



Auckland Transport Plus One Bus Companion

Auckland Transport is removing a known barrier for accessible customers wishing to use public transport in Auckland.

The 'Plus One Bus Companion' will enable the support person of a Total Mobility card-holder to ride an Auckland Transport Bus at no charge, when travelling together.

A Plus One Bus Companion may be a different person for each bus trip. It can be anyone the Total Mobility card-holder wants it to be – a spouse or partner, family member, friend, child or professional caregiver. It can even be a different person for each journey.

Auckland Transport Interim Chief Executive Mark Lambert says the introduction of a 'Plus One Bus Companion' for Total Mobility Card holders will help give thousands of Aucklanders the confidence to hop onboard one of AT's more than 10,000 daily bus services'.

Auckland Transport worked closely with accessibility advocacy groups through the Public Transport Accessibility Group (PTAG) when developing the Plus One Bus Concession and planning its launch.

PTAG member Vivian Naylor (She/Her) says this initiative will make a meaningful improvement for people who haven't previously had the confidence to travel by bus. "Plus One will make a huge difference to people who, for all sorts of reasons, have never ridden on buses, maybe due to lacking confidence dealing with the unknown. Travelling on buses can make a huge difference in opening up new opportunities to discovering Tamaki Makaurau," she says.

How does it work?

- An AT Total Mobility Card is required to access this concession
- When an AT Total Mobility card-holder tags onto an AT bus, they advise the bus driver the person accompanying them is their 'Plus One'.
- The bus driver will then issue a paper ticket to the 'Plus One' person, for which there will be no charge.
- That paper ticket will need to be shown upon request.



How accessible are AT buses?

- All AT double decker or newer buses are fully accessible. They can kneel or extend a ramp, and audio announcements of upcoming stops are being rolled out across the fleet.
- There are still some older style buses in use, with those buses having a restrained interior, preventing them from accommodating the larger powerchairs.
- If you would like to check the accessibility of the bus for your chosen route, please call AT on 09 366 6400

What is an AT Total Mobility Card?

- Below is a picture of what the card looks like. People with the 'old green card' will need to apply for one of these newer cards, to access the Plus One Bus Concession.
- The Total Mobility Card is a national scheme that supports people who have limited mobility.
- Find out more or apply through this link: [Total Mobility scheme \(at.govt.nz\)](https://at.govt.nz/total-mobility-scheme)



People can direct any questions

through to AT on 09 366 6400

or through the [New Zealand Relay Services \(nzrelay.co.nz\)](https://nzrelay.co.nz)