

Statistics Report

July 2012



TABLE OF CONTENTS

PUBLIC TRANSPORT	2
1. HIGHLIGHTS.....	2
2. PUBLIC TRANSPORT PATRONAGE	3
3. PUBLIC TRANSPORT SERVICE PERFORMANCE.....	14
4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES	18
5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008.....	18
6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS	18
7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES.....	19
8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS	19
CYCLE MONITORING	21



PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Auckland public transport patronage totalled 71,634,547 passengers for the 12-months to Jul 2012 an increase of 5,675,637 boardings or +8.6%.
- July monthly patronage was 5,828,465 an increase of 455,864 boardings or +8.5% on July 2011.
- Rail patronage totalled 10,978,500 passengers for the 12-months to July 2012, an increase of 1,075,264 boardings or +10.9%.
- Rail monthly patronage for July is 912,538 an increase of 74,340 boardings or 8.9% on July 2011.
- Northern Express bus service carried 2,287,020 passenger trips for the 12-months with a growth in July 2012 compared to July 2011 of +10.0%.

1.2 Service Performance

- During July train service performance was 98.6% reliability and 82.6% of services running on time.

1.3 Initiatives

- The new Otara bus interchange was opened by the Mayor in July
- 550 new car park spaces were opened at Albany Northern Busway Stations.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 71,634,547 passengers for the 12-months to July 2012 an increase of 5,675,637 boardings or +8.6% as illustrated at Figure 1

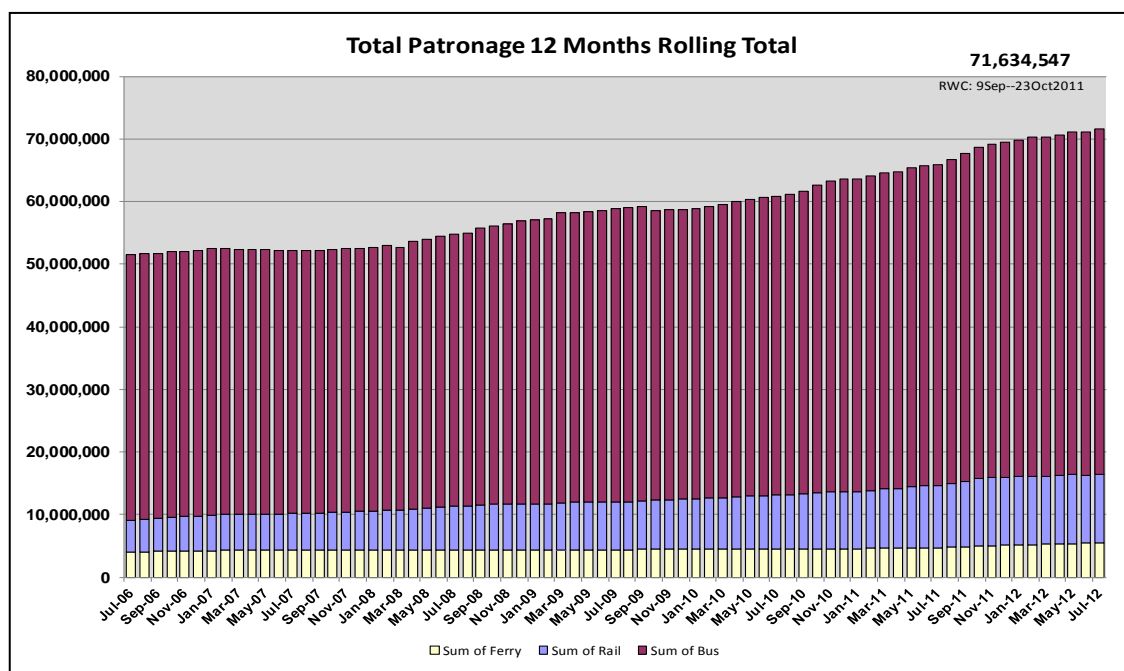


Fig 1. Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, one month to June 2013, patronage has grown by +8.5% (455,864 boardings). Patronage for July 2012 was 5,828,465 boardings, an increase of +8.5% (455,864 boardings) on July 2011.

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

	Jul-12								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,104,399	81,500	8.0%	13,265,520	1,283,186	10.7%	1,104,399	81,500	8.0%
Northern Express Bus	191,861	7,160	3.9%	2,287,020	207,922	10.0%	191,861	7,160	3.9%
Rail sub-total:	912,538	74,340	8.9%	10,978,500	1,075,264	10.9%	912,538	74,340	8.9%
- Western Line	320,773	19,500	6.5%	4,111,734	588,248	16.7%	320,773	19,500	6.5%
- Southern & Eastern Line:	591,765	54,840	10.2%	6,866,766	487,016	7.6%	591,765	54,840	10.2%
- Pukekohe / Papakura Services *	431,458			5,788,570			431,458		
- Manukau Services * (opened 15 Apr 2012)	94,540	48,004	10.0%	322,818	299,519	5.2%	94,540	48,004	10.0%
- Onehunga Services	65,767	6,836	11.6%	755,379	187,497	33.0%	65,767	6,836	11.6%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,321,456	332,336	8.3%	52,879,664	3,651,694	7.4%	4,321,456	332,336	8.3%
- Quality Transit & Local Bus	4,139,566	299,063	7.8%	50,223,430	3,647,662	7.8%	4,139,566	299,063	7.8%
- Contracted School Bus	181,890	33,273	22.4%	2,656,234	4,032	0.2%	181,890	33,273	22.4%
3. Ferry	402,610	42,028	11.7%	5,489,363	740,757	15.6%	402,610	42,028	11.7%
Total Patronage	5,828,465	455,864	8.5%	71,634,547	5,675,637	8.6%	5,828,465	455,864	8.5%

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

** Final year to June 2013 results will be subject to audit

Figure 2 illustrates the monthly patronage trend by mode across bus, rail and ferry and by monthly total moving average. Total patronage continues to grow on a month-by-month basis.

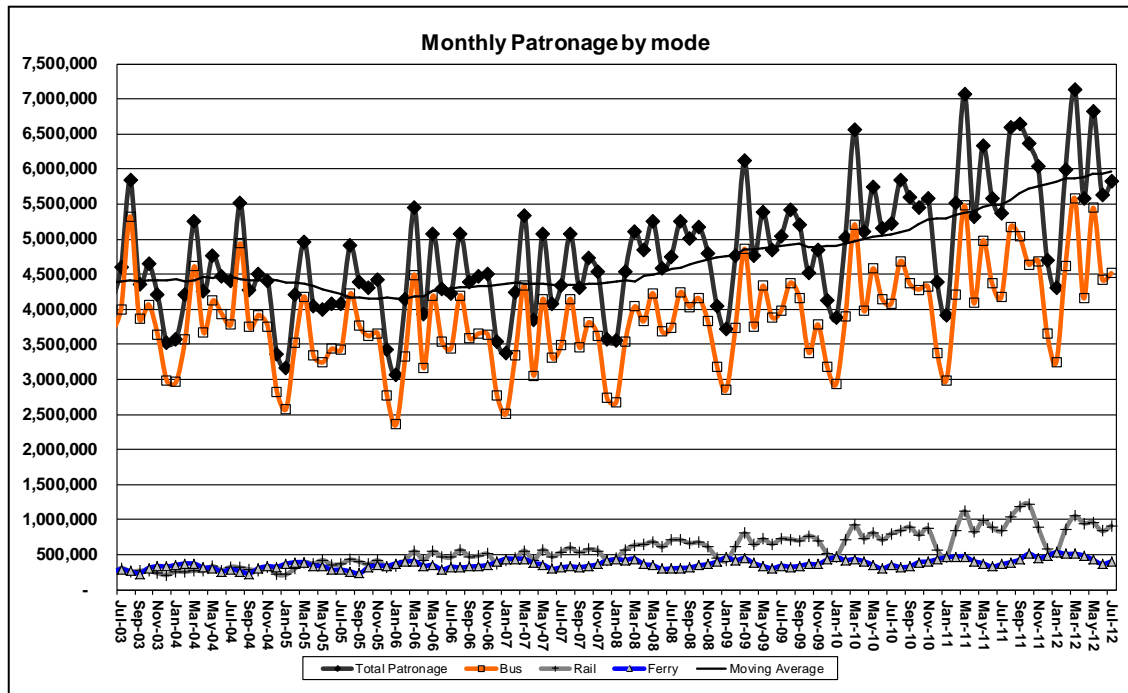


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

Through trend analysis over the nine months following Rugby World Cup 2011 (RWC), held between 9 September and 23 October 2011, estimated public transport trips taken as a result of RWC in addition to normalised patronage as 847,000 (comprising for September 2011, October 2011 and combined as: rail 192,000 + 210,000 = 402,000; Northern Express 25,000 + 40,000 = 65,000; other bus services 200,000 + 100,000 = 300,000; ferry = 30,000 + 50,000 = 80,000). Patronage recorded in 2012/13 in particular during September and October 2012, will need to be understood in this context. A summary of normalised patronage is provided at Table 1.1, Table 1.1.

Table 1.1 Patronage Breakdown Normalised for Rugby World Cup 2011

	Jul-12								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,104,399	81,500	8.0%	12,798,520	816,186	6.8%	1,104,399	81,500	8.0%
Northern Express Bus	191,861	7,160	3.9%	2,222,020	142,922	6.9%	191,861	7,160	3.9%
Rail sub-total:	912,538	74,340	8.9%	10,576,500	673,264	6.8%	912,538	74,340	8.9%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,321,456	332,336	8.3%	52,579,664	3,351,694	6.8%	4,321,456	332,336	8.3%
3. Ferry	402,610	42,028	11.7%	5,409,363	660,757	13.9%	402,610	42,028	11.7%
Total Patronage	5,828,465	455,864	8.5%	70,787,547	4,828,637	7.3%	5,828,465	455,864	8.5%

2.2 Rapid Transit Network

The Rapid Transit Network (RTN) comprises right-of-way (unobstructed by other traffic) public transport of rail and the Northern Express traversing the Northern Busway. The RTN is the first tier of a four-tier public transport network design approach for Auckland to be progressively implemented. The second tier comprises a Quality Transit Network (QTN) of high frequency bus services, which utilise bus lanes and traffic signal pre-emption measures connecting to form a network of services in their own right and including some ferry services. The third tier comprises Local Connector Network (LCN) services of local bus services and ferry services connecting with the RTN and QTN. The RTN, QTN and LCN services will be progressively integrated and connected to form a public transport network that will permit customers to access multiple destinations through direct services or across multiple services via transfers. The network will be supplemented by fourth tier targeted services for individual customer groups to meet specific needs as required.

Patronage totalled 13,265,520 passengers for the 12-months to July 2012 (Figure 3) an increase of 1,283,186 boardings or +10.7%. For the financial year-to-date, one month to June 2013, patronage has grown by +8.0% (81,500 boardings) (Figure 4). Patronage for July 2012 was 1,104,399 boardings, an increase of 8.0% (81,500 boardings) on July 2011 (Figure 5).

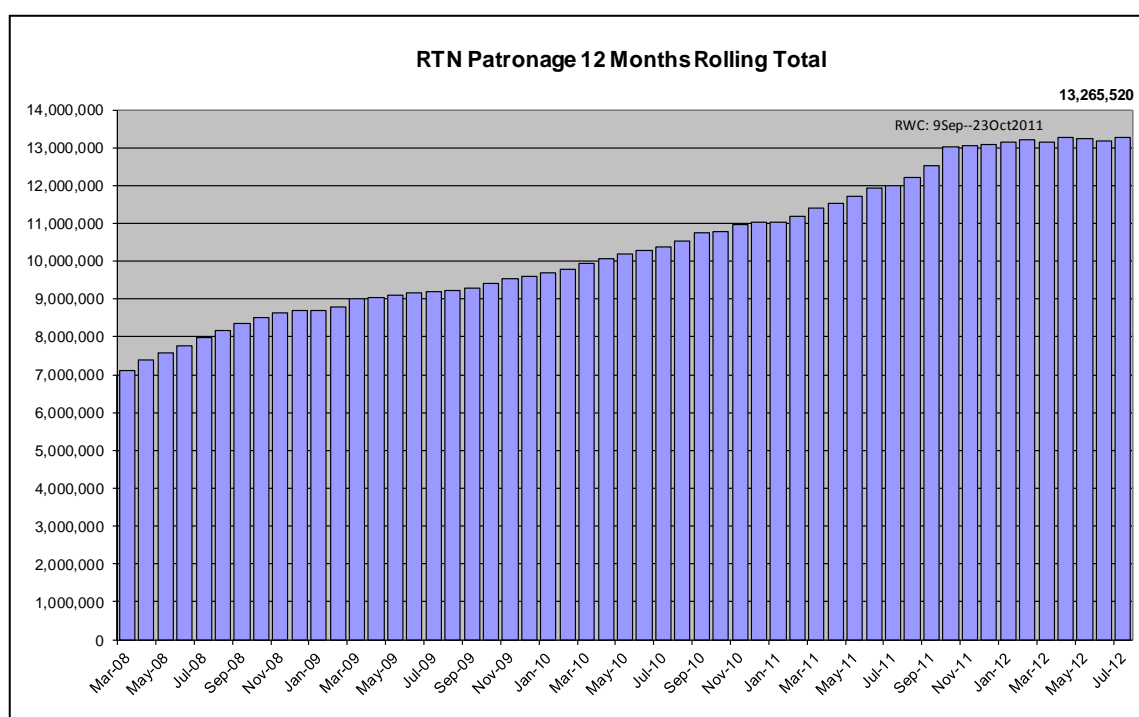


Fig 3. RTN Patronage – 12 Months Rolling Total

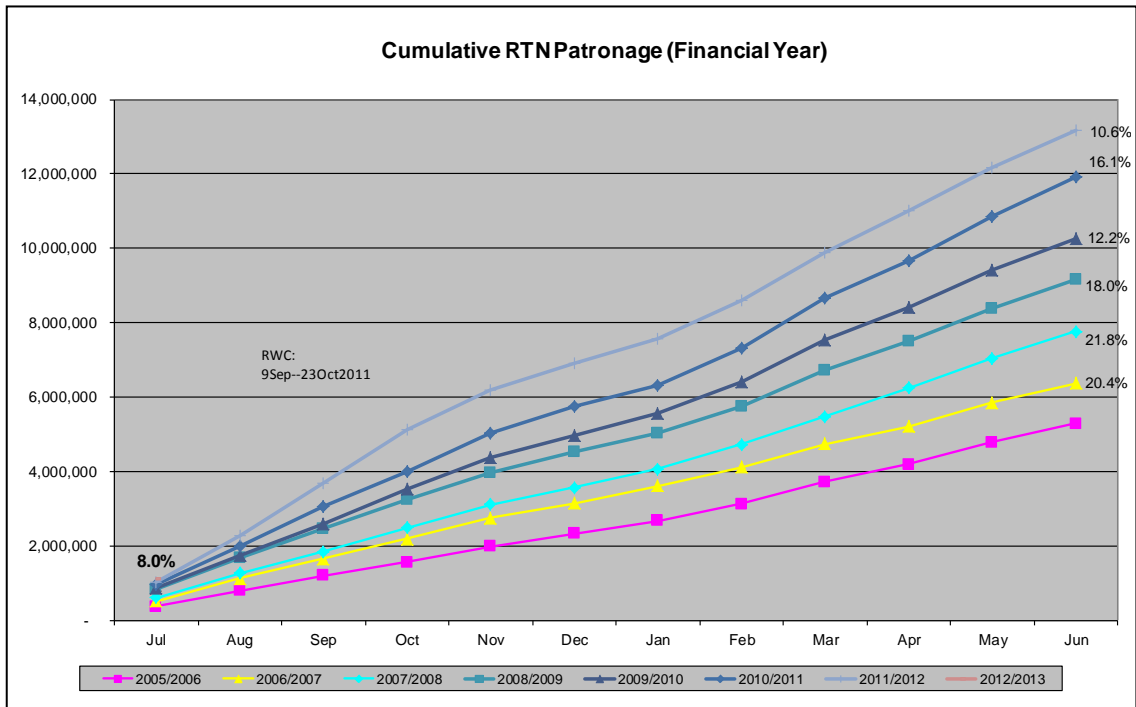


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2012/13

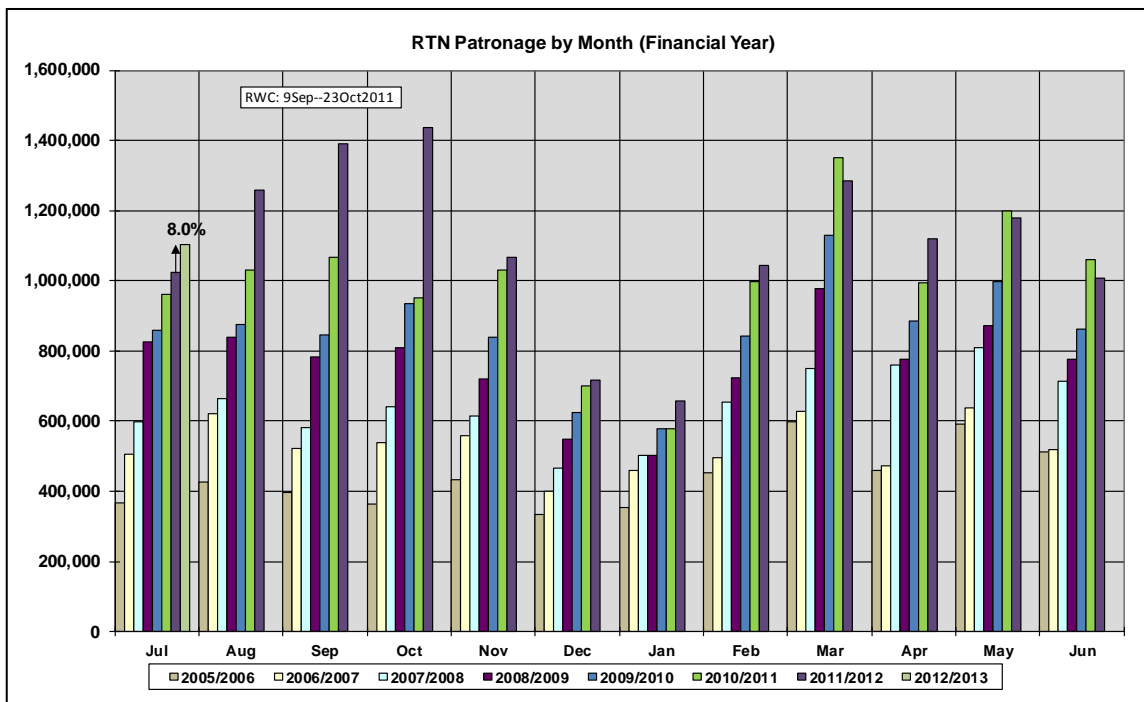


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2012/13

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. Rail patronage totalled 10,978,500 passengers for the rolling twelve months to July 2012 (Figures 6 and 7) an increase of 1,075,264 boardings or +10.9% on the previous year. Patronage for July 2012 was 912,538 boardings, an increase of +8.9% (+74,340 boardings) on July 2011 (Figure 8).

Patronage during September and October 2011 resulting from RWC is estimated at 192,000 and 210,000 respectively (402,000 in total). Adjusting for additional trips the 12-month patronage growth to July 2012 is 673,264 or +6.8%.

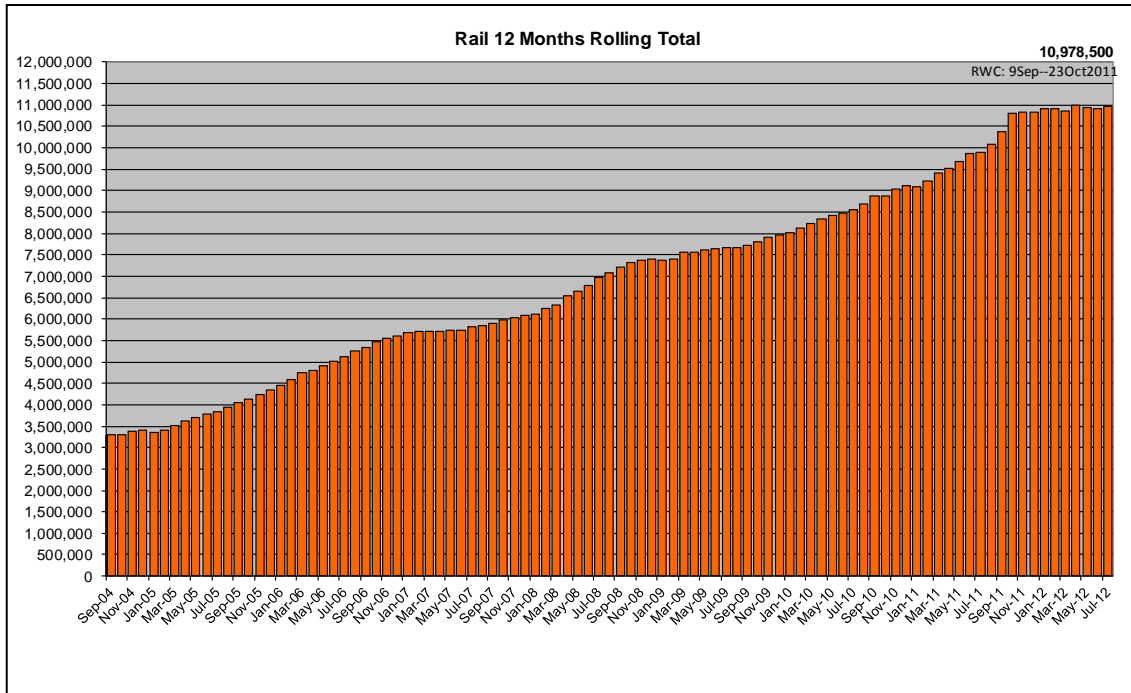


Fig 6. Rail Patronage – 12 Months Rolling Total

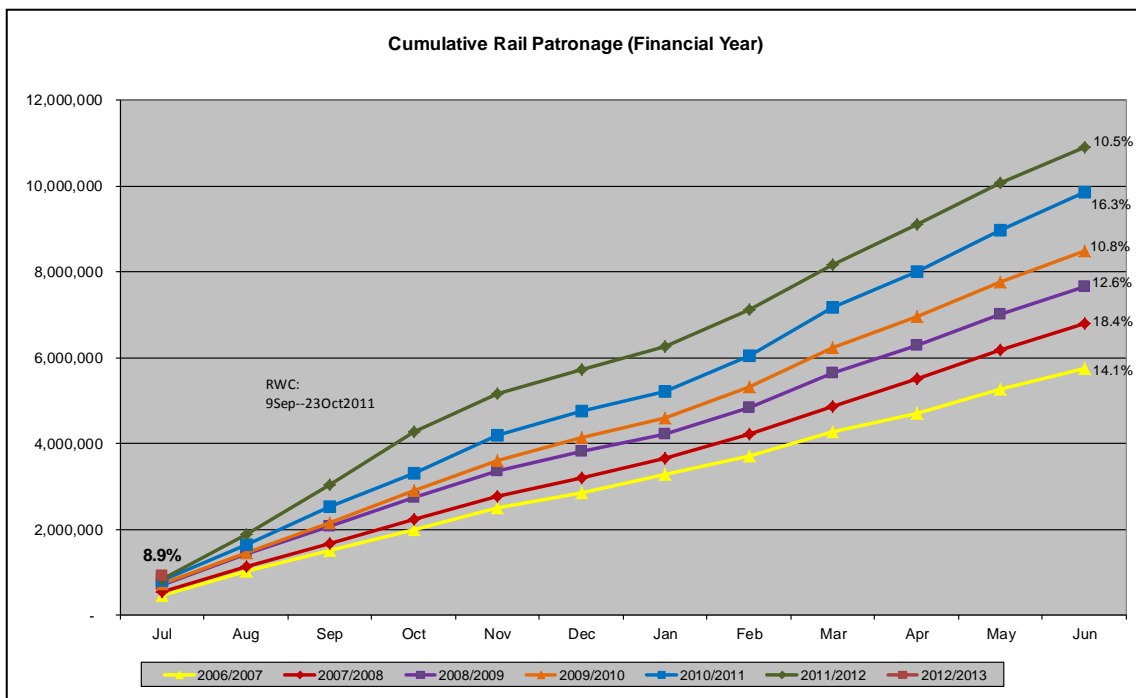


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2012/13

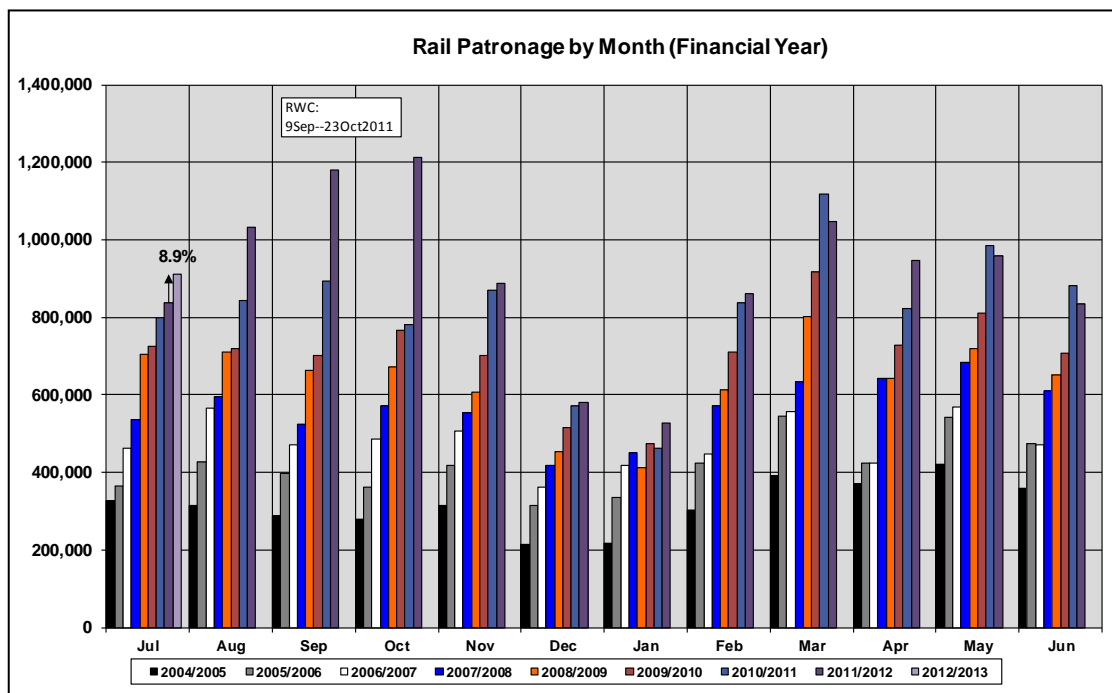


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2012/13

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

Southern and Eastern Line rail patronage, including the Onehunga and Manukau services, totalled 6,866,766 passengers for the 12-months to July 2012 an increase of 487,015 boardings or +7.6%. Patronage for July 2012 was 591,765 boardings, an increase of 10.2% (+54,840 boardings) on July 2011 (Figure 9).

Following the opening of the Manukau Line in April 2012, Southern and Eastern Line Services have been reclassified for reporting purposes as services originating or terminating at Manukau, Onehunga or Pukekohe/Papakura. Separate year-on-year reporting trends for Manukau or Pukekohe/Papakura services are not possible in Table 1 until May 2013.

There were 65,767 passengers recorded using the Onehunga Line during July 2012, an increase of +6,836 (+11.6%) on the same month last year. For the 12-months to July 2012, there have been 755,379 passengers recorded on Onehunga Line services, or +187,497 (+33.0%) more than the previous twelve month period.

There were 94,540 passengers recorded using the Manukau Line during July 2012. Since services commenced operating on this line (15 April 2012) there have been 322,818 passengers recorded on services that originate from or terminate at Manukau.

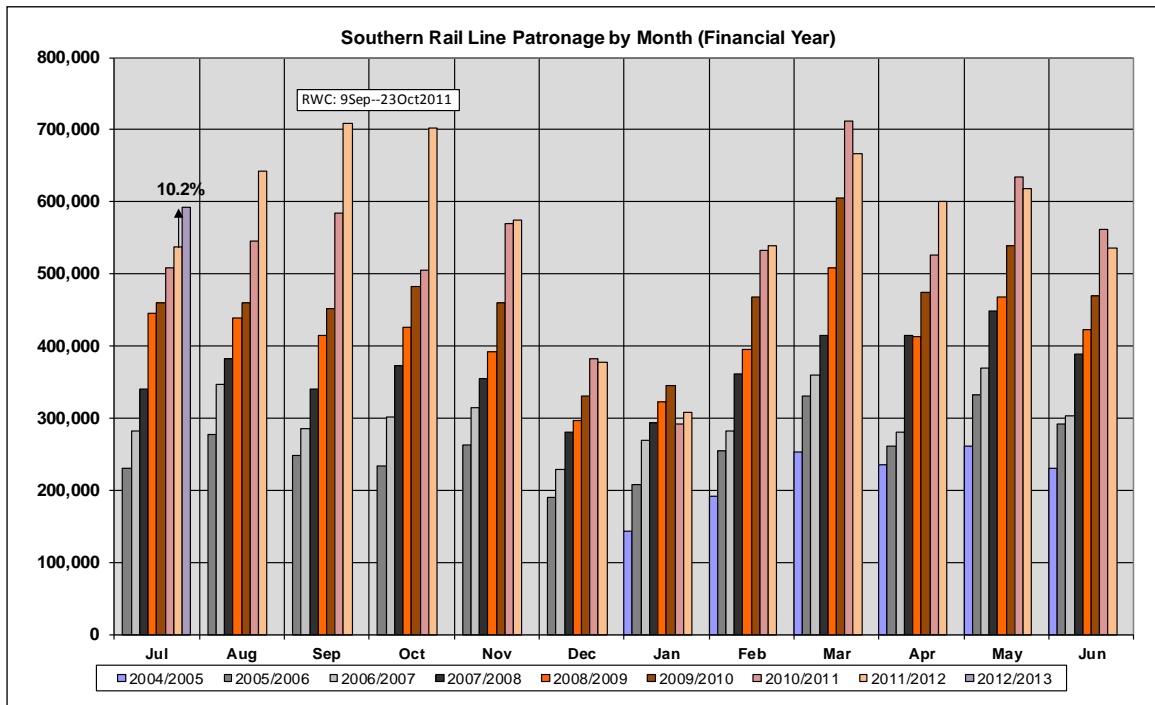


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

Western Rail Line

Western Line rail patronage totalled 4,111,734 passengers for the rolling twelve months to July 2012 an increase of 588,248 boardings or +16.7%. Patronage for July 2012 was 320,773 boardings, an increase of +6.5% (+19,500 boardings) on July 2011 (Figure 10). Special event travel to Eden Park was not a significant variable affecting the Western Line patronage during the month for either year.

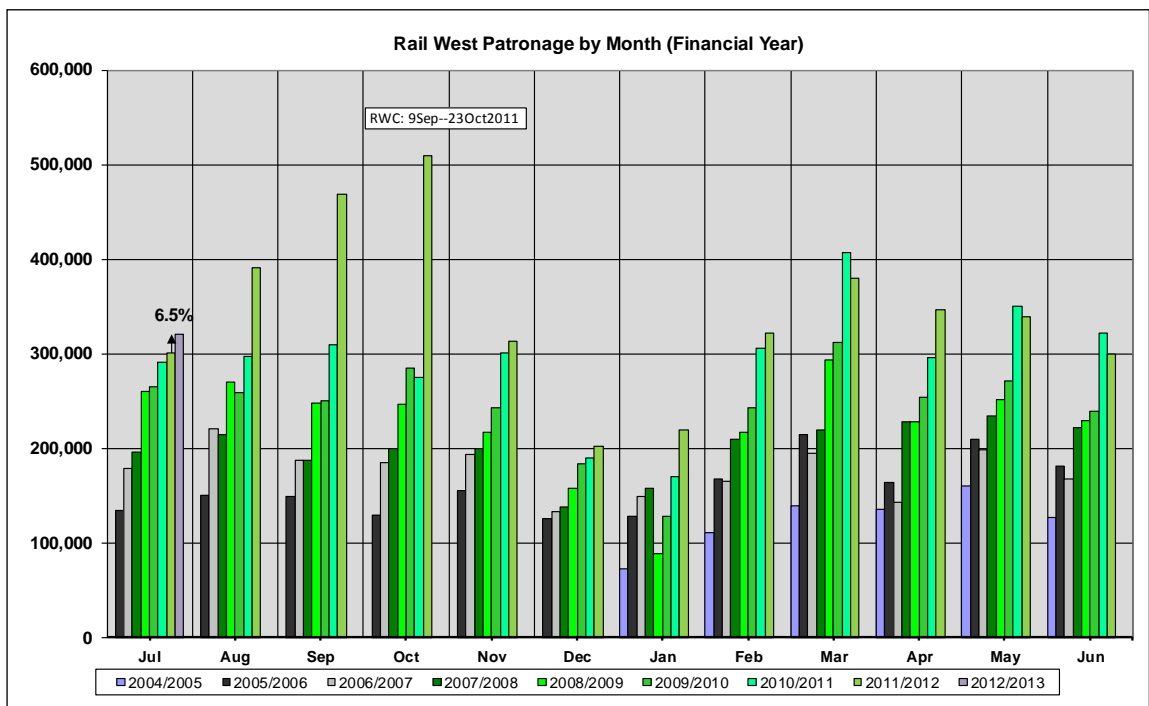


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2012/13

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,287,020 passengers for the 12-months to July 2012 (Figure 11) an increase of 207,922 boardings or +10.0%. For the financial year-to-date, one month to June 2013, patronage has grown by +3.9% (7,160 boardings) (Figure 12). Patronage for July 2012 was 191,861 boardings, an increase of 3.9% (7,160 boardings) on July 2011 (Figure 13).

Patronage during September and October 2011 resulting from Rugby World Cup 2011 is estimated at 25,000 and 40,000 respectively (65,000 in total). Adjusting for additional trips, the 12-month patronage growth to July 2012 is 142,922 or +6.9%.

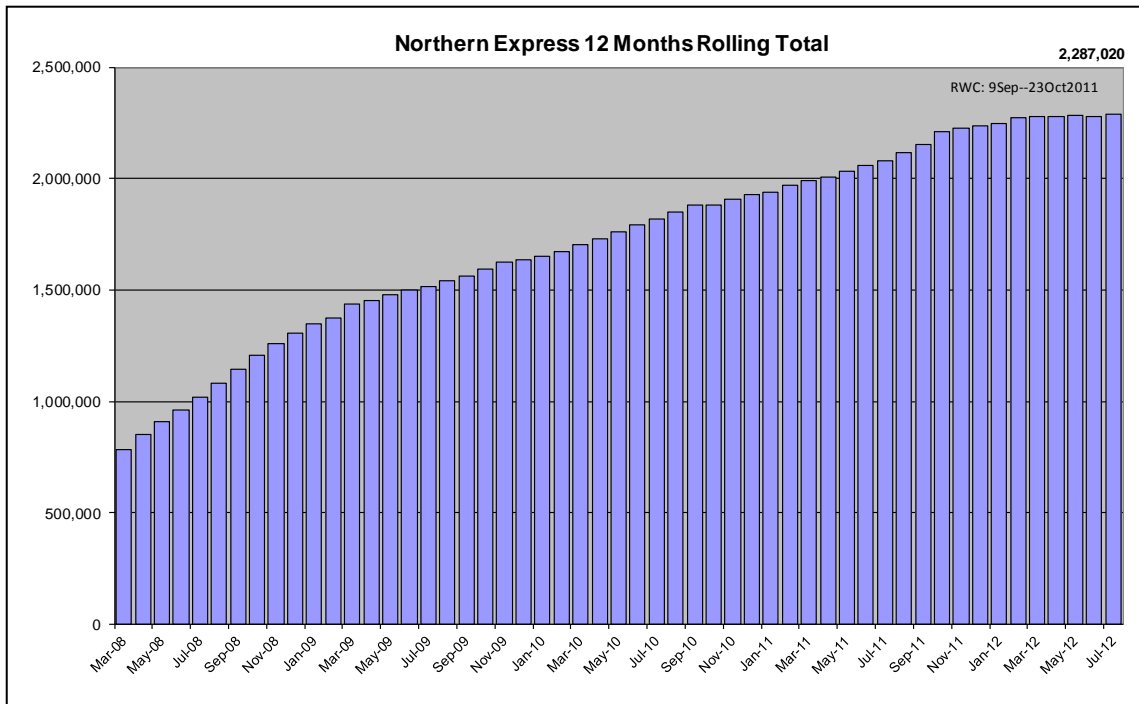


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

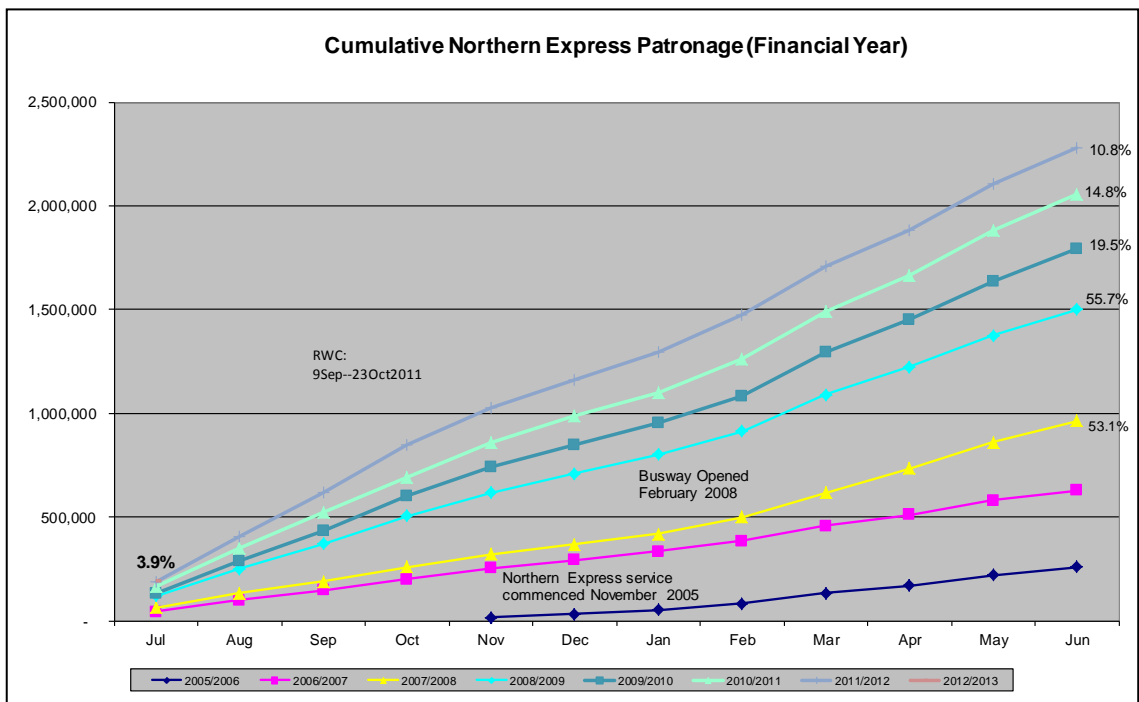


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2012/13

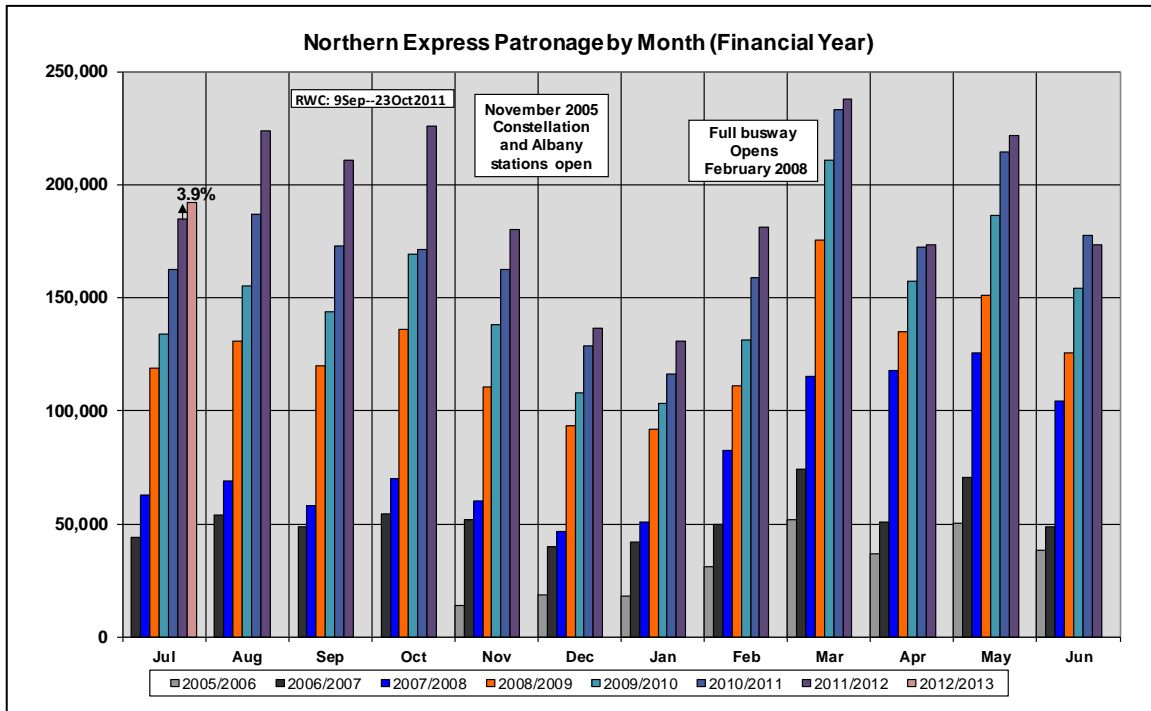


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13

2.3 Bus Patronage (Other Than Northern Express)

Bus services other than the Northern Express form the majority of services on the Quality Transit Network and Local Connector Network including dedicated school bus services. Patronage totalled 52,879,664 passengers for the 12-months to July 2012 an increase of 3,651,694 boardings or +7.4%. For the financial year-to-date, one month to June 2013, patronage has grown by +8.3% (332,336 boardings). Patronage for July 2012 was 4,321,456 boardings, an increase of +8.3% (332,336 boardings) on July 2011 (Figure 14).

Patronage recorded as September and October 2011 resulting from Rugby World Cup 2011 at 200,000 and 100,000 respectively (300,000 in total). Adjusting for the additional trips, the 12-month patronage growth to July 2012 is 3,451,694 or +7.0%.

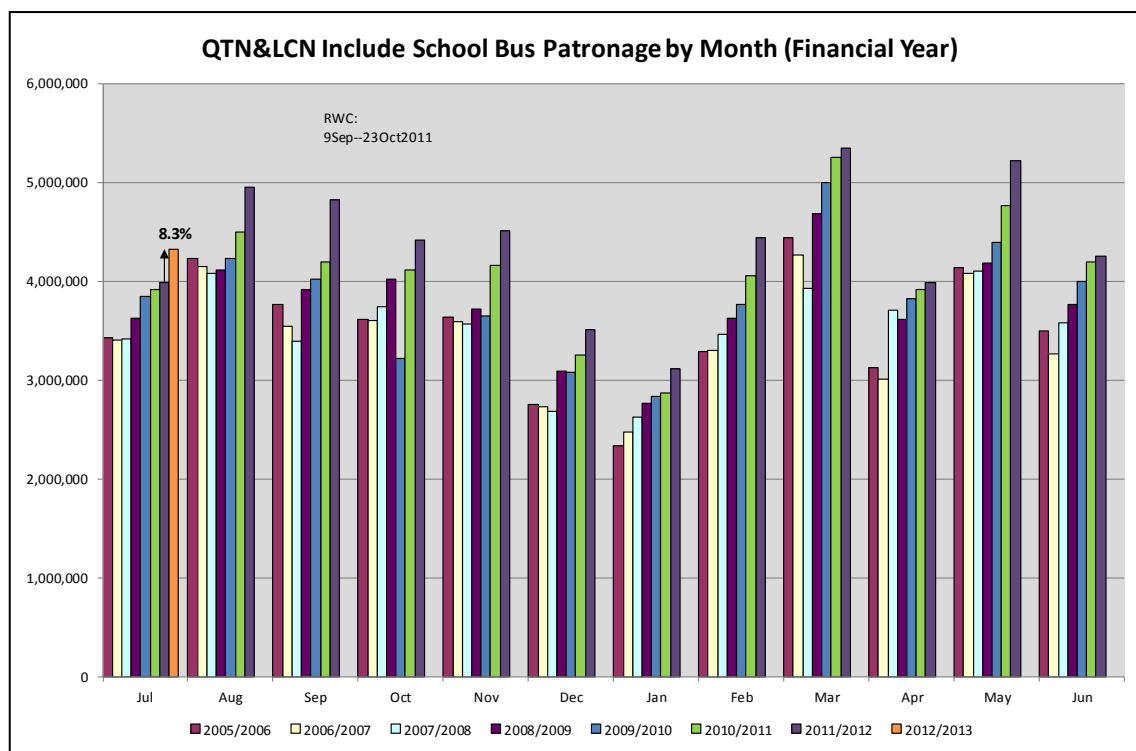


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13

2.3.1 Bus (Other than Northern Express) Patronage Analysis

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

	North Sector (excluding Northern Express)						West Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-12	926,642	84,175	10.0%	10,750,733	367,290	3.5%	407,608	8,580	2.2%	4,989,979	113,930	2.3%
	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%

Table 2. Bus Patronage Analysis by Geographic Sector

2.4 Ferry Patronage

Ferry patronage totalled 5,489,363 passengers for the 12-months to July 2012 an increase of 740,757 boardings or +15.6%. For the financial year-to-date, one month to June 2013, patronage has grown by +11.7% (42,028 boardings). Patronage for July 2012 was 402,610 boardings, an increase of +11.7% (42,028 boardings) on July 2011 (Figure 15).

Patronage recorded in September and October 2011 resulting from Rugby World Cup 2011 at 30,000 and 50,000 respectively (80,000 in total). Adjusting for the additional trips, the 12-month patronage growth to July 2012 is 660,757 or +13.9%.

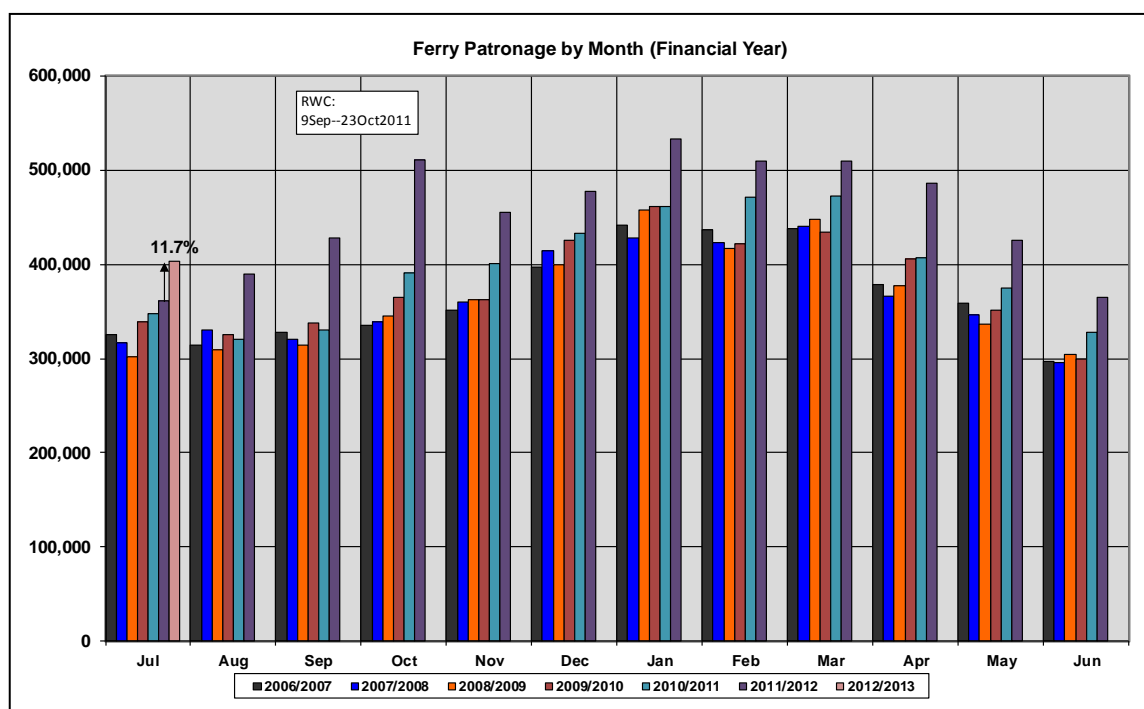


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2012/13

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

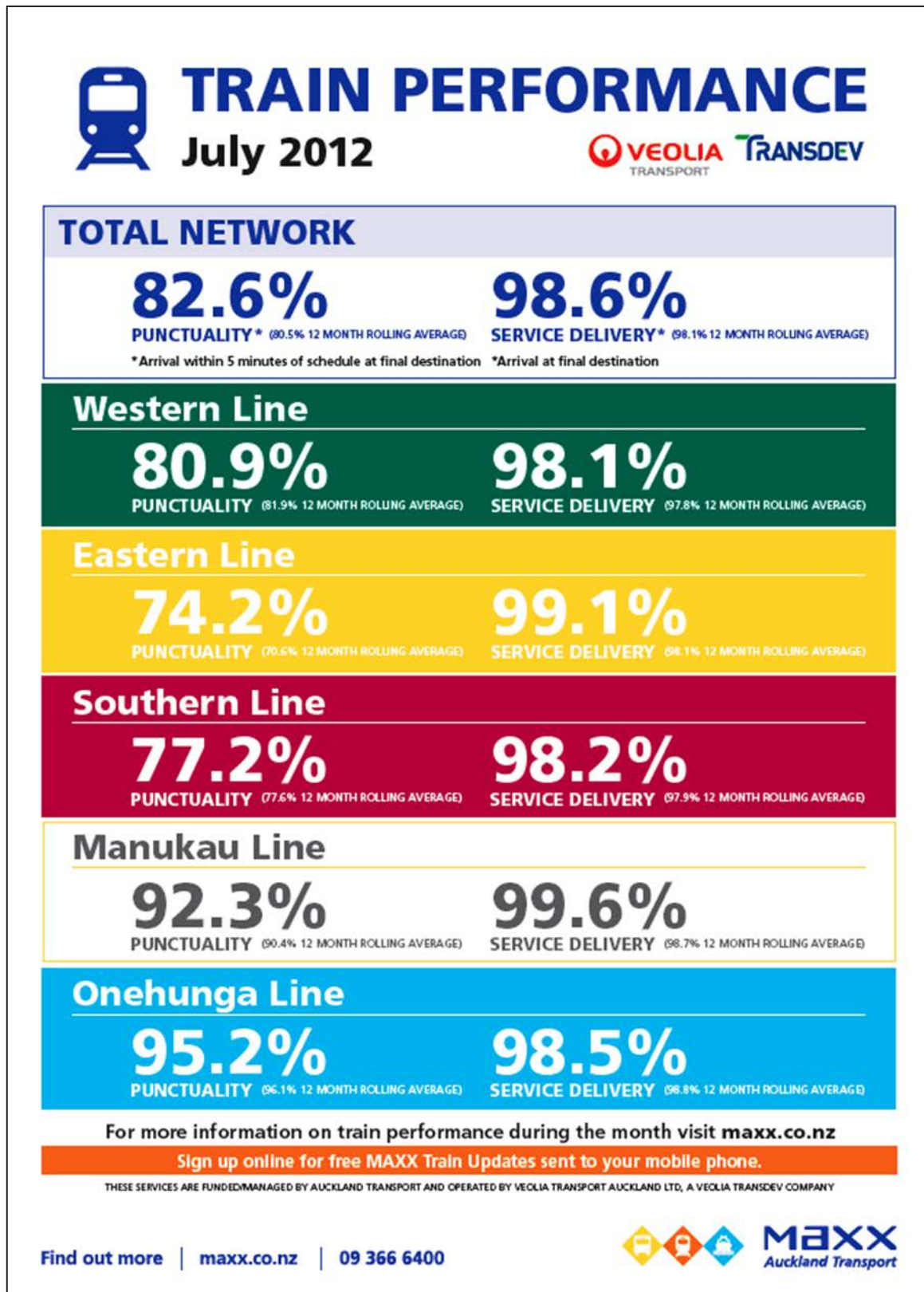


Fig 16. Rail Published Performance Results for July 2012

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 July the performance of the train services improved to 82.6% of services operating on time or within five minutes of their schedule. This is the best result for the calendar year and compares to 79.1% in June and 84.0% for the same month last year. This result was mainly a consequence of fewer major incidents disrupting multiple services during the month with less than half the number of major incidents affecting service delivery in the month compared to June. Punctuality trends comparing 2011 and 2012 are presented at Figure 17.

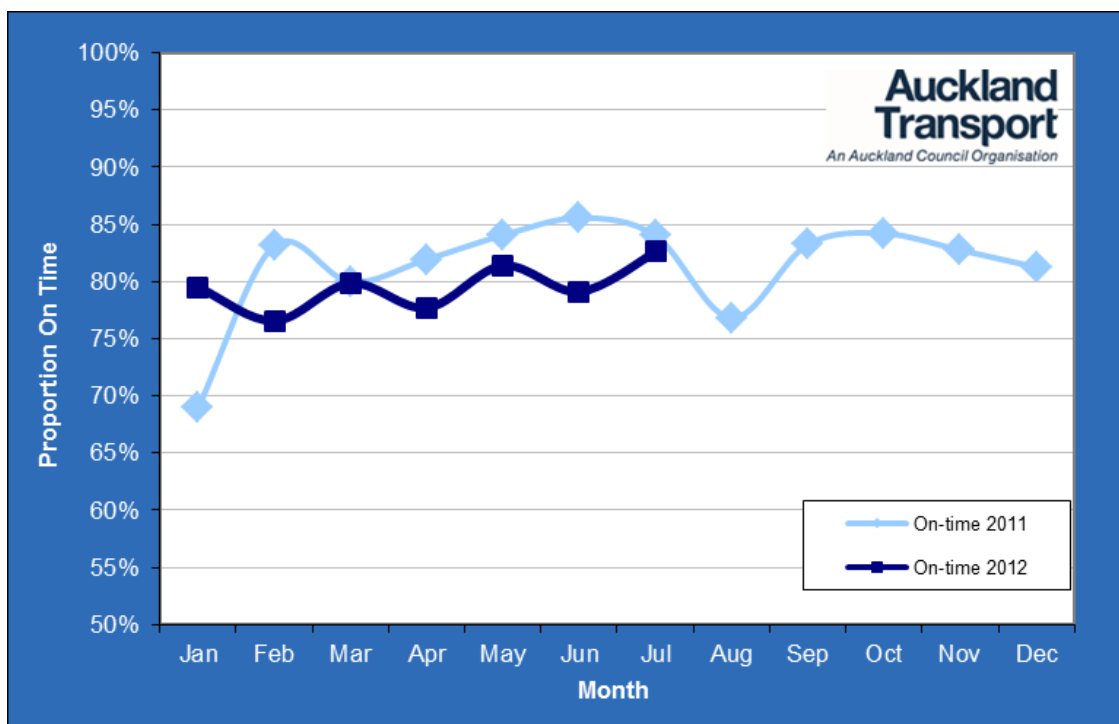


Fig 17. Rail Punctuality Trends for 2011 and 2012

The following major incidents impacted on service delivery during July:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures affected the delivery of services on four days during July, the most significant occurring at Newmarket on the morning of 11 July.
- *Train faults (KiwiRail)* – Faults with trains affected the delivery of services on two days during the month of July.
- *Operational (Veolia)* – Services were affected on one day following a driver error at Henderson.
- *Other* – Freight train operations caused significant disruptions to metro rail services on one day in July. On the morning of 9 July a person was struck and injured at the Porters Avenue level crossing in Mt Eden resulting in a temporary suspension of services on the Western Line.

Train delay minutes decreased by 17.0% during July compared to the previous month. For the month a total of 17,284 delay minutes were recorded as a result of all causes. There was a reduction in delay minutes against all attributes except operational causes (Veolia) which increased slightly by 2.7%.

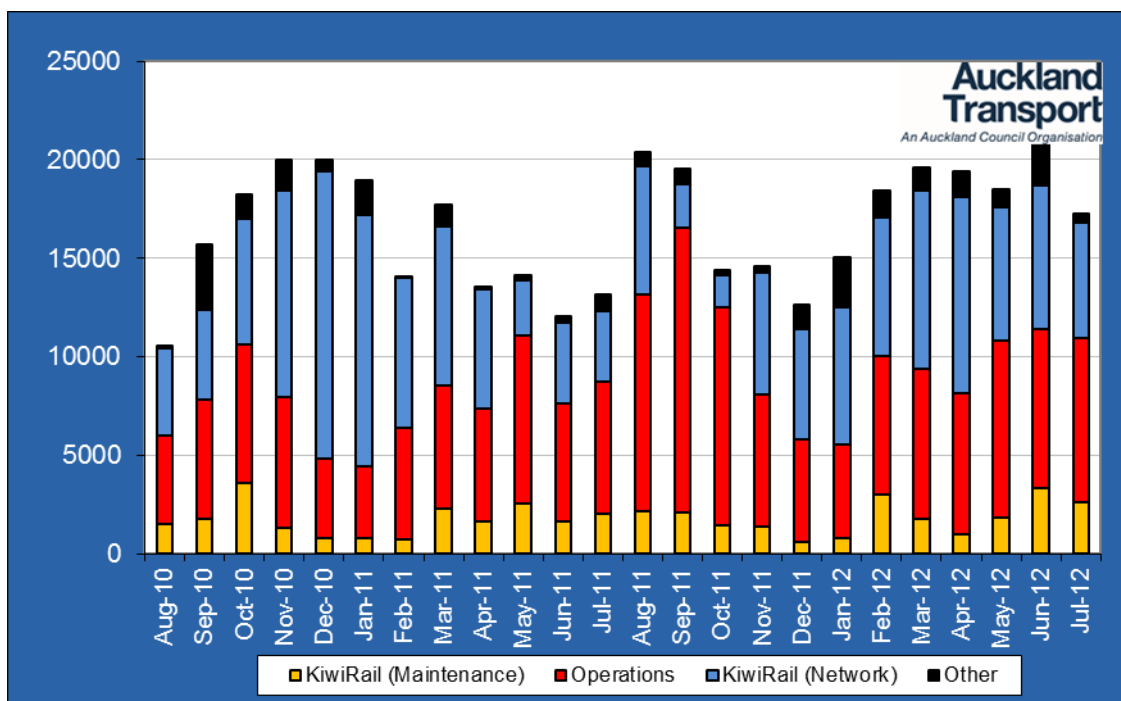


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	3,151	53.6%
Signal/points failure	1,907	32.4%
Speed restrictions	398	6.8%
Track protection measures*	421	7.2%
Total	5,877	

* 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 no services reported to have exceeded AT's planned seating to standing ratio during July.

3.3 Bus Service Performance

For July 2012, 99.49% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for July 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 across all bus services (contracted and commercial). A review of the reliability and punctuality of all bus timetables is underway to ensure timetables continuously reflect operating conditions.

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

	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,184	100%	99.93%
H & E	18,831	99.98%	99.22%
NZ Bus	120,995	99.21%	99.25%
Ritchies	29,718	99.99%	99.20%
Tranzit	2,356	100%	99.32%
Urban Express	5,368	99.98%	97.63%
Total	188,452	99.49%	99.24%

3.4 Ferry Service Performance

For July 2012, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for July 2012 was 99.57% of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time. Service punctuality and reliability is self-reported by the ferry operators utilising ferry skipper logs for contracted services. Ferry operators are exploring GPS tracking systems to automatically monitor and report punctuality and reliability.

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

	Scheduled Trips	Reliability	Punctuality
Bayswater	985	100%	100%
Half Moon Bay	572	100%	99.65%
Birkenhead	1065	100%	99.53%
Gulf Harbour	88	100%	100%
West Harbour	616	100%	99.19%
Rakino	20	100%	95%
Pine Harbour	616	100%	99.35%
Total	3,962	100%	99.57%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

44 events took place in July, with 15 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.

Super Rugby Blues vs. Force, Eden Park: Saturday 7th July 2012:

Match ticketing applies to the 2012 season for all Super Rugby Games at Eden Park. Additional rail services were provided to get passengers to and from the event. Bus services were provided from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Attendance at the event was 10,200.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2126	20.84%	1995	19.56%	20.20%
BUS	932	9.14%	855	8.38%	8.76%
FERRY	-	-	-	-	-
TOTAL	3058	29.98%	2850	27.94%	28.96%

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

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

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- The new Otara bus interchange was opened by the Mayor in July.
- New bus stop information has been implemented at 82 additional stops in the Glen Eden and Glendene suburbs with upgrades at a further 121 stops.
- Development of a new ferry berth 1C at Downtown Ferry Terminal is progressing
- 550 new car park spaces have been introduced at Albany Northern Busway Station. Capacity on Northern Busway services was increased in February and March.

6.2 Projects in Planning

- The review of the service network structure for the Auckland public transport system is progressing with consultation with key stakeholders now underway, initially with bus companies, NZ Transport Agency, Auckland Council and Local Boards.
- Broader public consultation on the proposed revision of the statutory Regional Public Transport Plan is expected to begin in September with target plan adoption in December. Local bus service consultations will be undertaken over a three-year period after the Plan has been adopted.
- Preliminary planning has begun for an extension of route 380 (currently Manukau – Papatoetoe - Airport) to also serve Mangere and Onehunga. This would be an interim extension of the service pending a long-term arrangement under the new Public Transport Operating Model (PTOM) contracting framework, and would be consistent with the proposed new network structure.
- Preparations for rail, ferry and bus smartcard integrated ticketing are progressing with installation in June of ticket vending machines at rail stations and relocation of ticket offices at Britomart. Electronic gatelines are being installed at Britomart and Newmarket Stations.
- Electric train (EMU-Electric Multiple Unit) design is progressing with several interest groups providing input including inspection of the EMU mock-up.
- 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

- Preparations for Rail Safety Week were completed in July for promotions between 13-19 August.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 8.1 Britomart Walk-In-Centre

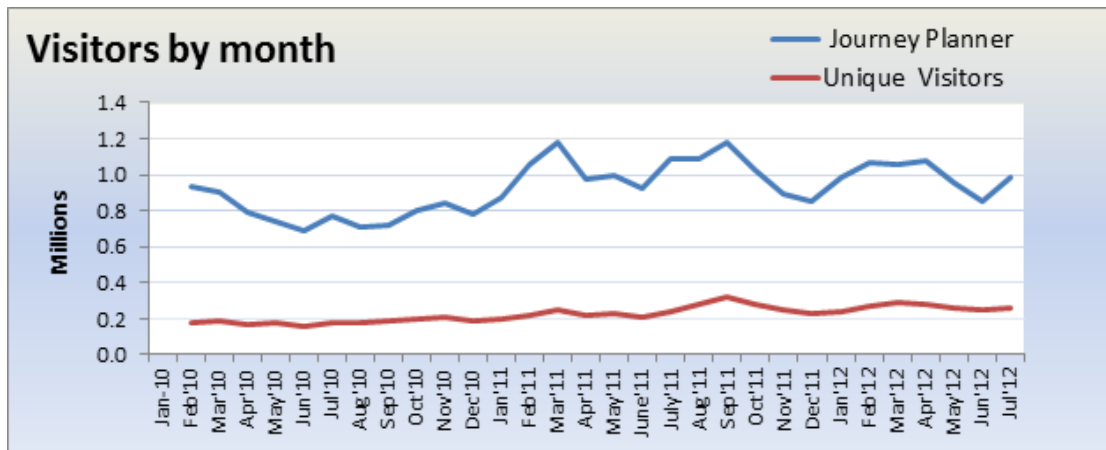
For the month of July there were 13,183 visits (-7.84%) decrease compared to information kiosk at Britomart in July 2011.

8.2 8.2 MAXX Public Transport Call Centre

For July 2012, call volume was 38,857 (-15.92% compared to July 2011). 82.61% of calls were answered within the service standard of 20 seconds.

For HOP ticketing 2701 calls during the month and were answered in 81.28% grade of service standard of 20 seconds.

8.3 www.MAXX.co.nz



8.4 MAXX live departure board/real-time information

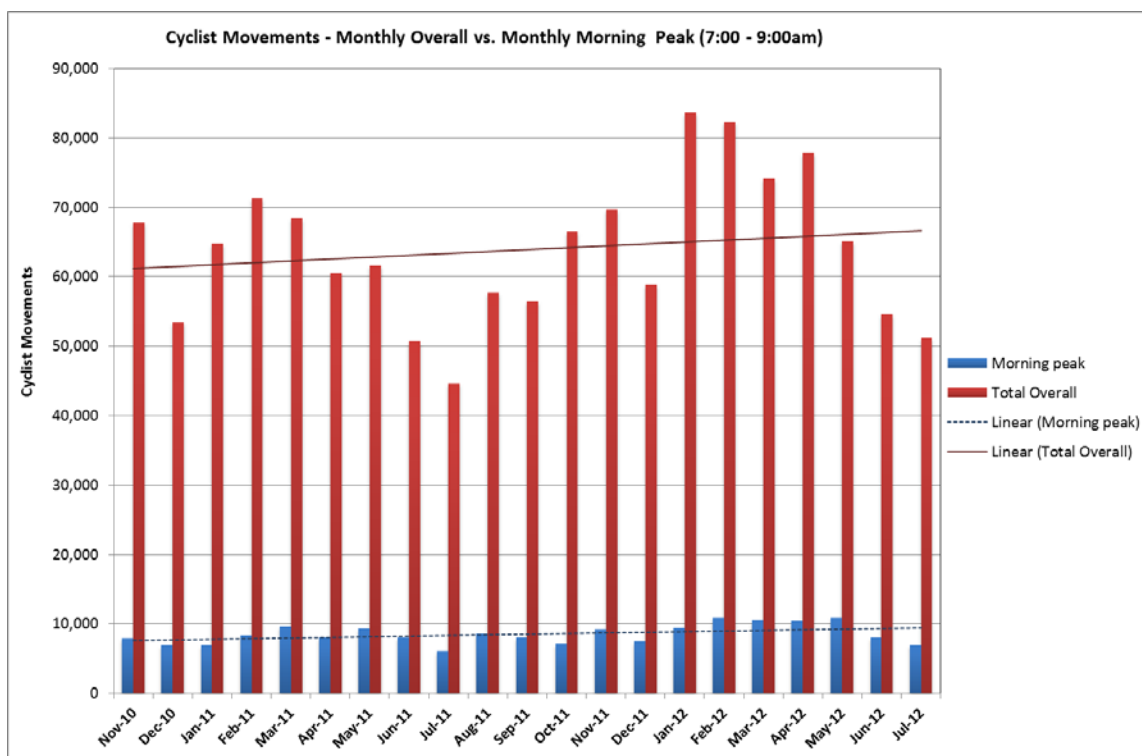
Public transport service real-time departure board visits totalled 23,271 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

8.5 HOP Integrated Ticketing

There are now 162,478 HOP cards in market that have been used at least once. Of these, 84,849 are registered.

CYCLE MONITORING

- Increase of 12.82% in cyclist movements in July 2012 when compared to July 2011.
- Increase of 14.4% in morning peak cyclist movements in July 2012 when compared to July 2011.
- A total of 798,166 cycle trips were recorded for the year August 2011 to July 2012.



Note: Automatic monitoring data from nine sites: Upper Harbour Drive, Great South Road, Highbrook, Lake Road, North-Western cycleway Kingsland and Te Atatu, Orewa Cycleway, Tamaki Drive (E/bound), Twin Streams path.

Monthly Comparison of Cycle Movements

	Total Movements			Morning Peak Movements		
	2010/11	2011/12	Increase	2010/11	2011/12	Increase
Nov	67,852	69,651	2.7%	7,962	9,272	16.5%
Dec	53,412	58,907	10.3%	6,904	7,391	7.1%
Jan	64,836	83,629	29.0%	6,905	9,491	37.5%
Feb	71,287	82,290	15.4%	8,385	10,894	29.9%
Mar	68,513	74,124	8.2%	9,662	10,526	8.9%
April	60,534	77,861	28.6%	8,040	10,444	29.9%
May	61,675	65,137	5.6%	9,315	10,856	16.5%
June	50,742	54,632	7.67%	7,998	8,037	0.5%
July	44,614	51,175	12.82%	6,100	6,977	14.4%