

# Statistics Report

April 2014



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# PUBLIC TRANSPORT

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## 1. HIGHLIGHTS

### Patronage

Auckland public transport patronage totalled 71,238,398 passengers for the 12 months to Apr-2014, an increase of +0.3% on the 12 months to Mar-2014 and +3.5% on the 12 months to Apr-2013. April monthly patronage was 6,063,413, an increase of 237,810 boardings or +4.1% on Apr-2013, normalised to ~ +8.2% accounting for additional special event patronage and one less business day and one more weekend day in Apr-2014 compared to Apr-2013. Year to date patronage has grown by +4.8%.

An over reporting of ferry patronage between November 2011 and February 2014 has been corrected in this report. The reported 71,238,398 passenger trips for the 12 months to Apr-2014 is the highest rolling 12-month result exceeding the previous reported highest results in July and August 2012 with corrected ferry patronage.

Rail patronage totalled 11,100,409 passengers for the 12 months to Apr-2014, an increase of 0.4% on the 12 months to Mar-2014 and +11.7% on the 12 months to Apr-2013. Patronage for Apr-2014 was 978,839 an increase of 49,429 boardings or +5.3% on Apr-2013, normalised to ~ +13.2%. Year to date rail patronage has grown by +13.0%.

The Northern Express bus service carried 2,382,822 passenger trips for the 12 months to Apr-2014, an increase of +0.5% on the 12 months to Mar-2014 and +5.5% on the 12 months to Apr-2013. Northern Express bus service patronage for Apr-2014 was 214,185, an increase of 11,547 boardings or +5.7% on Apr-2013, normalised to ~ +10.2%. Year to date Northern Express patronage has grown by +5.6%.

Other bus services carried 52,627,112 passenger trips for the 12 months to Apr-2014, an increase of +0.4% on the 12 months to Mar-2014 and +1.7% on the 12 months to Apr-2013. Other bus services patronage for Apr-2014 was 4,454,848, an increase of 197,444 boardings or +4.6% on Apr-2013, normalised to ~ +8.0%. Year to date other bus patronage has grown by +3.3%.

Ferry services carried 5,128,055 passenger trips for the 12 months to Apr-2014, a decrease of -0.4% on the 12 months to Mar-2014 and +4.3% on the 12 months to Apr-2013. Ferry services patronage for Apr-2014 was 415,541, a decrease of -20,610 boardings or -4.7% on Apr-2013, normalised to ~ -1.2%. Year to date ferry patronage has increased by +4.1%.

### Service Performance

For rail, service punctuality in Apr-2014 was 88.4%, compared to the average for the 12 months to Apr-2014 of 88.0%. Service delivery was 97.3%, compared to the average for the 12 months to Apr-2014 of 97.4%.

### Initiatives

- New electric trains entered in-revenue service on 28<sup>th</sup> April.
- City LINK bus service between Britomart and Wynyard Quarter increased in frequency from 31<sup>st</sup> March.

## 2. PUBLIC TRANSPORT PATRONAGE

### Network Wide Summary

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

- Equivalent special event patronage in Apr-2014 compared to Apr-2013 (~+0.0% impact network wide and ~+0.1% rail), including the Warriors and Super Rugby at Eden Park, and a number of other concerts at Vector Arena.
- Easter 2013 fell between 29 March - 1 April while it fell in April 2014, resulting in one less workday but one more Sunday/Public Holiday in April 2014 compared to April 2013. (~ -3.8% impact network wide).
- Early evening ramp-downs placed on the Eastern and Western Lines during Apr-2014, overall there was one less operational workday and one less full operational weekend (~-7.0% rail patronage).

Auckland public transport patronage totalled 71,238,398 passengers for the 12 months to Apr-2014, an increase of +0.3% on the 12 months to Mar-2014 and +3.5% on the 12 months to Apr-2013 as illustrated in Figure 1. April monthly patronage was 6,063,413, an increase of 237,810 boardings or +4.1% on Apr-2013, normalised to ~ +8.2%.

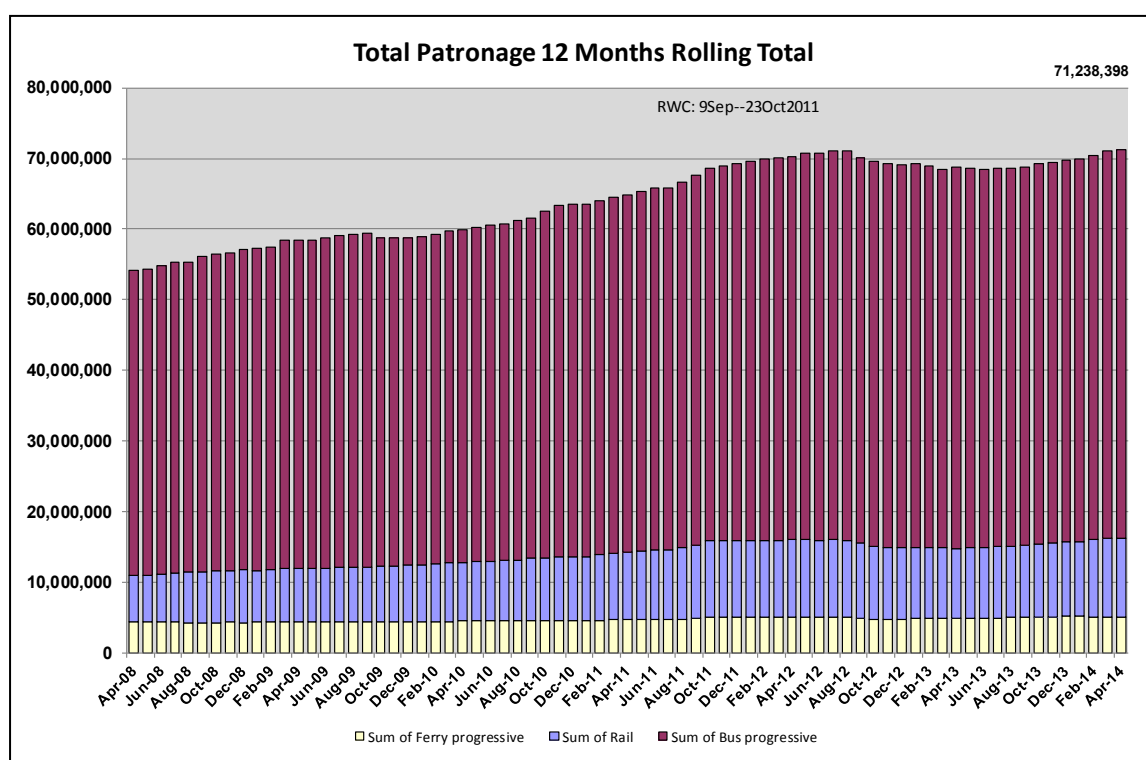


Figure 1: Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, ten months from Jul-2013, patronage has increased by +4.8% or 2,712,644 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

	Apr-14									
	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
<b>1. Rapid Transit Network sub-total:</b>	1,193,024	60,976	5.4%	13,483,231	0.5%	1,291,917	10.6%	11,170,357	1,165,840	11.7%
Northern Express Bus	214,185	11,547	5.7%	2,382,822	0.5%	125,033	5.5%	1,966,788	104,237	5.6%
<b>Rail sub-total:</b>	978,839	49,429	5.3%	11,100,409	0.4%	1,166,884	11.7%	9,203,569	1,061,603	13.0%
- Western Line	358,212	24,961	7.5%	4,129,941	0.6%	574,968	16.2%	3,434,708	518,455	17.8%
- Southern & Eastern Line:	620,627	24,468	4.1%	6,970,468	0.4%	591,916	9.3%	5,768,861	543,148	10.4%
- Pukekohe / Papakura Services *	431,400	15,307	2.9%	4,974,775	0.2%	507,160	8.9%	4,117,440	472,705	10.2%
- Manukau Services ** (opened 15 Apr 2012)	111,578			1,199,407				991,354		
- Onehunga Services	77,649	9,161	13.4%	796,285	1.2%	84,757	11.9%	660,067	70,443	11.9%
<b>2. Frequent Connector and Local Bus (Include School Bus) sub-total:</b>	4,454,848	197,444	4.6%	52,627,112	0.4%	900,858	1.7%	43,652,872	1,375,781	3.3%
- Frequent Connector & Local Bus	4,265,804	190,085	4.7%	50,078,118	0.4%	991,048	2.0%	41,631,331	1,388,605	3.5%
- Contracted School Bus	189,044	7,359	4.1%	2,548,994	0.3%	-90,190	-3.4%	2,021,541	-12,824	-0.6%
<b>3. Ferry ***</b>	415,541	-20,610	-4.7%	5,128,055	-0.4%	209,765	4.3%	4,370,663	171,023	4.1%
<b>Total Patronage</b>	<b>6,063,413</b>	<b>237,810</b>	<b>4.1%</b>	<b>71,238,398</b>	<b>0.3%</b>	<b>2,402,540</b>	<b>3.5%</b>	<b>59,193,892</b>	<b>2,712,644</b>	<b>4.8%</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 nine 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.

\*\*\* An error in ferry patronage numbers between November 2011 and February 2014 has been corrected from the April 2014 report onward.

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

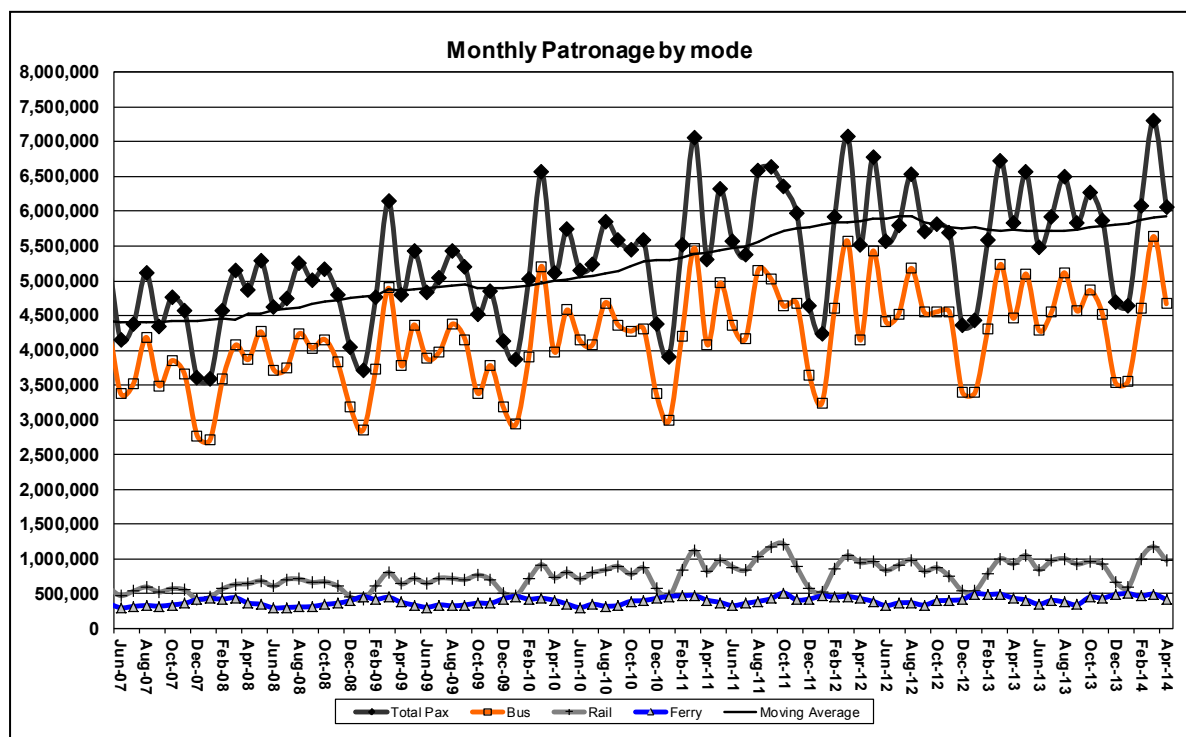


Figure 2. Monthly Patronage by Mode

### 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.

RTN Patronage improved in Apr-2014 and totalled 13,843,231 passengers for the 12 months to Apr-2014 (Figure 3), an increase of +0.5% on the 12 months to Mar-2014 and +10.6% on the 12 months to Apr-2013. RTN Patronage for Apr-2014 was 1,193,024 boardings, an increase of +5.4% (+60,976 boardings) on Apr-2013 (Figure 4). Year to date RTN patronage has grown by +11.7%.

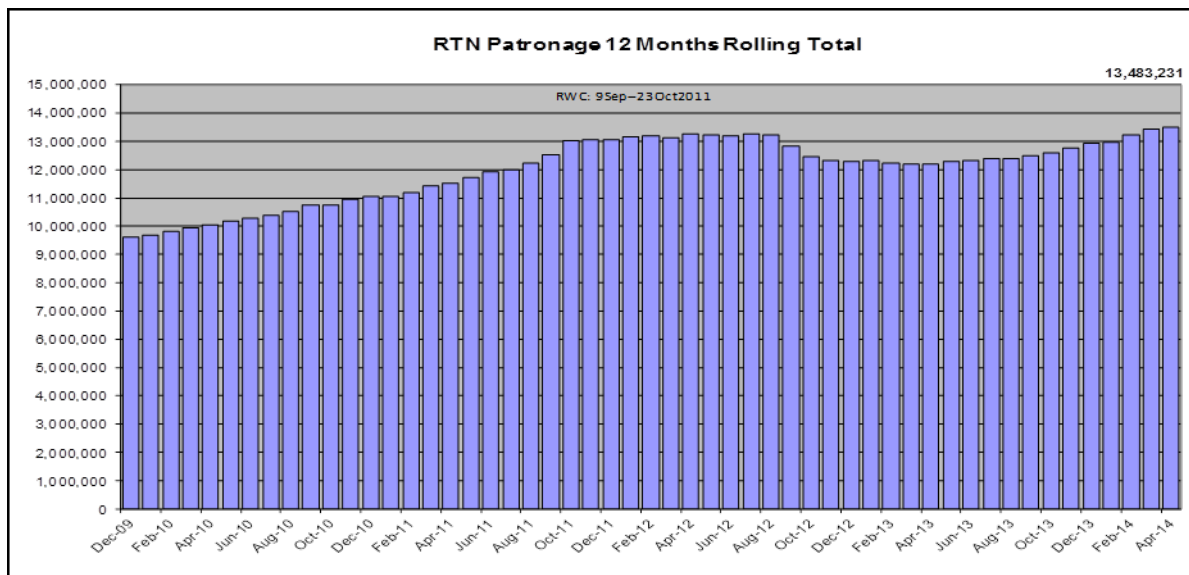


Figure 3. RTN Patronage – 12 Months Rolling Total

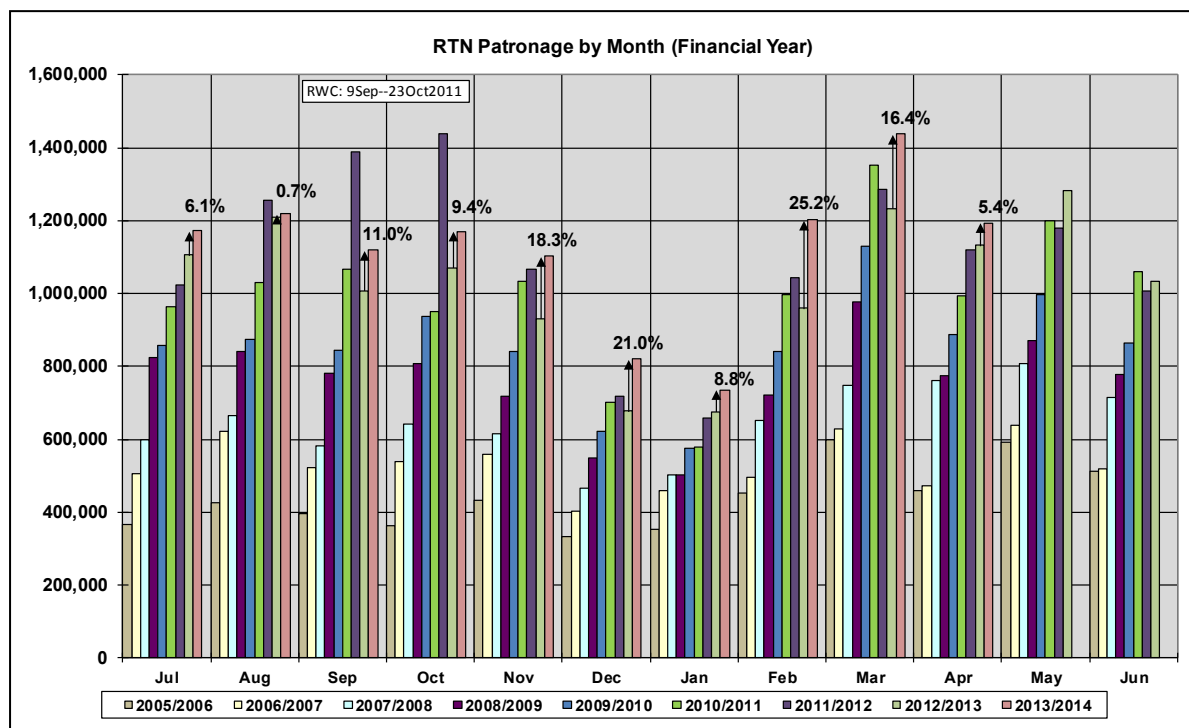


Figure 4. RTN Patronage – Growth by Month 2005/06 to 2013/14

## Rail Patronage

Rail patronage improved in Apr-2014 and totalled 11,100,409 passengers for the 12 months to Apr-2014 (Figure 5), an increase of +0.4% on the 12 months to Mar-2014 and +11.7% on the 12 months

to Apr-2013. A record 12 month result. Patronage for Apr-2014 was 978,839 boardings, an increase of +5.3% (+49,429 boardings) on Apr-2013 (Figure 6), normalised to ~ +13.2%. Year to date rail patronage has grown by +13.0%.

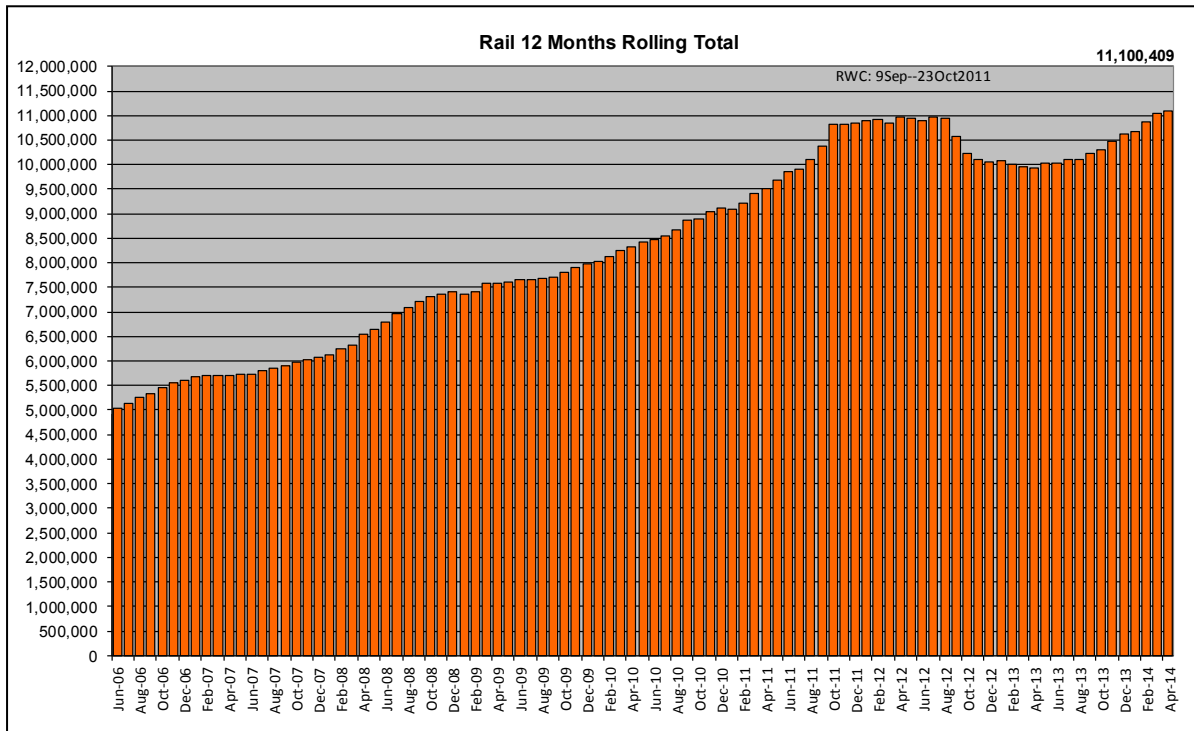


Figure 5. Rail Patronage – 12 Months Rolling Total

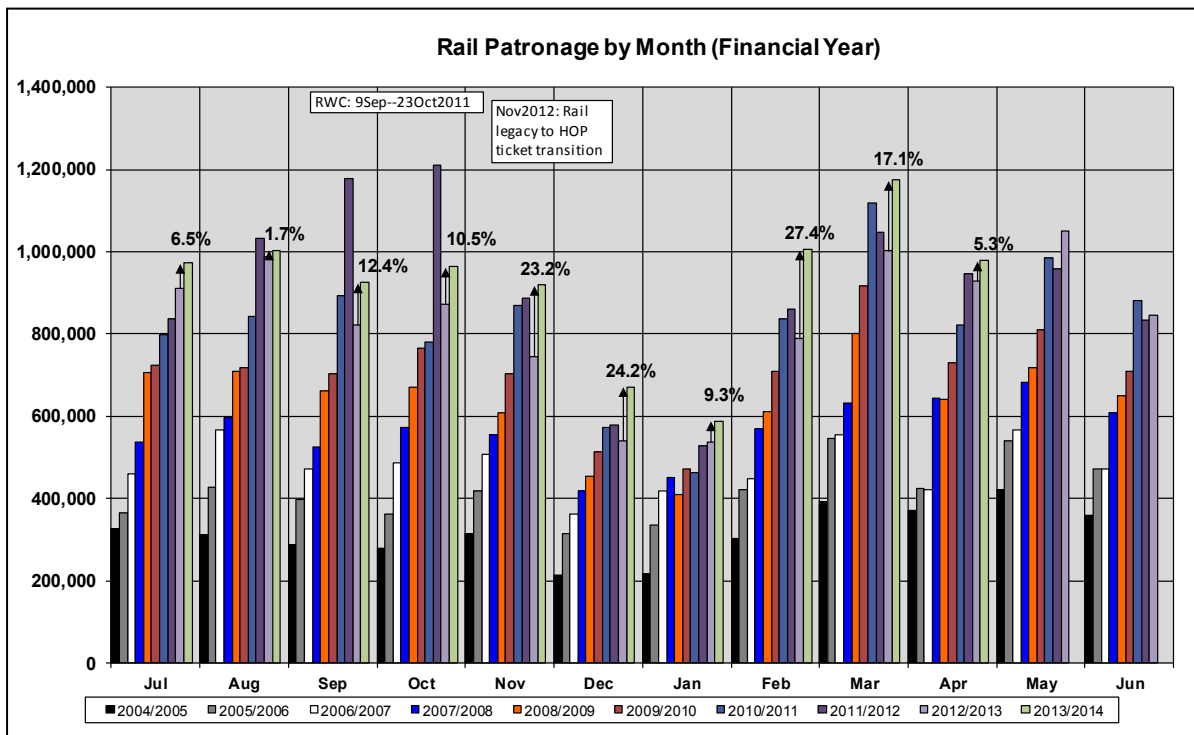


Figure 6. Rail Patronage – Growth by Month 2005/06 to 2013/14

Figure 7 illustrates estimated average passengers/day.

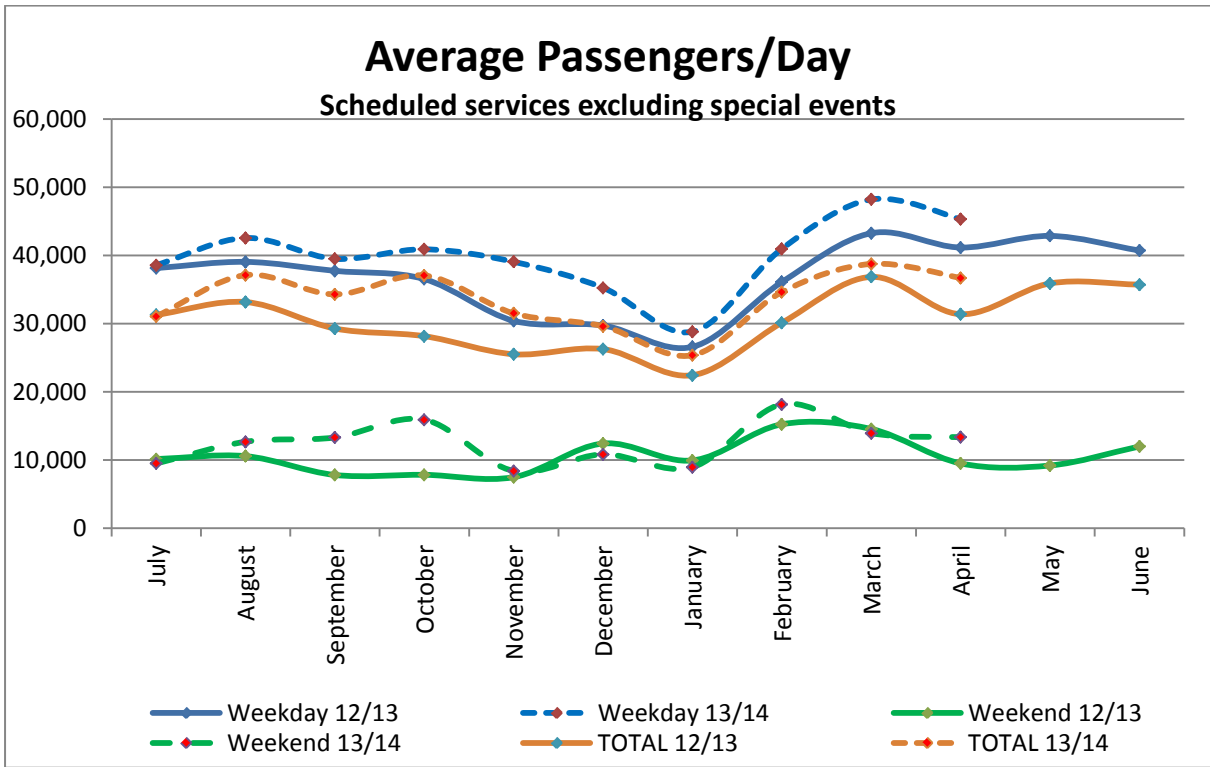


Figure 7. Rail Patronage – Ave. Daily Passenger Counts for Scheduled Services 2012/13 - 2013/14

Rail ticket types sold (Figure 8) illustrates an increase in AT HOP card usage relative to single paper ticket sales in Apr-2014 compared to Apr-2013.

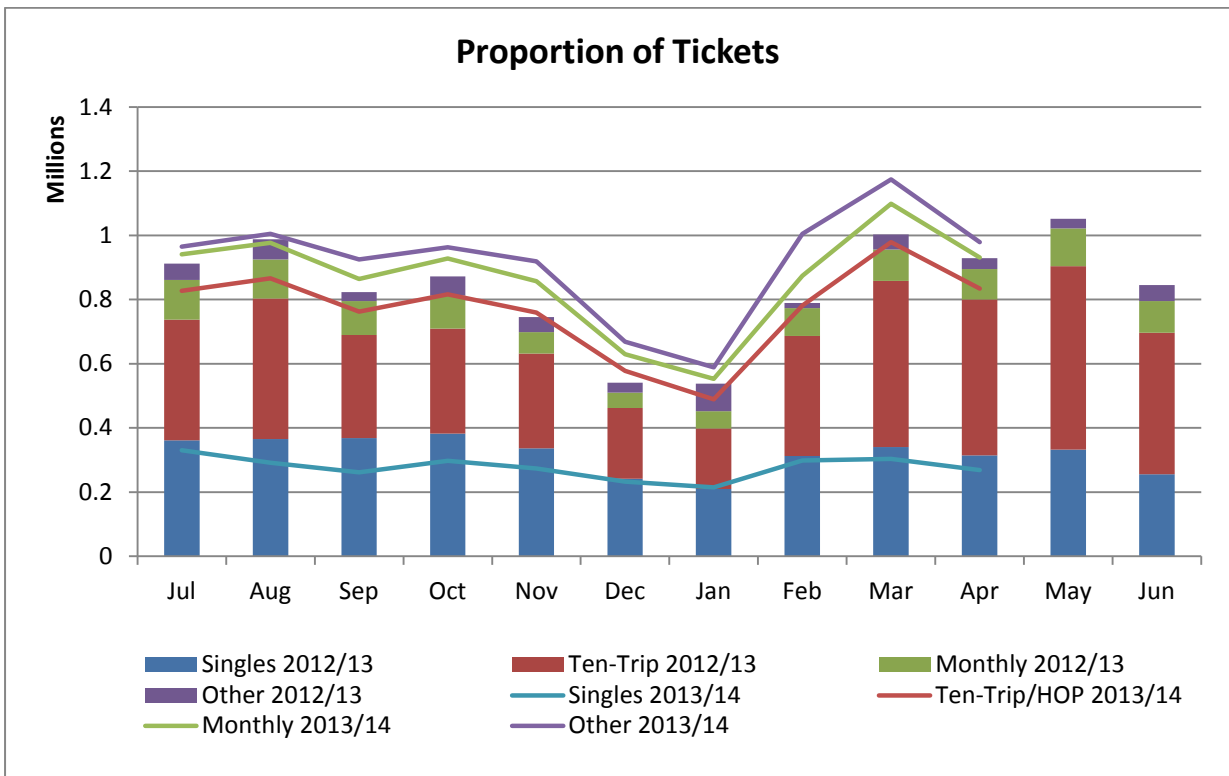


Figure 8. Ticket Sales by Ticket Type – 2013/14 compared to 2012/13





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

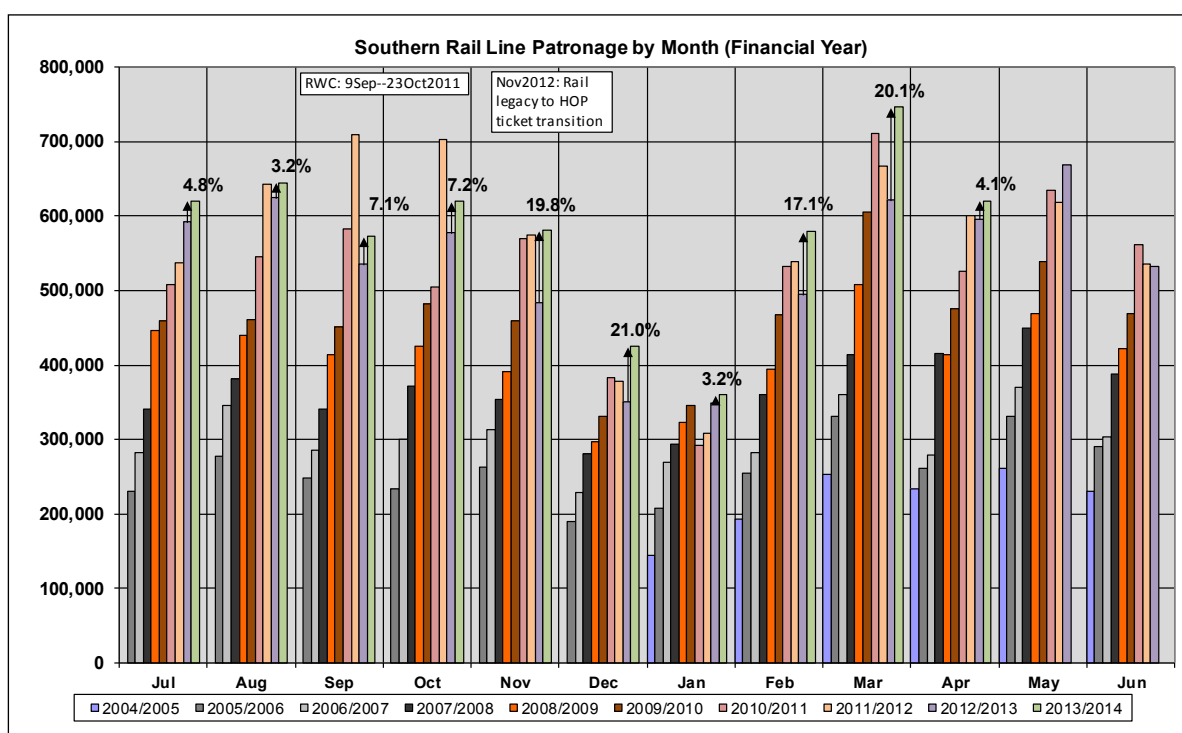


Figure 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2013/14

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,970,468 passengers for the 12 months to Apr-2014, an increase of +0.4% on the 12 months to Mar-2014 and +9.3% on the 12 months to Apr-2013. Patronage for Apr-2014 was 620,627 boardings, an increase of +4.1% (+24,468 boardings) on Apr-2013 (Figure 9). Year to date patronage has grown by +10.4%. Bus replacements for the early ramp down of services on the Eastern Line for electrification works and EMU testing was continued five nights per week in Apr-2014 affecting the relative patronage growth on the services affected (East and Manukau lines).

### Western Rail Line

Western Line rail patronage totalled 4,129,942 passengers for the 12 months to Apr-2014, an increase of +0.6% on the 12 months to Mar-2014 and +16.2% on the 12 months to Apr-2013. Patronage for Apr-2014 was 358,212 boardings, an increase of +7.5% (+24,961 boardings) on Apr-2013 (Figure 10). Year to date patronage has grown by +17.8%. Bus replacements for the early ramp down of all services after 8.30pm on the Western line for electrification works throughout April five nights per week (Sunday to Thursday) affecting the relative patronage growth on those services, while the overall total was included travel on trains supporting the special events at Eden Park (Super 15 and Warriors NRL).

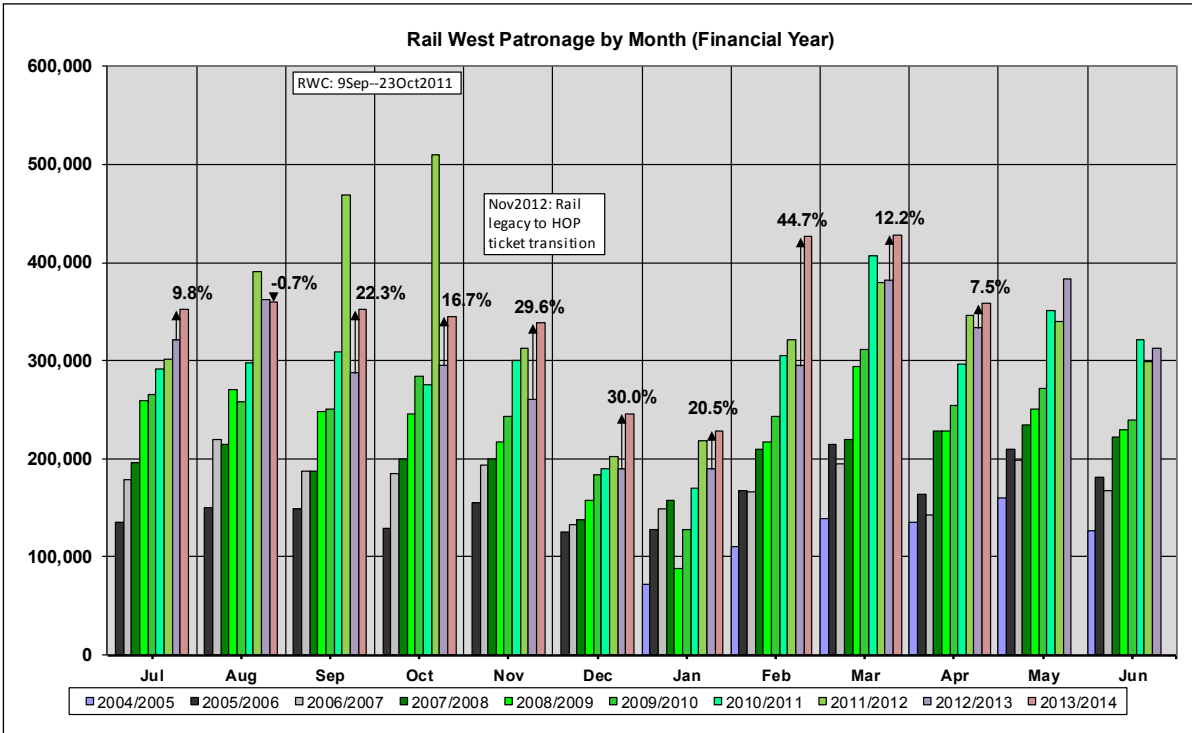


Figure 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2013/14

### 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 2,382,822 passengers for the 12 months to Apr-2014 (Figure 11), an increase of +0.5% on the 12 months to Mar-2014 and +5.5% on the 12 months to Apr-2013. Patronage for Apr-2014 was 214,185 boardings, an increase of +5.7% (+11,547 boardings) on Apr-2013 (Figure 12), normalised to ~ +10.2%. Year to date Northern Express patronage has grown by +5.6%.

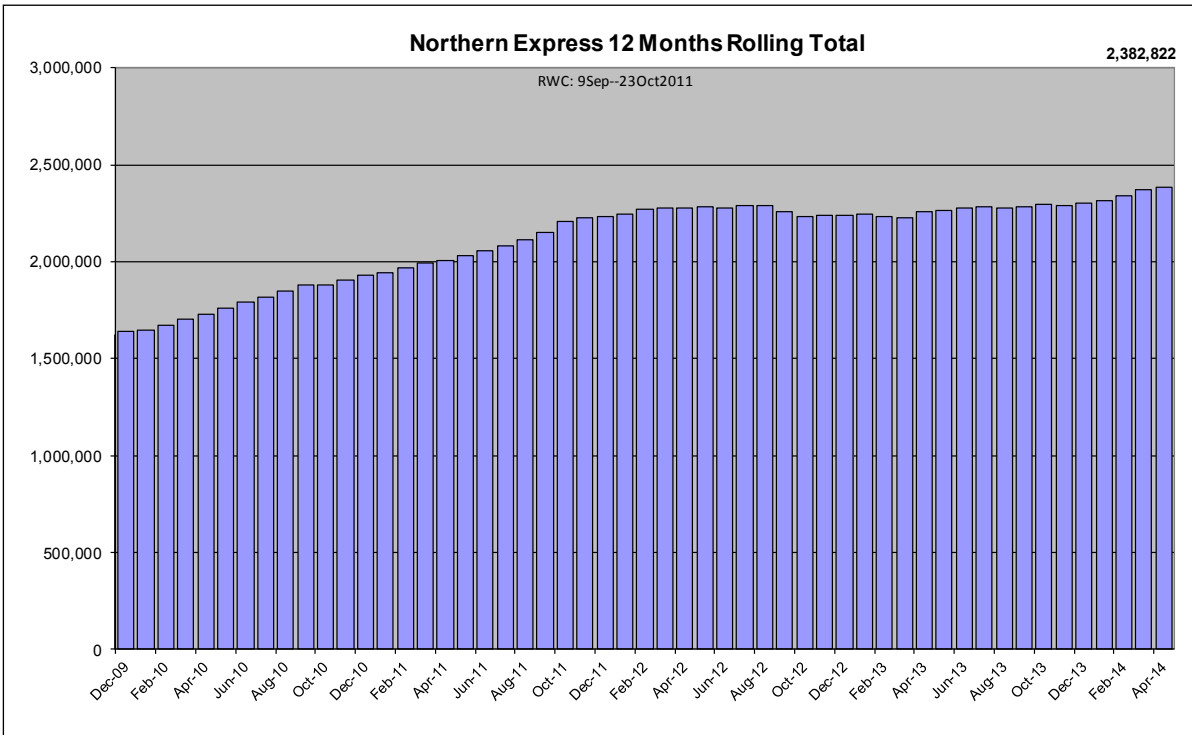


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total



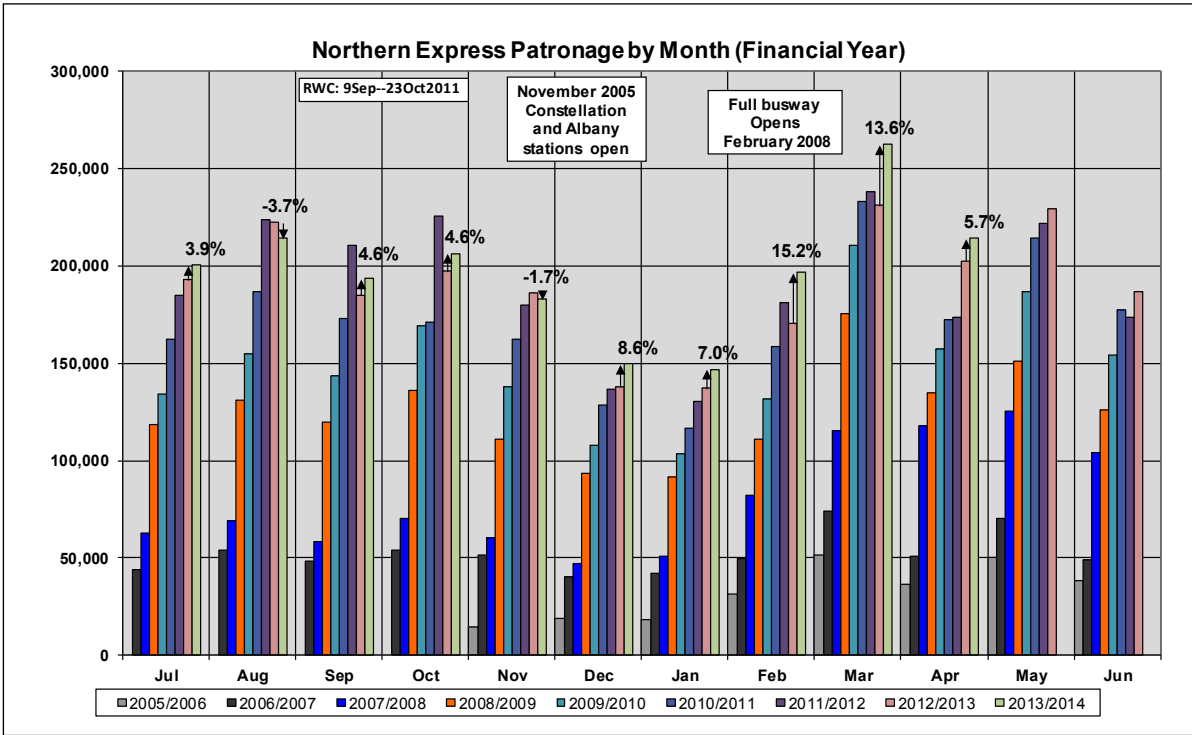


Figure 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2013/14

**Bus Patronage (Other Than Northern Express)**

Patronage totalled 52,627,112 passengers for the 12 months to Apr-2014, an increase of +0.4% on the 12 months to Mar-2014 and +1.7% on the 12 months to Apr-2013. Patronage for Apr-2014 was 4,454,848 boardings, a change of +4.6% (197,444 boardings) on Apr-2013 (Figure 13), normalised to ~ +8.0%. Year to date other bus patronage has grown by +3.3%. Normalised average weekday patronage is illustrated at Figure 14.

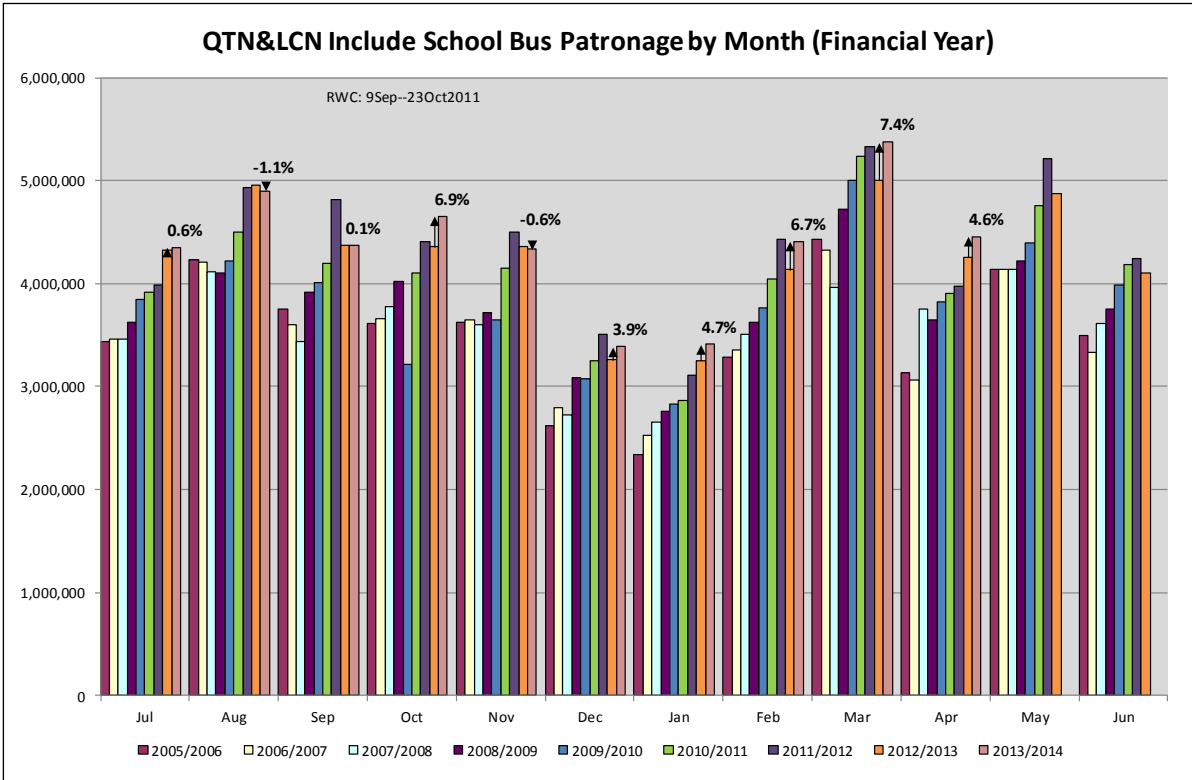


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2013/14



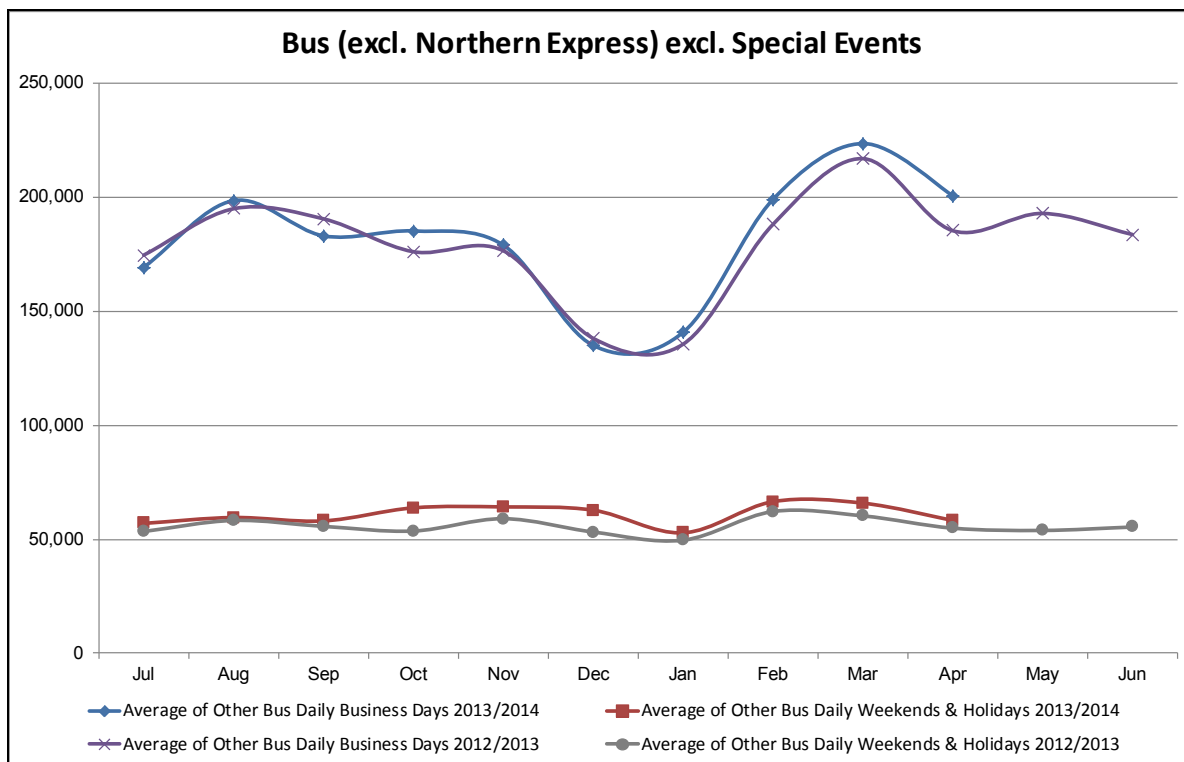


Figure 14. Bus Patronage – Ave. Daily Passenger Counts 2012/13 - 2013/14

## 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%
Feb-14	895,928	37,691	4.4%	10,679,882	115,805	1.1%	388,532	- 2,969	-0.8%	4,733,556	-181,593	-3.7%
Mar-14	1,137,678	106,966	10.4%	10,786,848	294,657	2.8%	478,126	7,484	1.6%	4,741,040	-136,172	-2.8%
Apr-14	873,628	5,183	0.6%	10,792,032	211,845	2.0%	394,169	37	0.0%	4,741,076	-155,053	-3.2%
	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%
Feb-14	890,048	31,002	3.6%	10,679,348	-2,444	0.0%	2,232,764	208,783	10.3%	25,966,516	358,663	1.4%
Mar-14	1,115,563	54,769	5.2%	10,734,117	111,011	1.0%	2,643,416	199,683	8.2%	26,166,199	717,362	2.8%
Apr-14	921,776	40,294	4.6%	10,774,411	77,043	0.7%	2,265,275	151,930	7.2%	26,318,129	765,559	3.0%

## Ferry Patronage

Ferry services carried 5,128,055 passenger trips for the 12 months to Apr-2014, a decrease of -0.4% on the 12 months to Mar-2014 and +4.3% on the 12 months to Apr-2013. Ferry services patronage for Apr-2014 was 415,541 (Figure 15), a decrease of -20,610 boardings or -4.7%, normalised to ~ -1.2%. Year to date ferry patronage has increased by +4.1%.

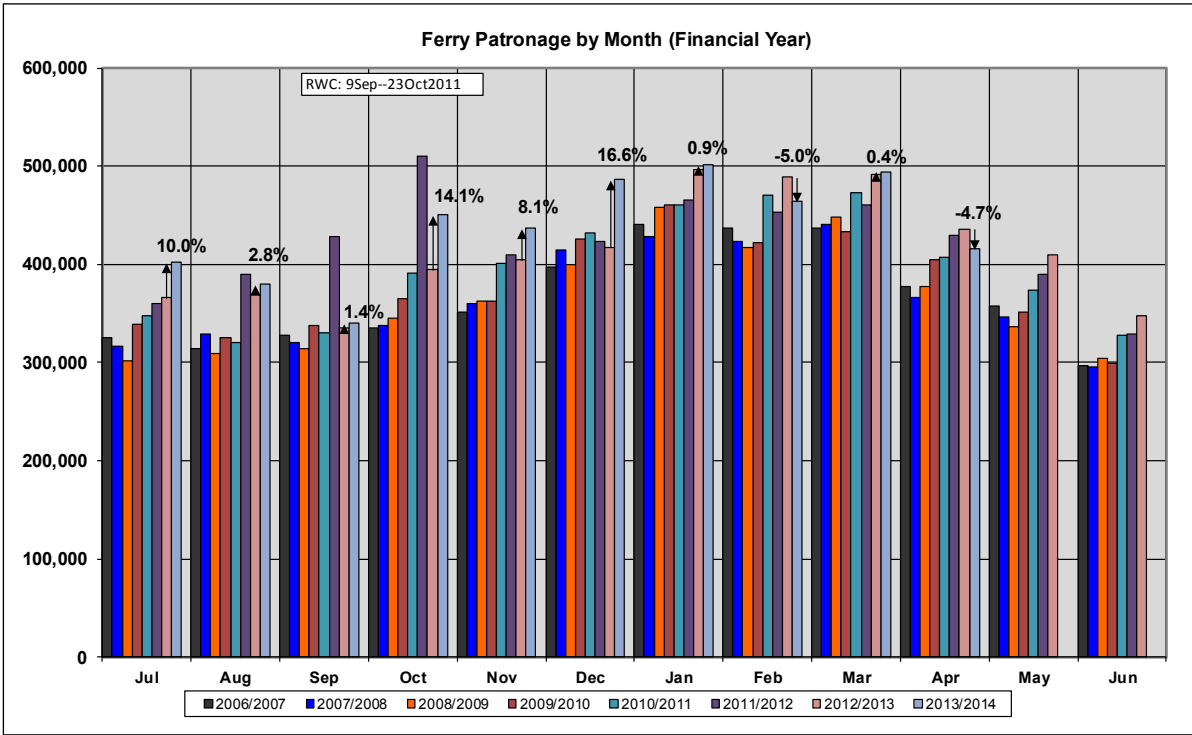


Figure 15. Ferry Patronage – Growth by Month 2006/07 to 2013/14

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### Rail Service Performance

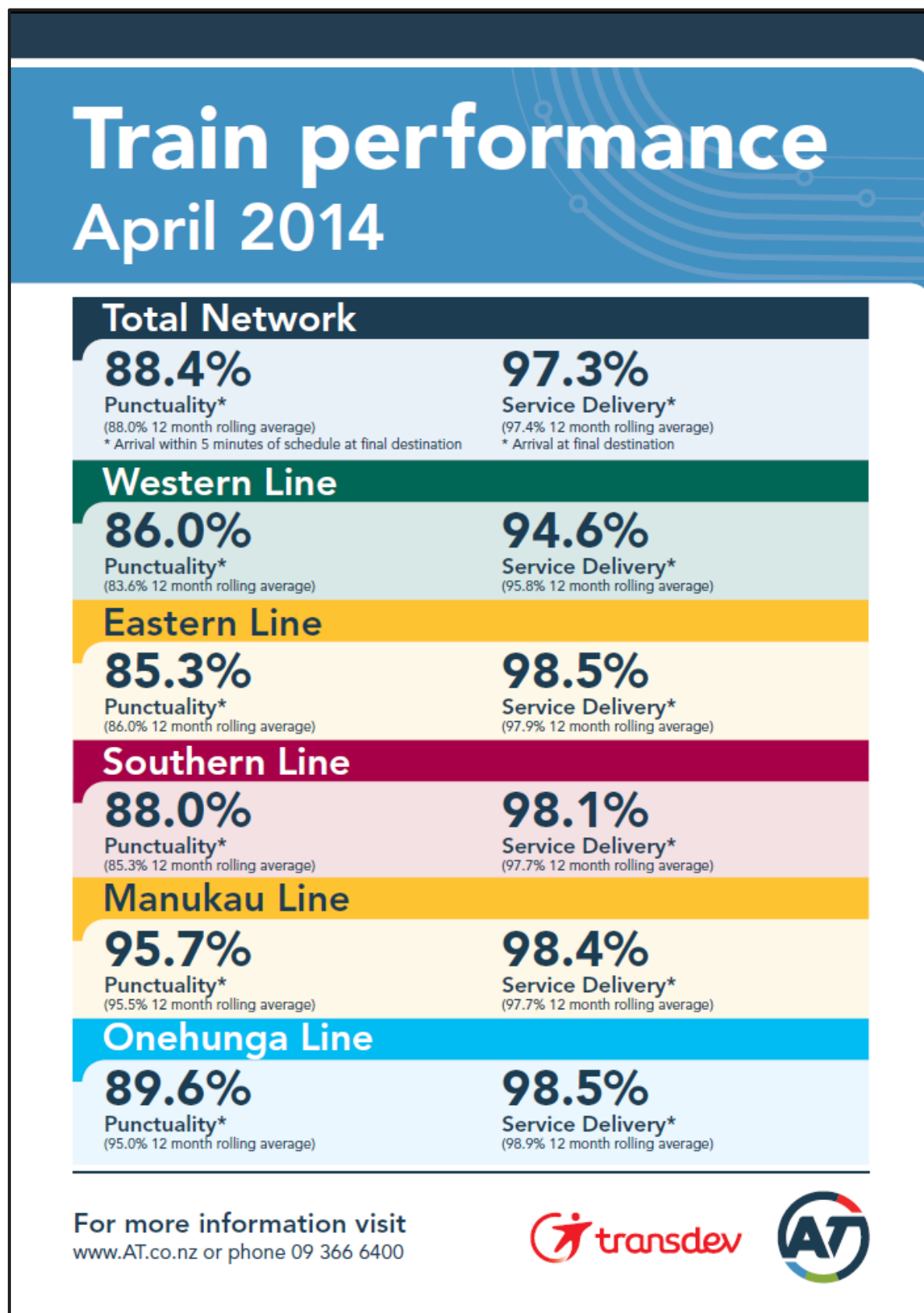


Figure 16. Rail Published Performance Results for April 2014

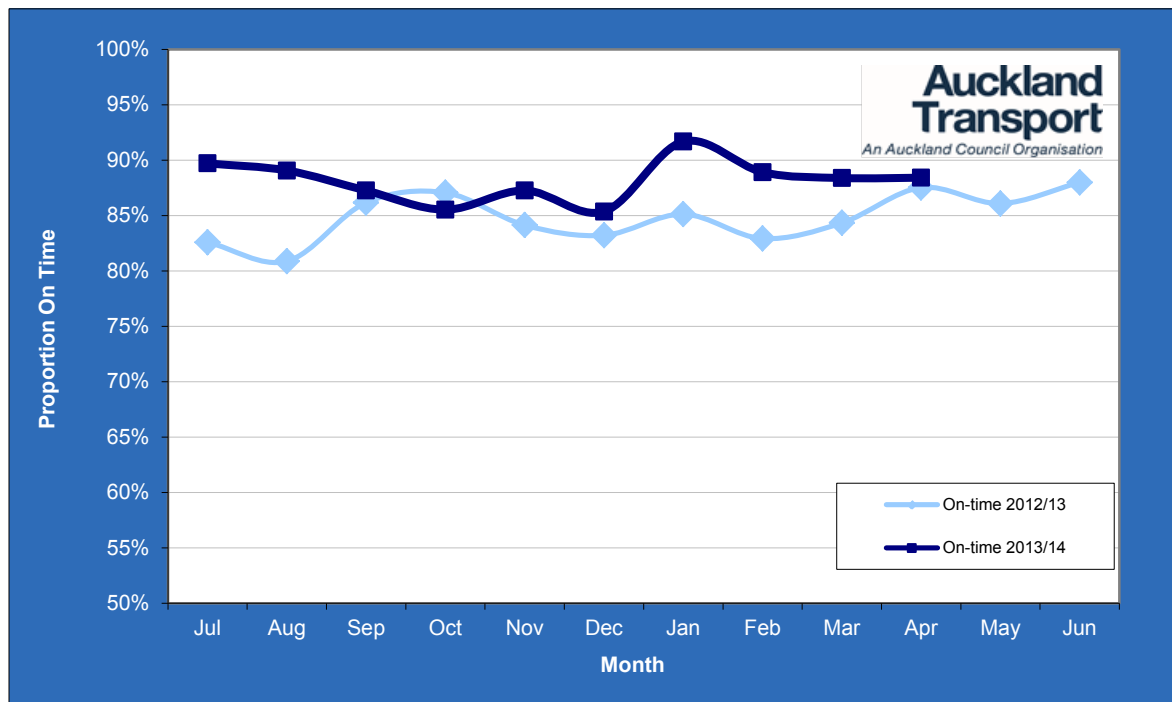
Service delivery (or reliability) is the proportion of trains that are not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled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

For Apr-2014 service delivery was 97.3%. Punctuality for Apr-2014 was 88.4% compared to the 12 month average of 88.0% and 87.5% in Apr-2013. Punctuality trends comparing 2013 and 2014 are presented at Figure 17.

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

	West	East	South	Manukau	Onehunga	Total
Services Planned	2,299	1,659	1,813	1,355	1,211	<b>8,337</b>
Services Cancelled	123	25	35	22	18	<b>223</b>
Services Delayed > 5 min	305	241	213	57	124	<b>940</b>

Several significant incidents affected service delivery in the month including issues with the fleet performance throughout the month.



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

The following major incidents impacted on service delivery during April:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on three days during April.
- *Train faults (KiwiRail)* – Metro train faults had a significant effect on delivery during six days in April.
- *Operational (Transdev)* – Operations were generally stable although some services were impacted during the transition to EMU operations on the Onehunga Line, particular the first day.
- *Other* – Adverse weather significantly impacted delivery across the network on the 17<sup>th</sup> April. Two emergency service incidents occurred, one at Ellerslie station (22<sup>nd</sup> April) impacting Southern & Onehunga Lines, the second at Henderson (28<sup>th</sup> April) caused major disruption to evening peak services.

- *Additional* - There was general service delivery impacts associated with the introduction of electric train services on Onehunga Line in the last week of April.

### 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 20.1% higher than the level for the same month last year. For the month a total of 14,850 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.

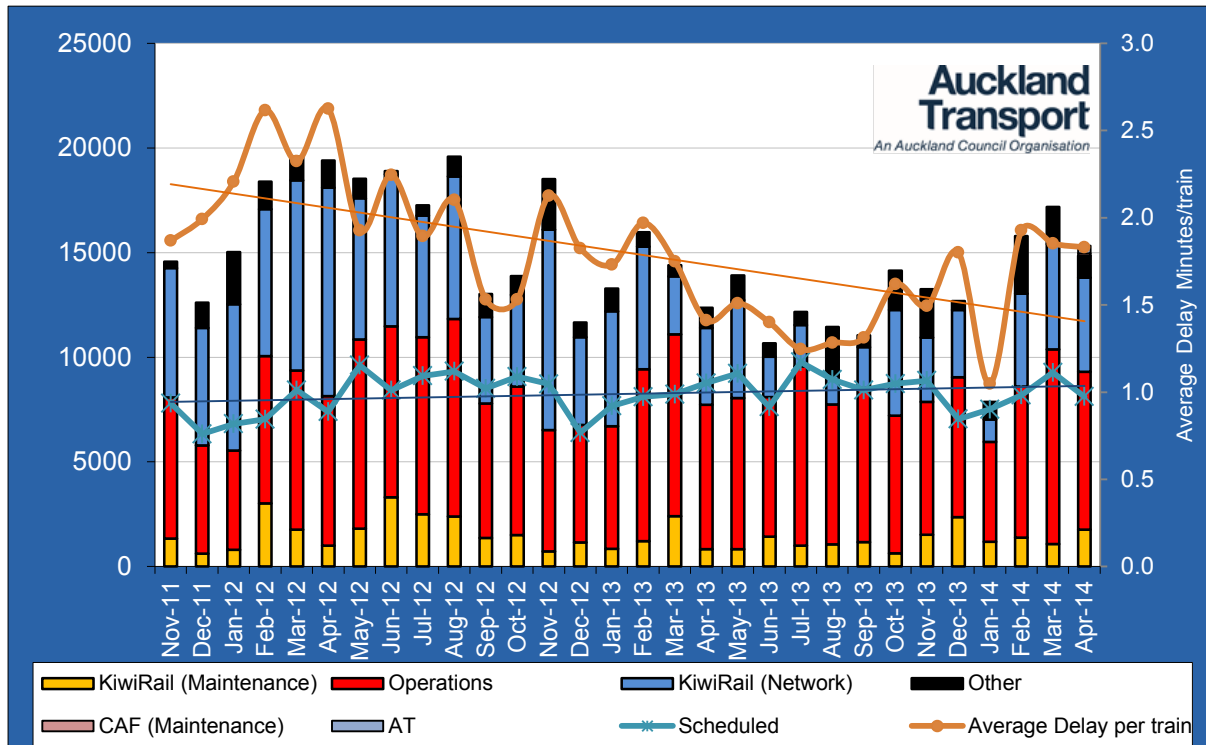


Figure 18. Train Delay Minutes by Cause

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	914	55.5%
Signal/points failure	541	32.8%
Speed restrictions	170	10.3%
Track protection measures*	22	1.3%
<b>Total</b>	<b>1,647</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 Apr-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 88.4%.

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 5 below. This was 87.7% on-time performance for Apr-2014.

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

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Total Network Actual Service Delays	87.5%	86.1%	88.0%	89.7%	89.1%	87.3%	85.5%	87.3%	85.4%	91.7%	88.9%	88.4%	88.4%
Weighted by Passenger Volume by Line	85.9%	84.4%	86.6%	88.6%	87.8%	85.9%	83.7%	86.0%	84.1%	90.3%	87.2%	87.2%	87.7%

## Rail Capacity

Based on the planned train allocations there were seven services reported to have exceeded AT's planned seating to standing ratio on average during April. Additionally a further four services were near the planned ratio. The capacity stretched services on the Onehunga Line (one above the seated ratio, a second near the ratio) have had capacity increased going forward with the implementation of the electric services. Reduced fleet availability as a result of the derailment that occurred early April continues to pressure some capacity.

## Bus Service Performance

For April 2014, 99.78% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for April 2014 was 98.17%, measured by the percentage of services which commence the journey within five 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 - April 2014**

Operator	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,568	100%	98.25%
H & E	17,401	100%	99.28%
NZ Bus	122,177	99.68%	98.32%
Ritchies	28,026	99.94%	97.64%
Tranzit	2,265	100%	93.09%
Urban Express	5,360	100%	95.80%
Total	183,444	99.78%	98.17%

## Ferry Service Performance

For April 2014, 99.87% of contracted ferry service trips were operated (reliability measure). Service punctuality for April 2014 was 99.82% of services operated, measured by the percentage of services which commence the journey within five 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 - April 2014**

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	924	99.89%	100%
Half Moon Bay	540	100%	99.63%
Birkenhead	994	100%	99.8%
Gulf Harbour	130	100%	100%
West Harbour	513	100%	99.81%
Rakino	18	100%	88.89%
Pine Harbour	570	99.3%	100%
Hobsonville	209	100%	98.56%
Total	3,898	99.87%	99.82%

## 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 105 events took place in April with approximately 30 that had an impact on public transport either with road closures and/or route diversions or additional special event services (including Anzac Day Parades). 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.

**FIM Speedway Grand Prix, Western Springs: Saturday 5th April 2014** NZ Bus business as usual services were supplemented due to this event after the event itself. 116 passengers caught bus services during this supplementation.

### **Vodafone Warriors vs. Bulldogs, Eden Park: Sunday 13<sup>th</sup> April 2014**

For the 2014 Warriors Season at Eden Park, 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 special event buses from Takapuna, Northern Busway, Manukau/Botany/Pakuranga and Newmarket/Mt Eden. For Attendance at the event was 20,365.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
<b>RAIL</b>	4,702	23.09	4,887	24.00	<b>23.55%</b>
<b>BUS</b>	1,220	5.99	1,375	6.75	<b>6.37%</b>
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	5,922	29.08	6,262	30.75	<b>29.92%</b>

### **ITM500 V8 Supercars, Pukekohe Raceway: Thursday 24<sup>th</sup> April – Sunday 27<sup>th</sup> April 2014**

For the 2014 V8 Supercars at Pukekohe, travel is included in the ticket price for these event days. Patrons can travel on all regular timetabled and special event rail services as well as existing Northern Express buses from the Northern Busway. A mobility shuttle was also provided from the Pukekohe Railway Station to the venue. Patronage was 6,732 passenger trips over the event.

### **Blues vs. Waratahs, Eden Park: Friday 25<sup>th</sup> April 2014**

For the 2014 Blues Season at Eden Park, 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 special event buses from Takapuna, Northern Busway, Manukau/Botany/Pakuranga and Newmarket/Mt Eden. Attendance at the event was 17,111.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
<b>RAIL</b>	3,027	17.69	3,164	18.49	<b>18.09%</b>
<b>BUS</b>	1,260	7.36	1,275	7.45	<b>7.41%</b>
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	4,287	25.05	4,439	25.94	<b>25.50%</b>

### **Electric Train Open Day, Britomart: Sunday 27<sup>th</sup> April 2014**

5,000 tickets were issued to passengers for the Electric Train Open Day held at Britomart on Sunday 27<sup>th</sup> April.

## 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 April 2014:

- Fullers Group Ltd: Notification to add in-between service from Auckland to Devonport. Approved 4 April 2014.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### Projects Implemented

- On March 31<sup>st</sup> service changes were implemented for the City LINK service run by NZ Bus. These changes involved doubling frequency between Britomart and Wynyard Quarter.
- New electric trains commenced in-revenue operation on the Onehunga Line on Monday 28<sup>th</sup> April.

### Projects in Planning

- The proposed changes to Green Bay and Titirangi local bus services, which were consulted on late last year, will be implemented on 3 August, in conjunction with the re-timetabling of all other West Auckland services operated by NZ Bus.
- Glendene, Glen Eden, Swanson / Ranui and Sturges Rd bus timetables have been updated to improve running times, connections at New Lynn, ease bus stop congestion at Britomart, New Lynn and Henderson and a consistent outbound bus route for all West Auckland buses (via Albert St, Mayoral Drive and Vincent St. Changes will start on the 3<sup>rd</sup> of August in conjunction with the Green Bay changes.
- West Auckland bus New Network planning continues for consultation to commence in October 2014, for implementation late 2015 (to complement commencement of full electric train timetable on Western Line).
- Hibiscus Coast bus New Network planning well underway for consultation to commence in July 2014.
- Franklin bus New Network planning underway for consultation to commence in the second half of 2014.
- Birkenhead Transport bus services - developing new timetables to improve headway, frequency and capacity.
- Preparations continue on the Business Case for zoned Integrated Fares.

## 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

### **New Electric Trains**

Promotional activity leading up to in-revenue services launch of the new electric trains from 28<sup>th</sup> April.

### **New Movers**

Localised public transport information for all new home movers in Auckland – monthly.

### **Northern Express Free Weekend 5 & 6 and 12 & 13 April 2014**

These weekends on the Northern Express resulted in ~16,000 passengers an increase of 100% year-on-year.

### **Travel Myths - Central Corridors**

The tail end of the second tranche of Pop Art within Central Corridors contributing to a 10% year-on-year growth for both Mount Eden and Sandringham Roads. Initial feedback from qualitative research also indicates a positive change in attitude towards bus travel in the area as result of the campaign. The campaign has been launched on North Shore.

### **Fare Evasion Campaign**

Campaign to position rail fare evasion as being undesirable rolled out to compliment a revised station blockade progressed in April.

## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

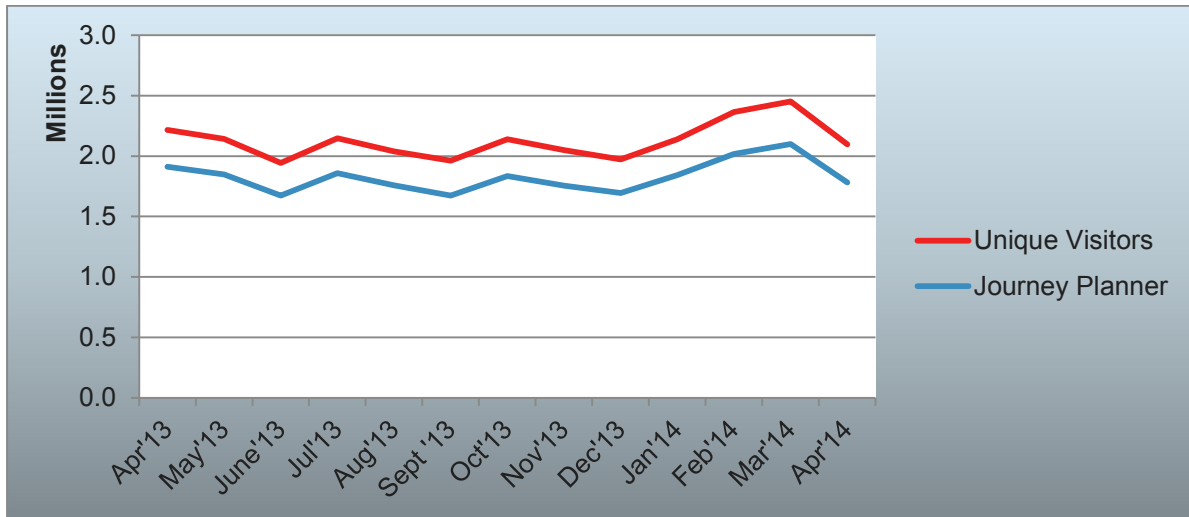
### Walk-In-Centres

The combined customer visits to the Customer Service for Apr-2014 was 61,847 a 22.0% increase compared to Apr-2013.

### AT Public Transport Call Centre

For Apr-2014, call volume was 33,993 (-2.3% compared to Apr-2013). 88.0% of calls were answered within the service standard of 20 seconds. For AT HOP ticketing there was 9,692 calls during the month and 87.0% were answered within the service standard of 20 seconds.

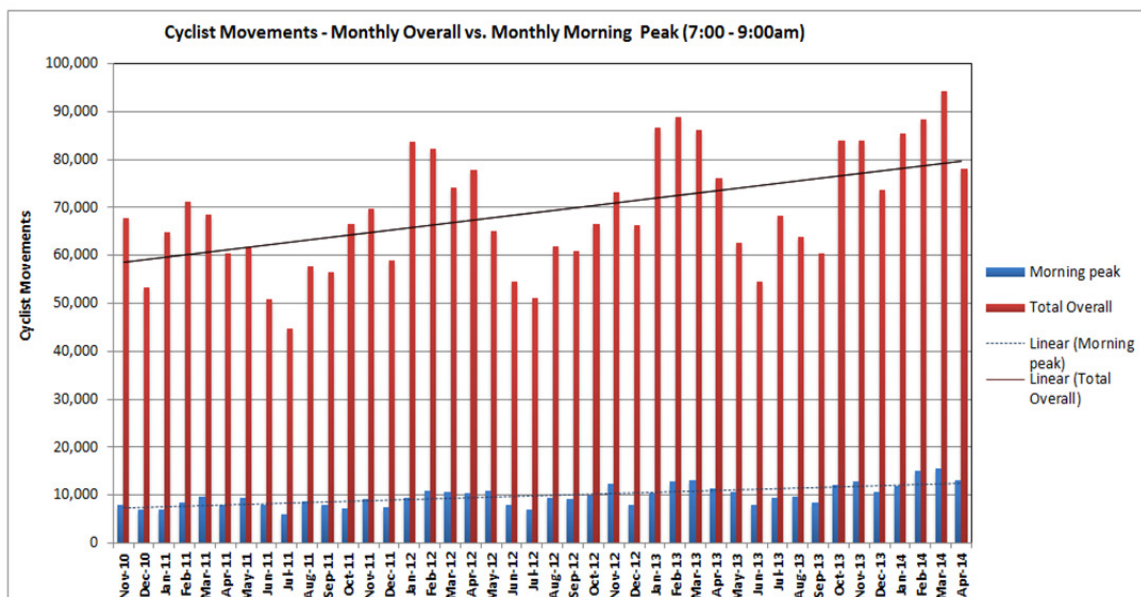
### www.AT.co.nz Visitors by month



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

There has been an increase of 2.5% in cyclist movements in April 2014 when compared to April 2013. The morning peak movement's increased by 13.4% when compared to April last year. A total of 897,039 cycle trips were recorded for the year May 2013 to April 2014, this is an increase of 7.1% 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 (eastbound) and 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	88,272			15.4%	7.9%	-0.5%
March	68,513	74,124	86,233	94,195			8.2%	16.3%	9.2%
April	60,534	77,862	76,130	78,004			28.6%	-2.2%	2.5%
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	15,018			29.9%	18.5%	16.3%
March		9,662	10,526	13,066	15,646			8.9%	24.1%	19.7%
April		8,040	10,444	11,440	12,974			29.9%	9.5%	13.4%
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%	