

Statistics Report

August 2012



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PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Auckland public transport patronage totalled 71,602,296 passengers for the 12-months to August 2012 an increase of 4,900,509 boardings or +7.3%.
- August monthly patronage was 6,557,832 a decrease of -32,251 boardings or -0.5% on August 2011. Adjusting for estimated additional patronage for Rugby World Cup (RWC2011), patronage growth was +5.7%
- Rail patronage totalled 10,932,819 passengers for the 12-months to August 2012, an increase of 838,776 boardings or +8.3%.
- Rail monthly patronage for August is 987,526 a decrease of -45,681 boardings or -4.4% on August 2011. Adjusting for estimated additional patronage for RWC2011, rail patronage growth between August 2011 was +7.5%
- Northern Express bus service carried 2,281,389 passenger trips for the 12-months with a growth to August 2012, an increase of 165,622 boardings or +7.8%
- Northern Express bus service patronage for August is 217,945, a decrease of -5,631 boardings or -2.5% in August 2011. Adjusting for estimated RWC2011, patronage growth was +6.6%.

1.2 Service Performance

- During August train service performance was 98.5% reliability and 80.9% of services running on time.

1.3 Initiatives

- Preparatory work for integrated ticketing continues with installation of ticket vending and reload machines at all rail stations
- Resource consent has been received for Phase 1 of the Silverdale Park & Ride
- Final preparations are being made for public consultation, commencing in October 2012, of an updated Regional Public Transport Plan, including a revised and simplified bus service network.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 71,602,296 passengers for the 12-months to August 2012 an increase of 4,900,509 boardings or +7.3% as illustrated at Figure 1.

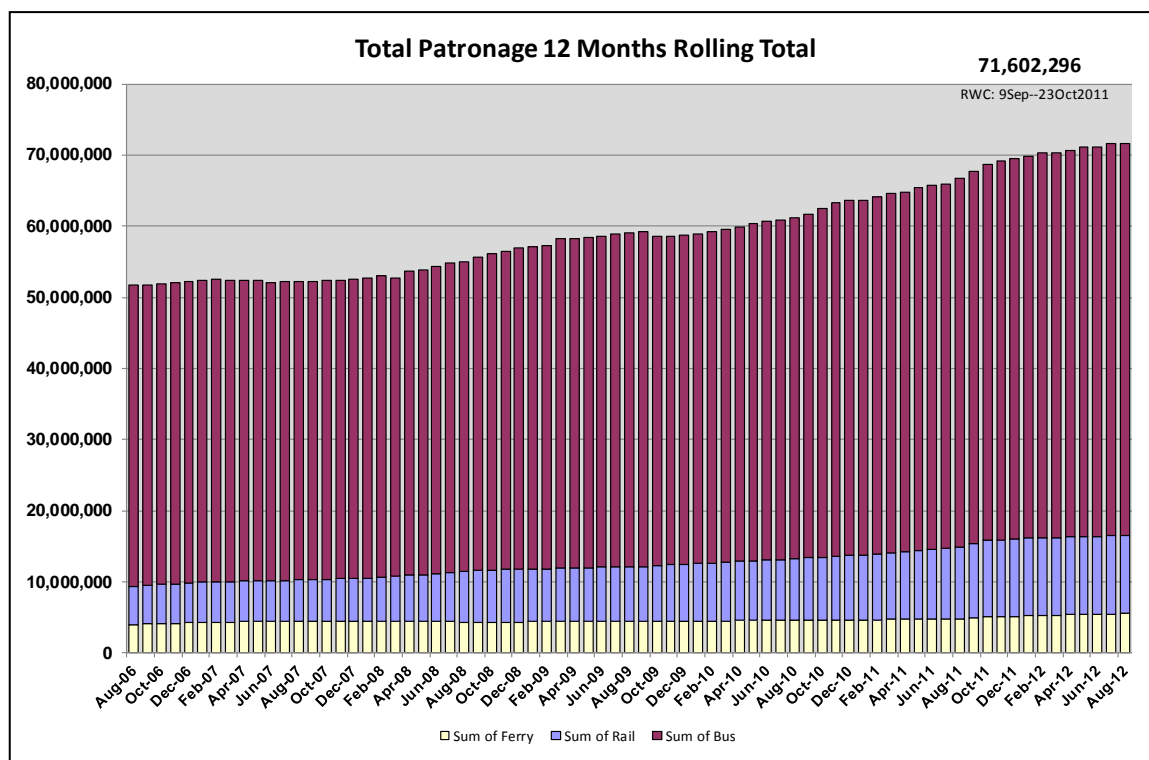


Fig 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Jul 2012 to Jun 2013) is provided at Table 1.

For the financial year-to-date, two months to Jun 2013, patronage has grown by +3.5% (423,613 boardings). Patronage for August 2012 was 6,557,832 boardings, a decrease of -0.5% (-32,251 boardings) on August 2011.

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

	Aug-12								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,205,471	-51,312	-4.1%	13,214,208	1,004,398	8.2%	2,309,870	30,188	1.3%
Northern Express Bus	217,945	-5,631	-2.5%	2,281,389	165,622	7.8%	409,806	1,529	0.4%
Rail sub-total:	987,526	-45,681	-4.4%	10,932,819	838,776	8.3%	1,900,064	28,659	1.5%
- Western Line	362,503	-28,214	-7.2%	4,083,519	466,701	12.9%	683,276	-8,714	-1.3%
- Southern & Eastern Line:	625,023	-17,467	-2.7%	6,849,300	372,075	5.7%	1,216,788	37,373	3.2%
- Pukekohe / Papakura Services *	462,163			5,674,413			893,621		
- Manukau Services * (opened 15 Apr 2012)	96,166	-17,991	-3.1%	418,984	250,224	4.3%	190,705	30,014	2.8%
- Onehunga Services	66,694	524	0.8%	755,903	121,851	19.2%	132,461	7,360	5.9%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,948,794	5,108	0.1%	52,884,772	3,210,575	6.5%	9,270,250	337,444	3.8%
- Quality Transit & Local Bus	4,619,733	10,562	0.2%	50,233,992	3,240,944	6.9%	8,759,299	309,625	3.7%
- Contracted School Bus	329,061	-5,454	-1.6%	2,650,780	-30,369	-1.1%	510,951	27,819	5.8%
3. Ferry	403,567	13,953	3.6%	5,503,316	685,536	14.2%	806,177	55,981	7.5%
Total Patronage	6,557,832	-32,251	-0.5%	71,602,296	4,900,509	7.3%	12,386,297	423,613	3.5%

* Some Pukekohe/Papakura Services were reclassified as Manukau Services on 15 April 2012 with the opening of Manukau Station. Annual change figures are not representative between services and are reported together.

**Final year to June 2013 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.

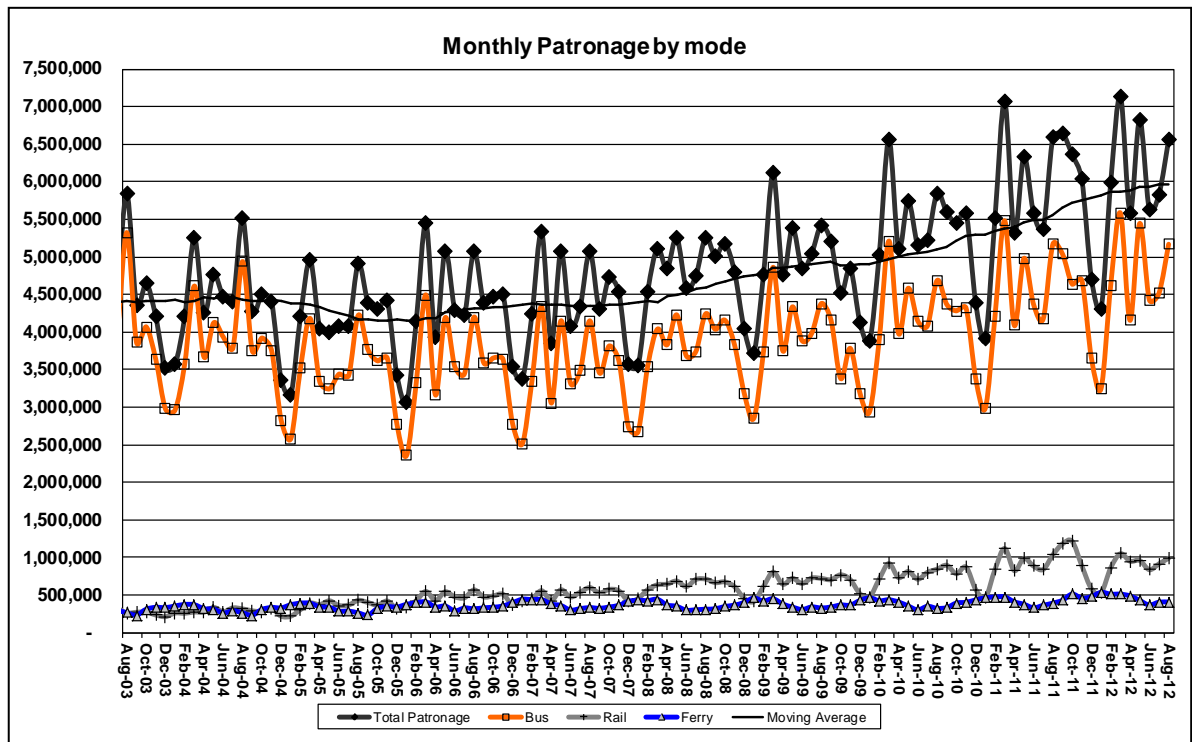


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

Table 1.1 Patronage Breakdown Normalised for Rugby World Cup 2011

Normalised	Aug-12								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,205,471	81,989	7.3%	12,588,873	512,364	4.2%	2,309,870	163,489	7.6%
Northern Express Bus	217,945	13,509	6.6%	2,221,021	124,394	5.9%	409,806	20,669	5.3%
Rail sub-total:	987,526	68,480	7.5%	10,367,853	387,970	3.9%	1,900,064	142,820	8.1%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,948,794	218,156	4.6%	52,381,237	2,920,088	5.9%	9,270,250	550,492	6.3%
3. Ferry	403,567	53,783	15.4%	5,352,249	574,299	12.0%	806,177	95,811	13.5%
Total Patronage	6,557,832	353,927	5.7%	70,322,360	4,006,751	6.0%	12,386,297	809,791	7.0%

Table 1.1 provides an estimate of patronage normalised for RWC2011. This analysis, adjusting initial estimates made in the July 2012 report, will be ratified at the 13 month point (November 2012) following RWC2011.

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 13,214,208 passengers for the 12-months to August 2012 (Figure 3) an increase of 1,004,398 boardings or +8.2%. For the financial year-to-date, two months to June 2013, patronage has grown by +1.3% (30,188 boardings) (Figure 4). Patronage for August 2012 was 1,205,471 boardings, a decrease of -4.1% (-51,312 boardings) on August 2011 (Figure 5).

Table 1.1 presents Rapid Transit Network patronage normalised for estimated RWC2011 additional patronage. Growth between August 2010 and August 2012 was 17.1% averaged at 8.6% per annum.

Rapid Transit Network (Rail and Northern Express)

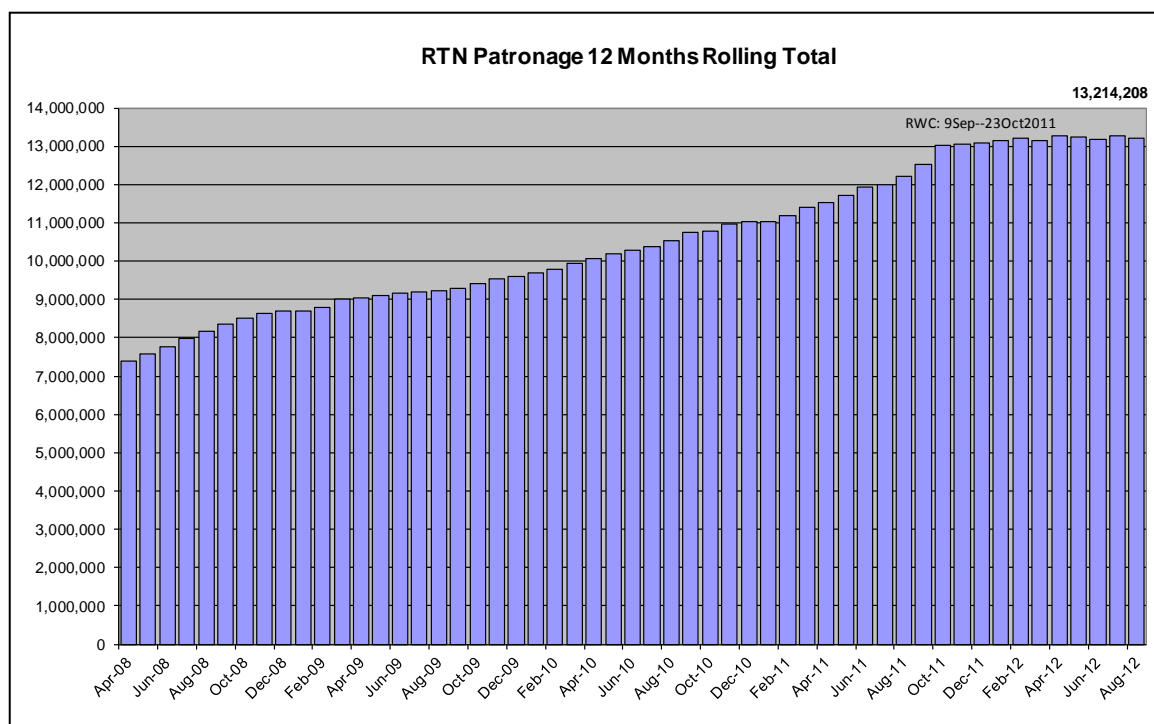


Fig 3. RTN Patronage – 12 Months Rolling Total

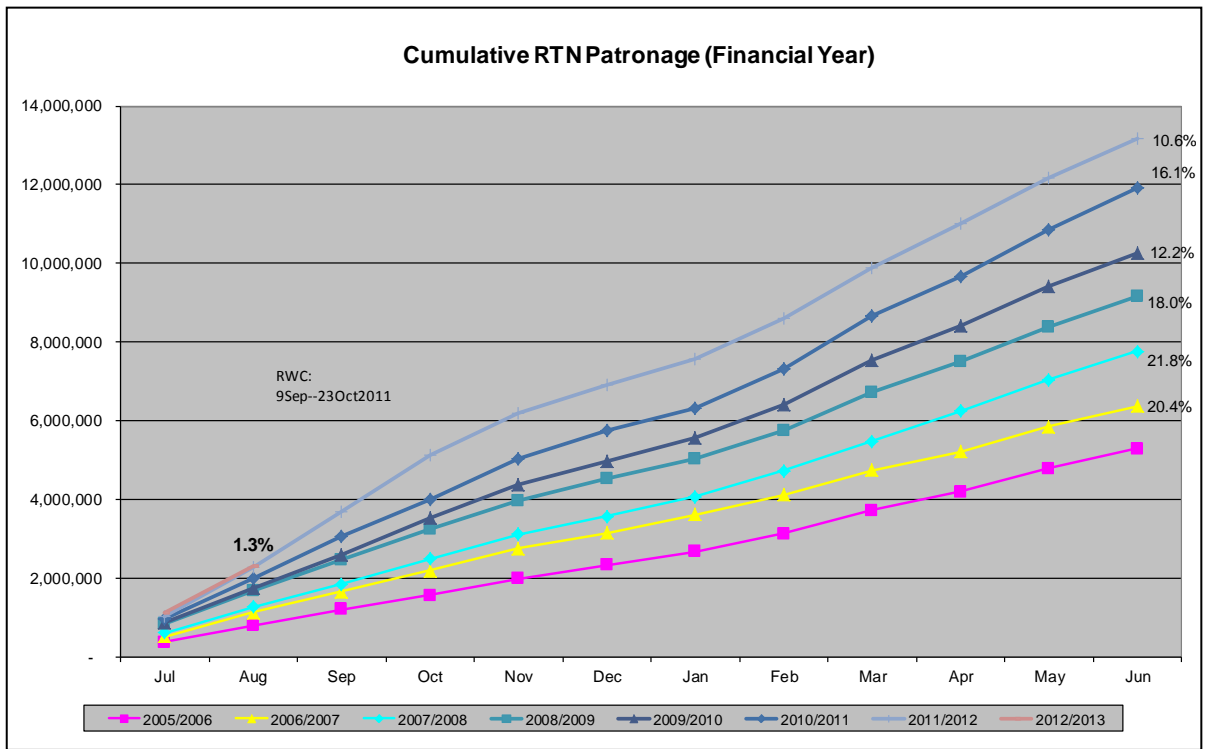


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2012/13

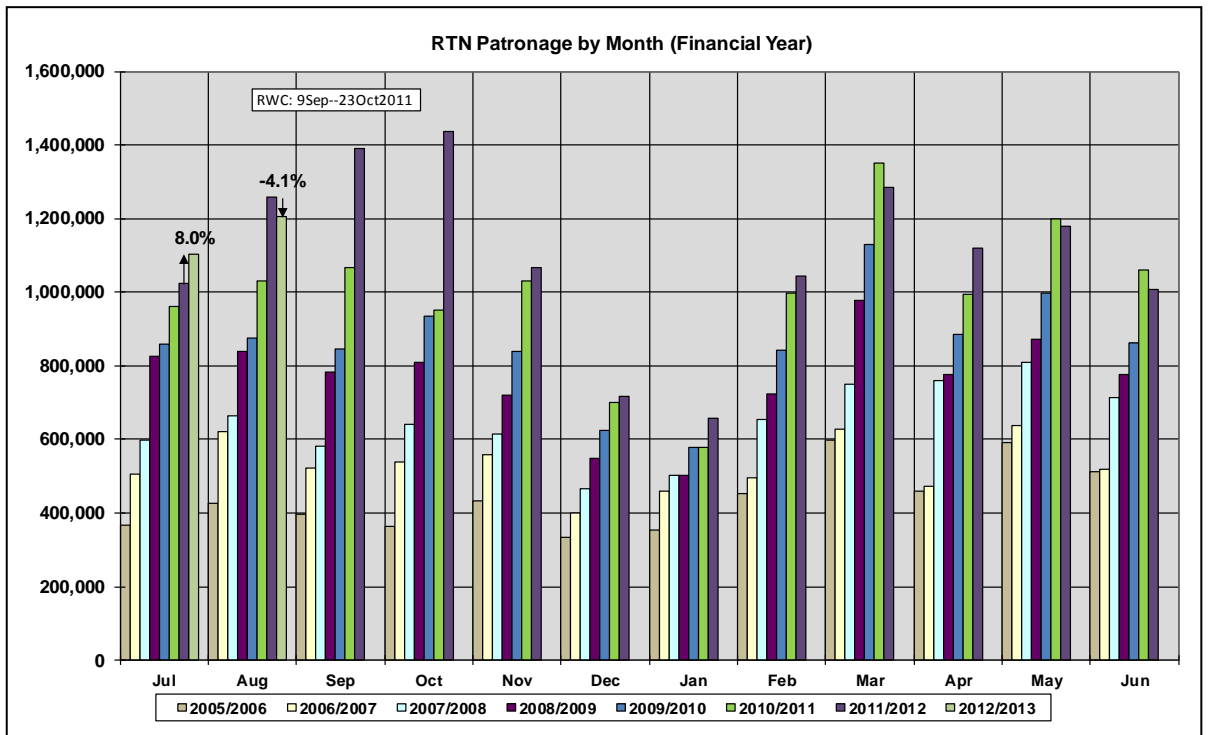


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2012/13

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. Rail patronage totalled 10,932,819 passengers for the rolling twelve months to August 2012 (Figures 6 and 7) an increase of 838,776 boardings or +8.3% on the previous year. Patronage for August 2012 was 987,526 boardings, a decrease of -4.4% (-45,681 boardings) on August 2011 (Figure 8). The decrease for the month compared to the same month last year can principally be attributed to the relative number of trips recorded on special event trains and uptake in train usage as a result of early promotions related to RWC2011 and increased tourist activity prior to RWC2011.

Table 1.1 presents rail patronage normalised for estimated RWC2011 additional patronage. Growth between August 2010 and August 2012 was 17.2% averaged at 8.6% per annum.

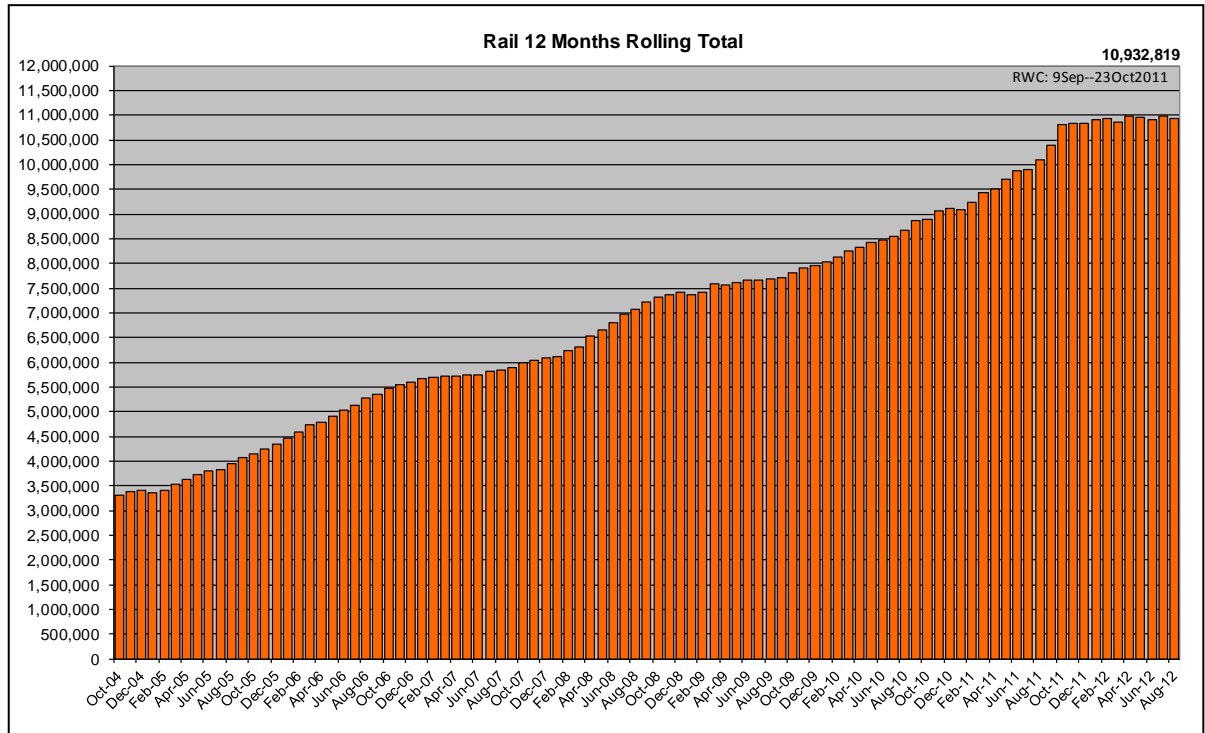


Fig 6. Rail Patronage – 12 Months Rolling Total

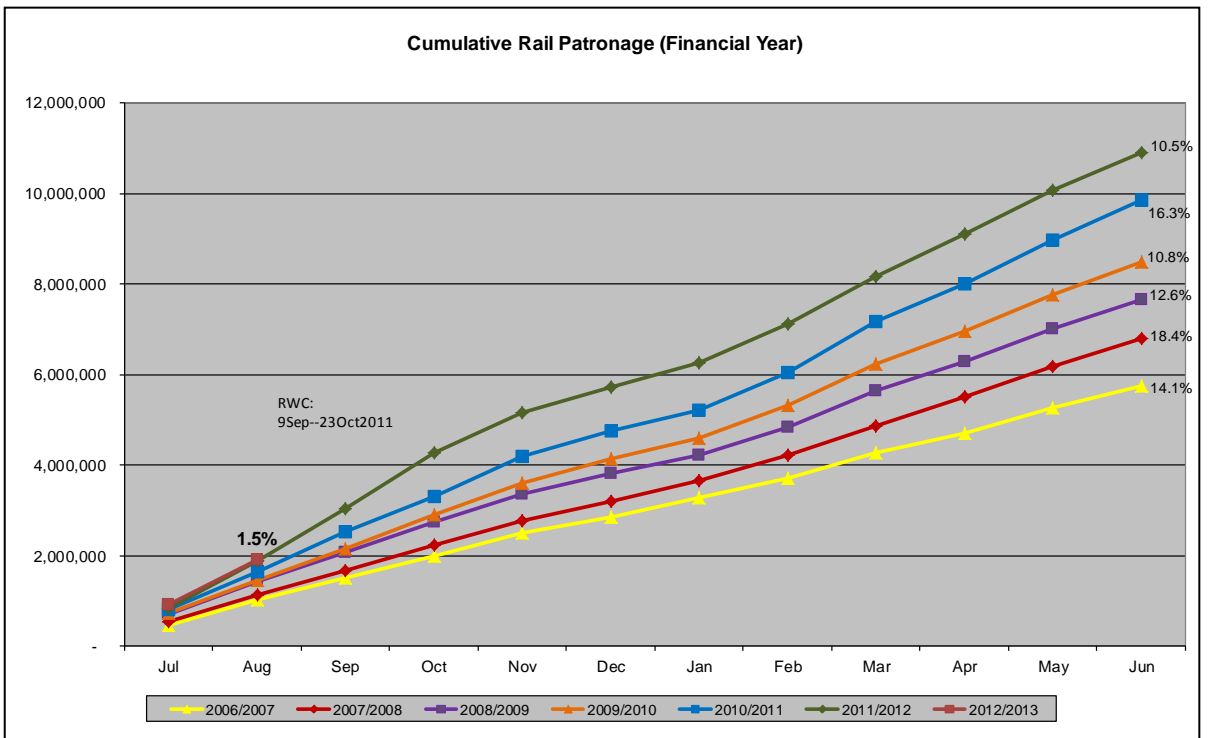


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2012/13

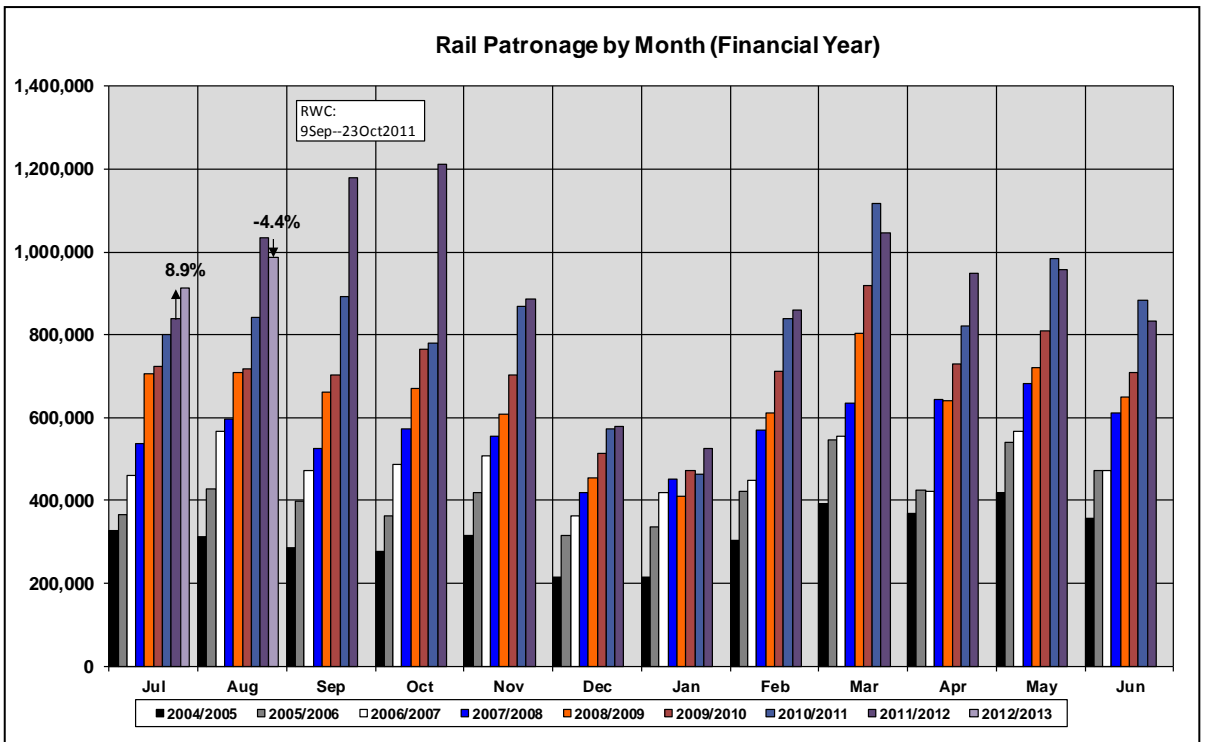


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2012/13



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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,849,300 passengers for the 12-months to August 2012 an increase of 372,075 boardings or +5.7%. For the financial year-to-date, two months to Jun 2013, patronage has grown by 3.2% (37,373 boardings). Patronage for August 2012 was 625,023 boardings, a decrease of -2.7% (-17,467 boardings) on August 2011 (Figure 9). Growth between August 2010 and August 2012 was 14.7% averaged at 7.4% per annum.

In August 2012 there were 462,163 passengers recorded travelling on the Southern and Eastern Lines excluding the Onehunga and Manukau Lines, a decrease of -3.1% on August 2011.

There were 66,694 passengers recorded using the Onehunga Line during August 2012. For the 12-months to August 2012, there have been 755,903 passengers recorded on Onehunga Line services.

There were 96,166 passengers recorded using the Manukau Line during August 2012. For the 12-months to August 2012, there have been 418,984 passengers recorded on Manukau Line services since it was opened on April 2012.

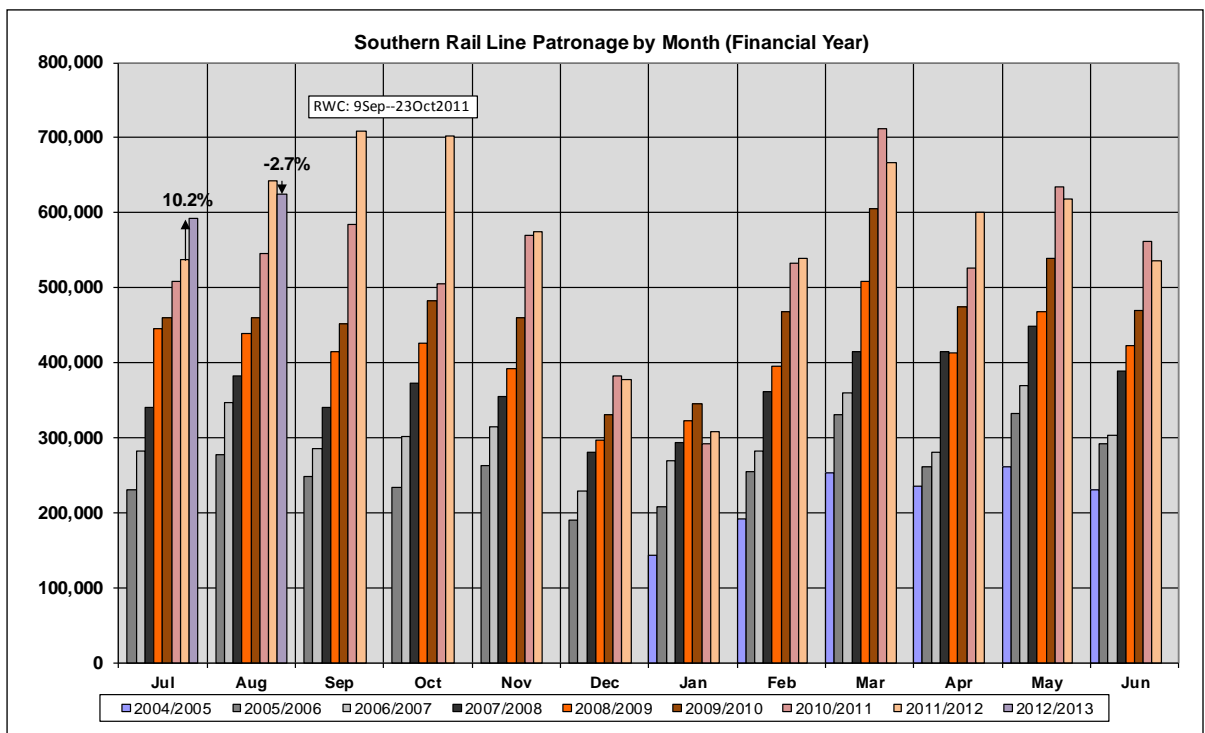


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

Western Rail Line

Western Line rail patronage totalled 4,083,519 passengers for the 12-months to August 2012 an increase of 466,701 boardings or +12.9%. For the financial year-to-date, two months to Jun 2013, patronage has reduced by -1.3% (-8,714 boardings). Patronage for August 2012 was 362,503 boardings, a decrease of -7.2% (-28,214 boardings) on August 2011 (Figure 10). Growth between August 2010 and August 2012 was 21.9% averaged at 11.0% per annum.

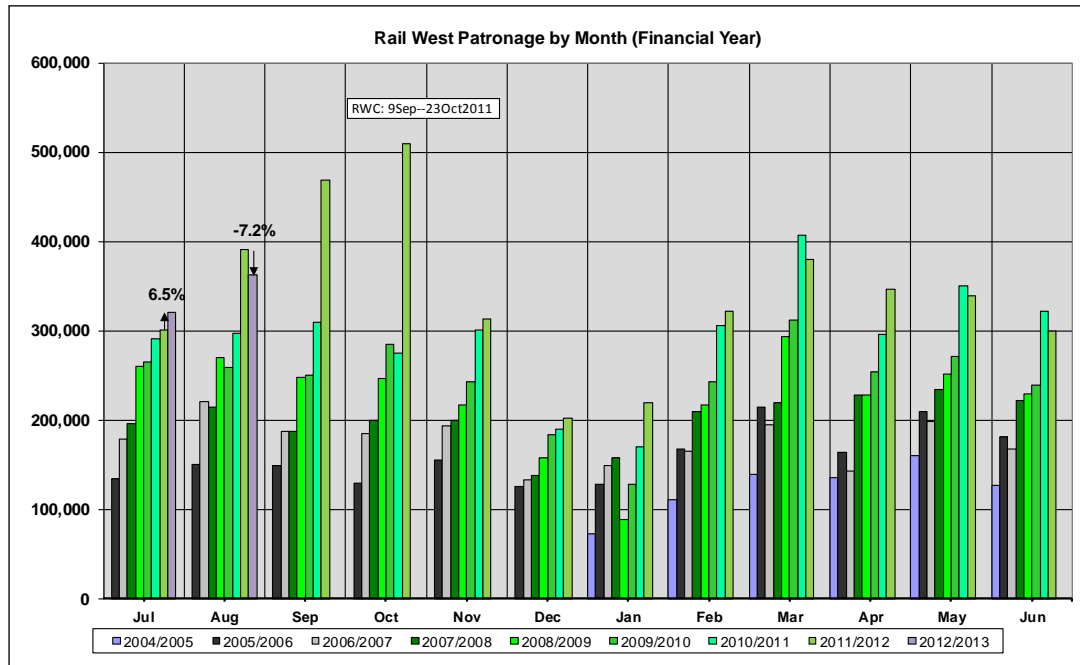


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2012/13

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,281,389 passengers for the 12-months to August 2012 (Figure 11) an increase of 165,622 boardings or +7.8%. For the financial year-to-date, two months to Jun 2013, patronage has grown by +0.4% (1,529 boardings) (Figure 12). Patronage for August 2012 was 217,945 boardings, a decrease of -2.5% (-5,631 boardings) on August 2011 (Figure 13).

Table 1.1 presents patronage normalised for estimated RWC2011 additional patronage. Growth between August 2010 and August 2012 was 16.6% averaged at 8.3% per annum.

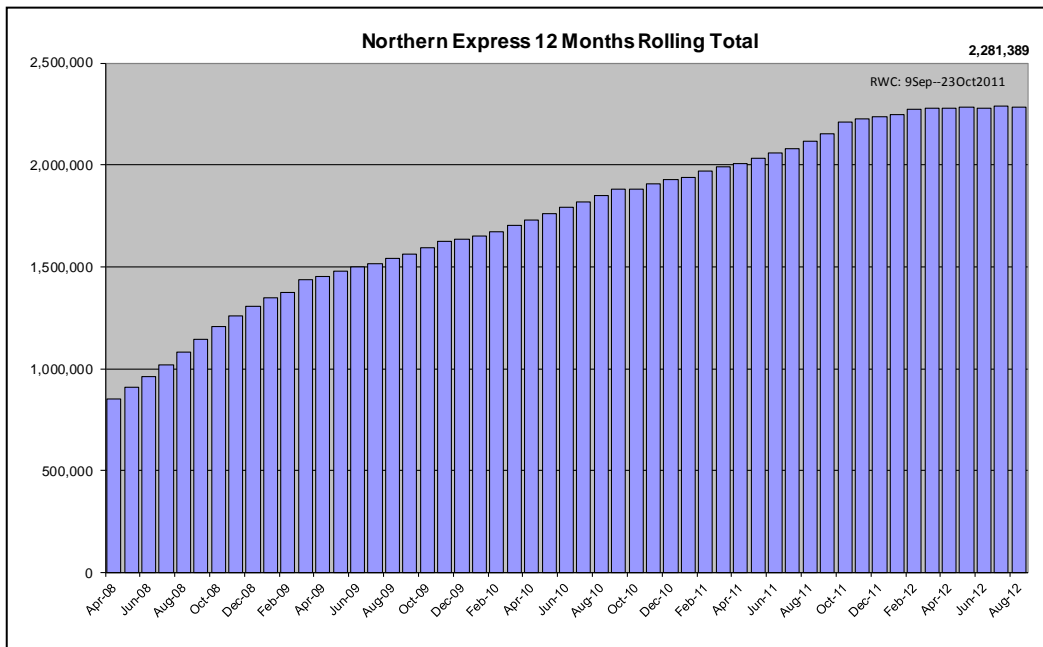


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

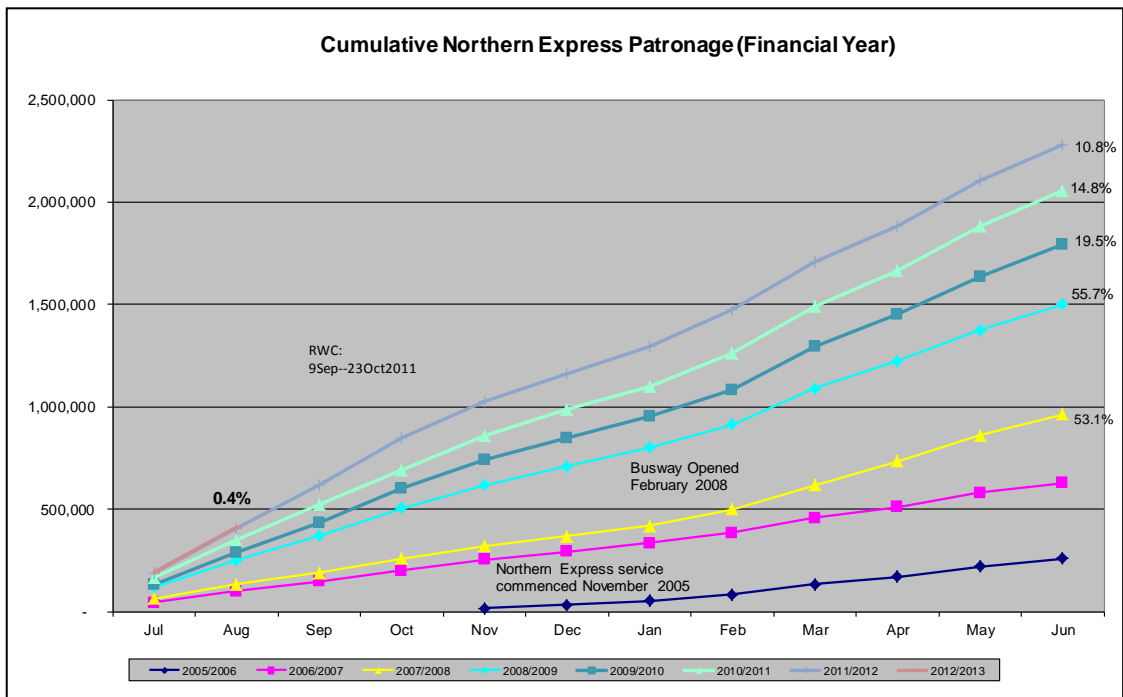


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2012/13

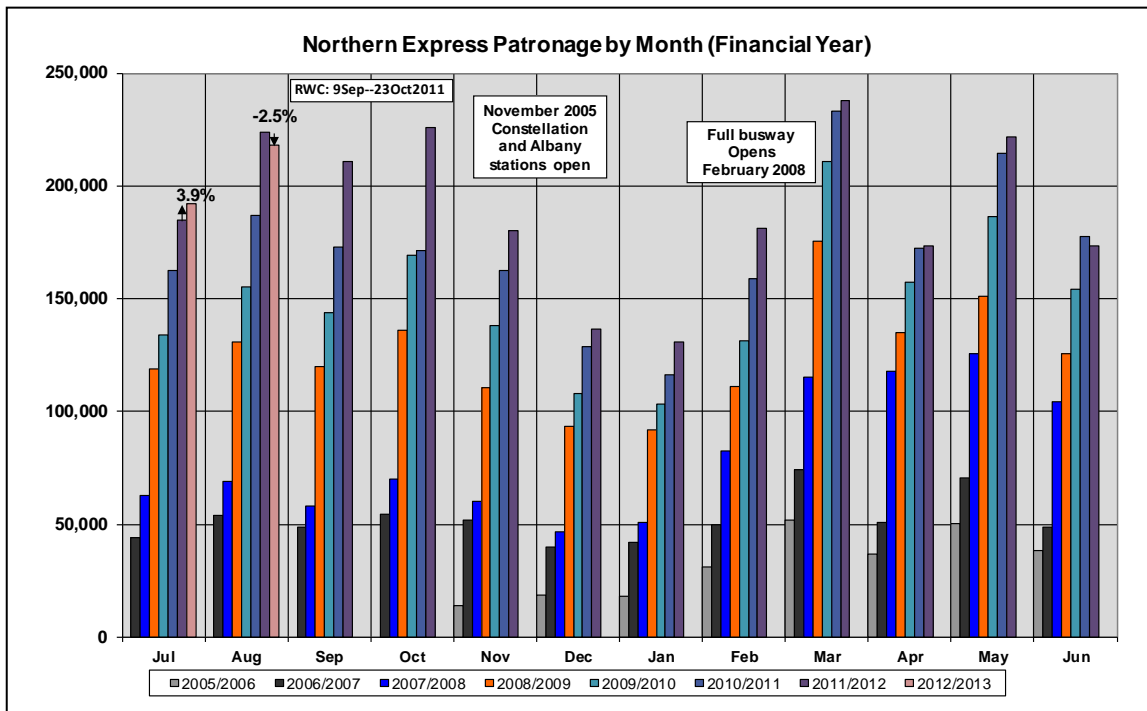


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13

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 52,884,772 passengers for the 12-months to August 2012 an increase of 3,210,575 boardings or +6.5%. For the financial year-to-date, two months to Jun 2013, patronage has grown by +3.8% (337,444 boardings). Patronage for August 2012 was 4,948,794 boardings, an increase of +0.1% (5,108 boardings) on August 2011 (Figure 14).

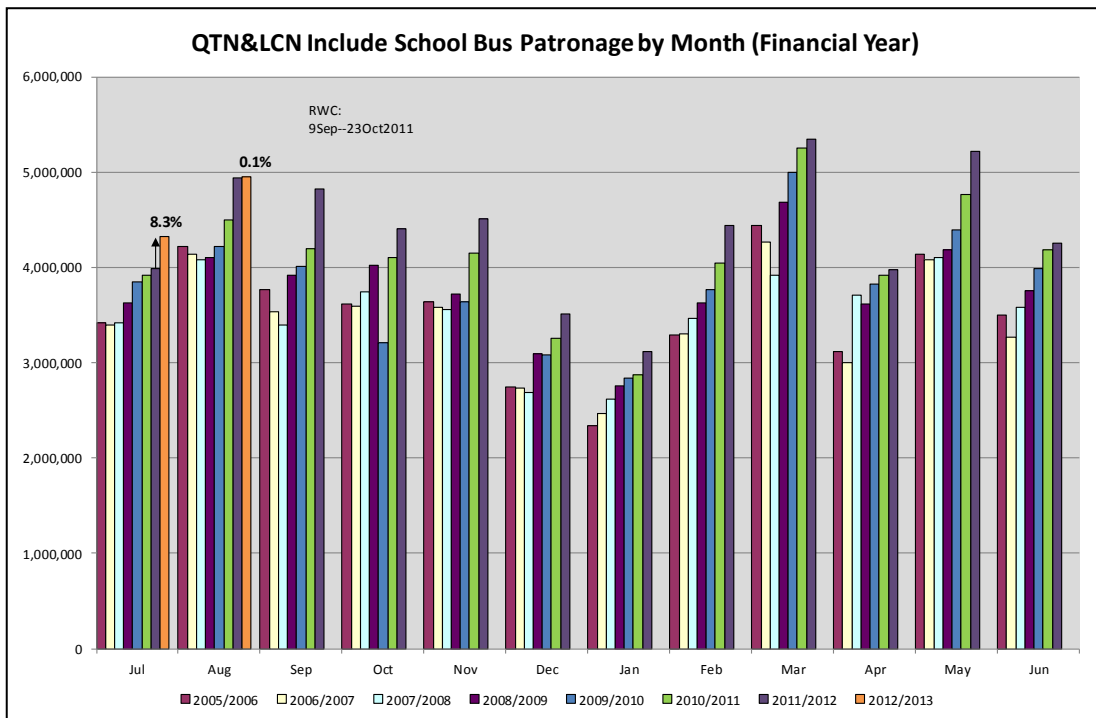


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13

2.3.1 Bus (Other than Northern Express) Patronage Analysis

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

	North Sector (excluding Northern Express)						West Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-12	926,642	84,175	10.0%	10,750,733	367,290	3.5%	407,608	8,580	2.2%	4,989,979	113,930	2.3%
Aug-12	1,050,417	- 17,400	-1.6%	10,733,333	234,469	2.2%	452,713	- 33,604	-6.9%	4,956,375	34,756	0.7%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-12	856,856	27,586	3.3%	10,807,360	370,770	3.6%	2,130,350	211,995	11.1%	26,331,592	2,799,705	11.9%
Aug-12	1,057,106	- 6,922	-0.7%	10,800,438	269,620	2.6%	2,388,557	63,034	2.7%	26,394,626	2,671,730	11.3%

Table 2. Bus Patronage Analysis by Geographic Sector

2.4 Ferry Patronage

Ferry patronage totalled 5,503,316 passengers for the 12-months to August 2012 an increase of 685,536 boardings or +14.2%. For the financial year-to-date, two months to Jun 2013, patronage has grown by +7.5% (55,981 boardings). Patronage for August 2012 was 403,567 boardings, an increase of +3.6% (13,953 boardings) on August 2011 (Figure 15).

Table 1.1 presents patronage normalised for estimated RWC2011 additional patronage. Growth between August 2010 and August 2012 was 25.9% averaged at 13.0% per annum.

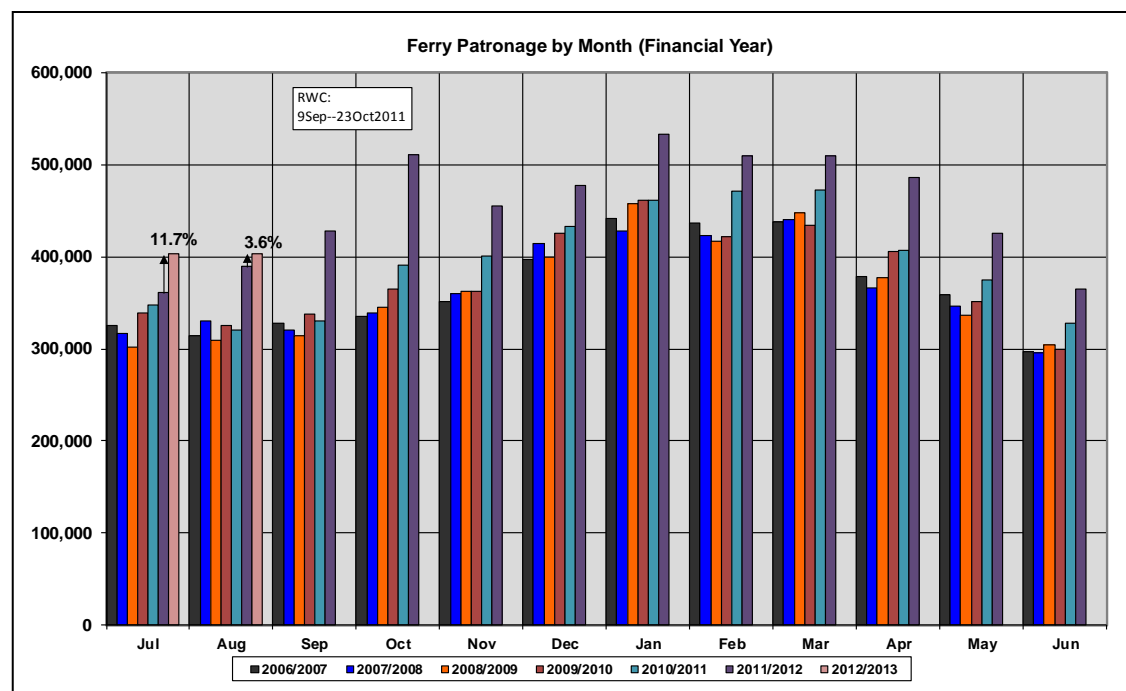


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2012/13

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

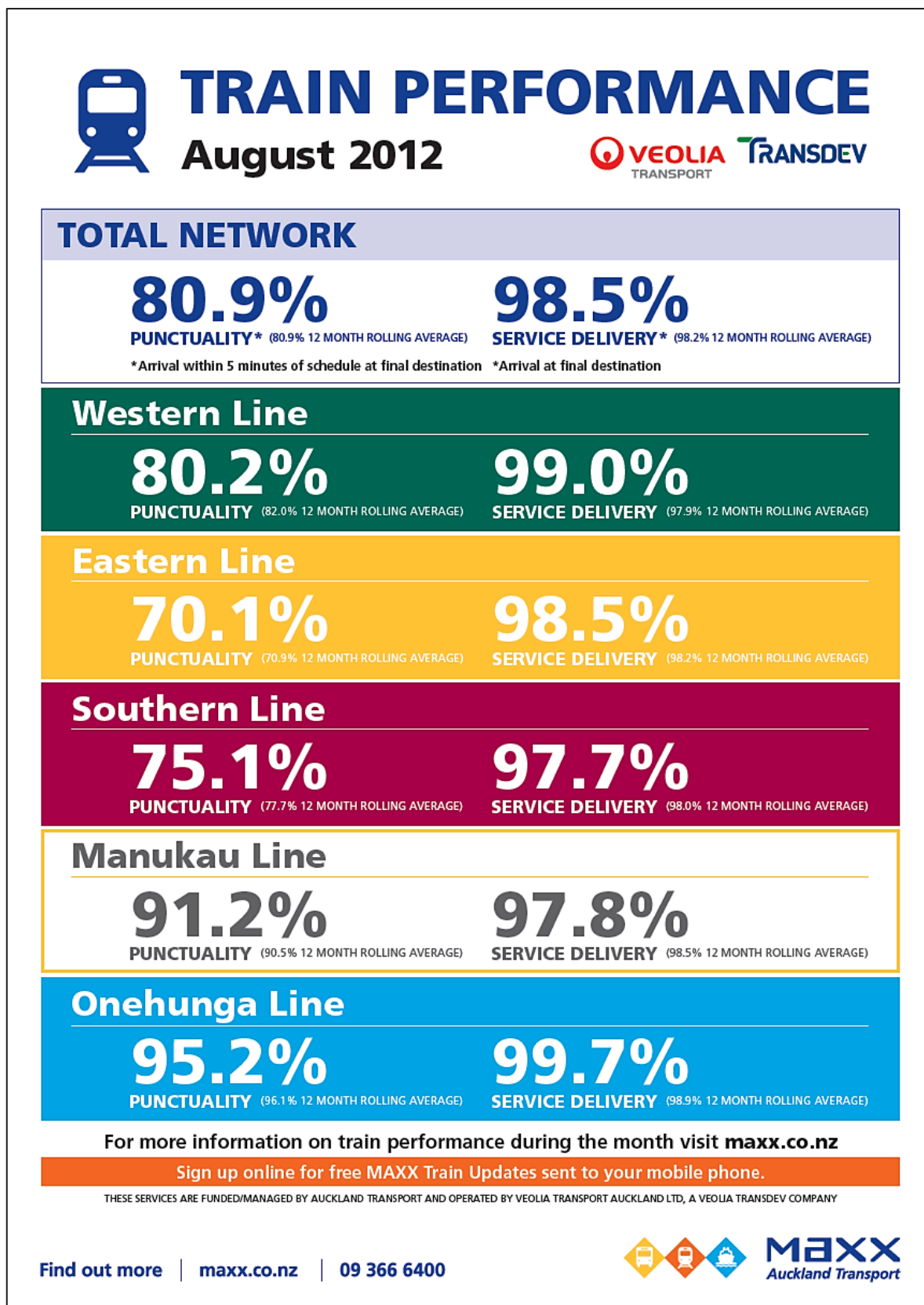


Fig 16. Rail Published Performance Results for August 2012

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 August the performance of the train services declined from the previous month to 80.9% of services operating on time or within five minutes of their schedule. This compares to 82.6% in July and 76.8% for the same month last year when services operations were affected by several major incidents coupled with teething problems associated with newly installed signalling equipment. Punctuality trends comparing 2011 and 2012 are presented at Figure 17.

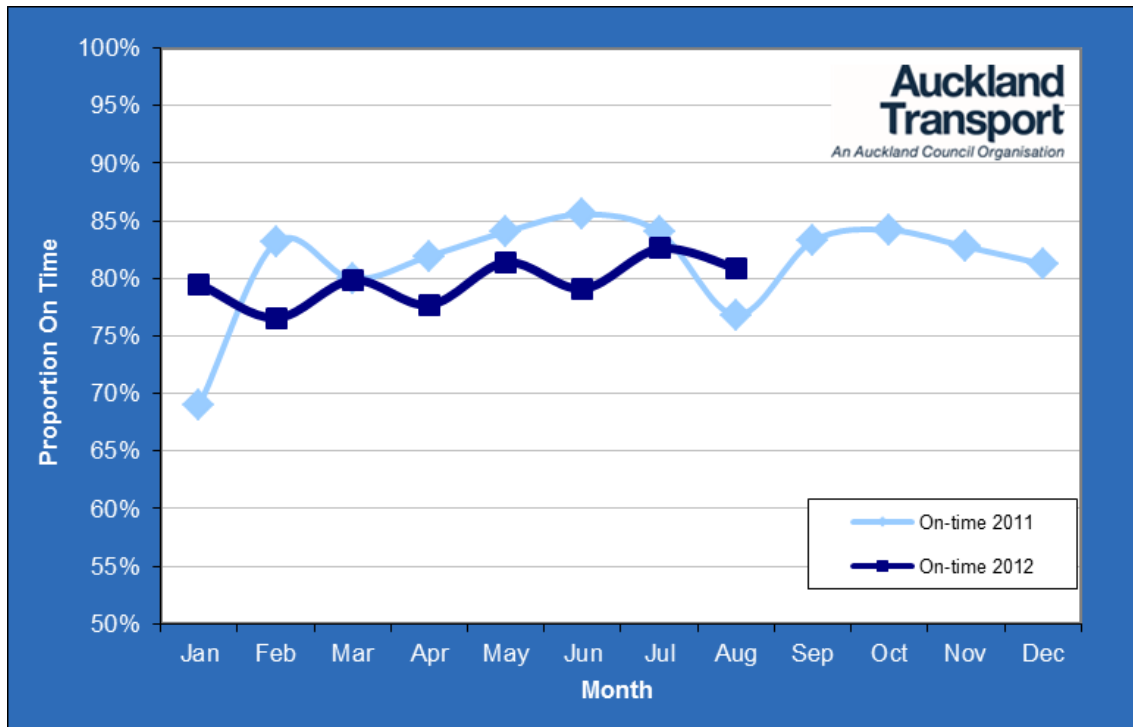


Fig 17. Rail Punctuality Trends for 2011 and 2012

The following major incidents impacted on service delivery during August:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on one day during August when a signal fault at Henderson resulted in delays and cancellations during the morning peak of 6 August.
- *Train faults (KiwiRail)* – Faults with trains affected the delivery of services on five days during the month of August.
- *Operational (Veolia)* – Services were affected on two days during August, one as a result of a driver error at Westfield and the other as a result of an operating error at Wiri.
- *Other* – An electrical explosion on the Weymouth Road overbridge resulted in a temporary suspension of services operating south of Manurewa on the morning of 1 August. A burst water main at Westfield station disrupted some services during the middle of the day on 10 August. Freight train operations caused significant disruption to metro services on three days during August.

Train delay minutes increased by 13.3% during August compared to the previous month as illustrated in Figure 18. For the month a total of 19,584 delay minutes were recorded as a result of all causes. There was an increase recorded in delay minutes against all attributes except train maintenance (KiwiRail) which decreased slightly by 5.8%.

Figure 18 also shows the increasing trend of increased train services over time and the decreasing average delay minutes per train service trip.

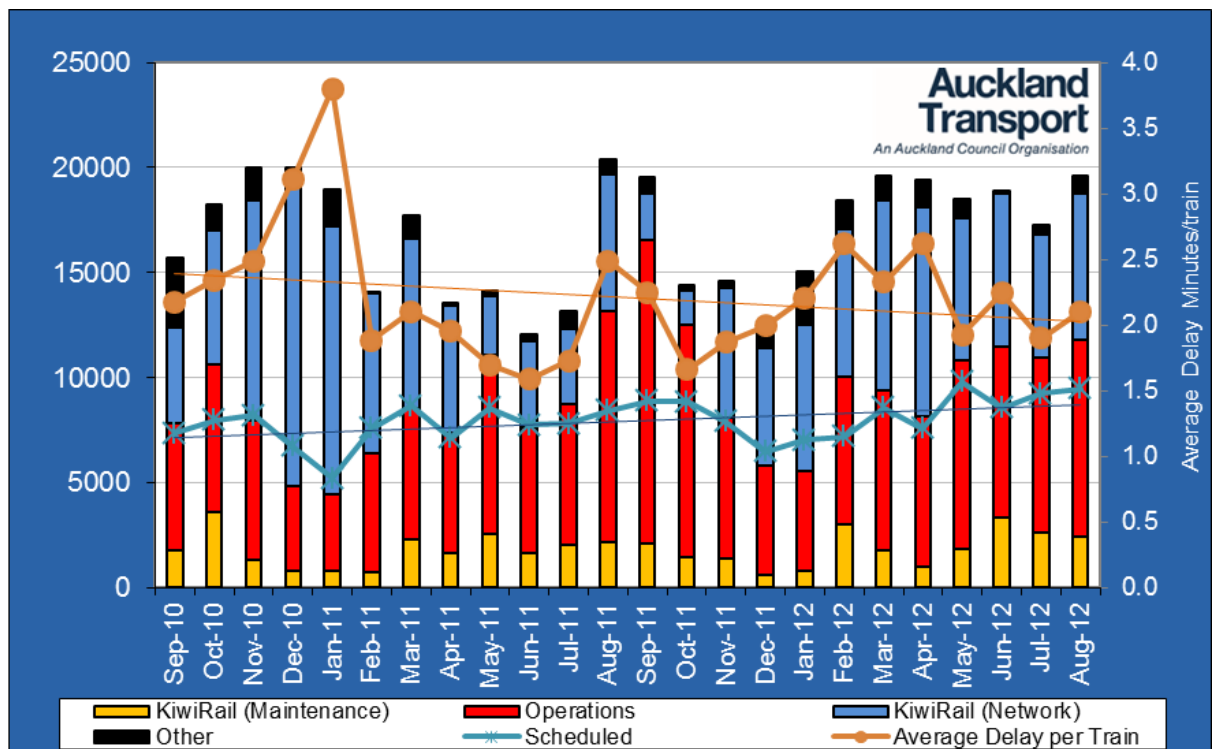


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	4,358	62.4%
Signal/points failure	904	12.9%
Speed restrictions	831	11.9%
Track protection measures*	893	12.8%
Total	6,986	

* 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 against the planned train capacity for each service, there were three services reported to have exceeded AT's planned seating to standing ratio during August, two of which were Western Line services and the other an Eastern Line service.

3.3 Bus Service Performance

For August 2012, 99.19% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for August 2012 was 99.04%, 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 is underway to ensure timetables continuously reflect operating conditions.

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

	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,598	100%	99.98%
H & E	19,185	100%	99.20%
NZ Bus	123,541	98.74%	98.94%
Ritchies	30,340	99.99%	99.49%
Tranzit	2,356	100%	99.32%
Urban Express	5,467	99.93%	95.96%
Total	192,487	99.19%	99.04%

3.4 Ferry Service Performance

For August 2012, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for August 2012 was 99.95% 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- August 2012

	Scheduled Trips	Reliability	Punctuality
Bayswater	1,026	100%	100%
Half Moon Bay	590	100%	99.83%
Birkenhead	1,108	100%	100%
Gulf Harbour	92	100%	100%
West Harbour	621	100%	99.84%
Rakino	22	100%	100%
Pine Harbour	644	100%	100%
Total	4,103	100%	99.95%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

28 events took place in August, with 4 having an adverse impact on public transport either with road closures and/or route diversions or additional special event services. The following identifies passengers carried on Special Event services only using integrated match and transport ticketing. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

NZ All Blacks vs. Australia, Bledisloe Cup Test Eden Park: Saturday 25th August 2012:

Additional rail and special event bus services were provided to get passengers to and from the event. Bus services from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Rail services were split, with trains from the West arriving to and departing from Morningside Station and rail services to the CBD arriving to and departing from Kingsland Station. Free travel ticketing was in place for services. Attendance at the event was 43,000.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	12098	28.13%	14214	33.06%	30.60%
BUS	6203	14.43%	6840	15.91%	15.17%
FERRY	-	-	-	-	-
TOTAL	18301	42.56%	21054	48.96%	45.76%

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

Under the Public Transport Management Act 2008, there were no variations to registered services or new registrations approved during the month of July 2012.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- Preparatory works for integrated ticketing on rail are continuing, including the relocation of the Ticket Sales offices at Britomart Station, and installation of ticket reload and vending machines at rail stations.
- Bus services has been moved to an upgraded version of the real time system which allows for a roll-out of improved sign interfaces for customers across the region.
 - 20 additional high patronage electronic signs information displaying both scheduled and real-time important are being commissioned at high patronage stops
 - Transport interchange, large screen signs are being upgraded
- Resource consent has been received for Phase 1 of the Silverdale park & ride.

6.2 Projects in Planning

- Planning continues for the proposed change to the rail timetable. The timetable change is scheduled to be implemented on 14 October 2012 and is designed to improve rail service punctuality, in particular to improve performance on the Eastern Line.
- Public consultation on the proposed revision of the statutory Regional Public Transport Plan is expected to begin in October with target plan adoption in early 2013.
- Preparations for rail, ferry and bus smartcard integrated ticketing are progressing with installation of ticket vending machines at all rail stations completed and relocation of ticket offices at Britomart. Electronic gatelines have been installed at Britomart and Newmarket Stations.

- Electric train (EMU-Electric Multiple Unit) design is progressing and electrification of the rail network continues with overhead wire installation on the Western Line and catenary masts on the Southern and Eastern Lines.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Advance publication and promotion of the launch of AT HOP integrated ticketing on rail and ferry have commenced including launch of off-board ticketing for rail.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

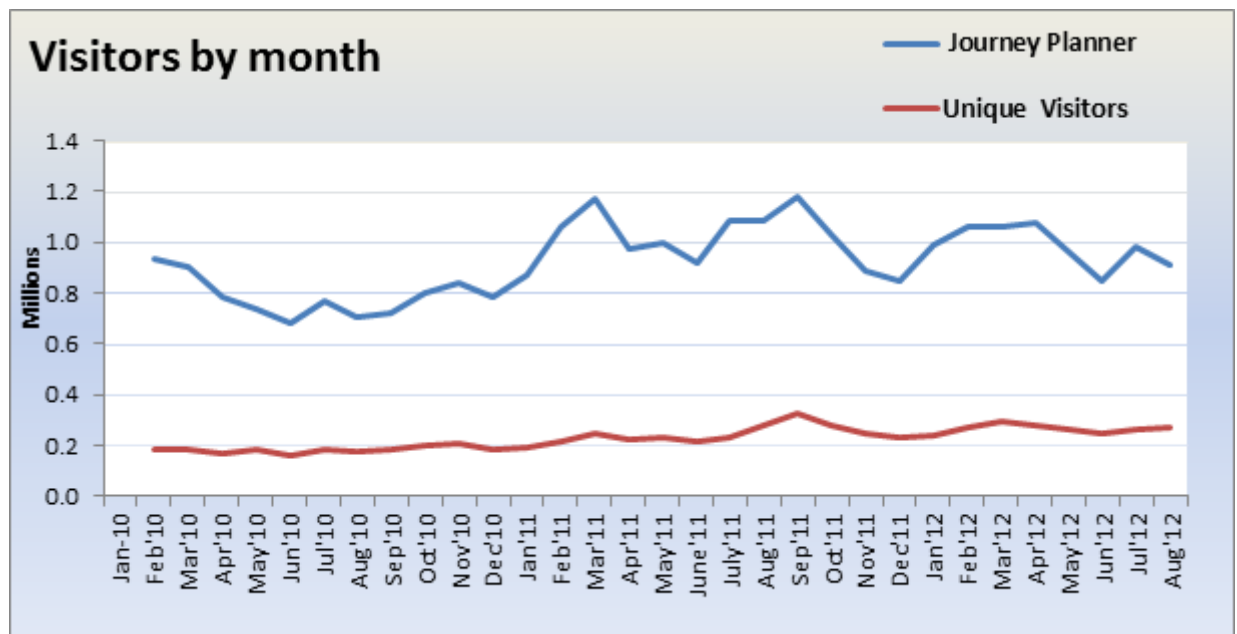
For the month of August there were 12,973 visits (-1.56%) decrease compared to information kiosk at Britomart in August 2011.

8.2 MAXX Public Transport Call Centre

For August 2012, call volume was 40,168 (-18.98% compared to August 2011). 88.19% of calls were answered within the service standard of 20 seconds.

For HOP ticketing 2968 calls during the month and were answered in 88.19% grade of service standard of 20 seconds.

8.3 www.MAXX.co.nz

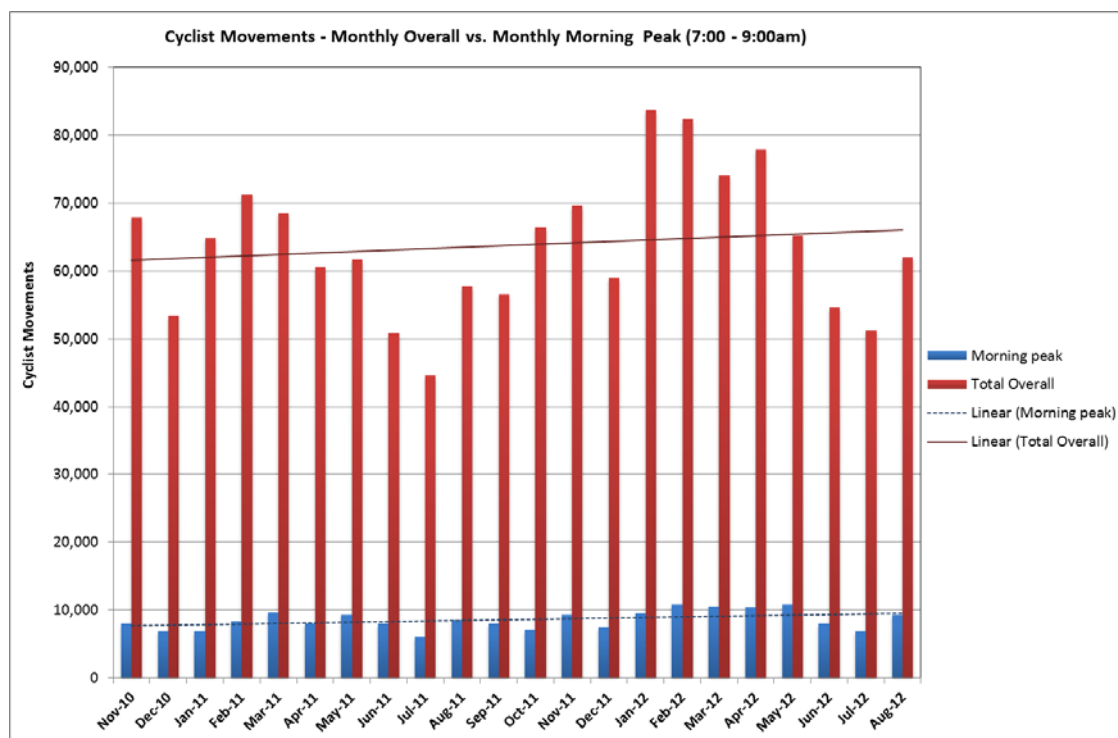


8.4 MAXX live departure board/real-time information

Public transport service real-time departure board visits totalled 25,008 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

CYCLE MONITORING

- There has been an increase of 6.83% in cyclist movements in August 2012 when compared to August 2011.
- The morning peak movements increased by 8.9% when compared to August last year.
- A total of 802,398 cycle trips were recorded for the year September 2011 to August 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%
May	61,675	65,137	5.6%	9,315	10,856	16.5%
June	50,742	54,632	7.67%	7,998	8,037	0.5%
July	44,614	51,175	12.82%	6,100	6,977	14.4%
August	57,713	61,945	6.83%	8,557	9,319	8.9%