



# Auckland's Regional Public Transport Plan 2023-2031





**Note: In July 2025, Auckland Transport published a variation to this plan. This variation has more up-to-date information on certain parts of the RPTP. Parts that have been replaced by this variation have been clearly marked throughout this document.**

**To find the latest content, please see the variation that is available on the [at.govt.nz](https://at.govt.nz)**

Mihi

E ngā iwi whānui ki ngā topito o Tāmaki Makaurau  
He mihi manahau ki a koutou katoa  
Topuni ki te Raki  
Rakitu ki te Rāwhiti  
Puketutu ki te Tonga  
Oaia ki te Uru  
Tāmaki herehere o ngā waka e!  
Tihei Mauri ora ki te whai ao, ki te ao mārama  
To the wider people to the ends of Auckland  
A heartening greeting to you all  
Topuni to the North  
Rakitu to the East  
Puketutu to the South  
Oaia to the West  
Tāmaki the meeting place of all canoes  
Life essence to the world, to the world of light

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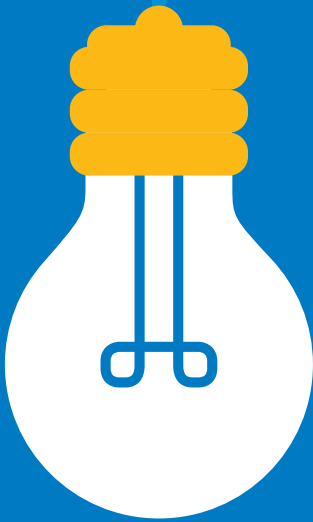
**Also read the 2025 Variation to the RPTP, available on our website.**

# How to read this plan

This RPTP is organised into seven parts, which are arranged in a sequence that shows the alignment between our overall strategy and the outcomes we want from it.

**The seven parts of the RPTP are:**

- 1. Introduction and Context – what the RPTP is and how we prepared it.
- 2. The Plan – the core proposals of this RPTP.
- 3. Vision and Goals – what’s driving this plan and what we plan to achieve.
- 4. Actions – the practical actions that will deliver the Vision and Goals.
- 5. Policies – how we plan and deliver the public transport system.
- 6. Monitoring and Review – how we track our progress.
- 7. Service Plans – details of each public transport route that forms part of the network.



# Part 1 Introduction and Context

# The structure of this Plan



## 1.1 Purpose and role of the RPTP

The Auckland Regional Public Transport Plan (RPTP) is the key document that sets out the future of public transport planning and investment in the Auckland region. It guides the design and delivery of public transport services, information, and infrastructure in Tāmaki Makaurau over the next eight years, split into short-, medium-, and long-term timeframes. The plan describes the public transport network that AT proposes for the region, identifies the services that are integral to the network, outlines the contractual units these services will sit in, and sets out the objectives and policies that apply to those services.

The RPTP sits within a broader system and investment planning framework for transport in Auckland, as outlined below. At the top of the framework are the core strategic guidance documents – the Auckland Plan 2050, the Government Policy Statement on Land Transport and the Auckland Transport Alignment Project (ATAP), which is an agreement between Council and Government on the priorities for transport in the region. The Regional Land Transport Plan (RLTP) turns this agreement into a ten-year investment plan, and the RPTP takes the investment allocation to public transport outlined in the RLTP and explains how it will be delivered and translated to services, infrastructure and supporting elements, iterating with our overall network plan, Future Connect.

## AT Strategic transport planning framework

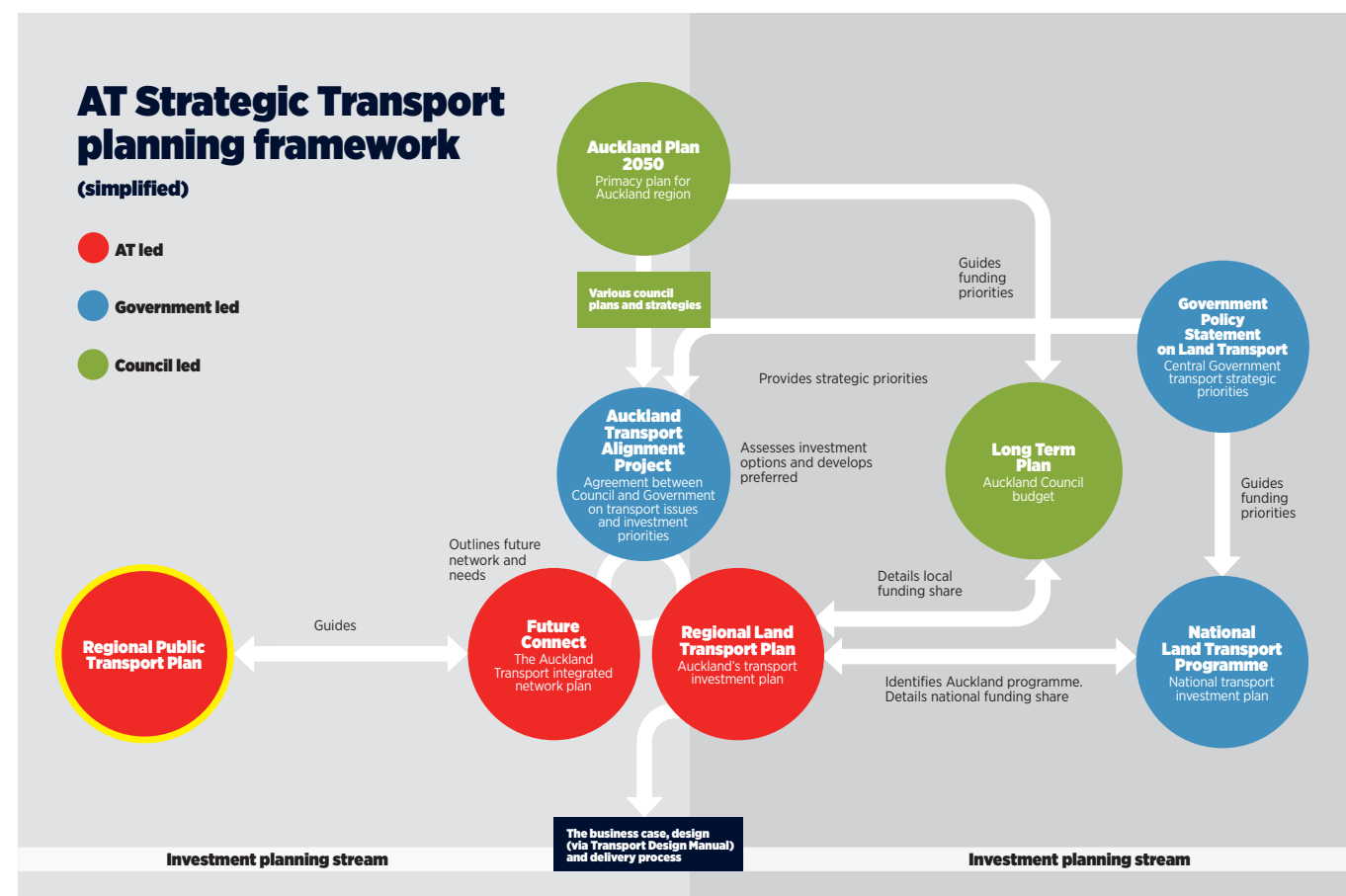


Figure 1: The RTP in the AT Strategic Transport Planning Framework

### 1.1.1 The role of public transport in Auckland

Public transport (PT) contributes significantly to the quality of life of Aucklanders by increasing genuine and flexible travel choices. While public transport is not always as flexible as the private car, a well-planned network supported by high-quality information provides a convenient travel option for a range of trips. Where supported by quality infrastructure, it can also provide more reliable travel times than cars.

Aucklanders tell us that they use PT where it provides a faster travel time than cars, where it allows them to avoid the cost of parking, or because they do not have another option available to them (either by choice or necessity). Currently, our network is used primarily for trips at peak commuting times and is less well used off-peak. We want Aucklanders to use PT for all sorts of trips, throughout the day and the week. This will be particularly important as Auckland's land use changes and the population grows, as more efficient transport options will be needed.

Auckland's population has doubled over the last four decades to approximately 1.7 million people in 2022 and is projected to approach 2.5 million around 2050. Unless there is major change to travel behaviour, population growth is forecast to significantly increase travel demand over the next 30 years, potentially resulting in an extra 400,000 peak time trips and 2 million more daily trips across all modes. To respond to continued growth The Auckland Plan 2050 and Auckland Unitary Plan recommend most growth occur within the existing urban areas. This approach to growth will enable an expanded public transport network to serve a denser urban population more effectively, rather than forcing people to drive ever-longer distances to access opportunities.

### 1.1.2 Funding PT

PT, like all elements of the transport system, is funded by a variety of means and mechanisms. A simplified representation of the funding system is shown Figure 2 below. There is roughly an equal three-way split between Council, Government, and fares as sources of funding for PT services. PT infrastructure funding is usually split equally between Council and Government, although some major projects are fully funded by the Government (in the same way as State Highways).

The complexity of the PT service funding system creates some challenges for planning future service levels, particularly because funding needs to be confirmed each year and can fluctuate as use of the system changes. This plan is based on our best understanding of expected funding availability at the time of writing and is derived from the funding allocated to PT in the

2021-2031 RLTP, updated to account for decisions and changes since that document was published (including higher costs). The total cost of operating the PT system in the 2023/2024 Financial Year (not including revenue) is projected to be \$701.8 million.

Funding beyond this year is not yet certain and is likely to be constrained, partly due to the impact of inflation on on-going operational costs. Work is underway at the time of writing in late 2023 on Council's new Long Term Plan, which is their overall 10-year investment plan, and on AT's new RLTP, which is the overall 10-year transport investment plan. Once these are finalised in mid-to-late 2024, there may be changes to the planned future PT services outlined in this RTP. At that point this RTP will be updated to reflect these changes.

### Funding sources for the RPTP

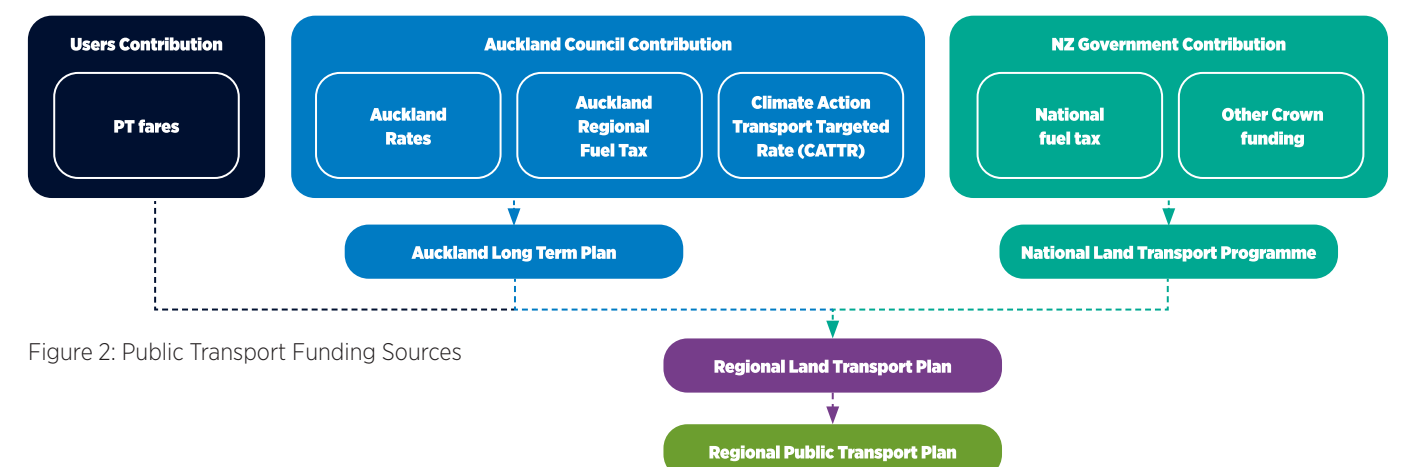


Figure 2: Public Transport Funding Sources

1.1.3 Since the last RTP

A lot has happened since the last RTP was released in 2019. This update to the RTP builds on that plan's direction, while including updates that respond to our current challenges. These include recovering from the impacts of the COVID-19 pandemic and the subsequent operational issues we faced related to shortages of bus drivers and ferry crew, the impact on train customers of KiwiRail's Rail Network Rebuild, our updated focuses on safety and climate change, and the latest funding environment.

Achievements

There has been significant progress since the last RTP was published in 2019, which helped drive increased use of PT. Key achievements and improvements made to Auckland's PT system since that time include:

- Completing the final parts of the New Bus Network for PT.
- Expanding our strategic rapid and frequent transit networks, including the first stage of the Eastern Busway between Panmure and Pakuranga, and the extension of the Northern Busway between Constellation and Albany.
- Opening new and improved rail and bus stations across the network (including Williams Avenue, Puhinui, and Hibiscus Coast).
- Adding new bus priority measures (bus lanes and priority signals) across the region.
- Integration of the Devonport ferry service into the AT PT network.
- Commencing the replacement and decarbonisation of the ferry fleet.
- Introducing our first permanent AT Local service in Takaanini.
- Reaching 100 million annual boardings on PT in 2019.
- Introducing bilingual announcements and wayfinding signage in te reo Māori and English across trains, buses, and ferries.
- Making continual improvements to passenger information via the AT Mobile app.

Key challenges and opportunities

While there have been many achievements, there are also key challenges which need to be addressed to enable a better PT system for our region. While some of these challenges present an opportunity for AT to think innovatively about how we plan and provide PT to Aucklanders and visitors, others require government intervention and change.

Post-Covid Travel

The COVID-19 pandemic and associated lockdowns have caused changes to how and when Aucklanders use PT. An increase in working from home means that some people are using PT less to commute to work. This has reduced peak time demands on some services, which AT has responded to by making changes to service levels on some bus and ferry routes. We are also seeing increased demands on some services at other times, including on weekends. Customers tell us that working from home means more time to get chores done during the week, giving them more time to get out on the weekends.

This RTP continues to focus on developing a PT network that is useful for a wider range of trips, rather than its historical focus on commuting. While commuting will still be a key part of the network's role in the future, an expanded focus will help us to meet Aucklanders' changing travel habits.

Concern about catching Covid, or other illnesses onboard services, is not a major barrier to use. Customers tell us this is not a major concern for them, and data shows that transmission onboard PT is very low. Our operators have stringent cleaning regimes in place across the fleet, and ventilation systems have appropriate filters against diseases. Mask wearing will continue to be supported for those that wish to do so.

Reliability issues from staff shortages

Emerging from the pandemic, Auckland (like many cities in New Zealand, and overseas) experienced shortages of bus drivers and ferry crew. This was due to some staff retiring, some leaving the industry, and international border closures meaning no immigration and a net loss of population, which reduced the labour market across many industries. Uncompetitive wages also played a role in this shortage, which meant it was hard to attract and retain drivers. These factors were also made worse by staff sickness as a result of COVID-19 waves.

At its height, this meant Auckland was short 500 bus drivers (and many ferry crew), leading to a substantial number of cancellations of services. This meant a significant reduction in reliability across the network, which further drove people away from PT. Some trips were suspended from timetables to enable the remaining trips to be operated more reliability, but this has meant a reduced level of service and a lack of capacity on some services.

AT is working hard with operators and Government to address this, through improved driver wages and adjustments to immigration settings. The bus driver shortage was resolved by August 2023, and suspended bus trips were reinstated. We are now working with our ferry operators to resolve crew shortages

by late 2024. We will then be able to return suspended ferry trips and work on future improvements to ferry service levels. We will continue to work with operators to ensure that staff are paid a living wage, and that they have attractive working conditions.

Climate change – decarbonisation and resilience

In June 2019, Auckland Council declared a climate emergency, recognising the urgent need to reduce Auckland's greenhouse gas emissions which contribute to the climate crisis.

In 2020, Auckland Council released Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan which details the steps Auckland will take to combat climate change, including a section on what is intended to be done in the transport space. This was then expanded on by Council's Transport Emissions Reduction Pathway (TERP) in 2022, which sets out what would need to be true if Auckland was to play its part in reducing transport emissions.

More PT services and greater usage is a core part of moving to a more sustainable transport system. This will mean more routes, increased frequencies, a significant expansion of the rapid transit network, and more supporting infrastructure (like bus priority). All these changes will come at significant cost but are necessary to reduce the impacts the transport system has on the climate.

Aligned with this is the need to reduce the emissions of the public transport system itself. All new buses entering the AT Metro fleet are electric or low-emission (such as hydrogen), all trains are now electric, and the next generation of ferries will also be low-emission. Further work is needed, however, to ensure charging infrastructure is available and to improve energy and resource efficiency at the PT facilities used by these low-emission PT vehicles.

Cost increases and funding constraints

The funding allocated to AT for PT services in Auckland Council's Long-Term Plan (LTP) and Government's National Land Transport Programme (NLTP) is not enough to deliver all of the service outlined in the last RTP. Funding constraints have been further exacerbated by:

- The increasing cost of running public transport services, particularly due to inflation, driver wages and other costs, such as maintenance and renewal of the rail system, which means that operators can provide less service for the same amount of money,
- A drop in revenue from fares resulting from impacts of COVID-19, which now funds around a third of AT's

operating costs (down from almost half prior to the pandemic)

This also affects the need to further invest in charging infrastructure and resource-efficient PT facilities. Without significantly more funding from Council and Government – and funding which extends beyond a 12-month period – there is no way to deliver the aspirations set out in other plans and policies to significantly increase service levels and use of PT.

Safety

AT is keenly aware of safety concerns raised by our drivers and public transport users. To make PT attractive to drivers and customers, we need to plan and design our stops, stations, and services to deter anti-social behaviour. This includes improving frequencies to reduce the time people need to wait at night when it may be dark. PT should be designed for everyone, and everyone has the right to feel safe when using the system (including getting to and from their services). This RTP sets out our plans for improving safety across the system.

Multimodal integration

Getting to and from your destination while using PT is likely to take more than one mode of transport. When planning PT, we must therefore ensure it is easy to get to and from PT stops and stations by other modes of transport. This can include improving footpaths near bus stops, increasing the number of secure bike parks at a transport hub, and better managing park and ride facilities. Customers tell us that some of the top reasons they don't use PT more are linked to poor access to and from stops and stations, so AT will continue to accommodate and promote other modes where they provide access to PT system.

AT wants to be an enabler of innovation in the On-Demand and shared mobility space. This will include working with private organisations who are suppliers of emerging mobility technologies that can play a role in complementing existing PT services and providing connections to the wider network. Subject to funding, we will also look to expand our AT Local On-Demand services to play a larger role in providing this type of access to the wider network.

Changes in policies, strategies and plans that impact PT since 2018

AT needs to align its approach to Council and Government policy and direction. Key changes to these elements since the 2018 RTP are outlined in Table 1 below. This is not a complete list of the many policies, plans and strategies which influence and impact PT, but some of the core, high-level ones.

Table 1: Policies, Strategies and Plans Impacting PT

| Central Government |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2020               | <p><b>National Policy Statement on Urban Development</b></p> <p>The National Policy Statement on Urban Development (NPS-UD) sets the direction for urban development policy throughout New Zealand. It aims to ensure that New Zealand's towns and cities are well-functioning urban environments, which require a quality PT system.</p>                                                                                                                                          |
| 2021               | <p><b>Government Policy Statement on Land Transport</b></p> <p>The Government Policy Statement on land transport (GPS) sets the Government's priorities for land transport investment over the next 10-year period, including for PT. There is a key focus on increasing mode share for PT by making them safer, more accessible and more available.</p>                                                                                                                           |
| 2022               | <p><b>Emissions Reduction Plan</b></p> <p>The emissions reduction plan contains strategies, policies and actions for achieving NZ's first emissions budget and contributing to global efforts to limit global temperature rise to 1.5° C above pre-industrial levels. It includes plans to reduce our reliance on cars and support people to walk, cycle and use PT, and decarbonise the PT fleet.</p>                                                                             |
| Auckland Council   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2020               | <p><b>Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan</b></p> <p>Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan is Auckland Council's long-term approach and adapt to the impacts of climate change. It sets out the priority action areas to deliver our goals to reduce emissions, including a section on transport.</p>                                                                                                                                                              |
| 2022               | <p><b>Transport Emissions Reduction Pathway</b></p> <p>It sets out what would need to be in place to achieve the Climate Plan targets by 2030. For public transport this means achieving 550 million passenger journeys a year, up from the 80 million journeys we are at as of mid-2023.</p>                                                                                                                                                                                      |
| Auckland Transport |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2019               | <p><b>Auckland Transport's Accessibility Action Plan</b></p> <p>The Accessibility Action Plan (AAP) provides details on what actions AT will undertake over the next 3 years to improve accessibility on the transport system. Part of this is increasing the accessibility of public transport stops, stations and services.</p>                                                                                                                                                  |
| 2021               | <p><b>Auckland's Regional Land Transport Plan 2021-2031</b></p> <p>The Regional Land Transport Plan (RLTP) is the 10-year plan for Auckland's transport network. It details the areas that AT, Waka Kotahi NZ Transport Agency and KiwiRail will focus on to respond to Auckland's transport challenges. It also outlines the proposed 10-year investment programme for specific transport projects., which this RPTP reflects.</p>                                                |
| 2023               | <p><b>Room to Move – Tāmaki Makaurau Auckland's Parking Strategy 2023</b></p> <p>Room to Move is Auckland's parking strategy. It sets out how public on-street and off-street parking will be managed across the region, so that our key roads are optimised, movement of people and goods is prioritised, and parking is available in the right places, for the right uses, at the right time. It also outlines the policies for the operation of park and rides in Auckland.</p> |

1.2 Developing this plan

This RPTP was prepared by AT in close collaboration with our project partners, stakeholders and customers. It was also informed by extensive market research, customer feedback, technical research, and international benchmarking.

The engagement process for this plan was separated into three phases as illustrated in the diagram to the right. This model makes best use of lessons learnt from previous consultations and encourages public participation in the process of planning at different stages.

1.2.1 Overview of engagement process

Phase One – Preliminary engagement and alignment

In December 2022, AT undertook a survey with a representative sample of over 1,000 Aucklanders that focussed on key trade-offs related to public transport planning.

Additionally, AT held three workshops with 41 key interest groups. They were asked to provide feedback on initial concepts for the vision and goals for the RPTP, and their feedback was used to shape these elements. The responses were also used to help inform phase two of consultation.

Phase Two – Early input on key elements of the plan

In April 2023, AT held two workshops, inviting the same key interest groups from phase one. They were asked for input on the contents of the plan with a focus on the proposed actions. 19 key interest groups attended the workshops while others sent through comments separately, following the workshops.

We also surveyed over 1,200 Aucklanders via an online survey. The survey was designed to refine our thinking following the phase one engagement, gain insights on specific issues with the existing network, and understand strategic priorities for services and priorities for improvements.

Phase Three – Public Consultation

Public consultation on a draft version of this RPTP ran from 17 July to 17 August 2023. We received 3,192 submissions from the public via an online survey and via email. We also received 45 submissions on behalf of organisations via the same methods. In addition, we held 14 drop-in events, both in-person and online, where we had hundreds of conversations about the draft plan and received two formal verbal submissions. We also received two letters, which were considered as submissions.

Following the conclusion of public consultation, we also engaged with Auckland Council's Advisory Panels (who

represent specific community interest groups). We also workshopped feedback with all Local Boards (except Aotea/ Great Barrier, where we do not operate PT services), who then provided formal feedback on the draft plan at their regular business meetings.



Figure 3: Engagement Process

1.2.2 Overview of service planning considerations

In preparing the draft RPTP that was consulted on in the third phase of public engagement, we had to consider the types of services and service changes that would be included. From the first two phases of engagement, we knew Aucklanders wanted improvements to the existing network rather than a fundamental change to our approach to services. The additional funding available for these services is limited, however. Many changes are funded by Council's Climate Action Transport Targeted Rate, which was separately consulted and based on specific improvements to key routes, and therefore the basis on which Aucklanders supported its introduction. Most other funding is reserved to make improvements enabled by key infrastructure (such as the City Rail Link, Eastern Busway, and the opening of new bus and train stations).

With the limited other funding available, we considered three potential ways forward:

- Focusing on growing usage – we considered improvements within the existing urban area to services that would likely result in the most additional customers. This included extra peak-time trips on some routes with high demand and upgrading others to all-day frequent services, or
- Focusing on expanding the network’s coverage – we also thought about expanding the network to new and growing areas which don’t currently have access to PT. This includes growing areas like Drury, Whenuapai, and Flat Bush, as well as rural locations like Muriwai, Glenbrook Beach, and Clevedon, or
- A balance of both – expanding into some growing areas while also improving service levels within the existing urban area.

We undertook modelling to understand the potential impacts of the three approaches, and also considered what Aucklanders told us in the second phase of public engagement. We heard that overall Aucklanders wanted us to take a balanced approach, with a slight preference for growing usage. We sought advice from the Transport and Infrastructure Committee of Auckland Council, and Councillors on the Committee endorsed a balanced approach (as well as the Vision and Goals of this RPTP). This decision formed the basis of the services included in this RPTP, and feedback from the third phase of public engagement shows Aucklanders are generally supportive of it.

1.2.3 Overview of feedback received from each phase

A summary of feedback received in each phase of engagement on this plan is set out below. Full details are available on our website.

Phase One feedback

In the market research survey conducted in this phase, we asked 1,005 Aucklanders about their perceptions of the current PT network’s performance and how we plan and provide services. Key insights from this phase were that:

- Aucklanders see the biggest transport issues facing Auckland to be traffic congestion, the lack of parking and affordable parking options, disruptions from road maintenance and an underperforming PT system (because of reliability and affordability issues).
- They believe that providing faster more frequent PT services should be the number one priority for investment

over the next ten years (89%).

- 66% of Aucklanders were very supportive of the fast and frequent “Turn up and Go” model of PT because they felt it would make public transport more efficient. Only 37% of Aucklanders believed that PT currently makes it easy to get around Auckland.
- Aucklanders expect AT to prioritise investment in PT services in areas of high demand while also providing a reliable service across the region. Aucklanders want us to ensure there are services in areas where residents are reliant on them and to increase the frequency of services on main routes.
- There was also a focus on things that Aucklanders think AT could do to improve patronage, with direct access across town, discounted pricing, and increasing security at stations and onboard services being viewed as ways to encourage people to use public transport.

In this phase, we also tested draft versions of the Vision and Goals (set out in Part 3 of this plan) with a range of stakeholders. These were generally supported, with some amendments.

Phase Two feedback

Building on the insights from the first phase, we followed up with another online survey using both a representative sample and a booster sample (sourced from AT’s marketing database, the RPTP website, and social media). We had a total of 1,262 responses in this stage. This survey tested support for proposals we were considering within each of the Goals areas within this plan. Key insights were that:

- Aucklanders were dissatisfied with the PT system, similar to the feedback from phase one. Declining levels of satisfaction were linked to affordability, and the impact of the driver shortage causing concerns about delays and disruptions. Many Aucklanders also said they felt AT is not listening to them and what they want.

- When asked what the RPTP should aspire to, 95% of Aucklanders said they want faster, more frequent PT that goes to more places. They also expect it to be affordable (90%) and able to withstand and recover from severe weather events (87%).
- Given Aucklanders’ preference for immediate action to address reliability and frequency problems longer-term goals around infrastructure investment such as investing in sustainable vehicles, bus and transit lanes, or light rail did not receive strong support.
- Almost half of Aucklanders (48%) wanted AT to have an equal focus between providing new services to new areas and increasing the frequency of existing services. Just over a third (36%) of Aucklanders wanted AT to focus solely on increasing the frequency of existing services.

In addition to the survey above, we also tested specific actions with stakeholder groups and again found strong support for most actions. This informed Part 4 of this plan.

The findings from this stage were used to refine the draft version of the RPTP that went to formal public consultation in phase three.

Phase three feedback

Key themes from this phase were:

- Strong opposition to the proposed withdrawal of the Gulf Harbour ferry from 2028, as part of wider PT network changes including improved bus services. We received over 1,269 submissions on this issue, which was the single highest feedback area.
  - o In response, we have committed to further investigate the transport needs of the Whangaparāoa peninsula (across all transport modes) in more detail, including potential options for the ferry to continue. This work will be undertaken in 2024, and next steps for the ferry (and bus network changes on the peninsula) will be confirmed in the next update to the RPTP.
- Strong support for most of the proposed actions and improvements within this RPTP (at a high level), with most responses telling us our proposals were either ‘great as they are’ or ‘on the right track but needing minor changes’.
  - o There was strong support for proposed improvements to services and the proposed weekly fare cap (which will be implemented in 2024).
  - o Most changes requested were to make further

improvements or bring make proposed improvements sooner. The RPTP is a fundable plan, so we will only be able to do more or do things sooner as funding allows – our aspirations above current funding levels are set out in section 2.4 of this plan.

- Requests for clarification or more information relating to specific details of the plan. Where possible, we have added these details to this version of the RPTP.

Overall, public feedback in this phase showed that the actions and improvements in this RPTP are supported by Aucklanders. These were proposed based on the earlier phases of engagement, so the third phase essentially confirmed the findings of earlier phases.

This high level of support meant that only minor changes to this RPTP were required. These changes added some of the additional information requested by submitters, updated the plan to ensure it reflects our understanding of likely available funding and next steps for key initiatives at the time of writing (in late 2023) and reflect feedback that did require changes.

A full summary of all the feedback we received in this phase of engagement is available on our website, alongside the RPTP. This Community Feedback Report also provides more details about the changes made between the draft and final version of this RPTP.

1.2.4 Compliance with legislative requirements

The RPTP is prepared under the Land Transport Management Act (LTMA), which sets out a number of requirements for the content the RPTP must (and must not) include, issues AT must consider when developing it, and who we must talk with. This section outlines these requirements and how AT has complied with them in developing the RPTP.

AT must be satisfied that:

- This RPTP contributes to the purpose of the LTMA, which is *to contribute to an effective, efficient, and safe land transport system in the public interest*. This is also AT’s legislative purpose (specifically in relation to Auckland), and we are satisfied this RPTP helps achieve this.
- We have prepared this RPTP in accordance with guidelines published by Waka Kotahi. AT considered these guidelines as part of developing the plan, while also noting that Waka Kotahi is in the process of updating them to reflect the 2023 changes to the LTMA.

- The plan is consistent with the Regional Land Transport Plan (RLTP), if the RPTP includes any matters not covered by the RLTP. We are satisfied that this is the case.
- We have applied the principles that the LTMA specifies must guide the planning and delivery of public transport

We have paraphrased these as:

- That well-used PT services have positive environmental and health impacts.
- That PT services can attract people out of their cars and provide equitable access to opportunities if properly planned and delivered.
- That the PT workforce (including drivers and crew) must have fair and equitable employment conditions to support the delivery of PT.
- That we must partner with PT operators (and in specific situations, Kāinga Ora) to provide services that meet the needs of passengers and encourage more people to use them.
- That we must provide PT services in a way that assists investment in PT to be efficient and provide value for money.

We are satisfied that these principles are reflected throughout the Goals (and related Actions and Policies) in this RPTP.

As required by the LTMA, AT has also taken into account:

- New Zealand Energy Efficiency and Conservation Strategy, particularly as it relates to electrification of our

PT fleet. Goal 2 covers this in more detail.

- The Auckland Unitary Plan, which regulates the city's land use (alongside other plans in force under the National and Built Environments Act 2023). This has informed how we are planning to provide PT services to areas where growth may occur. This is reflected in Goal 4.
- Transport components of plans published by Auckland Council, including the Auckland Plan and the Transport Emissions Reduction Pathway, the latter of which is discussed in more detail in section 1.4.
- The likely funding that will be available for PT services in Auckland, as set out in section 1.1.2 and the need to obtain the best value for money.
- The views of PT operators, who were involved in workshops as part of the RPTP's development and some of who made submissions on the draft RPTP.
- The views of Auckland Council, who endorsed the Strategic Direction for this RPTP (including its Vision and Goals, and the service planning considerations set out in section 1.2.2.)
- The views of the PT workforce and its representative unions, including through submissions that were made.

We have also considered the needs of persons who are transport disadvantaged – these are addressed under Goal 3.

Consultation as part of preparing the draft RPTP was also undertaken with the various entities that the LTMA requires (including Auckland Council, Waka Kotahi, PT operators, and others).

## 1.3 Position on key issues

There are many aspects of Auckland's transport system that AT can't control, but which significantly impact on the quality or performance of the transport system, including the PT system. They are usually policy, funding or process based. AT will continue to advocate for changes to these elements from Government so that the true potential of the PT system can be realised.

### 1.3.1 Funding

Everyone has high expectations of the PT system, and AT wants to achieve these goals, but the biggest impediment is lack of sufficient funding. If AT is to deliver the improved PT system Council, Government, and many Aucklanders want, significantly more funding will need to be provided.

This is not just a question of sufficient funding, but also of having funding certainty. Currently, uncertainty over funding from Government and Council means that AT's budgets are only confirmed on a year-by-year basis. This makes forward planning difficult and means contingency planning is required in case of shortfalls. AT is seeking longer-term certainty from our funders, which will benefit our operators and customers.

AT also recognises that the funding model for PT (and transport) needs reform. AT also supports the investigation of new and alternative sources of funding, such as congestion charging and increasing the cost of parking fines, both of which require legislative change at the national level.

### 1.3.2 Congestion charging

AT is supportive of introducing an appropriate model of congestion or time-of-use charging. This is something that must be led by the Government, who would make the necessary policy change. The Ministry of Transport led work on a report titled 'The Congestion Question' which explored this issue in detail, and which has informed our position. Our views on congestion charging are elaborated on below:

- The intention of congestion charging is to charge for the full economic, environmental, and social costs of using the road in a private vehicle. It puts more of the true cost of driving back onto road users. Its primary aim is to reduce congestion, but it will also raise revenue, which can provide more sustainable funding for the transport system and enable more improvements, especially to PT services and walking and cycling improvements.
- Our modelling suggests that congestion charging will be a key factor for mode shift from a private vehicle on to PT. It will likely bring forward decades worth of demand to the PT system (and we will need funding to deliver the PT options which will meet this extra demand).

- To avoid adverse equity impacts, it is essential that the implementation of congestion charging is supported by significant improvements to public transport, walking and cycling/micro-mobility, and adequate measures to protect those who can't use other modes are in place.

### 1.3.3 Inter-regional PT services

AT is supportive of improvements to inter-regional PT services, such as the existing Te Huia train service between Auckland and Hamilton, but our focus is – and always will be – on meeting the transport needs of Aucklanders first. Many inter-regional services are currently privately provided (such as InterCity bus services), contracted by Waikato Regional Council (such as Te Huia and buses between Waikato and Pukekohe), or operated by KiwiRail (such as the Northern Explorer train).

Significant improvements to such services are largely outside the direct control of AT. Central Government, through the Ministry of Transport and KiwiRail, has the responsibility to enable further improvements in inter-regional passenger rail services (through upgrades to infrastructure, including new tracks and rolling stock). AT supports these agencies in investigating and delivering improvements to service levels, so long as any improvements do not disadvantage the operation of our existing services for Aucklanders. We will work proactively with these other agencies to find solutions, and to integrate inter-regional services with other local services where practicable and as funding allows.

Part 2  
The Plan

2.1 Our plan for improving the public transport network

The improvements we intend to make to Auckland’s PT network between 2023 and 2031 will fall within the following broad categories:

- **Service improvements** – new and improved services are at the heart of this RPTP. Adding frequency to existing services, and introducing new services into areas where demand is increasing, will help to increase the availability and attractiveness of PT. Many of these service improvements will be funded by Auckland Council’s Climate Action Transport Targeted Rate.
- **Major infrastructure projects** – this includes the opening of new train and bus infrastructure, including the City Rail Link, new stations, busways and electric ferry charging infrastructure. These are flagship projects that will make significant improvements to service travel times and reliability, and often enable us to provide new, high-quality services where none currently exist. New and upgraded vehicles, such as extra trains and low emission ferries, also fit in this category. These help us provide extra capacity to meet increasing demand.
- **Supporting infrastructure** – these are smaller scale infrastructure projects, like new bus and transit lanes, upgraded bus stops at key intersections to enable

easier transfers, and bus priority lights at intersections. These improvements are smaller scale compared to major projects but can still make a significant difference to travel times and the reliability of services on busy corridors. It can also include smaller scale changes to infrastructure that helps people get to PT, like improved footpaths or bicycle parking at stations.

- **Customer experience improvements** – a range of improvements fit in this category, which is about ensuring customers have better access to information about our services. Technological improvements, including to our AT Mobile app, will help customers to understand their options and learn about disruptions. Physical improvements to the quality and consistency of wayfinding and other customer-focused infrastructure will make it easier for customers to get around the network. AT also continually reviews and changes its processes to ensure they work for our customers.

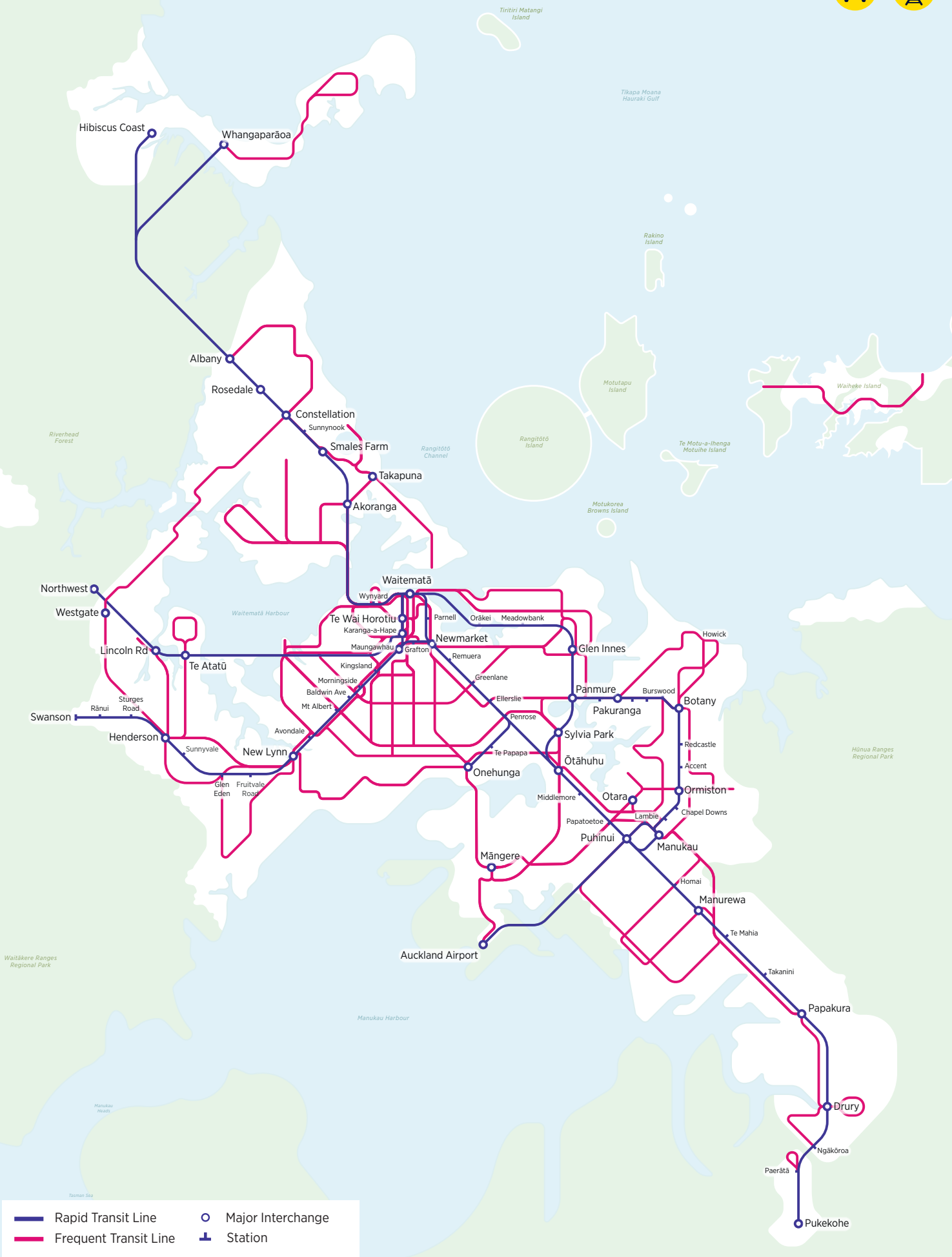
Figure 4 shows what the core rapid and frequent network will look like in 2031 after major service and infrastructure improvements have been made. Other improvements (like the supporting infrastructure and customer experience improvements) are described in detail in later parts of the RPTP.

Delivering this Plan

Improvements will be made across three main timeframes:

| Period      | Covering         | Focus                                                                                                                                                                                                            |
|-------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Short Term  | 2024             | Improving and maintaining the reliability of services, improving fare and ticketing options, and getting more people using PT again.                                                                             |
| Medium Term | 2025 to 2027     | Leveraging the opportunity provided by the significant infrastructure planned to be delivered in this timeframe, which includes the City Rail Link, to increase use of PT and improve perceptions of the system. |
| Long Term   | 2028 to mid-2031 | Our broader network ambitions and goals – higher usage and operating a stronger, more integrated PT system.                                                                                                      |

The rest of this section describes, in more detail, the improvements proposed for each of these timeframes.



**Rapid transit services** are the backbone of the network, with the highest levels of frequency and priority. They are expected to carry very high volumes of passengers.

**Frequent transit services** are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. Frequent services are supported by priority such as bus or transit lanes. All rapid services are also frequent services.

Map not to scale  
RPTP 2023  
Full II

## 2.2 Short-term focus

### Our short-term focus in on recovery

The draft version of this RPTP that went for public consultation included actions to address the bus driver and ferry crew shortage, and related reliability issues that had been occurring across the PT network for much of 2023. The bus driver shortage was resolved in August 2023, and resolving issues with ferry crew shortages will continue to be a focus in 2024.

We know that cancellations and delays to services, as well on-going closures across the rail network, are frustrating for Aucklanders. Early engagement on the RPTP told us that reliability is the number one improvement we can make to improve Aucklanders' perception and use of PT. Our short-term focus is therefore on maintaining and improving the reliability of services, as well as getting more people back on PT.

Before the COVID-19 pandemic, we had reached 100 million boardings per year on PT. We want to get back to this figure as fast as possible – our aim is to reach it by the middle of 2024. We had expected to achieve around 130 million boardings per year in 2024, before the pandemic. While travel habits have changed, we still aim to get back to 100 million boardings as soon as possible, and some of the elements of our short-term focus are about making it easier and more attractive to use PT.

Key parts of our short-term focus include:

### Improving bus travel times and reliability:

- Continuing to roll out our Bus Booster programme, where buses running late send a signal to traffic lights to go green or stay green longer so the bus makes it through the intersection, allowing it catch up with its timetable
- We will also be rolling out new bus and transit lanes, or extending the operating hours of existing lanes, to help buses avoid congestion and give customers a faster journey.

### Getting through KiwiRail's Rail Network Rebuild:

- KiwiRail's work to fix the foundations of their rail tracks will be completed by early 2026. We are working with them to minimise the amount of disruption this has on existing customers.
- In the meantime, we are improving the frequency of existing bus routes and running more rail replacement buses, so you can still move around the city.

### Changes to fares, information and ticketing:

- Implementing a weekly fare cap, that will mean customers have free PT for the rest of the week after reaching the cap's limit. Details of the cap will be

determined and implemented in 2024, following an independent review of AT's fare structure.

- Rolling out payment via debit and credit cards, so that people can use the PT system without needing an AT HOP card
- Continued roll-out of real-time information screens (PIDs) at key stops, so customers know in real-time what services are coming and when.

### Changes to the ferry network:

- We are working with our ferry operators to minimise the impact to customers of the existing crew shortage, which has forced some trips to be temporarily suspended. The crew shortage is planned to be fixed by the end of 2024.
- From 2024 we will start to introduce new electric and low-emission ferries, with more capacity. These will help our services to run more reliably.

### Working to get back to 100 million annual boardings through:

- Launching an employer HOP subsidy scheme, where organisations can subsidise their staff's travel. We have run successful trials and plan to expand this more widely.
- Targeted community engagement to encourage use of the PT system.
- Enhanced promotion of improvements to services and reliability across the network.
- Creating guided digital experiences to help new customers navigate using PT for the first time.
- Establishing a bus driver forum, to draw on frontline experience to find opportunities for improvements to services.
- Monitoring and optimising recent changes to the PT network in Northwest Auckland.

Full details of the actions we are taking in the short-term are included in Part 4 of this plan.

2.3 Medium-term focus

Our medium-term focus is on service changes enabled by new infrastructure

A range of key infrastructure projects across Auckland will be completed over the course of this RPTP, enabling changes to services that will improve access to, and the quality of, PT. This will help us to grow use of PT and improve Aucklanders’ perceptions of their PT network.

Northwest bus improvements

- Building on services introduced in late 2023 for Northwest Auckland, including the new Western Express (WX1) service, we will continue to make improvements to services in the area. This will include refining service levels to better cater for demand, including through the introduction of low-emission double-deck buses on the WX1
- We will also monitor and make improvements to other services in the wider area, including upgrading the current route 120 to be a frequent service, route 12, connecting Henderson, Westgate, Upper Harbour and Constellation Station. New services will also be introduced to service growth in the area (including around Whenuapai and Redhills).
- A new bus station at the Northwest Centre, gifted the name Pukewhakataratara by mana whenua, will also be constructed to improve amenity for customers as well as improve operational efficiency of services.

City Rail Link (CRL) and train services

- The CRL will open to the public by 2026. New stations at Te Waihorotiu and Karanga-a-Hape, along with faster journey times, will improve access to the city centre.
- Train on the current Southern, Western and Eastern lines will be able to run more frequently – every 7 to 8 minutes at peak and every 15 minutes during the day.
- New stations in Drury and Paerātā will also open by 2026, and electric trains will be extended to Pukekohe via those stations.

Eastern Busway

- The Eastern Busway’s stages 2 and 3 along Tī Rakau Drive will be completed by 2027, with new stations at Pakuranga, Edgewater, Gossamer Drive and Burswood.

- New bus routes from the suburbs north and south of Botany will be introduced to run along the busway to Panmure at peak times, offering fast, direct service.
- Existing buses along Tī Rakau Drive will also move onto the busway, making them faster and more reliable.

Rosedale Station

- The Northern Busway’s newest station, Rosedale, is expected to open in 2027, improving access for the upper North Shore.
- As well as the benefits to the local Rosedale area, new bus connections to Browns Bay, Massey University, and Albany will expand the number of people who can access the station.

Ferry Network Improvements

- The ferry programme is underway and will deliver a new low emission vessel fleet, with the first low emission vessels arriving during 2024.
- Terminal works including the installation of ferry charging infrastructure and wharf modifications to enable the new vessels are also planned this RPTP period. No new wharves will be added, but existing facilities will be upgraded.

Ō Mahurangi (PenLink)

- AT is currently investigating the feasibility of a new bus station in Whangaparāoa, at the northern end of the Ō Mahurangi connection.
- All trips on the Northern Express 2 (NX2) will be extended to this station if it is constructed. Local buses on the Whangaparāoa Peninsula will also be changed to provide convenient connections to the station.

AirportLink Extension

- The existing AirportLink service operates between the Airport and Manukau. Subject to funding, following the completion of the Eastern Busway to Botany, we plan to extend the AirportLink to Botany, to connect with the busway. New bus stops on Te Irirangi Drive will be used by this service, with local buses providing connections.
- This extension is a step towards a future busway that is proposed to be built along the Te Irirangi Drive corridor in the late 2030s.

2.4 Long-term focus

Our long-term aspiration is for public transport use to increase significantly

We want to make PT an attractive option for a wider range of trips and journeys consisting of multiple connecting PT trips. This requires improvements to the frequency and reliability of services, as well as quicker travel times.

The infrastructure projects highlighted in Section 2.3 as well as our wider bus priority programme, will help to improve reliability and journey times while reducing greenhouse gas emissions across the transport network. Improvements to the frequency of services and facilities are also a part of this RPTP, many of which will be funded by Auckland Council’s Climate Action Transport Targeted Rate (CATTR).

By 2031 our rapid and frequent network will have significantly expanded, covering many more Aucklanders. We will also have made other improvements to many of our other services. Together, these will provide access to more destinations for a wider range of trips. A map of the proposed network in 2031, based on current funding, is shown in Figure 6 on the next page.

Ambitions to do more

We have heard from Aucklanders that they want us to be more ambitious when it comes to improving PT. A common theme in consultation on this plan, and the 2018 RPTP, was that Aucklanders supported our proposed improvements, but wanted us to bring their delivery forward and plan to make further changes. We share this ambition to do more, as represented our Vision (in Part 3 of this plan). Where possible, if additional funding is available, we will seek to make further and faster changes.

AT advocates for things that we know will make the most significant difference to the way we serve our customers. We have evidence from our market research, consultation, and the response to improvements we have already made, that the changes below would result in increased use of, and satisfaction with, the PT system. If more funding for both operating services and the necessary infrastructure to support them were available, we would like to:

- Improve the all-day frequency on frequent routes from every 15 minutes to every 10.
- Add more routes to the frequent network.
- Expand the hours of frequent network operation from 7am – 7pm to 6am – 11pm, and consider later service (after midnight) on key corridors connecting to the city centre.
- Increase the base frequency on connector routes from 30 minutes to 20 minutes.
- Significantly expand the rapid transit network.

Achieving these aspirations is likely to take a long time. Improving frequencies on train services to be every 10 minutes all-day, for example, will require significant investment that will take many years (into the late 2030s or early 2040s) to deliver. Outlining our aspirations helps to provide a sense of the overall outcomes we are working towards, to support our Vision to massively increase PT use.

**Alignment with aspirational targets**

Aucklanders’ calls for us to be more ambitious align with the aspirations in both Council’s Transport Emissions Reduction Pathway (TERP) and the Government’s Emissions Reduction Plan (ERP). Both documents say that a massive increase in PT use is necessary to meet our emissions reduction targets, and to support Auckland as it grows and intensifies.

The funding we currently have will not enable us to meet these targets – significantly more capital and operational funding would be required to run the number of services needed to carry the TERP’s target of 550 million boardings per year by 2030.

AT has worked with Council and Waka Kotahi to determine what interventions would be necessary to bridge the gap and reach the TERP patronage goal, as shown in Figure 5. While there are many different ways to achieve the target, the work completed has seen the following set of interventions agreed as the preferred approach. These incorporate PT interventions, broader policy interventions, land use changes, and other whole-of-transport system interventions.

The full set of interventions required are:

1. High frequencies for bus services across the region - around every 5-15 minutes, all day-every day (including evenings and weekends), for all routes (and consequently more buses, drivers and depots).

2. Extensive, all-day bus lanes across the network, many of which would need to be introduced by repurposing parking lanes on key roads.
3. Far more interchanges, complemented by first and last leg connections to services.
4. A network of express, high capacity and high frequency ‘bus rapid transit lite’ routes (and also nine new ‘all day express’ routes), including interim versions of some long-term rapid transit corridors, like Airport to Botany.
5. Moderate ferry frequency and service hours improvements across the network, with more services throughout the day, including weekends and evenings.
6. An increase in train service frequencies, ahead of level crossings being removed and other infrastructure enabling the full capacity of the City Rail Link to be used.
7. Accelerating housing growth around rapid transit network stations and other areas of high transport access, such as the central isthmus, together with more mixed use and higher density development.
8. A significant travel demand management campaign, with more travel plans and subsidies for walking, cycling and active travel.
9. A congestion charging system (to be enabled by central government legislation), charging 20 cents per kilometre travelled and with additional charges for entering the City Centre or travelling on key state highways.
10. Changes to policies from the central government, including tripling of parking fees in parking management areas.

Gap between RPTP and TERP boarding targets

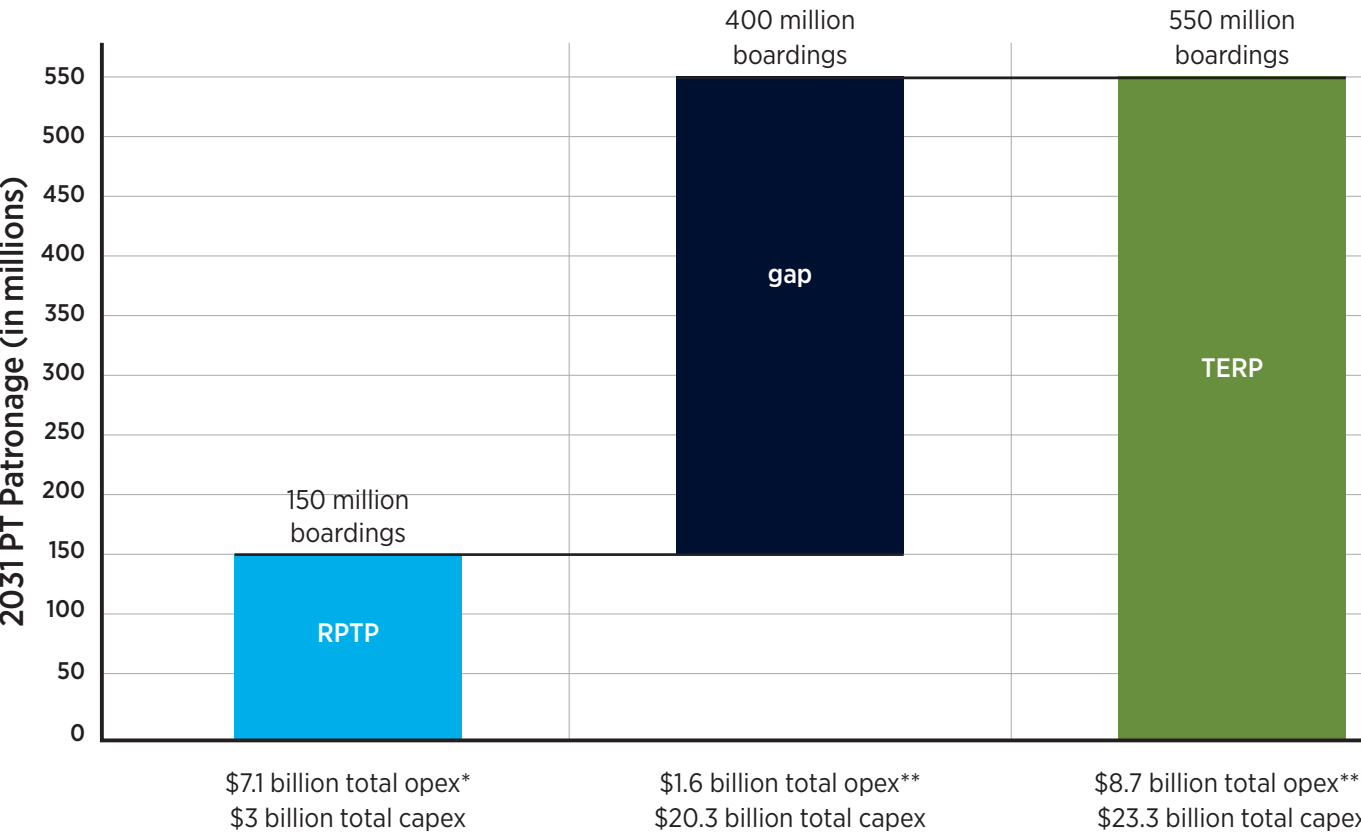


Figure 5: Indicative costs to achieve TERP PT boardings target

Opex (or operational) costs are annual costs to run the system (like driver wages and petrol), and the cost above is the total cost for the financial years 2023/24 to 2030/31. Note there will also then be an ongoing annual cost beyond 2031. Capex (or capital expenditure) costs are one-off costs to deliver infrastructure like new bus lanes. Again, the cost is the total planned cost for the eight year period.

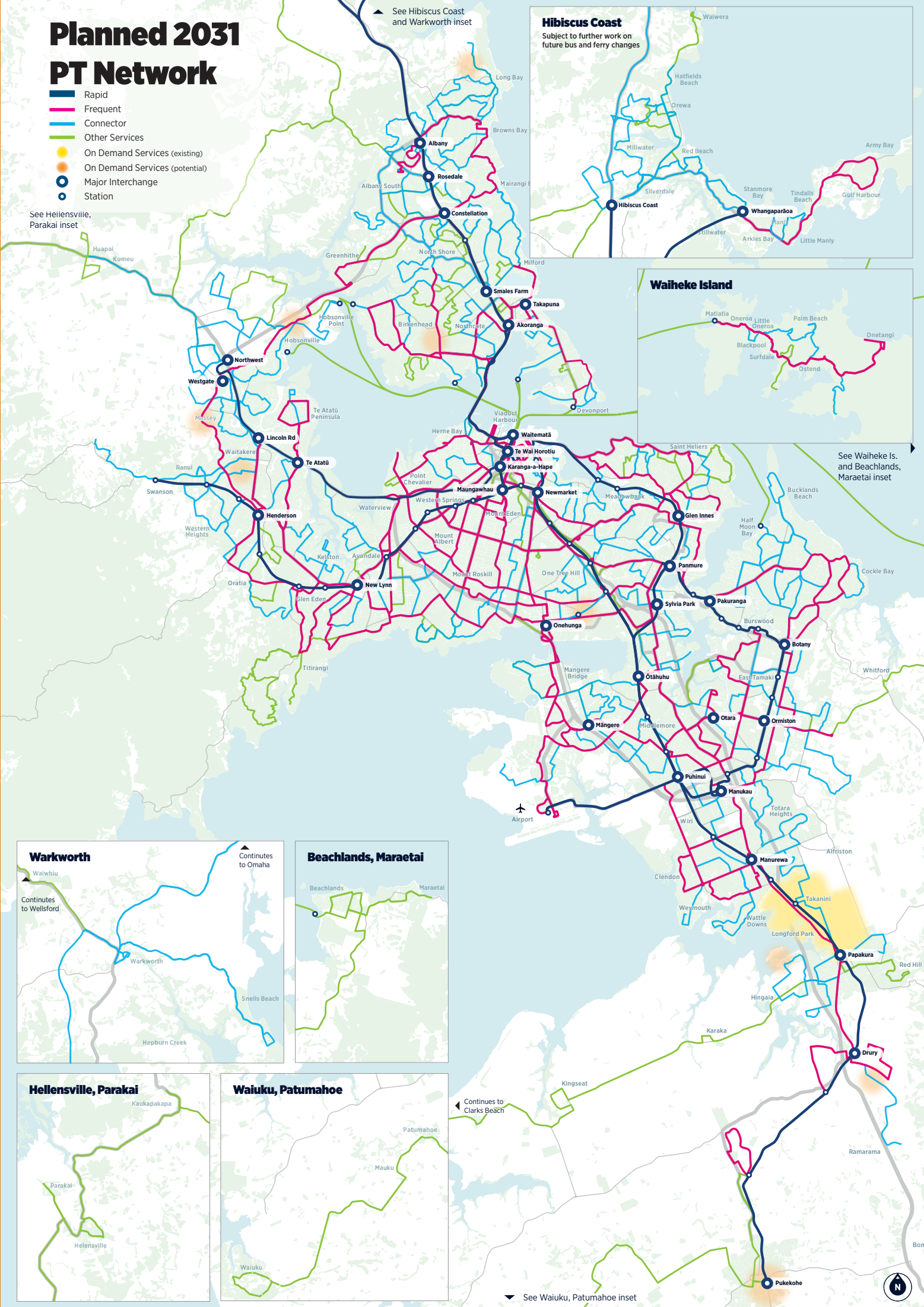
\*Note that the ‘RPTP’ opex and capex costs currently planned are subject to confirmation as part of the 2024 Auckland Council Long Term Plan and 2024 Regional Land Transport Plan.

\*\*Note that the additional operating cost is lower as it is only incurred in years 7 and 8 (2029/30, 2030/31), following 6 years to acquire fleet, and design, consent and build supporting facilities (such as depots) & enabling infrastructure

\*\*\*Note extraordinary cost escalation may result from accelerated delivery, but this has been excluded.

# Planned 2031 PT Network

- Rapid
- Frequent
- Connector
- Other Services
- On Demand Services (existing)
- On Demand Services (potential)
- Major Interchange
- Station



Part 3  
Vision and Goals

3.1 Our vision for the future of public transport in Auckland



Figure 7: Auckland's PT long Term Vision and Goals

These goals are explained in more detail below.

These goals are inter-related, and some aspects will overlap. For example, improvements to safety will also enhance customer experience. More people living close to and using PT, as a result of better integration with land use, will result in more revenue from fares to help fund further improvements.

The five goals are equally important and are not weighted or prioritised over one another. We need to make progress against all of them in order to achieve our Vision. The goals are explained in more detail in the rest of this Part of the RPTP.

3.2 Goal 1

Services providing an excellent customer experience

PT needs to provide a convenient and competitive travel option that meets Aucklanders needs. Creating an excellent customer experience is essential to achieve this. This includes service frequency, reliability, and travel times but also the service customers experience accessing information, on-board the vehicles, and using PT stops and stations.

Customers tell us that they want a PT system that is fast, frequent, reliable, convenient, and safe. They also want information and communication about this system to be easy to access and understand, and for us to communicate any changes or disruptions to services quickly and clearly. This includes accessing PT services information to help them plan their journeys anywhere, anytime, whether they are on-board, waiting at a stop or station, at home, school, work or out and about. This goal reflects our intentions to deliver a customer experience that meets these expectations.

Achieving this goal will require us to focus on ensuring our services are reliable, resilient to disruptions, and responsive to changes in demand. This will involve infrastructure upgrades to improve accessibility and service quality, introducing new bus routes, increasing the frequency on existing services, upgrading our ferry fleet and improving the frequency and connectivity of the ferry network, opening new train stations, and continuing to trial and introduce our AT Local on-demand service.

It will also involve improvements to customer experience and digital channels, including the AT Mobile app, and more flexible ticketing options. From mid-2024 people paying a standard adult fare will be able to pay with Apple and Google Pay, debit cards and most credit cards, in addition to their current HOP card, to travel on public transport before we transition to the National Ticketing Solution, which is currently planned for 2026. Those with concession fare will continue to use their existing HOP cards.

What we plan to achieve by 2031

- Reach 150m annual passengers trips using our services across the whole network.
- Increase from 40% to 57% the number of people within 500m of a rapid or frequent service.
- Ensure our services provide customers with convenient and appealing options that are reliable.
- Make PT easier to use by providing customers with more on-board contactless payment options to pay for their public transport fares (including debit and credit cards).
- Provide a quality experience across all our services so more than 90% of customers are satisfied with our PT services.
- Develop and enhance AT’s customer-facing technology solutions to improve the customer experience, and have our digital channels being the preferred choice for communications and updates on services.
- Provide services that are resilient and responsive to changing demand, while ensuring that services are also provided consistently so customers can depend on them.
- Deliver key new infrastructure, including the City Rail Link, Eastern Busway, and Rosedale Bus Station.

3.3 Goal 2

Enhancing the environment and tackling the climate emergency

Transport is a significant contributor to the Auckland’s greenhouse gas emissions. To support the transition to a net-zero country by 2050, we need to reduce emissions from transport. To help achieve this reduction we need a high-quality PT system that is competitive with, or more attractive than, using the car.

Auckland has ambitious policies to mitigate its contribution to climate change by reducing greenhouse gas emissions, while also adapting to the effects of climate change, which are readily becoming more apparent. Auckland’s Climate Plan, Te Tāruke-ā-Tāwhiri, has a target of halving the region’s total emissions by 2030, to ensure Auckland is on track to reach its commitment of net zero emissions by 2050. Council’s Transport Emission Reduction Pathway (TERP) sets out what would need to be in place to achieve this. For PT, this means increasing boardings on to around 550 million a year by 2030.

Achieving this will require significant investment in PT infrastructure and services to encourage people to use the system. AT is not currently funded to fully achieve these ambitious targets (nor can they be achieved through PT investment alone), but the plans in this RPTP will enable us to make progress towards them while we advocate for further investment.

This goal also considers the wider impacts that PT services and their associated infrastructure can have on the environment. Our aim is to protect and restore biodiversity, water, air quality and ensure resource efficiency at our PT facilities. To achieve this, PT services need to be well used, and the PT vehicle fleet and supporting facilities needs to be energy efficient and minimise pollution. In this plan, we refer to a need to have ‘low-emission’ vehicles, which recognise that electric vehicles have emissions associated with the production of the electricity needed to charge them, until New Zealand’s electricity is 100% generated from renewable sources. The same applies to the production of hydrogen for fuel-cell vehicles.

PT infrastructure (such as stations) will also need to be designed, constructed, and maintained in a way that is energy and resource efficient, reduces waste and harmful water runoff, and is future-proofed for the impacts of a changing climate.

What we plan to achieve by 2031

- AT’s PT services (buses, on-demand services, ferries and trains) emissions are reduced by 47% by 2031 (compared to a 2021 baseline), with bus emissions reduced by 64%.
- Operational emissions, including fixed assets and trains are reduced by 50% by 2030 (against a 2019 baseline).
- Embodied emissions are reduced by 50% by 2031 (2021 RLTP capital & renewals programme baseline).
- Being on track to have all buses be low-emission by 2035 (two-thirds will be in 2031).
- Transition to a low-emission ferry fleet with 50% of the fleet to be low emission by 2031.
- Ensure all PT capital investment projects consider embodied emissions and aim to minimise these as much as practicable.
- Aim for all new and renewed infrastructure to be fit for a changing climate across the lifetime of the asset.
- Reduce the vulnerability of assets exposed to climate change, by improving resilience.
- Ensure new infrastructure seeks to protect and restore the environment and biodiversity.

### 3.4 Goal 3

Safe and accessible transport for everyone

PT needs to be easy to use, accessible and safe for all people, across every group and identity. This involves providing access to important destinations and community facilities for the different ethnic and cultural groups that call Auckland home, including transport choices for Māori, for both mana whenua in Tāmaki Makaurau and mataawaka (Māori who live in Auckland but are not part of a recognised mana whenua group).

AT acknowledges that different people have different experiences of safety across the network. Women use PT in different ways to men (generally making more trips for a wider range of purposes, sometimes with their children) and have different perceptions of safety. Those with disabilities may have different needs in order to travel safely and with dignity. Members of the rainbow community, (including, lesbian, gay, bisexual, transgender, queer, intersex, asexual and others) face harassment or abuse because of their identity while waiting at stops or riding on PT. Members of ethnic minorities may experience abuse based on their race and people with disabilities also face discrimination and harassment. People may be faced with safety concerns due to low frequency public transport services at night, meaning they have to wait for longer in dark, sometimes unlit bus stops. No one should have to face these issues when using the PT system.

An inclusively designed transport network enables everyone to make end-to-end trips spontaneously, easily, conveniently, safely and with dignity. Being inclusive means thinking about the needs of people with both visible and non-visible impairments, as well as families and carers. To address this, AT uses an inclusive design approach and integrates it into everything we do, putting our customers and staff at the heart of the design process. This includes regular engagement with representatives from accessibility groups, hui with mana whenua, and other targeted engagement that helps us to understand our customers’ needs. It also means training our staff to ensure they are equipped to respond to the differing needs of Auckland’s varying communities.

This goal is also about ensuring we provide access to public transport in an equitable way across the region. AT will investigate the level of investment and need of various parts of Auckland, to identify deficiencies and therefore additional investment needed. We also need to consider the level of access to opportunities that the service provides, not just if services are available. This goal requires us addressing potential barriers to usage, such as those related to safety. This can include improving lighting, so people feel safe using PT at night. Other barriers may include those for people with accessibility needs. This goal also requires us to ensure PT services are available to communities that need that access to them the most.

What we plan to achieve by 2031

- Maintain at least 90% of Aucklanders being within 500m of a PT stop. This will mean adding services to new areas as they develop.
- Address inequity - by increasing access to public transport services in identified socio-economic deprived areas.
- Ensure public transport is affordable for everyone - by providing fare concessions and incentives to target groups and continuing funding initiatives such as the Total Mobility scheme.
- Ensure public transport is safe for people of all ages, abilities, and identities with reduced number of reported cases and an increased perception of safety and security across the network.
- On-going review and improvement of infrastructure to ensure that it meets accessibility standards (as outlined in our Accessibility Action Plan) so it is safe to use for people with accessible needs.

### 3.5 Goal 4

Integrating public transport into a growing Auckland

Auckland is growing and the way Aucklanders live is changing. Auckland Council and Central Government plans and policies expect and enable the city’s land use to intensify. This will mean more apartments and greater activity in existing centres, a change which is already underway and has seen significant increases in density in some parts of Auckland over the last decade. PT is expected to play a core role in supporting Aucklanders to get around and access opportunities in a more densely occupied city. This is because trains and buses can quickly move large volumes of people in less space than cars. Expanding the rapid transit network (RTN), and supporting increased housing near rapid transit stations, is therefore a core part of this goal.

AT will work with Auckland Council, Waka Kotahi, Kāinga Ora, and Eke Panuku to plan the redevelopment of land around PT stations. The Central Government’s National Policy Statement on Urban Development requires Council to enable development of at least six stories within a walkable distance of rapid transit stations. This will enable many more people to live in areas with easy access to high-quality PT. Increased use of these stations will require further improvements to services. AT will also work with these organisations to ensure PT can be provided as development occurs in other areas, including in new suburbs on the edge of the city as well as those becoming denser.

As Auckland grows, PT will have an important role in supporting its economy. PT needs to provide quality access to education and employment opportunities for residents in new housing areas. As the overall population of the region increases, PT will also be an important part of ensuring that productivity is not lost to time spent stuck in traffic – reliable PT that can bypass congestion is critical to Auckland’s economic success.

We also need to provide better and safer connections to and from PT stops, stations, and ferry terminals. This includes upgrades to the walking and cycling networks and improvements to park and rides. Park and rides will also play an important role in areas where other options like walking and cycling are not practical.

What we plan to achieve by 2031

- Public transport as an enabler of well-functioning urban environments.
- Support the development of more intensive land use within the walking catchment of RTN stations.
- Provide multi-modal connections to public transport with a focus on improved access to RTN stations.

3.6 Goal 5

Funding and delivering public transport transparently

Achieving the other goals of this RPTP will only be possible by working collaboratively with our partners and being transparent with them and the community about our decisions. Funding for public transport comes from passenger fares, Auckland Council via rates, and Waka Kotahi via taxes collected by the Government. We undertake business cases to ensure our investments in PT represent good value for money. We also regularly report on the performance of our services against the targets set in the RPTP, via our website.

Achieving this goal will require us to work with our PT operators in a collaborative, partnering approach, and incorporate their expertise into our decisions. In working with them, we will seek to promote flexibility, innovation, and customer responsiveness in the way we collectively plan and deliver PT services and infrastructure. We will also need to clearly set out the data we have used to make decisions and help Aucklanders understand them.

AT also works closely with mana whenua of Tāmaki Makaurau as our partners under the Te Tiriti o Waitangi/The Treaty of Waitangi. This enables us to use their knowledge as kaitiaki to improve our responsiveness to Māori customers and to incorporate designs and names that reflect the history of the region into PT infrastructure. We also consult with Māori who are mataawaka, as they are a significant percentage of the Māori population of the region.

As part of achieving this goal, AT will also work to build effective partnerships with community groups and social service providers, to identify opportunities to better serve communities’ and customers’ public transport access needs. We will also proactively look for opportunities to partner with businesses, schools and private providers to identify opportunities to enhance and compliment the services we provide. These partnerships can provide a way to increase revenue from sources other than passenger fares (such as from leasing space in stations to businesses), which can contribute towards the costs of operating the PT system.

What we plan to achieve by 2031

- Improvements in achieving the farebox recovery ratio targets, to achieve better value for money.
- Increases in the number of public transport routes meeting patronage targets, seeking efficiencies.
- Implemented opportunities to enhance and compliment the services we provide through greater collaboration with operators and private providers.
- Respond to the needs and concerns of our partners, stakeholders and communities through collaboration.
- More transparent and meaningful engagement with Local Boards.
- Advocate for additional funding to support the development and operation of the public transport system.

3.7 Mana whenua views and Māori outcomes

AT is dedicated to working with Māori, including our mana whenua partners and mataawaka individuals and communities, to improve the lives of whānau, hapū and iwi Māori, and protect and restore our natural environment.

We have woven our dedication to Māori outcomes throughout this document to ensure that in everything that we do, Māori are considered and included in the steps that we take to improve PT, rather than making them a specific goal which could be seen as a ‘tick box’.

3.7.1 Views of mana whenua

All iwi mana whenua in Tāmaki Makaurau were invited to engage with AT on the development of this RPTP, and we held multiple hui across 2022 and 2023 to seek their views as the plan progressed. Mana whenua indicated that they were supportive of the approach of embedding Māori outcomes across the RPTP, which included continuing the focus from the last RPTP (see section 3.7.2). They requested stronger monitoring of outcomes for Māori, but also stressed that as mana whenua they have different interests from Māori who are mataawaka in Auckland.

Mana whenua told us they want to ensure positive environmental outcomes from investment in PT services and infrastructure. This includes reducing emissions, and other pollution, from mode shift away from private vehicles and the electrification of the fleet. It also means better outcomes, like improved water quality, resulting from environmentally friendly infrastructure (like PT stations).

Mana whenua also emphasised the need to connect their communities, particularly in rural areas where many of their marae are, with PT services. This is about providing better access to the wider region, but also supporting mana whenua in their economic aspirations to develop their strategic land holdings. AT will continue to work with mana whenua to explore how we can better connect these areas to the wider PT network.

3.7.2 Māori outcomes

This section sets out key considerations, in addition to those in the previous section, that are important to mana whenua and also impact on other Māori across Tāmaki Makaurau. These also have benefits for non-Māori, in understanding the unique history and culture of the region.

Consultation on the RPTP showed that Māori, both mana whenua and mataawaka, have similar views on the priorities in this RPTP as non-Māori. This includes the need to make PT services more frequent, more reliable, faster, easier to access, and more affordable.

Following is a summary highlighting how we have woven considerations around te ao Māori into the RPTP:

Services

- Part of service provision is connecting Māori communities

with their marae or wāhi tapu (places of cultural significance). This can be either as part of regular PT services, or through services designed specifically for this purpose. Policy 8.3 talks to the provision of community-based transport services, including engaging and collaborating with iwi and mataawaka to identify and deliver appropriate services.

Te reo Māori

- Seeing, hearing and using te reo Māori on the network enhances this tāonga, normalises te reo Māori in a public space, raises the profile of te ao Māori (the Māori worldview) and contributes to weaving together a connected, distinctly Māori Tāmaki Makaurau journey for everyone, including our growing numbers of visitors.
- Policy 4.6 explains how we have implemented bilingual (te reo Māori and English) audio announcements on buses, trains, and ferries that state the next stop, as well as wayfinding signage across our facilities.

Iwi-led design principles

- As Auckland grows and develops, there will be opportunities to apply iwi-led design principles as a positive tool to shape development and tell the unique stories of mana whenua. This used to be Te Aranga Māori Design Principles but talks with mana whenua have seen us adapt this. This is referenced in Policy 3.1 (Infrastructure and service integration).

Partnering with Māori

- Policy 14 talks to building and maintaining effective partnerships with Māori to identify opportunities to serve their PT access needs better. AT will evolve our research practices to provide a deeper understanding of the needs of mana whenua and mataawaka.

Partnering and social procurement

- As Auckland grows and the PT system develops, there are opportunities to create positive outcomes for Māori communities that have impacts for us all. AT will work with iwi partners to investigate Māori and local community employment and business development opportunities through social procurement and partnering opportunities, as outlined in policy 6.

Monitoring of Māori outcomes

- When looking at performance against outcomes or targets, such as the population within 500m of a service, AT will also consider the percent of the Māori population affected. We will look to ensure at least equity of outcomes between the general and Māori populations (e.g., if 50% of the general population has access to frequent services, then we should achieve the same for Māori - this will be achieved by 2031).

# Part 4 Actions

## 4.1 Actions overview

The following are the key actions and initiatives planned to be delivered by AT between 2023-2031. These actions will help us progress towards our Goals and our Vision.

Each goal has multiple action areas, as displayed in the table below.

Table 2: Action Areas

| Goal                                                         | Action Area                                                   |
|--------------------------------------------------------------|---------------------------------------------------------------|
| Services providing an excellent customer experience          | i. Service planning and network design                        |
|                                                              | ii. Rapid and frequent infrastructure and services            |
|                                                              | iii. Quality and performance of services                      |
|                                                              | iv. Customer experience, information and technology           |
| Enhancing the environment and tackling the climate emergency | v. Low emission public transport system                       |
|                                                              | vi. Mode shift and carbon reduction                           |
|                                                              | vii. Climate adaptation and restoring our natural environment |
| Safe and accessible transport for everyone                   | viii. Inclusion and accessibility                             |
|                                                              | ix. Fares and pricing                                         |
|                                                              | x. Safety                                                     |
| Integrating public transport into a growing Auckland         | xi. Multi-modal infrastructure                                |
|                                                              | xii. Public transport and land use integration                |
| Funding and delivering public transport transparently        | xiii. Funding and Procurement                                 |
|                                                              | xiv. Partnerships                                             |

Actions are grouped into five timeframes for implementation as outline below. This is subject to funding and resource availability so they will be reviewed periodically. AT will consider accelerating implementation when possible (such as if additional funding becomes available).

- On-going: activities and initiatives that AT undertakes on a regular basis, or will span across all the time periods of this RPTP.
  - Short-term: actions which will be delivered by the end of 2024.
- Medium-term: actions which will be delivered between 2025 and 2027.
  - Long-term: actions which will be delivered between 2028 and 2031.
  - Aspirational: implementation will occur after the timeframe covered by this Plan (10+ years), or the action is currently unfunded but would ideally occur within the next 10-years if funding became available.

4.2 Goal 1 actions

| Goal         | Services providing an excellent customer experience |
|--------------|-----------------------------------------------------|
| Action Areas | i: Service planning and network design              |
|              | ii: Rapid and frequent infrastructure and services  |
|              | iii: Quality and performance of services            |
|              | iv: Customer experience, information and technology |

| i: Service planning and network design – actions summary |    |                                                                                                                                                                                                                            |
|----------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                                                  | 1. | Regularly review service utilisation and performance                                                                                                                                                                       |
|                                                          | 2. | Deliver localised improvements to improve bus reliability on key routes, aligned to strategic requirements identified in Future Connect                                                                                    |
|                                                          | 3. | Continue regular reviews of the bus network to balance customer demand, social service provision and meeting RPTP performance criteria                                                                                     |
|                                                          | 4. | Deliver improvements to bus services to serve new developments and the existing urban area across Auckland using the Climate Action Transport Targeted Rate                                                                |
| Short-term                                               | 5. | Introduce four new low-emission ferries                                                                                                                                                                                    |
| Medium-term                                              | 6. | Implement bus network improvements to support infrastructure including Rosedale Station, Eastern Busway, Airport to Botany interim improvements, Ō Mahurangi (PenLink), City Rail Link and Southern Train Stations opening |
|                                                          | 7. | Implement ferry network improvements:                                                                                                                                                                                      |
|                                                          |    | • Deliver ferry network service improvements, including additional evening and weekend trips                                                                                                                               |
|                                                          |    | • Continue implementation of the Future Ferry Network Investment Programme Procurement Strategy including (subject to funding):                                                                                            |
|                                                          |    | o Advance procurement and delivery of additional low-emission ferries and associated terminal infrastructure.                                                                                                              |
|                                                          |    | o Deliver ferry network service improvements including Climate Action Transport Targeted Rate ferry services                                                                                                               |
|                                                          | 8. | Trial and implement AT Local services in a range of areas where it is appropriate, according to the On-Demand and Shared Mobility Roadmap                                                                                  |
| Long-term                                                | 9. | Implement the changes in the City Centre Bus Plan                                                                                                                                                                          |

Service planning and network design – action highlights:

Network design principles

The design of AT’s public transport network is based on three key principles: frequency, connectivity, and simplicity:

- Frequency – services should operate a consistent minimum frequency between trips, between at least 7am and 7pm, 7 days a week. Additional trips can then be added to the base to meet demand. The more frequent a route, the more attractive the service it provides will be. Aucklanders tell us that frequency, along with reliability, is a key feature they want from the network. Improvements to frequency are a key part of this RPTP.
- Connectivity – our network is designed to work as a connected network. Customers can easily transfer between services without paying an additional fare. Our network has fewer routes operating at higher frequencies, enabling travel to a wide range of destination using connections. This enables an efficient use of the funding we have available, as it reduces duplication between services. It also requires high quality infrastructure to provide the amenity to make the transfer easy to understand and be safe and comfortable.
- Simplicity – we want our network to be easy to understand and navigate for customers. Our network is designed to reduce overlaps between services, enabling a simple and legible network.

Services for different purposes

Roughly 80-85% of AT’s operational funding for the current PT network is allocated towards moving large numbers of people; these services are focused on ‘patronage’. The remaining 15-20% of AT’s budget is spent on providing ‘coverage’ services, which are not expected to carry large volumes of people but are essential to ensuring the residents along the routes of these services have some level of access to PT. These coverage services generally have a lower frequency, and lower targets in terms of boardings (as set out in Part F).

Early engagement on this RPTP asked Aucklanders how they felt we should direct funding for new services towards these goals. 40% preferred most funding being directed towards new ‘patronage’ services, 10% towards more ‘coverage’ services (which would expand the network’s coverage to areas without it), and 40% favoured a balance between both objectives.

With those responses in mind, Auckland Council directed AT to take a balanced approach in preparing this RPTP. New services introduced as part of this RPTP will therefore seek to achieve both objectives, with slightly more funding being directed towards ‘patronage’ services. This means we will retain the roughly 80/20 split of the current network going forwards.

Implementing the City Centre Bus Plan

Even after the CRL is completed, buses will continue to be the way most people using PT arrive in the City Centre. Our City Centre Bus Plan proposes simplifying the way buses operate in the City Centre, supported by new facilities in Wynyard Quarter, and Quay Park, as well as enhanced bus priority of Customs and Wellesley Streets. These new terminals will mean fewer buses parking in city streets and enable customers to get to their destinations in the city with fewer transfers and faster journeys than today. These changes will begin from 2028 and are outlined in more detail in Part 7.

Changes to ferry services

The draft version of this RPTP proposed several changes to ferry services, including improving some services and removing others. Following consultation, the next steps for key ferry services are:

- Gulf Harbour – through consultation we heard strongly that residents of the Whangaparāoa peninsula value their ferry service over potential bus improvements. At the same time, it is one of the most expensive ferry services that AT operates on a per-passenger basis, and we planned bus network improvements to be implemented once the new Ō Mahurangi (Penlink) connection opens, which would better serve residents. Given the strong sentiment of the community against these changes an independent study will be commissioned to look at how best to serve the peninsula with public transport, the needs of all transport modes in the area, possible improvements to the ferry, and how the service could be funded on a sustainable basis. The future of the service will be confirmed in the 2025 update of the RPTP.
- Birkenhead and Te Onewa Northcote Point – we also heard opposition from the community to the proposal to stop serving Te Onewa Northcote Point. This proposal was due to very low passenger numbers, the fact the stop cannot be used in certain weather conditions, and that not stopping there would enable more frequent service to Birkenhead. The community

considered that low use was down to the reliability issues the service had been facing, however data shows this decline began prior to the current reliability issues (though the reliability issues have exacerbated the issue). AT is working to return the timetable to full service and will monitor use at Northcote Point. If use increases significantly and achieves a patronage target, we will reconsider the proposal. The way forward will be confirmed in the 2025 update of the RPTP.

- Hobsonville and Beach Haven – work on the fleet requirements for future low-emission ferries has identified that it may be more efficient to split the current Hobsonville Point service into two – one between Hobsonville and Downtown, and another between Hobsonville and Beach Haven. This would enable the Hobsonville – Downtown service to use fewer vessels, and for a smaller vessel to operate potentially more frequent shuttle between Hobsonville and Beach Haven. This change could therefore have operational and customer benefits. Because this change was not part of consultation, it will also be consulted on and confirmed in the 2025 update of the RPTP.
- Inner-harbour loop – currently on weekends, services to Bayswater, Te Onewa Northcote Point and Birkenhead operate as a one-way loop around the inner harbour, at a low frequency. We plan to replace this with direct services, matching the weekday off-peak timetables, once ferry crews are available to operate these services (from 2025).
- Transitioning to low-emission ferries – we are in the process of rolling out new low-emission ferries (electric and hybrid vessels). These come at a cost but will also benefit most customers through improved capacity, reliability, and amenity. Our plan is to ensure new vessels can maintain similar runtimes to current timetables and enable improved frequencies.

Full changes to ferry services are set out in Part 7 of this plan.

On-Demand Services (AT Local)

AT will investigate, trial and implement appropriate publicly subsidised on-demand, dynamic-routing services to serve customers in areas where likely patronage will not support a fixed service (but where there is sufficient demand to support an On-Demand service). On-Demand services will be considered on the following circumstances:

- Complementing existing service - where they can provide a new first / last leg connection to frequent public transport services; or

- Supplementing existing services - where they can ‘open up’ Auckland’s transport network to areas for the first time or where there is low bus feeder demand outside of normal working hours (early morning and late night); or
  - Replacement of existing services – where they can replace existing poor performing fixed route services and provide better customer experience and value for money.
- AT’s On-Demand and Shared Mobility Roadmap, available on our website, sets out the approach that AT plans to take to shape Auckland’s future transport network by expanding access to travel to options such as bike share, dynamic car-pooling and ride-hailing. AT is investigating using larger vehicles for these services, which benefit from increased safety and accessibility, and lower emissions.
- Where demand for an On-Demand service approaches the capacity of the fleet in a serviced area, we will consider (re)introduction of fixed-route bus services where this may enable a more efficient service. This will depend on the characteristics of the serviced area, how the existing service is being used, and if traditional bus service will be able to provide a similar level of access.
- Figure 8 shows the locations of existing and potential future schemes for consideration, subject to funding.
- For existing schemes, such as Takaanini – Papakura, AT will continue exploring ways to improve the service and improve customer experience and connectivity, such as expanding the zone.
- Policy 1.8 in Part 5 of this plan sets out our policy related to On-Demand services.



Figure 8: AT’s On-demand service locations map – current and potential future



| ii: Rapid and frequent infrastructure and services – actions summary |    |                                                                                                                     |
|----------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------|
| Ongoing                                                              | 1. | Invest in upgrades to the heavy rail network                                                                        |
|                                                                      | 2. | Increase the frequency of services on existing routes as set out in Part 7 of this RPTP                             |
| Long-term                                                            | 3. | Planning, design and construction of rapid transit corridors (Eastern busway, NWRT, A2B, Northern busway extension) |
| Aspirational                                                         | 4. | Invest in upgrades to the heavy rail network and new light rail infrastructure                                      |
|                                                                      | 5. | Upgrade stations on the Northern Busway to improve their capacity, operational efficiency, and customer safety      |

Rapid and frequent infrastructure and services – action highlights:

Upgrades to the heavy rail network

KiwiRail is undertaking a major upgrade of the Auckland rail network over the next few years, in preparation for the opening of the City Rail Link. The CRL, which will open to passengers in 2026, will allow even more frequent and convenient AT electric trains across the city. To deliver these benefits, work needs to be done to remove temporary speed restrictions and raise the existing network up to a modern metro standard.

With funding from Waka Kotahi, KiwiRail is undertaking a programme of work – the Rail Network Rebuild - which is focussed on replacing the aging foundations under the tracks. This will result in more reliable and faster train rides across the city and is crucial to enable the more frequent trains that will come once the CRL opens.

When CRL opens, the existing Eastern and Western Lines will be combined into a new East-West line, running between Swanson and Manukau via the CRL stations (Maungawhau, Karanga-a-Hape, Te Waihorotiu, and Waitematā). The Southern Line will operate between Pukekohe, the CRL stations (excluding Maungawhau), and Ōtāhuhu.

The doubling up of the Southern line between Ōtāhuhu and Newmarket means this section will have double frequency. Southern line trains will from Pukekohe will run clockwise around the central loop (travelling from Newmarket first to Grafton) while trains from Ōtāhuhu will run anti-clockwise (from Newmarket first to Parnell).

Both the East-West and Southern lines will operate on average every 7 to 8 minutes at peak times (eight trains an hour, with exact intervals varying by line), and every 15 minutes throughout

the day. Services will remain at 30-minute frequencies after 8pm, but we aim to further improve evening frequencies and hours of operation (to enable later trains) in the future, and are working with KiwiRail to enable this.

Some additional trips on the Southern Line will operate with, limited stops, and will be introduced following the opening of the CRL. These will provide a service that will be 10 minutes faster than the all-stops services, from stations south of (and including) Papakura. These services will operate to the CRL stations, via either the Southern or Eastern line, skipping all stations except Puhinui (to enable transfers to Auckland Airport or Manukau). In the longer term (beyond this RPTP), these services will be further improved to become a separate ‘express’ line.

The Onehunga line will also operate between Onehunga and Maungawhau in peak times, and between Onehunga and Henderson at other times, before eventually being extended to Henderson at all times of day. This will enable a direct service between the west and Newmarket. Because of constraints caused by the Onehunga branch line’s single track, this service will continue to operate every 30 minutes at all times of day for the foreseeable future, with additional peak services between Henderson and Newmarket to meet demand. Passengers wishing to travel between Onehunga or Te Papapa and City Rail Link stations will need to change at Newmarket.

The naming of all these services is subject to finalisation and their final names will be communicated in advance of the CRL opening. The opening of the CRL will also coincide with updates to timetables on the bus network, to ensure new bus and train timetables are aligned. The eventual operating pattern after the CRL opens is shown in Figure 9 on the right.

Investment in the rail network will continue after the CRL opens. This will include the opening of a new depot (at a location yet to be determined) to service the new trains needed to respond

to future increases in demand. Additional tracks and removals of level crossings, to enable more trains to operate, will also be needed. AT is working with KiwiRail on the details of these upgrades and when they will be needed. AT will also work with other authorities (including Waikato Regional and District Councils) on potential future improvements to cross-boundary rail services.

Future Auckland Train Network

Indicative service plan after City Rail Link opens

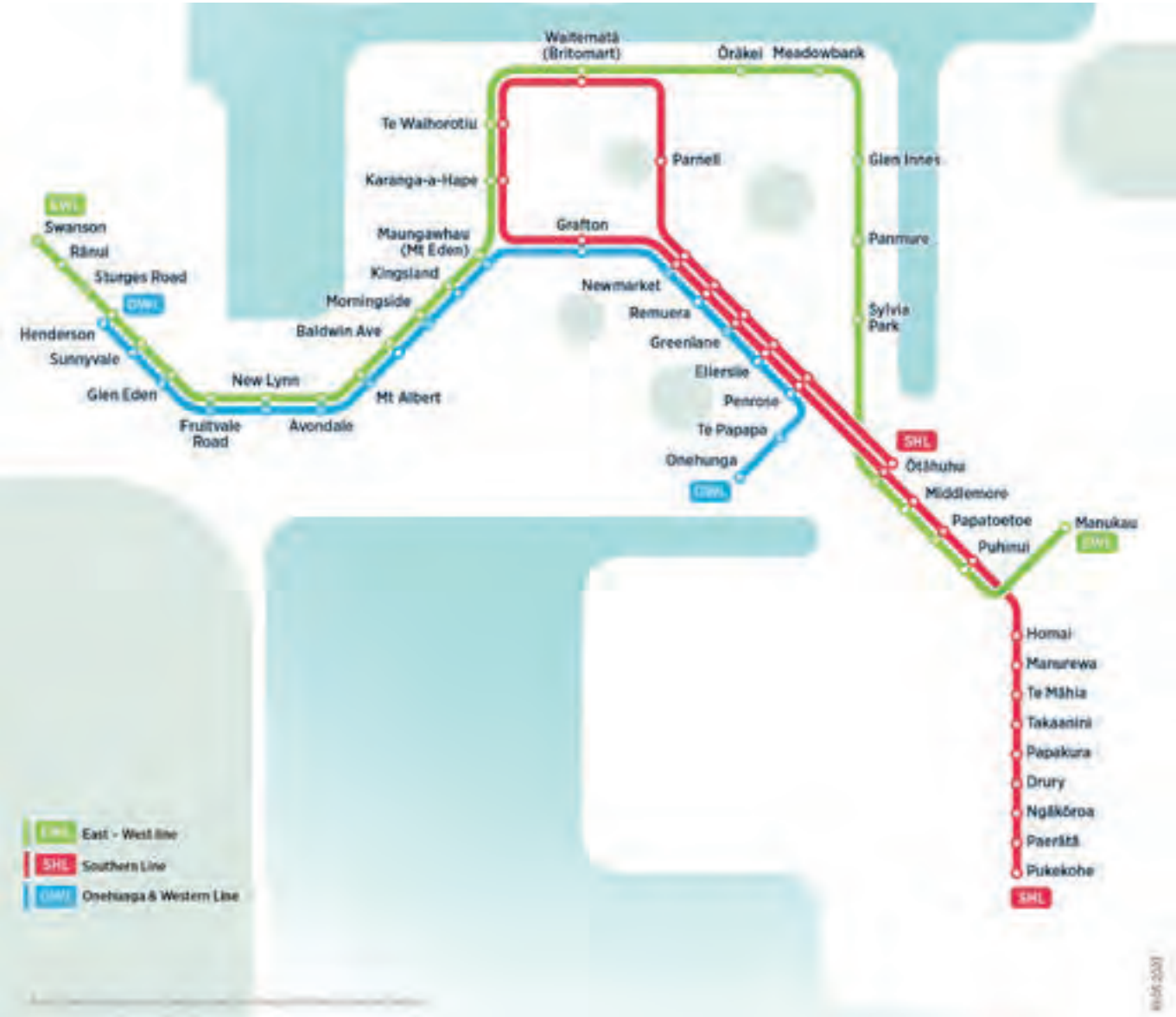


Figure 9: Future Auckland Train Network

Expanding the frequent transit network

The frequent transit network, or FTN, is the core of our PT network. Services on the FTN run at least every 15 minutes, from 7am to 7pm, 7 days a week, often with additional trips at peak times. Many FTN routes to the City Centre run at this frequency until midnight.

We know from customer feedback and market research that expanding the FTN is a core way we can improve customer experience and get more people to use PT. Expanding the FTN is therefore a key focus of service improvements in this plan, many of which are funded by Council's CATTR.

| Region  | Total Population (2018 Census) | Population within 500m of the FTN | Māori population (2018 Census) | Māori population within 500m of the FTN |
|---------|--------------------------------|-----------------------------------|--------------------------------|-----------------------------------------|
| North   | 296,000                        | 125,000 (42%)                     | 16,000                         | 7,600 (48%)                             |
| West    | 215,000                        | 108,000 (50%)                     | 25,000                         | 12,500 (50%)                            |
| Central | 438,000                        | 343,000 (78%)                     | 28,000                         | 22,300 (80%)                            |
| South   | 493,000                        | 264,000 (54%)                     | 63,000                         | 34,000 (54%)                            |

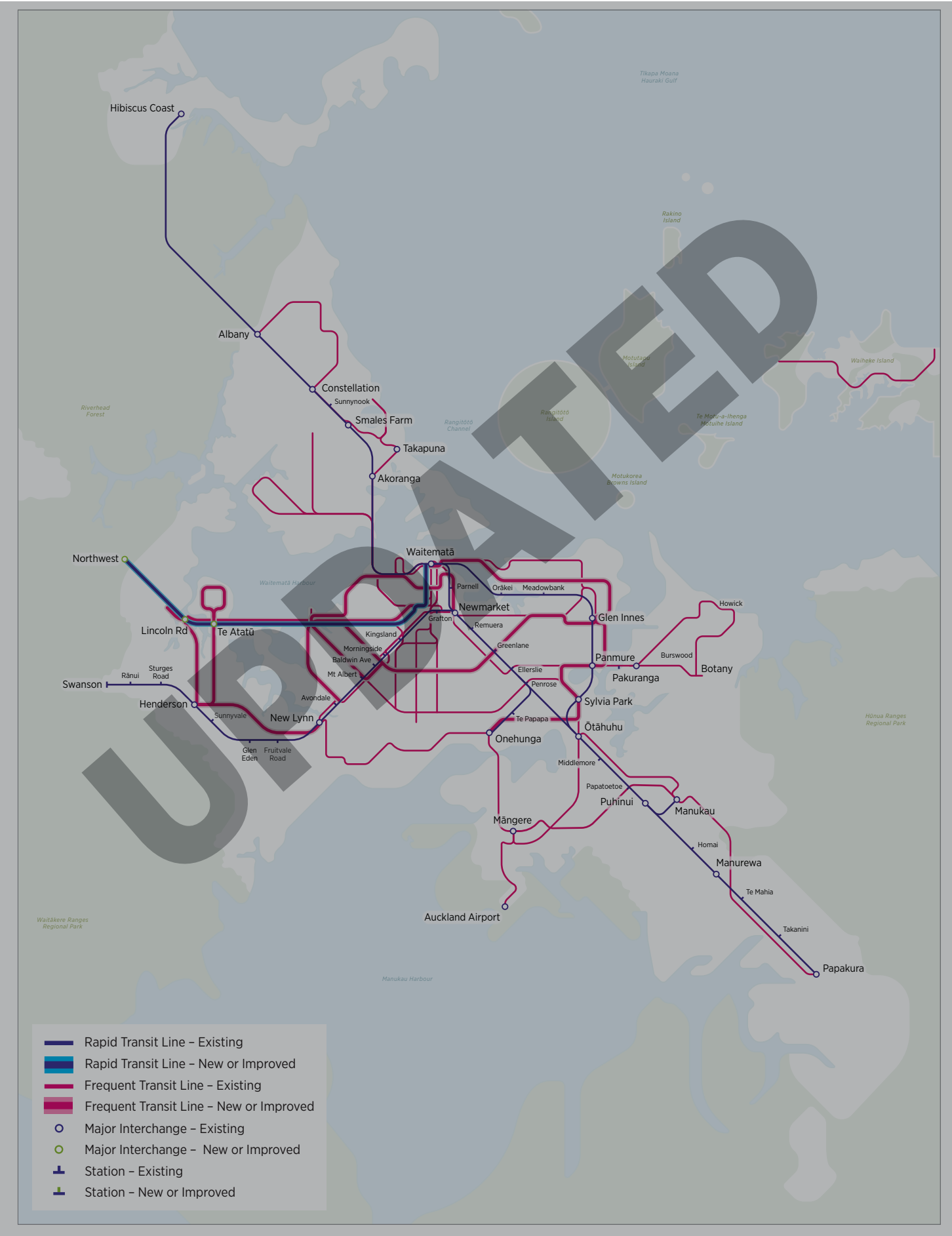
Table: Population within 500 metres of the FTN in 2031

Figures 10, 11 and 12 on the following pages show how the FTN will be expanded over each period of this RPTP.

The table below shows the percentage of the population that will be within 500 metres of an FTN service in 2031. The FTN has historically been focused on central Auckland, given its higher densities and use of PT, but improvements in this plan will see significant expansions in West and South Auckland. Central Auckland continues to have the highest FTN coverage, as many routes from other parts of the region travel through it to reach the City Centre.

Rapid and Frequent Transit Network

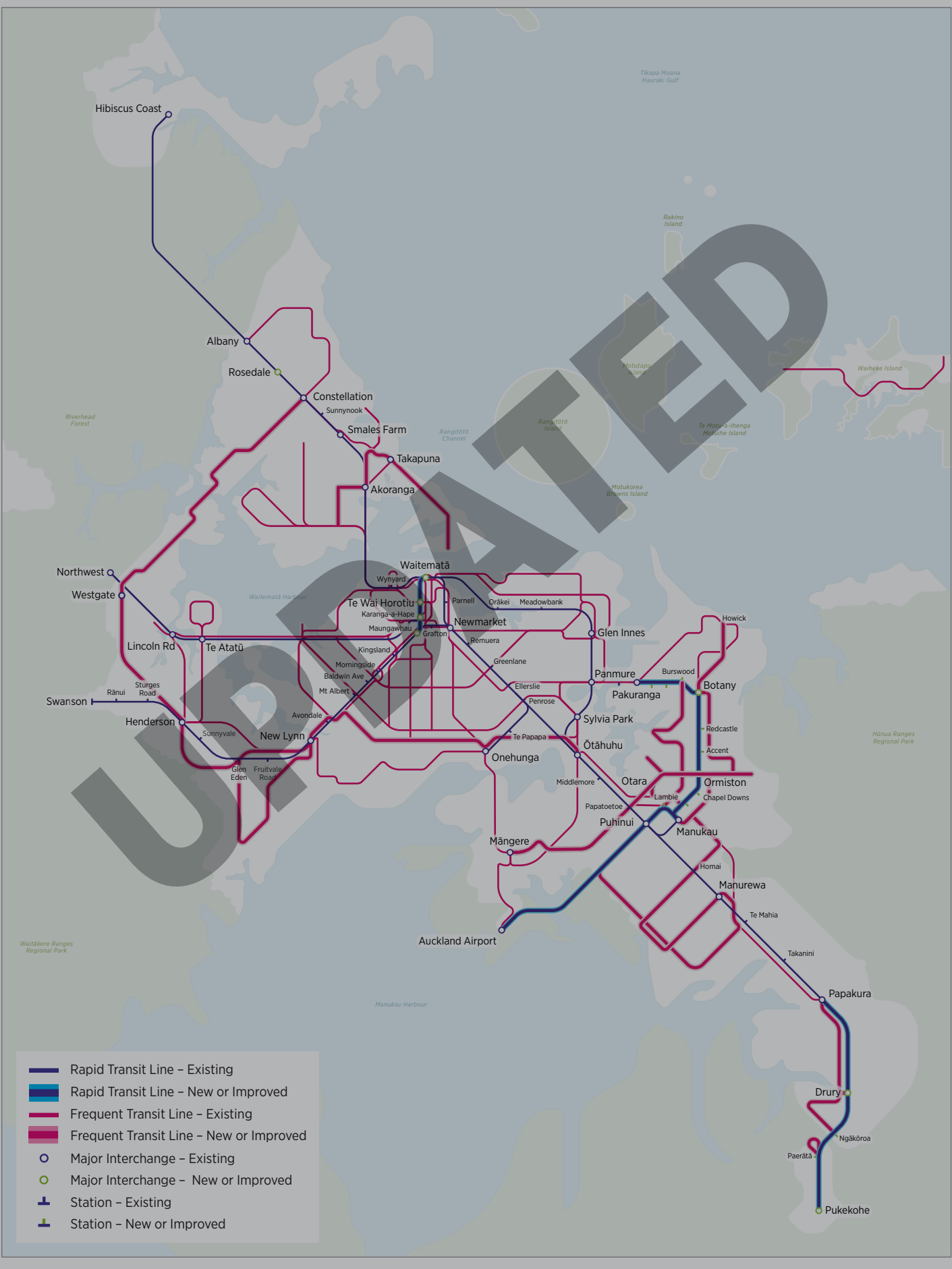
Short TermMid TermLong Term



**Rapid transit services** are the backbone of the network, with the highest levels of frequency and priority. They are expected to carry very high volumes of passengers. **Frequent transit services** are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. Frequent services are supported by priority such as bus or transit lanes. All rapid services are also frequent services.

Rapid and Frequent Transit Network

Short Term Mid Term Long Term



Rapid transit services are the backbone of the network, with the highest levels of frequency and priority. They are expected to carry very high volumes of passengers. Frequent transit services are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. Frequent services are supported by priority such as bus or transit lanes. All rapid services are also frequent services.

Map not to scale  
RPTP 2023  
Full\_IV

Rapid and Frequent Transit Network

Short Term Mid Term Long Term



Rapid transit services are the backbone of the network, with the highest levels of frequency and priority. They are expected to carry very high volumes of passengers. Frequent transit services are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. Frequent services are supported by priority such as bus or transit lanes. All rapid services are also frequent services.

Map not to scale  
RPTP 2023  
Full\_V

Rapid Transit Network

Rapid transit is a key transport priority for Auckland - a critical investment to develop a modern, connected, high-capacity transport system in New Zealand's largest city, supporting jobs, growth, and housing. The Rapid Transit Network (RTN) provides the spine of Auckland's public transport network – delivering customers high-frequency, high-capacity services largely unimpeded by congestion. The development of the RTN has been one of the main drivers for patronage in recent years – and building on that success is a key focus for this RPTP.

The objectives of the RTN are to:

- Increase access to opportunities, especially to major and growing employment areas.
- Increase people throughput on Auckland's most critical corridors.
- Increase the share of travel unaffected by congestion.
- Increase public transport's mode share, especially for medium and longer journeys, to reduce greenhouse gas emissions.
- Enable an integrated, efficient and effective public transport network.
- Focus most housing and employment growth in centres, modes and development areas as per the Auckland Plan 2050.
- Support high-quality integrated urban communities.

AT is developing alongside its partners and stakeholders an Auckland Rapid Transit Plan (ARTP) to guide how the region's rapid transit network develops over time and the steps that need to be taken to make the most of this major investment. The ARTP will help ensure that Auckland's rapid transit network is implemented coherently and sensibly, maximising benefits for Auckland and reducing uncertainty for individual projects. The priority new corridors are:

- **City to Māngere** – This rapid transit corridor links the city centre and Auckland Airport via Mt Roskill, Onehunga and Māngere. The corridor addresses growing bus congestion issues in the city centre, supports intensification of the central Auckland isthmus and Māngere, significantly improves Māngere's access to employment and education, and significantly improves access to Auckland Airport and its surrounding business areas.
- **Northwest** – Significant improvements to bus services for Northwest Auckland (along State Highway 16) are included in this RPTP. These will improve the frequency and reliability of service available in the area, but will not provide the levels of capacity, reliability or quality service needed to be a rapid transit solution for the area in the long-term. Waka Kotahi is leading work on a long-term solution for the Northwest, supported by AT.
- **North Shore (Waitematā Harbour Connections)** – This project will provide a fully multi-modal solution for people wanting to walk, cycle, take the bus, travel by light rail, drive, or transport freight across the Waitematā Harbour, connecting people to transport options across the region and beyond. This work, led by Waka Kotahi, AT, Auckland Council and mana whenua, will look at how all modes need to cross the harbour in the future, what new infrastructure is needed to cater for these modes, where it will go, and how we make the best use of our existing infrastructure including the Auckland Harbour Bridge.

Bus network changes across the network, particularly in the central isthmus and Māngere will occur as part of these projects. AT is heavily involved in ensuring these changes are considered as part of the development of these projects. Because the implementation of these projects is expected to occur beyond the timeframe of this RPTP, these bus network changes are not included in this plan. They will be included in future version of the RPTP, however, which will give the public a change to provide feedback on them.

iii: Quality and performance of services – actions summary

|             |                                                                                                                                                                                                                                                   |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing     | 1. Implement new bus lanes and transit lanes                                                                                                                                                                                                      |
| Short-term  | 2. Work with our operators on the Ferry Accelerated Training Programme to enable suspended ferry trips to be reintroduced<br>3. Continue the roll-out of the Bus Booster programme at intersections across the region, to improve bus reliability |
| Medium-term | 4. Implement parking management on the strategic public transport network as per the Parking Strategy                                                                                                                                             |
| Long-term   | 5. Investigate funding and technology requirements to introduce headway management approach to frequent services<br>6. Adding double decker buses to the fleet to provide extra capacity                                                          |

Quality and performance of services – action highlights:

Network optimisation and bus priority

Auckland has an extensive transport network, and, within the existing urban area, there are very limited opportunities to build new corridors or expand existing ones. As a result, a major part of Auckland's growth will need to be accommodated within existing corridors, increasing the number of people using key routes. This raises the need to make more efficient use of our existing roads, including the potential to repurpose space within the road corridor to different uses (for example, changing parking to a bus lane at certain times of day). This issue is addressed in more detail in our Room to Move strategy.

AT's programme of work includes a range of initiatives to help deliver on optimisation and priority, including encouraging the uptake of PT through improvements to network capacity and performance and investing in transport technology to improve the efficiency of the transport system. These initiatives include a Network Optimisation programme of small to medium scale projects to improve traffic flow, such as the optimisation of traffic lights, further trials of dynamic lanes, bus lanes/transit lanes, bus intersection queue-jumps, and other work targeting more efficient movement of buses. These types of changes are made where evidence (including factors like travel demand and travel time) shows they will improve the overall number of people that can move through the corridor.

Signal pre-emption trials have been successfully deployed on Manukau and Pah Roads, where data shows a wait time reduction at intersections for late-running buses of 10-35%. This means that buses are more reliable. This will now be rolled out more widely across the region, as part of the Bus Booster programme.

Infrastructure and facilities

The PT system relies on infrastructure that is fit-for-purpose and has sufficient capacity to cater to the current and future needs of Aucklanders. To ensure AT can deliver the service changes referred to in this document, it is essential that infrastructure is enhanced at key locations such as where services terminate, interchanges between services, train stations and ferry wharves. We will design and locate bus stops, bus and train stations, ferry terminals and interchange facilities in a manner that:

- provides appropriate and accessible amenity,
- maximises inherent safety in line with crime prevention principles,
- incorporates easy-to-understand information, wayfinding, shelter, seating, and lighting, and
- maximises their attractiveness as network access points from a customer perspective.
- meets our obligations under the Employment Relations Amendment Act, to ensure drivers have access to suitable facilities during break periods at logical points in the network.

AT will retrofit existing facilities to this same standard where appropriate. Every year AT identifies locations where the passenger amenity, safety and accessibility of infrastructure on the network could be improved. PT infrastructure needs to be designed, consulted on, and constructed to enable these outcomes to be implemented through a minor works programme of infrastructure improvements. Making changes without appropriate infrastructure could lead to unsafe outcomes or result in increased operational costs without benefits to customers.

Infrastructure and facilities will also be designed to be energy and resource efficient, resilient to the changing climatic conditions, and support the environment and biodiversity. We will also review bus stop spacing on key corridors and look to rationalise stops to ensure appropriate spacing that balances travel times for services while ensuring there is a reasonable walking distance to the stop.

To support the electrification of the bus fleet, top-up battery chargers need to be installed across the region. Where AT has identified a requirement for off street bus layover these locations

need to be supported with charging infrastructure, including sufficient electrical supply from the network.

Electrification of the fleet also has implications for bus depots, given the scale of infrastructure investment required. Currently, all depots in Auckland (with one exception) are owned or leased by bus operating companies, who recover the associated costs at least partly through their contracts with AT for operating services. AT is considering a range of potential future arrangements for depot ownership and or longer-term control, including direct AT ownership, and how this will impact on the overall cost of investing in and tendering contracts for services. These options will be assessed as part of a business case process throughout 2024 and 2025. We will also consider the future requirements for maintenance facilities for the ferry fleet, given AT will own new vessels brought into the fleet.

AT is committed to delivering a continuous programme of public transport infrastructure improvements across all modes. The locations where significant investment is needed during the 2023 to 2031 period are detailed in the following table:

| Location       | Requirement                                                                                                                                                                               | Indicative Delivery Year | Funding status |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------|
| Bus facilities |                                                                                                                                                                                           |                          |                |
| Panmure        | Off street bus layover is needed, to support an increase in terminating services after the opening of Eastern Busway                                                                      | 2027                     | Aspirational   |
| Glen Innes     | Current facilities operate at or near capacity, and an increase in services is planned, so investigation is required to understand how to accommodate this increase                       | 2031                     | Aspirational   |
| Onehunga       | Current facilities operate beyond their capacity, and aspirations for service uplift will require additional active stop space and driver layover facilities.                             | 2027                     | Aspirational   |
| New Lynn       | On-street layover in the area operates above capacity, a dedicated off street facility is needed close to the station to enable service improvements                                      | 2031                     | Aspirational   |
| Henderson      | Bus station and layover improvements are needed to realise the potential of Henderson following the upgrade of the train station after the CRL opens                                      | 2031                     | Aspirational   |
| Sylvia Park    | Dedicated bus facilities that support end of trip requirements (first stop/last stop and bus layover) and support the population increase in the metropolitan centre changes are required | 2027-2029                | Funded         |

| Location                     | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Indicative Delivery Year | Funding status |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------|
| Newmarket                    | Off-street layover is required to provide sufficient bus capacity for central isthmus bus routes and enable network improvements. Bus charging facilities are needed to support bus routes that start a long distance from bus depots                                                                                                                                                                                                                                                                                                                                           | 2025-2027                | Funded         |
| Point Chevalier              | Off-street layover is required to enable network improvements and provide sufficient bus capacity for central isthmus bus routes. Bus charging facilities are needed to support long distance bus routes that start a long distance from bus depots                                                                                                                                                                                                                                                                                                                             | 2025-2027                | Aspirational   |
| Whangaparāoa                 | The opening of O Mahurangi Penlink presents an opportunity for significant improvement to the public transport network. A bus station at the Whangaparāoa end is necessary for these improvements to be enabled                                                                                                                                                                                                                                                                                                                                                                 | 2027                     | Aspirational   |
| City Centre                  | <p>The central city has several locations requiring investment to align with our City Centre Bus Plan.</p> <p>At <b>Downtown</b>, improvements are necessary to improve customer experience in the precinct, and to enable through-running of more services along Customs St.</p> <p>In <b>Midtown</b>, bus stops are currently dispersed, which creates a confusing customer experience. Improvements will overload current capacity. New PT infrastructure is required on Wellesley St to realise the potential of the City Centre master plan and investment in the CRL.</p> | 2027                     | Funded         |
| Neighbourhood Interchanges   | Crosstown service improvements require improved infrastructure for customers transferring between services. Neighbourhood Interchanges will be installed at the Balmoral Road and Mt Eden Road intersection, and at the Manukau Road and Green Lane West intersection.                                                                                                                                                                                                                                                                                                          | 2024                     | Funded         |
| St Lukes                     | Bus layover is required to provide space for terminating services as part of the Crosstown service improvements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 2024                     | Funded         |
| Rosedale Station             | A new bus station will provide access to the Northern Busway for the wider area (including the East Coast Bays) through connecting bus services.                                                                                                                                                                                                                                                                                                                                                                                                                                | 2027                     | Funded         |
| Botany Station               | A new bus station is required to support services from the Eastern Busway.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 2028                     | Aspirational   |
| Westgate Station             | The current and expected population growth requires a station at Westgate to enhance customer experience, improve operational efficiency and support future rapid transit investment.                                                                                                                                                                                                                                                                                                                                                                                           | 2026-27                  | Funded         |
| Rapid Transit                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                |
| Northern Busway improvements | The Northern Busway requires ongoing investment to ensure the infrastructure remains fit for purpose and able to cater to the continued increase in demand.                                                                                                                                                                                                                                                                                                                                                                                                                     | 2027-31                  | Funded         |

| Location                             | Requirement                                                                                                                                                                                                                                                                                                                                                                                      | Indicative Delivery Year | Funding status   |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------|
| Eastern Busway                       | Completion of the Eastern Busway will provide frequent and reliable rapid transit between the eastern suburbs and central isthmus.                                                                                                                                                                                                                                                               | 2024-2031                | Partially funded |
| Bus route enhancements               |                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                  |
| Carrington Road improvements         | Development of the corridor to support public transport and active modes in response to the population growth of the Unitec Precinct development                                                                                                                                                                                                                                                 | 2026-2031                | Funded           |
| Airport to Botany                    | <b>Bus improvements</b><br>New bus facilities and priority along Te Irirangi Drive (within existing road corridor) to extend existing AirportLink bus service to Botany (from Manukau) and enhance the customer offering.<br><br><b>Route protection</b><br>Notice of Requirement for acquisition of land to enable implementation construction of the full Airport to Botany Bus Rapid Transit. | 2024-2031                | Funded           |
| City Centre bus priority             | Bus priority measures are required on Albert Street, Vincent Street, Pitt Street and Mayoral Drive to ensure the value of the Northwestern bus improvements and the City Rail Link are realised                                                                                                                                                                                                  | 2024-2027                | Funded           |
| Rosedale Road                        | Bus priority lanes to improve reliability and cater to increased bus volumes on the east-west corridor between the East Coast Bays and the Northern Busway.                                                                                                                                                                                                                                      | 2026                     | Funded           |
| Ferry Enhancements                   |                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                  |
| Pine Harbour                         | A new fit for purpose terminal is required to address the size constraints of vessels that can operate on this route to resolve capacity constraints and improve customer experience.                                                                                                                                                                                                            | 2028                     | Aspirational     |
| Bayswater                            | A new fit for purpose terminal is required by July 2031 when the existing lease agreements end. This new facility will also resolve vessel size constraints, improve customer experience and allow for easier connections with buses.                                                                                                                                                            | 2031                     | Aspirational     |
| Devonport                            | Completion of the final stage of terminal upgrade works.                                                                                                                                                                                                                                                                                                                                         | 2024-26                  | Aspirational     |
| Downtown Ferry Terminal              | Improvements to wharf access and customer experience                                                                                                                                                                                                                                                                                                                                             | 2024-26                  | Aspirational     |
| Charging infrastructure              | Required to support electric ferries.                                                                                                                                                                                                                                                                                                                                                            | 2023-2028                | Partially funded |
| Half Moon Bay vehicle ferry terminal | Third ramp and site reconfiguration for resilience and to allow for an increase in service provision for the Waiheke vehicle service.                                                                                                                                                                                                                                                            |                          | Aspirational     |
| Kennedy Point vehicle ferry terminal | Second ramp and site reconfiguration for resilience and to allow for an increase in service provision for the Waiheke vehicle service.                                                                                                                                                                                                                                                           |                          | Aspirational     |

| Location                             | Requirement                                                                                                                                                                                                                           | Indicative Delivery Year | Funding status   |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------|
| Ferry Enhancements                   |                                                                                                                                                                                                                                       |                          |                  |
| Pine Harbour                         | A new fit for purpose terminal is required to address the size constraints of vessels that can operate on this route to resolve capacity constraints and improve customer experience.                                                 | 2028                     | Aspirational     |
| Bayswater                            | A new fit for purpose terminal is required by July 2031 when the existing lease agreements end. This new facility will also resolve vessel size constraints, improve customer experience and allow for easier connections with buses. | 2031                     | Aspirational     |
| Devonport                            | Completion of the final stage of terminal upgrade works.                                                                                                                                                                              | 2024-26                  | Aspirational     |
| Downtown Ferry Terminal              | Improvements to wharf access and customer experience                                                                                                                                                                                  | 2024-26                  | Aspirational     |
| Charging infrastructure              | Required to support electric ferries.                                                                                                                                                                                                 | 2023-2028                | Partially funded |
| Half Moon Bay vehicle ferry terminal | Third ramp and site reconfiguration for resilience and to allow for an increase in service provision for the Waiheke vehicle service.                                                                                                 |                          | Aspirational     |
| Kennedy Point vehicle ferry terminal | Second ramp and site reconfiguration for resilience and to allow for an increase in service provision for the Waiheke vehicle service.                                                                                                |                          | Aspirational     |
| Train Enhancements                   |                                                                                                                                                                                                                                       |                          |                  |
| Gate and ticket line enhancement     | Improving fare recovery and improving passenger safety by gating high priority stations.                                                                                                                                              | 2031                     | Funded           |
| Level crossing removals              | Level crossings will require either separation or closure to ensure the road network is not congested, and improve safety outcomes, following the increase in train frequencies after the CRL opens.                                  | 2031                     | Aspirational     |

Vehicle standards and quality

We know vehicle quality is essential to providing excellent service. AT will continue to improve the comfort, accessibility, safety and overall standard of vehicles by requiring compliance by operators with the national standards. This will be done through:

- Ensuring that all contracted bus services in Auckland comply with Waka Kotahi Requirements for Urban Buses (RUB) and any approved additional requirements or approved exemptions for the RUB that AT has put in place.
- Ensuring that all new electric train fleet cars conform to the EMU technical specifications stipulated by AT at the time of purchase.
- Ensuring that all new ferries used on contracted services comply with the Ferry Standard for New Ferries used in Urban Passenger Service and any approved additional requirements or approved exemptions for the Ferry Standard that AT has put in place. This will also improve the ability of ferries to carry bicycles.
- Specifying vehicle size to match local service route geography, journey length and peak time capacity requirements (both current and projected levels), as required.
- Ensuring that external vehicle destination displays comply with the requirements of Waka Kotahi’s RUB.

| iv: Customer experience, information and technology – actions summary |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                                                               | <div>1. Making it easier to plan your journey and get real time trip information through improvements to AT’s digital channels.</div> <div>2. Regularly review and adjust services to ensure they meet customer demands (while maintaining a consistent network that Aucklanders can depend on)</div> <div>3. Continue the implementation of bilingual signage for RTN stations</div> <div>4. Continue the implementation of public announcements at ferry wharves and destination signage onboard ferries</div> <div>5. Introduce gating at major interchanges, busway stations, and ferry wharves for quicker boardings</div> <div>6. Fix, maintain and expand coverage of real-time passenger information screens (PIDs) at high-patronage locations across the network.</div> |
| Short-term                                                            | <div>7. Provide better communication to customers about disruptions or changes</div> <div>8. Introduce new on-board cashless payment options with mobile phone and credit cards</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Long-term                                                             | <div>9. Develop and implement a programme for monitoring and improving bus stops and shelters at stations and ferry wharves</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

Customer experience, information and technology – action highlights:

Passenger Information Displays (PIDs)

AT has delivered 970 PIDs at key stops and stations around the PT network, representing 15% of stops and serving 70% of our customers. In the past year AT has added 100 PIDs across the network. These PIDs are targeted to stops with 50 or more boardings per day and the target is to hit 75% of customers. This will require an additional 120 PIDs to be deployed. AT is investigating funding to complete PID rollout and include ongoing upgrades and maintenance to this increased PID network, so customers have real-time, accurate information at their stop.

AT’s Digital Channels

All PT services in Auckland are fitted with GPS devices that transmit their location every nine seconds. This is used by our real time systems, websites and mobile applications to show the locations of buses and estimated arrival times at bus stops. The equipment also sends passenger count numbers which is translated in our systems to individual bus occupancy, which is then reflected on our passenger information displays at all bus stops that have a sign indicating how full arriving services are. This occupancy information is also shown in the AT Mobile app.

4.3 Goal 2 actions

| Goal          | Enhancing the environment and tackling the climate emergency |                                                          |
|---------------|--------------------------------------------------------------|----------------------------------------------------------|
| Actions Areas | v.                                                           | Low emission public transport system                     |
|               | vi.                                                          | Mode shift and carbon reduction                          |
|               | vii.                                                         | Climate adaptation and restoring our natural environment |

| v. Low emission public transport system – actions summary |    |                                                                                                                                                                                                  |
|-----------------------------------------------------------|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                                                   | 1. | Continue to introduce zero emissions buses whilst installing and retrofitting charging infrastructure.                                                                                           |
|                                                           | 2. | Embodied carbon and climate mitigation - Reduce the embodied carbon associated with infrastructure and assets of PT.                                                                             |
|                                                           | 3. | AT’s operational emissions - Ensure that AT owned PT infrastructure, services, assets, facilities do not trigger increase in operational emissions of AT but rather contribute to reducing them. |
| Short-term                                                | 4. | Introduce low emission ferries from 2024 while installing and retrofitting charging infrastructure in wharves                                                                                    |

Low emissions public transport system – action highlights:

AT is committed to reducing our corporate emissions, improving environmental performance of the network and working to reduce greenhouse gas emissions.

We will also work to reduce our operational emissions by investing to electrify our bus fleet, purchase new hybrid or fully electric ferries, and reduce embodied carbon emissions. A summary of these initiatives is outlined below:

- Bus - AT will follow our revised Low Emission Bus Roadmap document, which outlines the pathway to transitioning Auckland’s bus fleet to zero emission by 2035 to align with the Government’s target. An essential part of this is that all new and end-of-life diesel fleet replacement buses procured are now low-emission (zero-emission at the tailpipe). We will continue to work with suppliers and industry leaders to ensure that charging infrastructure is available to meet the needs of our future fleet.

- Train - Auckland’s metro rail network was fully electrified in 2015, allowing for AT to operate electric trains. The Pukekohe line will be electrified by 2026.
- Ferry - AT will continue and expand its ongoing efforts to decarbonise the ferries. AT has recently confirmed crown funding for two fully electric ferries, which will be operational by 2024, beginning the journey of decarbonising the ferry fleet. A further four new low emission vessel builds are underway with further procurements planned for 2023/2024. AT has been working with operators to ensure that their ferry fleet also transition towards low emissions technology options like electric, plug-in hybrid and hydrogen.
- On-Demand - AT will aim for all AT On-Demand vehicles to be electric, accessible and meet Waka Kotahi’s safety requirements.
- Embodied carbon and climate mitigation - AT has target of reducing 50% of embodied emissions by 2031 associated with physical infrastructure and maintenance work. All projects will assess material use efficiency and design innovation in order to minimise the impact on the environment.

| vi. Mode shift and carbon reduction – actions summary |    |                                                                                                                       |
|-------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------|
| Ongoing                                               | 1. | Continue proactively marketing off-peak and inter-peak services                                                       |
|                                                       | 2. | Promote the benefits of the PT system and actively engage with the community through initiatives                      |
| Short-term                                            | 3. | Introduce low emission ferries from 2024 while installing and retrofitting charging infrastructure in wharves         |
| Long-term                                             | 4. | Implement the walking and cycling projects in the CATTR package, including improving walking and cycling access to PT |

Mode shift and carbon reduction – action highlights:

An important focus for AT will be working towards the goals set by Auckland Council in the Transport Emissions Reduction Pathway (TERP) within our available funding. We will invest in PT projects and services, walking and cycling projects, and other initiatives to provide Aucklanders with attractive travel choices, supporting a shift away from car travel and reducing emissions. By increasing the mode share of public transport, we will contribute to the TERP’s goals. Additionally, we will collaborate closely with the Council and stakeholders to implement necessary systemic changes outlined in the TERP, utilising our ongoing initiatives and actions to build momentum and accelerate progress towards the targets.

What we can achieve, however, is constrained by funding, public support, regulation and the practical constraints of delivering new infrastructure and services (such as the ability

of the construction sector to deliver new infrastructure, or of operating companies to secure enough drivers). Estimated impacts from our programme are expected to be modest in reducing emissions in comparison to the scale of the TERP goals. Nevertheless, consistent with the direction in the Letter of Expectations we will strive to make progress towards the TERP’s targets within our available funding and to take advantage of new funding opportunities (when they arise) to make further progress. The RPTP sets out a PT future which can be scaled up and deliver more benefits, should additional funding and resourcing allow.

Ensuring a transport network that is resilient to the impacts of climate change is a whole-of-Council and whole-of-Government responsibility. We will play our part and will continue to advocate for greater action by our partners who hold other levers which can support us to transition to a low emission transport network in Auckland and to effect greater change across all areas of society.

| vii. Climate adaptation and restoring our natural environment – actions summary |    |                                                                                                                                                          |
|---------------------------------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                                                                         | 1. | Ensure new PT infrastructure is fit for a changing climate in accordance with AT Climate Change Adaptation Policy and the National Adaptation Plan (NAP) |
|                                                                                 | 2. | Ensure new infrastructure is resilient to the impacts of climate change, and retrofit existing where possible                                            |
| Long-term                                                                       | 3. | Ensure that changes demonstrate progress towards the targets in Te Tāruke-ā-Tāwhiri Auckland’s Climate Action Plan                                       |

Climate adaptation and restoring our natural environment – action highlights:

AT will continue the ongoing efforts to ensure that our public transport services, facilities and infrastructure are low-emission and resilient to climate-related events. In particular, recent

storms have highlighted the risks of damage from extreme weather events. While recovery from the storms will remain a key focus, we will also seek to improve the resilience of the network into the future. Through our renewals programme, we will need upgrade and adapt our existing infrastructure standards to increase resilience.

4.4 Goal 3 actions

| Goal          | Safe and accessible transport for everyone |                             |
|---------------|--------------------------------------------|-----------------------------|
| Actions Areas | viii.                                      | Inclusion and accessibility |
|               | ix.                                        | Fares and pricing           |
|               | x.                                         | Safety                      |

| viii. Inclusion and accessibility – actions summary |    |                                                                                                                 |
|-----------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------|
| Ongoing                                             | 1. | Identify and resolve accessibility and safety issues (CRM cases) to comply with accessibility standards         |
|                                                     | 2. | Continue to fund the Total Mobility scheme and regularly review services and subsidy rates                      |
|                                                     | 3. | Increase service frequency on supporting services and targeted routes                                           |
| Short-term                                          | 4. | Implement “Stop for me, speak to me” programme to improve access to bus services for vision-impaired customers. |
| Medium-term                                         | 5. | Implement driver-hailing technology for vision-impaired customers                                               |
| Long-term                                           | 6. | Retrofit all existing infrastructure to meet accessibility standards                                            |

Inclusion and accessibility – action highlights:

Accessibility

Accessibility in the AT context refers to the ability for all members of the community, regardless of age or ability, to access and use AT Metro services. This includes being able to travel to the public transport stop or station, being able to navigate through the PT stop or station and being able to board and travel on the PT service itself.

AT is developing a programme, as outlined in the Accessibility Action Plan to identify deficiencies in the footpath and stop/ station/terminal environment and to progressively address these. By providing a seamless end-to-end experience for the customers which is fully accessible, AT will be providing equity and fairness for all Aucklanders.

AT will ensure accessible journeys for all users including those with accessibility needs by providing infrastructure and information that:

- Enables easy and safe access to public transport.
- Is simple to understand and use.

- Meets best practice quality and safety standards for stops, shelters, footpaths, crossings, vehicles, and other elements of the accessible journey.
- Resolves accessibility and safety issues and ensures compliance with self-determined accessibility standards in the absence of national legislated standards for accessibility.
- Facilitates transport choices, recognises different trip characteristics and enables accessibility and mobility for all sectors of the community.

Total Mobility

Within the overall banner of accessibility are the Total Mobility services, which are services provided in the form of subsidised door-to-door transport services by small passenger services and specialist transport operators under contract to AT in areas where scheme transport providers operate. The scheme is funded by local and central government. It provides a subsidy per trip, up to a maximum fare, to assist eligible people to access appropriate transport to meet their daily needs and to participate in their community. There are some limited restrictions on the purpose of a trip for the Total Mobility scheme.

AT will continue to fund the Total Mobility scheme, including:

- Maintaining eligibility assessment processes.
- Contracting small passenger service operators to provide Total Mobility services.
- Expansion to the on-demand scheme when available.
- Providing a discount for travel on contracted small passenger vehicles for Total Mobility members (up to a specified limit).
- Providing discounted public transport travel for TM card holders who have a registered HOP card that identifies them as being eligible and for members of the NZ Foundation of the Blind who have appropriate identification.
- In eligible cases, assisting with the installation of hoists in specialist vehicles so that wheelchairs can be carried.
- Requiring all small passenger service operators to ensure that drivers providing Total Mobility services have approved specialist training to provide adequate and appropriate assistance to mobility impaired people.
- Ensuring compliance with contracted expectation that all drivers and staff in public contact roles receive approved training in disability awareness.
- Ensure there are minimal restrictions on the purpose of a trip for the Total Mobility scheme.
- Review Total Mobility delivery model if on-demand rideshare is rolled out more widely.

PT Services in rural areas

AT will identify appropriate public transport services and facilities for rural townships with at least 2,000 residents (and others that can logically be served by routes travelling to such townships) by:

- Engaging with local communities and iwi to develop proposals for community-driven initiatives. This will be primarily facilitated to design and implement tailored PT services on a trial basis with the option to make them permanent if successful.
- Collaborating with local communities and iwi to identify and resolve funding and procurement issues, including investigating the applicability of targeted rates.
- Collaborating with local communities and iwi to explore the longer-term viability of services that have been trialled successfully.

- Delivering more services to newly developing areas and rural townships.
- Provide Local, Rural-Township and On-Demand services that enable coverage.

Providing for the needs of the transport-disadvantaged

In preparing this Plan, AT is required to consider the needs of people who are transport disadvantaged, as per section 124 of the Land Transport Management Act (LTMA) 2003. The RPTP must also describe how the public transport services described in it will assist the transport disadvantaged.

AT will facilitate the following provisions to assist the transport disadvantaged:

1. Planning on-demand PT to extend the reach of the PT system and provide access where conventional fixed route services are not suitable.
2. Using Universal Design Principles to ensure our new infrastructure is accessible and that any retrofits are up to standard.
3. Designing accurate and accessible wayfinding.
4. Maintaining bilingual (English and te reo Māori) audio-announcements on all buses, trains and ferries across AT’s network.
5. Continuing to fund the Total Mobility scheme to support people who cannot use traditional PT services to travel for all or some of their trips.
6. Investigating options for community transport services for more rural parts of Auckland.
7. Considering socio-economic characteristics in service design reviews and general route planning.
8. Pricing PT services to retain and attract ridership, including initiatives to increase use and targeted concessions for those who may struggle to afford PT.
9. Increasing safety on all parts of the network, including following CPTED principles when designing infrastructure, enabling safe pedestrian and cycling facilities around PT stations and listening and responding to customer feedback about safety concerns.
10. Enabling access to the outer islands, including Waiheke Island and Great Barrier Island. This includes via exempt services as well as service under AT’s control.

11. Building and maintaining effective partnerships with Māori to identify opportunities to serve their PT access needs better.
12. Aligning with the actions in the Accessibility Action Plan that relate to PT an associated infrastructure to ensure a thoughtful delivery of a fully accessible network.

| ix. Fares and pricing - actions summary |    |                                                                                                                                                                                     |
|-----------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                                 | 1. | Undertake an annual fare review and adjustment process with a view to ensure that fare increases keep pace with increased operating costs, while considering the impact on PT users |
| Short-term                              | 2. | Introduce a weekly fare cap                                                                                                                                                         |
| Aspirational                            | 3. | Increase the current 30-minute window for transfers between services                                                                                                                |

Fares and pricing – action highlights:

AT will review fare levels at least annually and make any necessary adjustments to ensure user contributions keep pace with operating costs to achieve the farebox recovery ratio (FRR) targets consistent with Waka Kotahi policy. AT will apply the principles described in Policy 9.1 when developing and reviewing public transport fares and pricing in the region, whilst ensuring that a transparent, consistent fare pricing methodology that incentivises use of non-cash payment and encourages PT uptake is used.

In 2024 we will commission an independent review of our fare structure, to identify opportunities to make it simpler and more equitable. We will also explore a range of different pricing initiatives to encourage more frequent use of PT including, but not limited to:

- Daily and weekly fare capping – a daily fare cap already exists, and we are planning to introduce a weekly cap that will apply automatically, ensuring regular PT users get the best value for money.
- Increasing the time allowed for transfers between services from 30 minutes (to a longer timeframe yet to be determined).
- Expanded off peak discounts.
- Group based discount schemes, including Community Connect and SuperGold card holders.
- Employee schemes.
- Loyalty credits.
- Mobility subscriptions.

| x. Safety - actions summary |    |                                                                                                                                        |
|-----------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                     | 1. | Increase security at stations and on-board services by increasing the number of services covered by Transport Officers                 |
|                             | 2. | Apply Crime Prevention Through Environmental Design (CPTED) and Universal Design criteria when designing and maintaining PT facilities |
|                             | 3. | Continue the introduction of live streaming CCTV on EMUs                                                                               |
| Medium-term                 | 4. | Removal of at grade pedestrian level crossings not suitable for the future state of the rail network                                   |
| Aspirational                | 5. | Removal of all at-grade crossings of the rail network (and replacement of appropriate ones with separated crossings)                   |

Safety – action highlights:

Tāmaki Makaurau’s commitment to Vision Zero is an ambitious transport safety vision with the goal of no deaths or serious injuries on our transport system by 2050. This targets all elements of transport safety for all Aucklanders, including public transport.

Safety on the PT network has improved significantly, with investment in technology and the introduction of Transport Officers monitoring compliance and providing frontline customer service. Since the first deployment of Transport Officers in 2017, and continued expansion on selected bus and ferry routes, the number of incidents on the network reported have been decreasing steadily. CCTV roll-out will continue at intersections and PT facility locations, to improve network performance, safety and operations.

AT will specify driver, crew and staff training as a condition of any contract with AT and actively enforce regularly. This includes working with operators to ensure they carry out driver and staff training, including customer-service training, to ensure a consistent high standard of presentation and performance, including:

Requiring operators to ensure that training and performance includes the safety of the public, both on and off the vehicle, including the safety of vulnerable road users and on double decker buses.

- Requiring the inclusion of disability-awareness training, and training on the needs of passengers with special needs, for all staff who interact with customers.
- Smooth acceleration and braking.
- Appropriate assistance for customers who have difficulty using public transport.
- Compliance with all road rules and standards.
- Modern, well-lit and air-conditioned vehicles that provide safe and comfortable journeys.
- A requirement in contracts that all drivers and staff in public contact roles receive approved training in disability awareness.
- Requiring all small passenger service operators to ensure that drivers providing Total Mobility services have approved specialist training in order to provide adequate and appropriate assistance to mobility impaired people.
- Trains operating with on-board transport officers on key services.

AT will invest in emerging communications, data collection and insights technologies as tools to enable ongoing optimisation and improved safety of the PT and wider transport system.

4.5 Goal 4 actions

| Goal          | Integrating public transport into a growing Auckland |
|---------------|------------------------------------------------------|
| Actions Areas | xi. Multi-modal infrastructure                       |
|               | xii. Public transport and land use integration       |

| xi. Multi-modal infrastructure – actions summary |                                                                                                                                                                                                                                         |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                                          | 1. Maintain, upgrade and improve wayfinding around rapid transit stations, major interchanges, and ferry wharves                                                                                                                        |
| Short-term                                       | 2. Develop a detailed plan to deliver the park and ride changes approved as part of Room to Move                                                                                                                                        |
|                                                  | 3. Undertake a First and Final Leg single-stage business case study to identify a delivery-focused programme of staged interventions across the rapid transit network                                                                   |
|                                                  | 4. Improve active mode access and safety to rapid transit stations (wayfinding, street networks, cycling and micromobility storage etc) delivered by CATTR and COVID Emergency Relief Fund packages, and the on-going cycling programme |
| Medium-term                                      | 5. Improve feeder bus frequency to rapid transit stations                                                                                                                                                                               |
| Long-term                                        | 6. Improve customer experience within stations and transfer experience                                                                                                                                                                  |
|                                                  | 7. Improve pedestrian connections adjacent to rapid transit stations (eg. address significant severance issues)                                                                                                                         |
| Aspirational                                     | 8. Completion of the Cycle & Micromobility Strategic Network adjacent to the rapid transit stations                                                                                                                                     |
|                                                  | 9. Address all gaps and deficiencies on the Walking Strategic Network adjacent to the rapid transit stations                                                                                                                            |

Multi-modal infrastructure – action highlights:

First and Last Leg

PT journeys are often made up of multiple 'legs', with one or more PT trips in the middle of the journey. The first leg is at the beginning of the journey, where customers get from their origin

to their first PT stop. The last leg is between the last PT stop and the final destination. To improve customers' experience of PT, we therefore need to improve their experience of accessing PT. This access should be safe, convenient, pleasant, and fully accessible regardless of whether it is made on foot, on a bike or scooter, or in a car.

AT is investigating improvements to rapid transit stations and ferry wharves, that will look to align with wider improvements to the transport network (such as connecting to new footpaths and cycleways). In making these improvements, AT will aim to:

1. Make station and wharf access more equitable and embed universal design
2. Make stations and wharves, and the routes to and from them, safer and more secure
3. Improve customer experience at and satisfaction with the station or wharf.
4. Increase the share of trips made by walking, cycling and public transport.
5. Increase patronage on the rapid transit network.

Park and Ride facilities

AT will provide park and ride facilities that are located to help intercept private vehicle commuter trips 'upstream' of congestion and direct these trips instead onto the PT system, and generally RTN services. AT will provide and operate park and ride facilities in accordance with Room to Move. This strategy says that new park and rides should be located at the periphery of the PT network to avoid the congestion effects of additional car travel. They are most effective in areas that are car dependent with minimal alternatives to access quality PT services. These areas tend to be on the urban periphery where a bigger positive investment impact is possible as land is usually cheaper. In more built-up areas, feeder bus services tend to be more cost efficient.

Park and rides across Auckland are at or approaching capacity. In some circumstances this is leading to overflow parking in adjacent streets. While there is scope for some expansion at key sites, resources are limited. Going forward, park and ride capacity and demand will be influenced to be better matched and better aligned to strategic outcomes. Park and Ride will be managed for people who want to use the public transport system with the following proposals introduced in the coming years:

- Charging people that park and don't ride.
- A premium paid pre-booked selection of spaces will also be introduced to enable people to use park and rides during the day, not just commuter morning peak.



| xii. Public transport and land use integration – actions summary |    |                                                                                                                                                                                                                      |
|------------------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                                                          | 1. | Work with Auckland Council and developers for the provision of new public transport services in areas with new housing developments, when they qualify                                                               |
|                                                                  | 2. | Continue to work with consenting authorities and private and public sector developers to ensure that new road layouts and the urban form in new developments enables a direct and efficient public transport service |
|                                                                  | 3. | Advocate for development that increases density and diversity of land use that is highly accessible to public transport                                                                                              |
|                                                                  | 4. | Work with Auckland Council to support greater enabled density around rapid transit stations through improvements to the transport network                                                                            |
| Aspirational                                                     | 5. | Work with other Council agencies to redevelop publicly owned land at stations                                                                                                                                        |
|                                                                  | 6. | Work with other Council agencies to redevelop park and rides into high density development                                                                                                                           |

Public transport and land use integration – action highlights

AT has a key role to play in supporting Council, Local Boards and the wider Council group to facilitate urban regeneration and placemaking, and to support development in both brownfield and greenfield areas. AT recognises that this is a key outcome for the Auckland Plan 2050. Urban development and public transport are intrinsically linked, so a coordinated approach to planning and delivery is required across all relevant agencies. This includes ensuring that the public transport system is able to support anticipated future development and intensification envisaged by the Auckland Plan, Auckland Unitary Plan and applicable national policies such as the National Policy Statement on Urban Development (NPS-UD).

At the strategic level, AT will work with other transport and land use decision-makers to ensure there is strong alignment between public transport and urban development. In particular, large-scale rapid transit projects need to be aligned with areas planned for the greatest levels of growth, to maximise the benefits of investment in infrastructure. The city-shaping role of public transport, especially the rapid transit network, will be harnessed to support the vision for the region’s future development set out in documents such as the Auckland Plan.

At the consenting level, AT will continue to work with consenting authorities (like Council and Kāinga Ora), private and public sector developers and land-use planning decision-makers, such as Auckland Council, to help shape urban form to improve integration between PT and land use. A key component of improving integration is advocating for appropriate urban

4.6 Goal 5 actions

| Goal          | Funding and delivering public transport transparently |
|---------------|-------------------------------------------------------|
| Actions Areas | xii: Funding and procurement                          |
|               | xiv: Partnerships                                     |

| xii: Funding and procurement – actions summary |    |                                                                                                                              |
|------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                                        | 1. | Take steps to achieve the farebox recovery ratio (FRR) targets.                                                              |
|                                                | 2. | Advocate, investigate and implement potential new funding and funding mechanisms for transport                               |
|                                                | 3. | Consider a range of funding mechanisms including developers funding PT services in the early stages of development           |
| Medium-term                                    | 4. | Transition from PTOM to Sustainable Public Transport Framework                                                               |
|                                                | 5. | Consider options for AT ownership or control of key PT assets to reduce barriers to entry to a competitively tendered market |

Funding and procurement – action highlights

The Auckland Council group (which includes AT) is facing several significant challenges that have material impacts on our finances. Like many organisations, AT continues to face a loss in revenue from COVID-19, followed by the consequences of a rapid rise in inflation and interest rates, and now significant storm recovery costs, which are severely affecting operating results and financial forecasts. Auckland Council has also seen a significant reduction in its income streams due to both the direct and indirect impacts of the pandemic, which affect its ability to fund AT for PT services.

Ensuring value for money for Auckland ratepayers requires AT to critically review the way we work to ensure that we optimise benefits to all users of the transport network and services, while minimising the costs. AT will continue to work to increase patronage by providing a more useful and attractive service which at the same time offers improved operating efficiency.

| xiv: Partnerships – actions summary |    |                                                                                                                                                         |
|-------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ongoing                             | 1. | Incorporate iwi-led design principles into major capital projects                                                                                       |
|                                     | 2. | Involve Māori in social procurement                                                                                                                     |
|                                     | 3. | Work with Māori communities to explore on-demand services and other alternative transport options in areas that are not well-served by PT               |
|                                     | 4. | Work with private micro-mobility and other shared mobility services providers on how these services can support and integrate with the wider PT network |
| Short-term                          | 5. | Establish joint communications plans and collaborative forums with all Operators                                                                        |
|                                     | 6. | Establish Working Groups with community groups for the provision of on-demand transport or other transport solutions                                    |
|                                     | 7. | Establish a Bus Driver Forum to use the knowledge of frontline staff to identify potential improvements to services.                                    |

Partnerships – action highlights

We will deliver our funding targets through:

- Working with operators to deliver increased fare revenue and adopt measures to increase patronage, particularly where spare capacity exists on current services.
  - Identifying and implementing opportunities for improvements to procurement arrangements for public transport, including implementation of the PTOM where there is potential to reduce operating costs.
  - Undertaking regular reviews of service cost-effectiveness and implementing improvements, where appropriate, to reduce average unit operating costs.
  - Facilitating an annual fare review and adjustment process to ensure that fare increases at least keep pace with increased operating costs (as measured through Waka Kotahi indexation).
- Monitoring the impact of fare changes on patronage and reviewing the farebox recovery ratio policy if fare increases threaten growth in patronage.
  - Working with funding agencies to review the economic value of public transport to non-users and ensure that the farebox recovery ratio policy is consistent with this over time.
  - Reviewing the level and availability of concession fares and eligibility criteria to ensure these are cost-effective and consistent with national policy directions.

Part 5 Policies

## 5.1 Policies overview

This section sets out the policies that will guide how we plan, design, deliver and operate public transport in Auckland over the next decade. The policies have been designed to align with the vision and goals and will support the actions outlined in Part 4.

They are grouped and linked back to the main goal and area they contribute to, but most will support the achievement of more than one goal.

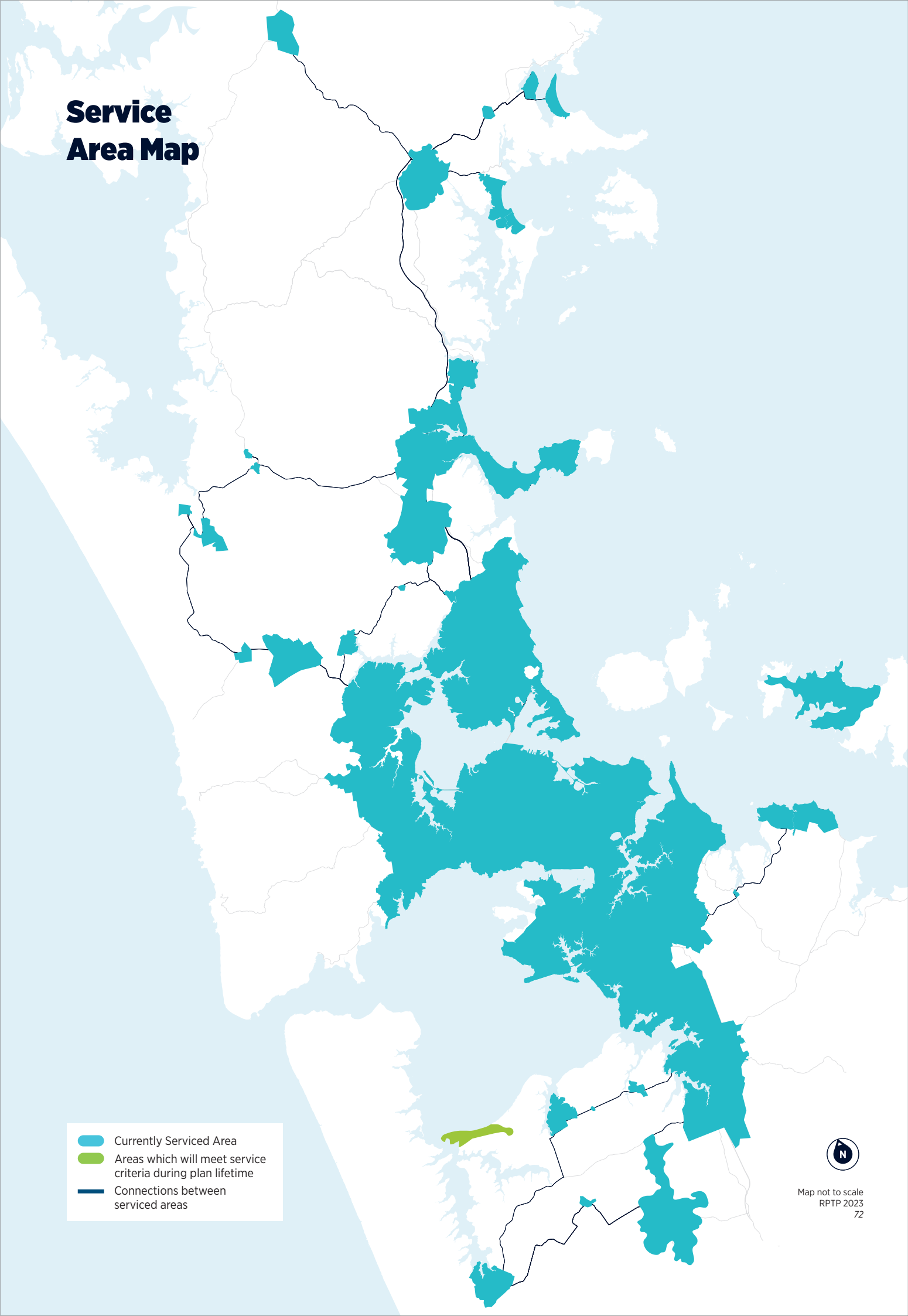
Table - Policy Areas

| Goal                                                         | Policy Area                                               |
|--------------------------------------------------------------|-----------------------------------------------------------|
| Services providing an excellent customer experience          | 1. Service planning and network design                    |
|                                                              | 2. Rapid and frequent infrastructure and services         |
|                                                              | 3. Quality of services, infrastructure and vehicles       |
|                                                              | 4. Customer experience, information and technology        |
| Enhancing the environment and tackling the climate emergency | 5. Low emission public transport system                   |
|                                                              | 6. Supporting sustainable approaches                      |
|                                                              | 7. Resilience to Climate Change                           |
| Safe and accessible transport for everyone                   | 8. Inclusion and accessibility                            |
|                                                              | 9. Fares and pricing                                      |
|                                                              | 10. Safety and personal security                          |
| Integrating public transport into a growing Auckland         | 11. Multi-modal access to public transport                |
|                                                              | 12. Public transport and land use integration             |
| Funding and delivering public transport transparently        | 13. Procurement, service delivery, funding and monitoring |
|                                                              | 14. Partnerships                                          |
|                                                              | 15. Collaborating with operators                          |
|                                                              | 16. Service changes process                               |
|                                                              | 17. Private service providers                             |

## 5.2 Goal 1 Policies

| 1. Service Planning and design                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AT will deliver a network of PT services that is easy to understand, meets a diverse range of travel needs, responds to customer demands, and provides connections throughout Tāmaki Makaurau. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Policies                                                                                                                                                                                       | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1.1 Service planning principles                                                                                                                                                                | <p>AT will plan and deliver PT services that follow the principles below:</p> <ol style="list-style-type: none"><li>1) Reliable and efficient</li><li>2) Safe and accessible</li><li>3) Convenient and attractive</li><li>4) Simple</li><li>5) Operate as a network, and as part of the wider transport network</li><li>6) Customer-focused</li><li>7) Represent value for money</li><li>8) Equitable</li><li>9) Supported by appropriate infrastructure</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1.2 Service classifications                                                                                                                                                                    | AT will plan and procure services that will, at a minimum, cater for existing and forecast demand according to the service classifications in Table 5, Part 7.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1.3 Service optimisation                                                                                                                                                                       | <p>AT will regularly review services and consider changes where routes are over performing or underperforming. For popular routes this includes increasing frequency or adding capacity. For lower performing routes this includes changes to the operation of the route to attempt higher performance, replacing them with alternative transport options such as AT Local or removing them.</p> <p>AT will follow the process outlined in the Policy 16.1 when changing or removing services. We will work and collaborate with operators to communicate service changes in an effective and timely manner.</p> <p>Patronage expectations are classified by boardings per in-service hour (e.g., if a service runs hourly, and its trip takes 30 minute, that is half an in-service hour. If the same service ran every 15 minutes, that would be two in-service hours’ worth of time). This enables a fair comparison between routes that operate at different frequencies. Expectations for buses are:</p> <ul style="list-style-type: none"><li>• Very high – over 37 boardings per service hour</li><li>• High – 28 to 37 boardings per service hour</li><li>• Medium – 18 to 27 boardings per service hour</li><li>• Low – 7 to 17 boardings per service hour</li><li>• Very low – 3 to 7 boardings per service hour</li></ul> |

| Policies                         | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.4 Service resource allocation  | AT will continue to allocate roughly 15-20% of overall operating expenditure to services focused on providing a basic level of access to PT, even if these services are not expected to generate high demand. This will be reflected in the targets set for these services under policy 1.2 (service classifications).                                                                                                                                                                                                                                                                                                                                                  |
| 1.5 Service resilience           | AT will ensure that when developing PT services and associated infrastructure, particular attention is given to the need for network resilience in times of planned and unplanned disruption and build a network which can support the community through a range of circumstances.                                                                                                                                                                                                                                                                                                                                                                                      |
| 1.6 Service provision thresholds | <p>AT will consider introduction of services in areas of Auckland which are part of the PT Service Area. This area comprises everything within the Rural Urban Boundary (RUB) (as defined in the Auckland Unitary Plan), together with any settlement with a minimum existing population of 2,000 people. It also includes the roads which connect these locations</p> <p>Figure 13 opposite shows the current PT Serviced Area in 2023, together with any changes between now and 2031. Areas outside of these will not be considered for PT services. An area being in this area does not guarantee a service, only that it is eligible for one to be considered.</p> |
| 1.7 Service monitoring           | AT will release a monthly public report detailing boardings per route, boardings per service hour (against targets), reliability and punctuality to ensure accountability.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1.8 On-demand public transport   | AT will consider using On-Demand transport to complement, supplement or replace existing PT services where appropriate. The On-demand and Shared Mobility Roadmap will guide the investment into these services.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |



| Policies            | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.9 School services | <p>AT will facilitate the provision of school buses to schools where the regular PT network does not serve the school catchment well. This will be based on the need for a special service to ensure school access. In this context, a school refers to a Primary or Secondary School.</p> <p>AT will consider that a school is well served by the regular public transport network when:</p> <ul style="list-style-type: none"><li>The closest public bus service bus stop is no greater than 500m walking distance from the school gate;</li><li>The bulk of school students are not required to make more than one transfer between services to get to school;</li><li>The public transport service timetable, including transfer times, means that most students are not required to leave home before 07.00am or arrive home after 5.00pm when leaving school at the usual end of school day.</li></ul> <p>AT will withdraw any legacy out of zone school buses if a school is well served by the regular public transport network (as defined by three bullet points above).</p> <p>AT will consider providing additional school buses where there is a sufficiently large demand from a defined catchment. Large demand means that a school bus will be fully or heavily loaded before it leaves this catchment for onward travel</p> <p>As the scheduled public transport network is extended into new areas of the city as they develop, AT will ensure that any existing school bus service routes and demands will be factored into this planning process, with a view to removing existing school services where the new scheduled services can cater for the majority of this demand, to achieve better utilisation of bus resources.</p> <p>AT will periodically review all out of zone school bus services (and scheduled services that carry significant numbers of school students) with target schools to ensure that travel needs are being met in an appropriate and cost-effective manner. Capacity will be added as appropriate where persistent overloading issues are found to exist. AT will not provide any new school buses for areas which is out of zone to a school, where there is suitable public transport.</p> <p>AT will periodically review school buses and withdraw when a school is well served by the regular public transport network. AT will engage with the school and the Ministry of Education prior to making changes to any service. AT will consider a school bus service is underperforming when patronage is fewer than:</p> <ul style="list-style-type: none"><li>15 students for Secondary or Intermediate</li><li>10 students for Primary.</li></ul> |

| Policies                                                                                                                                                                                                                                                                                                                       | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.10 Event services                                                                                                                                                                                                                                                                                                            | AT will work with event venues and managers of major events to help create and market combined event and PT packages and ticketing. This includes the provision of extra PT services at the cost of the event provider to meet the demand (if this cannot be accommodated on regularly scheduled services).                                                                                                                                                                                                                       |
| 1.11 Hauraki Gulf Islands                                                                                                                                                                                                                                                                                                      | AT will work with operators to ensure access to the Hauraki Gulf Island for the transport of people and freight. These services have been identified as integral to our network (see section 7.4) – if commercial services were withdrawn, AT would contract to ensure they continued to operate.                                                                                                                                                                                                                                 |
| 2. Rapid and frequent infrastructure and services                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| AT will plan and deliver a strategic PT network guided by the principles defined in AT’s Future Connect. This strategic PT network represents the core of the wider PT network and is organised around the rapid and frequent services and includes other strategic PT corridors.                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Policies                                                                                                                                                                                                                                                                                                                       | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2.1 Rapid Transit Network                                                                                                                                                                                                                                                                                                      | AT will support implementation of the rapid transit network in accordance with the Auckland Rapid Transit Plan (ARTP), to foster space-efficient access to opportunities and support, and shape, a quality compact urban form.                                                                                                                                                                                                                                                                                                    |
| 3. Quality of services, infrastructure, and vehicles                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| AT will plan and deliver a high-quality network of PT services and related infrastructure that are safe, comfortable, reliable, flexible, and accessible for all ages and abilities to retain existing and attract new customers. AT will take accountability for different quality-related targets and adjust when necessary. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Policies                                                                                                                                                                                                                                                                                                                       | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3.1 Infrastructure and service integration                                                                                                                                                                                                                                                                                     | <p>AT will:</p> <ul style="list-style-type: none"><li>Develop high quality, well-designed interchanges to facilitate seamless transfers for customers and provide comfort and safety throughout their journey.</li><li>Ensure this infrastructure is cost-effective and suitable and offers appropriate and accessible amenity for AT customers.</li><li>Apply iwi-led design principles in designing infrastructure, to reflect the history and cultural identity of Tāmaki Makaurau in consultation with mana whenua.</li></ul> |
| 3.2 Service quality                                                                                                                                                                                                                                                                                                            | AT will ensure that timetables are designed as a connected network to aid in easy journeys. AT will work with operators to ensure reliable and consistent services.                                                                                                                                                                                                                                                                                                                                                               |

| Policies                                                                                                                                                                                                                                                                                              | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.3 Service performance standards                                                                                                                                                                                                                                                                     | AT will work with PT operators to incentivise reliable and punctual delivery of PT services and look to address consistently poor performance with available contractual levers.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3.4 Vehicle quality standard                                                                                                                                                                                                                                                                          | AT will continue to improve the comfort, accessibility, safety and overall standard of vehicles by requiring compliance with the relevant technical and industry standards.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 4. Customer experience, information and technology                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| AT will continuously enhance PT user experience by utilising customer insights and feedback, and proactively work with partners and stakeholders to improve our collective capacity to explore, evaluate and, where appropriate, adopt new innovations and technological improvements as they emerge. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Policies                                                                                                                                                                                                                                                                                              | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4.1 Brand                                                                                                                                                                                                                                                                                             | <p>AT will manage and market a clear, easy-to-understand, and consistent PT service brand that is known for quality, reliable and safe services.</p> <p>The 'LINK' brand (used for the CityLink, InnerLink, OuterLink, TāmakiLink and AirportLink) will be used for frequent transit services to increase visibility for users, particularly where significant patronage is expected to be generated from new or infrequent users such as tourists or those visiting from other parts of Auckland. Link services connect to major destinations which have high demand throughout the week and the year.</p> |
| 4.2 Wayfinding                                                                                                                                                                                                                                                                                        | <p>AT will support customers to confidently move around the city by designing accurate and accessible wayfinding that aligns with customer insights and global best practices.</p> <p>AT will continuously review its wayfinding to ensure accuracy, consistency and appropriate quality control, to maintain and increase trust in its wayfinding and the broader PT system.</p>                                                                                                                                                                                                                           |
| 4.3 Marketing and promotion                                                                                                                                                                                                                                                                           | AT will market and promote PT services (and the wider system) to encourage increased use by new and existing customers. This will include targeted marketing of new and improved services.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4.4 Customer feedback                                                                                                                                                                                                                                                                                 | AT will continuously collect, evaluate, and use customer satisfaction surveys, feedback, complaints, and suggestions and will undertake research to shape the design, management, and continuous refinement of customer experience and the PT system.                                                                                                                                                                                                                                                                                                                                                       |
| 4.5 Digital information                                                                                                                                                                                                                                                                               | AT will display, monitor, and utilise real-time information from buses, trains, ferries and on-demand services in operation across the network and make this available for customers to make informed decisions about their journeys.                                                                                                                                                                                                                                                                                                                                                                       |

| Policies        | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.6 Audio on PT | AT will have bilingual (te reo Māori and English) audio announcements on buses, trains, and ferries that state the next stop. Where possible, AT will use this technology for announcements such as disruptions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4.7 Pets on PT  | <p>AT will enable domestic pets to travel on PT services between 9am to 3pm on weekdays, after 6:30pm, and all-day on weekends and public holidays, subject to them being enclosed in a suitable carrier (that can fit on the passengers' lap or under the seat), or (for dogs) leashed and muzzled.</p> <p>Service dogs (assisting passengers with accessibility needs, or dogs in training) are allowed on services at any time, without needing to meet the above requirements.</p> <p>Passengers with domestic pets must ensure their pet does not distract or otherwise interfere with service dogs.</p> <p>One pet per person will be allowed, free of charge. Carriage of pets is subject to availability of space on board a service. Children younger than 16 are not permitted to travel alone with a pet.</p> <p>Domestic pets cannot travel on school buses, or the upper deck of double-deck buses.</p> |

5.3 Goal 2 Policies

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5. Low or no emission public transport network                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| AT will manage and facilitate the transition to a low- or no-emission PT network to align with the New Zealand government and relevant Auckland Council targets. AT will look for opportunities to accelerate our transition, including new lines of funding and continued advocacy.                                                                                                                                                                                                                              |
| 6. Supporting sustainable approaches                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| AT will design and deliver PT infrastructure that supports decarbonisation of the transport sector with opportunities to support broader social, environmental, or economic outcomes aligned with Hīkina Te Wero and the AT Sustainable Procurement Action Plan, which outlines, among other things, our commitment to hiring diverse suppliers, including Māori, women, disabled, Pasifika and other ethnic community-owned business.                                                                            |
| 7. Resilient to Climate Change                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| AT will plan and deliver a network of PT services, facilities and infrastructure that are resilient to climate-related events, through: <ul style="list-style-type: none"><li>Working to explore how lanes can be allocated to ensure the reliability of services during and in the aftermath of extreme weather events, where they have impacted the operation of the transport network.</li><li>Building and retrofitting infrastructure with future rainfall, flooding, and sea level rises in mind.</li></ul> |

5.4 Goal 3 Policies

|                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8. Inclusion and accessibility                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                              |
| AT will plan and deliver accessible and equitable PT services and facilities available to all members of the public, including those with accessible needs (whether permanent or temporary), vulnerable when travelling alone, and those that are transport disadvantaged. |                                                                                                                                                                                                                                                                                                                                              |
| Policies                                                                                                                                                                                                                                                                   | Details                                                                                                                                                                                                                                                                                                                                      |
| 8.1 Accessible journeys                                                                                                                                                                                                                                                    | AT will ensure accessible journeys for all users, including those with accessibility needs, by providing infrastructure and information that enables easy and safe access to PT, is simple to understand, and uses and meets best practice quality and safety standards. This will be done in alignment with AT's Accessibility Action Plan. |
| 8.2 Total Mobility                                                                                                                                                                                                                                                         | AT will continue to fund the Total Mobility scheme to support people who cannot use other PT services to travel for all or some of their trips.                                                                                                                                                                                              |
| 8.3 Community transport services                                                                                                                                                                                                                                           | AT will identify appropriate PT services and facilities for rural areas by engaging and collaborating with local communities, elected representatives, and iwi, including developing proposals for community-driven initiatives, service trials and identifying funding streams.                                                             |
| 8.4 Accounting for socio-economic characteristics                                                                                                                                                                                                                          | As part of service design reviews and general route planning, AT will consider the local socio-economic characteristics, including the deprivation index, and any greater need to provide PT access within and from communities.                                                                                                             |

| 9. Fares and pricing                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AT will administer an equitable, convenient, and accessible fare and pricing system that retains existing customers, attracts new ones, and rewards frequent use. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Policies                                                                                                                                                          | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9.1 Fare principles                                                                                                                                               | <p>AT will apply the following principles when developing and reviewing public transport fares and pricing in the region:</p> <ul style="list-style-type: none"><li>Simple – the fare system is simple and consistent across services and networks (AT HOP).</li><li>Customer focused – the fare system is easy for the customer to understand and use.</li><li>Equitable pricing – fare pricing is weighted according to ability to pay and no one is penalised for having unconventional travel patterns.</li><li>Incentivised – fare pricing and initiatives are designed to increase patronage for locals and tourists and reward frequent use, such as fare caps.</li><li>Have operational benefits – fares will be discounted outside of peak demand periods, to encourage customers to consider travelling at times when more capacity is available.</li><li>Balanced – the fare system achieves an appropriate balance among the goals of:<ul style="list-style-type: none"><li>social equity;</li><li>transport system efficiency; and</li><li>financial sustainability.</li></ul></li></ul> |
| 9.2 Fare structure                                                                                                                                                | AT will apply a geographic zone-based integrated fare structure to regulate fares across bus, train, ferry and future modes, and provide for as many transfers as customers like within a four-hour period, provided each transfer is made within 30 minutes of each other.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9.3 Fare pricing initiatives                                                                                                                                      | AT will explore a range of pricing initiatives to encourage more frequent use of PT, including daily and weekly fare caps, employer subsidy schemes, and targeted concessions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9.4 Reviewing fares                                                                                                                                               | AT will review fare levels in a manner that balances operating costs and incentivising patronage, and make any necessary adjustments to ensure user contributions keep pace with operating costs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9.5 Ticketing System                                                                                                                                              | AT will ensure ticketing operations meet industry standards and all equipment remains fit for purpose and reliable for customers so that they can easily pay for their PT fares.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Policies                                                                                                                                                                                                                                                                                     | Details                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.5 Means of Payment                                                                                                                                                                                                                                                                         | AT will accept the AT HOP card or debit and credit cards with near-field communication abilities (from 2024) as payment on all modes of PT and will also enable customers to purchase tickets for most ferry, and train trips with cash or EFTPOS at a booth or customer service desk. AT will transition to the National Ticketing System in 2026, but will remain the customer touchpoint. |
| 10. Safety and personal security                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                              |
| AT will ensure PT services, vehicles and associated infrastructure both are, and feel, safe and secure for users and staff, through a range of means including lighting, on-site personnel (where appropriate), surveillance systems, help request points, and other systems as appropriate. |                                                                                                                                                                                                                                                                                                                                                                                              |

5.5 Goal 4 Policies

| 11. Multi-modal access to public transport                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AT will continuously identify, advocate for, and implement local network improvements that improve multi-modal access adjacent to PT hubs , including better walking and cycling connections provided by other parties (as well as AT) and through secure storage of bicycles and other mobility devices at stations. |                                                                                                                                                                                                                                                                                                                                                                                                 |
| 12. Public transport and land use integration                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                 |
| AT will support the development of a quality compact urban form that encourages people to use PT for most trips rather than a private vehicle.                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                 |
| Policies                                                                                                                                                                                                                                                                                                              | Details                                                                                                                                                                                                                                                                                                                                                                                         |
| 12.1 Integration of public transport with land use                                                                                                                                                                                                                                                                    | AT will engage with third parties and planning decision-makers to identify and plan for PT corridors at the initial stages of planning for significant developments, encourage commercial and residential developments at major PT facilities and seek opportunities for intensification of development or redevelopment supported by the PT network at and around major PT stations and stops. |
| 12.2 Services to areas of new development                                                                                                                                                                                                                                                                             | AT will work with third parties through the consenting process to ensure that new or modified road layouts and urban form in major developments enable the efficient operation of PT services in newly developed or redeveloped areas and consider a range of funding mechanisms in the early stages of development.                                                                            |
| 12.3 Public transport that enables and supports a well-functioning urban environment                                                                                                                                                                                                                                  | AT will plan and deliver quality PT services that support creating a well-functioning urban environment by ensuring jobs, services, and open spaces are accessible.                                                                                                                                                                                                                             |
| 12.4 Density and diversity of land use around rapid transit stations                                                                                                                                                                                                                                                  | AT will support appropriate urban intensification within a walkable catchment of rapid transit stations as outlined in the National Policy Statement on Urban Development to maximise the opportunity for people to use PT as a main mode of travel.                                                                                                                                            |

5.6 Goal 5 Policies

| 13. Procurement, service delivery, funding and monitoring                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AT will procure and monitor PT services in a manner that supports efficiency, cost-effectiveness, and provides value for money. AT will comply with the principles of the Sustainable Public Transport Framework, as enshrined in the Land Transport Management Act (LTMA). |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Policies                                                                                                                                                                                                                                                                    | Details                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 13.1 Public transport contracts                                                                                                                                                                                                                                             | AT will ensure that all PT services integral to the regional PT network described in this Plan (other than exempt services) operate under contract with AT, to enforce the policies and actions in this Plan.<br><br>AT will also consider investment and ownership options for PT fleet and infrastructure assets via modal procurement strategies                                                                                       |
| 13.2 Service units                                                                                                                                                                                                                                                          | AT will award a contract for each service unit, following either a competitive tender or direct negotiation depending on the process outlined in the region's modal procurement strategy.<br><br>In this process, AT will ensure that ferry, bus and train contracts contain consistent principles, policies and relevant performance measures.                                                                                           |
| 13.3 Inter-regional services                                                                                                                                                                                                                                                | AT will collaborate with surrounding district and regional councils, Waka Kotahi, the Ministry of Transport, and private providers, to facilitate PT services from surrounding district/regional councils into and out of Auckland where appropriate.                                                                                                                                                                                     |
| 13.4 Exempt services                                                                                                                                                                                                                                                        | AT will maintain a register of PT services that meet the definition of exempt services under the LTMA and hold a current exempt services registration with AT. This will be updated when an exemption lapses or is cancelled.                                                                                                                                                                                                             |
| 13.5 Value for money                                                                                                                                                                                                                                                        | AT will continue to aim to increase patronage by providing a more useful and attractive service and improving operating efficiency to deliver value for money outcomes. AT will ensure that the wider community, economic, health and environmental benefits delivered from an efficient, effective and attractive PT system are factored into the value for money analysis as indicated in the policy statement from central government. |
| 13.6 Farebox recovery ratio                                                                                                                                                                                                                                                 | AT will take steps to achieve the Farebox Recovery Ratio (FRR) targets as set out in our Statement of Intent. The FRR show us the percentage of the total PT operating cost recovered though fares. The intent is for the farebox recovery ratio to increase over time as patronage increases.                                                                                                                                            |

| Policies                                                                                                                                                                                                                                                                                                                                                                                                        | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13.7 Funding mechanisms                                                                                                                                                                                                                                                                                                                                                                                         | <p>AT will ensure that the available capital and operating funding is directed to PT infrastructure projects that will increase travel choice and encourage mode shift. This will follow a three-pronged strategic approach from the Auckland Transport Alignment Project (ATAP) to prioritise and phase investments:</p> <div><div>1)</div><div>Making better use of existing networks</div></div> <div><div>2)</div><div>Targeting new investment to the most significant challenges</div></div> <div><div>3)</div><div>Maximising new opportunities to influence travel demand.</div></div> |
| 13.8 Monitoring system performance                                                                                                                                                                                                                                                                                                                                                                              | <p>AT will implement monitoring, reporting and analysis of service, trip and unit performance (including patronage, ticket sales and type, travel time, punctuality and reliability, and other matters) against patronage, operating funding requirement per passenger, service level and service performance targets</p>                                                                                                                                                                                                                                                                      |
| 13.9 Monitoring and review of service units                                                                                                                                                                                                                                                                                                                                                                     | <p>AT will regularly report on progress against the measures and targets outlined in Part 6.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 13.10 Reviewing the Regional Public Transport Plan                                                                                                                                                                                                                                                                                                                                                              | <p>AT will review the RPTP as soon as practicable after the adoption of the next Regional Land Transport Plan, to determine whether any variation is needed to take account of changing circumstances</p>                                                                                                                                                                                                                                                                                                                                                                                      |
| 14. Partnering with Mana Whenua                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>AT will build and maintain effective partnerships with Māori to identify opportunities to serve their PT access needs better. AT will evolve our research practices to provide a deeper understanding of the needs of Mana Whenua and mataawaka.</p>                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 15. Collaborating with operators                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>AT will collaboratively work together with PT operators to promote flexibility, innovation, and responsiveness in delivering PT services and infrastructure. Regular strategy sessions (at least annually) will be held with each operator to give them an overview of upcoming changes to the PT system. AT will also use feedback and suggestions from operators to improve our services to customers.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

16. Service changes process

AT will ensure PT service changes are well planned and communicated through a variety of effective and accessible channels. AT will also conduct a ‘workforce impact assessment’ to consider how changes may affect conditions for drivers and other staff when making significant changes.

| Policies                                                                                                                                                                                                                                                  | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                  |                      |                                                                                                                                                                                                                                                           |                                                               |                                                                                                                                                                                 |                                                                                                                                                                                                                    |                                                                                                  |                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 16.1 Communicating service changes                                                                                                                                                                                                                        | <p>AT will follow the processes indicated in the table below when communicating a change of service:</p> <p><b>Extent of change and the relevant consultation process</b></p> <table><tr><th>Extent of change</th><th>Consultation process</th></tr><tr><td>Minor changes to routes, frequencies and operating conditions that are limited to individual routes or operating units and unlikely to have a significant impact on most customers on those services, or removal of consistently under-performing routes.</td><td>Targeted consultation with operators and informing customers.</td></tr><tr><td>Changes to routes, frequencies and operating conditions on individual corridors, routes or operating units that are likely to impact a majority of customers on those services.</td><td>Targeted transparent consultation with operators, local authorities (elected representatives), customers on the affected services and special interest groups such as Public Transport Accessibility Group (PTAG).</td></tr><tr><td>Major changes to route network and structure affecting a number of corridors or operating units.</td><td>Widespread public consultation with operators, local authorities, local MPs of the impacted area/s, customers across the network , relevant ministries (like the Ministry of Education) and special interest groups such as PTAG.</td></tr></table> | Extent of change | Consultation process | Minor changes to routes, frequencies and operating conditions that are limited to individual routes or operating units and unlikely to have a significant impact on most customers on those services, or removal of consistently under-performing routes. | Targeted consultation with operators and informing customers. | Changes to routes, frequencies and operating conditions on individual corridors, routes or operating units that are likely to impact a majority of customers on those services. | Targeted transparent consultation with operators, local authorities (elected representatives), customers on the affected services and special interest groups such as Public Transport Accessibility Group (PTAG). | Major changes to route network and structure affecting a number of corridors or operating units. | Widespread public consultation with operators, local authorities, local MPs of the impacted area/s, customers across the network , relevant ministries (like the Ministry of Education) and special interest groups such as PTAG. |
| Extent of change                                                                                                                                                                                                                                          | Consultation process                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |                      |                                                                                                                                                                                                                                                           |                                                               |                                                                                                                                                                                 |                                                                                                                                                                                                                    |                                                                                                  |                                                                                                                                                                                                                                   |
| Minor changes to routes, frequencies and operating conditions that are limited to individual routes or operating units and unlikely to have a significant impact on most customers on those services, or removal of consistently under-performing routes. | Targeted consultation with operators and informing customers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |                      |                                                                                                                                                                                                                                                           |                                                               |                                                                                                                                                                                 |                                                                                                                                                                                                                    |                                                                                                  |                                                                                                                                                                                                                                   |
| Changes to routes, frequencies and operating conditions on individual corridors, routes or operating units that are likely to impact a majority of customers on those services.                                                                           | Targeted transparent consultation with operators, local authorities (elected representatives), customers on the affected services and special interest groups such as Public Transport Accessibility Group (PTAG).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                  |                      |                                                                                                                                                                                                                                                           |                                                               |                                                                                                                                                                                 |                                                                                                                                                                                                                    |                                                                                                  |                                                                                                                                                                                                                                   |
| Major changes to route network and structure affecting a number of corridors or operating units.                                                                                                                                                          | Widespread public consultation with operators, local authorities, local MPs of the impacted area/s, customers across the network , relevant ministries (like the Ministry of Education) and special interest groups such as PTAG.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                  |                      |                                                                                                                                                                                                                                                           |                                                               |                                                                                                                                                                                 |                                                                                                                                                                                                                    |                                                                                                  |                                                                                                                                                                                                                                   |
| 16.2 Requests for changes to services or introduction of new services                                                                                                                                                                                     | <p>AT will take a customer-focused approach to planning and undertake consultation with existing and potential customers, elected representatives, and the public in areas affected by substantial changes to the network. This includes partnering with mana whenua and mataawaka.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                  |                      |                                                                                                                                                                                                                                                           |                                                               |                                                                                                                                                                                 |                                                                                                                                                                                                                    |                                                                                                  |                                                                                                                                                                                                                                   |
| 16.3 ‘Project Pays’ principal                                                                                                                                                                                                                             | <p>Where a planned project disrupts services, AT will adopt a ‘project pays’ approach. This means that replacement services are 100% funded by the project inflicting the disruption.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                  |                      |                                                                                                                                                                                                                                                           |                                                               |                                                                                                                                                                                 |                                                                                                                                                                                                                    |                                                                                                  |                                                                                                                                                                                                                                   |

| 17. Private service providers                                                                                                                          |                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Where appropriate, AT will enable private service providers in instances where this does not preclude the safe and efficient running of the PT system. |                                                                                                                                                                                                |
| Policies                                                                                                                                               | Details                                                                                                                                                                                        |
| 17.1 Micromobility services                                                                                                                            | AT will support the growth and expansion of the micro-mobility market at a region-wide level in a way that meets the needs of people living, working, visiting or travelling through Auckland. |

# Part 6

## Monitoring, Evaluation and Review

6.1 Monitoring overview

AT undertakes public transport monitoring for several reasons:

- To ensure the PT system is meeting RPTP goals;
- To check how well PT is contributing to overall transport system objectives;
- To ensure the PT network is delivering value for money;
- To monitor the performance of contracts, units and services; and
- To gain a thorough understanding of customer satisfaction.



6.2 Performance measures

Our success heavily relies on the utilisation of the PT network and it services, commonly known as patronage, with total annual boardings serving as a key metric of success. Boardings are expected to increase across all modes. Figure 14 shows expected boardings by year that this RPTP covers. On-demand boardings are included below as part of the bus total, and ferry includes the Waiheke ferry.

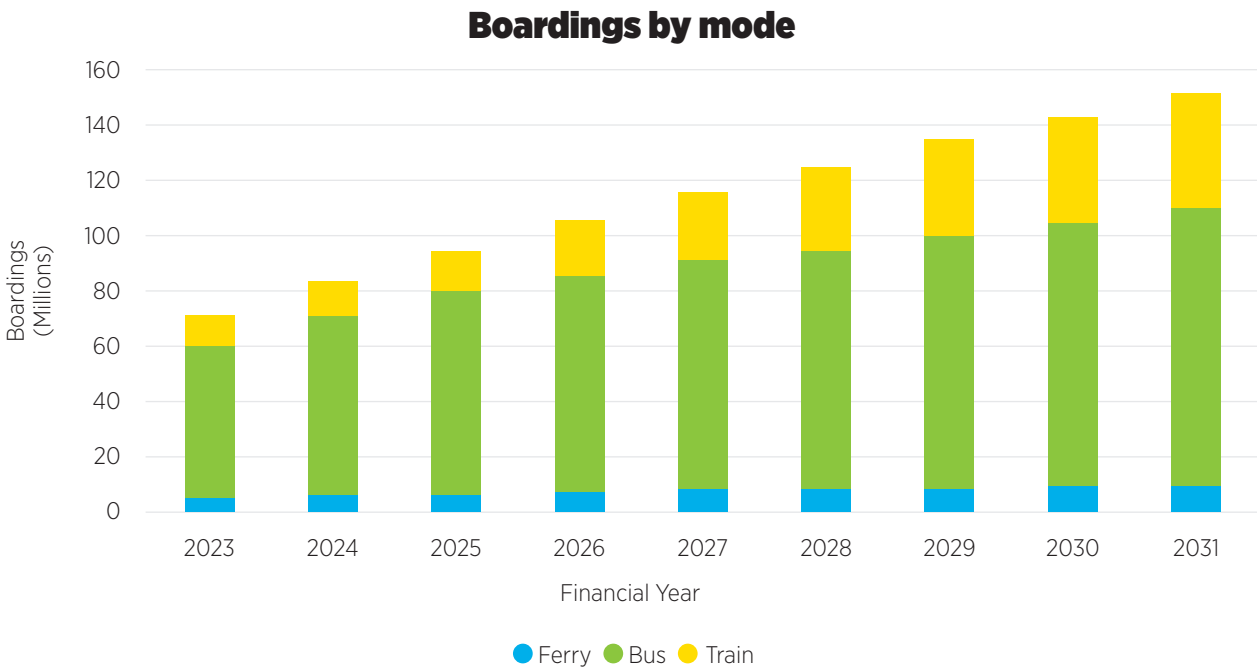


Figure 14: Patronage forecast by mode

These patronage forecasts reflect a progressive reinstatement of temporarily suspended services as staff shortages are reversed (with improvements in staff recruitment as immigration settings improve and border closures removed), continued trends around working from home with a need therefore to attract new customers, the impact of the rail network rebuild, and the latest forecasts for CRL and other key infrastructure opening. These targets also assume that AT has sufficient funding to reinstate all temporarily suspended services in 2023 and 2024 and implement new services in future years.

AT’s planning takes into account these expected performance figures, but they do not represent the maximum potential boardings in any one year. The actual capacity we will provide is greater, meaning performance may exceed these targets. We have an aspirational stretch target to reach 100 million boardings by the end of June 2024. Accomplishing this will require reinstatement of services and increased usage by both new and existing customers. As bus driver recruitment improves and our plan to improve ferries is implemented, we expect service

reliability to improve in the first half of the 2024 financial year. We will continue to monitor performance of the PT network and reconsider these patronage forecasts annually.

The increase in service levels that supports this increase in patronage will result in a greater operating cost for the PT network. With the increase in patronage, however, this should result in a lower overall subsidy per passenger (and an increase in revenue from fares from new passengers). This will make the PT network more financially sustainable over time.

In addition to patronage, AT actively measures the performance of the PT system against a range of indicators. The table that follows provides a summary of the indicators and targets that will be used to measure progress against each of the goals discussed in this Plan. AT will develop a monitoring framework that will report progress against these measures, and against the actions and service improvements included in this plan.

Table: Performance measures

| Success Measures – indicators                                                                                                   | 2022 / 23<br>Performance                                                                             | 2025 / 26<br>Target       | 2030 / 2031<br>Funded Target |
|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------|------------------------------|
| The network and customers                                                                                                       |                                                                                                      |                           |                              |
| Patronage – Total PT annual boardings                                                                                           | 70m                                                                                                  | 106m                      | 150m                         |
| Satisfaction – % of customers satisfied with their PT service (based on customer surveys)                                       | 91%                                                                                                  | At least maintain current |                              |
| Access to Strategic PT services – Population within 500m of a stop on a rapid or frequent service                               | 40%                                                                                                  | 52%                       | 57%                          |
| PT Reliability at first stop – percentage of services that start according to schedule                                          | 86%                                                                                                  | 98%                       | 98%                          |
| PT Punctuality at first and last stop – percentage of services that start and end according to schedule                         | 86%                                                                                                  | 88%                       | 92%                          |
| Emissions reduction                                                                                                             |                                                                                                      |                           |                              |
| From operational emissions, including fixed assets and trains                                                                   | Reduced by 50% by FY29/30 against FY18/19 baseline                                                   |                           |                              |
| From AT’s public transport services                                                                                             | Overall emissions reduced by 47% with bus emissions reduced by 64% by FY30/31 against 20/21 baseline |                           |                              |
| Safety, accessibility, and inclusion                                                                                            |                                                                                                      |                           |                              |
| Access to PT services – Population within 500m of a stop on any service*                                                        | 91%                                                                                                  | At least maintain 90%     |                              |
| Access to PT in socio-economic deprived areas – High-deprivation population with 500m of a stop on a rapid or frequent service* | 45%                                                                                                  | 55%                       | 67%                          |
| Access to late night services – Areas within 500m of a stop on a service that runs at least every 30mins, 17 hours a day        | 39%                                                                                                  | 55%                       | 79%                          |
| Multi-modal infrastructure                                                                                                      |                                                                                                      |                           |                              |
| Active mode share for trips to rapid transit stations                                                                           | Metric from the draft First and Final Leg Single Stage Business Case (to be finalised in late 2023)  |                           |                              |
| Funding and delivery                                                                                                            |                                                                                                      |                           |                              |
| Value for money – Farebox recovery ratio                                                                                        | 25%                                                                                                  | 36-41%                    | 48-51%                       |
| Service utilisation – % of routes meeting patronage targets                                                                     | 65%                                                                                                  | 100%                      | 100%                         |
| Collaboration – Local Board satisfaction with engagement                                                                        | Revised measure - TBC                                                                                | TBC                       | TBC                          |
| *Population is defined as Aucklanders living within the ‘PT Service Area’, as defined in Policy 1.6)                            |                                                                                                      |                           |                              |

## 6.3 Variations

The RPTP can be varied at any time. However, if a variation is found under our significance policy to be ‘significant’, consultation will take place in accordance with our special consultative procedure. The approach to consultation will reflect the level of significance of any proposed variation.

### Significance Policy

The following policy sets out how to determine the significance of variations to the Plan as required by the LTMA.

The significance of any proposed variation will be made on a case-by-case basis. When making a decision on significance, AT will consider the following matters:

- 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.

Matters that are considered significant include:

- the addition of a unit, and
- amendment of the significance policy.

Matters that are not considered significant include:

- the addition, removal or amendment of any matter that has already been the subject of public consultation or otherwise consulted on in accordance with section 125 of the LTMA;

- the addition, removal, or amendment of policies or objectives required to maintain consistency with any other plan, policy or directive of Auckland Council or central government;
- the addition, removal or amendment of any activity amounting to less than 10 percent of the total cost of providing public transport services in the Region in any one financial year, and
- minor editorial changes or updates to the Plan,

### Targeted consultation on non-significant variations

When AT finds that a proposed variation is not significant, AT will undertake targeted stakeholder engagement in the following circumstances:

- **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 Policy 1.3 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.
- **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 local board, and passengers who use the services.
- **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.

This policy does not preclude AT 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.

## 6.4 Review

LTMA section 126 includes the following requirements for an RTP:

- it must, at all times, be kept current for a period of not less than 3 years in advance, but not more than 10 years in advance; and
- may be reviewed by the AT from time to time, but must be reviewed and, if necessary, renewed or varied at the same time as, or as soon as practicable after, the public transport service components of a regional land transport plan are approved or varied.

AT will review the RTP in accordance with the LTMA's statutory requirements. We expect the next review of the plan to occur following the release of the 2024-2034 RLTP. This will update the RTP to cover the same period.



## Part 7 Service Plan

## 7.1 Services overview

This section describes all of the services that are covered by this RPTP, including exempt services which are outside of AT’s control. It sets out how services are classified, how services are grouped into contractual units, which services are integral to the network, and our policies regarding exempt services. All services are listed, and planned changes to service levels are identified.

## 7.2 Service classification

Services in the AT Metro network are organised into a hierarchy, based on their importance to the network, their frequency, and the volumes of passengers they are expected to carry. These classifications apply in the same way to all services, regardless of their mode. The classifications are:

**Strategic network:**

- **Rapid services** are the backbone of the network, with the highest levels of frequency and priority (at least every 15 minutes 7am to 7pm, 7 days a week). They are expected to carry very high volumes of passengers and provide strategic connectivity across Auckland. Other services often provide a connection to rapid services, acting as ‘feeder services’ that require passengers to transfer to between them and rapid services to complete their journey.
- **Frequent services** are the core of the network, operating at least every 15 minutes between 7am and 7pm, 7 days a week. All rapid services are also frequent services. Frequent services carry the largest numbers of people and are generally supported by priority such as bus or transit lanes, which help to ensure they are less affected by congestion than other services.

**Supporting network:**

- **Connector services** operate at least every half an hour, 7am to 7pm, 7days day a week, providing a service in areas of medium demand. They provide a connection to key destinations such as rapid transit stations, ferry wharves, and activity centres.
- **Local services** operate at least every hour, and often more frequently, but may not operate 7 days a week. Services in this category may provide a basic level of access for residential areas of low demand that would otherwise not have access to PT services, or industrial areas that only operate Monday to Friday.

- **Rural Township services** provide access to PT for smaller settlements (generally targeted to those with a population of at least 2,000 people). These services operate less frequently than local services, generally at least every two hours.
- **On-Demand services**, including AT Local, provide access to PT services in areas where a ‘traditional’ bus service either cannot operate (due to physical constraints) or would be inefficient (due to low potential demand). Generally, these services will provide a connection to rapid transit stations and nearby centres. See part 12.1.1 of this plan for more details about the future of AT local.
- **Peak services** operate during periods of very high demand, such as commuting hours. They are generally designed to either provide extra capacity on frequent routes or provide a direct connection to key destinations from areas where there is low demand outside of peak times. Peak services are expensive to provide (sometimes requiring a new vehicle in the fleet that makes only one or two trips per day) and so must be justified by very high usage.
- **School services** operate during term time, providing a connection for students to and from schools. School services operate in accordance with policy 1.9. Like peak services, school buses often operate only one or two trips per day and are therefore expensive to provide.
- **Night services** are a unique case. Most Frequent services operate late night Friday and Saturday trips. Some standalone night routes do exist, generally to serve areas without requiring a transfer. AT will review these services and look to phase them out, in favour of late-night trips on regular routes.

The basic characteristics of each service layer are set out in table on the right. This table sets out the minimums; in many cases services operate more frequently and for longer periods. Total Mobility services, which are provided on a different basis, are not included here.

**Table: Service Classifications**

| Network Layer                                                                                                                                                                                                                                                                 | Characteristics                                                              |                                                        |                                          |                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|--------------------------------------------------------|------------------------------------------|-----------------------|
|                                                                                                                                                                                                                                                                               | Minimum Frequency (7am – 7pm)                                                | Minimum Span of Service                                | Desired Level of Priority                | Patronage Expectation |
| Rapid                                                                                                                                                                                                                                                                         | 7-8 minutes peak<br>10 minutes off-peak (bus)<br>15 minutes off-peak (train) | 6am to 12am<br>midnight<br>7 days                      | Dedicated corridor for majority of route | High – Very High      |
| Frequent                                                                                                                                                                                                                                                                      | 15 minutes peak<br>15 minutes off-peak<br>30 minutes evening                 | 6am to 11pm<br>7 days                                  | Targeted priority                        | Medium – High         |
| Connector<br>(In some cases two connectors are timed to combine and provide Frequent service on their common section)                                                                                                                                                         | 20 minutes peak<br>30 minutes off-peak<br>60 minutes evening                 | 6am to 11pm<br>7 days                                  | Varies by route                          | Low – Medium          |
| Weekday Connector<br>A specific sub-set of Connector with no service on weekends                                                                                                                                                                                              | 20 minutes peak<br>30 minutes off-peak<br>60 minutes evening                 | 6am to 11pm<br>Mon-Fri only                            | Varies by route                          | Low – Medium          |
| Local                                                                                                                                                                                                                                                                         | 60 minutes peak<br>60 minutes off-peak<br>60 minutes evening                 | 6am to 10pm<br>Some services may operate weekdays only | Varies by route                          | Low                   |
| Rural Township<br>(min, population: 2,000)                                                                                                                                                                                                                                    | 60 minutes peak<br>120 minutes off-peak<br>120 minutes evening               | 6am to 10pm<br>7 days                                  | No specific priority                     | Low                   |
| On-Demand                                                                                                                                                                                                                                                                     | Maximum wait usually no more than 15 minutes                                 | 6am to 10pm<br>7 days                                  | No specific priority                     | Very low              |
| Peak                                                                                                                                                                                                                                                                          | Demand driven, but at least every 30 minutes at peak                         | 6am – 9am and 4pm – 7pm<br>Weekdays only               | Varies by route                          | Very high             |
| School                                                                                                                                                                                                                                                                        | Demand driven                                                                |                                                        | No specific priority                     | Medium – High         |
| Night                                                                                                                                                                                                                                                                         | Varies by route                                                              |                                                        | Varies by route                          | Low                   |
| Notes: <ul style="list-style-type: none"><li>• Peak is generally 7am to 9am and 4pm to 7pm, weekdays. Exact periods vary by route.</li><li>• Off-peak is before 7am and 9am to 4pm weekdays and before 7pm on weekends.</li><li>• Evenings is after 7pm, every day.</li></ul> |                                                                              |                                                        |                                          |                       |

### 7.3 Contractual units

Services funded by AT are grouped into contractual ‘units’ within the RPTP, except for trial services and those operating on legacy contracts (which will be reorganised into units when current contracts expire).

All services within a unit are subsidised; any revenue from a service that exceeds the cost of operating a trip is used to cross-subsidise other trips within the unit. AT does not make a profit from any units. Operators are paid a fixed price for providing services and are financially incentivised to perform well against performance indicators for each contract. Any services operated on an entirely commercial basis are not contracted by AT. The policies in Part 5 of this plan apply to all units (where applicable), and also to services contracted by AT that are not currently part of units.

There are currently 52 units for bus, one for trains, and 6 ferry contracts. AT ultimately intends to consolidate the bus units into 21 contracts, and for ferries to be grouped into 2 units. This consolidation process is being undertaken as some contracts expire, but also requires adjustments to the expiry dates of others to line them up with the contracts they will be combined with. The exact dates of the commencement of new units are therefore subject to negotiations with existing and future operators, as contracts are tendered and renegotiated. The dates of commencement of new units are therefore provided as a likely range in the table on the right.



Table: Contractual units

| Unit Number | Unit Name                | Status  |
|-------------|--------------------------|---------|
| 1           | CityLink                 | Current |
| 2           | InnerLink                | Current |
| 3           | Grey Lynn                | Current |
| 5           | Great North Road         | Current |
| 6           | New North Road           | Current |
| 7           | Sandringham Road         | Current |
| 8           | Dominion Road            | Current |
| 9           | Mt Eden Road             | Current |
| 10          | Manukau Road             | Current |
| 12          | Remuera Road             | Current |
| 16          | Tamaki Drive             | Current |
| 18          | OuterLink                | Current |
| 19          | Balmoral Road Crosstown  | Current |
| 20          | Mt Albert Road Crosstown | Current |
| 22          | Onehunga Crosstown       | Current |
| 24          | Waiheke                  | Current |
| 25          | Titirangi                | Current |
| 26          | Lincoln Road             | Current |
| 27          | Te Atatū                 | Current |
| 28          | Glen Eden and Ranui      | Current |
| 29          | Hobsonville              | Current |
| 30          | Northwestern Motorway    | Current |
| 33          | Upper Harbour Crosstown  | Current |
| 34          | North Harbour            | Current |
| 35          | Glenfield Road           | Current |
| 36          | Wairau Valley            | Current |

Table: Contractual units

| Unit Number | Unit Name              | Status               |
|-------------|------------------------|----------------------|
| 37          | Hillcrest              | Current              |
| 38          | Birkenhead to Takapuna | Current              |
| 39          | Birkenhead to City     | Current              |
| 40          | Northern Express 1     | Current              |
| 41          | Northern Express 2     | Current              |
| 42          | Northern Express 3     | Current              |
| 43          | Devonport              | Current              |
| 44          | Lower East Coast Bays  | Current              |
| 45          | Upper East Coast Bays  | Current              |
| 46          | Hibiscus Coast         | Current              |
| 47          | Hibiscus Coast Schools | Current              |
| 48          | Warkworth              | Current              |
| 50          | Ti Rakau Drive         | Current              |
| 52          | Howick to Panmure      | Current              |
| 53          | Botany Crosstowns      | Current              |
| 55          | Pakuranga Road         | Current              |
| 60          | Airport                | Current              |
| 61          | Māngere Bridge         | Current              |
| 62          | Ōtāhuhu                | Current              |
| 63          | Papatoetoe / Ōtara     | Current              |
| 64          | Manurewa               | Current              |
| 65          | Papakura               | Current              |
| 67          | Pukekohe               | Current              |
| 101         | Isthmus Central        | Commencing 2027-2028 |
| 102         | Crosstowns             | Commencing 2027-2028 |
| 103         | Isthmus West           | Commencing 2030-2031 |

Table: Contractual units

| Unit Number | Unit Name                  | Status               |
|-------------|----------------------------|----------------------|
| 104         | Isthmus East               | Commencing 2030-2031 |
| 105         | Central Isthmus            | Commencing 2030-2031 |
| 106         | Tāmaki                     | Commencing 2030-2031 |
| 107         | Waiheke                    | Commencing 2030-2031 |
| 108         | Whau                       | Commencing 2026-2027 |
| 109         | Northwest Local            | Commencing 2026-2027 |
| 110         | Northwest Mainline         | Commencing late 2023 |
| 111         | Albany                     | Commencing 2027-2028 |
| 112         | Kaipātiki                  | Commencing 2027-2028 |
| 113         | Takapuna                   | Commencing 2027-2028 |
| 114         | Northern Express 1         | Commencing 2030-2031 |
| 115         | Northern Express 2         | Commencing 2030-2031 |
| 116         | Hibiscus and Kowhai Coasts | Commencing 2027-2028 |
| 117         | East Mainline              | Commencing 2027-2028 |
| 118         | Te Irirangi                | Commencing 2027-2028 |
| 119         | Māngere                    | Commencing 2025-2026 |
| 120         | South                      | Commencing 2025-2026 |
| 121         | City Centre                | Commencing 2027-2028 |
| 802         | Ferry Services Unit 1      | Current              |
| 803         | Ferry Services Unit 2      | Commencing 2025-2028 |
| Train       | Train Services Unit        | Current              |

## 7.4 Exempt and non-integral services

All services included within this plan are considered to be integral to the public transport network for the purposes of the Land Transport Management Act, except those specifically noted as ‘non-integral’. The Act requires all integral services to be operated under a contract with AT, except where they are ‘exempt’ because they were operating prior to being identified as integral to the network.

Exempt services are generally those that operate on a commercial basis, without subsidy from AT. New exempt services may be introduced where AT has not identified them as integral to the PT network (that is, where such a service is not described in this plan). Exempt services are not required to be included in this plan; however, we have listed the exempt services operating at the time of writing this plan in the table below.

Where an existing operator wishes to discontinue operating an exempt service that is integral to the network, AT will look to contract it (via our regular procurement processes) so that the service can continue operating.

AT would prefer to contract the operations of the Waiheke Ferry, to fully integrate it into the PT network, but notes the outcome of the recent Waka Kotahi review which found there is “insufficient evidence” that the service needs its fares to be regulated under current legislation. AT will continue to engage further with stakeholders on this issue.

AT also recognise that access to the Hauraki Gulf Islands (including Motutapu, Motuihe and Rotoroa) is important for communities who use these islands for recreation, conservation, and cultural purposes. This access is currently provided by commercial services. While we have not identified any of these services as integral in this plan, should those services be withdrawn AT would then consider how to facilitate continued access to these islands.

Table: List of exempt services

| Route Name                            | Route Description                                    | Integral status |
|---------------------------------------|------------------------------------------------------|-----------------|
| Waiheke Ferry                         | Between Matiatia and Downtown Ferry Terminal         | Integral        |
| Half Moon Bay – Waiheke Vehicle Ferry | Between Kennedy Point and Half Moon Bay              | Integral        |
| Downtown – Waiheke Vehicle Ferry      | Between Kennedy Point and Wynyard Quarter            | Non-Integral    |
| Great Barrier Island Vehicle Ferry    | Between Tryphena or Port Fitzroy and Wynyard Quarter | Integral        |
| Kawau Island Ferry                    | Between Kawau Island and Sandspit                    | Integral        |
| SkyDrive                              | Between Auckland International Airport and SkyCity   | Non-Integral    |
| Mahu City Express                     | Between Warkworth and Downtown Auckland              | Non-Integral    |

## 7.5 Services list

All contracted services that are currently part of the AT Metro network or are planned to be introduced within the timeframe of this RPTP (subject to funding availability) are included in this list. All of these services are considered integral to the PT network.

Each route lists:

- The route number – the unique identifier of the route.
- The route name – the shorthand way the service is referred to.
- The route description – key destinations the service operates between.
- Unit – the current and proposed future contractual unit the route will be part of.
- Level of service – the classification of the minimum operating frequency and hours of operation of the service (in line with Table 5). This includes:
  - o The current (2023) level of service.
  - o The future (2031) level of service.
- Change description – Any funded improvement or planned changed to the route (and when this is expected to be implemented).

Service levels are based on each route’s classification. These are minimum levels – in many cases routes will operate more frequently, particularly at peak times. Future service levels consider expected demands based on land use change, future infrastructure delivery, and funding availability. These factors, as well as route numbers and names, are subject to change as required.

Services operate in both directions between the destinations in the route description, unless specifically noted otherwise (e.g., services described as loop or one-way).

At the time of publishing this RPTP, no specific changes to school bus routes are envisaged. School services are subject to our regular review process as set out in Policy 1.9, and any changes proposed in future will be consulted on with the affect school(s) directly. AT does plan to progressively renumber existing school bus services (with numbers from 001 to 220) to a unique number beginning with 4, 5 or 6, by 2031). This will reduce confusion between buses with similar numbers.

Bus Services

| Route Number | Route Name         | Route Description                                                                                                                                                                                                                 | Unit           |               | Level of Service                  |                                   | Description of changes                                                                                                                               |
|--------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|-----------------------------------|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                    |                                                                                                                                                                                                                                   | Current (2023) | Future (2031) | Current (2023)                    | Future (2031)                     |                                                                                                                                                      |
| NX1          | Northern Express 1 | Hibiscus Coast Station – Albany Station – Northern Busway – Victoria Park – Britomart                                                                                                                                             | 40             | 114           | Rapid                             | Rapid                             | Frequency between Hibiscus Coast Station and Albany improved from 2027.                                                                              |
| NX2          | Northern Express 2 | Albany Station – Northern Busway – Victoria Park – Wellesley Street – Universities<br>Some trips serve Hibiscus Coast Station                                                                                                     | 41             | 115           | Rapid                             | Rapid                             | Extended to Whangaparāoa Station via Ō Mahurangi (PenLink) from 2027                                                                                 |
| WX1          | Western Express 1  | Northwest centre – Lincoln Road interchange – Te Atatū interchange – Karangahape Road – Britomart                                                                                                                                 | 27             | 110           | Rapid                             | Rapid                             | Route to be upgraded to double decker buses from 2025                                                                                                |
| AIR          | AirportLink        | Auckland International Airport – Puhinui Station – Manukau Station                                                                                                                                                                | 60             | 119           | Rapid                             | Rapid                             | Extended to Botany via Te Irirangi Drive from 2027                                                                                                   |
| CTY          | CityLink           | Wynyard Quarter – Britomart – Queen Street – Town Hall – Myers Park – Karangahape Road                                                                                                                                            | 1              | 121           | Frequent                          | Frequent                          | N/A                                                                                                                                                  |
| INN          | InnerLink          | Newmarket – Auckland City Hospital – Karangahape Road – Ponsonby – Victoria Park – Britomart – Parnell – Newmarket                                                                                                                | 2              | 121           | Frequent                          | Frequent                          | N/A                                                                                                                                                  |
| OUT          | OuterLink          | St Lukes – Mt Albert – Pt Chevalier – Westmere – Herne Bay – Victoria Park – City Centre – Universities – Parnell – Newmarket – Epsom – Mt Eden – Dominion Road – St Lukes Newmarket – Epsom – Mt Eden – Dominion Road – St Lukes | 18             | 121           | Frequent                          | Frequent                          | Route changed from 2024 to become St Lukes – Newmarket via Pt Chevalier and City Centre. Change to routes 64 and 65 to replace southern half of loop |
| TMK          | TāmakiLink         | Glen Innes – West Tāmaki Road – St Heliers – Kohimarama – Mission Bay – Okahu Bay – Tamaki Drive – Britomart                                                                                                                      | 16             | 106           | Frequent                          | Frequent                          | Route extended to Wynyard Quarter from 2028 as part of City Centre bus changes                                                                       |
| NIO          | Māngere nights     | City Centre – Newmarket – Manukau Road – Onehunga – Māngere Town Centre – Papatoetoe Station – Ōtara                                                                                                                              | 63             | 119           | Night                             | Night                             | May be removed in favour of additional late night trips on route 30 (which would extend to Ōtara)                                                    |
| 11T          | Triangle Road      | Northwest centre – Triangle Road – Lincoln Road interchange – Te Atatū interchange – Pt Chevalier – Grey Lynn – Karangahape Road – Britomart                                                                                      | 30             | 110           | Connector (Frequent route branch) | Connector (Frequent route branch) | N/A                                                                                                                                                  |
| 11W          | Waimumu Road       | Northwest – Waimumu Road – Lincoln Road interchange – Te Atatū interchange – Pt Chevalier – Grey Lynn – Karangahape Road – Britomart                                                                                              | 30             | 110           | Connector (Frequent route branch) | Connector (Frequent route branch) | N/A                                                                                                                                                  |

| Route Number   | Route Name                  | Route Description                                                                                                                                      | Unit           |               | Level of Service                  |                                   | Description of changes                                                                                                                                                                            |
|----------------|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|-----------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                |                             |                                                                                                                                                        | Current (2023) | Future (2031) | Current (2023)                    | Future (2031)                     |                                                                                                                                                                                                   |
| 120 becomes 12 | Upper Harbour               | Henderson – Don Buck Road – Westgate – Hobsonville Road – Greenhithe – Constellation Station                                                           | 33             | 110           | Connector                         | Frequent                          | Route upgraded to Frequent (with new number) from 2025. Route via Upper Harbour Motorway Constellation Station – Greenhithe (not Upper Harbour Drive) from 2025. New route 902 to cover this area |
| 13             | Te Atatū Road               | Te Atatū loop, Te Atatū Road, Glendene, Henderson                                                                                                      | 27             | 109           | Frequent                          | Frequent                          | N/A                                                                                                                                                                                               |
| 14             | Lincoln Road                | Lincoln Road interchange – Waitakere Hospital – Henderson – Glendene – New Lynn                                                                        | 26             | 108           | Frequent                          | Frequent                          | N/A                                                                                                                                                                                               |
| 15             | West Coast Road             | Henderson – Parrs Park – Glen Eden – New Lynn                                                                                                          | N/A            | 108           | N/A                               | Frequent                          | New route from 2026                                                                                                                                                                               |
| 172 becomes 17 | Titirangi Road              | Glen Eden – Titirangi – Titirangi Road – New Lynn                                                                                                      | 25             | 108           | Connector                         | Frequent                          | Route upgraded to Frequent (with new number) from 2026                                                                                                                                            |
| 18             | Great North Road            | New Lynn – Avondale – Pt Chevalier – Grey Lynn – Karangahape Road – Britomart via Great North Road and MOTAT<br>Late night trips continue to Henderson | 5              | 103           | Frequent                          | Frequent                          | N/A                                                                                                                                                                                               |
| 20             | Bond Street                 | St Lukes – Morningside – Kingsland – Bond Street – Great North Road – Ponsonby Road – Wynyard Quarter                                                  | 19             | 121           | Frequent                          | Frequent                          | Route not via Morningside Drive from 2024 as part of OuterLink changes                                                                                                                            |
| 22A            | New North Road peak         | Avondale – Mt Albert – St Lukes – Morningside – Kingsland – Universities – Wellesley Street                                                            | 6              | N/A           | Peak                              | N/A                               | Removed in early 2023. Not planned to be reinstated.                                                                                                                                              |
| 22N            | New North Road and New Lynn | New Lynn – Avondale – Mt Albert – St Lukes – Morningside – Kingsland – Universities – Wellesley Street                                                 | 6              | 103           | Connector (Frequent route branch) | Connector (Frequent route branch) | Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes                                                       |

| Route Number | Route Name                           | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply               | Unit           |               | Level of Service                  |                                   | Description of changes                                                                                                                      |
|--------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------|---------------|-----------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
|              |                                      |                                                                                                                             | Current (2023) | Future (2031) | Current (2023)                    | Future (2031)                     |                                                                                                                                             |
| 22R          | New North Road and Rosebank          | Rosebank Road – Avondale – Mt Albert – St Lukes – Morningside – Kingsland – Universities – Wellesley Street                 | 6              | 103           | Connector (Frequent route branch) | Connector (Frequent route branch) | Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes |
| 24B          | Sandringham Road and Blockhouse Bay  | New Lynn – Blockhouse Bay – Wesley – Sandringham Road – Kingsland – Universities – Wellesley Street                         | 7              | 101           | Connector (Frequent route branch) | Connector (Frequent route branch) | Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes |
| 24R          | Sandringham Road and Richardson Road | New Lynn – Tiverton Road – Richardson Road – Owairaka Road – Sandringham Road – Kingsland – Universities – Wellesley Street | 7              | 101           | Connector (Frequent route branch) | Connector (Frequent route branch) | Additional evening trips from 2025. City Centre destination changed from Wellesley Street to Britomart in 2028 with City Centre bus changes |
| 24W          | Sandringham Road peak                | Wesley – Sandringham Road – Kingsland – Universities – Wellesley Street                                                     | 7              | N/A           | Peak                              | N/A                               | Removed in early 2023. Not planned to be reinstated.                                                                                        |
| 25B          | Dominion Road and Blockhouse Bay     | Blockhouse Bay – White Swan Road – Mt Roskill – Dominion Road – View Road – Universities – City Centre                      | 8              | 101           | Connector (Frequent route branch) | Connector (Frequent route branch) | Additional evening trips from 2025                                                                                                          |
| 25L          | Dominion Road and Lynfield           | Lynfield – Mt Roskill – Dominion Road – View Road – Universities – City Centre                                              | 8              | 101           | Connector (Frequent route branch) | Connector (Frequent route branch) | Additional peak and evening trips from 2025                                                                                                 |
| 27H          | Mt Eden Road and Hillsborough        | Waikowhai – Hillsborough Road – Three Kings – Mt Eden Road – Maungawhau – Universities – Britomart                          | 9              | 105           | Connector (Frequent route branch) | Connector (Frequent route branch) | Additional peak and evening trips from 2025                                                                                                 |
| 27T          | Mt Eden Road peak                    | Three Kings – Mt Eden Road – Maungawhau – Universities – Britomart                                                          | 9              | 105           | Peak                              | Peak                              | Removed early 2023. Will be reinstated by early 2024                                                                                        |
| 27W          | Mt Eden Road and Waikowhai           | Waikowhai – Oakdale Road – Three Kings – Mt Eden Road – Maungawhau – Universities – Britomart                               | 9              | 105           | Connector (Frequent route branch) | Connector (Frequent route branch) | Additional evening trips from 2025                                                                                                          |

| Route Number | Route Name       | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply                                   | Unit           |               | Level of Service |               | Description of changes                                                                                                                                                                                                  |
|--------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                  |                                                                                                                                                 | Current (2023) | Future (2031) | Current (2023)   | Future (2031) |                                                                                                                                                                                                                         |
| 30           | Manukau Road     | Onehunga – Royal Oak – Greenwood Corner – Manukau Road – Epsom – Newmarket – Khyber Pass Road – City Centre                                     | 10             | 105           | Frequent         | Frequent      | Additional afternoon trips from 2024 as part of OuterLink changes. Additional evening trips from 2025. City Centre destination changed to Wellesley Street from Queen Street in 2028 as part of City Centre bus changes |
| 31           | East Tamaki Road | Māngere Town Centre – Papatoetoe Station – Hunters Corner – Ōtara – Botany Town Centre                                                          | 63             | 119           | Frequent         | Frequent      | Additional evening trips from 2025. Route changed to Māngere Town Centre – Ormiston Town Centre (not Botany) in 2027 with AirportLink extension and changes to Eastern bus services                                     |
| 32           | Massey Road      | Māngere Town Centre – Massey Road – Ōtāhuhu Station – Ōtāhuhu Town Centre – Mt Wellington Highway – Sylvia Park                                 | 62             | 119           | Frequent         | Frequent      | Additional evening trips from 2025                                                                                                                                                                                      |
| 33           | Great South Road | Ōtāhuhu Station – Ōtāhuhu Town Centre – Hunters Corner – Manukau Station – Manurewa Station – Takaanini – Papakura Station via Great South Road | 64             | 120           | Frequent         | Frequent      | Additional evening trips from 2025                                                                                                                                                                                      |
| 35           | Chapel Road      | Manukau Station – Redoubt Road – Chapel Road – Ormiston Town Centre – Botany Town Centre                                                        | 53             | 118           | Frequent         | Frequent      | Additional evening trips from 2025. Extended to Howick via Chapel Road from 2027 with AirportLink changes                                                                                                               |
| 36           | Bader Drive      | Onehunga – Māngere Bridge – Māngere Town Centre – Papatoetoe Station – Manukau Station                                                          | 60             | 119           | Frequent         | Frequent      | N/A                                                                                                                                                                                                                     |
| 37           | Roscommon Road   | Manurewa Station – Mahia Road – Roscommon Road – Puhinui Station – Highbrook                                                                    | N/A            | 120           | N/A              | Frequent      | From 2026. Extended to Burswood Station from 2027 with Eastern Busway opening                                                                                                                                           |

| Route Number   | Route Name                        | Route Description                                                                                        | Unit           |               | Level of Service                  |                                   | Description of changes                                                                                                                     |
|----------------|-----------------------------------|----------------------------------------------------------------------------------------------------------|----------------|---------------|-----------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
|                |                                   |                                                                                                          | Current (2023) | Future (2031) | Current (2023)                    | Future (2031)                     |                                                                                                                                            |
| 38             | Airport Industrial                | Onehunga – Māngere Bridge – Māngere Town Centre – Airport Oaks – Auckland International Airport          | 60             | 119           | Frequent                          | Frequent                          | N/A                                                                                                                                        |
| 361 becomes 39 | Clendon Park                      | Manurewa Station – Clendon Park – Homai Station – Manukau Station – Ōtara                                | 64             | 120           | Connector                         | Frequent                          | Route upgraded to Frequent (with new number) from 2026                                                                                     |
| 376 becomes 40 | Auranga                           | Auranga – Drury Station – Great South Road – Papakura Station                                            | 65             | 120           | Connector                         | Frequent                          | Route upgrade to Frequent (with new number) and extended to Ngākōroa Station from 2026                                                     |
| 41             | Drury East                        | Drury Station – Waihoehoe Road loop                                                                      | N/A            | 120           | N/A                               | Frequent                          | New route to service Drury East area from 2029                                                                                             |
| 42             | Paerātā                           | Paerātā Station – Te Rātā Boulevard loop                                                                 | N/A            | 120           | N/A                               | Frequent                          | New route to service Paerātā area from 2025                                                                                                |
| 50A            | Waiheke Frequent – Seventh Avenue | Matiatia – Oneroa – Ostend – Onetangi – Seventh Avenue                                                   | 24             | 107           | Connector (Frequent route branch) | Connector (Frequent route branch) | N/A                                                                                                                                        |
| 50B            | Waiheke Frequent – Fourth Avenue  | Matiatia – Oneroa – Ostend – Onetangi – Fourth Avenue                                                    | 24             | 107           | Connector (Frequent route branch) | Connector (Frequent route branch) | N/A                                                                                                                                        |
| 64             | Valley Road                       | Newmarket – Khyber Pass Road – Mt Eden Road – Valley Road – Kingsland Station                            | 19             | 121           | Frequent                          | Frequent                          | Extended to St Lukes via Sandringham Road from 2024. Replaces frequent connection St Lukes – Valley Road – Newmarket provided by OuterLink |
| 650 becomes 65 | Balmoral Road                     | Pt Chevalier – St Lukes – Balmoral Road – Epsom – Green Lane – Remuera Road – St Johns Road – Glen Innes | 19             | 102           | Connector                         | Frequent                          | Route upgraded to Frequent (with new number) from 2024. Replaces frequent connection St Lukes – Balmoral provided by OuterLink             |

| Route Number    | Route Name                                   | Route Description                                                                                                                        | Unit           |               | Level of Service                  |                                   | Description of changes                                                                                                                                                           |
|-----------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|-----------------------------------|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 |                                              |                                                                                                                                          | Current (2023) | Future (2031) | Current (2023)                    | Future (2031)                     |                                                                                                                                                                                  |
| 66              | Mt Albert Road                               | Coyle Park – Pt Chevalier – Mt Albert – Mt Roskill – Three Kings – Royal Oak – Penrose Station – Penrose Road – Sylvia Park              | 20             | 10            | Frequent                          | Frequent                          | Additional evening trips from 2025                                                                                                                                               |
| 67A             | Stoddard Road                                | New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga                                                                               | N/A            | 102           | N/A                               | Connector (Frequent route branch) | New route introduced to provide Frequent service New Lynn – Onehunga (combined with 67B) from 2025                                                                               |
| 670 becomes 67B | Stoddard Road and Ōtāhuhu                    | New Lynn – Avondale – Stoddard Road – Carr Road – Onehunga – Ōtāhuhu Town Centre – Ōtāhuhu Station                                       | 22             | 102           | Connector                         | Connector (Frequent route branch) | Route renumbered as part of introduction of new route 67A to indicate common Frequent service New Lynn – Onehunga from 2025                                                      |
| 68              | Richardson Road                              | New Lynn – Blockhouse Bay – White Swan Road – Richardson Road – Carlton Street – Onehunga                                                | 22             | 102           | Frequent                          | Frequent                          | N/A                                                                                                                                                                              |
| 70              | Ellerslie-Panmure Highway and Eastern Busway | Botany – Eastern Busway – Panmure Station – Ellerslie – Great South Road – Newmarket – Auckland City Hospital – Universities – Britomart | 50             | 117           | Frequent                          | Frequent                          | Additional evening trips from 2027 with opening of Eastern Busway. City Centre destination changed from Britomart to Wellesley Street in 2028 as part of City Centre bus changes |
| 70H             | Ellerslie-Panmure Highway nights             | Britomart – Universities – Auckland City Hospital – Newmarket – Ellerslie – Panmure – Pakuranga – Howick – Botany                        | 55             | 117           | Night                             | Night                             | N/A                                                                                                                                                                              |
| 72C             | Pakuranga Road and Chapel Road               | Botany Town Centre – Chapel Road – Howick – Highland Park – Pakuranga Road – Eastern Busway – Panmure Station                            | 55             | 117           | Connector (Frequent route branch) | Connector (Frequent route branch) | Replaced in 2027 by 35 and 72                                                                                                                                                    |
| 72M becomes 72  | Pakuranga Road and Meadowlands Drive         | Botany Town Centre – Meadowlands Drive – Howick – Highland Park – Pakuranga Road – Eastern Busway – Panmure Station                      | 55             | 117           | Connector (Frequent route branch) | Frequent                          | Route upgraded to Frequent (with new number) from 2027 with AirportLink extension                                                                                                |

| Route Number    | Route Name                | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply                                                                                  | Unit           |               | Level of Service |                                   | Description of changes                                                                                                                                                                                                                           |
|-----------------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 |                           |                                                                                                                                                                                                | Current (2023) | Future (2031) | Current (2023)   | Future (2031)                     |                                                                                                                                                                                                                                                  |
| 72X             | Pakuranga Road peak       | Botany Town Centre – Meadowlands Drive – Howick – Highland Park – Pakuranga Road – Eastern Busway – Panmure Station – Ellerslie-Panmure Highway – Southern Motorway – Universities – Britomart | 55             | 117           | Peak             | Peak                              | Route changed to Cockle Bay - Howick - Panmure – Britomart from 2027 with opening of Eastern Busway and introduction of route 705. City Centre destination changed from Britomart to Wellesley Street in 2028 as part of City Centre bus changes |
| 74              | Mt Wellington Highway     | Glen Innes – Tripoli Road – Panmure Station – Mt Wellington Highway – Sylvia Park – Church Street – Onehunga                                                                                   | 14             | 102           | Frequent         | Frequent                          | N/A                                                                                                                                                                                                                                              |
| 75              | Remuera Road              | Glen Innes – St Johns Road – Remuera Road – Newmarket – Auckland City Hospital – Universities – Wellesley Street- Wynyard Quarter                                                              | 12             | 106           | Frequent         | Frequent                          | Additional evening trips from 2025                                                                                                                                                                                                               |
| 76              | Kepa Road                 | Glen Innes – West Tamaki Road – Kepa Road – Ōrākei – Tamaki Drive – Britomart                                                                                                                  | 16             | 106           | Frequent         | Frequent                          | Extended to Wynyard Quarter from 2028                                                                                                                                                                                                            |
| 814 becomes 81  | Lake Road                 | Devonport – Narrowneck – Belmont – Hauraki – Takapuna – Akoranga Station                                                                                                                       | 43             | 113           | Connector        | Frequent                          | Route upgraded to Frequent by 2027                                                                                                                                                                                                               |
| 82              | Hurstmere Road            | Milford – Hurstmere Road – Takapuna – Victoria Park – Wellesley Street Some late evening trips extend to Browns Bay via Beach Road                                                             | 44             | 113           | Frequent         | Frequent                          | N/A                                                                                                                                                                                                                                              |
| 83              | East Coast Bays           | Massey University – Albany Station – Browns Bay – Mairangi Bay – Constellation Station – Sunnynook Station – Smales Farm – Takapuna                                                            | 45             | 111           | Frequent         | Frequent                          | Additional evening trips from 2027                                                                                                                                                                                                               |
| 942 becomes 94B | Northcote and Beach Haven | Verrans Corner – Beach Haven loop – Highbury – Onewa Road – Northcote – Akoranga Station – Takapuna                                                                                            | 38             | 112           | Connector        | Connector (Frequent route branch) | Renumbered by 2027 and additional evening trips added. Paired with 94V to provide Frequent service to Northcote                                                                                                                                  |

| Route Number | Route Name                     | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply | Unit           |               | Level of Service                  |                                   | Description of changes                                                                                                 |
|--------------|--------------------------------|---------------------------------------------------------------------------------------------------------------|----------------|---------------|-----------------------------------|-----------------------------------|------------------------------------------------------------------------------------------------------------------------|
|              |                                |                                                                                                               | Current (2023) | Future (2031) | Current (2023)                    | Future (2031)                     |                                                                                                                        |
| 94V          | Northcote and Verrans Corner   | Verrans Corner – Highbury – Onewa Road – Northcote – Akoranga Station – Takapuna                              | N/A            | 112           | N/A                               | Connector (Frequent route branch) | New route by 2027. Paired with 94B to provide Frequent service to Northcote                                            |
| 95B          | Glenfield Road and Bayview     | Bayview loop – Glenfield – Glenfield Road – Onewa Road – Victoria Park – Britomart                            | 35             | 112           | Connector (Frequent route branch) | Connector (Frequent route branch) | Extended to Quay Park from 2028 as part of City Centre bus changes                                                     |
| 95C          | Glenfield Road and Sunset Road | Constellation Station – Sunset Road – Glenfield – Glenfield Road – Onewa Road – Victoria Park – Britomart     | 35             | 112           | Connector (Frequent route branch) | Connector (Frequent route branch) | Additional evening trips with 12 changes from 2025. Extended to Quay Park from 2028 as part of City Centre bus changes |
| 97B          | Beach Haven via Birkdale Road  | Verrans Corner – Birkdale Road – Rangatira Road – Highbury – Onewa Road – Victoria Park – Britomart           | 39             | 112           | Connector (Frequent route branch) | Connector (Frequent route branch) | Extended to Quay Park from 2028 as part of City Centre bus changes                                                     |
| 97R          | Beach Haven via Rangatira Road | Verrans Corner – Rangatira Road – Birkdale Road – Highbury – Onewa Road – Victoria Park – Britomart           | 39             | 112           | Connector (Frequent route branch) | Connector (Frequent route branch) | Extended to Quay Park from 2028 as part of City Centre bus changes                                                     |
| 99           | Gulf Harbour                   | Gulf Harbour – Little Manly – Pacific Plaza – Whangaparāoa Station                                            | N/A            | 116           | N/A                               | Frequent                          | New route introduced from 2027 after Ō Mahurangi (PenLink) opens, replacing part of current 982                        |
| 101          | Western Suburbs peak           | Coyle Park – Meola Road – Westmere – Herne Bay – Victoria Park – Wellesley Street – Universities              | 19             | 121           | Peak                              | Peak                              | N/A                                                                                                                    |
| 105          | Richmond Road                  | Westmere – West Lynn – Richmond Road – Ponsonby Road – Karangahape Road – Britomart                           | 3              | 103           | Connector                         | Connector                         | N/A                                                                                                                    |
| 106          | Freemans Bay                   | Britomart – Victoria Park – Freemans Bay – Karangahape Road – Britomart loop                                  | 3              | 103           | Connector                         | Connector                         | 30-minute frequency at all times from 2026                                                                             |

| Route Number | Route Name          | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply | Unit           |               | Level of Service |                | Description of changes                                                                                        |
|--------------|---------------------|---------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|----------------|---------------------------------------------------------------------------------------------------------------|
|              |                     |                                                                                                               | Current (2023) | Future (2031) | Current (2023)   | Future (2031)  |                                                                                                               |
| 111          | Royal Heights       | Northwest centre - Westgate - Royal Heights loop - Westgate - Northwest centre                                | 29             | 109           | Local            | Connector      | Route upgraded to Connector from 2026                                                                         |
| 112          | Wisely Road         | Northwest centre - West Harbour - Hobsonville - Hobsonville Point                                             | 29             | 109           | Connector        | Connector      | Extended to cover Scott Point from 2026                                                                       |
| 113          | Spedding Road       | Northwest centre - Fred Taylor Drive - Spedding Road - Hobsonville                                            | N/A            | 109           | N/A              | Connector      | New route following opening of the new Spedding Road motorway overbridge from 2027                            |
| 114          | Northern Whenuapai  | Northwest centre - Whenuapai - Totara Road - Hobsonville - Hobsonville Point                                  | 29             | 109           | Local            | Local          | Changed to a loop service, Hobsonville - Whenuapai - Hobsonville from 2026 with introduction of new route 115 |
| 115          | Riverlea            | Riverlea Road - Whenuapai - Trig Road - Northwest                                                             | N/A            | 109           | N/A              | Connector      | New route from 2026                                                                                           |
| 116          | West Hills          | Northwest - West Hills loop                                                                                   | 29             | 109           | Connector        | Connector      | N/A                                                                                                           |
| 117          | Redhills            | Northwest - Redhills - Royal Road - Lincoln Road interchange                                                  | N/A            | 109           | N/A              | Connector      | New route from 2027                                                                                           |
| 122          | Huapai North        | Parlane Drive - Huapai - Kumeū - Fred Taylor Drive - Northwest centre - Westgate                              | 30             | 109           | Rural Township   | Rural Township | N/A                                                                                                           |
| 123          | Huapai South        | Schoolside Road - Huapai - Kumeū - Fred Taylor Drive - Northwest centre - Westgate                            | 30             | 109           | Rural Township   | Rural Township | N/A                                                                                                           |
| 125          | Helensville         | Helensville - Parakai - Waimauku - Huapai - Kumeū - Fred Taylor Drive - Northwest centre - Westgate           | 30             | 109           | Rural Township   | Rural Township | N/A                                                                                                           |
| 126          | Riverhead           | Westgate - Riverhead - Coatesville - Albany Village - Albany Station                                          | 29             | 109           | Rural Township   | Rural Township | N/A                                                                                                           |
| 128          | Kahikatea Flat Road | Hibiscus Coast Station - Waitoki - Kaukapakapa - Helensville                                                  | 30             | 116           | Rural Township   | Rural Township | N/A                                                                                                           |

| Route Number | Route Name      | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply   | Unit           |               | Level of Service                          |                                           | Description of changes                                                                                         |
|--------------|-----------------|-----------------------------------------------------------------------------------------------------------------|----------------|---------------|-------------------------------------------|-------------------------------------------|----------------------------------------------------------------------------------------------------------------|
|              |                 |                                                                                                                 | Current (2023) | Future (2031) | Current (2023)                            | Future (2031)                             |                                                                                                                |
| 132          | Te Atatū North  | Te Atatū loop - Pt Chevalier - Grey Lynn - Karangahape Road - Downtown                                          | 27             | N/A           | Peak                                      | N/A                                       | Removed in 2025 when additional WX1 capacity added                                                             |
| 135          | Edmonton Road   | Henderson - Edmonton Road - Flanshawe Road - Te Atatū Road - Totara Road                                        | 27             | 109           | Connector                                 | Connector                                 | N/A                                                                                                            |
| 143          | Sturges Road    | Henderson - Sturges Road - Lake Panorama Drive - Rānui Station                                                  | 28             | 109           | Connector                                 | Connector                                 | Additional evening trips from 2025                                                                             |
| 145          | Western Heights | Henderson - Henderson Valley - Border Road - Summerland Drive - Pomaria Road - Lincoln Road interchange         | 28             | 109           | Connector                                 | Connector                                 | N/A                                                                                                            |
| 147          | Swanson Road    | Waitakere Village - Swanson Station - Rānui - Henderson                                                         | 28             | 109           | Local                                     | Connector                                 | N/A                                                                                                            |
| 148          | Universal Drive | Rānui - Universal Drive - Lincoln Road interchange                                                              | 28             | 109           | Connector (in conjunction with route 149) | Connector (in conjunction with route 149) | N/A                                                                                                            |
| 149          | Rosebank Road   | Rānui - Universal Drive - Lincoln Road interchange - Te Atatū interchange - Rosebank Road - Avondale - New Lynn | 28             | 109           | Weekday Connector                         | Weekday Connector                         | N/A                                                                                                            |
| 152          | Sunnyvale       | Henderson - View Road - Sunnyvale Station - Rosier Road - Glen Eden - New Lynn                                  | 28             | 108           | Local                                     | Connector                                 | Route upgraded to connector from 2026. Service via Pisces Road not Glengarry Road from 2026 once 15 introduced |
| 154          | Glen Eden       | Henderson - Bruce McLaren Road - Glengarry Road - Glendale Road - Glen Eden - New Lynn                          | 28             | 108           | Connector                                 | Connector                                 | Additional evening trips from 2026. Service via Glengarry Road not Sunvue Road from 2026 once 15 introduced    |
| 161          | Brains Park     | New Lynn - Nikau Street - Archibald Road - Brains Park                                                          | 25             | 108           | Local                                     | Connector                                 | Route upgraded to connector from 2026                                                                          |

| Route Number | Route Name          | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply              | Unit           |               | Level of Service |               | Description of changes                                                                                                                                                                                                              |
|--------------|---------------------|----------------------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                     |                                                                                                                            | Current (2023) | Future (2031) | Current (2023)   | Future (2031) |                                                                                                                                                                                                                                     |
| 162          | Glendene            | Henderson – Glendene – Hepburn Road – St Leonards Road – Kelston – New Lynn                                                | 26             | 108           | Connector        | Connector     | Additional peak and evening trips from 2026                                                                                                                                                                                         |
| 170          | Titirangi South     | New Lynn – Titirangi Road – Titirangi – South Titirangi Road – Arama Avenue                                                | 25             | 108           | Local            | Local         | N/A                                                                                                                                                                                                                                 |
| 171          | Laingholm           | New Lynn – Titirangi Road – Titirangi – Woodlands Park – Laingholm loop                                                    | 25             | 108           | Local            | Local         | Additional trips at all times of day from 2026                                                                                                                                                                                      |
| 186          | South Lynn Loop     | New Lynn – Seabrooke Avenue – Golf Road – Astley Avenue – New Lynn (loop)                                                  | 25             | 108           | Connector        | Connector     | N/A                                                                                                                                                                                                                                 |
| 191          | Whitney Street      | New Lynn – Avondale – Whitney Street – Blockhouse Bay – Lynfield                                                           | 25             | 108           | Local            | Local         | N/A                                                                                                                                                                                                                                 |
| 195          | Blockhouse Bay Road | New Lynn – Green Bay – Blockhouse Bay – Blockhouse Bay Road – Pt Chevalier – Grey Lynn – Karangahape Road – Britomart      | 25             | 108           | Connector        | Connector     | Additional daytime and evening trips from 2026. Service via Williamson Avenue from 2023 to replace 134 with introduction of WX1                                                                                                     |
| 209          | Titirangi Peak      | Titirangi – Green Bay – Blockhouse Bay Road – Mt Albert – Morningside – Kingsland – Bond St – Karangahape Road – Britomart | 25             | 108           | Peak             | Peak          | N/A                                                                                                                                                                                                                                 |
| 252          | Blockhouse Bay peak | Blockhouse Bay – White Swan Road – Mt Roskill – Dominion Road – Ian McKinnon Drive – City Centre                           | 8              | 101           | Peak             | Peak          | N/A                                                                                                                                                                                                                                 |
| 253          | Lynfield peak       | Lynfield – Mt Roskill – Dominion Road – Ian McKinnon Drive – City Centre                                                   | 8              | 101           | Peak             | Peak          | N/A                                                                                                                                                                                                                                 |
| 295          | Royal Oak           | Ellerslie – Oranga – Royal Oak – The Drive – Gillies Avenue – Newmarket – Khyber Pass Road – City Centre                   | 17             | 104           | Connector        | Connector     | Route change from 2027 to travel via Broadway in Newmarket, via Owens Road/ Alpers Avenue (not northern Gillies Avenue). City Centre destination changes to Wellesley Street from Queen Street in 2028 with City Centre bus changes |

| Route Number | Route Name    | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply                                                   | Unit           |               | Level of Service |               | Description of changes                                                                                                                                                                                            |
|--------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |               |                                                                                                                                                                 | Current (2023) | Future (2031) | Current (2023)   | Future (2031) |                                                                                                                                                                                                                   |
| 298          | One Tree Hill | Onehunga – Waitangi Road – Campbell Road – Ellerslie Station – Penrose Station – Ruawai Road – Sylvia Park                                                      | 14             | 104           | Local            | Connector     | Route upgraded to Connector from 2027                                                                                                                                                                             |
| 309          | Pah Road      | Māngere Town Centre – Favona – Māngere Bridge – Onehunga – Pah Road – Greenwoods Corner – Epsom – Newmarket – Khyber Pass Road – Karangahape Road – City Centre | 61             | 119           | Connector        | Connector     | Route via full length of Roberston Road from 2026 with City Rail Link opening and introduction of 311. City Centre destination changes to Wellesley Street from Queen Street in 2028 with City Centre bus changes |
| 309X         | Pah Road peak | Māngere Town Centre – Favona – Māngere Bridge – Pah Road – Greenwoods Corner – Epsom – Newmarket – Khyber Pass Road – Karangahape Road – City Centre            | 61             | N/A           | Peak             | N/A           | Removed from 2026 with City Rail Link opening and introduction of 311.                                                                                                                                            |
| 311          | Favona Road   | Māngere Bridge – Wallace Road – Walmsley Road – Favona Road – Ōtāhuhu Station                                                                                   | N/A            | 119           | N/A              | Connector     | New route from 2026 with City Rail Link opening                                                                                                                                                                   |
| 313          | Aorere        | Manukau Station – Plunket Avenue – Papatoetoe Station – Ferndown Avenue – Henwood Road – Māngere Town Centre                                                    | 63             | 119           | Connector        | Connector     | N/A                                                                                                                                                                                                               |
| 314          | Ormiston Road | Mission Heights – Ormiston Town Centre – Ōtara – Hunters Corner – Middlemore Hospital                                                                           | 63             | 119           | Connector        | N/A           | Replaced by route 358 from 2025                                                                                                                                                                                   |
| 321          | Hospitals     | Middlemore Hospital – Ōtāhuhu Station – Ōtāhuhu Town Centre – Ellerslie – Greenlane Clinical Centre – Mountain Road – Auckland City Hospital – Britomart        | 17             | 104           | Local            | Local         | Additional daytime trips from 2027                                                                                                                                                                                |

| Route Number | Route Name              | Route Description                                                                                                                                                                                                       | Unit           |               | Level of Service  |                   | Description of changes                                                                                                                                                                 |
|--------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|-------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                         |                                                                                                                                                                                                                         | Current (2023) | Future (2031) | Current (2023)    | Future (2031)     |                                                                                                                                                                                        |
| 323          | Panama Road             | Routes generally operate all trips to all destinations listed, but some exceptions apply<br>Ōtāhuhu Station – Ōtāhuhu Town Centre – Vestey Drive – Panama Road – Carbine Road – Mt Wellington Highway – Panmure Station | 14             | 104           | Connector         | Connector         | N/A                                                                                                                                                                                    |
| 324          | Boggust Park            | Māngere Town Centre – Boggust Park – Ōtāhuhu Station – Ōtāhuhu Town Centre – Seaside Park                                                                                                                               | 62             | 119           | Local             | Connector         | Route upgraded to Connector from 2026 and changed to cover Ihumāto – Māngere Town Centre – Boggust Park – Ōtāhuhu Station – Ōtāhuhu Town Centre. Seaside Park covered by new route 327 |
| 325          | Ōtara                   | Māngere Town Centre – Māngere East – Ōtāhuhu Station – Ōtāhuhu Town Centre – Ōtara – Clover Park – Diorella Drive – Manukau Station                                                                                     | 62             | 119           | Connector         | Connector         | N/A                                                                                                                                                                                    |
| 326          | Tidal Road              | Māngere Town Centre – Tidal Road – Portage Road – Gray Avenue – Massey Road – Ōtāhuhu Town Centre – Ōtāhuhu Station                                                                                                     | 62             | 119           | Local             | Connector         | Route upgraded to connector from 2026, and changed to be Māngere Town Centre – Māngere Town Centre – Middlemore Hospital (Gray Avenue). Will not continue to Ōtāhuhu                   |
| 327          | Seaside Park            | Ōtāhuhu Station – Ōtāhuhu Town Centre – Seaside Park                                                                                                                                                                    | N/A            | 119           | N/A               | Connector         | New route from 2026 to cover Seaside Park                                                                                                                                              |
| 333X         | Southern line night bus | Southern Line rail replacement bus stops from Britomart to Ōtāhuhu                                                                                                                                                      | 17             | 104           | Night             | Night             | AT will review this service in 2026 as part of changes to the rail network related to City Rail Link opening                                                                           |
| 351          | Highbrook               | Ōtāhuhu Station – Ōtāhuhu Town Centre – Highbrook – Botany Town Centre                                                                                                                                                  | 54             | 118           | Weekday Connector | Weekday Connector | N/A                                                                                                                                                                                    |
| 352          | East Tamaki peak        | Manukau Station – East Tamaki – Highbrook – Pakuranga – Panmure                                                                                                                                                         | 54             | 118           | Peak              | Peak              | Route changed to run via Chapel Road between Manukau and Accent Drive once 37 introduced from late 2025                                                                                |

| Route Number | Route Name      | Route Description                                                                                                                                                        | Unit           |               | Level of Service |               | Description of changes                                                                                                                     |
|--------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------|
|              |                 |                                                                                                                                                                          | Current (2023) | Future (2031) | Current (2023)   | Future (2031) |                                                                                                                                            |
| 353          | Harris Road     | Routes generally operate all trips to all destinations listed, but some exceptions apply<br>Manukau Station – Preston Road – Springs Road – Harris Road – Botany Station | 54             | 118           | Connector        | Connector     | Additional evening trips from 2025. Route changed to travel via Burswood Station when Eastern Busway opens in 2027                         |
| 354          | Smales Road     | Half Moon Bay – Prince Regent Drive – Botany Town Centre – Smales Road – Ōtara – Hunters Corner – Middlemore Hospital                                                    | N/A            | 118           | N/A              | Connector     | New route from 2027 (replacing 734) with AirportLink extension and changes to Eastern bus services                                         |
| 355          | Mission Heights | Manukau Station – Redoubt Road – Hikuwai Road – Ormiston Town Centre – Mission Heights – Kilkenny Drive – Botany Town Centre                                             | 53             | N/A           | Connector        | N/A           | Additional evening trips from 2025. Route replaced by 356 and 357 from 2027 with AirportLink extension and changes to Eastern bus services |
| 356          | Kilkenny Drive  | Manukau Station – Thomas Road – Ormiston Rise – Bremner Ridge – Ormiston Town Centre – Ormiston Station – Ōtara Town Centre – Middlemore Station                         | N/A            | 118           | N/A              | Connector     | New route from 2027 (combines 735 and northern 355) with AirportLink extension and changes to Eastern bus services                         |
| 357          | Hikuwai Road    | Manukau Station – Redoubt Road – Hikuwai Road – Ormiston Town Centre – Ormiston Station                                                                                  | N/A            | 118           | N/A              | Connector     | New route from 2027 (replaces southern half of 355) with AirportLink extension and changes to Eastern bus services                         |
| 358          | Ormiston Rise   | Manukau Station – Thomas Road – Ormiston Rise – Bremner Ridge – Ormiston Town Centre – Ormiston Station – Ōtara Town Centre – Middlemore Station                         | N/A            | 118           | N/A              | Connector     | New route late 2025 to serve eastern Flat Bush, replacing route 314                                                                        |
| 362          | Weymouth        | Weymouth – Glendon – Wordsworth Road – Manurewa Station – Manukau Station                                                                                                | 64             | 120           | Connector        | Connector     | Route changed to travel via full length of Wordsworth Road not Rowandale Avenue with introduction of 39 from late 2025                     |

| Route Number | Route Name              | Route Description                                                                                                                         | Unit           |               | Level of Service |                | Description of changes                                                                                               |
|--------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|----------------|----------------------------------------------------------------------------------------------------------------------|
|              |                         |                                                                                                                                           | Current (2023) | Future (2031) | Current (2023)   | Future (2031)  |                                                                                                                      |
| 363          | Wattle Downs            | Manurewa Station – Coxhead Road – Wattle Downs loop – Coxhead Road – Wattle Downs (loop)                                                  | 64             | 120           | Local            | Local          | N/A                                                                                                                  |
| 365          | Randwick Park           | Manukau Station – Homal Station – Russel Road – Manurewa Station – Randwick Park – Takaanini Station – Porchester Road – Papakura Station | 64             | 120           | Connector        | Connector      | N/A                                                                                                                  |
| 366          | The Gardens             | Manurewa Station – Alfriston Road – The Gardens – Everglade Drive – Manukau Station                                                       | 64             | 120           | Connector        | Connector      | N/A                                                                                                                  |
| 372          | Kerī Hill loop          | Papakura Town Centre – Papakura Station – Sheehan Avenue – Clevedon Road – Papakura Station – Papakura Town Centre (loop)                 | 65             | 120           | Connector        | Connector      | N/A                                                                                                                  |
| 373          | Red Hill                | Papakura Town Centre – Papakura Station – Settlement Road – Red Hill                                                                      | 65             | 120           | Local            | Local          | N/A                                                                                                                  |
| 377          | Rosehill                | Papakura Town Centre – Elliot Street – Rosehill                                                                                           | 65             | 120           | Connector        | Connector      | Route will extend to Park Estate from late 2025 as area develops                                                     |
| 378          | Hingaia loop            | Papakura Station – Karaka Lakes – Karaka Harbourside – Papakura Station (loop)                                                            | 65             | 120           | Connector        | Connector      | Route will change to improve coverage of Hingaia from late 2025 as area develops , with first changes from late 2025 |
| 379          | Clarks Beach            | Clarks Beach – Kingseat – Te Hihi – Hingaia Road – Papakura Station                                                                       | N/A            | 120           | N/A              | Rural Township | New route by 2026 with changes to Franklin services as part of new Southern train stations                           |
| 384          | Ramarama                | Ramarama – Maketu Road – Drury Station                                                                                                    | N/A            | 120           | N/A              | Connector      | New route from 2026 with Drury Station opening                                                                       |
| 391          | Pukekohe Northeast loop | Pukekohe Station – Valley Road – Cape Hill Road – Pukekohe Station (loop)                                                                 | 67             | N/A           | Connector        | N/A            | Replaced by AT Local by 2025                                                                                         |
| 392          | Pukekohe Northwest loop | Pukekohe Station – Kayes Road – Birdwood Road – Helevetia Road – Pukekohe Station                                                         | 67             | N/A           | Connector        | N/A            | Replaced by AT Local by 2025                                                                                         |
| 393          | Pukekohe South loop     | Pukekohe Station – Svendsen Road – Kitchener Road – Beresford Road – Pukekohe Station                                                     | 67             | N/A           | Connector        | N/A            | Replaced by AT Local by 2025                                                                                         |

| Route Number | Route Name       | Route Description                                                                                          | Unit           |               | Level of Service    |                     | Description of changes                                                                          |
|--------------|------------------|------------------------------------------------------------------------------------------------------------|----------------|---------------|---------------------|---------------------|-------------------------------------------------------------------------------------------------|
|              |                  |                                                                                                            | Current (2023) | Future (2031) | Current (2023)      | Future (2031)       |                                                                                                 |
| 394          | Paerata Road     | Pukekohe Station – Paerata Road – Papakura Station                                                         | 67             | 120           | Connector           | Connector           | Current route will be redirected to end at Paerātā Station when it opens in 2026                |
| 395          | Waiuku peak      | Waiuku – Kingseat – Te Hihi – Hingaia Road – Papakura Station                                              | 67             | N/A           | Peak                | N/A                 | Withdrawn by 2026 with changes to Franklin services as part of new Southern train stations      |
| 396          | Waiuku           | Waiuku – Patumahoe – Pukekohe Station                                                                      | 67             | 120           | Rural Township      | Local               | Route upgraded by 2026 with changes to Franklin services as part of new Southern train stations |
| 501          | Kennedy Point    | Kennedy Point – Jellicoe Parade – Oneroa – Matiatia                                                        | 24             | 107           | Local               | Local               | N/A                                                                                             |
| 502          | Rocky Bay        | Rocky Bay – Ostend – Palm Beach – Blackpool – Oneroa – Matiatia                                            | 24             | 107           | Connector           | Connector           | N/A                                                                                             |
| 503          | Waiheke summer   | Matiatia – Oneroa Route operates to Oneroa only (one-way)                                                  | 24             | 107           | Local (summer only) | Local (summer only) | N/A                                                                                             |
| 661          | Selwyn Village   | Selwyn Village – Pt Chevalier – Mt Albert – St Lukes                                                       | N/A            | 121           | N/A                 | Local               | New route from 2024 with upgrade of 650 to 65                                                   |
| 705          | Meadowlands peak | Howick – Litten Road – Meadowlands – Eastern Busway – Panmure Station                                      | N/A            | 118           | N/A                 | Peak                | New route from 2027 with opening of Eastern Busway                                              |
| 706          | Ormiston peak    | Ormiston Town Centre – Murphys Road – Chapel Road – Eastern Busway – Panmure Station                       | N/A            | 118           | N/A                 | Peak                | New route from 2027 with opening of Eastern Busway                                              |
| 711          | Reeves Road      | Howick – Union Road – Cascades Road – Reeves Road – Eastern Busway – Panmure Town Centre – Panmure Station | 52             | 118           | Local               | Connector           | Route upgraded to Connector from 2027                                                           |

| Route Number | Route Name      | Route Description                                                                                           | Unit           |               | Level of Service |               | Description of changes                                                                                                    |
|--------------|-----------------|-------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|---------------|---------------------------------------------------------------------------------------------------------------------------|
|              |                 |                                                                                                             | Current (2023) | Future (2031) | Current (2023)   | Future (2031) |                                                                                                                           |
| 712          | Bucklands Beach | Bucklands Beach – Farm Cove – Pakuranga Road – Eastern Busway – Panmure Town Centre – Panmure Station       | 52             | 118           | Connector        | Connector     | Additional peak and evening trips from 2027                                                                               |
| 733          | Aviemore Drive  | Botany Town Centre – Aviemore Drive – Highland Park – Bucklands Beach                                       | 52             | 118           | Local            | Connector     | Route upgraded to connector from 2027                                                                                     |
| 734          | Botany Road     | Botany Town Centre – Botany Road – Highland Park – Prince Regent Drive – Half Moon Bay                      | 52             | N/A           | Local            | N/A           | Route upgraded to connector and then replaced by 354 from 2027 with AirportLink extension and Eastern bus service changes |
| 735          | Cockle Bay      | Botany Town Centre – Meadowlands – Cockle Bay – Howick – Macleans Road – Half Moon Bay                      | 52             | N/A           | Local            | N/A           | Route upgraded to connector and then replaced by 356 from 2027 with AirportLink extension and Eastern bus service changes |
| 738          | Pine Harbour    | Maraetai – Beachlands – Pine Harbour                                                                        | N/A            | 118           | N/A              | Local         | New route from 2025                                                                                                       |
| 739          | Beachlands      | Maraetai – Beachlands – Whitford – Ormiston Town Centre – Botany Town Centre                                | 52             | 118           | Local            | Local         | Route via Ninth View Avenue from 2024. Beachlands loop will become two-way                                                |
| 744          | Mt Taylor       | Panmure Station – Pilkington Road – Glen Innes – Line Road – Mt Taylor Drive – St Heliers                   | 14             | 104           | Connector        | Connector     | Additional peak and evening trips from 2027                                                                               |
| 747          | Stonefields     | Glen Innes – Stonefields – Lunn Avenue – Panmure Station                                                    | 14             | 104           | Connector        | Connector     | N/A                                                                                                                       |
| 751          | Marua Road      | Panmure Town Centre – Panmure Station – Marua Road – Remuera Road – Newmarket Station                       | 12             | 106           | Connector        | Connector     | Additional peak and evening trips from 2027                                                                               |
| 755          | Portland Road   | Benson Road – Remuera Town Centre – Portland Road – Brighton Road – Gladstone Road – The Strand – Britomart | 17             | 104           | Connector        | Connector     | Route extended from 2026, with additional evening trips, operating Ōrākei Station – Britomart via Remuera                 |

| Route Number | Route Name           | Route Description                                                                                                     | Unit           |               | Level of Service |               | Description of changes                                  |
|--------------|----------------------|-----------------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------|---------------|---------------------------------------------------------|
|              |                      |                                                                                                                       | Current (2023) | Future (2031) | Current (2023)   | Future (2031) |                                                         |
| 774          | Long Drive peak      | Chesterfield Road – Long Drive – Melanesia Road – Kohimarama – Mission Bay – Okahu Bay – Tamaki Drive – Britomart     | 16             | 106           | Peak             | Peak          | Route extended to Wynyard Quarter from 2028             |
| 775          | Glendowie peak       | Glendowie loop – St Heliers – Kohimarama – Mission Bay – Okahu Bay – Tamaki Drive – Britomart                         | 16             | N/A           | Peak             | Peak          | N/A                                                     |
| 781          | Victoria Avenue      | Mission Bay – Orakei – Victoria Avenue – Remuera Town Centre – Newmarket – Museum                                     | 17             | 104           | Connector        | Connector     | N/A                                                     |
| 782          | Meadowbank           | Mission Bay – Kohimarama Road – Meadowbank Station – Grand Drive – Eilerslie Town Centre – Barrack Road – Sylvia Park | 14             | 104           | Local            | Connector     | Route upgraded to Connector from 2027                   |
| 783          | Eastern Suburbs loop | St Heliers – Glendowie – St Heliers Bay Road – Eastridge – Kupe Street – Mission Bay – Melanesia Road – St Heliers    | 14             | 104           | Local            | Local         | N/A                                                     |
| 801          | Bayswater            | Bayswater Wharf – Belmont – Northboro Road – Hauraki – Takapuna – Akoranga Station                                    | 43             | 113           | Connector        | Connector     | N/A                                                     |
| 802          | Bayswater peak       | Bayswater – Belmont – Northboro Road – Hauraki – Victoria Park – Wellesley Street                                     | 43             | 113           | Peak             | Peak          | N/A                                                     |
| 805          | Ngataranga Road      | Belmont – Ngataranga Road – Devonport                                                                                 | 43             | 113           | Local            | Local         | Improved to an hourly service, 7 days a week, from 2026 |
| 806          | Stanley Point        | Stanley Point – Callope Road – Devonport                                                                              | 43             | 113           | Connector        | Connector     | N/A                                                     |
| 807          | Cheltenham           | Devonport – Cheltenham Road – Vauxhall Road – Devonport (loop)                                                        | 43             | 113           | Connector        | Connector     | N/A                                                     |
| 842          | Crown Hill peak      | Greville Reserve – East Coast Road – Shakespeare Road – Smales Farm Station                                           | 44             | 113           | Peak             | Peak          | Additional trips from 2026                              |
| 843          | Sunnynook            | Constellation Station – Sunnynook Road – East Coast Road – Milford – Hurstmere Road – Takapuna – Akoranga Station     | 44             | 113           | Connector        | Connector     | Additional evening trips from 2026                      |

| Route Number | Route Name                                  | Route Description                                                                                                                                    | Unit           |               | Level of Service  |                   | Description of changes                                                                              |
|--------------|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|-------------------|-------------------|-----------------------------------------------------------------------------------------------------|
|              |                                             |                                                                                                                                                      | Current (2023) | Future (2031) | Current (2023)    | Future (2031)     |                                                                                                     |
| 845          | Nile Road                                   | Milford – Nile Road – Smales Farm Station – North Shore Hospital – Dominion Street – Takapuna                                                        | 36             | 113           | Local             | Local             | N/A                                                                                                 |
| 856          | Beach Road                                  | Albany Station – Glenvar Road – Torbay – Browns Bay – Mairangi Bay – Campbells Bay – Milford – Smales Farm Station – North Shore Hospital – Takapuna | 45             | 111           | Connector         | Connector         | Route via Rising Parade once East Coast and Glenvar Roads intersection signalised from 2027         |
| 861          | Long Bay                                    | Long Bay – Torbay – Albany Station – Massey University – Constellation Station                                                                       | 45             | 111           | Connector         | Connector         | Additional peak, daytime, and evening trips from 2026.                                              |
| 864          | Rosedale Road                               | Browns Bay – Browns Bay Road – Rosedale Station – Albany Highway – Albany Village                                                                    | N/A            | 111           | N/A               | Connector         | New route once Rosedale Station opens in 2027                                                       |
| 865          | Oaktree Avenue                              | Browns Bay – Oaktree Avenue – Greville Road – Albany Station                                                                                         | 45             | 111           | Connector         | Connector         | Route changed to Browns Bay – Massey University (not Albany Station) via Rosedale Station from 2027 |
| 866          | Northern Busway and Newmarket               | Albany Station – Northern Busway – Ponsonby – Karangahape Road – Auckland City Hospital – Newmarket                                                  | 42             | 115           | Weekday Connector | Weekday Connector | N/A                                                                                                 |
| 871          | Forrest Hill Road                           | Constellation Station – Forrest Hill Road – Smales Farm Station – Takapuna                                                                           | 44             | 113           | Connector         | Connector         | N/A                                                                                                 |
| 878          | East Coast Road                             | Browns Bay – Glamorgan Road – East Coast Road – Constellation Station                                                                                | 45             | 111           | Connector         | Connector         | N/A                                                                                                 |
| 883          | Schnapper Rock                              | Schnapper Rock – Constellation Station                                                                                                               | 34             | 111           | Connector         | Connector         | Additional evening trips from 2027                                                                  |
| 884          | North Harbour Industrial loop anticlockwise | Constellation Station – Apollo Drive – Rosedale Road –William Pickering Drive – Constellation Station (loop)                                         | 34             | 111           | Weekday Connector | Weekday Connector | N/A                                                                                                 |

| Route Number | Route Name                              | Route Description                                                                                                                                                                             | Unit           |               | Level of Service  |                   | Description of changes                                                                         |
|--------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|-------------------|-------------------|------------------------------------------------------------------------------------------------|
|              |                                         |                                                                                                                                                                                               | Current (2023) | Future (2031) | Current (2023)    | Future (2031)     |                                                                                                |
| 885          | North Harbour Industrial loop clockwise | Constellation Station – William Pickering Drive – Rosedale Road – Apollo Drive – Constellation Station (loop)                                                                                 | 34             | 111           | Weekday Connector | Weekday Connector | N/A                                                                                            |
| 888          | Gills Road loop                         | Albany Station – Fairview Heights – Albany Heights – Albany Village – Albany Station (loop)                                                                                                   | N/A            | 111           | N/A               | Connector         | New route from 2027                                                                            |
| 889          | Hugh Green Drive                        | Albany Station – Hugh Green Drive – Constellation Station                                                                                                                                     | 34             | 111           | Connector         | Connector         | Amended to Albany Station – Rosedale Station from 2027                                         |
| 901          | Wairau Valley                           | Constellation Station – Unsworth Heights – Wairau Valley – Smales Farm Station                                                                                                                | 36             | 113           | Local             | Connector         | Additional peak and daytime trips from late 2027                                               |
| 902          | Upper Harbour Drive                     | Orwell Road – Upper Harbour Drive – Sunset Road – Constellation Station                                                                                                                       | N/A            | 111           | N/A               | Connector         | New route from 2025 to cover Upper Harbour Drive after introduction of route 12                |
| 906          | Windy Ridge                             | Constellation Station – Totaravale – Glenfield – Windy Ridge – Archers Road – Smales Farm Station                                                                                             | 36             | 112           | Local             | Connector         | Windy Ridge two-way once Roberts and Glenfield Roads intersection signalised from late 2027    |
| 907          | Campbells Bay                           | Campbells Bay – Archers Road – Sunnynook Station – Target Road – Constellation Station                                                                                                        | 36             | 113           | Local             | Local             | Route extended to Rosedale Station from Campbells Bay from 2027, with additional evening trips |
| 917          | Albany Highway                          | Albany Station – Albany Village – Albany Highway – Glenfield – Highbury – Birkenhead Wharf                                                                                                    | 35             | 112           | Connector         | Connector         | N/A                                                                                            |
| 923          | Northcote                               | Akoranga Station – Coronation Road – Hillcrest Avenue – Ocean View Road – Northcote Town Centre – Sylvan Avenue – Victoria Park – Wellesley Street                                            | 37             | 113           | Connector         | Connector         | Additional evening trips from late 2027                                                        |
| 924          | Northcote peak                          | Sunnybrae Road – Coronation Road – Hillcrest Avenue – Ocean View Road – Northcote Town Centre – Onewa Road – Victoria Park – Wellesley Street<br>Route operates to City Centre only (one-way) | 37             | 113           | Peak              | Peak              | N/A                                                                                            |

| Route Number | Route Name             | Route Description                                                                                                   | Unit           |               | Level of Service            |                             | Description of changes                                                                             |
|--------------|------------------------|---------------------------------------------------------------------------------------------------------------------|----------------|---------------|-----------------------------|-----------------------------|----------------------------------------------------------------------------------------------------|
|              |                        |                                                                                                                     | Current (2023) | Future (2031) | Current (2023)              | Future (2031)               |                                                                                                    |
| 926          | Hillcrest              | Glenfield – Chartwell Avenue – Mountbatten Avenue – Pupuke Road – Northcote Town Centre – Akoranga Station          | 36             | 112           | Connector                   | Connector                   | N/A                                                                                                |
| 928          | Northcote Point        | Smales Farm – Northcote Town Centre – Northcote Point                                                               | 36             | 112           | Local                       | Connector                   | Route upgraded to Connector from 2026                                                              |
| 931          | Chatswood              | Chatswood – Chelsea View Road – Highbury                                                                            | 39             | 112           | Local                       | Local                       | N/A                                                                                                |
| 933          | Verbena Road           | Beach Haven Wharf – Verbena Road – Highbury – Victoria Park – Britomart – Universities                              | 39             | 112           | Local                       | Connector                   | Route upgraded to Connector (adding weekend service) from 2026                                     |
| 939          | Windy Ridge peak       | Windy Ridge – Glenfield Road – Onewa Road – Victoria Park – Britomart – Universities                                | 35             | 112           | Peak                        | Peak                        | Windy Ridge two-way once Roberts and Glenfield Roads intersection signalised from late 2027        |
| 941          | Kaipātiki              | Verrans Corner – Beach Haven – Glenfield – Smales Farm – North Shore Hospital – Takapuna                            | 38             | 112           | Connector                   | Connector                   | N/A                                                                                                |
| 966          | Highbury and Newmarket | Highbury – Ponsonby – Karangahape Road – Newmarket<br>Some trips extend to Beach Haven via Verrans Corner           | 39             | 112           | Weekday Connector           | Weekday Connector           | N/A                                                                                                |
| 981          | Orewa                  | Waiwera – Hatfields Beach – Orewa – Silverdale – Hibiscus Coast Stations                                            | 46             | 116           | Connector (to Orewa)        | Connector (to Orewa)        | N/A                                                                                                |
| 982          | Whangaparāoa           | Gulf Harbour – Little Manly – Stanmore Bay – Silverdale – Hibiscus Coast Station                                    | 46             | 116           | Connector (to Little Manly) | Connector (to Little Manly) | Will be reviewed alongside future of Gulf Harbour Ferry - to be confirmed in the 2025 RPTP update. |
| 983          | Red Beach              | Gulf Harbour – Manly – Pacific Plaza – Red Beach – Silverdale – Hibiscus Coast Station                              | 46             | 116           | Local                       | Local                       | Will be reviewed alongside future of Gulf Harbour Ferry - to be confirmed in the 2025 RPTP update. |
| 984          | Maygrove               | Orewa – Evelyn Page Retirement Village – Maygrove Village – Orewa – Red Beach – Silverdale – Hibiscus Coast Station | 46             | 116           | Local                       | Local                       | N/A                                                                                                |

| Route Number | Route Name                    | Route Description                                                             | Unit           |               | Level of Service |                             | Description of changes                                                                                                                              |
|--------------|-------------------------------|-------------------------------------------------------------------------------|----------------|---------------|------------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                               |                                                                               | Current (2023) | Future (2031) | Current (2023)   | Future (2031)               |                                                                                                                                                     |
| 985          | Millwater                     | Orewa – Millwater – Silverdale – Hibiscus Coast Station                       | 46             | 116           | Connector        | Connector                   | N/A                                                                                                                                                 |
| 986          | Dairy Flat                    | Hibiscus Coast Station – Dairy Flat Highway – Albany Village – Albany Station | 44             | 116           | Local            | Local                       | N/A                                                                                                                                                 |
| 987          | West Hoe Heights              | Orewa – West Hoe Heights – Ara Hills – Hibiscus Coast Station                 | N/A            | 116           | N/A              | Connector                   | New route from 2027                                                                                                                                 |
| 988          | Gulf Harbour Ferry Connection | Pacific Plaza – Gulf Harbour – Army Bay – Gulf Harbour Wharf                  | 46             | N/A           | Local            | Local (until at least 2028) | Will be reviewed alongside future of Gulf Harbour Ferry - to be confirmed in the 2025 RPTP update.                                                  |
| 989          | Milldale                      | Hibiscus Coast Station – Milldale                                             | 47             | 116           | Connector        | Connector                   | Route will extend to cover more of the Milldale area as development continues, and connect to Silverdale once Highgate Bridge completed (from 2027) |
| 995          | Warkworth                     | Warkworth – Hibiscus Coast Station                                            | 48             | 116           | Rural Township   | Connector                   | Route upgraded to Connector from 2027.                                                                                                              |
| 996          | Snells Beach                  | Algies Bay – Snells Beach – Warkworth                                         | 48             | 116           | Rural Township   | Local                       | Route upgraded to Local from 2027                                                                                                                   |
| 997          | Matakana                      | Omaha – Point Wells – Matakana – Warkworth                                    | 48             | 116           | Rural Township   | Local (to Matakana)         | Route to be upgraded to Local between Matakana and Warkworth from 2027                                                                              |
| 998          | Wellsford                     | Wellsford – Warkworth                                                         | 48             | 116           | Rural Township   | Rural Township              | N/A                                                                                                                                                 |

Ferry Services

| Route Number | Route Name          | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply | Unit                    |               | Level of Service |               | Description of changes                                                                                                                                                                                                                                   |
|--------------|---------------------|---------------------------------------------------------------------------------------------------------------|-------------------------|---------------|------------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                     |                                                                                                               | Current (2023)          | Future (2031) | Current (2023)   | Future (2031) |                                                                                                                                                                                                                                                          |
| DEV          | Devonport Ferry     | Devonport – Downtown                                                                                          | 802                     | 802           | Connector        | Connector     | 20-minute peak timetable will be reinstated by 2025.                                                                                                                                                                                                     |
| BIRK         | Birkenhead Ferry    | Birkenhead – Northcote Point – Downtown                                                                       | Not currently in a unit | 803           | Local            | Local         | Additional weekend trips (from 2026).<br>Northcote Point stop potentially removed from 2026 to enable half-hourly peak service to Birkenhead. This change will be subject to a review of patronage and will be confirmed in the 2025 update to the RTPP. |
| BAYS         | Bayswater Ferry     | Bayswater – Downtown                                                                                          | Not currently in a unit | 803           | Local            | Local         | Half-hourly peak timetable will be reinstated by 2025. Additional weekend trips (from 2026)                                                                                                                                                              |
| HOBS         | Hobsonville Ferry   | Beach Haven – Hobsonville Point – Downtown                                                                    | 802                     | 802           | Local            | Local         | Additional peak (from 2027), midday and evening (from 2025) trips.                                                                                                                                                                                       |
| WSTH         | West Harbour Ferry  | West Harbour – Downtown                                                                                       | Not currently in a unit | 803           | Local            | Local         | Additional peak capacity (from 2025) and midday/evening (from 2024) trips.                                                                                                                                                                               |
| HMB          | Half Moon Bay Ferry | Half Moon Bay – Downtown                                                                                      | 802                     | 802           | Local            | Local         | 40-minute peak timetable reinstated by 2025, additional weekend trips (from 2026), and additional peak capacity (from 2028).                                                                                                                             |
| PINE         | Pine Harbour Ferry  | Pine Harbour – Downtown                                                                                       | Not currently in a unit | 803           | Local            | Local         | Additional peak capacity (from 2025), and weekend (from 2025) and midday trips (from 2028)                                                                                                                                                               |

| Route Number | Route Name          | Route Description<br>Routes generally operate all trips to all destinations listed, but some exceptions apply | Unit                    |               | Level of Service |                             | Description of changes                                                                                                                                                                                                                                                                                 |
|--------------|---------------------|---------------------------------------------------------------------------------------------------------------|-------------------------|---------------|------------------|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              |                     |                                                                                                               | Current (2023)          | Future (2031) | Current (2023)   | Future (2031)               |                                                                                                                                                                                                                                                                                                        |
| GULF         | Gulf Harbour Ferry  | Gulf Harbour – Downtown                                                                                       | 802                     | N/A           | Local            | Local (until at least 2028) | Regular timetable will be reinstated by 2025. Existing contract expires in 2028. Continuation of the service beyond this point is subject to a study AT will undertake into the future transport needs of the Whangaparāoa peninsula. The future plan will be confirmed in the 2025 update to the RTPP |
| RAK          | Rakino Island Ferry | Rakino Island – Downtown                                                                                      | Not currently in a unit | 803           | Targeted         | Targeted                    | N/A                                                                                                                                                                                                                                                                                                    |

Train Services

| Route Number    | Route Name                                      | Route Description                                                                                                                | Unit           |               | Level of Service                              |                     | Description of changes                                                                                                       |
|-----------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|-----------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------|
|                 |                                                 |                                                                                                                                  | Current (2023) | Future (2031) | Current (2023)                                | Future (2031)       |                                                                                                                              |
| EAST            | Eastern Line                                    | Manukau – Britomart via Newmarket                                                                                                | Train          | Train         | Rapid (at peak times) Connector (other times) | See future EWL line | Combined with Western Line when City Rail Link opens in 2026                                                                 |
| WEST            | Western Line                                    | Swanson – Britomart via Newmarket                                                                                                | Train          | Train         | Rapid (at peak times) Connector (other times) | See future EWL line | Combined with Eastern Line when City Rail Link opens in 2026                                                                 |
| EWL             | East-West Line                                  | Swanson – Manukau via City Rail Link stations                                                                                    | Train          | Train         | See current EAST and WEST lines               | Rapid               | New service when City Rail Link opens in 2026                                                                                |
| STH becomes SHL | Southern Line                                   | Papakura – Britomart via Newmarket Becomes Pukekohe – Ōtāhuhu via City Rail Link stations. Some trips will operate limited stops | Train          | Train         | Rapid (at peak times) Connector (other times) | Rapid               | Service will change when City Rail Link opens in 2026                                                                        |
| ONE becomes OWL | Onehunga Line Becomes Onehunga and Western Line | Onehunga – Britomart via Newmarket Becomes Onehunga – Henderson via Grafton                                                      | Train          | Train         | Connector                                     | Connector           | When City Rail Link opens in 2026, trains will run Onehunga to Maungawhau. Extension to Henderson will happen later by 2027. |

On-demand Services

| Route Number | Route Name | Route Description                                                                                 | Unit                    |               | Level of Service                                       |                                                        | Description of changes                                                     |
|--------------|------------|---------------------------------------------------------------------------------------------------|-------------------------|---------------|--------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------|
|              |            |                                                                                                   | Current (2023)          | Future (2031) | Current (2023)                                         | Future (2031)                                          |                                                                            |
| LOCAL        | AT Local   | Service area covering Waitata Shores, Conifer Grove, Takaanini, Kauri Flats, Papakura Town Centre | Not currently in a unit | 120           | 5:30am to 9:30pm weekdays<br>6:30am to 8:30pm weekends | 5:30am to 9:30pm weekdays<br>6:30am to 8:30pm weekends | Service zone and operational hours may change subject to changes in demand |
| LOCAL        | AT Local   | Service area covering Pukekohe                                                                    | Not currently in a unit | 120           | 5:30am to 9:30pm weekdays<br>6:30am to 8:30pm weekends | 5:30am to 9:30pm weekdays<br>6:30am to 8:30pm weekends | Introduced from 2025 alongside withdrawal of 391, 392 and 393 bus routes   |

Inter-regional services

| Route Number | Route Name                     | Route Description                                            | Unit                                                                      |               | Level of Service                                                          |               | Description of changes                                                                                                                      |
|--------------|--------------------------------|--------------------------------------------------------------|---------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------|
|              |                                |                                                              | Current (2023)                                                            | Future (2031) | Current (2023)                                                            | Future (2031) |                                                                                                                                             |
| HUIA         | Te Huia Passenger rail service | Hamilton – Huntly – Auckland                                 | As defined in the Waikato RPTP and contracted by Waikato Regional Council |               | As defined in the Waikato RPTP and contracted by Waikato Regional Council |               | N/A                                                                                                                                         |
| 21           | Northern Connector Bus service | Hamilton – Huntly – Te Kauwhata – Pokeno – Tuakau – Pukekohe | As defined in the Waikato RPTP and contracted by Waikato Regional Council |               | As defined in the Waikato RPTP and contracted by Waikato Regional Council |               | N/A                                                                                                                                         |
| 44           | Pokeno to Pukekohe Bus service | Pokeno – Pukekohe                                            | As defined in the Waikato RPTP and contracted by Waikato Regional Council |               | As defined in the Waikato RPTP and contracted by Waikato Regional Council |               | N/A                                                                                                                                         |
| 399          | Port Waikato Bus service       | Port Waikato – Tuakau – Pukekohe                             | 67                                                                        | TBC           | Rural Township (Thursdays only)                                           | TBC           | Current contract expires in October 2025. AT will engage with Waikato District and Regional Councils to determine the future of the service |



School bus services

| Route Number | Route Name<br><small>If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction</small> | Trips operated |         | Unit           |               |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------|----------------|---------------|
|              |                                                                                                                                                         | Morning        | Evening | Current (2022) | Future (2031) |
| S001         | Everglades to Manurewa High and Greenmeadows                                                                                                            | Yes            | Yes     | 64             | 120           |
| S001         | Onehunga High to Māngere East                                                                                                                           | No             | Yes     | 61             | 119           |
| S001         | Royal Oak Intermediate to Favona                                                                                                                        | No             | Yes     | 61             | 119           |
| S001         | Birkenhead College to Beach Haven                                                                                                                       | No             | Yes     | 39             | 112           |
| S001         | Hobsonville Primary to Massey West                                                                                                                      | No             | Yes     | 29             | 109           |
| S002         | Onehunga High to Favona                                                                                                                                 | No             | Yes     | 61             | 119           |
| S002         | Clendon to Manurewa and Greenmeadows                                                                                                                    | Yes            | No      | 64             | 120           |
| S002         | Royal Oak Intermediate to Māngere Bridge                                                                                                                | No             | Yes     | 61             | 119           |
| S002         | Hatfields Beach to Orewa Schools                                                                                                                        | Yes            | Yes     | 47             | 116           |
| S002         | Manurewa Schools to Clendon                                                                                                                             | No             | Yes     | 64             | 120           |
| S002         | Birkenhead College and Birkdale Intermediate to Chivalry Road                                                                                           | No             | Yes     | 38             | 112           |
| S003         | Flat Bush to Alfriston Sch and Takanini to Alfriston College                                                                                            | Yes            | No      | 64             | 120           |
| S003         | Onehunga High to Māngere Bridge                                                                                                                         | No             | Yes     | 61             | 119           |
| S003         | Royal Oak Intermediate to Māngere                                                                                                                       | No             | Yes     | 61             | 119           |
| S003         | Seventh Day Adventist Primary to Māngere Town Centre                                                                                                    | No             | Yes     | 63             | 119           |
| S003         | Alfriston School to Flat Bush and Alfrsiton College to Takanini                                                                                         | No             | Yes     | 64             | 120           |
| S003         | Carmel and Westlake Schools to Chatswood                                                                                                                | No             | Yes     | 39             | 112           |
| S004         | Weymouth and Wattle Downs to Manurewa High                                                                                                              | Yes            | Yes     | 64             | 120           |
| S004         | Army Bay to Orewa College                                                                                                                               | Yes            | Yes     | 47             | 116           |
| S004         | Birkenhead College to Highbury                                                                                                                          | No             | Yes     | 39             | 112           |
| S005         | Onehunga High to Māngere                                                                                                                                | No             | Yes     | 61             | 119           |
| S005         | Kaurilands to Green Bay High School                                                                                                                     | Yes            | Yes     | 25             | 108           |
| S005         | Arkles Bay and Manly to Orewa College                                                                                                                   | Yes            | Yes     | 47             | 116           |
| S006         | Titirangi to Remuera Schools                                                                                                                            | Yes            | Yes     | 25             | 108           |
| S006         | Glen Eden to Green Bay High School                                                                                                                      | Yes            | Yes     | 25             | 108           |
| S006         | Stanmore Bay to Orewa College Via Vipond Rd                                                                                                             | Yes            | Yes     | 47             | 116           |
| S006         | Beach Haven to Westlake Schools                                                                                                                         | Yes            | Yes     | 38             | 112           |
| S007         | Brightside Rd to Orewa College                                                                                                                          | Yes            | Yes     | 47             | 116           |
| S007         | Salisbury Rd to Westlake Schools                                                                                                                        | Yes            | No      | 38             | 112           |

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|              |                                                                                                                                                         | Morning        | Evening | Current (2022) | Future (2031) |
| S007         | Oratia to Green Bay High School                                                                                                                         | Yes            | Yes     | 25             | 108           |
| S008         | Blockhouse Bay Intermediate to New Lynn                                                                                                                 | Yes            | Yes     | 25             | 108           |
| S008         | Bayview to Westlake School                                                                                                                              | Yes            | Yes     | 35             | 112           |
| S008         | Smales Farm and East Coast Rd to Kingsway School                                                                                                        | Yes            | Yes     | 47             | 116           |
| S009         | Glenfield to Westlake Schools                                                                                                                           | Yes            | Yes     | 36             | 112           |
| S009         | Onewa Rd to Westlake Schools                                                                                                                            | Yes            | No      | 38             | 112           |
| S009         | Torbay to Kingsway School                                                                                                                               | Yes            | Yes     | 47             | 116           |
| S009         | Westlake Girls to Verrans Corner                                                                                                                        | No             | Yes     | 38             | 112           |
| S010         | Sandringham to Ponsonby International                                                                                                                   | Yes            | Yes     | 7              | 101           |
| S010         | Greenhithe to Kingsway School                                                                                                                           | Yes            | Yes     | 47             | 116           |
| S010         | Westlake Girls to Beach Haven                                                                                                                           | No             | Yes     | 38             | 112           |
| S011         | Blockhouse Bay Intermediate to New Lynn Via Green Bay                                                                                                   | No             | Yes     | 25             | 108           |
| S012         | Gulf Harbour to Kingsway School                                                                                                                         | Yes            | Yes     | 47             | 116           |
| S012         | Ōtāhuhu Intermediate to Māngere Town Centre                                                                                                             | No             | Yes     | 62             | 119           |
| S012         | Spinella Drive to Glenfield Intermediate Primary                                                                                                        | Yes            | No      | 38             | 112           |
| S012         | Beach Haven to Northcote Schools and Takapuna                                                                                                           | Yes            | No      | 38             | 112           |
| S012         | Avondale College to New Lynn                                                                                                                            | No             | Yes     | 28             | 108           |
| S012         | Takapuna Normal Intermediate to Beach Haven                                                                                                             | No             | Yes     | 38             | 112           |
| S013         | Ōtara to Edgewater College                                                                                                                              | Yes            | Yes     | 63             | 119           |
| S013         | Glendene to Rutherford College                                                                                                                          | Yes            | Yes     | 27             | 108           |
| S013         | Stanmore Bay to Kingsway School                                                                                                                         | Yes            | No      | 47             | 116           |
| S013         | Rangitoto College to Unsworth Heights                                                                                                                   | No             | Yes     | 45             | 111           |
| S013         | Kingsway School to Stanmore Bay                                                                                                                         | No             | Yes     | 47             | 116           |
| S014         | St Josephs School to Sunnynook                                                                                                                          | No             | Yes     | 44             | 113           |
| S014         | Beach Haven to Northcote Schools                                                                                                                        | Yes            | Yes     | 35/39          | 112           |
| S014         | Manly to Kingsway School                                                                                                                                | Yes            | Yes     | 47             | 116           |
| S015         | Glendene to Avondale College                                                                                                                            | Yes            | Yes     | 26             | 108           |
| S015         | Bayview to Westlake Girls                                                                                                                               | Yes            | Yes     | 39             | 112           |
| S015         | Long Bay Primary to Torbay                                                                                                                              | No             | Yes     | 45             | 111           |

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|              |                                                                                                                                                         | Morning        | Evening | Current (2022) | Future (2031) |
| S015         | Northcote College to Wairau Road                                                                                                                        | No             | Yes     | 35             | 112           |
| S015         | Westlake Girls to Glenfield Mall                                                                                                                        | No             | Yes     | 35             | 112           |
| S016         | Greenhithe to Albany Junior High School                                                                                                                 | Yes            | Yes     | 33             | 111           |
| S016         | Rothesay Bay Shops to Westlake Schools                                                                                                                  | Yes            | No      | 44             | 113           |
| S017         | Bayswater to Westlake Schools                                                                                                                           | Yes            | No      | 43             | 113           |
| S017         | Devonport to Westlake Schools                                                                                                                           | Yes            | Yes     | 43             | 113           |
| S017         | Ōtāhuhu Schools to Mt Wellington                                                                                                                        | No             | Yes     | 62             | 119           |
| S017         | Hibiscus Coast Station to Whangaparāoa College                                                                                                          | Yes            | Yes     | 47             | 116           |
| S017         | Greenhithe to Albany High Schools via Upper Harbour Drive                                                                                               | Yes            | Yes     | 33             | 111           |
| S018         | Orewa to Whangaparāoa College                                                                                                                           | Yes            | Yes     | 47             | 116           |
| S018         | Wairau Valley to Westlake Schools                                                                                                                       | Yes            | No      | 35             | 112           |
| S019         | Whangaparāoa College to Army Bay                                                                                                                        | No             | Yes     | 47             | 116           |
| S019         | Gulf Harbour School to Whangaparāoa College                                                                                                             | Yes            | Yes     | 47             | 116           |
| S019         | Army Bay to Whangaparaoa College                                                                                                                        | Yes            | No      | 47             | 116           |
| S020         | Gulf Harbour to Whangaparāoa College                                                                                                                    | Yes            | Yes     | 47             | 116           |
| S020         | Westlake Schools to Albany via Albany Highway                                                                                                           | No             | Yes     | 34             | 111           |
| S020         | Beach Haven to Rosmini and St Josephs                                                                                                                   | Yes            | Yes     | 39             | 112           |
| S021         | Gulf Harbour to Whangaparāoa College                                                                                                                    | Yes            | Yes     | 47             | 116           |
| S022         | Henderson to Rangeview Intermediate via Glendene                                                                                                        | Yes            | Yes     | 27             | 108           |
| S022         | Gulf Harbour to Stella Maris School                                                                                                                     | Yes            | Yes     | 47             | 116           |
| S022         | St Josephs School to Takapuna via Milford and Crown Hill                                                                                                | No             | Yes     | 44             | 113           |
| S023         | Takapuna to East Coast Bays Schools                                                                                                                     | Yes            | No      | 44             | 113           |
| S023         | Westlake Schools to Totara Vale                                                                                                                         | No             | Yes     | 44             | 113           |
| S023         | Birkdale Intermediate to Beach Haven                                                                                                                    | No             | Yes     | 38             | 112           |
| S024         | Northcross Intermediate to Hibiscus Coast Station via Glamorgan Drive                                                                                   | No             | Yes     | 47             | 116           |
| S025         | Wood Bay to Titirangi Schools                                                                                                                           | Yes            | Yes     | 25             | 108           |
| S025         | Hatfields Beach to Rangitoto College                                                                                                                    | Yes            | Yes     | 47             | 116           |
| S025         | Westlake Schools to Torbay                                                                                                                              | No             | Yes     | 45             | 111           |
| S025         | Birkdale Intermediate to Highbury                                                                                                                       | No             | Yes     | 38             | 112           |

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|              |                                                                                                                                                         | Morning        | Evening | Current (2022) | Future (2031) |
| S026         | Gulf Harbour to Northcross Intermediate                                                                                                                 | Yes            | Yes     | 47             | 116           |
| S026         | Westlake Girls to Pinehill                                                                                                                              | No             | Yes     | 45             | 111           |
| S027         | Milford to East Coast Bays Schools                                                                                                                      | Yes            | No      | 44             | 113           |
| S027         | Stanmore Bay to Long Bay College                                                                                                                        | Yes            | Yes     | 47             | 116           |
| S027         | Carmel College to Beach Haven via Lake Rd                                                                                                               | No             | Yes     | 39             | 112           |
| S027         | Sunnynook to East Coast Bays Schools                                                                                                                    | Yes            | No      | 44             | 113           |
| S028         | Whenuapai to North Shore Schools                                                                                                                        | Yes            | Yes     | 33             | 110           |
| S028         | Long Bay College to Northcross Intermediate                                                                                                             | Yes            | No      | 47             | 116           |
| S028         | Rangitoto College to Sunnynook                                                                                                                          | No             | Yes     | 44             | 113           |
| S028         | Northcote Intermediate and St Marys Primary to Chatswood                                                                                                | No             | Yes     | 39             | 112           |
| S028         | Northcross Intermediate to Long Bay College                                                                                                             | No             | Yes     | 47             | 116           |
| S029         | Red Beach to Northcross and Rangitoto College                                                                                                           | Yes            | Yes     | 47             | 116           |
| S029         | Massey and West Harbour to North Shore Schools                                                                                                          | Yes            | Yes     | 33             | 110           |
| S029         | Westlake Schools to Rothesay Bay                                                                                                                        | No             | Yes     | 44             | 113           |
| S029         | Northcote Intermediate and St Marys Primary to Maritime Terrace                                                                                         | No             | Yes     | 39             | 112           |
| S030         | Northcote College to Chatswood and Beach Haven                                                                                                          | No             | Yes     | 39             | 112           |
| S031         | McAuley High to Ōtara Town Centre                                                                                                                       | No             | Yes     | 62             | 119           |
| S031         | Ōtara Town Centre to De La Salle College                                                                                                                | Yes            | No      | 62             | 119           |
| S031         | Pinehill to Westlake Schools                                                                                                                            | Yes            | No      | 45             | 111           |
| S031         | St Johns Schools to Forrest Hill                                                                                                                        | No             | Yes     | 45             | 111           |
| S031         | West Harbour and Greenhithe to North Shore Schools                                                                                                      | Yes            | Yes     | 33             | 110           |
| S032         | Westlake Boys to Browns Bay                                                                                                                             | No             | No      | 45             | 111           |
| S032         | Northcote Intermediate and St Marys Primary to Hillcrest                                                                                                | Np             | Yes     | 36             | 112           |
| S033         | Long Bay to Westlake Schools                                                                                                                            | Yes            | No      | 45             | 111           |
| S033         | Westlake Boys to Northcross                                                                                                                             | No             | Yes     | 45             | 111           |
| S033         | Rosmini College to Verrans Corner                                                                                                                       | No             | Yes     | 39             | 112           |
| S034         | Westlake Boys to Takapuna via Milford and Crown Hill                                                                                                    | No             | Yes     | 44             | 113           |
| S035         | Mt Wellington to Ōtāhuhu Schools                                                                                                                        | Yes            | No      | 62             | 119           |
| S035         | St Marys Primary to Beach Haven                                                                                                                         | No             | Yes     | 39             | 112           |

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|              |                                                                                                                                                         | Morning        | Evening | Current (2022) | Future (2031) |
| S036         | Westlake Girls to Campbells Bay                                                                                                                         | No             | Yes     | 45             | 111           |
| S036         | St Marys Primary to Bayview                                                                                                                             | No             | Yes     | 33             | 111           |
| S037         | Glenfield to Westlake Schools via Marlborough                                                                                                           | Yes            | No      | 36             | 112           |
| S038         | Northcote Intermediate to Verrans Corner via Onewa Road and Highbury                                                                                    | No             | Yes     | 39             | 112           |
| S039         | Kaukapakapa to Hibiscus Coast Station                                                                                                                   | Yes            | No      | 47             | 116           |
| S040         | Hibiscus Coast Station to Orewa College via Millwater Parkway                                                                                           | Yes            | Yes     | 46             | 116           |
| S041         | Māngere to Ōtāhuhu Schools                                                                                                                              | Yes            | No      | 62             | 119           |
| S041         | Torbay to Westlake Schools                                                                                                                              | Yes            | No      | 45             | 111           |
| S042         | Campbells Bay Primary to Forrest Hill                                                                                                                   | No             | Yes     | 44             | 113           |
| S042         | Albany to Westlake Schools                                                                                                                              | Yes            | Yes     | 34             | 111           |
| S042         | Castor Bay to Campbells Bay Primary                                                                                                                     | Yes            | No      | 44             | 113           |
| S043         | Torbay to Rangitoto College via Murrays Bay Intermediate                                                                                                | Yes            | No      | 47             | 116           |
| S044         | Westlake Girls to Silverdale                                                                                                                            | No             | Yes     | 46             | 116           |
| S045         | Orewa to Westlake Schools                                                                                                                               | Yes            | No      | 46             | 116           |
| S045         | Long Bay College to Windsor Park                                                                                                                        | No             | Yes     | 45             | 111           |
| S046         | Orewa to Rosmini College and Westlake Boys                                                                                                              | Yes            | No      | 46             | 116           |
| S046         | De La Salle College to Ōtara                                                                                                                            | No             | Yes     | 63             | 119           |
| S046         | St Josephs School to Orewa                                                                                                                              | No             | Yes     | 46             | 116           |
| S046X        | St Josephs to Silverdale Express                                                                                                                        | No             | Yes     | 46             | 116           |
| S046         | Carmel College and Westlake Girls to Glenfield                                                                                                          | No             | Yes     | 37             | 113           |
| S047         | Gulf Harbour to Westlake Girls and Carmel College                                                                                                       | Yes            | Yes     | 46             | 116           |
| S048         | Northcross to East Coast Bays Schools                                                                                                                   | Yes            | No      | 45             | 111           |
| S049         | Kowhai Road to Long Bay College                                                                                                                         | Yes            | No      | 45             | 111           |
| S049         | Westlake Boys to Manly                                                                                                                                  | No             | Yes     | 46             | 116           |
| S049         | St Josephs and Rosmini College to Browns Bay                                                                                                            | No             | Yes     | 45             | 111           |
| S050         | Orewa College to Hibiscus Coast Station via Bankside Drive                                                                                              | No             | Yes     | 46             | 116           |
| S050         | West Harbour to Waitakere Schools and Holy Cross School                                                                                                 | Yes            | Yes     | 29             | 109           |
| S050         | Waitakere Schools to West Harbour                                                                                                                       | No             | Yes     | 29             | 109           |
| S051         | Campbells Bay Primary to Milford                                                                                                                        | No             | Yes     | 44             | 113           |

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|               |                                                                                                                                                         | Morning        | Evening | Current (2022) | Future (2031) |
| S051          | Middlemore to Seventh Day Adventist Primary                                                                                                             | Yes            | Yes     | 63             | 119           |
| S051/<br>S052 | Sunnynook to Westlake Schools                                                                                                                           | Yes            | Yes     | 44             | 113           |
| S052          | Wairau Valley to Westlake Schools via Sunnynook                                                                                                         | No             | Yes     | 44             | 113           |
| S053          | Parrs Park to Avondale College                                                                                                                          | Yes            | Yes     | 28             | 108           |
| S053          | Campbells Bay to Westlake Schools                                                                                                                       | Yes            | No      | 44             | 113           |
| S053          | Long Bay College to Murrays Bay                                                                                                                         | No             | Yes     | 45             | 111           |
| S053          | Unsworth to Westlake Schools                                                                                                                            | Yes            | No      | 36             | 112           |
| S053          | Westlake Boys to Campbells Bay                                                                                                                          | No             | Yes     | 44             | 113           |
| S054          | Totara Vale to Westlake Schools via Sunnynook                                                                                                           | Yes            | No      | 44             | 113           |
| S054          | St Johns School to Milford                                                                                                                              | No             | Yes     | 44             | 113           |
| S055          | Conifer Grove to Rosehill Schools                                                                                                                       | Yes            | No      | 64             | 120           |
| S055          | Papakura to McAuley High                                                                                                                                | Yes            | Yes     | 64             | 120           |
| S055          | Rosehill College to Conifer Grove                                                                                                                       | No             | Yes     | 64             | 120           |
| S055          | Westlake Schools to Wairau Valley                                                                                                                       | No             | Yes     | 36             | 113           |
| S056          | Wattle Downs to Rosehill Schools                                                                                                                        | Yes            | No      | 64             | 120           |
| S056          | Forest Hill to Avondale College                                                                                                                         | Yes            | Yes     | 28             | 108           |
| S056          | Rosehill College to Manurewa via Wattle Downs                                                                                                           | No             | Yes     | 64             | 120           |
| S056          | Carmel College to Glenfield                                                                                                                             | No             | Yes     | 36             | 112           |
| S057          | Rosehill College to Waitaia Shores                                                                                                                      | No             | Yes     | 64             | 120           |
| S057          | Westlake Schools to Glenfield                                                                                                                           | No             | Yes     | 44             | 113           |
| S058          | Favona to Onehunga Schools                                                                                                                              | Yes            | No      | 61             | 119           |
| S058          | Manurewa Station to Rosehill Schools                                                                                                                    | Yes            | No      | 64             | 120           |
| S058          | Rosehill College to Manurewa                                                                                                                            | No             | Yes     | 64             | 120           |
| S058          | Rosehill Intermediate to Manurewa Station via Conifer Grove                                                                                             | No             | Yes     | 64             | 120           |
| S058          | Torbay School to Long Bay                                                                                                                               | No             | Yes     | 45             | 111           |
| S059          | Māngere to Onehunga Schools                                                                                                                             | Yes            | No      | 61             | 119           |
| S059          | Papakura to De La Salle College                                                                                                                         | Yes            | Yes     | 64             | 120           |
| S059          | Rangitoto College to Browns Bay Shops                                                                                                                   | No             | Yes     | 45             | 111           |

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|              |                                                                                                                                                     | Morning        | Evening | Current (2022) | Future (2031) |
| S060         | Kumeū and Huapai to Kaipara College                                                                                                                 | Yes            | Yes     | 30             | 109           |
| S060         | Meadowood to Albany Schools                                                                                                                         | Yes            | Yes     | 34             | 111           |
| S060         | Albany Junior High to Meadowood                                                                                                                     | No             | Yes     | 34             | 111           |
| S060         | St Johns School to Pinehill                                                                                                                         | No             | Yes     | 45             | 111           |
| S061         | Albany Heights to Albany Schools                                                                                                                    | Yes            | No      | 34             | 111           |
| S061         | Māngere Town Centre to Onehunga Schools                                                                                                             | Yes            | No      | 61             | 119           |
| S061         | Onehunga High To Māngere Town Centre                                                                                                                | No             | Yes     | 61             | 119           |
| S061         | Royal Oak Intermediate to Māngere Town Centre                                                                                                       | No             | Yes     | 61             | 119           |
| S061         | Albany Schools to Albany Heights                                                                                                                    | No             | Yes     | 34             | 111           |
| S061         | Rangitoto College to Torbay                                                                                                                         | No             | Yes     | 45             | 111           |
| S062         | Favona to Onehunga Schools via Māngere Bridge                                                                                                       | Yes            | No      | 61             | 119           |
| S062         | Takapuna to Takapuna Grammar                                                                                                                        | Yes            | No      | 43             | 113           |
| S062         | Unsworth to Albany Primary                                                                                                                          | Yes            | Yes     | 34             | 111           |
| S062         | Rangitoto College to Browns Bay Shops via Beach Rd                                                                                                  | No             | Yes     | 45             | 111           |
| S063         | Northcross Intermediate to Torbay                                                                                                                   | No             | Yes     | 45             | 111           |
| S064         | Albany Station to Epsom and Remuera Schools                                                                                                         | Yes            | Yes     | 42             | 115           |
| S064         | One Tree Hill College to Ōtāhuhu                                                                                                                    | No             | Yes     | 62             | 119           |
| S065         | Ōtāhuhu Town Centre to Ellerslie and Penrose Schools                                                                                                | Yes            | No      | 62             | 119           |
| S065         | Rangitoto College to Takapuna via Beach Rd                                                                                                          | No             | Yes     | 44             | 113           |
| S066         | Rangitoto College to Takapuna                                                                                                                       | No             | Yes     | 44             | 113           |
| S067         | One Tree Hill College To Ōtāhuhu Town Centre                                                                                                        | No             | Yes     | 62             | 119           |
| S068         | Carmel College to Beach Haven                                                                                                                       | No             | Yes     | 39             | 112           |
| S069         | St Johns School to Albany                                                                                                                           | No             | Yes     | 45             | 111           |
| S070         | Schnapper Rock to Upper Harbour Primary                                                                                                             | Yes            | Yes     | 34             | 111           |
| S070         | Long Bay College to Browns Bay Shops                                                                                                                | No             | Yes     | 45             | 111           |
| S071         | Pinehill to Long Bay College                                                                                                                        | Yes            | Yes     | 45             | 111           |
| S072         | Titirangi to Avondale College                                                                                                                       | Yes            | Yes     | 25             | 108           |
| S072         | Northcote College To Marlborough                                                                                                                    | No             | Yes     | 37             | 113           |
| S073         | Ōtāhuhu to Edgewater College                                                                                                                        | Yes            | Yes     | 62             | 119           |

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|              |                                                                                                                                                     | Morning        | Evening | Current (2022) | Future (2031) |
| S073         | Birkdale To Wairau Intermediate                                                                                                                     | Yes            | No      | 35             | 112           |
| S073         | Woodlands Park to Glen Eden Intermediate                                                                                                            | Yes            | Yes     | 25             | 108           |
| S073         | Westlake Schools to Totara Vale via Sunnynook                                                                                                       | No             | Yes     | 44             | 113           |
| S073         | Wairau Intermediate to Birkdale                                                                                                                     | No             | Yes     | 35             | 112           |
| S074         | Laingholm to Glen Eden Intermediate                                                                                                                 | Yes            | Yes     | 25             | 108           |
| S074         | Windy Ridge to Westlake Schools                                                                                                                     | Yes            | No      | 36             | 112           |
| S074         | Westlake Schools to Glenfield Shops                                                                                                                 | No             | Yes     | 36             | 112           |
| S075         | Laingholm Primary to Green Bay High School                                                                                                          | Yes            | Yes     | 25             | 108           |
| S075         | Glenfield Intermediate to Beach Haven                                                                                                               | No             | Yes     | 38             | 112           |
| S076         | Laingholm to Green Bay High School                                                                                                                  | Yes            | Yes     | 25             | 108           |
| S076         | Northcross Intermediate to Stella Maris                                                                                                             | No             | Yes     | 47             | 116           |
| S076         | Glenfield Schools to Windy Ridge                                                                                                                    | No             | Yes     | 38             | 112           |
| S076         | Laingholm to Green Bay High School                                                                                                                  | Yes            | Yes     | 25             | 108           |
| S077         | Verrans Corner to Glenfield Schools                                                                                                                 | Yes            | No      | 38             | 112           |
| S077         | Janet Place to Woodlands Park                                                                                                                       | Yes            | Yes     | 25             | 108           |
| S078         | Sunnynook to Glenfield College                                                                                                                      | Yes            | Yes     | 36             | 112           |
| S079         | Chatswood to Birkenhead Schools                                                                                                                     | Yes            | Yes     | 39             | 112           |
| S080         | Takapuna Grammar to Devonport                                                                                                                       | No             | Yes     | 43             | 113           |
| S080         | Chatswood to Northcote Schools                                                                                                                      | Yes            | No      | 39             | 112           |
| S081         | Belmont Intermediate to Stanley Bay                                                                                                                 | No             | Yes     | 43             | 113           |
| S081         | Stanley Bay to Belmont Intermediate and Takapuna Grammar                                                                                            | Yes            | Yes     | 43             | 113           |
| S081         | Hillcrest to Northcote Schools                                                                                                                      | Yes            | Yes     | 37             | 113           |
| S082         | Stanley Bay To Belmont Schools                                                                                                                      | Yes            | No      | 43             | 113           |
| S082         | Takapuna Grammar to Stanley Bay                                                                                                                     | No             | Yes     | 43             | 113           |
| S083         | Devonport to Belmont Schools via Cheltenham                                                                                                         | Yes            | No      | 43             | 113           |
| S083         | Takapuna Grammar to Devonport via Cheltenham                                                                                                        | No             | Yes     | 43             | 113           |
| S084         | Māngere to St Josephs School (Onehunga)                                                                                                             | Yes            | Yes     | 61             | 119           |
| S084         | Belmont Intermediate to Devonport                                                                                                                   | No             | Yes     | 43             | 113           |

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|              |                                                                                                                                                     | Morning        | Evening | Current (2022) | Future (2031) |
| S087         | Stanley Bay to Westlake Schools                                                                                                                     | Yes            | Yes     | 43             | 113           |
| S087         | Te Huruhi School to Oneroa                                                                                                                          | No             | Yes     | 24             | 107           |
| S088         | Waiheke High School to Rocky Bay                                                                                                                    | No             | Yes     | 24             | 107           |
| S089         | Te Huruhi School to Rocky Bay                                                                                                                       | No             | Yes     | 24             | 107           |
| S089         | Takapuna Normal Intermediate to Devonport                                                                                                           | No             | Yes     | 43             | 113           |
| S090         | Matiatia Wharf to Kennedy Point Schools                                                                                                             | Yes            | No      | 24             | 107           |
| S091         | Oneroa Beach to Waiheke High School                                                                                                                 | Yes            | No      | 24             | 107           |
| S092         | Piemelon Bay Rd to Waiheke Schools                                                                                                                  | Yes            | No      | 24             | 107           |
| S093         | Waiheke High School to Palm Beach                                                                                                                   | No             | Yes     | 24             | 107           |
| S094         | Palm Road to Waiheke Primary                                                                                                                        | Yes            | Yes     | 24             | 107           |
| S094         | Waiheke Primary to Palm Rd                                                                                                                          | No             | Yes     | 24             | 107           |
| S095         | Te Huruhi School to Waiheke Rd                                                                                                                      | No             | Yes     | 24             | 107           |
| S096         | Waiheke High School to Piemelon Bay Rd                                                                                                              | No             | Yes     | 24             | 107           |
| S097         | Rocky Bay to Waiheke Schools                                                                                                                        | Yes            | No      | 24             | 107           |
| S220         | Waiheke High School to Oneroa                                                                                                                       | No             | Yes     | 24             | 107           |
| S400         | Panmure to One Tree Hill College, Ellerslie School and St Marys School                                                                              | Yes            | Yes     | 55             | 104           |
| S401         | Mt Wellington to St Marys School and Ellerslie School                                                                                               | Yes            | Yes     | 55             | 104           |
| S402         | Panama Rd to One Tree Hill College and Ellerslie Schools                                                                                            | Yes            | Yes     | 17             | 104           |
| S409         | Glendowie and St Johns to Baradene College                                                                                                          | Yes            | Yes     | 16             | 106           |
| S410         | Panmure to Baradene via Marua Rd                                                                                                                    | Yes            | Yes     | 55             | 104           |
| S411         | Panmure to Baradene via Stonefields                                                                                                                 | Yes            | Yes     | 12             | 106           |
| S412         | Glen Innes to Baradene via West Tamaki Rd                                                                                                           | Yes            | Yes     | 12             | 106           |
| S413         | St Heliers to Baradene College                                                                                                                      | Yes            | Yes     | 16             | 106           |
| S414         | Commerce Street to Sacred Heart                                                                                                                     | Yes            | Yes     | 16             | 106           |
| S415         | Pakuranga to Sacred Heart College                                                                                                                   | Yes            | Yes     | 55             | 117           |
| S416         | Botany to Sacred Heart College                                                                                                                      | Yes            | Yes     | 55             | 117           |
| S417         | Ellerslie to Sacred Heart and Glendowie Colleges                                                                                                    | Yes            | Yes     | 12             | 106           |
| S418         | Balmoral to Sacred Heart and Glendowie Colleges                                                                                                     | Yes            | Yes     | 12             | 106           |
| S419         | Newmarket to Sacred Heart and Glendowie Colleges                                                                                                    | Yes            | Yes     | 12             | 106           |

| Route Number | Route Name<br><div>If a route operates morning and evening, the morning route name is given here. Evening trips operate the reverse direction</div> | Trips operated |         | Unit           |               |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------|----------------|---------------|
|              |                                                                                                                                                     | Morning        | Evening | Current (2022) | Future (2031) |
| S420         | Pakuranga to Bucklands Beach Intermediate and Macleans College via Farm Cove                                                                        | Yes            | Yes     | 52             | 118           |
| S421         | Burswood to Farm Cove Intermediate                                                                                                                  | Yes            | Yes     | 52             | 118           |
| S424         | Bucklands Beach to Bucklands Beach Intermediate                                                                                                     | Yes            | Yes     | 52             | 118           |
| S425         | Botany to Bucklands Beach Intermediate and Macleans College                                                                                         | Yes            | Yes     | 52             | 118           |
| S426         | Botany to Macleans College                                                                                                                          | Yes            | Yes     | 52             | 118           |
| S427         | Flat Bush to Bucklands Beach Intermediate and Macleans Colle                                                                                        | Yes            | Yes     | 52             | 118           |
| S428         | Botany to Bucklands Beach Intermediate and Macleans College                                                                                         | Yes            | Yes     | 52             | 118           |
| S430         | Meadowlands to Owairoa Primary                                                                                                                      | Yes            | Yes     | 52             | 118           |
| S431         | Botany to Howick College and Somerville Intermediate                                                                                                | Yes            | Yes     | 52             | 118           |
| S432         | Howick College to Dannemora                                                                                                                         | No             | Yes     | 52             | 118           |
| S433         | Redcastle Drive to Somerville Intermediate and Howick College                                                                                       | Yes            | Yes     | 52             | 118           |
| S434         | Dannemora to Somerville Intermediate and Howick College                                                                                             | Yes            | Yes     | 52             | 118           |
| S435         | Dannemora to Somerville Intermediate                                                                                                                | Yes            | Yes     | 52             | 118           |
| S436         | Flat Bush to Somerville Intermediate and Howick College                                                                                             | Yes            | Yes     | 52             | 118           |
| S437         | Howick College to Flat Bush                                                                                                                         | No             | Yes     | 52             | 118           |
| S439         | Our Lady Star of the Sea to Botany Downs                                                                                                            | No             | Yes     | 52             | 118           |
| S440         | Bucklands Beach to Sancta Maria                                                                                                                     | Yes            | Yes     | 53             | 118           |
| S441         | Howick to Sancta Maria                                                                                                                              | Yes            | Yes     | 53             | 118           |
| S442         | Cockle Bay to Sancta Maria                                                                                                                          | Yes            | Yes     | 53             | 118           |
| S443         | Manukau Bus Station to Sancta Maria                                                                                                                 | Yes            | Yes     | 53             | 118           |
| S444         | Manukau Bus Station to Howick Intermediate                                                                                                          | Yes            | Yes     | 53             | 118           |
| S445         | Howick Intermediate to Chapel Rd                                                                                                                    | No             | Yes     | 53             | 118           |
| S461         | Middlemore Hospital to Papatoetoe Intermediate via Wallace Road                                                                                     | Yes            | Yes     | 63             | 119           |
| S462         | Papatoetoe to Papatoetoe Intermediate                                                                                                               | Yes            | Yes     | 63             | 119           |
| S463         | Puhinui Road to Papatoetoe Schools                                                                                                                  | Yes            | Yes     | 63             | 119           |
| S464         | Papatoetoe Intermediate to Clover Park                                                                                                              | No             | Yes     | 63             | 119           |
| S465         | Papatoetoe High to Middlemore                                                                                                                       | No             | Yes     | 63             | 119           |
| S500         | St Marys College to Pt Chevalier Beach                                                                                                              | No             | Yes     | 19             | 121           |
| S501         | Britomart to St Marys College                                                                                                                       | Yes            | Yes     | 3              | 121           |

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|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------|----------------|---------------|
|              |                                                                                                                                                         | Morning        | Evening | Current (2022) | Future (2031) |
| S505         | Ponsonby to Western Springs Schools                                                                                                                     | Yes            | Yes     | 3              | 121           |
| S510         | Lynfield To Auckland Grammar and St Peters College                                                                                                      | Yes            | Yes     | 9              | 105           |
| S511         | Lynfield to Waikowhai Intermediate                                                                                                                      | Yes            | Yes     | 9              | 105           |
| S512         | Epsom Girls Grammar to Lynfield                                                                                                                         | No             | Yes     | 9              | 105           |
| S514         | Remuera to Auckland Grammar via Lillington Rd                                                                                                           | Yes            | Yes     | 12             | 106           |
| S515         | Remuera to Auckland Grammar via Portland Rd                                                                                                             | Yes            | Yes     | 12             | 106           |
| S516         | Parnell to Auckland Grammar via Epsom Schools                                                                                                           | Yes            | Yes     | 17             | 104           |
| S519         | Ellerslie to Baradene                                                                                                                                   | Yes            | No      | 17             | 104           |
| S520         | Mt Roskill Shops to Epsom and Remuera Schools                                                                                                           | Yes            | Yes     | 9              | 105           |
| S521         | Glen Innes to Epsom Schools                                                                                                                             | Yes            | Yes     | 12             | 106           |
| S522         | St Heliers to Epsom Schools                                                                                                                             | Yes            | Yes     | 14 and 16      | 106           |
| S523         | Glendowie to Epsom Schools                                                                                                                              | Yes            | Yes     | 16             | 106           |
| S524         | Remuera to Epsom Schools                                                                                                                                | Yes            | Yes     | 17             | 104           |
| S525         | Herne Bay to Epsom Girls Grammar School                                                                                                                 | Yes            | Yes     | 17             | 104           |
| S530         | Royal Oak Intermediate to Onehunga                                                                                                                      | No             | Yes     | 17             | 104           |
| S531         | Onehunga High to Church St Onehunga                                                                                                                     | No             | Yes     | 17             | 104           |
| S539         | Otahuhu to Sacred Heart College                                                                                                                         | Yes            | Yes     | 55             | 104           |
| S540         | Sacred Heart to Glen Innes                                                                                                                              | No             | Yes     | 16             | 106           |
| S541         | Remuera Primary to Ellerslie Shops                                                                                                                      | No             | Yes     | 17             | 104           |
| S542         | Kohimarama to Remuera Intermediate via Meadowbank                                                                                                       | Yes            | Yes     | 12             | 106           |
| S543         | Remuera Intermediate to Kohimarama via St Johns Rd                                                                                                      | No             | Yes     | 12             | 106           |
| S544         | Meadowbank to Selwyn College                                                                                                                            | Yes            | Yes     | 12             | 106           |
| S545         | Upland Rd Shops to Selwyn College                                                                                                                       | Yes            | Yes     | 12             | 106           |
| S546         | Ellerslie to Selwyn College                                                                                                                             | Yes            | Yes     | 12             | 106           |
| S547         | Panmure to Selwyn College via Stonefields                                                                                                               | Yes            | Yes     | 12             | 106           |
| S548         | St Ignatius to Glendowie                                                                                                                                | No             | Yes     | 16             | 106           |
| S549         | Gowing Drive and Panapa Drive to St Thomas                                                                                                              | Yes            | Yes     | 12             | 106           |
| S550         | St Thomas to Gowing Drive and Gerard Way                                                                                                                | No             | Yes     | 12             | 106           |
| S568         | Onehunga to Waikowhai Intermediate                                                                                                                      | Yes            | Yes     | 22             | 102           |
| S813         | Takapuna Grammar to Takapuna                                                                                                                            | No             | Yes     | 43             | 113           |

