**ATTACHMENT 1**

# Auckland Regional Public Transport Plan

## 2013

# Contents

# Foreword

Auckland needs first-rate transport infrastructure and services to remain internationally competitive. An effective transport system will allow for growth, help to attract and retain business, enhance the experience of passengers and - importantly - get goods moving.

The *Auckland Plan* calls for a transformational shift in public transport if Auckland is to achieve its vision to become the world's most liveable city. It identifies the *City Rail Link* as a major transport priority and sets a challenging but achievable target of doubling the number of passenger trips over the next 10 years.

This Auckland Regional Public Transport Plan represents an important development towards achieving this transformation. It outlines the public transport services that Auckland Transport proposes for the region over the next 10 years.

The success of the Northern Busway and the increasing popularity of public transport, resulting from on-going investment in infrastructure and services confirms that Aucklanders will use quality public transport. We know that there needs to be a continued focus on fast, frequent, reliable and cost-effective services, clean and good quality vehicles, shelter from the weather, and real time service information. Major investment and work on rail electrification, new electric trains and integrated ticketing will benefit passengers soon.

Despite these successes, however, Auckland's public transport system still has challenges to meet. A major review of public transport identified that significant changes are needed if we are to provide a simpler, connected network that can deliver better levels of service to Aucklanders and better connections to the places they want to go.

Current sources of funding won't cover everything that needs to be done, so a key focus over the next decade will be on enhancing performance and getting better value from existing investment. Changes to procurement arrangements, and increasing recovery of operating costs through fares, are two responses to a constrained funding environment.

The public transport system needs to improve in its delivery of economic and cost effective services. The new *Public Transport Operating Model* (PTOM) will help to achieve this by creating an environment of true partnership between the public and private sector in the design, procurement, and delivery of public transport services.

A key feature of this Plan is the introduction of a simpler, better connected public transport network that is more attractive to people who don't use it at present. This will involve changing the current way that Aucklanders use to catch the bus or train - including the need for some passengers to transfer at key interchanges. In return, the improved public transport system will offer more frequent and reliable transport over a longer time span, seven days a week, and easier access to more destinations.

Public feedback to the proposed network changes through the consultation process on this Plan has been overwhelmingly positive. This response gives us confidence that a transformation from the existing complex mix of public transport services to a mature city-wide network of connected, reliable and frequent services can be successfully achieved. Auckland Transport is committed to working with the community as we now move into the implementation phase.

# Executive summary

This Auckland Regional Public Transport Plan has been prepared by Auckland Transport. It replaces the existing 2010 Regional Public Transport Plan, and the Passenger Transport Network Plan prepared by the Auckland Regional Transport Authority in 2006.

This Plan describes the public transport network that Auckland Transport proposes for the region, identifies the services that are integral to that network over the next 10 years, and sets out the policies and procedures that apply to those services.

This Plan results from a number of recent changes to the planning and operating environment for public transport in Auckland, including:

- Changes to Auckland's governance, which enable Auckland Transport to integrate the provision of public transport services and infrastructure more effectively
- The new *Auckland Plan*, which calls for a transformational shift in public transport and sets a target of doubling the number of public transport passenger trips over the next 10 years
- A new legislative framework for public transport, which provides for implementation of the new *Public Transport Operating Model* (PTOM). This adopts a partnership approach between funders and providers, for the planning and development of public transport services
- The New Zealand Transport Agency (NZTA) requirement for regions to develop a farebox recovery policy to show the share of public transport operating costs to be recovered from users
- A major review of the public transport network, which has resulted in a series of proposed changes designed to improve network efficiency and effectiveness by making best use of the significant on-going investments in public transport infrastructure, including rail electrification, new electric trains, and integrated ticketing

A major focus of the Plan is on making the best use of available resources, and improving the frequency and range of travel options offered by public transport.

## Statutory requirements

The statutory provisions relating to the regulation and management of public transport are contained in Part 5 of the Land Transport Management Act 2003 (LTMA). This includes a set of principles that are intended to guide the actions of organisations such as Auckland Transport in undertaking their public transport functions. These principles include working in partnership with operators, the coordinated provision of services that will grow patronage, access for competitors, incentives to reduce reliance on subsidies, and transparency in planning and procurement of services.

Part 5 of the LTMA also sets out the matters that Auckland Transport must take into account in preparing a RPTP. The statutory purpose of the RPTP is to provide:

- A means for encouraging regional councils (including Auckland Transport) and public transport operators to work together in developing public transport services and infrastructure; and
- An instrument for engaging with the public in the region on the design and operation of the public transport network; and

- A statement of the public transport services that are integral to the public transport network; the policies and procedures that apply to those services; and the information and infrastructure that support those services.

## The Auckland Plan

The *Auckland Plan* identifies the transport system as crucial to achieving the vision for Auckland in 2041 as the world's most liveable city. The transport system also plays a key role in facilitating and supporting national economic growth and productivity.

The *Auckland Plan* identifies the need for a transformational shift in public transport and has set a number of challenging targets, including:

- Doubling public transport from 70 to 140 million trips by 2022 (subject to additional funding)
- Increasing non-car (walking, cycling and public transport) mode share in the morning peak from 23 to 45 per cent of all trips by 2040
- Increasing the proportion of all vehicular trips made by public transport into the city centre during the morning peak from 47 to 70 per cent by 2040
- Increasing the annual number of public transport trips per person from 44 to 100 by 2040
- Increasing the proportion of people living within walking distance of frequent public transport stops from 14 to 32 per cent by 2040

## Issues and challenges

A number of improvements to public transport have been made in recent years, resulting in a strong increase in passenger numbers. Total patronage has more than doubled since the low point in the early 1990s, and is now at its highest level since the late 1950s. Significant on-going investments in rail electrification, new electric trains, and integrated ticketing are expected to further boost patronage in the short-term.

Despite these successes, Auckland's public transport system still has shortcomings. The existing network of bus routes is complex, with around 400 different route variations. Many of these routes are infrequent, long, and indirect. This results in customer confusion and duplicated resources. Public transport in Auckland can be particularly hard to understand for visitors to the city and occasional users of the system. When compared to car travel, many public transport trips are slow due to long waits between services and slow boarding and travel times.

Auckland Transport is committed to addressing these issues - but must do so within a constrained public transport funding environment. For this reason, a major focus over the next decade will be on enhancing network performance and getting better value from the existing investment. To achieve this, the following combination of responses is included in this Plan:

- Changes to the network structure, in order to deliver better service levels and higher patronage within the existing level of resources
- More efficient procurement arrangements through PTOM, to deliver better value for money
- Increased user contributions through higher farebox recovery

## What we want to achieve

Our vision is for an integrated, efficient, and effective public transport network that caters for a wider range of trips and is valued by Aucklanders.

To achieve this vision, Auckland's public transport system needs to deliver the following outcomes:

- Services that align with future land use patterns
- Services that meet customer needs
- Increased passenger numbers
- Increased public transport mode share

- Improved value for money

Auckland Transport has identified a series of measures that will help to judge our progress towards achieving these outcomes. Key measures are outlined below, with an indication of current performance and projected targets that reflect both the Auckland Plan targets and those considered achievable over the next 10 years within current funding provision:

| ***Outcome*** | ***Measure*** | ***Current performance*** | ***Auckland Plan Target*** | ***Funded Target 2022*** |
|---|---|---|---|---|
| Services that align with Auckland's future land use pattern | Percentage of households within 500 metres walk of the rapid and frequent service network | 14% | 32% (2040) | 40% |
| Services that meet customer needs | Percentage of households within 500 metres walk of a public transport stop | Approximately 80% in urban area | n.a. | 90% |
| | Percentage of customers satisfied with their public transport service | 87% | n.a. | >90% |
| Increased passenger numbers | Total passenger boardings per annum | 69.1 million | 140 million (2022) | 103 million |
| | Annual passenger boardings per capita | 48.7 (urban area) | 100 (2040) | 57 |
| Increased public transport mode share | Percentage of peak period trips to central city made by public transport | 47% | 70% (2040) | 55% |
| Improved value for money | Farebox Recovery Ratio | 45% | n.a. | > 50% |
| | Operating subsidy per passenger kilometre | $0.27 | n.a. | $0.25 (CPI adjusted) |

Achieving future targets is contingent on realising assumed land use growth patterns, sufficient investment in public transport over the period, and the positive response of the general public to service proposals.

## Key directions

Network planning for this Plan has focused on the changes and improvements needed to the public transport system before the completion of the *City Rail Link*.

This builds on the momentum being delivered by recent system improvements and other improvements that are in progress, including rail electrification, new electric rail units, and integrated ticketing. The challenge is to do this in a way that better meets customer demands, while making best use of our limited transport resources.

The approach outlined in this Plan responds to these challenges by setting out a new integrated network structure for Auckland's public transport system, to provide a city-wide connected and inter-linked network of frequent and reliable services. This will improve levels of service through better utilisation of resources, delivering more integrated and frequent services and more travel choices in a cost-effective manner. It will also support Auckland's future growth by providing a

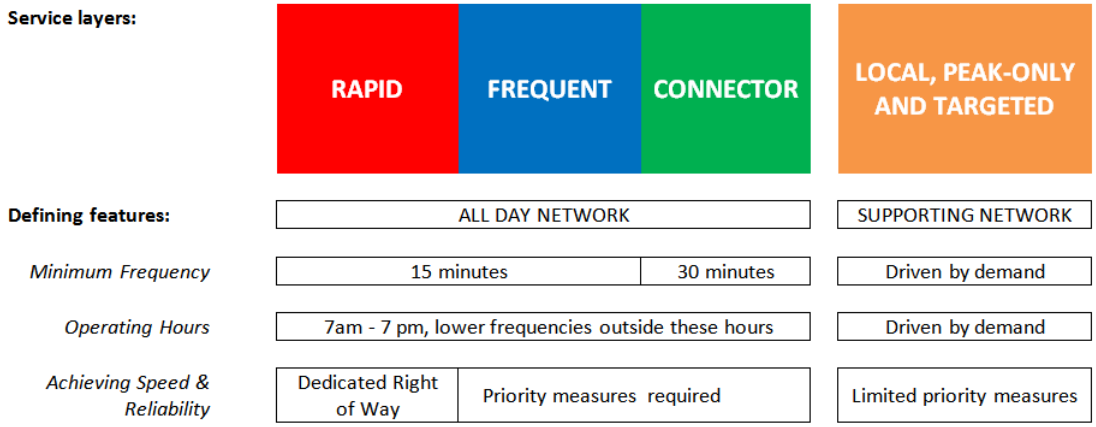
permanent network of frequent services and transport infrastructure that will provide greater certainty for land use development decisions.

## New service categories

The new integrated service network structure is built around a core network of rapid and frequent services. These include the existing rapid transit services on rail and the Northern Busway, supplemented with a number of high-frequency bus routes connecting major centres.

The rapid and frequent service network will deliver at least a 15-minute service operating all day (initially from 7am-7pm, with reduced frequencies outside those hours). It will be complemented by a network of connector routes that operate all day at half-hourly frequencies. In addition, a supporting network of local services, peak-only services, and targeted services will cater for specific market needs. In combination, the services described in this Plan are integral to the operation of the new integrated network.

The network concept is illustrated below:




The main change from the current network pattern will be the much stronger focus on integration between services. This requires an equally strong focus on the development of convenient interchange facilities, high frequency services, and a simple integrated fare system.

Although some passengers will need to transfer between services to complete a particular trip, this will be minimised by the provision of good interchange facilities, integrated ticketing and fares, and improved frequencies. An additional benefit results from access to a much wider set of destinations.

## Policy framework

**Chapter 6** provides the policy framework that will guide Auckland Transport's public transport decisions over the short to medium-term, in order to make progress towards the longer-term vision and outcomes. It also describes the actions that Auckland Transport intends to take to implement those policies.

The objectives and policies are summarised below:

| Policy area and objective | Policies |
|---|---|
| **1. Network structure**<br>***A permanent network of connected frequent*** | 1.1 Provide a core network of frequent and reliable services<br>1.2 Maximise access to rapid and frequent services from the urban area |

| Policy area and objective | Policies |
|---|---|
| ***services that supports Auckland's future growth*** | 1.3 Provide connections to the rapid and frequent service network<br>1.4 Encourage mutually supportive land use and public transport development policies<br>1.5 Integrate public transport services with parking policies |
| **2. Integrated service network**<br>***Simple integrated services that connect people with where they want to go*** | 2.1 Provide a simple, layered network of public transport services<br>2.2 Ensure good access to public transport services from all parts of the urban area<br>2.3 Provide a public transport network that maximises the range of travel options and destinations available<br>2.4 Integrate ferry services into the public transport network<br>2.5 Enable timely and cost-effective service provision in developing urban areas<br>2.6 Ensure that services respond to identified customer needs<br>2.7 Maintain consistent levels of service in each service layer appropriate to demand<br>2.8 Enable timely and cost-effective service adjustments to meet demand<br>2.9 Co-ordinate services for special events to help meet the needs of the event and reduce demands on other parts of the transport system<br>2.10 Investigate inter-regional services |
| **3. Infrastructure**<br>***A high standard of public transport infrastructure that supports service provision and enhances customer experience*** | 3.1 Integrate infrastructure and service provision<br>3.2 Provide well-designed transport interchanges on the rapid and frequent service network<br>3.3 Provide accessible customer-focused facilities appropriate to the public transport route and the immediate locality<br>3.4 Provide bus priority measures on key corridors<br>3.5 Provide Park and Ride facilities at appropriate sites<br>3.6 Integrate public transport with cycling and walking |
| **4. Service quality**<br>***A convenient and reliable public transport system using modern vehicles*** | 4.1 Develop realistic, achievable timetables that are reliable dependable<br>4.2 Improve public transport journey times to provide a service that is competitive with car travel<br>4.3 Provide a reliable, punctual, customer-focused network of services<br>4.4 Ensure that all vehicles and vessels meet required standards<br>4.5 Ensure that service agreements encourage good operator performance<br>4.6 Monitor and continuously improve service delivery |

| Policy area and objective | Policies |
|---|---|
| **5. Fares and ticketing**<br>***A fares and ticketing system that attracts and retains customers, while balancing user contributions against public funding*** | 5.1 Implement a fares and ticketing system that supports public transport service integration<br>5.2 Provide integrated fares and ticketing across all bus, rail, and ferry services<br>5.3 Investigate a zone-based fare structure with standard fares across bus and rail operators<br>5.4 Simplify the range of fare products available<br>5.5 Maintain fares at a level that will achieve farebox recovery targets<br>5.6 Provide incentives to use integrated tickets<br>5.7 Provide concession fares for target groups<br>5.8 Provide off-peak discounts to spread peak demand and improve operational efficiency<br>5.9 Ensure that all users pay the correct fare |
| **6. Customer interface**<br>***Simple, visible, and intuitive customer information and service*** | 6.1 Use customer feedback to continually enhance the product<br>6.2 Provide a consistent brand for Auckland Transport throughout the region<br>6.3 Provide a range of marketing material to attract potential customers<br>6.4 Provide a wide choice of information channels for customers to plan their journeys<br>6.5 Provide real-time passenger information<br>6.6 Provide a high quality travel experience<br>6.7 Improve the connection infrastructure<br>6.8 Provide a range of customer feedback channels |
| **7. Assist the transport disadvantaged**<br>***Improved access for communities and groups whose needs are not met by the regular public transport system*** | 7.1 Provide a public transport network that is accessible and safe, particularly for vulnerable users<br>7.2 Provide transport services and facilities for customers whose needs are not met by the regular public transport network<br>7.3 Provide safe public transport access for school students to and from their zoned and/or nearest school<br>7.4 Provide concessionary fares for the transport disadvantaged and other target groups<br>7.5 Support public transport services and facilities that better meet the needs of individual rural and isolated communities, taking into account value for money and local initiatives<br>7.6 Ensure that transport services and facilities account for socio-economic characteristics |

| Policy area and objective | Policies |
|---|---|
| **8. Procurement and exempt services**<br>***A procurement system that supports the efficient delivery of public transport services*** | 8.1 Ensure the appropriate allocation of roles, responsibilities, and risk between Auckland Transport and operators, using the PTOM<br>8.2 Ensure service continuity to the travelling public<br>8.3 Identify specific *exempt services* that are not subject to PTOM contracts<br>8.4 Adopt a partnership approach to network planning and service changes<br>8.5 Ensure that rail services procurement recognises the need to complete the transition to a fully electrified system<br>8.6 Manage the transition from current contracts to the future PTOM contracting environment<br>8.7 Ensure that the operation of *exempt services* does not adversely affect the wider public transport network |
| **9. Funding and prioritisation**<br>***Effective and efficient allocation of public transport funding*** | 9.1 Improve value for money from existing public transport funding<br>9.2 Increase the level of farebox recovery<br>9.3 Direct available funding to high priority activities<br>9.4 Encourage the development of new funding mechanisms for public transport |
| **10. Monitoring and review**<br>***A system of monitoring and review that supports continuous improvement*** | 10.1 Undertake regular monitoring and reporting of service and system performance<br>10.2 Regularly review and update the Plan to account for changing circumstances<br>10.3 Ensure appropriate public consultation on future Plan variations |

## Service and *unit* descriptions

This Plan describes the services that Auckland Transport has identified as being integral to the regional public transport network in Auckland. It includes service descriptions for geographically defined *units*, which generally group together all of the services in a specific area and/or corridor with at least part of their route in common.

These *unit* descriptions are set out in **Chapter 7** and **Appendix 1**. Details of targeted services, including school buses and *Total Mobility* services, are also provided.

## Implementation plan

The changes to the network structure outlined in this Plan represent a significant change in the way that public transport services are delivered in Auckland. Implementation across the whole region will require a detailed assessment of the specific route structure in each area. This assessment needs input from the community to ensure that local needs are identified and taken into account.

To achieve this, a staged implementation of the new network structure is proposed, with three main stages implemented over a three year period, as follows:

- Stage 1 (2014/15): South Auckland
- Stage 2 (2015): North Auckland
- Stage 3 (2015/16): Central, East and West Auckland

To facilitate these changes, a number of infrastructure improvements will be required. These are described in **Chapter 8**. Beyond 2016, significant further improvements will be enabled by the implementation of the *City Rail Link*, with associated capacity increases and new rail stations.

Implementing the network changes described above will require a major public engagement exercise.

Feedback on the specific local details e.g. detailed routing, the mixture of local services, location of stops, and other infrastructure matters will be gathered through local targeted engagement exercises prior to the procurement of services, as part of the PTOM contracting process.

# 1 Introduction

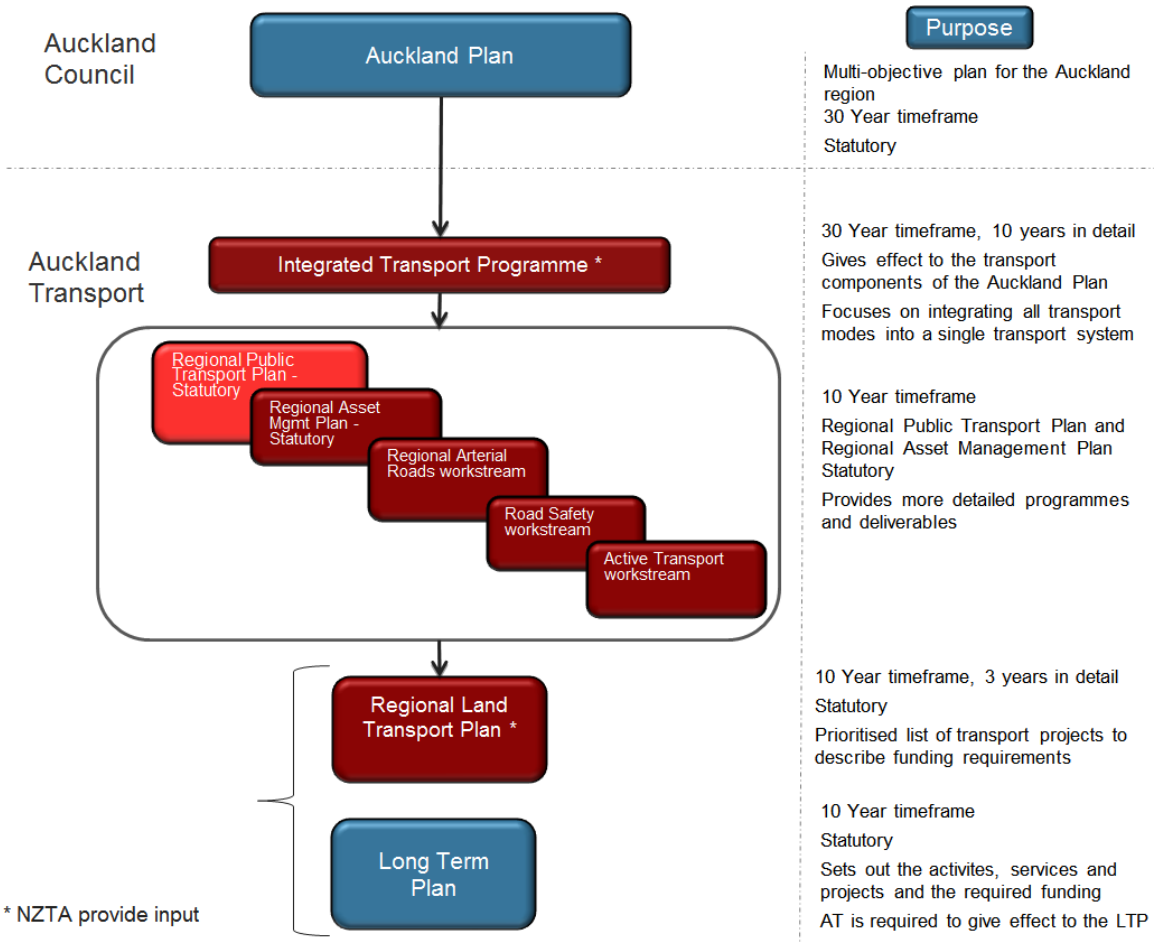
*This chapter shows how this Plan fits within the overall transport planning framework for the Auckland region. It also describes the proposed public transport services over the next 10 years, why this new Plan is needed, its scope, and the public consultation process.*

## 1.1 PURPOSE OF THIS PLAN

This is the Auckland Regional Public Transport Plan (RPTP or Plan). It has been prepared by Auckland Transport, in line with the requirements of the Land Transport Management Act 2003 (LTMA). The Plan describes the public transport network that Auckland Transport proposes for the region, identifies the services that are integral to that network over the next 10 years, and sets out the objectives, policies and procedures that apply to those services.

Improved public transport is a critical component of overall plans to lift the performance of Auckland's transport system, improve quality of life for the city's growing population, and build Auckland's economic competitiveness. This Plan shows the actions that Auckland Transport intends to take to provide a better public transport future. **Figure 1-1** shows how the Plan fits into Auckland's overall strategic planning framework.

**Figure 1-1: Strategic planning framework for Auckland**



## 1.2 REASONS FOR THIS REVIEW

The previous RPTP was adopted by the former Auckland Regional Transport Authority in 2010. Since then, a number of changes have occurred to the planning and operating environment for public transport in Auckland, and these have resulted in the need to prepare a new Plan.

The key changes are:

- Changes to Auckland's governance, including the amalgamation of previous councils into a single Auckland Council and the establishment of Auckland Transport. Auckland Transport now has responsibility for all local government transport activities in the region, meaning that public transport services and infrastructure can be provided and integrated more effectively.
- A new *Auckland Plan*, which was adopted by the Auckland Council in March 2012. The *Auckland Plan* sets the direction for growth in the region over the next 30 years and calls for a transformational shift in public transport. It sets a target of doubling the number of public transport passenger trips over the next 10 years, on the path to achieving a 2040 goal of 100 annual public transport trips per capita. This Plan shows how Auckland Transport intends to start that growth.
- Amendments to the legislation governing public transport management, enacted in June 2013 as part of an amendment to the LTMA.. This Plan has been prepared in accordance with those new statutory provisions. Amongst other things, the amendments to the legislation provide for the new PTOM approach outlined below.
- A new *Public Transport Operating Model* (PTOM), jointly developed by the government, regional councils (including Auckland Transport) and operators, and given statutory force through the recent amendment to the LTMA. The PTOM provides a new procurement and partnership approach between funders and providers, for the planning and development of public transport services. This will involve changes to the way in which services are procured, delivered and managed, with a strategic mix of tendering and benchmarked negotiation. This Plan provides the policy framework for this new approach in the Auckland region.
- A national farebox recovery policy developed by the New Zealand Transport Agency (NZTA), which requires all regions to develop their own farebox recovery policy for inclusion in RPTPs. The Auckland farebox recovery policy, included in this Plan, shows the share of public transport operating costs that are expected to be recovered from users.
- A major review of the public transport service network, to identify a connected network of frequent and reliable services that can deliver better levels of service to more Aucklanders and better connections to the places they want to go. The proposed changes will improve network efficiency and effectiveness by making best use of the significant on-going investment in public transport infrastructure, including rail electrification, new electric trains, and integrated ticketing. An important role of this new Plan is to describe the proposed new service network structure and how it will be implemented.

This Plan also replaces the Passenger Transport Network Plan prepared by the Auckland Regional Transport Authority in 2006.

## 1.3 SCOPE OF THIS PLAN

This Plan covers all public transport services in the Auckland region that receive financial support from Auckland Transport.

While the Plan is for the whole of Auckland, its focus is on the metropolitan area and some peripheral areas where public transport services operate. This includes the Hibiscus Coast, the western corridor as far as Helensville, south to Pukekohe, and east to Waiheke Island. In addition, the Plan includes some cross-boundary services that receive financial support.

The Plan also includes school bus services that receive an Auckland Transport subsidy as part of the urban network, and non-scheduled targeted passenger services such as *Total Mobility* services. It does not include services provided primarily as tourist services, charter services, or school bus services provided by the Ministry of Education.

The Plan describes some existing services that are deemed to be *exempt services* under the LTMA. Unless specifically identified, the policies and actions in this Plan do not apply to *exempt services*.

## 1.4 CONSULTATION AND SUBMISSIONS

In developing this Plan, Auckland Transport has consulted a number of stakeholders including the Auckland Council, public transport operators, NZTA, KiwiRail, and the Ministry of Education.

A draft Plan was issued in October 2012, and Auckland Transport used the special consultative procedure set out in the Local Government Act 2002 to seek public feedback. Over 700 written submissions were received, and a number of submitters presented their views at a series of public hearings held in January and February 2013.

As a result of the public consultation process, a number of changes to the draft Plan were endorsed by the Auckland Transport Board of Directors in March 2013. A further set of amendments to the Plan were prepared following enactment of the LTMA in June 2013, and these were subject to further targeted consultation with affected parties, including public transport operators, before being incorporated into this Plan.

# 2 Strategic context

*This chapter summarises the strategic context within which this Plan has been prepared. It includes a brief overview of the statutory requirements, and the national and regional policy context for public transport. It also discusses the funding expected to be available for public transport in Auckland over the 10 year life of the RPTP.*

## 2.1 STATUTORY REQUIREMENTS

The statutory provisions relating to the regulation and management of public transport are contained in Part 5 of the Land Transport Management Act 2003 (LTMA). The overall purpose of the LTMA is to contribute to an effective, efficient, and safe land transport system in the public interest.

Section 115 of the LTMA includes a set of principles that are intended to guide the actions of organisations such as Auckland Transport in undertaking their public transport functions. These principles are:

- Auckland Transport and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers
- The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth
- Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services
- The planning and procurement of services should be transparent

Part 5 of the LTMA also sets out the statutory requirements for preparing a RPTP. The statutory purpose of the RPTP is to provide:

- A means for encouraging regional councils (including Auckland Transport) and public transport operators to work together in developing public transport services and infrastructure; and
- An instrument for engaging with the public in the region on the design and operation of the public transport network; and
- A statement of the public transport services that are integral to the public transport network; the policies and procedures that apply to those services; and the information and infrastructure that support those services.
-

Section 124 of the LTMA includes a number of matters that Auckland Transport must take into account in preparing its RPTP. In particular, Auckland Transport must be satisfied that the RPTP contributes to the purpose of the LTMA, and that the principles outlined above have been applied. **Appendix 3** sets out these matters, and provides a summary of how they have been addressed.

Section 120 of the LTMA sets out the mandatory content requirements for the RPTP. These are also detailed in **Appendix 3**.

## 2.2 KEY STRATEGIC DRIVERS

### Changes in travel demand

Auckland's increasing population and economic growth are leading to a significant increase in travel demand, with the population expected to grow by approximately 50 per cent over the next 30 years.

The transport services and infrastructure required to meet this increasing demand are key influences on the future urban design.

When the major roading projects currently underway - such as the Western Ring Route and the Auckland Manukau Eastern Transport Initiative (AMETI) - are completed, almost all of the existing major roading designations will have been utilised. This makes future roading extensions difficult and extremely expensive, and will result in significant impacts on the built environment.

Uncertainties over future energy supplies, the rising cost of transport fuels, and limits to the land available for parking will also put pressure on the transport system. Furthermore, demographic and social changes, such as population aging, are presenting new challenges that need to be addressed to ensure that future access needs of all Aucklanders, including those with restricted mobility can be met.

The ability of Auckland's transport system to meet these changes will depend heavily on the ability of the public transport system to significantly increase its share of Auckland's travel demand.

Public transport is far more efficient at moving large numbers of people over longer distances in urban Auckland than any other travel mode. It also complements investment in the road network by attracting long distance car travel away from congested motorways and arterial roads, freeing them up for freight and commercial use and other trips that cannot use public transport.

To achieve this, the public transport system needs to be attractive to users, both in terms of the convenience of the service that it offers, and the relative cost to users compared to the alternatives available.

## The Auckland Plan

The challenges posed by Auckland's projected growth formed the backdrop to the first *Auckland Plan*, which was released by the Auckland Council in May 2012.

The *Auckland Plan* sets a long-term framework for Auckland's growth and development, and identifies the existing and future locations of critical infrastructure facilities, including transport.

The *Auckland Plan*'s development strategy calls for a significant amount of growth within the rural-urban boundary, with a strong emphasis on centre-based growth. It also identifies a number of priority growth areas where it expects public infrastructure development (including transport) to be focused (see **Figure 2-1**).

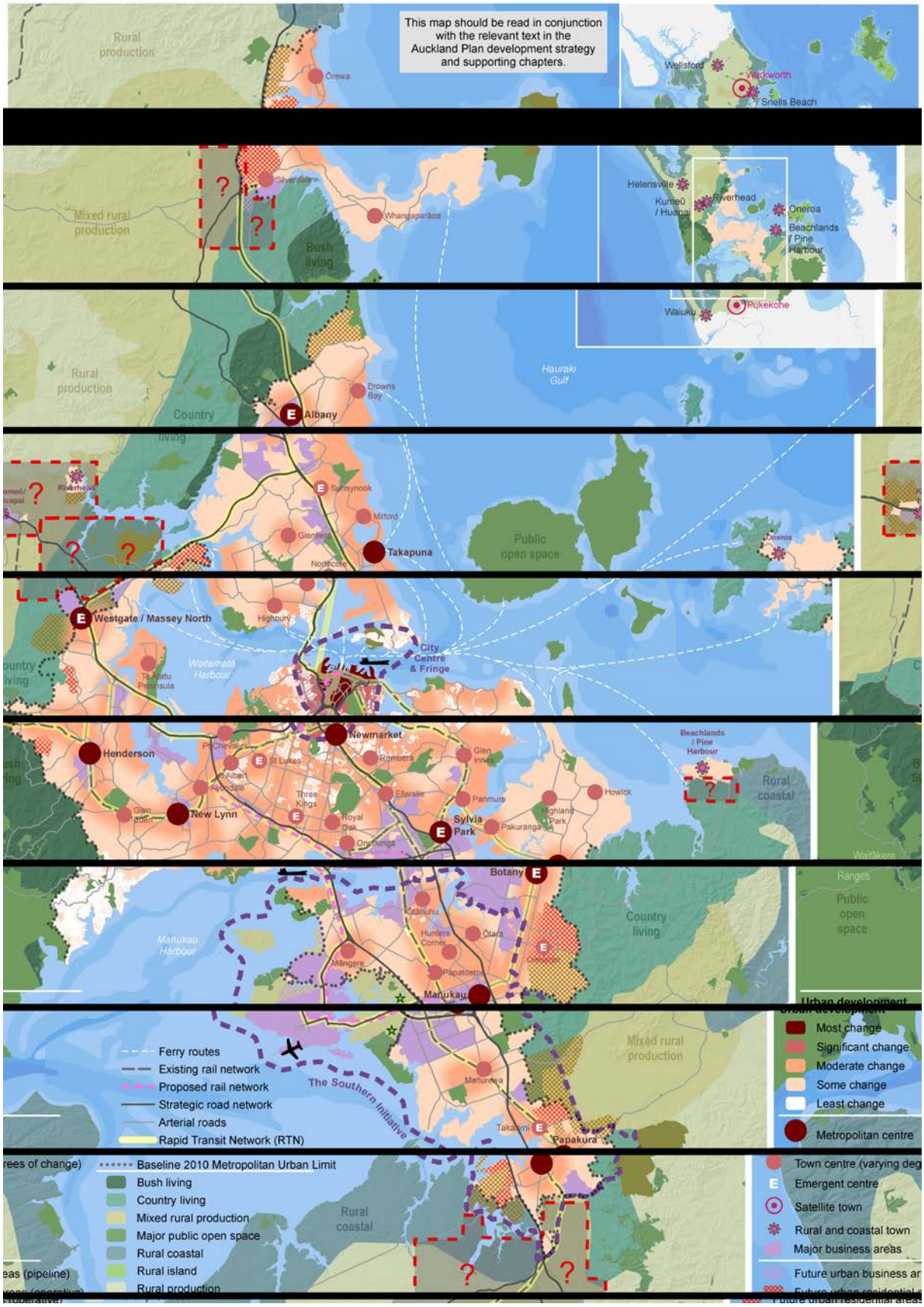
The *Auckland Plan* identifies the transport system as crucial to achieving the vision for Auckland in 2041 as the world's most liveable city. The transport system also plays a crucial role in facilitating and supporting national economic growth and productivity.

In particular, the *Auckland Plan* identifies the need for a transformational shift in public transport and has set a number of challenging targets. These include:

- Doubling public transport trips from 70 to 140 million by 2022 (subject to additional funding)
- Increasing non-car (walking, cycling, and public transport) mode share in the morning peak from 23 to 45 per cent of all trips by 2040
- Increasing the proportion of trips made by public transport into the city centre during the morning peak from 47 per cent of all vehicular trips in 2011 to 70 per cent by 2040
- Increasing the number of public transport trips per person per year from 44 to 100 by 2040
- Increasing the proportion of people living within walking distance of frequent public transport stops from 14 to 32 per cent by 2040

Achieving these targets will require continued investment in frequent public transport networks that support the intensification of centres, corridors, and future urban areas. As part of this, the *Auckland Plan* identifies the *City Rail Link* as the major transport priority for Auckland.

## Figure 2-1: Auckland Plan development strategy



## Other strategic influences

In addition to the *Auckland Plan*, Auckland Transport considered a number of other strategies, plans, and policies when preparing this Plan. The policy implications of these other documents are summarised in **Table 2-1** and further details are provided in **Appendix 4.**

**Table 2-1: Policy implications of other influencing documents**

| Document | Policy Implications |
|---|---|
| ***Integrated Transport Programme*** **(ITP)** | Coordinates, prioritises, and sequences transport investments over the next 30 years to give effect to the *Auckland Plan*. Includes a four stage intervention process for prioritisation. Emphasises the need to maximise the use of current facilities and assets, and to establish a more connective network. |
| ***Government Policy Statement*** **on Land Transport Funding** | Highlights the Government's focus areas of economic growth and productivity, value for money, and road safety. Focuses on the need for public transport to deliver value for money, provide access to economic opportunities, help relieve congestion, and provide better transport choices. |
| ***Public Transport Operating Model*** **(PTOM)** | Provides a new approach to planning, procurement, and the development of public transport using a partnership approach between purchasers and providers. This has implications for the way in which services are planned and procured. |
| **NZTA farebox recovery policy** | Seeks to improve value for money by increasing the proportion of operating costs recovered from user fares. Requires this Plan to include farebox recovery policy and targets. |
| ***Auckland Regional Land Transport Strategy*** **(RLTS)** | The RLTS was adopted by the former Auckland Regional Council in April 2010. It focuses on the development of strong public transport links between growth centres and the need for an integrated hierarchy of services to support this. It also includes a number of policies that influence the quality and level of service. Following the recent amendment to the LTMA, the RLTS will no longer be required, and Auckland Transport will in future be required to prepare a *Regional Land Transport Plan*. However, as this RPTP is being adopted prior to 30 June 2015, when the new *Regional Land Transport Plan* must be in place, section 156 (2) of the LTMA requires that Auckland Transport take the public transport components of the RLTS into account in preparing this RPTP. A summary of how this has been done is shown in **Appendix 4**. |
| ***Unitary Plan*** | The RPTP is also required to take account of any regional policy statement, regional plan or district plan prepared under the Resource Management Act 1991. These plans contain a range of policies that encourage mutually supportive land use and public transport provision, which is also reflected in this RPTP. The Auckland Council is currently preparing the *Unitary Plan*, which will guide Auckland's future land use development through the application of policies and rules for development. |

| | |
|---|---|
| | This RPTP contains policies that promote the alignment of land use development with public transport services. |
| **Other Auckland Council plans** | The Auckland Council and its council controlled organisations have prepared other plans and policies that will impact on the provision of public transport services and infrastructure in specific parts of the region. These include the Central City Master Plan, and the Waterfront Plan. |
| **New Zealand Energy Efficiency and Conservation Strategy** | The New Zealand Energy Efficiency and Conservation Strategy provides an action plan for energy efficiency and conservation, and the use of renewable sources of energy. It sets an objective of a more energy efficient transport system, with a greater diversity of fuels and alternative energy technologies. |

## 2.3 PUBLIC TRANSPORT FUNDING

In preparing the RPTP, Auckland Transport is required to take account of the public transport funding likely to be available within the region.

The two main funding sources are subsidies from the NZTA and local contributions. Local contributions consist of revenue (other than farebox revenue) and the contribution set out in Auckland Council's long-term plan as part of the funding for Auckland Transport's activities.

### Available funding

The 2012/15 Auckland Regional Land Transport Programme includes an indicative allocation of $7,081m to public transport services and infrastructure over the next 10 years as shown in **Table 2-2**.

This includes $3,483m for services (including *SuperGold card* reimbursement and electric train financing costs) and $3,598m for public transport infrastructure (with approximately 80 per cent allocated to the *City Rail Link*).

Of the $946m in public transport services expenditure identified for years 1-3 of the programme, Auckland Transport has requested $500m, or 53 per cent, from NZTA. An additional $78m has been requested for infrastructure projects.

**Table 2-2: 2012/15 Regional Land Transport Programme indicative allocations to public transport ($000)[1]**

| Funding Category | 2012/13 | 2013/14 | 2014/15 | Total years 1-3 | Years 4-10 | 10 year total |
|---|---|---|---|---|---|---|
| **PT Services (includes *SuperGold card*)** | 286,840 | 305,146 | 288,710 | 880,696 | 2,274,459 | 3,155,155 |
| **Electric train financing** | 18,541 | 19,996 | 26,967 | 65,504 | 261,962 | 327,466 |
| ***Total services*** | *305,381* | *325,142* | *315,677* | *946,200* | *2,536,421* | *3,482,621* |
| **City Rail link** | 110,495 | 180,865 | 169,774 | 461,134 | 2,400,922 | 2,862,056 |
| **Other PT infrastructure** | 137,973 | 213,170 | 202,001 | 553,144 | 183,240 | 736,384 |

[1] The indicative allocations in the Regional Land Transport Programme include Auckland Transport's requests for funding from the contestable National Land Transport Fund (NLTF), and other items (notably the *City Rail Link*) for which NLTF funding is not sought. The indicative allocations for years 1-3 have a greater level of funding certainty than those for years 4-10.

| | | | | | | |
|---|---|---|---|---|---|---|
| ***Total infrastructure*** | *248,468* | *394,035* | *371,775* | *1,014,278* | *2,584,162* | 3,598,440 |
| ***Total public transport*** | ***553,849*** | ***719,177*** | ***687,452*** | ***1,960,478*** | ***5,120,583*** | ***7,081,061*** |

NZTA seeks value for money from investing *National Land Transport Programme* funds via approved organisations. Its objective for public transport funding is to achieve better value for money from public transport services and infrastructure by seeking to maintain or grow patronage, particularly where it reduces congestion and supports economic growth and productivity, with the same or fewer resources.

Although additional NZTA funds will be available for the operating costs associated with current commitments to integrated ticketing and rail system improvements, the level of funding available in the short to medium-term is expected to be similar to current levels. This means that funding for new initiatives will be limited.

NZTA has indicated that it expects organisations such as Auckland Transport to manage their public transport services and operations within their three-year funding allocation from the *National Land Transport Programme*, with no additional top-ups for cost escalation or indexation for inflation. In addition, the national farebox recovery policy requires regions to develop and implement their own farebox recovery policy to ensure that users contribute a reasonable proportion of public transport costs through fare payments.

These limitations mean that a major focus for the next decade will be enhancing network performance and achieving better value from existing investments. To achieve this, the following combination of responses is included in this Plan:

- Changes to the network structure in order to deliver improved service levels and higher patronage within the existing level of operating resources
- More efficient service procurement arrangements through PTOM to deliver better value for money
- Increased user contributions through higher farebox recovery

## Future investment

The *Auckland Plan* proposes further major investment in the transport system over the next 30 years to support the growth of the city and to achieve transport outcomes and targets consistent with its vision.

Implementation of the transport aspects of the *Auckland Plan* will be done through the *Integrated Transport Programme* (ITP), which will be continuously updated. See **Appendix 4** for more details.

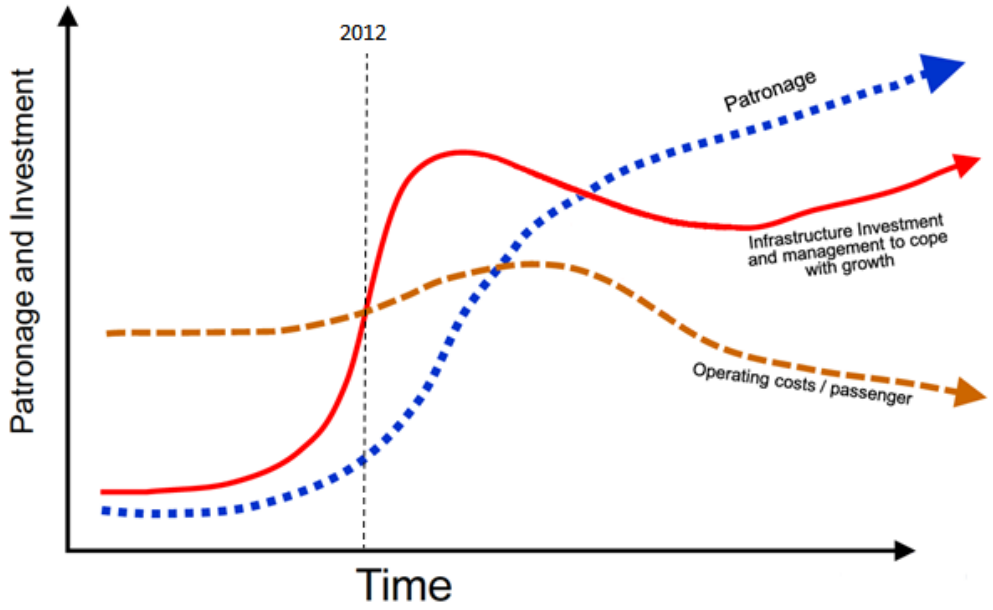
The ITP has assessed the 30 year transport investment required to implement the *Auckland Plan*, and has adopted a four-stage intervention process to establish investment priorities.

In the first decade of the 30 year period, the intention is to build on the investments made over the last decade by completing the strategic road and public transport networks. Many of these investments, such as the rail network electrification, are already underway. When complete, these investments will provide improved service performance which will, in turn, support economic development and productivity and the liveability of the city.

Further major investments will be needed in the second decade to maintain this momentum. The priority investment for this decade is the *City Rail Link*, which will provide a dramatic increase in the capacity and effectiveness of the public transport system. The *City Rail Link* will result in a more cost-effective use of the whole rail network by removing the bottleneck at its centre (Britomart), in the same way that investments in the motorway network have progressively removed bottlenecks and increased the efficiency of the state highway network. As noted in the *Auckland Plan*, additional funding sources will be needed so that the *City Rail Link* can be completed.

Although the proposed investments will increase the whole-of-life costs of operating, maintaining, and renewing the network, they will enable far more people to travel through the system safely and efficiently. By prioritising and sequencing the investment with land use development and travel demand growth, it should be possible to deliver improved system performance and productivity, and lower unit costs over the longer-term, as shown below:

**Figure 2-2: Auckland 30-year transport investment, productivity, and unit costs**



# 3 Our current public transport system

*This chapter summarises the current types of public transport services, and recent investments and developments and their ensuing benefits. It also outlines the challenges that still remain and proposed responses.*

## 3.1 CURRENT SYSTEM

The current public transport network serves the Auckland metropolitan area along with some services to outlying centres such as Helensville and Beachlands. It is provided by trains, buses, ferries, and small passenger vehicles and taxis for the *Total Mobility* services. Service levels vary by route, by day of the week, and by time of day, in response to changing demand.

The current services are described in **Appendix 2**. The network core consists of the services operating on dedicated rights of way, free of traffic congestion – the rail network and the Northern Busway. This is supported by bus services on major arterial roads which generally operate at a high level of service, and local routes that are less frequent. Ferry services operate between coastal areas and the city centre.

Many current services operate on a radial pattern between the suburbs and the city centre. Cross-town services include the three LINK bus services that follow loop routes within the city centre and the inner suburbs.

## 3.2 RECENT DEVELOPMENTS

Over recent years, improvements to Auckland's public transport services have focused on creating higher frequency services and improved local networks. This has included significant investment in the rail network and the Northern Busway, which form Auckland's rapid transit network.

This investment has been supported by a range of improvements to both the quality and frequency of bus and ferry services, especially on major routes.

Current projects, including rail electrification, new electric trains, and integrated ticketing will provide the foundation for a completely integrated network in the future.

The table below highlights developments in progress or completed since the 2010 RPTP.

**Table 3-1: Public transport developments since 2010**

| Rail | Bus | Ferry |
|---|---|---|
| Western Line double-tracking<br>Onehunga Line re-opened<br>Manukau Spur completed | On-going programme of corridor, infrastructure, and service reviews to improve operations | Terminals for Hobsonville Point and Beach Haven complete, with new services running from 2013<br>Stanley Bay terminal upgrade completed |
| Manukau and Onehunga Station completed<br>Parnell Station started | LINK and Western Bays network changes implemented | Birkenhead Ferry Terminal berthing improvements completed |
| New Lynn trench and bus/train Interchange completed, with transit oriented development underway.<br>Panmure Interchange underway. | Real time information upgrades and rollout continuing<br>Launch of mobile and internet-based applications for bus departure times at all stops | Planning and investigations for the Half Moon Bay and Bayswater Ferry Terminal upgrades undertaken |
| New EMU depot complete and contract for electric trains let and underway | Expansion of Albany Busway Park and Ride complete | Downtown Ferry Terminal upgrade and improvements on-going |

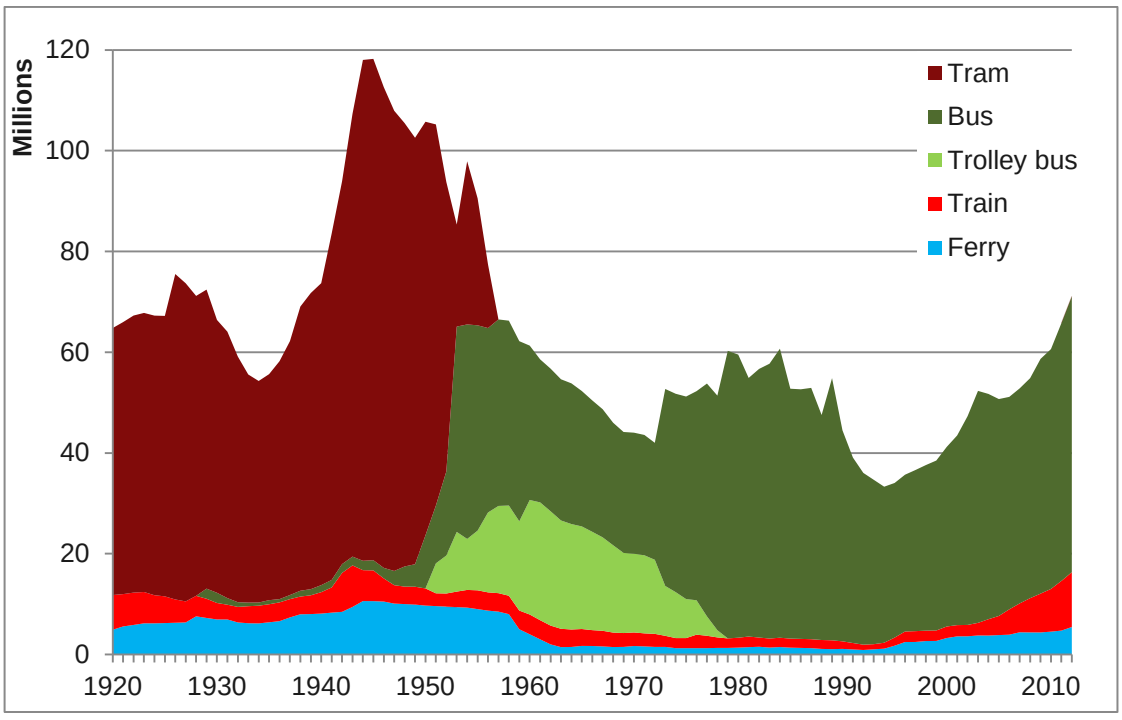
| | | |
|---|---|---|
| Electrification and signalling improvements progressing across network with 2014 target completion | | |
| On-going programme of station upgrades to accommodate longer trains and enhance customer amenities underway | | |
| Real time information upgrades and rollout continuing | | |
| Implementation of integrated ticketing well underway | | |

The recent investment in public transport infrastructure and services to date has resulted in significant growth in patronage, with 71.1 million public transport boardings in the year to June 2012.

Auckland's historic pattern of public transport patronage shows that total patronage has more than doubled since a low point in the early 1990s, and increased by 35 per cent in the last five years. **Figure 3-1** shows that total patronage is now at its highest level since the late 1950s.

All modes have shown growth, with rail patronage being particularly strong in recent years. Since the Britomart Transport Centre opened in 2003, rail boardings have increased sharply from 2.5 million to 10.9 million in 2012. Bus patronage has also increased significantly in recent years.

**Figure 3-1: Annual Auckland public transport boardings (millions), 1920-2012**




## 3.3 ISSUES AND CHALLENGES

Despite these successes, Auckland's public transport system still has shortcomings. The existing network of bus routes is complex, with around 400 different route numbers employed. Many of these routes are infrequent, long, and indirect. This results in customer confusion and duplicated resources. Public transport in Auckland can be particularly hard to understand for visitors to the city

and occasional users of the system. When compared to car travel, many public transport trips are slow due to long waits for connections to other modes and routes and between services, and slow boarding and travel times.

Looking to the future, Auckland's continued growth also presents a number of challenges for the public transport system. The major challenges, and Auckland Transport's proposed responses, are outlined below.

**Table 3-2: Major challenges and proposed responses**

| Challenge | Current situation | Proposed response |
|---|---|---|
| **Achieving a transformational shift** | The absence of an integrated and connected multi-modal network means that mode-specific patronage gains, especially with a city centre focus, are insufficient to achieve the major shift to public transport use across Auckland at the scale needed to achieve *Auckland Plan* targets. | The new service network structure identified in this Plan expands the coverage of high frequency services. These will enable more people to access more destinations throughout the day, including metropolitan and town centres, in addition to the city centre. The integrated network will be supported by integrated ticketing and fares, greatly improving the ease of access to a wider range of key destinations. |
| **Integration with land use changes** | The current system is only partially aligned with land use changes, with greenfield initiatives being a particular weakness. Until recently, development was not influenced significantly by the presence of good public transport access. There are signs that this is changing with the on-going investments in high quality, permanent, public transport infrastructure and services. | The new service network will provide a permanent connective grid of frequent services. This will provide certainty for land use intensification. This Plan also enables service extensions to be planned, together with greenfield developments. |
| **Meeting diverse travel demands** | Auckland's travel patterns reflect a diverse pattern of movements from many origins to many destinations which is difficult to service with a traditional, radial, public transport network. There is a limited customer base for many of the current peak and point-to-point focused services. | The new network provides better integration of bus, rail, and ferry services. This enables them to work together to offer a wider range of destinations without compromising service coverage. In particular, the frequent "all-day" service network is greatly expanded to offer improved mobility to more destinations. |
| **Funding constraints** | Public transport funding is becoming more constrained as the government strives to obtain better value for money from its current spending, and the economic situation demands restraint.<br>In the medium-term, significant additional investment will be required to achieve the patronage targets set in the *Auckland Plan*. This will require new funding sources to be identified. | The need to make more effective use of existing financial resources is a key driver of the policies in this Plan, including the new service network proposals. This has resulted in proposals which shift resources away from currently overlapping radial and point-to-point routes, to a stronger focus on newly emerging areas of demand and a connected service network. More efficient procurement arrangements will also improve value for money. |
| ***Farebox recovery*** | NZTA has set a national farebox recovery target of 50 per cent. The current farebox recovery ratio in Auckland is approximately 44 per cent. Improving this ratio towards the national target will require a combination of increases in fare revenues (from increased passenger numbers and fare adjustments) and reductions in operating costs (see Appendix 6 for more details). | The new service network proposals outlined in this Plan are expected to result in better utilisation of resources, and increased patronage and fare revenues through a service pattern that is better aligned to meet future demands. The farebox recovery policy also provides for regular annual fare reviews, to ensure that fare levels keep pace with changes in operating costs. The rail electrification and implementation of the PTOM should also deliver operational efficiencies |
| **Meeting the needs of the transport-disadvantaged** | Appendix 7 describes the access needs of the transport-disadvantaged. The current public transport system caters to these needs | The new network design places stronger emphasis on providing access to key activity centres, with the rapid and frequent service network allowing |

| Challenge | Current situation | Proposed response |
|---|---|---|
| | through bus routes that connect to key activity centres, specialised services such as *Total Mobility*, accessible vehicles, and concessionary fares to target groups. | additional connections to other centres and the city centre. This Plan also provides for the continuation of concession fares, specialised services such as *Total Mobility*, and community transport services in areas where scheduled bus services are not cost-effective. |
| **Integrating services and infrastructure** | Successful implementation of the new public transport network will require development of supporting infrastructure to provide safe and convenient interchanges between services. It is important that these facilities, and the services they support, are planned and implemented in a co-ordinated manner. | The new service network design identifies locations where new infrastructure is needed. This Plan includes policies that will facilitate the integrated planning and development of services and infrastructure, to ensure that the passenger experience is as safe, convenient and seamless as possible. As a single agency responsible for service and infrastructure delivery, Auckland Transport can ensure integration to a greater extent than has been possible in the past. |
| **Uncompetitive travel times** | For most trips, public transport (particularly bus travel) is far slower than driving due to a combination of low frequency services (with associated waiting times), slow boarding times, and stop-start travel. Achieving a major mode shift requires actions to reduce travel time on public transport, making it more competitive with car travel. | This Plan includes a range of initiatives that will help to make public transport travel time more competitive. These include AIFS card implementation to reduce boarding times, electrification to speed up the rail system, development of a rapid and frequent service network to reduce waiting and connection times, improved pedestrian access to train stations or from Park and Ride facilities, and bus priorities to reduce bus travel times (as discussed below) |
| **Impact of congestion on bus operations** | As traffic volumes grow, the ability of the public transport system to offer an attractive alternative to private vehicle travel can be compromised when services are affected by traffic congestion. This increases bus travel times, reduces reliability, and makes connections between services difficult to achieve. It also adds to the resources needed to operate the service. | This Plan highlights the need to develop a clear policy framework for bus priority measures, and when and where these will be necessary to ensure a reliable and efficient bus service. This will be particularly important to help achieve the reliable connections needed for the success of the new network design. |
| **Serving areas of low demand** | The cost-effective provision of transport services to areas of low demand is a common challenge for public transport providers and funders. Services to rural communities are currently very limited. Within urban Auckland, the timely provision of services to newly developing residential areas is also a challenge. | The new service network design is intended to provide flexibility to enable expansion into newly developing areas when appropriate. By initially connecting these growth areas into key activity centres and/or by providing Park and Ride opportunities, access to a wider range of destinations will be provided via the rapid and frequent service network. This Plan also provides for community transport services in areas where scheduled bus services are not cost-effective. |
| **Improving energy efficiency** | Public transport offers the potential for a more energy efficient transport system, by carrying more people in fewer vehicles. However, the public transport system itself needs to be as energy-efficient as possible. | The Plan provides for a change to the network that is designed to deliver more trips within the existing level of resources, which will deliver energy efficiencies. Vehicle quality policies provide for newer, cleaner, well patronised diesel buses and electric trains, and the investigation of alternative fuel technologies for buses. |

# 4 What we want to achieve

*This chapter sets out the future vision for public transport in Auckland, together with supporting outcomes and objectives. It also sets out measures and targets to track our progress.*

## Vision

***An integrated, efficient and effective public transport network that caters for a wider range of trips and is valued by Aucklanders.***

## Outcomes

To achieve this vision, Auckland's public transport system needs to deliver:

- Services that align with future land use patterns
- Services that meet customer needs
- Increased passenger numbers
- Increased public transport mode share
- Improved value for money

## Measures and targets

Auckland Transport has identified a series of measures that will help to measure our progress towards achieving these outcomes. Key measures are outlined below, with an indication of current performance and future projected targets that reflect both the *Auckland Plan* targets and those considered achievable over the next 10 years within current funding provision. They will be supported by more detailed performance indicators which are described in the monitoring policies in **Section 6.10**.

**Table 4-1: Key outcomes and measurements**

| Outcome | Measure | Current performance | Auckland Plan Target | Funded Target 2022[2] |
|---|---|---|---|---|
| Services that align with future land use patterns | Percentage of households within 500 metres walk of the rapid and frequent service network | 14 % | 32% (2040) | 40% |
| Services that meet customer needs | Percentage of households within 500 metres walk of a public transport stop | Approximately 80% in urban area | n.a. | 90% |
| | Percentage of customers satisfied with their public transport service | 87% () | n.a. | >90% |
| Increased passenger numbers | Total passenger boardings per annum | 69.1 million | 140 million (2022) | 103 million |
| | Annual passenger boardings per capita | 48.7 (urban area) | 100 (2040) | 57 |
| Increased public | Percentage of peak | 47% | 70% (2040) | 55% |

[2] The "funded target 2022" shows the target level of performance that Auckland Transport aims to achieve by 2022 with the level of public transport funding expected to be available over the next 10 years, as outlined in section 2.3. These may differ from the Auckland Plan targets, which are generally longer term (2040).

| | | | | |
|---|---|---|---|---|
| transport mode share | period trips to central city made by public transport | | | |
| Improved value for money | Farebox Recovery Ratio | 45% | n.a. | 50% |
| | Operating subsidy per passenger kilometre | $0.27 | n.a. | $0.25 (CPI adjusted) |

Achieving future targets is contingent on realising assumed land use growth patterns, sufficient investment in public transport over the period, and the positive response of the general public to service proposals.

## Objectives

To help deliver the vision and associated outcomes, Auckland Transport has developed the following objectives for Auckland's public transport system:

1. A permanent network of connected frequent services that supports Auckland's future growth
2. Simple, integrated services that connect people with where they want to go
3. A high standard of public transport infrastructure that supports service provision and enhances the customer experience
4. A convenient and reliable public transport system using modern vehicles
5. A fares and ticketing system that attracts and retains customers, while balancing user contributions against public funding
6. Simple, visible and intuitive customer information and service
7. Improved access for communities and groups whose needs are not met by the regular public transport system
8. A procurement system that supports the efficient delivery of public transport services
9. Effective and efficient allocation of public transport funding
10. A system of monitoring and review that supports continuous improvement

These are discussed in more detail in **Chapter 6** together with supporting policies and actions.

# 5 Key directions

*This chapter sets out the key directions that this Plan is taking to achieve its objectives, and provides an overview of the new network concept.*

The *Auckland Plan* has set a number of challenging targets for public transport. It recognises that the ability of Auckland's transport system to meet the future growth in travel demand will depend on further investment in the public transport system to improve its capacity and service levels.

To achieve this, Auckland Transport proposes to implement a range of improvements to services and supporting infrastructure. These improvements aim to retain and grow the existing customer base, and attract new customers to public transport.

The planning horizon for the RPTP is up to 10 years. The approach taken towards network planning in this Plan has been to:

- focus on the improvements needed to achieve an integrated public transport network before the completion of the *City Rail Link* (which is planned to be operational towards the end of the planning period).
- ensure that network improvements can be successful regardless of the timing of the *City Rail Link*
- identify those changes that are needed to maximise the benefits of the *City Rail Link* and to ensure its successful implementation

This approach builds on the momentum being delivered by recent system improvements and others that are currently being delivered, including rail electrification, the new electric rail units, and integrated ticketing. The challenge is to do this in a way that better meets customer demands while making best use of our limited transport resources.

The approach outlined in this Plan responds to this challenge by setting out a new, integrated network structure for Auckland's public transport system which allows improved levels of service through better utilisation of the current level of operating resources. This will deliver more frequent and reliable services and more travel choices in a cost-effective manner. It will also support Auckland's future growth by providing a permanent network of frequent services and infrastructure that will give greater certainty for land use development decisions.

When the timing of the *City Rail Link* is more certain, further changes to the supporting public transport system will probably be needed. These will be reflected in future versions of this Plan.

The table below shows the expected transition towards the mature public transport system that will be in place by 2022.

**Table 5-1: Anticipated changes in the public transport network**

| | Current (2013) | Transitional (by 2016) | Mature (by 2022) |
|---|---|---|---|
| **Route structure** | Complex system of about 400 routes with emphasis on point-to-point and peak services | Implementation of a simpler, more connective network of about 130 routes before the *City Rail Link* | Completion of a simpler, more connective network based on high frequency services maximised by the operational *City Rail Link* |
| **Access to key destinations** | Radial route structure provides good access to city centre, but access to other key destinations is patchy | Good access to city centre retained, but connected network offers easier access to a wide range of additional destinations, and facilitates cross-town travel | Connected network and enhanced capacity from *City Rail Link* offers very good access to city centre and easier access to a wide range of additional destinations, and facilitates cross-town travel |
| **Service** | Begin negotiating | Let progressive PTOM contracts | Continued service procurement and |

| | Current (2013) | Transitional (by 2016) | Mature (by 2022) |
|---|---|---|---|
| **procurement and delivery** | alignment with operator contracts through the PTOM | for all public transport services to implement the connected service network | management through the PTOM performance-based contracts |
| **Integrated Tickets/Fares** | Integrated ticket implementation (HOP branded) | Develop and finalise the appropriate integrated fare system without transfer penalties | Integrated ticket and fare system allows seamless passenger transfers between operators and modes without transfer penalties |
| **Enabling infrastructure** | Identify and programme infrastructure requirements | Investment in infrastructure and customer facilities upgrades, especially on the rapid and frequent service network | Completed infrastructure and customer facilities allows seamless passenger connections between services, and reliable and cost-efficient operation of services |
| **Reliability and service performance** | Route structure impacts reliable service delivery<br>Timetable run-time update to reflect the operating environment<br>GPS tracking option to performance manage services under development | Simpler, connected service structure improves reliability<br>High frequency services reduce waiting time<br>Interactive customer use of real time tracking service information<br>PTOM contracts performance manage service delivery, and GPS tracking provides continuous improvement<br>Consistent system branding and presentation | Continuous improvement through PTOM contract performance management |
| **Customer information** | Complex route structure results in complex information<br>Limited early use of GPS tracking system to provide real time information | Simple and intuitive public transport information and network-wide way-finding<br>Intuitive and customer interactive use of GPS service tracking real time information | Continued improvement through technology where possible |
| **Electric rail fleet** | Procurement of new train fleet completed and design underway<br>Network electrification underway | New train fleet implemented and operational | *City Rail Link* provides an expanded rail network and optimum use of the rail network |
| ***City Rail Link*** | Route protection underway | Land purchase and detailed design | *City Rail Link* is operational, expanding system capacity and improving access by public transport |

The new service network structure will be built around a core network of rapid and frequent services. These include the existing rapid transit services on rail and the Northern Busway, supplemented by a number of high-frequency bus routes connecting major centres. The rapid and frequent service network will deliver at least a 15-minute service operating all day (initially from 7am-7pm with reduced frequencies outside those hours). It will be complemented by a network of connector routes that operate all day services every half-hour. In addition, a supporting network of local services, peak-only services, and targeted services will cater to specific market needs. The new network structure is shown below:

**Figure 5-1: New network: service categories**

| Service layers: | RAPID | FREQUENT | CONNECTOR | LOCAL, PEAK-ONLY AND TARGETED |
|---|---|---|---|---|
| **Defining features:** | ALL DAY NETWORK | | | SUPPORTING NETWORK |
| *Minimum Frequency* | 15 minutes | | 30 minutes | Driven by demand |
| *Operating Hours* | 7am - 7 pm, lower frequencies outside these hours | | | Driven by demand |
| *Achieving Speed & Reliability* | Dedicated Right of Way | Priority measures required | | Limited priority measures |

The main change from the current network pattern will be the much stronger focus on integration between services. This requires an equally strong focus on the development of convenient interchange facilities, high frequency services, and a simple integrated fare system.

Although some passengers will need to transfer between services to complete a particular trip, the impact will be minimised by the provision of good interchange facilities, integrated ticketing and fares, and improved frequencies. An additional benefit results from access to a much wider set of destinations.

**Figure** 5-2 shows a conceptual map of rapid and frequent services highlighting the advantages of a connective network providing all day accessibility across many destinations in the region.

**Figure 5-3** shows its planned geographic spread after the initial implementation is completed by 2016 while **Figure 5-4** shows the proposed core network in 2022, which includes the changes that will be made to support the *City Rail Link*.

In the longer term, further extensions to the rapid and frequent service network are likely to accommodate Auckland's growth. For example, the extension of the rapid transit network to connect to Auckland Airport is currently under investigation. Once confirmed, such network extensions will be incorporated into this Plan through a variation.

The rapid and frequent service network will be supported by connector services operating at 30-minute intervals. This combination of rapid, frequent and connector services will form the *all-day network* which will provide good coverage throughout the urban area. The proposed coverage of the *all-day network* in 2016 is shown in **Figure 5-5** while **Figure 5-6** shows it in 2022, following completion of the *City Rail Link*.

It is important to note that **Figures 5-2 to 5-6** do not show all of the services that will be available in the future. In addition to the rapid, frequent and connector services illustrated in the maps, a supporting network of local, peak only and targeted services will be available (including services in the outer parts of the region that are not covered by the maps in **Figures 5-2 to 5-6**. These services are described in **Appendix 1**[3], and details of regional services proposed in the outer parts of the region are shown in **Figure 5.7**.

Some of the services shown in **Figures 5-2 to 5-6** and described in **Appendix 1** are existing services that are deemed to be *exempt services* under section 153 (2) of the LTMA. These include the Airbus service, and ferry services to Devonport, Stanley Bay and Waiheke. These services are integral to the regional public transport network, as they provide important public transport connections within the

[3] Maps of proposed local, peak-only and targeted services will be prepared as part of the local consultation process, and finalised once that process has been completed and the routes confirmed.

urban area, and are integrated with other services in the network. As *exempt services*, however, they are not provided under contract with Auckland Transport.

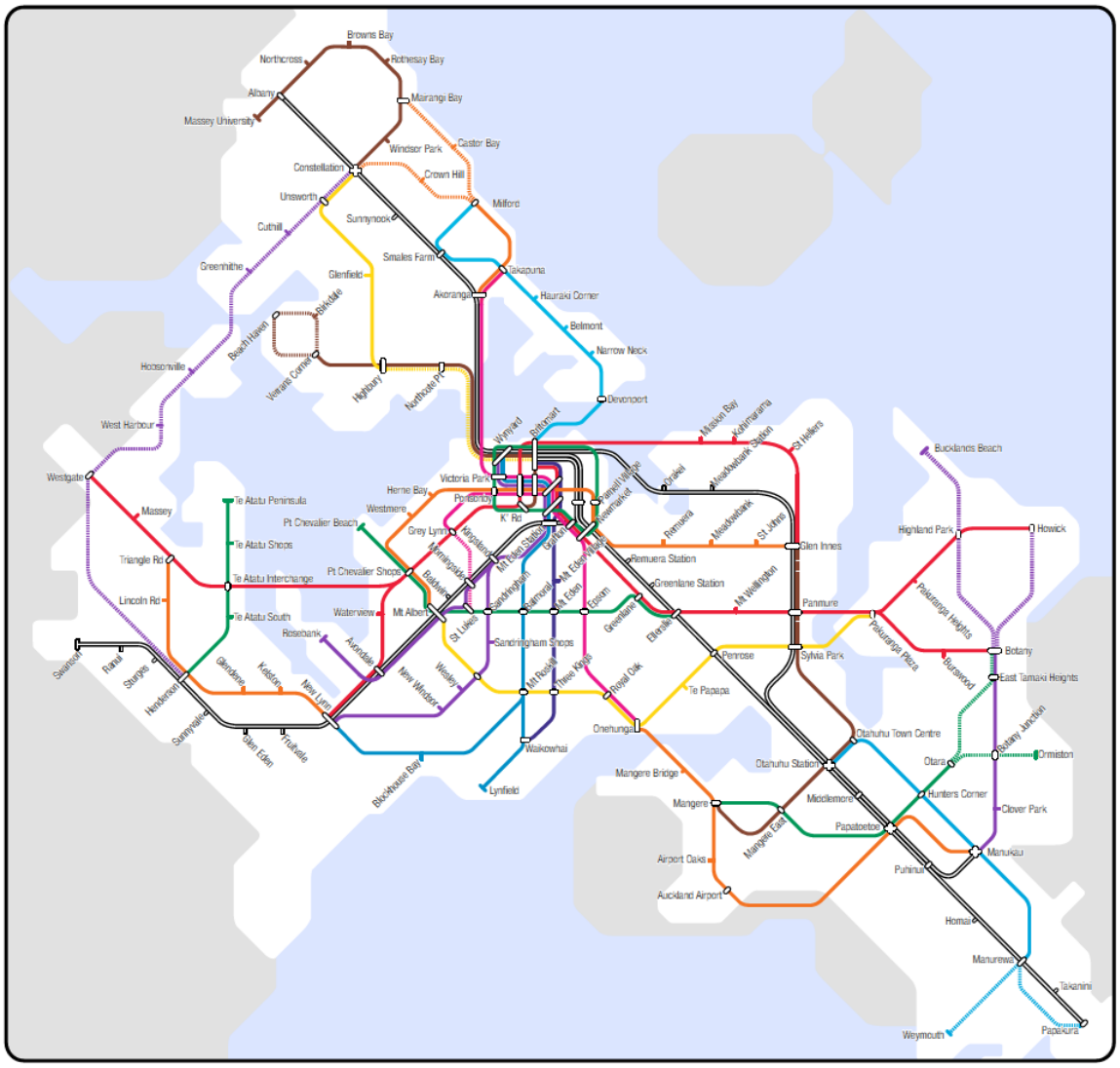
Should any of these deemed *exempt services* cease to be operated by the relevant public transport operator, the relevant service will be deregistered with effect on and from one day following the date that the relevant public transport operator ceases to operate it. The relevant route description of the deemed *exempt service* will then become a *unit* for the purposes of the LTMA. Unless specifically identified, the policies and procedures in Chapter 6 do not apply to *exempt services*.

In addition to the new services described in this Plan, improvements to the connectivity of walking and cycling networks with proposed public transport interchanges and stops are essential to improve access to the proposed simplified public transport network. These improvements would extend opportunities to benefit from the improved public transport services as part of a wider "whole journey" approach.

The future role of ferry services within the new network is in need of further review. Until now, ferry services have been provided through a mix of commercial and contracted services, and their fare structures have differed from those offered on bus and rail services. Given the Auckland maritime environment, the potential for ferries to play a greater role in the public transport system is recognised, but this needs to be done in a way that integrates with the rest of the network, while acknowledging the specific characteristics of Auckland's ferry market (including a strong tourism component, and the fact that some ferry services, as noted above, are deemed to be *exempt services* under the LTMA). The review outlined in this Plan will consider options for achieving greater integration, as well as considering potential new ferry connections and supporting feeder services.

The policies and actions set out in the next chapter have been designed to give effect to the new network structure. The policies and actions are also designed to address the challenges that are inherent with the implementation of the new network, especially in relation to the need for interchange between services. In this regard, the policies associated with infrastructure and integrated fares will be particularly important in the successful implementation of the new system.

**Figure 5-2: Metro-style conceptual map of a rapid and frequent service network**


Browns Bay
Northcross
Rothesay Bay
Albany
Massey University
Mairangi Bay
Windsor Park
Castor Bay
Constellation
Crown Hill
Unsworth
Milford
Sunnynook
Cuthill
Smales Farm
Takapuna
Greenhithe
Glenfield
Akoranga
Hauraki Corner
Birkdale
Belmont
Beach Haven
Narrow Neck
Hobsonville
Verran Corner
Highbury
Northcote Pt
Devonport
West Harbour
Wynyard
Britomart
Mission Bay
Kohimarama
St Heliers
Bucklands Beach
Westgate
Victoria Park
Parnell
Meadowbank Station
Herne Bay
Parnell Village
Newmarket
Massey
Te Atatu Peninsula
Westmere
Pt Chevalier Beach
K' Rd
Remuera
Meadowbank
St Johns
Glen Innes
Highland Park
Howick
Te Atatu Shops
Grey Lynn
Triangle Rd
Te Atatu Interchange
Pt Chevalier Shops
Mt Eden Village
Remuera Station
Greenlane Station
Mt Wellington
Pakuranga Heights
Lincoln Rd
Te Atatu South
Waterview
Mt Albert
Mt Eden
Edson
Greenlane
Panmure
Pakuranga Plaza
Botany
Rosebank
St Lukes
Sandringham Shops
Penrose
Sylvia Park
Burswood
East Tamaki Heights
Swanson
Ranui
Sturges
Avondale
Wesley
Mt Roskill
Three Kings
Royal Oak
Te Papapa
Henderson
Glendene
Kelston
New Lynn
New Windsor
Onehunga
Otahuhu Town Centre
Sunnyvale
Glen Eden
Waikowhai
Otahuhu Station
Otara
Ormiston
Titirangi
Blockhouse Bay
Lynfield
Mangere Bridge
Hunters Corner
Middlemore
Mangere
Clover Park
Papatoetoe
Mangere East
Manukau
Airport Oaks
Puhinui
Auckland Airport
Homai
Manurewa
Takanini
Papakura
Weymouth

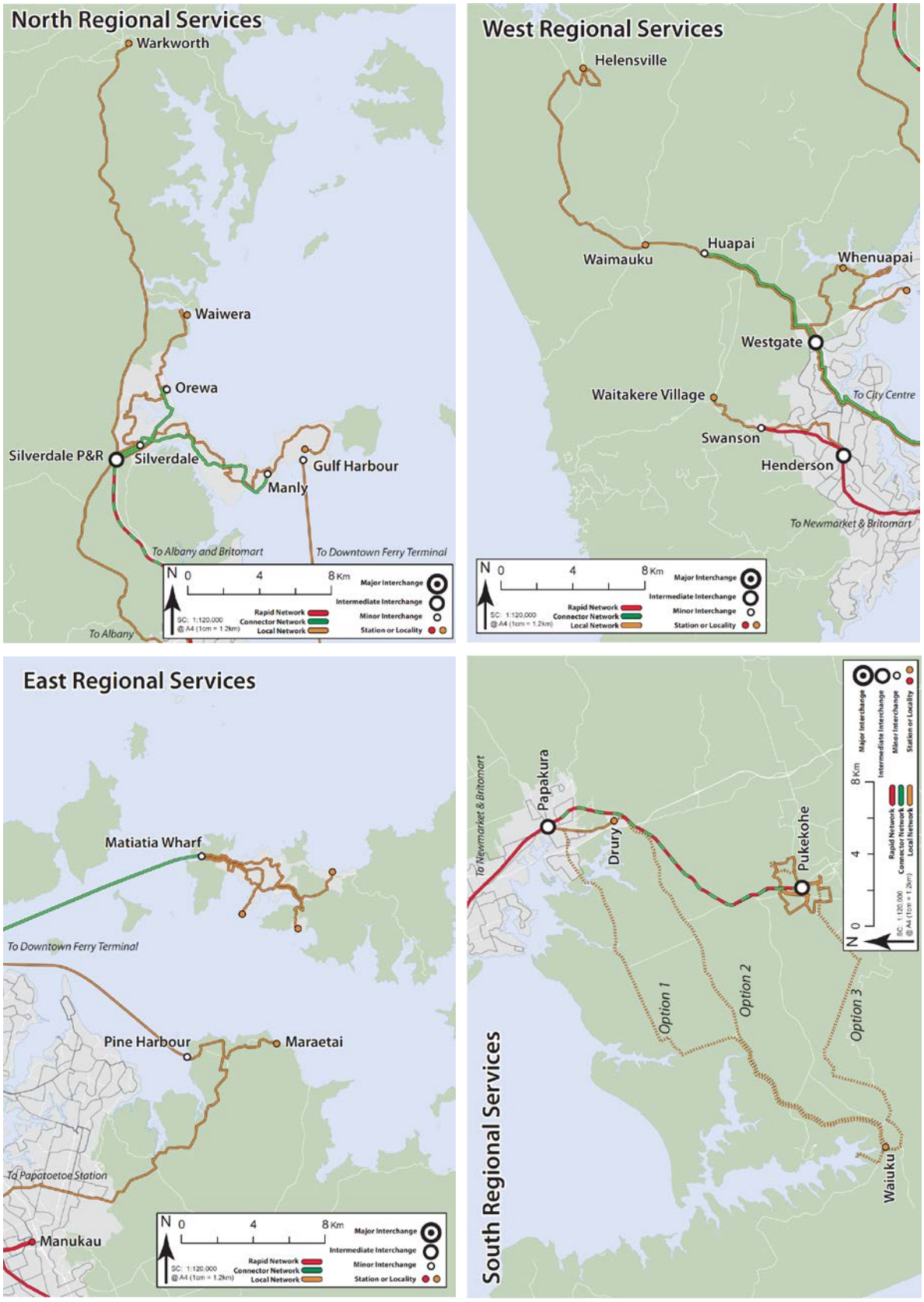
## Figure 5-3: Proposed rapid and frequent service network, 2016

## Figure 5-4: Proposed rapid and frequent service network, 2022

## Figure 5-5: Proposed all day service network, 2016

## Figure 5-6: Proposed all day service network, 2022

**Figure 5-7: Proposed Regional Services**



# 6 Policies and actions

*This chapter sets out the policies that apply to public transport services in the Auckland region, and the actions that Auckland Transport proposes to take to implement those policies.*

The vision and outcomes in **Chapter 4** describe the longer-term direction for public transport in Auckland, and what it aims to deliver. This chapter sets out the policies that will be followed in order to progress towards these longer-term vision and outcomes. It also describes the actions that Auckland Transport intends to take to implement those policies.

Ten policy areas are outlined in the following sections:

1. Network structure
2. Integrated service network
3. Infrastructure
4. Service quality
5. Fares and ticketing
6. Customer interface
7. Assisting the transport disadvantaged
8. Procurement and exempt services
9. Funding and prioritisation
10. Monitoring and review

Each section has the following format:

- **Objective:** a statement describing the aim of the policy area
- **Discussion:** a summary of the context for the policy area, including the issues it is addressing and the outcomes that it affects
- **Policies:** the general course of action that Auckland Transport will follow to achieve each objective and guide its decisions on the future delivery of public transport services in Auckland
- **Actions:** the specific actions that Auckland Transport intends to take to implement each policy

Implementation of the policies and actions depends on whether funding is available.

Auckland Transport's expectation is that the objectives, policies and actions in this Chapter are reflected in the provisions of PTOM *unit* contracts with public transport operators. In particular, the following policies and actions apply to *units:*

| Policy no. | Subject |
|---|---|
| 2.7 | Minimum levels of service (frequency and hours of operation) |
| 2.8 (a) | Adjustments to levels of service |
| 3.3 (a) | Use of infrastructure and access agreements |
| 4.3 | Reliability and punctuality standards, monitoring and driver training |
| 4.4 | Vehicle and vessel standards |
| 4.5 | Performance-based contracts |
| 4.6 | Information required to monitor service performance |
| 5.1 | Integrated fares and ticketing system |
| 5.2 | Participation in integrated fares and ticketing |
| 5.5 | Setting and reviewing fares |

| | |
|---|---|
| 5.7 | Concession fares |
| 5.9 (b) | Revenue protection and inspection |
| 6.2 (b) | Branding on vehicles and vessels |
| 6.6 | Customer service and quality |
| 7.1 (c) | Services to be operated with accessible vehicles |
| 8.1 | Establishment of units and PTOM framework |
| 8.2 | Service continuity provisions |
| 8.4 | PTOM agreements and partnership approach |
| 8.5 | Rail units |
| 8.6 | Transition to PTOM contracts |
| 10.1 | Unit performance monitoring |
| 10.2 | Service reviews |

In addition, Policy 7.2 applies to taxi and shuttle services for which Auckland Transport intends to provide financial assistance.

Unless specifically identified, the policies and actions outlined in this Chapter do not apply to *exempt services*.

## 6.1 NETWORK STRUCTURE

***Objective 1: A permanent network of connected frequent services that supports Auckland's future growth***

Auckland Transport proposes to use a different approach to public transport provision, based on a simplified route structure. The core of the new system will be an integrated network of high frequency all-day services which will provide connections between key locations, including the city centre, metropolitan centres, and major town centres. By providing strong and permanent links between growth centres, the rapid and frequent service network and its supporting infrastructure will support intensification and development at key locations. This, in turn, will provide certainty for developers, investors, businesses, and residents.

The core rapid and frequent service network will provide services at least every 15 minutes throughout the day. It will consist of the existing rapid services (rail and busway) which operate on their own rights of way, plus an extensive network of high frequency bus routes that will provide connections between key activity centres, and to and from the city centre. The proposed rapid and frequent service network in 2016 is shown in **Figure 5-2** and **Figure 5-3**.

The target operating period for the rapid and frequent service network is between 6am-9pm, seven days a week (with lower frequencies outside these times). This will be phased in, depending on funding and demand. The initial target for the all-day rapid and frequent services is 7am-7pm, seven days a week by 2016, with future extensions of the time span subject to resources and service demand.

The rapid and frequent service network will be complemented a range of other services, as outlined in **Section 6.2.** These include a network of connector services, with bus services operating at least every 30 minutes over the same operating period as the rapid and frequent service network. The proposed connector services in 2016 are shown in **Figure 5-5**. As demand grows over time, the aim is to have some of these services become part of the frequent service network.

A core network that is permanent provides significant longer-term benefits for Auckland, notably:

- Efficient use of infrastructure, as it is used more intensively throughout the day
- Support for land use intensification along key corridors and centres as people choose to be close to the rapid and frequent services. As the frequent services tend to operate on regional arterials, decongestion benefits are likely to result on these.
- A virtuous circle is created, whereby quality public transport supports land use intensification, which in turn supports further increases in service frequency and hours of operation as demand grows over time.

Investing in this type of network is expected to achieve better value for money outcomes for Auckland Transport and its funders.

| Policies | Actions |
|---|---|
| **1.1** Provide a core network of frequent and reliable services | Plan and procure services on the rapid and frequent service network (**Figure 5-2** and **Figure 5-3**) to provide frequent connections between key growth centres, and to and from the Auckland city centre. The rapid and frequent service network includes two components:<br>• **Rapid services** that have dedicated access to their own rights of way along high-density corridors (i.e. rail and Northern Busway services)<br>• **Frequent services** provided by a network of frequent bus or ferry services operating along medium to high density corridors, with bus priority measures, with connections to key activity and employment centres |
| **1.2** Maximise access to rapid and frequent services from the urban area | Design the rapid and frequent service network so that at least 40 per cent of the population within the Rural-Urban Boundary reside or work within a 500 m walk of a rapid or frequent service stop |
| **1.3** Provide connections to the rapid and frequent service network | Design interchanges on the rapid and frequent service network to facilitate convenient connections to and between rapid and frequent services |
| **1.4** Encourage mutually supportive land use and public transport development policies | a. Work with the Auckland Council to ensure that the *Unitary Plan* includes land use policies that support intensification at locations on the rapid and frequent service network<br>b. Promote transit oriented development around key interchange locations on the rapid and frequent service network<br>c. Work with the Auckland Council to ensure that the value added by investment in the rapid and frequent service network is part of apportioning costs for the adjoining land use development proposals<br>d. Actively encourage and provide guidance to developers with greenfield and urban intensification proposals to complete an Integrated Transport Assessment to ensure land use is integrated with the rapid and frequent service network<br>e. Work with the Auckland Council to ensure that the *Unitary Plan* and this Plan are mutually supportive<br>f. Work with the Auckland Council to ensure that Integrated Transport Assessment guidelines are included in the *Unitary Plan* to ensure adequate consideration of public transport in development proposals |

| Policies | Actions |
|---|---|
| | |
| **1.5** Integrate public transport services with parking policies | a. Promote the complementary design of public transport services and parking regulations and policies, including pricing<br>b. Design parking and Park & Ride pricing policies in a manner that is supportive of public transport services, given prevailing fare strategies<br>c. Review area parking strategies and pricing policies to effectively manage parking around transport interchanges and encourage usage of feeder bus services. |

## 6.2 INTEGRATED SERVICE NETWORK

***Objective 2: Simple, integrated services that connect people with where they want to go***

The rapid and frequent service network described in **Section 6.1** will be the core of a simplified route structure that will provide an integrated network of services. These will allow more convenient access to a wider range of destinations across a longer time span.

The network will be based on a hierarchy of route categories differentiated by their frequency and hours of operation, as shown in **Figure 5-1**. Routes will be designed to provide strong links between growth centres, with services and infrastructure providing support for intensification and development around key transport nodes.

The core of the new system will be the rapid and frequent service network, which will provide all day high frequency services at least every 15 minutes. The rapid and frequent service network will be complemented by a network of connector services which will extend all day service coverage but at a lower frequency (generally half-hourly).

In addition, local, peak-only, and targeted services will provide services tailored to meet specific demands, and to ensure a reasonable level of geographic coverage across the city.

Where possible, local and targeted services will be routed to enable passengers to make connections to the rapid and frequent service network at key interchanges, such as train and busway stations and town centres. This will enable more passengers to access a wider range of destinations across a longer time span, and provide greater mobility.

This network of services will provide a simpler and better integrated network, with improved opportunities for connections to more destinations. By focusing on what is important to most customers (i.e. improved service frequency and longer hours of operation), accelerated growth in overall patronage is likely to result.

In future, passengers may need to transfer between services to complete their journey even though a lower frequency, point-to-point service may have operated previously. The success of the new network therefore depends upon enabling customers to move easily between the different services, particularly at key interchanges, and good quality customer information.

This approach is predicated on investment in improved interchanges and ticketing systems to enable easier transfers to be made without fare penalties. The policy framework for these changes is set out in **Sections 6.5** and **6.5**. Higher service frequencies and reliable on-time services are also required to deliver this policy, with agreed business operating rules between connecting service providers.

The changing nature of demand means that there will be an on-going need to consider new and innovative responses. The policies and actions below provide the opportunity for new services to be

added to the network where these meet identified demand in a cost-effective and integrated manner[4].

A review of the future role of ferry services within the new network is to be undertaken. This will consider options for improving existing services to provide better integration with the wider public transport network, as well as considering potential new ferry connections and supporting feeder services. The Ferry Plan will identify any changes that will need to be incorporated through future variations to the RPTP.

**Chapter 7** and **Appendix 1** provide more detail on the services that Auckland Transport has identified as being integral to the public transport network**.**

Implementation of the new network structure will require some significant changes to the bus service network. Auckland Transport intends to implement these changes in a staged programme of bus service network reviews, as detailed in **Chapter 8**.

| Policies | Actions |
|---|---|
| **2.1** Provide a simple, layered network of public transport services | Plan and procure services using the following integrated service layers:<br>• **Rapid services**: frequent connections on the rail network and Northern Busway<br>• **Frequent services**: a core network of bus services that provide frequent connections between key growth centres, and to and from the Auckland city centre<br>• **Connector services**: moderate frequency services (generally half-hourly) with connections to metropolitan and town centres, employment and activity centres<br>• **Local services**: provide access to metropolitan or town centres for areas without direct access to frequent or connector services<br>• **Peak-only services**: point-to-point services to meet specific commuter demands and improve coverage or provide more direct services where required<br>• **Targeted services**: services with flexible frequencies and time spans suited to demand, generally connecting residential areas with their town centre and providing connections to the rapid and frequent service network |
| **2.2** Ensure good access to public transport services from all parts of the urban area | Design routes so that at least 90 per cent of the population within the rural-urban boundary lives or works within a 500 m walk of a rail, bus, or ferry stop |
| **2.3** Provide a public transport network that maximises the range of travel options and destinations available | a. Design routes, interchanges and timetables to provide convenient connections between services and to minimise total journey time, including waiting time for connections<br>b. Design routes, interchanges and timetables to ensure that connections between services involve a waiting time of no more than 15 minutes. |

[4] For example, possible future connections between the Wynyard Quarter and Britomart are currently under review.

| Policies | Actions |
|---|---|
| **2.4 Integrate ferry services into the public transport network** | a. Work with key stakeholders and service providers to review the role that ferries currently play in the integrated public transport network, and how this should evolve in the future.<br>b. In collaboration with ferry operators and Auckland Council, prepare a Ferry Plan by June 2014 that sets out the actions needed to better integrate ferry services, including deemed *exempt* ferry services, into the Auckland public transport network, including provision for new and improved services, infrastructure, fare structures and feeder services as appropriate; and incorporate these actions into the RPTP by variation. |
| **2.5** Enable timely and cost-effective service provision in developing urban areas | a. Evaluate public transport infrastructure requirements and service demands in urban development areas<br>b. Where appropriate introduce public transport services and infrastructure in new and developing urban areas in a timely and cost effective manner<br>c. Encourage planning decision-makers and authorities to ensure that public transport corridors are identified and provided for in all significant new developments.<br>d. Actively encourage and provide guidance to developers with greenfield and urban intensification proposals to complete an Integrated Transport Assessment to ensure adequate consideration is given to public transport requirements. |
| **2.6** Ensure that services respond to identified customer needs | a. Identify the needs of existing and potential public transport customers through research and demand analysis then consider these during service planning, reviews, and procurement<br>b. Consult operators, customers, and the public in the affected area during the service planning and reviews prior to procurement<br>c. Work with representatives of target groups to identify the potential for scheduled or demand-responsive services to particular facilities with regular travel demands, and implement appropriate improvements<br>d. Consider options for new services or modes where these are shown to meet customer demand in a cost-effective and integrated manner; and introduce such changes as a variation to this Plan where appropriate. |
| **2.7** Maintain consistent levels of service in each service layer, appropriate to demand | Provide the following minimum service levels for each service layer:<br>• **Rapid and frequent**: 15 minutes or better between 7am-7pm on weekdays and at weekends (phased subject to demand)<br>• **Connector**: 30 minutes or better between 7am-7pm, weekdays and weekends (phased subject to demand)<br>• **Peak, Local, Targeted** (and services on Rapid, Frequent and Connector outside the hours stated above) – matched to demand, as appropriate and affordable within the overall service network |
| **2.8** Enable timely and cost-effective service adjustments to | a. Put mechanisms in place within the PTOM contracting environment to allow service provisions to be adjusted efficiently |

| Policies | Actions |
|---|---|
| meet demand | and effectively to match demand, fare revenue, and service yield changes; and respond to new service opportunities by taking into account the following thresholds for patronage levels that trigger a service review:<br>• **Maximum loading thresholds**: frequencies and capacity are monitored and adjusted to ensure that average loadings at the peak loading point on any route do not exceed 85 per cent of total capacity (including standing space) in any 15 minute period during the peak period; or 60 per cent of total capacity (including standing space) in any 60 minute period during off- peak periods<br>• **Minimum demand thresholds**: frequencies and hours of operation are monitored for persistently low loadings. (i.e. where patronage at the maximum load point on a route is less than 50% of seated capacity (averaged by the number of trips operated during any 20-minute period) during peak periods, or less than 30% of seated capacity during off-peak periods); with revision and adjustments made to ensure that the PTOM contract continues to perform in an appropriate manner against relevant key performance indicators<br>b. Put mechanisms in place to enable efficient communication with public transport customers, to ensure that services can continue to respond to demand |
| **2.9** Co-ordinate services for special events, to help meet the needs of the event and reduce demands on other parts of the transport system | a. Work with event venues and managers of major events to help create and market combined event and public transport packages and ticketing<br>b. Create an attractive public transport alternative for special events to encourage users onto the public transport system<br>c. Seek a flexible system that obtains value from the supplier market when sourcing capacity<br>d. Where possible, create an annual calendar of planned major events to assist with the planning and provision of public transport and provide information for operators<br>e. Liaise with operators to understand their capacity, coverage availability, and anticipated demand<br>f. Contract services if necessary, to meet anticipated demand for special events<br>g. Ensure appropriate traffic management measures are in place to help with successful service delivery |
| **2.10 Investigate inter-regional services** | a. Work with Auckland Council, Waikato District Council, Waikato Regional Council, and NZTA to investigate provision of services to connect communities outside the regional boundary (e.g. Tuakau) with their nearest public transport interchange, and to determine appropriate funding arrangements<br>b. Work with Auckland Council, Waikato District Council, Waikato Regional Council, and NZTA to investigate the feasibility, costs and funding options for an extension of rail services to Tuakau |

## 6.3 INFRASTRUCTURE

***Objective 3: A high standard of public transport infrastructure that supports service provision and enhances the customer experience***

An efficient and effective public transport system relies on the provision of well-designed and well-maintained facilities including:

- Roads
- Bus stops and shelters
- Transport interchanges
- Rail tracks with associated equipment and stations
- Ferry terminals and wharves
- Park and ride facilities
- Cycle paths
- Footpaths

All of these require clear, consistent branding, with service levels and information to meet customers' needs for an integrated, easy-to-use, customer-focused system.

Their design also needs to provide good access, and safety and personal security at all stages of the journey, particularly for people with disabilities.

After Auckland Transport was established in 2010, responsibility for public transport services and infrastructure provision now lies mainly within a single organisation, enabling the provision of infrastructure to be more closely integrated with changes to services. Auckland Transport has prepared an *Integrated Transport Programme*, in conjunction with NZTA, to ensure a coordinated approach to all transport investments in the Auckland region.

The new service network structure described in this Plan places considerable emphasis on good quality interchange facilities to enable passengers to conveniently connect between services. It will also require selected improvements to other infrastructure such as bus priorities, to ensure that services are as reliable as possible.

These improvements will require an increased level of capital expenditure, which will need to be carefully prioritised. The key interchange facilities and other infrastructure improvements that are needed, in advance of the new network implementation, are identified in **Chapter 8** as "essential".

Through the current service network planning process, Auckland Transport will identify a programme of further interchange developments and supporting improvements to bus stop locations, intersection designs, and bus priorities that will enable connections to be made more easily in future.

These key projects will be incorporated into the *Regional Land Transport Plan* in an appropriate sequence to support the new service network rollout. This will be followed by an on-going improvement programme to further improve journey time reliability and connection environments over time.

Auckland Transport will try to ensure that all customer touch-points are well-branded and have consistent service quality standards, in order to provide a clearly integrated end-to-end customer experience.

To extend the catchment area for the public transport network, Park and Ride facilities will continue to be developed at strategic locations, especially on the rapid and frequent service network.

| Policies | Actions |
|---|---|
| **3.1** Integrate infrastructure and service provision | a. Develop an on-going programme of infrastructure improvements based on level of service indicators, with upgrades to improve journey times, reliability, safety, and the connection environment for the customer<br>b. Ensure alignment between the service rollout programme and the *Auckland Regional Land Transport Plan*, so that infrastructure requirements align with service procurement and implementation<br>c. Work with KiwiRail to ensure the rail network has sufficient capacity and reliability<br>d. Work with Auckland Council and (as required) KiwiRail to implement the *City Rail Link*<br>e. Work with bus operators and the Auckland Council to make provision for terminal layover facilities as necessary to ensure the efficient and reliable operation of bus services<br>f. Incorporate public transport service requirements and infrastructure requirements into corridor management plans<br>g. Ensure that infrastructure projects that are necessary for the successful implementation of the new network are funded in a timely manner, by applying the prioritisation principles in Policy 9.3 to infrastructure funding decisions |
| **3.2** Provide well-designed transport interchanges on the rapid and frequent service network | a. Locate and design transport interchanges to allow fast and convenient connections between services<br>b. Using the principles outlined in **Appendix 5**, develop guidelines for the design and operation of new and upgraded transport interchanges which are appropriate to their role in the network and the centres they serve, and ensure that existing and new interchanges are safe and comfortable for users, and that wherever feasible, other traffic is excluded.<br>c. Ensure a consistent strategy for network branding, naming, wayfinding, and information, is applied to all public transport facilities and infrastructure<br>d. Provide multi-modal Real Time Passenger Information (RTPI) and other network and local service information at transport interchanges and bus stops |
| **3.3** Provide accessible, customer-focused facilities appropriate to the public transport route and the immediate locality | a. Provide bus, rail, and ferry facilities that comply with design guidelines and which are appropriate for existing and future land use<br>b. Make central city and key interchange bus access, departure, and interchange points easy for customers to understand and access<br>c. Ensure that bus stops and interchange facilities focus on providing appropriate amenity and shelter, while maximising their attractiveness as a network access point from a customer perspective<br>d. Locate bus stops in a way that allows for quick and convenient access, especially for transferring passengers<br>e. Require public transport services to use the facilities and infrastructure provided through appropriate access agreements |

| Policies | Actions |
|---|---|
| | f. Ensure that infrastructure enhances customer safety and security by meeting or exceeding the safety requirements set out in design guidelines, as appropriate to the location<br>g. Investigate the provision of off-board ticketing machines at high demand bus interchanges and stops<br>h. Work with operators to develop and implement an appropriate charging regime for access to public transport infrastructure |
| **3.4** Provide bus priority measures on key corridors | a. Using the triggers and principles in Auckland Transport's Code of Practice, develop and implement guidelines for the provision of bus priority measures, and identify the priority measures to be implemented at different locations across the rapid and frequent service network.<br>b. Use monitoring information on service frequency, passenger volumes, level of service delays and service reliability to inform the development of a bus priority implementation programme<br>c. Promote a "Buses First" campaign that encourages motorists to give way to a bus leaving a stop |
| **3.5** Provide Park and Ride facilities at appropriate sites | a. Complete a Park and Ride strategy which clarifies the role of park and ride within the public transport network, and sets clear priorities for future investment, funding and pricing<br>b. Take steps to develop and operate Park and Ride facilities at selected peripheral locations to extend the catchment area of the public transport network and encourage patronage growth<br>c. Investigate and, where appropriate, develop Park and Ride facilities**,** using the following criteria to determine investment priorities:<br>• Park and Ride is planned as an integral part of the public transport network, extends the public transport customer base, and encourages public transport patronage<br>• Potential sites are located to intercept commuter trips from catchment areas that have a high Park and Ride potential, based on assessed demand<br>• Park and Ride facilities are located to relieve congestion by intercepting commuter traffic, and to ensure that vehicles accessing the facilities do not worsen local traffic congestion<br>• New Park and Ride facilities are focused on outer areas where public transport services are limited, or to serve areas that are beyond the walk-up catchment of the rapid and frequent service network<br>• Park and Ride is avoided in metropolitan and town centres, except as part of a staged transition to other uses<br>• Park and Ride locations take fare zone boundaries into account<br>d. Where appropriate, introduce charges for Park and Ride facilities to manage demand and ensure that facilities complement the wider public transport system, and integrate charges with public transport fares, using the AT HOP card where practical. |
| **3.6** Integrate public transport with cycling and walking | a. Ensure integration between active modes and public transport services at both facility design and delivery stages, as appropriate |

| Policies | Actions |
|---|---|
| | b. Include secure bicycle facilities at all interchanges, especially on the rapid and frequent service network, as appropriate<br>c. Provide convenient connections and visible signage between public transport, and cycling and walking networks<br>d. Work with public transport operators to provide on-vehicle facilities to improve the ease of passenger transfer between cycling and public transport services<br>e. Ensure appropriate design solutions to reduce the conflict between cyclists and buses in shared bus lanes. These should consider in particular, network function, bus service frequency and the safety of cyclists |

## 6.4 SERVICE QUALITY

***Objective 4: A convenient and reliable public transport system using modern vehicles***

A high quality public transport system gets passengers quickly to where they want to go, and provides reliable whole-of-journey travel times.

Surveys and research show that the most important consideration for public transport users - and potential users - is reliability: a trip leaves on time and arrives at (or very close to) the scheduled time. This will be even more important with the transition to the new network structure outlined in this Plan, where some trips will require connections to be made with other services. Ensuring the reliability of connections will be an important ingredient in the success of the new network.

Operational and fleet improvements, especially those on the rail network, will reduce journey times and increase service reliability. The increased frequencies, proposed as part of the core rapid and frequent service network, will reduce waiting times and mean that passengers can rely on making convenient connections between services.

Where bus services mix with traffic, journey times and reliability are affected by a number of external factors. An important tool for improving journey times and service reliability is the provision of measures that give priority to public transport services, such as bus lanes and traffic signal priority. As far as possible, Auckland Transport will provide these measures on major routes. Auckland Transport will also provide *Real Time Passenger Information System* (RTPIS) links to the displays at public transport stations and stops, and links to the traffic control system to provide priority for buses at traffic signals.

All new and used passenger service vehicles entering the bus fleet on contracted services within Auckland are required to conform to NZTA's ***Requirements for Urban Buses*** - a nationwide set of standards for bus quality and accessibility. Research with other stakeholders will be undertaken on future alternative fuel and bus traction vehicles.

Auckland Transport has prepared a ***Ferry Standard for New Ferries used in Urban Passenger Service*** for modern, low emission ferries, and will ensure that vessels used on future contracts for ferry services conform to this standard.

Best practice quality standards for rail rolling stock have also been identified and been incorporated into the specifications for new electric trains.

These requirements, along with rail electrification, will contribute to improved air quality and, consequently, improved public health.

Through achieving patronage growth (via mode shift), investment in electric trains and via a reduction in the average age of the bus fleet, Auckland Transport will contribute significantly to *Auckland Plan* targets to reduce transport related $CO_2$ emissions. As modern buses replace the old fleet, and diesel locomotives are replaced with electric trains, the improved fuel efficiencies will reduce costs and improve environmental sustainability.

The new integrated network is expected to provide opportunities for more innovative and cost-effective approaches to service provision, including smaller vehicles such as mini-buses on feeder services and in situations where the terrain or demand characteristics mean that conventional buses are less suitable.

The PTOM provides for a partnering approach, where Auckland Transport works with operators to monitor service delivery, seek on-going improvements, and ensure that quality and reliability standards are being met. The prospect of a negotiated contract extension for consistent good performance provides an incentive for operators to initiate improvements.

Auckland Transport will also monitor trends in patronage to facilitate systematic improvement of the network through improved planning and operational and cost-efficiencies.

| Policies | Actions |
|---|---|
| **4.1** Develop realistic, achievable timetables that are reliable and dependable | a. Develop new timetables using actual monitored travel times and test reliability before service implementation<br>b. Work with operators to monitor actual travel times using GPS real time tracking and performance measurement systems, and modify timetables as required to provide customers with a high standard of service reliability<br>c. Provide priority, and where appropriate specific measures such as headway timetabling, to increase service reliability and reduce travel times, particularly on parts of the network that have high frequency services<br>d. Prioritise funding applications for priority measures to support action (c) above |
| **4.2** Improve public transport journey times to provide a service that is competitive with car travel | a. Introduce electric trains across the Auckland network to improve rail journey times<br>b. Increase *HOP card* usage and off-board payments to reduce boarding times<br>c. Provide bus priority measures along key corridors to reduce bus journey times<br>d. Identify and eliminate significant delay points for public transport services<br>e. Consider specific measures to reduce the operating time of services, such as stop rationalisation or bus priority signage, where appropriate |
| **4.3** Provide a reliable, punctual, customer focused network of services | **a.** Specify whole network standards for reliability and punctuality, and incentivise good service performance through the PTOM service agreements<br>**b.** Use RTPIS or other information for service performance management, and make this available to operators for performance monitoring and fleet management<br>**c.** Work in partnership with operators to continually improve reliability, punctuality, safety and all aspects of customer |

| Policies | Actions |
|---|---|
| | service<br>**d.** Effectively and efficiently monitor services and manage performance through appropriate contractual methods, as required<br>**e.** Identify failures in performance across the network and work in partnership with operators to rectify any identified problems in a timely manner<br>**f.** Work with operators to carry out driver and staff training, including customer service training, to ensure a consistent high standard of presentation and performance<br>• Specify driver, crew, and staff training as a condition of any contract with Auckland Transport<br>• Require operators to ensure that training and performance includes the safety of the public, both on and off the vehicle, including the safety of cyclists in bus lanes<br>• Require the inclusion of disability awareness training, and training on the needs of passengers with special needs, for all staff who are in contact with customers |
| **4.4** Ensure that all vehicles and vessels meet required standards | a. Ensure that all contracted bus services in Auckland contracts comply with *NZTA Requirements for Urban Buses* and any approved additional requirements for air conditioning that Auckland Transport has put in place<br>b. Ensure that all new electric train fleet cars conform to the *EMU – Technical Specifications* stipulated by Auckland Transport at time of purchase<br>c. Ensure that all ferries used on contracted services comply with the *Vessel Standard – For Ferries Used in Urban Passenger Service, July 2010*<br>d. Work with stakeholders to research opportunities for alternative bus vehicle fuels and traction methods, including electric buses<br>e. Specify vehicle size to match local service route geography and loadings, as required<br>f. Investigate methods to enable cyclists to better access the public transport system, including provision for bicycles on selected services |
| **4.5** Ensure that service agreements encourage good operator performance | a. Incorporate specifications and a KPI regime including service reliability and punctuality, quality, compliance, customer service, and safety in PTOM service agreements<br>b. Terminate contracts for consistently poor performance<br>c. Where performance is consistently high and patronage has increased, ensure that appropriate reward mechanisms exist within contracts or through the PTOM framework |
| **4.6** Monitor and continuously improve service delivery | a. Work with operators to access operational information in a timely fashion, and include conditions for timely operational reporting in PTOM contracts<br>b. Require contracted service operators to provide |

| Policies | Actions |
|---|---|
| | operational information, as required, including:<br>• Reliability (early running)<br>• Reliability (cancellation)<br>• Punctuality (late running)<br>• Patronage and passenger kilometres<br>• Service inputs (in-service kms and hours delivered)<br>• Farebox revenue<br>• Safety and security<br>• Driver training<br>c. Until the roll-out of PTOM contracts is completed, encourage operators of commercial services that will form part of a *unit* to provide Auckland Transport with detailed planning, cost, revenue, and service information, in addition to the information types under section 127 of the LTMA, to enable Auckland Transport to plan a more efficient and effective network<br>d. Ensure that suppliers have sufficient information about service performance across the whole network, so that they can continually improve services offered to customers<br>e. Utilise shared, centrally accessed service specifications, service performance, and service measurement data between Auckland Transport and operators to improve service performance<br>f. Use information from RTPIS (or other systems for monitoring service delivery and managing service performance) including through PTOM contracts<br>g. Work with operators to agree on a monthly reporting framework for all contracted services, having regard to commercial confidentiality requirements<br>h. Collect customer feedback on service quality and performance (through surveys, customer complaint processes, and other methods) including information about:<br>• Bus loading (crowding)<br>• Reporting timeliness<br>• Customer satisfaction<br>• Passenger facilities (on bus)<br>• Complaints (including number resolved)<br>i. Publish service performance information, including PTOM league tables. |

## 6.5 FARES AND TICKETING

***Objective 5: A fares and ticketing system that attracts and retains customers while balancing user contributions against public funding***

Auckland's existing fare and ticketing system is complex, discourages connections between services, and contains a number of inefficiencies - particularly in relation to the relatively high use of cash fares.

The Auckland Integrated Fare System (AIFS) project, which has been implemented from late 2012, is addressing many of these shortcomings. AIFS will:

- Significantly reduce the number of fare products
- Allow the use of a single ticket across different operators
- Reduce the financial penalty that is currently incurred for transfers (by initially providing a 50 cent discount on onward trips)

Fare products will be limited to discounted stored value for stage-based trips, monthly passes on HOP-branded cards, or single trip cash fares.

Existing 10-trip stage-based tickets will be removed, as HOP stored value will provide the same discounts.

A daily cap is proposed when all transport modes are part of the HOP integrated ticketing system.

The new system will greatly simplify the range of fare products available in Auckland. However, Auckland Transport will continue to explore the use of specific products to encourage off-peak use, especially where this will help to stimulate additional patronage without increasing operating costs, and to reward customer loyalty.

The fares and ticketing system needs to reflect the following principles in order to contribute to the vision and outcomes of this Plan:

- **Simplicity**: easy for existing and potential users to understand and use
- **Integration**: provides easy travel across the network, is responsive to the trips that people need to make, and reinforces other improvements in the public transport system
- **Affordability**: represents value for money for users, and encourages more trips by public transport
- **Efficiency**: minimises administrative and compliance costs, and ensures that funders receive value for money

While the AIFS project will significantly improve current arrangements, this Plan sets the framework for further enhancements to the fares and ticketing system, to bring it into line with these principles.

Auckland Transport is investigating the introduction of a geographic, zone-based integrated bus and rail fare structure after completion of the AIFS project. This would enable the fares system to fully support the new network structure outlined in this Plan.

A zonal fare system would provide standard fares across different modes, with no penalties for transfers between services.

Proposed zone boundaries were published in the draft RPTP in October 2012. Submissions to the draft RPTP highlighted a number of issues with the proposed zones, which has prompted Auckland Transport to undertake a more thorough review to ensure that the future fare structure meets the principles outlined above. The review will also include consideration of ferry fares, and distance based fares. Once the review and further consultation is completed, the new fare structure will be included in the RPTP as a variation.

Fares will be subject to regular review and adjustment, at least annually, to ensure that user charges keep pace with changes in operating costs, and that the farebox recovery targets in **Section 6.9** are achieved. Auckland Transport will continue to review the targets to ensure that they achieve an optimum revenue balance between fares and patronage. As discussed in **Section 6.9,** it is intended

to achieve improvements in farebox recovery through increasing patronage and carefully managing operating costs, with fare increases accorded a lower priority.

Fare levels will be set to incentivise use of the *HOP card* and monthly passes in preference to cash fares. This will be achieved through differential adjustments to cash and AT HOP card fares during the annual fare reviews, allowing a progressive increase in the differential between AT HOP cards and cash.

Increased use of *HOP card*s will reward customer loyalty and improve boarding speeds, with associated improvements in reliability and operating costs. It will also reduce cash handling costs and security risks.

The existing fares system in Auckland provides fare concessions for specific target groups. These will be retained during the AIFS transition period.

When integrated ticketing is in place, a review of concession levels and eligibility is proposed, including a possible change to *SuperGold card* use during the evening peak period (this is not available outside of Auckland) and tertiary discounts (these are often unavailable outside Auckland).

NZTA has sought a review of the evening peak senior concession with a view to its removal, on the grounds that it is nationally inconsistent and unaffordable.

| Policies | Actions |
|---|---|
| **5.1** Implement a fares and ticketing system that supports public transport service integration | a. Implement an integrated branded fare and ticketing scheme (AT HOP) across all public transport operators, contracted services, and deemed *exempt services* to allow the use of a single smartcard (or near-field contactless information exchange technology) across train, bus, and ferry services<br>b. Require partner payment schemes to share a single public transport payment device to segregate a public transport stored value purse or storage capacity |
| **5.2** Provide integrated fares and ticketing across all bus, rail, and ferry services | a. Implement a central fare revenue allocation system that meets the National Integrated Ticketing Standards (NITIS) and the AIFS interoperability specification<br>b. Require service operators to procure and implement electronic integrated ticketing equipment, and to provide an electronic fare collection system that interfaces with the Auckland Transport central fare allocation system, and meets AIFS and NITIS specifications<br>c. Require all fare revenues collected by an operator's integrated ticketing equipment to be transferred, processed, and apportioned to eligible service providers by the Auckland Transport central fare allocation system<br>d. Ensure that all fare revenues collected by Auckland Transport, operators, and third parties are auditable and available for apportionment<br>e. Require that all public transport stored value be held by Auckland Transport in a dedicated public transport storage capacity |
| **5.3** Investigate a zone-based fare structure, with standard fares across bus and rail operators | a. Review options for a geographic zone-based fare structure, with standard fares across bus and rail operators<br>b. Remove fare penalties for transfers between bus and rail<br>c. Determine how ferry fares can be integrated into the fare |

| Policies | Actions |
|---|---|
| | structure<br>d. Undertake a review of the fare structure at least once every six years |
| **5.4** Simplify the range of fare products available | a. Remove 10-trip tickets and most operator-specific ticket products, and replace with *HOP card* stored value (with an initial 10 per cent discount over cash fares) for single trips with a daily maximum fare cap, or a *HOP card* monthly pass<br>b. Transition the range of fare products to *HOP card* stored value time-based options (2 hours, daily, monthly) unlimited travel on a *HOP card*, and single-trip cash fares.<br>c. Investigate loyalty and high use products including a monthly fare cap<br>d. Investigate off-peak daily and weekly travel pass options to encourage off-peak travel by residents and visitors; and providing fare incentives for off-peak family travel |
| **5.5** Maintain fares at a level that will achieve farebox recovery targets | a. Set a standard fare schedule for all contracted and deemed *exempt services* participating in the Concessionary Fares Scheme prior to full PTOM implementation<br>b. Conduct regular annual reviews of operating costs and NZTA indexation levels to determine the extent of any fare adjustments required to maintain farebox recovery targets in **Policy 9.2**<br>c. Implement an annual standard fare adjustment on 1 January<br>d. Implement actions to reduce operating costs and/or increase patronage |
| **5.6** Provide incentives to use integrated tickets | a. Set prices for *HOP card* stored value and monthly passes at a level that encourages their use in preference to cash<br>b. Progressively increase the AT HOP card stored value discount for travel through differential adjustments to cash and AT HOP card fares at the annual fare reviews, as appropriate<br>c. Improve the range of options for customers to purchase and top-up AT HOP cards to improve uptake |
| **5.7** Provide concession fares for target groups | a. Retain existing fare concessions for target groups, including:<br>• Children under 5: free<br>• Seniors: free off-peak<br>• Discounts for full-time school students, full-time tertiary students, legally blind members of the Royal New Zealand Foundation of the Blind, and *Total Mobility* cardholders<br>b. Review concessionary fare levels and affordability annually<br>c. Review concession levels and eligibility when integrated ticketing is implemented to ensure these are fair, affordable, and consistent with national policy direction, and implement any changes arising from this review. The review will consider a possible change to *SuperGold card* availability (to remove free travel during the evening peak period); a review of tertiary discounts and eligibility; and consideration of options for concession fares or discount schemes for low income earners |

| Policies | Actions |
|---|---|
| | d. Regularly review Total Mobility subsidy rates, in consultation with stakeholders, to determine whether they continue to meet user needs.<br>e. Consider short-term promotional fare discounts to support new or improved services or new infrastructure |
| **5.8** Provide off-peak discounts to spread peak demand and improve operational efficiency | a. Actively investigate and implement off-peak fare discount options to spread peak demand and encourage off-peak trip making, whilst maintaining Auckland Transport's overall farebox recovery targets |
| **5.9** Ensure that all users pay the correct fare | a. Continue to advocate for the introduction of legislative change to enable the Police Commissioner to delegate enforcement powers to Auckland Transport staff to enforce fines for fare evasion<br>b. Implement a fare inspection, enforcement, and auditing regime through a roving revenue protection team across all modes and operators, to ensure that all passengers pay the correct fare and to minimise the opportunity for fraud |

## 6.6 CUSTOMER INTERFACE

***Objective 6: Simple, visible, and intuitive customer information and service***

The move to a more connected network needs to be accompanied by a more customer-focused approach to public transport. This includes:

- A better understanding of, and response to, customer needs
- A more proactive approach to dealing with complaints
- Using the customer feedback to identify opportunities for improvement
- The provision of training at all levels
- A stronger focus on customer service in contracts and supplier relationships.

A consistently branded network, integrated end-to-end service, and relevant and accurate customer information gives users confidence that they will reach their destination on time or be able to make a timely and convenient change to another service.

A consistent brand will help customers to identify the network so it is easy to use, and also clearly integrates all elements of the network into a single multi-modal system.

Auckland Transport recognises the need to provide customer information and communications material, in order to attract new customers and to encourage existing customers to continue or expand their use of public transport.

Auckland Transport will ensure that customers have access to relevant, accessible, and easy-to-use information on services and timetables through a variety of media.

Marketing and promotion of the public transport network should not occur only when a new or revised product is launched into the marketplace. Recognising this, Auckland Transport will continue to promote the Auckland public transport system, both at a citywide scale and at local levels, to continually raise awareness and knowledge of the services available to Aucklanders.

Current and potential users of the system often have very useful information to contribute to the service planning process. Auckland Transport will develop mechanisms to better harness and utilise this information with regard to possible future changes to the service network or supporting infrastructure.

In addition to the policies listed in this section, customer service will be enhanced through the application of the policies and actions outlined in other sections, especially the infrastructure policies in **Section 6.5,** vehicle quality standards in **Section 6.4**, and integrated ticketing and fares in **Section 6.5**. .

| Policies | Actions |
|---|---|
| **6.1** Use customer feedback to continually enhance the product | a) Develop and publicise a streamlined process for dealing with customer complaints, to provide for a "one-stop-shop" approach, a clear escalation process, and clarity on the respective responsibilities of Auckland Transport and operators<br>b) Develop better mechanisms for recording and using customer feedback, to provide a flow of market intelligence that feeds directly into continuous service improvement processes and periodic service reviews<br>c) Increase the use of focus groups and other market research techniques to improve Auckland Transport's understanding of the customer |
| **6.2** Provide a consistent brand for Auckland Transport throughout the region | a) Develop, implement, and manage a consistent brand across all of Auckland Transport's functions throughout the region<br>b) Develop, implement, and manage a clear, simple, and intuitive public transport service brand (including infrastructure, vehicles, and all customer touch points) to help customers with identification and wayfinding throughout the service network<br>c) Ensure that Auckland Transport's brand is consistently displayed and clearly visible on all vehicles, vessels, and appropriate infrastructure so that customers can easily identify this<br>d) Provide for Auckland Transport and operator brands to be co-branded, as appropriate |
| **6.3** Provide a range of marketing material to attract potential customers | a) Ensure that appropriate marketing resources are put in place to meet the requirements of the new public transport system<br>b) Work with operators to provide excellent customer information to market their public transport products<br>c) Work with operators to build a strong public transport brand and on-road presence which highlights the levels of service offered by different elements of the service network, and emphasising frequencies and ease of use<br>d) Work with operators to market the public transport system throughout the Auckland region on an on-going basis<br>e) Proactively market service improvements to key market segments, using a range of approaches and communication channels that are relevant to each |

| Policies | Actions |
|---|---|
| | group<br>f) Ensure that service changes are communicated to affected areas and groups before implementation, using a variety of communication channels, as appropriate<br>g) Promote and facilitate the use of public transport through business and school travel plans |
| **6.4** Provide a wide choice of information channels for customers to plan their journeys | a) Provide up-to-date timetable information at all bus stops, ferry terminals, and rail stations in a standardised format with the network brand described in **Policy 6.2** above<br>b) Continue to provide information in formats that are accessible for people with impaired vision, including Braille maps and audio information at key sites and, in conjunction with operators, provide audio announcements on key routes, as appropriate<br>c) Provide information in languages other than English in locations where market analysis / customer feedback suggests this is appropriate<br>d) Provide a call centre service for passenger information and feedback<br>e) Maintain - and continually improve - a public transport information and journey planner website<br>f) Continue to develop and rollout new and innovative technological solutions for accessing public transport service network and fare information (including the provision of data to third party information suppliers, and access to information technology at public transport facilities), with cost effective provision as a driver in their development<br>g) Provide wayfinding signs in the appropriate brand formats<br>h) Ensure that external vehicle destination displays comply with the requirements of NZTA's *Requirements for Urban Buses*<br>i) Provide appropriate travel information to promote journeys that better integrate active modes and public transport |
| **6.5** Provide real time passenger information | a) Install and maintain real time display units at all interchanges and major stops across the network and at other sites, as appropriate<br>b) Install and maintain GPS tracking equipment on all public transport service vehicles with secure data downloads to provide accurate communications with RTPIS electronic displays and other real time information products, and to monitor and manage service performance in real time<br>c) Ensure that staff training on the use of interfaces to the RTPIS is carried out and remains up-to-date<br>d) Ensure real time GPS-based systems and data are linked to monitoring and performance management |
| **6.6** Provide a high-quality travel | a) Ensure that high-quality customer service standards are maintained by all drivers on public transport services |

| Policies | Actions |
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| experience | b) Work with operators to provide excellent customer information through a range of on-board media<br>c) Ensure drivers are trained in the need for smooth acceleration and braking, which will have multiple benefits of: improving the comfort and safety of passengers, improving fuel consumption, and reducing vehicle emissions |
| **6.7** Improve the connection infrastructure | a) Work proactively with funding partners to continuously improve the connection experience for customers at key locations, through on-going investments in the appropriate infrastructure, information, and wayfinding<br>b) Undertake an on-going monitoring programme to assess and enhance the connection environment across the network |
| **6.8** Provide a range of customer feedback channels | a) Maintain high-quality call centre standards at the Auckland Transport call centre<br>b) Aim to respond to customer feedback within 10 working days<br>c) Monitor feedback on service performance and convey this to operators, as appropriate, for onward action |

## 6.7 ASSISTING THE TRANSPORT-DISADVANTAGED

***Objective 7: Improved access for communities and groups whose needs are not met by the regular public transport system***

An important focus of this Plan is to meet the needs of those who are least able to travel to basic community activities and services – the transport-disadvantaged.

**Appendix 7** summarises Auckland Transport's assessment of the accessibility needs of the transport-disadvantaged in the Auckland region.

Providing a comprehensive network of public transport services goes some way to meeting these needs. However, it is recognised that some groups have specific needs that may be met more effectively by access to specialised passenger transport services and / or concessionary fares. Subject to continued funding availability, Auckland Transport will therefore continue to support specific services such as the *Total Mobility* service for people with disabilities, fare concession schemes, and school bus services.

Auckland Transport will work with disability groups to ensure that the principles outlined in the Human Rights Commission report *The Accessible Journey* are reflected in the development of public transport services and infrastructure.

Auckland Transport will also work closely with representatives of target groups to identify the potential for scheduled or demand-responsive services to particular facilities with regular travel demands, and implement appropriate improvements.

Auckland Transport will also seek innovative and cost-effective ways to deal with accessibility problems in areas of low demand where scheduled public transport services may not always be appropriate (e.g. isolated and rural communities).

| Policies | Actions |
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| Policies | Actions |
|---|---|
| **7.1** Provide a public transport network that is accessible and safe, particularly for vulnerable users | a. Identify target groups and areas where service planning can help the transport-disadvantaged, particularly vulnerable users such as children, senior citizens, and people with disabilities<br>b. Work with stakeholders to identify and resolve accessibility and safety issues<br>c. Specify services (or specific elements of services) that must be operated by accessible vehicles which conform to NZTA guidelines and Auckland Transport requirements<br>d. Ensure that accessible information is widely available by using appropriate formats and media, including audio and visual (see **Section 6.6**)<br>e. Specifically consider the needs of the transport-disadvantaged when network changes are proposed and implemented, and take proactive steps to communicate changes to groups that may find the changes difficult to adapt to |
| **7.2** Provide transport services and facilities for customers whose needs are not met by the regular public transport network | a. Locate and design facilities to ensure safe access for all customers to and around transport stops, stations, and interchanges, with particular attention to the needs of people with disabilities<br>b. Facilitate participation in the Auckland Transport Accessibility Advisory Group (TAAG)[5]<br>c. Investigate better design of infrastructure and vehicles to improve access and usability for the transport-disadvantaged<br>d. Work with operators and Auckland Transport facilities managers to ensure that training for drivers, crew and other staff in contact with the public includes appropriate assistance for customers who have difficulty using public transport<br>e. Develop and support demand-responsive services in order to provide transport options for those who are unable to use regular public transport services<br>f. Continue to fund the *Total Mobility* scheme, including:<br>• Establishing eligibility assessment processes<br>• Contracting taxi and specialist operators to provide targeted services<br>• Providing a discount on qualifying travel (up to a specified limit)<br>• In eligible cases, assisting with the installation of hoists in specialist vehicles so that wheelchairs can be carried<br>• Require all drivers on *Total Mobility* services have specialist training in order to provide adequate and appropriate assistance to mobility impaired people. |

[5] The Transport Accessibility Advisory Group (TAAG) is a regional group facilitated by Auckland Transport. Members include representatives of Auckland Transport, Auckland Council, accessibility interest groups (such as disability sector organisations), and contracted public transport operators in the Auckland region.

| Policies | Actions |
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| **7.3** Provide safe public transport access for school students to and from their zoned and / or nearest school | a. Consider providing school buses in urban areas to schools not served by the regular bus network, or where capacity on that network cannot meet demand<br>b. As the public transport network is developed, review school bus routes in relation to the new network to avoid duplicating services and to manage resources<br>c. Improve the urban school bus network, in consultation with target schools, by adding services which carry 20 or more people to their nearest or zoned school on each trip (within budget constraints[6])<br>d. Consult with community transport planners when carrying out service reviews that affect school travel<br>e. Help schools to Identify infrastructure requirements for safe school bus boarding and alighting areas, and ensure that suitable on-street facilities are provided; and where practicable, provide for school bus transfers at safe locations where supervision is available<br>f. Work with the Ministry of Education to periodically review any issues that arise on the urban/rural fringes of the Auckland region, to ensure that effective and non-duplicative provision of bus services is achieved |
| **7.4** Provide concessionary fares for the transport disadvantaged and other target groups | a. Fund concessionary fares for the target groups identified in **Policy 5.7**<br>b. Subject to a review to ensure consistency with national policy directions, continue to support the *SuperGold card* free off-peak travel scheme for senior citizens, while adequate funding is available<br>c. Work with relevant government departments and Crown agencies to investigate opportunities to improve the affordability of travel for low income earners and beneficiaries |
| **7.5** Support public transport services and facilities that better meet the needs of individual, rural, and isolated communities, taking into account value for money and local initiatives | a. Identify appropriate public transport services and facilities for rural areas by:<br>▪ Engaging with local communities to develop proposals for community-driven initiatives to design and implement tailored public transport services on a trial basis<br>▪ Working with local communities to identify and resolve funding and procurement issues<br>• Working with local communities to explore the longer-term viability of services that have been trialled successfully |
| **7.6** Ensure that transport services and facilities account for socio-economic characteristics | a. As part of the service design reviews and general route planning, consider the local socio-economic characteristics including the deprivation index, and any greater need to provide public transport access within, to, and from particular communities |

[6] School buses in rural areas are supplied and funded by the Ministry of Education.

| Policies | Actions |
|---|---|
| | b. Identify appropriate public transport services and facilities to such areas<br>c. Work with social agencies to promote understanding of the Smartcard and its associated benefits for low income and beneficiary households, including the need for registration to obtain access to concessionary fares (where eligible) |

## 6.8 PROCUREMENT AND EXEMPT SERVICES

***Objective 8: A procurement system that supports the efficient delivery of public transport services***

Amendments to the LTMA in 2013 have introduced a new policy and operating framework for the procurement and management of urban bus, rail, and ferry services. This new framework, known as the *Public Transport Operating Model* (PTOM), seeks to build a commercially based partnership between procuring authorities (including Auckland Transport) and public transport operators. It is also designed to provide opportunities for competitors to access the public transport market, to provide incentives to reduce reliance on subsidies by promoting increased commerciality of service provision, and to provide a more transparent approach to service planning and procurement.

In future, all public transport services (except for *exempt services*) will be procured through performance-based service contracts, replacing the previous mix of contracted and registered commercial services. This will create an environment where goals and objectives are aligned through collaborative planning, joint investment, performance incentives, and shared risks and rewards.

All public transport services described in this Plan (other than *exempt services*) will be required to be provided under contract to Auckland Transport as part of a *unit*, in order to implement the policies and actions described in this Plan. In summary, *units* have been determined by grouping services around geographic catchments and taking into account the need for *units* to be of sufficient size to ensure a competitive service supplier market and deliver efficient and effective services which can lead to increased patronage.

A transition plan will be developed by Auckland Transport in conjunction with incumbent operators and providers of previously registered commercial *services* that will form part of a *unit*, to transition those existing services to the fully contracted public transport framework under the PTOM.

The transition process will follow the one developed through the PTOM Working Group and chaired by the Ministry of Transport. Participants are NZTA, Auckland Transport, Greater Wellington Regional Council, Bus and Coach Association, NZ Bus, and Ritchies Transport Holdings. The policies in this section are designed to support this process and give effect to the requirements of the LTMA.

Procurement of rail services recognises that the Auckland passenger rail system is undergoing significant change during this period. Changes include the introduction of integrated off-board ticketing, electrification and associated new trains, and the full roll-out of real time passenger information systems for rail. A variation - and extension - of the current rail contract until June 2016 provides continuity during this period but procurement of services beyond June 2016 will be subject to a competitive tender process.

In line with the principles set out in section 115 of the LTMA (see section 2.1), the PTOM adopts a partnership approach, while also recognising the other principles,  towards increasing commerciality (the contribution of fare revenue to total operating costs), reducing reliance on public subsidies, and increasing patronage while giving the public confidence in competitive pricing for public transport provision.

Growing the business in this manner requires a two-tier process – through improvements to the network as a whole, or through improvements within a particular PTOM *unit* (a group of routes bundled together for contracting purposes).

All services in Auckland will be subject to a PTOM contract, with the exception of *exempt services*. *Exempt services* will continue to operate outside the PTOM and these will be specifically identified in the transition plan.

In addition, there will be a transition period between the adoption of this Plan and full implementation of the PTOM contracting environment. Existing contracts will be managed in accordance with the Auckland Transport procurement strategy, with required changes (either to manage capacity issues or to address matters related to the rollout of PTOM contracts) managed through the variation processes defined in existing contractual arrangements.

| Policies | Actions |
|---|---|
| **8.1** Ensure the appropriate allocation of roles, responsibilities, and risk between Auckland Transport and operators using the PTOM | a. Work with operators, suppliers, and funders to implement the PTOM to deliver an efficient and effective range of public transport services across the region, resulting in increased patronage and fare revenues that cover a greater proportion of operating costs and reduce reliance on subsidies. Specifically:<br>• All public transport services that are integral to the regional public transport network described in this Plan (other than deemed *exempt services*) will be grouped into *units*, based around geographic catchments, serving identifiable sets of existing or potential customers, and taking into account the need for *units* to be of sufficient size to ensure a competitive service supplier market and deliver efficient and effective services which can lead to increased patronage<br>• All public transport services described in this Plan (other than *exempt services*) will operate under a contract with Auckland Transport, in order to implement the policies and actions in this Plan.<br>• Each *unit* will form the basis of an individual PTOM contract with Auckland Transport<br>• The risk / reward model that will be incorporated into the PTOM contracts will describe a shared responsibility between the operator and Auckland Transport for growing the business, and sharing the fare revenue risk and reward<br>• The PTOM contracts will include key performance indicators around service performance, quality, cost effectiveness, and safety<br>• The PTOM contracts will provide incentives to grow patronage and service commerciality and reduce subsidies through the publication of "league tables" which rank the commerciality, patronage growth and other performance indicators of each unit. Auckland Transport's expectation is that higher ranking contracts may be offered an extended term through negotiation, and lower rankingcontracts may be competitively tendered (subject to performance and oveall satisfactory operation of PTOM contractual |

| Policies | Actions |
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| | arrangements).<br>b. Explicitly set out a structured process for the use and sharing of information as part of the PTOM implementation phase - including a clear description of rights and obligations - so that appropriate access to, and treatment of, all information is ensured<br>c. Adhere to the NZTA guidelines on PTOM implementation once these are available |
| **8.2** Ensure service continuity to the travelling public | a. Incorporate appropriate service continuity provisions into the PTOM *unit* contracts that include appropriate mechanisms for eliciting changes to a *unit* when network or service review processes deem this necessary<br>b. Provide appropriate lead times for all service provision to allow operators sufficient time to secure resources |
| **8.3** Identify specific ***exempt services*** that are not subject to PTOM contracts | a. Provide for the following deemed *exempt services* to operate within the Auckland region without a PTOM contract:<br>• Inter-regional services that operate without a direct subsidy from Auckland Transport<br>• Existing registered commercial ferry services, in operation at 30 June 2011, where the service comprised all of the trips conducted on every route operated by the service<br>• Existing registered commercial bus services in operation at 30 June 2011 that did not offer fares set by Auckland Transport |
| **8.4** Adopt a partnership approach to network planning and service changes | a. Use the PTOM contracting model to enter and manage contractual relationships with operators. Each PTOM *unit* will form an individual PTOM contract with Auckland Transport. Each PTOM contract will have three tiers of agreement: a *Regional Agreement*, a *Partnering Agreement*, and a *Unit Agreement*<br>b. Enter into a *Regional Agreement* with all contracted operators, and on a voluntary basis with operators of *exempt services*, to provide a partnership approach towards network planning, service procurement, and delivery management including consideration of:<br>• Management of the PTOM transition to a fully contracted service model with discontinued registered commercial services<br>• Service change management<br>• Service performance management<br>• Network management including customer service, experience, branding, information, and marketing<br>Note: These operator engagement processes will not replace the service review process outlined in **Section 6.10** but will be used to develop the service change proposals to a level where they can be put out for public consultation<br>c. Enter into a *Partnering Agreement* with all operators of PTOM *units* to provide regional consistency for service contract terms and conditions<br>d. Enter into a *Unit Agreement* with each PTOM *unit* following |

| Policies | Actions |
|---|---|
| | a competitive market tender or through incumbent operator negotiation using tendered prices for benchmarking purposes<br>e. Wherever possible, implement significant network changes at the start of the PTOM contract tendering / negotiation rounds. If this is not possible, or if the need for significant change arises during an existing contract, the following procedure will be used:<br>• Proposals will be developed by Auckland Transport to cover all impacted PTOM *units*, with detailed forecast cost and revenue consequences<br>• Affected operators will be consulted, with a view to negotiating an amendment to the PTOM *unit* structure to allow the changes to be implemented<br>• If all operators of affected PTOM *units* cannot agree a negotiated solution, following mediation, Auckland Transport reserves the right to tender the affected PTOM *units*<br>f. Work with contracted operators to develop a business plan for each PTOM *unit* that aims to grow its commerciality and passenger demand, subject to the overall network development plans and targets in the RPTP. The business plan will be jointly owned by Auckland Transport and the *unit* operator, and will clearly define individual and joint responsibilities<br>g. Revisit the business plan at regular intervals (at least annually)<br>h. Publish an annual report of performance league tables showing PTOM *unit* patronage growth and commerciality<br>i. Ensure that information exchanged between Auckland Transport and operators under PTOM contracts includes:<br>▪ Reliability and punctuality of services<br>▪ Patronage, passenger kilometres, and farebox revenues (on a tag-on, tag-off basis for integrated ticketing customers and on a stage basis for others)<br>▪ Safety and security<br>▪ Staff training<br>j. In consultation with operators, agree on protocols for the exchange of information on service inputs and cost efficiency, while ensuring appropriate arrangements to protect data confidentiality |
| **8.5** Ensure that rail services procurement recognises the need to complete the transition to a fully electrified system | a. Competitively tender rail services when the introduction of electric trains is completed<br>b. Combine rail PTOM *units* (see **Table 7-2**) into PTOM contracts, where appropriate, to provide improved efficiency and effectiveness of services |
| **8.6** Manage the transition from current contracts and registered commercial services to the future PTOM contracting environment | a. Procure PTOM contracts for bus services (other than deemed exempt services) in accordance with a procurement strategy approved by NZTA and in accordance with the PTOM transition model developed by Auckland Trans[port in consultation with the PTOM Working Group and detailed in **Appendix 8** |

| Policies | Actions |
|---|---|
| | b. De-register any previously registered commercial service that forms part of a *unit* on the date that the new *unit* contract takes effect (as indicated in **Table 7-2**)<br>c. Procure PTOM *unit contracts* for ferry services (other than deemed *exempt services*) in accordance with a procurement strategy approved by NZTA and in accordance with the PTOM ferry model and transition model (under development by the PTOM Ferry Working Group)<br>d. Where appropriate, combine ferry PTOM *units* in **Table 7-2** into PTOM contracts to provide improvements in service efficiency and effectiveness<br>e. Manage variations to existing contracts, to address capacity issues and / or matters related to the PTOM *unit* rollout, in accordance with the provisions in existing service contracts |
| **8.7** Ensure that the operation of ***exempt services*** does not adversely affect the wider public transport network | a. Assess all applications to operate or vary *exempt services* according to the statutory requirements. Auckland Transport may decline to register an *exempt service*, or vary the route or routes of an *exempt service*, where the service or variation is:<br>• Likely to have a material adverse effect on the financial viability of any *unit*<br>• Likely to increase the net cost to Auckland Transport of any *unit*<br>• Contrary to sound traffic management or any environmental factor identified by Auckland Transport as important to the region<br>• A service that is identified in this Plan as being integral to the public transport network in the region<br>b. Encourage operators of deemed *exempt services* that Auckland Transport considers to be integral to the regional public transport network, as described in **Table 7-2**, to meet the minimum service levels for frequency and hours of operation specified in **Appendix 1**<br>c. Require a minimum notice period of 65 days for the variation or withdrawal of any *exempt service* described in **Table 7-2**. (note: this notice period may be waived for *exempt services* that are not integral to the regional network).<br>d. Should any deemed *exempt service* described in **Table 7-2** cease to be operated by the relevant public transport operator, the relevant service will be deregistered with effect on and from one day following the date that the relevant public transport operator ceases to operate it. The relevant route description of the deemed *exempt service* will then become a *unit* for the purposes of the LTMA.<br>e. Where appropriate, charge operators of *exempt services* and *units* a reasonable infrastructure access charge, in addition to charges to recover the costs of customer information, customer services, and management services |

| Policies | Actions |
|---|---|
| | to ensure equitable treatment between *exempt* services and *units* |

## 6.9 FUNDING AND PRIORITISATION

***Objective 9: Effective and efficient allocation of public transport funding***

In preparing this Plan, Auckland Transport has reviewed the amount of public transport funding that is likely to be available within the region over the next 10 years (see **Section 2.3**).

In the short- to medium-term, funds are expected to be similar to current levels, although additional funds will be available to meet the operating costs associated with current commitments to integrated ticketing and rail system improvements.

Although NZTA is maintaining investment for existing services at current levels, the 2012/15 *National Land Transport Programme* (NLTP) increases the amount of funding for public transport. Most of the increase will be used to cover existing commitments including running costs associated with the Auckland Integrated Fares System (AIFS), rail rolling stock, and track access charges. Beyond this, any additional funds will be targeted at peak services that help to relieve severe congestion (based on robust business cases yet to be developed).

Auckland Transport has responded to this situation by developing a new network structure that is intended to provide enhanced levels of service within the existing resources. In addition, introducing the PTOM is expected to further enhance efficiency, through improved route design, contracting with marketable units, and increased market competition. Any savings generated by these changes can be reinvested into additional services.

Auckland Transport has also adopted a farebox recovery policy, in line with NZTA requirements for such a policy to be included in the Plan. The farebox recovery policy aims to increase the contribution of user fares to operating costs from the current 44.3 per cent, to approximately 50 per cent by 2015-18, to contribute to the national target of 50 per cent. . To achieve this, Auckland Transport will give priority to actions that grow patronage (especially where spare capacity is available), and reduce operating costs, in preference to simply raising fares. See **Appendix 6** for further details on the development of the farebox recovery policy.

While these changes are expected to deliver significant improvements in the effectiveness and efficiency of the public transport system, achieving the longer term objectives of the *Auckland Plan* will require additional investment.

In particular, additional funds will be needed to develop the *City Rail Link* and to support the operating costs associated with increasing the system capacity to meet the *Auckland Plan* patronage and mode share targets. Auckland Transport will continue discussions with its funders to seek appropriate funding allocations for public transport, to deliver its short- and long-term objectives.

Auckland Transport is conscious of the need to ensure that the public funds used to support the public transport system are used wisely and within required timeframes, in order to deliver cost-effective transport solutions for the region.

Auckland Transport will continue to seek cost-efficiencies in the delivery of public transport services, and implement adjustments to services where financial performance is poor.

Auckland Transport also recognises that choices need to be made on how to best to deliver public transport enhancements if the required funding is not available in future. Therefore, Auckland

Transport has established a set of strategic priorities for expenditure on the public transport system which identify where available funds should be directed.

These strategic priorities focus on incorporating existing services into the new connected service network, introducing integrated ticketing and fares, and improving the rail system through more frequent services and electrification. They also prioritise an increase in the capacity of the rapid and frequent service network, where funding allows.

<table>
<tr><th>Policies</th><th>Actions</th></tr>
<tr><td>9.1 Improve value for money from existing public transport funding</td><td>a. Implement the new network structure outlined in Chapter 5 and detailed in Sections 6.1 and 6.2<br>b. Maximise the use of additional rail capacity through the new network structure<br>c. Implement the PTOM changes outlined in Section 6.8<br>d. Undertake regular reviews of service effectiveness and value for money<br>e. Promote and market a simple and intuitive public transport product</td></tr>
<tr><td>9.2 Increase the level of farebox recovery</td><td>a. Take steps to achieve the following Farebox Recovery Ratio (FRR) targets:
<table>
<tr><th>Mode</th><th>2012 FRR</th><th>Target FRR 2013-14</th><th>Target FRR 2015-18</th></tr>
<tr><td>Bus</td><td>47.7%</td><td>47-50%</td><td>49-52%</td></tr>
<tr><td>Rail</td><td>26.3%</td><td>28-33%</td><td>40-45%</td></tr>
<tr><td>Ferry[7]</td><td>78.4%</td><td>75-80%</td><td>75-80%</td></tr>
<tr><td>Total</td><td>44.3%</td><td>45-48%</td><td>49-52%</td></tr>
</table>
b. Take the following actions to achieve the FRR targets:<br>i. Work with operators to deliver increased fare revenue through measures to increase patronage, particularly where spare capacity exists on current services<br>ii. Identify and implement opportunities for improvements to procurement arrangements for public transport, including implementation of the PTOM where this has the potential to reduce operating costs<br>iii. Deliver increased rail patronage and reduced rail operating costs as a result of electrification<br>iv. Continue to undertake regular reviews of service cost-effectiveness and implement improvements, where appropriate, to reduce average unit operating costs<br>v. Continue to promote improvements to infrastructure and services which contribute to more efficient operating conditions for public</td></tr>
</table>

[7] The ferry FRR includes a number of significant *exempt services*, which may be excluded from the FRR definition in future

| Policies | Actions |
|---|---|
| | transport and lower operating costs (e.g. bus priority measures)<br>vi. Continue an annual fare review and adjustment process, and ensure that fare increases at least keep pace with increased operating costs (as measured through NZTA indexation) with additional modest increases when necessary to maintain progress towards the FRR target<br>c. Closely monitor the impact of fare changes on patronage, and review the farebox recovery policy if growth in patronage is threatened by fare increases<br>d. Work with funding agencies to review the economic value of public transport to non-users, and ensure that the farebox recovery policy is consistent with this over time<br>e. Review the level and availability of concession fares, and eligibility, to ensure these are cost-effective and consistent with national policy directions |
| 9.3 Direct available funding to high priority activities | a. Use the four-stage intervention process from the *Integrated Transport Programme* to prioritise and phase investments:<br>i. Optimal operation, maintenance, and renewal of infrastructure<br>ii. Make better use of networks<br>iii. Manage demand efficiently and effectively<br>iv. Invest in new infrastructure, services, and technology<br>b. Ensure that the available capital funding is directed to public transport infrastructure projects that will make the most effective contribution to the new network structure<br>c. Allocate available funding according to the following priorities:<br>i. Complete the implementation of integrated ticketing, integrated fares, and rail electrification<br>ii. Implement changes to the network to maintain or improve service levels within existing resource levels<br>iii. Improve rail capacity as a result of electrification<br>iv. Improve public transport infrastructure to enable more cost-effective provision of services (e.g. bus priorities and improved network connectivity)<br>v. Further increase capacity on the rapid and frequent service network<br>vi. Improve frequencies on connector and local services<br>vii. Introduce new routes and increase service coverage beyond existing areas<br>viii. Implement initiatives to improve customer service |

| Policies | Actions |
|---|---|
| | and information |
| 9.4 Encourage the development of new funding mechanisms for public transport | a. Support the examination of potential new funding and financing mechanisms for transport in Auckland |

## 6.10 MONITORING AND REVIEW

***Objective 10: A system of monitoring and review that supports continuous improvement***

The *Auckland Plan* has identified a set of medium- and long-term targets for public transport, and the policies and actions in this Plan are designed to help achieve these targets.

The targets include:

- Double public transport from 70 million trips in 2012 to 140 million trips by 2022 (subject to additional funding)
- Increase the proportion of trips made by public transport into the city centre during the morning peak from 47 per cent of all vehicular trips in 2011 to 70 per cent by 2040
- Increase annual public transport trips per person from 44 to 100 by 2040
- Increase the proportion of people living within walking distance of frequent public transport stops from 14 per cent in 2011 to 32 per cent by 2040

Auckland Transport will regularly monitor progress towards these *Auckland Plan* targets. It will also monitor the implementation of this Plan and use a series of key performance indicators (KPIs) to determine how well the public transport system is achieving its objectives. This information will be regularly published to ensure that the public has access to up-to-date information on service performance.

The LTMA requires Auckland Transport to ensure that the RPTP is kept current for a period of not less than 3 years in advance, but not more than 10 years in advance. The RPTP may be reviewed or varied from time to time, but it must be reviewed, and varied if necessary, when the public transport components of the *regional land transport plan* are approved or varied.

Auckland Transport has developed a policy to determine whether or not any proposed variation to the RPTP is significant (see **Appendix 9**). If the proposed variation to the RPTP is significant, Auckland Transport must consult on such variation in accordance with the requirements of section 125 of the LTMA.

As noted in **Chapter 8**, Auckland Transport will undertake a staged programme of service reviews across the region to implement the new network design.

| Policies | Actions |
|---|---|
| **10.1** Undertake regular monitoring and reporting of service, ***unit*** and system performance | a. Implement monitoring, reporting, and analysis of service trip and *unit* performance (including patronage, ticket sales and type, travel time, punctuality and reliability, passenger wait time, and other matters) against patronage, farebox recovery, service level, and service performance targets |

| | |
|---|---|
| | b. Prepare a regular public report on progress using the following KPIs, segregated where possible by weekday peak, inter-peak, evening and weekend time periods :<br>• Total public transport boardings<br>• Passenger kms travelled<br>• Public transport share of peak trips to the city centre<br>• Proportion of residents within 500 metres walk of a stop on the rapid and frequent service network<br>• Proportion of jobs located within 500 metres walk of a stop on the rapid and frequent service network Patronage growth on the rail network<br>• Patronage growth on the Northern busway<br>• Patronage growth on all other bus services<br>• Patronage growth on ferry services<br>• Patronage growth on school bus services<br>• Journey times on selected rapid and frequent service network routes relative to equivalent journeys by car<br>• Service improvements delivered to schedule within agreed budgets<br>• Customer satisfaction ratings for public transport services<br>• Customer rating of public transport value for money<br>• Reliability: late running and cancelled services<br>• Punctuality: proportion of services "on time" (i.e. arriving within 5 minutes of scheduled time at timing points)<br>• Proportion of timed connections arriving within 15 minutes of connecting service<br>• Proportion of services with disability access<br>• Seat utilisation<br>• Operating subsidy per passenger km<br>• Farebox Recovery Ratio |
| **10.2 Regularly review and update the Plan to take account of changing circumstances** | a. Undertake a staged programme of service reviews and incorporate any necessary amendments to service descriptions through a variation to the RPTP<br>b. Use the monitoring information collected as part of Policy 10.1 and work with operators to introduce variations to services where required to improve efficiency and effectiveness, following consultation affected parties; and incorporate any required amendments to service descriptions through a variation to the RPTP<br>c. Maintain an up to date register of RPTP service descriptions, including a record of any variations<br>d. Complete a full review of the RPTP at the same time, or 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 |
| **10.3 Ensure appropriate public consultation on future Plan variations** | a. | Use the policy on significance in **Appendix 9** to determine the appropriate level of consultation undertaken for any proposed variation to the RPTP |

# 7 Description of services

This chapter details the services that Auckland Transport has identified as being integral to the Auckland regional public transport network. These services (other than deemed exempt services) have been grouped into geographically defined units, and include the different types of public transport services that will be procured and provided by Auckland Transport under this Plan. Given the transitional nature of the RPTP – from the current mix of services to an integrated service network that will provide a connected set of frequent services – the details below focus largely on the new network, with the current network described in broad terms only.

## 7.1 SCHEDULED SERVICES – CURRENT NETWORK

Auckland Transport inherited from the Auckland Regional Transport Authority a range of scheduled public transport services in the Auckland region.

In time, these services will be replaced with those listed in the new network described in the following section but in the interim, they will continue to be provided as described here.

Service descriptions are provided for 68 geographically defined route groups are listed in **Table 7-1**. These generally include all of the services in a specific area and / or corridor, with at least part of their route in common.

**Table 7-1: Route groups - current network**

| | | | |
|---|---|---|---|
| 1. Waiheke | 18. Isthmus cross-towns | 35. Onehunga | 52. Gulf Harbour ferry |
| 2. Mt Eden Rd | 19. Remuera | 36. Papakura | 53. Devonport ferry |
| 3. Gillies Ave | 20. Devonport | 37. Manurewa | 54. Stanley Bay ferry |
| 4. Dominion Rd | 21. Hibiscus Coast | 38. Gt South Rd & Otara | 55. Bayswater ferry |
| 5. Sandringham Rd | 22. Northern Express | 39. Puhinui | 56. Pine Harbour ferry |
| 6. New North Rd | 23. Beach Haven | 40. Mangere | 57. Rakino ferry |
| 7. Pt Chevalier | 24. Albany | 41. Botany | 58. Half Moon Bay ferry |
| 8. CBD circuits | 25. Beach Rd | 42. Botany – CBD | 59. West Harbour ferry |
| 9. Herne Bay | 26. Forrest Hill | 43. Bucklands Beach | 60. Birkenhead ferry |
| 10. Richmond Rd | 27. Sunnynook | 44. Howick | 61. Waiheke ferry |
| 11. New Lynn locals | 28. Bayview | 45. Ranui & Swanson | 62. Great Barrier ferry |
| 12. Glen Innes & Ellerslie | 29. Windy Ridge | 46. Te Atatu | 63. Hobsonville |
| 13. Airbus Express | 30. Glenfield | 47. Glen Eden | 64. Beach Haven ferry |
| 14. Mt Wellington | 31. Northcote | 48. Kelston | 65. Western Rail |
| 15. Glendowie | 32. Bayswater | 49. Titirangi & Laingholm | 66. Eastern Rail |
| 16. Tamaki Drive | 33. Pukekohe | 50. Green Bay | 67. Southern Rail |
| 17. St Heliers - Newmarket | 34. Manukau - Airport | 51. Massey & Hobsonville | 68. Onehunga Rail |

Detailed descriptions for the services contained within these route groups are contained in **Appendix 2.** These descriptions include detail on route numbers, suburbs and destinations served, indicative service frequencies, and hours of operation.

## 7.2 SCHEDULED SERVICES – NEW NETWORK

The defining features of the new network are described in **Section 6.2** and include the frequency and time span of services (hours of operation across days of the week).

A further distinction is drawn between rapid services which operate in their own right-of-way (rail and busway services) and other services that occupy general road space, with priority measures applied as appropriate.

**Table 7-2** summarises the scheduled public transport services that Auckland Transport has identified as being integral to the new network. The services have been grouped into *units* based around geographic catchments serving identifiable sets of existing or potential customers. The grouping of services has also taken into account the need for *units* to be of sufficient size to ensure a competitive service supplier market and deliver efficient and effective services which can increase patronage.

**Table 7-2** also includes four route descriptions that are currently operated and are deemed *exempt services*. While these services are integral to the public transport network, as deemed *exempt services* the services are not provided under contract with Auckland Transport. Should any deemed *exempt services* cease to be operated by the relevant public transport operator, the relevant service will be deregistered one day following the date that the relevant public transport operator ceases to operate it. The relevant route description of the deemed *exempt service* will then become a *unit* for the purposes of the LTMA.

With the exception of deemed *exempt services*, the route descriptions listed in **Table 7-2** are *units* for which Auckland Transport intends to provide financial assistance (subject to improved commerciality of the unit over time) where required, through PTOM contracts. Table 7-2 also shows the indicative start dates for services in each of the *units*.

**Table 7-2: Public transport *units* and deemed *exempt services* - proposed 2016 network**

| Unit number | Route description | Indicative start date |
|---|---|---|
| BUS SERVICES | | |
| **1** | City LINK | Q4 2015 – Q2 2016 |
| **2** | Inner LINK | Q4 2015 – Q2 2016 |
| **3** | Richmond Rd | Q4 2015 – Q2 2016 |
| **4** | Great North Rd | Q4 2015 – Q2 2016 |
| **6** | New North Rd | Q4 2015 – Q2 2016 |
| **7** | Sandringham Rd | Q4 2015 – Q2 2016 |
| **8** | Dominion Rd | Q4 2015 – Q2 2016 |
| **9** | Mt Eden Rd | Q4 2015 – Q2 2016 |
| **10** | Manukau Rd | Q4 2015 – Q2 2016 |
| **12** | Remuera Rd | Q4 2015 – Q2 2016 |
| **14** | Mt Wellington | Q4 2015 – Q2 2016 |
| **16** | Tamaki | Q4 2015 – Q2 2016 |
| **17** | Hospitals | Q4 2015 – Q2 2016 |
| **18** | Mt Eden Crosstown | Q4 2015 – Q2 2016 |
| **19** | Balmoral Rd Crosstown | Q4 2015 – Q2 2016 |
| **20** | Mt Albert Rd Crosstown | Q4 2015 – Q2 2016 |
| **21** | Stoddard Road Crosstown | Q4 2015 – Q2 2016 |
| **24** | Waiheke | Q4 2015 – Q2 2016 |
| **25** | Titirangi | Q4 2015 – Q2 2016 |

| | | |
|---|---|---|
| **26** | Waikumete | Q4 2015 – Q2 2016 |
| **27** | Te Atatu | Q4 2015 – Q2 2016 |
| **28** | Ranui | Q4 2015 – Q2 2016 |
| **29** | Hobsonville | Q4 2015 – Q2 2016 |
| **30** | North Western Motorway | Q4 2015 – Q2 2016 |
| **33** | Upper Harbour Crosstown | Q4 2015 – Q2 2016 |
| **34** | North Harbour | Q2 2015 – Q4 2015 |
| **35** | Bayview | Q2 2015 – Q4 2015 |
| **36** | Beach Haven to Takapuna | Q2 2015 – Q4 2015 |
| **37** | Akoranga West | Q2 2015 – Q4 2015 |
| **38** | Birkenhead to Takapuna | Q2 2015 – Q4 2015 |
| **39** | Birkenhead to City | Q2 2015 – Q4 2015 |
| **40** | Northern Express 1 | Q2 2015 – Q4 2015 |
| **41** | Northern Express 2 | Q2 2015 – Q4 2015 |
| **42** | Albany to Newmarket via Ponsonby | Q2 2015 – Q4 2015 |
| **43** | Devonport | Q2 2015 – Q4 2015 |
| **44** | Lower East Coast Bays | Q2 2015 – Q4 2015 |
| **45** | Upper East Coast Bays | Q2 2015 – Q4 2015 |
| **46** | Hibiscus Coast | Q2 2015 – Q4 2015 |
| **47** | Hibiscus Coast Schools | Q2 2015 – Q4 2015 |
| **48** | Warkworth | Q2 2015 – Q4 2015 |
| **50** | Ti Rakau Drive | Q4 2015 – Q2 2016 |
| **52** | Howick to Panmure | Q4 2015 – Q2 2016 |
| **53** | Botany Crosstown | Q4 2015 – Q2 2016 |
| **54** | East Tamaki Crosstown | Q4 2015 – Q2 2016 |
| **55** | Pakuranga Rd | Q4 2015 – Q2 2016 |
| **60** | Airport | Q2 2014 – Q1 2015 |
| **61** | Mangere Bridge | Q2 2014 – Q1 2015 |
| **62** | Otahuhu | Q2 2014 – Q1 2015 |
| **63** | Papatoetoe / Otara | Q2 2014 – Q1 2015 |
| **64** | Manurewa | Q2 2014 – Q1 2015 |
| **65** | Papakura | Q2 2014 – Q1 2015 |
| **67** | Pukekohe | Q2 2015 – Q4 2015 |
| **Deemed Exempt** | Airbus Express | current |

| | | |
|---|---|---|
| **FERRY SERVICES** | | |
| **TBC** | Pine Harbour ferry | TBC |
| **TBC** | Birkenhead ferry | TBC |
| **TBC** | West Harbour ferry | TBC |
| **TBC** | Hobsonville/Beach Haven ferry | TBC |
| **TBC** | Bayswater ferry | TBC |
| **TBC** | Gulf Harbour ferry | TBC |
| **TBC** | Half Moon Bay ferry | TBC |
| **TBC** | Rakino ferry | TBC |
| **Deemed Exempt** | Devonport ferry | current |
| **Deemed Exempt** | Stanley Bay ferry | current |
| **Deemed Exempt** | Waiheke ferry | current |
| **RAIL SERVICES** | | |
| **N/A** | Southern rail line | Current: new tender 2016 |
| **N/A** | Eastern rail line | Current: new tender 2016 |
| **N/A** | Western rail line | Current: new tender 2016 |
| **N/A** | Onehunga rail line | Current: new tender 2016 |
| **N/A** | Pukekohe rail line | Current: new tender 2016 |

Although the allocation of specific routes to *units* is still subject to a period of on-going negotiation with public transport operators in the region, the individual services that make up each *unit*, together with their proposed target frequencies and indicative hours of operation, are listed in **Appendix 1.**

## 7.3 TARGETED SERVICES

In addition to the scheduled services already mentioned in this chapter, Auckland Transport proposes to provide financial support to the following targeted services.

### Total Mobility

*Total Mobility* is a demand-responsive service for people with disabilities who are registered users of the scheme. The *Total Mobility* scheme helps people who are unable to use regular public transport services to enhance their participation in the community by providing access to appropriate transport.

Total Mobility services are provided in the form of subsidised door-to-door transport services by taxi and specialist transport operators under contract to Auckland Transport in areas where scheme transport providers operate. Eligible users carry an ID card that is swiped through a card-reader connected to the taxi-meter so that the correct fare is recorded. All vehicles used on Total Mobility contracts must be equipped with approved card-readers and meet Auckland Transport quality standards and all drivers must complete an Auckland Transport-approved specialist training course.

In addition to subsidising passenger trips Auckland Transport each year provides an opportunity for operators to apply for a subsidy for installing wheelchair hoists and making the associated modifications to vehicles. Total Mobility services may be provided using taxis or small passenger service vehicles (shuttles).

## School bus services

Auckland Transport funds a number of school bus services that are used exclusively to transport students to schools. These services are designed to meet an identified demand for school travel in situations where scheduled services cannot provide sufficient capacity or route coverage to meet the demand and / or where a school bus service provides the most cost-effective alternative to private vehicle use.

Auckland Transport's provision of school services is restricted to the urban area of the Auckland region, as the Ministry of Education is responsible for services in the rural areas of the region. In addition, Auckland Transport has no responsibility for school services that are procured commercially between individual schools and bus operators.

Auckland Transport's current school services are described in **Appendix 2**. As part of the transition from the current contracting environment to the PTOM, these school bus services will be allocated to individual PTOM *units*, as described in **Appendix 1**.

When the future service network has been rolled out across the region, there will be a comprehensive review of supported school bus services to ensure that the new network meets the requirements for school travel.

The driving factors behind this review will be to ensure that demand for contracted services remains strong, that the services represent good value for money, and that a more efficient way of serving the demand through the scheduled public transport network does not exist.

**Policy 7.3** details the approach to the planning and procurement of school bus services.

## Community transport services

Auckland Transport and Auckland Council recognise that the public transport network described in this Plan, including the scheduled services described in **Appendix 1**, may not provide adequate coverage for all parts of the region.

Rural communities, in particular, receive limited service from the public transport network as extending regular scheduled services into these areas is not generally cost-effective.

**Policy 7.5** describes how Auckland Transport will work with local communities to identify appropriate public transport solutions that can be self-sustaining in the longer-term.

# 8 Implementation plan

*This chapter sets out a proposed timetable for the implementation of the major actions in this RPTP, including the staging of changes to the service network, and associated infrastructure investments. It also shows how Auckland Transport intends to involve the public in the detailed process of service changes.*

## 8.1 IMPLEMENTATION TIMETABLE

The changes to the network structure outlined in this Plan represent a significant change to the way in which public transport services are delivered in the Auckland region.

### Timing of implementation

Implementation across the whole region will require a detailed assessment of the specific route structure in each area. This will require input from communities to ensure that local needs are identified and taken into account. To achieve this, a staged implementation of the new network structure is proposed, with three main stages to be designed, procured, and implemented over a three year period:

- Stage 1 (2014/15): South Auckland
- Stage 2 (2015): North Auckland
- Stage 3 (2014/16): Central, East and West Auckland

When the three-stage implementation of the new service network is complete, an integrated *all day network* of services (see **Figure 5-5**) will be in place.

Beyond 2016, significant further improvements will be enabled by the implementation of the *City Rail Link*. This will provide an underground rail connection from Britomart to the Western Line near Mt Eden and enable rail services to be through-routed in the central city. This will deliver a major boost in rail system capacity and dramatically improve the accessibility of the city centre and other key centres by public transport.

When complete, the *City Rail Link* will enable further changes to be made to the wider public transport network, including:

- Increased service frequencies to the rail network as journey times from areas such as Manurewa, New Lynn and Henderson improve
- Some reduction of growth in bus numbers as rail access to the city centre improves

These changes are illustrated in the indicative 2022 *all day network* (see **Figure 5.6**). The service changes outlined above are indicative only, and will be incorporated into a new RPTP which will be prepared when the initial three-stage implementation of the new service network is in place.

**Table 8-1** indicates the timing of the key components required to deliver an integrated network of services over the 10 year life of the RPTP. Staging of the key components is contingent on receiving funding in time.

**Table 8-1: Integrated network staging: key components**

| | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|---|---|---|---|---|
| Integrated ticketing (AIFS) implementation | | | | | | | | | | |
| Introduce appropriate fare structure (*subject to business case and funding*) | | | | | | | | | | |
| Stage 1 network changes | | | | | | | | | | |
| Stage 2 network changes | | | | | | | | | | |
| EMU introduction, rail capacity and service increase | | | | | | | | | | |
| Stage 3 network changes | | | | | | | | | | |
| Implement essential infrastructure* for Stages 1-3 | | | | | | | | | | |
| Implement essential infrastructure* towards mature 2022 service network | | | | | | | | | | |
| Service network changes towards 2022 network (*dependent on CRL implementation*) | | | | | | | | | | |
| Panmure to Pakuranga busway operational (AMETI) | | | | | | | | | | |
| *City Rail Link* operational, rail capacity and service increase (*subject to funding*) | | | | | | | | | | |
| On-going interchange and selected infrastructure improvements | | | | | | | | | | |
| Selected bus priority and operational improvements to maximise the benefits of the new service network | | | | | | | | | | |
| Selected customer improvements | | | | | | | | | | |

* 'essential infrastructure' means infrastructure required in advance in order to operate proposed services

In addition to the projects outlined in **Table 8-1**, route protection is being undertaken for the following projects during the life of this RPTP:

- Rail to the Airport
- Waitemata Harbour Crossing
- Rail to the North Shore
- Avondale-Southdown rail corridor

## Prioritisation of infrastructure programme

**Table 8-2** below shows the integrated infrastructure programme required to deliver the proposed new network over 10 years. This table has a particular focus on the prioritised requirements of Stages 1 to 3 of the proposed service network changes. Each infrastructure project is filtered by the level of relative priority within a constrained funding environment:

a) "Essential" means required in advance in order to run the proposed services or the project significantly enhances patronage growth
b) "Highly desirable" means crucial projects to maximise the benefits of the proposed services in terms of patronage growth and/or enhanced connection environment between services
c) "Desirable" means useful projects which complement the proposed services, for example, by improving customer experience

However it should be noted that all these projects are required to get the full benefits of the proposed service changes.

**Table 8-2** also shows the delivery date by which the infrastructure project needs to be operational to align with the planned staging of proposed service changes. The table does not purport to be fully comprehensive but does cover all public transport modes, and includes Park and Ride.

## Funding of infrastructure programme

The proposed new network is to be delivered within the middle of the Regional Land Transport Programme 2012-15 cycle. **Table 8-2** below shows the estimated capital funding implications associated with the delivery of the new network. Whether or not the required project is reflected in the current Regional Land Transport Programme is indicated. In many cases, the identified project is so recent that projects have not been fully scoped, but capital costs are estimated based on current knowledge. These projects will be further scoped as part of the development of the new *Regional Land Transport Plan* to be prepared in 2015. The current Regional Land Transport Programme funding component is subject to change via the Regional Land Transport Programme variation process.

Including the *City Rail Link*, **Table 8-2** below signals over $3.8 billion of public transport investments required over the next 10 years, excluding land costs. Excluding *City Rail Link* related projects and any land costs, over $1 billion investment is required over next 10 years to support proposed service changes.

## Table 8-2: Proposed Infrastructure Programme for New Network (prioritised)

| Project | Priority | | | Functional Requirement | Delivery Target | | | | | | | | | | Regional Land Transport Programme 2012-15 status | | | Estimated Capital Cost in 10 year programme[8] |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Essential | Highly Desirable | Desirable | | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022+ | Y1-3 | Y4-10 | Not Present | |
| **Region wide** | | | | | | | | | | | | | | | | | | |
| Integrated ticketing (AIFS) | ✓ | | | Deliver integrated ticketing solution across Auckland for all bus, rail and ferry services | | | | | | | | | | | | | | $31m |
| Electric trains | ✓ | | | Improved efficiency and effectiveness of rail services on the network spine. | | | | | | | | | | | | | | $500m |
| Electric train depots | ✓ | | | Essential infrastructure associated with electric trains | | | | | | | | | | | | | | $178m |
| Integrated fares | ✓ | | | Remove financial transfer penalties that currently exist in system, thus encouraging connections | | | | | | | | | | | | | | $3m |
| City Rail Link (Subject to funding) | ✓ | | | Maximises rail network capacity supporting a transformative increase in rail services across the region. The bus network is being redesigned to take full advantage of the benefits that *City Rail Link* will bring to overall Auckland public transport network. | | | | | | | | | | | | | | $2800m |
| Bus priority measures | | ✓ | | On-going programme to enhance bus service reliability through provision of selected bus lanes, intersection priority and other interventions. | | | | | | | | | | | In part | | | $20m |
| PT Customer Experience Improvement | | ✓ | | On-going programme of selected customer facilities upgrades to improve connection / waiting environments and information provision | | | | | | | | | | | In part | | | $10m |
| Designation and land purchase | | ✓ | | Future proofing selected parts of permanent network (Rapid & Frequent) for efficient and effective delivery, as appropriate | | | | | | | | | | | | | | Not scoped |
| Park & Ride | | ✓ | | On-going programme of investigation into feasibility of | | | | | | | | | | | | | | $2m |

[8] Estimates based on current pre-feasibility planning adjusted by Auckland Transport Infrastructure Assets Revaluation 2011 report figures where appropriate. Land cost is not included.

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| investigations | | | | new / expanded Park & Ride facilities to enhance patronage growth | | | | | | | | | | | | | | |
| Rail station upgrade programme | | | ✓ | On-going programme of 14 rail station upgrades to enhance customer environment | | | | | | | | | | | | | | $50m |
| Bus stop and shelter capital programme | ✓ | | | On-going programme to improve, upgrade and relocate bus stops and shelters across Auckland to facilitate good quality access, better connection environment and enhanced waiting facilities | | | | | | | | | | | In part | | | $30m |
| **Southern Auckland** | | | | | | | | | | | | | | | | | | |
| Otahuhu Bus-Train Interchange | ✓ | | | Essential element to allow implementation of Southern Network. Off-road bus to train interchange facility. | | | | | | | | | | | | | | $8m |
| Otahuhu Town Centre Bus Stops | ✓ | | | On-street replacement facilities for current Otahuhu Bus Station | | | | | | | | | | | | | | $1.5m |
| Pukekohe Station | ✓ | | | Essential element to allow full implementation of Southern Network. Pedestrian over bridge and bus interchange required on western side of Pukekohe rail station. | | | | | | | | | | | | | | $10m |
| Middlemore Interchange | | ✓ | | Supports the implementation of Southern Network. Improved western access to train station and bus to train interchange facilities upgrade. | | | | | | | | | | | | | | $0.5m |
| Manukau Bus Interchange | | ✓ | | Supports effective implementation of Southern Network. Off-road bus to bus interchange facility, adjacent to rail station. | | | | | | | | | | | | | | $10m |
| Papatoetoe Station | | ✓ | | Supports the implementation of Southern Network. Upgraded bus stop facilities to improve bus to train interchange environment. | | | | | | | | | | | | | | $1m |
| Mangere Town Centre | | ✓ | | Supports implementation of Southern Network through easier connections. Upgraded bus to bus connection and waiting environment. | | | | | | | | | | | | | | $2m |
| Mangere Bridge | | ✓ | | Supports implementation of Southern Network. Upgraded bus to bus connection and waiting environment. | | | | | | | | | | | | | | $0.4m |
| Manurewa Station | | ✓ | | Supports implementation of Southern Network. Upgraded bus to train connection and waiting environment. | | | | | | | | | | | | | | $0.2m |
| Papakura Station | | ✓ | | Supports implementation of Southern Network. Bus | | | | | | | | | | | | | | $0.4m |

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| | | | | to train connection environment enhancement as part of station upgrade. | | | | | | | | | | | | | | |
| Drury Station and Park & Ride | ✓ | | | New rail station and Park & Ride facility to support major growth area. Park & Ride upstream of motorway congestion with good access to Rapid rail services. Dependent upon electric train services reaching Drury. | | | | | | | | | | | | | | $6m |
| Homai Station Interchange | | ✓ | | Enhanced bus-train connection facilities at Homai Station | | | | | | | | | | | | | | $1.5m |
| Takanini Station | | | ✓ | Supports implementation of Southern Network. Bus turning circle and waiting area at end of Station Road | | | | | | | | | | | | | | $1m |
| Massey Road – Buckland Road Neighbourhood Interchange | | ✓ | | Amendments to bus stop locations at this intersection and creation of a neighbourhood interchange to facilitate connection between Frequent bus services | | | | | | | | | | | | | | $2m |
| **Western Auckland** | | | | | | | | | | | | | | | | | | |
| Te Atatu Bus Interchange | ✓ | | | Essential for full implementation of Western Network. Off-road bus to bus interchange. To be developed as part of NZTA Te Atatu Motorway Interchange project. | | | | | | | | | | | | | | $10m |
| Triangle Road Bus Interchange | ✓ | | | Essential for full implementation of Western Network. Off-road / on-road bus to bus interchange. | | | | | | | | | | | | | | $4m |
| Westgate Bus Interchange | ✓ | | | Significant for full implementation of Western Network. Off-road bus to bus interchange integrated into new Westgate Town Centre as part of town centre redevelopment project. | | | | | | | | | | | | | | $8m |
| SH16 bus lanes – Waterview to Te Atatu | | ✓ | | Bus shoulder lanes enhancing service capacity being delivered as part of NZTA Causeway Upgrade project. | | | | | | | | | | | | | | NZTA Funded |
| Henderson Bus Interchange | | ✓ | | Supports full implementation of Western Network. Upgrade of existing bus interchange facilities to improve customer waiting / connection | | | | | | | | | | | | | | $0.2m |
| Bus connection improvements | | ✓ | | Range of projects to allow for better bus to bus connection environments in Town Centres (Glendene and Glen Eden) and at rail stations (Sunnyvale and Ranui). | | | | | | | | | | | | | | $1m |
| Westgate Park & Ride | ✓ | | | New Park & Ride facility to support major growth area upstream of road congestion with access to Frequent bus services. | | | | | | | | | | | | | | $1.2m |
| **Central Auckland** | | | | | | | | | | | | | | | | | | |

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| Wynyard Bus Interchange | ✓ | | | Essential element for full implementation of Central Network. Off-road bus to bus interchange in vicinity of Fanshawe Street / Halsey Street. | | | | | | | | | | | In part | | | $30m |
| City Centre bus infrastructure | ✓ | | | Various projects currently being scoped to support successful bus operations of the New Network in the Central City. | | | | | | | | | | | | | | $3m |
| Panmure Interchange (AMETI) | ✓ | | | Significant project for full implementation of Central and Eastern Networks. Bus to train and bus to bus interchange at Panmure Station. Part of Auckland-Manukau Eastern Transport Initiative project. | | | | | | | | | | | | | | $17.5m |
| Britomart Interchange | ✓ | | | Essential long-term project to support *City Rail Link* project. Better bus to train interchange at Britomart and large bus layover facilities. | | | | | | | | | | | | | | Not scoped |
| Aotea Interchange | ✓ | | | Essential long-term project to support *City Rail Link* project. Better bus to train interchange at proposed Aotea *City Rail Link* Station. | | | | | | | | | | | | | | Not scoped |
| Karangahape Road Interchange | ✓ | | | Essential long-term project to support *City Rail Link* project. Better bus to train interchange at proposed Karangahape *City Rail Link* Station. | | | | | | | | | | | | | | Not scoped |
| Newton Interchange | ✓ | | | Essential long-term project to support *City Rail Link* project. Better bus to train interchange at proposed Newton *City Rail Link* Station. | | | | | | | | | | | | | | Not scoped |
| Newmarket Interchange | | ✓ | | Support full implementation of Central Network. Better bus to train interchange at Newmarket train station. | | | | | | | | | | | | | | $2m |
| Grafton Interchange | | ✓ | | Supports full implementation of Central Network. Better bus to train interchange at Grafton train station as part of Auckland University campus development project. | | | | | | | | | | | | | | $5m |
| Blockhouse Bay Town Centre | | ✓ | | Project to allow for a better bus to bus connection environment. | | | | | | | | | | | | | | $0.5m |
| St Lukes Road | | ✓ | | Supports implementation of Central Network. Better bus to bus interchange environment at St Lukes Mall and bus priority measures on Morningside Drive / St Lukes Road. | | | | | | | | | | | | | | $3m |
| Onehunga Interchange | | ✓ | | Supports implementation of Central / Southern Networks. Upgrade of existing bus interchange and | | | | | | | | | | | | | | $0.7m |

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| | | | | enhanced interchange at Onehunga Train Station. | | | | | | | | | | | | | | |
| Sylvia Park | | ✓ | | Supports implementation of Central / Southern Networks. Upgrade of existing bus interchange and enhanced bus interchange at Sylvia Park Train Station. | | | | | | | | | | | | | | $1m |
| Balmoral Road bus connection improvements | | ✓ | | Supports implementation of Central Network. Redesign intersections at Dominion, Mt Eden and Manukau roads to facilitate better bus to bus connection environment. | | | | | | | | | | | | | | $3m |
| Mt Albert Road bus connection improvements | | ✓ | | Supports implementation of Central Network. Redesign intersections at Dominion, Mt Eden and Sandringham roads to facilitate better bus to bus connection environment. | | | | | | | | | | | | | | $3m |
| Point Chevalier Shops | | ✓ | | Supports implementation of Central Network. Redesign of Great North Road / Carrington Road intersection to facilitate better bus to bus connection environment. | | | | | | | | | | | | | | $1m |
| Avondale Interchange and Park & Ride | | ✓ | | Supports full implementation of Central / Western Networks. Off-road bus to train interchange with adjacent Park & Ride. | | | | | | | | | | | | | | $3m |
| Ellerslie Town Centre | | ✓ | | Supports implementation of Central Network. Enhance bus to bus connection environment in town centre. | | | | | | | | | | | | | | $0.4m |
| Glen Innes Interchange | | ✓ | | Supports implementation of Central Network. Enhance bus to train connection environment at Glen Innes Station. | | | | | | | | | | | | | | $0.5m |
| Parnell Station | | ✓ | | New station | | | | | | | | | | | | | | $18m |
| Waterview Green Bridge | | | ✓ | Great North Road public transport, walk & cycle overbridge to provide better connectivity to UNITEC. | | | | | | | | | | | | | | $6m |
| Downtown Ferry Terminals | | | ✓ | Enhancements to Downtown ferry terminals | | | | | | | | | | | | | | $7m |
| **Eastern Auckland** | | | | | | | | | | | | | | | | | | |
| Panmure to Pakuranga Busway (AMETI) | ✓ | | | Construction of dedicated busway between Panmure and Pakuranga | | | | | | | | | | | | | | $14m |
| Pakuranga Plaza (AMETI) | ✓ | | | Significant project for full implementation of Eastern Network. Upgrade of existing bus interchange facilities at Pakuranga Town Centre. | | | | | | | | | | | | | | $5m |
| Botany Town | | ✓ | | Supports implementation of Eastern Network. | | | | | | | | | | | | | | $0.5m |

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| Centre | | | | Upgrade of existing bus interchange facilities at Botany Town Centre. | | | | | | | | | | | | | | |
| Half Moon Bay Ferry Terminal | | ✓ | | Improvements to passenger and vehicular ferry terminals | | | | | | | | | | | | | | $11m |
| **Northern Auckland** | | | | | | | | | | | | | | | | | | |
| Hibiscus Coast Busway Station and Park & Ride | ✓ | | | Essential element for full implementation of Northern Network. Bus to bus interchange and P&R at Silverdale. Park & Ride to support major growth area upstream of road congestion with access to Frequent bus services. | | | | | | | | | | | | | | $5m |
| Constellation to Albany busway (NBE project) | | ✓ | | Extension of dedicated busway between Constellation and Albany stations for significant improvements to Northern busway operations. | | | | | | | | | | | | | | NZTA funded |
| Akoranga Busway Station improvements | | ✓ | | Significant for full implementation of Northern Network. Provides for northbound access to Akoranga Station from Esmonde Road to allow for greater operational flexibility. | | | | | | | | | | | | | | $1m |
| Takapuna Bus Interchange | | ✓ | | Supports full implementation of Northern Network. Upgrade of current facility to allow better connection environment between bus services in Takapuna. | | | | | | | | | | | | | | $0.5m |
| Bus connection improvements | | ✓ | | Range of projects to support better bus to bus connection environments in Milford, Northcote, Highbury, Glenfield and Albany Centre. | | | | | | | | | | | | | | $3m |
| Silverdale bus interchange | | ✓ | | On-road bus to bus interchange to facilitate implementation of Northern Network. | | | | | | | | | | | | | | $0.15m |
| Devonport Ferry Terminal | | | ✓ | Enhancements to Devonport ferry terminal | | | | | | | | | | | | | | $4.5m |
| Northern Busway – additional stations | | | ✓ | New busway stations to improve catchment of Northern Busway services. | | | | | | | | | | | | | | $5m |

## 8.2 SERVICE DESIGN AND SUBSEQUENT REVIEW PROCESS

Implementing the network changes described above will require significant public consultation.

The statutory consultation undertaken on this Plan provided an opportunity for key stakeholders, interest groups, and the wider public to provide feedback and input on the core structure of the new network in broad terms (but not on specific local details such as detailed routing, the mixture of local services, location of stops, and other infrastructure matters).

### Local service design

Feedback on specific local details will be sought through local targeted engagement exercises that will be undertaken prior to procurement of services as part of the PTOM contracting process.

The detailed service specifications will be prepared in collaboration with key stakeholders, operators, and Auckland Transport. These will be made more widely available to other stakeholders, existing and potential users, and persons that may be affected by, or have an interest in, the proposed service design in the affected areas.

Following these targeted engagement exercises, refined service proposals will be evaluated for their affordability and then procured through the PTOM process.

### Service review process

The PTOM partnership between Auckland Transport and the service operator provides the opportunity for regular performance reviews and continuous improvement. Information from this process will be used to monitor the performance of individual routes, PTOM *units*, and the network as a whole.

Where minor amendments to service levels, timings, and/or routings cannot address identified problems, a route or group of routes may be subjected to a more comprehensive service review process.

This service review process would essentially follow the process described above for the initial local level service planning exercise, with an additional final step to secure approval from the Auckland Transport Board and NZTA for any changes that have financial implications for total expenditure and/or cost recovery ratios.

# Glossary

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| **All day network** | The network of rapid, frequent, connector services that operate at the minimum stated frequency throughout the day. The target all day operating period for frequent services is between 6am and 9pm, seven days a week (with lower frequencies outside these times). This will be phased in as funding and demand allow, with an initial target by 2016 of 7am to 7pm on weekdays, and specific time coverage at weekends subject to service demand. |
| **Auckland Plan** | A comprehensive long-term strategy, required by legislation, that directs Auckland's growth and development up to 2040. It includes social, economic, environmental, and cultural goals and identifies existing and future locations of critical infrastructure facilities, including transport. It was adopted by Auckland Council in May 2012. |
| **City Rail Link** | A proposed 3.5 km double-track underground rail tunnel beneath the city centre from Britomart to the Western Line near Eden Terrace, with three city centre underground stations. |
| **Connector Network** | Bus and ferry corridors with some priority measures connecting with activity centres, town centres and metropolitan centres. Provides access to more frequent services. |
| **Council Controlled Organisation** | An organisation in which a local authority controls 50 per cent or more of the votes, or has the right to appoint 50 per cent or more of the directors or trustees. |
| **Exempt service** | A public transport service that is exempt under section 130 (2) of the LTMA or deemed exempt under section 153(2) of the LTMA, Exempt services are not provided under contract to Auckland Transport and, unless specified otherwise, are not subject to the objectives and policies in this Plan. |
| **Farebox recovery** | A policy that provides for public transport operating costs to be shared equitably between users and funders, to reflect the private and public benefits received, having regard to the objectives and circumstances of their region. |
| **Farebox Recovery Ratio** | The proportion of total operating costs recovered from users through fares and *SuperGold card* payments. |
| **Ferry Standard** | A standard for new vessels to be used on future contracts for ferry services. |
| **Frequent Network** | A network of major bus and ferry corridors connecting the city centre, metropolitan centres and other major centres, providing at least a 15-minute service all day (initially from 7am-7pm), with significant priority measures |
| **Government Policy Statement** | A document that highlights the Government's outcomes and priorities for the land transport sector, and sets out its broad transport funding allocations over the next decade. |
| **Integrated Transport Programme** | A plan produced by Auckland Transport and NZTA with the support of Auckland Council. It co-ordinates, prioritises, and sequences the strategic activities of Auckland's transport network providers, over the next 30 years, that are required to deliver the spatial development needs set out in the *Auckland Plan*. |
| **AT HOP card** | A stored value smartcard that can be used to pay fares on buses, trains, and ferries participating in Auckland Transport's integrated ticketing system. |
| **National Energy Efficiency and Conservation Strategy** | A strategy to promote energy efficiency, energy conservation, and renewable energy in New Zealand. |
| **National Land Transport Programme** | A prioritised nationwide three year programme of roading and transport projects that allocates central government funding. |
| **Partnering Agreement** | A mid-level contract document between Auckland Transport and operators, specific to each operator. It contains the key deliverables associated with working in a PTOM environment and has more detail than the *Regional Agreement*. |
| **Public Transport Operating Model** | A framework for building a long-term public-private partnership between regional councils and public transport operators with two overarching objectives: to grow the commerciality of public transport services and create incentives for services to become fully commercial, and to grow confidence that services are priced efficiently and that competitors have access to public transport markets. |
| **Rapid Network** | Rail and busway corridors providing dedicated right of way connections between the city centre and other selected centres, providing frequent and reliable services |

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| | (at least a 15-minute service all day, initially from 7am-7pm). |
| **Real Time Passenger Information System** | An electronic system linked to automatic vehicle location devices on public transport vehicles that provides real time arrival information on electronic displays at transport interchanges and stops. |
| **Regional Agreement** | The highest level of commercial agreement between Auckland Transport and providers of public transport services. It sets the overall framework for the provision of PTOM-contracted public transport services and is signed by all operators. |
| **Regional Land Transport Plan** | A statutory plan that will be prepared by Auckland Transport under the LTMA, which sets out the region's land transport objectives, policies, and measures for at least 10 years; includes a statement of priorities, and provides a financial forecast of anticipated revenue and expenditure on activities. The plan forms the basis of Auckland Transport's request for funding allocations in the *National Land Transport Programme*. It replaces the previous Regional Land Transport Programme. |
| **Regional Land Transport Strategy** | A statutory document that sets regional objectives and policies for the region's transport system from 2010 to 2040. It was adopted by the (former) Auckland Regional Council in 2010. Following the recent amendment to the LTMA, the RLTS is no longer required, and any RPTP adopted after 30 June 2015 will no longer be required to give effect to the public transport components of the RLTS. |
| **Regional Public Transport Plan** | A statutory document describing how Auckland Transport will give effect to the public transport components of the 2010 Auckland *Regional Land Transport Strategy*. It also specifies the public transport services proposed for the region, and the policies which apply to those services. |
| **Requirements for Urban Buses** | New Zealand's common standard for urban bus quality. It sets out the common dimensions and features of an urban bus and is used by Auckland Transport in urban bus contracts. |
| **SuperGold card** | A national identification card that provides free off-peak travel on bus, rail, and ferry services to people aged 65 or older. |
| **Total Mobility** | A subsidised transport scheme for those with impaired mobility who have difficulty with, or are unable to use, scheduled public transport services. |
| **Unit** | As defined in section 5 of the LTMA, a public transport service, or group of public transport services:<br>(a) that Auckland Transport identifies as integral to the region's public transport network; and<br>(b) that operates, or will operate, on the entire length of 1 or more routes specified in RPTP; and<br>(c) that includes all of the public transport services operating to a timetable that applies to the entire route or routes specified for the unit |
| **Unit Agreement** | The lowest level of contractual document between Auckland Transport and operators. It contains the details and targets for the operation of each specific *unit* (e.g. the routes, timetables, vehicle requirements, and KPI goals for each *unit*). |
| **Unitary Plan** | A Resource Management plan that will replace District Plans, setting out rules and regulations controlling all planning activities and development in Auckland that will give effect to the strategic direction of the *Auckland Plan*. |
| **Vehicle Quality Standards** | Standards that may set by Auckland Transport for specific services, in addition to the national Requirements For Urban Vehicles. |

# Acronyms

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| **AIFS** | Auckland Integrated Fare System |
| **AMETI** | Auckland Manukau Eastern Transport Initiative |
| **ARTA** | Auckland Regional Transport Authority |
| **CRL** | City Rail Link |
| **EMU** | Electric Multiple Unit |
| **FRR** | Farebox Recovery Ratio |
| **GPS** | Global Positioning System |
| **ITP** | Integrated Transport Programme |
| **KPI** | Key Performance Indicator |
| **LCN** | Local Connector Network |
| **LTMA** | Land Transport Management Act 2003 |
| **NEECS** | National Energy Efficiency and Conservation Strategy |
| **NITIS** | National Integrated Ticketing Interoperability Standards |
| **NZTA** | New Zealand Transport Agency |
| **PTOM** | Public Transport Operating Model |
| **QTN** | Quality Transit Network |
| **RLTP** | Regional Land Transport Plan |
| **RLTS** | Regional Land Transport Strategy |
| **RPTP** | Regional Public Transport Plan |
| **RTN** | Rapid Transit Network |
| **RTPIS** | Real Time Passenger Information System |
| **TAAG** | Transport Accessibility Advisory Group |

# Appendix 1: Proposed Future Service Network

This appendix presents details of proposed future services that are integral to the Auckland public transport network. It includes descriptions of the routes, frequencies and hours of operation of *units*. Four deemed *exempt services* are also included in this appendix: these are integral to the regional network, but are not part of any *unit*. Total mobility taxi/shuttle service providers are also listed.

The service levels described in this appendix are targets for 2016, and are subject to funding.

**Bus Services – scheduled services and school services**

*Route numbers for scheduled services will be confirmed post-tendering of services*

*Nite Rider services are to be confirmed for unit allocation purposes at a later date*

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| **Unit 1 – City LINK** | | | | | | |
| City Link. Wynyard to Karangahape Rd via Queen St | | 5 | 7.5 | 10 | 7.5 / 10 | 7.5 / 10 |
| **Unit 2 – Inner LINK** | | | | | | |
| Inner Link. Britomart, Three Lamps, Ponsonby, Grafton, Newmarket, Parnell and to Britomart | | 10 | 15 | 15 | 15 | 15 |
| **Unit 3 – Richmond Road** | | | | | | |
| Grey Lynn to University via Richmond Rd and Grey Lynn | | 10 | 15 | 30 | 30 | 30 |
| St Lukes to University via Richmond Rd and Grey Lynn | | 30 | 30 | 30 | 30 | 30 |
| Westmere to University via Williamson Ave and Freemans Bay | | 15 | 30 | 30 | 30 | 30 |
| Benson Rd to Karangahape Rd via Remuera, Hobson Bay, Eastern Parnell, University, Freemans Bay and Howe St | | 30 | 60 | 60 | 60 | 60 |
| 008 - Parnell to Auckland Grammar | Morning | | | | | |
| 011 - Newton to Mt Albert Grammar | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 012 - Downtown to St Marys College | Morning | | | | | |
| 015 - Britomart to Auckland Girls Grammar | Morning | | | | | |
| 029 - Parnell to Epsom Schools | Morning | | | | | |
| 062 - Ponsonby to Western Springs College | Morning | | | | | |
| 008 - Auckland Grammar to Parnell | Afternoon | | | | | |
| 012 - St Marys College to Downtown | Afternoon | | | | | |
| 020 - Western Springs College to Herne Bay | Afternoon | | | | | |
| 029 - Epsom Schools to Parnell | Afternoon | | | | | |
| **Unit 4 - Great North Road** | | | | | | |
| New Lynn to City via Great North Rd | | 6 | 10 | 15 | 15 | 15 |
| **Unit 6 - New North Road** | | | | | | |
| Avondale Peninsula to Wynyard via Rosebank Rd, St Lukes and University | | 5 | 12 | 15 | 15 | 15 |
| 001 - Mt Albert Grammar to Midtown | Afternoon | | | | | |
| 014 - Mt Albert Grammar to Downtown | Afternoon | | | | | |
| **Unit 7 – Sandringham Road** | | | | | | |
| New Lynn to Wynyard via Sandringham Rd and University | | 10 | 15 | 15 | 15 | 15 / 30 |
| Avondale, New Windsor to Wynyard via St Lukes and University | | 15 | | | | |
| Avondale, New Windsor to St Lukes | | 30 | 30 | 60 | 30 | 30 |
| 010 - Sandringham to Ponsonby Intermediate | Morning | | | | | |
| 041 - Mt Albert to Mt Albert Grammar | Morning | | | | | |
| 202 - New Windsor to Auckland Girls Grammar | Morning | | | | | |
| 010 - Ponsonby Intermediate to Sandringham | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 041 - Mt Albert Grammar to Mt Albert | Afternoon | | | | | |
| 202 - Auckland Girls Grammar to New Windsor | Afternoon | | | | | |
| **Unit 8 – Dominion Road** | | | | | | |
| New Lynn to Wynyard via White Swan Rd Dominion Rd and University | | 10 | 15 | 15 | 15 | 15 |
| Lynfield to Wynyard via Dominion Rd Extension, Dominion Rd and University | | 10 | 15 | 15 | 15 | 15 |
| Mt Roskill to Wynyard via Dominion Road | | 10 | 15 | | | |
| 019 - Lynfield to Waikowhai Intermediate | Morning | | | | | |
| 267 - Mt Roskill Grammar to Lynfield | Afternoon | | | | | |
| **Unit 9 – Mt Eden Road** | | | | | | |
| Waikowhai via Hillsborough Rd to Britomart via Mt Eden Rd and Symonds St | | 5 | 15 | 15 | 15 | 15 |
| Waikowhai via Melrose Rd to Britomart via Mt Eden Rd and Symonds St | | 5 | 15 | 15 | 15 | 15 |
| 031 - Mt Roskill to Epsom & Remuera Schools | Morning | | | | | |
| 099 - Lynfield to Auckland Grammar & St Peters | Morning | | | | | |
| 022 - Waikowhai Intermediate to Lynfield | Afternoon | | | | | |
| 031 - Remuera/Epsom Schools to Mt Roskill | Afternoon | | | | | |
| 032 - Epsom Girls to Waikowhai | Afternoon | | | | | |
| 099 - St Peters & Auckland Grammar to Lynfield | Afternoon | | | | | |
| 099 - St Peters & Auckland Grammar to Lynfield | Afternoon | | | | | |
| **Unit 10 – Manukau Road** | | | | | | |
| Onehunga to Wynyard via Manukau Rd | | 5 | 10 | 15 | 15 | 15 |
| **Unit 12 – Remuera Road** | | | | | | |
| Mt Albert to Glen Innes via Pt Chevalier, Herne Bay, University, Parnell and Remuera Rd | | 15 | 15 | 15 | 15 | 15 |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| Pt. Chevalier Beach to City and University, via Jervois Road | | 15 | N/A | N/A | N/A | N/A |
| Meadowbank to Ponsonby via City and University | | 15 | N/A | N/A | N/A | N/A |
| 009 - Remuera to Auckland Grammar | Morning | | | | | |
| 010 - Remuera to Auckland Grammar | Morning | | | | | |
| 017 - Kohimarama to Epsom Schools | Morning | | | | | |
| 017 - Downtown to Sacred Heart College | Morning | | | | | |
| 019 - Ellerslie to Remuera Primary | Morning | | | | | |
| 020 - Remuera to Sacred Heart College | Morning | | | | | |
| 023 - Herne Bay to Epsom Girls Grammar | Morning | | | | | |
| 028 - Remuera to Epsom Schools | Morning | | | | | |
| 051 - Kohimarama to Kadimah College | Morning | | | | | |
| 073 - Meadowbank to St Thomas Primary | Morning | | | | | |
| 074 - Remuera to Selwyn College | Morning | | | | | |
| 009 - Epsom Schools to Glen Innes | Afternoon | | | | | |
| 009 - Auckland Grammar to Remuera | Afternoon | | | | | |
| 010 - Auckland Grammar to Remuera | Afternoon | | | | | |
| 017 - Sacred Heart College to Parnell | Afternoon | | | | | |
| 019 - Remuera Primary to Ellerslie | Afternoon | | | | | |
| 020 - Sacred Heart College to Remuera | Afternoon | | | | | |
| 023 - Epsom Girls Grammar to Herne Bay | Afternoon | | | | | |
| 028 - Epsom Schools to Remuera | Afternoon | | | | | |
| 045 - Selwyn College to Remuera | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 051 - Kadimah College to Kohimarama | Afternoon | | | | | |
| 055 - Selwyn College to Meadowbank | Afternoon | | | | | |
| 071 - Glendowie College to Ellerslie | Afternoon | | | | | |
| 072 - Glendowie College to Remuera | Afternoon | | | | | |
| 073 - St Thomas Primary to Remuera | Afternoon | | | | | |
| **Unit 14 – Mt Wellington** | | | | | | |
| Otahuhu to Sylvia Park via Panama Rd | | 15 | 30 | 30 | 30 | 30 |
| Sylvia Park to Ellerslie | | 15 | 30 | 30 | 30 | 30 |
| Ellerslie to Glen Innes | | 15 | 30 | 30 | 30 | 30 |
| Sylvia Park to Glen Innes | | 15 | 30 | 30 | 30 | 30 |
| Panmure to Glen Innes to Meadowbank (St John's circuit) | | 15 | 30 | 30 | 30 | 30 |
| 022 - Panmure to Baradene College. | Morning | | | | | |
| 061 - Panmure Town Centre to Ellerslie/Penrose Schools | Morning | | | | | |
| 062 - Mt Wellington to Ellerslie/Penrose Schools | Morning | | | | | |
| 063 - Mt Wellington to St Marys School (Ellerslie) | Morning | | | | | |
| 071 - Ellerslie to Glendowie College | Morning | | | | | |
| 022 - Baradene College to Panmure | Afternoon | | | | | |
| 027 - Glendowie College to Otahuhu Transport Centre | Afternoon | | | | | |
| 036 - De La Salle College to Pt England | Afternoon | | | | | |
| 046 - Selwyn College to Panmure | Afternoon | | | | | |
| 047 - Selwyn College to Panmure | Afternoon | | | | | |
| 061 - One Tree Hill College to Panmure Town Centre | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 062 - One Tree Hill College to Mt Wellington South | Afternoon | | | | | |
| 063 - Ellerslie Primary to Mt Wellington | Afternoon | | | | | |
| 063 - One Tree Hill College to Mt Wellington | Afternoon | | | | | |
| 065 - Panmure District School to Mt Wellington | Afternoon | | | | | |
| 065 - One Tree Hill College to Bailey - Penrose | Afternoon | | | | | |
| **Unit 16 - Tamaki** | | | | | | |
| Glen Innes to City via St Heliers and Tamaki Drive | | 30 | 30 | 30 | 30 | 30 |
| Riddell Rd to City via St Heliers and Tamaki Drive | | 30 | 30 | 30 | 30 | 30 |
| Glen Innes to city via Wai-o-toki Bay and Kepa Rd | | 15 | 30 | 30 | 30 | 30 |
| Glen Innes to City via Long Drive | | 15 | 30 | | | |
| Glen Innes to Mission Bay via Long Drive | | | 30 | 30 | 30 | 30 |
| Bastion Pt to Glen Innes via Mission Bay | | 20 | 30 | 60 | 30 / 60 | 30 / 60 |
| 007 - Glen Innes to Sacred Heart College | Morning | | | | | |
| 014 - St Heliers to Epsom Schools | Morning | | | | | |
| 015 - St Heliers to Epsom Schools | Morning | | | | | |
| 016 - St Heliers to Epsom Schools | Morning | | | | | |
| 019 - Mission Bay to Epsom Schools | Morning | | | | | |
| 021 - St Heliers to Baradene College | Morning | | | | | |
| 055 - Kohimarama to Remuera Intermediate | Morning | | | | | |
| 625 - Glen Innes Centre to Glendowie College | Morning | | | | | |
| 001 - Epsom Schools to Kohimarama | Afternoon | | | | | |
| 002 - Epsom Schools to St Heliers | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 003 - Epsom Schools to St Heliers | Afternoon | | | | | |
| 004 - Epsom Schools to St Heliers | Afternoon | | | | | |
| 005 - Epsom Schools to Glendowie | Afternoon | | | | | |
| 007 - Epsom Schools to Mission Bay | Afternoon | | | | | |
| 007 - Sacred Heart College to Glen Innes Village | Afternoon | | | | | |
| 008 - Orakei Primary to Kohimarama | Afternoon | | | | | |
| 011 - St Ignatius School to Glendowie | Afternoon | | | | | |
| 021 - Baradene College to St Heliers | Afternoon | | | | | |
| 055 - Remuera Intermediate to Kohimarama | Afternoon | | | | | |
| 056 - Remuera Intermediate to Kohimarama | Afternoon | | | | | |
| **Unit 17 - Hospitals** | | | | | | |
| Hospitals. Remuera to Britomart via Ascot, Greenlane and Auckland Hospitals | | 60 | 60 | 60 | 60 | 60 |
| **Unit 18 – Mt Eden Crosstown** | | | | | | |
| Mt Eden Crosstown. Wynyard to Mission Bay via Kingsland, Mt Eden Village, Remuera and Orakei Station | | 15 | 20 | 30 | 30 | 30 |
| 006 - St Lukes to Epsom Schools | Morning | | | | | |
| 006 - Epsom Schools to St Lukes | Afternoon | | | | | |
| **Unit 19 – Balmoral Rd Crosstown** | | | | | | |
| Balmoral Road Crosstown. Pt. Chevalier to Orakei | | 10 | 15 | 15 | 15 | 15 / 30 |
| 007 - Epsom to Mt Albert Grammar | Morning | | | | | |
| 007 - Balmoral to Sacred Heart College | Morning | | | | | |
| 030 - Balmoral to Epsom Schools | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 007 - Sacred Heart College to Balmoral | Afternoon | | | | | |
| 007 - Mt Albert Grammar to Epsom | Afternoon | | | | | |
| 030 - Epsom Schools to Mt Eden | Afternoon | | | | | |
| **Unit 20 – Mt Albert Crosstown** | | | | | | |
| Mt Albert Rd Crosstown. Mt Albert to Pakuranga via Onehunga | | 10 | 15 | 15 | 15 | 15 / 30 |
| **Unit 21 – Stoddard Rd Crosstown** | | | | | | |
| Stoddard Rd Crosstown. Triangle Rd to Onehunga via Rosebank Rd and Avondale | | 15 | 30 | 30 | 30 / 60 | 30 / 60 |
| Avondale to New Lynn via Avondale Peninsula | | 30 | 30 | 60 | 60 | 60 |
| 248 - Blockhouse Bay to Blockhouse Bay Intermediate | Morning | | | | | |
| 022 - Lynfield to Blockhouse Bay | Afternoon | | | | | |
| **Unit 22 – Hillsborough Rd Crosstown** | | | | | | |
| Hillsborough Rd Crosstown. New Lynn to Onehunga and Sylvia Park | | 15 | 30 | 30 | 30 / 60 | 30 / 60 |
| Hillsborough Rd Crosstown. New Lynn to Onehunga and Otahuhu, | | 15 | 30 | 60 | 60 | 60 |
| **Unit 24 - Waiheke** | | | | | | |
| O'Brien Rd. Omiha Bay to Matiatia Ferry Terminal | | 30 | 60 | 60 | 60 | 60 |
| Donald Bruce Rd. Kennedy Point to Matiatia Ferry Terminal | | 30 | 60 | 60 | 60 | 60 |
| Seaview Rd. Onetangi to Matiatia Ferry Terminal | | 30 | 60 | 60 | 60 | 60 |
| 094 - Palm Road to Waiheke Primary | Morning | | | | | |
| 094 - Waiheke Primary to Palm Rd | Afternoon | | | | | |
| **Unit 25 - Titirangi** | | | | | | |
| New Lynn to Avondale via Green Bay and Blockhouse Bay | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Golf Road to New Lynn | | 30 | 60 | 60 | 60 / 120 | 60 / 120 |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| French Bay to New Lynn via Golf Rd | | 30 | 60 | 60 | 120 | 120 |
| South Titirangi Rd to New Lynn via Titirangi Rd | | 60 | 60 | 60 | 60 | 60 |
| Glen Eden Station to New Lynn via Titirangi Village and Titirangi Rd | | 60 | 60 | 60 | 60 | 60 |
| Woodlands Park Rd to New Lynn via Titirangi Village and Titirangi Road | | 60 | 60 | 60 | 60 | 60 |
| Brains Park to New Lynn via Nikau St | | 30 | 30 | 60 | 30 / 60 | 30 / 60 |
| Titirangi Shops to City via Green Bay and Blockhouse Bay Rd. | | 20 | N/A | N/A | N/A | N/A |
| 006 - New Lynn/Titirangi to Remuera Schools | Morning | | | | | |
| 007 - Glen Eden to Green Bay High | Morning | | | | | |
| 007 - Kaurilands to Green Bay High | Morning | | | | | |
| 008 - New Lynn Transport Centre to Blockhouse Bay Intermediate | Morning | | | | | |
| 025 - Green Bay to Glen Eden Intermediate | Morning | | | | | |
| 179 - Titirangi Village to Avondale College | Morning | | | | | |
| 179x - Titirangi to Avondale College | Morning | | | | | |
| 006 - Remuera Schools to Titirangi / New Lynn | Afternoon | | | | | |
| 008 - Blockhouse Bay Intermediate to New Lynn | Afternoon | | | | | |
| 009 - Blockhouse Bay Intermediate to Green Bay | Afternoon | | | | | |
| 013 - Green Bay High to New Lynn Transport Centre | Afternoon | | | | | |
| 025 - Glen Eden Intermediate to Green Bay | Afternoon | | | | | |
| 179 - Avondale College to Titirangi Village | Afternoon | | | | | |
| 179x - Avondale College to Titirangi | Afternoon | | | | | |
| **Unit 26 - Waikumete** | | | | | | |
| New Lynn to Triangle Rd via Great North, Henderson and Lincoln Rd | | 10 | 12 | 15 | 15 | 15 / 30 |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd, Triangle Rd Interchange and Massey | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Henderson to New Lynn via Glengarry Rd and Glen Eden | | 30 | 60 | 60 | 60 | 60 |
| Henderson to New Lynn via Rosier Rd and Glen Eden | | 30 | 60 | 60 | 60 | 60 |
| Henderson to New Lynn via Glendene | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Henderson circuit via Sunnyvale and McLaren Park | | 60 | 60 | N/A | 60 (day) | 60 (day) |
| 007 - Henderson Valley to Green Bay High | Morning | | | | | |
| 021 - Henderson Valley to Kelston Schools | Morning | | | | | |
| 063 - Henderson to Avondale College | Morning | | | | | |
| 072 - Glendene to Waitakere Schools | Morning | | | | | |
| Ls7 - Parrs Park to Liston/Holy Cross | Morning | | | | | |
| 007 - Green Bay High to Henderson Valley | Afternoon | | | | | |
| 012 - Kelston Schools to Henderson | Afternoon | | | | | |
| 013 - Kelston Schools to Glen Eden | Afternoon | | | | | |
| 017 - Kelston Schools to Te Atatu South | Afternoon | | | | | |
| 021 - Kelston Schools to Henderson Valley | Afternoon | | | | | |
| 030 - Waitakere Schools to Kelston | Afternoon | | | | | |
| 063 - Avondale College to Henderson | Afternoon | | | | | |
| 115 - Waitakere Schools to New Lynn Transport Centre | Afternoon | | | | | |
| 156 - Avondale College to Forest Hill | Afternoon | | | | | |
| 189 - Kelston Boys-Girls & Intermediate to New Lynn | Afternoon | | | | | |
| LS7 - Liston to Oratia | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| TP1 - Tirimoana Primary to Sabulite Rd | Afternoon | | | | | |
| **Unit 27 - Te Atatu** | | | | | | |
| Te Atatu Peninsula to Henderson via Te Atatu Rd | | 15 | 15 | 15 | 15 | 15 / 30 |
| Te Atatu Peninsula to Henderson via Edmonton Rd | | 30 | 60 | 60 | 60 | 60 |
| Te Atatu Peninsula to City via Northwestern Motorway. | | 10 | N/A | N/A | N/A | N/A |
| Glendene roundabout to City via Te Atatu Rd and Northwestern Motorway | | 15 | N/A | N/A | N/A | N/A |
| Henderson to City via Edmonton Road and Northwestern Motorway | | 15 | N/A | N/A | N/A | N/A |
| 013 - New Lynn to Rutherford College | Morning | | | | | |
| 014 - Henderson to Rutherford College | Morning | | | | | |
| 020 - Te Atatu Peninsula to Kelston Schools | Morning | | | | | |
| 022 - Henderson to Rangeview Intermediate | Morning | | | | | |
| RU812 - Swanson to Rutherford College | Morning | | | | | |
| 013 - Rutherford College to New Lynn | Afternoon | | | | | |
| 014 - Rutherford College to Henderson | Afternoon | | | | | |
| 020 - Kelston Schools to Te Atatu Peninsula | Afternoon | | | | | |
| 022 - Rangeview Intermediate to Henderson & Glendene | Afternoon | | | | | |
| 040 - Waitakere Schools to Te Atatu South | Afternoon | | | | | |
| LS1 - Holy Cross to Liston College | Afternoon | | | | | |
| RU812 - Rutherford College to Swanson | Afternoon | | | | | |
| **Unit 28 - Ranui** | | | | | | |
| Henderson West Circuit. Via Henderson Valley Rd, Summerland Dr, Simpson Rd and Sturges Rd | | 20 | 30 | 60 | 30 / 60 | 30 / 60 |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| Ranui to Henderson via Birdwood Rd loop, Universal Drive and Triangle Rd Interchange | | 20 | 30 | 60 | 30 / 60 | 30 / 60 |
| Waitakere to Henderson via Swanson Station and Rathgar Rd | | 30 | 60 | 60 | 60 | 60 |
| Ranui to City via Universal Drive and Northwestern Motorway | | 15 | N/A | N/A | N/A | N/A |
| 018 - Ranui to Kelston Schools | Morning | | | | | |
| LS6 - Candia Rd to Liston/Holy Cross | Morning | | | | | |
| AV1 - Opanuku Rd to Avondale College | Morning | | | | | |
| AV2 - Ranui to Avondale College | Morning | | | | | |
| MA 8 - Swanson Station to Massey High | Morning | | | | | |
| MA 14 - Falls Rd/Anzac Valley to Massey High | Morning | | | | | |
| MA 100 - Te Atatu Peninsula to Massey High | Morning | | | | | |
| MA 200 - Rathgar Rd to Massey High | Morning | | | | | |
| 018 - Kelston Schools to Ranui | Afternoon | | | | | |
| LS6 - Liston to Candia Rd | Afternoon | | | | | |
| AV1 - Avondale College to Garelja Rd | Afternoon | | | | | |
| AV2 - Avondale College to Ranui | Morning | | | | | |
| MA 8 - Massey High to Swanson | Afternoon | | | | | |
| MA 14 - Massey High to Falls Rd | Afternoon | | | | | |
| MA 100 - Massey High to Te Atatu | Afternoon | | | | | |
| MA 200 - Massey High to Ranui | Afternoon | | | | | |
| **Unit 29 - Hobsonville** | | | | | | |
| Westgate to Hobsonville Ferry Terminal via West Harbour and Hobsonville | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Westgate to Hobsonville Ferry Terminal via Whenuapai and Herald Island | | 30 | 60 | 60 | 60 | 60 |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| Royal Heights loop. Royal Heights to Westgate | | 30 | 60 | 60 | 60 | 60 |
| Westgate to Triangle Rd via Don Buck Dr and Universal Dr. | | 10 | N/A | N/A | N/A | N/A |
| 050 - West Harbour to Holy Cross School | Morning | | | | | |
| HP1 - Massey West to Hobsonville Primary | Morning | | | | | |
| MA5 - Luckens Rd to Massey High | Morning | | | | | |
| MA6 - Hobsonville Rd to Massey High | Morning | | | | | |
| MA10a - Royal Heights to Massey High | Morning | | | | | |
| RU810 - Westgate to Rutherford High School | Morning | | | | | |
| 050 - Holy Cross School to West Harbour | Afternoon | | | | | |
| HP1 - Hobsonville Primary to Massey West | Afternoon | | | | | |
| MA5 - Massey High to Luckens Rd | Afternoon | | | | | |
| MA6 - Massey High to Hobsonville Rd | Afternoon | | | | | |
| MA10a - Massey High to Royal Heights | Afternoon | | | | | |
| MA10b - Massey High to Westgate | Afternoon | | | | | |
| RU810 - Rutherford High to Westgate | Afternoon | | | | | |
| **Unit 30 – North Western Motorway** | | | | | | |
| Northwestern Motorway. Westgate to Britomart via Triangle Rd interchange, Te Atatu motorway interchange and Great North Rd | | 7.5 | 15 | 15 | 15 | 15 |
| Huapai to Westgate | | 30 | 60 | 60 | 60 | 60 |
| Helensville to Westgate | | 30 | 60 | 60 | 60 | 60 |
| MA13 - Waimauku to Massey High | Morning | | | | | |
| MA13 - Massey High to Waimauku | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 116 - Greenhithe to Albany Schools | Morning | | | | | |
| 116x - Greenhithte to Albany Junior High (Express) | Morning | | | | | |
| 116x - Greenhithe to Albany Schools (Express) | Morning | | | | | |
| 122 - Whenuapai to Albany Schools | Morning | | | | | |
| 116 - Albany Junior High to Greenhithe | Afternoon | | | | | |
| 116 - Albany Senior High to Greenhithe | Afternoon | | | | | |
| 116 - Albany Junior High to Greenhithe | Afternoon | | | | | |
| 116x - Albany Junior High to Greenhithe (Express) | Afternoon | | | | | |
| 122 - Albany Schools to Whenuapai | Afternoon | | | | | |
| 042 - Albany to Westlake Schools | Morning | | | | | |
| 060 - Meadowood to Albany Schools | Morning | | | | | |
| 060 - Meadowood Drive to Albany Senior High | Morning | | | | | |
| 061 - Albany Heights to Albany Schools | Morning | | | | | |
| 070 - Oakway Drive to Upper Harbour Primary | Morning | | | | | |
| 013 - Rangitoto College to Unsworth Heights | Afternoon | | | | | |
| 020 - Westlake Schools to Albany | Afternoon | | | | | |
| 042 - Westlake Schools to Albany | Afternoon | | | | | |
| 060 - Albany Schools to Meadowood | Afternoon | | | | | |
| 060 - Albany Senior High to Meadowood Drive | Afternoon | | | | | |
| 061 - Albany Schools to Albany Heights | Afternoon | | | | | |
| 070 - Upper Harbour Primary to Oakway Dr | Afternoon | | | | | |
| **Unit 33 – Upper Harbour Crosstown** | | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| Henderson to Constellation Station via Don Buck Rd, Hobsonville Rd and Greenhithe | | 20 | 30 | 60 | 30 / 60 | 30 / 60 |
| Greenhithe to Constellation and City | | 20 | N/A | N/A | N/A | N/A |
| 008 - Bayview to Westlake Schools | Morning | | | | | |
| 012 - Spinella Dr. to Glenfield Intermediate, Primary | Morning | | | | | |
| 008 - Westlake Schools to Bayview | Afternoon | | | | | |
| 011 - Glenfield College to Bayview | Afternoon | | | | | |
| 015 - Northcote College to Wairau Rd | Afternoon | | | | | |
| 036 - St Marys to Bayview | Afternoon | | | | | |
| **Unit 34 – North Harbour** | | | | | | |
| Birkenhead Wharf to Albany via Highbury, Glenfield, Constellation and Massey University | | 30 | 30 | 30 | 30 | 30 |
| Constellation Station to Albany via Massey University | | 15 | N/A | N/A | N/A | N/A |
| Constellation Station to Takapuna via Unsworth | | 30 | 30 | 30 | 30 | 30 |
| Constellation Station to Albany via Snapper Rock and Albany Highway | | 15 | 30 | 30 | 30 / 60 | 30 / 60 |
| Constellation Station to Albany via Rosedale Road | | 15 | 30 | 60 | 60 | 60 |
| Constellation Station to City (continuation of full buses from Snapper Rock or Rosedale) | | 15 | N/A | N/A | N/A | N/A |
| **Unit 35 - Bayview** | | | | | | |
| Bayview to City via Highbury | | 15 | 30 | 30 | 30 / 60 | 30 / 60 |
| Windy Ridge to City via Highbury | | 15 | N/A | N/A | N/A | N/A |
| 009 - Glenfield to Westlake Schools | Morning | | | | | |
| 018 - Wairau Valley to Westlake Schools | Morning | | | | | |
| 021 - Northcote to Northcote Schools | Morning | | | | | |
| 035 - Glenfield to Westlake Schools | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 037 - Glenfield to Westlake Schools | Morning | | | | | |
| 053 - Unsworth to Westlake Schools | Morning | | | | | |
| 074 - Glenfield Shops to Westlake Schools | Morning | | | | | |
| 078 - Unsworth to Glenfield College | Morning | | | | | |
| 081 - Hillcrest to Northcote Schools | Morning | | | | | |
| 009 - Westlake Schools to Glenfield | Afternoon | | | | | |
| 032 - St Marys & Northcote Intermediate to Hillcrest | Afternoon | | | | | |
| 046 - Carmel College & Westlake Girls to Glenfield | Afternoon | | | | | |
| 048 - Westlake Boys to Totaravale | Afternoon | | | | | |
| 055 - Westlake Schools to Wairau Corner | Afternoon | | | | | |
| 056 - Carmel College to Totaravale | Afternoon | | | | | |
| 072 - Northcote College to Hillcrest | Afternoon | | | | | |
| 074 - Westlake Schools to Glenfield Shops | Afternoon | | | | | |
| 078 - Glenfield College to Totaravale | Afternoon | | | | | |
| 081 - Northcote College to Hillcrest | Afternoon | | | | | |
| **Unit 36 – Beach Haven to Takapuna** | | | | | | |
| Beach Haven to Takapuna via Windy Ridge and Glenfield | | 30 | 30 | 60 | 30 / 60 | 30 / 60 |
| 006 - Beach Haven to Westlake Schools | Morning | | | | | |
| 007 - Salisbury Rd to Westlake Schools | Morning | | | | | |
| 009 - Onewa Road to Westlake Schools | Morning | | | | | |
| 020 - Beach Haven to Rosmini, St Josephs &Takapuna Normal | Morning | | | | | |
| 077 - Verrans Corner to Glenfield Schools | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 003 - Carmel And Westlake Girls to Chatswood | Afternoon | | | | | |
| 006 - Westlake Boys to Beach Haven | Afternoon | | | | | |
| 009 - Westlake Girls to Verrans Corner Via Northcote Pt | Afternoon | | | | | |
| 010 - Westlake Girls to Beach Haven | Afternoon | | | | | |
| 020 - Rosmini & Takapuna Normal to Beach Haven | Afternoon | | | | | |
| 027 - Carmel College to Beach Haven | Afternoon | | | | | |
| 033 - Rosmini & Takapuna Normal to Verrans Corner | Afternoon | | | | | |
| 077 - Glenfield Schools to Verrans Corner | Afternoon | | | | | |
| 077 - Glenfield Schools to Verrans Corner | Afternoon | | | | | |
| **Unit 37 – Akoranga West** | | | | | | |
| Smales Farm, Glenfield, Coronation, Sunnybrae, Akoranga, Takapuna | | 30 | 30 | 60 | 30 / 60 | 30 / 60 |
| Akoranga to Constellation via Northcote, Hillcrest, Link Drive | | 30 | 30 | 60 | 30 / 60 | 30 / 60 |
| Hillcrest to circuit to city | | 30 | 30 | 60 | 30 / 60 | 30 / 60 |
| Sylvan Avenue to city | | 15 | N/A | N/A | N/A | N/A |
| Beach Haven to Takapuna via Highbury, Northcote and Akoranga | | 30 | 30 | 60 | 30 / 60 | 30 / 60 |
| 001 - Beach Haven to Birkenhead College & Birkdale Intermedi | Morning | | | | | |
| 002 - Coronation Rd to Birkenhead College & Birkdale Interme | Morning | | | | | |
| 014 - Beach Haven to Northcote Schools | Morning | | | | | |
| 079 - Chatswood to Birkenhead Schools | Morning | | | | | |
| 080 - Chatswood to Northcote Schools | Morning | | | | | |
| 001 - Birkenhead College to Beach Haven | Afternoon | | | | | |
| 002 - Birkenhead College & Birkdale Intermediate to Coronati | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 004 - Birkenhead College to Highbury | Afternoon | | | | | |
| 005 - Birkenhead Primary to Maritime Tce | Afternoon | | | | | |
| 014 - Northcote College to Beach Haven | Afternoon | | | | | |
| 023 - Birkdale Intermediate to Beach Haven | Afternoon | | | | | |
| 025 - Birkdale Intermediate to Highbury | Afternoon | | | | | |
| 028 - St Marys & Northcote Intermediate to Chatswood | Afternoon | | | | | |
| 029 - St Marys & Northcote Intermediate to Maritime Tce | Afternoon | | | | | |
| 030 - Northcote College to Chatswood | Afternoon | | | | | |
| 035 - St Marys to Beach Haven | Afternoon | | | | | |
| **Unit 38 – Birkenhead to Takapuna** | | | | | | |
| Highbury to North Shore Hospital via Northcote and Smales Station | | 30 | 60 | 60 | 60 | 60 |
| **Unit 39 – Birkenhead to City** | | | | | | |
| Birkdale Rd to the City | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Rangatira Rd to the City | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Chatswood to Highbury | | 30 | 60 | 60 | N/A | N/A |
| Verbena Road to Highbury | | 30 | 60 | 60 | N/A | N/A |
| Highbury to City (full bus from either Chatswood or Vebena Road) | | 15 | N/A | N/A | N/A | N/A |
| Highbury to Newmarket via Ponsonby Rd | | 15 | N/A | N/A | N/A | N/A |
| **Unit 40 - Northern Express 1** | | | | | | |
| Northern Express 1. Albany Station to Britomart via Busway and Fanshawe St | | 5 | 10 | 15 | 10 / 15 | 15 / 30 |
| Northern Express 1. Silverdale station to Britomart via Busway and Fanshawe St | | 10 | 30 | 30 | 30 | 30 |
| **Unit 41 – Northern Express 2** | | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| Northern Express 2. Albany Station to Universities via Wellesley St | | 7.5 | 15 | 30 | 15 | 15 |
| **Unit 42 – Albany to Newmarket via Ponsonby** | | | | | | |
| Albany Station to Newmarket via Ponsonby Rd and Auckland City Hospital | | 10 | 30 | n/a | n/a | n/a |
| 064 - Albany to Epsom Schools | Morning | | | | | |
| 064 - Epsom Schools to Albany | Afternoon | | | | | |
| **Unit 43 - Devonport** | | | | | | |
| Devonport Ferry Terminal to Constellation Station via Takapuna and Smales Farm Station | | 10 | 15 | 30 | 15 / 30 | 15 / 30 |
| Bayswater Ferry Terminal to Milford via Hauraki, Takapuna, Smales Farm Station and Nile Road | | 30 | 30 | 60 | 30 | 30 |
| Stanley Point to Devonport Ferry Terminal and Vauxhall | | 30 | 60 | 60 | 60 | 60 |
| Belmont to City | | 30 | N/A | N/A | N/A | N/A |
| 017 - Devonport to Westlake Schools | Morning | | | | | |
| 017 - Bayswater to Westlake Schools | Morning | | | | | |
| 062 - Takapuna to Takapuna Grammar | Morning | | | | | |
| 080 - Devonport to Belmont Schools | Morning | | | | | |
| 081 - Stanley Bay to Belmont Schools | Morning | | | | | |
| 082 - Stanley Bay to Belmont Schools | Morning | | | | | |
| 083 - Devonport to Belmont Schools | Morning | | | | | |
| 087 - Stanley Bay to Westlake Schools | Morning | | | | | |
| 017 - Westlake Schools to Devonport | Afternoon | | | | | |
| 080 - Takapuna Grammar to Devonport | Afternoon | | | | | |
| 081 - Belmont Intermediate to Stanley Bay | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 082 - Takapuna Grammar to Stanley Bay | Afternoon | | | | | |
| 083 - Takapuna Grammar to Devonport | Afternoon | | | | | |
| 084 - Belmont Intermediate to Devonport | Afternoon | | | | | |
| 087 - Westlake Schools to Stanley Bay | Afternoon | | | | | |
| 089 - Takapuna Normal Intermediate to Devonport | Afternoon | | | | | |
| 813 - Takapuna Grammar to Takapuna | Afternoon | | | | | |
| **Unit 44 – Lower East Coast Bays** | | | | | | |
| Mairangi Bay to University via Beach Rd, Milford, Takapuna and Akoranga Station | | 30 | 30 | 30 | 30 | 30 |
| Constellation Station to University via East Coast Rd, Milford, Takapuna and Akoranga Station | | 30 | 30 | 30 | 30 | 30 |
| Mairangi Bay to Britomart via Beach Rd, Milford and Smales Farm Station | | 20 | N/A | N/A | N/A | N/A |
| East Coast Rd to Britomart via Forrest Hill and Smales Farm Station | | 20 | N/A | N/A | N/A | N/A |
| Albany to Takapuna via East Coast Rd, Forrest Hill and Smales Farm Station | | 30 | 30 | 30 | 30 /60 | 30 /60 |
| 014 - Mairangi Bay to Westlake Schools | Morning | | | | | |
| 016 - Rothesay Bay Shops to Westlake Schools | Morning | | | | | |
| 023 - Takapuna to East Coast Bays Schools | Morning | | | | | |
| 027 - Milford to East Coast Bays Schools | Morning | | | | | |
| 028 - Sunnynook to East Coast Bays Schools | Morning | | | | | |
| 042 - Milford to Campbells Bay Primary | Morning | | | | | |
| 051 - Sunnynook to Westlake Schools | Morning | | | | | |
| 052 - Wairau Valley to Westlake Schools | Morning | | | | | |
| 053 - Campbells Bay to Westlake Schools | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 054 - Sunnynook to Westlake Schools | Morning | | | | | |
| 014 - St Josephs School to Sunnynook | Afternoon | | | | | |
| 022 - St Josephs School to Milford & Takapuna | Afternoon | | | | | |
| 023 - Westlake Schools to Totaravale | Afternoon | | | | | |
| 028 - Rangitoto College to Sunnynook | Afternoon | | | | | |
| 029 - Westlake Schools to Rothesay Bay | Afternoon | | | | | |
| 034 - Westlake Boys High to Milford & Takapuna | Afternoon | | | | | |
| 042 - Campbells Bay Primary to Milford | Afternoon | | | | | |
| 052 - Westlake Schools to Sunnynook | Afternoon | | | | | |
| 053 - Westlake Schools to Campbells Bay | Afternoon | | | | | |
| 054 - St Johns School to Milford | Afternoon | | | | | |
| 057 - Westlake Schools to Glenfield | Afternoon | | | | | |
| 066 - Rangitoto College to Takapuna | Afternoon | | | | | |
| 073 - Westlake Schools to Totaravale | Afternoon | | | | | |
| **Unit 45 – Upper East Coast Bays** | | | | | | |
| Albany to Constellation Station via Browns Bay and Mairangi Bay | | 10 | 15 | 15 | 15 / 30 | 15 / 30 |
| Albany Station to Constellation Station via Long Bay, Browns Bay and Rosedale Rd | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Constellation Station to City | | 15 | N/A | N/A | N/A | N/A |
| Long Bay to Albany via Glenvar | | 15 | N/A | N/A | N/A | N/A |
| Oaktree Ave. Long Bay to Albany Station via Beach Rd and Browns Bay | | 30 | 60 | 60 | 60 | 60 |
| Fairview Loop circuit. Lonely Track Rd loop | | 30 | 60 | 60 | 60 | 60 |
| 028 - Long Bay College to Northcross Intermediate | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 031 - Pinehill to Westlake Schools | Morning | | | | | |
| 033 - Long Bay to Westlake Schools | Morning | | | | | |
| 041 - Torbay to Westlake Schools | Morning | | | | | |
| 048 - Northcross to East Coast Bays Schools | Morning | | | | | |
| 049 - Kowhai Rd to Long Bay College | Morning | | | | | |
| 071 - Pinehill to Long Bay College | Morning | | | | | |
| 015 - Long Bay Primary to Torbay | Afternoon | | | | | |
| 025 - Westlake Schools to Torbay | Afternoon | | | | | |
| 026 - Westlake Girls to Pinehill | Afternoon | | | | | |
| 028 - Northcross Intermediate to Long Bay College | Afternoon | | | | | |
| 031 - St Johns School to Forrest Hill | Afternoon | | | | | |
| 032 - Westlake Boys to Browns Bay | Afternoon | | | | | |
| 033 - Westlake Boys to Torbay | Afternoon | | | | | |
| 045 - Long Bay College to Windsor Park | Afternoon | | | | | |
| 049 - St Josephs & Rosmini College to Browns Bay | Afternoon | | | | | |
| 050 - Westlake Schools to Torbay | Afternoon | | | | | |
| 053 - Long Bay College to Murrays Bay | Afternoon | | | | | |
| 058 - Torbay School to Long Bay | Afternoon | | | | | |
| 059 - Rangitoto College to Browns Bay Shops(Via East Coast R | Afternoon | | | | | |
| 060 - St Johns School to Pinehill | Afternoon | | | | | |
| 061 - Rangitoto College to Torbay | Afternoon | | | | | |
| 062 - Rangitoto College to Browns Bay Shops(Via Beach Rd) | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 063 - Northcross Intermediate to Torbay | Afternoon | | | | | |
| 069 - St Johns School to Albany | Afternoon | | | | | |
| 070 - Long Bay College to Browns Bay Shops | Afternoon | | | | | |
| 071 - Long Bay College to Pinehill | Afternoon | | | | | |
| 875 - Westlake Girls to Browns Bay | Afternoon | | | | | |
| **Unit 46 – Hibiscus Coast** | | | | | | |
| Whangaparaoa Rd. Gulf Harbour to Orewa via Silverdale | | 30 | 60 | 60 | 60 | 60 |
| Hibiscus Coast Highway. Manly to Waiwera via Silverdale | | 30 | 60 | 60 | 60 | 60 |
| Dairy Flat Highway. Silverdale to Albany Station | | 30 | 60 | 60 | 60 | 60 |
| Whangaparaoa circuit. Polkinghornes Bay to Silverdale via Vipond Rd and Red Beach | | 30 | 60 | 60 | 60 | 60 |
| Millwater circuit. Orewa to Silverdale via Millwater | | 30 | 60 | 60 | 60 | 60 |
| 002 - Hatfields Beach to Orewa Schools | Morning | | | | | |
| 004 - Army Bay to Orewa College | Morning | | | | | |
| 005 - Arkles Bay/Manly to Orewa College | Morning | | | | | |
| 006 - Stanmore Bay / Vipond Rdto Orewa College | Morning | | | | | |
| 007 - Brightside Rd to Orewa College | Morning | | | | | |
| 017 - Silverdale to Whangaparaoa College | Morning | | | | | |
| 018 - Orewa to Whangaparaoa College | Morning | | | | | |
| 019 - Army Bay to Whangaparaoa College | Morning | | | | | |
| 019 - Whangaparaoa College to Gulf Harbour School | Morning | | | | | |
| 020 - Gulf Harbour to Whangaparaoa College | Morning | | | | | |
| 021 - Orewa Via Hatfields Beach to Stella Maris School | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 022 - Gulf Harbour to Stella Maris School | Morning | | | | | |
| 002 - Orewa Schools to Hatfields Beach | Afternoon | | | | | |
| 004 - Orewa College to Army Bay | Afternoon | | | | | |
| 005 - Orewa College to Arkles Bay/ Manly | Afternoon | | | | | |
| 006 - Orewa College to Stanmore Bay / Vipond Rd | Afternoon | | | | | |
| 007 - Orewa College to Brightside Rd | Afternoon | | | | | |
| 017 - Whangaparaoa College to Silverdale | Afternoon | | | | | |
| 018 - Whangaparaoa College to Orewa | Afternoon | | | | | |
| 019 - Whangaparaoa College to Army Bay | Afternoon | | | | | |
| 019 - Gulf Harbour School to Whangaparaoa College | Afternoon | | | | | |
| 020 - Whangaparaoa College to Gulf Harbour | Afternoon | | | | | |
| 021 - Stella Maris School to Orewa Via Hatfields Beach | Afternoon | | | | | |
| 022 - Stella Maris School to Gulf Harbour | Afternoon | | | | | |
| **Unit 47 – Hibiscus Coast Schools** | | | | | | |
| 024 - Manly to Takapuna Schools | Morning | | | | | |
| 025 - Orewa to Long Bay College, Northcross & Rangitoto Coll | Morning | | | | | |
| 026 - Gulf Harbour to Long Bay College | Morning | | | | | |
| 027 - Stanmore Bay to Northcross Intermediate | Morning | | | | | |
| 045 - Orewa to Westlake Schools | Morning | | | | | |
| 046 - Orewa to Westlake Boys & Rosmini College | Morning | | | | | |
| 047 - Gulf Harbour to Westlake Girls & Carmel College | Morning | | | | | |
| 024 - Takapuna Schools to Manly | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 025 - Long Bay College, Northcross & Rangitoto College to Or | Afternoon | | | | | |
| 026 - Long Bay College to Gulf Harbour | Afternoon | | | | | |
| 027 - Northcross Intermediate to Stanmore Bay | Afternoon | | | | | |
| 044 - Westlake Girls to Silverdale | Afternoon | | | | | |
| 045 - Westlake Schools to Silverdale | Afternoon | | | | | |
| 046 - St Josephs & Rosmini College to Orewa | Afternoon | | | | | |
| 047 - Carmel College & Westlake Girls to Gulf Harbour | Afternoon | | | | | |
| 049 - Westlake Boys to Manly | Afternoon | | | | | |
| **Unit 48 - Warkworth** | | | | | | |
| Warkworth to Silverdale Park & Ride Station | | 60 | 120 | 120 | 120 | 120 |
| **Unit 50 – Ti Rakau Drive** | | | | | | |
| Britomart to Howick via Ti Rakau Drive, Botany Town Centre and Whitford Road | | 15 | 30 | 30 | 30 | 30 |
| Britomart to Ormiston Town Centre via Ti Rakau Drive, Botany Town Centre, Kilkenny Drive and Mission Heights | | 15 | 30 | 30 | 30 | 30 |
| **Unit 52 – Howick to Panmure** | | | | | | |
| Panmure to Howick Beach via Half Moon Bay Ferry Terminal | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Howick to Sylvia Park via Wellington St, Cascade Drive and Reeves Rd | | 30 | 60 | 60 | 60 | 60 |
| Bucklands Beach to Panmure | | 30 | N/A | N/A | N/A | N/A |
| 014 - Botany Downs to Sacred Heart College | Morning | | | | | |
| 016 - Howick to Sacred Heart College | Morning | | | | | |
| 313 - Star Of The Sea School to Highland Park | Morning | | | | | |
| 321 - Glen Innes to Edgewater College | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 016 - Sacred Heart College to Howick | Afternoon | | | | | |
| 019 - Sacred Heart to Dannemora | Afternoon | | | | | |
| 021 - Sacred Heart College to Bucklands Beach | Afternoon | | | | | |
| 080 - Macleans College to Panmure | Afternoon | | | | | |
| 085 - St Marks School to Pakuranga | Afternoon | | | | | |
| 320 - Edgewater College to Glen Innes | Afternoon | | | | | |
| **Unit 53 – Botany Crosstown** | | | | | | |
| Manukau to Howick via Botany Town Centre and Meadowland Drive | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Manukau to Bucklands Beach via Botany Town Centre and Highland Park | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Botany Town Centre to Manukau via Ormiston Town Centre | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| 018 - Highland Park to Sancta Maria College | Morning | | | | | |
| 072 - Highland Park to Howick Schools | Morning | | | | | |
| 078 - Golflands to Farm Cove Intermediate | Morning | | | | | |
| 088 - Pakuranga to Sancta Maria College | Morning | | | | | |
| 089 - Botany Downs to Sancta Maria College | Morning | | | | | |
| 302 - Dannemora to Macleans College | Morning | | | | | |
| 314 - Botany to Howick Schools | Morning | | | | | |
| 315 - Smales Rd to Somerville Intermediate And Howick Colleg | Morning | | | | | |
| 317 - Dannemora to Somerville Intermediate | Morning | | | | | |
| 317 - Accent Dr to Howick Schools | Morning | | | | | |
| 317 - Redcastle Drive to Howick Schools | Morning | | | | | |
| 317 - Baverstock Rd to Howick Schools | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 322 - Smales Rd to Somerville Intermediate & Howick College | Morning | | | | | |
| 018 - Sancta Maria College to Highland Park | Afternoon | | | | | |
| 075 - Bucklands Beach Intermediate to Highland Park | Afternoon | | | | | |
| 078 - Farm Cove Intermediate to Golflands | Afternoon | | | | | |
| 081 - Macleans College to Botany Downs | Afternoon | | | | | |
| 082 - Macleans College to Dannemora | Afternoon | | | | | |
| 082 - Macleans College to Botany | Afternoon | | | | | |
| 088 - Sancta Maria College to Pakuranga | Afternoon | | | | | |
| 089 - Sancta Maria College to Botany Downs | Afternoon | | | | | |
| 309 - Howick College to Kilkenny Dr | Afternoon | | | | | |
| 310 - Howick College to Mirrabooka & Burswood Dr | Afternoon | | | | | |
| 311 - Howick College to Dannemora Dr | Afternoon | | | | | |
| 314 - Owairoa Primary to Botany | Afternoon | | | | | |
| 314 - Somerville Intermediate to Golflands | Afternoon | | | | | |
| 315 - Somerville Intermediate to Dannemora | Afternoon | | | | | |
| 316 - Somerville Intermediate to Kilkenny And Middlefield Dr | Afternoon | | | | | |
| 317 - Somerville Intermediate to Redcastle Dr | Afternoon | | | | | |
| 318 - Somerville Intermediate to Kilkenny | Afternoon | | | | | |
| 319 - Aviemore Dr to Burswood | Afternoon | | | | | |
| 323 - Howick Intermediate to Botany Downs | Afternoon | | | | | |
| 324 - Farm Cove Intermediate to Botany Downs | Afternoon | | | | | |
| 325 - Star Of The Sea School to Cockle Bay & Golflands | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 326 - Macleans College to Bucklands Beach | Afternoon | | | | | |
| 700 - Sancta Maria to North Park | Afternoon | | | | | |
| **Unit 54 – East Tamaki Crosstown** | | | | | | |
| Botany Town Centre to Middlemore via Highbrook and Otara | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Botany Town Centre to Manukau via Preston Rd | | 30 | 30 | 30 | 30 / 60 | 30 / 60 |
| Panmure to Manukau via Highbrook | | 15 | 30 | N/A | N/A | N/A |
| 013 - Otara to Edgewater College | Morning | | | | | |
| 305 - Edgewater College to Otara | Afternoon | | | | | |
| **Unit 55 – Pakuranga Rd** | | | | | | |
| Britomart to Howick via Pakuranga Rd | | 5 | 15 | 15 | 15 | 15 / 30 |
| 010 - Botany Downs to Epsom Schools | Morning | | | | | |
| 011 - Bucklands Beach to Remuera Schools | Morning | | | | | |
| 010 - Epsom Schools to Botany Downs | Afternoon | | | | | |
| 011 - Baradene College to Bucklands Beach | Afternoon | | | | | |
| 012 - Baradene College to Dannemora | Afternoon | | | | | |
| 071 - Diocesan School to Botany Downs | Afternoon | | | | | |
| 303 - Howick College to Panmure | Afternoon | | | | | |
| 304 - Sommerville Intermediate to Highland Park | Afternoon | | | | | |
| 327 - Pakuranga College to Pakuranga | Afternoon | | | | | |
| **Unit 60 - Airport** | | | | | | |
| Airport Link. Onehunga to Manukau via Mangere Town Centre, Airport and Papatoetoe | | 15 | 15 | 15 | 15 / 30 | 15 / 30 |
| **Unit 61 – Mangere Bridge** | | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| Onehunga to Ellerslie Station via Tawa Rd | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Onehunga to Ellerslie Station via Queenstown Rd, Royal Oak and Oranga Rd | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Mangere Town Centre to Onehunga via Favona and Mangere Bridge | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Onehunga to City via Queenstown, The Drive, Gillies | | 15 | 30 | 30 | 30 / 60 | 30 / 60 |
| Mangere Town Centre to City via Queenstown and Pah Rd | | 15 | N/A | N/A | N/A | N/A |
| 046 - Mangere to Remuera Schools | Morning | | | | | |
| 058 - Favona to Onehunga Schools | Morning | | | | | |
| 059 - Mangere to Onehunga Schools | Morning | | | | | |
| 060 - Puhinui to Auckland Girls Grammar | Morning | | | | | |
| 061 - Mangere Town Centre to Onehunga Schools | Morning | | | | | |
| 061 - Mangere to Auckland Girls Grammar | Morning | | | | | |
| 062 - Favona/Mangere to Onehunga Schools | Morning | | | | | |
| 084 - Mangere to St Josephs School (Onehunga) | Morning | | | | | |
| 312 - Onehunga Transport Centre to Onehunga Schools | Morning | | | | | |
| 392 - Onehunga Transport Centre to Onehunga Schools | Morning | | | | | |
| 001 - Royal Oak Intermediate to Favona | Afternoon | | | | | |
| 001 - Onehunga High to Mangere East | Afternoon | | | | | |
| 001 - Mcauley High to Onehunga Transport Centre | Afternoon | | | | | |
| 002 - Royal Oak Intermediate to Mangere Bridge | Afternoon | | | | | |
| 002 - Onehunga High to Favona | Afternoon | | | | | |
| 003 - Royal Oak Intermediate to Mangere | Afternoon | | | | | |
| 003 - Onehunga High to Mangere Bridge | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 004 - Royal Oak Intermediate to Onehunga | Afternoon | | | | | |
| 005 - Onehunga High to Mangere | Afternoon | | | | | |
| 006 - Onehunga High to Onehunga | Afternoon | | | | | |
| 046 - Remuera Schools to Mangere | Afternoon | | | | | |
| 061 - Auckland Girls Grammar to Mangere | Afternoon | | | | | |
| 061 - Onehunga High to Mangere Town Centre | Afternoon | | | | | |
| 061 - Royal Oak Intermediate to Mangere Town Centre | Afternoon | | | | | |
| 084 - St Josephs School (Onehunga) to Mangere Town Centre | Afternoon | | | | | |
| **Unit 62 - Otahuhu** | | | | | | |
| Mangere Town Centre to Ihumato | 62 | 15 | 60 | N/A | N/A | N/A |
| Mangere Town Centre to Sylvia Park via Massey Rd, Otahuhu Station and Otahuhu –half continue to Glen Innes | 62 | 15 | 15 | 15 | 15 | 15 / 30 |
| Mangere Town Centre to Seaside Park via Favona and Otahuhu train station | 62 | 30 | 60 | 60 | 60 | 60 |
| Mangere Town Centre to Middlemore Hospital (west) via Tidal Road | 62 | 30 | 60 | 60 | 60 | 60 |
| Otahuhu Station to Ellerslie Station via Otahuhu and Penrose | 62 | 20 | 30 | 60 | 60 | 60 |
| Mangere Town Centre to Manukau City Centre via Mangere East, Otahuhu Station, Otahuhu, Otara and Flat Bush | 62 | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| 017 - Mt Wellington to Otahuhu Primary | Morning | | | | | |
| 031 - Otara Town Centre to De La Salle College | Morning | | | | | |
| 035 - Mt Wellington to Otahuhu College | Morning | | | | | |
| 041 - Mangere to Otahuhu Schools | Morning | | | | | |
| 065 - Otahuhu Transport Centre to Ellerslie/Penrose Schools | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 073 - Otahuhu to Edgewater College | Morning | | | | | |
| 550 - Seaside Park to Otahuhu College | Morning | | | | | |
| 012 - Otahuhu Intermediate to Mangere Town Centre | Afternoon | | | | | |
| 017 - Otahuhu Schools to Mt Wellington | Afternoon | | | | | |
| 022 - Mcauley High to Flat Bush | Afternoon | | | | | |
| 031 - Mcauley High to Otara Town Centre | Afternoon | | | | | |
| 033 - Otahuhu College to Otara | Afternoon | | | | | |
| 034 - Mcauley High to Mangere Bridge Shops & Onehunga Transport Centre | Afternoon | | | | | |
| 046 - De La Salle College to Otara | Afternoon | | | | | |
| 064 - One Tree Hill College to Otahuhu | Afternoon | | | | | |
| 067 - One Tree Hill College to Otahuhu Transport Centre | Afternoon | | | | | |
| 550 - Fairburn Primary to Seaside Park | Afternoon | | | | | |
| **Unit 63 – Papatoetoe / Otara** | | | | | | |
| Mangere Town Centre to Botany Town Centre via Papatoetoe, Otara, Springs Rd and Smales Rd | | 20 | 30 | 60 | 30 / 60 | 30 / 60 |
| Mangere Town Centre to Flat Bush via Papatoetoe, Otara, and Ormiston Rd | | 20 | 30 | 60 | 30 / 60 | 30 / 60 |
| Mangere Town Centre to Manukau via western Papatoetoe | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Flat Bush Town Centre to Beachlands via Whitford | | 60 | 60 | 60 | 60 | 60 |
| Pine Harbour Ferry Feeder. Maraetai to Pine Harbour Ferry Terminal | | 30 | 60 | 60 | 60 | 60 |
| Manukau to Botany Town Centre via Preston Rd | | 30 | 60 | 60 | 60 | 60 |
| 002 - Mangere Bridge Shops to Seventh Day Adventist Primary | Morning | | | | | |
| 003 - Mangere Bridge Shops to Holy Cross School (Papatoetoe) | Morning | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 026 - Papatoetoe Town Hall to Papatoetoe Intermediate | Morning | | | | | |
| 027 - Middlemore Hospital to Papatoetoe Schools | Morning | | | | | |
| 029 - Puhinui to Papatoetoe Schools | Morning | | | | | |
| 051 - Middlemore to Seventh Day Adventist Primary | Morning | | | | | |
| 001 - Kedgley Intermediate to Puhinui | Afternoon | | | | | |
| 003 - Seventh Day Adventist Primary to Mangere Town Centre | Afternoon | | | | | |
| 004 - Seventh Day Adventist Primary to Mangere Bridge Shops | Afternoon | | | | | |
| 024 - Papatoetoe Intermediate to Manukau | Afternoon | | | | | |
| 025 - Papatoetoe Intermediate to Papatoetoe Town Hall | Afternoon | | | | | |
| 026 - Papatoetoe Intermediate to Puhinui | Afternoon | | | | | |
| 027 - Papatoetoe Intermediate to Middlemore Hospital | Afternoon | | | | | |
| 028 - Papatoetoe Intermediate to Puhinui | Afternoon | | | | | |
| 051 - Seventh Day Adventist Primary to Middlemore | Afternoon | | | | | |
| 054 - Papatoetoe High to Middlemore | Afternoon | | | | | |
| **Unit 64 - Manurewa** | | | | | | |
| Otahuhu Station to Weymouth via Great South Rd, Manukau and Manurewa | | 15 | 30 | 60 | 30 | 30 / 60 |
| Otahuhu Station to Papakura via Great South Rd, Manukau and Manurewa | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Manurewa to Otara MIT via Clendon and Manukau | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Wattle Downs to Manurewa | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Manurewa to Manukau via and The Gardens circuit | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Manukau to Papakura via Manurewa, Takanini Station and Porchester Rd | | 15 | 30 | 60 | 30 / 60 | 30 / 60 |
| Wiri Industrial. Homai Station to Manukau Station via Plunket Ave. | | 15 | N/A | N/A | N/A | N/A |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 050 - Drury to Remuera Schools | Morning | | | | | |
| 051 - Drury to Epsom Schools | Morning | | | | | |
| 054 - Manurewa to Remuera Schools | Morning | | | | | |
| 055 - Conifer Grove to Rosehill Schools | Morning | | | | | |
| 055 - Papakura to Mcauley High | Morning | | | | | |
| 056 - Wattle Downs to Rosehill Schools | Morning | | | | | |
| 058 - Homai to Rosehill Schools | Morning | | | | | |
| 059 - Papakura to De La Salle College | Morning | | | | | |
| Everglade Drive to Greenmeadows Intermediate | Morning | | | | | |
| Weymouth to Manurewa High & Alfriston College | Morning | | | | | |
| Weymouth And Wattle Downd to Manurewa Schools | Morning | | | | | |
| Clendon to Manurewa Schools & Alfriston College | Morning | | | | | |
| 050 - Remuera Schools to Papakura | Afternoon | | | | | |
| 050 - Remuera Intermediate to Drury | Afternoon | | | | | |
| 051 - Epsom Schools to Drury | Afternoon | | | | | |
| 053 - Auckland Grammar to Papakura | Afternoon | | | | | |
| 054 - Remuera Schools to Manurewa | Afternoon | | | | | |
| 055 - Rosehill College to Conifer Grove | Afternoon | | | | | |
| 055 - Mcauley High to Papakura | Afternoon | | | | | |
| 056 - Rosehill College to Wattle Downs | Afternoon | | | | | |
| 057 - Rosehill College to Manurewa | Afternoon | | | | | |
| 058 - Rosehill College to Homai | Afternoon | | | | | |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| 058 - Rosehill Intermediate to Conifer Grove & Homai | Afternoon | | | | | |
| 059 - De La Salle College to Papakura | Afternoon | | | | | |
| 060 - Auckland Girls Grammar to Southmall | Afternoon | | | | | |
| 452 - Auckland Grammar to Otahuhu Transport Centre | Afternoon | | | | | |
| Alfriston College to The Gardens | Afternoon | | | | | |
| Greenmeadows Intermediate to Weymouth Via Everglades | Afternoon | | | | | |
| Manurewa Schools to Wattle Downs | Afternoon | | | | | |
| Manurewa Schools to Wattle Downs & Weymouth | Afternoon | | | | | |
| Greenmeadows Intermediate to Clendon | Afternoon | | | | | |
| Alfriston College & Manurewa High to Manurewa | Afternoon | | | | | |
| **Unit 65 - Papakura** | | | | | | |
| Papakura to Takanini Station via Cosgrove | | 30 | 30 | 60 | 60 | 60 |
| Papakura to Papakura via Sheehan Avenue | | 15 | 30 | 30 | 30 / 60 | 30 /60 |
| Papakura to Red Hills | | 30 | 30 | 60 | 30 / 60 | 30 /60 |
| Papakura Station to Drury | | 30 | 30 | 60 | 30 / 60 | 30 / 60 |
| Papakura to Pahurehure | | 15 | 30 | 30 | 30 / 60 | 30 /60 |
| Papakura to Karaka Harbourside | | 30 | 30 | 60 | 30 / 60 | 30 /60 |
| **Unit 67 - Pukekohe** | | | | | | |
| Pukekohe Northeast loop | | 30 | 60 | 60 | 60 | 60 |
| Pukekohe Northwest loop | | 30 | 60 | 60 | 60 | 60 |
| Pukekohe South loop | | 30 | 60 | 60 | 60 | 60 |
| Waiuku to Papakura or Pukekohe (allocation may change to Unit 65 post local | | 60 | 60 | 120 | 120 | 120 |

| ROUTE DESCRIPTIONS | Time of Day (school services) | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| consultation) | | | | | | |
| Tuakau to Wesley College (subject to funding arrangements) | | 30 | 60 | 120 | 120 | 120 |

**Cross-boundary services**

Pukekohe – Tuakau – Port Waikato services: destinations and service patterns will be subject to local consultation and to agreement on an appropriate funding mechanism.

## Ferry Services - contracted

| Route Descriptions | PTOM Unit Allocation | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency day/evening | Sun Frequency day/evening |
|---|---|---|---|---|---|---|
| Pine Harbour Ferry. Pine Harbour Ferry Terminal to Downtown Ferry Terminal | TBC | 30 | 60 | 60 | 60 | 60 |
| Bayswater Ferry. Bayswater Ferry Terminal to Downtown Ferry Terminal | TBC | 30 | 60 | 60 | 60 | 60 |
| Birkenhead Ferry. Birkenhead Ferry Terminal to Downtown Ferry Terminal via Northcote Ferry Terminal | TBC | 30 | 60 | 60 | 60 | 60 |
| Gulf Harbour Ferry. Gulf Harbour Ferry Terminal to Downtown Ferry Terminal | TBC | 30 | 1 trip | - | 1 trip | 1 trip |
| West Harbour Ferry. West Harbour Ferry Terminal to Downtown Ferry Terminal | TBC | 20 | 60 | - | - | - |
| Rakino Ferry. Rakino Ferry Terminal to Downtown Ferry Terminal | TBC | - | - | 1 trip (Fri only) | - | - |
| Half Moon Bay Ferry. Half Moon Bay Ferry Terminal to Downtown Ferry Terminal | TBC | 30 | 60 | 60 | 60 | 60 |
| Hobsonville / Beach Haven Ferry. Hobsonville Point & Beach Haven Wharf to Downtown Ferry Terminal | TBC | 30 | 60 | 60 | 60 | 60 |

## Rail Services

| Route Descriptions | PTOM Unit | Mon-Fri | Mon-Fri Off- | Mon-Fri | Sat | Sun |
|---|---|---|---|---|---|---|

| Ferry Services - contracted | | | | | | |
|---|---|---|---|---|---|---|
| **Route Descriptions** | **PTOM Unit Allocation** | **Mon-Fri Peak Frequency** | **Mon-Fri Off-Peak Frequency** | **Mon-Fri Evening Frequency** | **Sat Frequency day/evening** | **Sun Frequency day/evening** |
| | **Allocation** | **Peak Frequency** | **Peak Frequency** | **Evening Frequency** | **Frequency day/evening** | **Frequency day/evening** |
| Southern Rail Line. Papakura and Manukau to Britomart via Newmarket Station | N/A | 10 | 10 | 15 | 10 / 15 | 15 / 30 |
| Eastern Rail Line. Papakura and Manukau to Britomart via Glen Innes | N/A | 10 | 10 | 15 | 10 / 15 | 15 / 30 |
| Western Rail Line. Swanson to Britomart via Newmarket | N/A | 10 | 10 | 15 | 15 | 15 / 30 |
| Onehunga Rail Line. Onehunga Station to Britomart via Penrose Station | N/A | 30 | 30 | 60 | 20 / 60 | 20 / 60 |
| Pukekohe Rail Line. Pukekohe Station to Papakura Station | N/A | 15 | 30 | 60 | 30 / 60 | 30 / 60 |

## *Exempt services* not subject to PTOM contracts

*Frequencies described are aspirations, not necessarily what is delivered by the operator of the exempt service*

| **Route Descriptions** | **Mon-Fri Peak Frequency** | **Mon-Fri Off-Peak Frequency** | **Mon-Fri Evening Frequency** | **Sat Frequency day/evening** | **Sun Frequency day/evening** |
|---|---|---|---|---|---|
| AIRBUS EXPRESS. Airport to Ferry Terminal Downtown via Mt Eden or Dominion Rd | 10 | 10 (15 early morning) | 20 (evng) / 30 (night) | 15 / 20 / 30 (night) | |
| Devonport Ferry. Devonport Ferry Terminal to Downtown Ferry Terminal | 15 | 30 | 30 | 30 | 30 |
| Stanley Bay Ferry. Stanley Bay Ferry Terminal to Downtown Ferry Terminal | 30 | - | - | - | - |
| Waiheke Ferry. Matiatia Ferry Terminal to Downtown Ferry Terminal | 30 | 60 | 90 | 60 | 60 |

## *Total Mobility* Services

The following taxi and shuttle operators provide *Total Mobility* services for people with disabilities:

| | |
|---|---|
| A2B Mobility Transport & Services Ltd | Independence Mobility Ltd |
| Alert Taxis Ltd | North Harbour Taxis Ltd |
| Allways Mobility Transport Ltd | North Shore Taxis Ltd |
| Auckland Co-op Taxi Society Ltd | Quik Cabs |
| Auckland Maxi Taxi Company Ltd | R & R Total Mobility Ltd |
| Auckland Mobility Transport Ltd | RE-LI-ON-US Mobility Transport Ltd |
| Budget Taxis Ltd | South Auckland Taxi Association Ltd |
| Cheap Cabs Ltd | Super Care 4u.com |
| Corporate Cabs Ltd | Taxis United Ltd |
| Dial-A-Ride Auckland Inc | Waiheke Executive Transport Ltd |
| Discount Taxis Ltd | Warkworth Taxis & Minibus Charter Ltd |
| Eastern Taxis Ltd | Western Cabs Ltd |

# Appendix 2: Schedule of current (2013) services

The following schedule lists services that are currently provided. These services will continue until replaced by the services described in **Appendix 1**.

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| AIRBUS EXPRESS | Airport to Ferry Terminal Downtown via Mt Eden or Dominion Rd | Airport - CBD (Airbus) | 15 (early morning) / 10 / 20 (evening) / 30 (night) | | | 15 / 20 / 30 (night) | |
| 880 | Albany Loop via Massey University, Unsworth Heights, Mairangi Bay and Browns Bay | Albany | 30 | 30 | 60 | 60 | 60 |
| 555 | Albany Station to Highbury via Sunnynook and Massey University | Albany | 30 | 60 | - | 60 | 60 |
| 891 | Albany Station to Takapuna via Albany Highway, Wairau Rd and Smales Farm | Albany | 30 | 45 | 60 | 60 | 60 |
| 891X | Albany Village to Newmarket Express via Albany Highway, Wairau Rd and Smales Farm | Albany | 30 | - | - | - | - |
| 560 | Glenfield to Massey University via Constellation Station and Albany Station | Albany | 30 | 60 | - | 60 | 60 |
| 887 | Long Bay to Constellation via Albany Station and Massey University | Albany | 30 | 30 | 60 | 60 | 60 |
| 886 | Long Bay to Constellation via Browns Bay and East Coast Rd | Albany | 30 | 30 | 60 | 60 | 60 |
| 955 | Bayview to Midtown via Glenfield Rd and Onewa Rd | Bayview / Windy Ridge | 30 | 30 | 45 | 45 | 45 |
| 915 | Bayview to Takapuna via Glenfield and Smales Farm | Bayview / Windy Ridge | 30 | 30 | 45 | 45 | 45 |
| 954 | Wairau Rd to Midtown via Glenfield Rd and Onewa Rd | Bayview / Windy Ridge | 2 trips | - | - | - | - |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 953 | Windy Ridge to Midtown via Onewa Rd | Bayview / Windy Ridge | 20 | - | - | - | - |
| 951 | Wairau Rd to Auckland University | Bayview / Windy Ridge | 2 trips AM | - | - | - | - |
| 913 | Windy Ridge to Takapuna via North Shore Hospital | Bayview / Windy Ridge | 30 | 30 | 60 | 60 | 60 |
| 966 | Beach Haven to Newmarket via Ponsonby | Beach Haven | 30 | - | - | - | - |
| 975/976 | Beach Haven to Takapuna via Highbury, Onewa Rd and Lake Rd | Beach Haven | 30 | 30 | 60 | 40 | 40 |
| 972 | Beach Haven Wharf to Auckland University via Beach Haven Rd and Verbena Rd | Beach Haven | 30 | - | - | - | - |
| 973/974 | Beach Haven Wharf to Midtown via Highbury and Onewa Rd | Beach Haven | 15 | 20 | 40 | 40 | 40 |
| 957 | Birkenhead Wharf to Albany Station via Massey University | Beach Haven | 20 | 60 | 60 | - | - |
| 971 | Chatswood to Auckland University via Onewa Rd | Beach Haven | 30 | - | - | - | - |
| N97 | Civic Centre to Birkenhead and Beach Haven - Night Bus | Beach Haven | - | - | 60 (Fri / Sat Nights) | | - |
| 960 | Northcote Point to Highbury via Onewa Rd | Beach Haven | 30 | 60 (until early pm) | - | - | - |
| 86X | Browns Bay to Midtown Express | Beach Rd | 15 | - | - | - | - |
| 834 | Browns Bay to Midtown via Takapuna | Beach Rd | 1 trip | - | - | - | - |
| 822 | Castor Bay to Midtown via Takapuna | Beach Rd | 30 | - | - | - | - |
| N83 | Civic Centre to Takapuna and East Coast Bays - Night Bus | Beach Rd | - | - | 80 (Fri / Sat Nights) | | - |
| 76X / 87X | Long Bay to Midtown Express | Beach Rd | 5 / 10 | - | - | - | - |
| 858 | Long Bay to Midtown via Smales Farm and Takapuna | Beach Rd | 30 | 60 | 60 | 60 | 60 |
| 839 | Long Bay to Midtown via Takapuna | Beach Rd | 30 | 60 | 60 | 60 | 60 |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 863X | Mairangi Bay to Midtown Express | Beach Rd | 20 | - | - | - | - |
| 866X | Torbay to Midtown Express | Beach Rd | 1 trip | - | - | - | - |
| 85X | Torbay to Midtown Express via Browns Bay | Beach Rd | 15 | - | - | - | - |
| 837 | Torbay to Midtown via Takapuna | Beach Rd | 1 trip | - | - | - | - |
| 881 | Torbay to Newmarket via Busway and Symonds St | Beach Rd | 10 | 60 | - | - | - |
| 545 | Botany Town Centre to Bucklands Beach via Highland Park | Botany | 30 | 30 | - | 60 | 60 |
| 568 | Botany Town Centre to Manurewa East via Otara/MIT Manukau | Botany | 30 | 30 | - | - | - |
| 550 | Cockle Bay to Britomart | Botany | 3 trips | 20 | 30 | 30 | 30 |
| 550X | Cockle Bay to Britomart Express | Botany | 20 | - | - | - | - |
| 566 | East Tamaki to Wattle Downs via Wiri Manukau Cc & Homai | Botany | 30 | - | - | - | - |
| 565 | Half Moon Bay to Botany Town Centre via Farm Cove | Botany | 30 | 30 | 2 trips | 45 | 45 |
| 575 | Half Moon Bay to Middlemore via Otara/MIT & Highbrook | Botany | 30 | 30 | - | 45 | 45 |
| 580 | Manukau City Centre to Howick via Botany Town Centre | Botany | 20 | 30 | - | 30 | 30 |
| 561 | Botany Town Centre to Weymouth via Cavendish Drive & Highbrook | Botany | 30 | - | - | - | - |
| 554X | Bucklands Beach to Britomart Express | Bucklands Beach | 60 | - | - | - | - |
| 552 | Bucklands Beach to Britomart via Newmarket | Bucklands Beach | 30 | 30 | 30 | 30 | 30 / 60 (evngs) |
| 553X | Eastern Beach to Britomart Express | Bucklands Beach | 60 | - | - | - | - |
| CTY | City Link - Wynyard Quarter to Karangahape Rd via Britomart - Loop Both Ways | CBD Circuits | 7 / 8 | 7 / 8 | 7 / 8 | 7 / 8 | 10 |
| INN | Inner Link - Britomart to Karangahape Rd Loop via Museum and Ponsonby - Loop Both Ways | CBD Circuits | 10 | 10 | 15 | 15 | 15 |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 802X | Bayswater to Midtown Express via Esmonde Rd | Devonport / Bayswater | 30 | - | - | - | - |
| 803 | Bayswater Wharf to Takapuna via Pupuke Loop and Smales Farm | Devonport / Bayswater | 60 | 60 | 60 | 60 | 60 |
| 779 | Devonport Wharf to Cheltenham | Devonport / Bayswater | 30 | - | - | - | - |
| 813 | Takapuna to Devonport via Narrow Neck | Devonport / Bayswater | 15 | 30 | 60 | 30 | 30 |
| 815 | Westwell Rd to Devonport via Ngataringa Rd | Devonport / Bayswater | 2 trips | - | - | - | - |
| 258X | Blockhouse Bay to Civic Centre Express | Dominion Rd | 3 AM trips / 4 PM | - | - | - | - |
| 258 | Blockhouse Bay to Civic Centre via May Rd | Dominion Rd | 10 | 10 | 30 | 30 | 40 |
| N26 | Civic Centre to Lynfield via Dominion Rd Night Bus | Dominion Rd | | | 3 trips (Fri / Sat nights) | | |
| 267X | Lynfield to Civic Centre Express | Dominion Rd | 10 | - | - | - | - |
| 267 | Lynfield to Civic Centre via Mt Roskill | Dominion Rd | 20 | 20 | 40 | 30 | 40 |
| 299 | Lynfield to Civic Centre via Waikowhai | Dominion Rd | 20 | 30 | 60 | 60 | 60 |
| 875 | Browns Bay to Midtown via Smales Farm and Takapuna | Forrest Hill / Sunnynook | 25 | 60 | 60 | 60 | 60 |
| 873X / 874X | Constellation to Midtown Express | Forrest Hill / Sunnynook | 10 | - | - | - | - |
| 843 | Constellation to Akoranga Station via Takapuna | Forrest Hill / Sunnynook | 30 | 30 | 60 | 60 | 60 |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 873 | Constellation to Takapuna via Sunnynook Shops | Forrest Hill / Sunnynook | 30 | - | - | - | - |
| 879 | Long Bay to Midtown via Smales Farm and Takapuna | Forrest Hill / Sunnynook | 30 | 60 | 60 | 60 | 60 |
| 877X | Torbay to Midtown / University Express | Forrest Hill / Sunnynook | 3 trips | - | - | - | - |
| 905 | Glenfield to Takapuna via Unsworth Heights and Smales Farm | Forrest Hill / Sunnynook | 30 | 30 | 60 | 60 | 60 |
| 956 | Greenhithe to Midtown Express via Sunnynook | Forrest Hill / Sunnynook | 3 AM trips / 4 PM | - | - | - | - |
| 900X | Unsworth Heights to Midtown Express via Sunnynook | Forrest Hill / Sunnynook | 20 | - | - | - | - |
| 283 | Hospitals to Britomart | Gillies | 40 | 60 | - | - | - |
| 156 | Britomart to Forest Hill Rd via Glen Eden and Oratia | Glen Eden | 1 PM trip | 1 PM trip | - | - | - |
| 158 | Forest Hill Rd to Britomart and Oratia | Glen Eden | 1 PM trip | | - | - | - |
| 072 | Britomart to Sturges Rd via View Rd and Te Atatu Rd | Glen Eden | 1 AM trip | - | - | - | - |
| 150 | Britomart to Sturges Rd Night Flexi via Glen Eden | Glen Eden | - | - | 60 (Fri / Sat / Sun) | | |
| N13 | Civic Centre to New Lynn and Henderson Night Bus | Glen Eden | | | 2 trips (Fri / Sat nights) | | |
| 145 | Henderson Hopper via McLaren Park & Sturges Rd | Glen Eden | 40 | 40 | - | - | - |
| 154 / 163 / 164 | Henderson to Britomart via Glen Eden and New Lynn | Glen Eden | 15 | 30 | 60 | 30 | 30 |
| 163X | Henderson to Britomart Express via Glen Eden | Glen Eden | 3 trips AM / PM | - | - | - | - |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 15F | Henderson to Downtown Flyer via Glen Eden | Glen Eden | 3 trips AM / PM | - | - | - | - |
| 09F | Sturges Rd to Britomart Flyer via Edmonton Rd | Glen Eden | 2 trips AM / PM | - | - | - | - |
| 079 | Sturges Rd to Britomart via Sunnyvale and Te Atatu Rd | Glen Eden | 4 trips AM / 7 PM | - | - | - | - |
| 595 | Glen Innes Centre to Britomart via Panmure and Ellerslie | Glen Innes | 20 | 60 | 60 | 60 | 60 |
| 768 | St Heliers to Britomart via Riddell Rd | Glendowie | 2 trips | - | - | - | - |
| 769 | St Heliers to Britomart via Riddell Rd | Glendowie | 20 | 60 | 120 | 60 | 60 |
| 767 | St Heliers to Britomart via St Heliers Bay Rd and Riddell Rd | Glendowie | 60 | 60 | 2 trips | 60 | 60 |
| 952 | Glenfield Shops to Midtown via Coronation Rd | Glenfield | 2 trips AM / PM | - | - | - | - |
| 945X | Glenfield to Midtown Express | Glenfield | 15 | - | - | - | - |
| 911 | Glenfield to Takapuna via Northcote and Akoranga Station | Glenfield | 30 | 30 | 60 | 60 | 60 |
| 945 | Takapuna to Glenfield via Akoranga Station and Sunnybrae | Glenfield | 30 | 30 | 60 | 60 | 60 |
| 188X | Blockhouse Bay to Britomart Express | Green Bay | 1 AM trip / 1 PM | - | - | - | - |
| 183 | Blockhouse Bay to Britomart via Green Bay | Green Bay | 2 AM trips | - | - | - | - |
| 191 | Blockhouse Bay to Britomart via Taylor St | Green Bay | 30 / 60 | - | - | - | - |
| 19X | Britomart to Green Bay Express via Blockhouse Bay | Green Bay | 1 AM trip / 2 PM | - | - | - | - |
| 197 / 207 | Green Bay to Britomart via Blockhouse Bay | Green Bay | 15 | - | - | - | - |
| 193 | Green Bay to Britomart via Blockhouse Bay and Taylor St | Green Bay | 1 trip | - | - | - | - |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 198X | Green Bay to Britomart via Blockhouse Bay Express | Green Bay | 1 trip | - | - | - | - |
| 185 | New Lynn to Blockhouse Bay via Green Bay | Green Bay | | 60 | - | 60 | 60 |
| 198 / 199 | New Lynn to Britomart via Green Bay and Blockhouse Bay Rd | Green Bay | 30 | 60 | 60 | 60 | 60 |
| 184 | New Lynn to Green Bay via Astley Ave | Green Bay | 2 PM trips | - | - | - | - |
| 182 | New Lynn to Green Bay via Golf Rd | Green Bay | 2 PM trips | - | - | - | - |
| 187 | Green Bay to New Lynn via Golf Rd | Green Bay | 1 trip | - | - | - | - |
| 189 / 189X | Tanekaha to Britomart via Golf Rd | Green Bay | 2 AM trips / 2 PM | - | - | - | - |
| 005 | Pt Chevalier to Britomart via Herne Bay and College Hill | Herne Bay | 15 | - | - | - | - |
| 998 | Army Bay to Orewa via Big Manly | Hibiscus Coast | 3 trips | 120 | - | 120 | 120 |
| 999 | Army Bay to Orewa via Little Manly | Hibiscus Coast | 120 | 120 | - | 120 | 120 |
| 899X | Army Bay to Takapuna Express | Hibiscus Coast | 1 trip | - | - | - | - |
| 899 | Army Bay to Takapuna via Brightside Rd | Hibiscus Coast | 40 | 120 | - | - | - |
| 898 | Army Bay to Takapuna via Vipond Rd | Hibiscus Coast | 40 | 120 | - | - | - |
| 897X | Gulf Harbour to Midtown Express | Hibiscus Coast | 20 | - | - | - | - |
| 894X | Hatfields Beach to Midtown Express | Hibiscus Coast | 3 trips | - | - | - | - |
| 893 | Hibiscus Coast to Midtown via Albany & Takapuna | Hibiscus Coast | 1 trip | - | - | - | - |
| 896 | Hibiscus Coast to Midtown via Orewa | Hibiscus Coast | 2 trips | - | - | - | - |
| 994 | Maygrove Loop and Orewa to Auckland Express | Hibiscus Coast | 3 trips | - | - | - | - |
| 893X | Orewa to Midtown Express | Hibiscus Coast | 3 trips | - | - | - | - |
| 895X | Waiwera to Midtown Express | Hibiscus Coast | 4 trips | - | - | - | - |
| 895 | Waiwera to Midtown via Orewa | Hibiscus Coast | - | 60 | - | 60 | 60 |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 589 | Beachlands & Maraetai to Botany Town Centre via Flat Bush | Howick | 2 trips | 5 trips | - | 5 trips | - |
| N50 | Civic Centre to Pakuranga and Howick Night Bus | Howick | - | - | 60 (Fri / Sat Nights) | | - |
| 501 | Cockle Bay to Britomart via Botany Town Centre | Howick | 20 | - | - | - | - |
| 500 | Mission Heights to Britomart via Botany Town Centre | Howick | 20 | 30 | 30 | 30 | 30 |
| 551X | North Park to Britomart Express | Howick | 1 trip | - | - | - | - |
| 551 | North Park to Britomart via Newmarket | Howick | 1 trip | - | - | - | - |
| 361 | Pakuranga Plaza to Onehunga via Mt Wellington and Penrose | Howick | 3 AM / 2 PM | - | - | - | - |
| 008 | New Lynn to Otahuhu via Mt Albert Rd, Onehunga and Neilson St | Isthmus CrossTowns | 30 | 30 | 60 | 30 | 60 |
| 009 | New Lynn to Sylvia Park via Blockhouse Bay Shops | Isthmus CrossTowns | 30 | 30 | - | 30 | 60 |
| 007 | Pt Chevalier to St Heliers via Glen Innes and Greenlane | Isthmus CrossTowns | 15 | 30 | 60 | 30 | 75 |
| 011 | St Lukes to Onehunga via Three Kings | Isthmus CrossTowns | - | 60 | - | - | - |
| 010 | Wynyard Quarter to Onehunga via Ponsonby and Unitec | Isthmus CrossTowns | 30 | 60 | - | - | - |
| 72F | Britomart to Sturges Rd Flyer via View Rd and Te Atatu Rd | Kelston | 2 PM trips | - | 1 PM trips | - | - |
| 113X | Henderson to Britomart Express via Glendene | Kelston | 1 AM trip | - | - | - | - |
| 115X | Henderson to Britomart Express via Glendene and Kelston | Kelston | 2 AM / 3 PM | - | - | - | - |
| 115 | Henderson to Britomart via Glendene | Kelston | 20 | 60 | 60 | 60 | - |
| 113 | Henderson to Britomart via Glendene and New Lynn | Kelston | 45 | 60 | - | 60 | 60 |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 142 | Henderson to Britomart via New Lynn and Sunnyvale | Kelston | 3 AM trips / 7 PM | - | - | - | - |
| 07F | Parrs Corner to Britomart Flyer via View Rd and Te Atatu Rd | Kelston | 2 AM trips / 2 PM | 7 trips | - | - | - |
| 149 | Sturges Rd to Britomart via New Lynn | Kelston | - | 60 | - | 60 | 60 |
| OUT | Outer Link - Wellesley St to Balmoral via Newmarket and Westmere - Loop Both Ways | Link | 15 | 15 | 15 | 15 | 15 |
| 375 | Airport to Botany Town Centre via Mangere & Otara/MIT | Mangere | 30 | 60 | - | - | - |
| 29F | Mangere Town Centre to Britomart Flyer | Mangere | 2 trips | - | - | - | - |
| 327 | Manukau City Centre to Britomart via Mangere Town Centre | Mangere | 1 trip | - | - | - | - |
| 328 | Manukau City Centre to Britomart via Mangere Town Centre | Mangere | 1 trip | 60 | - | 60 | 120 |
| 348 | Manukau City Centre to Britomart via Mangere Town Centre | Mangere | 30 | 60 | 30 | 60 | 120 |
| 347 | Manukau City Centre to Britomart via Mangere Town Centre | Mangere | 2 trips | - | - | - | - |
| 354 | Otahuhu to Britomart via Mangere Town Centre | Mangere | 3 trips | 60 | 90 | 60 | 120 |
| 334 | Otahuhu to Britomart via Massey Rd | Mangere | 30 | 60 | 60 | 60 | 120 |
| 332 | Otahuhu to Onehunga via Ascot Park | Mangere | 2 trips | - | - | - | - |
| 338 | Otahuhu to Onehunga via Ascot Park | Mangere | 30 | - | - | - | - |
| 351 | Otahuhu to Onehunga via Mangere Town Centre | Mangere | 2 trips | 1 trip | - | - | - |
| 359 | Panmure to Onehunga via Otahuhu and Mangere | Mangere | 2 AM / 4 PM | - | - | - | - |
| 336X | Papatoetoe to Britomart Express via Massey Rd | Mangere | 2 trips | - | - | - | - |
| 324 | Papatoetoe to Britomart via Mangere Town Centre | Mangere | 3 trips | - | - | 1 trip | - |
| 344 | Papatoetoe to Britomart via Mangere Town Centre | Mangere | 30 | - | - | - | - |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 380 | Manukau City to Airport Shopping Centre | Manukau to Airport | 30 | 30 | 30 | 30 | 30 |
| 466 | Manurewa to Manukau City Centre via The Gardens | Manurewa | 30 | 30 | - | 30 | 60 |
| 454 | Manurewa to Manukau via Mahia Rd | Manurewa | 30 | 30 | 60 | 60 | 60 |
| 456 | Wattle Downs to Manukau City Centre via Manurewa Interchange | Manurewa | 30 | 60 | 60 | 60 | 60 |
| 455 | Weymouth to Manukau City Centre via Manurewa Interchange | Manurewa | 30 | 30 | 60 | 60 | 60 |
| N05 | Civic Centre to Te Atatu and Massey Night Bus | Massey and Hobsonville | - | - | 60 (Fri / Sat Nights) | | - |
| 060X | Helensville to Britomart Express via Westgate | Massey and Hobsonville | 4 trips | - | - | - | - |
| 060 | Helensville to Westgate via Waimauku and Kumeu | Massey and Hobsonville | 120 | 120 | - | 120 | - |
| 092 | Hobsonville to Britomart via Westgate | Massey and Hobsonville | - | 120 | 3 trips | 3 trips | 3 trips |
| 130 / 131 | New Lynn to Takapuna via Henderson and Hobsonville | Massey and Hobsonville | 30 | 30 | - | 60 | 60 |
| 080X | Westgate to Britomart Express via Don Buck Rd and Universal Dr | Massey and Hobsonville | 3 AM trips / 3 PM | - | - | - | - |
| 090X | Westgate to Britomart Express via Royal Heights | Massey and Hobsonville | 3 AM trips / 3 PM | - | - | - | - |
| 070X | Westgate to Britomart Express via Waimumu Rd | Massey and Hobsonville | 4 AM trips / 7 PM | - | - | - | - |
| 080 | Westgate to Britomart via Don Buck Rd and Henderson | Massey and Hobsonville | 60 | 60 | 60 | 60 | 60 |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 090 | Westgate to Britomart via Massey East | Massey and Hobsonville | 60 | 60 | - | 60 | - |
| 095X | Whenuapai to Britomart Express via Hobsonville | Massey and Hobsonville | 1 AM trip / 1 PM | - | - | - | - |
| 093 | Whenuapai to Westgate via Hobsonville | Massey and Hobsonville | - | 120 | - | - | - |
| 275 | Mt Roskill to Britomart via Mt Eden | Mt Eden | 5 AM trips / 7 PM | - | - | - | - |
| 274 | Three Kings to Britomart via Mt Eden | Mt Eden | 10 | 10 / 20 | - | 30 | - |
| 277X | Waikowhai to Britomart Express | Mt Eden | 2 AM trips / PM | - | - | - | - |
| 277 | Waikowhai to Britomart via Three Kings and Mt Eden | Mt Eden | 20 | 30 | 30 | 30 | 30 |
| 52F | Mt Wellington to Britomart Flyer | Mt Wellington | 2 trips | - | - | - | - |
| 50F | Mt Wellington to Britomart Flyer via Ruawai Rd | Mt Wellington | 3 trips | - | - | - | - |
| 532 | Mt Wellington to Britomart via Carbine Rd | Mt Wellington | - | 120 | - | 120 | - |
| 511 | Mt Wellington to Britomart via Carbine Rd and Ellerslie | Mt Wellington | | | | | |
| 522 | Mt Wellington to Britomart via Panama Rd | Mt Wellington | 30 | - | - | - | - |
| 502 | Mt Wellington to Britomart via Ruawai Rd and Ellerslie | Mt Wellington | 30 | 60 | - | 60 | - |
| 409 | Seaside Park to Otahuhu | Mt Wellington | 40 | 60/90 | 120 | 120 | 120 |
| 512 | Mt Wellington to Britomart via Ruawai Rd and Panama Rd | Mt Wellington | 2 PM trips | 2 trips | 60 | 60 (2 early AM / evngs) | 60 |
| 104 | New Lynn to Avondale | New Lynn locals | - | 60 | - | - | - |
| 205 | Avondale to Midtown via Bond Street | New North Rd | 2 trips | - | - | - | - |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 210 | Avondale to Midtown via Mt Albert Shops | New North Rd | 15 | - | - | 2 trips (early AM) | - |
| 215 | Avondale to Midtown via Unitec | New North Rd | 1 trip | - | - | - | - |
| 224 | Henderson to Midtown via New Lynn & St Lukes | New North Rd | 30 | 30 | - | 30 | 40 |
| 213X | New Lynn to Midtown Express | New North Rd | 5 AM trips / 7 PM | - | - | - | - |
| 213 | New Lynn to Midtown via Avondale | New North Rd | 3 AM trips / 3 PM | - | - | - | - |
| 223 | New Lynn to Midtown via St Lukes | New North Rd | - | - | 5 trips | 60 (evngs only) | 60 (evngs only) |
| 219 | New Lynn to Midtown via Unitec | New North Rd | 2 AM trips / 2 PM | - | - | - | - |
| 212X | Patiki Rd to Midtown Express | New North Rd | 1 trip | - | - | - | - |
| 212 | Patiki Rd to Midtown via Avondale | New North Rd | 2 trips | 60 | - | 60 | - |
| 211X | Rosebank Rd to Midtown Express | New North Rd | 2 trips | - | - | - | - |
| 211 | Rosebank Rd to Midtown via Mt Albert Shops | New North Rd | 30 | 60 | 60 | 60 | 40 |
| 216 | Rosebank Rd to Midtown via Unitec | New North Rd | 2 trips | - | - | - | - |
| 200 | Woodward Rd to Midtown Limited Stops | New North Rd | 2 AM trips / 1 PM | - | - | - | - |
| 920 | Sylvan Ave to Midtown via Hillcrest | Northcote | 15 | - | - | - | - |
| 820 | Takapuna to Midtown | Northcote | 5 trips | - | - | - | - |
| 922 | Takapuna to Midtown via Northcote | Northcote | - | 30 | 60 | 60 | 60 |
| 962 | Albany Station to Newmarket via Bus Stations, Ponsonby and Park Rd | Northern Express | 15 | - | - | - | - |
| NEX | Northern Express - Albany to Britomart | Northern Express | 5 | 10 | 15 | 15 / 30 | 15 / 30 |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| | | | | | | (evngs) | (evngs) |
| N31 | Civic Centre to Onehunga and Mangere & Papatoetoe Night Bus | Onehunga | - | - | 2 trips (Fri / Sat nights) | - | - |
| 305X | Mangere Town Centre to Midtown Express | Onehunga | 3 trips | - | - | - | - |
| 305 | Mangere Town Centre to Midtown Favona and Newmarket | Onehunga | 30 | 60 | 60 | 60 | 60 |
| 315 | Mangere Town Centre to Midtown via Onehunga | Onehunga | - | - | - | - | 60 (evngs) |
| 302 | Onehunga to Midtown via Manukau Rd and Newmarket | Onehunga | 20 | - | - | 2 trips | - |
| 31F | Onehunga to Midtown via One Tree Hill | Onehunga | 3 AM trips / 4 PM | - | - | - | - |
| 312 | Onehunga to Midtown via Oranga and Newmarket | Onehunga | 20 | 30 | 60 | 30 | 60 |
| 304 | Otahuhu to Midtown via Favona | Onehunga | 30 | 60 | - | 60 | - |
| 392 | Te Papapa to Midtown via Newmarket | Onehunga | 20 | 60 | 90 | 60 | 5 trips |
| 497X | Britomart to Manukau City Centre Express | Otara | 1 trip | - | - | - | - |
| N47 | Civic Centre to Papakura via Great South Rd Night Bus | Otara | - | - | 2 trips (Fri / Sat evngs) | - | - |
| 457X | Manukau City Centre to Britomart Express via Otahuhu | Otara | 20 | - | - | - | - |
| 457 | Manukau City Centre to Britomart via Otahuhu | Otara | 1 trip | 2 trips | - | - | - |
| 487 | Manukau City Centre to Britomart via Otara and Great South Rd | Otara | 3 trips | 30 | 60 | 45 | 120 |
| 497 | Manukau City Centre to Britomart via Otara and Otahuhu | Otara | 20 | 30 | 60 | 30 | 60 |
| 484 | Manukau City Centre to Otahuhu via East Tamaki | Otara | 2 trips | - | - | - | - |
| 447 | Manukau City to Britomart via Middlemore Hospital | Otara | 1 trip | 60 | - | 120 | 120 |
| 59F | Manukau to Britomart Flyer via Flat Bush and Otara | Otara | 1 trip | - | - | - | - |
| 487X | Otara to Britomart Express | Otara | 1 trip | - | - | - | - |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 486X | Otara to Britomart Express via Khyber Pass | Otara | 4 trips | - | - | - | - |
| 446 | Otara to Otahuhu via Middlemore Hospital | Otara | 2 trips | - | - | 1 trip | - |
| 486 | Preston Rd to Britomart via Otahuhu and Otara | Otara | 8 trips | - | - | 1 trip | - |
| 483 | Preston Rd to Britomart via Otara and Great South Rd | Otara | - | 1 trip | - | - | - |
| 474 | Drury to Britomart via Pahurehure | Papakura | - | - | 2 trips | 2 trips | - |
| 80 | Keri Hill Shoppers Loop | Papakura | 1 trip | 60 | - | 60 | - |
| 473 | Keri Hill to Britomart via Manurewa and Otahuhu | Papakura | 4 trips | - | - | - | - |
| 471 | Pahurehure to Britomart via Manukau and Otahuhu | Papakura | 30 | 40 | 1 trip | 60 | 60 |
| 477X | Papakura to Britomart Express | Papakura | 30 | - | - | - | - |
| 470 | Papakura to Britomart via Manukau and Otahuhu | Papakura | 3 trips | 1 trip | 2 trips | 2 trips | 60 (Evenings only) |
| 472 | Red Hill to Britomart via Manurewa and Otahuhu | Papakura | 2 trips | 40 | 2 trips | 60 | 60 |
| 030 | Pt Chevalier to Britomart via Williamson Ave | Pt Chevalier | 30 | 30 | 30 | 30 | 30 |
| 435X | Hunters Corner to Britomart Express via Middlemore Hospital | Puhinui | 1 trip | - | - | - | - |
| 428 | Manukau City Centre to Otahuhu via Puhinui | Puhinui | 30 | 60 | 1 trip | 60 | 90 |
| 465 | Pukekohe Loop | Pukekohe | 1 trip | 6 trips | - | - | - |
| 475 | Pukekohe to Papakura | Pukekohe | 40 | 60 | - | 75 | 120 |
| | | | | | | | |
| | | | | | | | |
| 479 | Waiuku to Papakura | Pukekohe | 1 AM trip / 1 PM | | | | |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 140 | Britomart to Ranui Night Flexi | Ranui and Swanson | - | - | 2 trips (Fri / Sat / Sun) late PM | | |
| 138 | Larnoch to Britomart via New Lynn | Ranui and Swanson | 3 trips (1 in, 2 out) | - | - | - | - |
| 36F | Ranui to Britomart Flyer via Lincoln Rd | Ranui and Swanson | 3 AM trips / 3 PM | 1 trip | - | - | - |
| 097 | Ranui to Britomart via Edmonton Rd | Ranui and Swanson | 4 AM trips / 6 PM | - | - | - | - |
| 134 | Ranui to Britomart via New Lynn | Ranui and Swanson | 3 trips (1 in, 2 out) | - | - | - | 2 trips (evngs) |
| 136 | Ranui to Britomart via New Lynn | Ranui and Swanson | - | - | 60 | 60 (evngs only) | 60 |
| 087 | Ranui to Britomart via Te Atatu Rd | Ranui and Swanson | 1 trip | 60 | - | 60 | - |
| 135 | Swanson to Britomart via New Lynn | Ranui and Swanson | 30 | 60 | - | 60 | - |
| 085 | Swanson to Britomart via Te Atatu Rd | Ranui and Swanson | 30 | - | - | - | - |
| 645 | Britomart to Glen Innes via Parnell & Remuera Rd | Remuera | 3 trips | - | - | - | - |
| 643 | Britomart to Upland Rd via Parnell & Remuera Rd | Remuera | 1 trip | - | - | - | - |
| N62 | Civic to Remuera and Panmure Night Bus | Remuera | - | - | 60 (Fri / Sat Nights) | | - |
| 685X | Glen Innes to Britomart Express via Upland Rd | Remuera | 20 | - | - | - | - |
| 695X | Glen Innes to Britomart Express via Parnell | Remuera | 1 trip | - | - | - | - |
| 635 | Glen Innes to Britomart via Grand Dr & Parnell | Remuera | 30 | 60 | 60 | 60 | 90 |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 655 | Glen Innes to Britomart via Meadowbank & Parnell | Remuera | 15 | 60 | 60 | 60 | 90 |
| 625 | Glen Innes to Britomart via St Johns & Khyber Pass | Remuera | 15 | 30 | 60 | 60 | 90 |
| 605 | Lucerne Rd to Civic Centre via Benson Rd | Remuera | 30 | - | 90 | 7 trips (early AM / evngs) | 4 trips (evngs) |
| 703 | Remuera to Britomart via Portland Rd | Remuera | 30 | 60 | - | 60 | 120 |
| 606 | Upland Rd to Civic Centre via Benson Rd | Remuera | - | 45 | - | 75 (daytime) | 90 (daytime) |
| 603 | Victoria Ave to Civic Centre via Newmarket | Remuera | - | 1 PM trip | - | - | - |
| 020X | Westmere to Britomart Express | Richmond Rd | 20 | - | - | - | - |
| 020 | Westmere to Britomart via Richmond Rd | Richmond Rd | 20 | 20 | 30 | 20 | 30 |
| 249X | Blockhouse Bay to Midtown Express | Sandringham Rd | 3 AM trips / 3 PM | - | - | - | - |
| 249 | Blockhouse Bay to Midtown | Sandringham Rd | 20 | 30 | 40 | 30 | 40 |
| N24 | Civic Centre to Blockhouse Bay and New Nth Rd via Sand Night Bus | Sandringham Rd | - | - | 60 (Fri / Sat Nights) | | - |
| 243X | New Lynn to Midtown Express | Sandringham Rd | 5 AM trips / 5 PM trips | - | - | - | - |
| 243 | New Lynn to Midtown via Owairaka | Sandringham Rd | 1 trip | 60 | 40 | 1 AM trip / 40 (evngs) | 60 (evngs only) |
| 233 | New Lynn to Midtown via Sandringham Rd and St Lukes | Sandringham Rd | 30 | 30 | - | 30 (daytime only) | 40 (daytime only) |
| 240 | Sandringham to Midtown Limited Stop Express | Sandringham Rd | 4 AM trips / 4 PM | | | | |
| 770 | St Heliers to Newmarket via Eastridge | St Heliers to Newmarket | 3 trips | 120 | 1 trip | 120 | 120 |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 771 | St Heliers to Newmarket via Eastridge (Anticlockwise) | St Heliers to Newmarket | 3 trips | 120 | 1 trip | 120 | 120 |
| 710 | Britomart to Panmure Night Flexi | Tamaki Drive | - | - | 60 (Fri / Sat / Sun evngs) | | |
| 750 | Britomart to Panmure Night Flexi via Mission Bay/Long | Tamaki Drive | - | - | - | - | 60 (evngs only) |
| 710 | Britomart to Panmure via Orakei | Tamaki Drive | - | - | 60 (evngs only) | | |
| 713 | Eastridge to Britomart via Orakei | Tamaki Drive | 30 | - | - | - | - |
| 745 | Glen Innes Centre to Britomart via Mission Bay | Tamaki Drive | 20 | 30 | 60 | 60 | 60 |
| 715 | Glen Innes Centre to Britomart via Orakei | Tamaki Drive | 1 trip | - | - | - | - |
| 715X | Glen Innes Express to Britomart | Tamaki Drive | 2 trips | - | - | - | - |
| 755 | Glen Innes to Britomart via Mission Bay | Tamaki Drive | 1 trip | - | - | - | - |
| 717 | Otahuhu to Britomart via Panmure and Glen Innes | Tamaki Drive | - | 30 | - | 60 | 60 |
| 757 | Otahuhu to Britomart via Panmure and Glen Innes and Mission Bay | Tamaki Drive | 15 | 30 | - | 60 | - |
| 716 | Panmure to Britomart via Glen Innes | Tamaki Drive | - | - | 60 (late evng) | 60 (late evng) | 60 (late evng) |
| 756 | Panmure to Britomart via Glen Innes and Mission Bay | Tamaki Drive | 45 | - | 60 | 60 | 60 |
| 082 | Te Atatu Peninsula to Henderson | Te Atatu | 1 trip | | - | - | - |
| 048X | Te Atatu Peninsula to Britomart Express | Te Atatu | 1 AM trip / 1 PM | - | - | - | - |
| 048 / 049 | Henderson to Britomart via Te Atatu Peninsula & Pt Chevalier | Te Atatu | 15 | 60 | 60 | 60 | 60 |
| 122 | Te Atatu Peninsula to Henderson | Te Atatu | 2 AM / 1 PM | - | - | - | - |
| 121 | Te Atatu Peninsula to New Lynn | Te Atatu | 3 AM trips / 2 PM | 2 trips | - | - | - |

| Route Number | Route Description | Route Group | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|---|---|
| 177 | Laingholm to Britomart via New Lynn | Titirangi and Laingholm | 3 AM trips / 2 PM | 120 | - | - | - |
| 180 | Tanekaha to New Lyn via Titirangi | Titirangi and Laingholm | - | 3 trips | - | 120 | - |
| 181 | Tanekaha to New Lynn via Takahe Rd and Seabrooke Ave | Titirangi and Laingholm | 1 trip | 120 | - | 120 | - |
| 173X | Titirangi South to Britomart Express via Titirangi Rd | Titirangi and Laingholm | 1 AM trip / 1 PM | - | - | - | - |
| 173 | Titirangi South to Britomart via New Lynn | Titirangi and Laingholm | 40 | 60 | 60 | 120 | 120 |
| 179X | Titirangi to Britomart Express via Atkinson Rd | Titirangi and Laingholm | 2 AM trip / 1 PM | - | - | - | - |
| 179 | Titirangi to New Lynn via Atkinson Rd | Titirangi and Laingholm | 60 | 60 | 60 | 120 | 120 |
| 4 | Onetangi Direct to Matiatia Wharf | Waiheke | 4 trips | - | - | - | - |
| 1 | Onetangi to Matiatia Wharf via Ostend | Waiheke | 30 | 60 | 90 | 60 | 60 |
| 3 | Rocky Bay to Matiatia via Onetangi & Ostend | Waiheke | 1 trip | - | 1 trip | 2 trips | 2 trips |
| 2 | Rocky Bay to Matiatia Wharf via Palm Beach | Waiheke | 30/45 | 60 | 90 | 60 / 90 (evngs) | 60 / 90 (evngs) |

### Cross-Boundary services

Auckland Transport will continue to provide these services under the current funding arrangements until the local network around Pukekohe is reviewed later this year

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 476 | Tuakau to Pukekohe and Papakura | Pukekohe | 2 trips | 2 trips, Wednesday | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | only | | | |
| 50 | Pukekohe to Port Waikato via Drury | Pukekohe | - | 2 trips (Thursday only) | - | - | - |

## Ferry and Rail Services

| Route Number | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|
| Pine Harbour Ferry. Pine Harbour Ferry Terminal to Downtown Ferry Terminal | 5 trips | 90 | - | - | - |
| Devonport Ferry. Devonport Ferry Terminal to Downtown Ferry Terminal | 15 | 30 | 30/60 | 30 | 30 |
| Stanley Bay Ferry. Stanley Bay Ferry Terminal to Downtown Ferry Terminal | 30 | - | - | - | - |
| Bayswater Ferry. Bayswater Ferry Terminal to Downtown Ferry Terminal | 30 | 60 | 60 (last 2 Fri only) | 6 trips | 5 trips |
| Birkenhead Ferry. Birkenhead Ferry Terminal to Downtown Ferry Terminal via Northcote Ferry Terminal | 30 | 60 | 60 | 6 trips | 5 trips |
| Waiheke Ferry. Matiatia Ferry Terminal to Downtown Ferry Terminal | 5 trips | 60 | 90 | 60 | 60 |
| Gulf Harbour Ferry. Gulf Harbour Ferry Terminal to Downtown Ferry Terminal | 2 trips | 1 trip (Wed-Fri) | - | 1 trip | 1 trip |
| West Harbour Ferry. West Harbour Ferry Terminal to Downtown Ferry Terminal | 20 | 4 trips | - | - | - |
| Rakino Ferry. Rakino Ferry Terminal to Downtown Ferry Terminal | - | - | 1 trip (Fri only) | - | - |
| Half Moon Bay Ferry. Half Moon Bay Ferry Terminal to Downtown Ferry Terminal | 3 trips | 120 | 90 | 90 | 90 |
| Great Barrier Island Ferry. Great Barrier Island to Downtown Ferry Terminal | 2 trips (Tues & Thurs inbound) | 3 trips (Tues & Thurs outbound, Fri inbound) | 1 trip (Friday outbound) | - | 1 trip |

| Route Number | Mon-Fri Peak Frequency | Mon-Fri Off-Peak Frequency | Mon-Fri Evening Frequency | Sat Frequency | Sun Frequency |
|---|---|---|---|---|---|
| Hobsonville / Beach Haven Ferry. Hobsonville Point & Beach Haven Wharf to Downtown Ferry Terminal | New service design to be confirmed and will be subject to funding availability | | | | |
| | | | | | |
| Southern Rail Line. Papakura and Manukau to Britomart via Newmarket Station | 10 / 15 | 15 | 30 | 30 | 30 |
| Eastern Rail Line. Papakura and Manukau to Britomart via Glen Innes | 15 | 3 per hr | 2 per hr | 30 | 30 |
| Western Rail Line. Swanson to Britomart via Newmarket | 15 | 30 | 30 / 60 | 60 | 60 |
| Onehunga Rail Line. Onehunga Station to Britomart via Penrose Station | 30 | 30 / 60 | 60 | 60 | 60 |
| Papakura Rail Line. Papakura to Britomart Station | 10/15 | 15 | 30 | 30 | 30 |
| Pukekohe Rail Line. Pukekohe Station to Britomart Station | 15/30 | 60 | 2 trips | - | - |

## Taxi and Shuttle services

*Total Mobility* services for people with disabilities (as described in Appendix 1)

**Current School Bus Services**

School services will be provided as described until PTOM contracts have been successfully implemented. Post implementation of the new network, all school services will be reviewed once new demand patterns have been established.

| Route Description | Time Period |
|---|---|
| Hatfields Beach to Orewa Schools | Morning |
| Mangere Bridge Shops to Seventh Day Adventist Primary | Morning |
| Mangere Bridge Shops to Holy Cross School (Papatoetoe) | Morning |
| Army Bay to Orewa College | Morning |
| Arkles Bay/Manly to Orewa College | Morning |
| Stanmore Bay / Vipond Rd to Orewa College | Morning |
| New Lynn/Titirangi to Remuera Schools | Morning |
| St Lukes to Epsom Schools | Morning |
| Brightside Rd to Orewa College | Morning |
| Glen Eden to Green Bay High | Morning |
| Henderson Valley to Green Bay High | Morning |
| Balmoral to Sacred Heart College | Morning |
| Epsom to Mt Albert Grammar | Morning |
| New Lynn Transport Centre to Blockhouse Bay Intermediate | Morning |
| Auckland Grammar to Parnell | Morning |
| Glenfield to Westlake Schools via Hillcrest | Morning |
| St Heliers to Botany Downs to Epsom Schools | Morning |
| Remuera to Auckland Grammar | Morning |
| Sandringham to Ponsonby Intermediate | Morning |
| Bucklands Beach to Remuera Schools | Morning |
| Newton to Mt Albert Grammar | Morning |
| Gulf Harbour to Kingsway School | Morning |
| Downtown to St Marys College | Morning |
| Stanmore Bay to Kingsway School | Morning |
| Otara to Edgewater College | Morning |
| New Lynn to Rutherford College | Morning |
| Botany Downs to Sacred Heart College | Morning |
| Henderson to Rutherford College | Morning |
| Mairangi Bay to Westlake Schools | Morning |
| St Heliers to Epsom Schools | Morning |
| Howick to Sacred Heart College | Morning |
| Rothesay Bay Shops to Westlake Schools | Morning |
| Silverdale to Whangaparaoa College | Morning |
| Downtown to Sacred Heart College | Morning |

| Route Description | Time Period |
|---|---|
| Bayswater to Westlake Schools | Morning |
| Devonport to Westlake Schools | Morning |
| Kohimarama to Epsom Schools | Morning |
| Mt Wellington to Otahuhu Primary | Morning |
| Orewa to Whangaparaoa College | Morning |
| Highland Park to Sancta Maria College | Morning |
| Ranui to Kelston Schools | Morning |
| Wairau Valley to Westlake Schools | Morning |
| Army Bay to Whangaparaoa College | Morning |
| Whangaparaoa College to Gulf Harbour School | Morning |
| Ellerslie to Remuera Primary | Morning |
| Lynfield to Waikowhai Intermediate | Morning |
| Mission Bay to Epsom Schools | Morning |
| Gulf Harbour to Whangaparaoa College | Morning |
| Remuera to Sacred Heart College | Morning |
| Te Atatu Peninsula to Kelston Schools | Morning |
| Orewa Via Hatfields Beach to Stella Maris School | Morning |
| Northcote to Northcote Schools | Morning |
| Henderson Valley to Kelston Schools | Morning |
| St Heliers to Baradene College | Morning |
| Gulf Harbour to Stella Maris School | Morning |
| Panmure to Baradene College | Morning |
| Henderson & Te Atatu to Te Atatu Intermediate | Morning |
| Herne Bay to Epsom Girls Grammar | Morning |
| Takapuna to East Coast Bays Schools | Morning |
| Green Bay to Glen Eden Intermediate | Morning |
| Papatoetoe town Hall to Papatoetoe Intermediate | Morning |
| Middlemore Hospital to Papatoetoe Schools | Morning |
| Milford to East Coast Bays Schools | Morning |
| Remuera to Epsom Schools | Morning |
| Sunnynook to East Coast Bays Schools | Morning |
| Parnell to Epsom Schools | Morning |
| Puhinui to Papatoetoe Schools | Morning |
| Balmoral to Epsom Schools | Morning |
| Mt Roskill to Epsom & Remuera Schools | Morning |
| Otara town Centre to De La Salle College | Morning |
| Pinehill to Westlake Schools | Morning |
| Long Bay to Westlake Schools | Morning |

| Route Description | Time Period |
|---|---|
| Mt Wellington to Otahuhu College | Morning |
| Glenfield to Westlake Schools | Morning |
| Albany to Remuera Schools | Morning |
| Mangere to Otahuhu Schools | Morning |
| Mt Albert to Mt Albert Grammar | Morning |
| Torbay to Westlake Schools | Morning |
| Albany to Westlake Schools | Morning |
| Milford to Campbells Bay Primary | Morning |
| Orewa to Westlake Schools | Morning |
| Mangere to Remuera Schools | Morning |
| Orewa to Westlake Boys & Rosmini College | Morning |
| Gulf Harbour to Westlake Girls & Carmel College | Morning |
| Northcross to East Coast Bays Schools | Morning |
| Kowhai Rd to Long Bay College | Morning |
| Holy Cross School to West Harbour | Morning |
| Drury to Remuera Schools | Morning |
| Drury to Epsom Schools | Morning |
| Kohimarama to Kadimah College | Morning |
| Middlemore to Seventh Day Adventist Primary | Morning |
| Sunnynook to Westlake Schools | Morning |
| Wairau Valley to Westlake Schools | Morning |
| Campbells Bay to Westlake Schools | Morning |
| Unsworth to Westlake Schools | Morning |
| Manurewa to Remuera Schools | Morning |
| Conifer Grove to Rosehill Schools | Morning |
| Papakura to McAuley High | Morning |
| Kohimarama to Remuera Intermediate | Morning |
| Wattle Downs to Rosehill Schools | Morning |
| Favona to Onehunga Schools | Morning |
| Homai to Rosehill Schools | Morning |
| Mangere to Onehunga Schools | Morning |
| Papakura to De La Salle College | Morning |
| Meadowood Drive to Albany Senior High | Morning |
| Puhinui to Auckland Girls Grammar | Morning |
| Albany Heights to Albany Schools | Morning |
| Mangere to Auckland Girls Grammar | Morning |
| Mangere town Centre to Onehunga Schools | Morning |
| Panmure town Centre to Ellerslie/Penrose Schools | Morning |

| Route Description | Time Period |
|---|---|
| Unsworth to Albany Primary | Morning |
| Favona/Mangere to Onehunga Schools | Morning |
| Mt Wellington to Ellerslie/Penrose Schools | Morning |
| Ponsonby to Western Springs College | Morning |
| Henderson to Avondale College | Morning |
| Mt Wellington to St Marys School (Ellerslie) | Morning |
| Albany to Epsom Schools | Morning |
| Otahuhu Transport Centre to Ellerslie/Penrose Schools | Morning |
| Oakway Drive to Upper Harbour Primary | Morning |
| Ellerslie to Glendowie College | Morning |
| Pinehill to Long Bay College | Morning |
| Highland Park to Howick Schools | Morning |
| Otahuhu to Edgewater College | Morning |
| Meadowbank to St Thomas Primary | Morning |
| Bayview to Wairau Intermediate | Morning |
| Glenfield Shops to Westlake Schools | Morning |
| Remuera to Selwyn College | Morning |
| Verrans Corner to Glenfield Schools | Morning |
| Unsworth to Glenfield College | Morning |
| Golflands to Farm Cove Intermediate | Morning |
| Chatswood to Birkenhead Schools | Morning |
| Chatswood to Northcote Schools | Morning |
| Hillcrest to Northcote Schools | Morning |
| Stanley Bay to Belmont Schools | Morning |
| Devonport to Belmont Schools | Morning |
| Mangere to St Josephs School (Onehunga) | Morning |
| Stanley Bay to Westlake Schools | Morning |
| Pakuranga to Sancta Maria College | Morning |
| Botany Downs to Sancta Maria College | Morning |
| Palm Road to Waiheke Primary | Morning |
| Pt Chevalier to St Marys College | Morning |
| Lynfield to Auckland Grammar & St Peters | Morning |
| Greenhithe to Albany Schools | Morning |
| Titirangi Village to Avondale College | Morning |
| New Windsor to Auckland Girls Grammar | Morning |
| Greenhithe to Albany Junior High (Express) | Morning |
| Greenhithe to Albany Schools (Express) | Morning |
| Titirangi to Avondale College | Morning |

| Route Description | Time Period |
|---|---|
| The Everglades to Greenmeadows Intermediate | Morning |
| Weymouth to Alfriston College | Morning |
| Weymouth and Wattle Downs to Manurewa High | Morning |
| Clendon to Alfriston College | Morning |
| | |
| Epsom Schools to Kohimarama | Afternoon |
| Kedgley Intermediate to Puhinui | Afternoon |
| McAuley High to Onehunga Transport Centre | Afternoon |
| Mt Albert Grammar to Midtown | Afternoon |
| Onehunga High to Mangere East | Afternoon |
| Royal Oak Intermediate to Favona | Afternoon |
| Orewa Schools to Hatfields Beach | Afternoon |
| Epsom Schools to St Heliers | Afternoon |
| Onehunga High to Favona | Afternoon |
| Royal Oak Intermediate to Mangere Bridge | Afternoon |
| Onehunga High to Mangere Bridge | Afternoon |
| Royal Oak Intermediate to Mangere | Afternoon |
| Seventh Day Adventist Primary to Mangere town Centre | Afternoon |
| Orewa College to Army Bay | Afternoon |
| Royal Oak Intermediate to Onehunga | Afternoon |
| Seventh Day Adventist Primary to Mangere Bridge Shops | Afternoon |
| Orewa College to Arkles Bay/ Manly | Afternoon |
| Epsom Schools to Glendowie | Afternoon |
| Onehunga High to Mangere | Afternoon |
| Orewa College to Stanmore Bay / Vipond Rd | Afternoon |
| Remuera Schools to Titirangi/New Lynn. | Afternoon |
| Epsom Schools to St Lukes | Afternoon |
| Onehunga High to Onehunga | Afternoon |
| Orewa College to Brightside Rd | Afternoon |
| Green Bay High to Henderson Valley | Afternoon |
| Epsom Schools to Mission Bay | Afternoon |
| Mt Albert Grammar to Epsom | Afternoon |
| Sacred Heart College to Balmoral | Afternoon |
| Blockhouse Bay Intermediate to New Lynn | Afternoon |
| Orakei Primary to Kohimarama | Afternoon |
| Parnell to Auckland Grammar | Afternoon |
| Blockhouse Bay Intermediate to Green Bay | Afternoon |
| Auckland Grammar to Remuera | Afternoon |

| Route Description | Time Period |
|---|---|
| Epsom Schools to Glen Innes | Afternoon |
| Westlake Schools to Glenfield via Hillcrest | Afternoon |
| Epsom Schools to Botany Downs | Afternoon |
| Ponsonby Intermediate to Sandringham | Afternoon |
| Baradene College to Bucklands Beach | Afternoon |
| St Ignatius School to Glendowie | Afternoon |
| Kingsway School to Gulf Harbour | Afternoon |
| Baradene College to Dannemora | Afternoon |
| Kelston Schools to Henderson | Afternoon |
| Otahuhu Intermediate to Mangere Town Centre | Afternoon |
| St Marys College to Downtown | Afternoon |
| Kingsway School to Stanmore Bay | Afternoon |
| Green Bay High to New Lynn Transport Centre | Afternoon |
| Kelston Schools to Glen Eden | Afternoon |
| Rutherford College to New Lynn | Afternoon |
| Rangitoto College to Unsworth Heights | Afternoon |
| Mt Albert Grammar to Downtown | Afternoon |
| St Josephs School to Sunnynook | Afternoon |
| Long Bay Primary to Torbay | Afternoon |
| Sacred Heart College to Howick | Afternoon |
| Whangaparaoa College to Silverdale | Afternoon |
| Sacred Heart College to Parnell | Afternoon |
| Kelston Schools to Te Atatu South | Afternoon |
| Westlake Schools to Devonport | Afternoon |
| Otahuhu Schools to Mt Wellington | Afternoon |
| Whangaparaoa College to Orewa | Afternoon |
| Sancta Maria College to Highland Park | Afternoon |
| Kelston Schools to Ranui | Afternoon |
| Gulf Harbour School to Whangaparaoa College | Afternoon |
| Whangaparaoa College to Army Bay | Afternoon |
| Sacred Heart to Dannemora | Afternoon |
| Remuera Primary to Ellerslie | Afternoon |
| Whangaparaoa College to Gulf Harbour | Afternoon |
| Sacred Heart College to Remuera | Afternoon |
| Kelston Schools to Te Atatu Peninsula | Afternoon |
| Western Springs College to Herne Bay | Afternoon |
| Westlake Schools to Albany | Afternoon |
| Stella Maris School to Orewa Via Hatfields Beach | Afternoon |

| Route Description | Time Period |
|---|---|
| Sacred Heart College to Bucklands Beach | Afternoon |
| Kelston Schools to Henderson Valley | Afternoon |
| Baradene College to St Heliers | Afternoon |
| Stella Maris School to Gulf Harbour | Afternoon |
| Baradene College to Panmure | Afternoon |
| Te Atatu Intermediate to Henderson & Te Atatu | Afternoon |
| St Josephs School to Milford & Takapuna | Afternoon |
| McAuley High to Flat Bush | Afternoon |
| Waikowhai Intermediate to Lynfield | Afternoon |
| Westlake Schools to Totaravale | Afternoon |
| Epsom Girls Grammar to Herne Bay | Afternoon |
| Papatoetoe Intermediate to Manukau | Afternoon |
| Glen Eden Intermediate to Green Bay | Afternoon |
| Papatoetoe Intermediate to Papatoetoe town Hall | Afternoon |
| Westlake Schools to Torbay | Afternoon |
| Papatoetoe Intermediate to Puhinui | Afternoon |
| Westlake Girls to Pinehill | Afternoon |
| Glendowie College to Otahuhu Transport Centre | Afternoon |
| Papatoetoe Intermediate to Middlemore Hospital | Afternoon |
| Epsom Schools to Remuera | Afternoon |
| Rangitoto College to Sunnynook | Afternoon |
| Epsom Schools to Parnell | Afternoon |
| Westlake Schools to Rothesay Bay | Afternoon |
| Waitakere Schools to Kelston | Afternoon |
| Epsom Schools to Mt Eden | Afternoon |
| Remuera/Epsom Schools to Mt Roskill | Afternoon |
| St Johns School to Forrest Hill | Afternoon |
| McAuley High to Otara town Centre | Afternoon |
| Epsom Girls to Waikowhai | Afternoon |
| Westlake Boys to Browns Bay | Afternoon |
| Otahuhu College to Otara | Afternoon |
| Westlake Boys to Torbay | Afternoon |
| Westlake Boys High to Milford & Takapuna | Afternoon |
| McAuley High to Mangere Bridge Shops & Onehunga Transport Centre | Afternoon |
| De La Salle College to Pt England | Afternoon |
| Remuera Schools to Albany | Afternoon |
| Waitakere Schools to Te Atatu South | Afternoon |
| Mt Albert Grammar to Mt Albert | Afternoon |

| Route Description | Time Period |
|---|---|
| Campbells Bay Primary to Milford | Afternoon |
| Westlake Girls to Silverdale | Afternoon |
| Long Bay College to Windsor Park | Afternoon |
| Selwyn College to Remuera | Afternoon |
| Westlake Schools to Silverdale | Afternoon |
| Carmel College & Westlake Girls to Glenfield | Afternoon |
| De La Salle College to Otara | Afternoon |
| Remuera Schools to Mangere | Afternoon |
| Selwyn College to Panmure | Afternoon |
| St Josephs & Rosmini College to Orewa | Afternoon |
| Carmel College & Westlake Girls to Gulf Harbour | Afternoon |
| Westlake Boys to Totaravale | Afternoon |
| St Josephs & Rosmini College to Browns Bay | Afternoon |
| Westlake Boys to Manly | Afternoon |
| West Harbour to Holy Cross School | Afternoon |
| Remuera Intermediate to Drury | Afternoon |
| Remuera Schools to Papakura | Afternoon |
| Westlake Schools to Torbay | Afternoon |
| Epsom Schools to Drury | Afternoon |
| Kadimah College to Kohimarama | Afternoon |
| Seventh Day Adventist Primary to Middlemore | Afternoon |
| Westlake Schools to Sunnynook | Afternoon |
| Auckland Grammar to Papakura | Afternoon |
| Long Bay College to Murrays Bay | Afternoon |
| Westlake Schools to Campbells Bay | Afternoon |
| Papatoetoe High to Middlemore | Afternoon |
| Remuera Schools to Manurewa | Afternoon |
| St Johns School to Milford | Afternoon |
| McAuley High to Papakura | Afternoon |
| Remuera Intermediate to Kohimarama | Afternoon |
| Rosehill College to Conifer Grove | Afternoon |
| Selwyn College to Meadowbank | Afternoon |
| Westlake Schools to Wairau Corner | Afternoon |
| Carmel College to Totaravale | Afternoon |
| Rosehill College to Wattle Downs | Afternoon |
| Rosehill College to Manurewa | Afternoon |
| Westlake Schools to Glenfield | Afternoon |
| Torbay School to Long Bay | Afternoon |

| Route Description | Time Period |
|---|---|
| Rosehill College to Homai | Afternoon |
| Rosehill Intermediate to Conifer Grove & Homai | Afternoon |
| De La Salle College to Papakura | Afternoon |
| Rangitoto College to Browns Bay Shops(Via East Coast Rd) | Afternoon |
| Albany Senior High & Junior High to Unsworth | Afternoon |
| Auckland Girls Grammar to Southmall | Afternoon |
| St Johns School to Pinehill | Afternoon |
| Albany Schools to Albany Heights | Afternoon |
| Auckland Girls Grammar to Mangere | Afternoon |
| Royal Oak Intermediate to Mangere town Centre | Afternoon |
| One Tree Hill College to Panmure town Centre | Afternoon |
| Onehunga High to Mangere town Centre | Afternoon |
| Rangitoto College to Torbay | Afternoon |
| Albany Primary to Unsworth | Afternoon |
| One Tree Hill College to Mt Wellington South | Afternoon |
| Rangitoto College to Browns Bay Shops(Via Beach Rd) | Afternoon |
| Avondale College to Henderson | Afternoon |
| Ellerslie Primary to Mt Wellington | Afternoon |
| Northcross Intermediate to Torbay | Afternoon |
| One Tree Hill College to Mt Wellington | Afternoon |
| Epsom Schools to Albany | Afternoon |
| One Tree Hill College to Otahuhu | Afternoon |
| One Tree Hill College to Bailey - Penrose | Afternoon |
| Panmure District School to Mt Wellington | Afternoon |
| Rangitoto College to Takapuna | Afternoon |
| One Tree Hill College to Otahuhu Transport Centre | Afternoon |
| St Johns School to Albany | Afternoon |
| Upper Harbour Primary to Oakway Dr | Afternoon |
| Long Bay College to Browns Bay Shops | Afternoon |
| Diocesan School to Botany Downs | Afternoon |
| Glendowie College to Ellerslie | Afternoon |
| Long Bay College to Pinehill | Afternoon |
| Northcote College to Hillcrest | Afternoon |
| Glendowie College to Remuera | Afternoon |
| St Thomas Primary to Remuera | Afternoon |
| Edgewater College to Otahuhu | Afternoon |
| Wairau Intermediate to Bayview | Afternoon |
| Westlake Schools to Glenfield Shops | Afternoon |

| Route Description | Time Period |
|---|---|
| Bucklands Beach Intermediate to Highland Park | Afternoon |
| Glenfield Schools to Verrans Corner | Afternoon |
| Glenfield College to Totaravale | Afternoon |
| Farm Cove Intermediate to Golflands | Afternoon |
| Macleans College to Panmure | Afternoon |
| Takapuna Grammar to Devonport | Afternoon |
| Macleans College to Botany Downs | Afternoon |
| Belmont Intermediate to Stanley Bay | Afternoon |
| Macleans College to Dannemora | Afternoon |
| Takapuna Grammar to Stanley Bay | Afternoon |
| Belmont Intermediate to Devonport | Afternoon |
| St Josephs School (Onehunga) to Mangere town Centre | Afternoon |
| St Marks School to Pakuranga | Afternoon |
| Westlake Schools to Stanley Bay | Afternoon |
| Sancta Maria College to Pakuranga | Afternoon |
| Sancta Maria College to Botany Downs | Afternoon |
| Takapuna Normal Intermediate to Devonport | Afternoon |
| Waiheke Primary to Palm Rd | Afternoon |
| St Marys College to Pt Chevalier Beach | Afternoon |
| St Peters & Auckland Grammar to Lynfield | Afternoon |
| Waitakere Schools to New Lynn Transport Centre | Afternoon |
| Albany Junior High to Greenhithe | Afternoon |
| Albany Junior High to Greenhithe (Express) | Afternoon |
| Albany Senior High to Greenhithe | Afternoon |
| Avondale College to Forest Hill | Afternoon |
| Avondale College to Titirangi Village | Afternoon |
| Auckland Girls Grammar to New Windsor | Afternoon |
| Mt Roskill Grammar to Lynfield | Afternoon |
| Howick Intermediate to Botany Downs | Afternoon |
| Farm Cove Intermediate to Botany Downs | Afternoon |
| Macleans College to Bucklands Beach | Afternoon |
| Pakuranga College to Pakuranga | Afternoon |
| Auckland Grammar to Otahuhu Transport Centre | Afternoon |
| Avondale College to Titirangi | Afternoon |
| Alfriston School to the Gardens | Afternoon |
| Green meadows Intermediate to Weymouth | Afternoon |
| St Annes School to Wattle Downs | Afternoon |
| Manurewa Intermediate to Wattle Downs and Weymouth | Afternoon |

| Route Description | Time Period |
|---|---|
| Greenmeadows Intermediate to Clendon | Afternoon |
| Alfriston School to the Everglades | Afternoon |

# Appendix 3: Statutory requirements

The statutory requirements for preparing the RPTP are set out in Part 5 of the Land Transport Management Act 2003 (LTMA). The statutory purpose of the RPTP is to provide:

- A means for encouraging regional councils (including Auckland Transport) and public transport operators to work together in developing public transport services and infrastructure; and
- An instrument for engaging with the public in the region on the design and operation of the public transport network; and
- A statement of the public transport services that are integral to the public transport network; the policies and procedures that apply to those services; and the information and infrastructure that support those services.
-

Section 124 of the LTMA requires Auckland Transport, before adopting the RPTP, to be satisfied that the RPTP:

- contributes to the purpose of the LTMA;
- has been prepared in accordance with any relevant guidelines issued by the NZTA; and
- is consistent with the *regional land transport plan*
- has applied the principles specified in section 115 (1) of the LTMA, including:
    a) Auckland Transport and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers
    b) The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth
    c) Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently
    d) Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services
    e) The planning and procurement of services should be transparent
-

Section 124 of the LTMA also requires Auckland Transport to take account of the following matters when preparing the RPTP:

- Any *National Energy Efficiency and Conservation Strategy* (NEECS)
- Any guidelines issued by NZTA for the purposes of developing regional public transport plans
- Any relevant regional policy statement, regional plan, district plan, or proposed regional or district plan under the Resource Management Act 1991
- The public transport funding likely to be available within the region
- The need to obtain best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services
- The views of public transport operators in the region

Auckland Transport is also required to consider the needs of people who are transport-disadvantaged.

Under the transitional provisions in section 156 (2) of the LTMA, any RPTP that is adopted or varied before 30 June 2015 must take the public transport components of the RLTS into account, and must not be inconsistent with the regional land transport programme.

# Appendix 4: Policy environment

In addition to the *Auckland Plan*, Auckland Transport has had particular regard to the following strategies, plans, and policies in preparing this Plan:

- Auckland *Integrated Transport Programme*
- *Government policy statement* on land transport funding
- *Public Transport Operating Model* (PTOM)
- NZTA farebox recovery policy
- Auckland *Regional Land Transport Strategy* (RLTS)
- New Zealand Energy Efficiency and Conservation Strategy

## Integrated Transport Programme

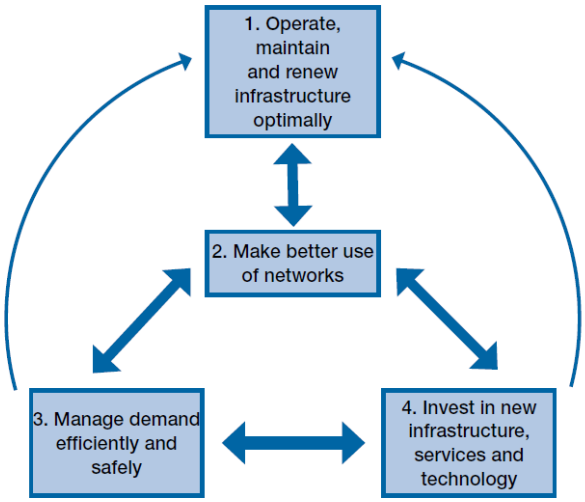
The *Integrated Transport Programme* (ITP) has been prepared by Auckland Transport and NZTA, with input and support from Auckland Council.

Its purpose is to co-ordinate the investment (and other activities) of transport network providers to ensure they respond effectively and efficiently to the strategic vision, outcomes, and targets in both the *Auckland Plan* and the Government's wider transport policies.

The ITP does this by setting out a transport investment programme to support the growth of the city in the moderately compact form proposed in the *Auckland Plan*. This 'One System' programme integrates all transport modes and takes into account the important role that Auckland's transport system plays within the upper North Island economy.

The One System programme will be managed within the funding levels made available by central and local government, using a four stage intervention process for prioritising and phasing investments, as shown below:

**Figure A 3 1: Four stage intervention process for the One System programme**




Within this intervention process, the ITP identifies key future directions for all regional transport networks. For the public transport network, these include:

- Maximising use of current public transport facilities and assets
- Establishing a more connective network based on a core system of high-frequency services consisting of rapid and frequent layers, and maximise system capability through an operational *City Rail Link*
- Provide simple integrated services that enable people to go wherever they want
- Complete critical public transport infrastructure such as the rail electrification to Pukekohe, the *City Rail Link*, and the Northern Busway extension

The full benefits of the investment programme will progressively require greater use of network and demand management techniques. The measures in the ITP can be successfully introduced only when people and businesses have access to realistic transport choices. Such choices depend on delivering integrated infrastructure and improvements to public transport services (amongst other measures) over the next decade.

## Government Policy Statement on Land Transport Funding

The *Government Policy Statement* 2012 was published in July 2011. It highlights the Government's outcomes and priorities for the land transport sector, and sets out broad transport funding allocations over the next decade.

One of the government's transport goals is "*a public transport system that is robust and effective and offers a range of user options that will attract a greater percentage of long-term users*".

The *Government Policy Statement* highlights three focus areas: economic growth and productivity, value for money, and road safety. To address these focus areas, public transport services should:

- Demonstrate value for money
- Provide access to economic opportunities
- Help to relieve congestion
- Provide better transport choices

The *Government Policy Statement* also sets the policy framework for the *National Land Transport Programme*, which allocates NZTA funds for transport activities. The funding allocations for 2012-22 are discussed in **Section 2.3**.

## Public Transport Operating Model

During the review of the previous public transport legislation, it became clear that legislative changes alone would not address all the issues raised around providing public transport services. As a result, a new Public Transport Operating Model (PTOM) was developed for the procurement and service delivery of public transport services[9]. Its key objectives are to:

- Grow the commerciality of public transport services and create incentives for services to become fully commercial
- Grow confidence that services are priced efficiently and that competitors have access to public transport markets

The PTOM is a planning, procurement, and business development framework. Key features are the design of efficient public transport networks, incentivising joint public private investment, and building relationships between regional councils (including Auckland Transport) and operators to provide the basis for a genuine partnership.

[9] The PTOM has been developed by a group that includes the Ministry of Transport, NZTA, Auckland Transport, Greater Wellington Regional Council, and the Bus and Coach Association.

Under the PTOM, operators will enter into performance-based service agreements with Auckland Transport through competitive tendering or direct negotiation. These agreements will include sharing the fare revenue (both upside and downside) with Auckland Transport, and operator incentives to increase patronage and fare revenue.

It is anticipated that use of the PTOM will lead to a less fragmented and better integrated network that uses vehicle resources more efficiently, resulting in better value for money. In the Auckland region, its introduction is being used to facilitate significant changes to the bus service network, as described in this Plan.

Further information on the PTOM can be found at:

http://www.nzta.govt.nz/resources/ptom-implementation-update/index.html

## Farebox Recovery Policy

NZTA has adopted a farebox recovery policy which seeks a national *Farebox Recovery Ratio* (FRR) of 50 per cent in the medium-term[10] for public transport, averaged across all public transport services in New Zealand.

This means that, on average, 50 per cent of public transport costs across all national public transport services will be recovered though passenger fares, with the remainder funded from road users and ratepayers. As a condition of funding approval, all regional councils (including Auckland Transport) must include a farebox recovery policy in their adopted RPTP.

The current FRR in Auckland is approximately 44 per cent, below the national target. **Appendix 6** provides further detail on NZTA requirements for farebox recovery policies and how these have been applied in Auckland.

## Regional Land Transport Strategy (RLTS)

The RLTS was adopted in 2010 by the former Auckland Regional Council. Until the 2013 amendment to the LTMA, RPTPs were required to give effect to the public transport service components of the RLTS. However, the new legislation has removed the requirement to prepare a RLTS, and Auckland Transport is now required to prepare a *regional land transport plan* by 30 June 2015.

In the meantime, the transitional provisions of the LTMA require Auckland Transport to take account of the public transport components of the RLTS in any RPTP that is adopted or varied prior to 30 June 2015.

The RLTS includes a number of policies that influence the quality and level of service of the region's public transport system, for both infrastructure and services. These policies are listed below, with a summary of how they have been addressed in this RPTP.

**Table A 3 - 1 How RLTS public transport policies have been taken into account**

| Public transport service component | How the RPTP reflects RLTS policies |
|---|---|
| **Overall approach to public transport** | |
| Improve, upgrade, and expand public transport infrastructure and services | The objectives and policies in the RPTP provide the framework for a significant improvement in the provision of public transport services. |
| **Network design and service levels** | |
| Ensure provision of services on the Rapid Transit Network (RTN) to connect major growth centres with the CBD ('shaping the region') | The network structure outlined in the RPTP is based on a core network of rapid and frequent services that connect the region's growth centres |

[10] In this context, 'medium-term' means within two cycles of the *National Land Transport Programme* (i.e. by 2018).

| Public transport service component | How the RPTP reflects RLTS policies |
|---|---|
| Implement rail electrification and the CBD rail link | Rail electrification is underway. The RPTP recognises the *City Rail Link* as a key future project |
| Ensure provision of services on the Quality Transit Network (QTN) to maximise throughput of public transport as a priority use ('moving Aucklanders') | This RPTP replaces the QTN with a new structure of frequent and connector services (see **Chapter 5** and **Sections 6.1** and **6.2**) |
| Ensure the provision of services on the Local Connector Network (LCN) to enable access to community activities and services ('building community') and connect communities to the RTN and QTN | The network structure outlined in **Chapter 5** and **Sections 6.1** and **6.2** includes connector and local services which give access to community activities and services |
| Give effect to public transport service guidelines | The service level guidelines from the RLTS have been incorporated into the RPTP policies and actions as appropriate |
| Provide services to meet the specific needs of the transport disadvantaged | **Appendix 7** provides an assessment of the access needs of the transport disadvantaged and **Section 6.7** provides the policy response |
| Ensure services are provided to new and developing areas | **Policy 2.4** deals with the provision of services in developing areas in a timely and cost-effective manner |
| Encourage cost-effective connections to other regions | The RPTP includes provision for some public transport services to the Waikato region subject to funding arrangements being agreed with the Waikato Regional Council |
| Provide services to meet the specific needs of rural communities | **Policy 7.5** addresses services that are tailored to meet the specific needs of individual rural communities |
| **Vehicles** | |
| Upgrade the public transport fleet to provide modern, accessible, low emission vehicles across the entire network | **Policy 4.4** requires vehicles to meet approved quality standards |
| Ensure that design, construction, and operation of infrastructure and services takes into account passenger and driver safety and security, including reduced levels of vehicle emissions | **Section 6.4** includes policies to ensure that public transport infrastructure is safe and secure, and vehicle standards are included in **Policy 4.4** |
| **Fares and ticketing** | |
| Set fares at a level that encourages mode shift, recognise the needs of the transport disadvantaged, and provide for a financially viable public transport system | Farebox recovery (**Policy 9.2**) is designed to maintain a balance between encouraging mode shift and achieving financial viability. The needs of transport disadvantaged are addressed through concession fares (**Policy 5.7**) |
| Implement integrated fares and ticketing | Policies to implement integrated ticketing and fares are set out in **Section 6.5** |
| Provide fare concessions to target groups | **Policy 5.7** sets out fare concessions for target groups |
| **Infrastructure** | |
| Make provision for modal interchange (including walking and cycling) | **Section 6.3** includes policies on integration and modal interchange |
| Provide Park and Ride facilities | **Policy 3.5** addresses the provision of Park and Ride facilities |
| Resolve the bus capacity issue in the CBD | **Section 6.3** includes actions to address this issue. The new network structure and the *City Rail Link* will also have a significant impact on central city bus movements |
| Provide accessible infrastructure | **Section 6.3** includes policies and actions to improve the accessibility of public transport infrastructure |
| Undertake improvements to the QTN to reduce travel times and improve bus reliability | **Section 6.3** includes policies and actions related to bus priority measures, and **Section 6.4** includes policies and actions relating to service reliability and travel times |
| **Information and marketing** | |
| Ensure good access to quality public transport information | **Section 6.6** includes policies to provide information for customers, including real time information |

| Public transport service component | How the RPTP reflects RLTS policies |
|---|---|
| Work with public transport operators to develop realistic, achievable, and accessible public transport timetables that can be reliably delivered | **Policy 4.1** includes actions to develop and maintain realistic, reliable, achievable timetables that can be delivered and depended on for all services |
| Work with public transport operators to proactively market public transport | **Section 6.6** includes policies to provide a consistent brand for transport throughout the region, and to work with operators to proactively market public transport in order to increase usage |
| **Community involvement** | |
| Ensure community and stakeholder involvement in service planning | **Chapter 8** sets out procedures for community involvement in the service planning process |

### New Zealand Energy Efficiency and Conservation Strategy

The New Zealand Energy Efficiency and Conservation Strategy is a subset of the New Zealand Energy Strategy, which was published by the government in 2011. It provides an action plan for energy efficiency and conservation, and the use of renewable sources of energy. For the transport sector, the Strategy sets an objective of a more energy efficient transport system, with a greater diversity of fuels and alternative energy technologies.

The RPTP contributes to this objective through the introduction of electric trains, vehicle quality standards that promote energy efficiency, and investigation of alternative fuels for public transport vehicles. The network improvements in the Plan are also expected to deliver increased patronage, which will improve overall transport energy efficiency.

# Appendix 5: Public Transport Interchange Design

Auckland Transport has developed detailed guidelines for the development of public transport interchanges. These guidelines are intended to form a "how to" guide for any new or significantly upgraded facility that is built within the Auckland region.

Interchanges have been categorised as follows:

- **Major Interchange** - at the city centre or at metropolitan centres, where a rapid service terminates or passes through, where several or more frequent services terminate or pass through, where local and connector services terminate, where inter-regional services may terminate or pass through, or where the interchange facility is a landmark feature within its environment.
- **Intermediate Interchange** – are within town centres, where a rapid service may terminate or pass through, where one or more frequent services may terminate or pass through, where local and connector services terminate, or where the interchange may be a landmark feature or integrated into other land use. A different type of interchange also fits into this category where it is a dedicated piece of infrastructure required for connection between two modes, such as ferry to bus or train to bus. In this situation, the location is fixed by the access requirements of one of the modes (ferry or train) and may often not be part of any urban centre and will thus need to be fully self-serving (i.e. no opportunity for shared facilities).
- **Minor Interchange** – are at local centres, where a rapid service may pass through, where one or more frequent services may terminate or pass through, where local and connector services may terminate or pass through, or where the interchange facility is more likely to be integrated within or subservient to surrounding land use.
- **Neighbourhood Connection** - Within a neighbourhood centre, where frequent services pass across each other and provide a connection opportunity, or where the connection points are generally on-street stops and subservient to surrounding land use.

The following table describes key design attributes that should be incorporated into the design of new facilities and any upgrade of existing facilities.

| | Major | Intermediate | Minor | Neighbourhood |
|---|---|---|---|---|
| Toilets | ✓ | ✓ or nearby | | |
| Baby change facilities | ✓ | | | |
| Kiosk / café | ✓ | ✓ | | |
| Other retail | ✓ | ✓ desirable | | |
| Control room | ✓ | ✓ desirable | | |
| Seating | ✓ | ✓ | ✓ | ✓ |
| Sheltered waiting areas | ✓ | ✓ | ✓ | ✓ |
| Taxi rank | ✓ | ✓ desirable | | |
| Kiss & ride | ✓ | ✓ desirable | | |
| Ticket machines | ✓ | ✓ | ✓as required | |

| | | | | |
|---|---|---|---|---|
| Staffed ticket / information kiosk | ✓ | ✓ peak periods | | |
| Help point | ✓ | ✓ | ✓ | |
| Interchange maps | ✓ | ✓ | ✓ | ✓ |
| Local area maps | ✓ | ✓ | ✓ | ✓ |
| Timetables | ✓ | ✓ | ✓ | ✓ |
| Real time information displays | ✓ | ✓ | ✓ | ✓ |
| Fare information | ✓ | ✓ | ✓ | ✓ |
| Safe pedestrian crossing facilities | ✓ | ✓ | ✓ | ✓ |
| Cycle storage | ✓ | ✓ | ✓ | ✓ as appropriate |
| PA system | ✓ | ✓ | | |
| CCTV | ✓ | ✓ | ✓ | |
| Wayfinding signage | ✓ | ✓ | ✓ | ✓ |

# Appendix 6: Farebox recovery assessment

NZTA has adopted a national farebox recovery policy which has a target of achieving a national average *Farebox Recovery Ratio* (FRR) of 50 per cent within two *National Land Transport Programme* (NLTP) cycles (i.e. by 2017/18).

Auckland Transport is required to prepare farebox recovery policy for public transport services in Auckland, as a condition of future NZTA funding.

The size of the Auckland network will require the Auckland FRR to track towards 50 per cent or more in order to achieve the national target.

The FRR is calculated using the following formula:

FRR = (FT+S3)/(FT+ST)

Where:

FT (total farebox revenues) = FN + FG

FN = Farebox revenues on net contract services and commercial services

FG = Farebox revenues on gross contract services

ST (total subsidy payments) = S1 + S2 + S3

S1 = Operating subsidies on contracted services

S2 = Concession fare payments on contracted and commercial services (as applicable)

S3 = *SuperGold card* payments on contracted and commercial services

The definitions of costs and revenues used to calculate FRR are set out in NZTA policy guidelines. Some costs, such as rail rolling stock capital servicing charges, station and bus stop facilities maintenance, and the *Total Mobility* scheme, are not included. Costs associated with providing passenger information, planning, and contract administration are also excluded.

Using these definitions and NZTA funding claims, the Auckland FRR was calculated at 44.3 per cent for 2011/12. This takes account of the true operating costs for rail in Auckland, including rail track access charges and rail rolling stock maintenance costs. The 2011/12 FRR was used as the starting point for the development of FRR targets in this RPTP.

Cost and revenue projections for the Auckland public transport network suggest that the overall FRR will remain at around 44-46 per cent for the next two years but is likely to increase when the rail electrification is complete, due to associated increases in patronage and fare revenues coupled with decreased operating costs.

As a result, the FRR is projected to reach 49.9 per cent by 2014/15 and remain around 50 per cent thereafter. (The longer-term prospects may be influenced by any revenue changes associated with a move to integrated fares).

The key issues that have been considered in the development of Auckland's policy are:

- Should Auckland aim to achieve a FRR target of 50 per cent (or higher)?
- If so, over what period should this target be achieved?
- What are the implications for patronage from an increase in the FRR?
- What actions will be needed to achieve the target?

To explore these issues, a number of alternative scenarios (involving fare increases, cost reductions, and service improvements) were evaluated and then provided to the Auckland Transport Board in May 2012.

The evaluation suggests that it is possible to increase FRR within the next three years without damaging the recent momentum in patronage growth. In the short-term, however, the policy will need to focus on ensuring that the FRR does not fall below current levels. This should be

achieved by continuing to regularly review operating costs and fare levels, increasing fares (where necessary) by at least the rate of inflation, and achieving savings in operating costs through improved efficiencies - such as savings from implementation of the PTOM.

Beyond this period, a target FRR of 50 per cent or better should be achievable, provided that continued cost savings and patronage growth associated with rail electrification and service improvements can be delivered, and fare levels continue to keep pace with operating costs.

The proposed policy is, therefore, based on an improvement in the FRR from the current 44.3 per cent towards the national target of 50 per cent over the medium term. The target is expressed as a range; from 45-48 per cent for 2013/14 and increasing to 49-52 per cent for 2015/18.

Different target ranges are identified for the three transport modes, as follows:

**Table A 6 1: Target ranges for different transport modes**

| Mode | 2012 FRR (%) | Target FRR (%) 2013/14 | Target FRR (%) 2015/18 |
|---|---|---|---|
| **Bus** | 47.7 | 47-50 | 49-52 |
| **Rail** | 26.3 | 28-33 | 40-45 |
| **Ferry** | 78.4 | 75-80 | 75-80 |
| **Total** | 44.3 | 45-48 | 49-52 |

The policy proposes a multi-pronged approach to achieving the farebox recovery target. In addition to the expected cost savings and patronage increases associated with rail electrification, the policy includes the following actions aimed at increasing average fares, increasing total patronage, and reducing unit operating costs:

- Continued promotion of patronage growth on existing services with spare capacity
- Improvements to procurement arrangements for public transport, including implementation of the PTOM
- Continued regular reviews of service cost-effectiveness
- Continued improvements to infrastructure and service which contribute to more efficient operating conditions
- Continued annual fare reviews and adjustments to ensure that fare increases at least keep pace with increases in operating costs, with additional modest increases where necessary

# Appendix 7: Transport-disadvantaged assessment

This appendix outlines the steps taken to determine how the RPTP should respond to the needs of the transport disadvantaged.

The Land Transport Management Act (LTMA) includes the following definition of 'transport-disadvantaged':

> "*people whom (Auckland Transport) has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)"* (LTMA s5)

This appendix sets out the statutory obligations to consider the needs of the transport disadvantaged. It then uses the statutory definition to identify people in the Auckland region who are likely to be transport disadvantaged, their access needs, and how well the public transport system provides for those needs. This analysis was used to identify apparent gaps in current provision.

## Statutory obligations

The LTMA includes a number of specific obligations towards the transport disadvantaged that Auckland Transport must observe when preparing its RPTP. These include:

- *Auckland Transport must, before adopting a RPTP, consider the needs of persons who are transport-disadvantaged. (LTMA s124 (d))*
- *The RPTP must describe how the network of public transport services, and any taxi services or shuttle services for which Auckland Transport intends to provide financial assistance, will assist the transport-disadvantaged. (LTMA s120 (1) (a) (viii))*

## Identifying the transport disadvantaged

The LTMA definition focuses on access to opportunities - rather than identifying particular groups of people, which each region can determine by taking into account its specific circumstances.

Using the basic community activities and services listed in the LTMA as a starting point, a range of factors that are likely to restrict accessibility due to physical ability, financial circumstances, or location were identified. These include:

- Age (young or old)
- Lack of income
- Inability to drive and/or no access to a vehicle
- Disability
- Residential location is remote from the activity or service

Taking these factors into account, the following groups were identified as more likely to be transport disadvantaged in the Auckland region:

- People with disabilities
- People without a driver's licence
- Children
- Elderly people
- People with low incomes/beneficiaries
- New immigrants (especially those with poor English)

- Full-time students
- People in households without a vehicle
- People living in high deprivation neighbourhoods
- People living in isolated rural locations

It is important to note that not all people in these groups will be transport disadvantaged but they are more likely to be so when compared to the population as a whole. Also, some people will clearly belong to more than one group, increasing the likelihood that they are transport disadvantaged.

The inclusion of some groups, notably the elderly, has been used as a proxy for other attributes that are likely to result in being transport disadvantaged. For example, the elderly are more likely to have disabilities, less likely to drive, and tend to have lower disposable incomes.

## Determining the needs of the transport disadvantaged

**Table A7.1** summarises the specific activities and services identified in the LTMA (work, education, healthcare, welfare, and shopping) that each transport disadvantaged group is likely to need. It illustrates the importance of access to each of these facilities for each group and shows how this importance varies between groups.

**Table A7 1: Importance of access to activities and services for the transport disadvantaged**

| Group | Work | Education | Health | Welfare | Shopping |
|---|---|---|---|---|---|
| People with disabilities | X | X | XX | X | X |
| People without a driver's licence | X | X | X | X | X |
| Children | | XX | XX | | |
| Elderly | | | XX | X | X |
| People with low income/beneficiaries | X | | X | X | X |
| New immigrants | X | X | X | X | X |
| Full-time students | | XX | | | |
| Households without a vehicle | X | X | X | X | X |
| High deprivation neighbourhoods | X | X | X | X | X |
| People in isolated rural locations | X | X | X | X | X |

**(X = important XX = very important)**

For most groups, access to a wide range of facilities is important although access needs are more focused for some groups. Critical access needs include health services for people with disabilities and the elderly; and education for children and students.

In general, health, welfare, and shopping facilities can be accessed within town centres. This suggests that public transport services that focus on meeting access needs to these facilities should try to connect people with their nearest town centre.

The location of the workplace or education facility is specific to each individual. Public transport services should try to provide connections to the major workplace destinations for the transport disadvantaged groups identified earlier; these destinations are likely to include areas with high concentrations of blue collar and service industry jobs. Connections to the nearest secondary schools and tertiary institutions are important for those in education.

The general assessment in **Table A 7.1** should be accompanied by a more detailed assessment of the nature of the access needs for each group to each facility. This should cover the level of demand for access to each facility and the current difficulties with access that are experienced by each group, including the current availability of public transport services, physical accessibility issues (e.g. access to vehicles and infrastructure), and cost issues (e.g. fare levels).

This detailed assessment could be undertaken as part of the more detailed implementation of services described in **Chapter 8**.

To assist with this detailed assessment, Auckland Transport should identify organisations or groups in the region who represent the transport disadvantaged, then engage with them at an early stage to better understand the access needs of their members or clients.

## Public transport responses

**Table A 7.2** shows how the current public transport system addresses the key access needs of each transport disadvantaged group while **Table A 7.3** sets out some potential public transport responses that could be included in the future.

**Table A 7.2** suggests that the current public transport response to children, the elderly and students is good, mainly because these groups receive concession fares and have a number of services available that connect them to their key destinations. The current public transport response to people with disabilities is reasonable due to the availability of the *Total Mobility* scheme but improvements could be made, especially in the areas of accessible vehicles, infrastructure, and information.

The other groups listed have limited provision for their specific needs, based on the current supporting network of local and targeted services. No targeted concessions are provided, even though some of these groups may be more deserving of targeted fare concessions than those who receive them at present; however, it would be difficult to identify and verify recipients of fare concessions in these groups. **Table A 7.2** also shows that the current level of provision for rural and isolated communities is poor.

**Table A 7.3** identifies a range of potential improvements. Many of these, such as specialised information or personalised marketing, can assist the groups that have only limited service provision at present. In rural areas, community transport, ridesharing, and provision of Park and Ride facilities on the urban fringe may have potential benefits.

The supporting network of local and targeted services contributes to the access needs of most of the identified groups but its effectiveness in meeting their needs will vary across the region and there may be gaps. It is important, therefore, to determine how well the integrated transport network will meet the access needs of the transport disadvantaged in spatial terms. To better understand this, it is necessary to develop a measure of public transport accessibility from areas that have high residential concentrations of the transport disadvantaged to the important locations that they need to access, such as town centres.

## Table A 7.2: Transport disadvantaged groups: current public transport responses

| Group | Access need | Supporting network (local & targeted) | Concession fares | School bus services | *Total Mobility* | Accessible vehicles | Overall response level |
|---|---|---|---|---|---|---|---|
| People with disabilities | Centres & workplaces | | some | | X | some | reasonable |
| People without a driving licence | Centres & workplaces | X | | | | | limited |
| Children | Schools | | X | X | | | good |
| Elderly | Centres | X | X | | | some | good |
| People with low income/beneficiaries | Centres & workplaces | X | | | | | limited |
| New immigrants | Centres & workplaces | X | | | | | limited |
| Full-time students | Tertiary institutions | X | X | | | | good |
| Households without a vehicle | Centres & workplaces | X | | | | | limited |
| High deprivation neighbourhoods | Centres & workplaces | X | | | | | limited |
| People in isolated rural locations | Centres | | | | | | poor |

## Table A 7.3: Transport disadvantaged groups: possible future responses

| Group | Specialised information | Demand responsive services | Community transport | Ride sharing schemes | Park and Ride | Accessible infra-structure | Personalised marketing |
|---|---|---|---|---|---|---|---|
| People with disabilities | X | X | | | | X | |
| People without a driving licence | | | | X | | | X |
| Children | X | | | | | | |
| Elderly | | | | | | X | |
| People with low income/beneficiaries | | | | | | | X |
| New immigrants | X | | | | | | X |
| Full-time students | X | | | X | X | | |
| Households without a vehicle | | | | X | | | X |
| High deprivation neighbourhoods | | | | | | | X |
| People in isolated rural locations | X | X | X | X | X | | X |

# Appendix 8: Transition to PTOM contracts

**Policy 8.6** provides for a managed transition process from the current bus contracts and registered commercial bus services to the future bus contracting environment under the PTOM. It includes an action to procure PTOM *unit* contracts in accordance with the PTOM transition model developed by Auckland Transport in consultation with the PTOM Working Group.

The PTOM transition model involves a transition from the current contracts and registered commercial services to the future PTOM contracting environment and the discontinuation of existing commercial services. Auckland Transport expects that the transition model will include the following items:

a. A number of PTOM contracts will be awarded to incumbent operators of commercial services (as at 30 June 2011) following successful negotiation and subject to price benchmarking against tendered contract prices. The service kilometres offered through these contracts will be a percentage of the total service kilometres across the bus network as at 30 June 2011, approximately equivalent to the percentage commerciality of the bus network as at 30 June 2011, and will comprise:
   - A service kilometre volume for the relevant operator, at least equivalent to service kilometres operated by that operator under registered commercial services as at 30 June 2011 (other than services specifically excluded from PTOM contracts), with the deregistration of commercial services by the incumbent operators - the 'like-for-like' principle –initially a longer contract term of up to potentially 12 years
   - A service kilometre volume to balance the above, based on equitable share of total negotiated service kilometres across operators and considering the percentage of existing Auckland public transport business to be negotiated relative to the commerciality percentage of the bus network as at 30 June 2011; with an initial contract term of up to 6 years

b. The balance of PTOM contracts will be competitively tendered, with an initial contract term of up to 9 years (with, if a 9-year term, a 6 year performance review to continue to the remaining 3 year term and revenue reset point)

c. Initial term PTOM contracts will be procured in three rounds over three years; each round comprising a batch of competitively tendered contracts followed by a batch of incumbent operator negotiated contracts

d. Public transport services under individual PTOM contracts will begin on a date aligned with the expiry of services to be replaced under current contracts and deregistered commercial services.

e. All tendered and negotiated prices will be on a gross operating cost basis prior to revenue offset

f. A risk and reward model will permit sharing of fare revenue (upside and downside) against a baseline agreed between Auckland Transport and the operator

g. Individual contract performance across patronage growth and service commerciality will be ranked in a League Table and published annually. End of term PTOM contracts that are due for renewal will be ranked; higher performing contracts may be offered for an extended term through negotiation with the incumbent and price benchmarked against tendered contract prices; lower performing contracts may be competitively tendered.

h. Auckland Transport will have the ability to terminate contracts for performance reasons, and may review the procurement framework and strategy if Auckland Transport considers that it is not achieving the required outcomes.

i.

# Appendix 9: Policy on significance

This appendix sets out Auckland Transport's policy on significance. This is required to determine whether any proposed variation to the RPTP is significant for the purpose of section 126 (4) of the LTMA, which refers to the level of consultation that is required before a variation can be adopted.

A more streamlined process may be adopted for matters not considered significant.

For the purpose of this policy:

- Significance is a continuum, from variations of high significance through to variations of low significance. The policy sets a significance threshold, relating to a high degree of significance.
- If a variation is not significant then the consultation requirements under section 125 (1) of the LTMA do not apply. This does not imply that the variation is unimportant or that no consultation will take place. Auckland Transport fully intends to undertake targeted consultation on matters that affect specific communities and stakeholders, including operators, even when these matters do not invoke the significance threshold outlined in this policy.

## Significant variations

A significant variation is likely to have more than minor impact on any of the following:

- Auckland Transport's ability to achieve its mission
- The ability to achieve the strategic direction and guiding principles of the RPTP
- The ability to achieve the objectives of the RPTP, the *Auckland Plan*, or the *Regional Land Transport Plan*
- Reallocation of the funding available for public transport in the region

When assessing the significance of any proposed variation, Auckland Transport will consider:

- 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

Any variation that amends this significance policy is deemed to be significant and must follow the consultation requirements in section 125 (1) of the LTMA.

## Targeted engagement

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

a) **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 **Chapter 8** 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.

b) **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 territorial authority, and passengers who use the services.

c) **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.

Note that this policy does not preclude Auckland Transport 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.