



# STATISTICS REPORT

May 2015



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# AT METRO

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## 1. HIGHLIGHTS

### Patronage

Auckland public transport patronage totalled 78,614,558 passenger boardings for the 12 months to May-2015, an increase of +0.3% on the 12 months to Apr-2015 and +9.5% on the 12 months to May-2014. May monthly patronage was 7,311,762, an increase of 215,447 boardings or +3.0% on May-2014, normalised to ~ +6.2% accounting for one less business day and one more weekend day in May-2015 compared to May-2014 and special event patronage. Financial year to date patronage has grown by +9.4%.

Rail patronage totalled 13,691,257 passenger boardings for the 12 months to May-2015, an increase of +1.1% on the 12 months to Apr-2015 and +21.8% on the 12 months to May-2014. Patronage for May-2015 was 1,344,262, an increase of 150,560 boardings or +12.6% on May-2014, normalised to ~ +17.0%. Financial year to date rail patronage has grown by +21.7%.

The Northern Express bus service totalled 2,807,544 passenger boardings for the 12 months to May-2015, an increase of +0.7% on the 12 months to Apr-2015 and +16.8% on the 12 months to May-2014. Northern Express bus service patronage for May-2015 was 269,023, an increase of 19,135 boardings or +7.7% on May-2014, normalised to ~ +13.3%. Financial year to date Northern Express patronage has grown by +17.2%.

Bus services excluding Northern Express totalled 56,624,536 passenger boardings for the 12 months to May-2015, no movement on the 12 months to Apr-2015 and +6.8% on the 12 months to May-2014. Bus services excluding Northern Express patronage for May-2015 was 5,266,077, an increase of 20,226 boardings or 0.4% on May-2014, normalised to ~ +3.3%. Financial year to date bus services excluding Northern Express patronage has grown by +6.5%.

Ferry services totalled 5,491,221 passenger boardings for the 12 months to May-2015, an increase of +0.5% on the 12 months to Apr-2015 and +7.1% on the 12 months to May-2014. Ferry services patronage for May-2015 was 432,400, an increase of 25,526 boardings or +6.3% on May-2014, normalised to ~ +8.3%. Financial year to date ferry patronage has increased by 8.0%.

### Service Performance

For rail, service punctuality in May-2015 was 80.3%, compared to the average for the 12 months to May-2015 of 84.7% (arrival at last station). Service reliability was 94.6%, compared to the average for the 12 months to May-2015 of 96.3%.

For bus, service punctuality in May-2015 was 92.1% compared to the average for the 12 months to May-2015 of 91.3% (departure from first stop). Service reliability was 96.8% compared to the average for the 12 months to May-2015 of 95.3%.

For ferry, service punctuality in May-2015 was 97.8% compared to the average for the 12 months to May-15 of 99.3% (departure from origin). Service reliability was 99.5% compared to the average for the 12 months to May-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 May-2015 include:

- \* Accounting for one less business day and one more weekend day in May-2015 compared to May-2014.
- \* Differences in patronage for special events across bus and rail in May-2015 compared to May-2014.

Auckland public transport patronage totalled 78,614,558 passenger boardings for the 12 months to May-2015, an increase of +0.3% on the 12 months to April-2015 and +9.5% on the 12 months to May-2014 as illustrated in Figure 1. May monthly patronage was 7,311,762, an increase of 215,447 boardings or +3.0% on May-2014, normalised to ~ +6.2%.

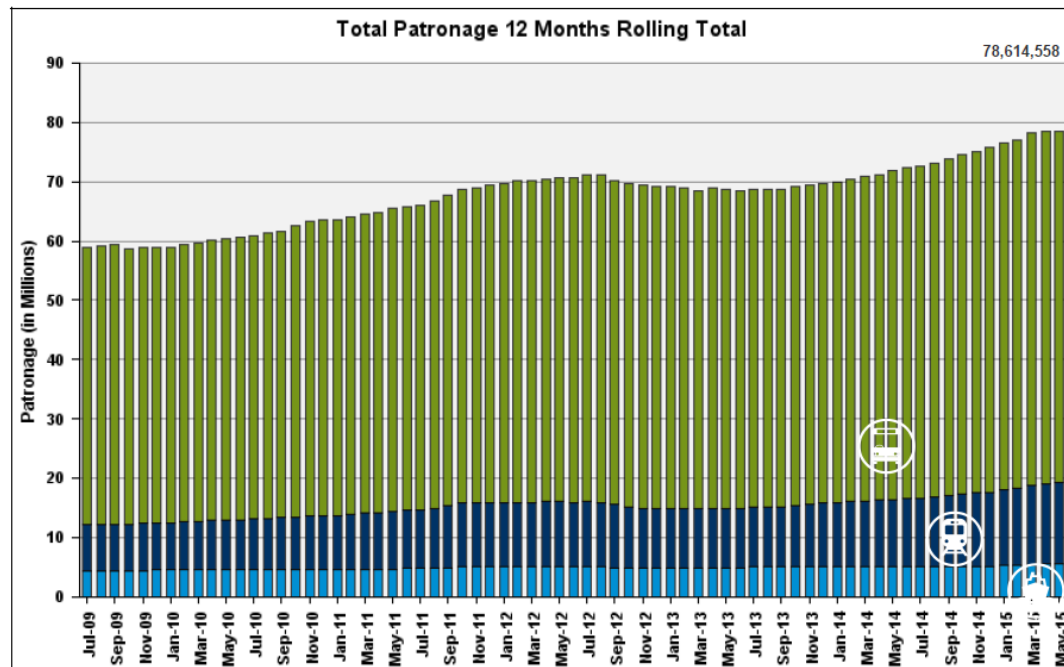


Figure 1: Total Patronage – 12 Months Rolling Total

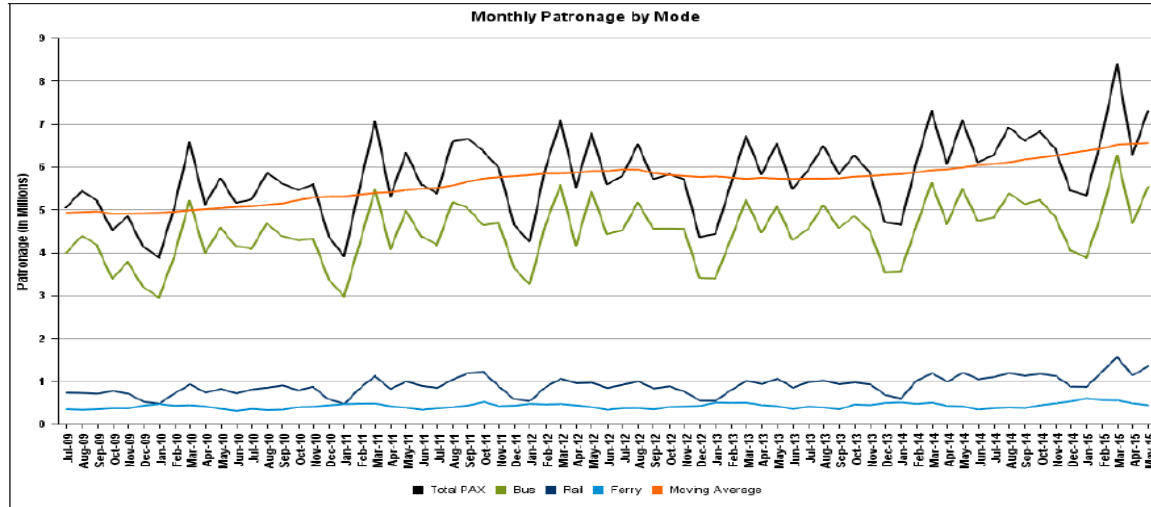


Figure 2. Monthly Patronage by Mode

	May-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>	1,613,285	169,695	11.8%	16,498,801	1.0%	2,854,670	20.9%	15,248,901	2,636,975	20.9%
Northern Express Bus	269,023	19,135	7.7%	2,807,544	0.7%	404,002	16.8%	2,597,475	380,800	17.2%
<b>Rail sub-total:</b>	1,344,262	150,560	12.6%	13,691,257	1.1%	2,450,668	21.8%	12,651,426	2,256,175	21.7%
- Western Line	446,015	9,951	2.3%	4,799,438	0.2%	617,255	14.8%	4,420,769	550,742	14.2%
- South Eastern Sevice	898,247	140,609	18.6%	8,891,819	1.6%	1,833,413	26.0%	8,230,657	1,705,433	26.1%
-Southern Line	415,981	47,355	12.8%	4,291,429	1.1%	522,209	13.9%	3,964,584	487,177	14.0%
-Eastern Line	388,907	102,421	35.8%	3,542,300	3.0%	1,077,197	43.7%	3,292,272	1,006,893	44.1%
-Onehunga Line	93,359	-9,167	-8.9%	1,058,090	-0.9%	234,007	28.4%	973,801	211,363	27.7%
<b>2. Frequent Connector and Local Bus (Include School Bus) sub-total:</b>	5,266,077	20,226	0.4%	56,624,536	0.0%	3,620,422	6.8%	52,098,855	3,199,579	6.5%
- Frequent Connector & Local Bus	4,950,697	318	0.0%	53,923,496	0.0%	3,485,941	6.9%	49,680,540	3,098,276	6.7%
- Contracted School Bus	315,380	19,908	6.7%	2,701,040	0.7%	134,481	5.2%	2,418,315	101,303	4.4%
<b>3. Ferry</b>	432,400	25,526	6.3%	5,491,221	0.5%	366,018	7.1%	5,158,811	381,268	8.0%
<b>Total Patronage</b>	<b>7,311,762</b>	<b>215,447</b>	<b>3.0%</b>	<b>78,614,558</b>	<b>0.3%</b>	<b>6,841,110</b>	<b>9.5%</b>	<b>72,506,567</b>	<b>6,217,822</b>	<b>9.4%</b>

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

For the financial year to date, eleven months from Jul-2014, patronage has increased by 9.4% or 6,217,822 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 May-2015 and totalled 16,498,801 passengers for the 12 months to May-2015 (Figure 3), an increase of +1.0% on the 12 months to Apr-2015 and +20.9% on the 12 months to May-2014. RTN Patronage for May-2015 was 1,613,285 boardings, an increase of +11.8% (+169,695 boardings) on May-2014 (Figure 3) normalised to ~+16.3%. Financial year to date RTN patronage has grown by +20.9%.

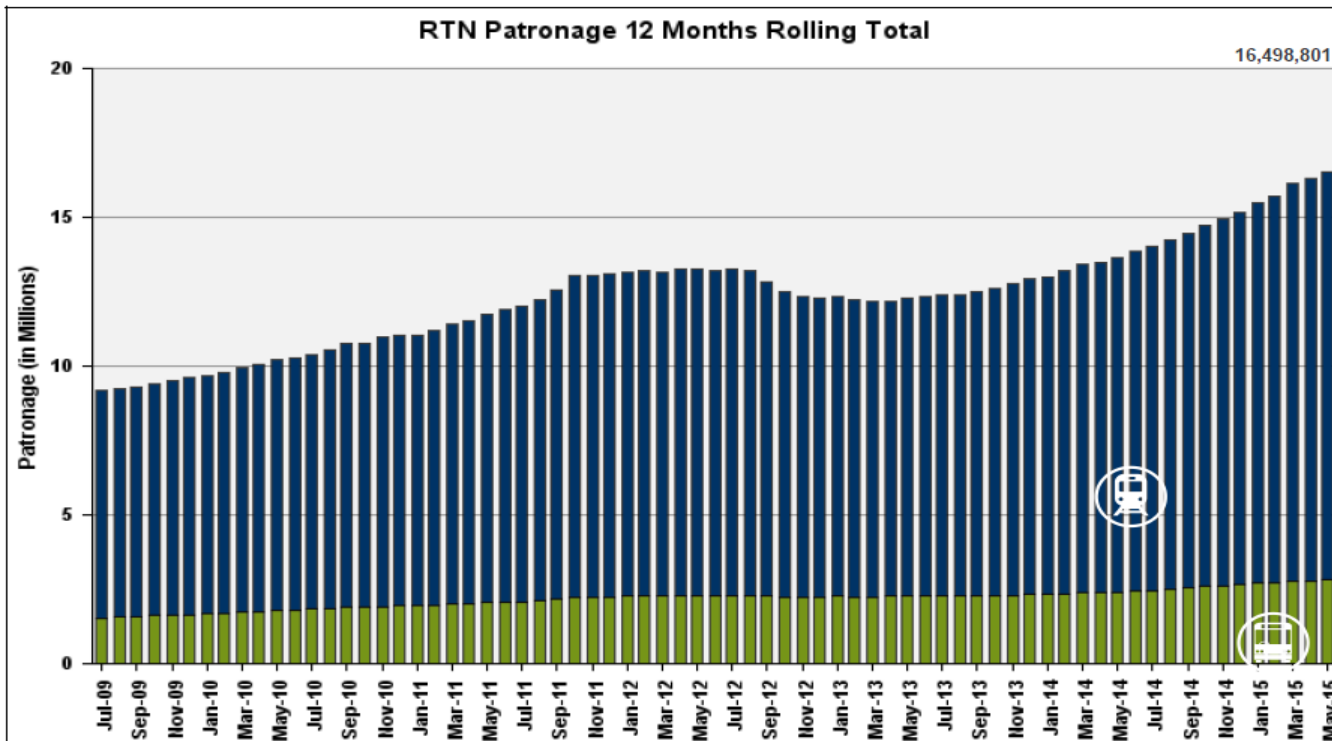
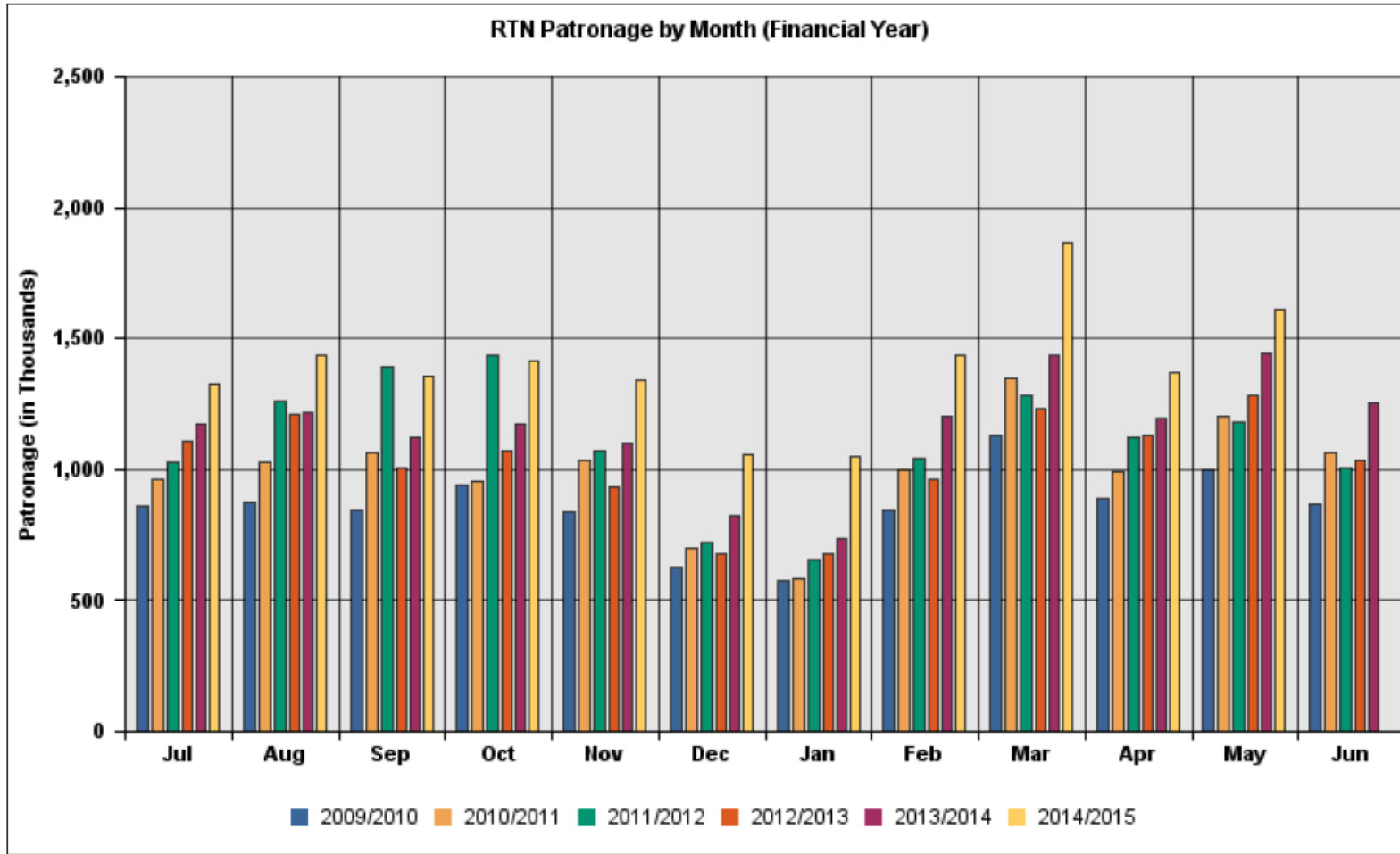


Figure 3. RTN Patronage – 12 Months Rolling Total

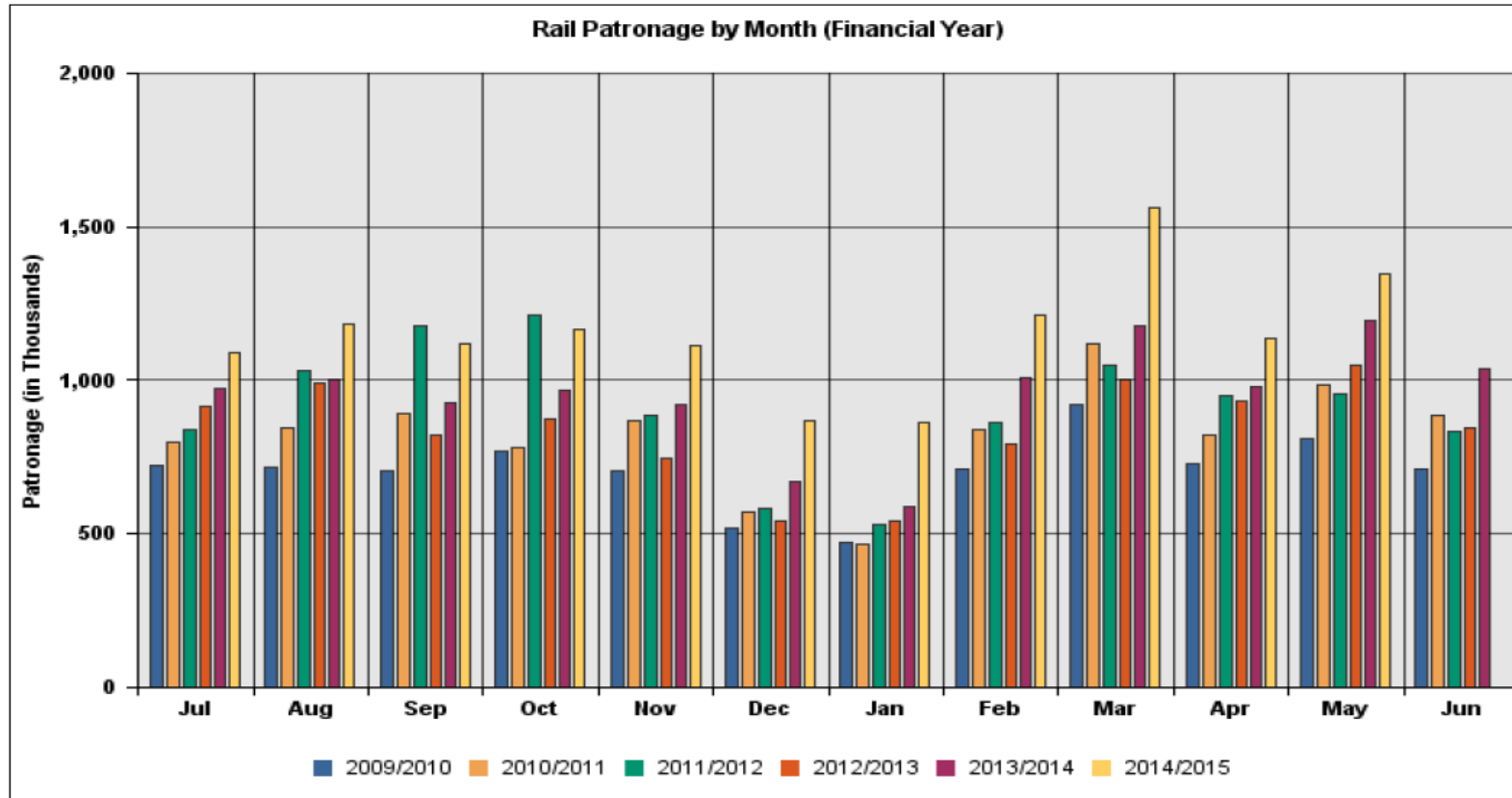


Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-14
12.9% ▲	17.7% ▲	21.0% ▲	20.6% ▲	21.5% ▲	29.2% ▲	42.5% ▲	19.5% ▲	29.8% ▲	14.6% ▲	11.8% ▲	21.1% ▲

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

## Rail Patronage

Rail patronage improved in May-2015 and totalled 13,691,257 passengers for the 12 months to May-2015 (Figure 5), an increase of +1.1% on the 12 months to Apr-2015 and +21.8% on the 12 months to May-2014. Patronage for May-2015 was 1,344,262 boardings, an increase of +12.6% (+150,560 boardings) on May-2014 (Figure 6), normalised to ~+17.0%. Financial year to date rail patronage has grown by +21.7%.



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-14
12.1% ▲	17.6% ▲	21.0% ▲	20.8% ▲	21.0% ▲	29.6% ▲	46.7% ▲	20.3% ▲	33.2% ▲	15.9% ▲	12.6% ▲	23.0% ▲

Figure 5. Rail Patronage – 12 Months Rolling Total



There was one less business day in May this year than the same month last year. Partial line blocks were in effect for Queens Birthday weekend between Britomart and Pukekohe on the Southern Line, Britomart and Onehunga, Sylvia Park to Manukau on the Eastern Line and Britomart to Newmarket on the Western Line. Last May partial line blocks affected Southern and Eastern Line services south of Westfield over Queens Birthday and one additional weekend. There was also a small reduction in the level of special events supported by additional rail services this year than the same month last year. Electric trains began operating all weekend services from 16 May. There is no strong evidence of any change in weekend patronage as a result of this however recent poor weather conditions are likely to have constrained demand.

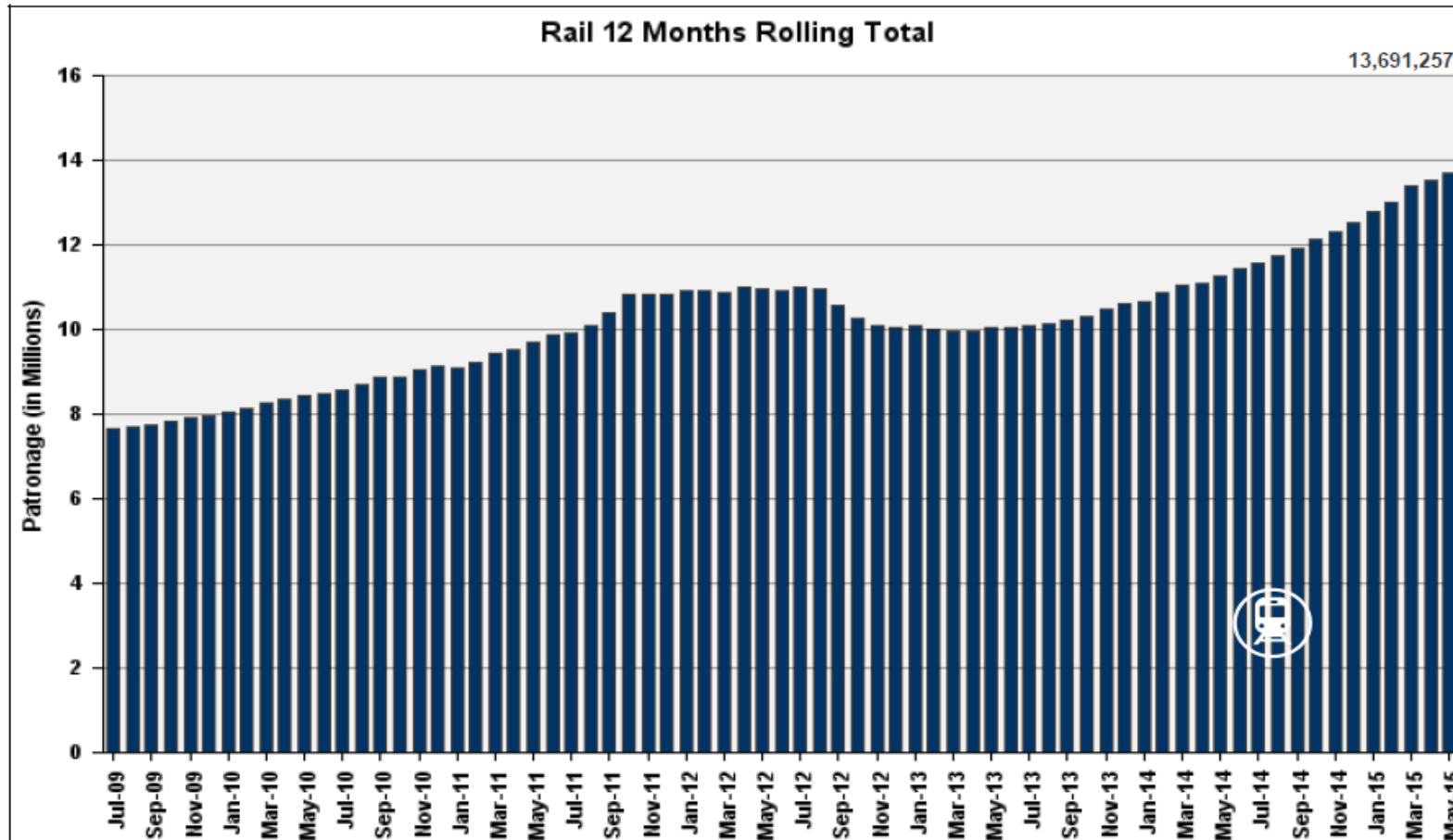


Figure 6. Rail Patronage – Growth by Month 2009/10 to 2014/15

Figure 7 illustrates estimated average passengers per business day.

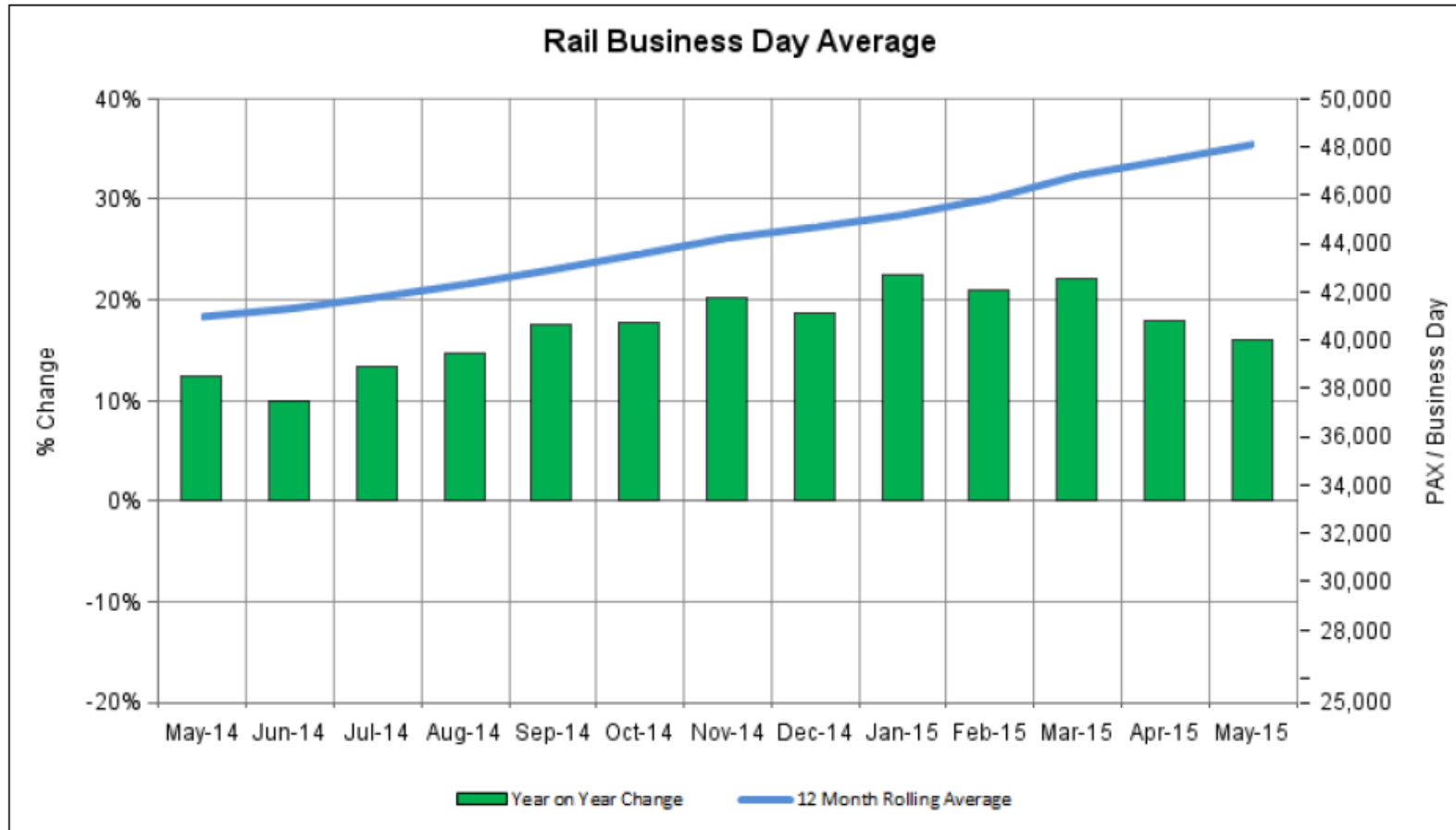


Figure 7. Rail Patronage – Average Business Day Daily Passenger Counts for Scheduled Services

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

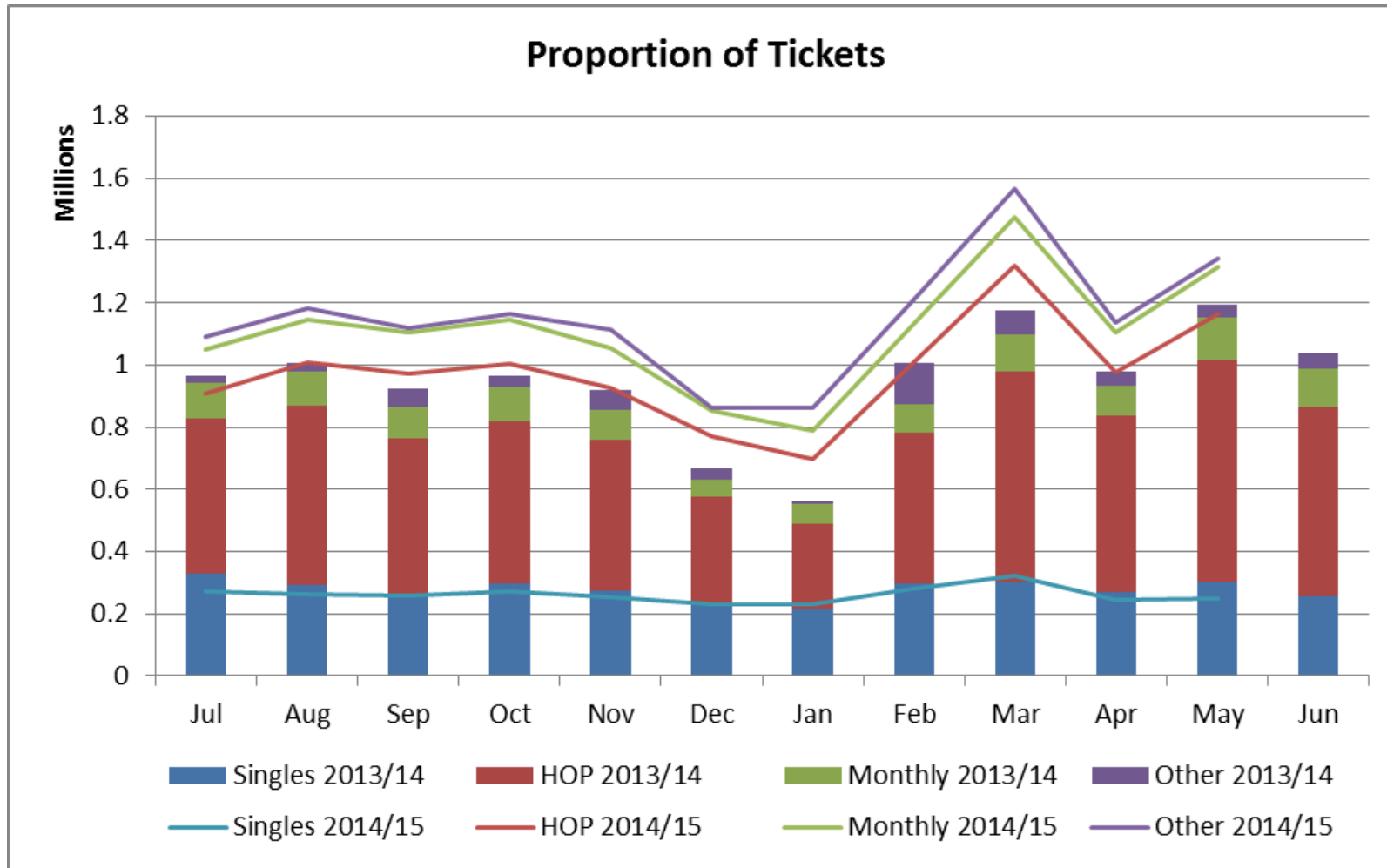
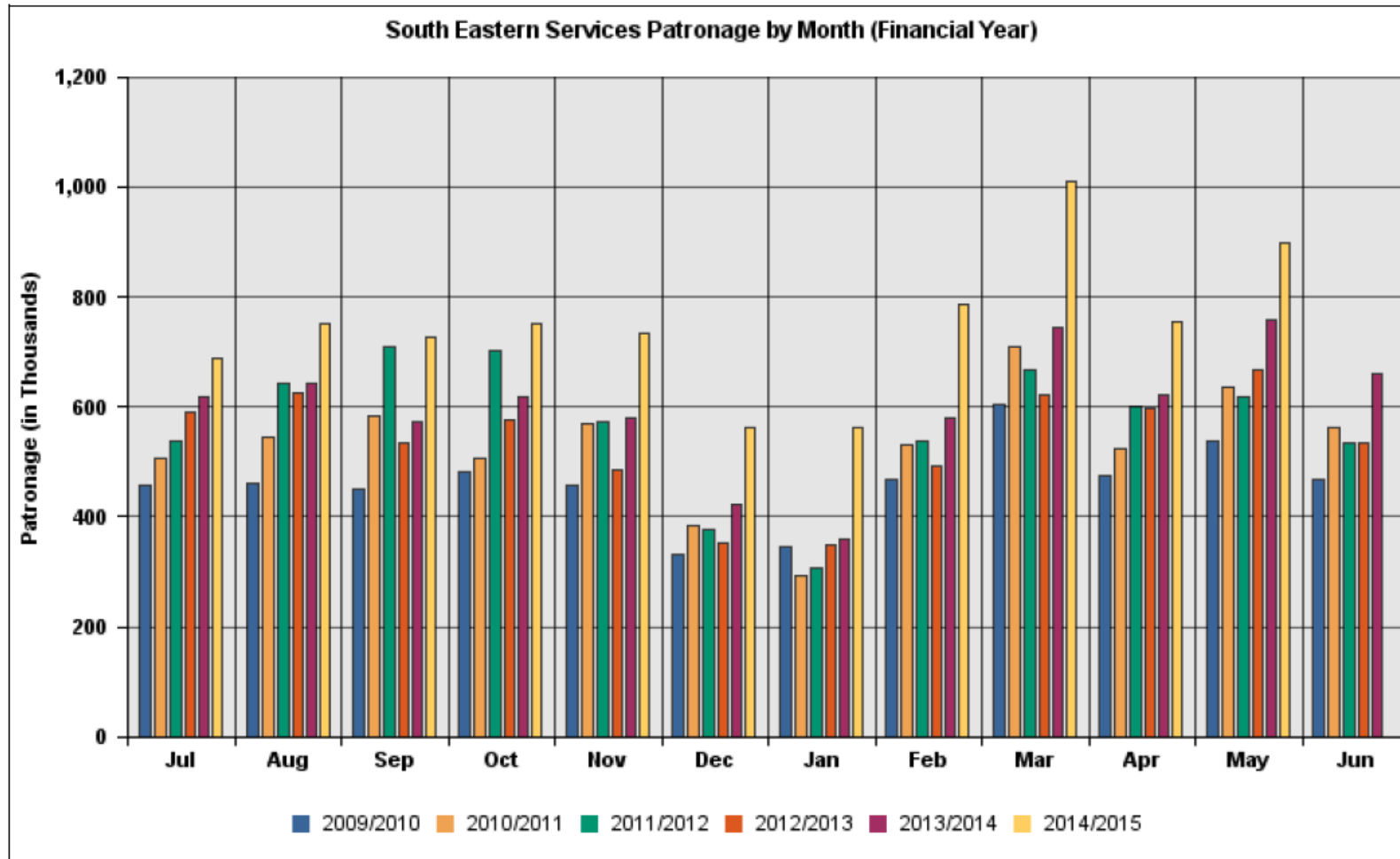


Figure 8. Ticket Sales by Ticket Type – 2014 compared to 2013

## 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-15	Jun-14
11.0% ▲	16.5% ▲	27.2% ▲	21.6% ▲	26.4% ▲	32.8% ▲	56.4% ▲	35.7% ▲	35.5% ▲	21.6% ▲	18.6% ▲	24.0% ▲

Southern, Eastern and Onehunga Line rail patronage totalled 8,891,819 passengers for the 12 months to May-2015, an increase of +1.6% on the 12 months to Apr-2015 and 26.0% on the 12 months to May-2014. Patronage for May-2015 was 898,247 boardings, an increase of +18.6% (+140,609 boardings) on May-2014 (Figure 9). Financial year to date patronage has grown by +26.1%.

Patronage on the Onehunga Line was less than the same month last year. There are several factors that will have contributed to this, including one less business day and a block of line where services were replaced by buses during Queens Birthday weekend (no equivalent block last year). Further May 2014 was the first full month of EMU operations on the Onehunga and, being the first services to be operated with the new trains, the passenger boardings recorded on these services will include many non-regulars who made the trip to experience travel on these new trains.

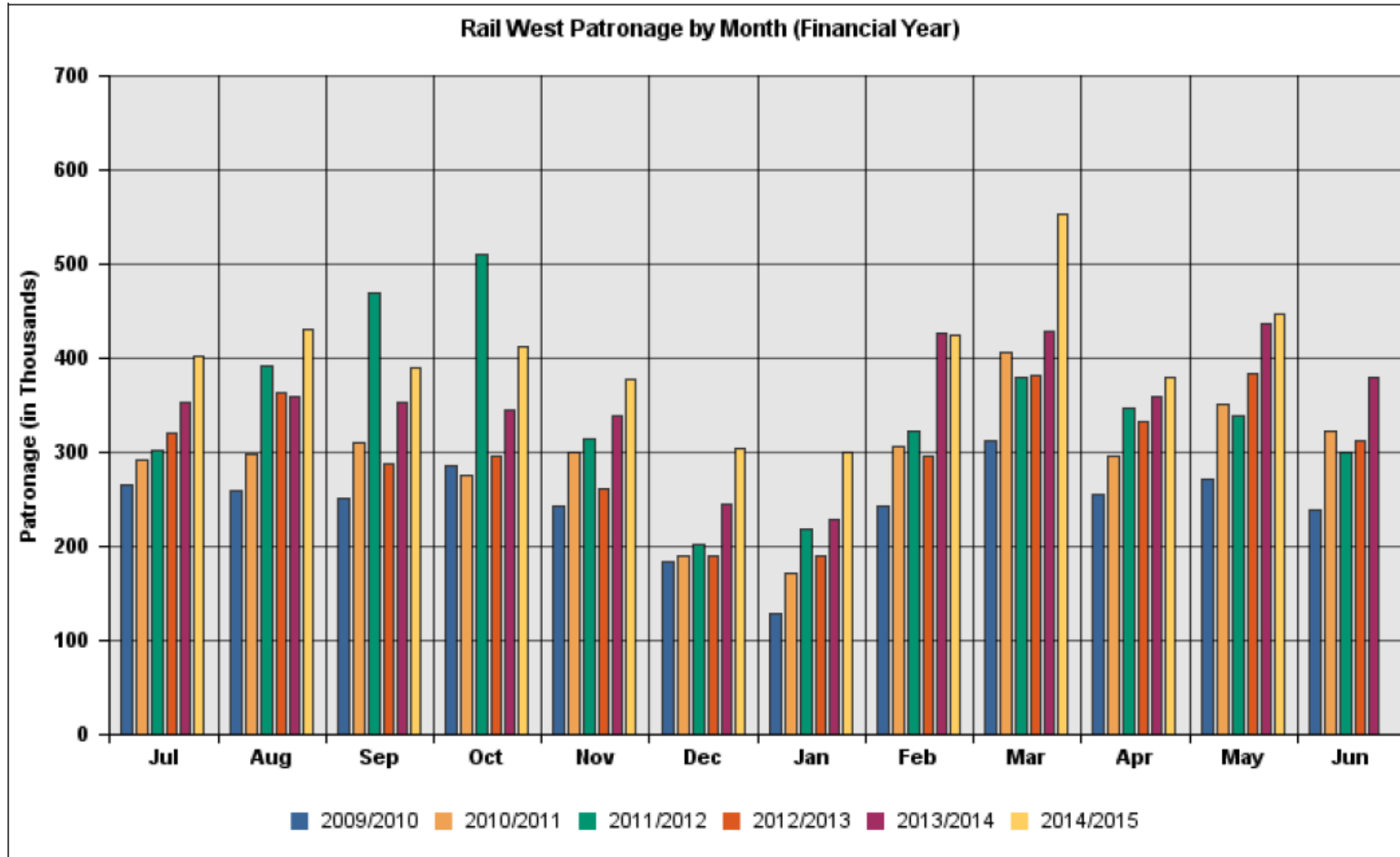
May 2015	Month			12-Month		
	Boardings	Change on last year	Percentage change	Boardings	Change on last year	Percentage change
Southern Line Britomart/Papakura	399,775	45,103	12.7%	4,134,959	522,209	14.5%
Southern Line Pukekohe	16,206	2,252	13.9%	156,470	25,491	16.3%

**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.

Travel between Pukekohe and Papakura is currently more than 300,000 passenger journeys per annum. For the month of May 2015 the number of boardings at Pukekohe station increased by 13.9% 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 2014 timetable changes. By comparison the change in patronage on other Southern Line stations was 12.7%.

## Western Rail Line

Western Line rail patronage totalled 4,799,438 passengers for the 12 months to May-2015, an increase of +0.2% on the 12 months to Apr-2015 and increase of +14.8% on the 12 months to May-2014. Patronage for May-2015 was 446,015 boardings, an increase of +2.3% (+9,951 boardings) on May-2014 (Figure 10). Financial year to date patronage has grown by +14.2%.



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-14
14.1%▲	19.5%▲	10.9%▲	19.5%▲	11.8%▲	24.1%▲	31.4%▲	-0.5%▼	29.2%▲	6.0%▲	2.3%▲	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 2,807,544 passengers for the 12 months to May-2015 (Figure 11), an increase of +0.7% on the 12 months to Apr-2015 and +16.8% on the 12 months to May-2014. Patronage for May-2015 was 269,023 boardings, an increase of +7.7% (+19,135 boardings) on May-2014 (Figure 12), normalised to ~+13.3%. Financial year to date Northern Express patronage has grown by +17.2%.

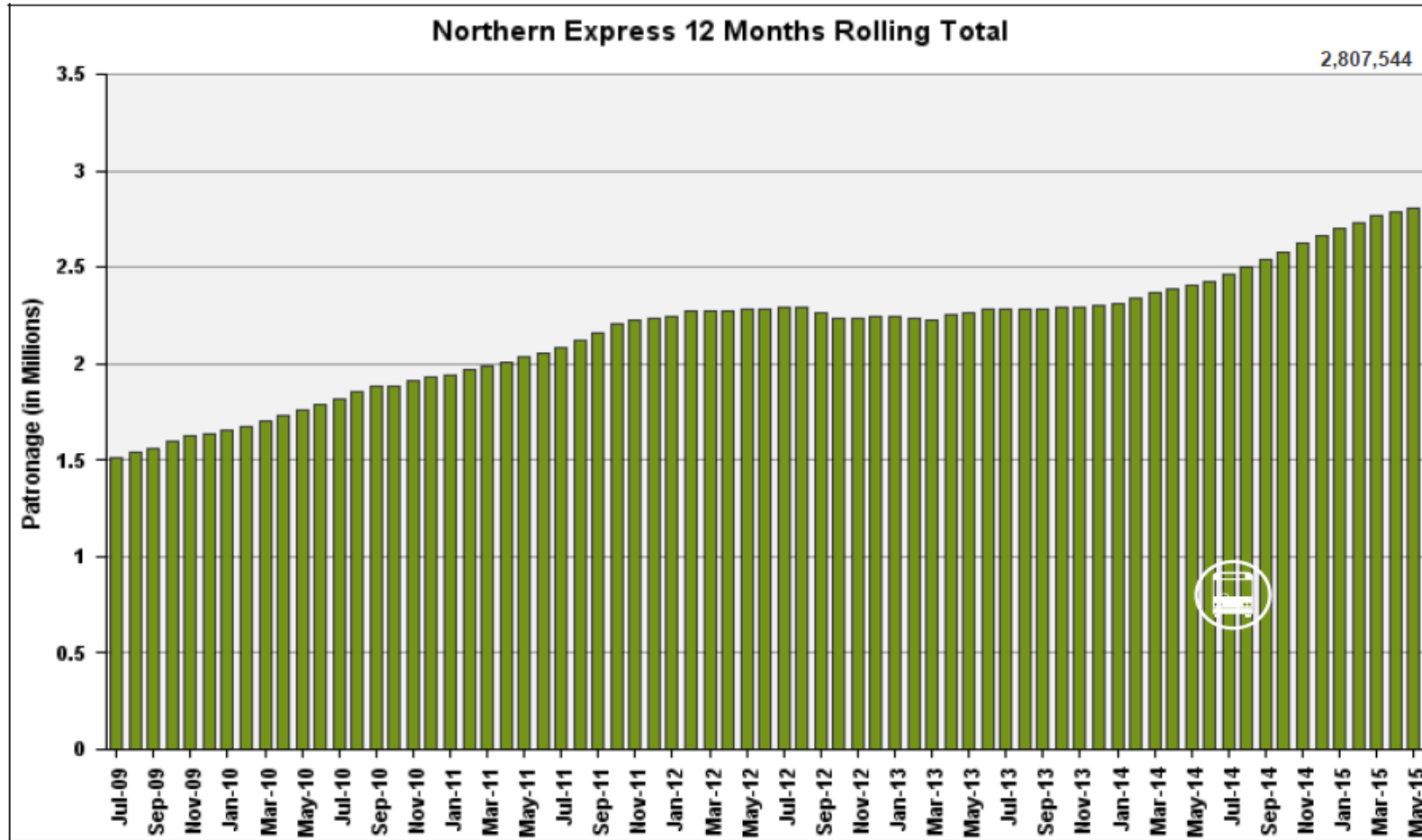
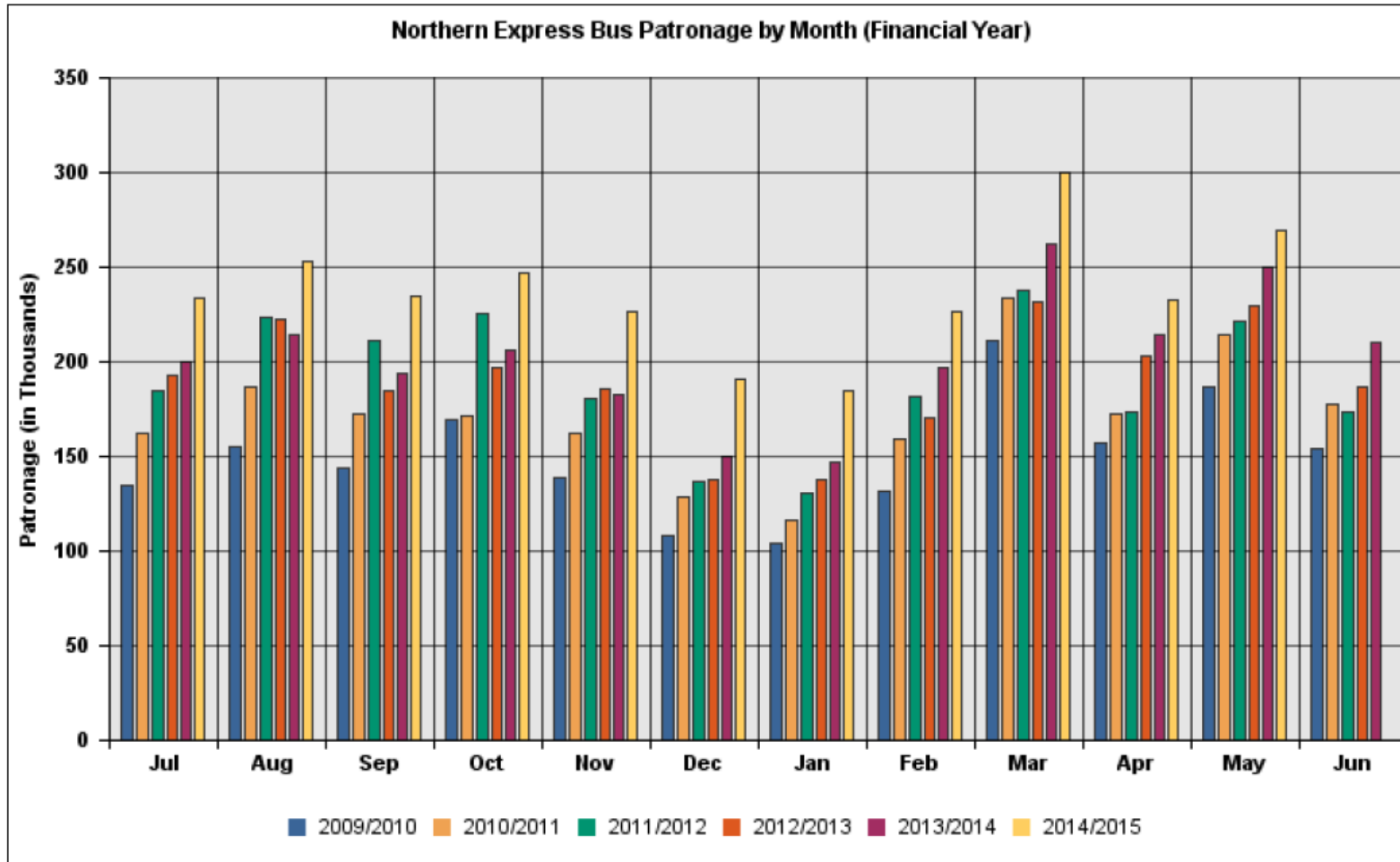


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-14
16.7% ▲	18.3% ▲	21.0% ▲	19.5% ▲	23.8% ▲	27.4% ▲	25.5% ▲	15.4% ▲	14.4% ▲	8.5% ▲	7.7% ▲	12.4% ▲

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



## Bus Patronage (Excluding Northern Express)

Patronage totalled 56,624,536 passengers for the 12 months to May-2015, no movement on the 12 months to April-2015 and +6.8% on the 12 months to May-2014. Patronage for May-2015 was 5,266,077 boardings, an increase of 0.4% (20,226 boardings) on May-2014 (Figure 13), normalised to ~ +3.3%. Financial year to date other bus patronage has grown by +6.5%.

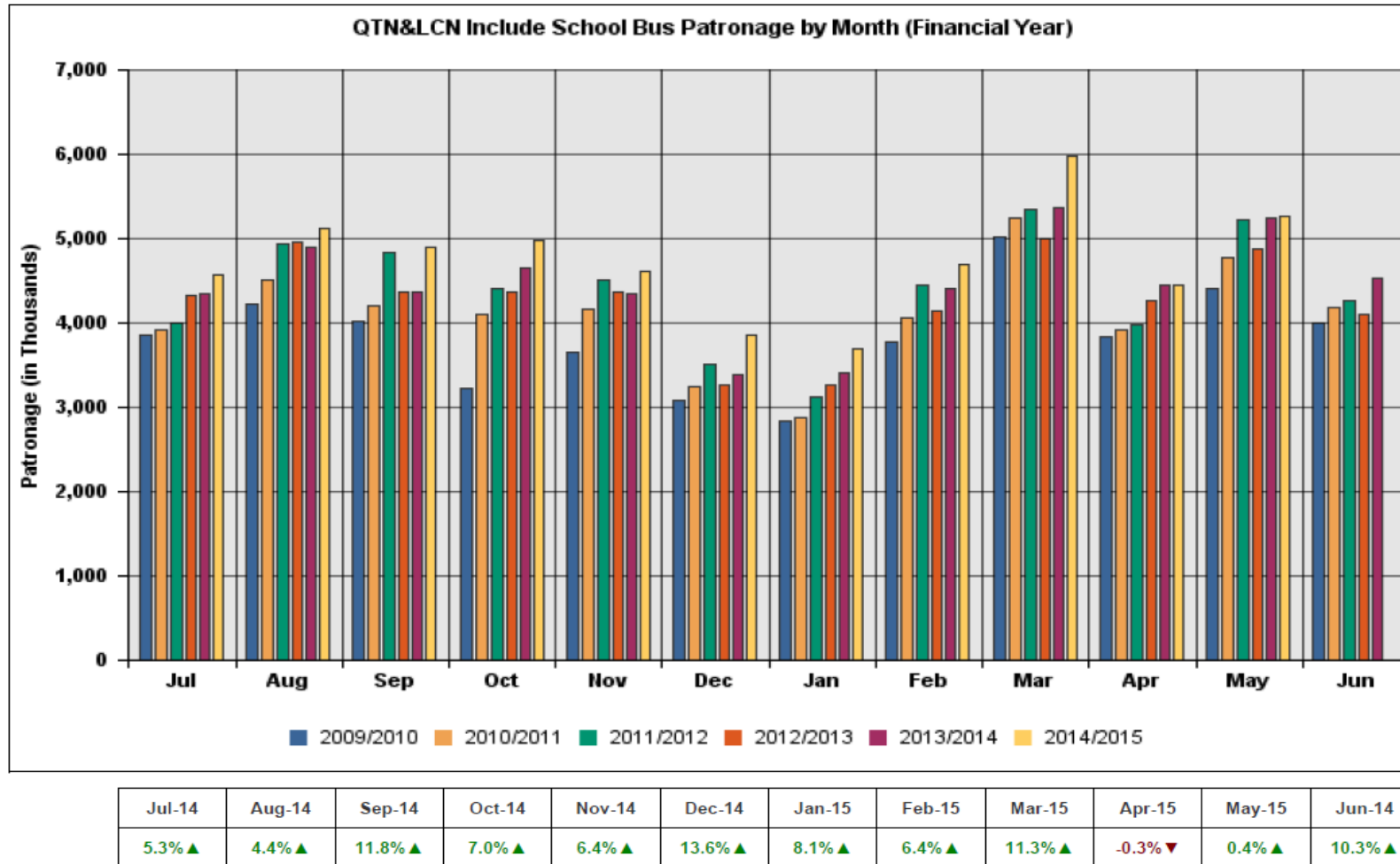


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2009/10 to 2014/15

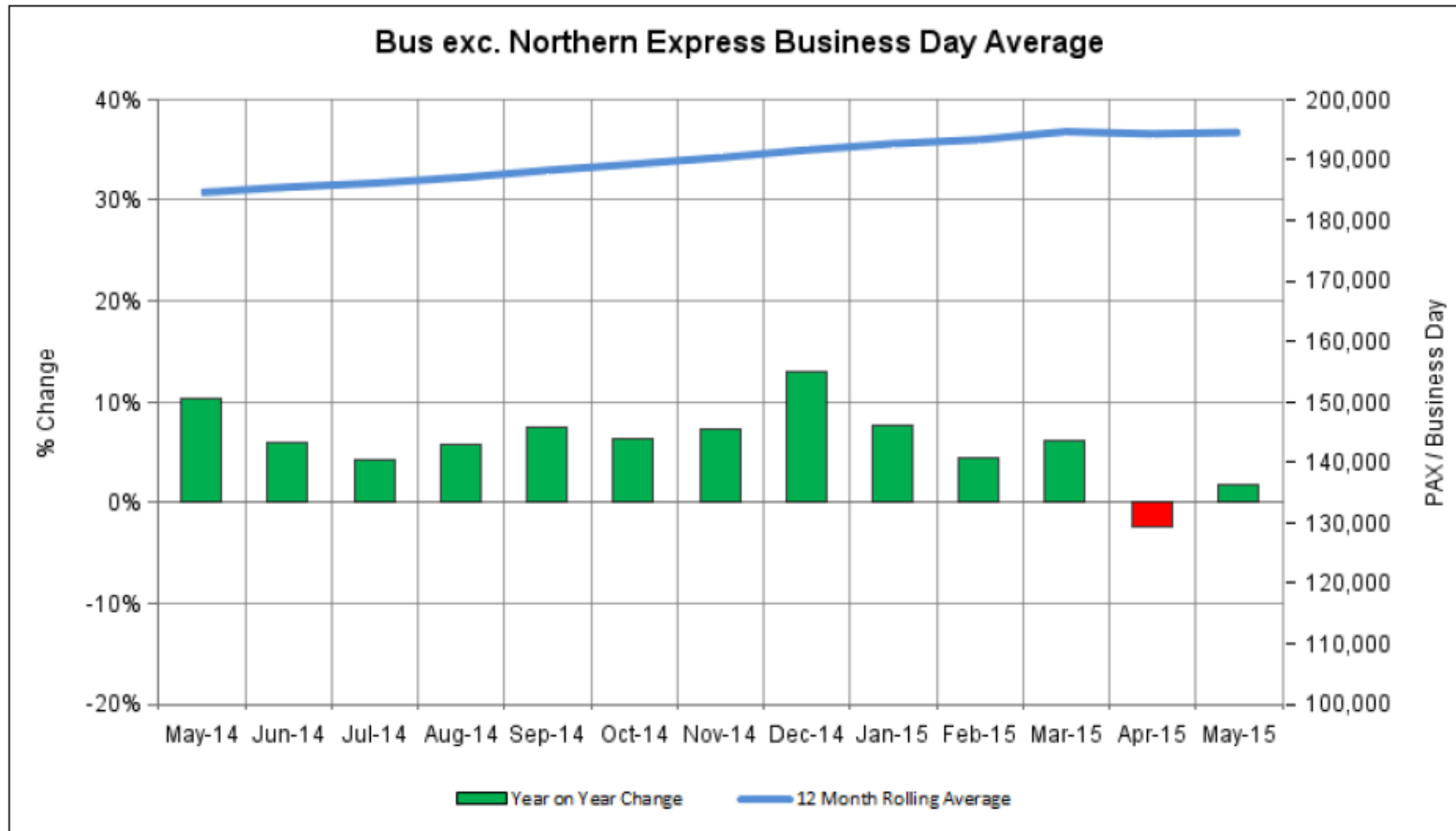


Figure 14. Bus Patronage – Average Business Day Daily Passenger Counts

## Ferry Patronage

Ferry services totalled 5,491,221 passenger boardings for the 12 months to May-2015, an increase of +0.5% on the 12 months to Apr-2015 and +7.1% movement on the 12 months to May-2014. Ferry services patronage for May-2015 was 432,400, an increase of +25,526 boardings or 6.3% on May-2014, normalised to ~+8.3%. Financial year to date ferry patronage has increased by 8.0%.

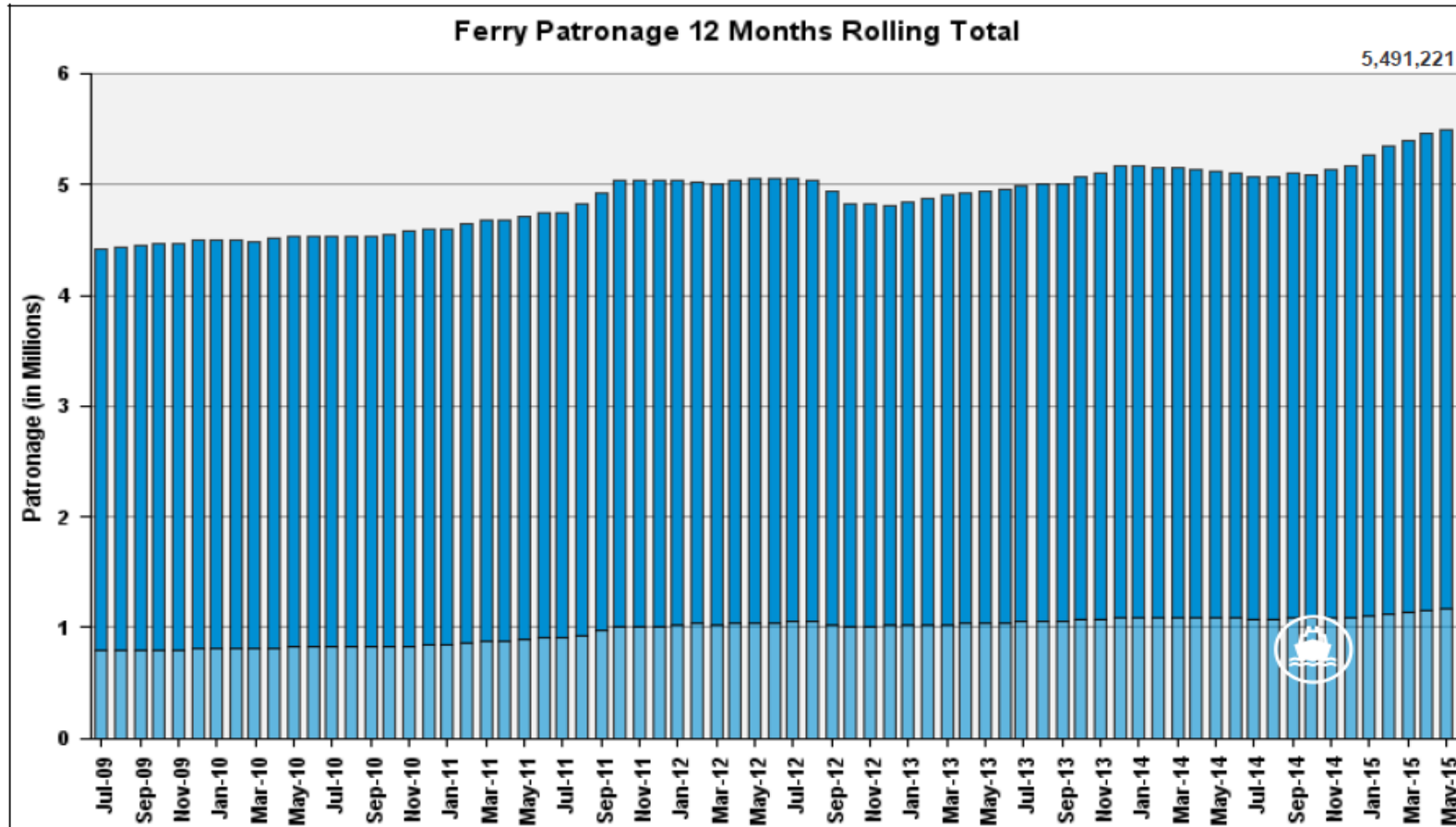
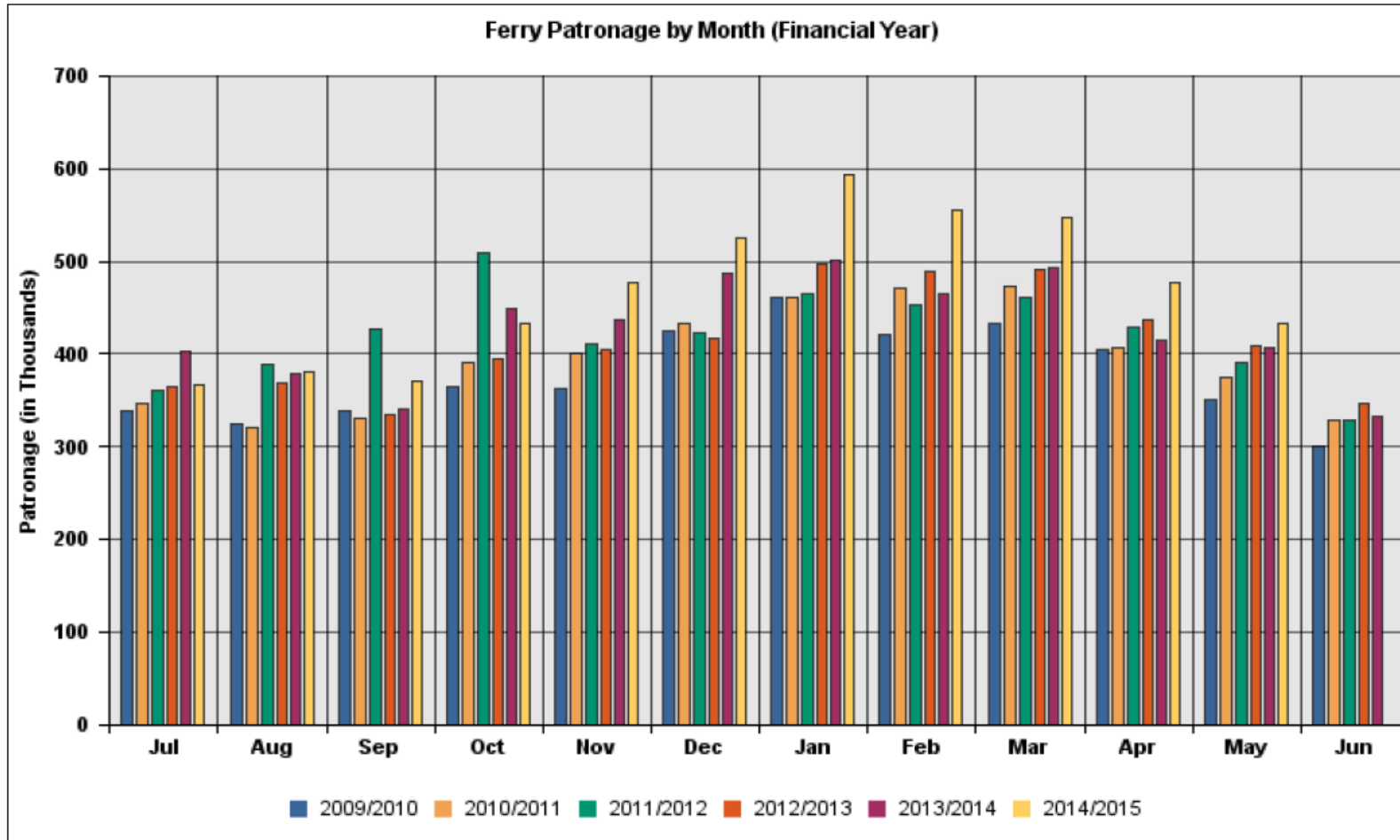


Figure 15. Ferry Patronage – 12 Months Rolling Total (Above Split – [Exempt Services / Contract](#))



Month	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-14
Change (%)	-8.9% ▼	0.4% ▲	9.2% ▲	-4.0% ▼	9.4% ▲	7.9% ▲	18.3% ▲	19.7% ▲	10.8% ▲	14.8% ▲	6.3% ▲	-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

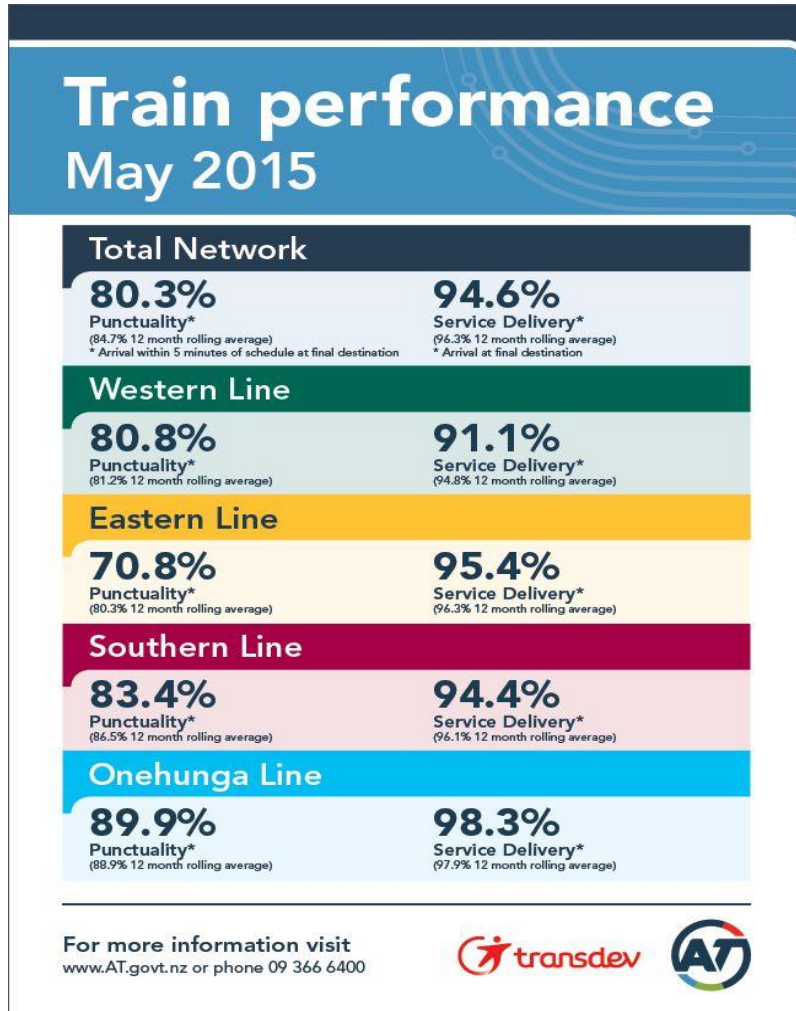


Figure 17. Rail Published Performance Results for May 2015

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 May-2015 service delivery was 94.6% and punctuality was 80.3% compared to the 12 month average of 96.3% and 84.7% respectively. Punctuality trends comparing 2013/14 and 2014/15 are presented in Figure 18.

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

	West	East	South	Onehunga	Total
Services Planned	2,934	3,423	3,714	1,993	<b>12,064</b>
Services Cancelled	259	157	207	29	<b>652</b>
Services Delayed > 5 min	513	952	579	198	<b>2,242</b>

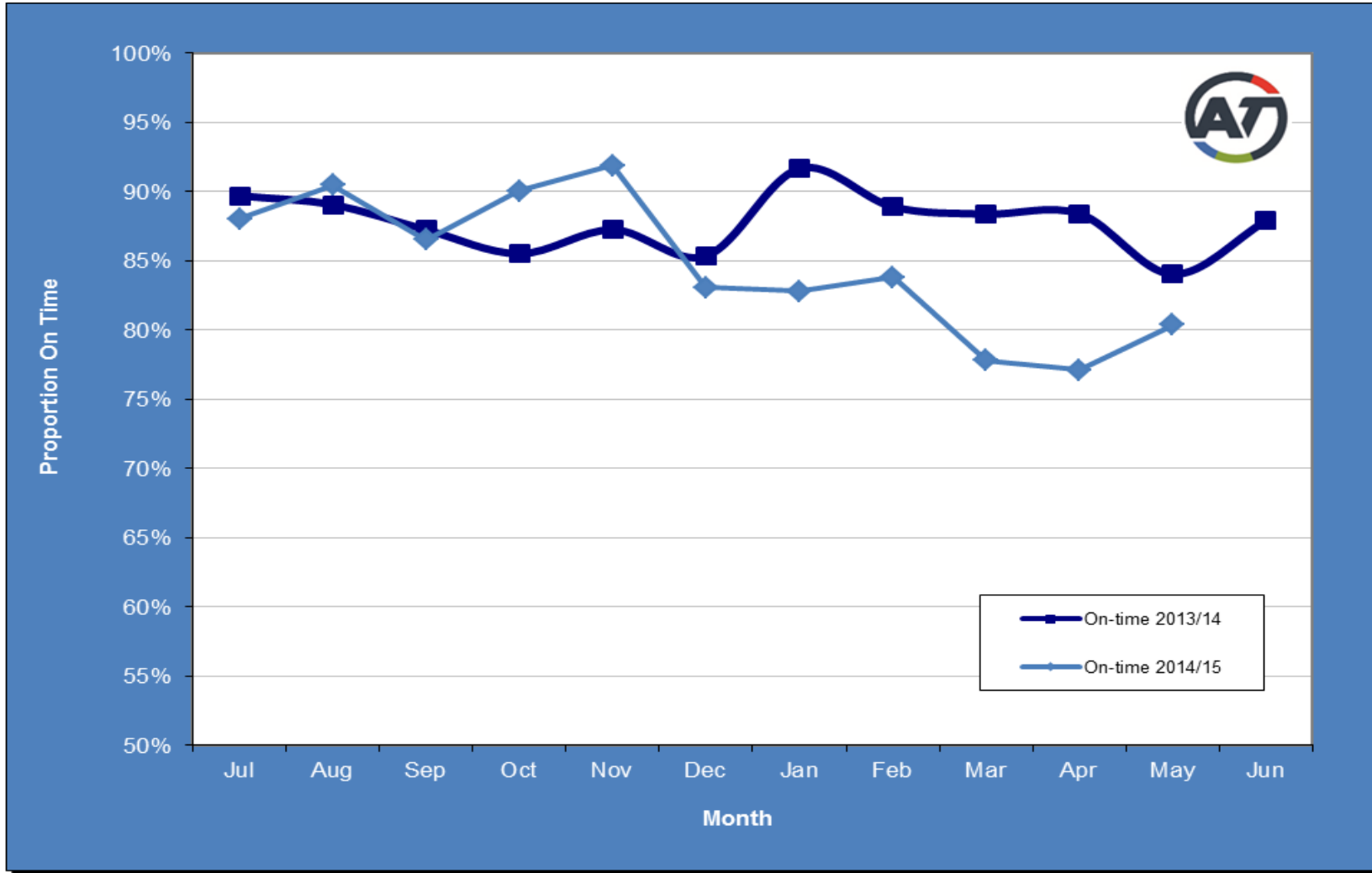


Figure 18. Rail Punctuality Trends for 2013 and 2014

Performance in the month of May was affected by several one-off events that caused major disruption to services across the network. Three incidents affected evening peak services on all lines as a result of incidents that occurred at or near Britomart – these were a driver error, a diesel train breakdown in the tunnel and a track fault. In addition there was an increase in the number of diesel train faults or short supply of diesel trains that affected services. While intensive driver training activities in preparation for full EMU services in July continued during the month, this also placed pressure on the availability of suitably qualified drivers to operate the trains available for service. With less resilience in the timetable to recover from service disruption, such incidents tended to result in significant disruption affecting multiple services.

- Track, Signals, Train Control and Traction Overhead (KiwiRail) – Major infrastructure faults affected services on four days in the month.
- Diesel Train faults (KiwiRail) – Major incidents impacted service delivery on six days during the month.
- Electric Train Operations – Electric train operations resulted in major delays on four days during May 2015.
- Operational (Transdev) – Major incidents impacted delivery on six days during the month.
- Other – Train operations were affected by two emergency services during the month. One of the incidents involved a person being struck by an out of service train while illegally crossing the tracks at Orakei station on the 27 May. While the person was able to walk away from the scene before emergency services arrived, the resultant investigation meant there was a short suspension of Eastern Line services. The second incident was a false fire alarm activation at Manukau Station on 25 May, this resulted in a temporary suspension of services and consequential delays and cancellations to Eastern and Southern Line services through the evening peak.



## Train Delay Impacts

Train delay minutes increased by 53.8% compared to the same month last year, while the total number of services operated increased by 27.2% compared to May last year. The average delay per service reduced slightly from the highs of recent months to 2.3 minutes. The significant contributors to this resulted from substantial increases relating to the performance of the diesel trains fleet (+136% increase in delay minutes compared to the same month last year) and the impact of network faults (+159% increase in delay minutes compared to May 2014). For the month a total of 28,068 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.

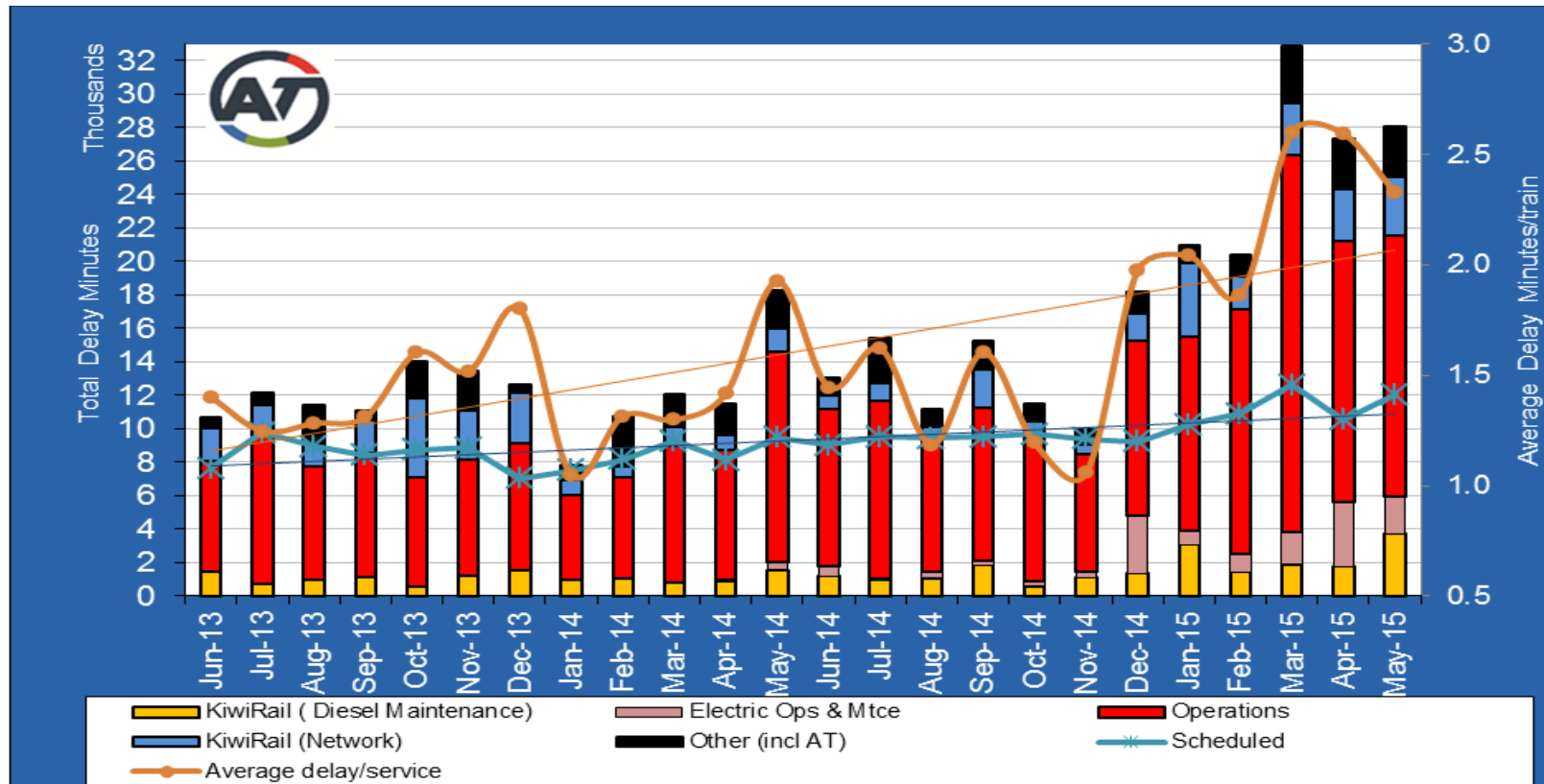


Figure 19. Train Delay Minutes by Cause

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	858	28.1%
Signal/points failure	1,936	63.5%
Speed restrictions	180	5.9%
Track protection measures*	78	2.5%
<b>Total</b>	<b>3,052</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 May-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 80.4%.

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 79.4% on-time performance for May-2015.

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

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
Total Network Actual Service Delays	84.0%	87.9%	88.0%	90.5%	86.5%	90.0%	91.9%	83.1%	82.8%	83.8%	77.8%	77.1%	80.4%
Weighted by Passenger Volume by Line	84.1%	87.2%	87.4%	89.9%	86.2%	89.7%	91.7%	82.9%	80.5%	82.6%	76.5%	75.8%	79.4%

### Rail Capacity

Based on the planned train allocations applicable at the end of the month there were five services reported to have exceeded AT's planned seating to standing ratio on average during May, two on the Western Line, two on the Southern Line and one on the Eastern Line. Individual trains may have exceeded this ratio on some days during the month as a result of changes to the train consist or following service disruptions on the day, for example following the cancellation of the previous train.

## Bus Service Performance

For May 2015, 96.84% 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 May 2015 was 92.11%, 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 - May 2015**

Operator	Scheduled Trips	Reliability	Punctuality
Airbus	5,990	94.15%	87.25%
Birkenhead	14,863	96.09%	91.69%
H & E	19,434	97.19%	91.11%
NZ Bus	124,898	97.04%	92.61%
Ritchies	30,211	97.03%	92.56%
Tranzit	2,265	96.18%	91.49%
Urban Express	5,789	97.94%	92.82%
Waiheke Bus Company	2,481	90.64%	81.46%
<b>Total</b>	<b>205,931</b>	<b>96.84%</b>	<b>92.11%</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 May 2015, 99.51% 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 May 2015 was 97.80%, 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 - May 2015**

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1,012	100%	99.80%
Half Moon Bay	587	98.47%	93.53%
Birkenhead	1,086	99.26%	95.58%
Gulf Harbour	252	98.81%	98.81%
Hobsonville	105	100%	100%
West Harbour	567	100%	100%
Rakino	34	100%	91.18%
Pine Harbour	672	99.85%	99.85%
Total	4,315	99.51%	97.80%

#### 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 43 events took place in May with 10 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. Force, Eden Park: Saturday, 02 May 2015

Total Attendance : 9,500

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2,975	31.32%	3,065	32.26%	31.79%
BUS	643	6.77%	734	7.73%	7.25%
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>3,618</b>	<b>38.08%</b>	<b>3,799</b>	<b>39.99%</b>	<b>39.04%</b>

##### S15 Blues vs. Bulls, Eden Park: Friday, 15 May 2015

Total Attendance : 6,999

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2,024	28.92%	2,085	29.79%	29.35%
BUS	628	8.97%	625	8.93%	8.95%
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>2,652</b>	<b>37.89%</b>	<b>2,710</b>	<b>38.72%</b>	<b>38.31%</b>

## S15 Blues vs. Hurricanes, Eden Park: Saturday, 23 May 2015

Total Attendance : 9,009

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2,245	24.92%	2,312	25.66%	<b>25.29%</b>
BUS	697	7.74%	739	8.20%	<b>7.97%</b>
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>2,942</b>	<b>32.66%</b>	<b>3,051</b>	<b>33.87%</b>	<b>33.26%</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 May 2015.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### Projects Implemented/Completed

- EMUs on all weekend services.

### 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 Train Station.
- New Lynn Station Entrance Gates.

### 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 (CSC) for May 2015 was 96,827, a decrease of 2,275 (-2.3%) on April's visitor numbers of 99,102. Visitor numbers were also significantly up on the same period in 2014, increasing by 29,562 (+44.1%) from 67,175. Customer visits to the Service Centres continues to exceed expectations, with the number of visitors in May 2015 underlining the increased take-up of the AT HOP card. Volumes in both years include the impact of processing concessions to AT HOP cards. Customer Service staff are also proactively encouraging customers to use self-service top-up channels, particularly Ticket and Top-up Machines or online top-ups as alternatives, with almost 50,000 customers assisted in this way during the past five months.

In the past 12 months, there have been over 981,000 visits to the Customer Service Centres, an average of almost over 2,700 visits per day. This compares to 477,000 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.

