

C.4 CENTRAL AREA PASSENGER TRANSPORT SURVEY

L128-04

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The report has been prepared in accordance with the provisions of section 76 and 77 of the Local Government Act 2002, having regard to section 79.

EXECUTIVE SUMMARY

Results from the 2009 Central Area Passenger Transport Patronage Survey show that overall passenger service patronage during the morning peak hours (7am - 9am) has increased by 4.7 per cent from 2008 levels. Bus, rail and ferry patronage has increased. Bus patronage has continued to be boosted by the opening of the North Shore Busway, and its associated services. Some issues with rail patronage in the 2008 survey have been discovered, and are discussed below.

A wider patronage, private vehicle occupancy and walking and cycling survey was carried out at the same time as the CBD patronage survey. The results from this survey will be reported to the October meeting of the Transport and Urban Development Committee.

C.4.1 PURPOSE

This report presents the results of the annual Central Area Passenger Transport Patronage Survey, which measures public passenger transport use into the Auckland Central Area between the hours of 7am and 9am.

C.4.2 BACKGROUND

The Central Area Passenger Transport Survey has been carried out every year since 1986, except for 1989 when ARC buses were on strike for the period when the survey would normally have been done.

This year's survey was carried out on Tuesday 31 March 2009, which corresponds to previous surveys. The timing chosen avoids the university and school holidays, as the survey is meant to reflect "normal" traffic patterns, when school and university terms are well underway.

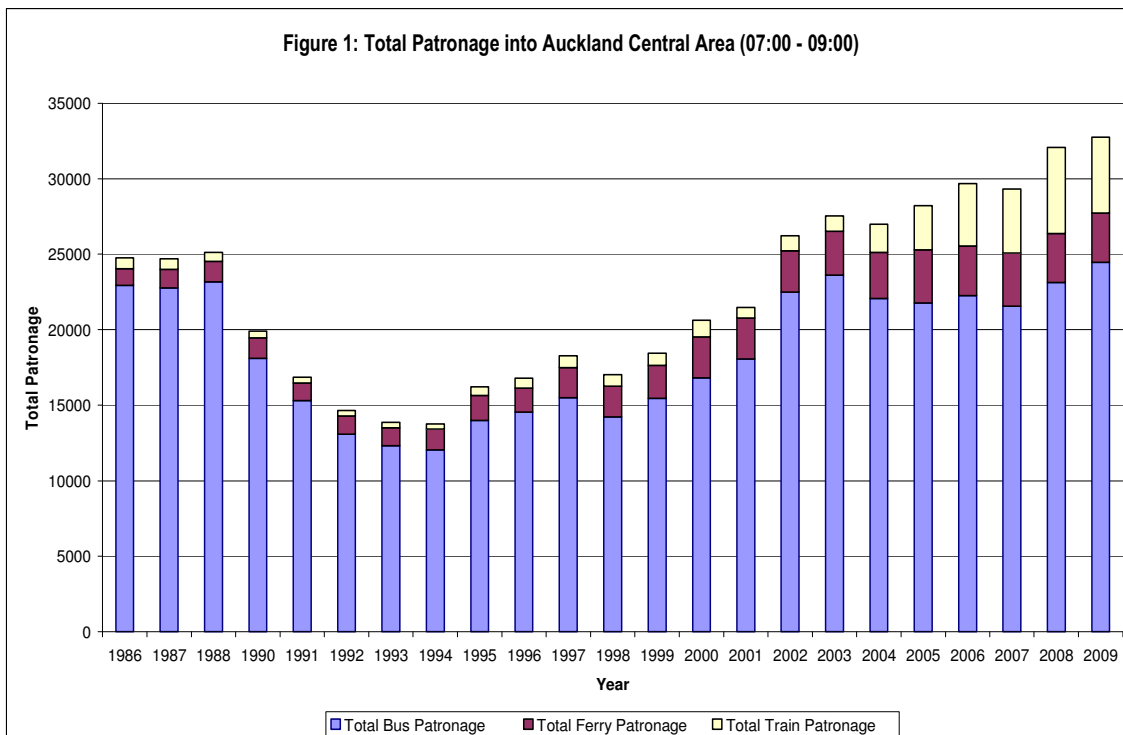
As this survey is carried out on one day during the year, it is inevitable that minor variations will occur at individual counting stations. The main value of the survey is in its ability to monitor long-term trends.

The Auckland Central Area is defined as the area bounded by the motorways, Grafton Gully, and the harbour (refer attachment 1 - Figure 1). Fourteen bus-counting locations were situated at convenient sites around the central area to enable all inbound passengers to be counted. In addition to these stations, ferry passengers were counted disembarking at the Auckland Ferry Terminal and train passengers were counted arriving at Britomart Railway Station.

C.4.3 MAIN REPORT

Total Passenger Transport Patronage

In 2009 the overall inbound number of passengers to the Auckland Central Area was up 4.7 per cent from 2007 levels. A total of 32,747 people were counted entering the Auckland Central Area using passenger transport services during the “peak morning hours” period of 7am to 9am. This compares to 32,076 counted in 2008, and is the highest level of patronage recorded since the survey started in 1986 (see Figure 1 below).



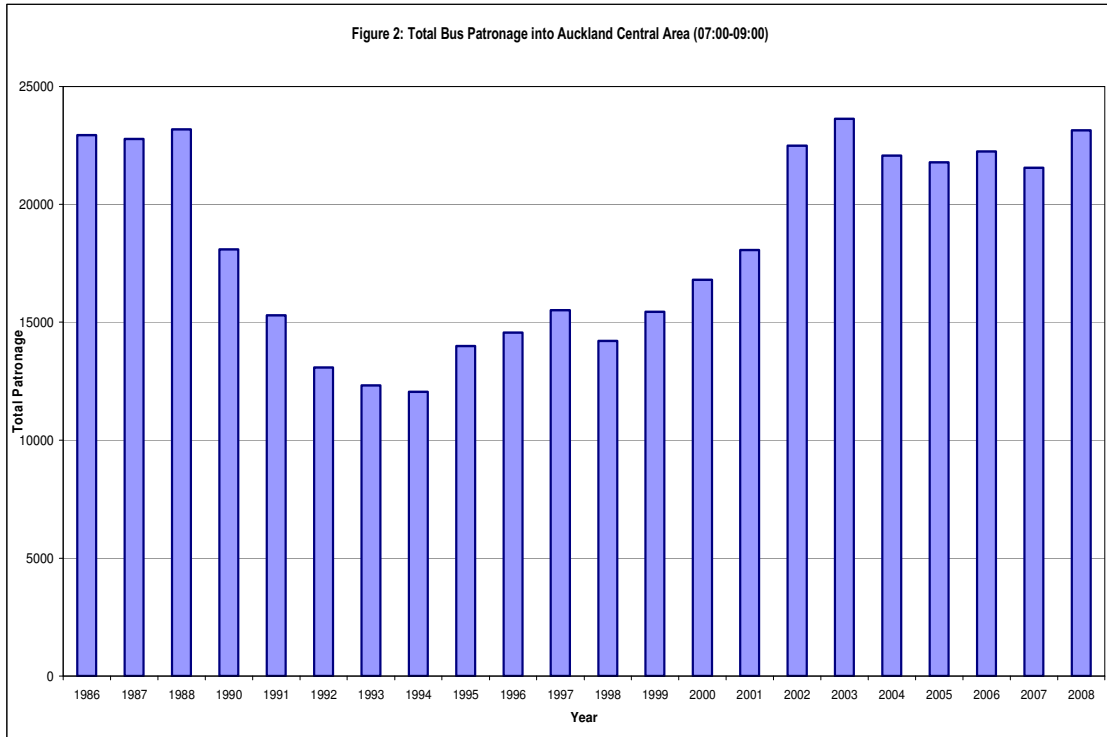
Passenger transport patronage counts from the 2009 survey can be found in attachment 2 - Table 1. Counts on the number of passenger transport services are summarised in attachment 3 - Table 2. Passenger and services counts from individual stations, plus counts from surveys from previous years, can also be found in these tables.

Bus Patronage

Overall Bus Patronage

Total bus patronage over time can be seen below in Figure 2. Bus patronage has again increased in 2009. In 2009, 24,463 people using buses entered the CBD area, an increase of 5.7 per cent over the 2008 survey result.

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There was an increase of services in 2009, up from 741 in 2008 to 828 in 2009. This represented an increase of 11.7 per cent. With patronage increasing by 5.7 per cent, overall occupancy of bus services went down slightly in 2009.

The 2009 survey showed a mix of increases and decreases in patronage at individual counting stations. Many of these increases are significant. Services reaching individual counting stations have fluctuated somewhat this year, as some services have been rationalised while others have been reorganised with the starting of enabling works for the Central Transport Corridor. The redevelopment of Queen Street has also meant that many bus services have been rerouted within the central area, which has altered various stations, service and patronage counts even further. A table summarising the bus service patronage counts, by survey site, can be seen below in Table 1. The long term trends are shown in a graph in attachment 4.

Table 1: Bus Passenger Counting Station Totals & Comparison 2007-2009

	2007	2008	2009	2008-2009% Increase
Fanshawe Street	5,942	6,618	7,122	7.62%
Victoria Street West	436	488	628	28.69%
Union/Nelson Street	315	413	435	5.33%
Karangahape Road (incl. Hopetoun)	3,189	3,712	3,020	-18.64%
Symonds Street	7,938	8,126	9,238	13.68%
Symonds Street Off-Ramp	703	526	633	20.34%
Upper Queen Street	913	1003	814	-18.84%
Grafton Bridge	139	n/a	n/a	n/a
Beach Road	408	425	429	0.94%
Quay Street	1,274	1,198	1,588	32.55%
Shelly Beach Road	161	185	322	74.05%
Wellesley Street East	104	241	115	-52.28%
Grafton Road	29	199	119	-40.20%
Total Bus Patronage	21,551	23,134	24,463	5.74%

Ian McKinnon Drive & Upper Queen Street

There has been an 18.8 per cent decline in patronage on buses from Blockhouse Bay that entered the Auckland Central Area via Ian McKinnon Drive and Upper Queen Street. Patronage declined from 1,003 in 2008 to 814 in 2009. Service levels stayed largely the same with 22 buses in 2009 compared with 20 in 2008.

Grafton Road and Grafton Bridge

Grafton Bridge has been closed as a bus route as part of preparations for the Central Transport Corridor. The only service that was using this route was the Link service, which has now been diverted down Grafton Road. Patronage on this route declined by 40.2 per cent this year.

Symonds Street & Symonds Street Motorway Off-ramp

Symonds Street together with the Symonds Street Motorway off-ramp is still the busiest point of entry during the morning peak period into the Auckland Central Area. In total 9,871 passengers were recorded on bus services at counting stations in this area, an increase of 14.1 per cent.

Bus services entering the Auckland Central Area via the Symonds Street Motorway off-ramp reversed the decline seen in the past two years. Patronage on this route increased by 20.3 per cent while services increased by 4.5 per cent.

Patronage has increased along Symonds Street, with 9,238 passengers counted in 2009, up from 8,126 in 2008. This is an increase of 13.7 per cent. The number of services has increased by 22 per cent with 311 in 2009.

Northern Express and the Northern Busway

The construction of the Northern Busway and the continuing addition of Northern Express bus services has resulted in increasing numbers of passenger being carried into the Auckland Central Area via Fanshawe Street. Comparing 2009 to 2008, there were 23 extra services during the morning peak period, with 504 more passengers carried than last year, equating to a 7.6 per cent increase. Services from the North Shore entering through Shelly Beach Road increased by 14.3 per cent, while patronage on these services increased by 74.1 per cent.

Western Bays services

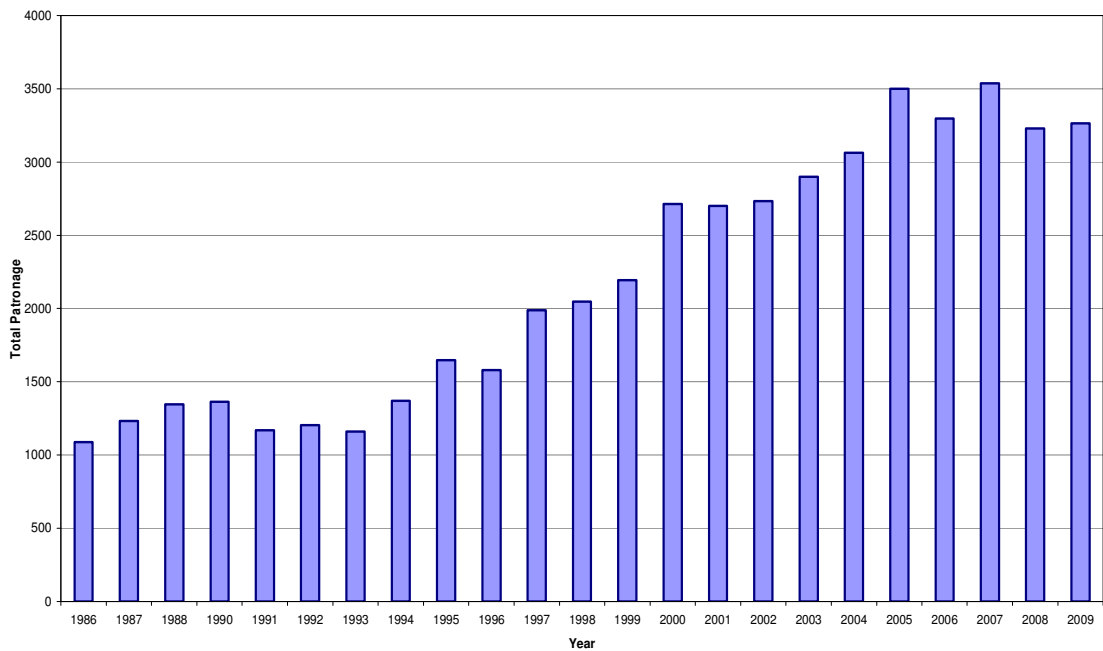
There have been both decreases and increases in patronage on services that originate from the Western Bays. Karangahape Road and Hopetoun Street are down 18.34 per cent to 3,020, while Union and Nelson Street have increased their patronage levels (up 5.33 per cent to 435).

Ferry Patronage

In 2009, ferry patronage grew slightly from 2008 levels. With a total number of 3,265 passengers recorded, this is an increase from last year of 1.1 per cent or 309 passengers. It appears that ferry patronage is generally stable, as patronage has stayed at similar levels for the past four years.

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Figure 3: Total Ferry Patronage into Auckland Central Area (07:00-09:00)



The Bayswater ferry stabilised after a 21.4 per cent decrease in patronage in 2008, with a 4.3 per cent increase in 2009. Gulf Harbour patronage continued its decline, with a 13.1 per cent reduction in 2009 following a 36.5 per cent reduction in 2008.

Patronage from Waiheke was also down (886 in 2008 to 800 in 2009), but this service experiences year to year large variations in patronage. Overall, it appears that patronage from Waiheke is stable.

A number of services reversed declines experienced in 2008, including Devonport (down 5.0 per cent in 2008, up 18.8 per cent in 2009) and Birkenhead (down 24.2 per cent in 2008, up 18.0 per cent in 2009).

Pine Harbour increased its patronage from 116 in 2008 to 135 in 2009. This service has shown steady growth for a number of years. Since 2004, patronage has grown by almost 240 per cent.

Table 2 below shows the total number of passengers entering the Auckland Central Area by ferry, based on their origin.

Table 2: Ferry Passenger Origin Totals & Comparison 2007-2009

	2007	2008	2009	2008-2009 % Increase
Bayswater	327	257	268	-21.4%
Birkenhead	388	294	347	-24.2%
Devonport	1,023	972	1,155	-5.0%
Gulf Harbour	156	99	86	-36.5%
Half Moon Bay	496	412	459	-16.9%
Pine Harbour	101	116	135	14.9%
Stanley Bay	162	136	116	-16.0%
Waiheke	792	886	800	11.9%
West Harbour	93	90	77	-3.2%

Train Patronage

The 2009 survey of rail patronage into Britomart showed a 12.1 per cent reduction in patronage from 2008 levels. This finding was considered by ARTA and ARC staff to be unlikely, so further investigations were carried out. These showed that the 2008 survey had over counted patronage from rail. The over counting was caused by:

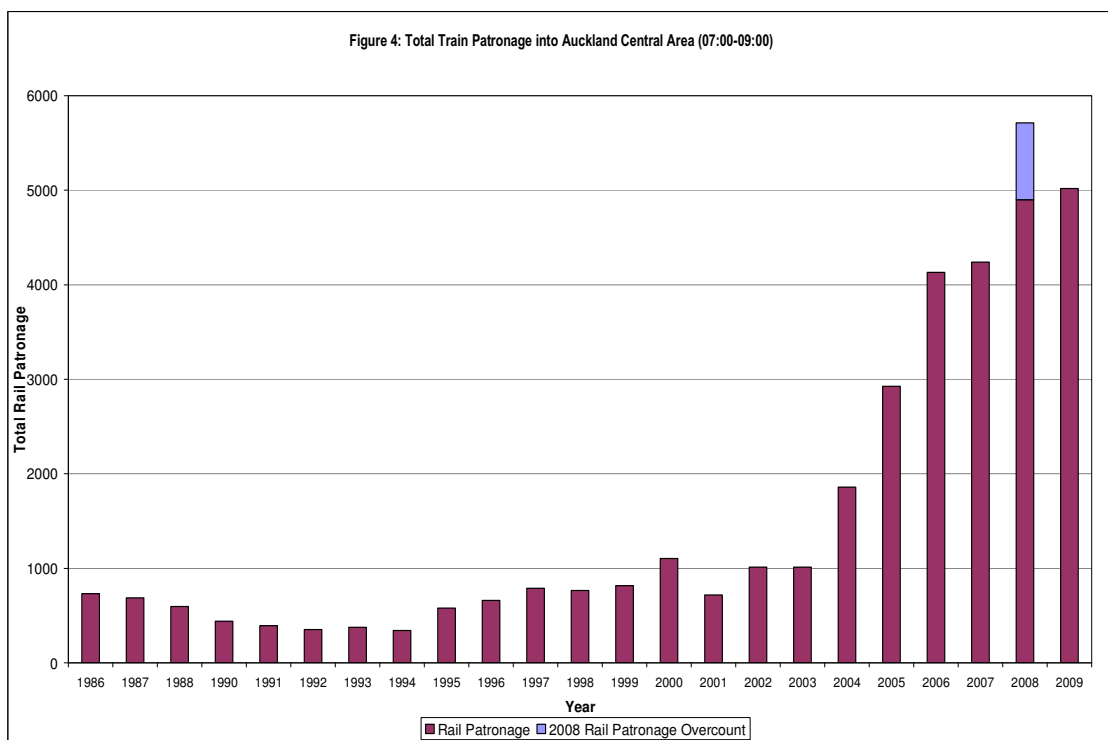
- the counting of one incoming train twice,
- the over-estimation of passengers alighting from each carriage.

ARTA have carried out work which estimates the likely patronage level that occurred in 2008. This involved comparing 2009 patronage counts with monthly records, and then doing the same for 2008. This analysis showed that patronage from rail in 2009 would have numbered approximately 4,900 passengers (rather than 5,713 as previously reported). This figure has been used for comparative purposes throughout this report.

When these figures are used, rail patronage rose by 2.4 per cent in 2009 (119 extra passengers), and total patronage rose by 4.7 per cent. These figures are in line with the longer term trend that has occurred since Britomart was opened.

Due to concerns about accuracy and value for money, this survey was put out to tender at the beginning of 2009, and as a result a new supplier was awarded the contract for 2009. There have been no issues regarding the 2009 survey.

Figure 4 below indicates train patronage recorded by this survey over time. The 2008 over-count is represented in blue, while the 2008 estimated and actual figures from other years, are shown in red.



C.4.4 FINANCIAL AND RESOURCING IMPLICATIONS

This survey was undertaken within the planned financial allocation, and there are no further financial Implications.

C.4.5 LEGAL AND LEGISLATIVE IMPLICATIONS

There are no legal implications to the ARC arising from this report.

C.4.6 CONSULTATION

ARTA has been consulted in the preparation of this report, and have contributed to the interpretation of the results.

ATTACHMENTS

- Attachment 1 - Figure 1: Auckland Central Area Screenline & Survey Points.
- Attachment 2 - Table 1: Summary of Patronage into Auckland Central Area (0700-0900).
- Attachment 3 - Table 2 – Summary of Passenger Transport Services into Auckland Central Area (0700-0900).
- Attachment 4 - Figure 2 - Summary of Bus Services into Auckland Central Area by Survey Site (0700-0900).

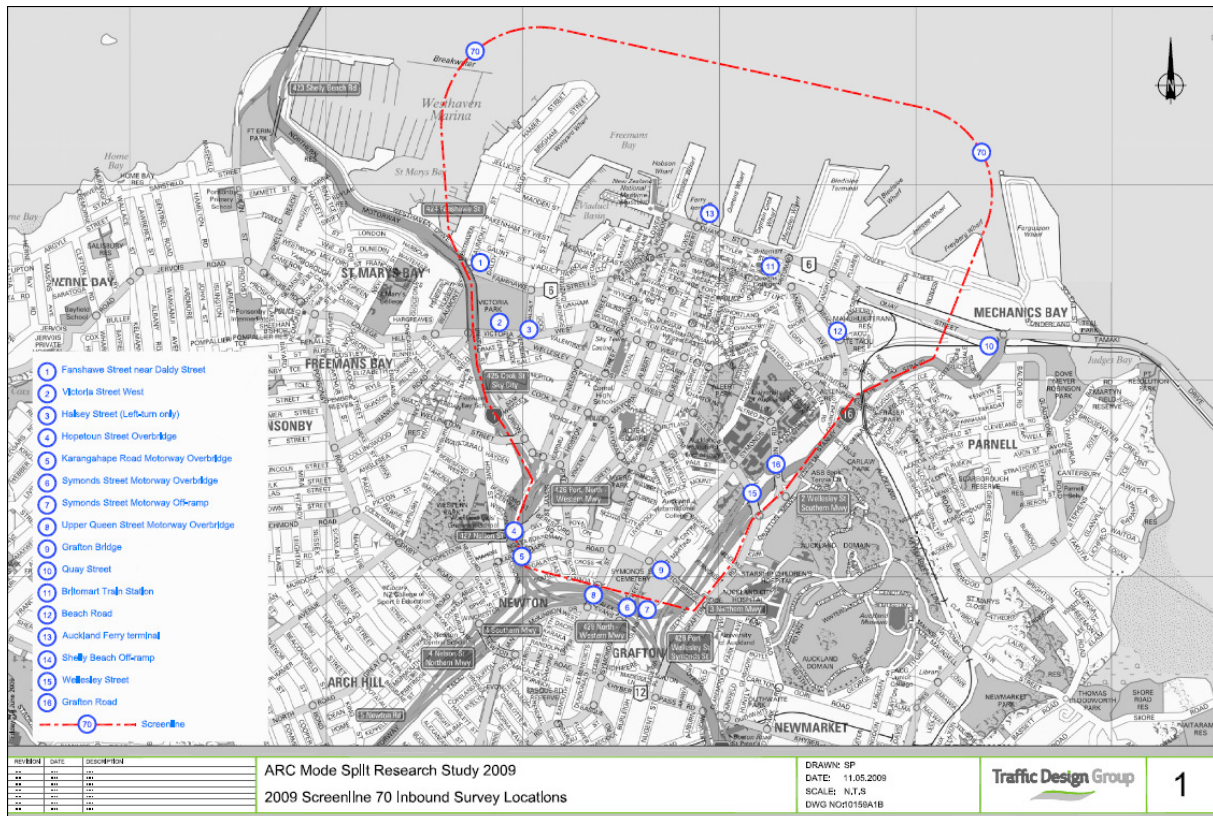
RECOMMENDATION

That the report be received.

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Attachment 1

Figure 1: Auckland Central Area Screenline & Survey Points.



Attachment 2

Table 1: Summary of Patronage into Auckland Central Area

Table 1: Summary of Patronage into Auckland Central Area (07:00-09:00)
Based on Surveys from 1986-2009**

Location	Site	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	% Change (2008-09)
Fanshawe Street	1	5917	5682	5500	4197	3746	3150	3077	3066	3229	3280	3478	3133	3270	3784	4361	4762	5072	4823	5019	5697	5942	6618	7122	7618	7.6%
Victoria Street West	2	619	408	485	358	312	305	231	216	258	257	506	580	486	698	604	536	674	637	495	547	436	488	628	628	28.7%
Union/Nelson Street	3	771	1096	1016	741	881	689	612	523	514	475	616	285	352	289	362	442	279	591	643	503	315	413	435	435	5.3%
K Road (incl Hopetoun)	4&5	5050	4833	4856	4085	2884	2590	2300	2066	2772	2560	2706	2551	2892	3120	3252	3593	3604	3814	3456	3674	3189	3712	3020	3020	-18.6%
Symonds Street	6	7137	7314	7925	6036	5110	4451	4444	4521	4951	5864	6343	5194	5457	5995	6230	8426	8783	7948	8319	8244	7938	8126	9238	9238	13.7%
Symonds Street Off-Ramp	7	297	290	293	434	431	576	505	487	542	370	417	496	428	413	540	631	825	836	823	443	703	526	633	633	20.3%
Upper Queen Street	8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	238	382	471	1148	1183	1154	855	913	1003	814	814	-18.8%
Grafton Bridge	9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	227	239	239	261	235	183	139	115	139	n/a	n/a	n/a	n/a
Beach Road	10	808	814	813	443	406	291	312	345	560	519	596	710	942	865	787	1099	1097	476	260	427	408	425	429	429	0.9%
Quay Street	12	2059	1917	1925	1432	1335	1035	850	829	1169	1229	843	1039	1138	1059	1116	1315	1594	1332	1426	1581	1274	1198	1588	1588	32.6%
Shelly Beach Road	14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	299	299	273	184	176	161	185	322	74.1%
Wellesley Street East	15	280	316	361	364	196	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	157	130	104	241	115	115	-52.3%
Grafton Road	16	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	39	29	199	119	119	-40.2%
Total Bus Patronage		22938	22770	23174	18090	15301	13087	12331	12053	13995	14554	15505	14215	15442	16804	18064	22486	23625	22067	21776	22251	21551	23134	24463	24463	5.7%
Total Ferry Patronage		13	1087	1345	1362	1188	1204	1160	1369	1647	1579	1988	2046	2193	2713	2701	2733	2900	3063	3501	3297	3538	3229	3265	3265	1.1%
Total Train Patronage		11	731	687	595	439	391	353	374	340	579	660	790	766	816	1104	718	1010	1858	2925	4131	4239	5713	5019	5019	-12.1%
Train to Bus Transfer		326	342	331	214	149	95	123	137	225	277	267	316	344	501	368	322	415	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total AM Peak Patronage = (1)+(2)+(3)+(4)		24430	24347	24783	19677	16711	14549	13742	13625	15996	16516	18016	16711	18107	20120	21115	25907	27122	26988	28202	29679	29328	32076	32747	32747	2.1%

Data prior to 2002 supplied by Auckland Regional Council
Before 2004, total bus patronage includes rail to bus transfers as observed at Rail Station, total annual patronage excludes transfers due to passengers being recorded previously on inbound rail services. After commissioning of Britomart Transport Centre, bus and rail patronage are independent.

Table 2 – Summary of Passenger Transport Services into Auckland Central Area (0700-0900)

Table 2: Summary of Passenger Transport Service Frequency into Auckland Central Area (07:00-09:00)
Based on Surveys from 1986-2008

Location	Site	1986	1987	1988	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	% Change (2008-09)
Fanshawe Street	1	135	135	134	114	103	89	90	90	88	82	87	76	92	95	102	114	123	123	126	148	156	162	185	14.2%
Victoria Street West	2	13	9	13	9	8	10	9	9	8	7	23	22	22	22	22	25	25	26	22	24	21	25	26	4.0%
Union/Nelson Street	3	17	23	23	24	21	22	19	19	14	16	16	12	10	10	10	13	10	22	24	13	18	16	16	0.0%
K Road (incl Hopetoun)	4&5	127	138	136	130	111	99	98	103	110	110	116	101	120	117	116	123	130	145	139	148	130	144	133	-7.6%
Symonds Street	6	232	246	257	220	199	197	195	194	191	193	193	187	202	212	229	255	265	232	248	257	254	255	311	22.0%
Symonds Street Off-Ramp	7	9	10	11	12	12	14	15	14	13	12	10	14	12	15	17	19	24	23	28	17	26	22	23	4.5%
Upper Queen Street	8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	9	11	12	25	25	28	25	19	24	20	22	10.0%
Grafton Bridge	9	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	10	12	11	15	18	17	15	13	14	15	n/a	n/a	n/a
Beach Road	10	52	58	51	47	35	35	34	32	33	32	45	46	49	36	48	33	35	28	21	21	25	23	25	8.7%
Quay Street	12	50	51	47	47	38	36	35	34	35	35	44	42	43	39	36	44	44	44	50	47	48	45	58	28.9%
Shelly Beach Road	14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	8	8	9	5	5	4	7	8	14.3%
Wellesley Street East	15	6	6	6	8	4	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	4	3	3	7	6	-14.3%
Grafton Road	16	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3	3	15	15	0.0%
Total Bus Services		641	676	678	611	531	502	495	495	492	487	534	510	571	568	607	677	706	695	705	719	727	741	828	11.7%
Total Ferry Services	13	16	15	15	15	15	15	13	15	21	15	15	22	20	27	22	22	28	28	29	32	33	34	36	5.9%
Total Train Services	11	11	11	11	10	10	10	10	10	13	13	13	14	14	14	14	11	10	14	21	24	25	23	25	8.7%

Data prior to 2002 supplied by Auckland Regional Council

Figure 2 - Summary of Bus Patronage into Auckland Central Area by Survey Location (07:00-09:00)

