
July 2011

Public Transport 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	16
4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES	20
5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008.....	21
6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS	21
7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES.....	22

PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Auckland public transport patronage totalled 65,903,949 passengers for the 12-months to July 2011 an increase of 5,096,948 boardings or +8.4%.
- July monthly patronage was 5,368,936 an increase of 140,294 boardings or +2.7% on July 2010.
- Rail monthly patronage for July is 838,198 an increase of 38,610 boardings or +4.8% on July 2010.
- Northern Express bus service carried 2,079,098 passenger trips for the 12-months with a growth in July 2011 compared to July 2010 of +14.2%.

1.2 Service Performance

- 97.7% of all scheduled rail services arrived at their final destination and 84.0% were on time or arrived within 5 minutes of schedule.

1.3 Initiatives

- Increased rail service capacity through the introduction of additional five and six car trains on the Southern and Eastern Lines.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 65,903,949 passengers for the 12-months to Jul 2011 an increase of 5,096,948 boardings or +8.4% as illustrated at Figure 1.

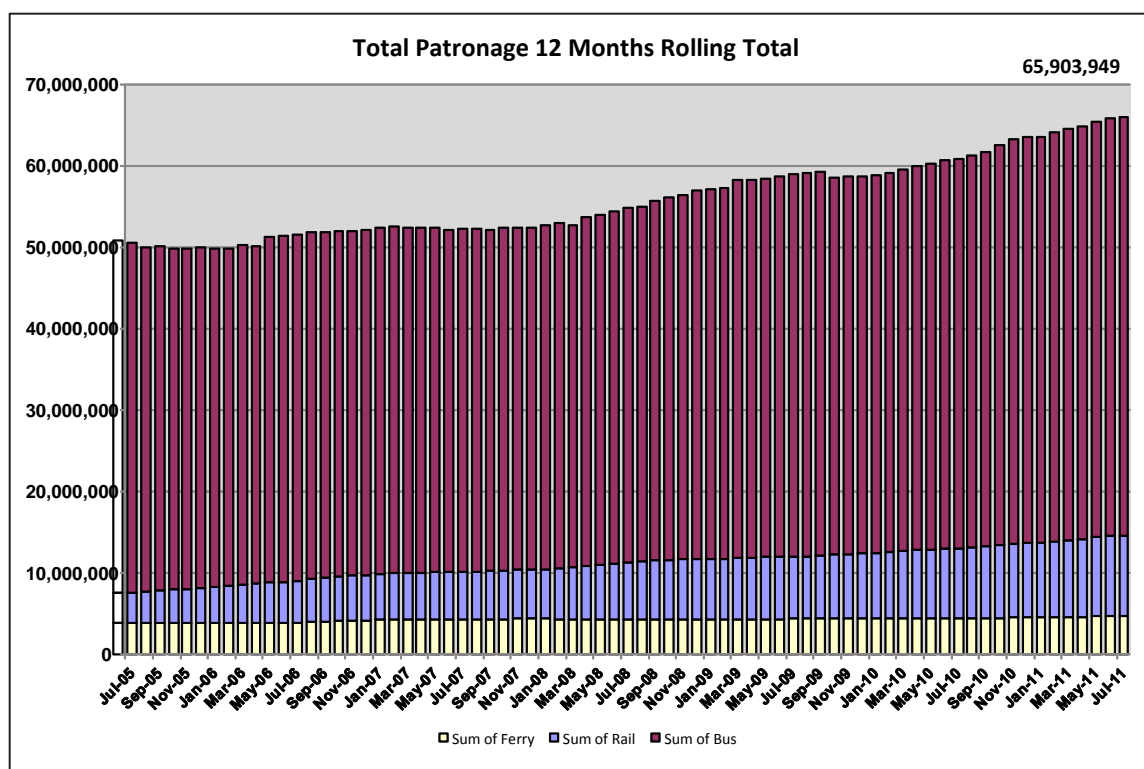


Fig 1. Total Patronage – 12 Months Rolling Total

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, twelve months to Jun 2012, patronage has grown by +2.7% (140,294 boardings). Patronage for Jul 2011 was 5,368,936 boardings, an increase of +2.7% (140,294 boardings) on Jul 2010.

It is noted that July 2011 had one to two less school days than July 2010 (depending on the school), which equates to approximately a -8.5% to -12.5% service level for school services. There was also one less working day in July 2011 compared to July 2010.

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

	Jul-11								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,022,899	60,818	6.3%	11,982,312	1,608,047	15.5%	1,022,899	60,818	6.3%
Northern Express Bus	184,701	22,208	13.7%	2,079,098	259,213	14.2%	184,701	22,208	13.7%
Rail sub-total:	838,198	38,610	4.8%	9,903,214	1,348,834	15.8%	838,198	38,610	4.8%
- Western Line	301,273	9,995	3.4%	3,523,486	563,852	19.1%	301,273	9,995	3.4%
- Southern & Eastern Line	477,994	-30,316	-6.0%	5,811,869	217,123	3.9%	477,994	-30,316	-6.0%
- Onehunga Line	58,932			567,883			58,932		
2. Quality Transit and Local Bus (Include School Bus) sub-total:	3,985,455	66,587	1.7%	49,173,031	3,277,619	7.1%	3,985,455	66,587	1.7%
- Quality Transit & Local Bus	3,839,788	86,733	2.3%	46,562,624	3,170,844	7.3%	3,839,788	86,733	2.3%
- Contracted School Bus	145,667	-20,146	-12.1%	2,610,407	106,775	4.3%	145,667	-20,146	-12.1%
3. Ferry	360,582	12,889	3.7%	4,748,606	211,282	4.7%	360,582	12,889	3.7%
Total Patronage	5,368,936	140,294	2.7%	65,903,949	5,096,948	8.4%	5,368,936	140,294	2.7%

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

**Final year to June 2011 results will be subject to audit.

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

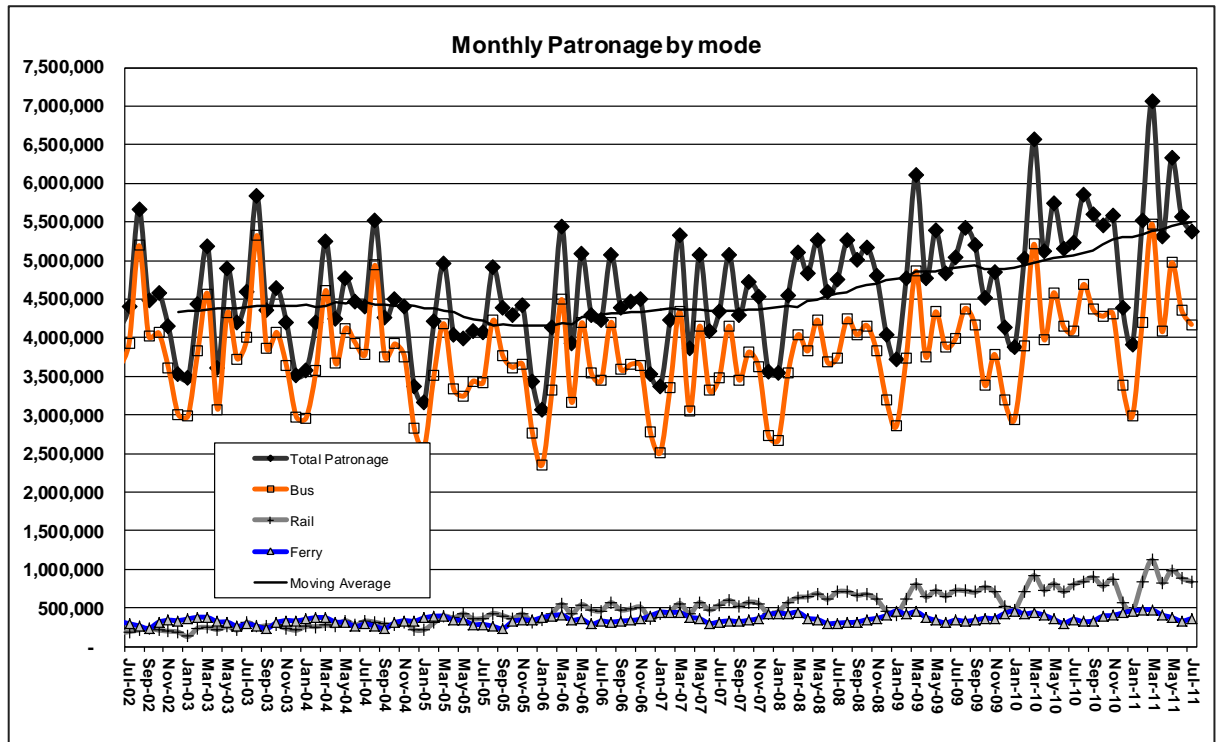


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

2.2 Rapid Transit Network (Rail and Northern Express)

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

Patronage totalled 11,982,312 passengers for the 12-months to Jul 2011 (Figure 3) an increase of 1,608,047 boardings or +15.5%. For the financial year-to-date, twelve months to Jun 2012, patronage has grown by +6.3% (60,818 boardings) (Figure 4). Patronage for Jul 2011 was 1,022,899 boardings, an increase of +6.3% (60,818 boardings) on Jul 2010 (Figure 5).

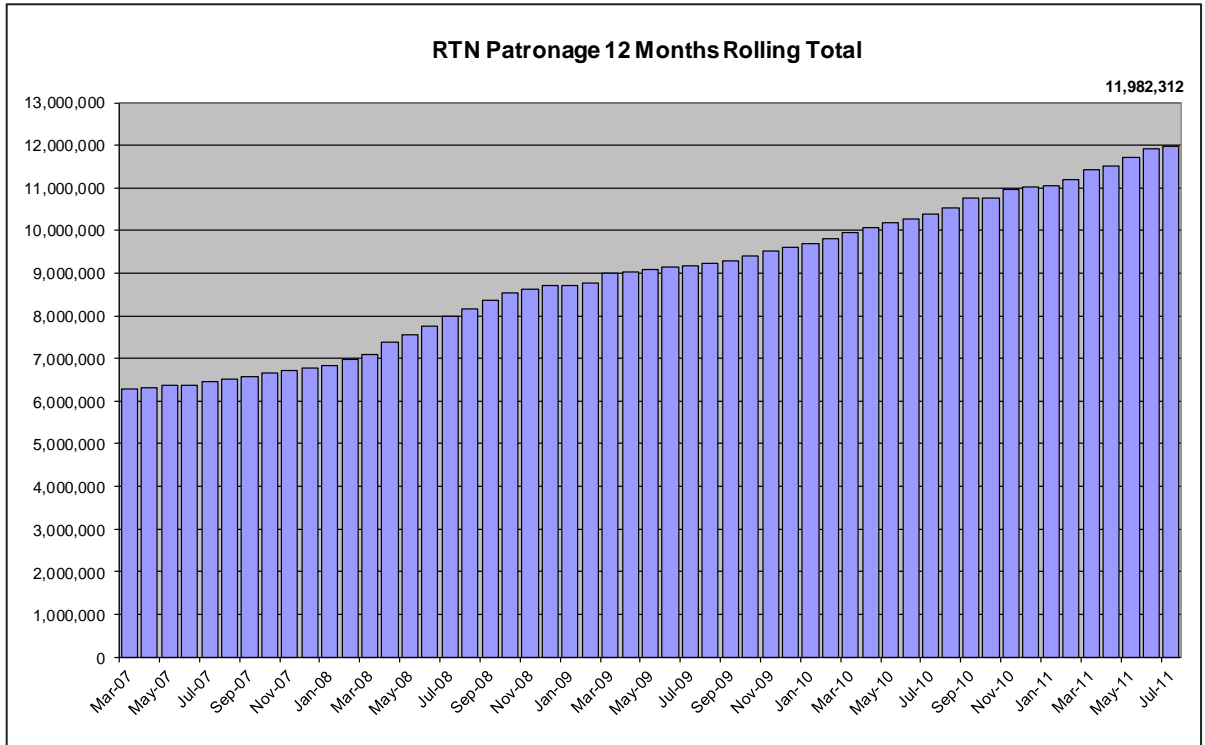


Fig 3. RTN Patronage – 12 Months Rolling Total

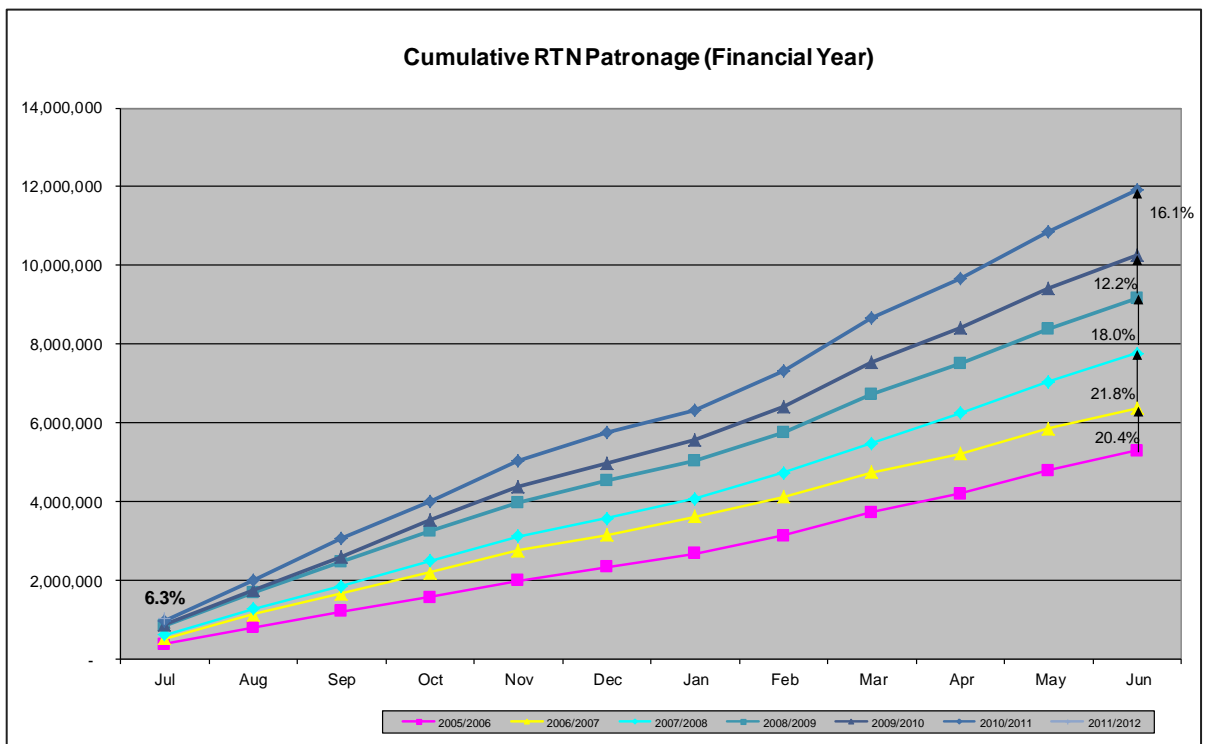


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

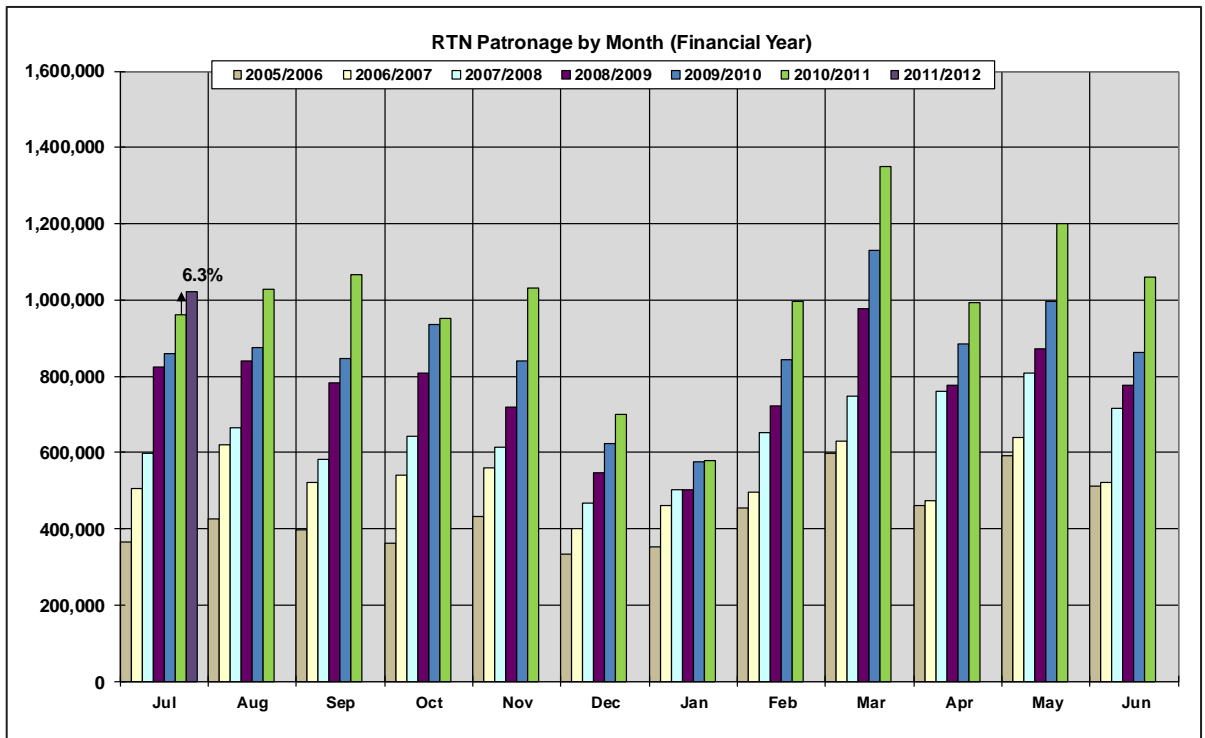


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. Rail patronage topped 10 million for the rolling twelve months of the latter part of July before easing back to end the month at 9,903,214 passengers for the 12-months (Figure 6), which is an increase of 1,348,834 boardings or +15.8% on last year. For the month of July 2011 there were 838,198 passengers recorded travelling by rail, and increase of 38,610 boardings or +4.8% on the same month last year. Despite there being one fewer business day during the month and school holidays being timed in the last two weeks instead of first two weeks compared to July last year, patronage on weekday services increased by +9.9% however weekend patronage was severely impacted by two full network closures, one on 16/17 July and the other on 30/31 July that included an early conclusion of services on the Friday night. The weekend figures for last year were also boosted by the tri-nations match versus South Africa held on 10 July. The combined effect of the one fewer business day, the two weekend network closures and the patronage on special event trains last year meant that the 10 million passenger momentum was not sustained through to the end of the month.

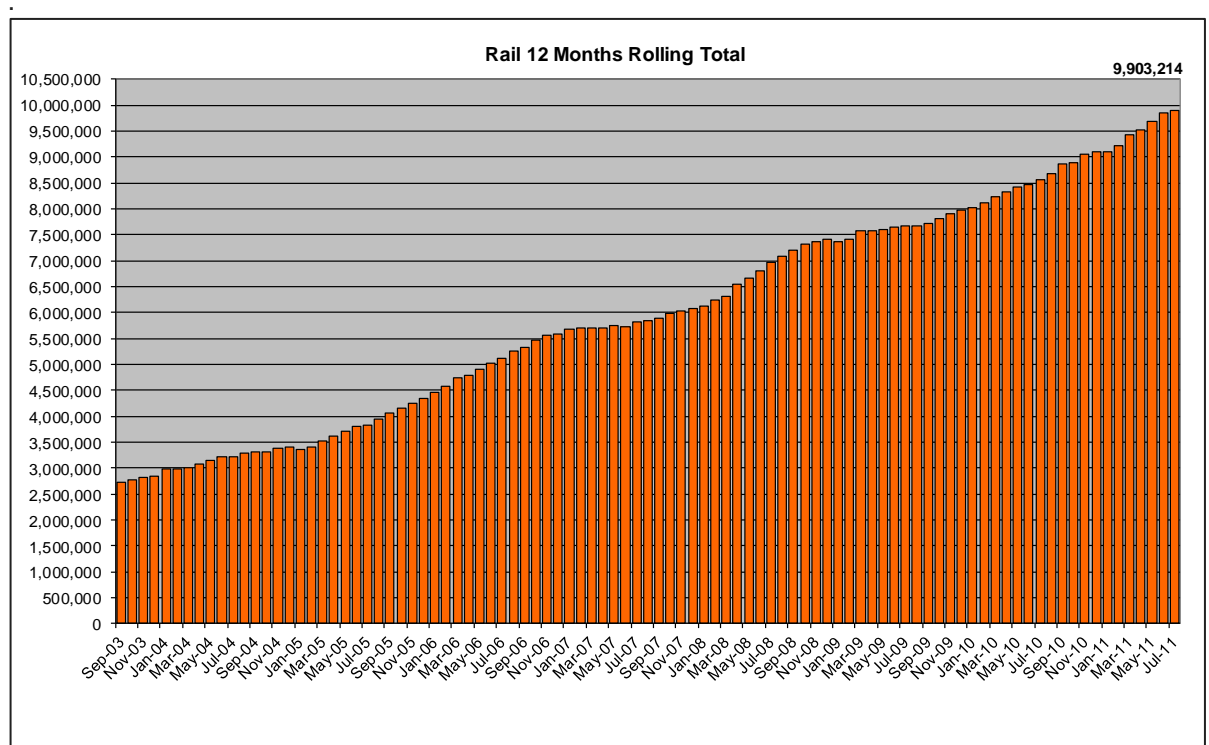


Fig 6. Rail Patronage – 12 Months Rolling Total

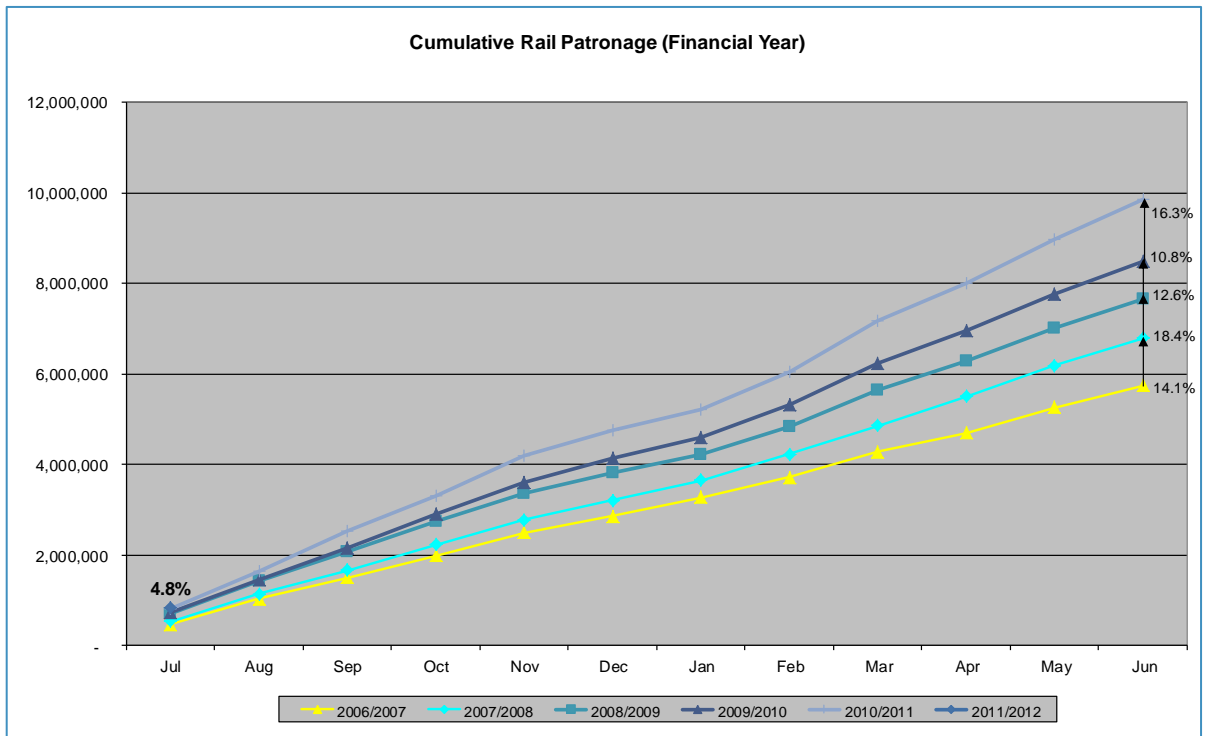


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

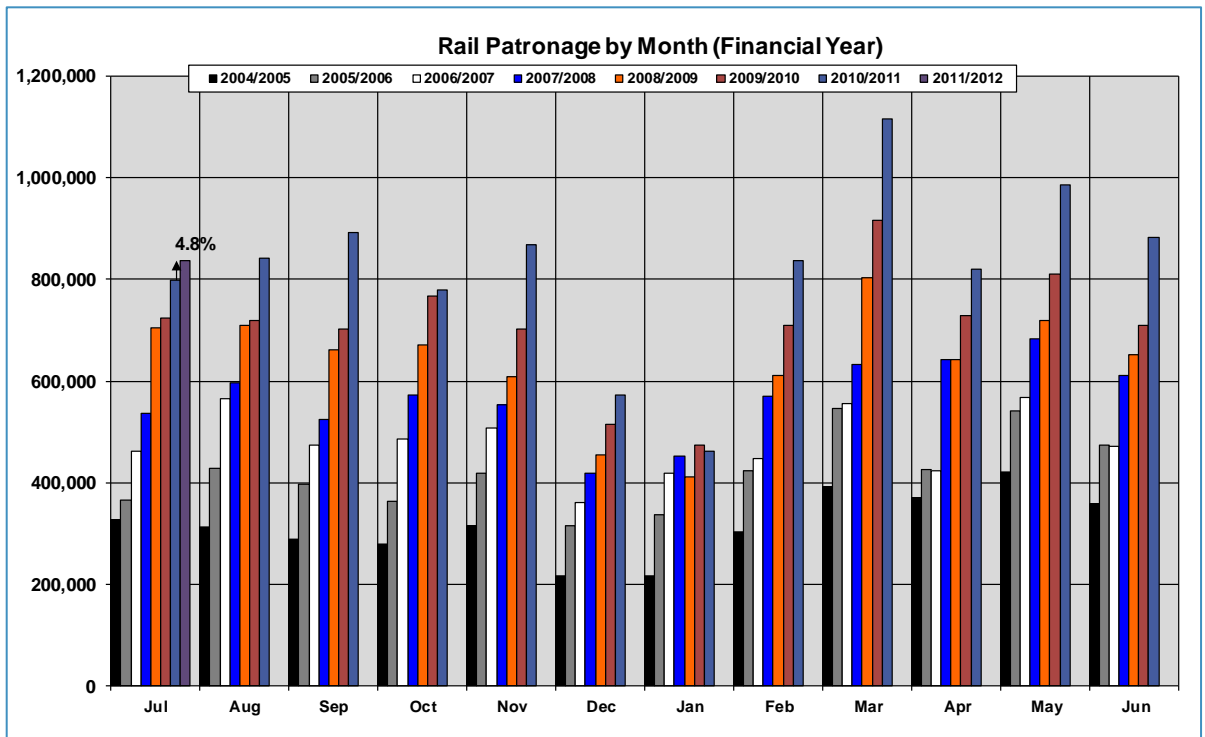


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

Southern & Eastern Rail Lines (including the Onehunga Line)

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,379,752 passengers for the 12-months to July 2011 an increase of 785,006 boardings or +14.0%. Patronage for July 2011 was 536,925 boardings, an increase of +5.6% (28,616 boardings) on July 2010 (Figure 9).

In July 2011 there were 477,994 passengers recorded travelling on the Southern and Eastern Lines excluding the Onehunga Line, a decrease of -6.0% on July 2010. Note that the addition of the Onehunga services from September last year has provided some Southern Line customers with more choices and some of these are likely to have transferred to Onehunga Line trains.

There were 58,932 passengers recorded using the Onehunga Line during July 2011. Since the inception of these services in September 2010 there have been 567,882 passengers recorded on Onehunga Line services

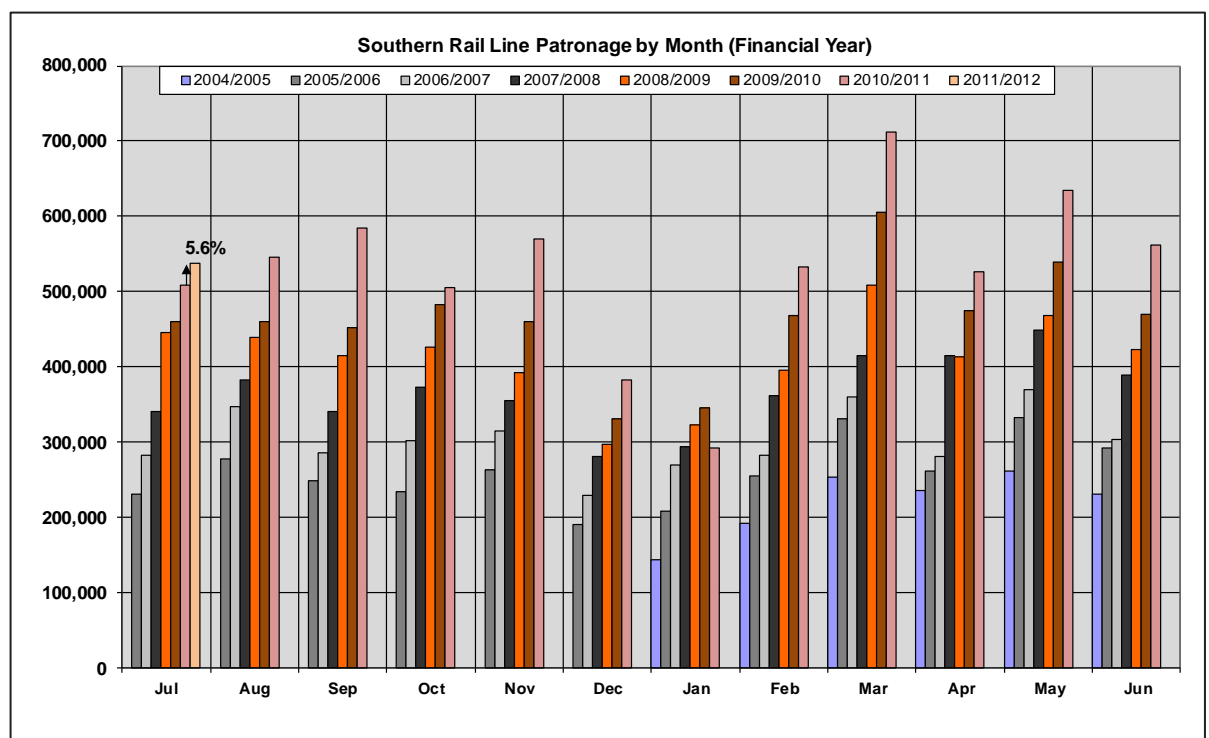


Fig 9. Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 3,523,486 passengers for the 12-months to July 2011 an increase of 563,852 boardings or +19.1%. Patronage for July 2011 was 301,273 boardings, an increase of +3.4% (9,995 boardings) on July 2010 (Figure 10).

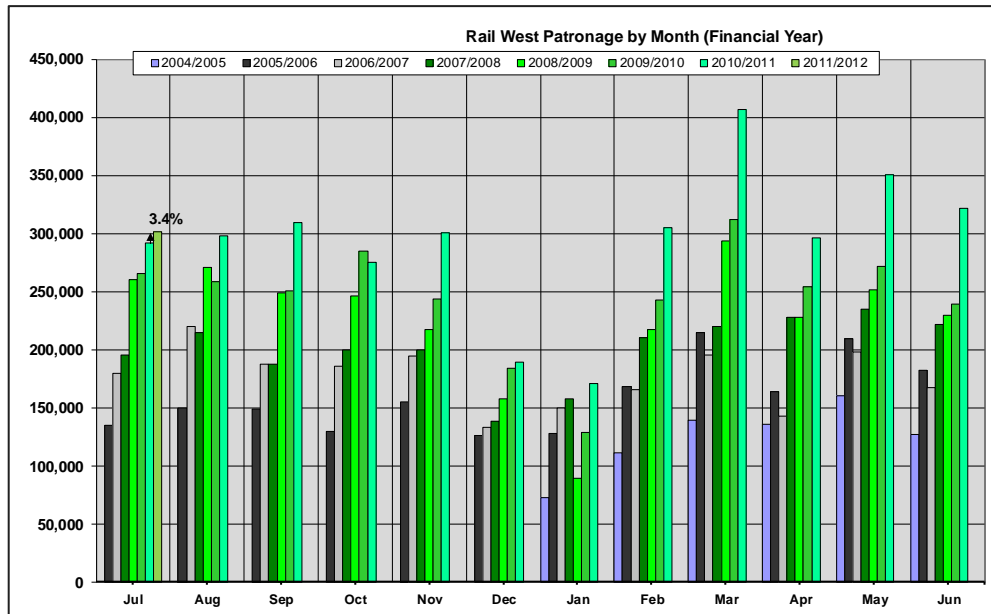


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,079,098 passengers for the 12-months to Jul 2011 (Figure 11) an increase of 259,213 boardings or +14.2%. For the financial year-to-date, twelve months to Jun 2012, patronage has grown by +13.7% (22,208 boardings) (Figure 12). Patronage for Jul 2011 was 184,701 boardings, an increase of +13.7% (22,208 boardings) on Jul 2010 (Figure 13).

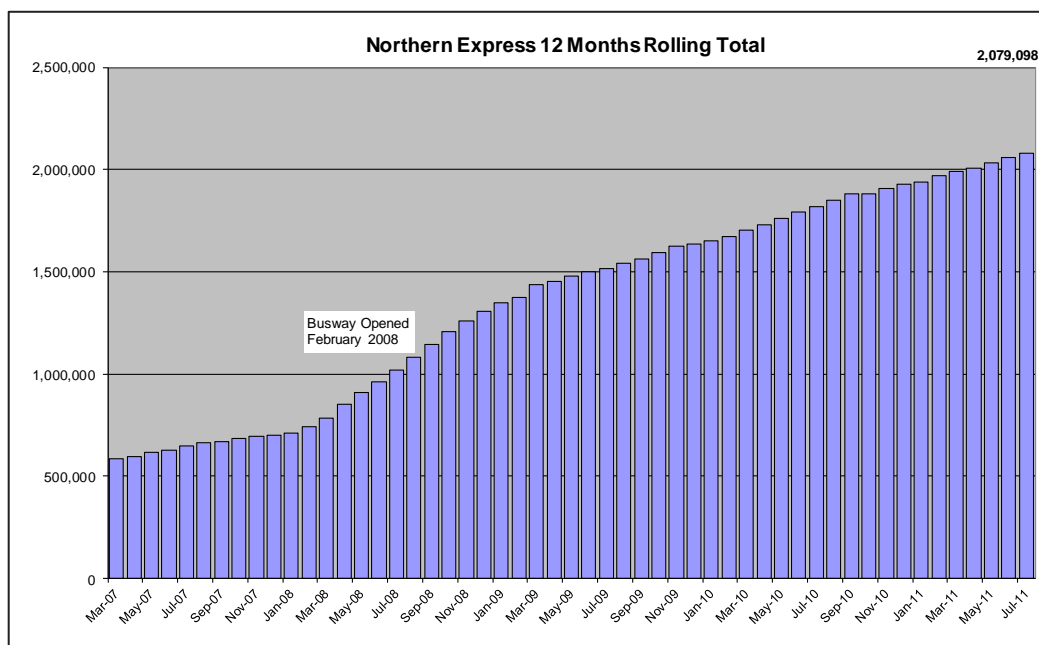


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

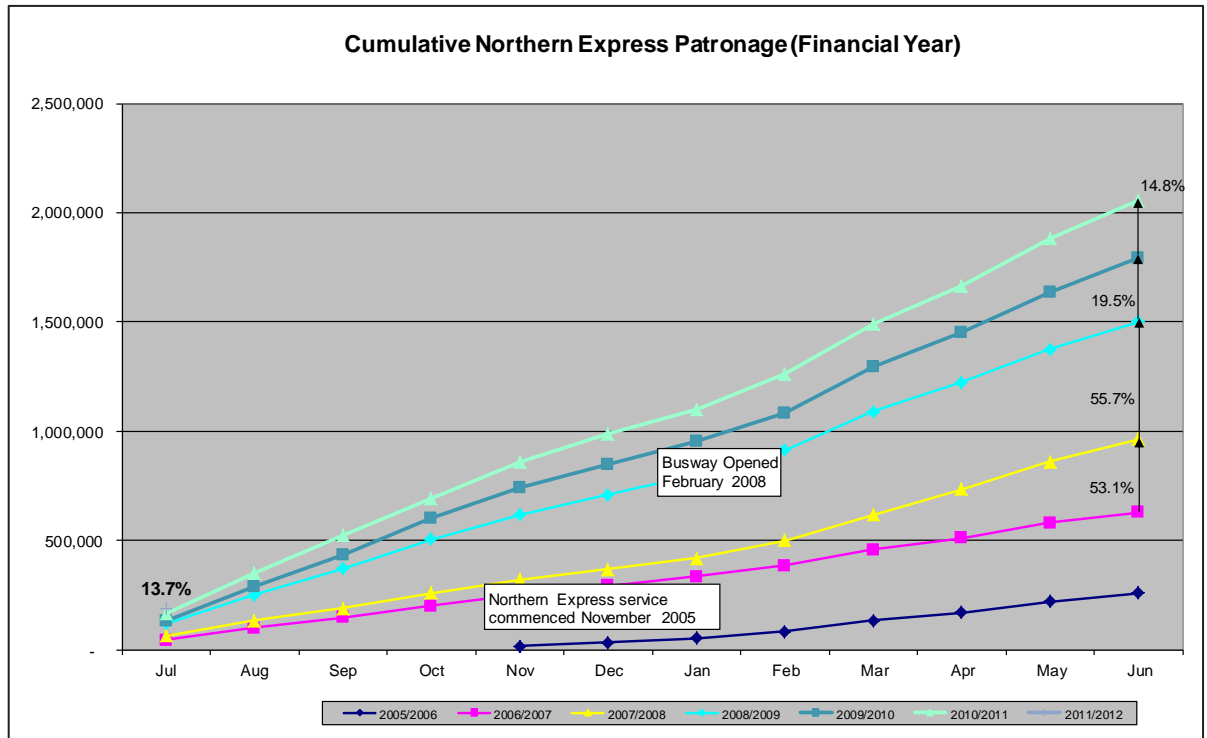


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

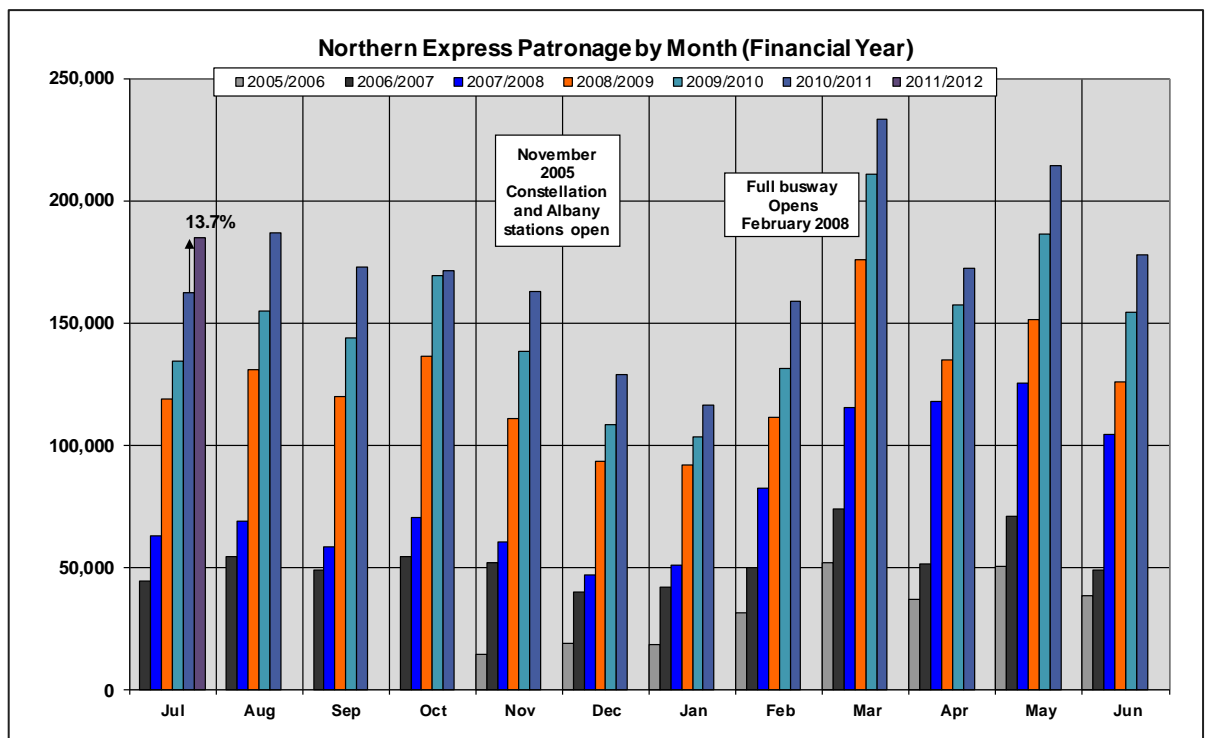


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

2.3 Bus Patronage (Other Than Northern Express)

Bus services other than the Northern Express form the majority of services on the Quality Transit Network and Local Connector Network including dedicated school bus services. Patronage totalled 49,173,031 passengers for the 12-months to Jul 2011 an increase of 3,277,619 boardings or +7.1%. For the financial year-to-date, twelve months to Jun 2012, patronage has grown by +1.7% (66,587 boardings). Patronage for Jul 2011 was 3,985,455 boardings, an increase of +1.7% (66,587 boardings) on Jul 2010 (Figure 14).

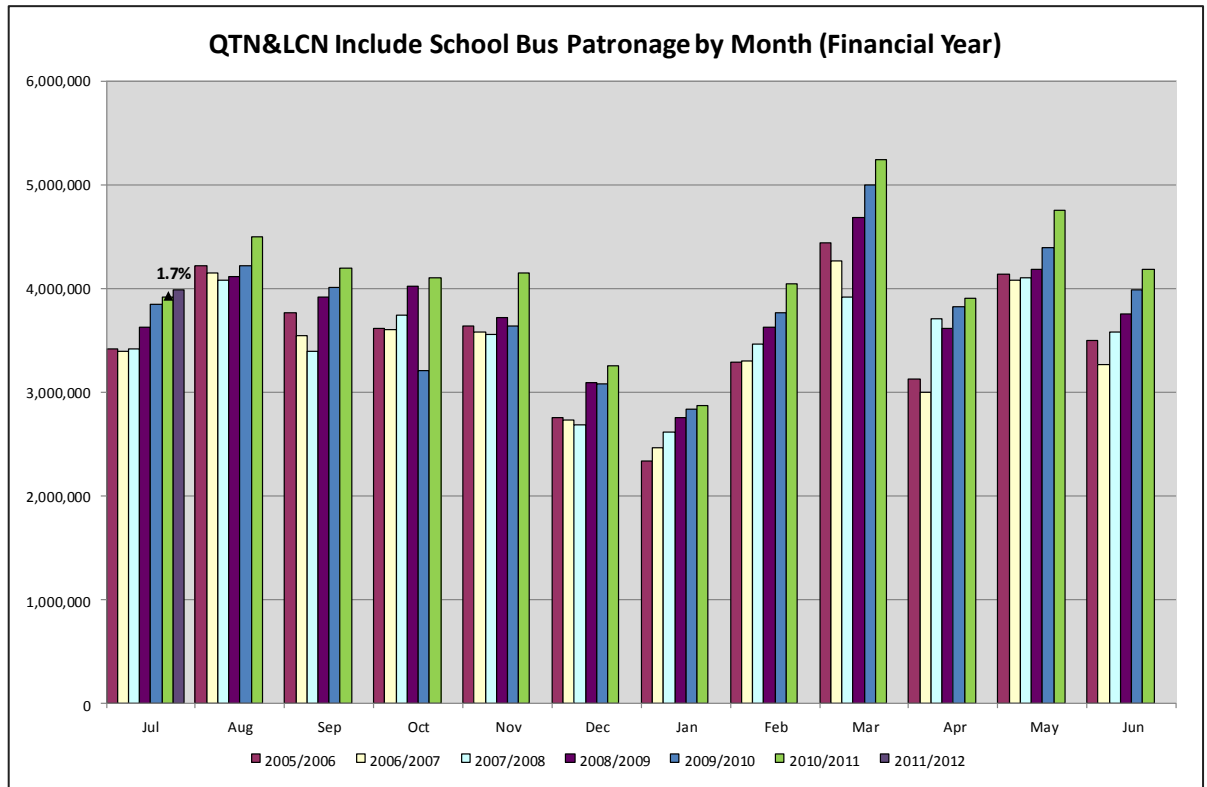


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

2.3.1 Bus (Other than Northern Express) Patronage Analysis

Table 2 provides an analysis of bus services by geographical sector for the previous 12-months.

	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	%
Aug-10	952,395	70,930	8.0%	9,542,459	307,105	3.3%	440,747	16,405	3.9%	4,587,479	-9,948	-0.2%
Sep-10	880,273	50,372	6.1%	9,592,831	323,642	3.5%	413,765	10,574	2.6%	4,598,053	-3,977	-0.1%
Oct-10	846,068	164,350	24.1%	9,757,181	609,679	6.7%	398,638	63,871	19.1%	4,661,925	126,907	2.8%
Nov-10	880,841	130,013	17.3%	9,887,194	713,400	7.8%	415,189	45,754	12.4%	4,707,679	199,975	4.4%
Dec-10	645,476	49,341	8.3%	9,936,535	759,409	8.3%	324,830	15,164	4.9%	4,722,843	218,689	4.9%
Jan-11	539,350	19,782	3.8%	9,956,317	760,974	8.3%	276,674	-1,866	-0.7%	4,720,977	217,721	4.8%
Feb-11	872,923	90,273	11.5%	10,046,590	822,991	8.9%	397,422	27,129	7.3%	4,748,106	235,304	5.2%
Mar-11	1,134,374	82,714	7.9%	10,129,304	829,444	8.9%	516,255	27,886	5.7%	4,775,992	242,989	5.4%
Apr-11	825,227	42,414	5.4%	10,171,718	821,659	8.8%	386,316	12,984	3.5%	4,788,976	248,647	5.5%
May-11	1,041,524	111,813	12.0%	10,283,531	884,877	9.4%	471,230	39,013	9.0%	4,827,989	276,462	6.1%
Jun-11	922,524	73,391	8.6%	10,356,921	909,673	9.6%	427,045	29,070	7.3%	4,857,059	289,815	6.3%
Jul-11	842,467	26,522	3.3%	10,383,443	911,914	9.6%	398,313	9,365	2.4%	4,866,424	295,351	6.5%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Aug-10	969,802	97,083	11.1%	9,646,938	772,257	8.7%	2,134,515	92,758	4.5%	22,337,040	-421,041	-1.9%
Sep-10	891,031	39,699	4.7%	9,686,637	734,300	8.2%	2,008,319	82,146	4.3%	22,419,187	-323,331	-1.4%
Oct-10	862,359	171,086	24.7%	9,857,723	988,811	11.1%	1,997,048	523,165	35.5%	22,942,351	761,266	3.4%
Nov-10	865,476	117,379	15.7%	9,975,103	1,083,260	12.2%	1,987,831	216,570	12.2%	23,158,922	1,070,415	4.8%
Dec-10	647,768	39,849	6.6%	10,014,952	1,091,040	12.2%	1,631,635	70,323	4.5%	23,229,245	1,178,116	5.3%
Jan-11	556,884	25,184	4.7%	10,040,136	1,076,010	12.0%	1,496,803	-6,526	-0.4%	23,222,719	1,153,156	5.2%
Feb-11	854,505	77,981	10.0%	10,118,117	1,073,700	11.9%	1,918,048	82,742	4.5%	23,305,461	1,199,307	5.4%
Mar-11	1,139,159	67,381	6.3%	10,185,498	1,006,946	11.0%	2,448,725	64,863	2.7%	23,370,324	1,212,588	5.5%
Apr-11	831,388	37,679	4.7%	10,223,177	948,792	10.2%	1,865,045	-4,122	-0.2%	23,366,202	1,184,878	5.3%
May-11	1,038,100	92,795	9.8%	10,315,972	940,830	10.0%	2,203,591	119,949	5.8%	23,486,151	1,284,914	5.8%
Jun-11	908,484	56,133	6.6%	10,372,105	876,793	9.2%	1,921,973	34,207	1.8%	23,520,358	1,269,336	5.7%
Jul-11	826,320	19,171	2.4%	10,391,276	841,421	8.8%	1,918,354	11,529	0.6%	23,531,887	1,287,605	5.8%

Table 2. Bus Patronage Analysis by Geographic Sector

2.4 Ferry Patronage

Ferry patronage totalled 4,748,606 passengers for the 12-months to Jul 2011 an increase of 211,282 boardings or +4.7%. For the financial year-to-date, twelve months to Jun 2012, patronage has grown by +3.7% (12,889 boardings). Patronage for Jul 2011 was 360,582 boardings, an increase of +3.7% (12,889 boardings) on Jul 2010 (Figure 15).

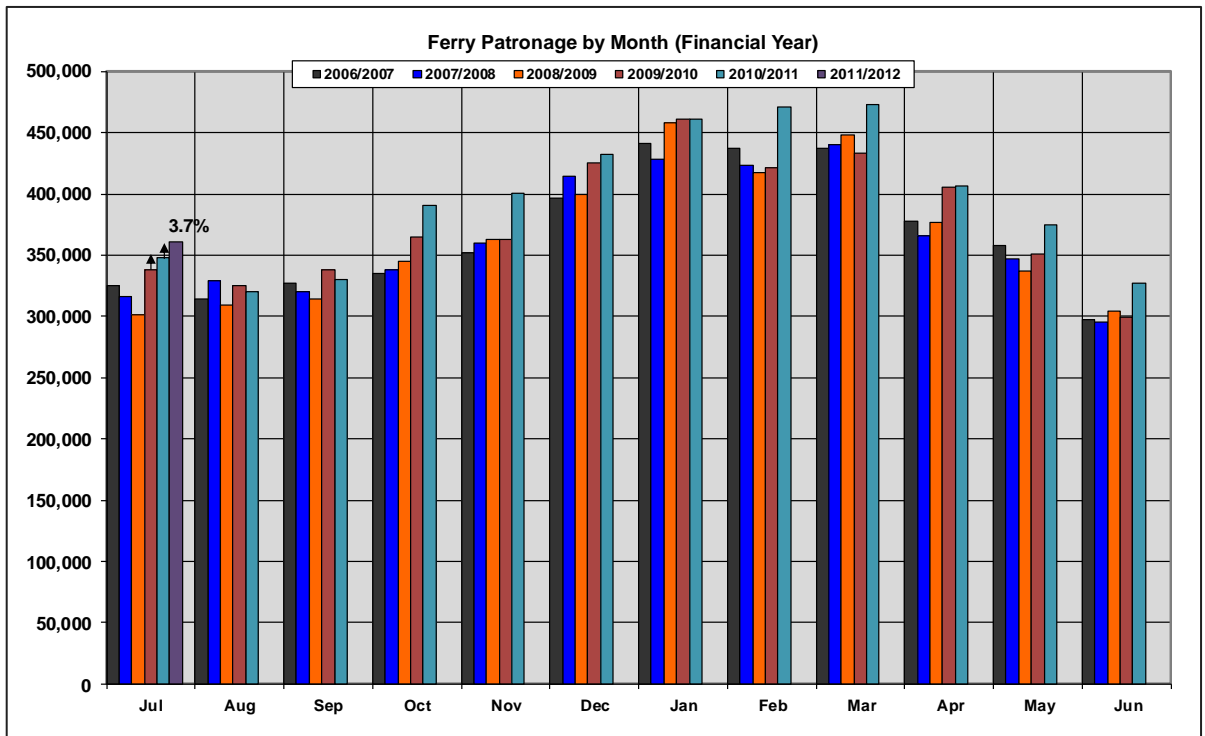


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

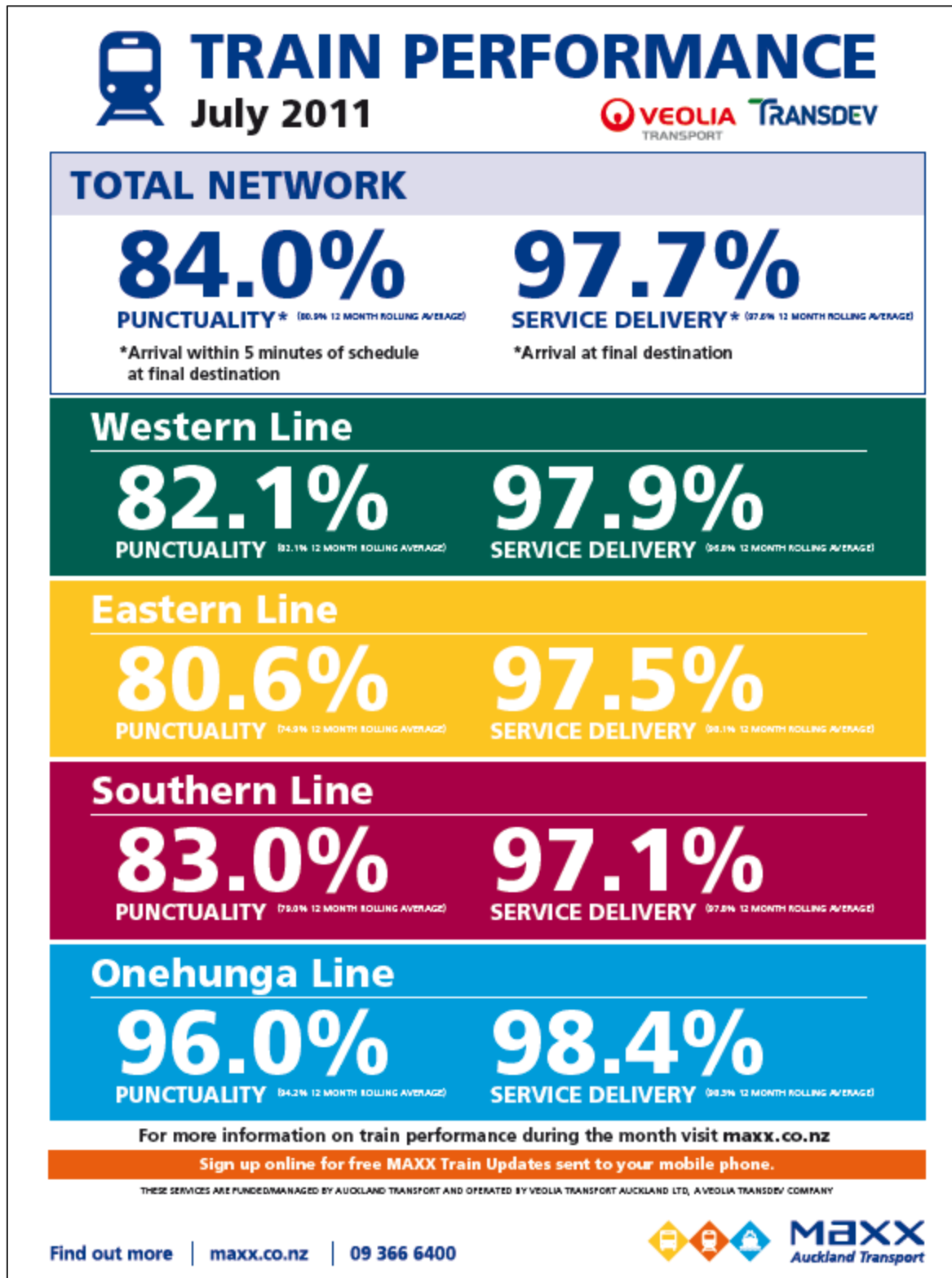


Fig 16. Rail Published Performance Results for July 2011

The methodology used to measure performance varies between cities 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.

Performance dipped slightly during July from the previous month partly as a result of changes to train configurations with the introduction of 5 and 6 car trains in the mid-July coupled with the effects of work on and near the rail corridor in preparation for a major signalling commission over the weekend of 30/31 July. The changed fleet configurations affected the station dwell times on services with longer trains allocated to them as the drivers had to adjust to where they stopped the trains and the staff had to familiarise themselves with changes in procedures. The longer trains previously only operated on Western Line services and have now have been introduced on the Southern and Eastern lines where there is the greatest demand.

In July 84.0% of all services arrived at their destination within five minutes of their scheduled time, compared to 85.6% last month and 82.9% in July last year. Punctuality trends comparing 2011 and 2012 are presented at Figure 17.

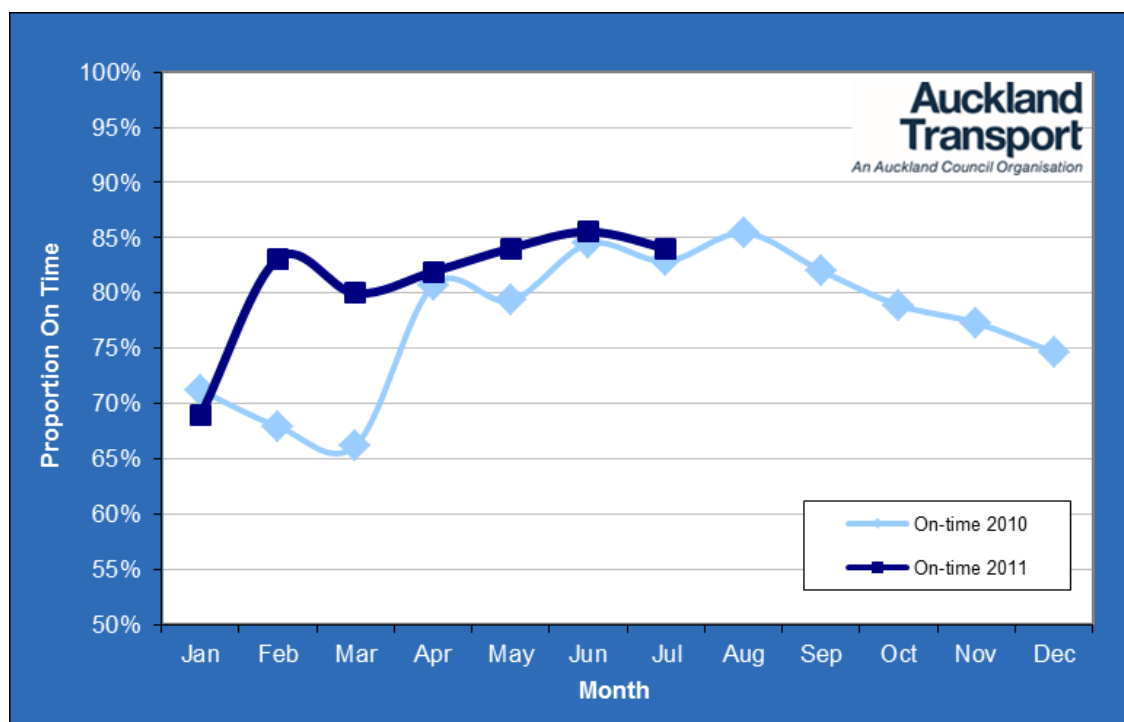


Fig 17. Rail Punctuality Trends for 2010 and 2011

The following major incidents impacted on service delivery during July:

- **Track, Signals and Train Control**

On the morning of 8 July a points failure at Papakura resulted in delays and cancellations to morning peak services on the Southern and Eastern Lines. Western Line morning peak services 21 July experienced delays after a speed restriction was imposed following a level crossing barrier fault between Swanson and Waitakere. The following morning, Southern and Eastern Line trains experienced delays due to a speed restriction across the Taka Street level crossing following a fault with the barrier system.

- **Train Faults**

Three major train faults, one of which involved a freight train, caused the most significant individual incident delays during the month. In the early evening of 6 July, a train fault that occurred at Middlemore caused disruptions to services on the Southern and Eastern Lines that continued through the evening peak. On 11 July a train was disabled in the Britomart tunnel resulting in disruptions to all arrivals and departures at Britomart between 8:10am and 8:30am, and consequential disruptions to subsequent services. Shortly after 7:00am on 19 July morning peak services on the Southern and Eastern Lines were severely disrupted when a freight train broke down between Manurewa and Homai causing a line blockage for approximately two hours. Trains travelling in both directions were cancelled or severely delayed as a rescue train had to be dispatched. The incident disrupted the schedules of 69 trains with 28 of these being cancelled and caused consequential delays to Western Line services as trains and crews were not in position to commence the runs. Normal operations were not restored until mid-morning.

- **Operational**

There were no major operational incidents during July, although as previously noted delays were encountered on some Southern and Eastern Line trains as crews adjusted to longer train lengths.

- **Other**

During the evening of 9 July some Eastern Line services were rerouted via the Southern Line following a Police incident that resulted in a temporary block of line between Orakei and Britomart for a period of about one hour.

Train delay minutes increased by 9.1% in July to 13,130 minutes with a similar level of service during the month as operated in June. Infrastructure delay minutes fell by 14% reflecting the improved network conditions. However the delay minutes caused by train faults increased by 25% compared to June, not including the delays caused by the freight train breakdown which is included in the “Other” category

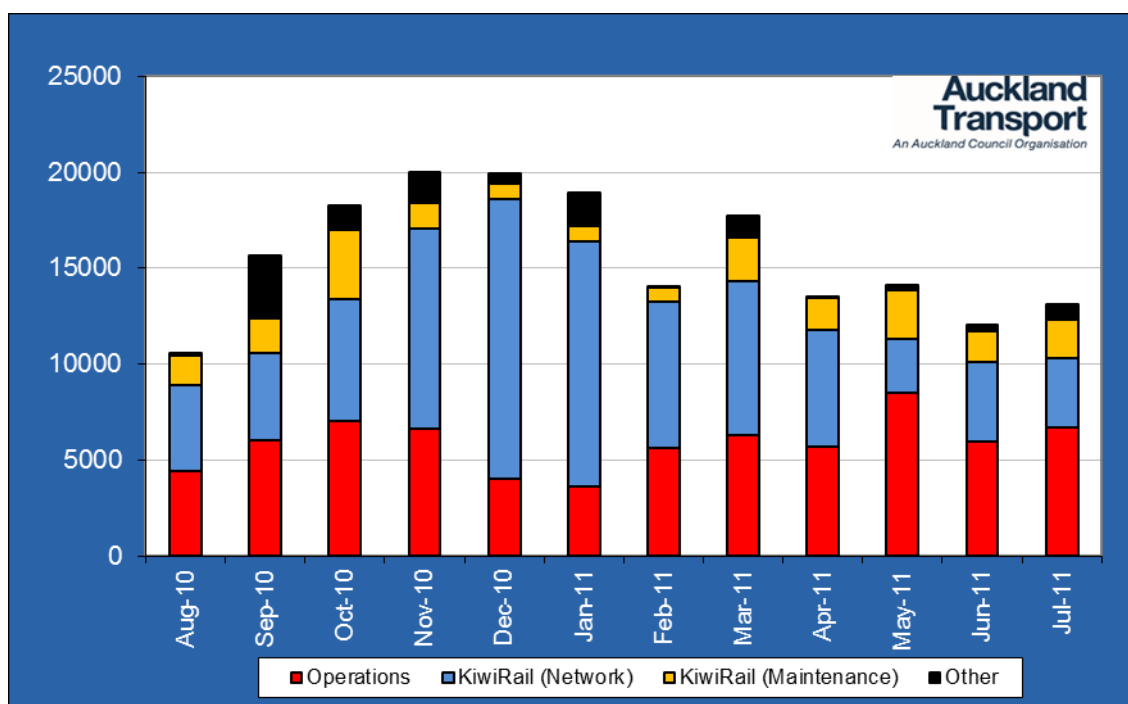


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	409	11.4%
Signal/points failure	1,043	29.2%
Speed restrictions	952	26.6%
Track protection measures*	1,172	32.8%
Total	3,576	

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

3.2 Rail Capacity

Based on an average of train crew passenger counts, which are performed at pre-set locations considered to represent the maximum load points of each route, and the revised fleet allocations introduced from 18 July, there were no services reported to have average load factors above the 1.4 (i.e. four passengers standing for every ten seated passenger) target planning standard during the month. It should be noted, however, that the average loadings for the month will have been lower due to two weeks of school holidays reducing demand for space on peak services, particularly during the morning peak. Individual daily loadings will vary and there was some variability in the allocation of trains to the planned services immediately after the change that will not be reflected in this calculation.

3.3 Bus Service Performance

For July 2011, 99.78% of contracted service trips were operated (reliability measure). Service punctuality for July 2011 was 99.28%, 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- July 2011

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,494	100.00%	99.86%
H & E	17,216	99.99%	99.67%
NZ Bus	119,394	99.60%	99.17%
Ritchies	28,880	99.99%	99.57%
Transit	2,351	100.00%	99.32%
Urban Express	5,325	99.91%	96.85%
Total	188,530	99.78%	99.28%

3.4 Ferry Service Performance

For July 2011, 100% of ferry service trips were operated (reliability measure). Service punctuality for July 2011 was 99.80% of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time. Service punctuality and reliability is self-reported by the ferry operators.

Table 4. Ferry Service Reliability and Punctuality- July 2011

	Scheduled Trips	Reliability	Punctuality
Bayswater	952	100.00%	100.00%
Half Moon Bay	562	100.00%	100.00%
Birkenhead	1,026	100.00%	100.00%
Gulf Harbour	84	100.00%	100.00%
West Harbour	294	100.00%	98.30%
Pine Harbour	273	100.00%	100.00%
Total	3,191	100.00%	99.80%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

36 events were held in July 2011 and 11 had an impact on public transport either with road closures and/or route diversions or had additional special event services provided for the event over-and-above the scheduled public transport service timetables. The major events where significant special event public transport services were patronised are listed below.

ITM Cup Auckland vs. Canterbury, Eden Park: Sunday 17th July

Match travel ticketing in place for Rail Network and Northern Express Buses. Attendance: 8,651. Rail Replacement Buses were operational direct into the Eden Park Transport Mall for this event as there was a full block of lines in place.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Passengers	% Gate Moved	Special Event Passengers	% Gate Moved	
TOTAL	898	10.38%	1138	13.15%	11.76%

ITM Cup Auckland vs. Otago, Eden Park: Wednesday 20th July

Match travel ticketing in place for Rail Network and Northern Express Buses. Attendance: 4,618. *Northern Express bus patronage is still outstanding. This is expected to be low.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Passengers	% Gate Moved	Special Event Passengers	% Gate Moved	
TOTAL	385	8.34%	369	7.99%	8.16%

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 July 2011:

- Sealink Travel Group NZ Ltd.: Notification to permanently vary the standard year round timetable. Approved 29-Jul-11.
- Sealink Travel Group NZ Ltd.: Notification to vary the standard timetable for Auckland Anniversary Day only. Approved 29-Jul-11.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- Increased rail service capacity and introduction of 5-car trains on the Southern and Eastern Lines.
- Hop service centre at Britomart.

6.2 Projects in Planning

- LINK and Western Bays bus route changes to be implemented 21st August – final preparations for implementation of new City LINK, Inner LINK, Outer LINK and Western Bays services completed.
- A-Pass integrated public transport day ticket for use during RWC 2011, to be available from 1 September.
- Service review underway in preparation for public consultation for Hibiscus Coast and Great South Road.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

7.1 Promotional activities undertaken during July 2011

- The “grow HOP” phase of the HOP integrated ticketing campaign continued as primary focus in market.
- OnBoard information newsletter has been re-developed to include a wider focus including bus and ferry.
- Campaigns and material for the Rugby World Cup A PASS integrated ticket and the new LINK bus services for implementation during August and September has been completed.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

For the month of July there were 14,304 visits (21.9% increase compared to information kiosks at Britomart in July 2010). Extended opening hours (to 23h30) for Eden Park game nights were implemented.

The provision of a HOP Service Centre is now provided at Britomart through the 4th ticket window booth in a shared arrangement with Veolia who manage the ticket sales, alongside the Walk-In-Centre.

8.2 MAXX Public Transport Call Centre

For July 2011, call volume was 46,214 (-5.71% compared to July 2010). 82.56% of calls were answered within the service standard of 20 seconds. The volume of customers interacting through this channel continue to reduce while other electronic channels continue to increase (see web stats below).

For HOP ticketing the team received 5,027 calls during the month and were answered in 87.74% grade of service standard of 20 seconds. In addition to this the MAXX call centre team took 367 HOP calls.

There are now 76,748 HOP cards in market that have been used at least once. Of these, 41,558 are registered which is a 54% registration rate. This is a very high number and customers are following published recommendations. Focus of attention this month has been to notify tertiary and accessible card holders that cards require renewal for concession fares. New processes have been put in place.

8.3 www.maxx.co.nz



8.4 MAXX live departure board/real-time information

Public transport service real-time departure board visits totalled 43,318 at www.MAXX.co.nz/VPID via web, smartphone or PDA. This is a 37% increase on the previous year.