

# Statistics Report

February 2013



## TABLE OF CONTENTS

<b>PUBLIC TRANSPORT</b> .....	<b>3</b>
1. HIGHLIGHTS .....	3
2. PUBLIC TRANSPORT PATRONAGE .....	4
3. PUBLIC TRANSPORT SERVICE PERFORMANCE .....	18
4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES .....	22
5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008 .....	24
6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS .....	24
7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES .....	25
8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS .....	25
<b>Monthly Cycle Monitoring Report (February 2013)</b> .....	<b>27</b>

# PUBLIC TRANSPORT

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## 1. HIGHLIGHTS

### Patronage

Auckland public transport patronage totalled 69,516,680 passengers for the 12-months to Feb-2013 a decrease of -1,147,482 boardings or -1.6%. February monthly patronage was 5,639,960 a decrease of -360,732 boardings or -6.0% on Feb-2012.

Rail patronage totalled 9,996,066 passengers for the 12-months to Feb-2013, a decrease of -929,032 boardings or -8.5%. Rail monthly patronage for February was 789,077 a decrease of -72,004 boardings or -8.4% on Feb-2012.

Northern Express bus service carried 2,249,079 passenger trips for the 12-months to Feb-2013 a decrease of -49,126 or -2.1%. Northern Express bus service patronage for February was 170,554, a decrease of -13,505 boardings or -7.3% on Feb-2012.

Other bus services carried 51,836,511 passenger trips for the 12-months to Feb-2013, a decrease of -359,936 boardings or -0.7%. Other bus monthly patronage for February was 4,132,765 a decrease of -313,630 or -7.1% on Feb-2012.

Ferry services carried 5,435,024 passenger trips for the 12-months to Feb-2013, an increase of +190,612 boardings or +3.6%. Ferry monthly patronage for February was 547,564 an increase of +38,407 or +7.5% on Feb-2012.

There was one fewer business day in February this year than the same month last year and no major special events during the month. One fewer business day accounts for approximately -4% in patronage on Feb-2012.

Rail patronage has also been affected by the pre-purchase of tertiary ten-trip tickets at the end of Feb-2012 and the allocation of patronage counts at the time of sale compared to the purchase of AT Hop tertiary stored value in 2013 and the count of patronage made at time of travel. This would account for approximately -7.5% patronage reduction for rail in Feb-2013.

### Service Performance

During February the performance of train services was affected by several significant incidents (detailed further below) and "Heat 40" speed restrictions that are imposed on sections of newly upgraded track when the ambient temperature exceeds a pre-defined threshold. These had a disproportionate impact on Western Line services. Overall service performance in February was below the performance in January but better than February 2012 and continues to show an upward trend at 98.1% service delivery and 82.9% of services running on time.

### Initiatives

- A new ferry service commenced on 3 February 2013 between Hobsonville and Beach Haven to the Downtown Ferry Terminal.
- A complete review of timetables on New North Road, Sandringham Road, Benson Road, Waikowhai, Te Papapa, Dominion Road and Mt Eden Road was undertaken and implemented on 10 February 2013 to simplify the network, provide additional connectivity, even headways, offer greater span and improve reliability and punctuality.
- Some additional timetabled services and capacity were added to some of the above routes and to Onewa Road.

## 2. PUBLIC TRANSPORT PATRONAGE

### Network Wide Summary

Auckland public transport patronage totalled 69,516,680 passengers for the 12-months to Feb-2013 a decrease of -1,147,482 boardings or -1.6% as illustrated at Figure 1.

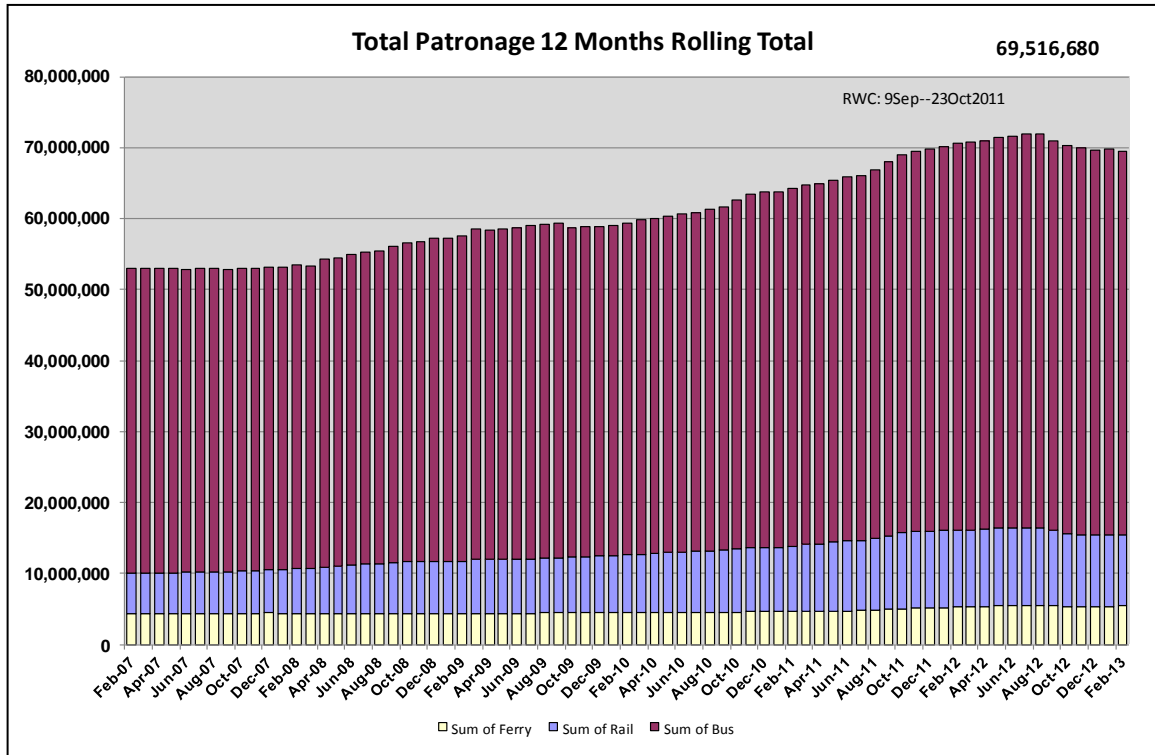


Fig 1. Total Patronage – 12 Months Rolling Total

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

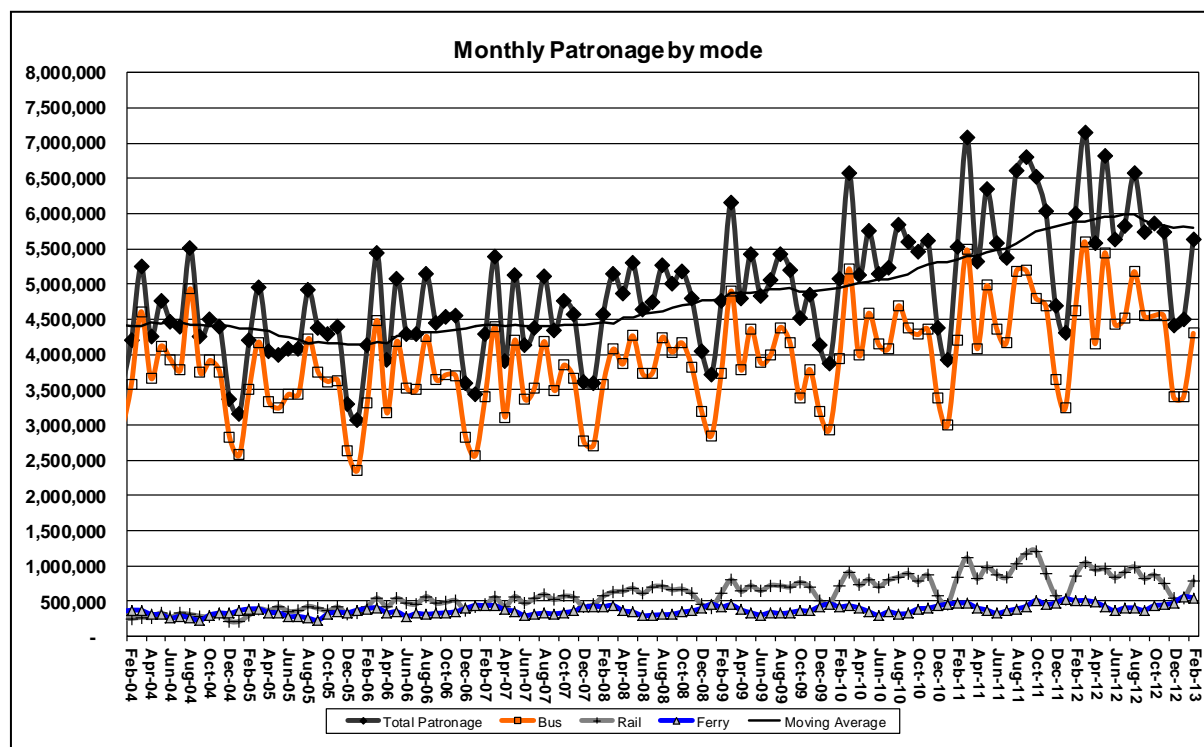
For the financial year-to-date, eight months to Jun 2013, patronage has decreased by -4.4% (-2,039,294 boardings). Patronage for Feb-2013 was 5,639,960 boardings, a decrease of -6.0% (-360,732 boardings) on Feb-2012.

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

	Feb-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>	959,631	-85,509	-8.2%	12,245,145	-0.7%	-978,158	-7.4%	7,638,394	-970,542	-11.3%
Northern Express Bus	170,554	-13,505	-7.3%	2,249,079	-0.6%	-49,126	-2.1%	1,428,805	-62,448	-4.2%
<b>Rail sub-total:</b>	789,077	-72,004	-8.4%	9,996,066	-0.7%	-929,032	-8.5%	6,209,589	-908,094	-12.8%
- Western Line	294,758	-27,090	-8.4%	3,566,391	-0.8%	-535,515	-13.1%	2,201,185	-525,842	-19.3%
- Southern & Eastern Line:	494,319	-44,914	-8.3%	6,429,675	-0.7%	-393,517	-5.8%	4,008,404	-382,252	-8.7%
- Pukekohe / Papakura Services *	346,776	-45,278	-9.5%	4,836,058	-0.8%	-370,411	-6.1%	2,900,873	-348,276	-8.9%
- Manukau Services * (opened 15 Apr 2012)	86,056			879,049				650,771		
- Onehunga Services	61,488	364	0.6%	714,568	0.1%	-23,106	-3.1%	456,760	-33,975	-6.9%
<b>2. Quality Transit and Local Bus (Include School Bus) sub-total:</b>	4,132,765	-313,630	-7.1%	51,836,511	-0.6%	-359,936	-0.7%	33,016,867	-1,055,736	-3.1%
- Quality Transit & Local Bus	3,840,405	-296,889	-7.2%	49,188,635	-0.6%	-312,424	-0.6%	31,457,444	-1,080,651	-3.3%
- Contracted School Bus	292,360	-16,741	-5.4%	2,647,876	-0.6%	-47,512	-1.8%	1,559,423	24,915	1.6%
<b>3. Ferry</b>	547,564	38,407	7.5%	5,435,024	0.7%	190,612	3.6%	3,649,262	-13,016	-0.4%
<b>Total Patronage</b>	<b>5,639,960</b>	<b>-360,732</b>	<b>-6.0%</b>	<b>69,516,680</b>	<b>-0.5%</b>	<b>-1,147,482</b>	<b>-1.6%</b>	<b>44,304,523</b>	<b>-2,039,294</b>	<b>-4.4%</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.



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

Normalised	Feb-13								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
<b>1. Rapid Transit Network sub-total:</b>	959,631	-85,509	-8.2%	12,245,145	-219,522	-1.8%	7,638,394	-211,906	-2.7%
Northern Express Bus	170,554	-13,505	-7.3%	2,249,079	30,383	1.4%	1,428,805	17,061	1.2%
Rail sub-total:	789,077	-72,004	-8.4%	9,996,066	-249,905	-2.4%	6,209,589	-228,967	-3.6%
<b>2. Quality Transit and Local Bus (Include School Bus) sub-total:</b>	4,132,765	-313,630	-7.1%	51,836,511	356,646	0.7%	33,016,867	-339,154	-1.0%
<b>3. Ferry</b>	547,564	38,407	7.5%	5,435,024	381,482	7.5%	3,649,262	177,854	5.1%
<b>Total Patronage</b>	<b>5,639,960</b>	<b>-360,732</b>	<b>-6.0%</b>	<b>69,516,680</b>	<b>518,606</b>	<b>0.8%</b>	<b>44,304,523</b>	<b>-373,206</b>	<b>-0.8%</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 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 12,245,145 passengers for the 12-months to Feb-2013 (Figure 3) a decrease of -978,158 boardings or -7.4%. For the financial year-to-date, eight months to Jun 2013, patronage has decreased by -11.3% (-970,542 boardings) (Figure 4). Patronage for Feb-2013 was 959,631 boardings, a decrease of -8.2% (-85,509 boardings) on Feb-2012 (Figure 5).

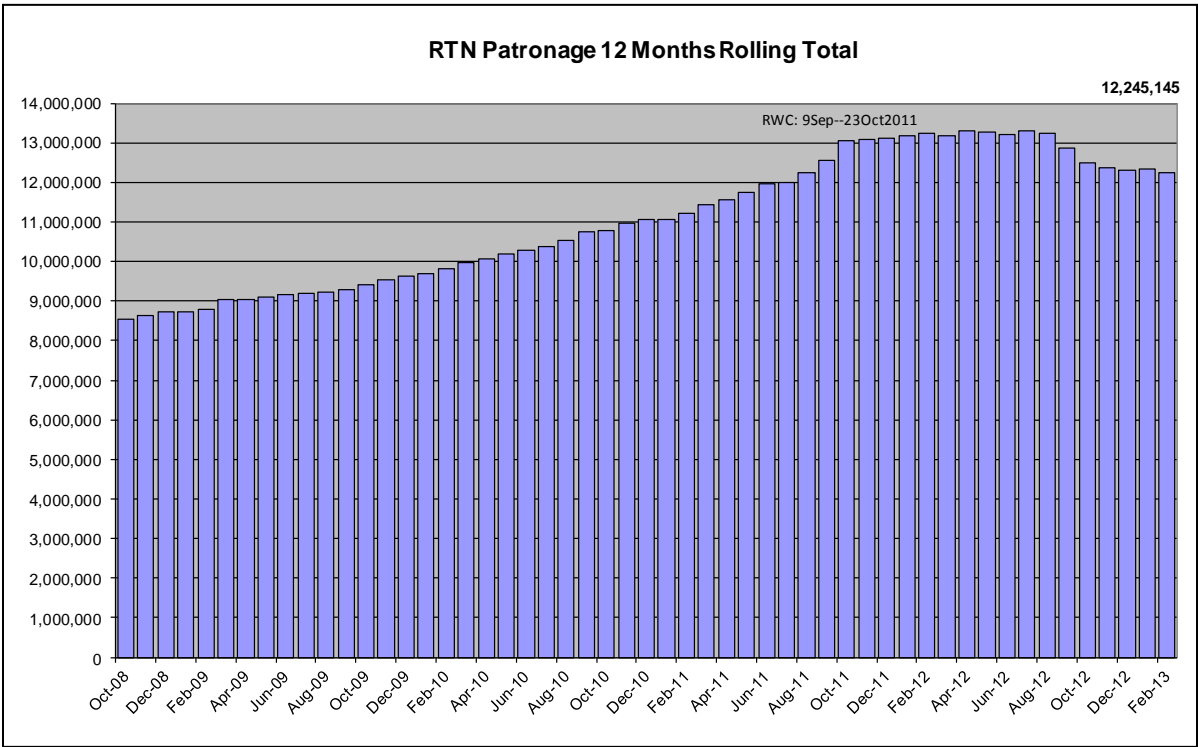


Fig 3. RTN Patronage – 12 Months Rolling Total

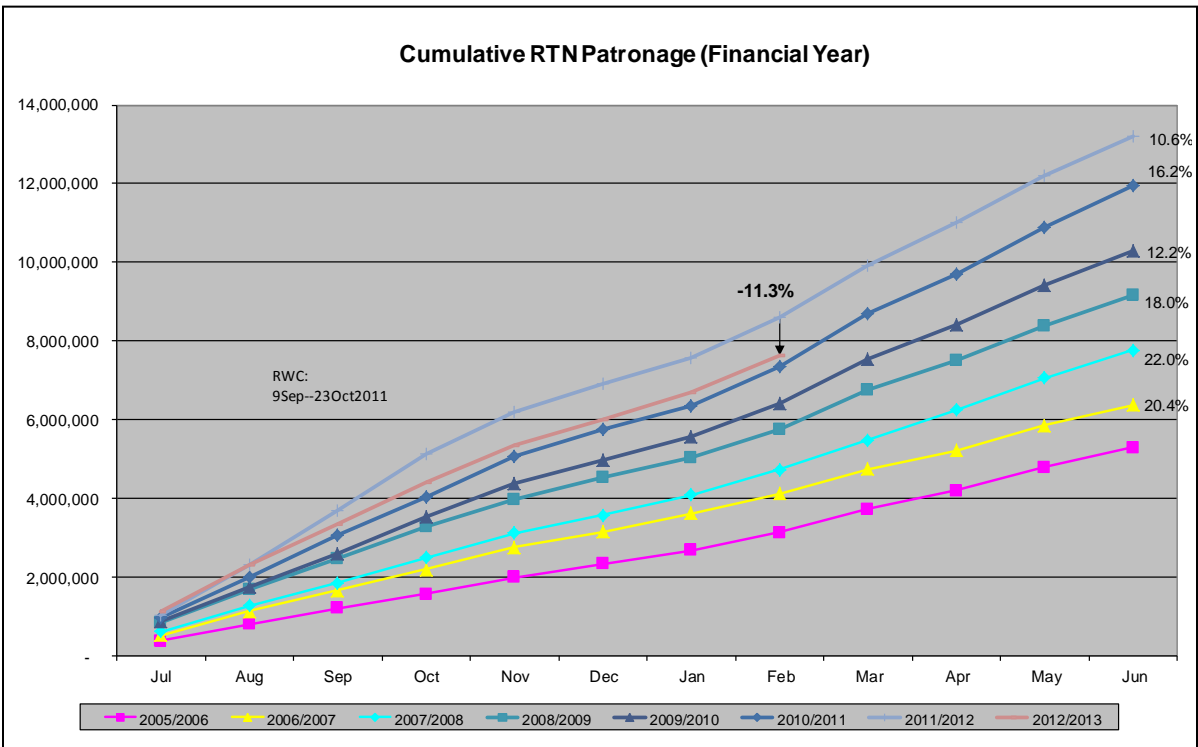


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2012/13

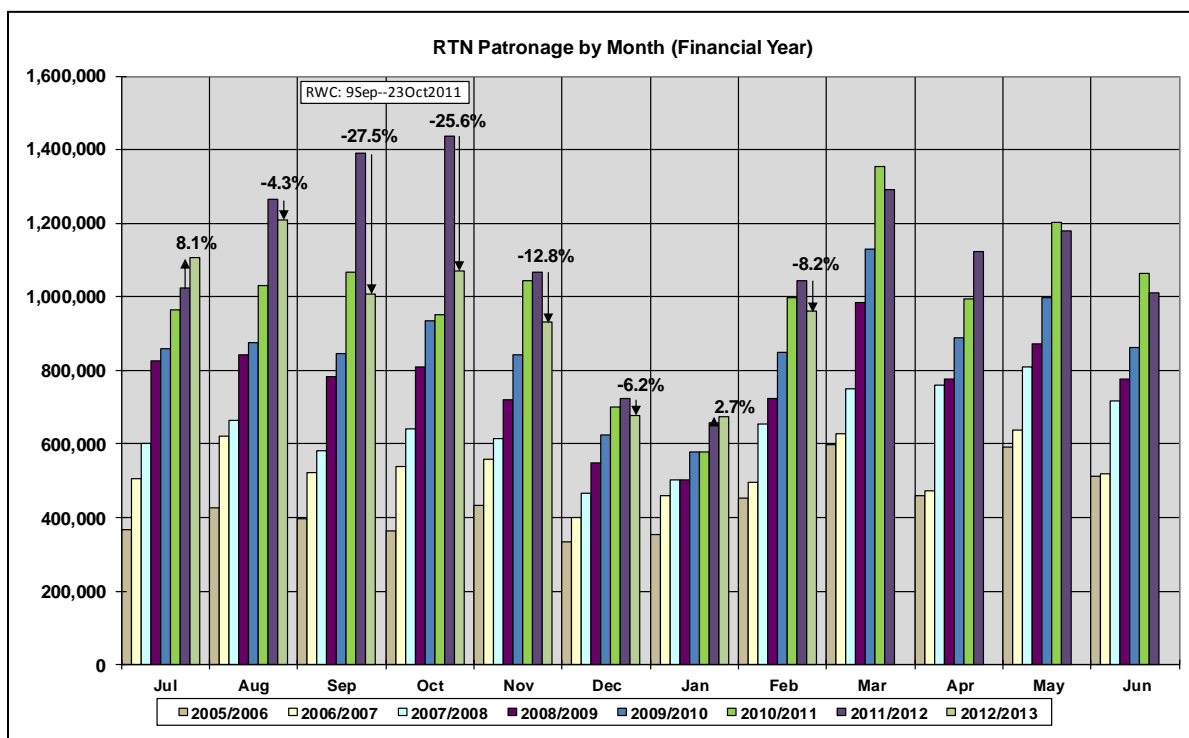


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2012/13

## Rail Patronage

February 2013 was the first full month of rail operations 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.

Rail patronage in February recorded a decline from the previous year due to the factors discussed below. For the rolling twelve months to February 2013 there were 9,996,066 passenger journeys recorded on rail services (Figures 6 and 7) a decrease of -8.5% or -929,032 boardings on the same period in the previous year to February 2012.

Patronage for the month of February 2013 was 789,077 boardings, a decrease of -8.4% (-72,004 boardings) on February 2012 (Figure 8). There was one less business day in February 2013 compared to February 2012, which would account for approximately -4%, and pre-purchase of tertiary ten-trip tickets at the end of the same month last year as described below would account for a -7.5% patronage reduction.

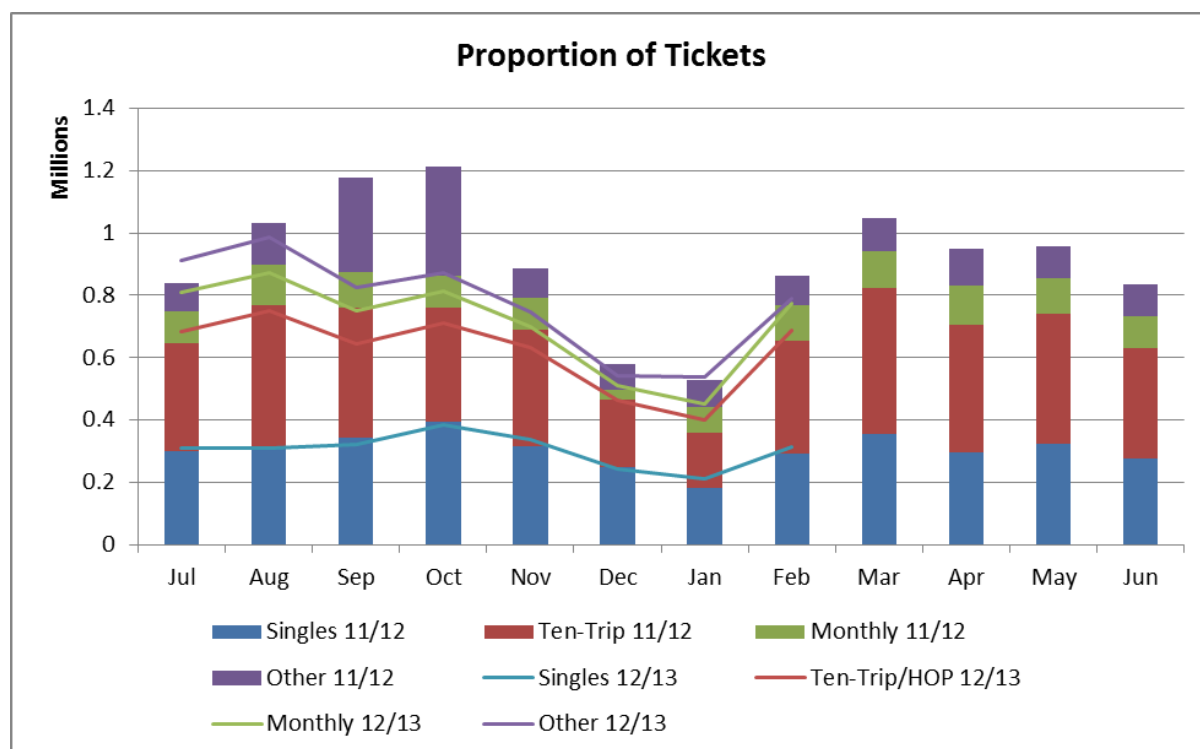
The introduction of the AT HOP ticketing system on rail from October has seen a change in the way in which patronage is recorded, transitioning between 27 October and end-December 2012 from a manual at point of sale to electronic real-time usage transaction system. Trip counts from legacy 10-trip and monthly paper tickets reduced over this period as tickets expired. 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, or date the transaction was accounted for in the case of agency sales. 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 an earlier 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.

The change will result in some variability in the year-on-year comparisons for the remainder of 2013. In February 2012 there was a surge in recorded ticket sales during the last three days of the month



with 28% of tertiary ten-trip ticket sales (64,000 equivalent journeys) for the month being recorded on these last three days at the commencement of the student year. A proportion of these trips would be expected to be used in subsequent months. There would be no equivalent surge in February 2013 as the tertiary ten-trip tickets have been replaced by AT HOP Tertiary Stored Value. Patronage counting would result in an apparent February on February downturn as the ten-trip ticket sales in February 2012 would have been counted in February 2012 statistics at time of ticket sale while AT HOP Stored Value use in 2013 is not counted until a journey is made.

The following graph provides a year-on-year comparison of ticket sales by ticket type by month with the bars representing last year's journeys and the lines representing this year. Note the "other" category is primarily special event related travel and includes group travel and travel made using multi-modal passes (e.g. Northern Pass).



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

The number of trips made on single paper tickets remains constant while the journey equivalents for ten-trip tickets would have been negatively impacted during the transition phase to HOP (October to December) when these tickets were phased out. The effect of the RWC on the September and October 2011 patronage is particularly evident.

The decrease for the month compared to the same month last year can principally be attributed to one less work day and a pre-purchase of tertiary ten-trip tickets at the end of the same month last year.



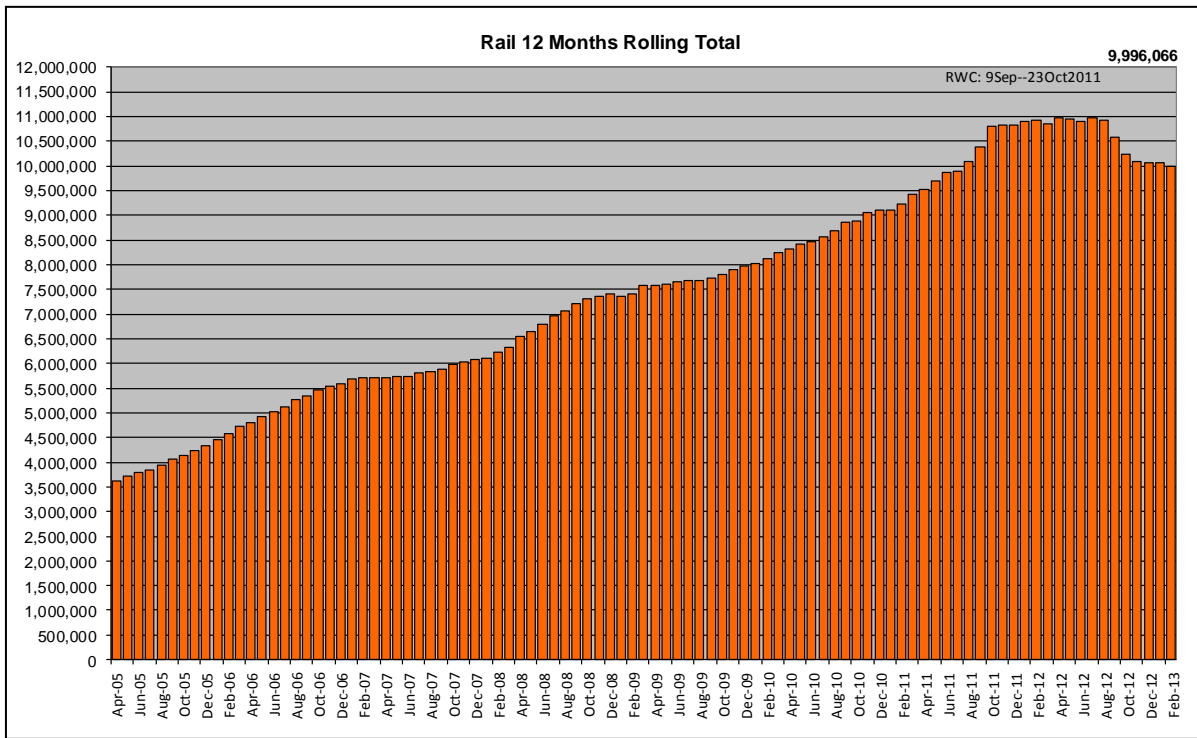


Fig 6. Rail Patronage – 12 Months Rolling Total

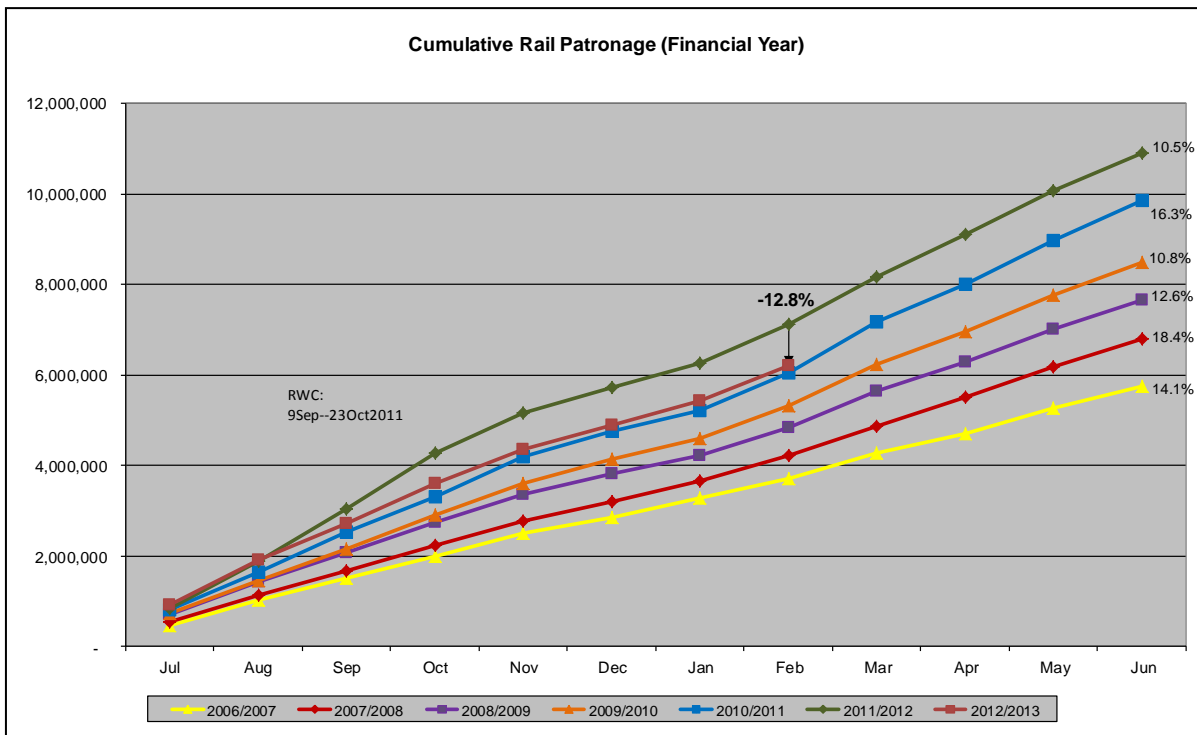


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2012/13

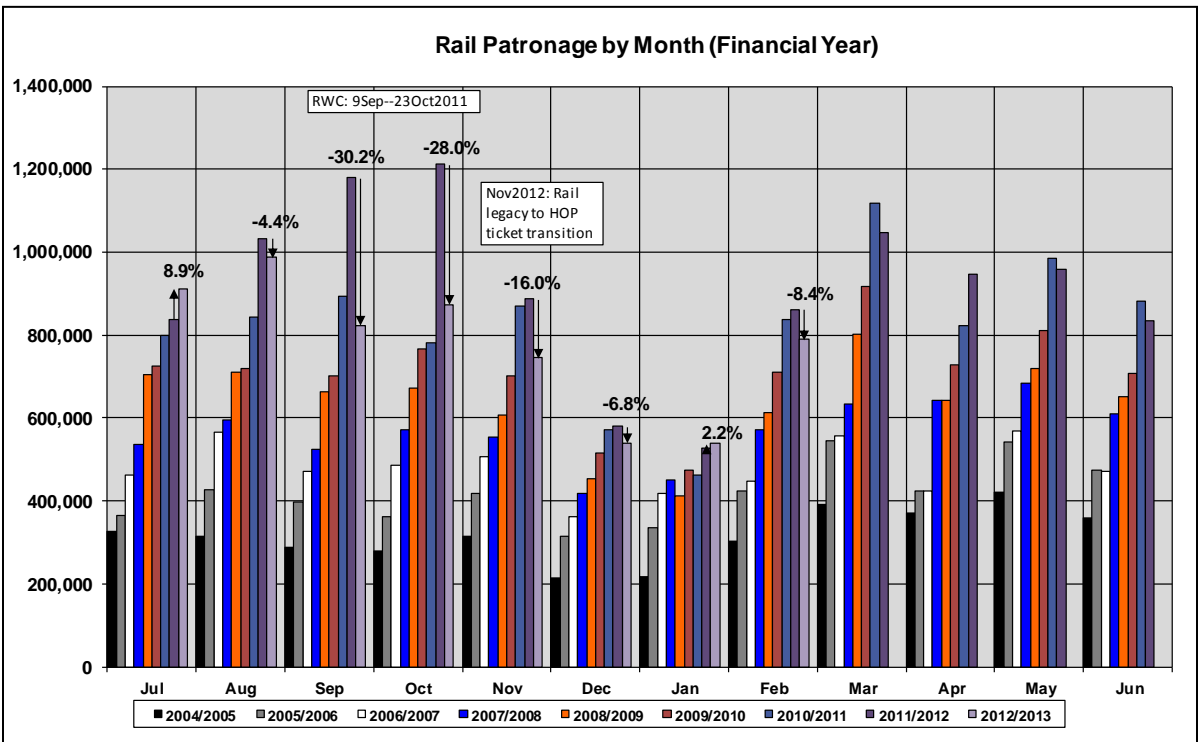


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2012/13

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 6,429,675 passengers for the 12-months to Feb-2013 a decrease of -393,517 boardings or -5.8%. For the financial year-to-date, eight months to Jun 2013, patronage has reduced by -8.7% (-382,252 boardings). Patronage for Feb-2013 was 494,319 boardings, a decrease of -8.3% (-44,914 boardings) on Feb-2012 (Figure 9).

In Feb-2013 there were 432,831 passengers recorded travelling on the Southern and Eastern Lines excluding the Onehunga Lines, a decrease of -9.5% on Feb-2012.

There were 61,488 passengers recorded using the Onehunga Line during Feb-2013. For the 12-months to Feb-2013, there have been 714,568 passengers recorded on Onehunga Line services.

There were 86,056 passengers recorded using the Manukau Line during Feb-2013. For the 12-months to Feb-2013, there have been 879,049 passengers recorded on Manukau Line services since it was opened in April 2012.

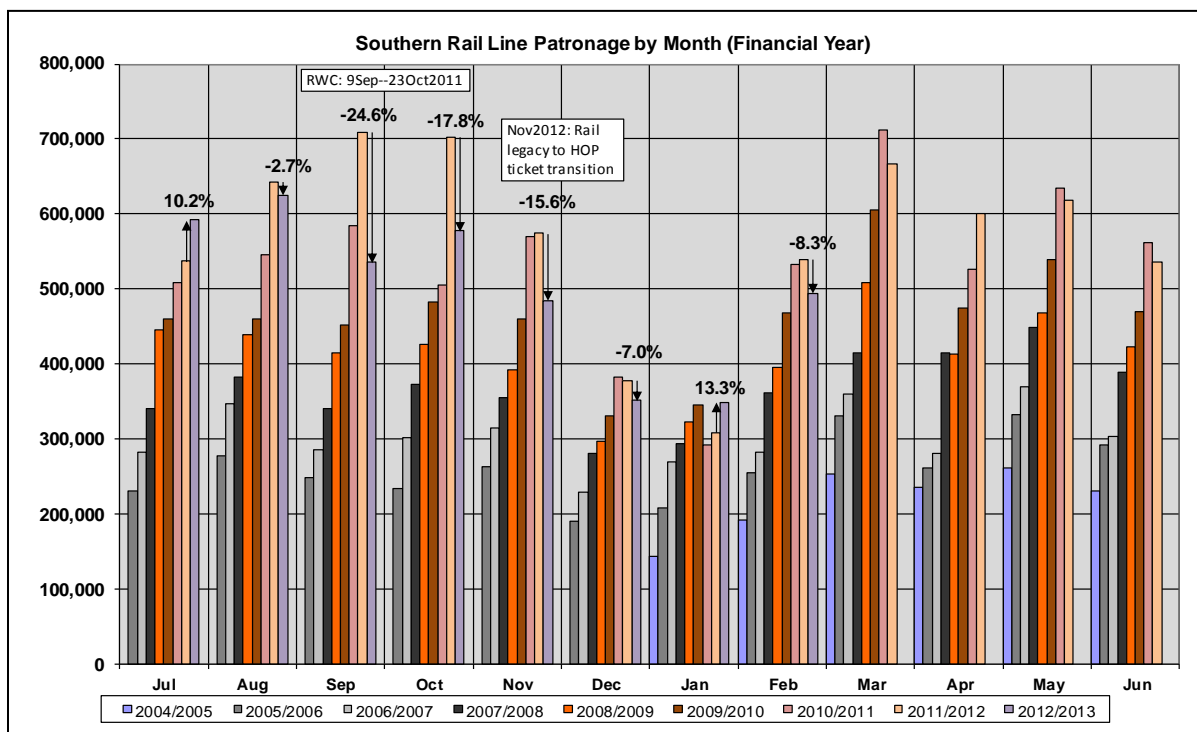


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

## Western Rail Line

Western Line rail patronage totalled 3,566,391 passengers for the 12-months to Feb-2013 a decrease of -535,515 boardings or -13.1%. For the financial year-to-date, eight months to Jun 2013, patronage has reduced by -19.3% (-525,842 boardings). Patronage for Feb-2013 was 294,758 boardings, a decrease of -8.4% (-27,090 boardings) on Feb-2012 (Figure 10).

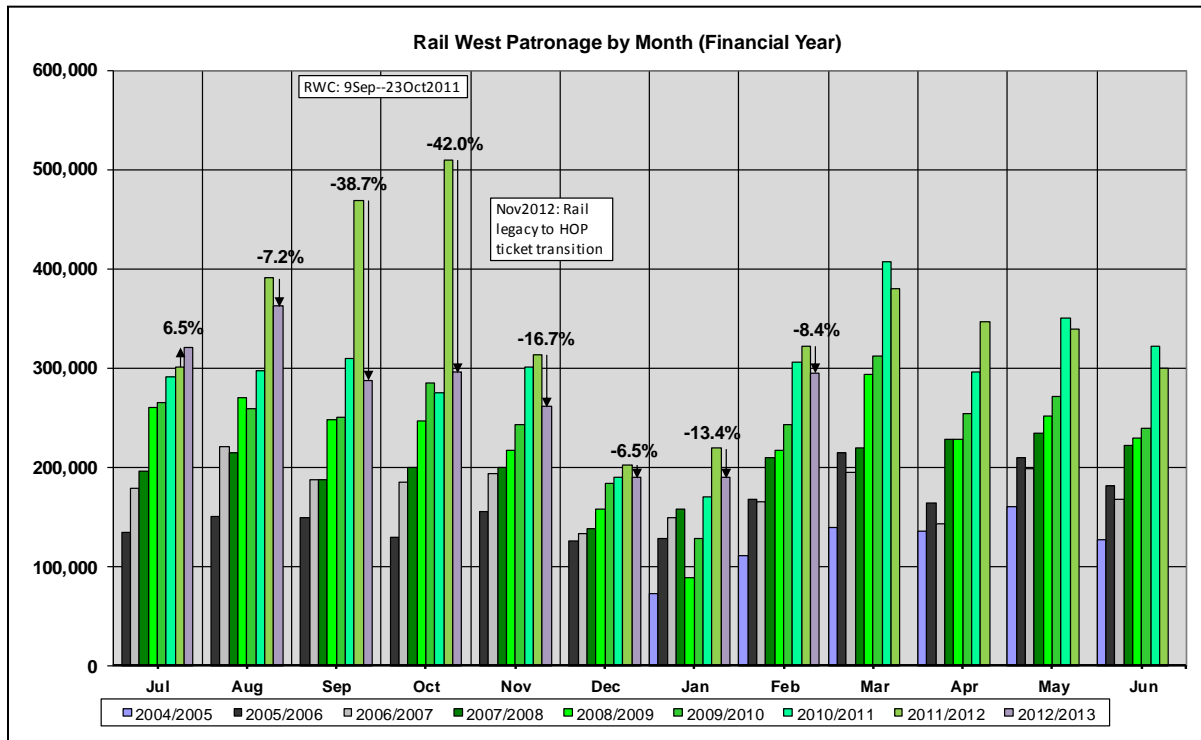


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2012/13

## Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,249,079 passengers for the 12-months to Feb-2013 (Figure 11) a decrease of -49,126 boardings or -2.1%. For the financial year-to-date, eight months to Jun 2013, patronage has reduced by -4.2% (-62,448 boardings) (Figure 12). Patronage for Feb-2013 was 170,554 boardings, a decrease of -7.3% (-13,505 boardings) on Feb-2012 (Figure 13).

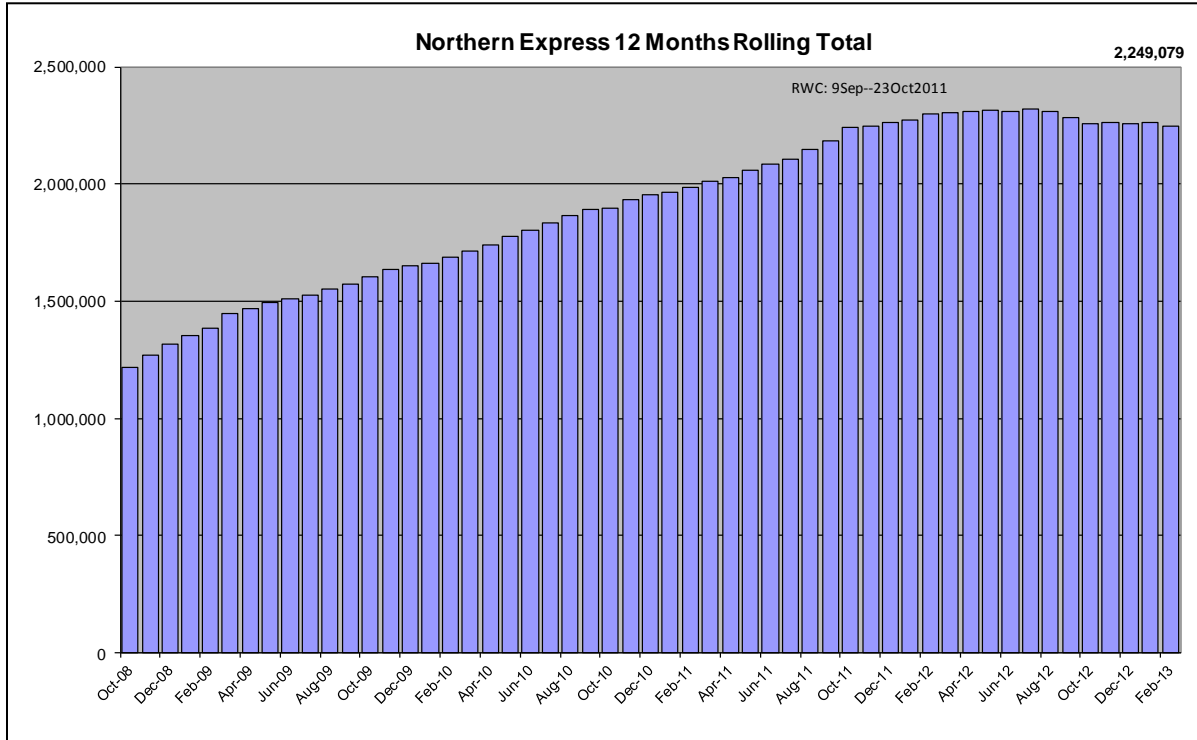


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

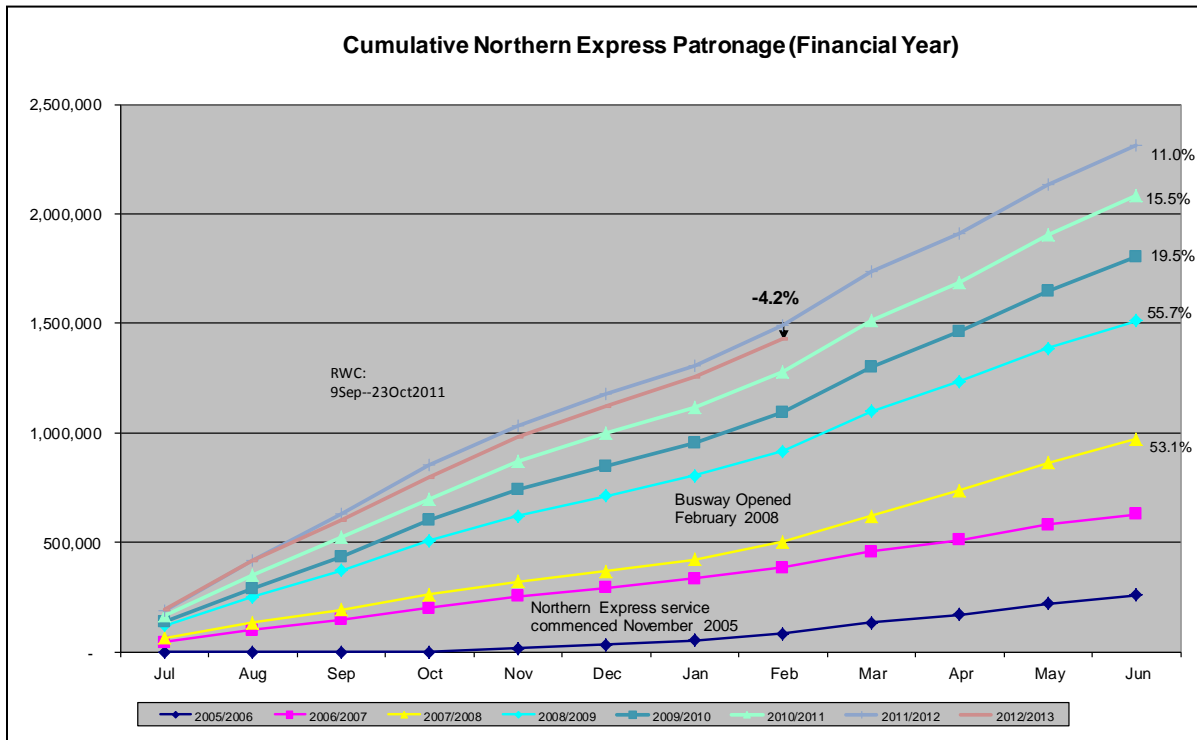


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2012/13

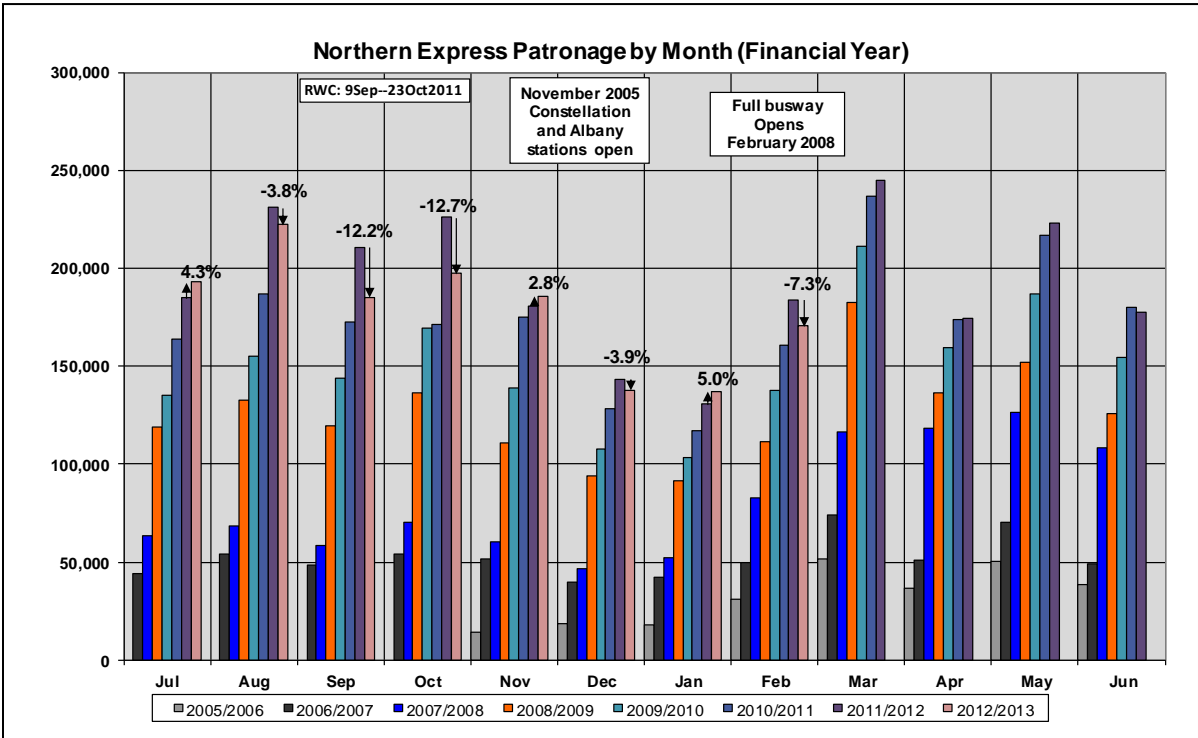


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13



## Bus Patronage (Other Than Northern Express)

Bus services other than the Northern Express form the majority of services on the Quality Transit Network and Local Connector Network including dedicated school bus services. Patronage totalled 51,836,511 passengers for the 12-months to Feb-2013 a decrease of -359,936 boardings or -0.7%. For the financial year-to-date, eight months to Jun 2013, patronage has reduced by -3.1% (-1,055,736 boardings). Patronage for Feb-2013 was 4,132,765 boardings, a decrease of -7.1% (-313,630 boardings) on Feb-2012 (Figure 14).

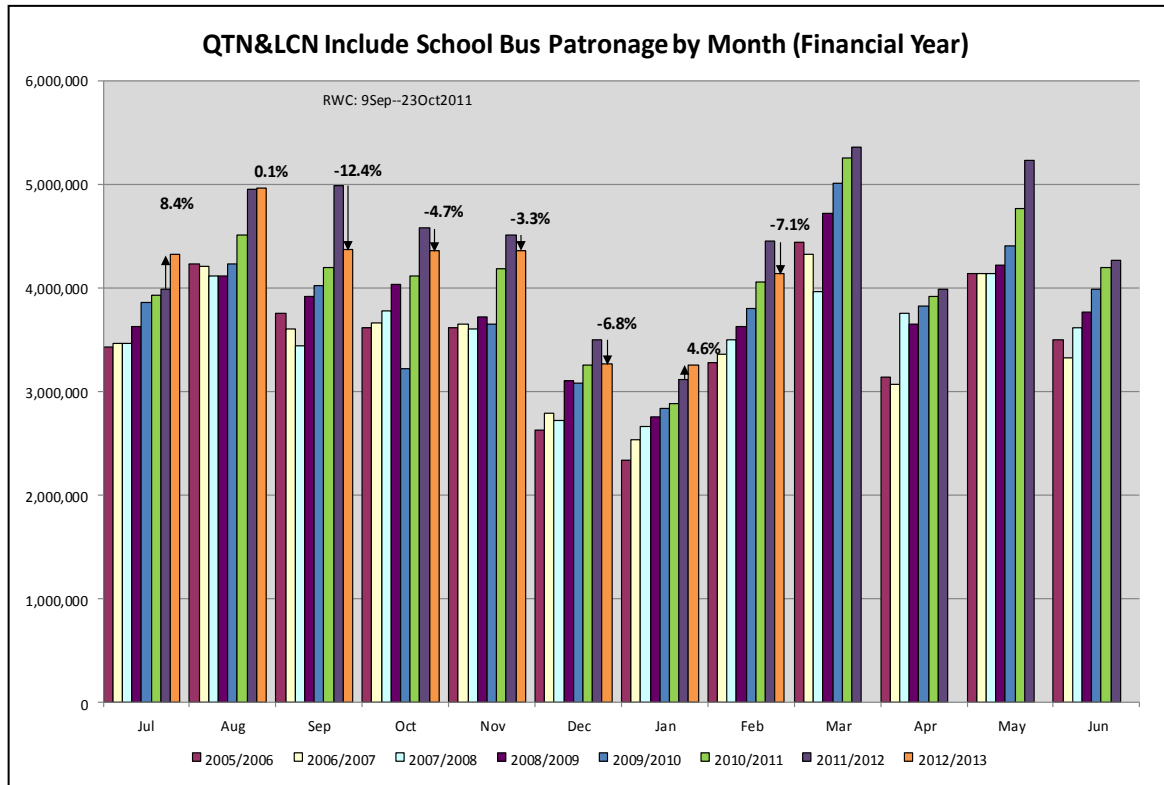


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13



## Bus (Other than Northern Express) Patronage Analysis

Table 2 provides an analysis of bus services (excluding Special Events patronage) by geographical sector.

Table 2. Bus Patronage Analysis by Geographic Sector

	North Sector (excluding Northern Express)						West Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-12	926,852	84,385	10.0%	10,732,341	346,206	3.3%	407,608	8,580	2.2%	4,989,983	113,390	2.3%
Aug-12	1,051,723	- 16,932	-1.6%	10,715,409	213,015	2.0%	452,713	- 33,604	-6.9%	4,956,379	34,216	0.7%
Sep-12	901,740	- 89,196	-9.0%	10,626,214	13,157	0.1%	425,007	- 21,561	-4.8%	4,934,818	-20,147	-0.4%
Oct-12	890,412	28,231	3.3%	10,654,445	27,206	0.3%	416,357	19,468	4.9%	4,954,287	2,263	0.0%
Nov-12	882,903	- 21,860	-2.4%	10,632,585	-18,311	-0.2%	419,980	- 2,617	-0.6%	4,951,670	-6,907	-0.1%
Dec-12	596,249	- 34,371	-5.5%	10,598,214	-37,826	-0.4%	310,113	1,908	0.6%	4,953,578	11,810	0.2%
Jan-13	596,726	31,866	5.6%	10,630,080	-31,470	-0.3%	300,591	13,457	4.7%	4,967,035	14,858	0.3%
Feb-13	858,238	- 62,943	-6.8%	10,567,136	-142,645	-1.3%	391,500	- 29,329	-7.0%	4,937,707	-36,451	-0.7%
	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%
Feb-13	859,045	- 64,868	-7.0%	10,708,913	-110,937	-1.0%	2,023,982	-156,490	-7.2%	25,622,755	252,810	1.0%

## Ferry Patronage

Ferry patronage totalled 5,435,024 passengers for the 12-months to Feb-2013 an increase of 190,612 boardings or +3.6%. For the financial year-to-date, eight months to Jun 2013, patronage has reduced by -0.4% (-13,016 boardings). Patronage for Feb-2013 was 547,564 boardings, an increase of +7.5% (38,407 boardings) on Feb-2012 (Figure 15).

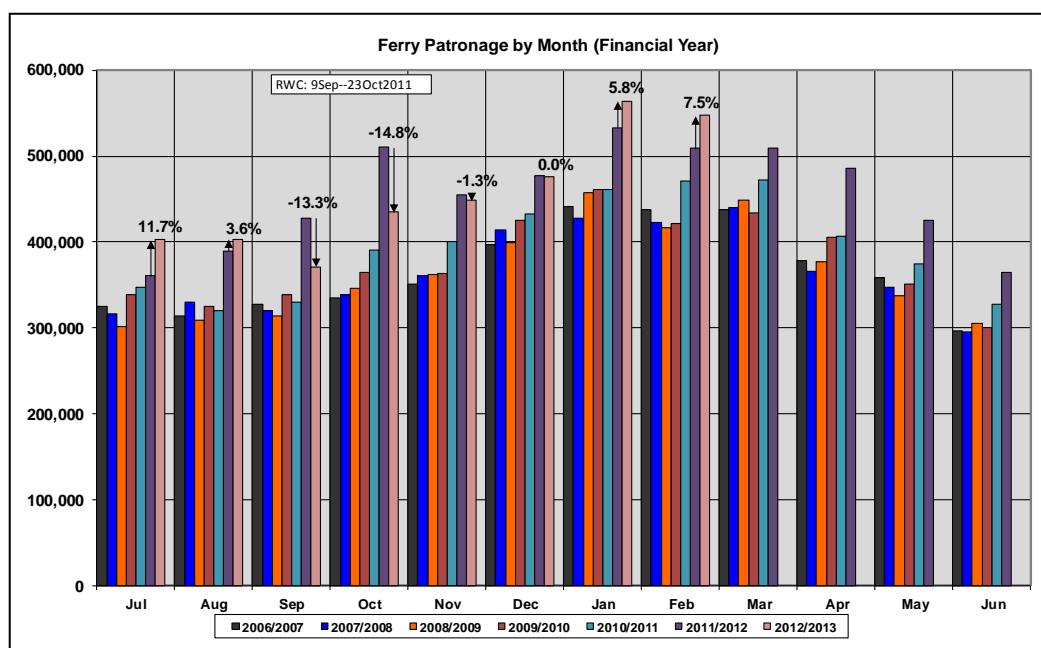


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2012/13

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### Rail Service Performance

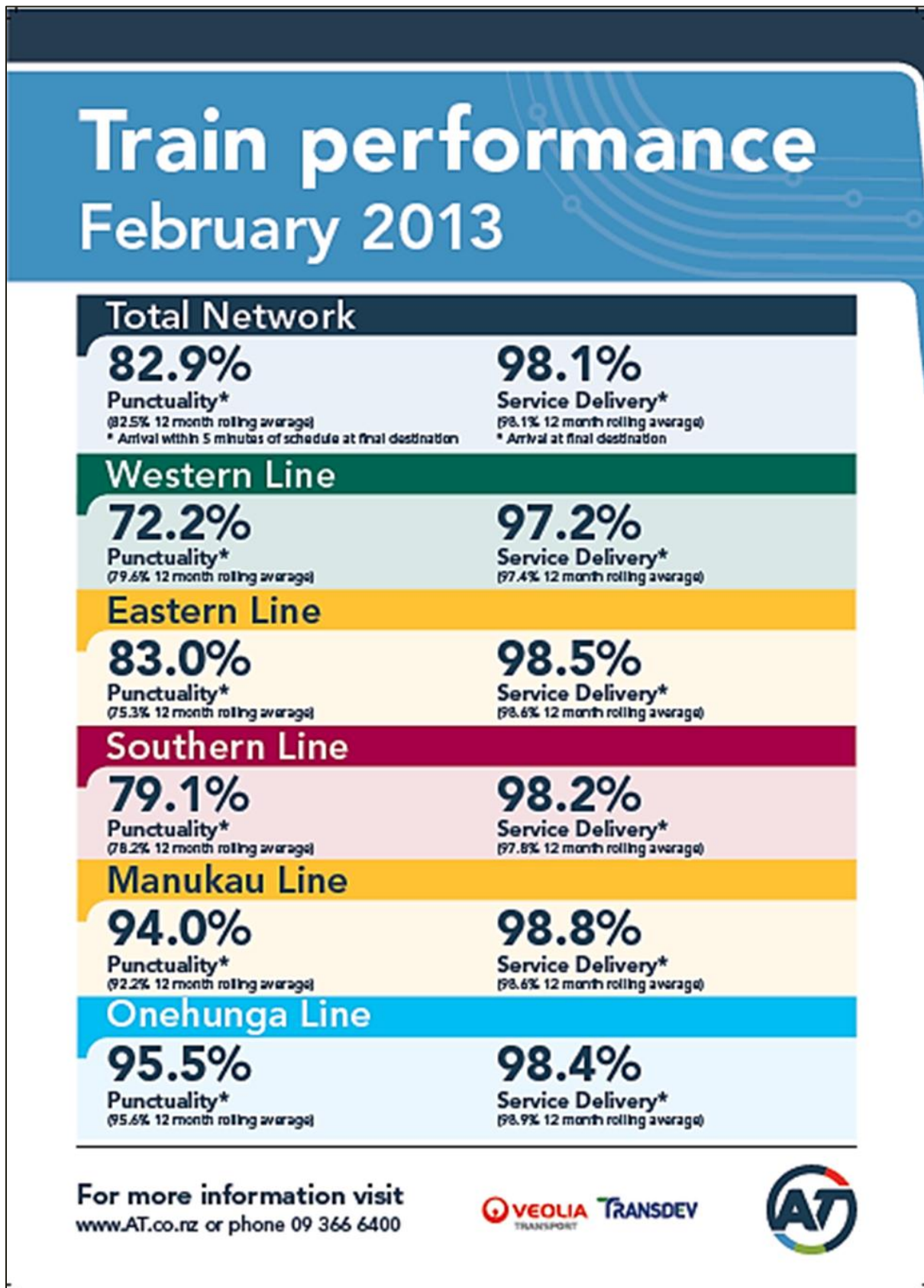


Fig 16. Rail Published Performance Results for February 2013

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 February the performance of the train services was affected by a number of significant incidents that disrupted services, which are detailed below, and a continued relatively high level of “Heat 40” restrictions across the network compared to last year, partially due to the prevailing weather conditions. These apply when the ambient temperature at rail level exceeds a pre-defined threshold and are a safety measure on sections of newly upgraded track while the formation settles. The level of speed restrictions and number of control equipment failures was slightly below that recorded in February last year.

For the month of February 82.9% of services operated on time or within five minutes of their schedule. This compares to 85.1% in January and 76.6% for the same month last year. Punctuality trends comparing 2011/12 and 2012/13 are presented at Figure 17.

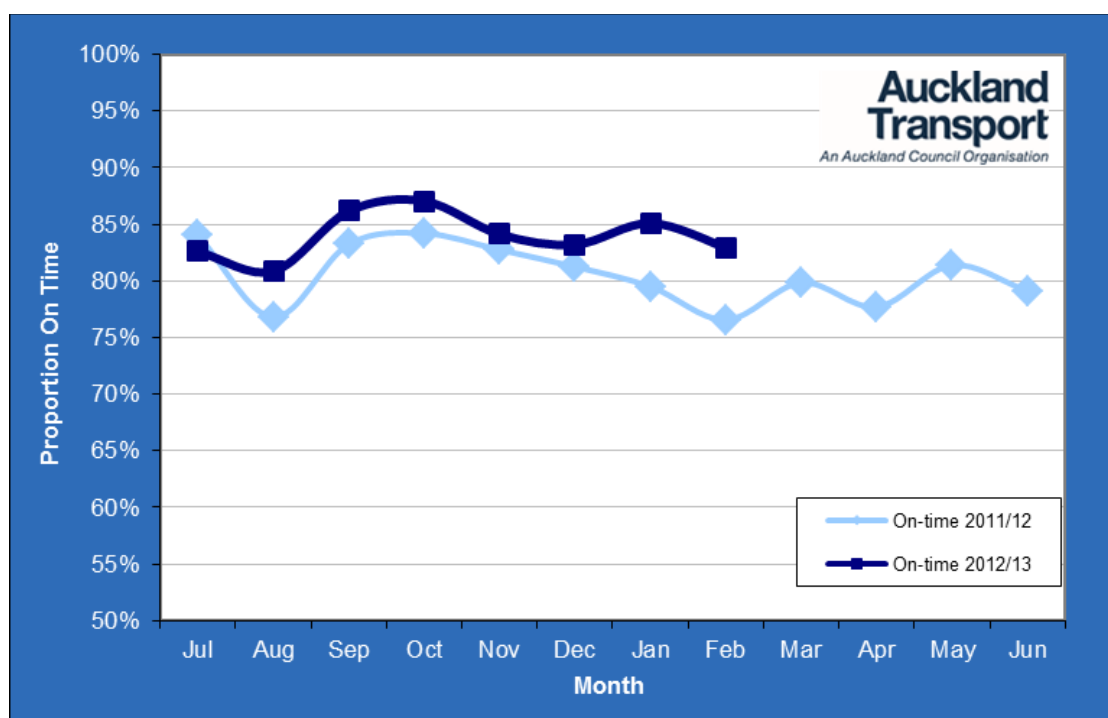


Fig 17. Rail Punctuality Trends for 2011/12 and 2012/13

The following major incidents impacted on service delivery during February:

- *Track, Signals and Train Control (Kiwirail)* – Track, signal or points failures had a significant effect on the delivery of services on five days during February the most significant being a points failure at Newmarket that affected evening peak services on 18 February.
- *Train faults (Kiwirail)* – Train faults had a significant effect on service operations on two days in February.
- *Operational (Veolia)* – Operational incidents affected train services on three days during the month, two of which were from driver error.
- *Other* – Two significant incidents affected service delivery on the Western Line, with consequential impacts on other lines, late in the month. During the evening peak of 22 February a truck hit a rail bridge at New Lynn resulting in a suspension of services through the area while the bridge was inspected for damage. On 25 February a freight train struck a person on the Morningside level crossing which caused a temporary suspension of services during the morning. On both days, alternative transport was arranged for the affected train customers.

Train delay minutes increased by 20.3% in February compared to the previous month as illustrated in Figure 18 but were 13.2% below the number for the same month last year. The most significant contributor to the increase was the level of operational incidents including a number of incidents with passengers. Delay minutes per train service continues to trend slightly downwards. For the month a total of 15,973 delay minutes were recorded as a result of all causes.

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

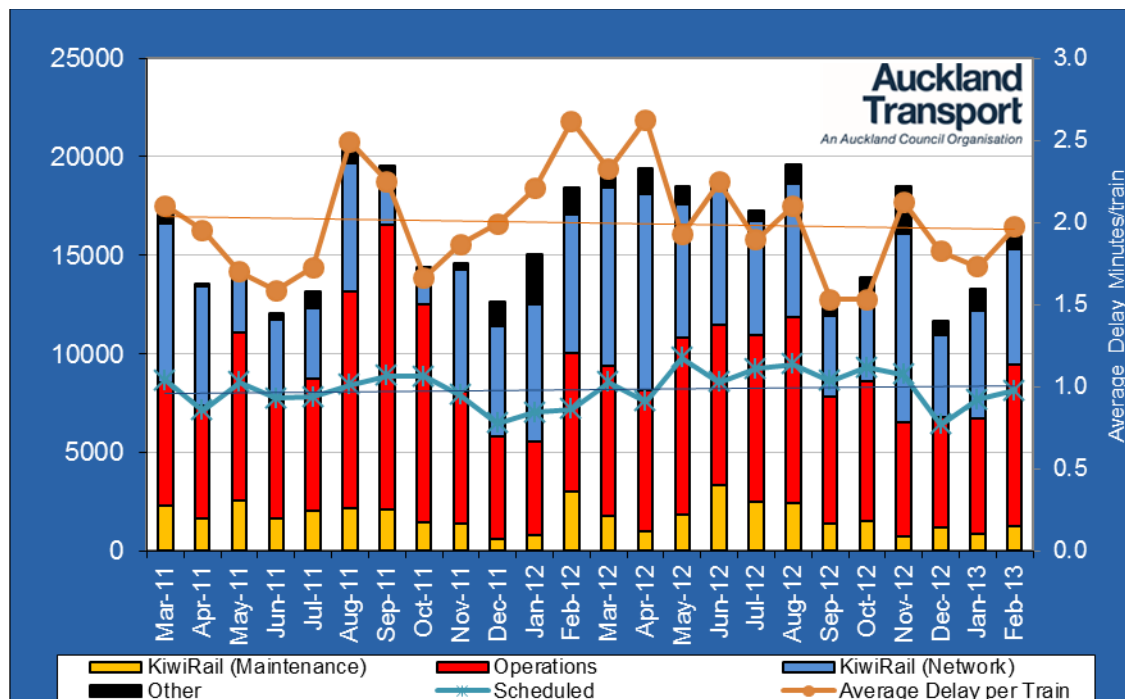


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	1,759	30.0%
Signal/points failure	1,694	28.9%
Speed restrictions	2,078	35.5%
Track protection measures*	323	5.5%
<b>Total</b>	<b>5,854</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.

## Rail Capacity

The return of schools and normal business after the summer holidays resulted in an increase in the loads on peak services. Based on average train 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 two services reported to have exceeded AT's planned seating to standing ratio during February, the 7:05am service from Papakura to Britomart and the 5:14pm service from Britomart to Manukau. Three other services, the 6:55am Pukekohe to Britomart, the 7:02am Waitakere to Britomart and the 3:08pm Britomart to Swanson, were reported as at the planned level. Some services may have exceeded the standard on some days.

## Bus Service Performance

For February 2013, 99.90% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for February 2013 was 98.86%, 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- February 2013*

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,186	100%	99.77%
H & E	16,662	100%	99.14%
NZ Bus	107,950	99.84%	98.83%
Ritchies	26,531	99.99%	98.62%
Tranzit	2,128	100%	98.64%
Urban Express	4,778	99.96%	96.76%
Total	173,318	99.90%	98.86%

## Ferry Service Performance

For February 2013, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for February 2013 was 99.74% 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- February 2013*

	Scheduled Trips	Reliability	Punctuality
Bayswater	912	100%	99.89%
Half Moon Bay	528	100%	99.05%
Birkenhead	976	100%	99.69%
Gulf Harbour	116	100%	100%
West Harbour	513	100%	99.81%
Rakino	22	100%	100%
Pine Harbour	544	100%	100%
Hobsonville	198	100%	100%
Total	3,812	100%	99.37%

#### 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

34 events took place in February, with impacts 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.

##### Sky City Breakers vs. Perth Wildcats Vector Arena: Friday 1<sup>st</sup> February 2013:

For the 2012/2013 Breakers Season at Vector Arena, travel is included in the ticket price for these events. Patrons can travel on the Northern Express bus service and all regular timetabled rail services and there is a special event bus service from Quay Street back to all busway stations on the North Shore. Attendance at the event was 8,450.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
<b>RAIL</b>	425	5.03	447	5.29	<b>5.16%</b>
<b>BUS</b>	100	1.18	402	4.76	<b>2.97%</b>
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	525	6.21	849	10.05	<b>8.13%</b>

##### Wellington Phoenix vs. Perth Glory Eden Park: Saturday 2<sup>nd</sup> February 2013:

Auckland Transport ran 'user pays' special event services on buses and trains for this event at Eden Park. Special event bus services in use were from North Shore Busway Stations and Newmarket/Mt Eden. Additional rail services were also utilised. Attendance at the event was 11,566.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
<b>RAIL</b>	614	5.31	514	4.44	<b>4.88%</b>
<b>BUS</b>	340	2.94	292	2.52	<b>2.73%</b>
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	954	8.25	806	6.97	<b>7.61%</b>

##### Waitangi Day Okahu Bay: Wednesday 6th February 2013:

Auckland Transport supplemented Tamaki Drive services.



**20Twenty International Cricket: Black Caps vs. England Eden Park: Saturday 23<sup>rd</sup> February 2013:**

Auckland Transport ran 'user pays' special event services on trains for this event at Eden Park. Attendance at the event was 23,758.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
<b>RAIL</b>	3859	16.24	4239	17.84	<b>17.04%</b>
<b>BUS</b>	-	-	-	-	-
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	3859	16.24	4239	17.84	<b>17.04%</b>

**One Day International Cricket: Black Caps vs. England Eden Park: Sunday 10<sup>th</sup> February 2013:**

Auckland Transport ran 'user pays' special event services on trains for this event at Eden Park. Attendance at the event was 17,560.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
<b>RAIL</b>	3494	19.90	3826	21.79	<b>20.85%</b>
<b>BUS</b>	-	-	-	-	-
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	3494	19.90	3826	21.79	<b>20.85%</b>

**Sky City Breakers vs. Adelaide 36ers Vector Arena: Thursday 28<sup>th</sup> February 2013:**

For the 2012/2013 Breakers Season at Vector Arena, travel is included in the ticket price for these events. Patrons can travel on the Northern Express bus service and all regular timetabled rail services and there is a special event bus service from Quay Street back to all busway stations on the North Shore. Attendance at the event was 7,334.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
<b>RAIL</b>	364	4.96	242	3.44	<b>4.2%</b>
<b>BUS</b>	175	2.39	317	4.32	<b>3.36%</b>
<b>FERRY</b>	-	-	-	-	-
<b>TOTAL</b>	539	7.35	569	7.76	<b>7.56%</b>

## 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 February 2013.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### Projects Implemented

- The Hobsonville and Beach Haven ferry service commenced on Sunday 3 February 2013, with connecting bus services beginning the following day.
- The following service changes were implemented on 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.

### Projects in Planning

- Plans are being finalised for an extension of the Manukau to Airport bus service to also serve Mangere and Onehunga. Likely implementation date is 28 April. Initially the route will serve only the Onehunga train station. The Onehunga Transport Centre (bus station)



will be included in the route after the reconstruction of the facility which is scheduled for April and May.

- Consultation on the South Auckland part of the New Network is due to commence mid-year, subject to the AT Board's adoption of the revised Regional Public Transport Plan at its March meeting.

## 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Customer awareness regarding the change to the on-board rail fare.
- Awareness campaign around 10 February bus timetable changes.
- Promotion of Hobsonville and Beach Haven ferry service.
- Promotion of tertiary concession renewals, both HOP and AT HOP.

## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

### Walk-In-Centres

The combined customer visits to the Customer Service Centres at Britomart, AUT, Newmarket and New Lynn for the month of February were 38,732.

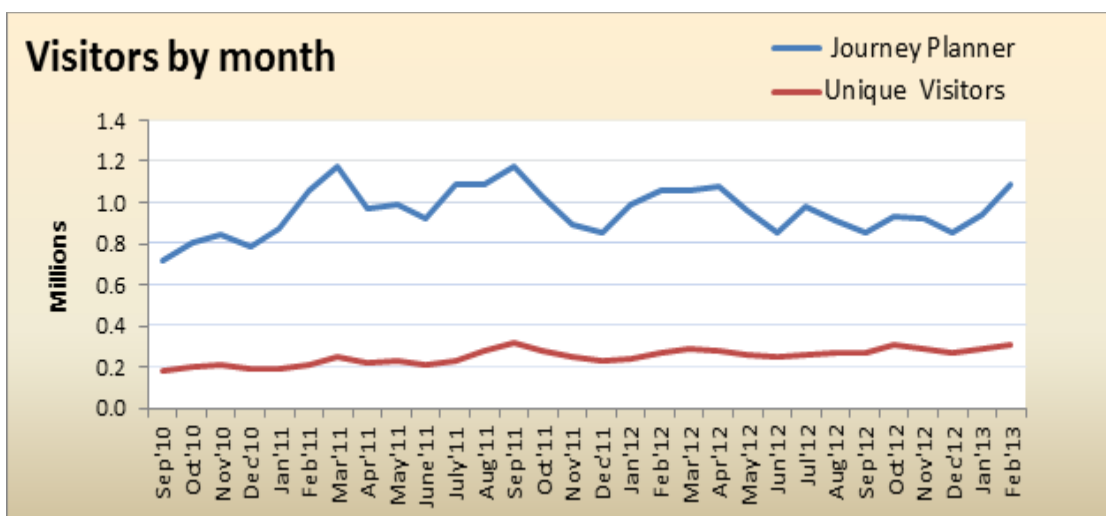
The visits to Britomart alone totalled 30,409 which is a +113% increase compared to February 2012.

### AT Public Transport Call Centre

For February 2013, call volume was 39,669 (-16.34% compared to February 2012). 80.00% of calls were answered within the service standard of 20 seconds.

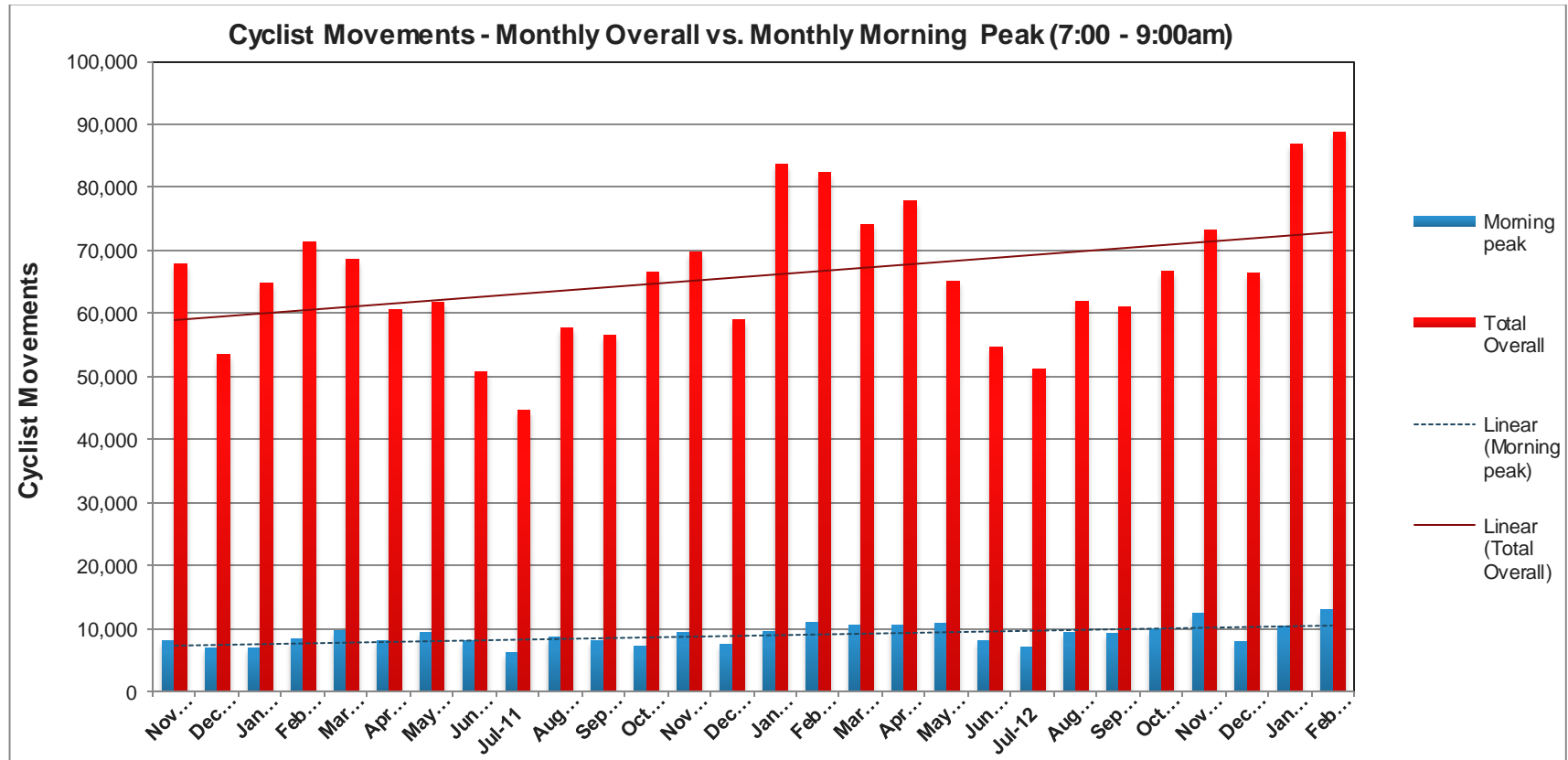
For HOP ticketing 8024 calls during the month and were answered in 83.84% grade of service standard of 20 seconds.

[www.AT.co.nz](http://www.AT.co.nz)



# Monthly Cycle Monitoring Report (February 2013)

- There has been an increase of 7.9% in cyclist movements in February 2013 when compared to February 2012.
- The morning peak movements increased by 18.5% when compared to February last year.
- A total of 827,596 cycle trips were recorded for the year March 2012 to February 2013, this is an increase of 8.7% 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			8.2%	
April		60,534	77,862			28.6%	
May		61,675	65,137			5.6%	
June		50,742	54,632			7.7%	
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			8.9%	
April		8,040	10,444			29.9%	
May		9,315	10,856			16.5%	
June		7,998	8,037			0.5%	
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%	

