

Public Transport Safety Action Plan

Our Focus Areas
2025 – 2027



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Document Version History

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Context & Purpose

The purpose of this document is to outline the targeted initiatives Auckland Transport (AT) will undertake to enhance the safety of the public transport network for our customers, workforce, and communities. This action plan will be updated regularly to reflect the successful completion of the initiatives outlined here and to incorporate new actions over time.

Everyone who uses public transport in Tāmaki Makaurau deserves to move freely around our network without fear or concern for safety. We tiaki people who travel on our buses, trains, and ferries, enabling them to get to where they need to through effective and safe travel options, whether for work, study, or leisure.

The public transport network does not operate in isolation, and societal changes mean that our customers are increasingly concerned about their personal safety when traveling to and on public transport. Safety in the public realm is complex; there are no simple solutions, and AT cannot solve it alone. Collaboration with Police, other agencies,

and the community is vital to improving safety across public transport and facilities.

This plan primarily focuses on actions to improve safety for customers and the workforce, but also includes actions for AT internally to enhance our understanding and ensure evidence-based decision-making. We believe that the Public Transport Safety Action Plan focus areas and subsequent initiatives outlined in this document will play a critical role in addressing perceptions of safety on public transport.

The implementation of these initiatives will begin in July 2025, with quarterly reviews to assess progress and make necessary adjustments.

This plan contributes to Auckland Council's vision for public transport: 'to massively increase public transport use to reduce congestion, improve access for Aucklanders, support the economy and enhance the environment', and specifically the goal under this vision of 'safe and accessible transport for everyone'.



Why does AT need a Public Transport Safety Action Plan?

Current state

Over recent years, there has been a notable rise in violent incidents and aggressive behaviour directed at frontline staff. At the same time, antisocial behaviour observed on public transport and at facilities across the network has also increased, affecting the public's perception of safety while using public transport.

Customer insights show:

(AT's Brand and Reputation Tracker Oct, Nov, Dec 2024):

- A third of customers have felt worried about their personal safety when using public transport in the last three months
- A third of customers report not using public transport at night due to concern for personal safety
- Around 15% of customers report that personal safety concerns have reduced the use of public transport
- Furthermore, 18% of respondents indicated a decrease in their public transport usage, up from 12% in March 2024.

The 2025 audit into the "Reliability of Public Transport in Auckland" by the Auditor General highlights the need for more detailed planning and implementation when it comes to safety initiatives.

Existing tools to manage safety

AT uses a range of initiatives to manage safety on the public transport network. These include (but are not limited to):

- Deployment of Transport Officers using an intelligence-led deployment models (64 employed in May 2025)
- Deployment of static and roving security guards on all modes
- Māori Warden services on evening trains
- 24/7 safety and security personnel monitoring CCTV and emergency help points across buses, trains and ferries
- Local engagement with NZ Police and other agencies (location-specific)
- Crime prevention through environmental design assessments and standards.

Recent initiatives to improve safety

We have momentum in delivering safety improvements, with several changes already implemented. However, there is more to be done.

Initiatives include:

- Roll out of bus driver safety screens, with a commitment to have screens fitted to 80% of buses by June 2026
- A simplified way unpaid fares are recorded on buses, leading to improved insights for the deployment of Transport Officers and improved understanding for bus operators
- Participation in multi-agency and community-led safety initiatives
- Trial of customer service officers on trains
- Enhanced reporting of crimestoppers (anonymous text reporting)
- Development of a public transport safety communications plan for 2025 – 2026.



Strategic Alignment

The Public Transport Safety Action Plan aligns directly to safety and public transport strategic direction. This relationship is outlined below:

Auckland Regional Public Transport Plan (RPTP) 2023

This is the primary strategic plan for public transport in Auckland. The strategic direction for public transport has been set here by Council and it contains our high level actions and policies to lead the operation of the public transport system over the coming years. 'Safe and accessible transport for everyone' is one of the goal areas in the RPTP, and this action plan expands on this goal area to deliver practical initiatives to help reach this goal, in alignment with the rest of the plan.

Vision Zero Safety Strategy 2019

This is the primary strategic direction for transport safety in Auckland. The strategic direction in this document says that, as part of a system where no transport users experience deaths of serious injuries, public transport users must be safe. A number of Aucklanders' have died due to public transport related activity, and this needs to end through a suite of interventions across the network.

This action plan also helps deliver on our corporate work accelerator 'PT from good to great', which covers a number of areas where we will provide targeted improvement in PT for for our customers. This is highlighted in our Statement of Intent to Council, which sets out agreed work to meet Council's expectations for the coming years.



Our Areas for Action:

The issue of safety is complex and multifaceted. No single initiative or action alone can prevent crime or anti-social behaviour on the public transport network.

Eight focus areas have been developed to ensure an AT-wide coordinated approach to delivery of safety initiatives.

These cover the breadth of the public transport system from infrastructure improvements such as lighting upgrades, to strategic messaging and storytelling.

All initiatives as part of this plan will show alignment to a key focus area, to ensure that we're focusing on the right areas and creating an impact.

The initiatives are not intended to be evenly split across the eight focus areas; they are a guide to ensure alignment.

The success of this plan will be achieved through targeted interventions that address these focus areas and are measurable to understand levels of success.



Our Areas for Action:

1. Community & tactical deployment



Implement tactical and community driven interventions that enhance the perception of safety, security and trust in public transport.

Outcome: Community engagement and tactical deployment tailoring to local needs, fostering a sense of shared responsibility and enabling appropriate preventative and responsive deployment methodology.

2. Strategic & community partnerships



Increase and maintain strong community, agency and iwi partnerships to support and champion safe public transport journeys.

Strategic partnerships are essential to fostering innovation, enabling shared learning, and codesigning solutions that help to collectively adapt to emerging challenges.

Outcome: Strategic partnerships are developed and nurtured driving innovation, enabling shared learning, and co-designing solutions that adapt to emerging challenges.

3. Resilience, agility & real time response



Fostering increased capability and coordination across groups, partners and agencies responding to incidents impacting on customer journeys and experiences in real time.

Outcome: Enhanced real time monitoring, coordination and capability across AT, Operators, Police and other agencies, enabling effective response to incidents.

Timely communication, accurate information sharing and faster recovery, to keep workers and customers informed, minimising the impact of disruptions and reinforcing their sense of safety and trust in the transport system.

4. Communications & story telling



Increase the perception of safety through strategic communications, shared experiences and the amplification of services and initiatives supporting the public transport system

Outcome: The perception of public transport safety has improved. Customers and communities feel engaged and have confidence in the actions AT is taking to improve safety for all.



5. Recording, reporting & intelligence



Enhanced operational efficiency and decision-making capabilities by streamlining processes for recording, reporting and generating intelligence. Understanding our workforce, customers and communities.

Outcome: Effective recording, reporting, and intelligence gathering, providing a better understanding of the network through our customer and workforce experiences. We have centralised reporting and collation of intelligence fostering evidence-based decisions and prioritisation of future initiatives.

6. Workplace health, safety & wellbeing



Ensure the highest standards of health, safety and wellbeing for all employees, contractors and customers within the public transport system

Outcome: A strong safety culture that supports consistent and reliable service delivery, while enhancing public confidence through ensuring that frontline workers are well-supported and visibly safe.

7. Environment & facilities management



Ensure the maintenance and protection of all public transport facilities and assets, providing a safe, clean and welcoming environment

Outcome: Well-designed, maintained and secure environments that provide a sense of safety and comfort, encouraging greater use of public transport and increasing passive surveillance.

8. Capability, growth & sustainability



Build a resilient and adaptable programme that navigate the changes required to best serve communities, enabling growth, continuous improvement and efficiencies.

Outcome: An enduring focus on programme and operational capability, growth and sustainability that ensures the public transport system can adapt and evolve to meet the changing needs of its customers, communities and environment. Maintaining sustainable investment and public confidence to deliver.



Two Year Targets

Our ambition is to instil trust and confidence in our customers and workforce that public transport is a safe and reliable mode of transport.

Each targeted initiative will incorporate measurements of success to understand the effectiveness.

Initiatives will also be assessed to determine if they should be continued as business as usual.

By implementing the initiatives in this plan, we aspire for the following outcomes:

- Perceptions of safety increase (AT's Brand & Reputation Tracker)
- Installation of bus driver protection screens in 80% of buses by June 2026 and physical assaults towards bus drivers is trending down
- Customers know how to keep themselves safe on public transport and know how to get help or report safety events
- Customers have knowledge and confidence in the range of interventions AT use to minimise anti-social behavior.
- Growth in public transport patronage with an uplift in trips taken at night.



Bringing it all Together

Coordination and collaboration across different teams (and directorates) across AT will be critical to the delivery and success of initiatives. A challenge will be maintaining oversight of all the initiatives that contribute to perceptions of safety and measuring their effectiveness, while still being agile enough to respond to situations as they occur on the network.

At the time of drafting this document, funding for future year initiatives is not confirmed. Once funding is certain the plan will be updated so that we are clear of what we will be delivering.

Initiative briefing process

Each initiative will include a clearly defined activity brief including:

- Identifying the sponsor and team
- Alignment with the overall Public Transport Safety Action Plan focus areas and goals
- Identification of the problem statement

- Clearly defined measures of success (pre and post-intervention)
- Milestones and the critical path.

Programme management

Weekly programme working group:

- Purpose: Programme coordination and resource allocation
- Chaired by PT&AM Senior Management Leads.

Monthly owners forum:

- Purpose: For initiative leads to provide progress updates, risk management and forward planning
- Chaired by PT&AM Senior Management Leads.

Monthly safety stakeholder steering group:

- Purpose: Business alignment, strategic oversight
- Chaired by GM PT Operations, including Senior Leaders from across AT.

Reporting

- Six-monthly progress report to Safety Committee
- Annual report for AT Board.



How We Plan to Deliver

Focus area	Initiative	Outcomes	Delivery
1. Community & tactical deployment	Safety Ambassador on Bus Trial Operator led deployment responding to insights from drivers and customers.	Improved driver and customer perception of safety. Fewer customers report that personal safety concerns have reduced use of public transport. Patronage growth, with an increase in trips taken at night.	May 2027
2. Strategic & community partnerships	Community Outreach and Partnerships Enhance community outreach and empowerment through capacity-building programmes that enable partners to champion safety initiatives, activating the Community of Care and Ownership.	10% increase (year on year) in the number of community, agency and iwi partners involved in safety initiatives and promotions. >70% positive feedback from partners involved in joint safety initiatives.	Ongoing
3. Resilience, agility & real time response	Real-time CCTV on Bus Trial Undertake a trial to understand the risks and benefits of real-time CCTV capability on buses, and changes in the perception of safety for customer and drivers.	Increased perception of safety from customers and drivers. Proven instances where real-time CCTV has contributed to improved incident management and resolution.	March 2027
	Video Analytics Software Development Development of behavioural detection analytics capability to enable early response to potential incident escalations (eg. trespassing, unexpected crowding).	Proven instances where video analytics has contributed to improved detection, incident management and resolution.	January 2027
4. Communications & story telling	Communications Strategic Plan Develop an overarching plan with tactical initiatives to build customer confidence and trust in the safety of our public transport network.	Customers understand how and what AT are doing to deliver interventions across the network. >80% of social media engagement related to safety promotions activity is positive. Safety and crime prevention advice is understood and promoted by partners and customers.	Ongoing
	Active Bystander Programme Develop the active bystander programme, promoting options available to customers to support a cultural shift and agency to act.	>50% increase in customers knowing what to do if they witness or experience anti-social behaviour. Increase in customers' perception of safety.	June 2027

Focus area	Initiative	Outcomes	Delivery
5. Recording, Reporting & Intelligence	Centralised Reporting and Intelligence Sharing Develop a single platform to integrate safety related reporting from various sources, providing enhanced reporting and insights.	Data sharing protocols are developed and understood across agencies and partners. Common language and terminology is agreed.	June 2027
6. Workplace health, safety & wellbeing	Bus in Distress Alarm System Implement distress alarm systems to understand the risks and benefits of alarm capability on buses, and changes in the perception of safety for customer and drivers.	150 buses fitted with distress alarms. Audible announcement to aid in general deterrence and de-escalation of incidents.	April 2027
	Flexi-Stop Night Time Experience Promote the use of night bus services by trialling a 'stop my bus' initiative, minimising first/ final leg barriers.	10% increase in trips taken at night on targeted routes.	October 2026
	Body Worn Cameras for Customer Facing Staff This initiative will determine the effectiveness of body worn cameras in assisting the de-escalation of antisocial behaviour for Auckland One Rail staff.	Improved quality of CCTV footage to identify offenders for evidential purposes. Fewer customer complaints of security concerns. Improved customer satisfaction and increased patronage. Staff feel safer, with reduced rates of violence, threats and aggression.	October 2026

Focus area	Initiative	Outcomes	Delivery
7. Environment & Facilities Management	Solar Light Performance Dashboard Implement real-time dashboard to provide visibility of lighting faults at bu stops, enabling quicker response times.	25% of solar shelters have real-time reporting availability by June 2026.	June 2027
	Monitored CCTV at Depots to Reduce Graffiti Attacks Roll out of CCTV that allows communication and lighting to deter intruders at depots.	Fewer trains are targeted by graffiti artists. Improved fleet availability. Reduced customer complaints.	January 2027
	Remote Operation of Train Gatelines Enable gatelines to be operated by the Auckland Rail Operations Centre, allowing security to be mobile across the station and network.	Greater coordination of mobile security resources, with increased presence of security across the network. Customers feel safer.	September 2026
8. Capability, Growth & Sustainability	Crime Prevention Planning The Public Transport Safety Action Plan continues to evolve, developing new initiatives based on data and customer insights.	New initiatives are identified, scoped, funded and delivered. The Public Transport Safety Action Plan remains relevant and is refreshed every six months.	December 2026 & June 2027