



Auckland Regional Public Transport Plan (RPTP) 2018-2028

Summary Report

November 2018



1 What is the RPTP and why do we need it?

The Regional Public Transport Plan (RPTP) is a requirement of the Land Transport Management Act. It sets out the changes that will occur to Auckland's Transport System during the life of the Plan.

Transport is a key component of the success of a city. Auckland is a growing city and as more people live here, the number of trips taken on our various transport networks increases. As space available for transport networks and corridors is finite, we need as many people as possible to travel using efficient modes, such as walking, cycling and public transport. These modes take less space and are more environmentally sustainable than private motor vehicles. The less pressure on the road network the more capacity is available for critical modes that require the use of the road network, including road based public transport, emergency services and freight. Given this, a fantastic, well-used public transport (PT) system is fundamental to the success of Auckland and a plan to identify the needs and opportunities and to then set out the solutions is critical.



2 What's happened over the last 3 years?

2.1 Changes and Improvements

Over the last few years, we have fundamentally redesigned the public transport network in order to better serve the customer. Auckland Transport 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.

Below are the key changes AT has made to the public transport system since 2015.

Change	summary
Service changes	The New Bus Network has been developed and largely implemented over the last 2 years, with a better, streamlined network and new network of turn up and go services creating a spine to the system
Operator contracts	52 new operator contracts have been implemented across the various public transport modes. These contracts have resulted in a 32% increase in service kms and 40% increase in service hours as well as an increase in capacity of around 25%, for only a 7% increase in costs.
Integrated tickets and fares	A new fare system, based on zones, has been implemented across Auckland, which eliminates transfer penalties between and within the bus and train networks. A key support system for this new fare system has been the implementation of the AT HOP card, a single smartcard ticketing system which can be used on all bus, all train and most ferry services.
New infrastructure	<ul style="list-style-type: none"> • 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 terminal at Half Moon Bay; • improvements to Downtown ferry terminal.
New fleet	<p>A new rollingstock of trains has been procured and delivered, which provide for accessible boarding.</p> <p>In the bus fleet a new network of double decker buses has been procured and implemented across high demand routes.</p>
Improved customer information	<ul style="list-style-type: none"> • Improved wayfinding signage has been delivered in and around major stations and stops; • the provision to users of real-time maps of services; and • a consistent branding and livery system for all buses and trains.
Ongoing major projects	<p>Two city-shaping projects are currently underway within Auckland:</p> <ul style="list-style-type: none"> • City Rail Link; and • Light Rail.



2.2 The results of these changes

Customer satisfaction

As shown, customer satisfaction has increased across the multi-modal network over the last 5 years.



Public transport boardings

Auckland's historic pattern of public transport patronage shows that total boardings has more than doubled since a low point in the early 1990s, and increased by over 34 per cent in the last five years. Total boardings is now at its highest level since the 1950s.

Growth by mode for the 2015-2018 period is set out in the table below. For the 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 customer experience: frequent peak period services operating uncongested in their own right of way. Together, rapid and frequent services accounted for 90 percent of the increase in boardings over the period.

Mode	2017/18 boardings (million)	Increase since 2014/15 (million)	Percentage increase 2014/15 – 2017/18
Bus	66.2	6.4	11%
Train	20.2	6.2	45%
Ferry	6.0	0.5	9%



Network impacts

Although the last three years has 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. Per capita vehicle travel and per capita car ownership have also increased over the last three years – most likely as a result of the buoyant economic conditions. i.e. instead of replacing other vehicle travel, public transport use is increasing alongside other travel. This shows that there are still challenges to face. AT needs to ensure that people don't just use and enjoy the public transport system, but that it results in changing travel behaviour and modal shift. Making these changes to public transport result in genuine and sustained shifts in mode choice is a key challenge for AT going forward.



3 What are we planning for the next 3 years?

3.1 Our Vision and Plan

Our vision is a system with seamless end-to-end customer journeys that are safe, accessible and reliable. Our key direction across all of our activities will be a customer focus.

To achieve this, we have set out four focus areas of action. These are:

- Expanding and enhancing the Rapid and Frequent Networks;
- Improving customer access to public transport;
- Harnessing emerging technologies and trials; and
- Improving Māori responsiveness.

These flow directly to our policies and actions, which are set out in 9 categories. Some key policies/actions which AT want to progress, subject to available funding, include:

- Delivering a step-change in the Rapid Transit Network, including the City Rail Link, City to Mangere Light Rail, Northwest Light Rail, SH20B upgrade, Puhinui Interchange and Eastern Busway;
- Integrated Corridor Priority Programme, giving modal priority to ensure a correct hierarchy of road networks aligns to the primary needs;
- Moving towards higher frequencies on the FTN/RTN networks;
- Improving the first and last leg journeys to/from public transport trips;
- Optimising space allocation of park and rides;
- Having greater insight into customer needs and travel patterns;
- On-demand and micro transit trials, including technological integration;
- Bilingual wording and announcements across the network;
- Utilisation of Te Aranga Maori design principles in new infrastructure projects;
- Social procurement models for delivery projects;
- Ferry service level increase and intermodal connection improvement; and
- Moving to a low emissions public transport network.

While there are many policies and actions associated with the RPTP, it is important to note that some items will take time to be implemented. While the pace of visible change will slow over the next three years, post that time there is expected to be a realisation of many of the projects listed above, which will constitute a further evolution of Auckland's public transport system, similar to the evolution seen as part of the New Bus Network over the last 2 years.



4 Authority and Classification

Owner (contact for updates, clarity etc)	ELT (insert name)		
Stakeholders for consultation	All Auckland Transport Business Units		
Authorised by	Chief Executive		
Name	Shane Ellison	Signature	
Version no	Date as on front cover		
Issue date			
Review date	Date as on front cover		