

# Auckland Transport



## Kia ora,

The Government has announced that New Zealand will be moving to Alert Level 2 on Thursday 14 May 2020.

This means public transport timetables have returned to normal for buses, trains and most ferries. The Ministry of Health wants passengers to still maintain physical distancing so we will need to limit the number of people who can board each bus, train, or ferry. This will reduce the number of passengers on each service.

To make up for reduced capacity, we've called in some reinforcements; you might find yourself travelling on a bus normally used by sightseers or tourists. These extra buses will help get everyone where they need to be, quickly and safely.

When you're on board, follow the signs showing where you can sit, and please avoid sitting next to someone you don't know.

Check out this short [how-to video](#) about using public transport during Alert Level 2.

## Please plan your trip in advance

We recommend you plan your trip using the [AT Journey Planner](#) or the [AT Mobile app](#).

As well as giving you bus and train updates in real-time, AT Mobile has a new feature that indicates how many passengers are on a bus or train. This lets you know *before* you board if physical distancing is possible or whether you may need to wait for the next service.

Due to reduced capacity, if possible, please travel outside of usual peak hours (7:00-9:00am and 4:00-6:00pm). This will make physical distancing easier.

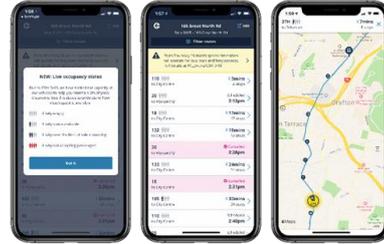
Digital screens are about to be enhanced at some bus and train stations to also give you an indication of the space on board an approaching service.

## Cleaning our fleet

The safety of our customers and workers is a priority, so we're making sure all public transport is cleaned regularly. We've also stepped up our regime to include spot checks and antimicrobial cleaning. You'll find hand sanitiser stations at many locations, and we encourage you to use them.

## When travelling on buses

- Cash payments for fares will not be accepted. You must use an AT HOP card.
- Use the rear door to get on and off buses.
- Tag on and off using the AT HOP card reader inside the rear door.
- If you use a wheelchair or mobility device, are vision-impaired or require driver assistance, you can still get on and off using the front door.
- Each bus will have a sign showing the number of passengers it can carry.



## School buses

AT school bus services will operate during Alert Level 2. Following the Government's guidelines, physical distancing measures will be different from our public transport services but standing on buses will not be permitted.

Working closely with the schools, AT have several measures to support contact tracing for students. Hand sanitiser will be made available for students boarding and departing the bus, in addition to the bus being cleaned in accordance with Government guidance.

We recommend that parents wait with their child(ren) at the bus stop until they can see if the bus has enough room for their child(ren).

## Is walking or cycling your 'new normal'?

If you're one of many Aucklanders who has enjoyed strolling or cycling around your neighbourhood during Alert Levels 4 and 3, why not consider taking it one step further by walking or biking to work? Check out our [website](#) for all the information you need to plan your commute.

## Customer service centres

These customer service centres will be open but with reduced staff numbers:

Britomart ticket windows  
Manukau Bus Station  
New Lynn ticket window  
Panmure  
Smales Farm  
Newmarket  
Albany  
Constellation  
Papakura Train Station

The Manukau Train Station, Downtown Ferry Terminal, Botany and AUT customer service centres will stay closed during Alert Level 2.

The best place to find the latest about the COVID-19 situation in New Zealand is on the Government's special [COVID-19 website](#). For up to date public transport timetables please see our [website](#).

Aucklanders have embraced the chance to do their bit and reduce the spread of COVID-19. We ask that you continue to be understanding and patient. Thanks for your support.



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