

Auckland Regional Public Transport Plan

2015

Auckland Regional Public Transport Plan: 2015

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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 ongoing 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. Recent major investment in rail electrification, new electric trains and integrated ticketing is also delivering significant passenger benefits.

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 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 buses or trains 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 regarding 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 work through the implementation phase.

Executive summary

This Auckland Regional Public Transport Plan has been prepared by Auckland Transport. It includes amendments to the existing 2013 Regional Public Transport Plan that were approved in 2015.

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 refinement and review of the public transport network, which is resulting in changes designed to improve network efficiency and effectiveness by making best use of the significant ongoing 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
- An instrument for engaging with the public in the region on the design and operation of the public transport network
- 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 as being the world's most liveable city by 2041. 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 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 earning higher 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 the 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

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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	87% of the serviced community	n.a.	90%
	Percentage of customers satisfied with their public transport service	84% (June 2015)	n.a.	>90%
Increased passenger numbers	Total passenger boardings per annum	79.2 million (2014/15)	140 million (2022)	103 million
	Annual passenger boardings per capita	55.1 (urban area)	100 (2040)	57
Increased public transport mode share	Percentage of peak-period trips to central city made by public transport	45%	70% (2040)	55%
Improved value for money	<i>Farebox Recovery Ratio</i>	47.21% (June 2015)	n.a.	> 50%
	Operating subsidy per passenger kilometre	\$0.27 (June 2015)	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 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 an integrated network structure for Auckland's public transport system, to provide a city-wide connected and interlinked network of frequent and reliable services. This will improve levels of service through better utilisation of resources, delivering 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 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 to 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:

Service Layers	Rapid	Frequent	Connector	Local
Defining features	All-day network			
Minimum Frequency	15 minutes	30 minutes	60 minutes	
Operating hours	7am-7pm, frequency may be less outside these hours			
Achieving speed and reliability	Dedicated Right of Way	Priority measures	Some priority measures	Generally no priority measures

In addition, there will be some targeted services such as peak-only, school, rural and other single-destination services with frequency and service span determined by demand.

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 opposite:

Policy area and objective	Policies
1. Network structure <i>A permanent network of connected frequent services that supports Auckland's future growth</i>	1.1 Provide a core network of frequent and reliable services
	1.2 Maximise access to rapid and frequent services within the urban area
	1.3 Provide connections to the rapid and frequent service network
	1.4 Encourage mutually supportive land-use and public transport

Policy area and objective	Policies
	development policies 1.5 Integrate public transport services with parking policies
2. Integrated service network <i>Simple integrated services that connect people with where they want to go</i>	2.1 Provide a simple, layered network of public transport services 2.2 Ensure good access to public transport services from all parts of the urban area 2.3 Provide a public transport network that maximises the range of travel options and destinations available 2.4 Integrate ferry services into the public transport network 2.5 Investigate light rail services on selected arterial routes 2.6 Enable timely and cost-effective service provision in developing urban areas 2.7 Ensure that services respond to identified customer needs 2.8 Maintain consistent levels of service in each service layer, appropriate to demand 2.9 Enable timely and cost-effective service adjustments to meet demand 2.10 Co-ordinate services for special events to help meet the needs of the event and reduce demands on other parts of the transport system 2.11 Investigate inter-regional services
3. Infrastructure <i>A high standard of public transport infrastructure that supports service provision and enhances the customer experience</i>	3.1 Integrate infrastructure and service provision 3.2 Provide well-designed transport interchanges on the rapid and frequent service network 3.3 Provide accessible customer-focused facilities appropriate to the public transport route and the immediate locality 3.4 Provide bus priority measures on key corridors 3.5 Provide Park-and-Ride facilities at appropriate sites 3.6 Integrate public transport with cycling and walking
4. Service quality <i>A convenient and reliable public transport system using modern vehicles</i>	4.1 Develop realistic, achievable timetables that are reliable and dependable 4.2 Improve public transport journey times to provide a service that is competitive with car travel 4.3 Provide a reliable, punctual, customer-focused network of services 4.4 Ensure that all vehicles and vessels meet required standards 4.5 Ensure that service agreements encourage good operator performance 4.6 Monitor and continuously improve service delivery

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

Policy area and objective	Policies
	7.7 Support the efficient provision of ferry services and infrastructure to serve the Hauraki Gulf Islands
<p>8. Procurement and exempt services</p> <p><i>A procurement system that supports the efficient delivery of public transport services</i></p>	<p>8.1 Ensure the appropriate allocation of roles, responsibilities and risk between Auckland Transport and operators, using the PTOM</p> <p>8.2 Ensure service continuity to the travelling public</p> <p>8.3 Identify specific <i>exempt services</i> that are not subject to PTOM contracts</p> <p>8.4 Adopt a partnership approach to network planning and service changes</p> <p>8.5 Ensure that rail services procurement recognises the need to complete the transition to a fully electrified system</p> <p>8.6 Ensure that procurement of new services adheres to PTOM principles</p> <p>8.7 Manage the transition from current contracts and registered commercial services to the future PTOM contracting environment</p> <p>8.8 Ensure that the operation of <i>exempt services</i> does not adversely affect the wider public transport network</p>
<p>9. Funding and prioritisation</p> <p><i>Effective and efficient allocation of public transport funding</i></p>	<p>9.1 Improve value for money from existing public transport funding</p> <p>9.2 Increase the level of <i>farebox recovery</i></p> <p>9.3 Direct available funding to high priority activities</p> <p>9.4 Encourage the development of new funding mechanisms for public transport</p>
<p>10. Monitoring and review</p> <p><i>A system of monitoring and review that supports continuous improvement</i></p>	<p>10.1 Undertake regular monitoring and reporting of service, <i>unit</i> and system performance</p> <p>10.2 Regularly review and update the Plan to account for changing circumstances</p> <p>10.3 Ensure appropriate public consultation on future Plan variations</p>

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 parts of their routes 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, as follows:

- Mid-2016 - 2017: South Auckland
- Early 2017: West Auckland
- Late 2017: North Auckland
- Late 2017 - 2018: Central and East Auckland

To facilitate these changes, a number of infrastructure improvements will be required. These are described in **Chapter 8**. Beyond 2018, 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

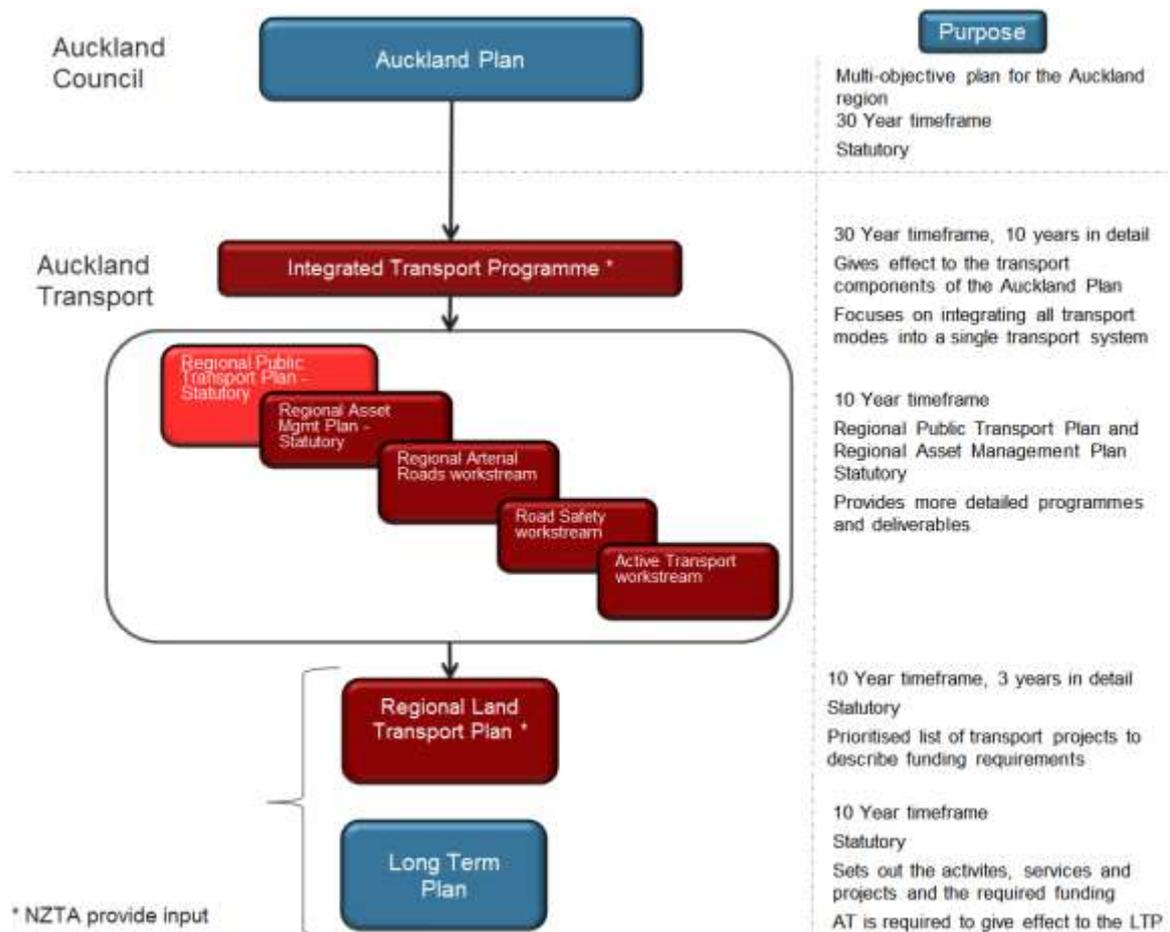
This chapter shows how this Plan fits within the overall transport planning framework for the Auckland region. It also describes the proposed public transport services over the next 10 years, why this new Plan is needed, its scope and the public consultation process.

1.1 PURPOSE OF THIS PLAN

This is the Auckland Regional Public Transport Plan (RTP 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 *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 services. 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 2013 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 refinement and 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 ongoing 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 incorporates amendments that were approved in 2015 following a public consultation process, to provide for changes in the following areas:

- Simplified zone fares
- Light rail
- *Ferry Development Plan*

- New network service descriptions

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, and reaches south to Pukekohe, and east to Waiheke Island. In addition, the Plan includes some cross-boundary services that receive financial support.

The Plan includes school bus services that receive Auckland Transport subsidies 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 with a number of stakeholders including 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. More than 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 was prepared following enactment of the LTMA in June 2013; these amendments were subject to further targeted consultation with affected parties, including public transport operators, before being incorporated into this Plan.

A proposal to vary the Plan was released for public consultation in May 2015. This followed consultation with a number of stakeholders commencing in March 2015, including Auckland Council, public transport operators, NZTA, KiwiRail and the Ministry of Education.

The variation addressed a number of public transport initiatives that had progressed since the Plan was adopted in 2013, including simplified zone fares, light rail, the *Ferry Development Plan*, and changes to new network service descriptions. The public consultation process attracted more than 1,200 submissions. These responses were taken into account in finalising a variation to the Plan which was approved by the Auckland Transport Board of Directors in July 2015. The resulting changes have been 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 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 an 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 requirements in more detail.

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 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 considerable 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 is 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 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 to be the world's most liveable city by 2041. The transport system also plays a crucial role in facilitating and supporting national economic growth and productivity.

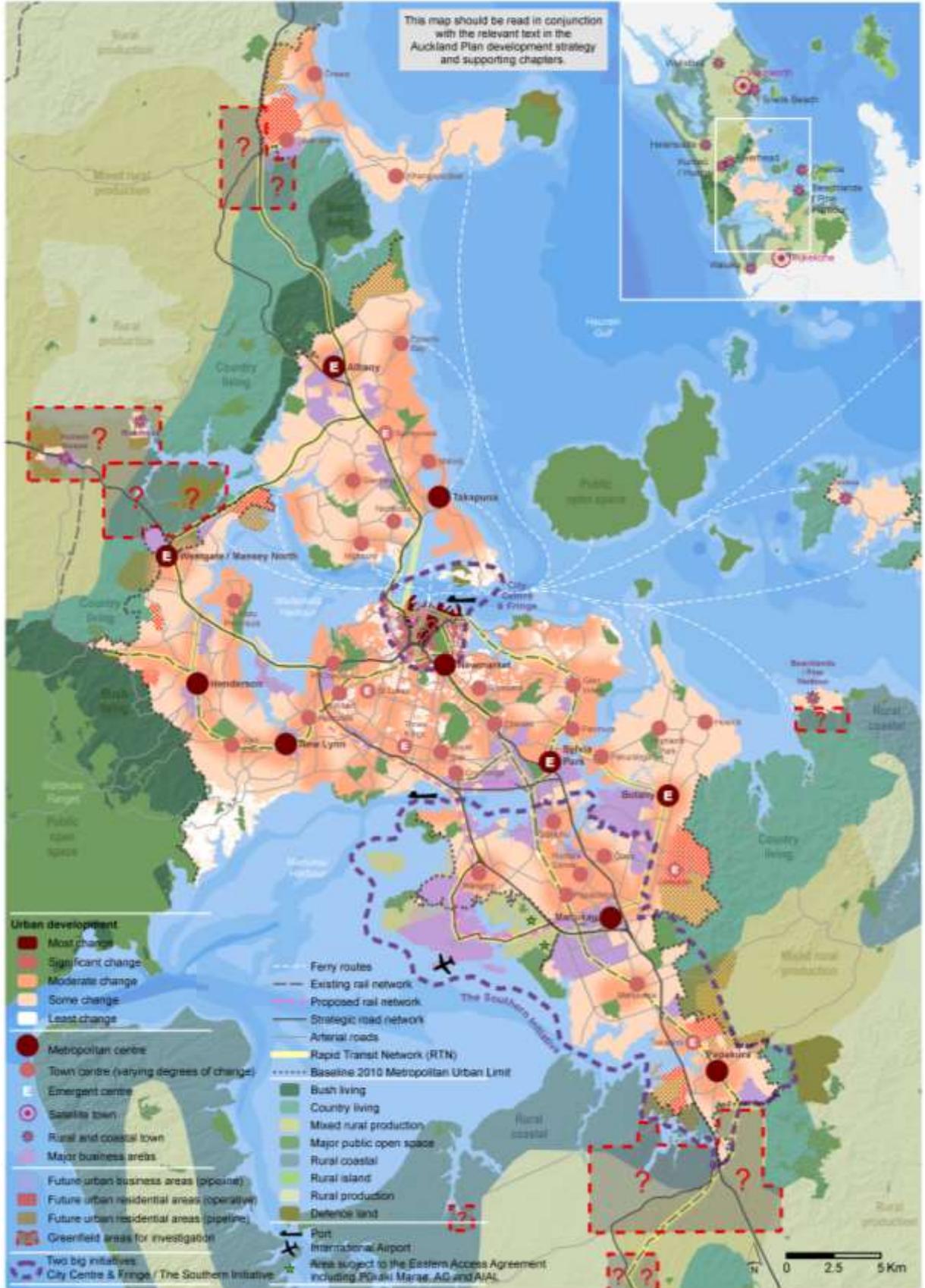
In particular, the *Auckland Plan* identifies the need for a transformational shift in public transport and has set a number of challenging targets. These include:

- Doubling public transport trips from 70 million 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.

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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** below and further details are provided in **Appendix 4**.

Table 2-1: Policy implications of other influencing documents

Document	Policy implications
<i>Integrated Transport Programme (ITP)</i>	Coordinates, prioritises and sequences transport investments over the next 30 years to give effect to the <i>Auckland Plan</i> . 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.
<i>Government Policy Statement on Land Transport Funding</i>	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.
<i>Public Transport Operating Model (PTOM)</i>	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.
<i>NZTA farebox recovery policy</i>	Seeks to improve value for money by increasing the proportion of operating costs recovered from user fares. Requires this Plan to include <i>farebox recovery</i> policy and targets.
<i>Regional Land Transport Plan</i>	The RLTP sets out Auckland's land transport objectives, policies, and measures, and provides a financial forecast of anticipated revenue and expenditure on land transport activities for the next 10 years. The 2015-2025 RLTP includes provision for public transport capital and operating expenditure, as outlined in Section 2.3 .
<i>Unitary Plan</i>	The RPTP is required to take into account 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. Auckland Council has prepared a Proposed Auckland <i>Unitary Plan</i> . Once the statutory processes have been completed, the <i>Unitary Plan</i> 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	Auckland Council and its council-controlled organisations have prepared other plans and policies that will impact 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. This strategy 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 2015 - 2025 Regional Land Transport Plan (RLTP) includes an indicative allocation to public transport services and infrastructure over the next 10 years, as shown in **Table 2-2** below.

Table 2-2: 2015 - 2025 Regional Land Transport Plan indicative allocations to public transport (\$m)¹

City Rail Link	2015/16	2016/17	2017/18	2018/19 to 2024/25
	\$m	\$m	\$m	\$m
Capital expenditure	113.8	156.5	124.8	1,947.0
Operating costs				89.6

Rail (excluding City Rail Link)	2015/16	2016/17	2017/18	2018/19 to 2024/25
	\$m	\$m	\$m	\$m
Capital expenditure	33.9	20.0	15.2	64.5
Operating cost	138.2	139.6	141.1	1,049.4
Renewals	2.7	3.0	3.2	34.3

Light Rail Transit	2015/16	2016/17	2017/18	2018/19 to 2024/25
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¹ The indicative allocations in the Regional Land Transport Plan 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 currently being sought. The indicative allocations for years 1-3 have a greater level of funding certainty than those for years 4-10.

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	\$m	\$m	\$m	\$m
Operating costs	2.9	2.9	2.9	20.3

Bus, ferry and multi-modal	2015/16	2016/17	2017/18	2018/19 to 2024/25
	\$m	\$m	\$m	\$m
Capital expenditure	52.0	55.3	38.5	201.4
Operational costs	232.1	351.5	400.8	3,169.6
Renewals	3.2	3.5	3.6	28.0

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 provide access to social and economic opportunities (particularly for those with limited access to a private vehicle), and to reduce congestion on main corridors and arterials across the network.

Although additional NZTA funds may 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*. In addition, the national *farebox recovery* policy requires regions to develop and implement their own *farebox recovery* policies 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.

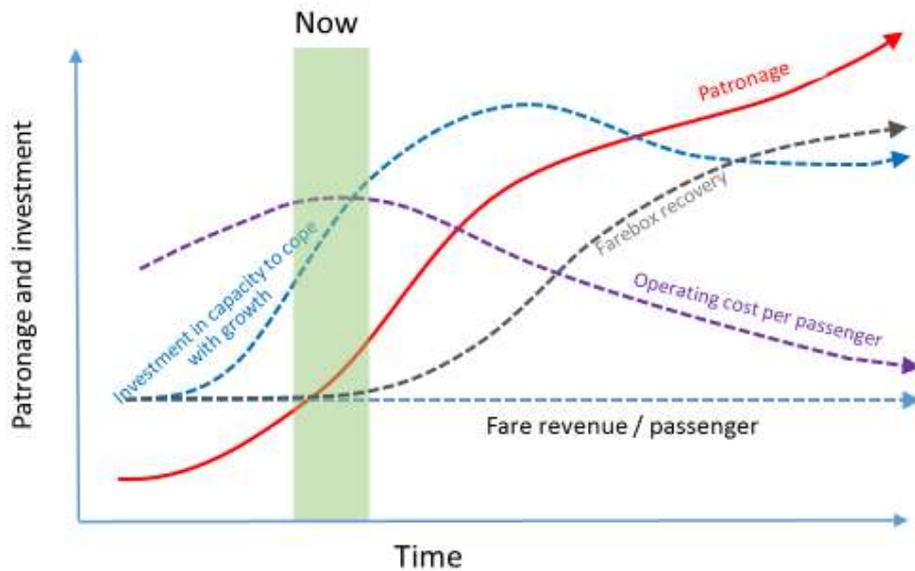
The ITP has assessed the 30-year transport investment required to implement the *Auckland Plan*, and has adopted a four-stage intervention process to establish investment priorities.

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 completed or well underway. When fully 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 to maintain this momentum. The priority investment 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. Additional funding will also be needed to enable the light rail proposals in this Plan to be implemented.

Although the proposed investments will increase the whole-of-life costs of operating, maintaining and renewing the network, they will enable many 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, recent investments and developments and the ensuing benefits. It also outlines the challenges that 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. Services are 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. Crosstown 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 2010.

Table 3-1: Public transport developments since 2010

Rail	Bus	Ferry
Western Line double-tracking Onehunga Line re-opened 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 Stanley Bay terminal upgrade completed
Manukau and Onehunga Stations completed 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. Panmure Interchange underway.	Real time information upgrades and rollout continuing 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

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Electrification and signalling improvements progressing across network with 2014 target completion	New Network for public transport implemented in Green Bay and Titirangi.	Gulf Harbour ferry services tripled from July 2014.
On-going programme of station upgrades to accommodate longer trains and enhance customer amenities underway	Otahuhu bus-rail interchange under construction.	West Harbour ferry service capacity expanded in March 2014.
Real time information upgrades and rollout continuing	First double decker bus runs on the Northern Express with many more double-deckers on order for high-demand routes.	Planning advanced for upgraded ferry terminal at Half Moon Bay.
Roll-out of electric train fleet completed in July 2015.	Fanshawe Street outbound bus lane opened April 2014	
Construction of new Parnell Station underway.	Manukau to Airport bus service extended to Onehunga Station in July 2013.	
Manukau Train Station integration with MIT campus completed in September 2014.		
Wi-fi rolled out at Auckland rail stations in May 2014.		
New Panmure Train Station and bus interchange opened January 2014.		
Upgraded Mt Albert Station opened in July 2013		
Implementation of integrated ticketing		

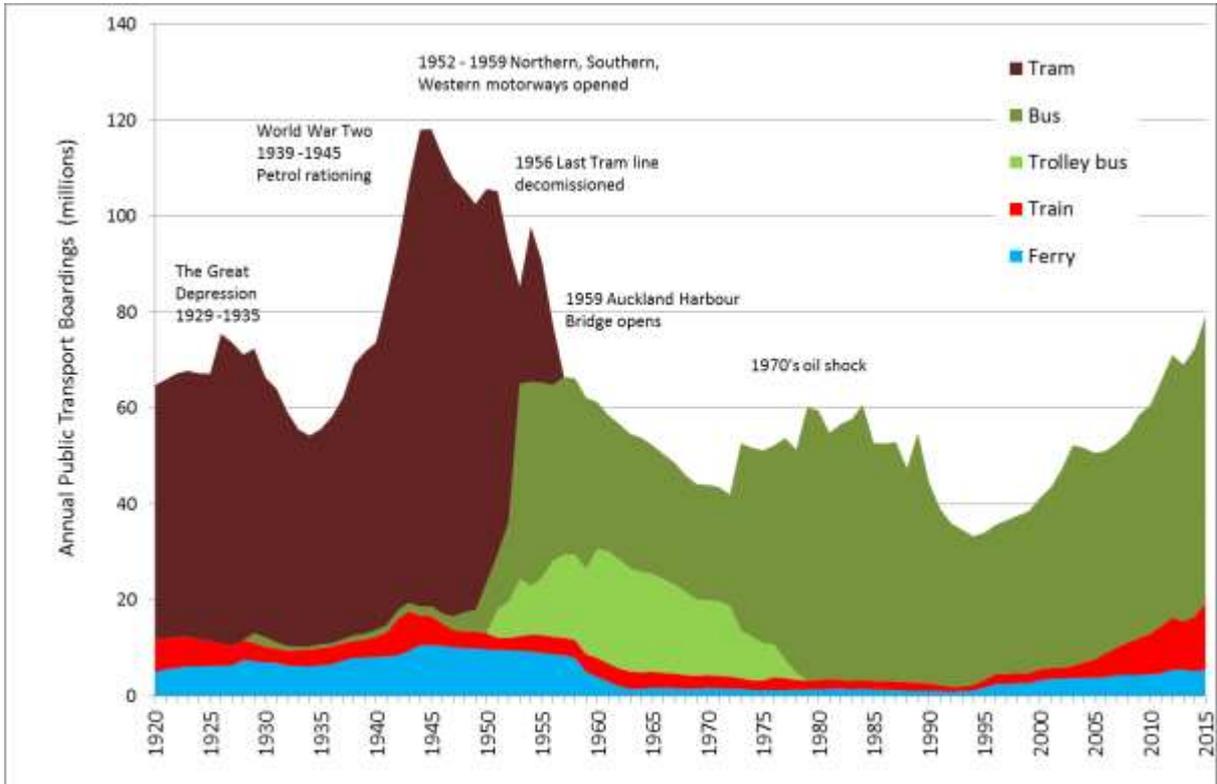
The investment in public transport infrastructure and services to date has resulted in significant growth in patronage, with 79.25 million public transport boardings in the year to June 2015.

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 over 30 per cent in the last five years.

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Figure 3-1 below 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 13.9 million in 2015. Bus patronage has also increased significantly in recent years.

Figure 3-1: Annual Auckland public transport boardings (millions), 1920-2015



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 <i>Auckland Plan</i> 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	The current system is only partially aligned	The new service network will provide a

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Challenge	Current situation	Proposed response
land-use changes	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 ongoing investments in high-quality, permanent, public transport infrastructure and services.	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; this 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 will provide better integration of bus, rail and ferry services. This will enable 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, while the economic situation demands restraint. In the medium term, significant additional investment will be required to achieve the patronage targets set in the <i>Auckland Plan</i> . 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 that 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 <i>farebox recovery</i> target of 50 per cent. The current <i>Farebox Recovery Ratio</i> in Auckland is approximately 47 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 <i>farebox recovery</i> policy also provides for regular annual fare reviews, to ensure that fare levels keep pace with changes in operating costs. 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 through bus routes that connect to key activity centres, specialised services such as <i>Total Mobility</i> , accessible vehicles, and concessionary fares to target groups.	The new network design places stronger emphasis on providing access to key activity centres, with the rapid and frequent service network allowing additional connections to other centres and the city centre. This Plan also provides for the continuation of concession fares, specialised services such as <i>Total Mobility</i> , 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 coordinated 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

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Challenge	Current situation	Proposed response
		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 increased use of <i>AT HOP cards</i> 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. As public transport demand increases, the capacity of city centre streets to cope with increased bus volumes while maintaining amenity will also be a major challenge.	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. The Plan also provides for the possible introduction of light rail on major bus corridors, to address city centre bus congestion issues.
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 Auckland’s 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	87% of the serviced community	n.a.	90%
	Percentage of customers satisfied with their public transport service	84% (June 2015)	n.a.	>90%
Increased passenger numbers	Total passenger boardings per annum	79.2 million (2014/15)	140 million (2022)	103 million
	Annual passenger boardings per capita	55.1 (urban area)	100 (2040)	57
Increased public transport mode share	Percentage of peak-period trips to central city made by public transport	45%	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).

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Improved value for money	<i>Farebox Recovery Ratio</i>	47.2% (June 2015)	n.a.	50%
	Operating subsidy per passenger kilometre	\$0.27 (June 2015)	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 an 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.

Auckland Transport is also investigating the introduction of light rail on selected arterial routes to provide additional public transport capacity and improved performance without compromising city centre street capacity and amenity. Subject to the outcome of these investigations, approval to proceed and funding, Auckland Transport proposes a staged implementation of light rail, with completion of the initial stages (Queen Street and Dominion Road, with a possible link to Wynyard Quarter) within the 10-year planning horizon of this Plan. A possible extension of this route to the airport is also under investigation, along with metro rail options.

The table below shows the expected transition towards the mature public transport system that will be in place by 2025.

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

	Current (2015)	Transitional (by 2018)	Mature (by 2025)
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 150 routes before the <i>City Rail Link</i>	Completion of a simpler, more connective network based on high-frequency services maximised by the operational <i>City Rail Link</i>
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 <i>City Rail Link</i> offers very good access to city centre and easier access to a wide range of additional destinations, and facilitates cross-town travel
Service procurement and delivery	Continue negotiating alignment with operator contracts through the PTOM	Let progressive PTOM contracts for all public transport services to implement the connected service network	Continued service procurement and management through the PTOM performance-based contracts
Integrated Tickets/fares	Integrated ticket implemented across bus, train and ferry services (<i>AT HOP card</i>)	Integrated ticket and fare system allows seamless passenger transfers between operators and modes without transfer penalties	Further enhancements to integrated ticket and fare system (e.g. fare caps)
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 allow seamless passenger connections between services, and reliable and cost-efficient operation of services
Reliability and service performance	Route structure impacts reliable service delivery Timetable run-time update to reflect the operating environment GPS tracking option to performance-manage services under development	Simpler, connected service structure improves reliability High frequency services reduce waiting time Interactive customer use of real-time tracking service information PTOM contracts performance-manage service delivery, and GPS tracking provides continuous improvement Consistent system branding and presentation	Continuous improvement through PTOM contract performance management
Customer information	Complex route structure results in complex information Limited early use of GPS tracking system to provide real-time information	Simple and intuitive public transport information and network-wide way-finding Intuitive and customer interactive use of GPS service tracking real-time information	Continued improvement through technology where possible
Electric rail fleet	Network electrification complete and new electric train fleet introduced into service	New train fleet fully operational	<i>City Rail Link</i> provides an expanded rail network and optimum use of the rail network
City Rail Link	Designation confirmed	Enabling works underway	<i>City Rail Link</i> is operational,

	Current (2015)	Transitional (by 2018)	Mature (by 2025)
	(subject to appeal); property purchases underway		expanding system capacity and improving access by public transport
Light rail	Light rail investigations underway	Light rail investigations complete	Initial stages (Queen Street and Dominion Road) operational (subject to outcomes of investigations, approvals and funding)

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 to 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, and local services operating hourly. In addition, a supporting network of targeted services, including peak-only, school and rural 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
Defining features	All-day network			
Minimum Frequency	15 minutes		30 minutes	60 minutes
Operating hours	7am-7pm, frequency may be less outside these hours			
Achieving speed and reliability	Dedicated Right of Way	Priority measures	Some priority measures	Generally no priority measures

In addition, there will be some targeted services such as peak-only, school, rural and other single-destination services with frequency and service span determined by demand.

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.

Figures 5-3, 5-4 and 5-5 show how the rapid and frequent network is expected to improve its geographic spread over the next 10 years. **Figure 5-3** shows the relatively sparse existing 2015

network, and **Figure 5-4** shows the network after the initial implementation is completed by 2018. **Figure 5-5** shows the mature network in 2025, 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 in order 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.

It is important to note that **Figures 5-2 to 5-5** 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 5-5**). 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 5.6**.

Some of the services shown in **Figures 5-2 to 5-5** 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 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.

Given Auckland's maritime environment, the potential for ferries to play a greater role in the public transport system is recognised. This needs to acknowledge the specific characteristics of Auckland's ferry market: a strong tourism component, and the fact that some ferry services, as noted above, are deemed to be *exempt services* under the LTMA. Auckland Transport has prepared a *Ferry Development Plan* which focuses on improving existing services and infrastructure and on greater integration of the current ferry network with local bus routes 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. They 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

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.

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 proposed rapid and frequent service network



Figure 5-3: Existing rapid and frequent service network, 2015

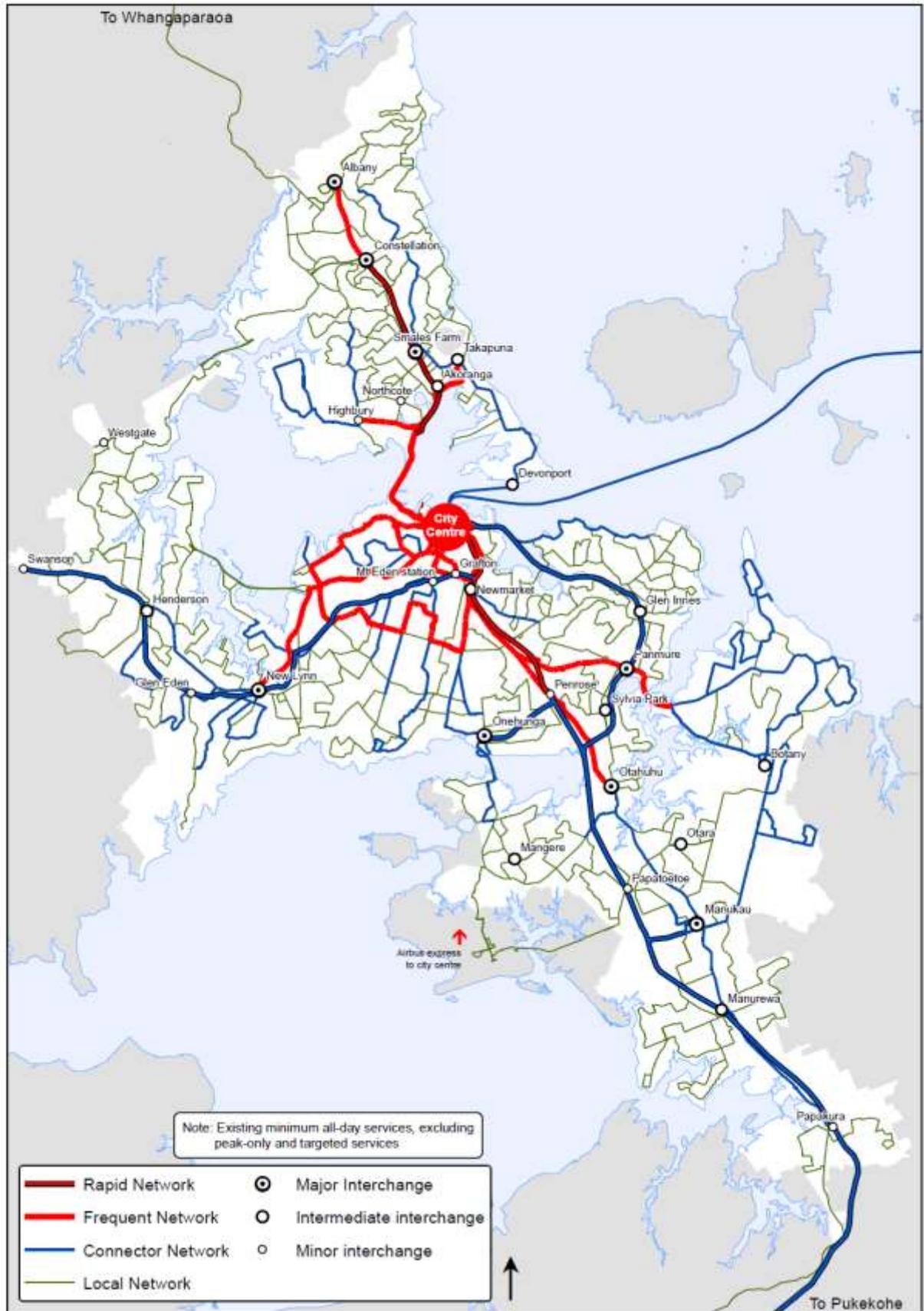


Figure 5-4: Proposed rapid and frequent service network, 2018

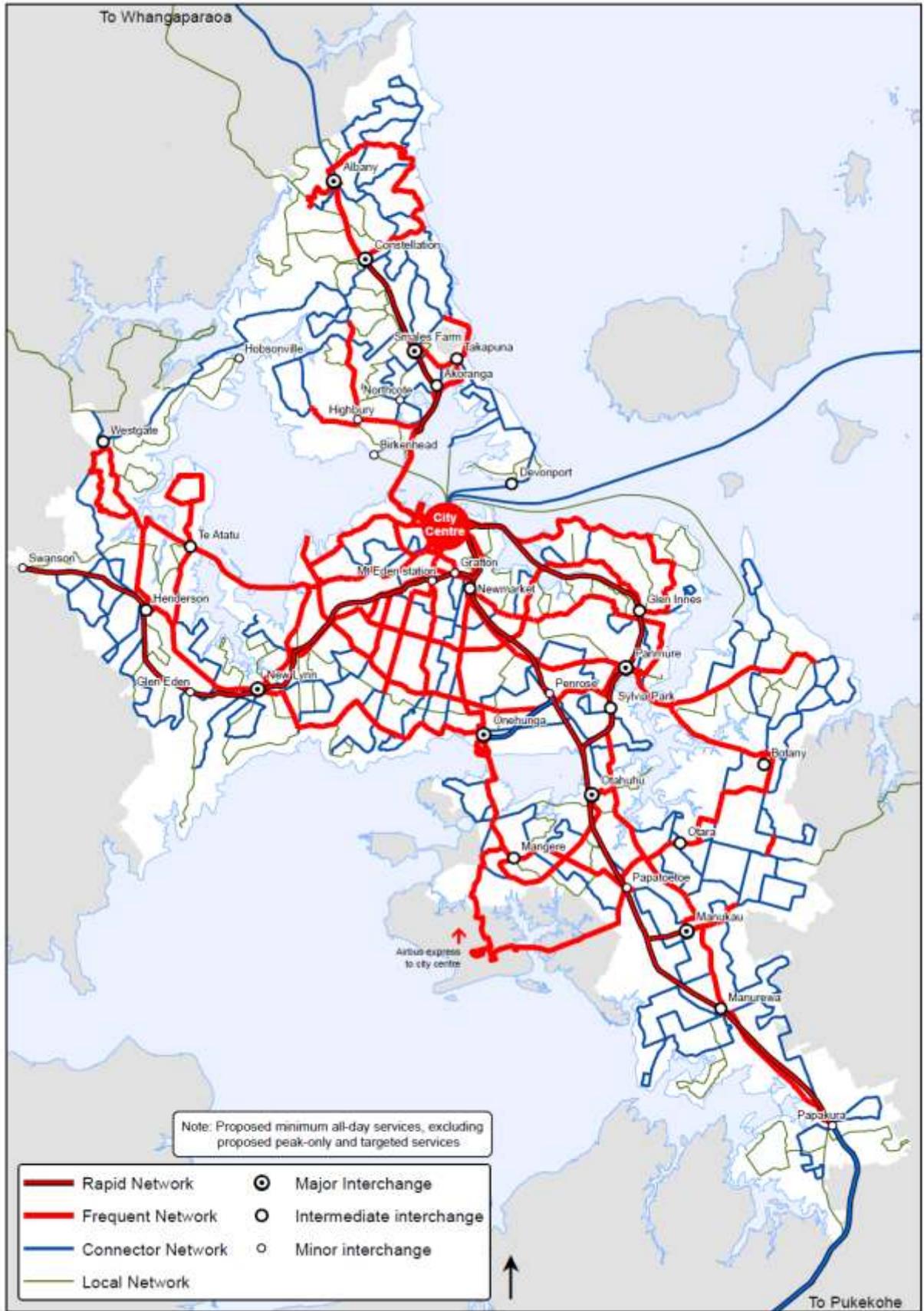


Figure 5-5: Proposed rapid and frequent service network, 2025

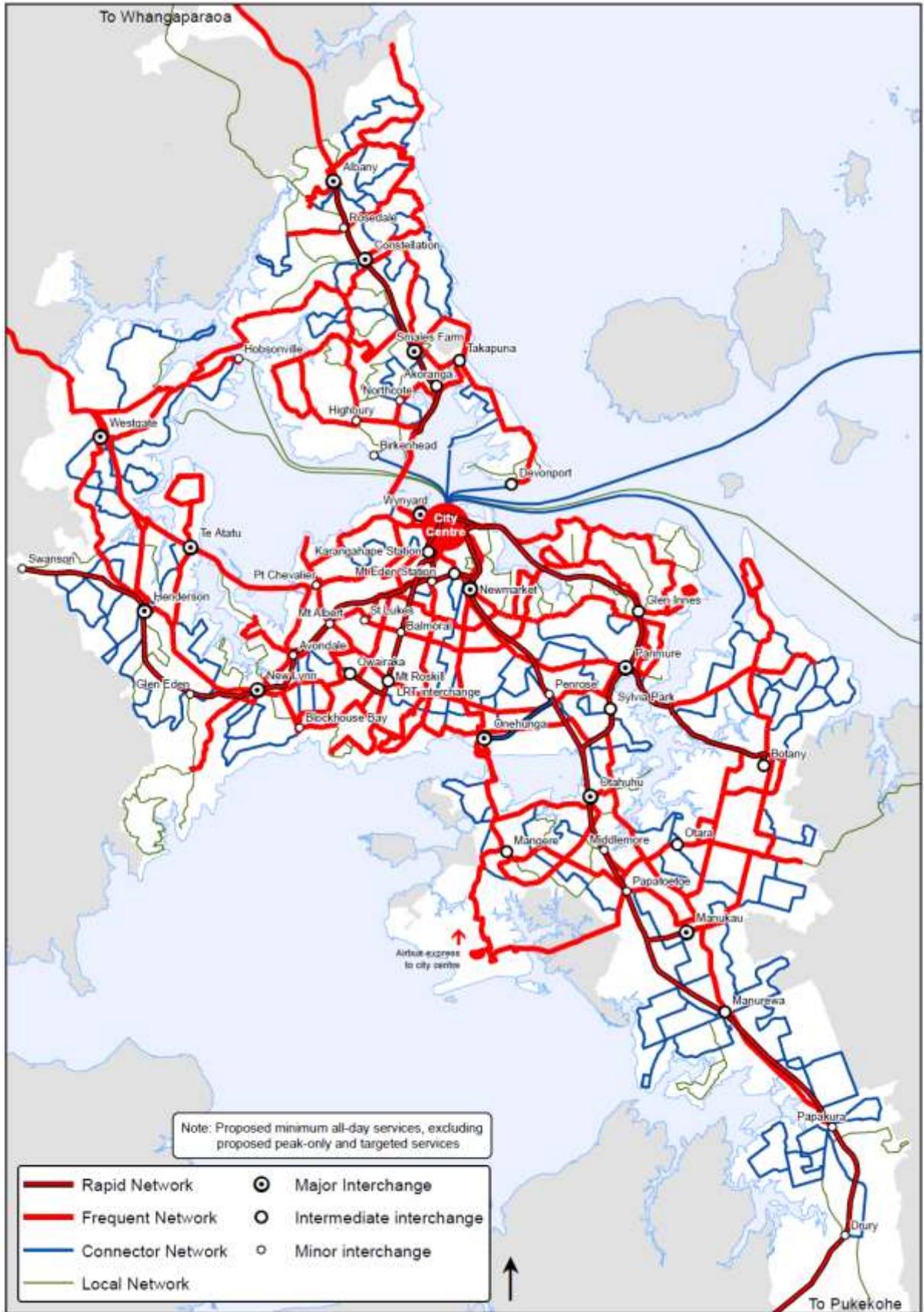
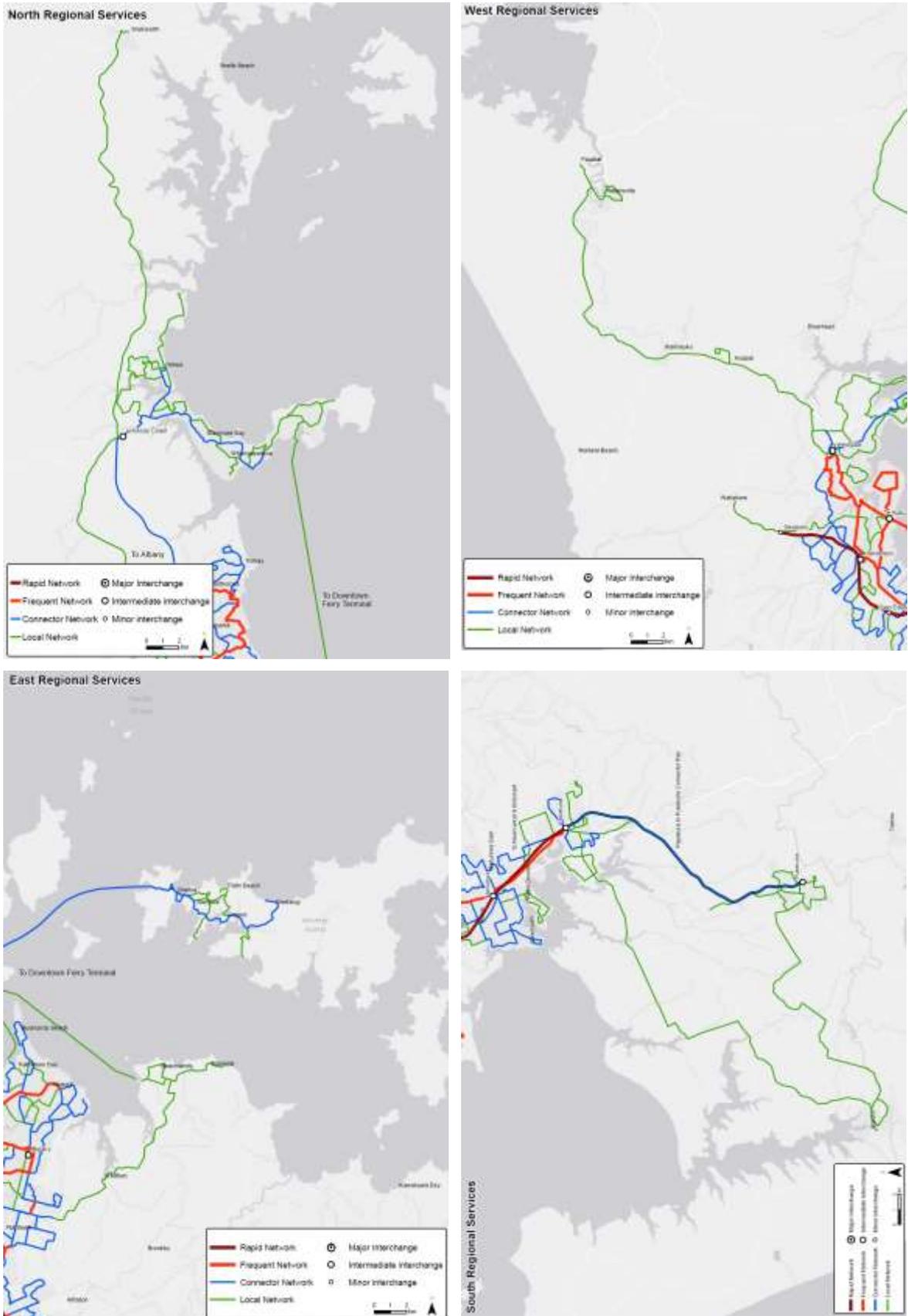


Figure 5-6: Proposed Regional Services, 2018



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 this longer-term vision and these 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:

- 6.1 Network structure
- 6.2 Integrated service network
- 6.3 Infrastructure
- 6.4 Service quality
- 6.5 Fares and ticketing
- 6.6 Customer interface
- 6.6 Assisting the transport-disadvantaged
- 6.7 Procurement and exempt services
- 6.9 Funding and prioritisation
- 6.10 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
2.8	Minimum levels of service (frequency and hours of operation)
2.9 (a)	Adjustments to levels of service
3.3 (e)	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
5.3	Zone- based fare structure
5.4	Fare products
5.5	Setting and reviewing fares
5.7	Concession fares
5.9 (b)	Revenue protection and inspection
6.2	Branding on vehicles and vessels
6.5	Real-time passenger information
6.6	Customer service and quality
7.1 (c)	Services to be operated with accessible vehicles
8.1	Establishment of <i>units</i> and PTOM framework
8.2	Service continuity provisions
8.4	PTOM agreements and partnership approach
8.5	Rail <i>units</i>
8.6	Procurement of new services
8.7	Transition to PTOM contracts
10.1	<i>Unit</i> 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 an improved 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) that operate on their own rights of way, plus an extensive network of high-frequency bus routes which will provide connections between key activity centres and to and from the city centre. The proposed rapid and frequent service network in 2018 is shown in **Figure 5-4 above**.

The target operating period for the rapid and frequent service network is between 6am and 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 to 7pm, seven days a week, by 2018, with future extensions of the time span subject to resources and service demand. Any future light rail services would also form part of the rapid and frequent service network.

The rapid and frequent service network will be complemented by 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 throughout the same operating period as that of the rapid and frequent service network. 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 roads
- 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
<p>1.1 Provide a core network of frequent and reliable services</p>	<p>Plan and procure services on the rapid and frequent service network (Figure 5-2 and Figure 5-4) 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:</p> <ul style="list-style-type: none"> • Rapid services that have dedicated access to their own rights of way along high-density corridors (i.e. rail and Northern Busway services, and future light rail) • Frequent services provided by a network of frequent bus or ferry services operating along medium to high-density corridors, with bus-priority measures and connections to key activity and employment centres
<p>1.2 Maximise access to rapid and frequent services within the urban area</p>	<p>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 metre walk of a rapid or frequent service stop</p>
<p>1.3 Provide connections to the rapid and frequent service network</p>	<p>Design interchanges on the rapid and frequent service network to facilitate convenient connections to and between rapid and frequent services</p>
<p>1.4 Encourage mutually supportive land-use and public transport development policies</p>	<p>a. Work with Auckland Council to support land-use intensification at locations on the rapid and frequent service network</p> <p>b. Promote transit-oriented development around key interchange locations on the rapid and frequent service network</p> <p>c. Work with Auckland Council to ensure that the value added by</p>

Policies	Actions
	<p>investment in the rapid and frequent service network is part of apportioning costs for the adjoining land-use development proposals</p> <p>d. Actively encourage and provide guidance to developers to complete an Integrated Transport Assessment to ensure adequate consideration is given to public transport requirements</p>
<p>1.5 Integrate public transport services with parking policies</p>	<p>a. Promote the complementary design of public transport services and parking regulations and policies, including pricing</p> <p>b. Design parking and Park-and-Ride pricing policies in a manner that is supportive of public transport services, given prevailing fare strategies</p> <p>c. Review area parking strategies and pricing policies to effectively manage parking around transport interchanges to encourage usage of feeder bus services.</p>

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. This 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. This 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 be 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 allow 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 providing 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 0 and 0**. 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 ongoing 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 manner⁴. An example of a new service in this Plan is the proposal to introduce light rail on selected arterial routes, which is currently under investigation.

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
<p>2.1 Provide a simple, layered network of public transport services</p>	<p>Plan and procure services using the following integrated service layers:</p> <ul style="list-style-type: none"> • Rapid services: frequent connections on the rail network and Northern Busway, and future light rail services • Frequent services: a core network of bus services, enhanced ferry services and future light rail services that provide frequent connections between key growth centres, and to and from the Auckland city centre • Connector services: moderate-frequency services (generally half-hourly) with connections to metropolitan and town centres, employment and activity centres • Local services: access to metropolitan or town centres for areas without direct access to frequent or connector services • Peak-only services: point-to-point services to meet specific commuter demands and improve coverage or provide more direct services where required • Targeted services: services with flexible frequencies and time spans suited to demand, generally connecting residential areas with their town centres and providing connections to the rapid and frequent service network
<p>2.2 Ensure good access to public transport services from all parts of the urban area</p>	<p>Design routes so that at least 90 per cent of the population within the rural-urban boundary lives or works within a 500 metre walk of a rail, bus or ferry stop</p>
<p>2.3 Provide a public transport network that maximises the</p>	<p>a. Design routes, interchanges and timetables to provide convenient connections between services and to minimise total</p>

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

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Policies	Actions
range of travel options and destinations available	<p>journey time, including waiting time for connections</p> <p>b. Design routes, interchanges and timetables to ensure that connections between services involve a waiting time of no more than 15 minutes</p>
2.4 Integrate ferry services into the public transport network	<p>a. Ensure bus and ferry route and timetable planning will facilitate reliable integration</p> <p>b. Where demand justifies, implement specific ferry feeder bus routes</p> <p>c. Provide infrastructure and information to ensure bus – ferry connections are easy to plan and access</p> <p>d. Take steps to better integrate ticketing and fares with bus and train services (see Policy 5.3 (c))</p> <p>e. Assess proposals for new ferry terminal sites and services using the assessment criteria set out in the <i>Ferry Development Plan</i> to determine their likely viability and suitability</p>
2.5 Investigate light rail services on selected arterial routes	<p>a. Complete investigations into the introduction of light rail services to replace buses and increase capacity on selected arterial routes</p> <p>b. Subject to the outcomes of investigations, and funding and planning consents, introduce light rail services commencing with Queen Street and Dominion Road (with a possible link to Wynyard Quarter) within the 10-year scope of this RPTP</p> <p>c. Investigate an extension of the Dominion Road light rail corridor between Mt Roskill interchange and the Airport as a possible alternative to metro rail options also under investigation</p> <p>d. Make provision for future extensions to the light rail network including the Sandringham Road, Manukau Road and Mt Eden Road corridors</p>
2.6 Enable timely and cost-effective service provision in developing urban areas	<p>a. Evaluate public transport infrastructure requirements and service demands in urban development areas</p> <p>b. Where appropriate, introduce public transport services and infrastructure in new and developing urban areas in a timely and cost-effective manner</p> <p>c. Encourage planning decision-makers and authorities to ensure that public transport corridors are identified and provided for in all significant new developments</p>
2.7 Ensure that services respond to identified customer needs	<p>a. Identify the needs of existing and potential public transport customers through research and demand analyses then consider these during service planning, reviews and procurement</p> <p>b. Consult operators, customers and the public in the affected area during the service planning and reviews prior to procurement</p> <p>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</p> <p>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.</p>

Policies	Actions												
<p>2.8 Maintain consistent levels of service in each service layer, appropriate to demand</p>	<p>a. Provide the following minimum service levels for each service layer:</p> <ul style="list-style-type: none"> • Rapid and frequent: 15 minutes or better between 7am and 7pm on weekdays and at weekends (phased subject to demand) • Connector: 30 minutes or better between 7am and 7pm, weekdays and weekends (phased subject to demand) • Local, peak-only and targeted services (and services on rapid, frequent and connector routes outside the hours stated above) – matched to demand, as appropriate and affordable within the overall service network <p>b. Ensure that all-day services focussed on the city centre generally adhere to the following hours of operation:</p> <table border="1" data-bbox="639 815 1366 1128"> <thead> <tr> <th></th> <th>Weekdays</th> <th>Saturdays</th> <th>Sundays & public holidays</th> </tr> </thead> <tbody> <tr> <td>First inbound service arrives in city centre before:</td> <td>7.00am</td> <td>7.00am</td> <td>8.30am</td> </tr> <tr> <td>Last outbound service departs city centre after:</td> <td>11.00pm</td> <td>11.00pm</td> <td>10.00pm</td> </tr> </tbody> </table> <p>Note: for other services such as local, crosstown, peak-only, night and rural services, operating hours will be driven by demand</p> <p>c. As the new network for public transport is rolled out, implement more consistent spans of service for those layers of service with all-day operation, with other services spans (e.g. peak-only and rural services) continuing to be tailored to demand.</p>		Weekdays	Saturdays	Sundays & public holidays	First inbound service arrives in city centre before:	7.00am	7.00am	8.30am	Last outbound service departs city centre after:	11.00pm	11.00pm	10.00pm
	Weekdays	Saturdays	Sundays & public holidays										
First inbound service arrives in city centre before:	7.00am	7.00am	8.30am										
Last outbound service departs city centre after:	11.00pm	11.00pm	10.00pm										
<p>2.9 Enable timely and cost-effective service adjustments to meet demand</p>	<p>a. Put mechanisms in place within the PTOM contracting environment to allow service provisions to be adjusted efficiently 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:</p> <ul style="list-style-type: none"> • 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 • 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 per cent of seated capacity (averaged by the number of trips operated during any 20-minute period) during peak 												

Policies	Actions
	<p>periods, or less than 30 per cent 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 (KPIs)</p> <p>b. Put mechanisms in place to enable efficient communication with public transport customers, to ensure that services can continue to respond to demand</p>
<p>2.10 Co-ordinate services for special events to help meet the needs of the event and reduce demands on other parts of the transport system</p>	<p>a. Work with event venues and managers of major events to help create and market combined event and public transport packages and ticketing</p> <p>b. Create an attractive public transport alternative for special events to encourage users onto the public transport system</p> <p>c. Seek a flexible system that obtains value from the supplier market when sourcing capacity</p> <p>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</p> <p>e. Liaise with operators to understand their capacity, coverage availability and anticipated demand</p> <p>f. Contract services, if necessary, to meet anticipated demand for special events</p> <p>g. Ensure appropriate traffic-management measures are in place to help with successful service delivery</p>
<p>2.11 Investigate inter-regional services</p>	<p>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 interchanges, and to determine appropriate funding arrangements</p> <p>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</p>

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 and light rail tracks with associated equipment and stations
- Ferry terminals and wharves
- Park-and-Ride facilities
- Cycle paths

- Footpaths

All of the above 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, safety and personal security at all stages of the journey, particularly for people with disabilities.

Since 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 planned to support the new network implementation are identified in **Chapter 8**.

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 clearly integrated end-to-end customer experiences.

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
<p>3.1 Integrate infrastructure and service provision</p>	<ul style="list-style-type: none"> a. Develop an ongoing 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 b. Ensure alignment between the service rollout programme and the <i>Regional Land Transport Plan</i>, so that infrastructure requirements align with service procurement and implementation c. Work with KiwiRail to ensure the rail network has sufficient capacity and reliability d. Work with Auckland Council and (as required) KiwiRail to implement the <i>City Rail Link</i> e. Work with bus operators and Auckland Council to make provision for terminal layover facilities as necessary to ensure the

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Policies	Actions
	<p>efficient and reliable operation of bus services</p> <ul style="list-style-type: none"> f. Subject to technical investigations, funding and consenting arrangements being satisfactorily completed, commence construction of light rail infrastructure on the Queen Street, and Dominion Road routes g. Incorporate public transport service requirements and infrastructure requirements into corridor management plans h. 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	<ul style="list-style-type: none"> a. Locate and design transport interchanges to allow fast and convenient connections between services b. Using the principles outlined in Appendix 5, develop guidelines for the design and operation of new and upgraded transport interchanges that 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 c. Ensure a consistent strategy for network branding, naming, way-finding, and information is applied to all public transport facilities and infrastructure d. Provide multi-modal real time passenger information 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	<ul style="list-style-type: none"> a. Provide public transport facilities that comply with design guidelines and which are appropriate for existing and future land use b. Make central city and key interchange bus access, departure and interchange points easy for customers to understand and access c. Ensure that bus stops and interchange facilities focus on providing appropriate amenity and shelter, while maximising their attractiveness as network access points from a customer perspective d. Locate bus stops and future light rail stops in a way that allows for quick and convenient access, especially for transferring passengers e. Require public transport services to use the facilities and infrastructure provided through appropriate access agreements 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 g. Investigate the provision of off-board ticketing machines at high-demand bus and future light rail interchanges and stops 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	<ul style="list-style-type: none"> a. Using the triggers and principles in Auckland Transport's Code of Practice, develop and implement guidelines for the provision

Auckland Regional Public Transport Plan: 2015

Policies	Actions
	<p>of bus priority measures, and identify those that are to be implemented at different locations across the rapid and frequent service network.</p> <p>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</p> <p>c. Promote a 'Buses First' campaign that encourages motorists to give way to a bus leaving a stop</p>
<p>3.5 Provide Park-and-Ride facilities at appropriate sites</p>	<p>a. Ensure alignment with the <i>Auckland Transport Parking Strategy</i> which outlines provision of future Park-and-Ride facilities</p> <p>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</p> <p>c. Apply the following principles to prioritise sites for Park-and-Ride provision:</p> <ul style="list-style-type: none"> • Integrate with public transport – Park-and-Ride is planned as an integral part of the public transport network, extends the customer base and encourages public transport patronage. • Maximise benefits of Park-and-Ride for public transport – site in locations that have frequent and rapid services available and less effective feeder services, walking and cycling opportunities. • Locate facilities to intercept commuter trips by being 'on the way' from high potential catchment areas based on assessed demand. • Relieve congestion - locate to relieve congestion by intercepting commuter traffic, and ensure vehicles accessing the facilities would not worsen local traffic congestion. • Provide in line with corresponding improvements to the public transport network such as station/ferry terminal upgrades to maximise investment. • Enable a transition of land-use that supports transit-oriented development in the right locations <p>d. Ensure consistency with the <i>Auckland Transport Parking Strategy</i> when introducing charging for Park-and-Ride facilities</p>
<p>3.6 Integrate public transport with cycling and walking</p>	<p>a. Ensure integration between active modes and public transport services at both facility design and delivery stages, as appropriate</p>

Policies	Actions
	<ul style="list-style-type: none"> b. Include secure bicycle facilities at all interchanges, especially on the rapid and frequent service network, as appropriate c. Provide convenient connections and visible signage between public transport and cycling and walking networks d. Work with public transport operators to provide on-vehicle facilities to improve the ease of passenger transfer between cycling and public transport services 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, therefore, 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. Similar provisions will be needed for future light rail services.

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, and vehicle specifications for future light rail services, will contribute to improved air quality and, consequently, improved public health.

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Through achieving patronage growth (via mode shift), investment in electric trains and light rail, 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 (CO₂) 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 ongoing 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	<ul style="list-style-type: none"> a. Develop new timetables using actual monitored travel times and test reliability before service implementation 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 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 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	<ul style="list-style-type: none"> a. Introduce electric trains across the Auckland network to improve rail journey times b. Increase <i>AT HOP card</i> usage and off-board payments to reduce boarding times c. Provide bus priority measures along key corridors to reduce bus journey times and improve reliability; and extend priority measures to light rail routes as required d. Identify and eliminate significant delay points for public transport services e. Consider specific measures to reduce the operating time of services, such as bus stop rationalisation or bus-priority signage, where appropriate
4.3 Provide a reliable, punctual, customer-focused network of services	<ul style="list-style-type: none"> a. Specify whole-network standards for reliability and punctuality, and incentivise good service performance through the PTOM service agreements b. Use RTPIS or other information for service performance management, and make this available to operators for performance monitoring and fleet management c. Work in partnership with operators to continually improve

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Policies	Actions
	<p>reliability, punctuality, safety and all aspects of customer service</p> <p>d. Effectively and efficiently monitor services and manage performance through appropriate contractual methods, as required</p> <p>e. Identify failures in performance across the network and work in partnership with operators to rectify any identified problems in a timely manner</p> <p>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, including:</p> <ul style="list-style-type: none"> • Specify driver, crew, and staff training as a condition of any contract with Auckland Transport • 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 • Require the inclusion of disability-awareness training, and training on the needs of passengers with special needs, for all staff who interact with customers
4.4 Ensure that all vehicles and vessels meet required standards	<p>a. Ensure that all contracted bus services in Auckland comply with NZTA <i>Requirements for Urban Buses</i> and any approved additional requirements for air conditioning that Auckland Transport has put in place</p> <p>b. Ensure that all new electric train fleet cars conform to the EMU technical specifications stipulated by Auckland Transport at time of purchase</p> <p>c. Ensure that all ferries used on contracted services comply with the <i>Ferry Standard for New Ferries used in Urban Passenger Service</i></p> <p>d. Prepare vehicle quality standards for light rail vehicles that adhere to industry best practice, and ensure that all light rail vehicles used on future contracted services conform to those standards</p> <p>e. Work with stakeholders to research opportunities for alternative bus vehicle fuels and traction methods, including electric buses</p> <p>f. Specify vehicle size to match local service route geography and loadings, as required</p> <p>g. Investigate methods to enable cyclists to better access the public transport system, including provision for bicycles on selected services</p>
4.5 Ensure that service agreements encourage good operator performance	<p>a. Incorporate specifications and a KPI regime, including service reliability and punctuality, quality, compliance, customer service and safety, in PTOM service agreements</p> <p>b. Terminate contracts for consistently poor performance</p> <p>c. Where performance is consistently high and patronage has increased, ensure that appropriate reward mechanisms exist within contracts or through the PTOM framework</p>

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Policies	Actions
4.6 Monitor and continuously improve service delivery	<ul style="list-style-type: none"> a. Work with operators to access operational information in a timely fashion, and include conditions for timely operational reporting in PTOM contracts b. Require contracted service operators to provide operational information, as required, including: <ul style="list-style-type: none"> • Reliability (early running) • Reliability (cancellation) • Punctuality (late running) • Patronage and passenger kilometres • Service inputs (in-service kilometres and hours delivered) • Farebox revenue • Safety and security • Driver training c. Until the roll-out of PTOM contracts is completed, encourage operators of commercial services that will form part of a <i>unit</i> 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 d. Ensure that suppliers have sufficient information about service performance across the whole network, so that they can continually improve services offered to customers e. Utilise shared, centrally accessed service specifications, performance and measurement data between Auckland Transport and operators to improve service performance f. Use information from RTPIS (or other systems for monitoring service delivery and managing service performance including through PTOM contracts) g. Work with operators to agree on a monthly reporting framework for all contracted services, having regard to commercial confidentiality requirements h. Collect customer feedback on service quality and performance (through surveys, customer complaint processes, and other methods) including information about: <ul style="list-style-type: none"> • Bus loading (crowding) • Reporting timeliness • Customer satisfaction • Passenger facilities (on bus) • Complaints (including number resolved) 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

Following a detailed investigation of alternative fare structures, Auckland Transport proposes to introduce a simpler, zone-based integrated fare structure. This builds on the improvements that have already been implemented to the fares and ticketing system from late 2012 as part of the Auckland Integrated Fare System (AIFS) project.

AIFS has addressed a number of shortcomings that previously existed in Auckland's fare and ticketing system by:

- Significantly reducing the number of fare products
- Providing a single ticket that can be used across different operators
- Reducing the financial penalty that is incurred for transfers (by providing a 50 cent discount on onward trips)

Auckland Transport's approach to fares and ticketing is based on the following principles:

- **Simplicity:** a system that is easy for existing and potential users to understand and use
- **Integration:** a system that enables 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:** a system that represents value for money for users, and encourages more trips by public transport
- **Efficiency:** a system that minimises administrative and compliance costs, and ensures that funders receive value for money

Following a detailed investigation of alternative fare structures, Auckland Transport proposes to introduce a simpler, zone-based integrated fare structure. This will enable the fares system to fully support the new network structure outlined in this Plan, by providing simpler journey-based fares for travel on different bus and train services, with no penalties for transfers between services.

For *AT HOP card* users, fares will be based on the number of zones travelled between as part of a journey. A journey may involve travel on up to three different services, provided the transfer between services is made within the prescribed transfer time limit.

The zonal fare structure will apply across all bus and train services (and future light rail). For ferries, the existing point-to-point fares will be retained, subject to further investigation of how they should be incorporated into the integrated zonal structure in future. The different approach to ferry fares reflects the fact that some ferry services are deemed *exempt services*, and not subject to the policies in this Plan. It also reflects the higher operating costs of ferry travel.

A monthly pass product will be available, which will enable regular users to make unlimited bus and train (and in future, light rail) travel during a 1-month period for a fixed price. Subject to the successful resolution of a revenue settlement and apportionment mechanism with operators, it is intended to replace the monthly pass with a weekly cap, which will limit the amount that customers will be charged for travel in any calendar week (Monday to Sunday). The cap will be applied automatically, and will not require any specific action by the customer.

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Fare levels will be set by Auckland Transport, and 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 these 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 *AT HOP card* in preference to cash fares. *AT HOP card* stored value fares will be set at a discount of at least 33% from the equivalent cash fare. The ability for *AT HOP card* users to transfer between services without financial penalty will further incentivise *AT HOP card* uptake.

Increased use of *AT HOP cards* 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 transition to integrated fares.

A review of concession levels and eligibility is proposed, including a review of the current availability of free travel for senior citizens during the evening peak period. This is not available outside of Auckland, and NZTA is seeking a consistent application of the *SuperGold card* across the country which does not include concessions for evening peak services..

Auckland Transport will continue to explore the use of specific products to reward customer loyalty and encourage off-peak use, especially where this will help to stimulate additional patronage without increasing operating costs.

Policies	Actions
5.1 Implement a fares and ticketing system that supports public transport service integration	<ul style="list-style-type: none"> a. Implement an integrated branded fare and ticketing scheme (<i>AT HOP card</i>) across all public transport operators, contracted services and deemed <i>exempt services</i> to allow the use of a single smartcard (or near-field contactless information exchange technology) across train, bus, ferry and light rail services 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 ticketing across all bus, train, light rail and ferry services	<ul style="list-style-type: none"> a. Implement a central fare revenue allocation system that meets the National Integrated Ticketing Interoperability Standards (NITIS) and the AIFS interoperability specification 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 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 d. Ensure that all fare revenues collected by Auckland Transport, operators, and third parties are auditable and available for apportionment

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Policies	Actions
	<ul style="list-style-type: none"> e. Require that all public transport stored value be held by Auckland Transport in a dedicated public transport storage capacity
<p>5.3 Implement a zone-based integrated fare structure, with standard fares across bus, train and light rail operators</p>	<ul style="list-style-type: none"> a. Introduce a geographic zone-based fare structure, with standard fares across bus, train and future light rail operators based on the number of zones between the origin and destination on a journey b. Remove fare penalties for transfers between services for customers using <i>AT HOP cards</i> c. Develop a mechanism that enables ferry fares to be integrated into the zonal fare structure, and negotiate with operators to enable deemed <i>exempt services</i> to be included d. Undertake a review of the fare structure at least once every six years
<p>5.4 Simplify the range of fare products available</p>	<ul style="list-style-type: none"> a. Remove 10-trip tickets and most operator-specific ticket products, and replace with <i>AT HOP card</i> stored value (with at least a 33 per cent discount over cash fares) for single trips, with an <i>AT HOP card</i> monthly pass b. Transition the range of fare products to <i>AT HOP card</i> stored value time-based options (2 hours, daily, monthly) for unlimited travel on an <i>AT HOP card</i> and single-trip cash fares. c. Subject to satisfactory resolution of revenue settlement and apportionment issues, introduce a weekly fare cap to reward customer loyalty and frequent users d. Introduce 24/72 hour pass options to encourage off-peak travel by residents and visitors e. Provide fare incentives for weekend family travel
<p>5.5 Maintain fares at a level that will achieve <i>farebox recovery</i> targets</p>	<ul style="list-style-type: none"> a. Set a standard fare schedule for all contracted and deemed <i>exempt services</i> participating in the Concessionary Fares Scheme prior to full PTOM implementation b. Conduct regular annual reviews of operating costs and NZTA indexation levels to determine the extent of any fare adjustments required to maintain <i>farebox recovery</i> targets in Policy 9.2 (see Section 6.9) c. Implement actions to reduce operating costs and/or increase patronage
<p>5.6 Provide incentives to use <i>AT HOP cards</i></p>	<ul style="list-style-type: none"> a. Set prices for <i>AT HOP card</i> stored value and monthly passes at a level that encourages their use in preference to cash b. Adjust the <i>AT HOP card</i> stored value discount for travel through differential adjustments to cash and <i>AT HOP card</i> fares at the annual fare reviews, as appropriate c. Improve the range of options for customers to purchase and top up <i>AT HOP cards</i> to improve uptake d. Identify and implement promotional activities and other initiatives to encourage greater uptake of <i>AT HOP cards</i>, especially in areas where <i>AT HOP</i> use is relatively low

Policies	Actions
<p>5.7 Provide concession fares for target groups</p>	<ul style="list-style-type: none"> a. Retain existing fare concessions for target groups, including: <ul style="list-style-type: none"> • Children under 5: free • Seniors: free off-peak • Discounts for full-time school students, full-time tertiary students, legally blind members of the New Zealand Blind Foundation, and <i>Total Mobility</i> cardholders b. Review concessionary fare levels and affordability annually c. Review concession levels and eligibility to ensure these are fair, affordable and consistent with national policy direction; and implement any changes arising from this review. The review will include free travel for senior citizens 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 d. Regularly review <i>Total Mobility</i> subsidy rates, in consultation with stakeholders, to determine whether they continue to meet user needs e. Consider short-term promotional fare discounts to support new or improved services or new infrastructure
<p>5.8 Provide off-peak discounts to spread peak demand and improve operational efficiency</p>	<ul style="list-style-type: none"> 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 <i>farebox recovery</i> targets
<p>5.9 Ensure that all users pay the correct fare</p>	<ul style="list-style-type: none"> 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 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 fares 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 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.

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A consistent brand will help customers to identify the network so it is easy to use, and 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 only occur 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 city-wide 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 6.3**, 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	<ul style="list-style-type: none"> 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 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 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	<ul style="list-style-type: none"> a. Develop, implement and manage a consistent brand across all of Auckland Transport's functions throughout the region 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 way-finding throughout the service network 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 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	<ul style="list-style-type: none"> a. Ensure that appropriate marketing resources are put in place to meet the requirements of the new public

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Policies	Actions
customers	<p>transport system</p> <ul style="list-style-type: none"> b. Work with operators to provide excellent customer information to market their public transport products 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 d. Work with operators to market the public transport system throughout the Auckland region on an ongoing basis e. Proactively market service improvements to key market segments, using a range of approaches and communication channels that are relevant to each group f. Ensure that service changes are communicated to affected areas and groups before implementation, using a variety of communication channels, as appropriate g. Promote and facilitate the use of public transport through business and school travel plans
6.4 Provide a wide choice of information channels to enable customers to plan their journeys	<ul style="list-style-type: none"> 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 b. Continue to provide information in formats that are accessible for people with impaired vision or hearing, including Braille maps and audio information at key sites and, in conjunction with operators, provide audio announcements on key routes, as appropriate c. Provide information in languages other than English in locations where market analysis / customer feedback suggests this is appropriate d. Provide a call centre service for passenger information and feedback e. Maintain - and continually improve - a public transport information and journey planner website 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 g. Provide way-finding signs in the appropriate brand formats h. Ensure that external vehicle destination displays comply with the requirements of NZTA's <i>Requirements for Urban Buses</i> i. Provide appropriate travel information to promote journeys that better integrate active modes and public transport
6.5 Provide real-time passenger information	<ul style="list-style-type: none"> a. Install and maintain real-time display units at all interchanges and major stops across the network and at other sites, as appropriate

Policies	Actions
	<ul style="list-style-type: none"> 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 c. Ensure that staff training on the use of interfaces to the RTPIS is carried out and remains up to date d. Ensure real-time GPS-based systems and data are linked to monitoring and performance management
6.6 Provide a high-quality travel experience	<ul style="list-style-type: none"> a. Ensure that high-quality customer service standards are maintained by all drivers on public transport services b. Work with operators to provide excellent customer information through a range of on-board media 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, reducing fuel consumption and decreasing vehicle emissions
6.7 Improve the connection infrastructure	<ul style="list-style-type: none"> a. Work proactively with funding partners to continuously improve the connection experience for customers at key locations, through ongoing investments in the appropriate infrastructure, information and way-finding b. Undertake an ongoing monitoring programme to assess and enhance the connection environment across the network
6.8 Provide a range of customer feedback channels	<ul style="list-style-type: none"> a. Maintain high-quality standards at the Auckland Transport call centre b. Aim to respond to customer feedback within 10 working days 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.

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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).

Ferry services to the Hauraki Gulf Islands for passengers, freight and vehicles are essential to the islands they serve. They play an important role in Auckland's tourist industry. With the exception of the Rakino Island service, the main ferry links are deemed *exempt services*.

Auckland Transport supports these services by providing and managing the terminals used by these services on Great Barrier, Waiheke, Rakino and Kawau Islands, and at Sandspit and Half Moon Bay.

Policies	Actions
<p>7.1 Provide a public transport network that is accessible and safe, particularly for vulnerable users</p>	<ul style="list-style-type: none"> 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 b. Work with stakeholders to identify and resolve accessibility and safety issues and ensure compliance with accessibility standards c. Specify services (or specific elements of services) that must be operated by accessible vehicles which conform to NZTA guidelines and Auckland Transport requirements d. Ensure that accessible information is widely available by using appropriate formats and media, including audio and visual (see Section 6.6) 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
<p>7.2 Provide transport services and facilities for customers whose needs are not met by the regular public transport network</p>	<ul style="list-style-type: none"> 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 b. Facilitate participation in the Transport Accessibility Advisory Group (TAAG)⁵ c. Investigate better design of infrastructure and vehicles to improve access and usability for the transport-disadvantaged d. Work with operators and Auckland Transport facilities managers to ensure that training for drivers, crew and

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.

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Policies	Actions
	<p>other staff in contact with the public includes appropriate assistance for customers who have difficulty using public transport</p> <p>e. Develop and support demand-responsive services in order to provide transport options for those who are unable to use regular public transport services</p> <p>f. Continue to fund the <i>Total Mobility</i> scheme, including:</p> <ul style="list-style-type: none"> • Establishing eligibility assessment processes • Contracting taxi and specialist operators to provide targeted services • Providing a discount on qualifying travel (up to a specified limit) • In eligible cases, assisting with the installation of hoists in specialist vehicles so that wheelchairs can be carried • Require all drivers on <i>Total Mobility</i> services to have specialist training in order to provide adequate and appropriate assistance to mobility-impaired people
<p>7.3 Provide safe public transport access for school students to and from their zoned and/or nearest school</p>	<p>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</p> <p>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</p> <p>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 constraints⁶)</p> <p>d. Consult with community transport planners when carrying out service reviews that affect school travel</p> <p>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</p> <p>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</p>
<p>7.4 Provide concessionary fares for the transport-disadvantaged and other target groups</p>	<p>a. Fund concessionary fares for the target groups identified in Policy 5.7</p> <p>b. Subject to a review to ensure consistency with national policy directions, continue to support the <i>SuperGold card</i> free off-peak travel scheme for senior citizens, while adequate funding is available</p> <p>c. Work with relevant government departments and Crown agencies to investigate opportunities to improve the affordability of travel for low-income earners and</p>

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

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Policies	Actions
	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	<ul style="list-style-type: none"> a. Identify appropriate public transport services and facilities for rural areas by: <ul style="list-style-type: none"> ▪ Engaging with local communities to develop proposals for community-driven initiatives to design and implement tailored public transport services on a trial basis ▪ Working with local communities to identify and resolve funding and procurement issues • 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	<ul style="list-style-type: none"> 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 b. Identify appropriate public transport services and facilities to such areas c. Work with social agencies to promote understanding of the <i>AT HOP card</i> and its associated benefits for low-income and beneficiary households, including the need for registration to obtain access to concessionary fares (where eligible)
7.7 Support the efficient provision of ferry services and infrastructure to serve the Hauraki Gulf Islands	<ul style="list-style-type: none"> a. Encourage and prioritise commercially provided ferry services b. Provide access to the existing publicly-owned ferry terminals for Hauraki Gulf Island services c. In the event that an <i>exempt service</i> is withdrawn, review the need for the service and where necessary take measures to ensure that cost-effective services are provided d. Assess the need for service support based on the potential impact on the island population, value for money and availability of funding

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 to 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 Auckland Transport's procurement strategy, with required changes (either to manage capacity issues or to address matters related to the roll-out of PTOM contracts) managed through the variation processes defined in existing contractual arrangements.

The potential introduction of light rail services on selected arterial routes is currently under investigation by Auckland Transport. If implemented, this would involve the replacement of bus services on affected routes (see **Appendix 10**). To enable this, Auckland Transport will prepare a procurement strategy for light rail, and work with bus operators to develop a strategy for the transition from bus services to light rail services on affected bus routes and bus *units*.

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Policies	Actions
<p>8.1 Ensure the appropriate allocation of roles, responsibilities and risk between Auckland Transport and operators, using the PTOM</p>	<p>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:</p> <ul style="list-style-type: none"> • All public transport services that are integral to the regional public transport network described in this Plan (other than deemed <i>exempt services</i>) will be grouped into <i>units</i>, based around geographic catchments, serving identifiable sets of existing or potential customers and taking into account the need for <i>units</i> to be of sufficient size to ensure a competitive service supplier market and deliver efficient and effective services which can lead to increased patronage • All public transport services described in this Plan (other than <i>exempt services</i>) will operate under a contract with Auckland Transport, in order to implement the policies and actions in this Plan. • Each <i>unit</i> will form the basis of an individual PTOM contract with Auckland Transport • 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 • The PTOM contracts will include KPIs around service performance, quality, cost-effectiveness and safety • 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 <i>unit</i>. Auckland Transport's expectation is that higher-ranking contracts may be offered an extended term through negotiation, and lower-ranking contracts may be competitively tendered (subject to performance and overall satisfactory operation of PTOM contractual arrangements) <p>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</p> <p>c. Adhere to the NZTA guidelines on PTOM implementation once these are available</p>
<p>8.2 Ensure service continuity to the travelling public</p>	<p>a. Incorporate appropriate service continuity provisions into the PTOM <i>unit</i> contracts that include appropriate mechanisms for eliciting changes to a <i>unit</i> when network or service review processes deem this necessary</p> <p>b. Provide appropriate lead times for all service provision to</p>

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Policies	Actions
	allow operators sufficient time to secure resources
8.3 Identify specific <i>exempt services</i> that are not subject to PTOM contracts	<p>a. Provide for the following deemed <i>exempt services</i> to operate within the Auckland region without PTOM contracts:</p> <ul style="list-style-type: none"> • Inter-regional services that operate without a direct subsidy from Auckland Transport • 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 • 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	<p>a. Use the PTOM contracting model to enter and manage contractual relationships with operators. Each PTOM <i>unit</i> will form an individual PTOM contract with Auckland Transport. Each PTOM contract will have three tiers of agreement: a <i>Regional Agreement</i>, a <i>Partnering Agreement</i> and a <i>Unit Agreement</i></p> <p>b. Enter into a <i>Regional Agreement</i> with all contracted operators, and on a voluntary basis with operators of <i>exempt services</i>, to provide a partnership approach towards network planning, service procurement and delivery management including consideration of:</p> <ul style="list-style-type: none"> • Management of the PTOM transition to a fully contracted service model with discontinued registered commercial services • Service change management • Service performance management • Network management including customer service, experience, branding, information and marketing <p>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 released for public consultation</p> <p>c. Enter into a <i>Partnering Agreement</i> with all operators of PTOM <i>units</i> to provide regional consistency for service contract terms and conditions</p> <p>d. Enter into a <i>Unit Agreement</i> with operators of each PTOM <i>unit</i> following a competitive market tender or through incumbent operator negotiation using tendered prices for benchmarking purposes</p> <p>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:</p> <ul style="list-style-type: none"> • Proposals will be developed by Auckland Transport to cover all impacted PTOM <i>units</i>, with detailed forecast cost and revenue consequences • Affected operators will be consulted, with a view to

Policies	Actions
	<p>negotiating an amendment to the PTOM <i>unit</i> structure to allow the changes to be implemented</p> <ul style="list-style-type: none"> • If all operators of affected PTOM <i>units</i> cannot agree a negotiated solution, following mediation, Auckland Transport reserves the right to tender the affected PTOM <i>units</i> <p>f. Work with contracted operators to develop a business plan for each PTOM <i>unit</i> that aims to grow its commerciality and passenger demand, subject to the overall network development plans and targets in the RTP; the business plan will be jointly owned by Auckland Transport and the <i>unit</i> operator, and will clearly define individual and joint responsibilities</p> <p>g. Revisit the business plan at regular intervals (at least annually)</p> <p>h. Publish an annual report of performance league tables showing PTOM <i>unit</i> patronage growth and commerciality</p> <p>i. Ensure that information exchanged between Auckland Transport and operators under PTOM contracts includes:</p> <ul style="list-style-type: none"> • Reliability and punctuality of services • Patronage, passenger kilometres and farebox revenues • Safety and security • Staff training <p>j. In consultation with operators, agree on protocols for the exchange of information on service inputs and cost efficiency, while ensuring appropriate arrangements are in place to protect data confidentiality</p>
<p>8.5 Ensure that rail services procurement recognises the need to complete the transition to a fully electrified system</p>	<p>a. Competitively tender rail services when the introduction of electric trains is completed</p> <p>b. Combine rail PTOM <i>units</i> (see Table 7-2) into PTOM contracts, where appropriate, to provide improved efficiency and effectiveness of services</p>
<p>8.6 Ensure that procurement of new services adheres to PTOM principles</p>	<p>a. Prepare a procurement strategy for light rail infrastructure and services that ensures value for money</p>
<p>8.7 Manage the transition from current contracts and registered commercial services to the future PTOM contracting environment</p>	<p>a. Procure PTOM contracts for bus services (other than deemed <i>exempt services</i>) in accordance with a procurement strategy approved by NZTA and in accordance with the PTOM transition model developed by Auckland Transport in consultation with the PTOM Working Group and detailed in Appendix 8</p> <p>b. De-register any previously registered commercial service that forms part of a <i>unit</i> on the date that the new PTOM contract takes effect (as indicated in Table 7-2)</p> <p>c. Procure PTOM <i>Unit Agreements</i> for ferry services (other than deemed <i>exempt services</i>) 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)</p> <p>d. Where appropriate, combine ferry PTOM <i>units</i> in Table 7-2 into PTOM contracts to provide improvements in</p>

Policies	Actions
	<p>service efficiency and effectiveness</p> <p>e. Work with bus operators to develop a strategy for the transition from bus services to light rail services on affected bus routes and bus <i>units</i></p> <p>f. Manage variations to existing contracts, to address capacity issues and/or matters related to the PTOM unit roll-out, in accordance with the provisions in existing service contracts</p>
<p>8.8 Ensure that the operation of <i>exempt services</i> does not adversely affect the wider public transport network</p>	<p>a. Assess all applications to operate or vary <i>exempt services</i> according to the statutory requirements. Auckland Transport may decline to register an <i>exempt service</i>, or vary the route or routes of an <i>exempt service</i>, where the service or variation is:</p> <ul style="list-style-type: none"> • Likely to have a material adverse effect on the financial viability of any <i>unit</i> • Likely to increase the net cost to Auckland Transport of any <i>unit</i> • Contrary to sound traffic management or any environmental factor identified by Auckland Transport as important to the region • A service that is identified in this Plan as being integral to the public transport network in the region <p>b. Encourage operators of deemed <i>exempt services</i> 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 Policy 2.8 and Appendix 1</p> <p>c. Require a minimum notice period of 65 days for the variation or withdrawal of any <i>exempt service</i> described in Table 7-2. (Note: this notice period may be waived for other <i>exempt services</i> that are not integral to the regional network)</p> <p>d. Should any deemed <i>exempt service</i> 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 on which the relevant public transport operator ceases to operate it. The relevant route description of the deemed <i>exempt service</i> will then become a <i>unit</i> for the purposes of the LTMA.</p> <p>e. Where appropriate, charge operators of <i>exempt services</i> and <i>units</i> a reasonable infrastructure access charge, in addition to charges to recover the costs of customer information, customer services and management services to ensure equitable treatment between <i>exempt services</i> and <i>units</i></p>

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 are likely to be available to meet the operating costs associated with current commitments to integrated ticketing and rail system improvements.

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 proportion of user fares to operating costs from the current 47 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 complete 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. Additional funding will also be needed to enable the future implementation of light rail. 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 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 that 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.

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Policies	Actions															
<p>9.1 Improve value for money from existing public transport funding</p>	<ul style="list-style-type: none"> a. Implement the new network structure outlined in Chapter 5 and detailed in Sections 6.1 and 6.2 b. Maximise the use of additional rail capacity through the new network structure c. Implement the PTOM changes outlined in Section 6.8 d. Undertake regular reviews of service effectiveness and value for money e. Promote and market a simple and intuitive public transport product 															
<p>9.2 Increase the level of <i>farebox recovery</i></p>	<ul style="list-style-type: none"> a. Take steps to achieve the following <i>Farebox Recovery Ratio</i> (FRR) targets: <table border="1" style="margin: 10px auto; border-collapse: collapse; width: 60%;"> <thead> <tr> <th style="text-align: left;">Mode</th> <th style="text-align: center;">2012 FRR</th> <th style="text-align: center;">Target FRR 2015-18</th> </tr> </thead> <tbody> <tr> <td>Bus</td> <td style="text-align: center;">47.7%</td> <td style="text-align: center;">49-52%</td> </tr> <tr> <td>Rail</td> <td style="text-align: center;">26.3%</td> <td style="text-align: center;">40-45%</td> </tr> <tr> <td>Ferry⁷</td> <td style="text-align: center;">78.4%</td> <td style="text-align: center;">75-80%</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">44.3%</td> <td style="text-align: center;">49-52%</td> </tr> </tbody> </table> b. Take the following actions to achieve the FRR targets: <ul style="list-style-type: none"> i. Work with operators to deliver increased fare revenue through measures to increase patronage, particularly where spare capacity exists on current services 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 iii. Deliver increased rail patronage and reduced rail operating costs as a result of electrification iv. Continue to undertake regular reviews of service cost-effectiveness and implement improvements, where appropriate, to reduce average unit operating costs v. Continue to promote improvements to infrastructure and services that contribute to more efficient operating conditions for public transport to lower operating costs (e.g. bus-priority measures) 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 	Mode	2012 FRR	Target FRR 2015-18	Bus	47.7%	49-52%	Rail	26.3%	40-45%	Ferry ⁷	78.4%	75-80%	Total	44.3%	49-52%
Mode	2012 FRR	Target FRR 2015-18														
Bus	47.7%	49-52%														
Rail	26.3%	40-45%														
Ferry ⁷	78.4%	75-80%														
Total	44.3%	49-52%														

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

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Policies	Actions
	<ul style="list-style-type: none"> c. Develop <i>farebox recovery</i> targets for light rail d. Closely monitor the impact of fare changes on patronage, and review the <i>farebox recovery</i> policy if growth in patronage is threatened by fare increases e. Work with funding agencies to review the economic value of public transport to non-users, and ensure that the <i>farebox recovery</i> policy is consistent with this over time f. Review the level and availability of concession fares, and eligibility criteria to ensure these are cost-effective and consistent with national policy directions
9.3 Direct available funding to high priority activities	<ul style="list-style-type: none"> a. Use the four-stage intervention process from the <i>Integrated Transport Programme</i> to prioritise and phase investments: <ul style="list-style-type: none"> i. Ensure optimal operation, maintenance and renewal of infrastructure ii. Make better use of networks iii. Manage demand efficiently and effectively iv. Invest in new infrastructure, services and technology 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 c. Allocate available funding according to the following priorities: <ul style="list-style-type: none"> i. Complete the implementation of integrated ticketing, integrated fares and rail electrification ii. Implement changes to the network to maintain or improve service levels within existing resource levels iii. Improve rail capacity as a result of electrification iv. Improve public transport infrastructure to enable more cost-effective provision of services (e.g. bus priorities and improved network connectivity) v. Further increase capacity on the rapid and frequent service network vi. Improve frequencies on connector and local services vii. Introduce new routes and increase service coverage beyond existing areas viii. Implement initiatives to improve customer service and information
9.4 Encourage the development of new funding mechanisms for public transport	<ul style="list-style-type: none"> 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 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 three 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
<p>10.1 Undertake regular monitoring and reporting of service, <i>unit</i> and system performance</p>	<p>a. Implement monitoring, reporting and analysis of service, trip and <i>unit</i> performance (including patronage, ticket sales and type, travel time, punctuality and reliability, passenger wait time and other matters) against patronage, <i>farebox recovery</i>, service level and service performance targets</p> <p>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:</p> <ul style="list-style-type: none"> • Total public transport boardings • Passenger kilometres travelled • Public transport share of peak trips to the city centre • Proportion of residents within 500 metres walk of a stop on the rapid and frequent service network • Proportion of jobs located within 500 metres walk of a stop on the rapid and frequent service network

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	<ul style="list-style-type: none"> • Patronage growth on the rail network • Patronage growth on the Northern Busway • Patronage growth on all other bus services • Patronage growth on ferry services • Patronage growth on school bus services • Patronage growth on light rail services • Journey times on selected rapid and frequent service network routes relative to equivalent journeys by car • Service improvements delivered to schedule within agreed budgets • Customer satisfaction ratings for public transport services • Customer rating of public transport value for money • Reliability: late running and cancelled services • Punctuality: proportion of services 'on time' (i.e. arriving within 5 minutes of scheduled time at timing points) • Proportion of timed connections arriving within 15 minutes of connecting service • Proportion of services with disability access • Seat utilisation • Operating subsidy per passenger kilometre • <i>Farebox Recovery Ratio</i>
<p>10.2 Regularly review and update the Plan to take account of changing circumstances</p>	<ol style="list-style-type: none"> a. Undertake a staged programme of service reviews and incorporate any necessary amendments to service descriptions through a variation to the RPTP b. Use the monitoring information collected as part of Policy 10.1 above and work with operators to introduce variations to services where required to improve efficiency and effectiveness, following consultation with affected parties; and incorporate any required amendments to service descriptions through a variation to the RPTP c. Maintain an up-to-date register of RPTP service descriptions, including a record of any variations d. Complete a full review of the RPTP at the same time as, or as soon as practicable after the adoption of the next <i>Regional Land Transport Plan</i>, to determine whether any variation is needed to take account of changing circumstances
<p>10.3 Ensure appropriate public consultation on future Plan variations</p>	<ol style="list-style-type: none"> 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 RTP – 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 (ARTA) 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 as listed in **Table 7-1** below. 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 crosstowns	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 and Swanson	62. Great Barrier ferry
12. Glen Innes and Ellerslie	29. Windy Ridge	46. Te Atatu	63. Hobsonville ferry
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 and Laingholm	66. Eastern Rail
16. Tamaki Drive	33. Pukekohe	50. Green Bay	67. Southern Rail
17. St Heliers - Newmarket	34. Manukau - Airport	51. Massey and 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).

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A further distinction is drawn between rapid services that 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 below 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 that can increase patronage.

Table 7-2 also includes four route descriptions of services which are currently in operation that are deemed *exempt services*. While these services are integral to the public transport network, as deemed *exempt services* they 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 2018 network

Unit number	Route description	Indicative start date
BUS SERVICES		
1	City LINK	tbc
2	Inner LINK	Q3 2017 - Q2 2018
3	Grey Lynn	Q3 2017 - Q2 2018
5	Great North Rd	Q3 2017 - Q2 2018
6	New North Rd	Q3 2017 - Q2 2018
7	Sandringham Rd	Q1-Q2 2017
8	Dominion Rd	tbc
9	Mt Eden Rd	Q3 2017 - Q2 2018
10	Manukau Rd	Q3 2017 - Q2 2018
12	Remuera Rd	Q3 2017 - Q2 2018
14	Mt Wellington	Q3 2017 - Q2 2018
16	Tamaki Drive	Q3 2017 - Q2 2018
17	One Tree Hill and Hospitals	Q3 2017 - Q2 2018
18	Mt Eden Crosstown	Q3 2017 - Q2 2018
19	Balmoral Rd Crosstown	Q3 2017 - Q2 2018
20	Mt Albert Rd Crosstown	Q3 2017 - Q2 2018

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22	Onehunga Crosstown	Q3 2017 - Q2 2018
24	Waiheke	Q3 2017 - Q2 2018
25	Titirangi	Q1-Q2 2017
26	Great North - Lincoln Rd	Q1-Q2 2017
27	Te Atatu	Q1-Q2 2017
28	Glen Eden and Ranui	Q1-Q2 2017
29	Hobsonville	Q1-Q2 2017
30	North Western Motorway	Q1-Q2 2017
33	Upper Harbour Crosstown	Q1-Q2 2017
34	North Harbour	Q3 2017 - Q2 2018
35	Glenfield Rd	Q3 2017 - Q2 2018
36	Wairau Valley	Q3 2017 - Q2 2018
37	Hillcrest	Q3 2017 - Q2 2018
38	Birkenhead to Takapuna	Q3 2017 - Q2 2018
39	Birkenhead to City	Q3 2017 - Q2 2018
40	Northern Express 1	Q3 2017 - Q2 2018
41	Northern Express 2	Q3 2017 - Q2 2018
42	Northern Express 3	Q3 2017 - Q2 2018
43	Devonport	Q3 2017 - Q2 2018
44	Lower East Coast Bays	Q3 2017 - Q2 2018
45	Upper East Coast Bays	Q3 2017 - Q2 2018
46	Hibiscus Coast	Q3 2017 - Q2 2018
47	Hibiscus Coast Schools	Q3 2017 - Q2 2018
48	Warkworth	Q3 2017 - Q2 2018
50	Ti Rakau Drive	Q3 2017 - Q2 2018
52	Howick to Panmure	Q3 2017 - Q2 2018
53	Botany Crosstown	Q3 - Q4 2016
54	East Tamaki Crosstown	Q3 2017 - Q2 2018
55	Pakuranga Rd	Q3 2017 - Q2 2018
60	Airport	Q3 - Q4 2016
61	Mangere Bridge	Q3 - Q4 2016
62	Otahuhu	Q3 - Q4 2016
63	Papatoetoe/Otara	Q3 - Q4 2016
64	Manurewa	Q3 - Q4 2016

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65	Papakura	Q3 - Q4 2016
67	Pukekohe - Waiuku	Q3 - Q4 2016
Deemed Exempt	Airbus Express	current
FERRY SERVICES		
TBC	Pine Harbour ferry	Q4 2016 - Q1 2017
TBC	Birkenhead ferry	Q4 2016 - Q1 2017
TBC	West Harbour ferry	Q4 2016 - Q1 2017
TBC	Hobsonville/Beach Haven ferry	Q4 2016 - Q1 2017
TBC	Bayswater ferry	Q4 2016 - Q1 2017
TBC	Gulf Harbour ferry	Q4 2016 - Q1 2017
TBC	Half Moon Bay ferry	Q4 2016 - Q1 2017
TBC	Rakino ferry	Q4 2016 - Q1 2017
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 ongoing 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**. The service descriptions in **Appendix 1** include a number of services which will be the subject of more detailed community consultation, as outlined in **Chapter 8** below.

Some of the bus units listed in **Table 7-2** would be affected by the future introduction of light rail services on selected arterial routes, which Auckland Transport is currently investigating. Within the 10-year life of this Plan, light rail may be implemented on Dominion Road – Queen Street as a first stage. This would impact bus *units* 1, 7 and 8. **Appendix 10** shows the revised *unit* descriptions that would need to be incorporated into **Appendix 1** if a decision is made to implement light rail.

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.

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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 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 date, the following communities have been consulted to finalise the local network: South Auckland (2013), Green Bay-Titirangi (2013), Hibiscus Coast (2014), Pukekohe and Waiuku (2014) and West Auckland (2014). The service descriptions in **Appendix 1** reflect the outcome of these community consultation processes.

A staged implementation of the new network structure is proposed, as follows:

- Mid-2016 - 2017: South Auckland
- Early 2017: West Auckland
- Late 2017: North Auckland
- Late 2017 - 2018: Central and East Auckland

The light rail proposal will form part of the local consultation in Central Auckland.

When the staged implementation of the new service network is complete, an integrated network of rapid and frequent services will be in place (see **Figure 5-4**).

Beyond 2018, significant further improvements will be enabled by the implementation of the *City Rail Link*, and the potential introduction of light rail. The *City Rail Link* 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. Light rail would complement the *City Rail Link* by providing surface capacity on selected corridors (subject to approvals and funding).

When complete, the *City Rail Link* will also 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 2025 rapid and frequent service network (see **Figure 5.5**). The service changes outlined above are indicative only, and will be incorporated into a revised RPTP which will be prepared once the initial implementation of the new service network is in place.

Table 8-1 below indicates the broad timing of the new network becoming operational and the key infrastructure projects due to be constructed over the 10-year life of this Plan. Phasing of the key components is contingent on receiving funding in time.

Table 8-1: Integrated network staging: key components

Overview of Funded Public Transport improvements – Phasing ¹				
Network service & operational improvements	2015/16	2016/17	2017/18	2018/19-2024/25
New network - South Auckland		Mid 2016		
New network – West Auckland			Early 2017	
New network – North Auckland			Late 2017	
New network – Central and East Auckland			Late 2017-2018	
AIFS – extensions, enhancements and equipment replacement	Ongoing			
AIFS system – Integrated Fares				
EMU procurement				
Real time passenger information –enhancements	Ongoing			
Infrastructure (capital) improvements	2015/16	2016/17	2017/18	2018/19-2024/25 ⁸
Rail				
City Rail Link				
Manukau Rail-Bus Interchange				
Diesel Refurbishment (alternative to electrification Papakura to Pukekohe)	Ongoing			
Te Mahia Station upgrade, Westfield Station upgrade				
SMART (Airport Rail – Planning & Route protection)	Ongoing			
Rail crossing separation				
Newmarket Station access improvements				
Bus				
City Centre Bus Improvements				
Pukekohe Bus Interchange				
Otahuhu Bus Interchange				
Lincoln Rd – corridor improvements (transit lane)	Investigation			
Te Atatu Motorway Bus Interchange,				
Bus connections improvements – Dominion Rd				
Akoranga Busway station improvements				
Northern Busway – additional stations with busway extension				
AMETI Panmure - Pakuranga Busway				
Bus priority / Transit lanes improvements				

⁸ Phase: Green = public transport service operational or infrastructure constructed

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Minor improvements at stations, wharves, bus stops				
PT Safety, Security and Amenity improvements				
Double Decker network mitigation works				
North-western Busway – early works and/or route protection				
Park-and-Ride				
Silverdale Stage 2				
Westgate, Papakura				
Glen Eden				
Transport improvements in Special Housing Areas				
Various to be confirmed				

In addition to the projects outlined in **Table 8-1**, further investigation will be undertaken for public transport improvement projects (currently unfunded) during the life of the RPTP. These include:

Route protection:

- Waitemata Harbour Crossing
- Rail to the North Shore
- Mt Roskill spur
- Light Rail (initially Queen Street and Dominion Road, with a possible link to Wynyard Quarter)

Bus, ferry and Park-and-Ride:

- Bus/rail and bus/bus interchanges
- Additional new bus lanes to support the frequent network
- Park-and-Ride programme
- Ferry service improvements and terminal upgrades
- Improvements in bus service frequency and capacity

Rapid transit network:

- Busways - SH1 Extension to Albany, Albany to Silverdale, Pakuranga to Botany (AMETI), SH16 North-western Busway, Botany to Auckland Airport, Upper Harbour bus rapid transit
- Rail Network Performance Improvements *
- Rail Resilience Improvements *
- Rail Network Capacity Improvements (including third main Otahuhu Wiri) *
- Grade separation or road closure at high priority level crossings
- Rail service increases
- Light rail in the City Centre and Isthmus
- New rail stations – Parnell, Paerata

- Electrification Papakura to Pukekohe *

* Rail projects reliant on Central Government Funding

Prioritisation of infrastructure programme

The *Regional Land Transport Plan* (RLTP) includes a ten year prioritised delivery programme of transport services and activities for Auckland, and combines transport programmes of the *New Zealand Transport Agency* (NZTA), Auckland Transport and KiwiRail.

The RLTP allocates anticipated funding from Auckland Council and revenue from transport services, and forms the prioritisation process for seeking funds from the *National Land Transport Fund*. It is a statutory requirement that NZTA and Auckland Transport revise the RLTP every three years.

The RLTP outlines and prioritises the public transport infrastructure projects that will be funded over the next 3 years, including those required by the roll-out of the new network.

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 and service providers. These will be made widely available to other stakeholders, existing and potential users, and persons who may be affected by, or have an interest in, the proposed service design in the affected areas, for their comment and feedback.

Following these targeted engagement exercises, refined service proposals will then be procured through the PTOM process, subject to funding availability.

Any changes in service specifications from what appears in the current RPTP through the stakeholder and public engagement process will be reflected in the next update to the RPTP.

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.

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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

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.
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.
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.
Auckland Transport Parking Strategy	A strategy completed by Auckland Transport in 2015 following public consultation, setting out Auckland Transport's approach to the supply, management and pricing of parking, including Park-and-Ride facilities.
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 <i>SuperGold card</i> payments.
Ferry Development Plan	A plan prepared in 2014 by Auckland Transport in response to a 2013 RPTP policy to identify the actions needed to better integrate ferries into the public transport network. The Ferry Development Plan focuses on improving existing services and infrastructure and on greater integration of the current ferry network with local bus routes and supporting feeder services. It also includes criteria for new investments.
Ferry Standard for New Ferries used in Urban Passenger Service	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 <i>Auckland Plan</i> .
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.

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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 <i>Regional Agreement</i> .
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 (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 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 land transport activities. The RLTP forms the basis of Auckland Transport's request for funding allocations in the <i>National Land Transport Programme</i> .
Regional Public Transport Plan	A statutory document that specifies the public transport network that Auckland Transport proposes for the region, identifies the services that are integral to that network over the next ten years, and sets out the policies and procedures that 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: (a) that Auckland Transport identifies as integral to the region's public transport network; and (b) that operates, or will operate, on the entire length of 1 or more routes specified in RPTP; and (c) that includes all of the public transport services operating to a timetable that applies to the entire route or routes specified for the <i>unit</i>
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 <i>unit</i> (e.g. the routes, timetables, vehicle requirements, and KPI goals for each <i>unit</i>).
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 <i>Auckland Plan</i> .
Vehicle Quality Standards	Standards that may set by Auckland Transport for specific services, in addition to the national Requirements For Urban Buses.

Acronyms

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
LTMA	Land Transport Management Act 2003
NITIS	National Integrated Ticketing Interoperability Standards
NZTA	New Zealand Transport Agency
PTOM	Public Transport Operating Model
RLTP	Regional Land Transport Plan
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 2018, and are subject to funding.

All frequencies are in minutes unless otherwise stated.

Bus Services – scheduled services and school services

Notes:

1. *Route numbers for scheduled services will be confirmed after-tendering of services.*
2. *Late night services are to be confirmed for unit allocation purposes at a later date.*
3. *All School bus services are subject to further review in accordance with the policies in the RPTP.*
4. *There will be potential further changes within the next ten years due to the need to increase frequency due to demand, the Northern Busway extension and new Busway stations, Te Atatu Bus Interchange, North-western Busway, Light Rail, AMETI Busway, CRL and land use development particularly in the greenfield areas.*

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 - Pre Light Rail * The route will be subject to more detailed consultation in 2015 *This unit would be impacted by implementation of light rail: see Appendix 10						
City Link. Wynyard to Karangahape Rd via Queen St		5	7.5	10	7.5 / 10	7.5 / 10
Unit 2 – Inner LINK The route will be subject to more detailed consultation in 2015						
Inner Link. Britomart, Three Lamps, Ponsonby, Grafton, Newmarket, Parnell and to Britomart		10	10	15	10 / 15	10 / 15

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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 3 – Grey Lynn The routes will be subject to more detailed consultation in 2015						
Westmere to Britomart via Richmond Rd		10	20	30	20 / 30	20 / 30
Freemans Bay to Britomart via Karangahape Rd		15	30	30	30	30
011 - Newton to Mt Albert Grammar	Morning					
012 - Downtown to St Marys College	Morning					
015 - Britomart to Auckland Girls Grammar	Morning					
062 - Ponsonby to Western Springs College	Morning					
012 - St Marys College to Downtown	Afternoon					
020 - Western Springs College to Herne Bay	Afternoon					
Unit 5 - Great North Road The route will be subject to more detailed consultation in 2015						
New Lynn to Britomart via Great North Rd (Frequency based on Double Decker buses)		5	10	15	10 / 15	10 / 15
Unit 6 - New North Road* - Pre CRL The routes will be subject to more detailed consultation in 2015						
Avondale Peninsula to Wynyard via Rosebank Rd, New North Rd, St Lukes and University		10	20	30	20 / 30	20 / 30
New Lynn to Wynyard via Avondale, New North Rd, St Lukes and University		10	20	30	20 / 30	20 / 30
St Lukes to Wynyard via University		10				
001 - Mt Albert Grammar to Midtown	Afternoon					
014 - Mt Albert Grammar to Downtown	Afternoon					
Unit 7 – Sandringham Road - Pre Light Rail * The routes will be subject to more detailed consultation in 2015 *This unit would be impacted by implementation of light rail: see Appendix 10						

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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 Wynyard via New Windsor, Owairaka, Sandringham Rd and University (Frequency based on Double Decker buses)		10	20	30	20 / 30	20 / 30
Blockhouse Bay to Wynyard via New Windsor, Sandringham Rd and University (Frequency based on Double Decker buses)		10	20	30	20 / 30	20 / 30
Stoddard Rd to Wynyard via Sandringham Rd and University		10				
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					
041 - Mt Albert Grammar to Mt Albert	Afternoon					
202 - Auckland Girls Grammar to New Windsor	Afternoon					
Unit 8 – Dominion Road - Pre Light Rail * The routes will be subject to more detailed consultation in 2015 *This unit would be impacted by implementation of light rail: see Appendix 10						
Blockhouse Bay to Wynyard via White Swan Rd Dominion Rd and University (Frequency based on Double Decker buses)		10	15	20	15 / 20	15 / 20
Lynfield to Wynyard via Dominion Rd Extension, Dominion Rd and University (Frequency based on Double Decker buses)		10	15	20	15 / 20	15 / 20
Mt Roskill to Wynyard via Dominion Road (Frequency based on Double Decker buses)		10				
019 - Lynfield to Waikowhai Intermediate	Morning					
248 - Blockhouse Bay to Blockhouse Bay Intermediate	Morning					
022 - Waikowhai Intermediate to Lynfield	Afternoon					
267 - Mt Roskill Grammar to Lynfield	Afternoon					
Unit 9 – Mt Eden Road - Pre Light Rail *						

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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
The routes will be subject to more detailed consultation in 2015 *This unit may be impacted by light rail beyond the 10-year life of this RPTP						
Waikowhai via Hillsborough Rd to Britomart via Mt Eden Rd and Symonds St (Frequency based on Double Decker buses)		10	20	30	20 / 30	20 / 30
Waikowhai via Melrose Rd to Britomart via Mt Eden Rd and Symonds St (Frequency based on Double Decker buses)		10	20	30	20 / 30	20 / 30
Three Kings to Britomart via Mt Eden Rd and Symonds St (Frequency based on Double Decker buses)		10				
031 - Mt Roskill to Epsom & Remuera Schools	Morning					
099 - Lynfield to Auckland Grammar & St Peters	Morning					
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 - Pre Light Rail * The routes will be subject to more detailed consultation in 2015 * This unit may be impacted by light rail beyond the 10-year life of this RPTP						
Onehunga to Mt Albert via Manukau Rd, Parnell, University, Jervois Rd and Pt Chevalier (Frequency based on Double Decker buses)		10	10	15	10 / 15	10 / 15
Pt. Chevalier Beach to City and University, via Jervois Road		10				
Onehunga to City Centre via Manukau Rd, Parnell and University		10				
Unit 12 – Remuera Road The routes will be subject to more detailed consultation in 2015						
Glen Innes to Wynyard via Remuera Rd, Hospital and University		12	15	15	15	15

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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
Panmure to City Centre via Lunn Ave, Abbots Way, Remuera Rd and Newmarket		12				
Panmure to Newmarket via Lunn Ave, Abbots Way, Remuera Rd			30	60	60	60
Ascot Hospital to Britomart via Remuera, Portland Rd and Eastern Parnell		30	60	60	60	60
Newmarket to Museum			20		20	20
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					
022 - Panmure to Baradene College.	Morning					
023 - Herne Bay to Epsom Girls Grammar	Morning					
028 - Remuera to Epsom Schools	Morning					
029 - Parnell to Epsom Schools	Morning					
071 - Ellerslie to Glendowie 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					

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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
020 - Sacred Heart College to Remuera	Afternoon					
022 - Baradene College to Panmure	Afternoon					
023 - Epsom Girls Grammar to Herne Bay	Afternoon					
028 - Epsom Schools to Remuera	Afternoon					
029 - Epsom Schools to Parnell	Afternoon					
045 - Selwyn College to Remuera	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 The routes will be subject to more detailed consultation in 2015						
Otahuhu to Sylvia Park via Panama Rd		10	15	30 / 60	30 / 60	30 / 60
Sylvia Park west circuit		10	15	30	30	30
Sylvia Park to Ellerslie via Barrack Rd, Ferndale Rd, Marua Rd		20	30	30 / 60	30 / 60	30 / 60
Panmure to Wai-o-taiki Bay via Court Cres and Glen Innes		10	15	30	30	30
Stonefields circuit to Glen Innes		10	15	30	30	30
Glen Innes to Meadowbank via Gowing Dr		20	30	30 / 60	30 / 60	30 / 60
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					
061 - One Tree Hill College to Panmure Town Centre	Afternoon					

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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 Drive The routes will be subject to more detailed consultation in 2015						
Glen Innes to Britomart via St Heliers and Tamaki Drive		15	15	15	15	15
Riddell Rd to Britomart via St Heliers and Tamaki Drive		15				
Glen Innes to Britomart via Long Drive		15				
St John's to Britomart via Kepa Rd and Orakei		15				
Glen Innes to Riddell Rd via Long Drive and St Heliers			30	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					
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					
003 - Epsom Schools to St Heliers	Afternoon					

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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 - 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					
011 - St Ignatius School to Glendowie	Afternoon					
021 - Baradene College to St Heliers	Afternoon					
046 - Selwyn College to Panmure	Afternoon					
047 - Selwyn College to Panmure	Afternoon					
055 - Remuera Intermediate to Kohimarama	Afternoon					
056 - Remuera Intermediate to Kohimarama	Afternoon					
Unit 17 – One Tree Hill and Hospitals The routes will be subject to more detailed consultation in 2015						
Ellerslie Station to Royal Oak and City centre via Oranga Ave, Tawa Rd, Buckley Rd and Gillies Ave		10	30	30	30 / 60	30 / 60
Onehunga to Ellerslie Station via Tawa Rd		20	30	30 / 60	30 / 60	30 / 60
Hospitals. Middlemore to Britomart via Otahuhu, Greenlane and Auckland Hospitals		20	30	30 / 60	30 / 60	30 / 60
Otahuhu to Ellerslie Station via Great South Rd		20				
Ellerslie Station to Britomart via Great South Rd		10				
Unit 18 – Mt Eden Crosstown The routes will be subject to more detailed consultation in 2015						
Mt Eden Crosstown. Wynyard to Mission Bay via Kingsland, Mt Eden Village, Remuera and Orakei Station		15	20	30	20 / 30	20 / 30
Bastion Pt to Orakei Station		20	30	60	30 / 60	30 / 60

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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
Uplands Rd to Orakei Station		20	30	60	30 / 60	30 / 60
019 - Mission Bay to Epsom Schools	Morning					
008 - Orakei Primary to Kohimarama	Afternoon					
Unit 19 – Balmoral Rd Crosstown The routes will be subject to more detailed consultation in 2015						
Balmoral Road Crosstown. Pt. Chevalier to Glen Innes via Orakei Station		10	15	15 / 30	15 / 30	15 / 30
007 - Epsom to Mt Albert Grammar	Morning					
007 - Balmoral to Sacred Heart College	Morning					
030 - Balmoral to Epsom Schools	Morning					
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 Rd Crosstown The routes will be subject to more detailed consultation in 2015						
Mt Albert Rd Crosstown. Pt. Chevalier to Sylvia Park via Mt Albert Rd , Mt Smart Rd and Penrose Rd		10	15	15 / 30	15 / 30	15 / 30

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Unit 22 – Onehunga Crosstown The routes will be subject to more detailed consultation in 2015						
New Lynn to Onehunga via White Swan Rd and Richardson Rd		15	15	30	15 / 30	15 / 30
Extension of New Lynn to Onehunga route to Sylvia Park		15	30	30 / 60	30 / 60	30 / 60
Avondale to Onehunga via Stoddard Rd		15	30	30 / 60	30 / 60	30 / 60
Unit 24 – Waiheke The routes will be subject to more detailed consultation in 2016						
Onetangi to Matiatia Ferry Terminal (Frequency to match Ferry sailings)		20	30	30	30 / 60	30 / 60
Rocky Bay and Palm Beach to Matiatia Ferry Terminal (Frequency to match Ferry sailings)		20	30	30	30 / 60	30 / 60
Matiatia Ferry Terminal / Oneroa / Blackpool circuit		15	15	30	15 / 30	15 / 30
Kennedy Point to Matiatia Ferry Terminal (Frequency to match Ferry sailings from Kennedy Point)		60	60		60	60
094 - Palm Road to Waiheke Primary	Morning					
094 - Waiheke Primary to Palm Rd	Afternoon					
Unit 25 – Titirangi Most routes confirmed via Titirangi / Green Bay and West consultation in 2014, therefore not subject to change						
New Lynn to City Centre via Green Bay and Blockhouse Bay		15	30	60	30 / 60	30 / 60
Titirangi Shops to City via Green Bay and Blockhouse Bay Rd.		15				
New Lynn South Loop		30	30	30	30 / 60	30 / 60
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
Laingholm to City		20				
Glen Eden via Titirangi to City		20				

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New Lynn to Patiki Rd		10				
Lynfield to New Lynn via Blockhouse Bay * - subject to consultation in 2015		60	60		60	60
New Lynn to Blockhouse Bay via Avondale Peninsula, Avondale and Whitney St* - subject to consultation in 2015		30	30	60	60	60
Brains Park to New Lynn via Nikau St		30	60	60	60	60
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 – Lincoln Rd						
Routes confirmed via West consultation in 2014, therefore not subject to change						
New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd and Makora Rd		15	30	30	30 / 60	30 / 60
New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd and Reynella Dr		15	30	30	30 / 60	30 / 60
Henderson to New Lynn via Glendene		15	30	60	30 / 60	30 / 60
072 - Glendene to Waitakere Schools	Morning					

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017 - Kelston Schools to Te Atatu South	Afternoon					
115 - Waitakere Schools to New Lynn Transport Centre	Afternoon					
189 - Kelston Boys-Girls & Intermediate to New Lynn	Afternoon					
TP1 - Tirimoana Primary to Sabulite Rd	Afternoon					
Unit 27 - Te Atatu* - Pre Te Atatu Bus interchange Routes confirmed via West consultation in 2014. *When Te Atatu Bus Interchange is established the routes will be modified, subject to further consultation at a later date.						
Te Atatu Peninsula to Henderson via Te Atatu Rd		20	30	30 / 60	30 / 60	30 / 60
Te Atatu Peninsula to City via Northwestern Motorway Rd and Great North Rd		20	30	30 / 60	30 / 60	30 / 60
Te Atatu Peninsula to City via Northwestern Motorway.		20				
Henderson to City via Te Atatu Rd, Northwestern Motorway and Great North Rd		20	30	30 / 60	30 / 60	30 / 60
Henderson to City via Te Atatu Rd and Northwestern Motorway		20				
Henderson to City via Edmonton Road, Royal View Rd and Northwestern Motorway and Great North Rd		20	30	60	60	60
Henderson to Avondale Station via Edmonton Rd and Rosebank Rd		20	30			
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					

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040 - Waitakere Schools to Te Atatu South	Afternoon					
LS1 - Holy Cross to Liston College	Afternoon					
RU812 - Rutherford College to Swanson	Afternoon					
Unit 28 – Glen Eden and Ranui* - Pre North-western Busway Routes confirmed via West consultation in 2014. *When the North-western Busway is established the routes will be modified, subject to further consultation at a later date.						
Ranui to Henderson via Lake Panorama Dr and Sturges Rd		20	30	30 / 60	30 / 60	30 / 60
Henderson West Circuit via Henderson Valley Rd, Summerland Dr, Metcalfe Rd and Rathgar Rd		20	30	30 / 60	30 / 60	30 / 60
Waitakere to Henderson via Swanson Station, Ranui, Universal Dr and Central Park Dr		30	60	60	60	60
Henderson to New Lynn via Glengarry Rd and Glen Eden		20	30	30 / 60	30 / 60	30 / 60
Henderson to New Lynn via Sunnyvale, Rosier Rd and Glen Eden		30	30	60	60	60
Parrs Park to City via Glengarry Rd, Kaurilands Rd, Atkinson Rd, Titirangi Rd and New Lynn		20				
007 - Henderson Valley to Green Bay High	Morning					
018 - Ranui to Kelston Schools	Morning					
021 - Henderson Valley to Kelston Schools	Morning					
063 - Henderson to Avondale College	Morning					
LS6 - Candia Rd to Liston/Holy Cross	Morning					
LS7 - Parrs Park 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					

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MA 200 - Rathgar Rd to Massey High	Morning					
007 - Green Bay High to Henderson Valley	Afternoon					
012 - Kelston Schools to Henderson	Afternoon					
013 - Kelston Schools to Glen Eden	Afternoon					
018 - Kelston Schools to Ranui	Afternoon					
021 - Kelston Schools to Henderson Valley	Afternoon					
030 - Waitakere Schools to Kelston	Afternoon					
063 - Avondale College to Henderson	Afternoon					
156 - Avondale College to Forest Hill	Afternoon					
LS6 - Liston to Candia Rd	Afternoon					
LS7 - Liston to Oratia	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* - Pre North-western Busway Routes confirmed via West consultation in 2014. *When the North-western Busway is established the routes will be modified, subject to further consultation at a later date.						
Westgate to Hobsonville Ferry Terminal via West Harbour and Hobsonville		20	30	60	30 / 60	30 / 60
Westgate to Hobsonville Ferry Terminal via Whenuapai and Herald Island		30	60	60	60	60
Royal Heights loop. Royal Heights to Westgate		30	30	30 / 60	30 / 60	30 / 60
050 - West Harbour to Holy Cross School	Morning					

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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* - Pre North-western Busway						
Routes confirmed via West consultation in 2014.						
*When the North-western Busway is established the routes will be modified, subject to further consultation at a later date.						
Westgate to Britomart via Triangle Rd, Northwestern motorway and Great North Rd		15	30	30	30	30
Westgate to Britomart via Royal Rd and Northwestern motorway		15				
Westgate to Britomart via Don Buck Rd, Universal Dr, Lincoln Rd, Northwestern motorway and Great North Rd		15				
Huapai to Westgate (at peak these buses may continue as express services to the City)		30	60	60	60	60
Helensville to Westgate (at peak these buses may continue as express services to the City)		30	60	60	60	60
MA13 - Waimauku to Massey High	Morning					
MA13 - Massey High to Waimauku	Afternoon					
Unit 33 – Upper Harbour Crosstown* - Pre North-western Busway						

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There will be further consultation on the routes in 2015						
*When the North-western Busway is established the routes will be modified, subject to further consultation at a later date.						
Henderson to Constellation Station via Don Buck Rd, Hobsonville Rd and Greenhithe		20	30	60	30 / 60	30 / 60
Greenhithe to Constellation		20				
116 - Greenhithe to Albany Schools	Morning					
116x - Greenhithe 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					
Unit 34 – North Harbour* - Pre Northern Busway extension						
The routes will be subject to more detailed consultation in 2015						
Albany Station to Constellation Station via Hugh Green Dr		10	30	30 / 60	30 / 60	30 / 60
Schnapper Rock to Constellation Station via Rosedale Rd		20	30	30 / 60	30 / 60	30 / 60
Albany Station to Constellation Station via Albany Highway and William Pickering Dr		10	30	60	60	60
Albany Heights circuit – via Fairview Ave, Lonely Track Rd and Gills Rd		30	60	60	60	60
042 - Albany to Westlake Schools	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					

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042 - Westlake Schools to Albany	Afternoon					
061 - Albany Schools to Albany Heights	Afternoon					
070 - Upper Harbour Primary to Oakway Dr	Afternoon					
Unit 35 – Glenfield Road The routes will be subject to more detailed consultation in 2015						
Constellation Station to City via Glenfield Rd and Onewa Rd (some service commence and continue to Albany Station via Massey during the week – see line below)		15	30	30	30 / 60	30 / 60
Highbury to Albany via Glenfield Rd, Constellation and Massey University (supplementary services to ensure frequency listed in meet in combination with the above line)		10	30			
Bayview to City via Glenfield Rd and Onewa Rd		15	30	30	30 / 60	30 / 60
Windy Ridge to City via Glenfield and Onewa Rd		15				
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 36 – Wairau Valley The routes will be subject to more detailed consultation in 2015						
Windy Ridge to Constellation via Glenfield and Link Dr		20	30	60	30 / 60	30 / 60
Constellation Station to Smales Farm Station via Unsworth and Wairau Rd		15	30	30 / 60	30 / 60	30 / 60
Milford to Takapuna via Nile Rd, NS Hospital, Smales Farm Station and Karaka St			60			
Birkenhead Wharf to Smales Farm via Pupuke Rd, Northcote and NS Hospital (timed to the ferry)		30	30 / 60	60	60	60
Northcote Point to Smales Farm via Northcote and NS Hospital			60		60	60

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018 - Wairau Valley to Westlake Schools	Morning					
053 - Unsworth to Westlake Schools	Morning					
060 - Meadowood to Albany Schools	Morning					
060 - Meadowood Drive to Albany Senior High	Morning					
078 - Unsworth to Glenfield College	Morning					
029 - St Marys & Northcote Intermediate to Maritime Tce	Afternoon					
048 - Westlake Boys to Totaravale	Afternoon					
055 - Westlake Schools to Wairau Corner	Afternoon					
056 - Carmel College to Totaravale	Afternoon					
060 - Albany Schools to Meadowood	Afternoon					
060 - Albany Senior High to Meadowood Drive	Afternoon					
078 - Glenfield College to Totaravale	Afternoon					
Unit 37 – Hillcrest The routes will be subject to more detailed consultation in 2015						
Hillcrest circuit to City via Northcote and Akoranga Station (morning only)		10				
Smales Farm to City via Hillcrest, Northcote and Sylvan Avenue (peak is afternoon only)		10*	20	30 / 60	30 / 60	30 / 60
Smales Farm to Akoranga Station via Hillcrest west circuit		20	30	60	60	60
009 - Glenfield to Westlake Schools	Morning					
021 - Northcote to Northcote Schools	Morning					
035 - Glenfield to Westlake Schools	Morning					
037 - Glenfield to Westlake Schools	Morning					
074 - Glenfield Shops to Westlake Schools	Morning					
081 - Hillcrest to Northcote Schools	Morning					
009 - Westlake Schools to Glenfield	Afternoon					

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032 - St Marys & Northcote Intermediate to Hillcrest	Afternoon					
046 - Carmel College & Westlake Girls to Glenfield	Afternoon					
072 - Northcote College to Hillcrest	Afternoon					
074 - Westlake Schools to Glenfield Shops	Afternoon					
081 - Northcote College to Hillcrest	Afternoon					
Unit 38 – Birkenhead to Takapuna The routes will be subject to more detailed consultation in 2015						
Beach Haven to Takapuna circuit via Highbury, Northcote, Takapuna, Smales Farm, Glenfield and Kaipatiki Rd		15	30	30 / 60	30 / 60	30 / 60
002 - Coronation Rd to Birkenhead College & Birkdale Intermediate	Morning					
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					
002 - Birkenhead College & Birkdale Intermediate to Coronation	Afternoon					
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					

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Unit 39 – Birkenhead to City						
The routes will be subject to more detailed consultation in 2015						
Beach Haven to City via Birkdale Rd and Onewa Rd		15	30	30 / 60	30 / 60	30 / 60
Beach Haven to City via Rangatira Rd and Onewa Rd		15	30	30 / 60	30 / 60	30 / 60
Chatswood to City University via Onewa Rd		15				
Beach Haven Wharf to City University via Verbena Rd and Onewa Rd		15	30 / 60	60	60	60
Highbury to Newmarket via Ponsonby Rd		15	30			
001 - Beach Haven to Birkenhead College & Birkdale Intermediate	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					
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					
030 - Northcote College to Chatswood	Afternoon					
035 - St Marys to Beach Haven	Afternoon					
Unit 40 - Northern Express 1						
The routes will be subject to more detailed consultation in 2015						
Northern Express. Hibiscus Coast Station to Britomart (Frequency based on Double Decker buses)		10	20	30	30	30
Northern Express. Albany Station to Britomart (Frequency based on Double Decker		3	10	10 / 15	10 / 15	10 / 15

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buses)						
Northern Express. Constellation Station to Britomart (Frequency based on Double Decker buses)		3				
Unit 41 – Northern Express 2 The routes will be subject to more detailed consultation in 2015						
Northern Express 2. Albany Station to University (Frequency based on Double Decker buses)		3	10	10 / 15	10 / 15	10 / 15
Northern Express 2. Constellation Station to University (Frequency based on Double Decker buses)		3				
Unit 42 – Northern Express 3 The routes will be subject to more detailed consultation in 2015						
Northern Express 3. Albany Station to Newmarket via Ponsonby Rd and Auckland Hospital		7-8	15			
064 - Albany to Epsom Schools	Morning					
064 - Epsom Schools to Albany	Afternoon					
Unit 43 – Devonport The routes will be subject to more detailed consultation in 2015						
Devonport Ferry Terminal to Smales Farm Station via Takapuna		15	30	30 / 60	30 / 60	30 / 60
Bayswater Ferry Terminal to Constellation Station via Hauraki, Takapuna, Smales Farm Station and Forrest Hill Rd (timed for the Ferry)		30	30	30 / 60	30 / 60	30 / 60
Constellation Station to Smales Farm Station via East Coast Rd and Forrest Hill Rd		10				
Stanley Point to Devonport Ferry Terminal and Vauxhall		30	30		60	60
Mt Victoria / Cheltenham circuit		30	30	30 / 60	30 / 60	30 / 60
Belmont to City		30				
017 - Devonport to Westlake Schools	Morning					
017 - Bayswater to Westlake Schools	Morning					
062 - Takapuna to Takapuna Grammar	Morning					

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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					
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 The routes will be subject to more detailed consultation in 2015						
Constellation to City Universities via Milford and Takapuna		20	30	30	30	30
Milford to City Universities via Takapuna (additional services to those listed above)		20	30	30	30	30
Constellation Station to Smales Farm Station via Mairangi Bay and Milford		15	30	30	30	30
Crown Hill to Smales Farm via East Coast Rd and Shakespeare Rd		10				
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					

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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					
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* - Pre Northern Busway extension The routes will be subject to more detailed consultation in 2015						
Massey University to Takapuna via Albany, Browns Bay, Mairangi Bay and Constellation Station		10	15	15	15 / 30	15 / 30
Torbay to Albany Station via Fitzwilliam Dr and Rising Pde		10	20	30	30 / 60	30 / 60
Torbay to Albany Station via Deep Creek Rd, Browns Bay and Oaktree Ave		10	20	30	30 / 60	30 / 60

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Long Bay to Massey University via Torbay, Glamorgan Dr, Albany Station		10	20	30	30 / 60	30 / 60
Albany Station to Constellation Station via East Coast Bays Rd		10	20	30	30 / 60	30 / 60
028 - Long Bay College to Northcross Intermediate	Morning					
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					

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062 - Rangitoto College to Browns Bay Shops(Via Beach Rd)	Afternoon					
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 Routes confirmed via Hibiscus Coast consultation in 2014.						
Gulf Harbour to Orewa via Hibiscus Coast Station		30	60	60	60	60
Manly to Waiwera via Hibiscus Coast Station		30	60	60	60	60
Hibiscus Coast Station to Albany Station via Dairy Flat Highway		60	120	120	120	120
Gulf Harbour to Hibiscus Coast Station via Big Manly Vipond Rd and Red Beach		30	60	60	60	60
Orewa to Hibiscus Coast Station via Millwater		30	60	60	60	60
Orewa to Hibiscus Coast Station via Maygrove and Red Beach		60	60		60	60
Waiwera to City Centre		4 trips				
Gulf Harbour to City Centre		8 trips				
Arkles Bay to Whangaparaoa Plaza (trial service)			60			
Gulf Harbour to Whangaparaoa Plaza via Shakespear Regional Park (trial service – timed for Ferry)		30	60			
045 - Orewa to Westlake Schools	Morning					
046 - Orewa to Westlake Boys & Rosmini College	Morning					
047 - Gulf Harbour to Westlake Girls & Carmel College	Morning					
044 - Westlake Girls to Silverdale	Afternoon					
045 - Westlake Schools to Silverdale	Afternoon					
046 - St Josephs & Rosmini College to Orewa	Afternoon					

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046x - St Josephs & Rosmini College to Silverdale	Afternoon					
047 - Carmel College & Westlake Girls to Gulf Harbour	Afternoon					
049 - Westlake Boys to Manly	Afternoon					
Unit 47 – Hibiscus Coast Schools Public services in this area (unit 46) were consulted on in 2014. The following school services may require amendment once the new network is in place.						
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 Rd to Orewa College	Morning					
007 - Brightside Rd to Orewa College	Morning					
008 – Forrest Hill to Kingsway School	Morning					
009 – Torbay to Kingsway School	Morning					
010 – Hobsonville to Kingsway School	Morning					
011 – Birkenhead / Glenfield to Kingsway School	Morning					
012 – Gulf Harbour to Kingsway School	Morning					
013 – Stanmore Bay to Kingsway School	Morning					
014 – Manly to Kingsway School	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					
022 - Gulf Harbour to Stella Maris School	Morning					

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025 - Orewa to Long Bay College, Northcross & Rangitoto College	Morning					
026 - Gulf Harbour to Long Bay College	Morning					
027 - Stanmore Bay to Northcross Intermediate	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					
008 -Kingsway School to Forrest Hill	Afternoon					
009 -Kingsway School to Torbay	Afternoon					
010 -Kingsway School to Hobsonville	Afternoon					
011 -Kingsway School to Birkenhead / Glenfield	Afternoon					
012 -Kingsway School to Gulf Harbour	Afternoon					
013 -Kingsway School to Stanmore Bay	Afternoon					
014 - Kingsway School to Manly	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					
025 - Long Bay College, Northcross & Rangitoto College to Or	Afternoon					
026 - Long Bay College to Gulf Harbour	Afternoon					

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027 - Northcross Intermediate to Stanmore Bay	Afternoon					
Unit 48 – Warkworth There will be second phase consultation on the proposal at a later date						
Warkworth to Silverdale Park & Ride Station		60	120	120	120	120
Warkworth to Snells Beach and Matakana		60	60		60	60
Unit 50 – Ti Rakau Drive* - Pre AMETI Busway extension to Botany The routes will be subject to more detailed consultation in 2015						
Mission Heights to Panmure via Kilkenny Dr, Botany Town Centre and Ti Rakau Dr (Frequency based on Double Decker buses)		10	30	30	30	30
Howick to Panmure via Meadowlands Dr, Millhouse Dr, Botany Town Centre and Ti Rakau Dr (Frequency based on Double Decker buses)		10	30	30	30	30
321 - Glen Innes to Edgewater College	Morning					
320 - Edgewater College to Glen Innes	Afternoon					
Unit 52 – Howick to Panmure* - Pre AMETI Busway extension to Botany The routes will be subject to more detailed consultation in 2015						
Howick to Half Moon Bay Ferry Terminal		30	30	60	60	60
Botany to Half Moon Bay Ferry Terminal via Highland Park		30	30	60	60	60
Half Moon Bay Ferry Terminal to Panmure via Farm Cove		20	30	60	30 / 60	30 / 60
Bucklands Beach to Panmure		20				
Howick to Panmure via Moore St, Cascades Rd and Reeves Rd		20	60	60	60	60
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					
016 - Sacred Heart College to Howick	Afternoon					
019 - Sacred Heart to Dannemora	Afternoon					

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021 - Sacred Heart College to Bucklands Beach	Afternoon					
080 - Macleans College to Panmure	Afternoon					
085 - St Marks School to Pakuranga	Afternoon					
Unit 53 – Botany Crosstown The routes will be subject to more detailed consultation in 2015						
Manukau to Botany Town Centre via Chapel Rd and Ormiston Town centre		15	15	30	15 / 30	15 / 30
Manukau to Botany Town Centre via eastern Flat Bush and Ormiston Town centre		15	30	30	30 / 60	30 / 60
Manukau to Ormiston Town Centre via eastern Flat Bush		15	30	60	30 / 60	30 / 60
Bucklands Beach to Botany Town Centre via Highland Park		15	30	60	30 / 60	30 / 60
Flat Bush to Middlemore via Ormiston Rd, Otara, Hunters Corner		20	30	60	30 / 60	30 / 60
Ormiston Town Centre to Beachlands via Whitford		60	60	60	60	60
Pine Harbour Ferry Feeder. Maraetai to Pine Harbour Ferry Terminal (time for ferry sailings)		20	60	60	60	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 College	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					

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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					
326 - Macleans College to Bucklands Beach	Afternoon					
700 - Sancta Maria to North Park	Afternoon					

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Unit 54 – East Tamaki Crosstown						
Most Routes confirmed via South consultation in 2013.						
Botany Town Centre to Manukau via Preston Rd		15	30	30	30 / 60	30 / 60
Botany Town Centre to Onehunga via Highbrook, Otahuhu and Neilson St * - subject to consultation in 2015		15	30			
Panmure to Manukau via Highbrook		15	30			
Unit 55 – Pakuranga Rd* - Pre AMETI Busway extension to Botany						
The routes will be subject to more detailed consultation in 2015						
Cockle Bay to Britomart via Howick and Pakuranga Rd (Frequency based on Double Decker buses)		15	30	30	30	30
Botany to Britomart via Whitford Rd, Howick and Pakuranga Rd (Frequency based on Double Decker buses)		15	30	30	30	30
Howick to Britomart via Pakuranga Rd (Frequency based on Double Decker buses)		10				
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						
Routes confirmed via South consultation in 2013.						
Airport Link. Onehunga to Manukau via Mangere Town Centre, Airport and Papatoetoe		15	15	15	15 / 30	15 / 30
Unit 61 – Mangere Bridge						

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Routes confirmed via South consultation in 2013.						
Mangere Town Centre to City Centre via Favona, Mangere Bridge, Onehunga and Pah Rd		30	30	60	30 / 60	30 / 60
Mangere Town Centre to City via Queenstown and Pah Rd		15				
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					
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					

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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 Routes confirmed via South consultation in 2013.						
Mangere Town Centre to Glen Innes via Massey Rd, Otahuhu Station and Otahuhu, Sylvia Park and Panmure - * - subject to further consultation in 2015 for extension to Glen Innes from Sylvia Park		15	15	15	15	15 / 30
Mangere Town Centre to Manukau City Centre via Mangere East, Otahuhu Station, Otahuhu, Otara and Flat Bush		15	30	30	30 / 60	30 / 60
Otahuhu Station to Ihumatao via Mangere Town Centre		15	60			
Mangere Town Centre to Seaside Park via Favona and Otahuhu train station		30	60	60	60	60
Mangere Town Centre to Middlemore Hospital (west) via Tidal Road		20	60	60	60	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					
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					
027 - Glendowie College to Otahuhu Transport Centre	Afternoon					

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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					
036 - De La Salle College to Pt England	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 Routes confirmed via South consultation in 2013.						
Mangere Town Centre to Botany Town Centre via Papatoetoe, Otara, Springs Rd and Smales Rd		15	15	30	15 / 30	15 / 30
Onehunga to Manukau via Mangere, Mangere Town Centre, western Papatoetoe		15	30	60	30 / 60	30 / 60
002 - Mangere Bridge Shops to Seventh Day Adventist Primary	Morning					
003 - Mangere Bridge Shops to Holy Cross School (Papatoetoe)	Morning					
013 - Otara to Edgewater College	Morning					
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					

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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					
305 - Edgewater College to Otara	Afternoon					
Unit 64 – Manurewa Routes confirmed via South consultation in 2013.						
Papakura to Otahuhu Station via Great South Rd, Manurewa and Manukau		15	15	30	15 / 30	15 / 30
Papakura to Manukau via Porchester Rd, Manurewa and Homai		15	30	60	30 / 60	30 / 60
Weymouth to Manukau via Manurewa		15	30	60	30 / 60	30 / 60
Wattle Downs to Manurewa		15	30	60	30 / 60	30 / 60
Manurewa to Otara MIT via Clendon and Manukau (continues to Highbrook week days)		15	30	60	30 / 60	30 / 60
Manurewa to Manukau via the Gardens circuit		15	30	60	30 / 60	30 / 60
Wiri Industrial circuit – both clockwise and anti-clockwise. Homai Station to Manukau Station via Plunket Ave.		15				
Papakura to City via Great South Rd, Redoubt Rd and motorway		30				
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 Down to Manurewa Schools	Morning					

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Clendon to Manurewa Schools & Alfriston College	Morning					
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					
058 - Rosehill Intermediate to Conifer Grove & Homai	Afternoon					
059 - De La Salle College to Papakura	Afternoon					
Manurewa Schools to Wattle Downs & Weymouth (PBS5)	Afternoon					
Greenmeadows Intermediate to Clendon (PBS6)	Afternoon					
Alfriston College to Redoubt Rd (PBS7)	Afternoon					
Greenmeadows Intermediate to Manukau Via Everglades (PBS8)	Afternoon					
Unit 65 – Papakura Routes confirmed via South consultation in 2013.						
Papakura to Takanini Station via Cosgrove		30	30	60	60	60
Papakura to Papakura via Sheehan Avenue		10	30	30	30 / 60	30 / 60
Papakura to Red Hills		30	30	60	30 / 60	30 / 60
Papakura to Opaheke		30	30	60		
Papakura Station to Drury		30	30	60	30 / 60	30 / 60
Papakura to Pahurehure		10	30	30	30 / 60	30 / 60
Papakura to Karaka Harbourside		15	30	60	30 / 60	30 / 60
Unit 67 – Pukekohe - Waiuku Routes confirmed via Pukekohe / Waiuku consultation in 2014.						
Pukekohe Northeast loop		30	60	60	60	60
Pukekohe Northwest loop		30	60	60	60	60

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Pukekohe South loop		30	60	60	60	60
Waiuku to Papakura		60				
Waiuku to Pukekohe		60	60		60	60
Tuakau to Wesley College (subject to funding arrangements)		30	60		60	60

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.

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Ferry Services - contracted						
Ferry Services - Route Descriptions Subject to feedback in the RPTP	PTOM Unit Allocation	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency day/evening	Sun Frequency day/evening
Birkenhead Ferry Terminal to Downtown Ferry Terminal via Northcote Ferry Terminal		30	60	60	30 /60	30 /60
Hobsonville Point & Beach Haven Wharf to Downtown Ferry Terminal		30	60	60	60	60
Half Moon Bay Ferry. Half Moon Bay Ferry Terminal to Downtown Ferry Terminal		30	30	60	30 /60	30 /60
Bayswater Ferry Terminal to Downtown Ferry Terminal		30	60	60	30 /60	30 /60
Pine Harbour Ferry Terminal to Downtown Ferry Terminal		20/30	60	60	60	60
West Harbour Ferry Terminal to Downtown Ferry Terminal		20/30	60	60	60/120	60/120
Gulf Harbour Ferry Terminal to Downtown Ferry Terminal (some services via Rakino)		30	120	-	120	120
Rakino Ferry Terminal to Downtown Ferry Terminal		-	3 trips per week	-	-	-

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Train Services* - Pre CRL						
Train Services - 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
Southern Rail Line. Papakura to Britomart	N/A	10	10	15	10 / 15	10 / 15
Eastern Rail Line. Manukau to Britomart	N/A	10	10	15	10 / 15	10 / 15
Western Rail Line. Swanson to Britomart	N/A	10	10	15	15	10 / 15
Onehunga Rail Line. Onehunga Station to Britomart	N/A	30	30	30	30	30
Southern Rail Line. Pukekohe Station to Papakura Station	N/A	15	30	30	30 / 60	30 / 60

Train Services* - Post CRL and electrification to Pukekohe						
Train Services - 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
Southern Rail Line. Papakura to City Centre and through	N/A	5	10	10	10	10
Southern Rail Line. Extension to and from Pukekohe Station (half the southern line services to and from Papakura continue to Pukekohe)	N/A	10	20	20	20	20
Eastern Rail Line. Manukau to City Centre and through	N/A	5	10	10	10	10
Western Rail Line. Swanson to City Centre and through	N/A	5	10	10	10	10
Onehunga Rail Line. Onehunga Station to City Centre and through	N/A	5	30	30	30	30

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Exempt services not subject to PTOM contracts

Frequencies described are aspirational, 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	15	30	15 / 30	15 / 30
Stanley Bay Ferry. Stanley Bay Ferry Terminal to Downtown Ferry Terminal	30	-	-	-	-
Waiheke Ferry. Matiatia Ferry Terminal to Downtown Ferry Terminal (Fullers and Explorer)	30	30	60	30 / 60	30 / 60
Kennedy Point, Waiheke to Half Moon Bay (Vehicle Ferry with passengers)		12 per day		10 per day	9 per day
Kennedy Point, Waiheke to Wynyard Quarter (Vehicle Ferry with passengers)			2 Friday only	3 per day	3 per day
Great Barrier Island to Wynyard Quarter (Vehicle Ferry with passengers)		5 trips per week			
Great Barrier Island to Wynyard Quarter (Passenger Ferry)		occasional		-	-

On-demand services

Total Mobility services for people with disabilities (refer **Appendix 7**)

Appendix 2: Schedule of current (2015) services

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

All frequencies are in minutes unless otherwise stated.

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 (exempt service)	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	60	60	60	60
891X	Albany Village to Newmarket Express via Albany Highway, Wairau Rd and Smales Farm	Albany	4 AM trips / 4 PM	-	-	-	-
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	10	30	30	30	30
958	Constellation Station to Midtown via Glenfield Rd and Onewa Rd	Bayview / Windy Ridge	30	30	-	-	-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
915	Bayview to Takapuna via Glenfield and Smales Farm	Bayview / Windy Ridge	30	30	60	30	45
953	Windy Ridge to Midtown via Onewa Rd	Bayview / Windy Ridge	20	-	-	-	-
951	Wairau Rd to Auckland University	Bayview / Windy Ridge	3 trips AM	-	-	-	-
913	Windy Ridge to Takapuna via North Shore Hospital	Bayview / Windy Ridge	60	60	60	60	60
966	Beach Haven to Newmarket via Ponsonby	Beach Haven	15/30	60	-	-	-
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	15	-	-	-	-
973/974	Beach Haven Wharf to Midtown via Highbury and Onewa Rd	Beach Haven	10	15	30	30	30
957	Birkenhead Wharf to Albany Station via Massey University	Beach Haven	30	30	60	60	60
971	Chatswood to Auckland University via Onewa Rd	Beach Haven	30	2 trips	-	-	-
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)		-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
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
863X	Mairangi Bay to Midtown Express	Beach Rd	20	-	-	-	-
866X	Torbay to Midtown Express	Beach Rd	2 trips AM	-	-	-	-
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	5/10	30	-	-	-
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	20	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	3 trips	-	-	-	-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
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
802X	Bayswater to Midtown Express via Esmonde Rd	Devonport / Bayswater	30	-	-	-	-
803/804	Bayswater Wharf to Takapuna via Pupuke Loop and Smales Farm	Devonport / Bayswater	30	30	60	30	30
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	2 AM trips / 2 PM	-	-	-	-
258	Blockhouse Bay to Civic Centre via May Rd	Dominion Rd	5	10	30	20	40
N26	Civic Centre to Lynfield via Dominion Rd Night Bus	Dominion Rd			65 (Fri / Sat nights)		
267X	Lynfield to Civic Centre Express	Dominion Rd	3 AM trips / 5 PM	-	-	-	-
267	Lynfield to Civic Centre via Mt Roskill	Dominion Rd	20	20	40	20	40
299	Lynfield to Civic Centre via Waikowhai	Gillies Ave	15	30	60	60	60
875	Browns Bay to Midtown via Smales Farm and Takapuna	Forrest Hill / Sunnynook	30	60	60	60	60
873X / 874X	Constellation to Midtown Express	Forrest Hill / Sunnynook	10	-	-	-	-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
843	Constellation to Akoranga Station via Takapuna	Forrest Hill / Sunnynook	60	60	60	60	60
873	Constellation to Takapuna via Sunnynook Shops	Forrest Hill / Sunnynook	3 AM trips / 5 PM	-	-	-	-
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 AM trips / 1 PM	-	-	-	-
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	5 AM trips / 6 PM	-	-	-	-
900X	Unsworth Heights to Midtown Express via Sunnynook	Forrest Hill / Sunnynook	20	-	-	-	-
283	Hospitals to Britomart	Gillies	40	60	-	-	-
156	Forest Hill Rd to Britomart and Oratia	Glen Eden	1 AM and 1 PM trip	-	-	-	-
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	-	-	-
153 / 154	Henderson to Britomart via Glen Eden and New Lynn	Glen Eden	15	30	30	30	30
15X	Henderson to Britomart Express via Glen Eden	Glen Eden	4 trips AM / 4 PM	-	-	-	-
09X	Harvest Drive to Britomart Flyer via Edmonton Rd	Glen Eden	2 trips AM / 3PM	-	-	-	-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
079	Harvest Drive to Britomart via Sunnyvale and Te Atatu Rd	Glen Eden	4 trips AM / 3 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 AM trips	-	-	-	-
769	St Heliers to Britomart via Riddell Rd	Glendowie	5 trips AM / 3 PM	60	60	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
186	South Lynn Loop	Green Bay	30	30	30	30	30
195	New Lynn to Downtown via Blockhouse Bay	Green Bay	30	60	60	60	60
209	Titirangi to Downtown via Blockhouse Bay Road and New North Road	Green Bay	30	-	-	-	-
005	Pt Chevalier to Britomart via Herne Bay and College Hill	Herne Bay	15 AM/ 20 PM	-	-	-	-
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	1 trip	120	-	120	120
899X	Army Bay to Takapuna Express	Hibiscus Coast	1 trip	-	-	-	-
899	Army Bay to Takapuna via Brightside Rd	Hibiscus Coast	2 trips	120	-	-	-
898	Army Bay to Takapuna via Vipond Rd	Hibiscus Coast	40	120	-	-	-
897X	Gulf Harbour to Midtown Express	Hibiscus Coast	20	-	-	-	-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
893	Hibiscus Coast to Midtown via Albany & Takapuna	Hibiscus Coast	1 trip PM	1 trip	1 trip	-	-
896	Hibiscus Coast to Midtown via Orewa	Hibiscus Coast	2 trips	-	4 trips	2 trips	1 trip
994	Maygrove Loop and Orewa to Auckland Express	Hibiscus Coast	1 trip	-	-	-	-
893X	Orewa to Midtown Express	Hibiscus Coast	2 trips	-	-	-	-
895X	Waiwera to Midtown Express	Hibiscus Coast	5 trips AM / 6 trips PM	-	-	-	-
895	Waiwera to Midtown via Orewa	Hibiscus Coast	-	60	-	60	60
996	Maygrove Loop	Hibiscus Coast	-	60	-	-	-
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	15	15	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 and 2 PM trips	-	-	-	-
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

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
011	St Lukes to Onehunga via Three Kings	Isthmus CrossTowns	-	60	-	-	-
010	Wynyard Quarter to Onehunga via Ponsonby and Unitec	Isthmus CrossTowns	30	60	-	-	-
11X	Henderson to Britomart Express via Glendene and Kelston	Kelston	3 AM and 3 PM trips	-	-	-	-
115	Henderson to Britomart via Glendene	Kelston	4 AM trips / 2PM	60	60	60	-
113	Henderson to Britomart via Glendene and Brains Park	Kelston	45	60	1 trip	60	60
07X	Parrs Corner to Britomart Flyer via View Rd and Te Atatu Rd	Kelston	3 AM trips and 4 PM trips	7 trips	-	-	-
149	Sturges Rd to New Lynn	Kelston	30	60	-	60	60
OUT	Outer Link - Wellesley St to Balmoral via Newmarket and Westmere - Loop Both Ways	Link	15	15	15	15	15
375	Mangere Town Centre to Botany Town Centre via Otara/MIT	Mangere	30	60	-	-	-
29F	Mangere Town Centre to Britomart Flyer	Mangere	3 trips AM / 1 PM	-	-	-	-
327	Manukau City Centre to Britomart via Mangere Town Centre	Mangere	2 trips	-	-	-	-
328	Manukau City Centre to Britomart via Mangere Town Centre	Mangere	1 trip	60	1 trip	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	2 trips	60	2 trips	60	120

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
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	3 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	1 trip	-	-	-
380	Manukau City to Airport (and Onehunga)	Manukau to Airport	30	30 (60)	30 (60)	30 (60)	30 (60)
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)		-
060	Helensville to Westgate via Waimauku and Kumeu	Massey and Hobsonville	4 trips	120	-	120	-
092	Hobsonville to Britomart via Westgate	Massey and Hobsonville	3 trips	120	3 trips	3 trips	3 trips
130	New Lynn to Takapuna via Henderson and Hobsonville	Massey and Hobsonville	30	60	-	60	60

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
081	Westgate to Britomart Express via Don Buck Rd and Universal Dr	Massey and Hobsonville	3 AM trips / 3 PM	-	-	-	-
091	Westgate to Britomart Express via Royal Heights	Massey and Hobsonville	3 AM trips / 3 PM	-	-	-	-
070	Westgate to Britomart Express via Waimumu Rd	Massey and Hobsonville	4 trips	-	-	-	-
080	Westgate to Britomart via Don Buck Rd and Henderson	Massey and Hobsonville	40	60	60	60	60
090	Westgate to Britomart via Massey East	Massey and Hobsonville	60	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	-	-	-
274	Three Kings to Britomart via Mt Eden	Mt Eden	5	10 / 20	30	30	-
277	Waikowhai to Britomart via Three Kings and Mt Eden	Mt Eden	15	30	30	30	20
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	1 trip				
522	Mt Wellington to Britomart via Panama Rd	Mt Wellington	35	-	-	-	-
502	Mt Wellington to Britomart via Ruawai Rd and Ellerslie	Mt Wellington	30	30	-	60	-
409	Seaside Park to Otahuhu	Mt Wellington	40	90	120	120	120

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
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
102	New Lynn to Patiki Road	New Lynn locals	4 AM trips / 5 PM	9 trips			
104	New Lynn to Avondale	New Lynn locals	-	60	-	60	60
220	St Lukes to Midtown	New North Road	15				
221	Rosebank Road to Midtown	New North Road		60	60	60	60 (evenings only)
221X	Rosebank Road to Midtown Express	New North Road	4 AM trips/3 PM				
222	Patiki Road to Midtown	New North Road	30	60	-	60	40
223	New Lynn to Midtown	New North Road		2 trips	60	60 (evenings only)	60 (evenings only)
223X	New Lynn to Midtown Express	New North Road	6 AM trips/4 PM				
224	Henderson to Midtown via New Lynn	New North Road	30	30	60	30	40
920	Sylvan Ave to Midtown via Hillcrest	Northcote	15	-	-	-	-
820	Takapuna to Midtown	Northcote	2 trips AM	-	-	-	-
922	Takapuna to Midtown via Northcote	Northcote	-	20	60	60	60
962	Albany Station to Newmarket via Bus Stations, Ponsonby and Park Rd	Northern Express	15 AM / 30 PM	-	-	-	-
NEX	Northern Express - Albany to Britomart	Northern Express	5	10	15	15 / 30 (evngs)	15 / 30 (evngs)
N31	Civic Centre to Onehunga and Mangere & Papatoetoe Night Bus	Onehunga	-	-	2 trips (Fri / Sat nights)	-	-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
305X	Mangere Town Centre to Midtown Express	Onehunga	3 AM trips / 2 PM	-	-	-	-
305	Mangere Town Centre to Midtown Favona and Newmarket	Onehunga	15	60	60	60	60
302	Onehunga to Midtown via Manukau Rd and Newmarket	Onehunga	15	-	-	2 trips	-
31X	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	60	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	-	-	-	-
487	Manukau City Centre to Britomart via Otara and Great South Rd	Otara	20	30	60	60	120
497	Manukau City Centre to Britomart via Otara and Otahuhu	Otara	30	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	2 trips	60	-	120	120
59F	Manukau to Britomart Flyer via Flat Bush and Otara	Otara	1 trip	-	-	-	-
487X	Otara to Britomart Express	Otara	3 trips AM	-	-	-	-
478	Keri Hill Shoppers Loop	Papakura	1 trip	60	-	60	-
473	Keri Hill to Britomart via Manurewa and Otahuhu	Papakura	30	-	-	-	-
471	Pahurehure to Britomart via Manukau and Otahuhu	Papakura	30	60	60	60	60

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
470	Papakura to Britomart via Manukau and Otahuhu	Papakura	3 trips AM / 4 PM				
472	Red Hill to Britomart via Manurewa and Otahuhu	Papakura	60	60	2 trips	60	60
030	Pt Chevalier to Britomart via Williamson Ave	Pt Chevalier	30	30	30	30	30
428	Manukau City Centre to Otahuhu via Puhinui	Puhinui	30	60	1 trip	60	90
465	Pukekohe Loop	Pukekohe	2 trips	60	-	-	-
475	Pukekohe to Papakura	Pukekohe	30	60	-	90	120
479	Waiuku to Papakura	Pukekohe	1 AM trip / 1 PM				
13X	Ranui to Britomart Express via Lincoln Rd	Ranui and Swanson	3 AM trips / 2 PM		-	-	-
097	Ranui to Britomart via Edmonton Rd	Ranui and Swanson	4 AM trips / 3 PM	-	-	-	-
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	60	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	-	-	-	-
139	Waitakere station to Swanson Station	Ranui and Swanson	30	60	60	60	
645	Britomart to Glen Innes via Parnell & Remuera Rd	Remuera	1 AM trip	-	-	-	-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
643	Britomart to Upland Rd via Parnell & Remuera Rd	Remuera	1 AM trip	-	-	-	-
N62	Civic to Remuera and Panmure Night Bus	Remuera	-	-	65 (Fri / Sat Nights)		-
685X	Glen Innes to Britomart Express via Upland Rd	Remuera	20	-	-	-	-
635	Glen Innes to Britomart via Grand Dr & Parnell	Remuera	30	60	60	60	90
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	20	-	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)
632	Stonefields Loop	Remuera	20	20	-	-	-
020X	Westmere to Britomart Express	Richmond Rd	5 trips	-	-	-	-
020	Westmere to Britomart via Richmond Rd	Richmond Rd	20	20	30	20	30
249X	Blockhouse Bay to Midtown Express	Sandringham Rd	4 trips	-	-	-	-
249	Blockhouse Bay to Midtown	Sandringham Rd	10	30	39	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	2 trips	-	-	-	-
243	New Lynn to Midtown via Owairaka	Sandringham Rd	7 trips	60	-	-	-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
233	New Lynn to Midtown via Sandringham Rd and St Lukes	Sandringham Rd	30	30	50	30 (60 evenings)	40 (60 evenings)
240	Sandringham to Midtown Limited Stop Express	Sandringham Rd	3 AM trips				
770	St Heliers to Newmarket via Eastridge	St Heliers to Newmarket	3 trips	120	1 trip	120	120
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 (evenings only)		
750	Britomart to Panmure Night Flexi via Mission Bay/Long	Tamaki Drive	-	-	60 (evenings only)		
713	Eastridge to Britomart via Orakei	Tamaki Drive	30	-	-	-	-
745	Glen Innes Centre to Britomart via Mission Bay	Tamaki Drive	20	60	1 trip	60	60
715	Glen Innes Centre to Britomart via Orakei	Tamaki Drive	2 trips	-	-	-	-
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	3 trips	1 trips	60	60	60
082	Te Atatu Peninsula to Henderson	Te Atatu	1 trip		-	-	-
04X	Te Atatu Peninsula to Britomart Express	Te Atatu	3 AM trips / 4 PM	-	-	-	-

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Route Number	Route Description	Route Group	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
048 / 049	Henderson to Britomart via Te Atatu Peninsula & Pt Chevalier	Te Atatu	15	60	60	60	120
121	Te Atatu Peninsula to New Lynn	Te Atatu	3 trips	3 trips	-	-	-
170	South Titirangi to New Lynn	Titirangi and Laingholm	60	60	60	60	60
171	Laingholm to New Lynn	Titirangi and Laingholm	2 AM trips	60	1 trip	120	-
171X	Laingholm to Britomart Express	Titirangi and Laingholm	3 AM trips/3 PM trips	-	-	-	-
172	Glen Eden to New Lynn via Titirangi	Titirangi and Laingholm	60	60	60	60	60
172X	Glen Eden to Britomart via Titirangi Express	Titirangi and Laingholm	3 trips	-	3 trips-	-	-
4	Onetangi Direct to Matiatia Wharf	Waiheke	4 trips	-	-	-	-
1	Onetangi to Matiatia Wharf via Ostend* * Improvements to meet every ferry sailing	Waiheke	30	30	60	30 /60	30 /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. The future of these services, including funding and procurement is subject to an agreement with Waikato Regional Council.

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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 <i>(exempt service)</i>	15	30	30	30	30 /60
Stanley Bay Ferry. Stanley Bay Ferry Terminal to Downtown Ferry Terminal <i>(exempt service)</i>	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 <i>(exempt services – frequency includes all operators (e.g. Fullers, Explorer and Sealink passenger ferries))</i>	30	30	60	30 /60	30 /60
Gulf Harbour Ferry. Gulf Harbour Ferry Terminal to Downtown Ferry Terminal	3 trips	3 trips	-	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	-	-	3 trips / week	-	-
Half Moon Bay Ferry. Half Moon Bay Ferry Terminal to Downtown Ferry Terminal	3 trips	120	90	6 trips	5 trips

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Route Number	Mon-Fri Peak Frequency	Mon-Fri Off-Peak Frequency	Mon-Fri Evening Frequency	Sat Frequency	Sun Frequency
Great Barrier Island Ferry. Great Barrier Island to Downtown Ferry Terminal <i>(exempt services)</i>	2 trips (Tues & Thurs inbound)	3 trips (Tues & Thurs outbound, Fri inbound)	1 trip (Friday outbound)	-	1 trip
Hobsonville / Beach Haven Ferry. Hobsonville Point & Beach Haven Wharf to Downtown Ferry Terminal	2 trips AM / 3 PM				
Southern Rail Line. Papakura to Britomart via Newmarket Station* *South services currently continue to / from Pukekohe but this will be phased out with introduction of a full EMU timetable to Papakura	10	20	30	30	30
Eastern Rail Line. Manukau to Britomart via Glen Innes	10	20	30	30	30
Western Rail Line. Swanson to Britomart via Newmarket	15	30	30	30	30
Onehunga Rail Line. Onehunga Station to Britomart via Penrose Station	30	30	30	30	30
Pukekohe Rail Line. Pukekohe Station to Papakura Station* *To commence with full EMU service on southern line	20	60	60	60	60

Taxi and Shuttle services

Total Mobility services for people with disabilities (as described in **Appendix 7**).

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

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Route Description	Time Period
Downtown to Sacred Heart College	Morning
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

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Route Description	Time Period
Long Bay to Westlake Schools	Morning
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

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Route Description	Time Period
Panmure town Centre to Ellerslie/Penrose Schools	Morning
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

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Route Description	Time Period
Titirangi to Avondale College	Morning
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

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Route Description	Time Period
Auckland Grammar to Remuera	Afternoon
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

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Route Description	Time Period
Stella Maris School to Orewa Via Hatfields Beach	Afternoon
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

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Route Description	Time Period
Mt Albert Grammar to Mt Albert	Afternoon
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

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Route Description	Time Period
Torbay School to Long Bay	Afternoon
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

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Route Description	Time Period
Westlake Schools to Glenfield Shops	Afternoon
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

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Route Description	Time Period
Manurewa Intermediate to Wattle Downs and Weymouth	Afternoon
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
- 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*
- 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.

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 Plan*
- New Zealand Energy Efficiency and Conservation Strategy

Integrated Transport Programme

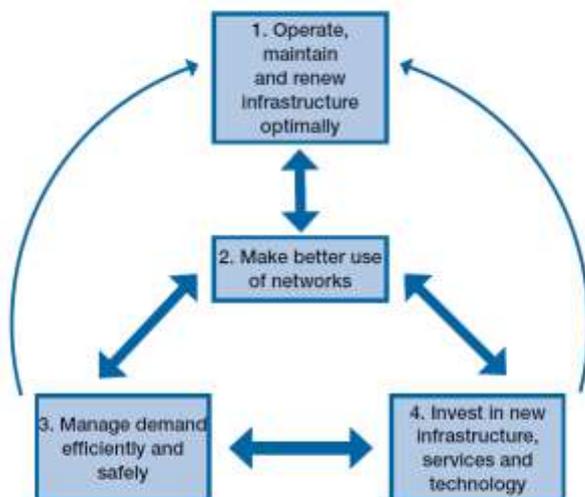
The *Integrated Transport Programme* (ITP) has been prepared by Auckland Transport and NZTA, with input and support from Auckland Council.

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 4 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 2015* was published in July 2015. 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, the following long term results are sought from public transport:

- Improved returns from public transport
- Support economic growth and productivity through the provision of better access to markets, employment and business areas
- Provide appropriate travel choices, particularly for people with limited access to a private vehicle
- Mitigation of adverse environmental effects

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 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 services⁹. 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,

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.

and building relationships between regional councils (including Auckland Transport) and operators to provide the basis for a genuine partnership.

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.

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-term¹⁰ 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 through 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 47 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 Plan (RLTP)

The RLTP is a statutory plan that is prepared by Auckland Transport under the LTMA. It 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 land transport activities. The RLTP 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 and Regional Land Transport Strategy.

The 2015-2025 RLTP was adopted by Auckland Transport in mid-2015. It includes funding provision for public transport operational and capital expenditure over the next 10 years, as described in **Section 2.3**.

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.

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

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** –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** –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	

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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:

$$\text{FRR} = (\text{FT} + \text{S3}) / (\text{FT} + \text{ST})$$

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 took 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 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 around 50 per cent by 2018. (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 in the short term 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 44.3 per cent in 2011/12 towards the national target of 50 per cent over the medium term. The target is expressed as a range, from 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 (%) 2015/18
Bus	47.7	49-52
Rail	26.3	40-45
Ferry	78.4	75-80
Total	44.3	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 section 5)

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 section 124 (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 section 120 (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.

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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 infrastructure	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 8.7 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.

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.

Appendix 10: Light rail option: *unit* descriptions

The following table sets out the revised *unit* descriptions that would need to be incorporated into the schedule in **Appendix 1** if a decision is made to implement the first stage of the light rail proposal, following the investigations outlined in this Plan. The table describes the light rail services that would be provided within the 10-year life of this Plan, and the changes to affected bus *units*. The routes will be subject to more detailed consultation once initial investigations are completed.

Light Rail Option – service descriptions (within the next 10 years)						
Route Description	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
Light Rail – Services using Queen St						
Dominion Rd (Mt Roskill terminus), Ian McKinnon Dr, Queen St (and possible link to Wynyard)		6	7.5	10	7.5 / 10	7.5 / 10
Bus services post Light Rail – Units 1 and 8 are deleted and replaced with the following. Please note - as the LRT network will be delivered in stages, to ensure continuity there will be a need to phase out the existing bus network in stages to match the LRT timing. The table below reflects the bus services once the LRT listed above has been completed.						
Mt Roskill terminus to Wynyard via Stoddard Rd, Owairaka, St Lukes, Morningside Dr, New North Rd, Bond St and Ponsonby Rd		10	15	30	15 / 30	15 / 30
New Lynn to Onehunga via Mt Roskill light rail terminus		6	15	20	15 / 20	15 / 20
Blockhouse Bay to Mt Roskill Light Rail terminus via White Swan Rd		6	15	20	15 / 20	15 / 20
Lynfield to Mt Roskill Light Rail terminus via Dominion Rd Extension		6	15	20	15 / 20	15 / 20

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Light Rail Option – service descriptions (within the next 10 years)						
Route Description	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
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					
041 - Mt Albert Grammar to Mt Albert	Afternoon					
202 - Auckland Girls Grammar to New Windsor	Afternoon					
019 - Lynfield to Waikowhai Intermediate	Morning					
248 - Blockhouse Bay to Blockhouse Bay Intermediate	Morning					
022 - Waikowhai Intermediate to Lynfield	Afternoon					
267 - Mt Roskill Grammar to Lynfield	Afternoon					