

Important Notice for **West Auckland** Bus Users

A Guide to **Dual Operator Service**

What is a dual operator service?

A dual operator service is when two or more bus companies operate on the same route.

How does the dual operator service work?

Under a dual operator service the bus route and timetable remains the same, it is just the bus company that operates the route that will be different at certain times of the day. For example Stagecoach may operate the route between 6.00am to 8.30am and Urban Express may operate the same route between 8.30am to 4.30pm.

What impact will a dual operator service have on me?

A dual operator service should have little impact on you, as the bus route remains the same. What you need to be aware of is that the company operating the service may be different. For example on your first trip the bus operator could be Stagecoach and on your return trip the bus operator could be Urban Express, just depending on the time of day you are travelling.

If you pay your bus fare by cash there will be no change as the fares are the same. However, if you hold a weekly or monthly pass for one bus operator eg Stagecoach you will not be able to use it on Urban Express and vice versa.

Who should I contact if I have further questions?



Public Transport Information
Call Rideline **366 6400**
www.rideline.co.nz
Text **3666 wap.rideline.co.nz**
An Auckland Regional Council service