REGIONAL PUBLIC TRANSPORT PLAN 2018-2028

DRAFT

PART 1: BACKGROUND

1. Introduction

This chapter explains the purpose of this Regional Public Transport Plan. It discusses why the Plan is needed, its scope, and the public consultation process. It also provides an overview of the statutory requirements for this document.

Auckland Transport (AT), together with its partner agencies, is in the process of transforming Auckland's PT system to deliver its vision of seamless end-to-end customer journeys that are safe, accessible and reliable. The PT system is a critical part of providing transport choices for a growing, vibrant and sustainable Auckland.

Over the last few years, we have fundamentally redesigned the public transport network in order to better serve the customer. AT has created a connected network built around new rapid and frequent services enabled by a zone-based fare structure and the HOP smartcard ticketing system. These initiatives have resulted in improved services, greater reliability, improved perceptions of the public transport network and, ultimately, a record increase in boardings.

The next ten years are an exciting period for Auckland's continuing transformation of the public transport network as a dynamic system. We will:

- embed the recently completed New Network and increase bus frequencies
- expand the Rapid Transit Network with the completion of:
    - City Rail Link
    - Eastern Busway
    - delivery of Light Rail services.
- grow the ferry network with off-peak and weekend services
- enhance customer experience for all parts of the door-to-door journey, with a renewed focus on the first-leg and last-leg parts of the journey.

Over the period, patronage on the connected network is expected to continue to grow as the network becomes more useful to more people. Public transport patronage will top 100 million boardings by 2019/20 for the first time since 1950. By 2028, we expect nearly 150 million, excluding the light rail services and associated changes[1]. Meeting this potential growth presents challenges for AT, including the required growth in operational funding to meet this demand, which is discussed further in Section 5: Key Challenges.

This Regional Public Transport Plan (RPTP) has been prepared in accordance with the requirements of part 5 of the Land Transport Management Act 2003 (LTMA). It sets out the changes that will occur to Auckland's public transport system. The Plan describes the public transport network that AT proposes for the region, identifies the services that are integral to that network and sets out the objectives and policies that apply to those services. It is a 10-year plan, focusing on the next three years. For more information on statutory requirements, see Appendix 2.

Reasons for review

In 2015, AT published the Auckland Regional Public Transport Plan 2015-2025 which drove the implementation of the New Bus Network, increased train and ferry services, the Simpler Fares programme, signalled the *City Rail Link* and the investigation of *Light Rail*.

Three years later, the Auckland Unitary Plan, which sets land use regulations, is now operative and the Auckland Plan has been refreshed. A new Government Policy Statement on Land Transport (GPS) has set the direction for change, with a much stronger emphasis on public transport and active transport (primarily walking and cycling). This new direction has been given substance through a refreshed

[1]AT projection, 2018

Auckland Transport Alignment Project report, which outlined an ambitious programme which will see the expansion of the rapid transit network from the mid-2020s. Most importantly, a new Long-Term Plan, Regional Land Transport Plan and National Land Transport Programme now provide the funding certainty to move forward with confidence.

Meanwhile, transport technology has continued to evolve rapidly, in tandem with our customer's expectations. More powerful analytical tools, with richer data are improving AT's ability to plan. 'Big data', the power of the smartphone and new operating models mean that, in time, delivery of public transport services may be different to what we experience now as traditional bus, train or ferry services. AT will also be able to identify more localised information and provide services that better reflect the needs of individual communities. Looking further out, these same technologies are driving us towards a synthesis of transport services with the evolution of the Mobility as a Service (MaaS) model raising the prospect of seamless journeys across multiple modes, enhancing the customer experience.

While some of the effects of the policy, funding and operating environment outlined above are still some years away from flowing through to the customer, the need to prepare now is the key reason for updating our Plan. This RPTP, therefore, sets the scene for the more transformational changes to come later in the decade. This RPTP signals the strengthening of AT's focus on customer service and the customer journey in four key focus areas:

- Expanding and enhancing the rapid and frequent network
- Improving how customers get to public transport
- Increasing Māori responsiveness in public transport planning
- Seizing the opportunity of emerging technologies.

The next ten years will be an exciting time for Auckland as the public transport system is future-proofed to improve the customer experience and accommodate our growing population. There is much to do!

Scope of this plan

The Regional Public Transport Plan:

- Identifies all public transport services in the Auckland region that are integral to the PT network and that receive financial support from AT
- Focusses on the metropolitan area and parts of the region where PT services operate
- Includes school bus services that receive AT subsidies as part of the urban network, and non-scheduled targeted passenger services such as Total Mobility services
- Describes some existing services that are deemed exempt services under the LTMA but are considered integral to the PT network. Unless specifically identified, the policies and actions in this Plan do not apply to exempt services
- Includes provision for integration of non-financially supported, complementary services into the public transport system.

It does not include services provided primarily as tourist services, charter services, or school bus services provided by the Ministry of Education. These services are excluded under the LTMA but are considered in wider strategic planning for transport.

It is important to note that this plan is not a full transport plan for Auckland, nor does it allocate budget to specific projects or programmes. The budget allocation for public transport is already outlined in the Regional Land Transport Plan, Auckland Transport Alignment Project and Auckland Long Term Plan. Instead, the core focus of this document outlines:

- what changes will be made to each specific public transport service
- policies and actions that will be used by AT to drive our approach to public transport planning, design, implementation and operation.

Who we spoke to

As part of the development of the RPTP, AT engaged with a variety of key stakeholders including:

- Auckland Council officers
- Service operators, including KiwiRail
- New Zealand Transport Agency
- Auckland Local Boards
- Auckland mana whenua.

Now AT is seeking input from the community. Public opinion will help shape the plan, in the same way that the other stakeholders have helped to develop it. Following the public consultation period, we will amend the plan to appropriately reflect this feedback.

2. Context

This chapter summarises the strategic and policy context within which this Plan has been prepared. A discussion of the funding expected to be available for public transport in Auckland over the 10- year life of the RPTP follows.

Tāmaki Makaurau / Auckland has the size and means to invest in viable, place-shaping public transport. High quality public transport infrastructure and services can support more investment in residential development, business opportunities and placemaking located around it. Auckland's local government model is also reasonably unique worldwide and provides a mechanism for coordinated land use and transport system management to support the Auckland vision.

Key strategic driver: population growth

The key strategic driver for Auckland's transport system continues to be population growth. Auckland's population has increased rapidly in recent years, growing by 120,000 people since 2015. By 2028, Auckland is expected to be a region of about 2 million people.

Population growth and increasing per-capita travel, both likely driven by Auckland's strong economy, have led to a significant increase in total demand for travel. This growth has put Auckland's transport network under real pressure.

Auckland must add new capacity to the transport network within the constraints of its geography and available funding. Without additional capacity to meet growing travel demand, Aucklanders will experience declining access to opportunity through greater congestion and less reliable travel times.

An expanded PT rapid and frequent transit network will give Aucklanders' greater transport choice, enabling them to 'opt out' of congestion via services travelling on their own dedicated right-of-way (such as the rail system or busways) or on priority lanes and provide access for those people whose transport choices are limited.

To increase the capacity of the transport network and provide customers with a more reliable journey, more road space must be allocated to PT, actives modes (e.g. cycling and walking) and alternative vehicle share modes (such as car share, bike share), where it increases the actual number of people moved on main corridors and reduces single occupant car use.

As Auckland accommodates more growth, development in both existing urban areas and in 'greenfield' growth areas will require new transport networks to support new housing and business opportunities. The new transport networks will need to be designed to ensure greater PT and active mode use than has been traditionally been the case.

Auckland's motorway network is largely complete with the operation of the Waterview tunnel mid-2017 and there are only limited motorway capacity enhancements planned during the 2018-2028 period of the RPTP. Given this, the bulk of new capacity on the transport network must be delivered via the PT network, making a successful PT system a fundamental part of Auckland's future.

Key policy drivers

Key guidance for Auckland's PT system comes from the Government Policy Statement (GPS) on Land Transport, the Auckland Plan 2050 and the Auckland Transport Alignment Project (ATAP). The Auckland Unitary Plan and Low Carbon Auckland also provide strategic context for PT planning.

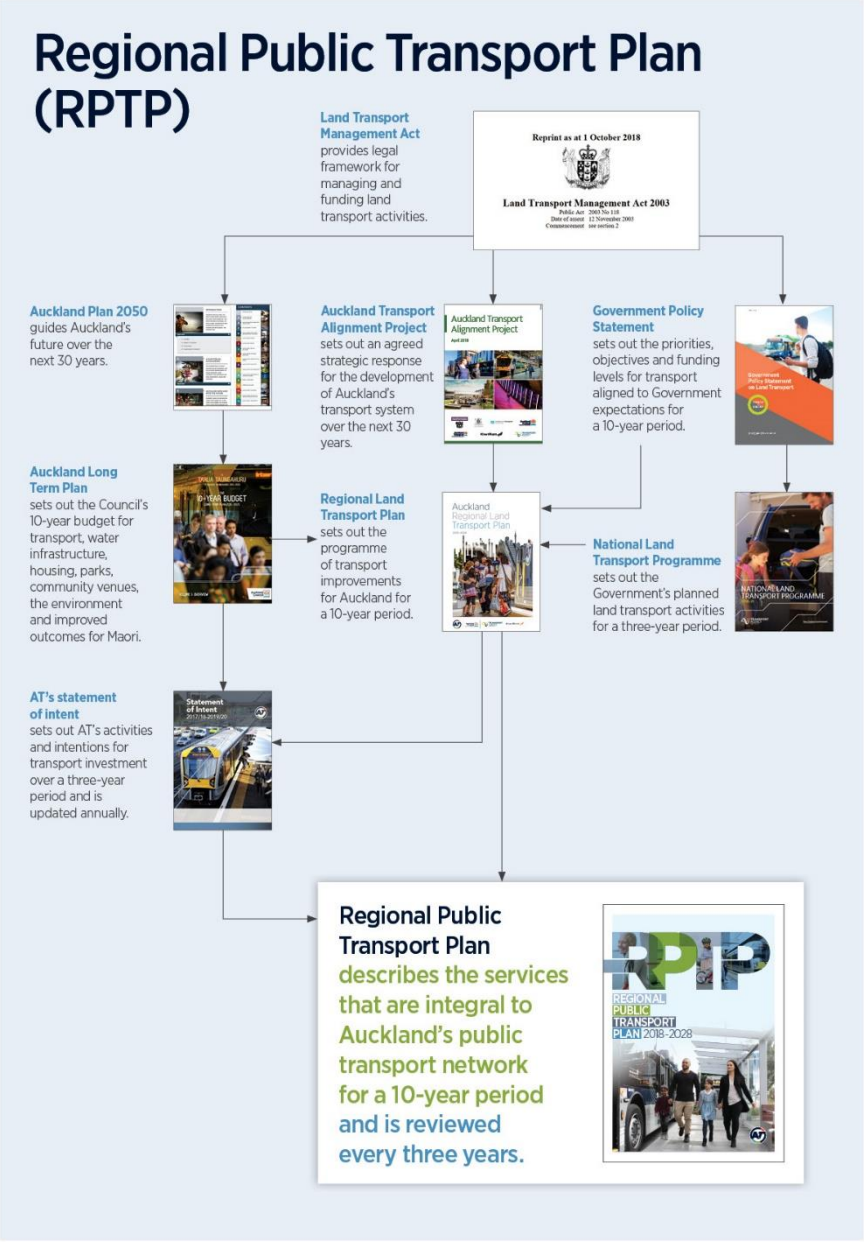
Central Government, the NZ Transport Agency, Auckland Council and AT are committed to providing for Auckland's future population growth in a way that maximises wellbeing for current and future Aucklanders and the environment. National and regional policy direction are in alignment, which provides significant opportunity to improve public transport outcomes for Auckland.

Of special note, the Minister of Transport confirmed in May 2018 that it is now a NZ Transport Agency's responsibility *"to plan, fund, design, supervise, construct and maintain rapid transit networks and/or projects, including light rail."* The NZ Transport Agency are now leading the Business Case for the City

Centre to Mangere and North-west Light Rail corridors, in partnership with AT, AC and Homes Land Community, part of the Housing New Zealand Corporation.

The key directions applicable to the transport system generally, and the PT system specifically, which have guided the development of this RPTP are outlined in Figure 1.

Figure 1: Key directions in influencing policy and strategy document



Funding context

This RPTP reflects the record capital investment programme enabled by the GPS, Regional Fuel Tax and Long-Term Plan. The investment is given certainty in the Auckland Regional Land Transport Plan and, once approved, the National Land Transport Plan.

Overall $28 billion of transport expenditure is planned for Auckland over the next decade, with around $17 billion on capital and $11 billion on operating expenditure and asset renewals. Within this, some $7.2 billion in capital and more than $5.5 billion of operating costs (net of fares) are allocated to public transport projects and services (excluding light rail). Further investment, either from financing or new

funding sources, is also expected to enable completion of light rail links between the City Centre and Mangere and to the northwest. Figure 2 outlines the funding, including the contribution being made by the Regional Fuel Tax.

Figure 2: Funding priorities

This level of funding enables the substantial public transport capital programme outlined later in this Plan. However, there are still limits – constrained operating budgets will restrict the level of services that can be supported and not all public transport capital projects can receive funding within the next decade. There is also a necessary 'ramp up' in funding availability and delivery over the first three-year period, so some key projects will take time to deliver.

Table 1 sets out available transport funding over the next ten years by key investment area. Note that these figures include all funding sources as appropriate.

Table 1: Allocated public transport funding 2018-2028 (based on 2018 RLTP)

Rail (excluding City Rail Link)	2018/19	2019/20	2020/21	2021/22 to 2027/28
	$M	$M	$M	$M
Capital Expenditure	12	123	10	396
Operating Costs	207	210	216	1,501
Bus, ferry, multi-modal	**2018/19**	**2019/20**	**2020/21**	**2021/22 to 2027/28**
	$M	$M	$M	$M
Capital Expenditure	198	234	242	1,343
Operating Costs	453	486	513	4,399

Farebox recovery

The operating expenditure of PT services is influenced by NZTA's Farebox Recovery policy. Farebox recovery refers to the contribution customers make to the operational cost of a PT service. The objective of a farebox recovery target is to reflect and balance the private benefits of PT that users of PT receive with the public 'spill over' benefits to the community, environment and other road users.

AT's SOI sets a farebox recovery target (refer to Table 2).

Table 2: Farebox Recovery Targets (from AT SOI)

	2016/17 actual	2017/18 target	2018/19 target	2019/20 target	2020/21 target
PT farebox recovery	47.1%	47-50%	46-50%	46-50%	47-50%

Importantly, by moving more people on services more efficiently AT can increase farebox recovery without increasing customers' fares. Increased recovery enables AT to continue to invest in network and service expansion.

Value for money

AT continuously seeks to improve the value for money invested, including the broader costs and benefits of investing (or not investing). This requires careful prioritisation and benefits realisation processes to deliver the right infrastructure to the right level, at the best cost. This requires robust understanding of our customers' needs, behaviours and expectations. AT also uses customer insight and monitoring data to analyse and optimise the PT network to encourage higher patronage growth.

NZTA seeks value for money from investing National Land Transport Programme funds via approved organisations. Its objective for public transport funding is to achieve better value for money from public transport services and infrastructure by seeking to provide access to social and economic opportunities (particularly for those with limited access to a private vehicle), and to reduce congestion on main corridors and arterials across the network.

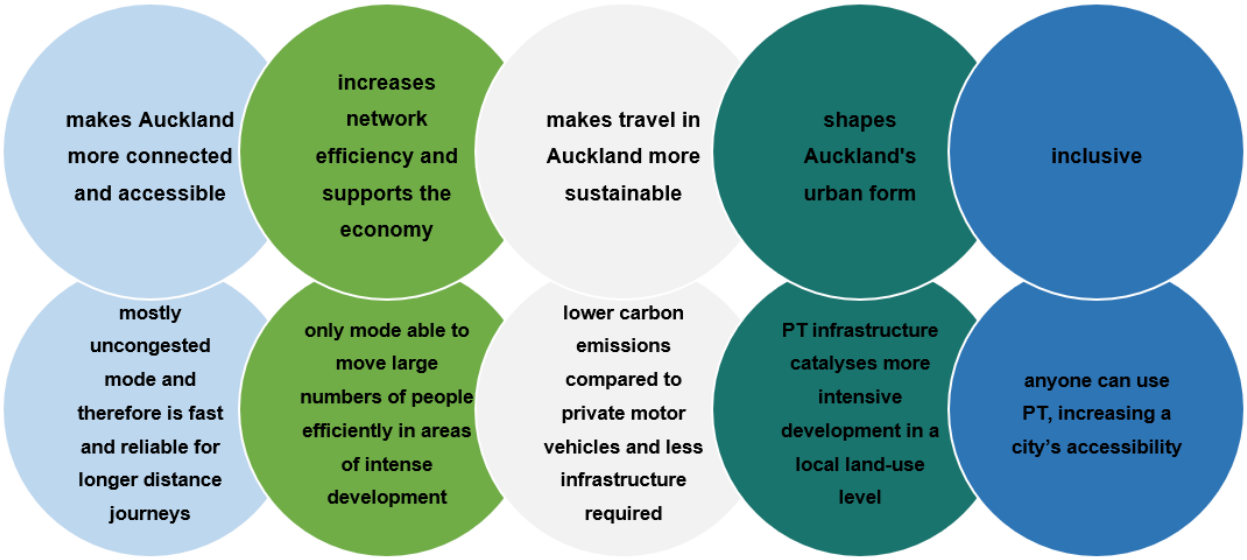
A major focus for the next decade will be enhancing network performance and achieving better value from existing investments as well as ensuring sufficient operational budget to support improved service levels and infrastructure renewal. To achieve this, AT will investigate alternative service delivery models for low patronage services and manage the performance of Public Transport Operating Model (PTOM) contracts to deliver better value for money and grow patronage. AT itself is also placing greater emphasis and resources into programme management, to ensure achievement of investment objectives, and data analytics, to better understand network performance and customer needs.

3. The role of public transport in Auckland

This section provides a discussion of the unique role PT plays in Auckland as the building block of travel choice.

Public transport contributes significantly to the quality of life of Aucklanders by increasing genuine travel choices for a healthy, vibrant and equitable Auckland. Public transport, in tandem with walking and cycling, has significant potential to become the preferred travel choice for many more Aucklanders. While AT has made significant improvements to the PT systems across Auckland, there are still many more improvements that need to be made before it can reach its full potential. Figure 3 briefly outlines some of the key qualities that set PT apart from other modes and make it, when fully realised, a transport mode that can be of significant value to many Aucklanders.

Figure 3: Key public transport attributes



4. Our current public transport system and recent developments

This section takes stock of recent developments in Auckland's public transport system, describes the current-state and covers trends in public transport system performance.

The last three years have seen major change in the design and operation of the public transport system, which provide the building blocks for being a world-class, best-practice public transport system.

The 2015 RPTP set out two key directions for development of the public transport network which have guided our work over 2015-2018:

- An integrated approach to PT planning which looks across all modes, as well as integrating with first and last leg access to PT such as walking, cycling and park and ride
- New bus network structure built around a core of rapid and frequent services, including the northern busway and the upgraded and electrified rail network.

AT is transforming the speed, capacity, reliability and connectivity of services on the PT system via improving frequencies, adding priority measures and infrastructure improvements.

This section outlines the current network, details the changes that have occurred since 2015 and the results of those changes.

Current system

Auckland's PT system is multi-modal. Services are provided via buses, trains, ferries, small passenger vehicles and taxis on the Total Mobility scheme. Service levels vary according to a hierarchy (rapid, frequent, connector, local and targeted). **Appendix 3** lists current services.

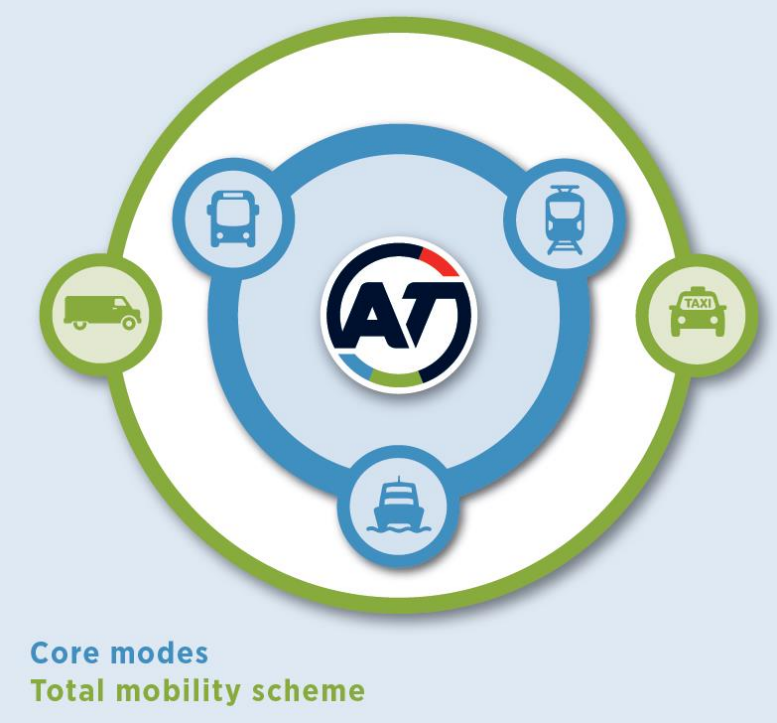
Auckland's PT network serves the metropolitan area along with some services to/in outlying communities such as Helensville, Beachlands, Waiheke, Waiuku and Warkworth (from February 2019).

AT recognises that customers are looking for a 'turn up and go' experience. The frequencies on the service network enable customers to better depend on public transport. Higher frequencies also make transfers on an integrated network faster, as the average wait times for a connecting service is minimised. Reliability is improving as more and more of the frequent services operate with a mix of priority measures and exclusive right-of-ways. Frequencies enable customers to better plan their day, without having to consult a timetable.

Several core components (refer to Figure 4) underpin the Auckland public transport system:

- A legible network of routes and destinations
- Easily accessible route, timetable and fares information
- Wayfinding to help customers make their first and last leg connections
- A hierarchy of services (rapid, frequent, connector and local), with high-frequency, high-capacity services enabled by right of ways and passenger priority measures
- Safe and secure stations and interchanges to facilitate seamless journeys on a connected network, including initiatives to make PT more accessible for those with disabilities
- A zone-based fare structure and integrated fares environment that makes it easy transfer and to understand the pricing structure on the network – underpinned by an electronic ticketing system (AT HOP)
- Real-time information systems that both advise customers and inform system management decisions and improvements
- Modern, well-lit vehicles that provide safe and comfortable journeys.

Figure 4: Core public transport components



Hierarchy of services

The PT system is organised around the rapid and frequent services of the RTN and FTN, which are the 'backbone' of the PT network and are critical to the future expansion of transport network capacity. Because these networks serve larger population areas and attract more patronage, AT can run more frequent services across more of the day. For example, FTN bus services connect customers to the City Centre every fifteen minutes until 11pm – providing reliable, affordable access to a major employment and entertainment area. Figure 5 illustrates the strategic hierarchy of service levels. To support the 'turn up and go' experience, public transport resources have been concentrated in delivering the higher frequencies across the spine of the network during peak periods.

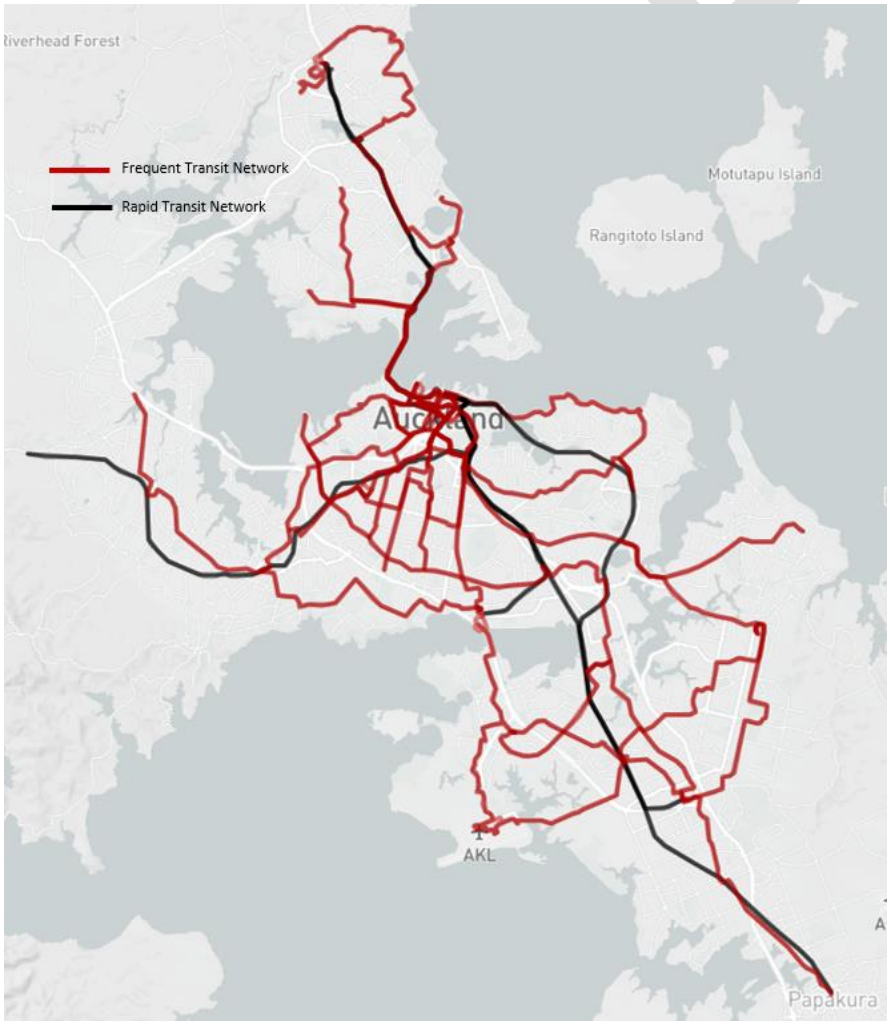
- Rapid services operate at least every 15 minutes (currently rail achieves this frequency only in the peak), on dedicated right-of-ways (rail and busways, though some routes on the busway have segments without right-of-way), removed from the congestion of general traffic lanes.
- Frequent services operate at least every 15 minutes with priority measures (e.g. bus lanes and signal priority) and are less affected by road congestion than if they operated in general traffic.
- Connector services, operating every half hour.
- Local services, operating every hour, complement the Rapid and Frequent service network.

Figure 5: Hierarchy of services

2018					
Services Layer		RAPID	FREQUENT	CONNECTOR	OTHER SERVICES *(Local, rural-township, peak-only, school, Total Mobility and on-demand services)*
Defining Feature		CORE – ALL DAY NETWORK			SUPPORTING NETWORK
Minimum hours of operation		6am – 11pm			No minimum
City Centre Services Minimum Headway		15 minutes		30 minutes	Driven by need
Non-City Centre services Minimum Headway	7am-7pm, 7 days	15 minutes		30 minutes	
	Outside those times	*30 minutes*		*60 minutes*	
Achieving Efficiency and Reliability		Dedicated Right of Way	Priority measures		Limited priority measures

Map 1 illustrates the extent of the current (2018) rapid and frequent public transport network, with key future extensions shown.

Map 1: Current rapid and frequent network



Total mobility

Total mobility services are 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 of 50 percent, 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 no restrictions on the purpose of a trip for the Total Mobility scheme.

To be eligible, a person must have an impairment that prevents them from undertaking any one or more of the following five components of a journey unaccompanied, on a bus, train or ferry in a safe and dignified manner:

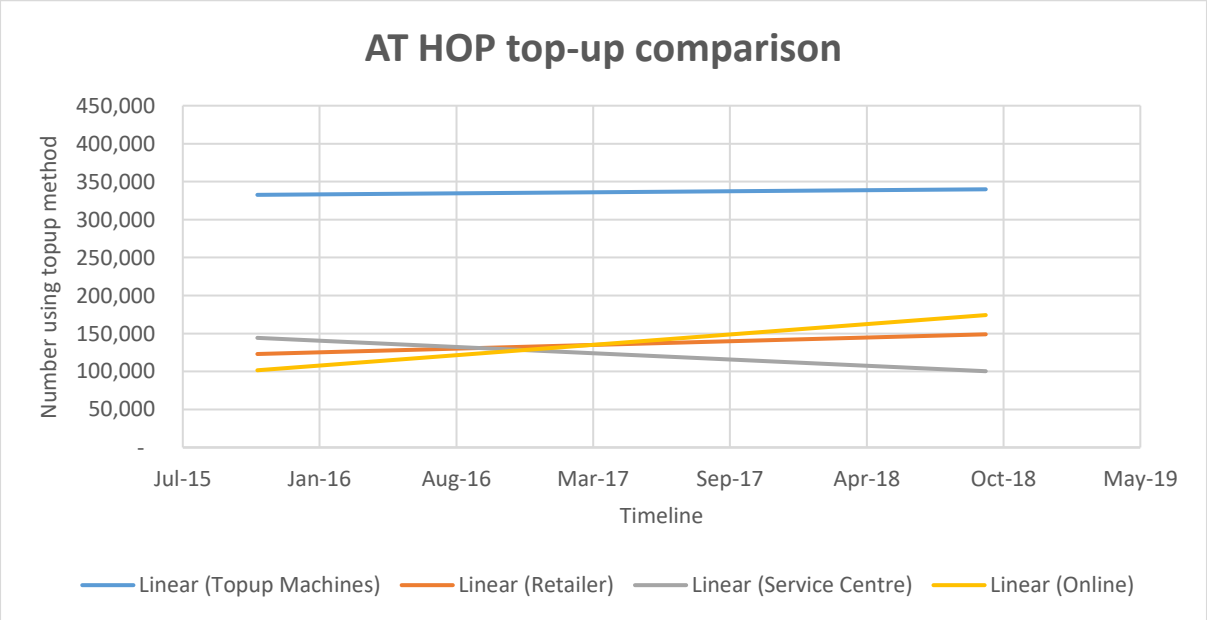
- Getting to the station/stop where the transport departs
- Getting onto the transport
- Riding securely
- Getting off the transport
- Getting to the destination.

The eligibility assessments are carried out by AT-approved assessors. In addition to subsidising passenger trips, AT provides an opportunity for operators to apply for a subsidy for installing wheelchair hoists and making the associated modifications to vehicles. While this scheme provides a service for those who cannot currently use the primary public transport system, a key focus for AT going forward will be for enhancing access to the public transport users so that all people, regardless of ability, can utilise all services and associated infrastructure.

AT HOP card

Since its introduction, together with the Simpler Fares package, HOP card has fundamentally changed PT usage, by providing a single, integrated fare payment system for use on all PT services. More than 1.6 million HOP cards have been sold as of October 2018. Customers are also changing how they top-up the HOP card. Figure 6 shows the shifting usage of top up over the past three years, as customers embrace online top-up, with 75,000 more top-ups online, while physical top-ups (at customer service centres, via machines or via retailers) have overall fallen. During this time AT has also added 93 physical top-up machines across the network, including seven new machines in 2018.

Figure 6: AT HOP card top-up behaviour



Changes since 2015

Table 3 sets out the key elements that were identified for implementation in 2015 for delivery by 2018, and what outcomes have been achieved. Together, these recent developments represent significant change to the PT system and present a new 'baseline' for improvement going forward.

Table 3: Recent AT deliverables

Component	Planned for 2018	Outcome
Route structure	Implementation of a simpler, more connective network of about 150 bus routes	Successful implementation of New Bus Network 2016-2018. (150 routes). The simpler route structure also created efficiencies in cost of provision through, for example, more double decker buses and less duplication of service
School bus review	Implement policy around when to offer school specific services	Review of school services in eastern and central districts, assessing routes against criteria of patronage, alternative options and adherence with policy, with reduction in school only routes Auckland-wide from 445 routes undertaking 499 trips prior to the New Bus Network to 307 routes undertaking 470 trips in 2018
Access to key destinations	Good access to city centre retained but connected network offers easier access to a wide range of additional destinations, and facilitates cross-town travel	Operation of new RTN routes, supported by new interchanges, provides high frequency service to a wider range of destinations across Auckland.
Service procurement and delivery	Let progressive PTOM contracts for all public transport services to implement the connected service network	Let 52 unit contracts for bus services based on geographic clustering of routes and extended one train unit. Procurement through PTOM achieved more than 30% increase in service kms and 40% increase in service hours, for a cost increase of under 10%
Integrated tickets/fares	Integrated ticket and fare system allows seamless passenger transfers between operators and modes without transfer penalty	Integrated fares (Simpler Fares) delivered. Auckland now has a zone-based fare structure and integrated fares environment that makes it easy to transfer and to understand the pricing structure on the network, without penalties for transfer in-zone, though ferry services are not yet fully integrated with the fare structure. AT HOP uptake has increased from 79% to 93% since Simpler Fares. In addition, all Super-Gold concessions were migrated to AT HOP. The HOP card represents a significant achievement for PT users, as it means that when a customer's journey consists of multiple train or bus trips, they can transfer and continue their journey without a transfer penalty. The strong uptake of HOP card shows the value the community has placed in this more flexible system.

Component	Planned for 2018	Outcome
		AT has also made sure that top-up of HOP card is easy, with many opportunities for top-up implemented to meet customer needs
Enabling infrastructure	Investment in infrastructure and customer facilities upgrades, especially on the rapid and frequent service network	• Extensive upgrades across PT system as part of ongoing improvements package: • Parnell train station opened • Pukekohe station upgrade • Panmure, Ōtāhuhu and Manukau interchanges completed and opened for operation. Successful incorporation of Te Aranga principles • New Ferry terminals at Half Moon Bay and improvements to Downtown terminal
Reliability and service performance	• Simpler, connected service structure improves reliability • High frequency services reduce waiting time • Interactive customer use of real-time tracking service information • PTOM contracts performance-manage service delivery • GPS tracking provides continuous improvement • Consistent system branding and presentation	• New Bus Network delivery • Bus priority infrastructure delivered at key points on the network, reducing journey times and improving reliability • 10-minute train frequencies on all lines (excluding Onehunga) in the peaks • Punctuality of services is high: 92.6% total train, 96.5% total bus and 96% total ferry
Customer information	• Simple and intuitive public transport information and network-wide way-finding • Intuitive and customer interactive use of GPS service tracking real-time information	• A single brand for the bus and train network • Wayfinding guide delivered, network wayfinding programme ongoing. • AT Mobile (130,000 monthly active customers in late 2018, with 340,000 total customer downloads)
Electric rail fleet	New train fleet fully operational (note that Papakura-Pukekohe services operated by diesel train)	• Fully disability accessible, electric trains operational. • Trains also operate with on-service safety officers. • Observed commensurate rail passenger satisfaction increase from around 80% to 90% 2015 – 2016.
City Rail Link	Enabling works underway	Secured funding for, and enabling works begun. Completion scheduled for 2024. The project will remove the rail bottleneck at Britomart and double rail capacity into the City Centre. The project will transform PT in the City Centre with two new stations and significantly improve journey times from/to West Auckland.
Light Rail	Investigations complete	Corridors identified and investigations ongoing. Local and Central Government commitment to

Component	Planned for 2018	Outcome
		delivery along two corridors, pending approvals and funding.
Gating stations	Install gating of key stations to increase revenue protection and contribute to a safer customer environment	Over the past couple of years AT has installed gating at key stations, including: • Britomart • Henderson • Newmarket • Manukau • Manurewa • Otahuhu And by June 2019 the following stations will be added to this list: • Papatoetoe • Middlemore • Parnell • Papakura • Glen Innis Together, these stations represent around 90% of either origin or destination stations across the rail network, meaning almost all rail customers now pass through a gate on at least one leg of their journey.
Low emissions bus fleet	Shift to a low emissions bus fleet to achieve Mayor's C40 fossil fuel free streets declaration commitments	AT has been trialling electric buses on the City Link route since May 2018. AT has committed to only sourcing zero emission buses from 2025. AT has also developed a roadmap to achieve this and to plan for the decommissioning of emission producing vehicles in the years following 2025

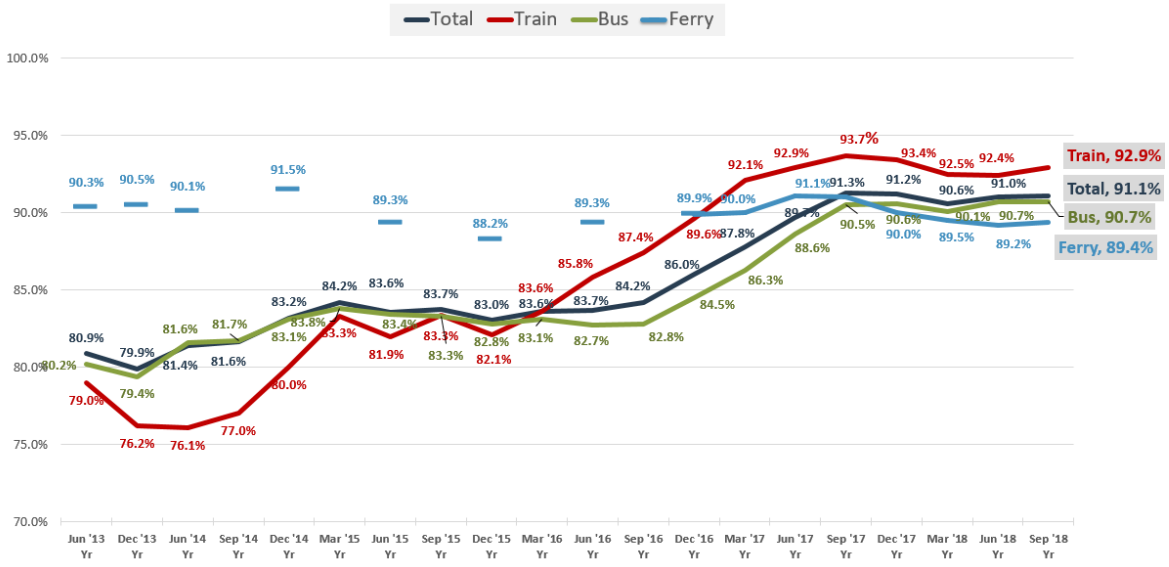
Results of the changes since 2015

Recent changes to the PT system have provided significant improvements to customer experience, as shown below. It is important to note that the successful new bus network builds on many years of work and prior work undertaken by AT, Auckland Council and its prior incarnations.

Customer satisfaction

AT maintains a customer satisfaction monitoring programme. As improvements to the PT system have been delivered, particularly frequency, reliability and punctuality, overall customer satisfaction has increased across the multi-modal network over the last 5 years (refer to Figure 7).

Figure 7: Overall customer satisfaction



Figures reported are based on **12 month rolling average results**

New Network reform

AT has substantially completed the reform of the bus network (refer to Table 1Table 4). The New Bus Network redesigned the configuration of routes and services across Auckland to better serve the customer. The network is based around transfers and core RTN and FTN services that connect key attractors.

Table 4: New Network rollout sequence (2016-2018)

Area-network	Go live date
South	October 2016
West	June 2017
East	December 2017
Central	July 2018
North	September 2018

The reform shifted resources away from previously overlapping, radial and point-to-point routes, to a stronger focus on a connected service network and newly emerging areas of demand. This has reduced operating costs per km and increased levels of service compared to the previous network. More efficient procurement arrangements have also improved value for money.

Now that this whole-of-network service reform is nearly complete, with just Waiheke Island left for implementation, the New Bus Network is the baseline for improvement and provides the foundation for future growth. Going forward there will be rolling reviews of sub-areas of the bus network as infrastructure is delivered (Rosedale Busway station, *City Rail Link* and *Light Rail* for example) but no further wholesale, region-wide review is planned within the period of this 2018-2028 RPTP.

Compared to the operating environment in mid-2016, the New Bus Network represents less than a 10% cost increase[2]. For this investment, Auckland's bus network now:

- Operates over 30% more service kms and 40% more service hours
- Provides 20-25% more passenger capacity, with a concentration in the peak
- Provides 15% more vehicles in the AM peak (and contracted double decker services, both of which increase capacity
- Created the need for around 260 new driver positions.

Based on 2013 census data, the New Network extends frequent (minimum 15-minute frequency) bus service throughout Auckland, more than doubling the number of people living within 500 metres of an FTN route.

Perhaps most importantly, the new network appears to have captured latent demand for PT and underpinned growing patronage. Services in the west and south have 5 percent higher boardings for the year to May 2018 respectively[3].

However, despite this good news story, revenue collection for PT services (farebox recovery) has declined slightly over the period. Lower than expected farebox recovery impacts AT's ability to provide new services and increased capacity on existing services to meet demand. The other contributor to the lower than expected farebox recovery is that any change to public transport networks, particularly such a significant change as the New Bus Network, will require a ramp-up period for the full benefits of the new network to be reflected in increased patronage. It is expected to be around 12 months after the final major change (in September 2018) before the full patronage benefits and therefore farebox recovery are visible.

Where services have low patronage, AT runs the risk of being unable to support increased capacity demands on other services. This is particularly important given the emphasis on the RTN and FTN in the Auckland network.

The challenge is to achieve a balance between providing a base level of service coverage in low density peri-urban or urban areas while ensuring there are sufficient resources to increase capacity on high-patronage services in higher density urban areas. The benefits of both coverage and high-patronage services need to be considered carefully in network development, but a general principle is that 80% of our resources support high-patronage, frequent services and the remaining 20% of services focus on ensuring sufficient coverage.

Public transport patronage

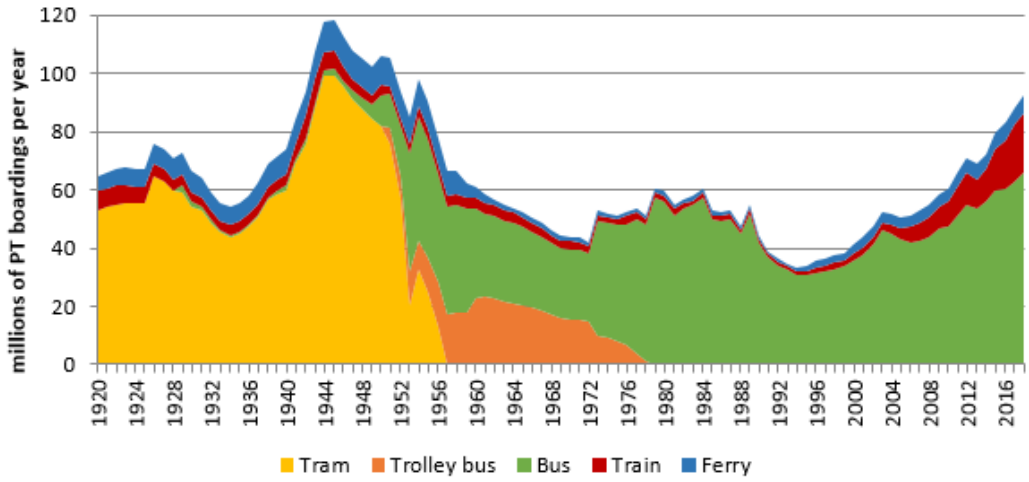
The ongoing transformation of Auckland's public transport system has delivered results in the form of major increases in boardings. Auckland's historic pattern of public transport patronage shows that total patronage has more than doubled since a low point in the early 1990s and increased by over 34 per cent in the last five years.

Figure 8 shows that total patronage is now at its highest level since the 1950s and Figure 8 shows the growth in recent years.

[2] September 2018 vs. June 2016 expenditure. Note that part of the cost increase is due to indexation. Note also that during this time, the Simpler Fares reform has resulted in a reduction in farebox recovery, affecting expenditure/revenue calculations.

[3] Train and bus passenger trips increase 7% (5% excluding SkyBus) in the South and 16% (5% excluding SkyBus) in the West year-to-May 2018 increase. Passenger trips less transfers increased 4% in the South and 10% in the West.

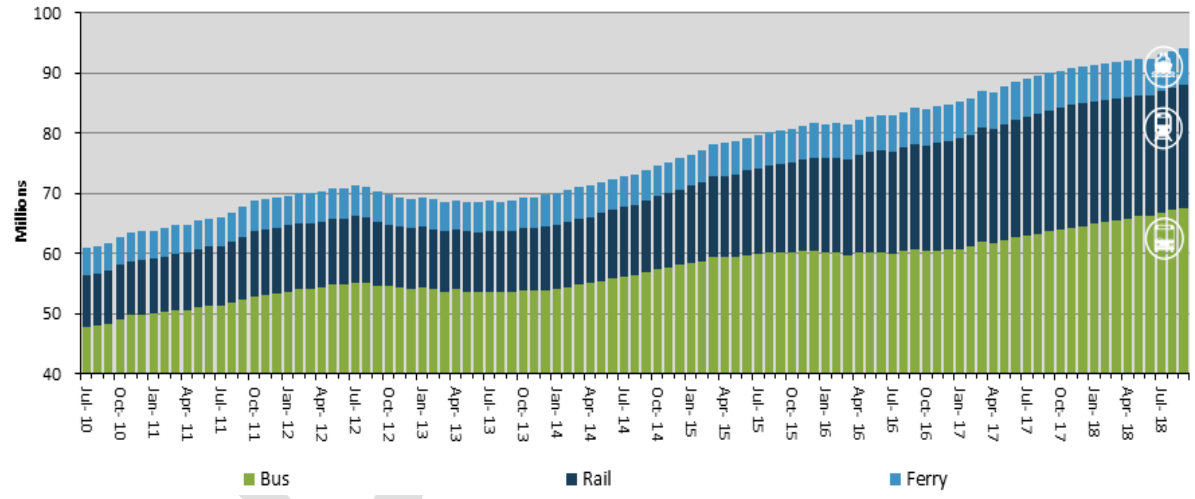
Figure 8: Historic Auckland public transport patronage



All modes have shown growth, with RTN and FTN patronage being particularly strong in recent years. Since the Britomart Transport Centre opened in 2003, rail boardings have increased sharply from 2.5 million to 20.2 million in 2018. Bus patronage has also increased significantly in recent years.

Over the last ten years, overall public transport patronage has grown from 55 million boardings (43.7m bus; 6.8m train; 4.4m ferry) to around 92m total (66m bus, 20m train, 6m ferry). Over the last three years, annual public transport boardings have increased by around 13 million, or 17%.

Figure 9: Growth by transport mode (boardings)

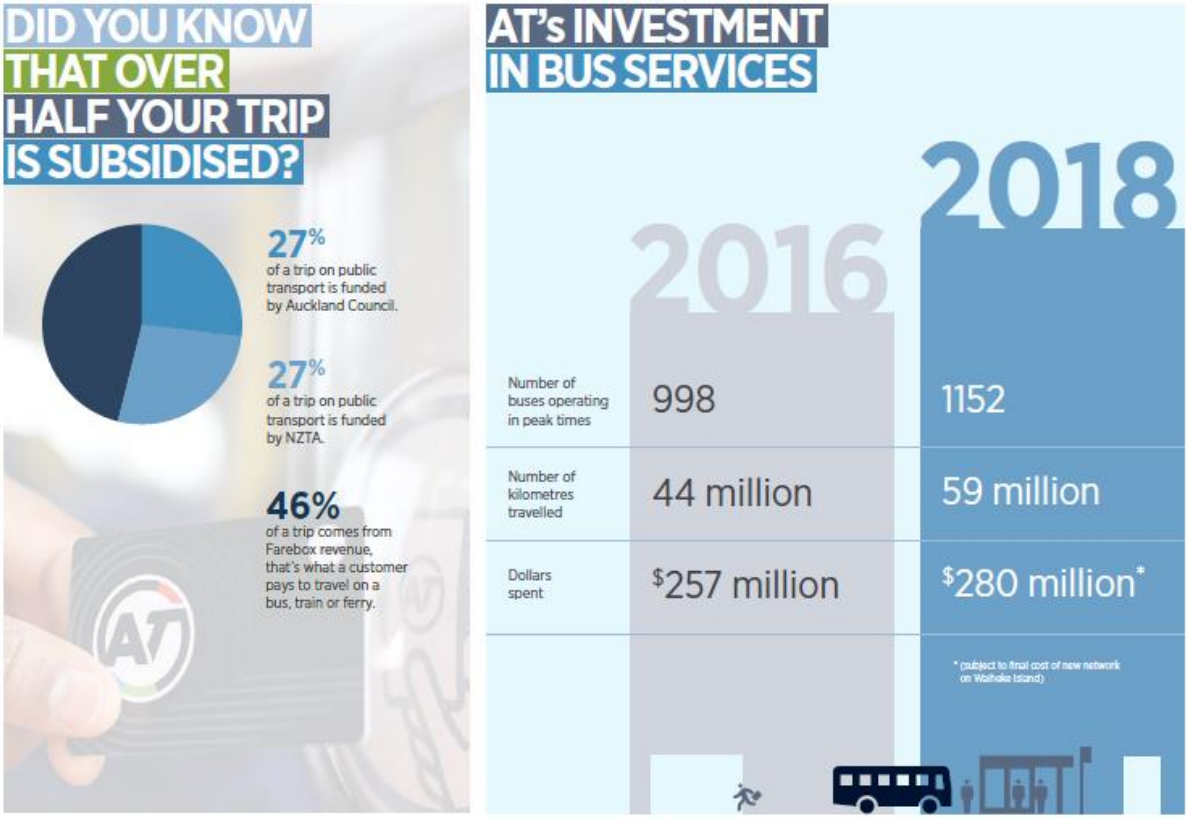


Growth by mode for the 2015-2018 period is set out in Figure 9. Over this period, the RTN components of the network have grown the fastest and contributed the largest absolute increase in patronage – with 60 percent of the increase in boardings coming from the RTN services. This reflects the major investment in these systems – particularly rail – over the last decade. It also reflects the advantages of the RTN network: frequent peak period services operating uncongested in their own right of way. Together, rapid and frequent services accounted for 94 percent of the increase in boardings over the period. Figure 10 outlines the outcome received for this investment.

Table 5: 2015-2018 patronage

Element	Total patronage 2018 (million boardings)	Absolute increase 2015-2018 (million boardings)	Growth percentage 2015-2018	Share of growth
Busway	5.5	2.0	58%	15%
Bus FTN	15	4.0	37%	31%
Bus collector, local, targeted	45.8	0.3	1%	2%
Train	20.2	6.2	45%	48%
Ferry	6	0.5	9%	4%
Total PT	**92.4**	**13**	**17%**	**-**
Bus total	66.2	6.4	11%	49%
RTN (inc. Busway) total	25.6	8.2	47%	63%
RTN + FTN total	**40.5**	**12.3**	**43%**	**94%**

Figure 10: 2015-2018 investment



School travel

In the 2015 RPTP there was a specific policy around the provision of school buses. As a result of this policy school services in eastern and central districts were reviewed, assessing routes against criteria of patronage, alternative options and adherence with policy. The result was a reduction in school only routes Auckland-wide from 445 routes undertaking 499 trips prior to the New Bus Network to 307 routes undertaking 470 trips in 2018.

The changes to school bus services as well as the changes to the overall public transport system since 2015 have led to an increase in use of buses for school travel, with boardings increased by almost 20%. While some of the increase can be explained by transfers, the result still demonstrates continued strong use of buses by students for travel to school. The changes experienced are outlined in Table 6.

Table 6: School bus travel

Component	2016	2018
Weekly average child + secondary student boardings – school bus	85,300	79,800
Weekly average child + secondary student boardings – public bus	168,200	222,000
Total weekly school travel boardings (buses, weekly)	253,500	301,800

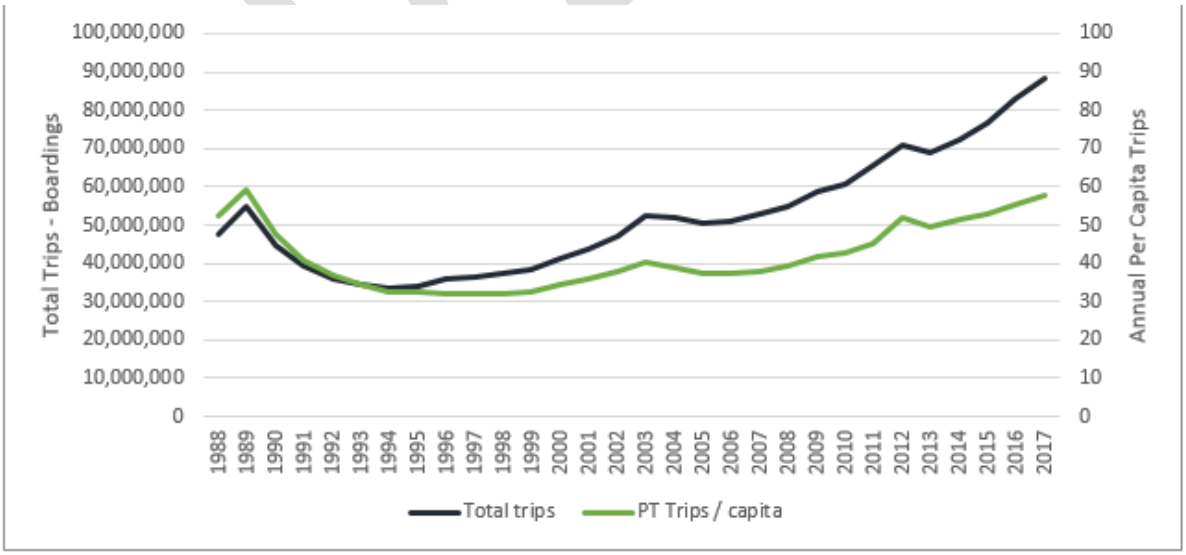
The success of this policy means that further reviews of school services will occur over the next few years and minor changes to the policy have been made to further clarify the process AT will use in the reviews.

Impacts on the rest of the network

Although the last three years have seen major growth in boardings at a region-wide network level, the impact of increasing public transport patronage on overall demand for vehicle travel has been modest. It appears instead of replacing other vehicle travel, public transport use is increasing alongside other travel. Per capita vehicle travel and per capita car ownership have also increased over the last three years – most likely primarily as a result of the buoyant economic conditions.

Mode shift effects appear to have been limited at the region-wide level, with the public transport share of motorised travel (by distance) increasing from 4 per cent to 5 percent. Public transport boardings per person have continued to grow (see Figure 11) but within a context of growing demand for all types of travel, this increase does not yet equate to system-level behaviour change.

Figure 11: Auckland public transport per capita vs total trips (1988-2017)



However, at the sub-regional level the public transport network has successfully played a key role in increasing the capacity and throughput of some of the most critical parts of the network, especially during the peak period. This has enabled more Aucklanders to travel at peak times and access popular destinations. For example:

- A combination of PT, walking and cycling has allowed the city centre to keep growing without increasing reliance on private vehicles. More than 50% of travel to the City Centre in the peak is by PT or active modes.

- Around a third of Aucklanders making trips over the Auckland Harbour Bridge in the morning peak-travel period take the bus. By increasing the capacity over the bridge the Northern Busway has delayed the need for an additional harbour crossing and spending billions of dollars, freeing up funding for other transport projects.
- During the peak periods, PT carries over a third of the people on key isthmus arterials such as Dominion Rd. (36 percent, am and pm peaks) and Great North Rd. (38 percent am and 42 percent pm), increasing to around two thirds for major routes into the city centre such as Fanshawe Street. (78 percent am and 66 percent pm) and Symonds Street (81 percent am and 82 percent pm).

Table 7 shows that, during peak periods, PT is providing important capacity at critical choke points. Many corridors are carrying large amounts of people on a very small (1-5%) percentage of the total number of vehicles. The analysis suggests there is still considerable scope to improve the 'people-moving capacity' of key arterials through mode shift to PT and alternative modes.

Table 7: People moved, by vehicle, for selected arterials, in peak

Arterial	Number of people (2-hour am period)		Number of vehicles (2-hour am period)	
	buses	cars	buses	cars
Dominion Road(View Road)	1,556	2,717	59	2,133
	36%	64%	3%	97%
Great North Road(Ponsonby Road)	1,646	2,673	58	2,114
	38%	62%	3%	97%
Fanshawe Street	10,134	2,922	257	2,351
	78%	22%	10%	90%
Symonds Street	7,856	1,893	228	1,419
	81%	19%	14%	86%
Sandringham Road	1,159	1,869	28	1824
	38%	62%	2%	98%
Mount Eden Road	1,779	1,419	43	1,165
	56%	44%	4%	96%
New North Road	1,721	3,231	53	2,580
	35%	65%	2%	98%
Quay Street	946	4,268	31	3,522
	18%	82%	1%	99%
Broadway Avenue	2,738	1,942	78	1,582
	59%	41%	5%	95%

Overall, the data shows that the public transport system is playing a key role in absorbing growth in demand and minimising congestion on key routes, particularly in the isthmus, during the peak.

5. Key challenges

Despite recent successes (and in some cases because of them) Auckland's PT system still faces challenges. Providing PT services with competitive travel times, particularly where PT mixes with general traffic; and ensuring the PT system is accessible and safe for more customers end-to-end, are all still challenges. Addressed correctly, many challenges can be leveraged into opportunities. The major challenges are outlined below.

Table 8: Challenges and responses

Challenge / Opportunity	Explanation
Increasing the contribution of the public transport system to travel in Auckland overall	Despite some growth in per capita trips, total private vehicle kilometres are also increasing, meaning public transport does not yet account for a significant proportion of total journeys overall.
Enabling safe, convenient customer access to public transport (first and last leg)	Walking is the primary mode by which customers access PT. Walking routes are at times inconvenient, unsafe or unpleasant. Cycling too has been identified as having the potential to play a larger role in providing for travel choice. Auckland's cycle network is under development. Park and ride facilities across Auckland are often at capacity in some areas, resulting in unsafe or unacceptable parking behaviours
Keeping pace with demand (providing capacity for customers)	Increasing demand for public transport has made it difficult to provide enough capacity key bus corridors, certain ferry routes and across the train network, particularly at peak times.
Unreliable customer travel times	Increasing general traffic congestion on key routes is delaying bus services and impacting on punctuality and reliability targets, affecting customer trust and confidence in the PT system.
Achieving value for money for customers	The connected network and integrated fares scheme have transformed the affordability of Auckland's public transport network, including facilitating journeys via allowing free transfers within 30mins over a four-hour period.
Achieving value for money for funders	Facilitating more effective use of existing resources to ensure efficient funding utilisation, balanced with the need to ensure customer service standards are not compromised
Meeting the needs of diverse customers, including the transport disadvantaged	Understanding the changing demands from PT's evolving customer base and ensuring these are met by the services provided. This includes ensuring the transport disadvantaged can easily access work, education, health, welfare and leisure activities.
Embedding network-wide sustainability	Responsibly managing the public transport network to ensure environmental, health, social, cultural and safety opportunities are realised, and impacts are mitigated.
Harnessing innovation	Facilitating the adoption of new technologies and process innovations where they will add value to the PT network
Serving customers in new growth areas	Ensuring connectivity and accessibility for new residents, requires PT to be a viable transport choice for both greenfield development and areas of intensification.
Serving areas of low demand	The cost-effective provision of transport services to areas of low demand is a common challenge for public transport providers and funders.
Creating safer streets	Auckland has a serious problem with people needlessly dying and being seriously injured on Auckland's roads. In 2017, 64 people died and an additional 749 people were seriously injured

PART 2: THE VISION AND PLAN

6. What we want to achieve

This chapter sets out the future vision for public transport in Auckland, together with high-level objectives. Figure 7 indicates the relationship between the vision, objectives and policies.

Vision

Only with an outstanding customer experience will Aucklanders make a shift to PT for more of their travel.

Our vision for Auckland's public transport is a system with seamless end-to-end customer journeys that are safe, accessible and reliable.

The vision flows through via desired outcomes, objectives and our specific focus areas to drive the policies and actions which will achieve our vision.

Vision explanation

AT is working to deliver a future where:

Our public transport system provides the preferred choice of travel for many Aucklanders. It provides frequent connections to town centres, centres of employment and key social, cultural and leisure attractions. Travel on public transport is very reliable, easy to understand and convenient, with no barriers to starting out for the first time or using every day. Public transport enables freedom and choice.

High quality, rapid transit services bypass congestion and allow people quick and easy access to major employment and town centres across the city, between sub-regions. Frequent bus services have priority through congested corridors, while ferry services are largely congestion free, and connect with high quality transport hubs.

The public transport system gives Aucklanders the public transport experience they deserve and encourages more people to use public transport instead of cars. Services are customer focused, accessible and affordable, with support provided by highly trained staff.

Every day, Aucklanders have a world-class experience from door to destination – making the whole journey easy and seamless. Real time technology makes it easier to pay, easier to keep things running to time and easier for customers to stay informed about services and how to connect with them. Particular attention has been paid to how people walking, on bikes and on public transport interconnect at transport hubs and on streets across Auckland.

People feel safe walking or cycling to public transport and are not worried about road danger or their personal safety. The transport hubs and on-board public transport experience is safe and secure, encourages people of all ages and abilities to use it. The popularity of public transport supports better public surveillance, adding to the welcoming, comfortable experience of public transport.

Desired outcomes

The Auckland Plan seeks an increase in genuine travel choices for a healthy, vibrant and equitable Auckland. It focuses on making walking, cycling and public transport, the preferred choice for many more Aucklanders.

To deliver on the Auckland Plan by achieving AT's vision for Auckland's PT system, it needs to deliver:

- A continuously improving customer experience;
- Services that integrate with surrounding, and planned, land uses and contribute to placemaking;
- Affordable and equitable travel;
- An increasingly safe, secure and sustainable system;
- Improved monitoring and value for money.

Our objectives

To help deliver the vision and associated outcomes, AT has developed the following objectives for Auckland's public transport system. The objectives define the main policy areas contained in chapter 11 and are summarised in Table 9**.**

Table 9: AT's objectives for public transport

Category	Objectives
Network design	A simple, all-day hierarchy of PT services with consistent levels of service
	A PT network structure that balances the goals of patronage and coverage services
	Viable, integrated inter-regional PT services where demand is identified
	Service changes are well planned and communicated
	Facilitate increased development density around stations and stops on the RTN and the FTN service network
	Parking policies that are supportive of PT outcomes
Network infrastructure	Infrastructure supports effective public transport service operation
	Accessible, customer-focused facilities appropriate to the public transport route and immediate locality
	High-quality, safe walking and cycling connections to public transport
	Well managed park and ride facilities at appropriate sites
	Encourage commercial opportunities to locate at major public transport facilities
	Support more intensive development or redevelopment in the vicinity of major PT facilities
	Supporting sustainable outcomes
	Services that meet patronage productivity expectations, taking into account the primary purpose of the service and the land use pattern

Category	Objectives
Network operation and service quality	A balanced approach to providing enough capacity regarding the costs of meeting demand
	Attractive, specialised services for special events that help meet the needs of the event and minimise impacts on other parts of the transport system
	Dependable levels of service, supported by accurate timetables which meet planned level of service and respect customers' time
	Public transport services are safe, reliable, punctual and customer-focused
	Safe, comfortable and accessible vehicles, vessels and trains
	Excellent operator performance that builds customer confidence in the PT system
Customer interface	Clear, simple wayfinding, signage and information
	A reputable, cohesive brand for AT throughout the region
	Informative marketing material is effective in increasing patronage and achieving other PT outcomes
	Customers are well informed and can effectively plan their journeys
	A range of responsive customer feedback channels / customer feedback continually enhances PT customer experience
Fares and ticketing	Customers receive a consistent and reliable ticketing and payment experience across all PT modes
	A zone-based integrated fare structure to regulate fares across bus, train, and future light rail operators, with better integration of ferry services
	A range of fare products to meet the needs of different customer groups
	A transparent, consistent fare pricing methodology that incentivises use of non-cash payment and encourages PT uptake
	Provide fare concessions for target groups to assist the transport disadvantaged, and to mitigate congestion at main attractors (e.g. schools, tertiary institutes)
	All customers pay for their travel, and pay the correct fare
Transport disadvantaged	A public transport network that is accessible and safe, particularly for vulnerable users
	Accessible transport services and facilities for customers whose needs are not met by the regular public transport network
	Safe public transport access for school students to and from their zoned and/or local school
	Support public transport services and facilities that better meet the needs of the individual rural and isolated communities, considering value for money and local initiatives

Category	Objectives
	Ensure that transport services and facilities account for socioeconomic characteristics and low income
	Support the efficient provision of ferry services and infrastructure to serve the Hauraki Gulf Islands
Procurement and exempt services	Consistent, performance-based contracts that meet the legal requirements of PTOM.
	Any changes to PT contracts are well signalled and enable operation of viable services
	Completed procurement of ferry and train PTOM units
	A framework for the procurement of Light Rail services
	A long-term rolling programme of procurement to manage expiry of PTOM contracts that supports an integrated PT network
	The operation of exempt services is consistent with, or supports, the wider public transport network
Funding and value for money	Improve value for money from existing public transport funding
	Achieve a fair customer contribution to the costs to provide and operate the PT system
	Direct available funding to high priority activities
	Encourage the development of new funding mechanisms for public transport
Monitoring and evaluation	Regular monitoring and reporting of service, *unit* and system performance
	An adaptive Plan that takes account of changing circumstances
	Ensure appropriate public consultation on future variations

7. Key direction: Customer experience

This chapter is forward looking and sets out customer experience as the key direction for the 2018-2028 RPTP.

The customer experience sits at the heart of our vision for public transport in Auckland and influences how we design, manage and develop the PT system for the future.

Understanding customer feedback in order to improve the customer experience is a critical (and ongoing) component of the work that AT undertakes. Aucklanders and visitors have told us they want public transport to be frequent, reliable, connect them with where they want to go, and be easy to use so they can access the full range of opportunities that Auckland has to offer.

Customer value proposition

It is essential that AT's PT Customer Value Proposition meets customers' expectations. Research and customer surveys indicate that for PT these are services that:

- can be accessed conveniently and safely
- are welcoming, obvious and easy to use
- go where customers need them to go
- operate when customers need them to, are frequent and turn up on time
- have reliable and competitive travel times
- provide good value for money.

Customer journey

Aucklanders and visitors are making multi-modal journeys on the transport system. AT uses a 'customer journey' framework to identify opportunities to improve the customer experience and enable seamless journeys. Each phase of the customer journey is an opportunity to provide a safe, accessible, convenient experience that meets the customer's needs and encourages potential and existing customers to choose PT for more of their travel.

The phases of the customer journey are:

1. **Awareness** of public transport
2. The **decision** to use public transport
3. The **first leg** to public transport from origin
4. **Waiting (and transfers)** at the stop or facility
5. **Paying** for public transport
6. **Riding** the service;
7. The **last leg** from public transport to destination.

By taking an end-to-end view of where (and how) a customer starts and ends their journey, AT can identify improvements across the system.

8. Focus areas

This chapter is also forward looking. It highlights the focus areas that will deliver the vision.

While improvements are planned across the public transport system, AT has identified four key focus areas where we can improve customer experience in this Plan.

Figure 12: Four focus areas

Focus area one: Expanding and enhancing rapid and frequent networks

Delivering a step-change in the rapid transit network

The RTN provides the spine of the Auckland's public transport network – delivering customers high frequency, high capacity services operating largely unimpeded by congestion. As noted, development of the RTN has been one of the main drivers for patronage recent years – and building on that success is a key focus for the 2018 RTN.

While the next few years represent a period of consolidation and construction, from around 2024 Auckland will start to see a further step-change in performance and coverage as the following key projects become operational.

- City Rail Link will allow trains to run both ways through Britomart, providing a major boost to rail network capacity, improving frequency, and enhancing access to the City Centre, particularly from the west. The City Rail Link's two new stations at Aotea and Karangahape and the redeveloped Mt Eden/Maungawhau station will reshape the City Centre - linking downtown, midtown and uptown.
- The City to Māngere Light Rail and Northwest Light Rail will dramatically extend the catchments of the RTN into Auckland's south and the growth areas of the northwest, providing more of Auckland with high quality PT services, including Auckland International Airport. These projects will also increase capacity on key congested corridors and significantly reduce the number of bus movements into the City Centre.
- The SH20B upgrade and Puhinui Interchange projects will provide a rapid transit link from Manukau and the southern line at Puhinui to the Auckland International Airport, providing a dramatic improvement in access to the Airport from Auckland's east and south.

- The Eastern Busway will extend Auckland's rapid transit network out into the east and southeast part of the city – extending from Panmure out to Botany. Through a transfer at Panmure Station, east Aucklanders will have a rapid transit connection to the train network for the first time.

Along with these major projects, the RTN will also benefit from a host of other smaller projects that will continue to provide improvements to this part of the network. These are set out in Error! Reference source not found..

Integrated Corridor Priority Programme

As part of this RPTP, AT is also looking to apply some of the advantages of the RTN to the Frequent Transport Network through the Integrated Corridor Priority Programme. This Programme will seek to extend bus-priority for the full length of key FTN routes, improving average speed and reliability and reducing operating costs.

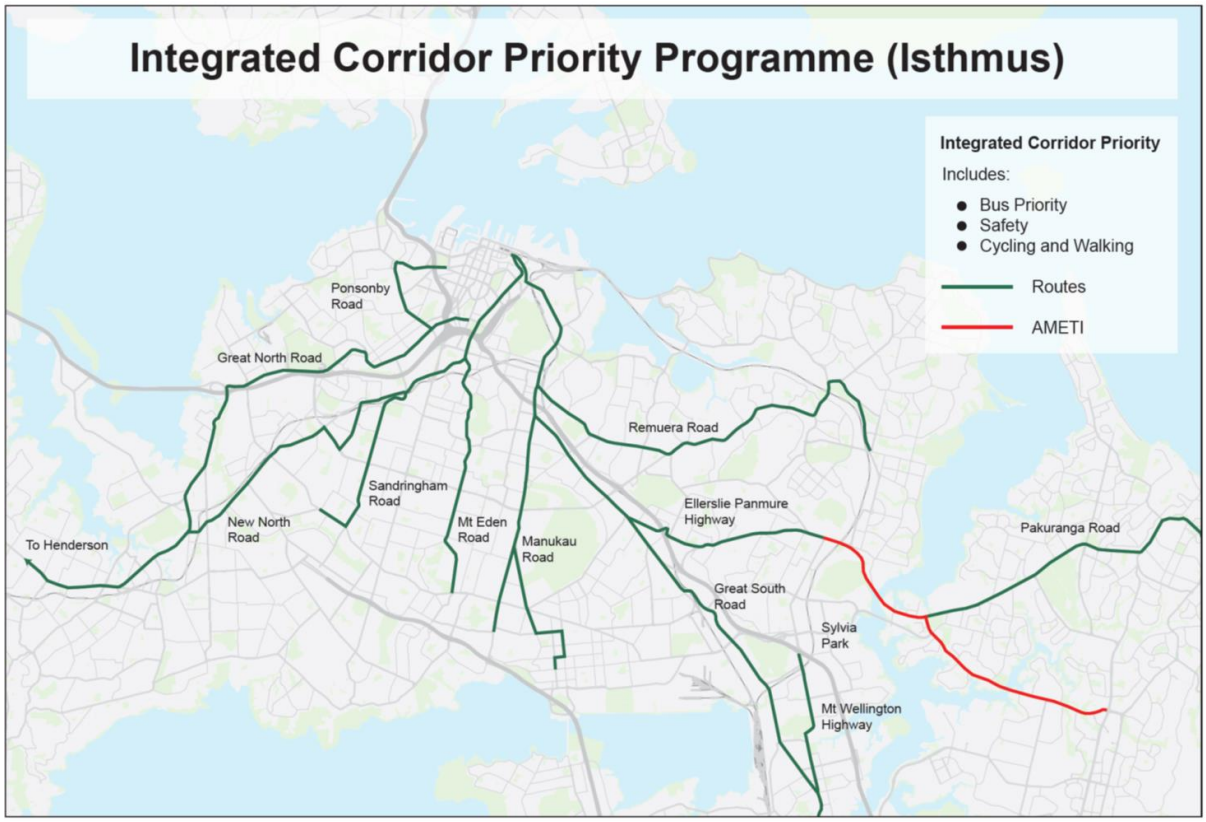
Auckland has constrained arterial corridors and there will be trade-offs to be made around competing uses including general traffic lanes, cycle lanes, parking and median strips. AT will design and deliver whole-of-route bus priority on the FTN where:

- current and planned services experience inconsistent travel times due to congestion
- where travel-time savings and patronage levels justify the cost of delivery
- where capacity exists or new services are planned that can leverage priority infrastructure to deliver patronage growth
- if reallocation of road space is required, where expected patronage gains are sufficient to ensure that bus priority implementation will increase overall people throughput along the corridor.

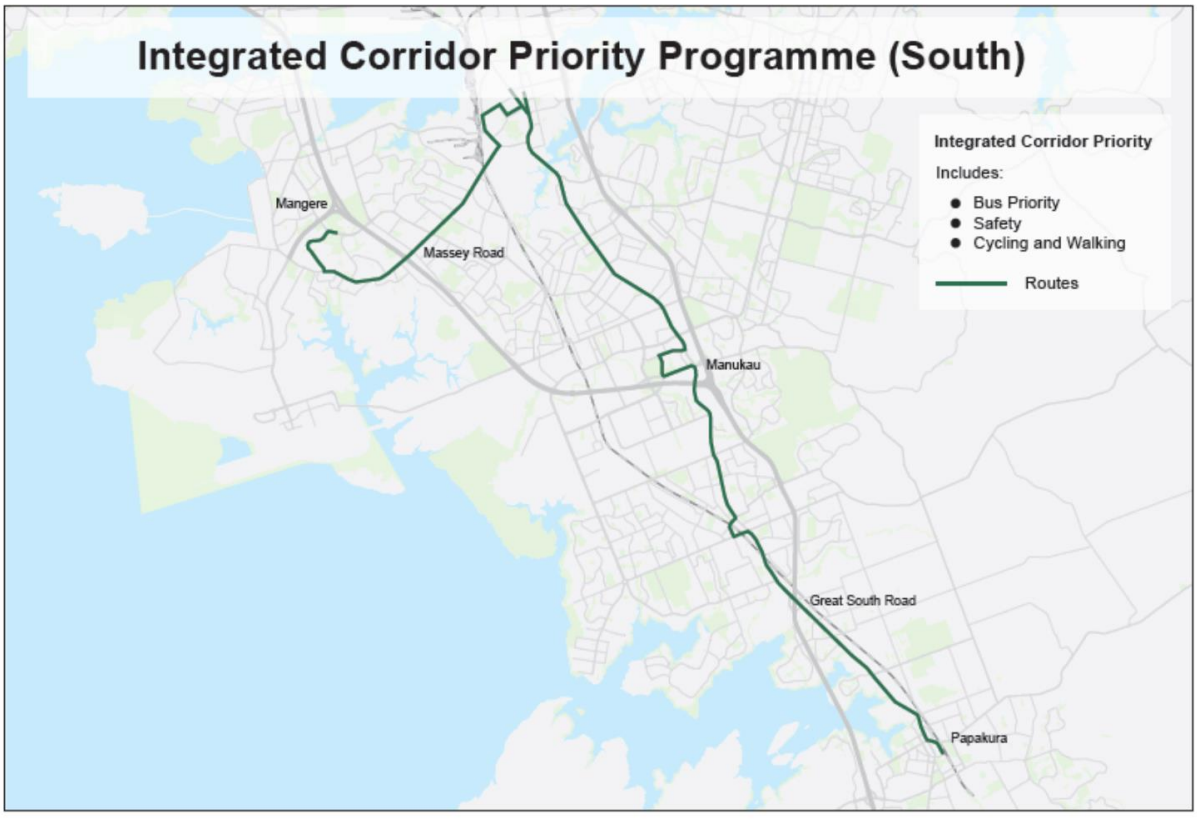
The integrated corridor priority programme will be critical to deliver the next wave of patronage growth for Auckland's bus network and instrumental in providing the next major improvement in customer experience. It will also be a major mechanism by which placemaking initiatives can be instituted – leveraging the changed environment generated by the corridor programme into urban design elements that will reflect local identity and character. The priorities for the next five years, along with a range of other projects to improve the FTN, are also outlined in Table 10.

Map 2 and Map 3 indicate the location of the Integrated Corridor Priority Programme on the isthmus and in south Auckland. The programme includes bus priority, safety and cycling upgrades as part of the overall programme.

Map 2: Integrated corridor programme (Auckland isthmus)



Map 3: Integrated Corridor Programme (South Auckland)



AT's current PT capital programme reflects what can be delivered within available funding and other resources. If the opportunity arises, AT's aspiration is to accelerate delivery of a range of projects to

improve operation of the FTN, including depot upgrades, neighbourhood interchanges and the second phase of the whole of route bus priority programme.

Table 10: Key projects in the rapid and frequent networks

Rapid Transit Network	
Rail	• City Rail Link • Electronic Train Control Centre • Network Resilience • Electrification of the rail line to Pukekohe station • EMU rolling stock and stabling • Third main line between Wiri and Westfield
Busway	• Airport to Botany (known as A to B) • Eastern Busway • Northern Busway (Busway to Albany station, Rosedale station) • Albany park and ride extension
Light Rail /RTN	• City Centre-Dominion Road-Mangere • City Centre-Northwest, following motorway alignment
Frequent Transit Network	
• Whole-of-route bus priority infrastructure (with cycling and safety programmes) for Sandringham Rd, New North Rd, Mt Eden Rd, Remuera Rd, Manukau Rd, Great South Rd, Pakuranga / Ellerslie Panmure Highways, Ponsonby Rd., Parnell Rd. and Mangere – Otahuhu - Sylvia Park • Double-Decker enabling mitigation works • City Centre Bus improvements • Sylvia Park Bus improvements • Carrington Rd. bus improvements	

Increasing services on the RTN and FTN: goal of 10-minute frequencies

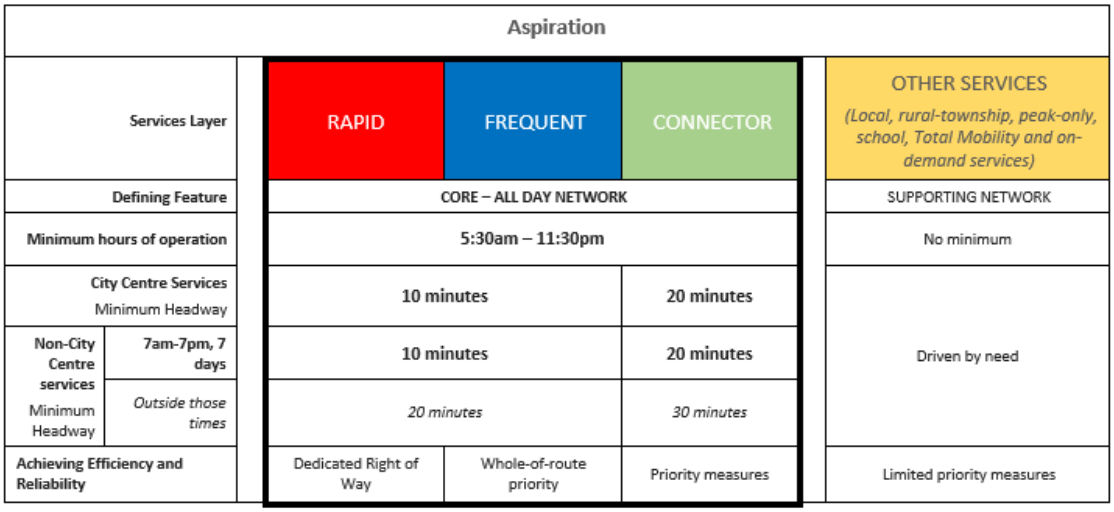
A customer's total journey travel time includes time spent waiting. Increasing frequency of service reduces waiting time, improves the customer experience and increases capacity.

To get the most out of the substantial capital investment described above, AT will seek to invest in further service improvements with a focus on: routes that are under pressure from high demand; and, improving frequencies throughout the day on the RTN and FTN.

As noted, the New Network provides the current baseline, generally delivering a standard of 15-minute frequencies across the RTN and FTN from 7am to 7pm. Over the next decade, our aspiration is to increase frequencies from a service every 15 minutes to a service every 10 minutes across these two networks. However, this would require a significant increase in operational funding. At the same time, we will also seek to increase the scope of the FTN and improve services on the connector and local networks.

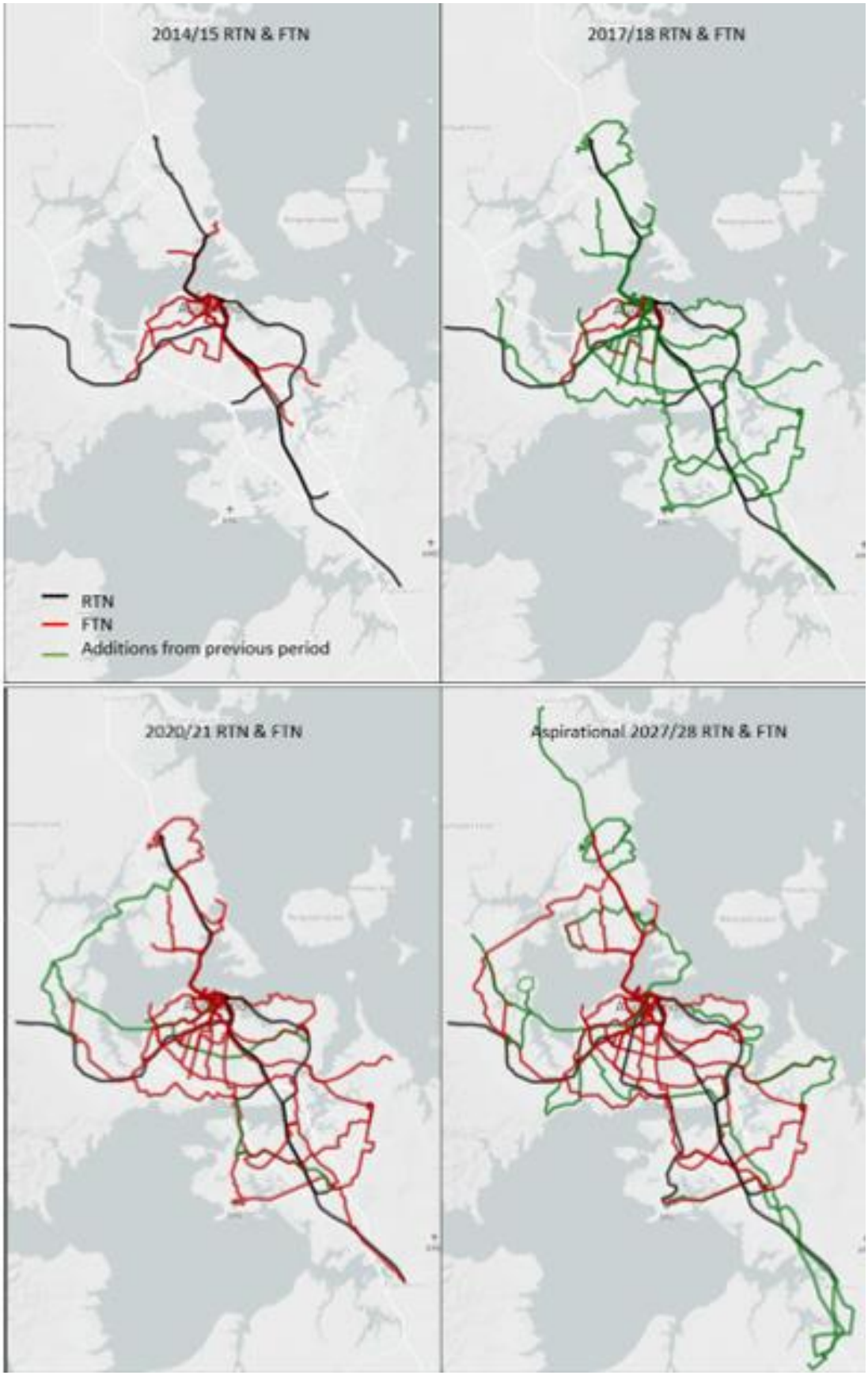
Figure 13 outlines the aspirational level of service goal for 2028, while Error! Reference source not found. illustrates the associated expansion of the rapid and frequent service networks between 2015 and 2028 associated with achieving this goal. Increased service frequencies are enabled by the completion of key projects for rail, busway and light rail / RTN.

Figure 13: Aspirational service level for 2028



Aspiration					
Services Layer		RAPID	FREQUENT	CONNECTOR	OTHER SERVICES *(Local, rural-township, peak-only, school, Total Mobility and on-demand services)*
Defining Feature		CORE – ALL DAY NETWORK			SUPPORTING NETWORK
Minimum hours of operation		5:30am – 11:30pm			No minimum
City Centre Services Minimum Headway		10 minutes		20 minutes	Driven by need
Non-City Centre services Minimum Headway	7am-7pm, 7 days	10 minutes		20 minutes	
	Outside those times	*20 minutes*		*30 minutes*	
Achieving Efficiency and Reliability		Dedicated Right of Way	Whole-of-route priority	Priority measures	Limited priority measures

Figure 14:


2014/15 RTN & FTN
2017/18 RTN & FTN
RTN
FTN
Additions from previous period
2020/21 RTN & FTN
Aspirational 2027/28 RTN & FTN

Funded service improvements

Achieving these service patterns will, however, take time and, as noted, depends on resources. **Appendix 3** contains the current and future service network headways for all of Auckland's specified public transport services for years 2018, 2021 and 2028, based on currently available levels of funding.

Over the next three years, funding constraints mean that service level improvements will be more modest and are focused on the following three main areas[4], which are also highlighted in Map 4

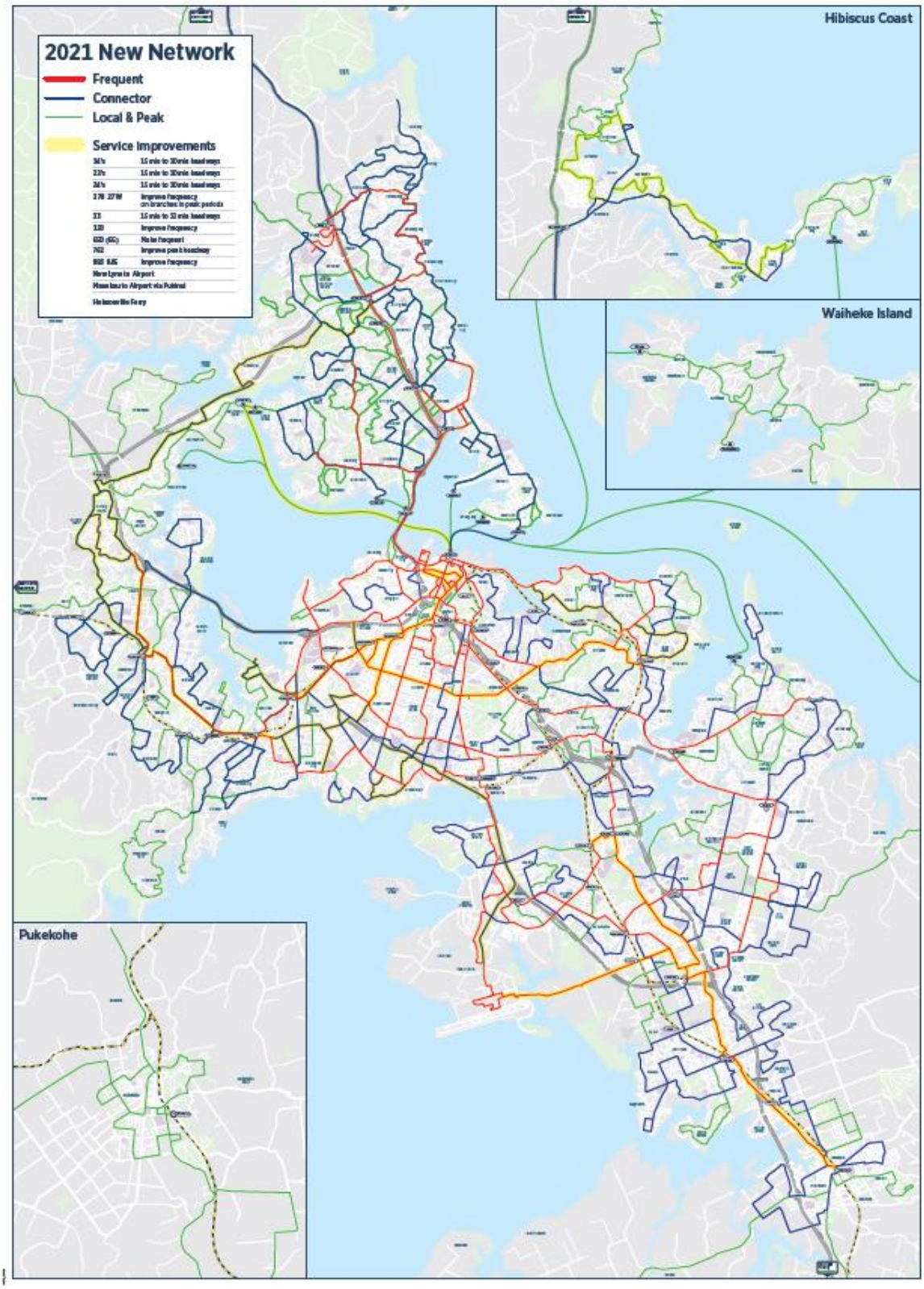
- Improved public transport to the airport
    - Provision of the Airport to Puhinui RTN Link
    - New regional connection from New Lynn to the Airport
- Core service improvements on FTN whole-of-corridor routes
    - Additional weekend services NX1 (Northern Express - Britomart)
    - Additional all-day and evening frequency on route 95C (Glenfield Road frequent branch)
    - Additional all-day frequency on route 27 (Mt Eden Road)
    - Additional weekday service at all times on route 33 (Great South Road/Otahuhu-Papakura)
    - Additional peak and evening service on route 32 (Massey Rd/Mangere-Sylvia Park)
    - Additional inter-peak frequency on route 24 (Sandringham Road)
    - Additional inter-peak frequency on route 22 (New North Road)
    - Additional peak frequency on route 70 (Botany – Pakaranga – City Centre)
- Other improvements
    - Extra inter-peak and evening frequency on 195 (Blockhouse Bay Road)
    - Extra peak frequency on route 743 (Glen Innes – Panmure – Otahuhu)
    - Extra peak and inter-peak service on route 966 (Highbury – Ponsonby – Newmarket)
    - Extra peak service on route 323 (Panmure – Carbine Road/Panama Road – Otahuhu)
    - Additional evening frequency 35 (Manukau – Ormiston – Botany)

Some of the services are existing route services that are deemed to be exempt (commercial) services under section 153 (2) of the LTMA. These include ferry services to Devonport and Waiheke. These services are integral to the regional public transport network, as they provide important public transport connections within the urban area and are integrated with other services in the network. As exempt services, however, they are not provided under contract with AT.

Should any of these deemed exempt services cease to be operated by the relevant public transport operator, the relevant service will be deregistered with effect on and from one day following the date that the relevant public transport operator ceases to operate it. The relevant route description of the deemed exempt service will then become a unit for the purposes of the LTMA.

[4] Delivery of these proposed service improvements depends on receiving a higher Hinancial Assistance Rate for the two proposed airport routes from Puhinui and New Lynn.

Map 4: Proposed service frequency (2021)



Focus area two: Improving customer access to public transport

Convenient, safe access to and from PT stops, stations and terminals is essential for a seamless customer journey and identified as a key opportunity for this RPTP.

Auckland is investing in its PT infrastructure and services at a significant level. Concentrating on first and last leg connections to PT maximises the value from that investment by increasing the potential

customer catchment. Designing access to PT for everyone, using principles of universal design, will ensure PT serves everyone and increases their travel choices. Providing for first leg access to PT is also an opportunity to shape Auckland's urban form and the legibility of urban spaces.

AT's aspiration is for walking, cycling and other active modes to be safe, healthy, preferred choices for Aucklanders making short local trips and trips to PT. Where this is not appropriate, park and ride and on-demand services provide another connection to PT and help drive PT patronage.

Five elements of access to PT warrant particular attention in this RPTP:

- wayfinding
- walking and cycling
- park and ride
- bringing people to public transport
- placemaking.

Wayfinding

Wayfinding includes all information provided through a variety of media to assist customers in finding their appropriate service and, upon alighting, to find their ultimate destination or next trip. From a physical infrastructure wayfinding perspective, de-cluttering streetscapes can add to the legibility of a customer's route. Consistent wayfinding designs for all modes support and encourage multi-modal journeys and will be important as Auckland's integrated transport system develops. Access to real time information will be continually improved so that customers can make informed travel choices for their journey.

Wayfinding information is also an exciting opportunity to see and hear te reo Māori. Embedding te reo Māori into our network enhances this taonga and contributes to weaving together a connected, distinctly Tāmaki Makaurau journey for everyone, including our growing numbers of visitors.

Walking and cycling

Aucklanders and visitors expect to use walking and cycling as first and last leg components of multi-modal journeys. Walking is the foundation for local travel and the primary way most people using PT access their stop, station or terminal. There is also significant opportunity for cycling to play a more substantial role.

Over 50% of Aucklanders[5] live within a 15-minute bike ride of the Rapid Transit Network. The Auckland Cycling Programme Business case (2017) identified short trips to PT as a clear opportunity for cycling to play a key role. AT has now also commissioned a Strategic Business Case for walking in Auckland. Around 40% of people in Auckland live within a 500-metre walk of the RTN and FTN, as illustrated in Map 5

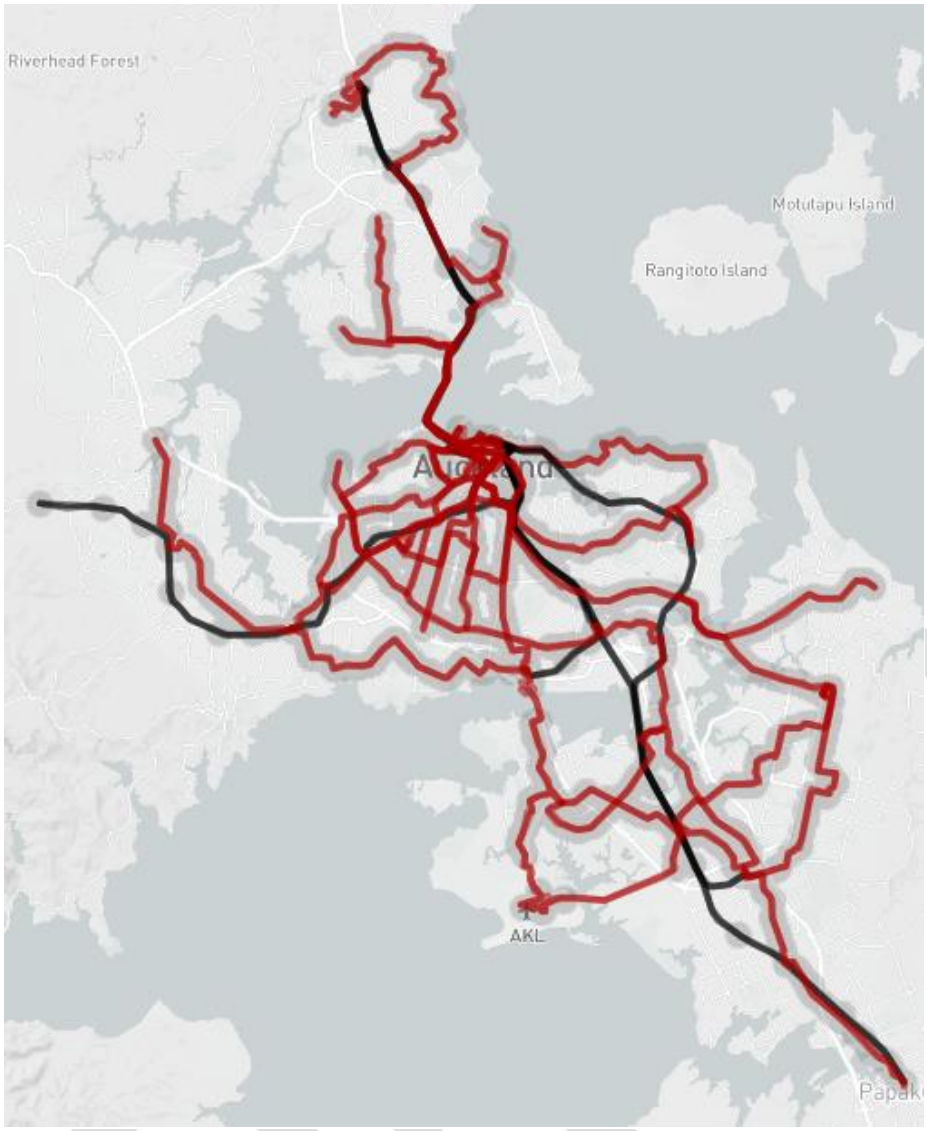
Real and perceived road and personal safety (being and feeling safe) is central to the attractiveness of the walking and cycling environment. Pedestrian crossings, signalised intersections, level-crossings, laneways, lighting, posted road speed and traffic calming are important considerations.

As Auckland's PT network expands and improves, customers will be willing to travel further to access the RTN and FTN. Walking and cycling network planning and improvement must take this into account.

Given the potential of walking and cycling to maximise PT patronage, the aspiration over the next ten years is to improve the safety, security and convenience of access around RTN stations as part of the funded walking and cycling programme.

[5] 2013 census data

Map 5: 500m buffer around RTN/FTN network



Park and ride facilities

Park and ride facilities help to intercept car commuter trips 'upstream' of congestion and direct these trips instead onto the PT system. From a strategic perspective, 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 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 unsafe and unacceptable parking practices in adjacent streets. While there is scope for some expansion at key sites, resources are limited. Going forward, park and ride capacity will be provided to better match demand and strategic outcomes and be managed in a way that contributes to a more efficient transport system overall.

Better use of existing park and ride space to increase access to stations and terminals is a priority. Auckland Transport will manage the demand for space at park and rides through one or more of the following:

- Reallocating space for priority uses, such as, drop-offs, rideshare, EVs and on-demand services, as appropriate.

- Pricing to enable the allocation of bays to those with a need to drive to rapid public transport or a ferry terminal, discouraging parking by non-public transport users, and enabling some cost recovery.
- Expanding parking capacity where expansion achieves strategic outcomes.

A specific pricing scheme is still being developed but would be organised around the principles identified above. When a facility is priced, changes in price would take place at regular intervals, following monitoring of capacity and usage. Pricing would not necessarily be uniform across sites. Pricing would not be implemented without providing customers with appropriate information and forewarning and ensuring that there is capacity available on the local bus connections for those customers who may re-mode once pricing is implemented to accessing stations via private motor vehicle.

As surrounding land is developed and land value increases over time, the opportunity to redevelop park and ride land to multi-use also becomes possible at strategic locations. These locations include Ōrākei, Onehunga and Manurewa park and rides.

Bringing people to public transport

Now that the new bus network and its associated supporting elements have been largely implemented AT has a key role in selling the benefits of the PT system, showing people how to use it, making its use easier and actively engaging with people to demonstrate its strengths. AT will, through its Travel Demand Management team, promote and inform the community about the system and will cater information, awareness and support of the system through initiatives that will range from network-wise to individual travel planning activities.

Placemaking

Neighbourhoods and town centres are the basic building blocks of successful cities. Whether surrounding, directly adjacent to or within future development sites, the nature of road and street networks and the type of PT available will influence the viability and success of neighbourhoods and town centres.

High quality PT, such as rail and light rail, can play a decisive part in the design of public space, encouraging transit-oriented development around stations and improving local access and connections. The Britomart and New Lynn precincts are successful examples resulting from investment in high quality PT.

At the local level, the same effect is also true where investment in permanent frequent, direct bus services creates confidence for Local Boards and businesses to invest in local centres and neighbourhoods and improve placemaking around them.

AT has developed the Roads and Streets framework to engage with Council, Local Boards, developers and other parties to assess how roads and streets, and different modes can support better placemaking while achieving strategic network outcomes. Engagement at the local level is crucial to understand how PT can assist local communities to design and realise placemaking aspirations as well as identifying and removing barriers in first and last leg access to PT. Going forward, AT will increasingly seek to work with Local Boards, within available funding, to better meet community expectations while supporting the wider network.

Table 11 outlines the key ways that customer access to public transport will be improved.

Table 11: Getting to public transport priorities

Opportunity	Description
Walking	Improving the safety of access to PT: • Pedestrian safety and wayfinding improvements around PT infrastructure including crossings, lighting and CCTV • Complete a Walking Business Case
Cycling	• Investigation and investment in infrastructure to support shared-bikes • Bike, e-bike and other mobility device storage at rail and bus stations, bus stops, ferry wharves • Provide for safe, convenient cycle access to RTN stations • Provide secure bike facilities at RTN stations • Provide for bikes on rural services
Rail pedestrian gates	Automatic electronic rail pedestrian crossing gates
Regional wayfinding	• Regional wayfinding for PT system – RTN focus. • Includes increased visibility of Te Reo Māori
Park and ride	• Progressing business cases for inclusion of park and ride improvements in capital programmes • Develop a pricing model for park and ride
Placemaking	Engage with Auckland Council and Local Boards (and other parties) on PT initiatives: • Apply the Roads and Streets Framework to help assess placemaking and modal priorities for local road and street networks • Seek input on barriers to access to PT and how PT can support local placemaking aspirations

Focus area three: Improving Māori responsiveness

Showcasing the unique identity of Tāmaki Makaurau through public transport is a clear opportunity to make the customer experience uniquely ours, for the benefit of everyone who lives in, or visits Tāmaki Makaurau.

Services

The focus of public transport service provision is on high frequency services that provide transport choice and relieve congestion. This model aims to make the network as useful as possible to the largest number of Aucklanders.

Partnering with iwi is an opportunity to connect Māori communities with their marae or wahi tapu (places of cultural significance) in areas that are difficult to service with conventional PT and opens opportunities to explore on-demand services and other transport options to meet community needs.

Te Reo Māori

Seeing, hearing and using te reo Māori on the network enhances this taonga, normalises te reo Māori in a public space, raises the profile of Te Ao Māori (a Māori worldview) and contributes to weaving

together a connected, distinctly Māori Tāmaki Makaurau journey for everyone, including our growing numbers of visitors.

In June 2018 AT launched safety messages in English and te reo Māori on train services. The launch was timed to coincide with Matariki celebrations. Over time, the aspiration is for announcements on all trains, ferries and buses to be bilingual, subject to contractual adjustments.

AT is updating its Technical Design Manual to incorporate te reo Māori and has a programme to look at regional wayfinding for the public transport network and determine where opportunities for bilingual signage exist.

Te Aranga Māori Design Principles

As Auckland grows and develops, there be continuing opportunities to apply Te Aranga design principles as a positive tool to shape development and tell the unique stories of mana whenua.

Te Aranga Māori Design Principles are a set of outcome-based principles founded on Māori cultural values and designed to provide practical guidance for enhancing design. The core values and the seven key principles they influence are outlined in Table 12. The principles are also designed around process and engaging with Mana Whenua to determine improved design outcomes that reflect their identity and Māori Values including mitigation measures to reduce impacts such as on the mauri of the waterways from stormwater.

Table 12: Māori core values and design principles

Core values	Design principles
Rangatiratanga	mana
The right to exercise authority and self-determination within one's own iwi / hapū realm	The status of iwi and hapū as mana whenua is recognised and respected
kaitiakitanga	whakapapa
Managing and conserving the environment as part of a reciprocal relationship, based on the Māori world view that we as humans are part of the natural world	Māori names are celebrated
manaakitanga	taiao
The ethic of holistic hospitality whereby mana whenua have inherited obligations to be the best hosts they can be	The natural environment is protected, restored and / or enhanced
wairuatanga	mauri tu
The immutable spiritual connection between people and their environments	Environmental health is protected, maintained and / or enhanced
kotahitanga	mahi toi
Unity, cohesion and collaboration	Iwi / hapū narratives are captured and expressed creatively and appropriately
whanaungatanga	tohu
A relationship through shared experiences and working together which provides people with a sense of belonging	Mana whenua significant sites and cultural landmarks are acknowledged
Mātauranga	ahi ka
Māori / mana whenua knowledge and understanding	Iwi / hapū have a living and enduring presence and are secure and valued within their rohe.

The principles have been used in the design of several prominent PT buildings including Ōtahuhu and Panmure train stations as well as Manukau bus station. In June 2018, Manukau bus station was

shortlisted in the transport division of the World Architecture Festival held in November 2018. In May 2018, the building was the sole winner in the Public Architecture category of the Auckland Architecture Awards. Te Aranga Principles have also influenced the designs for Auckland (and NZ's) largest infrastructure project - the *City Rail Link.*

Partnering and social procurement

As Auckland grows and the public transport 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.

AT will look at opportunities to include social procurement practices in its contracting processes, such as for new infrastructure projects. The recently opened Manukau bus station was AT's first project to contain a "Social Outcomes" component in its procurement process. The contractor had to demonstrate how it would train and employ South Auckland Maori and Pacifica Trades Training graduates. Thirteen graduates were employed during the construction phase; all of them now have full-time jobs.

An overview of the opportunities for this focus area are outlined in the Table 13.

Table 13: Māori responsiveness priorities

Opportunity	Description
Te Reo	• Audio announcements on Trains and Buses • Signage for RTN stations
Te Aranga Māori Design Principles	Identified opportunities • Light Rail project • Puhinui upgrade • Future PT interchanges and stormwater management systems
Social procurement and partnering	Opportunities to investigate Māori and local community employment and business development opportunities through social procurement and partnering opportunities. Examples include: • High-skill positions • Trades training opportunities • Vehicle acquisition • Design and delivery of shared mobility solutions • Depot or charging infrastructure and software

Focus area four: Harnessing emerging technologies

Technology is changing the customer experience and customers' expectations of the services they use. Advances in communications technologies are changing the way customers interact with businesses, each other and how they plan their travel. Aucklanders and visitors are increasingly accustomed to using apps for hailing, navigation, and payment. Near-ubiquitous internet, personal devices and 'big data' are driving new business models and innovation is empowering the consumer and providing more in-depth insights.

Energy technology is also advancing – in June 2018 AT began a trial of electric buses and we have committed to procuring low-emission buses exclusively from 2025.

Rapid innovation also has implications for AT in how it plans and manages the transport system. AT will invest in emerging communications, data collection and insights technologies as tools to enable ongoing optimisation of the PT and wider transport system.

Insights and forecasting

Auckland has invested in several structural changes to the PT system in recent years (the electrification of the rail network, AT HOP, Simpler Fares, New Bus Network, PTOM etc.). These changes happened concurrently, over a short period. The pace and scale of change has, at times, made analysis and optimisation of interventions complex.

Since the 2015 RPTP, AT's data collection has increased exponentially and is increasingly real-time. Standardisation of data collection and categorisation, as well as the coordination of insights, is a clear opportunity to improve the customer experience as well as to maximise value for money. This will require investment as part of a holistic and integrated approach to AT's transport network management.

Now that the New Bus Network rollout is nearly completed, AT has an opportunity to 'take stock.' The next step is to leverage enhanced data-gathering techniques to manage a comprehensive monitoring and insight development programme to drive decision-making.

Importantly, modelling tools need to be kept updated with advances in GPS, real-time technology and sheer computing power. AT will upgrade forecasting (long-term strategic and short-term tactical) modelling methodologies and tools as the technology becomes available.

Digital customer interface

Aucklanders and visitors expect a quality, continuously improving digital customer interface. AT will accelerate investments in the digital customer interface of the PT system (primarily the AT Mobile app) in partnership with NZTA to improve journey planning and wayfinding, integrate on-demand transport and reduce duplication of efforts between agencies. Over the medium term, AT will build to incorporate further capabilities (e.g. app-based payments, multimodal real time information).

Next-generation payments

Payment technology is also advancing and will have implications for the customer experience. Over the medium-term, AT will consider replacing AT HOP with an account-based fare collection system, likely in collaboration with a National Ticketing Programme.

Importantly, given this context, any shorter-term investment in the current HOP system would need to be characterised by a short payback period (3-4 years).

Trial on-demand services

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. On-demand services would complement the existing network in these cases.

On-demand services may offer an opportunity to selectively increase coverage throughout the day and/or cover areas where existing PT access is poor, and/or no PT feeder services are currently justifiable.

AT may also consider redeploying resources used for low-patronage fixed bus services to on-demand, where on-demand services present a more cost-effective option that provides the equivalent or better customer experience.

Importantly, trials of new and alternative delivery models should only be considered where they improve accessibility and customer experience. AT will focus any trials in areas where there are opportunities for public transport to work better for customers. Such a system is currently being trialed in Devonport, with insights from this trial expected to inform future on-demand trials and new technology usage.

Future-proof for mobility as a service

Mobility-as-a-Service (MaaS) is an emerging concept overseas and here. It refers to a 'one-stop-shop' for integrated urban mobility solutions. Put simply, MaaS takes bike-hire, taxi, ride-hailing, car-share and ride-sharing services and incorporates them alongside PT services into one travel-planning application and (likely) payment platform. MaaS is being trailed in Queenstown and could be expanded to sites in Auckland in the near future.

MaaS could transform the customer experience, enabling customers to optimise their travel choices based on real-time trade-offs in travel costs. Integration of travel would allow AT to more effectively manage more of the mobility offerings in the city.

In Auckland, while we are probably several years away from a fully-fledged MaaS environment, some of the decisions we make now will be important in enabling that future. AT will continue to investigate opportunities to future-proof the PT network (and wider transport network) for MaaS. AT will develop a plan to help guide our response and prepare for the MaaS environment. Table 14 outlines the range of technology and on-demand services relevant for PT.

Table 14: Emerging technology and on-demand opportunities

Opportunity	Description
Data analytics	• Real time data off EMUs • Data analytics for customer experience and marketing • Data analytics for congestion and PT network performance • Data analytics for multi-trip journeys

AT Mobile	• Ongoing development and improvement including:
	  ○ Mobile payment and AT HOP interface
	  ○ Customer information capabilities such as seat availability
	  ○ future-proofing for Mobility as a Service applications such as mode integration

On-board customer experience improvements	• Digital information screens on LINK and Rapid buses • Audio announcements on all buses • Live streaming CCTV for EMUs • Digital emergency customer contact tool
On-platform customer experience improvements	• Digital real-time signage at ferry wharves • Better information (audio and visual) for customers at bus stops • Driver hail technology (for vision-impaired) • PA at ferry wharves

Access to HOP	Improve the range of options for customers to obtain and top up AT HOP cards to improve uptake, prioritising areas where AT HOP use is low relative to other areas
Ticketing product development	• AT barcode reader to speed up reading of paper tickets • Disposable AT HOP cards development • AT HOP development for integrated ferry fares • AT HOP weekly and monthly fare caps • Participate in the national ticketing programme
Public transport facilities – operational enhancements	• Bus connection digital real-time displays and CCTV for bus drivers at bus interchanges • Dynamic bus bay allocation technology • Dynamic downtown ferry berth allocation and monitoring

On-demand dynamic-route trials	• Trials to identify opportunities for on-demand to provide:
	  ○ First and last leg connections to PT in areas where little alternative access
	  ○ Cost efficient shared mobility services in low-demand areas where traditional PT services may not be viable
	  ○ Safe alternative travel choices where safety is a concern (e.g. at night)

Other areas

Ferry services

Ferries currently play an important role in Auckland's public transport system. Ferries carried 6.1 million public transport passengers in the year to December 2017, making up 6.8 per cent of total public transport patronage. While the share of total patronage is relatively small, ferry services provide a key alternative to the private car for communities such as Devonport, Bayswater, Gulf Harbour and Half Moon Bay. Ferries also provide the only practical link for Waiheke residents to access Auckland city, and freight and passenger ferries are critical for Waiheke and Great Barrier Island.

To support development of this RPTP, Auckland Transport commissioned the Auckland Future Ferry Strategy to examine options for improving Auckland's ferry network and its contribution to wider public transport goals. The Strategy identified several key challenges for the ferry system, including: responding to capacity constraints on some routes, increasing contract rates, the need to support urban growth areas and expand the number of routes, increasing customer and environmental expectations, and maximising opportunities around the America's Cup.

In response, the Strategy proposed a range of potential initiatives focused to improve ferry operations and increase patronage. After considering the Strategy, Auckland Transport has selected the following as the main priorities, although they remain subject to funding availability:

- Investigate enhanced service levels on existing and developing routes with improved peak service frequencies for Hobsonville and Beach Haven by 2021
- Improve timetable integration with broader AT Metro network for reliable connections and develop local on-demand and enhanced bus feeder access to ferry terminals at Hobsonville, West Harbour, Gulf Harbour, Pine Harbour, Half Moon Bay, Birkenhead, Beach Haven, Northcote Point, Waiheke (Matiatia)
- Improve walking and cycling access, cycle storage, drop-off spaces
- Progress Downtown Ferry Terminal development and capacity improvement
- Seek to improve fare integration with the rest of the PT network

AT will continue to work with the operators of exempt services to encourage better integration with the broader network to improve customer outcomes.

At present, there is limited capital funding for ferry service improvements or expansions beyond upgrade of the Downtown terminal - as the focus is on other parts of the PT network. However, Auckland Transport still has a strong aspiration to improve ferry services and will continue with further work around Phase Two of the Future Ferry Strategy so there are opportunities for improvement should additional funding become available. These include:

- Options around vessel infrastructure and purchase – particularly the potential for larger vessels and or standardisation of the fleet
- Options to improve contracting methodologies
- Expansion of potential future routes and service patterns, especially with a focus on serving land use areas.

Moving to a low emissions public transport network

Auckland Transport is committed to reducing carbon and other harmful emissions from the transport network – particularly the public transport network where we have greater influence over vehicle standards. Key initiatives over the next ten years are as follows:

- Completion of electrification of the passenger rail network, once the Southern Line is electrified to Pukekohe in 2024/25
- AT is currently trialing two low emissions buses, and has completed the Low Emissions Bus Roadmap signalling that all new buses entering the fleet from 2025 will be low emission (electric)
- Investigation of opportunities for low emissions ferries.

Wider initiatives

We will also pursue the initiatives outlined in Table 15.

Table 15: Additional focus initiatives

Component	Initiative
Inter-regional public transport services	Collaborate with Waikato, NZTA and KiwiRail to accommodate inter-regional heavy rail services. This is being considered as part of the Hamilton to Auckland corridor study, being led by Central Government.
Place-shaping	• Develop funding arrangements with Auckland Council and developers (on a case by case basis) for brownfield and/or greenfield growth areas to support the extension of rapid service network to these areas • Work with Local Boards to assess the opportunities for placemaking that PT can support and assess how local access to PT can be improved
Investment in Public transport	Alongside Central Government and Auckland Council, complete an investigation into the wider social, health, environmental and economic benefits of public transport with a view to expanding the vote-funding base accordingly for developing the public transport network
Operator environment	Undertake a Programme Business Case to investigate the purchase of key public transport assets to lower barriers to entry into a competitively tendered market such as depot, bus and/or ferry purchase

Component	Initiative
Infrastructure	• Work with operators to develop and implement an appropriate charging regime for access to public transport facilities and infrastructure • Develop and complete a programme for checking and improving older bus stops and shelters • Identify and resolve accessibility and safety issues, and ensure compliance with accessibility standards in collaboration with stakeholders
Customer safety	Support 'Project SaFE' - a fare inspection, enforcement and security regime through a roving team of warranted Transport Officers, to ensure that all passengers pay the correct fares and to minimise the opportunity for fraud (initially focussed on train, with future expansion to other modes)

Vehicle specifications	• Investigate Requirements for Urban Buses (RUB) exemptions especially for peak time, peak routes:
	  ○ Internal circulation
	  ○ Larger back doors and all door boarding
	  ○ Rows of three not four seating
	  ○ Prams and limited mobility customers
	• Prepare vehicle quality standards for light rail vehicles that adhere to industry best practice, and ensure that all light rail vehicles used on future contracted services conform to those standards with specific attention to use by customers with accessible needs

PART 3: HOW WE WILL DO IT

9. Implementation

This chapter sets out a proposed staging of the investments.

With the effective completion of the Public Transport Operating Model (PTOM) tendering process and the roll out of the New Bus Network, the focus of the implementation plan will shift to providing increasing value for the customer. This will involve:

- upgrading more bus routes to frequent status and delivering bus priority improvements;
- continuing the development of the rapid network (e.g. City Rail Link, Light Rail and Eastern Busway);
- extending the public transport network into the new housing areas as they develop;
- Customer-focused journey-planning tools;
- managing the network's capacity to match demand; and
- introducing new technology (applications, services, infrastructure and vehicles).

It is also important to consider the context of the integrated transport network and other major projects on the transport network assumed to be completed within the 2018-2028 timeframe of this RPTP, including (for example):

- road pricing
- Skypath;
- Seapath
- Cycleways
- pedestrianised Quay Street and other city centre streets.

Timing of implementation

The bulk of major infrastructure outlined in this RPTP will be delivered and operational post 2024.

The City Rail Link will provide an underground rail connection from Britomart to the Western Line near Mt Eden and enable rail services to be through-routed in the city centre. This will deliver a major boost in rail system capacity and dramatically improve the accessibility of the city centre and other key centres by public transport, particularly from and to West Auckland and the City Centre.

When complete, the City Rail Link will also enable further changes to be made to the wider public transport network, including:

- Increased bus service frequencies to the rail network as rail journey times from areas such as Manurewa, New Lynn, and Henderson improve; and
- Some reduction of growth in bus numbers as rail access to the city centre improves.

Light Rail would complement the City Rail Link by providing surface capacity on selected corridors. Corridors under investigation are Queen St via Dominion Rd to Auckland Airport and parallel to the western motorway to Westgate and beyond. Light Rail is subject to approvals and funding and AT is actively working with NZTA and Central Government to advance these projects.

A further rapid transit route from Botany to the airport is under investigation and services will integrate with the Eastern Busway development, providing rapid transit from east Auckland to Auckland airport.

These changes are illustrated in the indicative 2028 rapid and frequent service network (refer to Figure 13). The service changes resulting from these infrastructure investments as outlined above are indicative only and will be developed further in a future RPTP. Table 16 indicates the broad timing of

the key infrastructure projects due to be constructed over the 10-year life of this Plan. Note, the phasing of the key components is contingent on receiving funding in time.

In addition to the projects outlined in Table 16 further work will be undertaken on public transport improvement projects that are currently unfunded but may be included in a future RPTP. These include:

Route protection

- Upgrading the Northern Busway to a higher capacity mode (likely to be light rail), including a new rapid transit crossing of the Waitemata Harbour
- Rail to the North Shore

Bus, ferry and park and ride

- Additional Bus/rail and bus/bus interchanges
- Additional new bus lanes to support the frequent network
- Additional park and ride facilities
- Further Ferry service improvements and terminal upgrades
- Improvements in bus service frequency and capacity
- Gating at interchanges
- Fare and ticketing improvements

Rapid transit network

- Busways - SH1 Extension to Albany, Albany to Silverdale, Pakuranga to Botany (AMETI), SH16 North-western Busway, Botany to Auckland Airport, Upper Harbour bus rapid transit
- Rail network performance improvements*
- Rail resilience improvements*
- Rail network capacity improvements (including third main Otahuhu-Wiri)*
- Grade separation or road closure at high priority level crossings*
- Rail service increases
- Light rail in the city centre and isthmus
- New rail stations (Paerata, Drury, Mt Smart)
- Electrification Papakura to Pukekohe*
- Wiri depot expansion

*Rail projects reliant on central Government funding

Prioritisation of infrastructure programme

The Regional Land Transport Plan (RLTP) includes a 10-year prioritised delivery programme of transport services and activities for Auckland. It combines transport programmes of the New Zealand Transport Agency (NZTA), AT and KiwiRail.

The RLTP allocates anticipated funding from Auckland Council, revenue from transport services and forms the prioritisation process for seeking funds from the National Land Transport Fund. It is a statutory requirement that NZTA and AT revise the RLTP every three years. The RLTP outlines and prioritises the public transport infrastructure projects that will be funded over the next 3 years. Table 16 is drawn directly from the current RLTP.

Table 16: Planned public transport capital expenditure (2018-2028)

RLTP Grouping	RLTP Project Name	Functional requirement	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	Project Funds (rounded $m or $k)
Funds for Local Board priorities and to support housing growth	Greenfield transport infrastructure projects	Integrating public transport into new growth areas.											275
Committed Projects and Programmes	Albany station park and ride extension stage 1	Phases 1 of the Albany park and ride extension to increase capacity and patronage on the Northern Busway.											832k
	EMU rolling stock	Purchase of new EMUs to provide additional capacity on the rail network and allow electric rail services to be extended to Pukekohe.											133
	Rosedale and Constellation bus stations	A new Rosedale bus station, and improvements to the existing Constellation bus station, associated with the extension of the Northern Busway to Albany.											117
	Supporting Growth - investigation for growth projects	To facilitate investigation for high priority projects in growth areas											81
Ongoing Operational Programmes	Advanced destination signage	Installation of advanced directional signage and route numbering signage on the local road network to assist in customer wayfinding.											6
	Bus Priority: Localised Improvements	Delivery of localised bus priority improvements across Auckland to support the roll out of the new bus networks.											53

RLTP Grouping	RLTP Project Name	Functional requirement	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	Project Funds (rounded $m or $k)
	Double Decker Network Mitigation Works	Mitigation works to safely allow the passage of double decker buses, addressing risks such as street signage, street furniture, low hanging power or phone lines, overhanging trees and low bridge structures.											14
	PT safety, security and amenity and other capital Improvements	Programme to enhance safety, security and amenities at Metro train stations and terminals region wide, as well as bus stops, minor improvements at stations, wharves and provision of PT information.											121
City Centre and Waterfront Projects supporting America's Cup	Downtown bus improvements	Delivery of new bus interchanges on Quay St East and Lower Albert St, in conjunction with CRL and Council Downtown projects											44
	Downtown ferry basin piers 3 & 4	The replacement of Piers 3 and 4 to Queens Wharf West											17
Environmental Focus	Electric buses and infrastructure	Infrastructure to support electric buses on the public transport network											9
Rapid Transit Network (RTN)	Airport to Botany RTN via Manukau and Airport access improvements (investigation, route protection and CAPEX)	Programme to improve airport access, including Puhinui bus-rail interchange upgrade and a range of other measures including localised bus priority and walking/cycling improvements.											79
	Eastern Busway: Botany bus station	Investigation, design and construction of a new bus station facility at Botany Town Centre.											71

RLTP Grouping	RLTP Project Name	Functional requirement	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	Project Funds (rounded $m or $k)
	Eastern Busway: Pakuranga bus station and Reeves Road flyover	Investigation, design and construction of a new bus station at Pakuranga town centre and the new Reeves Road flyover.											317
	Eastern Busway: Panmure to Pakuranga	Construction of a signalised Panmure roundabout accommodating bus priority, a new two-lane busway, pedestrian and cyclist facilities from the roundabout to Pakuranga Road/Ti Rakau Road intersection, a new one-lane each way Panmure Bridge and upgrades to the existing bridge.											170
	Eastern Busway: Ti Rakau Busway	Investigation, design and construction of a new busway between Pakuranga town centre and Botany, new and improved walking and cycling facilities along Ti Rakau Drive, and upgrades to Pakuranga Creek Bridge to accommodate busway, pedestrian and cyclist facilities.											351
Other bus network improvements	Albert and Vincent Street bus priority improvements	Bus priority measures on Albert and Vincent Streets to improve journey time and reliability between Karangahape Road and Britomart.											7
	Carrington Road improvements	Provision of intersection improvements, bus lanes and new bus facilities to support the UNITEC precinct redevelopment, which is expected to provide 3000 - 4000 new homes in addition to servicing the current 19,000 students on campus.											22

RLTP Grouping	RLTP Project Name	Functional requirement	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	Project Funds (rounded $m or $k)
	City Centre bus improvements	Delivery of bus infrastructure in the CBD, including bus priority along Wellesley Street, a new learning Quarter bus interchange											117
	Sylvia Park bus improvements	New bus link and bus station to Sylvia Park with walking and cycling improvements											15
	Whole of Route Bus Priority Programme - Phase 1	Delivery of whole of route bus priority improvements across Auckland to support the roll out of the new bus networks.											215
Rail improvements including bus-rail interchanges	Additional EMU rolling stock	Purchase of new EMUs to provide additional capacity to respond to patronage growth.											258
	EMU stabling	Stabling, maintenance and cleaning facilities associated with the purchase of additional EMUs.											138
Ferry terminal upgrades and other ferry improvements	Downtown ferry basin redevelopment	Construction of a new downtown ferry terminal to accommodate future growth and expansion of services.											57
Park and Ride Programme	Matiatia park and ride	Replace and expand existing Matiatia park and ride to cater for projected increase in demand to and from Waiheke.											15
	Papakura rail station park and ride	Delivery of a new multi-storey facility on the site of the existing Papakura park and ride, to increase patronage on the rail network.											12
	Park and Ride Programme	Delivery of new and extended park and ride facilities											55

RLTP Grouping	RLTP Project Name	Functional requirement	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	Project Funds (rounded $m or $k)
Network capacity and performance improvements	AT Operations Centres amalgamation	The amalgamation of ATOC Smales and ATOC Central into a single Transport Operations Centre, to provide a new centre that has the capacity to co-locate external stakeholders involved in incident and emergency management, as well as allow temporary collaboration to deal with large-scale emergency situations.											8
	Intelligent transport systems	A programme to take advantage of emerging technologies to manage congestion, improve safety and influence travel demand.											110
Technology	AT Metro business technology	Technology improvements supporting PT customer experience and operations. Includes items such as improvements to the real-time passenger information system.											38
	Customer contact centres, channel technology and innovation	Customer Contact solutions systems are business and operational support systems to improve AT's customer experience.											23
	Innovation and customer centric applications	Programme to deliver digital technologies which will be critical to the development of new products and services for AT											40
	Integrated ticketing - improvements, replacement and national system	To extend, enhance and replace AT HOP equipment and systems - including the back-end system, retail and top-up devices and the tag-on/off devices for rail, ferry and bus.											119

RLTP Grouping	RLTP Project Name	Functional requirement	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	Project Funds (rounded $m or $k)
Grand Total (public transport projects only)													3,106

Rapid Transit Network Projects

RLTP Grouping	RPTP Project Name	Functional requirement	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026	2026-2027	2027-2028	Project Funds
	City Rail Link												TBC
	City Centre to Mangere Light Rail												TBC
	City Centre to Northwest Light Rail and Stations												TBC

10. Expected results

This chapter outlines the core expected results of the implementation plan in this RPTP. It assumes delivery of the implementation programme and adherence to the customer experience key direction with its three focus areas: the RTN and FTN, access to PT and emerging technologies.

Measures

AT actively measures the performance of the public transport system against a range of indicators. Table 17 gives a summary of performance against measures established in the RPTP 2015-2025. It shows that the public transport system is performing well in the areas of patronage growth, network coverage, HOP market penetration and customer satisfaction:

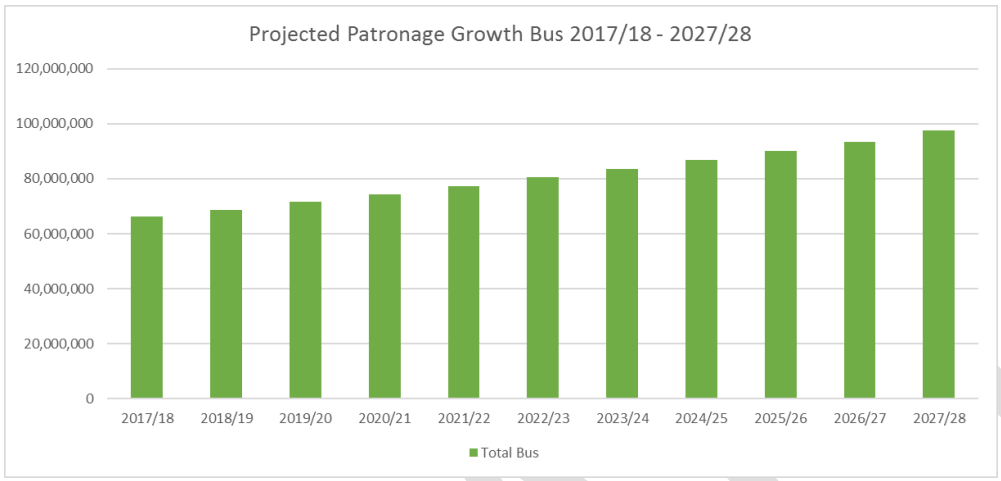
Table 17: Performance against key measures

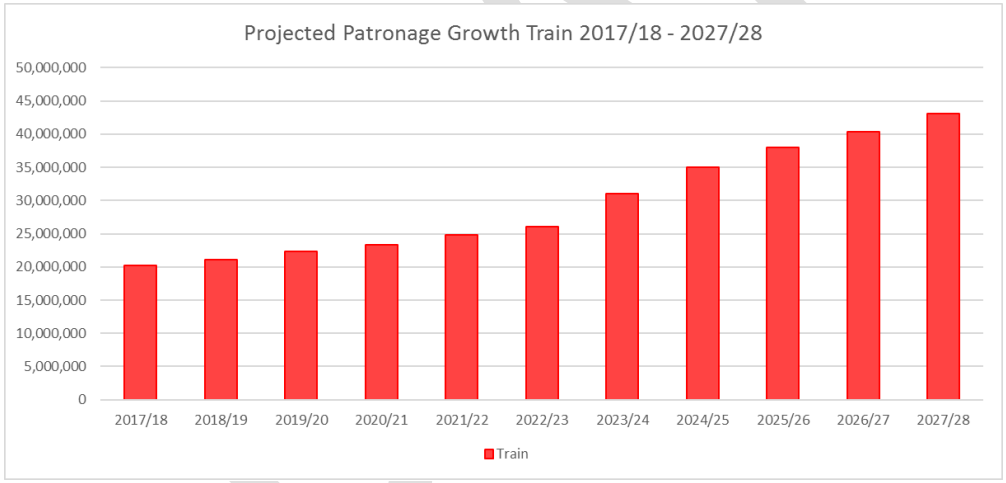
Factor	Measure	2015 results	2018 results	2021 expected outcomes
Passengers	Total passenger boardings per annum	79.2 million	92.4 million	104.8 million
	Annual passenger boardings per annum per capita (whole region)	47 (2014)	57	59
	Percentage of peak period trips to central city made by PT	45%	47%	47-50%
	Rail	new in 2018	20.2 million	23.38 million
Access	Percentage of population within 500m walk of a PT stop (within the serviced community)	87%	95%	95%
	Percentage of population within 500m walk of rapid and/or frequent network stops	14%	41%	42%
VFM	HOP penetration	78.8%	93.3%	at least 94%
	Farebox recovery ratio	47.21%	46.8%	47-50%
	Operating subsidy per passenger kilometre	$0.27	$0.29	$0.30
Performance	Reliability (12 month rolling average weighted across all modes)	98.0%	98.6%	at least 98.6%
	Punctuality (12 month rolling average weighted across all modes)	95.0%	97.3%	at least 95.5%
Market	Percentage of customers satisfied with their PT service	84%	91%	at least maintain current
	Digital adoption (number of AT app users)	c. 50,000	130,000	200,000

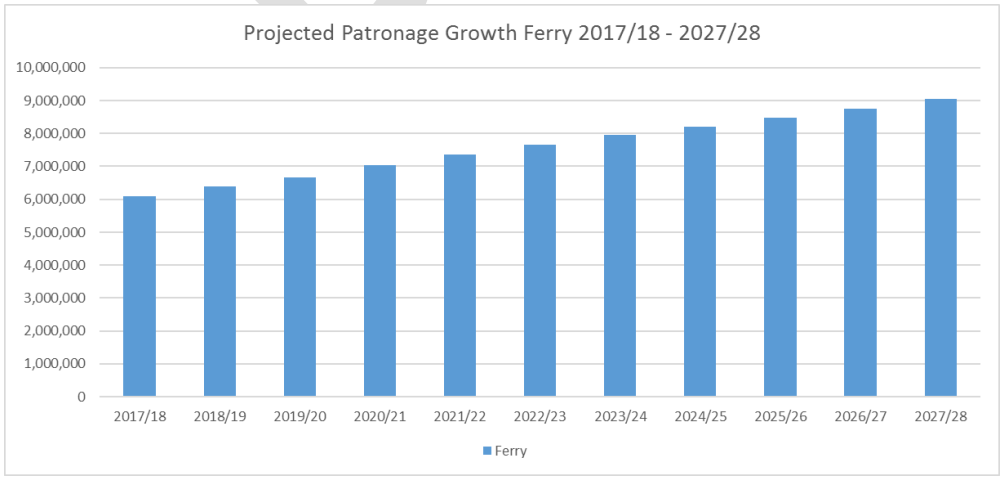
Boardings

AT expects 2028 patronage on PT services to increase overall by 62% on 2018 figures (92.6 million boardings in 2018 to 149.7 million boardings in 2028). Figure 15 shows expected patronage results over the next 10 years. In the next 3 years, patronage is expected to consolidate due to accumulated growth from earlier investment in the PT system and the recently completed rollout of the New Bus Network. Note that these figures do not include the impact of Light Rail to Mangere and the Northwest, as there is uncertainty about likely customer catchments and delivery timeframes. Once operational, Light Rail services are expected to generate significant additional increases in patronage.

Figure 15: Projected patronage growth (2018-2028)







By 2023/24 AT expects PT patronage to increase to around 120 million and to surpass the highest recorded patronage on PT services in Auckland in the 1940s. The opening of the City Rail Link is expected to drive this success from 2024 onwards.

Boardings per capita

Table 18 provides per capita projections for 2028, based on a population of 2 million.

Table 18: Projected boardings per capita (2028)

2018 per capita boardings	Expected 2028 per capita boardings	Growth (boardings)	Growth (percent)
57	75.2	18.2	32

The Auckland Plan projects a population in the region of around 2 million people by 2028, which would translate to 150 million annual boardings on the PT system at 75 boardings per capita.

There were 92.4 million annual trips in 2017/2018. To achieve 150 million annual boardings in 2028 would represent an increase in the demand on the PT network of approximately 60%. It should be noted that the 150 million boardings exclude Light Rail.

Access

Currently, 41% of the population within the Auckland metropolitan area are within a 500m walk of the rapid and frequent network. By 2028, this percentage will increase as the rapid and frequent network are expanded and services increase according to the aspirations set out in Chapter 8.

Cost savings

While large scale investment in capital is projected to continue at pace for the 2018-2028 period, AT expects some cost savings in operational expenditure. Over time, as patronage on RTN and FTN services increases, AT's costs per passenger are expected to remain relatively constant. This is made possible because RTN and FTN services operate higher capacity vehicles where the cost to provide service to the marginal passenger is low to nil. Overall, fare recovery is expected to remain in the 47-50% cost recovery range.

11. Policies

This chapter sets out the policies that apply to public transport services in the Auckland region, and the actions that Auckland Transport proposes to take to implement those policies.

The vision and outcomes in Section 6 describe the longer-term direction for public transport in Auckland, and what it aims to deliver. This chapter sets out the policies that will be followed in order to progress towards this longer-term vision and these outcomes.

Nine policy areas are outlined in the following sections:

1. Network design
2. Network Infrastructure
3. Network Operation and Service Quality
4. Fares and ticketing
5. Customer interface
6. Assisting the transport-disadvantaged
7. Procurement and exempt services
8. Funding and prioritisation
9. Monitoring and review.

Each section has the following format:

- Objectives: a statement describing the aim of the policy/ies
- Policies: guidance on the design and operational decisions, and general course of action AT will follow to achieve each objective. The policies flow directly from the objectives, which are related to the AT vision and desired outcomes.

It is important to note the following regarding the listed policies:

- Implementation of the policies and actions depends on whether funding is available;
- AT's expectation is that the objectives and policies in this chapter are reflected in the provisions of Public Transport Operating Model unit contracts with public transport operators; and
- Unless specifically identified, the policies and actions outlined in this chapter do not apply to exempt services.

In terms of changes since 2015, we have reviewed the policies to improve clarity and specificity. Some policies have had significant changes. These are as follows:

- Restructuring of the policies around services and infrastructure to reflect the changes to the network which have occurred in the last three. The new categories are Network Design, Network Operations and Service Quality, replacing Network Structure, Integrated Service Network and Service Quality.
- Amendments to the Infrastructure policy area to broaden the scope of the infrastructure elements which will be considered and prioritised.
- Minor changes to the Service Quality area to reflect the changes to the network and to articulate the revised quality priorities.
- A broader section of elements within the Customer Interface section, to reflect its central focus across the PT operation.
- Procurement and Exempt Services – change of focus from establishing PTOM contracts to enforcing PTOM contracts.
- Funding and Prioritisation – amending focus on farebox recovery to include revenue protection requirement.

11.1 Network design

	Objective		Policy
1	A simple, all-day hierarchy of public transport services with consistent levels of service	1.1A	Plan and procure services at the following minimum service levels for the core network of service: • **Rapid**: 6am-11pm minimum hours of operation, dedicated right-of-ways on high-density corridors. a. City Centre services: 15 minutes or better between 6am and 11pm, 7 days (weekdays and weekends). b. Non-City Centre services: 15 minutes or better between 7am and 7pm, 7 days (weekdays and weekends). May have reduced frequency outside those hours. • **Frequent**: 6am-11pm minimum hours of operation, separated and priority services connecting key activity areas a. City Centre services: 15 minutes or better between 6am and 11pm, 7 days (weekdays and weekends). b. Non-City Centre services: 15 minutes or better between 7am and 7pm, 7 days (weekdays and weekends). May have reduced frequency outside those hours. • **Connector**: 6am-11pm minimum hours of operation. 30 minutes or better between 7am and 7pm, 7 days (weekdays and weekends). May have reduced frequency outside those hours. • **Other** (*local, rural-township, peak-only, school, Total Mobility and on-demand services*): no minimum service levels
2	A public transport network structure that balances the goals of patronage and coverage services	1.2A	Plan and provide a network of Rapid, Frequent, Connector and Peak-only services that: i. consider the customer experience and overall travel time ii. are simple and direct iii. take people to centres and/or public transport hubs iv. enable connections between services v. can be supported by appropriate infrastructure vi. enable cost-efficient service operation
		1.2B	Provide Local, Rural-Township and On-Demand services that enable coverage beyond the RTN/FTN/Connector network (described in policy 2A), that considers and where possible provides for people: i. in communities with lower socio-economic outcomes characteristics ii. travelling to and from marae, kura and schools iii. in rural township communities
3	Viable, integrated inter-regional public transport services where demand is identified	1.3A	Collaborate with Auckland Council, Waikato District Council, Waikato Regional Council and NZTA to facilitate public transport services where the local demand is aligned to the Auckland Region and consistent with Auckland network planning
		1.3B	Collaborate with Auckland Council, Waikato District Council, Waikato Regional Council, KiwiRail, other relevant bodies and NZTA to investigate the feasibility, costs and funding options for an extension of regular train services beyond Pukekohe either as commuter train service to the townships in north Waikato and/or as an interregional service to Hamilton and beyond.
4	Service changes are well planned and communicated	1.4A	Provide appropriate early provision of services for greenfield areas
		1.4B	Undertake rolling reviews of service provision at least every 18 months, or earlier where in response to the provision of new infrastructure. Reviews will examine: i. other services in the network ii. network route design and service frequency iii. cost efficiencies iv. patronage expectations

	Objective		Policy
			v. alignment with infrastructure programme delivery
		1.4C	Take a customer-focused approach to planning and undertake consultation with existing customers and the public in areas affected by substantial changes to the network
		1.4D	Work with representatives of target groups to identify the potential for scheduled or demand-responsive services to facilities with regular travel demands, and implement appropriate improvements
5	Facilitate increased development density around stations and stops on the RTN and the FTN service network.	1.5A	Proactively engage and collaborate with Auckland Council and third parties / developers to support land-use policy and intensified transit-oriented development at planned locations on the rapid and frequent service network (existing and planned).
		1.5B	Where possible, proactively engage and collaborate with third parties and planning decision-makers to identify and plan for public transport corridors at the initial stages of structure planning in all significant developments, including by drawing on the Roads and Streets Framework (RASF) to ensure place-making and all modes are considered
		1.5C	Support, where appropriate, consent applications for high-density development where they are proposed inside the catchments of the RTN and FTN stations and interchanges (existing and planned)
6	Parking policies that are supportive of PT outcomes	1.6A	Ensure parking regulation, management and pricing policies are designed in a manner that is supportive of shifting travel to public transport and active modes where they provide a viable alternative

11.2 Network infrastructure

	Objective		Policy
1	Infrastructure that supports effective public transport service operation	2.1A	Apply Te Aranga Principles and the Transport Design Manual (TDM) at the project business case and design stage of street space layout improvements, infrastructure and transport facilities and around major PT stations and stops.
		2.1B	Provide cost-effective, suitable infrastructure that: 1. enables safe service operation that meets listed level of service 2. increases the safe accessibility of public transport stops, stations and terminals 3. enables competitive total journey travel times (by overall travel time and or reliability) 4. enables safe, fast and convenient transfers between services 5. minimises the impact of general traffic on public transport operation 6. is responsive to existing and planned urban form 7. is future-proofed for advances in information gathering and display, automation technology and energy requirements where appropriate and feasible. Through delivery or optimisation of the following infrastructure: i. stops, stations and terminals ii. (bus stop) rationalisation iii. bus and signal priority iv. off street terminal layover facilities v. pedestrian and cycle facilities (see **policy area 2.3**) that increase safe access vi. exclusive PT corridors within the city centre
		2.1C	Identify and secure expected operational expenditure at the time that capital funding is identified and secured
2	Accessible, customer-focused facilities appropriate to the public transport route and immediate locality	2.2A	Design and locate bus stops, stations, ferry terminals and interchange facilities to provide appropriate amenity, easy-to-understand information & wayfinding, and shelter, while maximising their attractiveness as network access points from a customer perspective
		2.2B	When designing and maintaining PT network infrastructure, consider and where possible meet Crime Prevention Through Environmental Design (CPTED) criteria and Universal Design criteria
		2.2C	Require public transport services to use the facilities and infrastructure provided through appropriate access agreements
		2.2D	Develop high quality, well-designed neighbourhood interchanges, to facilitate seamless bus transfer for customers, helping with cross-town travel.
3	High-quality, safe walking and cycling connections to public transport	2.3A	Enable integration between public transport and walking & cycling by taking a catchment approach (with larger catchments to higher levels of service) to: i. implement appropriate design solutions to reduce the conflict between cyclists and buses in shared bus lanes. These should consider network function, bus service frequency and the safety of cyclists ii. providing safe, accessible and convenient connections (including fine-grain connections) iii. maintain footpaths, pedestrian facilities and cycleways to accessibility standards and ensure safety management systems are in place when footpath and road works are in progress iv. provide easy-to-understand information

	Objective		Policy
		2.3B	Include secure bicycle facilities at stations and interchanges on the Rapid service network. Provide cycle stands at stops on the Frequent service network as appropriate.
		2.3C	Provide on-vehicle bike facilities on services that serve rural townships.
4	Well managed park and ride facilities at appropriate sites	2.4A	Manage park and ride capacity through one or more of the following ways: i. Reallocating space for priority uses that support public transport use ii. Pricing to enable some cost recovery of cost of provision and maintenance of facility and to alter travel behaviour to contribute to more efficient public transport system iii. Expand capacity at existing or new sites
		2.4B	Provide park and ride capacity near RTN stations or ferry terminals, following principles below: i. prioritise locations where: a. there is significant potential to intercept long distance car commuters; b. there is lack of alternative means to access stations and terminals; and c. where investment benefits will be the highest (typically on the urban periphery) ii. ensure any capacity improvements result in enough public transport patronage and/or economic potential to justify the cost of providing the facility iii. apply a multi-modal assessment to increase access, including the results of comparable investment in improving access by combinations of cycling, walking, rideshare, feeder bus services or on-demand iv. integrate any delivery of park and ride capacity with other planned improvements to the station or terminal v. ensure that local general traffic congestion is not worsened by the facility vi. future-proof the transition of land use to support, where appropriate, multi-use
		2.4C	Integrate park and ride facilities with the public transport system in greenfield areas, by ensuring that: i. development is staged with new growth areas; and with new stops, stations and ferry terminals ii. the transition of park and ride sites over time is part of an integrated land-use transport plan; especially as land values will likely increase
		2.4D	Design park and ride facilities to comply with the minimum standards as detailed in AT's Transport Design Manual
		2.4E	Consider all the following principles when developing pricing framework for park and ride facilities: i. Clear customer information and forewarning of any pricing changes at all times ii. The role of park and ride within a network-wide approach to the public transport system iii. The alternative modes of access that are available, such as feeder buses, active modes, and on-demand services and any changes that would be required, such as capacity increases, with consequent operational investment iv. The pricing of park and ride facilities as part of a suite of parking supply measures around the station or terminal

	Objective		Policy
			v. Measures to dis-incentivise driving across a public transport fare boundary to access a park and ride facility vi. Ensuring a seamless payment mechanism for public transport customers vii. Reallocation of parking to prioritised uses, such as short-term stays, shared mobility use, or drop-offs viii. Robust and regular monitoring of the impact of pricing on facility capacity utilisation and PT ridership
5	Encourage commercial opportunities to locate at major PT facilities	2.5A	Encourage commercial opportunities at major public transport facilities where these are aligned to the benefits and outcomes sought for public transport, provide value for PT customers and do not interfere with the operation of the public transport system.
6	Support more intensive development or redevelopment within the vicinity of major PT facilities	2.6A	Work with the Council and third-party interests to seek opportunities for intensification of development or redevelopment supported by the public transport network at and around major public transport stations and stops.
		2.6B	AT's Transport Funding Agreements Policy will apply to provide a consistent approach to assessing requests to part fund, bring forward or introduce new projects in response to development proposals
7	Supporting sustainable approaches	2.7A	Design and deliver infrastructure with opportunities to support broader social, environmental or economic outcomes. Opportunities include (but are not limited to): i. Social procurement ii. Diversion of construction material from landfill iii. Reduction in use and contamination of water *iv.* Whole-of-life operational costs

11.3 Network operation and service quality

	Objective		Policy
1	Services that meet patronage productivity expectations, considering the primary purpose of the service and the land use pattern	3.1A	Classify all routes according to patronage expectations using the following categories: i. Low: generally, 7+ boardings per weekday service hour ii. Medium: generally, 17+ boardings per weekday service hour iii. High: generally, 27+ boardings per weekday service hour iv. Very high: generally, 37+ boardings per weekday service hour
		3.1B	Where a service does not meet patronage expectations for a sustained period, review provision of the service to improve patronage, taking account (in order of priority): i. Marketing (including direct marketing to households) ii. Frequency iii. Hours of operation iv. Service level classification v. Route design vi. Alternative delivery mechanism vii. Whether the land use has yet to be established; and /or viii. Whether there is a lack of (or quality of) infrastructure. The potential to improve results for underperforming services should be weighed against other priorities, particularly where there is unmet demand. If productivity is still not within guidelines after actions arising from a review, then remove the service (subject to policies of 3.1C).
		3.1C	Ensure a service is not removed from the network without i. Following steps outlined in 3.1B above ii. Assessing consequences on customers of removing services, with regards to transport choice in the affected area iii. Engagement with the affected community where appropriate
2	A balanced approach to providing enough capacity with regard to the costs of meeting demand	3.2A	Where the average peak passenger loading, at the highest load point on a corridor, over a 30-minute period, consistently exceeds 85 percent of the total capacity (seated and standing), consider, considering funding, providing additional capacity in the corridor by: i. Scheduling additional services; ii. Increasing the frequency of the service and /or iii. Contracting for larger vehicles / vessels / longer trains.
		3.2B	Where the average hourly loading, at the highest load point, for the inter-peak is consistently over 70 percent of the total seated capacity, consider, considering funding, providing additional capacity in the corridor by: i. Increasing the frequency in that time period; ii. Increasing the overall inter-peak frequency, especially where the service isn't operating at a 10-minute headway (or less); and / or iii. Contracting for larger vehicles / vessels / longer trains.
3	Attractive, specialised services for special events that help meet the	3.3A	Work with event venues and managers of major events to help create and market combined event and public transport packages and ticketing
		3.3B	Seek a flexible system that obtains value from the supplier market when sourcing capacity

	Objective		Policy
	needs of the event and minimise impacts on other parts of the transport system	3.3C	Where possible, create an annual calendar of planned major events to assist with the planning and provision of public transport and provide information for operators
		3.3D	Liaise with operators to understand their capacity, coverage availability and anticipated demand
		3.3E	Contract services, if necessary, to meet anticipated demand for special events
		3.3F	Ensure appropriate traffic-management measures and customer information are in place to help with successful service delivery
		3.3G	Recover all reasonable costs of provision of additional services from the event promoter
4	Dependable levels of service, supported by accurate timetables which meet planned level of service and respect customers' time	3.4A	Ensure that timetables are designed as a connected network so that: i. Scheduled timetables adhere to level of service frequencies [refer strategic hierarchy policy 1A in **policy 11.1**] ii. Wait times at any intermediate timing points on scheduled services are minimised ii. Services run to realistic, achievable timetables that are reliable
		3.4B	For routes where frequencies are under 10 minutes, consider whether headway management, which may require active management, would be more appropriate than scheduled timetabling to achieve outcomes
		3.4C	Work with operators to monitor actual travel times using GPS real-time tracking and performance-measurement systems, and modify timetables as required to provide customers with a high standard of service reliability
5	Public transport services are safe, reliable, punctual and customer-focussed	3.5A	Ensure service contracts include appropriate mechanisms to incentivise reliable and punctual delivery of PT services
		3.5B	Work in partnership with operators to continually improve reliability, punctuality, safety and all aspects of customer service
		3.5C	Ensure service contracts include mechanisms to encourage safe PT service operation and customer-service training
		3.5D	Specify driver, crew and staff training as a condition of any contract with AT. Work 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 cyclists in bus lanes • 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
6	Safe, comfortable and accessible	3.6A	Ensure that all contracted bus services in Auckland comply with NZTA Requirements for Urban Buses (RUB) and any approved additional requirements or approved exemptions for the RUB that AT has put in place

	Objective		Policy
	vehicles, vessels and trains	3.6B	Ensure that all new electric train fleet cars conform to the EMU technical specifications stipulated by AT at time of purchase
		3.6C	Ensure 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 RUB that AT has put in place
		3.6D	Specify vehicle size to match local service route geography and loadings, as required
7	Excellent operator performance that builds customer confidence in the PT system	3.7A	Incorporate a specification and KPI regime, including service reliability and punctuality, quality, compliance, customer service and safety, in PTOM service agreements
		3.7B	Terminate contracts for consistently poor performance
		3.7C	Ensure that appropriate reward mechanisms exist within contracts or through the PTOM for consistently high performance and increased patronage, so operators are incentivised to see patronage growth

11.4 Customer interface

	Objective		Policy
1	Clear, simple wayfinding signage and information	4.1A	Ensure that information associated with the PT system is i. Accurate and up to date ii. Accessible, easy to understand and presented in a consistent manner across formats iii. Widely available iv. Bi-lingual and provides for kupu Māori to be used on key signs and te reo Māori to be used in announcements v. Meets relevant standards and uses appropriate formats and media, including audio and visual, including formats that are accessible for people with impaired vision or hearing, including Braille maps and audio information at key sites and, in conjunction with operators, provide audio announcements on-board and at stations, as appropriate vi. Is provided in languages other than English in locations where market analysis / customer feedback suggests this is appropriate
		4.1B	Provide wayfinding information, including on all new cycleways and footpaths, that i. Guides customers to nearby PT facilities, prioritising the RTN and FTN ii. Enables convenient connections that are easy to plan and access iii. Directs customers to use safe access routes and connections
2	A reputable, cohesive brand for AT throughout the region	4.2A	Manage and market a clear, easy-to-understand and consistent public transport service brand (including infrastructure, vehicles and all customer touch-points) to help customers with identification and way-finding through the service network
		4.2B	Ensure that AT's brand is consistently displayed and clearly visible on all vehicles, vessels and appropriate infrastructure so that customers can easily identify this
		4.2C	Provide for AT and operator brands to be co-branded, as appropriate
		4.2D	Collaborate with operators to build a strong public transport brand, known for quality service and on-road presence which highlights the levels of service offered by different elements of the service network, and emphasises frequencies and ease of use
3	Informative marketing material is effective in increasing patronage and achieving other PT outcomes	4.3A	Public transport services (and the wider system) will be marketed to target audiences to encourage increased use by new and existing customers, particularly where i. route or service levels have changed (see 4.3B) ii. patronage is lower than expected and/or capacity exists iii. key market segments are performing below expectations
		4.3B	Ensure that service changes are communicated to affected areas and groups before implementation, using a variety of communication channels, as appropriate. Take proactive steps to communicate changes to groups that may find adapting to the changes difficult. This will include providing information in languages other than English, especially where relevant to areas with migrant populations, and in accessible formats
		4.3C	Promote and facilitate the use of public transport through neighbourhood, business and school travel plans; with AT acting as an advocate for PT and fulfilling a role of informer of PT benefits and options for the community
	Customers are well	4.4A	Provide accurate information to customers that meets their needs, in a format best suited to them at each stop and facility, on-board and via the internet.

	Objective		Policy
4	informed and can effectively plan their journeys		Wherever appropriate, information should promote journeys that better integrate active modes and public transport
		4.4B	Ensure real-time passenger information systems are appropriately maintained to deliver accurate information to customers and support associated monitoring
		4.4C	Ensure real-time GPS-based systems and data are linked to monitoring and performance management
		4.4D	Ensure that external vehicle destination displays comply with the requirements of NZTA's RUB
		4.4E	Ensure that staff training on the use of interfaces to the Real Time Passenger Information System (RTPIS) is carried out and remains up to date
5	A range of responsive customer feedback channels Customer feedback continually enhances public transport customer experience	4.5A	Collect, evaluate and use customer satisfaction surveys, feedback, complaints and suggestions (the 'customer voice') to shape the design, management and continuous refinement of the customer experience and public transport system
		4.5B	Undertake Customer Insight research to inform service planning and reviews. This includes: i. Tracking of customer perception of public transport, roads, cycling & walking ii. Market perceptions monitor of how people travel in Auckland and where growth in public transport could be iii. Investigations into customer focussed strategic transport development
		4.5C	Continuously improve high-quality standards at the AT customer service centre
		4.5D	Respond to customer feedback within 10 working days
		4.5E	Monitor feedback on service performance and convey this to operators, as appropriate, for onward action
		4.5F	Provide customer service centres at hubs on the PT network
		4.5G	Provide ongoing liaison with Local Boards, to supplement customer insights and ensure that services are considered both for the full network and local considerations

11.5 Fares and ticketing

	Objective		Policy
1	Customers receive a consistent and reliable ticketing and payment experience across all PT modes	5.1A	Ensure ticketing operations meet industry standards and are compliant with all statutory obligations, including Financial Markets Authority and Anti Money Laundering legislation.
		5.1B	Ensure equipment remains fit for purpose and reliable for customers through appropriate maintenance and renewals
		5.1C	Develop the AT HOP system to respond to changing customer needs, and ensure any future enhancements consider national policy direction.
		5.1D	Require contracted PT service operators to utilise standard AT HOP ticketing equipment and processes and facilitate the inclusion of specific exempt services in the AT HOP ticketing scheme, by means of leasing agreements.
2	A zone-based integrated fare structure to regulate fares across bus, train, and future light rail operators, with better integration of ferry services	5.2A	Maintain a geographic zone-based fare structure consisting of fare zones, with: • standard fares across bus, train and future light rail calculated by the number of zones a customer travels through in a journey • provide for up to four transfers within a four-hour period provided each transfer is made within 30 minutes of each other
		5.2B	Ensure ferry fares are appropriately integrated to the zone-based fare structure to take advantage of the single journey concept
3	A range of fare products to meet the needs of different customer groups	5.3A	Provide a core product suite of single trip cash tickets and single journey HOP fares, by concession type.
		5.3B	Provide an AT HOP bus/train monthly or weekly pass, or cap, and three types of monthly AT HOP ferry passes (inner, mid and outer harbour) to improve cost effectiveness of more frequent PT use, particularly over longer-distances.
		5.3C	Provide an AT HOP day pass/cap which includes unlimited travel on bus, train and some ferry services to provide an option for visitors or infrequent users.
		5.3D	Provide incentives for weekend family travel by offering a 1-zone AT HOP weekend child fare.
		5.3E F	Ensure that ticketing access is provided via a range of methods and responds to the needs of customers
4	A transparent, consistent fare pricing methodology that incentivises use of non-cash payment and encourages PT uptake	5.4A	Conduct reviews of fare levels at least annually and make any necessary adjustments to ensure user contributions keep pace with operating costs to achieve the farebox recovery targets in line with NZTA policy, while balancing customer impacts.
		5.4B	Set prices for AT HOP card fares at a level that encourages their use in preference to cash, with a lower incremental cost per additional zone travelled, to encourage longer-distance journeys.
		5.4C	Round cash fares to 50c to reduce cash handling and speed up boarding
		5.4D	Set prices for AT HOP monthly passes to make travel more affordable for regular customers, particularly for longer-distance travellers, within overall funding constraints.
		5.4E	Price future Light Rail and on-demand services within the prescribed fare pricing structure

	Objective		Policy
		5.4F	Consider no cash buses, especially on the RTN or select FTN, to reduce dwell times
5	Provide fare concessions for target groups to assist the transport disadvantaged, and to mitigate congestion at main attractors (e.g. schools, tertiary institutions)	5.5A	Provide concessions for non-cash payment only, except for children
		5.5B	Provide fare concessions for target groups including: • Children under 5 travel free • Free off-peak travel to SuperGold cardholders in accordance with central government scheme guidelines while adequate funding is available. Discounts for children, full-time secondary school students, full-time tertiary students, legally blind members of the New Zealand Blind Foundation and Total Mobility cardholders
		5.5C	Continue to offer the SuperGold card evening peak free travel, and free travel for AT Seniors Cardholders as long as Auckland Council continues to fully fund them (given these schemes are ineligible for national funding)
		5.5D	Regularly review Total Mobility subsidy rates, in consultation with stakeholders and with regard to changes in small passenger operating costs, to determine whether they continue to meet user needs. Review Total Mobility delivery model if on-demand rideshare is rolled out more widely
6	All customers pay for their travel, and pay the correct fare	5.6A	All customers should pay the correct fare
		5.6B	Enforce fare collection, ensuring negative impact on customers' experience is minimised
		5.6C	Increase the number of sites where paid areas exist prior to boarding the mode, including train, bus and ferry. For bus stations this may involve cashless gatelines for quicker boarding.

11.6 Transport disadvantaged

	Objective		Policy
1	A public transport network that is accessible and safe, particularly for vulnerable users	6.1A	Identify target groups and areas where service planning can help the transport-disadvantaged, particularly vulnerable users such as children, senior citizens and people with disabilities
		6.1B	Work with stakeholders to identify and resolve accessibility and safety issues and ensure compliance with accessibility standards
		6.1C	Specify services (or specific elements of services) that must be operated by accessible vehicles which conform to NZTA guidelines and AT requirements
		6.1D	Ensure that accessible information is widely available by using appropriate formats and media, including audio and visual
		6.1E	Specifically consider the needs of the transport disadvantaged when network changes are proposed and implemented, and take proactive steps to communicate changes to groups that may find the changes difficult to adapt to
2	Accessible transport services and facilities for customers whose needs are not met by the regular public transport network	6.2A	Locate and design facilities to ensure safe access for all customers to and around transport stops and stations, with attention to the needs of people with disabilities, including consideration of the Transport Disadvantaged Needs Assessment at Appendix 6.
		6.2B	Facilitate participation by representatives of disability organisations in the Public Transport (PTAG) and Capital Projects (CPAG) Accessibility Groups
		6.2C	Supplement or replace Total Mobility services with on-demand services where they provide the same level of service to the customer and greater value for money (to AT and/or the customer)
		6.2D	Continue to fund the Total Mobility scheme, including: i. Establishing and maintaining eligibility assessment processes ii. Developing a Total Mobility operational model to enable improved management of the scheme iii. Contracting small passenger service operators to provide Total Mobility services iv. Expansion to the on-demand scheme when available v. Providing a discount for travel on contracted small passenger vehicles for Total Mobility members (up to a specified limit) vi. 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 vii. In eligible cases, assisting with the installation of hoists in specialist vehicles so that wheelchairs can be carried viii. Require 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 ix. Include a requirement in PTOM contracts that all drivers and staff in public contact roles receive approved training in disability awareness
		6.2E	Develop a shared mobility roadmap to identify what current and forthcoming micro-transit and other associated transport solutions exist in Auckland and determine how to work with those systems to improve PT access
3	Safe public transport access for	6.3A	Provide school bus services in urban areas to schools whose zone dictates that its catchment cannot be readily served by the regular public transport network. A school is well served by the regular public transport network when:

	Objective		Policy
	school students to and from their zoned and/or local school		• The closest public bus service bus stop is no greater than 500m walking distance from the school; • The bulk of primary school students are not required to make more than one connection between services to get to school; • The public transport service timetable, including connection times, means that most students are not required to leave home before 07.00 or arrive home after 17.00 when leaving school at the usual end of school day.
		6.3B	AT will consider providing additional school buses where there is a sufficiently large demand, from a defined catchment, that means that a school bus will be fully or heavily loaded before it leaves this catchment for onward travel
		6.3C	As the scheduled public transport network is extended into new areas of the city as they develop, 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.
		6.3D	Periodically review all existing 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.
		6.3E	Periodically review underperforming school bus services with the schools that they serve, with a view to promoting better use of them before withdrawal is considered. Services that regularly carry fewer than 15 secondary or intermediate students (or 10 in the case of existing services that serve primary schools) will be withdrawn if efforts to promote better use have not been successful.
		6.3F	Help schools to identify infrastructure requirements for safe school bus boarding and alighting areas and ensure that suitable on-street facilities are provided and, where practicable, provide for school bus transfers at safe locations where supervision is available.
		6.3G	Work with the Ministry of Education to periodically review any issues that arise on the urban/rural fringes of the Auckland region, to more actively manage the transition of school routes from one body to another, and to ensure that effective and non-duplicative provision of bus services is achieved
		6.3H	AT will not provide services where they are discontinued by Ministry of Education
4	Support public transport services and facilities that better meet the needs of the individual rural and isolated communities, considering value for money and local initiatives	6.4A	Identify appropriate public transport services and facilities for rural areas by: • Engaging with local communities and marae to develop proposals for community-driven initiatives to design and implement tailored public transport services on a trial basis • Collaborating with local communities and marae to identify and where possible resolve funding and procurement issues • Collaborating with local communities and marae to explore the longer-term viability of services that have been trialled successfully
5	Ensure that transport services and facilities account for	6.5A	As part of service design reviews and general route planning, consider the local socio-economic characteristics including the deprivation index, and any greater need to provide public transport access within, to and from communities. Identify appropriate public transport services and facilities to such areas.

	Objective		Policy
	socioeconomic characteristics	6.5B	Work with social agencies to promote understanding of the AT HOP card and its associated benefits for low-income and beneficiary households, including the need for registration to obtain access to concessionary fares (where eligible)
6	Support the efficient provision of ferry services and infrastructure to serve the Hauraki Gulf Islands	6.6A	Encourage and prioritise commercially provided ferry services for freight transport to Hauraki Gulf Islands
		6.6B	Provide access to the existing publicly-owned ferry terminals for Hauraki Gulf Island services
		6.6C	If an exempt service is withdrawn, review the need for the service and where necessary take measures to ensure that cost-effective services are provided
		6.6D	Assess the need for service support based on the potential impact on the island population, value for money and availability of funding

11.7 Procurement and exempt services

	Objective		Policy
1	Consistent, performance-based contracts that meet the legal requirements of PTOM	7.1A	All public transport services that are integral to the regional PT network described in this Plan (other than exempt services) will operate under a contract with AT, in order to implement the policies and actions in this Plan
		7.1B	Ensure each PTOM unit forms an individual PTOM contract with AT. Each PTOM contract will have two tiers of agreement, which are to be read contemporaneously: i. the Regional Partnering Agreement; and ii. the Unit Agreement
		7.1C	Ensure the Financial Incentive Mechanism (FIM) is incorporated into PTOM contracts to facilitate shared responsibility between the operator and AT to grow the business, and share fare revenue risk and reward
		7.1D	Ensure all PTOM contracts contain policies that guide unit monitoring and performance management
		7.1E	Continue to adhere to the NZTA guidelines on PTOM implementation and management as laid out in the NZTA Procurement Manual
2	Any changes to PT contracts are well signalled and enable operation of viable services	7.2A	Where changes to PT services are required, AT will work with operators to determine the most efficient approach, and implement this as a variation to the relevant PTOM unit agreement as per contracted conditions and rates
		7.2B	Provide appropriate lead times for any service changes to allow operators sufficient time to secure resources
		7.2C	If the need to make significant change arises during an existing contract, a standard formal procedure will be undertaken between AT and the affected operators.
3	Completed procurement of ferry and train PTOM units	7.3A	Procure PTOM unit agreements for ferry services (other than deemed exempt services) in accordance with a procurement strategy endorsed by NZTA
		7.3B	Complete the rail procurement project to define contract requirements, including endorsed by NZTA of a train procurement strategy, then execute PTOM train contracts
		7.3C	Ensure ferry and train PTOM contracts contain consistent principles, policies and relevant performance measures
4	A framework for the procurement of Light Rail services	7.4A	Execute shorter-term bus PTOM contracts on those routes most likely to convert to LRT given current strategic plans – specifically Unit 1 (City LINK) and Unit 8 (Dominion Road)
		7.4B	AT to work collaboratively with other agencies to confirm approach, timeline and funding for LRT as soon as practicable
		7.4C	Once 7.4B is confirmed, prepare a procurement strategy for LRT services that is consistent with PTOM principles, then competitively tender the unit(s) and associated infrastructure requirements.
		7.4D	Undertake robust transition planning with bus operators given the likely significant disruption of current bus services along affected routes during the duration of construction for LRT
		7.4E	Seek to create a competitive environment where barriers to entry are minimised for procurement of Light Rail services

	Objective		Policy
5	A long-term rolling programme of procurement to manage expiry of PTOM contracts that supports an integrated PT network	7.5A	Two years prior to end-of-term, undertake detailed planning for each procurement round, including: • Assessment of likely tendered vs negotiated units given league table performance • Confirmation of mobilisation period required • Holistic review of contracts to ensure ongoing fit-for-purpose • Update of procurement strategy and NZTA approvals (if required)
		7.5B	Manage variations to existing contracts, to ensure service continuity as second-term PTOM contracts are implemented, in accordance with the provisions in existing service contracts
		7.5C	Where necessary adjust contract expiry dates to align with planned infrastructure, service development and procurement scale.
		7.5D	Reduce the number of PTOM units in future rounds to allow for scaled operations that offer economies to operators.
6	The operation of exempt services is reflected in the broader network	7.6A	Maintain a register of those PT services that meet the definition of exempt services under the LTMA, and which hold a current exempt services registration with AT
		7.6B	Assess, then approve or decline all applications to operate or vary exempt services according to the statutory requirements under LTMA [2003]
		7.6C	Should any deemed integral exempt service described in **Appendix 3** cease to be operated by the relevant operator, that service will be deregistered with effect on and from one day following the date on which the incumbent operator ceases to operate it. The relevant route description of the deemed exempt service will then become a contracted service for the purposes of the LTMA.
		7.6D	Where appropriate, charge operators of exempt services a reasonable infrastructure access charges in addition to charges to recover the costs of customer service and operating expenses, to ensure equitable treatment between exempt services and contracted units approve or decline all applications to operate or vary exempt services according to the statutory requirements under LTMA

11.8 Funding and value for money

<table>
<tr><th></th><th>Objective</th><th></th><th>Policy</th></tr>
<tr><td rowspan="2">1</td><td rowspan="2">Improve value for money from existing public transport funding</td><td>8.1A</td><td>Undertake regular reviews of service effectiveness and value for money</td></tr>
<tr><td>8.1B</td><td>Review services considering improved mobility solutions to support the effectiveness of the wider public transport network</td></tr>
<tr><td rowspan="6">2</td><td rowspan="6">Achieve a fair customer contribution to the costs of providing and operating the PT system</td><td>8.2A</td><td>Take steps to achieve the following Farebox Recovery Ratio (FRR) targets:

<table><tr><th>Mode</th><th>FRR Target 2018-21</th></tr><tr><td>Bus</td><td>44-50%</td></tr><tr><td>Rail</td><td>42-47%</td></tr><tr><td>Ferry</td><td>75-80%</td></tr><tr><td>TOTAL</td><td>46-50%</td></tr></table></td></tr>
<tr><td>8.2B</td><td>Take the following actions to achieve the FRR targets:

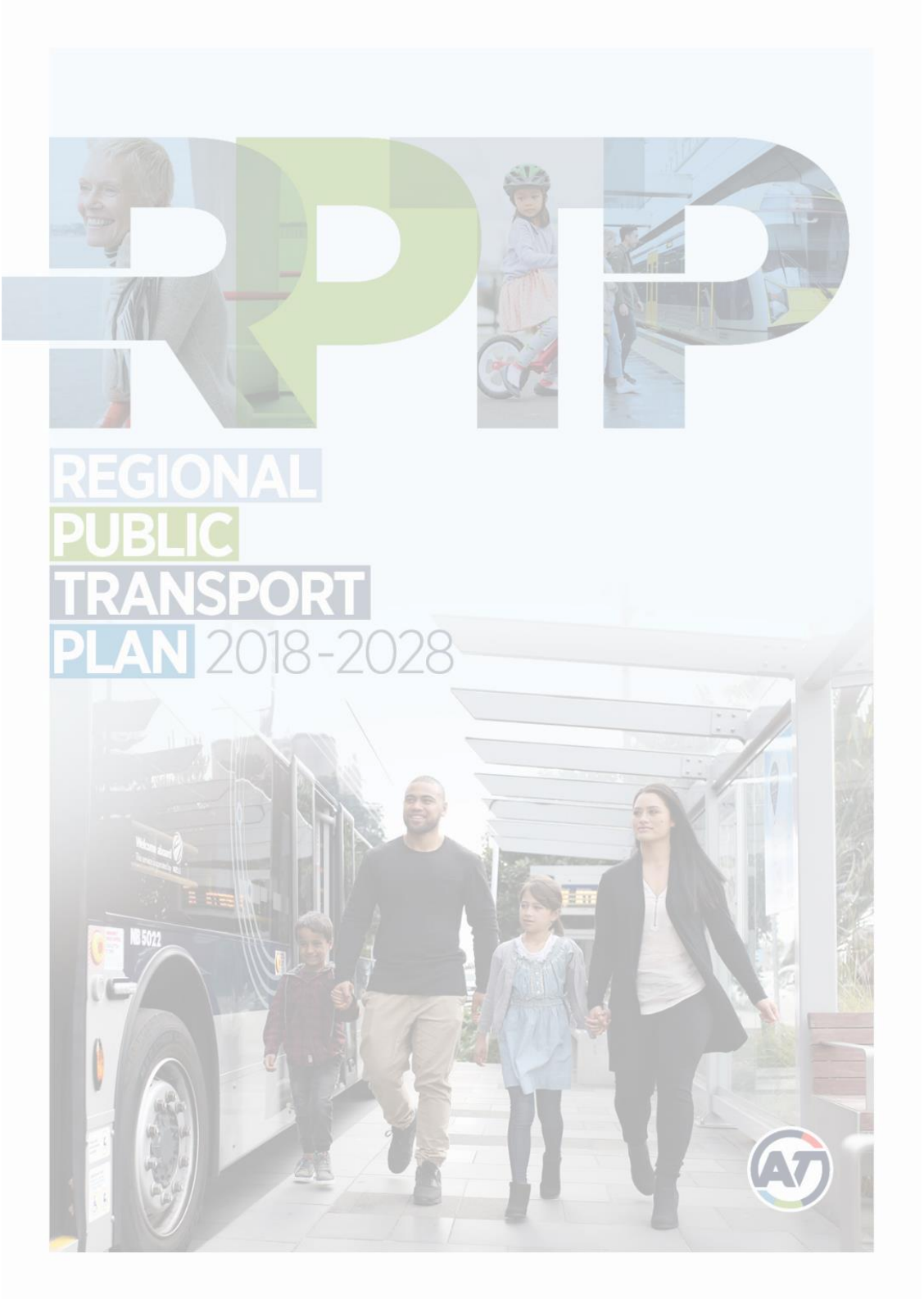
• Work with operators to deliver increased fare revenue through measures to increase patronage, particularly where spare capacity exists on current services
• Identify and implement opportunities for improvements to procurement arrangements for public transport, including implementation of the PTOM where this has the potential to reduce operating costs
• Continue to undertake regular reviews of service cost-effectiveness and implement improvements, where appropriate, to reduce average unit operating costs
• Continue to promote improvements to infrastructure and services that contribute to more efficient operating conditions for public transport to lower operating costs (e.g. bus priority measures)
• Continue an annual fare review and adjustment process, with a view to ensuring that fare increases at least keep pace with increased operating costs (as measured through NZTA indexation) with additional modest increases when necessary to maintain progress towards the FRR target</td></tr>
<tr><td>8.2C</td><td>Develop farebox recovery targets for light rail</td></tr>
<tr><td>8.2D</td><td>Closely monitor the impact of fare changes on patronage, and review the farebox recovery policy if growth in patronage is threatened by fare increases</td></tr>
<tr><td>8.2E</td><td>Work with funding agencies to review the economic value of public transport to non-users, and ensure that the farebox recovery policy is consistent with this over time</td></tr>
<tr><td>8.2F</td><td>Review the level and availability of concession fares, and eligibility criteria to ensure these are cost-effective and consistent with national policy directions</td></tr>
<tr><td rowspan="2">3</td><td rowspan="2">Direct available funding to high priority activities</td><td>8.3A</td><td>Use the three-stage strategic approach from the Auckland Transport Alignment Programme to prioritise and phase investments:
i. Making better use of existing networks
ii. Targeting new investment to the most significant challenges
iii. Maximising new opportunities to influence travel demand.</td></tr>
<tr><td></td><td>8.3B</td><td>Ensure that the available capital funding is directed to public transport infrastructure projects that will make the most effective contribution to the new multimodal network structure</td></tr>
</table>

	Objective		Policy
4	Encourage the development of new funding mechanisms for public transport	8.4A	Support the examination of potential new funding and financing mechanisms for transport in Auckland

11.9 Monitoring and evaluation

	Objective		Policy
1	Regular monitoring and reporting of service, PTOM *unit* and system performance	9.1A	Implement monitoring, reporting and analysis of service, trip and unit performance (including patronage, ticket sales and type, travel time, punctuality and reliability, passenger wait time and other matters) against patronage, farebox recovery, service level and service performance targets
		9.1B	Prepare a regular public report on progress using the following KPIs, segregated where possible by weekday peak, inter-peak, evening, and weekend time periods, including: • Total public transport boardings • Passenger kilometres travelled • Public transport share of peak trips to the city centre • Proportion of residents within 500 metres walk of a stop on the rapid and frequent service network • Proportion of jobs located within 500 metres walk of a stop on the rapid and frequent service network • Patronage growth on the rail network • Patronage growth on the Northern Busway • Patronage growth on all other bus services • Patronage growth on ferry services • Patronage growth on school bus services • Patronage growth on light rail services • Journey times on selected rapid and frequent service network routes relative to equivalent journeys by car • Service improvements delivered to schedule within agreed budgets • Customer satisfaction ratings for public transport services • Customer rating of public transport value for money • Reliability: late running and cancelled services • Punctuality: proportion of services 'on time' (i.e. arriving within 5 minutes of scheduled time at timing points) • Proportion of timed connections arriving within 15 minutes of connecting service • Proportion of services with disability access • Seat utilisation • Operating subsidy per passenger kilometre • Farebox Recovery Ratio
2	An adaptive Plan that takes account of changing circumstances	9.2A	Undertake a staged programme of service reviews and incorporate any necessary amendments to service descriptions through a variation to the RPTP
		9.2B	Use the monitoring information collected as part of **Policy 11.9** to inform analysis of bus services under **Policy 3.1**
		9.2C	Maintain an up-to-date register of RPTP service descriptions, including a record of any variations
		9.2D	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
3	Ensure appropriate public consultation on future plan variations	9.3A	Use the policy on significance in **Appendix 7** to determine the appropriate level of consultation undertaken for any proposed variation to the RPTP

APPENDICES



Appendix 1: Policy context - further information

Strategic or Policy document	Description
Te Tiriti o Waitangi / The Treaty of Waitangi **&** **AT's Māori Responsiveness Plan**	The Treaty gives rise to an ongoing partnership between the Crown and iwi/hapū. AT is committed to meeting its responsibilities under the Treaty and its broader legal obligations in being more responsive to or effective for Māori. AT, as a Council-Controlled Organisation, is committed to a transformational shift in the wellbeing of Māori in Tāmaki Makaurau. This includes engaging with mana whenua and matāwaka (Māori who whakapapa to rohe outside of Tāmaki) on proposed AT activities, including this RPTP. More information on AT's Māori responsiveness Plan here
Auckland Plan 2050	The Auckland Plan is Auckland's 30yr vision. The Auckland Plan articulates three central challenges for Auckland over the next thirty years: Population growth and its implications; Sharing prosperity with all Aucklanders; and Arresting and reducing environmental degradation The vision, outcomes and focus areas set out in the Auckland Plan set the strategic direction for Auckland, including AT. AT's activities contribute to all outcome areas and are not restricted to the 'Transport and Access' outcome. More information on the Auckland Plan here.
Unitary Plan	The Unitary Plan became operative September 2016. The Unitary Plan is the 'rulebook' for Auckland's development opportunities by determining what can be built and where. It 'live-zoned' approximately 30yrs of land for future urban growth at the periphery and allowed for intensification inside the urban area. The Unitary Plan contain a range of policies that encourage mutually supportive land-use and public transport provisions. The Unitary Plan Regional Policy Statement, transport section, aims to: support the movement of people, goods and services;

	integrate with and supports a quality compact urban form; enable growth; avoid, remedy or mitigate adverse effects on the quality of the environment and amenity values and the health and safety of people and communities; and facilitate transport choices, recognise different trip characteristics and enable accessibility and mobility for all sectors of the community. More information on the Unitary Plan here.
Government Policy Statement on Land Transport 2018-2021	The Ministry of Transport sets the Government Policy Statement (GPS) on Land Transport which outlines the government's priorities for expenditure from the National Land Transport Fund over the next 10 years. The GPS guides how funding is allocated between activities such as road safety policing, State highways, local roads and public transport. Detail at publication. More information on the GPS here.
AT's Regional Land Transport Plan 2018-2028 (RLTP)	AT is required to prepare the Regional Land Transport Plan (RLTP) 2018-2028 under the Land Transport Management Act (LTMA) 2013. The RLTP must be prepared every six years. It is a shared plan that sets out the region's land transport objectives and includes a ten-year programme, which sets out a prioritised list of activities intended to deliver these objectives. More information on AT's RLTP here.
Auckland Transport Alignment Project (ATAP)	The impact of Auckland's growth and on the transport system was the subject of detailed examination through ATAP. This process involved both central and local government, working together to identify an aligned strategic approach for the development of Auckland's transport system. The new Government has signalled a review of ATAP over the coming months. More information on the ATAP here.
AT's Sustainability Framework	AT's Sustainability Framework encompasses the four wellbeings. It has four goals: Conserve and enhance the natural environment Meet the social and health needs of Aucklanders Foster jobs, growth and economic productivity

	Celebrate Auckland's unique cultural identity
Other Auckland Council plans	Auckland Council and its Council Controlled Organisations have prepared other plans and policies that will impact the provision of public transport services and infrastructure in specific parts of the region. These include the Central City Master Plan and the Waterfront Plan.
Public Transport Operating Model (PTOM)	Provides a new approach to planning, procurement, and the development of public transport using a partnership approach between purchasers and providers. This has implications for the way in which services are planned and procured.
NZTA farebox recovery policy	Seeks to improve value for money by increasing the proportion of operating costs recovered from user fares. Requires this Plan to include farebox recovery policy and targets.
NZTA Long-term Strategic View	The Transport Agency's Long-term Strategic View (LTSV) is a document that is intended to provide a link between the GPS and the investment proposals developed by local authorities. It sets out several priorities for inter-regional transport to link international ports and other key locations which make significant contributions to the national economy.
National Energy and Conservation Strategy 2017 - 22	The National Energy and Conservation Strategy is prepared by the Energy Efficiency and Conservation Authority (EECA). The current 2017 strategy has three priority areas, including 'efficient and low emissions transport.' Public Transport and active modes (walking and cycling) are identified as key actions for individuals, households and institutions be more energy efficient.

Appendix 2: Statutory requirements for a Regional Public Transport Plan

The statutory provisions relating to the regulation and management of public transport are contained in Part 5 of the Land Transport Management Act 2003 (LTMA). The overall purpose of the LTMA is to contribute to an effective, efficient, and safe land transport system in the public interest.

Section 115 of the LTMA includes a set of principles that are intended to guide the actions of organisations such as AT in undertaking their public transport functions. These principles are:

- AT and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers
- The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth
- Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services
- The planning and procurement of services should be transparent.

Part 5 of the LTMA also sets out the statutory requirements for preparing an RPTP. The statutory purpose of the RPTP is to provide:

- A means for encouraging regional councils (including AT) and public transport operators to work together in developing public transport services and infrastructure
- An instrument for engaging with the public in the region on the design and operation of the public transport network
- A statement of the public transport services that are integral to the public transport network, the policies and procedures that apply to those services, and the information and infrastructure that support those services.

Section 124 of the LTMA includes several matters that AT must consider in preparing its RPTP. AT must be satisfied that the RPTP contributes to the purpose of the LTMA, and that the principles outlined above have been applied.

Appendix 3: Service lists

Notes:

1. Appendix 3 sets out the proposed service levels over the next ten years which includes the changes with the Northern Busway extension to Albany with Rosedale station, AMETI between Pakuranga and Panmure, CRL and new greenfield growth areas.
2. The headways are based on expected land use changes, forecast costs and available funding, so remain subject to changes, particularly those for 2028. In addition, given the service pattern is designed around the funding, it doesn't necessarily reflect the goal of reaching 10-minute frequencies on the RTN and FTN by 2028.
3. Appendix 3 is set out in seven sections as outlined below:
    (i) Contracted bus services.
    (ii) Contracted ferry services.
    (iii) Contracted train services
    (iv) Exempt ferry services.
    (v) Exempt bus services.
4. The network changes with the Northwestern RTN with new stations, AMETI between Botany and Pakuranga, Light Rail, Botany to Airport RTN are set out in Appendix 4 due to the complexity of the changes and the uncertain at this stage when the infrastructure will be available to implement the changes.
5. Route numbers are subject to change.
6. All School bus services subject to further review in accordance with the policies in the RPTP.
7. "Peak" is generally between 7am to 9am in the morning and 4pm to 6pm in the evening on weekdays.
8. "Evening" service levels may start after 7pm but there in most cases there is likely to be transition period between the "peak" period where the all-day service levels apply before the evening service levels commence, especially on weekdays.
9. In the tables 'discretionary' services are those that could be removed without impacting the overall structure of the network, while 'non-discretionary' routes are those that are currently considered integral to the overall function of the public transport network.
10. Service Categories are in accordance with the level of service hierarchy outlined in Chapter 4

Key:

	Proposed service change
	New services
	School services

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
City LINK (Pre Light Rail)								
City Link - Wynyard to Karangahape Rd via Queen St.	Discretionary	High	Frequent	2018	6	6	6 /7.5	7.5
				2021	Removed due to construction of LRT in Queen St			
Inner LINK								
Inner Link – Circuit connecting Britomart, Three Lamps, Ponsonby, Karangahape Rd, Grafton, Newmarket, Parnell.	Non-discretionary	High	Frequent	2018	10	10	10 / 15	10 / 15
				2021	10	10	10 /15	10 / 15
				2028	7.5	7.5	7.5	7.5
Grey Lynn								
		High	Connector	2018	10	20	20	20

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
105 - Westmere to Britomart via Richmond Rd & Karangahape Rd	Non-discretionary			2021	10	20	20	20
				2028	10	20	20	20
106 - Freemans Bay Britomart, Freemans Bay, Karangahape Rd, Britomart (one way circuit)	Non-discretionary	Low	Connector	2018	30	30	30	30
				2021	30	30	30	30
				2028	30	30	30	30
500 - St Marys College to Pt Chevalier	Discretionary	Medium	School		Afternoon			
501 - Britomart to St Marys College	Discretionary	Medium	School		(2) Morning & (2) Afternoon			
505 – Ponsonby to Western Springs College	Discretionary	Medium	School		Morning & Afternoon			
Great North Road								
18 Great North Rd New Lynn, Avondale, Waterview, Pt Chevalier, Western Springs, Grey Lynn, Karangahape Rd, Albert St, Britomart (Frequency based on Double Decker buses)	Non-discretionary	High	Frequent	2018	6	12	15*	12 / 15*
				2021	6	12	12*	12*
				2028	6	12	12*	12*

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
*Has late night services which continues to Henderson on Friday and Saturday at reduced headways								
New North Road (Pre Light Rail on Dominion Rd)								
22R - Avondale Peninsula to City Centre via Rosebank Rd, New North Rd, St Lukes and University (Presumption is Double Decker buses from 2021) *has late night services on Friday and Saturday at reduced headways	Non-discretionary	High	Connector (part of Frequent)	2018	10	30	30*	30*
				2021	10	20	20*	20*
				2028	10	20	20*	20*
22N - New Lynn to City Centre via Avondale, New North Rd, St Lukes and University (Presumption is Double Decker buses from 2021)	Non-discretionary	High	Connector (part of Frequent)	2018	10	30	30	30
				2021	10	20	20	20
				2028	10	20	20	20
22A – Avondale to City Centre via University	Discretionary	Very High	Peak	2018	10	-	-	-
				2021	10	-	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
Change services to run via New North Rd rather than St Lukes (220)				2028	10	-	-	-
221x	Discretionary	Very High	Peak	2018	4 morning 3 afternoon	-	-	-
				By 2021	Remove once 220 in place			
223x	Discretionary	Very High	Peak	2018	3 morning 4 afternoon	-	-	-
				By 2021	Remove once 220 in place			
Sandringham Road (Pre Light Rail on Dominion Rd)								
24R - New Lynn to City Centre via New Windsor, Owairaka, Sandringham Rd and University (Presumption is Double Decker buses from 2021)	Non-discretionary	High	Connector (part of Frequent)	2018	7.5	30	30	30
				2021	7.5	20	20	20
				2028	7.5	20	20	20
	Non-discretionary	High		2018	7.5	30	30*	30*
				2021	7.5	20	20*	20*

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
24B - New Lynn & Blockhouse Bay to City Centre via New Windsor, Sandringham Rd and University (Presumption is Double Decker buses from 2021) *has late night services on Friday and Saturday at reduced headways			Connector (part of Frequent)	2028	7.5	20	20*	20*
24W - Wesley to City Centre via Sandringham Rd and University	Discretionary	Very High	Peak	2018	7.5	-	-	-
				2021	7.5	-	-	-
				2028	7.5	-	-	-
243x Express service	Discretionary	Very High	Peak	2018	4 morning 3 morning	-	-	-
				2021	Removed			
248x Express service	Discretionary	Very High	Peak	2018	7 morning 4 afternoon	-	-	-
				2021	Removed			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
505 - Sandringham to Ponsonby Intermediate	Discretionary	Medium	School		Morning & Afternoon			
Dominion Road (Pre Light Rail on Dominion Rd)								
25B - Blockhouse Bay to City Centre via White Swan Rd Dominion Rd and University (Frequency based on Double Decker buses)	Non-discretionary	High	Connector (part of Frequent)	2018	10	10	20	20 / 30
			Frequent	2021	10	10	20	20/30
				2028	10	10	12	12
25L - Lynfield to City Centre via Dominion Rd Extension, Dominion Rd and University (Frequency based on Double Decker buses) *has late night services on Friday and Saturday at reduced headways	Non-discretionary	High	Connector (part of Frequent)	2018	10	10	20*	20 / 30*
			Frequent	2021	10	10	20*	20/30*
				2028	10	10	12*	12*
25M - Mt Roskill to City Centre via Dominion Road	Discretionary	Very High	Peak	2018	-	-	-	-
				2021	-	-	-	-
				2028	10	-	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
(Frequency based on Double Decker buses)								
252 – Lynfield to City City Centre via Ian Mckinnon Dr	Discretionary	Very High	Peak	2018	15	-	-	-
				2021	15	-	-	-
				2028	10	-	-	-
253 – Blockhouse Bay to City City Centre via Ian Mckinnon Dr	Discretionary	Very High	Peak	2018	15	-	-	-
				2021	15	-	-	-
				2028	10	-	-	-
511 - Lynfield to Waikowhai Intermediate	Discretionary	Medium	School		Morning & Afternoon			
Mt Eden Road (Pre Light Rail on Dominion Rd)								
27H - Waikowhai via Hillsborough Rd to Britomart via Mt Eden Rd and Symonds St (Frequency based on Double Decker buses) *has late night services on Friday and Saturday at reduced headways	Non-discretionary	High	Connector (part of Frequent)	2018	20	20	30*	20/30*
			Frequent	2021	12	15	20*	15/20*
				2028	10	10	20*	10/20*

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
27W - Waikowhai via Melrose Rd to Britomart via Mt Eden Rd and Symonds St (Frequency based on Double Decker buses)	Non-discretionary	High	Connector (part of Frequent)	2018	20	20	30	20/30
			Frequent	2021	12	15	20	15/20
				2028	10	10	20	10/20
27T - Three Kings to Britomart via Mt Eden Rd and Symonds St (Frequency based on Double Decker buses) Reduce frequency due increase frequency on 27H and 27W	Discretionary	Very High	Peak	2018	4	-	-	-
				2021*	5	-	-	-
				2028*	5	-	-	-
510 - Lynfield to Auckland Grammar & St Peters	Discretionary	Medium	School		3 morning: 2 afternoon			
512 – Epsom Girls to Lynfield	Discretionary	Medium	School		Afternoon			
520 - Mt Roskill to Epsom & Remuera Schools	Discretionary	Medium	School		Morning & Afternoon			
Manukau Road								
30 - Onehunga to Wynyard via Manukau Rd, Khyber Pass and University	Non-discretionary	High	Frequent	2018	7.5	15	15*	15*
				2021	6	15	15*	15*

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
(Frequency based on Double Decker buses) *has late night services on Friday and Saturday at reduced headways				2028	6	12	12*	12*
Remuera Road								
75 - Glen Innes to Wynyard via Remuera Rd, Hospital and University (Frequency based on Double Decker buses) *has late night services on Friday and Saturday at reduced headways	Non-discretionary	High	Frequent	2018	10	15	15*	15*
				2021	7.5	12	15*	12 / 15*
				2028	7.5	12	12*	12*
751 - Panmure to Newmarket via Lunn Ave, Marua Rd and Remuera Rd	Non-discretionary	Medium	Connector	2018	30	30	60	30/60
				2021	30	30	60	30/60
				2028	20	20	30	20/30
411 – Panmure to Baradene via Stonefields	Discretionary	Medium	School		Morning & Afternoon			
412 – Glen Innes to Baradene via West Tamaki Rd	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
417 – Ellerslie to Sacred Heart and Glendowie College	Discretionary	Medium	School		2 Morning & 2 Afternoon			
418 – Balmoral to Sacred Heart and Glendowie College	Discretionary	Medium	School		1 Morning: 2 Afternoon			
419 – Newmarket to Sacred Heart and Glendowie College	Discretionary	Medium	School		Morning & Afternoon			
514 - Remuera to Auckland Grammar via Lillington Rd	Discretionary	Medium	School		2 Morning & 1 Afternoon			
515 - Remuera to Auckland Grammar via Portland Rd	Discretionary	Medium	School		2 Morning & 1 Afternoon			
521 – Glen Innes to Epsom Schools	Discretionary	Medium	School		Morning & Afternoon			
542 – Kohimarama to Remuera Intermediate via Meadowbank	Discretionary	Medium	School		Morning & Afternoon			
543 – Remuera Intermediate to Kohimarama via St Johns Rd	Discretionary	Medium	School		Afternoon			
544 – Meadowbank to Selwyn College	Discretionary	Medium	School		Morning & Afternoon			
545 – Upland Rd shops to Selwyn College	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
546 – Ellerslie to Selwyn College	Discretionary	Medium	School		1 Morning & 2 Afternoon			
547 – Panmure to Selwyn College via Stonefields	Discretionary	Medium	School		1 Morning & 2 Afternoon			
549 – Stonefields to St Thomas Primary	Discretionary	Medium	School		Morning & Afternoon			
Mt Wellington								
298 - Sylvia Park to Ellerslie and Onehunga	Non-discretionary	Medium	Local	2018	20	30	30	60
				2021	20	30	30	60
			Connector	2028	15	20	20	20
323 - Otahuhu to Panmure via Panama Rd	Non-discretionary	Medium	Connector	2018	20	30	30	30
				2021	15	30	30	30
				2028	15	20	30	20/30
743 - Glen Innes to Sylvia Park and Onehunga	Non-discretionary	Medium	Connector	2018	20	30	30	30
				2021	20	30	30	30
			Frequent	2028	12	15	20	15/20
	Discretionary	Medium	Connector	2018	30	30	30	30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
744 - Panmure to St Heliers via Glen Innes				2021	20	30	30	30
				2028	20	20	20	20/30
747 - Panmure to Glen Innes via Stonefields	Non-discretionary	Medium	Connector	2018	20	30	30	30
				2021	20	30	30	30
				2028	15	20	20	20/30
782 - Sylvia Park to Mission Bay via Ellerslie and Meadowbank	Non-discretionary	Low	Local	2018	30	60	60	60
				2021	30	60	60	60
			Connector	2028	20	20	30	20/30
783 - Eastern Bay Circuit – St Heliers, Riddell Rd, St Heliers Bay Rd, Eastridge, Mission Bay, Kohimarama	Non-discretionary	Low	Local	2018	60	60	-	60
				2021	60	60	-	60
			Connector	2028	30	30	30	30
Tamaki Drive								
Tamaki LINK - Glen Innes to Britomart via St Heliers and Tamaki Drive	Non-discretionary	High	Frequent	2018	15	15	15*	15*
				2021	15	15	15*	15*

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
*has late night services on Friday and Saturday at reduced headways				2024 (CRL)	12	12	12*	12*
				2028	10	10	10*	10*
762 - Glen Innes to Britomart via Wai-o-Taiki Bay, West Tamaki Rd, Kepa Rd, Coates Ave	Non-discretionary	Medium	Connector	2018	15	30	30	30
				2021	10	20	20	20
			Frequent	2028	10	12	12	12
774 - West Tamaki to Britomart via Long Drive	Non-discretionary	High	Peak	2018	15	-	-	-
				2021	15	-	-	-
				2028	15	-	-	-
775 - Riddell Rd to Britomart via St Heliers and Tamaki Drive	Non-discretionary	High	Peak	2018	15	-	-	-
				2021	15	-	-	-
				2028	15	-	-	-
413 - St Heliers to Baradene College	Discretionary	Medium	School		2 Morning & 1 Afternoon			
414 – Commerce St to Sacred Heart	Discretionary	Medium	School		Morning & Afternoon			
522 - St Heliers to Epsom Schools via Orakei	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
523 - Glendowie Sto Epsom Schools via Orakei	Discretionary	Medium	School		Morning & Afternoon			
540 – Sacred Heart to Geln Innes	Discretionary	Medium	School		Afternoon			
548 – St Ignatius to Glendowie	Discretionary	Medium	School		Afternoon			
Mt Hobson (Pre Light Rail to Airport)								
295 - Ellerslie Station to Royal Oak and City Centre via Oranga Ave, Tawa Rd, Buckley Rd and Gillies Ave	Non-discretionary	Medium	Connector	2018	15	30	30	30
				2021	15	30	30	30
				2028	12	20	20	20
321 - Hospitals. Middlemore to Britomart via Otahuhu, Greenlane and Auckland Hospitals	Non-discretionary	Low	Weekday only	2018	15	30	-	-
				2021	15	30	-	-
				2028	15	20	-	-
755 - Benson Rd to Britomart via Remuera, Portland Rd and Eastern Parnell	Non-discretionary	Medium	Connector	2018	20	30	60	30 /60
				2021	15	30	30	30 /60
				2028	15	20	30	20 / 30
		Medium	Connector	2018	30*	30*	30	30*

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
781 - Mission Bay to Newmarket via Orakei and Victoria Ave. *Extension to Museum during business hours	Non-discretionary (extension Discretionary)			2021	30*	30*	30	30*
				2028	15*	20*	20	20*
402 – Panama Rd to One Tree Hill College and Ellerslie Schools	Discretionary	Medium	School		Morning & Afternoon			
516 – Parnell to Auckland Grammar via Epsom Schools	Discretionary	Medium	School		Morning & Afternoon			
519 – Ellerslie to Baradene	Discretionary	Medium	School		Morning			
524 – Remuera to Epsom Schools	Discretionary	Medium	School		Morning & Afternoon			
525 – Herne Bay to Epsom Girls Grammar	Discretionary	Medium	School		Morning & Afternoon			
530 - Royal Oak Intermediate to Onehunga	Discretionary	Medium	School		Afternoon			
531 – Onehunga High to Onehunga	Discretionary	Medium	School		Afternoon			
541 – Ellerslie to Baradene and Remuera Primary	Discretionary	Medium	School		Afternoon			
Outer LINK (Subject to Review in 2019) (Pre Light Rail on Dominion Rd)								

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
Outer LINK – St Lukes, Mt Albert, Pt Chevalier, Jervois Rd, Civic, University, Parnell, Newmarket, Mt Eden Village, Valley Rd, Balmoral, St Lukes *(Subject to review in 2019 of the crosstown services in the Mt Eden area and Balmoral Rd corridors)	Non-discretionary	High	Frequent	2018	15	15	15	15
				2021*	12	12	15	12 /15
				2028	10	10	10	10
101 - Pt. Chevalier Beach to City and University, via Jervois Road	Discretionary	High	Peak	2018	15	-	-	-
				2021	12	-	-	-
				2028	10	-	-	-
500 – St Marys College to Point Chevalier Beach	Discretionary	Medium	School		Afternoon			
Balmoral Rd Crosstown (Subject to Review in 2019) (Pre Light Rail on Dominion Rd)								
20 - St Lukes to Wynard Quarter via Bond St and Ponsonby Rd *(Subject to review in 2019 of the crosstown services in the Mt Eden area and Balmoral Rd corridors)	Non-discretionary	Medium	Frequent	2018	15	15	20	15 /20
				2021*	12	15	15	15
				2028	10	15	15	15

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
650 - Balmoral Road Crosstown – Pt. Chevalier to Glen Innes via Balmoral Rd, Greenlane Rd, Remuera Rd (Subject to review in 2019 of the crosstown services in the Mt Eden area and Balmoral Rd corridors)	Non-discretionary	Medium	Connector	2018	15	30	30	30
			Frequent	2021*	15	15	20	15 /20
				2028	10	15	15	15
Mt Albert Rd Crosstown (Pre Light Rail on Dominion Rd)								
66 - Mt Albert Rd Crosstown – Pt. Chevalier to Sylvia Park via Mt Albert Rd , Mt Smart Rd and Penrose Rd	Non-discretionary	Medium	Frequent	2018	15	15	30	15 / 30
				2021	15	15	20	15 /20
				2028	12	12	12	12
Onehunga Crosstown (Pre Light Rail On Dominion Rd)								
670 – Stoddard Rd Crosstown – New Lynn to Otahuhu via Avondale, Stoddard Rd, Onehunga and Church St	Non-discretionary	Medium	Connector	2018	15	30	30 /60	30 / 60
				2021	15	30	30 /60	30 /60
				2028	12	20	20	20
	Non-discretionary	Medium	Frequent	2018	15	15	30	15 / 30
				2021	15	15	30	15 / 30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
68 –Richardson Rd Crosstown – (New Lynn to Onehunga via White Swan Rd and Richardson Rd)				2028	12	12	15	12 / 15
Waiheke								
790 - Onetangi to Matiatia Ferry Terminal * The intention is for a bus service to meet each scheduled ferry sailing. However, the Waiheke Ferry Service is an exempt service, therefore there is a high degree of uncertainty in respect to the future ferry services and co-ordination with the bus services. ** presumed increased ferry sailings	Non-discretionary	Medium	Local* (frequency on weekends morning doesn't meet criteria for Connector)	2019	30	30	60	30 / 60
				2021*	30	30	60	30 / 60
				2028*	20**	30	30**	30**
791 - Ostend and Palm Beach to Matiatia Ferry Terminal * The intention is for a bus service to meet each scheduled ferry sailing. However, the Waiheke Ferry Service is an exempt service; therefore, there is a high degree of uncertainty in respect to	Non-discretionary	Low	Local* (frequency on weekends morning doesn't meet criteria	2019	30	30	60	30 / 60
				2021*	30	30	60	30 / 60
				2028*	20**	30	30**	30**

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
the future ferry services and co-ordination with the bus services. ** presumed increased ferry sailings			for Connector)					
792 - Rocky Bay to Matiatia Ferry Terminal via Blackpool and Oneroa. * The intention is for a bus service to meet a ferry scheduled sailing. However, the Waiheke Ferry Service is an exempt service, therefore there is a high degree of uncertainty in respect to the future ferry services and co-ordination with the bus services.	Non-discretionary	Low	Local	2019	60	60	60	60
				2021*	60	60	60	60
				2028	60	60	60	60
793 – Waiheke Rd to Ostend	Discretionary	Low	Peak	2019	30	-	-	-
				2021*	60	-	-	-
				2028	60	-	-	-
794 - Kennedy Point to Matiatia Ferry Terminal	Discretionary	Low	Local	2021*	60	60	-	60
				2028	60	60	-	60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
* The intention is for a bus service to meet each scheduled ferry sailing at Kennedy Point. Please note, as the Kennedy Point Ferry Service is an exempt service, there is a high degree of uncertainty in respect to the future services.								
087 – Te Huruhi School to Oneroa	Discretionary	Medium	School		Afternoon			
088 – Waiheke High School to Rocky Bay	Discretionary	Medium	School		Afternoon			
089 – Te Huruhi School to Rocky Bay via Palm Beach	Discretionary	Medium	School		Afternoon			
090 – Matiatia Wharf to Waiheke High School	Discretionary	Medium	School		Morning			
091 – Oneroa beach to Waiheke High School	Discretionary	Medium	School		Morning			
092 – Piemelon Bay to Te Huruhi School	Discretionary	Medium	School		Morning			
092 - Piemelon Bay to Waiheke High School	Discretionary	Medium	School		Morning			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
093 - Waiheke High School to Palm Beach	Discretionary	Medium	School		Afternoon			
094 - Palm Road to Waiheke Primary	Discretionary	Medium	School		Morning			
094 - Waiheke Primary to Palm Rd	Discretionary	Medium	School		Afternoon			
095 - Te Huruhi School & Waiheke Primary to Piemelon Bay Rd	Discretionary	Medium	School		Afternoon			
096 - Waiheke High School to Piemelon Bay Rd	Discretionary	Medium	School		Afternoon			
097 – Rocky Bay to Waiheke Schools	Discretionary	Medium	School		Morning			
220 - Waiheke High School to Oneroa	Discretionary	Medium	School		Afternoon			
Titirangi								
107 – Avondale Loop (one way)	Non-discretionary	Low	Local	2018	60	60	60	60
				2019*	Replaced by 191 service			
161 - Brains Park to New Lynn via Nikau St	Non-discretionary	Low	Local	2018	60	60	60	60
				2021	60	60	60	60
			Connector	2028	20	30	30	30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
170 - South Titirangi Rd to New Lynn via Titirangi Rd	Non-discretionary (but not French Bay)	Low	Local	2018	60	60	60	60
				2021	60	60	60	60
				2028	30	60	60	60
171 – Laingholm to New Lynn via Titirangi Village and Titirangi Road Increased peak frequency with removal of 171x and CRL.	Non-discretionary	Low	Local	2018	60	60	60	60
				2021	60	60	60	60
				2028	30	60	60	60
171x - Laingholm to City via Titirangi Road and New Lynn	Non-discretionary	High	Peak	2018	3 trips	-	-	-
				2021	3 trips	-	-	-
				2024 (CRL)	Removed with CRL			
172 - Glen Eden Station to New Lynn via Titirangi Village and Titirangi Rd. Increased frequency with removal of 172x and CRL.	Non-discretionary	Low	Local	2018	60	60	60	60
				2021	60	60	60	60
			Connector	2028	20	20	30	20/30
172x - Glen Eden Station to City via Titirangi Road and New Lynn	Discretionary	High	Peak	2018	3 trips	-	-	-
				2021	3 trips	-	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
				2024 (CRL)	Removed with CRL			
186 - New Lynn South Loop	Non-discretionary	Medium	Connector	2018	30	30	30	30
				2021	30	30	30	30
				2028	20	20	20	20
191 – Lynfield to New Lynn via Whitney Rd, Avondale and Avondale Peninsula (two way)	Non-discretionary	Low	n/a	2018	-	-	-	-
			Local	2019	30	30	30	30
			Connector	2028	20	30	30	30
195 - New Lynn to City Centre via Green Bay and Blockhouse Bay *Subject to review with future North-western RTN with a Pt Chevalier Station.	Non-discretionary	Medium	Connector	2018	15	30	60	30 / 60
				2021	10	20	30	30
				2028	7.5	20	20	20
209 - Titirangi Shops to City via Green Bay and Blockhouse Bay Rd.	Dsicretionary	High	Peak	2018	15	-	-	-
				2021	15	-	-	-
				2024 (CRL)	Removed with CRL			
005 – Glen Eden to Green Bay High School	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
006 – Titirangi to Remuera Schools	Discretionary	Medium	School		Morning & Afternoon			
006 – Kaurilands to Green Bay High School	Discretionary	Medium	School		Morning & Afternoon			
007 – Oratia to Green Bay High School	Discretionary	Medium	School		1 Morning: 2 Afternoon			
008 - New Lynn to Blockhouse Bay Intermediate	Discretionary	Medium	School		Morning & Afternoon			
025 - Wood Bay to Glen Eden Intermediate	Discretionary	Medium	School		Morning & Afternoon			
072 - Titirangi Village to Avondale College	Discretionary	Medium	School		1 Morning: 2 Afternoon			
195 - Blockhouse Bay Intermediate to Blockhouse Bay	Discretionary	Medium	School		Afternoon			
Lincoln Rd (Pre Northwestern RTN)								
14T - New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd and Triangle Rd.	Non-discretionary	Medium	Connector (part of Frequent)	2018	20	30	60	30 / 60
				2021	20	20	30	20/30
				2028	20	20	30	20/30
		Medium		2018	20	30	60	30 / 60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
14W - New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd and Reynella Dr	Non-discretionary		Connector (part of Frequent)	2021	20	20	30	20/30
				2028	20	20	30	20/30
162 - Henderson to New Lynn via Glendene	Non-discretionary	Medium	Connector	2018	15	30	60	30 / 60
				2021	15	30	60	30 /60
				2028	12	20	30	20 /30
015 - Glendene to Avondale College	Discretionary	Medium	School		Morning & Afternoon			
Te Atatu (Pre Northwestern RTN)								
131 - Te Atatu Peninsula to Henderson via Te Atatu Rd (See Appendix 4 for future with Northwestern RTN)	Non-discretionary	Medium	Connector	2018	20	30	60	30 / 60
				2021	20	30	60	30 / 60
				2028	20	30	30	30
132 - Te Atatu Peninsula to City via Northwestern Motorway Rd and Great North Rd (See Appendix 4 for future with Northwestern RTN)	Non-discretionary	Medium	Connector	2018	20	30	60	30 / 60
				2021	20	30	30	30
				2028	20	30	30	30
	Dsicretionary	High	Peak	2018	20	-	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
132x - Te Atatu Peninsula to City via Northwestern Motorway. (See Appendix 4 for future with Northwestern RTN)				2021	20	-	-	-
				2028	20	-	-	-
133 - Henderson to City via Te Atatu Rd, Northwestern Motorway and Great North Rd (See Appendix 4 for future with Northwestern RTN)	Non-discretionary	Medium	Connector	2018	20	30	60	30 / 60
				2021	20	30	30	30
				2028	20	30	30	30
133x - Henderson to City via Te Atatu Rd and Northwestern Motorway (See Appendix 4 for future with Northwestern RTN)	Dsicretionary	High	Peak	2018	20	-	-	-
				2021	20	-	-	-
				2028	20	-	-	-
134 - Henderson to City via Edmonton Road, Royal View Rd and Northwestern Motorway and Great North Rd. (See Appendix 4 for future with Northwestern RTN)	Non-discretionary	Medium	Local	2018	20	30	60	60
			Connector	2021	20	30	30	30
				2028	20	30	30	30
		Medium		2018	30	30	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
138 - Henderson to New Lynn Station via Edmonton Rd and Rosebank Rd. (See Appendix 3.2 for future with Northwestern RTN)	Non-discretionary		Weekday only	2021	20	20	-	-
				2028	15	20	-	-
013 - Glendene to Rutherford College	Discretionary	Medium	School		Morning & Afternoon			
017 – Te Atatu South to Kelston Boys and Girls	Discretionary	Medium	School		Morning & Afternoon			
022 - Henderson to Rangeview Intermediate via Glendenne	Discretionary	Medium	School		Morning & Afternoon			
Glen Eden and Ranui (Pre Northwestern RTN)								
141 (anti-clockwise) - Henderson West Circuit via Henderson Valley Rd, Summerland Dr, Metcalfe Rd and Rathgar Rd (See Appendix 3.2 for future with Northwestern RTN)	Non-discretionary	Low / Medium in future	Connector	2018	30	30	60	30/60
				2021	30	30	30	30
				2028	20	20	30	20/30
	Non-discretionary		Connector	2018	30	30	60	30 / 60
				2021	30	30	30	30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
142 (clockwise) - Henderson West Circuit via Henderson Valley Rd, Summerland Dr, Metcalfe Rd and Rathgar Rd (See Appendix 3.2 for future with Northwestern RTN)		Low / Medium in future		2028	20	20	30	20/30
143 - Ranui to Henderson via Lake Panorama Dr and Sturges Rd (See Appendix 3.2 for future with Northwestern RTN)	Non-discretionary	Low / Medium in future	Connector	2018	30	30	60	30/60
				2021	30	30	60	30 /60
				2028	20	20	30	20 / 30
146 – Waitakere / Swanson to Henderson via Swanson Station, Ranui, Universal Dr and Central Park Dr. (See Appendix 3.2 for future with Northwestern RTN)	Non-discretionary (Swanson to Henderson)	Low	Local	2018	30	30 / 60	60	60
			Connector	2021	30	30	30	30
				2028	20	30	30	30
151x – Henderson to City Centre via Glengarry Rd and New Lynn	Discretionary	High	Peak	2018	20	-	-	-
				2021	20	-	-	-
				2024 (CRL)	Removed with CRL			
		Low	Local	2018	30	60	60	60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
152 - Henderson to New Lynn via Sunnyvale, Rosier Rd and Glen Eden.	Non-discretionary			2021	30	60	60	60
			Connector	2028	20	20	30	20/30
154 - Henderson to New Lynn via Glengarry Rd and Glen Eden. Peak frequency increased with removal of 151x with CRL.	Non-discretionary	Medium	Connector	2018	20	30	60	30/60
				2021	20	30	60	30/60
				2028	10	20	20	20
021 – Parrs Park to Kelston Schools	Discretionary	Medium	School		Morning & Afternoon			
053 – Parrs Park to Avondale College	Discretionary	Medium	School		Morning & Afternoon			
056 – Forrest Hill to Avondale College	Discretionary	Medium	School		Morning & Afternoon			
012 – Avondale College to New Lynn	Discretionary	Medium	School		Afternoon			
Hobsonville (Pre Northwestern RTN)								
111 - Royal Heights loop. Royal Heights to Westgate and Northwest Centre (See Appendix 3.2 for future with Northwestern RTN)	Non-discretionary	Low	Local	2018	30	30	30	60
				2021	30	30	30	60
			Connector	2028	20	20	30	20/30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
112 – North West Centre to Hobsonville Ferry Terminal via West Harbour and Hobsonville (See Appendix 3.2 for future with Northwestern RTN)	Non-discretionary	Low (Medium by 2028 with Land use)	Connector	2018	30	30	60	30 / 60
				2021	30	30	60	30 / 60
				2028	20	20	30	20/30
114 – NorthWest Centre to Hobsonville Ferry Terminal via Whenuapai, Herald Island and Scotts Point (once road network is connected) (See Appendix 3.2 for future with Northwestern RTN)	Non-discretionary	Low (Medium with future Land use)	Local	2018	30	60	-	60
				2021	30	60	-	60
			Connector	2028	20	20	30	20 / 30
NEW route - Riverlea Rd to Westgate via Northside Drive bridge	Non-Discretionary	Low / Medium	Future Connector/ Frequent	To be determined	20	20	30	20/30
NEW Route – Westgate / Red Hills / Westgate circuit (1)	Non-Discretionary	Low / Medium	Future Frequent	To be determined	10	15	15	15
NEW Route – Westgate / Red Hills / Westgate circuit (2)	Non-Discretionary	Low /Medium	Future Connector	To be determined	15	20	20	20
001 – Massey West to Hobsonville Primary	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
050 - West Harbour to Waitakere Schools and Holy Cross School	Discretionary	Medium	School		Morning & Afternoon			
North Western Motorway (Pre Northwestern RTN)								
110 (11) - Westgate to Britomart via Triangle Rd, Northwestern motorway and Great North Rd *has late night services on Friday and Saturday at reduced headways (See Appendix 3.2 for future with Northwestern RTN)	Non-discretionary	Medium	Connector	2018	30	30	60*	30 / 60*
			Frequent	2021	15	15	15*	15*
				2028	12	12	12*	12*
NEW Route - 121 - Riverhead to Westgate	Non-Discretionary	Low	Local	By 2021	30	60	60	60
			Connector	By 2028	30	30	60	30 / 60
122 - Huapai to Westgate Alternates with future 123	Discretionary	Low	Local	2018	-	120	-	120
				2021	60	60	60	60
			Connector	2028	30	30	60	30 /60
		Low	Local	By 2021	60	60	60	60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
NEW Route - 123 - Southern Huapai to Westgate Alternates with 122	Non-Discretionary		Connector	By 2028	30	30	60	30 / 60
125 - Helensville to Westgate	Non-discretionary	Low	Local	2018	-	120	-	120
				2021	-	120	-	120
				2028	-	60	60	60
125x – Helensville to Britomart via Westgate & Northwestern motorway (some services commence in Huapai) (See Appendix 3.2 for future with Northwestern RTN)	Discretionary	Medium	Peak	2018	30	-	-	-
				2021	30	-	-	-
				2028	30	-	-	-
129 - Westgate to Britomart via Don Buck Rd, Universal Dr, Lincoln Rd, Northwestern motorway and Great North Rd (See Appendix 3.2 for future with Northwestern RTN)	Discretionary	Medium	Peak	2018	30	-	-	-
				2021	30	-	-	-
				2028	15	-	-	-
Upper Harbour Crosstown (Pre Northwestern RTN)								

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
120 - Henderson to Constellation Station via Don Buck Rd, Hobsonville Rd and Greenhithe *To be renamed /renumbered when Frequent	Non-Discretionary	Medium	Connector	2018	30	30	60	30 / 60
			Frequent	2021*	15	15	20	15/20
				2028*	10	15	15	15
120 – Hobsonville to Constellation	Discretionary	High	Peak	2018	30	-	-	-
				2028	Removed when 120 made Frequent			
016 - Greenhithe to Albany Junior High	Discretionary	Medium	School		2 Morning: 2 Afternoon			
017 - Greenhithe to Albany Schools	Discretionary	Medium	School		2 Morning: 2 Afternoon			
022 - Greenhithe to Albany Schools	Discretionary	Medium	School		Morning & Afternoon			
028 - Whenuapai to Westlake, Carmel College & Rosmini College	Discretionary	Medium	School		Morning & Afternoon			
029 - Massey and West Harbour to Westlake, Carmel College & Rosmini College	Discretionary	Medium	School		Morning & Afternoon			
031 – West Harbour and Greenhithe to Westlake, Carmel College & Rosmini College	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
North Harbour – with Rosedale Station in 2024								
883 - Schnapper Rock to Constellation Station via Paul Matthews Rd *Route combined with 865 with Rosedale Station in 2022/23.	Non-discretionary	Low	Connector	2018	30	30	30	30
				2021	20	30	30	30
884 - North Harbour Circuit. Constellation, William Pickering Dr, Rosedale Rd, Triton Dr (anti-clockwise) *Presume Rosedale Station is operational by 2022/23.	Non-discretionary	Low	Weekday only	2018	20	30	-	-
				2021	15	30	-	-
				2028*	12	20	-	-
885 - North Harbour Circuit. Constellation, William Pickering Dr, Rosedale Rd, Triton Dr (clockwise) *Presume Rosedale Station is operational by 2022/23.	Non-discretionary	Low	Weekday only	2018	20	30	-	-
				2021	15	30	-	-
				2028*	12	20	-	-
888 - Albany Heights circuit – via Fairview Ave, Lonely Track Rd and Gills Rd`	Non-discretionary	Low	Local	2019 /20*	30	60	60	60
				2021	30	60	60	60
			Connector	2028	15	20	20	20

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
*To be implemented once Gills Road link is in place.								
889 - Albany Station to Constellation Station via Hugh Green Dr *Presume Rosedale Station is operational by 2022/23. Route Shorten to Rosedale Station.	Non-discretionary	Low	Connector	2018	20	30	30	30
				2021	20	30	30	30
				2028*	15	20	20	20
890 – Corinthian Drive Loop	Non-discretionary	Low	Peak	2018	20	-	-	-
				2021	15	-	-	-
				2028	10	-	-	-
NEW SERVICE – The Avenue, Albany to Albany Station *requires a roundabout at the Avenue / Hobson St intersection in order to implement	Non-discretionary	Low	Connector	2024*	15	30	30	30
				2028*	15	20	30	20 / 30
NEW SERVICE - Brown Bay to Massey University via Rosedale Station (864)	Non-discretionary	Medium	Connector	2022/23*	15	20	30	30
				2028*	15	20	30	20/30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
*only possible with Rosedale Station. Alternates with 865								
NEW SERVICE – Browns Bay to Schnapper Rock via Rosedale Station (865) *only possible with Rosedale Station. Replaces current 863 and 865. Alternates with 864	Non-discretionary	Medium	Connector	2022/23*	15	20	30	30
				2028*	15	20	30	20/30
020 - Westlake Schools to Albany	Discretionary	Medium	School		Afternoon			
042 - Albany to Westlake Schools	Discretionary	Medium	School		Morning & Afternoon			
060 – Meadowood Dr to Albany Schools	Discretionary	Medium	School		2 Morning: 2 Afternoon			
061 - Albany Heights to Albany Schools	Discretionary	Medium	School		Morning & Afternoon			
070 - Oakway Drive to Upper Harbour Primary	Discretionary	Medium	School		Morning & Afternoon			
Glenfield Road								
	Non-discretionary	High		2018	10	30	30	30
				2021	10	30	30	30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
95B - Bayview to City via Glenfield Rd and Onewa Rd (Frequency based on Double Decker buses)			Connector (part of Frequent)	2028	10	20	20	20
95C - Constellation Station to City via Glenfield Rd and Onewa Rd (Future Frequency based on Double Decker buses)	Non-discretionary	High	Connector (part of Frequent)	2018	20	30	30	30
				2021	10	30	30	30
				2028	10	20	20	20
95G – Glenfield to City via Glenfield Rd and Onewa Rd	Discretionary	Very High*	Peak	2018	3 morning 5 afternoon	-	-	-
				2021	*As required	-	-	-
				2028	*As required	-	-	-
917 - Birkenhead Wharf to Albany via Glenfield Rd, Albany Highway and Massey University	Non-discretionary	Medium	Connector	2018	15	30	60	30 / 60
				2021	15	30	60	30 / 60
				2028	10	20	30	20 / 30
939 - Windy Ridge to Universities via Glenfield and Onewa Rd	Discretionary	High	Peak	2018	15	-	-	-
				2021	15	-	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
				2028	12	-	-	-
008 - Bayview to Westlake Schools	Discretionary	Medium	School		Morning & Afternoon			
015 - Northcote College to Wairau Rd	Discretionary	Medium	School		Afternoon			
015B – Bayview to Westlake Schools	Discretionary	Medium	School		Morning & Afternoon			
015G – Westlake Girls to Glenfield Mall	Discretionary	Medium	School		Afternoon			
018A – Wairau Valley to Westlake schools	Discretionary	Medium	School		Morning			
036 - St Marys to Bayview	Discretionary	Medium	School		Afternoon			
073B – Birkdale to Wairau Intermediate	Discretionary	Medium	School		Morning & Afternoon			
Wairau Valley								
845 - Milford to Takapuna via Nile Rd, NS Hospital, Smales Farm Station and Karaka St	Discretionary	Low	Local	2018	60	60	-	60
				2021	60	60	-	60
				2028	60	60	-	60
	Non-discretionary	Low	Connector	2018	20	30	30	60
				2021	20	30	30	60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
901 - Constellation Station to Smales Farm Station via Unsworth and Wairau Rd				2028	10	20	20	20
906 - Constellation to Smales Farm via Link Dr, Glenfield, Windy Ridge, Archers Rd	Non-discretionary	Low	Local	2018	30	30	30	60
				2021	30	30	30	60
			Connector	2028	15	20	20	20/30
907 - Mairangi Bay to Constellation via Sunnynook	Non-discretionary (west of Busway only)	Low	Local	2018	15	30	30	60
				2021	15	30	30	60
			Connector	2028	15	20	20	20/30
926 - Akoranga Station to Glenfield via Northcote and western Hillcrest	Non-discretionary	Low	Local	2018	30	30	30	60
				2021	30	30	30	60
			Connector	2028	30	30	30	30
928 - Northcote Point to Smales Farm via Northcote and NS Hospital	Non-discretionary	Low	Local	2018	30	60	-	60
				2021	30	60	-	60
			Connector	2028	20	30	30	30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
009 – Glenfield to Westlake Schools	Discretionary	Medium	School		Morning & Afternoon			
032 – St Marys School to Northcote Intermediate and Hillcrest	Discretionary	Medium	School		Afternoon			
037 – Glenfield to Westlake Schools	Discretionary	Medium	School		Morning			
053 - Unsworth to Westlake Schools	Discretionary	Medium	School		Morning			
055 - Westlake Schools to Unsworth	Discretionary	Medium	School		Afternoon			
056 - Carmel College to Glenfield	Discretionary	Medium	School		Afternoon			
074 - Windy Ridge to Westlake Schools	Discretionary	Medium	School		Morning			
074 – Westlake Schools to Glenfield	Discretionary	Medium	School		Afternoon			
078 - Sunnynook to Glenfield College	Discretionary	Medium	School		Morning			
078 - Glenfield College to Sunnynook	Discretionary	Medium	School		Afternoon			
Hillcrest								
923 - Hillcrest circuit to City via Northcote and Sylvan Avenue *peak is afternoon only	Non-discretionary	Medium	Connector (with Peak 924)	2018	10*	20	30	30
				2021	10*	20	30	30
				2028	10*	20	20	20

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
924 - Hillcrest circuit to City via Northcote and Akoranga Station (morning only)	Non-discretionary	Medium	Peak (part of Connector)	2018	15	-	-	-
				2021	15	-	-	-
				2028	10	-	-	-
046 - Carmel College & Westlake Girls to Glenfield	Discretionary	Medium	School		Afternoon			
072 - Northcote College to Marlborough	Discretionary	Medium	School		Afternoon			
081 - Hillcrest to Northcote Schools	Discretionary	Medium	School		Morning & Afternoon			
Birkenhead (to Takapuna)								
941 – Verrans Corner to Takapuna via Beach Haven, Kaipatiki Rd, Glenfield, Smales Farm and Hospital *has late night services on Friday and Saturday at reduced headways	Non-discretionary	Medium	Connector	2018	15	30	30*	30*
				2021	15	30	30*	30*
			Frequent	2028	15	15	20*	15 /20*
942 - Verrans Corner to Takapuna via Beach Haven, Birkdale Rd, Highbury, Northcote and Akoranga Station. *has late night services on Friday and Saturday at reduced headways	Non-discretionary	Medium	Connector	2018	15	30	30*	30*
				2021	15	30	30*	30*
			Frequent	2028	12	15	15*	15*

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
002 – Birkenhead College & Birkdale Intermediate to Chivarlry Road	Discretionary	Medium	School		Afternoon			
006 - Beach Haven to Westlake Schools	Discretionary	Medium	School		Morning & Afternoon			
007 - Salisbury Rd to Westlake Schools	Discretionary	Medium	School		Morning			
009 - Onewa Road to Westlake Schools	Discretionary	Medium	School		Morning			
009 - Westlake Girls to Verrans Corner	Discretionary	Medium	School		Afternoon			
010 - Westlake Girls to Beach Haven	Discretionary	Medium	School		Afternoon			
012 – Beach Haven to Takapuna Normal Intermediate	Discretionary	Medium	School		Morning & Afternoon			
012 - Spinella Dr to Glenfield and Northcote schools	Discretionary	Medium	School		Morning			
020 - Beach Haven to Rosmini, St Josephs &Takapuna Normal	Discretionary	Medium	School		Morning & Afternoon			
023 – Birkdale Intermediate to Beach Haven	Discretionary	Medium	School		Afternoon			
025 – Birkdale Intermediate to Highbury	Discretionary	Medium	School		Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
077 - Verrans Corner / Beach Haven to Glenfield Schools	Discretionary	Medium	School		Morning & Afternoon			
077 - Glenfield Schools to Windy Ridge	Discretionary	Medium	School		Afternoon			
Birkenhead to City								
97B - Beach Haven to City via Birkdale Rd and Onewa Rd (Future Frequency based on full Double Decker buses)	Non-discretionary	High	Connector (part of Frequent)	2018	10	30	30 / 60	30 / 60
				2021	10	30	30	30
				2028	10	20	20	20
97R - Beach Haven to City via Rangatira Rd and Onewa Rd (Future Frequency based on full Double Decker buses)	Non-discretionary	High	Connector (part of Frequent)	2018	10	30	30 / 60	30 / 60
				2021	10	30	30	30
				2028	10	20	20	20
97V – Verrans Corner to City	Discretionary	Very High	Peak	2018	10	-	-	-
				2021	10	-	-	-
				2028	10	-	-	-
931 - Chatswood to City University via Onewa Rd	Discretionary	Medium	Local	2018	15	60	-	-
				2021	15	60	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
			Connector	2028	12	30	30	30
933 - Beach Haven Wharf to City University via Verbena Rd and Onewa Rd	Non-discretionary	Medium	Local	2018	15	60	-	-
				2021	15	60	-	-
			Connector	2028	12	30	30	30
966 - Beach Haven / Highbury to Newmarket via Ponsonby Rd	Non-discretionary	Medium	Weekday only	2018	15	60	-	-
				2021	15	60	-	-
				2028	10	20	20	-
001 - Birkenhead College to Beach Haven	Discretionary	Medium	School		Afternoon			
003 – Carmel College and Westlake Schools to Chatswood	Discretionary	Medium	School		Afternoon			
004 - Birkenhead College to Highbury & Norhcote	Discretionary	Medium	School		Afternoon			
014 - Northcote Schools to Beach Haven	Discretionary	Medium	School		Afternoon			
015 – Bayview to Westlake schools	Discretionary	Medium	School		Morning			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
020 – Beach Haven to Rosmini, St Josephs and Takapuna Normal	Discretionary	Medium	School		Morning & Afternoon			
025 - Birkdale Intermediate to Highbury	Discretionary	Medium	School		Afternoon			
027 - Carmel College to Beach Haven	Discretionary	Medium	School		Afternoon			
027 - Carmel College to Beach Haven via Lake Rd	Discretionary	Medium	School		Afternoon			
028 - St Marys & Northcote Intermediate to Chatswood	Discretionary	Medium	School		Afternoon			
029 – Northcote Intermediate & St Marys to Maritime Tce	Discretionary	Medium	School		Afternoon			
030 - Northcote College to Chatswood	Discretionary	Medium	School		Afternoon			
033 – Rosimini and Takapuna Normal to Verrans Corner	Discretionary	Medium	School		Afternoon			
035 - St Marys to Beach Haven	Discretionary	Medium	School		Afternoon			
079 - Chatswood to Birkenhead Schools	Discretionary	Medium	School		Morning			
079 – Birkdale Intermediate to Chatswood	Discretionary	Medium	School		Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
080 - Chatswood to Northcote Schools	Discretionary	Medium	School		Morning			
Northern Express 1								
Nx1 - Hibiscus Coast Station to Britomart (Frequency based on Double Decker buses)	Non-discretionary	High	Connector	2018	5	30	30	30
				2021	5	30	30	30
			Frequent	2028	5	15	15	15
Nx1 - Albany Station to Britomart (service levels include services from Hibsicus Coast Station). (Frequency based on Double Decker buses) *has late night services on Friday and Saturday at reduced headways	Non-discretionary	High	Frequent (Rapid)	2018	3	7.5	10 / 15*	10 / 15*
				2021	3	7.5	10	10*
				2028	3	7.5	7.5	7.5*
Nx1 - Constellation Station to Britomart (Frequency based on Double Decker buses)	Discretionary	Very High	Peak	2018	3	-	-	-
				2021	3	-	-	-
				2028	3	-	-	-
Northern Express 2								

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
With Penlink – extension of Nx2 service Nx2 – Whangaparoa Station to Unviersity via Penlink (Frequency based on Double Decker buses)	Non-discretionary	High	Frequent	2028	4	7.5	10	10
Nx2 - Albany Station to University (Frequency based on Double Decker buses) – *without Penlink	Non-discretionary	High	Frequent	2018	4	7.5	15	15
				2021	4	7.5	15	15
				2028*	4*	7.5*	12*	12*
Nx2 - Constellation Station to University (Frequency based on Double Decker buses)	Discretionary	Very High	Peak	2018	4	-	-	-
				2021	4	-	-	-
				2028	3	-	-	-
Northern Express 3								
866 - Albany Station to Newmarket via Ponsonby Rd and Auckland Hospital. *Becomes Nx3 once Frequent	Non-discretionary	Medium	Weekday Onkly	2018	7.5	30	-	-
				2021	7.5	30	-	-
			Frequent*	2028	7.5	15	15	15
064 - Albany to Epsom Schools & Remuera Schools	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
Devonport								
814 - Devonport Ferry Terminal to Akoranga Station via Takapuna (timed for the Ferry sailings) * The intention is for a bus service to meet each ferry sailing. Please note, as the Devonport Ferry Service is an exempt service, however the expectation is that the ferry service will be a Frequent route by 2024.	Non-discretionary	Medium	Connector	2018	15	30	30	30
				2021	15	30	30	30
			Frequent	2024 (CRL)*	15	15	30	15 / 30
				2028*	15	15	15	15
801 - Bayswater Ferry Terminal to Akoranga Station via Hauraki and Takapuna (timed for the Ferry sailings)	Non-discretionary	Medium	Connector	2018	30	30	30	30
				2021	30	30	30	30
				2028	15	30	30	30
806 - Stanley Point to Devonport Ferry Terminal and Vauxhall	Non-discretionary	Low	Connector	2018	30	30	-	30
				2021	30	30	30	30
				2028	30	30	30	30
807 - Mt Victoria / Cheltenham circuit	Discretionary	Low	Connector	2018	30	30	-	30
				2021	30	30	30	30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
				2028	30	30	30	30
802 - Bayswater to Universities *Mornings **Changed to Bayswater to Akoranga Station direct with new access from Esmonde Road bus lanes	Discretionary	High	Peak	2018	15* / 30	-	-	-
				2021	15* / 30	-	-	-
				2028**	15	-	-	-
017A - Bayswater to Westlake Schools	Discretionary	Medium	School		Morning			
017B - Devonport to Westlake Schools	Discretionary	Medium	School		Morning			
017 – Westlake Schools to Devonport	Discretionary	Medium	School		Afternoon			
062 - Takapuna to Takapuna Grammar	Discretionary	Medium	School		Morning			
080 - Takapuna Grammar to Devonport	Discretionary	Medium	School		Afternoon			
081 - Stanley Bay to Belmont Schools	Discretionary	Medium	School		Morning			
081 - Belmont Intermediate to Stanley Bay	Discretionary	Medium	School		Afternoon			
082 - Stanley Bay to Belmont Schools	Discretionary	Medium	School		Morning			
082 – Takapuna Grammar to Stanley Bay	Discretionary	Medium	School		Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
083 - Devonport to Belmont Schools via Cheltenham	Discretionary	Medium	School		Morning			
083 - Takapuna Grammar to Devonport via Cheltenham	Discretionary	Medium	School		Afternoon			
084 - Belmont Intermediate to Devonport	Discretionary	Medium	School		Afternoon			
087 - Stanley Bay to Westlake Schools	Discretionary	Medium	School		Morning & Afternoon			
089 - Takapuna Normal Intermediate to Devonport	Discretionary	Medium	School		Afternoon			
813 - Takapuna Grammar to Takapuna	Discretionary	Medium	School		2 Afternoon			
Lower East Coast Bays								
82 - Milford to City Universities via Takapuna (Future Frequencies based on Double Decker buses) *has late night services on Friday and Saturday which continue to Browns Bay at reduced headways	Non-discretionary	High	Frequent	2018	15	15	30*	15 / 30*
				2021	15	15	30*	15 / 30*
				2028	12	12	12*	12*
82 - Takapuna to City Universities	Discretionary	Very High	Peak	2018	15	-	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
				2021	15	-	-	-
				2028	12	-	-	-
842 - Crown Hill to Smales Farm via East Coast Rd and Shakespeare Rd	Discretionary	High	Peak	2018	10	-	-	-
				2021	10	-	-	-
				2028	10	-	-	-
843 - Constellation Station to Akoranga Station via Sunnynook, East Coast Rd, Milford and Takapuna	Non-discretionary	Medium	Connector	2018	30	30	60	30/60
				2021	30	30	60	30/60
				2028	20	20	20	20
871 - Constellation Station to Takapuna via East Coast Rd, Forrest Hill Rd and Smales Farm	Non-discretionary	Medium	Connector	2018	10	30	30	30
				2021	10	30	30	30
				2028	10	20	20	20
014 - St Josephs School to Sunnynook	Discretionary	Medium	School		Afternoon			
016 - Rothesay Bay Shops to Westlake Schools	Discretionary	Medium	School		Morning			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
022 - St Josephs School to Milford & Takapuna	Discretionary	Medium	School		Afternoon			
023 - Westlake Schools to Totaravale	Discretionary	Medium	School		Afternoon			
023 - Takapuna to East Coast Bays Schools	Discretionary	Medium	School		Morning			
027 - Milford to East Coast Bays Schools	Discretionary	Medium	School		2 Morning			
028 - Sunnynook to East Coast Bays Schools	Discretionary	Medium	School		2 Morning			
028 - Rangitoto College to Sunnynook	Discretionary	Medium	School		Afternoon			
029 - Westlake Schools to Rothesay Bay	Discretionary	Medium	School		Afternoon			
034 - Westlake Boys High to Milford & Takapuna	Discretionary	Medium	School		Afternoon			
042 - Milford to Campbells Bay Primary	Discretionary	Medium	School		Morning			
042 - Campbells Bay Primary to Milford	Discretionary	Medium	School		Afternoon			
051 - Sunnynook to Westlake Schools	Discretionary	Medium	School		Morning			
052 - Wairau Valley to Westlake Schools	Discretionary	Medium	School		Morning			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
052 - Westlake Schools to Sunnynook	Discretionary	Medium	School		Afternoon			
053 - Campbells Bay to Westlake Schools	Discretionary	Medium	School		Morning			
053 - Westlake Schools to Campbells Bay	Discretionary	Medium	School		Afternoon			
054 – Totara Vale to Westlake Schools via Sunnynook	Discretionary	Medium	School		Morning			
054 - St Johns School to Milford	Discretionary	Medium	School		2 Afternoon			
057 - Westlake Schools to Glenfield	Discretionary	Medium	School		Afternoon			
065 - Rangitoto College to Takapuna via Milford	Discretionary	Medium	School		Afternoon			
066 - Rangitoto College to Takapuna	Discretionary	Medium	School		Afternoon			
073 - Westlake Schools to Totaravale	Discretionary	Medium	School		Afternoon			
Upper East Coast Bays - With Rosedale Station prior to 2024								
	Non-discretionary	Medium	Frequent	2018	15	15	15 / 30	15 / 30
				2021	15	15	15	15

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
83 - Massey University to Takapuna via Albany, Browns Bay, Mairangi Bay and Constellation Station				2028	15	15	15	15
856 - Albany Station to Takapuna via Fitzwilliam Dr, Beach Rd, Browns Bay, Mairangi Bay, Milford and Smales Farm	Non-discretionary	Medium	Connector	2018	30	30	30	30
				2021	30	30	30	30
				2028	20	20	30	20 / 30
856 – Peak direction only - Mairangi Bay to Smales Farm via Milford Alternates with full service 856	Discretionary	Medium	Peak	2018	30	-	-	-
				2021	30	-	-	-
				2028	20	-	-	-
861 - Long Bay to Constellation Station via Torbay, Albany Station, Massey University and Bush Rd	Non-discretionary	Medium	Connector	2018	15	30	30	30
				2021	15	30	30	30
				10 year aspiration	10	20	20	20
	Discretionary	Medium	Weekday only	2018	15	30	30	-
				2021	15	30	30	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
861 -Constellation Station to Albany Station via Bush Rd and Massey University (in addition with 861 above)				10 year aspiration	10	20	20	-
865 - Browns Bay to Albany Station via Oaktree Ave	Non-discretionary	Medium	Connector	2018	15	30	30	30
				2021	15	30	30	30
			Route transfer to Unit 34 with Rosedale Station opening and merged with route 883					
878 - Browns Bay to Constellation Station via Glamorgan Dr and East Coast Bays Rd *half service commences / terminates at Northcross	Non-discretionary	Medium	Connector	2018	7.5*	30	30	30
				2021	7.5*	30	30	30
				2028	7.5*	20	20	20
013 – Rangitoto College to Unsworth Heights	Discretionary	Medium	School		Afternoon			
015 - Long Bay Primary to Torbay	Discretionary	Medium	School		Afternoon			
025 - Westlake Schools to Torbay	Discretionary	Medium	School		Afternoon			
026 - Westlake Girls to Pinehill	Discretionary	Medium	School		Afternoon			
031 - Pinehill to Westlake Schools	Discretionary	Medium	School		Morning			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
031 - St Johns School to Forrest Hill	Discretionary	Medium	School		1 Morning - 2 Afternoon			
032 - Westlake Boys to Browns Bay	Discretionary	Medium	School		Afternoon			
033 - Long Bay to Westlake Schools	Discretionary	Medium	School		Morning			
033 - Westlake Boys to Torbay	Discretionary	Medium	School		Afternoon			
041 - Torbay to Westlake Schools	Discretionary	Medium	School		Morning			
045 - Long Bay College to Windsor Park	Discretionary	Medium	School		Afternoon			
048 - Northcross to East Coast Bays Schools	Discretionary	Medium	School		Morning			
049 - Kowhai Rd to Long Bay College	Discretionary	Medium	School		Morning			
049 - St Josephs & Rosmini College to Browns Bay	Discretionary	Medium	School		Afternoon			
050 - Westlake Schools to Torbay	Discretionary	Medium	School		Afternoon			
053 - Long Bay College to Murrays Bay	Discretionary	Medium	School		Afternoon			
058 - Torbay School to Long Bay College	Discretionary	Medium	School		Afternoon			
059 - Rangitoto College to Browns Bay Shops	Discretionary	Medium	School		Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
060 - St Johns School to Pinehill	Discretionary	Medium	School		Afternoon			
061 - Rangitoto College to Torbay	Discretionary	Medium	School		Afternoon			
062 - Rangitoto College to Browns Bay Shops(Via Beach Rd)	Discretionary	Medium	School		Afternoon			
063 - Northcross Intermediate to Torbay	Discretionary	Medium	School		Afternoon			
069 - St Johns School to Albany	Discretionary	Medium	School		Afternoon			
070 - Long Bay College to Browns Bay Shops	Discretionary	Medium	School		Afternoon			
071 - Pinehill to Long Bay College	Discretionary	Medium	School		Morning			
071 - Long Bay College to Pinehill	Discretionary	Medium	School		Afternoon			
Hibiscus Coast (pre Northern Busway extension beyond Albany and Penlink)								
981 - Waiwera / Hatfield Beach to Hibiscus Coast Station *(full frequency to/ from Orewa Shops – half beyond)	Non-discretionary	Medium	Connector (to Onewa Shops)	2018	10	30*	30*	30*
				2021	10	30	30	30
				2028	10	30	30	30
		Medium	Connector	2018	6	30*	30*	30*

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
982 - Gulf Harbour / Manly to Hibiscus Coast Station *(full frequency to/ from Manly Shops – half beyond)	Non-discretionary		(to Manly Shops)	2021	6	30	30	30
				2028	6	30	30	30
983 - Gulf Harbour to Hibiscus Coast Station via Big Manly, Vipond Rd and Red Beach	Non-discretionary	Low	Local	2018	15	60	60	60
			Connector	2021	15	30	30	30
				2028	12	30	30	30
984 - Orewa to Hibiscus Coast Station via Maygrove and Red Beach	Discretionary	Low	Local	2018	60	60	-	60
				2021	60	60	-	60
				2028	60	60	-	60
985 - Orewa to Hibiscus Coast Station via Millwater	Non-discretionary	Low	Local	2018	60	60	-	60 / -
			Connector	2021	15	30	30	30
				2028	12	30	30	30
986 Hibiscus Coast Station to Albany Station via Dairy Flat Highway	Non-discretionary	Low	Weekday only	2018	60	120	-	-
				2021	60	120	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
			Local	10 year aspiration	30	60	60	60
New Service – Milldale to Hibiscus Coast Station	Non-discretionary	Low	Connector	2024	30	30	30	30
				2028	15	30	30	30
987 - Arkles Bay to Whangaparoa Plaza *Review trial service	Discretionary	Low	Weekday only	2018	6 trips		-	-
988 - Gulf Harbour to Whangaparoa Plaza via Shakespear Regional Park – timed for Ferry *Review trial service	Discretionary	Low	Weekday only	2018	7 trips each way		-	-
039 - Hibiscus Coast Station to Orewa College via Bankside Road	Discretionary	Medium	School		Morning & Afternoon			
040 – Hibiscus Coast Station to Orewa College via Millwater Parkway	Discretionary	Medium	School		Morning & Afternoon			
044 – Westlake Girls to Silverdale	Discretionary	Medium	School		Afternoon			
045 - Orewa to Westlake Schools	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
046 - Orewa to Westlake Boys & Rosmini College	Discretionary	Medium	School		Morning			
046 - St Josephs & Rosmini College to Hibiscus Coast Station	Discretionary	Medium	School		Afternoon			
046x - St Josephs & Rosmini College to Orewa	Discretionary	Medium	School		Afternoon			
047 - Gulf Harbour to Westlake Girls & Carmel College	Discretionary	Medium	School		Morning & Afternoon			
049 - Westlake Boys to Manly	Discretionary	Medium	School		Afternoon			
Hibiscus Coast Schools								
002 - Hatfields Beach to Orewa Schools	Discretionary	Medium	School		Morning & Afternoon			
004 - Army Bay to Orewa College	Discretionary	Medium	School		Morning & Afternoon			
005 - Arkles Bay/Manly to Orewa College	Discretionary	Medium	School		Morning & Afternoon			
006 - Stanmore Bay / Vipond Rd to Orewa College	Discretionary	Medium	School		Morning & Afternoon			
007 - Brightside Rd to Orewa College	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
008 – East Coast Road to Kingsway School	Discretionary	Medium	School		Morning & Afternoon			
009 – Torbay to Kingsway School	Discretionary	Medium	School		Morning & Afternoon			
010 – Greenhithe to Kingsway School	Discretionary	Medium	School		Morning & Afternoon			
012 – Gulf Harbour to Kingsway School	Discretionary	Medium	School		Morning & Afternoon			
013 – Stanmore Bay to Kingsway School	Discretionary	Medium	School		Morning & Afternoon			
014 – Manly to Kingsway School	Discretionary	Medium	School		Morning & Afternoon			
017 - Silverdale to Whangaparaoa College	Discretionary	Medium	School		Morning & Afternoon			
018 - Orewa to Whangaparaoa College	Discretionary	Medium	School		Morning & Afternoon			
019 - Army Bay to Whangaparaoa College	Discretionary	Medium	School		Morning & Afternoon			
019 - Gulf Harbour School to Whangaparaoa College	Discretionary	Medium	School		Morning & Afternoon			
020 - Gulf Harbour to Whangaparaoa College	Discretionary	Medium	School		Morning & Afternoon			
022 - Gulf Harbour to Stella Maris School	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
025 - Orewa to Rangitoto College	Discretionary	Medium	School		Morning & Afternoon			
026 - Gulf Harbour to Northcross Intermediate	Discretionary	Medium	School		Morning & Afternoon			
027 - Stanmore Bay to Long Bay College	Discretionary	Medium	School		Morning & Afternoon			
028 – Long Bay College to Northcross Intermediate	Discretionary	Medium	School		Morning & Afternoon			
029 – Silverdale to Northcross Intermediate and Rangitoto College	Discretionary	Medium	School		Morning & Afternoon			
Warkworth								
995 - Warkworth to Hibiscus Coast Station * via the new Puhoi to Warkworth State Highway alignment once this has been completed.	Non-discretionary	Low	Local	2018	30	60	-	60
				2021*	30	60	-	60
			Connector	2028*	20	30	60	30 / 60
996 - Warkworth to Algies Bay via Snells Beach	Non-discretionary	Low	Local	2018	120	120	-	120
				2021	120	120	-	120
				2028	60	60	-	60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
997 – Warkworth to Omaha via Matakana and Point Wels	Non-discretionary	Low	Local	2018	120	120	-	120
				2021	120	120	-	120
				2028	60	60	-	60
Ti Rakau Drive								
70 - Botany to City Centre via Ti Rakau Dr, Panmure, Ellerslie (Frequency based on a full Double Decker bus fleet) *has late night services on Friday and Saturday which continue to Howick at reduced headways	Non-discretionary	Very High	Frequent	2018	7.5	10	15*	10 / 15*
				2021	6	7.5	12*	10 / 12*
				2028	5	7.5	10*	10*
Howick to Panmure								
711 - Howick to Panmure via Union Rd, Cascades Rd and Reeves Rd	Non-discretionary	Low	Local	2018	20	60	60	60
				2021	20	60	60	60
			Connector	2028	15	30	30	30
712 - Bucklands Beach to Panmure		Medium	Connector	2018	20	30	30	30 / 60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
	Non-discretionary			2021	15	30	30	30 / 60
				2028	10	20	20	20
714 - Bucklands Beach to Half Moon Bay Ferry Terminal *Trial service – to be reviewed	Discretionary	Low	Trail	2018	30	60	60	90
733 - Bucklands Beach to Botany Town Centre via Highland Park	Non-discretionary	Low	Local	2018	30	30	60	60
				2021	30	30	60	60
			Connector	2028	20	30	30	30
734 - Botany to Half Moon Bay Ferry Terminal via Highland Park *Presume increase in ferry sailing to every 20 minutes in peak	Non-discretionary	Low	Local	2018	30	30	60	60
			Connector	2021	30	30	30	30
				2028	20*	30	30	30
735 - Botany to Half Moon Bay Ferry Terminal via Cockle Bay *Presume increase in ferry sailing to every 20 minutes in peak	Non-discretionary	Low	Local	2018	30	30	60	60
			Connector	2021	30	30	30	30
				2028	20*	30	30	30
		Low	Local	2018	60	60	60	60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
739 – Maraetai / Beachlands to Botany Town Centre via Whitford and Ormiston Town Centre	Non-discretionary			2021	60	60	60	60
				2028	30	60	60	60
NEW Service - Maraetai to Pine Harbour Ferry Terminal (time for ferry sailings)	Non-discretionary	Low	Local	2019	20	60	60	-
				2021	20	30	60	-
			Connector	2028	15	30	60	30 / 60
420 – Pakuranga to Farm Cove Intermediate	Discretionary	Medium	School		Morning & Afternoon			
421 – Burswood to Farm Cove Intermediate	Discretionary	Medium	School		Morning & Afternoon			
425 – Botany Town Centre to Macleans College and Bucklands Beach Intermediate	Discretionary	Medium	School		Morning & Afternoon			
426 – Botany Town Centre to Macleans College	Discretionary	Medium	School		Morning & Afternoon			
427 – Flat Bush (Stancombe Rd) to Macleans College and Bucklands Beach Intermediate	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
430 - Meadowlands to Owairoa Primary	Discretionary	Medium	School		Morning & Afternoon			
431 – Botany Town Centre to Howick College and Sommerville Intermediate	Discretionary	Medium	School		Morning & Afternoon			
432 – Howick College to Dannemora (Kilkenny Dr)	Discretionary	Medium	School		Afternoon			
433 – Redcastle Dr to Sommerville Intermediate and Howick College	Discretionary	Medium	School		Morning & Afternoon			
434 – Flat Bush (Stancombe Rd) to Sommerville Intermediate and Howick College	Discretionary	Medium	School		Morning & Afternoon			
435 – Dannemora to Somerville Intermediate	Discretionary	Medium	School		Morning & Afternoon			
436 – Flat Bush to Somerville Intermediate	Discretionary	Medium	School		Morning & Afternoon			
437 – Howick College to Flat Bush	Discretionary	Medium	School		Afternoon			
439 – Our Lady Star of the Seas to Botany Downs	Discretionary	Medium	School		Afternoon			
Botany Crosstown								

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
35 - Manukau to Botany Town Centre via Chapel Rd and Ormiston Town centre	Non-discretionary	Medium	Frequent	2018	15	15	30	15 /30
				2021	15	15	20	15 / 30
				2028	12	15	15	15
355 - Manukau to Botany Town Centre via Ormiston Town centre and Mission Heights	Non-discretionary	Medium	Connector	2018	20	30	60	30 / 60
				2021	20	30	60	30 / 60
				2028	12	20	20	20 /30
440 – Bucklands Beach to Sancta Maria College	Discretionary	Medium	School		Morning & Afternoon			
441 – Howick to Sancta Maria College	Discretionary	Medium	School		Morning & Afternoon			
442 – Cockle Bay to Sancta Maria College	Discretionary	Medium	School		Morning & Afternoon			
443 – Sancta Maria College to Manukau Station	Discretionary	Medium	School		Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
444 – Manukau Bus Station to Howick Intermediate	Discretionary	Medium	School		Morning & Afternoon			
East Tamaki Crosstown								
351 - Botany Town Centre to Otahuhu via Highbrook	Non-discretionary	Low	Weekday only	2018	15	30	-	-
				2021	15	30	-	-
				2028	12	20	-	-
352 - Panmure to Manukau via Highbrook	Non-discretionary	Low	Weekday only	2018	15	30	-	-
				2021	15	30	-	-
				2028	12	20	-	-
353 - Botany Town Centre to Manukau via Preston Rd	Non-discretionary	Low	Connector	2018	30	30	30	30/60
				2021	15	30	30	30
				2028	15	20	20	20 / 30
Pakuranga Rd								
		High		2018	20	30	30	30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
72C - Botany to Panmure via Whitford Rd, Howick and Pakuranga Rd	Non-discretionary		Connector (part of Frequent)	2021	20	30	30	30
				2028	10	20	20	20
72M - Botany to Panmure via Meadowlands, Howick and Pakuranga Rd *towards Botany to Connect to 70. Services to Panmure are replaced by 72x.	Non-discretioary	High	Connector (part of Frequent)	2018	30*	30	30	30
				2021	30*	30	30	30
				2028	10*	20	20	20
72X - Botany to Britomart via Meadowlands, Howick, Pakuranga Rd, Panmure Ellerslie Panmure Highway, Southern Motorway Headway in 2024 based on a Double Decker bus fleet.	Discretionary	Very High	Peak (part of Frequent system)	2018	10	-	-	-
				2021	7.5	-	-	-
				2028	7.5	-	-	-
400 - Panmure to One Tree Hill College, Ellerslie School and St Marys School	Discretionary	Medium	School		Morning & Afternoon			
401 – Mt Wellington to Ellerslie School and St Marys School	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
410 - Panmure to Baradene via Marua Rd	Discretionary	Medium	School		Morning & Afternoon			
415 - Panmure to Sacred Heart	Discretionary	Medium	School		Morning & Afternoon			
416 - Botany to Sacred Heart	Discretionary	Medium	School		Morning & Afternoon			
New Lynn to Airport (new)								
New Service – New Lynn to Airport. See Appendix 2 for future with LRT to Airport via Dominion Rd	Non-discretionary	Medium	Connector	By 2021	15	30	30	30
				With LRT to Airport	Withdrawn or shorten to Mt Roskill Station			
Manukau to Airport via Puhinui (new)								
38 - Manukau to Airport via Puhinui Station	Non-discretionary	Medium	Frequent	2021	10	10	10	10
				2028	10	10	10	10
Airport (Pre Light Rail to Airport via Dominion Rd)								
380 - Airporter. Onehunga to Manukau via Mangere Town Centre, Airport and Papatoetoe	Non-discretionary	Medium	Frequent	2018	15	15	15	15
				2021	Withdrawn with new Manukau to Puhinui connection (#38)			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
See Appendix 4 for future with Light Rail to Airport via Dominion Rd								
NEW #36 – Manukau to Onehunga via Papatoetoe, Mangere Town Centre and Papatoetoe	Non-discretionary	Medium	Frequent	2021	15	15	15	15
				2028	15	15	15	15
New 380 - Airporter. Onehunga to Airport via Mangere Town Centre. See Appendix 4 for future with Light Rail to Airport via Dominion Rd	Non-discretionary	Medium	Frequent	2021	15	15	15	15
				2028	Discontinued with LRT to Airport			
Mangere Bridge (Pre RTN corridors between Airport and Botany via Manukau and Pre Light Rail to Airport via Dominion Rd)								
309 - Mangere Town Centre to City Centre via Favona, Mangere Bridge, Onehunga and Pah Rd See Appendix 4 for future with Light Rail to Airport via Dominion Rd	Non-discretionary	Medium	Connector	2018	10	30	60	30 / 60
				2021	10	30	60	30 / 60
				2028	10	20	20	20
309x – Mangere Town Centre to City via Queenstown Rd and Pah Rd –	Discretionary	High	Peak	2018	20	-	-	-
				2021	20	-	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
Replaced with Mangere Mountain connection to Otahuhu Station with CRL) See Appendix 4 for future with Light Rail to Airport via Dominion Rd				2024 (CRL)	Replace with new service to Otahuhu Station			
New Service – 311 – Mangere Bridge to Otahuhu Train Station via Mangere Mountain	Non-discretionary	Medium	Connector	2024 (CRL)	10	20	20	20
				2028	10	20	20	20
058 - Favona to Onehunga Schools	Discretionary	Medium	School		Morning			
059 - Mangere to Onehunga Schools	Discretionary	Medium	School		Morning			
061 - Mangere Town Centre to Onehunga Schools	Discretionary	Medium	School		Morning			
062 - Favona/Mangere to Onehunga Schools	Discretionary	Medium	School		Morning			
084 - Mangere to St Josephs School (Onehunga)	Discretionary	Medium	School		Morning			
001 - Royal Oak Intermediate to Favona	Discretionary	Medium	School		Afternoon			
001 - Onehunga High to Mangere East	Discretionary	Medium	School		Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
001 - Mcauley High to Onehunga Transport Centre	Discretionary	Medium	School		Afternoon			
002 - Royal Oak Intermediate to Mangere Bridge	Discretionary	Medium	School		Afternoon			
002 - Onehunga High to Favona	Discretionary	Medium	School		Afternoon			
003 - Royal Oak Intermediate to Mangere	Discretionary	Medium	School		Afternoon			
003 - Onehunga High to Mangere Bridge	Discretionary	Medium	School		Afternoon			
005 - Onehunga High to Mangere	Discretionary	Medium	School		Afternoon			
061 - Onehunga High to Mangere Town Centre	Discretionary	Medium	School		Afternoon			
061 - Royal Oak Intermediate to Mangere Town Centre	Discretionary	Medium	School		Afternoon			
084 - St Josephs School (Onehunga) to Mangere Town Centre	Discretionary	Medium	School		Afternoon			
Otahuhu (Pre RTN corridors between Airport and Botany via Manukau and Pre Light Rail to Airport via Dominion Rd)								
	Non-discretionary	Medium	Frequent	2018	15	15	30	15 / 30
				2021	15	15	30	15 / 30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
32 - Mangere Town Centre to Sylvia Park via Massey Rd, Otahuhu Station and Otahuhu				2028	12	15	15	15
325 - Mangere Town Centre to Manukau City Centre via Mangere East, Otahuhu Station, Otahuhu, Otara and Flat Bush	Non-discretionary	Medium	Connector	2018	15	30	30	30 / 60
				2021	15	30	30	30 / 60
				2028	12	20	30	20 / 30
324 - Mangere Town Centre to Seaside Park via Favona and Otahuhu train station	Non-discretionary	Low	Local	2018	30	60	60	60
				2021	30	60	60	60
			Connector	2028	20	30	30	30
326 - Mangere Town Centre to Otahuhu via Middlemore Hospital (west) via Tidal Road *Potentially shorten to Middlemore with infrastructure on western side of the North Island Main Trunk at Middlemore and extend to Ihumatao village.	Non-discretionary (Mangere to Middlemore section)	Low	Local	2018	30	60	60	60
				2021*	30	60	60	60
			Connector	2028*	15	20	30	30
031 - Otara Town Centre to De La Salle College	Discretionary	Medium	School		Morning			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
035 - Mt Wellington to Otahuhu College	Discretionary	Medium	School		Morning			
041 - Mangere to Otahuhu Schools	Discretionary	Medium	School		Morning			
065 - Otahuhu Transport Centre to Ellerslie/Penrose Schools	Discretionary	Medium	School		Morning			
073 - Otahuhu to Edgewater College	Discretionary	Medium	School		Morning & Afternoon			
001 – McCauley High to Onehunga Transport Centre	Discretionary	Medium	School		Afternoon			
012 - Otahuhu Intermediate to Mangere Town Centre	Discretionary	Medium	School		Afternoon			
017 - Otahuhu Schools to Mt Wellington	Discretionary	Medium	School		Afternoon			
022 - Mcauley High to Flat Bush	Discretionary	Medium	School		Afternoon			
031 - Mcauley High to Otara Town Centre	Discretionary	Medium	School		Afternoon			
064 - One Tree Hill College to Otahuhu	Discretionary	Medium	School		Afternoon			
067 - One Tree Hill College to Otahuhu Transport Centre	Discretionary	Medium	School		Afternoon			
Papatoetoe / Otara (Pre RTN corridors between Airport and Botany via Manukau and Pre Light Rail to Airport via Dominion Rd)								

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
31 - Mangere Town Centre to Botany Town Centre via Papatoetoe, Otara, Springs Rd and Smales Rd	Non-discretionary	Medium	Frequent	2018	15	15	30	15 /30
				2021	15	15	30	15 /30
				2028	12	12	20	12 /20
313 - Onehunga to Manukau via Mangere, Mangere Town Centre, western Papatoetoe. Shorten to Mangere Town Centre with new #36 service	Non-discretionary	Medium	Connector	2018	20	30	60	30/60
				2021	20	30	60	30/60
				2028	20	20	20	20
314 - Middlemore to Manukau via Hunters Corner, Otara, Ormiston Town Centre, Murphys Bush *route change to service southern flat bush when roads are in place	Non-discretionary	Medium	Connector	2018	20	30		30
				2021	20	30	-	30
				2028*	12	20	20	20 /30
N10 - City Centre to Otara via Manukau Rd, Mangere TC, Papatoetoe *Friday and Saturday evenings only	Non-discretionary	Low	Late -Night	2018	-	-	-	60*
				2021	-	-	-	60*
				2028	-	-	30	30
002 - Mangere Bridge Shops to Seventh Day Adventist Primary	Discretionary	Medium	School		Morning			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
003 - Mangere Bridge Shops to Holy Cross School (Papatoetoe)	Discretionary	Medium	School		Morning			
013 - Otara to Edgewater College	Discretionary	Medium	School		Morning & Afternoon			
026 - Papatoetoe Town Hall to Papatoetoe Intermediate	Discretionary	Medium	School		Morning			
027 - Middlemore Hospital to Papatoetoe Schools	Discretionary	Medium	School		Morning			
029 - Puhinui to Papatoetoe Schools	Discretionary	Medium	School		Morning			
051 - Middlemore to Seventh Day Adventist Primary	Discretionary	Medium	School		Morning			
001 - Kedgley Intermediate to Puhinui	Discretionary	Medium	School		Afternoon			
003 - Seventh Day Adventist Primary to Mangere Town Centre	Discretionary	Medium	School		Afternoon			
004 - Seventh Day Adventist Primary to Mangere Bridge Shops	Discretionary	Medium	School		Afternoon			
024 - Papatoetoe Intermediate to Manukau	Discretionary	Medium	School		Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
025 - Papatoetoe Intermediate to Papatoetoe Town Hall	Discretionary	Medium	School		Afternoon			
026 - Papatoetoe Intermediate to Puhinui	Discretionary	Medium	School		Afternoon			
027 - Papatoetoe Intermediate to Middlemore Hospital	Discretionary	Medium	School		Afternoon			
028 - Papatoetoe Intermediate to Puhinui	Discretionary	Medium	School		Afternoon			
046 – De LA sale College to Otara	Discretionary	Medium	School		Afternoon			
051 - Seventh Day Adventist Primary to Middlemore	Discretionary	Medium	School		Afternoon			
054 - Papatoetoe High to Middlemore	Discretionary	Medium	School		Afternoon			
Manurewa								
33 - Papakura to Otahuhu Station via Great South Rd, Manurewa and Manukau	Non-discretionary	Medium	Frequent	2018	15	15	30	15 / 30
				2021	12	12	20	15 / 30
				2028	12	12	20	12 / 20
361 - Manurewa to Otara MIT via Clendon and Manukau	Non-discretionary	Medium	Connector	2018	20	30	60	30 / 60
				2021	20	30	60	30 / 60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
				2028	12	20	30	20 / 30
362 - Weymouth to Manukau via Manurewa	Non-discretionary	Medium	Connector	2018	20	30	60	30 / 60
				2021	20	30	60	30 / 60
				2028	12	20	30	20 / 30
363 - Wattle Downs to Manurewa	Non-discretionary	Low	Local	2018	30	60	60	60
				2021	30	60	60	60
			Connector	2028	20	30	30	30
365 - Papakura to Manukau via Porchester Rd, Manurewa and Homai	Non-discretionary	Medium	Connector	2018	20	30	60	30 / 60
				2021	15	30	60	30 / 60
				2028	12	20	30	20 / 30
366 - Manurewa to Manukau via the Gardens circuit	Non-discretionary	Medium	Connector	2018	15	30	60	30 / 60
				2021	15	30	60	30 / 60
				2028	12	20	30	20 / 30
	Discretionary	Low	Local	2019	30	60	-	-

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
NEW TRIAL SERVICE - 364 - Conifer Grove to Manurewa via Brylee Drive (new trial service) To be reviewed				2021	To be reviewed to determine whether continue and future service levels			
368 - Wiri Industrial circuit - clockwise. Homai Station to Manukau Station via Plunket Ave. *Potential replacement with on-demand shuttle	Non-discretionary	Low	Peak	2018	30	-	-	-
				2021	30	-	-	-
				2028	15	-	-	-
369 - Wiri Industrial circuit - anti-clockwise. Homai Station to Manukau Station via Plunket Ave. *Potential replacement with on-demand shuttle	Non-discretionary	Low	Peak	2018	30	-	-	-
				2021	30	-	-	-
				2028	15	-	-	-
N11 - City Centre to Papakura via Great South Rd *Friday and Saturday evenings only	Non-discretionary	Low	Late Night	2018	-	-	-	60*
				2021	-	-	-	30*
				2028	-	-	30	30
055 - Conifer Grove to Rosehill Schools	Discretionary	Medium	School		Morning			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
055 - Papakura to Mcauley High	Discretionary	Medium	School		Morning			
056 - Wattle Downs to Rosehill Schools	Discretionary	Medium	School		Morning			
058 - Homai to Rosehill Schools	Discretionary	Medium	School		Morning			
059 - Papakura to De La Salle College	Discretionary	Medium	School		Morning			
Weymouth to Manurewa High & Alfriston College	Discretionary	Medium	School		Morning			
055 - Rosehill College to Conifer Grove	Discretionary	Medium	School		Afternoon			
055 - Mcauley High to Papakura	Discretionary	Medium	School		Afternoon			
056 - Rosehill College to Wattle Downs	Discretionary	Medium	School		Afternoon			
057 - Rosehill College to Manurewa	Discretionary	Medium	School		Afternoon			
058 - Rosehill College to Homai	Discretionary	Medium	School		Afternoon			
058 - Rosehill Intermediate to Conifer Grove & Homai	Discretionary	Medium	School		Afternoon			
059 - De La Salle College to Papakura	Discretionary	Medium	School		Afternoon			
S001K Everglade Drive to Manurewa High and Greenmeadows Intermediate	Discretionary	Medium	School		Morning & Afternoon			

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
S002M Clendon to Manurewa and Greenmeadows Intermediate	Discretionary	Medium	School		Morning & Afternoon			
S003G Flat Bush to Alfriston Schools	Discretionary	Medium	School		Morning & Afternoon			
S004G Weymouth And Wattle Down to Manurewa Schools	Discretionary	Medium	School		Morning & Afternoon			
Papakura								
371 - Papakura to Takanini Station via Cosgrove	Non-discretionary	Low	Local	2018	30	30	60	-
			Connector	2021	30	30	30	30
				2028	20	30	30	30
372 – Keri Hill Loop	Non-discretionary	Medium	Connector	2018	20	30	30	30 / 60
				2021	20	30	30	30 / 60
				2028	15	20	20	20
373 - Papakura to Red Hills	Non-discretionary	Low	Local	2018	30	30	60	30 / 60
			Connector	2021	20	30	30	30
				2028	20	30	30	30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
NEW SERVICE 374 - Papakura to Drury via Opaheke with future urbanisation	Non-discretionary	Low	Connector	By 2028	20	20	30	20 / 30
376 - Papakura Station to Drury *Extended to Auranga	Non-discretionary	Low	Local	2018	30	60	60	60
			Connector	2021*	30	30	30	30
				2028*	15	20	20	20
377 - Papakura to Pahurehure	Non-discretionary	Medium	Connector	2018	20	30	30	30 / 60
				By 2021	Replaced with new Hingaia / Karaka route			
378 - Papakura to Karaka Harbourside	Non-discretionary	Low	Local	2018	30	60	60	60
				By 2021	Replaced with new Hingaia / Karaka route			
NEW – Combined 377 (Anti-clockwise) and 378 (Clockwise)	Non-discretionary	Medium	Connector	By 2021	20	30	30	30 / 60
				2028	15	30	30	30
		Low	Local	2021*	60	60	60	60

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
NEW Service– Clarks Beach to Papakura via Kingseat *alternates at peak with 395 service to provide 30 minutes headway from Kingseat)	Non-discretionary		Connector	2028	20	30	60	30 / 60
Pukekohe								
391 – Pukekohe - Cape Hill Rd loop *Likely to be extended to Paerata Station	Non-discretionary	Low	Connector	2018	30	30	30	30
				2021	30	30	30	30
				2028*	20	20	20	20
392 – Pukekohe - Birdwood Rd loop	Non-discretionary	Low	Connector	2018	30	30	30	30
				2021	30	30	30	30
				2028	20	20	20	20
393 - Pukekohe - Wellington St loop	Non-discretionary	Low	Connector	2018	30	30	30	30
				2021	30	30	30	30

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
				2028	20	20	20	20
394 - Pukekohe to Wesley College *Subject to review. Likely to connect to the new Paerata Station in future.	Non-discretionary	Low	Local	2018	120	120	-	120
				2021	120	120	-	120
			Connector	2028*	20	20	20	20
395 - Waiuku to Papakura *Subject to Review with new Paerata Station and electrification to Pukekohe.	Non-discretionary	Low	Peak	2018	60	-	-	-
				2021*	60	-	-	-
				2028*	20	-	-	-
396 - Waiuku to Pukekohe	Non-discretionary	Low	Local (Rural township)	2018	60	60	-	60
				2021	30	60	-	60
				2028	30	30	60	30/60
398 - Tuakau to Pukekohe (funded by Waikato Region)	To be determined by Waikato Region	To be determined by Waikato Region		2018	1 daily	1 weekly	-	-
				To be determined by Waikato Region				

Bus services								
					Time (in minutes) between services			
Route Descriptions	**Network Status** Non-discretionary (essential for network function) Discretionary (not essential)	**Patronage expectation** High Medium Low	**Service Category** Frequent Connector Peak School Local	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
399 - Port Waikato to Pukekohe via Tuakau (funded by Waikato Region)	To be determined by Waikato Region	To be determined by Waikato Region		2018	-	1 weekly	-	-
				To be determined by Waikato Region				

Ferry Services						
			Time (in minutes) between services			
Route Descriptions	**Patronage Expectation** High Medium Low	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend day/evening**
West Harbour Ferry Terminal to Downtown Ferry Terminal *Potential for the services to stop at Birkenhead / Northcote service outside peak periods.	High	2018	30	90/180	-	-
		2021	20	60*	60*	-
		10 year aspiration	15	30*	60*	-
Birkenhead Ferry Terminal to Downtown Ferry Terminal via Northcote Ferry Terminal *Potential for service to continue to West Harbour outside of peak periods.	High	2018	30	60	60	150/180
		2021	30	60*	60*	150/180
		10 year aspiration	30	30*	60*	150/180
Hobsonville Point to Downtown Ferry Terminal Ferry continues to Beach Haven. Path is Beach Haven – Hobsonville- Downtown and vice-versa.	High	2018	60	-	-	-
		2021	30	60	60	120
		10 year aspiration	20	30	30	30
	Low	2018	60*	-	-	-

Ferry Services						
			Time (in minutes) between services			
Route Descriptions	**Patronage Expectation** High Medium Low	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend day/evening**
Beach Haven Wharf to Hobsonville Point, (Herald Island). Ferry continues to City. Path is Beach Haven – Hobsonville- Downtown and vice-versa.		2021	30	60	60	120
		10 year aspiration	20	30	30	30
Bayswater Ferry Terminal to Downtown Ferry Terminal	Medium	2018	30	60	60	180
		2021	30	60	60	120
		10 year aspiration	15	30	30	30
Stanley Bay Ferry. Stanley Bay Ferry Terminal to Downtown Ferry Terminal	High	2018	30	-	-	-
		2021	30	-	-	-
		10 year aspiration	30	-	-	-
Gulf Harbour Ferry Terminal to Downtown Ferry Terminal	High	2018	30/60	120	-	-
		2021	30	60	-	-

Ferry Services						
			Time (in minutes) between services			
Route Descriptions	**Patronage Expectation** High Medium Low	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend day/evening**
		10 year aspiration	20	60	-	-
Rakino Ferry Terminal to Downtown Ferry Terminal	Low	2018	-	3 per week	-	-
		2021	-	3 per week	-	-
		10 year aspiration	-	3 per week	-	-
Pine Harbour Ferry Terminal to Downtown Ferry Terminal *Friday Only	Medium	2018	20	60	60*	-
		2021	20	60	60*	-
		10 year aspiration	15	30	60	30 / 60
Half Moon Bay Ferry. Half Moon Bay Ferry Terminal to Downtown Ferry Terminal.	Medium	2018*	30/60	120	120	120
		2021	30	60	120	120

Ferry Services						
			Time (in minutes) between services			
Route Descriptions	**Patronage Expectation** High Medium Low	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend day/evening**
*Service not clock face		10 year aspiration	20	30	60	30 / 60

Train Services						
			Time (in minutes) between services			
Route Descriptions	**Patronage Expectation** High Medium Low	**Year** 2018 2021 2028	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend day/evening**
Southern Rail Line	High	2018	10	20	30	20 /30
		2028	10	15	15	15
Eastern Rail Line	High	2018	10	20	30	20 /30
		2028	10	15	15	15
Western Rail Line	High	2018	10	20	30	20 /30
		2028	10	15	15	15
Onehunga Rail Line	Medium	2018	30	30	30	30
		2028	20	20	20	20

Time between services is based on current timetables and are subject to change by the operator.

Exempt Service (Ferry)					
		Time (in minutes) between services			
Route Descriptions	**Integral / Non-Integral**	**Mon-Fri Peak**	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend day/evening**
Devonport Ferry Devonport Ferry Terminal to Downtown Ferry Terminal	Integral	15	30	30	30
Waiheke Ferry Matiatia Ferry Terminal to Downtown Ferry Terminal	Integral	30	60	60	30 / 60
Kennedy Point, Waiheke to Half Moon Bay (Vehicle Ferry with passengers)	Integral		12 per day		10 per day
Kennedy Point, Waiheke to Wynyard Quarter (Vehicle Ferry with passengers)	Non-Integral		2 Friday only		3 per day
Great Barrier Island to Wynyard Quarter (Vehicle Ferry with passengers))	Integral	5 trips per week			
Great Barrier Island to Wynyard Quarter (Passenger Ferry)	Non-Integral	occasional			
Kawau Island to Sandspit	Integral	5 daily			

Exempt Service (Bus)					
	Time (in minutes) between services				
Route Descriptions	**Integral / Non-Integral**	**Mon-Fri Peak**	**Mon-Fri**	**Mon-Fri Evening**	**Weekend day/evening**
Skybus Airport to City Centre	Non-Integral	10	10 (15 early morning)	20 (evng) / 30 (night)	15 / 20 / 30 (night)
Skybus Airport to North Shore	Non-Integral	30	30	30	30

Appendix 4: Service network with major planned infrastructure

Bus and LRT Services – scheduled services (excludes school services)

Notes:

These tables below outline the possible service network with infrastructure projects that is likely to be delivered near the end of the ten-year period. It includes:

- LRT between the City and Dominion Road, Mt Roskill.
- the extension of the LRT between Dominion Road and the Airport.
- Northwestern RTN, between the City and Brigham Creek (SH16).
- Northwestern RTN extension from Brigham Creek to Huapai and to Squadron Drive on SH18.
- AMETI between Panmure and Botany with a Botany Station.

The proposed routes are subject to a more detailed consultation process nearer the opening of the facilities.

The proposed headways are aspirational targets and subject to funding.

LRT between City and Mt Roskill					
		Time (in minutes) between services			
Route Descriptions	**Year** 2018 2021 2028	**Mon-Fri peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
New – South-western line – Mt Roskill to Wynyard via Dominion Rd and Queen St	TBD	4	8	8	8/10
City Link - Wynyard to Karangahape Rd via Queen St	TBD	Removed			
Inner Link – Circuit connecting Britomart, Three Lamps, Ponsonby, Karangahape Rd, Grafton, Newmarket, Parnell.	n/a	No change from Appendix 3			
105 - Westmere to Britomart via Richmond Rd & Karangahape Rd (service will be on Albert St)	n/a	No change from Appendix 3			
106 - Britomart, Freemans Bay, Karangahape Rd, Britomart (one way circuit) - (service will be on Albert St)	n/a	No change from Appendix 3			
18 - New Lynn, Avondale, Waterview, Pt Chevalier, Western Springs, Grey Lynn, Karangahape Rd, Albert St, Britomart	n/a	No change from Appendix 3			
22R - Avondale Peninsula to City Centre via Rosebank Rd, New North Rd, St Lukes and University	n/a	Removed			
CHANGE – 22N (22) - New Lynn to City Centre via Avondale, New North Rd, St Lukes and Universities	TBD	5	10	10	10
22A – Avondale to City Centre via University Change services to run via New North Rd rather than St Lukes (220)	n/a	No change from Appendix 3			
NEW – Rosebank to Lynfield via Mt Roskill Station (extend to Lincoln Rd Station with Northwest RTN)	TBD	5	10	10	10
NEW – New Lynn to Ellerslie via Mt Roskill Station and Royal Oak	TBD	5	10	10	10
NEW – Titirangi to Mt Roskill Station via Blockhouse Bay	TBD	5	10	10	10
NEW – New Lynn to Mt Roskill Station via Taylor Street and Boundary Road	TBD	5	10	10	10
NEW – 24 – Mt Roskill Station to City via Sandringham Road	TBD	3	10	10	10
24R - New Lynn to City Centre via New Windsor, Owairaka, Sandringham Rd and University	TBD	Removed with LRT			

LRT between City and Mt Roskill					
		Time (in minutes) between services			
Route Descriptions	**Year** 2018 2021 2028	**Mon-Fri peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
24B - New Lynn & Blockhouse Bay to City Centre via New Windsor, Sandringham Rd and University	TBD	Removed with LRT			
24W - Wesley to City Centre via Sandringham Rd and University	TBD	Removed with LRT			
243x Express service	TBD	Removed with LRT			
248x Express service	TBD	Removed with LRT			
25B - Blockhouse Bay to City Centre via White Swan Rd Dominion Rd and University	TBD	Removed with LRT			
25L - Lynfield to City Centre via Dominion Rd Extension, Dominion Rd and University	TBD	Removed with LRT			
252 – Lynfield to City Centre via Ian Mckinnon Dr	TBD	Removed with LRT			
253 – Blockhouse Bay to City Centre via Ian Mckinnon Dr	TBD	Removed with LRT			
295 - Ellerslie Station to Royal Oak and City Centre via Oranga Ave, Tawa Rd, Buckley Rd and Gillies Ave	TBD	Removed with LRT			
REPLACEMENT of 295 (290) – Royal Oak to Newmarket via Epsom	TBD	10	20	20	20
27H - Waikowhai via Hillsborough Rd to Britomart via Mt Eden Rd and Symonds St	n/a	No change from Appendix 3			
27W - Waikowhai via Melrose Rd to Britomart via Mt Eden Rd and Symonds St	n/a	No change from Appendix 3			
27T - Three Kings to Britomart via Mt Eden Rd and Symonds St	n/a	No change from Appendix 3			
30 - Onehunga to Wynyard via Manukau Rd, Khyber Pass and University	n/a	No change from Appendix 3			
Outer LINK – St Lukes, Mt Albert, Pt Chevalier, Jervois Rd, Civic, University, Parnell, Newmarket, Mt Eden Village, Valley Rd, Balmoral, St Lukes	TBD	Subject to review in 2019 of the crosstown services in the Mt Eden area and Balmoral Rd corridors – but will no longer travel on Dominion Rd with LRT			
20 - St Lukes to Wynard Quarter via Bond St and Ponsonby Rd *(Subject to review in 2019 of the crosstown services in the Mt Eden area and Balmoral Rd corridors)	TBD	Subject to further review with LRT on Dominion Rd			
650 - Balmoral Road Crosstown – Pt. Chevalier to Glen Innes via Balmoral Rd, Greenlane Rd, Remuera Rd	TBD	Subject to review in 2019 of the crosstown services in the Mt Eden area and Balmoral Rd corridors			

LRT between City and Mt Roskill					
		Time (in minutes) between services			
Route Descriptions	**Year** 2018 2021 2028	**Mon-Fri peak** 7am-9am 4pm-6pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
(Subject to review in 2019 of the crosstown services in the Mt Eden area and Balmoral Rd corridors)					
66 - Mt Albert Rd Crosstown – Pt. Chevalier to Sylvia Park via Mt Albert Rd , Mt Smart Rd and Penrose Rd	TBD	10	10	10	10
670 (67) – Stoddard Rd Crosstown – New Lynn to Otahuhu via Avondale, Stoddard Rd, Onehunga and Church St	TBD	10	10	10	10
68 – Richardson Rd Crosstown – (New Lynn to Onehunga via White Swan Rd and Richardson Rd)	n/a	No change from Appendix 3			

LRT between Mt Roskill and Airport					
		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
South-western line – Mt Roskill to Wynyard via Dominion Rd	TBD	4	-	-	-
South-western line – Airport to Wynyard via Mangere TC, Onehunga, Mt Roskill, Dominion Rd	TBD	4	8	8	8 / 10
REMOVED – New Lynn to Airport	TBD	Removed with LRT extension to Airport			
CHANGE - 27H (27) – Lynfield to Britomart via Hillsborough Rd, Hillsborough Station, Mt Eden Rd and Symonds St	TBD	3	5	10	5 / 10
27W – Waikowhai via Melrose Rd to Britomart via Mt Eden Rd and Symonds St	TBD	Removed with LRT extension to Airport			

LRT between Mt Roskill and Airport					
		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
27T – Three Kings to Britomart via Mt Eden Rd and Symonds St	TBD	Removed with LRT extension to Airport			
CHANGE - 290 – Hillsborough Station to Newmarket via Epsom	TBD	10	20	20	20
30 - Onehunga to Wynyard via Manukau Rd, Khyber Pass Rd and Universities	n/a	No change from Appendix 3			
66 - Mt Albert Rd Crosstown – Pt. Chevalier to Sylvia Park via Mt Albert Rd , Mt Smart Rd and Penrose Rd	n/a	No change from Appendix 4.1			
670 (67) – Stoddard Rd Crosstown – New Lynn to Otahuhu via Avondale, Stoddard Rd, Onehunga and Church St	n/a	No change from Appendix 4.1			
CHANGE - 68 – Richardson Rd Crosstown - Pt Chevalier to Hillsborough Station via Richardson Rd	TBD	10	10	10	10
NEW 69 – New Lynn to Onehunga via Hillborough Rd via Herd Rd station	TBD	10	10	10	10
31 – Botany to Mangere TC, via Papatoetoe and Otara	n/a	No change from Appendix 3			
32 – Mangere TC to Sylvia Park	n/a	No change from Appendix 3			
36 – Manukau to Onehunga via Mangere TC and Papatoetoe	n/a	No change from Appendix 3			
CHANGE – route split at Onehunga - 309 – Onehunga to City via Pah Rd	TBD	10	20	20	20
NEW – 311 – Onehunga to Otahuhu via Mangere Bridge and Favona	TBD	10	20	20	20
309x – This service is removed with CRL (refer appendix 1)	n/a	Service removed with CRL			
NEW – 319 – Otuataua to Onehunga via Westney Rd, Mangere TC and Mahunga Drive	TBD	10	20	20	20
313	n/a	No change from Appendix 4.1			

LRT between Mt Roskill and Airport					
		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
314 (34)	n/a	No change from Appendix 3			
N10	TBD	Service removed with LRT to Airport			
324	TBD	10	20	20	20
325	n/a	No change from Appendix 3			
326	n/a	No change from Appendix 3			

Northwestern RTN - City to Brigham Creek (SH16)

Presumes Stations at Point Chevalier, Te Atatu and Lincoln Road, Royal Road, Westgate and Brigham Creek.

		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri – Inter Peak**	**Mon-Fri Evening**	**Weekend** **Day/Evening**
Northwestern Line (LRT frequencies)	TBD	4	10	10	10
110 - Westgate to Britomart via Triangle Rd, Northwestern motorway and Great North Rd		Removed with Northwestern RTN			
18 – New Lynn to City via Great North Rd	n/a	No change from Appendix 3			
195 (19) – New Lynn / Green Bay to City via Blockhouse Bay Rd and Great North Rd Route shorten to Point Chevalier Station	TBD	7.5	10	10	10
65 - Balmoral Road Crosstown	n/a	No change from Appendix 3			
66 – Mt Albert Road Crosstown	n/a	No change from Appendix 3			
154 – Henderson to New Lynn via Glen Eden Route lengthen to Lincoln Road Station via Central Park Drive	TBD	7.5	20	20	20
131 (16) - Te Atatu Peninsula to Henderson via Te Atatu Rd – This becomes a Frequent Route with Te Atatu Station – (#16)	TBD	6	10	10	10
134 - Henderson to City via Edmonton Road, Royal View Rd and Northwestern Motorway and Great North Rd. Route path changed to continue to Wharf Road on the Te Atatu Peninsula.	TBD	10	15	20	15 / 20
138 - Henderson to New Lynn Station via Edmonton Rd and Rosebank Rd. Replaced with new service from Lincoln Rd Station to New Lynn via Rosebank Rd. As RTN corridor is extended, the service will eventually start and finish at Westgate.	TBD	10	20	-	20

Northwestern RTN - City to Brigham Creek (SH16)

Presumes Stations at Point Chevalier, Te Atatu and Lincoln Road, Royal Road, Westgate and Brigham Creek.

		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri – Inter Peak**	**Mon-Fri Evening**	**Weekend** **Day/Evening**
132 - Te Atatu Peninsula to City via Northwestern Motorway and Great North Rd	TBD	Removed with Te Atatu Station			
132x - Te Atatu Peninsula to City via Northwestern Motorway	TBD	Removed with Te Atatu Station			
133 - Henderson to City via Te Atatu Rd, Northwestern Motorway and Great North Rd	TBD	Removed with Te Atatu Station			
133x - Henderson to City via Te Atatu Rd and Northwestern Motorway	TBD	Removed with Te Atatu Station			
14T - New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd and Makora Rd	n/a	No change from Appendix 3			
14W - New Lynn to Westgate via Great North Rd, Henderson, Lincoln Rd and Reynella Dr	n/a	No change from Appendix 3			
NEW – Forest Hill to Lincoln Rd Station via Henderson and Rathgar Rd	TBD	10	20	20	30
143 - Ranui to Henderson via Lake Panorama Dr and Sturges Rd	n/a	No change from Appendix 3			
141 (anti-clockwise) - Henderson West Circuit via Henderson Valley Rd, Summerland Dr, Metcalfe Rd and Rathgar Rd	TBD	Removed with Lincoln Rd Station			
142 (clockwise) - Henderson West Circuit via Henderson Valley Rd, Summerland Dr, Metcalfe Rd and Rathgar Rd	TBD	Removed with Lincoln Rd Station			
Replacement service for 141 and 142 - Henderson to Lincoln Rd Stn via Henderson Valley Rd, Summerland Dr, Metcalfe Rd and Rathgar Rd	TBD	10	20	20	20
146 – Waitakere to Henderson via Swanson Station, Ranui, Universal Dr and Central Park Dr – Route path change to run between shorten Swanson Station and Lincoln Rd Station.	TBD	10	20	20	20

Northwestern RTN - City to Brigham Creek (SH16)

Presumes Stations at Point Chevalier, Te Atatu and Lincoln Road, Royal Road, Westgate and Brigham Creek.

		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri – Inter Peak**	**Mon-Fri Evening**	**Weekend** **Day/Evening**
129 - Westgate to Britomart via Don Buck Rd, Universal Dr, Lincoln Rd, Northwestern motorway and Great North Rd Route modified to terminate at Lincoln Road Station. Frequency improvements with Northwestern RTN.	TBD	10	-	-	-
111 - Royal Heights loop. Royal Heights to Westgate Route path modified due to new Moire Road route	TBD	10	20	20	20
NEW - Westgate to Royal Road Station via Moire Road	TBD	10	15	20	15 / 20
112 - Westgate to Hobsonville Ferry Terminal via West Harbour and Hobsonville.	n/a	No change from Appendix 3			
114 - Westgate to Hobsonville Ferry Terminal via Whenuapai and Herald Island and Scotts Point.	TBD	10	15	20	15 / 20
NEW route - Riverlea Rd to Westgate via Northside Drive bridge – Frequency improvements from Appendix 1 with RTN to Westgate	TBD	10	10	15	10/15
NEW Route – Westgate / Red Hills / Westgate circuit (1) Frequency improvements from Appendix 1 with RTN to Westgate	TBD	10	10	15	10/15
NEW Route – Westgate / Red Hills / Westgate circuit (2) Frequency improvements from Appendix 1 with RTN to Westgate	TBD	10	10	15	10/15
NEW Route - 121 - Riverhead to Westgate	n/a	No change from Appendix 3			

Northwestern RTN - City to Brigham Creek (SH16)

Presumes Stations at Point Chevalier, Te Atatu and Lincoln Road, Royal Road, Westgate and Brigham Creek.

		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri – Inter Peak**	**Mon-Fri Evening**	**Weekend** **Day/Evening**
122 - Huapai to Westgate	n/a	No change from Appendix 3			
NEW Route - 123 - Southern Huapai to Westgate	n/a	No change from Appendix 3			
125 - Helensville to Westgate	n/a	No change from Appendix 3			
125x – Helensville to Britomart via Westgate & Northwestern motorway (some services commence in Huapai)	TBD	Route removed with Northwestern RTN to Westgate			
120 (12) - Henderson to Constellation Station via Don Buck Rd, Hobsonville Rd and Greenhithe Frequency improvements with Northwestern RTN.	TBD	7.5	10	10	10

Northwestern RTN extension from Brigham Creek (SH16) to Huapai and to Squadron Drive on SH18

Presumes stations at Kumeu and Huapai on SH16 and Rawiri, Hobsonville and Squadron Drive on SH18

		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend** **Day/Evening**
Northwestern Line (LRT frequencies)	TBD	4*	10	10	10

Northwestern RTN extension from Brigham Creek (SH16) to Huapai and to Squadron Drive on SH18

Presumes stations at Kumeu and Huapai on SH16 and Rawiri, Hobsonville and Squadron Drive on SH18

		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend** **Day/Evening**
*Half services continue beyond Brigham Creek to Huapai					
120 (12) - Henderson to Constellation Station via Don Buck Rd, SH18 RTN and Greenhithe. Path change and further Frequency improvements.	TBD	6	7.5	10	10
112 - Westgate to Hobsonville Ferry Terminal via West Harbour and Hobsonville. Route shorten to Hobsonville Sation	n/a	15	20	20	20
NEW ROUTE – Westgate to Hobsonville Point via Hobsonville Rd and Hobsonville.	TBD	10	15	30	15 / 30
114 - Westgate to Hobsonville Ferry Terminal via Whenuapai and Herald Island and Scotts Point.	TBD	10	15	20	15 / 20
114 - Westgate to Hobsonville Ferry Terminal via Whenuapai and Herald Island and Scotts Point.	TBD	Route removed			
NEW ROUTE – Hobsonville Station to Hobsonville Poiunt via Scotts Point	TBD	15	30	30	30
NEW ROUTE – Hobsonville Station to Westgate via Northern Whenuapai	TBD	7.5	20	20	20
NEW ROUTE – Herald Island to West Harbour via Rawiri Station	TBD	15	30	30	30
NEW ROUTE – Whenuapai Industrial (Brigham Creek Station to Hobsonville Startion via Whenuapai industrial and Rawiri Station	TBD	15	30	-	-
121 - Riverhead to Westgate	n/a	No change from Appendix 3			
122 - Huapai to Westgate	n/a	Removed with RTN extension to Huapai			

Northwestern RTN extension from Brigham Creek (SH16) to Huapai and to Squadron Drive on SH18

Presumes stations at Kumeu and Huapai on SH16 and Rawiri, Hobsonville and Squadron Drive on SH18

		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend** **Day/Evening**
123 - Southern Huapai to Westgate	n/a	Removed with RTN extension to Huapai			
125 - Helensville to Westgate - Route shorten to Kumeu.	n/a	No change from Appendix 4.3			
NEW ROUTE – Huapai Circuit (clockwise)	TBD	7.5	20	20	20
NEW ROUTE – Huapai Circuit (anti-clockwise)	TBD	7.5	20	20	20

AMETI Pakuranga to Botany with Botany Station					
		Time (in minutes) between services			
Route Descriptions	**Year**	**Mon-Fri Peak** 7am-9am 3pm-7pm	**Mon-Fri Interpeak**	**Mon-Fri Evening**	**Weekend Day/Evening**
70 - Botany to City Centre via Ti Rakau Dr, Panmure, Ellerslie	n/a	No change from Appendix 3			
72C - Botany to Panmure via Whitford Rd, Howick and Pakuranga Rd	n/a	No change from Appendix 3			
72M - Botany to Panmure via Meadowlands, Howick and Pakuranga Rd	n/a	No change from Appendix 3			
CHANGE – route shorten to start and finish at Howick 72X - Howick to Britomart via Pakuranga Rd, Panmure, Ellerslie Panmure Highway, Motorway.	By 2028	5	-	-	-
NEW – 705 – Howick to Panmure Station via Litten Rd, Meadowlands Dr, Botany Town Centre and Eastern Busway.	By 2028	20	-	-	-
NEW – 706 – Ormiston Town Centre to Panmure Station via Murphys Rd, Chapel Rd, Botany Town Centre, and Eastern Busway.	By 2028	20	-	-	-
711 - Howick to Panmure via Union Rd, Cascades Rd and Reeves Rd	n/a	No change from Appendix 3			
712 - Bucklands Beach to Panmure	n/a	No change from Appendix 3			
714 - Bucklands Beach to Half Moon Bay Ferry Terminal	n/a	No change from Appendix 3			
733 - Bucklands Beach to Botany Town Centre via Highland Park	n/a	No change from Appendix 3			
734 - Botany to Half Moon Bay Ferry Terminal via Highland Park	n/a	No change from Appendix 3			
735 - Botany to Half Moon Bay Ferry Terminal via Cockle Bay	n/a	No change from Appendix 3			
739 – Maraetai / Beachlands to Botany Town Centre via Whitford and Ormiston Town Centre	n/a	No change from Appendix 3			
35 - Manukau to Botany Town Centre via Chapel Rd and Ormiston Town centre	n/a	No change from Appendix 3			
355 - Manukau to Botany Town Centre via Ormiston Town Centre and Mission Heights	n/a	No change from Appendix 3			
351 - Botany Town Centre to Otahuhu via Highbrook	n/a	No change from Appendix 3			
352 - Panmure to Manukau via Highbrook	n/a	No change from Appendix 3			
353 - Botany Town Centre to Manukau via Preston Rd	n/a	No change from Appendix 3			

Appendix 5: Public Transport Operating Model (PTOM)

All PT services (except for exempt services), must be procured through performance-based service contracts. The LTMA sets out requirements for the NZ Public Transport Operating Model (PTOM).

The objective of PTOM is to grow patronage with less reliance on subsidy by increasing the commerciality of public transport services, and ensuring adequate competition in the PT supplier market. In order to achieve this, a region's public transport network is divided into 'units'. AT awards a contract for each unit, following either a competitive tender or direct negotiation depending on the process outlined in the region's modal procurement strategy. The units are listed in **appendix 3**.

The underlying principles of the LTMA require AT and operators to take a partnership approach in delivery of the services through collaborative planning, joint investment, performance incentives, and shared risks and rewards, which are built into the PTOM contracts.

AT has created 52 bus units all based on geographic clustering of routes, eight ferry units, and one train unit. The term of the contracts is either 6, 9 or 12 years, depending on the method of procurement. Exempt services will continue to operate outside of PTOM, and these are outlined in **appendix 3** (refer Exempt services not subject to PTOM contracts:1.5 & 1.6).

Appendix 6: Transport-disadvantaged assessment

To lead successful and enjoyable lives, it is vital that people can easily, safety and sustainably reach the things that matter most to them, such as work, school, friends, recreation and healthcare.

For Auckland to be a truly accessible city we need to make sure that people of all ages and abilities, including people with reduced mobility, can go about their daily lives and get from one place to another easily, affordably and safely.

AT takes its responsibility to enable access to opportunity seriously and takes direction from the alignment of its core funding partners (the NZ Transport Agency and Auckland Council) for the need to better connect people, places, goods and services in Auckland, whatever their reason for or ability to travel.

This appendix outlines the steps taken to determine how the RPTP should respond to the needs of the transport-disadvantaged.

Section 5 of the Land Transport Management Act (LTMA) includes the following definition of 'transport-disadvantaged':

> "*people whom [AT] has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)"*

This appendix sets out the statutory obligations to consider the needs of the transport-disadvantaged. It then uses the statutory definition to identify people in the Auckland region who are likely to be transport-disadvantaged, their access needs, and how well the public transport system provides for those needs. This analysis was used to identify apparent gaps in current provision.

Statutory obligations

The LTMA includes a number of specific obligations towards the transport-disadvantaged that AT must observe when preparing its RPTP. These include:

- *"AT must, before adopting a RPTP, consider the needs of persons who are transport-disadvantaged."* (LTMA Section 124 (d))
- *"The RPTP must describe how the network of public transport services, and any taxi services or shuttle services for which AT intends to provide financial assistance, will assist the transport-disadvantaged."* (LTMA Section 120 (1) (a) (viii)).

Identifying the transport-disadvantaged

The LTMA definition focuses on access to opportunities rather than identifying particular groups of people, which each region can determine by taking into account its specific circumstances.

Using the basic community activities and services listed in the LTMA as a starting point, a range of factors that are likely to restrict accessibility due to physical ability, financial circumstances, or location were identified. These include:

- Age (young or old)
- Lack of income
- Inability to drive and/or no access to a vehicle
- Disability
- Residential location is remote from the activity or service.

Taking these factors into account, the following groups were identified as more likely to be transport-disadvantaged in the Auckland region:

- People with disabilities
- People without a driver's licence

- Children
- Elderly people
- People with low incomes/beneficiaries
- New immigrants (especially those with poor English)
- Full-time students
- People in households without a vehicle
- People living in high deprivation neighbourhoods
- People living in isolated rural locations.

It is important to note that not all people in these groups will be transport-disadvantaged but they are more likely to be so when compared to the population as a whole. Also, some people will clearly belong to more than one group, increasing the likelihood that they are transport-disadvantaged.

The inclusion of some groups, notably the elderly, has been used as a proxy for other attributes that are likely to result in being transport-disadvantaged. For example, the elderly are more likely to have disabilities, less likely to drive, and tend to have lower disposable incomes.

Determining the needs of the transport-disadvantaged

Table A8-1 summarises the specific activities and services identified in the LTMA (work, education, healthcare, welfare, and shopping) that each transport-disadvantaged group is likely to need. It illustrates the importance of access to each of these facilities for each group and shows how this importance varies between groups.

Table A8-1: Importance of access to activities and services for the transport-disadvantaged

Group	Work	Education	Health	Welfare	Shopping
People with disabilities	X	X	XX	X	X
People without a driver's licence	X	X	X	X	X
Children		XX	XX		
Elderly			XX	X	X
People with low income/beneficiaries	X		X	X	X
New immigrants	X	X	X	X	X
Full-time students		XX			
Households without a vehicle	X	X	X	X	X
High deprivation neighbourhoods	X	X	X	X	X
People in isolated rural locations	X	X	X	X	X

(X = Important, XX = Very important)

For most groups, access to a wide range of facilities is important although access needs are more focused for some groups. Critical access needs include health services for people with disabilities and the elderly, and education for children and students.

In general, health, welfare, and shopping facilities can be accessed within town centres. This suggests that public transport services that focus on meeting access needs to these facilities should try to connect people with their nearest town centre.

The location of the workplace or education facility is specific to each individual. Public transport services should try to provide connections to the major workplace destinations for the transport-disadvantaged groups identified earlier; these destinations are likely to include areas with high concentrations of blue collar and service industry jobs. Connections to the nearest secondary schools and tertiary institutions are important for those in education.

The general assessment in **Table A8-1** should be accompanied by a more detailed assessment of the nature of the access needs for each group to each facility. This should cover the level of demand for access to each facility and the current difficulties with access that are experienced by each group, including the current availability of public transport services, physical accessibility issues (e.g. access

to vehicles and infrastructure), and cost issues (e.g. fare levels). This detailed assessment could be undertaken as part of the more detailed review of services described in **policy area 11.9**.

To assist with this detailed assessment, AT should identify organisations or groups in the region who represent the transport-disadvantaged, then engage with them at an early stage to better understand the access needs of their members or clients.

Public transport responses

Table A8-2 shows how the current public transport system addresses the key access needs of each transport-disadvantaged group while **Table A8-3** sets out some potential public transport responses that could be included in the future.

Table A8-2 suggests that the current public transport response to children, the elderly and students is good, mainly because these groups receive concession fares and have a number of services available that connect them to their key destinations.

The current public transport response to people with disabilities is reasonable due to the availability of the *Total Mobility* scheme. Recently delivered infrastructure is accessible.

The PTOM contracting process for the New Bus Network services created an opportunity to improve the accessibility of the bus fleet. Almost all buses are wheelchair accessible and have designated areas for customers using a wheelchair at the front of the vehicle. A row of seats is also designated for customers who are in need. Service animals are also welcome on services.

The other groups listed have limited provision for their specific needs, based on the current supporting network of local and targeted services. No targeted concessions are provided, even though some of these groups may be more deserving of targeted fare concessions than those who receive them at present; however, it would be difficult to identify and verify recipients of fare concessions in these groups. **Table A8-2** also shows that the current level of provision for rural and isolated communities is poor. AT has a policy to work with isolated communities to develop viable services. On-demand / demand-responsive services may enable successful provision.

Table A8-3 identifies a range of potential improvements. Many of these, such as ongoing, specialised information or personalised marketing, can assist the groups that have only limited service provision at present. In rural areas, community transport, ridesharing, and provision of Park-and-Ride facilities on the urban fringe may have potential benefits.

Importantly, implementing the New Bus Network services goes some way to meeting those needs by providing a more comprehensive network of public transport services with wider coverage that offers more destination options.

The supporting network of local and targeted services contributes to the access needs of most of the identified groups but its effectiveness in meeting their needs will vary across the region and there may be gaps. It is important, therefore, to determine how well the integrated transport network will meet the access needs of the transport-disadvantaged in spatial terms. To better understand this, it is necessary to develop a measure of public transport accessibility from areas that have high residential concentrations of the transport-disadvantaged to the important locations that they need to access, such as town centres.

Table A8-2: Transport-disadvantaged groups: current public transport responses

Group	Access need	Supporting network (local and targeted)	Concession fares	School bus services	*Total Mobility*	Accessible infrastructure	Accessible vehicles	Overall response level
People with disabilities	Centres and workplaces		some		X	some	most	good
People without a driving licence	Centres and workplaces	X						limited
Children	Schools		X	X				good
Elderly	Centres	X	X			some	some	good
People with low income/beneficiaries	Centres and workplaces	X						limited
New immigrants	Centres and workplaces	X						limited
Full-time students	Tertiary institutions	X	X					good
Households without a vehicle	Centres and workplaces	X						limited
High deprivation neighbourhoods	Centres and workplaces	X						limited
People in isolated rural locations	Centres							poor

Table A8-3 : Transport-disadvantaged groups: further possible future responses

Group	Specialised information	Demand responsive services	Community transport	Ride sharing schemes	Park-and-Ride	Accessible infra-structure	Personalised marketing
People with disabilities	X	X				X	
People without a driving licence				X			X
Children	X						
Elderly						X	
People with low income/beneficiaries							X
New immigrants	X						X
Full-time students	X			X	X		
Households without a vehicle				X			X
High deprivation neighbourhoods							X
People in isolated rural locations	X	X	X	X	X		X

Appendix 7: Policy on significance

This appendix sets out AT's policy on significance. This is required to determine whether any proposed variation to the RPTP is significant for the purpose of Section 126 (4) of the LTMA, which refers to the level of consultation that is required before a variation can be adopted.

A more streamlined process may be adopted for matters not considered significant.

For the purpose of this policy:

- Significance is a continuum, from variations of high significance through to variations of low significance. The policy sets a significance threshold, relating to a high degree of significance.
- If a variation is not significant then the consultation requirements under Section 125 (1) of the LTMA do not apply. This does not imply that the variation is unimportant or that no consultation will take place. AT fully intends to undertake targeted consultation on matters that affect specific communities and stakeholders, including operators, even when these matters do not invoke the significance threshold outlined in this policy.

Significant variations

A significant variation is likely to have more than a minor impact on any of the following:

- AT's ability to achieve its mission
- The ability to achieve the strategic direction and guiding principles of the RPTP
- The ability to achieve the objectives of the RPTP, the *Auckland Plan*, or the *Regional Land Transport Plan*
- Reallocation of the funding available for public transport in the region.

When assessing the significance of any proposed variation, AT will consider:

- 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.

Any variation that amends this significance policy is deemed to be significant and must follow the consultation requirements in Section 125 (1) of the LTMA.

Targeted engagement

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 11.9** 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 territorial authority, 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.

Note. 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.