
May 2012

Statistics Report



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PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Auckland public transport patronage totalled 71,042,107 passengers for the 12-months to May 2012 an increase of 5,693,317 boardings or +8.7%. This is the first time since the 1950s that 12-month patronage exceeded 71 million trips.
- May monthly patronage was 6,812,265 an increase of 483,586 boardings or +7.6% on May 2011.
- Rail monthly patronage for May is 957,296 a decrease of -28,200 boardings or -2.9% on May 2011.
- Northern Express bus service carried 2,283,874 passenger trips for the 12-months with a growth in May 2012 compared to May 2011 of +12.3%.

1.2 Service Performance

- During May the train service performance was 98.3% reliability and 81.4% of services running on time.

1.3 Initiatives

- Amenments were made following customer feedback to some Howick & Eastern bus services after the significant changes on 15 April 2012.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 71,042,107 passengers for the 12-months to May 2012 an increase of 5,693,317 boardings or +8.7% as illustrated at Figure 1.

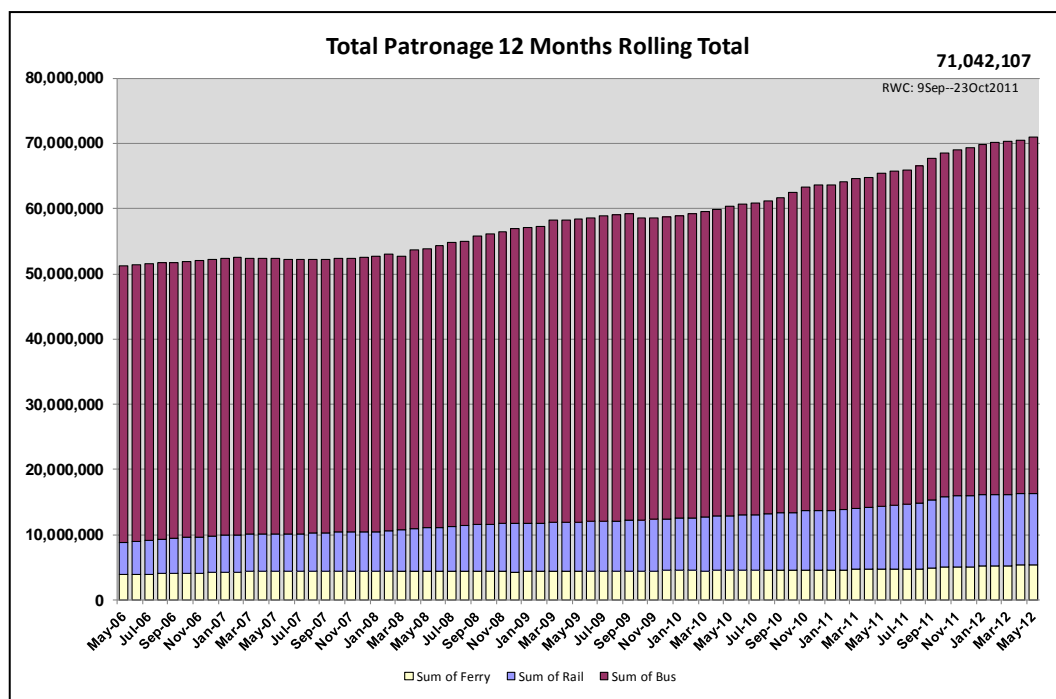


Fig 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Jul 2011 to Jun 2012) is provided at Table 1.

For the financial year-to-date, eleven months to May 2012, patronage has grown by +8.8% (5,278,452 boardings). Patronage for May 2012 was 6,812,265 boardings, an increase of +7.6% (483,586 boardings) on May 2011.

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

	May-12								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,179,003	-20,880	-1.7%	13,236,547	1,512,550	12.9%	12,176,226	1,315,053	12.1%
Northern Express Bus	221,707	7,320	3.4%	2,283,874	250,212	12.3%	2,106,329	226,984	12.1%
Rail sub-total:	957,296	-28,200	-2.9%	10,952,673	1,262,338	13.0%	10,069,897	1,088,069	12.1%
- Western Line	339,466	-11,050	-3.2%	4,114,599	683,468	19.9%	3,792,978	601,107	NA
- Southern & Eastern Line	462,041	-110,350	NA	5,942,496	132,210	NA	5,441,349	100,310	1.9%
- Manukau Line (opened 15 Apr 2012)	92,286	92,286	NA	145,428	145,428	NA	145,428	145,428	NA
- Onehunga Line (opened 19 Sep 2010)	63,504	915	1.5%	750,150	301,207	67.1%	690,142	241,199	53.7%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	5,207,910	453,465	9.5%	52,395,173	3,478,312	7.1%	48,215,147	3,288,729	7.3%
- Quality Transit & Local Bus	4,872,140	447,694	10.1%	49,754,235	3,492,148	7.5%	45,873,660	3,317,189	7.8%
- Contracted School Bus	335,770	5,771	1.7%	2,640,938	-13,836	-0.5%	2,341,487	-28,460	-1.2%
3. Ferry	425,352	51,001	13.6%	5,410,387	702,455	14.9%	5,082,700	674,670	15.3%
Total Patronage	6,812,265	483,586	7.6%	71,042,107	5,693,317	8.7%	65,474,073	5,278,452	8.8%

* To permit separate reporting of Manukau Line Services that commenced on 15 April 2012, those services previously included in Southern & Eastern Line now extended to Manukau have been excluded from Southern & Eastern Line data.

** Final year to June 2012 results will be subject to audit.

Figure 2 illustrates the monthly patronage trend by mode across bus, rail and ferry and by monthly total moving average. Total patronage continues to grow on a month-by-month basis.

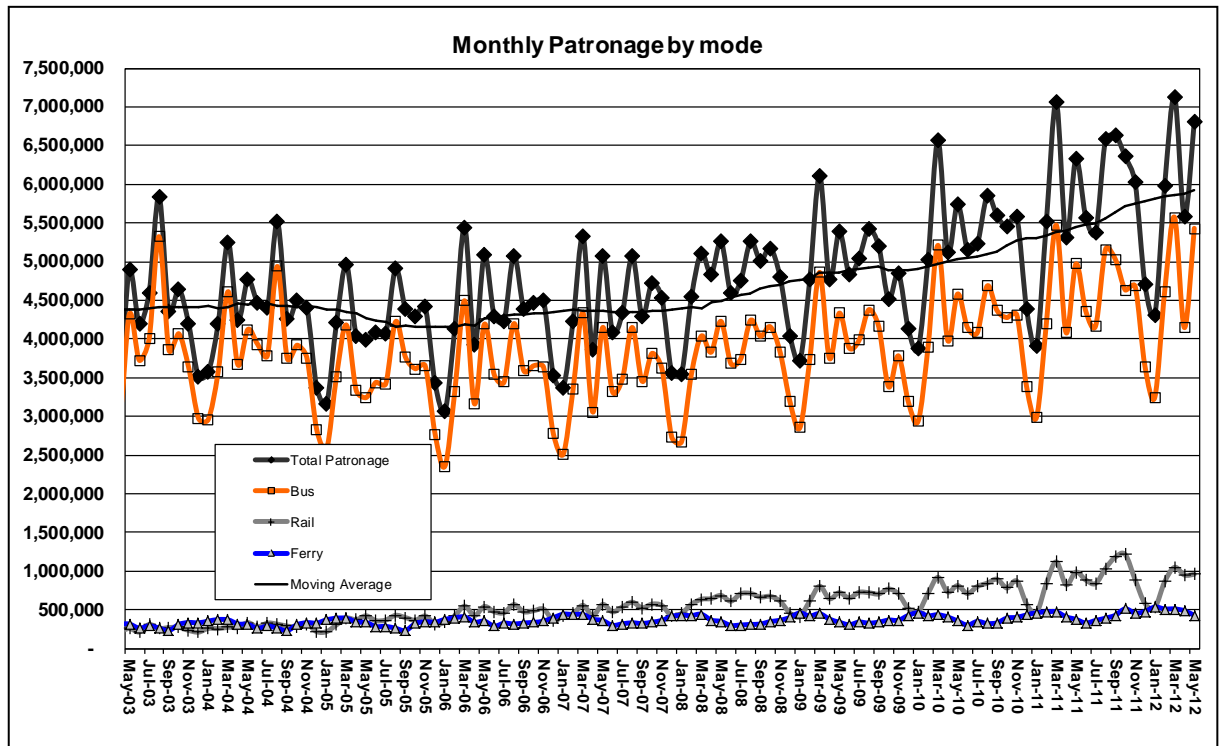


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

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 13,236,547 passengers for the 12-months to May 2012 (Figure 3) an increase of 1,512,550 boardings or +12.9%. For the financial year-to-date, eleven months to May 2012, patronage has grown by +12.1% (1,315,053 boardings) (Figure 4). Patronage for May 2012 was 1,179,003 boardings, a decrease of -1.7% (-20,880 boardings) on May 2011 (Figure 5).

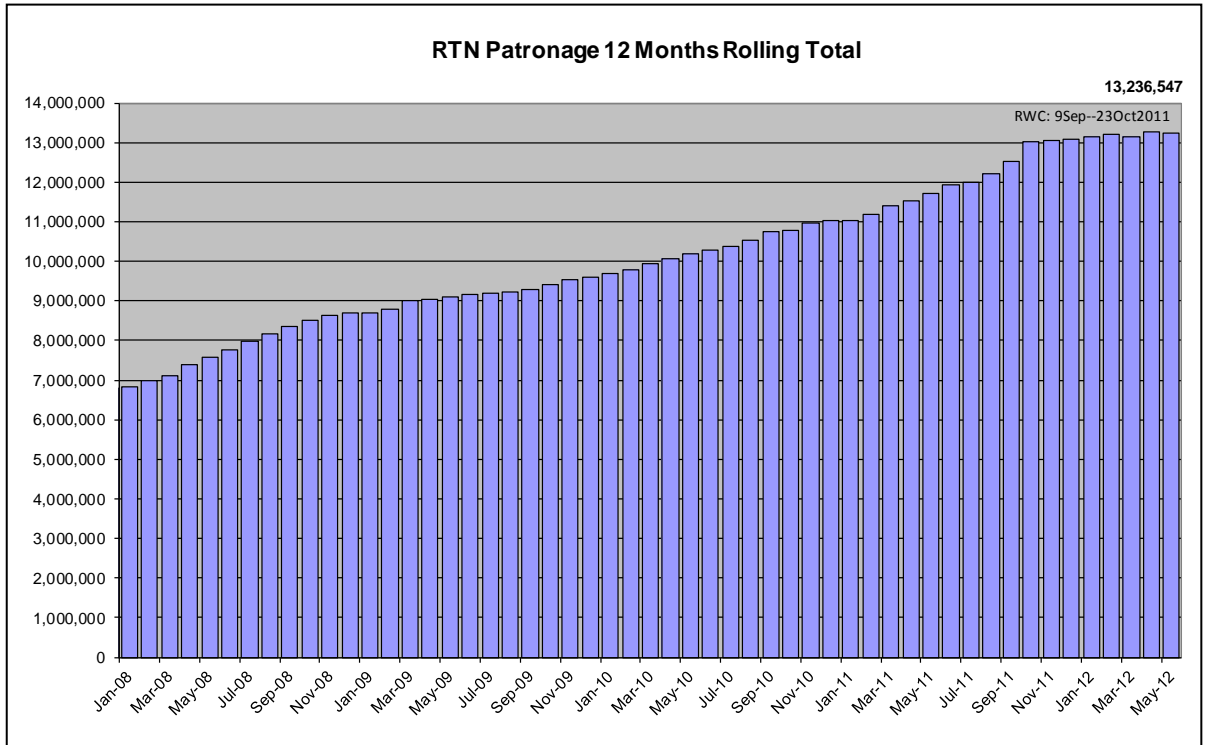


Fig 3. RTN Patronage – 12 Months Rolling Total

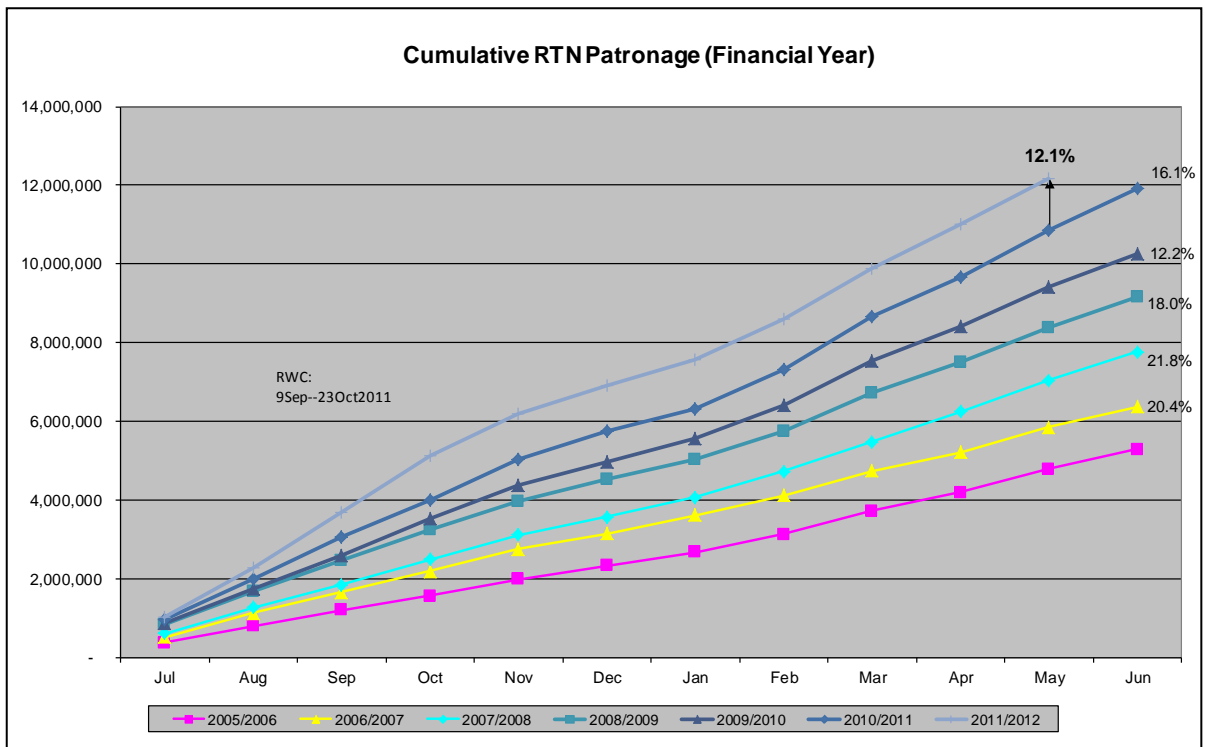


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

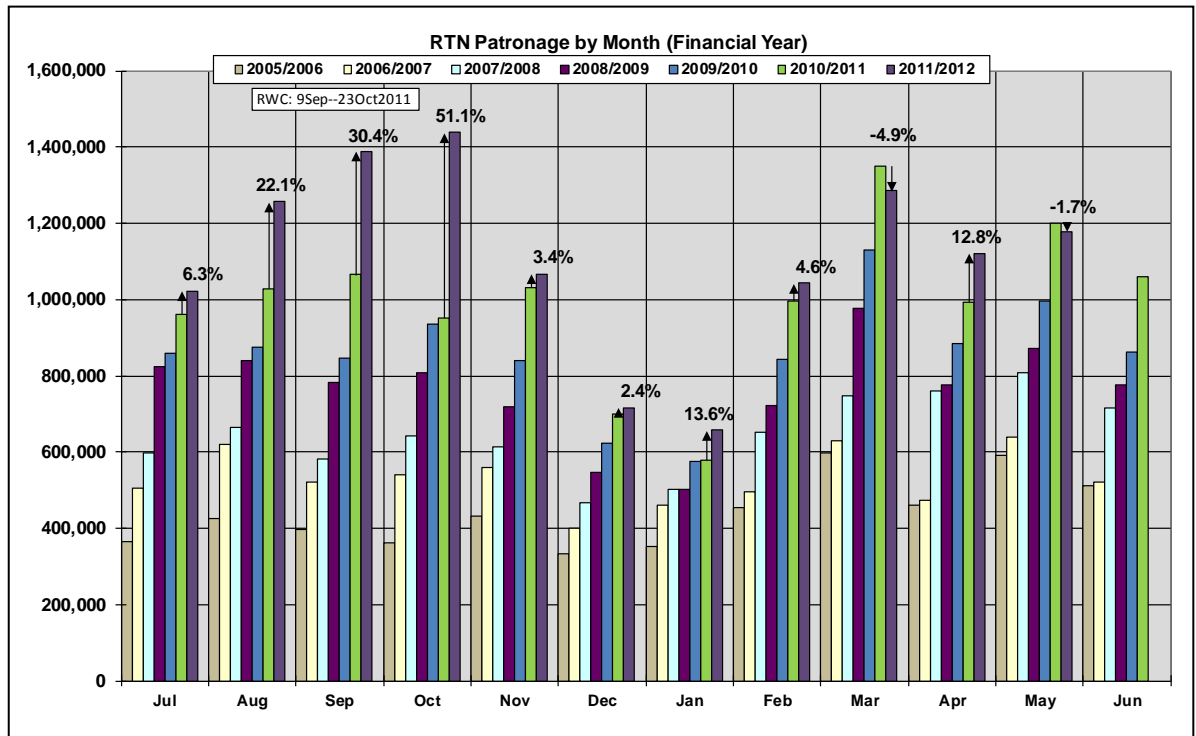


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. Rail patronage totalled 10,952,673 passengers for the 12-months to May 2012 (Figure 6) an increase of 1,262,338 boardings or +13.0%. For the financial year-to-date, eleven months to May 2012, patronage has grown by +12.1% (1,088,069 boardings) (Figure 7). Patronage for May 2012 was 957,296 boardings, a decrease of -2.9% (-28,200 boardings) on May 2011 (Figure 8). The timing of the fare increase at the end of April is likely to have resulted in ticket pre-purchasing and therefore there was a lower than normal collection from the ticket sales network during May. Patronage calculations are based on ticket sales made during the month incurred.

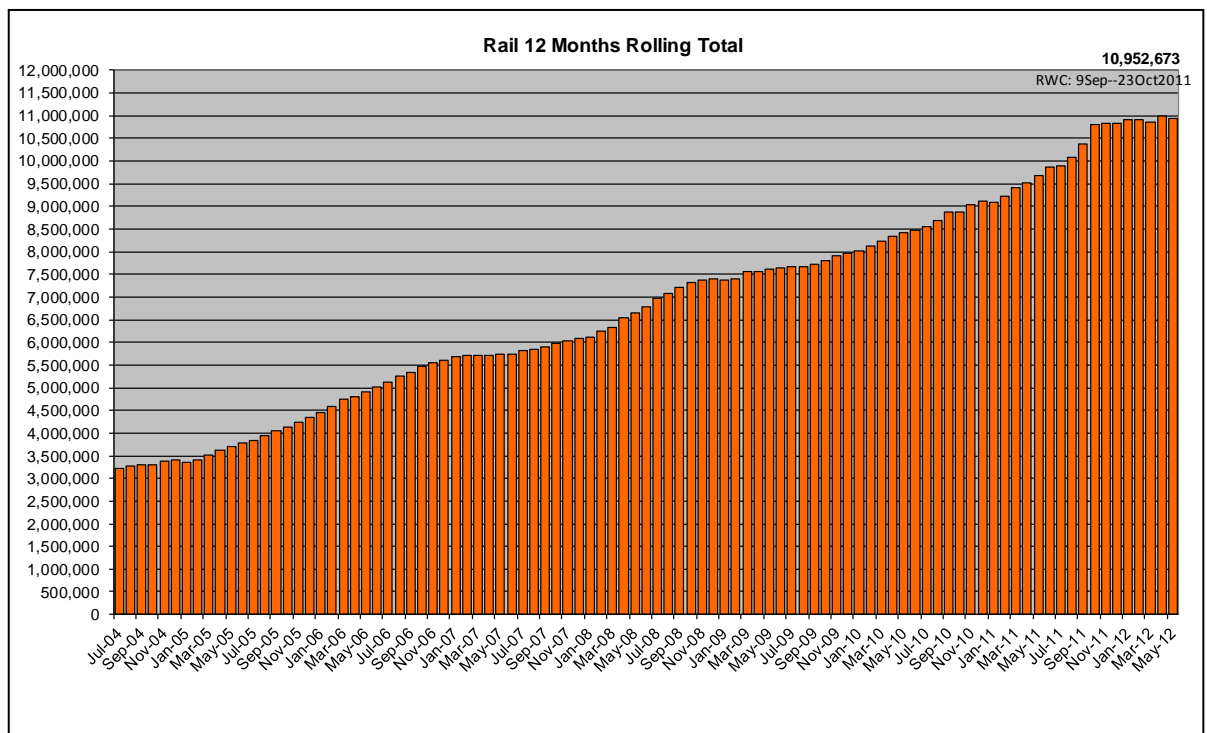


Fig 6. Rail Patronage – 12 Months Rolling Total

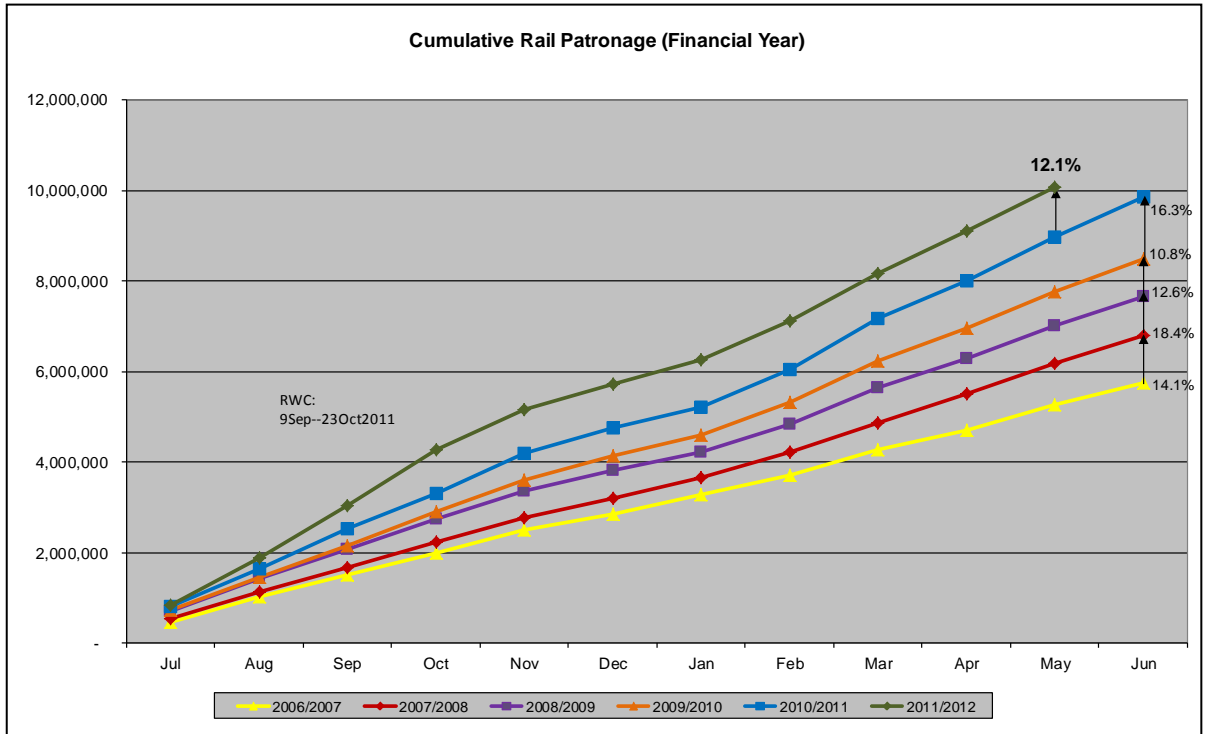


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

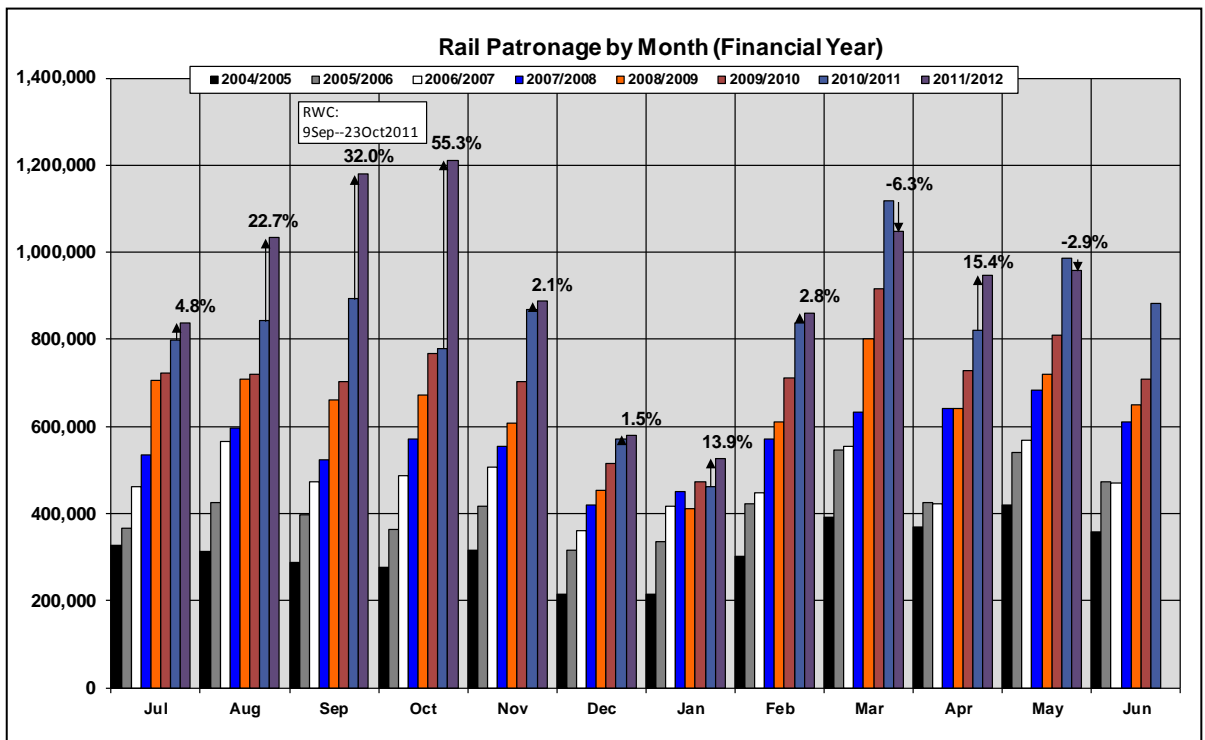


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,838,074 passengers for the 12-months to May 2012 an increase of 578,845 boardings or +9.2%. For the financial year-to-date, eleven months to May 2012, patronage has grown by 8.4% (486,937 boardings). Patronage for May 2012 was 617,831 boardings, a decrease of -2.7% (-17,149 boardings) on May 2011 (Figure 9).

With the opening of the Manukau Line, to permit separate reporting of Manukau originating and terminating services, Eastern Line services designated as those services originating or terminating at Papakura or Pukekohe travelling via Glen Innes. Eastern Line services now extended to Manukau have been reclassified as Manukau services and extracted from the Southern & Eastern Line data at Table 1. % change figures in Table 1 have therefore been omitted for the Southern & Eastern Line also.

There were 63,504 passengers recorded using the Onehunga Line during May 2012. For the 12-months to May 2012, there have been 750,150 passengers recorded on Onehunga Line services.

There were 92,286 passengers recorded using the Manukau Line during May 2012. For the 12-months to May 2012, there have been 145,428 passengers recorded on Manukau Line services as it was just opened.

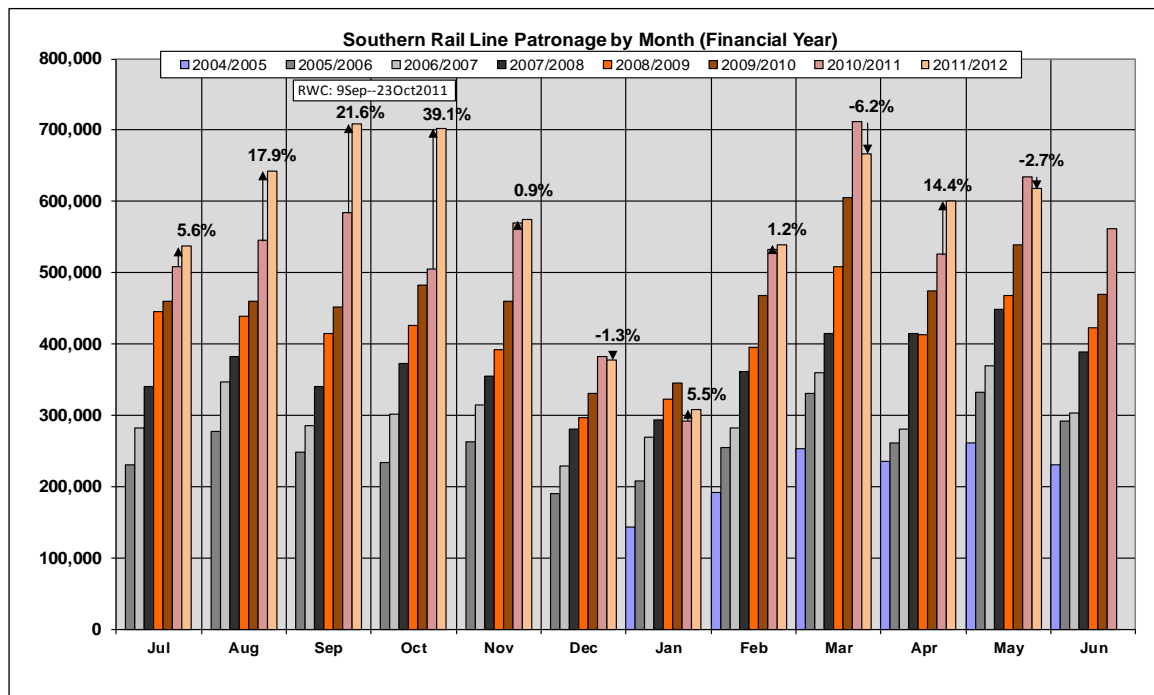


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 4,114,599 passengers for the 12-months to May 2012 an increase of 683,468 boardings or +19.9%. For the financial year-to-date, eleven months to May 2012, patronage has grown by +18.8% (601,107 boardings). Patronage for May 2012 was 339,466 boardings, a decrease of -3.2% (-11,050 boardings) on May 2011 (Figure 10).

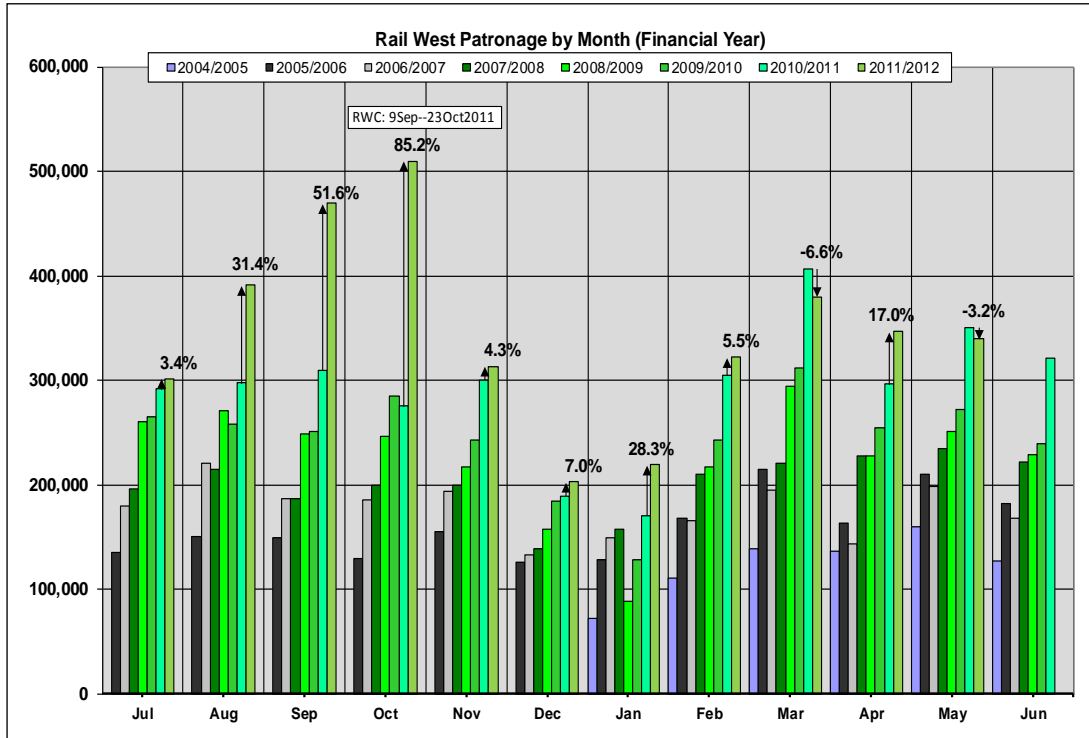


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,283,874 passengers for the 12-months to May 2012 (Figure 11) an increase of 250,212 boardings or +12.3%. For the financial year-to-date, eleven months to May 2012, patronage has grown by +12.1% (226,984 boardings) (Figure 12). Patronage for May 2012 was 221,707 boardings, an increase of +3.4% (7,320 boardings) on May 2011 (Figure 13).

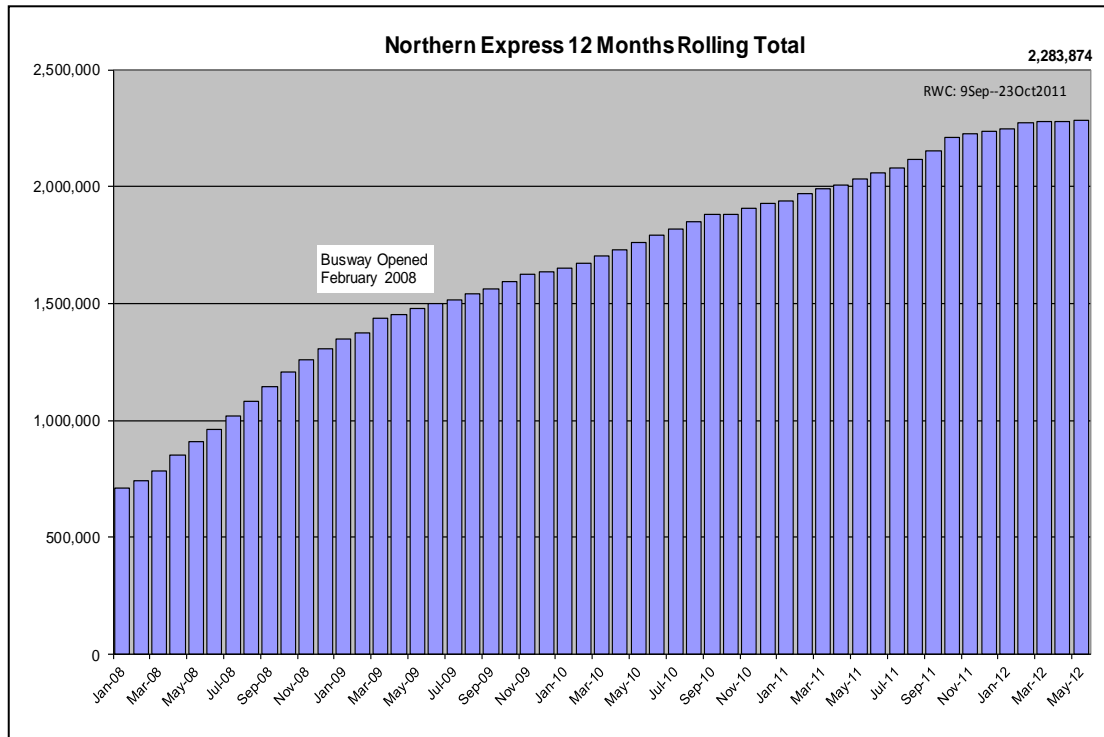


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

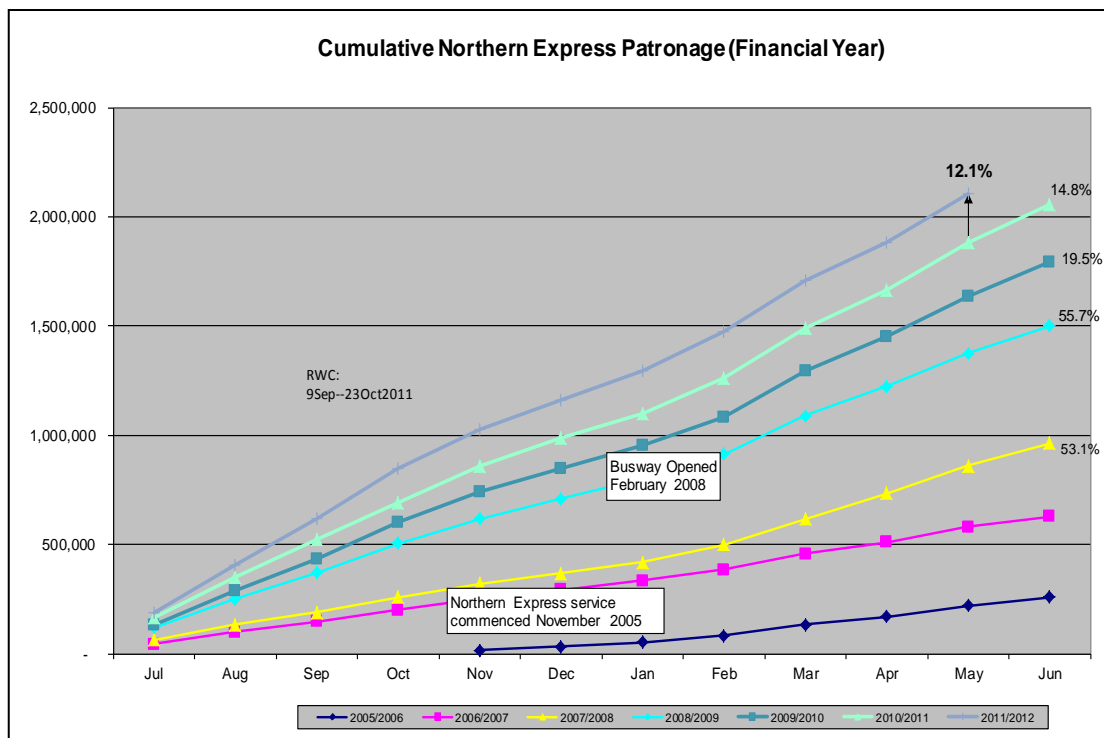


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

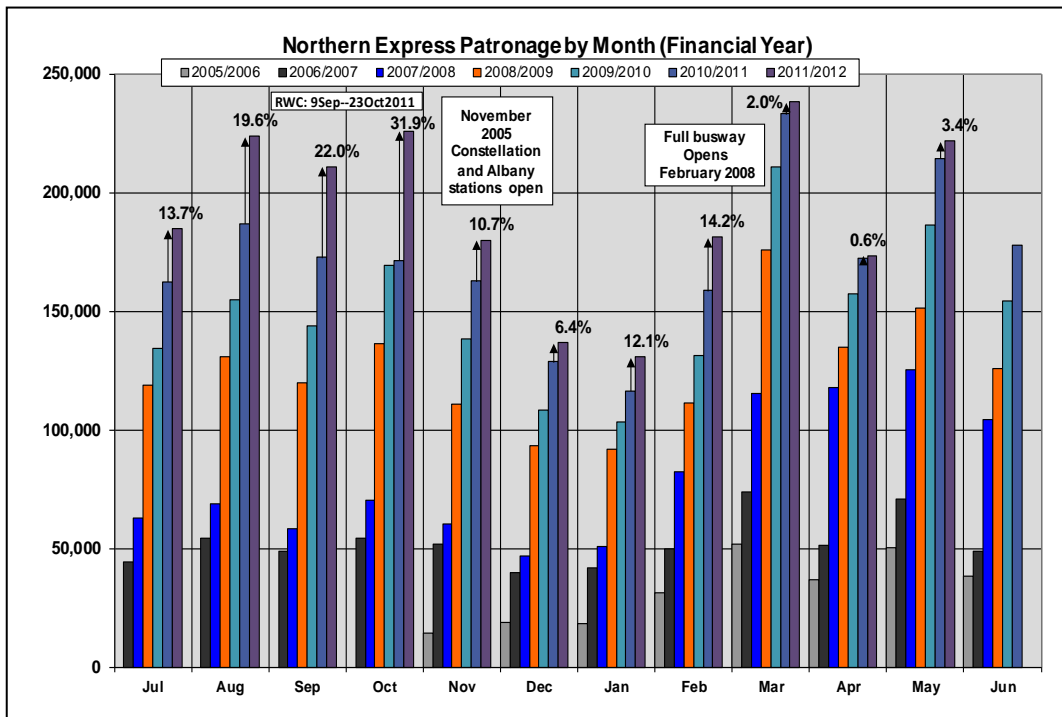


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

2.3 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 52,395,173 passengers for the 12-months to May 2012 an increase of 3,478,312 boardings or +7.1%. For the financial year-to-date, eleven months to May 2012, patronage has grown by +7.3% (3,288,729 boardings). Patronage for May 2012 was 5,207,910 boardings, an increase of +9.5% (453,465 boardings) on May 2011 (Figure 14).

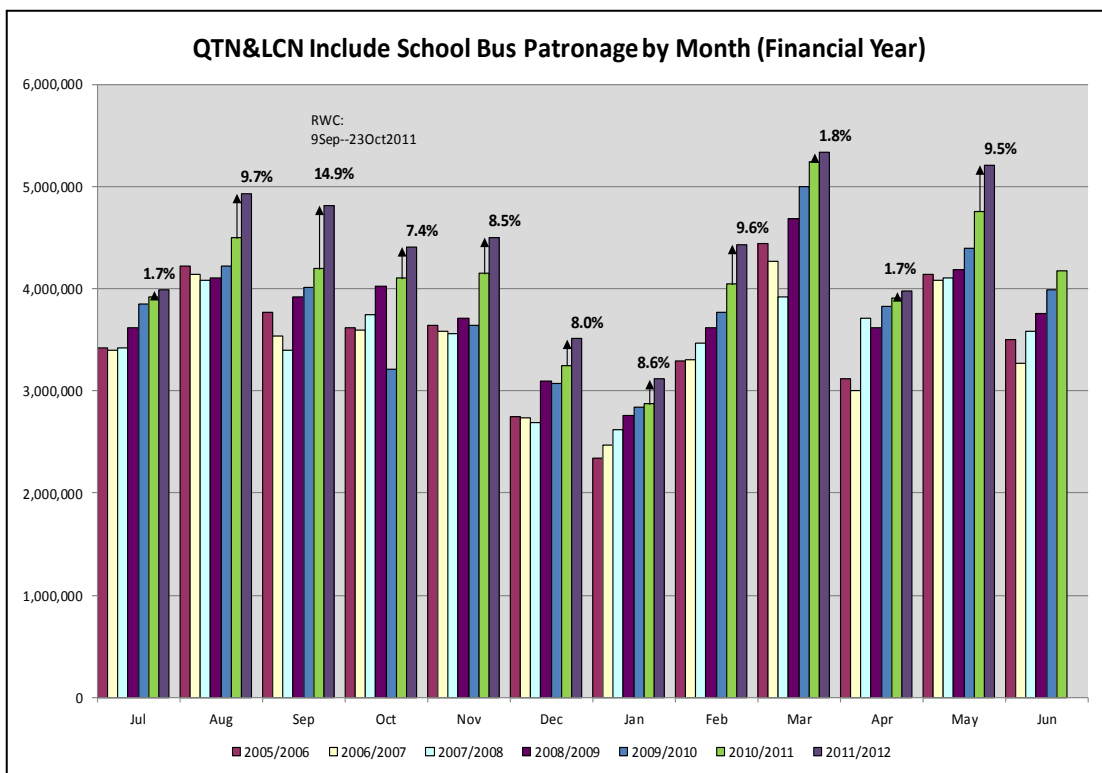


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

2.3.1 Bus (Other than Northern Express) Patronage Analysis

Table 2 provides an analysis of bus services by geographical 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	%
Jun-11	922,524	73,391	8.6%	10,356,921	909,673	9.6%	427,045	29,070	7.3%	4,857,059	289,815	6.3%
Jul-11	842,467	26,522	3.3%	10,383,443	911,914	9.6%	398,313	9,365	2.4%	4,866,424	295,351	6.5%
Aug-11	1,067,817	115,422	12.1%	10,498,865	956,406	10.0%	484,787	44,040	10.0%	4,910,464	322,986	7.0%
Sep-11	990,935	110,662	12.6%	10,609,527	1,016,696	10.6%	445,226	31,461	7.6%	4,941,926	343,873	7.5%
Oct-11	862,181	16,113	1.9%	10,625,639	868,458	8.9%	396,140	- 2,498	-0.6%	4,939,428	277,504	6.0%
Nov-11	904,636	23,794	2.7%	10,649,433	762,239	7.7%	421,638	6,449	1.6%	4,945,877	238,199	5.1%
Dec-11	653,667	8,191	1.3%	10,657,624	721,090	7.3%	308,022	- 16,808	-5.2%	4,929,070	206,227	4.4%
Jan-12	564,860	25,510	4.7%	10,683,134	726,817	7.3%	287,134	10,460	3.8%	4,939,530	218,552	4.6%
Feb-12	920,760	47,837	5.5%	10,730,971	684,380	6.8%	418,514	21,092	5.3%	4,960,622	212,516	4.5%
Mar-12	1,102,598	- 31,776	-2.8%	10,699,195	569,891	5.6%	508,579	- 7,677	-1.5%	4,952,945	176,953	3.7%
Apr-12	780,449	- 44,778	-5.4%	10,654,418	482,700	4.7%	375,215	- 11,101	-2.9%	4,941,844	152,868	3.2%
May-12	1,094,722	53,197	5.1%	10,707,615	424,084	4.1%	496,423	25,193	5.3%	4,967,037	139,048	2.9%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jun-11	908,484	56,133	6.6%	10,372,105	876,793	9.2%	1,921,973	34,207	1.8%	23,520,358	1,269,336	5.7%
Jul-11	826,320	19,171	2.4%	10,391,276	841,421	8.8%	1,918,354	11,529	0.6%	23,531,887	1,287,605	5.8%
Aug-11	1,055,749	85,947	8.9%	10,477,223	830,285	8.6%	2,325,523	191,008	8.9%	23,722,896	1,385,855	6.2%
Sep-11	990,427	99,395	11.2%	10,576,618	889,981	9.2%	2,390,646	382,327	19.0%	24,105,222	1,686,035	7.5%
Oct-11	879,235	16,876	2.0%	10,593,494	735,771	7.5%	2,269,691	272,643	13.7%	24,377,865	1,435,514	6.3%
Nov-11	900,128	34,652	4.0%	10,628,146	653,044	6.5%	2,275,362	287,531	14.5%	24,665,396	1,506,474	6.5%
Dec-11	669,248	21,480	3.3%	10,649,626	634,674	6.3%	1,878,067	246,432	15.1%	24,911,828	1,682,583	7.2%
Jan-12	596,569	39,685	7.1%	10,689,310	649,175	6.5%	1,667,537	170,734	11.4%	25,082,562	1,859,843	8.0%
Feb-12	913,058	58,553	6.9%	10,747,863	629,746	6.2%	2,178,324	260,277	13.6%	25,342,838	2,037,377	8.7%
Mar-12	1,119,480	- 19,679	-1.7%	10,728,184	542,686	5.3%	2,602,749	154,024	6.3%	25,496,863	2,126,539	9.1%
Apr-12	807,221	- 24,167	-2.9%	10,704,017	480,839	4.7%	2,009,612	144,567	7.8%	25,641,430	2,275,228	9.7%
May-12	1,077,900	39,800	3.8%	10,743,817	427,845	4.1%	2,538,865	335,274	15.2%	25,976,703	2,490,552	10.6%

Table 2. Bus Patronage Analysis by Geographic Sector

2.4 Ferry Patronage

Ferry patronage totalled 5,410,387 passengers for the 12-months to May 2012 an increase of 702,455 boardings or +14.9%. For the financial year-to-date, eleven months to May 2012, patronage has grown by +15.3% (674,670 boardings). Patronage for May 2012 was 425,352 boardings, an increase of +13.6% (51,001 boardings) on May 2011 (Figure 15).

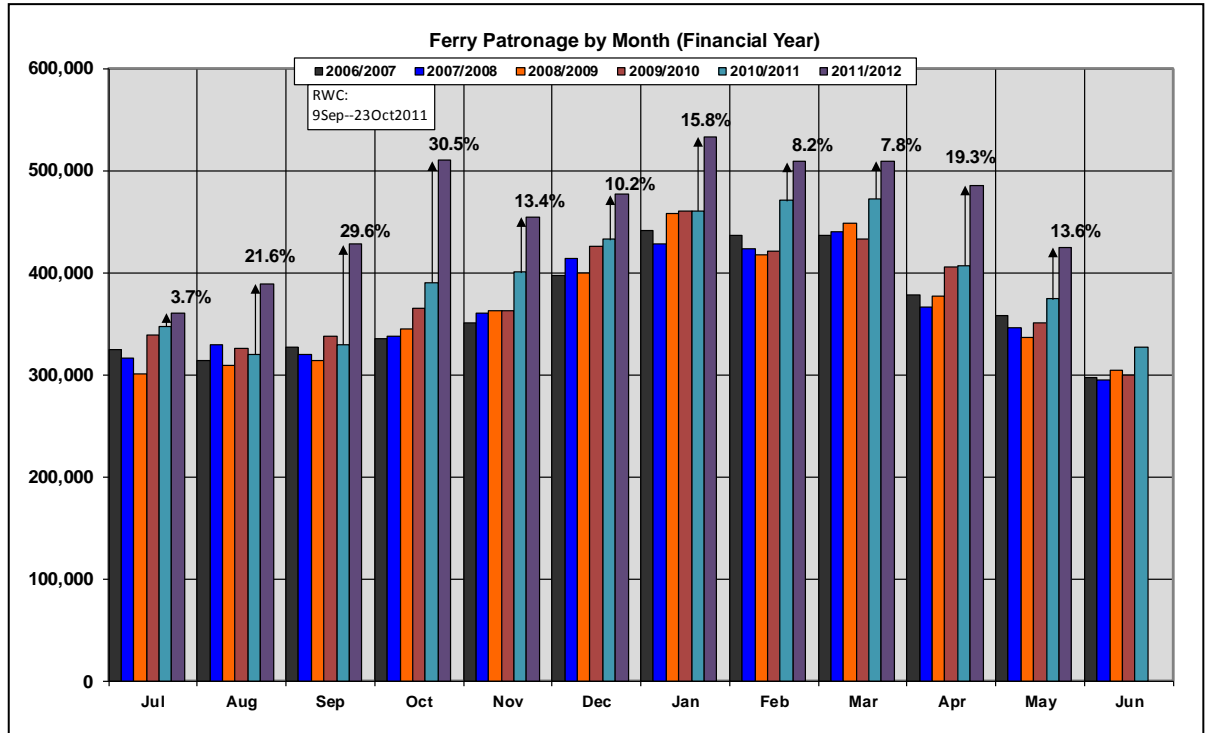


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

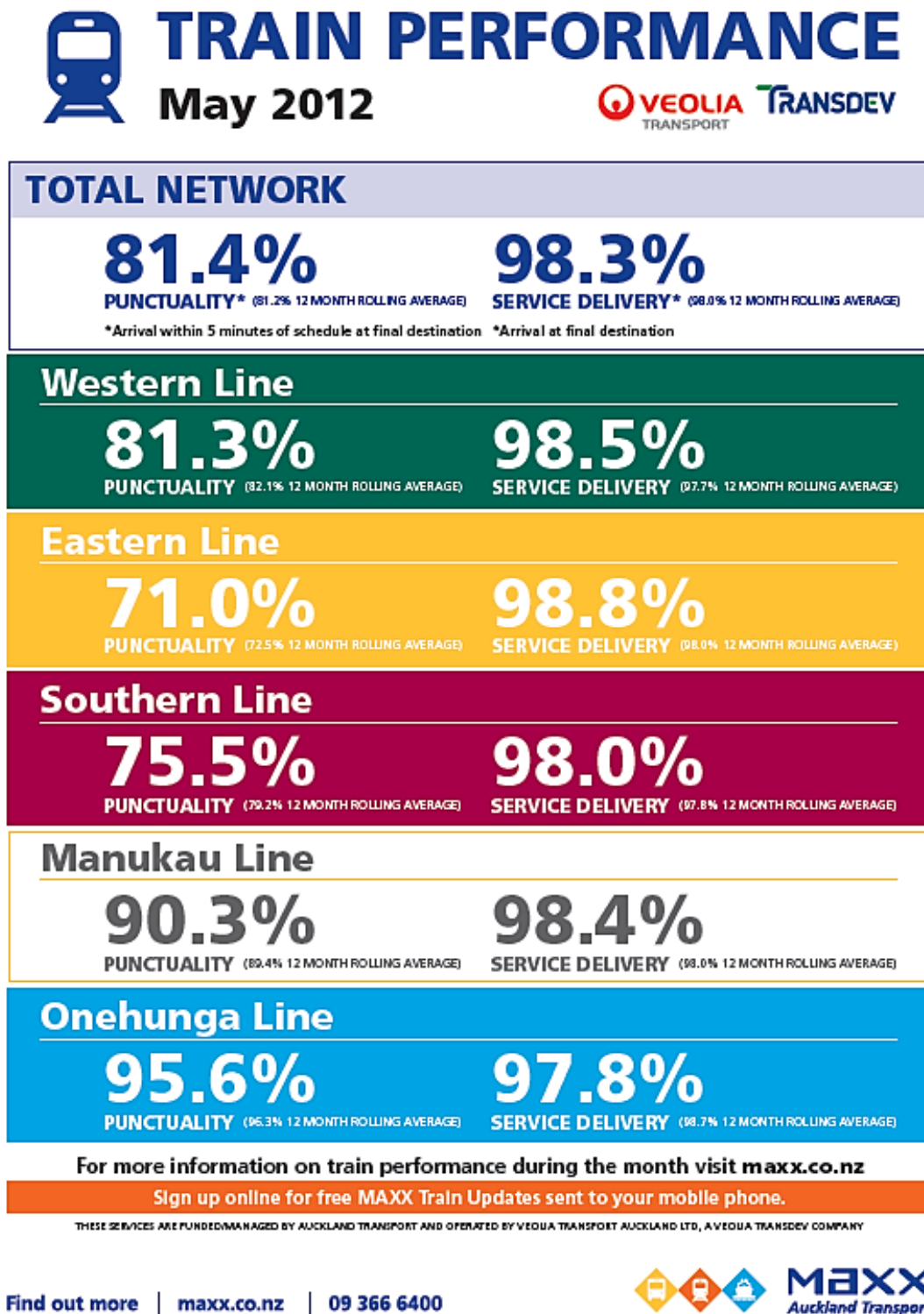


Fig 16. Rail Published Performance Results for May2012

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 May the performance of the train services improved from recent months with 81.4% of services operating on time or within five minutes of their schedule compared to 77.7% in April and 84.1% on then same month last year. Punctuality trends comparing 2010/11 and 2011/12 are presented at Figure 17.

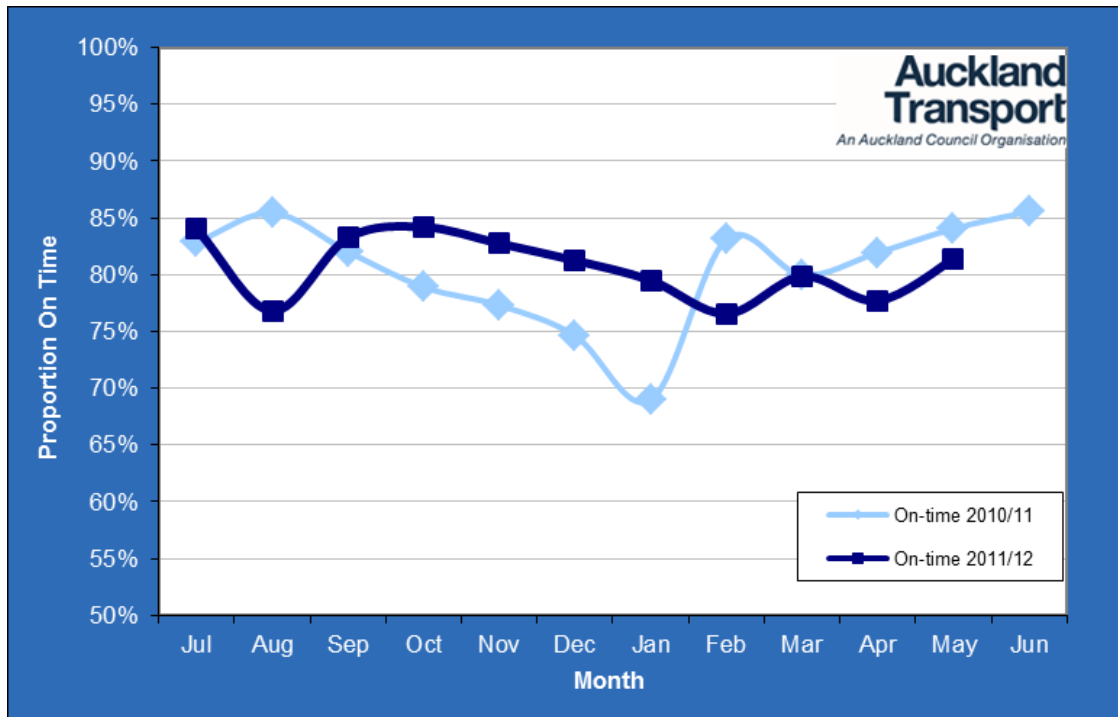


Fig 17. Rail Punctuality Trends for 2010/11 and 2011/12

The following major incidents impacted on service delivery during May:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures affected the delivery of services on four days during May.
- *Train faults (KiwiRail)* – Faults with trains affected the delivery of services on two days during the month of May.
- *Operational (Veolia)* – Services were affected on one day following a passenger incident at Britomart.
- *Other* – Freight train operations caused major disruption to metro rail services on two days during May. During the evening of 4 May a freight train fault that occurred between Papakura and Drury disrupted services on the Southern and Eastern Line and during the evening peak of 31 May a freight train was disabled at Wiri affecting the delivery of services on the Southern and Eastern Lines. On the morning of 3 May a fire in a non-operational cab of a train at Orakei disrupted Eastern Line services. The fire resulted from a crew members bag being placed too close to a heater.

Train delay minutes fell by 4.5% during May compared to the previous month even though there were 30% more services operated due to public holidays and network closures. For the month a total of 18,523 minutes were recorded as a result of all causes. Delay minutes attributed to network issues fell during May but were offset by increases in delay minutes due to both operations and train faults.

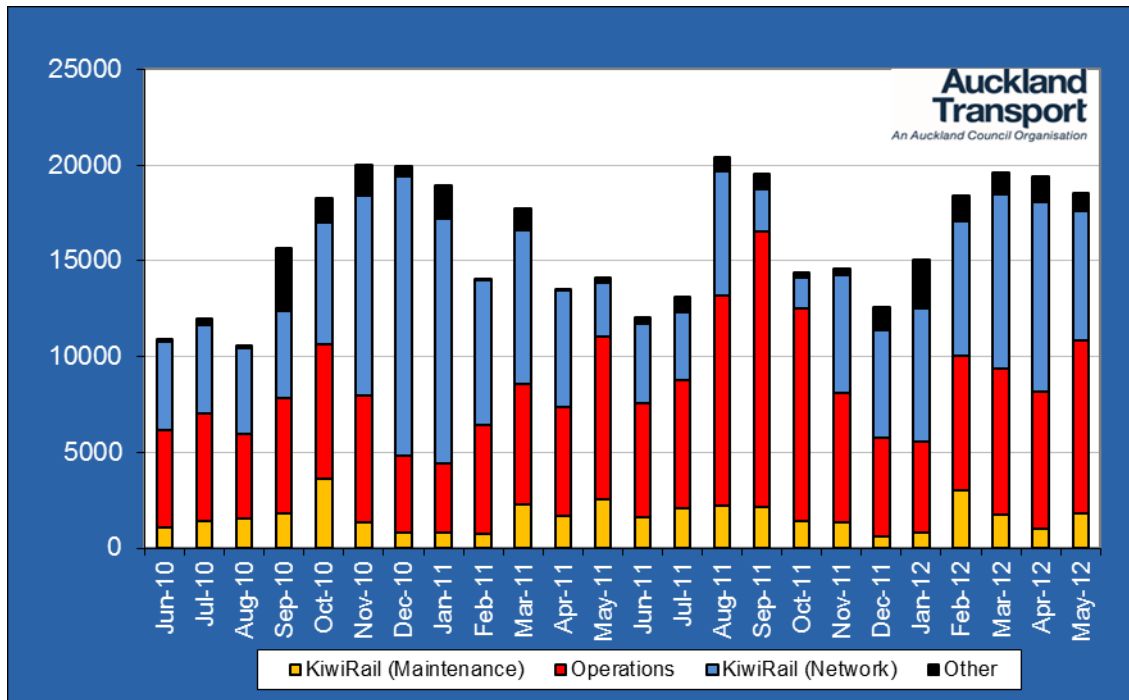


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	3,710	55.1%
Signal/points failure	1,733	25.8%
Speed restrictions	125	1.9%
Track protection measures*	1,157	17.2%
Total	6,725	

* 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 and the planned train capacity for each service, there were five services reported to have exceeded AT's planned seating to standing ratio during May when averaged across the whole month. These were the 7:21am service from Swanson to Britomart, the 7:40am Eastern Line service from Papakura to Britomart, the 3:06pm service from Britomart to Waitakere, the 5:08pm service from Britomart to Waitakere and the 5:12pm Eastern Line service from Britomart to Papakura which were all reported to have averaged more than the planned standard of 1.4 (i.e. four passengers standing for every ten seated passenger). Other services may have exceeded the standard on some individual days of the month.

3.3 Bus Service Performance

For May 2012, 99.88%** of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for May 2012 was 99.17%** , 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. Auckland Transport is in the process of developing an automated tracking and monitoring system to report bus reliability and punctuality and provide enhanced data to improve service delivery across all bus services (contracted and commercial). A review of the reliability and punctuality of all bus timetables has also commenced to ensure timetables continuously reflect operating conditions.

Table 3. Contracted Bus Service Reliability and Punctuality- May 2012

	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,244	100%	99.84%
Howick & Eastern	19,178	99.99%*	98.99%*
NZ Bus	124,447	99.83%	99.07%
Ritchies	30,319	100%	99.48%
Tranzit	2,356	99.96%	99.70%
Urban Express	5,469	99.96%*	97.84%*
Total	193,013	99.88%**	99.17%**

* At date of report May information outstanding

** Total results for May to be confirmed upon receipt of Howick & Eastern and Urban Express data.

3.4 Ferry Service Performance

For May 2012, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for May 2012 was 99.85% 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. Ferry operators are exploring GPS tracking systems to automatically monitor and report punctuality and reliability.

Table 4. Contracted Ferry Service Reliability and Punctuality- May 2012

	Scheduled Trips	Reliability	Punctuality
Bayswater	1022	100%	100%
Half Moon Bay	586	100%	98.66%
Birkenhead	1106	100%	99.82%
Gulf Harbour	92	100%	100%
West Harbour	644	100%	99.69%
Rakino	18	100%	100%
Pine Harbour	644	100%	100.00%
Total	4,112	100%	99.85%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

27 events were held in May 2012, two had an impact on public transport either with road closures and/or route diversions and four had additional special event services provided for the event over-and-above the scheduled public transport service timetables. The following identifies passengers carried on Special Event services only. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

Super Rugby Blues vs. Lions, Eden Park: 11th April 2012:

Special event bus services from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Attendance at the event was 10,127.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	1650	16.29%	1863	18.4%	17.34%
BUS	682	6.73%	687	6.78%	6.75%
FERRY	-	-	-	-	-
TOTAL	2332	23.03%	2550	25.18%	24.11%

Super Rugby Blues vs. Highlanders, Eden Park: 26th April 2012:

Special event bus services from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Attendance at the event was 14,111.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2331	16.52%	2419	17.14%	16.83%
BUS	968	6.86%	890	6.31%	6.59%
FERRY	-	-	-	-	-
TOTAL	3299	23.38%	3309	23.45%	23.42%

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 May 2012:

- Nakedbus.com: Notification to vary their long distance timetable. Approved 1-May-12.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- A new integrated timetable for Eilerslie Panmure Highway bus services (from Botany, Howick and Bucklands Beach) to give a regular service, at least every 15 minutes, seven days a week between Panmure and Britomart, was introduced from 15 April. An extra trip from Eastern Beach will be added on 5 June following feedback received about the timetable changes, and further adjustments are being planned to address operational issues which often arise following timetable changes on this scale.

6.2 Projects in Planning

- The review of the service network structure for the Auckland public transport system is progressing with consultation with key stakeholders now underway, initially with bus companies and the NZ Transport Agency. Broader public consultation is planned for later in 2012. The new service network implementation is being planned but is expected to be rolled out over up to three years across the region from mid 2013.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Further customer communications were undertaken around the Howick & Eastern bus service changes
- Customer communications and promotions around special event services were undertaken in May.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

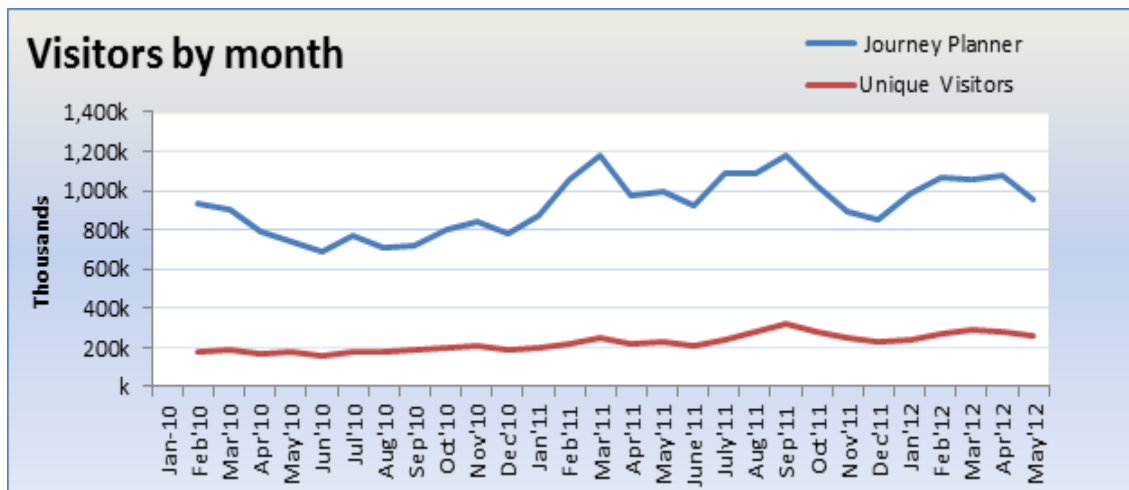
For the month of May there were 10,793 visits (-42.44%) decrease compared to the information kiosk at Britomart in May 2011.

8.2 MAXX Public Transport Call Centre

For May 2012, call volume was 40,133 (-20.74% compared to May 2011). 84.98% of calls were answered within the service standard of 20 seconds.

For HOP ticketing 2,888 calls during the month and were answered in 86.02% grade of service standard of 20 seconds.

8.3 www.MAXX.co.nz



8.4 MAXX live departure board/real-time information

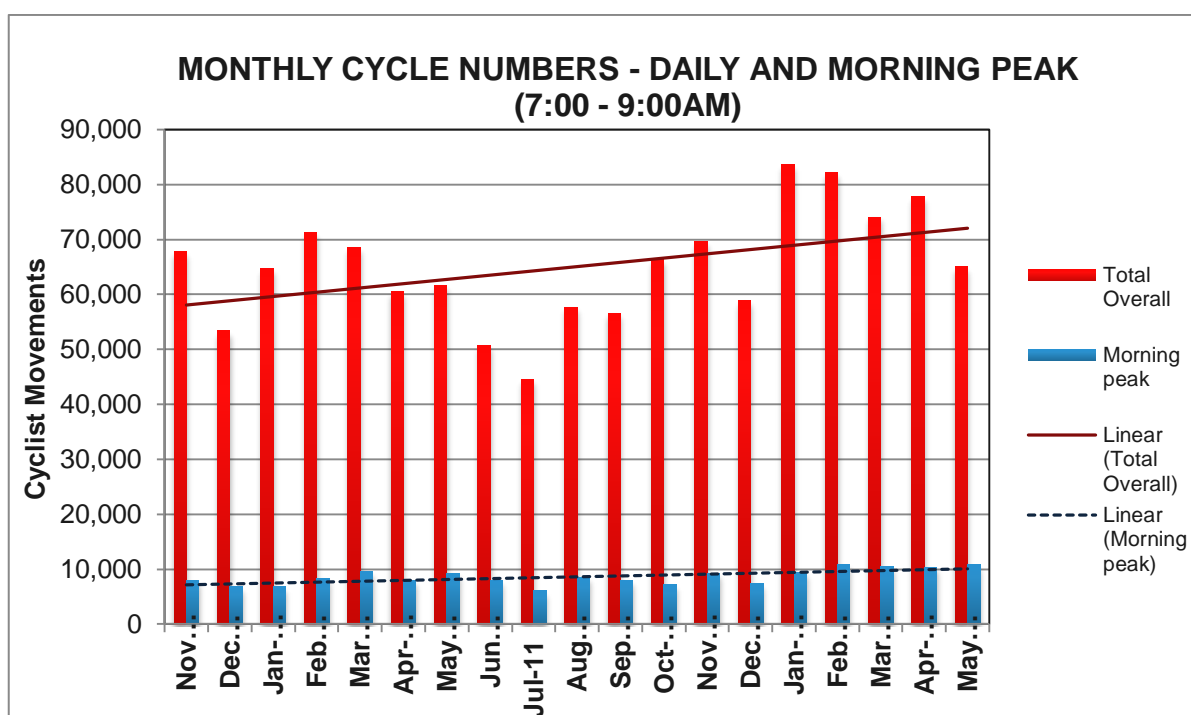
Public transport service real-time departure board visits totalled 25,861 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

8.5 HOP Integrated Ticketing

There are now 152,055 HOP cards in market that have been used at least once. Of these 80,395 are registered.

CYCLE MONITORING

- A total of 787,715 cycle trips were recorded from the nine sites for the year June 2011 to May 2012.
- There has been an increase of 5.6% in cyclist movements in May 2012, compared to May 2011.
- There has been a 16.5% increase in cyclist movements during the AM peak in May 2012, compared to May 2011.



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		
	2010/11	2011/12	Increase	2010/11	2011/12	Increase
Nov	67,852	69,651	2.7%	7,962	9,272	16.5%
Dec	53,412	58,907	10.3%	6,904	7,391	7.1%
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%