

Statistics Report

May 2014



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PUBLIC TRANSPORT

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 71,774,868 passengers for the 12 months to May-2014, an increase of +0.8% on the 12 months to Apr-2014 and +4.6% on the 12 months to May-2013. May monthly patronage was 7,096,277, an increase of 536,470 boardings or + 8.2% on May-2013, normalised to ~ +10.3% accounting for additional special event patronage and one less business day and one more weekend day in May-2014 compared to May-2013. Year to date patronage has grown by +5.2%.

Rail patronage totalled 11,242,610 passengers for the 12 months to May-2014, an increase of +1.3% on the 12 months to Apr-2014 and +12.1% on the 12 months to May-2013. Patronage for May-2014 was 1,193,702, an increase of 142,201 boardings or +13.5% on May-2013, normalised to ~ +13.4%. Year to date rail patronage has grown by +13.1%.

The Northern Express bus service carried 2,403,544 passenger trips for the 12 months to May-2014, an increase of +0.9% on the 12 months to Apr-2014 and +6.1% on the 12 months to May-2013. Northern Express bus service patronage for May-2014 was 249,888, an increase of 20,722 boardings or +9.0% on May-2013, normalised to ~ +10.8%. Year to date Northern Express patronage has grown by +6.0%.

Other bus services carried 53,003,557 passenger trips for the 12 months to May-2014, an increase of +0.7% on the 12 months to Apr-2014 and +3.1% on the 12 months to May-2013. Other bus services patronage for May-2014 was 5,245,850, an increase of 376,445 boardings or +7.7% on May-2013, normalised to ~ +10.3%. Year to date other bus patronage has grown by +3.7%.

Ferry services carried 5,125,157 passenger trips for the 12 months to May-2014, a decrease of -0.1% on the 12 months to Apr-2014 and +3.8% on the 12 months to May-2013. Ferry services patronage for May-2014 was 406,837, a decrease of -2,898 boardings or -0.7% on May-2013, normalised to ~ +2.3%. Year to date ferry patronage has increased by +3.6%.

Service Performance

For rail, service punctuality in May-2014 was 84.0%, compared to the average for the 12 months to May-2014 of 87.8%. Service delivery was 96.3%, compared to the average for the 12 months to May-2014 of 97.4%.

Initiatives

- New electric trains entered revenue service on 28th April.
- Wi-Fi functionality at 40 stations was launched on 26th May for AT HOP card holders.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

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

- Equivalent special event patronage in May-2014 compared to May-2013 (~+0.1% impact network wide and ~+0.6% rail), including the Super Rugby at Eden Park and Warriors and All Whites at Mt Smart.
- Early evening ramp-downs placed on the Eastern and Western Lines during May-2014, overall there was one less operational workday and three more full operational weekend days (~-0.5% rail patronage).

Auckland public transport patronage totalled 71,774,868 passengers for the 12 months to May-2014, an increase of +0.8% on the 12 months to Apr-2014 and +4.6% on the 12 months to May-2013 as illustrated in Figure 1. May monthly patronage was 7,096,277, an increase of 536,470 boardings or +8.2% on May-2013, normalised to ~ +10.3%.

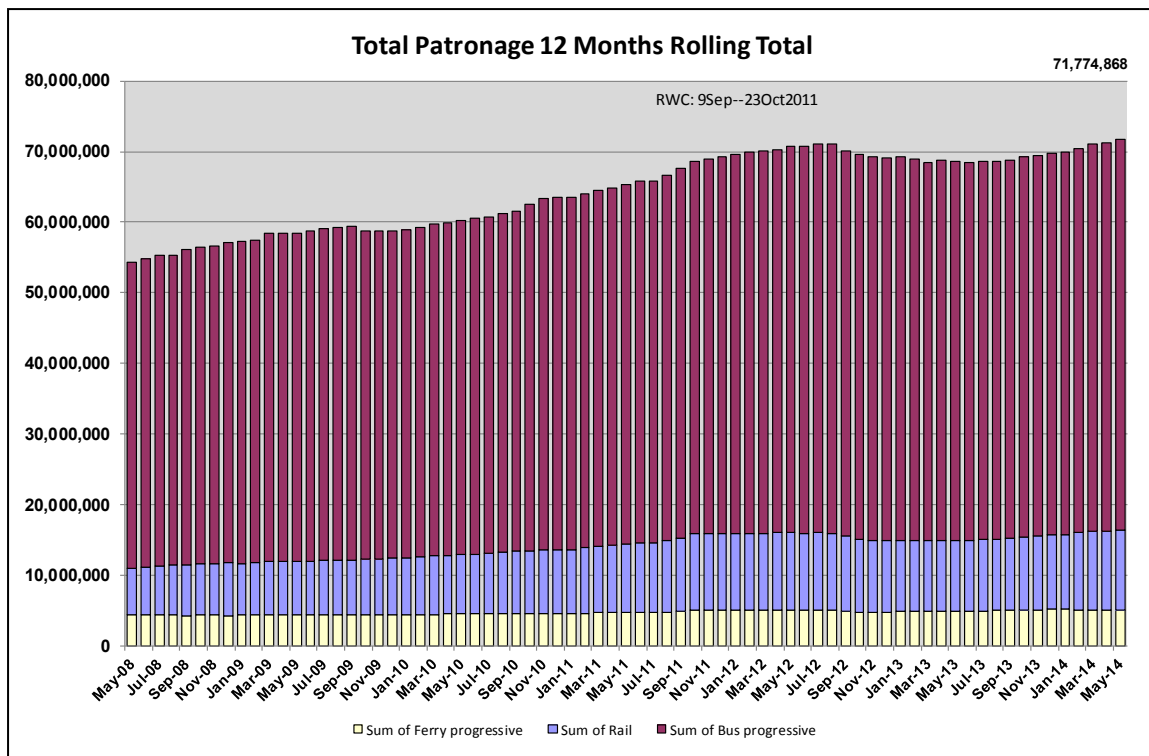


Figure 1: Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, eleven months from Jul-2013, patronage has increased by +5.2% or 3,249,114 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

	May-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
1. Rapid Transit Network sub-total:	1,443,590	162,923	12.7%	13,646,154	1.2%	1,353,176	11.0%	12,613,947	1,328,763	11.8%
Northern Express Bus	249,888	20,722	9.0%	2,403,544	0.9%	138,296	6.1%	2,216,676	124,959	6.0%
Rail sub-total:	1,193,702	142,201	13.5%	11,242,610	1.3%	1,214,880	12.1%	10,397,271	1,203,804	13.1%
- Western Line	436,064	52,986	13.8%	4,182,927	1.3%	584,341	16.2%	3,870,772	571,441	17.3%
- Southern & Eastern Line:	757,638	89,215	13.3%	7,059,683	1.3%	630,539	9.8%	6,526,499	632,363	10.7%
- Pukekohe / Papakura Services *	508,707	61,261	10.3%	5,007,675	1.0%	528,897	9.3%	4,626,147	533,966	10.2%
- Manukau Services * (opened 15 Apr 2012)	146,404			1,227,768				1,137,758		
- Onehunga Services	102,526	27,954	37.5%	824,239	3.5%	101,642	14.1%	762,593	98,397	14.8%
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	5,245,850	376,445	7.7%	53,003,557	0.7%	1,615,808	3.1%	48,898,722	1,752,226	3.7%
- Frequent Connector & Local Bus	4,950,379	358,880	7.8%	50,436,998	0.7%	1,637,524	3.4%	46,581,710	1,747,485	3.9%
- Contracted School Bus	295,471	17,565	6.3%	2,566,559	0.7%	-21,716	-0.8%	2,317,012	4,741	0.2%
3. Ferry	406,837	-2,898	-0.7%	5,125,157	-0.1%	187,327	3.8%	4,777,500	168,125	3.6%
Total Patronage	7,096,277	536,470	8.2%	71,774,868	0.8%	3,156,311	4.6%	66,290,169	3,249,114	5.2%

* 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.

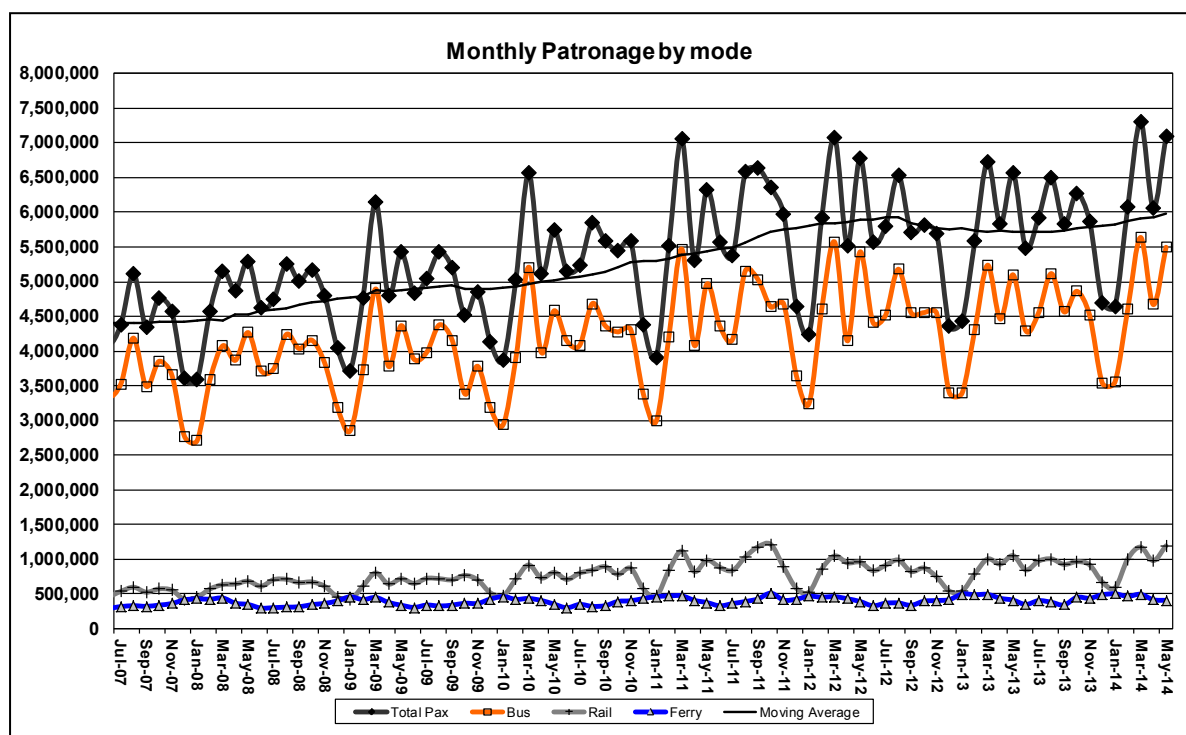


Figure 2. Monthly Patronage by Mode

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 May-2014 and totalled 13,646,154 passengers for the 12 months to May-2014 (Figure 3), an increase of +1.2% on the 12 months to Apr-2014 and +11.0% on the 12 months to May-2013. RTN Patronage for May-2014 was 1,443,590 boardings, an increase of +12.7% (+162,923 boardings) on May-2013 (Figure 4). Year to date RTN patronage has grown by +11.8%.

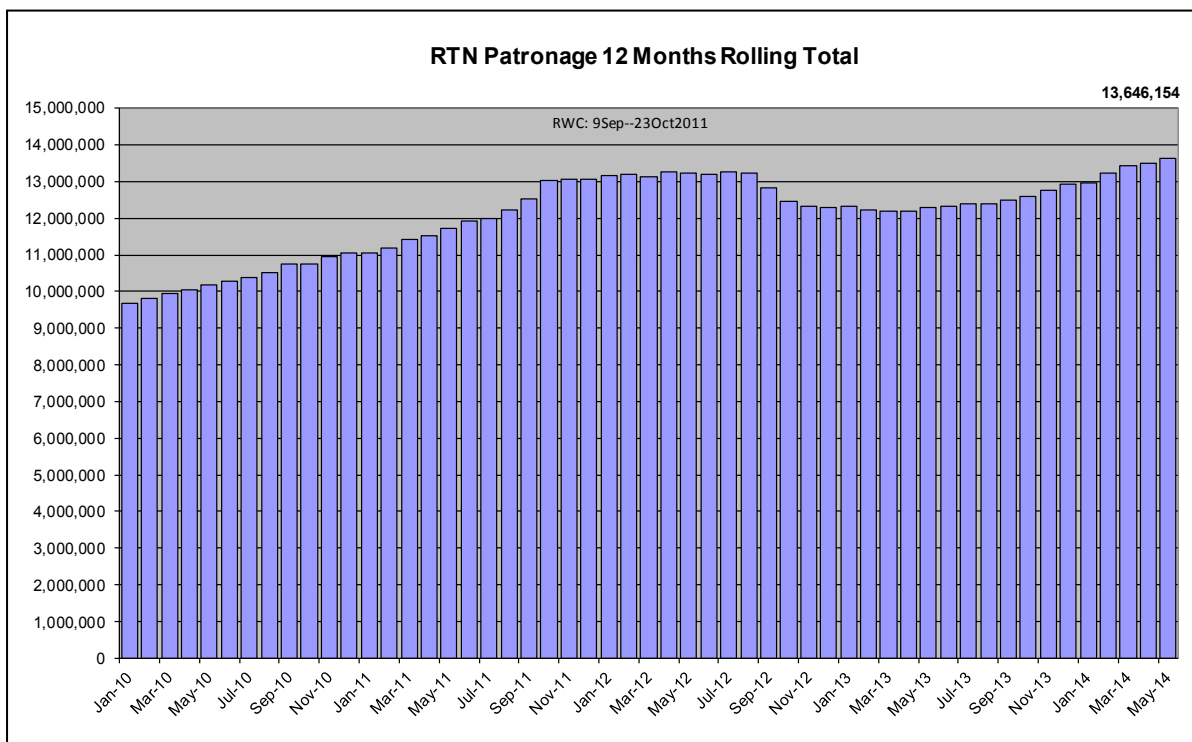


Figure 3. RTN Patronage – 12 Months Rolling Total

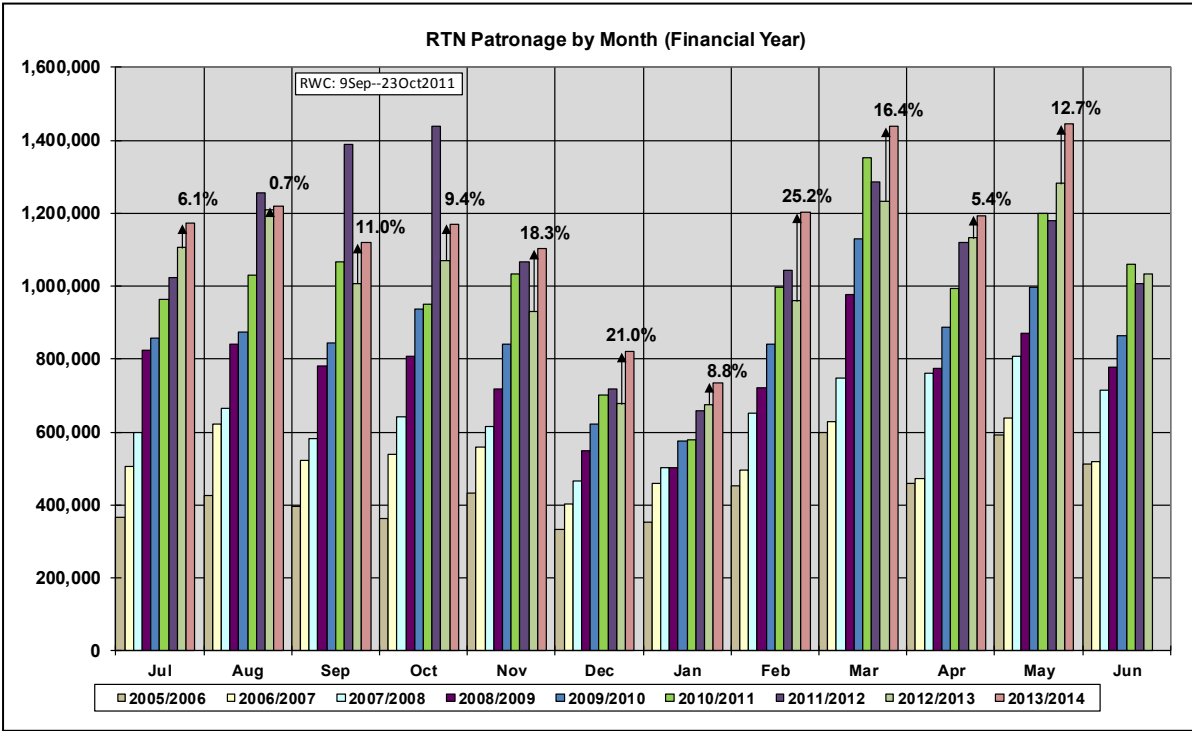


Figure 4. RTN Patronage – Growth by Month 2005/06 to 2013/14

Rail Patronage

Rail patronage improved in May-2014 and totalled 11,242,610 passengers for the 12 months to May-2014 (Figure 5), an increase of +1.3% on the 12 months to Apr-2014 and +12.1% on the 12 months to May-2013. Patronage for May-2014 was 1,193,702 boardings, an increase of +13.5% (+142,201 boardings) on May-2013 (Figure 6), normalised to ~ +13.4%. Year to date rail patronage has grown by +13.1%.

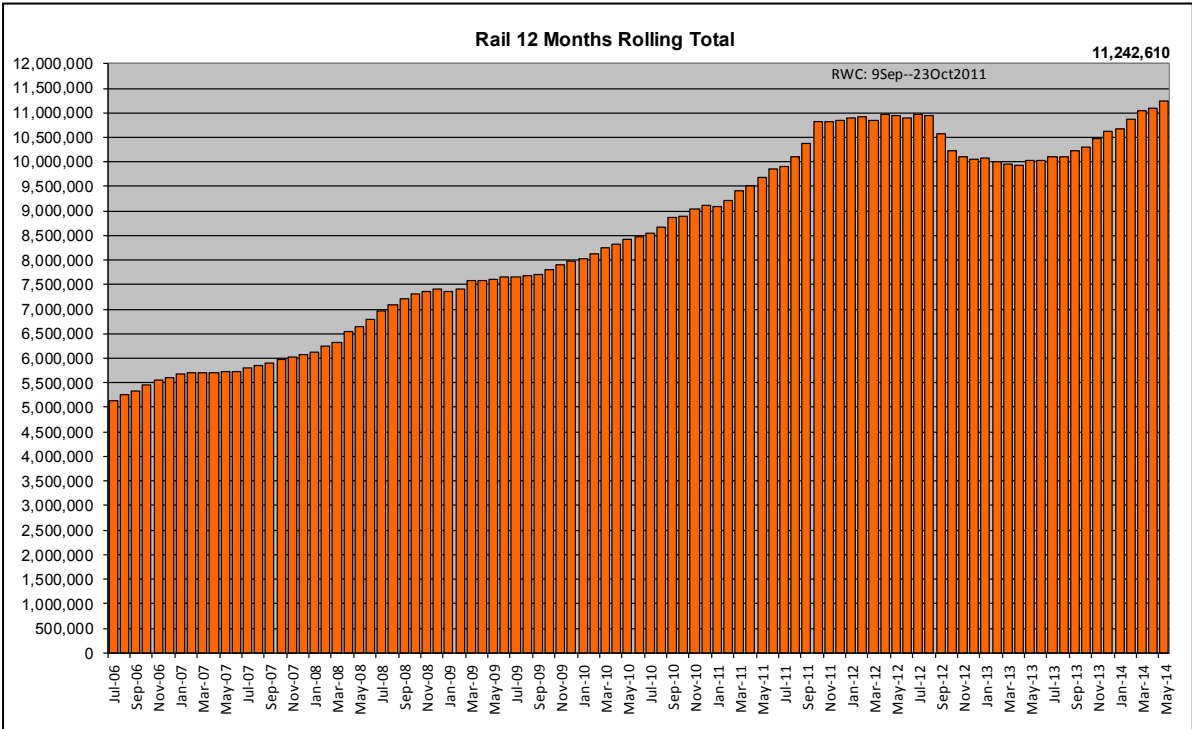


Figure 5. Rail Patronage – 12 Months Rolling Total



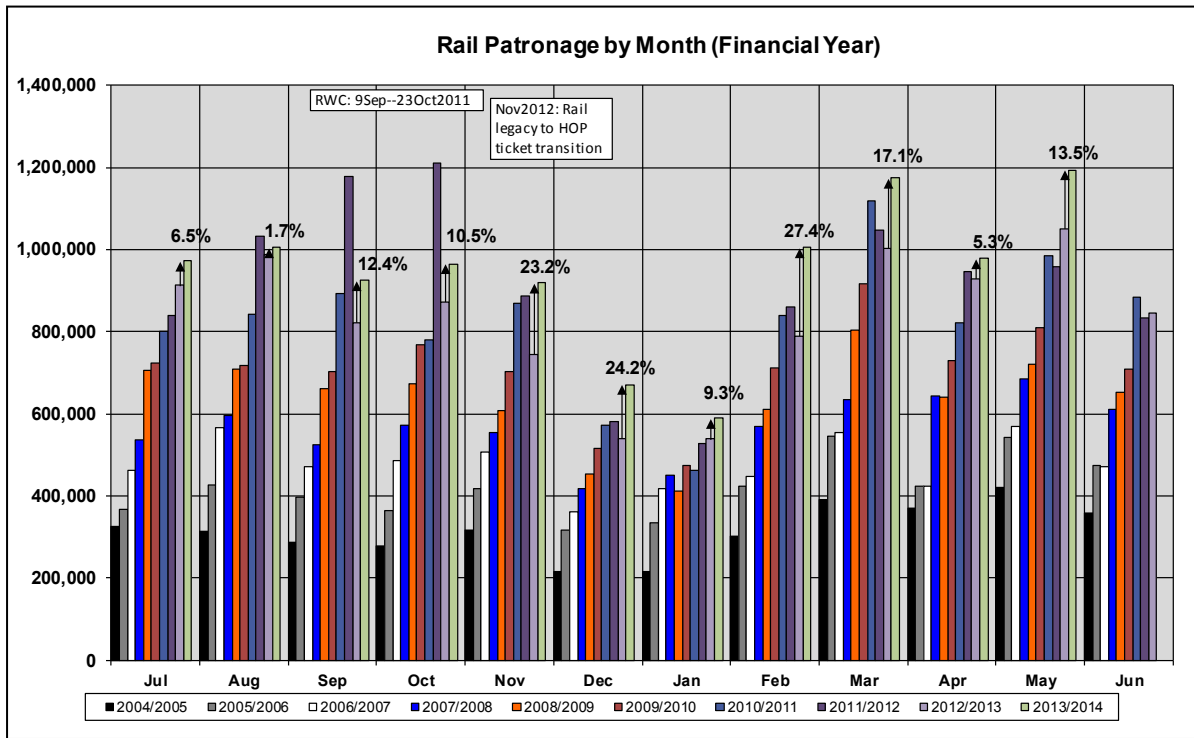


Figure 6. Rail Patronage – Growth by Month 2005/06 to 2013/14

Figure 7 illustrates estimated average passengers/day.

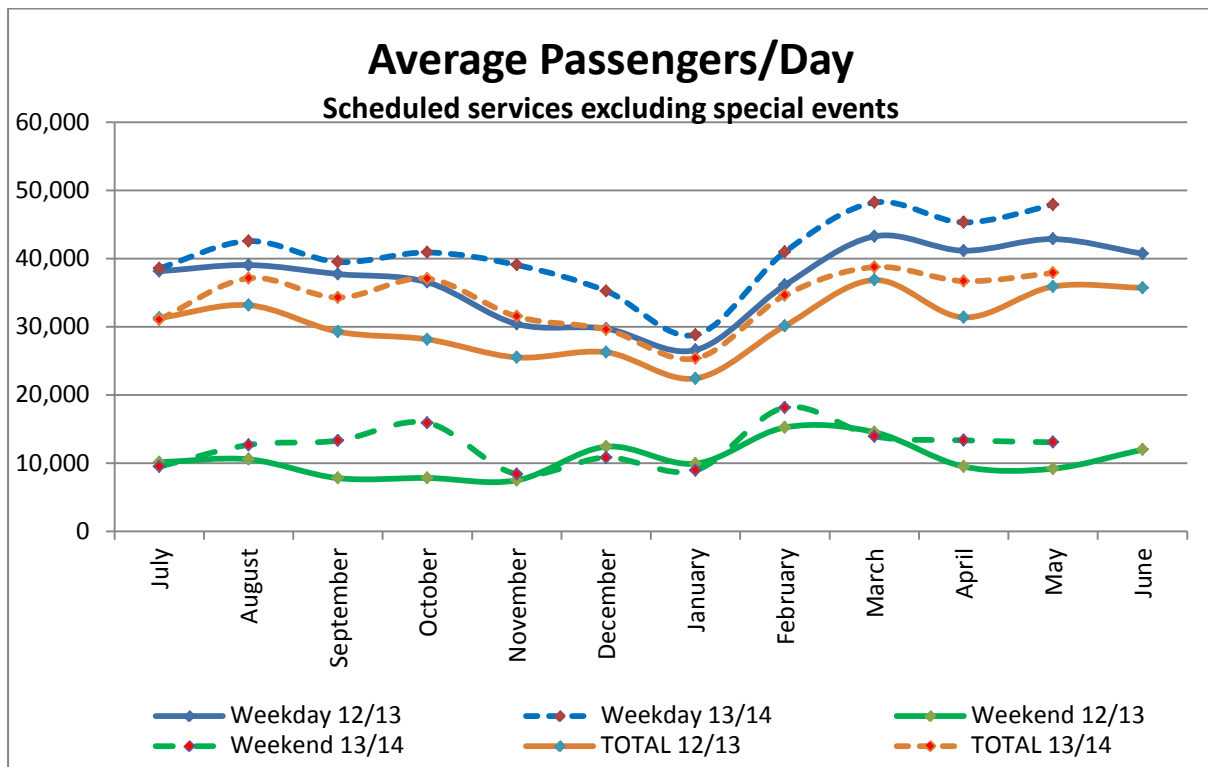


Figure 7. Rail Patronage – Ave. Daily Passenger Counts for Scheduled Services 2012/13 - 2013/14

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

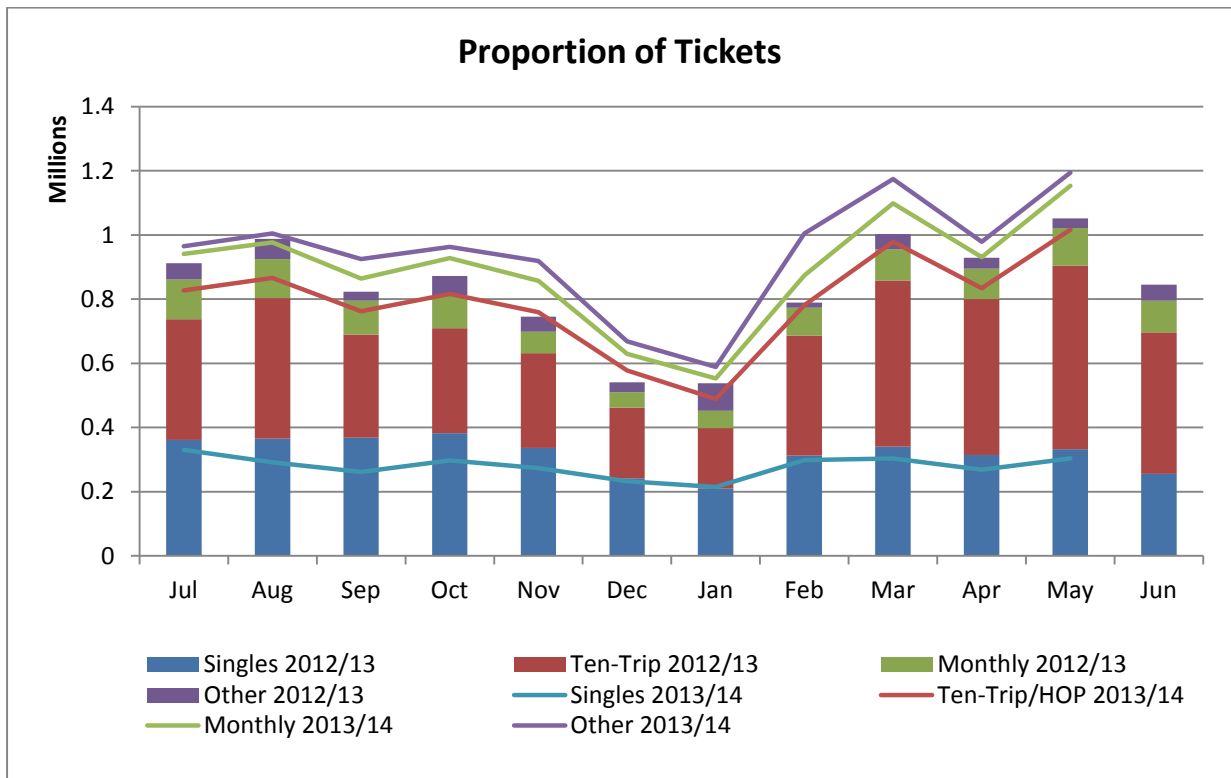


Figure 8. Ticket Sales by Ticket Type – 2013/14 compared to 2012/13

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

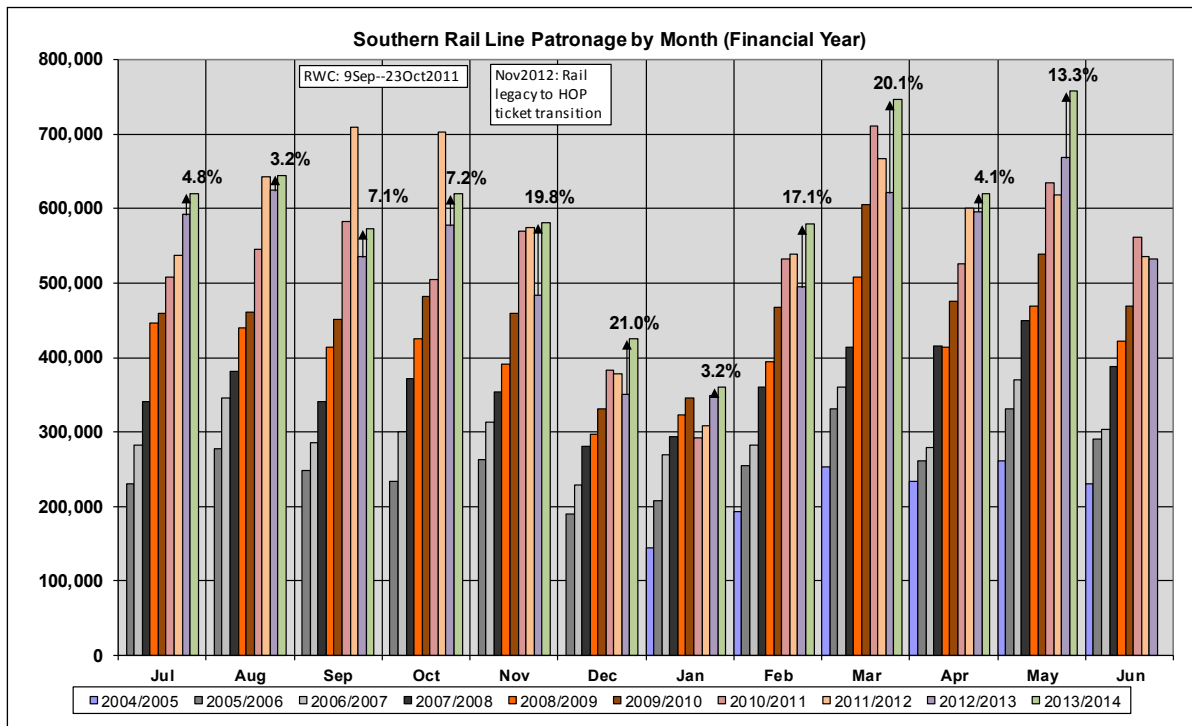


Figure 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2013/14

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 7,059,683 passengers for the 12 months to May-2014, an increase of +1.3% on the 12 months to Apr-2014 and +9.8% on the 12 months to May-2013. Patronage for May-2014 was 757,638 boardings, an increase of +13.3% (+89,215 boardings) on May-2013 (Figure 9). Year to date patronage has grown by +10.7%. 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 May-2014 affecting the relative patronage growth on the services affected (East and Manukau lines) while the overall total included travel on trains supporting the special events at Mt Smart Stadium (Warriors NRL and All Whites).

Western Rail Line

Western Line rail patronage totalled 4,182,927 passengers for the 12 months to May-2014, an increase of +1.3% on the 12 months to Apr-2014 and +16.2% on the 12 months to May-2013. Patronage for May-2014 was 436,064 boardings, an increase of +13.8% (+52,986 boardings) on May-2013 (Figure 10). Year to date patronage has grown by +17.3%. 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 included travel on trains supporting the special events at Eden Park (Super 15).

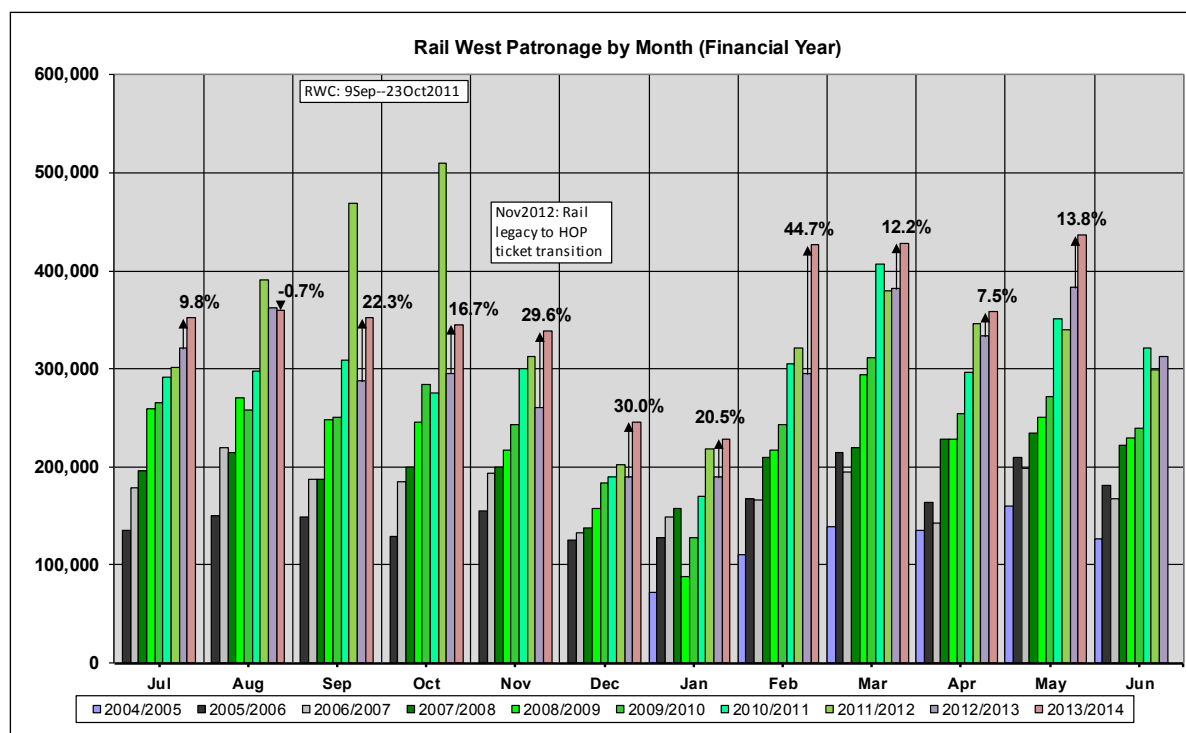


Figure 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2013/14

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 2,403,544 passengers for the 12 months to May-2014 (Figure 11), an increase of +0.9% on the 12 months to Apr-2014 and +6.1% on the 12 months to May-2013. Patronage for May-2014 was 249,888 boardings, an increase of +9.0% (+20,722 boardings) on May-2013 (Figure 12), normalised to ~+10.8%. Year to date Northern Express patronage has grown by +6.0%.

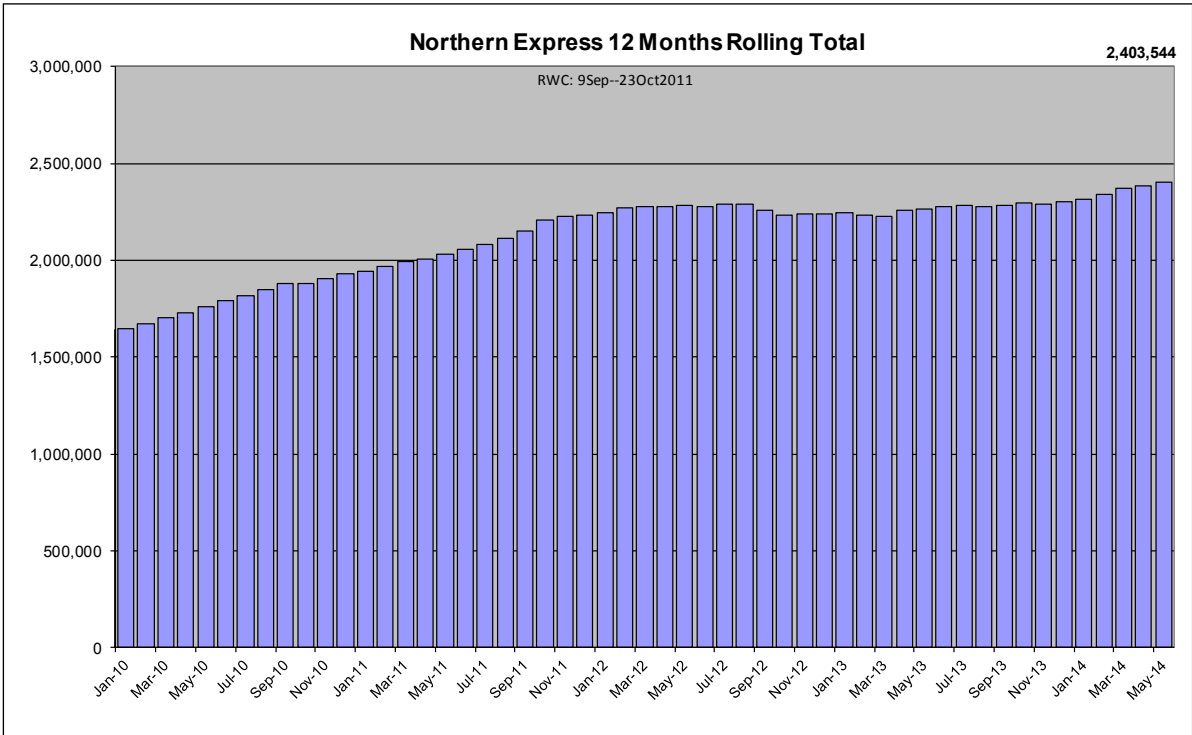


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total

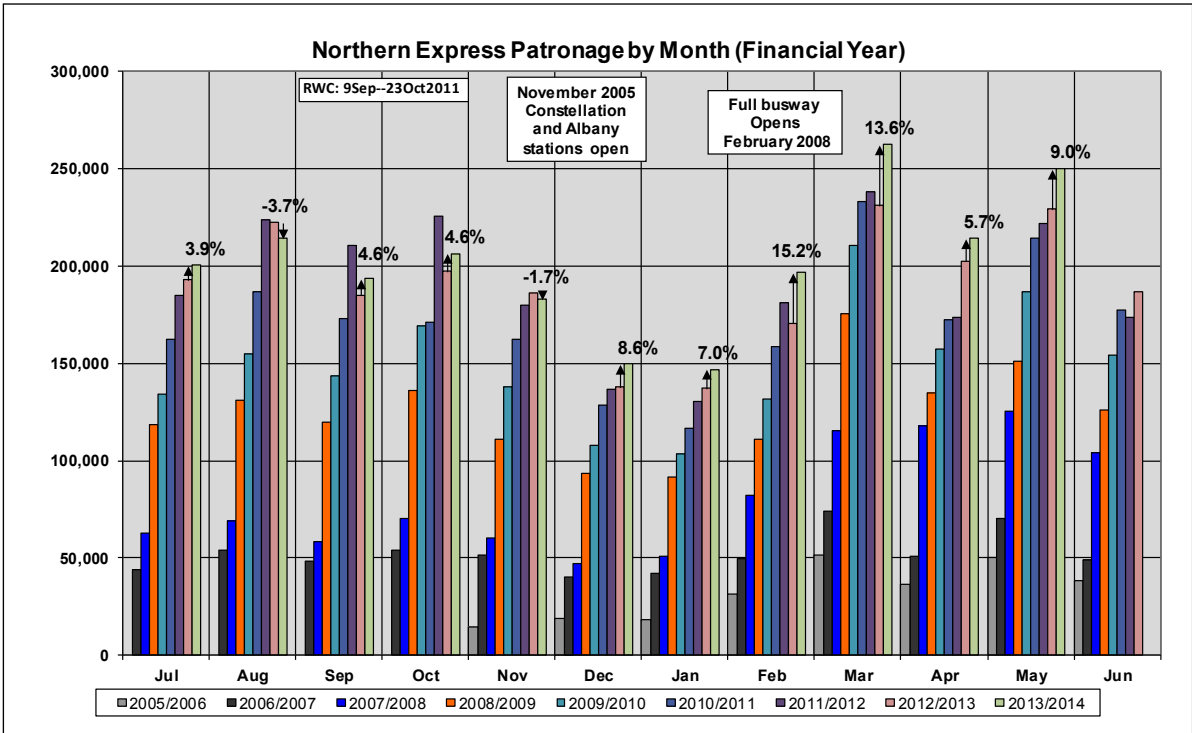


Figure 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2013/14

Bus Patronage (Other Than Northern Express)

Patronage totalled 53,003,557 passengers for the 12 months to May-2014, an increase of +0.7% on the 12 months to Apr-2014 and +3.1% on the 12 months to May-2013. Patronage for May-2014 was 5,245,850 boardings, a change of +7.7% (+376,445 boardings) on May-2013 (Figure 13), normalised to ~ +10.3%. Year to date other bus patronage has grown by +3.7%. Normalised average weekday patronage is illustrated at Figure 14.



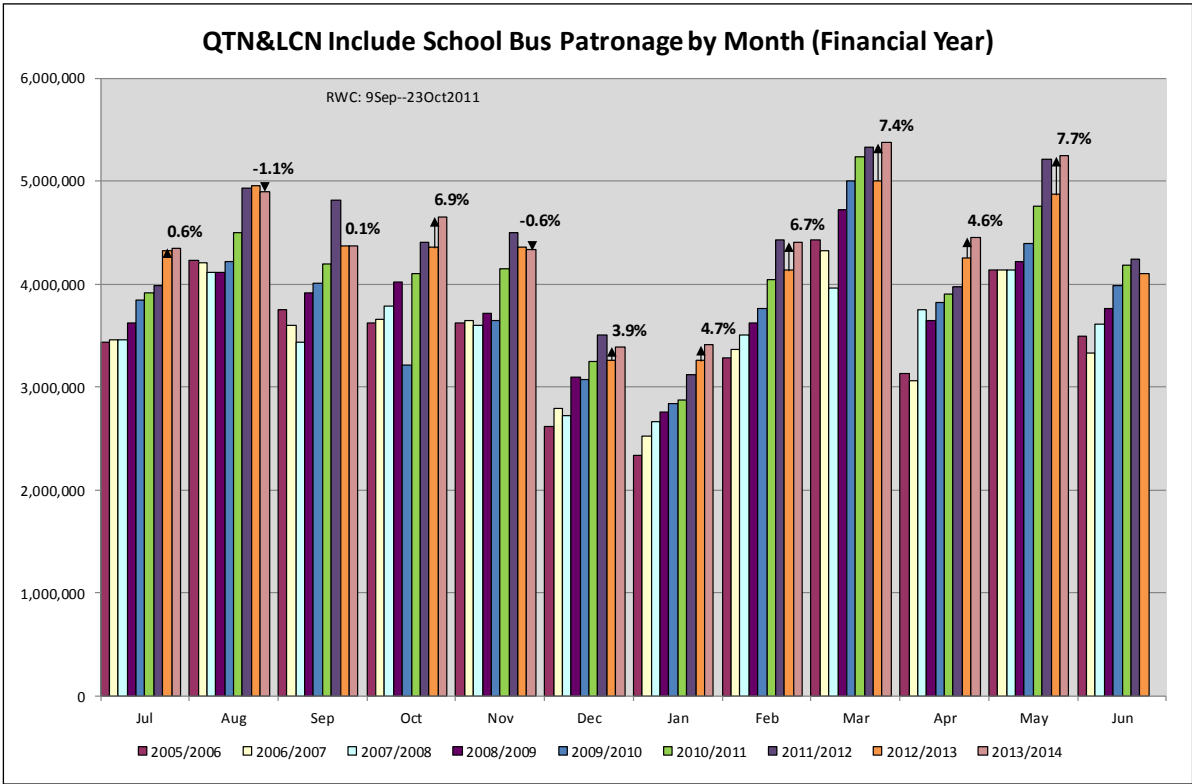


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2013/14

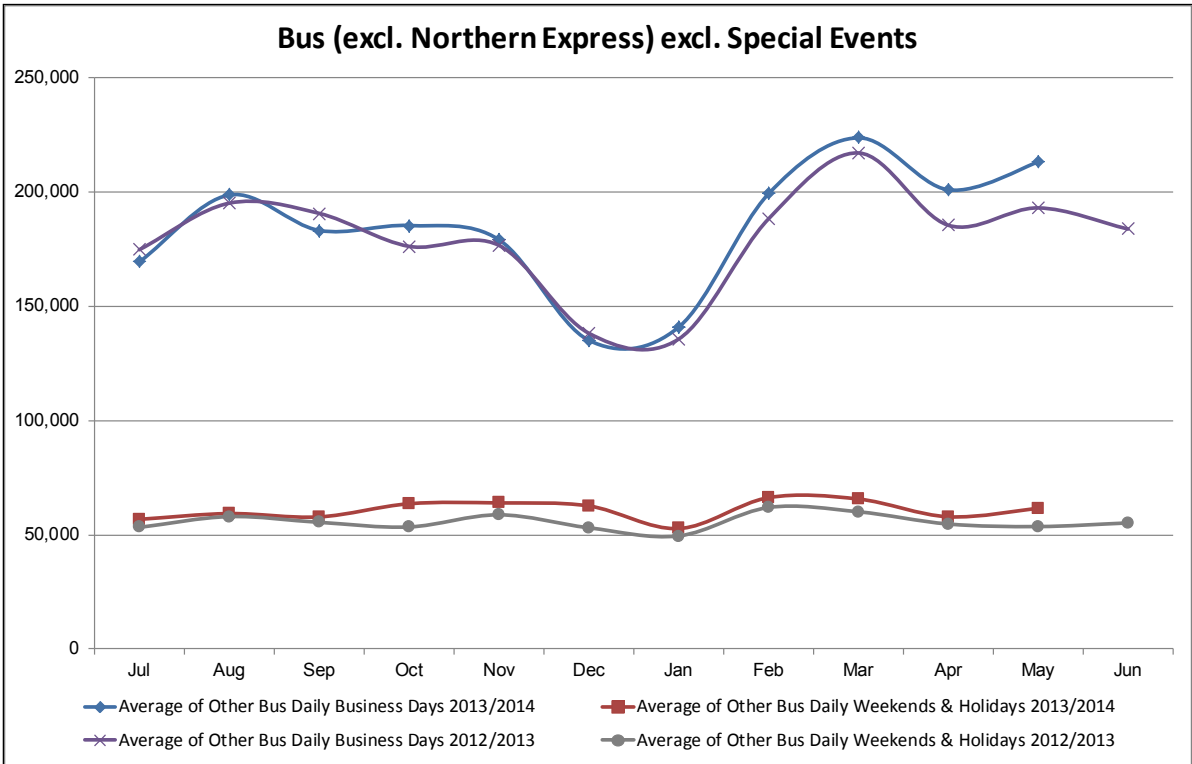


Figure 14. Bus Patronage – Ave. Daily Passenger Counts 2012/13 - 2013/14



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%
May-14	1,127,368	101,198	9.9%	10,893,230	381,595	3.6%	462,329	14,729	3.3%	4,755,805	-91,500	-1.9%
	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%
May-14	1,110,682	106,094	10.6%	10,880,505	256,449	2.4%	2,545,472	154,424	6.5%	26,472,553	1,067,800	4.2%

Ferry Patronage

Ferry services carried 5,125,157 passenger trips for the 12 months to May-2014, a decrease of -0.1% on the 12 months to Apr-2014 and +3.8% on the 12 months to May-2013. Ferry services patronage for May-2014 was 406,837 (Figure 15), a decrease of -2,898 boardings or -0.7%, normalised to ~ +2.3%. Year to date ferry patronage has increased by +3.6%.

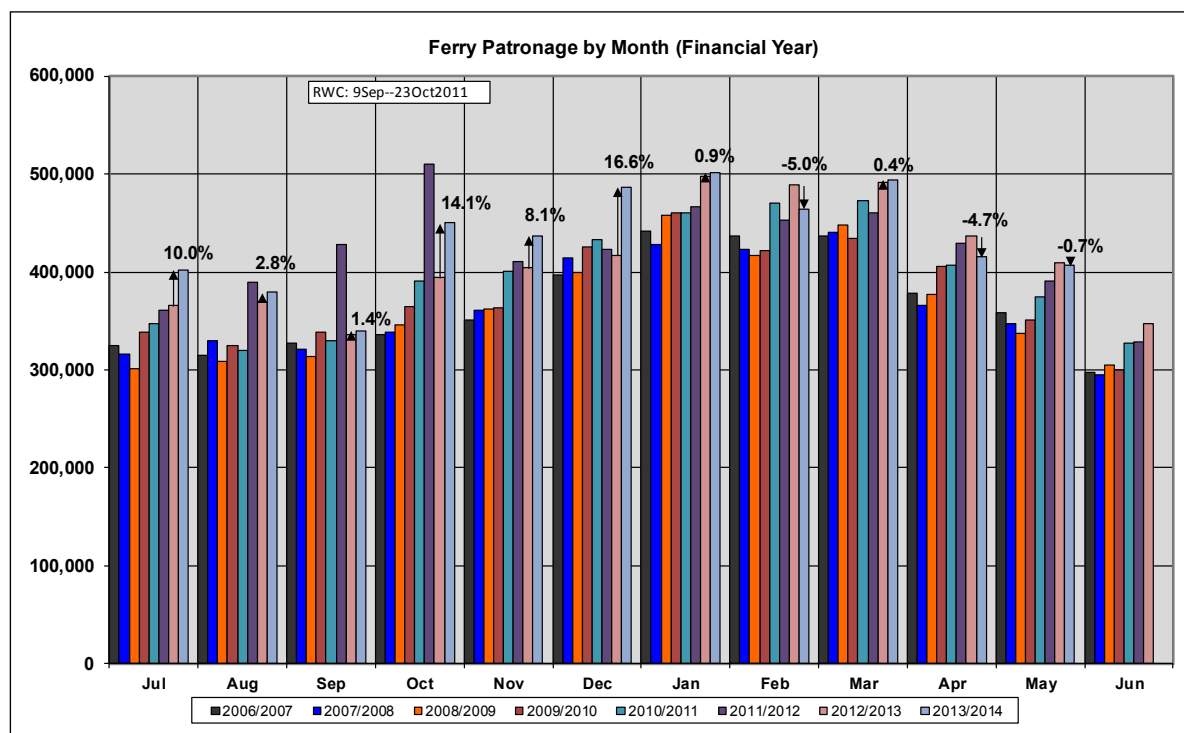


Figure 15. Ferry Patronage – Growth by Month 2006/07 to 2013/14

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance

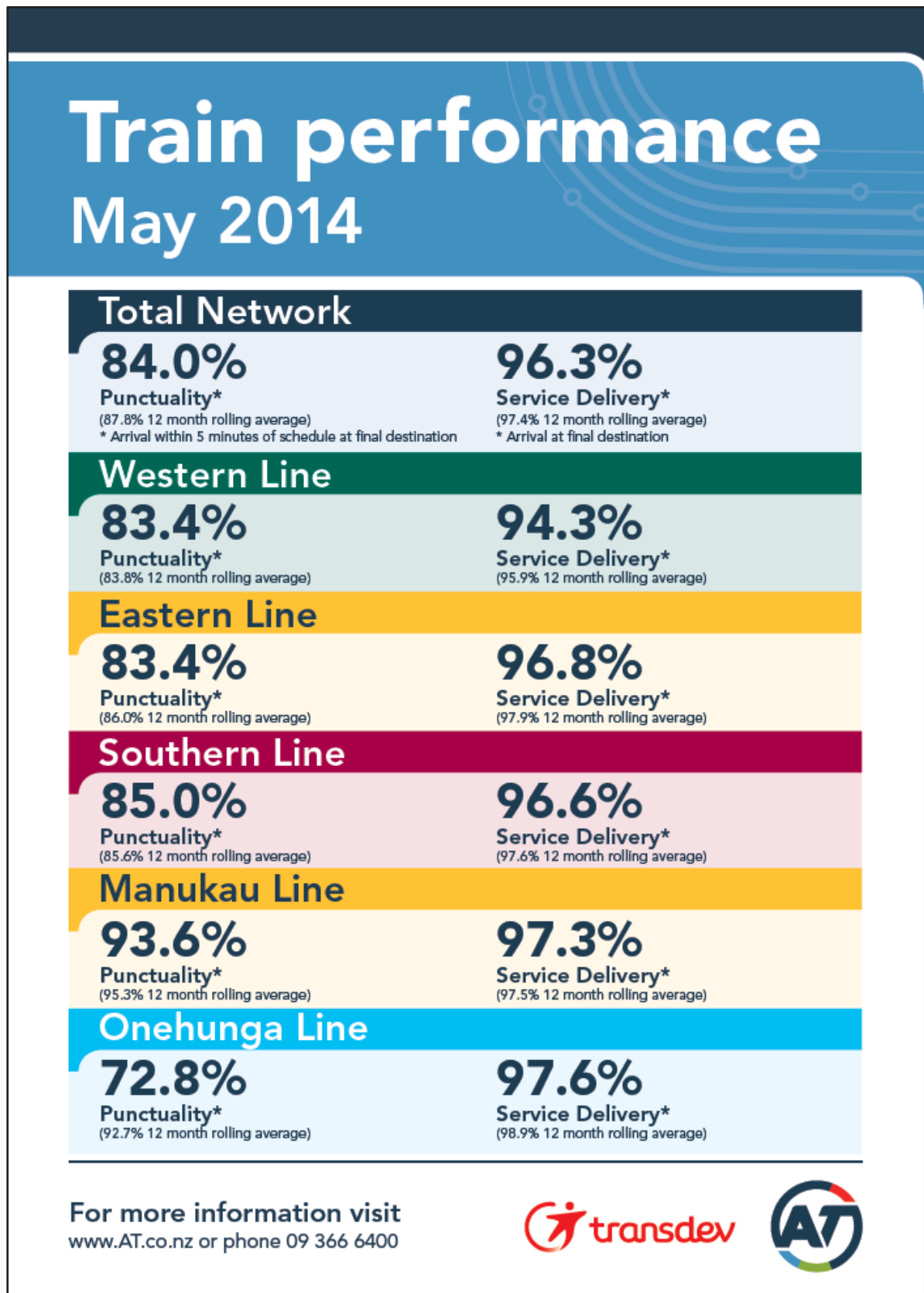


Figure 16. Rail Published Performance Results for May 2014

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 May-2014 service delivery was 96.3%. Punctuality for May-2014 was 84.0% compared to the 12 month average of 87.8% and 86.1% in May-2013. Punctuality trends comparing 2013 and 2014 are presented at Figure 17.

Table 3. Train Performance Statistics - May 2014

	West	East	South	Manukau	Onehunga	Total
Services Planned	2,697	1,864	2,010	1,839	1,445	9,855
Services Cancelled	15	60	68	50	34	367
Services Delayed > 5 min	42	300	292	115	384	1,514

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

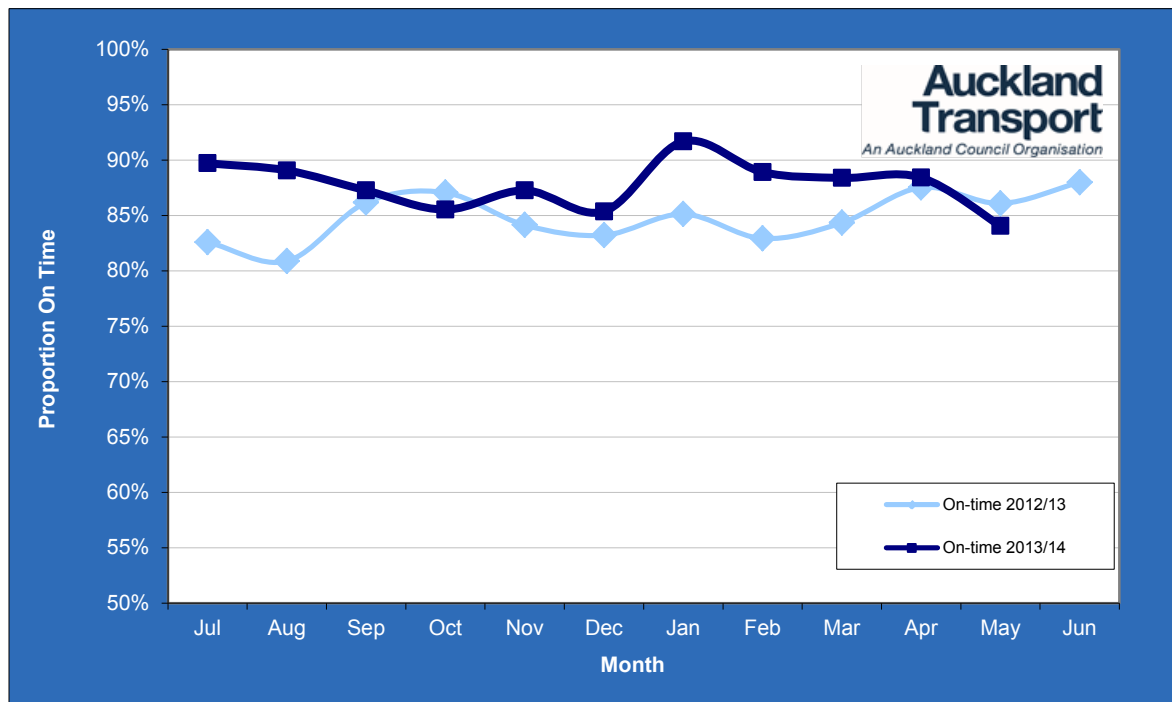


Figure 17. Rail Punctuality Trends for 2013 and 2014

The following major incidents impacted on service delivery during May:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on two days during May.
- *Train faults (KiwiRail)* – Metro train faults had a significant effect on delivery during four days in May.
- *EMU Implementation* – Train crew and passenger familiarisation with the new EMU systems resulted in delays to Onehunga services, particularly in the early part of the month. An EMU was disabled by a power failure on 30 May, the cause of which is under investigation. By month end, Onehunga train performance was at the levels experienced prior to the change and individual timetabled trips were operating within schedule in the absence of other network incidents that impacted on Onehunga Line performance. Further work is ongoing to improve track speeds and European Train

Control System (ETCS) performance parameters to provide additional recovery time within the timetable to improve service resilience and the ability to recover lost time due to wider network impacts that could affect Onehunga Line performance.

- *Operational (Transdev)* – Driver error had a significant impact on delivery on one day during May.
- *Other* – A Passenger collapsed at Glen Innes station (7th May) causing major disruption to morning peak services on the Eastern and Manukau Lines. Freight Train breakdowns had significant impact on three days in May (15th, 19th and 29th May)

Train Delay Impacts

The total delay minutes were 48.4% higher than the level for the same month last year. For the month a total of 20,653 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.

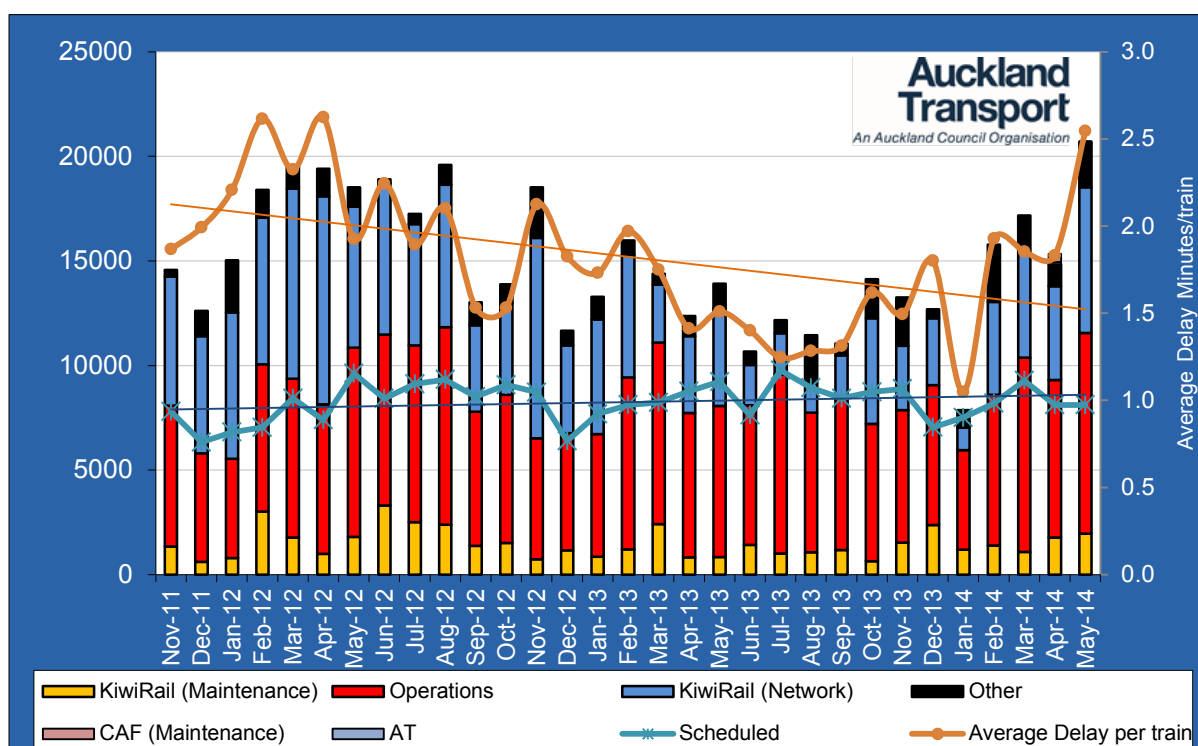


Figure 18. Train Delay Minutes by Cause

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	1,571	48.7%
Signal/points failure	1,378	42.7%
Speed restrictions	265	8.2%
Track protection measures*	11	0.4%
Total	3,226	

* 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 May-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 84.0%.

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 84.1% on-time performance for May-2014.

Table 5. Rail Punctuality Weighted by Passenger Volume

	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Total Network Actual Service Delays	86.1%	88.0%	89.7%	89.1%	87.3%	85.5%	87.3%	85.4%	91.7%	88.9%	88.4%	88.4%	84.0%
Weighted by Passenger Volume by Line	84.4%	86.6%	88.6%	87.8%	85.9%	83.7%	86.0%	84.1%	90.3%	87.2%	87.2%	87.7%	84.1%

Rail Capacity

Based on the planned train allocations there were twelve services reported to have exceeded AT's planned seating to standing ratio on average during May. Additionally a further five services were near the planned ratio. Reduced fleet availability as a result of the derailment that occurred in early April continues to pressure some capacity.

Bus Service Performance

For May 2014, 99.85% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for May 2014 was 98.37%, 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 and is targeted for public reporting early in the financial year 2014/15.

Table 6. Contracted Bus Service Reliability and Punctuality - May 2014

Operator	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,554	100%	98.99%
H & E	18,892	100%	99.32%
NZ Bus	126,348	99.77%	98.22%
Ritchies	30,475	99.97%	98.59%
Tranzit	2,271	100%	95.28%
Urban Express	5,459	100%	95.80%
Total	200,676	99.85%	98.37%

Ferry Service Performance

For May 2014, 99.57% of contracted ferry service trips were operated (reliability measure). Service punctuality for May 2014 was 99.40% 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 - May 2014

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1044	100%	99.9%
Half Moon Bay	599	100%	99.67%
Birkenhead	1122	98.4%	98.4%
Gulf Harbour	88	100%	100%
West Harbour	594	100%	100
Rakino	18	100%	100
Pine Harbour	660	100%	100%
Hobsonville	220	98.18%	97.27
Total	4,235	99.57%	99.40%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 41 events took place in May with approximately 11 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.

Blues vs. Reds, Eden Park: Friday 2nd May 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 14,050.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2,137	15.21	2,211	15.74	15.48%
BUS	1,067	7.59	1,056	7.52	7.56%
FERRY	-	-	-	-	-
TOTAL	3,204	22.8	3,267	23.25	23.03%

Vodafone Warriors vs. Raiders, Eden Park: Sunday 10th May 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 were 14,483.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	3,052	21.07	2,931	20.24	20.66%
BUS	1,171	8.09	1,086	7.50	7.80%
FERRY	-	-	-	-	-
TOTAL	4,223	29.16	4,017	27.74	28.45%

Blues vs. Sharks, QBE Stadium: Friday 23rd May 2014

For this Blues game at QBE Stadium (formally North Harbour Stadium), 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 via all Northern Busway Stations and CBD. Attendance at the event was 14,500.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	45	0.31	51	0.35	0.33%
BUS	782	5.39	792	5.46	5.43%
FERRY	-	-	-	-	-
TOTAL	827	5.70	843	5.81	5.76%

All Whites vs. South Africa, Mt Smart: Friday 30th May 2014

For this international event at Mt Smart, travel is included in the ticket price for these events. Patrons can travel on all regular timetabled Northern Express Services and regular timetabled and special event rail services. Northern Express services were supplemented for the exit phase. Attendance at the event was 6,180.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	1,193	19.30	1,243	20.00	19.70%
BUS	172	2.78	172	2.78	2.78%
FERRY	-	-	-	-	-
TOTAL	1,365	22.09	1,415	22.90	22.5%

Blues vs. Hurricanes, Eden Park: Saturday 31st May 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 16,300.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	3,059	18.77	3,263	20.02	19.40%
BUS	1,562	9.58	1,297	7.65	8.62%
FERRY	-	-	-	-	-
TOTAL	4,621	28.35	4,510	27.67	28.01%

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

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

- Birkenhead Transport Ltd: Notification to vary the school bus departure time to 10 minutes earlier (from 8AM to 7:50AM) from Bayview and Northcote Point to Westlake School. Approved 9 May 2014.
- Sealink Travel Group Ltd: Notification to temporarily reduce the sailing period for the Auckland/Great Barrier Island from 1 May 2014 to 30 September 2014. Approved 13 May 2014.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects Implemented

- New electric trains commenced in-revenue operation on the Onehunga Line on Monday 28th April.

Projects in Planning

- West Auckland bus service changes:
 - The new simplified bus network for Blockhouse Bay, Green Bay, Titirangi, Laingholm and parts of Glen Eden and New Lynn will be implemented on 3 August. Full details of these changes including the consultation report are available at <https://at.govt.nz/bus-train-ferry/public-transport-consultations/green-bay-and-titirangi-bus-services/>
 - Also on 3 August, all other West Auckland bus services operated by Go West will have new timetables and some minor route changes. Full details are available at <https://at.govt.nz/bus-train-ferry/public-transport-consultations/changes-to-go-west-bus-services/>
- Hibiscus Coast – consultation on the bus New Network, including extension of the Northern Express to the Hibiscus Coast Busway Station, will take place between 14 July and 14 August, with 7 public events planned.
- Pukekohe and Waiuku – consultation on the bus New Network is planned for the period 22 September – 17 October
- West Auckland – consultation on the bus New Network is planned for the period 21 October – 1 December
- 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 28th April.

New Movers

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

Northern Express Free Weekend 31 May – 1 June

The free weekend on the Northern Express resulted in 8,857 passengers an increase of ~153% year-on-year.

Travel Myths - Central Corridors / North Shore

The third tranche of Pop Art within Central Corridors contributing to a 10% year-on-year growth for both Mount Eden and Sandringham Roads over a six month period. Feedback from qualitative research demonstrates positive change in attitude towards bus travel in the area as result of the campaign. The campaign has been launched on North Shore.

City LINK

A major City LINK campaign continues focused on Queen St and Wynyard Quarter.

Fare Evasion Campaign

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

Wi-Fi

The Wi-Fi functionality at stations is now available to AT HOP card holders. A reduced Wi-Fi trial (10 minutes free daily) is also available to non-HOP card users. The service was launched on 26 May to coincide with the electrification of the Onehunga line. 40 stations now have this functionality. Promotion has been channelled through train and station posters and floor decals as well as email marketing to AT HOP customers.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

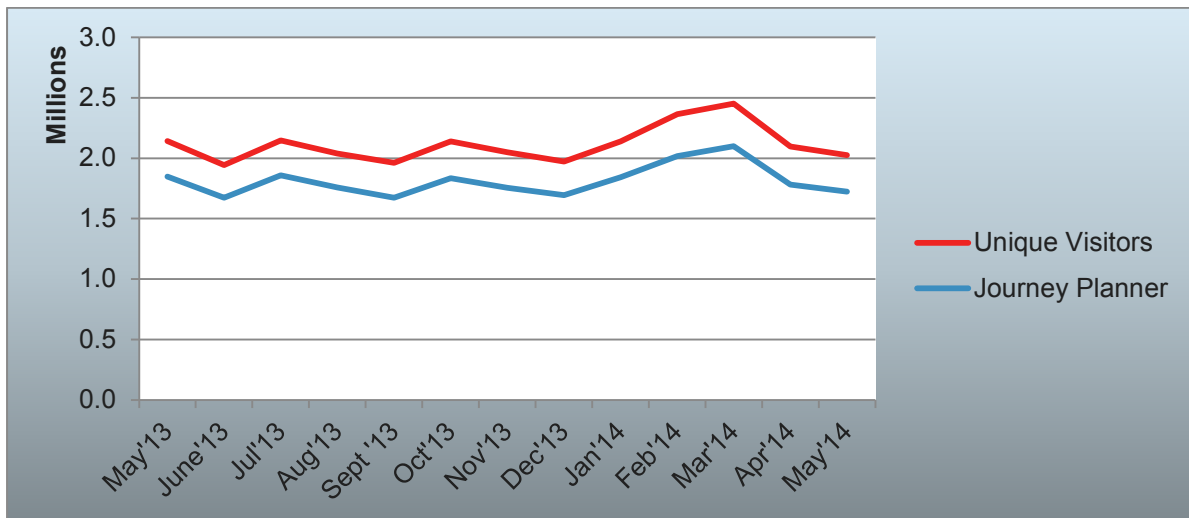
Walk-In-Centres

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

AT Public Transport Call Centre

For May-2014, call volume was 33,720 (-8.78% compared to May-2013). 86.0% of calls were answered within the service standard of 20 seconds. For AT HOP ticketing there was 11,838 calls during the month and 86.0% were answered within the service standard of 20 seconds.

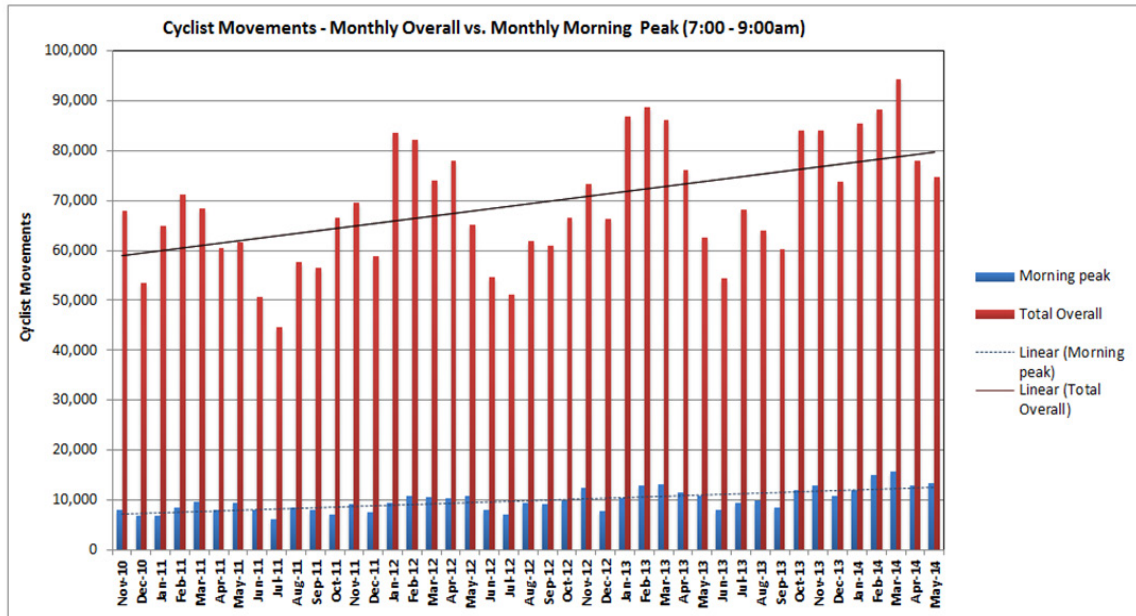
www.AT.co.nz Visitors by month



9. MONTHLY CYCLE MONITORING REPORT (MAY 2014)

There has been an increase of 19.5% in cyclist movements in May 2014 when compared to May 2013. The morning peak movement's increased by 23.8% when compared to May last year. A total of 909,234 cycle trips were recorded for the year June 2013 to May 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	74,759		5.6%	-4.0%	19.5%
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	13,315		16.5%	-0.9%	23.8%
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%	

