



# On Board

What's happening on Auckland's public transport network

Aug/Sept 2011

**Auckland  
Transport**

An Auckland Council Organisation



**MAXX**  
Auckland Transport

# Welcome

This newsletter is brought to you by Auckland Transport. It aims to keep you up to date with changes and improvements to public transport in the region.

A lot of work is happening on the rail network as we get closer to Rugby World Cup 2011. The main focus is on providing continued improvements to the service that train customers experience, but it will also help with making sure rail plays a key role in the biggest sporting event New Zealand has ever seen.

A full network closure on the second weekend of August will see the final big push to get important maintenance work completed before the Rugby World Cup starts in September. There will then be a break for line closures until the beginning of November when preparations begin for the Christmas network closure when Auckland Transport and KiwiRail will carry out some major works on the network.

New high-frequency LINK bus services starting on 21 August will give you more options for getting around. The LINK services are designed to connect with trains and major bus routes to easily take you where you want to go in central Auckland.

Pages 8-11 includes information on train operations for Bledisloe Cup on 6 August – for fans going to the match and all other passengers who will see changes to regular services.

Look out for the special RWC 2011 edition of On Board next month, because even if you're not going to a match you need a transport plan for the Tournament.

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# Upcoming rail disruptions

Rail maintenance and upgrades will require partial or full shutdowns on the following days in August:

**Friday 12 August from 8pm** – FULL NETWORK CLOSURE. Buses will replace most trains on the Western, Southern, Eastern & Onehunga Lines. Please check timetables.

**Saturday 13 and Sunday 14 August** – FULL NETWORK CLOSURE. Buses will replace all Auckland trains.

We apologise for any inconvenience they cause.

Visit [maxx.co.nz](http://maxx.co.nz) for confirmation of these shutdowns and sign up to MAXX Train Updates for service disruption notifications sent to your phone.

Rail replacement buses will be provided on these days. These buses will stop at all stations except Meadowbank Station and will run to a special timetable. The timetables will be available on [maxx.co.nz](http://maxx.co.nz) (search under "Service Disruptions"). The closures are due to construction work being undertaken by KiwiRail and Auckland Transport to upgrade the rail network and prepare it for electrification.

Further closures are scheduled for November and December, and for at least three weeks over Christmas as we continue to improve the rail network and make it more reliable.



# Real time information

Real time information for train users is on the way. Real time information uses GPS technology to show the actual departure times for trains at each station, making it more accurate than the scheduled information which is currently available at some stations.

From September you will be able to check when trains will depart from your station using your mobile phone, on maxx.co.nz, and on new Real Time Boards at stations.

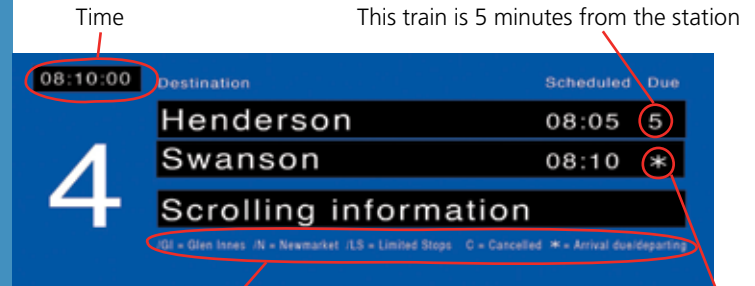
New Real Time Boards will initially be installed at seven train stations. These stations are Kingsland, Morningside, Henderson, Swanson, Papatotē, Manurewa and Ellerslie. By December Real Time Boards will be installed at a further 19 train stations.

The existing electronic information boards at Britomart, Newmarket, Grafton, New Lynn, Onehunga, Te Papapa, and Penrose Platform 3 will also be upgraded to allow them to show real time information.

You will no longer see a long list of all the stations where the train is stopping. In its place you will see whether the service is via Glen Innes or Newmarket, and if it is a Limited Stops service this will be indicated.

These improvements are part of a larger project, improving information for passengers in Auckland, which also includes 175 new Real Time Boards being installed at bus stops over the next few months, and later, upgrades to the information available to ferry passengers.

The Real Time Boards will look like this:



This key explains the abbreviations

\* means the train is nearby

## What will this mean for train users?

For each service, in addition to the destination, you will see both the scheduled time the service will be departing from your station, and a countdown based on the train's current location, speed and direction.

If a service is cancelled, you will see a "C" instead of a countdown for that service.

Where an issue arises and we cannot accurately predict a train's departure, you will only see the scheduled time for that service - the "Due" information will be blank.

When the train is nearby an asterisk (\*) will be displayed in the Due column.

## Longer trains

Longer trains are now operating on the Southern and Eastern rail lines.

Some trains are using five and six carriages on these lines, following the completion of platform extension works at a number of stations, and the addition of five more carriages to the train fleet.

Carriages have been re-allocated around the network according to passenger demand, meaning the most popular services will have longer trains.

## Later trains during RWC 2011

More trains will run later all week during Rugby World Cup 2011 to allow Aucklanders to get involved in the many things happening around the city, even if they're not going to a match.

In addition to trains running into the early hours after matches, a special RWC 2011 timetable will provide more services throughout the Tournament.

## Manukau on line soon

Manukau Station and the new Manukau rail line will open in February 2012.

A new timetable for the entire Auckland rail network will be introduced when Manukau Station opens.

The 2km rail line runs alongside the new SH20 motorway and will link Manukau city centre with the Southern Line at Puhinui.

When fully complete, Manukau Station will be a transport interchange where passengers can easily transfer between trains and buses. It will be the main hub for most of the bus services in the South Auckland region.

It is planned to be part of a proposed Manukau Institute of Technology tertiary campus building. An interim station will be in place until the MIT building is opened.

When fully operational approximately 600,000 passengers a year are expected to use the train station, a similar level to Newmarket. About 1.2 million people are expected to eventually use the bus station each year. The station design has been based on the predicted 2041 capacity, giving good circulation and platform room.



# Trains on Bledisloe Cup

## Day 6 August

For the Bledisloe Cup rugby match on 6 August you need to plan your travel – even if you're not going to the match. For this match, and during Rugby World Cup 2011, our transport system will come under increased pressure so there have to be changes to normal operations. A little extra planning, and being patient as you travel, will make a big difference!

## Not going to Eden Park

The best advice we can give you is to think about travelling early or later.

From at least 4.30pm trains will be very busy as large crowds head to Eden Park. This means some key changes to how services operate:

At Britomart all passengers not going to Eden Park will be directed to the eastern entrance (Takutai Square entrance) in the Westpac building to get priority boarding onto regular train services. This means you can get onto your train without waiting behind fans getting on event services. This entrance will be well signposted and Auckland Transport ambassadors will help with directions. All commuters who arrive at Britomart and wish to transfer onto regular or special event services will be required to use the eastern entrance.

Make your transport plan and see full details at [maxx.co.nz/info/service-disruptions](http://maxx.co.nz/info/service-disruptions) or calling 09 366 6400 for more information.

## Travelling West

The last service stopping at all stations on route to Waitakere on 6 August will depart from Britomart at 4.20pm.

Train services departing Britomart at 4.54pm, 5.54pm and 6.54pm, will NOT stop at Newmarket station. Passengers heading to Newmarket are advised to catch a rail replacement bus from Britomart (bus stop 7024, Commerce St). After the 6.54pm train service, buses will replace trains between Britomart and Morningside continuing onto Waitakere (stopping at all stations).

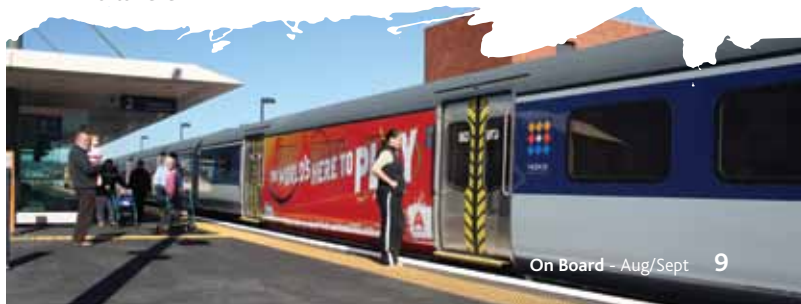
Normal scheduled train services will resume at 10.50pm from Britomart.

## Travelling to the city

City-bound train services departing Waitakere at 4.26pm, 5.26pm and 6.26pm will NOT stop at Newmarket station. Passengers heading to Newmarket are advised to catch a Rail Replacement Bus from Morningside (bus stop 8217, 639-641 New North Rd).

The 7.26pm service from Britomart will stop at all stations en route to Britomart. The 8.26pm and 9.26pm services departing Waitakere will terminate at Morningside. If travelling beyond this point you will be directed to the rail replacement bus service (which will travel via all rail stations to Britomart).

Normal scheduled services will resume at 10.26pm from Waitakere.



# Trains on Bledisloe Cup

## Day 6 August

### Going to Eden Park

You need to travel early to beat the crowds. Trains run approximately every 5-7 minutes from Britomart to Kingsland and only stop at Grafton Station on the way. Trains from the west run to Morningside approx. every 15 minutes. If you leave late we can't guarantee that you'll make kick off.

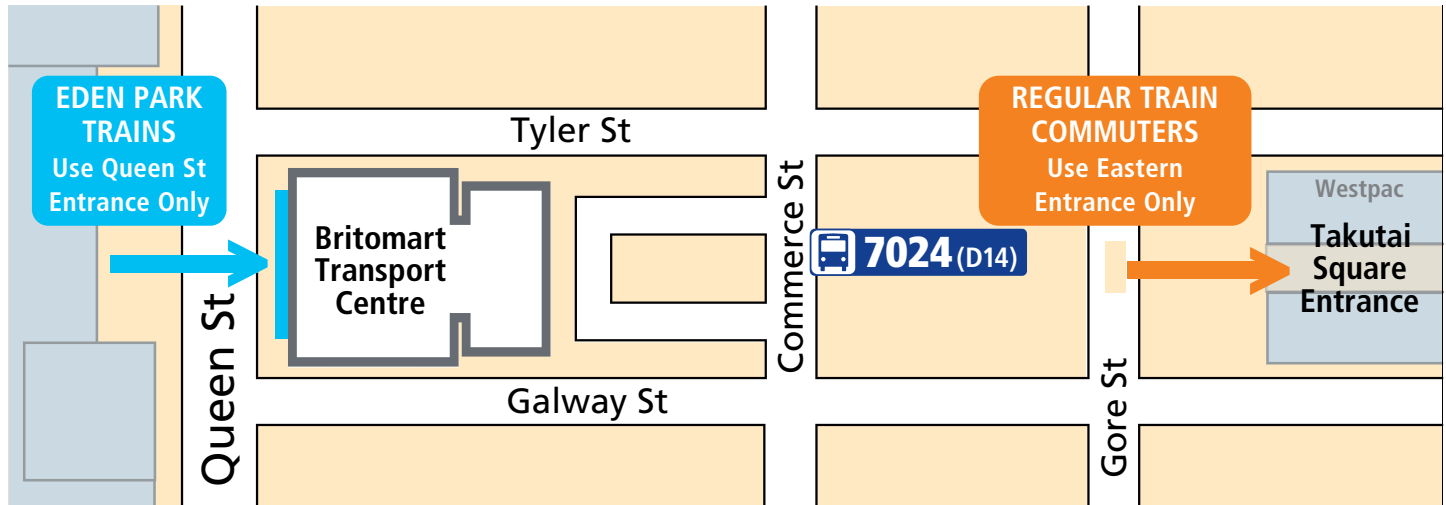
Trains and special event buses are free with a match ticket and one of the best ways of getting to the match.

Some extra match day services along the southern line from Papakura will go direct from Newmarket to Kingsland. For all other journeys on the Southern and Eastern Lines use normal scheduled services to Britomart and then catch a special event train to Kingsland.

Kingsland is the match day station for travel from/to the CBD, south and east. Morningside is the match day station for travel from/to the west.

After the match trains will run approx. every five minutes from Kingsland to the CBD (stopping only at Grafton Station) and approx. every 10 minutes from Morningside Station to the west.

For more information go to [maxx.co.nz](http://maxx.co.nz) and search for Bledisloe Cup or call 09 366 6400.



## On board announcements

After the successful trial in June, automated on board announcements are being introduced to more trains.

Thanks to all those customers who provided feedback during the trial. Adjustments have been made to the system to improve it.

About half the fleet will start providing the on board announcements by mid-August. The announcement messages will signal the arrival of the next station and may provide some information specific to that station. There will also be a message when departing from the first station and before arriving at the last station on a route.

The announcements are preceded by some short tones. These prepare customers for the upcoming message.

These changes will provide better information for passengers and make travelling on trains easier for a wider range of people.

It is one of a range of initiatives being introduced to make public transport accessible to more people.

## Rail patronage growth

Rail patronage for June was 882,776, an increase of 174,269 boardings or 24.6% on June 2010. In late July annual rail patronage reached 10 million. This compares to 2.5 million when Britomart opened in 2003.

### June service performance

98.1% of all scheduled rail services in June arrived at their final destination and 85.6% were on time or arrived within 5 minutes

of schedule. Improvements were seen in the reliability of track and signalling infrastructure, with the best overall performance since September 2009.

## HOP news

Around 75,000 users have already signed up to Auckland Transport's new travel smartcard, HOP, in the initial phase of the card's launch.

Launched in May, the HOP card is the first step towards a fully integrated, multi-operator smartcard that will allow one payment card to be used for all bus, train and ferry journeys in Auckland.

Phase one of the launch, which involved NZ Bus services, moved Go Rider card users onto HOP.

A fully integrated system involving all other Auckland buses, trains and ferries is planned from mid-2012. Card readers have already been installed at some train stations in preparation for the introduction of HOP.



# New LINK services to connect central city

Two new bus routes are being added to Auckland Central's popular, high-frequency LINK bus service in August.



The **existing green LINK** will be renamed the Inner LINK and have some of its route changed to make it more direct and more reliable. It will continue to connect with Grafton, Newmarket and Britomart stations. The existing cash fare of \$1.80 to anywhere on the route will remain.



The **new red City LINK** will run every 7 to 8 minutes along Queen Street (10 minutes on Sundays and public holidays) between Karangahape Road and Britomart, with every second bus going

out to Wynyard Quarter. It will connect with Britomart station. This service will be free to all customers until 31 December and then free with the correct use of a HOP card or 50c cash fare. Concessions will apply.



The **new amber Outer LINK** will run every 15 minutes through Herne Bay, Westmere, Pt Chevalier shops, past Unitec, through Mt Albert, St Lukes, from Balmoral shops to Valley Rd, Mt Eden shops, Alexandra Park, Newmarket and Parnell, as well as Auckland and AUT universities and Wellesley St in the city centre. It will connect with Mt Albert and Newmarket stations. The cash fare will be \$1.80 per stage with a maximum fare of \$3.40. Concessions will apply.

New high-quality buses painted red, amber and green will operate on all three routes. They will have wheelchair access, air-conditioning and comfort seating.

The new services will commence on Sunday 21 August. Visit [maxx.co.nz/link](http://maxx.co.nz/link) or call 09 366 6400 for maps and more information.

The free City Circuit bus will cease operating on 20 August. Buses departing for Symonds will leave from stop 7044 outside the Queen St entrance to Britomart. It is free to travel on these buses to the university upon presentation of a monthly rail pass, otherwise a 50c fare applies.

# GET TRAIN UPDATES BY TXT

**With MAXX Train Updates you can register to receive free text messages if your train is disrupted, cancelled or delayed by more than 10 minutes.**

1

Go to [maxx.co.nz](http://maxx.co.nz) and click on the Train Text Updates link on the home page.

2

Register and select the stations you use and the times you travel.

3

Start receiving free texts whenever rail service disruptions affect you.