

# Statistics Report

September 2012



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# PUBLIC TRANSPORT

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## 1. HIGHLIGHTS

### 1.1 Patronage

Annual Auckland public transport patronage for the 12-month period to end-September 2012 was 70,681,947 boardings and continued to show underlying growth of +4.3% (+2,927,191 boardings) compared to the previous 12-months to end-September 2011.

All modes contributed to this growth: rail at +1.9%, the Northern Express bus at +4.7%, all other bus at +4.2% and ferry at +10.8%.

Financial year-to-date (FYD) for three months of July to September 2012 and monthly September 2012 patronage compared to the same periods in 2011 has reduced. Table 1 provides actual patronage results +4.3% annual, -2.5% three month FYD and -13.5% monthly.

It is important to present the context of these results within known patronage impacts to assess underlying performance trends. The greatest impact on these results is the patronage spikes during September and October 2011 of the Rugby World Cup 2011 (RWC2011) tournament (9 September and 23 October 2011), in particular from one-off special event public transport services to and from matches and also across scheduled services. This is consistent across all modes as illustrated in Figures 5, 8 to 10 and 13 to 15. Table 1.1 provides estimated patronage normalised for RWC2011 of +5.2% annual, +3.5% three month FYD and -3.2% monthly.

A second significant impact on actual results for September 2012 was two less business days in September 2012 compared to September 2011 (resulting in a -7% to -8% monthly impact). Estimated patronage normalised for RWC2011 and business days is +4.5% monthly.

Estimated real patronage results normalising business days and not adjusting for RWC2011 are approximately +4.3% annual, +0% three month FYD and -5.5% monthly.

Patronage was further impacted during September as a result of cancelled bus services due to NZ Bus industrial relations activity and weekend rail network closures to facilitate electrification infrastructure works.

### 1.2 Service Performance

During September train service performance was the highest for a number of years at overall 98.7% reliability and 86.2% of services running on time. This is due to improved performance of upgraded track and signalling infrastructure and operational procedural improvements including train despatch at Britomart Station.

### 1.3 Initiatives

Final preparations are being made for public consultation, commencing on 5 October 2012, of an updated Regional Public Transport Plan, including a revised and simplified bus service network and the proposed public transport policies and actions over the next ten years.

## 2. PUBLIC TRANSPORT PATRONAGE

### 2.1 Network Wide Summary

Auckland public transport patronage totalled 70,681,947 passengers for the 12-months to September 2012 an increase of 2,927,191 boardings or +4.3% as illustrated at Figure 1.

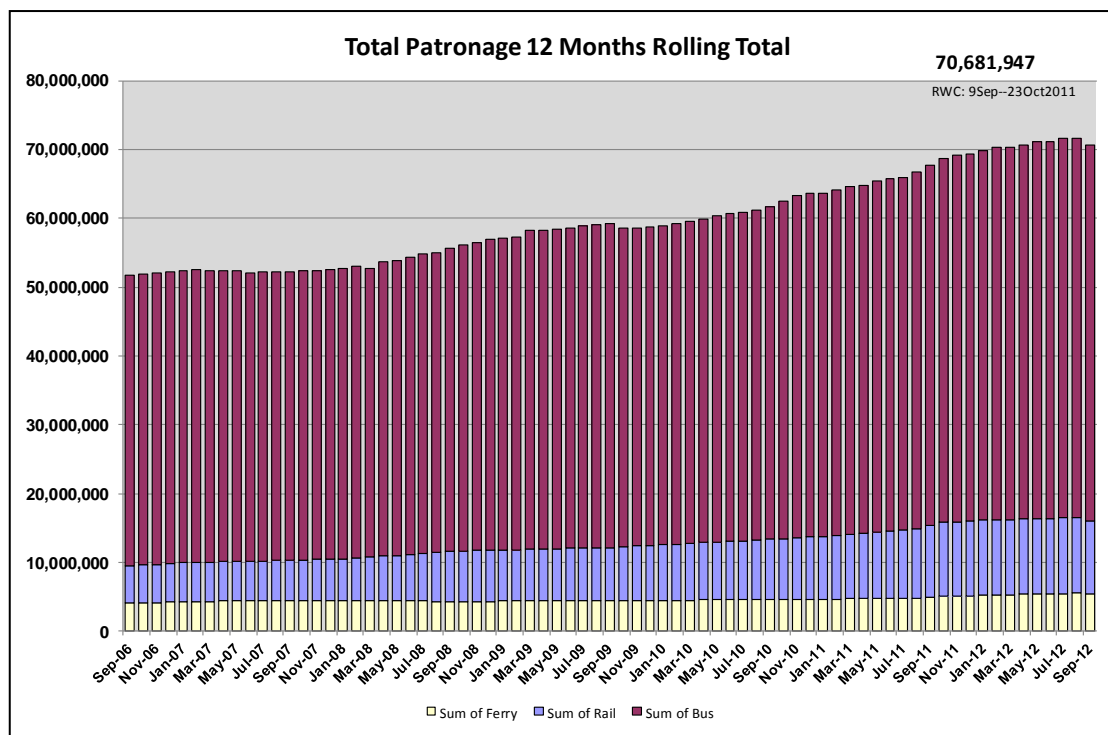


Fig 1. Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, three months to June 2013, patronage has decreased by -2.5% (-473,689 boardings). Patronage for September 2012 was 5,744,893 boardings, a decrease of -13.5% (-897,302 boardings) on September 2011.

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

	Sep-12								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
<b>1. Rapid Transit Network sub-total:</b>	1,007,901	-381,442	-27.5%	12,832,766	299,379	2.4%	3,317,771	-351,254	-9.6%
Northern Express Bus	185,030	-25,727	-12.2%	2,255,662	101,832	4.7%	594,836	-24,198	-3.9%
<b>Rail sub-total:</b>	822,871	-355,715	-30.2%	10,577,104	197,547	1.9%	2,722,935	-327,056	-10.7%
- Western Line	287,789	-181,375	-38.7%	3,902,144	125,637	3.3%	971,065	-190,089	-16.4%
- Southern & Eastern Line:	535,082	-174,340	-24.6%	6,674,960	71,910	1.1%	1,751,870	-136,967	-7.3%
- Pukekohe / Papakura Services *	390,506			5,435,607			1,284,127		
- Manukau Services * (opened 15 Apr 2012)	86,267	-152,539	-24.2%	505,251	24,687	0.4%	276,972	-122,525	-7.3%
- Onehunga Services	58,309	-21,801	-27.2%	734,102	47,223	6.9%	190,770	-14,442	-7.0%
<b>2. Quality Transit and Local Bus (Include School Bus) sub-total:</b>	4,365,980	-459,078	-9.5%	52,402,647	2,096,781	4.2%	13,636,230	-121,634	-0.9%
- Quality Transit & Local Bus	4,094,269	-433,682	-9.6%	49,777,263	2,218,598	4.7%	12,853,568	-124,057	-1.0%
- Contracted School Bus	271,711	-25,396	-8.5%	2,625,384	-121,817	-4.4%	782,662	2,423	0.3%
<b>3. Ferry</b>	371,012	-56,782	-13.3%	5,446,534	531,031	10.8%	1,177,189	-801	-0.1%
<b>Total Patronage</b>	<b>5,744,893</b>	<b>-897,302</b>	<b>-13.5%</b>	<b>70,681,947</b>	<b>2,927,191</b>	<b>4.3%</b>	<b>18,131,190</b>	<b>-473,689</b>	<b>-2.5%</b>

- \* 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.

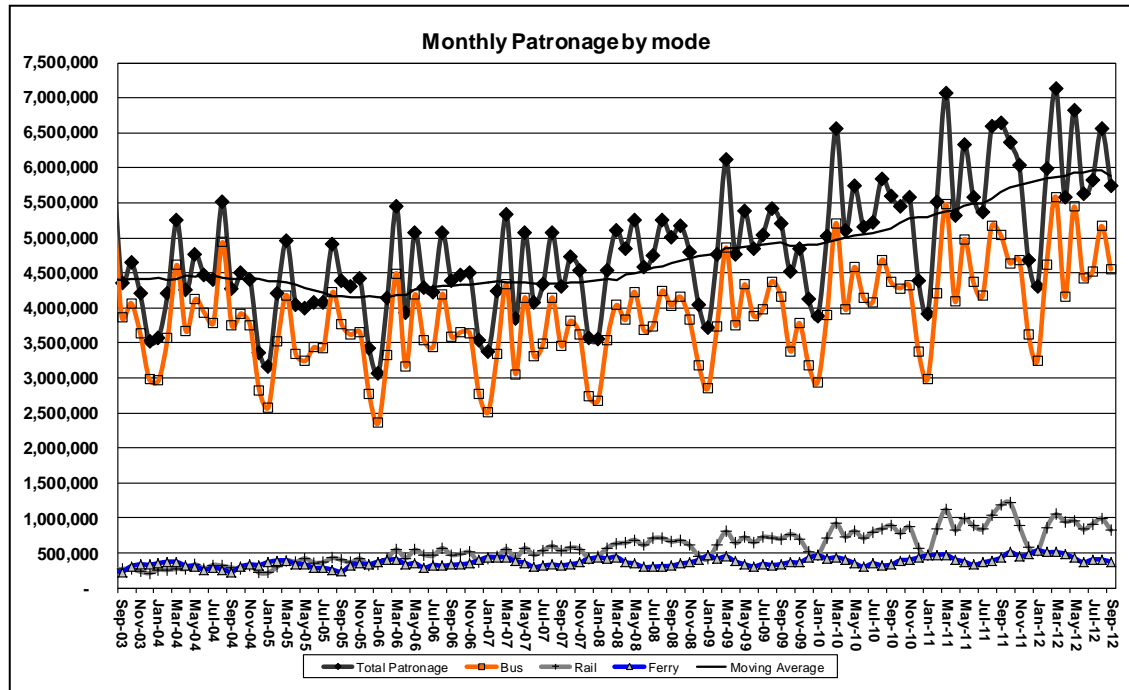


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

### 2.1.1 Trend Analysis

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 to confirm the underlying public transport patronage trends post RWC2011. For September 2012, RWC2011 is estimated to impact on average across all modes monthly results by approximately -10%, FYD by -6% and annual results by -1%. A further normalisation will be required in October 2012.

Table 1.1 Patronage Breakdown Normalised for Rugby World Cup 2011 (RWC2011)

Normalised	Sep-12								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
<b>1. Rapid Transit Network sub-total:</b>	1,007,901	-155,317	-13.4%	12,433,556	259,594	2.1%	3,317,771	8,172	0.2%
Northern Express Bus	185,030	-3,860	-2.0%	2,217,161	104,339	4.9%	594,836	16,810	2.9%
Rail sub-total:	822,871	-151,458	-15.5%	10,216,395	155,256	1.5%	2,722,935	-8,638	-0.3%
<b>2. Quality Transit and Local Bus (Include School Bus) sub-total:</b>	4,365,980	-44,823	-1.0%	52,313,367	2,634,804	5.3%	13,636,230	505,669	3.9%
<b>3. Ferry</b>	371,012	10,715	3.0%	5,362,964	554,787	11.5%	1,177,189	106,525	9.9%
<b>Total Patronage</b>	<b>5,744,893</b>	<b>-189,426</b>	<b>-3.2%</b>	<b>70,109,887</b>	<b>3,449,185</b>	<b>5.2%</b>	<b>18,131,190</b>	<b>620,365</b>	<b>3.5%</b>

In addition to the impacts of RWC2011 on public transport patronage results for September:

- September 2012 included two less business days compared to September 2011 (to be “recovered” in November 2012); this accounts for a -7% to -8% fall in patronage in the month;
- Rail services were also impacted negatively by network closures to facilitate rail electrification upgrade works (estimated at -2% to -3% on September rail patronage);
- Bus services were impacted by service cancellations as a result of NZ Bus industrial relations activities.

Normalising for RWC2011 and business days, underlying monthly public transport patronage is estimated at +4% to +5% growth for the month. The above impacts should be considered as context below for each service category results.

## 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 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 12,832,766 passengers for the 12-months to Sep 2012 (Figure 3) an increase of 299,379 boardings or +2.4%. For the financial year-to-date, three months to Jun 2013, patronage has decreased by -9.6% (-351,254 boardings) (Figure 4). Patronage for Sep 2012 was 1,007,901 boardings, a decrease of -27.5% (-381,442 boardings) on Sep 2011 (Figure 5).

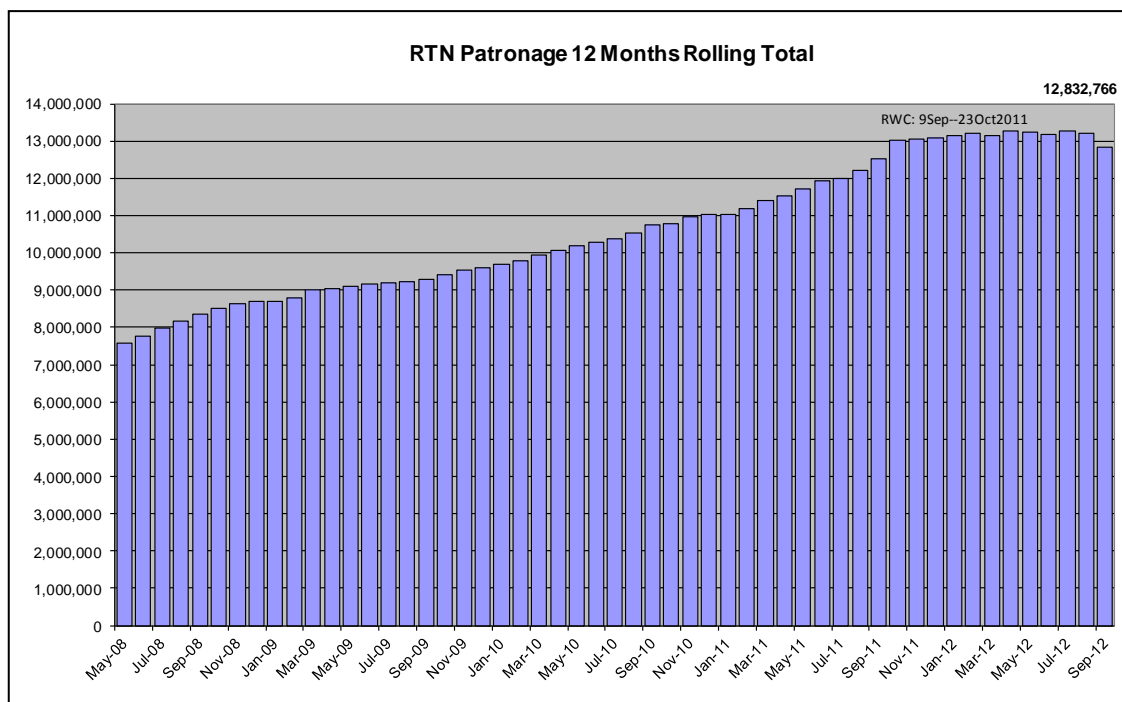


Fig 3. RTN Patronage – 12 Months Rolling Total



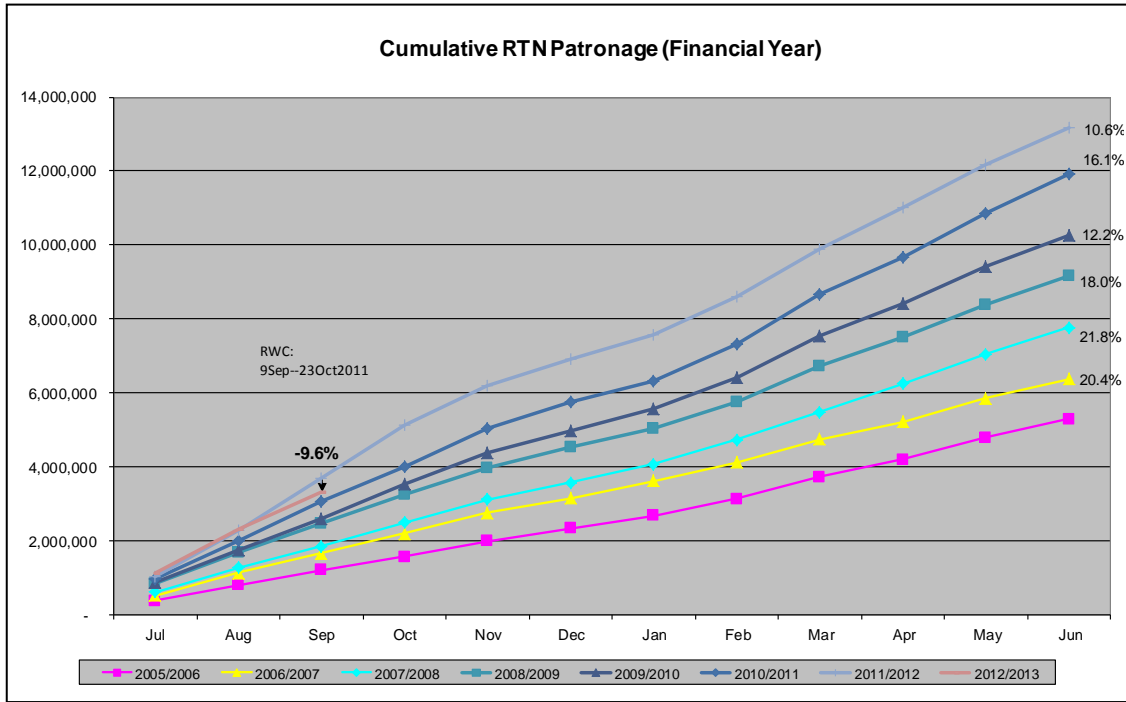


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2012/13

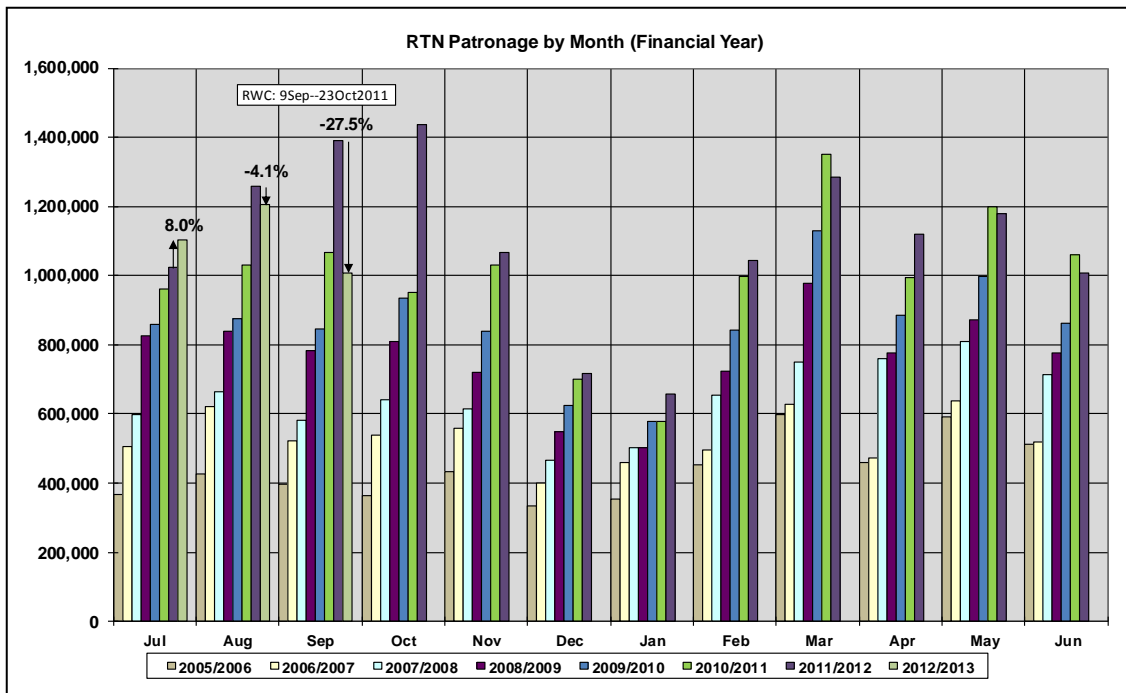


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2012/13

## 2.3 Rail Patronage

Rail patronage totalled 10,577,104 passengers for the rolling twelve months to September 2012 (Figures 6 and 7) an increase of 197,547 boardings or +1.9% on the previous year.

Patronage for September 2012 was 822,871 boardings, a decrease of -30.2% (-355,715 boardings) on September 2011 (Figure 8). The decrease for the month compared to the same month last year can be attributed to primarily patronage associated with RWC2011 matches during September 2011 (approximately -17% or -205,000 boardings); two fewer business days; a full rail network closure on the first weekend of September 2012, and on the Western Line and South of Otahuhu on the weekend of 22/23 September 2012.

The underlying patronage trend indicates a small increase over the year in rail patronage with a reduction for the month.

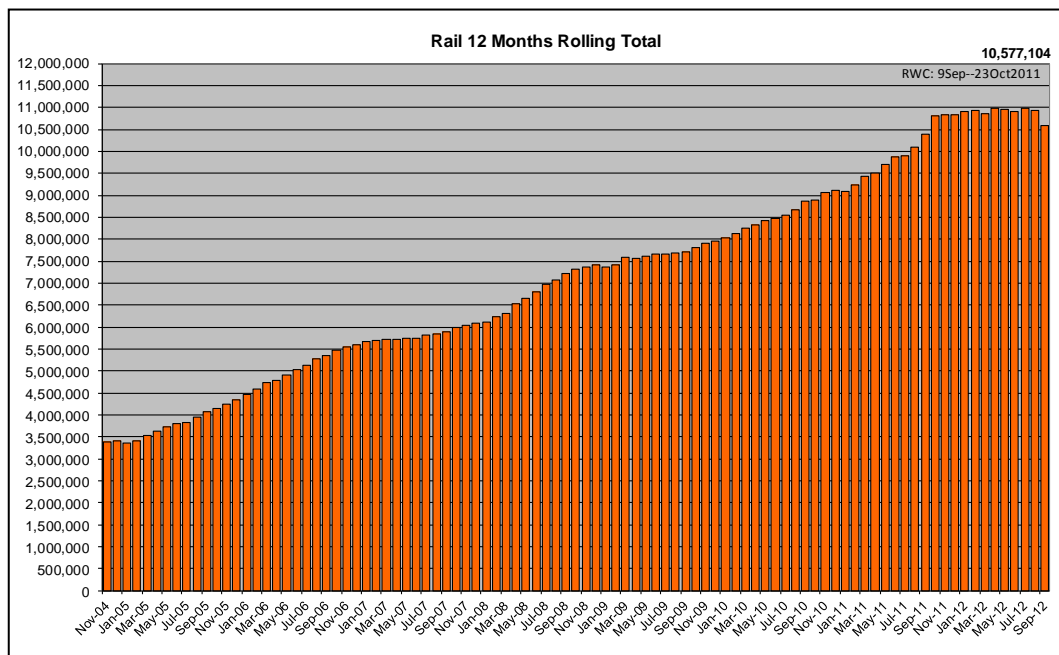


Fig 6. Rail Patronage – 12 Months Rolling Total

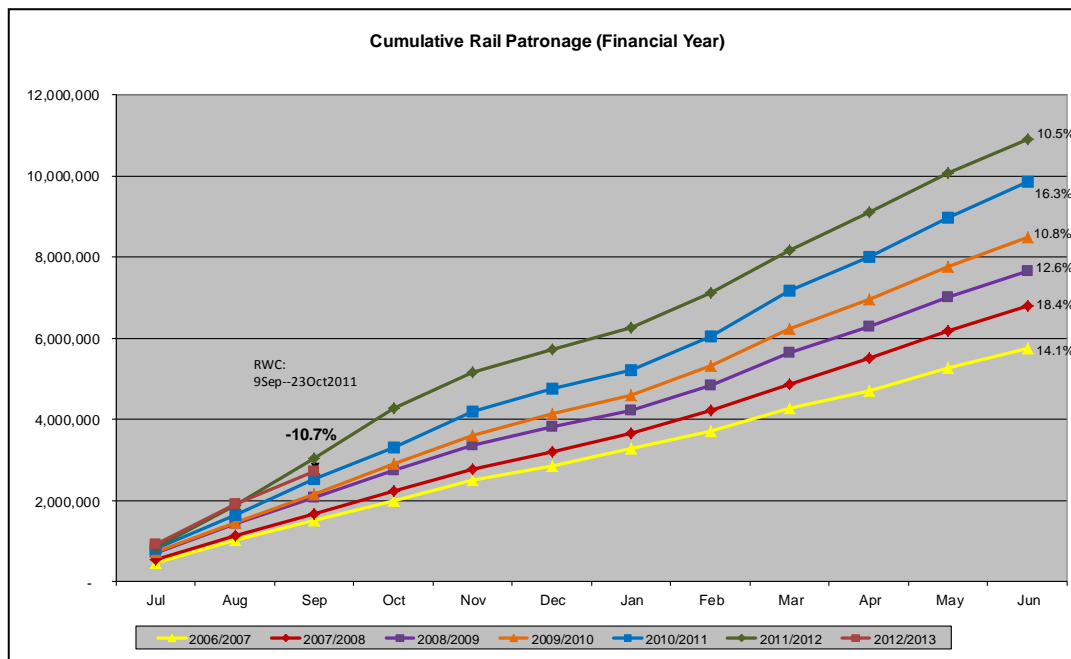


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2012/13



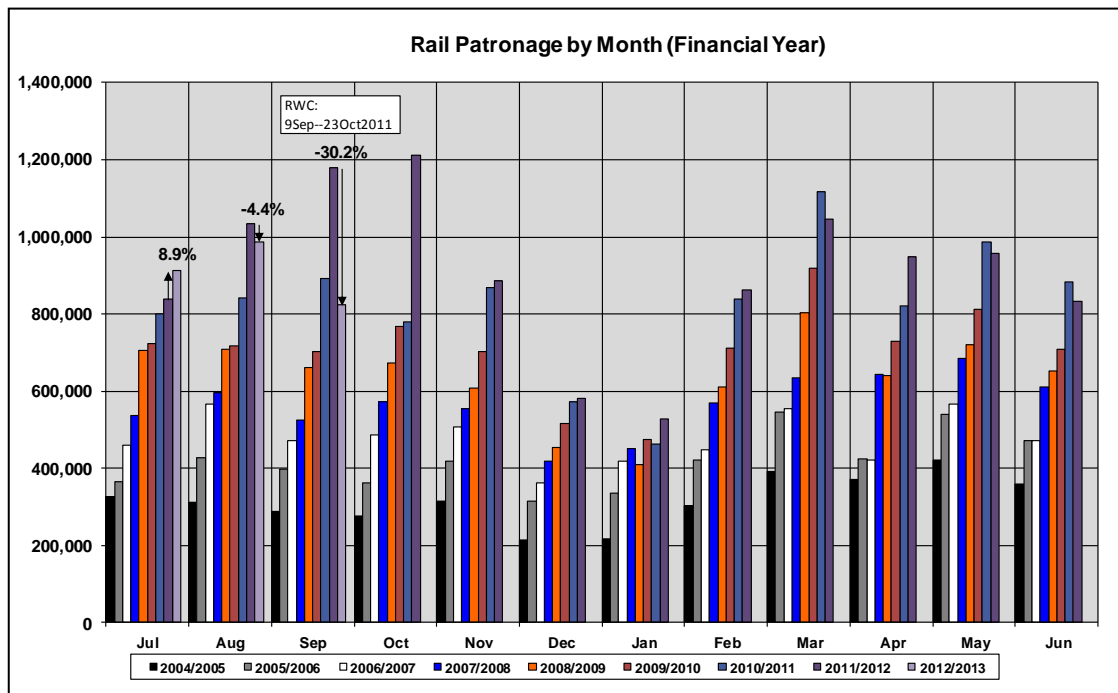


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2012/13

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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,674,960 passengers for the 12-months to September 2012 an increase of 71,910 boardings or +1.1%. For the financial year-to-date, three months to June 2013 year, patronage has decreased by -7.3% (-136,967 boardings). Patronage for September 2012 was 535,082 boardings, a decrease of -24.6% (-174,340 boardings) on September 2011 (Figure 9). Normalising for two less business days in September 2012 shows a minor patronage reduction on the Southern and Eastern Lines after adjusting for RWC2011 September 2011 spike.

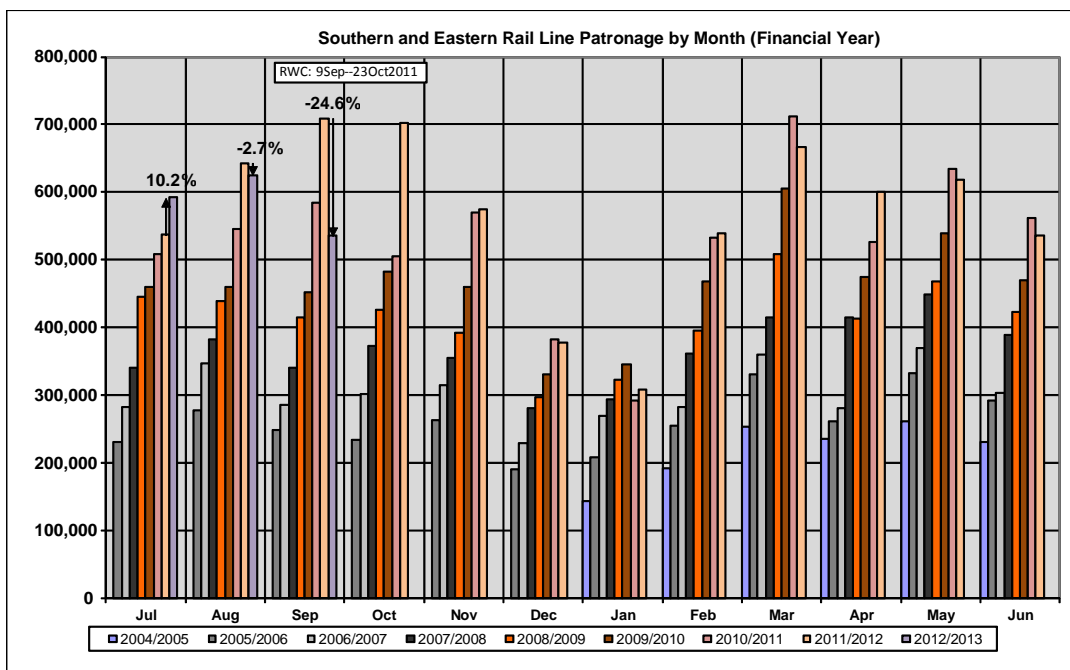


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

## Western Rail Line

Western Line rail patronage totalled 3,902,144 passengers for the 12-months to September 2012 an increase of 125,637 boardings or +3.3%. For the financial year-to-date, three months of the June 2013 year, patronage has reduced by -16.4% (-190,089 boardings). Patronage for September 2012 was 287,789 boardings, a decrease of -38.7% (-181,375 boardings) on September 2011 (Figure 10). Normalising for two less business days in September 2012 shows a minor patronage increase on the Western Line after adjusting for RWC2011 September 2011 spike.

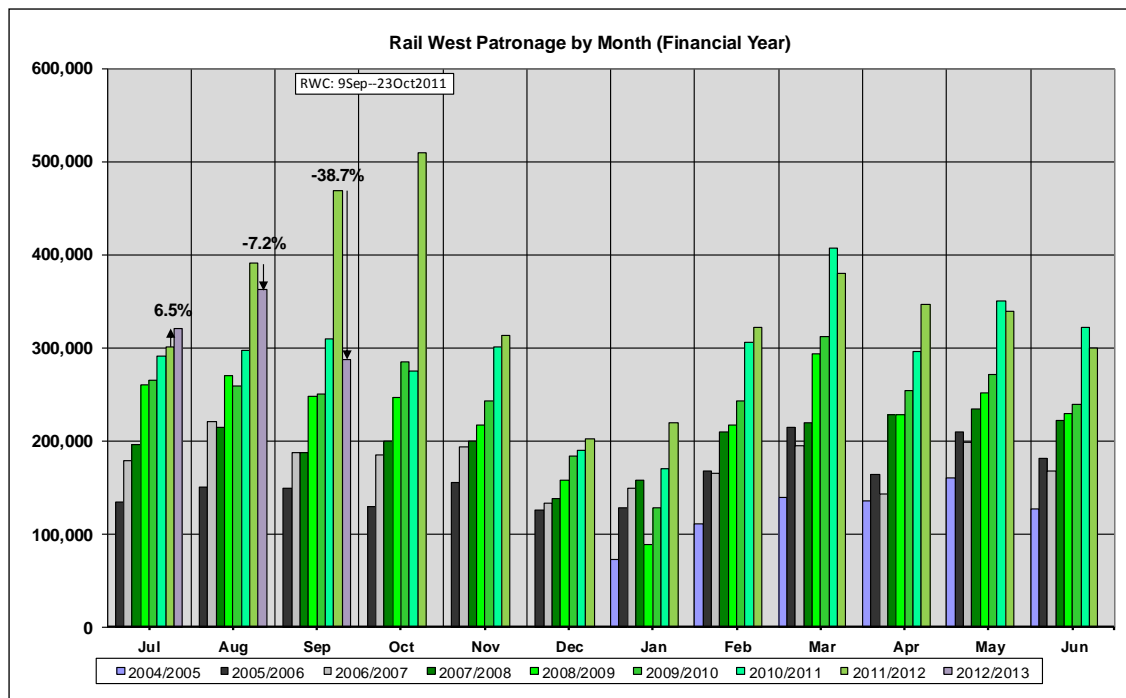


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2012/13

## 2.4 Northern Express

Northern Express patronage totalled 2,255,662 passengers for the 12-months to Sep 2012 (Figure 11) an increase of 101,832 boardings or +4.7%. For the financial year-to-date, three months to Jun 2013, patronage has reduced by -3.9% (-24,198 boardings) (Figure 12). Patronage for Sep 2012 was 185,030 boardings, a decrease of -12.2% (-25,727 boardings) on Sep 2011 (Figure 13). Normalising for RWC2011 in September 2011 and two less business days in September 2012, underlying patronage is estimated to be increasing by +3% to +4% for the month.

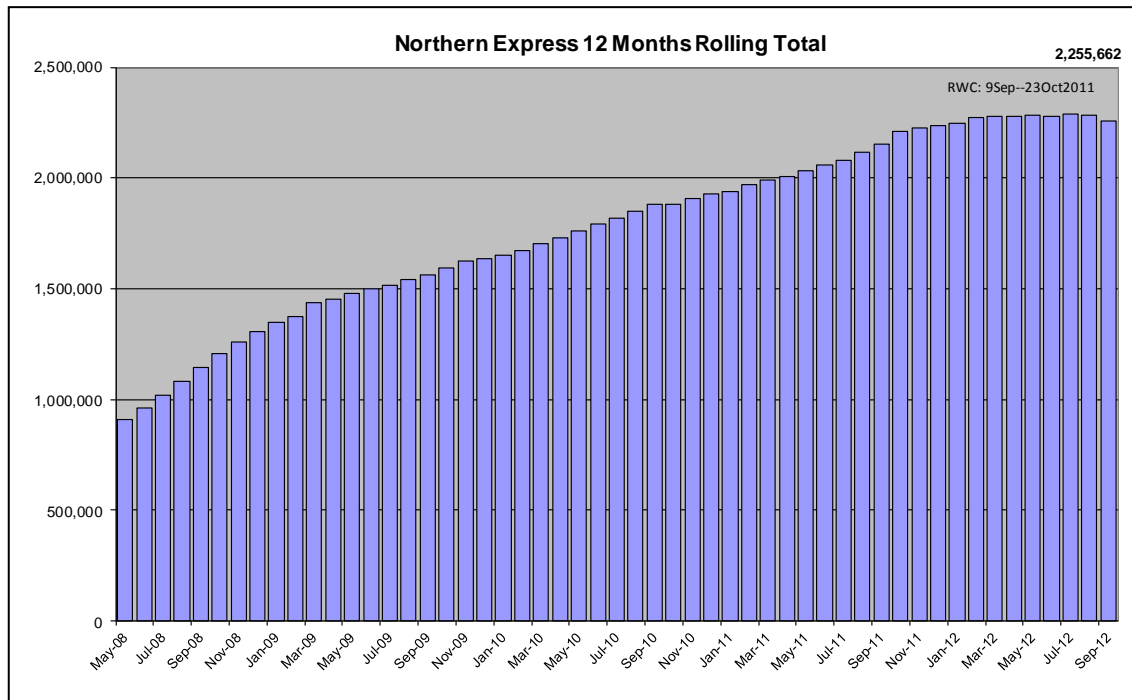


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

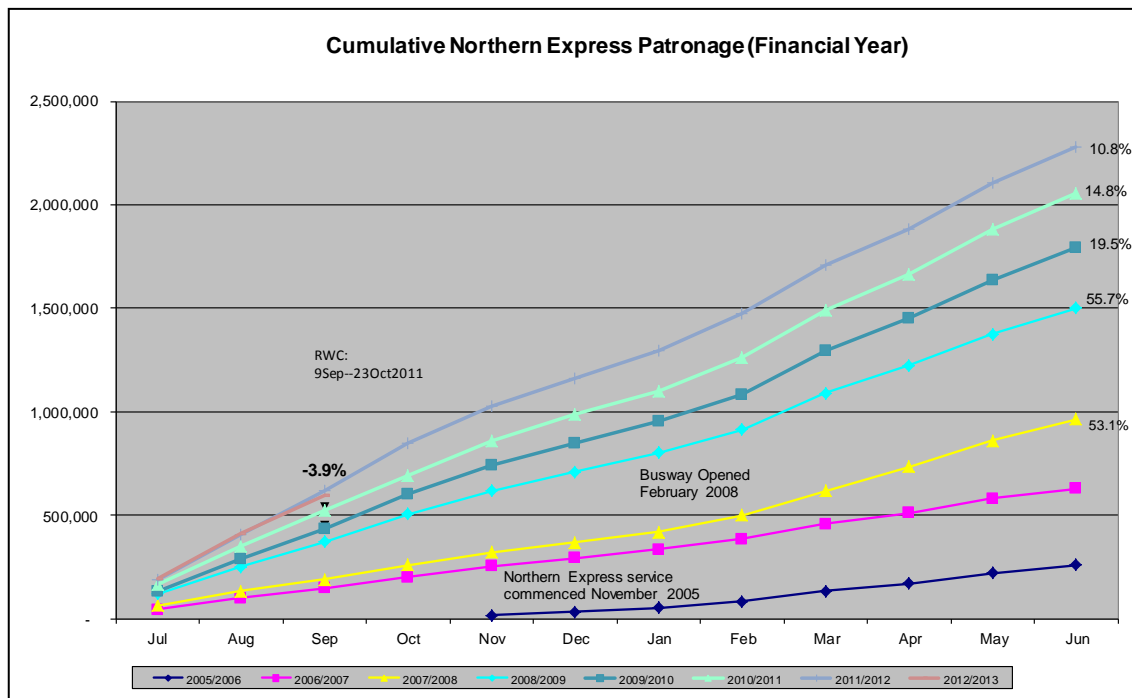


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2012/13

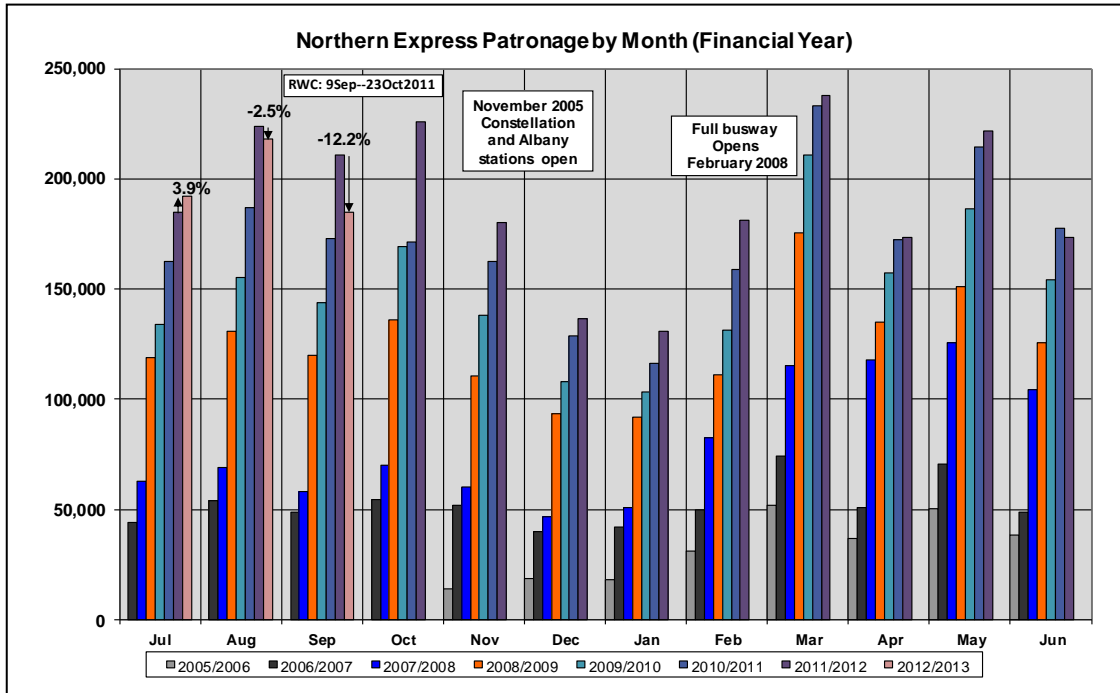


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13

## 2.5 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 52,402,647 passengers for the 12-months to Sep 2012 an increase of 2,096,781 boardings or +4.2%. For the financial year-to-date, three months to Jun 2013, patronage has reduced by -0.9% (-121,634 boardings). Patronage for Sep 2012 was 4,365,980 boardings, a decrease of -9.5% (-459,078 boardings) on Sep 2011 (Figure 14). Normalising for RWC2011 and two less business days in September 2012, underlying patronage is estimated to be increasing by 3% to 5% for the month.

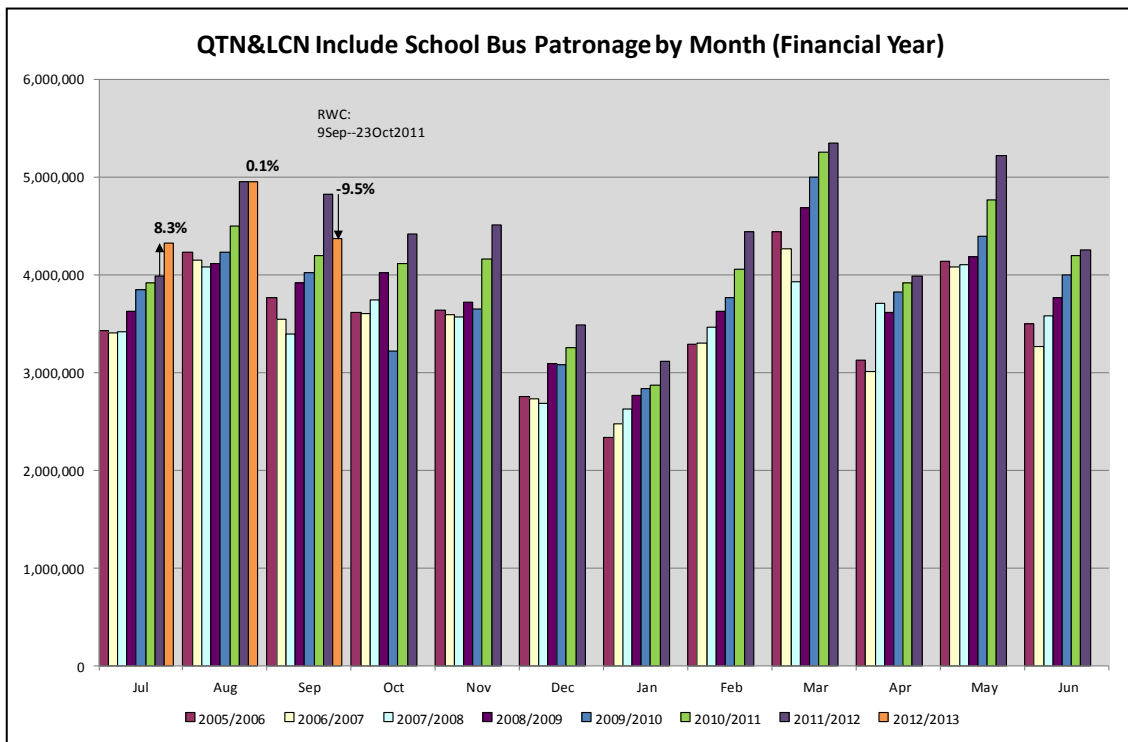


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13

### 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%	10,727,686	344,243	3.3%	407,608	8,580	2.2%	4,989,979	113,930	2.3%
Aug-12	1,050,417	- 17,400	-1.6%	10,710,286	211,422	2.0%	452,713	- 33,604	-6.9%	4,956,375	34,756	0.7%
Sep-12	901,546	- 89,390	-9.0%	10,620,897	11,370	0.1%	425,007	- 21,561	-4.8%	4,934,814	-19,607	-0.4%
	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%
Sep-12	937,644	- 59,266	-5.9%	10,741,172	104,476	1.0%	2,101,784	- 288,862	-12.1%	26,105,764	2,000,542	8.3%

Table 2. Bus Patronage Analysis by Geographic Sector

### 2.6 Ferry Patronage

Ferry patronage totalled 5,446,534 passengers for the 12-months to Sep 2012 an increase of 531,031 boardings or +10.8%. For the financial year-to-date, three months to Jun 2013, patronage has reduced by -0.1% (-801 boardings). Patronage for Sep 2012 was 371,012 boardings, a decrease of -13.3% (-56,782 boardings) on Sep 2011 (Figure 15). Normalising for RWC2011 in September 2011 and two less business days in September 2012, underlying patronage continues to increase for ferry.

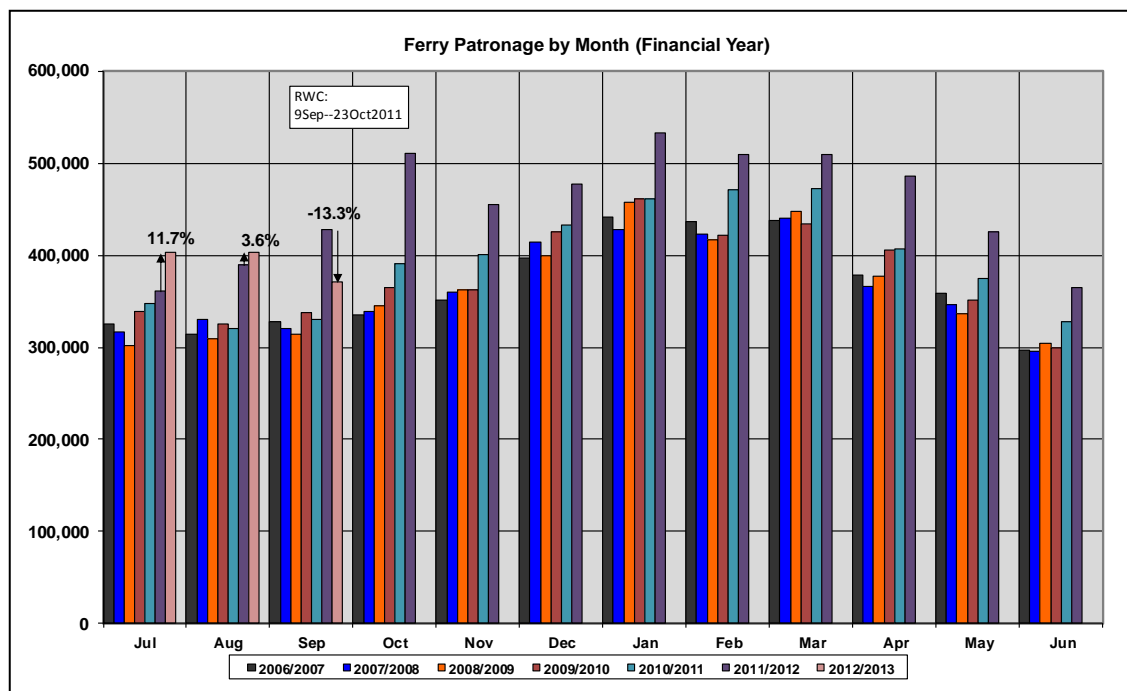


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2012/13

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### 3.1 Rail Service Performance



Fig 16. Rail Published Performance Results for September 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 September the performance of the train services Improved to record the best monthly performance for more than three years. For the month 86.2% of services operated on time or within five minutes of their schedule. This compares to 80.9% in August and 83.3% for the same month last year when service operations were affected by RWC events. Punctuality trends comparing 2011 and 2012 are presented at Figure 17.

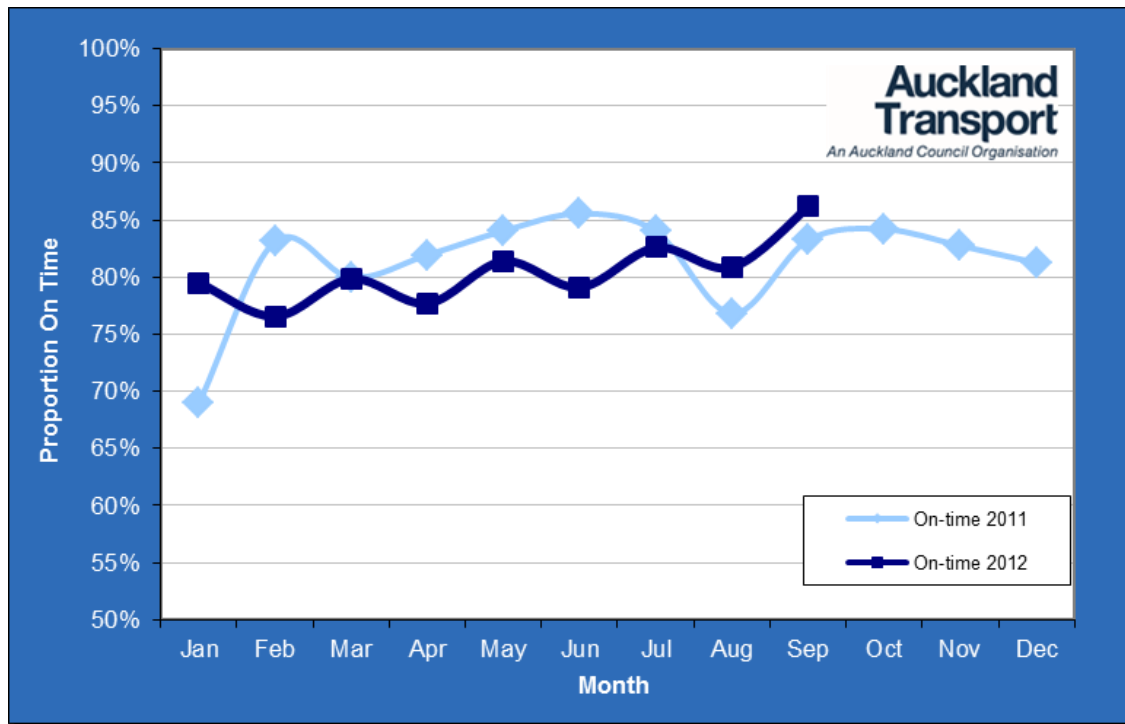


Fig 17. Rail Punctuality Trends for 2011 and 2012

The following major incidents impacted on service delivery during September:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on two days during September the most significant occurring at Papakura on 6 September.
- *Train faults (KiwiRail)* – Faults with trains affected the delivery of services on three days during the month of September.
- *Operational (Veolia)* – Services were affected on two days during September, both of which were a result of incidents requiring Police assistance.
- *Other* – A freight train broke down at Papakura causing a temporary line block for about 3 hours during the middle of the day on 20 September and the Northern Explorer broke down at Westfield on the evening of 25 September blocking one line. Both these incidents required all passenger trains to be diverted onto a single operational track which caused delays and cancellations.



In line with the improved service performance, train delay minutes decreased by 33.5% during September compared to the previous month as illustrated in Figure 18. Delay minutes per train service were at the lowest in recent years. For the month a total of 13,017 delay minutes were recorded as a result of all causes. There was a decrease recorded in delay minutes against all attributes except “Other” causes which increased by 30% primarily associated with delays caused by non-metro train services as detailed above.

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

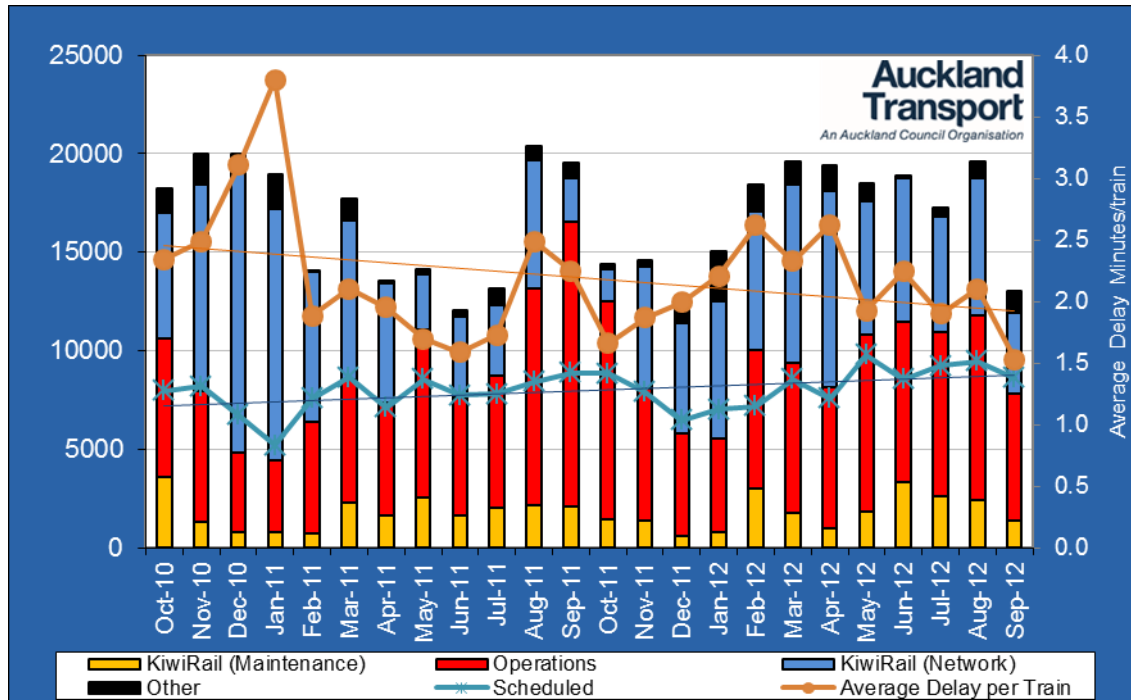


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	1,572	38.0%
Signal/points failure	923	22.3%
Speed restrictions	1,251	30.3%
Track protection measures*	387	9.4%
<b>Total</b>	<b>4,133</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 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 September, two of which were Western Line services and the other an Eastern Line service.





### 3.3 Bus Service Performance

For September 2012, 99.61% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for September 2012 was 98.91%, 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. 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- September 2012

	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,084	100%	99.88%
H & E	18,483	100%	99.36%
NZ Bus	117,784	99.40%	98.71%
Ritchies	29,167	99.99%	99.35%
Tranzit	2,280	99.82%	99.65%
Urban Express	5,320	99.98%	97.12%
Total	184,118	99.61%	98.91%

### 3.4 Ferry Service Performance

For September 2012, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for September 2012 was 99.75% 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.

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

	Scheduled Trips	Reliability	Punctuality
Bayswater	966	100%	100%
Half Moon Bay	561	100%	99.47%
Birkenhead	924	100%	99.89%
Gulf Harbour	92	100%	100%
West Harbour	540	100%	99.81%
Rakino	18	100%	88.89%
Pine Harbour	560	100%	99.64%
Total	3,661	100%	99.75%

#### 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

28 events took place in August, with four 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. 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 September 2012.

#### 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

##### 6.1 Projects Implemented

- Phase 1 of AT HOP, rail integrated ticketing was implemented on 10 September 2012 with the sale off-board of single trip tickets via station ticket machines.

##### 6.2 Projects in Planning

- Planning continues for the recast of the rail timetable scheduled to be implemented on 15 October 2012. This 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 (RPTP) is expected to begin on 5 October with target plan adoption in early 2013; the RPTP sets the regional objectives, policies and actions for public transport over 10 years.
- Preparations for rail, ferry and bus AT HOP integrated ticketing are progressing. The go-live date for the rail system is 27 October

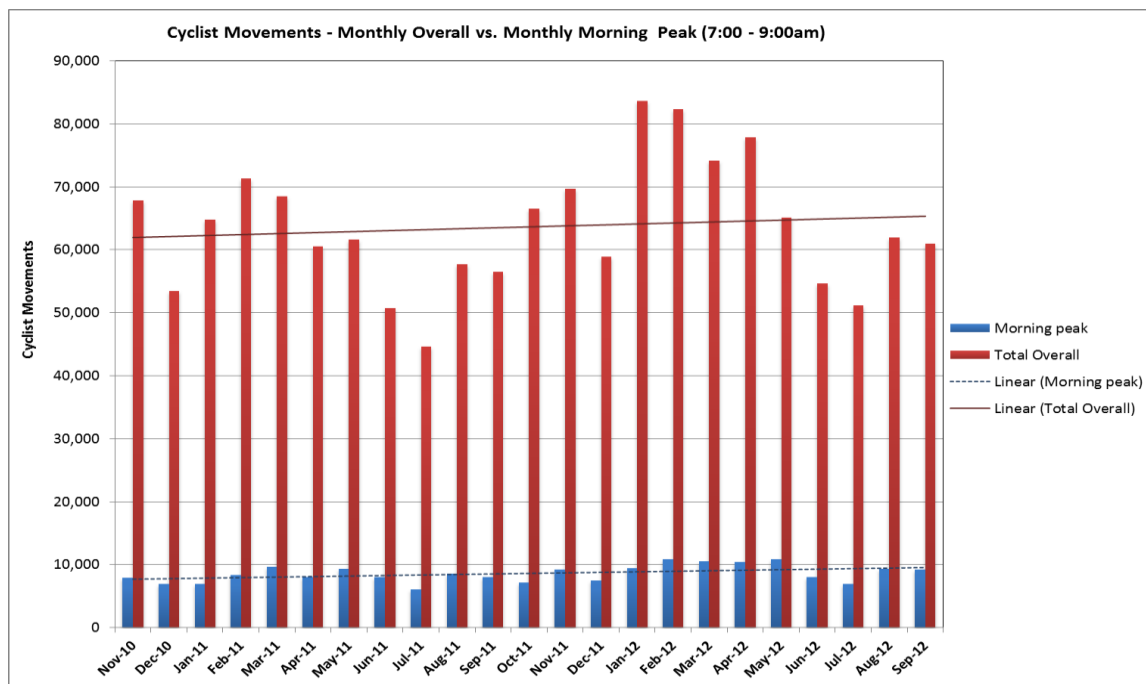
Electric train (EMU-Electric Multiple Unit) design is progressing and electrification of the rail network continues with overhead wire installation on the Western Line and catenary masts on the Southern and Eastern Lines.

## 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Advance publication and promotion of the launch of AT HOP integrated ticketing on rail and ferry commenced in September including launch of off-board ticketing for rail on 10 September 2012.
- Significant customer communications and information was provided during September for NZ Bus service cancellations as a result of industrial relation activities.

# CYCLE MONITORING

- There has been an increase of 7.80% in cyclist movements in September 2012 when compared to September 2011.
- The morning peak movements increased by 15.1% when compared to September last year.
- A total of 806,809 cycle trips were recorded for the year October 2011 to September 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
<b>Nov</b>	67,852	69,651	2.7%	7,962	9,272	16.5%
<b>Dec</b>	53,412	58,907	10.3%	6,904	7,391	7.1%
<b>Jan</b>	64,836	83,629	29.0%	6,905	9,491	37.5%
<b>Feb</b>	71,287	82,290	15.4%	8,385	10,894	29.9%
<b>Mar</b>	68,513	74,124	8.2%	9,662	10,526	8.9%
<b>April</b>	60,534	77,861	28.6%	8,040	10,444	29.9%
<b>May</b>	61,675	65,137	5.6%	9,315	10,856	16.5%
<b>June</b>	50,742	54,632	7.67%	7,998	8,037	0.5%
<b>July</b>	44,614	51,175	14.71%	6,100	6,977	14.4%
<b>August</b>	57,713	61,945	7.33%	8,557	9,319	8.9%
<b>September</b>	56,549	60,960	7.80%	8,005	9,211	15.1%