

# Monthly Public Transport Statistics – April 2011

## 1. HIGHLIGHTS

### 1.1 Patronage:

- Auckland public transport patronage totalled 64,781,426 passengers for the 12-months to April 2011 an increase of 4,825,265 boardings or +8.0%.
- April monthly patronage was 5,312,520 an increase of 199,795 boardings or +3.9% on April 2010.
- Rail monthly patronage for April is 821,363 an increase of 92,593 boardings or +12.7% on April 2010.
- Northern Express bus service carried 2.0 million passenger trips for the first time for the 12-months to April 2011 with a growth of +16.1%.
- All other bus use reach record highs of 48,547,396 passenger trips for the 12-months to April 2011, an increase of 3,168,071 or +7.0%.

### 1.2 Service Performance:

- Of the 7,115 timetabled rail services for April 2011 97.4% arrived at their final destination and 81.9% were on time or arrived within 5 minutes of schedule.

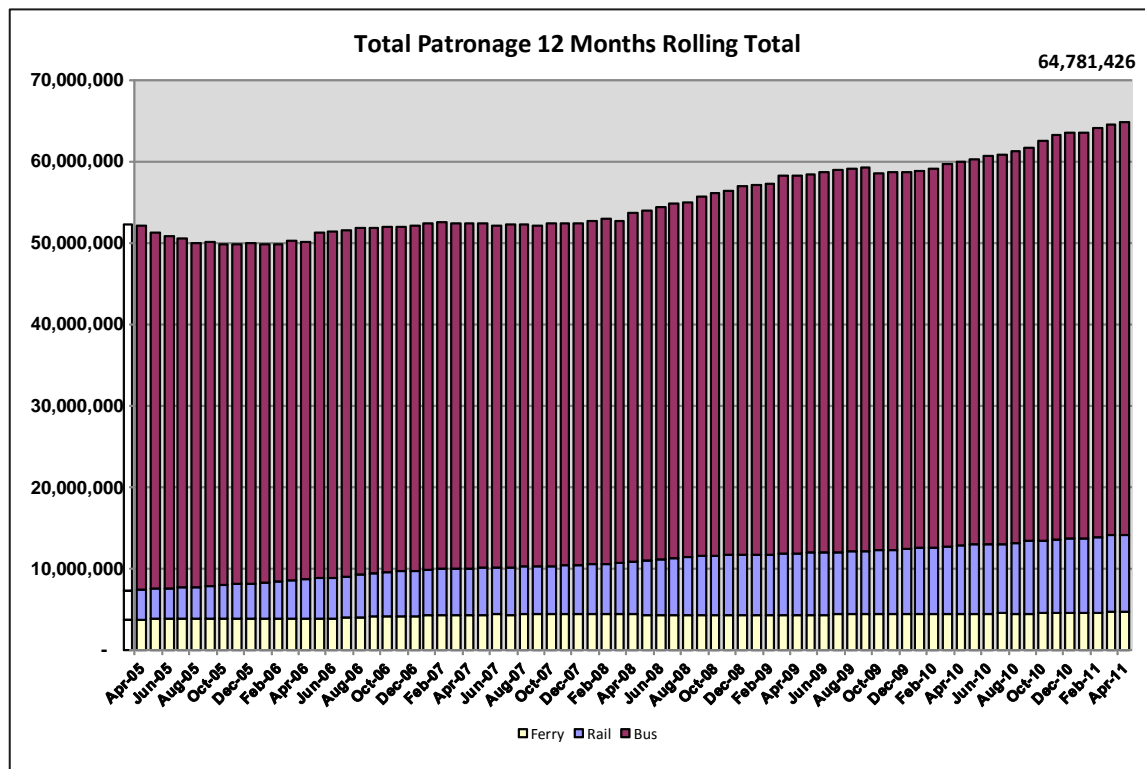
### 1.3 Initiatives:

- A number of bus service frequency and capacity increases were implemented in April and early May to accommodate growing demand, including on the Northern Busway to Universities, Mt Eden Road, Dominion Road and the Northern Express including a 3 minute AM peak frequency.
- New Isthmus bus service redesign, including new inner and outer and city LINK services, were consulted upon during March and early April, in preparation for implementation by August 2011. Changes to proposals are being finalised following analysis of feedback received.

## 2. PUBLIC TRANSPORT PATRONAGE

### 2.1 Network Wide Summary

Auckland public transport patronage totalled 64,781,426 passengers for the 12-months to April 2011 an increase of 4,825,265 boardings or +8.0% 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 (July 2010 to April 2011) is provided at Table 1.

For the financial year-to-date, ten months to April 2011, patronage has grown by +8.4% (4,159,133 boardings). Patronage for April 2011 was 5,312,520 boardings, an increase of +3.9% (199,795 boardings) on April 2010.

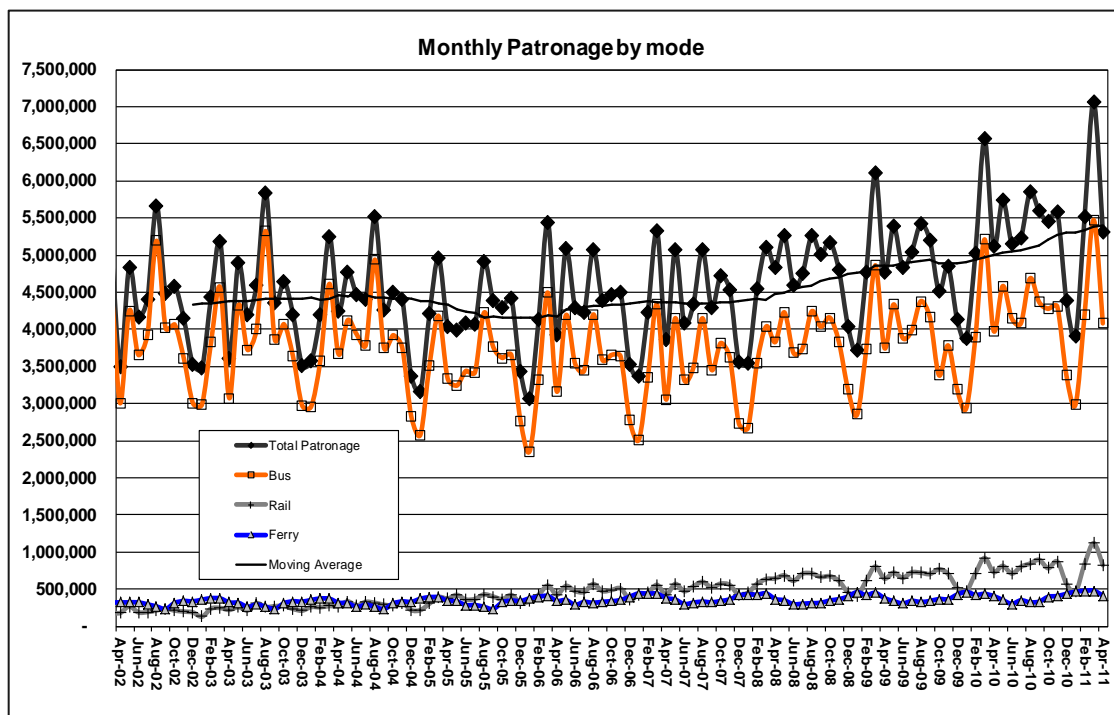
**Table 1. Patronage Breakdown by Month, 12 Months Rolling and Financial Year-to-Date**

	Apr-11								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
<b>1. Rapid Transit Network sub-total:</b>	993,550	107,729	12.2%	11,521,461	1,463,428	14.5%	9,661,290	1,250,991	14.9%
• Northern Express Bus	172,187	15,136	9.6%	2,005,764	278,157	16.1%	1,664,958	214,334	14.8%
• Rail sub-total:	821,363	92,593	12.7%	9,515,697	1,185,271	14.2%	7,996,332	1,036,657	14.9%
• Western Line	296,082	42,262	16.7%	3,352,289	449,352	15.5%	2,841,331	418,798	17.3%
• Southern & Eastern Line	471,158	-3,792	-0.8%	5,777,054	349,565	6.4%	4,768,647	231,505	5.1%
• Onehunga Line	54,123			386,354			386,354		
<b>2. Quality Transit and Local Bus (Include School Bus) sub-total:</b>	3,907,975	86,233	2.3%	48,547,396	3,168,071	7.0%	40,162,714	2,723,775	7.3%
• Quality Transit & Local Bus	3,740,263	79,996	2.2%	45,957,390	3,084,033	7.2%	38,153,374	2,649,977	7.5%
• Contracted School Bus	167,712	6,237	3.9%	2,590,006	84,038	3.4%	2,009,340	73,798	3.8%
<b>3. Ferry</b>	410,995	5,833	1.4%	4,712,569	193,766	4.3%	4,061,289	184,367	4.8%
<b>Total Patronage</b>	<b>5,312,520</b>	<b>199,795</b>	<b>3.9%</b>	<b>64,781,426</b>	<b>4,825,265</b>	<b>8.0%</b>	<b>53,885,293</b>	<b>4,159,133</b>	<b>8.4%</b>

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

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

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

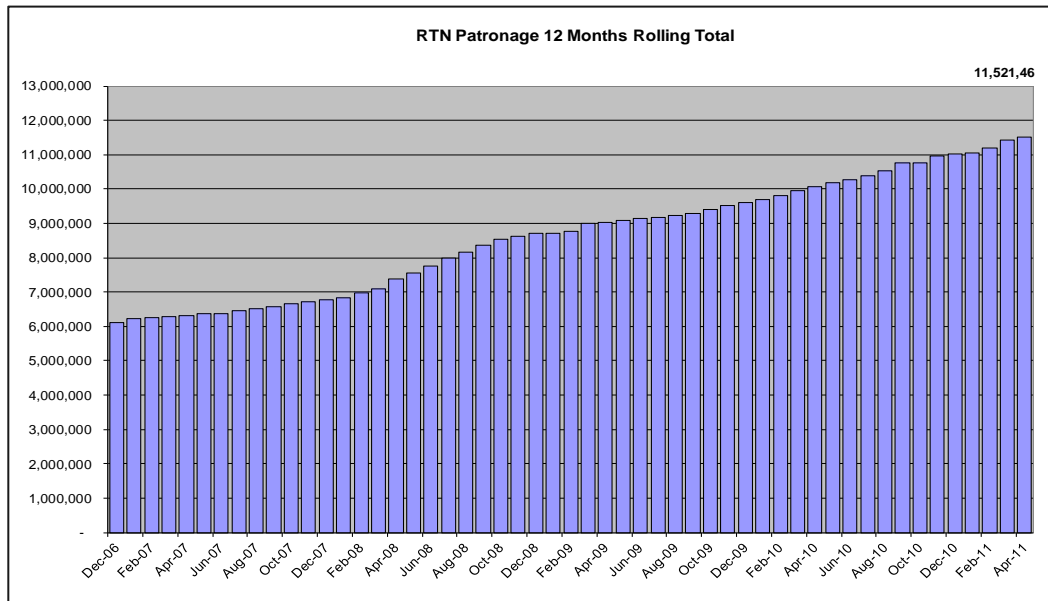


**Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total**

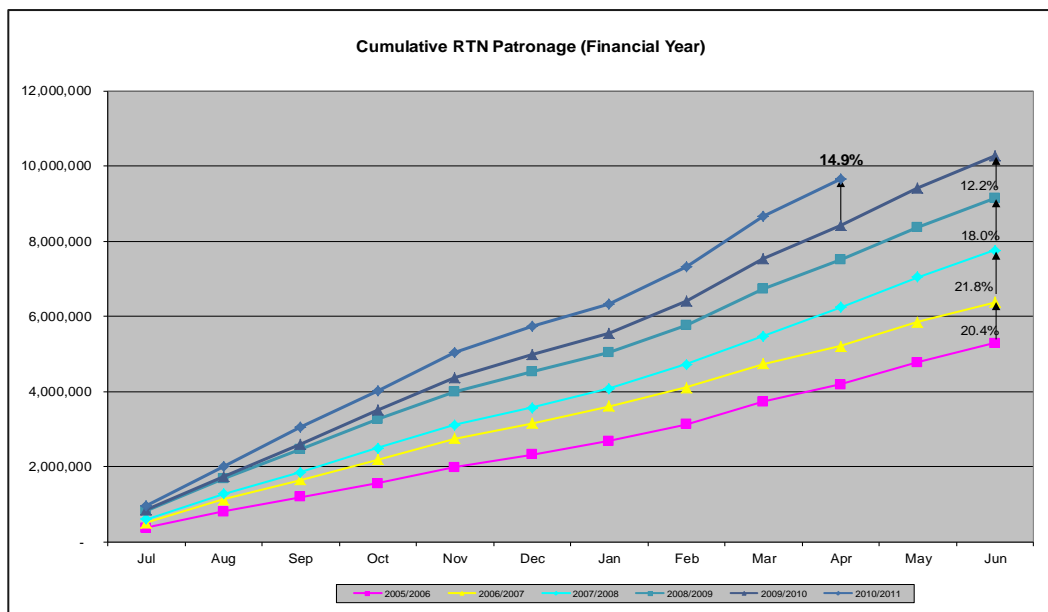
## 2.2 Rapid Transit Network (Rail and Northern Express)

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

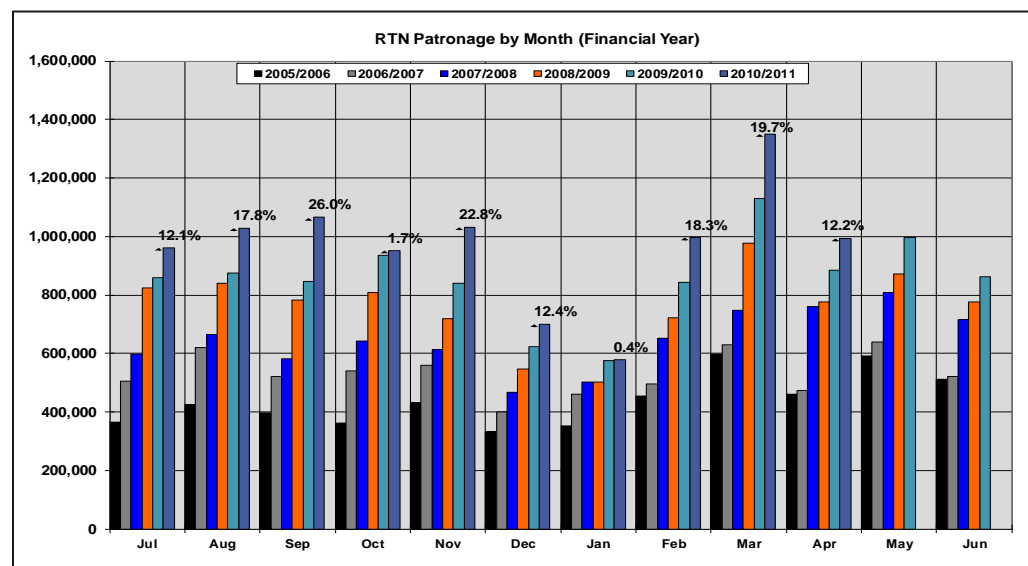
Patronage totalled 11,521,461 passengers for the 12-months to April 2011 (Figure 3) an increase of 1,463,428 boardings or +14.5%. For the financial year-to-date, ten months to April 2011, patronage has grown by +14.9% (1,250,991 boardings) (Figure 4). Patronage for April 2011 was 993,550 boardings, an increase of +12.2% (107,729 boardings) on April 2010 (Figure 5).



**Fig 3. RTN Patronage – 12 Months Rolling Total**



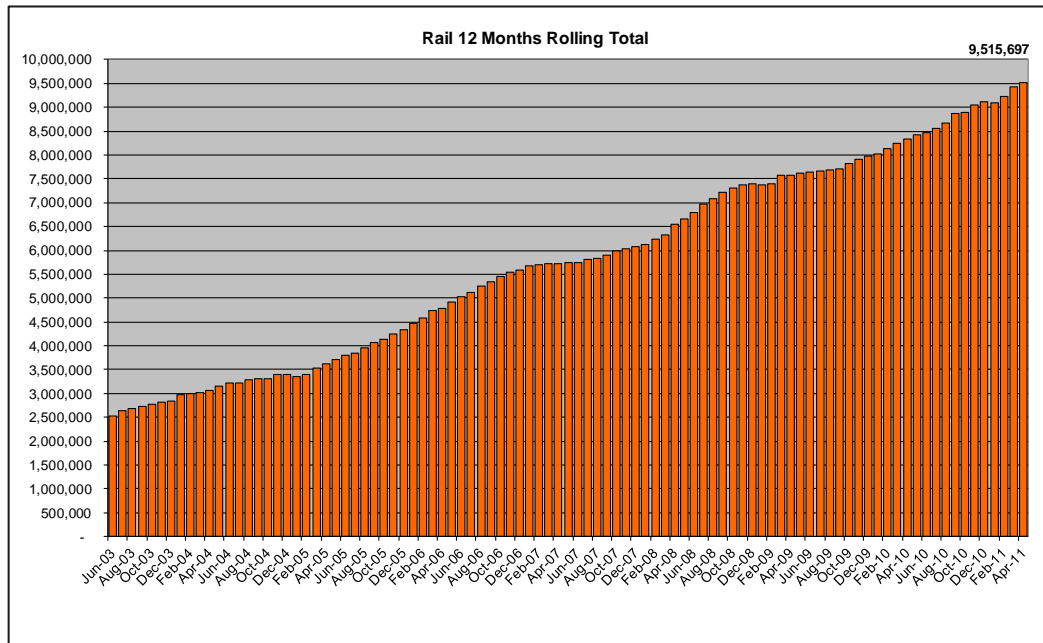
**Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2010/11**



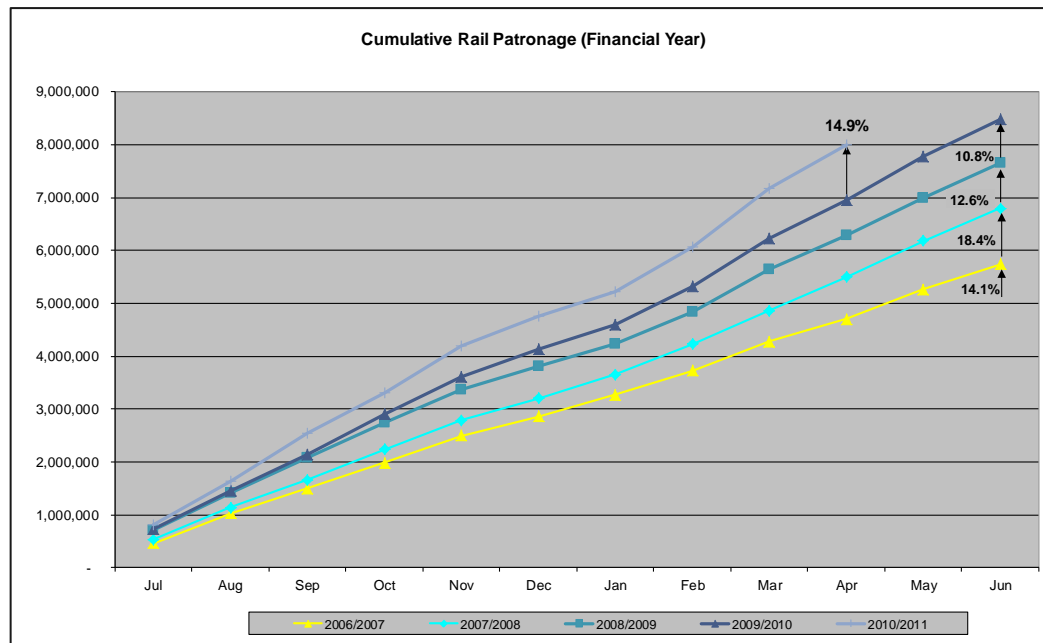
**Fig 5. RTN Patronage – Growth by Month 2005/06 to 2010/11**

## 2.2.1 Rail Patronage

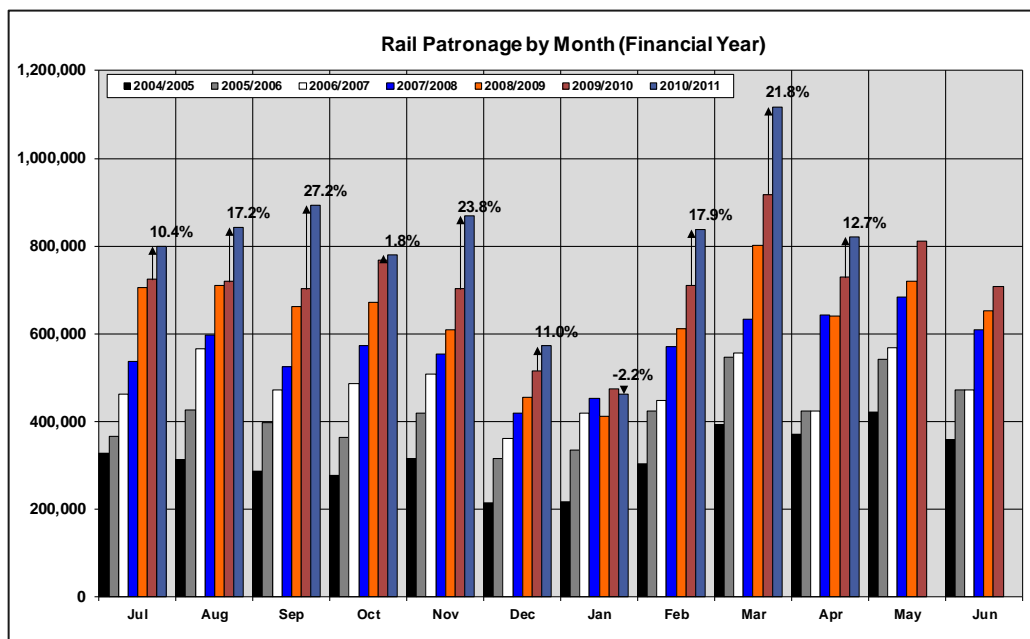
Rail along with the Northern Busway forms the Rapid Transit Network. Rail patronage totalled 9,515,697 passengers for the 12-months to April 2011 (Figure 6) an increase of 1,185,271 boardings or +14.2%. For the financial year-to-date, ten months to April 2011, patronage has grown by +14.9% (1,036,657 boardings) (Figure 7). Patronage for April 2011 was 821,363 boardings, an increase of +12.7% (92,593 boardings) on April 2010 (Figure 8).



**Fig 6. Rail Patronage – 12 Months Rolling Total**



**Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2010/11**



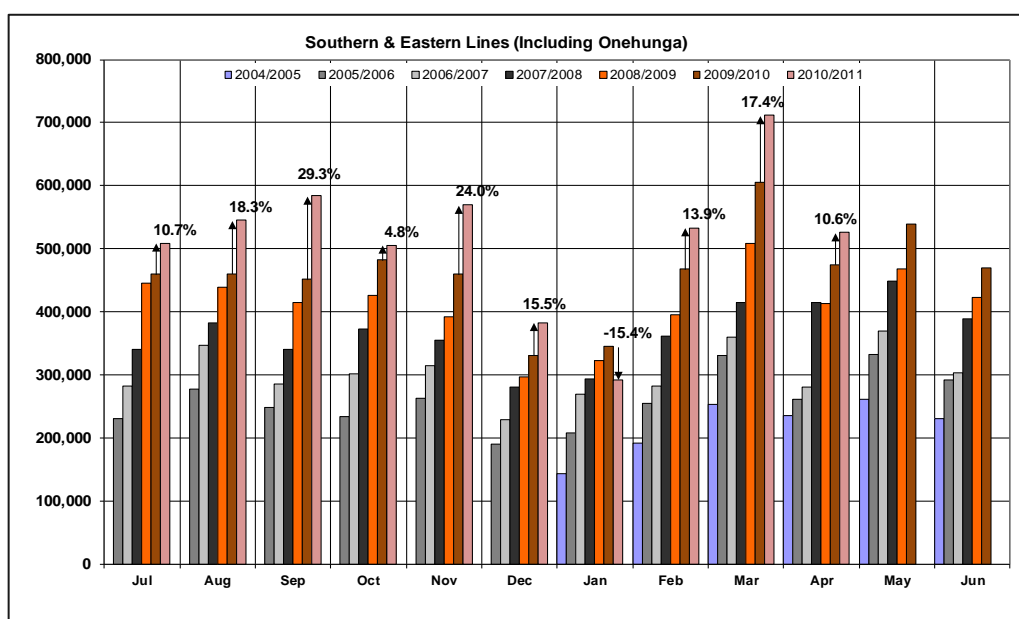
**Fig 8. Rail Patronage – Growth by Month 2005/06 to 2010/11**

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

Southern and Eastern Line rail patronage including the Onehunga Line totalled 6,163,408 passengers for the 12-months to April 2011 an increase of 735,919 boardings or +13.6%. For the financial year-to-date, nine months to April 2011, patronage has grown by +13.6% (617,859 boardings). Patronage for April 2011 was 525,281 boardings, an increase of +10.6% (50,331 boardings) on April 2010 (Figure 9).

In April 2011 there were 471,158 passengers recorded travelling on the Southern and Eastern Lines excluding the Onehunga Line, decrease of -0.8% on April 2010. This year there were several weekends when buses replaced trains including a full Easter block of lines compared to last year when only a partial block of line occurred.

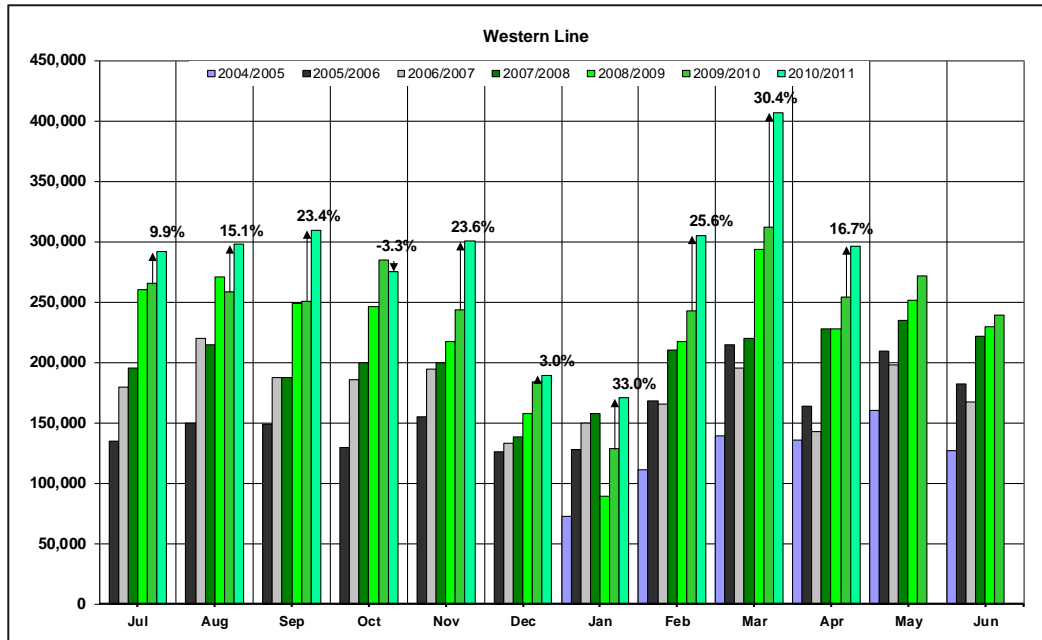
There were 54,123 passengers recorded using the Onehunga Line during April 2011. For the year-to-date since the inception of these services in September 2010 there have been 386,354 passengers recorded on Onehunga Line services.



**Fig 9. Southern & Eastern Line (including Onehunga) Rail Patronage – Growth by Month 2005/06 to 2010/11**

## Western Rail Line

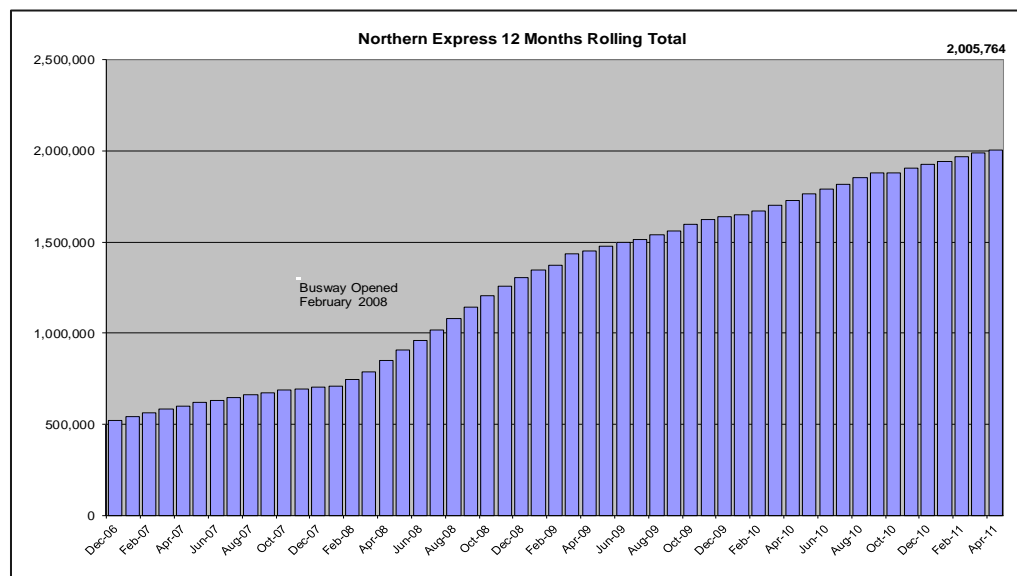
Western Line rail patronage totalled 3,352,289 passengers for the 12-months to April 2011 an increase of 449,357 boardings or +15.5%. For the financial year-to-date, ten months to April 2011, patronage has grown by +17.3% (418,798 boardings). Patronage for April 2011 was 296,082 boardings, an increase of +17.7% (42,262 boardings) on April 2010 (Figure 10).



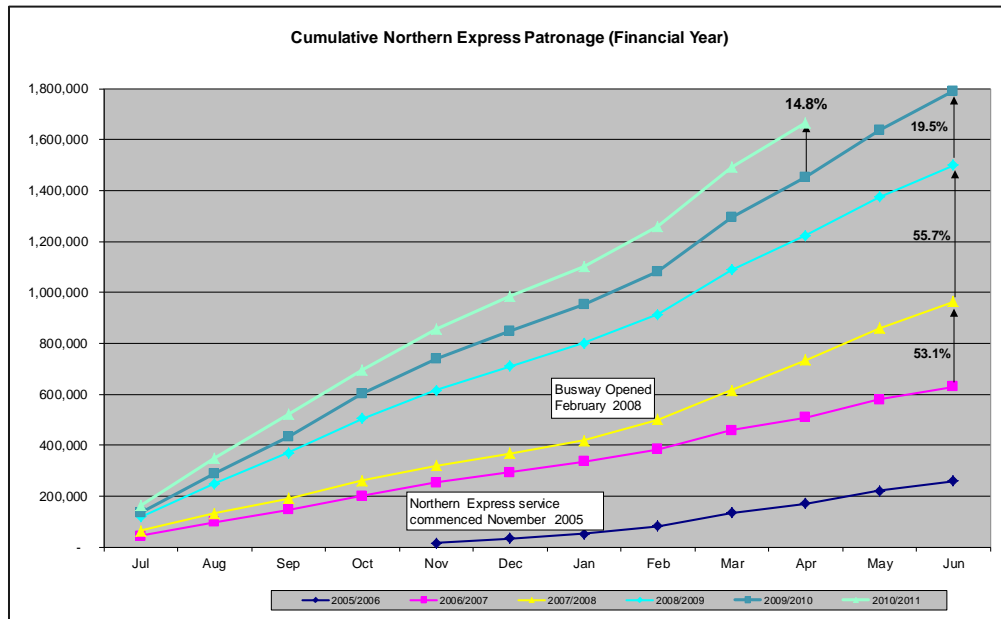
**Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2010/11**

## 2.2.2 Northern Express

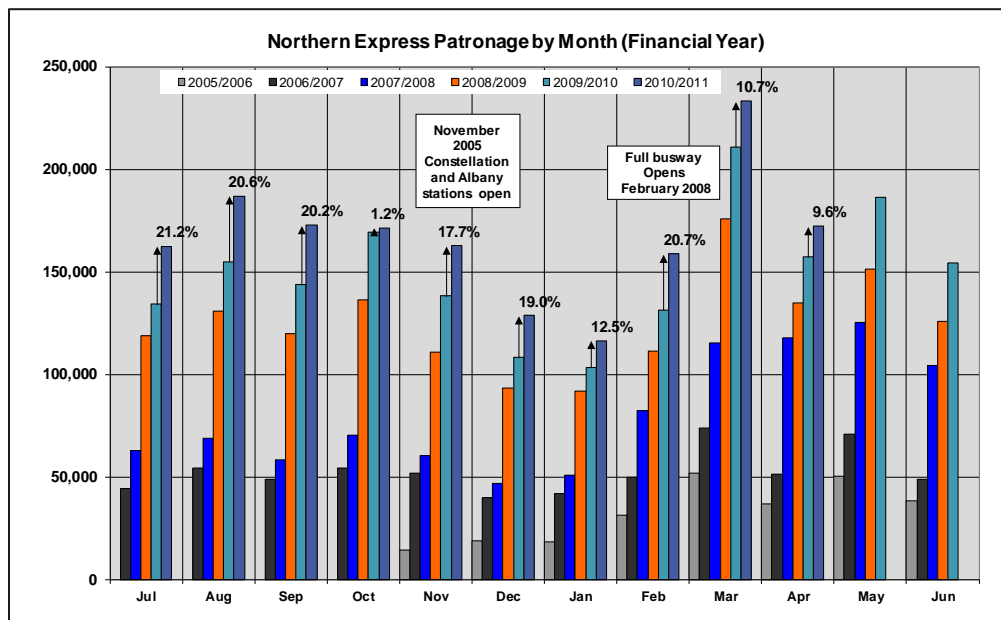
The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express bus services form the major shuttle or rail equivalent service on the Northern Busway. Northern Express patronage totalled 2,005,764 passengers for the 12-months to April 2011 (Figure 11) an increase of 278,157 boardings or +16.1%. For the financial year-to-date, ten months to April 2011, patronage has grown by +14.8% (214,334 boardings) (Figure 12). Patronage for April 2011 was 172,187 boardings, an increase of +9.6% (15,136 boardings) on April 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 2010/11**

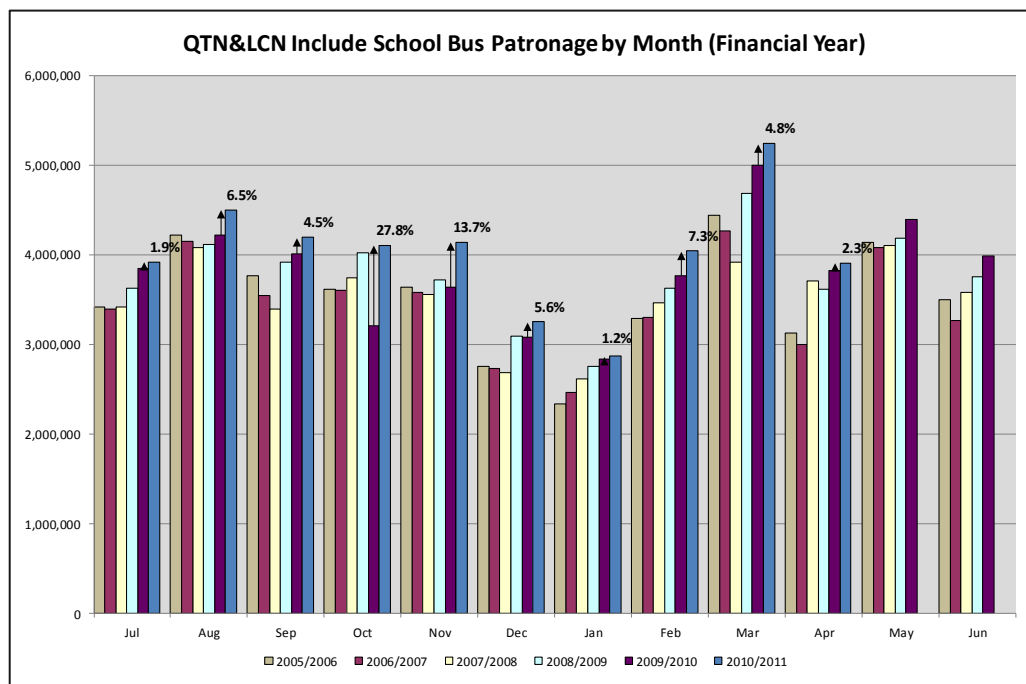


**Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2010/11**

### 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 48,547,396 passengers for the 12-months to April 2011 an increase of 3,168,071 boardings or +7.0%. For the financial year-to-date, ten months to April 2011, patronage has grown by +7.3% (2,723,775 boardings). Patronage for April 2011 was 3,907,975 boardings, an increase of +2.3% (86,233 boardings) on April 2010 (Figure 14).





**Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2010/11**

### 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		Cumulative		By Month		Cumulative	
<b>Jul</b>	24,281	3.1%	24,281	3.1%	3,829	1.0%	3,829	1.0%
<b>Aug</b>	70,930	8.0%	95,210	5.7%	16,405	3.9%	20,235	2.5%
<b>Sep</b>	50,372	6.1%	145,582	5.8%	10,574	2.6%	30,809	2.5%
<b>Oct</b>	164,050	24.1%	309,632	9.7%	63,871	19.1%	94,681	6.1%
<b>Nov</b>	121,054	16.1%	430,686	10.9%	45,754	12.4%	140,435	7.3%
<b>Dec</b>	49,341	8.3%	480,027	10.6%	15,164	4.9%	155,599	7.0%
<b>Jan</b>	19,782	3.8%	499,809	9.9%	1,866	-0.7%	153,733	6.1%
<b>Feb</b>	90,273	11.5%	590,083	10.1%	27,129	7.3%	180,862	6.3%
<b>Mar</b>	82,714	7.9%	672,796	9.8%	27,886	5.7%	208,748	6.2%
<b>Apr</b>	42,414	5.4%	715,210	9.3%	12,984	3.5%	221,732	5.9%
	South Sector				Isthmus Sector			
	By Month		Cumulative		By Month		Cumulative	
<b>Jul</b>	54,543	7.2%	54,543	7.2%	-6,741	-0.4%	-6,741	-0.4%
<b>Aug</b>	97,083	11.1%	151,625	9.3%	92,758	4.5%	86,017	2.2%
<b>Sep</b>	39,699	4.7%	191,325	7.7%	82,146	4.3%	168,164	2.9%
<b>Oct</b>	171,086	24.7%	362,411	11.4%	523,165	35.5%	691,328	9.4%
<b>Nov</b>	117,379	15.7%	479,790	12.3%	216,570	12.2%	907,899	9.9%
<b>Dec</b>	39,849	6.6%	519,639	11.5%	70,323	4.5%	978,222	9.2%
<b>Jan</b>	25,184	4.7%	544,823	10.8%	6,526	-0.4%	971,696	8.0%
<b>Feb</b>	77,981	10.0%	622,804	10.7%	82,742	4.5%	1,054,438	7.5%
<b>Mar</b>	67,381	6.3%	690,185	10.0%	64,863	2.7%	1,119,301	6.8%
<b>Apr</b>	37,679	4.7%	727,865	9.5%	4,122	-0.2%	1,115,179	6.1%

## 2.4 Ferry Patronage

Ferry patronage totalled 4,712,569 passengers for the 12-months to April 2011 an increase of 193,766 boardings or +4.3%. For the financial year-to-date, ten months to April 2011, patronage has grown by +4.8% (184,367 boardings). Patronage for April 2011 was 410,995 boardings, an increase of +1.4% (5,833 boardings) on April 2010 (Figure 15).

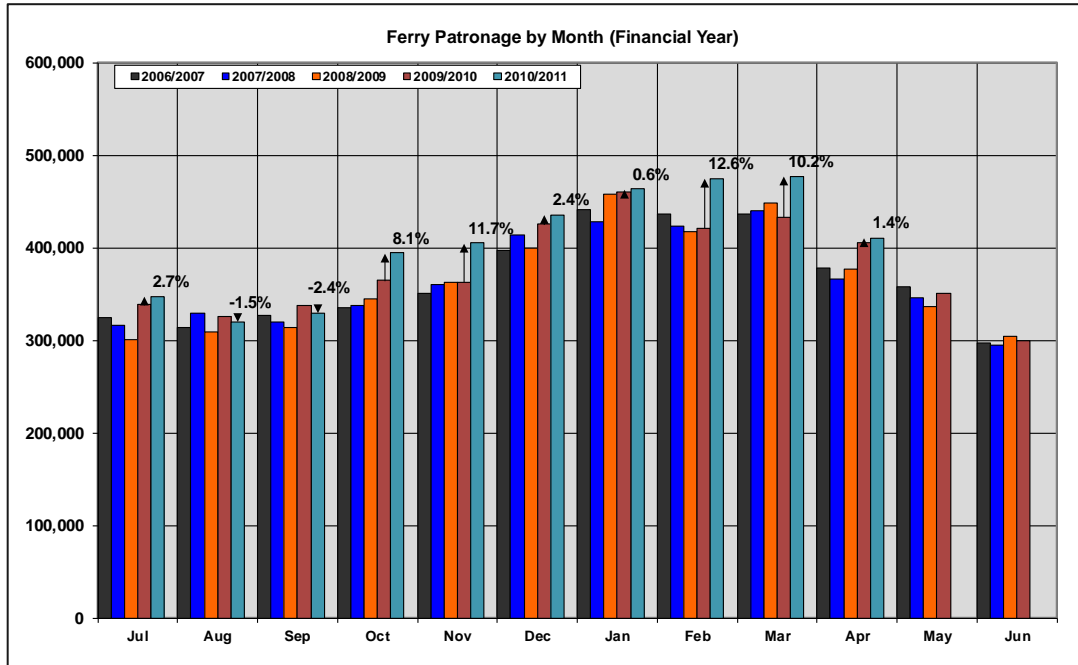


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2010/11

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### 3.1 Rail Service Performance

Of the 7,115 services scheduled for April 2011 on the network, 97.4% arrived at their final destination and 81.9% were on time or arrived at their final destination within 5 minutes of schedule. Figure 16 presents the published rail performance results for April 2011.

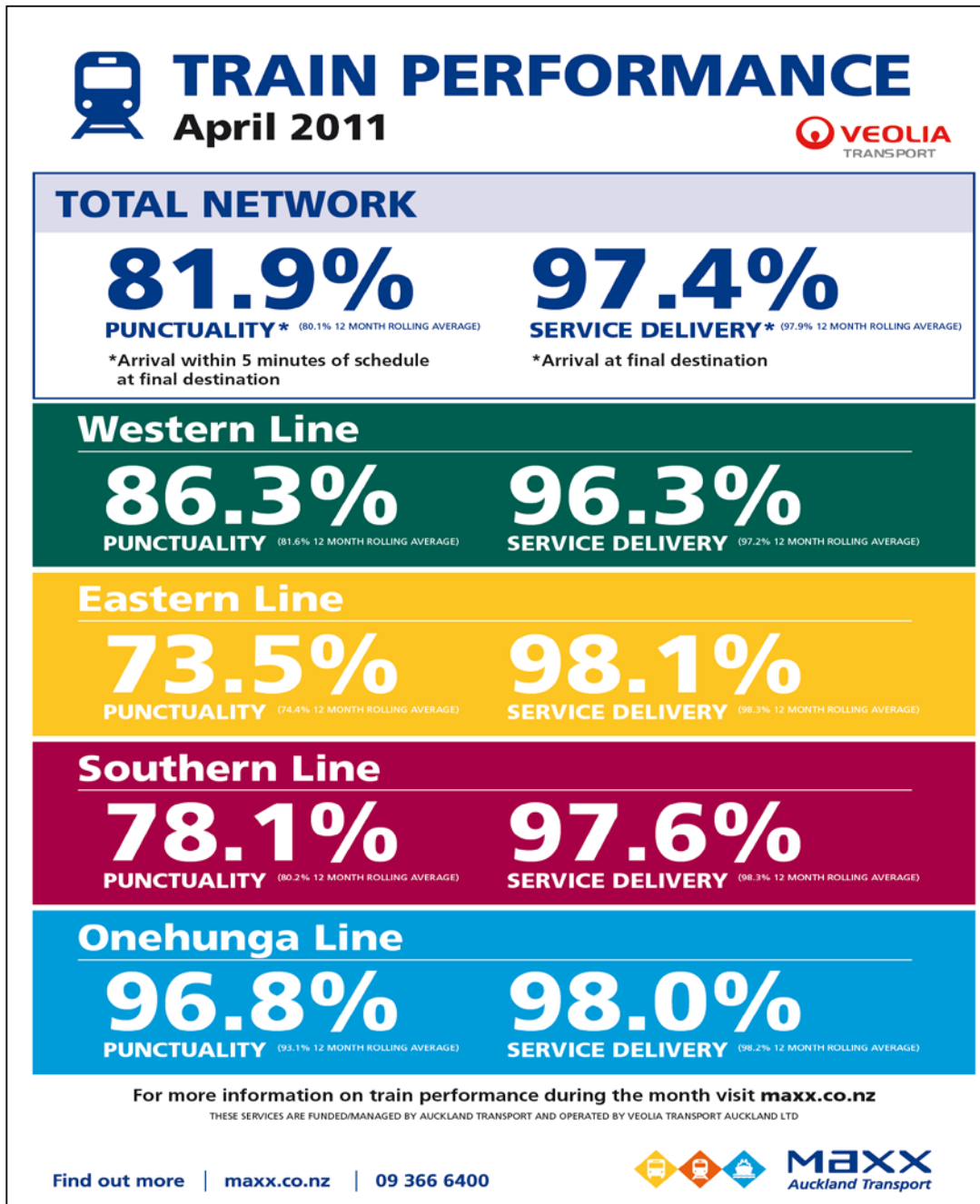


Fig 16. Rail Published Performance Results for April 2011

There was a general improvement in the performance recorded across the network although ongoing work in preparation for electrification and Rugby World Cup continued to impact on southern and eastern line services. Although most of this work is being performed at night and during times of low demand to limit the number of passengers affected, the work will be continuing over the next few months.

In April 81.9% of all services arrived at their destination within five minutes of their scheduled time, compared to 80.0% last month and 80.7% in April last year. Punctuality trends comparing 2009/10 and 2010/11 are presented at Figure 17.

### On-time Performance – All Services

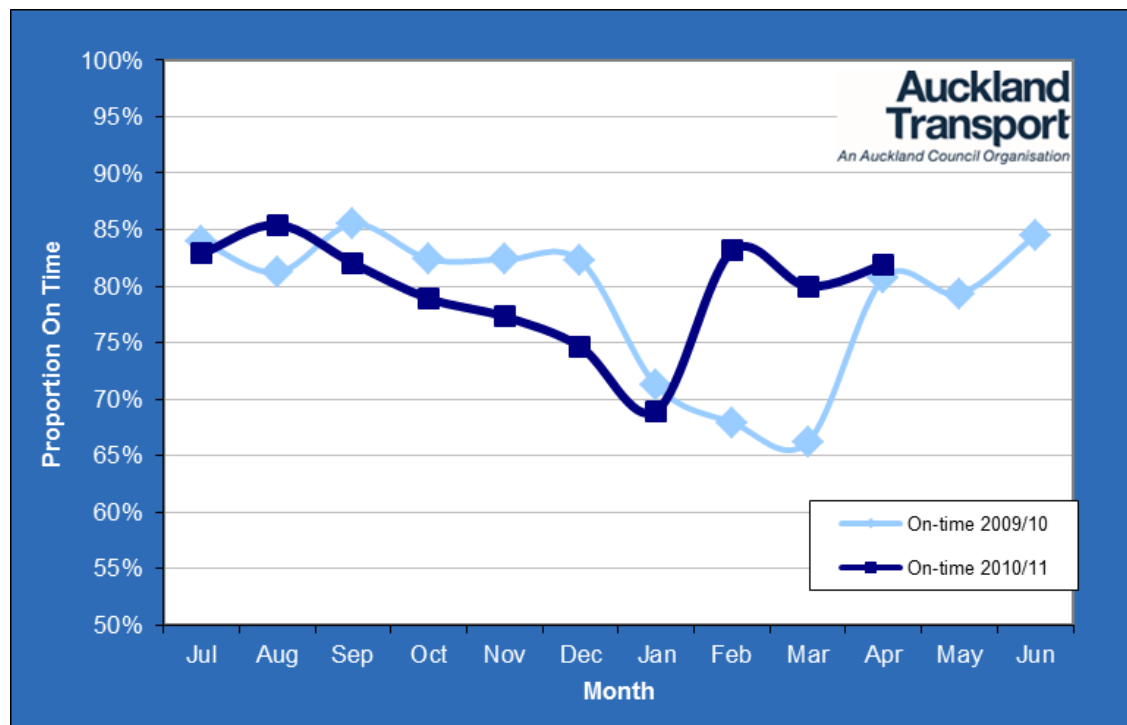


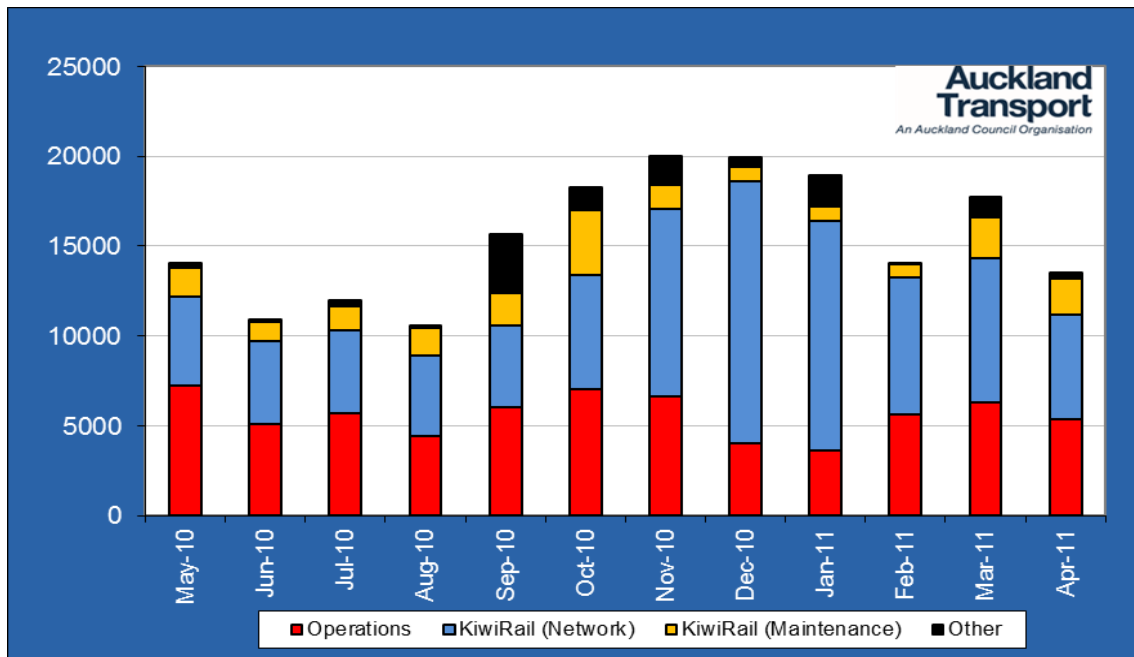
Fig 17. Rail Punctuality Trends for 2009/10 and 2010/11

The following major incidents impacted on service delivery during April:

- Track, Signals and Train Control* – Generally there was a much improved performance from the network during the month compared to March although the upgrades, and equipment testing, disrupted services on several days. On 11 April a signal fault caused major delays to morning peak services across the network when a fault developed in the interface between the old and new signalling equipment following overnight testing. On Saturday 16 April a signal cable was cut at Quay Park Junction that resulted in delays to services on the eastern line (no rail services were scheduled on the southern and Onehunga lines on this day due to upgrade work). On the morning of 20 April a signal fault at Newmarket between the hours of 5.30am and 7.00am caused delays and cancellations to morning peak services on the Southern, Western and Onehunga lines. In the early hours of 29 April, a work train that had been used for overnight network upgrades became disabled between Newmarket and Remuera and caused severe disruptions and cancellations to Southern, Western and Onehunga lines.
- Train faults* – Although train faults continued to impact on service delivery throughout the month of April, there was only a single incident when a train fault caused major disruptions to trains during the month. This occurred on the morning of 6 April when a train was disabled at Papatoetoe in the early hours causing a line blockage which led to extensive delays and cancellations mainly affecting services on the Southern and Eastern lines.
- Operational* – During the morning peak of 12 April, a service departing Britomart was involved in an operational irregularity which resulted in a temporary block on one of the

lines in the Britomart tunnel and caused delays and cancellations across all lines through the morning peak.

Train delay minutes decreased by 23.6% in April to 13,536 minutes. While there were fewer services overall scheduled during the month than in March due to the timing of Easter and several weekends when buses replaced trains for upgrades, the reduction was mainly driven by the improved network conditions that saw a reduction in the number of major disruptive incidents. Infrastructure delay minutes fell by 28% from last month and were the primary reason for the reduction in delay minutes.



**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	659	11.3%
Signal/points failure	1,853	31.8%
Speed restrictions	2,331	40.0%
Track protection measures*	979	16.8%
<b>Total</b>	<b>5,822</b>	

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

### 3.2 Rail Capacity

When measured as an average across the month of April, the level of crowding on services eased during the month. 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 three services reported to have average load factors above 1.4 (i.e. four passengers standing for every ten seated passenger) – target planning standard, compared to twelve services recorded during March. Two of these were morning peak services, one being a Southern line and the other being a Western line service and no service was recorded exceeding 1.5 of seated capacity on average. Individual daily loadings will vary.

### 3.3 Bus Service Performance

For April 2011, 99.9% of contracted service trips were operated (reliability measure). Service punctuality for April 2011 was 99.2%, 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- April 2011**

	Scheduled Trips	Reliability	Punctuality
Airbus	4,470	Not reported	Not reported
Birkenhead	9,944	100.0%	100.0%
H & E	16,090	100.0%	99.7%
NZ Bus	117,877	99.9%	99.1%
Ritchies	26,323	100.0%	99.9%
Tranzit	2,280	100.0%	99.1%
Urban Express	5,027	100.0%	96.5%
<b>Total</b>	<b>182,011</b>	<b>99.9%</b>	<b>99.2%</b>

### 3.4 Ferry Service Performance

For April 2011, 100% of ferry service trips were operated (reliability measure). Service punctuality for April 2011 was 99.8% 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- April 2011**

	Scheduled Trips	Reliability	Punctuality
Bayswater	869	100.0%	100.0%
Half Moon Bay	522	100.0%	100.0%
Birkenhead	937	100.0%	100.0%
Gulf Harbour	76	100.0%	100.0%
West Harbour	266	100.0%	98.1%
Pine Harbour	247	100.0%	100.0%
<b>Total</b>	<b>2,917</b>	<b>100.0%</b>	<b>99.8%</b>

## 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

116 events were held in April 2011 and 50 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. Out of this total figure, 56 Anzac Day parades were processed and/or implemented across the region. The major events where special event public transport services were provided are listed below.

- **Super 15 Blues vs. Waratahs, Eden Park: Saturday 16<sup>th</sup> April.**

Match travel ticketing in place. Attendance: 12,000.

	Inbound		Outbound		Average % Gate Moved
	Special Event Passengers	% Gate Moved	Special Event Passengers	% Gate Moved	
<b>Rail</b>	1540	12.83%	2941	24.51%	<b>18.67%</b>
<b>Bus</b>	847	7.06%	809	6.74%	<b>6.9%</b>
<b>Ferry</b>	-	-	-	-	-
<b>TOTAL</b>	2387	19.89%	3750	31.25%	<b>25.57%</b>

- **Super 15 Blues vs. Rebels, North Harbour Stadium: Friday 22<sup>nd</sup> April.**

Match travel ticketing in place. Attendance: 10,100.

	Inbound		Outbound		Average % Gate Moved
	Special Event Passengers	% Gate Moved	Special Event Passengers	% Gate Moved	
<b>Rail</b>	-	-	-	-	-
<b>Bus</b>	274	2.71%	270	2.67%	<b>2.69%</b>
<b>Ferry</b>	-	-	-	-	-
<b>TOTAL</b>	274	2.71%	270	2.67%	<b>2.69%</b>

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

Under the Public Transport Management Act 2008, the following applications for registered services have been approved during April 2011:

- Airbus Express: Notification to vary the existing commercial registration to move to a 10 minute schedule during peak hours. Approved 05-Apr-11.
- The Party Bus Company Ltd.: Notification to vary route to commence from the corner of State Highway 16 and Coatesville Riverhead Highway and return via SH16, then left into Brighams Creek Road and continue as per existing registered route. Approved 15-Apr-11.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### 6.1 Projects Implemented

- HOP integrated ticketing pre-launch completed in April prior to rollout across all bus, rail and ferry services, starting 8 May 2011.
- Due to bus service capacity issues during March and early April, additional capacity has been placed on Botany & Howick to CBD corridor, Onewa Rd corridor, route 881 Northern Busway to Universities, and Mt Eden Road and Dominion Road from early April 2011.
- Northern Express bus service enhancement implemented on 2 May 2011.

- 897 services, Hibiscus coast to CBD enhanced on 2 May 2011.
- Enhanced customer information across inner City bus stops has been completed along with implementation of braille signs.

## **6.2 Projects in Planning**

- HOP integrated ticketing to be launched across NorthStar from 8 May and progressively across Waka Pacific, Go West, Metrolink and LINK during the rest of May.
- Enhanced rail capacity on Southern and Eastern Lines with operation of 5 and 6 car trains from June 2011.
- CBD and Western Bays changes (including LINK and City Circuit): Consultation completed and changes as a result of feedback are being finalised.
- Pine Harbour ferry service: new vessel to enter service with additional service trips June 2011.
- Real-time passenger information for rail services is under development for launch 3<sup>rd</sup> quarter 2011.
- Hibiscus Coast bus services review: Consultation plan being developed.
- Manukau Interchange: Planning underway for bus service changes to be implemented for both interim and permanent interchange arrangements.

## **7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES**

Promotional activities undertaken during April 2011:

- HOP integrated ticketing pre-launch campaign across the region.
- 'Save time save money': Poster campaign on trains to encourage off board and other purchase of tickets
- Greenlane Station Closure Communications: A campaign to advise customers of alternative services during station closure
- Easter Timetable Promotion: A campaign to advise customers of changes to rail services and rail bus replacements



## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

### 8.1 New Britomart Walk-In-Centre

The new format walk in centre for customer information continues to be well supported by the public. For the month of April there were 14,390 visits (26.9% increase compared to April 2010) despite the decline in service hours due to Easter Weekend and the impact of school holidays. The centre has been provided with additional temporary resource to assist with HOP enquiries during the balance transfer and card swap out period.

The opening hours on Eden Park game nights have been extended to 23h30 commencing from May.

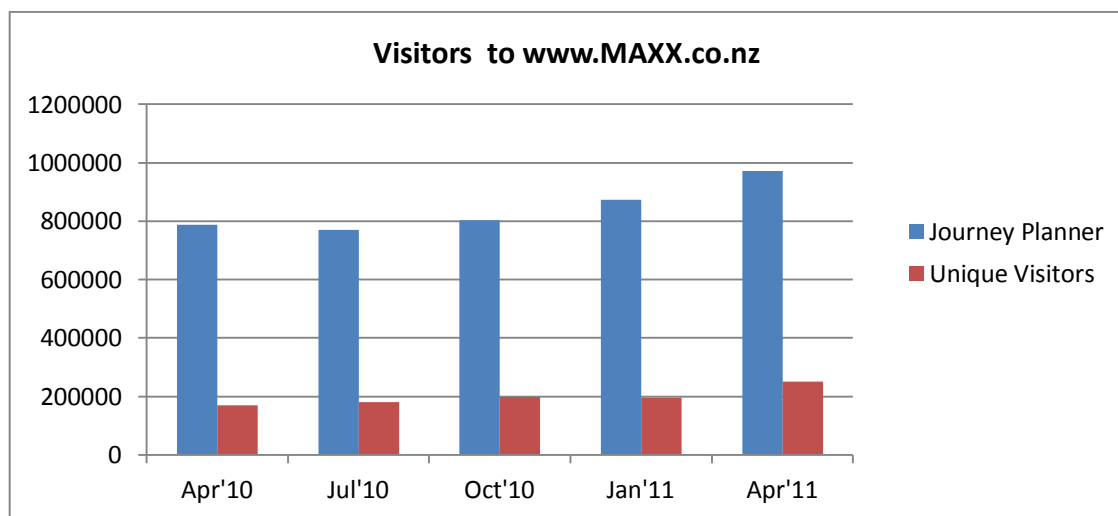
### 8.2 MAXX Public Transport Call Centre

For April 2011, call volume was 51,576 (+0.7% compared to April 2010). 87% of calls were answered within the service standard of 20 seconds.

For HOP enquiries an additional team has been secured with temporary resources to assist with the launch. This team received 412 calls during the month and responded to 203 email enquiries.

### 8.3 WWW.MAXX.CO.NZ

Figure 19 presents the number of unique visitors (rather than individual site hits) to [www.maxx.co.nz](http://www.maxx.co.nz) and hits on the public transport journey planner for April 2011. Unique visitors to the site increased by 48% compared to April 2010.



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

Public transport service real-time departure board visits totalled 51,082 in April 2011 at via [www.MAXX.co.nz/VPID](http://www.MAXX.co.nz/VPID) via computer, smartphone or PDA.