
March 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 70,287,931 passengers for the 12 months to March 2012 an increase of 5,720,694 boardings or +8.9%.
- March monthly patronage was 7,128,167 an increase of 65,882 boardings or +0.9% on March 2011.
- Northern Express bus service carried 2,275,442 passenger trips for the 12 months with a growth in March 2012 compared to March 2011 of +14.3%.

1.2 Service Performance

- 98.4% of all scheduled rail services arrived at their final destination and 79.9% were on time or arrived within 5 minutes of schedule, improved performance compared to February 2012.

1.3 Initiatives

- A review of the public transport network structure continues, with a targeted consultation for mid-2012. This will propose a connected and integrated network of high frequency services by local services connecting into the high frequency network.
- A new regulatory framework for bus and ferry services was announced by the Minister of Transport on 30 March 2012. The public transport operating model (PTOM) will permit a closer level of cooperation between Auckland Transport and service operators to implement the above new network and improve public transport service performance.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

- Auckland public transport patronage totalled 70,287,931 passengers for the 12-months to March 2012 an increase of 5,720,694 boardings or +8.9% as illustrated at Figure 1.

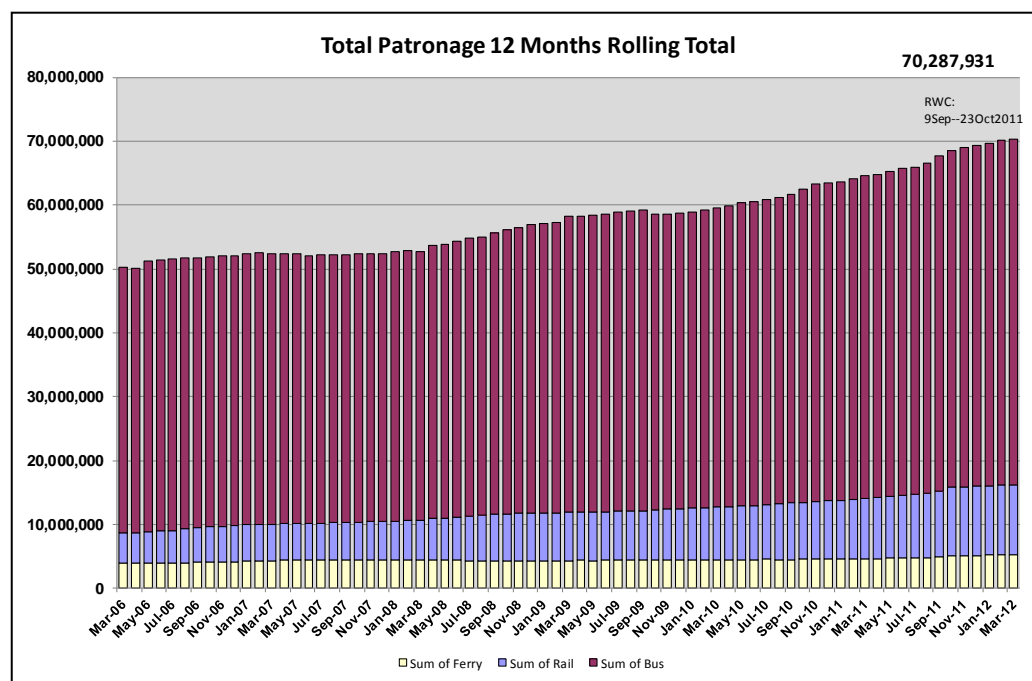


Fig 1. Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, nine months to Mar 2012, patronage has grown by +9.3% (4,524,276 boardings). Patronage for Mar 2012 was 7,128,167 boardings, an increase of +0.9% (65,882 boardings) on March 2011.

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

	Mar-12								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,285,360	-65,659	-4.9%	13,130,107	1,716,375	15.0%	9,876,353	1,208,613	13.9%
Northern Express Bus	238,013	4,775	2.0%	2,275,442	284,814	14.3%	1,711,323	218,552	14.6%
Rail sub-total:	1,047,347	-70,434	-6.3%	10,854,665	1,431,561	15.2%	8,165,030	990,061	13.8%
- Western Line	380,002	-26,658	-6.6%	4,075,249	765,198	23.1%	3,107,030	561,757	22.1%
- Southern & Eastern Line	596,427	-44,475	-6.9%	6,041,044	260,197	4.5%	4,496,348	198,858	4.6%
- Onewhanga Line (opened 19 Sep 2010)	70,918	699	1.0%	738,373	406,142	122.2%	561,653	229,422	69.1%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	5,333,406	94,893	1.8%	51,877,187	3,406,765	7.0%	39,034,741	2,770,743	7.6%
- Quality Transit & Local Bus	4,999,731	119,418	2.4%	49,206,324	3,344,761	7.3%	37,166,558	2,769,278	8.1%
- Contracted School Bus	333,675	-24,525	-6.8%	2,670,863	62,004	2.4%	1,868,183	1,465	0.1%
3. Ferry	509,401	36,648	7.8%	5,280,637	597,554	12.8%	4,171,561	544,920	15.0%
Total Patronage	7,128,167	65,882	0.9%	70,287,931	5,720,694	8.9%	53,082,655	4,524,276	9.3%

**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.

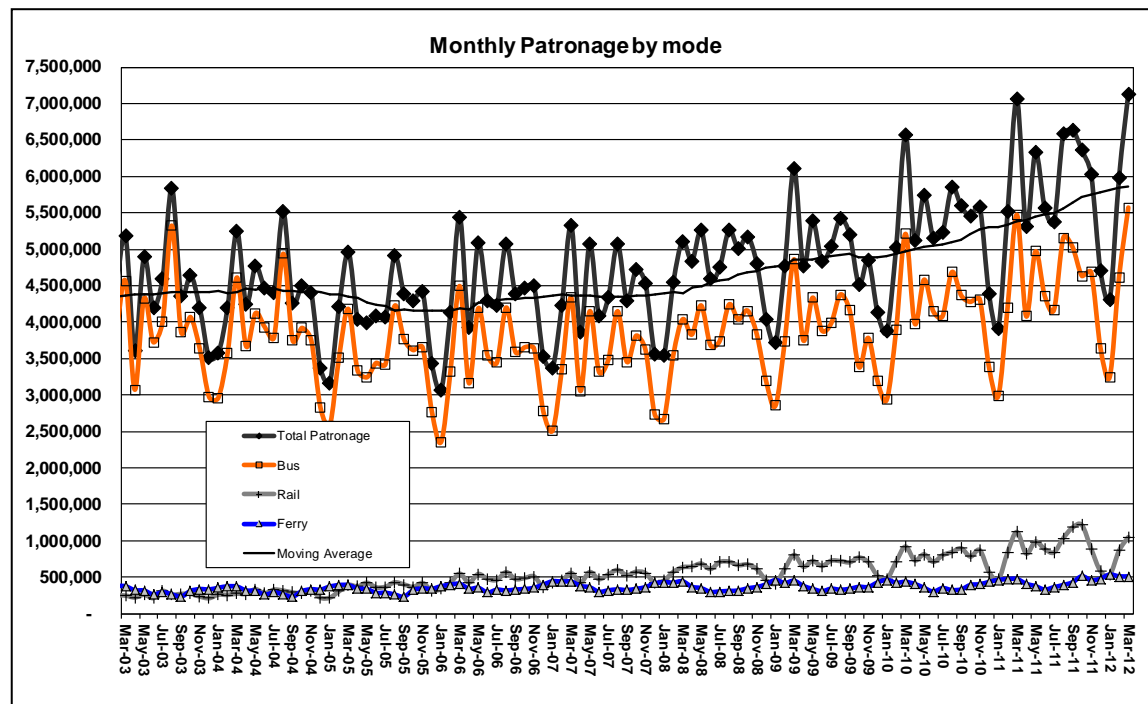


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

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 13,130,107 passengers for the 12-months to Mar 2012 (Figure 3) an increase of 1,716,375 boardings or +15.0%. For the financial year-to-date, nine months to Mar 2012, patronage has grown by +13.9% (1,208,613 boardings) (Figure 4). Patronage for Mar 2012 was 1,285,360 boardings, a decrease of -4.9% (-65,659 boardings) on Mar 2011 (Figure 5).

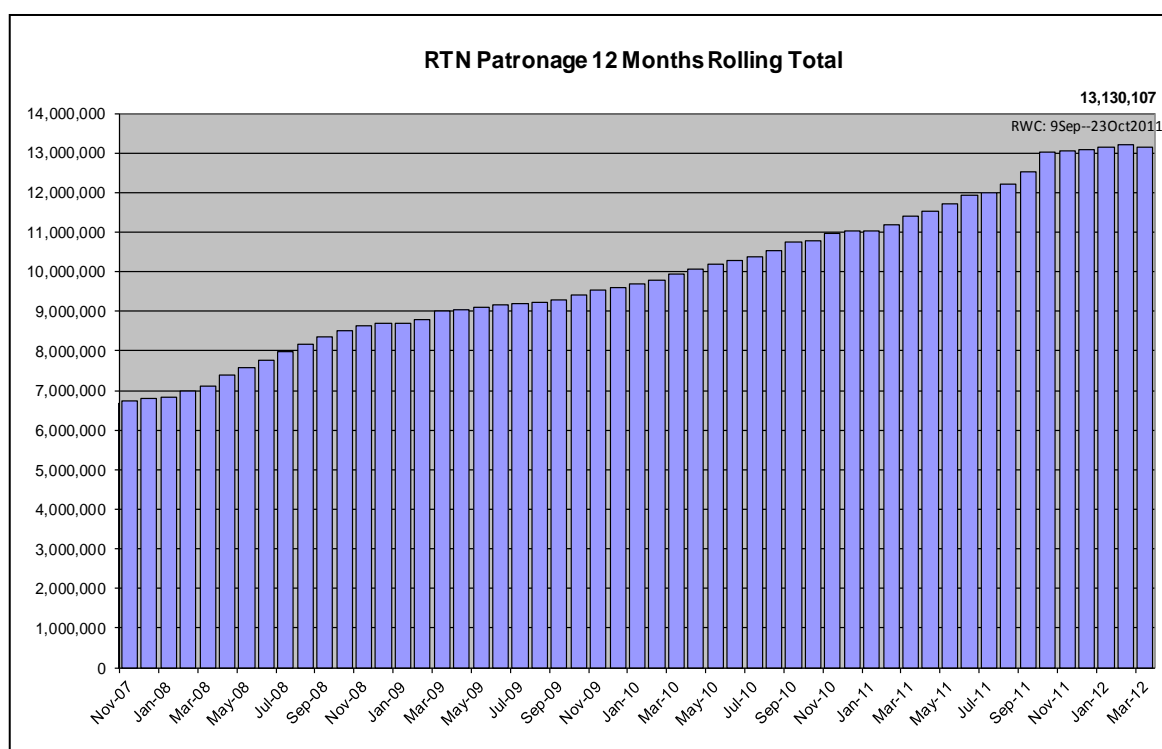


Fig 3. RTN Patronage – 12 Months Rolling Total

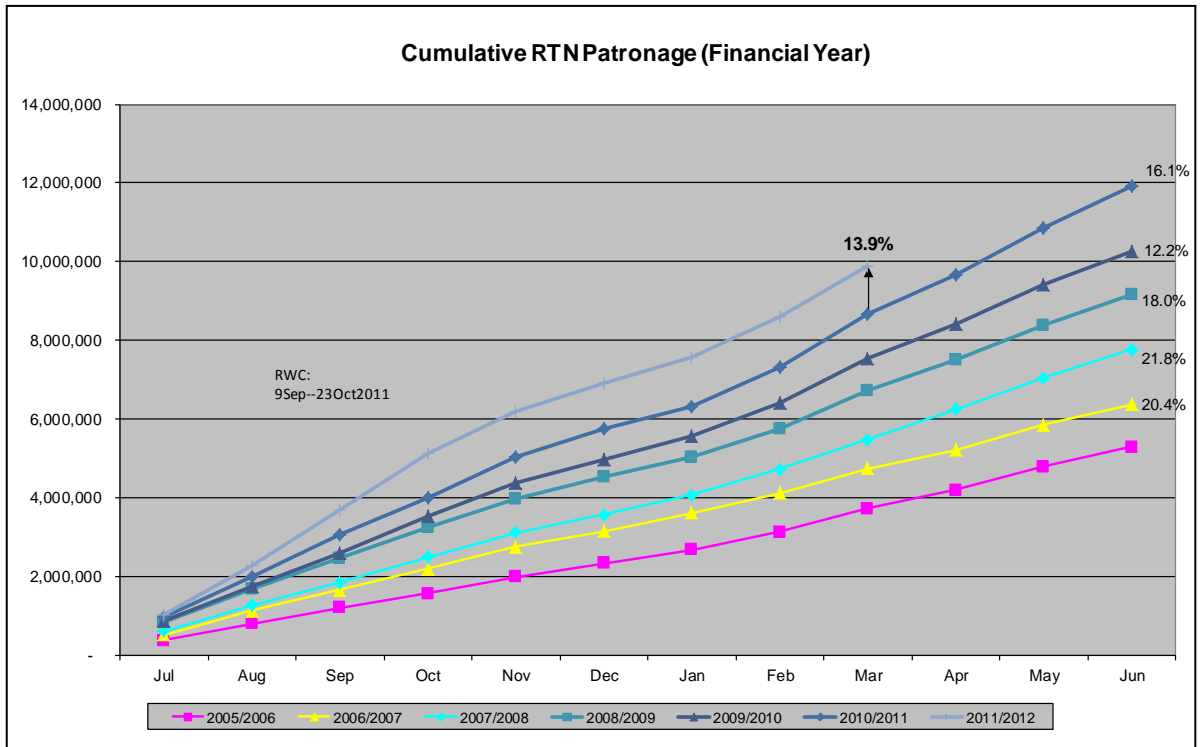


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

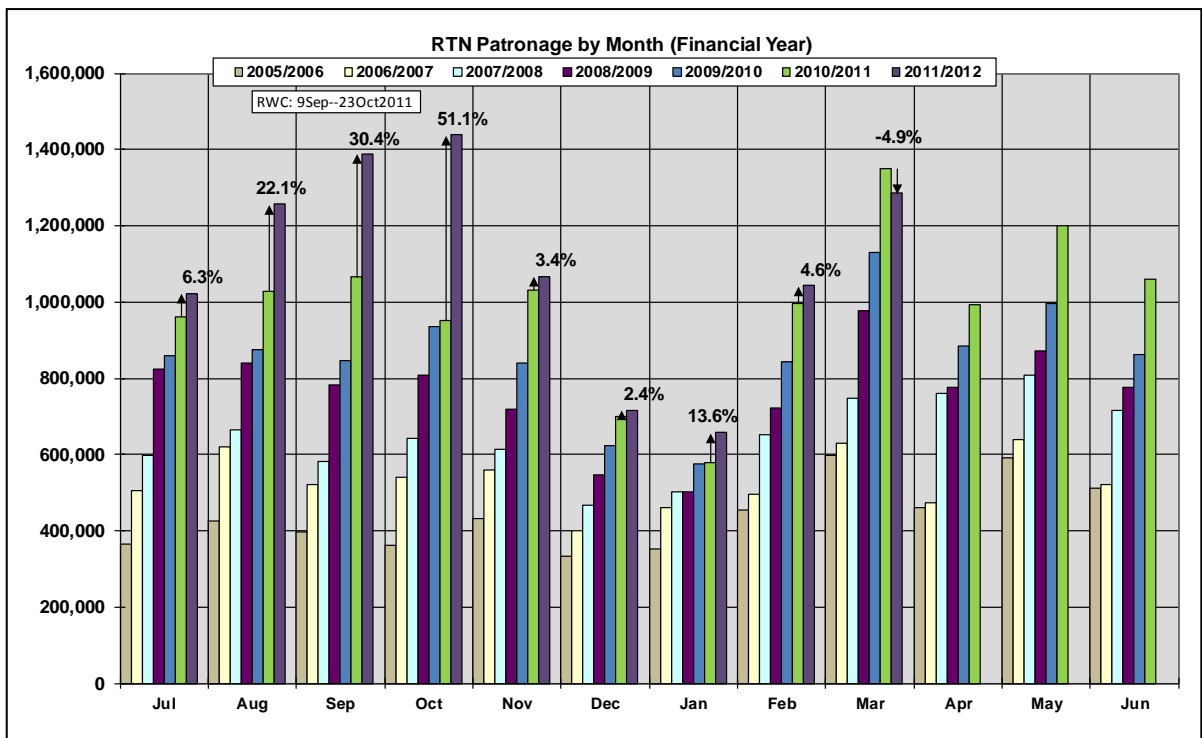


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. While overall trends should not be assessed on a month-by-month basis, for the first time in several months rail patronage declined in March when compared to the same month of the previous year. Overall longer-term trends continue to be positive. There were several factors contributing to this:

- There was one less business day during March this year compared to last year. This is equivalent to approximately 4.5% of monthly patronage;
- There were fewer trips on special event services this year – one free travel with an event ticket this year compared to two for the same month last year (equivalent to approximately 1.6% of monthly patronage);
- The comparative weekend block of lines impacted on a greater proportion of services in 2012 compared to the previous year (equivalent to approximately 1.5% of monthly patronage);
- A fare increase occurred during the same month last year and it is likely that advance ticket purchases prior to the increase boosted the reported patronage during that month.

The overall number of passengers recorded as travelling by rail services, for March 2012 was 1,047,347, or -6.3% less than the same month last year (Figure 8). Rail patronage totalled 10,854,665 passengers for the 12-months to March 2012 (Figure 6) an increase of 1,431,561 boardings or +15.2%. For the financial year-to-date to March 2012, patronage has grown by +13.8% (990,061 boardings) (Figure 7).

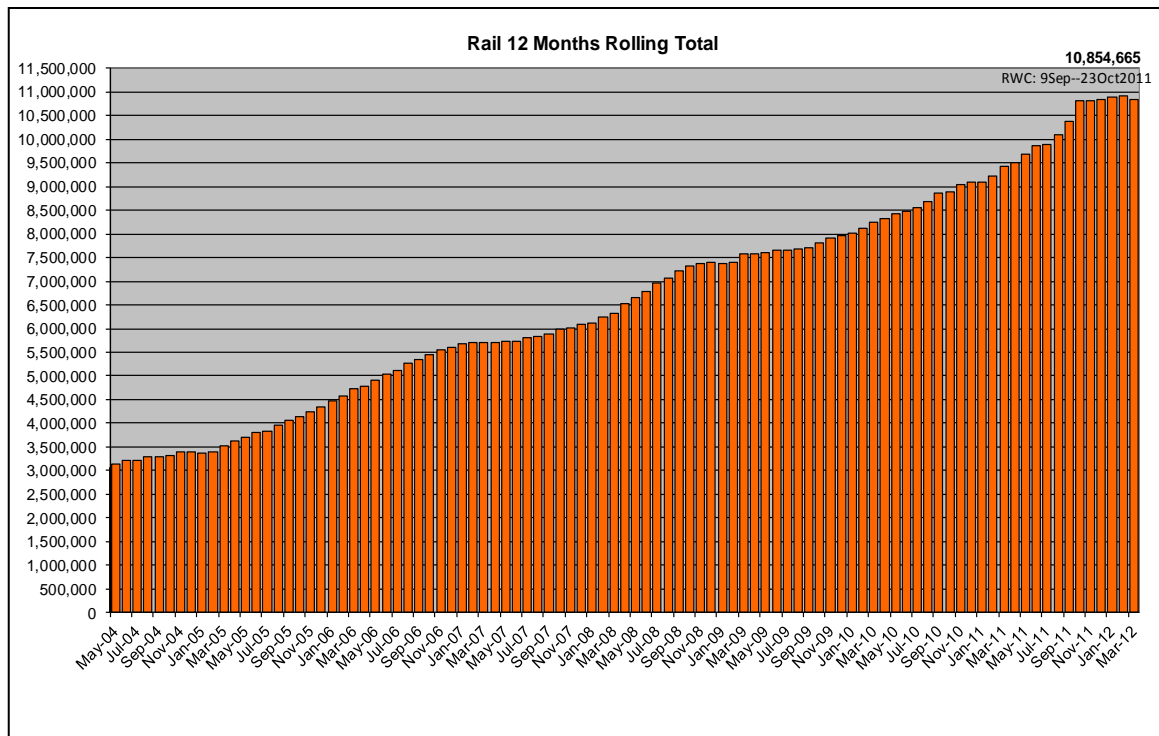


Fig 6. Rail Patronage – 12 Months Rolling Total

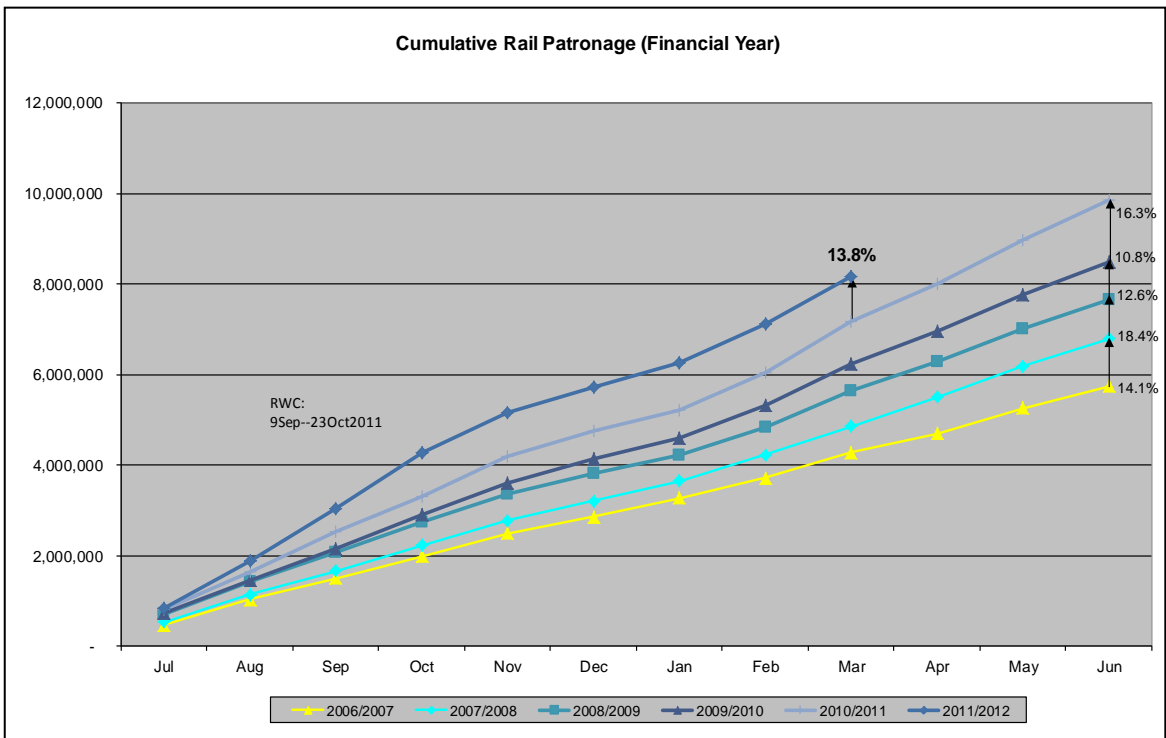


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

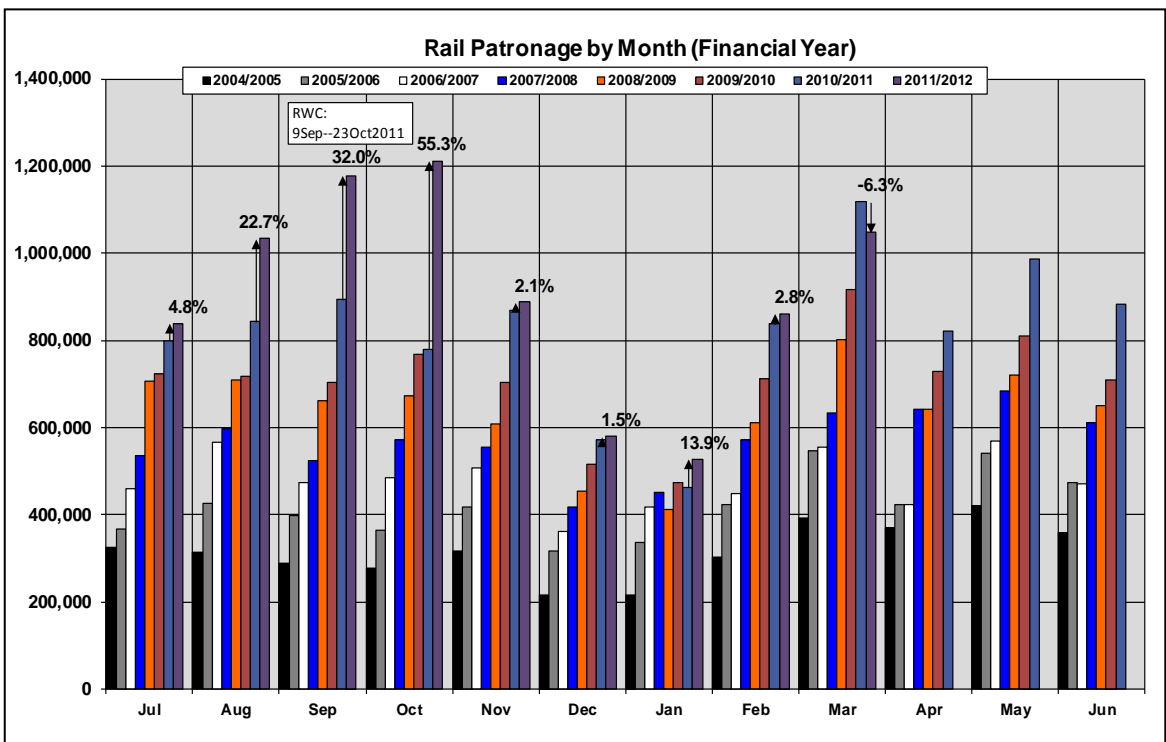


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,779,417 passengers for the 12-months to March 2012 an increase of 666,339 boardings or +10.9% on the same period last year. Patronage for March 2012 was 667,345 boardings, a decrease of -6.2% (-43,776 boardings) on March 2011 (Figure 9).

In March 2012 there were 596,427 passengers recorded travelling on the Southern and Eastern Lines, excluding the Onehunga Line, a decrease of -6.9% (-44,475 passengers) on March 2011. For the year-to-date there have been 4,496,348 passengers recorded on Southern and Eastern Line services, 4.6% more than for the same period last year.

There were 70,918 passengers recorded using the Onehunga Line during March 2012, an increase of 1.0% (699 passengers) on the same month last year. For the 12-months to March 2012 there have been 738,373 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.

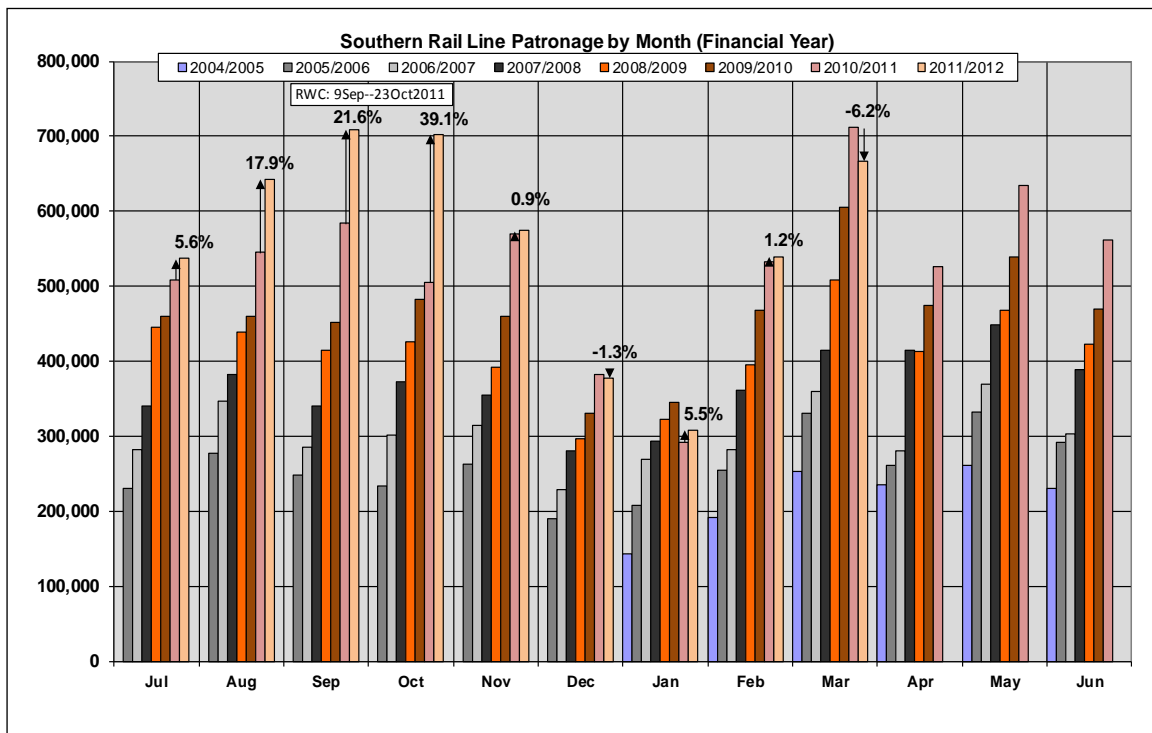


Fig 9. Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 4,075,249 passengers for the 12-months to March 2012 an increase of 765,198 boardings or +23.1%. Patronage for March 2012 was 380,002 boardings, a decrease of -6.9% (-26,658 boardings) on March 2011 (Figure 10). For the year-to-date there have been 3,107,030 passengers recorded on Western Line services 561,757 (+22.1%) more than for the same period last year.

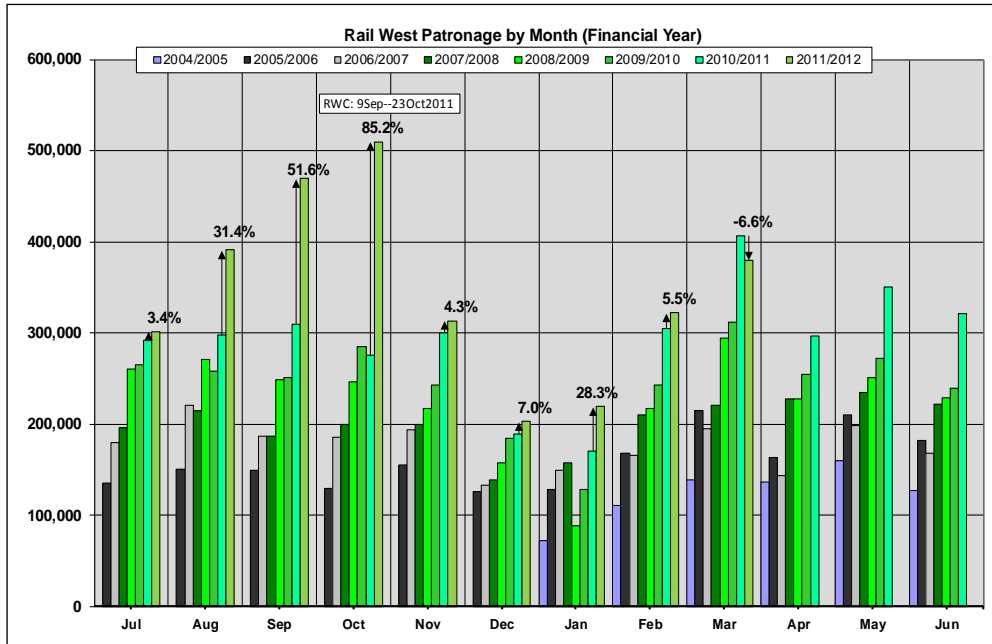


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,275,442 passengers for the 12-months to Mar 2012 (Figure 11) an increase of 284,814 boardings or +14.3%. For the financial year-to-date, nine months to Mar 2012, patronage has grown by +14.6% (218,552 boardings) (Figure 12). Patronage for Mar 2012 was 238,013 boardings, an increase of +2.0% (4,775 boardings) on Mar 2011 (Figure 13).

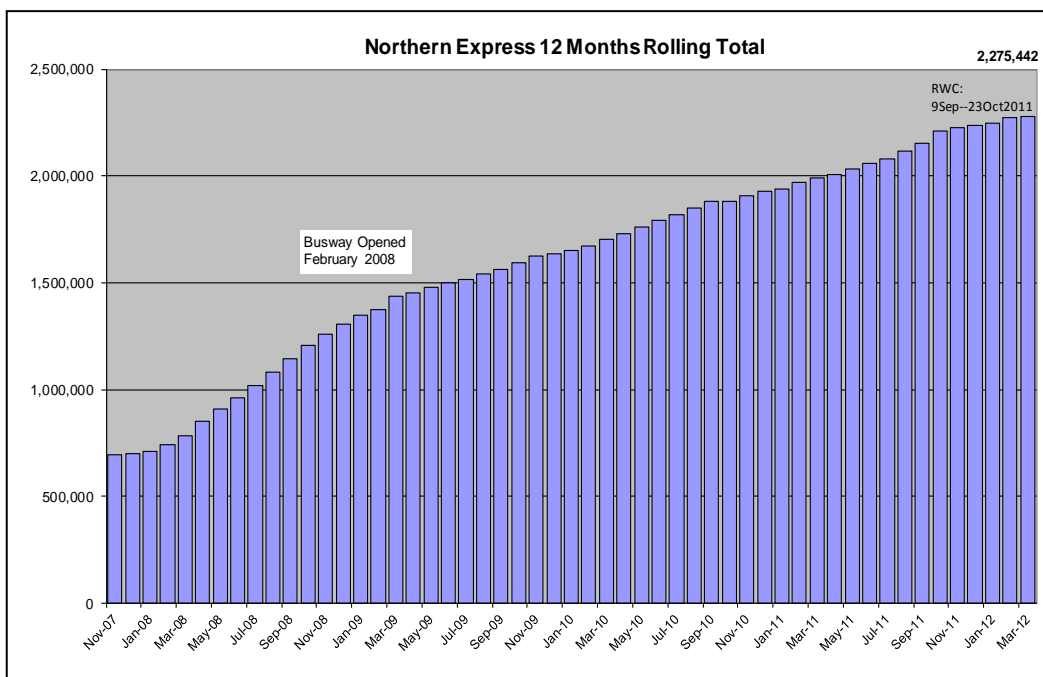


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

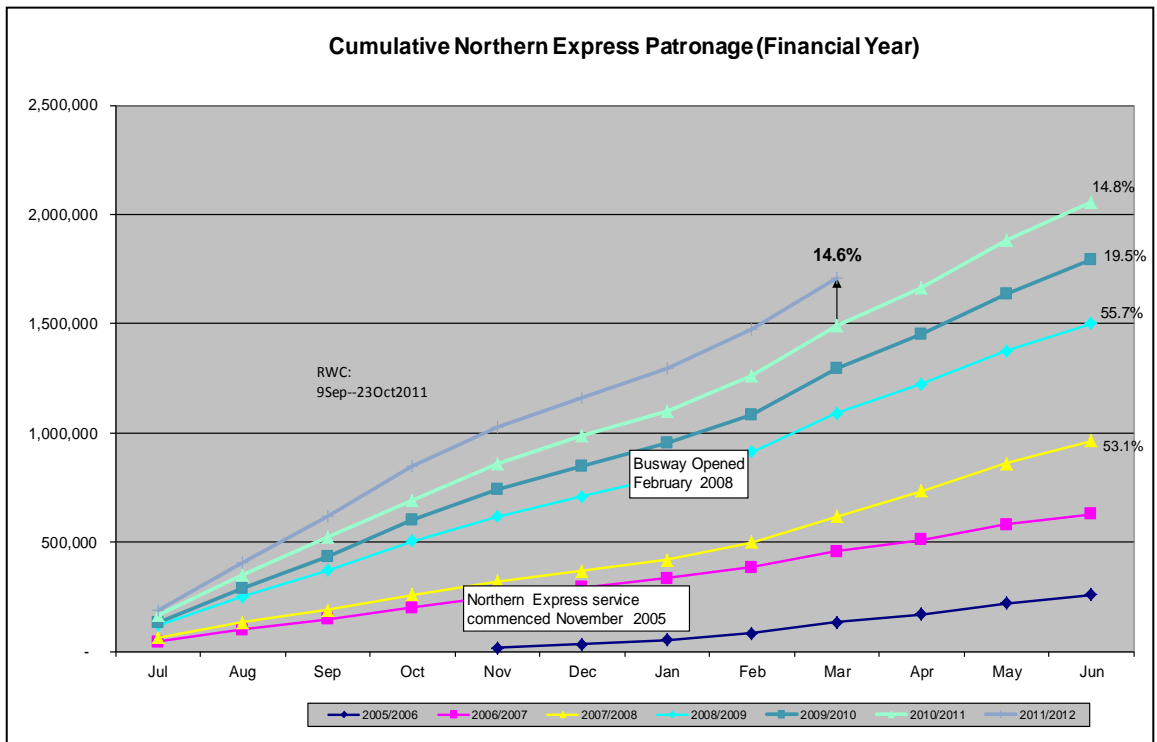


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

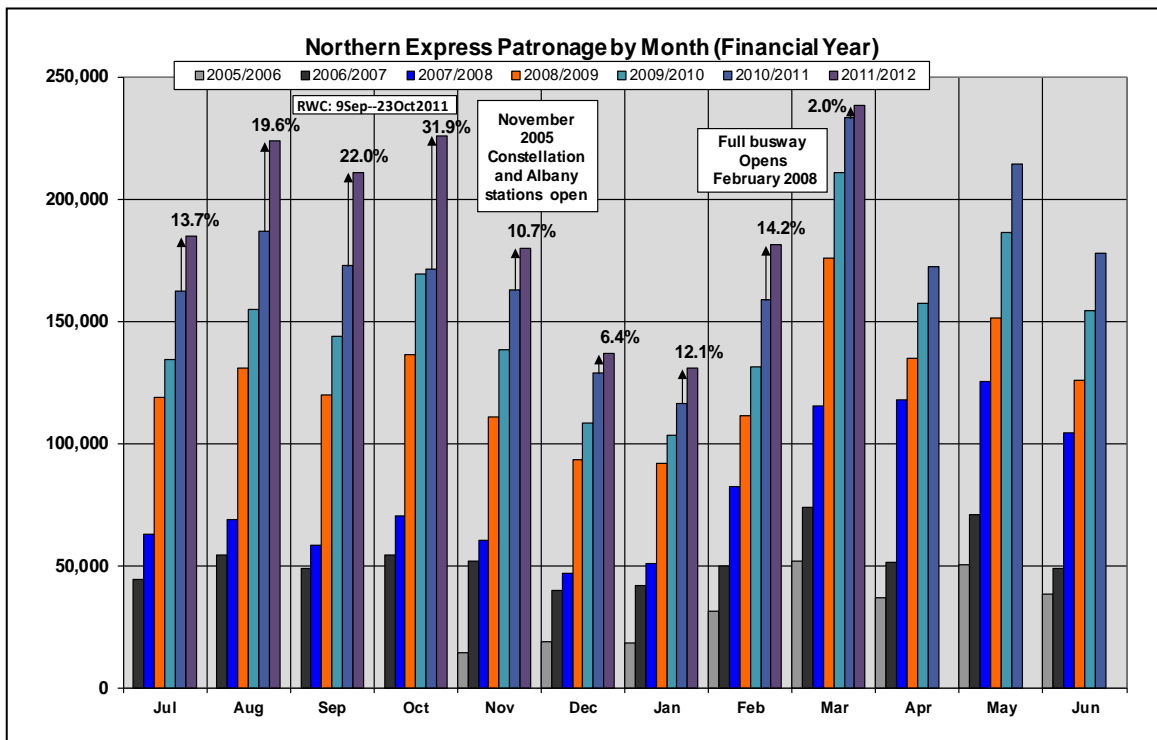


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

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 51,877,187 passengers for the 12-months to Mar 2012 an increase of 3,406,765 boardings or +7.0%. For the financial year-to-date, nine months to Mar 2012, patronage has grown by +7.6% (2,770,743 boardings). Patronage for Mar 2012 was 5,333,406 boardings, an increase of +1.8% (94,893 boardings) on Mar 2011 (Figure 14). In March 2012, there was one less school day compared to March 2011, which contributed to lower school bus patronage.

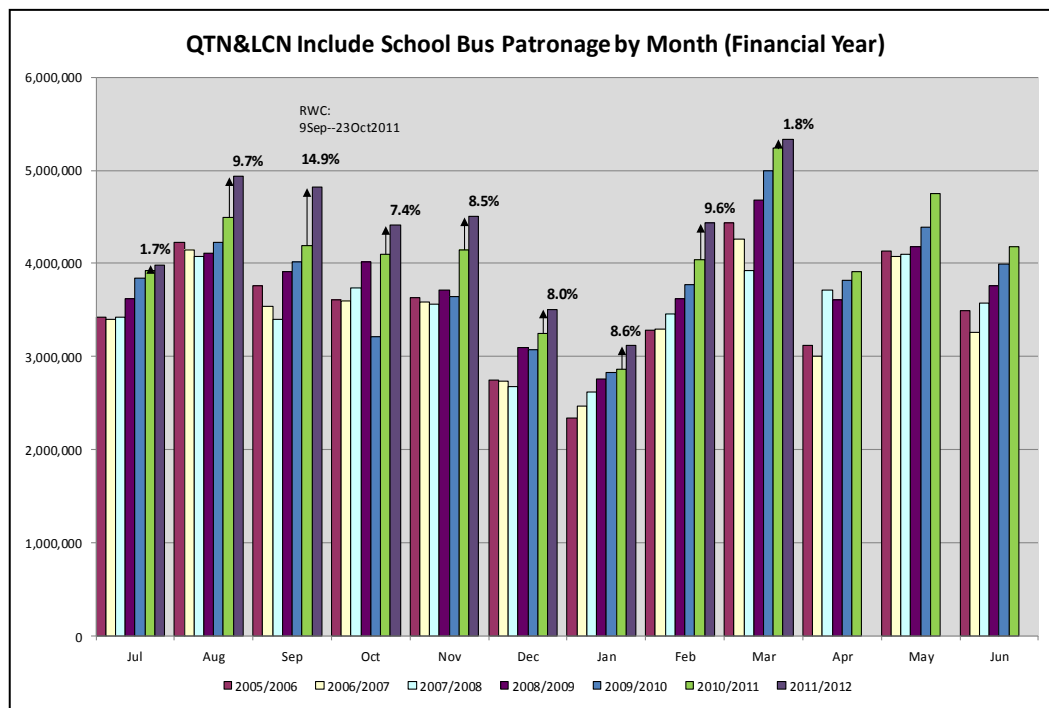


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

2.3.1 Bus (Other than Northern Express) Patronage Analysis

Table 2. 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	%
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%
Mar-12	1,102,598	31,776	-2.8%	10,699,195	569,891	5.6%	508,579	-7,677	-1.5%	4,952,945	176,953	3.7%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
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%	1,667,537	170,734	11.4%	25,082,562	1,859,843	8.0%
Feb-12	913,058	58,553	6.9%	10,747,863	629,746	6.2%	2,178,324	260,277	13.6%	25,342,838	2,037,377	8.7%
Mar-12	1,119,480	19,679	-1.7%	10,728,184	542,686	5.3%	2,602,749	154,024	6.3%	25,496,863	2,126,539	9.1%

2.4 Ferry Patronage

Ferry patronage totalled 5,280,637 passengers for the 12-months to Mar 2012 an increase of 597,554 boardings or +12.8%. For the financial year-to-date, nine months to Mar 2012, patronage has grown by +15.0% (544,920 boardings). Patronage for Mar 2012 was 509,401 boardings, an increase of +7.8% (36,648 boardings) on Mar 2011 (Figure 15).

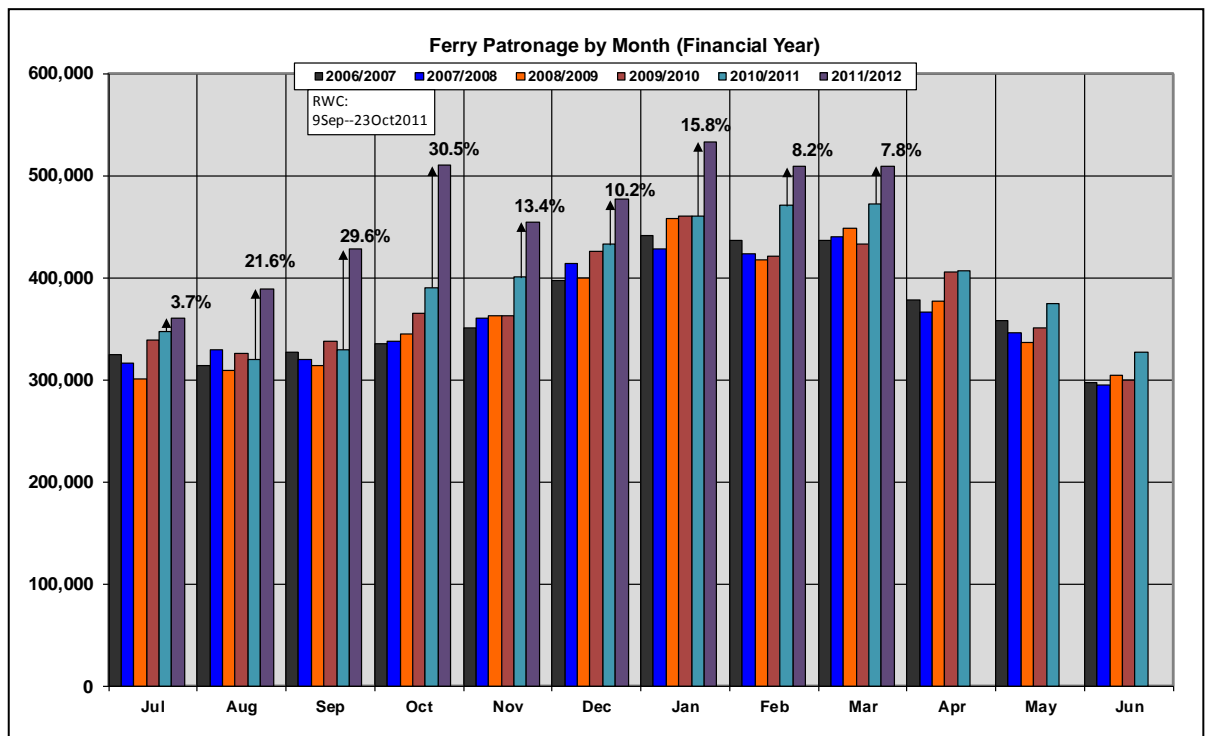


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

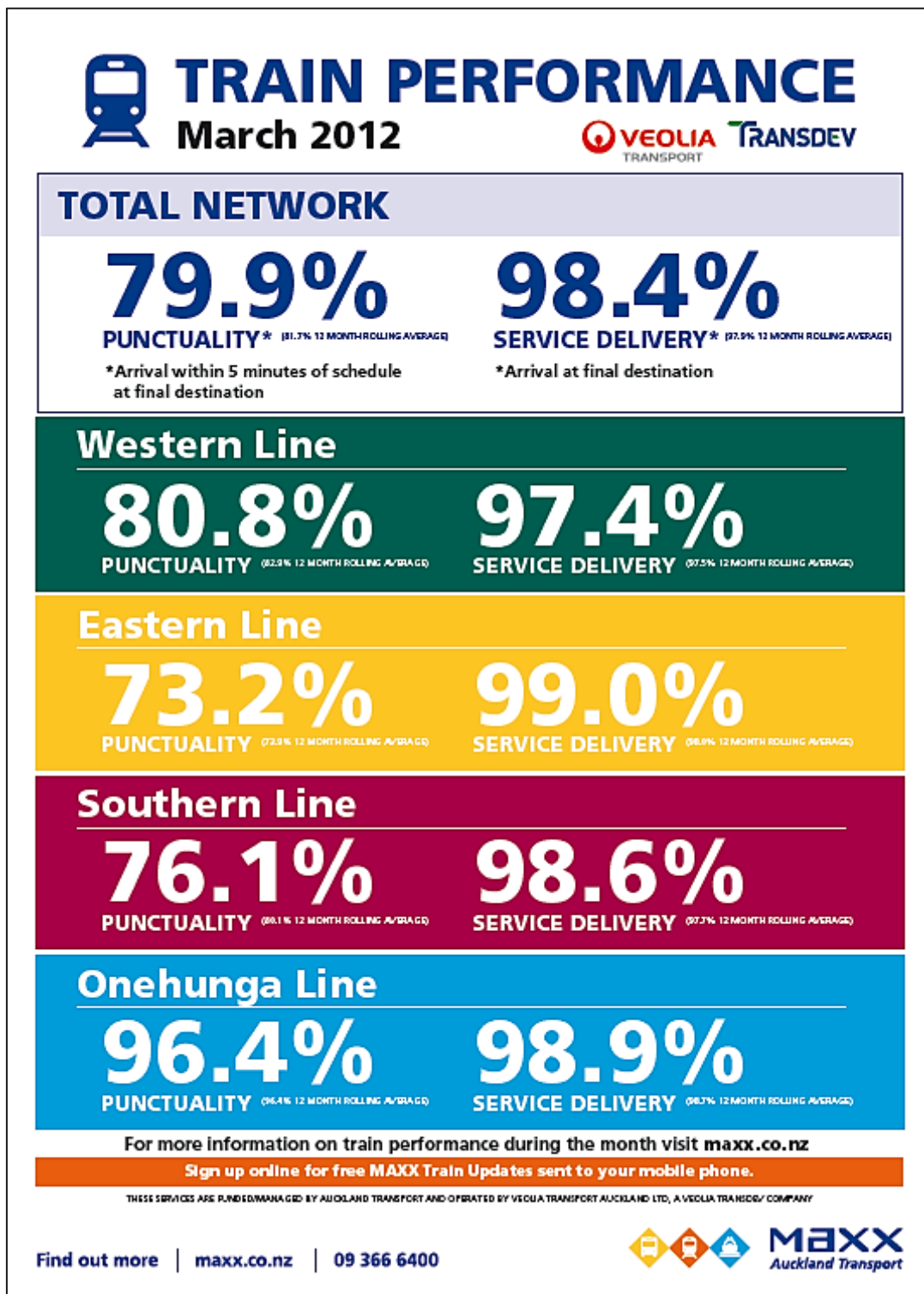


Fig 16. Rail Published Performance Results for March 2012

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. In terms of the 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 March the performance of the train services improved to be at a similar level to the same month last year although network faults and one-off incidents (detailed below) continued to impact on service delivery. On Friday 23 March a series of incidents across the network led to service disruptions that affected trains across the network, including those that were operating to and from Kingsland station in support of the Blues versus Hurricanes S15 match. For the month, 79.9% of services operated on time or within five minutes of their schedule compared to 76.6% in February.

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

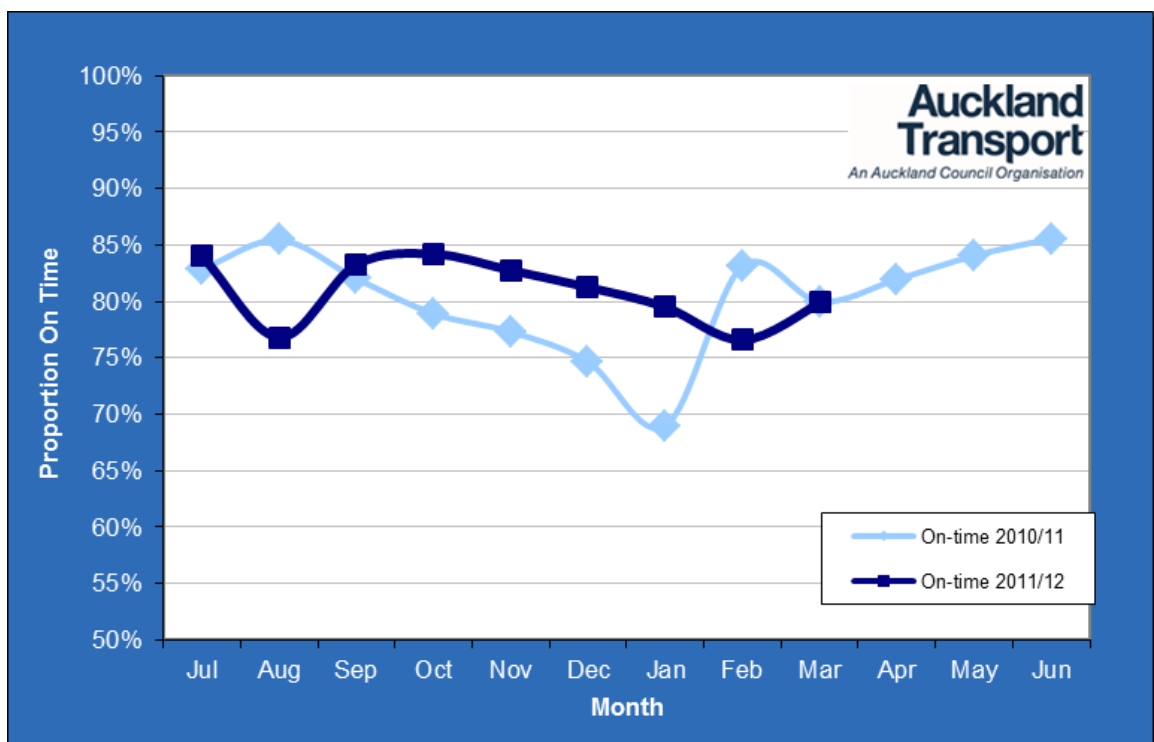


Fig 17. Rail Punctuality Trends for 2010/11 and 2011/12

The following major incidents impacted on service delivery during March:

- *Track, Signals and Train Control (KiwiRail)* – Track and signal equipment faults contributed to significant service delays on six days during March.
- *Train faults (KiwiRail)* – Train faults affected the delivery of services on six days during March.
- *Operational (Veolia)* – An operating irregularity between Morningside and Baldwin Avenue at around 6:30pm caused disruptions to Western Line services and was one of the factors contributing to the extensive service disruptions on 23 March. An emergency stop button was activated by a passenger on a service leaving Britomart on 23 March, contributing to service delays.
- *Other* – Freight train operations caused disruption to metro rail services on two occasions. On the early morning of 2 March a disabled freight train at Otahuhu hindered the movement of trains in and out of the storage yard leading to delays to services on all lines. Towards the end of the evening peak of 29 March a freight train broke down at Te Mahia leading to a temporary line block for about 1½ hours leading to disruptions on the Southern and Eastern lines.
- Emergency services were called to attend to a dog that was trapped on the tracks on the afternoon of 23 March. While the incident itself had minimal impacts on service delivery, it was one of several factors affecting service delivery on the day.

While the number of scheduled train services increased by 20% compared to last month, the train delay minutes increased by 6.5% in March. For the month a total of 19,581 minutes were recorded as a result of all causes.

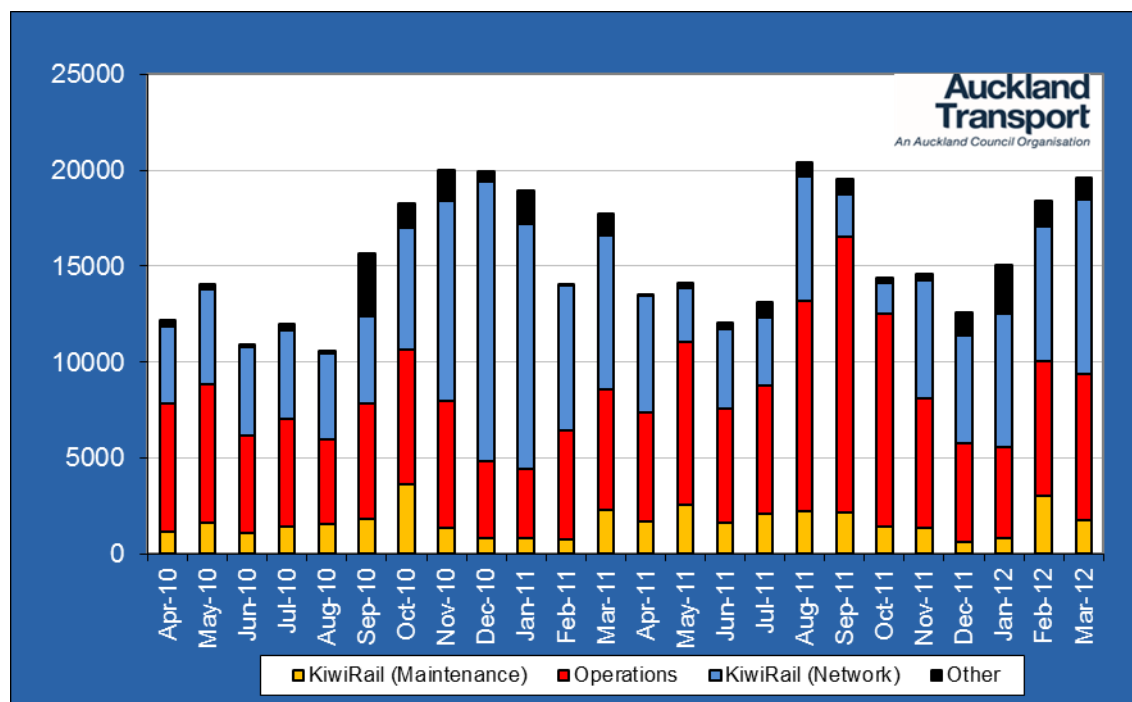


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	3,030	33.3%
Signal/points failure	4,352	47.9%
Speed restrictions	760	8.4%
Track protection measures*	950	10.4%
Total	9,092	

* 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.

While the impact on service operations as a result of speed restrictions reduced significantly this month compared to the last few months, the service disruptions caused by signal and points failures increased substantially in March.

3.2 Rail Capacity

The month of March marks the traditional peak demand period for the year with the commencement of the tertiary semester and associated with this the level of crowding can increase on some popular services. Based on average crew high counts that are recorded at pre-set locations considered to represent the highest load points and the planned train capacity for each service, there were four services reported to have exceeded or be near AT's planned seating to standing ratio, two Western line and two Eastern Line services. The Western Line services were the 7:21am Swanson – Britomart service and the 3:06pm Britomart – Waitakere service. The two Eastern Line services were the 6:36am Pukekohe to Britomart services and the 4:12pm Britomart to Pukekohe service. Other services may have exceeded the standard on some individual days of the month.

3.3 Bus Service Performance

For March 2012, 99.85% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for March 2012 was 98.85%, 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 has also commenced to ensure timetables continuously reflect operating conditions.

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

	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,028	100%	99.85%
H & E	17,653	99.99%	99.67%
NZ Bus	122,187	99.73%	98.51%
Ritchies	29,780	99.99%	99.57%
Transit	2,356	100.00%	99.24%
Urban Express	5,426	99.94%	97.70%
Total	188,430	99.82%	98.85%

3.4 Ferry Service Performance

For March 2012, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for March 2012 was 99.75% of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time. Service punctuality and reliability is self-reported by the ferry operators utilising ferry skipper logs for contracted services. Ferry operators are exploring GPS tracking systems to automatically monitor and report punctuality and reliability.

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

	Scheduled Trips	Reliability	Punctuality
Bayswater	989	100%	99.80%
Half Moon Bay	576	100%	99.31%
Birkenhead	1067	100%	99.72%
Gulf Harbour	88	100%	100%
West Harbour	616	100%	99.84%
Rakino	20	100%	100%
Pine Harbour	616	100%	100.00%
Total	3,972	100%	99.75%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

120 events were held in March 2012, 16 had an impact on public transport either with road closures and/or route diversions and 11 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.

One Day International Black Caps vs. South Africa, Eden Park: Saturday 3rd March 2012

Additional rail services were provided. Normal rail fares applied. Attendance at the event was 12,402.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	1236	9.97%	1206	9.72%	9.85%
BUS	-	-	-	-	-
FERRY					
TOTAL	1236	9.97%	1206	9.72%	9.85%

Vodafone Warriors vs. Manly Sea Eagles, Eden Park: Sunday 4th March 2012

Additional rail and special event bus services were provided. Special event bus services operated from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Special event return fares were charged for services. Attendance at the event was 37,408.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	4702	12.57%	4978	13.31%	12.94%
BUS	2551	6.82%	2267	6.06%	6.44%
FERRY	-	-	-	-	-
TOTAL	7253	19.39%	7245	19.37%	19.38%

Auckland Cup Week, Ellerslie Racecourse Diamond Day: Saturday 3rd, Wednesday 7th and Saturday 10th March 2012

Special event buses were provided for travel post event from Ellerslie Racecourse to the Auckland CBD (Ponsonby/Britomart/Parnell Rise). \$5.00 fare per person applied.

Volvo Ocean Race, Auckland Waterfront: Saturday 17th March and Sunday 18th March 2012. Also Round the Bays Sunday 18th March 2012.

Additional supplementation on the Northern Express and the City LINK bus applied on both Saturday and Sunday to provide adequate capacity for the events in the CBD on this weekend. Normal fares applied.

Sunday 18th March only: Additional rail services were inserted into the timetable, both to and from the events on this date. Normal rail fares applied. Special event passengers on additional rail services totalled 3,588 inbound and 3,259 outbound on this day. Additional supplementation on the Northern Express and the City LINK bus also applied to this date.

Super Rugby Blues vs. Hurricanes, Eden Park: Friday 23rd March 2012

Special event bus services from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Attendance at the event was 22,119.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	3754	16.97%	4431	20.03%	18.5%
BUS	2228	10.07%	2224	10.05%	10.06%
FERRY	-	-	-	-	-
TOTAL	5982	27.04%	6655	30.09%	28.57%

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 March 2012:

- The Party Bus Company Ltd: Notification to register school bus route 328 via Takapuna to Greenhithe and Whenuapai. Approved 19-Mar-12.
- The Party Bus Company Ltd.: Notification to register school bus route 329 via Takapuna to West Harbour and Massey. Approved 19-Mar-12.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- 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. Additional capacity has also been provided on Onewa Road and to support the Outer LINK bus services in early April.
- 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).
- Renewal of HOP concession cards occurred in March and April with renewal deadlines for tertiary extended to 31 March and child extended to 15 April (originally 21 March for tertiary and child) due to low concession renewal take-up.

6.2 Projects in Planning

- Manukau train service commenced from 15 April 2012.
- 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.

- 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. A connected and integrated network of high frequency, simple and intuitive services is planned.
- The Minister of Transport announced Cabinet approval of the new regulatory framework for bus and ferry services on 30 March. The new Public Transport Operating Model (PTOM) creates a public-private partnership environment for the delivery of the majority of bus and ferry services. It will permit closer cooperation between Auckland Transport and private service operators to deliver the above improved public transport network redesign through a review of all services over the next three years and to improve overall performance of services. Planning is being finalised to commence procurement of new PTOM bus service contracts from mid-2012.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Concession renewal campaign continued through March and April 2012.
- Customer communications and promotions have been undertaken around the Manukau rail station opening including the official opening by Auckland Mayor Len Brown on 4 April 2012 and new Howick & Eastern bus services connecting to Manukau rail station and improving Ellerslie Panmure Highway services.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

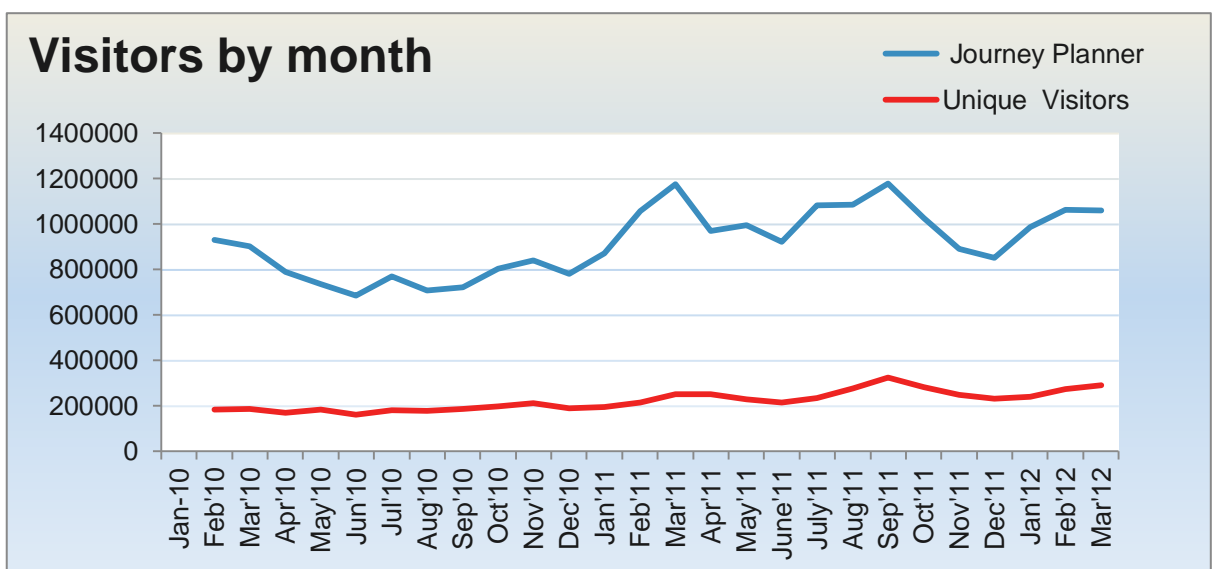
For the month of March there were 14,716 visits (-11.43%) decrease compared to information kiosk at Britomart in March 2011.

8.2 MAXX Public Transport Call Centre

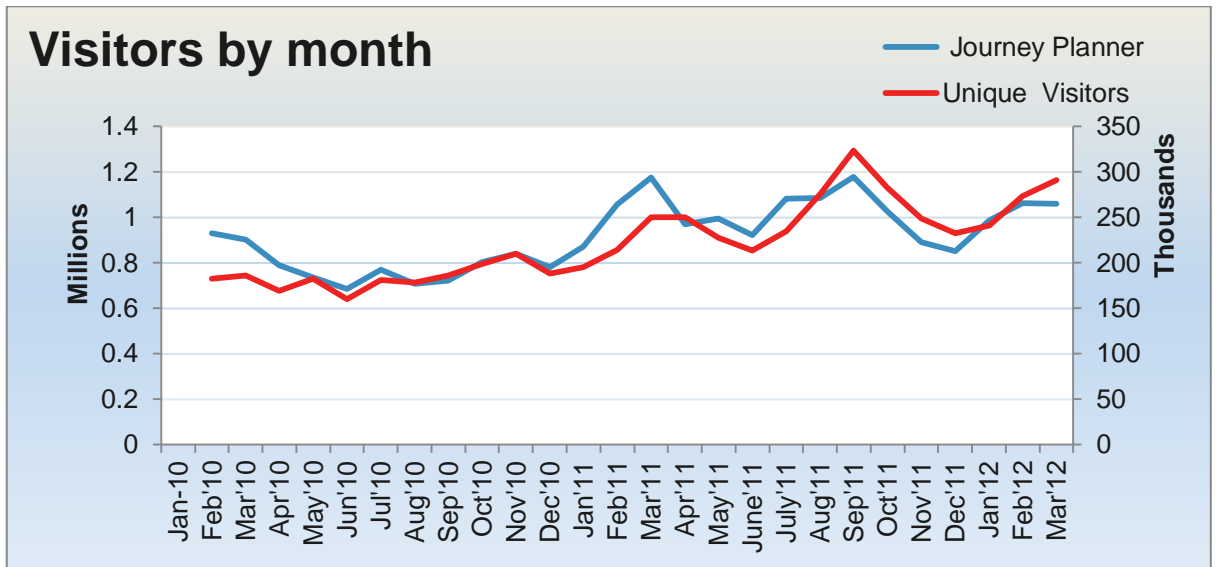
For March 2012, call volume was 45,313 (-24.42% compared to March 2011). 86.80% of calls were answered within the service standard of 20 seconds.

For HOP ticketing there were 4,262 calls during the month, answered in 92.98% grade of service standard of 20 seconds.

8.3 www.MAXX.co.nz



(Unique visitors shown on a secondary scale)



8.4 MAXX live departure board/real-time information

Public transport service real-time departure board visits totalled 24,704 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

8.5 HOP Integrated Ticketing

There are now 130,674 (as at 8th March) HOP cards in market that have been used at least once. Of these, 72,633 (59,297 in February) are registered.