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# **August 2011**

## **Statistics Report**

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# PUBLIC TRANSPORT

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## 1. HIGHLIGHTS

### 1.1 Patronage

- Auckland public transport patronage totalled 66,632,872 passengers for the 12-months to Aug 2011 an increase of 5,401,196 boardings or +8.8%.
- August monthly patronage was 6,576,129 an increase of 728,923 boardings or +12.5% on Aug 2010.
- Rail monthly patronage for August is 1,033,207 an increase of 190,807 boardings or +22.7% on Aug 2010.
- Northern Express bus service carried 2,115,767 passenger trips for the 12-months with a growth in Aug 2011 compared to Aug 2010 of +14.3%.

### 1.2 Service Performance

- 97.5% of all scheduled rail services arrived at their final destination and 76.8% were on time or arrived within 5 minutes of schedule.

### 1.3 Initiatives

- New Inner, Outer and City LINK bus routes, and associated Western Bays service changes, implemented on 21 August 2011

*Note: The Airbus patronage was not available at the time of report due to the implementation of Snapper; hence, for August 2011 it is estimated to have a 10% growth on Aug 2010 Airbus patronage. This will affect all numbers related to Bus including Total Patronage. Rail and Ferry patronage are not affected by this.*

## 2. PUBLIC TRANSPORT PATRONAGE

### 2.1 Network Wide Summary

Auckland public transport patronage totalled 66,632,872 passengers for the 12-months to Aug 2011 an increase of 5,401,196 boardings or +8.8% as illustrated at Figure 1.

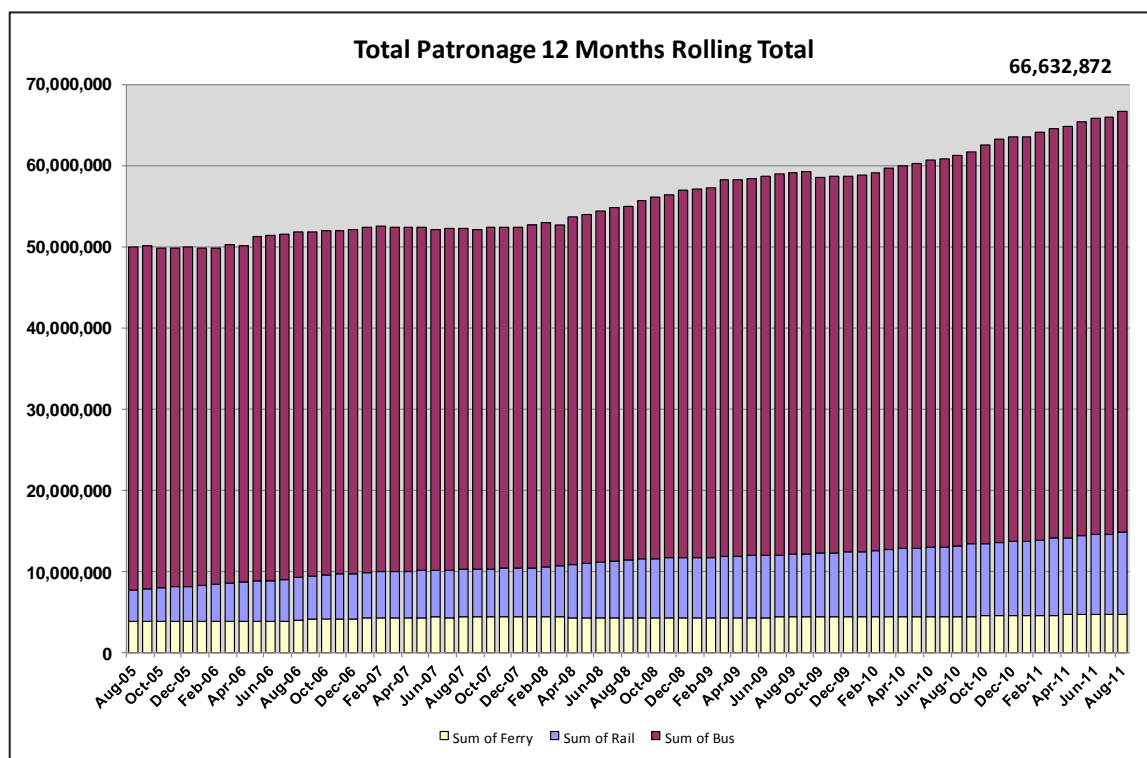


Fig 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Aug 2011 to Aug 2012) is provided at Table 1.

For the financial year-to-date, two months to Aug 2011, patronage has grown by +7.8% (869,217 boardings). Patronage for Aug 2011 was 6,576,129 boardings, an increase of +12.5% (728,923 boardings) on Aug 2010.

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

	Aug-11								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
<b>1. Rapid Transit Network sub-total:</b>	1,256,783	227,476	22.1%	12,209,788	1,680,068	16.0%	2,279,682	288,294	14.5%
Northern Express Bus	223,576	36,669	19.6%	2,115,767	263,966	14.3%	408,277	58,877	16.9%
<b>Rail sub-total:</b>	1,033,207	190,807	22.7%	10,094,021	1,416,102	16.3%	1,871,405	229,417	14.0%
- Western Line	390,718	93,333	31.4%	3,616,819	618,128	20.6%	691,990	103,327	17.6%
- Southern & Eastern Line	576,319	31,304	5.7%	5,843,174	163,946	2.9%	1,054,313	988	0.1%
- Onehunga Line	66,170			634,052			125,102		
<b>2. Quality Transit and Local Bus (Include School Bus) sub-total:</b>	4,929,732	432,273	9.6%	49,605,304	3,435,643	7.4%	8,915,187	498,860	5.9%
- Quality Transit & Local Bus	4,603,497	411,606	9.8%	46,974,230	3,325,900	7.6%	8,443,285	498,339	6.3%
- Contracted School Bus	326,235	20,667	6.8%	2,631,074	109,743	4.4%	471,902	521	0.1%
<b>3. Ferry</b>	389,614	69,174	21.6%	4,817,780	285,485	6.3%	750,196	82,063	12.3%
<b>Total Patronage</b>	<b>6,576,129</b>	<b>728,923</b>	<b>12.5%</b>	<b>66,632,872</b>	<b>5,401,196</b>	<b>8.8%</b>	<b>11,945,065</b>	<b>869,217</b>	<b>7.8%</b>

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

\*\*Final year to June 2011 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.

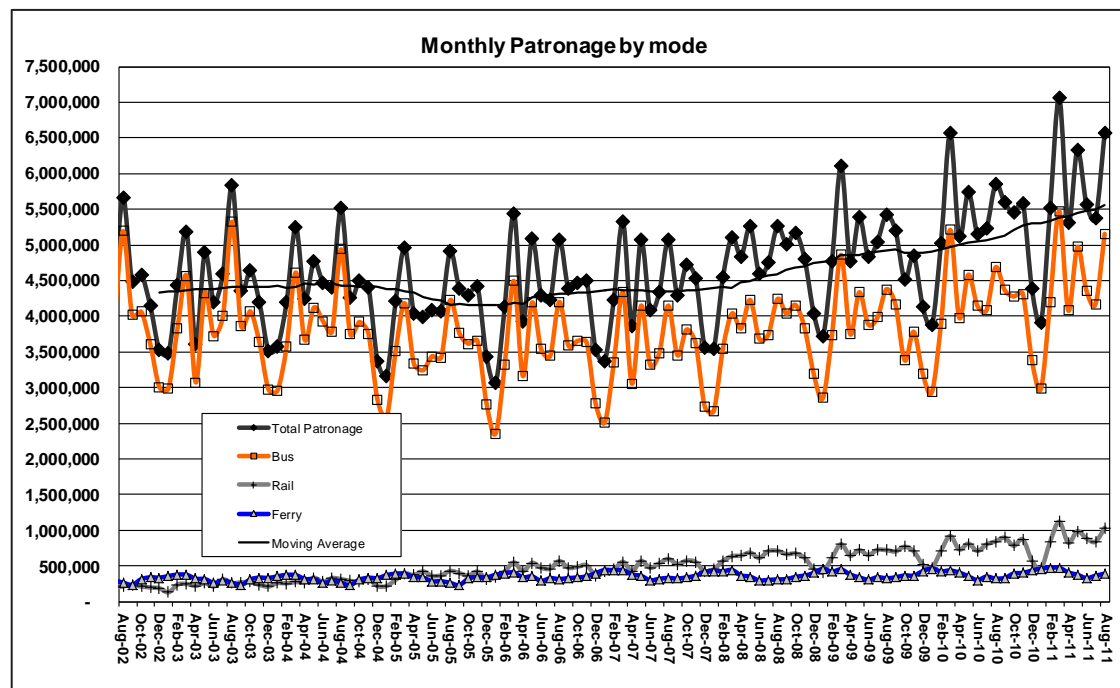


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

## 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 12,209,788 passengers for the 12-months to Aug 2011 (Figure 3) an increase of 1,680,068 boardings or +16.0%. For the financial year-to-date, two months to Aug 2011, patronage has grown by +14.5% (288,294 boardings) (Figure 4). Patronage for Aug 2011 was 1,256,783 boardings, an increase of +22.1% (227,476 boardings) on Aug 2010 (Figure 5).

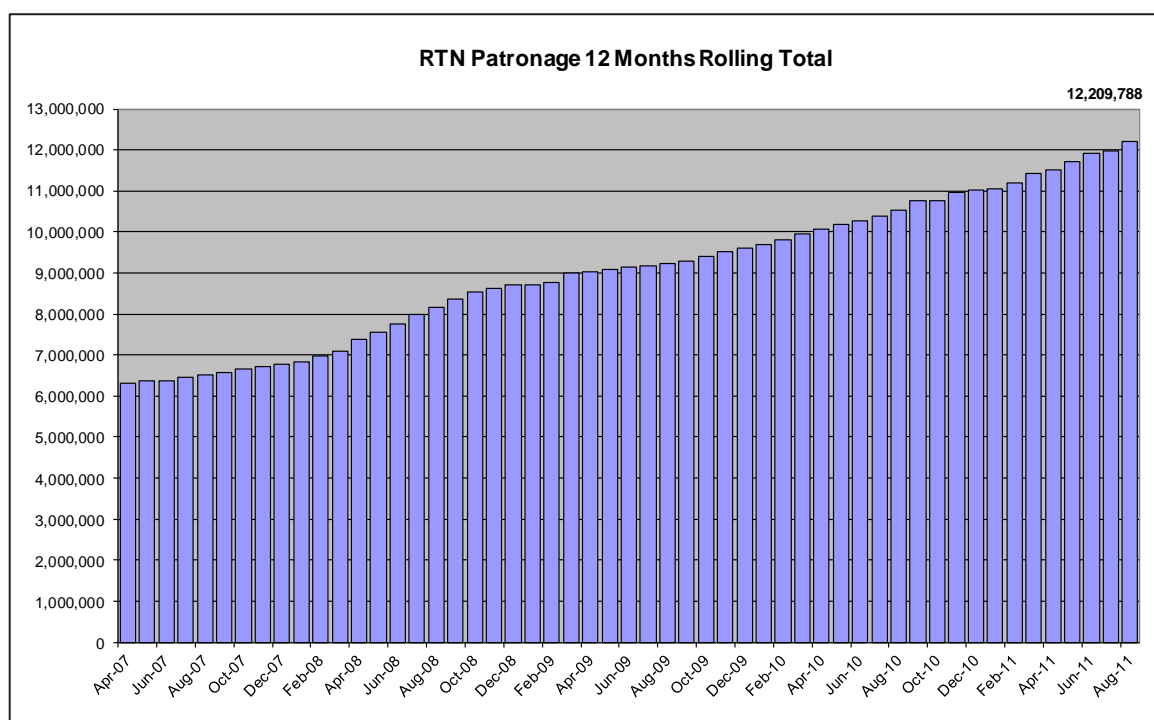


Fig 3. RTN Patronage – 12 Months Rolling Total

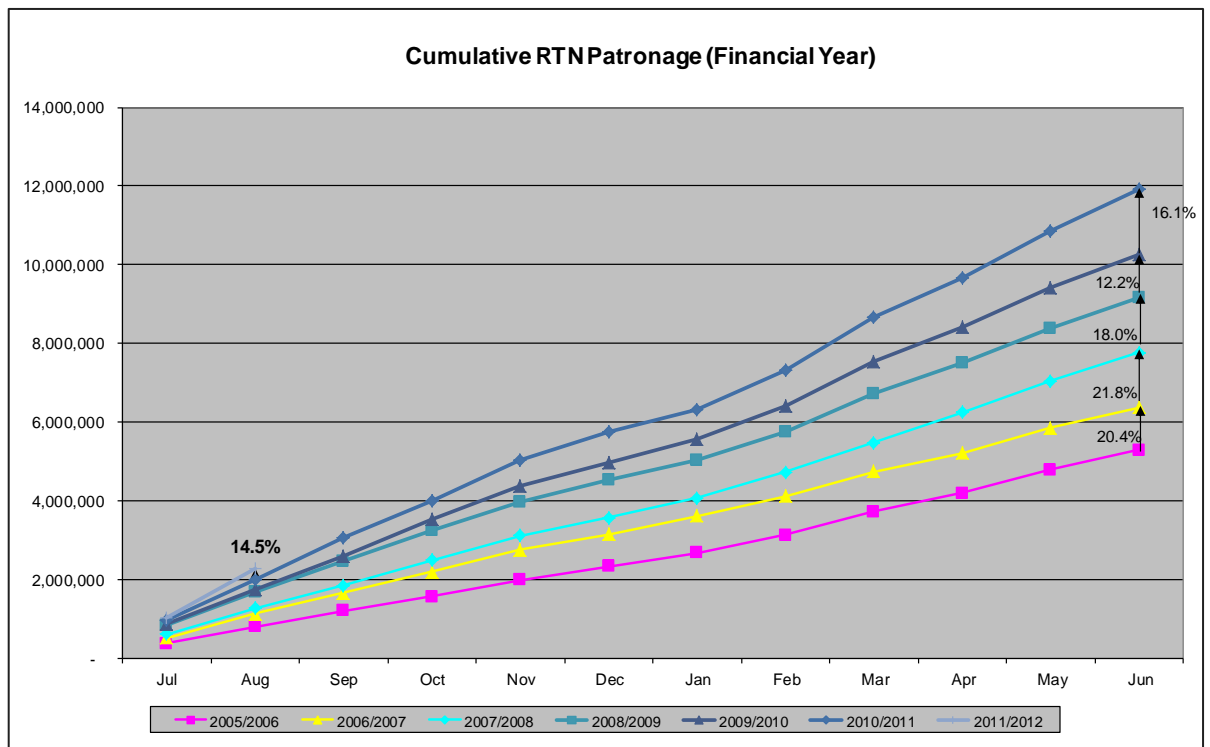


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

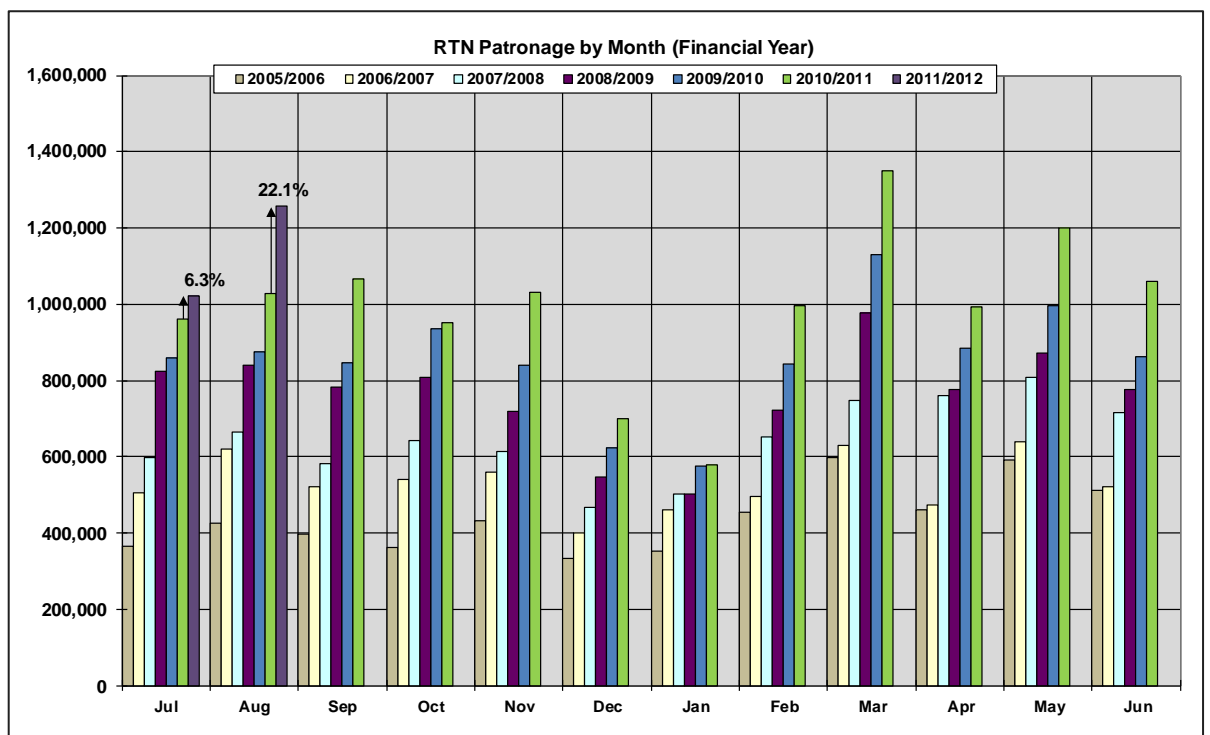


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

### 2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. In August more than one million passengers were recorded travelling by rail, the second highest monthly usage after March 2011. For the month 1,033,207 passengers were reported travelling by rail which is 22.7% more than the same month last year. There was one extra business day this year than the same month last year and several rugby events at Eden Park, including the Bledisloe Cup match on 6 August where rail services successfully conveyed more than 20,000 supporters each way to and from the game. For the year-to-date there have been 1,871,405 million passenger journeys across the rail system, an increase of 14.0% on the same two months last year and for the rolling twelve months there have been 10,094,021 million passengers on rail services, 16.3% more than the same period last year (Figure 6).

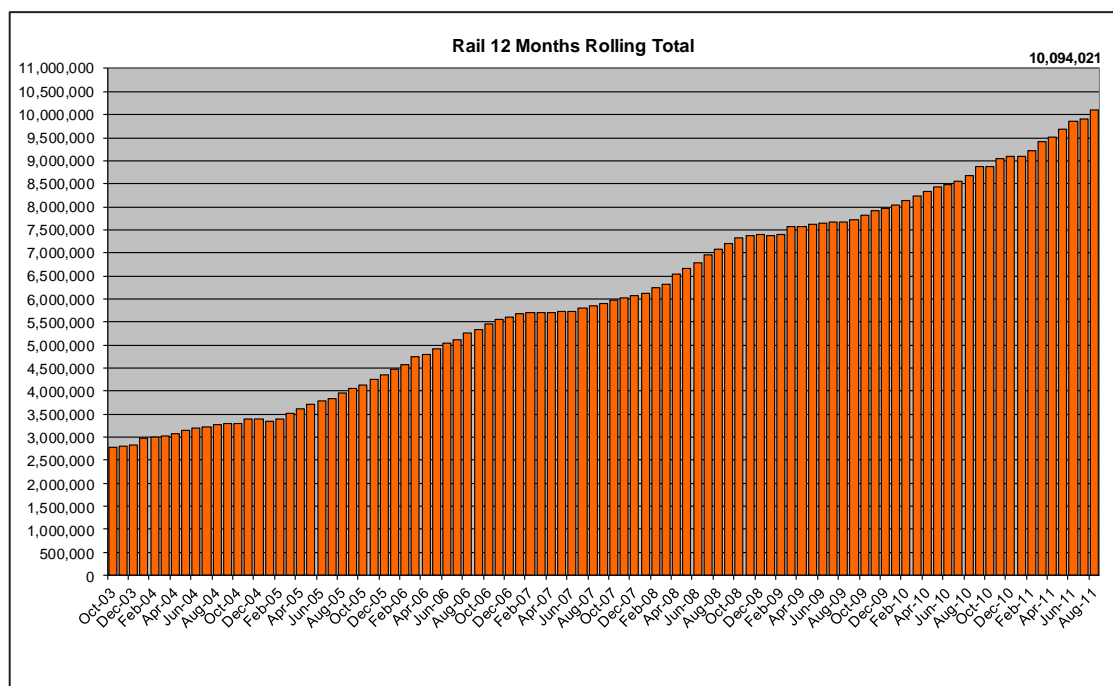


Fig 6. Rail Patronage – 12 Months Rolling Total

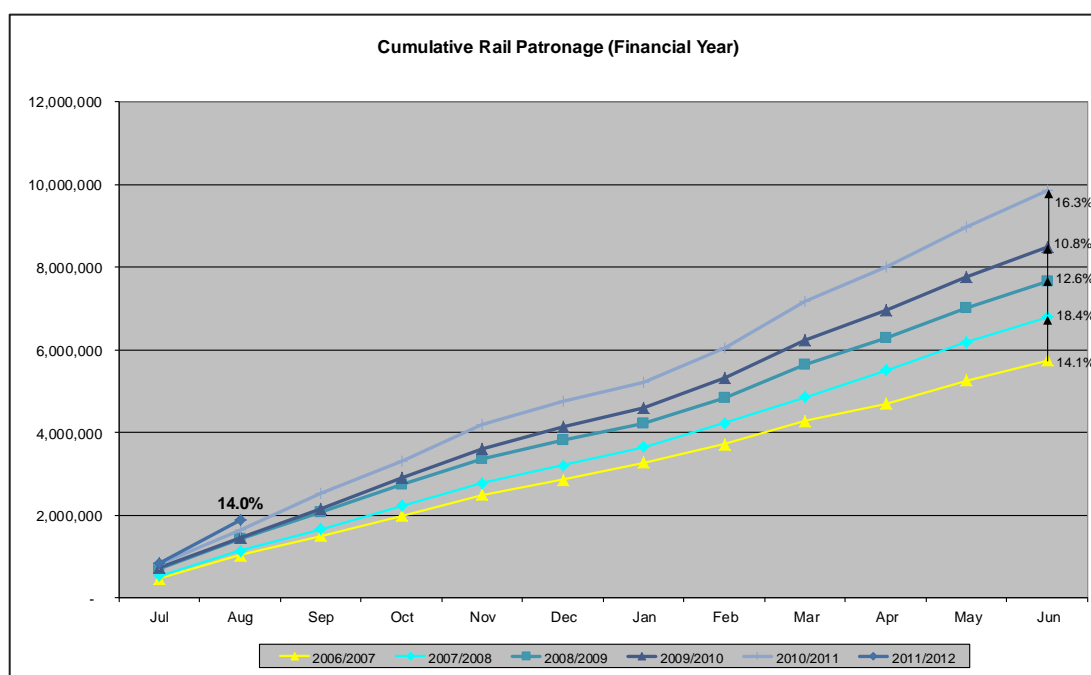


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12



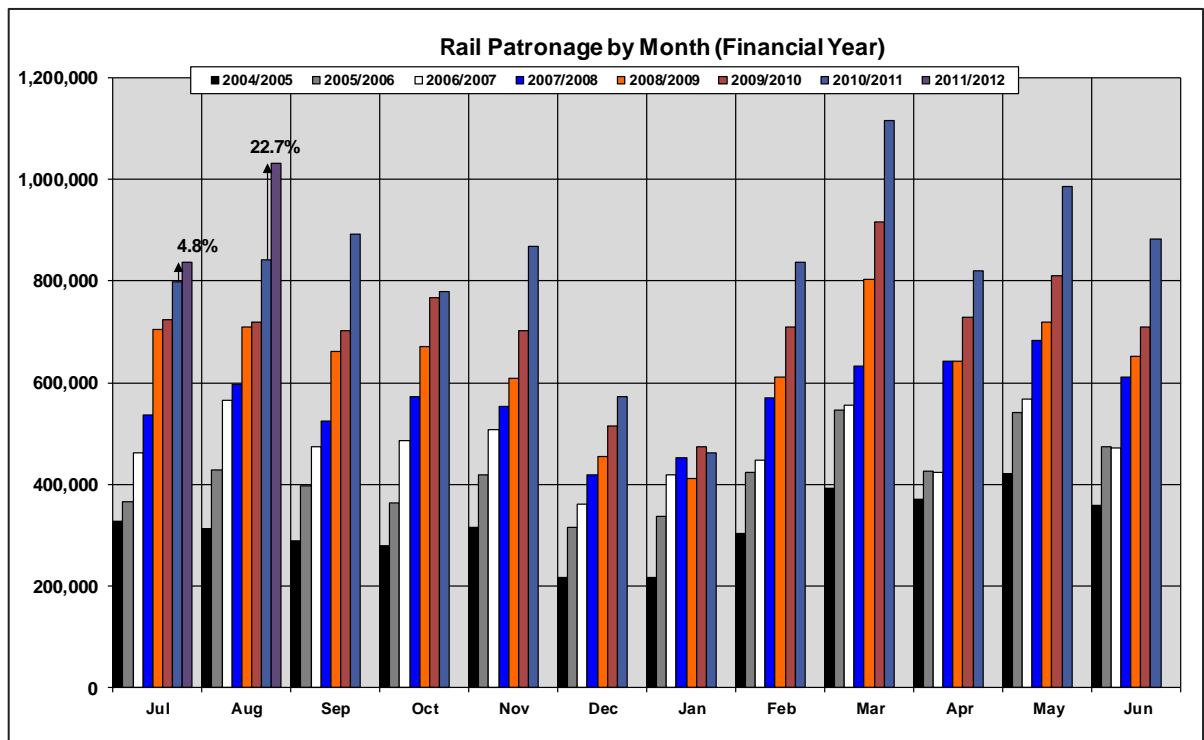


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

### Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,477,226 passengers for the 12-months to August 2011 an increase of 797,998 boardings or +14.1% on the same period last year. Patronage for August 2011 was 642,489 boardings, an increase of +17.9% (97,474 boardings) on August 2010 (Figure 9).

In August 2011 there were 576,319 passengers recorded travelling on the Southern and Eastern Lines excluding the Onehunga Line, an increase of 31,304 passengers, or +5.7% on August 2010. Note that the addition of the Onehunga services from September last year has provided some Southern Line customers with more choices and surveys indicate that 60% of patronage on Onehunga trains is wholly on the Southern Line (between Britomart and Penrose). For the year-to-date there have been 1,054,313 passengers recorded on Southern and Eastern Line services, 0.1% more than for the same period last year.

There were 66,170 passengers recorded using the Onehunga Line during August 2011. Since the inception of these services in September 2010 there have been 634,052 passengers recorded on Onehunga Line services.

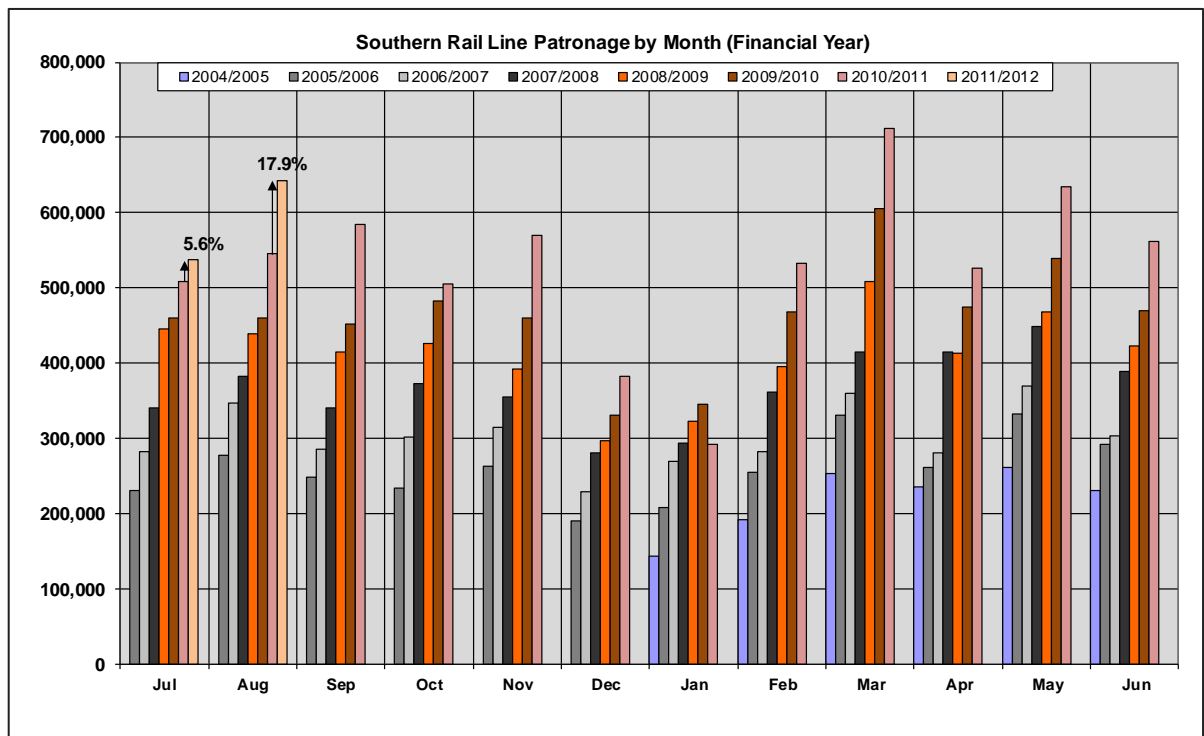


Fig 9. Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2011/12

### Western Rail Line

Western Line rail patronage totalled 3,616,819 passengers for the 12-months to August 2011 an increase of 618,128 boardings or +20.6%. Patronage for August 2011 was 390,718 boardings, an increase of +31.4% (93,333 boardings) on August 2010 (Figure 10). For the year-to-date there have been 691,990 passengers recorded on Western Line services 103,327 (17.6%) more than for the same two months last year.

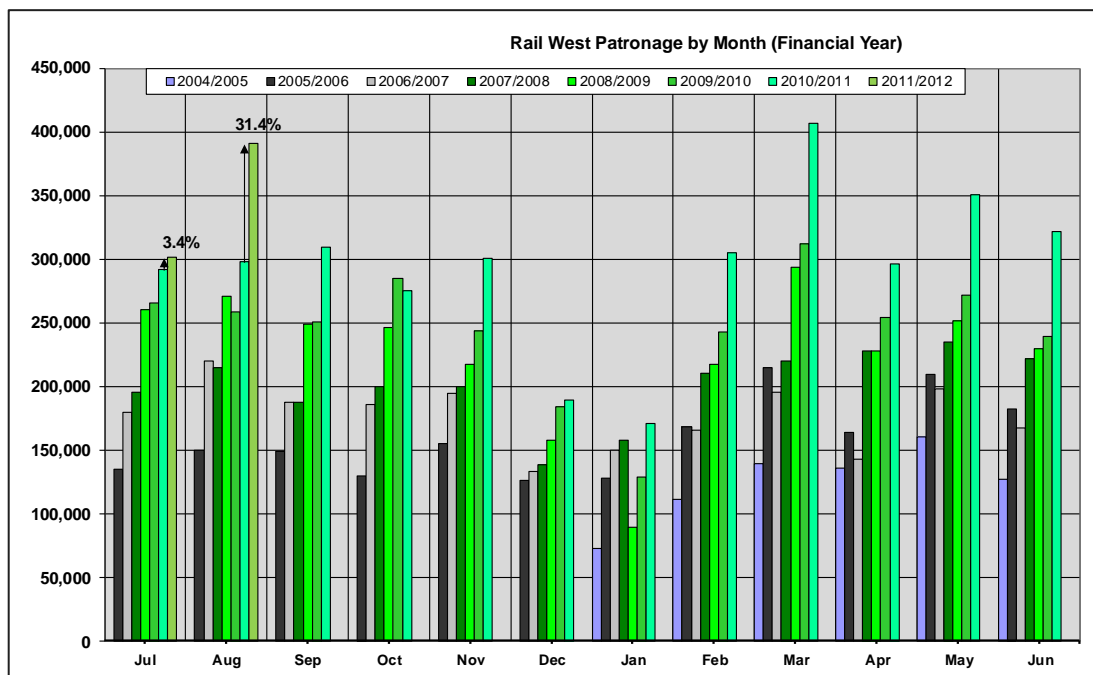


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

## 2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,115,767 passengers for the 12-months to Aug 2011 (Figure 11) an increase of 263,966 boardings or +14.3%. For the financial year-to-date, two months to Aug 2011, patronage has grown by +16.9% (58,877 boardings) (Figure 12). Patronage for Aug 2011 was 223,576 boardings, an increase of +19.6% (36,669 boardings) on Aug 2010 (Figure 13).

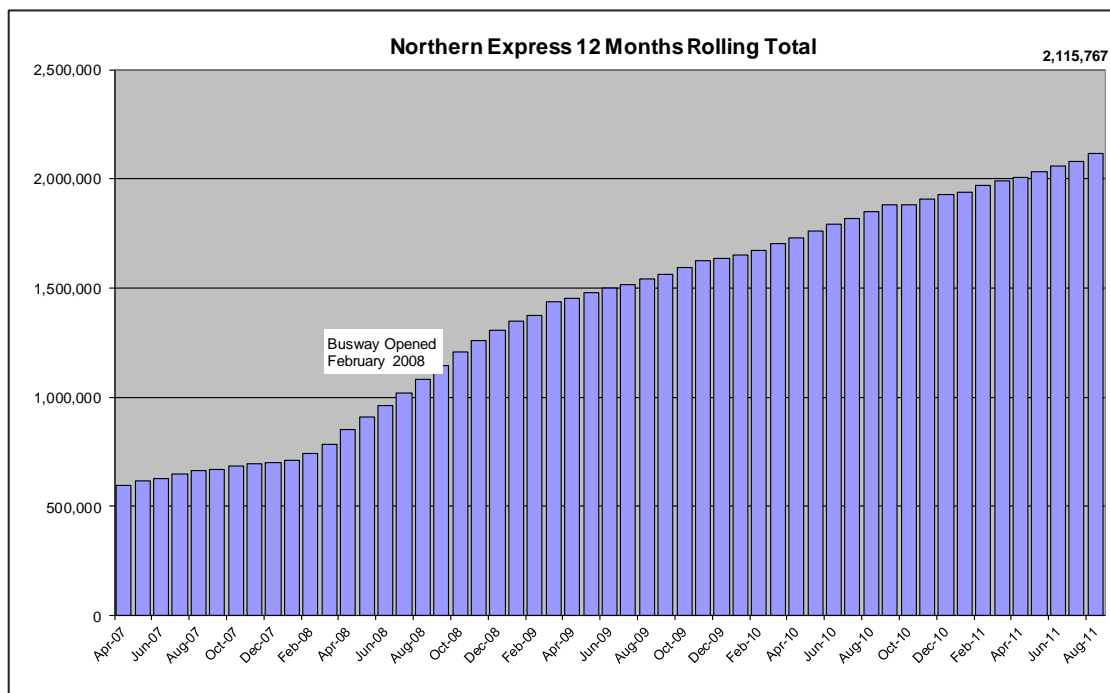


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

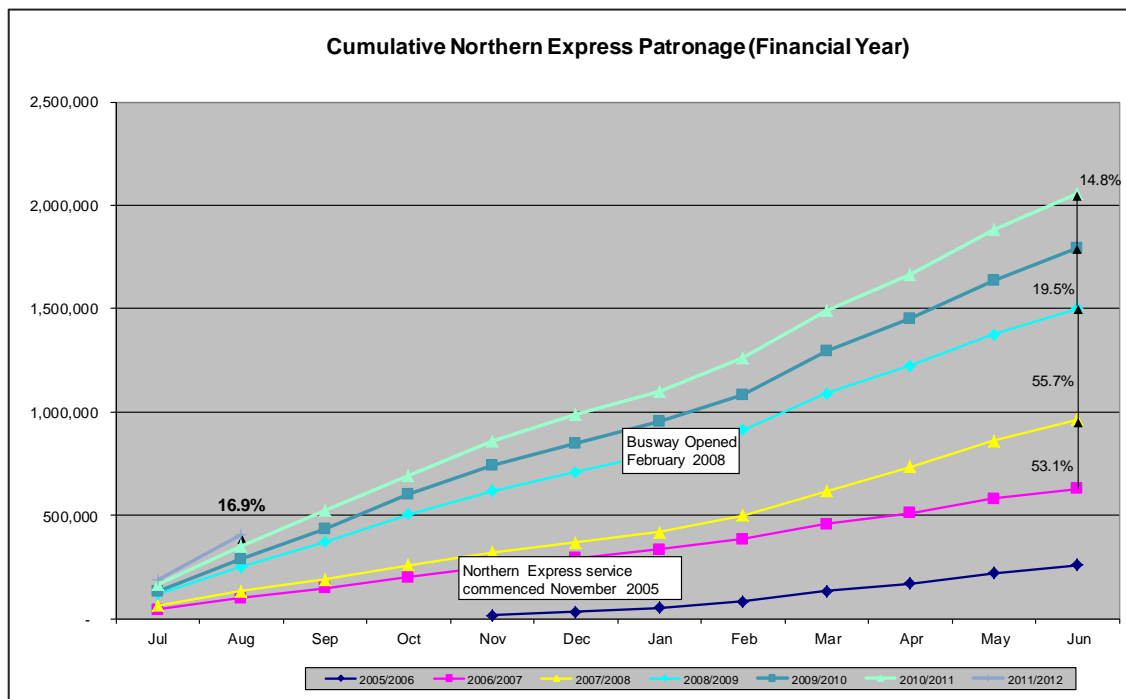


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

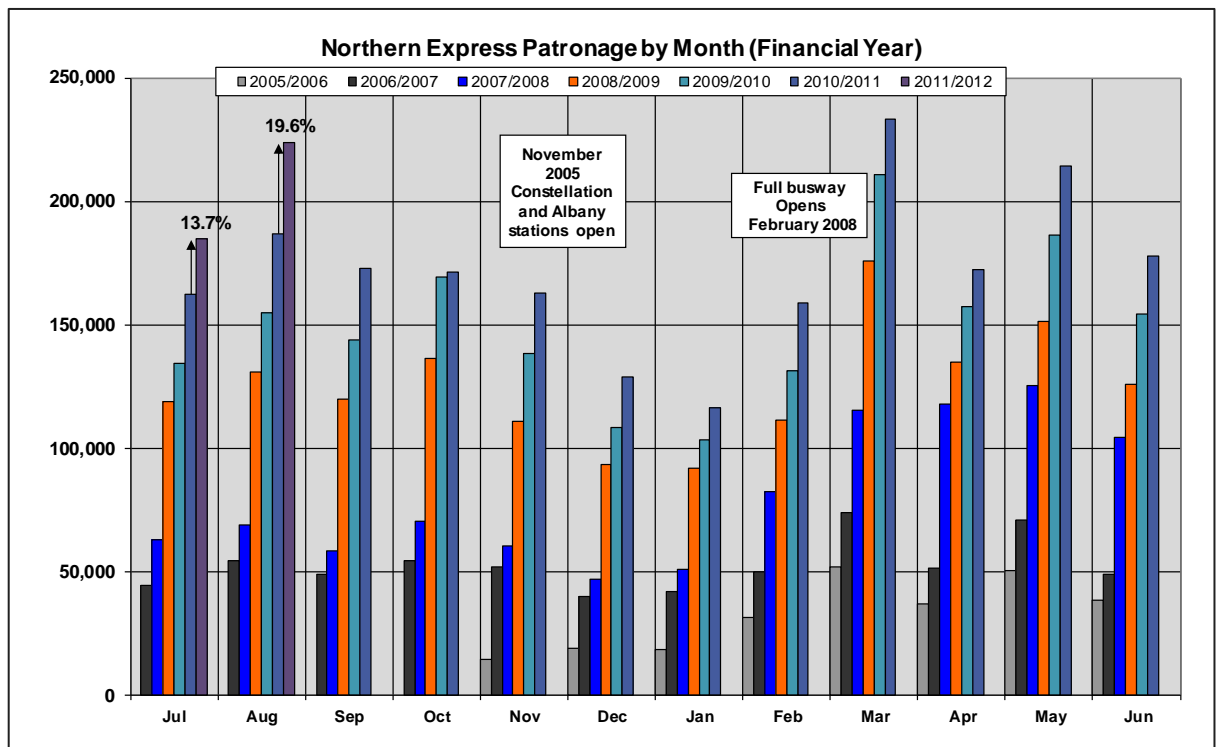


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

### 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 49,605,304 passengers for the 12-months to Aug 2011 an increase of 3,435,643 boardings or +7.4%. For the financial year-to-date, two months to Aug 2011, patronage has grown by +5.9% (498,860 boardings). Patronage for Aug 2011 was 4,929,732 boardings, an increase of +9.6% (432,273 boardings) on Aug 2010 (Figure 14).

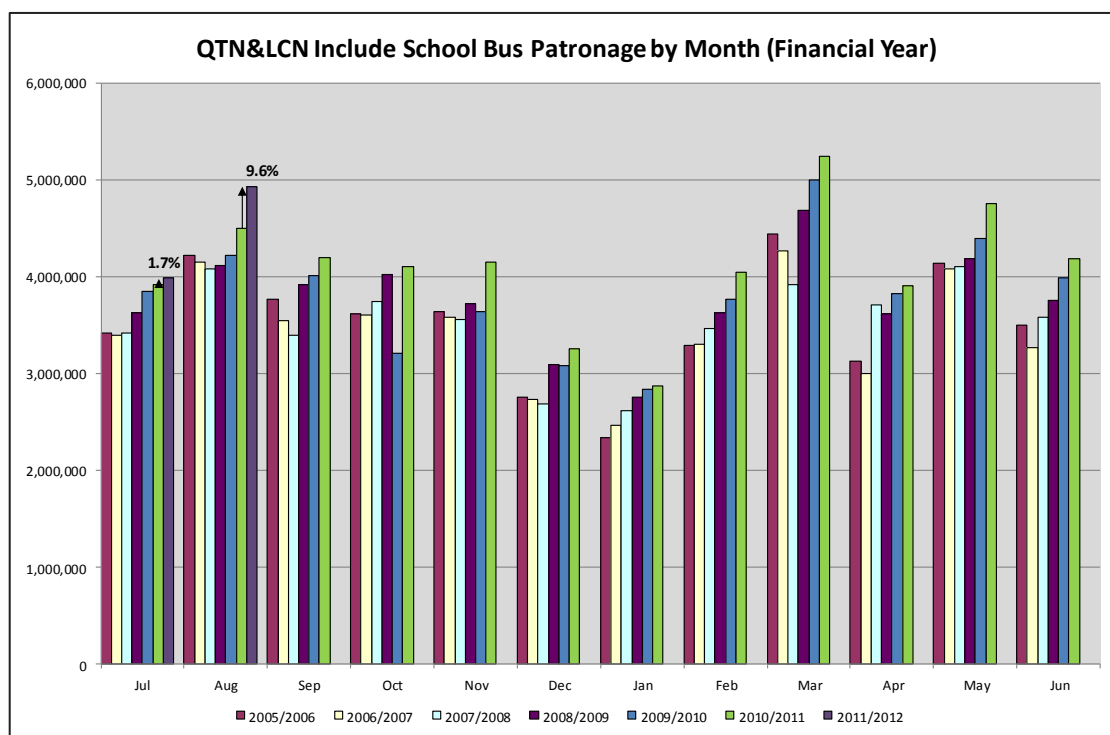


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

### 2.3.1 Bus (Other than Northern Express) Patronage Analysis

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	%
Sep-10	880,273	50,372	6.1%	9,592,831	323,642	3.5%	413,765	10,574	2.6%	4,598,053	-3,977	-0.1%
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%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Sep-10	891,031	39,699	4.7%	9,686,637	734,300	8.2%	2,008,319	82,146	4.3%	22,419,187	-323,331	-1.4%
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%	2,321,380	186,865	8.8%	23,718,752	1,381,712	6.2%

Table 2. Bus Patronage Analysis by Geographic Sector

## 2.4 Ferry Patronage

Ferry patronage totalled 4,817,780 passengers for the 12-months to Aug 2011 an increase of 285,485 boardings or +6.3%. For the financial year-to-date, two months to Aug 2011, patronage has grown by +12.3% (82,063 boardings). Patronage for Aug 2011 was 389,614 boardings, an increase of +21.6% (69,174 boardings) on Aug 2010 (Figure 15).

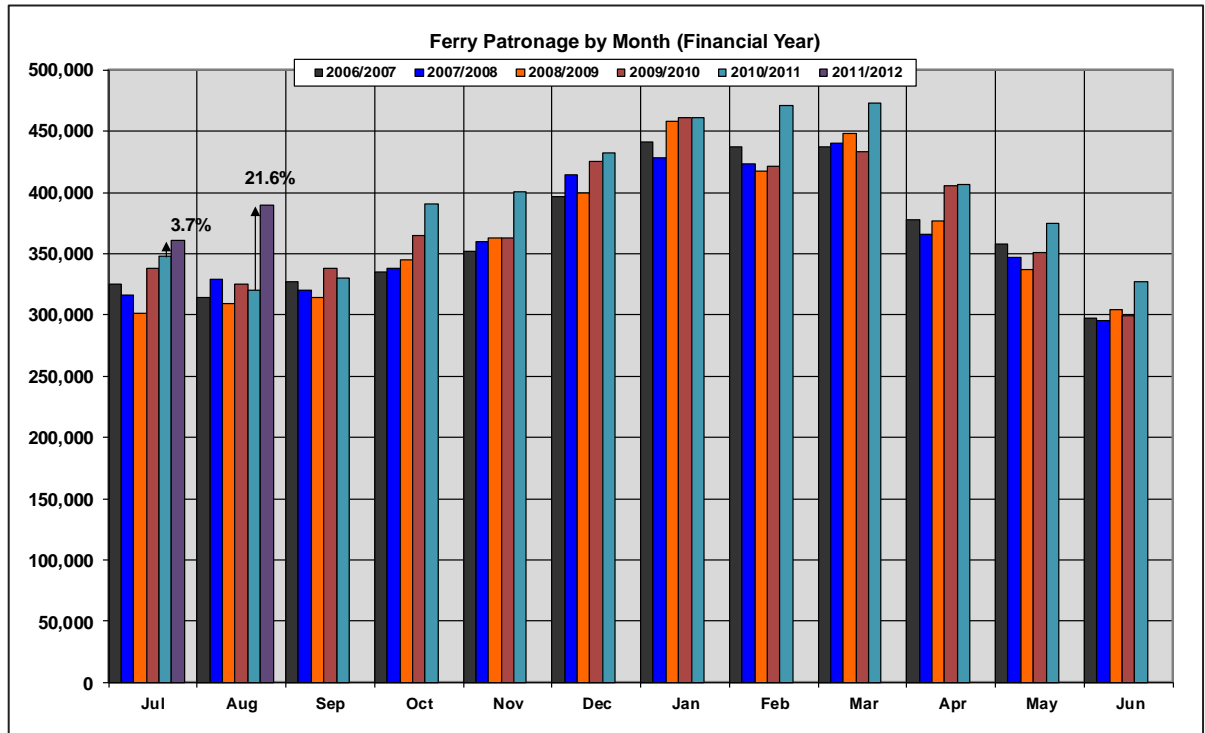
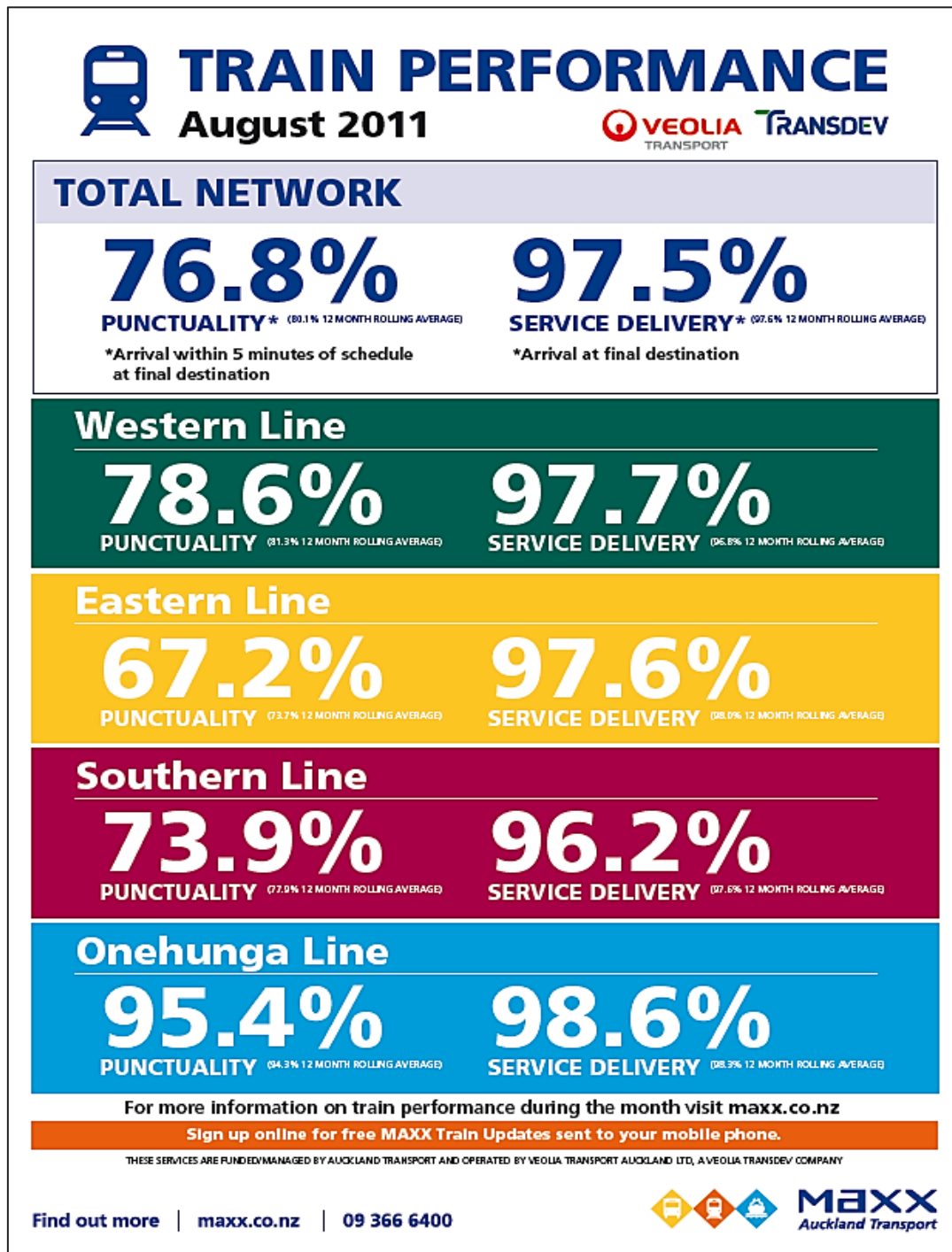


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### 3.1 Rail Service Performance



16. Rail Published Performance Results for July 2011

Fig

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.

After several months of relatively stable operations performance dipped during the month on the back of several major incidents (detailed further below). In August 76.8% of trains were on-time or within five minutes of their scheduled end arrival time. This compares to 84.0% last month and 85.4% in August last year. Punctuality trends comparing 2010 and 2011 are presented at Figure 17.

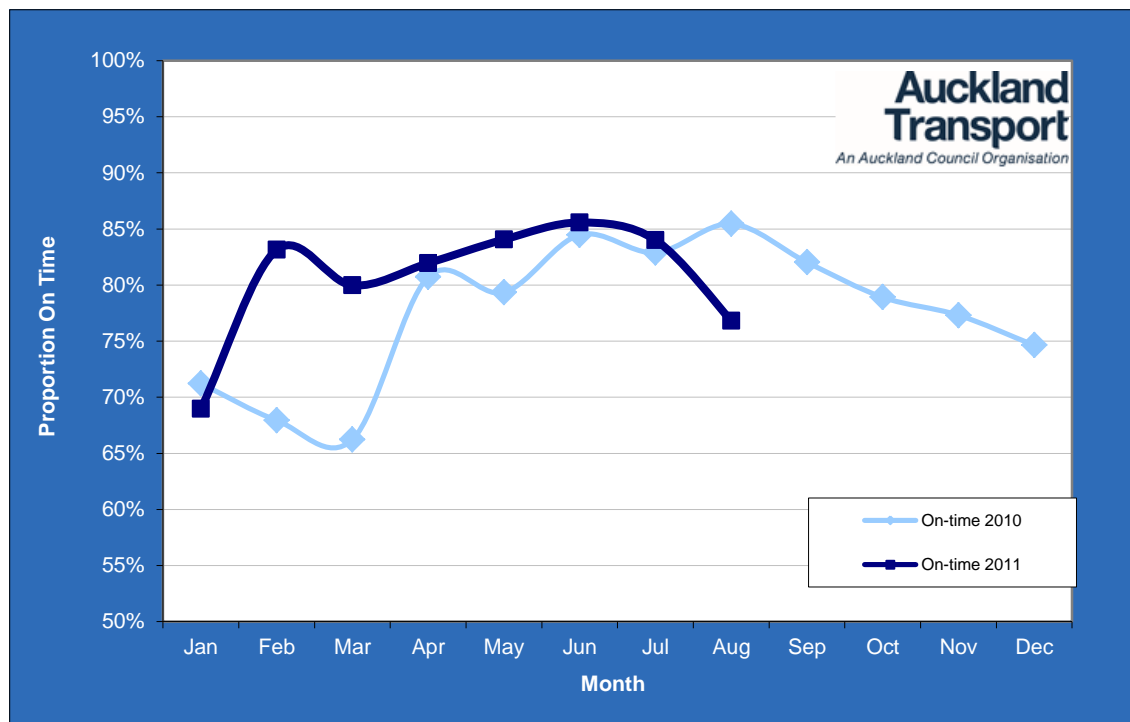


Fig 17. Rail Punctuality Trends for 2010 and 2011

The following major incidents impacted on service delivery during August:

- Track, Signals and Train Control (KiwiRail)* – For most of the month trains operating to and from Pukekohe were delayed due to a motor points failure that meant that the points had to be manually operated for trains to cross between tracks for their return trip. KiwiRail has indicated that the fault is due to water damage and replaced the set at the end of the month. Following the commissioning of the most significant signalling system upgrade in recent history over the weekend of 30/31 July, teething problems caused delays and service disruptions on several days. On 1 August a signal fault near the Purewa tunnel caused major delays to evening peak services that were compounded by two separate freight train breakdowns, one at Otahuhu and the other between Papakura and Pukekohe. On 10 August, a points failure at Otahuhu caused delays to Southern and Eastern line services during the morning peak. In the early hours of 22 August a freight train derailment caused a points and signal outage at Westfield that caused delays to morning peak services on the Southern and Eastern lines. A series of points failures at Otahuhu on the afternoon of 22 August led to delays to services on all lines from early afternoon through to the early evening. The same equipment failed on nine separate occasions towards the end of the month, six of which were at the start of the evening peak. The fault with newly installed equipment that was systematically replaced following each incident.



- Train faults (KiwiRail)* – There were two major train faults that affected service delivery during the month. During the evening peak of 5 August a train fault that occurred between Britomart and Newmarket resulted in delays and cancellations to evening peak services mainly on the Southern and Western Lines. On 10 August a minor fire on the locomotive of a train occurred between Newmarket and Britomart. The train was brought to a stop outside Vector Arena and the driver had largely contained the fire by the time emergency services arrived. Passengers were safely evacuated and the train subsequently returned to the maintenance depot under its own power for checks. The checks traced the source to the dynamic braking system and, while rare, such occurrences are not unknown. As a result of this incident service disruptions were encountered on all lines through the evening peak. Train faults were the major contributor to a higher than average number of service cancellations during the month with twice as many services cancelled in full or part during August 2011 than the same month last year. Most of these were for minor faults, the causes of which are being followed up with the train maintainer.
- Operational (Veolia)* – There were no major operational incidents during August, however the procedural modifications that accompanied the signalling upgrades which were brought into operation from 1 August did result in some delays as drivers adjusted to the changes.
- Other* – In the early hours of 11 August a work train struck and fatally injured a person at Sunnyvale. As a result early morning trains on the Western Line operated between Britomart and Avondale with taxis arranged for passengers west of Avondale. Police reopened the line at 6:30am however delays were experienced through to the end of the morning peak as trains and crews were out of position to take up their planned services. The following day, Western Line services were disrupted again from mid-morning after a truck struck the Titirangi Road overbridge. Buses replaced trains between Avondale and Henderson for a period of about an hour while the bridge was inspected for damage.

The combined impact of the various incidents during August saw a 55% increase in train delay minutes compared to July and at 20,396 minutes was the highest level of delay minutes since March 2010 (Figure 18). Delay minutes due to infrastructure faults doubled in August compared to the previous month and, while delay minutes due to speed restrictions was at a record low, the increase was mainly as a result of the signal faults encountered in the month. The greatest proportion of delay minutes however was driven by operational causes which included higher passenger numbers on the services following cancelled services leading to increased station dwell times and some delays as train crew familiarised themselves with the operating changes that occurred at the start of the month.

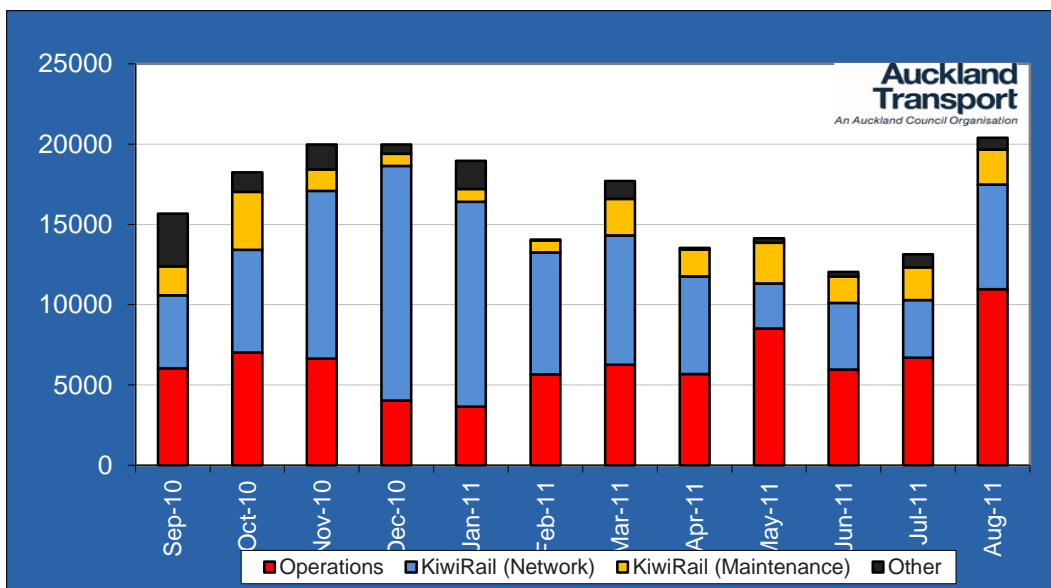


Fig 18. Train Delay Minutes by Cause

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

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

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

### 3.2 Rail Capacity

Based on an average of train crew passenger counts, which are performed at pre-set locations considered to represent the maximum load points of each route, and the revised fleet allocations introduced from 18 July, there were two services reported to have average load factors above the 1.4 (i.e. four passengers standing for every ten seated passenger) target planning standard during the month, both of which were mid-afternoon (school) trips. Individual daily loadings will vary and there was some variability in the allocation of trains to the planned services during the month that will not be reflected in this calculation. The variability in allocations was due to trains being cycled for minor modifications ahead of RWC 2011.

### 3.3 Bus Service Performance

For August 2011, 99.67% of contracted service trips were operated (reliability measure). Service punctuality for August 2011 was 99.37%, 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.

	<b>Scheduled Trips</b>	<b>Reliability</b>	<b>Punctuality</b>
Birkenhead	11,244	100.00%	99.68%
H & E	17,992	99.98%	99.77%
NZ Bus	123,221	99.48%	99.26%
Ritchies	29,949	99.98%	99.76%
Transit	2,356	100.00%	99.41%
Urban Express	5,469	99.95%	97.06%
<b>Total</b>	<b>190,231</b>	<b>99.67%</b>	<b>99.37%</b>

Table 3. Bus Service Reliability and Punctuality- August 2011

### 3.4 Ferry Service Performance

For August 2011, 100% of ferry service trips were operated (reliability measure). Service punctuality for August 2011 was 99.80% 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	1022	100.00%	100.00%
Half Moon Bay	586	100.00%	100.00%
Birkenhead	1,106	100.00%	99.6%
Gulf Harbour	92	100.00%	98.9%
West Harbour	322	100.00%	99.1%
Pine Harbour	299	100.00%	100.00%
<b>Total</b>	<b>3,427</b>	<b>100.00%</b>	<b>99.80%</b>

Table 4. Ferry Service Reliability and Punctuality- August 2011

## 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

52 events were held in August 2011 and 17 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 major events where significant special event public transport services were patronised are listed below.

### Bledisloe Cup, All Blacks vs. Wallabies Eden Park: Saturday 6<sup>th</sup> August

Match travel ticketing in place for Rail Network and Special Event Buses with the full RWC special event service model. Attendance: 52,182.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Passengers	% Gate Moved	Special Event Passengers	% Gate Moved	
<b>RAIL</b>	16079	30.81%	18374	35.21%	<b>33.01%</b>
<b>BUS</b>	7656	14.67%	9545	18.29%	<b>16.48%</b>
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	<b>23735</b>	<b>45.49%</b>	<b>27919</b>	<b>53.50%</b>	<b>49.49%</b>

## **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 August 2011:

- Fullers Group Ltd: Notification to register a school bus service to operate as a trial service from 1 August 2011 to 31 December 2011. Approved 8-Aug-11.
- Kelly Tarltons: Notification to vary the existing route to exclude pick up from Skycity and to depart from Kelly Tarltons, travel along Quay St, pickup/drop off at 172 Quay St on the hour from 9am to 4pm and return to Kelly Tarlton's. Approved 8-Aug-11.
- Nakedbus: Notification to register commercial public transport services (AKL11 and AKL12) that operate between Auckland and Wellington under Nakedbus.com registration and to vary the operator from Pavlovich Coachlines to Johnston's Coachlines. Approved 15-Aug-11.
- Fullers Group Ltd: Notification to vary the existing departure times of the Waiheke Bus commercial services and to add additional service departures between Onetangi and Matiatia Wharf. Approved 25-Aug-11.
- Fullers Group Ltd: Notification to add a new service trip to the Devonport ferry service, departing Devonport at 05h45 (Mon to Fri). No change to the ex Matiatia services. Approved 25-Aug-11.
- Fullers Group Ltd: Notification to vary the existing registered departure time of 06h25 ex Auckland, Monday to Friday (inclusive), to depart at 06h00. No change to Matiatia Wharf times. Approved 25-Aug-11.
- Fullers Group Ltd: Notification to vary the Devonport Ferry commercial public transport service registration to operate additional services during the Rugby World Cup on 9th, 10th, 16th, 17th, 22nd, 23rd, 24th October 2011 only. Approved 25-Aug-11.
- Fullers Group Ltd: Notification to vary the Waiheke Ferry commercial public transport service registration to operate additional services during the Rugby World Cup on 9th, 10th, 17th, 18th, 22nd, 23rd, 24th, 25th, 30th September 2011 and 1st, 2nd, 8th, 9th, 10th, 15th, 16th, 17th, 22nd, 23rd, 24th October 2011 only. Approved 25-Aug-11.
- Fullers Group Ltd: Notification to vary the school bus timetable to depart Rocky Bay at 07h50 and to arrive at Te Huruhi School by approx. 08h10. Approved 26-Aug-11.
- Subritzky Sealink Ltd: Notification to vary fares from 1 September 2011. Approved 25-Aug-11.

## **6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS**

### **6.1 Projects Implemented**

- Launch of City LINK, Inner LINK and Outer LINK bus services and changes to Western Bays bus services on 21 August.
- Increased rail service capacity and introduction of 5-car trains on the Southern and Eastern Lines.
- Hop service centre at Britomart.

### **6.2 Projects in Planning**

- A-Pass integrated public transport day ticket for use during RWC 2011, to be available from 1 September.
- Service review underway in preparation for public consultation for Hibiscus Coast and Great South Road.
- Mobile version of MAXX prepared for launch in early September. I-Phone application will also be available in early-September.

## 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

### 7.1 Promotional activities undertaken during July 2011

- Campaigns for Rugby World Cup.
- Campaigns for A PASS integrated ticket.
- Campaigns for the three new LINK bus services for implementation during August have been completed.

## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

### 8.1 Britomart Walk-In-Centre

For the month of August there were 13,179 visits (26.05% increase compared to information kiosk at Britomart in August 2010). Extended opening hours (to 23h30) for Eden Park game nights were continued.

The provision of a new, dedicated A PASS sales centre at Britomart in addition to the HOP Service Centre which opened in July further augments the range of service to customers provided at Britomart.

### 8.2 MAXX Public Transport Call Centre

For August 2011, call volume was 49,575 (+11.93% compared to August 2010). 82.45% of calls were answered within the service standard of 20 seconds.

For HOP ticketing the team received 4,537 calls during the month and were answered in 86.14% grade of service standard of 20 seconds. In addition to this the MAXX call centre team took 370 HOP calls.

There are now 80,314 (+4.6% increase on July) HOP cards in market that have been used at least once. Of these, 45,996 (+10.6% on July) are registered. There is an increasing rate of registration which is now 57% (54% July).

### 8.3 www.maxx.co.nz



### 8.4 MAXX live departure board/real-time information

Public transport service real-time departure board visits totalled 42,427 at [www.MAXX.co.nz/VPID](http://www.MAXX.co.nz/VPID) via web, smartphone or PDA. There is no change from the previous year.