
February 2012

Statistics Report

**Auckland
Transport**

An Auckland Council Organisation

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PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Auckland public transport patronage totalled 70,201,635 passengers for the 12-months to Feb 2012 an increase of 6,135,469 boardings or +9.6%. This is the first time Auckland public transport patronage has exceeded 70 million passengers since the 1950's.
- February monthly patronage was 5,967,878 an increase of 457,680 boardings or +8.3% on Feb 2011.
- Rail monthly patronage for February is 861,081 an increase of 23,093 boardings or +2.8% on Feb 2011.
- Northern Express bus service carried 2,270,667 passenger trips for the 12-months with a growth in Feb 2012 compared to Feb 2011 of +15.4%.

1.2 Service Performance

- 97.9% of all scheduled rail services arrived at their final destination and 76.6% were on time or arrived within 5 minutes of schedule

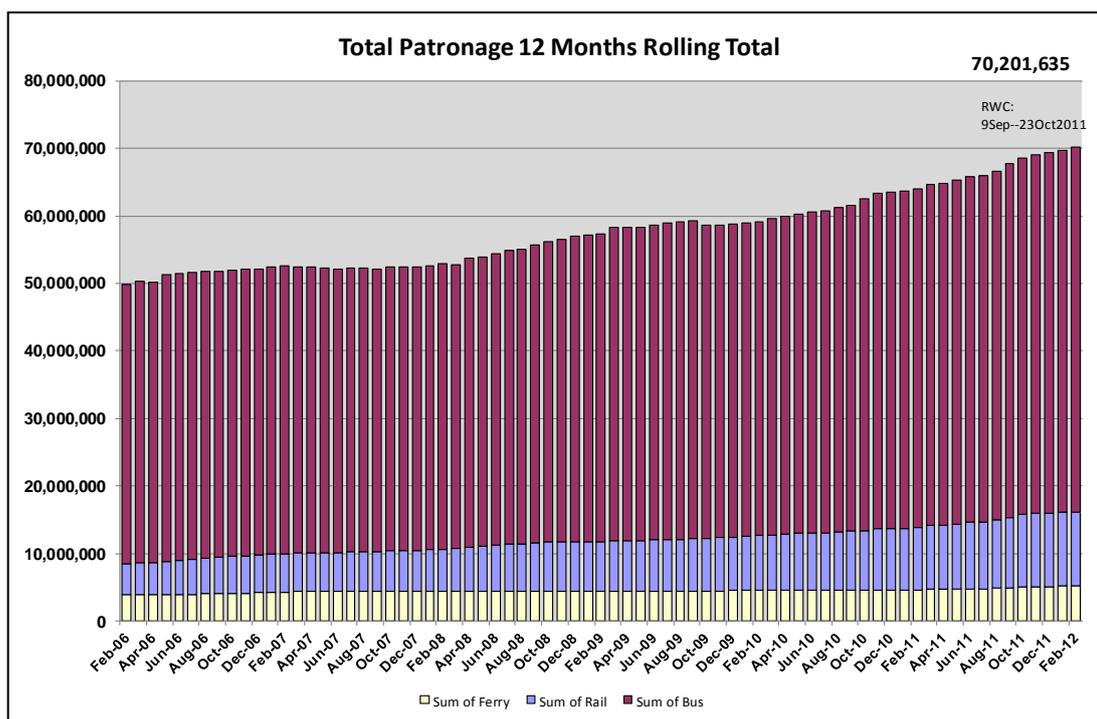
1.3 Initiatives

- A review of the public transport Network Plan is well underway, with a targeted consultation for mid-2012.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 70,201,635 passengers for the 12-months to Feb 2012 an increase of 6,135,469 boardings or +9.6% as illustrated at Figure 1.



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, eight months to Feb 2012, patronage has grown by +10.7% (4,437,980 boardings). Patronage for Feb 2012 was 5,967,878 boardings, an increase of +8.3% (457,680 boardings) on Feb 2011.

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

	Feb-12								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,042,314	45,680	4.6%	13,195,766	2,004,641	17.9%	8,590,993	1,274,272	17.4%
Northern Express Bus	181,233	22,587	14.2%	2,270,667	302,582	15.4%	1,473,310	213,777	17.0%
Rail sub-total:	861,081	23,093	2.8%	10,925,099	1,702,059	18.5%	7,117,683	1,060,495	17.5%
- Western Line	321,848	16,640	5.5%	4,101,906	886,599	27.6%	2,727,027	588,414	27.5%
- Southern & Eastern Line	478,110	-140	0.0%	6,085,519	339,773	5.9%	3,899,921	243,333	6.7%
- Onehunga Line (opened 19 Sep 2010)	61,124	6,593	12.1%	737,674	475,662	181.5%	490,735	228,723	87.3%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,416,475	373,577	9.2%	51,761,880	3,530,805	7.3%	33,680,921	2,655,436	8.6%
- Quality Transit & Local Bus	4,117,221	358,618	9.5%	49,131,607	3,474,508	7.6%	32,184,742	2,655,716	9.0%
- Contracted School Bus	299,254	14,959	5.3%	2,630,273	56,297	2.2%	1,496,179	-280	0.0%
3. Ferry	509,089	38,423	8.2%	5,243,989	600,023	12.9%	3,662,160	508,272	16.1%
Total Patronage	5,967,878	457,680	8.3%	70,201,635	6,135,469	9.6%	45,934,074	4,437,980	10.7%

**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.

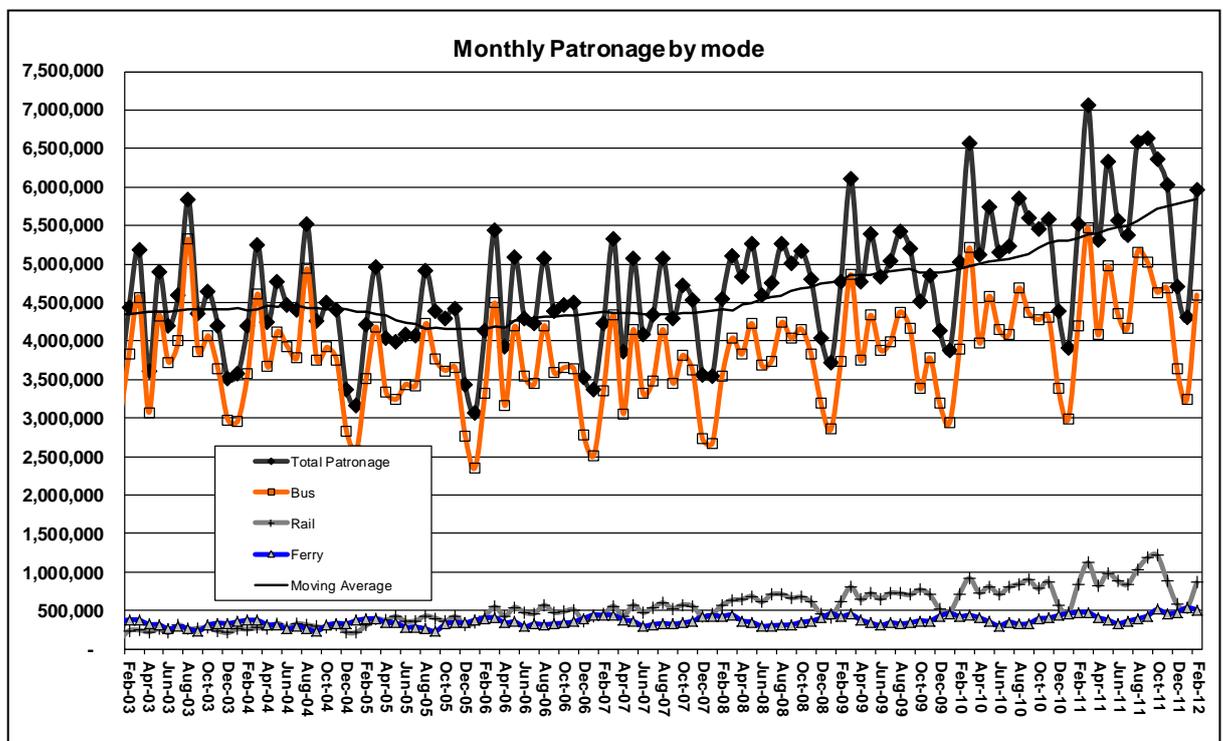


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

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 13,195,766 passengers for the 12-months to Feb 2012 (Figure 3) an increase of 2,004,641 boardings or +17.9%. For the financial year-to-date, eight months to Feb 2012, patronage has grown by +17.4% (1,274,272 boardings) (Figure 4). Patronage for Feb 2012 was 1,042,314 boardings, an increase of +4.6% (45,680 boardings) on Feb 2011 (Figure 5).

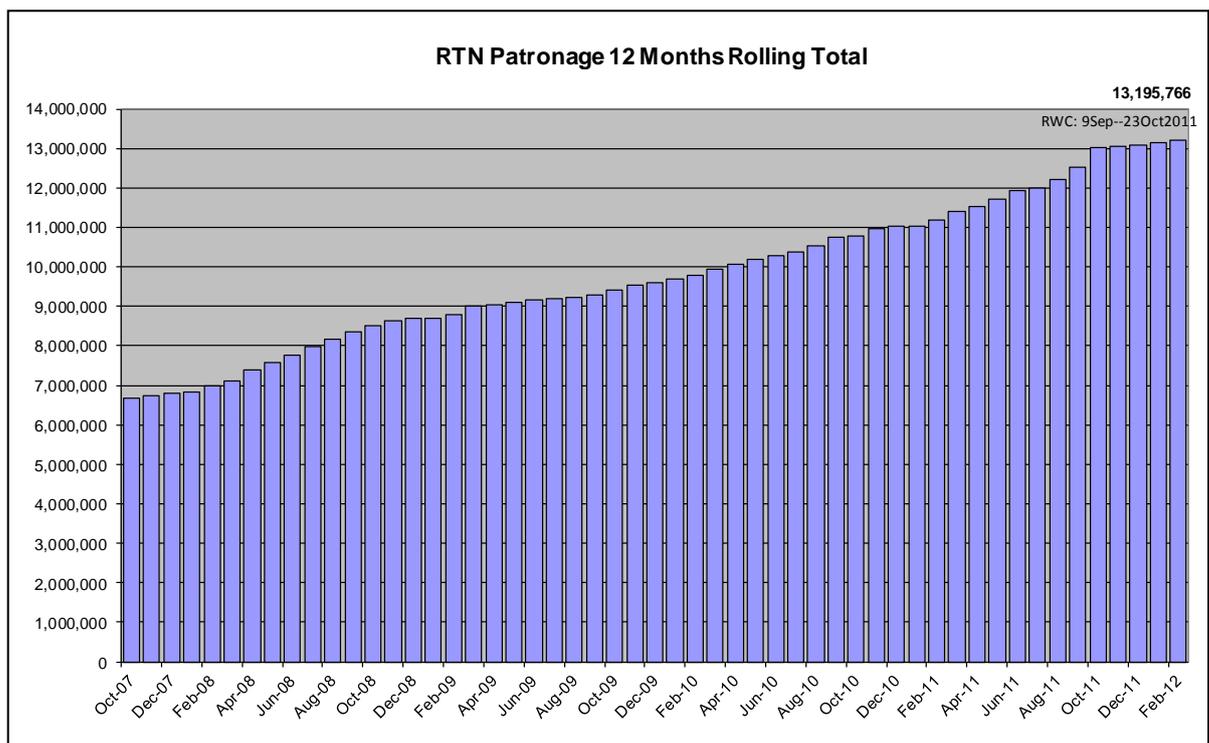


Fig 3. RTN Patronage – 12 Months Rolling Total

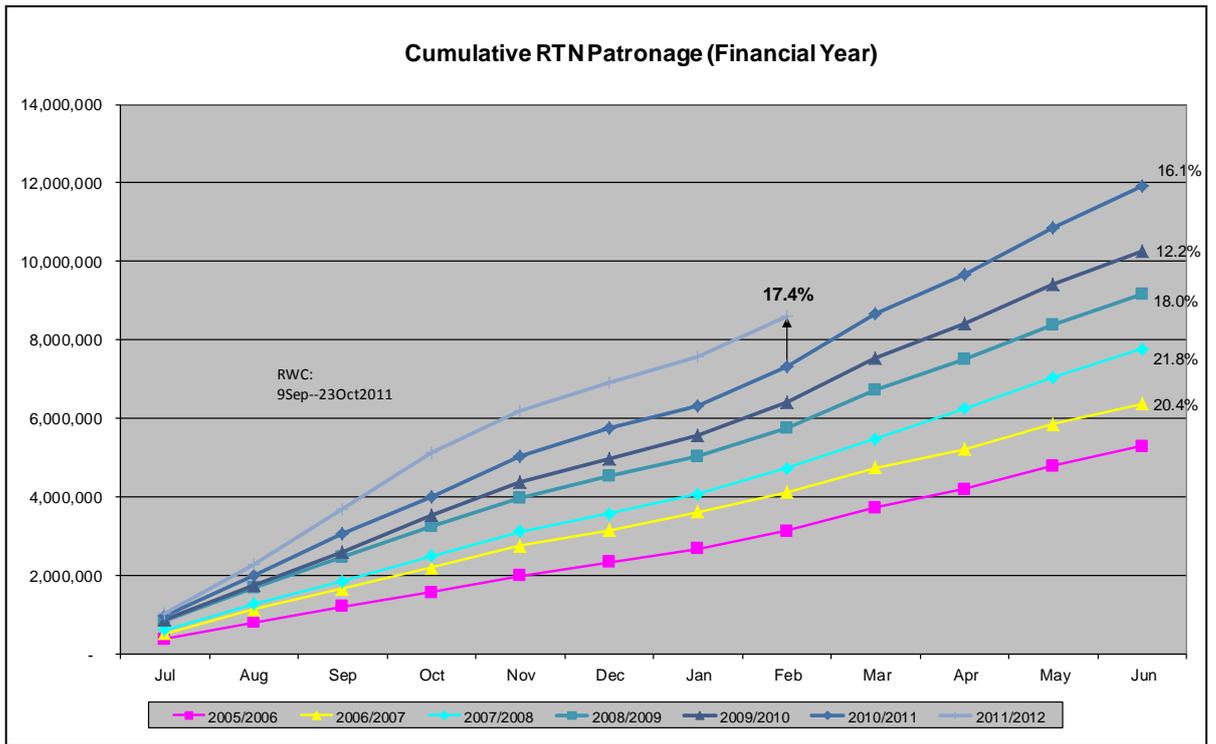


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

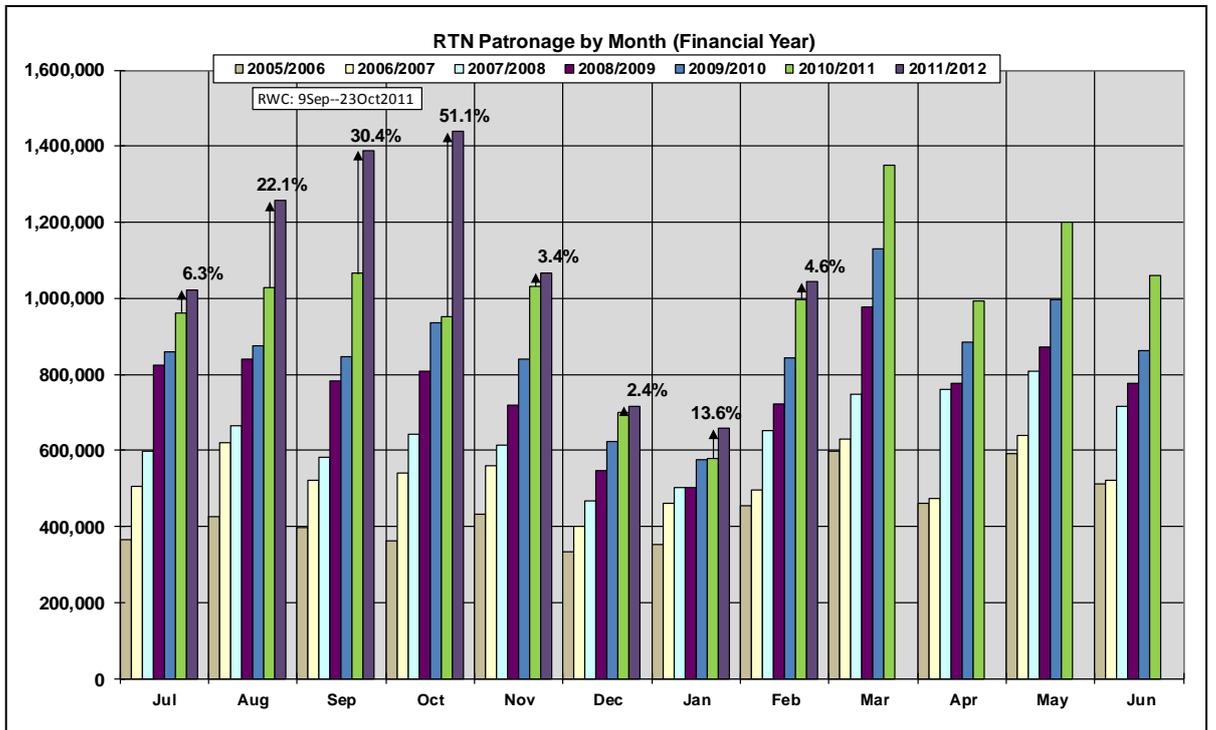


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. In February the recent growth trend was adversely impacted by two weekends when buses replaced trains across the entire network, including the three-day Waitangi weekend, to progress the ongoing network upgrades. Consequently while patronage on weekday services increased by 10.2% compared to the same month last year, weekend patronage fell by 57% (or nearly 50% adjusting for the special event patronage included in the last year's weekend data). The resultant net increase of 2.8% for the month was well below recent trends.

The overall number of passengers recorded as travelling by rail services, for February 2012 was 861,081, or +2.8% more than the same month last year (Figure 8). Rail patronage totalled 10,925,099 passengers for the 12-months to February 2012 (Figure 6) an increase of 1,702,059 boardings or +18.5%. For the financial year-to-date to January 2012, patronage has grown by +17.5% (1,060,495 boardings) (Figure 7).

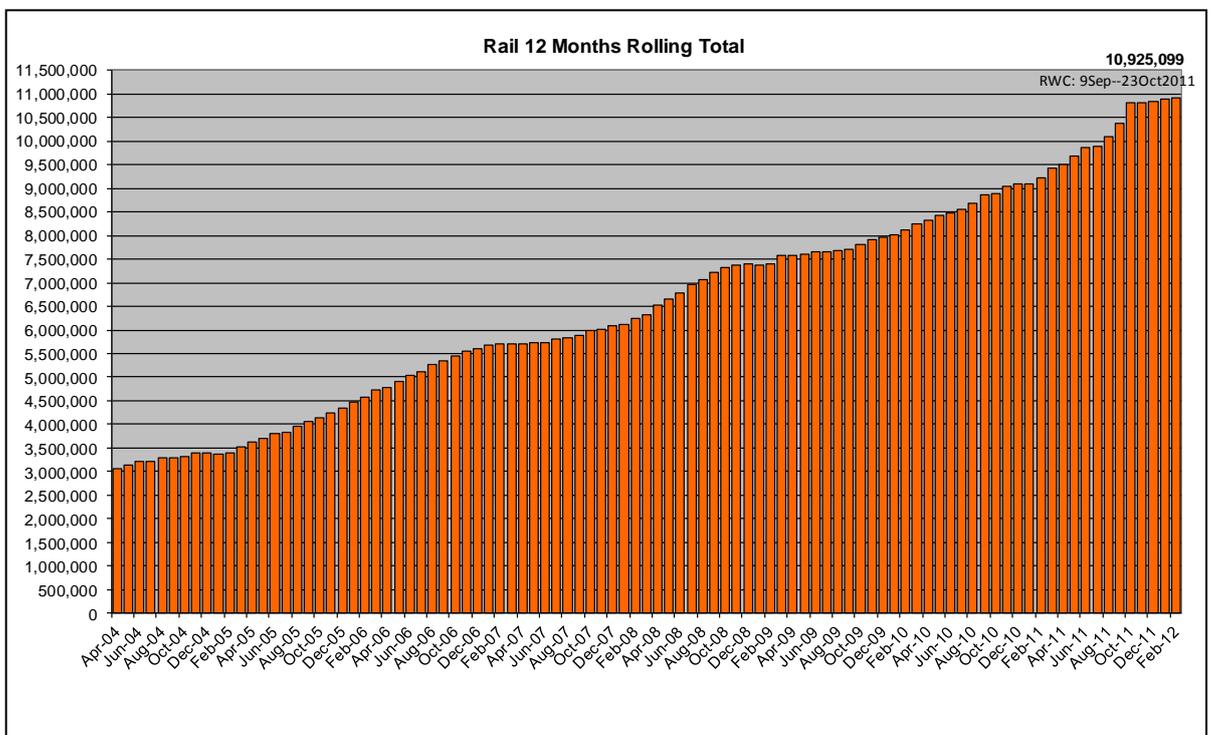


Fig 6. Rail Patronage – 12 Months Rolling Total

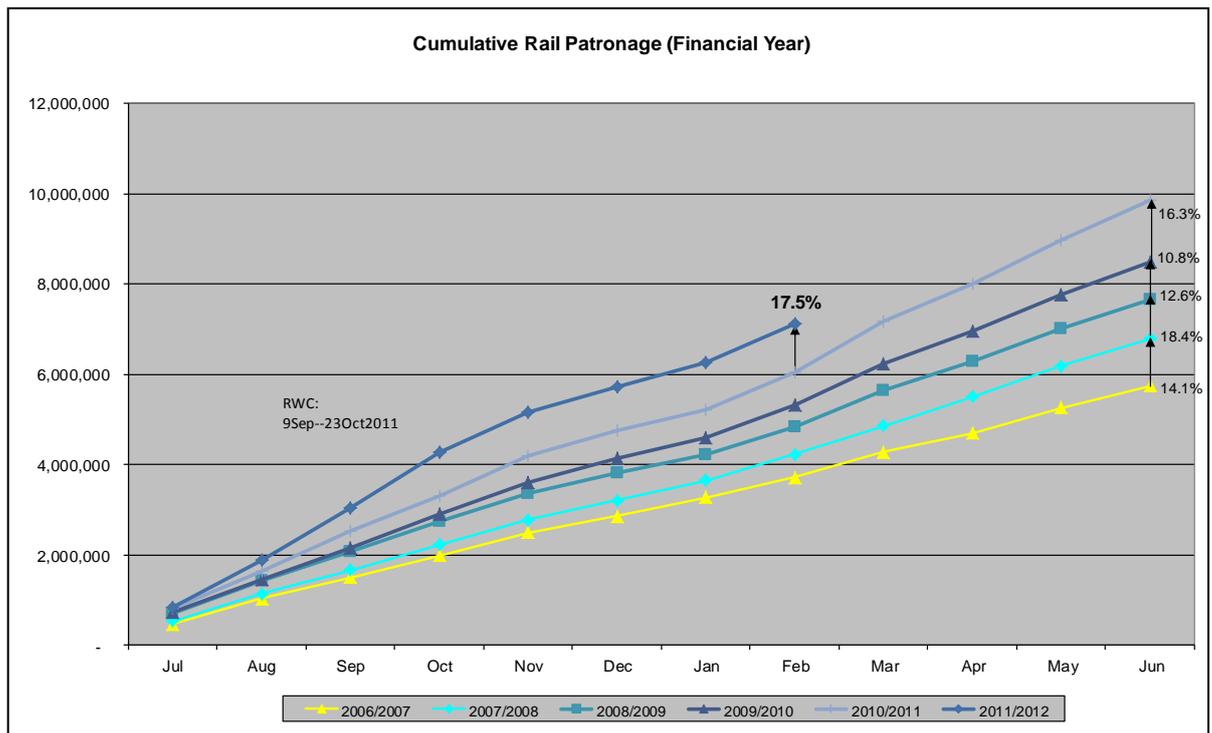


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

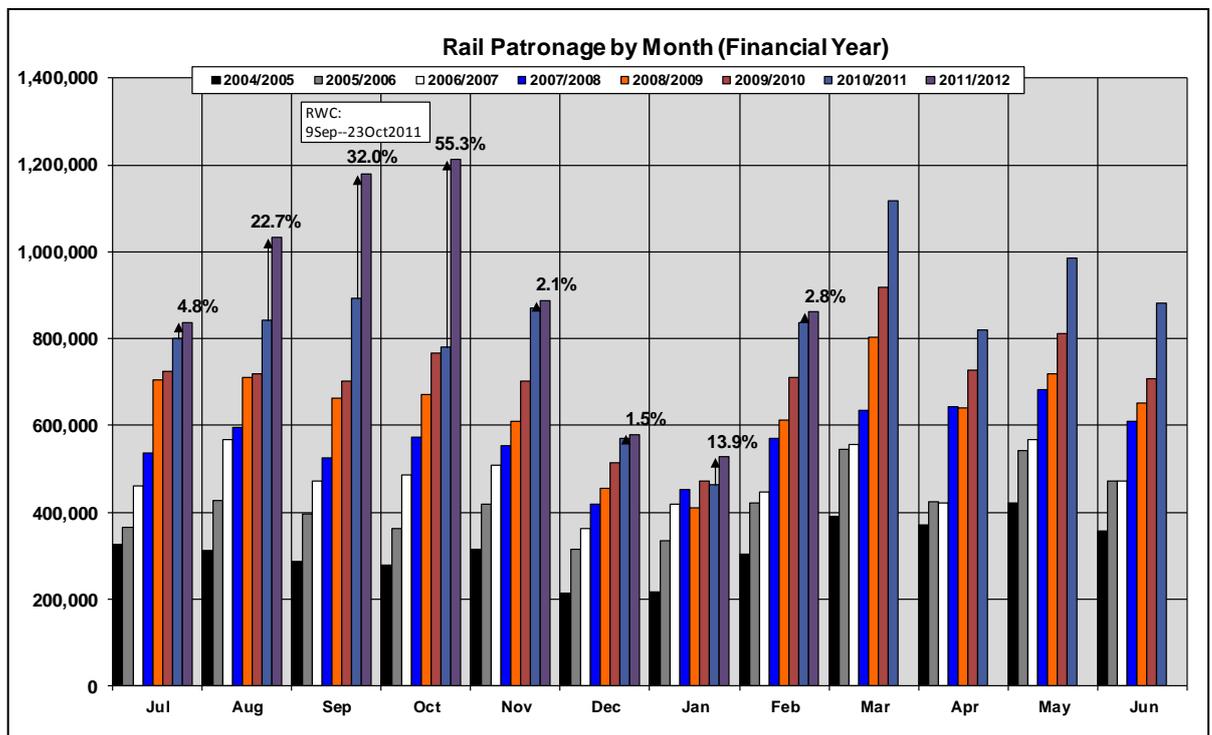


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,823,192 passengers for the 12-months to February 2012 an increase of 815,435 boardings or +13.6% on the same period last year. Patronage for February 2012 was 539,233 boardings, an increase of +1.2% (6,453 boardings) on February 2011 (Figure 9).

In February 2012 there were 478,110 passengers recorded travelling on the Southern and Eastern Lines, excluding the Onehunga Line, no significant change (-140 passengers) on February 2011. While weekday patronage increased by 5.3% the negative impact of the weekend block of lines on Waitangi weekend (3 days) and 18/19 February offset these gains. For the year-to-date there have been 3,899,921 passengers recorded on Southern and Eastern Line services, 6.7% more than for the same period last year.

There were 61,124 passengers recorded using the Onehunga Line during February 2012 compared to 54,531 for the same month last year, an increase of 6,593 or +12.1%. For the 12-months to February 2012 there have been 737,674 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) and there may be some trip substitution between Southern and Onehunga Line services over the common sections of track that are influencing the relative change.

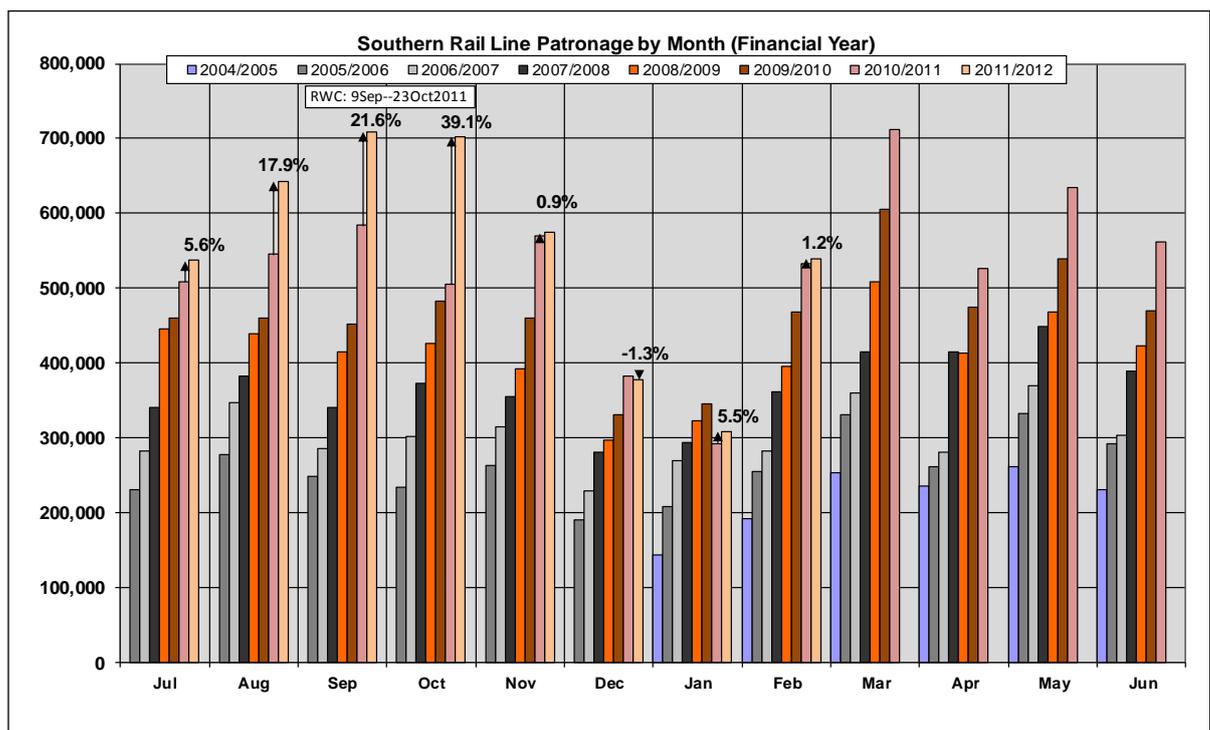


Fig 9. Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 4,101,906 passengers for the 12-months to February 2012 an increase of 886,599 boardings or +27.6%. Special events at Eden Park contributed to the relative observed growth on Western Line services with two T20 cricket matches and a Friday night Super 15 game Blues versus Crusaders. The equivalent S15 game last year was on a Saturday. Patronage for February 2012 was 321,848 boardings, an increase of +5.5% (16,640 boardings) on February 2011 (Figure 10). For the year-to-date there have been 2,727,027 passengers recorded on Western Line services 588,414 (+27.5%) more than for the same period last year.

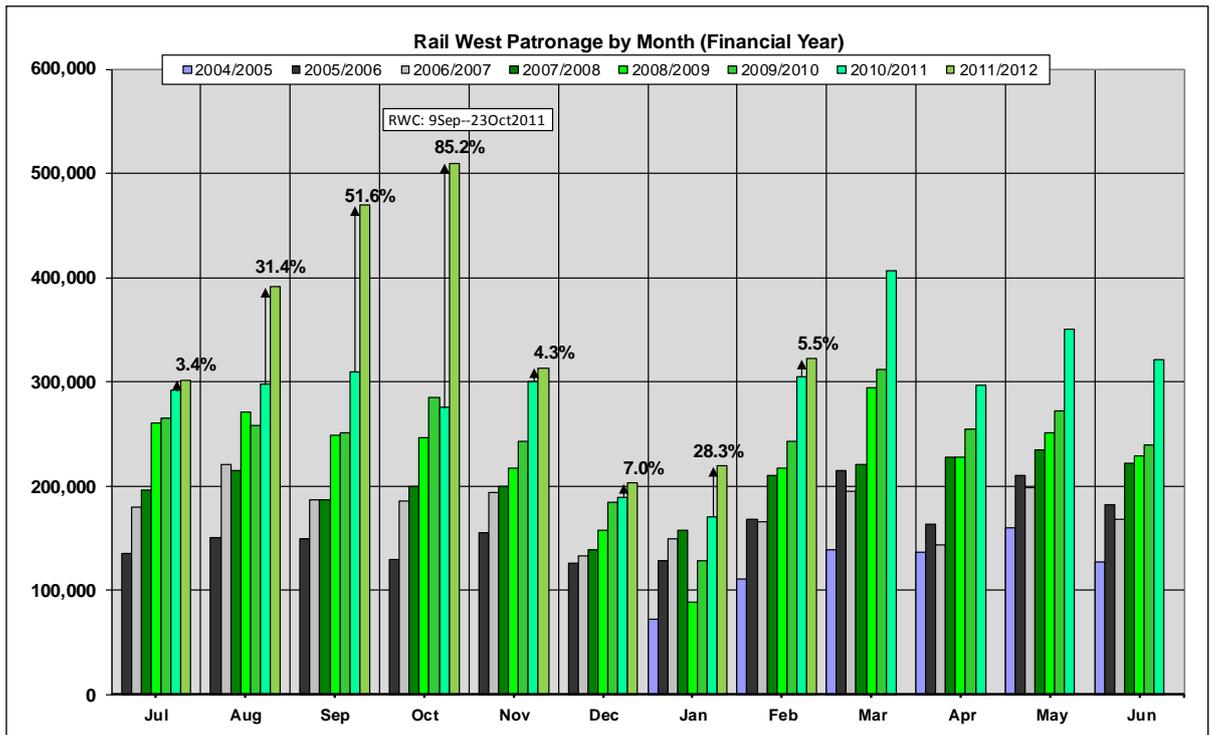


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,270,667 passengers for the 12-months to Feb 2012 (Figure 11) an increase of 302,582 boardings or +15.4%. For the financial year-to-date, eight months to Feb 2012, patronage has grown by +17.0% (213,777 boardings) (Figure 12). Patronage for Feb 2012 was 181,233 boardings, an increase of +14.2% (22,587 boardings) on Feb 2011 (Figure 13).

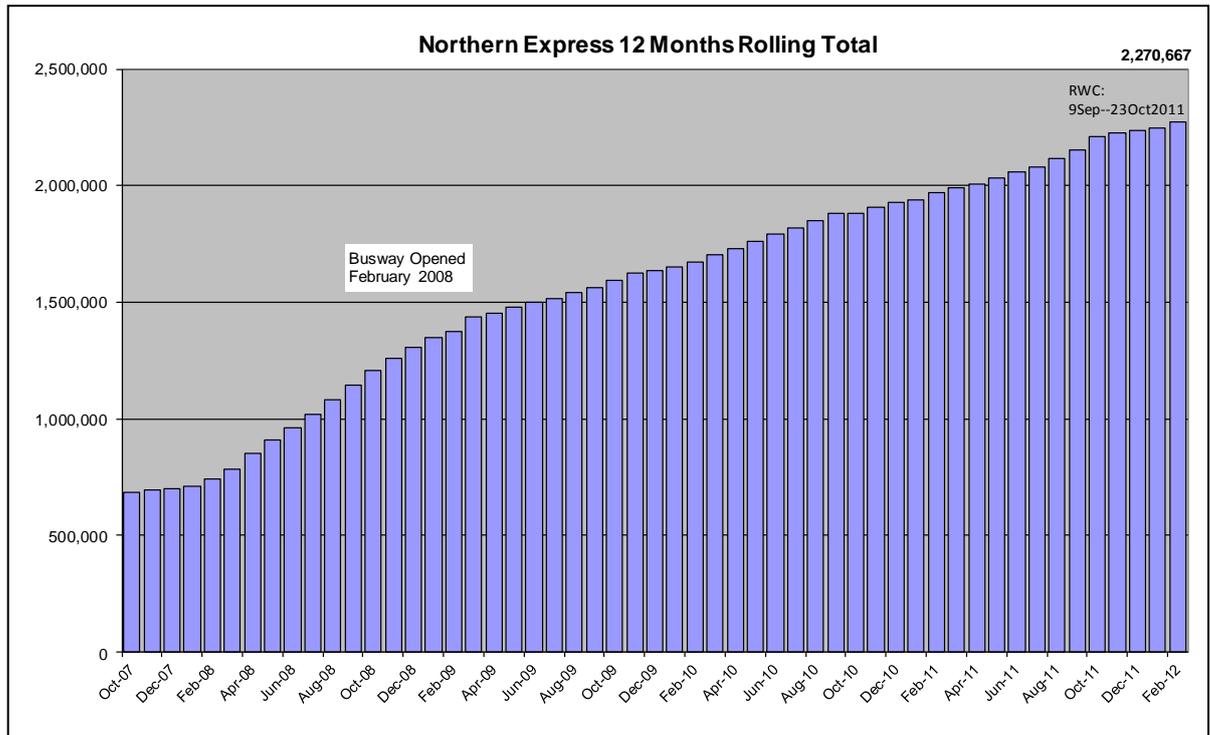


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

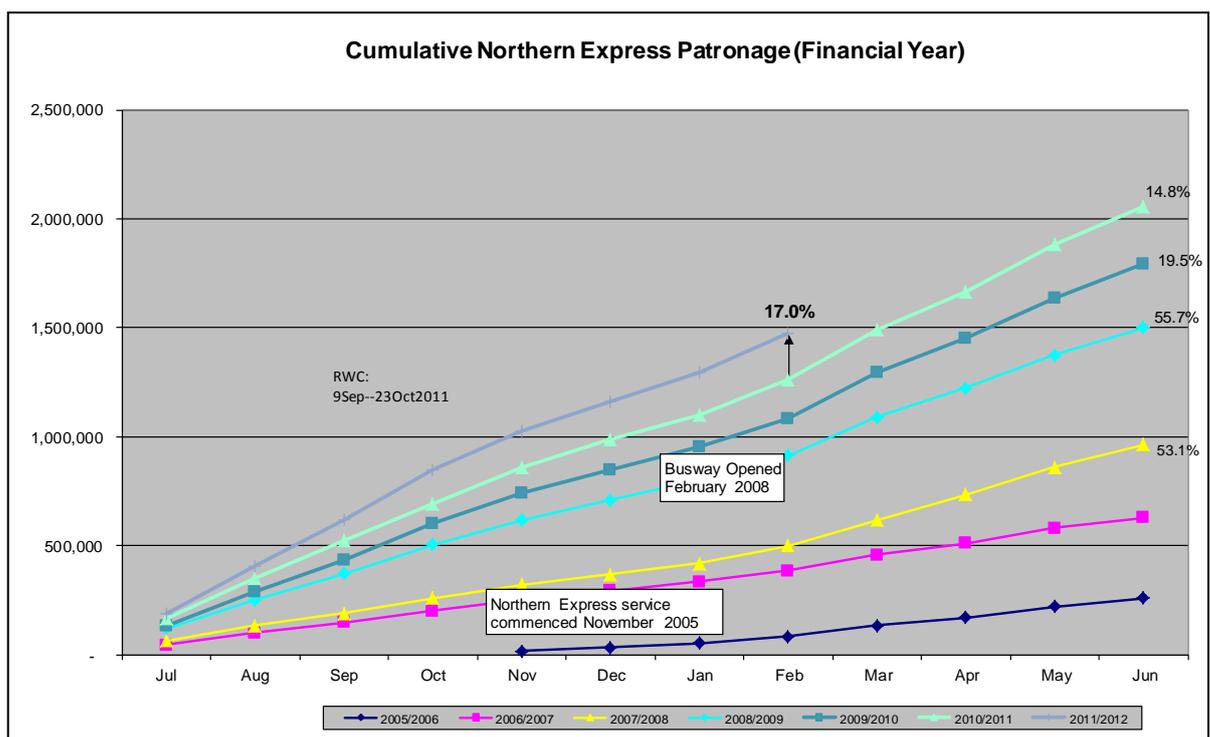


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

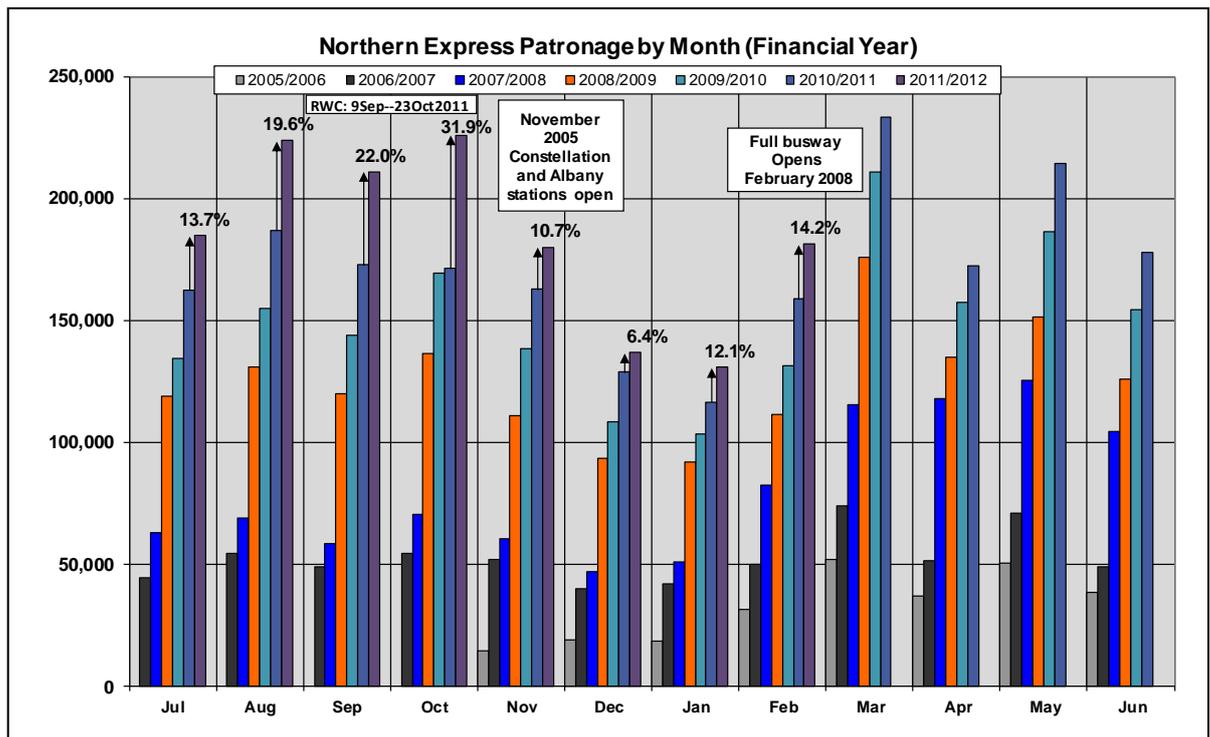


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

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 51,761,880 passengers for the 12-months to Feb 2012 an increase of 3,530,805 boardings or +7.3%. For the financial year-to-date, eight months to Feb 2012, patronage has grown by +8.6% (2,655,436 boardings). Patronage for Feb 2012 was 4,416,475 boardings, an increase of +9.2% (373,577 boardings) on Feb 2011 (Figure 14).

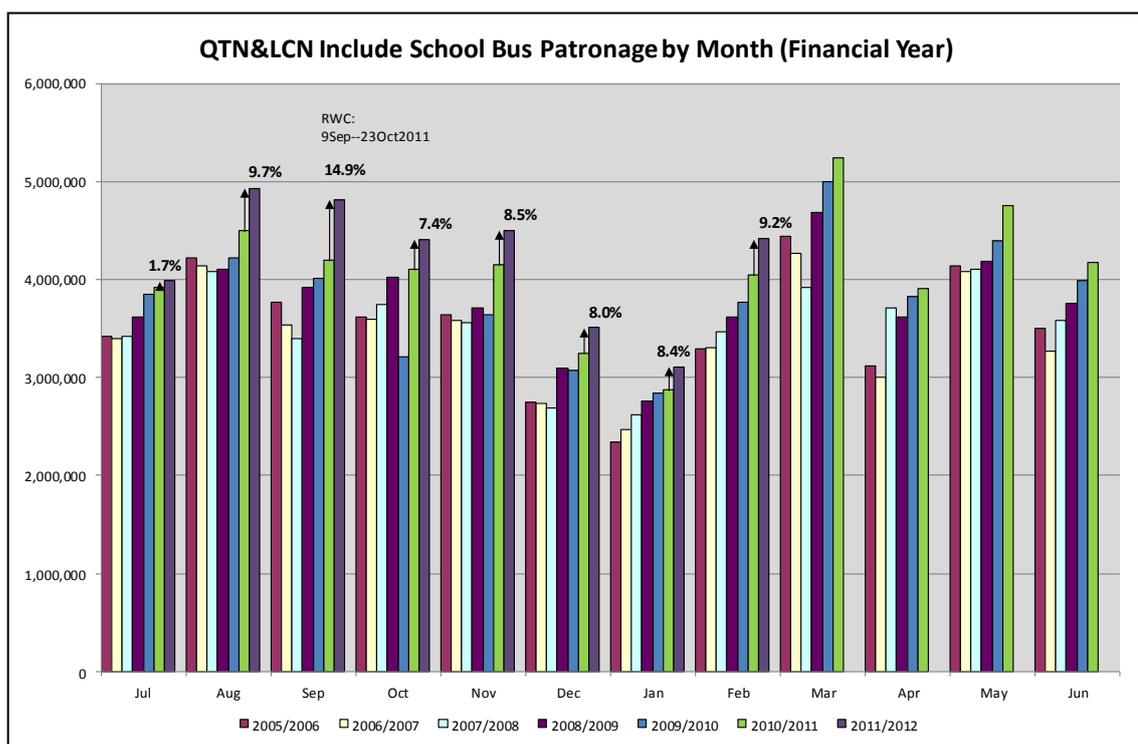


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

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	%
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	653,667	8,191	1.3%	10,657,624	721,090	7.3%	308,022	- 16,808	-5.2%	4,929,070	206,227	4.4%
Jan-12	564,860	25,510	4.7%	10,683,134	726,817	7.3%	287,134	10,460	3.8%	4,939,530	218,552	4.6%
Feb-12	920,760	47,837	5.5%	10,730,971	684,380	6.8%	418,514	21,092	5.3%	4,960,622	212,516	4.5%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
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%
Jan-12	596,569	39,685	7.1%	10,689,310	649,175	6.5%	1,661,304	164,501	11.0%	25,076,329	1,853,610	8.0%
Feb-12	913,058	58,553	6.9%	10,747,863	629,746	6.2%	2,164,143	246,096	12.8%	25,322,424	2,016,963	8.7%

2.4 Ferry Patronage

Ferry patronage totalled 5,243,989 passengers for the 12-months to Feb 2012 an increase of 600,023 boardings or +12.9%. For the financial year-to-date, eight months to Feb 2012, patronage has grown by +16.1% (508,272 boardings). Patronage for Feb 2012 was 509,089 boardings, an increase of +8.2% (38,423 boardings) on Feb 2011 (Figure 15).

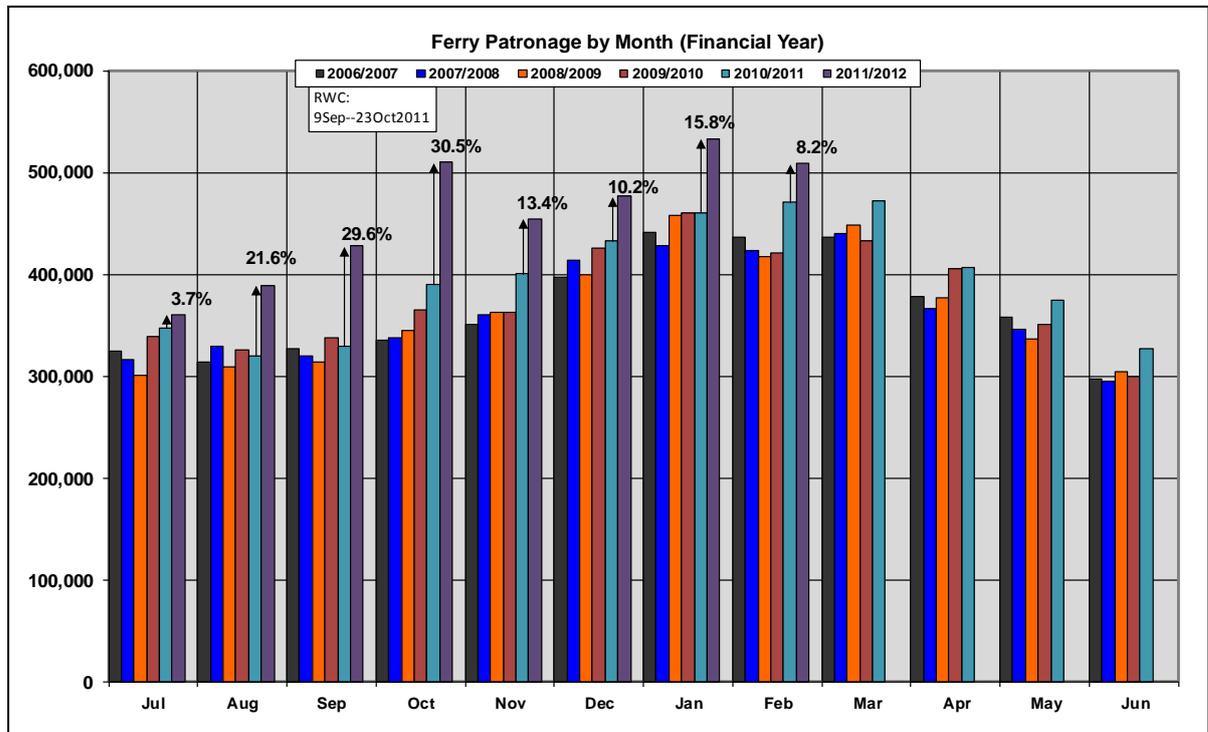


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

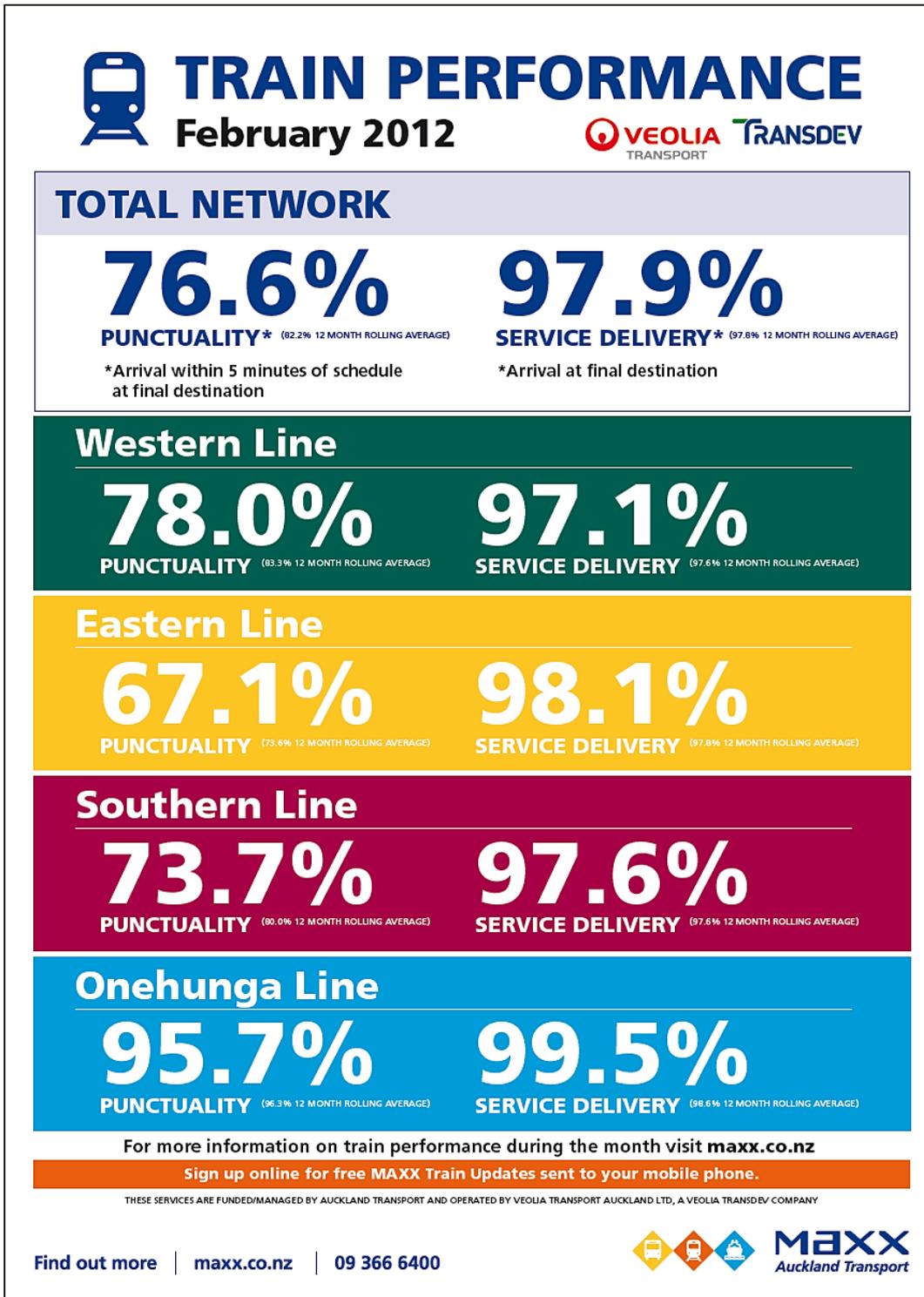


Fig 16. Rail Published Performance Results for February 2012

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 proportion of trains not cancelled in full or part and that arrive at their final destination.

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. In terms of reliability and punctuality measurement and verification, the arrival and departure time information is recorded for every service at Britomart by platform staff and cross-referenced to train control graphs produced by KiwiRail Network Control. At outer terminals the times are recorded by Train Control and train crew records. These times are entered into a database that calculates the actual performance against planned encompassing punctuality (on-time performance), reliability (cancellations) and train delay minutes. The existing manual methods of data collection will be supplemented by new technologies, such as real-time tracking and improved outputs from the signalling system, once these have been tested and proven.

During February the performance of the train services continued to be impacted by a high level of speed restrictions and one-off incidents. It was expected that a number of these restrictions would be removed over Anniversary weekend (28 to 30 January) however due to the Newmarket Viaduct closure on the same weekend it was deemed necessary to keep part of the rail network open and consequently the scheduled activities had to be reprogrammed. The remedial work was largely completed during the Waitangi weekend network closure. While this resulted in a return to normal levels of temporary speed restrictions, subsequent one-off events (detailed below) prevented the performance levels recovering over the remainder of the month. As a result, 76.6% of services operated on time or within five minutes of their schedule during February compared to 79.5% in January and 83.1% in the same month last year.

Punctuality trends comparing 2010/11 and 2011/12 are presented at Figure 17.

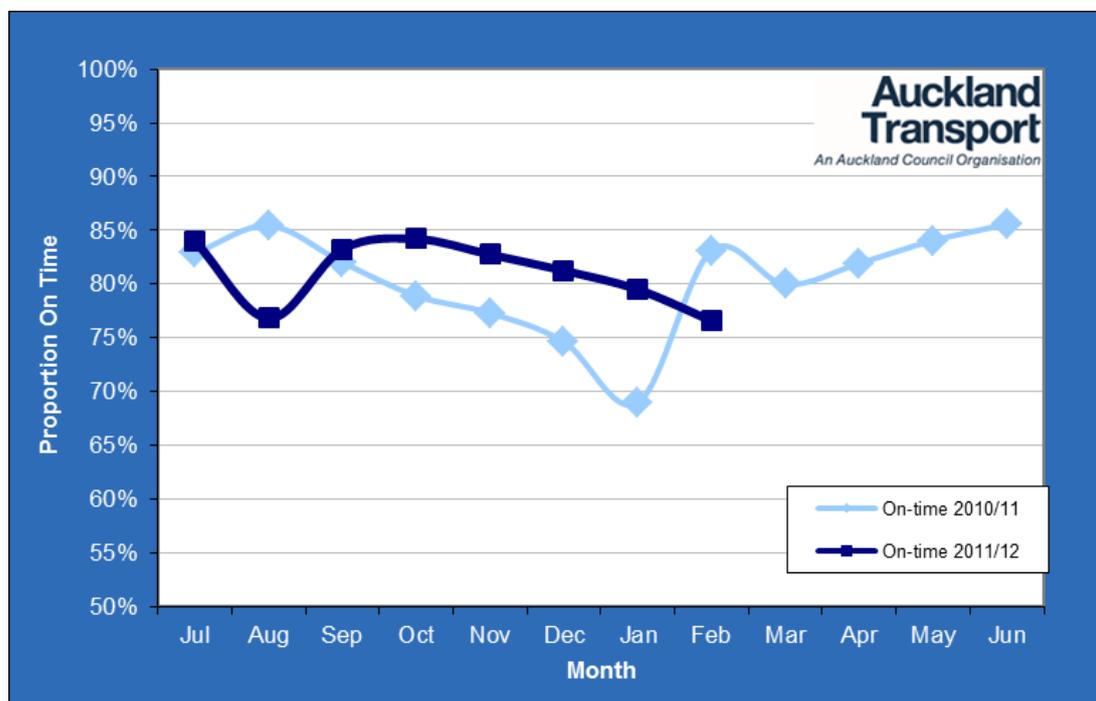


Fig 17. Rail Punctuality Trends for 2010/11 and 2011/12

The following major incidents impacted on service delivery during February:

- *Track, Signals and Train Control (KiwiRail)* – Temporary speed restrictions through work sites where the trackworks had taken place were the primary cause of service delays in the early part of the month. Work carried out over Waitangi weekend resulted in a removal of many of these. There were however six subsequent signal or track faults that had significant impacts on service delivery. From mid-morning through to late afternoon of 10 February an intermittent signal fault at Britomart caused delays to arrivals and departures affecting services on all lines. In the early morning of 13 February a points failure at Pukekohe resulted in delays to morning peak services on the Southern and Eastern Lines. Morning peak services on the Southern and Eastern Lines were again impacted by a points fault at Pukekohe that occurred on 21 February. The same equipment failed on the morning of 28 February with a similar outcome. Following overnight work, the signals on the Western Line were completely blacked out from early morning until after 7:00am causing major disruption to morning peak services on the Western Line. Subsequent investigations have resulted in KiwiRail modifying their procedures to protect against a repeat of this incident. On 29 February moderate delays were encountered on Western Line morning peak services following a signal fault at Ranui.
- *Train faults (KiwiRail)* – There were five separate incidents where train faults caused delays or disruption to multiple services during February. On 2 February a train fault that occurred at Fruitvale Road disrupted evening peak services on the Western Line. The following afternoon major service disruption resulted from a train failure at Ellerslie causing disruptions affecting services on all lines as a consequence of crews and vehicles being displaced which lasted through to the evening peak. On 23 February mid-morning Southern and Eastern Line services were moderately disrupted following a train fault at Puhinui. The same day major disruption to Southern, Western and Onehunga Line evening peak services was caused by a train fault that occurred at Parnell resulting in a temporary line block for approximately one hour. Mid-morning services on the Southern and Eastern Lines were disrupted following a train fault at Puhinui on 27 February.
- *Operational (Veolia)* – An operating irregularity at Otahuhu at the commencement of the evening peak resulted in extensive disruption to evening peak services on all lines on 29 February.
- *Other* – Freight train operations caused disruption to metro rail services on three occasions.

On the morning of 14 February a car lost control and rolled onto the rail corridor at Papatoetoe. As a result the line was blocked from approximately 9:30am until after 11:00am. The subsequent service disruptions on the Southern and Eastern Lines were mitigated to some extent by running all trains on a single line utilising the bi-directional capability of the new signalling system.

On 20 February evening peak services were suspended for nearly 4 hours between Avondale and New Lynn following a fatality just south of New Lynn. Bus replacement were organised at short notice to ferry affected passengers between Avondale and New Lynn until the line was cleared at about 8:00pm.

Train delay minutes increased by 22.4% in February compared to the previous month to 18,394 minutes. This was 30% more than for the same month last year. The main change from January was from the level of delay minutes resulting from train faults (excluding freight train faults) which was the highest since October 2010. KiwiRail Network delay minutes remained at a similar level to those recorded in January (Figure 18).

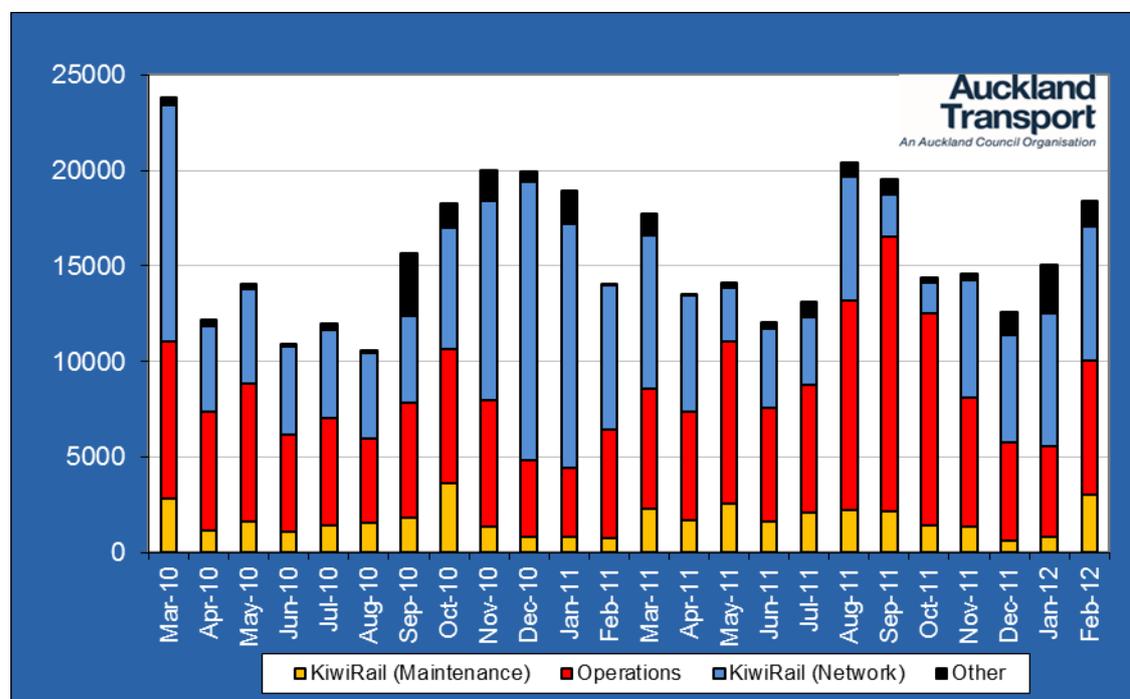


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	2,465	35.1%
Signal/points failure	1,962	28.0%
Speed restrictions	2,030	28.9%
Track protection measures*	557	7.9%
Total	7,014	

* 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

With the return of schools following the summer break, and tertiary institutes commencing with orientation activities towards the end of the month, passenger loadings on many services picked up over the course of the month. 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 three 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 February. These were one morning peak service on the Western Line (7:21am from Swanson), the 7:45am service from Onehunga and the 3:06pm Western Line service to Waitakere. The two morning peak services were reported to be only marginally above the target. Loadings on some individual days may have exceeded the planning standard.

3.3 Bus Service Performance

For February 2012, 99.88% of service trips were operated and reached their destination (reliability measure). Service punctuality for February 2012 was 99.24%, 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. A review of the reliability and punctuality of all bus timetables has also commenced to ensure timetables continuously reflect operating conditions.

Table 3. Bus Service Reliability and Punctuality- February 2012

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,167	99.99%	99.96%
H & E	16,191	99.93%	99.42%
NZ Bus	111,169	99.83%	99.11%
Ritchies	26,902	99.97%	99.62%
Transit	2,204	100.00%	98.59%
Urban Express	4,977	99.92%	97.53%
Total	171,610	99.88%	99.24%

3.4 Ferry Service Performance

For February 2012, 99.86% of ferry service trips were operated (reliability measure). Service punctuality for February 2012 was 99.73% 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. Ferry operators are exploring GPS tracking systems to automatically monitor and report punctuality and reliability.

Table 4. Ferry Service Reliability and Punctuality- February 2012

	Scheduled Trips	Reliability	Punctuality
Bayswater	901	100%	99.78%
Half Moon Bay	528	99.6%	99.81%
Birkenhead	973	99.7%	100%
Gulf Harbour	80	100%	100%
West Harbour	560	100%	99.11%
Rakino	36	100%	94.44%
Pine Harbour	560	100%	100.00%
Total	3,638	99.86%	99.73%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

121 events were held in February 2012 and 15 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.

Twenty/20 International Cricket Black Caps vs. Zimbabwe, Eden Park: Saturday 11th February 2012

Additional rail services were provided to get passengers to and from the event. Normal rail fares applied. Attendance at the event was 9,800.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	1036	10.57%	797	8.13%	9.35%
BUS	-	-	-	-	-
FERRY					
TOTAL	1036	10.57%	797	8.13%	9.35%

Twenty/20 International Cricket Black Caps vs. South Africa, Eden Park: Wednesday 22nd February 2012

Additional rail services were provided to get passengers to and from the event. Normal rail fares applied. Attendance at the event was 15,784.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2636	16.70%	2279	14.44%	15.57%
BUS	-	-	-	-	-
FERRY					
TOTAL	2636	16.70%	2279	14.44%	15.57%

Super Rugby Blues vs. Crusaders, Eden Park: Friday 24th February 2012

Integrated match and public transport ticketing applies to the 2012 season for all Super Rugby Games at Eden Park partly funded by event organisers. Additional rail services were provided to get passengers to and from the event. Bus services were operated from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Attendance at the event was 30,000.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	8076	26.92%	7632	25.44%	26.18%
BUS	2861	9.54%	3542	11.81%	10.68%
FERRY	-	-	-	-	-
TOTAL	10937	36.46%	11174	37.25%	36.86%

International Football All Whites vs. Jamaica, Mt Smart: Wednesday 29th February 2012

Additional rail services were provided to get passengers to and from the event. Normal rail fares applied. Attendance at the event was 14,788.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	816	5.52%	841	5.69%	5.60%
BUS	-	-	-	-	-
FERRY					
TOTAL	816	5.52%	841	5.69%	5.60%

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 February 2012:

- Birkenhead Transport Ltd: Notification to register school bus service routes 975 and 976 to pick up from students from Takapuna Normal Intermediate. Approved 09-Feb-12.
- The Party Bus Company Ltd.: Notification to register a commercial school bus service to operate between Takapuna to Greenhithe and Wiseley Road. Approved 21-Feb-12.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- From 7 and 27 February and 5 March 2012, minor timetable and route number changes to some West Auckland and Western Isthmus bus services implemented to reduce route and service confusion
- From 27 February for six weeks, “March Madness” supplementary bus services on key routes known to experience significant capacity issues were implemented – a total of up to 20 additional buses operating 125 specific additional scheduled trips with a further 10 buses on standby
- The enhanced weekend ferry service trial which commenced on 17 December last year, has been extended until 23 April. (services between Downtown and Bayswater, Birkenhead, Northcote Point and Half Moon Bay)
- From 5 March, 5 minute shoulder peak frequency on the Northern Express was increased to 4 minute frequency to respond to existing demand and to prepare for future demand from the mid-year Albany Park & Ride extension.

6.2 Projects in Planning

- Manukau train service commences from 15 April
- Manukau train service bus connections – the route 580 bus service from east of the Southern Motorway will be extended to connect with trains at Manukau Station from 15 April
- 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 15 April
- Cash machines were installed at Albany, Constellation, Smales Farm and Akoranga Busway Stations to enhance customer amenity
- A review of the public transport network plan is underway to confirm the public transport network structure to be implemented across all services over the next three years. Target mid-2012 for completion.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Tertiary campaign continues through February and March
- The ‘Dragon Bus’ was launched on 12 March – two branded buses on the City LINK route to celebrate the Chinese Year of the Dragon.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

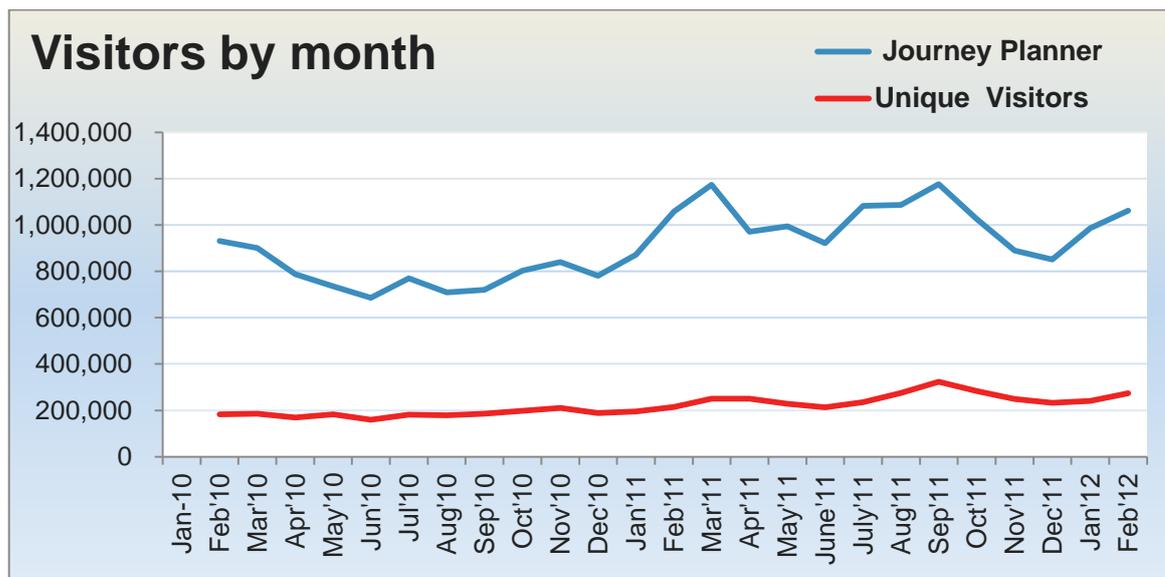
For the month of February there were 14,270 visits (-8.01%) decrease compared to information kiosk at Britomart in February 2011.

8.2 MAXX Public Transport Call Centre

For February 2012, call volume was 47,416 (-15.20% compared to February 2011). 88.19% of calls were answered within the service standard of 20 seconds.

For HOP ticketing there were 2,887 calls during the month, answered in 85.39% 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 20,156 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

8.5 HOP Integrated Ticketing

There are now 130,674 HOP cards in market that have been used at least once. Of these, 65,700 are registered.