services largely unimpeded by congestion. The development of the RTN has been one of the main drivers for patronage in recent years – and building on that success is a key focus for this RPTP.

The objectives of the RTN are to:

- Increase access to opportunities, especially to major and growing employment areas.
- Increase people throughput on Auckland's most critical corridors.
- Increase the share of travel unaffected by congestion.
- Increase public transport's mode share, especially for medium and longer journeys, to reduce greenhouse gas emissions.
- Enable an integrated, efficient and effective public transport network.
- Focus most housing and employment growth in centres, modes and development areas as per the Auckland Plan 2050.
- Support high-quality integrated urban communities.

AT is developing alongside its partners and stakeholders an Auckland Rapid Transit Plan (ARTP) to guide how the region's rapid transit network develops over time and the steps that need to be taken to make the most of this major investment. The ARTP will help ensure that Auckland's rapid transit network is implemented coherently and sensibly, maximising benefits for Auckland and reducing uncertainty for individual projects. The priority new corridors are:

- **City to Māngere** – This rapid transit corridor links the city centre and Auckland Airport via Mt Roskill, Onehunga and Māngere. The corridor addresses growing bus congestion issues in the city centre, supports intensification of the central Auckland isthmus and Māngere, significantly improves Māngere's access to employment and education, and significantly improves access to Auckland Airport and its surrounding business areas.
- **Northwest** – Significant improvements to bus services for Northwest Auckland (along State Highway 16) are included in this RPTP. These will improve the frequency and reliability of service available in the area, but will not provide the levels of capacity, reliability or quality service needed to be a rapid transit solution for the area in the long-term. Waka Kotahi is leading work on a long-term solution for the Northwest, supported by AT.
- **North Shore (Waitematā Harbour Connections)** – This project will provide a fully multi-modal solution for people wanting to walk, cycle, take the bus, travel by light rail, drive, or transport freight across the Waitematā Harbour, connecting people to transport options across the region and beyond. This work, led by Waka Kotahi, AT, Auckland Council and mana whenua, will look at how all modes need to cross the harbour in the future, what new infrastructure is needed to cater for these modes, where it will go, and how we make the best use of our existing infrastructure including the Auckland Harbour Bridge.

Bus network changes across the network, particularly in the central isthmus and Māngere will occur as part of these projects. AT is heavily involved in ensuring these changes are considered as part of the development of these projects. Because the implementation of these projects is expected to occur beyond the timeframe of this RPTP, these bus network changes are not included in this plan. They will be included in future version of the RPTP, however, which will give the public a change to provide feedback on them.

iii: Quality and performance of services – actions summary	
Ongoing	1. Implement new bus lanes and transit lanes
Short-term	2. Work with our operators on the Ferry Accelerated Training Programme to enable suspended ferry trips to be reintroduced 3. Continue the roll-out of the Bus Booster programme at intersections across the region, to improve bus reliability
Medium-term	4. Implement parking management on the strategic public transport network as per the Parking Strategy
Long-term	5. Investigate funding and technology requirements to introduce headway management approach to frequent services 6. Adding double decker buses to the fleet to provide extra capacity

Quality and performance of services – action highlights:

Network optimisation and bus priority

Auckland has an extensive transport network, and, within the existing urban area, there are very limited opportunities to build new corridors or expand existing ones. As a result, a major part of Auckland's growth will need to be accommodated within existing corridors, increasing the number of people using key routes. This raises the need to make more efficient use of our existing roads, including the potential to repurpose space within the road corridor to different uses (for example, changing parking to a bus lane at certain times of day). This issue is addressed in more detail in our Room to Move strategy.

AT's programme of work includes a range of initiatives to help deliver on optimisation and priority, including encouraging the uptake of PT through improvements to network capacity and performance and investing in transport technology to improve the efficiency of the transport system. These initiatives include a Network Optimisation programme of small to medium scale projects to improve traffic flow, such as the optimisation of traffic lights, further trials of dynamic lanes, bus lanes/transit lanes, bus intersection queue-jumps, and other work targeting more efficient movement of buses. These types of changes are made where evidence (including factors like travel demand and travel time) shows they will improve the overall number of people that can move through the corridor.

Signal pre-emption trials have been successfully deployed on Manukau and Pah Roads, where data shows a wait time reduction at intersections for late-running buses of 10-35%. This means that buses are more reliable. This will now be rolled out more widely across the region, as part of the Bus Booster programme.

Infrastructure and facilities

The PT system relies on infrastructure that is fit-for-purpose and has sufficient capacity to cater to the current and future needs of Aucklanders. To ensure AT can deliver the service changes referred to in this document, it is essential that infrastructure is enhanced at key locations such as where services terminate, interchanges between services, train stations and ferry wharves. We will design and locate bus stops, bus and train stations, ferry terminals and interchange facilities in a manner that:

- provides appropriate and accessible amenity,
- maximises inherent safety in line with crime prevention principles,
- incorporates easy-to-understand information, wayfinding, shelter, seating, and lighting, and
- maximises their attractiveness as network access points from a customer perspective.
- meets our obligations under the Employment Relations Amendment Act, to ensure drivers have access to suitable facilities during break periods at logical points in the network.

AT will retrofit existing facilities to this same standard where appropriate. Every year AT identifies locations where the passenger amenity, safety and accessibility of infrastructure on the network could be improved. PT infrastructure needs to be designed, consulted on, and constructed to enable these outcomes to be implemented through a minor works programme of infrastructure improvements. Making changes without appropriate infrastructure could lead to unsafe outcomes or result in increased operational costs without benefits to customers.

Infrastructure and facilities will also be designed to be energy and resource efficient, resilient to the changing climatic conditions, and support the environment and biodiversity. We will also review bus stop spacing on key corridors and look to rationalise stops to ensure appropriate spacing that balances travel times for services while ensuring there is a reasonable walking distance to the stop.

To support the electrification of the bus fleet, top-up battery chargers need to be installed across the region. Where AT has identified a requirement for off street bus layover these locations need to be supported with charging infrastructure, including sufficient electrical supply from the network.

Electrification of the fleet also has implications for bus depots, given the scale of infrastructure investment required. Currently, all depots in Auckland (with one exception) are owned or leased by bus operating companies, who recover the associated costs at least partly through their contracts with AT for operating services. AT is considering a range of potential future arrangements for depot ownership and or longer-term control, including direct AT ownership, and how this will impact on the overall cost of investing in and tendering contracts for services. These options will be assessed as part of a business case process throughout 2024 and 2025. We will also consider the future requirements for maintenance facilities for the ferry fleet, given AT will own new vessels brought into the fleet.

AT is committed to delivering a continuous programme of public transport infrastructure improvements across all modes. The locations where significant investment is needed during the 2023 to 2031 period are detailed in the following table:

Location	Requirement	Indicative Delivery Year	Funding status
Bus facilities			
Panmure	Off street bus layover is needed, to support an increase in terminating services after the opening of Eastern Busway	2027	Aspirational
Glen Innes	Current facilities operate at or near capacity, and an increase in services is planned, so investigation is required to understand how to accommodate this increase	2031	Aspirational
Onehunga	Current facilities operate beyond their capacity, and aspirations for service uplift will require additional active stop space and driver layover facilities.	2027	Aspirational
New Lynn	On-street layover in the area operates above capacity, a dedicated off street facility is needed close to the station to enable service improvements	2031	Aspirational
Henderson	Bus station and layover improvements are needed to realise the potential of Henderson following the upgrade of the train station after the CRL opens	2031	Aspirational
Sylvia Park	Dedicated bus facilities that support end of trip requirements (first stop/last stop and bus layover) and support the population increase in the metropolitan centre changes are required	2027-2029	Funded

Location	Requirement	Indicative Delivery Year	Funding status
Newmarket	Off-street layover is required to provide sufficient bus capacity for central isthmus bus routes and enable network improvements. Bus charging facilities are needed to support bus routes that start a long distance from bus depots	2025-2027	Funded
Point Chevalier	Off-street layover is required to enable network improvements and provide sufficient bus capacity for central isthmus bus routes. Bus charging facilities are needed to support long distance bus routes that start a long distance from bus depots	2025-2027	Aspirational
Whangaparāoa	The opening of O Mahurangi Penlink presents an opportunity for significant improvement to the public transport network. A bus station at the Whangaparāoa end is necessary for these improvements to be enabled	2027	Aspirational
City Centre	The central city has several locations requiring investment to align with our City Centre Bus Plan. At **Downtown**, improvements are necessary to improve customer experience in the precinct, and to enable through-running of more services along Customs St. In **Midtown**, bus stops are currently dispersed, which creates a confusing customer experience. Improvements will overload current capacity. New PT infrastructure is required on Wellesley St to realise the potential of the City Centre master plan and investment in the CRL.	2027	Funded
Neighbourhood Interchanges	Crosstown service improvements require improved infrastructure for customers transferring between services. Neighbourhood Interchanges will be installed at the Balmoral Road and Mt Eden Road intersection, and at the Manukau Road and Green Lane West intersection.	2024	Funded
St Lukes	Bus layover is required to provide space for terminating services as part of the Crosstown service improvements.	2024	Funded
Rosedale Station	A new bus station will provide access to the Northern Busway for the wider area (including the East Coast Bays) through connecting bus services.	2027	Funded
Botany Station	A new bus station is required to support services from the Eastern Busway.	2028	Aspirational
Westgate Station	The current and expected population growth requires a station at Westgate to enhance customer experience, improve operational efficiency and support future rapid transit investment.	2026-27	Funded
Rapid Transit			
Northern Busway improvements	The Northern Busway requires ongoing investment to ensure the infrastructure remains fit for purpose and able to cater to the continued increase in demand.	2027-31	Funded

Location	Requirement	Indicative Delivery Year	Funding status
Eastern Busway	Completion of the Eastern Busway will provide frequent and reliable rapid transit between the eastern suburbs and central isthmus.	2024-2031	Partially funded
Bus route enhancements			
Carrington Road improvements	Development of the corridor to support public transport and active modes in response to the population growth of the Unitec Precinct development	2026-2031	Funded
Airport to Botany	**Bus improvements** New bus facilities and priority along Te Irirangi Drive (within existing road corridor) to extend existing AirportLink bus service to Botany (from Manukau) and enhance the customer offering. **Route protection** Notice of Requirement for acquisition of land to enable implementation construction of the full Airport to Botany Bus Rapid Transit.	2024-2031	Funded
City Centre bus priority	Bus priority measures are required on Albert Street, Vincent Street, Pitt Street and Mayoral Drive to ensure the value of the Northwestern bus improvements and the City Rail Link are realised	2024-2027	Funded
Rosedale Road	Bus priority lanes to improve reliability and cater to increased bus volumes on the east-west corridor between the East Coast Bays and the Northern Busway.	2026	Funded
Ferry Enhancements			
Pine Harbour	A new fit for purpose terminal is required to address the size constraints of vessels that can operate on this route to resolve capacity constraints and improve customer experience.	2028	Aspirational
Bayswater	A new fit for purpose terminal is required by July 2031 when the existing lease agreements end. This new facility will also resolve vessel size constraints, improve customer experience and allow for easier connections with buses.	2031	Aspirational
Devonport	Completion of the final stage of terminal upgrade works.	2024-26	Aspirational
Downtown Ferry Terminal	Improvements to wharf access and customer experience	2024-26	Aspirational
Charging infrastructure	Required to support electric ferries.	2023-2028	Partially funded
Half Moon Bay vehicle ferry terminal	Third ramp and site reconfiguration for resilience and to allow for an increase in service provision for the Waiheke vehicle service.		Aspirational
Kennedy Point vehicle ferry terminal	Second ramp and site reconfiguration for resilience and to allow for an increase in service provision for the Waiheke vehicle service.		Aspirational

Location	Requirement	Indicative Delivery Year	Funding status
Ferry Enhancements			
Pine Harbour	A new fit for purpose terminal is required to address the size constraints of vessels that can operate on this route to resolve capacity constraints and improve customer experience.	2028	Aspirational
Bayswater	A new fit for purpose terminal is required by July 2031 when the existing lease agreements end. This new facility will also resolve vessel size constraints, improve customer experience and allow for easier connections with buses.	2031	Aspirational
Devonport	Completion of the final stage of terminal upgrade works.	2024-26	Aspirational
Downtown Ferry Terminal	Improvements to wharf access and customer experience	2024-26	Aspirational
Charging infrastructure	Required to support electric ferries.	2023-2028	Partially funded
Half Moon Bay vehicle ferry terminal	Third ramp and site reconfiguration for resilience and to allow for an increase in service provision for the Waiheke vehicle service.		Aspirational
Kennedy Point vehicle ferry terminal	Second ramp and site reconfiguration for resilience and to allow for an increase in service provision for the Waiheke vehicle service.		Aspirational
Train Enhancements			
Gate and ticket line enhancement	Improving fare recovery and improving passenger safety by gating high priority stations.	2031	Funded
Level crossing removals	Level crossings will require either separation or closure to ensure the road network is not congested, and improve safety outcomes, following the increase in train frequencies after the CRL opens.	2031	Aspirational

Vehicle standards and quality

We know vehicle quality is essential to providing excellent service. AT will continue to improve the comfort, accessibility, safety and overall standard of vehicles by requiring compliance by operators with the national standards. This will be done through:

- Ensuring that all contracted bus services in Auckland comply with Waka Kotahi Requirements for Urban Buses (RUB) and any approved additional requirements or approved exemptions for the RUB that AT has put in place.
- Ensuring that all new electric train fleet cars conform to the EMU technical specifications stipulated by AT at the time of purchase.
- Ensuring that all new ferries used on contracted services comply with the Ferry Standard for New Ferries used in Urban Passenger Service and any approved additional requirements or approved exemptions for the Ferry Standard that AT has put in place. This will also improve the ability of ferries to carry bicycles.
- Specifying vehicle size to match local service route geography, journey length and peak time capacity requirements (both current and projected levels), as required.
- Ensuring that external vehicle destination displays comply with the requirements of Waka Kotahi's RUB.

iv: Customer experience, information and technology – actions summary

Ongoing	1. Making it easier to plan your journey and get real time trip information through improvements to AT's digital channels. 2. Regularly review and adjust services to ensure they meet customer demands (while maintaining a consistent network that Aucklanders can depend on) 3. Continue the implementation of bilingual signage for RTN stations 4. Continue the implementation of public announcements at ferry wharves and destination signage onboard ferries 5. Introduce gating at major interchanges, busway stations, and ferry wharves for quicker boardings 6. Fix, maintain and expand coverage of real-time passenger information screens (PIDs) at high-patronage locations across the network.
Short-term	7. Provide better communication to customers about disruptions or changes 8. Introduce new on-board cashless payment options with mobile phone and credit cards
Long-term	9. Develop and implement a programme for monitoring and improving bus stops and shelters at stations and ferry wharves

Customer experience, information and technology – action highlights:

Passenger Information Displays (PIDs)

AT has delivered 970 PIDs at key stops and stations around the PT network, representing 15% of stops and serving 70% of our customers. In the past year AT has added 100 PIDs across the network. These PIDs are targeted to stops with 50 or more boardings per day and the target is to hit 75% of customers. This will require an additional 120 PIDs to be deployed. AT is investigating funding to complete PID rollout and include ongoing upgrades and maintenance to this increased PID network, so customers have real-time, accurate information at their stop.

AT's Digital Channels

All PT services in Auckland are fitted with GPS devices that transmit their location every nine seconds. This is used by our real time systems, websites and mobile applications to show the locations of buses and estimated arrival times at bus stops. The equipment also sends passenger count numbers which is translated in our systems to individual bus occupancy, which is then reflected on our passenger information displays at all bus stops that have a sign indicating how full arriving services are. This occupancy information is also shown in the AT Mobile app.

4.3 Goal 2 actions

Goal	Enhancing the environment and tackling the climate emergency
Actions Areas	v. Low emission public transport system
	vi. Mode shift and carbon reduction
	vii. Climate adaptation and restoring our natural environment

v. Low emission public transport system – actions summary	
Ongoing	1. Continue to introduce zero emissions buses whilst installing and retrofitting charging infrastructure. 2. Embodied carbon and climate mitigation - Reduce the embodied carbon associated with infrastructure and assets of PT. 3. AT's operational emissions - Ensure that AT owned PT infrastructure, services, assets, facilities do not trigger increase in operational emissions of AT but rather contribute to reducing them.
Short-term	4. Introduce low emission ferries from 2024 while installing and retrofitting charging infrastructure in wharves

Low emissions public transport system – action highlights:

AT is committed to reducing our corporate emissions, improving environmental performance of the network and working to reduce greenhouse gas emissions.

We will also work to reduce our operational emissions by investing to electrify our bus fleet, purchase new hybrid or fully electric ferries, and reduce embodied carbon emissions. A summary of these initiatives is outlined below:

- Bus - AT will follow our revised Low Emission Bus Roadmap document, which outlines the pathway to transitioning Auckland's bus fleet to zero emission by 2035 to align with the Government's target. An essential part of this is that all new and end-of-life diesel fleet replacement buses procured are now low-emission (zero-emission at the tailpipe). We will continue to work with suppliers and industry leaders to ensure that charging infrastructure is available to meet the needs of our future fleet.
- Train - Auckland's metro rail network was fully electrified in 2015, allowing for AT to operate electric trains. The Pukekohe line will be electrified by 2026.
- Ferry - AT will continue and expand its ongoing efforts to decarbonise the ferries. AT has recently confirmed crown funding for two fully electric ferries, which will be operational by 2024, beginning the journey of decarbonising the ferry fleet. A further four new low emission vessel builds are underway with further procurements planned for 2023/2024. AT has been working with operators to ensure that their ferry fleet also transition towards low emissions technology options like electric, plug-in hybrid and hydrogen.
- On-Demand - AT will aim for all AT On-Demand vehicles to be electric, accessible and meet Waka Kotahi's safety requirements.
- Embodied carbon and climate mitigation - AT has target of reducing 50% of embodied emissions by 2031 associated with physical infrastructure and maintenance work. All projects will assess material use efficiency and design innovation in order to minimise the impact on the environment.

vi. Mode shift and carbon reduction – actions summary	
Ongoing	1. Continue proactively marketing off-peak and inter-peak services 2. Promote the benefits of the PT system and actively engage with the community through initiatives
Short-term	3. Introduce low emission ferries from 2024 while installing and retrofitting charging infrastructure in wharves
Long-term	4. Implement the walking and cycling projects in the CATTR package, including improving walking and cycling access to PT

Mode shift and carbon reduction – action highlights:

An important focus for AT will be working towards the goals set by Auckland Council in the Transport Emissions Reduction Pathway (TERP) within our available funding. We will invest in PT projects and services, walking and cycling projects, and other initiatives to provide Aucklanders with attractive travel choices, supporting a shift away from car travel and reducing emissions. By increasing the mode share of public transport, we will contribute to the TERP's goals. Additionally, we will collaborate closely with the Council and stakeholders to implement necessary systemic changes outlined in the TERP, utilising our ongoing initiatives and actions to build momentum and accelerate progress towards the targets.

What we can achieve, however, is constrained by funding, public support, regulation and the practical constraints of delivering new infrastructure and services (such as the ability of the construction sector to deliver new infrastructure, or of operating companies to secure enough drivers). Estimated impacts from our programme are expected to be modest in reducing emissions in comparison to the scale of the TERP goals. Nevertheless, consistent with the direction in the Letter of Expectations we will strive to make progress towards the TERP's targets within our available funding and to take advantage of new funding opportunities (when they arise) to make further progress. The RPTP sets out a PT future which can be scaled up and deliver more benefits, should additional funding and resourcing allow.

Ensuring a transport network that is resilient to the impacts of climate change is a whole-of-Council and whole-of-Government responsibility. We will play our part and will continue to advocate for greater action by our partners who hold other levers which can support us to transition to a low emission transport network in Auckland and to effect greater change across all areas of society.

vii. Climate adaptation and restoring our natural environment – actions summary	
Ongoing	1. Ensure new PT infrastructure is fit for a changing climate in accordance with AT Climate Change Adaptation Policy and the National Adaptation Plan (NAP) 2. Ensure new infrastructure is resilient to the impacts of climate change, and retrofit existing where possible
Long-term	3. Ensure that changes demonstrate progress towards the targets in Te Tāruke-ā-Tāwhiri Auckland's Climate Action Plan

Climate adaptation and restoring our natural environment – action highlights:

AT will continue the ongoing efforts to ensure that our public transport services, facilities and infrastructure are low-emission and resilient to climate-related events. In particular, recent storms have highlighted the risks of damage from extreme weather events. While recovery from the storms will remain a key focus, we will also seek to improve the resilience of the network into the future. Through our renewals programme, we will need upgrade and adapt our existing infrastructure standards to increase resilience.

4.4 Goal 3 actions

Goal	**Safe and accessible transport for everyone**	
Actions Areas	viii.	Inclusion and accessibility
	ix.	Fares and pricing
	x.	Safety

viii. Inclusion and accessibility – actions summary		
Ongoing	1.	Identify and resolve accessibility and safety issues (CRM cases) to comply with accessibility standards
	2.	Continue to fund the Total Mobility scheme and regularly review services and subsidy rates
	3.	Increase service frequency on supporting services and targeted routes
Short-term	4.	Implement "Stop for me, speak to me" programme to improve access to bus services for vision-impaired customers.
Medium-term	5.	Implement driver-hailing technology for vision-impaired customers
Long-term	6.	Retrofit all existing infrastructure to meet accessibility standards

Inclusion and accessibility – action highlights:

Accessibility

Accessibility in the AT context refers to the ability for all members of the community, regardless of age or ability, to access and use AT Metro services. This includes being able to travel to the public transport stop or station, being able to navigate through the PT stop or station and being able to board and travel on the PT service itself.

AT is developing a programme, as outlined in the Accessibility Action Plan to identify deficiencies in the footpath and stop/station/terminal environment and to progressively address these. By providing a seamless end-to-end experience for the customers which is fully accessible, AT will be providing equity and fairness for all Aucklanders.

AT will ensure accessible journeys for all users including those with accessibility needs by providing infrastructure and information that:

- Enables easy and safe access to public transport.
- Is simple to understand and use.
- Meets best practice quality and safety standards for stops, shelters, footpaths, crossings, vehicles, and other elements of the accessible journey.
- Resolves accessibility and safety issues and ensures compliance with self-determined accessibility standards in the absence of national legislated standards for accessibility.
- Facilitates transport choices, recognises different trip characteristics and enables accessibility and mobility for all sectors of the community.

Total Mobility

Within the overall banner of accessibility are the Total Mobility services, which are services provided in the form of subsidised door-to-door transport services by small passenger services and specialist transport operators under contract to AT in areas where scheme transport providers operate. The scheme is funded by local and central government. It provides a subsidy per trip, up to a maximum fare, to assist eligible people to access appropriate transport to meet their daily needs and to participate in their community. There are some limited restrictions on the purpose of a trip for the Total Mobility scheme.

AT will continue to fund the Total Mobility scheme, including:

- Maintaining eligibility assessment processes.
- Contracting small passenger service operators to provide Total Mobility services.
- Expansion to the on-demand scheme when available.
- Providing a discount for travel on contracted small passenger vehicles for Total Mobility members (up to a specified limit).
- Providing discounted public transport travel for TM card holders who have a registered HOP card that identifies them as being eligible and for members of the NZ Foundation of the Blind who have appropriate identification.
- In eligible cases, assisting with the installation of hoists in specialist vehicles so that wheelchairs can be carried.
- Requiring all small passenger service operators to ensure that drivers providing Total Mobility services have approved specialist training to provide adequate and appropriate assistance to mobility impaired people.
- Ensuring compliance with contracted expectation that all drivers and staff in public contact roles receive approved training in disability awareness.
- Ensure there are minimal restrictions on the purpose of a trip for the Total Mobility scheme.
- Review Total Mobility delivery model if on-demand rideshare is rolled out more widely.

PT Services in rural areas

AT will identify appropriate public transport services and facilities for rural townships with at least 2,000 residents (and others that can logically be served by routes travelling to such townships) by:

- Engaging with local communities and iwi to develop proposals for community-driven initiatives. This will be primarily facilitated to design and implement tailored PT services on a trial basis with the option to make them permanent if successful.
- Collaborating with local communities and iwi to identify and resolve funding and procurement issues, including investigating the applicability of targeted rates.
- Collaborating with local communities and iwi to explore the longer-term viability of services that have been trialled successful.
- Delivering more services to newly developing areas and rural townships.
- Provide Local, Rural-Township and On-Demand services that enable coverage.

Providing for the needs of the transport-disadvantaged

In preparing this Plan, AT is required to consider the needs of people who are transport disadvantaged, as per section 124 of the Land Transport Management Act (LTMA) 2003. The RPTP must also describe how the public transport services described in it will assist the transport disadvantaged.

AT will facilitate the following provisions to assist the transport disadvantaged:

1. Planning on-demand PT to extend the reach of the PT system and provide access where conventional fixed route services are not suitable.
2. Using Universal Design Principles to ensure our new infrastructure is accessible and that any retrofits are up to standard.
3. Designing accurate and accessible wayfinding.
4. Maintaining bilingual (English and te reo Māori) audio-announcements on all buses, trains and ferries across AT's network.
5. Continuing to fund the Total Mobility scheme to support people who cannot use traditional PT services to travel for all or some of their trips.
6. Investigating options for community transport services for more rural parts of Auckland.
7. Considering socio-economic characteristics in service design reviews and general route planning.
8. Pricing PT services to retain and attract ridership, including initiatives to increase use and targeted concessions for those who may struggle to afford PT.
9. Increasing safety on all parts of the network, including following CPTED principles when designing infrastructure, enabling safe pedestrian and cycling facilities around PT stations and listening and responding to customer feedback about safety concerns.
10. Enabling access to the outer islands, including Waiheke Island and Great Barrier Island. This includes via exempt services as well as service under AT's control.

11. Building and maintaining effective partnerships with Māori to identify opportunities to serve their PT access needs better.
12. Aligning with the actions in the Accessibility Action Plan that relate to PT an associated infrastructure to ensure a thoughtful delivery of a fully accessible network.

ix. Fares and pricing - actions summary	
Ongoing	1. Undertake an annual fare review and adjustment process with a view to ensure that fare increases keep pace with increased operating costs, while considering the impact on PT users
Short-term	2. Introduce a weekly fare cap
Aspirational	3. Increase the current 30-minute window for transfers between services

Fares and pricing – action highlights:

AT will review fare levels at least annually and make any necessary adjustments to ensure user contributions keep pace with operating costs to achieve the farebox recovery ratio (FRR) targets consistent with Waka Kotahi policy. AT will apply the principles described in Policy 9.1 when developing and reviewing public transport fares and pricing in the region, whilst ensuring that a transparent, consistent fare pricing methodology that incentivises use of non-cash payment and encourages PT uptake is used.

In 2024 we will commission an independent review of our fare structure, to identify opportunities to make it simpler and more equitable. We will also explore a range of different pricing initiatives to encourage more frequent use of PT including, but not limited to:

- Daily and weekly fare capping – a daily fare cap already exists, and we are planning to introduce a weekly cap that will apply automatically, ensuring regular PT users get the best value for money.
- Increasing the time allowed for transfers between services from 30 minutes (to a longer timeframe yet to be determined).
- Expanded off peak discounts.
- Group based discount schemes, including Community Connect and SuperGold card holders.
- Employee schemes.
- Loyalty credits.
- Mobility subscriptions.

x. Safety - actions summary	
Ongoing	1. Increase security at stations and on-board services by increasing the number of services covered by Transport Officers 2. Apply Crime Prevention Through Environmental Design (CPTED) and Universal Design criteria when designing and maintaining PT facilities 3. Continue the introduction of live streaming CCTV on EMUs
Medium-term	4. Removal of at grade pedestrian level crossings not suitable for the future state of the rail network
Aspirational	5. Removal of all at-grade crossings of the rail network (and replacement of appropriate ones with separated crossings)

Safety – action highlights:

Tāmaki Makaurau's commitment to Vision Zero is an ambitious transport safety vision with the goal of no deaths or serious injuries on our transport system by 2050. This targets all elements of transport safety for all Aucklanders, including public transport.

Safety on the PT network has improved significantly, with investment in technology and the introduction of Transport Officers monitoring compliance and providing frontline customer service. Since the first deployment of Transport Officers in 2017, and continued expansion on selected bus and ferry routes, the number of incidents on the network reported have been decreasing steadily. CCTV roll-out will continue at intersections and PT facility locations, to improve network performance, safety and operations.

AT will specify driver, crew and staff training as a condition of any contract with AT and actively enforce regularly. This includes working with operators to ensure they carry out driver and staff training, including customer-service training, to ensure a consistent high standard of presentation and performance, including:

Requiring operators to ensure that training and performance includes the safety of the public, both on and off the vehicle, including the safety of vulnerable road users and on double decker buses.

- Requiring the inclusion of disability-awareness training, and training on the needs of passengers with special needs, for all staff who interact with customers.
- Smooth acceleration and braking.
- Appropriate assistance for customers who have difficulty using public transport.
- Compliance with all road rules and standards.
- Modern, well-lit and air-conditioned vehicles that provide safe and comfortable journeys.
- A requirement in contracts that all drivers and staff in public contact roles receive approved training in disability awareness.
- Requiring all small passenger service operators to ensure that drivers providing Total Mobility services have approved specialist training in order to provide adequate and appropriate assistance to mobility impaired people.
- Trains operating with on-board transport officers on key services.

AT will invest in emerging communications, data collection and insights technologies as tools to enable ongoing optimisation and improved safety of the PT and wider transport system.

4.5 Goal 4 actions

Goal	Integrating public transport into a growing Auckland
Actions Areas	xi. Multi-modal infrastructure
	xii. Public transport and land use integration

xi. Multi-modal infrastructure – actions summary	
Ongoing	1. Maintain, upgrade and improve wayfinding around rapid transit stations, major interchanges, and ferry wharves
Short-term	2. Develop a detailed plan to deliver the park and ride changes approved as part of Room to Move 3. Undertake a First and Final Leg single-stage business case study to identify a delivery-focused progamme of staged interventions across the rapid transit network 4. Improve active mode access and safety to rapid transit stations (wayfinding, street networks, cycling and micromoblilty storage etc) delivered by CATTR and COVID Emergency Relief Fund packages, and the on-going cycling progamme
Medium-term	5. Improve feeder bus frequency to rapid transit stations
Long-term	6. Improve customer experience within stations and transfer experience 7. Improve pedestrian connections adjacent to rapid transit stations (eg. address significant severance issues)
Aspirational	8. Completion of the Cycle & Micromoblity Strategic Network adjacent to the rapid transit stations 9. Address all gaps and deficiencies on the Walking Strategic Network adjacent to the rapid transit stations

Multi-modal infrastructure – action highlights:

First and Last Leg

PT journeys are often made up of multiple 'legs', with one or more PT trips in the middle of the journey. The first leg is at the beginning of the journey, where customers get from their origin to their first PT stop. The last leg is between the last PT stop and the final destination. To improve customers' experience of PT, we therefore need to improve their experience of accessing PT. This access should be safe, convenient, pleasant, and fully accessible regardless of whether it is made on foot, on a bike or scooter, or in a car.

AT is investigating improvements to rapid transit stations and ferry wharves, that will look to align with wider improvements to the transport network (such as connecting to new footpaths and cycleways). In making these improvements, AT will aim to:

1. Make station and wharf access more equitable and embed universal design
2. Make stations and wharves, and the routes to and from them, safer and more secure
3. Improve customer experience at and satisfaction with the station or wharf.
4. Increase the share of trips made by walking, cycling and public transport.
5. Increase patronage on the rapid transit network.

Park and Ride facilities

AT will provide park and ride facilities that are located to help intercept private vehicle commuter trips 'upstream' of congestion and direct these trips instead onto the PT system, and generally RTN services. AT will provide and operate park and ride facilities in accordance with Room to Move. This strategy says that new park and rides should be located at the periphery of the PT network to avoid the congestion effects of additional car travel. They are most effective in areas that are car dependent with minimal alternatives to access quality PT services. These areas tend to be on the urban periphery where a bigger positive investment impact is possible as land is usually cheaper. In more built-up areas, feeder bus services tend to be more cost efficient.

Park and rides across Auckland are at or approaching capacity. In some circumstances this is leading to overflow parking in adjacent streets. While there is scope for some expansion at key sites, resources are limited. Going forward, park and ride capacity and demand will be influenced to be better matched and better aligned to strategic outcomes. Park and Ride will be managed for people who want to use the public transport system with the following proposals introduced in the coming years:

- Charging people that park and don't ride.
- A premium paid pre-booked selection of spaces will also be introduced to enable people to use park and rides during the day, not just commuter morning peak.

xii. Public transport and land use integration – actions summary	
Ongoing	1. Work with Auckland Council and developers for the provision of new public transport services in areas with new housing developments, when they qualify 2. Continue to work with consenting authorities and private and public sector developers to ensure that new road layouts and the urban form in new developments enables a direct and efficient public transport service 3. Advocate for development that increases density and diversity of land use that is highly accessible to public transport 4. Work with Auckland Council to support greater enabled density around rapid transit stations through improvements to the transport network
Aspirational	5. Work with other Council agencies to redevelop publicly owned land at stations 6. Work with other Council agencies to redevelop park and rides into high density development

Public transport and land use integration – action highlights

AT has a key role to play in supporting Council, Local Boards and the wider Council group to facilitate urban regeneration and placemaking, and to support development in both brownfield and greenfield areas. AT recognises that this is a key outcome for the Auckland Plan 2050. Urban development and public transport are intrinsically linked, so a coordinated approach to planning and delivery is required across all relevant agencies. This includes ensuring that the public transport system is able to support anticipated future development and intensification envisaged by the Auckland Plan, Auckland Unitary Plan and applicable national policies such as the National Policy Statement on Urban Development (NPS-UD).

At the strategic level, AT will work with other transport and land use decision-makers to ensure there is strong alignment between public transport and urban development. In particular, large-scale rapid transit projects need to be aligned with areas planned for the greatest levels of growth, to maximise the benefits of investment in infrastructure. The city-shaping role of public transport, especially the rapid transit network, will be harnessed to support the vision for the region's future development set out in documents such as the Auckland Plan.

At the consenting level, AT will continue to work with consenting authorities (like Council and Kāinga Ora), private and public sector developers and land-use planning decision-makers, such as Auckland Council, to help shape urban form to improve integration between PT and land use. A key component of improving integration is advocating for appropriate urban development and intensification within proximity of frequent services or where PT can be reasonably provided at the time of demand.

AT will also work with third parties to ensure that the new road layout and urban form enables the provision of PT services that operate at least every 30 minutes, 7 days a week, for greenfield areas prior to there being 800 households and ensuring that a PT service runs within 500m of 90% of households.

AT will also support greater density and diversity of land use around rapid transit stations through:

- Working with Council and developers to improve the quality of the walking and cycling network within the walkable catchment of the rapid transit stations as redevelopment occurs.
- Supporting commercial and residential opportunities at major public transport facilities where these are aligned to the benefits and outcomes sought for public transport, provide value for public transport customers, and do not interfere with the operation of the public transport system.
- Advocating for changes to the planning framework to improve the density and diversity of land use activities enabled within a walkable or cyclable catchment of rapid transit stations to enable people to take care of their daily needs via public transportation.

4.6 Goal 5 actions

Goal	Funding and delivering public transport transparently
Actions Areas	xii: Funding and procurement
	xiv: Partnerships

xii: Funding and procurement – actions summary	
Ongoing	1. Take steps to achieve the farebox recovery ratio (FRR) targets. 2. Advocate, investigate and implement potential new funding and funding mechanisms for transport 3. Consider a range of funding mechanisms including developers funding PT services in the early stages of development
Medium-term	4. Transition from PTOM to Sustainable Public Transport Framework 5. Consider options for AT ownership or control of key PT assets to reduce barriers to entry to a competitively tendered market

Funding and procurement – action highlights

The Auckland Council group (which includes AT) is facing several significant challenges that have material impacts on our finances. Like many organisations, AT continues to face a loss in revenue from COVID-19, followed by the consequences of a rapid rise in inflation and interest rates, and now significant storm recovery costs, which are severely affecting operating results and financial forecasts. Auckland Council has also seen a significant reduction in its income streams due to both the direct and indirect impacts of the pandemic, which affect its ability to fund AT for PT services.

Ensuring value for money for Auckland ratepayers requires AT to critically review the way we work to ensure that we optimise benefits to all users of the transport network and services, while minimising the costs. AT will continue to work to increase patronage by providing a more useful and attractive service which at the same time offers improved operating efficiency.

xiv: Partnerships – actions summary	
Ongoing	1. Incorporate iwi-led design principles into major capital projects 2. Involve Māori in social procurement 3. Work with Māori communities to explore on-demand services and other alternative transport options in areas that are not well-served by PT 4. Work with private micro-mobility and other shared mobility services providers on how these services can support and integrate with the wider PT network
Short-term	5. Establish joint communications plans and collaborative forums with all Operators 6. Establish Working Groups with community groups for the provision of on-demand transport or other transport solutions 7. Establish a Bus Driver Forum to use the knowledge of frontline staff to identify potential improvements to services.

Partnerships – action highlights

We will deliver our funding targets through:

- Working with operators to deliver increased fare revenue and adopt measures to increase patronage, particularly where spare capacity exists on current services.
- Identifying and implementing opportunities for improvements to procurement arrangements for public transport, including implementation of the PTOM where there is potential to reduce operating costs.
- Undertaking regular reviews of service cost-effectiveness and implementing improvements, where appropriate, to reduce average unit operating costs.
- Facilitating an annual fare review and adjustment process to ensure that fare increases at least keep pace with increased operating costs (as measured through Waka Kotahi indexation).
- Monitoring the impact of fare changes on patronage and reviewing the farebox recovery ratio policy if fare increases threaten growth in patronage.
- Working with funding agencies to review the economic value of public transport to non-users and ensure that the farebox recovery ratio policy is consistent with this over time.
- Reviewing the level and availability of concession fares and eligibility criteria to ensure these are cost-effective and consistent with national policy directions.

Part 5
Policies

5.1 Policies overview

This section sets out the policies that will guide how we plan, design, deliver and operate public transport in Auckland over the next decade. The policies have been designed to align with the vision and goals and will support the actions outlined in Part 4.

They are grouped and linked back to the main goal and area they contribute to, but most will support the achievement of more than one goal.

Table - Policy Areas

Goal	Policy Area
Services providing an excellent customer experience	1. Service planning and network design 2. Rapid and frequent infrastructure and services 3. Quality of services, infrastructure and vehicles 4. Customer experience, information and technology
Enhancing the environment and tackling the climate emergency	5. Low emission public transport system 6. Supporting sustainable approaches 7. Resilience to Climate Change
Safe and accessible transport for everyone	8. Inclusion and accessibility 9. Fares and pricing 10. Safety and personal security
Integrating public transport into a growing Auckland	11. Multi-modal access to public transport 12. Public transport and land use integration
Funding and delivering public transport transparently	13. Procurement, service delivery, funding and monitoring 14. Partnerships 15. Collaborating with operators 16. Service changes process 17. Private service providers

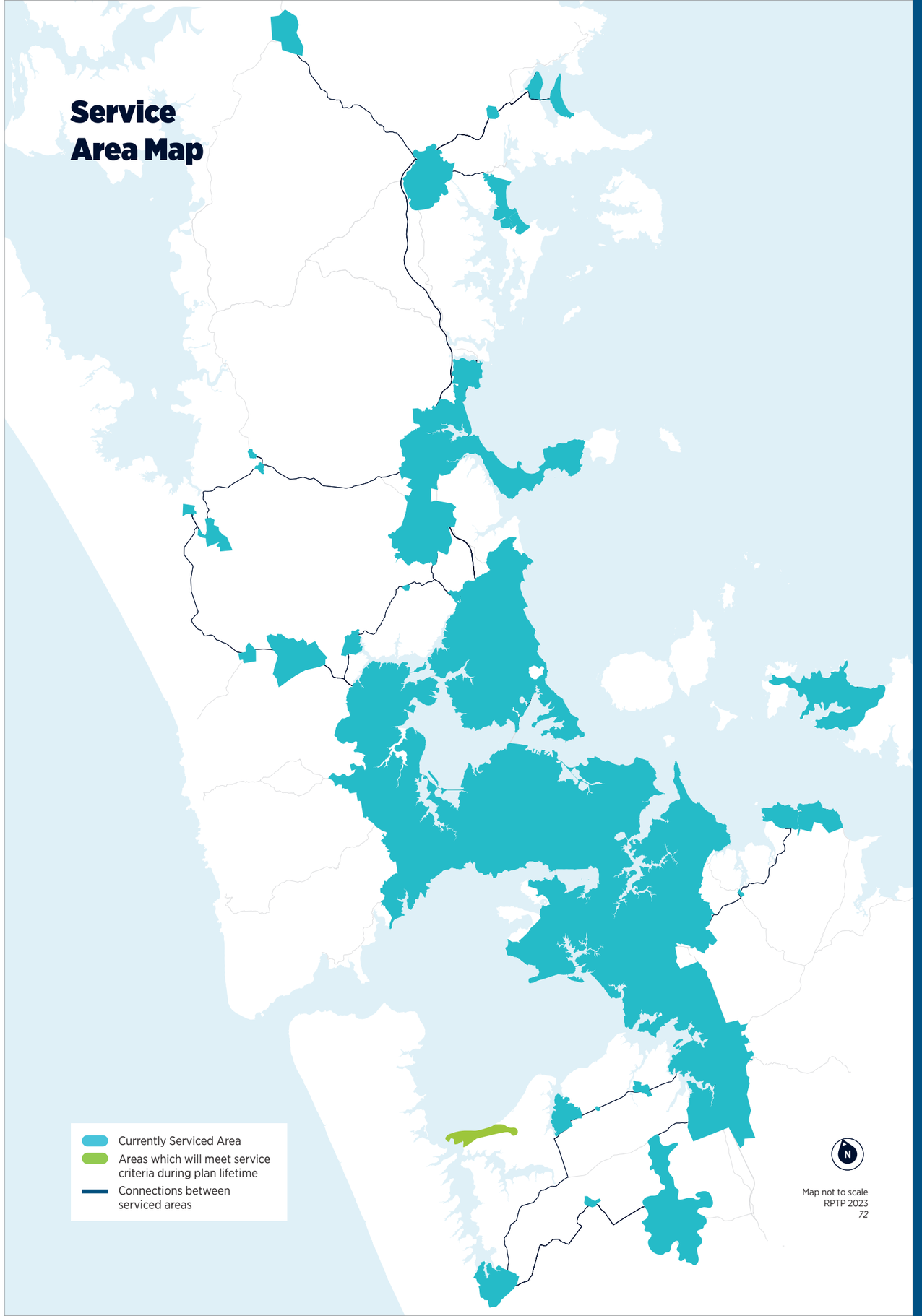
5.2 Goal 1 Policies

1. Service Planning and design

AT will deliver a network of PT services that is easy to understand, meets a diverse range of travel needs, responds to customer demands, and provides connections throughout Tāmaki Makaurau.

Policies	Details
1.1 Service planning principles	AT will plan and deliver PT services that follow the principles below: 1) Reliable and efficient 2) Safe and accessible 3) Convenient and attractive 4) Simple 5) Operate as a network, and as part of the wider transport network 6) Customer-focused 7) Represent value for money 8) Equitable 9) Supported by appropriate infrastructure
1.2 Service classifications	AT will plan and procure services that will, at a minimum, cater for existing and forecast demand according to the service classifications in Table 5, Part 7.
1.3 Service optimisation	AT will regularly review services and consider changes where routes are over performing or underperforming. For popular routes this includes increasing frequency or adding capacity. For lower performing routes this includes changes to the operation of the route to attempt higher performance, replacing them with alternative transport options such as AT Local or removing them. AT will follow the process outlined in the Policy 16.1 when changing or removing services. We will work and collaborate with operators to communicate service changes in an effective and timely manner. Patronage expectations are classified by boardings per in-service hour (e.g., if a service runs hourly, and its trip takes 30 minute, that is half an in-service hour. If the same service ran every 15 minutes, that would be two in-service hours' worth of time). This enables a fair comparison between routes that operate at different frequencies. Expectations for buses are: • Very high – over 37 boardings per service hour • High – 28 to 37 boardings per service hour • Medium – 18 to 27 boardings per service hour • Low – 7 to 17 boardings per service hour • Very low – 3 to 7 boardings per service hour

Policies	Details
1.4 Service resource allocation	AT will continue to allocate roughly 15-20% of overall operating expenditure to services focused on providing a basic level of access to PT, even if these services are not expected to generate high demand. This will be reflected in the targets set for these services under policy 1.2 (service classifications).
1.5 Service resilience	AT will ensure that when developing PT services and associated infrastructure, particular attention is given to the need for network resilience in times of planned and unplanned disruption and build a network which can support the community through a range of circumstances.
1.6 Service provision thresholds	AT will consider introduction of services in areas of Auckland which are part of the PT Service Area. This area comprises everything within the Rural Urban Boundary (RUB) (as defined in the Auckland Unitary Plan), together with any settlement with a minimum existing population of 2,000 people. It also includes the roads which connect these locations Figure 13 opposite shows the current PT Serviced Area in 2023, together with any changes between now and 2031. Areas outside of these will not be considered for PT services. An area being in this area does not guarantee a service, only that it is eligible for one to be considered.
1.7 Service monitoring	AT will release a monthly public report detailing boardings per route, boardings per service hour (against targets), reliability and punctuality to ensure accountability.
1.8 On-demand public transport	AT will consider using On-Demand transport to complement, supplement or replace existing PT services where appropriate. The On-demand and Shared Mobility Roadmap will guide the investment into these services.



Policies	Details
1.9 School services	AT will facilitate the provision of school buses to schools where the regular PT network does not serve the school catchment well. This will be based on the need for a special service to ensure school access. In this context, a school refers to a Primary or Secondary School. AT will consider that a school is well served by the regular public transport network when: • The closest public bus service bus stop is no greater than 500m walking distance from the school gate; • The bulk of school students are not required to make more than one transfer between services to get to school; • The public transport service timetable, including transfer times, means that most students are not required to leave home before 07.00am or arrive home after 5.00pm when leaving school at the usual end of school day. AT will withdraw any legacy out of zone school buses if a school is well served by the regular public transport network (as defined by three bullet points above). AT will consider providing additional school buses where there is a sufficiently large demand from a defined catchment. Large demand means that a school bus will be fully or heavily loaded before it leaves this catchment for onward travel As the scheduled public transport network is extended into new areas of the city as they develop, AT will ensure that any existing school bus service routes and demands will be factored into this planning process, with a view to removing existing school services where the new scheduled services can cater for the majority of this demand, to achieve better utilisation of bus resources. AT will periodically review all out of zone school bus services (and scheduled services that carry significant numbers of school students) with target schools to ensure that travel needs are being met in an appropriate and cost-effective manner. Capacity will be added as appropriate where persistent overloading issues are found to exist. AT will not provide any new school buses for areas which is out of zone to a school, where there is suitable public transport. AT will periodically review school buses and withdraw when a school is well served by the regular public transport network. AT will engage with the school and the Ministry of Education prior to making changes to any service. AT will consider a school bus service is underperforming when patronage is fewer than: • 15 students for Secondary or Intermediate • 10 students for Primary.

Policies	Details
1.10 Event services	AT will work with event venues and managers of major events to help create and market combined event and PT packages and ticketing. This includes the provision of extra PT services at the cost of the event provider to meet the demand (if this cannot be accommodated on regularly scheduled services).
1.11 Hauraki Gulf Islands	AT will work with operators to ensure access to the Hauraki Gulf Island for the transport of people and freight. These services have been identified as integral to our network (see section 7.4) – if commercial services were withdrawn, AT would contract to ensure they continued to operate.

2. Rapid and frequent infrastructure and services

AT will plan and deliver a strategic PT network guided by the principles defined in AT's Future Connect. This strategic PT network represents the core of the wider PT network and is organised around the rapid and frequent services and includes other strategic PT corridors.

Policies	Details
2.1 Rapid Transit Network	AT will support implementation of the rapid transit network in accordance with the Auckland Rapid Transit Plan (ARTP), to foster space-efficient access to opportunities and support, and shape, a quality compact urban form.

3. Quality of services, infrastructure, and vehicles

AT will plan and deliver a high-quality network of PT services and related infrastructure that are safe, comfortable, reliable, flexible, and accessible for all ages and abilities to retain existing and attract new customers. AT will take accountability for different quality-related targets and adjust when necessary.

Policies	Details
3.1 Infrastructure and service integration	AT will: • Develop high quality, well-designed interchanges to facilitate seamless transfers for customers and provide comfort and safety throughout their journey. • Ensure this infrastructure is cost-effective and suitable and offers appropriate and accessible amenity for AT customers. • Apply iwi-led design principles in designing infrastructure, to reflect the history and cultural identity of Tāmaki Makaurau in consultation with mana whenua.
3.2 Service quality	AT will ensure that timetables are designed as a connected network to aid in easy journeys. AT will work with operators to ensure reliable and consistent services.

Policies	Details
3.3 Service performance standards	AT will work with PT operators to incentivise reliable and punctual delivery of PT services and look to address consistently poor performance with available contractual levers.
3.4 Vehicle quality standard	AT will continue to improve the comfort, accessibility, safety and overall standard of vehicles by requiring compliance with the relevant technical and industry standards.

4. Customer experience, information and technology	
AT will continuously enhance PT user experience by utilising customer insights and feedback, and proactively work with partners and stakeholders to improve our collective capacity to explore, evaluate and, where appropriate, adopt new innovations and technological improvements as they emerge.	
Policies	**Details**
4.1 Brand	AT will manage and market a clear, easy-to-understand, and consistent PT service brand that is known for quality, reliable and safe services. The 'LINK' brand (used for the CityLink, InnerLink, OuterLink, TāmakiLink and AirportLink) will be used for frequent transit services to increase visibility for users, particularly where significant patronage is expected to be generated from new or infrequent users such as tourists or those visiting from other parts of Auckland. Link services connect to major destinations which have high demand throughout the week and the year.
4.2 Wayfinding	AT will support customers to confidently move around the city by designing accurate and accessible wayfinding that aligns with customer insights and global best practices. AT will continuously review its wayfinding to ensure accuracy, consistency and appropriate quality control, to maintain and increase trust in its wayfinding and the broader PT system.
4.3 Marketing and promotion	AT will market and promote PT services (and the wider system) to encourage increased use by new and existing customers. This will include targeted marketing of new and improved services.
4.4 Customer feedback	AT will continuously collect, evaluate, and use customer satisfaction surveys, feedback, complaints, and suggestions and will undertake research to shape the design, management, and continuous refinement of customer experience and the PT system.
4.5 Digital information	AT will display, monitor, and utilise real-time information from buses, trains, ferries and on-demand services in operation across the network and make this available for customers to make informed decisions about their journeys.

Policies	Details
4.6 Audio on PT	AT will have bilingual (te reo Māori and English) audio announcements on buses, trains, and ferries that state the next stop. Where possible, AT will use this technology for announcements such as disruptions.
4.7 Pets on PT	AT will enable domestic pets to travel on PT services between 9am to 3pm on weekdays, after 6:30pm, and all-day on weekends and public holidays, subject to them being enclosed in a suitable carrier (that can fit on the passengers' lap or under the seat), or (for dogs) leashed and muzzled. Service dogs (assisting passengers with accessibility needs, or dogs in training) are allowed on services at any time, without needing to meet the above requirements. Passengers with domestic pets must ensure their pet does not distract or otherwise interfere with service dogs. One pet per person will be allowed, free of charge. Carriage of pets is subject to availability of space on board a service. Children younger than 16 are not permitted to travel alone with a pet. Domestic pets cannot travel on school buses, or the upper deck of double-deck buses.

5.3 Goal 2 Policies

5. Low or no emission public transport network

AT will manage and facilitate the transition to a low- or no-emission PT network to align with the New Zealand government and relevant Auckland Council targets. AT will look for opportunities to accelerate our transition, including new lines of funding and continued advocacy.

6. Supporting sustainable approaches

AT will design and deliver PT infrastructure that supports decarbonisation of the transport sector with opportunities to support broader social, environmental, or economic outcomes aligned with Hīkina Te Wero and the AT Sustainable Procurement Action Plan, which outlines, among other things, our commitment to hiring diverse suppliers, including Māori, women, disabled, Pasifika and other ethnic community-owned business.

7. Resilient to Climate Change

AT will plan and deliver a network of PT services, facilities and infrastructure that are resilient to climate-related events, through:

- Working to explore how lanes can be allocated to ensure the reliability of services during and in the aftermath of extreme weather events, where they have impacted the operation of the transport network.
- Building and retrofitting infrastructure with future rainfall, flooding, and sea level rises in mind.

5.4 Goal 3 Policies

8. Inclusion and accessibility

AT will plan and deliver accessible and equitable PT services and facilities available to all members of the public, including those with accessible needs (whether permanent or temporary), vulnerable when travelling alone, and those that are transport disadvantaged.

Policies	Details
8.1 Accessible journeys	AT will ensure accessible journeys for all users, including those with accessibility needs, by providing infrastructure and information that enables easy and safe access to PT, is simple to understand, and uses and meets best practice quality and safety standards. This will be done in alignment with AT's Accessibility Action Plan.
8.2 Total Mobility	AT will continue to fund the Total Mobility scheme to support people who cannot use other PT services to travel for all or some of their trips.
8.3 Community transport services	AT will identify appropriate PT services and facilities for rural areas by engaging and collaborating with local communities, elected representatives, and iwi, including developing proposals for community-driven initiatives, service trials and identifying funding streams.
8.4 Accounting for socio-economic characteristics	As part of service design reviews and general route planning, AT will consider the local socio-economic characteristics, including the deprivation index, and any greater need to provide PT access within and from communities.

9. Fares and pricing	
AT will administer an equitable, convenient, and accessible fare and pricing system that retains existing customers, attracts new ones, and rewards frequent use.	
Policies	**Details**
9.1 Fare principles	AT will apply the following principles when developing and reviewing public transport fares and pricing in the region: • Simple – the fare system is simple and consistent across services and networks (AT HOP). • Customer focused – the fare system is easy for the customer to understand and use. • Equitable pricing – fare pricing is weighted according to ability to pay and no one is penalised for having unconventional travel patterns. • Incentivised – fare pricing and initiatives are designed to increase patronage for locals and tourists and reward frequent use, such as fare caps. • Have operational benefits – fares will be discounted outside of peak demand periods, to encourage customers to consider travelling at times when more capacity is available. • Balanced – the fare system achieves an appropriate balance among the goals of: o social equity; o transport system efficiency; and o financial sustainability.
9.2 Fare structure	AT will apply a geographic zone-based integrated fare structure to regulate fares across bus, train, ferry and future modes, and provide for as many transfers as customers like within a four-hour period, provided each transfer is made within 30 minutes of each other.
9.3 Fare pricing initiatives	AT will explore a range of pricing initiatives to encourage more frequent use of PT, including daily and weekly fare caps, employer subsidy schemes, and targeted concessions.
9.4 Reviewing fares	AT will review fare levels in a manner that balances operating costs and incentivising patronage, and make any necessary adjustments to ensure user contributions keep pace with operating costs.
9.5 Ticketing System	AT will ensure ticketing operations meet industry standards and all equipment remains fit for purpose and reliable for customers so that they can easily pay for their PT fares.

Policies	Details
9.5 Means of Payment	AT will accept the AT HOP card or debit and credit cards with near-field communication abilities (from 2024) as payment on all modes of PT and will also enable customers to purchase tickets for most ferry, and train trips with cash or EFTPOS at a booth or customer service desk. AT will transition to the National Ticketing System in 2026, but will remain the customer touchpoint.
10. Safety and personal security	
AT will ensure PT services, vehicles and associated infrastructure both are, and feel, safe and secure for users and staff, through a range of means including lighting, on-site personnel (where appropriate), surveillance systems, help request points, and other systems as appropriate.	

5.5 Goal 4 Policies

11. Multi-modal access to public transport

AT will continuously identify, advocate for, and implement local network improvements that improve multi-modal access adjacent to PT hubs , including better walking and cycling connections provided by other parties (as well as AT) and through secure storage of bicycles and other mobility devices at stations.

12. Public transport and land use integration

AT will support the development of a quality compact urban form that encourages people to use PT for most trips rather than a private vehicle.

Policies	Details
12.1 Integration of public transport with land use	AT will engage with third parties and planning decision-makers to identify and plan for PT corridors at the initial stages of planning for significant developments, encourage commercial and residential developments at major PT facilities and seek opportunities for intensification of development or redevelopment supported by the PT network at and around major PT stations and stops.
12.2 Services to areas of new development	AT will work with third parties through the consenting process to ensure that new or modified road layouts and urban form in major developments enable the efficient operation of PT services in newly developed or redeveloped areas and consider a range of funding mechanisms in the early stages of development.
12.3 Public transport that enables and supports a well-functioning urban environment	AT will plan and deliver quality PT services that support creating a well-functioning urban environment by ensuring jobs, services, and open spaces are accessible.
12.4 Density and diversity of land use around rapid transit stations	AT will support appropriate urban intensification within a walkable catchment of rapid transit stations as outlined in the National Policy Statement on Urban Development to maximise the opportunity for people to use PT as a main mode of travel.

5.6 Goal 5 Policies

13. Procurement, service delivery, funding and monitoring

AT will procure and monitor PT services in a manner that supports efficiency, cost-effectiveness, and provides value for money. AT will comply with the principles of the Sustainable Public Transport Framework, as enshrined in the Land Transport Management Act (LTMA).

Policies	Details
13.1 Public transport contracts	AT will ensure that all PT services integral to the regional PT network described in this Plan (other than exempt services) operate under contract with AT, to enforce the policies and actions in this Plan. AT will also consider investment and ownership options for PT fleet and infrastructure assets via modal procurement strategies
13.2 Service units	AT will award a contract for each service unit, following either a competitive tender or direct negotiation depending on the process outlined in the region's modal procurement strategy. In this process, AT will ensure that ferry, bus and train contracts contain consistent principles, policies and relevant performance measures.
13.3 Inter-regional services	AT will collaborate with surrounding district and regional councils, Waka Kotahi, the Ministry of Transport, and private providers, to facilitate PT services from surrounding district/regional councils into and out of Auckland where appropriate.
13.4 Exempt services	AT will maintain a register of PT services that meet the definition of exempt services under the LTMA and hold a current exempt services registration with AT. This will be updated when an exemption lapses or is cancelled.
13.5 Value for money	AT will continue to aim to increase patronage by providing a more useful and attractive service and improving operating efficiency to deliver value for money outcomes. AT will ensure that the wider community, economic, health and environmental benefits delivered from an efficient, effective and attractive PT system are factored into the value for money analysis as indicated in the policy statement from central government.
13.6 Farebox recovery ratio	AT will take steps to achieve the Farebox Recovery Ratio (FRR) targets as set out in our Statement of Intent. The FRR show us the percentage of the total PT operating cost recovered though fares. The intent is for the farebox recovery ratio to increase over time as patronage increases.

Policies	Details
13.7 Funding mechanisms	AT will ensure that the available capital and operating funding is directed to PT infrastructure projects that will increase travel choice and encourage mode shift. This will follow a three-pronged strategic approach from the Auckland Transport Alignment Project (ATAP) to prioritise and phase investments: 1) Making better use of existing networks 2) Targeting new investment to the most significant challenges 3) Maximising new opportunities to influence travel demand.
13.8 Monitoring system performance	AT will implement monitoring, reporting and analysis of service, trip and unit performance (including patronage, ticket sales and type, travel time, punctuality and reliability, and other matters) against patronage, operating funding requirement per passenger, service level and service performance targets
13.9 Monitoring and review of service units	AT will regularly report on progress against the measures and targets outlined in Part 6.
13.10 Reviewing the Regional Public Transport Plan	AT will review the RPTP as soon as practicable after the adoption of the next Regional Land Transport Plan, to determine whether any variation is needed to take account of changing circumstances

14. Partnering with Mana Whenua

AT will build and maintain effective partnerships with Māori to identify opportunities to serve their PT access needs better. AT will evolve our research practices to provide a deeper understanding of the needs of Mana Whenua and mataawaka.

15. Collaborating with operators

AT will collaboratively work together with PT operators to promote flexibility, innovation, and responsiveness in delivering PT services and infrastructure. Regular strategy sessions (at least annually) will be held with each operator to give them an overview of upcoming changes to the PT system. AT will also use feedback and suggestions from operators to improve our services to customers.

16. Service changes process

AT will ensure PT service changes are well planned and communicated through a variety of effective and accessible channels. AT will also conduct a 'workforce impact assessment' to consider how changes may affect conditions for drivers and other staff when making significant changes.

Policies	Details
16.1 Communicating service changes	AT will follow the processes indicated in the table below when communicating a change of service: **Extent of change and the relevant consultation process**

Extent of change	Consultation process
Minor changes to routes, frequencies and operating conditions that are limited to individual routes or operating units and unlikely to have a significant impact on most customers on those services, or removal of consistently under-performing routes.	Targeted consultation with operators and informing customers.
Changes to routes, frequencies and operating conditions on individual corridors, routes or operating units that are likely to impact a majority of customers on those services.	Targeted transparent consultation with operators, local authorities (elected representatives), customers on the affected services and special interest groups such as Public Transport Accessibility Group (PTAG).
Major changes to route network and structure affecting a number of corridors or operating units.	Widespread public consultation with operators, local authorities, local MPs of the impacted area/s, customers across the network , relevant ministries (like the Ministry of Education) and special interest groups such as PTAG.

16.2 Requests for changes to services or introduction of new services	AT will take a customer-focused approach to planning and undertake consultation with existing and potential customers, elected representatives, and the public in areas affected by substantial changes to the network. This includes partnering with mana whenua and mataawaka.
16.3 'Project Pays' principal	Where a planned project disrupts services, AT will adopt a 'project pays' approach. This means that replacement services are 100% funded by the project inflicting the disruption.

17. Private service providers	
Where appropriate, AT will enable private service providers in instances where this does not preclude the safe and efficient running of the PT system.	
Policies	**Details**
17.1 Micromobility services	AT will support the growth and expansion of the micro-mobility market at a region-wide level in a way that meets the needs of people living, working, visiting or travelling through Auckland.

Part 6
Monitoring, Evaluation and Review

6.1 Monitoring overview

AT undertakes public transport monitoring for several reasons:

- To ensure the PT system is meeting RPTP goals;
- To check how well PT is contributing to overall transport system objectives;
- To ensure the PT network is delivering value for money;
- To monitor the performance of contracts, units and services; and
- To gain a thorough understanding of customer satisfaction.

6.2 Performance measures

Our success heavily relies on the utilisation of the PT network and it services, commonly known as patronage, with total annual boardings serving as a key metric of success. Boardings are expected to increase across all modes. Figure 14 shows expected boardings by year that this RPTP covers. On-demand boardings are included below as part of the bus total, and ferry includes the Waiheke ferry.

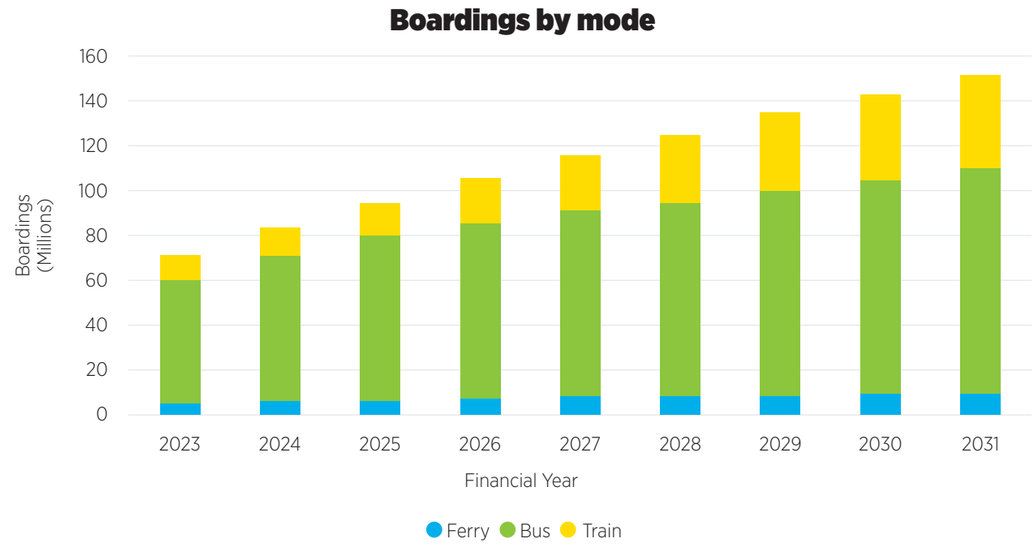


Figure 14: Patronage forecast by mode

These patronage forecasts reflect a progressive reinstatement of temporarily suspended services as staff shortages are reversed (with improvements in staff recruitment as immigration settings improve and border closures removed), continued trends around working from home with a need therefore to attract new customers, the impact of the rail network rebuild, and the latest forecasts for CRL and other key infrastructure opening. These targets also assume that AT has sufficient funding to reinstate all temporarily suspended services in 2023 and 2024 and implement new services in future years.

AT's planning takes into account these expected performance figures, but they do not represent the maximum potential boardings in any one year. The actual capacity we will provide is greater, meaning performance may exceed these targets. We have an aspirational stretch target to reach 100 million boardings by the end of June 2024. Accomplishing this will require reinstatement of services and increased usage by both new and existing customers. As bus driver recruitment improves and our plan to improve ferries is implemented, we expect service reliability to improve in the first half of the 2024 financial year. We will continue to monitor performance of the PT network and reconsider these patronage forecasts annually.

The increase in service levels that supports this increase in patronage will result in a greater operating cost for the PT network. With the increase in patronage, however, this should result in a lower overall subsidy per passenger (and an increase in revenue from fares from new passengers). This will make the PT network more financially sustainable over time.

In addition to patronage, AT actively measures the performance of the PT system against a range of indicators. The table that follows provides provides a summary of the indicators and targets that will be used to measure progress against each of the goals discussed in this Plan. AT will develop a monitoring framework that will report progress against these measures, and against the actions and service improvements included in this plan.

Table: Performance measures

Success Measures – indicators	2022 / 23 Performance	2025 / 26 Target	2030 / 2031 Funded Target
The network and customers			
Patronage – Total PT annual boardings	70m	106m	150m
Satisfaction – % of customers satisfied with their PT service (based on customer surveys)	91%	At least maintain current	
Access to Strategic PT services – Population within 500m of a stop on a rapid or frequent service	40%	52%	57%
PT Reliability at first stop – percentage of services that start according to schedule	86%	98%	98%
PT Punctuality at first and last stop – percentage of services that start and end according to schedule	86%	88%	92%
Emissions reduction			
From operational emissions, including fixed assets and trains	Reduced by 50% by FY29/30 against FY18/19 baseline		
From AT's public transport services	Overall emissions reduced by 47% with bus emissions reduced by 64% by FY30/31 against 20/21 baseline		
Safety, accessibility, and inclusion			
Access to PT services – Population within 500m of a stop on any service*	91%	At least maintain 90%	
Access to PT in socio-economic deprived areas – High-deprivation population with 500m of a stop on a rapid or frequent service*	45%	55%	67%
Access to late night services – Areas within 500m of a stop on a service that runs at least every 30mins, 17 hours a day	39%	55%	79%
Multi-modal infrastructure			
Active mode share for trips to rapid transit stations	Metric from the draft First and Final Leg Single Stage Business Case (to be finalised in late 2023)		
Funding and delivery			
Value for money – Farebox recovery ratio	25%	36-41%	48-51%
Service utilisation – % of routes meeting patronage targets	65%	100%	100%
Collaboration – Local Board satisfaction with engagement	Revised measure - TBC	TBC	TBC
***Population is defined as Aucklanders living within the 'PT Service Area', as defined in Policy 1.6)**			

6.3 Variations

The RPTP can be varied at any time. However, if a variation is found under our significance policy to be 'significant', consultation will take place in accordance with our special consultative procedure. The approach to consultation will reflect the level of significance of any proposed variation.

Significance Policy

The following policy sets out how to determine the significance of variations to the Plan as required by the LTMA.

The significance of any proposed variation will be made on a case-by-case basis. When making a decision on significance, AT will consider the following matters:

- The reasons for the variation, and the alternatives available.
- The magnitude of the variation in terms of its financial cost to the region.
- The extent to which the proposed variation departs from the strategic direction and guiding principles contained within the RPTP.
- The proportion of the regional community that would be affected to a moderate or greater extent by the variation.
- The likely effect on the overall level, quality, and use of public transport services in the region.
- The extent to which the variation is consistent with the Auckland Plan, the Regional Land Transport Plan, and the Government Policy Statement.
- The implication for the present and future economic development and efficiency of the region, safety and personal security, access and mobility, environmental sustainability, or public health.
- The likely effect on the Auckland Council Long Term Plan.

Matters that are considered significant include:

- the addition of a unit, and
- amendment of the significance policy.

Matters that are not considered significant include:

- the addition, removal or amendment of any matter that has already been the subject of public consultation or otherwise consulted on in accordance with section 125 of the LTMA;
- the addition, removal, or amendment of policies or objectives required to maintain consistency with any other plan, policy or directive of Auckland Council or central government;
- the addition, removal or amendment of any activity amounting to less than 10 percent of the total cost of providing public transport services in the Region in any one financial year, and
- minor editorial changes or updates to the Plan,

Targeted consultation on non-significant variations

When AT finds that a proposed variation is not significant, AT will undertake targeted stakeholder engagement in the following circumstances:

- **For service reviews:** As service reviews affect only a part of the region, full consultation will not generally be required, and the process set out in Policy 1.3 will be followed. Key stakeholders will be included in preliminary engagement as the service plan is developed, and targeted public engagement will follow when options have been identified.
- **For minor changes in the delivery of public transport services:** Minor changes in service delivery that are required to improve efficiency (such as adding or removing trips, and minor route changes) have only a local impact. In these cases, engagement will generally be undertaken on a low level with the operator(s) involved, the relevant local board, and passengers who use the services.
- **Other variations:** Any proposals for changes that affect only a sector of the community or the industry (such as a change to the Total Mobility scheme, or a change to specific vehicle quality standards) will be worked through with those most likely to be affected, as well as other relevant stakeholders.

This policy does not preclude AT from a more comprehensive consultation process for a variation that does not meet the significance threshold if the benefits of that consultation are considered to outweigh the costs.

6.4 Review

LTMA section 126 includes the following requirements for an RPTP:

- it must, at all times, be kept current for a period of not less than 3 years in advance, but not more than 10 years in advance; and
- may be reviewed by the AT from time to time, but must be reviewed and, if necessary, renewed or varied at the same time as, or as soon as practicable after, the public transport service components of a regional land transport plan are approved or varied.

AT will review the RPTP in accordance with the LTMA's statutory requirements. We expect the next review of the plan to occur following the release of the 2024-2034 RLTP. This will update the RPTP to cover the same period.

Part 7
Service Plan

7.1 Services overview

This section describes all of the services that are covered by this RPTP, including exempt services which are outside of AT's control. It sets out how services are classified, how services are grouped into contractual units, which services and integral to the network, and our policies regarding exempt services. All services are listed, and planned changes to service levels are identified.

7.2 Service classification

Services in the AT Metro network are organised into a hierarchy, based on their importance to the network, their frequency, and the volumes of passengers they are expected to carry. These classifications apply in the same way to all services, regardless of their mode. The classifications are:

Strategic network:

- **Rapid services** are the backbone of the network, with the highest levels of frequency and priority (at least every 15 minutes 7am to 7pm, 7 days a week). They are expected to carry very high volumes of passengers and provide strategic connectivity across Auckland. Other services often provide a connection to rapid services, acting as 'feeder services' that require passengers to transfer to between them and rapid services to complete their journey.
- **Frequent services** are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. All rapid services are also frequent services. Frequent services carry the largest numbers of people and are generally supported by priority such as bus or transit lanes, which help to ensure they are less affected by congestion than other services.

Supporting network:

- **Connector services** operate at least every half an hour, 7am to 7pm, 7days day a week, providing a service in areas of medium demand. They provide a connection to key destinations such as rapid transit stations, ferry wharves, and activity centres.
- **Local services** operate at least every hour, and often more frequently, but may not operate 7 days a week. Services in this category may provide a basic level of access for residential areas of low demand that would otherwise not have access to PT services, or industrial areas that only operate Monday to Friday.
- **Rural Township services** provide access to PT for smaller settlements (generally targeted to those with a population of at least 2,000 people). These services operate less frequently than local services, generally at least every two hours.
- **On-Demand services**, including AT Local, provide access to PT services in areas where a 'traditional' bus service either cannot operate (due to physical constraints) or would be inefficient (due to low potential demand). Generally, these services will provide a connection to rapid transit stations and nearby centres. See part 12.1.1 of this plan for more details about the future of AT local.
- **Peak services** operate during periods of very high demand, such as commuting hours. They are generally designed to either provide extra capacity on frequent routes or provide a direct connection to key destinations from areas where there is low demand outside of peak times. Peak services are expensive to provide (sometimes requiring a new vehicle in the fleet that makes only one or two trips per day) and so must be justified by very high usage.
- **School services** operate during term time, providing a connection for students to and from schools. School services operate in accordance with policy 1.9. Like peak services, school buses often operate only one or two trips per day and are therefore expensive to provide.
- **Night services** are a unique case. Most Frequent services operate late night Friday and Saturday trips. Some standalone night routes do exist, generally to serve areas without requiring a transfer. AT will review these services and look to phase them out, in favour of late-night trips on regular routes.

The basic characteristics of each service layer are set out in table on the right. This table sets out the minimums; in many cases services operate more frequently and for longer periods. Total Mobility services, which are provided on a different basis, are not included here.

Table: Service Classifications

Network Layer	Characteristics			
	Minimum Frequency (7am – 7pm)	Minimum Span of Service	Desired Level of Priority	Patronage Expectation
Rapid	7-8 minutes peak 10 minutes off-peak (bus) 15 minutes off-peak (train)	6am to 12am midnight 7 days	Dedicated corridor for majority of route	High – Very High
Frequent	15 minutes peak 15 minutes off-peak 30 minutes evening	6am to 11pm 7 days	Targeted priority	Medium – High
Connector (In some cases two connectors are timed to combine and provide Frequent service on their common section)	20 minutes peak 30 minutes off-peak 60 minutes evening	6am to 11pm 7 days	Varies by route	Low – Medium
Weekday Connector A specific sub-set of Connector with no service on weekends	20 minutes peak 30 minutes off-peak 60 minutes evening	6am to 11pm Mon-Fri only	Varies by route	Low – Medium
Local	60 minutes peak 60 minutes off-peak 60 minutes evening	6am to 10pm Some services may operate weekdays only	Varies by route	Low
Rural Township (min, population: 2,000)	60 minutes peak 120 minutes off-peak 120 minutes evening	6am to 10pm 7 days	No specific priority	Low
On-Demand	Maximum wait usually no more than 15 minutes	6am to 10pm 7 days	No specific priority	Very low
Peak	Demand driven, but at least every 30 minutes at peak	6am – 9am and 4pm – 7pm Weekdays only	Varies by route	Very high
School	Demand driven		No specific priority	Medium – High
Night	Varies by route		Varies by route	Low

Notes:
- Peak is generally 7am to 9am and 4pm to 7pm, weekdays. Exact periods vary by route.
- Off-peak is before 7am and 9am to 4pm weekdays and before 7pm on weekends.
- Evenings is after 7pm, every day.

7.3 Contractual units

Services funded by AT are grouped into contractual 'units' within the RPTP, except for trial services and those operating on legacy contracts (which will be reorganised into units when current contracts expire).

All services within a unit are subsidised; any revenue from a service that exceeds the cost of operating a trip is used to cross-subsidise other trips within the unit. AT does not make a profit from any units. Operators are paid a fixed price for providing services and are financially incentivised to perform well against performance indicators for each contract. Any services operated on an entirely commercial basis are not contracted by AT. The policies in Part 5 of this plan apply to all units (where applicable), and also to services contracted by AT that are not currently part of units.

There are currently 52 units for bus, one for trains, and 6 ferry contracts. AT ultimately intends to consolidate the bus units into 21 contracts, and for ferries to be grouped into 2 units. This consolidation process is being undertaken as some contracts expire, but also requires adjustments to the expiry dates of others to line them up with the contracts they will be combined with. The exact dates of the commencement of new units are therefore subject to negotiations with existing and future operators, as contracts are tendered and renegotiated. The dates of commencement of new units are therefore provided as a likely range in the table on the right.

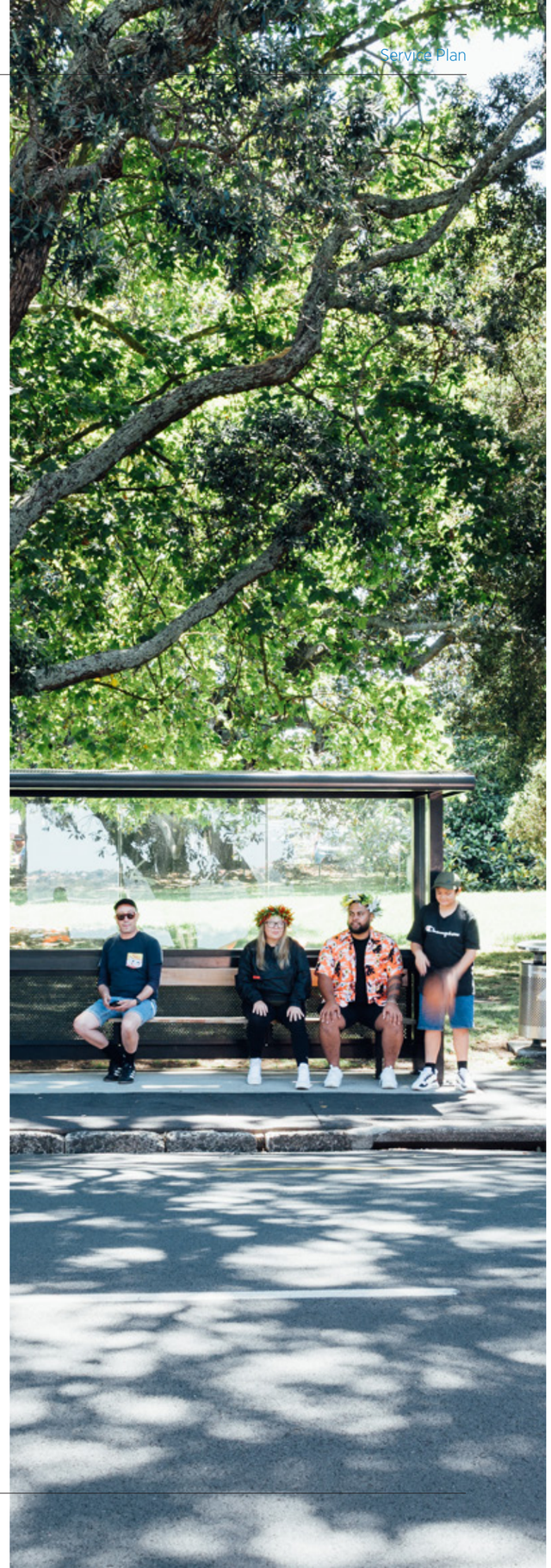


Table: Contractual units

Unit Number	Unit Name	Status
1	CityLink	Current
2	InnerLink	Current
3	Grey Lynn	Current
5	Great North Road	Current
6	New North Road	Current
7	Sandringham Road	Current
8	Dominion Road	Current
9	Mt Eden Road	Current
10	Manukau Road	Current
12	Remuera Road	Current
16	Tamaki Drive	Current
18	OuterLink	Current
19	Balmoral Road Crosstown	Current
20	Mt Albert Road Crosstown	Current
22	Onehunga Crosstowns	Current
24	Waiheke	Current
25	Titirangi	Current
26	Lincoln Road	Current
27	Te Atatū	Current
28	Glen Eden and Ranui	Current
29	Hobsonville	Current
30	Northwestern Motorway	Current
33	Upper Harbour Crosstown	Current
34	North Harbour	Current
35	Glenfield Road	Current
36	Wairau Valley	Current

Table: Contractual units

Unit Number	Unit Name	Status
37	Hillcrest	Current
38	Birkenhead to Takapuna	Current
39	Birkenhead to City	Current
40	Northern Express 1	Current
41	Northern Express 2	Current
42	Northern Express 3	Current
43	Devonport	Current
44	Lower East Coast Bays	Current
45	Upper East Coast Bays	Current
46	Hibiscus Coast	Current
47	Hibiscus Coast Schools	Current
48	Warkworth	Current
50	Ti Rakau Drive	Current
52	Howick to Panmure	Current
53	Botany Crosstowns	Current
55	Pakuranga Road	Current
60	Airport	Current
61	Māngere Bridge	Current
62	Ōtāhuhu	Current
63	Papatoetoe / Ōtara	Current
64	Manurewa	Current
65	Papakura	Current
67	Pukekohe	Current
101	Isthmus Central	Commencing 2027-2028
102	Crosstowns	Commencing 2027-2028
103	Isthmus West	Commencing 2030-2031

Table: Contractual units

Unit Number	Unit Name	Status
104	Isthmus East	Commencing 2030-2031
105	Central Isthmus	Commencing 2030-2031
106	Tāmaki	Commencing 2030-2031
107	Waiheke	Commencing 2030-2031
108	Whau	Commencing 2026-2027
109	Northwest Local	Commencing 2026-2027
110	Northwest Mainline	Commencing late 2023
111	Albany	Commencing 2027-2028
112	Kaipātiki	Commencing 2027-2028
113	Takapuna	Commencing 2027-2028
114	Northern Express 1	Commencing 2030-2031
115	Northern Express 2	Commencing 2030-2031
116	Hibiscus and Kowhai Coasts	Commencing 2027-2028
117	East Mainline	Commencing 2027-2028
118	Te Irirangi	Commencing 2027-2028
119	Māngere	Commencing 2025-2026
120	South	Commencing 2025-2026
121	City Centre	Commencing 2027-2028
802	Ferry Services Unit 1	Current
803	Ferry Services Unit 2	Commencing 2025-2028
Train	Train Services Unit	Current

7.4 Exempt and non-integral services

All services included within this plan are considered to be integral to the public transport network for the purposes of the Land Transport Management Act, except those specifically noted as 'non-integral'. The Act requires all integral services to be operated under a contract with AT, except where they are 'exempt' because they were operating prior to being identified as integral to the network.

Exempt services are generally those that operate on a commercial basis, without subsidy from AT. New exempt services may be introduced where AT has not identified them as integral to the PT network (that is, where such a service is not described in this plan). Exempt services are not required to be included in this plan; however, we have listed the exempt services operating at the time of writing this plan in the table below.

Where an existing operator wishes to discontinue operating an exempt service that is integral to the network, AT will look to contract it (via our regular procurement processes) so that the service can continue operating.

AT would prefer to contract the operations of Waiheke Ferry, to fully integrate it into the PT network, and will continue discussions with the operator and Waka Kotahi to make progress on this issue.

AT also recognise that access to the Hauraki Gulf Islands (including Motutapu, Motuihe and Rotoroa) is important for communities who use these islands for recreation, conservation, and cultural purposes. This access is currently provided by commercial services. While we have not identified any of these services as integral in this plan, should those services be withdrawn AT would then consider how to facilitate continued access to these islands.

Table: List of exempt services

Route Name	Route Description	Integral status
Waiheke Ferry	Between Matiatia and Downtown Ferry Terminal	Integral
Half Moon Bay – Waiheke Vehicle Ferry	Between Kennedy Point and Half Moon Bay	Integral
Downtown – Waiheke Vehicle Ferry	Between Kennedy Point and Wynyard Quarter	Non-Integral
Great Barrier Island Vehicle Ferry	Between Tryphena or Port Fitzroy and Wynyard Quarter	Integral
Kawau Island Ferry	Between Kawau Island and Sandspit	Integral
SkyDrive	Between Auckland International Airport and SkyCity	Non-Integral
Mahu City Express	Between Warkworth and Downtown Auckland	Non-Integral

7.5 Services list

All contracted services that are currently part of the AT Metro network or are planned to be introduced within the timeframe of this RPTP (subject to funding availability) are included in this list. All of these services are considered integral to the PT network.

Each route lists:

- The route number – the unique identifier of the route.
- The route name – the shorthand way the service is referred to.
- The route description – key destinations the service operates between.
- Unit – the current and proposed future contractual unit the route will be part of.
- Level of service – the classification of the minimum operating frequency and hours of operation of the service (in line with Table 5). This includes:
  - The current (2023) level of service.
  - The future (2031) level of service.
- Change description – Any funded improvement or planned changed to the route (and when this is expected to be implemented).

Service levels are based on each route's classification. These are minimum levels – in many cases routes will operate more frequently, particularly at peak times. Future service levels consider expected demands based on land use change, future infrastructure delivery, and funding availability. These factors, as well as route numbers and names, are subject to change as required.

Services operate in both directions between the destinations in the route description, unless specifically noted otherwise (e.g., services described as loop or one-way).

At the time of publishing this RPTP, no specific changes to school bus routes are envisaged. School services are subject to our regular review process as set out in Policy 1.9, and any changes proposed in future will be consulted on with the affect school(s) directly. AT does plan to progressively renumber existing school bus services (with numbers from 001 to 220) to a unique number beginning with 4, 5 or 6, by 2031). This will reduce confusion between buses with similar numbers.

Bus Services

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
NX1	Northern Express 1	Hibiscus Coast Station – Albany Station – Northern Busway – Victoria Park – Britomart	40	114	Rapid	Rapid	Frequency between Hibiscus Coast Station and Albany improved from 2027.
NX2	Northern Express 2	Albany Station – Northern Busway – Victoria Park – Wellesley Street – Universities Some trips serve Hibiscus Coast Station	41	115	Rapid	Rapid	Extended to Whangaparāoa Station via Ō Mahurangi (PenLink) from 2027
WX1	Western Express 1	Northwest centre – Lincoln Road interchange – Te Atatū interchange – Karangahape Road – Britomart	27	110	Rapid	Rapid	Route to be upgraded to double decker buses from 2025
AIR	AirportLink	Auckland International Airport – Puhinui Station – Manukau Station	60	119	Rapid	Rapid	Extended to Botany via Te Irirangi Drive from 2027
CTY	CityLink	Wynyard Quarter – Britomart - Queen Street – Town Hall – Myers Park – Karangahape Road	1	121	Frequent	Frequent	N/A
INN	InnerLink	Newmarket – Auckland City Hospital – Karangahape Road – Ponsonby – Victoria Park – Britomart – Parnell - Newmarket	2	121	Frequent	Frequent	N/A
OUT	OuterLink	St Lukes – Mt Albert – Pt Chevalier – Westmere – Herne Bay – Victoria Park – City Centre – Universities – Parnell – Newmarket – Epsom – Mt Eden – Dominion Road – St Lukes Newmarket – Epsom – Mt Eden – Dominion Road – St Lukes	18	121	Frequent	Frequent	Route changed from 2024 to become St Lukes – Newmarket via Pt Chevalier and City Centre. Change to routes 64 and 65 to replace southern half of loop
TMK	TāmakiLink	Glen Innes – West Tāmaki Road – St Heliers – Kohimarama – Mission Bay – Okahu Bay – Tamaki Drive - Britomart	16	106	Frequent	Frequent	Route extended to Wynyard Quarter from 2028 as part of City Centre bus changes
N10	Māngere nights	City Centre – Newmarket – Manukau Road – Onehunga – Māngere Town Centre – Papatoetoe Station – Ōtara	63	119	Night	Night	May be removed in favour of additional late night trips on route 30 (which would extend to Ōtara)
11T	Triangle Road	Northwest centre – Triangle Road – Lincoln Road interchange – Te Atatū interchange – Pt Chevalier – Grey Lynn – Karangahape Road – Britomart	30	110	Connector (Frequent route branch)	Connector (Frequent route branch)	N/A
11W	Waimumu Road	Northwest – Waimumu Road – Lincoln Road interchange – Te Atatū interchange – Pt Chevalier – Grey Lynn – Karangahape Road – Britomart	30	110	Connector (Frequent route branch)	Connector (Frequent route branch)	N/A

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
120 becomes 12	Upper Harbour	Henderson – Don Buck Road – Westgate – Hobsonville Road – Greenhithe – Constellation Station	33	110	Connector	Frequent	Route upgraded to Frequent (with new number) from 2025. Route via Upper Harbour Motorway Constellation Station – Greenhithe (not Upper Harbour Drive) from 2025. New route 902 to cover this area
13	Te Atatū Road	Te Atatū loop, Te Atatū Road, Glendene, Henderson	27	109	Frequent	Frequent	N/A
14	Lincoln Road	Lincoln Road interchange – Waitakere Hospital – Henderson – Glendene – New Lynn	26	108	Frequent	Frequent	N/A
15	West Coast Road	Henderson – Parrs Park – Glen Eden – New Lynn	N/A	108	N/A	Frequent	New route from 2026
172 becomes 17	Titirangi Road	Glen Eden – Titirangi – Titirangi Road – New Lynn	25	108	Connector	Frequent	Route upgraded to Frequent (with new number) from 2026
18	Great North Road	New Lynn – Avondale - Pt Chevalier – Grey Lynn – Karangahape Road – Britomart via Great North Road and MOTAT Late night trips continue to Henderson	5	103	Frequent	Frequent	N/A
20	Bond Street	St Lukes – Morningside – Kingsland – Bond Street – Great North Road – Ponsonby Road – Wynyard Quarter	19	121	Frequent	Frequent	Route not via Morningside Drive from 2024 as part of OuterLink changes
22A	New North Road peak	Avondale – Mt Albert – St Lukes – Morningside – Kingsland – Universities – Wellesley Street	6	N/A	Peak	N/A	Removed in early 2023. Not planned to be reinstated.
22N	New North Road and New Lynn	New Lynn – Avondale – Mt Albert – St Lukes – Morningside – Kingsland – Universities – Wellesley Street	6	103	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
22R	New North Road and Rosebank	Rosebank Road – Avondale – Mt Albert – St Lukes – Morningside – Kingsland – Universities – Wellesley Street	6	103	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes
24B	Sandringham Road and Blockhouse Bay	New Lynn – Blockhouse Bay – Wesley – Sandringham Road – Kingsland – Universities – Wellesley Street	7	101	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes
24R	Sandringham Road and Richardson Road	New Lynn – Tiverton Road – Richardson Road – Owairaka Road – Sandringham Road – Kingsland – Universities – Wellesley Street	7	101	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes
24W	Sandringham Road peak	Wesley – Sandringham Road – Kingsland – Universities – Wellesley Street	7	N/A	Peak	N/A	Removed in early 2023. Not planned to be reinstated.
25B	Dominion Road and Blockhouse Bay	Blockhouse Bay – White Swan Road – Mt Roskill – Dominion Road – View Road – Universities – City Centre	8	101	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025
25L	Dominion Road and Lynfield	Lynfield – Mt Roskill – Dominion Road – View Road – Universities – City Centre	8	101	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional peak and evening trips from 2025
27H	Mt Eden Road and Hillsborough	Waikowhai – Hillsborough Road – Three Kings – Mt Eden Road – Maungawhau – Universities - Britomart	9	105	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional peak and evening trips from 2025
27T	Mt Eden Road peak	Three Kings – Mt Eden Road – Maungawhau – Universities - Britomart	9	105	Peak	Peak	Removed early 2023. Will be reinstated by early 2024
27W	Mt Eden Road and Waikowhai	Waikowhai – Oakdale Road – Three Kings – Mt Eden Road – Maungawhau – Universities - Britomart	9	105	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips from 2025

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
30	Manukau Road	Onehunga – Royal Oak – Greenwoods Corner – Manukau Road – Epsom – Newmarket – Khyber Pass Road – City Centre	10	105	Frequent	Frequent	Additional afternoon trips from 2024 as part of OuterLink changes. Additional evening trips from 2025. City Centre destination changed to Wellesley Street from Queen Street in 2028 as part of City Centre bus changes
31	East Tamaki Road	Māngere Town Centre – Papatoetoe Station – Hunters Corner – Ōtara – Botany Town Centre	63	119	Frequent	Frequent	Additional evening trips from 2025. Route changed to Māngere Town Centre – Ormiston Town Centre (not Botany) in 2027 with AirportLink extension and changes to Eastern bus services
32	Massey Road	Māngere Town Centre – Massey Road – Ōtahuhu Station – Ōtahuhu Town Centre – Mt Wellington Highway – Sylvia Park	62	119	Frequent	Frequent	Additional evening trips from 2025
33	Great South Road	Ōtāhuhu Station – Ōtahuhu Town Centre – Hunters Corner – Manukau Station – Manurewa Station – Takaanini – Papakura Station via Great South Road	64	120	Frequent	Frequent	Additional evening trips from 2025
35	Chapel Road	Manukau Station – Redoubt Road – Chapel Road – Ormiston Town Centre – Botany Town Centre	53	118	Frequent	Frequent	Additional evening trips from 2025. Extended to Howick via Chapel Road from 2027 with AirportLink changes
36	Bader Drive	Onehunga – Māngere Bridge – Māngere Town Centre – Papatoetoe Station – Manukau Station	60	119	Frequent	Frequent	N/A
37	Roscommon Road	Manurewa Station – Mahia Road – Roscommon Road – Puhinui Station – Highbrook	N/A	120	N/A	Frequent	From 2026. Extended to Burswood Station from 2027 with Eastern Busway opening

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
38	Airport Industrial	Onehunga – Māngere Bridge – Māngere Town Centre – Airport Oaks – Auckland International Airport	60	119	Frequent	Frequent	N/A
361 becomes 39	Clendon Park	Manurewa Station – Clendon Park – Homai Station – Manukau Station – Ōtara	64	120	Connector	Frequent	Route upgraded to Frequent (with new number) from 2026
376 becomes 40	Auranga	Auranga – Drury Station – Great South Road – Papakura Station	65	120	Connector	Frequent	Route upgrade to Frequent (with new number) and extended to Ngākōroa Station from 2026
41	Drury East	Drury Station – Waihoehoe Road loop	N/A	120	N/A	Frequent	New route to service Drury East area from 2029
42	Paerātā	Paerātā Station – Te Rātā Boulevard loop	N/A	120	N/A	Frequent	New route to service Paerātā area from 2025
50A	Waiheke Frequent – Seventh Avenue	Matiatia – Oneroa – Ostend – Onetangi – Seventh Avenue	24	107	Connector (Frequent route branch)	Connector (Frequent route branch)	N/A
50B	Waiheke Frequent – Fourth Avenue	Matiatia – Oneroa – Ostend – Onetangi – Fourth Avenue	24	107	Connector (Frequent route branch)	Connector (Frequent route branch)	N/A
64	Valley Road	Newmarket – Khyber Pass Road – Mt Eden Road – Valley Road – Kingsland Station	19	121	Frequent	Frequent	Extended to St Lukes via Sandringham Road from 2024. Replaces frequent connection St Lukes – Valley Road – Newmarket provided by OuterLink
650 becomes 65	Balmoral Road	Pt Chevalier – St Lukes – Balmoral Road – Epsom – Green Lane – Remuera Road – St Johns Road – Glen Innes	19	102	Connector	Frequent	Route upgraded to Frequent (with new number) from 2024. Replaces frequent connection St Lukes – Balmoral provided by OuterLink

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
66	Mt Albert Road	Coyle Park – Pt Chevalier – Mt Albert – Mt Roskill – Three Kings – Royal Oak – Penrose Station – Penrose Road – Sylvia Park	20	10	Frequent	Frequent	Additional evening trips from 2025
67A	Stoddard Road	New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga	N/A	102	N/A	Connector (Frequent route branch)	New route introduced to provide Frequent service New Lynn – Onehunga (combined with 67B) from 2025
670 becomes 67B	Stoddard Road and Ōtāhuhu	New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga – Ōtāhuhu Town Centre – Ōtāhuhu Station	22	102	Connector	Connector (Frequent route branch)	Route renumbered as part of introduction of new route 67A to indicate common Frequent service New Lynn – Onehunga from 2025
68	Richardson Road	New Lynn – Blockhouse Bay – White Swan Road – Richardson Road – Carlton Street - Onehunga	22	102	Frequent	Frequent	N/A
70	Ellerslie-Panmure Highway and Eastern Busway	Botany – Eastern Busway – Panmure Station – Ellerslie – Great South Road – Newmarket – Auckland City Hospital – Universities – Britomart	50	117	Frequent	Frequent	Additional evening trips from 2027 with opening of Eastern Busway. City Centre destination changed from Britomart to Wellesley Street in 2028 as part of City Centre bus changes
70H	Ellerslie-Panmure Highway nights	Britomart – Universities – Auckland City Hospital – Newmarket – Ellerslie – Panmure – Pakuranga – Howick – Botany	55	117	Night	Night	N/A
72C	Pakuranga Road and Chapel Road	Botany Town Centre – Chapel Road – Howick – Highland Park – Pakuranga Road – Eastern Busway – Panmure Station	55	117	Connector (Frequent route branch)	Connector (Frequent route branch)	Replaced in 2027 by 35 and 72
72M becomes 72	Pakuranga Road and Meadowlands Drive	Botany Town Centre – Meadowlands Drive – Howick – Highland Park – Pakuranga Road – Eastern Busway – Panmure Station	55	117	Connector (Frequent route branch)	Frequent	Route upgraded to Frequent (with new number) from 2027 with AirportLink extension

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
72X	Pakuranga Road peak	Botany Town Centre – Meadowlands Drive – Howick – Highland Park – Pakuranga Road – Eastern Busway – Panmure Station – Ellerslie-Panmure Highway – Southern Motorway – Universities - Britomart	55	117	Peak	Peak	Route changed to Cockle Bay - Howick - Panmure – Britomart from 2027 with opening of Eastern Busway and introduction of route 705. City Centre destination changed from Britomart to Wellesley Street in 2028 as part of City Centre bus changes
74	Mt Wellington Highway	Glen Innes – Tripoli Road – Panmure Station – Mt Wellington Highway – Sylvia Park – Church Street - Onehunga	14	102	Frequent	Frequent	N/A
75	Remuera Road	Glen Innes – St Johns Road – Remuera Road – Newmarket – Auckland City Hospital – Universities – Wellesley Street- Wynyard Quarter	12	106	Frequent	Frequent	Additional evening trips from 2025
76	Kepa Road	Glen Innes – West Tamaki Road – Kepa Road – Ōrākei – Tamaki Drive – Britomart	16	106	Frequent	Frequent	Extended to Wynyard Quarter from 2028
814 becomes 81	Lake Road	Devonport – Narrowneck – Belmont – Hauraki – Takapuna – Akoranga Station	43	113	Connector	Frequent	Route upgraded to Frequent by 2027
82	Hurstmere Road	Milford – Hurstmere Road – Takapuna – Victoria Park – Wellesley Street Some late evening trips extend to Browns Bay via Beach Road	44	113	Frequent	Frequent	N/A
83	East Coast Bays	Massey University – Albany Station – Browns Bay – Mairangi Bay – Constellation Station – Sunnynook Station – Smales Farm – Takapuna	45	111	Frequent	Frequent	Additional evening trips from 2027
942 becomes 94B	Northcote and Beach Haven	Verrans Corner – Beach Haven loop – Highbury – Onewa Road – Northcote – Akoranga Station - Takapuna	38	112	Connector	Connector (Frequent route branch)	Renumbered by 2027 and additional evening trips added. Paired with 94V to provide Frequent service to Northcote

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
94V	Northcote and Verrans Corner	Verrans Corner – Highbury – Onewa Road – Northcote – Akoranga Station - Takapuna	N/A	112	N/A	Connector (Frequent route branch)	New route by 2027. Paired with 94B to provide Frequent service to Northcote
95B	Glenfield Road and Bayview	Bayview loop – Glenfield – Glenfield Road – Onewa Road – Victoria Park – Britomart	35	112	Connector (Frequent route branch)	Connector (Frequent route branch)	Extended to Quay Park from 2028 as part of City Centre bus changes
95C	Glenfield Road and Sunset Road	Constellation Station – Sunset Road – Glenfield – Glenfield Road – Onewa Road – Victoria Park – Britomart	35	112	Connector (Frequent route branch)	Connector (Frequent route branch)	Additional evening trips with 12 changes from 2025. Extended to Quay Park from 2028 as part of City Centre bus changes
97B	Beach Haven via Birkdale Road	Verrans Corner – Birkdale Road – Rangatira Road – Highbury – Onewa Road – Victoria Park – Britomart	39	112	Connector (Frequent route branch)	Connector (Frequent route branch)	Extended to Quay Park from 2028 as part of City Centre bus changes
97R	Beach Haven via Rangatira Road	Verrans Corner – Rangatira Road – Birkdale Road – Highbury – Onewa Road – Victoria Park – Britomart	39	112	Connector (Frequent route branch)	Connector (Frequent route branch)	Extended to Quay Park from 2028 as part of City Centre bus changes
99	Gulf Harbour	Gulf Harbour – Little Manly – Pacific Plaza – Whangaparāoa Station	N/A	116	N/A	Frequent	New route introduced from 2027 after Ō Mahurangi (PenLink) opens, replacing part of current 982
101	Western Suburbs peak	Coyle Park – Meola Road – Westmere – Herne Bay – Victoria Park – Wellesley Street – Universites	19	121	Peak	Peak	N/A
105	Richmond Road	Westmere – West Lynn – Richmond Road – Ponsonby Road – Karangahape Road – Britomart	3	103	Connector	Connector	N/A
106	Freemans Bay	Britomart – Victoria Park – Freemans Bay – Karangahape Road – Britomart loop	3	103	Connector	Connector	30-minute frequency at all times from 2026

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
111	Royal Heights	Northwest centre - Westgate – Royal Heights loop – Westgate – Northwest centre	29	109	Local	Connector	Route upgraded to Connector from 2026
112	Wisely Road	Northwest centre – West Harbour – Hobsonville – Hobsonville Point	29	109	Connector	Connector	Extended to cover Scott Point from 2026
113	Spedding Road	Northwest centre – Fred Taylor Drive – Spedding Road – Hobsonville	N/A	109	N/A	Connector	New route following opening of the new Spedding Road motorway overbridge from 2027
114	Northern Whenuapai	Northwest centre – Whenuapai – Totara Road – Hobsonville – Hobsonville Point	29	109	Local	Local	Changed to a loop service, Hobsonville – Whenuapai – Hobsonville from 2026 with introduction of new route 115
115	Riverlea	Riverlea Road – Whenuapai – Trig Road – Northwest	N/A	109	N/A	Connector	New route from 2026
116	West Hills	Northwest – West Hills loop	29	109	Connector	Connector	N/A
117	Redhills	Northwest – Redhills – Royal Road – Lincoln Road interchange	N/A	109	N/A	Connector	New route from 2027
122	Huapai North	Parlane Drive – Huapai – Kumeū – Fred Taylor Drive – Northwest centre – Westgate	30	109	Rural Township	Rural Township	N/A
123	Huapai South	Schoolside Road – Huapai – Kumeū – Fred Taylor Drive – Northwest centre – Westgate	30	109	Rural Township	Rural Township	N/A
125	Helensville	Helensville – Parakai – Waimauku – Huapai – Kumeū – Fred Taylor Drive – Northwest centre – Westgate	30	109	Rural Township	Rural Township	N/A
126	Riverhead	Westgate – Riverhead – Coatesville – Albany Village – Albany Station	29	109	Rural Township	Rural Township	N/A
128	Kahikatea Flat Road	Hibiscus Coast Station – Waitoki – Kaukapakapa – Helensville	30	116	Rural Township	Rural Township	N/A

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
132	Te Atatū North	Te Atatū loop – Pt Chevalier – Grey Lynn – Karangahape Road – Downtown	27	N/A	Peak	N/A	Removed in 2025 when additional WX1 capacity added
135	Edmonton Road	Henderson – Edmonton Road – Flanshawe Road – Te Atatū Road – Totara Road	27	109	Connector	Connector	N/A
143	Sturges Road	Henderson – Sturges Road – Lake Panorama Drive – Rānui Station	28	109	Connector	Connector	Additional evening trips from 2025
145	Western Heights	Henderson – Henderson Valley – Border Road – Summerland Drive – Pomaria Road – Lincoln Road interchange	28	109	Connector	Connector	N/A
147	Swanson Road	Waitakere Village – Swanson Station – Rānui – Henderson	28	109	Local	Connector	N/A
148	Universal Drive	Rānui – Universal Drive – Lincoln Road interchange	28	109	Connector (in conjunction with route 149)	Connector (in conjunction with route 149)	N/A
149	Rosebank Road	Rānui – Universal Drive – Lincoln Road interchange – Te Atatū interchange – Rosebank Road – Avondale – New Lynn	28	109	Weekday Connector	Weekday Connector	N/A
152	Sunnyvale	Henderson – View Road – Sunnyvale Station – Rosier Road – Glen Eden – New Lynn	28	108	Local	Connector	Route upgraded to connector from 2026. Service via Pisces Road not Glengarry Road from 2026 once 15 introduced
154	Glen Eden	Henderson – Bruce McLaren Road – Glengarry Road – Glendale Road – Glen Eden – New Lynn	28	108	Connector	Connector	Additional evening trips from 2026. Service via Glengarry Road not Sunvue Road from 2026 once 15 introduced
161	Brains Park	New Lynn – Nikau Street – Archibald Road – Brains Park	25	108	Local	Connector	Route upgraded to connector from 2026

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
162	Glendene	Henderson – Glendene – Hepburn Road – St Leonards Road – Kelston – New Lynn	26	108	Connector	Connector	Additional peak and evening trips from 2026
170	Titirangi South	New Lynn – Titirangi Road – Titirangi – South Titirangi Road – Arama Avenue	25	108	Local	Local	N/A
171	Laingholm	New Lynn – Titirangi Road – Titirangi – Woodlands Park – Laingholm loop	25	108	Local	Local	Additional trips at all times of day from 2026
186	South Lynn Loop	New Lynn – Seabrooke Avenue – Golf Road – Astley Avenue – New Lynn (loop)	25	108	Connector	Connector	N/A
191	Whitney Street	New Lynn – Avondale – Whitney Street – Blockhouse Bay – Lynfield	25	108	Local	Local	N/A
195	Blockhouse Bay Road	New Lynn – Green Bay – Blockhouse Bay – Blockhouse Bay Road – Pt Chevalier – Grey Lynn – Karangahape Road – Britomart	25	108	Connector	Connector	Additional daytime and evening trips from 2026. Service via Williamson Avenue from 2023 to replace 134 with introduction of WX1
209	Titirangi Peak	Titirangi – Green Bay – Blockhouse Bay Road – Mt Albert – Morningside – Kingsland – Bond St – Karanghape Road – Britomart	25	108	Peak	Peak	N/A
252	Blockhouse Bay peak	Blockhouse Bay – White Swan Road – Mt Roskill – Dominion Road – Ian McKinnon Drive – City Centre	8	101	Peak	Peak	N/A
253	Lynfield peak	Lynfield – Mt Roskill – Dominion Road – Ian McKinnon Drive – City Centre	8	101	Peak	Peak	N/A
295	Royal Oak	Ellerslie – Oranga – Royal Oak – The Drive – Gillies Avenue – Newmarket – Khyber Pass Road – City Centre	17	104	Connector	Connector	Route change from 2027 to travel via Broadway in Newmarket, via Owens Road/ Alpers Avenue (not northern Gillies Avenue). City Centre destination changes to Wellesley Street from Queen Street in 2028 with City Centre bus changes

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
298	One Tree Hill	Onehunga – Waitangi Road – Campbell Road – Ellerslie Station – Penrose Station – Ruawai Road – Sylvia Park	14	104	Local	Connector	Route upgraded to Connector from 2027
309	Pah Road	Māngere Town Centre – Favona – Māngere Bridge – Onehunga – Pah Road – Greenwoods Corner – Epsom – Newmarket – Khyber Pass Road – Karangahape Road – City Centre	61	119	Connector	Connector	Route via full length of Roberston Road from 2026 with City Rail Link opening and introduction of 311. City Centre destination changes to Wellesley Street from Queen Street in 2028 with City Centre bus changes
309X	Pah Road peak	Māngere Town Centre – Favona – Māngere Bridge – Pah Road – Greenwoods Corner – Epsom – Newmarket – Khyber Pass Road – Karangahape Road – City Centre	61	N/A	Peak	N/A	Removed from 2026 with City Rail Link opening and introduction of 311.
311	Favona Road	Māngere Bridge – Wallace Road – Walmsley Road – Favona Road – Ōtāhuhu Station	N/A	119	N/A	Connector	New route from 2026 with City Rail Link opening
313	Aorere	Manukau Station – Plunket Avenue – Papatoetoe Station – Ferndown Avenue – Henwood Road – Māngere Town Centre	63	119	Connector	Connector	N/A
314	Ormiston Road	Mission Heights – Ormiston Town Centre – Ōtara – Hunters Corner – Middlemore Hospital	63	119	Connector	N/A	Replaced by route 358 from 2025
321	Hospitals	Middlemore Hospital – Ōtāhuhu Station – Ōtāhuhu Town Centre – Ellerslie – Greenlane Clinical Centre – Mountain Road – Auckland City Hospital – Britomart	17	104	Local	Local	Additional daytime trips from 2027

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
323	Panama Road	Ōtāhuhu Station – Ōtāhuhu Town Centre – Vestey Drive – Panama Road – Carbine Road – Mt Wellington Highway – Panmure Station	14	104	Connector	Connector	N/A
324	Boggust Park	Māngere Town Centre – Boggust Park – Ōtāhuhu Station – Ōtāhuhu Town Centre – Seaside Park	62	119	Local	Connector	Route upgraded to Connector from 2026 and changed to cover Ihumāto – Māngere Town Centre – Bogust Park – Ōtāhuhu Station – Ōtāhuhu Town Centre. Seaside Park covered by new route 327
325	Ōtara	Māngere Town Centre – Māngere East – Ōtāhuhu Station – Ōtāhuhu Town Centre – Ōtara – Clover Park – Diorella Drive – Manukau Station	62	119	Connector	Connector	N/A
326	Tidal Road	Māngere Town Centre – Tidal Road – Portage Road – Gray Avenue – Massey Road – Ōtāhuhu Town Centre – Ōtāhuhu Station	62	119	Local	Connector	Route upgraded to connector from 2026, and changed to be Māngere Town Centre – Middlemore Hospital (Gray Avenue). Will not continue to Ōtāhuhu
327	Seaside Park	Ōtāhuhu Station – Ōtāhuhu Town Centre – Seaside Park	N/A	119	N/A	Connector	New route from 2026 to cover Seaside Park
333X	Southern line night bus	Southern Line rail replacement bus stops from Britomart to Ōtāhuhu	17	104	Night	Night	AT will review this service in 2026 as part of changes to the rail network related to City Rail Link opening
351	Highbrook	Ōtāhuhu Station – Ōtāhuhu Town Centre – Highbrook – Botany Town Centre	54	118	Weekday Connector	Weekday Connector	N/A
352	East Tamaki peak	Manukau Station – East Tamaki – Highbrook – Pakuranga – Panmure	54	118	Peak	Peak	Route changed to run via Chapel Road between Manukau and Accent Drive once 37 introduced from late 2025

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
353	Harris Road	Manukau Station – Preston Road – Springs Road – Harris Road – Botany Station	54	118	Connector	Connector	Additional evening trips from 2025. Route changed to travel via Burswood Station when Eastern Busway opens in 2027
354	Smales Road	Half Moon Bay – Prince Regent Drive – Botany Town Centre – Smales Road – Ōtara – Hunters Corner – Middlemore Hospital	N/A	118	N/A	Connector	New route from 2027 (replacing 734) with AirportLink extension and changes to Eastern bus services
355	Mission Heights	Manukau Station – Redoubt Road – Hikuwai Road – Ormiston Town Centre – Mission Heights – Kilkenny Drive – Botany Town Centre	53	N/A	Connector	N/A	Additional evening trips from 2025. Route replaced by 356 and 357 from 2027 with AirportLink extension and changes to Eastern bus services
356	Kilkenny Drive	Manukau Station – Thomas Road – Ormiston Rise – Bremner Ridge – Ormiston Town Centre – Ormiston Station -Ōtara Town Centre – Middlemore Station	N/A	118	N/A	Connector	New route from 2027 (combines 735 and northern 355) with AirportLink extension and changes to Eastern bus services
357	Hikuwai Road	Manukau Station – Redoubt Road – Hikuwai Road – Ormiston Town Centre – Ormiston Station	N/A	118	N/A	Connector	New route from 2027 (replaces southern half of 355) with AirportLink extension and changes to Eastern bus services
358	Ormiston Rise	Manukau Station – Thomas Road – Ormiston Rise – Bremner Ridge – Ormiston Town Centre – Ormiston Station - Ōtara Town Centre – Middlemore Station	N/A	118	N/A	Connector	New route late 2025 to serve eastern Flat Bush, replacing route 314
362	Weymouth	Weymouth – Clendon – Wordsworth Road – Manurewa Station – Manukau Station	64	120	Connector	Connector	Route changed to travel via full length of Wordsworth Road not Rowandale Avenue with introduction of 39 from late 2025

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
363	Wattle Downs	Manurewa Station – Coxhead Road – Wattle Downs loop – Coxhead Road – Wattle Downs (loop)	64	120	Local	Local	N/A
365	Randwick Park	Manukau Station – Homai Station – Russel Road – Manurewa Station – Randwick Park – Takaanini Station – Porchester Road – Papakura Station	64	120	Connector	Connector	N/A
366	The Gardens	Manurewa Station – Alfriston Road – The Gardens – Everglade Drive – Manukau Station	64	120	Connector	Connector	N/A
372	Keri Hill loop	Papakura Town Centre – Papakura Station – Sheehan Avenue – Clevedon Road – Papakura Station – Papakura Town Centre (loop)	65	120	Connector	Connector	N/A
373	Red Hill	Papakura Town Centre – Papakura Station – Settlement Road – Red Hill	65	120	Local	Local	N/A
377	Rosehill	Papakura Town Centre – Elliot Street – Rosehill	65	120	Connector	Connector	Route will extend to Park Estate from late 2025 as area develops
378	Hingaia loop	Papakura Station – Karaka Lakes – Karaka Harbourside – Papakura Station (loop	65	120	Connector	Connector	Route will change to improve coverage of Hingaia from late 2025 as area develops , with first changes from late 2025
379	Clarks Beach	Clarks Beach – Kingseat – Te Hihi – Hingaia Road – Papakura Station	N/A	120	N/A	Rural Township	New route by 2026 with changes to Franklin services as part of new Southern train stations
384	Ramarama	Ramarama – Maketu Road – Drury Station	N/A	120	N/A	Connector	New route from 2026 with Drury Station opening
391	Pukekohe Northeast loop	Pukekohe Station – Valley Road – Cape Hill Road – Pukekohe Station (loop)	67	N/A	Connector	N/A	Replaced by AT Local by 2025
392	Pukekohe Northwest loop	Pukekohe Station – Kayes Road – Birdwood Road – Helevetia Road – Pukekohe Station	67	N/A	Connector	N/A	Replaced by AT Local by 2025
393	Pukekohe South loop	Pukekohe Station – Svendsen Road – Kitchener Road – Beresford Road – Pukekohe Station	67	N/A	Connector	N/A	Replaced by AT Local by 2025

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
394	Paerata Road	Pukekohe Station – Paerata Road – Papakura Station	67	120	Connector	Connector	Current route will be redirected to end at Paerātā Station when it opens in 2026
395	Waiuku peak	Waiuku – Kingseat – Te Hihi – Hingaia Road – Papakura Station	67	N/A	Peak	N/A	Withdrawn by 2026 with changes to Franklin services as part of new Southern train stations
396	Waiuku	Waiuku – Patumahoe – Pukekohe Station	67	120	Rural Township	Local	Route upgraded by 2026 with changes to Franklin services as part of new Southern train stations
501	Kennedy Point	Kennedy Point – Jellicoe Parade – Oneroa -Matiatia	24	107	Local	Local	N/A
502	Rocky Bay	Rocky Bay – Ostend – Palm Beach – Blackpool – Oneroa – Matiatia	24	107	Connector	Connector	N/A
503	Waiheke summer	Matiatia – Oneroa Route operates to Oneroa only (one-way)	24	107	Local (summer only)	Local (summer only)	N/A
661	Selwyn Village	Selwyn Village – Pt Chevalier – Mt Albert – St Lukes	N/A	121	N/A	Local	New route from 2024 with upgrade of 650 to 65
705	Meadowlands peak	Howick – Litten Road – Meadowlands – Eastern Busway – Panmure Station	N/A	118	N/A	Peak	New route from 2027 with opening of Eastern Busway
706	Ormiston peak	Ormiston Town Centre – Murphys Road –Chapel Road – Eastern Busway – Panmure Station	N/A	118	N/A	Peak	New route from 2027 with opening of Eastern Busway
711	Reeves Road	Howick – Union Road – Cascades Road – Reeves Road – Eastern Busway – Panmure Town Centre – Panmure Station	52	118	Local	Connector	Route upgraded to Connector from 2027

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
712	Bucklands Beach	Bucklands Beach – Farm Cove – Pakuranga Road – Eastern Busway – Panmure Town Centre – Panmure Station	52	118	Connector	Connector	Additional peak and evening trips from 2027
733	Aviemore Drive	Botany Town Centre – Aviemore Drive – Highland Park – Bucklands Beach	52	118	Local	Connector	Route upgraded to connector from 2027
734	Botany Road	Botany Town Centre – Botany Road – Highland Park – Prince Regent Drive – Half Moon Bay	52	N/A	Local	N/A	Route upgraded to connector and then replaced by 354 from 2027 with AirportLink extension and Eastern bus service changes
735	Cockle Bay	Botany Town Centre – Meadowlands – Cockle Bay – Howick – Macleans Road – Half Moon Bay	52	N/A	Local	N/A	Route upgraded to connector and then replaced by 356 from 2027 with AirportLink extension and Eastern bus service changes
738	Pine Harbour	Maraetai – Beachlands – Pine Harbour	N/A	118	N/A	Local	New route from 2025
739	Beachlands	Maraetai – Beachlands – Whitford – Ormiston Town Centre – Botany Town Centre	52	118	Local	Local	Route via Ninth View Avenue from 2024. Beachlands loop will become two-way
744	Mt Taylor	Panmure Station – Pilkington Road – Glen Innes – Line Road – Mt Taylor Drive – St Heliers	14	104	Connector	Connector	Additional peak and evening trips from 2027
747	Stonefields	Glen Innes – Stonefields – Lunn Avenue – Panmure Station	14	104	Connector	Connector	N/A
751	Marua Road	Panmure Town Centre – Panmure Station – Marua Road – Remuera Road – Newmarket Station	12	106	Connector	Connector	Additional peak and evening trips from 2027
755	Portland Road	Benson Road – Remuera Town Centre – Portland Road – Brighton Road – Gladstone Road – The Strand – Britomart	17	104	Connector	Connector	Route extended from 2026, with additional evening trips, operating Ōrākei Station – Britomart via Remuera

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
774	Long Drive peak	Chesterfield Road – Long Drive – Melanesia Road – Kohimarama – Mission Bay – Okahu Bay – Tamaki Drive – Britomart	16	106	Peak	Peak	Route extended to Wynyard Quarter from 2028
775	Glendowie peak	Glendowie loop – St Heliers – Kohimarama – Mission Bay – Okahu Bay – Tamaki Drive – Britomart	16	N/A	Peak	Peak	N/A
781	Victoria Avenue	Mission Bay – Orakei – Victoria Avenue – Remuera Town Centre – Newmarket – Museum	17	104	Connector	Connector	N/A
782	Meadowbank	Mission Bay – Kohimarama Road – Meadowbank Station – Grand Drive – Ellerslie Town Centre – Barrack Road – Sylvia Park	14	104	Local	Connector	Route upgraded to Connector from 2027
783	Eastern Suburbs loop	St Heliers – Glendowie – St Heliers Bay Road – Eastridge – Kupe Street – Mission Bay – Melanesia Road – St Heliers	14	104	Local	Local	N/A
801	Bayswater	Bayswater Wharf – Belmont – Northboro Road – Hauraki – Takapuna – Akoranga Station	43	113	Connector	Connector	N/A
802	Bayswater peak	Bayswater – Belmont – Northboro Road – Hauraki – Victoria Park – Wellesley Street	43	113	Peak	Peak	N/A
805	Ngataringa Road	Belmont – Ngataringa Road – Devonport	43	113	Local	Local	Improved to an hourly service, 7 days a week, from 2026
806	Stanley Point	Stanley Point – Calliope Road – Devonport	43	113	Connector	Connector	N/A
807	Cheltenham	Devonport – Cheltenham Road – Vauxhall Road – Devonport (loop)	43	113	Connector	Connector	N/A
842	Crown Hill peak	Greville Reserve – East Coast Road – Shakespeare Road – Smales Farm Station	44	113	Peak	Peak	Additional trips from 2026
843	Sunnynook	Constellation Station – Sunnynook Road – East Coast Road – Milford – Hurstmere Road – Takapuna – Akoranga Station	44	113	Connector	Connector	Additional evening trips from 2026

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
845	Nile Road	Milford – Nile Road – Smales Farm Station – North Shore Hospital – Dominion Street – Takapuna	36	113	Local	Local	N/A
856	Beach Road	Albany Station – Glenvar Road – Torbay – Browns Bay – Mairangi Bay – Campbells Bay – Milford – Smales Farm Station – North Shore Hospital - Takapuna	45	111	Connector	Connector	Route via Rising Parade once East Coast and Glenvar Roads intersection signalised from 2027
861	Long Bay	Long Bay – Torbay – Albany Station – Massey University – Constellation Station	45	111	Connector	Connector	Additional peak, daytime, and evening trips from 2026.
864	Rosedale Road	Browns Bay – Browns Bay Road – Rosedale Station – Albany Highway – Albany Village	N/A	111	N/A	Connector	New route once Rosedale Station opens in 2027
865	Oaktree Avenue	Browns Bay – Oaktree Avenue – Greville Road – Albany Station	45	111	Connector	Connector	Route changed to Browns Bay – Massey University (not Albany Station) via Rosedale Station from 2027
866	Northern Busway and Newmarket	Albany Station – Northern Busway – Ponsonby – Karangahape Road – Auckland City Hospital – Newmarket	42	115	Weekday Connector	Weekday Connector	N/A
871	Forrest Hill Road	Constellation Station – Forrest Hill Road – Smales Farm Station – Takapuna	44	113	Connector	Connector	N/A
878	East Coast Road	Browns Bay – Glamorgan Road – East Coast Road – Constellation Station	45	111	Connector	Connector	N/A
883	Schnapper Rock	Schnapper Rock – Constellation Station	34	111	Connector	Connector	Additional evening trips from 2027
884	North Harbour Industrial loop anticlockwise	Constellation Station – Apollo Drive – Rosedale Road –William Pickering Drive – Constellation Station (loop)	34	111	Weekday Connector	Weekday Connector	N/A

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
885	North Harbour Industrial loop clockwise	Constellation Station – William Pickering Drive – Rosedale Road – Apollo Drive – Constellation Station (loop)	34	111	Weekday Connector	Weekday Connector	N/A
888	Gills Road loop	Albany Station – Fairview Heights – Albany Heights – Albany Village – Albany Station (loop)	N/A	111	N/A	Connector	New route from 2027
889	Hugh Green Drive	Albany Station – Hugh Green Drive – Constellation Station	34	111	Connector	Connector	Amended to Albany Station - Rosedale Station from 2027
901	Wairau Valley	Constellation Station – Unsworth Heights – Wairau Valley – Smales Farm Station	36	113	Local	Connector	Additional peak and daytime trips from late 2027
902	Upper Harbour Drive	Orwell Road – Upper Harbour Drive – Sunset Road – Constellation Station	N/A	111	N/A	Connector	New route from 2025 to cover Upper Harbour Drive after introduction of route 12
906	Windy Ridge	Constellation Station – Totaravale – Glenfield – Windy Ridge – Archers Road – Smales Farm Station	36	112	Local	Connector	Windy Ridge two-way once Roberts and Glenfield Roads intersection signalised from late 2027
907	Campbells Bay	Campbells Bay – Archers Road – Sunnynook Station – Target Road – Constellation Station	36	113	Local	Local	Route extended to Rosedale Station from Campbells Bay from 2027, with additional evening trips
917	Albany Highway	Albany Station – Albany Village – Albany Highway – Glenfield – Highbury – Birkenhead Wharf	35	112	Connector	Connector	N/A
923	Northcote	Akoranga Station – Coronation Road – Hillcrest Avenue – Ocean View Road – Northcote Town Centre – Sylvan Avenue – Victoria Park – Wellesley Street	37	113	Connector	Connector	Additional evening trips from late 2027
924	Northcote peak	Sunnybrae Road – Coronation Road – Hillcrest Avenue – Ocean View Road – Northcote Town Centre – Onewa Road – Victoria Park – Wellesley Street Route operates to City Centre only (one-way)	37	113	Peak	Peak	N/A

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
926	Hillcrest	Glenfield – Chartwell Avenue – Mountbatten Avenue – Pupuke Road – Northcote Town Centre – Akoranga Station	36	112	Connector	Connector	N/A
928	Northcote Point	Smales Farm – Northcote Town Centre – Northcote Point	36	112	Local	Connector	Route upgraded to Connector from 2026
931	Chatswood	Chatswood – Chelsea View Road – Highbury	39	112	Local	Local	N/A
933	Verbena Road	Beach Haven Wharf – Verbena Road – Highbury – Victoria Park – Britomart – Universities	39	112	Local	Connector	Route upgraded to Connector (adding weekend service) from 2026
939	Windy Ridge peak	Windy Ridge – Glenfield Road – Onewa Road – Victoria Park – Britomart – Universities	35	112	Peak	Peak	Windy Ridge two-way once Roberts and Glenfield Roads intersection signalised from late 2027
941	Kaipātiki	Verrans Corner – Beach Haven – Glenfield – Smales Farm – North Shore Hospital - Takapuna	38	112	Connector	Connector	N/A
966	Highbury and Newmarket	Highbury – Ponsonby – Karangahape Road – Newmarket Some trips extend to Beach Haven via Verrans Corner	39	112	Weekday Connector	Weekday Connector	N/A
981	Orewa	Waiwera – Hatfields Beach – Orewa – Silverdale – Hibiscus Coast Stations	46	116	Connector (to Orewa)	Connector (to Orewa)	N/A
982	Whangaparāoa	Gulf Harbour – Little Manly – Stanmore Bay – Silverdale – Hibiscus Coast Station	46	116	Connector (to Little Manly)	Connector (to Little Manly)	Will be reviewed alongside future of Gulf Harbour Ferry - to be confirmed in the 2025 RPTP update.
983	Red Beach	Gulf Harbour – Manly – Pacific Plaza – Red Beach – Silverdale – Hibiscus Coast Station	46	116	Local	Local	Will be reviewed alongside future of Gulf Harbour Ferry - to be confirmed in the 2025 RPTP update.
984	Maygrove	Orewa – Evelyn Page Retirement Village – Maygrove Village – Orewa – Red Beach – Silverdale – Hibiscus Coast Station	46	116	Local	Local	N/A

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
985	Millwater	Orewa – Millwater – Silverdale – Hibiscus Coast Station	46	116	Connector	Connector	N/A
986	Dairy Flat	Hibiscus Coast Station – Dairy Flat Highway – Albany Village – Albany Station	44	116	Local	Local	N/A
987	West Hoe Heights	Orewa – West Hoe Heights – Ara Hills – Hibiscus Coast Station	N/A	116	N/A	Connector	New route from 2027
988	Gulf Harbour Ferry Connection	Pacific Plaza – Gulf Harbour – Army Bay – Gulf Harbour Wharf	46	N/A	Local	Local (until at least 2028)	Will be reviewed alongside future of Gulf Harbour Ferry - to be confirmed in the 2025 RPTP update.
989	Milldale	Hibiscus Coast Station – Milldale	47	116	Connector	Connector	Route will extend to cover more of the Milldale area as development continues, and connect to Silverdale once Highgate Bridge completed (from 2027)
995	Warkworth	Warkworth – Hibiscus Coast Station	48	116	Rural Township	Connector	Route upgraded to Connector from 2027.
996	Snells Beach	Algies Bay – Snells Beach – Warkworth	48	116	Rural Township	Local	Route upgraded to Local from 2027
997	Matakana	Omaha – Point Wells – Matakana – Warkworth	48	116	Rural Township	Local (to Matakana)	Route to be upgrade to Local between Matakana and Warkworth from 2027
998	Wellsford	Wellsford – Warkworth	48	116	Rural Township	Rural Township	N/A

Ferry Services

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
DEV	Devonport Ferry	Devonport – Downtown	802	802	Connector	Connector	20-minute peak timetable will be reinstated by 2025.
BIRK	Birkenhead Ferry	Birkenhead – Northcote Point – Downtown	Not currently in a unit	803	Local	Local	Additional weekend trips (from 2026). Northcote Point stop potentially removed from 2026 to enable half-hourly peak service to Birkenhead. This change will be subject to a review of patronage and will be confirmed in the 2025 update to the RPTP.
BAYS	Bayswater Ferry	Bayswater – Downtown	Not currently in a unit	803	Local	Local	Half-hourly peak timetable will be reinstated by 2025. Additional weekend trips (from 2026)
HOBS	Hobsonville Ferry	Beach Haven – Hobsonville Point – Downtown	802	802	Local	Local	Additional peak (from 2027), midday and evening (from 2025) trips.
WSTH	West Harbour Ferry	West Harbour – Downtown	Not currently in a unit	803	Local	Local	Additional peak capacity (from 2025) and midday/ evening (from 2024) trips.
HMB	Half Moon Bay Ferry	Half Moon Bay – Downtown	802	802	Local	Local	40-minute peak timetable reinstated by 2025, additional weekend trips (from 2026), and additional peak capacity (from 2028).
PINE	Pine Harbour Ferry	Pine Harbour – Downtown	Not currently in a unit	803	Local	Local	Additional peak capacity (from 2025), and weekend (from 2025) and midday trips (from 2028)

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
GULF	Gulf Harbour Ferry	Gulf Harbour – Downtown	802	N/A	Local	Local (until at least 2028)	Regular timetable will be reinstated by 2025. Existing contract expires in 2028. Continuation of the service beyond this point is subject to a study AT will undertake into the future transport needs of the Whangaparāoa peninsula. The future plan will be confirmed in the 2025 update to the RPTP
RAK	Rakino Island Ferry	Rakino Island – Downtown	Not currently in a unit	803	Targeted	Targeted	N/A

Train Services

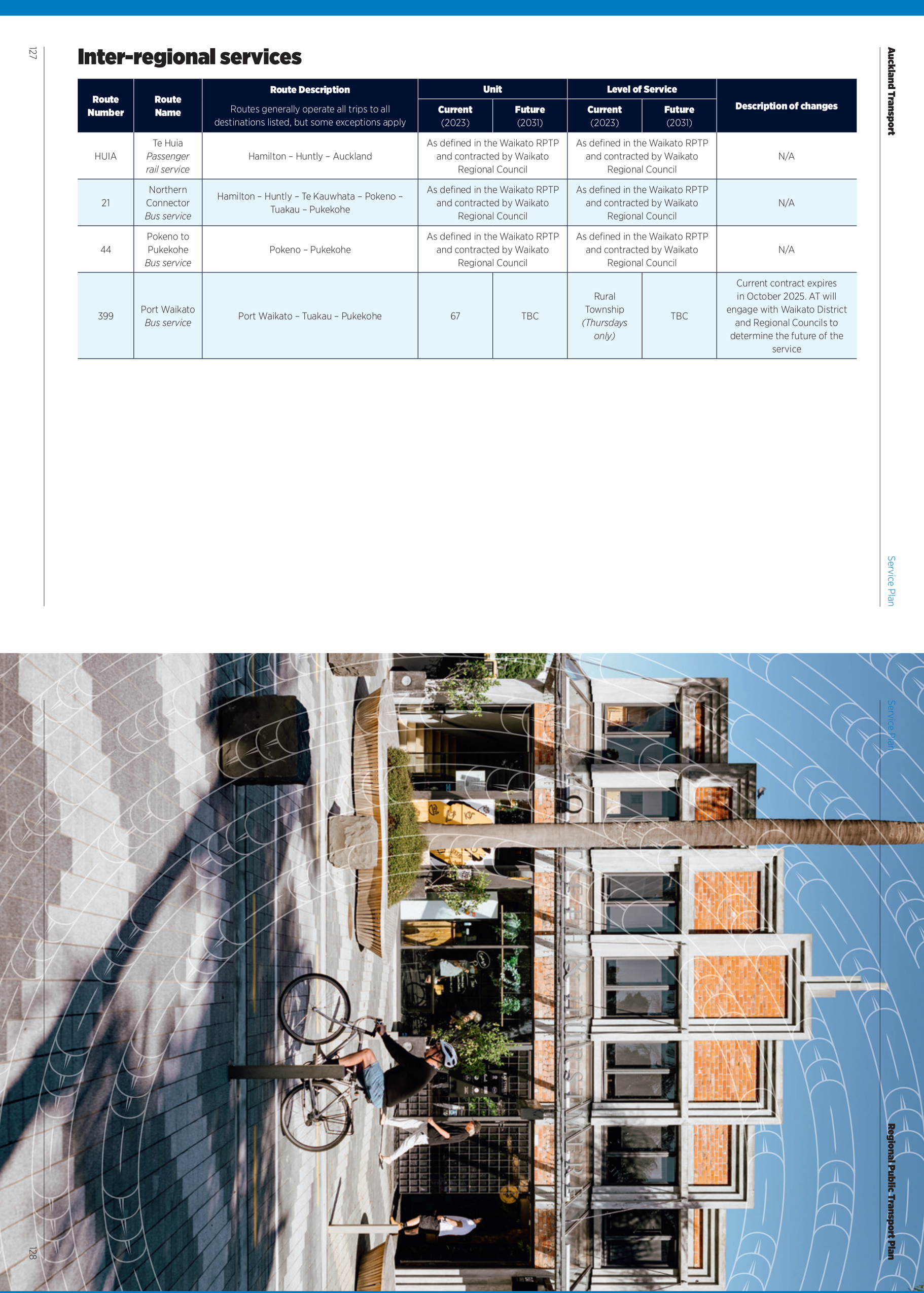
Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
EAST	Eastern Line	Manukau – Britomart via Newmarket	Train	Train	Rapid (at peak times) Connector (other times	See future EWL line	Combined with Western Line when City Rail Link opens in 2026
WEST	Western Line	Swanson – Britomart via Newmarket	Train	Train	Rapid (at peak times) Connector (other times	See future EWL line	Combined with Eastern Line when City Rail Link opens in 2026
EWL	East-West Line	Swanson – Manukau via City Rail Link stations	Train	Train	See current EAST and WEST lines	Rapid	New service when City Rail Link opens in 2026
STH becomes SHL	Southern Line	Papakura – Britomart via Newmarket Becomes Pukekohe – Ōtāhuhu via City Rail Link stations. Some trips will operate limited stops	Train	Train	Rapid (at peak times) Connector (other times	Rapid	Service will change when City Rail Link opens in 2026
ONE becomes OWL	Onehunga Line Becomes Onehunga and Western Line	Onehunga – Britomart via Newmarket Becomes Onehunga – Henderson via Grafton	Train	Train	Connector	Connector	When City Rail Link opens in 2026, trains will run Onehunga to Maungawhau. Extension to Henderson will happen later by 2027.

On-demand Services

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
LOCAL	AT Local	Service area covering Waiata Shores, Conifer Grove, Takaanini, Kauri Flats, Papakura Town Centre	Not currently in a unit	120	5:30am to 9:30pm weekdays 6:30am to 8:30pm weekends	5:30am to 9:30pm weekdays 6:30am to 8:30pm weekends	Service zone and operational hours may change subject to changes in demand
LOCAL	AT Local	Service area covering Pukekohe	Not currently in a unit	120	5:30am to 9:30pm weekdays 6:30am to 8:30pm weekends	5:30am to 9:30pm weekdays 6:30am to 8:30pm weekends	Introduced from 2025 alongside withdrawal of 391, 392 and 393 bus routes

Inter-regional services

Route Number	Route Name	Route Description Routes generally operate all trips to all destinations listed, but some exceptions apply	Unit		Level of Service		Description of changes
			Current (2023)	Future (2031)	Current (2023)	Future (2031)	
HUIA	Te Huia *Passenger rail service*	Hamilton – Huntly – Auckland	As defined in the Waikato RPTP and contracted by Waikato Regional Council		As defined in the Waikato RPTP and contracted by Waikato Regional Council		N/A
21	Northern Connector *Bus service*	Hamilton – Huntly – Te Kauwhata – Pokeno – Tuakau – Pukekohe	As defined in the Waikato RPTP and contracted by Waikato Regional Council		As defined in the Waikato RPTP and contracted by Waikato Regional Council		N/A
44	Pokeno to Pukekohe *Bus service*	Pokeno – Pukekohe	As defined in the Waikato RPTP and contracted by Waikato Regional Council		As defined in the Waikato RPTP and contracted by Waikato Regional Council		N/A
399	Port Waikato *Bus service*	Port Waikato – Tuakau – Pukekohe	67	TBC	Rural Township *(Thursdays only)*	TBC	Current contract expires in October 2025. AT will engage with Waikato District and Regional Councils to determine the future of the service



School bus services

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S001	Everglades to Manurewa High and Greenmeadows	Yes	Yes	64	120
S001	Onehunga High to Māngere East	No	Yes	61	119
S001	Royal Oak Intermediate to Favona	No	Yes	61	119
S001	Birkenhead College to Beach Haven	No	Yes	39	112
S001	Hobsonville Primary to Massey West	No	Yes	29	109
S002	Onehunga High to Favona	No	Yes	61	119
S002	Clendon to Manurewa and Greenmeadows	Yes	No	64	120
S002	Royal Oak Intermediate to Māngere Bridge	No	Yes	61	119
S002	Hatfields Beach to Orewa Schools	Yes	Yes	47	116
S002	Manurewa Schools to Clendon	No	Yes	64	120
S002	Birkenhead College and Birkdale Intermediate to Chivalry Road	No	Yes	38	112
S003	Flat Bush to Alfriston Sch and Takanini to Alfriston College	Yes	No	64	120
S003	Onehunga High to Māngere Bridge	No	Yes	61	119
S003	Royal Oak Intermediate to Māngere	No	Yes	61	119
S003	Seventh Day Adventist Primary to Māngere Town Centre	No	Yes	63	119
S003	Alfriston School to Flat Bush and Alfrsiton College to Takanini	No	Yes	64	120
S003	Carmel and Westlake Schools to Chatswood	No	Yes	39	112
S004	Weymouth and Wattle Downs to Manurewa High	Yes	Yes	64	120
S004	Army Bay to Orewa College	Yes	Yes	47	116
S004	Birkenhead College to Highbury	No	Yes	39	112
S005	Onehunga High to Māngere	No	Yes	61	119
S005	Kaurilands to Green Bay High School	Yes	Yes	25	108
S005	Arkles Bay and Manly to Orewa College	Yes	Yes	47	116
S006	Titirangi to Remuera Schools	Yes	Yes	25	108
S006	Glen Eden to Green Bay High School	Yes	Yes	25	108
S006	Stanmore Bay to Orewa College Via Vipond Rd	Yes	Yes	47	116
S006	Beach Haven to Westlake Schools	Yes	Yes	38	112
S007	Brightside Rd to Orewa College	Yes	Yes	47	116
S007	Salisbury Rd to Westlake Schools	Yes	No	38	112

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S007	Oratia to Green Bay High School	Yes	Yes	25	108
S008	Blockhouse Bay Intermediate to New Lynn	Yes	Yes	25	108
S008	Bayview to Westlake School	Yes	Yes	35	112
S008	Smales Farm and East Coast Rd to Kingsway School	Yes	Yes	47	116
S009	Glenfield to Westlake Schools	Yes	Yes	36	112
S009	Onewa Rd to Westlake Schools	Yes	No	38	112
S009	Torbay to Kingsway School	Yes	Yes	47	116
S009	Westlake Girls to Verrans Corner	No	Yes	38	112
S010	Sandringham to Ponsonby International	Yes	Yes	7	101
S010	Greenhithe to Kingsway School	Yes	Yes	47	116
S010	Westlake Girls to Beach Haven	No	Yes	38	112
S011	Blockhouse Bay Intermediate to New Lynn Via Green Bay	No	Yes	25	108
S012	Gulf Harbour to Kingsway School	Yes	Yes	47	116
S012	Ōtāhuhu Intermediate to Māngere Town Centre	No	Yes	62	119
S012	Spinella Drive to Glenfield Intermediate Primary	Yes	No	38	112
S012	Beach Haven to Northcote Schools and Takapuna	Yes	No	38	112
S012	Avondale College to New Lynn	No	Yes	28	108
S012	Takapuna Normal Intermediate to Beach Haven	No	Yes	38	112
S013	Ōtara to Edgewater College	Yes	Yes	63	119
S013	Glendene to Rutherford College	Yes	Yes	27	108
S013	Stanmore Bay to Kingsway School	Yes	No	47	116
S013	Rangitoto College to Unsworth Heights	No	Yes	45	111
S013	Kingsway School to Stanmore Bay	No	Yes	47	116
S014	St Josephs School to Sunnynook	No	Yes	44	113
S014	Beach Haven to Northcote Schools	Yes	Yes	35/39	112
S014	Manly to Kingsway School	Yes	Yes	47	116
S015	Glendene to Avondale College	Yes	Yes	26	108
S015	Bayview to Westlake Girls	Yes	Yes	39	112
S015	Long Bay Primary to Torbay	No	Yes	45	111

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S015	Northcote College to Wairau Road	No	Yes	35	112
S015	Westlake Girls to Glenfield Mall	No	Yes	35	112
S016	Greenhithe to Albany Junior High School	Yes	Yes	33	111
S016	Rothesay Bay Shops to Westlake Schools	Yes	No	44	113
S017	Bayswater to Westlake Schools	Yes	No	43	113
S017	Devonport to Westlake Schools	Yes	Yes	43	113
S017	Ōtāhuhu Schools to Mt Wellington	No	Yes	62	119
S017	Hibiscus Coast Station to Whangaparāoa College	Yes	Yes	47	116
S017	Greenhithe to Albany High Schools via Upper Harbour Drive	Yes	Yes	33	111
S018	Orewa to Whangaparāoa College	Yes	Yes	47	116
S018	Wairau Valley to Westlake Schools	Yes	No	35	112
S019	Whangaparāoa College to Army Bay	No	Yes	47	116
S019	Gulf Harbour School to Whangaparāoa College	Yes	Yes	47	116
S019	Army Bay to Whangaparaoa College	Yes	No	47	116
S020	Gulf Harbour to Whangaparāoa College	Yes	Yes	47	116
S020	Westlake Schools to Albany via Albany Highway	No	Yes	34	111
S020	Beach Haven to Rosmini and St Josephs	Yes	Yes	39	112
S021	Gulf Harbour to Whangaparāoa College	Yes	Yes	47	116
S022	Henderson to Rangeview Intermediate via Glendene	Yes	Yes	27	108
S022	Gulf Harbour to Stella Maris School	Yes	Yes	47	116
S022	St Josephs School to Takapuna via Milford and Crown Hill	No	Yes	44	113
S023	Takapuna to East Coast Bays Schools	Yes	No	44	113
S023	Westlake Schools to Totara Vale	No	Yes	44	113
S023	Birkdale Intermediate to Beach Haven	No	Yes	38	112
S024	Northcross Intermediate to Hibiscus Coast Station via Glamorgan Drive	No	Yes	47	116
S025	Wood Bay to Titirangi Schools	Yes	Yes	25	108
S025	Hatfields Beach to Rangitoto College	Yes	Yes	47	116
S025	Westlake Schools to Torbay	No	Yes	45	111
S025	Birkdale Intermediate to Highbury	No	Yes	38	112

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S026	Gulf Harbour to Northcross Intermediate	Yes	Yes	47	116
S026	Westlake Girls to Pinehill	No	Yes	45	111
S027	Milford to East Coast Bays Schools	Yes	No	44	113
S027	Stanmore Bay to Long Bay College	Yes	Yes	47	116
S027	Carmel College to Beach Haven via Lake Rd	No	Yes	39	112
S027	Sunnynook to East Coast Bays Schools	Yes	No	44	113
S028	Whenuapai to North Shore Schools	Yes	Yes	33	110
S028	Long Bay College to Northcross Intermediate	Yes	No	47	116
S028	Rangitoto College to Sunnynook	No	Yes	44	113
S028	Northcote Intermediate and St Marys Primary to Chatswood	No	Yes	39	112
S028	Northcross Intermediate to Long Bay College	No	Yes	47	116
S029	Red Beach to Northcross and Rangitoto College	Yes	Yes	47	116
S029	Massey and West Harbour to North Shore Schools	Yes	Yes	33	110
S029	Westlake Schools to Rothesay Bay	No	Yes	44	113
S029	Northcote Intermediate and St Marys Primary to Maritime Terrace	No	Yes	39	112
S030	Northcote College to Chatswood and Beach Haven	No	Yes	39	112
S031	McAuley High to Ōtara Town Centre	No	Yes	62	119
S031	Ōtara Town Centre to De La Salle College	Yes	No	62	119
S031	Pinehill to Westlake Schools	Yes	No	45	111
S031	St Johns Schools to Forrest Hill	No	Yes	45	111
S031	West Harbour and Greenhithe to North Shore Schools	Yes	Yes	33	110
S032	Westlake Boys to Browns Bay	No	No	45	111
S032	Northcote Intermediate and St Marys Primary to Hillcrest	Np	Yes	36	112
S033	Long Bay to Westlake Schools	Yes	No	45	111
S033	Westlake Boys to Northcross	No	Yes	45	111
S033	Rosmini College to Verrans Corner	No	Yes	39	112
S034	Westlake Boys to Takapuna via Milford and Crown Hill	No	Yes	44	113
S035	Mt Wellington to Ōtāhuhu Schools	Yes	No	62	119
S035	St Marys Primary to Beach Haven	No	Yes	39	112

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S036	Westlake Girls to Campbells Bay	No	Yes	45	111
S036	St Marys Primary to Bayview	No	Yes	33	111
S037	Glenfield to Westlake Schools via Marlborough	Yes	No	36	112
S038	Northcote Intermediate to Verrans Corner via Onewa Road and Highbury	No	Yes	39	112
S039	Kaukapakapa to Hibiscus Coast Station	Yes	No	47	116
S040	Hibiscus Coast Station to Orewa College via Millwater Parkway	Yes	Yes	46	116
S041	Māngere to Ōtāhuhu Schools	Yes	No	62	119
S041	Torbay to Westlake Schools	Yes	No	45	111
S042	Campbells Bay Primary to Forrest Hill	No	Yes	44	113
S042	Albany to Westlake Schools	Yes	Yes	34	111
S042	Castor Bay to Campbells Bay Primary	Yes	No	44	113
S043	Torbay to Rangitoto College via Murrays Bay Intermediate	Yes	No	47	116
S044	Westlake Girls to Silverdale	No	Yes	46	116
S045	Orewa to Westlake Schools	Yes	No	46	116
S045	Long Bay College to Windsor Park	No	Yes	45	111
S046	Orewa to Rosmini College and Westlake Boys	Yes	No	46	116
S046	De La Salle College to Ōtara	No	Yes	63	119
S046	St Josephs School to Orewa	No	Yes	46	116
S046X	St Josephs to Silverdale Express	No	Yes	46	116
S046	Carmel College and Westlake Girls to Glenfield	No	Yes	37	113
S047	Gulf Harbour to Westlake Girls and Carmel College	Yes	Yes	46	116
S048	Northcross to East Coast Bays Schools	Yes	No	45	111
S049	Kowhai Road to Long Bay College	Yes	No	45	111
S049	Westlake Boys to Manly	No	Yes	46	116
S049	St Josephs and Rosmini College to Browns Bay	No	Yes	45	111
S050	Orewa College to Hibiscus Coast Station via Bankside Drive	No	Yes	46	116
S050	West Harbour to Waitakere Schools and Holy Cross School	Yes	Yes	29	109
S050	Waitakere Schools to West Harbour	No	Yes	29	109
S051	Campbells Bay Primary to Milford	No	Yes	44	113

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S051	Middlemore to Seventh Day Adventist Primary	Yes	Yes	63	119
S051/ S052	Sunnynook to Westlake Schools	Yes	Yes	44	113
S052	Wairau Valley to Westlake Schools via Sunnynook	No	Yes	44	113
S053	Parrs Park to Avondale College	Yes	Yes	28	108
S053	Campbells Bay to Westlake Schools	Yes	No	44	113
S053	Long Bay College to Murrays Bay	No	Yes	45	111
S053	Unsworth to Westlake Schools	Yes	No	36	112
S053	Westlake Boys to Campbells Bay	No	Yes	44	113
S054	Totara Vale to Westlake Schools via Sunnynook	Yes	No	44	113
S054	St Johns School to Milford	No	Yes	44	113
S055	Conifer Grove to Rosehill Schools	Yes	No	64	120
S055	Papakura to McAuley High	Yes	Yes	64	120
S055	Rosehill College to Conifer Grove	No	Yes	64	120
S055	Westlake Schools to Wairau Valley	No	Yes	36	113
S056	Wattle Downs to Rosehill Schools	Yes	No	64	120
S056	Forest Hill to Avondale College	Yes	Yes	28	108
S056	Rosehill College to Manurewa via Wattle Downs	No	Yes	64	120
S056	Carmel College to Glenfield	No	Yes	36	112
S057	Rosehill College to Waitaia Shores	No	Yes	64	120
S057	Westlake Schools to Glenfield	No	Yes	44	113
S058	Favona to Onehunga Schools	Yes	No	61	119
S058	Manurewa Station to Rosehill Schools	Yes	No	64	120
S058	Rosehill College to Manurewa	No	Yes	64	120
S058	Rosehill Intermediate to Manurewa Station via Conifer Grove	No	Yes	64	120
S058	Torbay School to Long Bay	No	Yes	45	111
S059	Māngere to Onehunga Schools	Yes	No	61	119
S059	Papakura to De La Salle College	Yes	Yes	64	120
S059	Rangitoto College to Browns Bay Shops	No	Yes	45	111

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S060	Kumeū and Huapai to Kaipara College	Yes	Yes	30	109
S060	Meadowood to Albany Schools	Yes	Yes	34	111
S060	Albany Junior High to Meadowood	No	Yes	34	111
S060	St Johns School to Pinehill	No	Yes	45	111
S061	Albany Heights to Albany Schools	Yes	No	34	111
S061	Māngere Town Centre to Onehunga Schools	Yes	No	61	119
S061	Onehunga High To Māngere Town Centre	No	Yes	61	119
S061	Royal Oak Intermediate to Māngere Town Centre	No	Yes	61	119
S061	Albany Schools to Albany Heights	No	Yes	34	111
S061	Rangitoto College to Torbay	No	Yes	45	111
S062	Favona to Onehunga Schools via Māngere Bridge	Yes	No	61	119
S062	Takapuna to Takapuna Grammar	Yes	No	43	113
S062	Unsworth to Albany Primary	Yes	Yes	34	111
S062	Rangitoto College to Browns Bay Shops via Beach Rd	No	Yes	45	111
S063	Northcross Intermediate to Torbay	No	Yes	45	111
S064	Albany Station to Epsom and Remuera Schools	Yes	Yes	42	115
S064	One Tree Hill College to Ōtāhuhu	No	Yes	62	119
S065	Ōtāhuhu Town Centre to Ellerslie and Penrose Schools	Yes	No	62	119
S065	Rangitoto College to Takapuna via Beach Rd	No	Yes	44	113
S066	Rangitoto College to Takapuna	No	Yes	44	113
S067	One Tree Hill College To Ōtāhuhu Town Centre	No	Yes	62	119
S068	Carmel College to Beach Haven	No	Yes	39	112
S069	St Johns School to Albany	No	Yes	45	111
S070	Schnapper Rock to Upper Harbour Primary	Yes	Yes	34	111
S070	Long Bay College to Browns Bay Shops	No	Yes	45	111
S071	Pinehill to Long Bay College	Yes	Yes	45	111
S072	Titirangi to Avondale College	Yes	Yes	25	108
S072	Northcote College To Marlborough	No	Yes	37	113
S073	Ōtāhuhu to Edgewater College	Yes	Yes	62	119

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S073	Birkdale To Wairau Intermediate	Yes	No	35	112
S073	Woodlands Park to Glen Eden Intermediate	Yes	Yes	25	108
S073	Westlake Schools to Totara Vale via Sunnynook	No	Yes	44	113
S073	Wairau Intermediate to Birkdale	No	Yes	35	112
S074	Laingholm to Glen Eden Intermediate	Yes	Yes	25	108
S074	Windy Ridge to Westlake Schools	Yes	No	36	112
S074	Westlake Schools to Glenfield Shops	No	Yes	36	112
S075	Laingholm Primary to Green Bay High School	Yes	Yes	25	108
S075	Glenfield Intermediate to Beach Haven	No	Yes	38	112
S076	Laingholm to Green Bay High School	Yes	Yes	25	108
S076	Northcross Intermediate to Stella Maris	No	Yes	47	116
S076	Glenfield Schools to Windy Ridge	No	Yes	38	112
S076	Laingholm to Green Bay High School	Yes	Yes	25	108
S077	Verrans Corner to Glenfield Schools	Yes	No	38	112
S077	Janet Place to Woodlands Park	Yes	Yes	25	108
S078	Sunnynook to Glenfield College	Yes	Yes	36	112
S079	Chatswood to Birkenhead Schools	Yes	Yes	39	112
S080	Takapuna Grammar to Devonport	No	Yes	43	113
S080	Chatswood to Northcote Schools	Yes	No	39	112
S081	Belmont Intermediate to Stanley Bay	No	Yes	43	113
S081	Stanley Bay to Belmont Intermediate and Takapuna Grammar	Yes	Yes	43	113
S081	Hillcrest to Northcote Schools	Yes	Yes	37	113
S082	Stanley Bay To Belmont Schools	Yes	No	43	113
S082	Takapuna Grammar to Stanley Bay	No	Yes	43	113
S083	Devonport to Belmont Schools via Cheltenham	Yes	No	43	113
S083	Takapuna Grammar to Devonport via Cheltenham	No	Yes	43	113
S084	Māngere to St Josephs School (Onehunga)	Yes	Yes	61	119
S084	Belmont Intermediate to Devonport	No	Yes	43	113

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S087	Stanley Bay to Westlake Schools	Yes	Yes	43	113
S087	Te Huruhi School to Oneroa	No	Yes	24	107
S088	Waiheke High School to Rocky Bay	No	Yes	24	107
S089	Te Huruhi School to Rocky Bay	No	Yes	24	107
S089	Takapuna Normal Intermediate to Devonport	No	Yes	43	113
S090	Matiatia Wharf to Kennedy Point Schools	Yes	No	24	107
S091	Oneroa Beach to Waiheke High School	Yes	No	24	107
S092	Piemelon Bay Rd to Waiheke Schools	Yes	No	24	107
S093	Waiheke High School to Palm Beach	No	Yes	24	107
S094	Palm Road to Waiheke Primary	Yes	Yes	24	107
S094	Waiheke Primary to Palm Rd	No	Yes	24	107
S095	Te Huruhi School to Waiheke Rd	No	Yes	24	107
S096	Waiheke High School to Piemelon Bay Rd	No	Yes	24	107
S097	Rocky Bay to Waiheke Schools	Yes	No	24	107
S220	Waiheke High School to Oneroa	No	Yes	24	107
S400	Panmure to One Tree Hill College, Ellerslie School and St Marys School	Yes	Yes	55	104
S401	Mt Wellington to St Marys School and Ellerslie School	Yes	Yes	55	104
S402	Panama Rd to One Tree Hill College and Ellerslie Schools	Yes	Yes	17	104
S409	Glendowie and St Johns to Baradene College	Yes	Yes	16	106
S410	Panmure to Baradene via Marua Rd	Yes	Yes	55	104
S411	Panmure to Baradene via Stonefields	Yes	Yes	12	106
S412	Glen Innes to Baradene via West Tamaki Rd	Yes	Yes	12	106
S413	St Heliers to Baradene College	Yes	Yes	16	106
S414	Commerce Street to Sacred Heart	Yes	Yes	16	106
S415	Pakuranga to Sacred Heart College	Yes	Yes	55	117
S416	Botany to Sacred Heart College	Yes	Yes	55	117
S417	Ellerslie to Sacred Heart and Glendowie Colleges	Yes	Yes	12	106
S418	Balmoral to Sacred Heart and Glendowie Colleges	Yes	Yes	12	106
S419	Newmarket to Sacred Heart and Glendowie Colleges	Yes	Yes	12	106

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S420	Pakuranga to Bucklands Beach Intermediate and Macleans College via Farm Cove	Yes	Yes	52	118
S421	Burswood to Farm Cove Intermediate	Yes	Yes	52	118
S424	Bucklands Beach to Bucklands Beach Intermediate	Yes	Yes	52	118
S425	Botany to Bucklands Beach Intermediate and Macleans College	Yes	Yes	52	118
S426	Botany to Macleans College	Yes	Yes	52	118
S427	Flat Bush to Bucklands Beach Intermediate and Macleans Colle	Yes	Yes	52	118
S428	Botany to Bucklands Beach Intermediate and Macleans College	Yes	Yes	52	118
S430	Meadowlands to Owairoa Primary	Yes	Yes	52	118
S431	Botany to Howick College and Somerville Intermediate	Yes	Yes	52	118
S432	Howick College to Dannemora	No	Yes	52	118
S433	Redcastle Drive to Somerville Intermediate and Howick College	Yes	Yes	52	118
S434	Dannemora to Somerville Intermediate and Howick College	Yes	Yes	52	118
S435	Dannemora to Somerville Intermediate	Yes	Yes	52	118
S436	Flat Bush to Somerville Intermediate and Howick College	Yes	Yes	52	118
S437	Howick College to Flat Bush	No	Yes	52	118
S439	Our Lady Star of the Sea to Botany Downs	No	Yes	52	118
S440	Bucklands Beach to Sancta Maria	Yes	Yes	53	118
S441	Howick to Sancta Maria	Yes	Yes	53	118
S442	Cockle Bay to Sancta Maria	Yes	Yes	53	118
S443	Manukau Bus Station to Sancta Maria	Yes	Yes	53	118
S444	Manukau Bus Station to Howick Intermediate	Yes	Yes	53	118
S445	Howick Intermediate to Chapel Rd	No	Yes	53	118
S461	Middlemore Hospital to Papatoetoe Intermediate via Wallace Road	Yes	Yes	63	119
S462	Papatoetoe to Papatoetoe Intermediate	Yes	Yes	63	119
S463	Puhinui Road to Papatoetoe Schools	Yes	Yes	63	119
S464	Papatoetoe Intermediate to Clover Park	No	Yes	63	119
S465	Papatoetoe High to Middlemore	No	Yes	63	119
S500	St Marys College to Pt Chevalier Beach	No	Yes	19	121
S501	Britomart to St Marys College	Yes	Yes	3	121

Route Number	Route Name If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction	Trips operated		Unit	
		Morning	Evening	Current (2022)	Future (2031)
S505	Ponsonby to Western Springs Schools	Yes	Yes	3	121
S510	Lynfield To Auckland Grammar and St Peters College	Yes	Yes	9	105
S511	Lynfield to Waikowhai Intermediate	Yes	Yes	9	105
S512	Epsom Girls Grammar to Lynfield	No	Yes	9	105
S514	Remuera to Auckland Grammar via Lillington Rd	Yes	Yes	12	106
S515	Remuera to Auckland Grammar via Portland Rd	Yes	Yes	12	106
S516	Parnell to Auckland Grammar via Epsom Schools	Yes	Yes	17	104
S519	Ellerslie to Baradene	Yes	No	17	104
S520	Mt Roskill Shops to Epsom and Remuera Schools	Yes	Yes	9	105
S521	Glen Innes to Epsom Schools	Yes	Yes	12	106
S522	St Heliers to Epsom Schools	Yes	Yes	14 and 16	106
S523	Glendowie to Epsom Schools	Yes	Yes	16	106
S524	Remuera to Epsom Schools	Yes	Yes	17	104
S525	Herne Bay to Epsom Girls Grammar School	Yes	Yes	17	104
S530	Royal Oak Intermediate to Onehunga	No	Yes	17	104
S531	Onehunga High to Church St Onehunga	No	Yes	17	104
S539	Otahuhu to Sacred Heart College	Yes	Yes	55	104
S540	Sacred Heart to Glen Innes	No	Yes	16	106
S541	Remuera Primary to Ellerslie Shops	No	Yes	17	104
S542	Kohimarama to Remuera Intermediate via Meadowbank	Yes	Yes	12	106
S543	Remuera Intermediate to Kohimarama via St Johns Rd	No	Yes	12	106
S544	Meadowbank to Selwyn College	Yes	Yes	12	106
S545	Upland Rd Shops to Selwyn College	Yes	Yes	12	106
S546	Ellerslie to Selwyn College	Yes	Yes	12	106
S547	Panmure to Selwyn College via Stonefields	Yes	Yes	12	106
S548	St Ignatius to Glendowie	No	Yes	16	106
S549	Gowing Drive and Panapa Drive to St Thomas	Yes	Yes	12	106
S550	St Thomas to Gowing Drive and Gerard Way	No	Yes	12	106
S568	Onehunga to Waikowhai Intermediate	Yes	Yes	22	102
S813	Takapuna Grammar to Takapuna	No	Yes	43	113