

Statistics Report

November 2013



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PUBLIC TRANSPORT

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 69,912,987 passengers for the 12-months to Nov-2013, an increase of +0.2% on the 12-months to Oct-2013. November monthly patronage was 5,905,112, an increase of +163,329 boardings or +2.8% on Nov-2012, normalised to ~ +5.2% accounting for one less business day in Nov-2013 compared to Nov-2012 and AT HOP transition on rail in Nov-2012.

Rail patronage totalled 10,482,330 passengers for the 12-months to Nov-2013, an increase of +1.7% on the 12-months to Oct-2013. Patronage for Nov-2013 was 918,708, an increase of +173,228 boardings or +23.2% on Nov-2012, normalised to ~ +9.0%. This increase in part reflects the downturn in recorded patronage through Nov-2012 as legacy paper tickets transition to AT HOP.

The Northern Express bus service carried 2,292,434 passenger trips for the 12-months to Nov-2013, a decrease of -0.1% on the 12 months to Oct-2013. Northern Express bus service patronage for Nov-2013 was 182,775, a decrease of -3,153 boardings or -1.7% on Nov-2012, normalised to ~ +3.0%.

Other bus services carried 51,482,310 passenger trips for the 12-months to Nov-2013, a decrease of -0.1% on the 12-months to Oct-2013. Other bus services patronage for Nov-2013 was 4,316,087, a decrease of -45,520 boardings or -1.0% on Nov-2012, normalised to ~ +3.7%.

Ferry services carried 5,655,913 passenger trips for the 12-months to Nov-2013, an increase of +0.7% on the 12 months to Oct-2013. Ferry services patronage for Nov-2013 was 487,542, an increase of +38,774 boardings or +8.6% on Nov-2012, normalised to ~ +13.8%.

Service Performance

For rail, service punctuality in Nov-2013 was 87.3%, compared to the average for the 12-months to Nov-2013 of 86.3%. Service delivery was 97.0%.

Initiatives

- Preparations to complete AT HOP smart card ticket.
- Preparations for the redeveloped Panmure Interchange go-live in mid-January.
- Preparations for 9 February bus timetable changes to reflect actual run times on North Shore, Central suburbs and South Auckland.
- Completion of public consultation feedback on the new South Auckland bus network.
- Completion of analysis and recommendations from Green Bay / Titirangi public consultation on service design.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

Normalising factors used on actual patronage counts in this report for Nov-2013 include:

- There was one less business day in Nov-2013 compared to Nov-2012 (~ -4.5% impact network wide).
- There were no unique major special events affecting rail passenger numbers this year, while last year Coldplay performed at Mt Smart Stadium with an increased level of service (Santa Parade occurred in both Nov-2012 and Nov-2013).
- HOP cards replacing multi-trip paper tickets on rail towards the end of Oct-2012 and the associated change in the method of patronage calculation had a significant adverse impact on the Nov-2012 patronage. This resulted in a significant increase in Nov-2013 compared with Nov-2012.
- There were two full weekend rail network closures and weekday evening (Sun-Thur) closures south of Otahuhu in Nov-2013 compared to one full weekend and one partial weekend network closure in Nov-2012, (impact of ~ -1.0% on rail).

Auckland public transport patronage totalled 69,912,987 passengers for the 12-months to Nov-2013, an increase of +0.2% on the 12 months to Oct-2013 as illustrated at Figure 1. Patronage for Nov-2013 was 5,905,112 boardings, an increase of +2.8% (+163,329 boardings) on Nov-2012, normalised to ~ +5.2%.

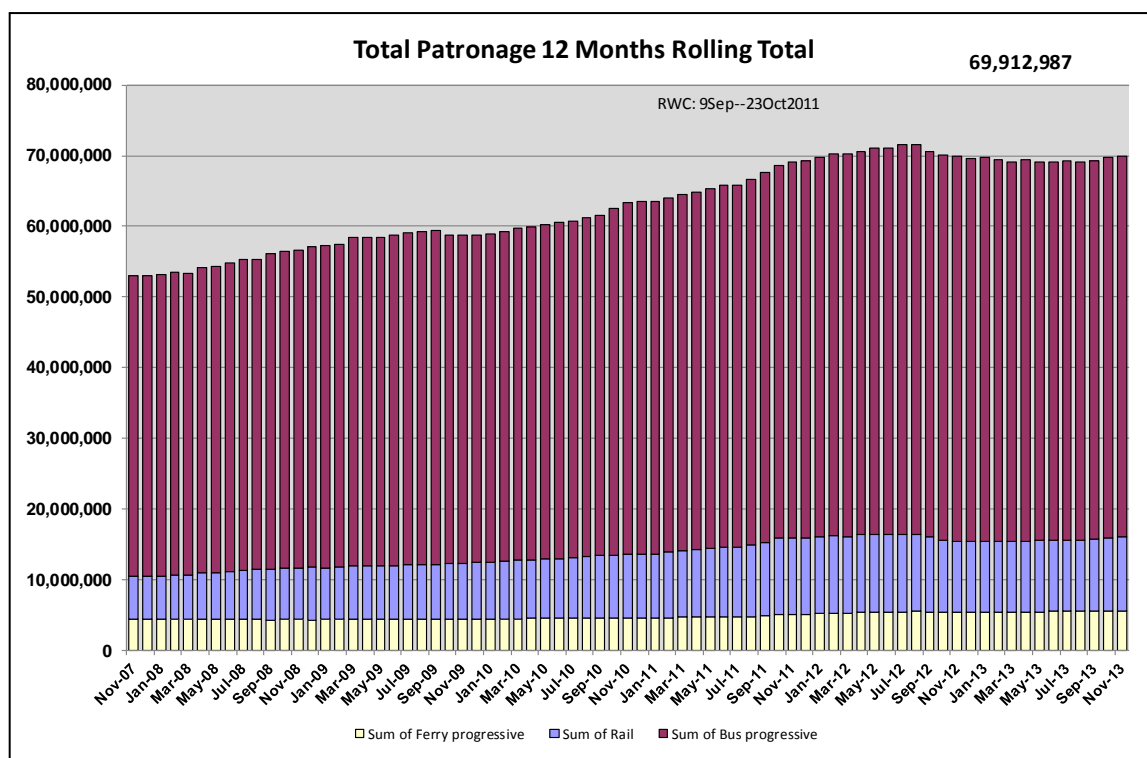


Fig 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Jul-2013 to Nov-2013) is provided at Table 1.

For the financial year-to-date, five months to Jun 2014, patronage has increased by +2.8% (838,047 boardings) compared to the same period in the previous financial year.

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

	Nov-13									
	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 FY	% Change Prev FY
1. Rapid Transit Network sub-total:	1,101,483	170,075	18.3%	12,774,764	1.3%	440,277	3.6%	5,782,199	457,373	8.6%
Northern Express Bus	182,775	-3,153	-1.7%	2,292,434	-0.1%	54,059	2.4%	997,189	13,849	1.4%
Rail sub-total:	918,708	173,228	23.2%	10,482,330	1.7%	386,218	3.8%	4,785,010	443,524	10.2%
- Western Line	338,128	77,181	29.6%	3,831,062	2.1%	195,051	5.4%	1,747,134	219,576	14.4%
- Southern & Eastern Line:	580,580	96,047	19.8%	6,651,268	1.5%	191,167	3.0%	3,037,876	223,948	8.0%
- Pukekohe / Papakura Services *	413,787	83,957	19.6%	4,748,104	1.4%	138,741	2.4%	2,164,507	187,357	7.5%
- Manukau Services * (opened 15 Apr 2012)	99,056			1,140,731				524,338		
- Onehunga Services	67,738	12,091	21.7%	762,433	1.6%	52,426	7.4%	349,031	36,591	11.7%
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	4,316,087	-45,520	-1.0%	51,482,310	-0.1%	-692,139	-1.3%	22,594,603	230,979	1.0%
- Frequent Connector & Local Bus	4,106,929	-23,963	-0.6%	48,959,811	0.0%	-597,588	-1.2%	21,447,627	270,298	1.3%
- Contracted School Bus	209,158	-21,557	-9.3%	2,522,499	-0.8%	-94,551	-3.6%	1,146,976	-39,319	-3.3%
3. Ferry	487,542	38,774	8.6%	5,655,913	0.7%	290,251	5.4%	2,210,811	149,695	7.3%
Total Patronage	5,905,112	163,329	2.8%	69,912,987	0.2%	38,389	0.1%	30,587,613	838,047	2.8%

*Some Pukekohe/Papakura Services were reclassified as Manukau Services on 15 April 2012 with the opening of Manukau Station. Annual change figures are not representative between services and are reported together.

* From July 2013, the start of the reporting year there has been ten months for the ticket inspection regime associated with the introduction of HOP to bed in, the number of intercepted passengers travelling without a ticket have been included in the patronage numbers.

Figure 2 illustrates the monthly patronage trend by mode across bus, rail and ferry and by monthly total moving average.

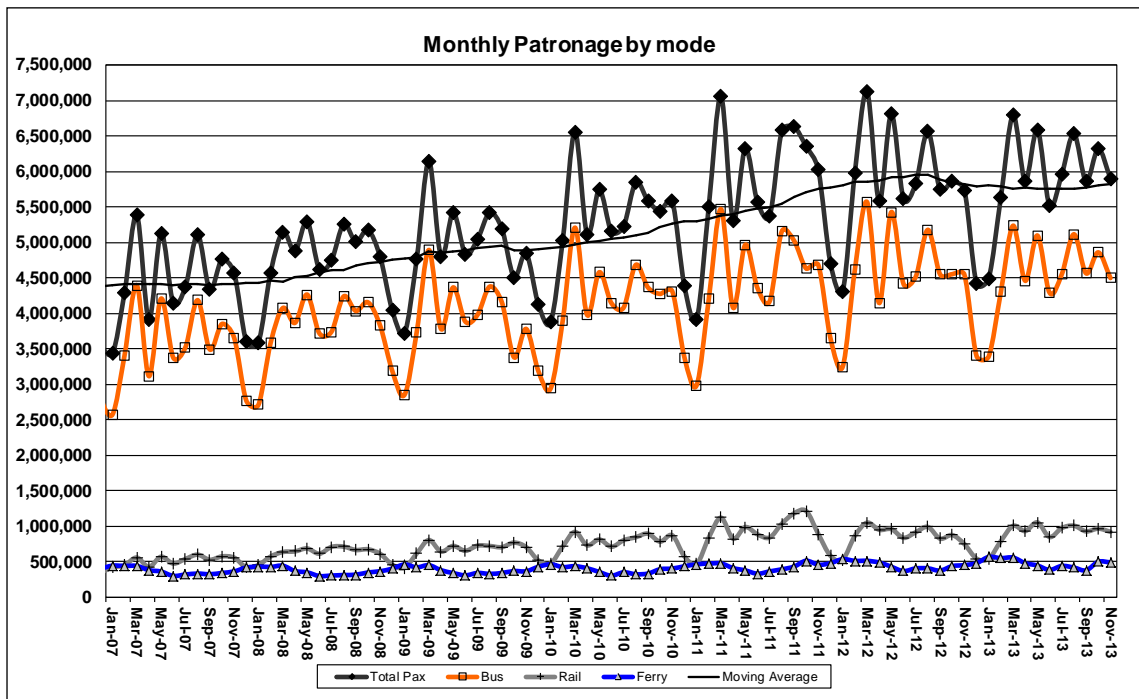


Fig 2. Monthly Patronage by Mode

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 as required.

Patronage improved in Nov-2013 and totalled 12,774,764 passengers for the 12-months to Nov-2013 (Figure 3). Patronage for Nov-2013 was 1,101,483 boardings, an increase of +18.3% (170,075 boardings) on Nov-2012 (Figure 4).

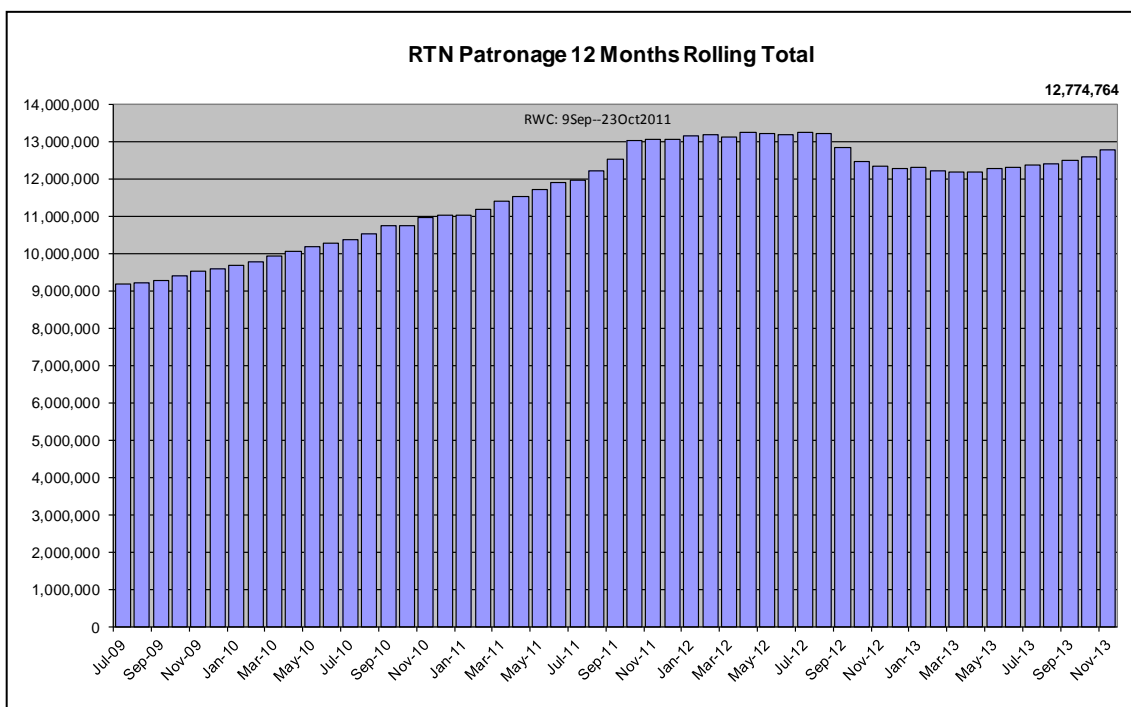


Fig 3. RTN Patronage – 12 Months Rolling Total

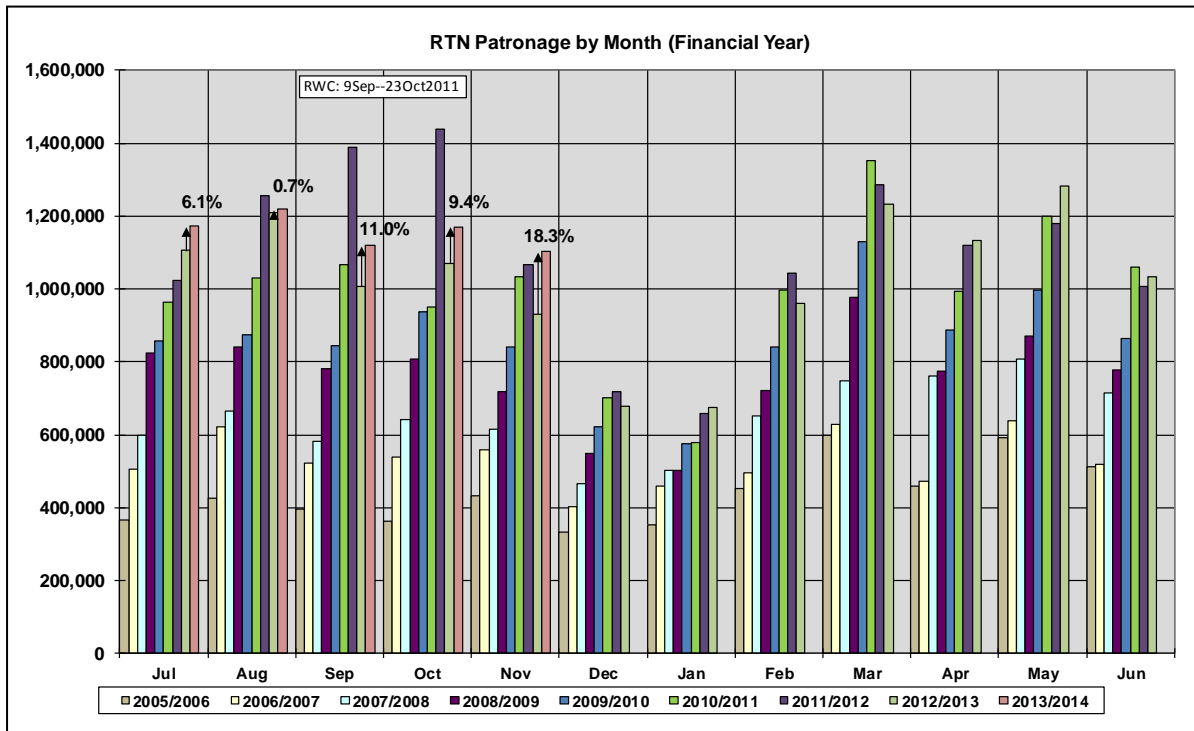


Fig 4. RTN Patronage – Growth by Month 2005/06 to 2013/14

Rail Patronage

Rail patronage improved in Nov-2013 and totalled 10,482,330 passengers for the twelve months to Nov-2013 (Figure 5), an increase of +1.7% on the 12-months to Oct-2013. Patronage for Nov-2013 was 918,708 boardings, an increase of +23.2% (+173,228 boardings) on Nov-2012 (Figure 6), normalised at ~ +9.0%. Figure 7 illustrates estimated average passengers/day.

Rail ticket types sold (Figure 8) illustrates an increase in HOP card usage relative to single paper ticket sales in Nov-2013 compared to Nov-2012. HOP single paper ticket sales at ticket offices and machines on the platforms were introduced during Sep-2012 but this was effectively a substitution for existing single journey paper tickets. HOP cards replacing multi-trip paper tickets towards the end of Oct-2012 and the associated with a change in the method of patronage calculation had a significant adverse impact on the Nov-2012 patronage. In addition, there was one less business day in Nov-2013 accounting for ~ -4.5%. Last year also included special services to Mt Smart Stadium supporting the Coldplay concert adding to Nov-2012 results.

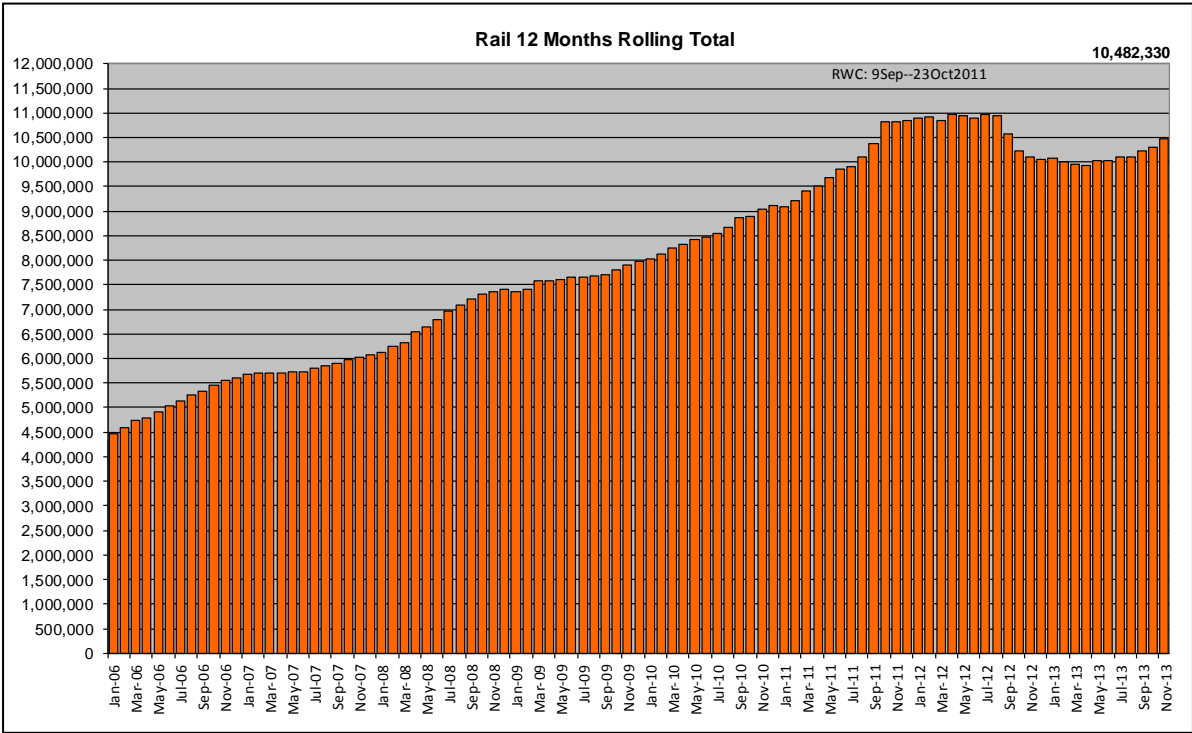


Fig 5. Rail Patronage – 12 Months Rolling Total

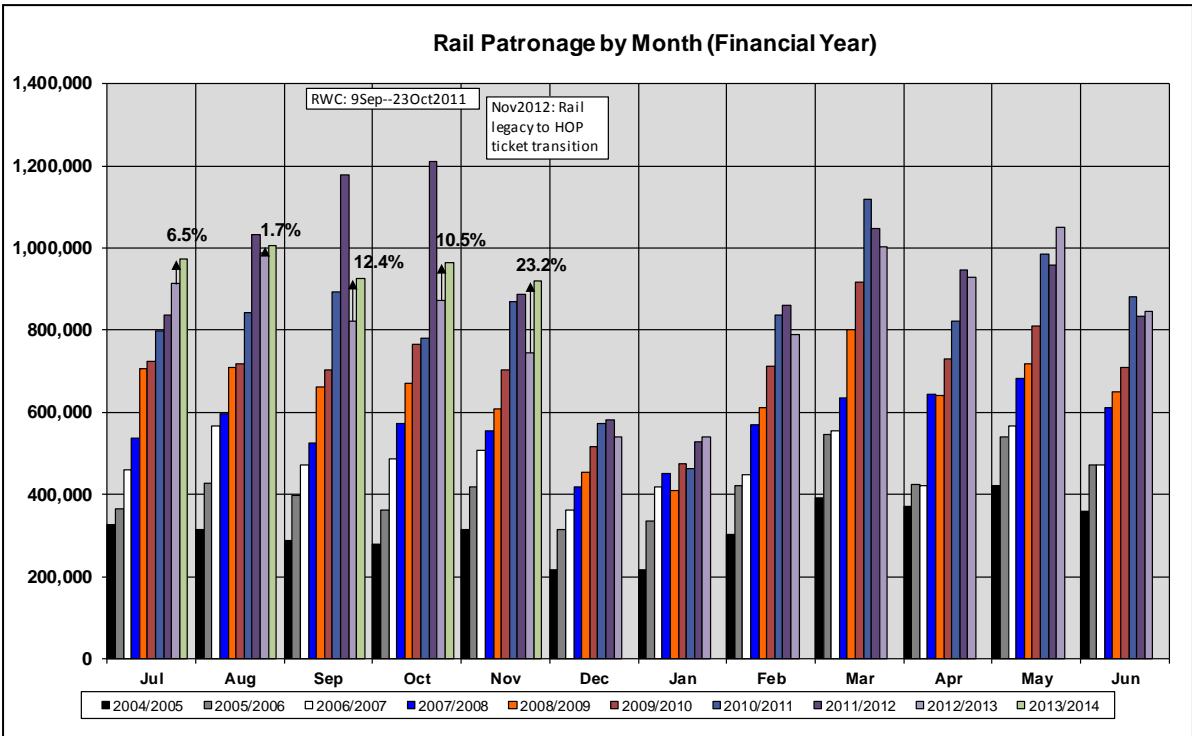


Fig 6. Rail Patronage – Growth by Month 2005/06 to 2013/14

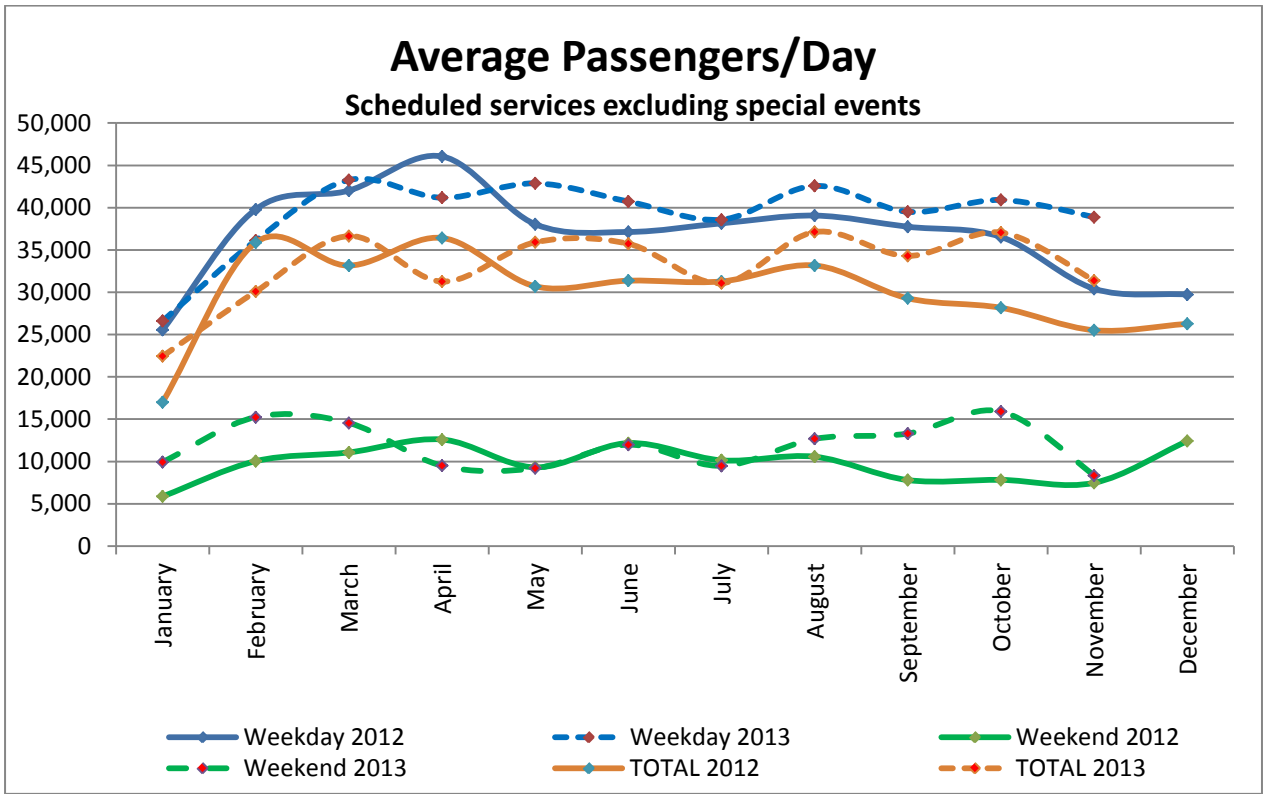


Fig 7. Rail Patronage – Av. Daily Passenger Counts for Scheduled Services 2012 and 2013

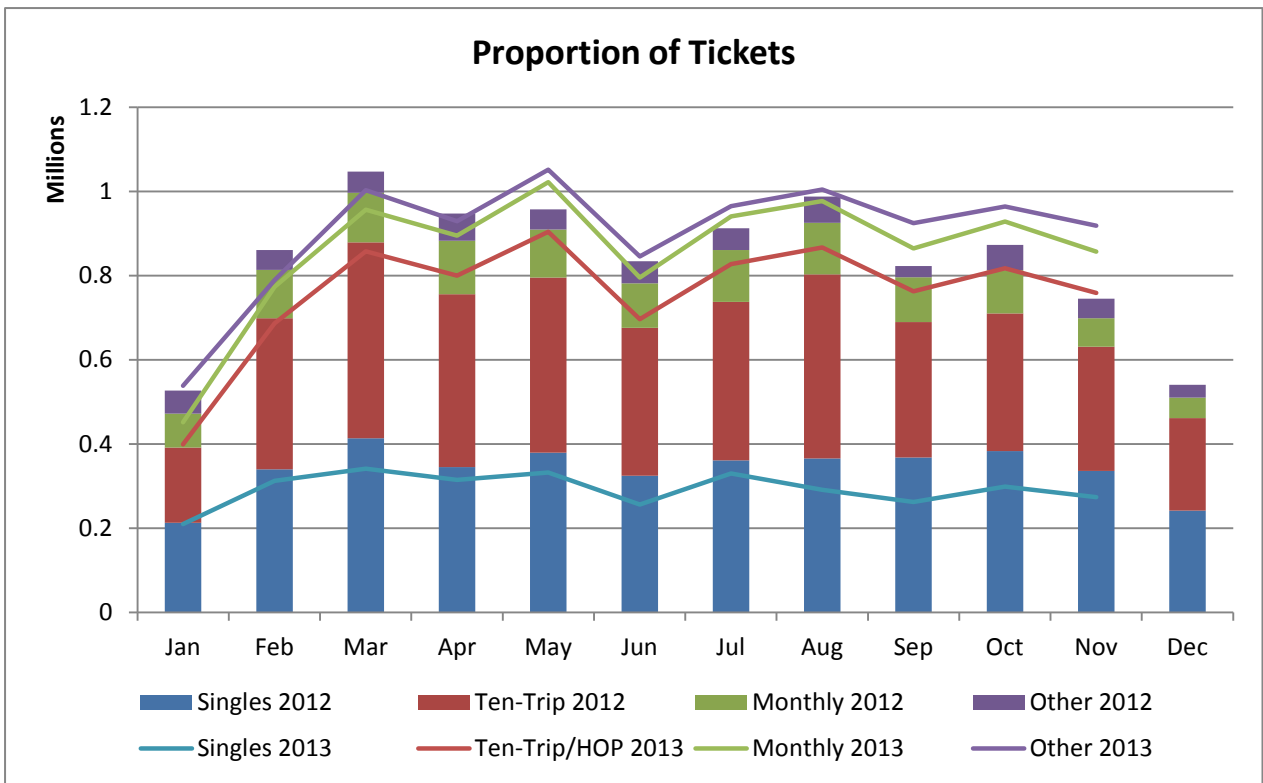


Fig 8. Ticket Sales by Ticket Type – 2013 compared to 2012



Southern & Eastern Rail Lines (including the Onehunga and Manukau Lines)

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,651,268 passengers for the 12-months to Nov-2013. Patronage for Nov-2013 was 580,580 boardings, an increase of +19.8% (+96,047 boardings) on Nov-2012 (Figure 9). Bus replacements for the early rampdown of services south of Otahuhu for electrification works and EMU testing was continued seven nights per week during Nov-2013 affecting the relative patronage growth on the services affected (South, East and Manukau lines). The major incidents that caused temporary line blocks (detailed below) also had a greater impact on this group of services during the month.

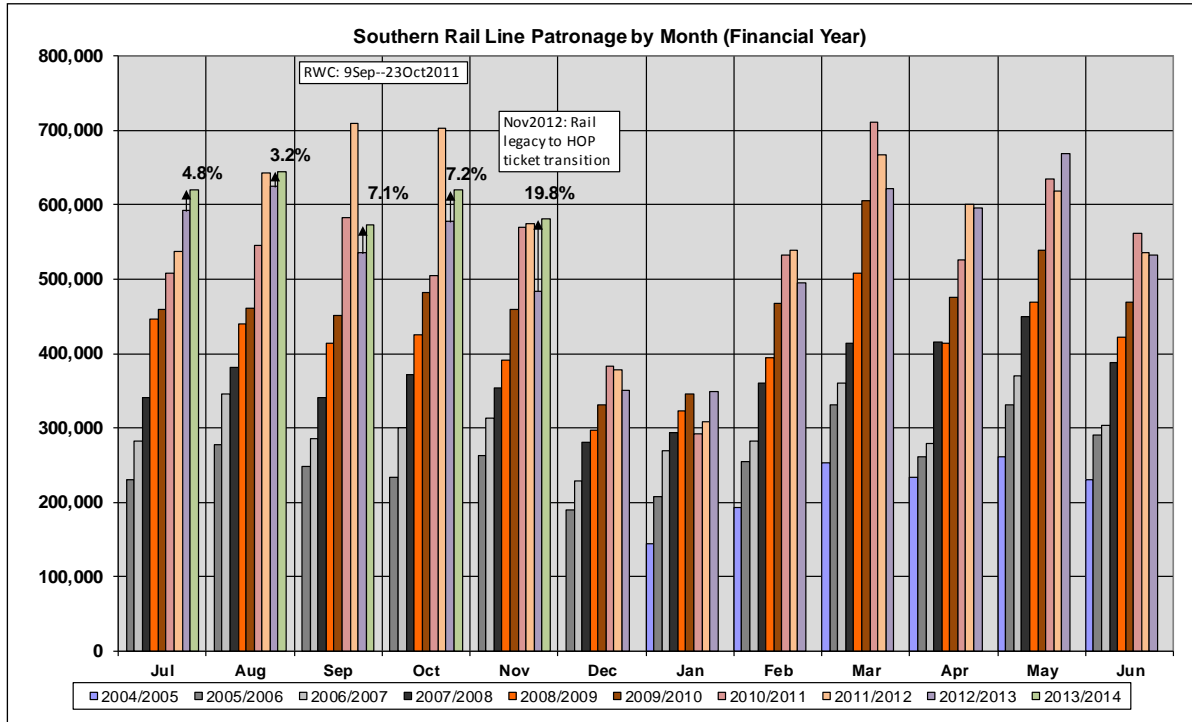


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2013/14

Western Rail Line

Western Line rail patronage totalled 3,831,062 passengers for the 12-months to Nov-2013. Patronage for Nov-2013 was 338,128 boardings, an increase of +29.6% (+77,181 boardings) on Nov-2012 (Figure 10).

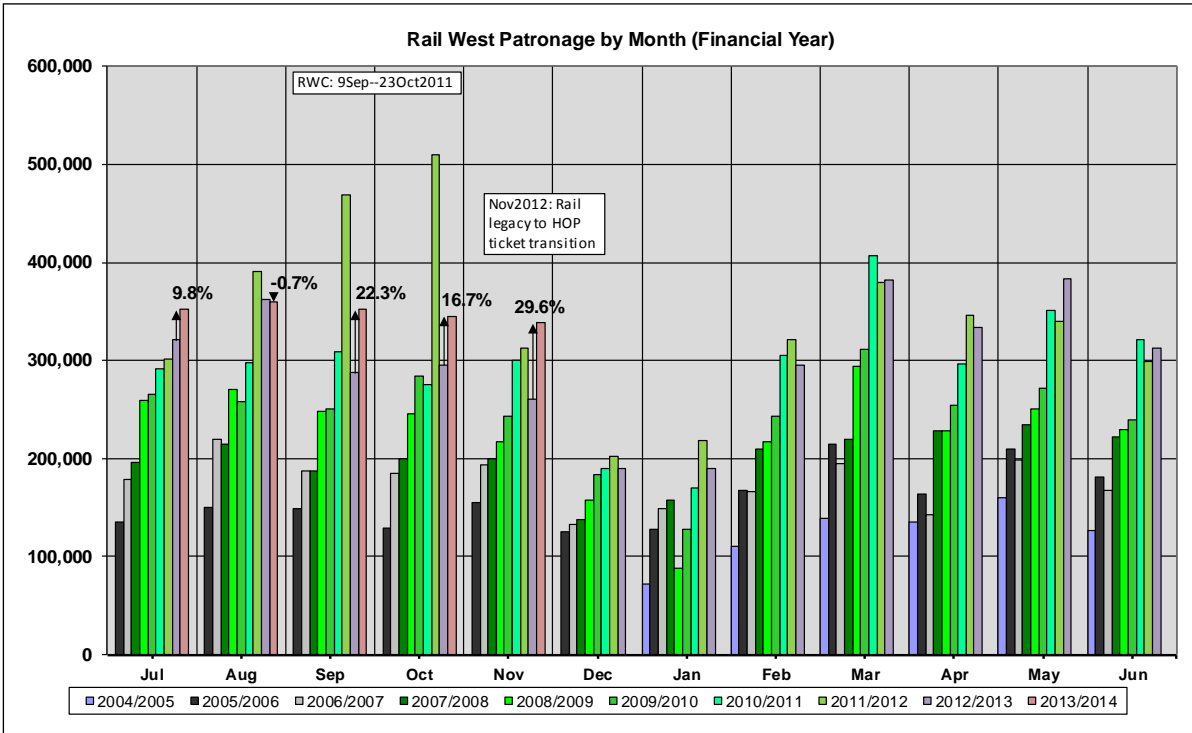


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2013/14

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 2,292,434 passengers for the 12-months to Nov-2013 (Figure 11), a decrease of -0.1% on the 12-months to Oct-2013. Patronage for Nov-2013 was 182,775 boardings, a decrease of -1.7% (-3,153 boardings) on Nov-2012 (Figure 12).

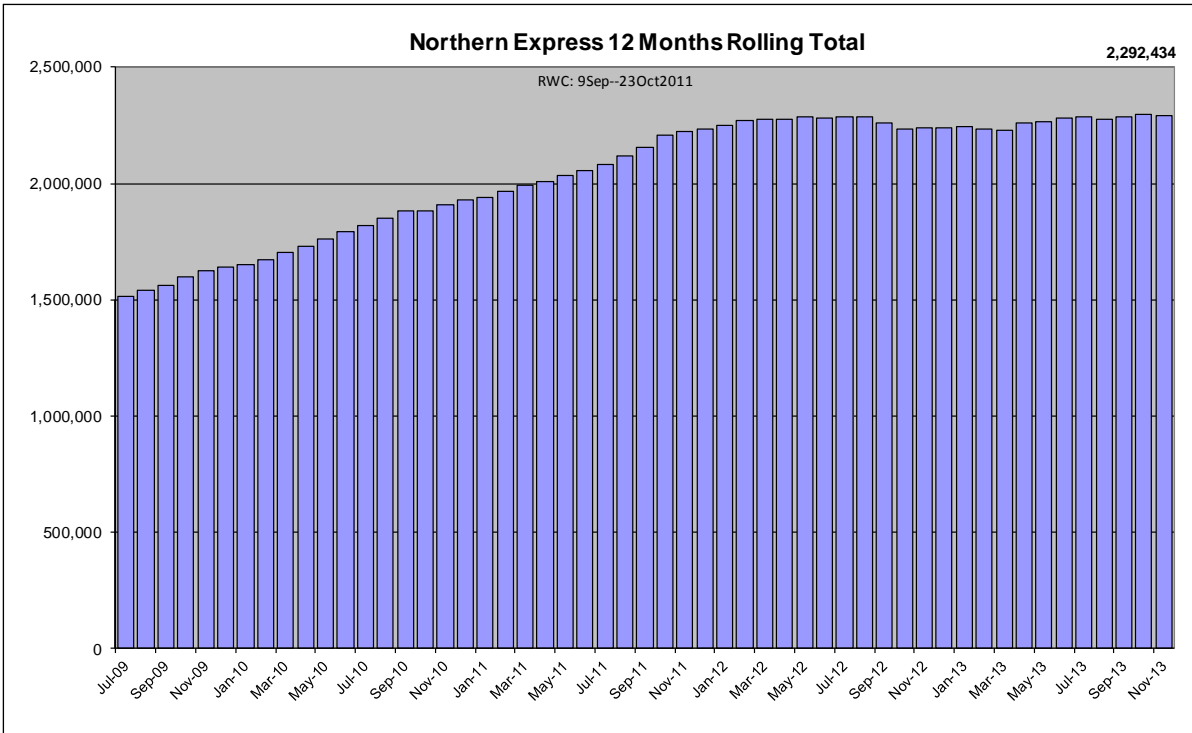


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total



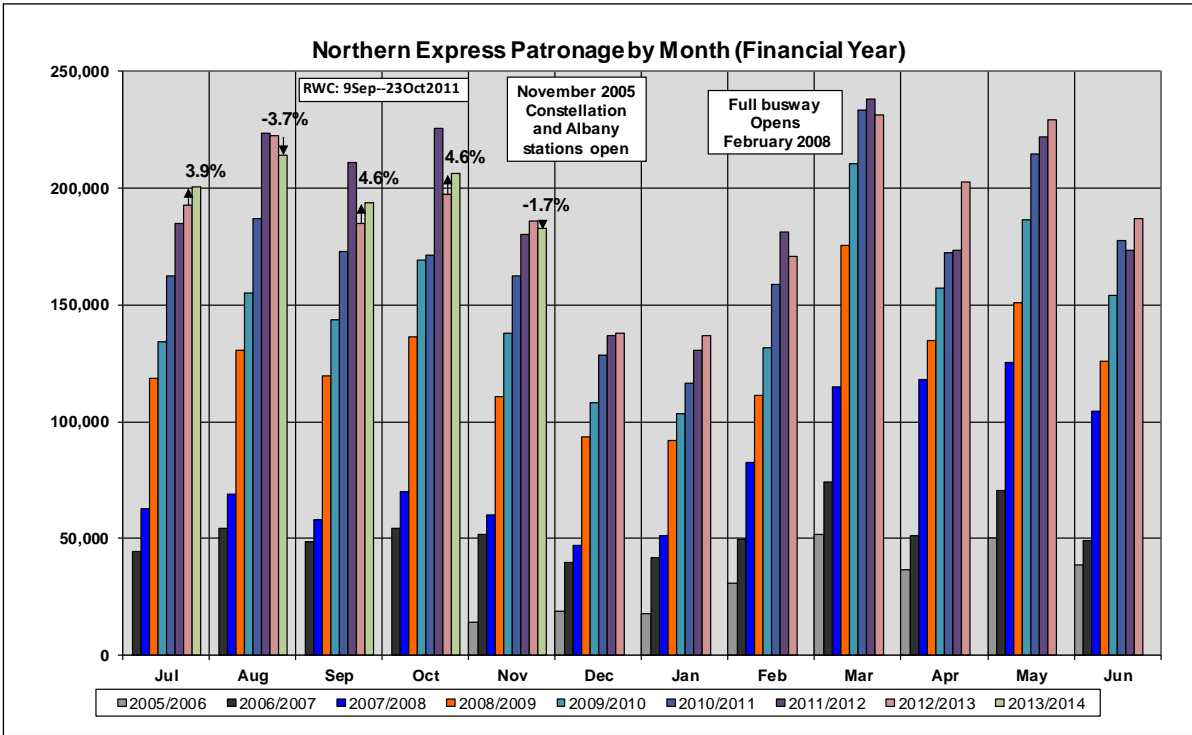


Fig 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2013/14

Bus Patronage (Other Than Northern Express)

Patronage totalled 51,482,310 passengers for the 12-months to Nov-2013 a change of -0.1% compared with the 12-months to Oct-2013. Patronage for Nov-2013 was 4,316,087 boardings, a change of -1.0% (-45,520 boardings) on Nov-2012 (Figure 13). Normalised average weekday patronage is illustrated at Figure 14.

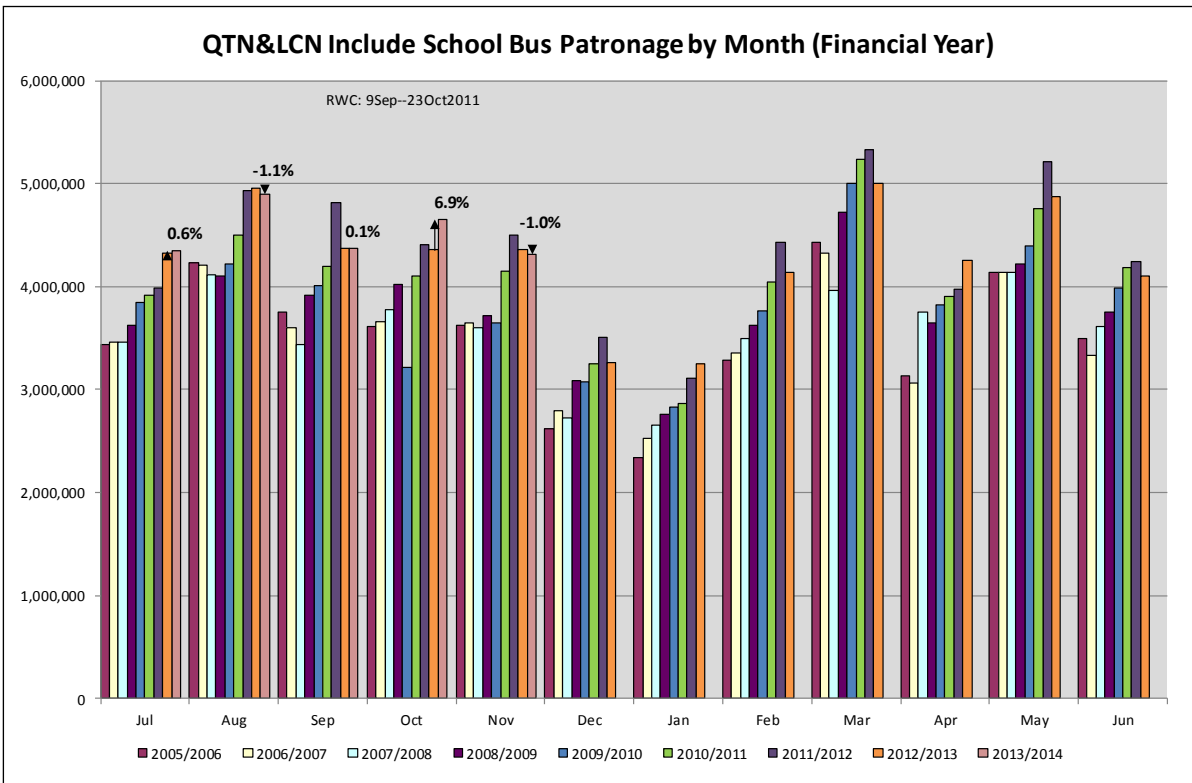


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2013/14

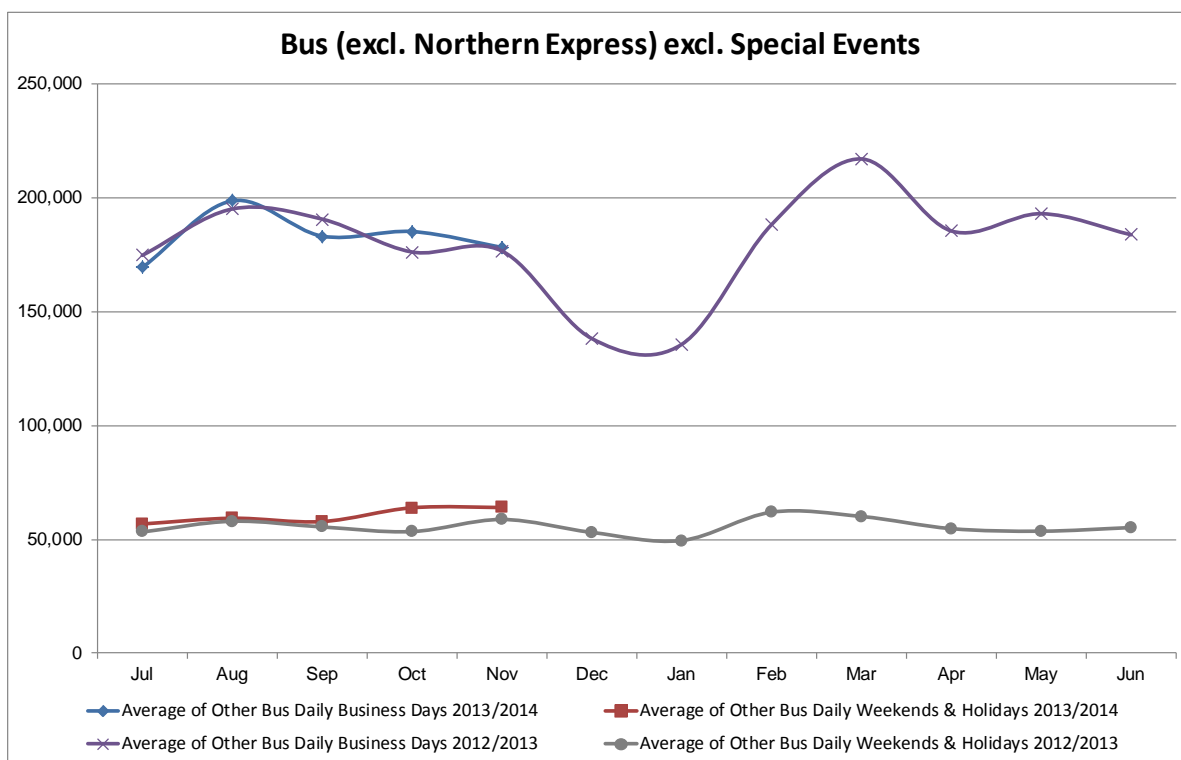


Fig 14. Bus Patronage – Av. Daily Passenger Counts 2012/13 and 2013/14

Bus (Other than Northern Express) Patronage Analysis

Table 2 provides an analysis of bus services (excluding Special Events patronage) by geographical sector.

Table 2. Bus Patronage Analysis by Geographic Sector

	North Sector (excluding Northern Express)						West Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-13	940,213	13,361	1.4%	10,482,605	-268,338	-2.5%	394,289	- 13,319	-3.3%	4,810,921	-149,428	-3.0%
Aug-13	1,040,633	- 11,089	-1.1%	10,471,515	-263,334	-2.5%	451,284	- 1,429	-0.3%	4,809,492	-118,783	-2.4%
Sep-13	922,745	21,005	2.3%	10,492,520	-153,133	-1.4%	403,817	- 21,189	-5.0%	4,788,303	-119,752	-2.4%
Oct-13	984,747	94,335	10.6%	10,586,856	-87,029	-0.8%	415,883	- 474	-0.1%	4,787,829	-140,443	-2.8%
Nov-13	880,580	- 2,323	-0.3%	10,584,533	-67,619	-0.6%	390,891	- 29,090	-6.9%	4,758,740	-167,874	-3.4%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-13	871,963	14,825	1.7%	10,628,692	-121,317	-1.1%	2,143,702	12,997	0.6%	25,356,977	-974,970	-3.7%
Aug-13	1,035,074	- 23,863	-2.3%	10,604,829	-148,368	-1.4%	2,375,272	- 18,337	-0.8%	25,338,640	-1,061,392	-4.0%
Sep-13	910,325	- 27,319	-2.9%	10,577,510	-122,904	-1.1%	2,134,459	32,265	1.5%	25,370,905	-740,675	-2.8%
Oct-13	937,109	38,948	4.3%	10,616,458	-102,882	-1.0%	2,317,000	165,781	7.7%	25,536,687	-456,421	-1.8%
Nov-13	891,469	- 9,431	-1.0%	10,607,027	-113,087	-1.1%	2,153,147	- 4,676	-0.2%	25,532,010	-343,559	-1.3%

Ferry Patronage

Ferry patronage totalled 5,655,913 passengers for the 12-months to Nov-2013 an increase of +0.7% on the 12 months to Oct-2013. Patronage for Nov-2013 was 487,542 boardings, an increase of +8.6% (38,774 boardings) on Nov-2012 (Figure 15).

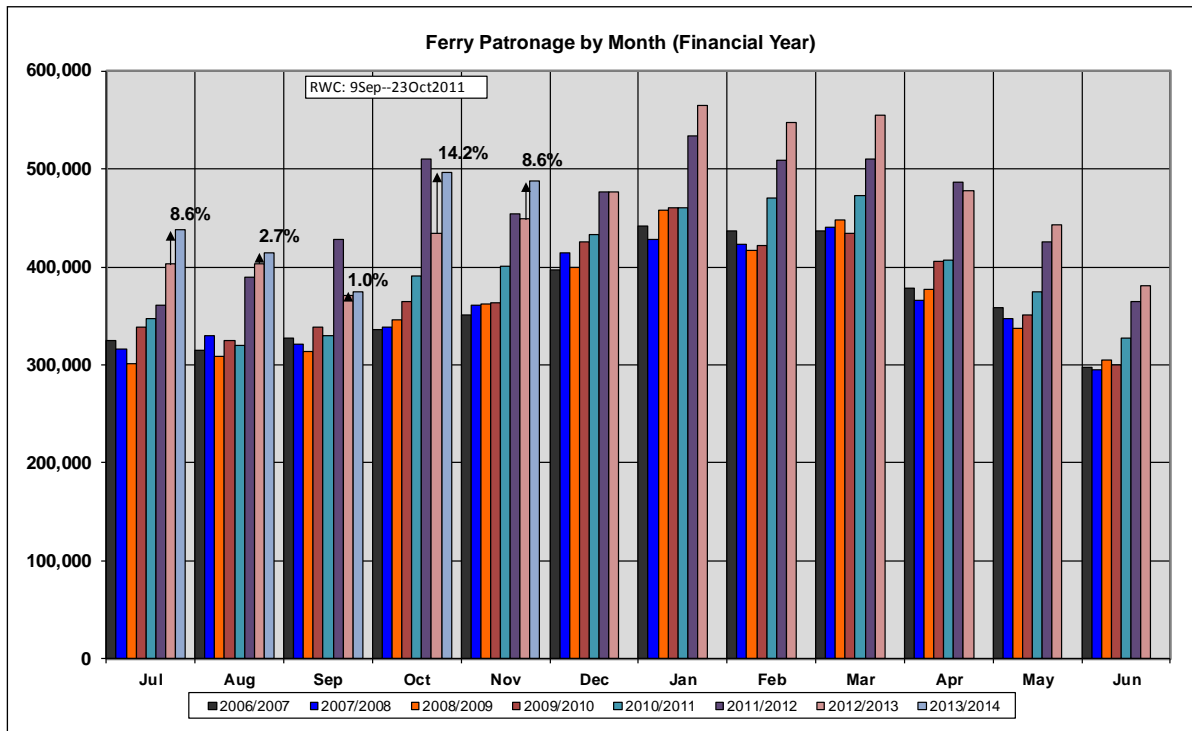


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2013/14

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance

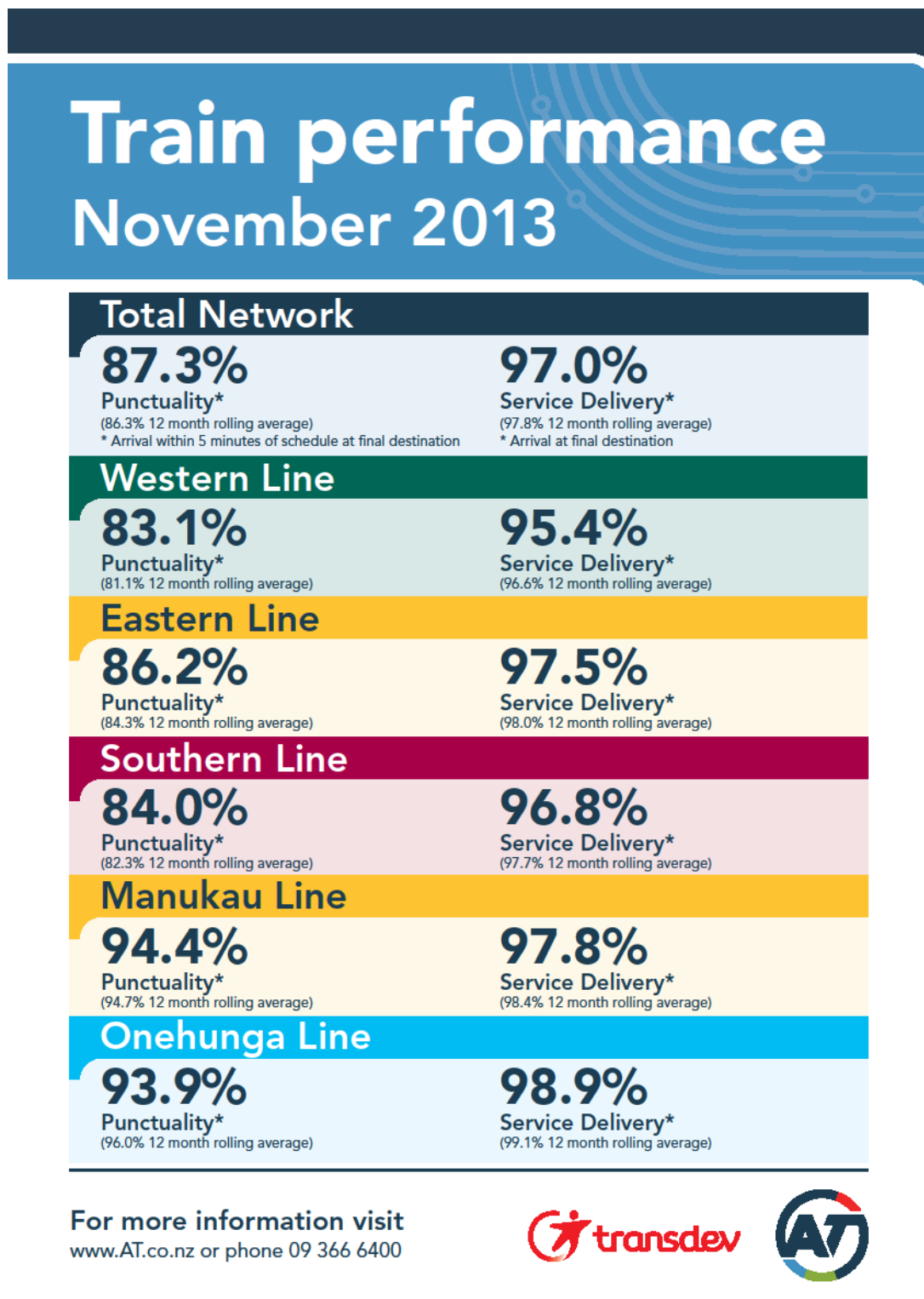


Fig 16. Rail Published Performance Results for November 2013

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 Nov-2013 service delivery was 97.0%. Punctuality for Nov-2013 was 87.3% compared to the 12-month average of 86.5%, 85.5% in Oct-2013 and 84.1% in Nov-2012. Punctuality trends comparing 2012 and 2013 are presented at Figure 17.

Table 3 details the performance statistics by service group.

Table 3: Train Performance Statistics – November 2013

	West	East	South	Manukau	Onehunga	Total
Services Planned	2,525	1,952	1,987	1,355	1,333	9,152
Services Cancelled	117	49	64	30	14	274
Services Delayed > 5 min	408	262	307	74	80	1,131

There was an improvement in on-time performance recorded in November compared to recent months. Several significant incidents affected service delivery in the month involving the fleet performance, including a fatality at Takanini causing a block of line south of Homai for three hours.

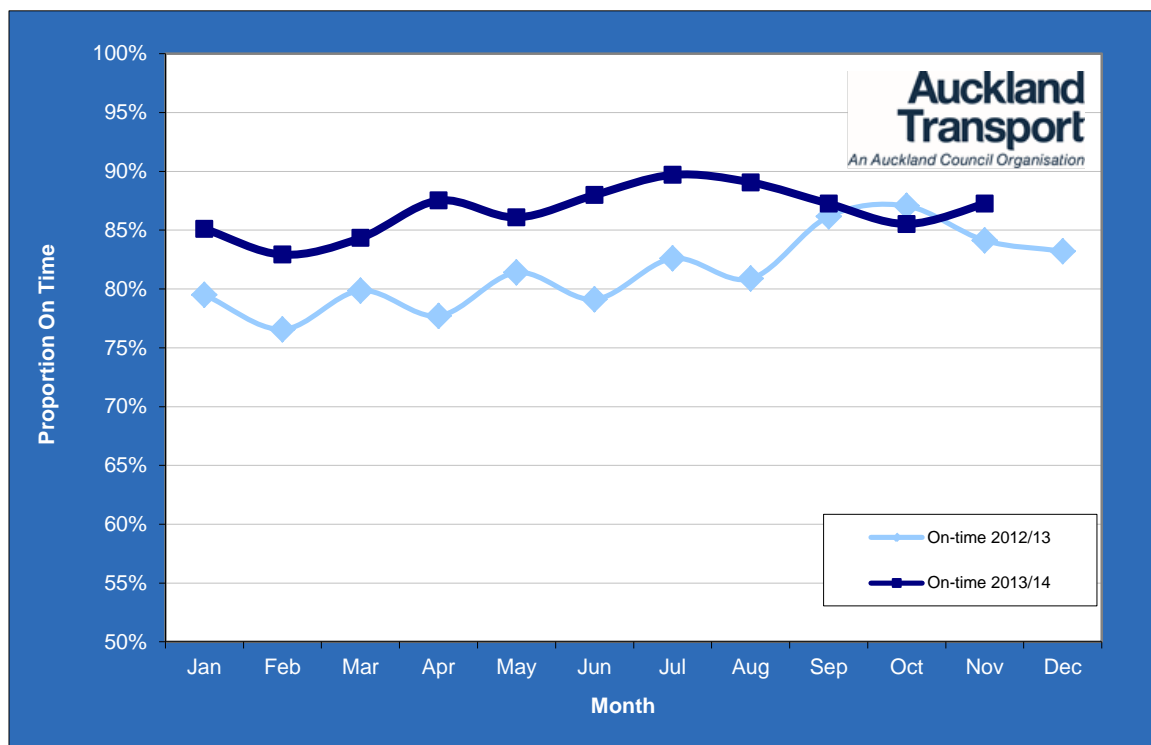


Fig 17. Rail Punctuality Trends for 2012 and 2013

The following major incidents impacted on service delivery during November:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on five days during November.
- *Train faults (KiwiRail)* – Metro train faults had a significant effect on delivery during five days in November. This included increased delays caused by an off track incident.
- *Operational (Transdev)* – There were significant operational incidents impacting two days during November.
- *Other* – There were two days when services were temporarily suspended on the South and Eastern line, the first as a result of a fatality at Takanini and the second as a result of an off track incident combining with a metro train fault (as mentioned previously).

Train Delay Impacts

Train delay minutes continued the long term declining trend reflecting the overall performance trends. The average delay per service operated continued to trend downwards as illustrated in Figure 18. The total delay minutes were 8.8% lower than the level for the same month last year. For the month a total of 12,890 delay minutes were recorded as a result of all causes. Figure 18 also shows the slight increase in the trend of train services operated over time and the decreasing average delay minutes per train service.

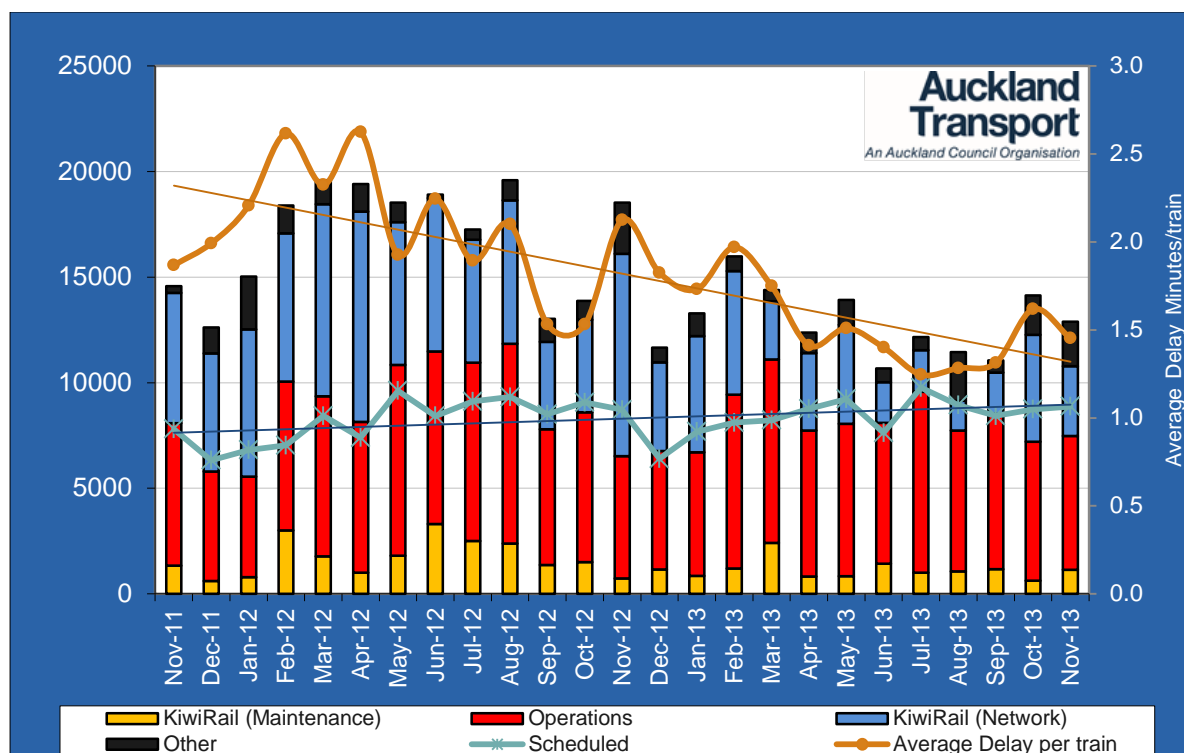


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	452	13.7%
Signal/points failure	1148	34.7%
Speed restrictions	1708	51.6%
Track protection measures*	3	0.1%
Total	3311	

* 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 16 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 Nov-2013, 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 87.3%.

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 88.2% on-time performance for Nov-2013.

Table 4. Rail Punctuality Weighted by Passenger Volume

	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Total Network Actual Service Delays	83.2%	85.1%	82.9%	84.3%	87.5%	86.1%	88.0%	89.7%	89.1%	87.3%	85.5%	89.3%
Weighted by Passenger Volume by Line	81.5%	82.9%	80.4%	81.8%	85.9%	84.4%	86.6%	88.6%	87.8%	85.9%	83.7%	88.2%

Rail Capacity

There was one service reported to have exceeded AT's planned seating to standing ratio on average during November with a further two services reported at the ratio.

Bus Service Performance

For November 2013, 99.90% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for November 2013 was 98.12%, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time and reach their destination. Service punctuality and reliability are self-reported for contracted services by the bus operators utilising bus drivers logs. AT reporting of bus service performance without reliance on operator self-reporting is under development.

Table 5. Contracted Bus Service Reliability and Punctuality- November 2013

	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,117	100%	99.27%
H & E	18,125	100%	99.36%
NZ Bus	118	99.84%	97.62%
Ritchies	29,386	99.98%	99.33%
Tranzit	2,169	100%	94.72%
Urban Express	5,265	100%	95.33%
Total	190,461	99.90%	98.12%

Ferry Service Performance

For November 2013, 99.95% of contracted ferry service trips were operated (reliability measure). Service punctuality for November 2013 was 99.95% of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time. Service punctuality and reliability is self-reported by the ferry operators utilising ferry skipper logs for contracted services.

Table 6. Contracted Ferry Service Reliability and Punctuality- November 2013

	Scheduled Trips	Reliability	Punctuality
Bayswater	1,014	100%	99.90%
Half Moon Bay	580	100%	99.83%
Birkenhead	1,080	99.8%	100%
Gulf Harbour	144	100%	100%
West Harbour	567	100%	100%
Rakino	18	100%	100%
Pine Harbour	630	100%	100%
Hobsonville	231	100%	100%
Total	4,264	99.95%	99.95%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

129 events took place in November with approximately 25 that had an adverse impact on public transport either with road closures and/or route diversions or additional special event services. The following identifies where Special Event services were provided. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

Sky City Breakers vs. Adelaide, Vector Arena: Friday 15th November 2013

For the 2013/2014 Sky City Breakers Season at Vector Arena, travel is included in the ticket price for these events. Patrons can travel on all regular timetabled and special event rail services as well as regular timetabled Northern Express Services. A special event service from Vector Arena (Quay Street) leaves directly after the event via all Northern Busway Stations. Attendance at the event was 5024.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	256	5.10	263	5.23	5.17%
BUS	247	4.92	347	6.91	5.92%
FERRY	-	-	-	-	-
TOTAL	503	10.01	610	12.14	11.08%

Farmers Santa Parade, Auckland CBD: Sunday 24th November 2013

For this event normal bus services applied with additional bankers put on by bus companies to provide for any additional capacity concerns. Additional rail services were provided free of charge across the day. Patronage counts for the santa parade were 6550 inbound and 6888 outbound.

5. REGISTERED SERVICE NOTIFICATIONS UNDER THE LAND TRANSPORT MANAGEMENT ACT 2003

Under the Land Transport Management Act 2003, the following applications for registered exempt public transport services have been approved during November 2013:

- Sealink Travel Group NZ Ltd.: Notification to vary the standard timetable for the Half Moon Bay to Kennedy Point ferry service to operate a summer timetable between 5 December 2013 to 30 April 2014. Approved 07-Nov-13.
- Fullers Group Ltd.: Notification to register extra services to the normal Sunday schedule for the Santa Parade event for the Auckland to Half Moon Bay ferry services. Approved 07-Nov-13.
- Fullers Group Ltd.: Notification to register extra services to the normal Sunday schedule for the Santa Parade event for the Auckland to Birkenhead and Northcote Point ferry services. Approved 07-Nov-13.
- Fullers Group Ltd.: Notification to register extra services to the normal Sunday schedule for the Santa Parade event for the Auckland to Bayswater ferry services. Approved 07-Nov-13.
- Howick & Eastern Buses Ltd.: Notification to register special event services for the Christmas in the Park event on 14 December 2013. Approved 22-Nov-13.
- Ritchies Transport Holdings Ltd.: Notification to register special event services for the Christmas in the Park event on 14 December 2013. Approved 22-Nov-13.
- Fullers Group Ltd.: Notification to vary the Rangitoto Island ferry fares. Approved 20-Nov-13.
- Fullers Group Ltd.: Notification to operate a New Years timetable on 31st December 2013 and 1st January 2014 only for Waiheke ferry services. Approved 20-Nov-13.
- Fullers Group Ltd.: Notification to vary Routes 1, 2 and 3 on 31 December 13 and 1 January 2014 only for Waiheke Bus services. Approved 20-Nov-13.
- Fullers Group Ltd.: Notification to increase fares from 1 November 2013 for Waiheke ferry services. Approved 20-Nov-13.
- Fullers Group Ltd.: To vary the standard registered timetable during the Christmas period from 21 December 2013 to 6th January 2014 for the Stanley Bay ferry service and to operate no services on Auckland Anniversary (27th Jan 14) and Waitangi Day (6th Feb 14). Approved 20-Nov-13.
- Fullers Group Ltd.: Notification to vary the standard registered timetable for the Gulf Harbour to Downtown ferry service to operate a varied timetable during the Christmas/New Years period from 21 December 2013 to 6th January 2014. Approved 20-Nov-13.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects in Planning

- South Auckland - comprehensive review of bus stop and shelter infrastructure is underway to identify where additions / modifications or upgrades to facilities are required to support the South Auckland elements of New Network.
- Early planning investigations underway into other bus-train, bus-ferry and bus-bus connection points to guide infrastructure upgrades to support wider elements of the New Network across the city.
- Birkenhead Transport services - developing new timetables to improve headway, frequency and capacity; potential implementation date early 2014.
- Northern Express – possible extension to Silverdale, and associated changes to local Hibiscus Coast services via the Silverdale park and ride; potential implementation early 2014.
- Auckland Museum – request for bus service – developing options for a Museum service from Newmarket or redirecting the Remuera services via the Museum between 9am and 3pm.
- Waiheke bus timetables - reviewing options to improve the timetables and improve connections with the Ferry.
- Glen Eden, Glendene, Ranui and Sturges Rd timetables will also be updated in mid June 2014, in conjunction with the Green Bay / Titirangi service review implementation.
- West Auckland New Network– planning for consultation mid 2014.
- Service operations through the new Panmure Interchange, which opens on the 19th of January 2014.
- Assisting with the implementation of the service changes for the 9th of February 2014 for North Shore, Central suburbs and South Auckland.

Projects Implemented

- Installation of Bus priority lane SH16 – at Great North Road/Waterview motorway on-ramp and approach roads has reduced bus delays.
- Green Bay and Titirangi local bus services consultation – Submissions have closed. Implementation June-2014.
- During November NZ Bus Metrolink bus services launched AT HOP card.
- By end of November, three new electric trains - Electric Multiple Units (EMUs) arrived in Auckland with the first nearing end of commissioning / acceptance testing.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- “New Movers” programme continues. Delivery to 1087 homes in November.
- Petrol Pricing campaign, encouraging the public to consider the savings they could make by using public transport.
- A targeted acquisition campaign, targeting homes within close proximity to Northern Busway stations generating trial of the Northern Express service by non-users.
- Continuation of the Roy Lichenstein inspired pop art campaign to increase use of bus services in the ‘Central Corridor’, Mt Eden / Sandringham / Dominion Road / Great North / New North Road.
- On-bus retention campaign launched with messages reaffirming customers’ decision to use public transport.
- West Harbour/Hobsonville ferry patronage campaign continued with the objective of increasing patronage through a free ticket to trial the service.
- Rail “on-time performance” on-platform posters. To assist in the rapid boarding of trains, a campaign is in place to minimise dwell times and assist in the improvement to overall network performance.
- Airporter 380 campaign continues with bus stop advertising along the route.
- A series of targeted local acquisition campaigns is in development to drive trial of bus services in Beach Haven, Northcote / Hillcrest, Massey, Hillsborough / Mt Roskill, Manukau Rd, Te Atatu Peninsula.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

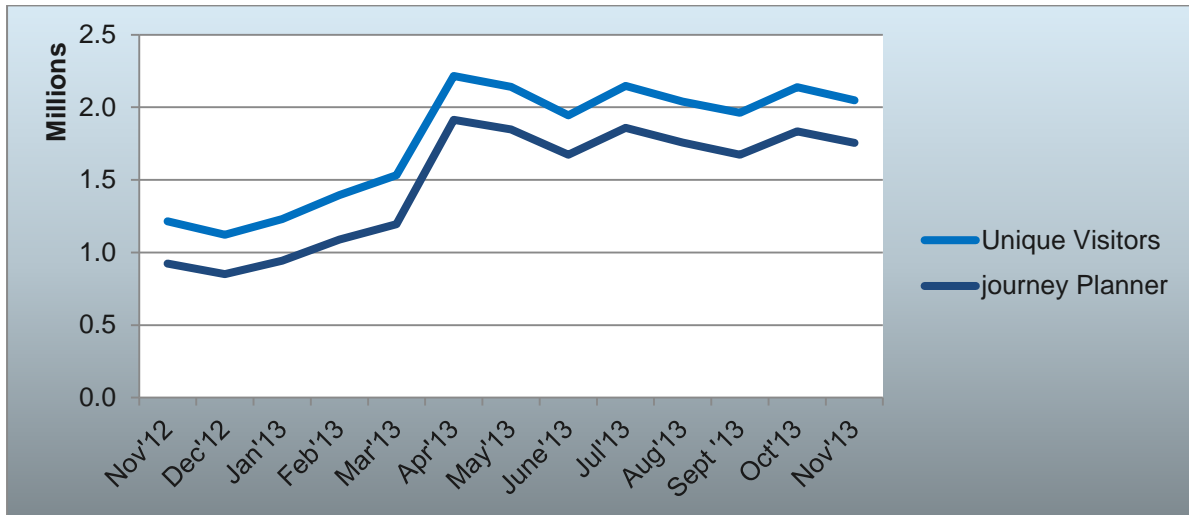
8.1 Walk-In-Centres

The combined customer visits to the Customer Service Centres at Britomart, AUT, Newmarket, New Lynn, Papakura, Smales Farm and Constellation for Nov-2013 were 62,923 a 116% increase compared to Nov-2012.

8.2 AT Public Transport Call Centre

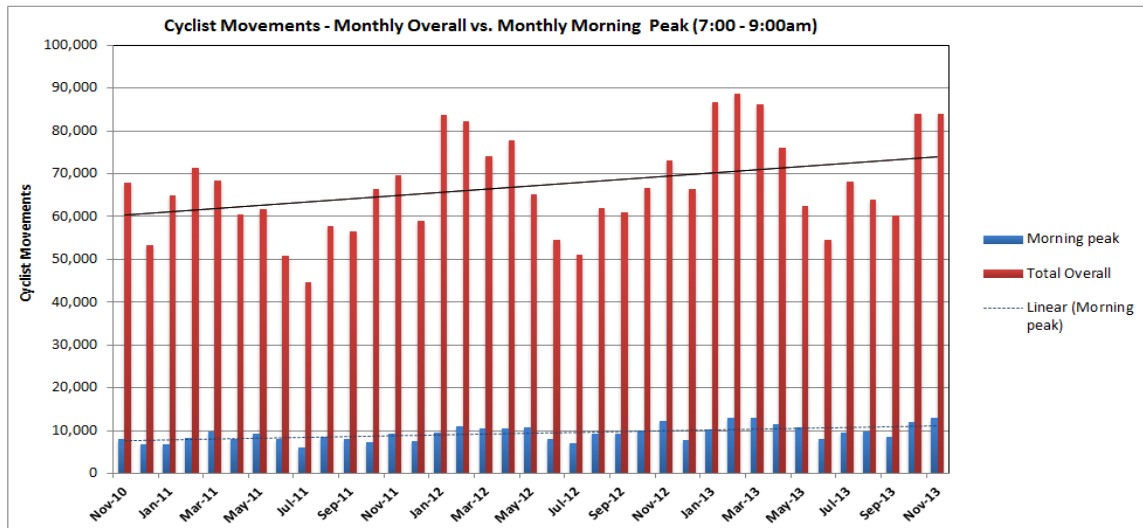
For Nov-2013, call volume was 35,509 (-6.64% compared to Nov-2012). 80.0% of calls were answered within the service standard of 20 seconds. For HOP ticketing there were 12,893 calls during the month and were answered in 75.0% grade of service standard of 20 seconds.

8.3 www.AT.co.nz Visitors by month



9. MONTHLY CYCLE MONITORING REPORT (November 2013)

- There has been an increase of 14.7% in cyclist movements in November 2013 when compared to November 2012.
- The morning peak movement's increased by 4.8% when compared to November last year.
- A total of 881,697 cycle trips were recorded for the year December 2012 to November 2013, this is an increase of 8.78% on the previous year.



Note: Automatic monitoring data from nine sites: Upper Harbour Drive, Great South Road, Highbrook, Lake Road, North-Western cycleway Kingsland and Te Atatu, Orewa Cycleway, Tamaki Drive (E/bound), Twin Streams path.

Monthly Comparisons of Cycle Movements

	Total Movements				Increase		
	2010	2011	2012	2013	2010 -11	2011-12	2012-13
January		64,836	83,629	86,768		29.0%	3.8%
February		71,287	82,290	88,760		15.4%	7.9%
March		68,513	74,124	86,233		8.2%	16.3%
April		60,534	77,862	76,310		28.6%	-2.2%
May		61,675	65,137	62,564		5.6%	-4.0%
June		50,742	54,632	54,498		7.7%	-0.3%
July		44,614	51,175	68,232		14.7%	33%
August		57,713	61,945	63,886		7.3%	3.1%
September		56,549	60,960	60,320		7.8%	-1.0%
October		66,497	66,634	83,948		0.2%	26.0%
November	67,852	69,651	73,227	83,986	2.7%	5.1%	14.7%
December	53,412	58,907	66,372		10.3%	12.7%	

	Morning Peak Movements				Increase		
	2010	2011	2012	2013	2010 -11	2011-12	2012-13
January		6,905	9,491	10,345		37.5%	9.0%
February		8,385	10,894	12,913		29.9%	18.5%
March		9,662	10,526	13,066		8.9%	24.1%
April		8,040	10,444	11,440		29.9%	9.5%
May		9,315	10,856	10,756		16.5%	-0.9%
June		7,998	8,037	8,062		0.5%	0.3%
July		6,100	6,977	9,465		14.4%	35.7%
August		8,557	9,319	9,776		8.9%	4.9%
September		8,005	9,211	8,440		15.1%	-8.4%
October		7,185	9,884	12,070		37.6%	22.1%
November	7,962	9,272	12,343	12,938	16.5%	33.1%	4.8%
December	6,904	7,461	7,885		8.1%	5.7%	