

# Statistics Report

January 2014



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# PUBLIC TRANSPORT

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## 1. HIGHLIGHTS

### Patronage

Auckland public transport patronage totalled 70,391,404 passengers for the 12-months to Jan-2014, an increase of +0.2% on the 12-months to Dec-2013. January monthly patronage was 4,653,153, an increase of 157,453 boardings or +3.5% on Jan-2013, normalised to ~ +3.3% accounting for one additional weekday and two less weekend days for rail in Jan-2014 compared to Jan-2013 (due to track closures). No normalisation required due to equivalent business days for bus and ferry.

Rail patronage totalled 10,661,048 passengers for the 12-months to Jan-2014, an increase of +0.5% on the 12-months to Dec-2013. Patronage for Jan-2014 was 588,574, an increase of 50,087 boardings or +9.3% on Jan-2013, normalised to ~ +7.6% accounting for one less rail operational day in Jan-2014 compared to Jan-2013.

The Northern Express bus service carried 2,313,967 passenger trips for the 12-months to Jan-2014, an increase of +0.4% on the 12 months to Dec-2013. Northern Express bus service patronage for Jan-2014 was 146,740, an increase of 9,636 boardings or +7.0% on Jan-2013.

Other bus services carried 51,784,795 passenger trips for the 12-months to Jan-2014, an increase of +0.3% on the 12-months to Dec-2013. Other bus services patronage for Jan-2014 was 3,410,157, an increase of 154,385 boardings or +4.7% on Jan-2013.

Ferry services carried 5,631,594 passenger trips for the 12-months to Jan-2014, a decrease of -1.0% on the 12 months to Dec-2013. Ferry services patronage for Jan-2014 was 507,682, a decrease of -56,655 boardings or -10.0% on Jan-2013.

### Service Performance

For rail, service punctuality in Jan-2014 was 91.7%, a record in recent years and compares to the average for the 12-months to Jan-2014 of 87.1%. Service delivery was 97.7%, same as the average for the 12-months to Jan-2014.

### Initiatives

- Preparations to complete AT HOP smart card ticket roll-out in March 2014, with more than 90% complete to end of Jan 2014.
- Final design for Pukekohe rail and bus interchange, including Park and Ride facilities complete.
- Preparations for 9th February bus timetable changes to reflect actual run times on North Shore, Central suburbs and South Auckland.
- Completion of analysis and recommendations from Green Bay / Titirangi public consultation on new service design.
- West Auckland, Franklin (Pukekohe) and Hibiscus Coast service designs are underway for consultations on the New Network planned for second half of 2014.
- Marketing of bus services on the Northern Express, central Isthmus corridors and eastern suburbs was undertaken in January.

## 2. PUBLIC TRANSPORT PATRONAGE

### Network Wide Summary

Normalising factors used on actual patronage counts in this report for Jan-2014 include:

- No normalisation required due to equivalent business days for bus and ferry. There was one less operational day for rail in Jan-2014 compared to Jan-2013 (~ +0.2% impact network wide).
- There were no unique major special events affecting rail passenger numbers in Jan-2014.
- There was a full week rail network closure from 1 January to 5 January and a full weekend rail network closure over anniversary weekend (25 January to 27 January).
- There were additional partial network closures as follows: one week between Newmarket and Britomart between 6 January and 12 January; and full closure on the Eastern Line between 6 January and 9 January.

Auckland public transport patronage totalled 70,391,404 passengers for the 12-months to Jan-2013, an increase of +0.2% on the 12 months to Dec-2013 as illustrated at Figure 1. Patronage for Jan-2014 was 4,653,153 boardings, an increase of +3.5% (+157,453 boardings) on Jan-2013, normalised to ~ +3.3%.

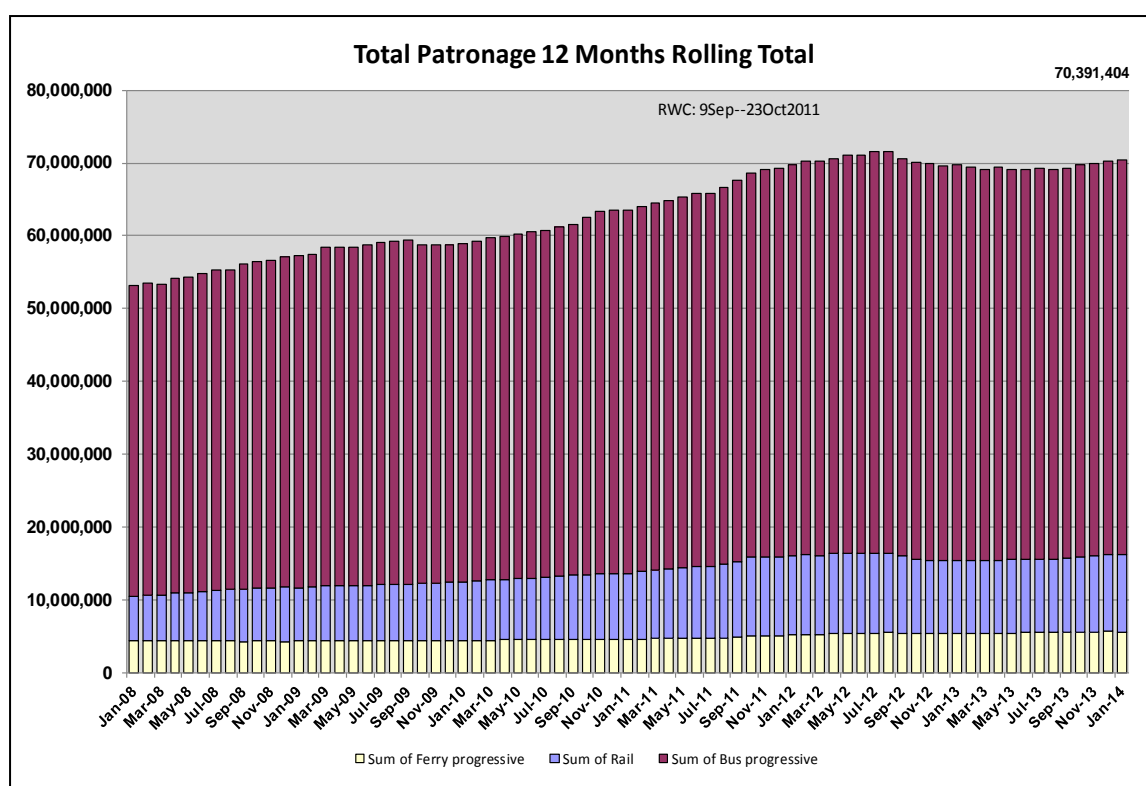


Figure 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Jul-2013 to Jan-2014) is provided at Table 1.

For the financial year-to-date, seven months from Jul 2013, patronage has increased by +3.4% (1,316,464 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

	Jan-14									
	Month			12 Months				YTD (from July)		
	Patronage	Change Prev Year	% Change	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev FY	% Change Prev FY
<b>1. Rapid Transit Network sub-total:</b>	735,314	59,723	8.8%	12,975,015	0.5%	660,911	5.4%	7,336,387	657,624	9.8%
Northern Express Bus	146,740	9,636	7.0%	2,313,967	0.4%	67,933	3.0%	1,293,633	35,382	2.8%
<b>Rail sub-total:</b>	588,574	50,087	9.3%	10,661,048	0.5%	592,978	5.9%	6,042,754	622,242	11.5%
- Western Line	228,356	38,892	20.5%	3,925,984	1.0%	332,503	9.3%	2,220,925	314,498	16.5%
- Southern & Eastern Line:	360,218	11,195	3.2%	6,735,064	0.2%	260,475	4.0%	3,821,829	307,744	8.8%
- Pukekohe / Papakura Services *	274,010			4,806,739				2,736,571		
- Manukau Services * (opened 15 Apr 2012)	43,912	7,944	2.6%	1,155,996	0.1%	202,350	3.5%	643,499	261,257	8.4%
- Onehunga Services	42,295	3,251	8.3%	772,329	0.4%	58,125	8.1%	441,759	46,487	11.8%
<b>2. Frequent Connector and Local Bus (Include School Bus) sub-total:</b>	3,410,157	154,385	4.7%	51,784,795	0.3%	-281,967	-0.5%	29,414,505	533,464	1.8%
- Frequent Connector & Local Bus	3,391,875	149,707	4.6%	49,254,231	0.3%	-180,015	-0.4%	28,178,696	564,718	2.0%
- Contracted School Bus	18,282	4,678	34.4%	2,530,564	0.2%	-101,952	-3.9%	1,235,809	-31,254	-2.5%
<b>3. Ferry</b>	507,682	-56,655	-10.0%	5,631,594	-1.0%	235,285	4.4%	3,227,421	125,376	4.0%
<b>Total Patronage</b>	<b>4,653,153</b>	<b>157,453</b>	<b>3.5%</b>	<b>70,391,404</b>	<b>0.2%</b>	<b>614,229</b>	<b>0.9%</b>	<b>39,978,313</b>	<b>1,316,464</b>	<b>3.4%</b>

\* 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 AT 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.

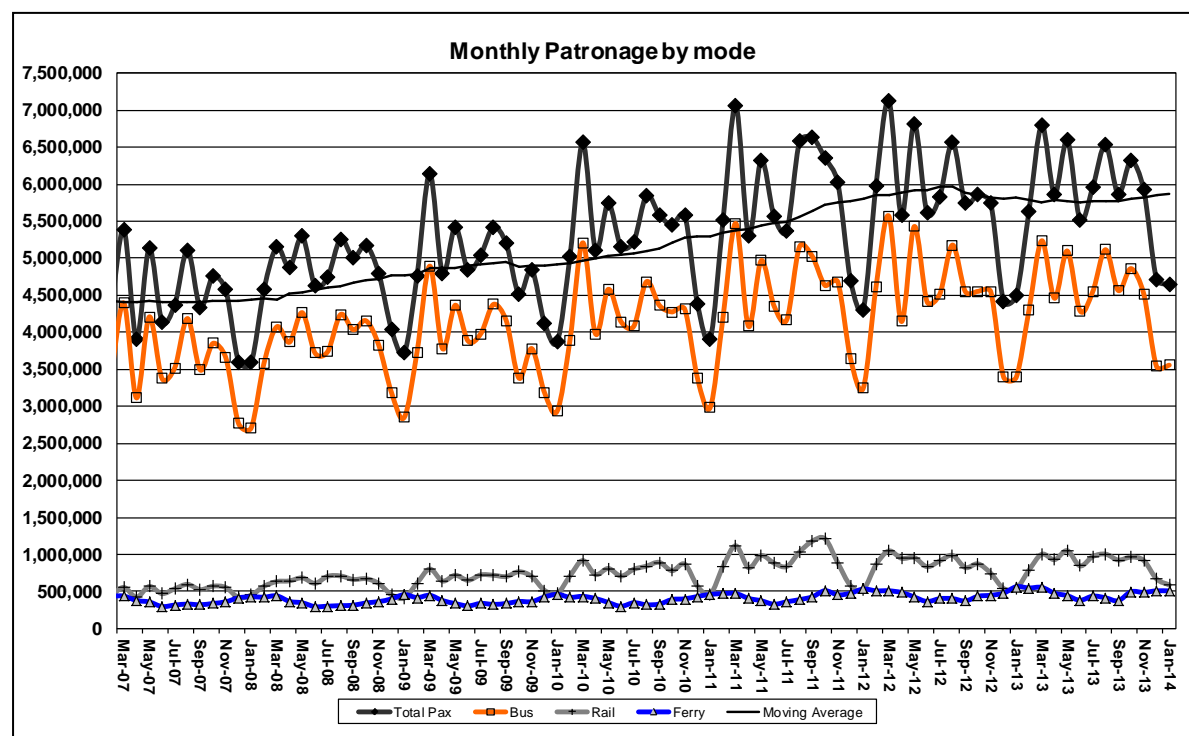


Figure 2. Monthly Patronage by Mode



## 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 Jan-2014 and totalled 12,975,015 passengers for the 12-months to Jan-2014 (Figure 3). Patronage for Jan-2014 was 735,314 boardings, an increase of + 8.8% (59,723 boardings) on Jan-2013 (Figure 4).

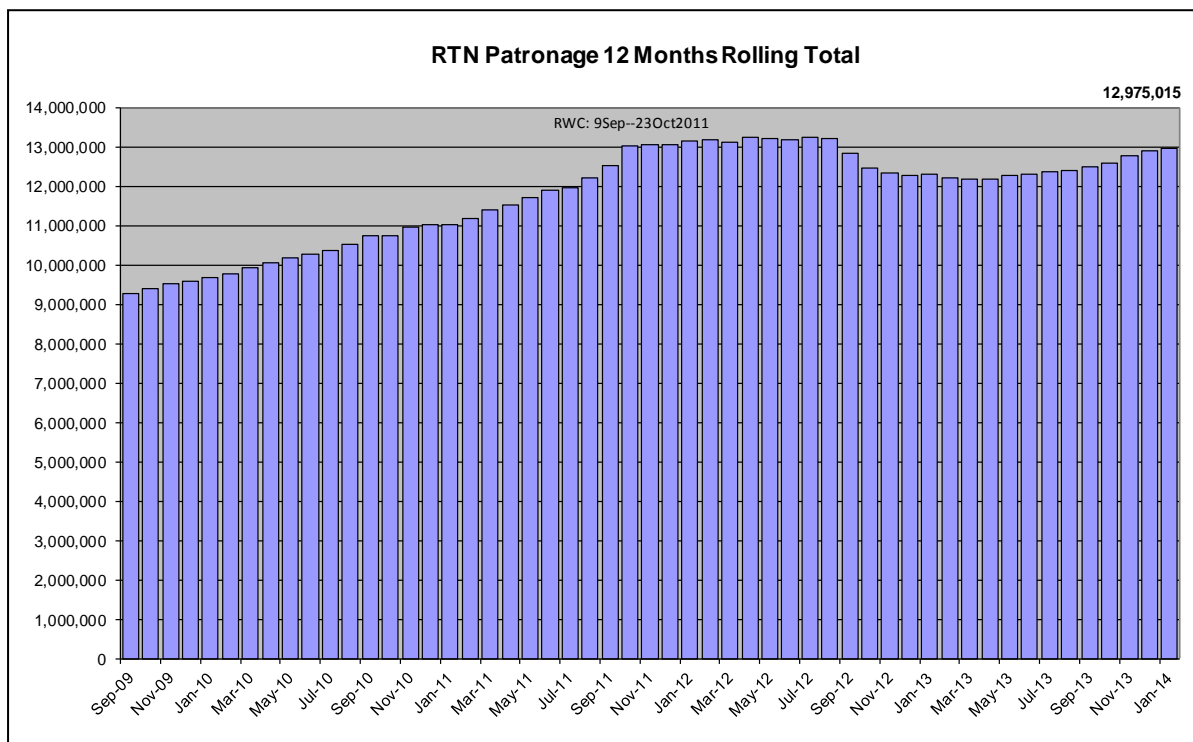


Figure 3. RTN Patronage – 12 Months Rolling Total

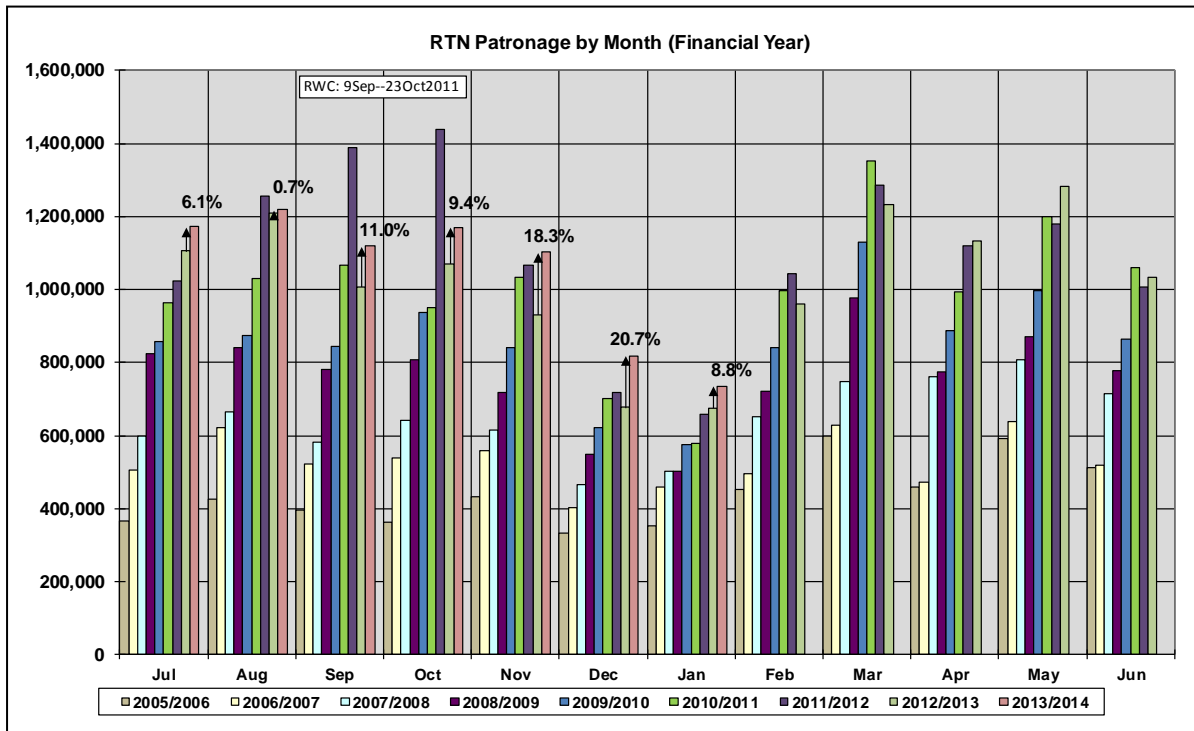


Figure 4. RTN Patronage – Growth by Month 2005/06 to 2013/14

## Rail Patronage

Rail patronage improved in Jan-2014 and totalled 10,661,048 passengers for the twelve months to Jan-2014 (Figure 5), an increase of +0.5% on the 12-months to Dec-2013. Patronage for Jan-2014 was 588,574 boardings, an increase of +9.3% (+50,087 boardings) on Jan-2013 (Figure 6), normalised at ~ +7.6%. Figure 7 illustrates estimated average passengers/day.

Rail ticket types sold (Figure 8) illustrates an increase in AT HOP card usage relative to single paper ticket sales in Jan-2014 compared to Jan-2013. AT 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. AT HOP cards replacing multi-trip paper tickets towards the end of Nov-2012 and associated with a change in the method of patronage calculation had a significant adverse impact on the Jan-2013 patronage. In addition, there was one more week day in Jan-2014 but two less weekend days and the additional block of lines over Auckland anniversary weekend, resulted in an impact of ~ +1.6%. As a result, rail growth is normalised downwards to ~ +7.6%. There were no unique special events in Jan-2014.

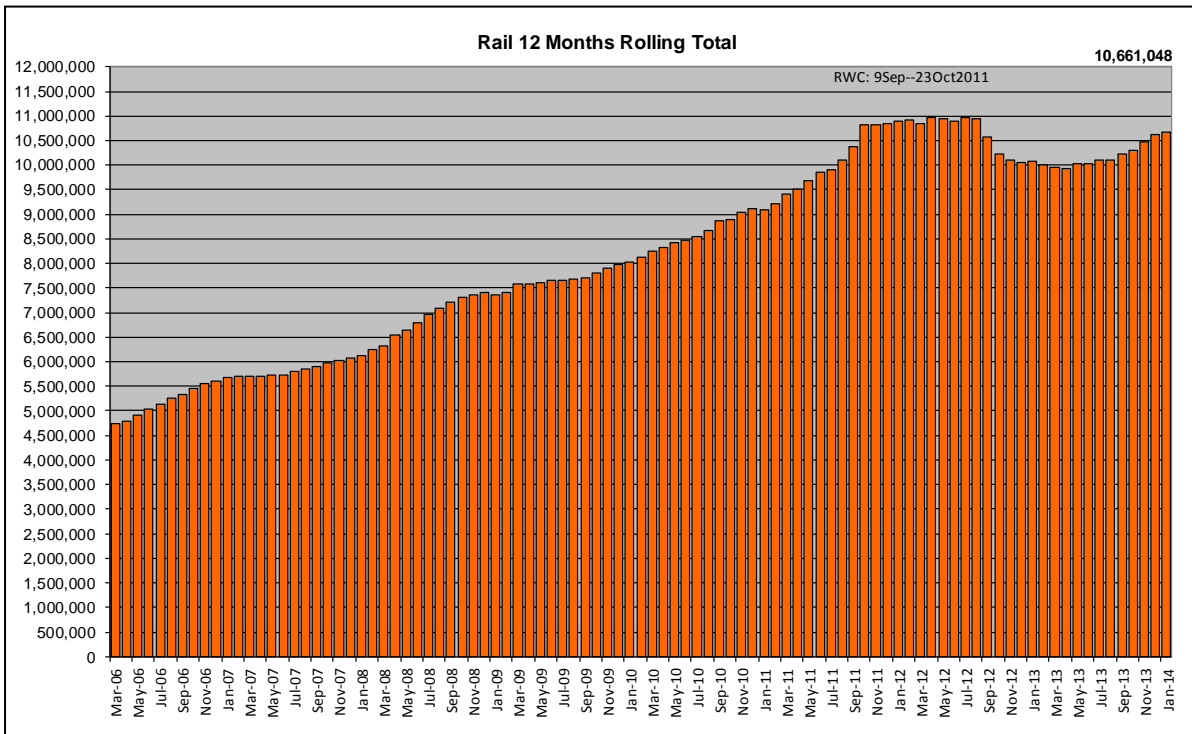


Figure 5. Rail Patronage – 12 Months Rolling Total

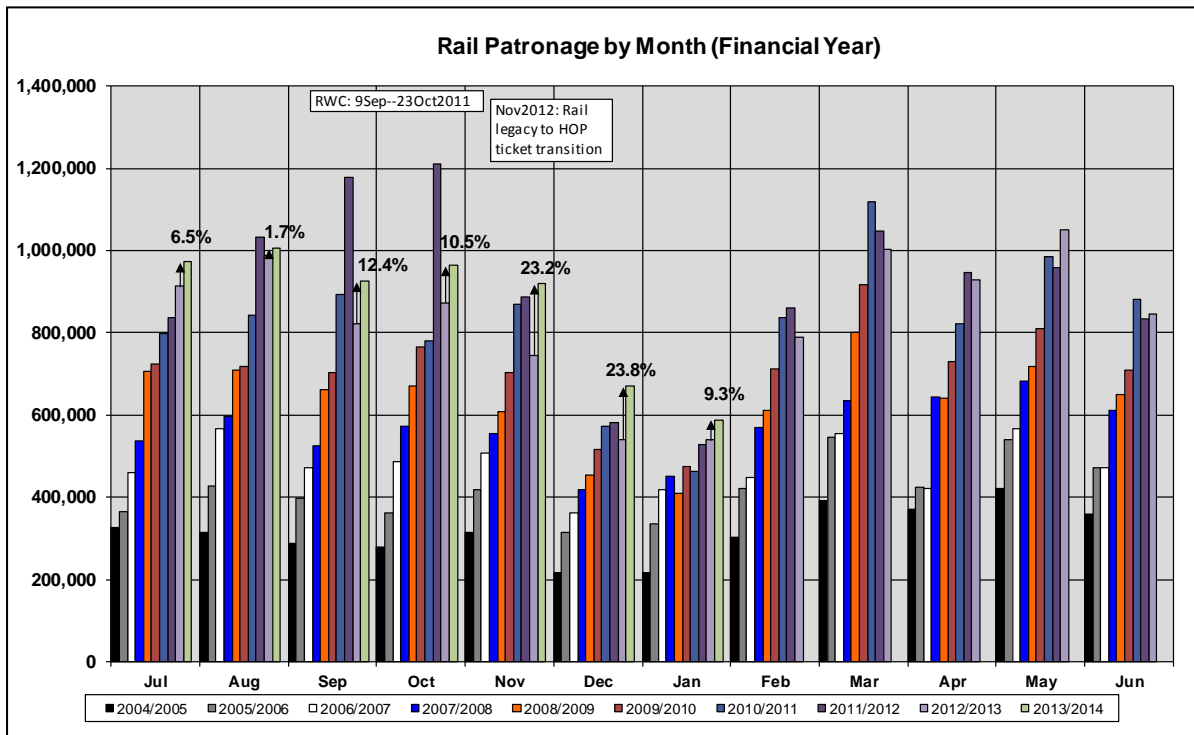


Figure 6. Rail Patronage – Growth by Month 2005/06 to 2013/14



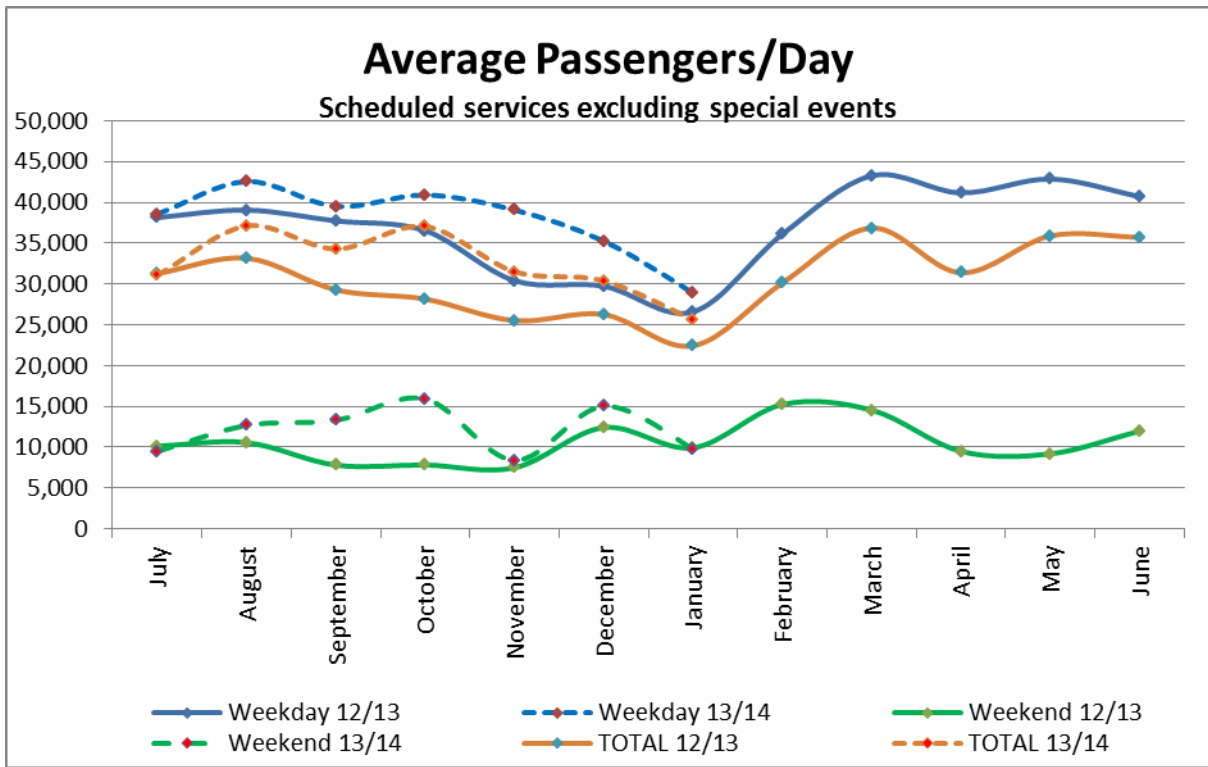


Figure 7. Rail Patronage – Ave. Daily Passenger Counts for Scheduled Services 2012/13 2013/4

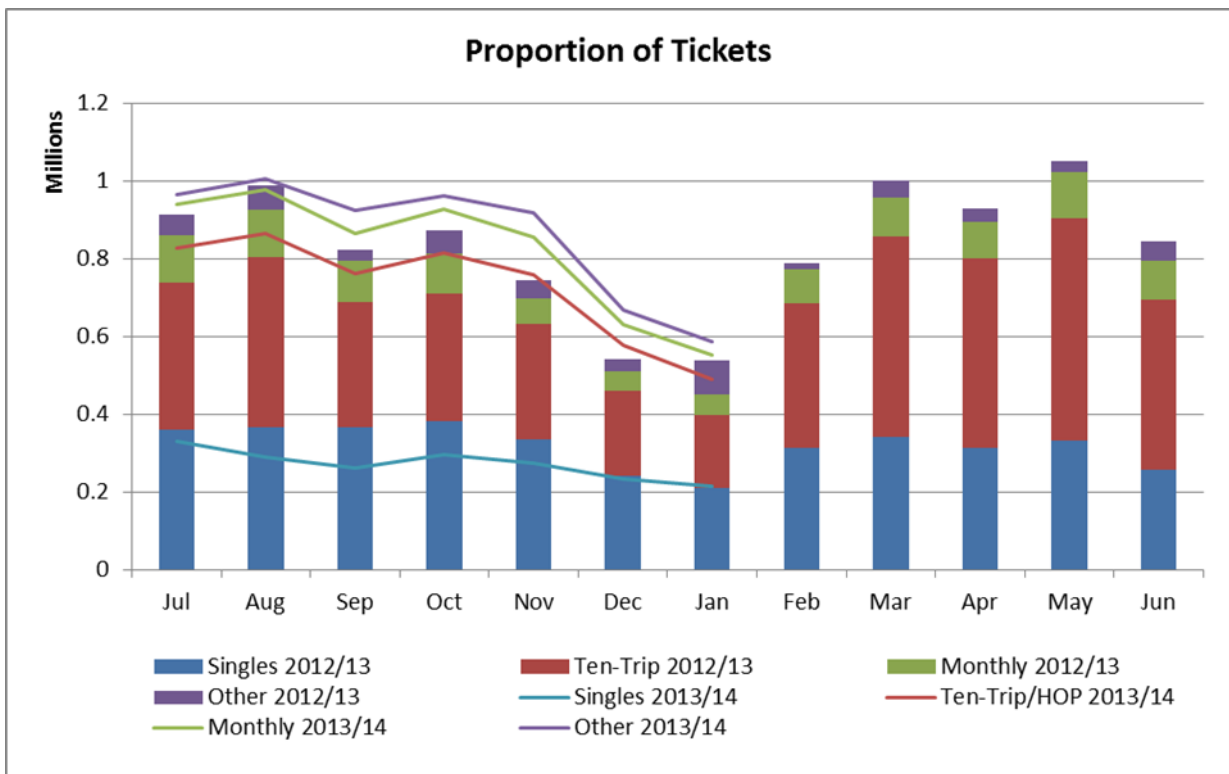


Figure 8. Ticket Sales by Ticket Type – 2013 compared to 2012

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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,735,064 passengers for the 12-months to Jan-2014. Patronage for Jan-2014 was 360,218 boardings, an increase of 3.2% (11,195 boardings) on Jan-2013 (Figure 9). Bus replacements for the early ramp down of services south of Otahuhu for electrification works and EMU testing was continued seven nights per week during Jan-2014 affecting the relative patronage growth on the services affected (South, East and Manukau lines).

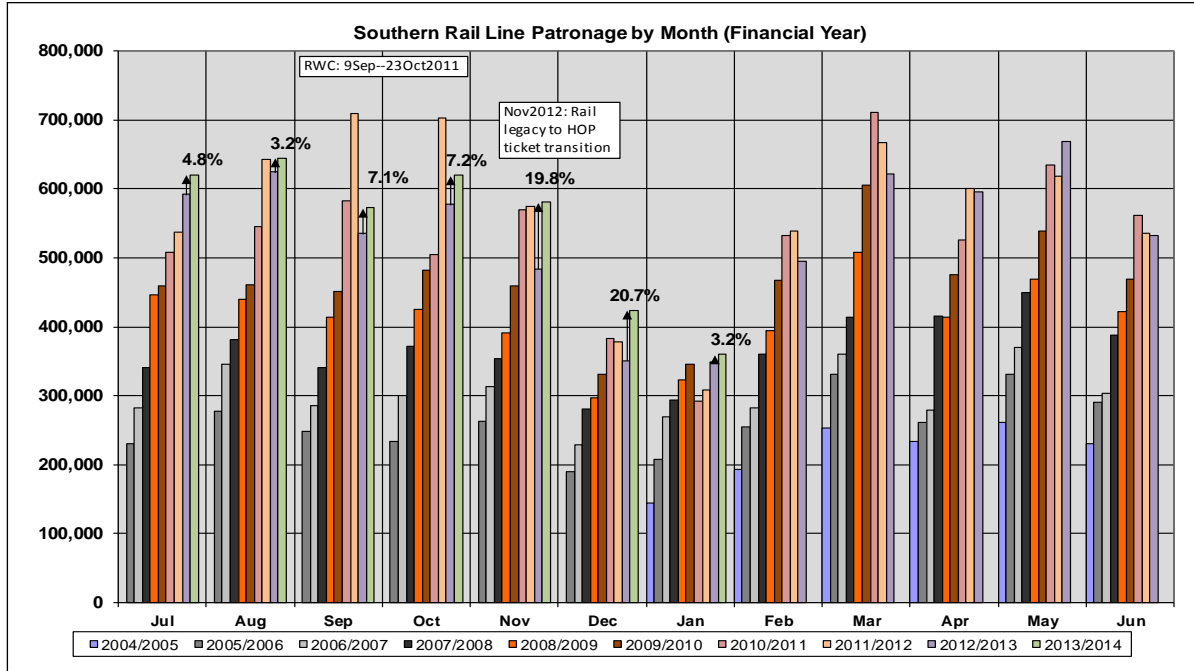


Figure 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2013/14

## Western Rail Line

Western Line rail patronage totalled 3,925,984 passengers for the 12-months to Jan-2014. Patronage for Jan-2014 was 228,356 boardings, an increase of +20.5% (+38,892 boardings) on Jan-2013 (Figure 10).

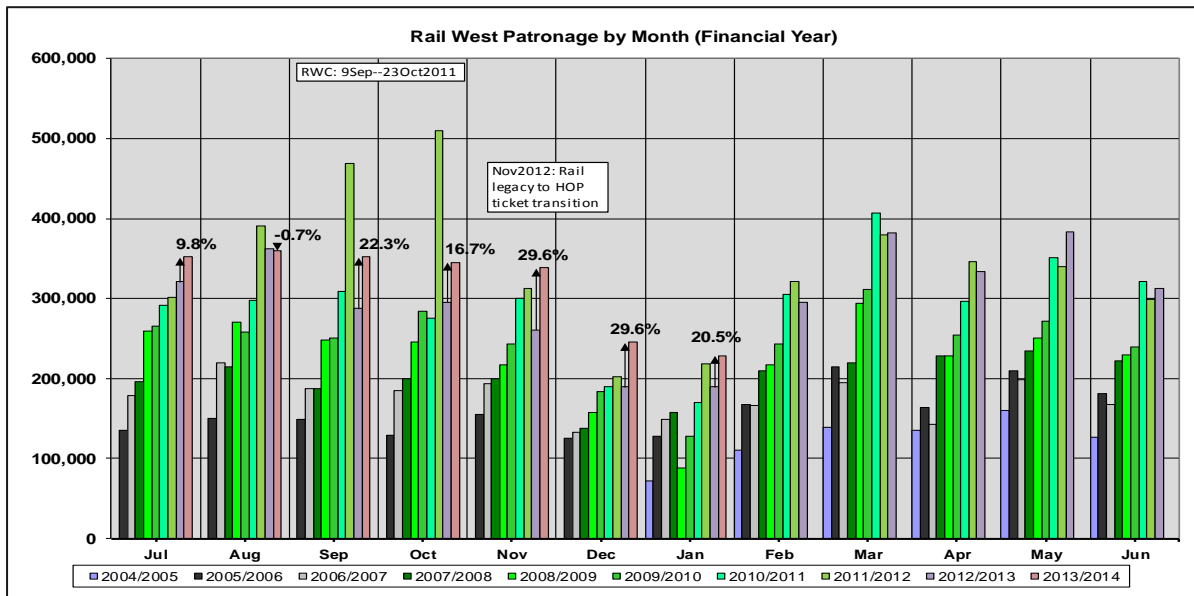


Figure 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2013/14

## 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 2,313,967 passengers for the 12-months to Jan-2014 (Figure 11), an increase of +0.4% on the 12-months to Dec-2013. Patronage for Jan-2014 was 146,740 boardings, an increase of +7.0% (9,636 boardings) on Jan-2013 (Figure 12).

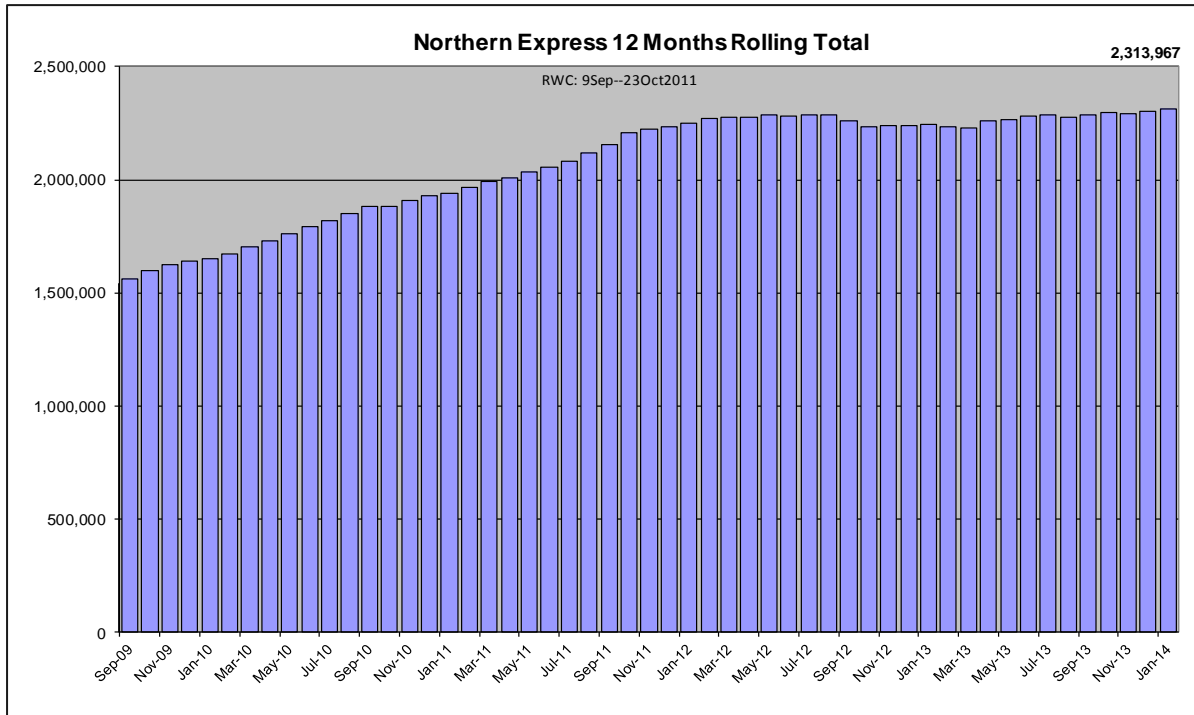


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total

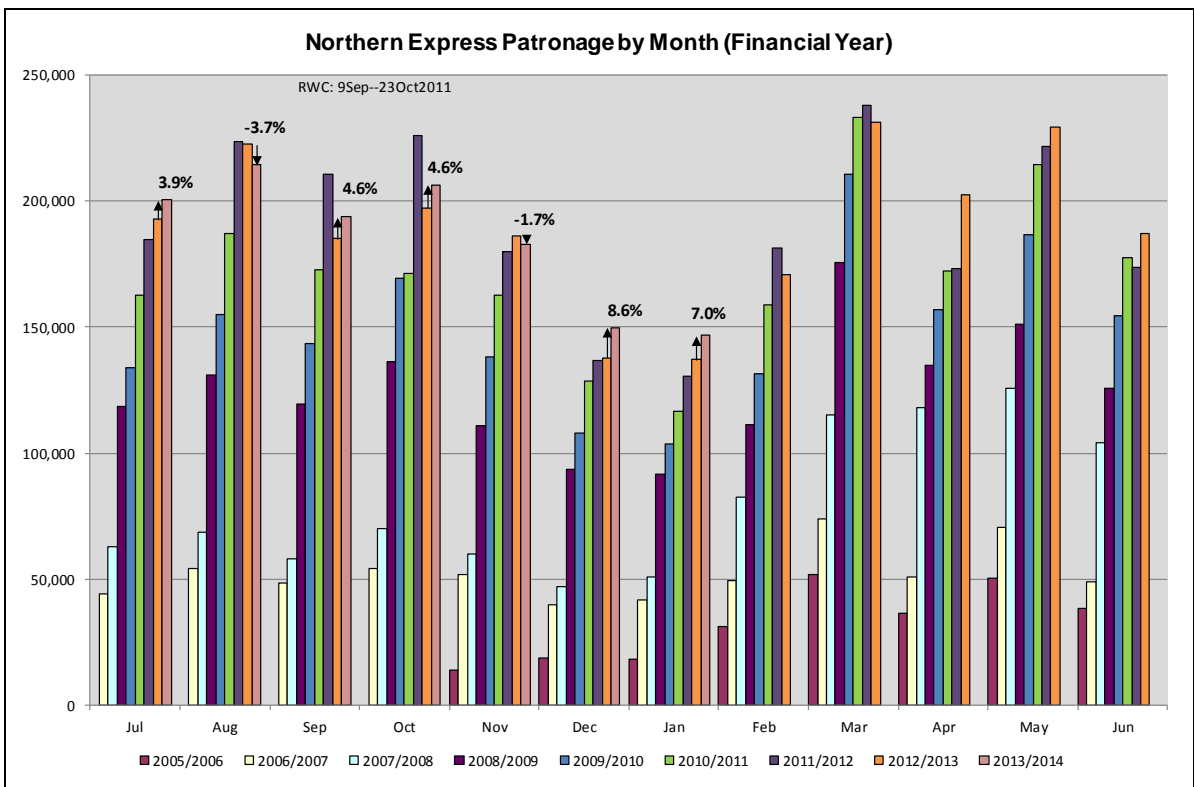


Figure 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2013/14

## Bus Patronage (Other Than Northern Express)

Patronage totalled 51,791,263 passengers for the 12-months to Jan-2014 a change of +0.3% compared with the 12-months to Dec-2013. Patronage for Jan-2014 was 3,410,157 boardings, a change of +4.7% (154,385 boardings) on Jan-2013 (Figure 13). Normalised average weekday patronage is illustrated at Figure 14.

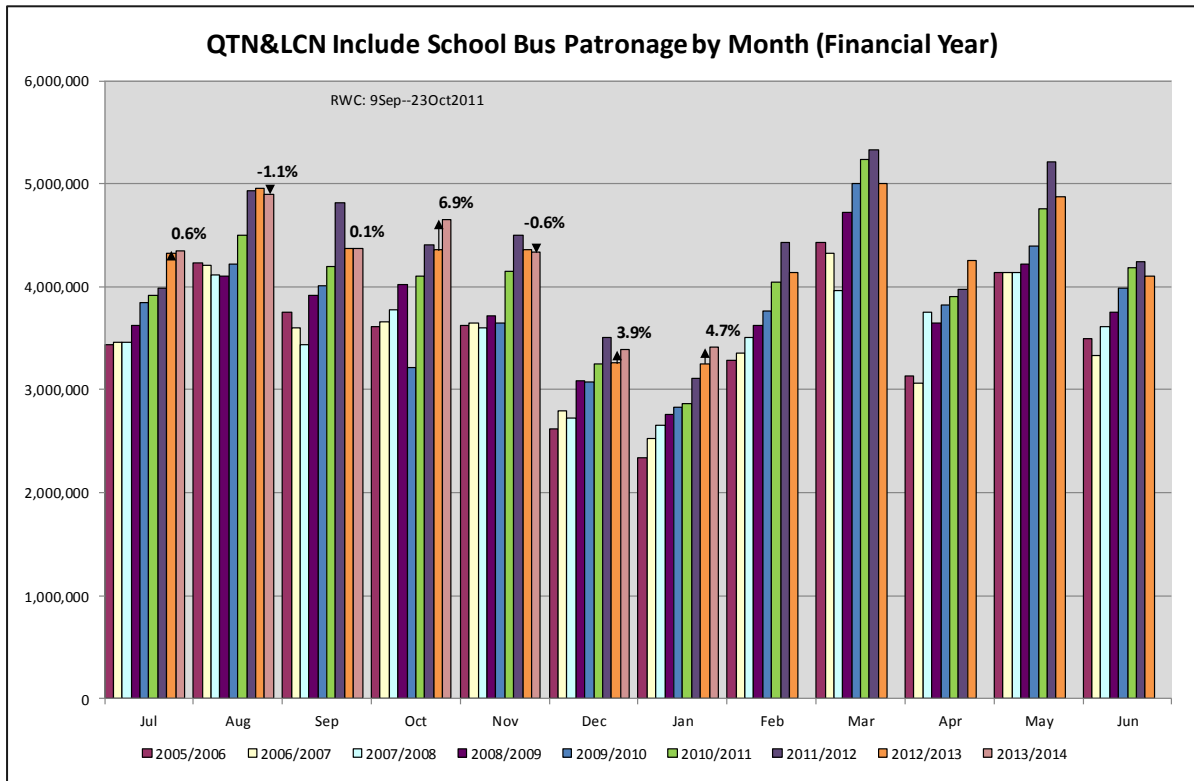


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2013/14

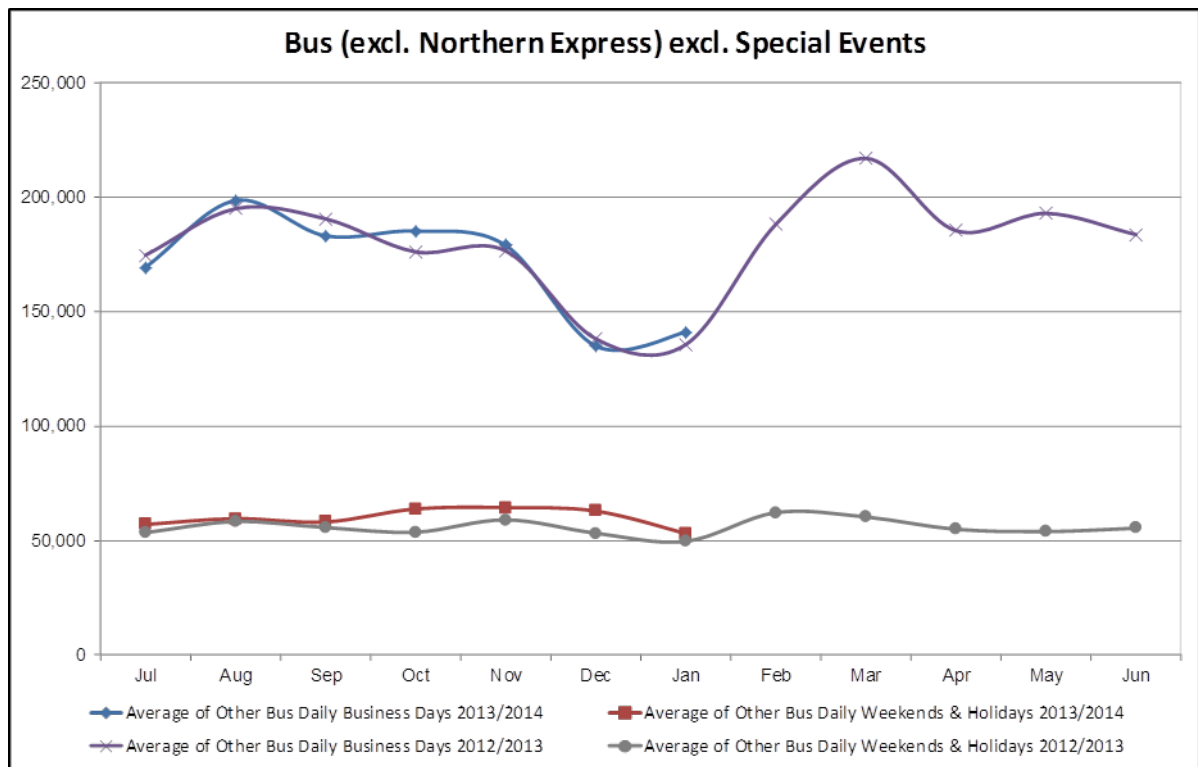


Figure 14. Bus Patronage – Av. Daily Passenger Counts 2013/14

## 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	881,116	- 1,787	-0.2%	10,585,069	-67,083	-0.6%	391,364	- 28,616	-6.8%	4,759,213	-167,401	-3.4%
Dec-13	627,978	31,729	5.3%	10,616,797	22,063	0.2%	293,252	- 16,861	-5.4%	4,742,352	-186,353	-3.8%
Jan-14	622,120	25,394	4.3%	10,642,192	15,592	0.1%	294,764	- 5,828	-1.9%	4,736,525	-205,638	-4.2%
	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	895,126	- 5,775	-0.6%	10,610,684	-109,430	-1.0%	2,168,292	10,468	0.5%	25,547,155	-328,415	-1.3%
Dec-13	683,386	30,526	4.7%	10,641,210	-62,515	-0.6%	1,785,319	82,896	4.9%	25,630,051	-69,875	-0.3%
Jan-14	635,784	7,136	1.1%	10,648,346	-87,458	-0.8%	1,857,490	127,682	7.4%	25,757,733	-4,463	0.0%

## Ferry Patronage

Ferry patronage totalled 5,631,594 passengers for the 12-months to Jan-2014 a decrease of -1.0% on the 12 months to Dec-2013. Patronage for Jan-2014 was 507,682 boardings, a decrease of -10.0% (-56,655 boardings) on Jan-2013 (Figure 15).

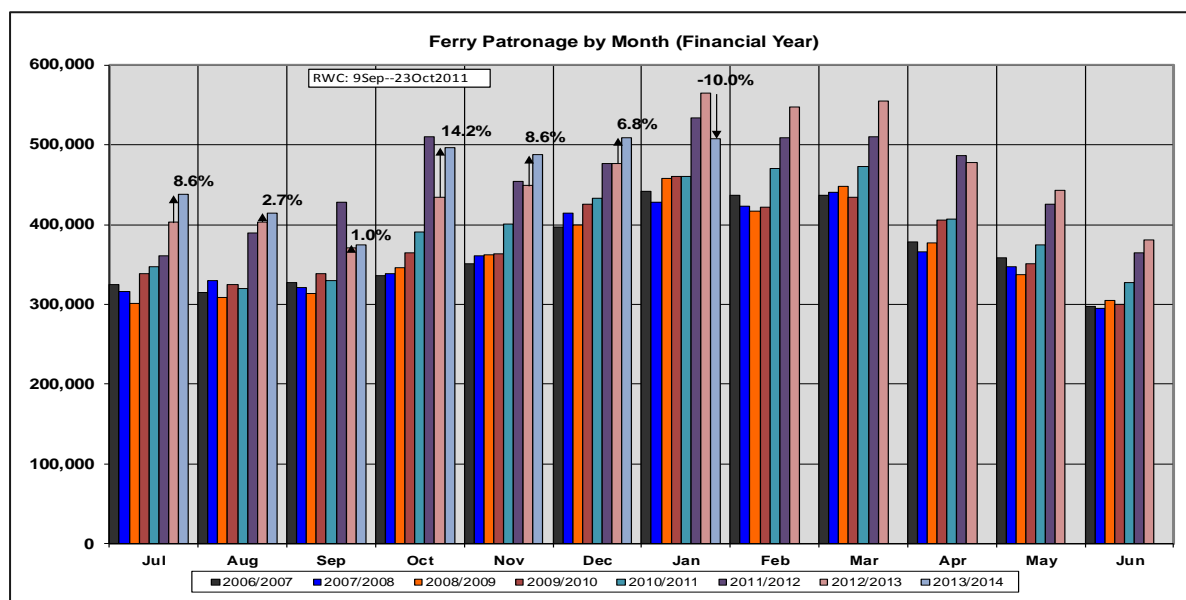


Figure 15. Ferry Patronage – Growth by Month 2006/07 to 2013/14

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### Rail Service Performance

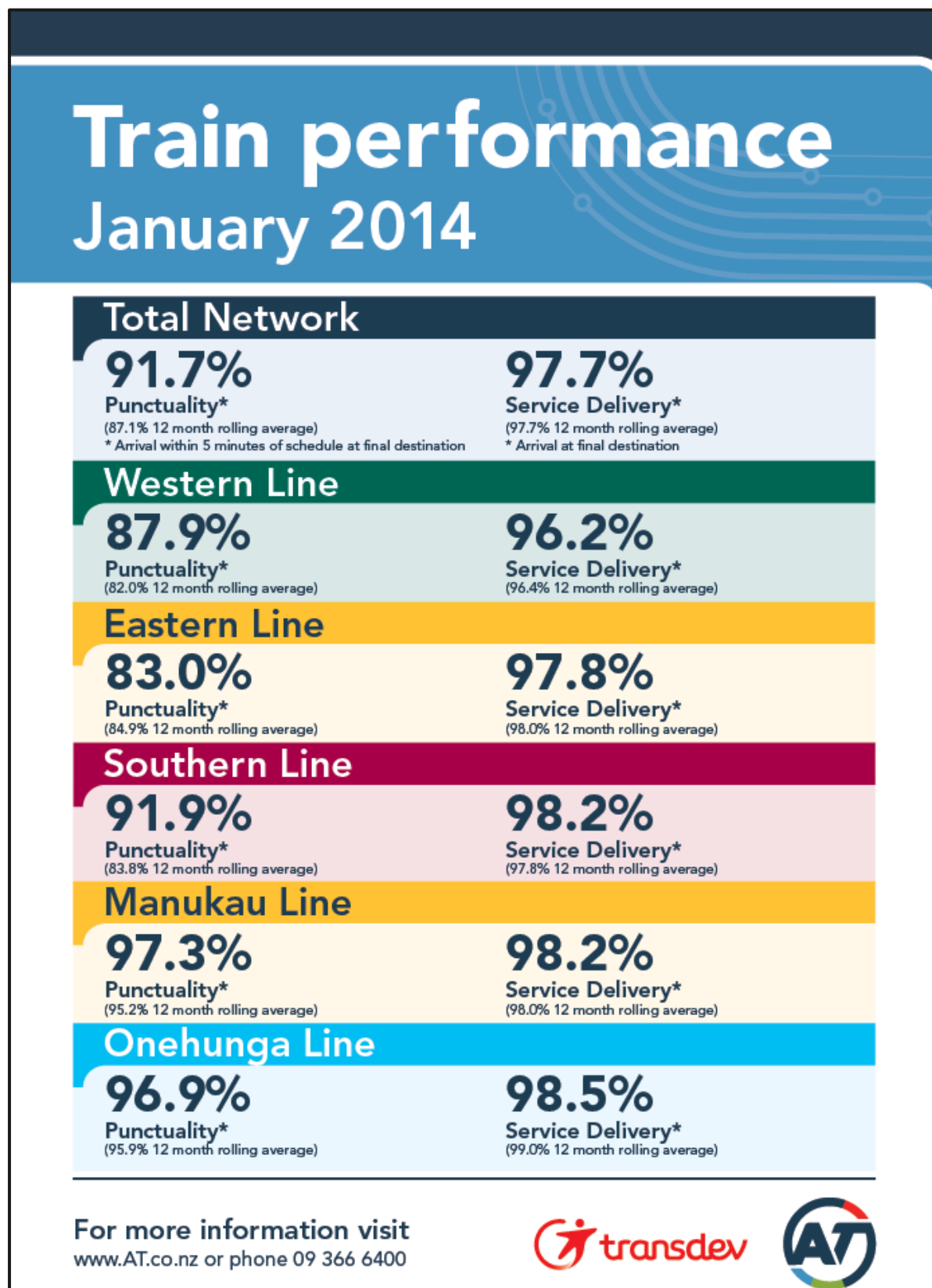


Figure 16. Rail Published Performance Results for January 2014

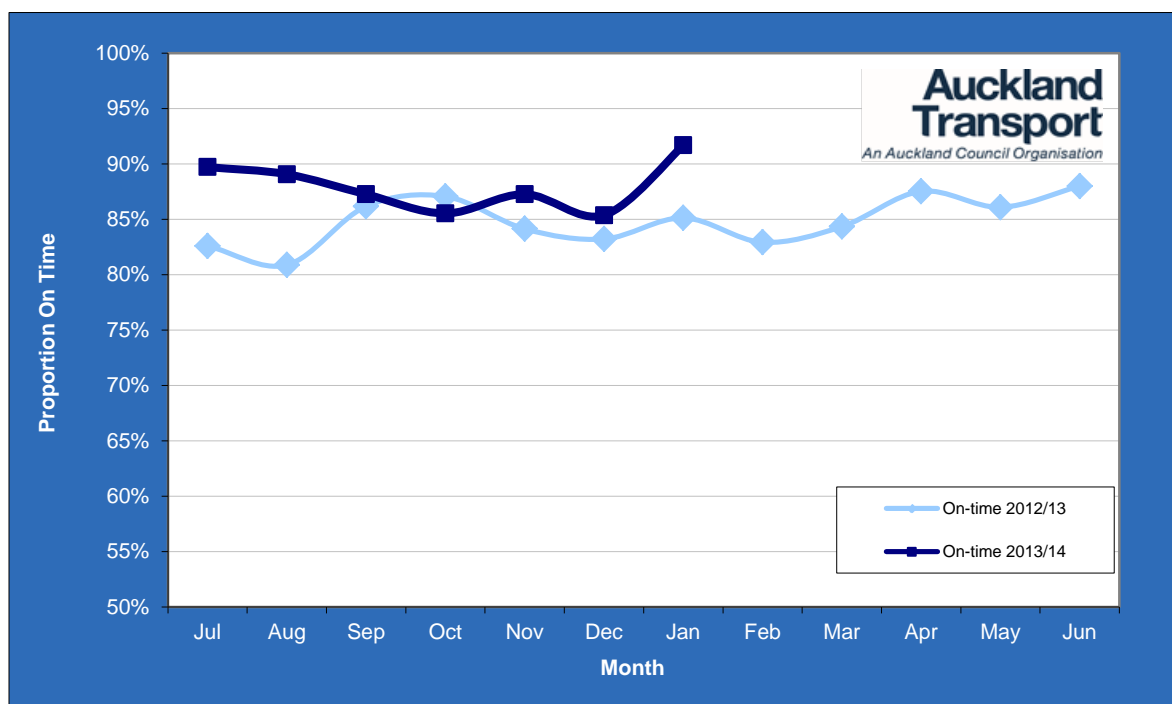
Service delivery (or reliability) is the proportion of trains that are not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled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

For Jan-2014 service delivery was 97.7%. Punctuality for Jan-2014 was 91.7% compared to the 12-month average of 85.4% in Dec-2013 and 85.1% in Jan-2013. Punctuality trends comparing 2013 and 2014 are presented at Figure 17.

**Table 3. Train Performance Statistics - January 2014**

	West	East	South	Manukau	Onehunga	Total
Services Planned	2,033	1,538	1,584	1,102	1,066	7,323
Services Cancelled	133	36	28	67	14	278
Services Delayed > 5 min	367	223	290	68	83	1,031

There was an improvement in on-time performance recorded in January compared to recent months. Several significant incidents affected service delivery in the month involving the fleet performance towards the end of the month.



**Figure 17. Rail Punctuality Trends for 2013 and 2014**

The following major incidents impacted on service delivery during January:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on one day during January.
- *Train faults (KiwiRail)* – Metro train faults had a significant effect on delivery during three days in January.
- *Operational (Transdev)* – There were significant operational incidents impacting two days during January.
- *Other* – There was three days when services were impacted as a result of other issues. The first was a truck hitting an overbridge, the second when a trespasser entered Britomart Tunnel, and the third when an Overhead Line Electrification breaker was tripped.

**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 42.1% lower than the level for the same month last year. For the month a total of 7,869 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.

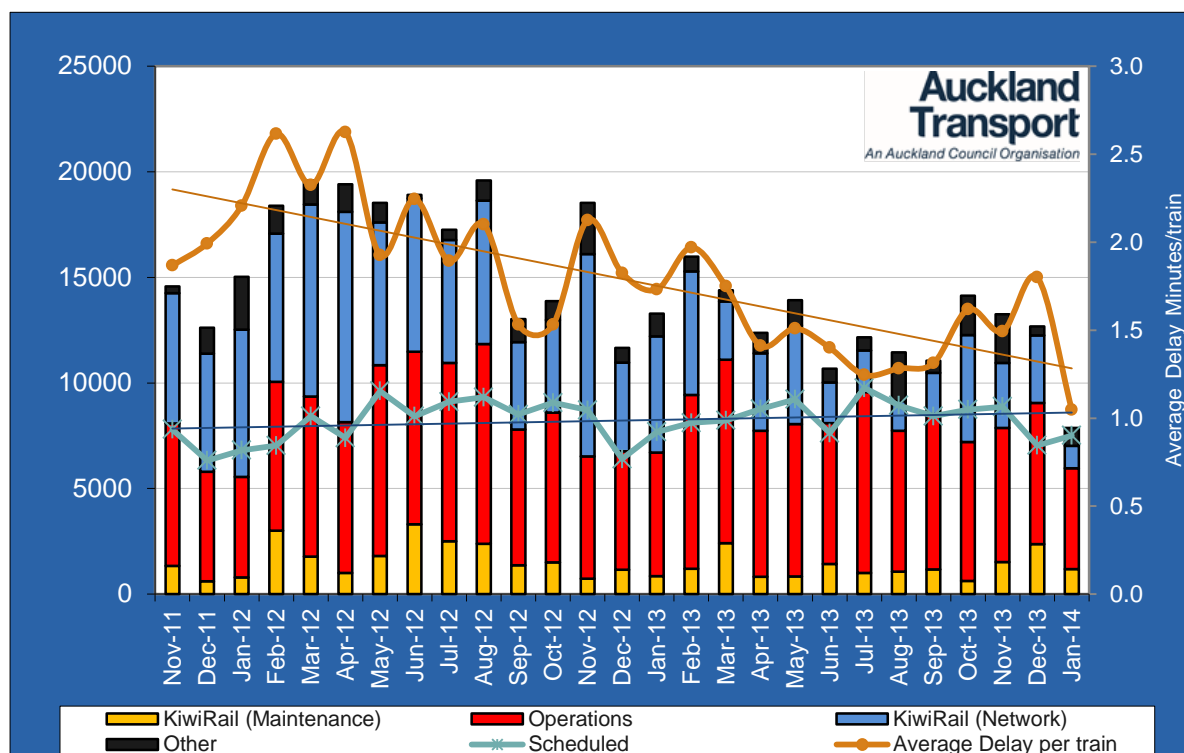


Figure 18. Train Delay Minutes by Cause

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

Table 4. Infrastructure Related Delays

	Delay Minutes	Proportion
Network Control	384	29.1%
Signal/points failure	399	30.3%
Speed restrictions	507	38.4%
Track protection measures*	29	2.2%
<b>Total</b>	<b>1,318</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 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 Jan-2014, 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 91.7%.

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 5 below. This was 90.3% on-time performance for Jan-2014.

**Table 5. Rail Punctuality Weighted by Passenger Volume**

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Total Network Actual Service Delays	85.1%	82.9%	84.3%	87.5%	86.1%	88.0%	89.7%	89.1%	87.3%	85.5%	87.3%	85.4%	91.7%
Weighted by Passenger Volume by Line	82.9%	80.4%	81.8%	85.9%	84.4%	86.6%	88.6%	87.8%	85.9%	83.7%	86.0%	84.1%	90.3%

## Rail Capacity

There were no services reported to have exceeded AT's planned seating to standing ratio on average during December.

## Bus Service Performance

For January 2014, 99.88% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for January 2014 was 99.00%, 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 driver's logs. AT reporting of bus service performance without reliance on operator self-reporting is under development.

**Table 6. Contracted Bus Service Reliability and Punctuality - January 2014**

Operator	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,956	100%	99.62%
H & E	18,018	99.99%	99.82%
NZ Bus	115,787	99.81%	98.73%
Ritchies	28,906	100%	99.63 %
Tranzit	2,259	100%	96.06%
Urban Express	5,201	99.96%	97.79%
Total	176,397	99.88%	99.00%

## Ferry Service Performance

For January 2014, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for January 2014 was 99.93% 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 7. Contracted Ferry Service Reliability and Punctuality - January 2014**

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	978	100%	100%
Half Moon Bay	574	100%	100%
Birkenhead	1,043	100%	100%
Gulf Harbour	138	100%	100%
West Harbour	513	100%	99.61%
Rakino	25	100%	100%
Pine Harbour	600	100%	99.83%
Hobsonville	220	100%	99.18%
Total	4,091	100%	99.93%

## 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

Total of 74 events took place in January with approximately eight that had an 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.

### Black Caps vs. West Indies, Twenty20: Saturday 11th January 2014

Additional rail services were provided for this game, normal fares applied. Attendance at the event was 11,838.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	724	6.12	787	6.65	6.39%
BUS	-	-	-	-	-
FERRY	-	-	-	-	-
<b>TOTAL</b>	724	6.12	787	6.65	6.39%

### Big Day Out, Western Springs: Friday 17<sup>th</sup> January 2014

Additional special event bus services to/from the CBD and Northern Express Services inbound and Special Event Bus Services outbound along with additional rail services were provided for this event. This was the first time that this public transport plan has been used at this venue. Attendance at the event was 33,000.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	575	1.74	1209	3.66	2.70%
BUS	8158	24.72	8004	24.25	24.49%
FERRY	-	-	-	-	-
<b>TOTAL</b>	8733	26.46	9213	27.92	27.19%

### Black Caps vs. India, ODI: Saturday 25<sup>th</sup> January 2014

Rail replacement services were provided for this game due to rail network closure. \$5.00 wristbands were used to express patrons between Britomart and Kingsland and return for this game. Attendance at the event was 28,612.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	730	2.55	1105	3.86	3.21%
BUS	-	-	-	-	-
FERRY	-	-	-	-	-
<b>TOTAL</b>	730	2.55	1105	3.86	3.21%

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

Under the Land Transport Management Act 2013, the following applications for exempt public transport services have been approved during January 2014:

- Fullers Group Ltd: Notification to operate an additional Waiheke trial service from 1 December 2013 to 21 April 2014. Approved 09-Jan-14.
- Bayes Coachlines Ltd.: Notification to withdraw Route 24 operating from Manly to North Shore Schools. Approved 09-Jan-14.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### Projects Implemented

- The AT HOP rollout continued in January with Bayes going live on 26 January.
- Panmure Interchange went live on 19th January, another key piece of infrastructure to support the move to the New Network.
- As at end of January there are now seven EMU units (12% of total EMU delivery) under testing.
- Multiple bus timetables have been re-timetabled to improve service performance: Otara, Papakura, Keri Hill, Pukekohe, Sandringham Rd, Dominion Rd, Mt Eden Rd and Windy Ridge, which will start on the 9<sup>th</sup> of February 2014.

### Projects in Planning

- During February AT HOP will be launched on Ritchies (2 February) and Howick & Eastern (16 February). Once these are completed 98% of Aucklanders will be on AT HOP with only a few smaller operators remaining (to be rolled out in March).
- For the consultation on proposed changes to Green Bay and Titirangi local bus services the final report is now being prepared. This is still on-track for these changes to be implemented in mid-2014, with re-timetabling the remaining Western Services to compliment the Green Bay / Titirangi route restructure. Implementation date mid-2014.
- Working on options for an improved bus interchange at Glen Innes to support the new bus network.
- To support the Southern New Network, South Auckland bus stop infrastructure rollout has ramped up to meet an aggressive delivery schedule of between 100 and 150 stop upgrades by 30 June 2014.
- West Auckland New Network planning continues for consultation to commence in mid-2014, for implementation late 2015 (to complement commencement of full electric train timetable on Western Line).
- Birkenhead Transport services - developing new timetables to improve headway, frequency and capacity, potential implementation date early 2014.
- NZ Bus timetables are under review and update in our systems to improve timetable performance.
- 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.

## 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- **Northern Express Free Weekend**

Following the very successful weekend in December (21/22) where patronage was increased by over 10% the promotion has been repeated on the weekend of 18/19 January 2014. Current consideration for repeating the promotion at specific weekends up to the end of June.

- **Bus service changes 9 February**

Comprehensive communication to areas affected through posters on buses and bus stops, electronic direct marketing, updating of website and press advertising where appropriate. AT Ambassadors out at key points on routes.

- **AT HOP Implementation**

AT Ambassadors assisted school students; present at key bus stops for the implementation of AT HOP on Ritchies (02 February 2014) and Bayes on the 26 January 2014.

- **Ferry Timetable Changes**

Communication re the phasing out of 10 Trip ferry tickets and greater capacity through service changes on the Pine Harbour service.

- **Panmure Interchange**

Local press advertising for the newly opened Panmure Interchange to increase awareness of the investment and encourage use of the station for both buses and trains.

- **Localised bus promotions**

A continuation of the localised bus promotions to dedicated areas throughout the city Albany Centre and Tamaki Drive targeting approximately 5000 households each and providing a return ticket.

- **Te Atatu Peninsula**

In addition to the localised promotions we have taken the opportunity of using 'building-hoardings' next to the key bus stop in Te Atatu Peninsula for the promotion of services into the city.

## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

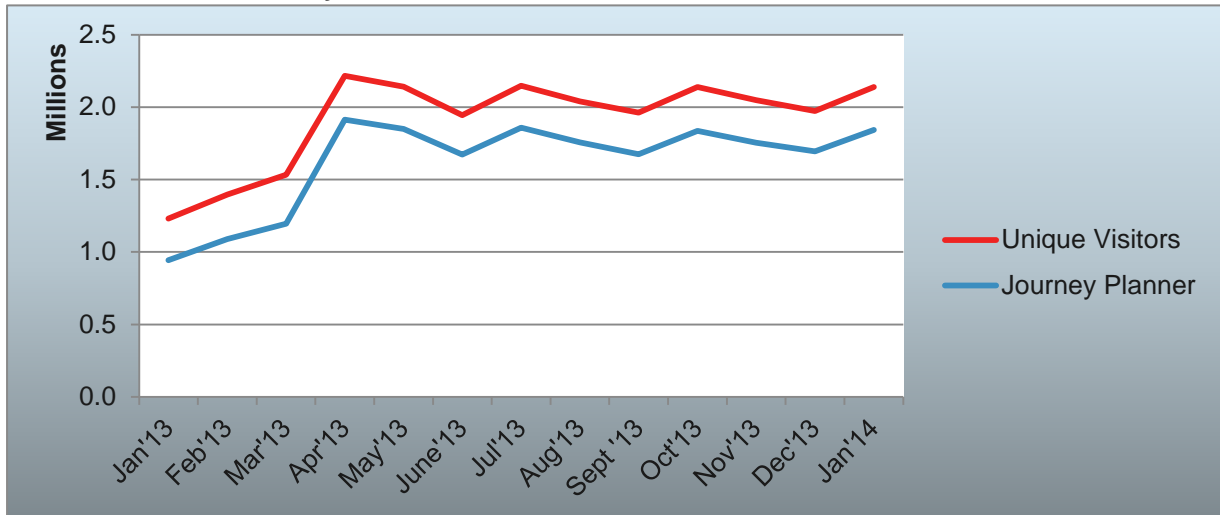
### Walk-In-Centres

The combined customer visits to the Customer Service Centres at Britomart, AUT, Newmarket, New Lynn, Papakura, Smales Farm and Constellation for Jan-2014 were 47,358 a 47.0% increase compared to Jan-2013.

### AT Public Transport Call Centre

For Jan-2014, call volume was 35,680 (- 9.17% compared to Jan-2013). 77.0% of calls were answered within the service standard of 20 seconds. For AT HOP ticketing there was 9,696 calls during the month and 87.0% were answered within the service standard of 20 seconds.

### www.AT.co.nz Visitors by month

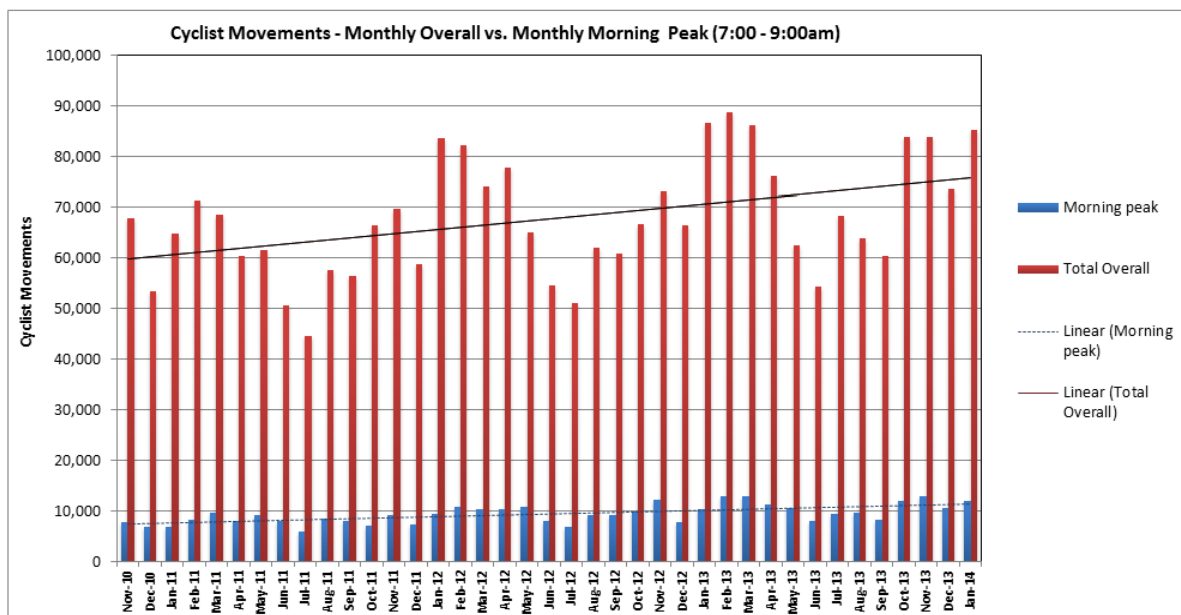


## 9. MONTHLY CYCLE MONITORING REPORT (January 2014)

There has been a decrease of 1.6% in cyclist movements in January 2014, compared to January 2013.

The morning peak movement's increased by 15.5% when compared to January last year.

A total of 887,691 cycle trips were recorded for the year February 2013 to January 2014, this is an increase of 8.11% 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	2014	2010 -11	2011-12	2012-13	2013-14
January	64,836	83,629	86,768	85,399		29.0%	3.8%	-1.6%	
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	76,130			28.6%	-2.2%		
May	61,675	65,137	62,564			5.6%	-4.0%		
June	50,742	54,632	54,498			7.7%	-0.2%		
July	44,614	51,175	68,232			14.7%	33.3%		
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	73,735		10.3%	12.7%	11.1%	

	Morning Peak Movements					Increase			
	2010	2011	2012	2013	2014	2010 -11	2011-12	2012-13	2013-14
January		6,905	9,491	10,345	11,948		37.5%	9.0%	15.5%
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	10,736		8.1%	5.7%	36.2%	