



Frequently asked questions

What should I do if I leave something on a bus, train or ferry?
For lost property call 09 366 6400.


 **Do buses, trains and ferries have wheelchair access?**
Most buses have wheelchair access. Look out for the wheelchair sign near the front of the bus. The driver will operate a ramp to help you get on board. All trains have wheelchair ramps. Most ferries can accommodate wheelchairs.

 **Can I take a bike on board?**
Bicycles can be carried on most ferry services for free. The West Harbour Ferry, Harbour Cruise, Rangitoto Island and Tiritiri Matangi Island ferries do not allow bikes on board.


Bicycles can be taken on trains free of charge. Look out for the specially marked carriages.

Bicycles cannot be taken on Auckland buses, unless it is a folding bicycle.



 **Can I take prams and luggage on board?**
Prams can be taken on buses trains and ferries. Please make sure the brake is on when waiting on the platform or during travel.

Within reason, luggage and other items can be taken on board. However, space is often limited so check with the operator before you travel.

 **Are dogs and other animals allowed on board?**
Assistance dogs and dogs in training are allowed on buses and trains under the supervision of their owner. Other pets are not allowed.

Dogs and small animals in cages can be carried on most ferry services. Please check with your ferry operator before you travel.

I have feedback about public transport. Who should I contact?
Call **09 366 6400** or if you live in Warkworth, Helensville, Hibiscus Coast, Great Barrier Island, Pukekohe or Waiuku call **0800 10 30 80**.

Or, fill in a feedback form online at **AT.govt.nz/feedback**

Contact us

Call **09 366 6400** or if you live in Warkworth, Helensville, Hibiscus Coast, Great Barrier Island, Pukekohe or Waiuku call **0800 10 30 80**.

AT.govt.nz

AT Customer Service Centres

- AUT City Campus**
55 Wellesley Street East, Auckland CBD (next to the AUT Library)
- Albany**
Albany Station, Northern Busway
- Botany Town Centre**
Town Centre Drive, Botany Town Centre (near Briscoes and Rebel Sport)
- Britomart Transport Centre**
8-10 Queen Street, Auckland CBD
- Downtown Ferry Terminal**
Pier 1, 99 Quay Street, Auckland CBD
- Mairangi Bay**
Constellation Drive Station, Northern Busway,
- Manukau**
Manukau Train Station, Ground Floor, MIT Building,
- New Lynn Train Station**
New Lynn Train Station, 2 Clark Street
- Newmarket**
Newmarket Train Station, 48 Remuera Rd (opposite Nuffield St)
- Panmure**
Panmure Train Station, Ellerslie-Panmure Highway, Mount Wellington
- Papakura**
Papakura Train Station, Platform 3, Railway Street West
- Takapuna**
Smales Farm Station, Northern Busway



Getting around Auckland

Your guide to public transport



Who is Auckland Transport?

Auckland Transport (AT) is an Auckland Council organisation which is responsible for all of the region's transport services. These include public transport, cycling, parking, footpaths and roads (excluding state highways).

The public transport network in Auckland is made up of bus, train and ferry services which operate under the AT Metro brand.



Helping you plan your journey

Auckland Transport Website

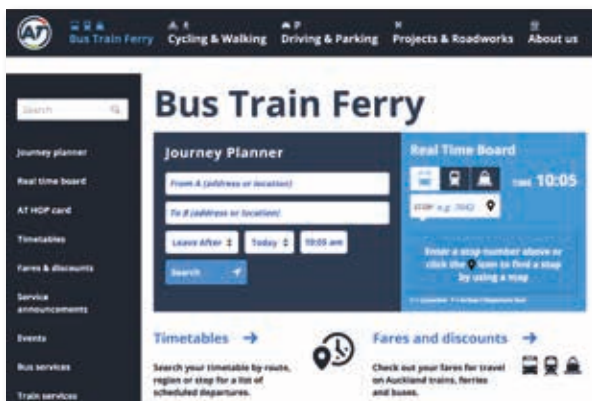
You can find information about bus, train and ferry travel on the Auckland Transport website. Visit **AT.govt.nz**



Journey Planner

The online journey planner is an easy way to plan your travel. Simply type in starting (from) and ending (to) locations and set the leaving time. Using the 'Advanced' search function you can select one or more transport options including school buses.

Visit **AT.govt.nz/journeyplanner**



Get information on the go with the AT Mobile App

The App includes the Journey Planner and the Real Time Board. This means you can plan your journeys and save your favourite journeys to see again. You can also track where your bus or train is in real time for these saved journeys.

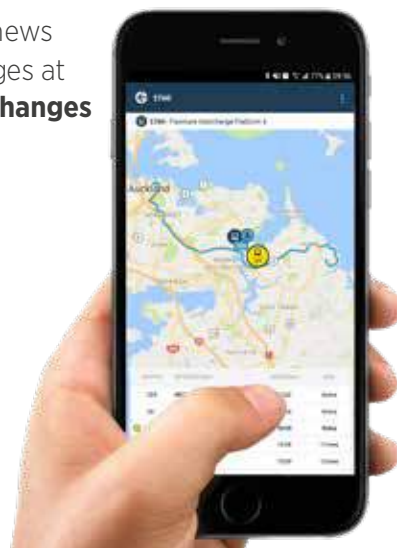
Available for Apple and Android smart phones. Download from the App Store or Google Play.



Find out about disruptions to services

With the AT Mobile App you can get notifications sent to your phone about disruptions to the services you take. You can also stay up-to-date with news from Auckland Transport.

You can find more news about service changes at **AT.govt.nz/metrochanges**



Get the information you need



Customer Service Centres

Walk in, talk to our customer service staff and pick up timetables, suburb guides and other information to help you get the most out of public transport. See back page for locations.



Contact Centre

Call **09 366 6400** and talk to our customer services staff.

Call **0800 10 30 80** from Warkworth, Helensville, Hibiscus Coast, Great Barrier Island, Pukekohe or Waiuku.



Timetables and suburb guides

To help you plan your journey, full timetables and guides are available for bus, train and ferry services.

As well as the Journey Planner and the AT Mobile app, we also have printed timetables.

Use the suburb guides to view each area map and bus routes as well as to find out which timetable to use.

Timetables and guides are colour coded according to region, for easy reference. Yellow is East Auckland, green is West, red is South, dark blue for Central and light blue for North Shore.

Where to find timetables

- View or download from our website **AT.govt.nz/timetables**

- Pick them up from one of our Customer Service Centres
- Order them by calling our Contact Centre or emailing **timetables@AT.govt.nz** with your postal details
- School bus timetables are available online only
- Timetables are also displayed at some bus stops, train stations and ferry terminals.

How to use a timetable

- Choose your route using the suburb guide
- Choose the right timetable from the suburb guide
- Look at your timetable and select the time that you wish to travel
- Go to your nearest bus stop, train station or ferry terminal.



Fares, tickets and passes



Bus and Train Fares

Fares are calculated on the number of zones you travel through to complete a journey.

- Auckland has 13 fare zones, each with its own colour, as shown on the map (see fold out map)
- You pay for the number of zones you cross in a single journey
- You can make as many as five trips on buses and/or trains for up to four hours continuously and pay for one journey as long as you transfer within 30 minutes. This can only be done if you use an AT HOP card
- If you pay by cash, you pay separately for each bus or train trip

Zone fares do not apply to SkyBus which is not operated by Auckland Transport.

For bus and train fares, as well as information on day and monthly passes visit

[AT.govt.nz/fares](https://at.govt.nz/fares)

Ferry Fares

You can pay for travel on most commuting ferry services with an AT HOP card. Some tourist ferries, such as Rangitoto Island only accept cash or EFTPOS.

For information on ferry fares go to

[AT.govt.nz/fares](https://at.govt.nz/fares)

What is an AT HOP card?

The AT HOP card is a reusable prepaid card for travel on buses, trains and ferries around Auckland.

Load your card with HOP Money, a Day Pass or a Monthly Pass. HOP Money is pre-loaded credit on your AT HOP card.

The AT HOP card provides at least 25% discount off single trip cash bus, train and ferry fares (excludes SkyBus and Waiheke Ferry services).

Why buy an AT HOP card?

- **It's cheaper** – AT HOP fares are cheaper than the equivalent cash fares
- It's easy and quick to jump on a bus
- No queueing for paper tickets at train stations
- Free access to AT HOP WiFi (1GB per day)+.

Where can I buy a card?

AT HOP cards can be purchased from:

- **AT.govt.nz/athop** (except gold AT HOP cards)
- AT HOP retailers (visit **AT.govt.nz/athop** to find your nearest AT HOP retailer)
- Selected PAK'nSAVE, New World and Four Square stores
- AT Customer Service Centres (see back page)

Gold AT HOP cards are only available to buy at AT Customer Service Centres or AT HOP retailers. You can only buy a gold AT HOP card if you have a SuperGold card.

Where can I use an AT HOP card?

AT HOP can be used on buses, trains and ferries on the AT Metro network:



Buses

All scheduled bus services and some school bus services.



Trains

All train services.



Ferries

The following ferry services: Bayswater, Birkenhead, Northcote Point, Devonport, Stanley Bay, Waiheke (Fullers ferries), Gulf Harbour, Pine Harbour, West Harbour, Half Moon Bay, Hobsonville and Beach Haven.



+AT HOP card must be registered to access free WiFi and other terms and conditions apply – see our website for more information.

How do I use the AT HOP card?

- Use your AT HOP card to tag on your bus, train or ferry, then tag off when you finish your journey
- Your fare is calculated by the number of zones you cross on your journey. A journey can be made up of 5 trips within 4 hours with no more than 30 minutes transfer time between trips
- Always remember to tag on and off for each trip of your journey or you may be charged a penalty fare of up to \$20, depending on the service used and the distance travelled.

How much is an AT HOP card?

It's \$10 to buy an AT HOP card.

- The purchase price is non-refundable
- Cards must be topped up before use, and where cards are purchased from AT Customer Service Centres or AT HOP retailers, must be topped up at the time of purchase
- The first thing you will need to do is top up your AT HOP card with HOP Money, a Monthly Pass or a Day Pass, before travelling. Minimum top up is \$5.

Whether you use HOP Money or any of the AT HOP Passes, you need to tag on and tag off each bus, train or ferry you travel on

HOP Money

Simply top up your AT HOP card (up to \$300) and you are ready to pay your discounted fare. No more searching for loose change or having to think about which ticket you need to buy, simply tag on and tag off to get the discount.

AT HOP Day Pass

The AT HOP Day Pass is your ticket for most of Auckland's buses (excludes SkyBus services), all trains and inner harbour ferries until midnight on the day of use. Inner harbour ferry services are: Bayswater, Birkenhead, Devonport, Northcote Point and Stanley Bay.

Load an AT HOP Day Pass onto your AT HOP card, then tag on and tag off as you go, travelling as much as you like right up until midnight on the day. Visit **[AT.govt.nz/daypass](https://at.govt.nz/daypass)** for full details.

AT HOP Bus and Train Monthly Pass

This pass is ideal for customers making lots of journeys on buses and trains over a month or those travelling longer distances. Your pass starts from the first time you tag on and is valid for unlimited bus and train travel (excludes SkyBus services), for one calendar month from the first day of use.

AT HOP Ferry Monthly Pass

Three AT HOP Monthly Pass options are available for Auckland's ferries. Select one that is right for your destination to get unlimited travel on the specified ferry services for a month.

Please visit **AT.govt.nz/athop** for more information on Monthly Pass options.

Where can I top up my AT HOP card?

- Online at **AT.govt.nz/athop**
- Setup auto top-up - auto top-up helps to ensure you always have enough funds in your AT HOP account to pay your fare. When your AT HOP balance drops below a certain amount your account is topped up automatically
- Top-up machines at train stations, the Northern Busway, some ferry terminals and Manukau Mall
- AT HOP retailers
- AT Customer Service Centres (see reverse for locations).

Visit **AT.govt.nz/athop** to find your nearest AT HOP retailer. Minimum top up is \$5, your AT HOP card can hold a maximum of \$300 HOP money. All top up machines accept EFTPOS, debit cards, credit cards, and most accept notes and coins. All AT Customer Service Centres accept EFTPOS, debit cards and credit cards. Customer Service Centres at Train Stations also accept cash. Retailers accept EFTPOS and cash.

Top up your AT HOP card online before 10pm on any day. In approximately 98% of cases, that top up will be ready for you to use the next day when you tag on. In any other case, it may take up to 72 hours.



If you're travelling with someone without an AT HOP card on a train or a bus, you can also use your HOP Money to buy a paper ticket for them at the full cash price.



Buses

Simply tag on as usual, then ask the bus driver to buy a paper ticket for your travelling companion.



Trains

Use your HOP Money to buy a paper ticket from a Ticket & Top-up machine.



Bus





How do I catch a bus

- Use the journey planning tools to help you find the right bus stop (every bus stop has a number e.g. 6572)
- Stand on the footpath at a safe distance from the road
- Look out for your bus. Other buses may be using the same stop and will look the same, so check the sign in front
- The sign above the bus front window shows the route number and destination
- When your bus is approaching signal the driver to stop.

Be prepared. Know where you're going, how long it will take and how much it will cost. Top up your AT HOP card or set up auto top up before you travel

Getting on the bus

- Always get on at the front, passing the driver
- Tag on with your AT HOP card on the electronic reader when you get on
- When you tag on, the reader will beep and show how much money you have left on your card
- If you don't have an AT HOP card, tell the driver where you are going and pay cash for your journey
- The driver will give you a printed ticket which you must keep until the end of the journey.





Ask the driver for help

Need help getting on board?

- Most buses can be lowered for easy entry. Look out for the sign on the side of the bus “This bus kneels on request”
- Most buses have ramps for wheelchair users and mobility scooters
- Assistance dogs and dogs in training can be taken on the bus
- Prams and luggage can be taken on the bus
- Priority seats for seniors, people with disabilities, pregnant women or caregivers are near the front of the bus.

Remember: your AT HOP card or paper ticket may be checked at any time



Remember: To tag off with your AT HOP card before you exit the bus

Getting off the bus

- To get off at the next stop, press the red stop button to alert the driver
- You can use your AT Mobile app to tell you when you are about to arrive at your stop
- When the bus stops and the doors open, leave through the door nearest to you
- If you tagged on with an AT HOP card when you get on, don't forget to tag off as you leave.

Airport buses

380 Airporter



- The Airporter bus runs on route 380 between Onehunga, Mangere Town Centre, Auckland Airport (domestic and international terminals), Papatoetoe and Manukau
- This service runs from 4:30am to 11:45pm, seven days a week
- It runs every 15-20 minutes.



Tip: To get to the Airport from the city centre you can take a Southern line train to Papatoetoe station and take the 380 direct to the Airport

Night Bus

From midnight until late on Friday and Saturday nights, the Night Bus and Northern Express night bus services are a good way to get home in the early hours.

For more information, go to [AT.govt.nz/nightbus/](https://at.govt.nz/nightbus/)

A vertical advertisement for the Night Bus. The top half shows a night view of the Auckland city skyline with the Sky Tower prominently featured. The text 'Catch the Night Bus.' is written in large, bold letters. Below this, a yellow box contains the text 'Midnight - 3.40am' and a blue box contains 'Fri & Sat Nights'. At the bottom, there is a dark blue section with the text 'For more information visit AT.govt.nz/nightbus or phone 09 366 6400', the AT Metro logo, and the Twitter handle @AkiTransport.



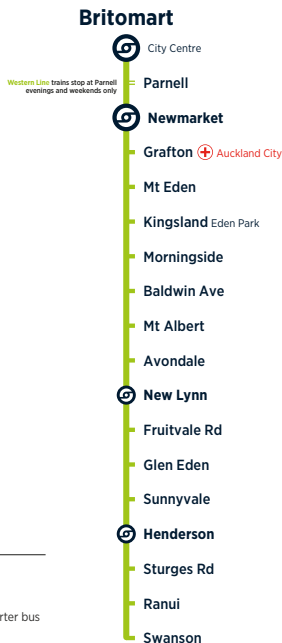
Train



Auckland Train Network

KEY

- Eastern Line
- Southern Line
- - - Pukekohe connection
- Western Line
- Onewunga Line



LEGEND

- Major transport hub
- Train line transfer station
- Transfer station for 380 Airporter bus
- Hospital



Getting on the train

- Check which platform your train will leave from
- Check the electronic information display on the platform and the electronic destination sign on the front and side of the train to make sure you catch the right train
- For safety, stand behind the yellow lines until the train stops
- To open the doors, push the green button when lit
- Please wait for all departing passengers to get off, before you get on
- Refer to page 10 on where to buy an AT HOP card
- Tag on with your AT HOP card on the electronic reader on the platform.

You cannot board a train without tagging on with an AT HOP card or without a valid paper ticket

Need help getting on board?

- All train stations have mobility access, except Parnell
- Prams and luggage can be taken on board. Markings on the platform show where the train stops so you can get on the train with flat access. These doors are in the middle of a carriage
- Bicycles can be taken on board during off-peak periods, in the middle carriage. We do not recommend taking bicycles onto trains between 7am to 9:30am and 4:30pm to 6pm. This is due to limited space during these busy times
- Assistance dogs can be taken on board
- Trains have ramps for wheelchairs, mobility scooters and seats for people with disabilities and special needs. Look out for the carriage with these signs on top of the doors.



Tip: Plan your travel to avoid the busiest trains, which run from 7am to 8:30am and 4:30pm to 6pm



Tickets

- You cannot buy a ticket on the train
- To travel on the train you either need an AT HOP card or paper ticket
- All machines accept EFTPOS and at least one machine at each station accepts cash
- Major train stations have ticket gates to get on and leave the platform and more stations will in the future
- All other stations have electronic readers for AT HOP cards, which you use to tag on and tag off
- There is a different gate to go through if you have a paper ticket. A staff member will check your ticket as you go through
- All stations have machines which sell single tickets and where AT HOP cards can be topped up.

On the train

- Respect the staff and allow them to do their jobs
- Be considerate of your fellow passengers especially seniors, people with disabilities, pregnant women and adults with small children
- Keep your bags and belongings off seats when other passengers are looking for seats
- Please do not disturb other passengers by playing loud music, making noises or talking loudly
- Please do not smoke or drink alcohol on the train or anywhere in the station. Please do not eat on the train.



Getting off the train

- When the train stops at your station, open the doors by pressing the green button when lit
- Take all your belongings and carefully leave the train
- If you are using an AT HOP card, tag off at the AT HOP reader on the platform or at the ticket gate before leaving the station
- If you are transferring from one train to another, you do not need to tag off
- Tag off only when you have completed your train journey and on between trains.

AT HOP cards or paper tickets may be checked at any time on the train

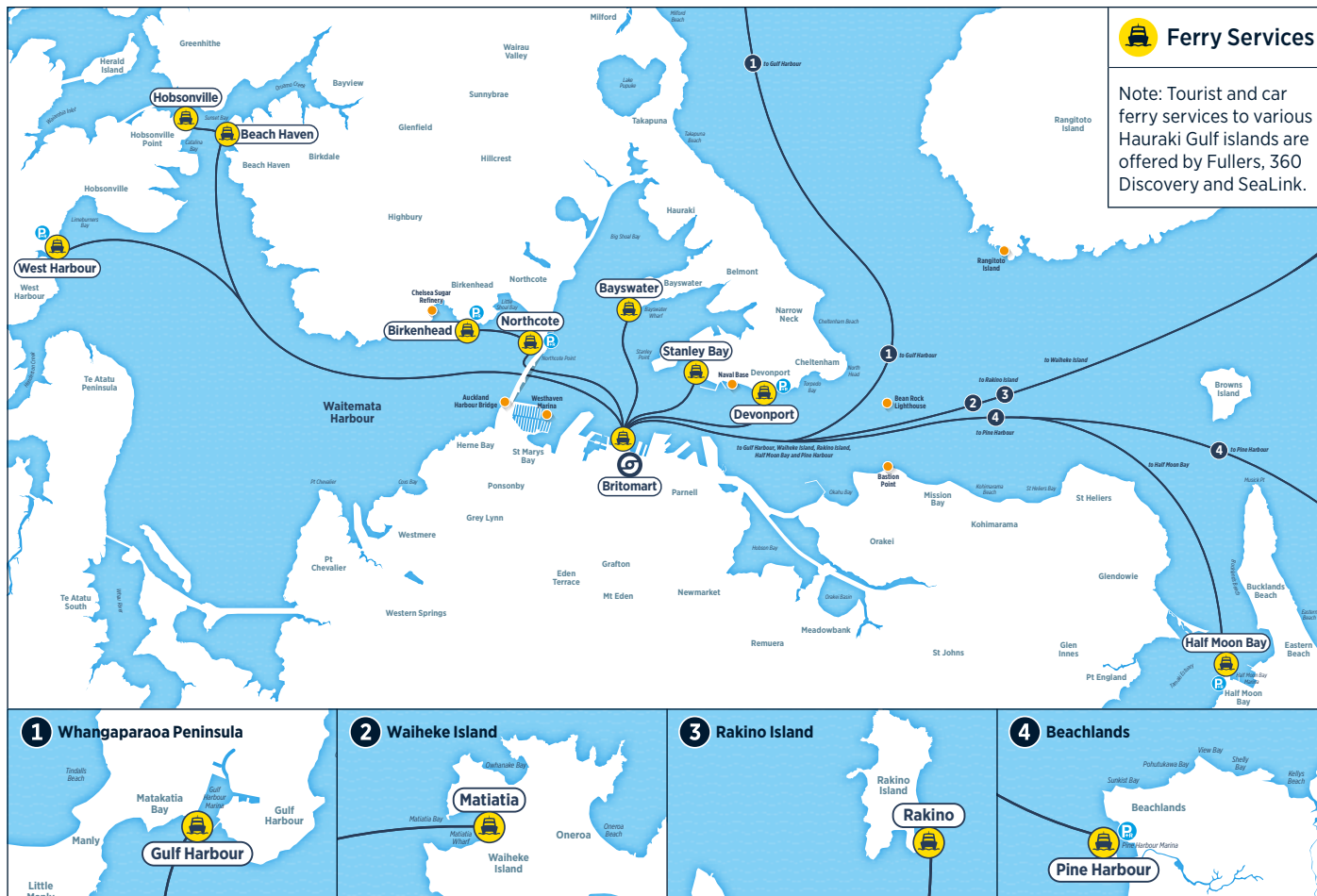




Ferry



Note: Tourist and car ferry services to various Hauraki Gulf islands are offered by Fullers, 360 Discovery and SeaLink.



Getting on the ferry

- You can use your AT HOP card on all Auckland Transport ferry services, except to Rakino Island
- You can use cash or EFTPOS for a single trip and buy a ticket at some ferry terminals and on most ferries
- For more information on tickets, visit **[AT.govt.nz/bus-train-ferry/ferry-services](https://at.govt.nz/bus-train-ferry/ferry-services)**
- If there is no ticket office at the terminal you may travel but will have to pay on board or when you reach your destination

- Tag on at the terminal or show your ticket to a staff member
- Stay in the waiting area until you are allowed to board
- Follow the safety rules at all times and listen to the instructions from the crew.

Getting off the ferry

- If you have tagged on with an AT HOP card, tag off at the terminal when you leave the ferry.



Need help?

- Ask the crew for help getting on or travelling on the ferry
- Ferry terminals have disability access
- Ferries have wheelchair and mobility scooter ramps for entry
- Prams and luggage can be taken on board
- Assistance dogs can be taken on board
- Bicycles can be taken on board and stored in certain areas.
- You can sign up for alerts from your ferry operator. Check their website for details.

Call your ferry operator to find out more.

For ferry operator contact details go to

AT.govt.nz



Devonport, Stanley Bay, Bayswater,
Northcote Point, Birkenhead, Half Moon Bay



Contents

- 01 Who is Auckland Transport
- 02 Helping you plan your journey
- 04 Get the information you need
- 06 Timetable and suburb guides
- 08 Fares, tickets and passes
- 16 Bus
- 24 Train
- 34 Ferry
- 41 Bus and Train Fare Zones Map

