
September 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 67,682,156 passengers for the 12-months to Sep 2011 an increase of 6,059,096 boardings or +9.8%.
- September monthly patronage was 6,634,342 an increase of 1,045,140 boardings or +18.7% on Sep 2010. Record growth is due in part to increased patronage due to Rugby World Cup 2011 matches held in Auckland during September.
- Rail monthly patronage for September is 1,178,586 an increase of 285,538 boardings or +32.0% on Sep 2010. This is both a new monthly record and growth due in part to patronage from Rugby World Cup 2011 special event rail services.
- Northern Express bus service carried 2,153,830 passenger trips for the 12-months with a growth in Sep 2011 compared to Sep 2010 of +14.5%.

1.2 Service Performance

- 98% of all scheduled rail services arrived at their final destination and 83.3% were on time or arrived within 5 minutes of schedule.
- Train delay minutes attributable to network faults fell to the lowest level in five years due to primarily a freeze on major infrastructure upgrade works during Rugby World Cup 2011.

1.3 Initiatives

- September saw the launch of the A-Pass, a smartcard integrated ticket product for Rugby World Cup 2011.
- A new mobile version of www.MAXX.co.nz and new I-Phone and Android applications were launched in September for public transport information and access to bus real-time information on mobile phones and PDAs.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 67,682,156 passengers for the 12-months to Sep 2011 an increase of 6,059,096 boardings or +9.8% as illustrated at Figure 1.

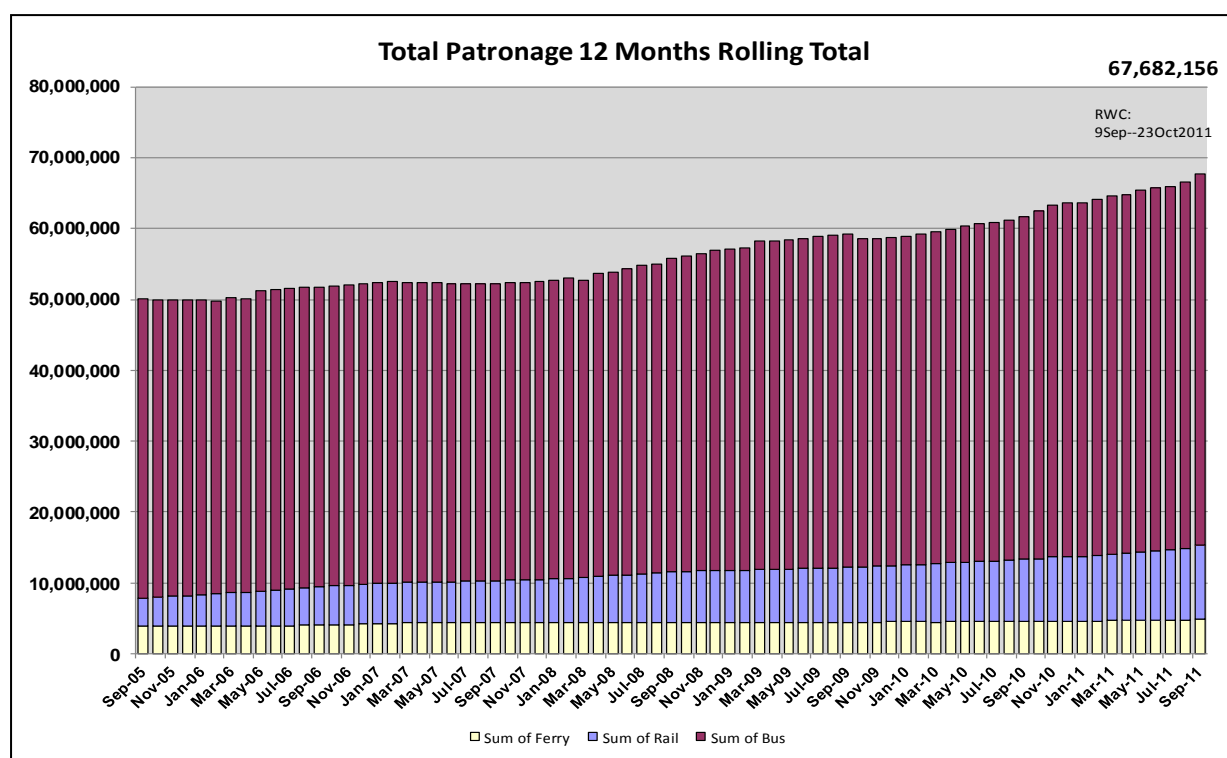


Fig 1. Total Patronage – 12 Months Rolling Total

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, three months to Sep 2011, patronage has grown by +11.5% (1,918,501 boardings). Patronage for Sep 2011 was 6,634,342 boardings, an increase of +18.7% (1,045,140 boardings) on Sep 2010.

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

	Sep-11								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,389,343	323,601	30.4%	12,533,389	1,783,762	16.6%	3,669,025	611,895	20.0%
Northern Express Bus	210,757	38,063	22.0%	2,153,830	272,958	14.5%	619,034	96,940	18.6%
Rail sub-total:	1,178,586	285,538	32.0%	10,379,559	1,510,804	17.0%	3,049,991	514,955	20.3%
- Western Line	469,164	159,689	51.6%	3,776,508	719,192	23.5%	1,161,154	263,016	29.3%
- Southern & Eastern Line	629,312	72,998	13.1%	5,916,171	131,991	2.3%	1,683,625	73,986	4.6%
- Onehunga Line	80,110			686,879			205,212		
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,817,234	623,845	14.9%	50,233,293	3,883,997	8.4%	13,736,565	1,126,849	8.9%
- Quality Transit & Local Bus	4,526,610	564,276	14.2%	47,542,650	3,698,226	8.4%	12,974,039	1,066,759	9.0%
- Contracted School Bus	290,624	59,569	25.8%	2,690,643	185,771	7.4%	762,526	60,090	8.6%
3. Ferry	427,765	97,694	29.6%	4,915,474	391,337	8.6%	1,177,961	179,757	18.0%
Total Patronage	6,634,342	1,045,140	18.7%	67,682,156	6,059,096	9.8%	18,583,551	1,918,501	11.5%

*Onehunga Line rail commenced 19 Sep 2010; change data not available prior to Oct 2011.

**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.

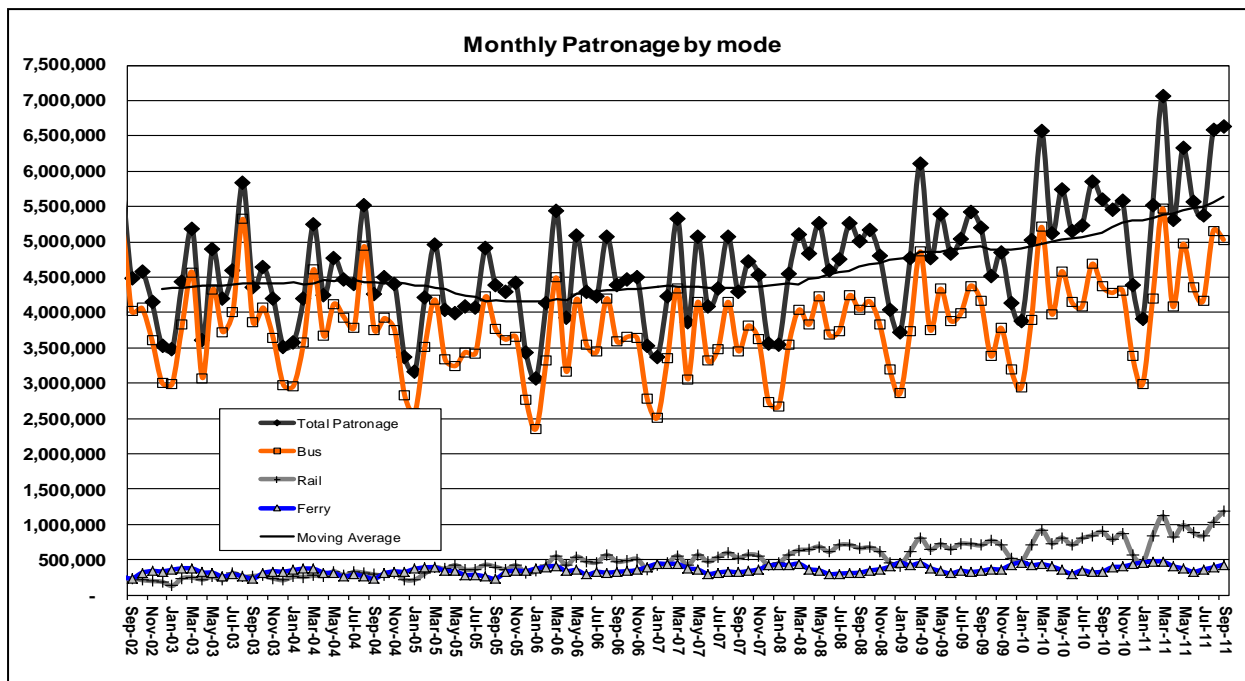


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

2.2 Rapid Transit Network (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 12,533,389 passengers for the 12-months to Sep 2011 (Figure 3) an increase of 1,783,762 boardings or +16.6%. For the financial year-to-date, three months to Sep 2011, patronage has grown by +20.0% (611,895 boardings) (Figure 4). Patronage for Sep 2011 was 1,389,343 boardings, an increase of +30.4% (323,601 boardings) on Sep 2010 (Figure 5).

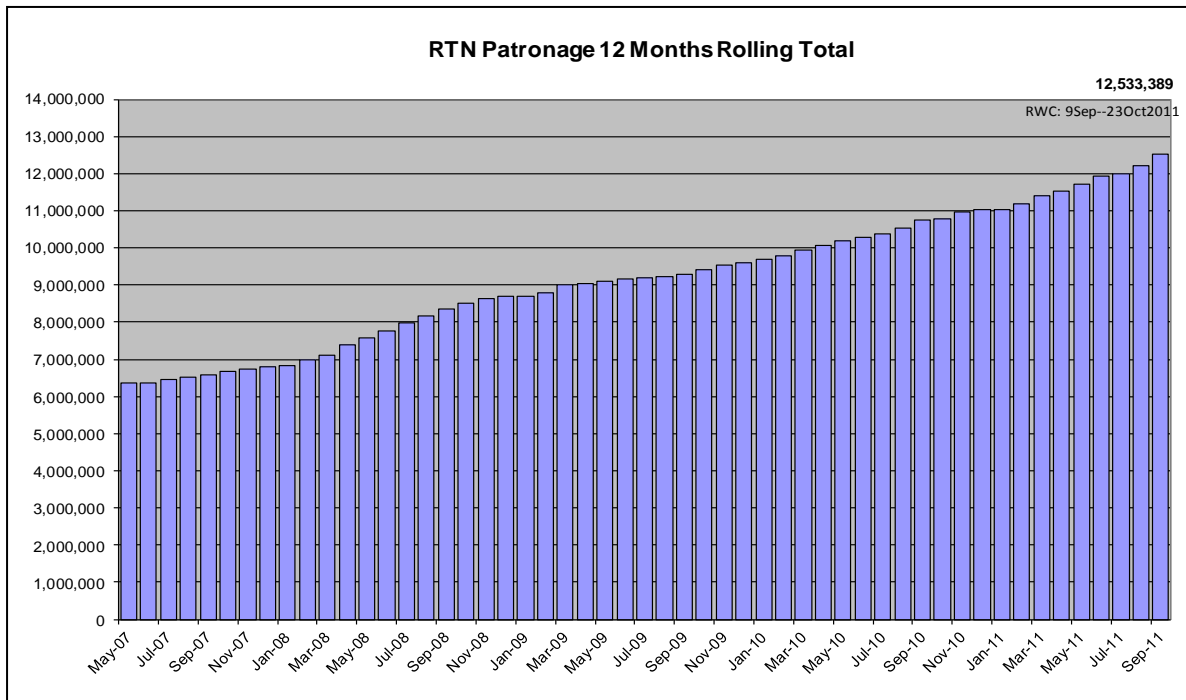


Fig 3. RTN Patronage – 12 Months Rolling Total

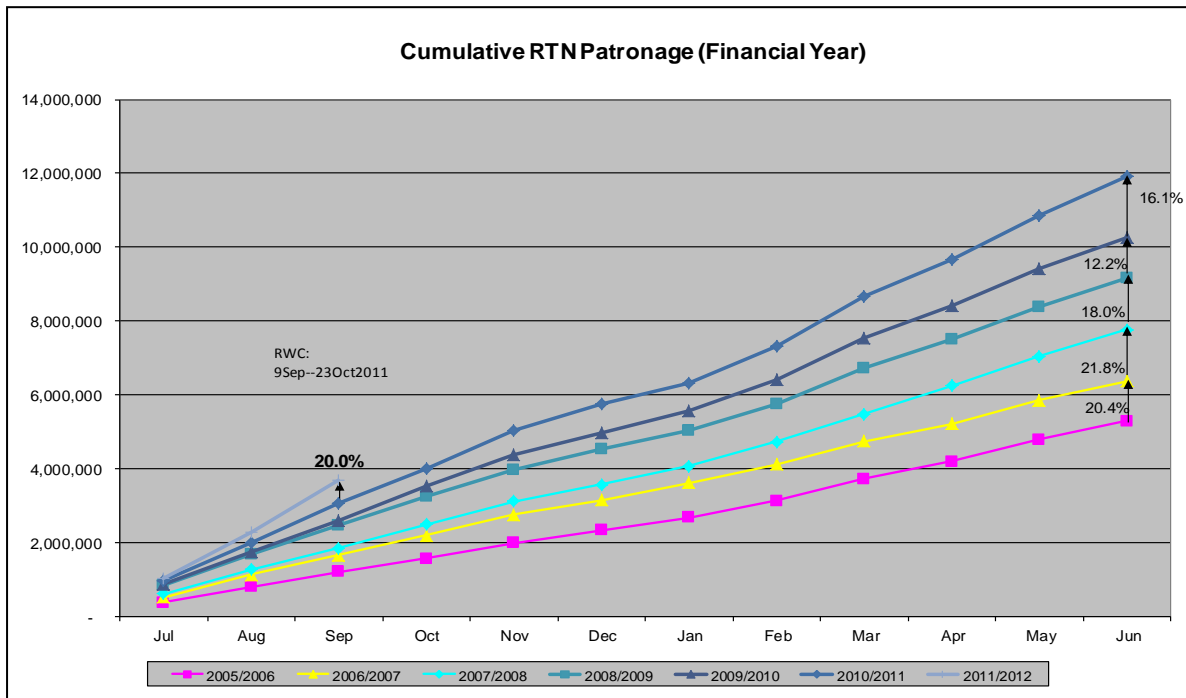


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

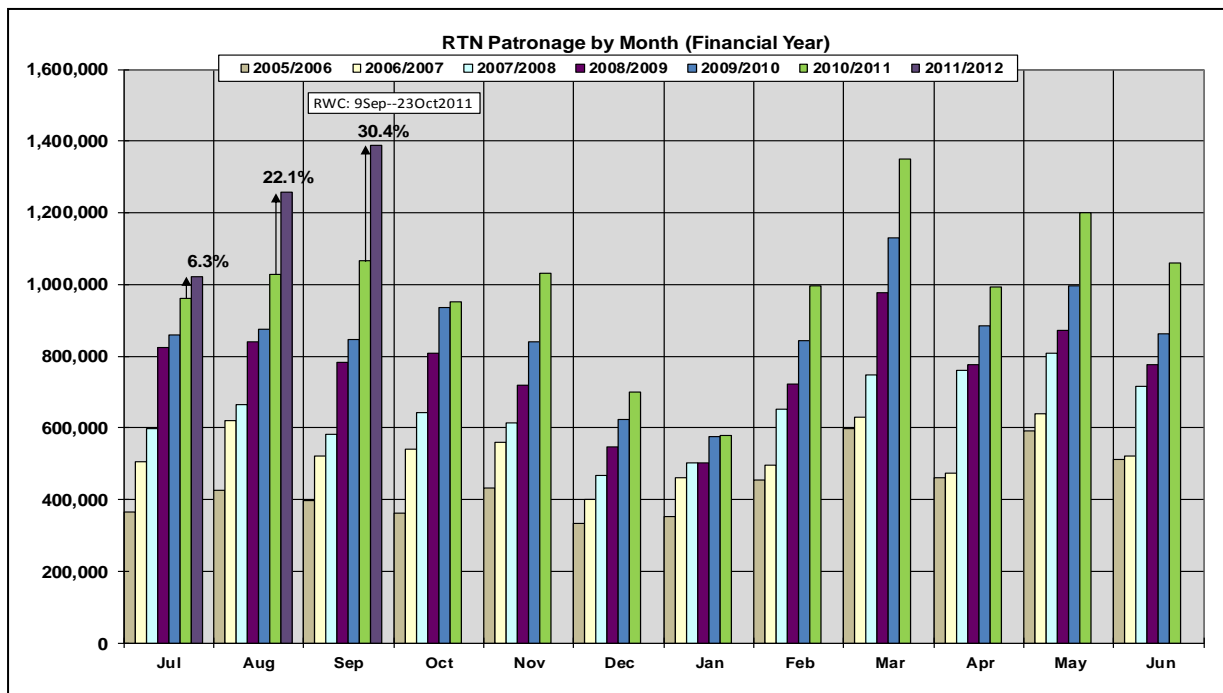


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. The month of September saw a huge increase in demand for travel on rail as the Rugby World Cup 2011 swung into action. On the opening day of 9th September 2011 alone final estimates indicate that rail services carried more than 140,000 passengers to and from normal business day activities (compared to an average 43,000 weekday movement), the opening match at Eden Park and the opening night celebrations at the Fan Zone outside Britomart station. The number using rail across the region to travel to or from these activities was more than three times the normal business day demand, concentrated during the early to mid-afternoon and this resulted in crowding on most services from around 1:30pm. On 17th September more than 25,000 fans were carried by rail to Eden Park and the Fan Zone and the following weekend of 24/25th September more than 60,000 supporters were carried over the two days in addition to normal weekend travel demand.

The additional demand for travel saw patronage on rail services reach a new monthly record of 1.179 million passenger journeys, 32.0% more than the same month last year, a record monthly increase. When the figures are adjusted to take out the special event travel in both years, including the free travel made in the same month last year for the Newmarket Viaduct closure, the comparative year-on-year increase is 13.7% with “business as usual” patronage being 986,000 in September. For the year-to-date there have been 3.05 million passenger journeys across the rail system, an increase of 20.3% on the same quarter last year and for the rolling twelve months there have been 10.380 million passengers on rail services, 17.0% more than the same period last year (Figure 6).

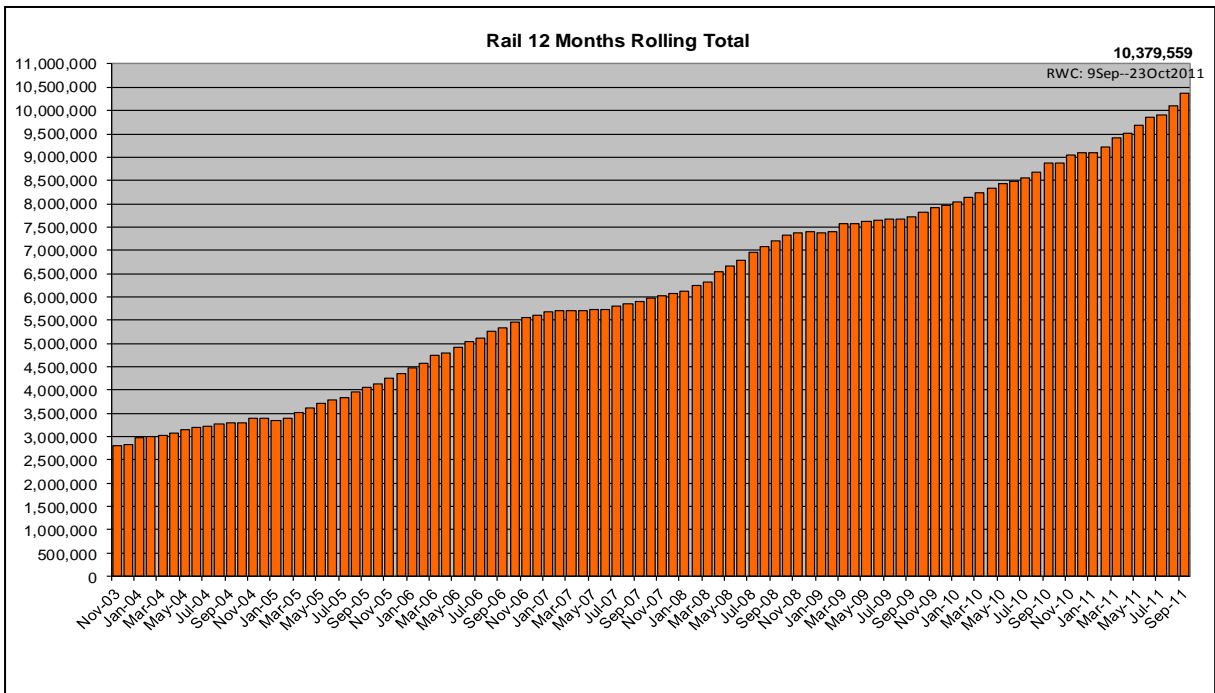


Fig 6. Rail Patronage – 12 Months Rolling Total

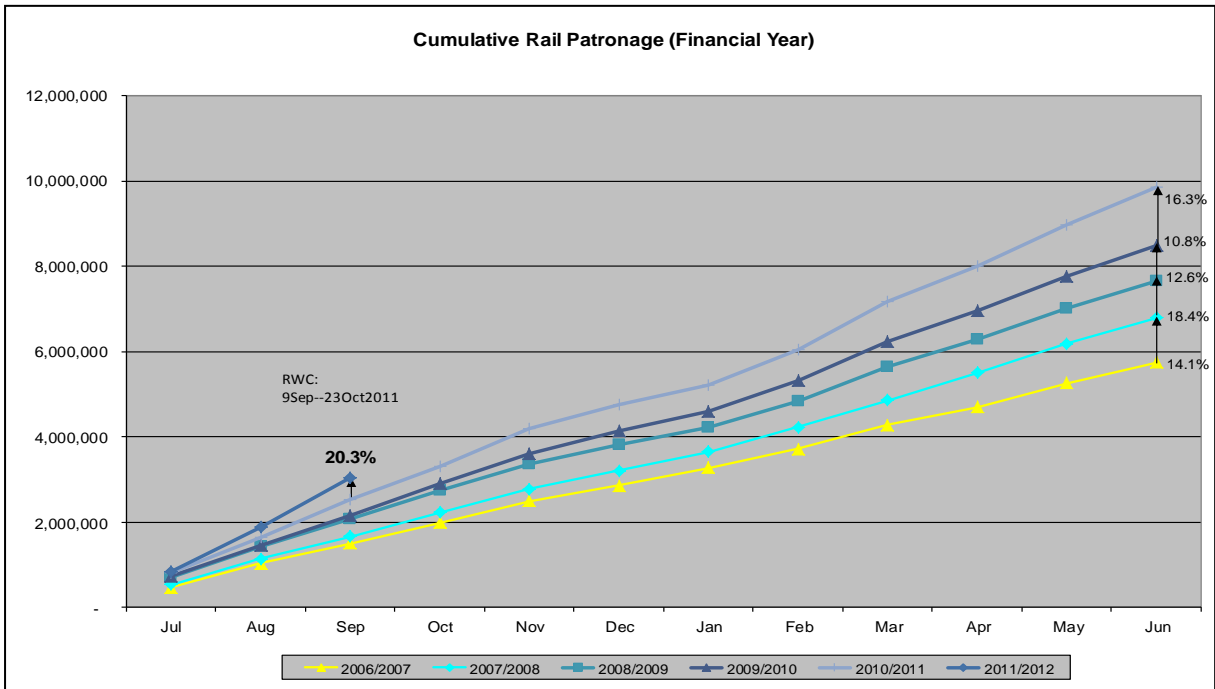


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

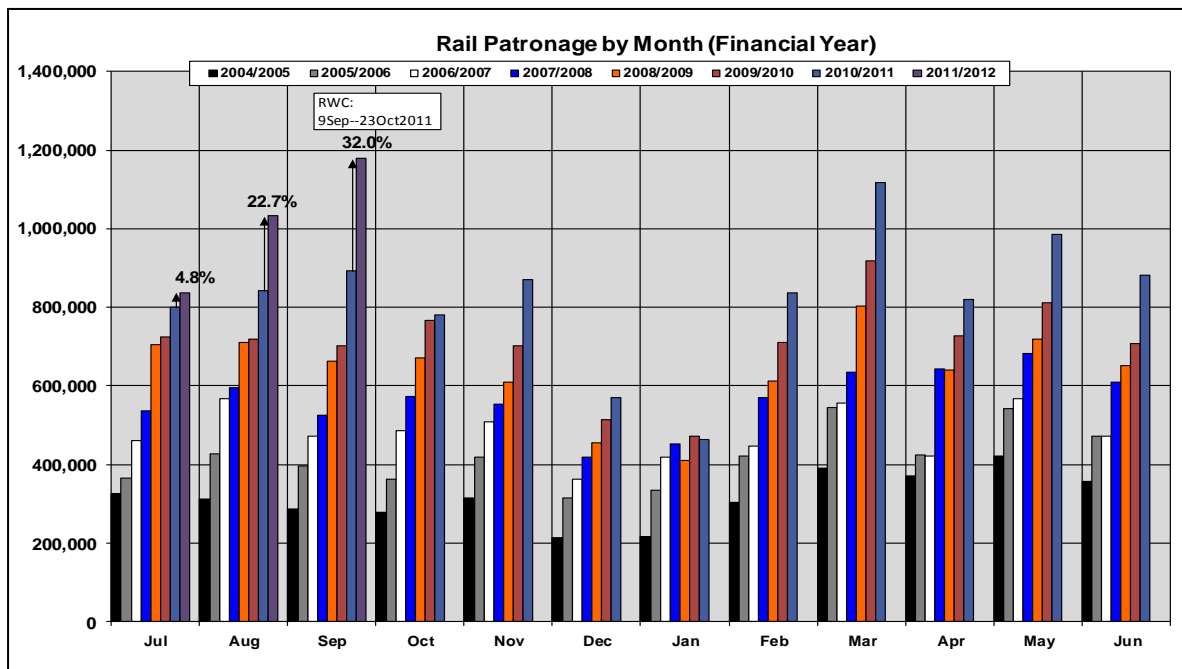


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,603,050 passengers for the 12-months to September 2011 an increase of 791,588 boardings or +13.6% on the same period last year. Patronage for September 2011 was 709,422 boardings, an increase of +21.6% (125,825 boardings) on September 2010 (Figure 9).

In September 2011 there were 629,312 passengers recorded travelling on the Southern and Eastern Lines, including the additional timetabled services operated to support RWC 2011 but excluding the Onehunga Line, an increase of 72,998 passengers, or +13.1% on September 2010. For the year-to-date there have been 1,683,625 passengers recorded on Southern and Eastern Line services, 4.6% more than for the same period last year.

Onehunga Line services began operating part way through September last year. There were 80,110 passengers recorded using the Onehunga Line during September 2011 compared to 27,283 for the part month last year. For the first full year of operations between October 2010 to September 2011 there have been 686,879 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).

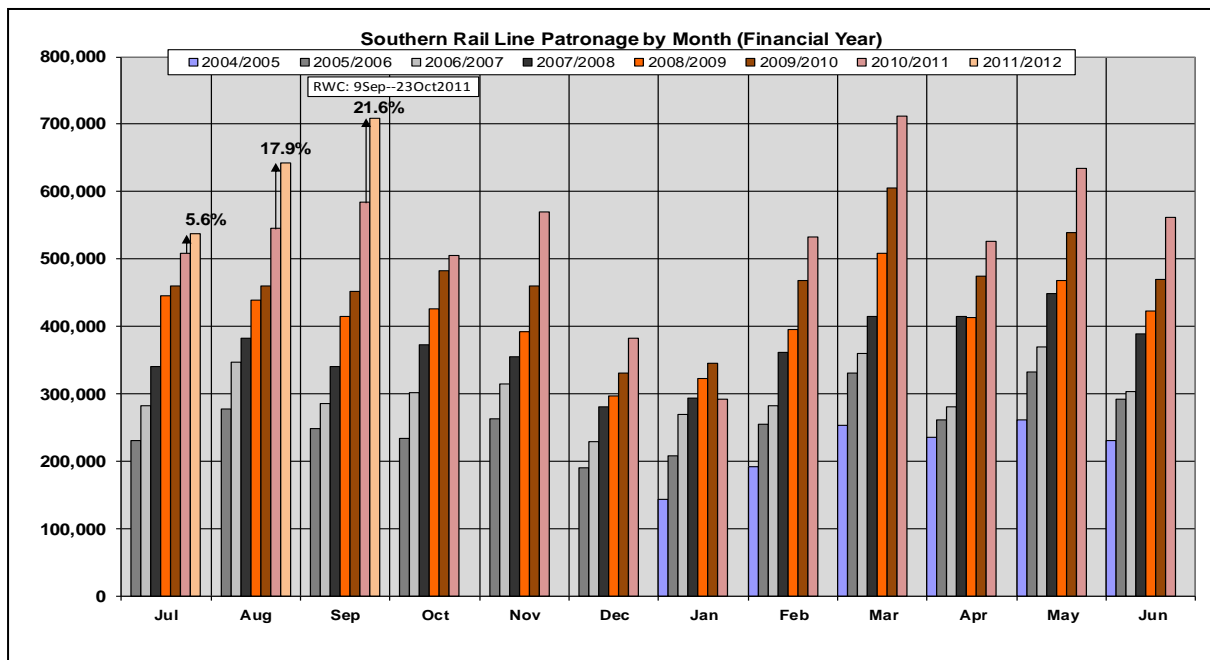


Fig 9. Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 3,776,508 passengers for the 12-months to September 2011 an increase of 719,192 boardings or +23.5%. Patronage for September 2011 was 469,164 boardings, an increase of +51.6% (159,689 boardings) on September 2010 (Figure 10), a result driven primarily (although not wholly) by the additional special event trains operating to RWC2011 games at Eden Park during the month. For the year-to-date there have been 1,161,154 passengers recorded on Western Line services 263,016 (29.3%) more than for the same quarter last year. For the rolling twelve months there have been 3,776,508 passengers recorded on Western Line services, 23.5% (719,192) more than the same period last year.

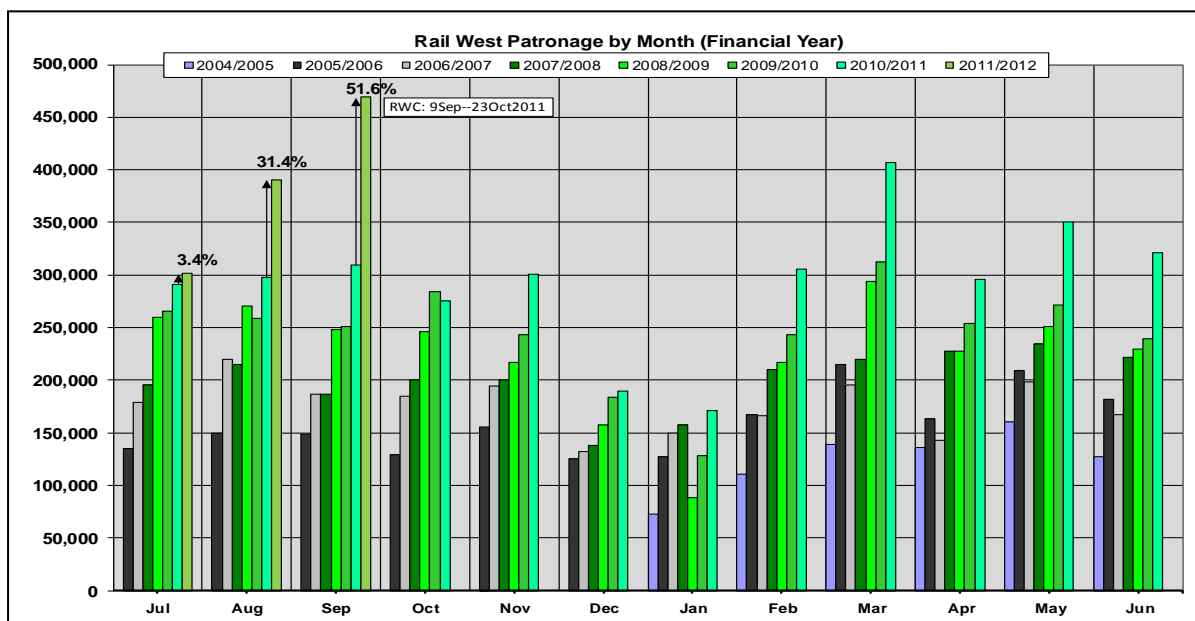


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,153,830 passengers for the 12-months to Sep 2011 (Figure 11) an increase of 272,958 boardings or +14.5%. For the financial year-to-date, three months to Sep 2011, patronage has grown by +18.6% (96,940 boardings) (Figure 12). Patronage for Sep 2011 was 210,757 boardings, an increase of +22.0% (38,063 boardings) on Sep 2010 (Figure 13).

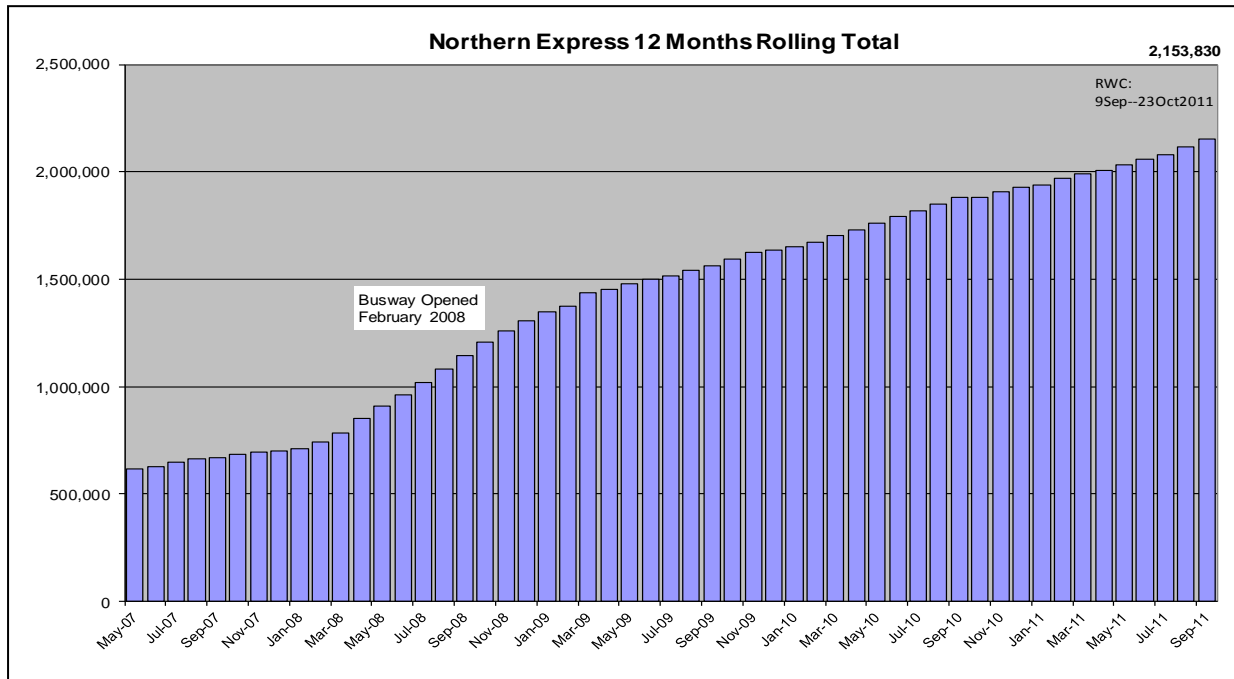


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

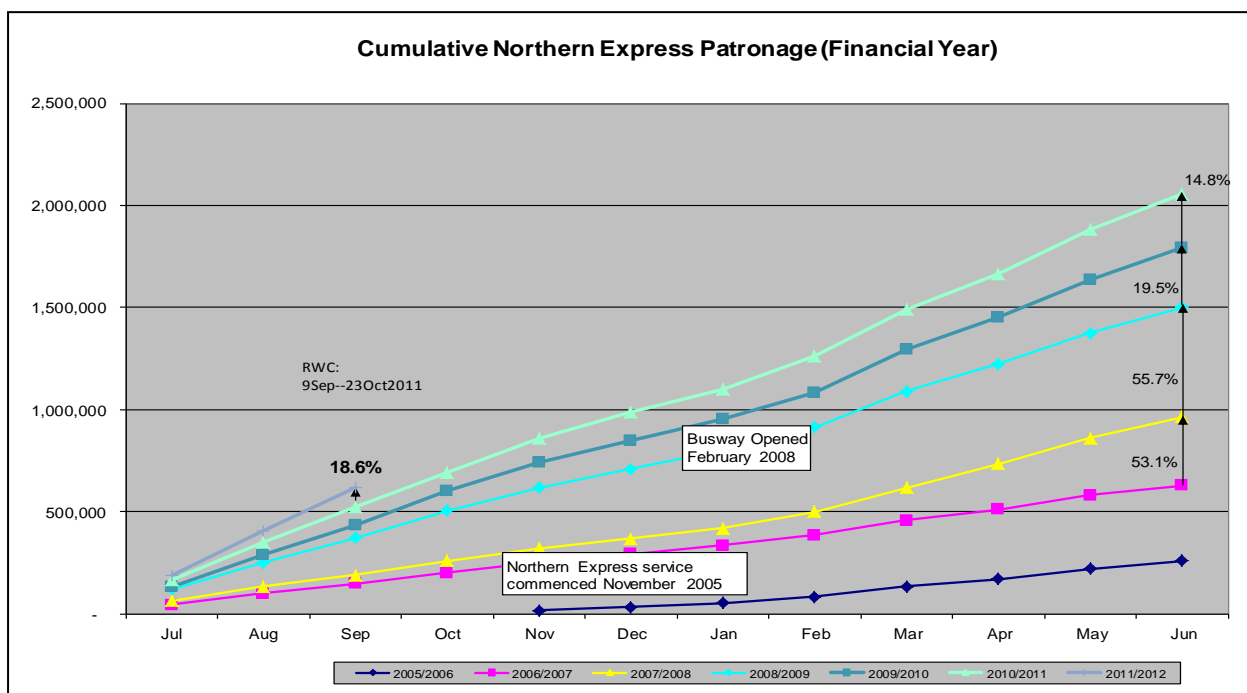


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

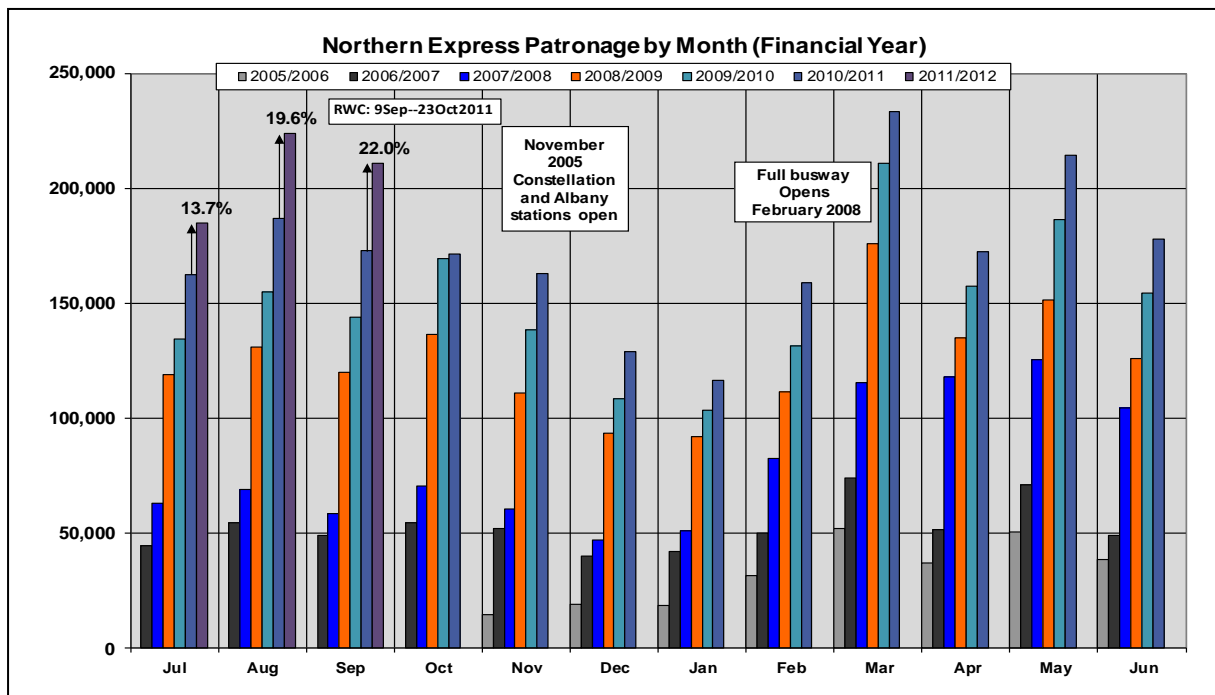


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

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 50,233,293 passengers for the 12-months to Sep 2011 an increase of 3,883,997 boardings or +8.4%. For the financial year-to-date, three months to Sep 2011, patronage has grown by +8.9% (1,126,849 boardings). Patronage for Sep 2011 was 4,817,234 boardings, an increase of +14.9% (623,845 boardings) on Sep 2010 (Figure 14).

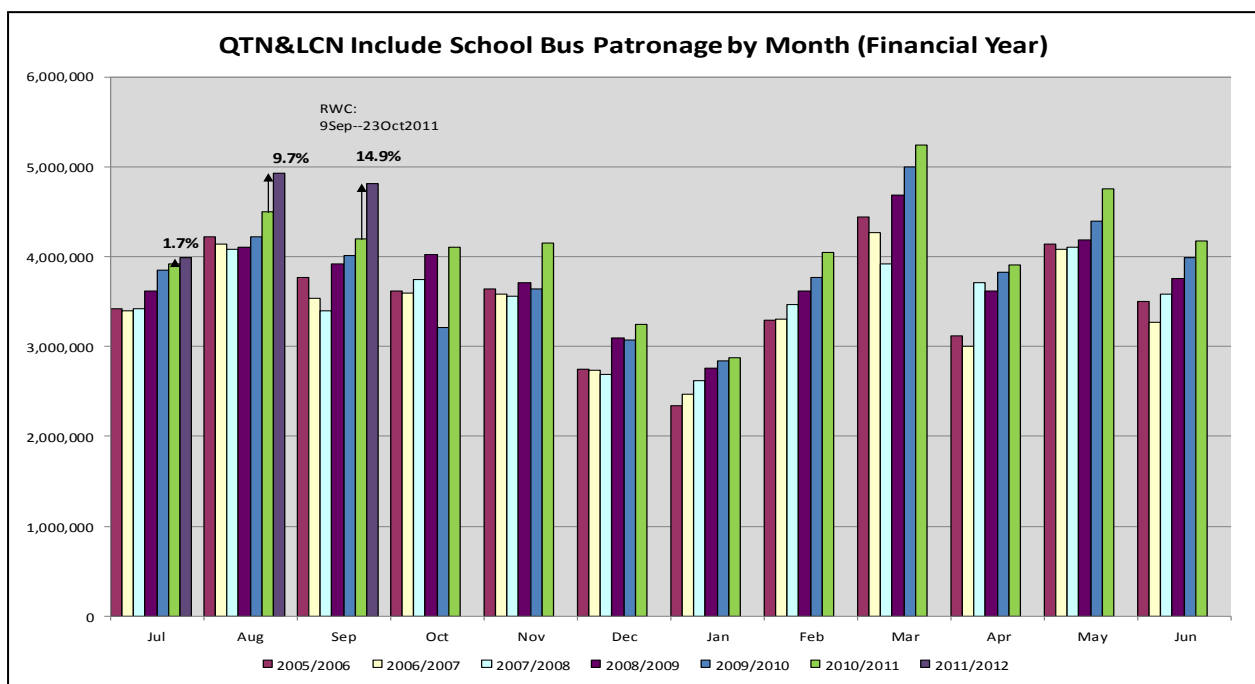


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

2.3.1 Bus (Other than Northern Express) Patronage Analysis

	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	%
Oct-10	846,068	164,350	24.1%	9,757,181	609,679	6.7%	398,638	63,871	19.1%	4,661,925	126,907	2.8%
Nov-10	880,841	130,013	17.3%	9,887,194	713,400	7.8%	415,189	45,754	12.4%	4,707,679	199,975	4.4%
Dec-10	645,476	49,341	8.3%	9,936,535	759,409	8.3%	324,830	15,164	4.9%	4,722,843	218,689	4.9%
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%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Oct-10	862,359	171,086	24.7%	9,857,723	988,811	11.1%	1,997,048	523,165	35.5%	22,942,351	761,266	3.4%
Nov-10	865,476	117,379	15.7%	9,975,103	1,083,260	12.2%	1,987,831	216,570	12.2%	23,158,922	1,070,415	4.8%
Dec-10	647,768	39,849	6.6%	10,014,952	1,091,040	12.2%	1,631,635	70,323	4.5%	23,229,245	1,178,116	5.3%
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%

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

2.4 Ferry Patronage

Ferry patronage totalled 4,915,474 passengers for the 12-months to Sep 2011 an increase of 391,337 boardings or +8.6%. For the financial year-to-date, three months to Sep 2011, patronage has grown by +18.0% (179,757 boardings). Patronage for Sep 2011 was 427,765 boardings, an increase of +29.6% (97,694 boardings) on Sep 2010 (Figure 15).

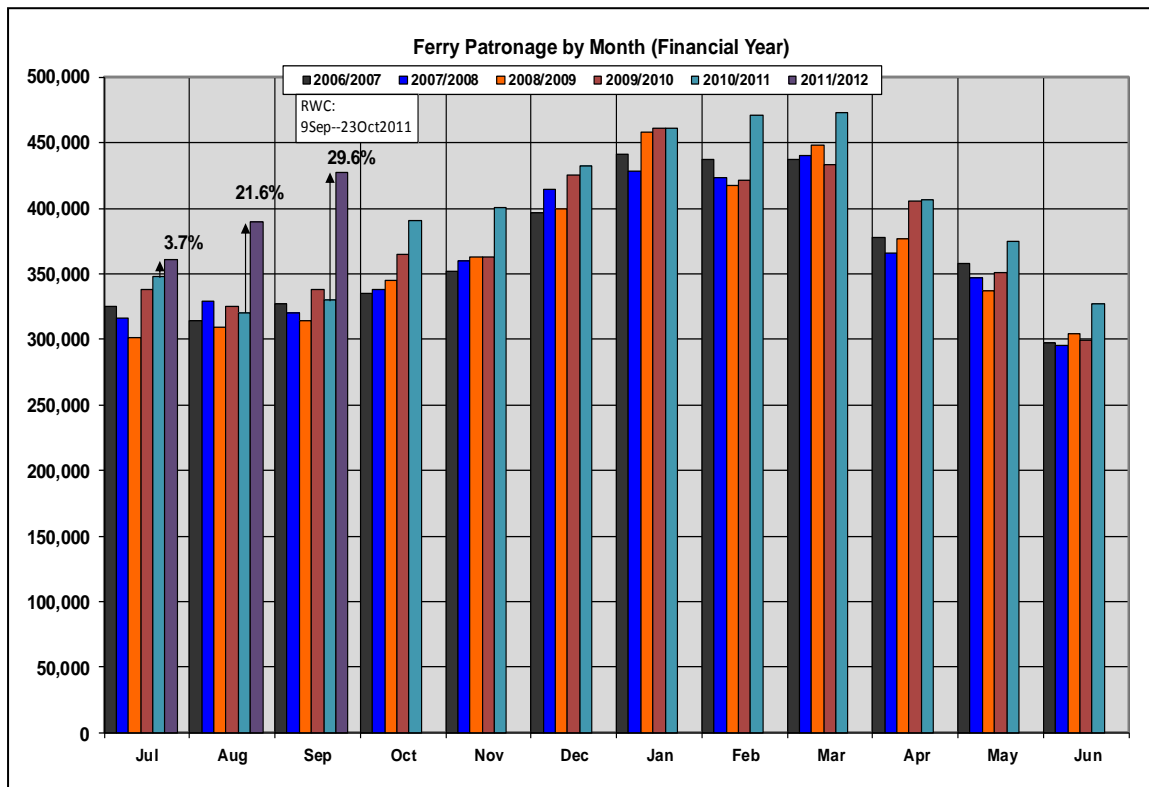


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

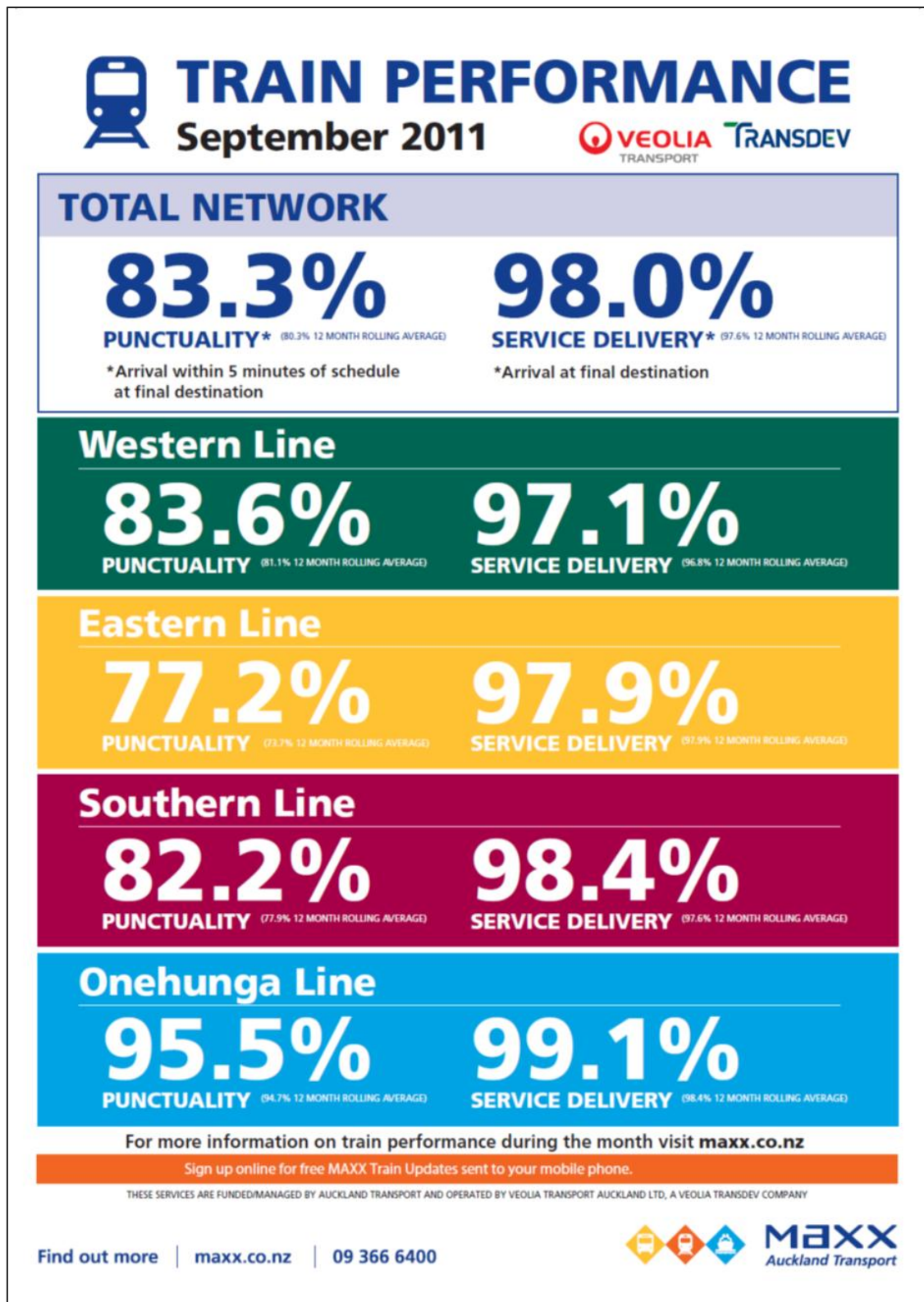


Fig 16. Rail Published Performance Results for September 2011

The methodology used to measure performance varies between cities and is dependent on the priorities set for each operation. Any comparison of performance to other rail operations is therefore not possible and may be misleading. For the Auckland 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.

Despite the additional demand placed on the network and trains to convey the unprecedented numbers during September, overall performance improved during the month with 83.3% of services arriving on time or within five minutes of schedule during the month, compared with 76.8% last month and 82.0% for the same month last year. The improvement is partially a result of the freeze on network upgrades for the duration of the Rugby World Cup but also reflects the additional effort by maintenance staff to keep the trains running reliably. There were no significant train faults that affected the delivery of rail services on any of the major event days during the month.

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

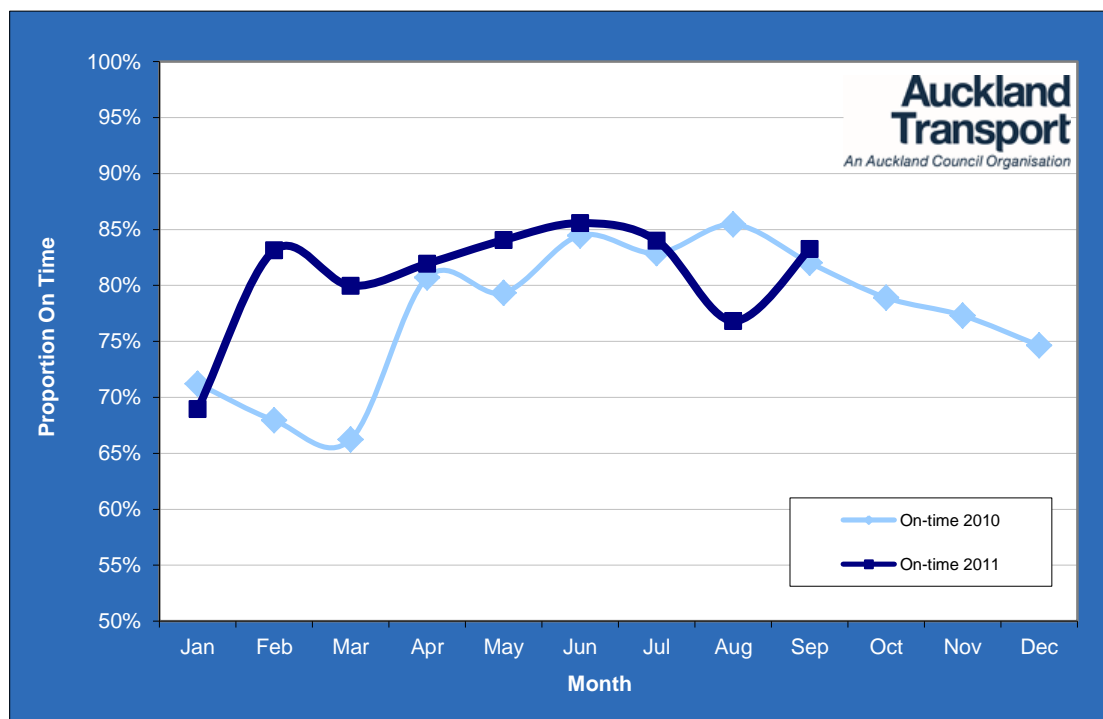


Fig 17. Rail Punctuality Trends for 2010 and 2011

The following major incidents impacted on service delivery during September:

- Track, Signals and Train Control (KiwiRail)** – There were three significant network faults during the month. On 20 September a signal fault at Otahuhu disrupted afternoon and evening peak services from early afternoon. While most delays were encountered on the Southern and Eastern Lines, the failure disrupted the positioning of trains from the area to start evening peak operations and consequently impacted on the delivery of services across the network. On 27 September a points failure in the Britomart tunnel caused delays on all lines during the morning peak. The following morning a signal fault at Morningside disrupted Western Line services from early morning through to mid-morning.

- *Train faults (KiwiRail)* – As previously noted, there were no major train failures that affected the delivery of services on any of the RWC game days during the month, however there were three significant train faults resulting in multiple service impacts recorded during the month. On 2 September a train fault that occurred between Britomart and Newmarket disrupted evening peak services on the Southern, Western and Onehunga Lines. On 6 September two separate train faults caused significant disruption to evening peak services. A train was disabled at Middlemore and caused major disruptions to Southern and Eastern Line services and later towards the end of the evening peak, another train was disabled at Newmarket causing disruption to Southern and Onehunga Line services.
- *Operational (Veolia)* – On 9 September extreme passenger demand due to RWC 2011 opening night events caused compounding delays from early afternoon due to extended station dwell times. The activation of the emergency stop system on several different trains at Panmure, Newmarket and Parnell caused the system to gridlock as following trains could not pass these trains while the brakes were being reset by the train crews. Passengers on board some of the following trains forced the doors open and evacuated the trains onto the tracks creating unsafe operating conditions that further compounded delays. While higher than normal demand was encountered on subsequent game days, no further major disruption from passenger loads or operational issues were encountered during the month.
- *Other* – On the afternoon of 4 September, a steam train derailed at Henderson and disrupted Western Line services from mid-afternoon for the remainder of the day. Buses were arranged at short notice to convey passengers between Avondale and Henderson. Around midday on 8 September a freight train broke down at Papatoetoe causing disruptions to Southern Line services until mid-afternoon. On the same day, a train struck and fatally injured a person near the Woodward Road, Mt Albert, level crossing resulting in service disruptions to Western Line services that continued through the evening peak.

In September train delay minutes were slightly less than the comparable performance in August. There were 19,510 delay minutes during the month, 4.3% less than the previous month (Figure 18). The most significant change was an increase in the level of delays attributable to operational issues primarily due to passenger loadings caused by increased station dwell times (to provide all passengers on heavily loaded trains a reasonable opportunity to safely board and alight the trains) and as a consequence of the events of the RWC opening night. Significantly train delay minutes caused by network faults fell to the lowest level in five years due mainly to the freeze on major network upgrades during the RWC period. Delays caused by train faults and other issues remained at similar levels to previous months.

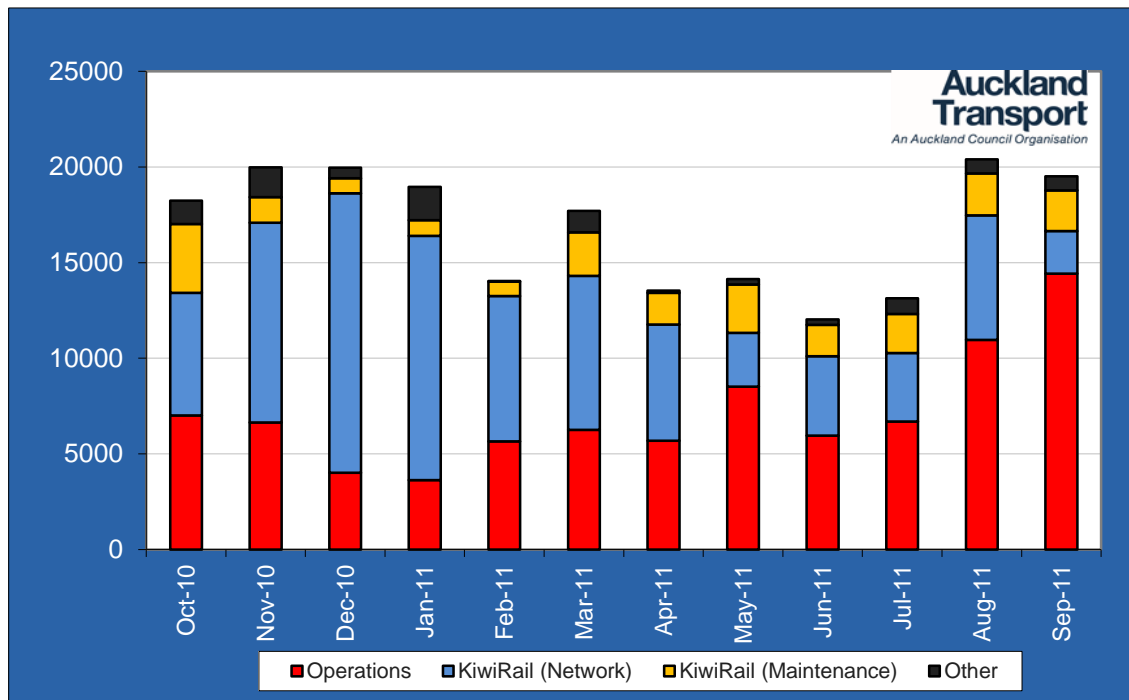


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	596	9.2%
Signal/points failure	4,440	68.3%
Speed restrictions	100	1.5%
Track protection measures*	1,368	21.0%
Total	3,576	

* Track protection measures are put in place at sites where work that involves activities close to the track is underway. These require trains to slow or stop at a safe distance prior to the actual site and only proceed after receiving approval from the site protector that the track is clear of all obstructions.

3.2 Rail Capacity

Based on an average of train crew passenger counts, which are performed at pre-set locations considered to represent the maximum load points of each route, other than for services on RWC2011 match days, 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 September, although there were three services that were reported as close to this limit. It should be noted that for the exercise the calculation is based on the normal timetable train allocations. During September the train fleet was reconfigured for RWC2011 and the allocations were subject to variability throughout the month so it is likely that this threshold would have been exceeded on some services where a smaller capacity train than normally planned was supplied. The calculation also does not factor in additional special event train services. For RWC2011 game days, particularly 9 September but also on 17, 24 and 25 September, many services operated near their maximum capacity.

3.3 Bus Service Performance

For September 2011, 99.53% of contracted service trips were operated (reliability measure). Service punctuality for September 2011 was 99.49%, 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.

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,811	99.97%	99.96%
H & E	17,312	99.99%	99.85%
NZ Bus	118,872	99.27%	99.42%
Ritchies	28,811	99.99%	99.77%
Transit	2,270	99.78%	99.30%
Urban Express	5,262	99.96%	99.96%
Total	189,202	99.53%	99.49%

Table 3. Bus Service Reliability and Punctuality- September 2011

3.4 Ferry Service Performance

For September 2011, 100% of ferry service trips were operated (reliability measure). Service punctuality for September 2011 was 99.50% 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.

	Scheduled Trips	Reliability	Punctuality
Bayswater	984	100.00%	100.00%
Half Moon Bay	568	100.00%	99.80%
Birkenhead	1,062	100.00%	99.90%
Gulf Harbour	88	100.00%	100.00%
West Harbour	308	100.00%	95.5%
Pine Harbour	286	100.00%	100.00%
Total	3,296	100.00%	99.50%

Table 4. Ferry Service Reliability and Punctuality- September 2011

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

105 events were held in September 2011 and 26 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.

Rugby World Cup 2011, All Blacks vs. Tonga, Eden Park: Friday 9th September

Match travel ticketing in place. Attendance: 55,554.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	13,700	25%	12,500	23%	24%
BUS	9,200	17%	11,300	20%	18%
FERRY					
TOTAL	22,900	41%	23,800	43%	42%

Rugby World Cup 2011, Japan vs. France, North Harbour Stadium: Saturday 10th September

Match travel ticketing in place. Attendance: 28,500.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL					
BUS	6,500	23%	10,800	38%	30%
FERRY					
TOTAL	6,500	23%	10,800	38%	30%

Rugby World Cup 2011, Australia vs. Italy, North Harbour Stadium: Sunday 11th September

Match travel ticketing in place. Attendance: 25,000.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL					
BUS	7,500	30%	8,200	33%	31.5%
FERRY					
TOTAL	7,500	30%	8,200	33%	31.5%

Rugby World Cup 2011, Australia vs. Ireland, Eden Park: Saturday 17th September

Match travel ticketing in place. Attendance: 58,678.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	11,370	19%	13,100	22%	21%
BUS	11,580	20%	10,400	18%	19%
FERRY					
TOTAL	22,950	39%	23,500	41%	40%

Rugby World Cup 2011, South Africa vs. Namibia, North Harbour Stadium: Thursday 22nd September

Match travel ticketing in place. Attendance: 26,690.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL					
BUS	7,460	28%	6,940	26%	27%
FERRY					
TOTAL	7,460	28%	6,940	26%	27%

Rugby World Cup 2011, All Blacks vs. France, Eden Park: Saturday 24th September

Match travel ticketing in place. Attendance: 60,856.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	10,700	18%	15,200	22%	21%
BUS	15,210	25%	11,340	19%	22%
FERRY					
TOTAL	25,910	43%	26,540	44%	43%

Rugby World Cup 2011, Fiji vs. Samoa, Eden Park: Sunday 25th September

Match travel ticketing in place. Attendance: 60,325.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	8,760	15%	14,270	24%	19%
BUS	11,680	19%	9,950	16%	18%
FERRY					
TOTAL	20,440	34%	24,220	40%	37%

Rugby World Cup 2011, South Africa vs. Samoa, North Harbour Stadium: Friday 30th September

Match travel ticketing in place. Attendance: 29,754.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL					
BUS	11,290	38%	10,960	37%	37%
FERRY					
TOTAL	11,290	38%	10,960	37%	37%

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 September 2011:

- Transportation Auckland Corporation Ltd: Notification to register commercial public transport services to operate between Eden Park and Customs St during the Rugby World Cup games. Approved 29-Sep-11.
- Fullers Group Ltd: Notification to vary route 090, 091, 092 and 097. Approved 26-Aug-11.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- A-Pass integrated public transport day ticket for use during RWC 2011, launched 1 September
- Mobile version of www.MAXX.co.nz launched early September
- www.MAXX.co.nz I-Phone and Android applications launched early-September
- Projects in Planning Service review underway in preparation for public consultation for Hibiscus Coast and Great South Road.
- Planning for tertiary campaign to start in early 2012 has begun.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

7.1 Promotional activities undertaken during September 2011

- Campaigns for Rugby World Cup 2011.
- Campaigns for A-Pass integrated ticket.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

For the month of September there were 14,415 visits (23% increase compared to information kiosk at Britomart in September 2010). Extended opening hours (to 23h30) for Eden Park game nights were continued.

The A-Pass sales centre at Britomart continues to operate alongside the existing range of services.

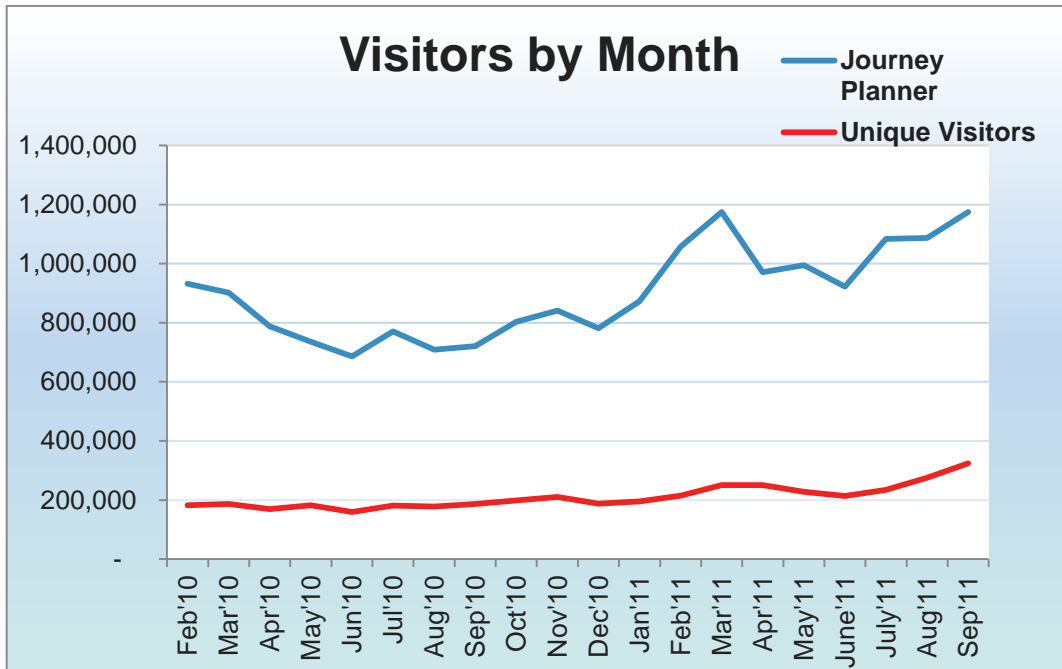
8.2 MAXX Public Transport Call Centre

For September 2011, call volume was 64,579 (+30.44% compared to September 2010). 72.46% of calls were answered within the service standard of 20 seconds.

For HOP ticketing the team received 3,120 calls during the month and were answered in 92.34% grade of service standard of 20 seconds. In addition to this the MAXX call centre team took 26 HOP calls.

There are now 87,083 (+8.4% increase on September) HOP cards in market that have been used at least once. Of these, 48,754 (+6.0% on September) are registered.

8.3 www.MAXX.co.nz



8.4 MAXX live departure board/real-time information

Public transport service real-time departure board visits totalled 31,586 at www.MAXX.co.nz/VPID via web, smartphone or PDA.