

Statistics Report

March 2013



TABLE OF CONTENTS

PUBLIC TRANSPORT	3
1. HIGHLIGHTS	3
2. PUBLIC TRANSPORT PATRONAGE	4
3. PUBLIC TRANSPORT SERVICE PERFORMANCE.....	13
4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES	17
5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008.....	19
6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS	19
7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES	20
8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS	20



PUBLIC TRANSPORT

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 69,157,661 passenger trips for the 12-months to Mar-2013 a decrease of -1,581,228 trips or -2.2% on the same period to Mar-2012.

Rail patronage totalled 9,951,686 passengers for the 12-months to Mar-2013. Patronage for Mar-2013 was 1,002,967 a decrease of -44,380 boardings or -4.2% on Mar-2012, with two less business days in Mar-2013 (approximately -7% impact). Average daily weekday scheduled service patronage (excluding special event services) increased by +4.5% with increases also in weekend and total average daily figures. Mar-2013 patronage impacts include reduced special event services (negative), continued transition of legacy ticket counts at time of sale to AT HOP at time of travel (positive) and increased network shutdowns (negative).

The Northern Express bus service carried 2,235,202 passenger trips for the 12-months to Mar-2013. Mar-2013 patronage was 231,108, a decrease of -13,877 boardings or -5.7% on Mar-2012, with two less business days in Mar-2013 (approximately -7% impact). Average daily weekday scheduled service patronage (excluding special event services) increased by +2.6%. Patronage impacts include increased utilisation of enhanced alternative Northern Busway services in particular the 881 service (negative), re-branding and launch of the double decker vehicle (positive). AT HOP on bus in 2013 will permit all service boardings and alightings on the Northern Busway to be counted.

Other bus services carried 51,490,203 passenger trips for the 12-months to Mar-2013. Mar-2013 patronage was 5,005,881, a decrease of -346,308 boardings or -6.5% on Mar-2012, with two less business days in Mar-2013 (approximately -7% impact). Average daily weekday scheduled service patronage (excluding special event services) decreased by -1.2%. Patronage impacts include improved capacity on some routes (positive), reliability improvements on some routes (positive) and service changes in February.

Ferry services carried 5,480,570 passenger trips for the 12-months to Mar-2013. Ferry services patronage for March was 555,143, an increase of 45,546 boardings or +8.9% on Mar-2012. Patronage impacts include the launch of new ferry services at Hobsonville and Beach Haven (positive) and additional service trips at Pine Harbour (positive).

Service Performance

Overall service performance in Mar-2013 improved compared to the average for the 12-months to Mar-2013 and compared to Feb-2013 and Mar-2012, continuing to show an upward trend since Sep-2012 and Oct-2012 at 98.5% service delivery and 84.3% of services running on time.

Initiatives

The AT Board in Mar-2013 endorsed the Draft Regional Public Transport Plan (RPTP) following public consultation, which includes the principles of the new design for the Auckland public transport service network. The RPTP is the statutory plan for the new approach to Auckland public transport including policy, guidelines, actions and plans for the next ten years.

A 12-month trial commenced on 23rd March 2013 of a demand-responsive mini-bus service in the Warkworth / Matakana / Snells Beach area targeted at low demand semi-rural areas where fuller public transport services may not be economically feasible. If it is successful it may provide the template solution for local targeted service provision in other semi-rural areas.

New ferry sailings have been included in the Pine Harbour ferry timetable from 11th March 2013. This makes for 15 return sailings daily.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

Auckland public transport patronage totalled 69,157,661 passengers for the 12-months to Mar-2013 as illustrated at Figure 1.

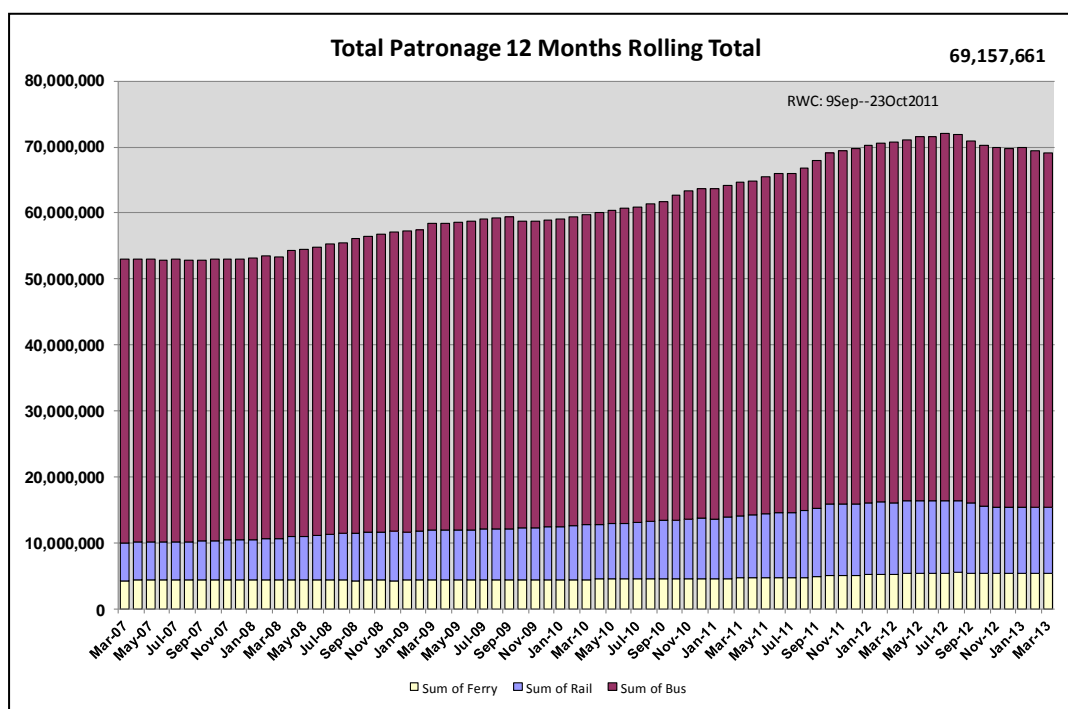


Fig 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Jul 2012 to Jun 2013) is provided at Table 1.

For the financial year-to-date, nine months to Jun-2013, patronage has decreased by -4.5% (-2,398,313 boardings) on the same period last year. Patronage for Mar-2013 was 6,795,099 boardings, a decrease of -5.0% (-359,019 boardings) on Mar-2012.

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

	Mar-13									
	Month			12 Months				YTD (from July)		
	Patronage	Change Prev Year	% Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev FY	% Change Prev FY
1. Rapid Transit Network sub-total:	1,234,075	-58,257	-4.5%	12,186,888	-0.5%	-974,081	-7.4%	8,872,469	-1,028,799	-10.4%
- Northern Express Bus	231,108	-13,877	-5.7%	2,235,202	-0.6%	-71,103	-3.1%	1,659,913	-76,325	-4.4%
Rail sub-total:	1,002,967	-44,380	-4.2%	9,951,686	-0.4%	-902,978	-8.3%	7,212,556	-952,474	-11.7%
- Western Line	381,816	1,814	0.5%	3,568,205	0.1%	-507,043	-12.4%	2,583,001	-524,028	-16.9%
- Southern & Eastern Line:	621,151	-46,194	-6.9%	6,383,481	-0.7%	-395,935	-5.8%	4,629,555	-428,446	-8.5%
- Pukekohe / Papakura Services *	444,511			4,684,142				3,345,384		
- Manukau Services * (opened 15 Apr 2012)	112,264	-39,652	-6.6%	991,313	-0.7%	-365,589	-6.1%	763,035	-387,929	-8.6%
- Onehunga Services	64,376	-6,542	-9.2%	708,026	-0.9%	-30,346	-4.1%	521,136	-40,517	-7.2%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	5,005,881	-346,308	-6.5%	51,490,203	-0.7%	-806,461	-1.5%	38,022,748	-1,402,044	-3.6%
- Quality Transit & Local Bus	4,712,624	-305,890	-6.1%	48,882,745	-0.6%	-743,056	-1.5%	36,170,068	-1,386,541	-3.7%
- Contracted School Bus	293,257	-40,418	-12.1%	2,607,458	-1.5%	-63,405	-2.4%	1,852,680	-15,503	-0.8%
3. Ferry	555,143	45,546	8.9%	5,480,570	0.8%	199,314	3.8%	4,204,405	32,530	0.8%
Total Patronage	6,795,099	-359,019	-5.0%	69,157,661	-0.5%	-1,581,228	-2.2%	51,099,622	-2,398,313	-4.5%

*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.

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

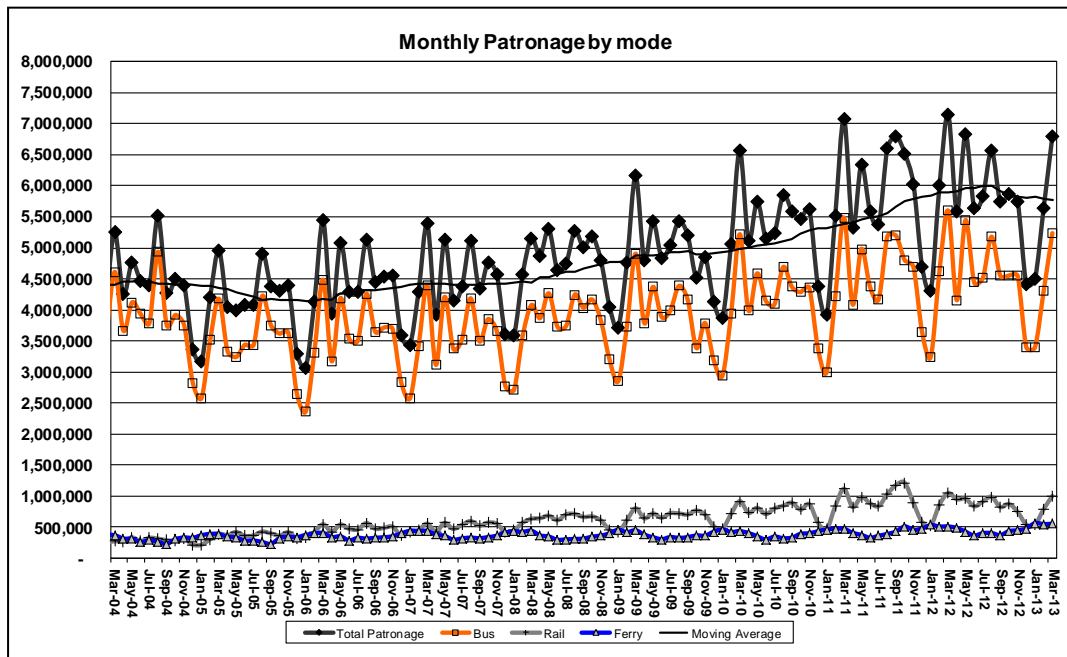


Fig 2. Monthly Patronage by Mode

Rapid Transit Network

The Rapid Transit Network (RTN) comprises right-of-way (unobstructed by other traffic) public transport of rail and the Northern Express traversing the Northern Busway. The RTN is the first tier of a four-tier public transport network design approach for Auckland to be progressively implemented. The second tier comprises a Quality Transit Network (QTN) 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 and including some ferry services. The third tier comprises Local Connector Network (LCN) services of local bus services and ferry services connecting with the RTN and QTN. The RTN, QTN and LCN 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 totalled 12,186,888 passengers for the 12-months to Mar-2013 (Figure 3).

Patronage for Mar-2013 was 1,234,075 boardings, a decrease of -4.5% (-58,257 boardings) on Mar-2012 (Figure 4).

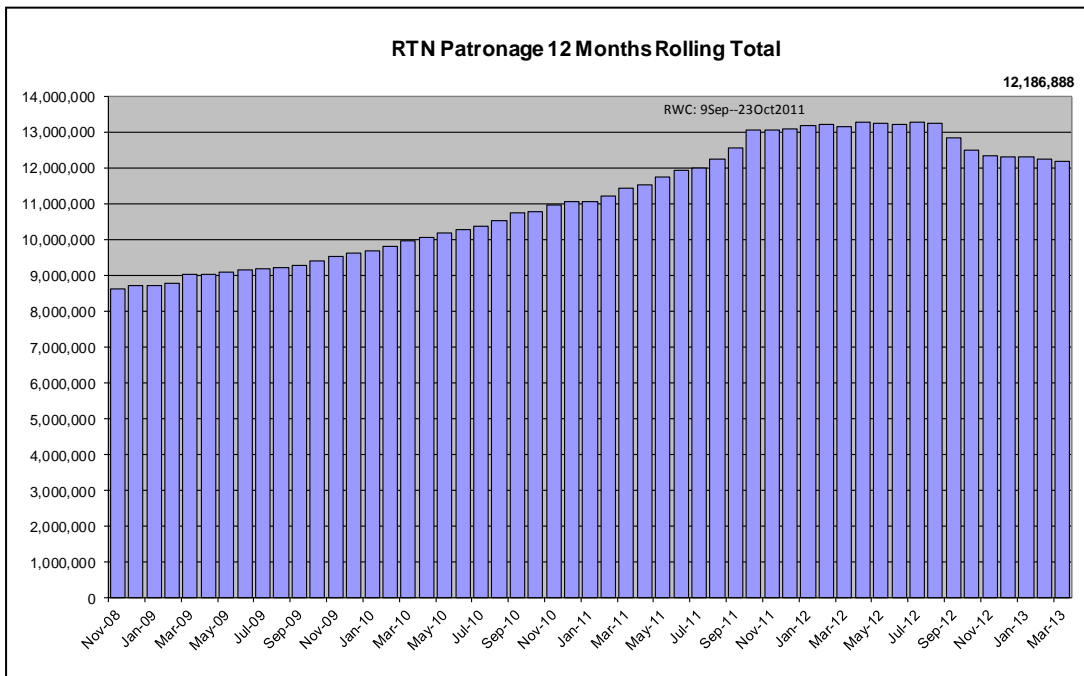


Fig 3. RTN Patronage – 12 Months Rolling Total

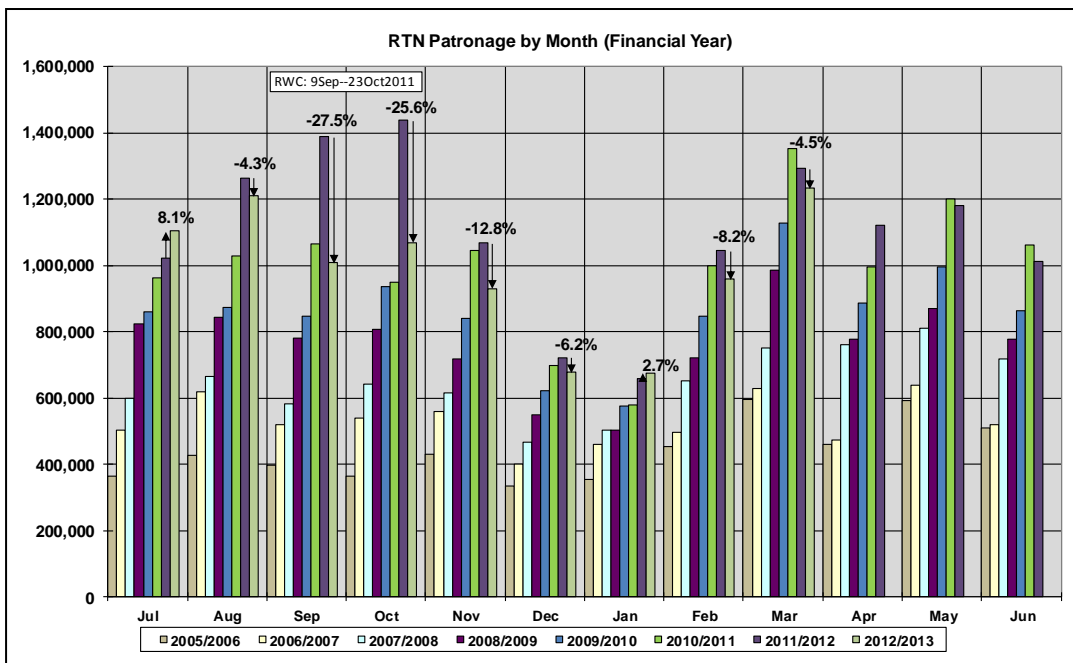


Fig 4. RTN Patronage – Growth by Month 2005/06 to 2012/13

Rail Patronage

Rail patronage totalled 9,951,686 passengers for the 12-months to Mar-2013 (Figure 5), a minor decrease on the 12-months to Feb-2013.

Patronage for Mar-2013 was 1,002,967 boardings, a decrease of -4.2% (-44,380 boardings) on Mar-2012 (Figure 6). Accounting for two less business days in Mar-2013 (approximately -7% impact), underlying patronage growth was confirmed with average weekday scheduled service patronage (excluding special event services) increasing by +4.5% with increases also for average weekend daily and average total daily (Figure 7).

Rail ticket types sold (Figure 8) illustrates a slight increase in total scheduled service sales in Mar-2013 compared to Mar-2012 with fewer special event tickets sold. Other considerations of rail patronage results for Mar-2013 include additional rail network closures for infrastructure upgrades compared to Mar-2012 and ongoing impacts from the transition from paper legacy



tickets to the new AT HOP system and counting of passenger trips from point of sale to point of travel from October 2012 through to September 2013.

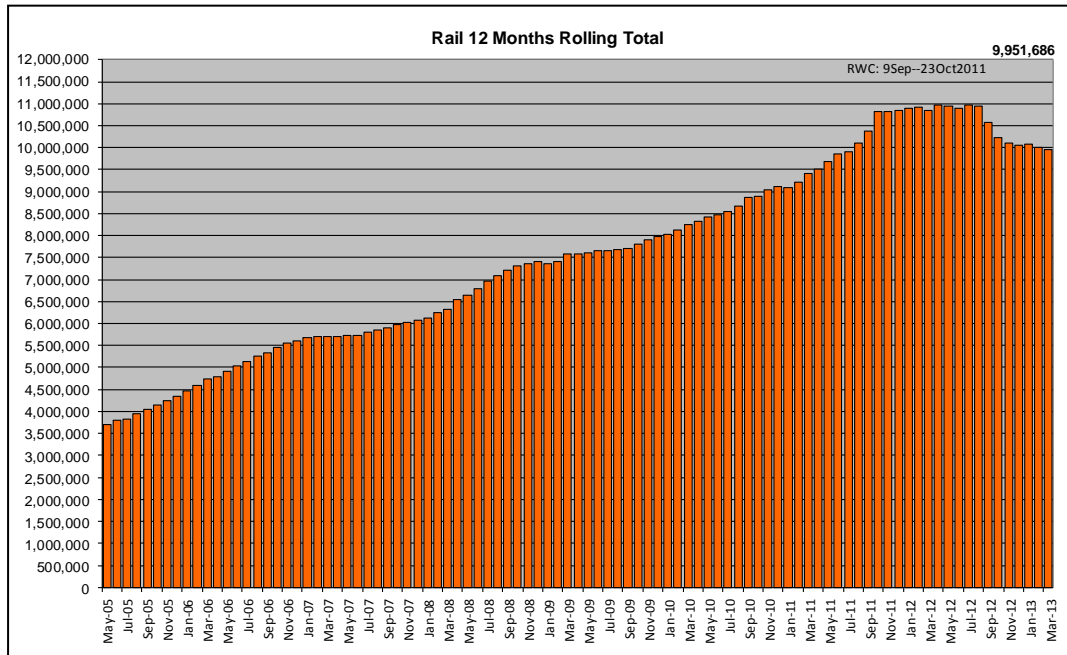


Fig 5. Rail Patronage – 12 Months Rolling Total

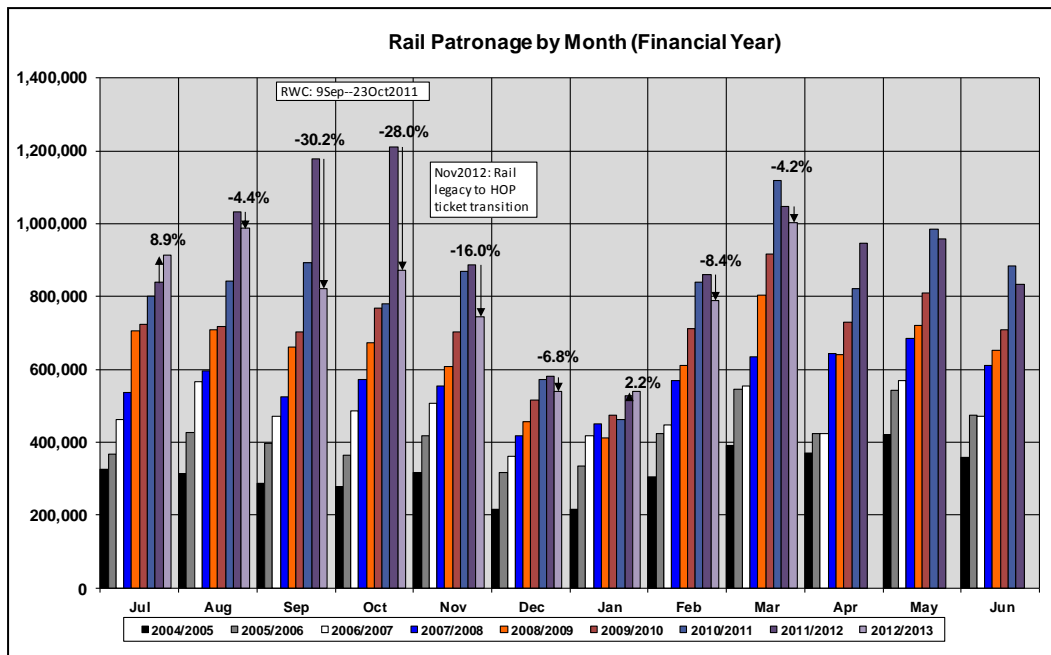


Fig 6. Rail Patronage – Growth by Month 2005/06 to 2012/13

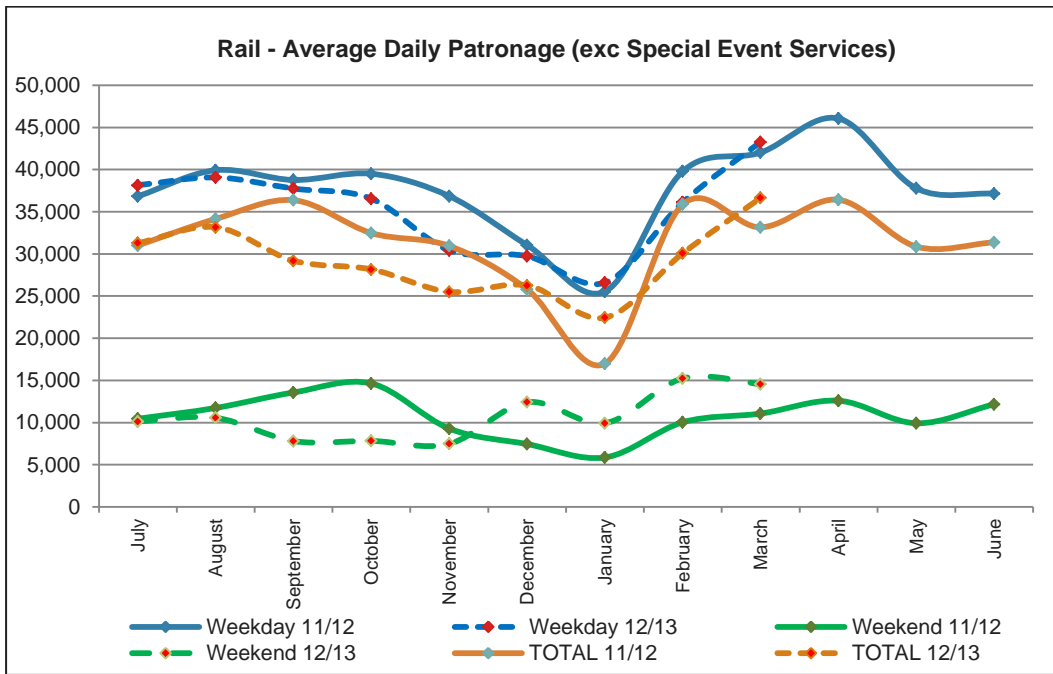


Fig 7. Rail Patronage – Av. Daily Passenger Counts for Scheduled Services 2011/12 and 2012/13

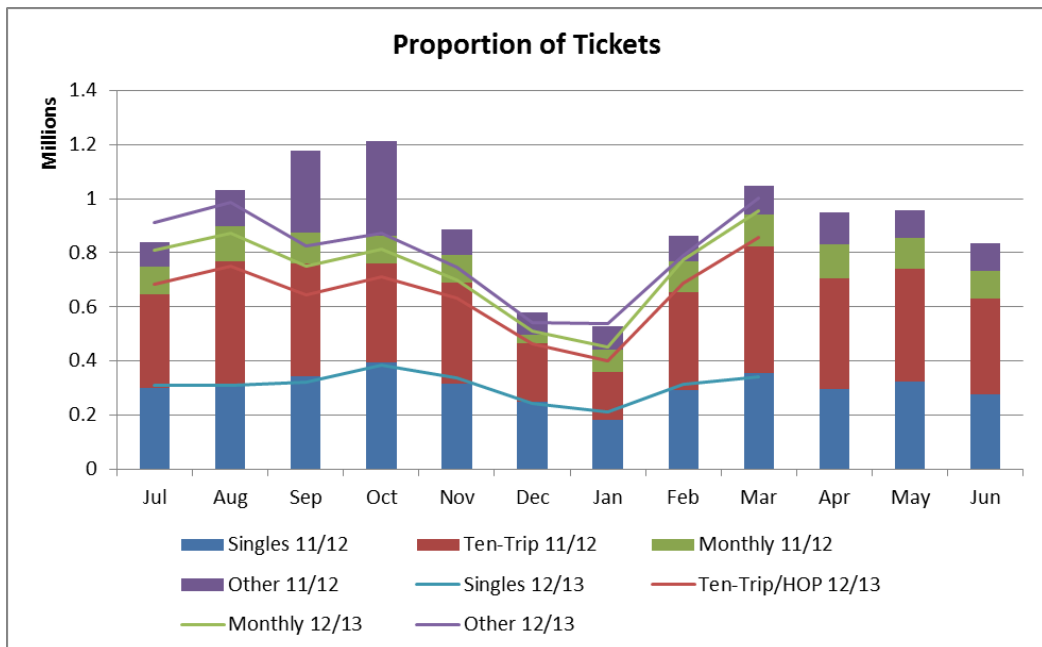


Fig 8. Ticket Sales by Ticket Type – 2012/13 compared to 2011/12

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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,383,481 passengers for the 12-months to Mar-2013. Patronage for Mar-2013 was 621,151 boardings, a decrease of -6.9% (-46,194 boardings) on Mar-2012 (Figure 9).

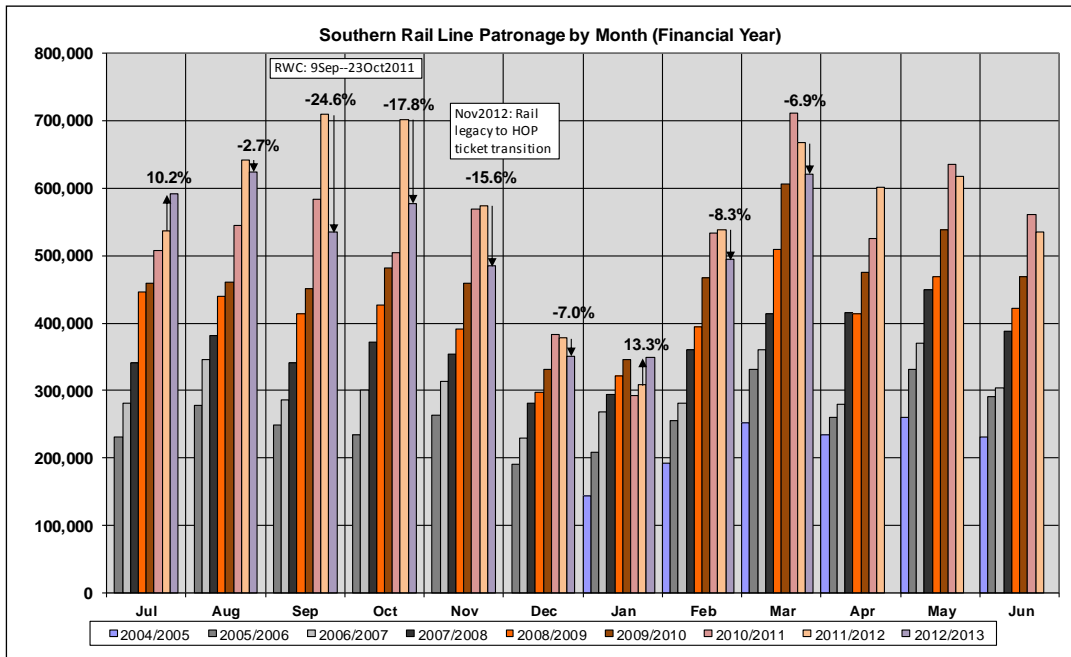


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

Western Rail Line

Western Line rail patronage totalled 3,568,205 passengers for the 12-months to Mar-2013. Patronage for Mar-2013 was 381,816 boardings, an increase of +0.5% (1,814 boardings) on Mar-2012 (Figure 10).

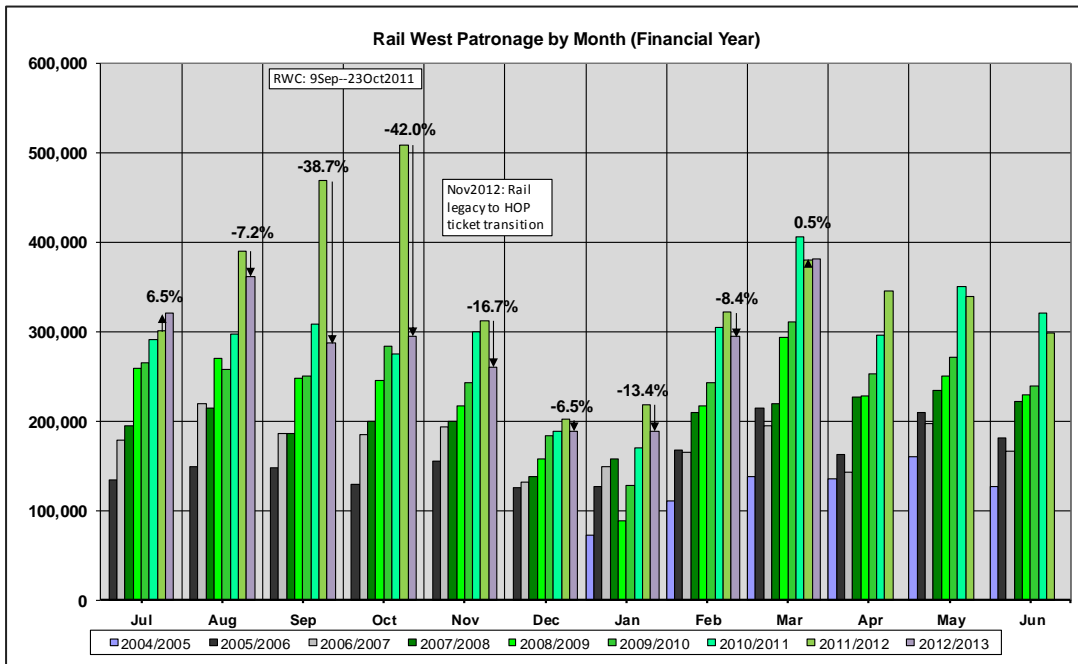


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2012/13

Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express (the only Northern Busway dedicated service) patronage totalled 2,235,202 passengers for the 12-months to Mar-2013 (Figure 11). Patronage for Mar-2013 was 231,108 boardings, a decrease of -5.7% (-13,877 boardings) on Mar-2012 (Figure 12). Accounting for two less business days in Mar-2013 (approximately -7% impact), underlying patronage growth was observed confirmed by average weekday scheduled service patronage (excluding special event services) increasing by +2.6%.

Patronage impacts include increased utilisation of enhanced alternative Northern Busway services in particular the 881 service (negative), re-branding and launch of the double decker vehicle (positive). AT HOP on bus in 2013 will permit all service boardings and alightings on the Northern Busway to be counted.

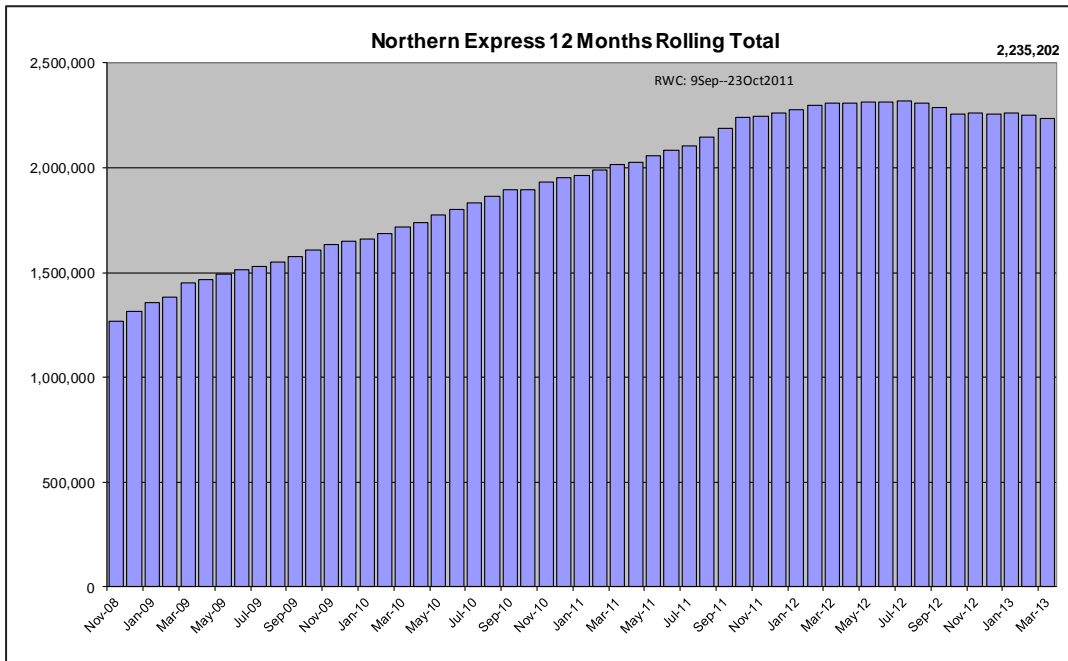


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

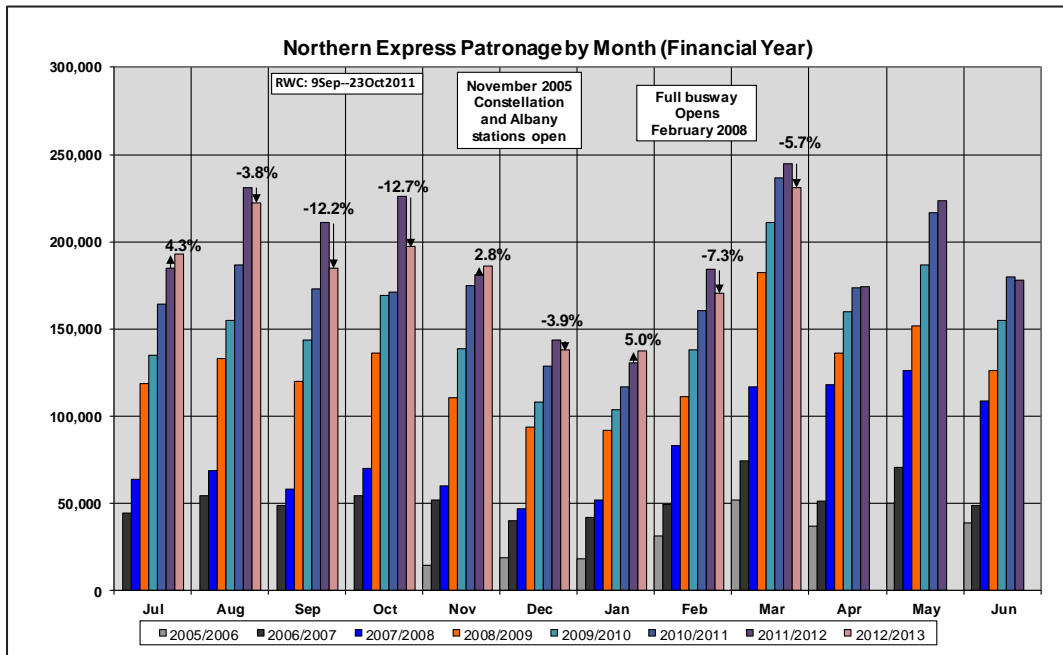


Fig 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13

Bus Patronage (Other Than Northern Express)

Bus services other than the Northern Express form the majority of services on the Quality Transit Network and Local Connector Network including dedicated school bus services.

Patronage totalled 51,490,203 passengers for the 12-months to Mar-2013. Patronage for Mar-2013 was 5,005,881 boardings, a decrease of -6.5% (-346,308 boardings) on Mar-2012 (Figure 13). With two less business days in Mar-2013 (approximately -7% impact), underlying patronage saw less change with average weekday scheduled service patronage (excluding special event services) decreasing by -1.2%.

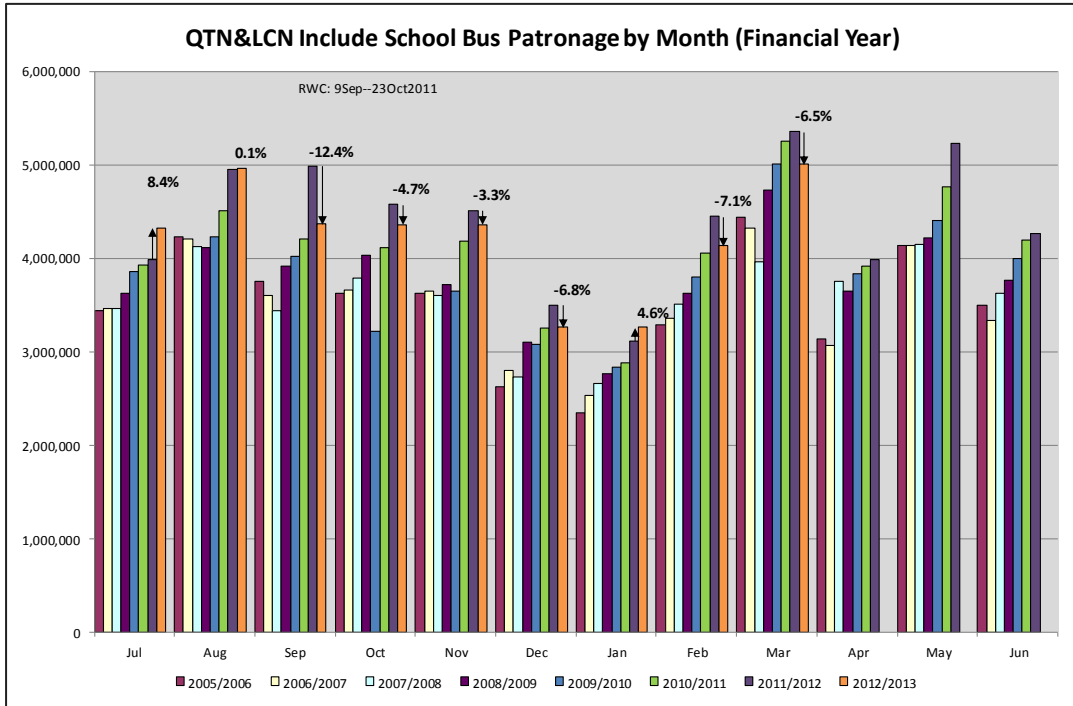


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13

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-12	926,852	84,385	10.0%	10,732,341	346,206	3.3%	407,608	8,580	2.2%	4,989,983	113,390	2.3%
Aug-12	1,051,723	- 16,932	-1.6%	10,715,409	213,015	2.0%	452,713	- 33,604	-6.9%	4,956,379	34,216	0.7%
Sep-12	901,740	- 89,196	-9.0%	10,626,214	13,157	0.1%	425,007	- 21,561	-4.8%	4,934,818	-20,147	-0.4%
Oct-12	890,412	28,231	3.3%	10,654,445	27,206	0.3%	416,357	19,468	4.9%	4,954,287	2,263	0.0%
Nov-12	882,903	- 21,860	-2.4%	10,632,585	-18,311	-0.2%	419,980	- 2,617	-0.6%	4,951,670	-6,907	-0.1%
Dec-12	596,249	- 34,371	-5.5%	10,598,214	-37,826	-0.4%	310,113	1,908	0.6%	4,953,578	11,810	0.2%
Jan-13	596,726	31,866	5.6%	10,630,080	-31,470	-0.3%	300,591	13,457	4.7%	4,967,035	14,858	0.3%
Feb-13	858,238	- 62,943	-6.8%	10,567,136	-142,645	-1.3%	391,500	- 29,329	-7.0%	4,937,707	-36,451	-0.7%
Mar-13	1,030,712	- 72,686	-6.6%	10,494,450	-183,959	-1.7%	470,642	- 43,548	-8.5%	4,894,159	-76,384	-1.5%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-12	857,138	27,868	3.4%	10,816,199	370,967	3.6%	2,130,705	212,350	11.1%	26,364,195	2,789,687	11.8%
Aug-12	1,058,937	- 7,250	-0.7%	10,808,949	267,330	2.5%	2,393,608	61,203	2.6%	26,425,398	2,652,999	11.2%
Sep-12	937,644	- 59,266	-5.9%	10,749,683	102,186	1.0%	2,102,194	- 288,452	-12.1%	26,136,946	1,982,221	8.2%
Oct-12	898,161	16,020	1.8%	10,765,703	102,671	1.0%	2,151,219	- 118,486	-5.2%	26,018,460	1,593,985	6.5%
Nov-12	900,901	- 6,169	-0.7%	10,759,534	64,386	0.6%	2,157,823	-117,752	-5.2%	25,900,707	1,209,222	4.9%
Dec-12	652,859	- 17,831	-2.7%	10,741,702	25,607	0.2%	1,702,423	-186,794	-9.9%	25,713,913	764,846	3.1%
Jan-13	628,648	32,079	5.4%	10,773,781	18,001	0.2%	1,732,868	65,331	3.9%	25,779,245	668,172	2.7%
Feb-13	859,045	- 64,868	-7.0%	10,708,913	-110,937	-1.0%	2,023,982	-156,490	-7.2%	25,622,755	252,810	1.0%
Mar-13	1,060,794	- 66,396	-5.9%	10,642,517	-157,115	-1.5%	2,443,733	-163,678	-6.3%	25,459,077	-66,291	-0.3%

Ferry Patronage

Ferry patronage was 5,480,570 for the 12-months to Mar-2013. Patronage for Mar-2013 was 555,143 boardings, an increase of +8.9% (45,546 boardings) on Mar-2012 (Fig 14).

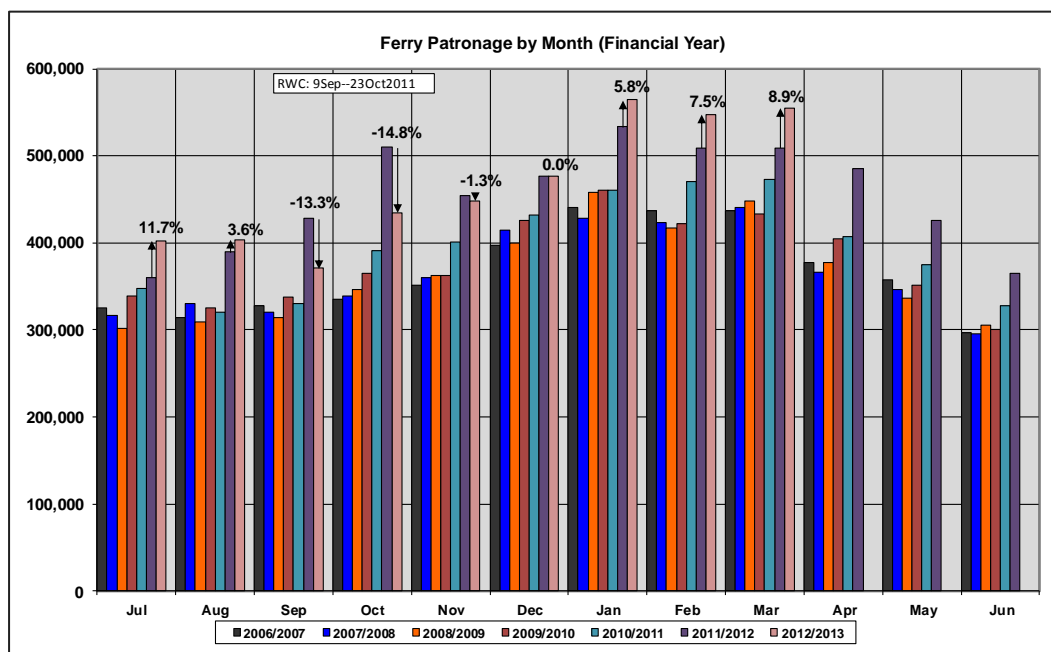
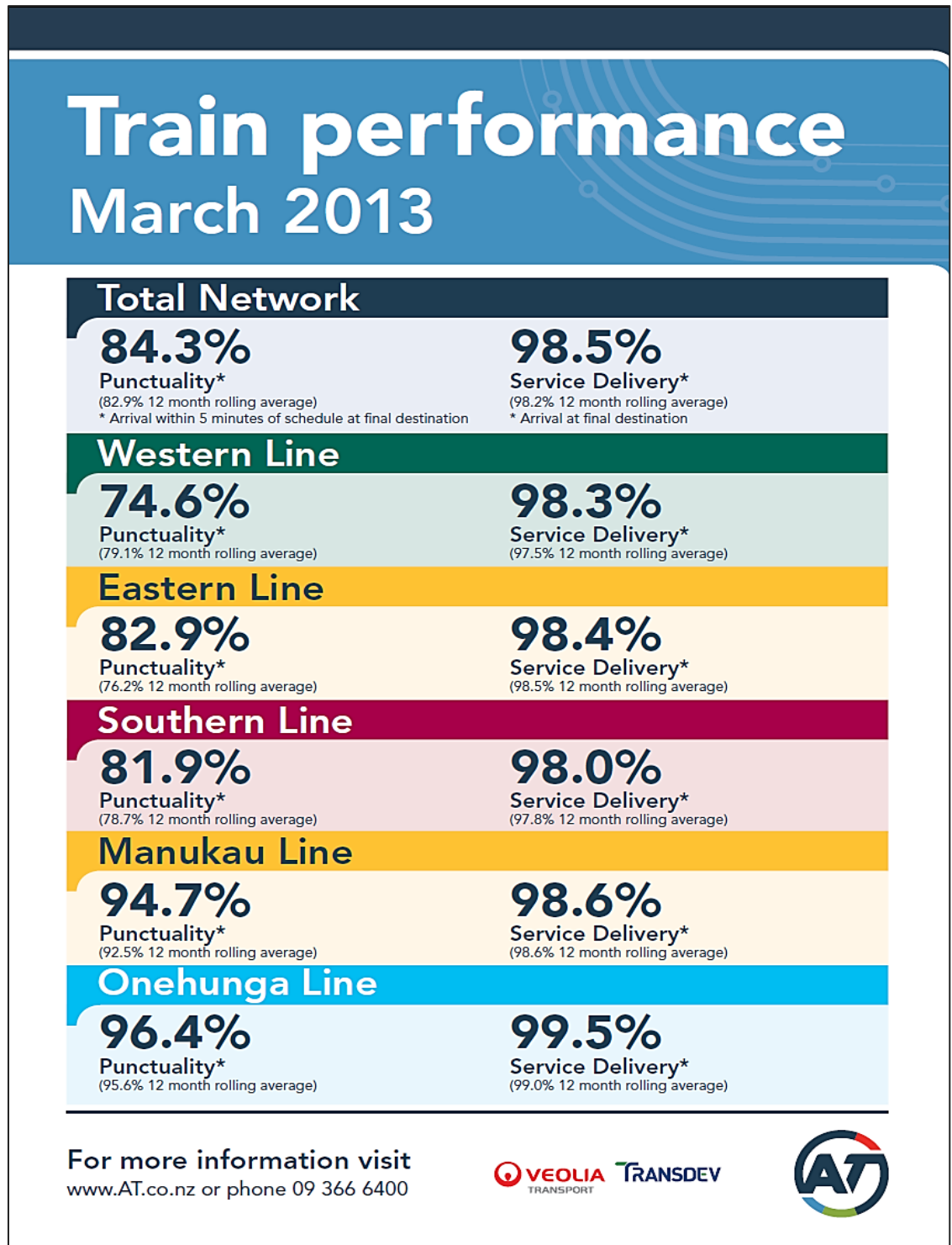


Fig 14. Ferry Patronage – Growth by Month 2005/06 to 2012/13

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance



Reliability is the number 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 arrive at their final destination within five minutes of the scheduled time regardless of whether the train departed its origin on time.

For March reliability improved to 98.5% compared to 98.2% for the 12-month average. Punctuality also improved to 84.3% compared to an 82.9% 12-month average and 82.9% in February and 79.9% for March 2012. Punctuality trends comparing 2011/12 and 2012/13 are presented at Figure 16 showing an overall improvement since September 2012 compared to the previous year.

During March the performance of the train services was affected by a number of significant incidents that disrupted services, which are detailed below, and a continued relatively high level of “Heat 40” restrictions across the network compared to last year, partially due to the prevailing weather conditions, with the greatest impact of these being on Western Line services. These restrictions apply when the ambient temperature at rail level exceeds a pre-defined threshold and are a safety measure on sections of newly upgraded track while the formation settles. While the level of speed restrictions was slightly higher than applied in March last year, the number of control equipment failures was significantly below those recorded in the same month last year. However, train faults had a greater impact on service delivery during the month than experienced recently.

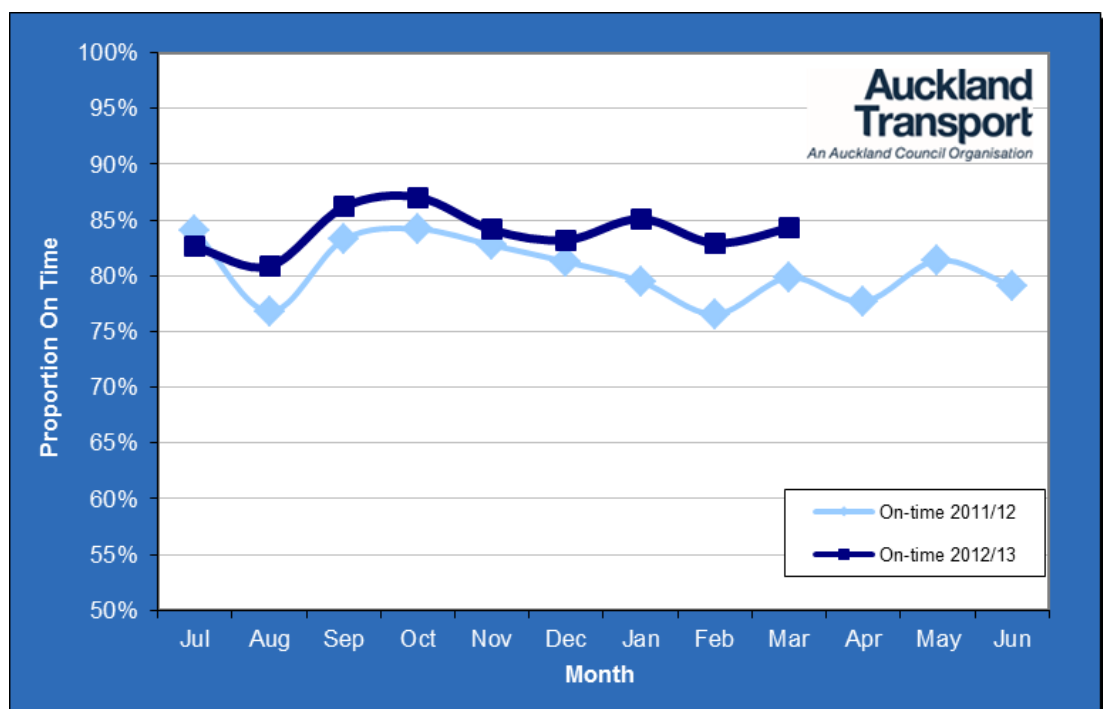


Fig 16. Rail Punctuality Trends for 2011/12 and 2012/13

The following major incidents impacted on service delivery during March:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on two days during March including a points failure at Newmarket that affected special event services after the Warriors vs Roosters match at Eden Park on 12 March.
- *Train faults (KiwiRail)* – Train faults had a significant effect on service operations on eight days in March and resulted in reduced capacity on some services on a number of other days during the month.
- *Operational (Veolia)* – There was a single operational incident that caused significant disruption to services during March.
- *Other* – There were no other significant incidents affecting service delivery during the month.

Train delay minutes decreased by -9.9% in March compared to the previous month as illustrated in Figure 17 and were 26.4% below the number for the same month last year. Delay minutes caused by infrastructure faults were less than half those recorded last month and 70% below the same month last year, however delay minutes caused by train faults were double those of February and one-third more than the same month last year. Delay minutes per train service continues to trend slightly downwards. For the month a total of 14,393 delay minutes were recorded as a result of all causes. Figure 19 also shows the slight increase in the trend of train services operated over time and the decreasing average delay minutes per train service.

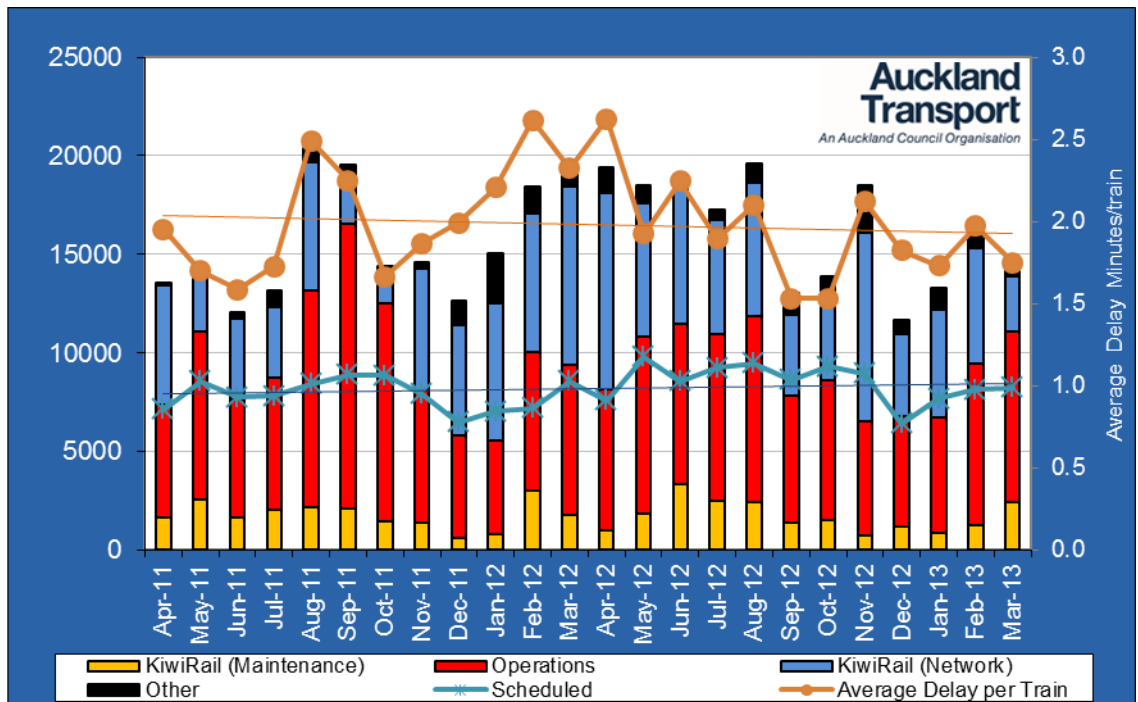


Fig 17. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	1,013	36.6%
Signal/points failure	737	26.6%
Speed restrictions	969	35.0%
Track protection measures*	51	1.8%
Total	2,770	

* 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.

Rail Capacity

There were six services reported to have exceeded AT's planned seating to standing ratio during March, one each of the Southern and Eastern lines, two Manukau line services and two Western line services. Some other services may have exceeded the standard on some days during the month.

Bus Service Performance

For March 2013, 99.87% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for March 2013 was 98.29%, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time and reach their destination. Service punctuality and reliability are self-reported for contracted services by the bus operators utilising bus drivers logs.

Table 3. Contracted Bus Service Reliability and Punctuality- March 2013

	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,049	99.97%	99.79%
H & E	18,108	99.99%	99.08%
NZ Bus	117,422	99.81%	97.96%
Ritchies	28,839	99.99%	99.04%
Tranzit	2,356	100%	98.01%
Urban Express	5,219	99.90%	93.98%
Total	182,993	99.87%	98.29%

Ferry Service Performance

For March 2013, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for March 2013 was 99.68% 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 4. Contracted Ferry Service Reliability and Punctuality- March 2013

	Scheduled Trips	Reliability	Punctuality
Bayswater	976	100%	100%
Half Moon Bay	571	100%	98.77%
Birkenhead	1,044	100%	100%
Gulf Harbour	140	100%	98.57%
West Harbour	540	100%	99.63%
Rakino	30	100%	93.33%
Pine Harbour	590	100%	100%
Hobsonville	220	100%	100%
Total	4,111	100%	99.68%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

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

Auckland Blues vs. Crusaders Eden Park: Friday 1 March 2013:

For the 2013 Blues Season at Eden Park, travel is included in the ticket price for these events. Patrons can travel on the following Special Event Bus Services (Newmarket, Mt Eden, Northern Busway, Takapuna, Manukau, Botany Pakuranga) and all regular timetabled and special event rail services. Attendance at the event was 26,724.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	8424	31.52	8863	33.16	32.34%
BUS	2328	8.71	2546	9.53	9.12%
FERRY	-	-	-	-	-
TOTAL	10752	40.23	11409	42.69	41.46%

Round the Bays, Auckland CBD: Sunday 10 March 2013:

Round the Bays took place on Sunday the 10th of March. Additional rail services were in place for travel to and from the event. A total of 3,112 extra trips were recorded on these services.

Auckland Blues vs. Bulls Eden Park: Sunday 10 March 2013:

For the 2013 Blues Season at Eden Park, travel is included in the ticket price for these events. Patrons can travel on the following Special Event Bus Services (Newmarket, Mt Eden, Northern Busway, Takapuna, Manukau, Botany Pakuranga) and all regular timetabled and special event rail services. Attendance at the event was 25,112.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	5423	21.60	4261	16.97	19.29%
BUS	2058	8.20	2106	8.39	8.30%
FERRY	-	-	-	-	-
TOTAL	7481	29.79	6367	23.35	26.57%

Vodafone Warriors vs. Sydney Roosters Eden Park: Saturday 16 March 2013:

Auckland Transport ran 'user pays' special event services on buses and trains for this event at Eden Park. Special event bus services in use were from North Shore Busway Stations, Takapuna, Manukau Botany Pakuranga and Newmarket/Mt Eden. Additional rail services were also utilised. Attendance at the event was 32,740.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	6580	20.10	6862	20.96	20.53%
BUS	1557	4.76	1596	4.87	4.82%
FERRY	-	-	-	-	-
TOTAL	8137	24.85	8458	25.83	25.34%

Black Caps 5 Day Test Match Eden Park: Friday 22 March 2013 – Tuesday 26 March:

Normal fares were in place for travel to and from this event over the 5 days. Some additional trains were required post event. 1,778 passengers were carried over the 5 days of the event.

Sky City Breakers vs. Sydney Kings Vector Arena: Sunday 28 March 2013:

For the 2012/2013 Breakers Season at Vector Arena, travel is included in the ticket price for these events. Patrons can travel on the Northern Express Bus Service and all regular timetabled rail services and there is a special event bus service from Quay Street back to all busway stations on the North Shore. Attendance at the event was 7580.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	182	2.40	253	3.34	2.87%
BUS	167	2.20	395	5.21	3.71%
FERRY	-	-	-	-	-
TOTAL	349	4.60	648	8.55	6.58%

Tuborg North Harbour Stadium: Sunday 28 March 2013:

For this event at North Harbour Stadium, travel is included in the ticket price for these events. Patrons can travel on the following Special Event Bus Services CBD via Northern Busway and all regular timetabled rail services. Attendance at the event was 2,958.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	40	1.35	41	1.39	1.37%
BUS	438	14.81	650	21.97	18.39%
FERRY	-	-	-	-	-
TOTAL	478	16.16	691	23.36	19.76%

5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008

Under the Public Transport Management Act 2008, there were no applications for registered services approved during March 2013.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects in Planning

- Plans are being finalised for an extension of the Manukau to Airport bus service to also serve Mangere and Onehunga.
- Consultation on the South Auckland part of the new public transport network is due to commence in June following the AT Board's endorsement of the Draft Regional Public Transport Plan at its March 2013 meeting.
- A review of all bus timetables for service reliability and punctuality performance is progressing using real-time journey data to align run-times to the operational environment. Timetable updates are being implemented between October 2012 (Howick & Eastern) and September 2013. Upon new timetable implementation real-time bus tracking will be used for service performance management permitting AT reporting of performance against timetable rather than operator self-reporting.

Projects Implemented

- The AT Board endorsed the Draft Regional Public Transport Plan (RPTP) at its March meeting following public consultation, which included the principles of the new design for the public transport service network. The RPTP is the fundamental statutory plan for the new approach to public transport in Auckland and lays out the policy, guidelines, actions and plans for public transport over the next ten years, focusing on activities over the next three to five years across service network design, service procurement, fares and ticketing and capital works.
- A new double-decker for the Northern Express service was launched on 6th March 2013. The Scania vehicle has an increased seating capacity of 86 seats, compared to 51 seats in the current Northern Express buses. The vehicle has been branded in AT livery.
- A 12-month trial commenced on 23rd March 2013 of a demand-responsive mini-bus service in the Warkworth / Matakana / Snells Beach area targeted at low demand semi-rural areas where fuller public transport services may not be economically feasible. If it is successful it may provide the template solution for local targeted service provision within the Regional Public Transport Plan for semi-rural areas.



- New ferry sailings have been included in the Pine Harbour ferry timetable from 11th March 2013. This makes for 15 return sailings daily. In addition there has been a review of vessel allocations in order to accommodate increased patronage demand in the mornings with the larger 99 seat Clipper IV vessel being used on more sailings.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- A targeted promotion of Northern Busway bus services will be launched in early April including free return journey trial tickets.
- Customer awareness campaign regarding the \$20 change to the Rail On-board Penalty Fare from 7 April, including enhanced messaging concerning the need for passengers to buy a ticket prior to boarding a train and that non-fare payment is regarded as theft.
- Ongoing promotion of tertiary concession renewals, both HOP and AT HOP.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

Walk-In-Centres

The combined customer visits to the Customer Service Centres at Britomart, AUT, Newmarket and New Lynn for the month of March were 51,435. The visits to Britomart alone totalled 36,973 which is a 151% increase compared to March 2012.

AT Public Transport Call Centre

For March 2013, call volume was 40,991(-9.54% compared to March 2012). 83.00% of calls were answered within the service standard of 20 seconds. For HOP ticketing 7664 calls during the month and were answered in 86.26% grade of service standard of 20 seconds.

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