
January 2012 Statistics Report

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PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Auckland public transport patronage totalled 69,743,955 passengers for the 12-months to Jan 2012 an increase of 6,156,970 boardings or +9.7%.
- January monthly patronage was 4,300,902 an increase of 391,369 boardings or +10.0% on Jan 2011.
- Rail monthly patronage for January is 527,004 an increase of 64,369 boardings or +13.9% on Jan 2011.
- Northern Express bus service carried 2,248,080 passenger trips for the 12-months with a growth in Jan 2012 compared to Jan 2011 of +15.8%.

1.2 Service Performance

- 97.1% of all scheduled rail services arrived at their final destination and 79.5% were on time or arrived within 5 minutes of schedule.

1.3 Initiatives

- A review of the Auckland public transport network structure has commenced to form an integrated and connected network structure
- Enhanced weekend ferry service trial commenced 17 December between Downtown and Bayswater, Birkenhead, Northcote Point and Half Moon Bay, with good patronage uptake during the first six weeks of the trial.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 69,743,955 passengers for the 12-months to Jan 2012 an increase of 6,156,970 boardings or +9.7% as illustrated at Figure 1

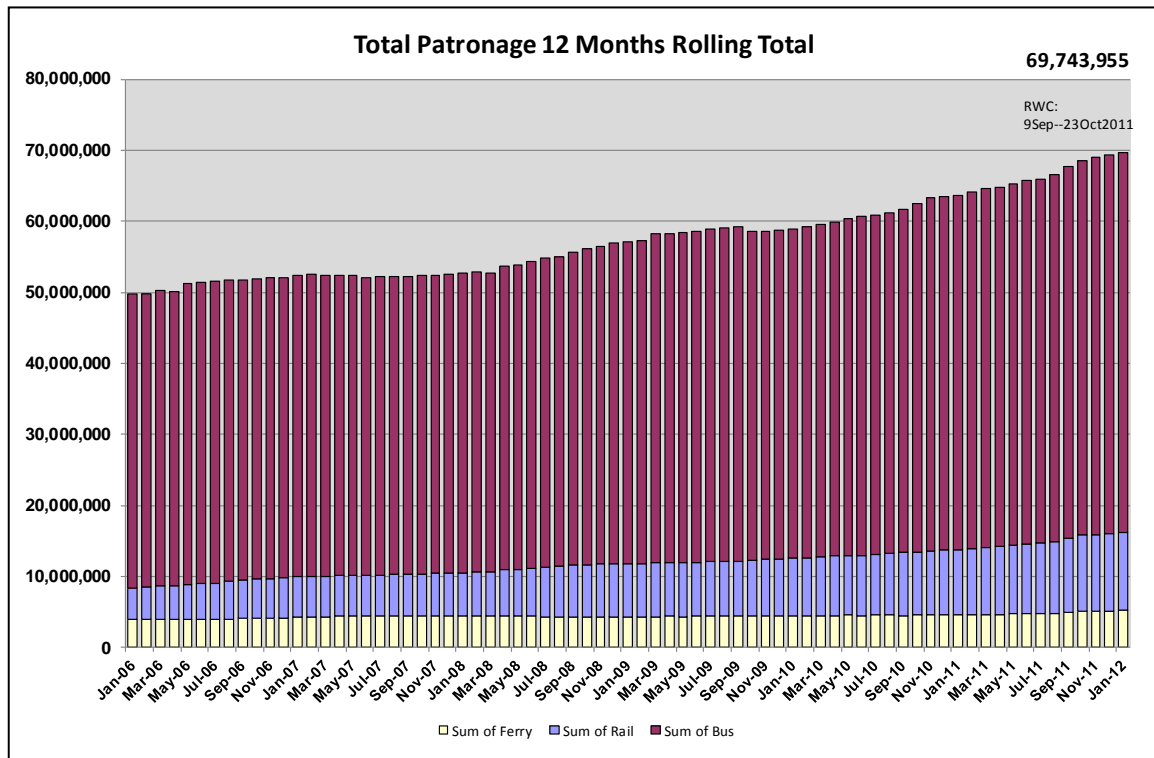


Fig 1. Total Patronage – 12 Months Rolling Total

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, seven months to Jan 2012, patronage has grown by +11.1% (3,980,300 boardings). Patronage for Jan 2012 was 4,300,902 boardings, an increase of +10.0% (391,369 boardings) on Jan 2011.

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

	Jan-12								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	657,558	78,506	13.6%	13,150,086	2,113,452	19.1%	7,548,679	1,228,592	19.4%
Northern Express Bus	130,554	14,137	12.1%	2,248,080	307,177	15.8%	1,292,077	191,190	17.4%
Rail sub-total:	527,004	64,369	13.9%	10,902,006	1,806,275	19.9%	6,256,602	1,037,402	19.9%
- Western Line	218,827	48,226	28.3%	4,085,266	932,205	29.6%	2,405,180	571,775	31.2%
- Southern & Eastern Line	271,972	15,865	6.2%	6,085,658	350,445	6.1%	3,421,811	243,473	7.7%
- Onehunga Line (opened 19 Sep 2010)	36,205	278	0.8%	731,081	523,600	252.4%	429,612	222,131	107.1%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	3,109,867	240,155	8.4%	51,388,303	3,432,831	7.2%	29,264,446	2,281,859	8.5%
- Quality Transit & Local Bus	3,106,739	237,078	8.3%	48,772,989	3,370,150	7.4%	28,067,521	2,297,098	8.9%
- Contracted School Bus	3,128	3,077	6033.3%	2,615,314	62,681	2.5%	1,196,925	-15,239	-1.3%
3. Ferry	533,477	72,708	15.8%	5,205,566	610,687	13.3%	3,153,071	469,849	17.5%
Total Patronage	4,300,902	391,369	10.0%	69,743,955	6,156,970	9.7%	39,966,196	3,980,300	11.1%

**Final year to June 2012 results will be subject to audit.

Note: Jan 2012 Airbus patronage was not available at the time of reporting; hence, the Jan 2011 Airbus patronage was used as an estimate.

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.

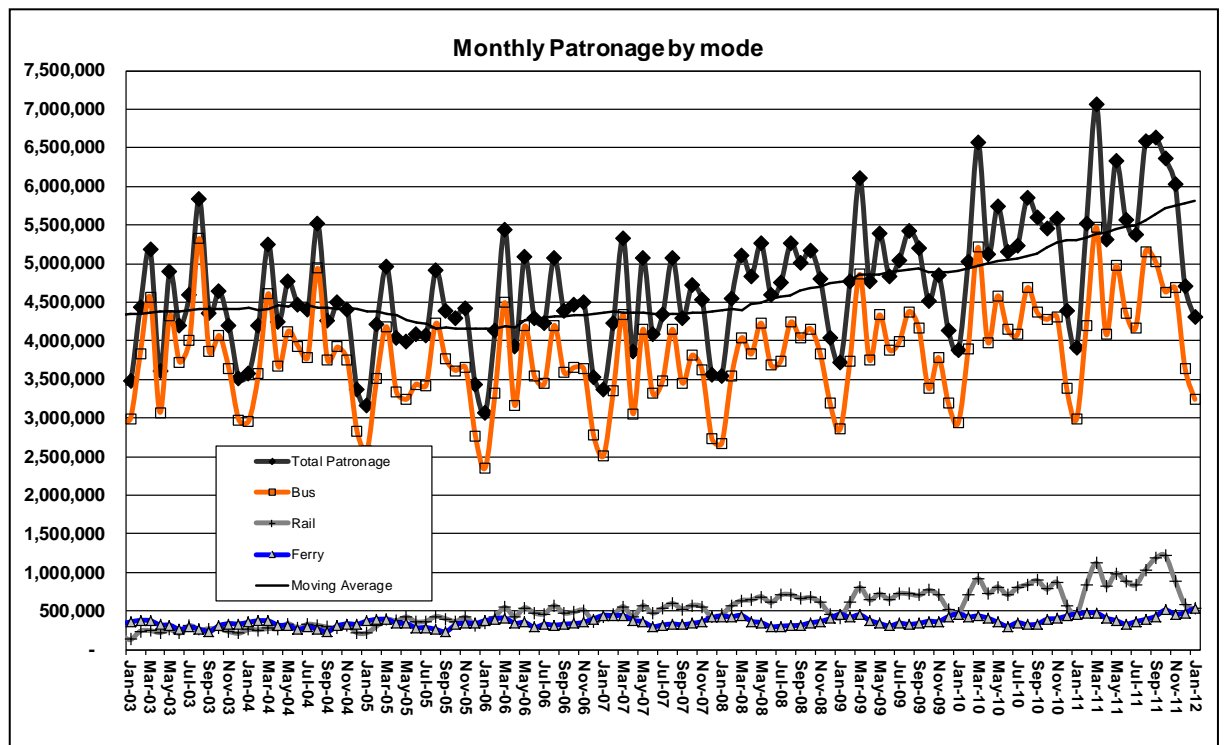


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

2.2 Rapid Transit Network

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 13,150,086 passengers for the 12-months to Jan 2012 (Figure 3) an increase of 2,113,452 boardings or +19.1%. For the financial year-to-date, seven months to Jan 2012, patronage has grown by +19.4% (1,228,592 boardings) (Figure 4). Patronage for Jan 2012 was 657,558 boardings, an increase of +13.6% (78,506 boardings) on Jan 2011 (Figure 5).

Transit Network (Rail and Northern Express)

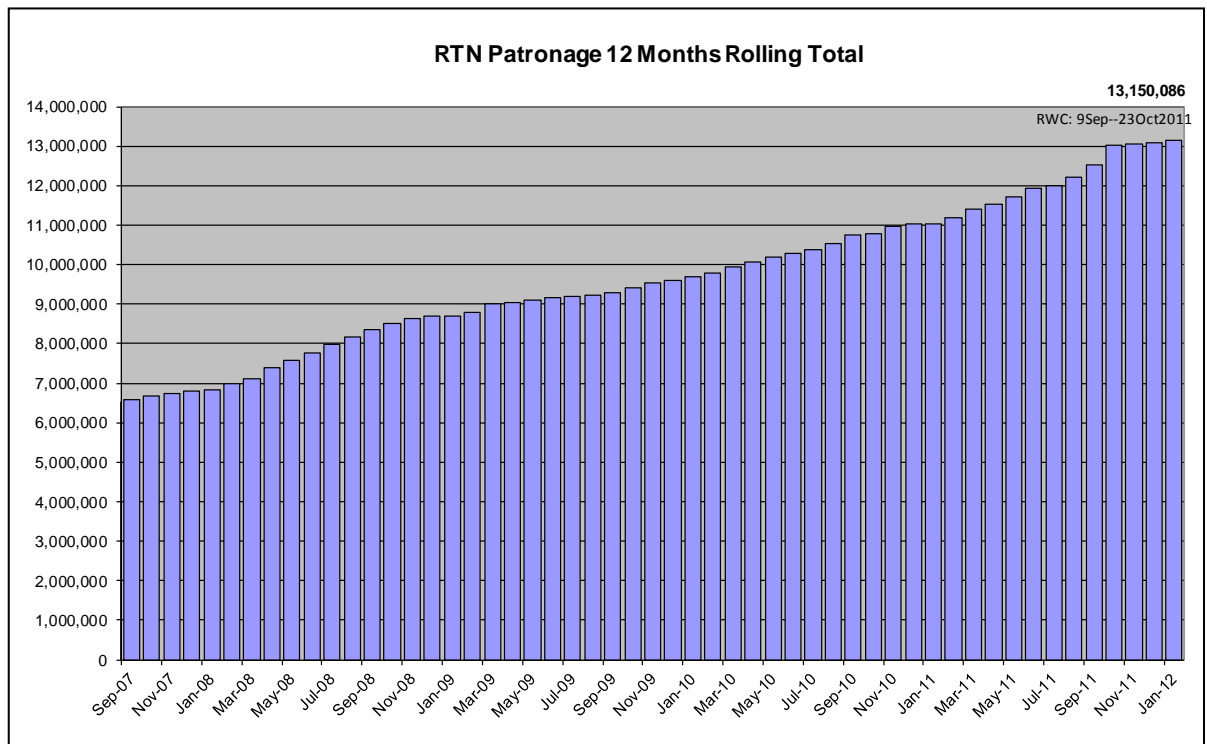


Fig 3. RTN Patronage – 12 Months Rolling Total

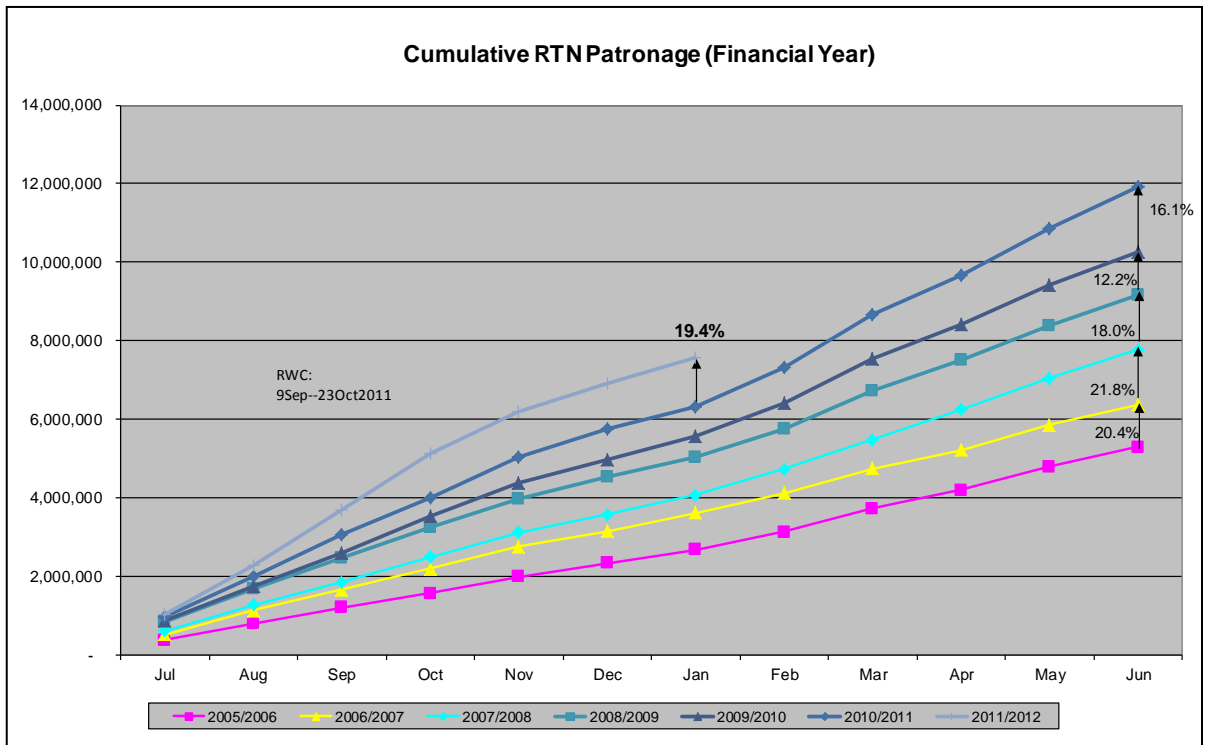


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

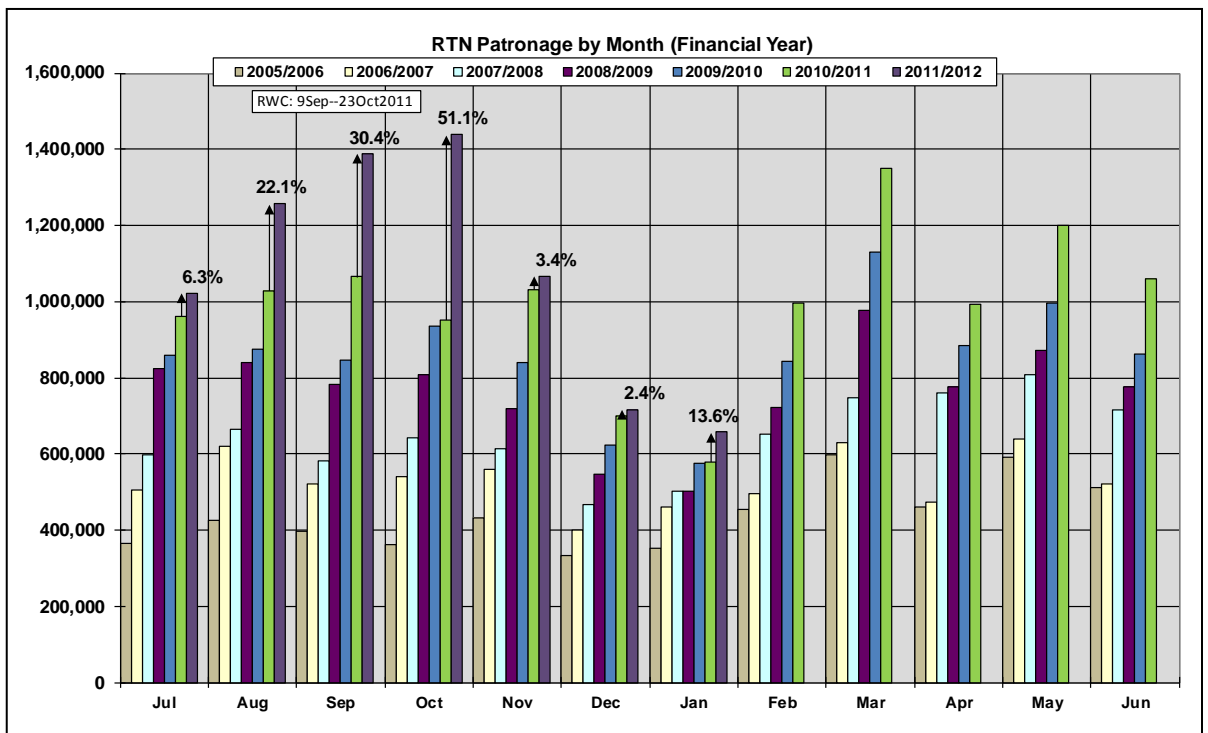


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. The ongoing network upgrades saw an extensive period when no trains were operated over all or parts of the network during part of January. The Eastern Line and Southern Line south of Otahuhu was closed with buses replacing trains through to 15 January to progress redevelopment work at Papakura and Wiri, and electrification work including bridge replacements at Morrin Road, Mountain Road and Mt Wellington Highway. In addition the Newmarket Branch Line was closed for track work in support of the Parnell Station development through to 18 January with buses replacing trains on the Southern, Onehunga and Western Lines on the Newmarket to Britomart section.

The following table sets out the average daily patronage recorded on the bus replacement services that operated between Newmarket and Britomart and vice versa.

Week	Business Day Average	Weekend/Holiday Average
19 – 24 December	2,313	625
26 December – 1 January	1,637	902
2 – 8 January	2,289	1,168
9 – 15 January	3,541	1,568
16 – 18 January	4,614	-

Even allowing for these factors the overall number of passengers recorded as travelling by rail, or on rail replacement services, for January 2012 was 527,004, or +13.9% more than the same month last year (Figure 8). Rail patronage totalled 10,902,006 passengers for the 12-months to January 2012 (Figure 6) an increase of 1,806,275 boardings or +19.9%. For the financial year-to-date to January 2012, patronage has grown by +19.9% (1,037,402 boardings) (Figure 7).

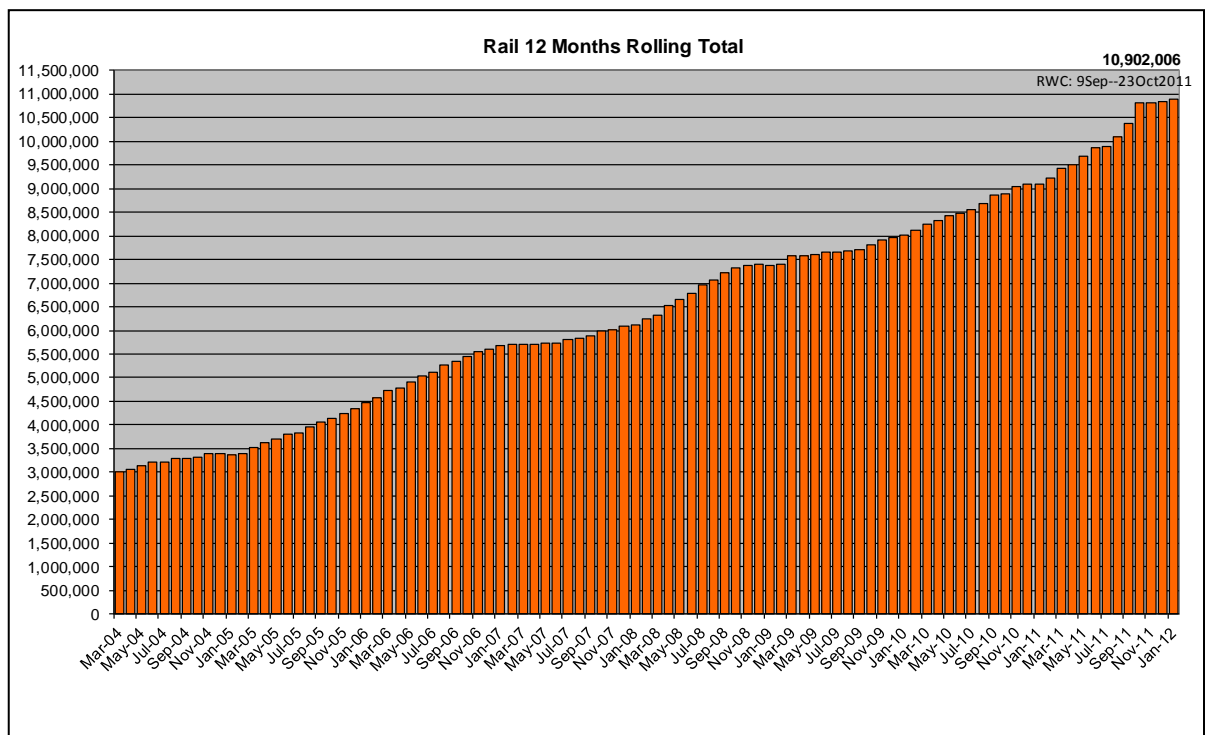


Fig 6. Rail Patronage – 12 Months Rolling Total

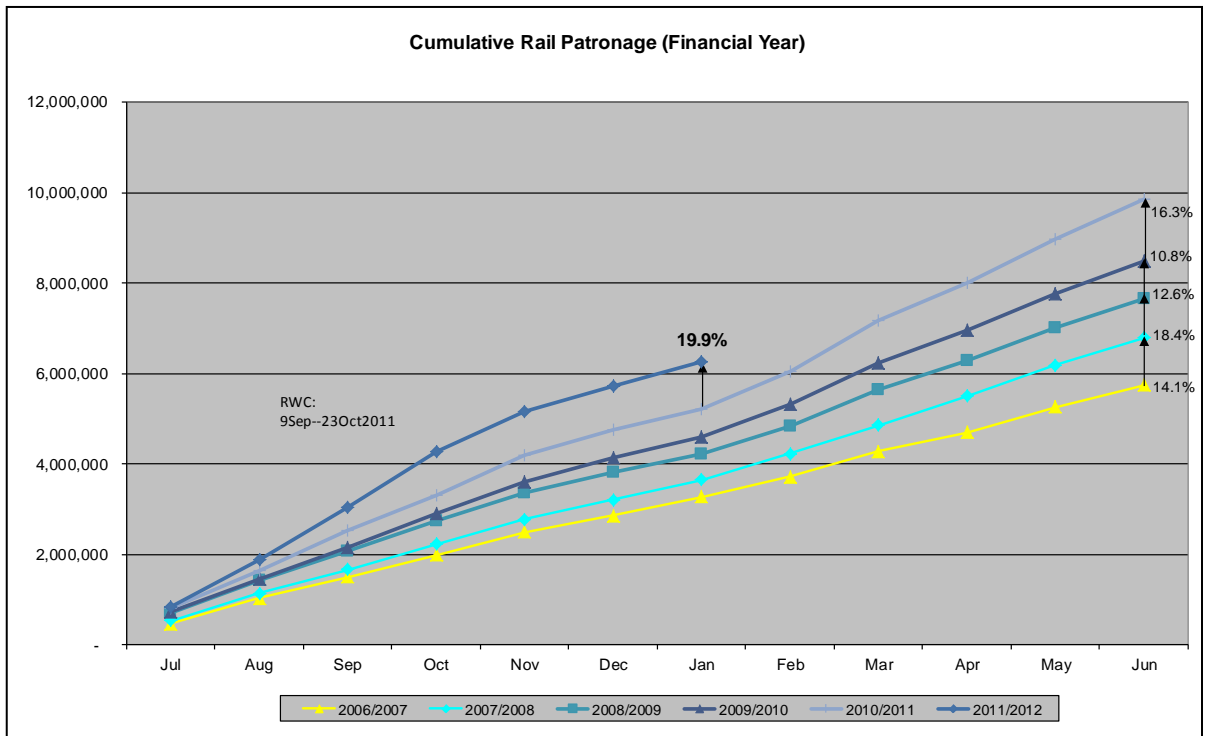


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

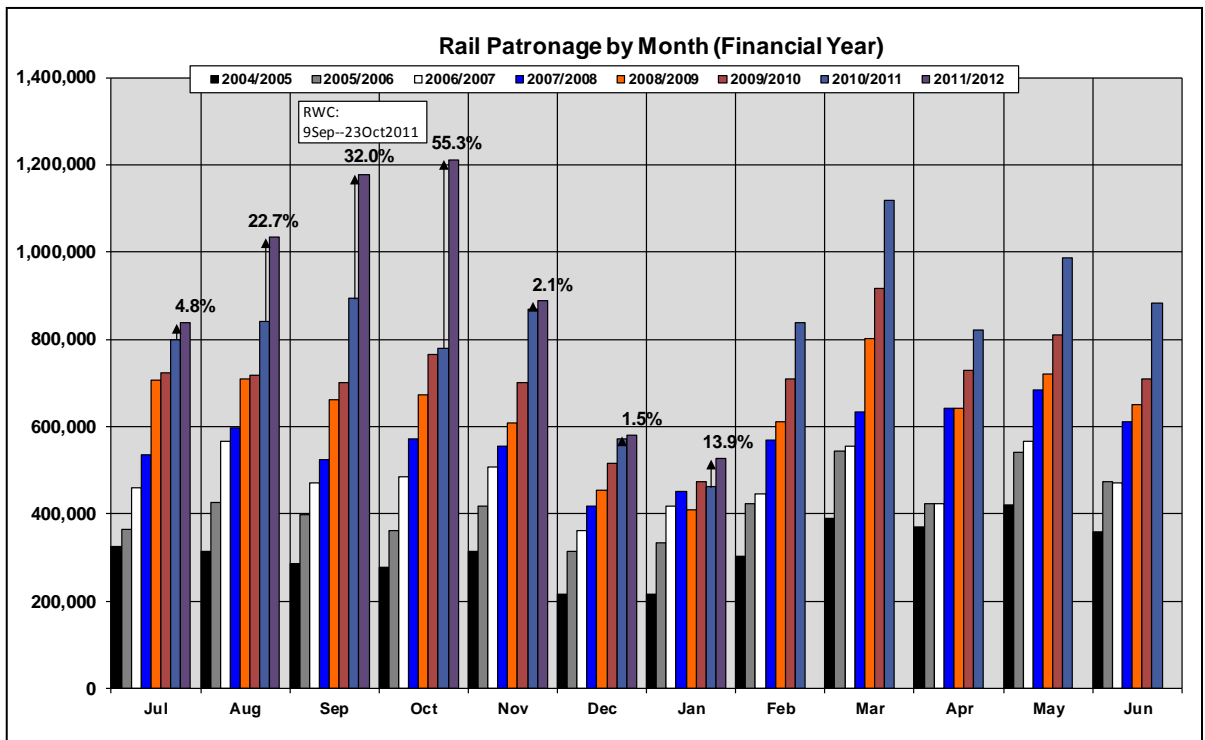


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,816,739 passengers for the 12-months to January 2012 an increase of 874,045 boardings or +14.7% on the same period last year. Patronage for January 2012 was 308,177 boardings, an increase of +5.5% (16,144 boardings) on January 2011 (Figure 9).

In January 2012 there were 271,972 passengers recorded travelling on the Southern and Eastern Lines, excluding the Onehunga Line, a change of 15,865 passengers, or +6.2% on January 2011. Although there were fewer passengers recorded on trains operating to and from the Big Day Out event at Mt Smart Stadium this year, the overall impact on services of the blocks of line were less severe this year. For the year-to-date there have been 3,421,811 passengers recorded on Southern and Eastern Line services, 7.7% more than for the same period last year.

There were 36,205 passengers recorded using the Onehunga Line during January 2012 compared to 35,927 for the same month last year, an increase of 278 or +0.8%. Although operating for most of the month, these services were disrupted through to 18 January by the work at Parnell. For the 12-months to January 2012 there have been 731,081 passengers recorded on Onehunga Line services. Surveys indicate that 60% of patronage on Onehunga trains is wholly on the Southern Line (between Britomart and Penrose).

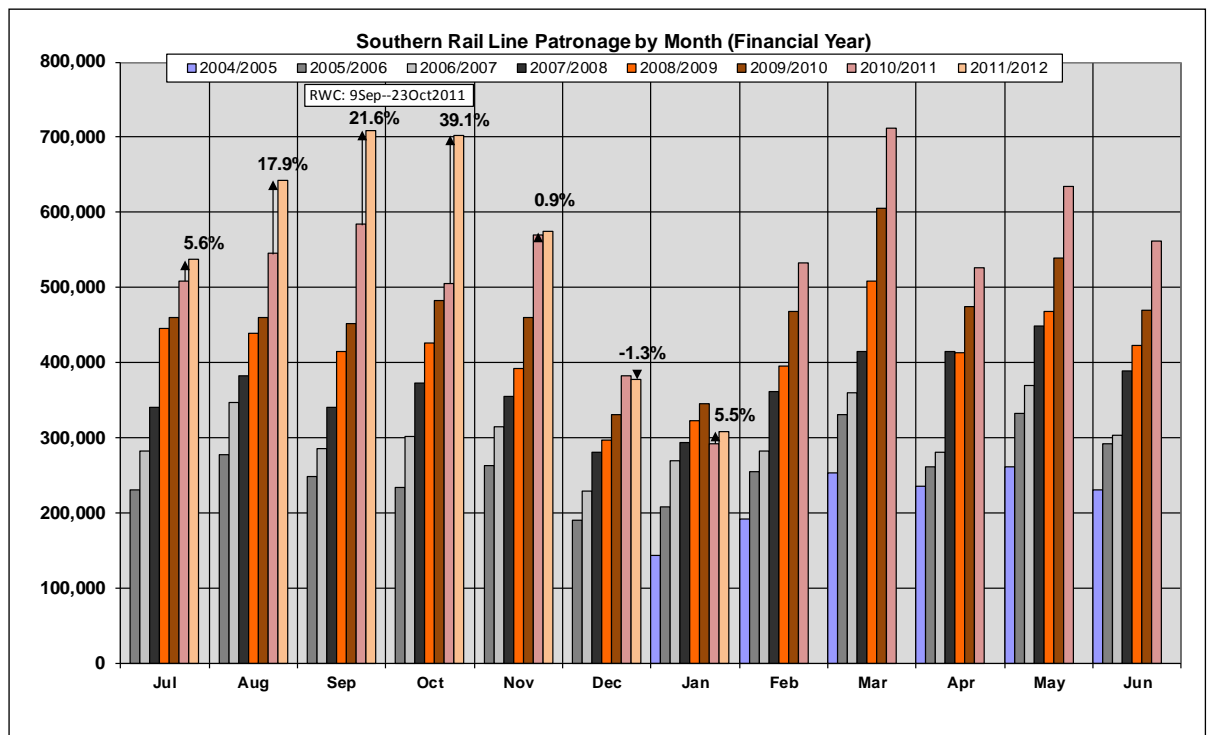


Fig 9 Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 4,085,266 passengers for the 12-months to January 2012 an increase of 932,206 boardings or +29.6%. Patronage for January 2012 was 218,827 boardings, an increase of +28.3% (48,225 boardings) on January 2011 (Figure 10). Western Line services were not disrupted by the network upgrade to the same extent this year as last year. For the year-to-date there have been 2,405,180 passengers recorded on Western Line services 571,775 (+31.2%) more than for the same period last year.

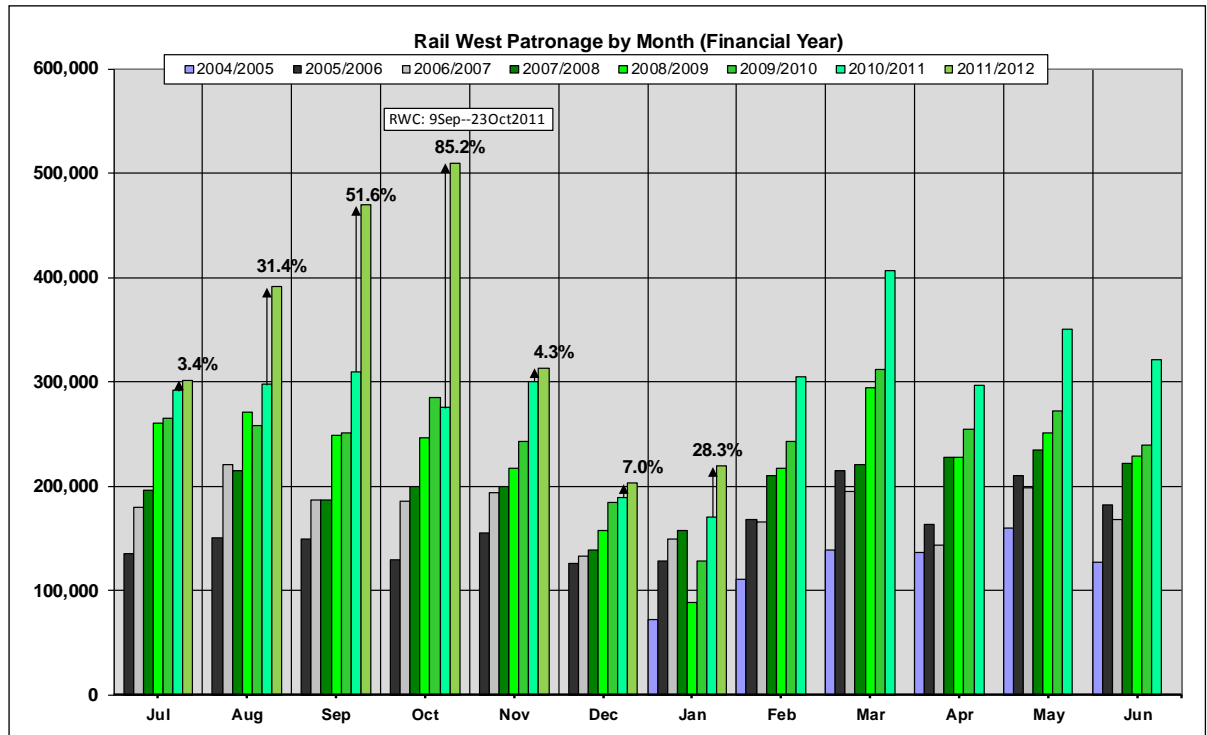


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,248,080 passengers for the 12-months to Jan 2012 (Figure 11) an increase of 307,177 boardings or +15.8%. For the financial year-to-date, seven months to Jan 2012, patronage has grown by +17.4% (191,190 boardings) (Figure 12). Patronage for Jan 2012 was 130,554 boardings, an increase of +12.1% (14,137 boardings) on Jan 2011 (Figure 13).

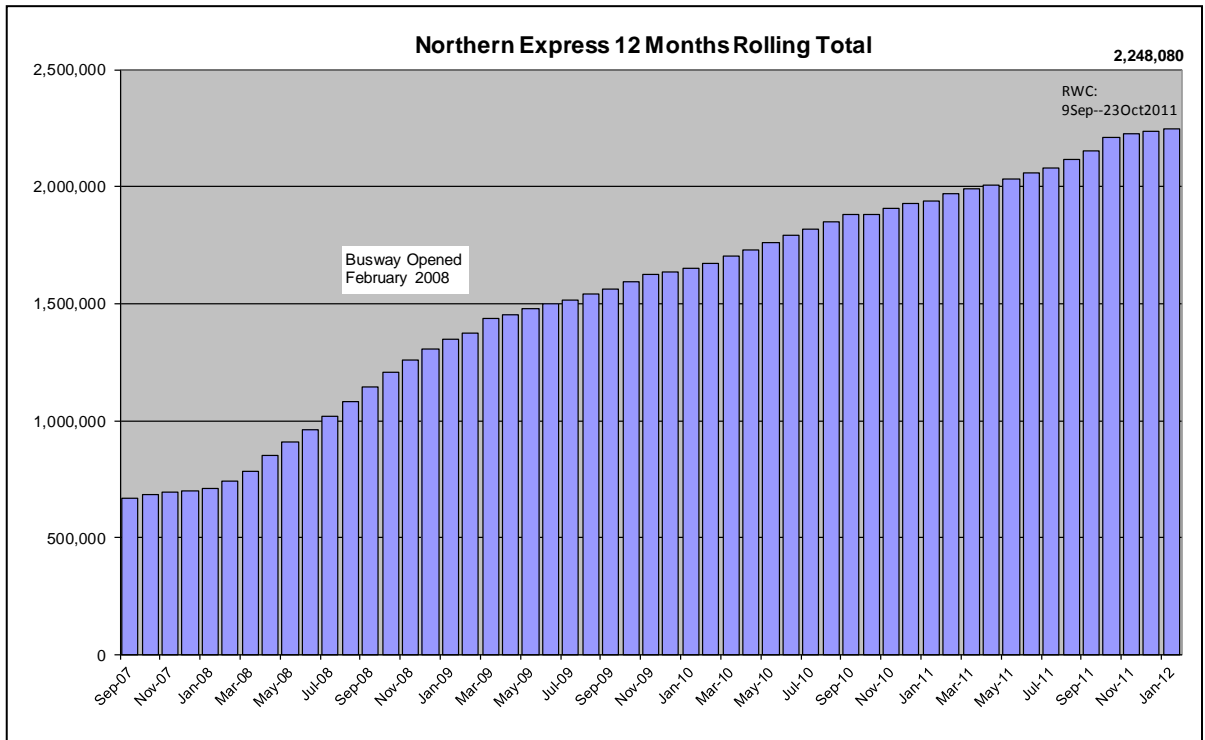


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

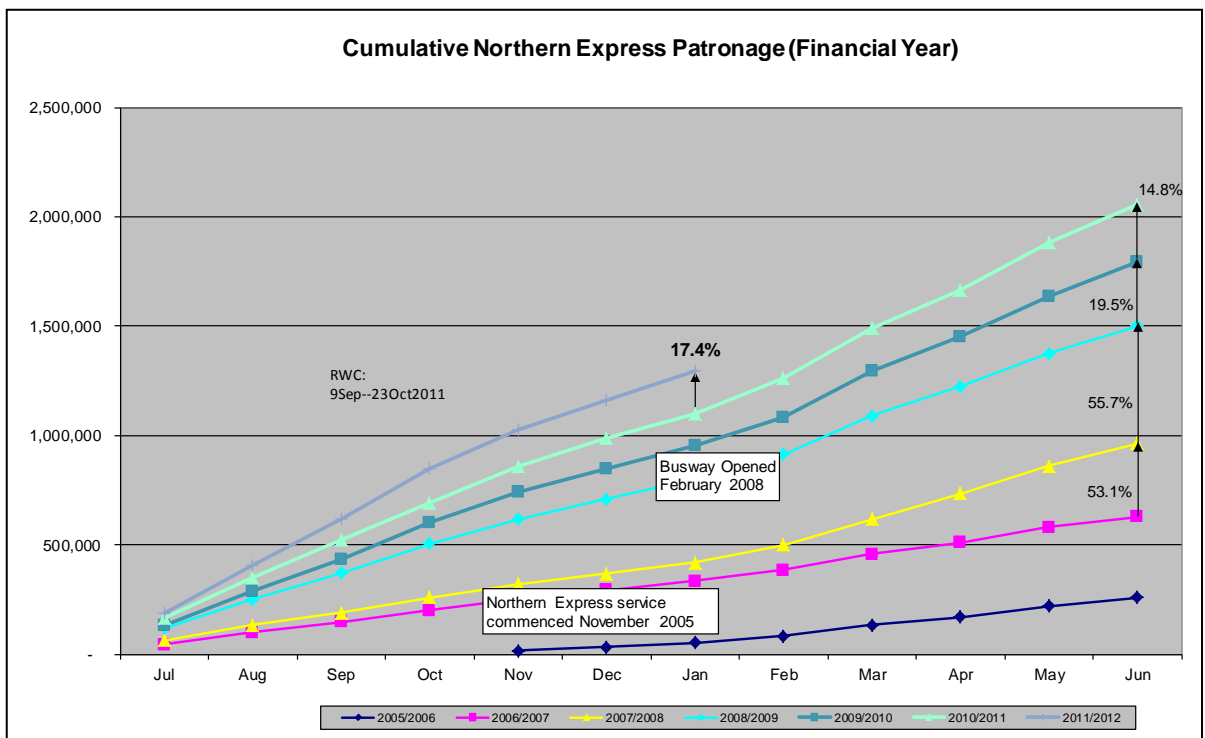


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

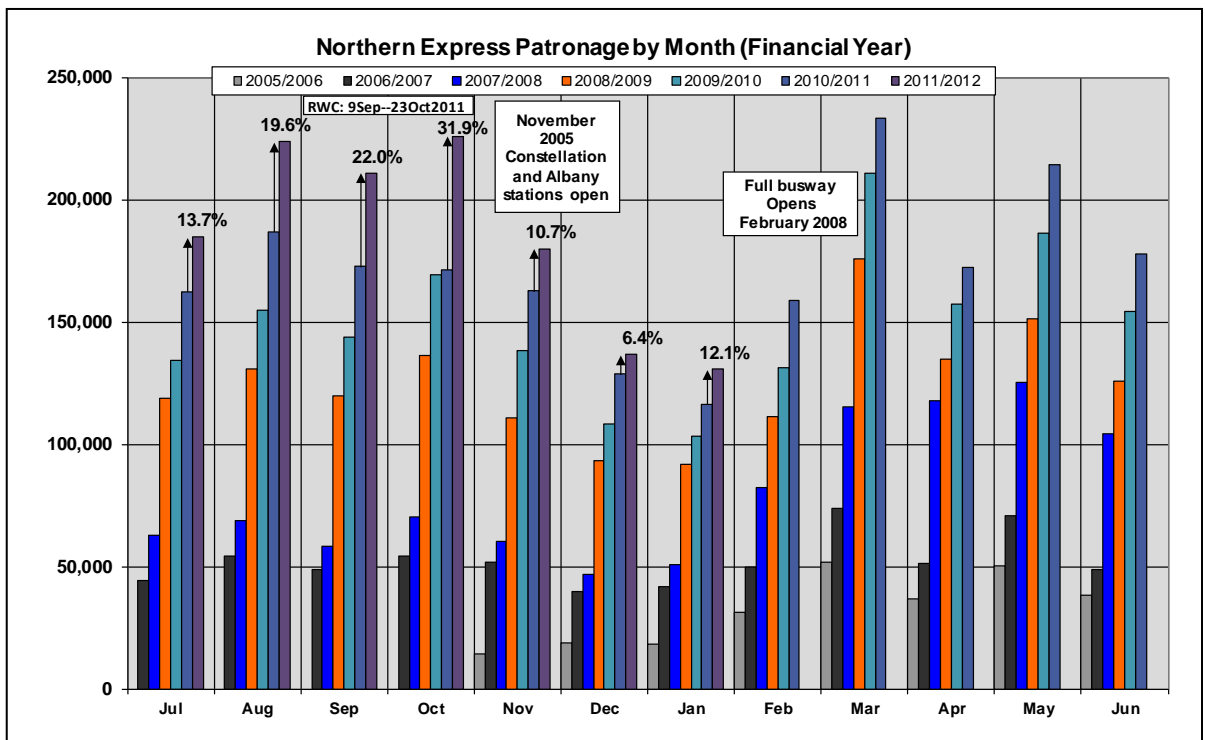


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

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 51,388,303 passengers for the 12-months to Jan 2012 an increase of 3,432,831 boardings or +7.2%. For the financial year-to-date, seven months to Jan 2012, patronage has grown by +8.5% (2,281,859 boardings). Patronage for Jan 2012 was 3,109,867 boardings, an increase of +8.4% (240,155 boardings) on Jan 2011 (Figure 14).

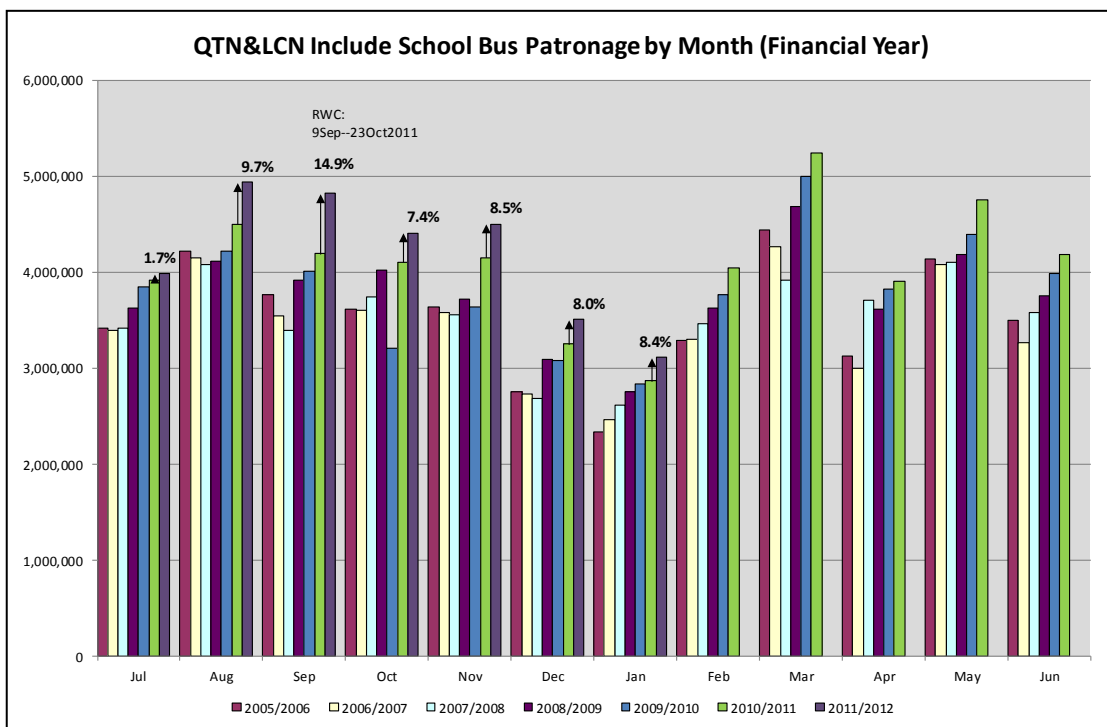


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

2.3.1 Bus (Other than Northern Express) Patronage Analysis

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

Table 2. Bus Patronage Analysis by Geographic Sector

	North Sector (excluding Northern Express)						West Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Feb-11	872,923	90,273	11.5%	10,046,590	822,991	8.9%	397,422	27,129	7.3%	4,748,106	235,304	5.2%
Mar-11	1,134,374	82,714	7.9%	10,129,304	829,444	8.9%	516,255	27,886	5.7%	4,775,992	242,989	5.4%
Apr-11	825,227	42,414	5.4%	10,171,718	821,659	8.8%	386,316	12,984	3.5%	4,788,976	248,647	5.5%
May-11	1,041,524	111,813	12.0%	10,283,531	884,877	9.4%	471,230	39,013	9.0%	4,827,989	276,462	6.1%
Jun-11	922,524	73,391	8.6%	10,356,921	909,673	9.6%	427,045	29,070	7.3%	4,857,059	289,815	6.3%
Jul-11	842,467	26,522	3.3%	10,383,443	911,914	9.6%	398,313	9,365	2.4%	4,866,424	295,351	6.5%
Aug-11	1,067,817	115,422	12.1%	10,498,865	956,406	10.0%	484,787	44,040	10.0%	4,910,464	322,986	7.0%
Sep-11	990,935	110,662	12.6%	10,609,527	1,016,696	10.6%	445,226	31,461	7.6%	4,941,926	343,873	7.5%
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%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Feb-11	854,505	77,981	10.0%	10,118,117	1,073,700	11.9%	1,918,048	82,742	4.5%	23,305,461	1,199,307	5.4%
Mar-11	1,139,159	67,381	6.3%	10,185,498	1,006,946	11.0%	2,448,725	64,863	2.7%	23,370,324	1,212,588	5.5%
Apr-11	831,388	37,679	4.7%	10,223,177	948,792	10.2%	1,865,045	- 4,122	-0.2%	23,366,202	1,184,878	5.3%
May-11	1,038,100	92,795	9.8%	10,315,972	940,830	10.0%	2,203,591	119,949	5.8%	23,486,151	1,284,914	5.8%
Jun-11	908,484	56,133	6.6%	10,372,105	876,793	9.2%	1,921,973	34,207	1.8%	23,520,358	1,269,336	5.7%
Jul-11	826,320	19,171	2.4%	10,391,276	841,421	8.8%	1,918,354	11,529	0.6%	23,531,887	1,287,605	5.8%
Aug-11	1,055,749	85,947	8.9%	10,477,223	830,285	8.6%	2,325,523	191,008	8.9%	23,722,896	1,385,855	6.2%
Sep-11	990,427	99,395	11.2%	10,576,618	889,981	9.2%	2,390,646	382,327	19.0%	24,105,222	1,686,035	7.5%
Oct-11	879,235	16,876	2.0%	10,593,494	735,771	7.5%	2,269,691	272,643	13.7%	24,377,865	1,435,514	6.3%
Nov-11	900,128	34,652	4.0%	10,628,146	653,044	6.5%	2,275,362	287,531	14.5%	24,665,396	1,506,474	6.5%
Dec-11	669,248	21,480	3.3%	10,649,626	634,674	6.3%	1,878,067	246,432	15.1%	24,911,828	1,682,583	7.2%
Jan-12	596,569	39,685	7.1%	10,689,310	649,175	6.5%	1,661,304	164,501	11.0%	25,076,329	1,853,610	8.0%

2.4 Ferry Patronage

Ferry patronage totalled 5,205,566 passengers for the 12-months to Jan 2012 an increase of 610,687 boardings or +13.3%. For the financial year-to-date, seven months to Jan 2012, patronage has grown by +17.5% (469,849 boardings). Patronage for Jan 2012 was 533,477 boardings, an increase of +15.8% (72,708 boardings) on Jan 2011 (Figure 15).

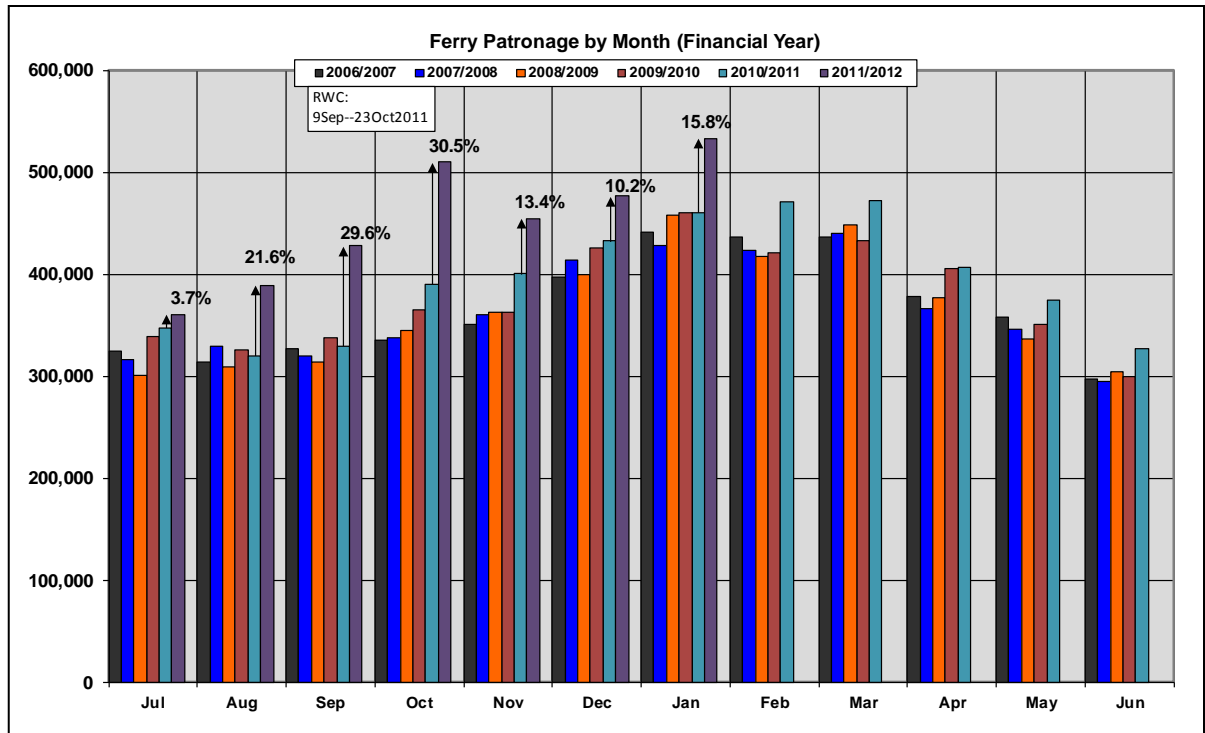


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

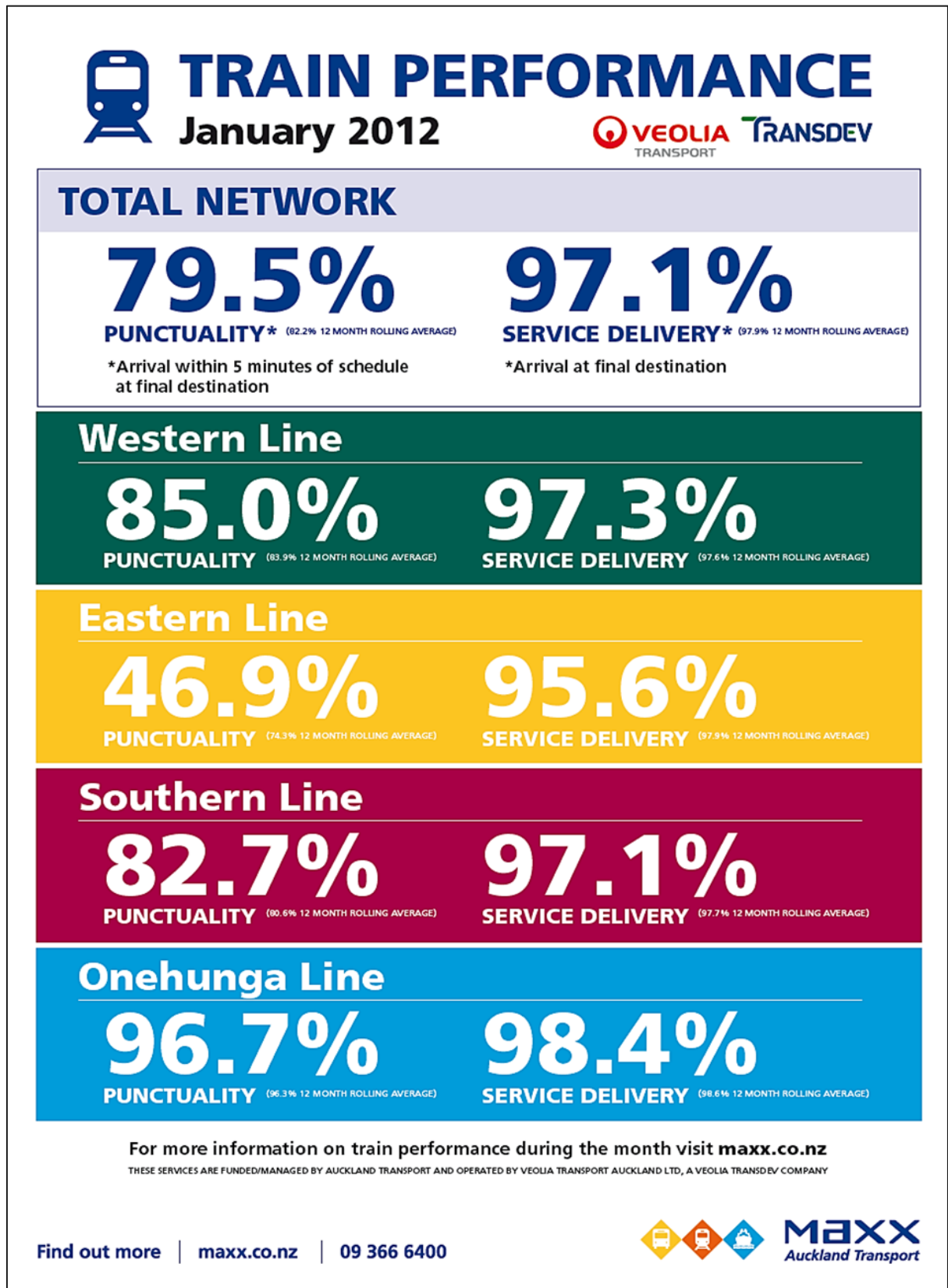


Fig 16. Rail Published Performance Results for January 2012

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.

A high level of residual speed restrictions through parts of the network where major trackworks were performed during Christmas/New Year combined with a number of one-off incidents during the month resulted in a further decline in train performance during the month. The impacts were primarily experienced on the Eastern Line although Southern Line services were also affected. In January 79.5% of services operated on time or within five minutes of their schedule compared to 81.3% last month, but represented a significant improvement of the same month last year (69.0%).

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

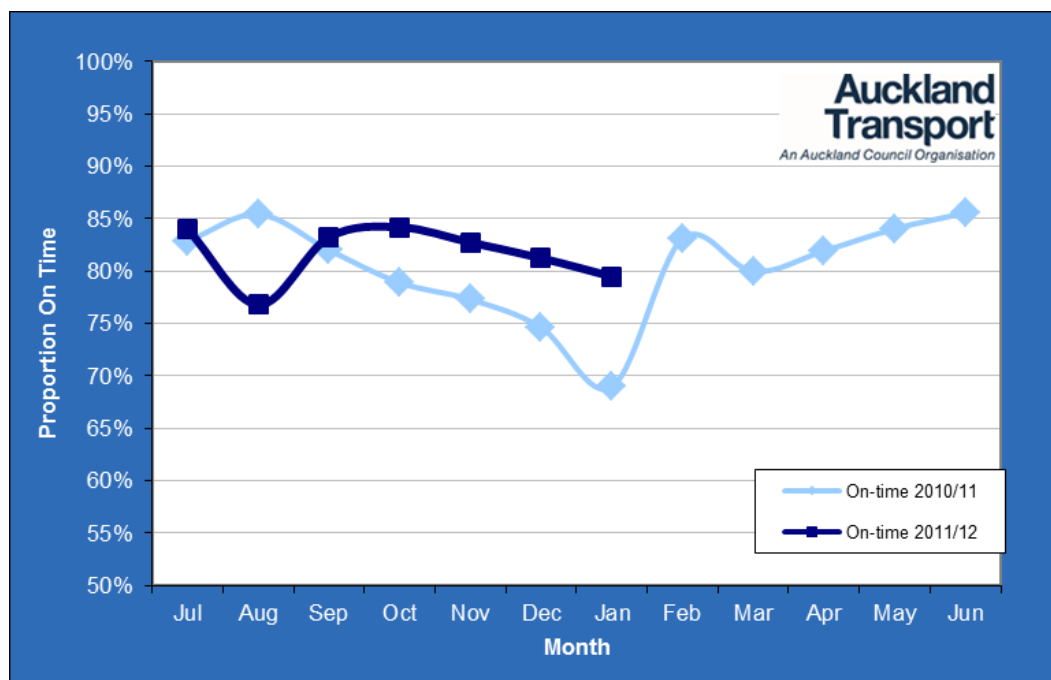


Fig 17. Rail Punctuality Trends for 2010/11 and 2011/12

The following major incidents impacted on service delivery during January:

- Track, Signals and Train Control (KiwiRail)* – There was an increase in speed restrictions imposed by KiwiRail Network during January following construction activities over the Christmas holiday period. These restrictions are put in place to allow track that has been replaced to settle. In addition service delivery during January was affected by five signalling or track issues. The first of these occurred at Newmarket during the morning peak of 9 January and caused major disruption to rail services on the Western, Southern and Onehunga Lines. During the early hours of 17 January, a network wide signal outage resulted in disruptions to services on all lines that flowed through to the morning peak. The following day, a signal fault at Westfield caused disruption to Southern and Eastern Line services during the middle of the day. On 24 January a signal outage at Wiri in the early afternoon caused disruption to Southern and Eastern Line services, with consequential impacts on services operating on other lines, through to and including the evening peak. During the morning peak of 31 January, Southern and Eastern Line services were again disrupted following a points failure at Pukekohe. The signal outages at Newmarket (9 January) and Wiri (24 January) were traced to cable thefts.

- *Train faults (KiwiRail)* – There were three train faults that resulted in delays or disruption to multiple services during January. The first occurred at Sunnyvale at the commencement of the evening peak on 5 January and caused disruptions mainly to Western Line services. On the morning of the 16 January, which was the resumption of normal services, several faults occurred while the trains were being prepared for daily services that caused disruption to services on all lines through to the morning peak. During the evening peak of 23 January two successive train failures, one between Newmarket and Remuera and the other at Puhinui, resulted in service disruptions to Southern, Eastern and Onehunga Line evening peak services.
- *Operational (Veolia)* – Evening services on the Southern and Onehunga Lines were disrupted on 17 January following an operating irregularity at Newmarket.
- *Other* – Freight train operations caused disruption to metro rail services on several days during the month, with three instances of freight train failures resulting in temporary line blocks that significantly disrupted passenger services. At about 9:00am on 17 January a freight train was disabled between Papakura and Pukekohe that disrupted Southern and Eastern Line services. On the same day another freight train broke down at Paerata at around 1:30pm and a subsequent operating incident with the same train meant that the line remained blocked for several hours impacting on services on the Southern and Eastern Lines through to the evening peak. In the early hours of 20 January a freight train broke down at the southern end of Papakura station causing severe disruptions to Southern and Eastern Line services through the morning peak. Freight train operations accounted for more than 10% of total train delays and nearly 17.5% of train cancellations in January.

Morning peak services on the Western Line of 25 January were delayed after a car struck and damaged a barrier arm at Bruce McLaren Road resulting in a 10 km/hr speed restriction while repairs were effected. During the mid-morning of 27 January a truck rolled and struck the Merton Road rail overbridge causing a suspension of services on the Eastern Line while the truck was cleared and the bridge inspected. Eastern Line services were rerouted via the Southern Line and alternative transport provided for the affected Eastern Line passengers until clearance was received mid-afternoon.

Train delay minutes in January increased by 19.2% from December to 15,028 which was a similar level to November but 20% below the level recorded for January last year. The main change from December were the increase in KiwiRail Network delay minutes and a significant increase in delays due to “Other” incidents, including freight train operations as detailed above (Figure 18).

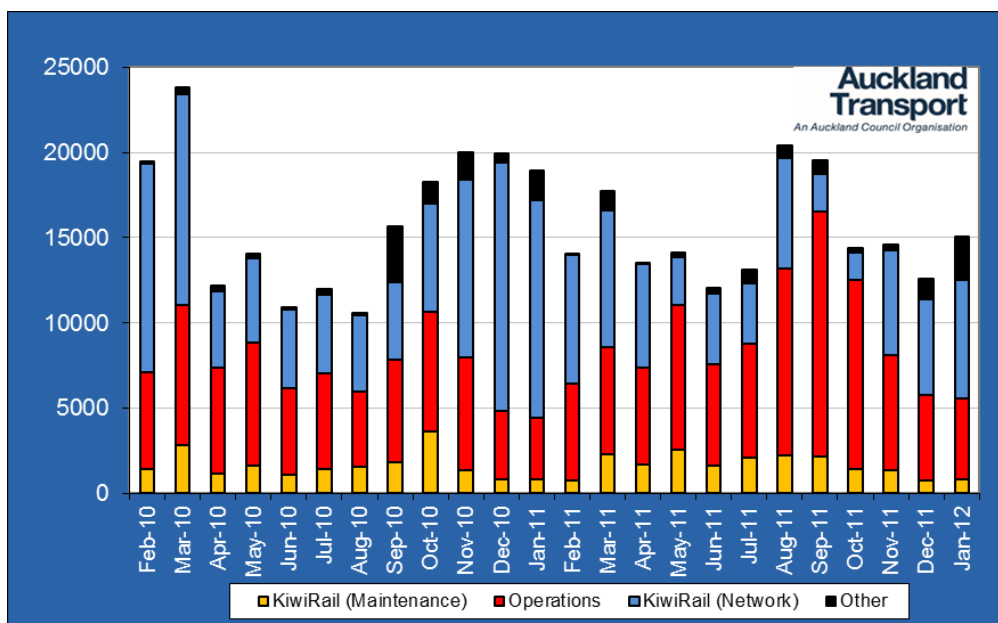


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	1,374	19.7%
Signal/points failure	1,533	22.0%
Speed restrictions	3,461	49.6%
Track protection measures*	616	8.8%
Total	6,168	

* 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.

The service impact of imposed speed restrictions was the highest since February 2010.

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, there were no services reported as having an average load factor above the 1.4 (i.e. four passengers standing for every ten seated passengers) target planning standard during the month of January. The train fleet and operational plans were altered through the month due to extensive changed operations caused by blocks of line. Loadings on some individual days may have exceeded the planning standard.

3.3 Bus Service Performance

For January 2012, 99.83% of contracted service trips were operated (reliability measure). Service punctuality for January 2012 was 99.27%, 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.

Table 3. Bus Service Reliability and Punctuality- January 2012

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,155	100.00%	99.98%
H & E	16,110	99.99%	99.79%
NZ Bus	110,967	99.82%	99.53%
Ritchies	26,901	99.99%	99.42%
Transit	2,356	100.00%	98.41%
Urban Express	5,062	99.96%	98.83%
Total	177,452	99.89%	99.56%

3.4 Ferry Service Performance

For January 2012, 99.9% of ferry service trips were operated (reliability measure). Service punctuality for January 2012 was 99.77% 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.

Table 4. Ferry Service Reliability and Punctuality- January 2012

	Scheduled Trips	Reliability	Punctuality
Bayswater	874	100%	100%
Half Moon Bay	530	100%	100%
Birkenhead	942	99.7%	100%
Gulf Harbour	76	100%	100%
West Harbour	532	100%	100%
Rakino	22	100%	63.64%
Pine Harbour	532	100%	100.00%
Total	3,508	99.91%	99.77%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

49 events were held in January 2012 and six had an impact on public transport either with road closures and/or route diversions or had additional special event services provided for the event over-and-above the scheduled public transport service timetables. The following identifies passengers carried on Special Event services only. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

Big Day Out, Mt Smart Stadium: Friday 20th January 2012

Commercial Registrations in place for bus services (Real Groovy Records, Queen Street to Mt Smart) thus no patronage data is available for bus services. Additional rail services were organised by Auckland Transport. Attendance: 15,000 (approx).

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2041	13.61%	2583	17.22%	15.42%
BUS	-	-	-	-	-
FERRY					
TOTAL	2041	13.61%	2583	17.22%	15.42%

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

No registered service notifications were received in January.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- From 7 February 2012, route 020 (Westmere via Freemans Bay) was altered to run via Howe St and Freemans Bay to address the concerns of Freemans Bay residents. The terminus of the route was also returned to Westmere shops to address safety concerns, but it is proving difficult to find an acceptable arrangement for turning buses at the restored long-standing terminus
- From 7 February 2012 some minor route and route number changes were made to Titirangi bus services
- Enhanced weekend ferry service trial commenced 17 December between Downtown and Bayswater, Birkenhead, Northcote Point and Half Moon Bay.

6.2 Projects in Planning

- Minor timetable and route number changes to some West Auckland and Western Isthmus bus services from 5 March 2012
- Manukau rail station and new Manukau rail services
- Manukau train service bus connections – the route 580 bus service from east of the Southern Motorway to be extended to connect with trains at Manukau Station
- 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 April 2012.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Tertiary campaign commenced in early 2012.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

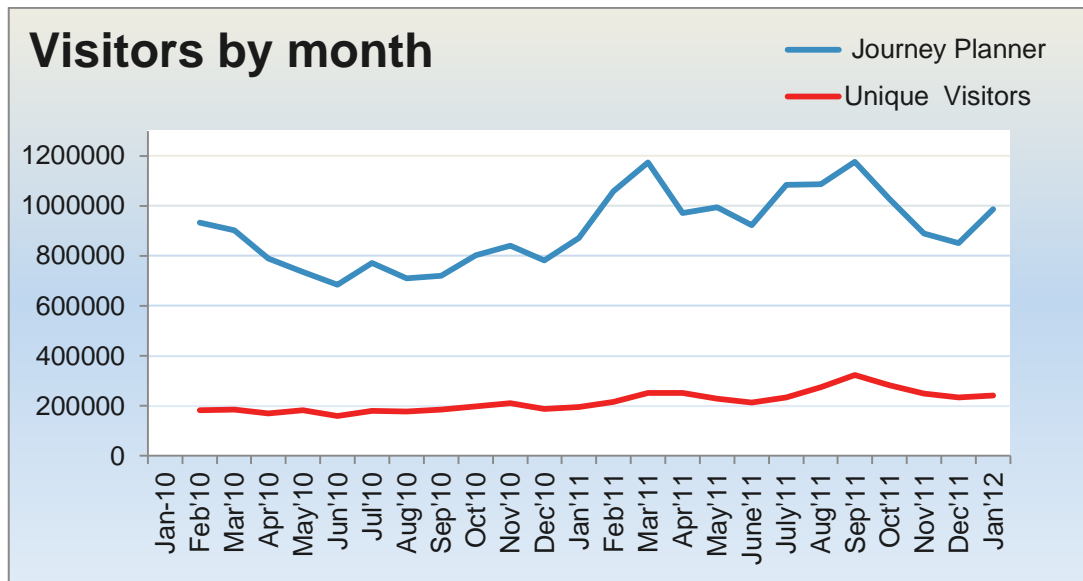
8.1 Britomart Walk-In-Centre

For the month of January there were 13,759 visits (-9.47%) decrease compared to information kiosk at Britomart in January 2011.

8.2 MAXX Public Transport Call Centre

For January 2012, call volume was 49,460 (-10.86% compared to January 2011). 92.39% of calls were answered within the service standard of 20 seconds.
For HOP ticketing 1,653 calls during the month and were answered in 92.98% 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 17,700 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

8.5 HOP Integrated Ticketing

There are now 93,608 HOP cards in market that have been used at least once. Of these, 59,297 are registered.