

Monthly Public Transport Statistics – February 2011

Purpose

The Public Transport information provided below will be made available on the Auckland Transport website monthly and is provided this month for the Directors information.

1. HIGHLIGHTS

1.1 Patronage:

- Auckland public transport patronage totalled 64,075,606 passengers for the 12-months to February 2011 an increase of 4,915,341 boardings or +8.3%.
- Highest 12-month patronage total since 1950s and first 12-months to exceed 64 million passenger trips.
- Total bus patronage exceeds 50 million passenger trips for 12-months to February 2011.
- Rail 12-month patronage of 9.2 million with a growth in February 2011 compared to February 2010 of +17.9%.
- Northern Express bus service carried 1.97 million passenger trips for the 12-months with a growth in February 2011 compared to February 2010 of +20.7%.

1.2 Service Performance:

- Of the 7,585 timetabled rail services for February 2011 98.4% arrived at their final destination and 83.1% were on time or arrived within 5 minutes of schedule.

1.3 Initiatives:

- 31.9% of Super 15 Blues vs. Crusaders attendees at Eden Park on 19th February took special event public transport services to and from the game.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 64,075,606 passengers for the 12-months to February 2011 an increase of 4,915,341 boardings or +8.3% as illustrated at Figure 1.

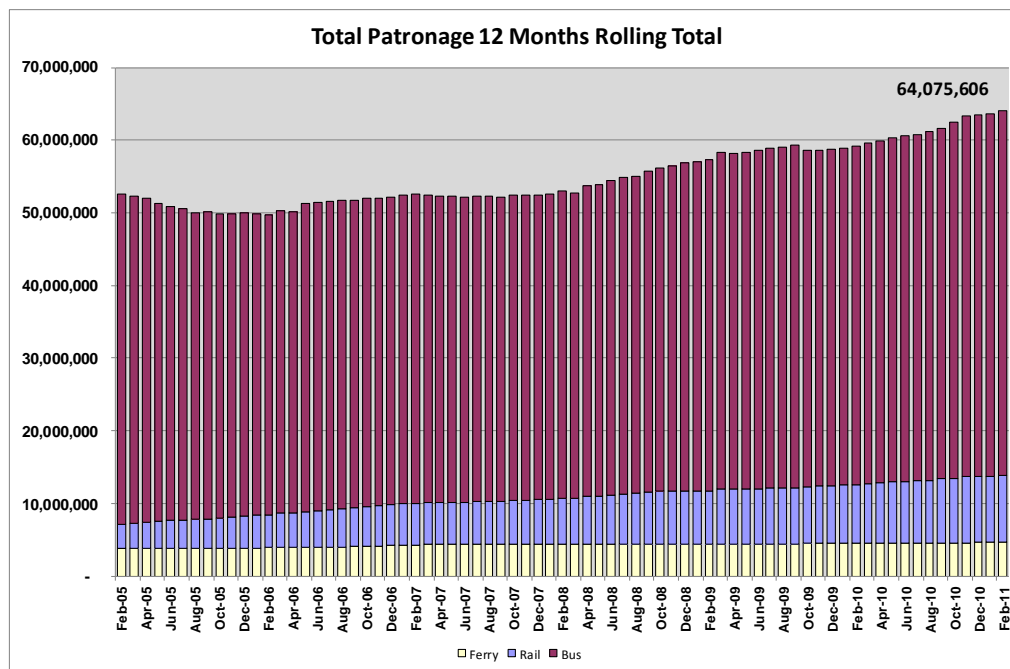


Fig 1. Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, eight months to February 2011, patronage has grown by +9.1% (3,453,313 boardings). Patronage for February 2011 was 5,514,423 boardings, an increase of +9.6% (483,406 boardings) on February 2010.

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

	Feb-11								
	Month			12 Months			Financial YTD (from 1 July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	996,634	154,491	18.3%	11,191,125	1,393,117	14.2%	7,316,721	920,655	14.4%
• Northern Express Bus	158,646	27,182	20.7%	1,968,085	297,753	17.8%	1,259,533	176,655	16.3%
• Rail sub-total:	837,988	127,309	17.9%	9,223,040	1,095,364	13.5%	6,057,188	744,000	14.0%
▪ Western Line	305,208	62,246	25.6%	3,215,283	356,332	12.5%	2,138,589	281,792	15.2%
▪ Southern & Eastern Line	478,249	10,532	2.3%	5,745,745	477,020	9.1%	3,656,587	200,196	5.8%
▪ Onehunga Line	54,531			262,012			262,012		
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,042,898	275,603	7.3%	48,221,816	3,364,870	7.5%	31,016,226	2,398,195	8.4%
• Quality Transit & Local Bus	3,758,603	254,260	7.3%	45,653,963	3,293,722	7.8%	29,525,890	2,346,550	8.6%
• Contracted School Bus	284,295	21,343	8.1%	2,567,853	71,148	2.8%	1,490,336	51,645	3.6%
3. Ferry	474,891	53,312	12.6%	4,662,665	157,354	3.5%	3,172,587	134,463	4.4%
Total Patronage	5,514,423	483,406	9.6%	64,075,606	4,915,341	8.3%	41,505,534	3,453,313	9.1%

*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.

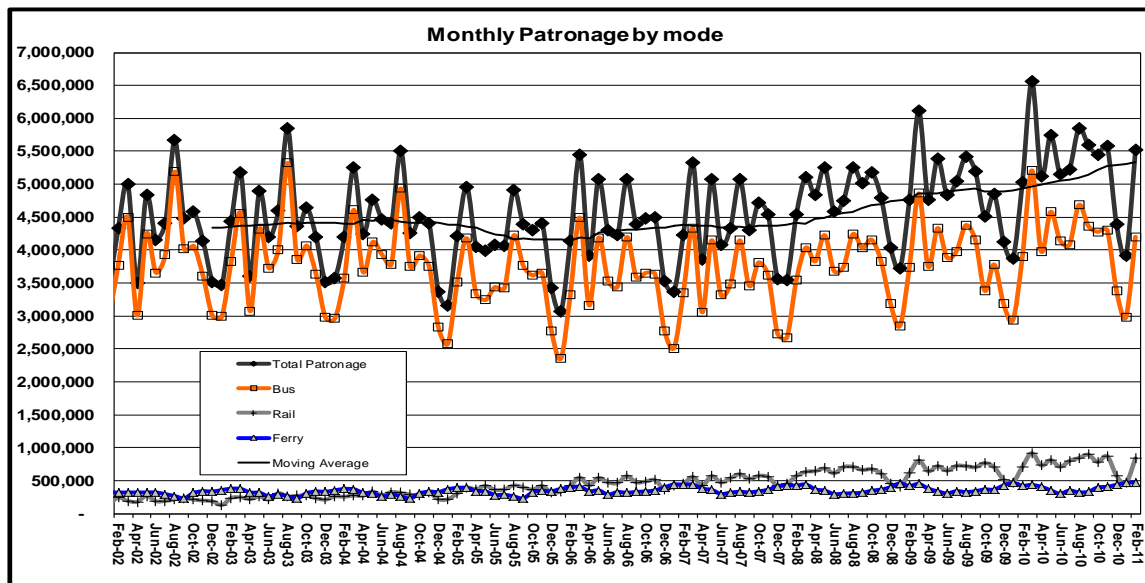


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

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 11,191,125 passengers for the 12-months to February 2011 (Figure 3) an increase of 1,393,117 boardings or +14.2%. For the financial year-to-date, eight months to February 2011, patronage has grown by +14.4% (920,655 boardings) (Figure 4). Patronage for February 2011 was 996,634 boardings, an increase of +18.3% (154,491 boardings) on February 2010 (Figure 5).

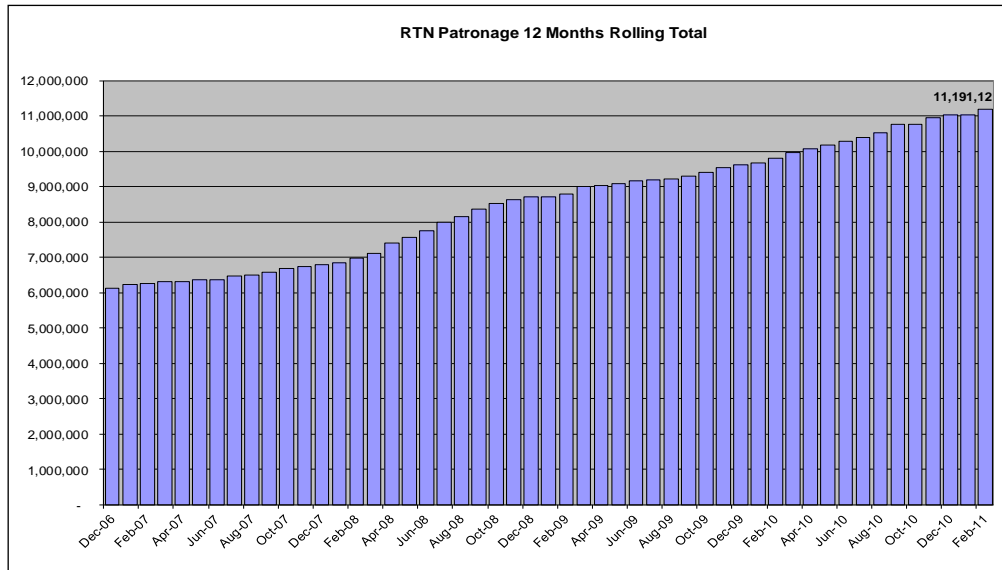


Fig 3. RTN Patronage – 12 Months Rolling Total

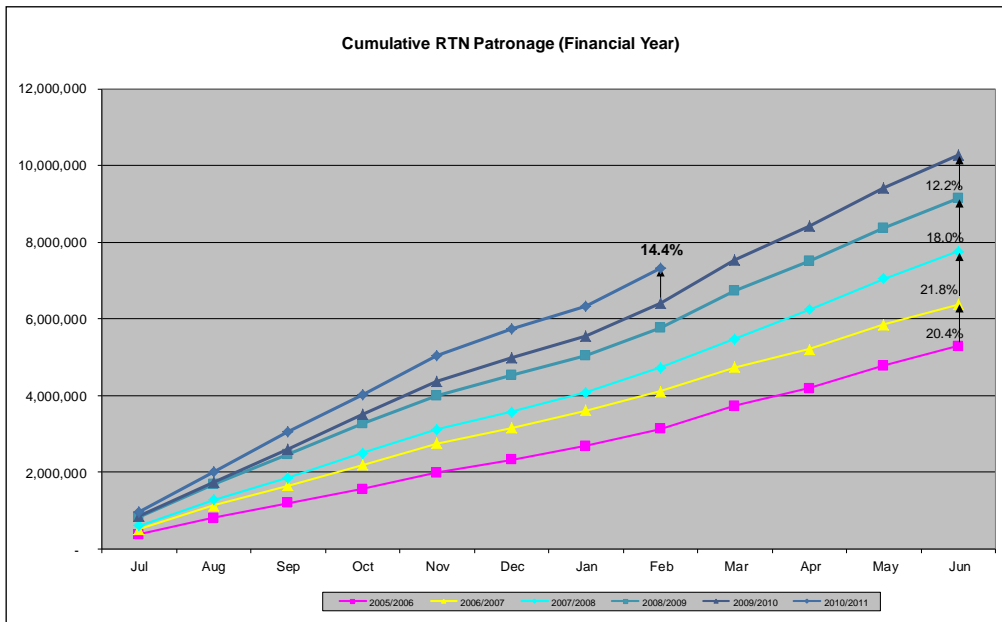


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2010/11

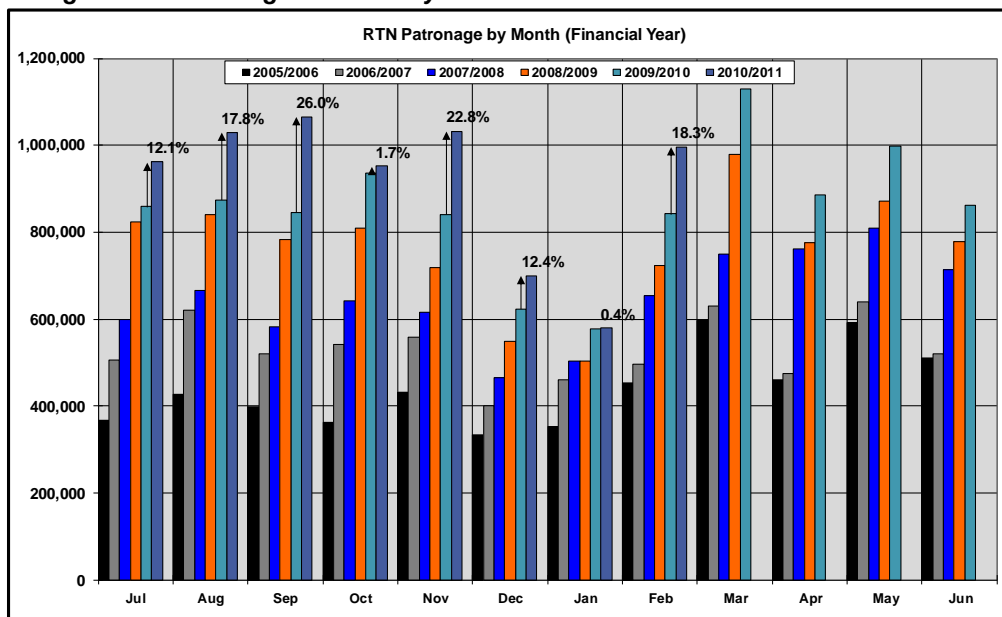


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2010/11

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. Rail patronage totalled 9,223,040 passengers for the 12-months to February 2011 (Figure 6) an increase of 1,095,364 boardings or +13.5%. For the financial year-to-date, eight months to February 2011, patronage has grown by +14.0% (744,000 boardings) (Figure 7). Patronage for February 2011 was 837,988 boardings, an increase of +17.9% (127,309 boardings) on February 2010 (Figure 8).

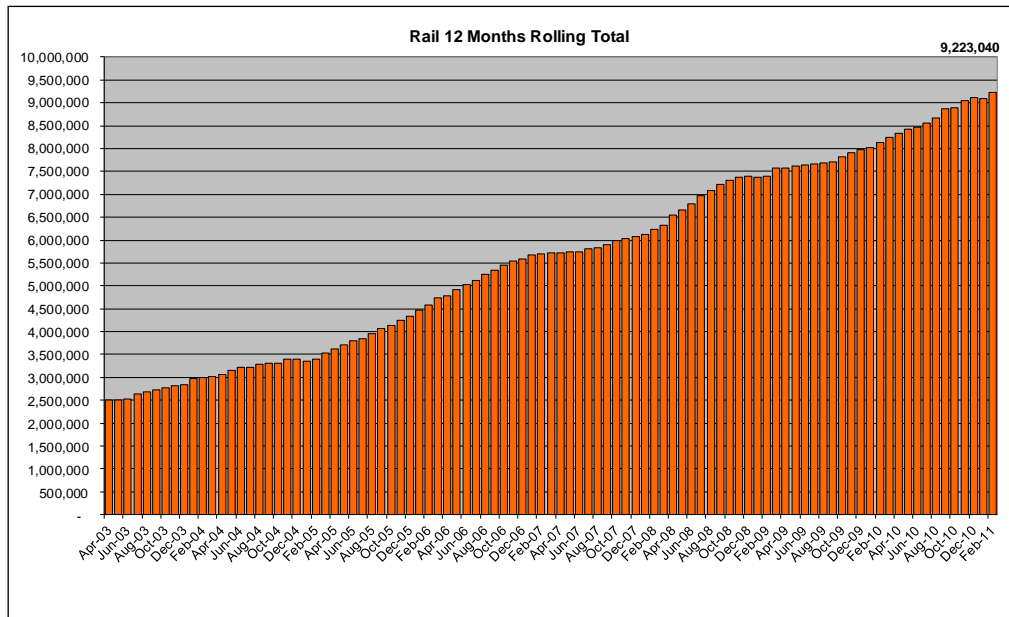


Fig 6. Rail Patronage – 12 Months Rolling Total

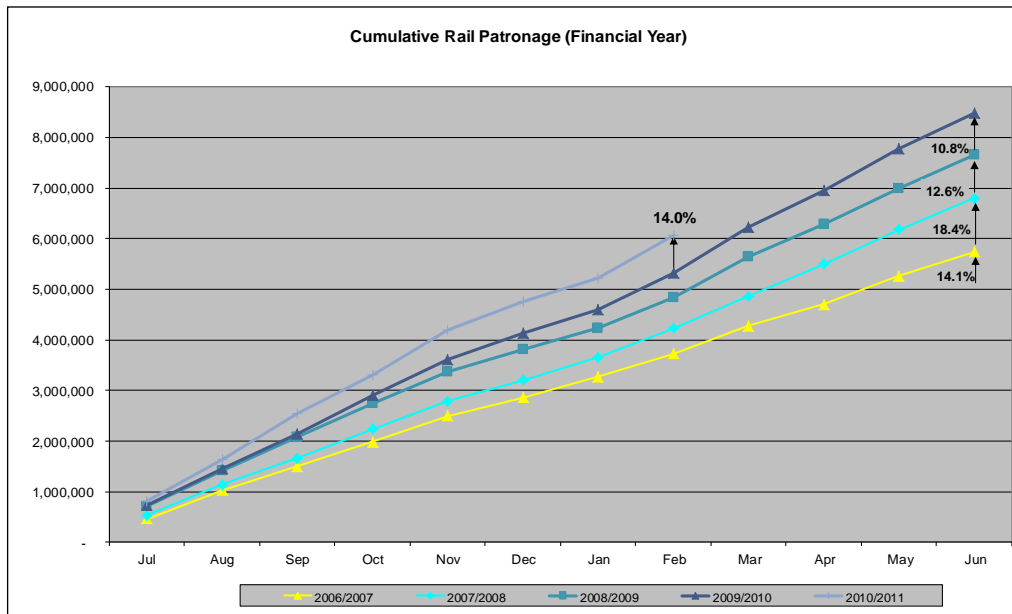


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2010/11

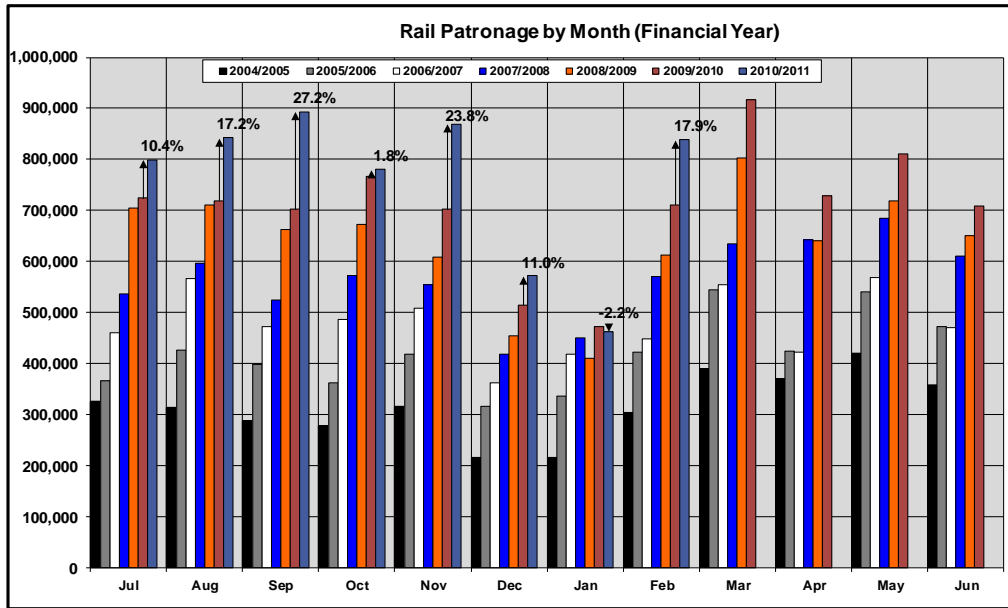


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2010/11

Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,007,757 passengers for the 12-months to February 2011 an increase of 739,032 boardings or +14%. For the financial year-to-date, eight months to February 2011, patronage has grown by +12.6% (462,208 boardings). Patronage for February 2011 was 532,780 boardings, an increase of +13.9% (65,063 boardings) on February 2010 (Figure 9).

In February 2011 there were 478,000 passengers recorded travelling on the Southern and Eastern Lines excluding the Onehunga Line, an increase of 2.3% on February 2010.

There were 55,000 passengers recorded using the Onehunga Line during February 2011. For the year-to-date since the inception of these services in September 2010 there have been 262,000 passengers recorded on Onehunga Line services.

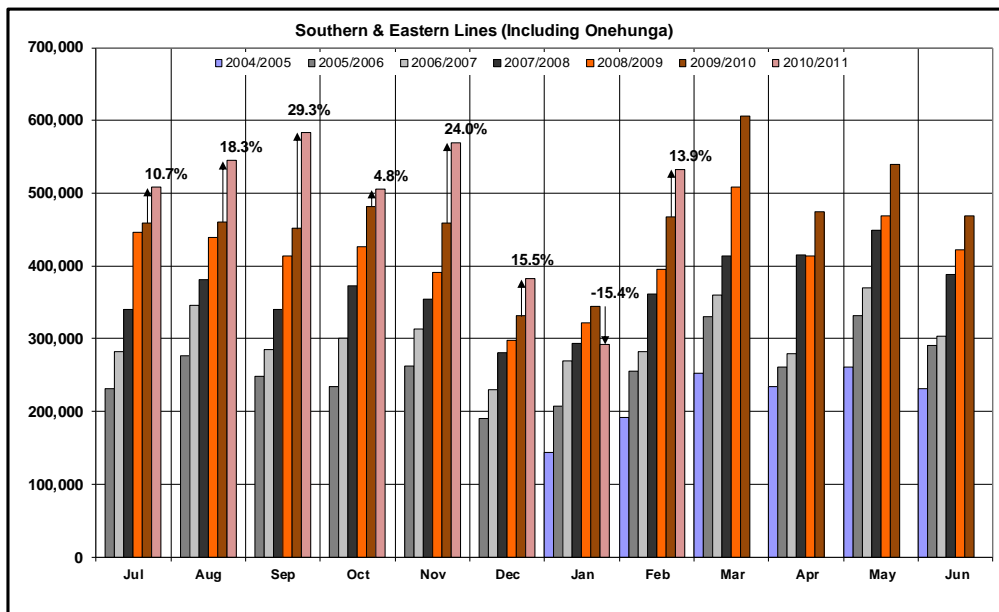


Fig 9. Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2010/11

Western Rail Line

Western Line rail patronage totalled 3,215,283 passengers for the 12-months to February 2011 an increase of 356,332 boardings or +12.5%. For the financial year-to-date, eight months to February 2011, patronage has grown by +15.2% (281,792 boardings). Patronage for February 2011 was 305,208 boardings, an increase of +25.6% (62,246 boardings) on February 2010 (Figure 10).

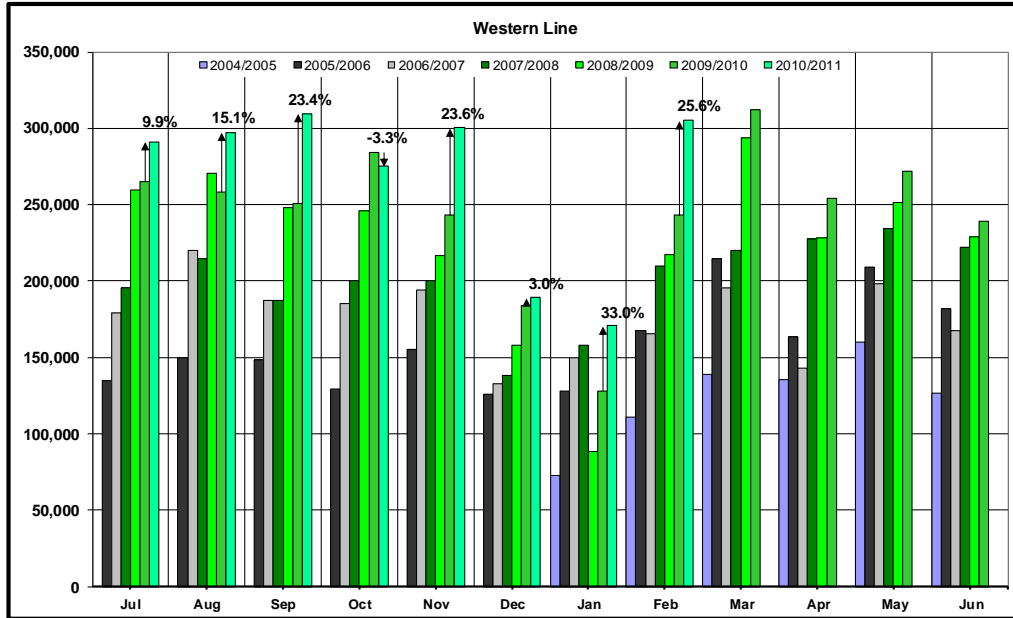


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2010/11

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express bus services form the major shuttle or rail equivalent service on the Northern Busway. Northern Express patronage totalled 1,968,085 passengers for the 12-months to February 2011 (Figure 11) an increase of 297,753 boardings or +17.8%. For the financial year-to-date, eight months to February 2011, patronage has grown by +16.3% (176,655 boardings) (Figure 12). Patronage for February 2011 was 158,646 boardings, an increase of +20.7% (27,182 boardings) on February 2010 (Figure 13).

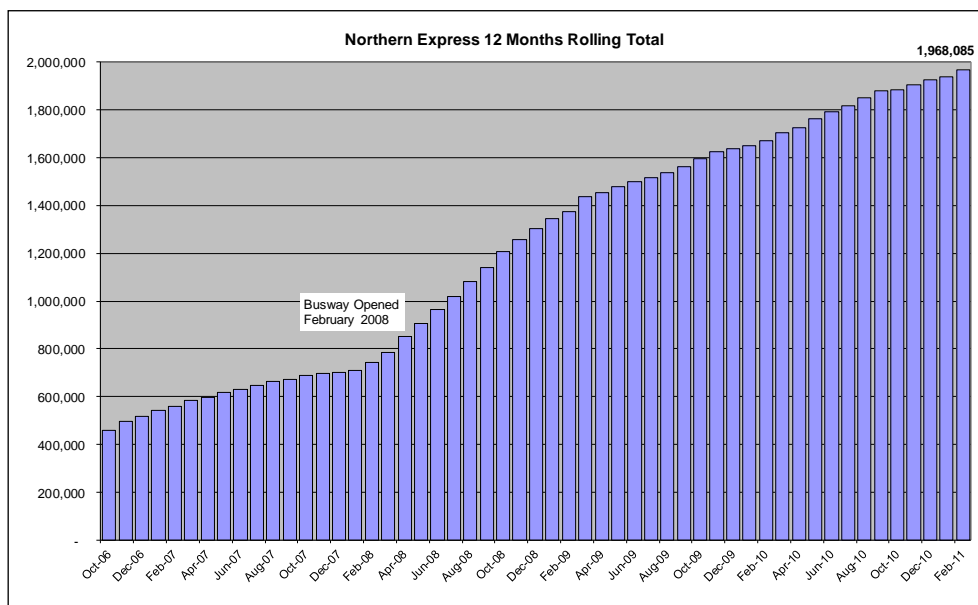


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

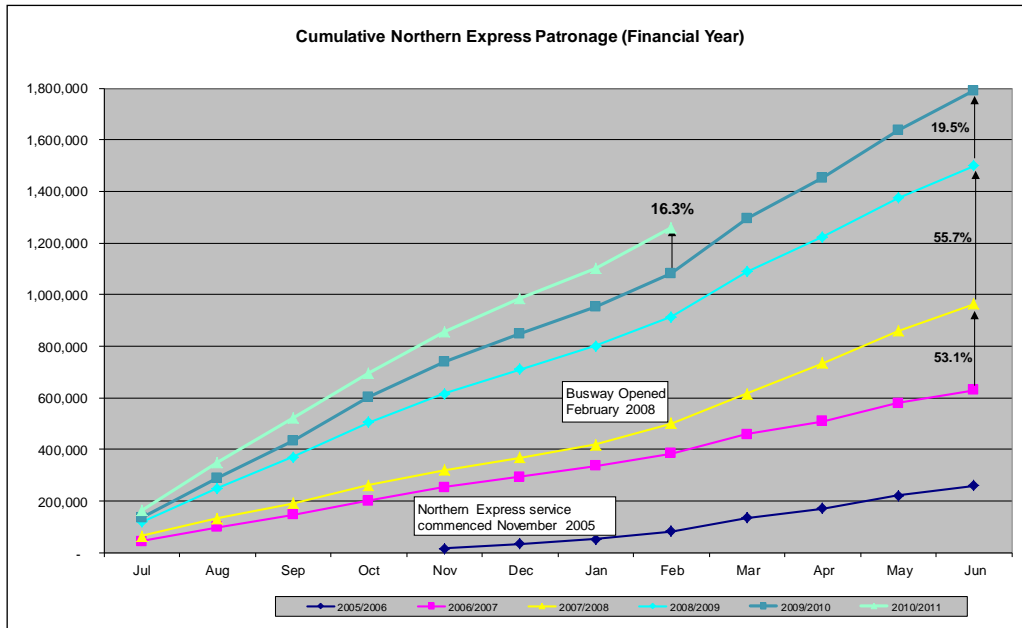


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2010/11

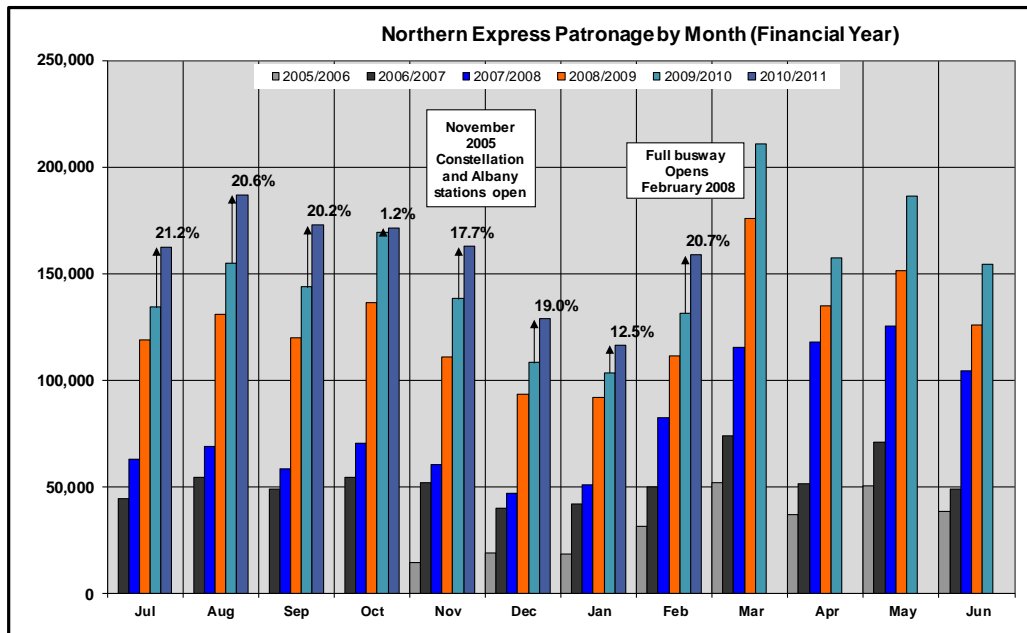


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2010/11

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 48,221,816 passengers for the 12-months to February 2011 an increase of 3,364,870 boardings or +7.5%. For the financial year-to-date, eight months to February 2011, patronage has grown by +8.4% (2,398,195 boardings). Patronage for February 2011 was 4,042,898 boardings, an increase of +7.3% (275,603 boardings) on February 2010 (Figure 14).

Some of this increase can be attributed to the NZ Bus lock-out and industrial action that occurred in October/ November 2010.

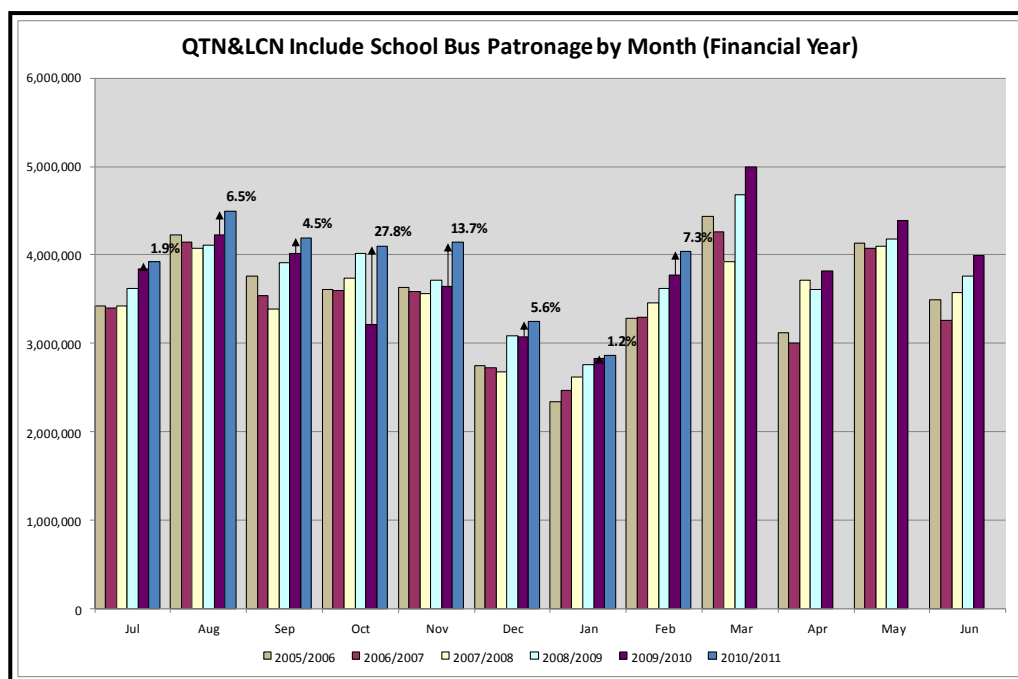


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2010/11

2.3.1 Bus (Other than Northern Express) Patronage Analysis

West Auckland bus services have begun to show improved patronage growth after a redesign of services was implemented on 19 September 2010, including route simplification, improved service frequency on key corridors and making some routes more direct, supplemented by a boost in weekend services. 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%
	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%

2.4 Ferry Patronage

Ferry patronage totalled 4,662,665 passengers for the 12-months to February 2011 an increase of 157,354 boardings or +3.5%. For the financial year-to-date, eight months to February 2011, patronage has grown by +4.4% (134,463 boardings). Patronage for February 2011 was 474,891 boardings, an increase of +12.6% (53,312 boardings) on February 2010 (Figure 15).

Some of this growth may be attributable to an additional weekday afternoon return sailing on the Pine Harbour service.

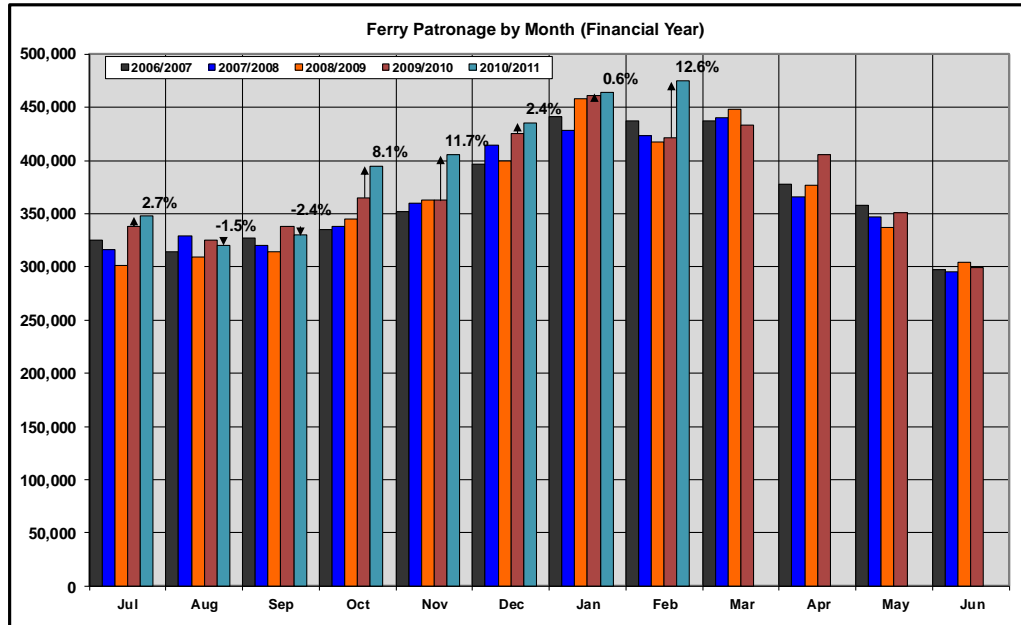


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2010/11

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

Of the 7,585 services scheduled for February 2011 on the network, 98.4% arrived at their final destination and 83.1% were on time or arrived at their final destination within 5 minutes of schedule. Figure 16 presents the published rail performance results for February 2011.

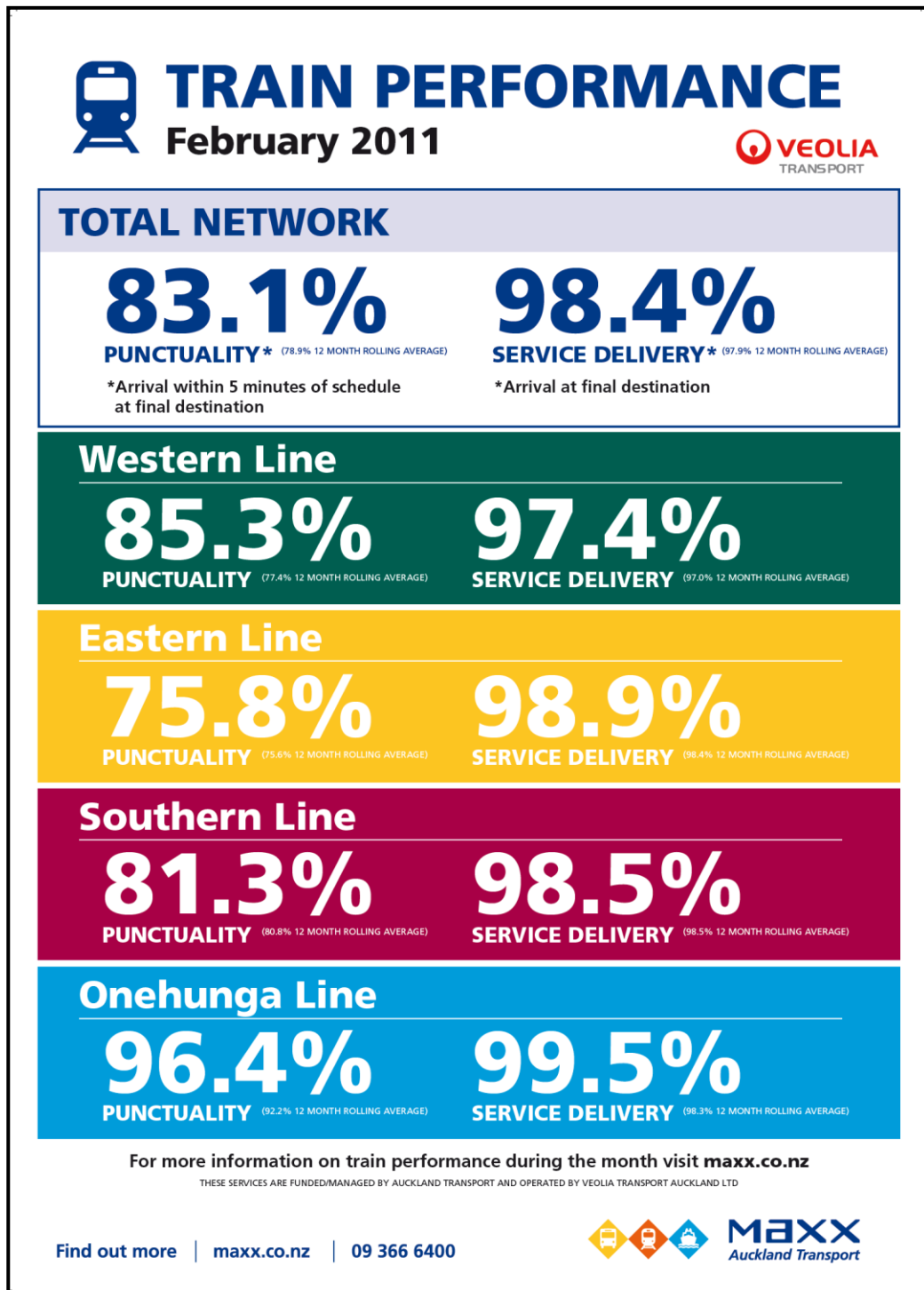


Fig 16. Rail Published Performance Results for February 2011

Rail service on-time performance recovered to some degree during February 2011 after a significant decline over December/ January when there was a considerable volume of network upgrade work that led to residual speed restrictions and infrastructure faults. Following the Anniversary Day network closure at the end of January most of the speed restrictions were lifted resulting in an immediate improvement in service performance. However track protection measures associated with the signal upgrade work had an ongoing detrimental impact on Eastern Line services in particular. In February 83.1% of all services arrived at their destination within five minutes of their scheduled time, compared to 69.0% in January 2011 and 67.9% in February 2010. Punctuality trends comparing 2009/10 and 2010/11 are presented at Figure 17.

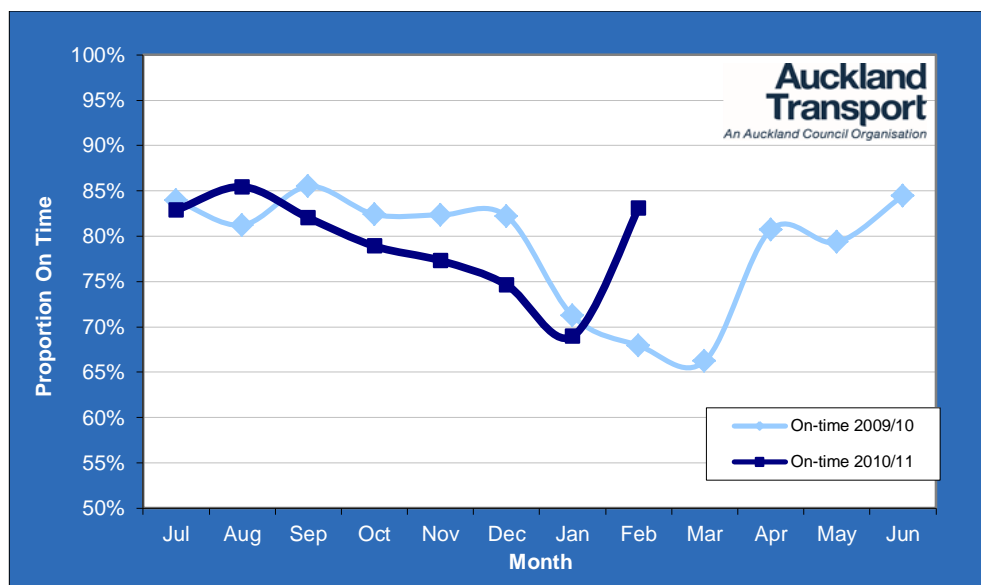


Fig 17. Rail Punctuality Trends for 2009/10 and 2010/11

The following major incidents impacted on service delivery during February 2011:

- Track, Signals and Train Control* – On the morning of 3 February two successive signal faults, one being a fault with a signal and the other a computer fault, occurred at Britomart that affected all train arrivals and departures for a period between 8.00am and 10.00am. During the evening peak of 7 February a communications failure to Network Control in Wellington caused a signal outage at Westfield leading to significant service disruptions, mainly to Southern and Eastern Line services, but with consequential impacts on the Western and Onehunga Lines. The following day a points failure at Morningside caused disruption to evening peak services on the Western Line. On the morning of Sunday 13 February a signal outage at Henderson caused delays and cancellations to Western Line services.
- Train faults* – On 8 February a train fault at Sturges Road Station caused disruption to mid-afternoon services on the Western Line. During the morning peak of 11 February a freight train broke down at Papakura causing a temporary block-of-line leading to delays to Southern and Eastern Line services.

Total rail service delay minutes fell in line with the improved performance in February 2011 (Figure 18). Even though there were 52% more services in February than were operated in January, the delay minutes fell by 25.9% to 14,047. The greatest change was in the level of delay minutes attributed to infrastructure faults which reduced by 40%.

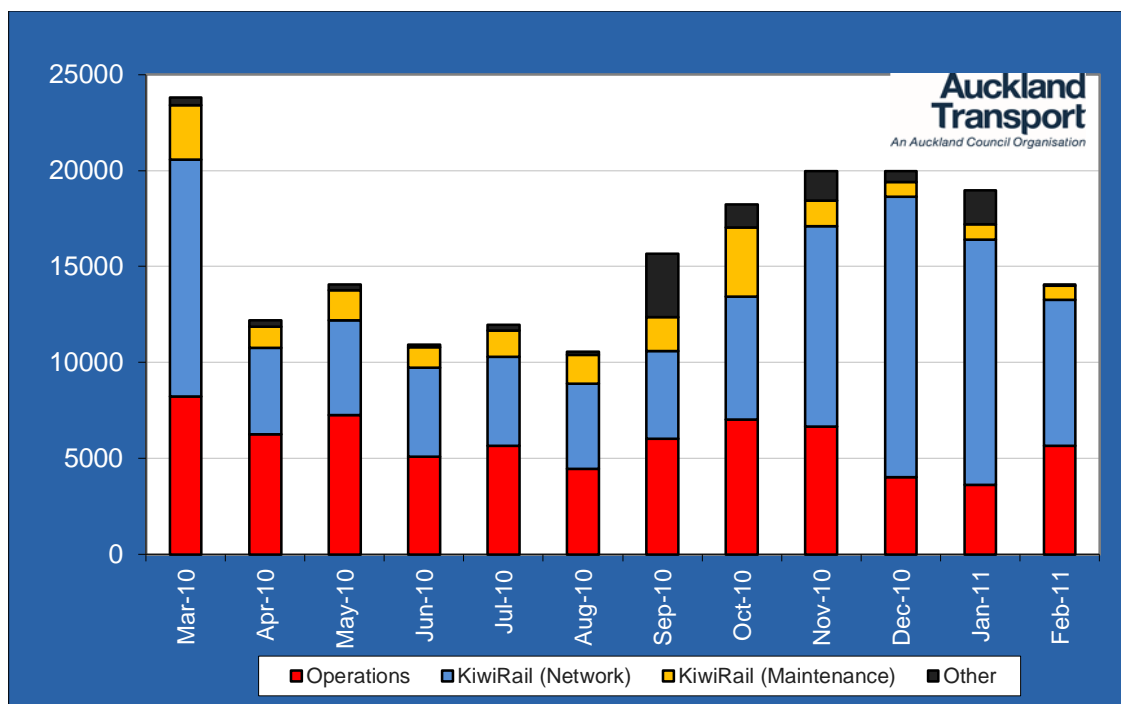


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	650	8.6%
Signal/points failure	2,464	32.4%
Speed restrictions	2,056	27.1%
Track protection measures*	2,426	31.9%
Total	7,595	

*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 Bus Service Performance

For February 2011 99.9% of contracted bus service trips were operated (reliability measure). Service punctuality for February 2011 was 99.60%, 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.

3.3 Ferry Service Performance

For February 2011 100% of ferry service trips were operated (reliability measure). Service punctuality for February 2011 was 99.7% 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 are self-reported by the ferry operators.

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

Sixty events were held in February 2011 and seventeen 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 Crusaders vs. Blues, Eden Park: Saturday 19th February.**

Match travel ticketing in place. Attendance: 30,002.

	Inbound		Outbound		Average % Gate Moved
	Special Event Passengers	% Gate Moved	Special Event Passengers	% Gate Moved	
Rail	7,200	24.0%	7,300	24.3%	24.2%
Bus	2,344	7.8%	2,291	7.6%	7.7%
Ferry	-	-	-	-	-
TOTAL	9,544	31.8%	9,591	32.0%	31.9%

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 February 2011.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1. Projects Implemented

- 30 January / 1 February: Minor bus service changes to Waikowhai, Dominion Rd, Sandringham Rd, Birkenhead, and Northcote Point including route number and route simplification and resource rationalisation.

6.2. Projects in Planning

- CBD and Western Bays bus services review (including LINK and City Circuit): Consultation scheduled for period 28 March – 15 April.
- Northern Express bus service timetable enhancement: planning underway.
- Hibiscus Coast bus services review: Consultation plan under development.
- Pine Harbour ferry service: new vessel to enter service with additional service trips June 2011.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

Promotional activities undertaken during February 2011:

- Tertiary Campaign 2011: To support the new academic year a “Have you got it?” campaign was developed to assist students to understand the benefits of public transport and the correct process to follow to ensure the best customer experience. A secondary element of this campaign is to highlight the benefits of using the virtual real-time information that is available on line at www.MAXX.co.nz, via smartphone and the text system.

- In support of this campaign a Public Transport Guide to University has been developed as a specific student focussed resource to inform useful information to grow public transport particularly for central city.
- Train Text Delay Service: A campaign to highlight the benefits of registering for the train delay text service.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1. New Britomart Walk-In-Centre

A new walk-in-centre for customer information opened to the public at Britomart, which provides for self-service terminals for journey planning and makes available a wide range of timetables, guides and a new inner-city map.

8.2. MAXX Public Transport Call Centre

For February 2011, call volume was 55,917.

8.3. WWW.MAXX.CO.NZ

Figure 19 presents the number of unique visitors (rather than individual site hits) to www.MAXX.co.nz and hits on the public transport journey planner for February 2011.

Bus real-time 'Live Departure Board' hits totalled 52,012 in February 2011.

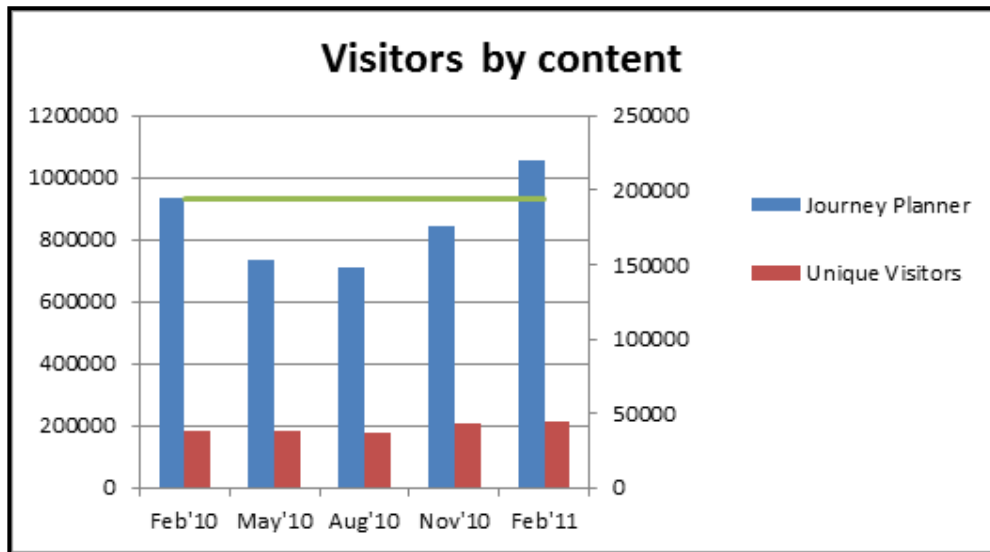


Fig 19. www.MAXX.co.nz Unique Visitors and Journey Planner Hits for February 2011

WRITTEN BY	Name Mark Lambert Title Mgr, PT Operations	
RECOMMENDED by	Name Fergus Gammie Title Chief Operations Officer	
APPROVED FOR SUBMISSION by	Name David Warburton Title Chief Executive	