



# STATISTICS REPORT

APRIL 2015



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# AT METRO

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## 1. HIGHLIGHTS

### Patronage

Auckland public transport patronage totalled 78,399,111 passenger boardings for the 12 months to Apr-2015, an increase of +0.3% on the 12 months to Mar-2015 and +10.1% on the 12 months to Apr-2014. April monthly patronage was 6,286,233, an increase of 222,083 boardings or +3.7% on Apr-2014, normalised to ~ +4.0% accounting for special event patronage only as there were the same number of business and weekend days in Apr-2015 compared to Apr-2014. Financial year to date patronage has grown by +10.1%.

Rail patronage totalled 13,540,697 passenger boardings for the 12 months to Apr-2015, an increase of +1.2% on the 12 months to Mar-2015 and +22.0% on the 12 months to Apr-2014. Patronage for Apr-2015 was 1,134,517, an increase of 155,679 boardings or +15.9% on Apr-2014, normalised to ~ +18.1%. Financial year to date rail patronage has grown by +22.9%.

The Northern Express bus service carried 2,788,409 passenger boardings for the 12 months to Apr-2015, an increase of +0.7% on the 12 months to Mar-2015 and +17.0% on the 12 months to Apr-2014. Northern Express bus service patronage for Apr-2015 was 232,557, an increase of 18,185 boardings or +8.5% on Apr-2014, normalised to ~ +10.2%. Financial year to date Northern Express patronage has grown by +18.4%.

Bus services excluding Northern Express carried 56,604,310 passenger boardings for the 12 months to Apr-2015, no movement on the 12 months to Mar-2015 and +7.6% on the 12 months to Apr-2014. Bus services excluding Northern Express patronage for Apr-2015 was 4,442,267, a decrease of -13,131 boardings or -0.3% on Apr-2014, normalised to ~ -0.3%. Financial year to date bus services excluding Northern Express patronage has grown by +7.3%.

Ferry services carried 5,465,695 passenger trips for the 12 months to Apr-2015, an increase of +1.1% on the 12 months to Mar-2015 and +6.6% on the 12 months to Apr-2014. Ferry services patronage for Apr-2015 was 476,892, an increase of 61,350 boardings or +14.8% on Apr-2014, normalised to ~ +14.8%. Financial year to date ferry patronage has increased by 8.1%.

## Service Performance

For rail, service punctuality in Apr-2015 was 77.1%, compared to the average for the 12 months to Apr-2015 of 85.1% (arrival at last station). Service reliability was 92.9%, compared to the average for the 12 months to Apr-2015 of 96.5%. Four emergency services callouts closed parts of the network in April – normalised punctuality was 77.9 % and reliability 95.1%.

For bus, service punctuality in Apr-2015 was 92.1% compared to the average for the 12 months to Apr-2015 of 89.9% (departure from first stop). Service reliability was 96.7% compared to the average for the 12 months to Apr-2015 of 95.3%.

For ferry, service punctuality in Apr-2015 was 99.1% compared to the average for the 12 months to Apr-15 of 99.4% (departure from origin). Service reliability was 99.5% compared to the average for the 12 months to Apr-15 of 99.6%. Ferry service punctuality and reliability remain operator self-reported.

## 2. PUBLIC TRANSPORT PATRONAGE

### Network Wide Summary

Normalising factors used on actual patronage counts in this report for Apr-2015 include:

- \* The same number of business days and weekend days in Apr-2015 compared to Apr-2014
- \* Additional patronage for special events across bus and rail in Apr-2014.

Auckland public transport patronage totalled 78,399,111 passenger boardings for the 12 months to Apr-2015, an increase of +0.3% on the 12 months to Apr-2015 and +10.1% on the 12 months to Apr-2014 as illustrated in Figure 1. April monthly patronage was 6,286,233, an increase of 222,083 boardings or +3.7% on Apr-2014, normalised to ~ +4.0%.

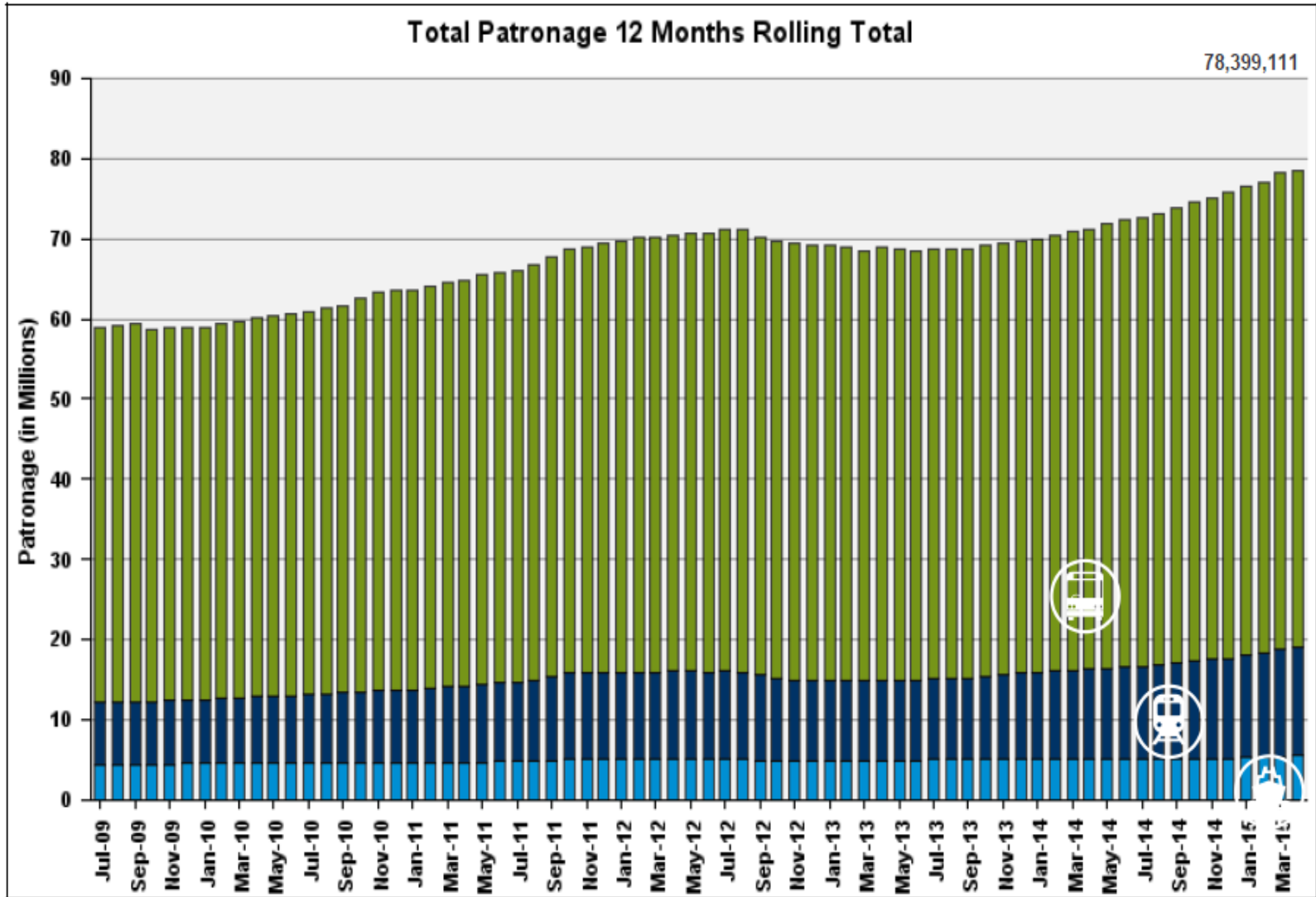


Figure 1: Total Patronage – 12 Months Rolling Total

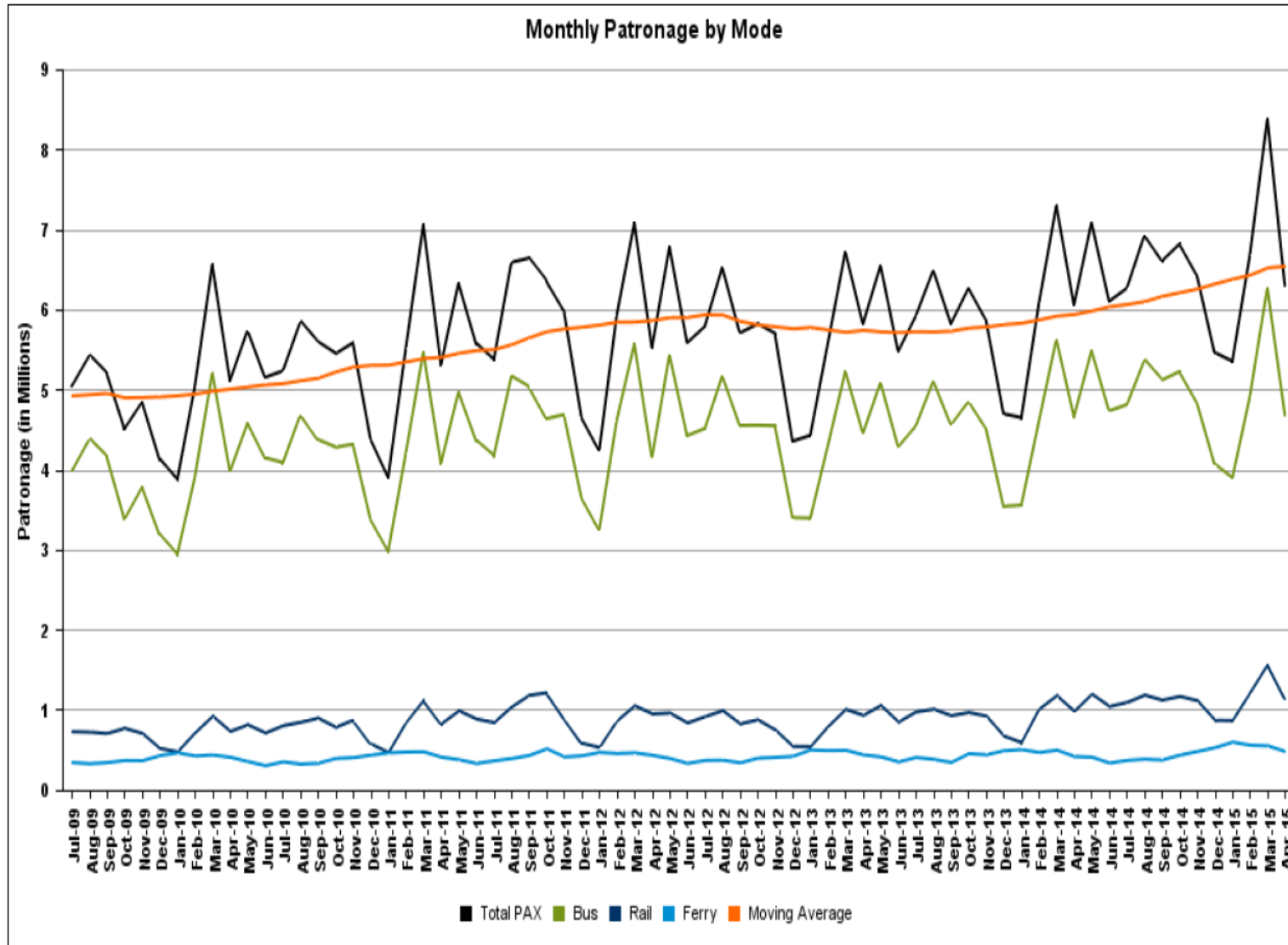


Figure 2. Monthly Patronage by Mode

	Apr-2015									
	Month			12 Months				YTD (from July)		
	Patronage	Change Prev Year	% Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
<b>1. Rapid Transit Network sub-total:</b>	1,367,074	173,864	14.6%	16,329,106	1.1%	2,847,897	21.1%	13,635,616	2,467,280	22.1%
<b>Northern Express Bus</b>	232,557	18,185	8.5%	2,788,409	0.7%	405,589	17.0%	2,328,452	361,665	18.4%
<b>Rail sub-total:</b>	1,134,517	155,679	15.9%	13,540,697	1.2%	2,442,308	22.0%	11,307,164	2,105,615	22.9%
<b>- Western Line</b>	379,641	21,430	6.0%	4,789,487	0.4%	660,289	16.0%	3,974,754	540,791	15.7%
<b>- Southern &amp; Eastern Line</b>	754,876	134,249	21.6%	8,751,210	1.6%	1,782,019	25.6%	7,332,410	1,564,824	27.1%
<b>-Pukekohe / Papakura Services</b>	346,445	34,566	11.1%	4,244,073	0.8%	480,787	12.8%	3,548,603	439,821	14.1%
<b>-Manukau Services</b>	319,620	88,522	38.3%	3,439,880	2.6%	1,030,104	42.7%	2,903,365	904,473	45.2%
<b>-Onehunga Services</b>	88,811	11,161	14.4%	1,067,257	1.1%	271,128	34.1%	880,442	220,530	33.4%
<b>2. Frequent Connector and Local Bus (Include School Bus) sub-total:</b>	4,442,267	-13,131	-0.3%	56,604,310	0.0%	3,976,642	7.6%	46,832,778	3,179,353	7.3%
<b>- Frequent Connector &amp; Local Bus</b>	4,284,312	17,957	0.4%	53,922,368	0.0%	3,843,693	7.7%	44,729,033	3,097,148	7.4%
<b>- Contracted School Bus</b>	157,955	-31,088	-16.4%	2,681,942	-1.1%	132,949	5.2%	2,103,745	82,205	4.1%
<b>3. Ferry</b>	476,892	61,350	14.8%	5,465,695	1.1%	337,629	6.6%	4,726,411	355,742	8.1%
<b>Total Patronage</b>	<b>6,286,233</b>	<b>222,083</b>	<b>3.7%</b>	<b>78,399,111</b>	<b>0.3%</b>	<b>7,162,168</b>	<b>10.1%</b>	<b>65,194,805</b>	<b>6,002,375</b>	<b>10.1%</b>

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

For the financial year to date, ten months from Jul-2014, patronage has increased by 10.1% or 6,002,375 boardings compared to the same period in the previous financial year.

## Rapid Transit Network

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 New Network). The second tier will comprise a Frequent Network 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. The third tier comprises Connector and Local bus services and ferry services connecting with the RTN and the Frequent Network and providing services to local destinations. The RTN, Frequent, Connector and Local 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.

RTN Patronage improved in Apr-2015 and totalled 16,329,106 passengers for the 12 months to Apr-2015 (Figure 3), an increase of +1.1% on the 12 months to Mar-2015 and +21.1% on the 12 months to Apr-2014. RTN Patronage for Apr-2015 was 1,367,074 boardings, an increase of +14.6% (+173,864 boardings) on Apr-2014 (Figure 3) normalised to ~+16.6%. Financial year to date RTN patronage has grown by +22.1%.



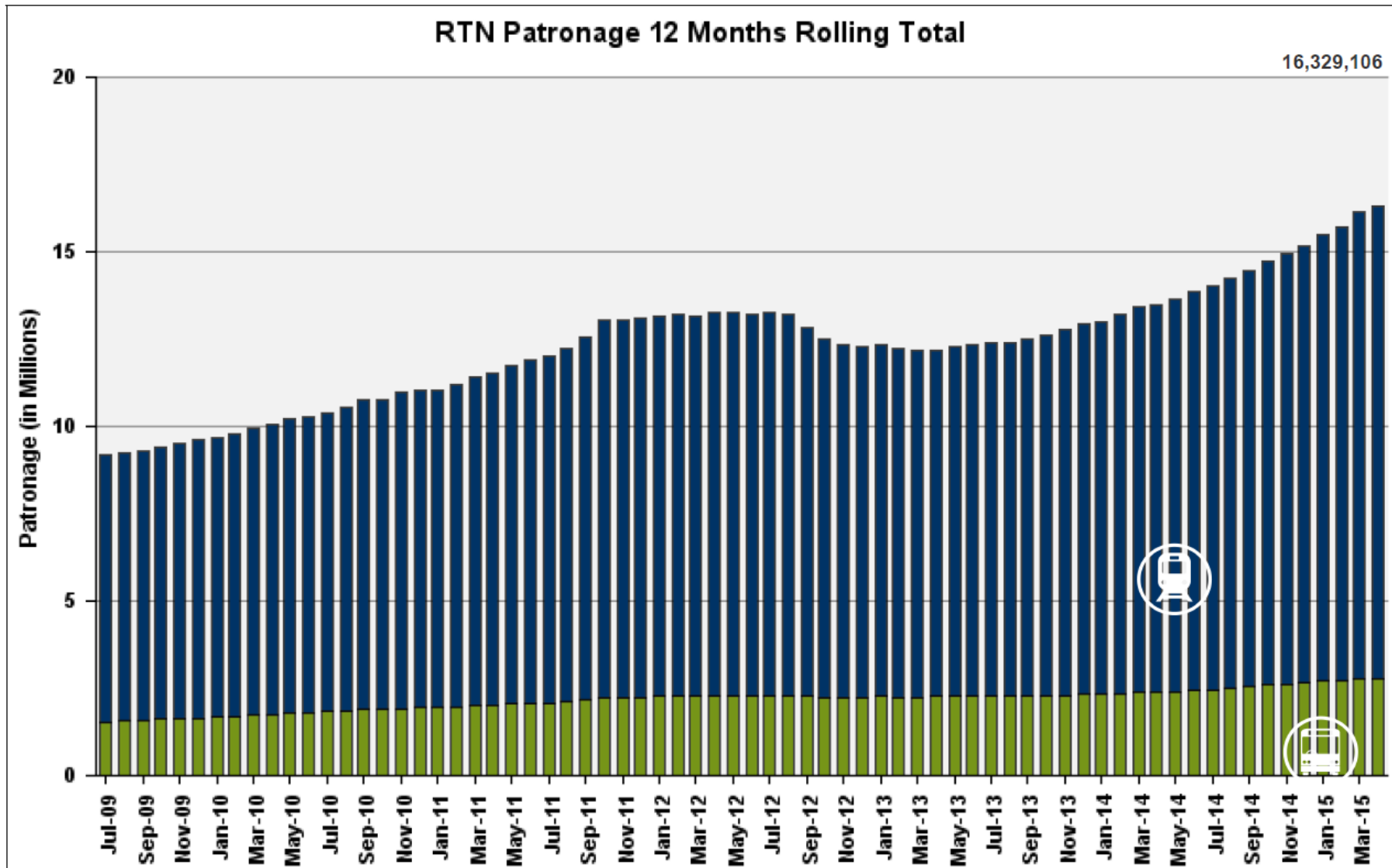
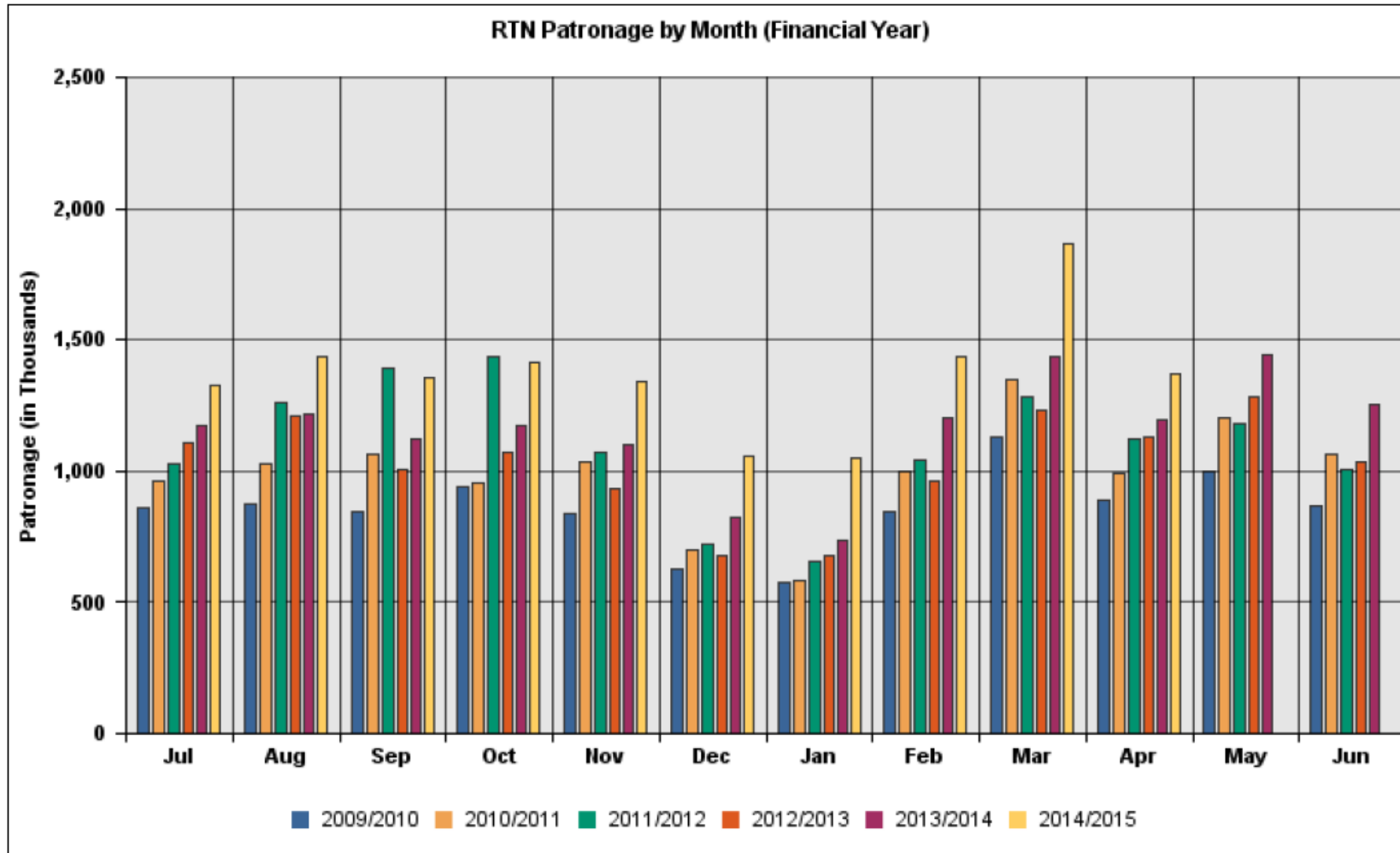


Figure 3. RTN Patronage – 12 Months Rolling Total

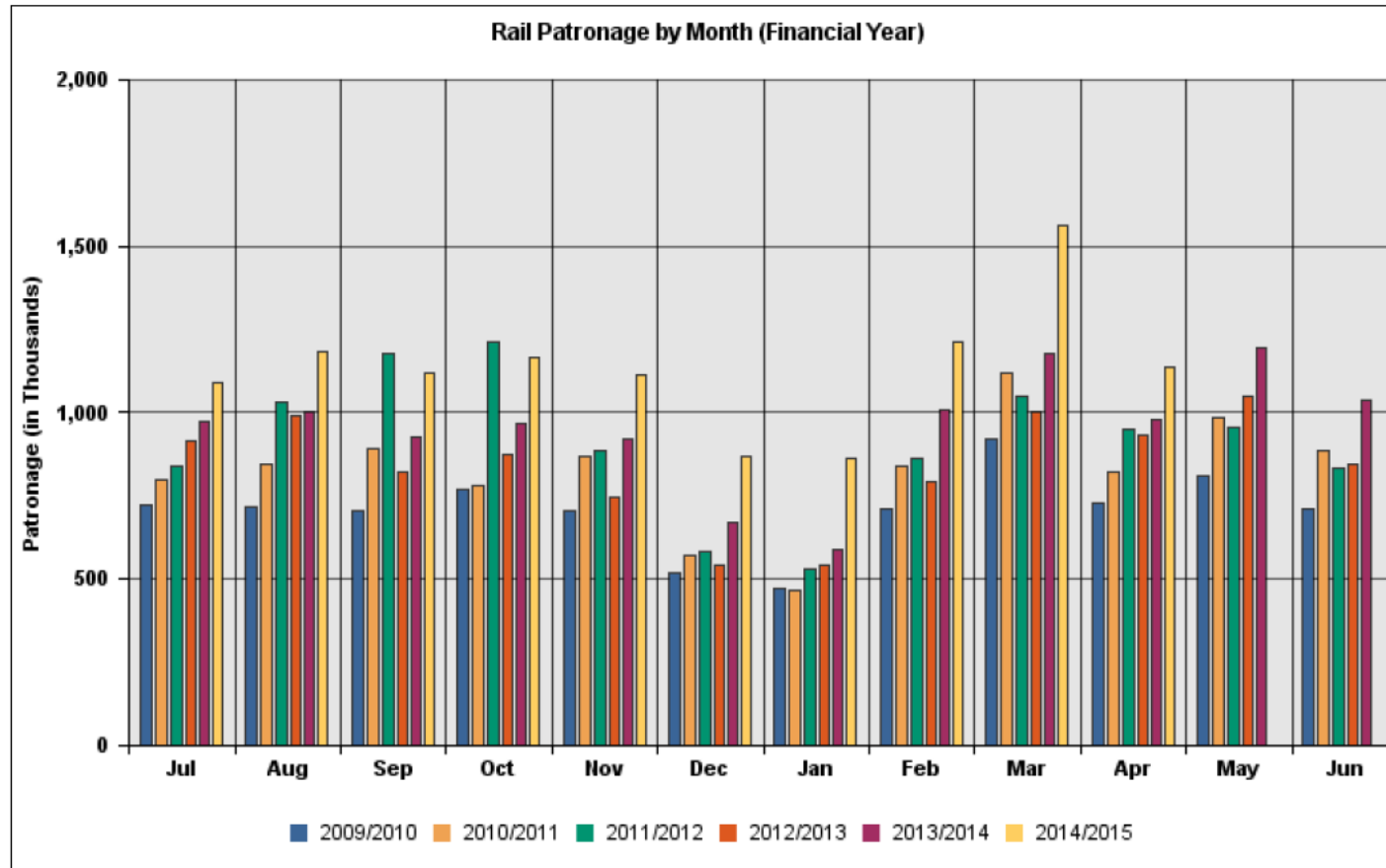


Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-14	Jun-14
12.9% ▲	17.7% ▲	21.0% ▲	20.6% ▲	21.5% ▲	29.2% ▲	42.5% ▲	19.5% ▲	29.8% ▲	14.6% ▲	12.7% ▲	21.1% ▲

Figure 4. RTN Patronage – Growth by Month 2009/10 to 2014/15

## Rail Patronage

Rail patronage improved in Apr-2015 and totalled 13,540,697 passengers for the 12 months to Apr-2015 (Figure 5), an increase of +1.2% on the 12 months to Mar-2015 and +22.0% on the 12 months to Apr-2014. Patronage for Apr-2015 was 1,134,517 boardings, an increase of +15.9% (+155,679 boardings) on Apr-2014 (Figure 6), normalised to ~ +18.1%. Financial year to date rail patronage has grown by +22.9%.



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-14	Jun-14
12.1%▲	17.6%▲	21.0%▲	20.8%▲	21.0%▲	29.6%▲	46.7%▲	20.3%▲	33.2%▲	15.9%▲	13.5%▲	23.0%▲

Figure 5. Rail Patronage – 12 Months Rolling Total

For both years trains were replaced by buses for the Easter weekend period. For the first time this year these arrangements included services on Good Friday. The number of special events supported by additional rail services was lower this year than the same month last year with a single Super15 match at Eden Park. Last year there was one Super15 match, a Warriors match at Eden Park and the V8 Supercars at Pukekohe during April. The resultant difference was a reduction of almost 20,000 special event passengers this year compared to last year. Off-setting this nearly 1,100 passengers were carried on additional trains that were provided on each line to the Dawn Parade on Anzac Day.

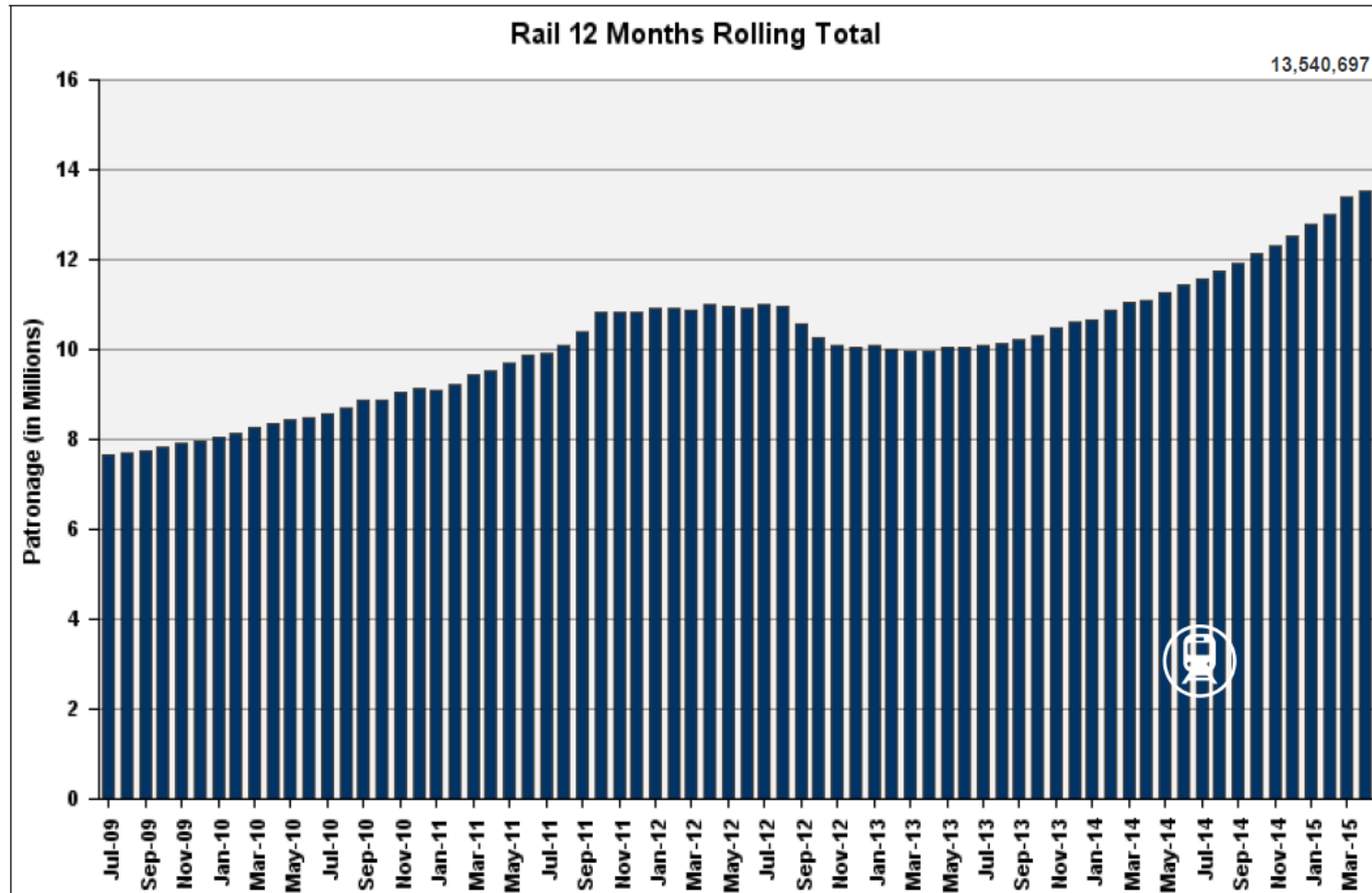


Figure 6. Rail Patronage – Growth by Month 2009/10 to 2014/15

Figure 7 illustrates estimated average passengers per business day.

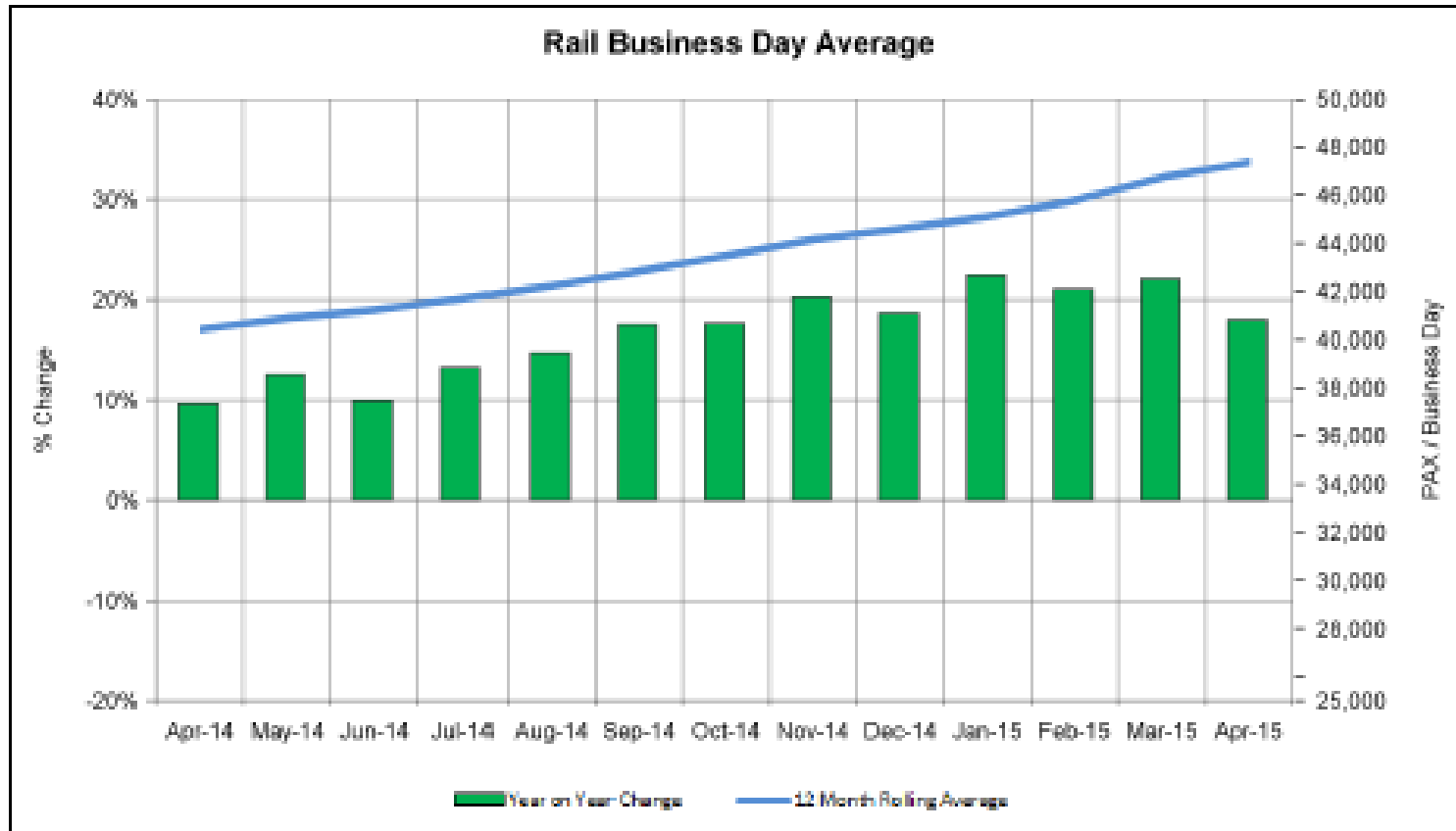


Figure 7. Rail Patronage – Average Business Day Daily Passenger Counts for Scheduled Services

Rail ticket types sold (Figure 8) illustrates an increase in AT HOP card usage relative to single paper ticket sales in Apr-2015 compared to Apr-2014.

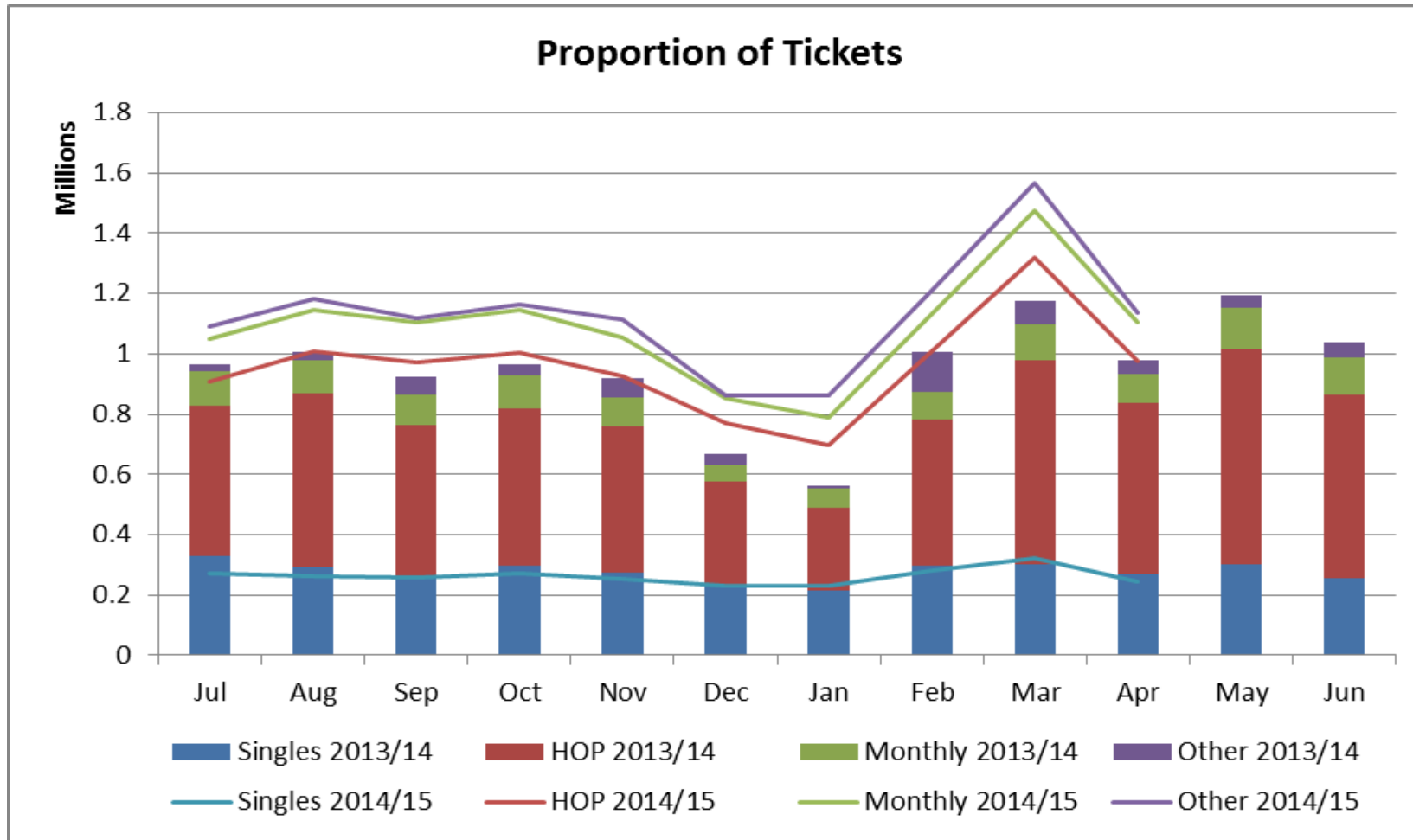
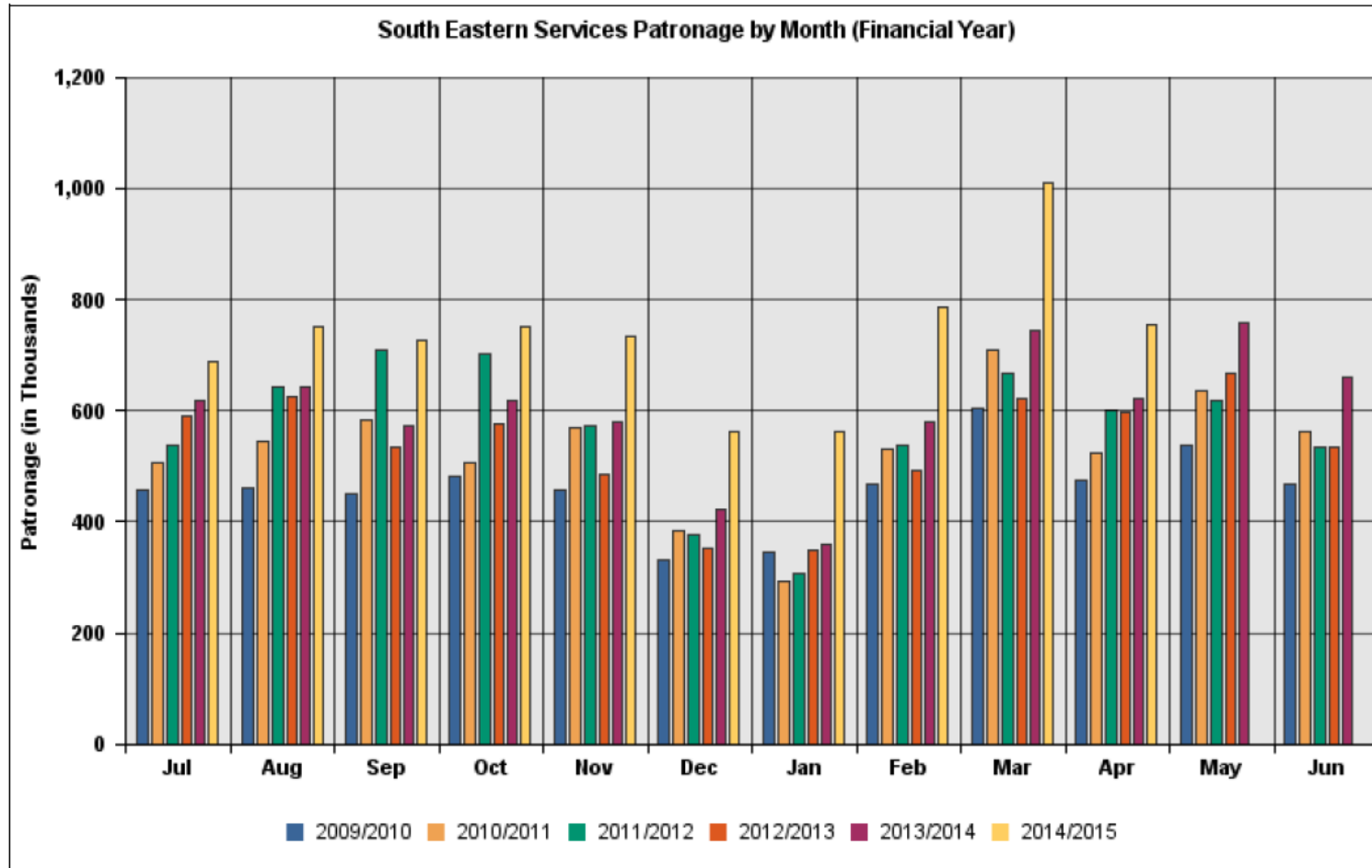


Figure 8. Ticket Sales by Ticket Type – 2014 compared to 2013

## South East Rail Services (Southern, Eastern & Onehunga Lines)



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-14	Jun-14
11.0% ▲	16.5% ▲	27.2% ▲	21.6% ▲	26.4% ▲	32.8% ▲	56.4% ▲	35.7% ▲	35.5% ▲	21.6% ▲	13.3% ▲	24.0% ▲

April 2015	Month			12-Month		
	Boardings	Change on last year	Percentage change	Boardings	Change on last year	Percentage change
Southern Line Britomart/Papakura	332,921	48,090	16.9%	4,089,855	480,786	13.3%
Southern Line Pukekohe	13,524	2,046	15.1%	154,218	17,884	11.6%

Figure 9. South East Services (Southern, Eastern & Onehunga) Rail Patronage – Growth by Month 2009/10 to 2014/15 The table shows the relative change in Pukekohe boardings to the Southern line.

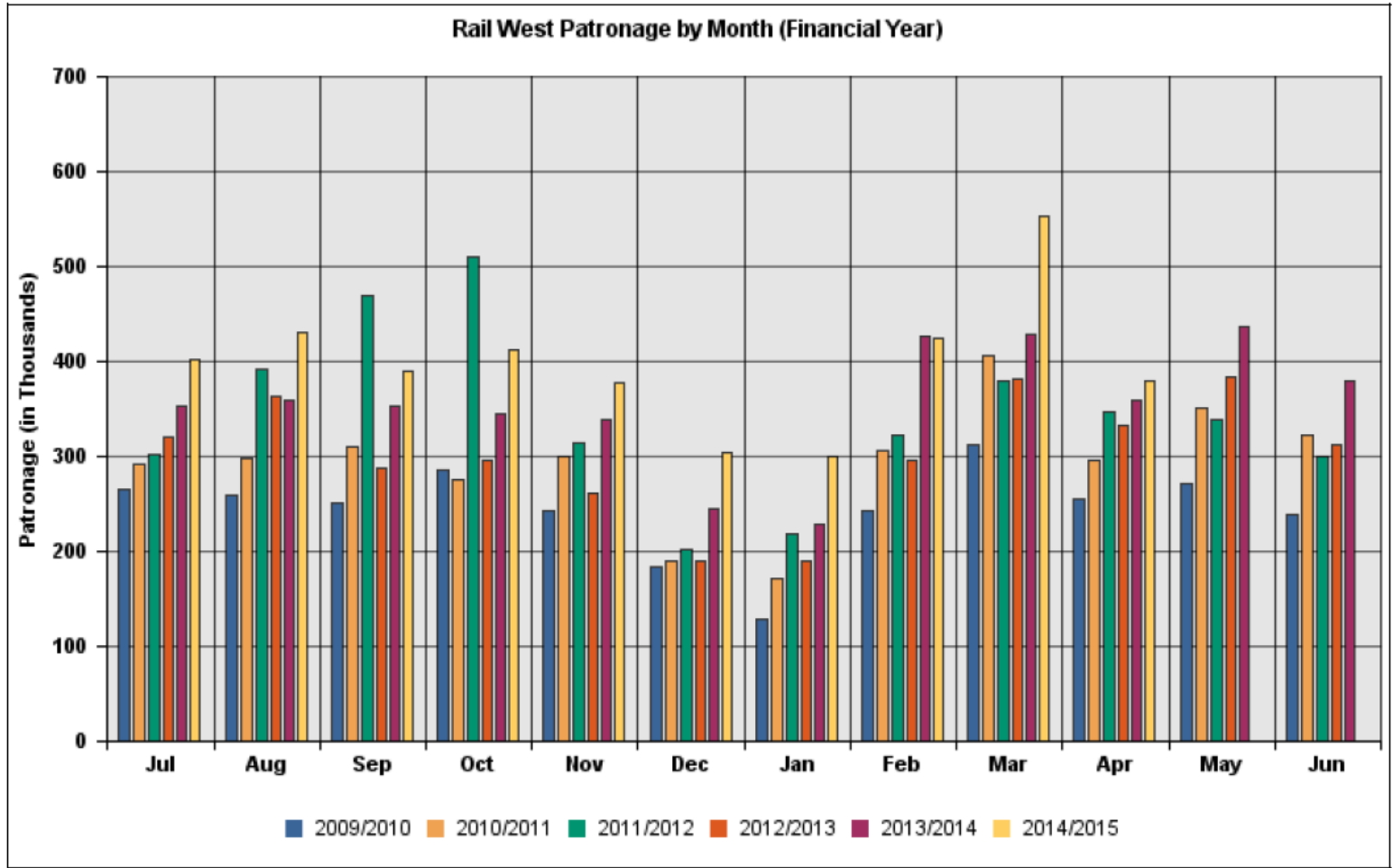
Southern, Eastern and Onehunga Line rail patronage totalled 8,751,210 passengers for the 12 months to Apr-2015, an increase of +1.6% on the 12 months to Mar-2015 and 25.6% on the 12 months to Apr-2014. Patronage for Apr-2015 was 754,876 boardings, an increase of +21.6% (+134,249 boardings) on Apr-2014 (Figure 9). Financial year to date patronage has grown by +27.1%.

Travel between Pukekohe and Papakura is currently more than 300,000 passenger journeys per annum. For the month of April 2015 the number of boardings at Pukekohe station increased by 15.1% when compared to the same month last year. A primary factor in this increase is the operation of weekend services serving Pukekohe which was part of the December timetable changes. By comparison the change in patronage on other Southern Line stations was 16.9%.

## Western Rail Line

Western Line rail patronage totalled 4,789,487 passengers for the 12 months to Apr-2015, an increase of +0.4% on the 12 months to Mar-2015 and increase of +16.0% on the 12 months to Apr-2014. Patronage for Apr-2015 was 379,641 boardings, an increase of +6.0% (+21,430 boardings) on Apr-2014 (Figure 10). Financial year to date patronage has grown by +15.7%.





Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-14	Jun-14
14.1% ▲	19.5% ▲	10.9% ▲	19.5% ▲	11.8% ▲	24.1% ▲	31.4% ▲	-0.5% ▼	29.2% ▲	6.0% ▲	13.8% ▲	21.3% ▲

Figure 10. Western Line Rail Patronage – Growth by Month 2009/10 to 2014/15

## Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. For the Northern Express bus service (the only dedicated Northern Busway service) patronage totalled 2,788,409 passengers for the 12 months to Apr-2015 (Figure 11), an increase of +0.7% on the 12 months to Mar-2015 and +17.0% on the 12 months to Apr-2014. Patronage for Apr-2015 was 232,557 boardings, an increase of +8.5% (+18,185 boardings) on Apr-2014 (Figure 12), normalised to ~+10.2%. Financial year to date Northern Express patronage has grown by +18.4%.

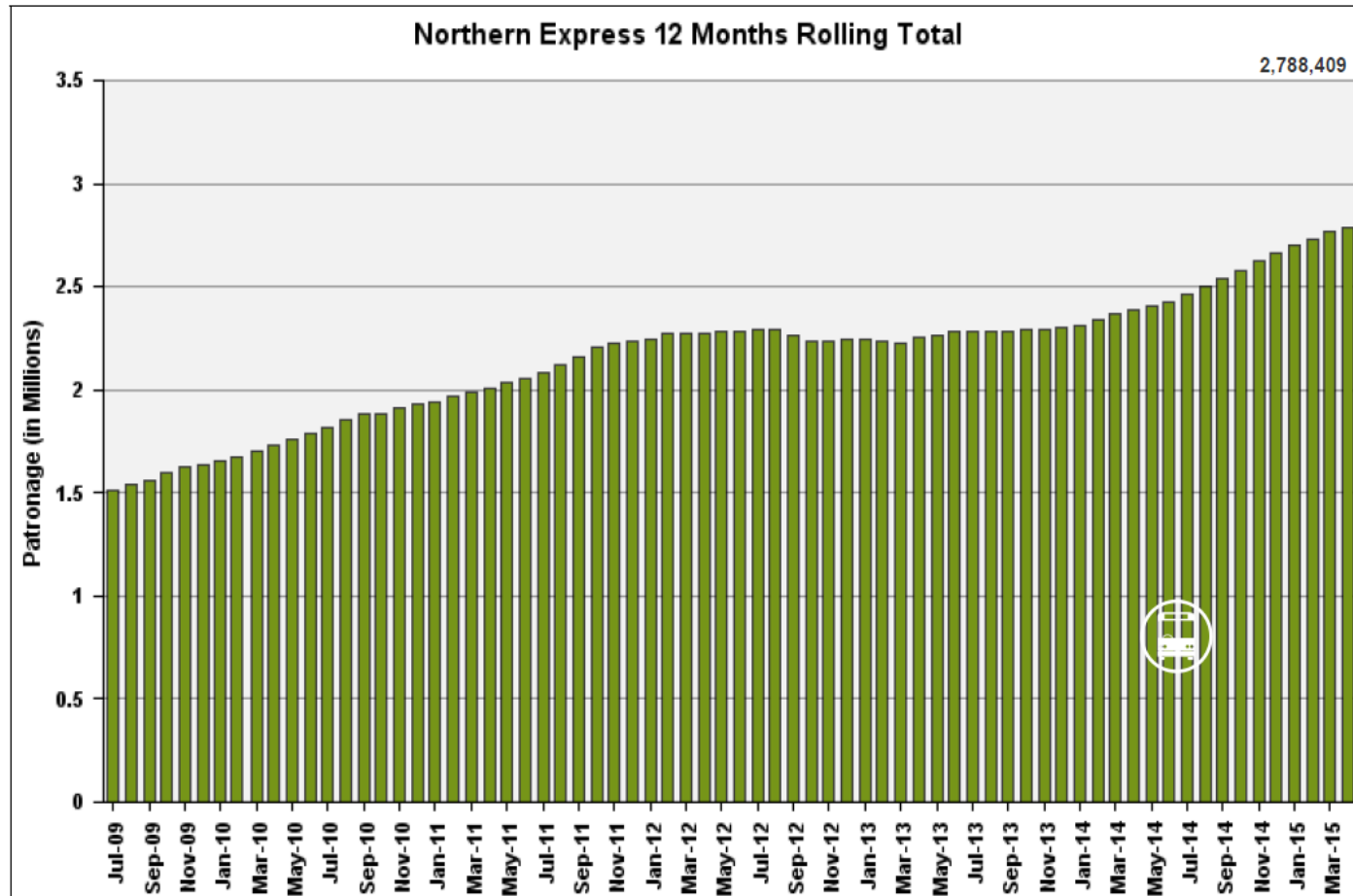
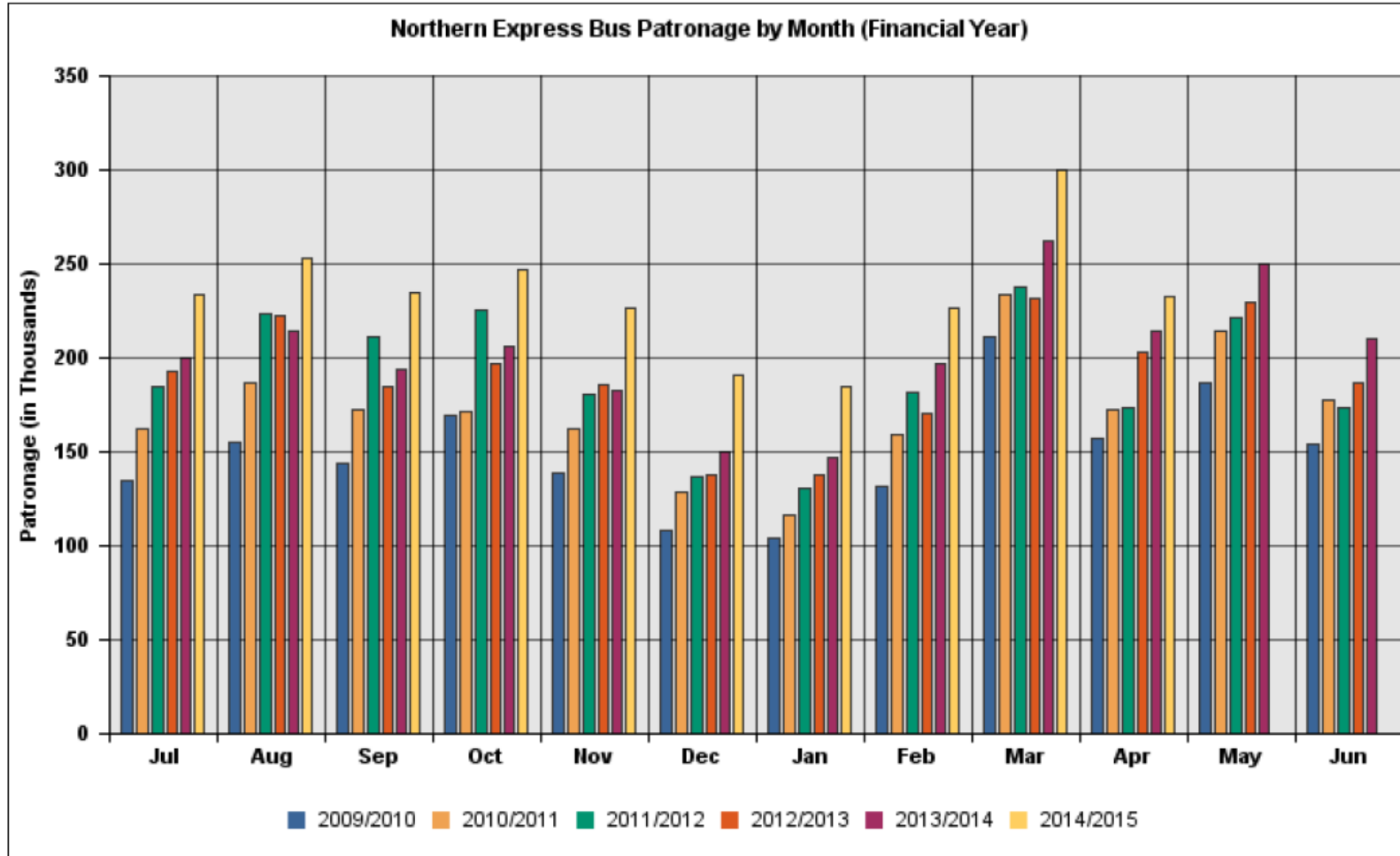


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-14	Jun-14
16.7% ▲	18.3% ▲	21.0% ▲	19.5% ▲	23.8% ▲	27.4% ▲	25.5% ▲	15.4% ▲	14.4% ▲	8.5% ▲	9.0% ▲	12.4% ▲

Figure 12. Northern Express Bus Patronage – Growth by Month 2009/10 to 2014/15

## Bus Patronage (Excluding Northern Express)

Patronage totalled 56,604,310 passengers for the 12 months to Apr-2015, no movement on the 12 months to Apr-2015 and +7.6% on the 12 months to Apr-2014. Patronage for Apr-2015 was 4,442,267 boardings, an decrease of -0.3% (-13,131 boardings) on Apr-2014 (Figure 13), normalised to ~ -0.3%. Financial year to date other bus patronage has grown by +7.3%.

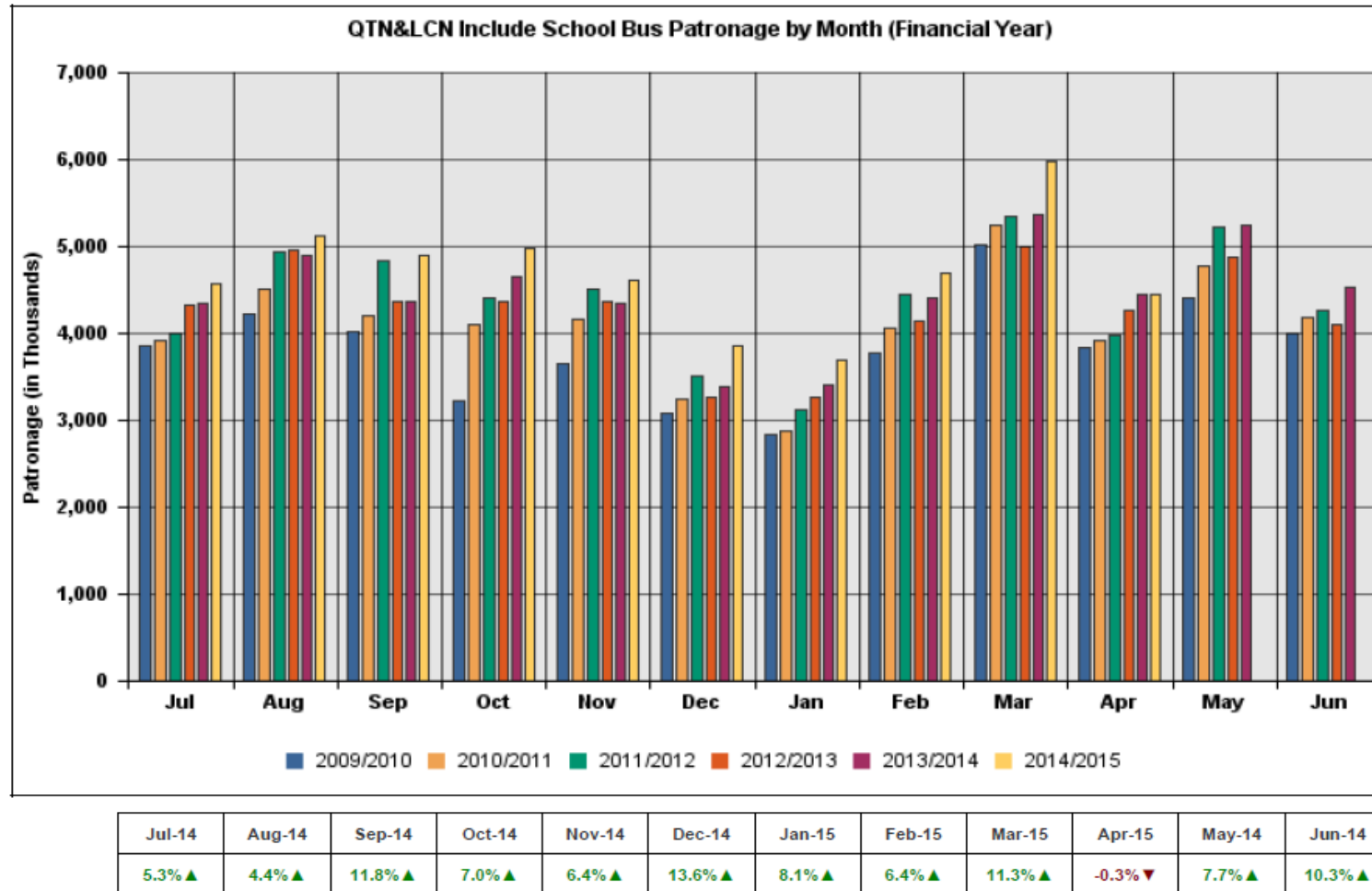


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2009/10 to 2014/15

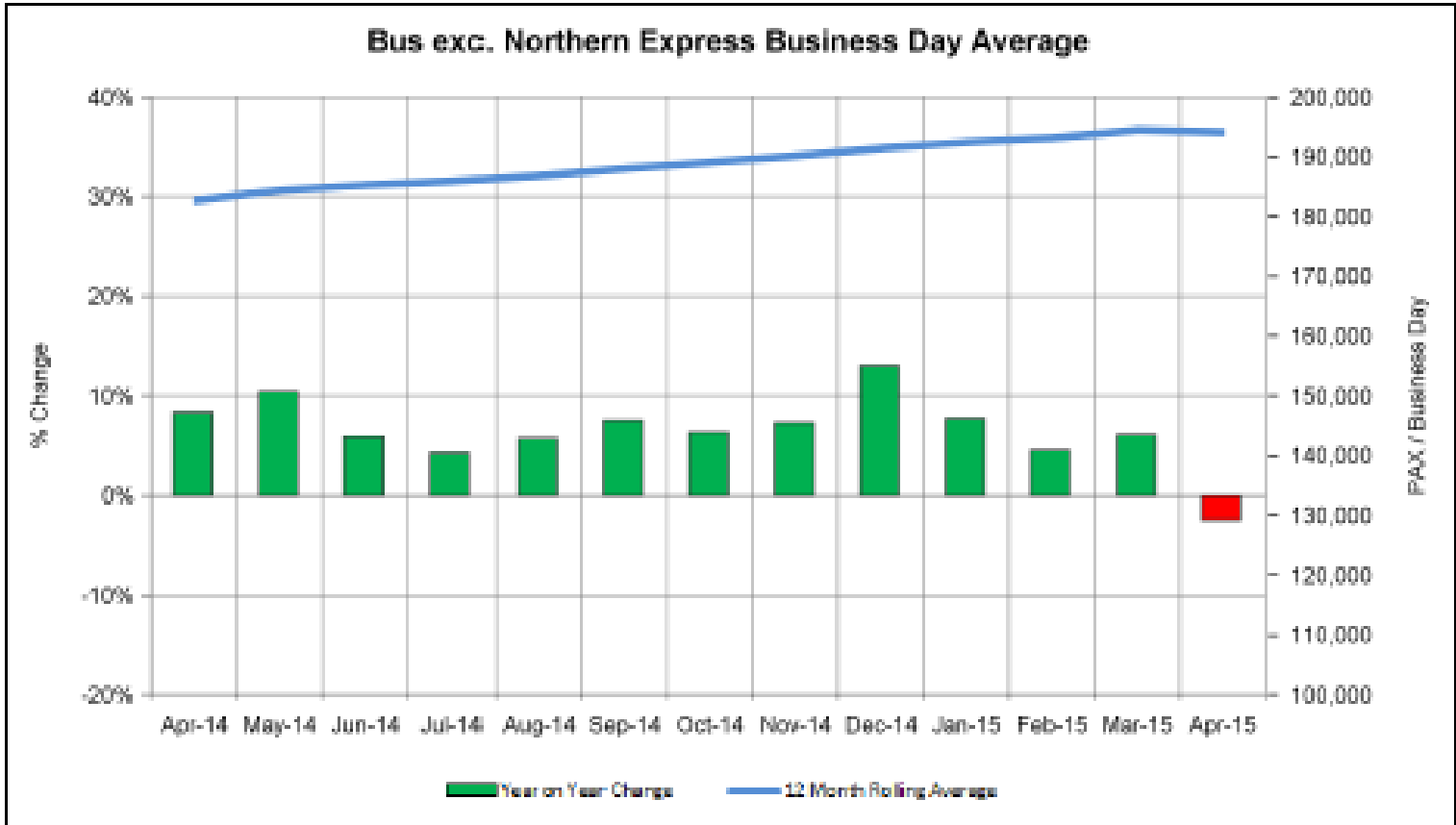


Figure 14. Bus Patronage – Average Business Day Daily Passenger Counts

## Ferry Patronage

Ferry services carried 5,465,695 passenger trips for the 12 months to Apr-2015, an increase of +1.1% on the 12 months to Mar-2015 and +6.6% movement on the 12 months to Apr-2014. Ferry services patronage for Apr-2015 was 476,892, an increase of +61,350 boardings or 14.8% on Apr-2014, normalised to ~ +14.8%. This increase is partly attributed to new services to Waiheke Island by the Explore Group. Financial year to date ferry patronage has increased by 8.1%.

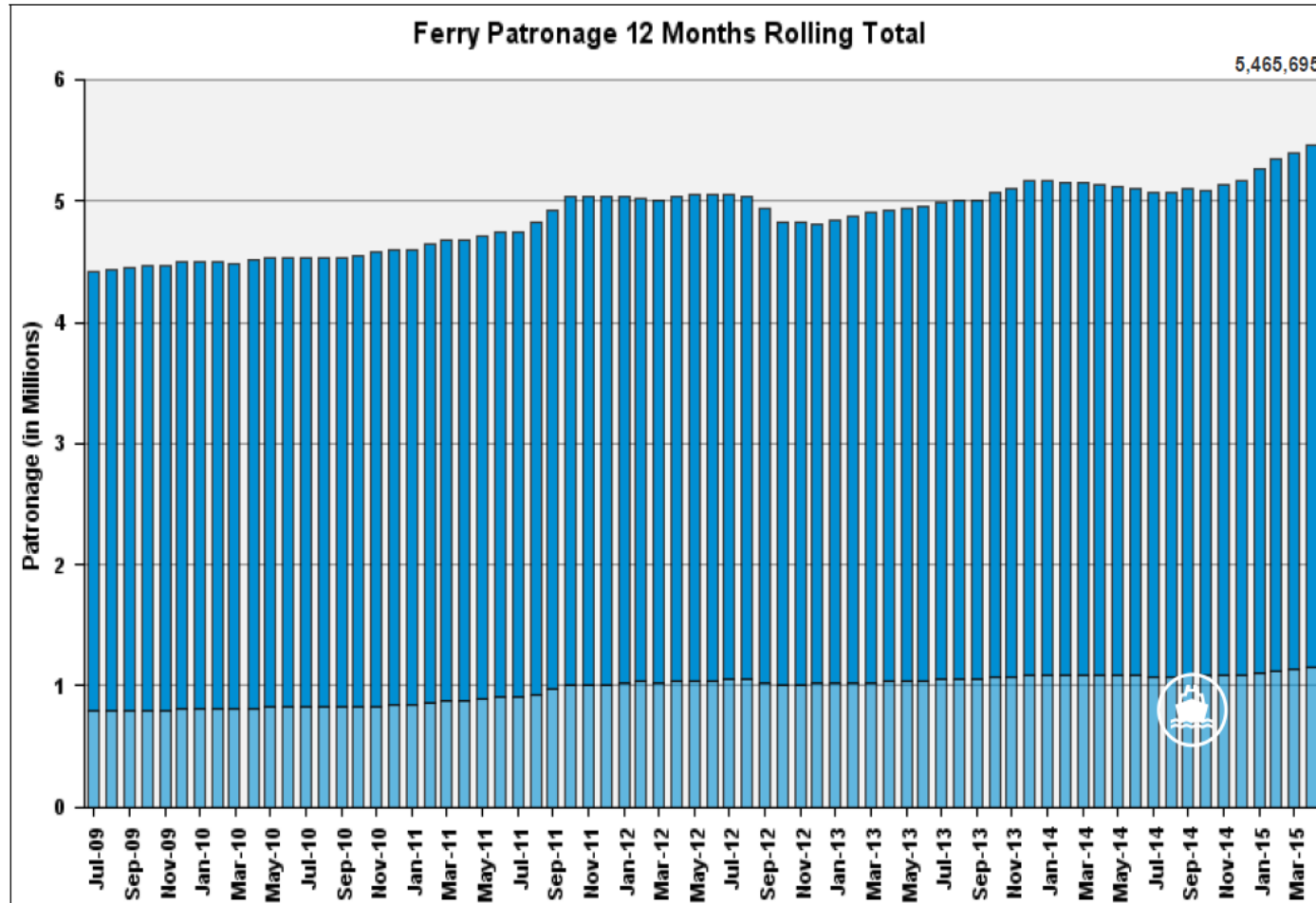
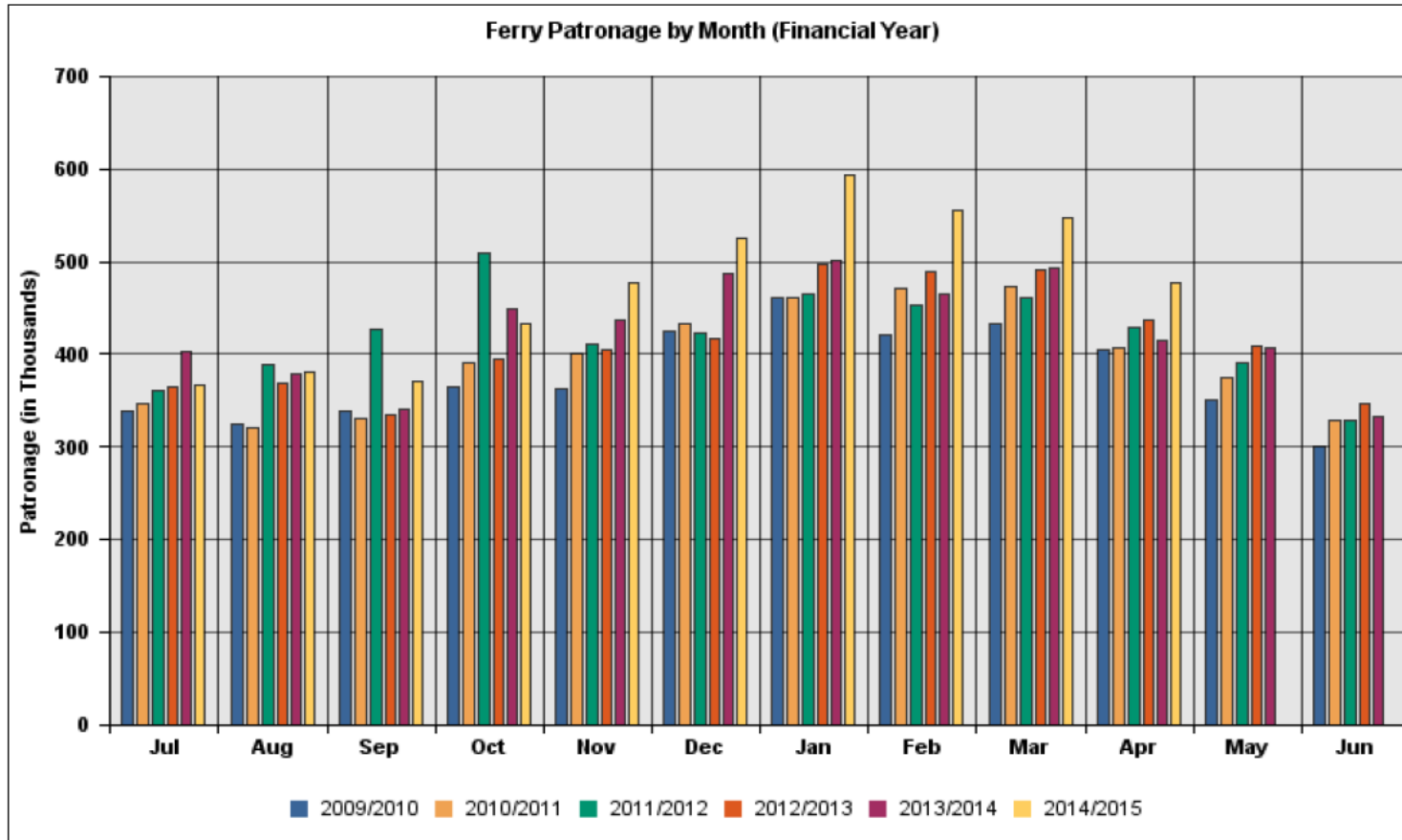


Figure 15. Ferry Patronage – 12 Months Rolling Total (Above Split – Exempt Services / Contract)



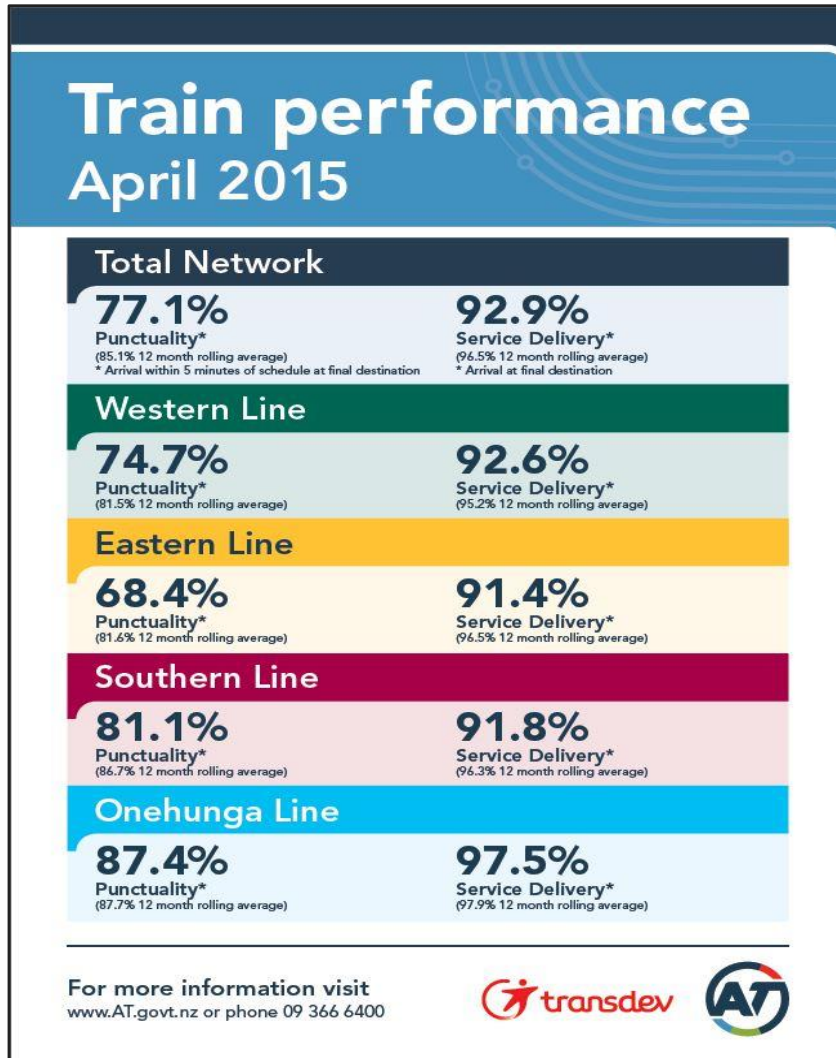
Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-14	Jun-14
-8.9% ▼	0.4% ▲	9.2% ▲	-4.0% ▼	9.4% ▲	7.9% ▲	18.3% ▲	19.7% ▲	10.8% ▲	14.8% ▲	-0.7% ▼	-4.4% ▼

Figure 16. Ferry Patronage – Growth by Month 2009/10 to 2014/15

Notable increase reported from the Hobsonville and Gulf Harbour routes.

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### Rail Service Performance





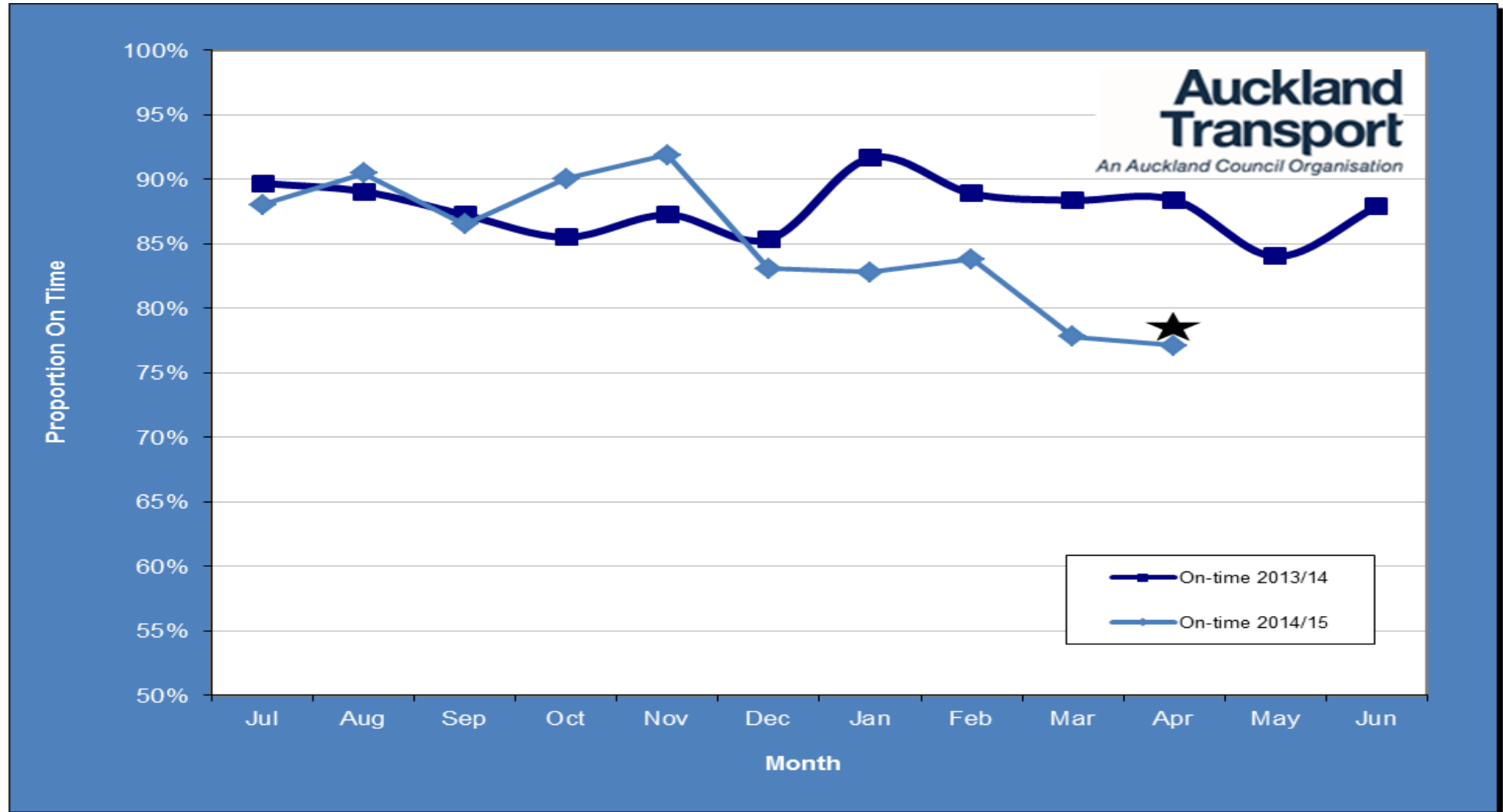
## Figure 17. Rail Published Performance Results for April 2015

Service delivery (or reliability) is the proportion of trains that are not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time regardless of whether the train departed its origin on time.

For April-2015 service delivery was 92.9% and punctuality was 77.1% compared to the 12 month average of 96.5% and 85.1% respectively. Punctuality trends comparing 2013/14 and 2014/15 are presented in Figure 18. There were four significant emergency services incidents and a freight train breakdown that had a major effect on service performance during April. Four of these affected morning peak services on the Eastern and Southern Lines and one affected evening peak services on the Eastern Line. These incidents alone accounted for 242 full or partial cancellations and an additional 97 delays of more than five minutes. April performance excluding the four emergency services incidents would have been approximately 95.1% reliability and 77.9% punctuality.

**Table 2: Train Performance Statistics - April 2015**

	West	East	South	Onehunga	Total
Services Planned	2,487	2,950	3,331	1,779	<b>10,547</b>
Services Cancelled	183	253	273	37	<b>746</b>
Services Delayed > 5 min	583	862	578	219	<b>2,242</b>



\* Normalised for emergency services callouts

Figure 18. Rail Punctuality Trends for 2013 and 2014

Performance in the month of April was affected by several one-off events that caused major disruption to services across the network. These included four emergency services incidents where part of the network was closed for several hours during the morning peak period. These come on top of the continuing operational challenges of delivering the new rail timetable that provides less resilience to service disruption. With the more intensive service levels now operating a single service fault will impact on a greater number of services than may have been the case in the past and this is being reflected in the performance statistics. The number of in-service failures of diesel trains reduced from last month, however on a number of occasions EMUs were substituted where the failure of a diesel train would have resulted in a service cancellation. The transition to electric train operations has also placed extra pressure on staffing resources, as train staff are removed from normal duties to undergo training in the operation of the new trains, and this has resulted in spot cancellations, particularly to cover short-notice absenteeism (e.g. sickness). The following major incidents impacted on service delivery during April:

- Track, Signals, Train Control and Traction Overhead (KiwiRail) – Major infrastructure faults affected services on three days in the month.
- Diesel Train faults (KiwiRail) – Major incidents impacted service delivery on three days during the month.
- Electric Train Operations – Electric train operations resulted in major delays on three days during April 2015.
- Operational (Transdev) – Major incidents impacted delivery on five days during the month.
- Other – There were two fatalities, a line closure for a Police operation, a suspected gas leak at Manukau and a disabled freight train at Papakura that affected services for five days during the month of April 2015. The fatalities occurred on the 24 April (south of Papatoetoe) and 29 April at Orakei, both occurring in the early morning peak at network locations where persons should not have been present. On 13 April Police requested a line block while they searched for a suspected violent offender between Sylvia Park and Panmure in the morning peak at network locations where persons should not have been present. Southern Line services were disrupted during the morning peak on 22 April when a freight train was broken down at Papakura blocking access to the platforms. During the evening peak of 14 April a suspected gas leak at Manukau caused a temporary suspension of Eastern Line services.

## Train Delay Impacts

In line with overall performance results train delay minutes increased substantially by 137.8% compared to the same month last year, while the total number of services operated increased by 30.0% compared to April last year. This outcome reflects the service impacts of the incidents highlighted above and the continued challenges of operating with the current mixed fleet on a constrained network. The average delay per service remained steady at 2.6 minutes. For the month a total of 27,351 delay minutes were recorded as a result of all causes. Figure 19 also shows the increase in the trend of train services operated over time and average delay minutes per train service.

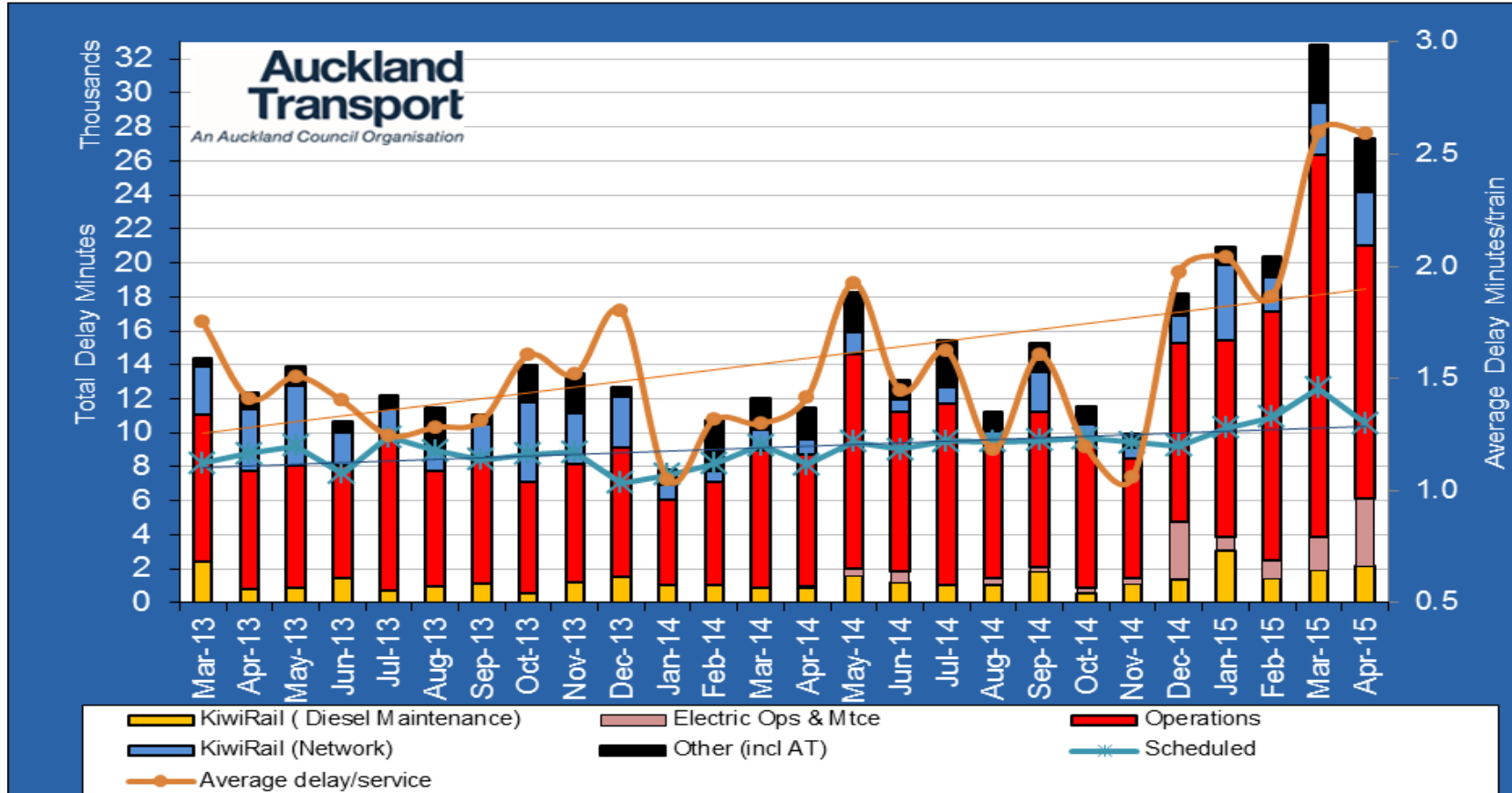


Figure 19. Train Delay Minutes by Cause

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

**Table 3. Infrastructure Related Delays**

	Delay Minutes	Proportion
Network Control	761	24.3%
Signal/points failure	1,812	57.7%
Speed restrictions	565	18.0%
Track protection measures*	0	0.0%
<b>Total</b>	<b>3138</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.

### Passenger Weighted Delays

Figure 17 illustrates the actual train service numbers by line and cumulative across the total network that arrived at their destination on time and were not delayed compared to the total services scheduled. In Apr-2015, the overall network on-time performance as the percentage of total service trips arriving on time compared to the total service trips scheduled across the network was 77.1%.

Weighting the actual on-time performance by line against patronage carried on each line provides the total network on-time performance delays as a percentage of total passengers carried - Table 4 below. This was 75.8% on-time performance for Apr-2015.

**Table 4. Rail Punctuality Weighted by Passenger Volume**

	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Total Network Actual Service Delays	88.4%	84.0%	87.9%	88.0%	90.5%	86.5%	90.0%	91.9%	83.1%	82.8%	83.8%	77.8%	77.1%
Weighted by Passenger Volume by Line	87.7%	84.1%	87.2%	87.4%	89.9%	86.2%	89.7%	91.7%	82.9%	80.5%	82.6%	76.5%	75.8%

### Rail Capacity

With school holidays and two holiday weekends during April, peak demand reduced on many trains during the month. Based on the planned train allocations applicable at the end of the month there were four services reported to have exceeded AT's planned seating to standing ratio on average during April, all on the Western Line. Individual trains may have exceeded this ratio on some days during the month as a result of changes to the train consist following service disruptions on the day.

## Bus Service Performance

For April 2015, 96.72% of total scheduled service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for April 2015 was 92.12%, measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late (punctuality measure). Reliability and punctuality statistics for bus services are based off the number of sighted scheduled bus journeys during the month. Statistics from 1 July 2014 are AT-reported using GPS-tracking data comparison to scheduled times, and no longer self-reported by bus operators.

**Table 5. Bus Service Reliability and Punctuality - April 2015**

Operator	Scheduled Trips	Reliability	Punctuality
Airbus	5,692	92.91%	84.50%
Birkenhead	13,855	95.51%	90.92%
H & E	18,218	97.46%	91.28%
NZ Bus	116,471	96.84%	92.60%
Ritchies	28,296	97.13%	92.70%
Tranzit	2,184	96.21%	91.85%
Urban Express	5,421	98.28%	94.51%
Waiheke Bus Company	,2,368	91.85%	80.44%
<b>Total</b>	<b>192,505</b>	<b>96.72%</b>	<b>92.12%</b>

\*reliability and punctuality using actual GPS-tracked performance data. A percentage of trips may have completed their trips and been punctual but are not recorded as a result of either faulty equipment or not being logged on to the system correctly.

## Ferry Service Performance

For April 2015, 99.54% of contracted service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for April 2015 was 99.06%, measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late (punctuality measure). Reliability and punctuality statistics for ferry services are based independently off the total scheduled ferry services and include all service trips with no exclusions. Statistics are self-reported by the ferry operators utilising ferry skipper logs. Reporting will transition to AT-reported GPS-tracking data.

**Table 6. Contracted Ferry Service Reliability and Punctuality - April 2015**

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	928	100.00%	99.78%
Half Moon Bay	544	98.71%	97.79%
Birkenhead	998	99.60%	98.60%
Gulf Harbour	228	100.00%	100.00%
Hobsonville	95	100.00%	100.00%
West Harbour	513	99.03%	98.83%
Rakino	52	98.08%	96.15%
Pine Harbour	595	99.83%	99.83%
<b>Total</b>	<b>3,953</b>	<b>99.54%</b>	<b>99.06%</b>

#### 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 104 events took place in April with 41 that had an impact on public transport either with road closures and/or route diversions or additional special event services. The following identifies major Special Event services that were provided. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

##### S15 Blues vs. Brumbies, Eden Park: Friday, 10 April 2015

Total Attendance : 7,819

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2,227	28.48%	2,294	29.34%	<b>28.91%</b>
BUS	658	8.42%	687	8.79%	<b>8.60%</b>
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>2,885</b>	<b>36.90%</b>	<b>2,981</b>	<b>38.13%</b>	<b>37.51%</b>



## 5. REGISTERED SERVICE NOTIFICATIONS UNDER THE LAND TRANSPORT MANAGEMENT AMENDED ACT 2013

Under the Land Transport Management Amendment Act 2003, there were no applications for exempt public transport services approved during April 2015.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### Projects Implemented/Completed

- Pine Harbour new afternoon service.

### Projects in Progress

- The Swanson Park and Ride construction. Completion is scheduled for June 2015.
- Double Decker bus route improvements.
- Otahuhu Bus Interchange site works.
- Parnell Station.

### Projects in Planning

- Planning is continuing for the changes to bus timetables and routes for the CBD that will be required for the commencement of the City Rail Link enabling works.
- Puhinui Train Station upgrade.
- Otahuhu Town Centre Bus Station upgrade.
- Pukekohe Bus/Rail Station upgrade.
- Half Moon Bay Ferry Terminal Upgrade.
- Downtown Ferry Terminal Pier Four Upgrade.
- Planning for the introduction of integrated fares is continuing.
- Design of the new Bus Interchange at Manukau City is continuing.
- Planning for next stage of the Otahuhu Bus Interchange (post the enabling works) is continuing.
- Planning is continuing for the implementation of the new bus network for the Hibiscus Coast in October.

## 7. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

### Walk-In-Centres

The combined customer visits to the Customer Service Centres for April 2015 was 99,102, 119,305, a decrease of 20,203 (-16.9%) on March's visitor numbers of 119,305. Visitor numbers were also significantly up on the same period in 2014, increasing by 37,255 (+60.2%) from 61,847. This increase is significantly ahead of expectations, as although all bus operators had implemented the AT HOP integrated ticketing system by March 2014, the number of visitors in April 2015 indicates the increased take-up of the AT HOP card. Volumes in both years include the impact of processing concessions to AT HOP cards.

In the past 12 months, there have been over 951,000 visits to the Customer Service Centres, an average of over 2,600 visits per day. This compares to 484,000 calls handled by the Contact Centre in relation to PT and AT HOP queries in the corresponding period and continues to underline the importance of the face-to-face channel to customers, who clearly place considerable value in it.

