
October 2011

Statistics Report

**Auckland
Transport**

An Auckland Council Organisation

TABLE OF CONTENTS

PUBLIC TRANSPORT	3
1. HIGHLIGHTS.....	3
2. PUBLIC TRANSPORT PATRONAGE	4
3. PUBLIC TRANSPORT SERVICE PERFORMANCE.....	15
4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES	19
5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008.....	22
6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS	22
7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES.....	22
8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS	23

PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Patronage growth across public transport continued at an increased rate compared with previous months due to additional usage resulting from the Rugby World Cup 2011 pool, Quarter-Final, Semi-Final and Finals matches and other events across the region.
- Auckland public transport patronage totalled 68,590,762 passengers for the 12-months to Oct 2011 an increase of 6,033,457 boardings or +9.6%.
- October monthly patronage was 6,355,121 an increase of 908,606 boardings or +16.7% on Oct 2010.
- Rail monthly patronage for October is 1,211,967 an increase of 431,702 boardings or +55.3% on Oct 2010, the largest monthly increase on record with a record +85.2% growth on the Western Line compared to October 2010.
- Northern Express bus service carried 2,208,393 passenger trips for the 12-months with a growth in Oct 2011 compared to Oct 2010 of +31.9%.
- Special event bus and rail services were provided to all Eden Park matches with integrated match event and transport ticketing. No significant operational issues occurred.
- An average 38% of the match attendance at the seven RWC2011 Eden Park were moved by public transport prior to the event and an average 44% post event. The largest volume of match attendees moves by public transport was post match from Eden Park after the Final between New Zealand and France on Sunday 23 October where 28,180 people used special event public transport and were cleared from Eden Park within 60-75 minutes.

1.2 Service Performance

- 98.1% of all scheduled rail services arrived at their final destination and 84.2% were on time or arrived within 5 minutes of schedule.

1.3 Initiatives

- The focus in October was on delivery of public transport across the region for Rugby World Cup 2011 and for special event public transport services to Eden Park for matches.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 68,590,762 passengers for the 12-months to Oct 2011 an increase of 6,033,457 boardings or +9.6% as illustrated at Figure 1.

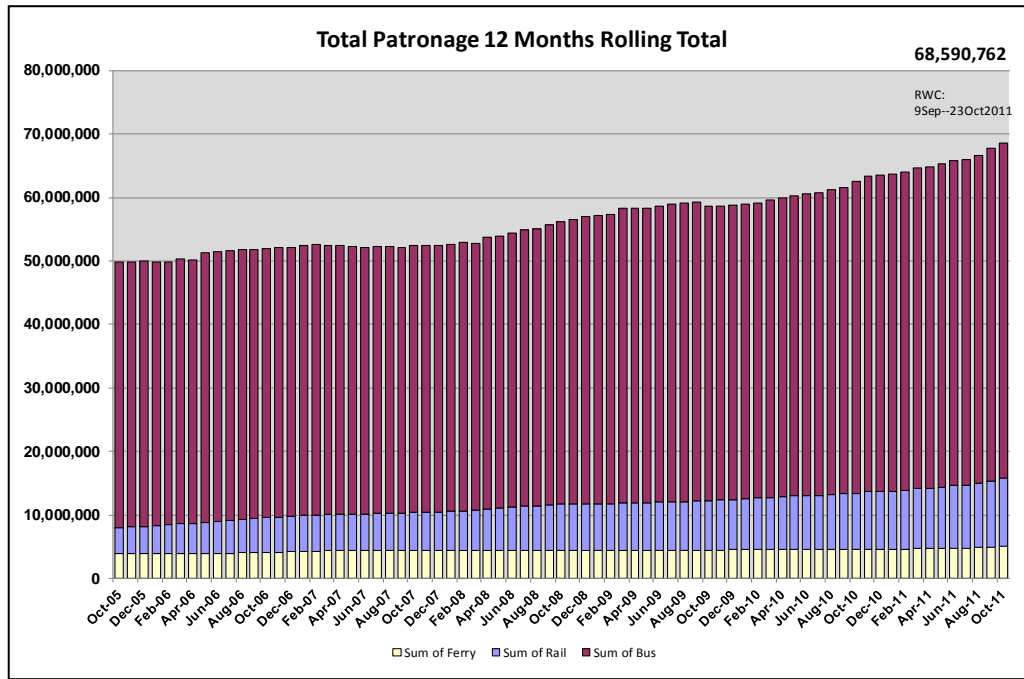


Fig 1. Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, four months to Oct 2011, patronage has grown by +12.8% (2,827,107 boardings). Patronage for Oct 2011 was 6,355,121 boardings, an increase of +16.7% (908,606 boardings) on Oct 2010

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

	Oct-11								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,437,797	486,265	51.1%	13,019,654	2,254,314	20.9%	5,106,822	1,098,160	27.4%
Northern Express Bus	225,830	54,563	31.9%	2,208,393	325,441	17.3%	844,864	151,503	21.9%
Rail sub-total:	1,211,967	431,702	55.3%	10,811,261	1,928,873	21.7%	4,261,958	946,657	28.6%
- Western Line	509,447	234,407	85.2%	4,010,915	963,005	31.6%	1,670,601	497,423	42.4%
- Southern & Eastern Line	622,145	166,197	36.5%	6,082,368	324,426	5.6%	2,305,770	240,183	11.6%
- Onehunga Line (opened 19 Sep 2010)	80,375	31,098	63.1%	717,978	641,418	837.8%	285,587	209,027	273.0%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,407,247	303,134	7.4%	50,536,427	3,294,481	7.0%	18,143,812	1,429,983	8.6%
- Quality Transit & Local Bus	4,268,579	359,172	9.2%	47,901,822	3,200,501	7.2%	17,242,618	1,425,931	9.0%
- Contracted School Bus	138,668	-56,038	-28.8%	2,634,605	93,980	3.7%	901,194	4,052	0.5%
3. Ferry	510,077	119,207	30.5%	5,034,681	484,662	10.7%	1,688,038	298,964	21.5%
Total Patronage	6,355,121	908,606	16.7%	68,590,762	6,033,457	9.6%	24,938,672	2,827,107	12.8%

**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.

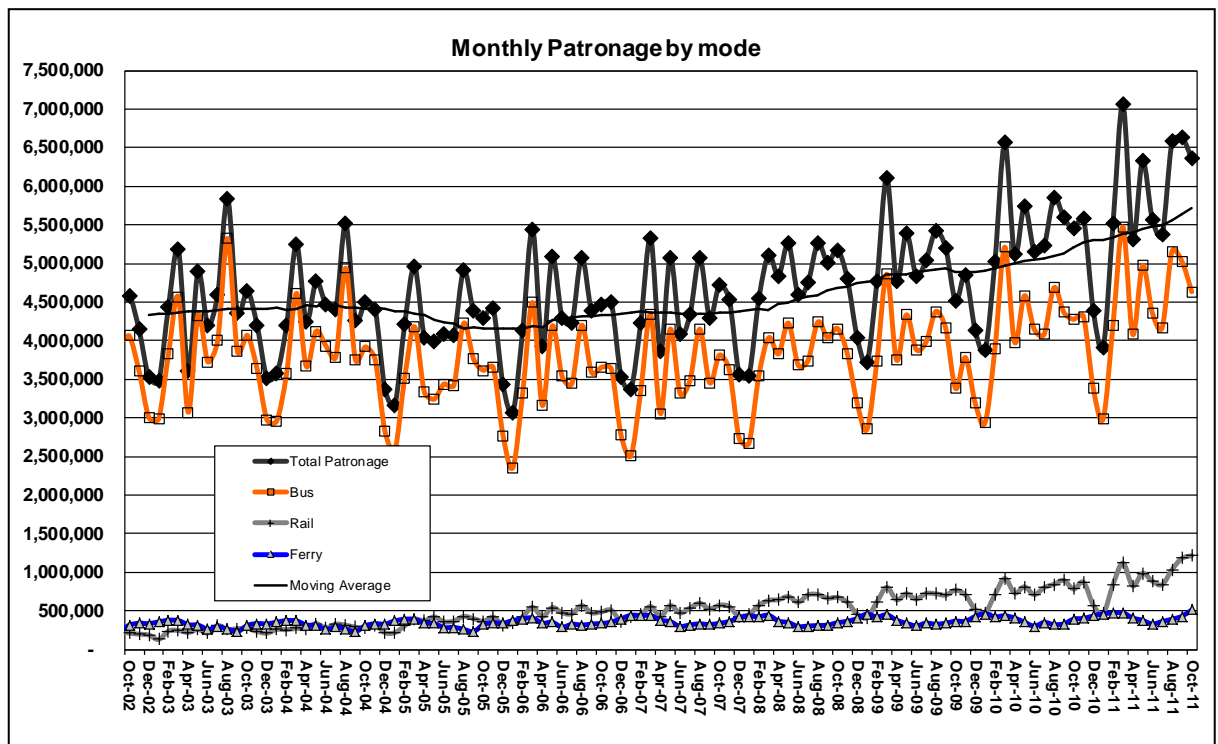


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

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 13,019,654 passengers for the 12-months to Oct 2011 (Figure 3) an increase of 2,254,314 boardings or +20.9%. For the financial year-to-date, four months to Oct 2011, patronage has grown by +27.4% (1,098,160 boardings) (Figure 4). Patronage for Oct 2011 was 1,437,797 boardings, an increase of +51.1% (486,265 boardings) on Oct 2010 (Figure 5).

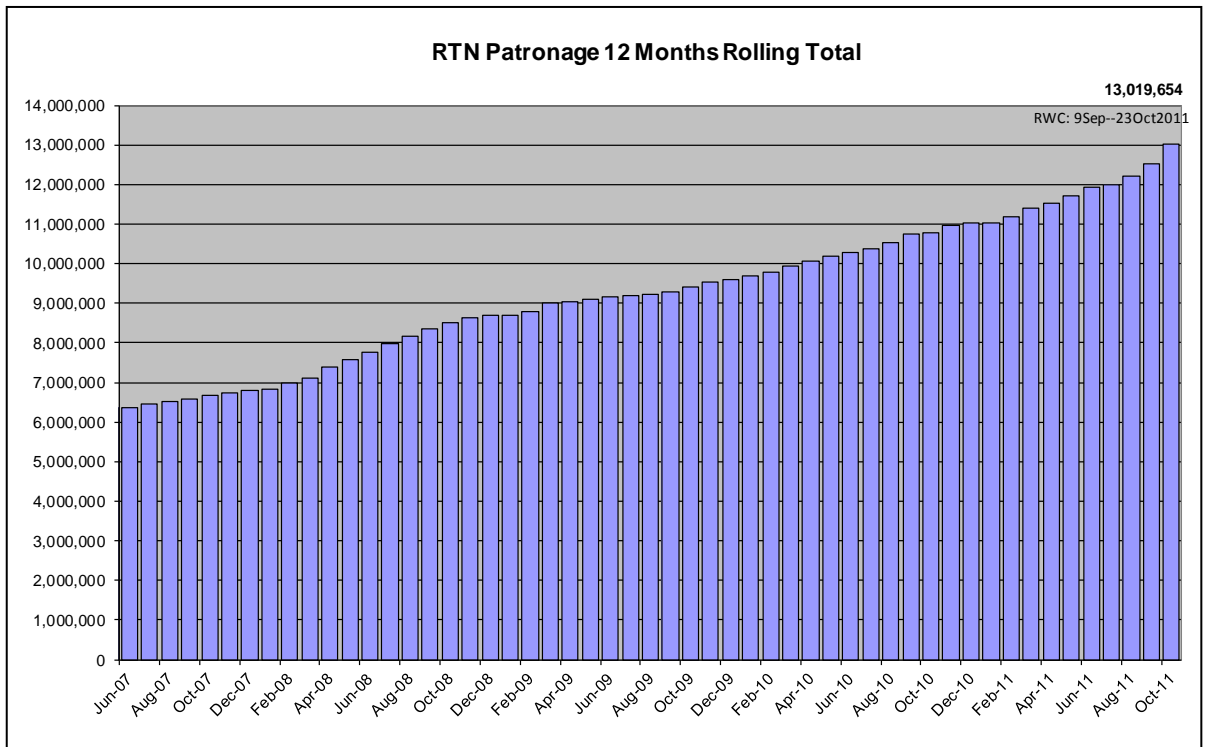


Fig 3. RTN Patronage – 12 Months Rolling Total

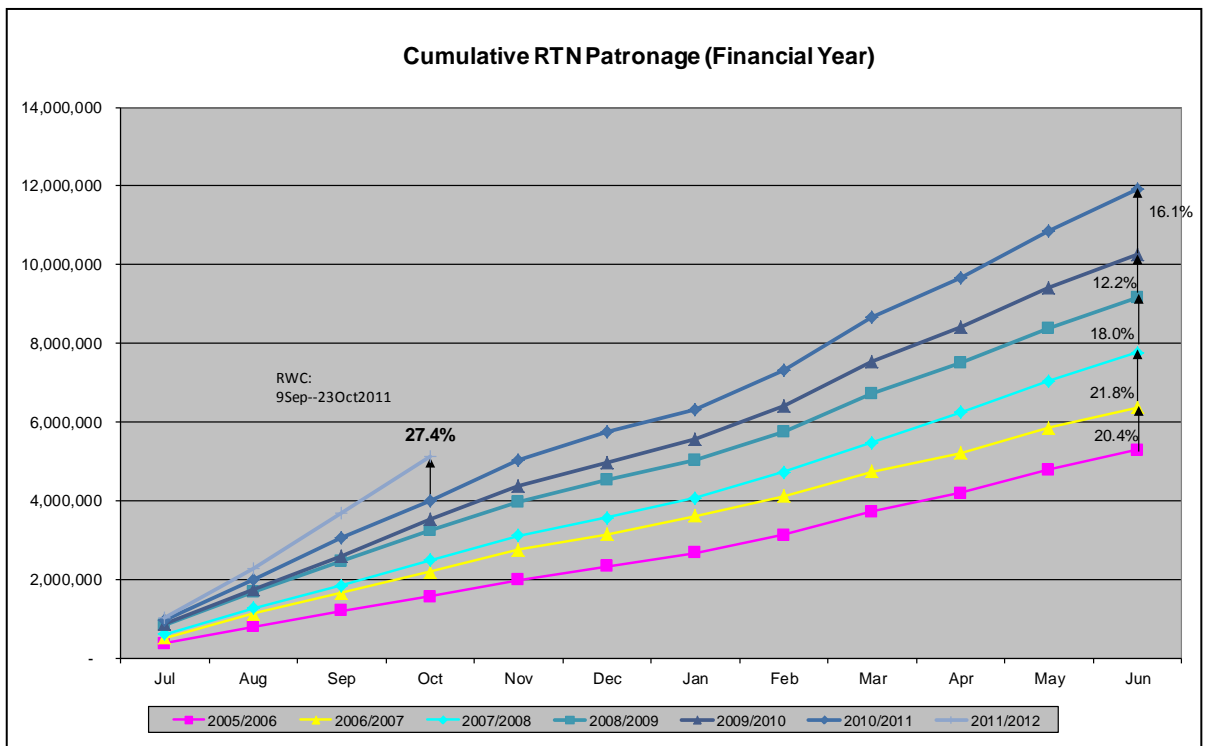


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

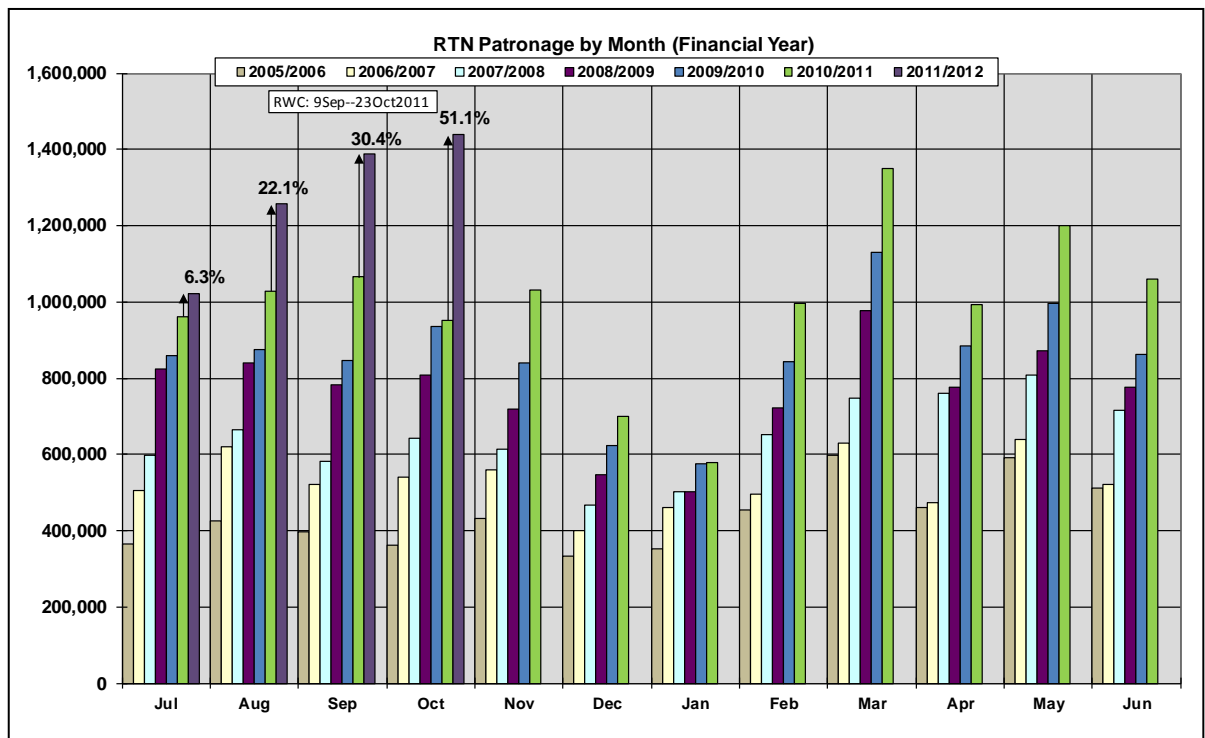


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. Demand for travel on trains to and from Rugby World Cup 2011 games at Eden Park, fan zones and the celebrations on Labour Day Monday saw the number of passengers using rail services in Auckland reach a new monthly record in October. There were 1.212 million passenger journeys recorded on all train services, including the enhanced timetable that was in place on game days. This is 55.3% more than the same month last year. While the free travel with event ticket patronage contributed to the growth, ticketed patronage exceeded 1 million journeys during the month and was 29.5% more than the same month last year. Last year there were weekend line closures, including Labour weekend, for network upgrades that impacted on the overall patronage numbers. Of the 717,000 addition passenger journeys made on rail over the two months of September and October compared to the same two month last year, just over 400,000 trips.

Rail patronage totalled 10,811,261 passengers for the 12-months to Oct 2011 (Figure 6) an increase of 1,928,873 boardings or +21.7%. For the financial year-to-date, four months to Oct 2011, patronage has grown by +28.6% (946,657 boardings) (Figure 7). Patronage for Oct 2011 was 1,211,967 boardings, an increase of +55.3% (431,702 boardings) on Oct 2010 (Figure 8). There was the same number of business days in October this year compared to the same month last year.

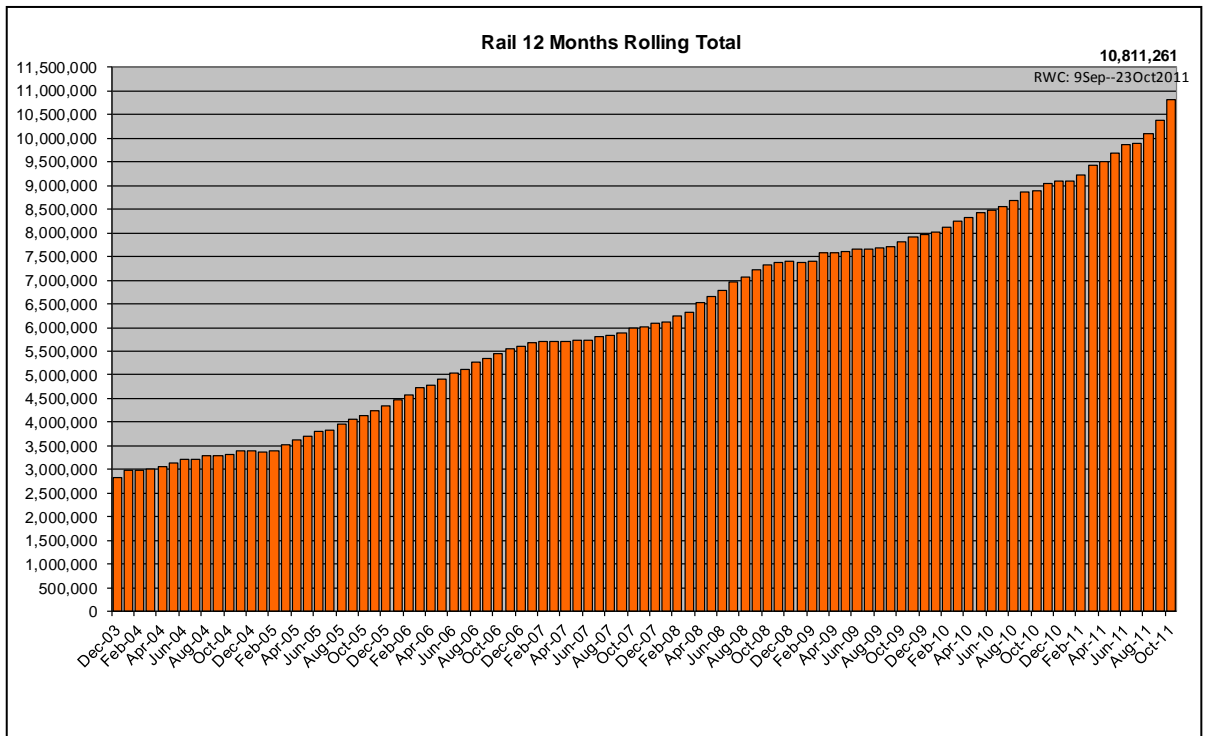


Fig 6. Rail Patronage – 12 Months Rolling Total

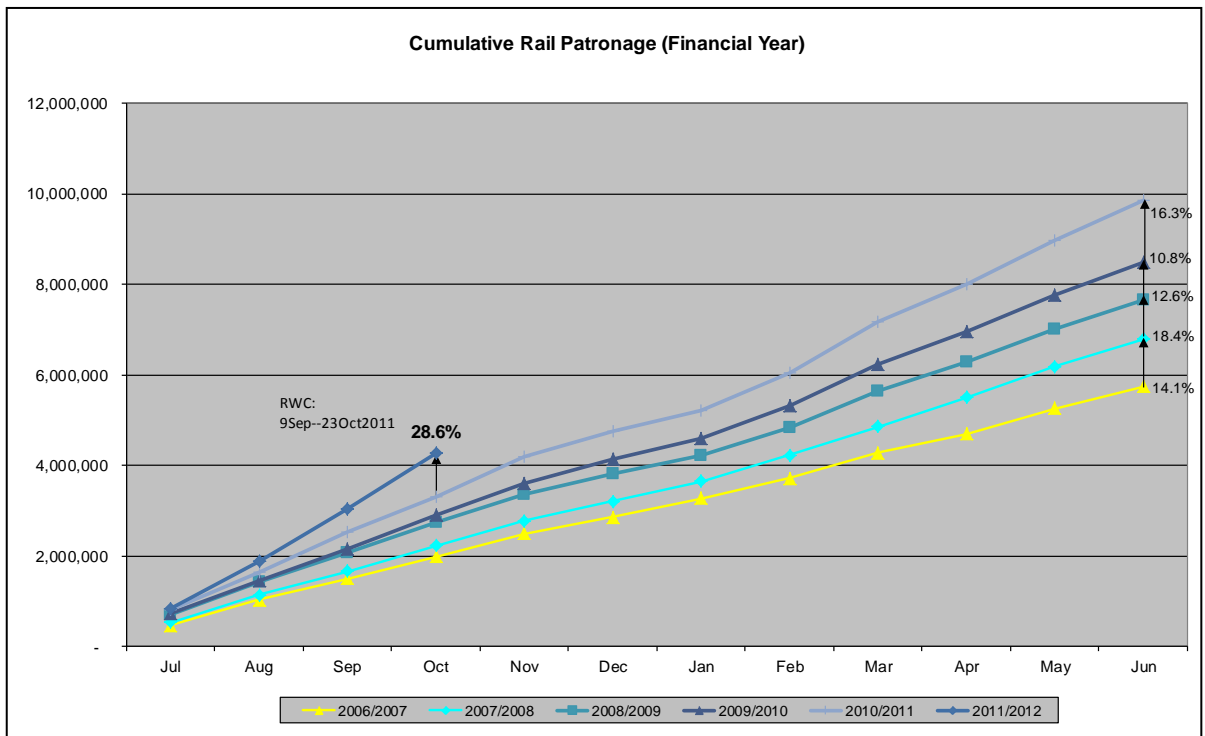


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

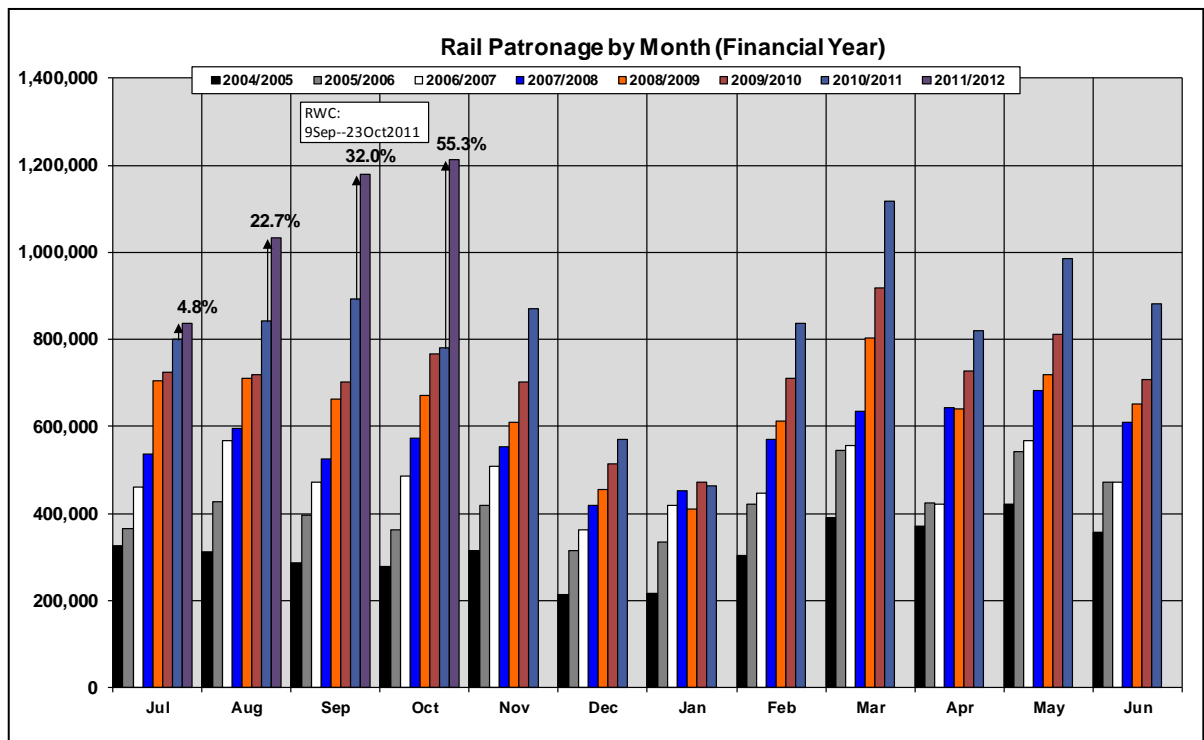


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,800,346 passengers for the 12-months to October 2011 an increase of 965,844 boardings or +16.6% on the same period last year. Patronage for October 2011 was 702,520 boardings, an increase of +39.1% (197,295 boardings) on October 2010 (Figure 9).

In October 2011 there were 622,145 passengers recorded travelling on the Southern and Eastern Lines, including the additional timetabled services operated to support RWC 2011 but excluding the Onehunga Line, an increase of 166,197 passengers, or +36.5% on October 2010. For the year-to-date there have been 2,305,770 passengers recorded on Southern and Eastern Line services, 11.6% more than for the same period last year.

There were 80,375 passengers recorded using the Onehunga Line during October 2011 compared to 49,277 for the same month last year which was the first full month of operations on the line. For the 12-months to October 2011 there have been 717,977 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).

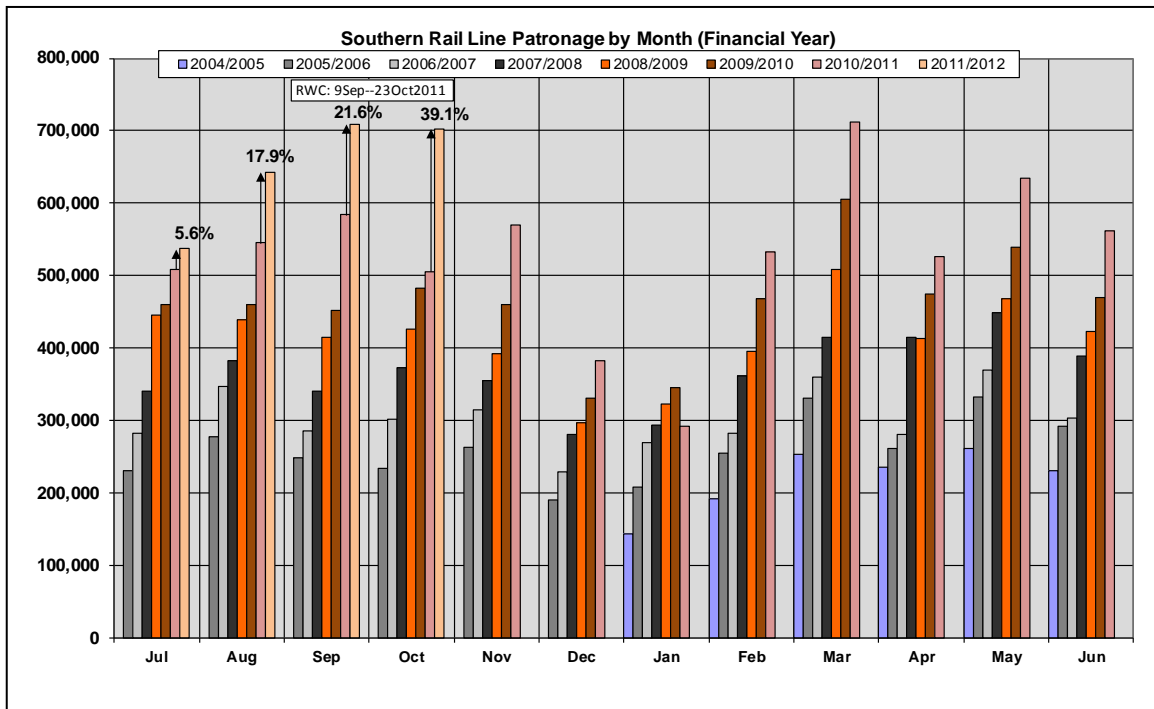


Fig 9 Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 4,010,915 passengers for the 12-months to October 2011 an increase of 963,005 boardings or +31.6%. Patronage for October 2011 was 509,447 boardings, an increase of +85.2% (234,407 boardings) on October 2010 (Figure 10), a result driven primarily (although not wholly) by the additional special event trains operating to RWC2011 games at Eden Park during the month. For the year-to-date there have been 1,670,601 passengers recorded on Western Line services 497,423 (42.4%) more than for the same four months last year.

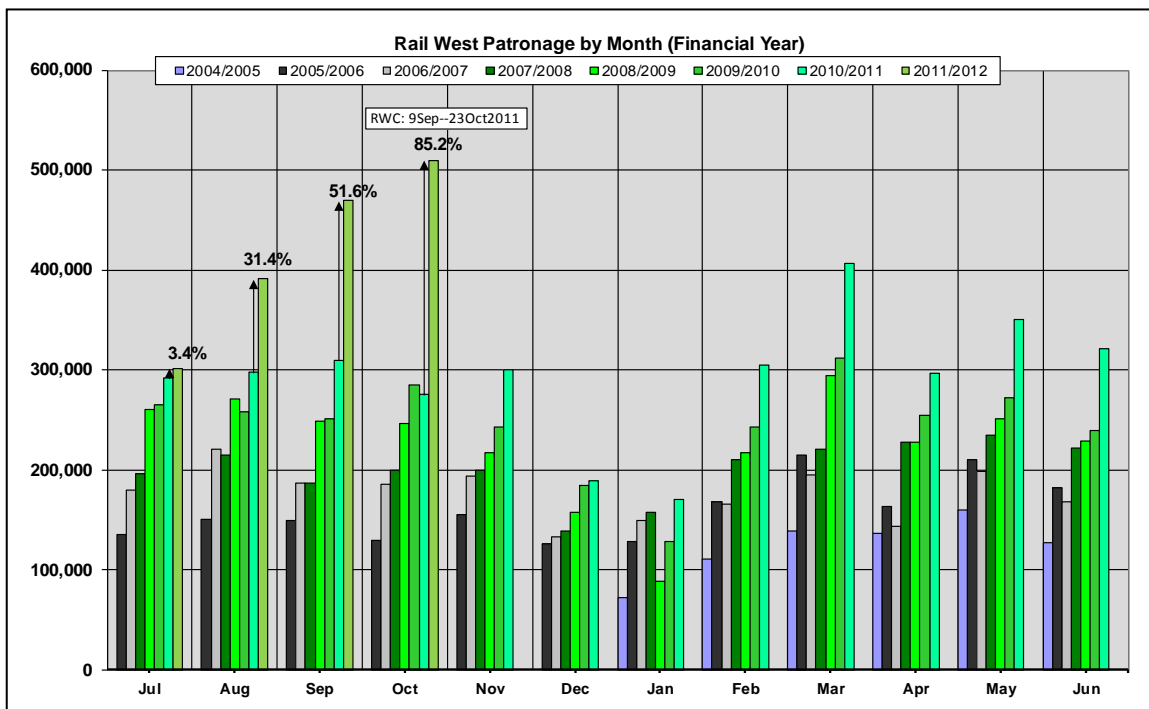


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,208,393 passengers for the 12-months to Oct 2011 (Figure 11) an increase of 325,441 boardings or +17.3%. For the financial year-to-date, four months to Oct 2011, patronage has grown by +21.9% (151,503 boardings) (Figure 12). Patronage for Oct 2011 was 225,830 boardings, an increase of +31.9% (54,563 boardings) on Oct 2010 (Figure 13).

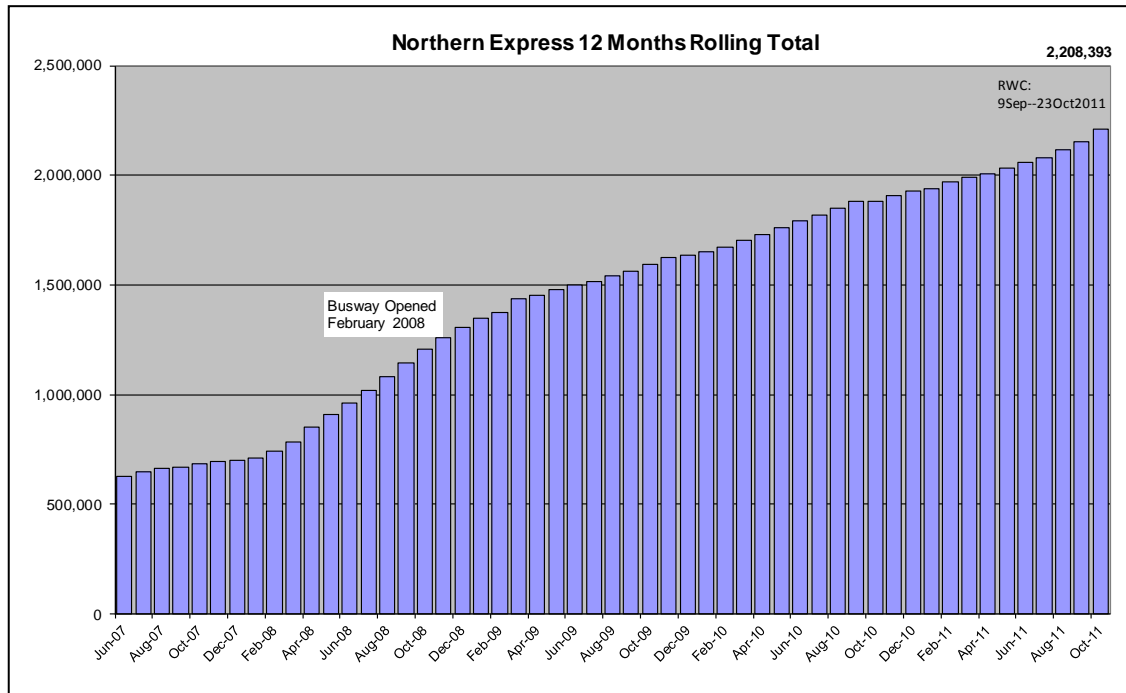


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

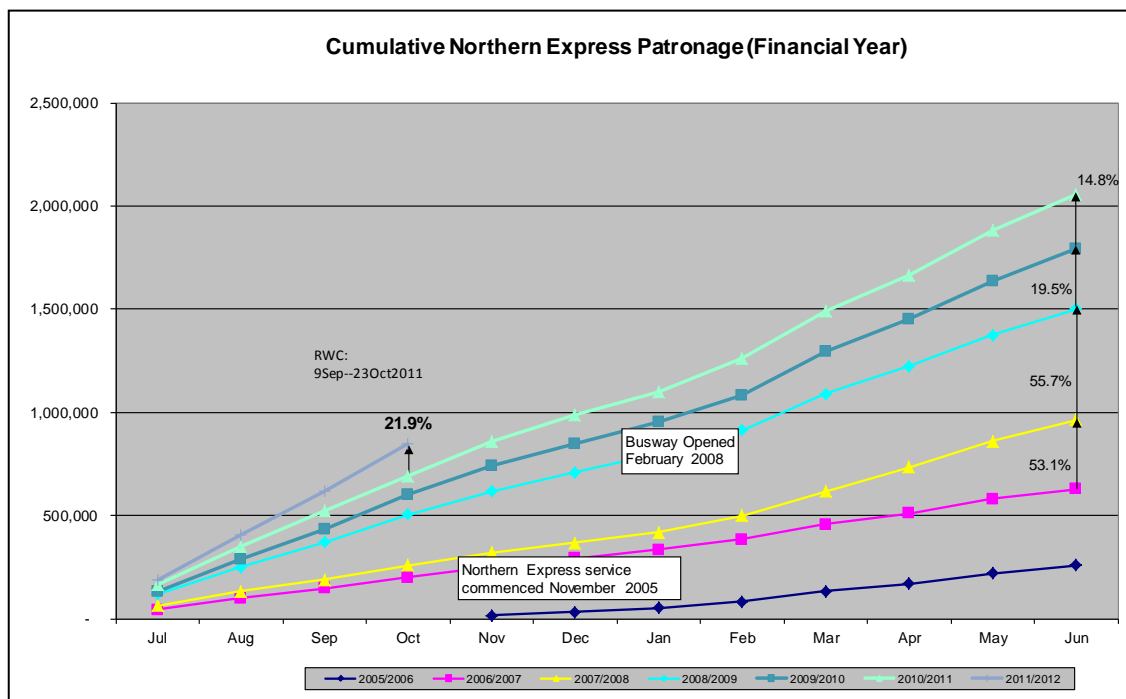


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

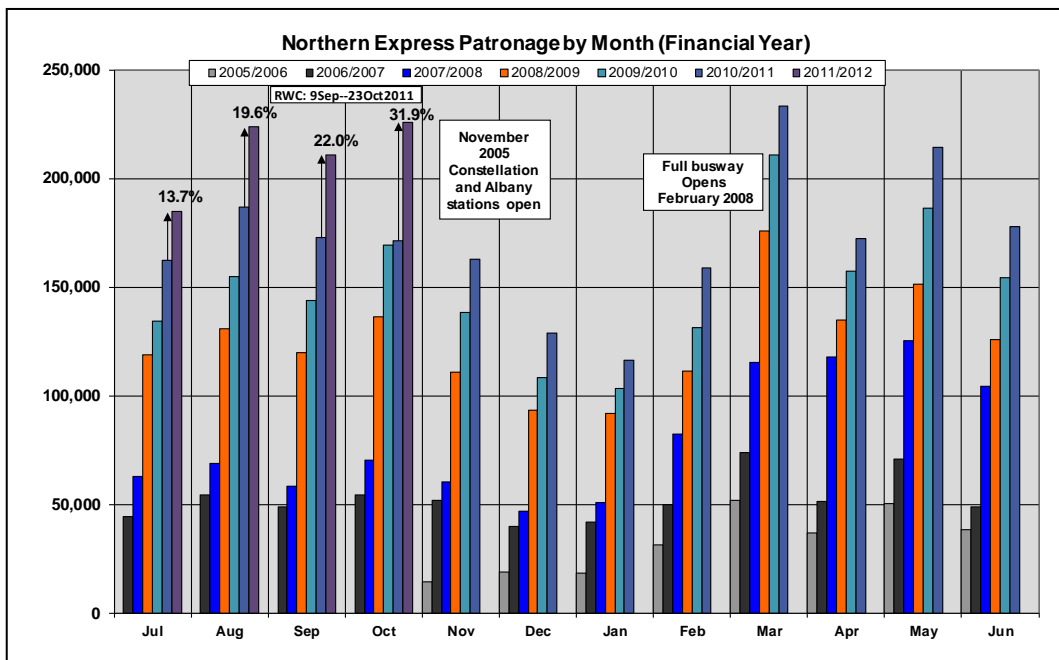


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

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 50,536,427 passengers for the 12-months to Oct 2011 an increase of 3,294,481 boardings or +7.0%. For the financial year-to-date, four months to Oct 2011, patronage has grown by +8.6% (1,429,983 boardings). Patronage for Oct 2011 was 4,407,247 boardings, an increase of +7.4% (303,134 boardings) on Oct 2010 (Figure 14).

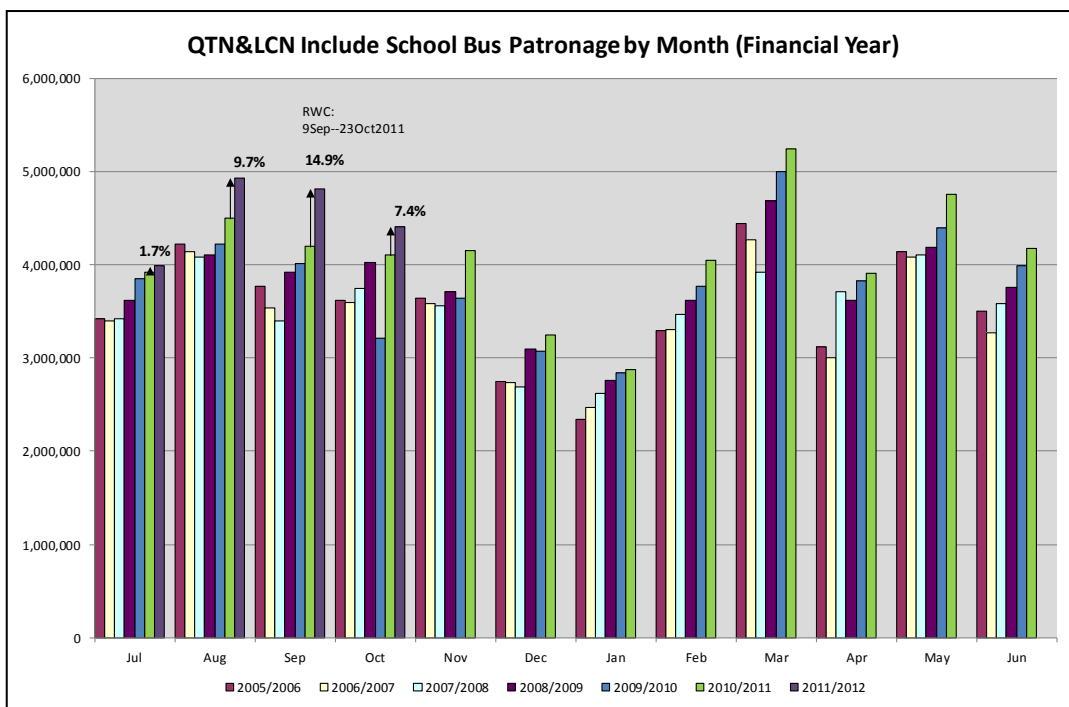


Fig 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

2.3.1 Bus (Other than Northern Express) Patronage Analysis

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

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	%
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%
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%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
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%	2,325,523	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%

2.4 Ferry Patronage

Ferry patronage totalled 5,034,681 passengers for the 12-months to Oct 2011 an increase of 484,662 boardings or +10.7%. For the financial year-to-date, four months to Oct 2011, patronage has grown by +21.5% (298,964 boardings). Patronage for Oct 2011 was 510,077 boardings, an increase of +30.5% (119,207 boardings) on Oct 2010 (Figure 15).

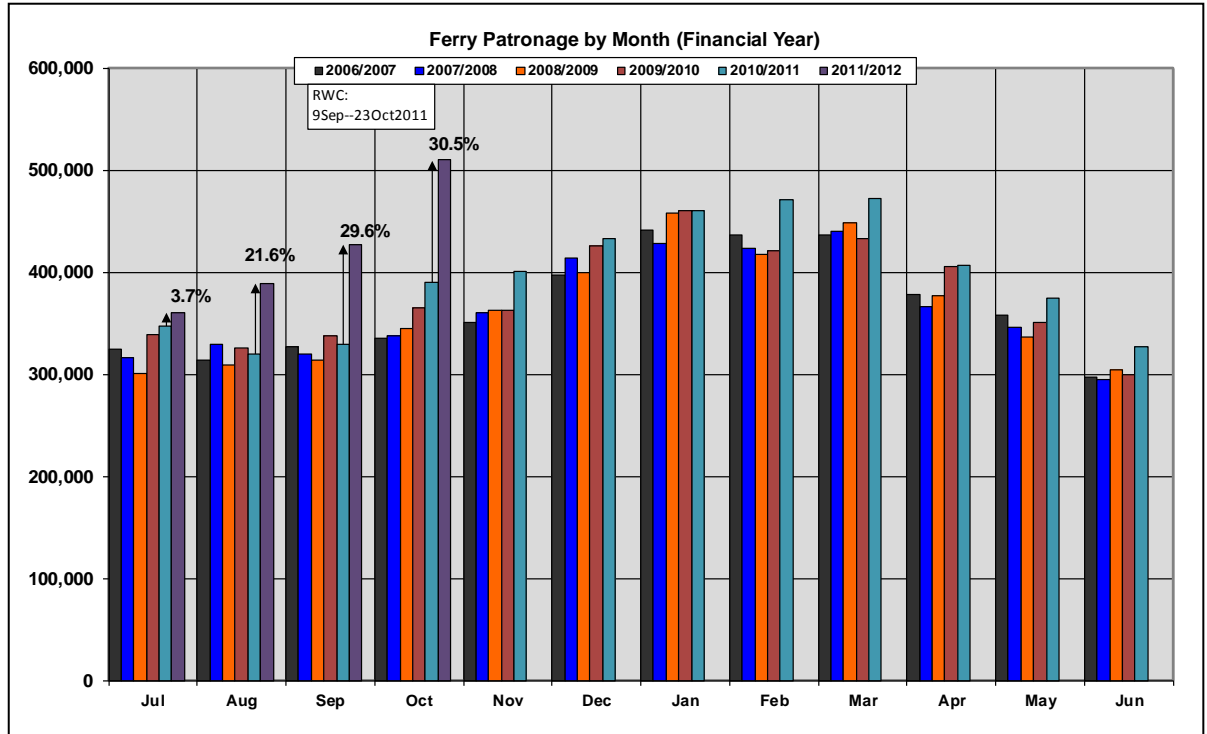


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

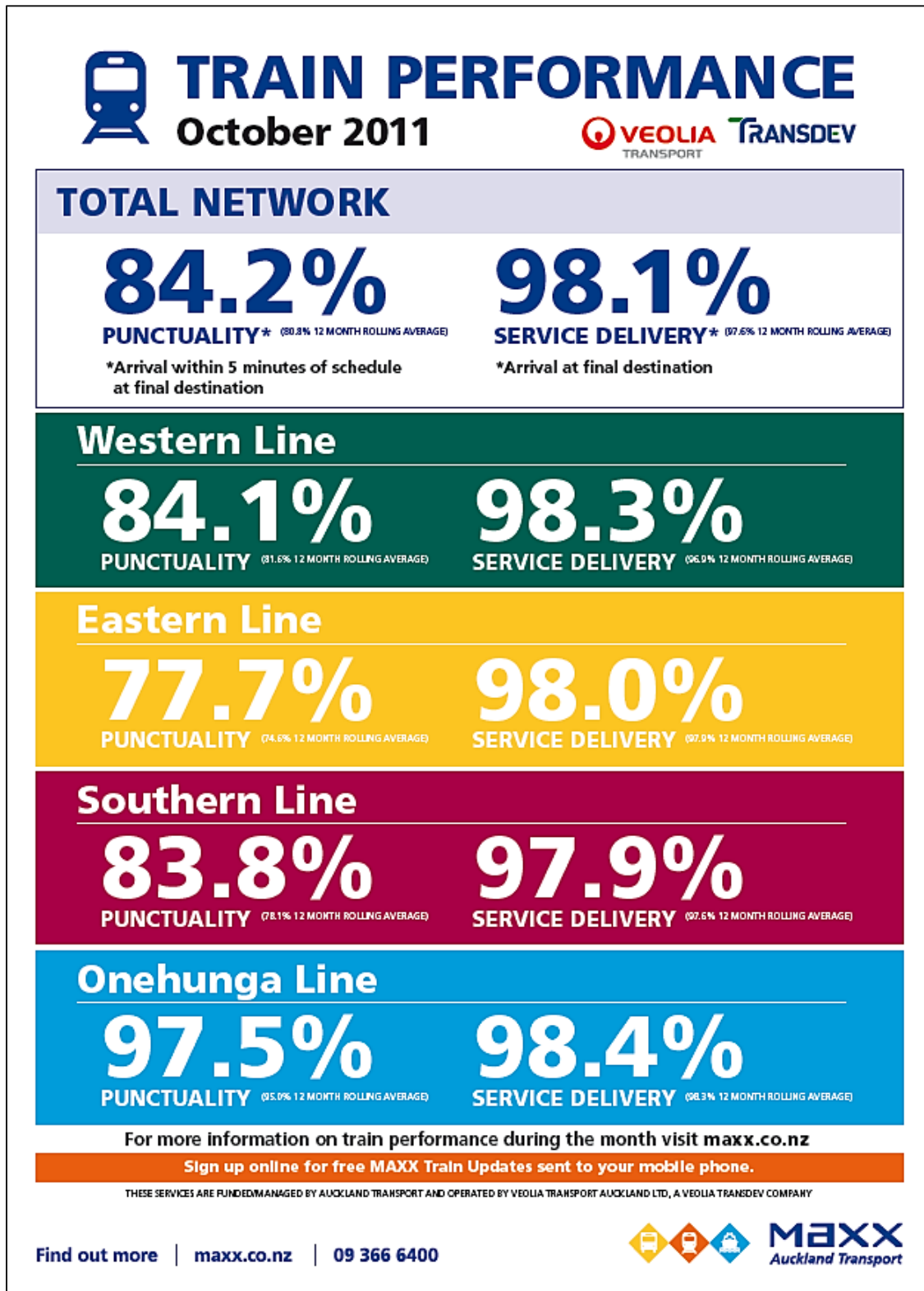


Fig 16. Rail Published Performance Results for October 2011

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.

The improvement in performance noted in the month of September was maintained during October, partly due to the freeze on major infrastructure upgrades over the duration of the RWC2011. In the month of October 84.2% of scheduled services operated on time or within five minutes of their scheduled arrival time compared to 83.3% in September and 78.9% in the same month last year. With one relatively minor exception the trains operating on the game days during the month ran without any significant disruption, the exception being a complete signal outage that occurred at 11:30pm on the night of 16 October that resulted in delays of up to 15 minutes to the late trains after the NZ vs Australia semi-final match. Delays were mitigated by implementing contingency plans developed for such an eventuality.

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

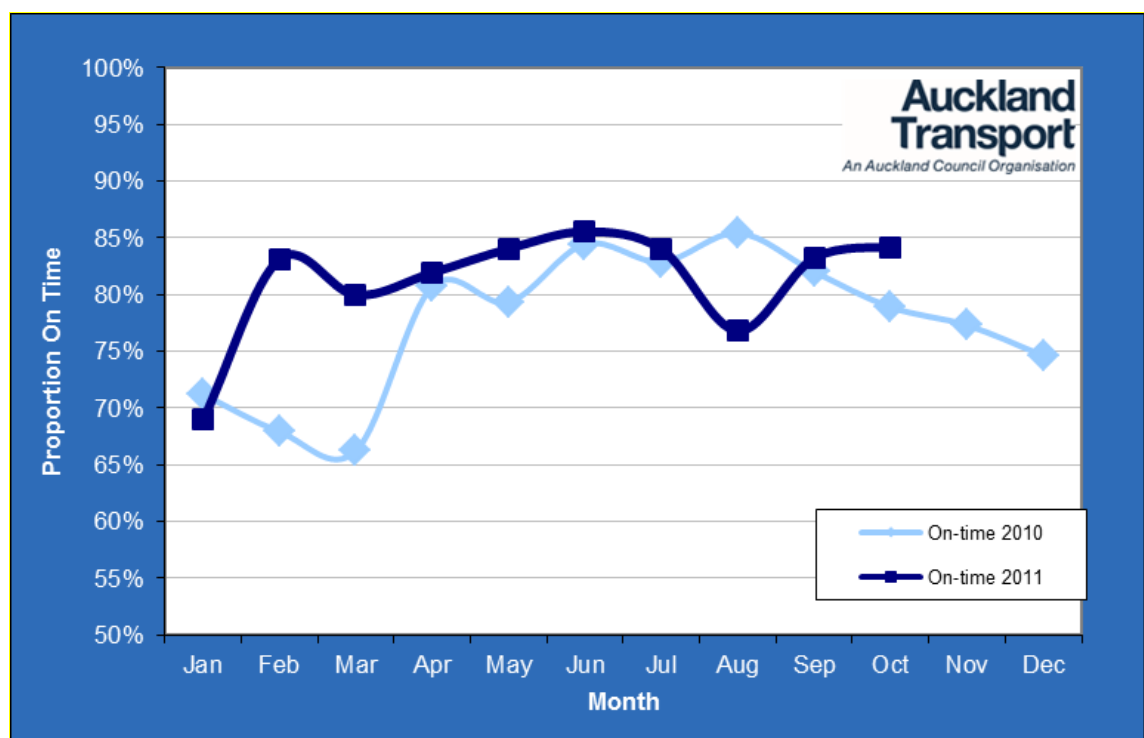


Fig 17. Rail Punctuality Trends for 2010 and 2011

The following major incidents impacted on service delivery during October:

- *Track, Signals and Train Control (KiwiRail)* – In addition to the signal outage on 16 October mentioned above, there were two other signal-related faults that impacted on the delivery of services during the month. On the morning of 10 October a signal fault at Otahuhu caused delays and cancellations to morning peak services on the Southern and Eastern Lines and on the 18 October a signal fault at Ellerslie resulted in delays and cancellations to morning peak services on the Southern and Onehunga Lines.

- *Train faults (KiwiRail)* – There were no major train failures that affected the delivery of services on any of the RWC game days during the month, however there were four significant train faults resulting in multiple service impacts recorded during the month. On 4 October a train was disabled at Puhinui and disrupted morning peak services on the Southern and Eastern lines. On the evening of 19 October a train fault caused disruptions to evening services operating between Papakura and Pukekohe. On 22 October a train fault at Britomart caused delays and cancellations across all lines during the late afternoon and on 27 October a train fault at Westfield disrupted evening peak services on the Southern and Eastern lines.
- *Operational (Veolia)* – Heavy passenger loadings recorded on many services throughout the month led to extended station dwell times and were a major contributor to the overall level of service delays during October.
- *Other* – There were several incidents involving freight trains that impacted on the delivery of scheduled passenger services during October. Included in these were two separate incidents on 17 October, the first of which involved a freight train being disabled at Homai in the early afternoon that caused a block of line requiring bus replacement services between Otahuhu and Pukekohe and affected 9 services and the second which disrupted evening peak services on the Southern and Eastern Lines after a freight train was disabled at Wiri. Two days later evening services were suspended between Papakura and Pukekohe to allow for bridge inspections after a freight train departed with an overloaded wagon.

There was a 26.2% reduction in delay minutes in October compared with September even though there were a similar number of trains scheduled to operate in each month. In October there were 14,403 delay minutes reported from all causes. The primary contributor, accounting for more than three-quarters of the total, related to operational matters of which passenger loadings and the impact that these had on service schedules through increased station dwell times to allow sufficient time for all passengers to safely board and alight heavily loaded services. The delay minutes attributed to both infrastructure and mechanical faults were both among the lowest on record for a single month (Figure 18).

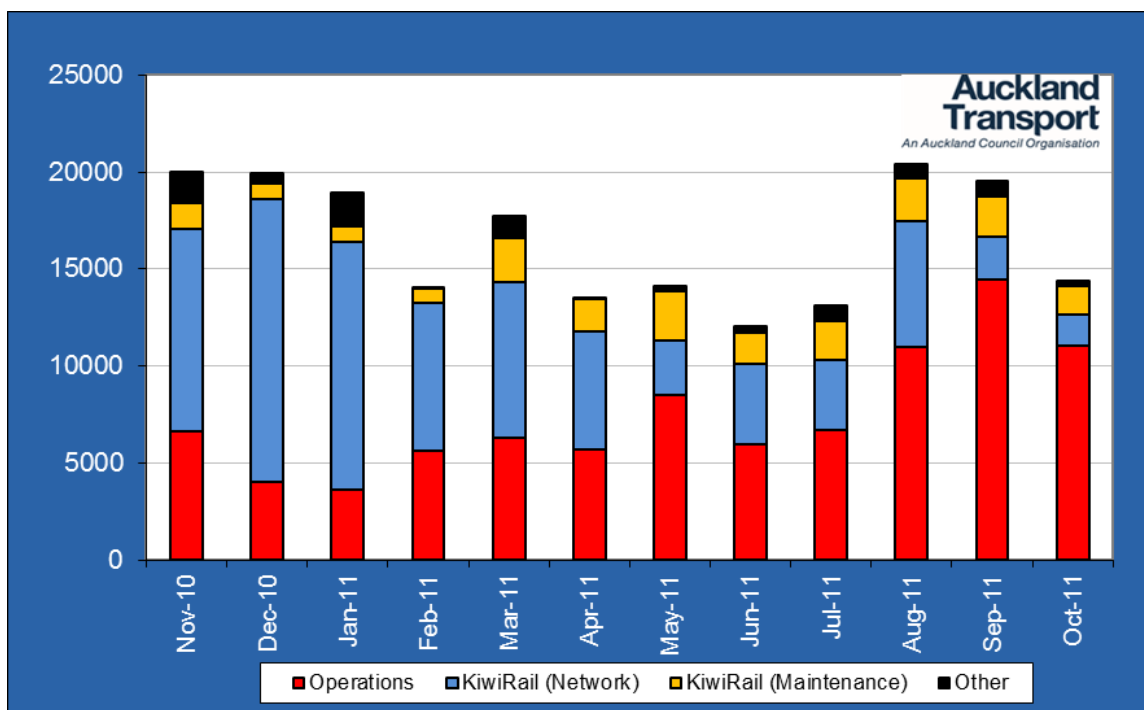


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	624	39.0%
Signal/points failure	822	51.4%
Speed restrictions	0	0.0%
Track protection measures*	152	9.5%
Total	1,598	

* 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.

For the second month in a row, no delay minutes were attributable to speed restrictions.

3.2 Rail Capacity

Other than for services on RWC2011 match days and 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 was a single service (4:12pm from Britomart to Pukekohe) 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 October. It should be noted that for the exercise the calculation is based on the normal timetable train allocations. During October the train fleet was reconfigured for RWC2011 and the allocations were subject to variability throughout the month so it is likely that this threshold would have been exceeded on some services where a smaller capacity train than normally planned was supplied. The calculation also does not factor in additional special event train services. For RWC2011 game days many services operated at or near their maximum capacity. However, with two weeks of school holidays during the month average peak loadings were lower than normal but non-peak services were observed to have higher than normal loadings due to the changed travel patterns during school holidays and associated with RWC2011 events.

3.3 Bus Service Performance

For October 2011, 99.75% of contracted service trips were operated (reliability measure). Service punctuality for October 2011 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- October 2011

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,556	100.00%	99.90%
H & E	16,829	99.98%	99.88%
NZ Bus	116,184	99.62%	99.04%
Ritchies	28,382	99.96%	99.78%
Transit	2,356	100.00%	99.41%
Urban Express	5,223	100.00%	97.26%
Total	185,465	99.75%	99.27%

3.4 Ferry Service Performance

For October 2011, 100% of ferry service trips were operated (reliability measure). Service punctuality for October 2011 was 99.61% 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- October 2011

	Scheduled Trips	Reliability	Punctuality
Bayswater	911	100.00%	100.00%
Half Moon Bay	544	100.00%	98.71%
Birkenhead	983	100.00%	99.90%
Gulf Harbour	80	100.00%	100.00%
West Harbour	280	100.00%	98.57%
Pine Harbour	260	100.00%	100.00%
Total	3,058	100.00%	99.61%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

108 events were held in October 2011 and 38 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.

Rugby World Cup 2011, England vs. Scotland, Eden Park: Saturday 1st October

Match travel ticketing in place. Attendance: 58,213.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	10,310	18%	12,310	21%	19%
BUS	12,220	21%	12,900	22%	22%
FERRY					
TOTAL	22,530	39%	25,210	43%	41%

Rugby World Cup 2011, QF England vs. France, Eden Park: Saturday 8th October

Match travel ticketing in place. Attendance: 49,105.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	9,400	19%	13,010	26%	23%
BUS	10,140	21%	9,280	19%	20%
FERRY					
TOTAL	19,540	40%	22,290	45%	43%

Rugby World Cup 2011, QF All Blacks vs. Argentina, Eden Park: Sunday 9th October

Match travel ticketing in place. Attendance: 57,912.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	9,060	16%	12,680	22%	19%
BUS	12,110	21%	11,510	20%	20%
FERRY					
TOTAL	21,170	37%	24,190	42%	39%

Rugby World Cup 2011, SF Wales vs. France, Eden Park: Saturday 15th October

Match travel ticketing in place. Attendance: 58,629.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	9,860	17%	14,990	26%	21%
BUS	13,720	23%	11,570	19%	22%
FERRY					
TOTAL	23,580	40%	26,560	45%	43%

Rugby World Cup 2011, SF All Blacks vs. Australia, Eden Park: Sunday 16th October

Match travel ticketing in place. Attendance: 59,750.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	9,990	17%	12,160	20%	19%
BUS	13,910	23%	13,090	22%	22%
FERRY					
TOTAL	23,900	40%	25,250	42%	41%

Rugby World Cup 2011, BF Australia vs. Wales, Eden Park: Friday 21st October

Match travel ticketing in place. Attendance: 53,013.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	9,950	18%	13,410	25%	22%
BUS	10,440	20%	11,330	21%	21%
FERRY					
TOTAL	20,390	38%	24,740	47%	43%

Rugby World Cup 2011, Final All Blacks vs. France, Eden Park: Sunday 23rd October

Match travel ticketing in place. Attendance: 61,079.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	9,820	16%	16,200	26%	21%
BUS	8,510	14%	11,980	20%	17%
FERRY					
TOTAL	18,330	30%	28,180	46%	38%

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 October 2011:

- Sealink Travel Group Ltd: Notification to register timetables for Public Holidays end of December and over New Years period. Approved 04-Oct-11.
- Nakedbus.com: Notification to register commercial public transport services to operate between Auckland and Hastings under Nakedbus.com registration and to vary the operator from Pavlovich Coachlines to Johnston's Coachlines. Approved 07-Oct-11.
- Nakedbus.com: Notification to register commercial public transport services to operate between Auckland and Paihia. Approved 13-Oct-11.
- Nakedbus.com: Notification to register commercial public transport services to operate between Auckland and Wellington under Nakedbus.com registration and to vary the operator from Pavlovich Coachlines to Johnston's Coachlines. Approved 07-Oct-11.
- InterCity Group NZ Ltd.: Notification to vary the departure times in Manukau and Auckland Central by 30 mins and to remove the pick up point in Papakura. Approved 18-Oct-11.
- With Me Ltd.: Notification to register a commercial public transport service to operate to/from Eden Park and North Harbour Stadiums to Remuera area during the Rugby World Cup period only. Approved 21-Oct-11.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- A-Pass integrated public transport day ticket for use during RWC 2011.
- RWC2011 event services, and enhanced capacity business as usual services to cater for RWC2011 public transport demand.
- Projects in Planning Service review underway in preparation for public consultation for Hibiscus Coast and Great South Road.
- Planning for tertiary campaign to start in early 2012 continues.
- Planning for "Ride Thru" Christmas Shopping by public transport campaign completed.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

7.1 Promotional activities undertaken during September 2011

- Campaigns for Rugby World Cup 2011.
- Campaigns for A-Pass integrated ticket.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

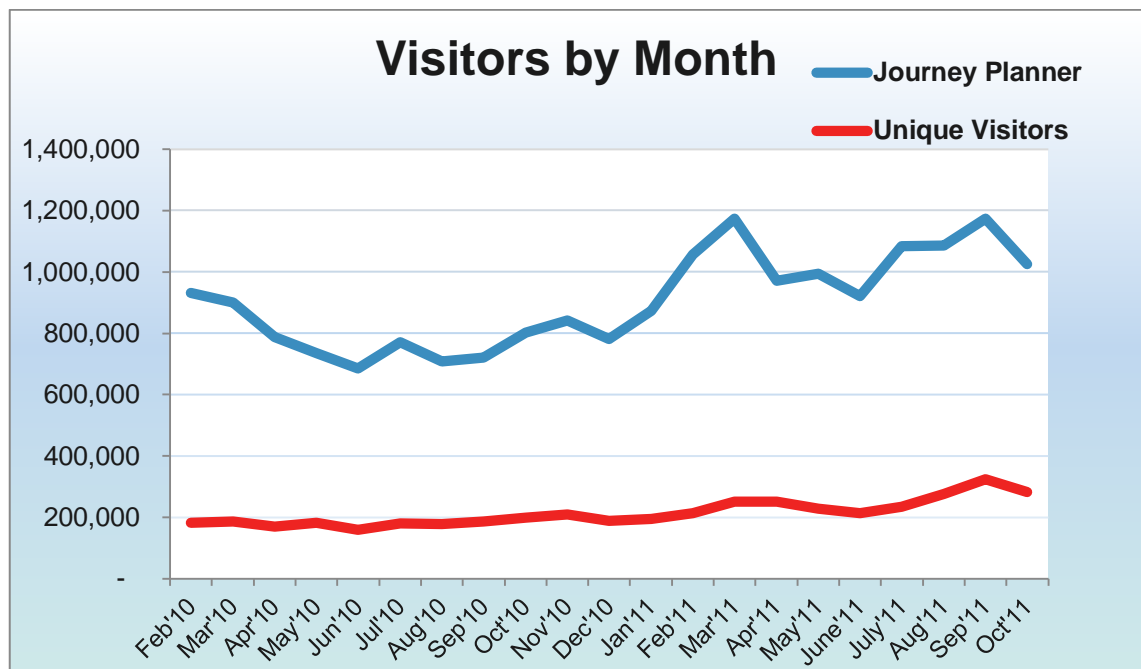
For the month of October there were 13,881 visits (10.60% increase compared to information kiosk at Britomart in October 2010). Changes to hours for RWC game nights were continued.

8.2 MAXX Public Transport Call Centre

For October 2011, call volume was 56,562 (+8.51% compared to October 2010). 90.08% of calls were answered within the service standard of 20 seconds.

For HOP ticketing 2,184 calls during the month and were answered in 94.99% 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 26,214 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

8.5 HOP Integrated Ticketing

There are now 87,083 (+7.5% increase on September) HOP cards in market that have been used at least once. Of these, 51,633 (+5.9% on September) are registered.