



REGIONAL PUBLIC TRANSPORT PLAN* 2018-2028

* This is only a **summary**. To view the full Auckland Regional Public Transport Plan, please visit AT.govt.nz/rptp



WHAT IS THE RPTP AND WHY DO WE NEED IT?

A WELL-USED PUBLIC TRANSPORT SYSTEM IS FUNDAMENTAL TO THE SUCCESS OF AUCKLAND. IT IS CRITICAL THAT WE HAVE A PLAN TO IDENTIFY PUBLIC TRANSPORT NEEDS AND OPPORTUNITIES, AND TO SET OUT THE SOLUTIONS.

The Regional Public Transport Plan (RPTP) is a requirement of the Land Transport Management Act. It sets out the changes to Auckland's public transport system for a 10-year period. This document is a summary of the RPTP, for the full plan visit at.govt.nz/rptp

Transport is a key component of a city's success. Auckland is growing and as more people live and visit here, the number of trips taken on our transport networks is increasing.

The space available for transport networks is finite. This means that we need as many people as possible to travel using efficient forms of transport; such as walking, cycling and public transport. These alternative transport options take less space and are more environmentally sustainable than private motor vehicles.

With less pressure on the road network there is more capacity available for critical vehicles that need the road, including road-based public transport, emergency services and freight.



HOW DOES THE RPTP FIT IN WITH OTHER PLANS?

The RPTP complements and follows on from other plans, including the recently completed Regional Land Transport Plan. It is consistent with the new Government Policy Statement on Land Transport (2018) and the Auckland Plan 2050, as well as AT's Statement of Intent (2018-21).

The RPTP focuses on the planned public transport services and policies that guide the planning and operation of AT's network.

60% OF PEOPLE WHO MADE SUBMISSIONS TO OUR RECENT REGIONAL LAND TRANSPORT PLAN SAID IT IS IMPORTANT TO INVEST IN PUBLIC TRANSPORT.



WHAT WE'VE DONE OVER THE LAST THREE YEARS

In line with the 2015 RPTP, we've redesigned the public transport network to provide better customer service and delivered key changes including:

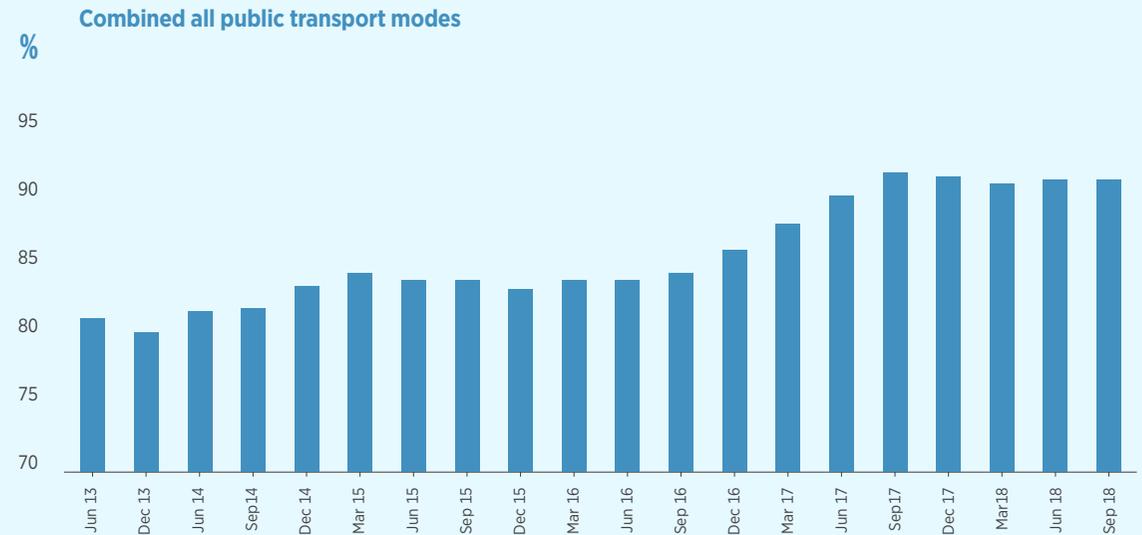
- New network with simpler, more frequent and better connected services.
- A fairer fare system, based around zones, supported by the smart AT HOP card, meaning customers are no longer penalised for transfers.
- New double decker buses across the network.
- New, improved wayfinding around major hubs; more real-time information displays and consistent bus branding.
- Parnell Station, Panmure Interchange, Ōtāhuhu Interchange and Manukau Interchange; with the interchanges incorporating Te Aranga Principles.
- Upgraded Pukekohe Station.
- New electric bus and train fleet with unaided accessible boarding.
- Built a new ferry terminal at Half Moon Bay and improved the Downtown Ferry Terminal.
- Created 52 new operator contracts, which have dramatically increased service kilometres and capacity.

Plus, we've started construction of the City Rail Link and are working with the New Zealand Transport Agency on the Light Rail projects.

THE RESULTS OF THESE CHANGES

CUSTOMER SATISFACTION HAS INCREASED ACROSS THE PUBLIC TRANSPORT NETWORK SINCE 2014.

INCREASED CUSTOMER SATISFACTION



THE NUMBER OF PEOPLE USING PUBLIC TRANSPORT IN AUCKLAND IS AT ITS HIGHEST LEVEL SINCE THE 1950s.

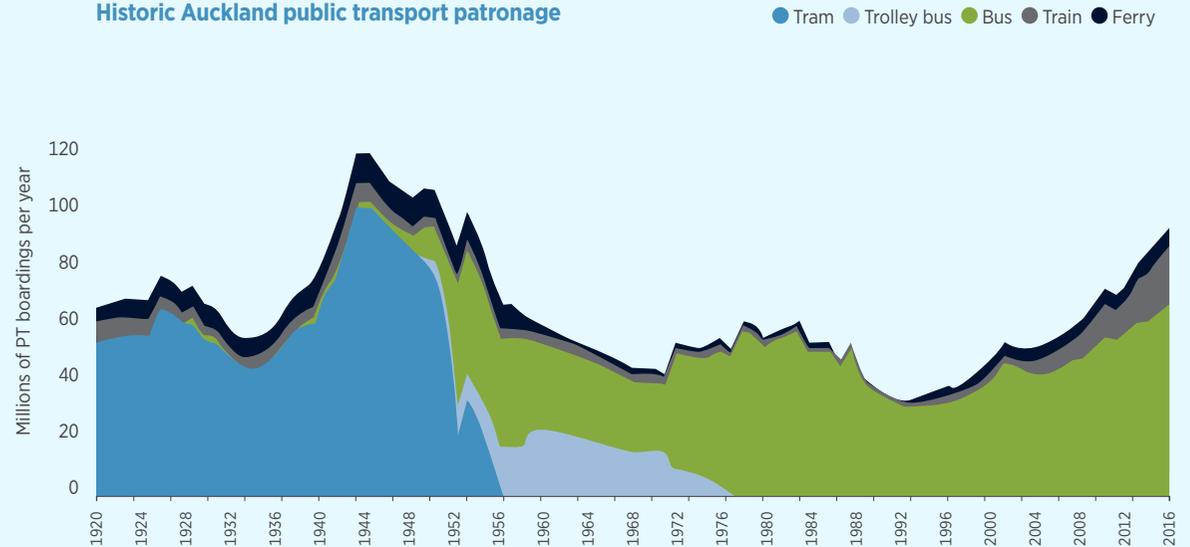
INCREASED PUBLIC TRANSPORT USE

Over a decade of investment in the public transport system, has resulted in a rapid increase in public transport boardings* from 69 million in June 2013 to 92 million in June 2018. Customer satisfaction has also increased from 81% to 91% during this period.

This increase in patronage reflects the major investment AT has made over the past few years, through Central and Local Government. It also reflects AT's focus on improving the frequency, reliability and improved overall customer experience. Together, rapid and frequent services accounted for 90% increase in passengers over this period.

* When a person travels to their destination they may need to change modes of public transport or change to another service. Each time they change this is counted as a separate "boarding". eg Sally travels from her home in Sandringham to work in Mt Wellington, to do this she catches a bus and then a train and then another bus. Sally's journey is made up of three boardings.

Historic Auckland public transport patronage



RESULTS

THE CHALLENGES

OUR CHALLENGE IS TO ENCOURAGE PEOPLE TO USE PUBLIC TRANSPORT AS THEIR MAIN CHOICE OF TRAVEL.

The public transport network is now in a strong position to absorb future demand and shape Auckland's future growth; however there are a number of challenges:

- Increasing the contribution of the public transport system to travel in Auckland overall
- Enabling safe, convenient customer access to public transport (first and last leg)
- Keeping pace with demand (providing capacity for customers)
- Unreliable customer travel times
- Achieving value for money for customers
- Achieving value for money for funders
- Meeting the needs of diverse customers, including the transport disadvantaged
- Embedding network-wide sustainability
- Harnessing innovation
- Serving customers in new growth areas
- Serving areas of low demand
- Ensuring PT operations and operators keep pace with safety best practice
- Rightsizing vehicles

OUR VISION FOR PUBLIC TRANSPORT

WE WANT TO PROVIDE AUCKLAND WITH SEAMLESS END-TO-END CUSTOMER JOURNEYS THAT ARE SAFE, ACCESSIBLE AND RELIABLE.

THIS PLAN SETS OUT HOW WE PROPOSE TO MEET THE CHALLENGES FOR THE NEXT 10 YEARS. CUSTOMERS ARE THE CENTRE OF OUR PLAN, UNDERPINNED BY FOUR FOCUS AREAS.



FOCUS
AREA
1

Expanding and enhancing rapid and frequent networks

- more major improvements
- faster and more reliable travel
- more bus priority to reduce congestion.

FOCUS
AREA
2

Improving customer access to public transport

- more signs and customer information
- safer walking and cycling connections
- better park and ride facilities.

FOCUS
AREA
3

Improving Māori responsiveness

- PT announcements and signs in te reo Māori
- apply Te Aranga Principles to design
- employ Māori and procure local talent in transport projects.

FOCUS
AREA
4

Harnessing emerging technologies

- analyse more data to inform how we provide services
- easier payment options
- easier journey planning and more app capabilities.

WHAT WE'RE DOING OVER THE NEXT THREE YEARS? HIGHLIGHTS FROM THE RPTP

After the rapid changes since 2015, the next few years represent a period of consolidation. Construction of the City Rail Link and the Eastern Busway is underway. Planning and design of the Light Rail projects and the Airport / Puhinui / Manukau link is well advanced.

Within the four focus areas, we are implementing a range of exciting initiatives that will continue to enhance customer experience. These are outlined in the table.

FOCUS AREA 1: EXPANDING AND ENHANCING RAPID AND FREQUENT NETWORKS

Planning an enhanced rapid transit network through four main city-shaping projects to dramatically increase the speed and coverage of the rapid transit network:

- City Rail Link
- City to Mangere Light Rail and Northwest Light Rail
- SH20B upgrade and Puhinui Interchange
- Eastern Busway.

Implementing improvements on key arterial routes to move more people. This will include bus priority, safety improvements and cycling and walking facilities.

Increasing services on the rapid and frequent networks, with the aim to have services every 10 minutes during peak travel times.

FOCUS AREA 2: IMPROVING CUSTOMER ACCESS TO PUBLIC TRANSPORT

Continuing to deliver improved wayfinding sign systems across the public transport network to make it easier for people to find their way across the network.

Increasing and improving the walking and cycling and other choices for access to public transport services, focussing on improving safety.

Changing park and ride facilities to meet public demand.

Using the rapid and frequent networks to help make great public spaces.

Informing the community about the benefits of the public transport network.



FOCUS AREA 3: IMPROVING MĀORI RESPONSIVENESS

Partnering with mana whenua to trial services such as on-demand ride share connecting to marae, which are hard to access by conventional public transport.

Ensuring te reo Māori audio announcements and signs for rapid transit stations (train and busway) and extending this across all public transport.

Applying Te Aranga Principles when designing major interchanges and stations, with future potential to apply in the planning and design of the Light Rail Transit projects, Puhinui upgrade and stormwater management.

Securing opportunities for Māori and local community employment, training and business development when constructing major public transport projects.

FOCUS AREA 4: HARNESSING EMERGING TECHNOLOGIES

Improving customer insights and data, and undertaking more thorough analytics of travel data to directly inform service improvements.

Continuing to evolve AT mobile apps to meet increasing customer needs.

Providing simpler and improved payment options for fares to make travel easier.

Using new transport modes generated by new digital technology to supplement and complement existing services, increasing access.

Ensuring we future proof for mobility-as-a-service models, which will change how people make travel choices.

In addition to the four focus areas we are also working to deliver:

Improvements to ferry services

This includes:

- increased services on some routes to meet growing demand
- improved timetable and fare integration between ferries and bus/train services to facilitate transfers
- Downtown Ferry Terminal upgrade
- planning options for the future evolution of the ferry system.

A low carbon transport future

This includes:

- completing electrification of the rail network by 2024/25
- continuing low emissions bus trials and moving to purchase only zero emission buses from 2025
- investigating low emission ferries.

For more details on what we're doing over the next three years, read the full draft Auckland Regional Public Transport Plan on our website at at.govt.nz/rptp



HOW WILL WE FUND PUBLIC TRANSPORT?

WE HAVE PLANNED TO SPEND \$13 BILLION ON PUBLIC TRANSPORT OVER THE NEXT 10 YEARS. AROUND \$7.2 BILLION WILL BE SPENT ON CAPITAL AND IT WILL TAKE \$5.5 BILLION TO PAY FOR OPERATING COSTS AND TO RENEW OUR ASSETS.

Funding comes from several sources including central Government, fares and the new regional fuel tax (RFT).

Auckland's public transport network will cost around

\$ **13** BILLION over the next decade



\$ **1.5** BILLION from regional fuel taxes will help fund these key projects



Improved bus network across Auckland

- more bus lanes
- more bus priority measures
- new busway stations.



Better city centre bus infrastructure

- more bus interchanges in Downtown
- improved bus services along Wellesley Street.



Better access to Auckland Airport

- improved bus services from New Lynn, Mt Roskill, Onehunga and Botany to the airport
- new bus/rail interchange at Puhinui.



Eastern Busway

- urban busway between Panmure and Botany
- bus stations at Pakuranga and Botany
- park and ride facilities at some bus stations.



Improved train network

- 20 more electric trains
- new maintenance and storage facilities.



Improved ferry network

- upgrade Downtown Ferry Terminal to hold more ferries and improve customer experience.



Extra park and ride facilities

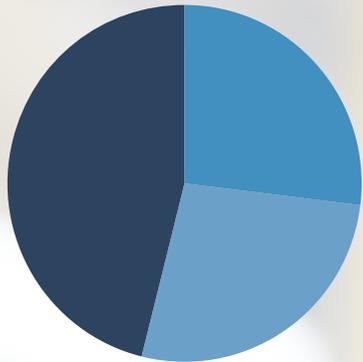
- 1900 new parking spaces across Auckland.



Network capacity and performance

- on-demand trials
- active transport integration
- network reliability.

DID YOU KNOW THAT OVER HALF YOUR TRIP IS SUBSIDISED?

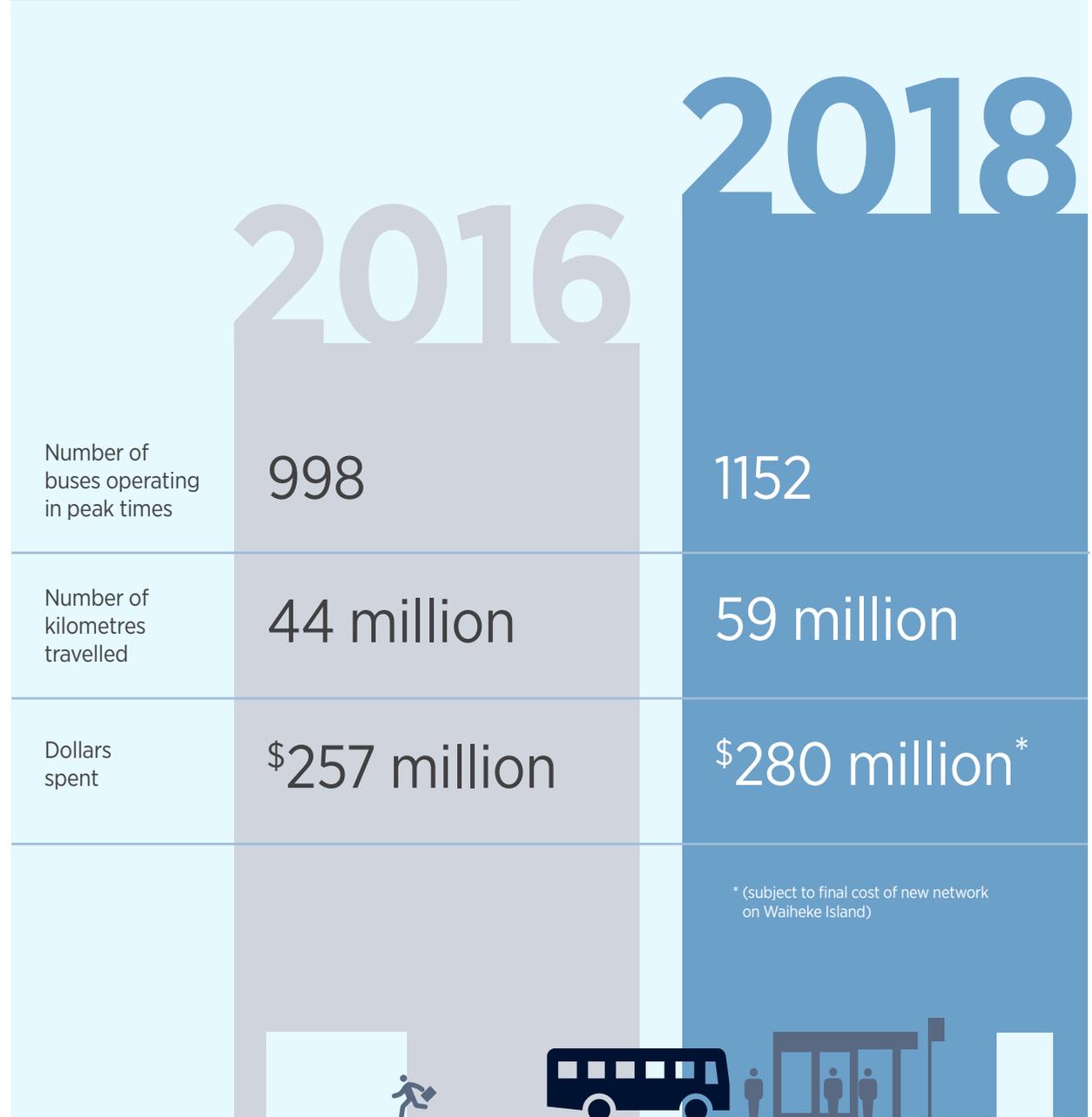


27%
of a trip on public transport is funded by Auckland Council.

27%
of a trip on public transport is funded by NZTA.

46%
of a trip comes from Farebox revenue, that's what a customer pays to travel on a bus, train or ferry.

AT's INVESTMENT IN BUS SERVICES



HOW WILL WE MEASURE SUCCESS?

The RPTP is AT's transport vision for the next 10 years. There are a range of exciting transport options coming to Auckland over the next few years, as we strive to make our integrated public transport network ready to meet the continuing population growth and changing needs of Aucklanders.

To make sure we achieve our plan, we'll monitor our performance against a range of measures including:

- boardings per annum across all public transport modes (bus, train and ferry)
- proximity of the population to public transport services
- AT HOP card and AT app use
- Farebox Recovery ratio and cost per customer
- service reliability and punctuality
- customer satisfaction
- increased public transport patronage.

