

# How it all went wrong

## Western line

**2-3pm:** Full trains stop picking up passengers.

### Henderson

**3pm:** Frustrated passengers try to board moving train, which stops to let them in.

Sunnyvale

Glen Eden

### Fruitvale Rd

**2.10pm:** Robyn Paterson sees guards physically shoving passengers back into overloaded train. No room to pick up more passengers.

New Lynn

### Between Newmarket and Parnell tunnel (Western and Southern lines)

**5.30pm-7.30pm:** Train stuck for two hours. Many passengers have trouble breathing in sealed carriage. A group of teenagers push emergency buttons at 6.23pm.

**5.53pm:** Customers force doors open near Strand and get out. Services in and out of Britomart suspended.

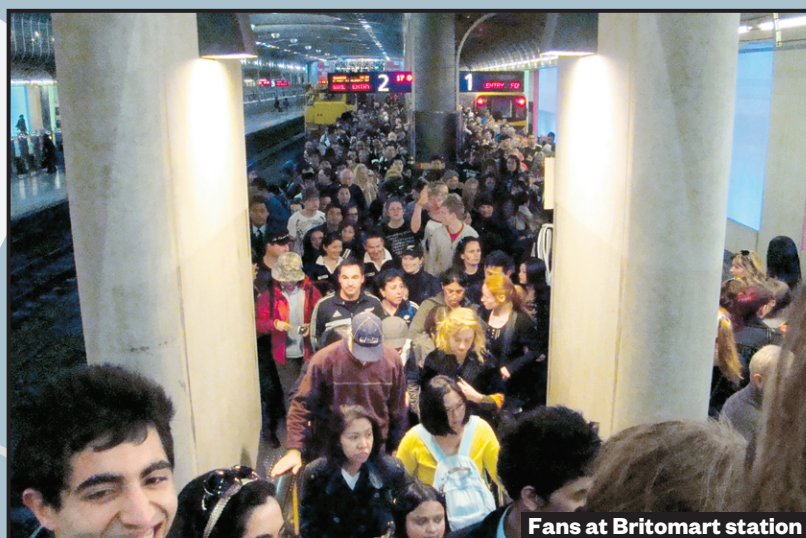
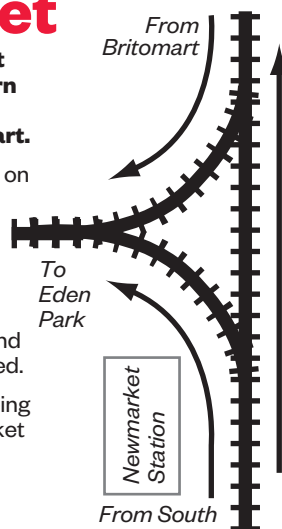
## Newmarket

**Only four trains went direct to Eden Park via the western line. Passengers on other trains had to go via Britomart.**

**2.19pm:** Passenger collapses on train, moved to platform for ambulance. Train delayed.

**5.45pm:** Passengers press emergency brake buttons on train stuck at Newmarket. All trains stopped on Southern and Western lines until lines cleared.

Several passengers report being stuck on trains near Newmarket for hours in sweltering heat. They say they pressed the emergency button because it was the only way to get off.



Fans at Britomart station

## Britomart

See below

### Mt Eden

**4.30pm:** Passengers force train doors open and get out. Trains stopped until tracks cleared.

SH16

### Kingsland

(Eden Park)

**7.30pm:** Fire extinguisher set off, passengers evacuated. Train delayed 30 minutes.

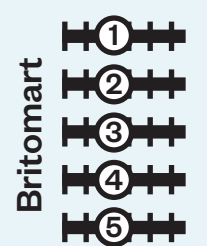
Mt Albert

### Avondale

**About 5pm-7pm:** Train reportedly held up for two hours.

## Britomart

5 lines on platform



### Britomart

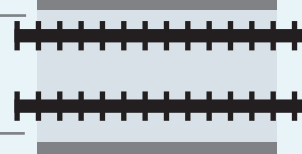
**3pm:** Overloaded trains arrive. Staff try to send customers out through Takutai Square.

**4.40pm:** Passenger collapses and receives CPR on platform, which closes for 30 minutes.

**6.45pm-8pm:** Veolia staff lose control of Takutai Square entrance, swamped by sheer numbers.

**7pm:** Trains unable to leave station for Eden Park.

2 lines in tunnel



### Other issues:

- Overloaded escalators broke down.
- Overcrowded platforms delayed trains as people were dangerously close to the edge.
- Passengers could not hear announcements (some said announcers' accents were unintelligible).
- Passengers trying to get home via Britomart had to wait for hours, with no information about where to queue for which train. Many gave up and took buses, which were in a similar state of chaos.

Waitemata Harbour

Grafton

## Newmarket

See below left

Orakei

Meadowbank

### Glen Innes

**4.50pm:** Two people reported riding on outside of train between Gl and Meadowbank. Train delayed as police investigate.

### Panmure

**4.29pm:** Emergency brake buttons activated. 35-minute delay causes knock-on effects to other trains

### Sylvia Park

**8.10pm:** Fighting reported on train. Delays as police investigate.

Penrose

Onehunga

SH20

Westfield

### Otahuhu

**10.31pm:** Train driver reports possibly drunk woman falling on tracks. Train delayed.

### Middlemore

**3.40pm:** Passenger faints on board, taken off at Middlemore. Train delayed 12 minutes.

## Southern line

1km