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# **June 2011**

## **Statistics Report**

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# PUBLIC TRANSPORT

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## 1. HIGHLIGHTS

### 1.1 Patronage

- Auckland public transport patronage totalled 65,763,655 passengers for the 12-months to June 2011 an increase of 5,141,362 boardings or +8.5%.
- June monthly patronage was 5,568,034 an increase of 414,865 boardings or +8.1% on June 2010.
- Rail monthly patronage for June is 882,776 an increase of 174,269 boardings or +24.6% on June 2010.
- Northern Express bus service carried 2,056,890 passenger trips for the 12-months with a growth in June 2011 compared to June 2010 of +14.8%.

### 1.2 Service Performance

- 98.1% of all scheduled rail services arrived at their final destination and 85.6% were on time or arrived within 5 minutes of schedule. Improvements were seen in the reliability of track and signalling infrastructure, with the best overall performance since September 2009.

### 1.3 Initiatives

- Bus routes 634 and 635 were combined into a single 635 service with extended route through the new Stonefields residential area.
- Rail service on-board passenger audio announcements trial completed.

## 2. PUBLIC TRANSPORT PATRONAGE

### 2.1 Network Wide Summary

Auckland public transport patronage totalled 65,763,655 passengers for the 12-months to June 2011 an increase of 5,141,362 boardings or +8.5% as illustrated at Figure 1.

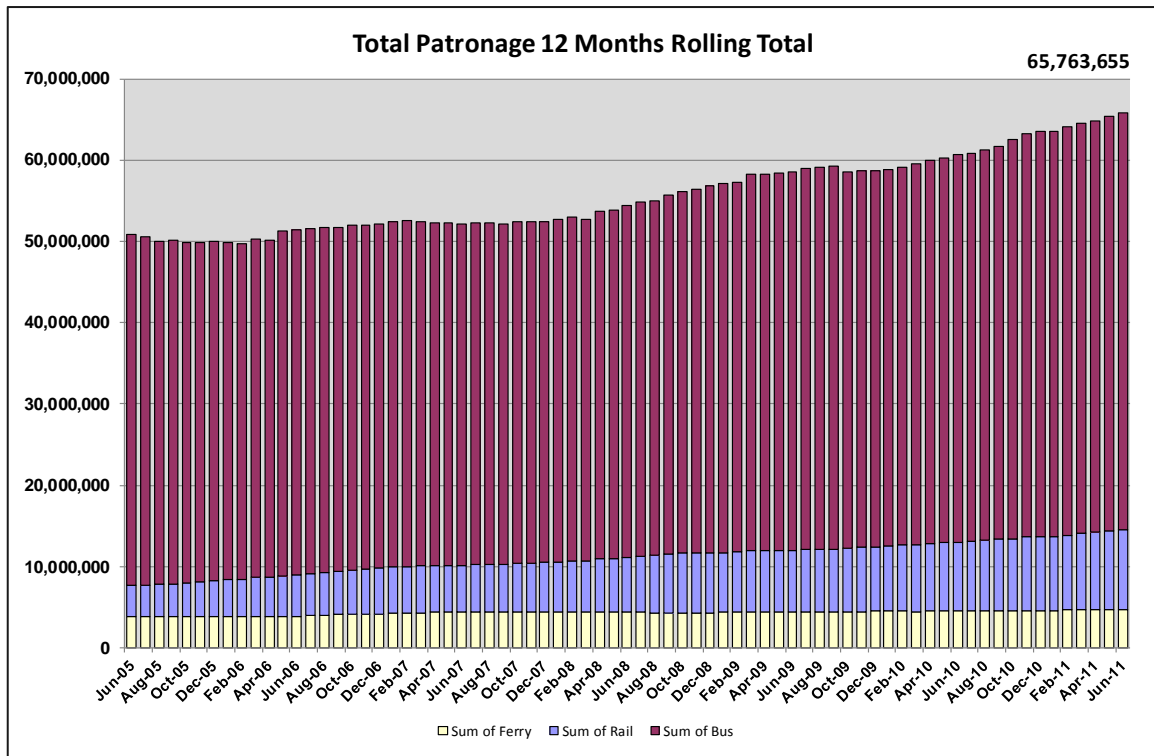


Fig 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (July 2010 to June 2011) is provided at Table 1.

For the financial year-to-date, twelve months to June 2011, patronage has grown by +8.5% (5,141,362 boardings). Patronage for June 2011 was 5,568,034 boardings, an increase of +8.1% (414,865 boardings) on June 2010.

**Table 1. Patronage Breakdown by Month, 12 Months Rolling and Financial Year-to-Date**

	Jun-11								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
<b>1. Rapid Transit Network sub-total:</b>	1,060,321	197,497	22.9%	11,921,494	1,651,024	16.1%	11,921,494	1,651,024	16.1%
Northern Express Bus	177,545	23,228	15.1%	2,056,890	265,460	14.8%	2,056,890	265,460	14.8%
Rail sub-total:	882,776	174,269	24.6%	9,864,604	1,385,564	16.3%	9,864,604	1,385,564	16.3%
- Western Line	321,621	82,361	34.4%	3,513,492	580,001	19.8%	3,513,492	580,001	19.8%
- Southern & Eastern Line	501,147	31,900	6.8%	5,842,185	296,636	5.3%	5,842,185	296,636	5.3%
- Onehunga Line	60,008			508,951			508,951		
<b>2. Quality Transit and Local Bus (Include School Bus) sub-total:</b>	4,180,026	189,583	4.8%	49,106,444	3,282,823	7.2%	49,106,444	3,282,823	7.2%
- Quality Transit & Local Bus	3,886,717	181,101	4.9%	46,475,891	3,168,478	7.3%	46,475,891	3,168,478	7.3%
- Contracted School Bus	293,309	8,482	3.0%	2,630,553	114,345	4.5%	2,630,553	114,345	4.5%
<b>3. Ferry</b>	327,687	27,785	9.3%	4,735,717	207,515	4.6%	4,735,717	207,515	4.6%
<b>Total Patronage</b>	<b>5,568,034</b>	<b>414,865</b>	<b>8.1%</b>	<b>65,763,655</b>	<b>5,141,362</b>	<b>8.5%</b>	<b>65,763,655</b>	<b>5,141,362</b>	<b>8.5%</b>

\*Onehunga Line rail commenced 19 Sep 2010; change data not available prior to Sep 2011.

\*\*Final year to June 2011 results will be subject to audit.

Figure 2 illustrates the monthly patronage trend by mode across bus, rail and ferry and by monthly total moving average. Total patronage continues to grow on a month-by-month basis.

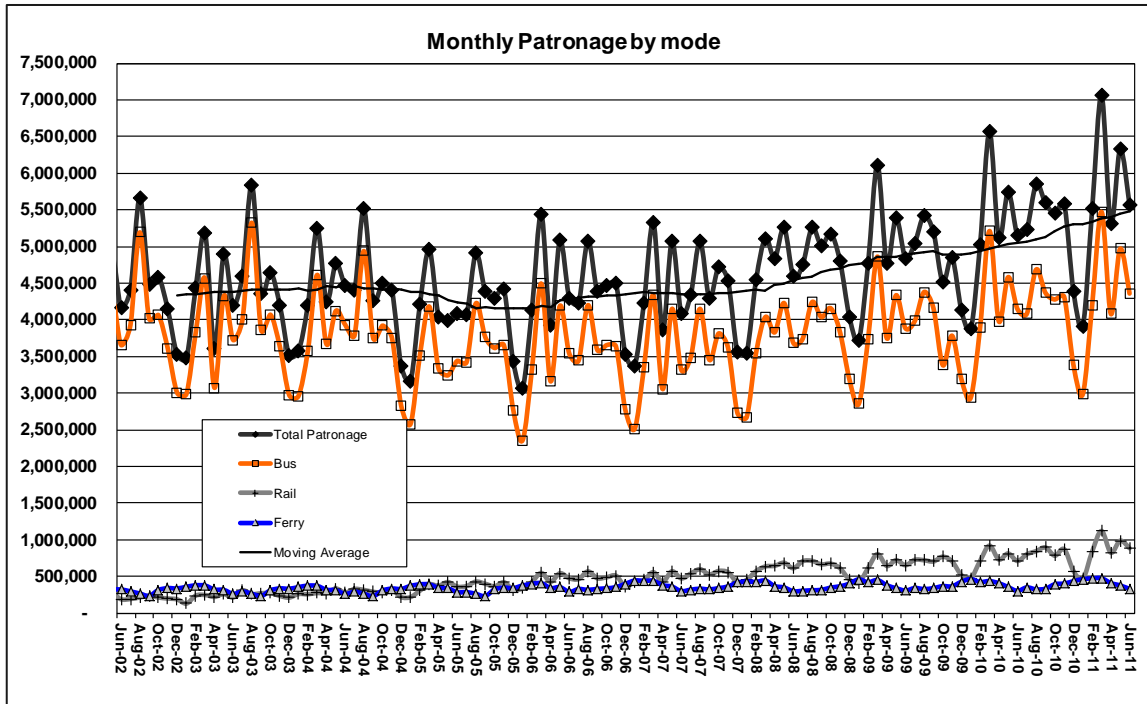


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

## 2.2 Rapid Transit Network (Rail and Northern Express)

The Rapid Transit Network (RTN) comprises right-of-way (unobstructed by other traffic) public transport of rail and the Northern Express traversing the Northern Busway. The RTN is the first tier of a four-tier public transport network design approach for Auckland to be progressively implemented. The second tier comprises a Quality Transit Network (QTN) of high frequency bus services, which utilise bus lanes and traffic signal pre-emption measures connecting to form a network of services in their own right and including some ferry services. The third tier comprises Local Connector Network (LCN) services of local bus services and ferry services connecting with the RTN and QTN. The RTN, QTN and LCN services will be progressively integrated and connected to form a public transport network that will permit customers to access multiple destinations through direct services or across multiple services via transfers. The network will be supplemented by fourth tier targeted services for individual customer groups to meet specific needs as required.

Patronage totalled 11,921,494 passengers for the 12-months to June 2011 (Figure 3) an increase of 1,651,024 boardings or +16.1%. For the financial year-to-date, twelve months to June 2011, patronage has grown by +16.1% (1,651,024 boardings) (Figure 4). Patronage for June 2011 was 1,060,321 boardings, an increase of +22.9% (197,497 boardings) on June 2010 (Figure 5).

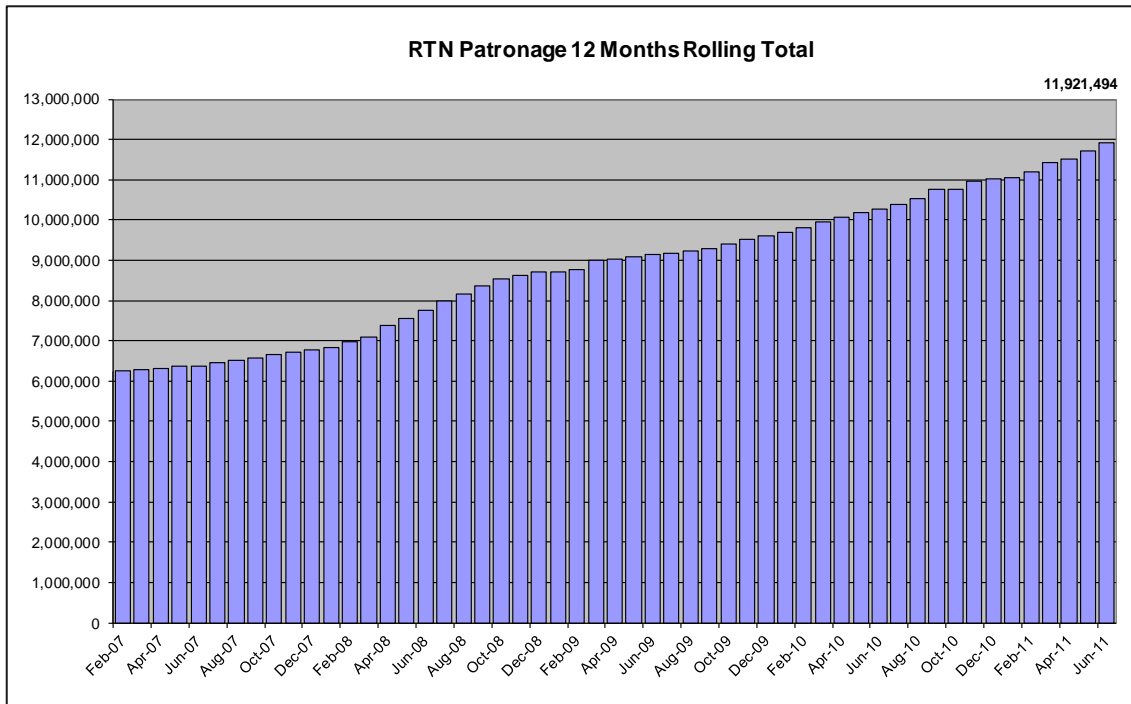


Fig 3. RTN Patronage – 12 Months Rolling Total

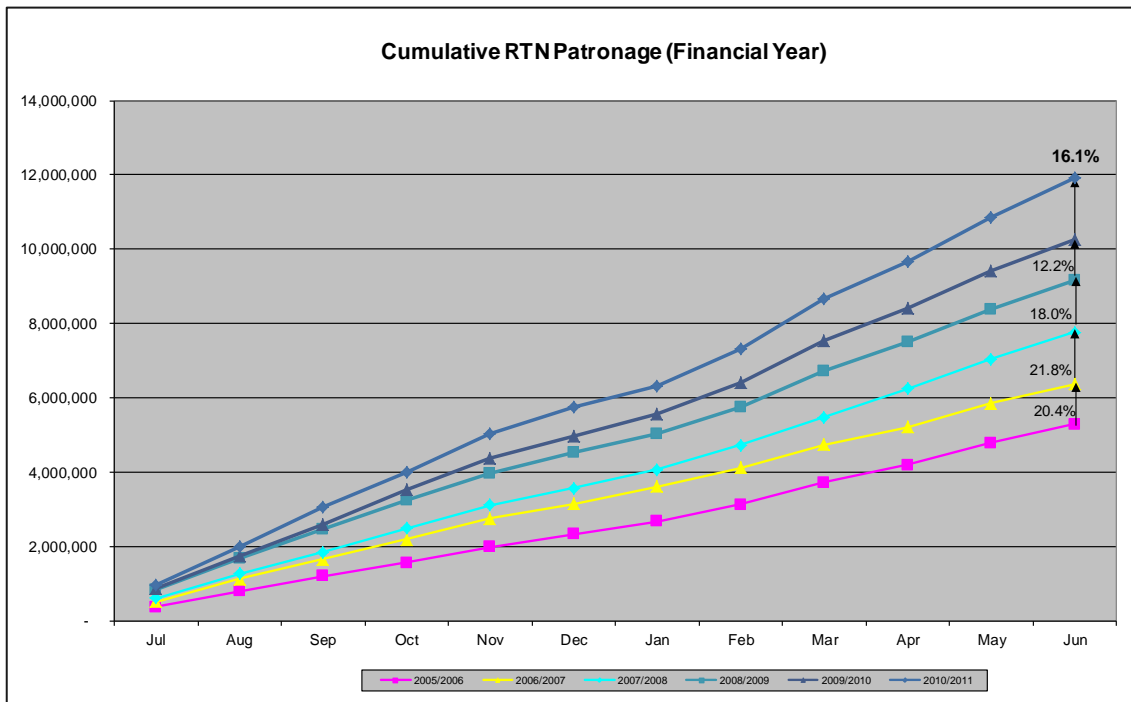


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2010/11

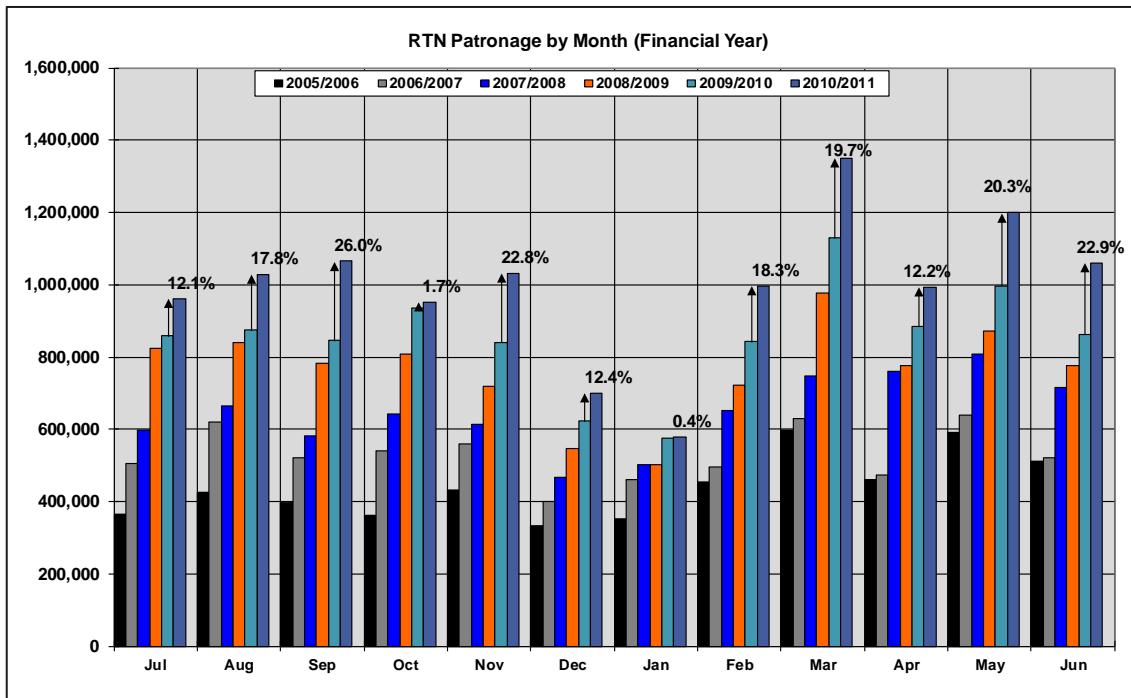


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2010/11

### 2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. For the year ending 30 June 2011 there were 9,864,604 passengers recorded travelling on rail services (Figure 6) an increase of 1,385,564 boardings or +16.3% (Figure 7). Patronage for June 2011 was 882,776 boardings, an increase of +24.6% (174,269 boardings) on June 2010 (Figure 8). This month's figures include the usage of trains for travel to and from the three Super 15 rugby matches at Eden Park during June but there was also a full closure of the network during which buses replaced trains over Queens Birthday weekend.

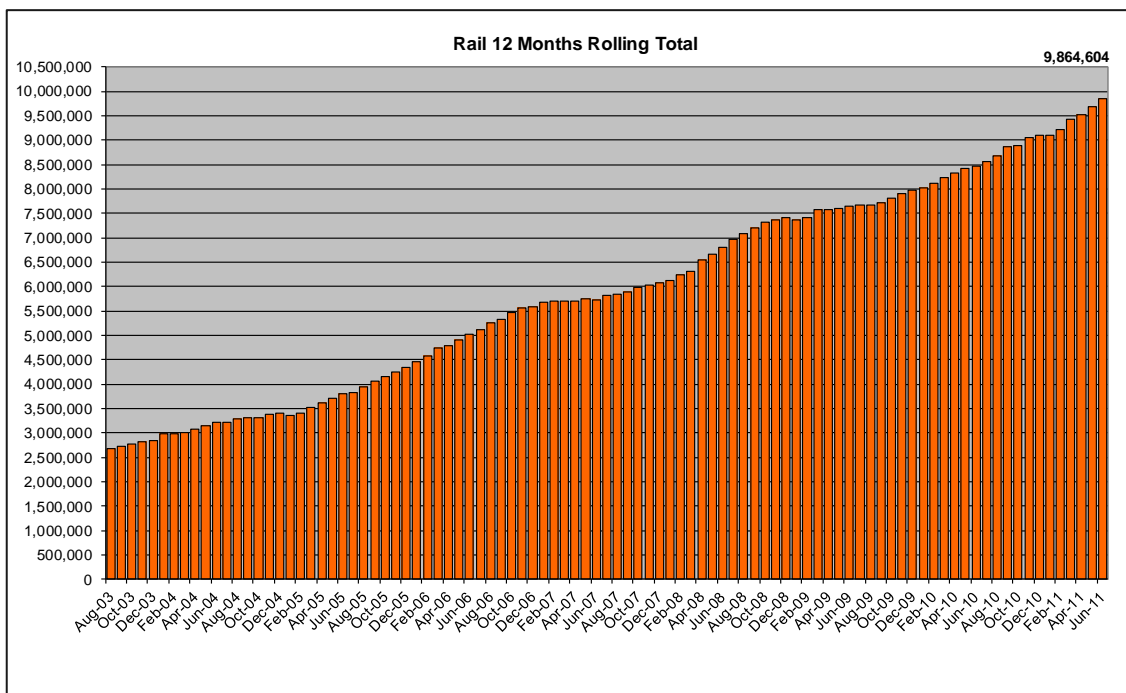


Fig 6. Rail Patronage – 12 Months Rolling Total

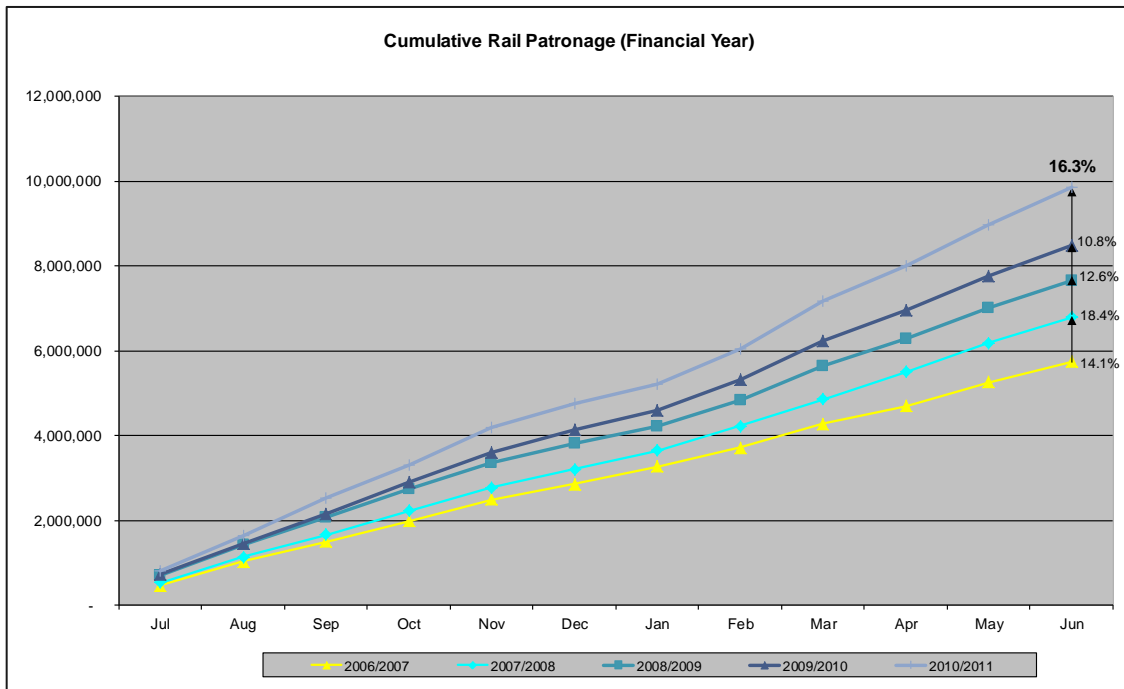


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2010/11

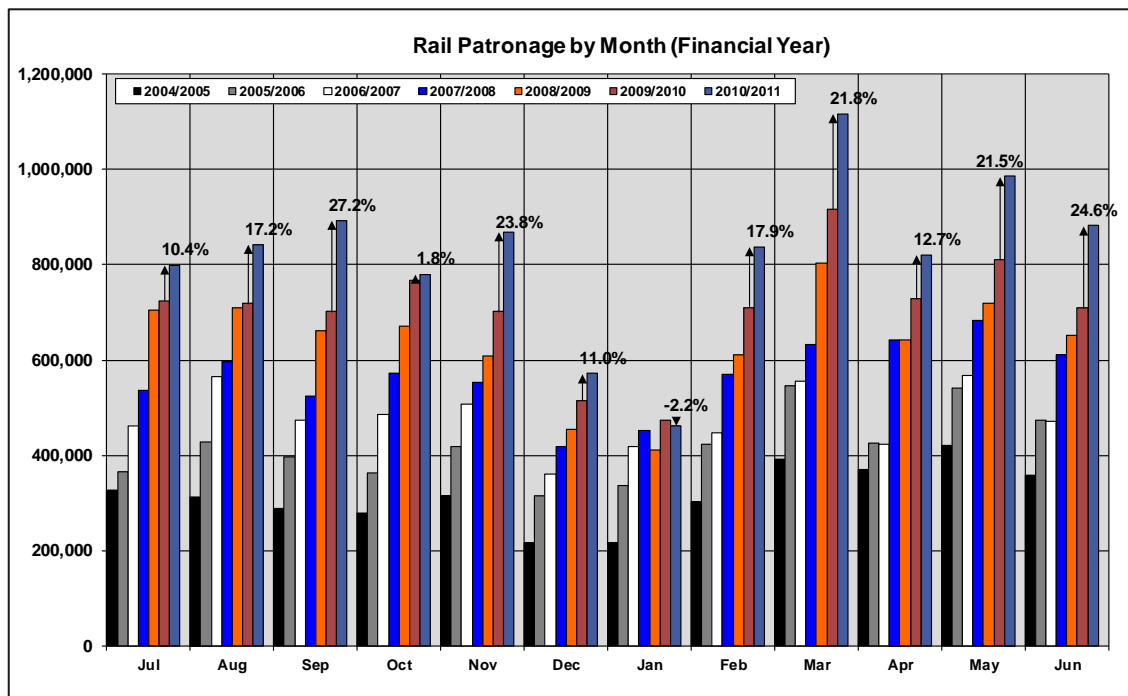


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2010/11



### Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,351,136 passengers for the year ending June 2011 an increase of 805,587 boardings or +14.5%. Patronage for June 2011 was 561,155 boardings, an increase of +19.6% (91,908 boardings) on June 2010 (Figure 9).

In June 2011 there were 501,147 passengers recorded travelling on the Southern and Eastern Lines excluding the Onehunga Line, an increase of +6.8% on June 2010.

There were 60,008 passengers recorded using the Onehunga Line during June 2011. For the year-to-date since the inception of these services in September 2010 there have been 508,951 passengers recorded on Onehunga Line services.

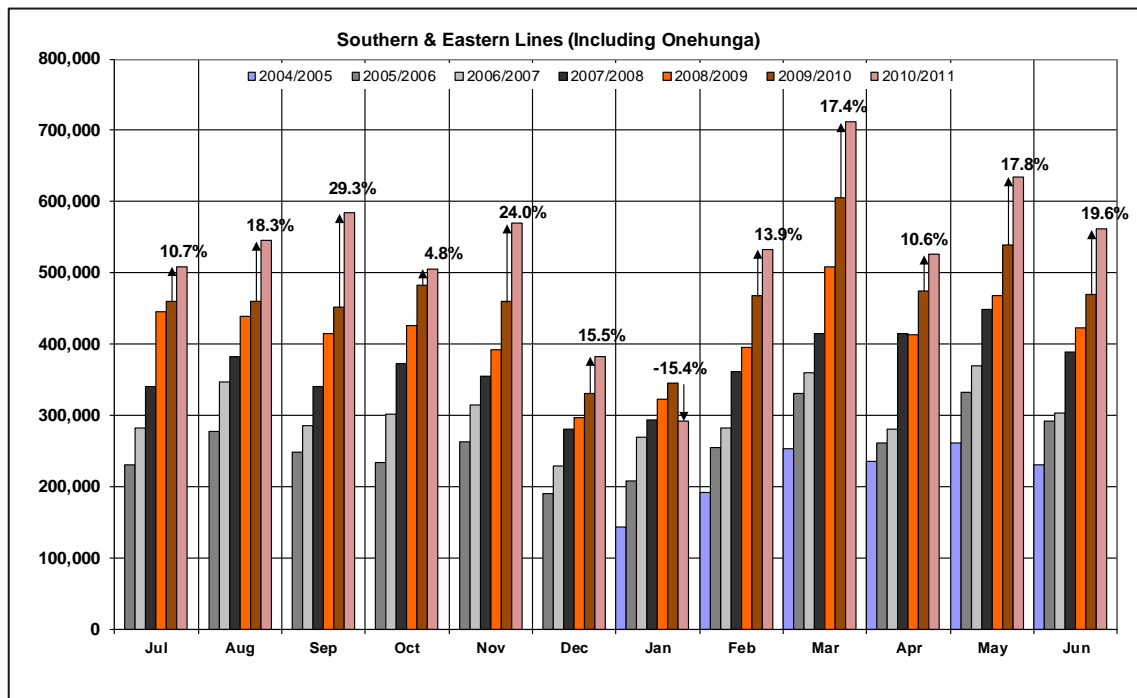


Fig 9. Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2010/11

## Western Rail Line

Western Line rail patronage totalled 3,513,492 passengers for the year ended June 2011 an increase of 580,001 boardings or +19.8%. Patronage for June 2011 was 321,621 boardings, an increase of +34.4% (82,361 boardings) on June 2010 (Figure 10).

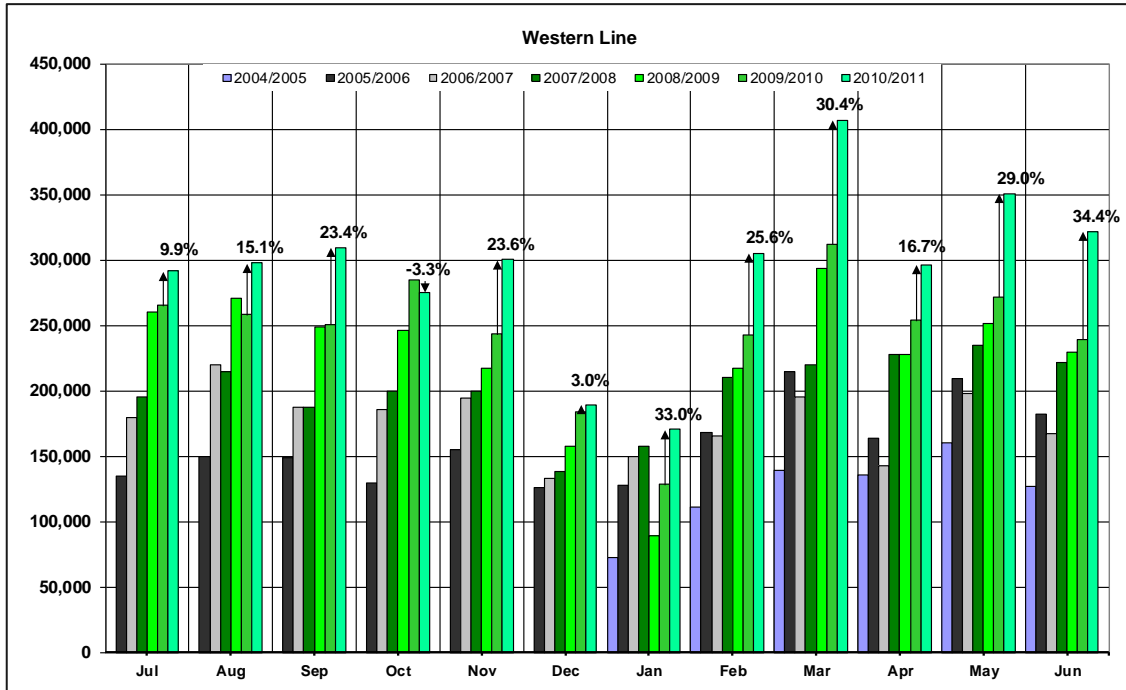


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2010/11

## 2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,056,890 passengers for the 12-months to June 2011 (Figure 11) an increase of 265,460 boardings or +14.8% (Figure 12). Patronage for June 2011 was 177,545 boardings, an increase of +15.1% (23,228 boardings) on June 2010 (Figure 13).

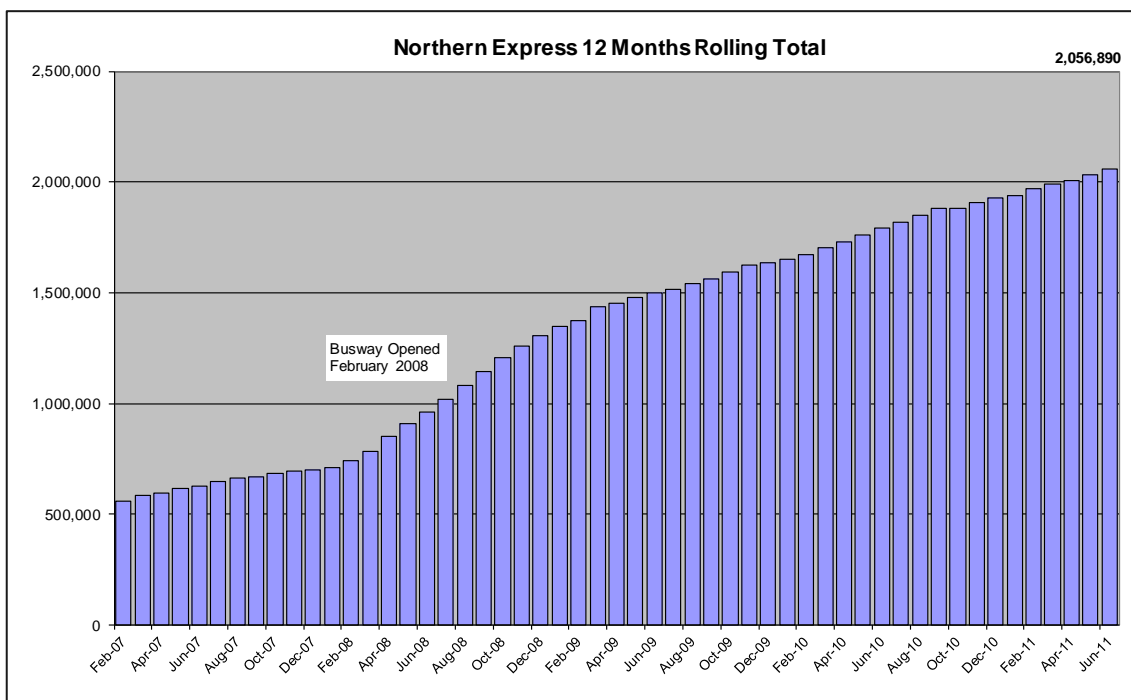


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

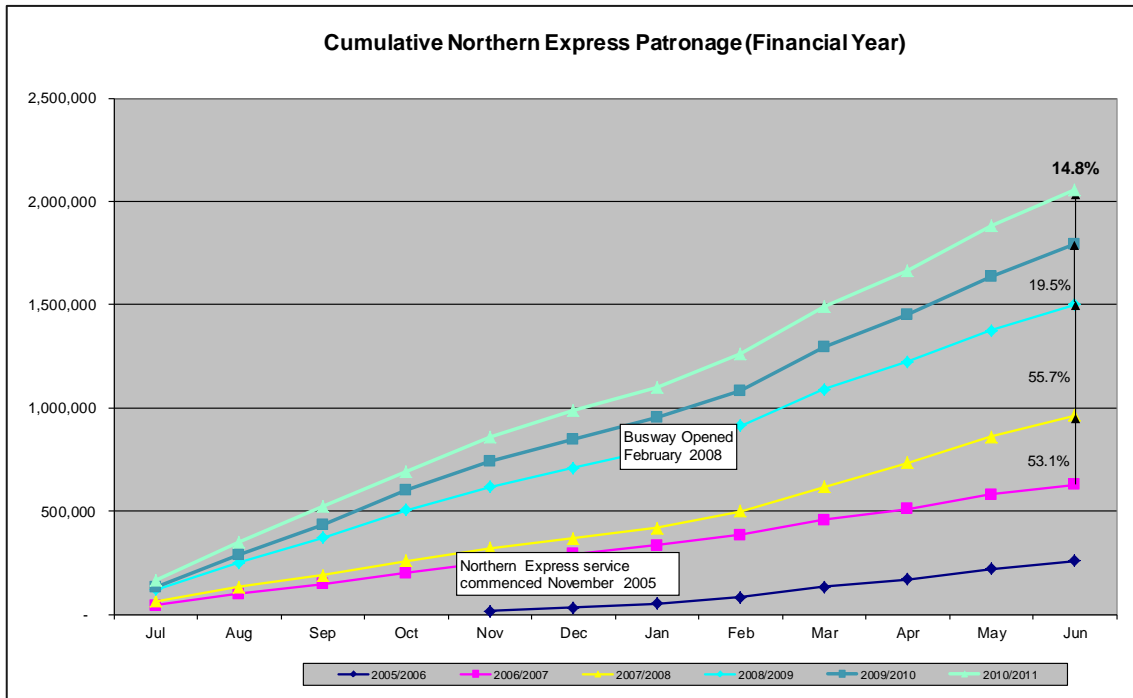


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2010/11

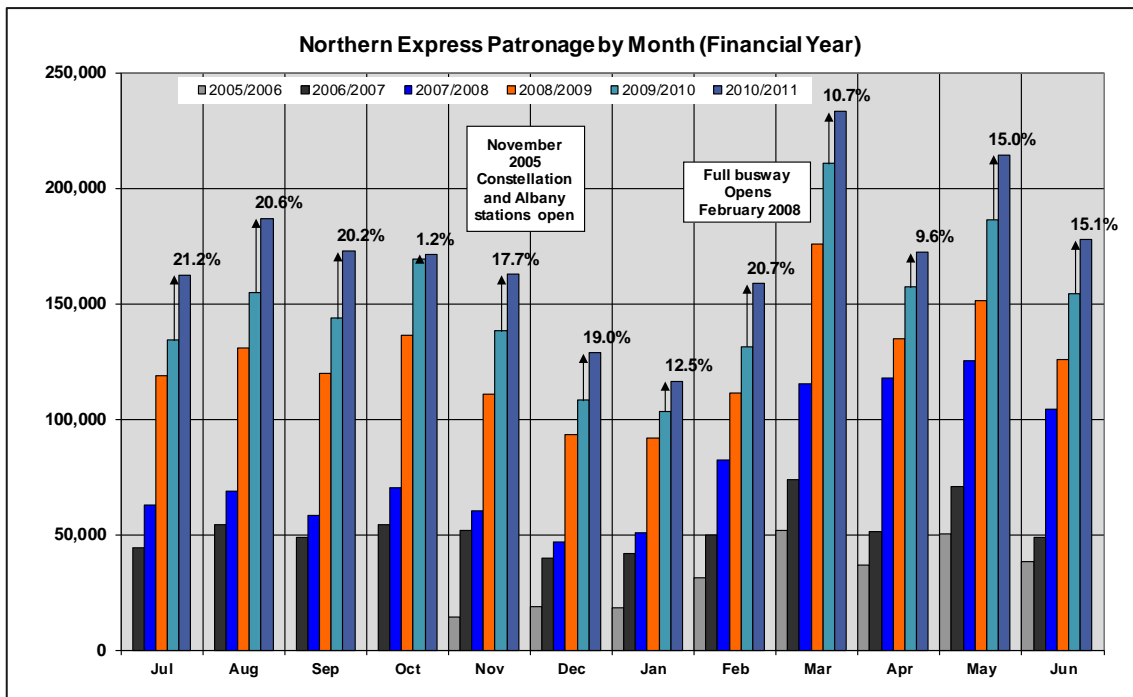


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2010/11

### 2.3 Bus Patronage (Other Than Northern Express)

Bus services other than the Northern Express form the majority of services on the Quality Transit Network and Local Connector Network including dedicated school bus services. Patronage totalled 49,106,444 passengers for the 12-months to June 2011 an increase of 3,282,823 boardings or +7.2%. Patronage for June 2011 was 4,180,026 boardings, an increase of +4.8% (189,583 boardings) on June 2010 (Figure 14).

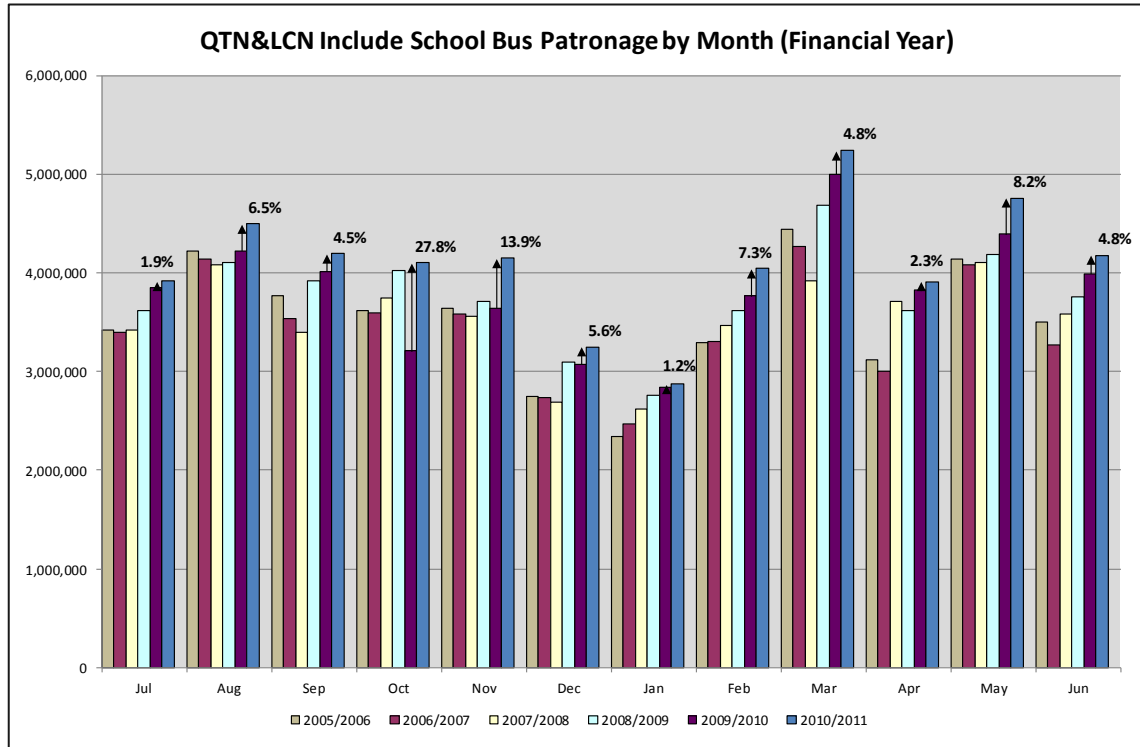


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2010/11

### 2.3.1 Bus (Other than Northern Express) Patronage Analysis

Table 2 provides an analysis of bus services by geographical sector.

	North Sector (excluding Northern Express)				West Sector			
	By Month		Cumulative		By Month		Cumulative	
<b>Jul</b>	24,281	3.1%	24,281	3.1%	3,829	1.0%	3,829	1.0%
<b>Aug</b>	70,930	8.0%	95,210	5.7%	16,405	3.9%	20,235	2.5%
<b>Sep</b>	50,372	6.1%	145,582	5.8%	10,574	2.6%	30,809	2.5%
<b>Oct</b>	164,350	24.1%	309,932	9.7%	63,871	19.1%	94,681	6.1%
<b>Nov</b>	130,013	17.3%	439,945	11.2%	45,754	12.4%	140,435	7.3%
<b>Dec</b>	49,341	8.3%	489,286	10.8%	15,164	4.9%	155,599	7.0%
<b>Jan</b>	19,782	3.8%	509,068	10.1%	- 1,866	-0.7%	153,733	6.1%
<b>Feb</b>	90,273	11.5%	599,342	10.3%	27,129	7.3%	180,862	6.3%
<b>Mar</b>	82,714	7.9%	682,055	9.9%	27,886	5.7%	208,748	6.2%
<b>Apr</b>	42,414	5.4%	724,469	9.4%	12,984	3.5%	221,732	5.9%
<b>May</b>	111,813	12.0%	836,282	9.7%	39,013	9.0%	260,745	6.3%
<b>Jun</b>	73,391	8.6%	909,673	9.6%	29,070	7.3%	289,815	6.3%
	South Sector				Isthmus Sector			
	By Month		Cumulative		By Month		Cumulative	
<b>Jul</b>	54,543	7.2%	54,543	7.2%	-6,741	-0.4%	-6,741	-0.4%
<b>Aug</b>	97,083	11.1%	151,625	9.3%	92,758	4.5%	86,017	2.2%
<b>Sep</b>	39,699	4.7%	191,325	7.7%	82,146	4.3%	168,164	2.9%
<b>Oct</b>	171,086	24.7%	362,411	11.4%	523,165	35.5%	691,328	9.4%
<b>Nov</b>	117,379	15.7%	479,790	12.3%	216,570	12.2%	907,899	9.9%
<b>Dec</b>	39,849	6.6%	519,639	11.5%	70,323	4.5%	978,222	9.2%
<b>Jan</b>	25,184	4.7%	544,823	10.8%	- 6,526	-0.4%	971,696	8.0%
<b>Feb</b>	77,981	10.0%	622,804	10.7%	82,742	4.5%	1,054,438	7.5%
<b>Mar</b>	67,381	6.3%	690,185	10.0%	64,863	2.7%	1,119,301	6.8%
<b>Apr</b>	37,679	4.7%	727,865	9.5%	- 4,122	-0.2%	1,115,179	6.1%
<b>May</b>	92,795	9.8%	820,660	9.5%	119,949	5.8%	1,235,128	6.1%
<b>Jun</b>	56,133	6.6%	876,793	9.2%	34,207	1.8%	1,269,336	5.7%

Table 2. Bus Patronage Analysis by Geographic Sector

## 2.4 Ferry Patronage

Ferry patronage totalled 4,735,717 passengers for the 12-months to June 2011 an increase of 207,515 boardings or +4.6%. Patronage for June 2011 was 327,687 boardings, an increase of +9.3% (27,785 boardings) on June 2010 (Figure 15).

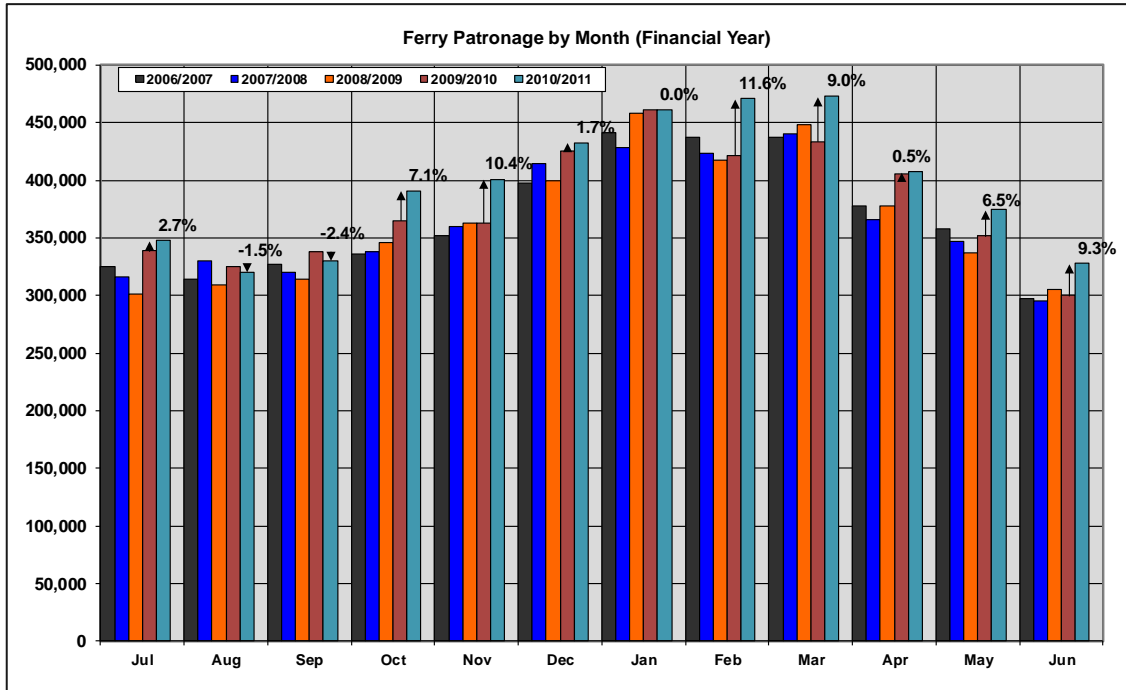


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2010/11

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### 3.1 Rail Service Performance

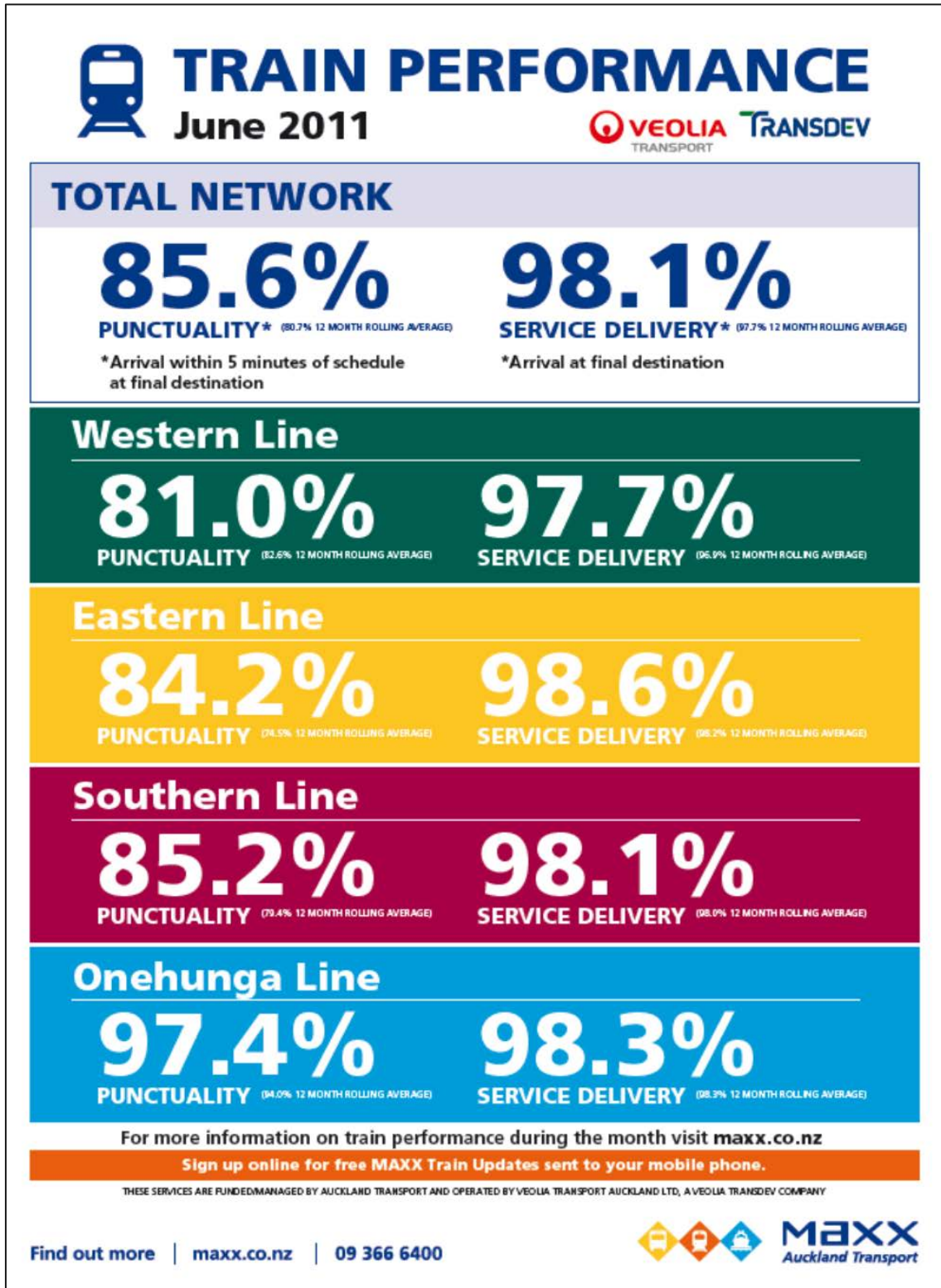


Fig 16. Rail Published Performance Results for June 2011

The financial year ended on a positive note with the best monthly performance since September 2009 being recorded across all services. This is a reflection of the relatively low level of disruptive infrastructure upgrades and improving operational conditions, although many challenges to the maintenance and improvement in performance remain. There has been some recent debate that compares the performance of the Auckland services with that reported

on the Wellington system. Enquiries with Greater Wellington Regional Council reveal that the two systems are measured using different methodologies therefore any direct comparison is not possible and may be misleading, as is any comparison to international operations. The measure used in Auckland has not changed since August 2004.

In June 85.6% of all services arrived at their destination within five minutes of their scheduled time, compared to 84.1% last month and 84.5% in June last year. Punctuality trends comparing 2009/10 and 2010/11 are presented at Figure 17.

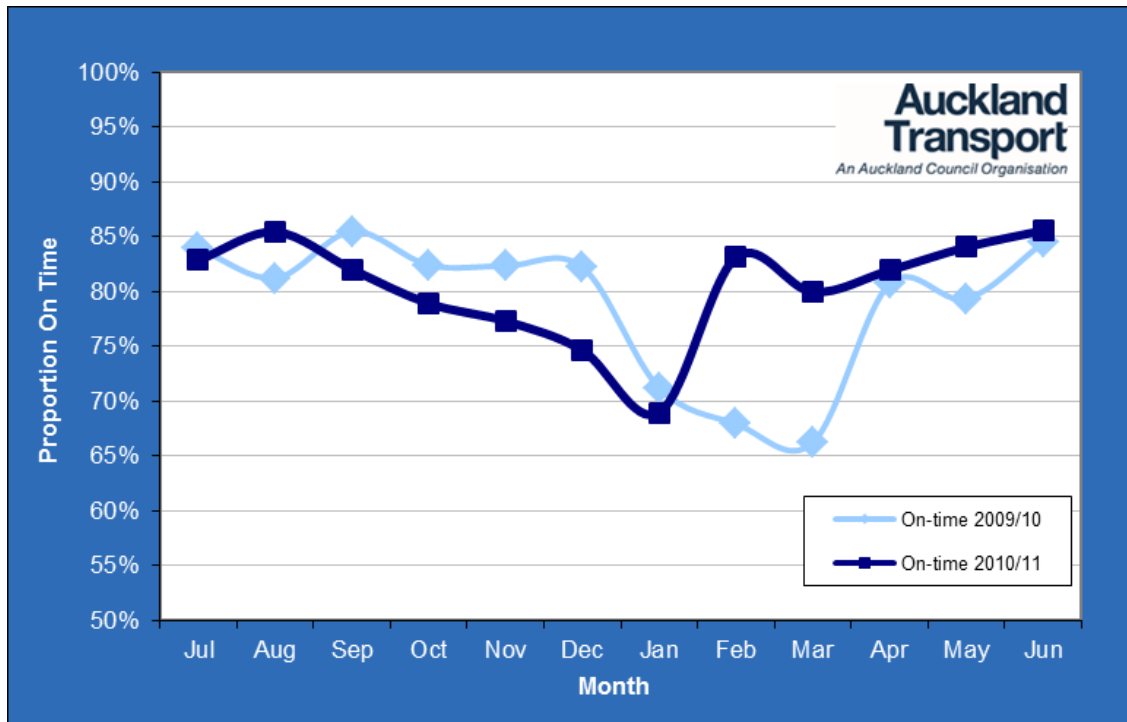


Fig 17. Rail Punctuality Trends for 2009/10 and 2010/11

The following major incidents impacted on service delivery during June:

- **Track, Signals and Train Control**

Continuing the recent trends, there were few significant infrastructure failures recorded during June, although there was an increase in delays to trains due to work performed under track protection measures. These were mainly related to the completion of the platform extensions on the Southern and Eastern Lines and electrification-related work on the Western Line. Major delays accrued after a contractor cut a signal cable at Mt Albert on the morning of 13 June which disrupted Western Line services from mid-morning through to mid-afternoon as trains had to be verbally authorised through the track section. A points failure at Otahuhu during the evening peak of 16 June caused delays and cancellations to services on the Southern and Eastern Lines.

- **Train Faults**

Train faults accounted for the greatest number of service cancellations during June, however there was a general improvement in fleet performance during the month with faulty trains causing major delays on four days. Multiple train faults caused a shortage of trains to cover the morning peak services of 9 June leading to delays and cancellations mainly affecting the Southern and Eastern Lines. A train fault at Papakura on 13 June resulted in delays and cancellations to morning peak services mainly on the Southern and Eastern Lines. Later the same day a train fault at Henderson towards the end of the evening peak caused delays and cancellations on the Western Line with flow on impacts on other lines. A train fault at Glen Eden on 27 June led to delays and cancellations to evening peak services on the Western Line.



- **Other**

Services in and out of Britomart were suspended for about 30 minutes in the mid-morning of 17 June while investigations were made into a report from security that an intruder had been observed in the Britomart tunnel which led to delays and cancellations on all lines. In the early afternoon of 21 June an operational irregularity at Avondale disrupted Western Line services, the impacts of which continued through to the evening peak.

Train delay minutes fell by 14.9% in June to 12,037 minutes in line with the improved punctuality recorded during the month. The main differences from last month were in the level of disruption caused as a result of track protection measures, which were mainly in use for platform extension and electrification works. There was a decrease in delay minutes attributed to operations which is partially the result of fewer major peak disruptions that lead to uneven passenger loads that cause increased station dwell times on some services. The delay minutes attributed to train faults fell during the month although train faults were the most common cause of service disruption during June.

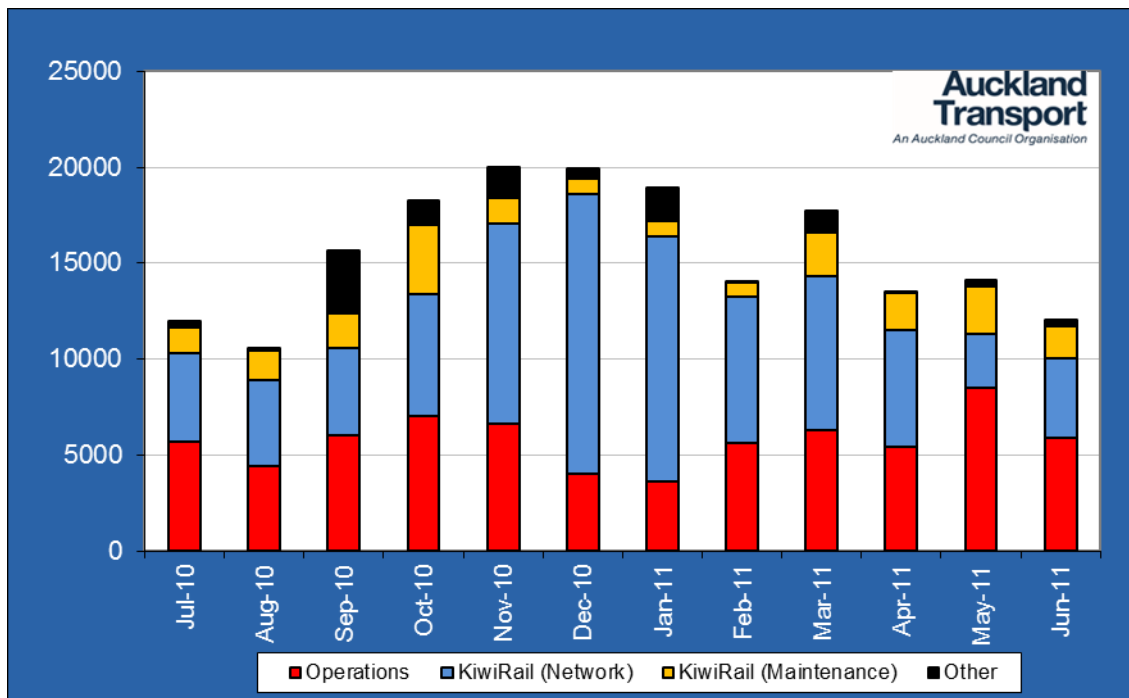


Fig 18. Train Delay Minutes by Cause

The following is a break-down of the infrastructure-related delay minutes for the month:

	<b>Delay Minutes</b>	<b>Proportion</b>
Network Control	630	15.2%
Signal/points failure	759	18.3%
Speed restrictions	176	4.2%
Track protection measures*	2,579	62.2%
<b>Total</b>	<b>4,144</b>	

\*Track protection measures are put in place at sites where work that involves activities close to the track is underway. These require trains to slow or stop at a safe distance prior to the actual site and only proceed after receiving approval from the site protector that the track is clear of all obstructions.

### 3.2 Rail Capacity

Based on an average of train crew passenger counts, which are performed at pre-set locations considered to represent the maximum load points of each route, there were five services reported to have average load factors above the 1.4 (i.e. four passengers standing for every ten seated passenger) target planning standard. This compares to eight services in May. Four of the services were morning peak services, one being a Western Line and the others being Southern or Eastern Line services. All of identified services are planned for increased capacity from 17th July with a reallocation of capacity following the completion of the platform extension programme and introduction of five-car trains which will, on current numbers, result in average loadings being below the 1.4 load factor measure. Individual daily loadings will vary.

### 3.3 Bus Service Performance

For June 2011, 99.90% of contracted service trips were operated (reliability measure). Service punctuality for June 2011 was 99.02%, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time. Service punctuality and reliability are self-reported by the bus operators.

Table 3. Bus Service Reliability and Punctuality- June 2011

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,494	100.00%	99.86%
H & E	16,848	99.99%	99.62%
NZ Bus	116,311	99.84%	98.81%
Ritchies	28,110	99.99%	99.69%
Tranzit	2,269	99.96%	99.21%
Urban Express	5,157	99.98%	99.02%
<b>Total</b>	<b>179,189</b>	<b>99.90%</b>	<b>99.02%</b>

### 3.4 Ferry Service Performance

For June 2011, 99.97% of ferry service trips were operated (reliability measure). Service punctuality for June 2011 was 99.43% of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time. Service punctuality and reliability is self-reported by the ferry operators.

Table 4. Ferry Service Reliability and Punctuality- June 2011

	Scheduled Trips	Reliability	Punctuality
Bayswater	943	100.00%	100.00%
Half Moon Bay	550	99.82%	99.45%
Birkenhead	1,019	100.00%	99.31%
Gulf Harbour	84	100.00%	100.00%
West Harbour	294	100.00%	97.28%
Pine Harbour	286	100.00%	100.00%
<b>Total</b>	<b>3,163</b>	<b>99.97%</b>	<b>99.43%</b>

## 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

22 events were held in June 2011 and eight had an impact on public transport either with road closures and/or route diversions or had additional special event services provided for the event over-and-above the scheduled public transport service timetables. The major events where special event public transport services were provided are listed below.

### Super 15 Blues vs. Chiefs, Eden Park: Saturday 4<sup>th</sup> June

Match travel ticketing in place. Attendance: 10,600.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Passengers	% Gate Moved	Special Event Passengers	% Gate Moved	
<b>RAIL</b>	2899	27.35%	2492	23.51%	<b>25.43%</b>
<b>BUS</b>	814	7.68%	838	7.91%	<b>7.80%</b>
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	3713	35.03%	3330	31.42%	<b>33.23%</b>

## 5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008

Under the Public Transport Management Act 2008, there were no applications for registered services approved during June 2011.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### 6.1 Projects Implemented

- Stonefields – bus routes 634 and 635 combined into single 635 service with extended route through new residential area.
- Rail service on-board passenger audio announcements trial completed.

### 6.2 Projects in Planning

- Increased rail service capacity and introduction of 5-car trains on the Southern and Eastern Lines planned for 17<sup>th</sup> July.
- LINK and Western Bays bus route changes to be implemented 21<sup>st</sup> August – final preparations for implementation of new City LINK, Inner LINK, Outer LINK and Western Bays services underway.
- A-Pass integrated public transport day ticket for use during RWC2011.

## 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

### 7.1 Promotional activities undertaken during June 2011

- The “grow HOP” phase of the HOP integrated ticketing campaign across the region has now commenced.

## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

### 8.1 Britomart Walk-In-Centre

For the month of June there were 16,148 visits (65% increase compared to information kiosks at Britomart in June 2010).

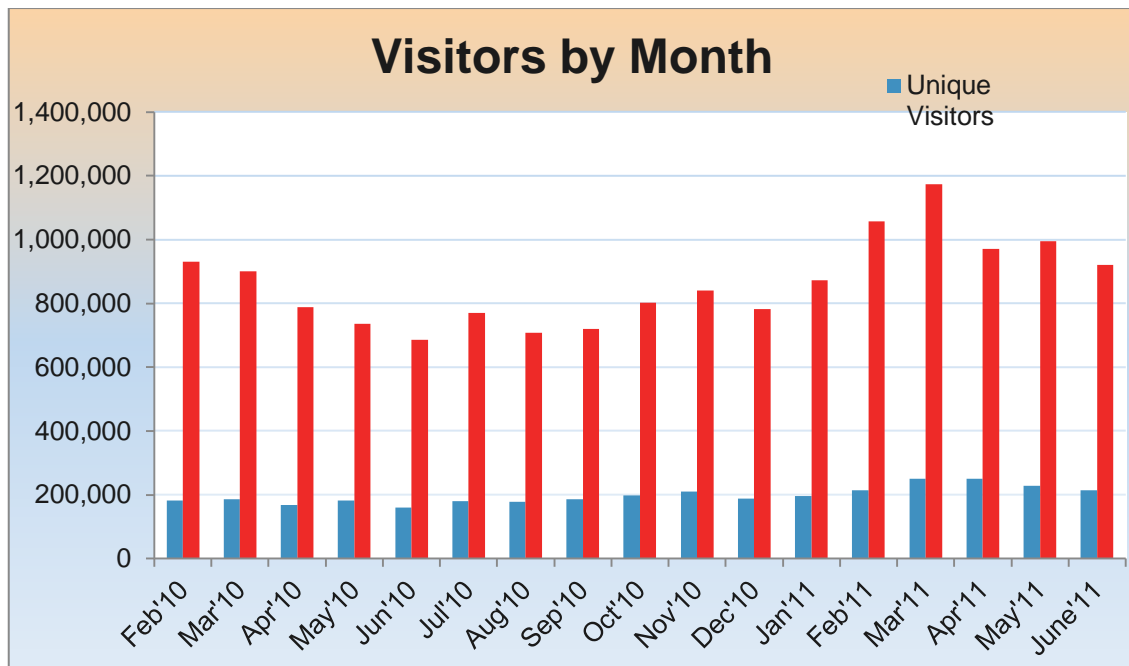
Extended opening hours (to 23h30) for Eden Park game nights were implemented.

### 8.2 MAXX Public Transport Call Centre

For June 2011, call volume was 44,516 (-0.40% compared to June 2010). 83.67% of calls were answered within the service standard of 20 seconds.

For HOP the team received 8,642 calls during the month and were answered in 88.98% grade of service standard of 20 seconds.

### 8.3 www.maxx.co.nz



### 8.4 MAXX live departure board/real-time information

Public transport service real-time departure board visits totalled 59,065 at [www.MAXX.co.nz/VPID](http://www.MAXX.co.nz/VPID) via computer, smartphone or PDA.