

# Monthly Public Transport Statistics – May 2011

## 1. HIGHLIGHTS

### 1.1 Patronage:

- Auckland public transport patronage totalled 65,371,759 passengers for the 12-months to May 2011 an increase of 5,062,687 boardings or +8.4%.
- May monthly patronage was 6,333,297 an increase of 590,333 boardings or +10.3% on May 2010.
- Rail monthly patronage for May is 985,496 an increase of 174,638 boardings or +21.5% on May 2010.
- Northern Express bus service carried 2,033,662 passenger trips for the 12-months with a growth in May 2011 compared to May 2010 of +15.4%.

### 1.2 Service Performance:

- Of the 8,544 timetabled rail services for May 2011 97.5% arrived at their final destination and 84.1% were on time or arrived within 5 minutes of schedule. Improvements were seen in the reliability of track and signalling infrastructure, but offset with a decrease in rolling stock performance.

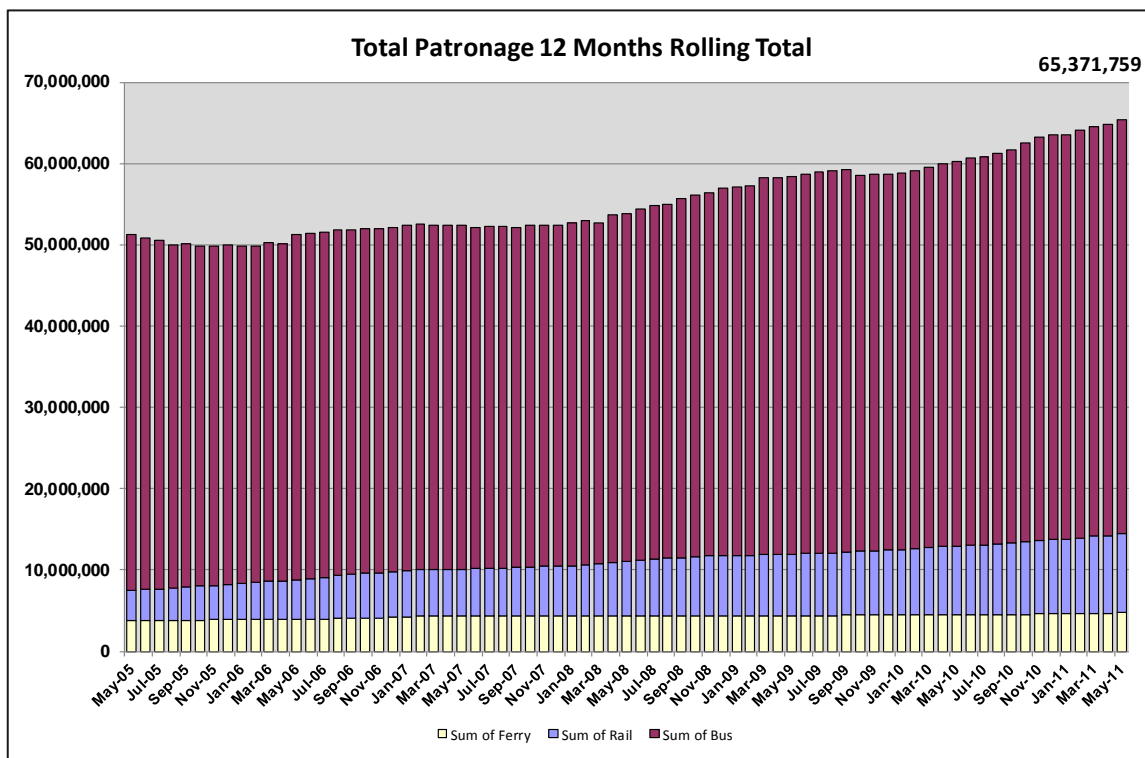
### 1.3 Initiatives:

- HOP integrated ticketing was launched across NZ Bus services North Star, Waka Pacific, Go West, MetroLink and LINK between 8 May and 6 June as phase one of multi-operator and multi-model integrated ticketing in Auckland.
- New CBD and Western Bays bus service redesign, including new City, Inner and Outer LINK services, were consulted upon during March and early April. With amendments following public consultation services will be implemented from mid-August 2011.

## 2. PUBLIC TRANSPORT PATRONAGE

### 2.1 Network Wide Summary

Auckland public transport patronage totalled 65,371,759 passengers for the 12-months to May 2011 an increase of 5,062,687 boardings or +8.4% 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 May 2011) is provided at Table 1.

For the financial year-to-date, eleven months to May 2011, patronage has grown by +8.6% (4,749,466 boardings). Patronage for May 2011 was 6,333,297 boardings, an increase of +10.3% (590,333 boardings) on May 2010.

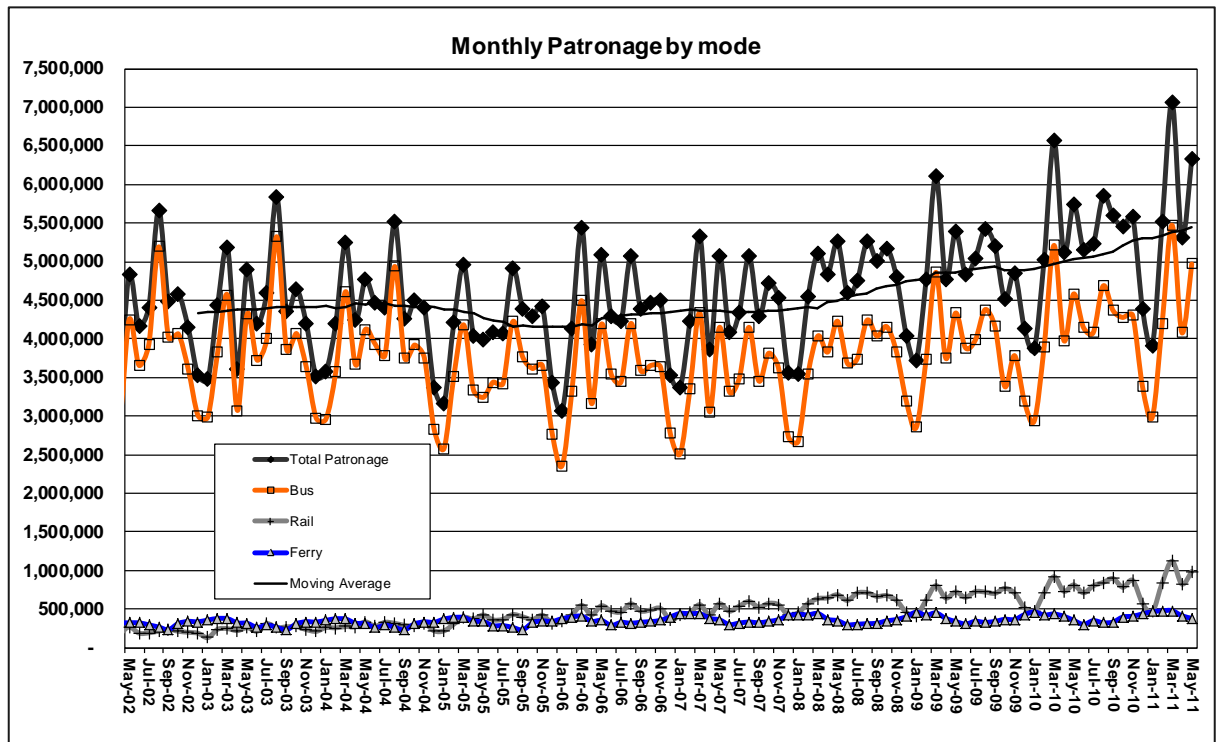
**.Table 1. Patronage Breakdown by Month, 12 Months Rolling and Financial Year-to-Date**

	May-11								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
<b>1. Rapid Transit Network sub-total:</b>	1,199,883	202,536	20.3%	11,723,997	1,539,291	15.1%	10,861,173	1,453,527	15.5%
• Northern Express Bus	214,387	27,898	15.0%	2,033,662	270,707	15.4%	1,879,345	242,232	14.8%
• Rail sub-total:	985,496	174,638	21.5%	9,690,335	1,268,584	15.1%	8,981,828	1,211,295	15.6%
• Western Line	350,516	78,818	29.0%	3,431,131	507,722	17.4%	3,191,871	497,640	18.5%
• Southern & Eastern Line	572,391	33,231	6.2%	5,810,285	311,943	5.7%	5,341,038	264,736	5.2%
• Onehunga Line	62,589			448,943			448,943		
<b>2. Quality Transit and Local Bus (Include School Bus) sub-total:</b>	4,754,445	360,206	8.2%	48,907,602	3,316,369	7.3%	44,917,159	3,083,981	7.4%
• Quality Transit & Local Bus	4,432,664	334,264	8.2%	46,291,654	3,208,279	7.4%	42,586,038	2,984,241	7.5%
• Contracted School Bus	321,781	25,942	8.8%	2,615,948	108,090	4.3%	2,331,121	99,740	4.5%
<b>3. Ferry</b>	378,969	27,591	7.9%	4,740,160	207,027	4.6%	4,440,258	211,958	5.0%
<b>Total Patronage</b>	<b>6,333,297</b>	<b>590,333</b>	<b>10.3%</b>	<b>65,371,759</b>	<b>5,062,687</b>	<b>8.4%</b>	<b>60,218,590</b>	<b>4,749,466</b>	<b>8.6%</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.

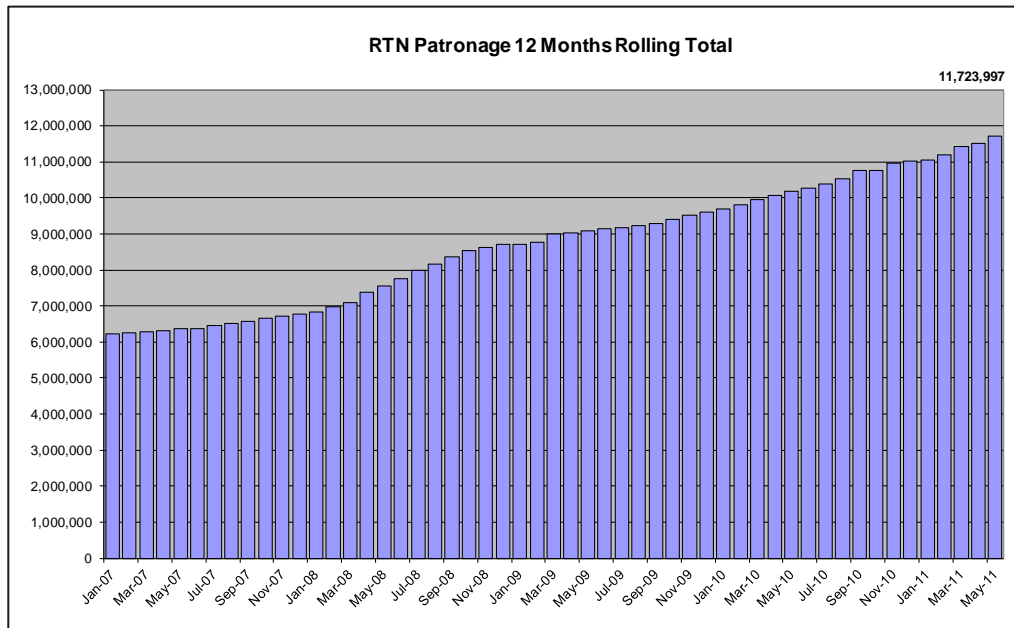


**Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total**

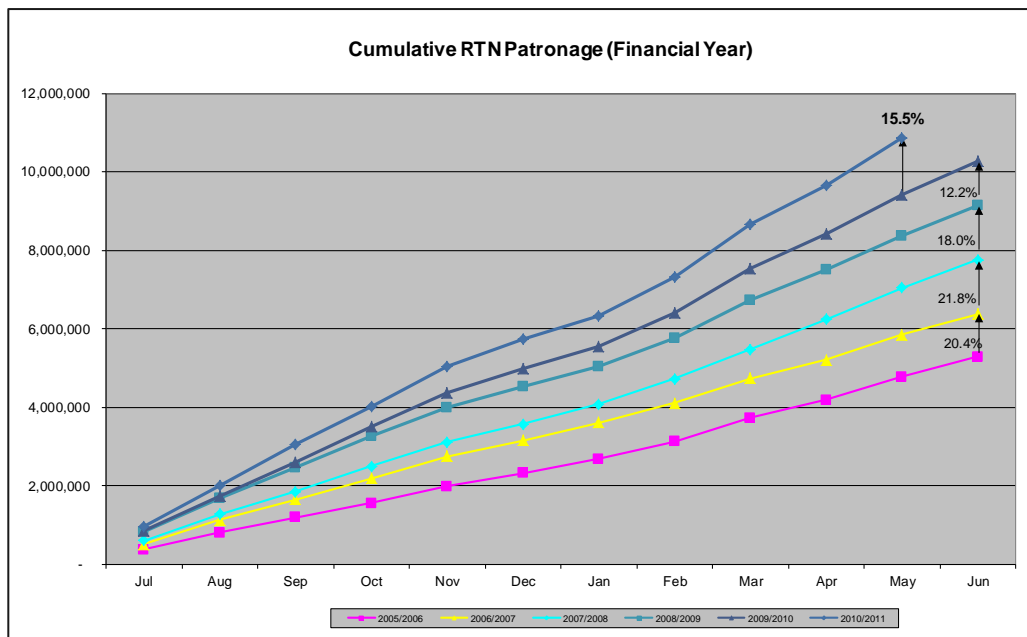
## 2.2 Rapid Transit Network (Rail and Northern Express)

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 11,723,997 passengers for the 12-months to May 2011 (Figure 3) an increase of 1,539,291 boardings or +15.1%. For the financial year-to-date, eleven months to May 2011, patronage has grown by +15.5% (1,453,527 boardings) (Figure 4). Patronage for May 2011 was 1,199,883 boardings, an increase of +20.3% (202,536 boardings) on May 2010 (Figure 5).



**Fig 3. RTN Patronage – 12 Months Rolling Total**



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

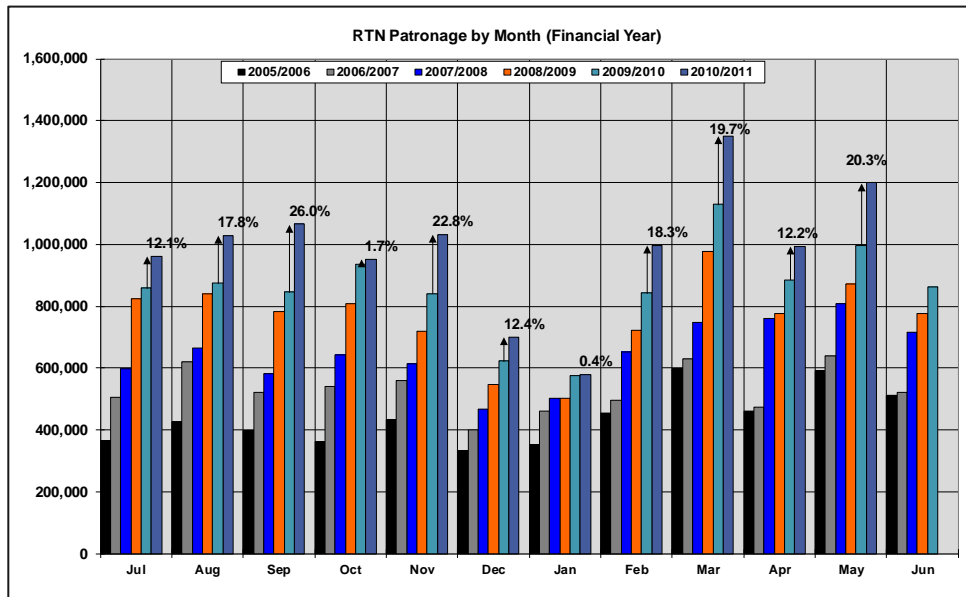


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2010/11

### 2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. Rail patronage totalled 9,690,335 passengers for the 12-months to May 2011 (Figure 6) an increase of 1,268,584 boardings or +15.1%. For the financial year-to-date, eleven months to May 2011, patronage has grown by +15.6% (1,211,295 boardings) (Figure 7). Patronage for May 2011 was 985,496 boardings, an increase of +21.5% (174,638 boardings) on May 2010 (Figure 8). Note that there was one additional business day in May this year compared to the same month last year.

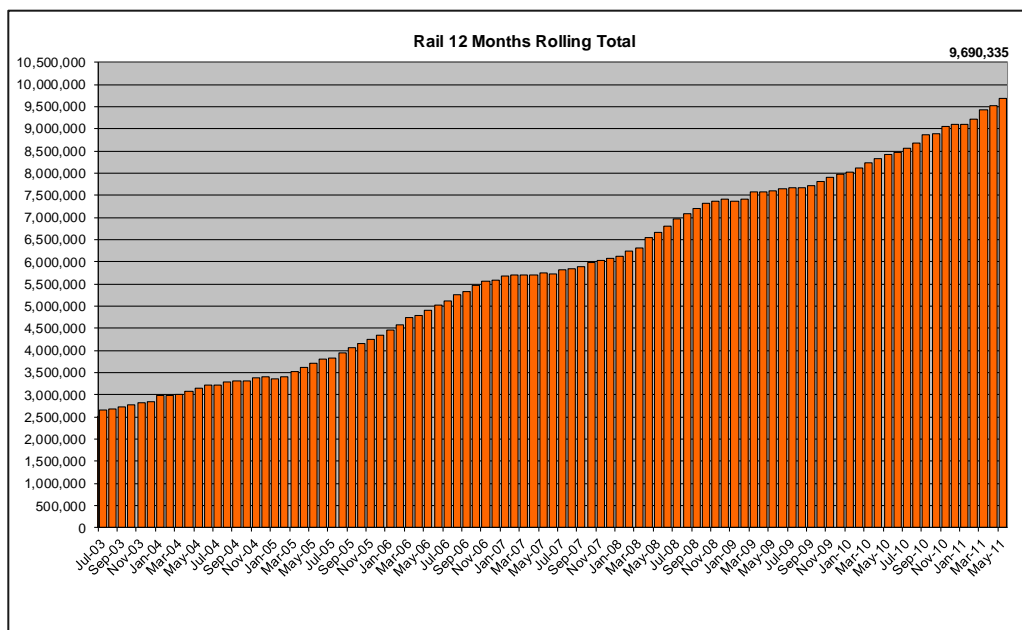
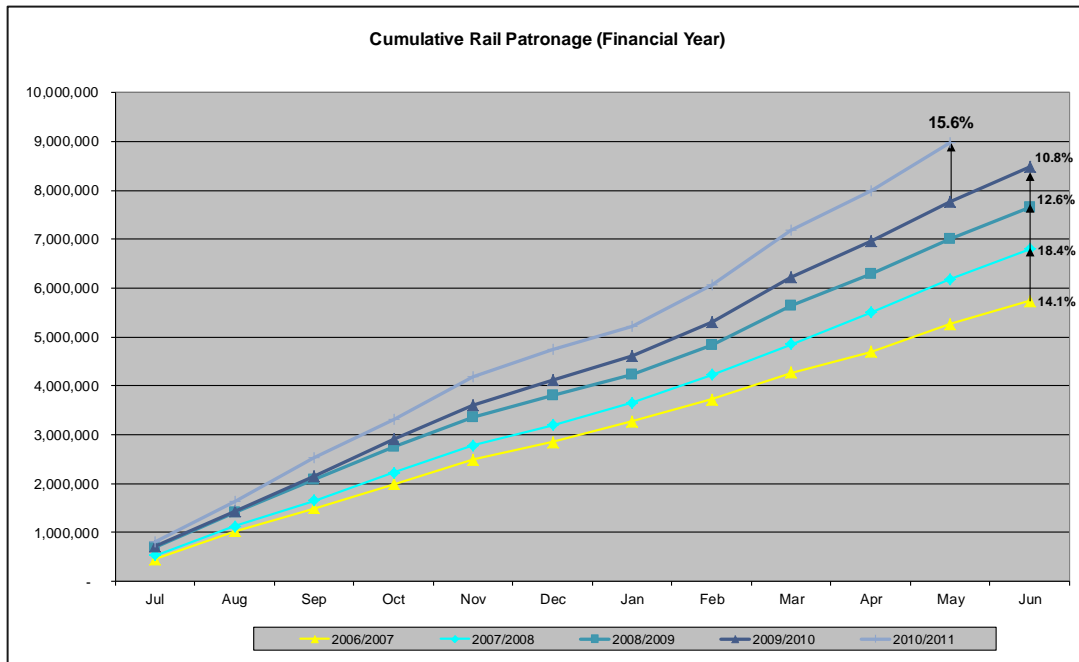
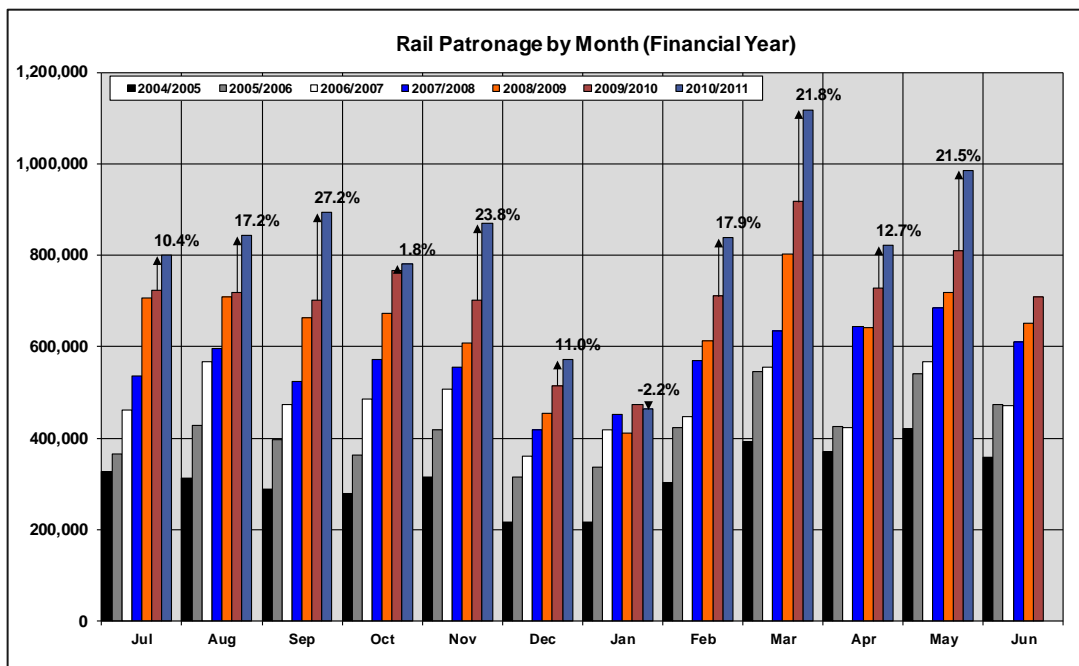


Fig 6. Rail Patronage – 12 Months Rolling Total



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



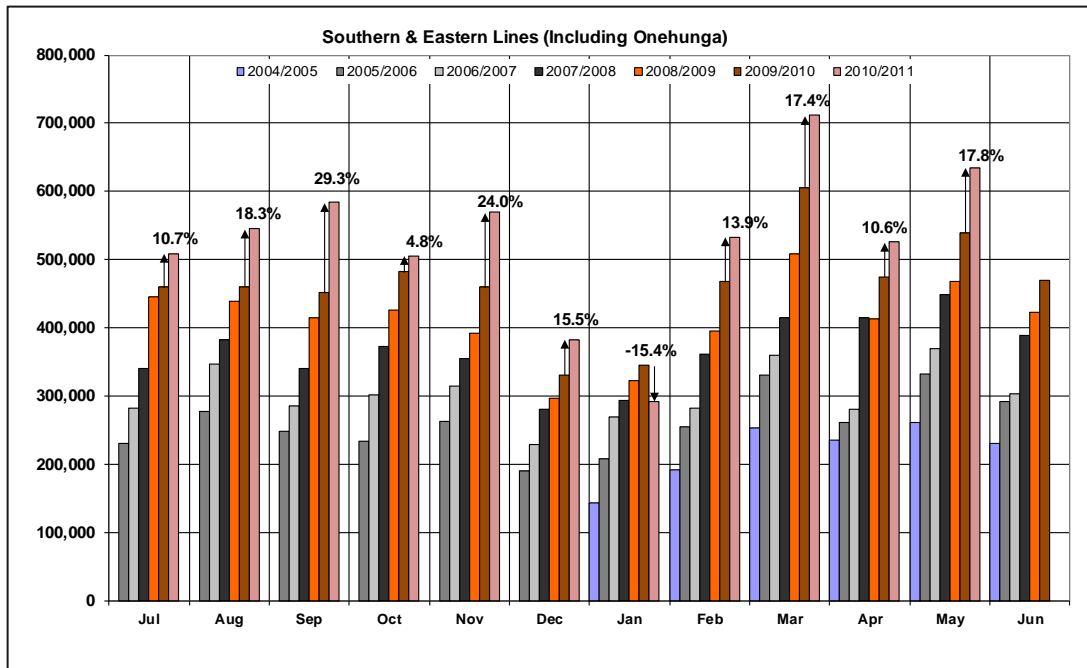
**Fig 8. Rail Patronage – Growth by Month 2005/06 to 2010/11**

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

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,259,228 passengers for the 12-months to May 2011 an increase of 760,886 boardings or +13.8%. For the financial year-to-date, eleven months to May 2011, patronage has grown by +14.1% (713,679 boardings). Patronage for May 2011 was 634,980 boardings, an increase of +17.8% (95,820 boardings) on May 2010 (Figure 9).

In May 2011 there were 572,391 passengers recorded travelling on the Southern and Eastern Lines excluding the Onehunga Line, an increase of +6.2% on May 2010.

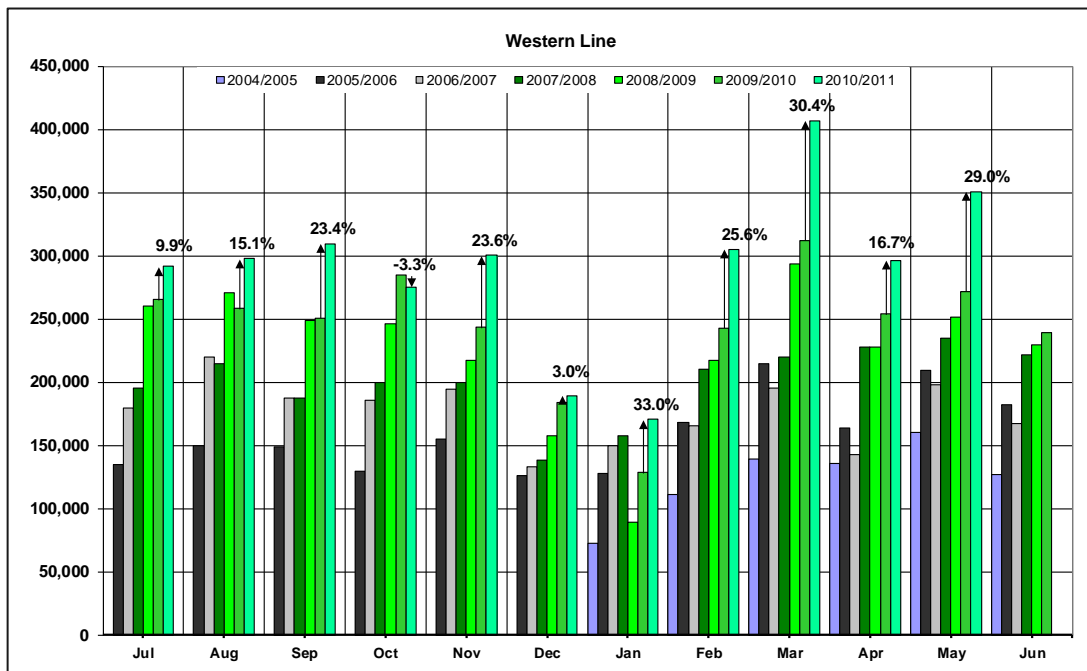
There were 62,589 passengers recorded using the Onehunga Line during May 2011. For the year-to-date since the inception of these services in September 2010 there have been 448,943 passengers recorded on Onehunga Line services.



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

### Western Rail Line

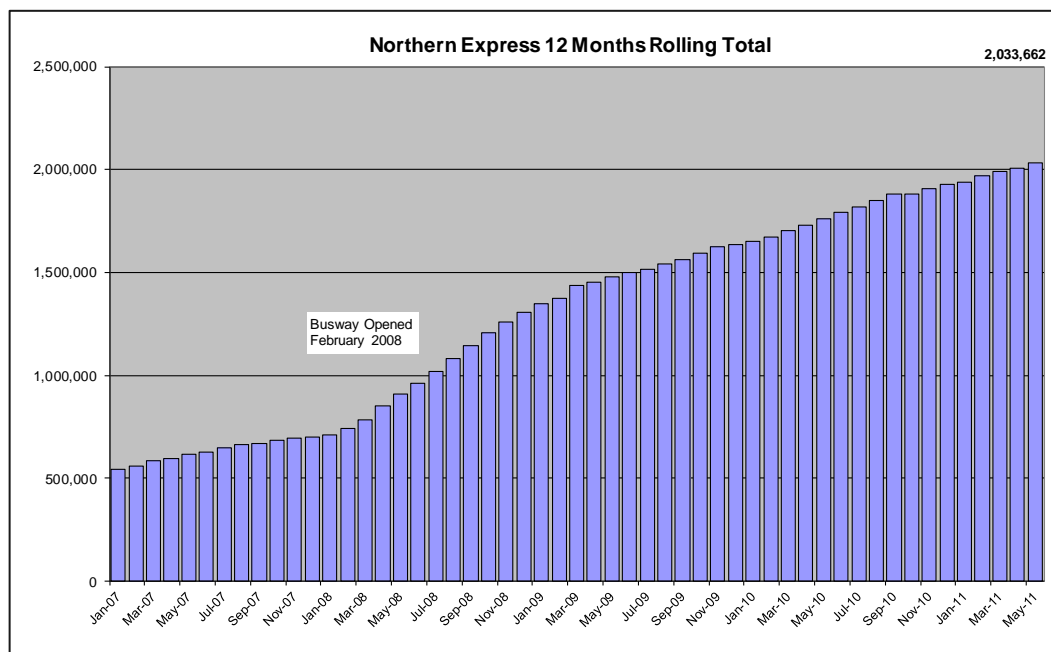
Western Line rail patronage totalled 3,431,131 passengers for the 12-months to May 2011 an increase of 507,722 boardings or +17.4%. For the financial year-to-date, eleven months to May 2011, patronage has grown by +18.5% (497,640 boardings). Patronage for May 2011 was 350,516 boardings, an increase of +29.0% (78,818 boardings) on May 2010 (Figure 10).



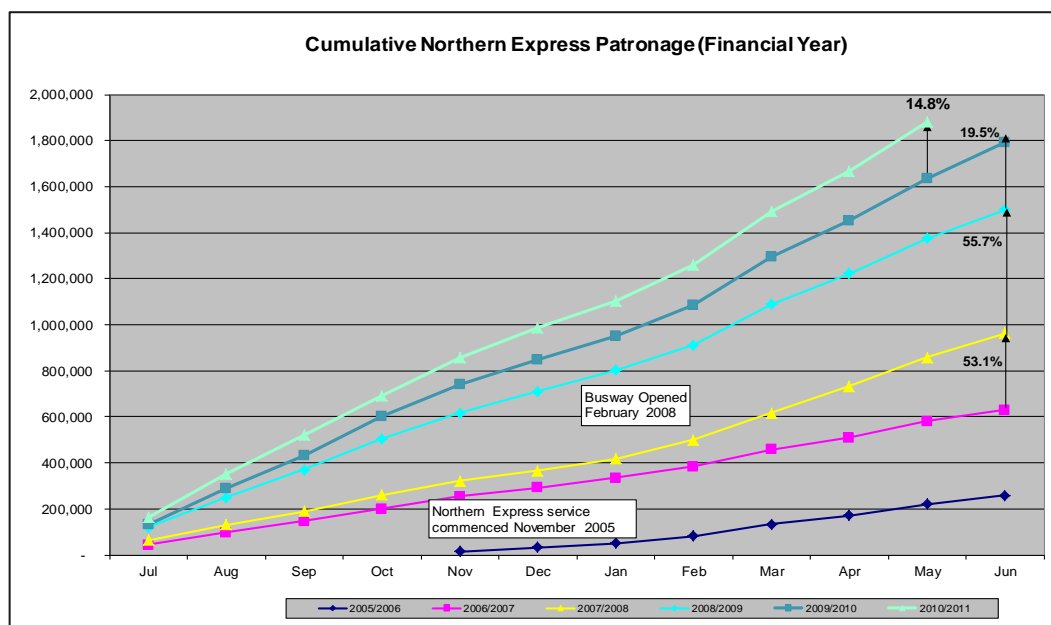
**Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2010/11**

## 2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,033,662 passengers for the 12-months to May 2011 (Figure 11) an increase of 270,707 boardings or +15.4%. For the financial year-to-date, eleven months to May 2011, patronage has grown by +14.8% (242,232 boardings) (Figure 12). Patronage for May 2011 was 214,387 boardings, an increase of +15.0% (27,898 boardings) on May 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**



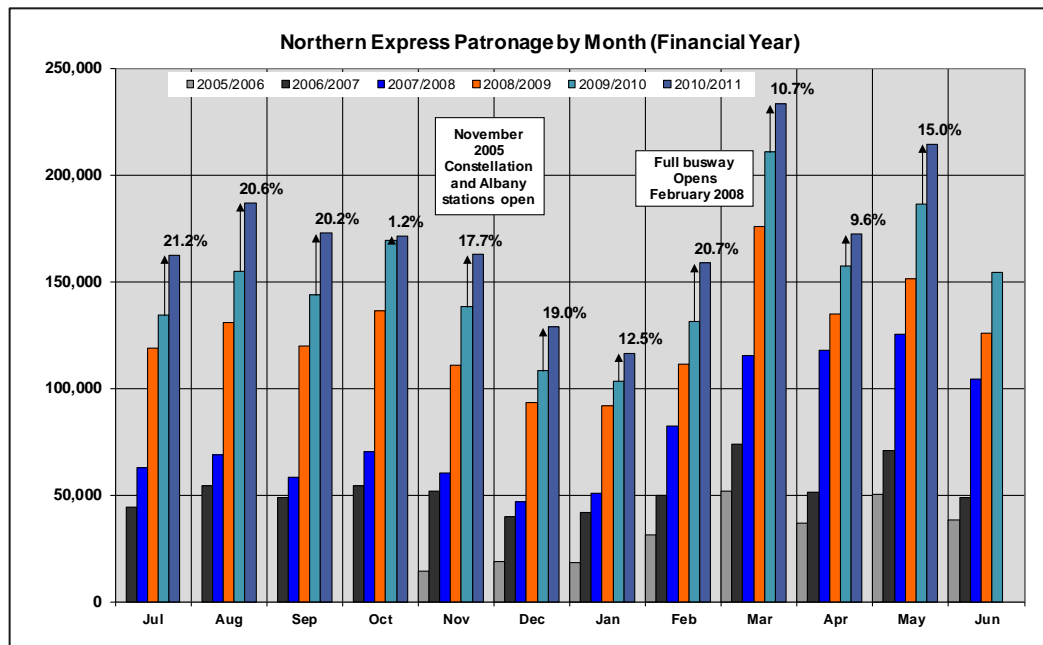


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2010/11

### 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 48,907,602 passengers for the 12-months to May 2011 an increase of 3,316,369 boardings or +7.3%. For the financial year-to-date, eleven months to May 2011, patronage has grown by +7.4% (3,083,981 boardings). Patronage for May 2011 was 4,754,445 boardings, an increase of +8.2% (360,206 boardings) on May 2010 (Figure 14).

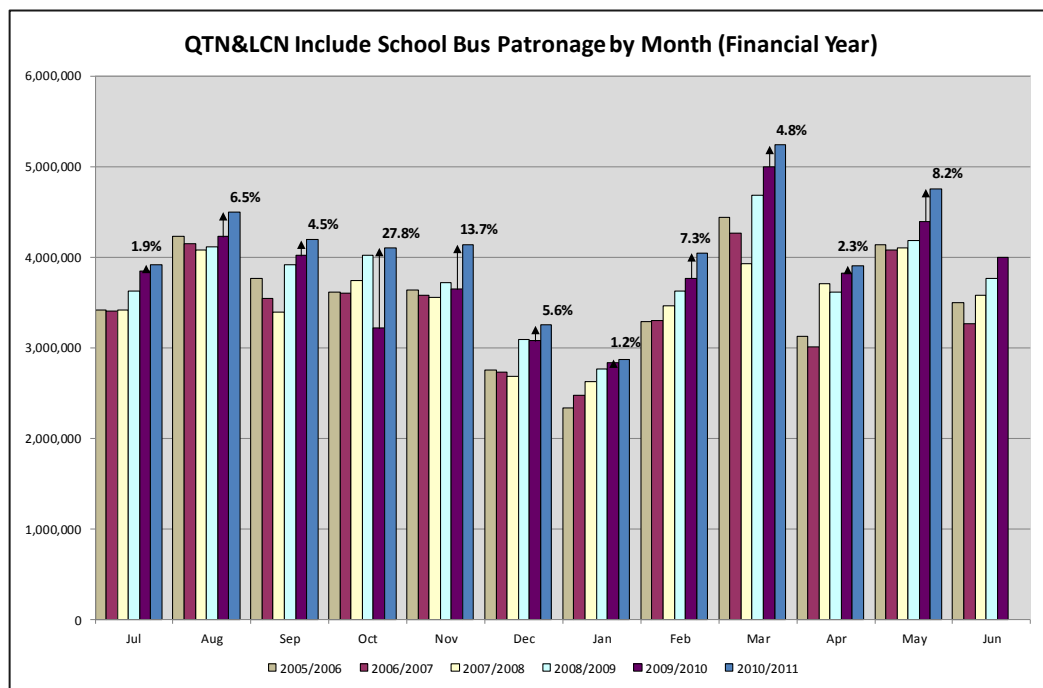


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2010/11

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

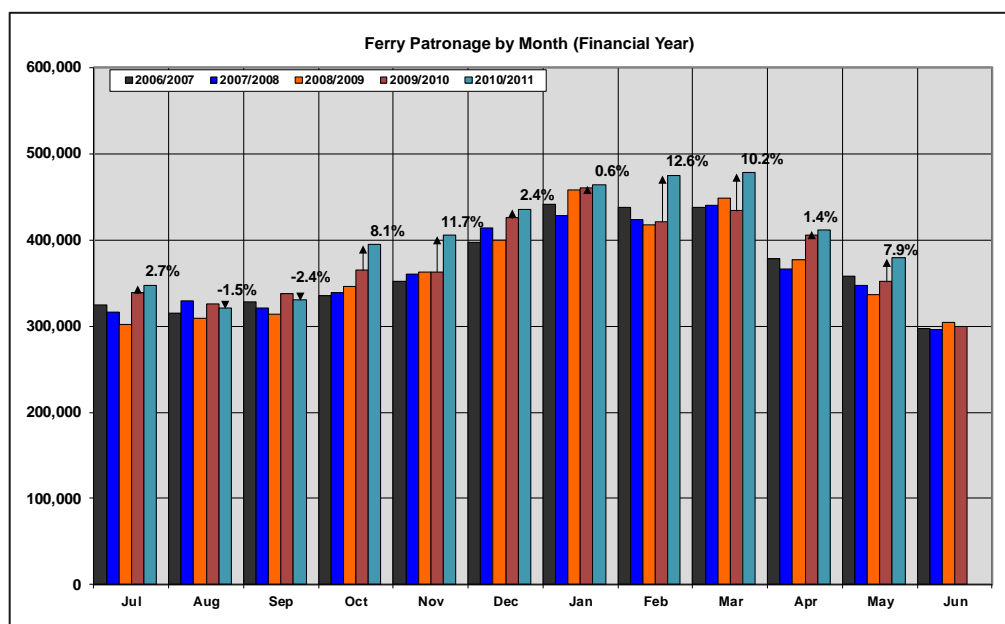
Table 2 provides an analysis of bus services by geographical sector.

**Table 2. Bus Patronage Analysis by Geographic Sector**

	North Sector (excluding Northern Express)				West Sector			
	By Month		Cumulative		By Month		Cumulative	
Jul	24,281	3.1%	24,281	3.1%	3,829	1.0%	3,829	1.0%
Aug	70,930	8.0%	95,210	5.7%	16,405	3.9%	20,235	2.5%
Sep	50,372	6.1%	145,582	5.8%	10,574	2.6%	30,809	2.5%
Oct	164,050	24.1%	309,632	9.7%	63,871	19.1%	94,681	6.1%
Nov	121,054	16.1%	430,686	10.9%	45,754	12.4%	140,435	7.3%
Dec	49,341	8.3%	480,027	10.6%	15,164	4.9%	155,599	7.0%
Jan	19,782	3.8%	499,809	9.9%	- 1,866	-0.7%	153,733	6.1%
Feb	90,273	11.5%	590,083	10.1%	27,129	7.3%	180,862	6.3%
Mar	82,714	7.9%	672,796	9.8%	27,886	5.7%	208,748	6.2%
Apr	42,414	5.4%	715,210	9.3%	12,984	3.5%	221,732	5.9%
May	111,813	12.0%	827,023	9.6%	39,013	9.0%	260,745	6.3%
	South Sector				Isthmus Sector			
	By Month		Cumulative		By Month		Cumulative	
Jul	54,543	7.2%	54,543	7.2%	-6,741	-0.4%	-6,741	-0.4%
Aug	97,083	11.1%	151,625	9.3%	92,758	4.5%	86,017	2.2%
Sep	39,699	4.7%	191,325	7.7%	82,146	4.3%	168,164	2.9%
Oct	171,086	24.7%	362,411	11.4%	523,165	35.5%	691,328	9.4%
Nov	117,379	15.7%	479,790	12.3%	216,570	12.2%	907,899	9.9%
Dec	39,849	6.6%	519,639	11.5%	70,323	4.5%	978,222	9.2%
Jan	25,184	4.7%	544,823	10.8%	- 6,526	-0.4%	971,696	8.0%
Feb	77,981	10.0%	622,804	10.7%	82,742	4.5%	1,054,438	7.5%
Mar	67,381	6.3%	690,185	10.0%	64,863	2.7%	1,119,301	6.8%
Apr	37,679	4.7%	727,865	9.5%	- 4,122	-0.2%	1,115,179	6.1%
May	92,795	9.8%	820,660	9.5%	119,949	5.8%	1,235,128	6.1%

### 2.4 Ferry Patronage

Ferry patronage totalled 4,740,160 passengers for the 12-months to May 2011 an increase of 207,027 boardings or +4.6%. For the financial year-to-date, eleven months to May 2011, patronage has grown by +5.0% (211,958 boardings). Patronage for May 2011 was 378,969 boardings, an increase of +7.9% (27,591 boardings) on May 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

Of the 8,544 services scheduled for May 2011 on the network, 97.5% arrived at their final destination and 84.1% were on time or arrived at their final destination within 5 minutes of schedule. Figure 16 presents the published rail performance results for May 2011.

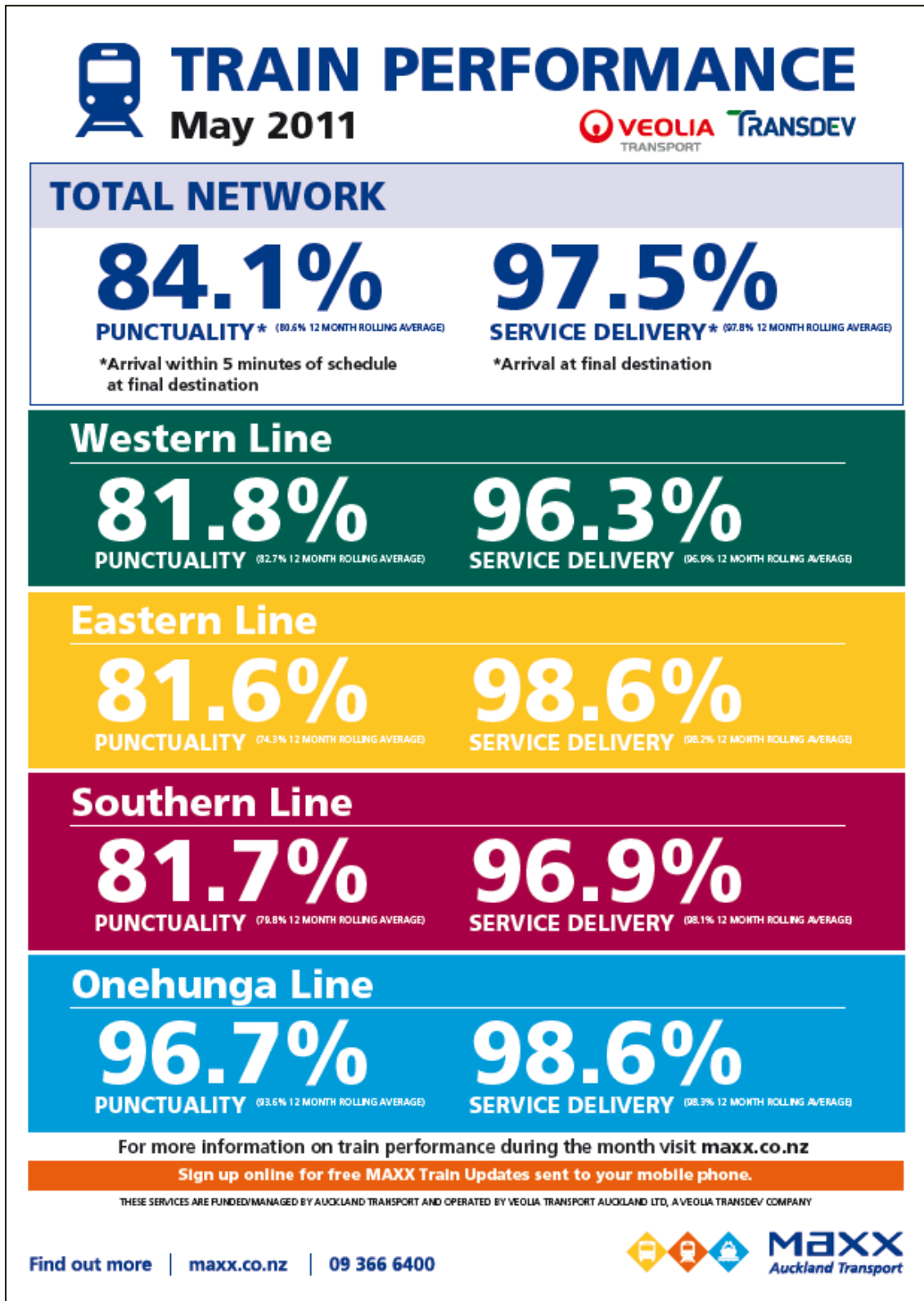
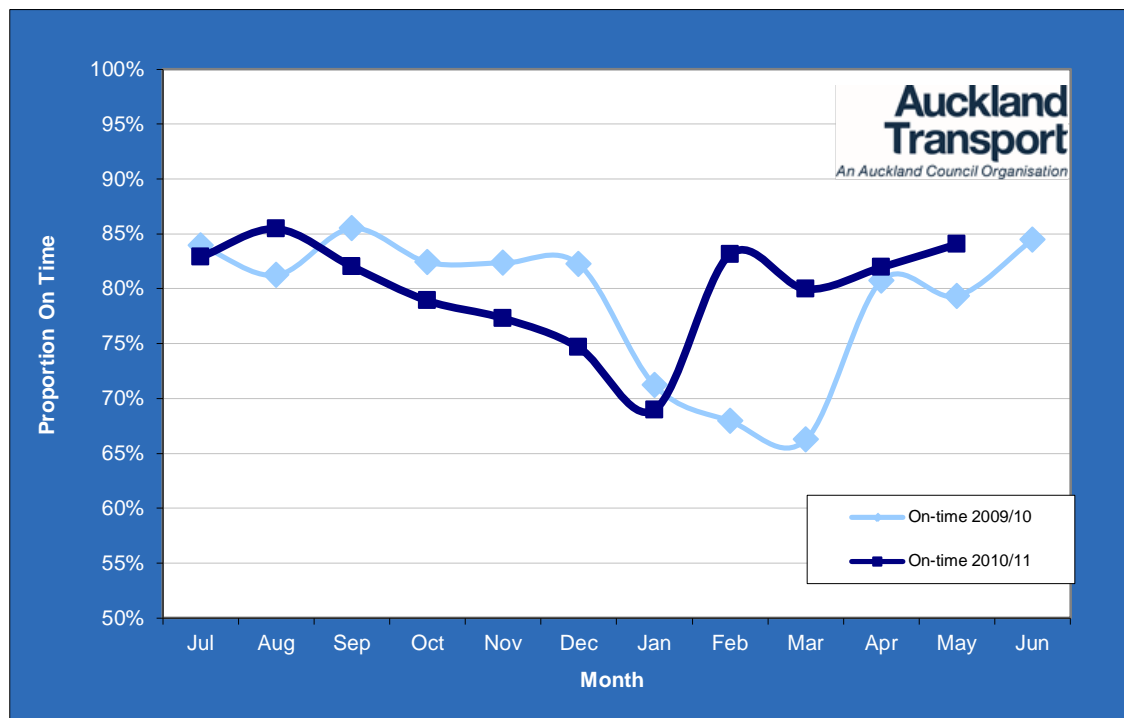


Fig 16. Rail Published Performance Results for May 2011

There was a further improvement in the performance recorded across the network with the lowest level of speed restrictions on the network for many years contributing to the best performance result since August last year. The improvement in network conditions was, unfortunately, offset by an increase in train faults compared to recent months.

In May 84.1% of all services arrived at their destination within five minutes of their scheduled time, compared to 81.9% last month and 79.3% in May last year. Punctuality trends comparing 2009/10 and 2010/11 are presented at Figure 17.



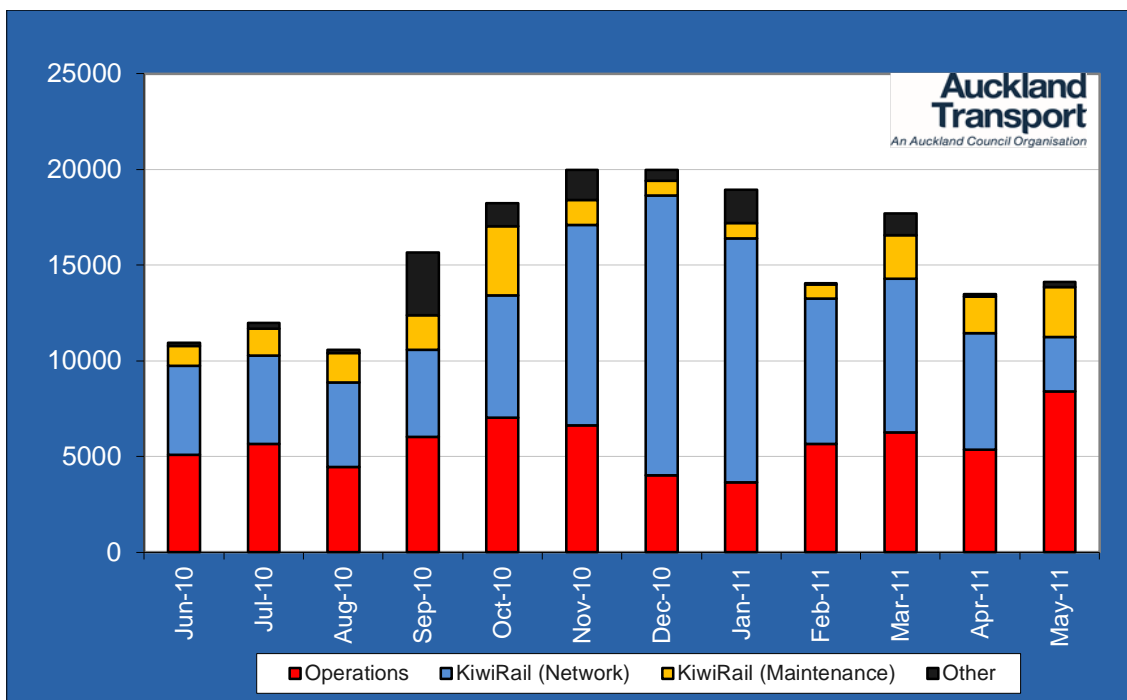
**Fig 17. Rail Punctuality Trends for 2009/10 and 2010/11**

The following major incidents impacted on service delivery during May:

- Track, Signals and Train Control* – In the month of May there were few major failures of the track or signalling systems and the improvement recorded in the overall performance is largely as a result of the improvement in fewer infrastructure faults with major incidents affecting services on four days. In the evening peak of 2 May a points failure at Penrose caused delays and cancellations to Southern and Onehunga Line trains. On 16 May a points failure at Pukekohe caused disruptions to evening peak services on the Southern and Eastern Lines and in the early hours of 31 May, a points failure at Otahuhu caused some disruptions to morning peak services on the Southern and Eastern Lines. A track fault between Newmarket and Britomart on 19 May caused disruptions to morning peak services on the Western, Southern and Onehunga Lines.
- Train faults* – Service disruptions caused by train faults increased during May and affected the performance on eight days. During the evening peak of 6 May a train fault at Newmarket caused disruptions on the Southern and Western Lines. On the morning of 9 May a train was disabled in the Britomart tunnel leading to disruptions to morning peak services on all lines. The following evening Western Line trains were disrupted after a train was disabled at Swanson. The next day, again in the evening, major disruptions were incurred on the Western Line following a train fault at New Lynn. During the evening of 13 May, a train fault at Otahuhu caused delays and cancellations to Southern and Eastern Line services. On 18 May a train fault at Parnell in the morning peak caused delays and cancellations on the Southern, Western and Onehunga Lines. On 24 May a train fault at Panmure resulted in delays to Eastern Line morning peak services and the following day a train fault at Britomart led to delays to cancellations on all lines through the evening peak.

- *Other* – Two other incidents affected performance during the month. In the early morning of 10 May a train collided with a metal object that had been placed on the tracks at Fruitvale Road. The incident caused minor damage to the train and disrupted morning peak services operating on the Western Line with the train being removed from service for inspection. Western Line services were disrupted again during the morning peak of 30 May following a fatality at Avondale.

Train delay minutes increased by 4.9% in May to 14,139 minutes however there were 20% more services operated during May than in April and the network upgrades did not involve changes to critical control equipment that has, in the past, caused some service disruption. Infrastructure delay minutes fell by 53%, a further improvement from last month, to a level not observed for nearly five years. However the delay minutes caused by train faults increased by 36% (and service cancellations due to train faults increased by 25%), and this declining trend is being followed up with the fleet maintainer. The increase in delay minutes attributed to operations is partially the result of higher passenger loads on some services, particularly following previous service disruptions, that cause increased station dwell times.



**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	387	13.7%
Signal/points failure	866	30.7%
Speed restrictions	638	22.6%
Track protection measures*	930	33.0%
<b>Total</b>	<b>2,821</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 eight 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 three services in April, a month

that included Easter and school holidays, and twelve services recorded during March. Four of the services were morning peak services, one being a Western Line and the others being Southern or Eastern Line services. Six of these eight services are planned for increased capacity from July with a reallocation of capacity following the completion of the platform extension programme and introduction of five-car trains. Individual daily loadings will vary.

### 3.3 Bus Service Performance

For May 2011, 99.9% of contracted service trips were operated (reliability measure). Service punctuality for May 2011 was 99.1%, 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- May 2011**

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,794	100.0%	99.9%
H & E	17,557	100.0%	99.4%
NZ Bus	127,028	99.8%	99.0%
Ritchies	29,271	100.0%	99.7%
Tranzit	2,356	100.0%	99.4%
Urban Express	5,368	99.8%	95.5%
<b>Total</b>	<b>196,989</b>	<b>99.9%</b>	<b>99.1%</b>

### 3.4 Ferry Service Performance

For May 2011, 100% of ferry service trips were operated (reliability measure). Service punctuality for May 2011 was 99.1% 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- May 2011**

	Scheduled Trips	Reliability	Punctuality
Bayswater	985	100.0%	100.0%
Half Moon Bay	572	99.8%	99.0%
Birkenhead	1,065	100.0%	99.8%
Gulf Harbour	88	100.0%	98.9%
West Harbour	308	100.0%	96.1%
Pine Harbour	286	100.0%	97.2%
<b>Total</b>	<b>3,304</b>	<b>100.0%</b>	<b>99.1%</b>

## 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

140 events were held in May 2011 and 16 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. Stormers, Eden Park: Friday 20<sup>th</sup> May.**

Match travel ticketing in place. Attendance: 22,000.

	Inbound		Outbound		Average % Gate Moved
	Special Event Passengers	% Gate Moved	Special Event Passengers	% Gate Moved	
<b>Rail</b>	3725	14.89%	5050	22.95%	<b>18.92%</b>
<b>Bus</b>	1821	8.28%	1836	8.35%	<b>8.32%</b>
<b>Ferry</b>	-	-	-	-	-
<b>TOTAL</b>	5096	23.16%	6886	31.30%	<b>27.23%</b>

## 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 May 2011:

- The Party Bus Company Ltd.: Notification to vary the route to bypass Totara Road and continue on to Trig Road and the rest of the existing approved route. Approved 02-May-11.
- Airbus Express: Notification to increase fares from 1 July 2011. Approved 19-May-11.
- Fullers Group NZ Ltd.: Notification to vary the existing commercial registration to register a standard all year round timetable for Waiheke Bus services. Approved 31-May-11.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### 6.1 Projects Implemented

- HOP integrated ticketing was implemented on North Star (8 May), Waka Pacific and Go West (22 May) and MetroLink and LINK (6 June) bus services.
- Northern Express bus service enhancement implemented on 2 May 2011.
- 897 services, Hibiscus coast to CBD enhanced on 2 May 2011.
- Trial of audio announcements on rail services from 30 May 2011.

### 6.2 Projects in Planning

- HOP integrated ticketing trial on rail services by end-2011 including placement of card readers on stations.
- Enhanced rail capacity on Southern and Eastern Lines with operation of 5 and 6 car trains from July 2011.
- CBD and Western Bays changes (including LINK and City Circuit): Consultation completed and changes as a result of feedback are being finalised for implementation in August 2011.

- Pine Harbour ferry service: new vessel to enter service with additional service trips June 2011.
- 634 and 635 bus routes are to be enhanced from 26 June to service the Stonefields residential development.
- Real-time passenger information for rail services is under development for launch 3<sup>rd</sup> quarter 2011.
- Hibiscus Coast bus services review: Consultation plan being developed.
- Manukau Interchange: Planning underway for bus service changes to be implemented for both interim and permanent interchange arrangements.



## 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

Promotional activities undertaken during May 2011:

- HOP integrated ticketing pre-launch campaign across the region and local campaigns for North Star, Waka Pacific, Go West, MetroLink and LINK.

## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

### 8.1 New Britomart Walk-In-Centre

The new format walk in centre for customer information continues to be well supported by the public. For the month of May there were 18,751 visits (91% increase compared to information kiosks at Britomart in May 2010). 18% of interactions were queries related to the Hop launch.

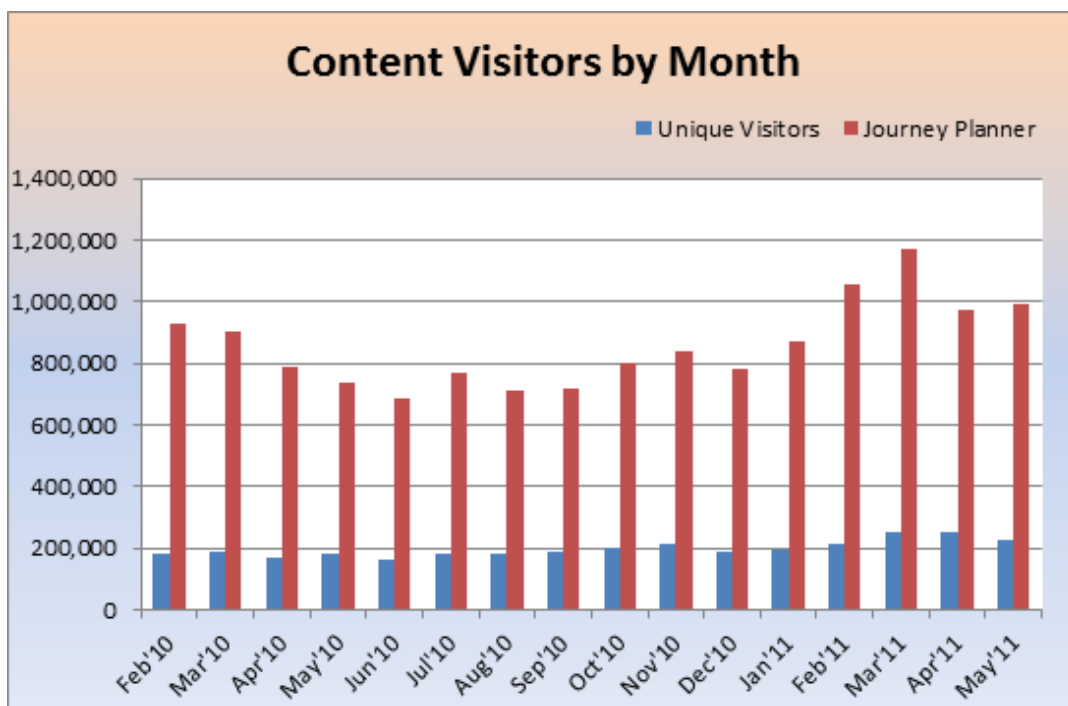
Extended opening hours (to 23h30) for Eden Park game nights commenced in May

### 8.2 MAXX Public Transport Call Centre

For May 2011, call volume was 50,633 (+6.26% compared to May 2010). 79,27% of calls were answered within the service standard of 20 seconds.

For HOP the team received 6,579 calls during the month.

### 8.3 WWW.MAXX.CO.NZ



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

Public transport service real-time departure board visits totalled 63,352 at [www.MAXX.co.nz/VPID](http://www.MAXX.co.nz/VPID) via computer, smartphone or PDA, which is an increase of 24% compared to April 2011.