
December 2011

Statistics Report

**Auckland
Transport**

An Auckland Council Organisation

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PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Auckland public transport patronage totalled 69,401,126 passengers for the 2-months to Dec 2011 an increase of 5,850,715 boardings or +9.2%.
- December monthly patronage was 4,751,111 an increase of 368,554 boardings or +8.4% on Dec 2010.
- Rail monthly patronage for December is 580,064 an increase of 8,355 boardings or +1.5% on Dec 2010.
- Northern Express bus service carried 2,233,943 passenger trips for the 12-months with a growth in Dec 2011 compared to Dec 2010 of +15.9%.

1.2 Service Performance

- 97.7% of all scheduled rail services arrived at their final destination and 81.3% were on time or arrived within 5 minutes of schedule.

1.3 Initiatives

- Extensive rail network shutdowns over the Christmas 2011 period to facilitate rail upgrad and electrification works were completed to schedule by KiwiRail..

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 69,401,126 passengers for the 12-months to Dec 2011 an increase of 5,850,715 boardings or +9.2% as illustrated at Figure 1.

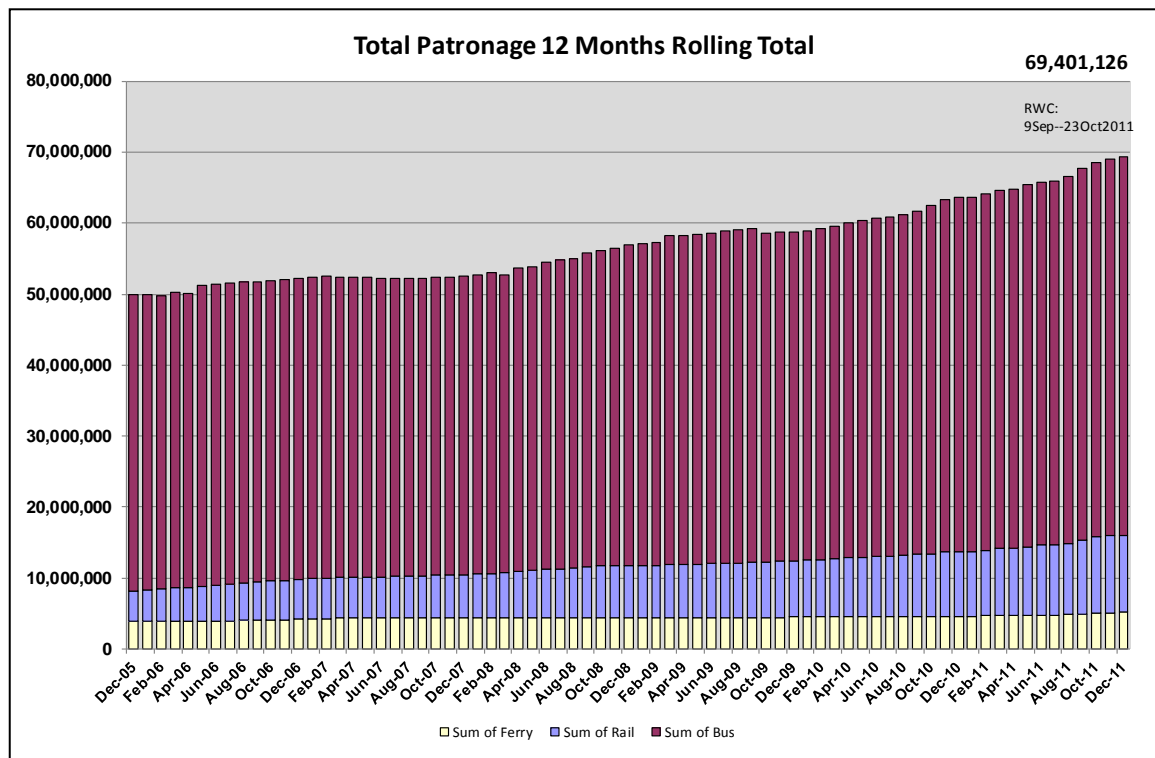


Fig 1. Total Patronage – 12 Months Rolling Total

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, six months to Dec 2011, patronage has grown by +11.3% (3,637,471 boardings). Patronage for Dec 2011 was 4,751,111 boardings, an increase of +8.4% (368,554 boardings) on Dec 2010

| | Dec-11 | | | | | | | | |
|---|------------------|----------------|-------------|-------------------|------------------|-------------|---------------------------|------------------|--------------|
| | Month | | | 12 Months | | | Financial YTD (from July) | | |
| | Patronage | Change | % | Patronage | Change | % | Patronage | Change | % |
| 1. Rapid Transit Network sub-total: | 716,762 | 16,518 | 2.4% | 13,071,580 | 2,037,242 | 18.5% | 6,891,121 | 1,150,086 | 20.0% |
| Northern Express Bus | 136,698 | 8,163 | 6.4% | 2,233,943 | 305,975 | 15.9% | 1,161,523 | 177,053 | 18.0% |
| Rail sub-total: | 580,064 | 8,355 | 1.5% | 10,837,637 | 1,731,267 | 19.0% | 5,729,598 | 973,033 | 20.5% |
| - Western Line | 202,572 | 13,294 | 7.0% | 4,037,040 | 926,350 | 29.8% | 2,186,353 | 523,549 | 31.5% |
| - Southern & Eastern Line | 335,061 | -6,578 | -1.9% | 6,069,793 | 245,643 | 4.2% | 3,149,839 | 227,608 | 7.8% |
| - Onehunga Line (opened 19 Sep 2010) | 42,431 | 1,639 | 4.0% | 730,804 | 559,250 | 326.0% | 393,407 | 221,853 | 129.3% |
| 2. Quality Transit and Local Bus (Include School Bus) sub-total: | 3,557,544 | 307,835 | 9.5% | 51,196,688 | 3,275,624 | 6.8% | 26,203,119 | 2,090,244 | 8.7% |
| - Quality Transit & Local Bus | 3,495,370 | 317,584 | 10.0% | 48,584,451 | 3,215,969 | 7.1% | 25,009,322 | 2,108,560 | 9.2% |
| - Contracted School Bus | 62,174 | -9,749 | -13.6% | 2,612,237 | 59,655 | 2.3% | 1,193,797 | -18,316 | -1.5% |
| 3. Ferry | 476,805 | 44,201 | 10.2% | 5,132,858 | 537,849 | 11.7% | 2,619,594 | 397,141 | 17.9% |
| Total Patronage | 4,751,111 | 368,554 | 8.4% | 69,401,126 | 5,850,715 | 9.2% | 35,713,834 | 3,637,471 | 11.3% |

**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.

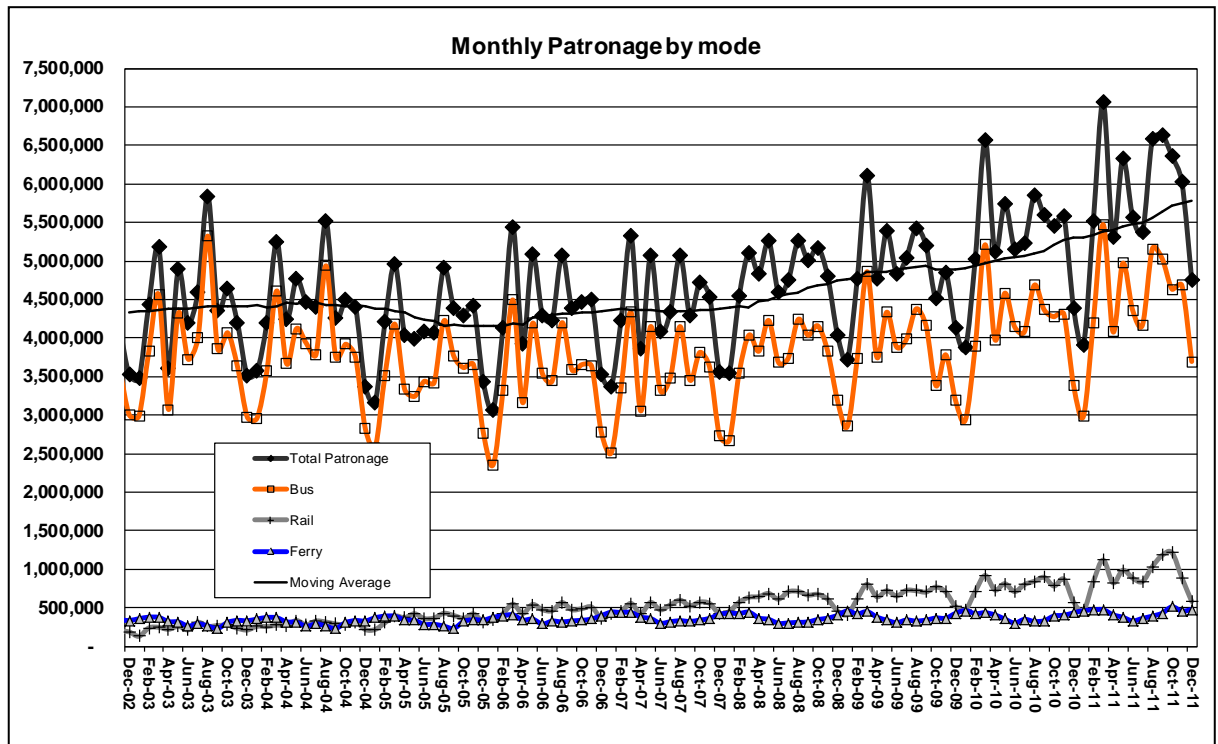


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

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 13,071,580 passengers for the 12-months to Dec 2011 (Figure 3) an increase of 2,037,242 boardings or +18.5%. For the financial year-to-date, six months to Dec 2011, patronage has grown by +20.0% (1,150,086 boardings) (Figure 4). Patronage for Dec 2011 was 716,762 boardings, an increase of +2.4% (16,518 boardings) on Dec 2010 (Figure 5).

Transit Network (Rail and Northern Express)

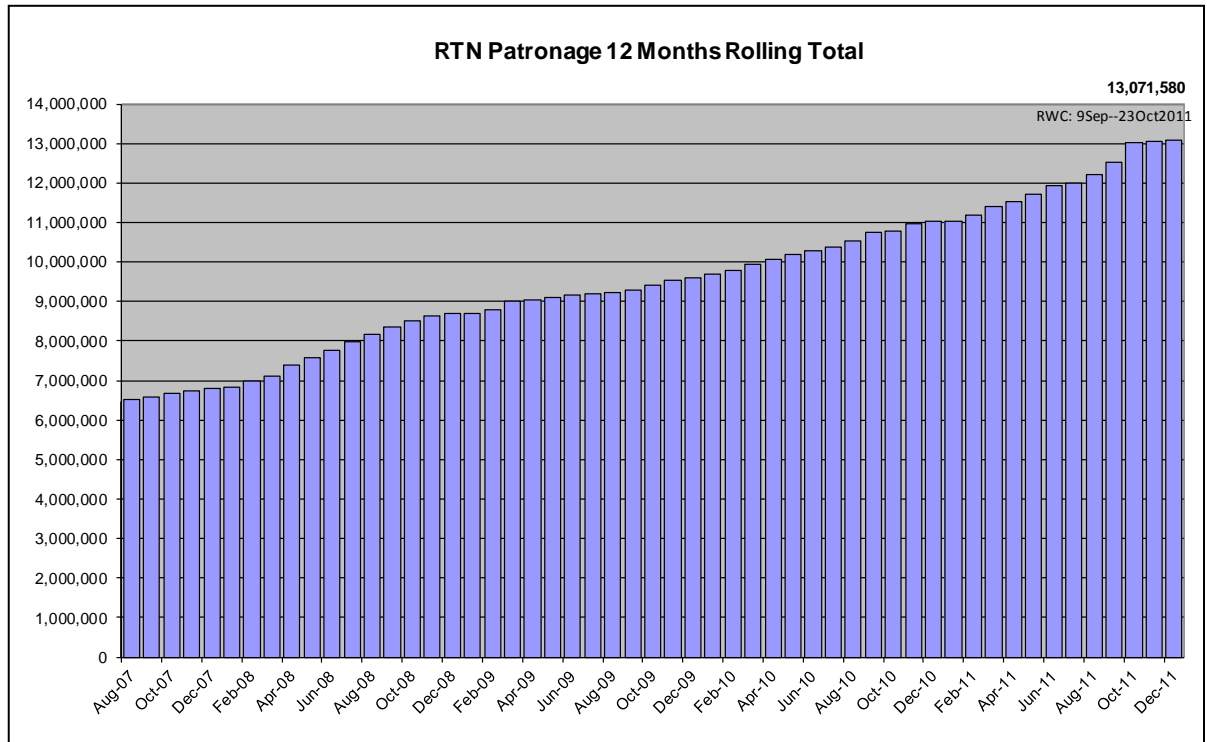


Fig 3. RTN Patronage – 12 Months Rolling Total

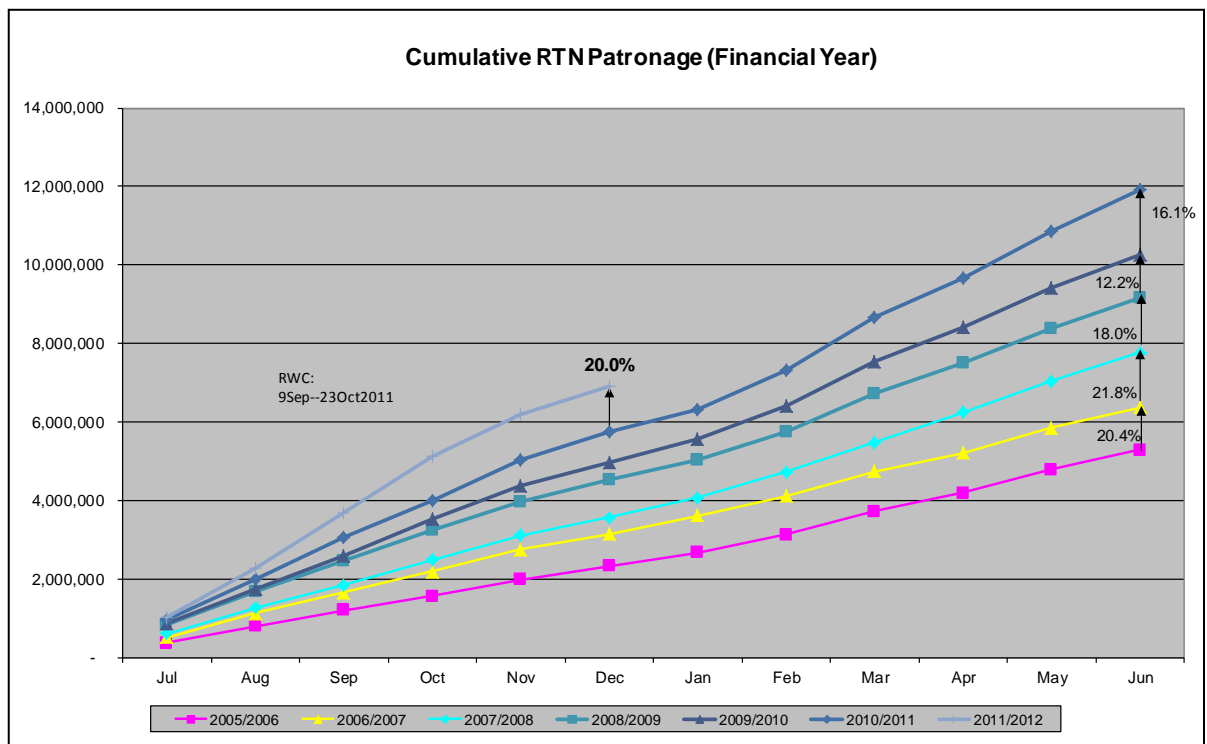


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

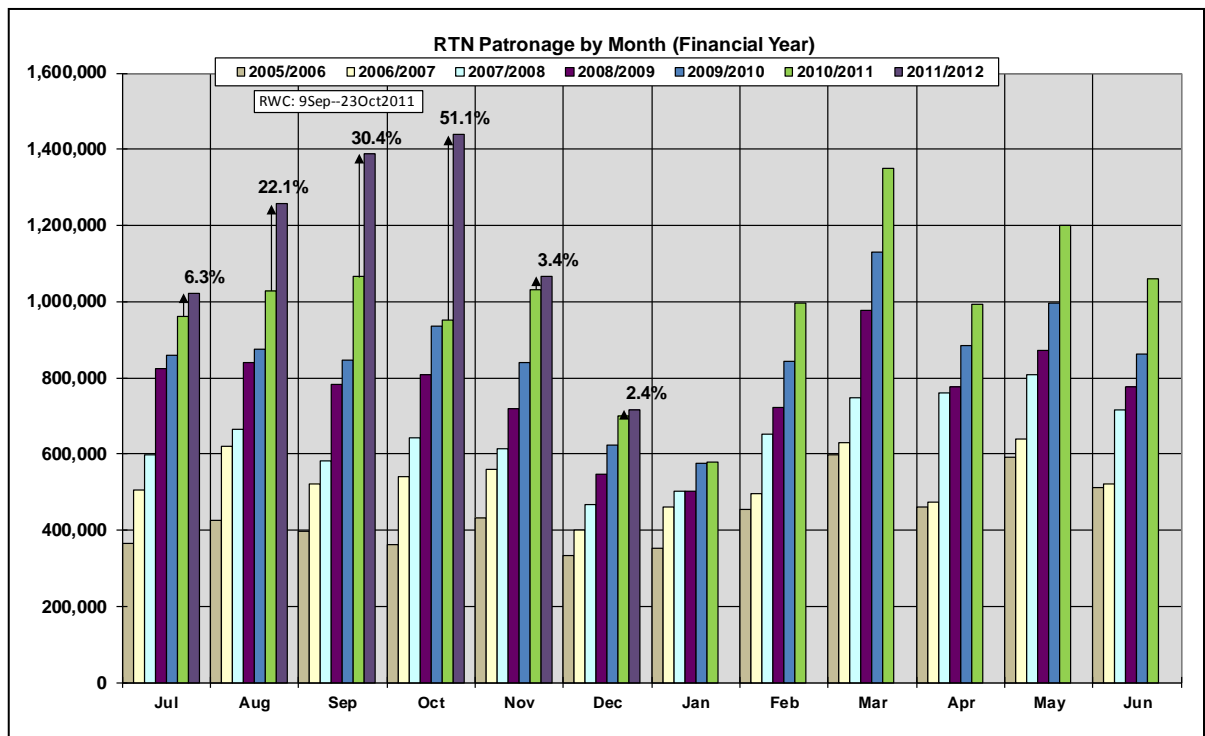


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. A significant level of network upgrade work across several work site that required blocks of line was progressed during the month of December and the resultant reduced level of service and bus replacement arrangements saw a slowing of the patronage growth trend compared to what has been observed in recent months. The Christmas/New Year network closure commenced one week earlier this year on the Newmarket Branch line and there was a full network closure over the weekend of 3/4 December followed by a partial network block on 17/18 December. In addition, there were fewer people recorded travelling by train to the Christmas in the Park event held at the Domain this year compared to the same event last year.

As a result rail patronage for December 2011 was 580,064, or 1.5% more than the same month last year (Figure 8). Adjusting for the patronage in both years for special event travel, the comparative growth for the month is 2.1%. Rail patronage totalled 10,837,637 passengers for the 12-months to December 2011 (Figure 6) an increase of 1,731,267 boardings or +19.0%. For the financial year-to-date to December 2011, patronage has grown by +20.5% (973,033 boardings) (Figure 7).

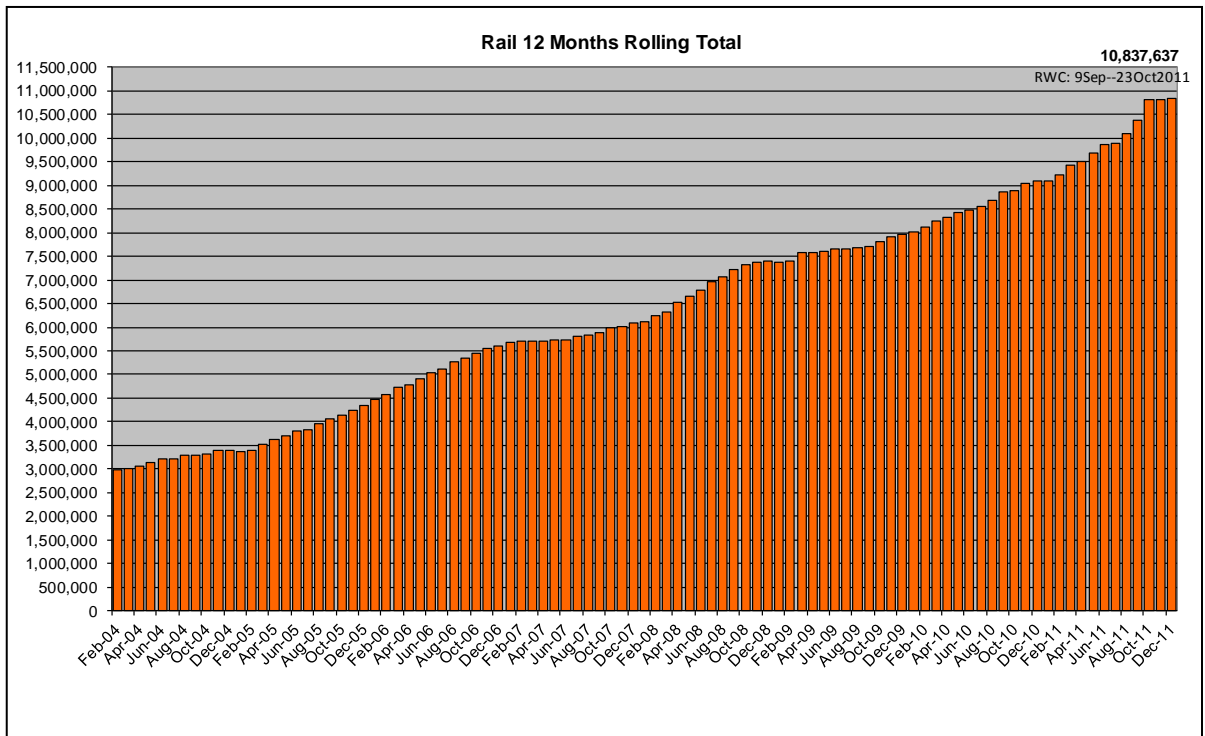


Fig 6. Rail Patronage – 12 Months Rolling Total

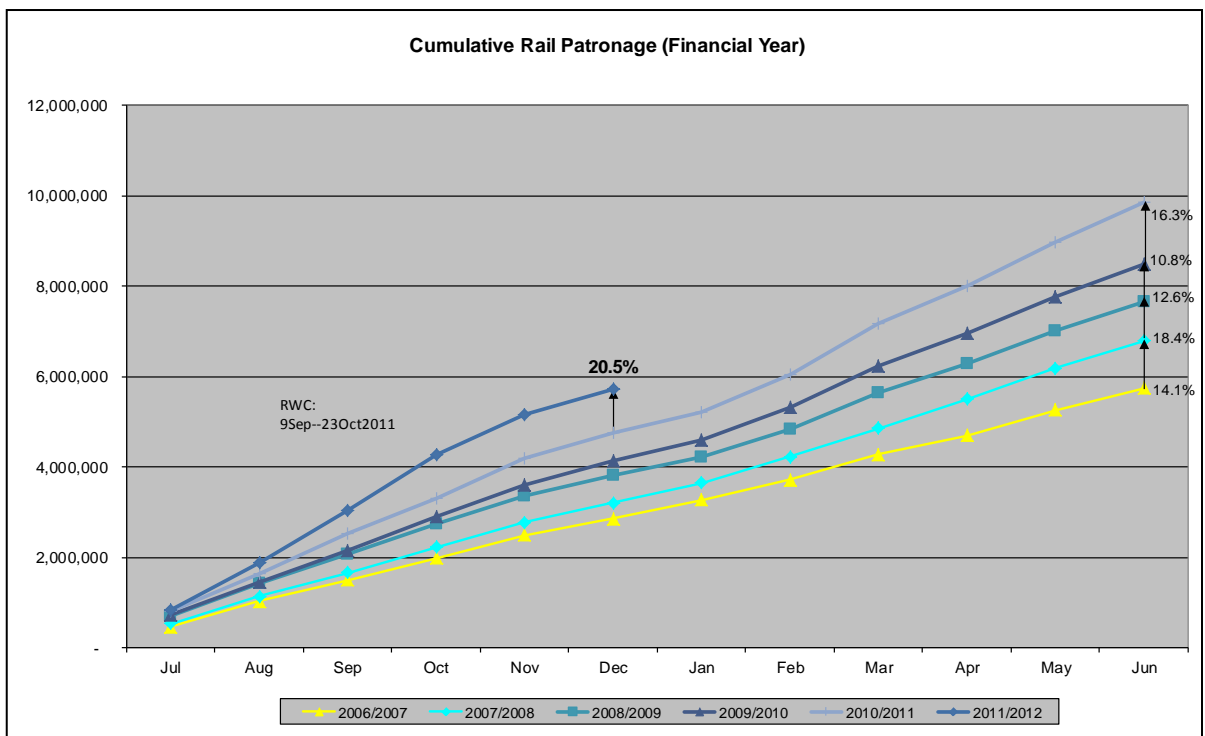


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

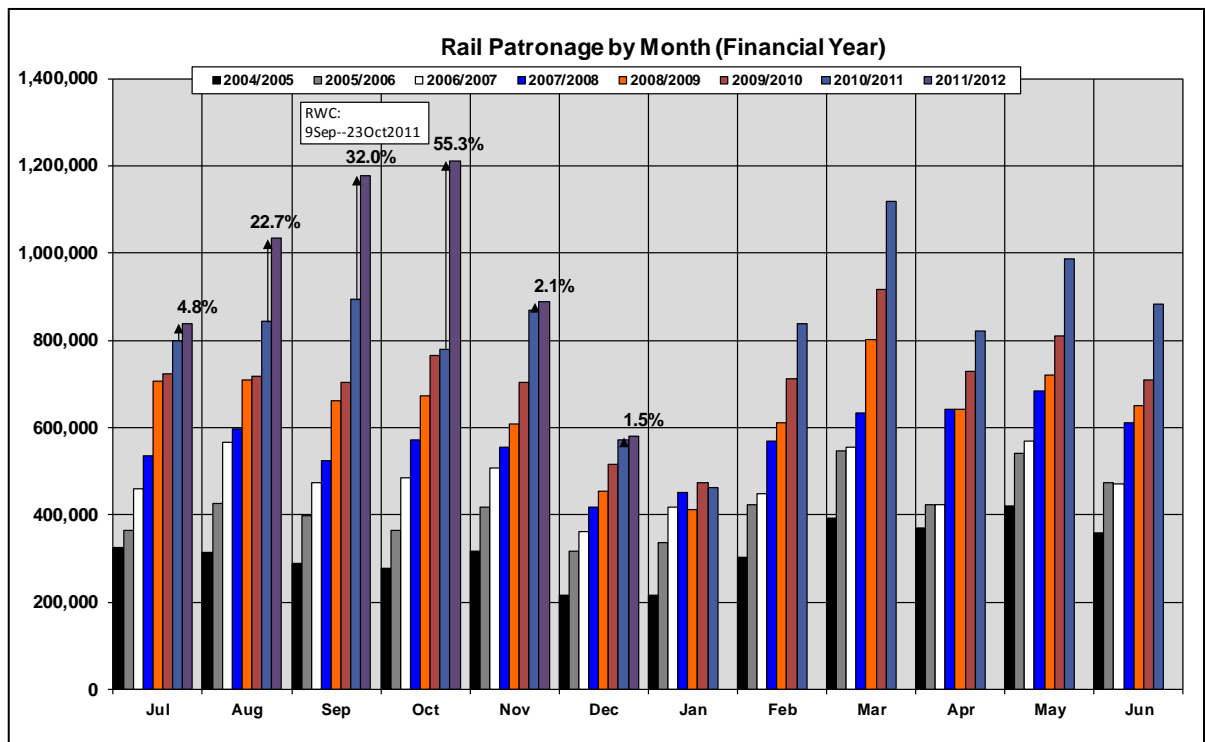


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,800,597 passengers for the 12-months to December 2011 an increase of 804,891 boardings or +13.4% on the same period last year. Patronage for December 2011 was 377,492 boardings, a decrease of -1.3% (4,939 boardings) on December 2010 (Figure 9). The decrease is primarily due to the one fewer business day during the month compared to the same month last year and the reduction in weekend travel as a result of the bus replacement arrangements being in effect for network upgrade work.

In December 2011 there were 335,061 passengers recorded travelling on the Southern and Eastern Lines, excluding the Onehunga Line, a change of -6,578 passengers, or -1.9% on December 2010. For the year-to-date there have been 3,149,839 passengers recorded on Southern and Eastern Line services, 7.8% more than for the same period last year.

There were 42,431 passengers recorded using the Onehunga Line during December 2011, an increase of 1,639 or +4.0% on the same month last year. For the 12-months to December 2011 there have been 730,803 passengers recorded on Onehunga Line services. Surveys indicate that 60% of patronage on Onehunga trains is wholly on the Southern Line (between Britomart and Penrose).

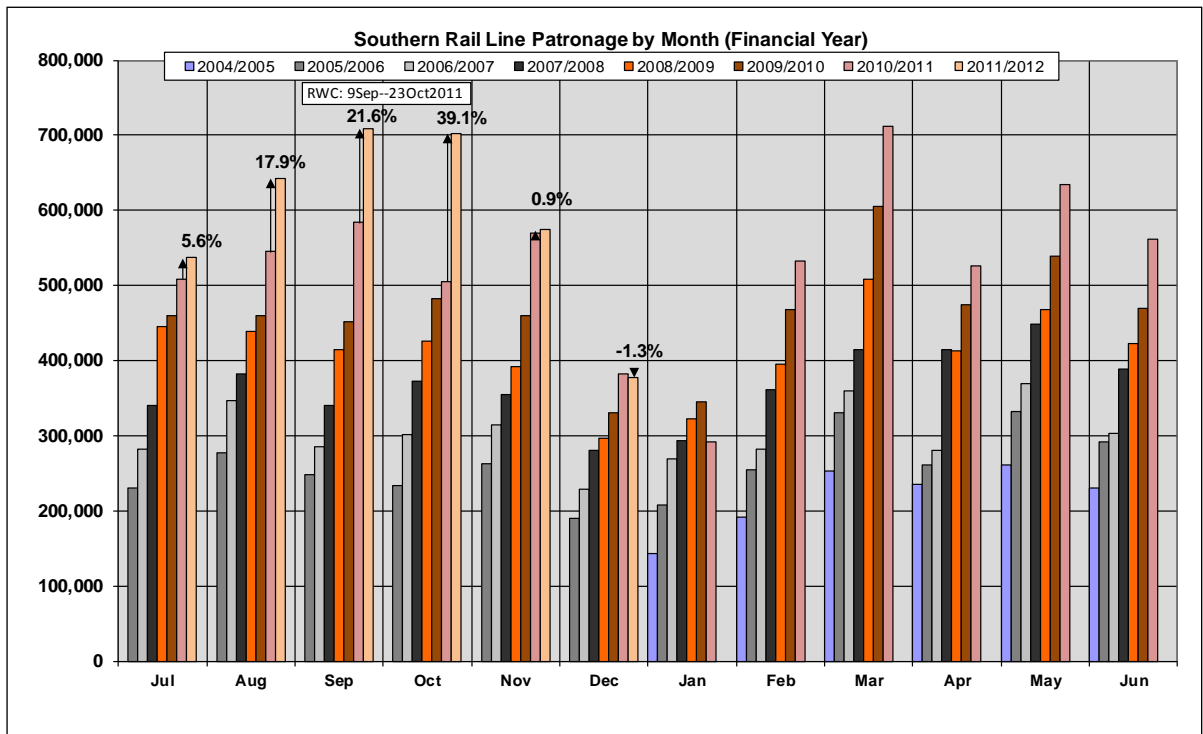


Fig 9 Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 4,037,040 passengers for the 12-months to December 2011 an increase of 926,350 boardings or +29.8%. Patronage for December 2011 was 202,572 boardings, an increase of +7.0% (13,294 boardings) on December 2010 (Figure 10). The Western Line was affected by network upgrade work resulting in weekend blocks of line to a greater extent than the other lines last year, while this year the work was focussed more on the Southern and Eastern lines. For the year-to-date there have been 2,186,353 passengers recorded on Western Line services, 523,549 (+31.5%) more than for the same period last year.

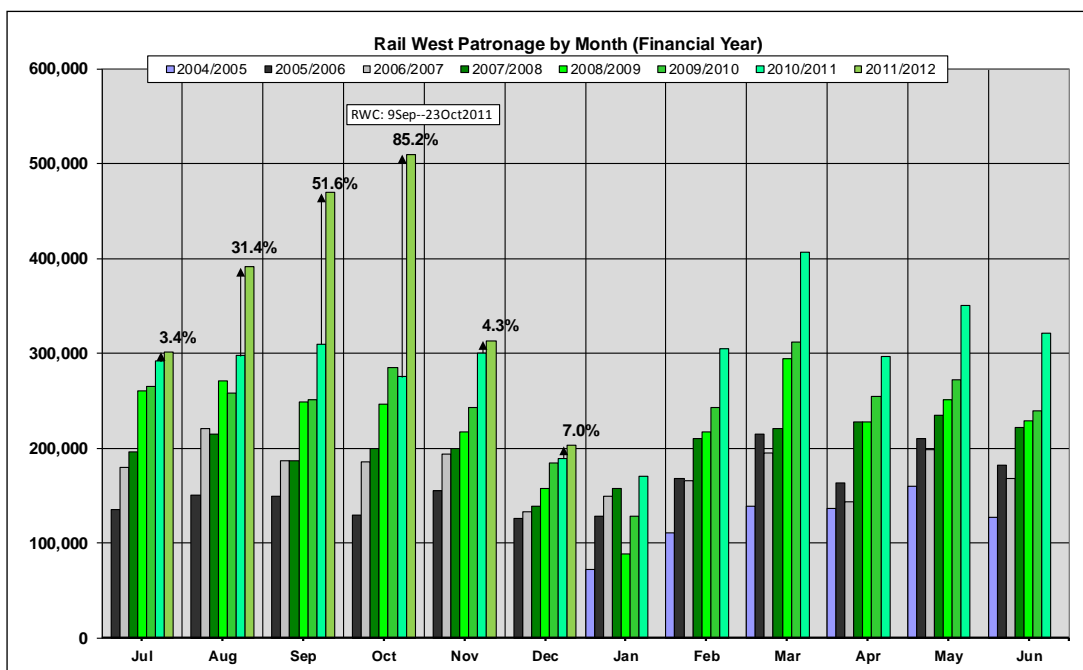


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,233,943 passengers for the 12-months to Dec 2011 (Figure 11) an increase of 305,975 boardings or +15.9%. For the financial year-to-date, six months to Dec 2011, patronage has grown by +18.0% (177,053 boardings) (Figure 12). Patronage for Dec 2011 was 136,698 boardings, an increase of +6.4% (8,163 boardings) on Dec 2010 (Figure 13).

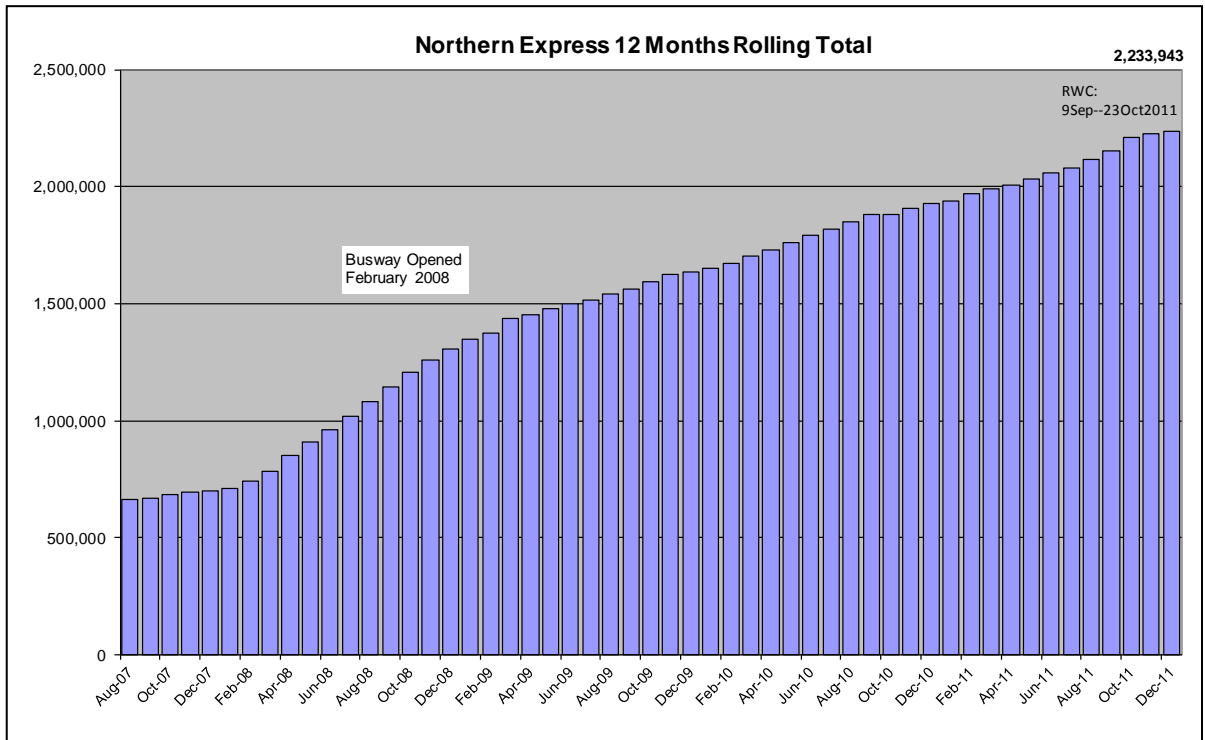


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

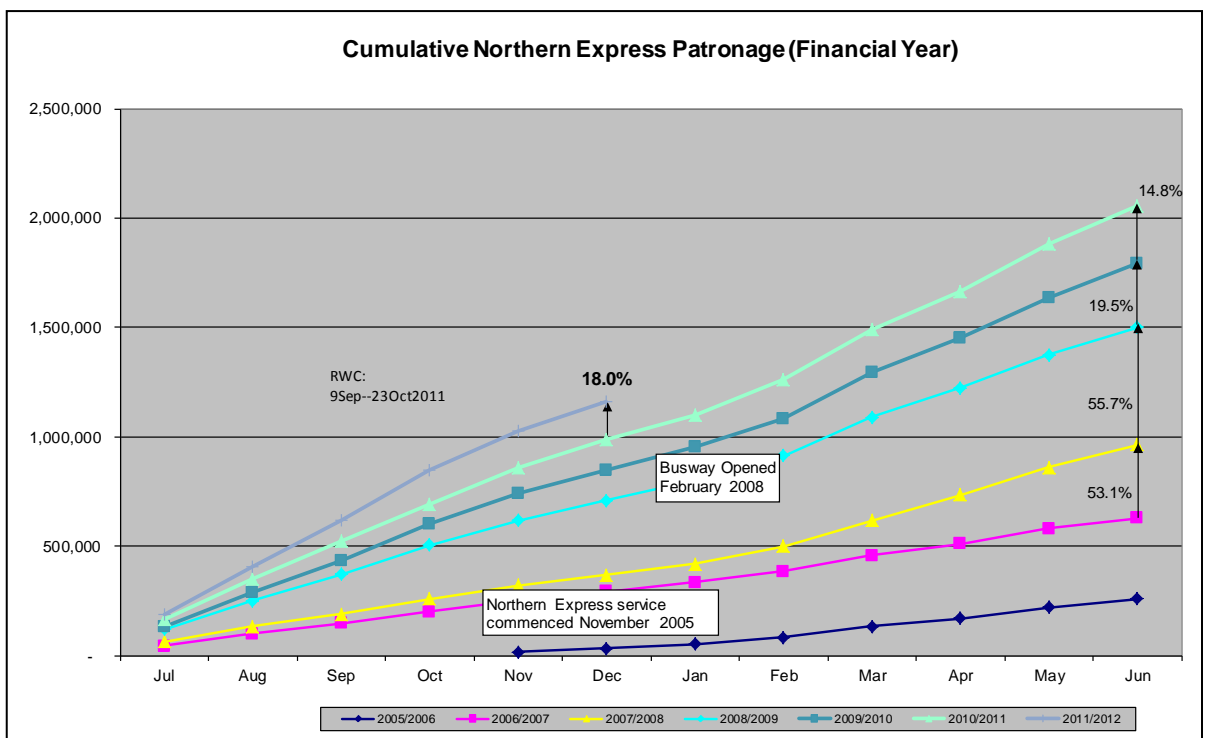


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

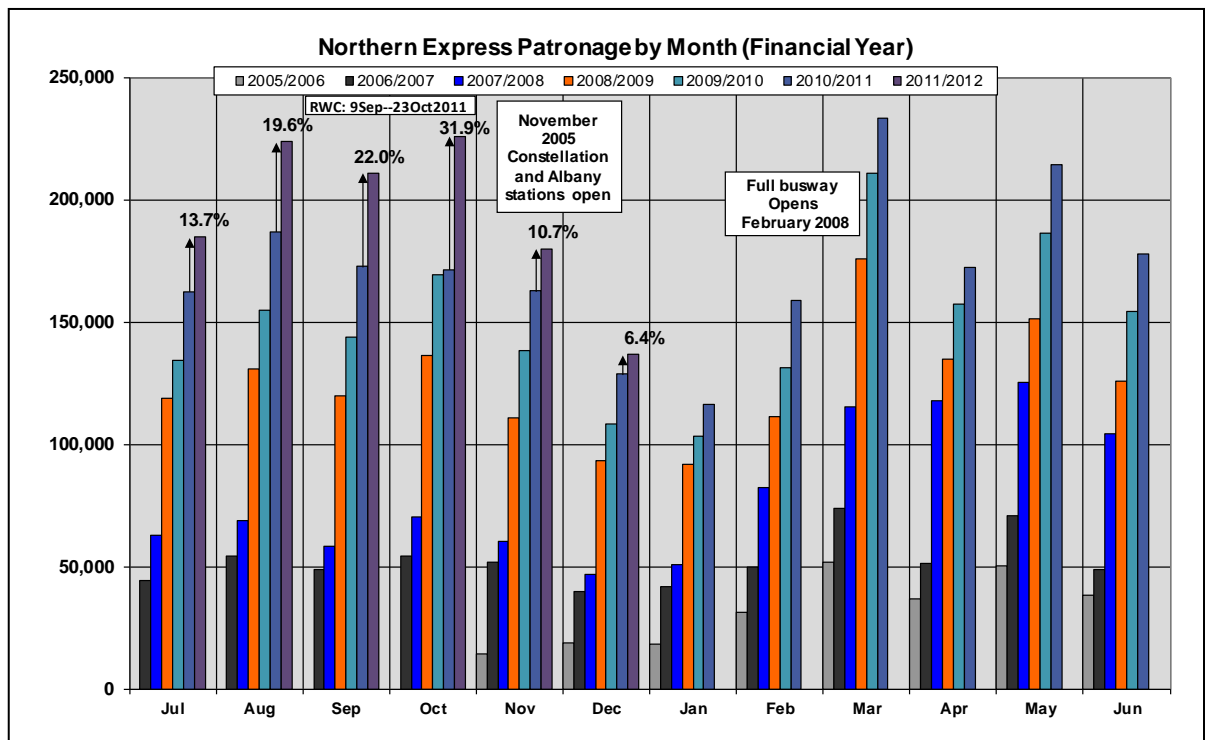


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

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 51,196,688 passengers for the 12-months to Dec 2011 an increase of 3,275,624 boardings or +6.8%. For the financial year-to-date, six months to Dec 2011, patronage has grown by +8.7% (2,090,244 boardings). Patronage for Dec 2011 was 3,557,544 boardings, an increase of +9.5% (307,835 boardings) on Dec 2010 (Figure 14).

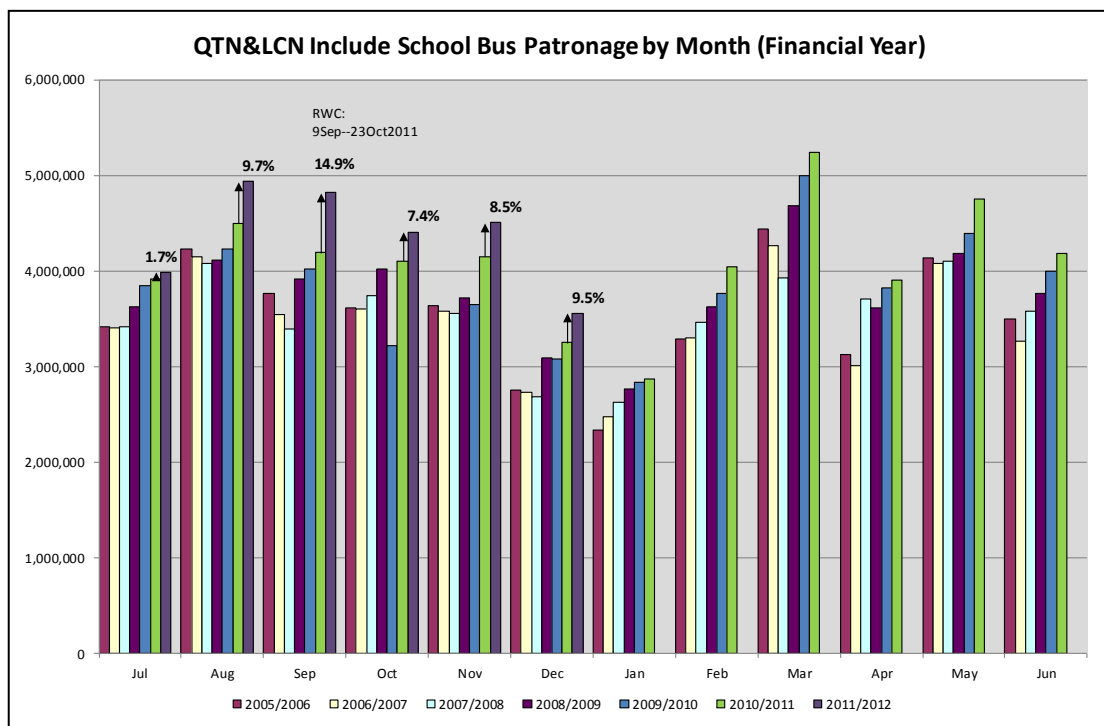


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

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 | % |
| Jan-11 | 539,350 | 19,782 | 3.8% | 9,956,317 | 760,974 | 8.3% | 276,674 | - 1,866 | -0.7% | 4,720,977 | 217,721 | 4.8% |
| Feb-11 | 872,923 | 90,273 | 11.5% | 10,046,590 | 822,991 | 8.9% | 397,422 | 27,129 | 7.3% | 4,748,106 | 235,304 | 5.2% |
| Mar-11 | 1,134,374 | 82,714 | 7.9% | 10,129,304 | 829,444 | 8.9% | 516,255 | 27,886 | 5.7% | 4,775,992 | 242,989 | 5.4% |
| Apr-11 | 825,227 | 42,414 | 5.4% | 10,171,718 | 821,659 | 8.8% | 386,316 | 12,984 | 3.5% | 4,788,976 | 248,647 | 5.5% |
| 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 | 702,207 | 56,731 | 8.8% | 10,706,164 | 769,630 | 7.7% | 308,022 | - 16,808 | -5.2% | 4,929,070 | 206,227 | 4.4% |
| | South Sector | | | | | | Isthmus Sector | | | | | |
| | By Month | | | 12 Month Sum | | | By Month | | | 12 Month Sum | | |
| | Patronage | Change | % | Patronage | Change | % | Patronage | Change | % | Patronage | Change | % |
| Jan-11 | 556,884 | 25,184 | 4.7% | 10,040,136 | 1,076,010 | 12.0% | 1,496,803 | - 6,526 | -0.4% | 23,222,719 | 1,153,156 | 5.2% |
| Feb-11 | 854,505 | 77,981 | 10.0% | 10,118,117 | 1,073,700 | 11.9% | 1,918,048 | 82,742 | 4.5% | 23,305,461 | 1,199,307 | 5.4% |
| Mar-11 | 1,139,159 | 67,381 | 6.3% | 10,185,498 | 1,006,946 | 11.0% | 2,448,725 | 64,863 | 2.7% | 23,370,324 | 1,212,588 | 5.5% |
| Apr-11 | 831,388 | 37,679 | 4.7% | 10,223,177 | 948,792 | 10.2% | 1,865,045 | - 4,122 | -0.2% | 23,366,202 | 1,184,878 | 5.3% |
| 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% |

2.4 Ferry Patronage

Ferry patronage totalled 5,132,858 passengers for the 12-months to Dec 2011 an increase of 537,849 boardings or +11.7%. For the financial year-to-date, six months to Dec 2011, patronage has grown by +17.9% (397,141 boardings). Patronage for Dec 2011 was 476,805 boardings, an increase of +10.2% (44,201 boardings) on Dec 2010 (Figure 15).

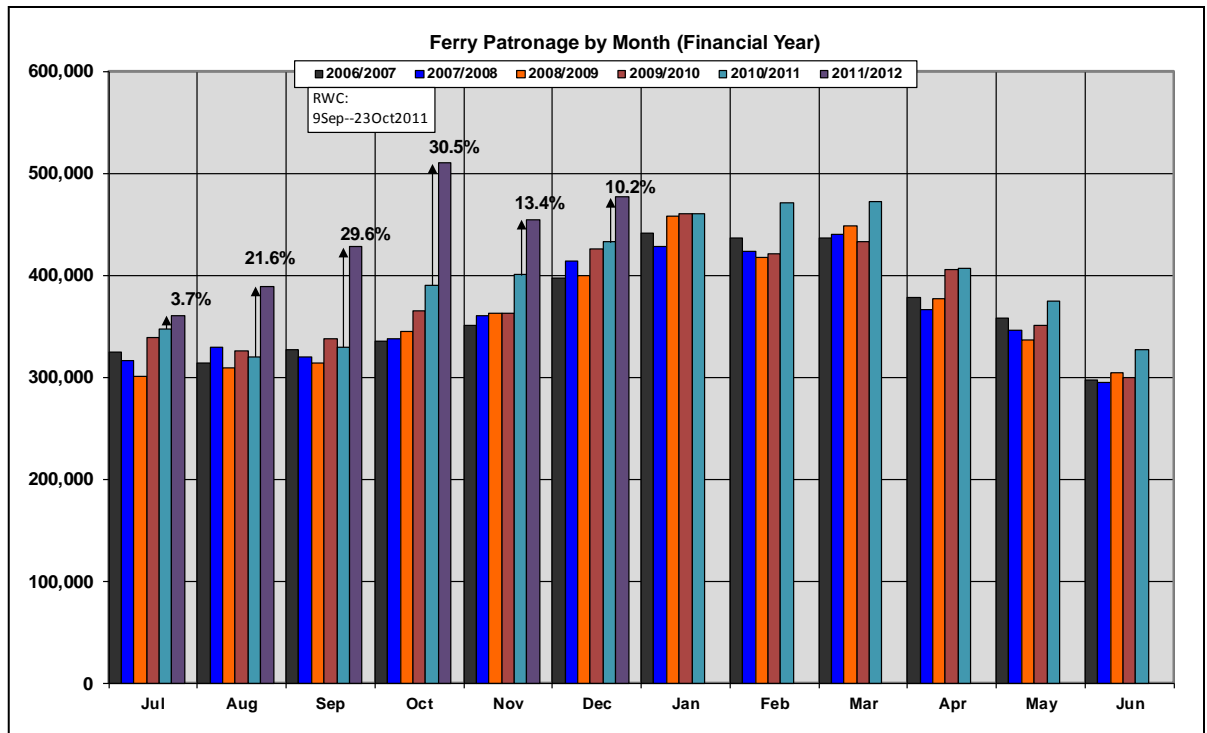


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

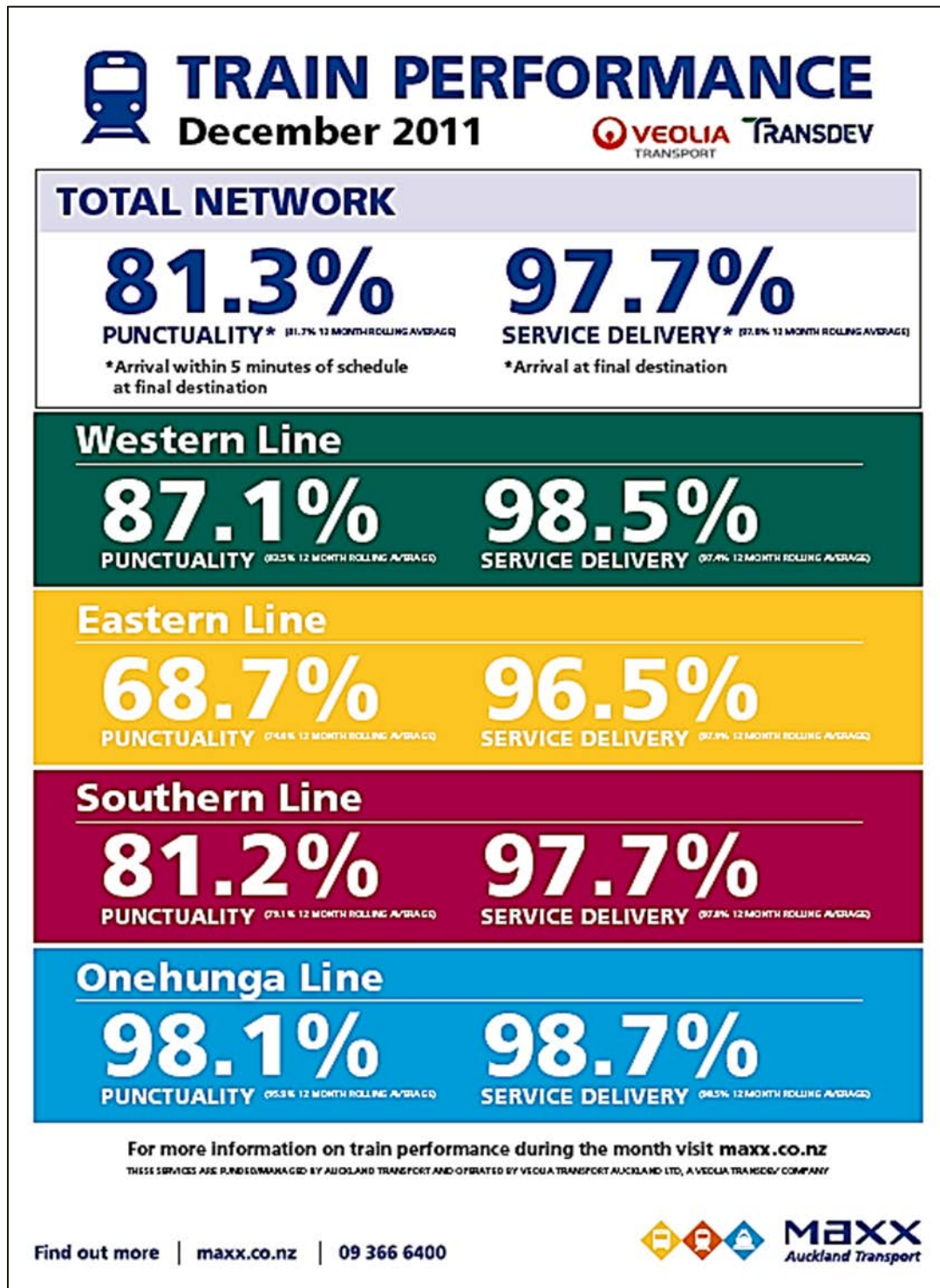


Fig 16. Rail Published Performance Results for December 2011

For the Auckland system the measure used for punctuality is the proportion of train services 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.

The overall level of train performance declined slightly during December 2011 compared to the previous month, but was significantly better than the same month last year. While last year there were numerous delays resulting from infrastructure faults, the main change this year was in the level of freight train faults that caused line blocks and impacted on the delivery of commuter passenger services (as detailed further below). In the month of December 81.3% of scheduled services operated on time or within five minutes of their scheduled arrival time compared to 82.8% in November and 74.6% in the same month last year.

Punctuality trends comparing 2010 and 2011 are presented at Figure 17.

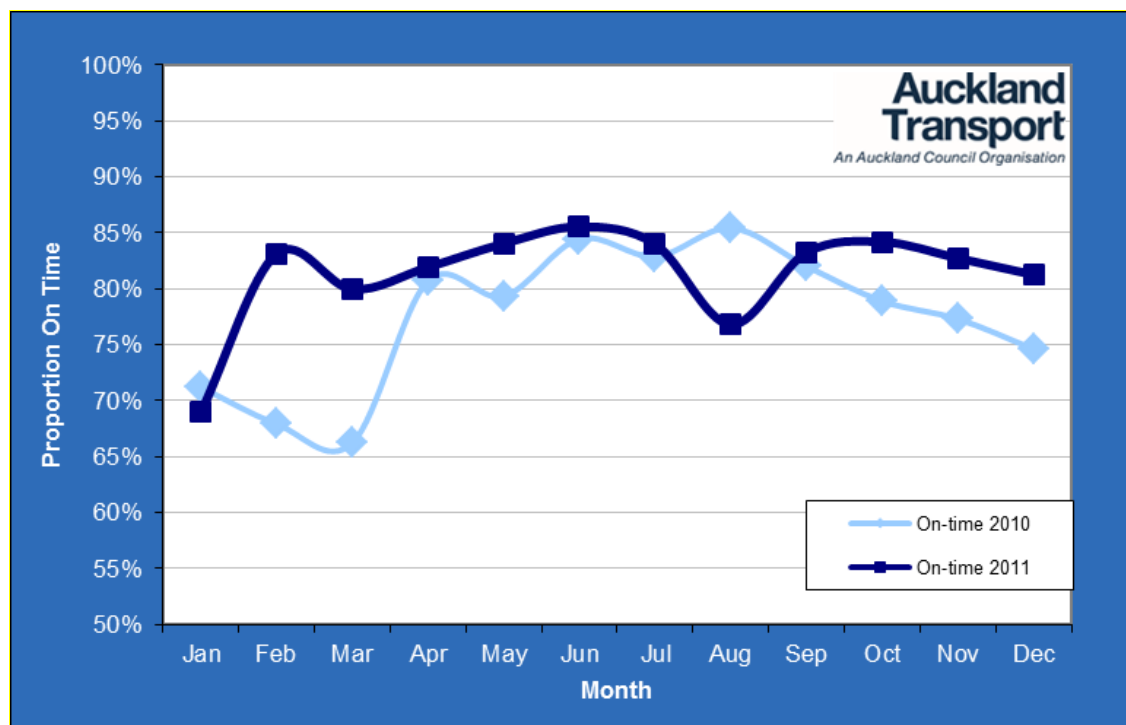


Fig 17. Rail Punctuality Trends for 2010 and 2011

The following major incidents impacted on service delivery during December:

- Track, Signals and Train Control (KiwiRail)* – There were five incidents of signal or track faults that impacted on the delivery of passenger services during the month. During the morning peak of 6 December Western Line services were delayed by a signal fault that occurred between Mt Eden and Morningside. Later the same day another signal fault at Morningside resulted in delays to Western Line services during the middle of the day. The following morning signalling issues occurred across the network but mainly affected Southern and Eastern Line morning peak services. Morning peak services between Pukekohe and Papakura were again disrupted as a result of a broken rail on 9 December while, on the same day, evening peak services on the Western Line were delayed as a result of multiple signal faults.

- *Train faults (KiwiRail)* – There was only one incident that resulted in significant service disruption caused by passenger train faults. During the evening peak of 6 December Southern and Eastern Line services were disrupted after a train was disabled at Otahuhu.
- *Operational (Veolia)* – There were no significant operational incidents that impacted on service delivery during December.
- *Other* – There has been a noticeable increase in disruptions to passenger services as a result of freight train operations during December. While many of these resulted in minor delays to a single service, there were three incidents in the month involving freight trains that had a severe impact on commuter trains. During the evening of 6 December a freight train was disabled at Papakura and this caused significant disruption to Southern and Eastern Line services. The following day services on the Southern Line were suspended for several hours from approximately 9:00am while emergency services investigated a gas leak that was detected from a container on a wagon at Manurewa. On the afternoon of 15 December significant disruptions to Southern and Eastern Line services resulted from a freight train that was disabled at Te Mahia. In addition to these incidents, morning peak services operating on the Southern and Eastern Lines were severely disrupted from approximately 6:30am to after midday following a fatality just south of Middlemore Station on 19 December.

Train delay minutes fell in December in line with reduced service levels to 12,609 minutes, or 13.4% less than November, and was 37% below the same month last year. Delay minutes resulting from train faults was the lowest on record, while delay minutes caused by infrastructure faults was slightly less than those recorded in November. The main increase was in delays resulting in “Other” incidents, mainly freight train operations and the fatality as detailed above.

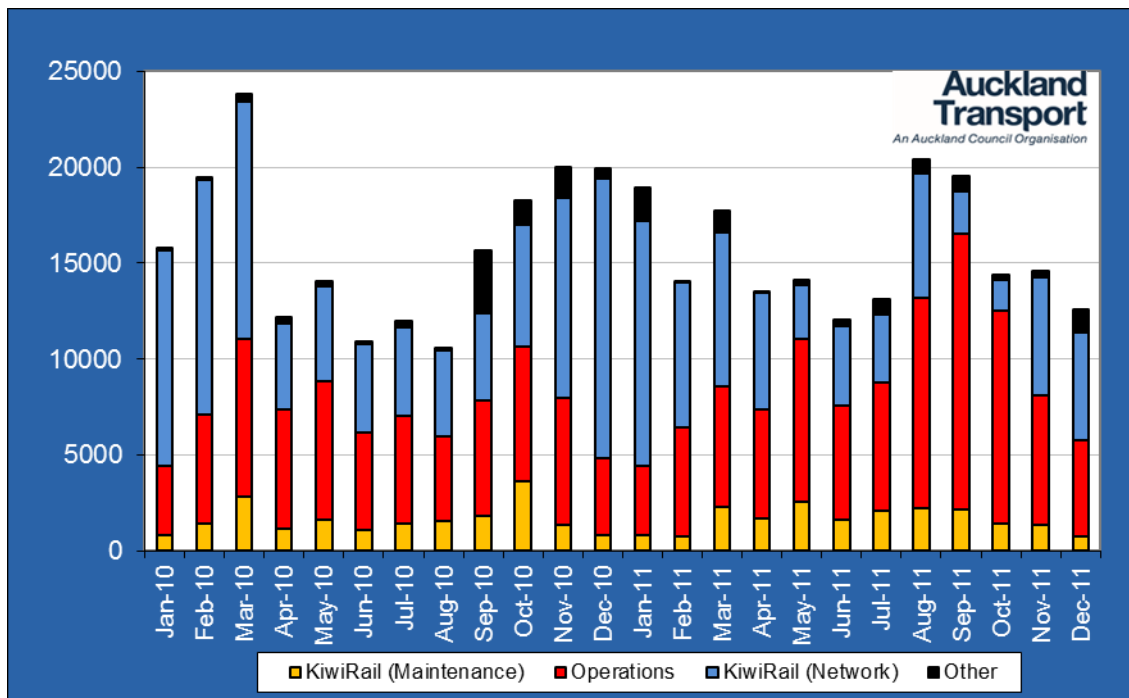


Fig 18. Train Delay Minutes by Cause

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

| | Delay Minutes | Proportion |
|----------------------------|---------------|------------|
| Network Control | 1,378 | 24.6% |
| Signal/points failure | 1,018 | 18.2% |
| Speed restrictions | 2,509 | 44.8% |
| Track protection measures* | 697 | 12.4% |
| Total | 5,602 | |

* 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.

It was noted last month that the service impact of imposed speed restrictions was the highest since April 2011 and increased further during December as work was progressed in preparations for the major upgrade programme over the Christmas/New Year period.

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 no services reported as having an average load factor above the 1.4 (i.e. four passengers standing for every ten seated passengers) target planning standard during the month of December. Loadings on some individual days may have exceeded the planning standard.

3.3 Bus Service Performance

For December 2011, 99.83% of contracted service trips were operated (reliability measure). Service punctuality for December 2011 was 99.27%, 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- December 2011

| | Scheduled Trips | Reliability | Punctuality |
|---------------|-----------------|---------------|---------------|
| Birkenhead | 10,403 | 100.00% | 99.90% |
| H & E | 16,645 | 99.96% | 99.65% |
| NZ Bus | 114,780 | 99.74% | 99.08% |
| Ritchies | 27,501 | 99.99% | 99.87% |
| Transit | 2,356 | 100.00% | 98.47% |
| Urban Express | 5,222 | 99.92% | 97.24% |
| Total | 176,907 | 99.83% | 99.27% |

3.4 Ferry Service Performance

For December 2011, 99.9% of ferry service trips were operated (reliability measure). Service punctuality for December 2011 was 99.71% 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- December 2011

| | Scheduled Trips | Reliability | Punctuality |
|---------------|-----------------|---------------|---------------|
| Bayswater | 915 | 100% | 100% |
| Half Moon Bay | 548 | 100% | 99.45% |
| Birkenhead | 985 | 99.80% | 100% |
| Gulf Harbour | 80 | 100% | 100% |
| West Harbour | 280 | 100% | 98.93% |
| Rakino | 30 | 100% | 90% |
| Pine Harbour | 260 | 100% | 100.00% |
| Total | 3,098 | 99.90% | 99.71% |

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

99 events were held in December 2011 and 27 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 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.

Coca Cola Christmas in the Park, Auckland Domain: Saturday 10th December 2011

Commercial Registrations in place for bus services thus no patronage data is available for bus services. Additional rail services were organised by Auckland Transport. With a focus on both Newmarket and Grafton Stations as event stations. Attendance: 70,000 (approx). Public disorder experienced over evening with incidents at Newmarket Station and Western Line Trains around Mt Albert Station.

| | INBOUND | | OUTBOUND | | AVERAGE % GATE MOVED |
|--------------|--|-----------------|--|-----------------|-------------------------|
| | Special Event Service Passengers | % Gate Moved | Special Event Service Passengers | % Gate Moved | |
| RAIL | 6175 | 8.82% | 2500 | 8.84% | 8.83% |
| BUS | - | - | - | - | - |
| FERRY | | | | | |
| TOTAL | 6175 | 8.82% | 2500 | 8.84% | 8.83% |

Foo Fighters, Western Springs: Tuesday 13th December 2011

Special Event Services for this event were organised and coordinated by Auckland Transport. Services were user funded. North Shore via all Busway Stations and Britomart Services were used along with additional rail services post event for concert passengers. Attendance: 47,000 (approx).

| | INBOUND | | OUTBOUND | | AVERAGE % GATE MOVED |
|--------------|--|-----------------|--|-----------------|-------------------------|
| | Special Event Service Passengers | % Gate Moved | Special Event Service Passengers | % Gate Moved | |
| RAIL | - | - | 575 | 1.22% | 1.22% |
| BUS | 8400 | 17.87% | 9403 | 20.01% | 18.94% |
| FERRY | - | - | - | - | - |
| TOTAL | 8400 | 17.87% | 9978 | 21.23% | 19.55% |

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 December 2011:

- Ritchies Transport Holdings Ltd: Notification to register special event services for Christmas in the Park on 10 December 2012 only. Approved 14-Dec-11.
- Transportation Auckland Corporation Ltd.: Notification to register special event services for Big Day Out on 20 January 2012. Approved 19-Dec-11.
- Fullers Group Ltd.: Notification to replace the existing registered timetable and vary the morning services on routes 090, 091, 092 and 097 and afternoon services on routes 096, 095, 090 and 093. Approved 23-Dec-11.
- Fullers Group Ltd.: Notification to register one return trip to operate daily between Gulf Harbour and Auckland Down Town Ferry Terminal during the period 28th – 30th Dec 11. Approved 23-Dec-11.
- Sealink Travel Group NZ Ltd.: Notification to register a scheduled free shuttle to operate between Kennedy Point and Oneroa for Sealink passengers. Approved 23-Dec-11.
- Pavlovich Coachlines Ltd.: Notification to register banker buses to operate commercially for Big Day Out on 20 January 2012. Approved 22-Dec-11.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- From Sunday 27 November, buses which previously to call at Panmure Interchange now use stops elsewhere in Panmure Town Centre to enable works connected with the construction of the AMETI transport initiative.

6.2 Projects in Planning

- Manukau rail station and new Manukau rail services from early 2012.
- Manukau train service bus connections - planning for two bus services from east of the Southern Motorway to be upgraded and extended to connect with trains at Manukau Station from early 2012.
- 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 from early 2012.
- Enhanced weekend ferry service trial commenced 17 December between Downtown and Bayswater, Birkenhead, Northcote Point and Half Moon Bay.
- Freemans Bay and Westmere – changes to route 020 from 7 February 2012, to restore connection between Freemans Bay and Karangahape Rd following feedback from 21 August 2011 changes.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- “Ride Thru” Christmas Shopping by public transport campaign launched.
- Planning Tertiary campaign to start in early 2012 continues.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

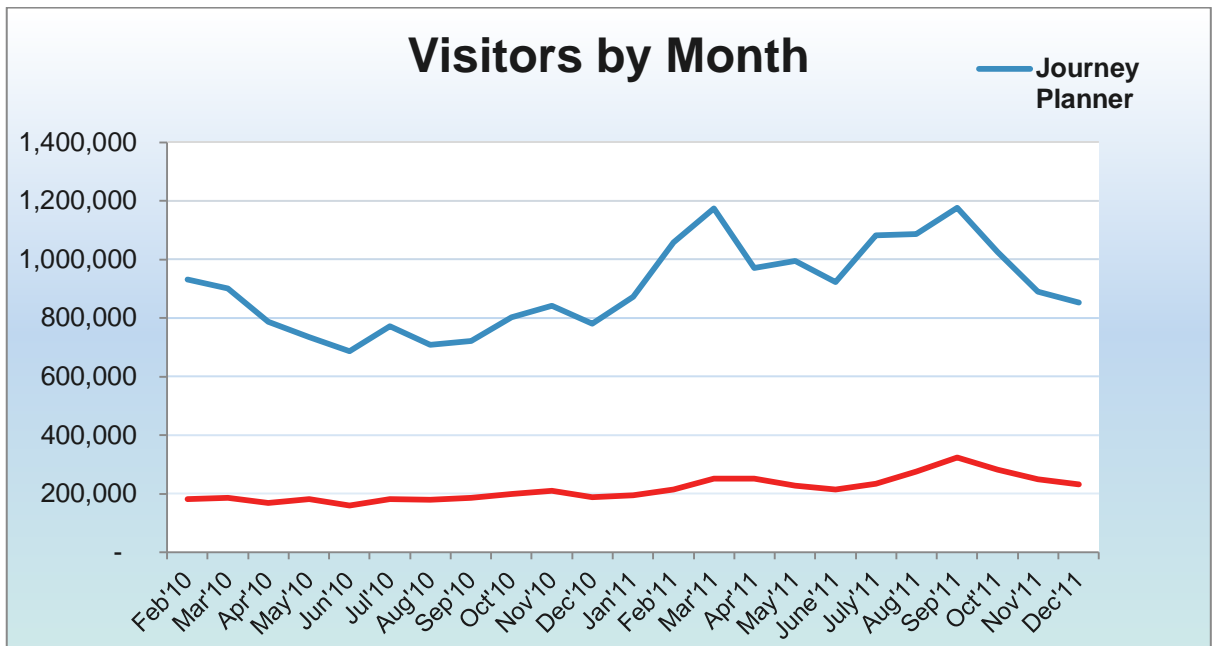
For the month of December there were 13,596 visits (3.45% increase) compared to visits to the information kiosk at Britomart in December 2010.

8.2 MAXX Public Transport Call Centre

For December 2011, call volume was 51,912 (-6.59% compared to December 2010). 93.38% of calls were answered within the service standard of 20 seconds.

For HOP ticketing 1,391 calls during the month and were answered in 94.97% 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 17,700 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

8.5 HOP Integrated Ticketing

There are now 93,608 HOP cards in market that have been used at least once. Of these, 55,969 (+3.5% on November) are registered.