

Statistics Report

December 2012 – January
2013



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PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

Annual Auckland public transport patronage for the 12-month period to end-January 2013 was 69,876,704 boardings, an increase of +0.3% (+191,290 boardings) compared to the previous 12-month period to end-December 2012 and a decrease of -0.4% (-309,527 boardings) compared to the 12-month period to end-January 2012.

Rail patronage for the 12-months to January 2013 was 10,068,070, an increase of +0.1% on the 12-month period to December 2012 and a decrease of -7.6% on the 12-month period to January 2012. January 2013 rail was 538,487, an increase of +2.2% on January 2012.

Northern Express bus patronage for the 12-months to end-January 2013 was 2,262,584, an increase of +0.3% on the 12-months to end-December 2012 and a decrease of -0.5% on the 12-months to end-January 2012. January 2013 patronage was 137,104, an increase of +5% on January 2012. All other bus service patronage for the 12-months to end-January 2013 was 52,150,141, an increase of +0.3% on the 12-months to end-December 2012 and an increase of +0.7% on the 12-months to end-January 2012. January 2013 patronage was 3,258,833, an increase of +4.6% on January 2012.

Ferry service patronage for the 12-months to January 2013 was 5,395,909, an increase of +0.6% on the 12-months to December 2012 and an increase of +3.7% on the 12-months to January 2012. January 2013 patronage was 564,001, an increase of +5.7% on 2012.

This reports also provides statistics for December 2012. Annual patronage for the 12-month period to end-December 2012 was 69,652,135 boardings, a decrease of -0.2% (-145,643 boardings) compared to the 12-month period to end-December 2011.

The introduction of the new integrated ticketing system on rail from 27 October has seen a change in the way in which patronage is recorded. Legacy 10-trip and monthly paper tickets sales ceased on 27 October 2012 and will not be accepted for travel from 1 January 2013. Under the legacy manual paper-based system, passenger journeys were accounted for at time of sale while under the new ticketing system patronage is recorded at the time the trip is made. This will result in an artificial negative impact on the reported patronage during November and December 2012.

1.2 Service Performance

During January the performance of train services was affected by temporary speed restrictions following completion of track and electrification upgrade works during the Christmas shutdown. The full network resumed operation on 21 January. Overall service performance in January was above the performance in December and the same period in 2012 and continues to show an upward trend at 97.7% service delivery and 85.2% of services running on time.

1.3 Initiatives

December and January saw a significant closure of the rail network for upgrade and electrification works between December 25th and January 7th (for the whole network) and also until January 21st for Britomart and Eastern Line.

A new promotion of Friday and Saturday evening NiteRider bus services has commenced.

Preparations have been completed for the new Hobsonville and Beach Haven ferry services that are due to commence on Monday 4 February and for simplified and enhanced frequency of bus services from 10 February on New North Road, Sandringham Road, Dominion Road, Mt Eden Road and Onewa Road, including changes to CBD bus stops.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 69,876,704 passengers for the 12-months to January 2013 an increase of +191,290 or +0.3% on the previous 12-month period to December 2012 and a decrease of -309,527 boardings or -0.4% on the same period from the previous year to January 2012 as illustrated at Figure 1.

Auckland public transport patronage totalled 69,652,135 passengers for the 12-months to Dec-12 a decrease of -145,643 boardings or -0.2% as illustrated at Figure 1.

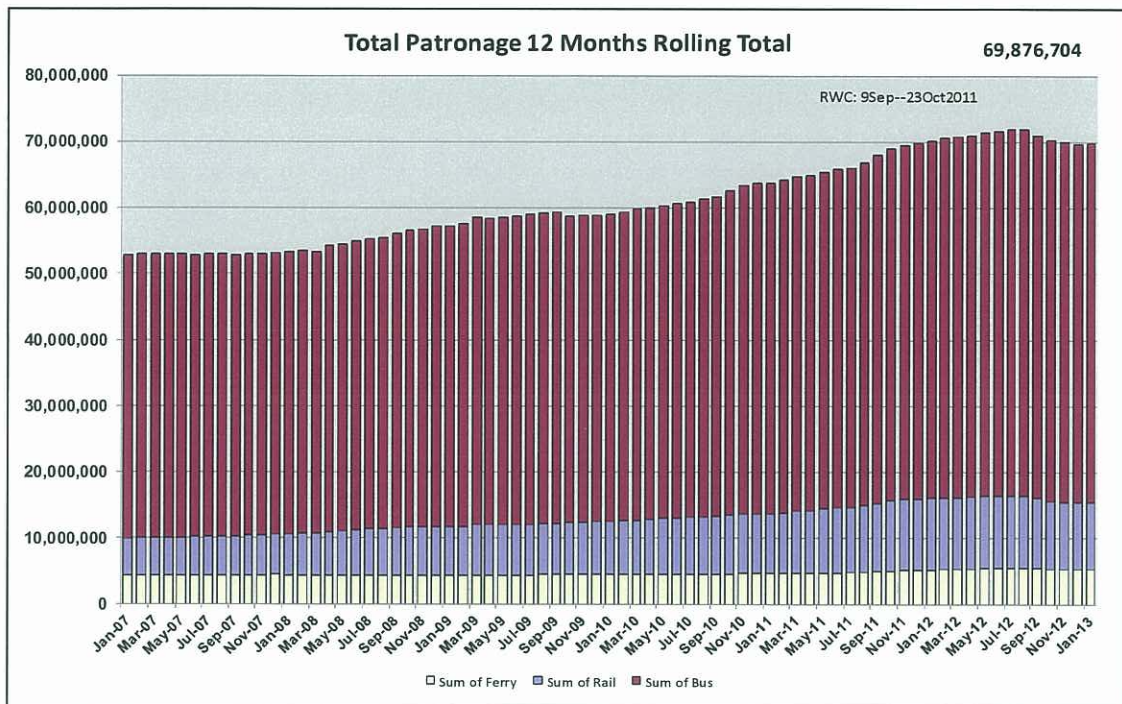


Fig 1. Total Patronage – 12 Months Rolling Total

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

Patronage for January 2013 was 4,498,425 boardings, an increase of +4.4% (191,290 boardings) on January 2012.

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

	Jan-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:	675,591	18,033	2.7%	12,330,654	0.1%	-846,170	-6.4%	6,678,763	-885,033	-11.7%
Northern Express Bus	137,104	6,550	5.0%	2,262,584	0.3%	-12,235	-0.5%	1,258,251	-48,943	-3.7%
Rail sub-total:	538,487	11,483	2.2%	10,068,070	0.1%	-833,935	-7.6%	5,420,512	-836,090	-13.4%
- Western Line	189,464	-29,363	-13.4%	3,593,481	-0.8%	-491,785	-12.0%	1,906,427	-498,753	-20.7%
- Southern & Eastern Line:	349,023	40,846	13.3%	6,474,589	0.6%	-342,150	-5.0%	3,514,085	-337,337	-8.8%
- Pukekohe / Papakura Services *	271,599			4,967,392				2,554,097		
- Manukau Services * (opened 15 Apr 2012)	38,380	38,006	14.0%	792,994	0.7%	-325,273	-5.3%	564,715	-302,998	-8.9%
- Onehunga Services	39,044	2,839	7.8%	714,204	0.4%	-16,877	-2.3%	395,272	-34,339	-8.0%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	3,258,833	142,733	4.6%	52,150,141	0.3%	346,605	0.7%	28,884,102	-742,106	-2.5%
- Quality Transit & Local Bus	3,245,229	132,257	4.2%	49,485,524	0.3%	357,637	0.7%	27,617,039	-783,762	-2.8%
- Contracted School Bus	13,604	10,476	334.9%	2,664,617	0.4%	-11,032	-0.4%	1,267,063	41,656	3.4%
3. Ferry	564,001	30,524	5.7%	5,395,909	0.6%	190,038	3.7%	3,101,090	-51,981	-1.6%
Total Patronage	4,498,425	191,290	4.4%	69,876,704	0.3%	-309,527	-0.4%	38,663,955	-1,679,120	-4.2%

*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.
 ** "Change Prev Month Period" compares the 12-month result to the previous 12-month period to the end of the previous month. "Change Prev Year" compares the 12-month result to the same 12-month period from the previous year.

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

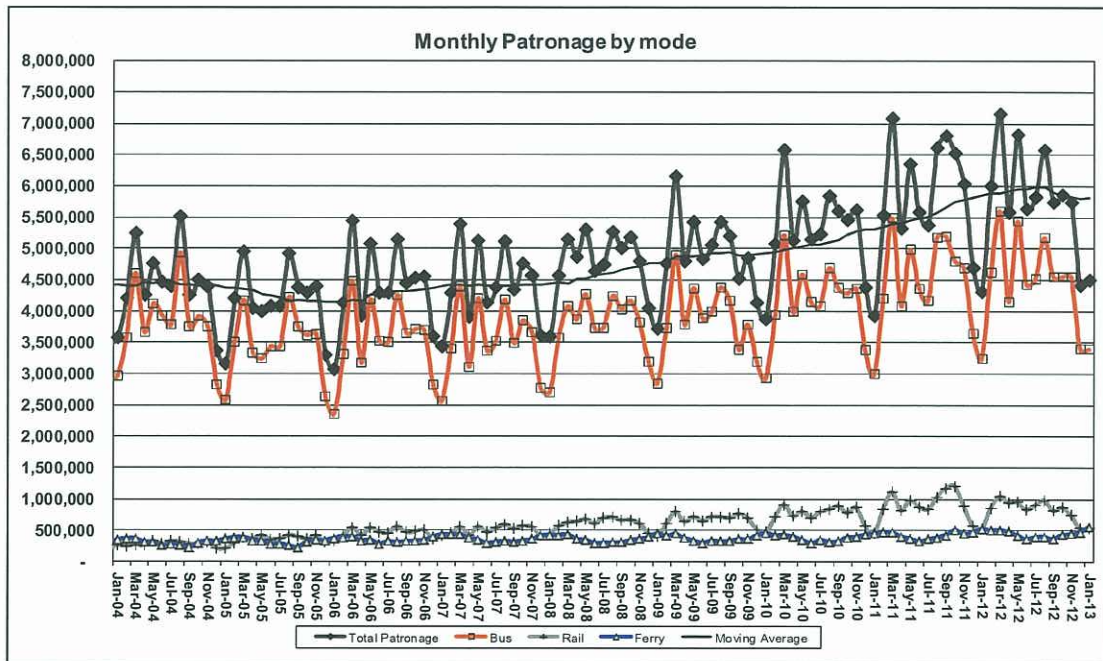


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

Table 1.1 Patronage Breakdown Normalised for Rugby World Cup 2011

Normalised	Jan-13								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	675,591	18,033	2.7%	12,330,654	-87,534	-0.7%	6,678,763	-126,397	-1.9%
Northern Express Bus	137,104	6,550	5.0%	2,262,584	67,274	3.1%	1,258,251	30,566	2.5%
Rail sub-total:	538,487	11,483	2.2%	10,068,070	-154,808	-1.5%	5,420,512	-156,963	-2.8%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	3,258,833	142,733	4.6%	52,150,141	1,063,187	2.1%	28,884,102	-25,524	-0.1%
3. Ferry	564,001	30,524	5.7%	5,395,909	380,934	7.6%	3,101,090	138,915	4.7%
Total Patronage	4,498,425	191,290	4.4%	69,876,704	1,356,587	2.0%	38,663,955	-13,006	0.0%

2.2 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 12,330,654 passengers for the 12-months to January 2013 (Figure 3) an increase of +0.1% or 18,033 boardings on the previous 12-month period to December 2012 and a decrease of -846,170 boardings or -6.4% on the same period in the previous year to January 2012. Patronage for January 2013 was 675,591 boardings, an increase of +2.7% (18,033 boardings) on January 2012 (Figure 5).

Patronage totalled 12,278,956 passengers for the 12-months to December 2012 (Figure 3) a decrease of -819,733 boardings or -6.3%. Patronage for December 2012 was 655,012 boardings, a decrease of -9.5% (-68,403 boardings) on December 2011 (Figure 5).

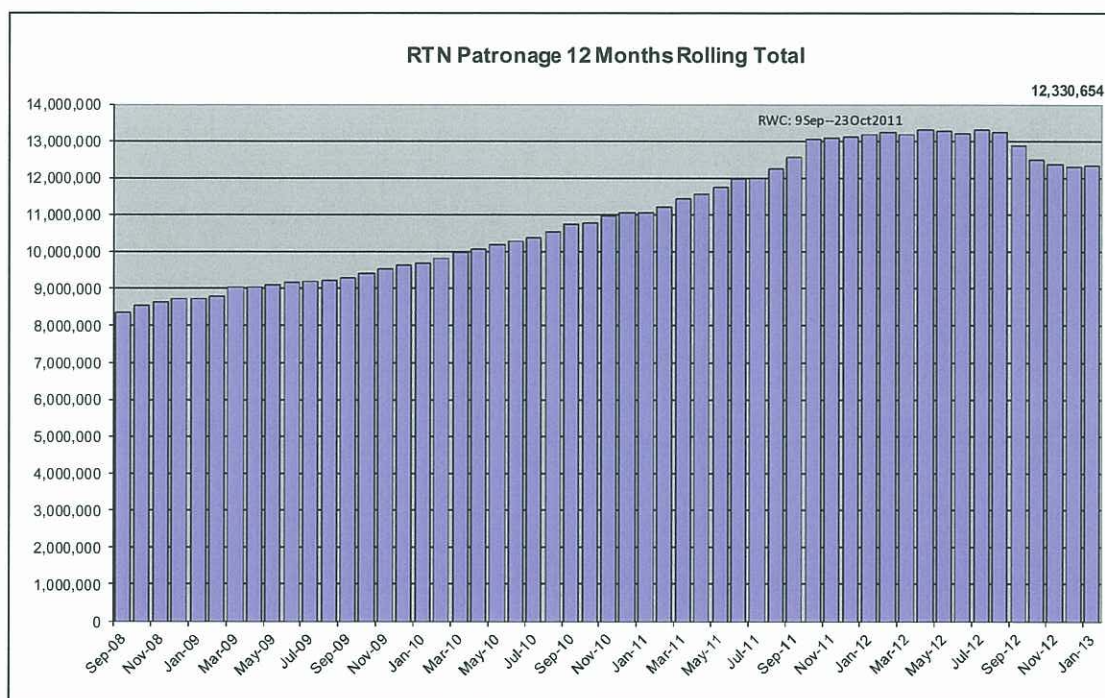


Fig 3. RTN Patronage – 12 Months Rolling Total

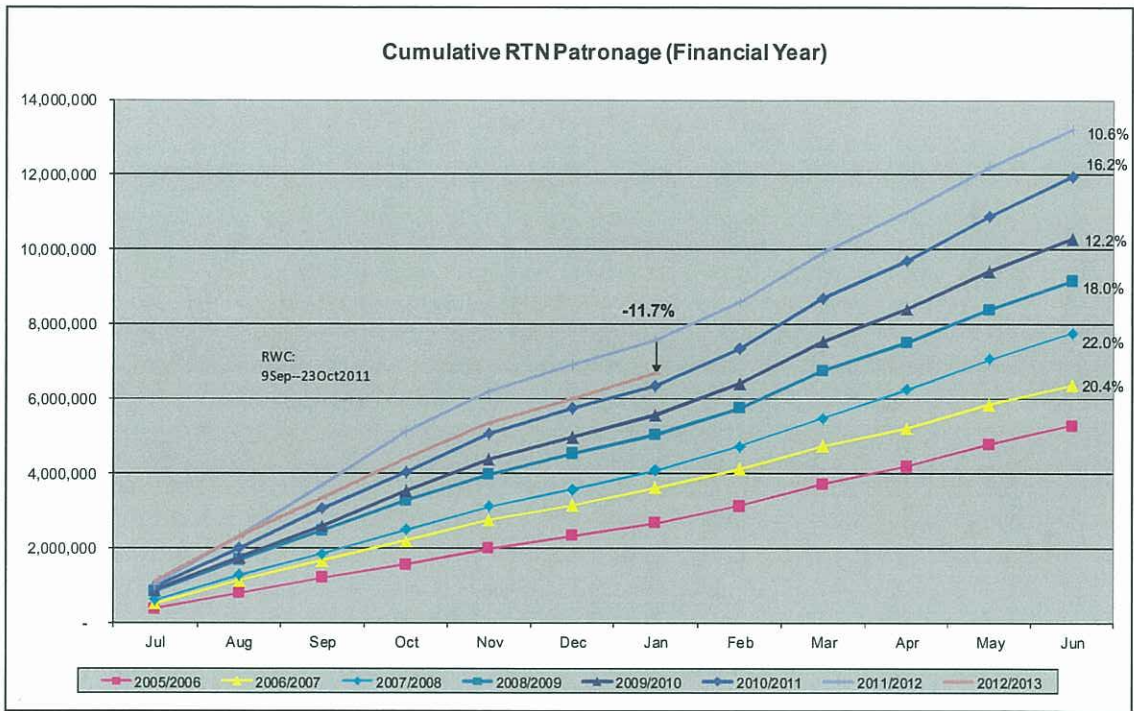


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2012/13

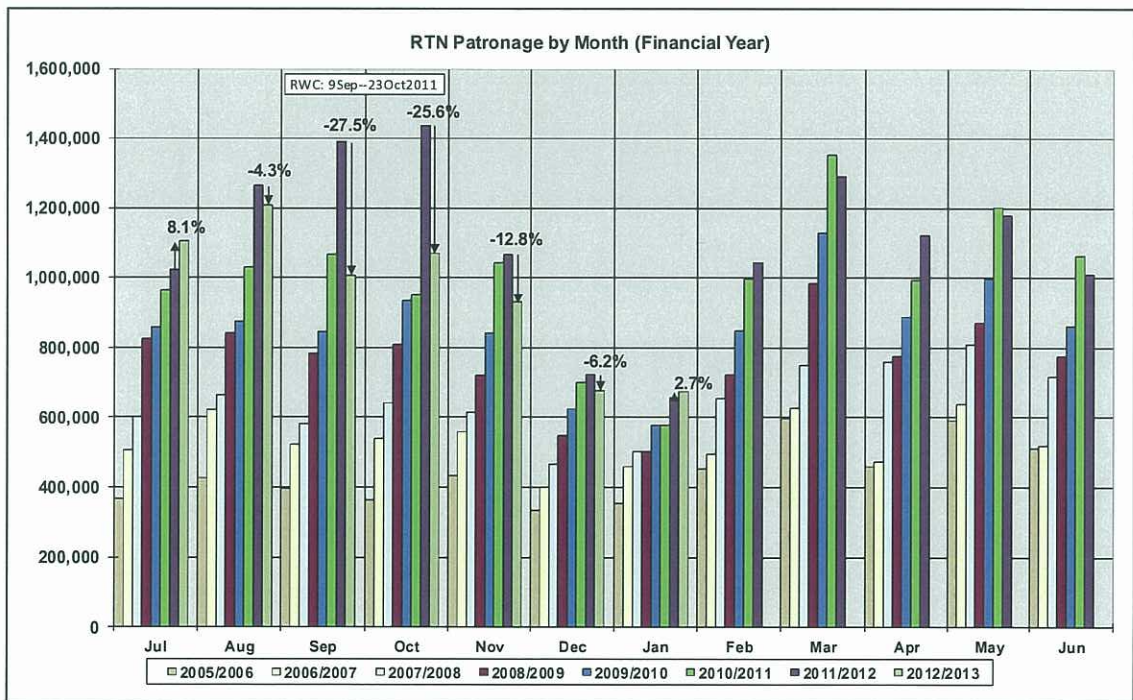


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2012/13

2.3 Rail Patronage

January 2013 was the first month when rail tickets were no longer sold on board trains and legacy 10-trip paper tickets were no longer accepted for travel on rail services. This is a significant change for users of the services and the key focus has been on communicating the changes to the affected customers together with increased revenue protection measures.

In addition to the above, patronage comparisons to previous years were influenced by a higher proportion of days when bus replacement operations were in effect compared to January 2012 due to network closures for upgrade works and there were no additional rail services in support of major special events this year. Rail services resumed on 7 January this year (4 January last year) and Britomart was closed for all trains services until 20 January this year (18 January last year). Rail patronage (including trips made on rail replacement buses) recorded a slight increase from the previous year. For the rolling twelve months to January 2013 10,068,070 passenger journeys were recorded on rail services (Figures 6 and 7) an increase of +0.1% or +11,483 boardings on the previous 12-month period to December 2012 and a decrease of -7.6% or -833,935 boardings on the same period in the previous year to January 2012.

Patronage for January 2013, including patronage on the rail replacement bus services, was 538,487 boardings, an increase of +2.2% (+11,483 boardings) on January 2012 (Figure 8). There was one more business day in January 2013 compared to January 2012.

The introduction of the AT HOP ticketing system on rail from October has seen a change in the way in which patronage is recorded, transitioning between 27 October and end-December 2012 from a manual at point of sale to electronic real-time usage transaction system. Trip counts from legacy 10-trip and monthly paper tickets will reduce over this period as tickets expire. Under AT HOP patronage is recorded at the time the trip is made. This is a significant change to the traditional recording method used on rail. Under the legacy paper ticket system, passenger journeys could not accurately count a trip at the time it was made therefore the historic method of accounting for passenger trips was based on calculating the equivalent number of trips for the ticket type and accounting for these at the date of purchase. As a consequence, for the months October 2012 to December 2012 there will be trips made on the rail system using legacy 10-trip and monthly tickets which have previously been recorded during the month when these tickets were originally sold. This will have an artificial negative impact on the reported patronage during the transition phase, with the greatest impact being recorded in November and is unique to the rail patronage data.

In addition to the above, patronage comparisons to December 2011 were influenced by one less business day in total in December 2012 plus an additional business day (Monday 24 December) with lower than normal demand. The level of bus replacements due to extend network closure due to timing of Christmas holidays during December 2012 was slightly higher than the same month last year with consequential negative impact on overall passenger numbers. Rail patronage totalled 10,022,922 passengers for the rolling twelve months to December 2012 (Figures 6 and 7) a decrease of -814,713 boardings or -7.5% on the previous year,

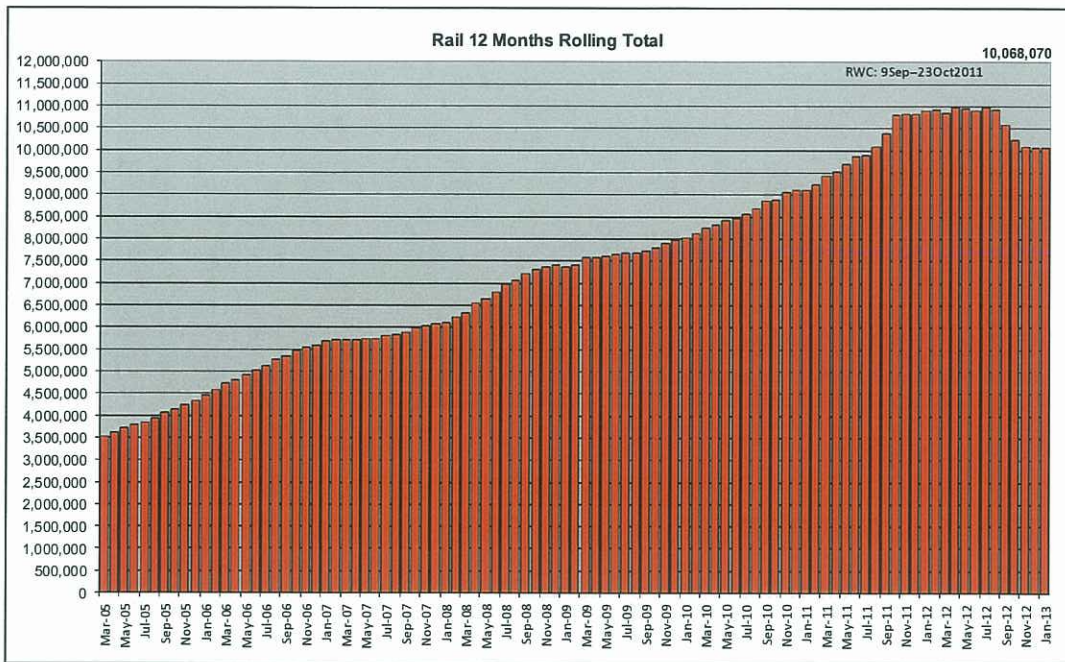


Fig 6. Rail Patronage – 12 Months Rolling Total

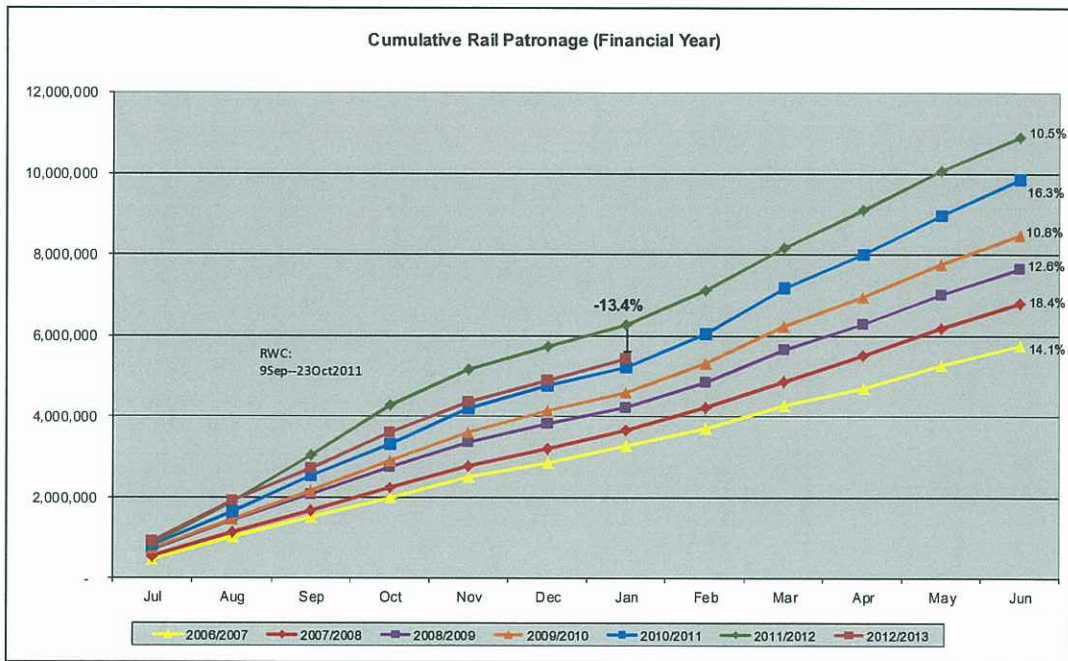


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2012/13

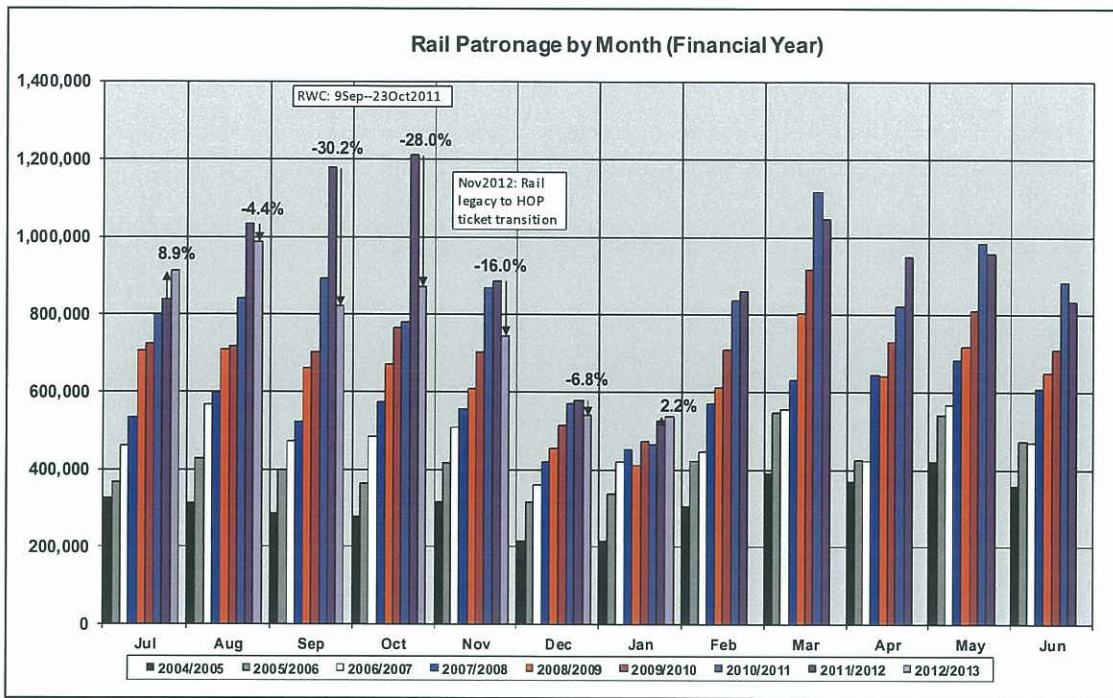
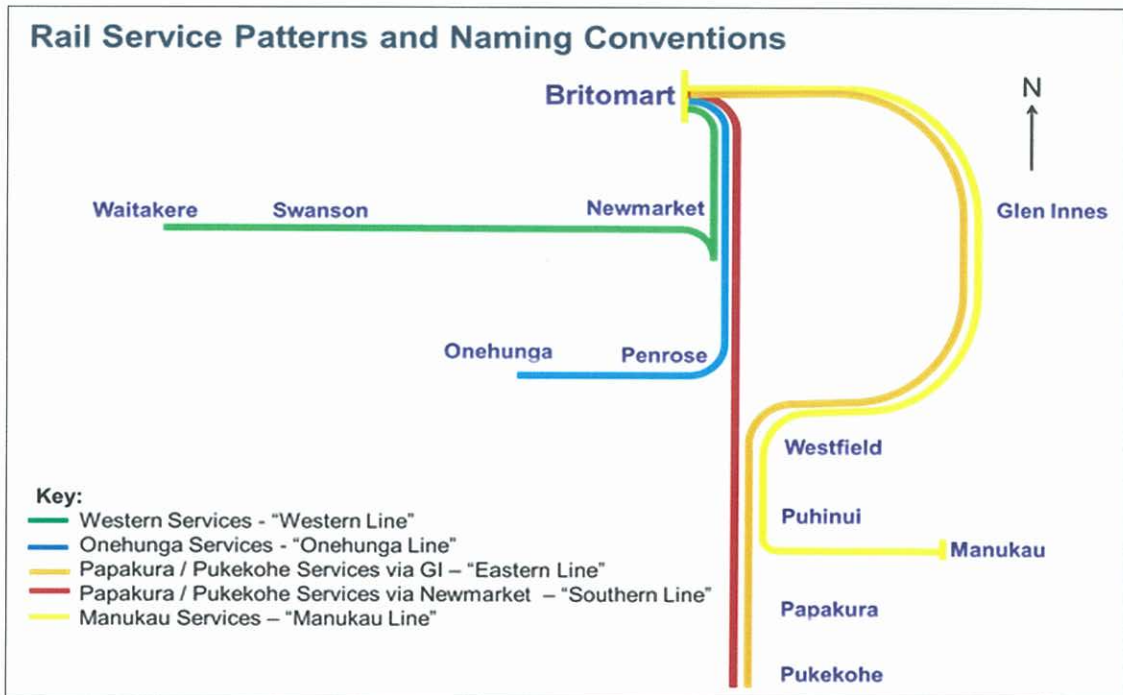
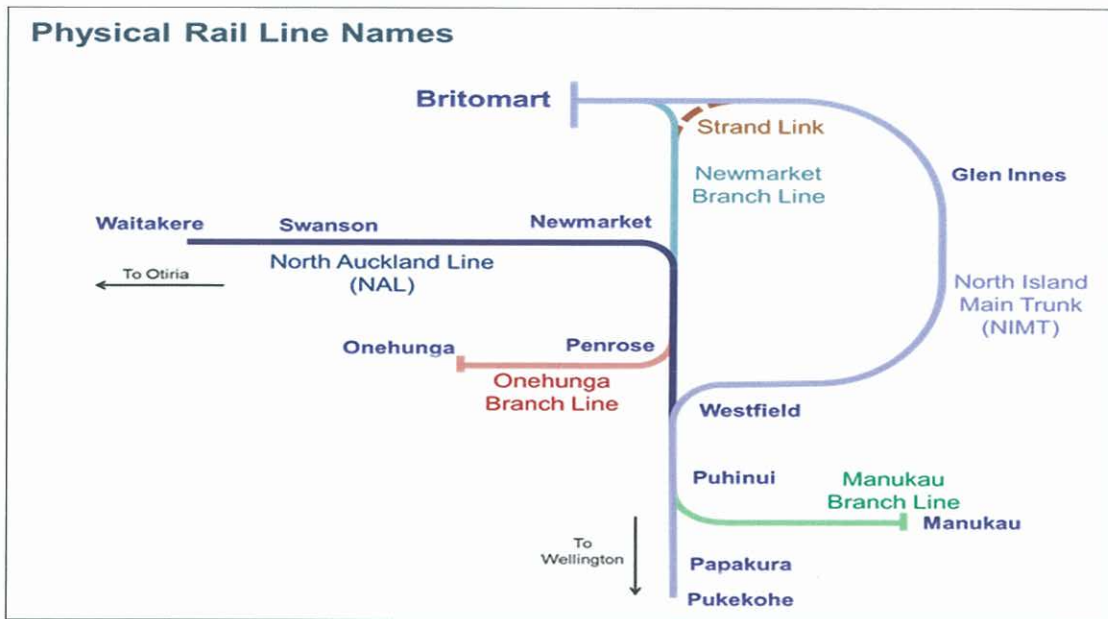


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2012/13

Auckland rail services are named for customer information purposes based on service groupings rather than the name of the physical line as illustrated below. Customer “Line” naming conventions are used in this report for reporting of patronage and service performance.





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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,474,589 passengers for the 12-months to January 2013 an increase of +0.6% or +40,846 boardings on the previous 12-month period to December 2012 and a decrease of -5.0% or -342,150 boardings on the same period in the previous year to January 2012. Recorded patronage for January 2013 was 349,023 boardings, an increase of +13.3% (+40,846 boardings) on January 2012 (Figure 9). In previous years, the patronage recorded on the Southern Line in the month of January included those travelling on special event trains to the Big Day Out at Mt Smart Stadium. There was no similar event to boost passenger numbers this year.

Patronage totalled 6,411,945 passengers for the 12-months to December 2012 a decrease of -388,651 boardings or -5.7%. Recorded patronage for December 2012 was 335,977 boardings, a decrease of -11.0% (-41,516 boardings) on December 2011 (Figure 9).

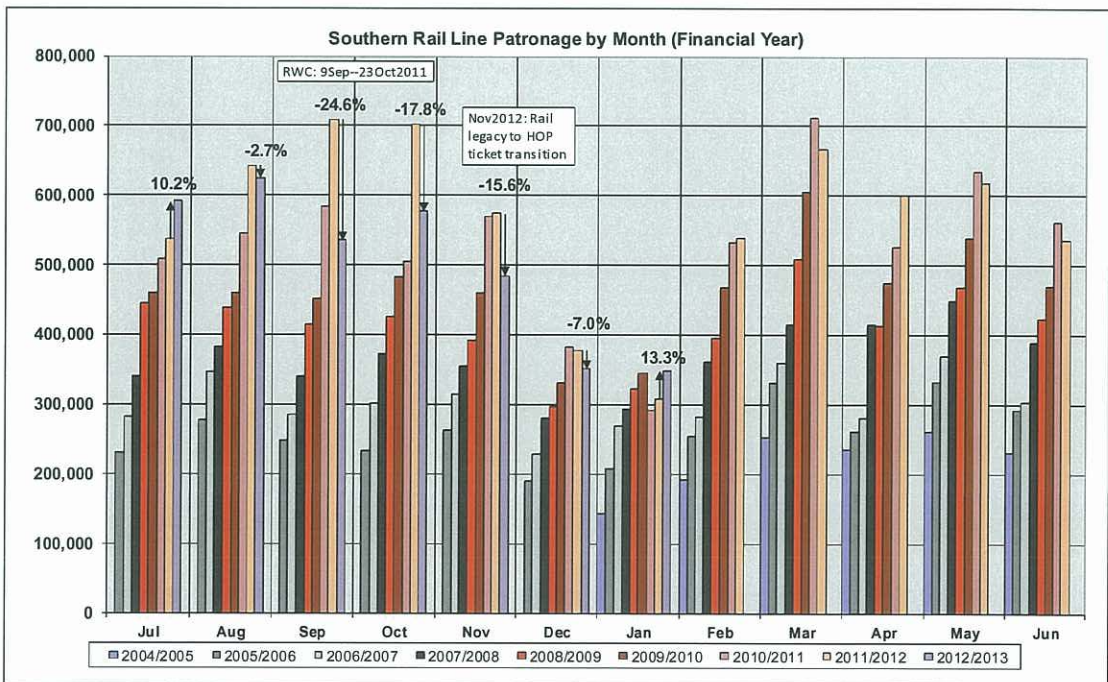


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

Western Rail Line

Western Line rail patronage totalled 3,593,481 passengers for the 12-months to January 2013 a decrease of -0.8% or -29,363 boardings on the previous 12-month period to December 2012 and a decrease of -12.0% or -491,785 boardings on the same period in the previous year to January 2012. Recorded patronage for January 2013 was 189,464 boardings, a decrease of -13.4% (-29,363 boardings) on January 2012 (Figure 10). The decrease is proportional to the relative reduction in service supplied due to the relative differences in holiday periods and fewer full rail operations in the month this year compared to the same month last year (-14.5% fewer scheduled rail services).

Patronage totalled 3,610,977 passengers for the 12-months to December 2012 a decrease of -426,062 boardings or -10.6%. Recorded patronage for December 2012 was 181,228 boardings, a decrease of -10.5% (-21,343 boardings) on December 2011 (Figure 10).

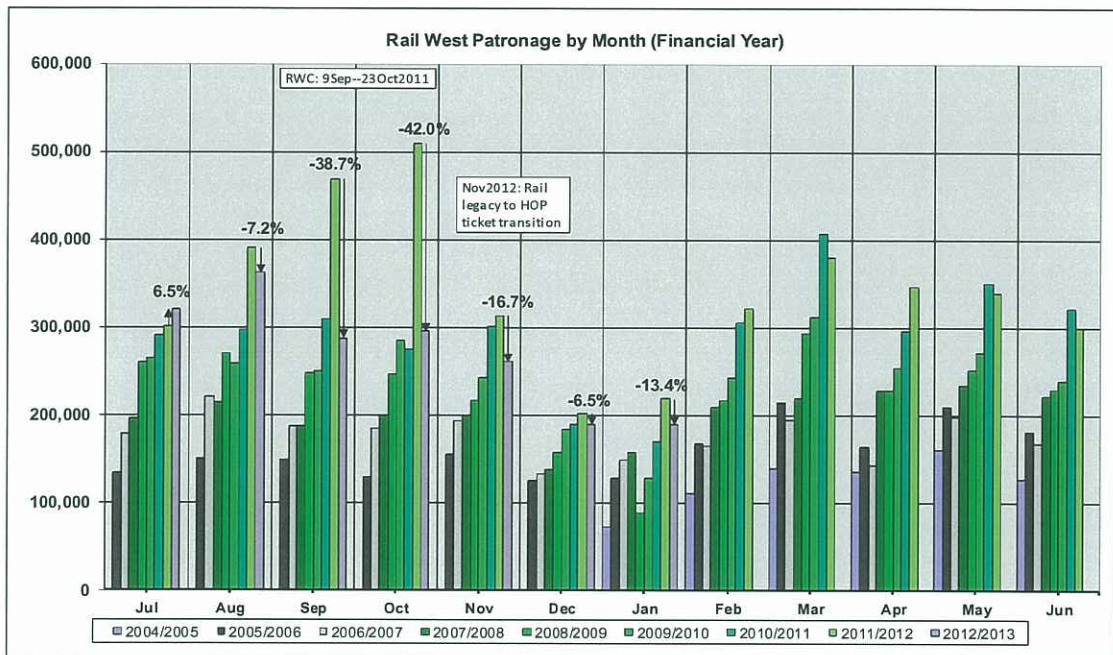


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2012/13

2.4 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,262,584 passengers for the 12-months to January 2013 (Figure 11) an increase of +0.3% or +6,550 boardings on the previous 12-month period to December 2012 and a decrease of -0.5% or -12,235 boardings on the same period in the previous year to January 2012. Patronage for January was 137,104 boardings, an increase of +5.0% (6,550 boardings) on January 2012 (Fig 13).

Patronage totalled 2,256,034 passengers for the 12-months to December 2012 (Figure 11) a decrease of -5,020 boardings or -0.2%. Patronage for December 2012 was 137,807 boardings, a decrease of -3.9% (-5,544 boardings) on December 2011 (Figure 13).

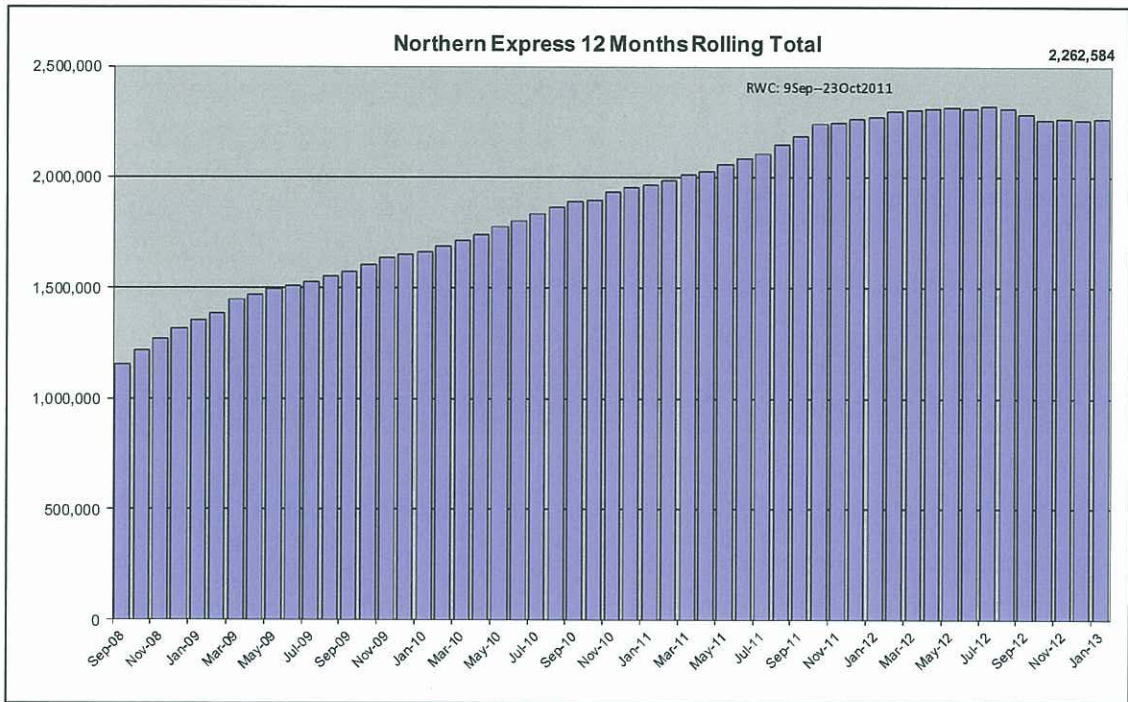


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

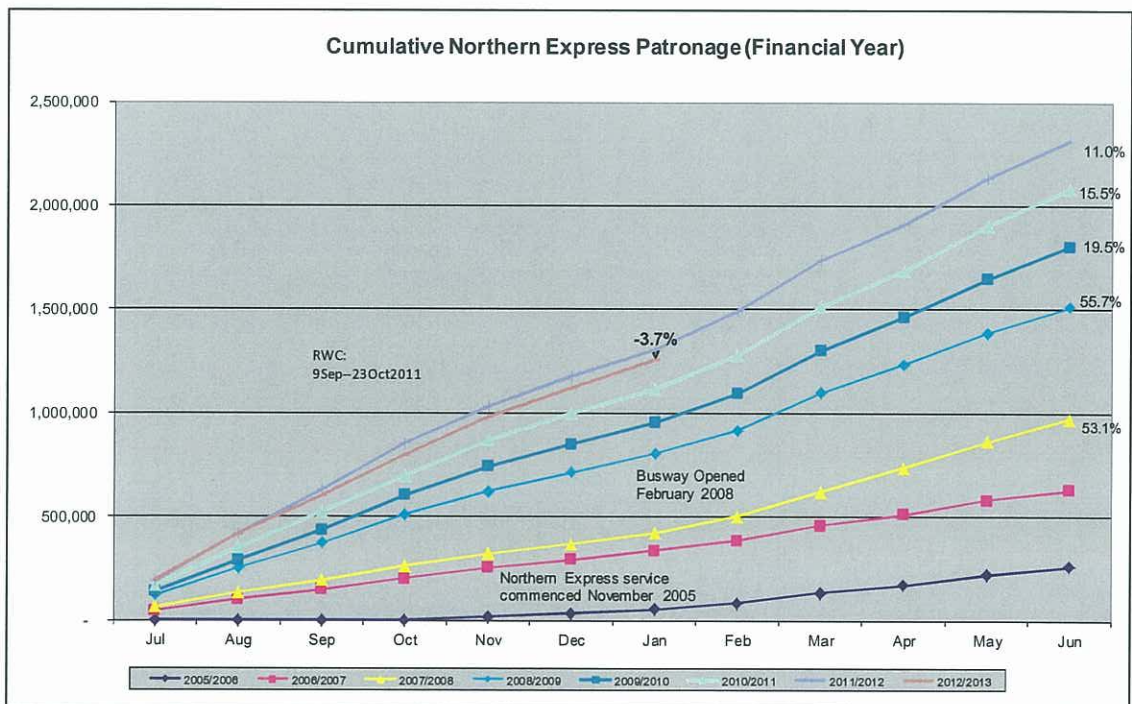


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2012/13

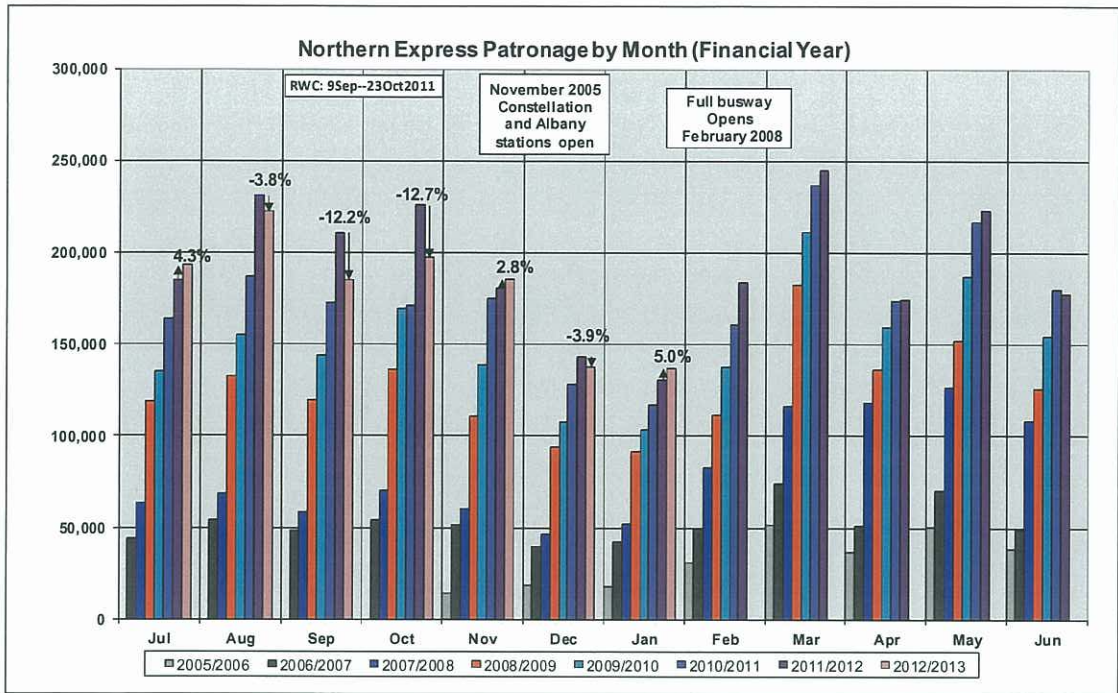


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13

2.5 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 52,150,141 passengers for the 12-months to January 2013 an increase of +0.3% or +142,733 boardings on the previous 12-month period to December 2012 and an increase of +0.7% or +346,605 boardings on the same period in the previous year to January 2012. Patronage for January 2013 was 3,258,833 boardings, an increase of +4.6% (142,733 boardings) on January 2012 (Figure 14).

Patronage totalled 52,007,794 passengers for the 12-months to December 2012 an increase of 441,868 boardings or +0.9%. Patronage for December 2012 was 3,262,031 boardings, a decrease of -6.8% (-236,702 boardings) on Dec-2011 (Figure 14).

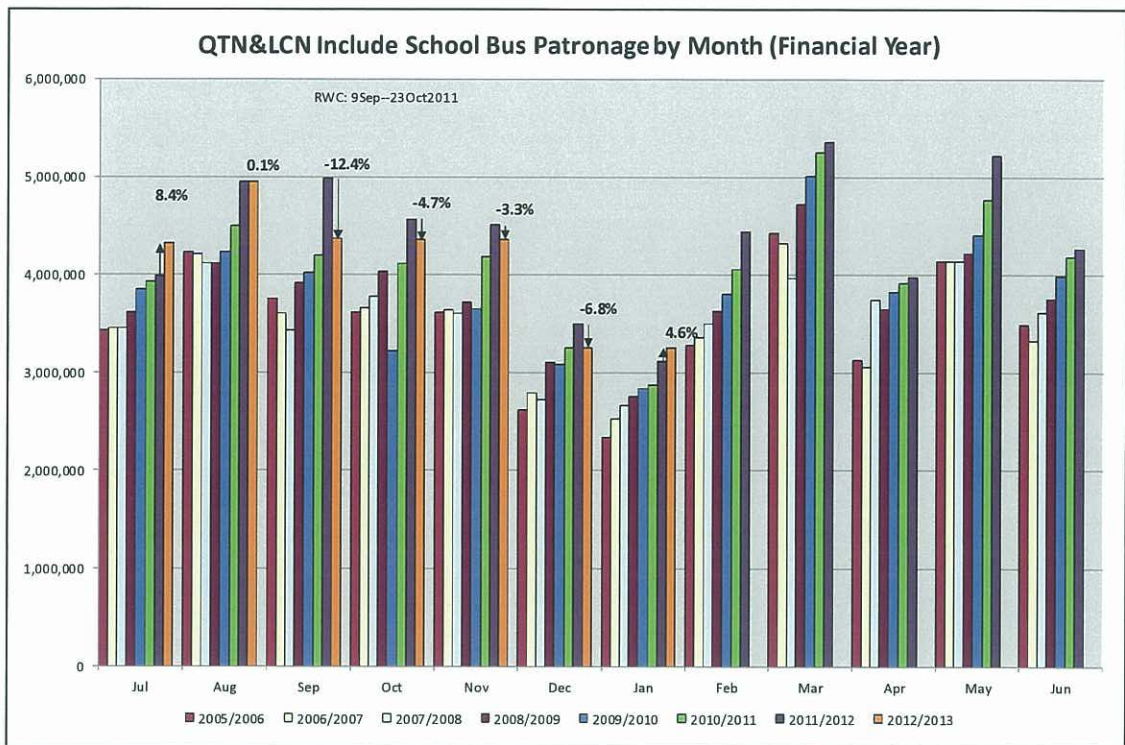


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13

2.6 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%
	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	2,793,812	11.9%
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	2,657,124	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	1,986,346	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	1,598,110	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%

2.7 Ferry Patronage

Ferry patronage totalled 5,395,909 passengers for the 12-months to January 2013 an increase of +0.6% or +30,524 boardings on the previous 12-month period to December 2012 and an increase of +3.7% or +190,038 boardings on the same period in the previous year to January 2012. Patronage for January 2013 was 564,001 boardings, an increase of +5.7% (30,524 boardings) on January 2012 (Figure 15).

Patronage totalled 5,365,385 passengers for the 12-months to December 2012 an increase of 232,222 boardings or +4.5%. Patronage for December 2012 was 476,420 boardings, a decrease of -0.1% (-385 boardings) on December 2011 (Figure 15).

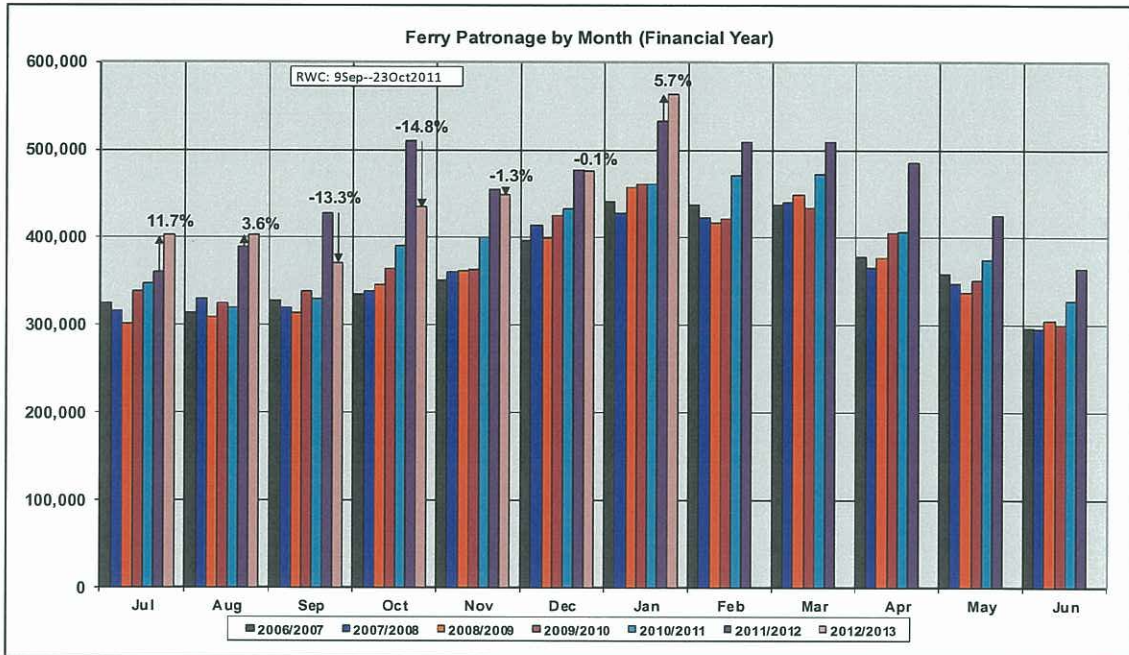


Fig. 15. Ferry Patronage – Growth by Month 2005/06 to 2012/13

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

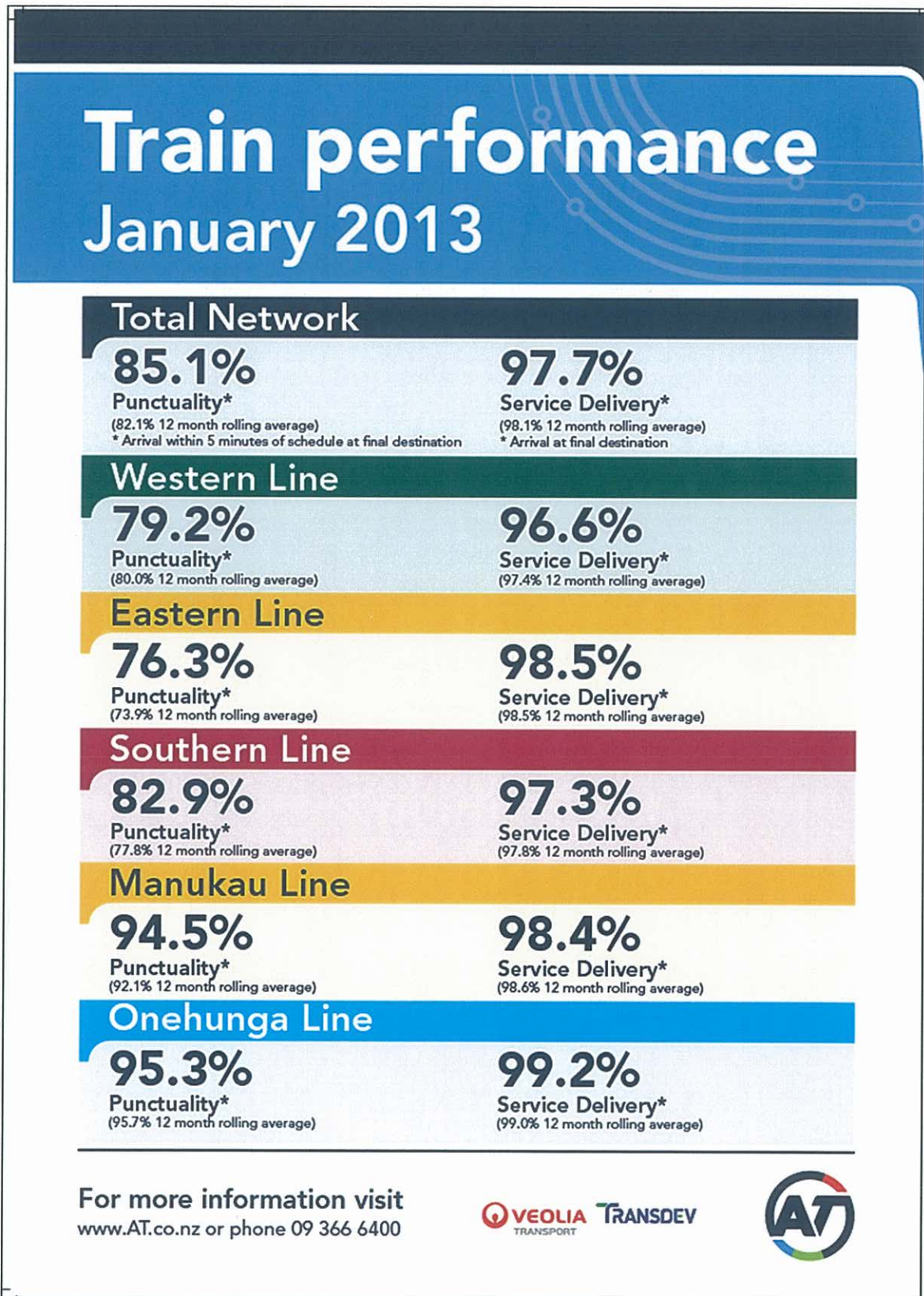


Fig 16. Rail Published Performance Results for January 2013

For the Auckland rail system the measure used for 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. Reliability is the number of trains that are not cancelled in full or part and arrive at their final destination.

During January the performance of the train services was affected by a number of significant incidents that disrupted services, which are detailed below, and also a relatively high level of temporary speed restrictions following the Christmas/New Year work programme. In particular “Heat 40” restrictions applied for more days than last year. These apply when the ambient temperature at rail level exceeds a pre-defined threshold and are a safety measure on sections of newly laid track while the formation settles. Overall, however, the level of speed restrictions and number of control equipment failures was significantly lower than experienced in January last year.

For the month of January 85.2% of services operated on time or within five minutes of their schedule. This compares to 83.2% in December and 79.5% for the same month last year. Punctuality trends comparing 2011/12 and 2012/13 are presented at Figure 17.

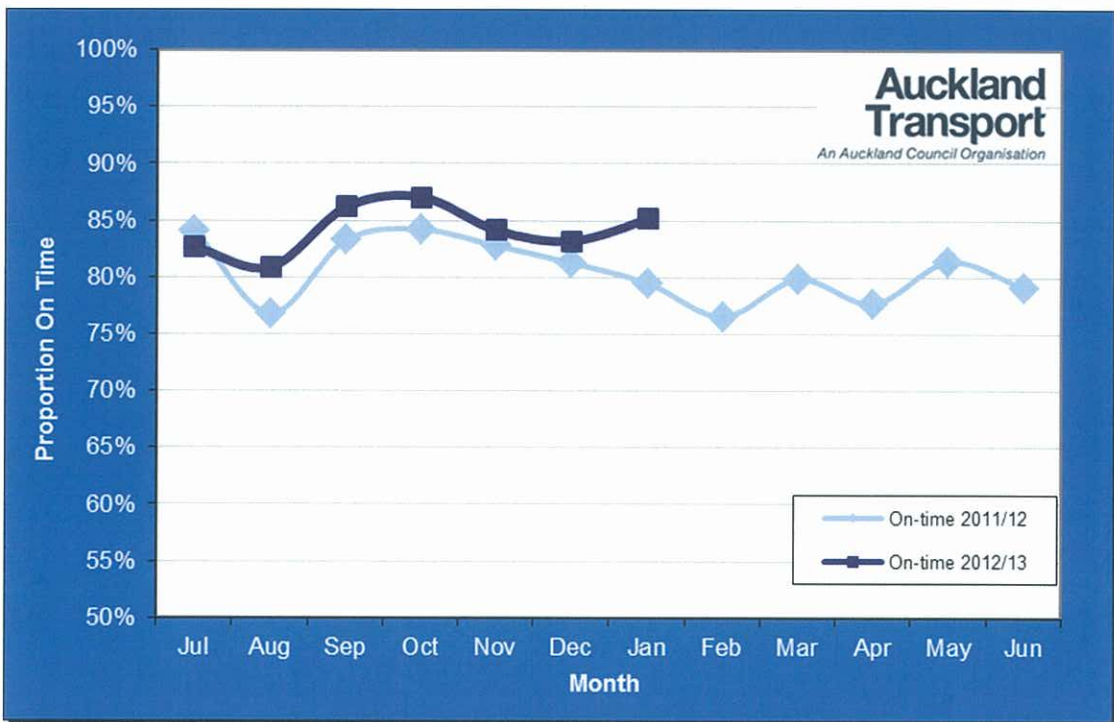


Fig 17. Rail Punctuality Trends for 2011/12 and 2012/13

The following major incidents impacted on service delivery during January:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on four days during January including the morning of 7 January when, following the extended network closure, control equipment failure around Otahuhu disrupted many services.
- *Train faults (KiwiRail)* – Train faults had a significant effect on service operations on two days in January.
- *Operational (Veolia)* – Operational incidents affected train services on three days during the month, two of which resulted from driver error.
- *Other* – Newmarket Station was evacuated following the inadvertent activation of the fire alarm on the morning of 23 January. This resulted in the suspension of rail services through the station for a period of about one hour. Two separate incidents disrupted train services on 30 January. A medical emergency on board a train at Puhinui caused

significant disruption to evening peak services on the Southern, Eastern and Manukau Lines. Later in the evening a track-side fire between Mt Albert and Avondale and the subsequent Police search for a suspected arsonist resulted in a temporary suspension of Western Line services for approximately an hour and a half.

Train delay minutes Increased by 13.8% in January compared to the previous month as illustrated in Figure 18. This result was mainly due to the increase in KiwiRail Network delay causes, primarily speed restrictions following Christmas upgrade works. Delay minutes per train service continues to trend downwards. For the month a total of 13,281 delay minutes were recorded as a result of all causes.

Figure 18 also shows the increasing trend of train services operated over time and the decreasing average delay minutes per train service trip.

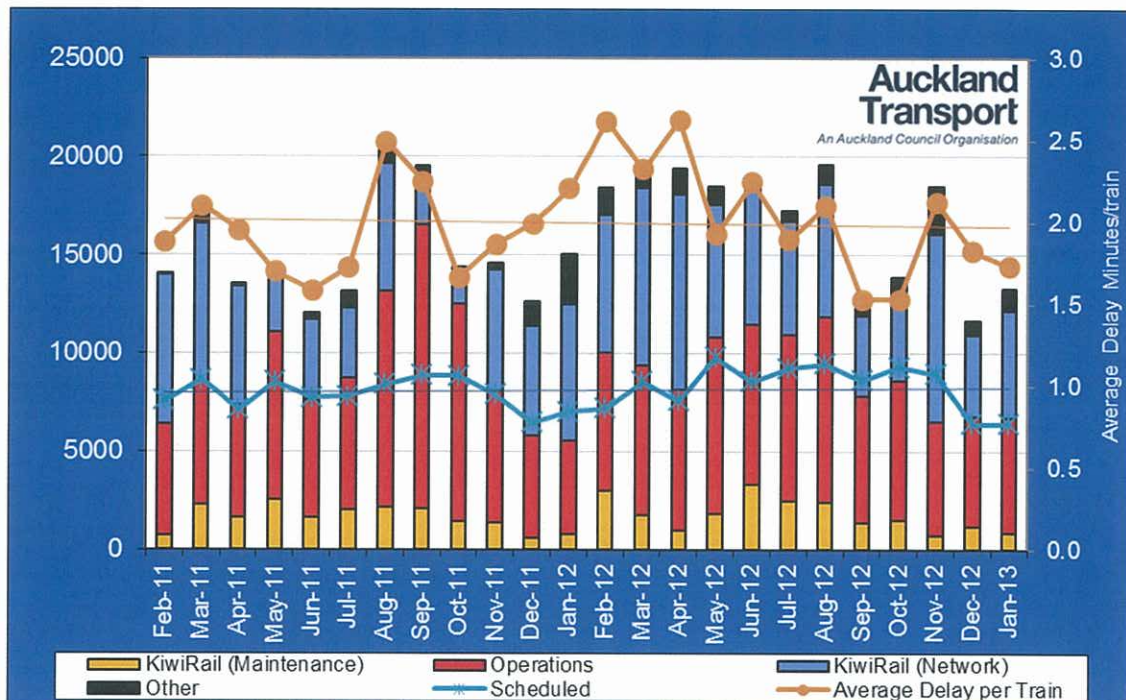


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	1,195	21.8%
Signal/points failure	1,085	19.7%
Speed restrictions	2,029	37.0%
Track protection measures*	1,180	21.5%
Total	5,489	

* 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.

3.2 Rail Capacity

Based on average crew high counts that are recorded at pre-set locations considered to represent the highest load points against the planned train capacity for each service, there were no services reported to have exceeded AT's planned seating to standing ratio during January although some services may have exceeded the standard on some days when there were holiday activities.

3.3 Bus Service Performance

For January 2013, 99.92% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for January 2013 was 99.34%, 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. A review of the reliability and punctuality of all bus timetables is underway to ensure timetables continuously reflect operating conditions.

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

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,711	100%	99.91%
H & E	17,976	99.99%	99.71%
NZ Bus	114,460	99.87%	98.15%
Ritchies	27,981	99.99%	99.67%
Tranzit	2,356	100%	99.07%
Urban Express	5,159	100%	98.64%
Total	175,158	99.92%	99.34%

3.4 Ferry Service Performance

For January 2013, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for January 2013 was 99.37% 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- January 2013

	Scheduled Trips	Reliability	Punctuality
Bayswater	974	100%	100%
Half Moon Bay	570	100%	98.25%
Birkenhead	1,042	100%	99.42%
Gulf Harbour	116	100%	97.41%
West Harbour	524	100%	99.24%
Rakino	42	100%	97.62%
Pine Harbour	544	100%	100%
Total	3,812	100%	99.37%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

134 and 22 events took place in December and January respectively, with 29 and 6 respectively having 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.

Coca Cola Christmas in the Park Auckland Domain: Saturday 8th December 2012:

Additional rail services were provided from both Grafton and Newmarket rail stations for patrons for this event. Commercial registrations were also approved for Birkenhead Transport (Special Event Services from Birkenhead and Glenfield), Ritchies (Special Event Services from North Shore Busway Stations) and Howick and Eastern (Special Event Services from Eastern Suburbs).

Sky City Breakers vs. Cairns Taipans Vector Arena: Thursday 13th December 2012:

For the 2012 part of the Breakers Season at Vector Arena travel is included in the ticket price for these events. Patrons could also 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 Northern Busway Stations on the North Shore .

Red Hot Chilli Peppers Vector Arena: Monday 14th January 2013:

Additional rail services and an additional ferry service to Devonport was provided to assist travellers after the event. Normal rail/ferry fares applied.

Red Hot Chilli Peppers Vector Arena: Tuesday 15th January 2013:

Additional rail services and an additional ferry service to Devonport was provided to assist travellers after the event. Normal rail/ferry fares applied.

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

Under the Public Transport Management Act 2008, the following applications for registered services have been approved during December 2012 and January 2013:

- Fullers Group Ltd.: Notification to register a scheduled passenger transport bus Vineyard Hopper service. Approved 20-Dec-12.
- Fullers Group Ltd.: Notification to register a ferry service for Great Barrier Island. Approved 15-Jan-13.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- Reduced timetables for the Christmas period were implemented.
- Public hearings of submissions on the draft Regional Public Transport Plan (RPTP) took place between 29 January and 7 February 2013.

6.2 Projects in Planning

- Plans are being finalised for a limited extension of the Manukau to Airport bus service to also serve Mangere and Onehunga.

- Consultation on the South Auckland part of the New Network is due to commence in April, subject to the AT Board's adoption of the revised Regional Public Transport Plan at its March meeting.
- Preparations are being finalised for the launch of the new Hobsonville and Beach Haven ferry service on Monday 4 February 2013, with connecting bus services.
- Preparations are being finalised for the following service changes from 10 February 2013:
 - New North Rd services have been consolidated on to a standard all-day route via St Lukes (whereas currently only half the services run via St Lukes). The new timetable replaced some express trips, which had spare capacity, with all-stops buses to cater for demand at stops between Kingsland and Eden Terrace where passengers were being left behind in the morning peak. Buses now serve these stops as often as every four to six minutes at the "peak of the peak". In response to consultation feedback, however, a limited number of express services, direct along the full length of New North Rd, have been retained.
 - New North Rd and Sandringham Rd services now enter the central city via Wellesley St instead of Waterloo Quadrant, Bowen Ave and Victoria St. This change was necessary to enable buses to turn around in the city centre as the previous arrangements using Federal St will no longer be possible once the Federal St shared space project gets underway. Both inbound and outbound routes have been extended to a new terminus in Victoria St. While this change has disadvantaged customers travelling towards Waterloo Quadrant, the inbound travel time for Queen St customers has been reduced. Buses continue to leave the city via Victoria St and Waterloo Quadrant.
 - New timetables will deliver reliability and punctuality improvements on New North, Sandringham, Dominion and Mt Eden Rds, and also routes 392 (Te Papapa) and 605/606 (Remuera, Benson Road).
 - Central city departure points have changed for bus routes terminating in the Wellesley St / Civic Theatre / Mayoral Drive area. This has not affected Dominion Rd services. All services from the Civic area via Khyber Pass Rd and Newmarket – to Onehunga via Manukau Rd, Onehunga via Te Papapa, Remuera (Benson Rd) and Waikowhai via Epsom – have been consolidated onto a single stop (Queen St outside the Civic Theatre) instead of three stops previously. The departure point for the anti-clockwise Outer LINK remains on Wellesley St but has changed from one side of Queen St to the other. North Shore services now depart from Mayoral Drive at AUT at all times, and also stop to pick up on Wellesley St outside the Civic Theatre at all times, as well as stops along Albert St. The inbound route has been extended along Mayoral Drive to AUT. This affected services to East Coast Bays via Takapuna, and to Takapuna via Hillcrest, as well as peak services to various destinations via the Busway. The Northern Express and Birkenhead Transport services were not affected.
- Preparations are being finalised for enhanced frequency of bus services on Onewa Road from 10 February 2013.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Reduced Christmas timetables.
- Continued customer awareness campaign of the need to purchase a ticket prior to boarding train services.
- A new promotion of late night NiteRider bus services has commenced.
- Promotion of the new Hobsonville and Beach Haven ferry services from 4 February 2013.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Customer Service Centres

The combined customer visits to the Customer Service Centres at Britomart, AUT, Newmarket and New Lynn for the months of December and January were 27,432 and 32,394 respectively.

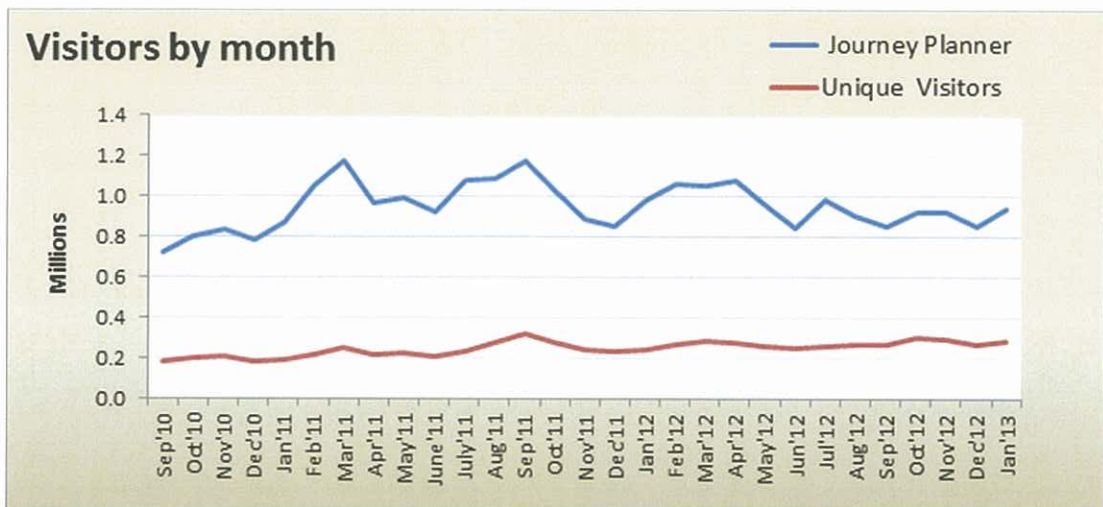
The visits to Britomart alone totalled 24,931 which is an 81% increase compared to January 2012.

8.2 AT Public Transport Call Centre

For December 2012 and January 2013 call volume was 39,606 (-23.71% compared to December 2011) and 41,710 (-15.80% compared to January 2012) respectively. 87.92% and 82.98% of calls were answered respectively within the service standard of 20 seconds.

For HOP ticketing 4,914 and 5,821 calls were made during December 2012 and January 2013 respectively, answered in 91.43% and 85.23% grade of service standard of 20 seconds.

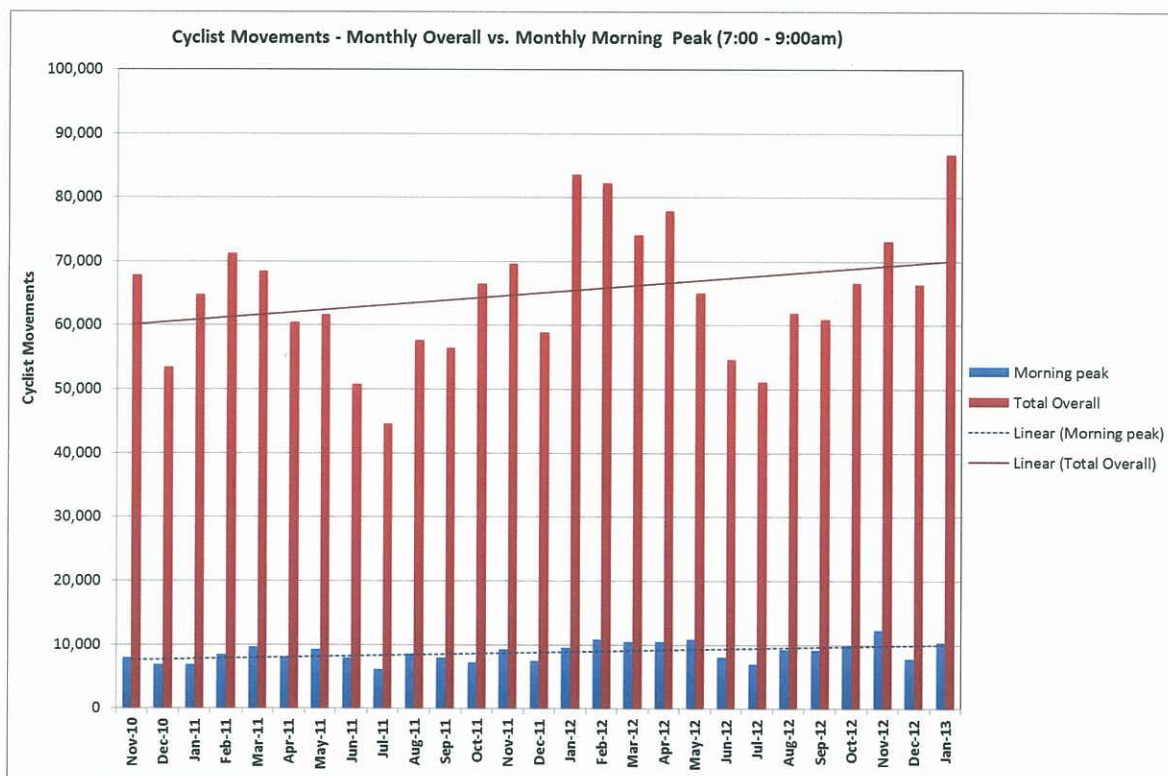
8.3 www.AT.co.nz



CYCLE MONITORING

Monthly Cycle Monitoring Report (December 2012 - January 2013)

- There has been an increase of 12.7% in cyclist movements in December 2012 and 3.8% in January 2013 when compared to December 2011 and January 2012.
- The morning peak movements showed an increase of 5.7% in December 2012 and 9% in January 2013 when compared to December 2011 and January 2012.



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

Monthly Comparison of Cycle Movements

	Total Movements			Morning Peak Movements		
	2011/12	2012/13	Increase	2011/12	2012/13	Increase
Jan	64,836	83,629	29.0%	6,905	9,491	37.5%
Feb	71,287	82,290	15.4%	8,385	10,894	29.9%
Mar	68,513	74,124	8.2%	9,662	10,526	8.9%
April	60,534	77,861	28.6%	8,040	10,444	29.9%
May	61,675	65,137	5.6%	9,315	10,856	16.5%
June	50,742	54,632	7.7%	7,998	8,037	0.5%
July	44,614	51,175	14.7%	6,100	6,977	14.4%
August	57,713	61,945	7.3%	8,557	9,319	8.9%
September	56,549	60,960	7.8%	8,005	9,211	15.1%
October	66,497	66,634	0.2%	7,185	9,884	37.6%
November	69,651	73,227	5.1%	9,272	12,343	33.1%
December	58,907	66,372	12.7%	7,461	7,885	5.7%
January	83,629	86,768	3.8%	9,491	10,345	9.0%