

# Statistics Report

June 2013



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# PUBLIC TRANSPORT

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## 1. HIGHLIGHTS

### Patronage

Auckland public transport patronage totalled 69,074,940 passengers for the 12-months to Jun-2013 a decrease of -0.1% on the 12-months to May-2013 and -2.8% compared to the previous 12-months to June-2012. June monthly patronage was 5,518,233 a decrease of -95,449 boardings or -1.7% on Jun-2012, normalised to ~+ 2.3 to +3.3% accounting for one less business day Jun-2013 compared to Jun-2012.

Rail patronage totalled 10,038,806 passengers for the 12-months to Jun-2013, an increase of +0.1% on the 12-months to May-2013 maintaining the 12-month rolling total above 10 million passenger trips. Annual change on the 12-months to Jun-2012 was a decrease of -7.9%. Patronage for Jun-2013 was 845,339 an increase of +11,076 boardings or +1.3% on Jun-2012, normalised to ~+10%.

The Northern Express bus service carried 2,278,585 passenger trips for the 12-months to Jun-2013, an increase of +0.6% on the 12-months to May-2013, with a -0.1% decrease on the 12-months to Jun-2012. Northern Express bus service patronage for June was 186,868, an increase of 13,337 boardings or +7.7% on Jun-2012, normalised to ~+11.7% to +12.7%. A promotional campaign in Apr-2013 including trial tickets has contributed to this monthly result.

Other bus services carried 51,251,331 passenger trips for the 12-months to Jun-2013, a decrease of -0.3% on the 12-months to May-2013, with a -2.3% decrease for on the 12-months to Jun-2012. Other bus services patronage for June was 4,104,835, a decrease of -136,418 boardings or -3.2% on Jun-2012, normalised to ~+0.8% to +1.8%.

Ferry services carried 5,506,218 passenger trips for the 12-months to Jun-2013, an increase of +0.3% on the 12-months to May-2013 and an annual increase of +1.1% on the 12-months to Jun-2012. Patronage for Jun-2013 was 381,191 an increase of +16,556 boardings or +4.5% on Jun-2012, normalised to ~+8.5% to +9.5%.

### Service Performance

For rail, service punctuality in Jun-2013 improved to 88.0% compared to the average for the 12-months to Jun-2013 of 84.8%. Service delivery was 98.0%. This was the best monthly performance since Nov-08

### Initiatives

- Consultation on the South Auckland part of the new public transport network was launched by the Mayor on Wednesday 19 June, at Mangere Town Centre.
- 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 and end 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. New Urban Express timetables were launched in June.
- The extension of bus route 380 - Manukau to Airport - to also serve Mangere and Onehunga – commenced on Sunday 9 June and has been renamed Airporter.
- Mailouts to new-house movers commenced in June advising of local public transport options.

## 2. PUBLIC TRANSPORT PATRONAGE

### Network Wide Summary

Normalising factors used on actual patronage counts in this report for Jun-2013 include:

- there was one less business day in Jun-2013 compared to Jun-2012 (-4 to -5% impact)
- special event activities were at a comparable level (neutral impact)
- more rail network closures in Jun-2013 (three weekends of full network closures including Queens Birthday weekend) compared to Jun-2012 when there was one full network closure during Queens Birthday weekend (negative impact at ~-4%).

Auckland public transport patronage totalled 69,074,940 passengers for the 12-months to Jun-2013 a decrease of -0.1% on the 12-months to May-2013, as illustrated at Figure 1. Patronage for Jun-2013 was 5,518,233 boardings, a decrease of -1.7% (-95,449 boardings) on Jun-2012, normalised to ~+2.3% to +3.3%

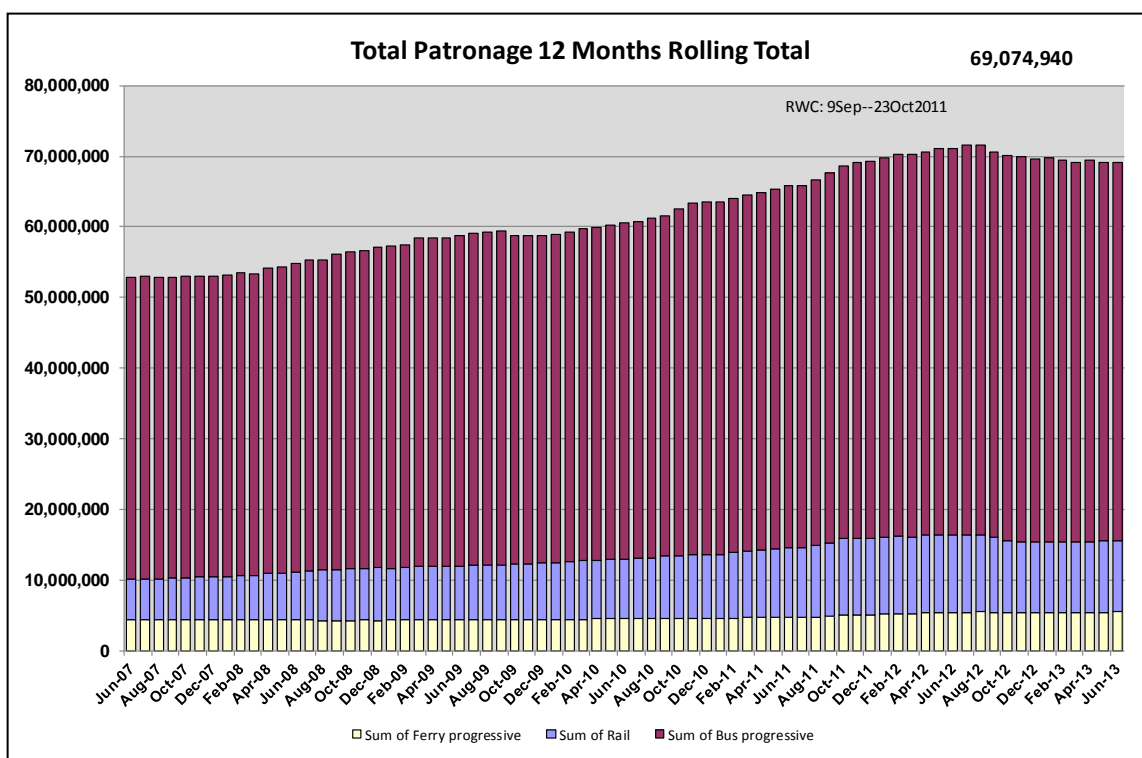


Fig 1. Total Patronage – 12 Months Rolling Total

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, twelve months to Jun 2013, patronage has decreased by -2.8% (-2,012,815 boardings) compared to the twelve months to Jun-2012. Normalising patronage for RWC2011 is presented at Table 1.1 with an estimated underlying -0.5% 12-month patronage change to Jun-2013. This impact will drop out of the 12-month reporting cycle from Oct-2013.

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

	Jun-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
<b>1. Rapid Transit Network sub-total:</b>	1,032,207	24,413	2.4%	12,317,391	0.2%	-866,629	-6.6%	12,317,391	-866,629	-6.6%
Northern Express Bus	186,868	13,337	7.7%	2,278,585	0.6%	-1,275	-0.1%	2,278,585	-1,275	-0.1%
<b>Rail sub-total:</b>	845,339	11,076	1.3%	10,038,806	0.1%	-865,354	-7.9%	10,038,806	-865,354	-7.9%
- Western Line	312,155	12,900	4.3%	3,611,486	0.4%	-480,747	-11.7%	3,611,486	-480,747	-11.7%
- Southern & Eastern Line:	533,184	-1,824	-0.3%	6,427,320	0.0%	-384,607	-5.6%	6,427,320	-384,607	-5.6%
- Pukekohe / Papakura Services *	381,528	-5,069	-1.1%	4,624,266	-0.1%	-361,905	-6.0%	4,624,266	-361,905	-6.0%
- Manukau Services * (opened 15 Apr 2012)	90,010			1,077,212				1,077,212		
- Onehunga Services	61,646	3,245	5.6%	725,842	0.4%	-22,701	-3.0%	725,842	-22,701	-3.0%
<b>2. Frequent Connector and Local Bus (Include School Bus) sub-total:</b>	4,104,835	-136,418	-3.2%	51,251,331	-0.3%	-1,205,069	-2.3%	51,251,331	-1,205,069	-2.3%
- Frequent Connector & Local Bus	3,855,288	-109,961	-2.8%	48,689,513	-0.2%	-1,204,509	-2.4%	48,689,513	-1,204,509	-2.4%
- Contracted School Bus	249,547	-26,457	-9.6%	2,561,818	-1.0%	-560	0.0%	2,561,818	-560	0.0%
<b>3. Ferry</b>	381,191	16,556	4.5%	5,506,218	0.3%	58,883	1.1%	5,506,218	58,883	1.1%
<b>Total Patronage</b>	<b>5,518,233</b>	<b>-95,449</b>	<b>-1.7%</b>	<b>69,074,940</b>	<b>-0.1%</b>	<b>-2,012,815</b>	<b>-2.8%</b>	<b>69,074,940</b>	<b>-2,012,815</b>	<b>-2.8%</b>

\*Some Pukekohe/Papakura Services were reclassified as Manukau Services on 15 April 2012 with the opening of Manukau Station. Annual change figures are not representative between services and are reported together.

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

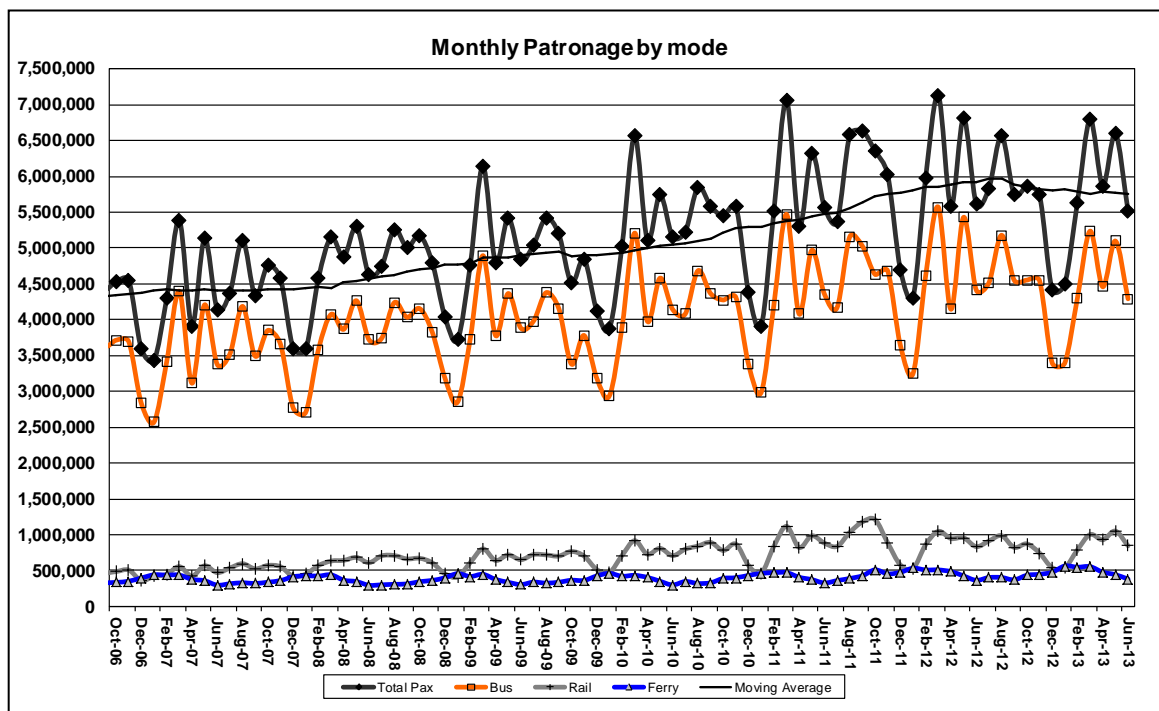


Fig 2. Monthly Patronage by Mode



**Table 1.1 Patronage Breakdown Normalised for Rugby World Cup 2011**

Normalised	Jun-13								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
<b>1. Rapid Transit Network sub-total:</b>	1,032,207	24,413	2.4%	12,317,391	-107,993	-0.9%	12,317,391	-107,993	-0.9%
Northern Express Bus	186,868	13,337	7.7%	2,278,585	78,234	3.6%	2,278,585	78,234	3.6%
Rail sub-total:	845,339	11,076	1.3%	10,038,806	-186,227	-1.8%	10,038,806	-186,227	-1.8%
<b>2. Frequent Connector and Local Bus (Include School Bus) sub-total:</b>	4,104,835	-136,418	-3.2%	51,251,331	-493,145	-1.0%	51,251,331	-493,145	-1.0%
<b>3. Ferry</b>	381,191	16,556	4.5%	5,506,218	249,753	4.8%	5,506,218	249,753	4.8%
<b>Total Patronage</b>	<b>5,518,233</b>	<b>-95,449</b>	<b>-1.7%</b>	<b>69,074,940</b>	<b>-351,385</b>	<b>-0.5%</b>	<b>69,074,940</b>	<b>-351,385</b>	<b>-0.5%</b>

Table 1.1 provides an estimate of patronage normalised for RWC2011.

## Rapid Transit Network

The Rapid Transit Network (RTN) comprises right-of-way (unobstructed by other traffic) public transport of rail and the Northern Express traversing the Northern Busway. The RTN is the first tier of a four-tier public transport network design approach for Auckland to be progressively implemented (the New Network). The second tier will comprise a Frequent Network of high frequency bus services, which utilise bus lanes and traffic signal pre-emption measures connecting to form a network of services in their own right. The third tier comprises Connector and Local bus services and ferry services connecting with the RTN and the Frequent Network and providing services to local destinations. The RTN, Frequent, Connector and Local services will be progressively integrated and connected to form a public transport network that will permit customers to access multiple destinations through direct services or across multiple services via transfers. The network will be supplemented by fourth tier targeted services for individual customer groups to meet specific needs as required.

Patronage improved in Jun-2013 and totalled 12,317,391 passengers for the 12-months to Jun-2013 (Figure 3). Patronage for Jun-2013 was 1,032,207 boardings, an increase of +2.4% (24,413 boardings) on Jun-2012 (Figure 4).

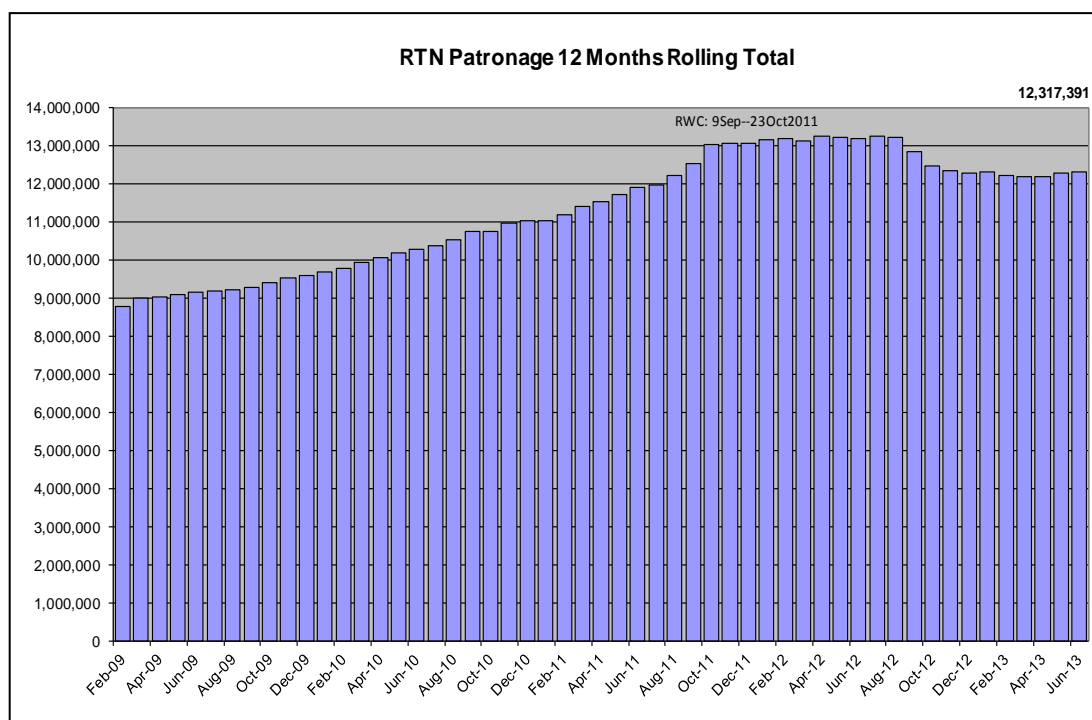


Fig 3. RTN Patronage – 12 Months Rolling Total

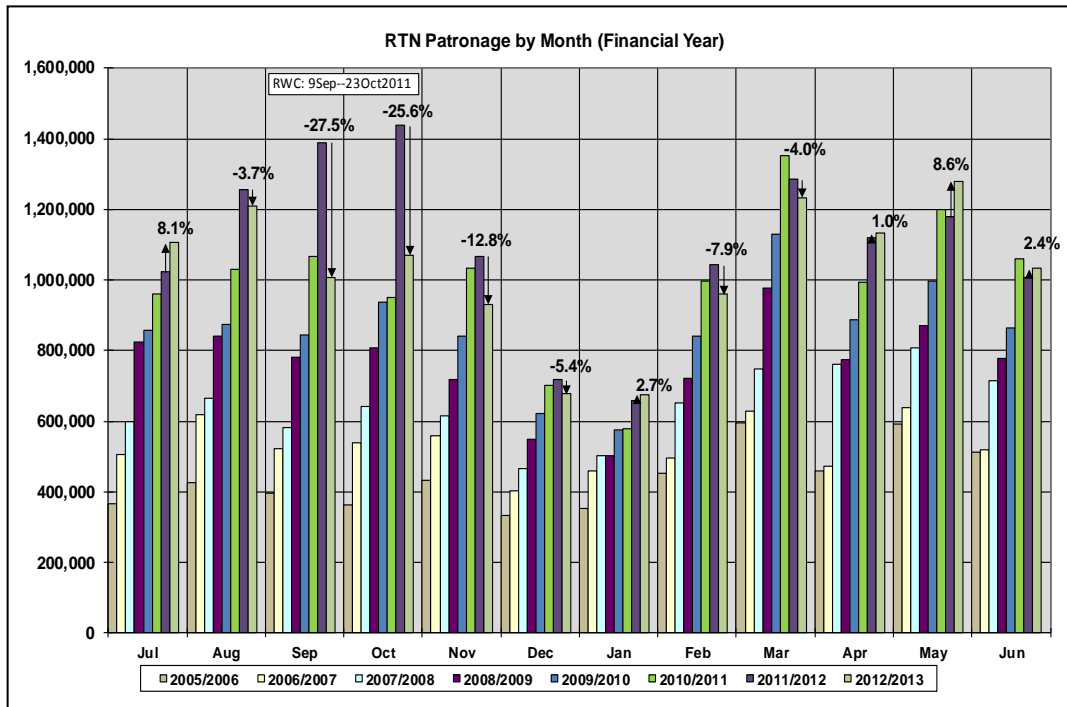


Fig 4. RTN Patronage – Growth by Month 2005/06 to 2012/13

## Rail Patronage

Rail patronage improved in Jun-2013 and totalled 10,038,806 passengers for the financial year ending Jun-2013 (Figure 5), an increase of +0.1% on the 12-months to May-2013.

Patronage for Jun-2013 was 845,339 boardings, an increase of +1.3% (+11,076 boardings) on Jun-2012 (Figure 6). Normalising for various patronage impacts between Jun-2012 and Jun-2013:

- there was one less business days in Jun-2013 compared to Jun-2012 (negative impact ~5%)
- special event activities were at a comparable level (neutral impact)
- more rail network closures in Jun-2013 (three weekends of full network closures including Queens Birthday weekend) compared to Jun-2012 when there was one full network closure during Queens Birthday weekend (negative impact at ~-4%)

Normalised Jun-2013 on Jun-2012 patronage for the above impacts is estimated at ~+10%. Figure 7 illustrates estimated average passengers/day, confirming a normalised increase in Jun-2013 compared to Jun-2012.

Rail ticket types sold (Figure 8) illustrates an increase in HOP card usage relative to single paper ticket sales in Jun-2013 compared to Jun-2012.

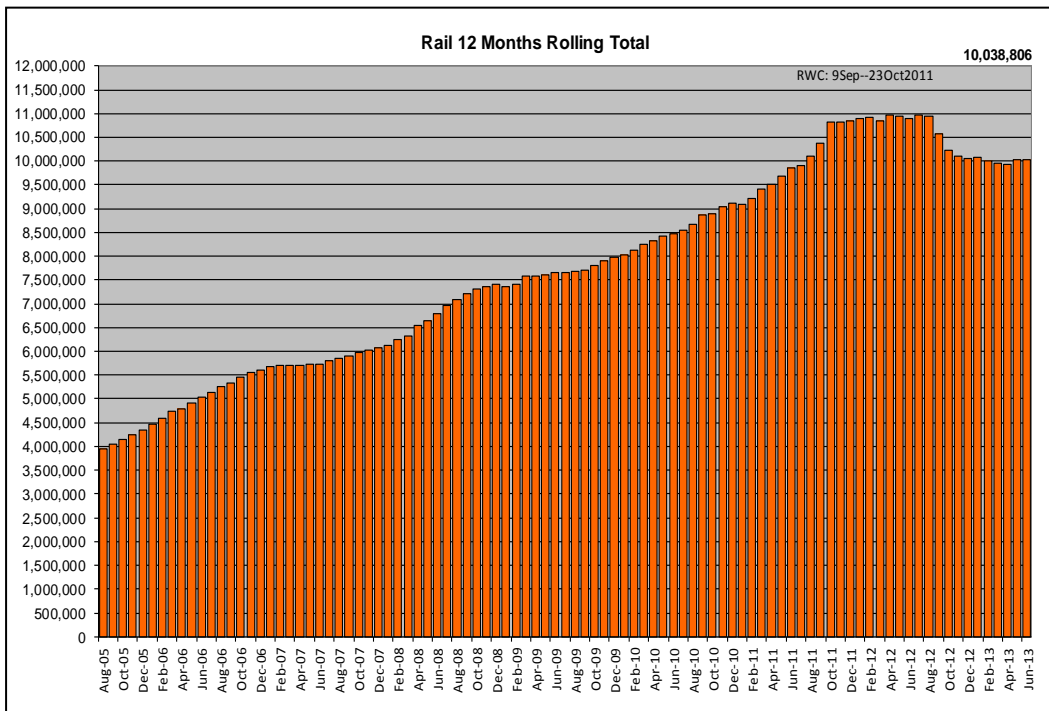


Fig 5. Rail Patronage – 12 Months Rolling Total

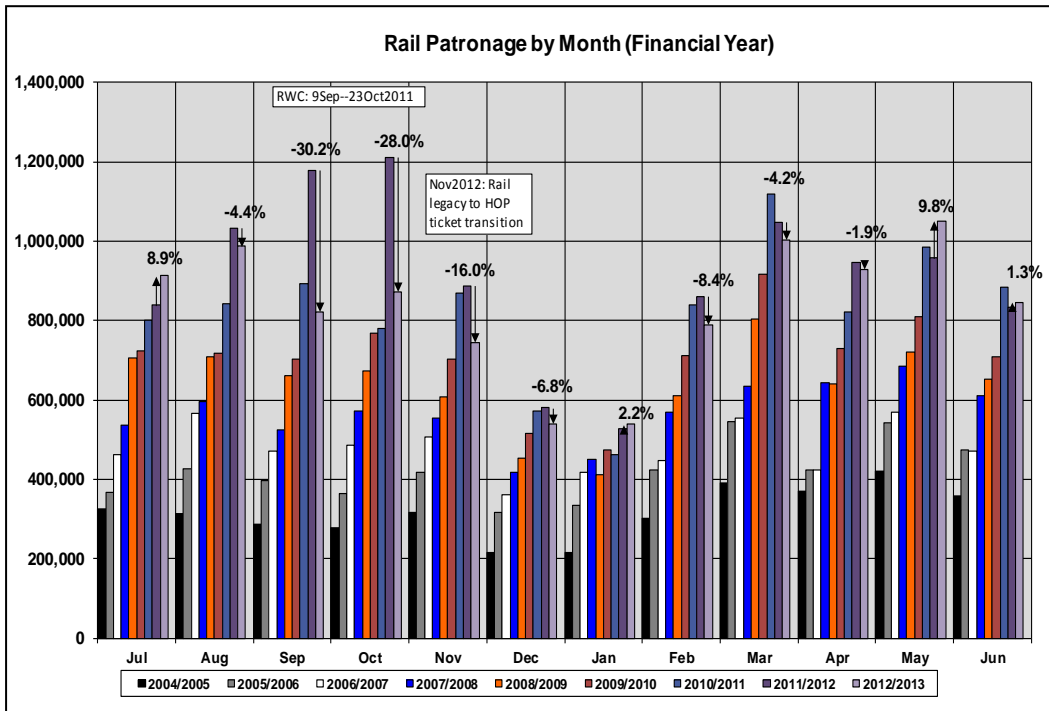


Fig 6. Rail Patronage – Growth by Month 2005/06 to 2012/13



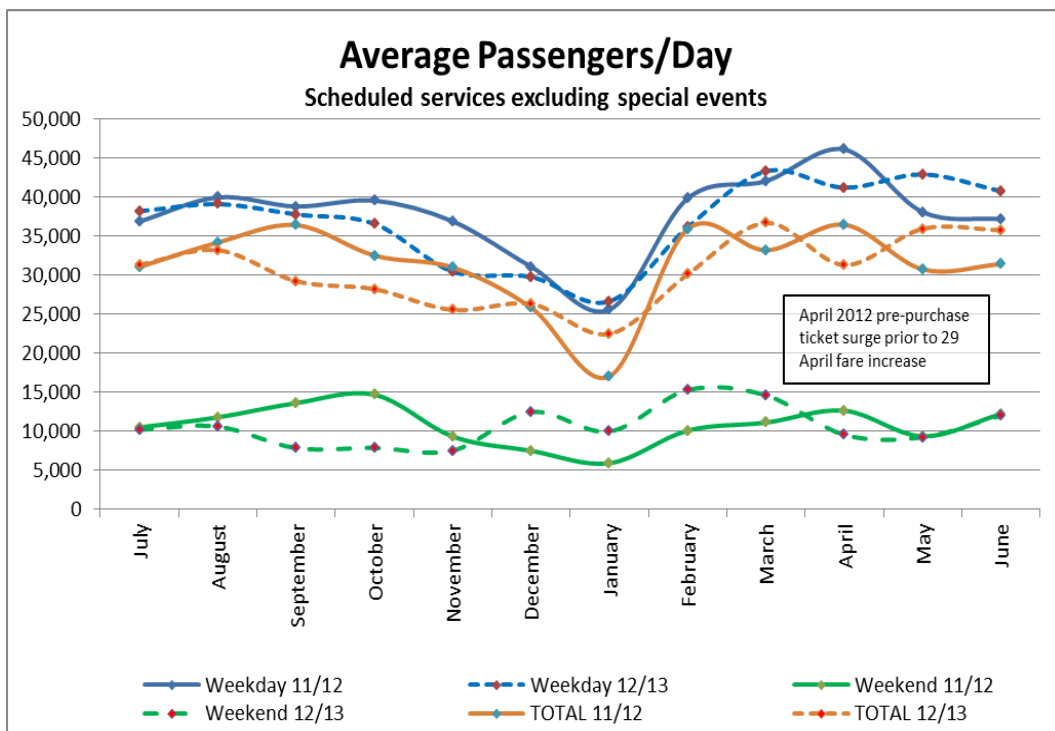


Fig 7. Rail Patronage – Av. Daily Passenger Counts for Scheduled Services 2011/12 and 2012/13

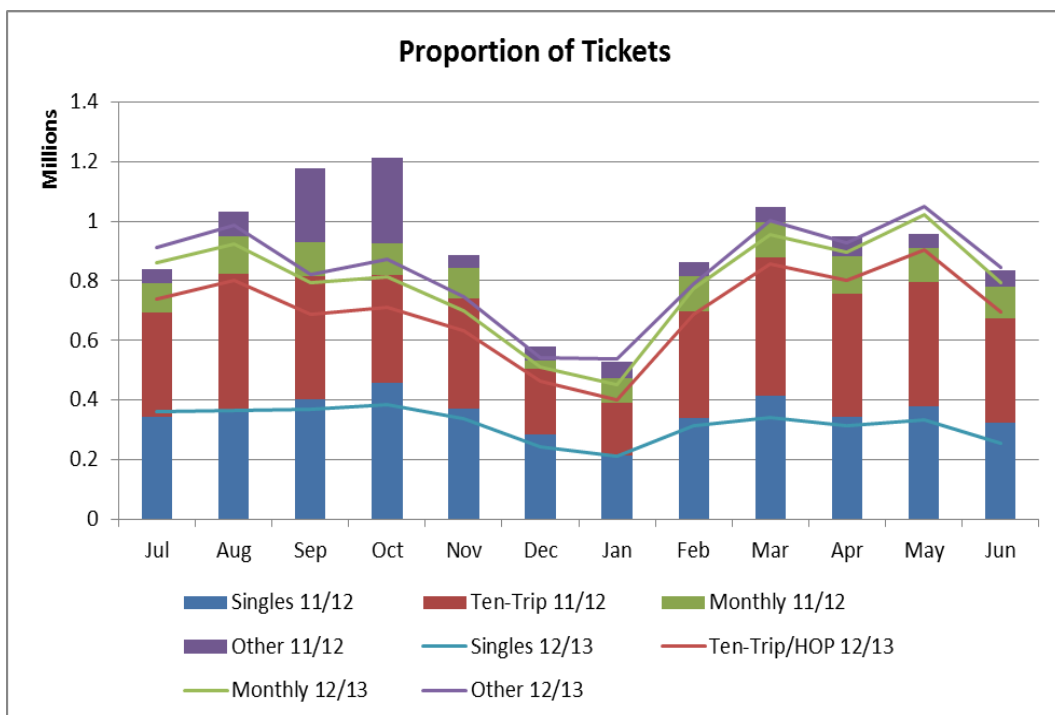


Fig 8. Ticket Sales by Ticket Type – 2012/13 compared to 2011/12

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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,427,320 passengers for the 12-months to Jun-2013. Patronage for Jun-2013 was 471,438 boardings, an increase of -1.1% on Jun-2012 (Figure 9) normalised to ~+7%.

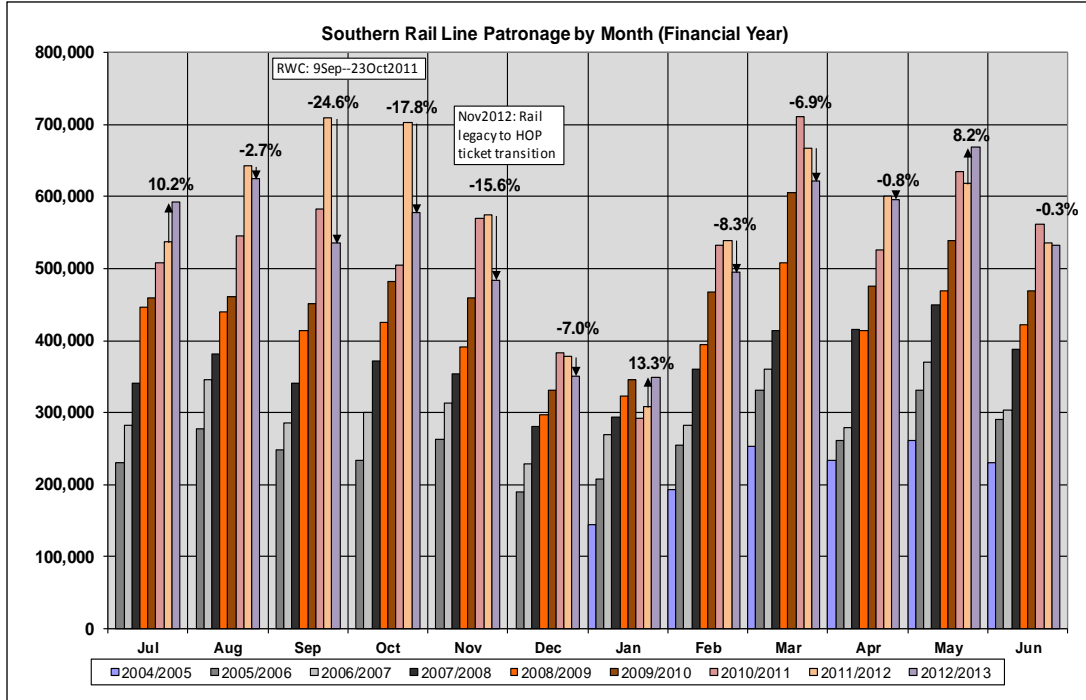
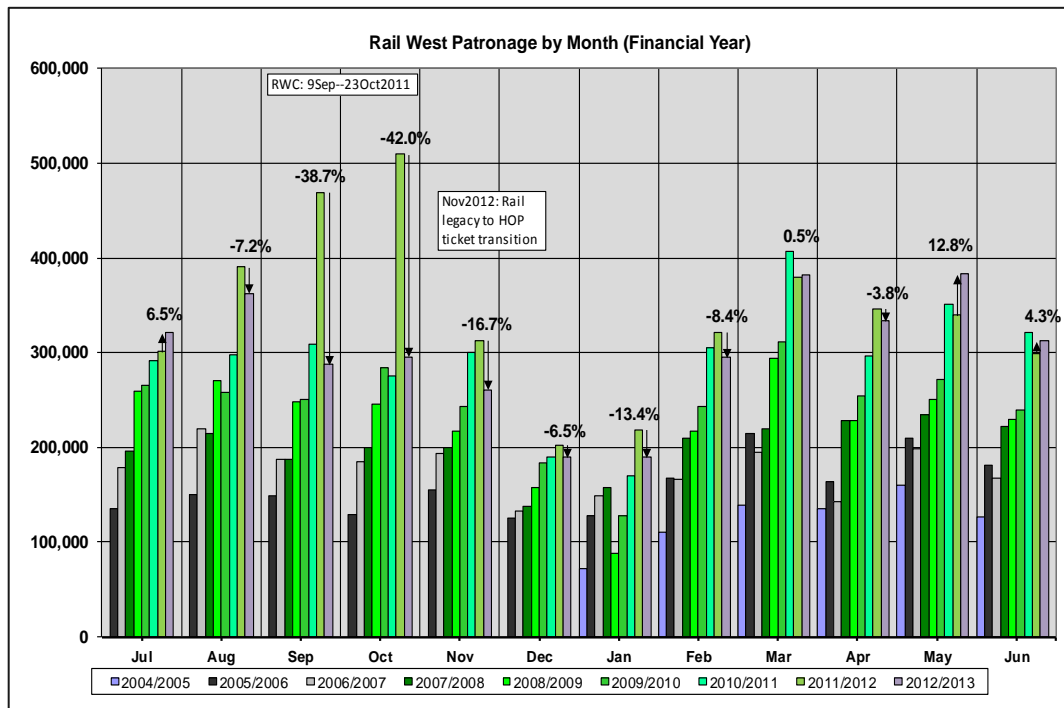


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

## Western Rail Line

Western Line rail patronage totalled 3,611,486 passengers for the 12-months to Jun-2013. Patronage for Jun-2013 was 312,155 boardings, an increase of +4.3% (+12,900 boardings) on Jun-2012 (Figure 10), normalised to ~+12%.



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

Fig

## Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network for the Northern Express bus service (the only dedicated Northern Busway service) patronage totalled 2,278,585 passengers for the 12-months to Jun-2013 (Figure 11). Patronage for Jun-2013 was 186,868 boardings, an increase of +7.7% (13,337 boardings) on Jun-2012 (Figure 12), normalised to ~+11.7% to 12.7%. A patronage growth campaign was implemented in Apr-2013 through promotional trial tickets and advertising.

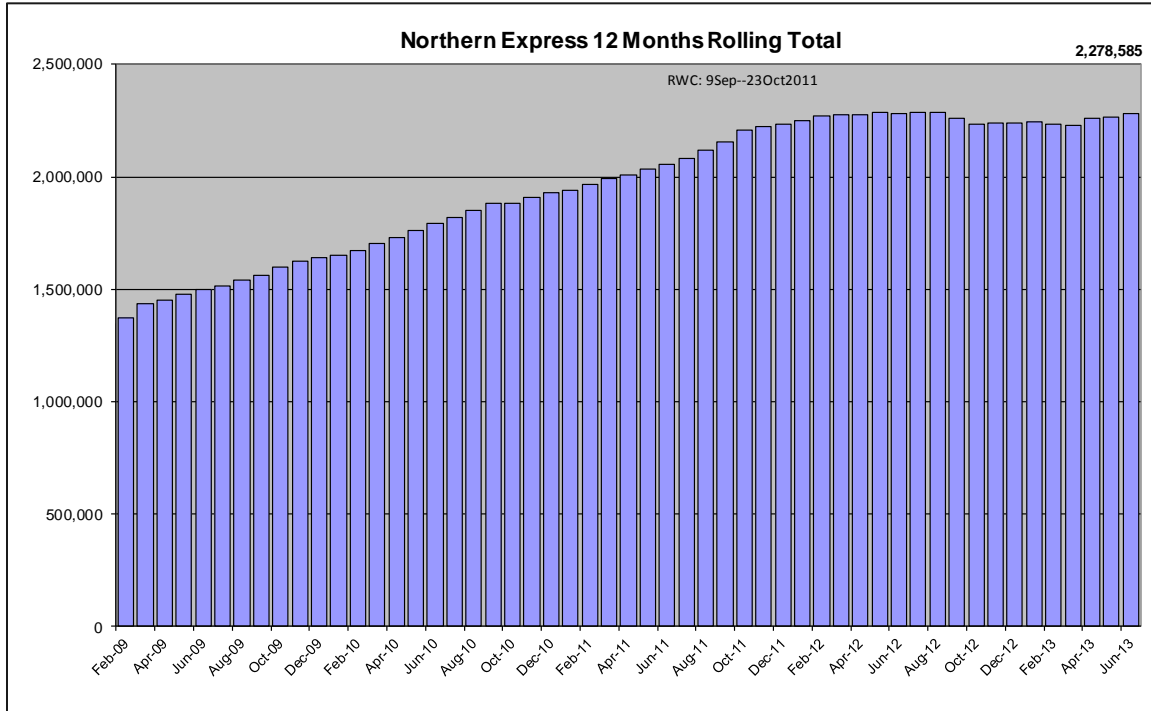


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

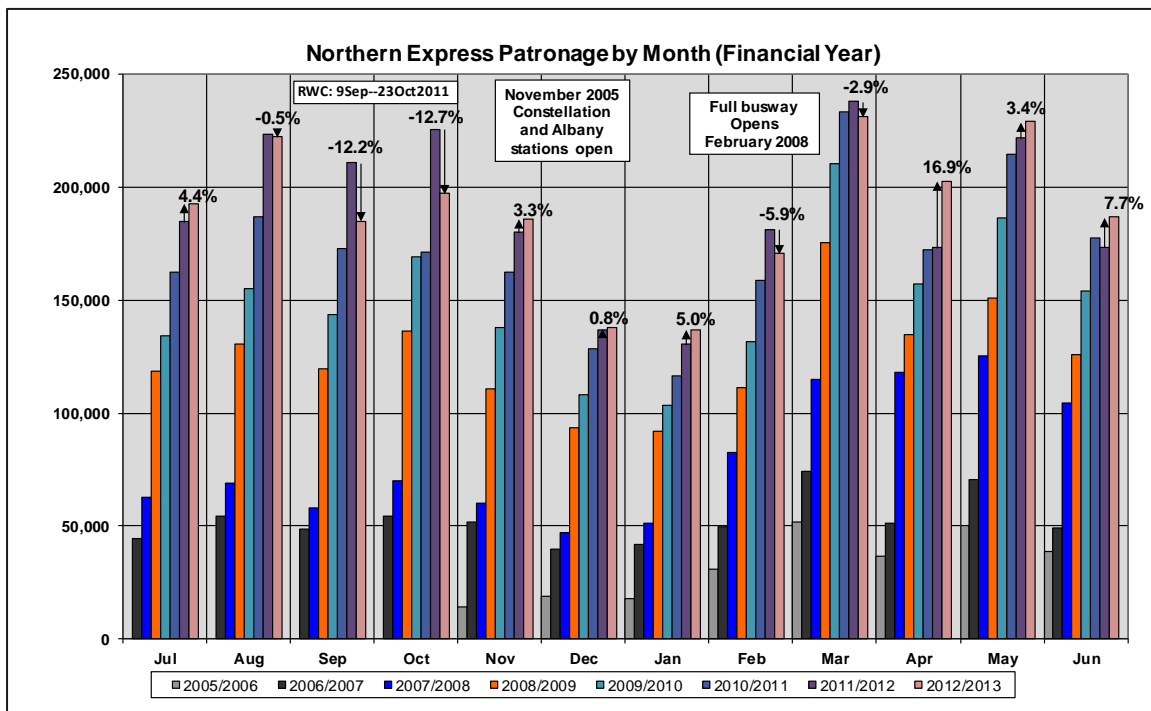


Fig 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13

## Bus Patronage (Other Than Northern Express)

Patronage totalled 51,251,331 passengers for the 12-months to Jun-2013. Patronage for Jun-2013 was 4,104,835 boardings, a decrease of -3.2% (-136,418 boardings) on Jun-2012 (Figure 13), normalised to ~0.8% to 1.8% to. Normalised average weekday patronage is illustrated at Figure 14.

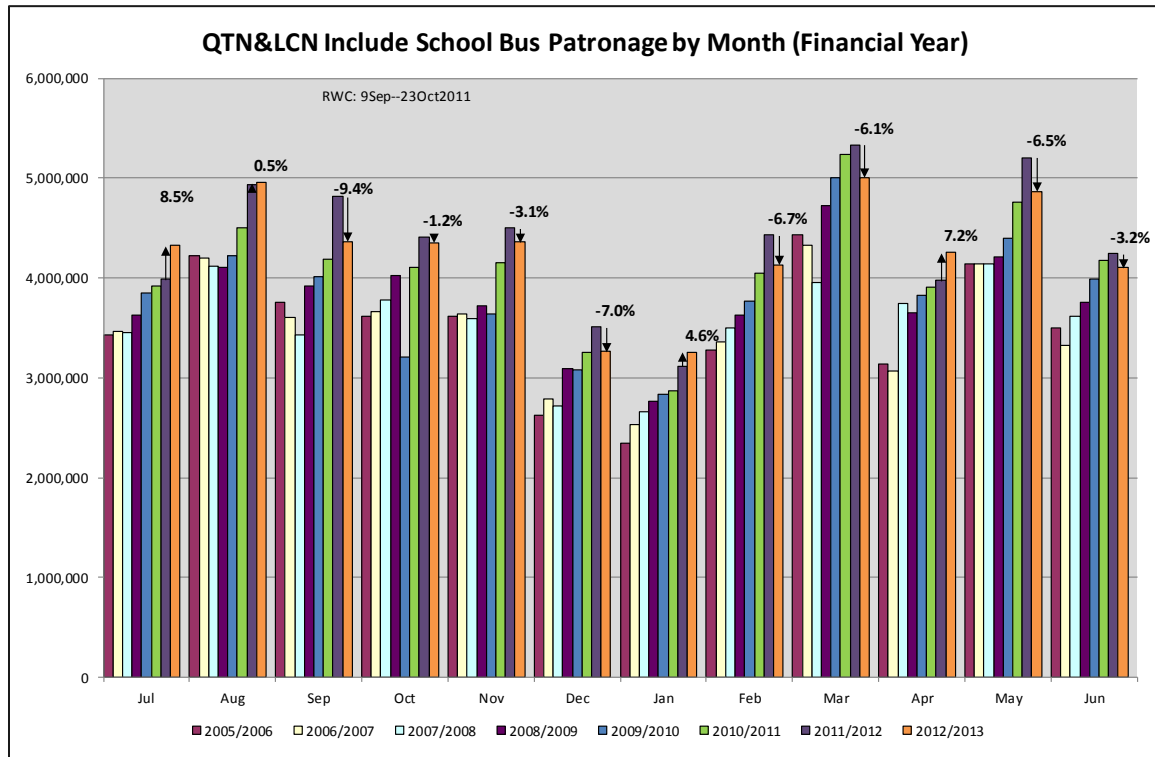


Fig 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13

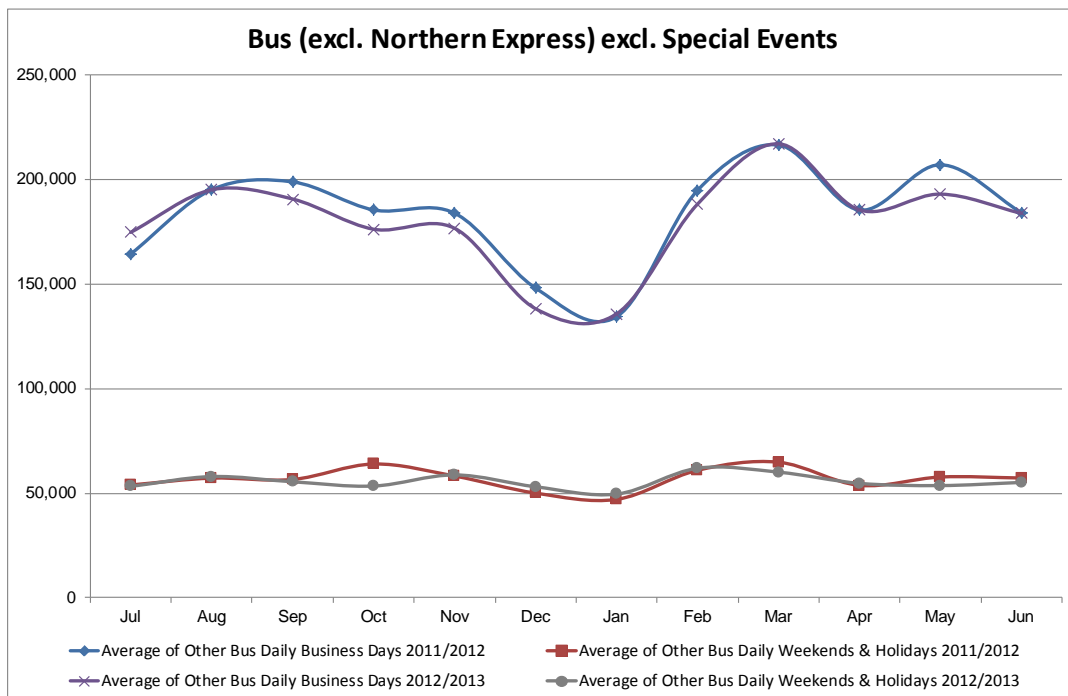


Fig 14. Bus Patronage – Av. Daily Passenger Counts 2011/12 and 2012/13

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%	10,750,943	367,500	3.5%	407,608	9,295	2.3%	4,960,349	93,925	1.9%
Aug-12	1,051,723	-16,094	-1.5%	10,734,849	235,985	2.2%	452,713	-32,074	-6.6%	4,928,275	17,811	0.4%
Sep-12	901,740	-89,196	-9.0%	10,645,654	36,127	0.3%	425,007	-20,220	-4.5%	4,908,055	-33,870	-0.7%
Oct-12	890,412	28,231	3.3%	10,673,885	48,245	0.5%	416,357	20,216	5.1%	4,928,272	-11,156	-0.2%
Nov-12	882,903	-21,733	-2.4%	10,652,152	2,719	0.0%	419,980	-1,658	-0.4%	4,926,614	-19,264	-0.4%
Dec-12	596,249	-57,418	-8.8%	10,594,734	-62,890	-0.6%	310,113	2,091	0.7%	4,928,705	-365	0.0%
Jan-13	596,726	31,866	5.6%	10,626,600	-56,534	-0.5%	300,591	13,457	4.7%	4,942,162	2,633	0.1%
Feb-13	858,238	-62,522	-6.8%	10,564,077	-166,893	-1.6%	391,500	-27,014	-6.5%	4,915,149	-45,473	-0.9%
Mar-13	1,030,712	-71,886	-6.5%	10,492,191	-207,004	-1.9%	470,642	-37,937	-7.5%	4,877,212	-75,733	-1.5%
Apr-13	868,445	87,996	11.3%	10,580,187	-74,231	-0.7%	394,132	18,917	5.0%	4,896,129	-45,715	-0.9%
May-13	1,026,170	-68,552	-6.3%	10,511,635	-195,980	-1.8%	447,600	-48,823	-9.8%	4,847,306	-119,732	-2.4%
Jun-13	839,076	-42,391	-4.8%	10,469,244	-197,314	-1.8%	387,996	-23,066	-5.6%	4,824,240	-126,814	-2.6%
	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	30,818	3.7%	10,750,009	358,733	3.5%	2,130,705	212,350	11.1%	26,331,947	2,800,060	11.9%
Aug-12	1,058,937	3,189	0.3%	10,753,198	275,974	2.6%	2,393,608	68,085	2.9%	26,400,032	2,677,136	11.3%
Sep-12	937,644	-52,783	-5.3%	10,700,415	123,796	1.2%	2,102,194	-288,452	-12.1%	26,111,580	2,006,358	8.3%
Oct-12	898,161	18,926	2.2%	10,719,341	125,847	1.2%	2,151,219	-118,472	-5.2%	25,993,108	1,615,242	6.6%
Nov-12	900,901	773	0.1%	10,720,114	91,968	0.9%	2,157,823	-117,538	-5.2%	25,875,569	1,210,173	4.9%
Dec-12	652,859	-16,388	-2.4%	10,703,725	54,100	0.5%	1,702,423	-175,644	-9.4%	25,699,925	788,097	3.2%
Jan-13	628,648	32,079	5.4%	10,735,804	46,494	0.4%	1,729,807	62,270	3.7%	25,762,196	679,634	2.7%
Feb-13	859,045	-54,012	-5.9%	10,681,792	-66,071	-0.6%	2,023,982	-154,343	-7.1%	25,607,853	265,015	1.0%
Mar-13	1,060,794	-58,686	-5.2%	10,623,106	-105,078	-1.0%	2,443,733	-159,016	-6.1%	25,448,837	-48,026	-0.2%
Apr-13	881,482	74,262	9.2%	10,697,368	-6,649	-0.1%	2,113,345	103,734	5.2%	25,552,570	-88,859	-0.3%
May-13	1,004,588	-73,312	-6.8%	10,624,055	-119,762	-1.1%	2,391,047	-147,817	-5.8%	25,404,753	-571,951	-2.2%
Jun-13	873,670	-10,188	-1.2%	10,613,867	-105,324	-1.0%	2,004,093	-60,773	-2.9%	25,343,980	-775,617	-3.0%

## Ferry Patronage

Ferry patronage totalled 5,506,218 passengers for the 12-months to Jun-2013. Patronage for Jun-2013 was 381,191 boardings, an increase of +4.5% (16,556 boardings) on Jun-2012 (Figure 15), normalised to +8.5% to +9.5%.

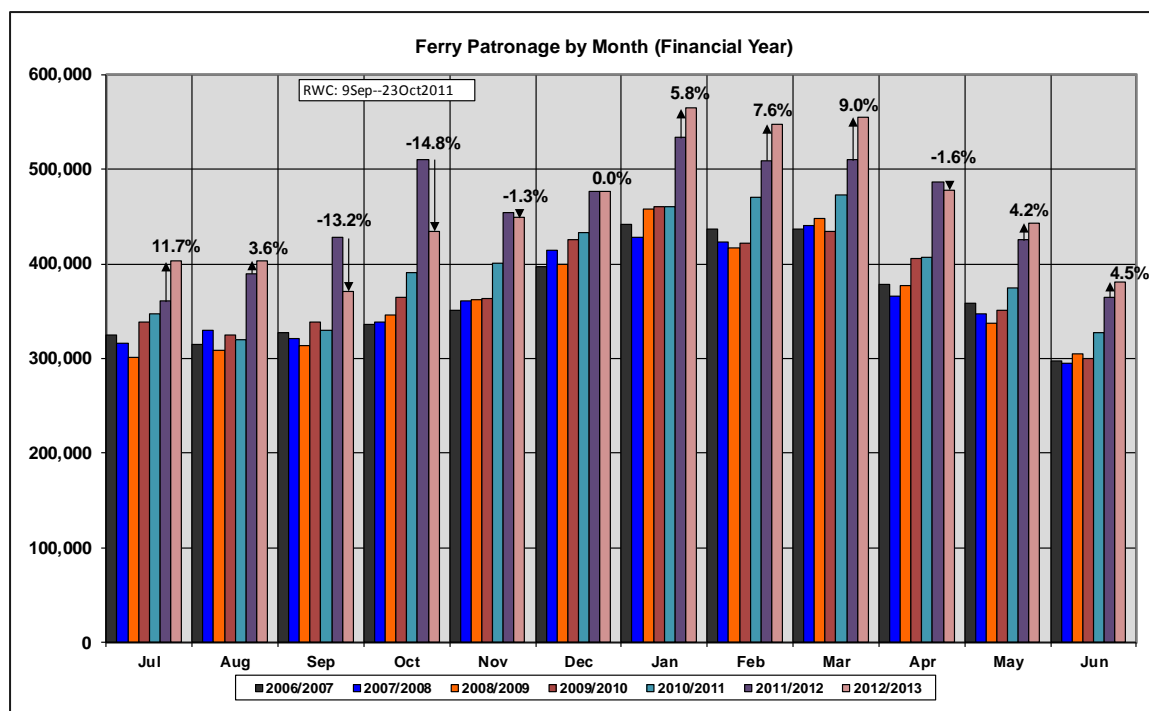


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2012/13

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### Rail Service Performance

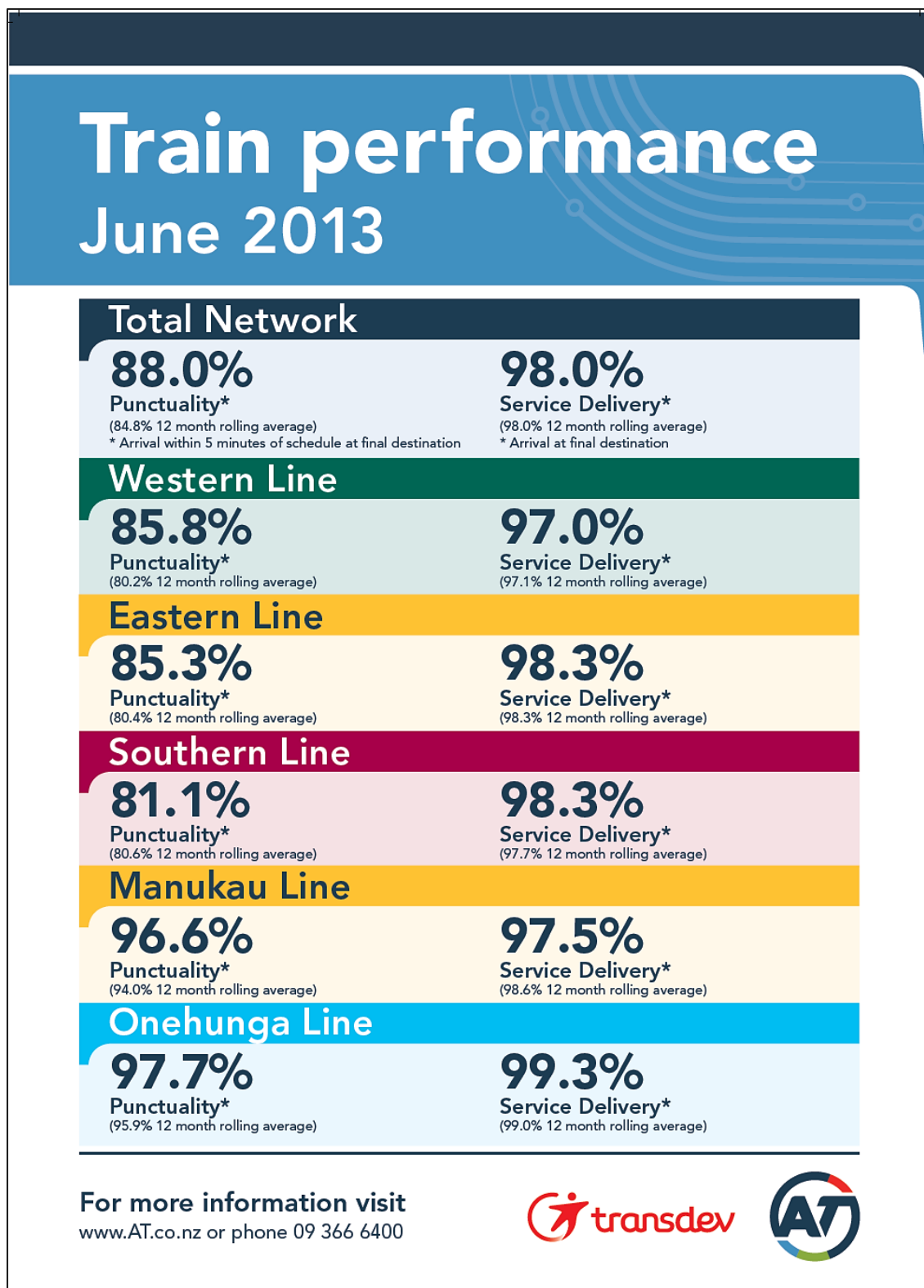


Fig 15. Rail Published Performance Results for June 2013.

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 arrived at their final destination within five minutes of the scheduled time regardless of whether the train departed its origin on time.

For June reliability was 98.0%. Punctuality for Jun-2013 was 88.0% compared to the 12-month average of 84.8%, 86.1% in May and 79.1% for Jun-2012. Punctuality trends comparing 2011/12 and 2012/13 are presented at Figure 16 showing an overall improvement since the September 2012 timetable changes compared to the previous year.

The performance during Jun-13 was the best since Nov-08 and partially reflects an improvement in network conditions, with a relatively low level of track and signal faults, and also relatively fewer significant incidents during the month.

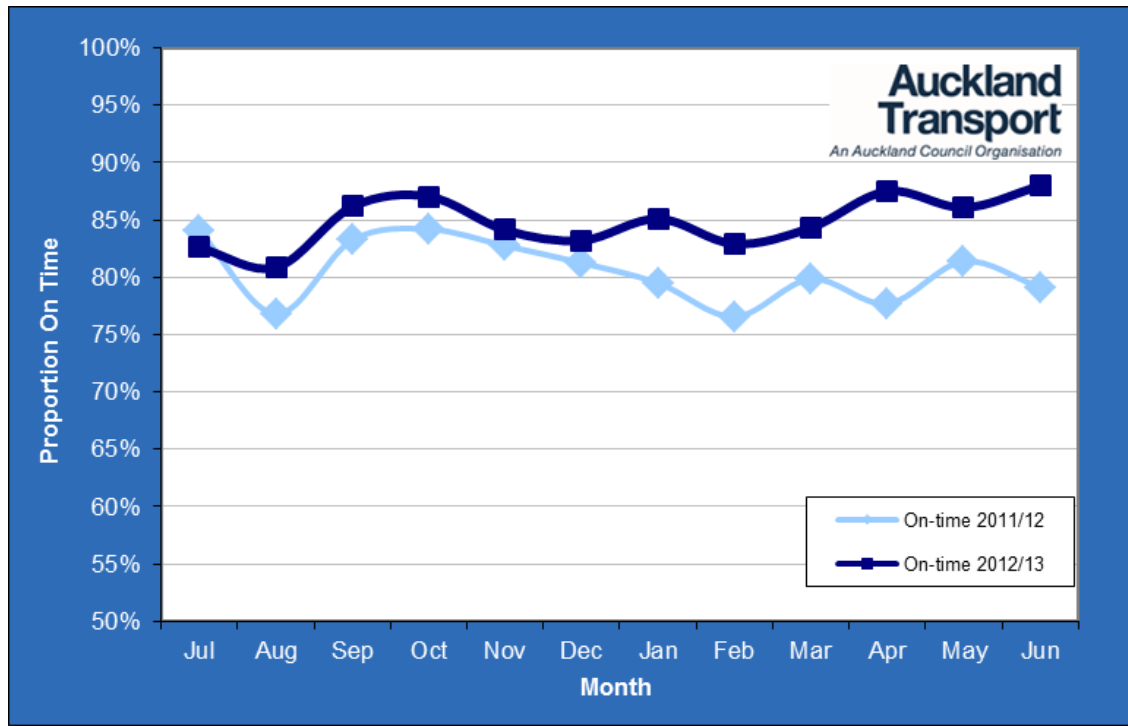


Fig 16. Rail Punctuality Trends for 2011/12 and 2012/13

The following major incidents impacted on service delivery during June:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on two days during June, including an incident at Puhinui following the commissioning of newly installed signalling equipment.
- *Train faults (KiwiRail)* – Train faults had a significant effect of the delivery of services on three days during June, two of which caused temporary line blocks affecting morning peak services – at Sylvia Park on 10 June and Avondale on 25 June.
- *Operational (Veolia)* – There was one day when an operational issue resulted in service disruption to multiple services during June.
- *Other* – Services south of Middlemore were disrupted for about an hour on the morning of 8 June for an incident requiring Police assistance.



## Train Delay Impacts

Train delay minutes continued the declining trend reflecting the overall performance trends. In Jun-13 train delay minutes decreased by -23.3% compared to the previous month as illustrated in Figure 17 and were -43.5% below the level for the same month last year. Delay minutes caused by infrastructure faults decreased to the lowest level since the moratorium on track upgrades that was in effect in October 2011 (RWC period). Delay minutes due to train faults increased while delay minutes for other causes were relatively stable compared to last month. For the month a total of 10,673 delay minutes were recorded as a result of all causes. Figure 17 also shows the slight increase in the trend of train services operated over time and the decreasing average delay minutes per train service.

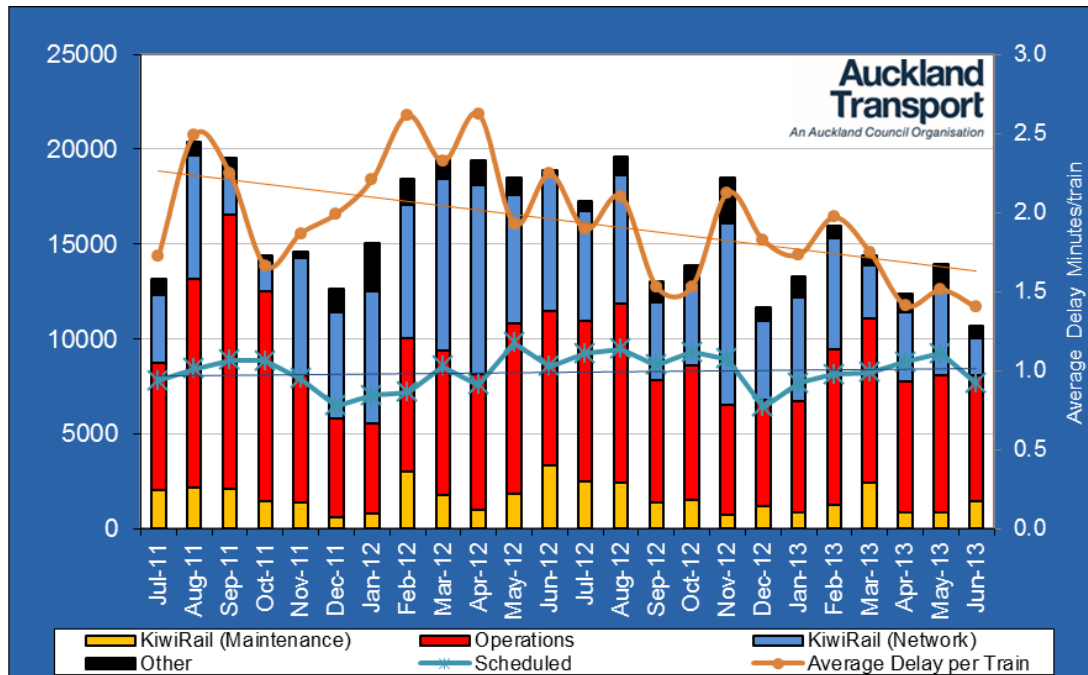


Fig 19. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	571	29.7%
Signal/points failure	599	31.2%
Speed restrictions	486	25.3%
Track protection measures*	266	13.8%
<b>Total</b>	<b>1,922</b>	

\* Track protection measures are put in place at sites where work that involves activities close to the track is underway. These require trains to slow or stop at a safe distance prior to the actual site and only proceed after receiving approval from the site protector that the track is clear of all obstructions.

## Passenger Weighted Delays

Figure 15 illustrates the actual train service numbers by line and cumulative across the total network that arrived at their destination on time and were not delayed compared to the total services scheduled. Weighting the actual on-time performance by line against patronage carried on each line provides the total network on-time performance delays as a percentage of total passengers carried as presented in the table below.

In Jun-2013, the overall network on-time performance as the percentage of total service trips arriving on time compared to the total service trips scheduled across the network was 88.0% (Figure 15). Note this is not a simple average of line performance but actual total network service trip counts. When weighting individual line performance against passengers carried per line, the on-time network performance as a percentage of passengers arriving at their destination on-time was 86.6%. The variance between total network actual service trip on-time performance and weighted passenger on-time can be explained by the relative lower on-time performance of the Western and Southern Lines compared that carry the majority of passengers across the network.

	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
Total Network Actual Service Delays	82.6%	80.9%	86.2%	87.1%	84.1%	83.2%	85.1%	82.9%	84.3%	87.5%	86.1%	88.0%
Weighted by Passenger Volume by Line	80.7%	78.7%	84.3%	85.7%	82.7%	81.5%	82.9%	80.4%	81.8%	85.9%	84.4%	86.6%

## Rail Capacity

There was one service reported to have exceeded AT's planned seating to standing ratio during June although two other services were recorded at the ratio.

## Bus Service Performance

For June 2013, 99.99% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for June 2013 was 98.79%, 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. AT reporting of bus service performance without reliance on operator self-reporting is under development.

**Table 3. Contracted Bus Service Reliability and Punctuality- June 2013**

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,524	100%	99.74%
H & E	17,397	100%	99.37%
NZ Bus	112,888	99.84%	98.52%
Ritchies	27,678	99.99%	99.06%
Tranzit	2,216	100%	98.15%
Urban Express	5,050	100%	99.38%
Total	181,104	99.99%	98.79%

## Ferry Service Performance

For June 2013, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for June 2013 was 99.69% 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- June 2013**

	Scheduled Trips	Reliability	Punctuality
Bayswater	934	100%	100%
Half Moon Bay	549	100%	98.91%
Birkenhead	998	100%	99.80%
Gulf Harbour	134	100%	100%
West Harbour	513	100%	99.61%
Rakino	20	100%	90.00%
Pine Harbour	570	100%	100%
Hobsonville	209	100%	100%
<b>Total</b>	<b>3,927</b>	<b>100%</b>	<b>99.69%</b>

## 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

25 events took place in June with approximately 12 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.

All Blacks vs. France Eden Park: Saturday 8 June 2013:

For the International rugby season at Eden Park (two games total), travel is included in the ticket price for these events. Patrons can travel on 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 45,561.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
<b>RAIL</b>	11867	26.05	12104	26.57	<b>26.31%</b>
<b>BUS</b>	5148	11.30	5709	12.53	<b>11.92%</b>
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	<b>17015</b>	<b>37.35</b>	<b>17813</b>	<b>39.10</b>	<b>38.23%</b>

Warriors vs. Sea Eagles, Mt Smart Stadium: Sunday 9 June 2013:

Warriors games at Mt Smart Stadium are supported by additional rail to/from the event if required, depending on the time of the event itself. Attendance at the event was 9,636. 77 patrons use the rail services pre event and 78 post event. This was the last service that additional services will be utilised at Mt Smart for Warriors games.

### Blues vs. France North Harbour Stadium: Tuesday 11 June 2013:

This event was an additional fixture for the Blues at North Harbour Stadium. For the 2013 Blues season at North Harbour Stadium (this was the second fixture in this agreement), travel is included in the ticket price for these events. Patrons can travel on Special Event Bus Services (Takapuna via Northern Busway and Auckland City Centre) and all regular timetabled and special event rail services. Attendance at the event was 10,071.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
<b>RAIL</b>	14	0.14	15	0.15	<b>0.15%</b>
<b>BUS</b>	556	5.52	730	7.25	<b>6.39%</b>
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	570	5.66	745	7.40	<b>6.53%</b>

### X Factor Filming Sunday and Monday Nights, Henderson between 2 June and 30 June 2013:

This is an agreement between Auckland Transport and Mediaworks Patrons can travel on all regular timetabled rail services to and from Henderson to attend the filming of X Factor on Sundays and Monday nights.

#### Sunday 2 June and Monday 3 June 2013:

In this weekend block (of a potential 550 ticket holders) 53 extra trips were recorded on Sunday night and 12 extra trips on Monday night.

#### Sunday 9 June and Monday 10 June 2013:

58 extra trips were recorded on Sunday night and 64 extra trips on Monday night.

#### Sunday 16 June and Monday 17 June 2013:

45 extra trips were recorded on Sunday night and 44 extra trips on Monday night.

#### Sunday 23 June and Monday 24 June 2013:

36 extra trips were recorded on Sunday night and 60 extra trips on Monday night.

#### Sunday 30 June 2013:

35 extra trips were recorded on Sunday night.

## **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 June 2013.

## **6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS**

### **Projects in Planning**

- 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 and end 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**

- Consultation on the South Auckland part of the new public transport network was launched by the Mayor on Wednesday 19 June, at Mangere Town Centre. The consultation period runs until 2 August, with open days at Papakura, Manurewa, Mangere, Papatoetoe, Manukau, Otara, Otahuhu and Onehunga between 13 July and 27 July.
- Final planning for the progressive launch of AT HOP on bus services commencing late June.
- On the City Link between Wynyard, Britomart, Queen St and Karangahape Rd, additional trips have been provided to cater for the first workers in the new ASB headquarters at Wynyard, pending possible permanent improvements to the timetable to cater for increased employment in the Wynyard Quarter.
- The extension of bus route 380 - Manukau to Airport - to also serve Mangere and Onehunga – commenced on Sunday 9 June and has been renamed Airporter.

## **7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES**

- Mailouts to new-house movers commenced in June advising of local public transport options.
- Launch of the AT HOP card on bus services commenced in June.

## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

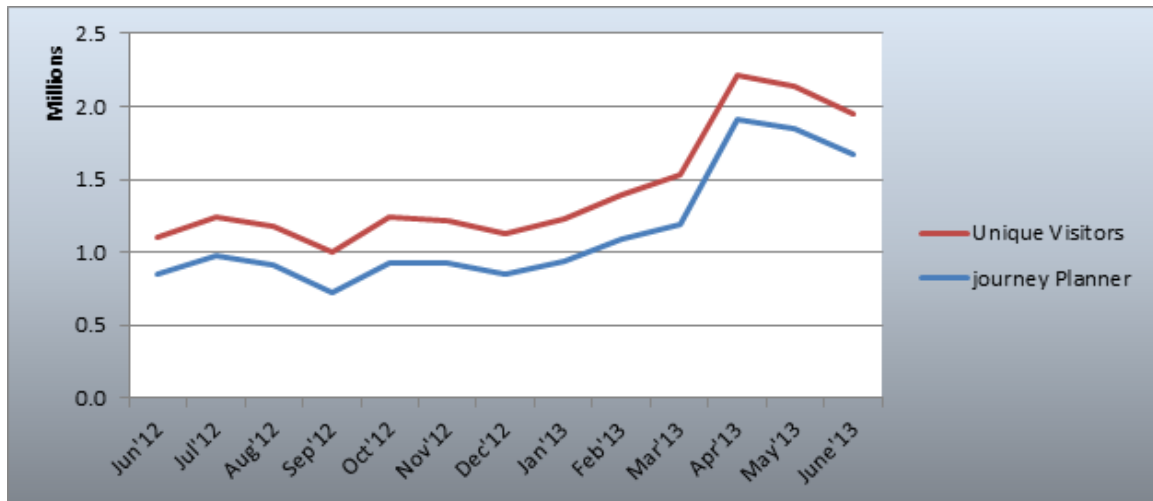
### 8.1 Walk-In-Centres

The new Customer Service Centre at Constellation opened in June. The combined customer visits to the Customer Service Centres at Britomart, AUT, Newmarket, New Lynn, Papakura, Smales Farm and Constellation for June were 48,322. Visits to Britomart alone totalled 39,561, a 261% increase compared to June 2012.

### 8.2 AT Public Transport Call Centre

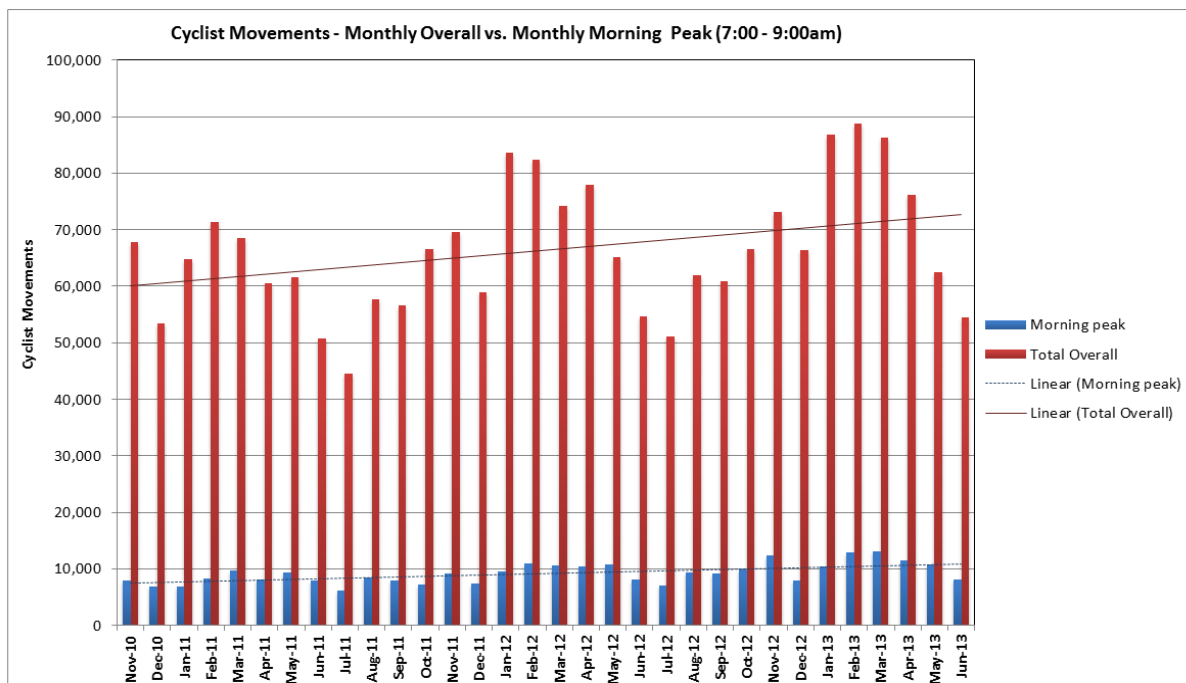
For June 2013, call volume was 30,851 (-12.38% compared to June 2012). 92.0% of calls were answered within the service standard of 20 seconds. For HOP ticketing there were 6,044 calls during the month and were answered in 97.0% grade of service standard of 20 seconds.

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



## Monthly Cycle Monitoring Report (June 2013)

- There has been a decrease of 0.3% in cyclist movements in June 2013 when compared to June 2012.
- The morning peak movements increase by 0.3% when compared to June last year.
- A total of 835,266 cycle trips were recorded for the year July 2012 to June 2013, this is an increase of 5.5% on the previous year.



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

### Monthly Comparisons of Cycle Movements

	Total Movements				Increase		
	2010	2011	2012	2013	2010 -11	2011-12	2012-13
January		64,836	83,629	86,768		29.0%	3.8%
February		71,287	82,290	88,760		15.4%	7.9%
March		68,513	74,124	86,233		8.2%	16.3%
April		60,534	77,862	76,310		28.6%	-2.2%
May		61,675	65,137	62,564		5.6%	-4.0%
June		50,742	54,632	54,498		7.7%	-0.3%
July		44,614	51,175			14.7%	
August		57,713	61,945			7.3%	
September		56,549	60,960			7.8%	
October		66,497	66,634			0.2%	
November	67,852	69,651	73,227		2.7%	5.1%	
December	53,412	58,907	66,372		10.3%	12.7%	

	Morning Peak Movements				Increase		
	2010	2011	2012	2013	2010 -11	2011-12	2012-13
January		6,905	9,491	10,345		37.5%	9.0%
February		8,385	10,894	12,913		29.9%	18.5%
March		9,662	10,526	13,066		8.9%	24.1%
April		8,040	10,444	11,440		29.9%	9.5%
May		9,315	10,856	10,756		16.5%	-0.9%
June		7,998	8,037	8,062		0.5%	0.3%
July		6,100	6,977			14.4%	
August		8,557	9,319			8.9%	
September		8,005	9,211			15.1%	
October		7,185	9,884			37.6%	
November	7,962	9,272	12,343		16.5%	33.1%	
December	6,904	7,461	7,885		8.1%	5.7%	