
April 2012

Statistics Report



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PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Auckland public transport patronage totalled 70,558,521 passengers for the 12 months to April 2012 an increase of 5,795,446 boardings or +8.9%.
- April monthly patronage was 5,579,153, an increase of 270,590 boardings or +5.1% on Apr 2011. There was one less business day in April 2012 compared to April 2011, which would account for approximately 5% less patronage between months.
- Rail monthly patronage for April was 947,571, an increase of 126,208 boardings or 15.4% on Apr 2011.
- Northern Express bus service carried 2,276,554 passenger trips for the 12-months with a growth in Apr 2012 compared to Apr 2011 of +13.5%.

1.2 Service Performance

- During April the train service performance was 97.5% reliability and 77.7% of services running on time. The most significant incident affecting performance occurred on the afternoon of Thursday 26 April when a power failure to KiwiRail Network's Auckland Control Desk at the Wellington Train Control Centre resulted in a loss of train control functions in the Auckland area between 4.00pm and 5.20pm. The incident has been the subject of an investigation.

1.3 Initiatives

- Manukau train services commenced on 15 April 2012 with the opening of the new Manukau Rail Station and the Manukau Branch Line – the first new rail route to be built in Auckland in 82 years. The station was officially opened by the Mayor Len Brown on 4 April, which was followed by a community open day on Saturday 14 April, giving the public the opportunity to see the new station and ride on the new rail line before services began on Sunday 15 April.
- Connecting bus services were also implemented with the route 580 service from east of the Southern Motorway extended to connect with Manukau Station.
- A new integrated timetable for Ellerslie Panmure Highway bus services (from Botany, Howick and Bucklands Beach) to give a regular service, at least every 15 minutes, seven days a week between Panmure and Britomart, was introduced from 15 April.
- Revised fare prices were introduced from 29 April, including the standardisation of bus and train fares.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 70,558,521 passengers for the 12-months to Apr 2012 an increase of 5,795,446 boardings or +8.9% as illustrated at Figure 1.

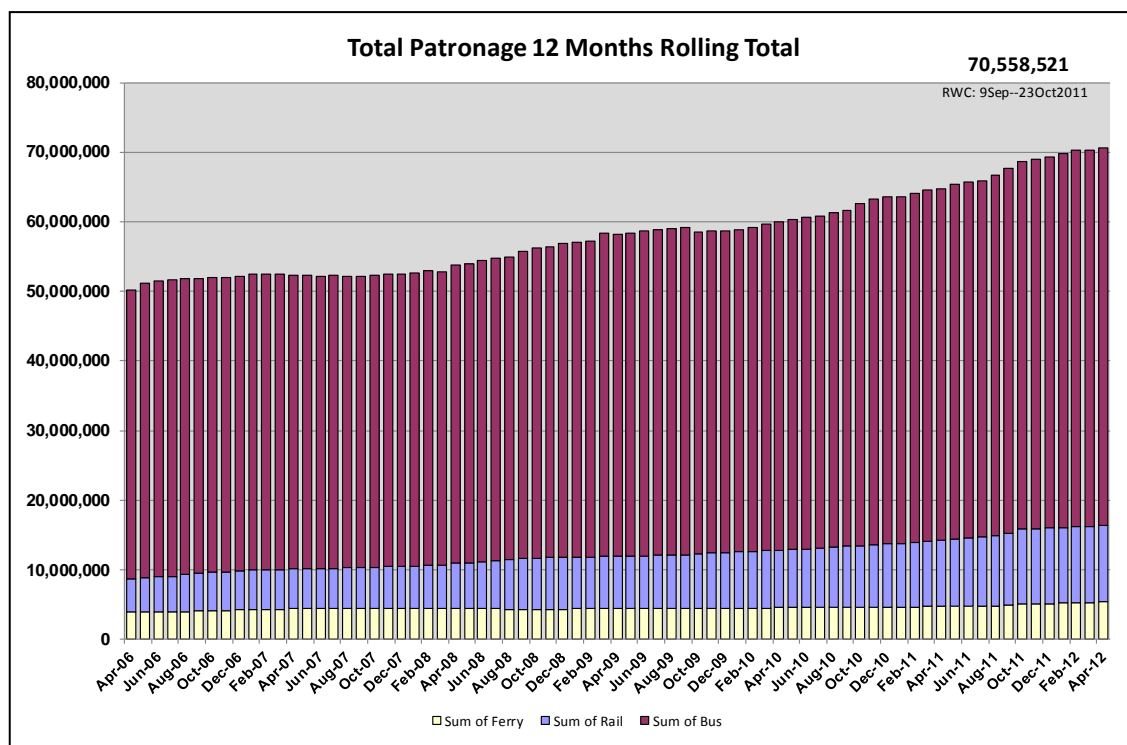


Fig 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Jul 2011 to Jun 2012) is provided at Table 1.

For the financial year-to-date, ten months to Apr 2012, patronage has grown by +8.9% (4,794,866 boardings). Patronage for Apr 2012 was 5,579,153 boardings, an increase of +5.1% (270,590 boardings) on Apr 2011.

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

	Apr-12								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,120,870	127,320	12.8%	13,257,427	1,735,966	15.1%	10,997,223	1,335,933	13.8%
Northern Express Bus	173,299	1,112	0.6%	2,276,554	270,790	13.5%	1,884,622	219,664	13.2%
Rail sub-total:	947,571	126,208	15.4%	10,980,873	1,465,176	15.4%	9,112,601	1,116,269	14.0%
- Western Line	346,483	50,401	17.0%	4,125,649	773,337	23.1%	3,453,512	612,158	21.5%
- Southern & Eastern Line	482,960	11,802	2.5%	6,052,846	275,792	4.8%	4,979,308	210,661	4.4%
- Manukau Line (opened 15 Apr 2012)	53,142	53,142	NA	53,142	53,142	NA	53,142	53,142	NA
- Onehunga Line (opened 19 Sep 2010)	64,985	10,862	20.1%	749,235	362,881	93.9%	626,638	240,284	62.2%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	3,972,496	64,521	1.7%	51,941,708	3,385,053	7.0%	43,007,237	2,835,264	7.1%
- Quality Transit & Local Bus	3,834,962	100,217	2.7%	49,306,541	3,370,500	7.3%	41,001,520	2,869,495	7.5%
- Contracted School Bus	137,534	-35,696	-20.6%	2,635,167	14,553	0.6%	2,005,717	-34,231	-1.7%
3. Ferry	485,787	78,749	19.3%	5,359,386	674,427	14.4%	4,657,348	623,669	15.5%
Total Patronage	5,579,153	270,590	5.1%	70,558,521	5,795,446	8.9%	58,661,808	4,794,866	8.9%

***Final year to June 2012 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.

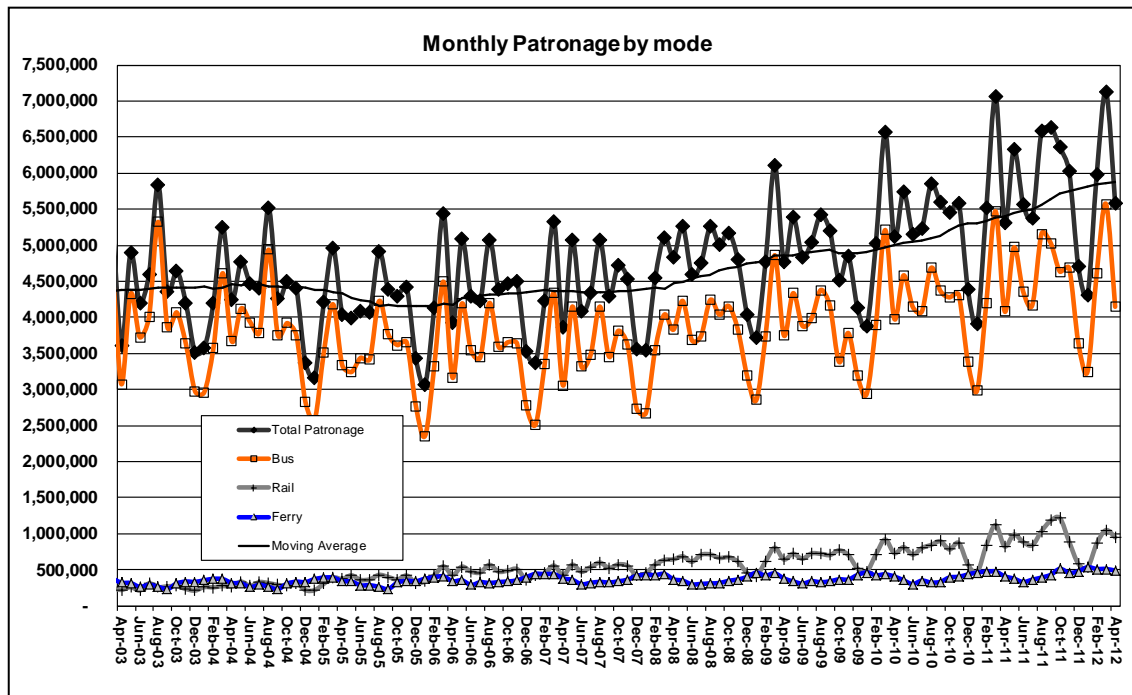


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

2.2 Rapid Transit Network

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 13,257,427 passengers for the 12-months to Apr 2012 (Figure 3) an increase of 1,735,966 boardings or +15.1%. For the financial year-to-date, ten months to Apr 2012, patronage has grown by +13.8% (1,335,933 boardings) (Figure 4). Patronage for Apr 2012 was 1,120,870 boardings, an increase of 12.8% (127,320 boardings) on Apr 2011 (Figure 5).

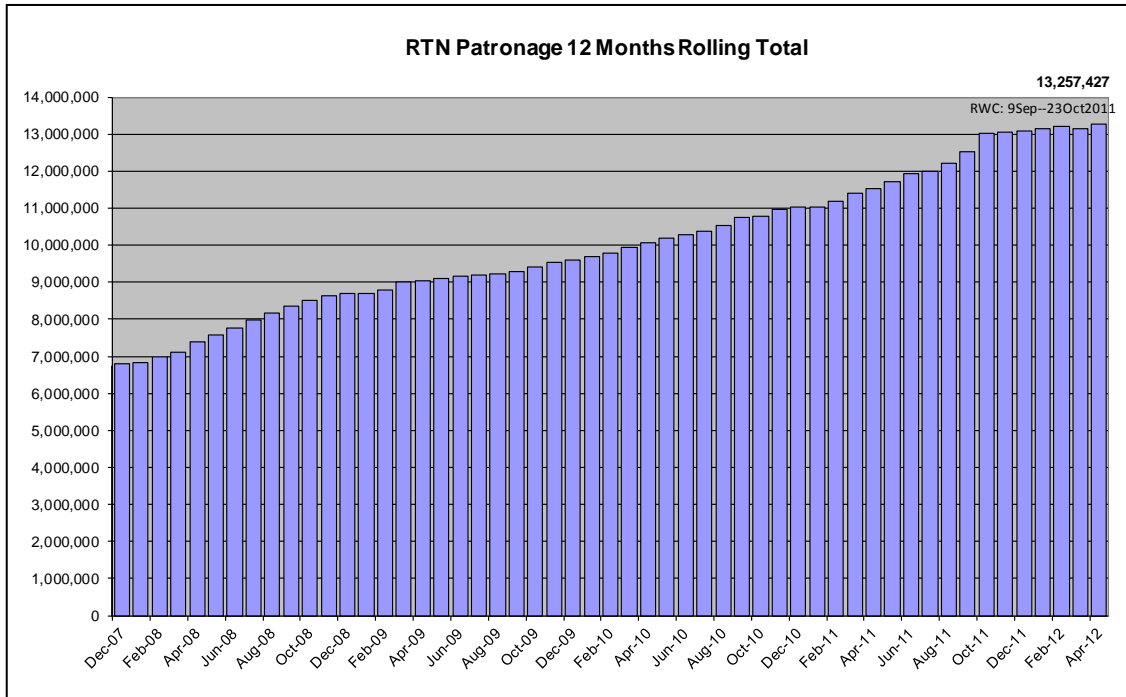


Fig 3. RTN Patronage – 12 Months Rolling Total

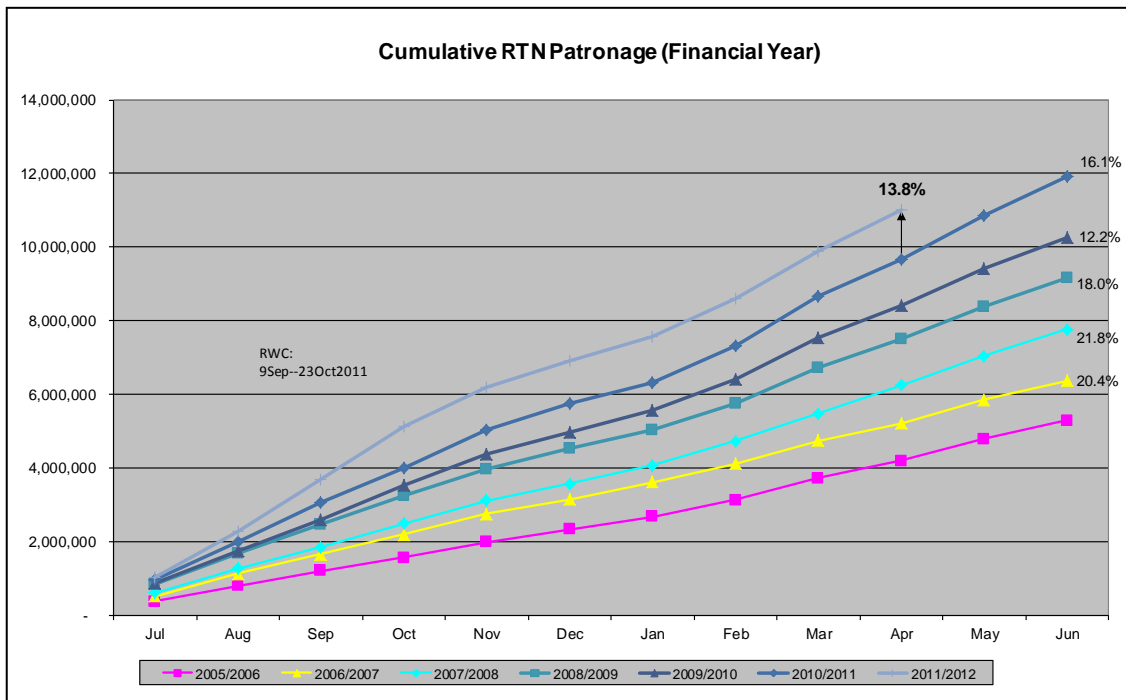


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

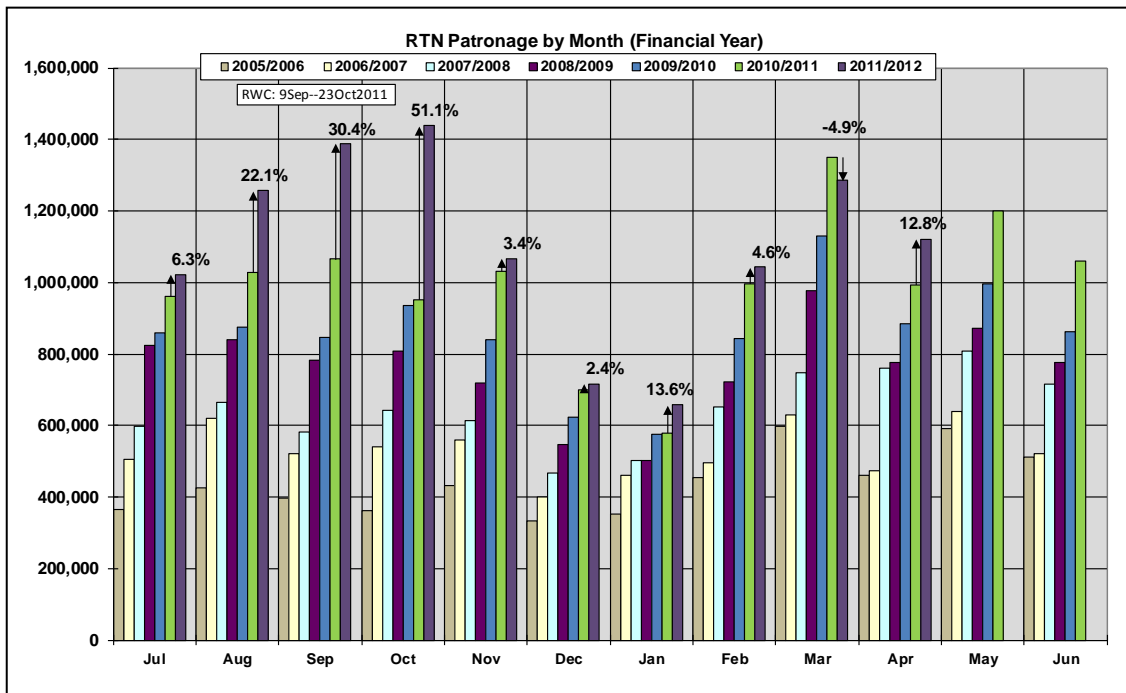


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. Rail patronage totalled 10,980,873 passengers for the 12-months to Apr 2012 (Figure 6) an increase of 1,465,176 boardings or +15.4%. For the financial year-to-date, ten months to Apr 2012, patronage has grown by +14.0% (1,116,269 boardings) (Figure 7). Patronage for Apr 2012 was 947,571 boardings, an increase of 15.4% (126,208 boardings) on Apr 2011 (Figure 8). There was one less business day in Apr this year compared to the same month last year.

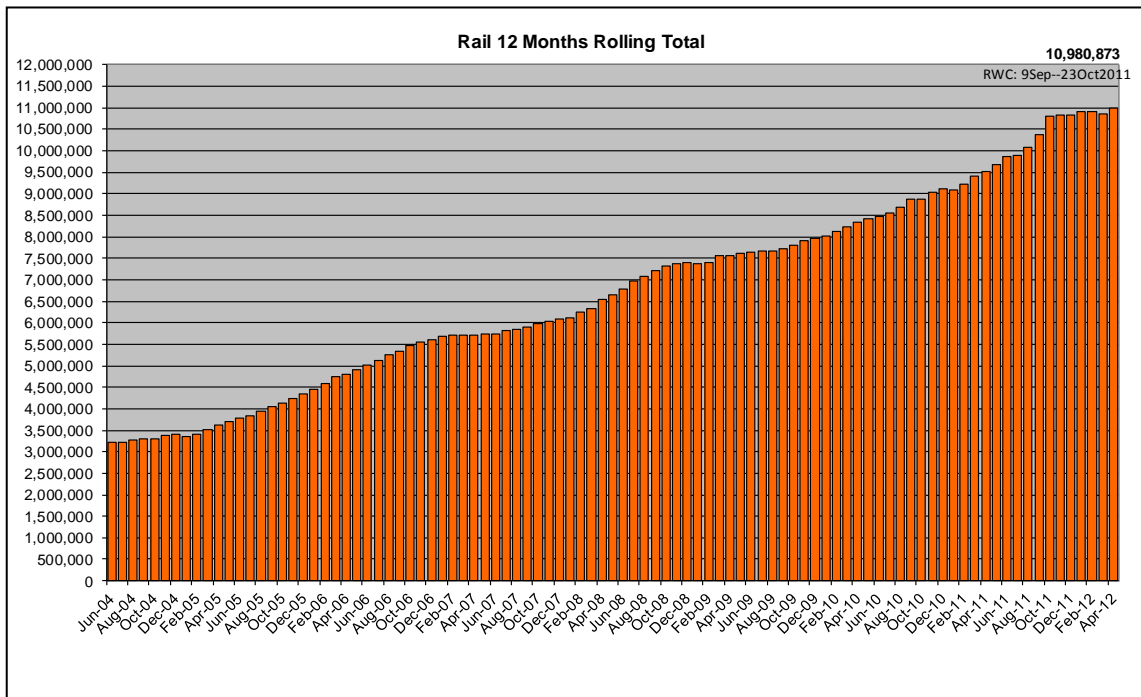


Fig 6. Rail Patronage – 12 Months Rolling Total

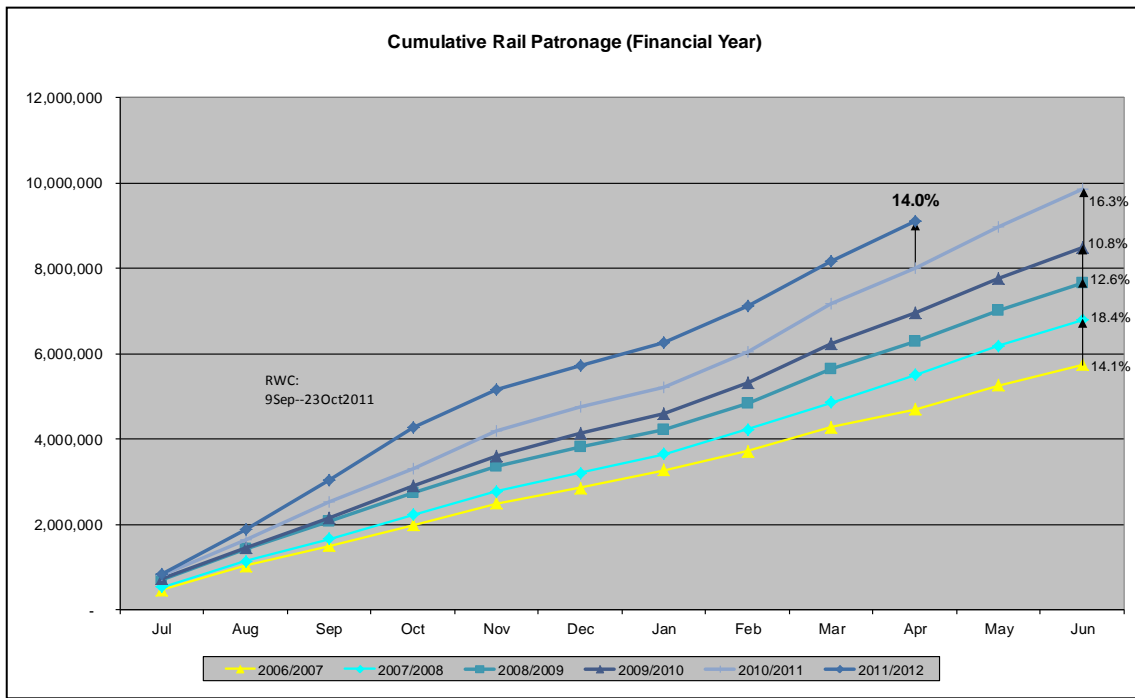


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

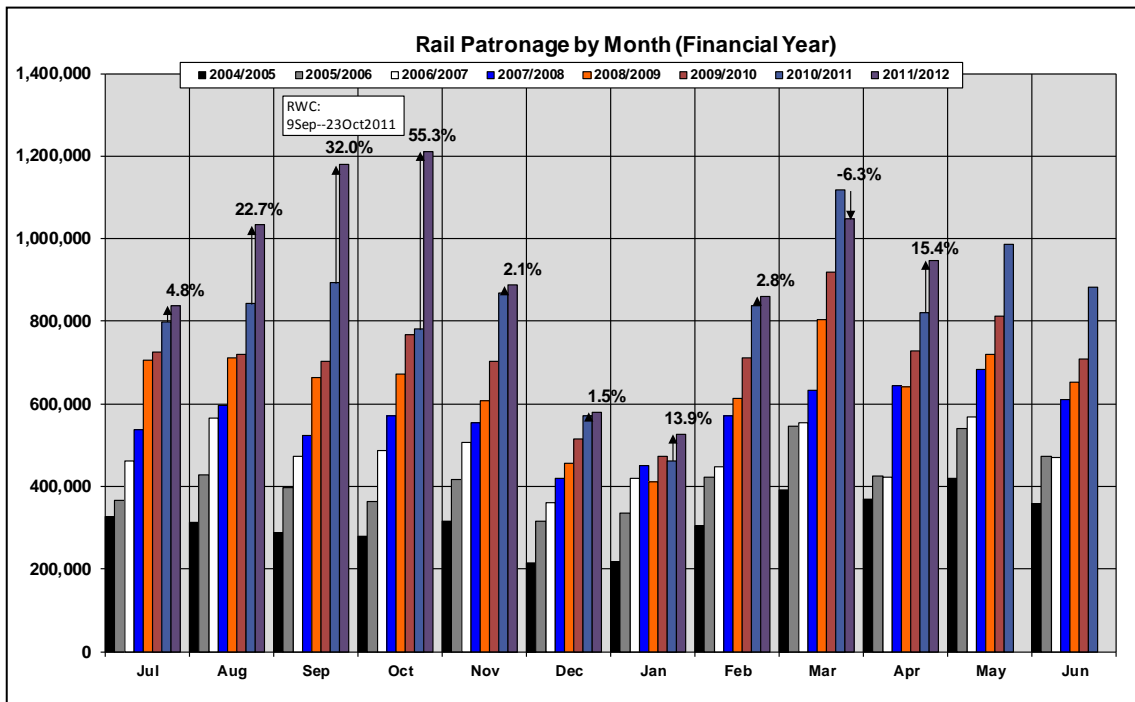


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

Southern & Eastern Rail Lines (including the Onehunga and Manukau Lines)

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,855,223 passengers for the 12-months to Apr 2012 an increase of 691,815 boardings or +11.2%. For the financial year-to-date, ten months to Apr 2012, patronage has grown by 9.8% (504,087 boardings). Patronage for Apr 2012 was 601,087 boardings, an increase of 14.4% (75,806 boardings) on Apr 2011 (Figure 9).

In Apr 2012 there were 482,960 passengers recorded travelling on the Southern and Eastern Lines excluding the Onehunga and Manukau Line, an increase of 2.5% on Apr 2011.

There were 64,985 passengers recorded using the Onehunga Line during Apr 2012. For the 12-months to Apr 2012, there have been 749,235 passengers recorded on Onehunga Line services.

There were 53,142 passengers recorded using the Manukau Line during Apr 2012.

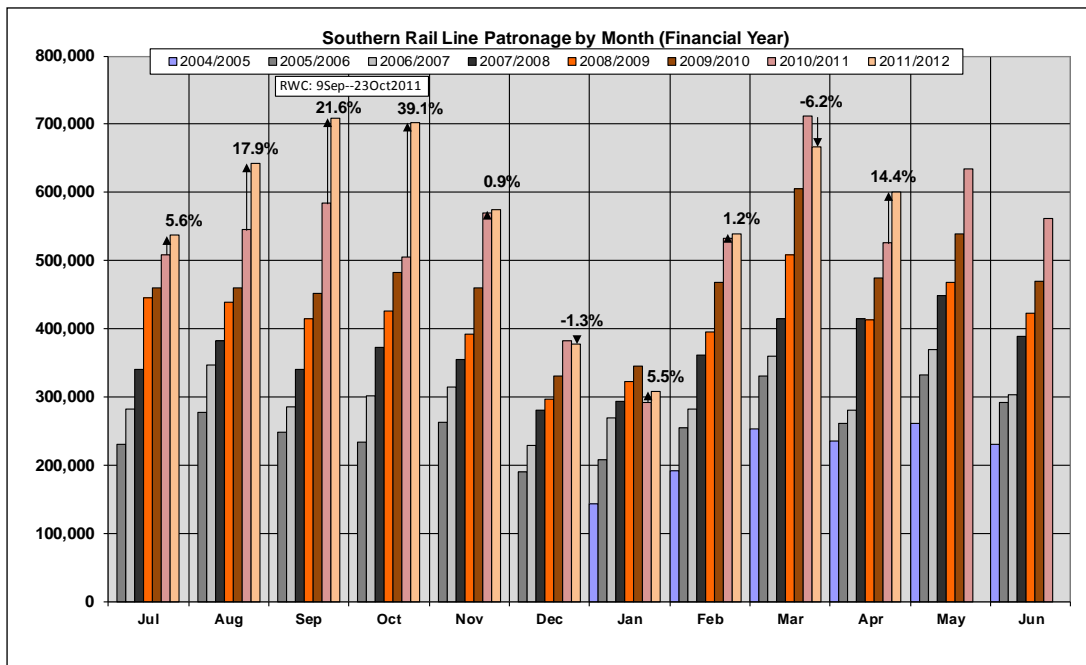


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 4,125,649 passengers for the 12-months to Apr 2012 an increase of 773,337 boardings or +23.1%. For the financial year-to-date, ten months to Apr 2012, patronage has grown by +21.5% (612,158 boardings). Patronage for Apr 2012 was 346,483 boardings, an increase of 17.0% (50,401 boardings) on Apr 2011 (Figure 10).

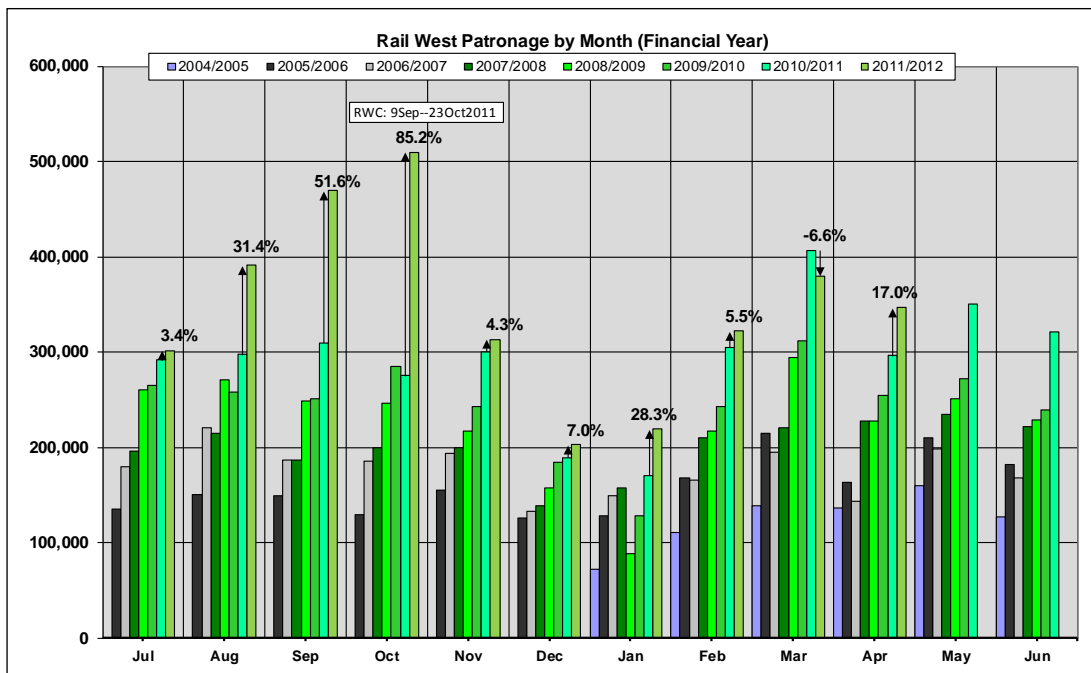


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,276,554 passengers for the 12-months to Apr 2012 (Figure 11) an increase of 270,790 boardings or +13.5%. For the financial year-to-date, ten months to Apr 2012, patronage has grown by +13.2% (219,664 boardings) (Figure 12). Patronage for Apr 2012 was 173,299 boardings, an increase of +0.6% (1,112 boardings) on Apr 2011 (Figure 13). There was one less business day in Apr this year compared to the same month last year.

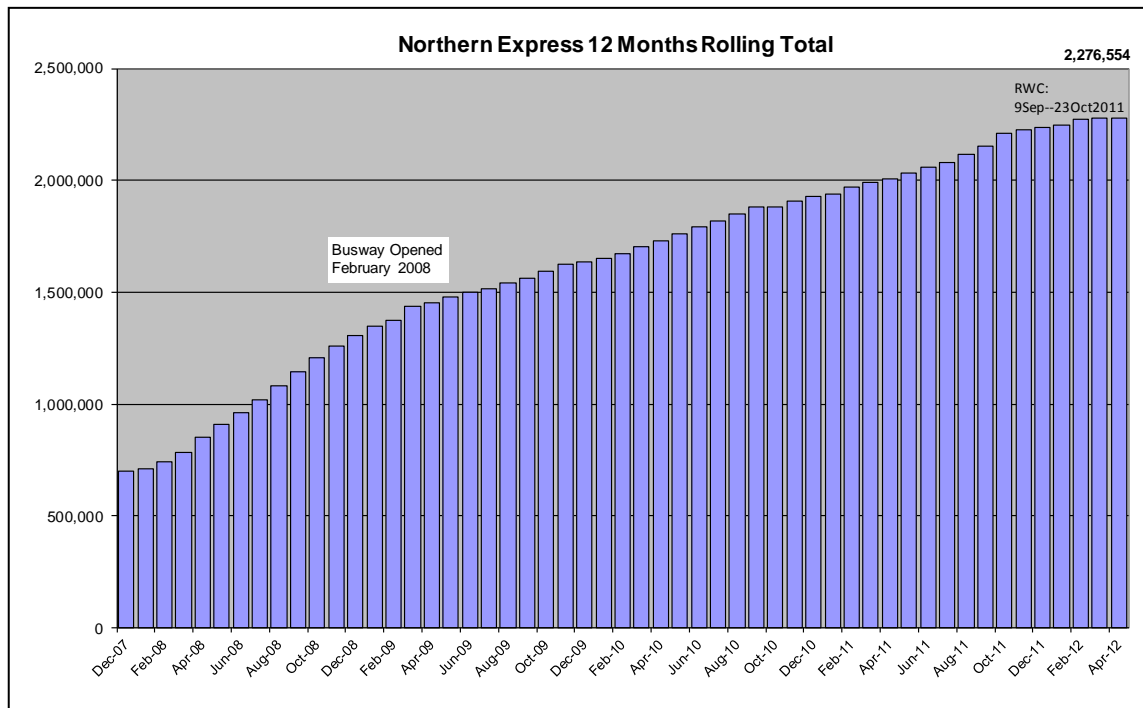


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

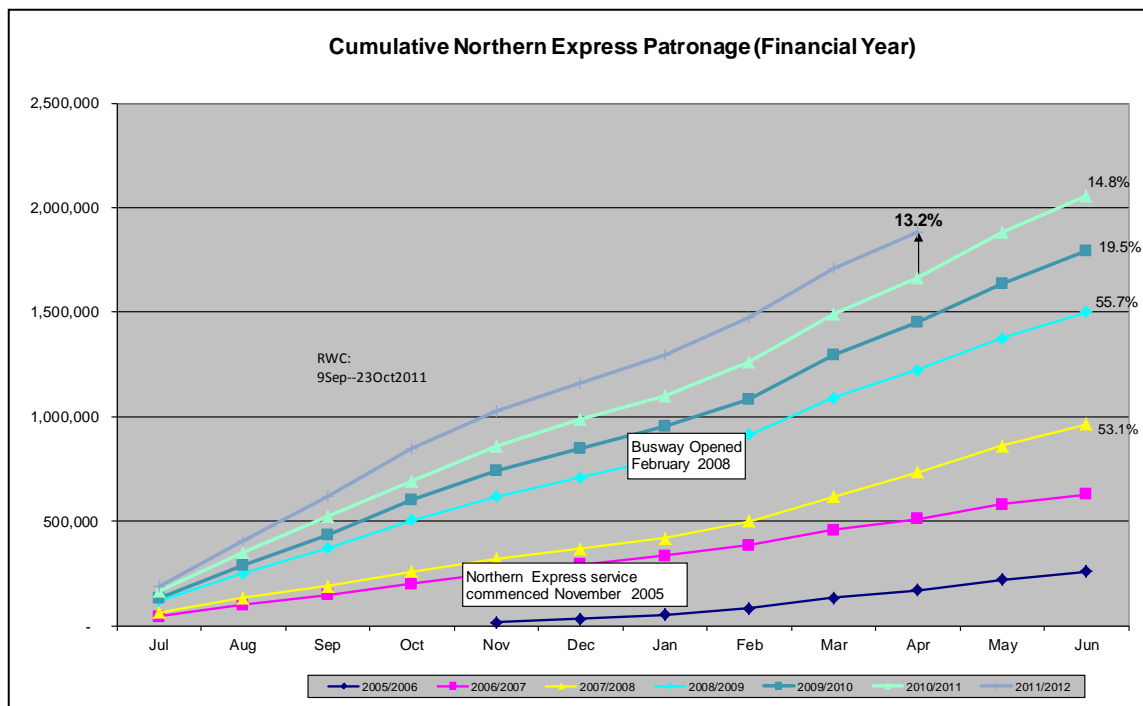


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

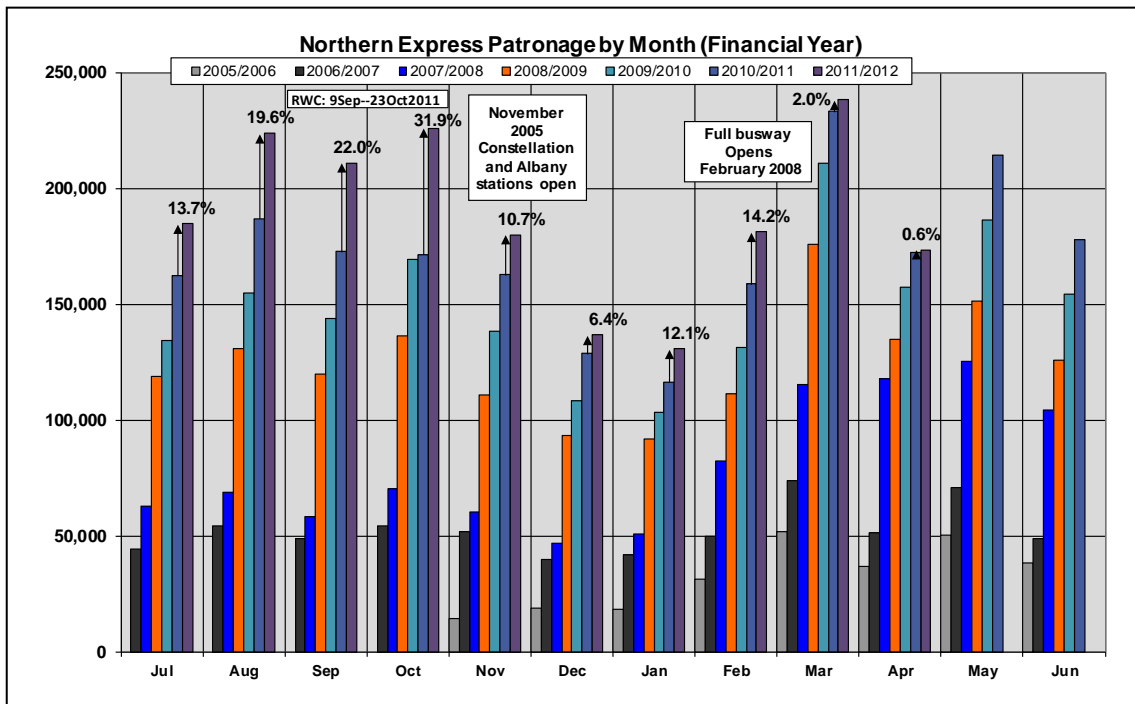


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

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 51,941,708 passengers for the 12-months to Apr 2012 an increase of 3,385,053 boardings or +7.0%. For the financial year-to-date, ten months to Apr 2012, patronage has grown by +7.1% (2,835,264 boardings). Patronage for Apr 2012 was 3,972,496 boardings, an increase of +1.7% (64,521 boardings) on Apr 2011 (Figure 14).

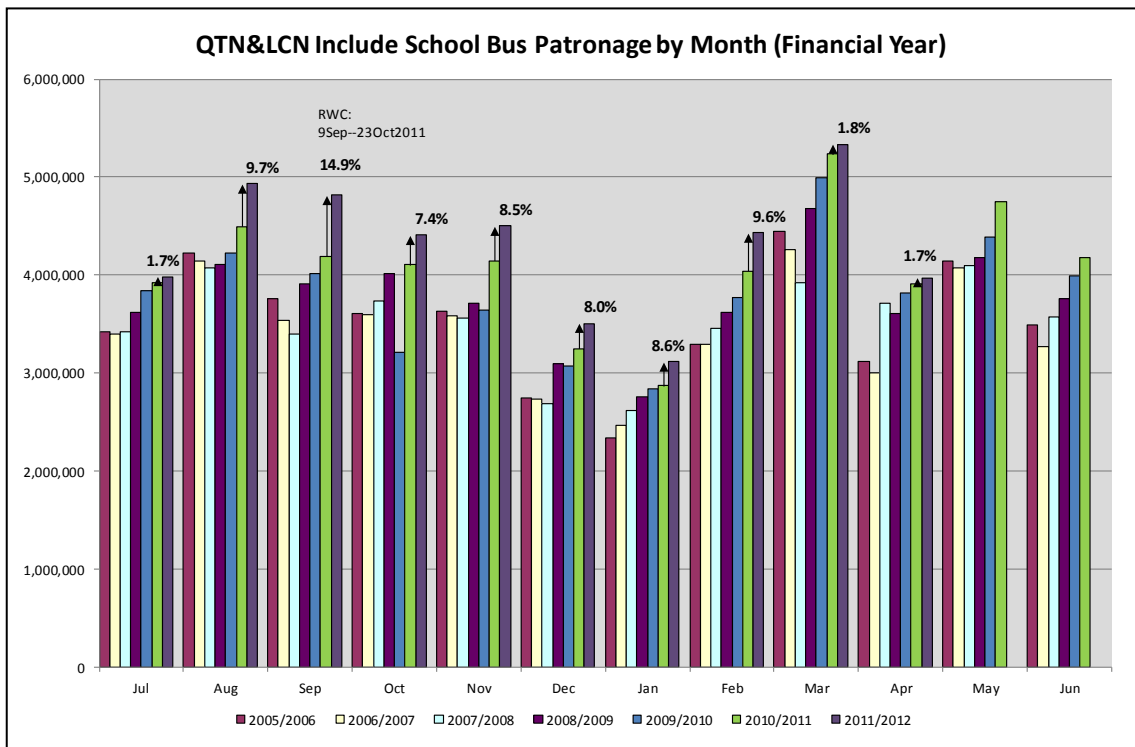


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

2.3.1 Bus (Other than Northern Express) Patronage Analysis

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

Table 2. Bus Patronage Analysis by Geographic Sector

	North Sector (excluding Northern Express)						West Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
May-11	1,041,524	111,813	12.0%	10,283,531	884,877	9.4%	471,230	39,013	9.0%	4,827,989	276,462	6.1%
Jun-11	922,524	73,391	8.6%	10,356,921	909,673	9.6%	427,045	29,070	7.3%	4,857,059	289,815	6.3%
Jul-11	842,467	26,522	3.3%	10,383,443	911,914	9.6%	398,313	9,365	2.4%	4,866,424	295,351	6.5%
Aug-11	1,067,817	115,422	12.1%	10,498,865	956,406	10.0%	484,787	44,040	10.0%	4,910,464	322,986	7.0%
Sep-11	990,935	110,662	12.6%	10,609,527	1,016,696	10.6%	445,226	31,461	7.6%	4,941,926	343,873	7.5%
Oct-11	862,181	16,113	1.9%	10,625,639	868,458	8.9%	396,140	- 2,498	-0.6%	4,939,428	277,504	6.0%
Nov-11	904,636	23,794	2.7%	10,649,433	762,239	7.7%	421,638	6,449	1.6%	4,945,877	238,199	5.1%
Dec-11	653,667	8,191	1.3%	10,657,624	721,090	7.3%	308,022	- 16,808	-5.2%	4,929,070	206,227	4.4%
Jan-12	564,860	25,510	4.7%	10,683,134	726,817	7.3%	287,134	10,460	3.8%	4,939,530	218,552	4.6%
Feb-12	920,760	47,837	5.5%	10,730,971	684,380	6.8%	418,514	21,092	5.3%	4,960,622	212,516	4.5%
Mar-12	1,102,598	- 31,776	-2.8%	10,699,195	569,891	5.6%	508,579	- 7,677	-1.5%	4,952,945	176,953	3.7%
Apr-12	780,449	- 44,778	-5.4%	10,654,418	482,700	4.7%	375,215	- 11,101	-2.9%	4,941,844	152,868	3.2%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
May-11	1,038,100	92,795	9.8%	10,315,972	940,830	10.0%	2,203,591	119,949	5.8%	23,486,151	1,284,914	5.8%
Jun-11	908,484	56,133	6.6%	10,372,105	876,793	9.2%	1,921,973	34,207	1.8%	23,520,358	1,269,336	5.7%
Jul-11	826,320	19,171	2.4%	10,391,276	841,421	8.8%	1,918,354	11,529	0.6%	23,531,887	1,287,605	5.8%
Aug-11	1,055,749	85,947	8.9%	10,477,223	830,285	8.6%	2,325,523	191,008	8.9%	23,722,896	1,385,855	6.2%
Sep-11	990,427	99,395	11.2%	10,576,618	889,981	9.2%	2,390,646	382,327	19.0%	24,105,222	1,686,035	7.5%
Oct-11	879,235	16,876	2.0%	10,593,494	735,771	7.5%	2,269,691	272,643	13.7%	24,377,865	1,435,514	6.3%
Nov-11	900,128	34,652	4.0%	10,628,146	653,044	6.5%	2,275,362	287,531	14.5%	24,665,396	1,506,474	6.5%
Dec-11	669,248	21,480	3.3%	10,649,626	634,674	6.3%	1,878,067	246,432	15.1%	24,911,828	1,682,583	7.2%
Jan-12	596,569	39,685	7.1%	10,689,310	649,175	6.5%	1,667,537	170,734	11.4%	25,082,562	1,859,843	8.0%
Feb-12	913,058	58,553	6.9%	10,747,863	629,746	6.2%	2,178,324	260,277	13.6%	25,342,838	2,037,377	8.7%
Mar-12	1,119,480	- 19,679	-1.7%	10,728,184	542,686	5.3%	2,602,749	154,024	6.3%	25,496,863	2,126,539	9.1%
Apr-12	807,221	- 24,167	-2.9%	10,704,017	480,839	4.7%	2,009,612	144,567	7.8%	25,641,430	2,275,228	9.7%

2.4 Ferry Patronage

Ferry patronage totalled 5,359,386 passengers for the 12-months to Apr 2012 an increase of 674,427 boardings or +14.4%. For the financial year-to-date, ten months to Apr 2012, patronage has grown by +15.5% (623,669 boardings). Patronage for Apr 2012 was 485,787 boardings, an increase of +19.3% (78,749 boardings) on Apr 2011 (Figure 15).

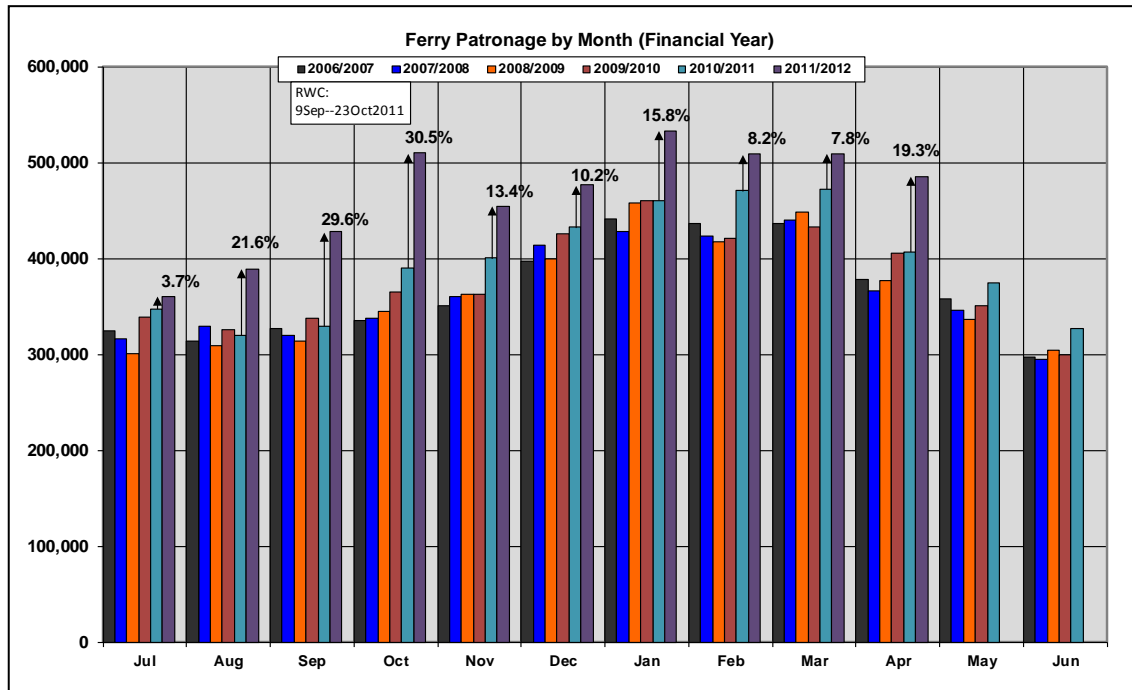


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

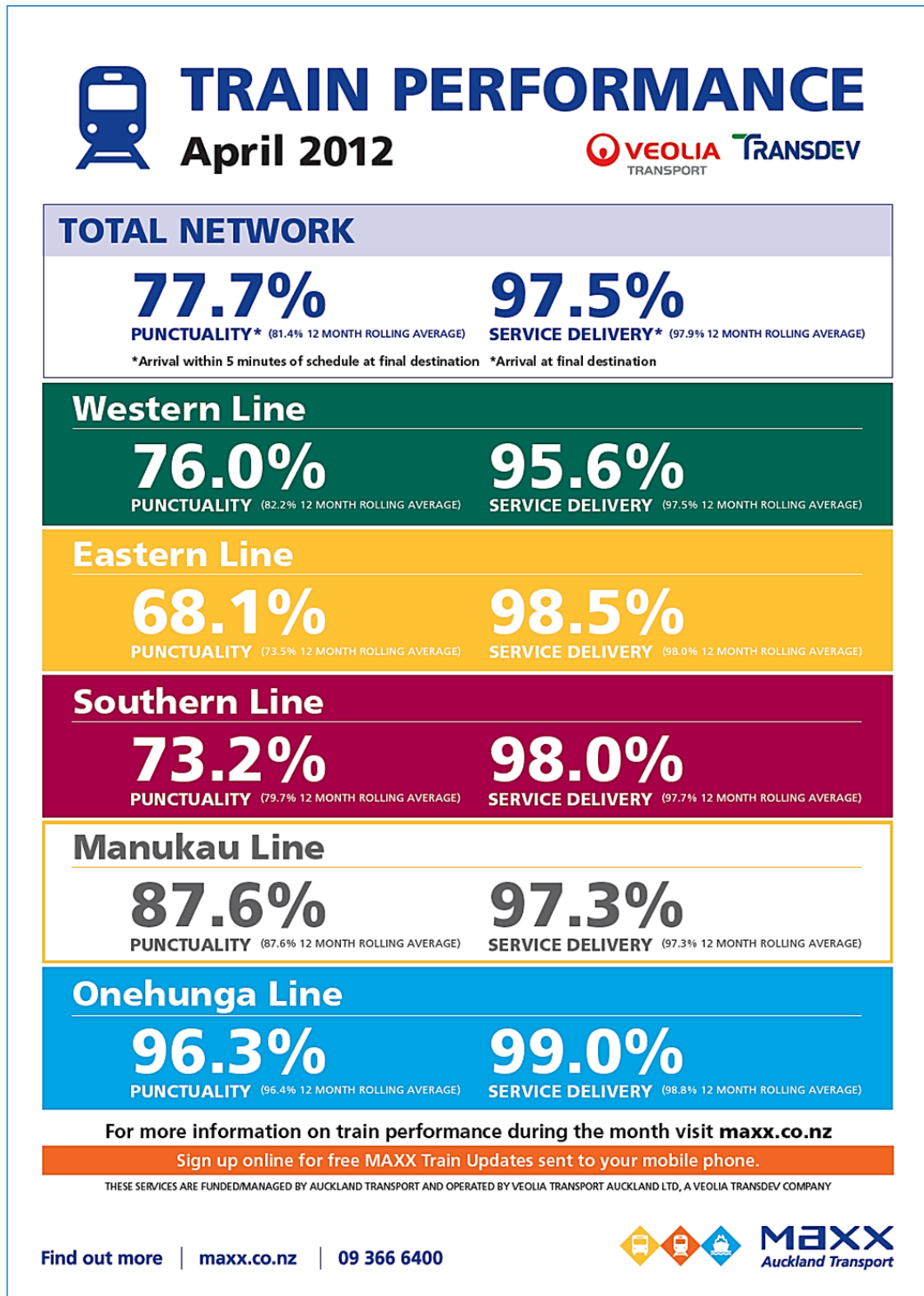


Fig 16. Rail Published Performance Results for April 2012

For the Auckland rail system the measure used for punctuality is the proportion of trains that were not cancelled in full or part and that arrive at their final destination within five minutes of the scheduled time regardless of whether the train departed its origin on time. Reliability is the number of trains that are not cancelled in full or part and arrive at their final destination.

During April the performance of the train services declined as a result of several major incidents (detailed below). The most significant incident occurred on the afternoon of Thursday 26 April when a power failure to KiwiRail Network's Auckland Control Desk at the Wellington Train Control Centre resulted in a loss of train control functions in the Auckland area for more than an hour. The incident has been the subject of an investigation. For the month, 77.7% of services operated on time or within five minutes of their schedule compared to 79.9% in March. Punctuality trends comparing 2010/11 and 2011/12 are presented at Figure 17.

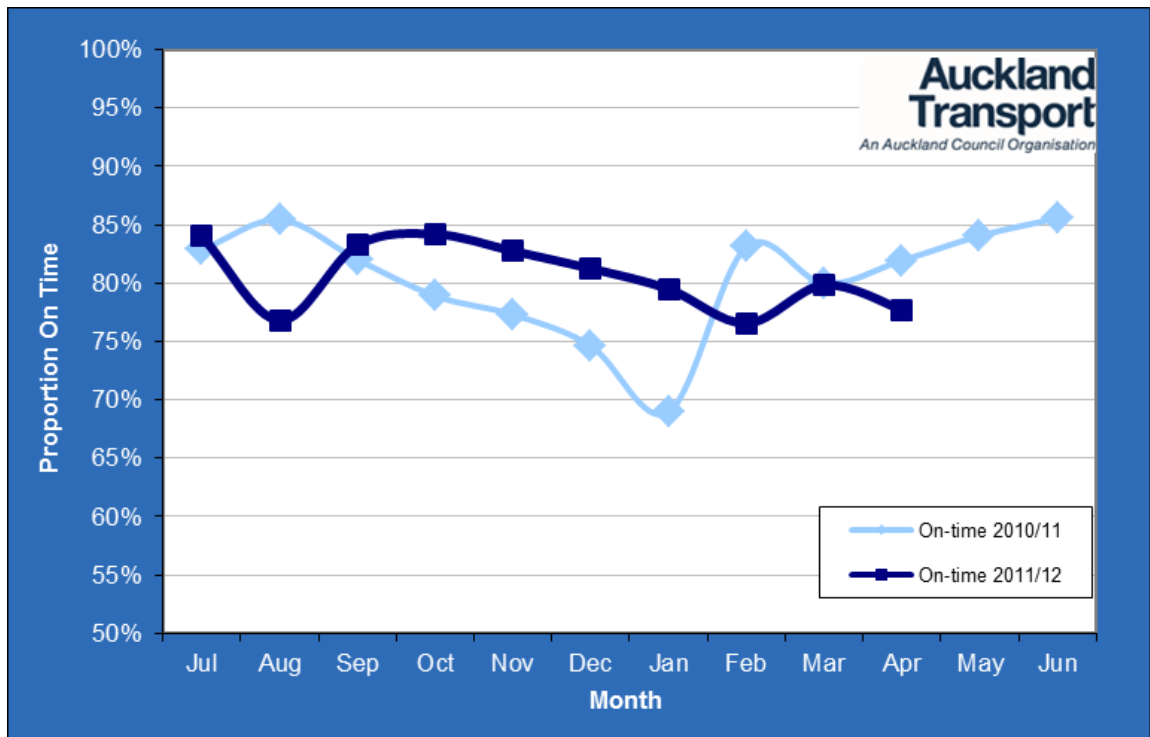


Fig 17. Rail Punctuality Trends for 2010/11 and 2011/12

The following major incidents impacted on service delivery during April:

- Track, Signals and Train Control (KiwiRail)* – A loss of network control functionality on 26 April from approximately 4:00pm caused severe service disruption. While limited functions began to be restored from 5:20pm, the cumulative effect was that train services remained disrupted for the rest of the day. Track & signal faults affected service delivery on five other days during April, including two separate incidents on the Manukau Line.
- Train faults (KiwiRail)* – Train faults affected the delivery of services on two days during April.
- Operational (Veolia)* – There were no significant operational incidents affecting service delivery during April.
- Other* – Freight train operations caused major disruption to metro rail services on one occasion. On the early morning of 13 April a disabled freight train at Homai resulted in a temporary line block for about 2 hours leading to disruptions to Southern and Eastern Line morning peak services. There were two incidents at level crossings where cars caused damage to barrier arms resulting in the imposition of temporary speed restrictions that affected service delivery during the month; one of these was at Bruce McLaren Road and the other at St Judes Street. A fatality at Ranui station disrupted services west of Henderson on 3 April. A cyclist who ignored warning devices of an approaching train was struck and injured by a train at Baldwin Avenue on the morning of 23 April which affected morning peak service delivery.

Train delay minutes remained at a similar level to March although there were 11% fewer scheduled services in April due mainly to the number of public holidays and no services scheduled over the four day Easter period to allow for network upgrade work. For the month a total of 19,402 minutes were recorded as a result of all causes, 0.9% less than recorded in March. Delay minutes attributed to operations and train maintenance fell, however, this was offset by a significant increase in the delay minutes attributed to network incidents, primarily the loss of network control functions on 26 April which alone accounted for nearly 15% of all delay minutes during the month, which would have placed train service punctuality at a comparable performance level to April 2011.

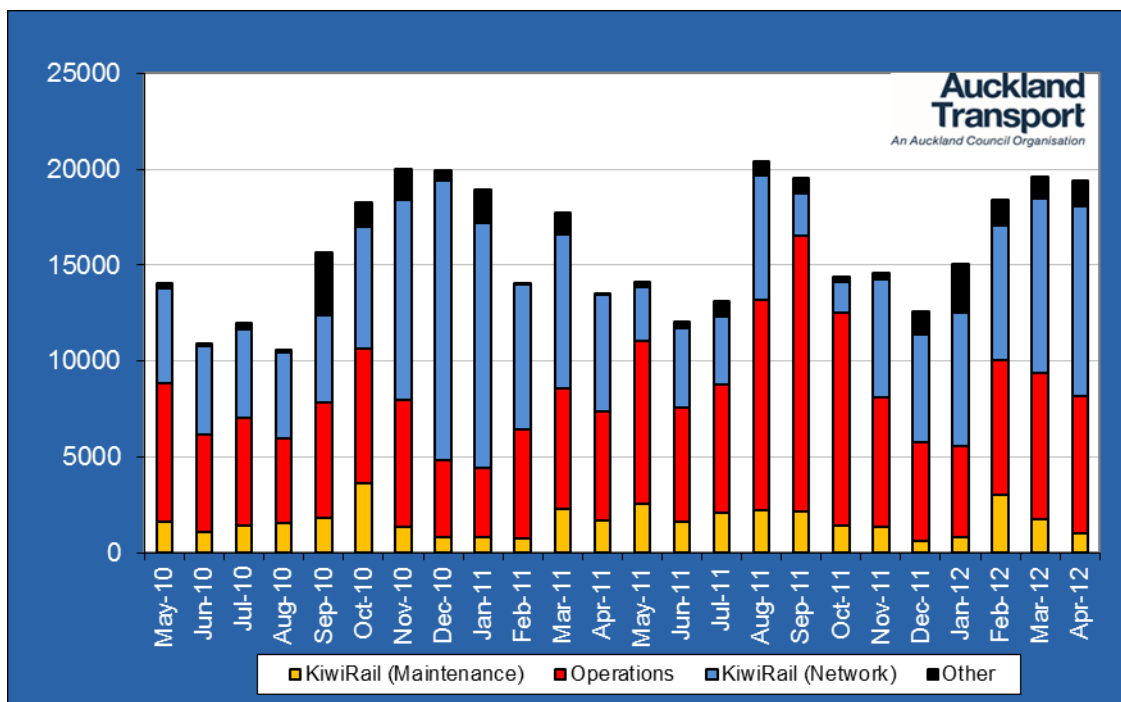


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	5,628	56.5%
Signal/points failure	1,787	18.0%
Speed restrictions	1,267	12.7%
Track protection measures*	1,273	12.8%
Total	9,955	

* 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 average crew high counts that are recorded at pre-set locations considered to represent the highest load points and the planned train capacity for each service, there were no services reported to have exceeded AT's planned seating to standing ratio during April when averaged across the whole month. This can be partly explained by school and public holidays occurring during the month that reduced the average demand on many peak services. However, the 5:12pm Eastern Line service from Britomart to Papakura was reported to have averaged close to the planned standard of 1.4 (i.e. four passengers standing for every ten seated passenger). Other services may have exceeded the standard on some individual days of the month, particularly in the latter part of the month.

3.3 Bus Service Performance

For April 2012, 99.78% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for April 2012 was 99.15%, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time and reach their destination. Service punctuality and reliability are self-reported for contracted services by the bus operators utilising bus drivers logs. Auckland Transport is in the process of developing an automated tracking and monitoring system to report bus reliability and punctuality and provide enhanced data to improve service delivery across all bus services (contracted and commercial). A review of the reliability and punctuality of all bus timetables has also commenced to ensure timetables continuously reflect operating conditions.

Table 3. Contracted Bus Service Reliability and Punctuality- April 2012

	Scheduled Trips	Reliability	Punctuality
Birkenhead	9,686	100%	99.90%
H & E	16,045	99.99%	98.99%
NZ Bus	105,815	99.66%	99.07%
Ritchies	26,251	100%	99.53%
Tranzit	2,204	100.00%	99.27%
Urban Express	4,764	99.96%	97.84%
Total	164,765	99.78%	99.15%

3.4 Ferry Service Performance

For April 2012, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for April 2012 was 99.40% 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 utilising ferry skipper logs for contracted services. Ferry operators are exploring GPS tracking systems to automatically monitor and report punctuality and reliability.

Table 4. Contracted Ferry Service Reliability and Punctuality- April 2012

	Scheduled Trips	Reliability	Punctuality
Bayswater	828	100%	100%
Half Moon Bay	504	100%	98.61%
Birkenhead	894	100%	100%
Gulf Harbour	72	100%	100%
West Harbour	504	100%	98.61%
Rakino	36	100%	88.89%
Pine Harbour	504	100%	100.00%
Total	3,342	100%	99.40%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

84 events were held in April 2012, 31 had an impact on public transport either with road closures and/or route diversions (this figure includes Anzac Parade impacts this month) and 5 had additional special event services provided for the event over-and-above the scheduled public transport service timetables. The following identifies passengers carried on Special Event services only. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

Super Rugby Blues vs. Sharks, Eden Park: Friday 13th April 2012:

Special event bus services from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Attendance at the event was 15,000.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	3303	22.02%	3652	24.35%	23.19%
BUS	1237	8.25%	1228	8.19%	8.22%
FERRY	-	-	-	-	-
TOTAL	4540	30.27%	4880	32.53%	31.62%

Vodafone Warriors vs. Rabbitohs, Mt Smart: Sunday 15th April 2012:

Additional rail services were provided to get passengers to and from the event. Normal rail fares applied. Attendance at the event was 13,809.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	287	2.08%	372	2.69%	2.39%
BUS	-	-	-	-	-
FERRY					
TOTAL	287	2.08%	372	2.69%	2.39%

VB Test Kiwis vs. Kangaroos, Eden Park: Friday 20th April 2012:

Additional rail and special event bus services were provided. Special event bus services operated from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Special event return fares were charged for services. Attendance at the event was 27,000.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	7092	26.27%	7713	28.57%	27.42%
BUS	1364	5.05%	1279	4.74%	4.90%
FERRY	-	-	-	-	-
TOTAL	8456	31.32%	8992	33.30%	32.31%

Super Rugby Blues vs. Reds, Eden Park: Friday 27th April 2012:

Special event bus services from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Attendance at the event was 11,000.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	1757	15.97%	2078	18.89%	17.43%
BUS	1032	9.38%	918	8.35%	8.87%
FERRY	-	-	-	-	-
TOTAL	2789	25.35%	2996	27.24%	26.30%

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

Under the Public Transport Management Act 2008, the following applications for registered services have been approved during April 2012:

- Fullers Group Ltd.: Notification to register a commercial public transport ferry and/or bus service ex Auckland to Coromandel (Fri-Sun only). Approved 19-Apr-12.
- Fullers Group Ltd.: Notification to vary the times ex Auckland from 06h25 to depart at 06h15 (Sat only). Approved 19-Apr-12.
- Fullers Group Ltd.: Notification to vary the existing commercial registration for school bus services with variations to existing service routes, scheduled times and registration of new services. Approved 19-Apr-12.
- Sealink Travel Group NZ Ltd.: Notification to vary the commercial registration to register two winter timetables effective 6 June 2012 to 15 July 2012 and 16 July to 7 September 2012. Approved 19-Apr-12.
- Sealink Travel Group NZ Ltd.: Notification to vary the commercial registration to register a winter timetable, effective 1 May 12 to 31 Oct 12. Approved 19-Apr-12.
- Birkenhead Transport Ltd.: Notification to withdraw the AM service for route 002 via Birkdale Intermediate and Birkenhead College to Coronation Rd. Approved 18-Apr-12.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- From 27 February to mid-April, “March Madness” supplementary bus services on key routes known to experience significant capacity issues were implemented – a total of up to 20 additional buses operating 125 specific additional scheduled trips with a further 10 buses on standby. Some of this additional capacity has been continued where necessary. Further additional capacity has also been provided on Onewa Road and to support the Outer LINK bus services from early April.
- The enhanced weekend ferry services previously under trial have been continued from the end of April (services between Downtown and Bayswater, Birkenhead, Northcote Point and Half Moon Bay).
- Renewal of HOP concession cards was completed on 15 April with child concessions.
- Manukau train services commenced on 15 April 2012 with the opening of the new Manukau Rail Station. Connecting bus services were also implemented with the route 580 service from east of the Southern Motorway extended to connect with Manukau Station.
- A new integrated timetable for Eilerslie Panmure Highway bus services (from Botany, Howick and Bucklands Beach) to give a regular service, at least every 15 minutes, seven days a week between Panmure and Britomart, was introduced from 15 April.
- Revised fare prices were introduced from 29 April, including the standardisation of bus and train fares.

6.2 Projects in Planning

- The review of the service network structure for the Auckland public transport system is progressing with consultation with key stakeholders to be undertaken in the next three months. Broader public consultation will be undertaken later in 2012. The new network is intended to form a connected grid of frequent services, so that customers are able to transfer between services at interchange points opening a greater range of destination opportunities for public transport travel in the region. More customers will be required to transfer between services than currently, but the inconvenience of this will generally be offset by shorter wait times due to improved frequencies. Figure 19 illustrates an extract from the draft ‘Metro’ map of frequent services. The new service network implementation is being planned but is expected to be rolled out over up to three years across the region from early 2013.

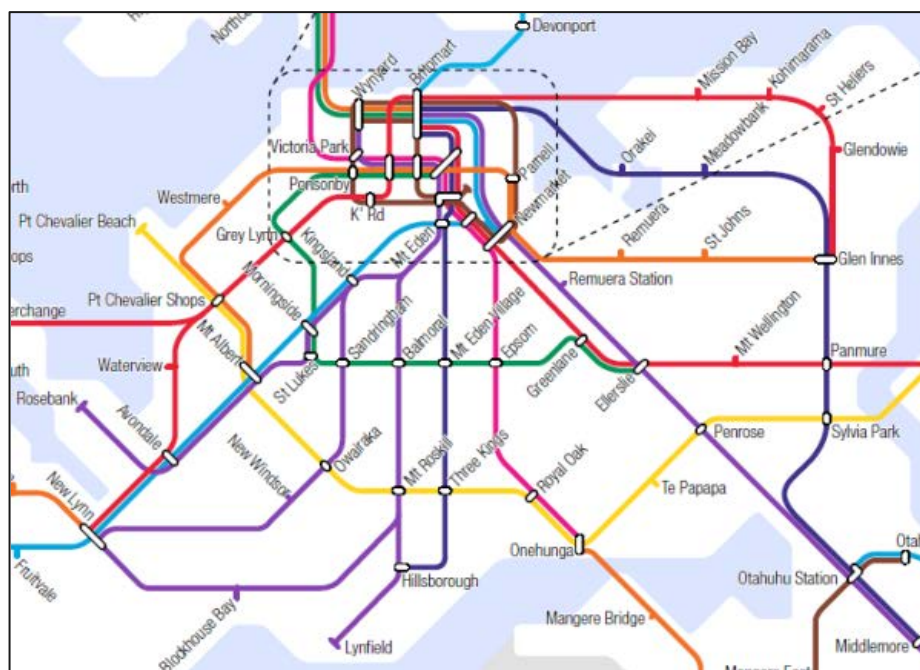


Fig 19. Extract of future public transport network map

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- HOP card concession renewal campaign continued through early April 2012.
- Customer communications and promotions have been undertaken around the Manukau Rail Station opening and new Howick & Eastern bus services connecting to Manukau Rail Station and improving Ellerslie Panmure Highway services.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

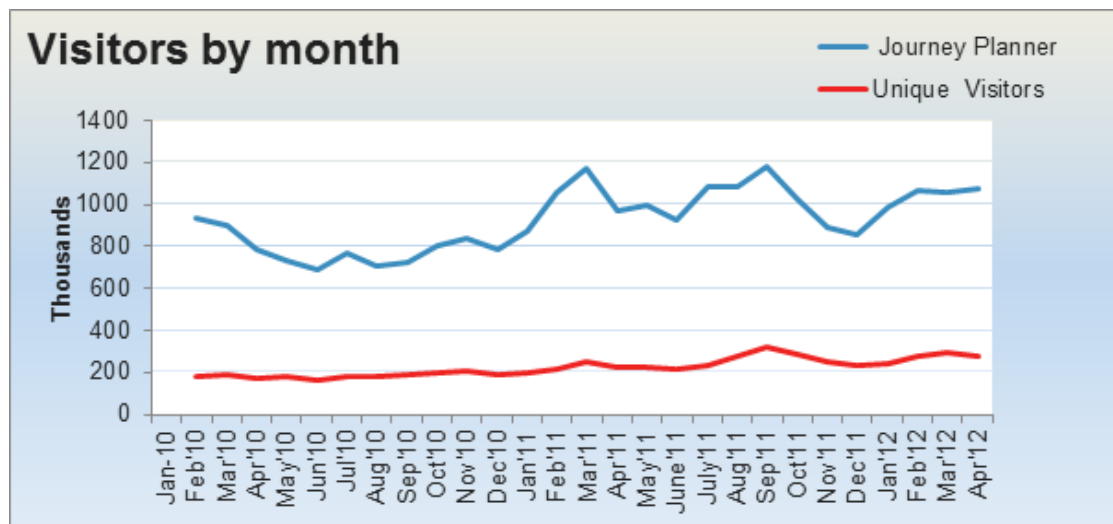
For April 2012 there were 12,034 visits.

8.2 MAXX Public Transport Call Centre

For April 2012 call volume was 46,815 (-9.23% compared to April 2011). 84.60% of calls were answered within the service standard of 20 seconds.

For HOP ticketing there were 2,434 calls during the month, answered in 84.88% grade of service standard of 20 seconds.

8.3 www.MAXX.co.nz



8.4 MAXX live departure board/real-time information

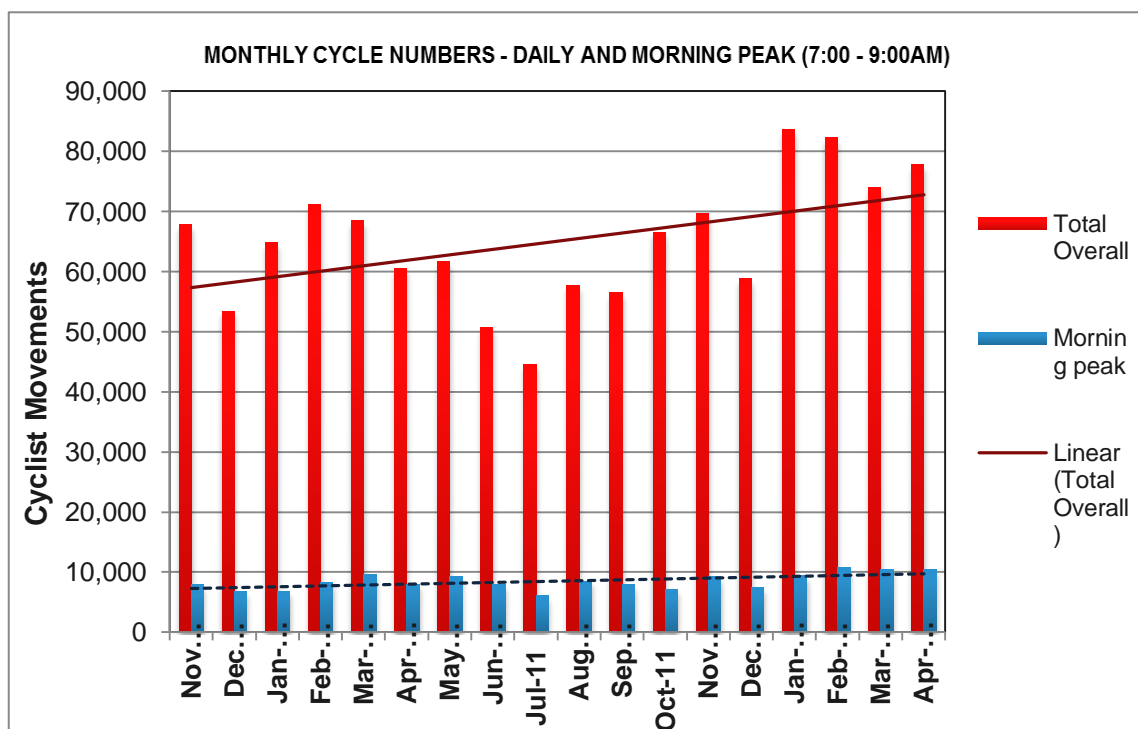
Public transport service real-time departure board visits totalled 22,700 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

8.5 HOP Integrated Ticketing

There are now 143,904 HOP cards in market that have been used at least once. Of these, 75,982 are registered.

CYCLE MONITORING

- There has been an increase of 28.6% in cyclist movements in April 2012 when compared to April 2011.
- A total of 784,252 cycle trips were recorded for the year May 2011 to April 2012.



Note: Automatic monitoring data from nine sites: Upper Harbour Drive, Great South Road, Highbrook, Lake Road, North-Western cycleway Kingsland and Te Atatu, Orewa Cycleway, Tamaki Drive (E/bound), Twin Streams path.

Monthly Comparison of Cycle Movements

	Total Movements			Morning Peak Movements		
	2010/11	2011/12	Increase	2010/11	2011/12	Increase
Nov	67,852	69,651	2.7%	7,962	9,272	16.5%
Dec	53,412	58,907	10.3%	6,904	7,391	7.1%
Jan	64,836	83,629	29.0%	6,905	9,491	37.5%
Feb	71,287	82,290	15.4%	8,385	10,894	29.9%
Mar	68,513	74,124	8.2%	9,662	10,526	8.9%
April	60,534	77,861	28.6%	8,040	10,444	29.9%