



# STATISTICS REPORT

June 2015



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# AT METRO

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## 1. HIGHLIGHTS

### Patronage

Auckland public transport patronage totalled 79,249,549 passenger boardings for the 12 months to Jun-2015, an increase of +0.8% on the 12 months to May-2015 and +9.5% on the 12 months to Jun-2014. June monthly patronage was 6,742,982, an increase of 634,991 boardings or +10.4% on Jun-2014, normalised to ~ +7.2% accounting for one more business day and one less weekend day in Jun-2015 compared to Jun-2014 and special event patronage. Financial year to date patronage has grown by +9.5%.

Rail patronage totalled 13,916,822 passenger boardings for the 12 months to Jun-2015, an increase of +1.6% on the 12 months to May-2015 and +21.7% on the 12 months to Jun-2014. Patronage for Jun-2015 was 1,265,396, an increase of 225,565 boardings or +21.7% on Jun-2014, normalised to ~ +19.9%. Financial year to date rail patronage has grown by +21.7%.

The Northern Express bus service totalled 2,843,210 passenger boardings for the 12 months to Jun-2015, an increase of +1.3% on the 12 months to May-2015 and +17.2% on the 12 months to Jun-2014. Northern Express bus service patronage for Jun-2015 was 245,735, an increase of 35,666 boardings or +17.0% on Jun-2014, normalised to ~ +16.8%. Financial year to date Northern Express patronage has grown by +17.2%.

Bus services excluding Northern Express totalled 56,953,128 passenger boardings for the 12 months to Jun-2015, an increase of +0.6% on the 12 months to May-2015 and +6.6% on the 12 months to Jun-2014. Bus services excluding Northern Express patronage for Jun-2015 was 4,854,273, an increase of 328,592 boardings or 7.3% on Jun-2014, normalised to ~ +3.6%. Financial year to date bus services excluding Northern Express patronage has grown by +6.6%.

Ferry services totalled 5,536,389 passenger boardings for the 12 months to Jun-2015, an increase of +0.8% on the 12 months to May-2015 and +8.3% on the 12 months to Jun-2014. Ferry services patronage for Jun-2015 was 377,578, an increase of 45,168 boardings or +13.6% on Jun-2014, normalised to ~ +11.5%. Financial year to date ferry patronage has increased by 8.3%.

### Service Performance

For rail, service punctuality in Jun-2015 was 73.6%, compared to the average for the 12 months to Jun-2015 of 83.4% (arrival at last station). Service reliability was 93.8%, compared to the average for the 12 months to Jun-2015 of 95.9%. Performance in the first two weeks of July is above the 12 month average.

For bus, service punctuality in Jun-2015 was 93.4% compared to the average for the 12 months to Jun-2015 of 91.6% (departure from first stop). Service reliability was 97.5% compared to the average for the 12 months to Jun-2015 of 96.5%.

For ferry, service punctuality in Jun-2015 was 98.9% compared to the average for the 12 months to Jun-15 of 99.5% (departure from origin). Service reliability was 99.3% compared to the average for the 12 months to Jun-15 of 99.6%. Ferry service punctuality and reliability remain operator self-reported.

## 2. PUBLIC TRANSPORT PATRONAGE

### Network Wide Summary

Normalising factors used on actual patronage counts in this report for Jun-2015 include:

- \* Accounting for one more business day and one less weekend day in Jun-2015 compared to Jun-2014.
- \* Differences in patronage for special events across bus and rail in Jun-2015 compared to Jun-2014.

Auckland public transport patronage totalled 79,249,549 passenger boardings for the 12 months to Jun-2015, an increase of +0.8% on the 12 months to Jun-2015 and +9.5% on the 12 months to Jun-2014 as illustrated in Figure 1. June monthly patronage was 6,742,982, an increase of 634,991 boardings or +10.4% on Jun-2014, normalised to ~ +7.2%.

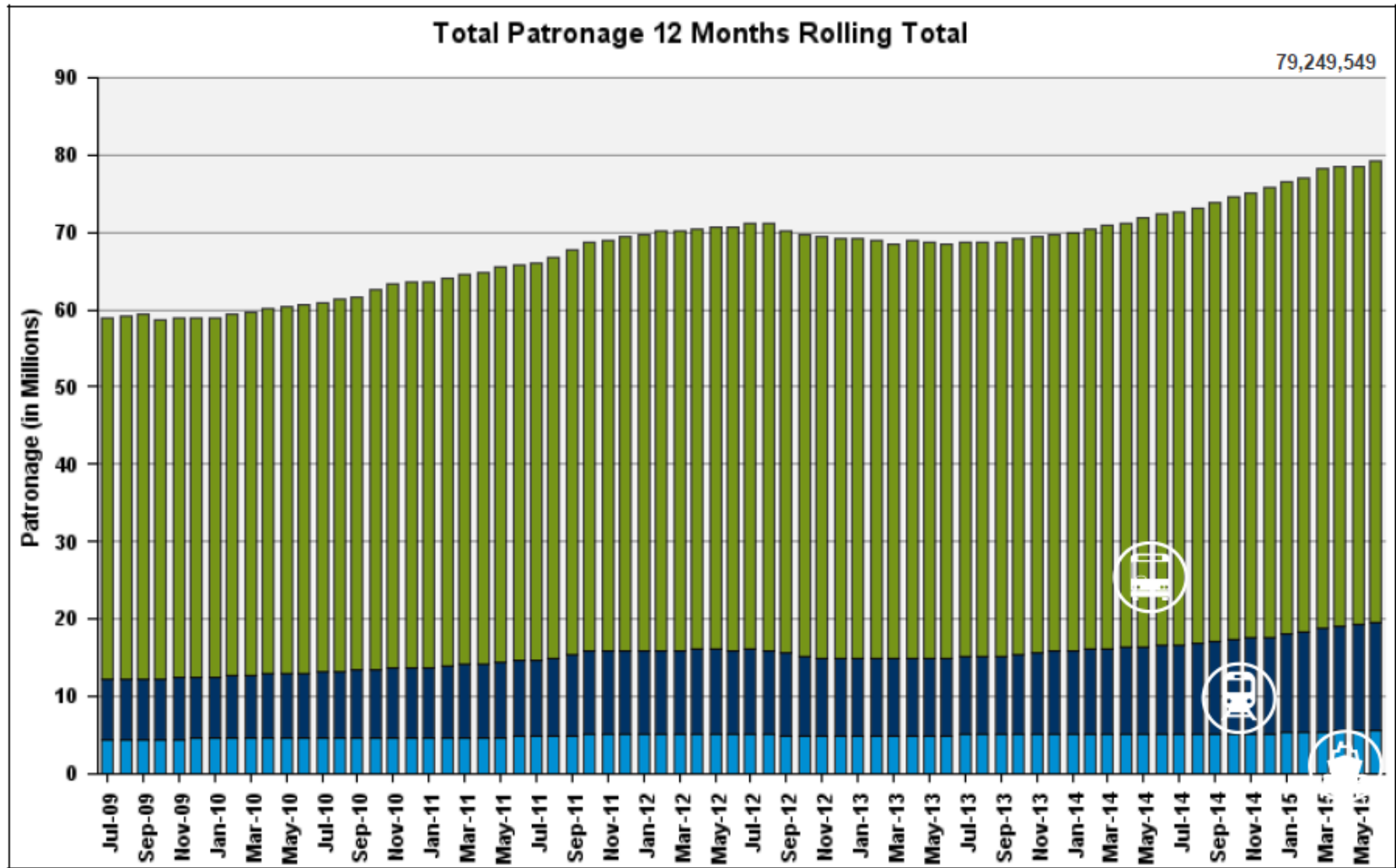


Figure 1: Total Patronage – 12 Months Rolling Total

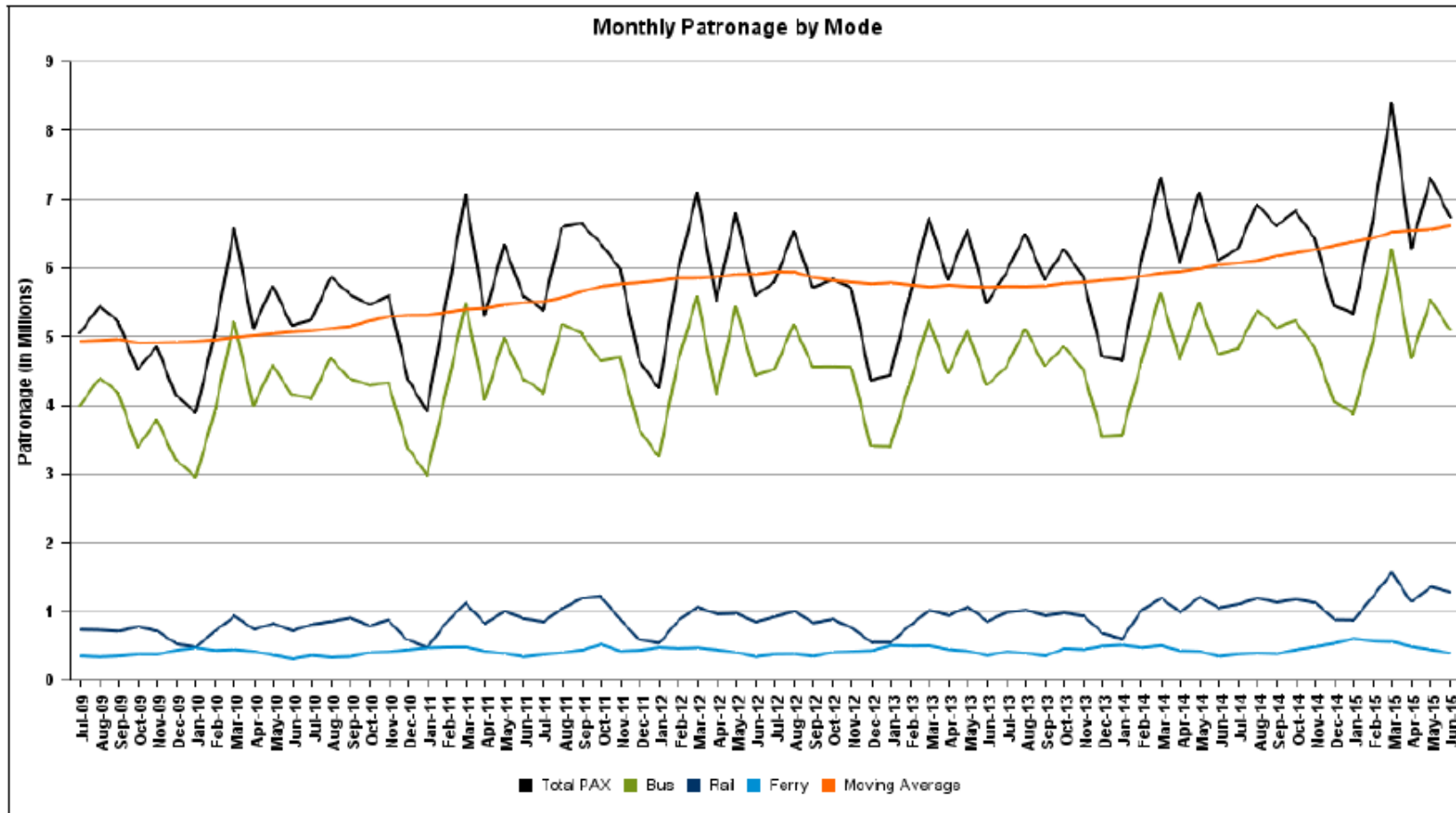


Figure 2. Monthly Patronage by Mode

	June-2015									
	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 Year	% Change Prev Year
<b>1. Rapid Transit Network sub-total:</b>	1,511,131	261,231	20.9%	16,760,032	1.6%	2,898,206	20.9%	16,760,032	2,898,206	20.9%
Northern Express Bus	245,735	35,666	17.0%	2,843,210	1.3%	416,466	17.2%	2,843,210	416,466	17.2%
<b>Rail sub-total:</b>	1,265,396	225,565	21.7%	13,916,822	1.6%	2,481,740	21.7%	13,916,822	2,481,740	21.7%
- Western Line	424,682	46,013	12.2%	4,845,451	1.0%	596,755	14.0%	4,845,451	596,755	14.0%
- South Eastern Sevice	840,714	179,552	27.2%	9,071,371	2.0%	1,884,985	26.2%	9,071,371	1,884,985	26.2%
-Southern Line	401,898	75,053	23.0%	4,366,482	1.7%	562,230	14.8%	4,366,482	562,230	14.8%
-Eastern Line	348,519	98,491	39.4%	3,640,791	2.8%	1,105,384	43.6%	3,640,791	1,105,384	43.6%
-Onehunga Line	90,297	6,008	7.1%	1,064,098	0.6%	217,371	25.7%	1,064,098	217,371	25.7%
<b>2. Frequent Connector and Local Bus (Include School Bus) sub-total:</b>	4,854,273	328,592	7.3%	56,953,128	0.6%	3,528,171	6.6%	56,953,128	3,528,171	6.6%
- Frequent Connector & Local Bus	4,544,182	301,226	7.1%	54,224,722	0.6%	3,399,502	6.7%	54,224,722	3,399,502	6.7%
- Contracted School Bus	310,091	27,366	9.7%	2,728,406	1.0%	128,669	4.9%	2,728,406	128,669	4.9%
<b>3. Ferry</b>	377,578	45,168	13.6%	5,536,389	0.8%	426,436	8.3%	5,536,389	426,436	8.3%
<b>Total Patronage</b>	6,742,982	634,991	10.4%	79,249,549	0.8%	6,852,813	9.5%	79,249,549	6,852,813	9.5%

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

For the financial year to date, twelve months from Jul-2014, patronage has increased by 9.5% or 6,852,813 boardings compared to the same period in the previous financial year.

## 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.

RTN Patronage improved in Jun-2015 and totalled 16,760,032 passengers for the 12 months to Jun-2015 (Figure 3), an increase of +1.6% on the 12 months to May-2015 and +20.9% on the 12 months to Jun-2014. RTN Patronage for Jun-2015 was 1,511,131 boardings, an increase of +20.9% (+261,231 boardings) on Jun-2014 (Figure 3) normalised to ~+19.4%. Financial year to date RTN patronage has grown by +20.9%.



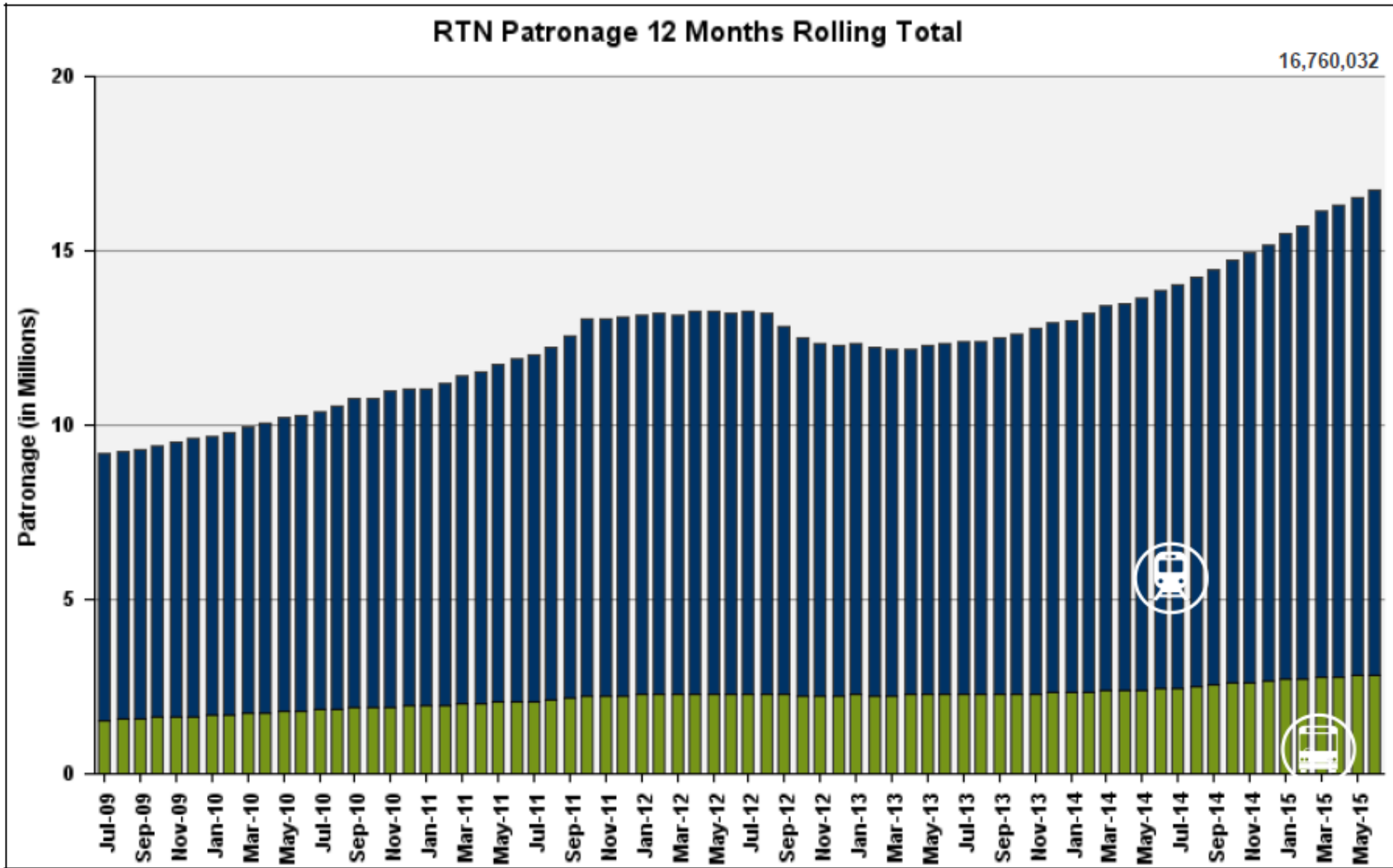
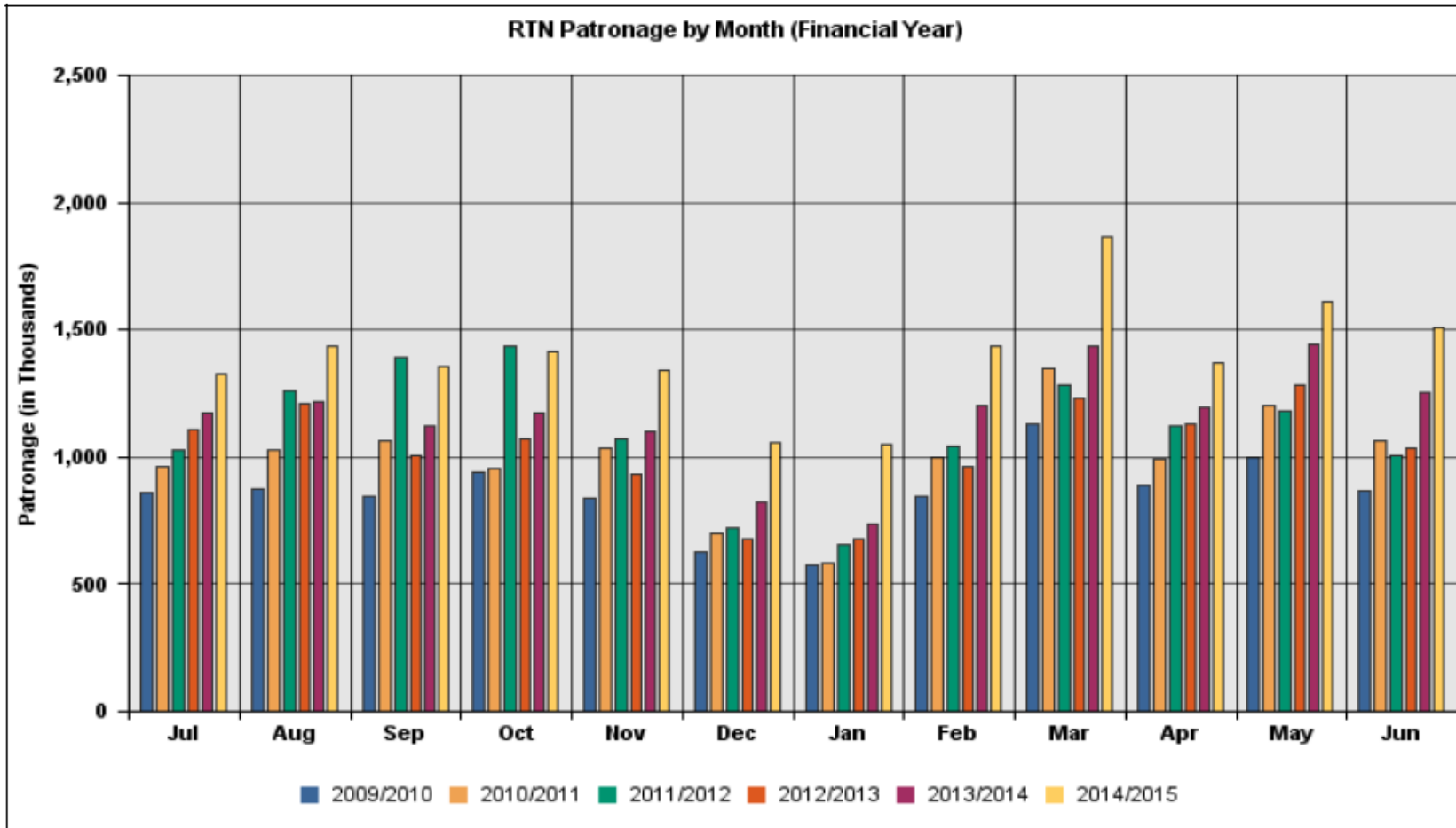


Figure 3. RTN Patronage – 12 Months Rolling Total



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
12.9% ▲	17.7% ▲	21.0% ▲	20.6% ▲	21.5% ▲	29.2% ▲	42.5% ▲	19.5% ▲	29.8% ▲	14.6% ▲	11.8% ▲	20.9% ▲

Figure 4. RTN Patronage – Growth by Month 2009/10 to 2014/15

## Rail Patronage

Rail patronage improved in Jun-2015 and totalled 13,916,822 passengers for the 12 months to Jun-2015 (Figure 5), an increase of +1.6% on the 12 months to May-2015 and +21.7% on the 12 months to Jun-2014. Patronage for Jun-2015 was 1,265,396 boardings, an increase of +21.7% (+225,565 boardings) on Jun-2014 (Figure 6), normalised to ~ +19.9%. Financial year to date rail patronage has grown by +21.7%.

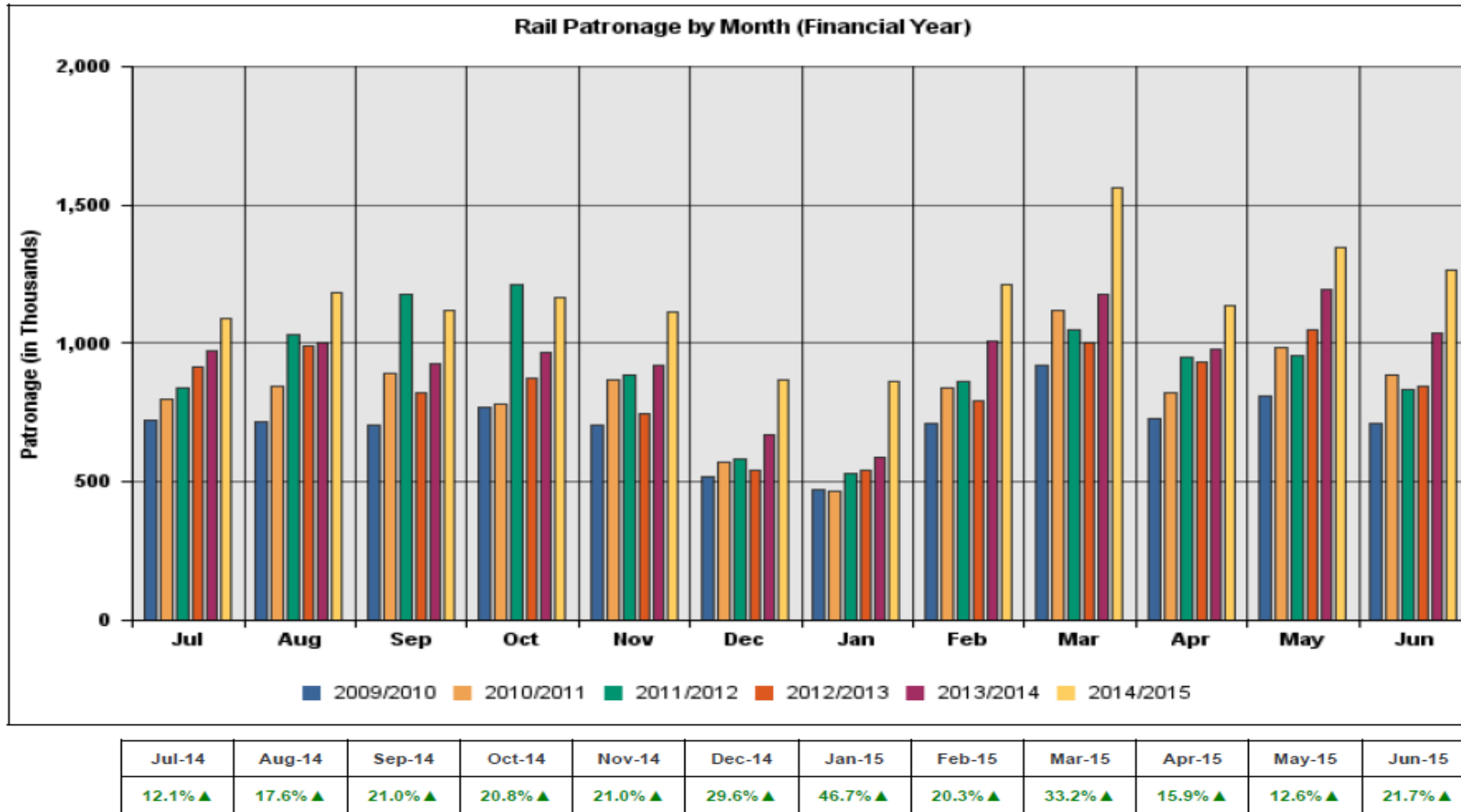


Figure 5. Rail Patronage – 12 Months Rolling Total

There was one additional business day in June this year than the same month last year. Partial line blocks were in effect for Queens Birthday weekend between Britomart and Pukekohe on the Southern Line, Britomart and Onehunga, Sylvia Park to Manukau on the Eastern Line and Britomart to Newmarket on the Western Line. Last June partial line blocks affected Southern and Eastern Line services south of Westfield over Queens Birthday and one additional weekend. There was also a reduction in the level of special events supported by additional rail services this year than the same month last year with a rugby international match in June last year.

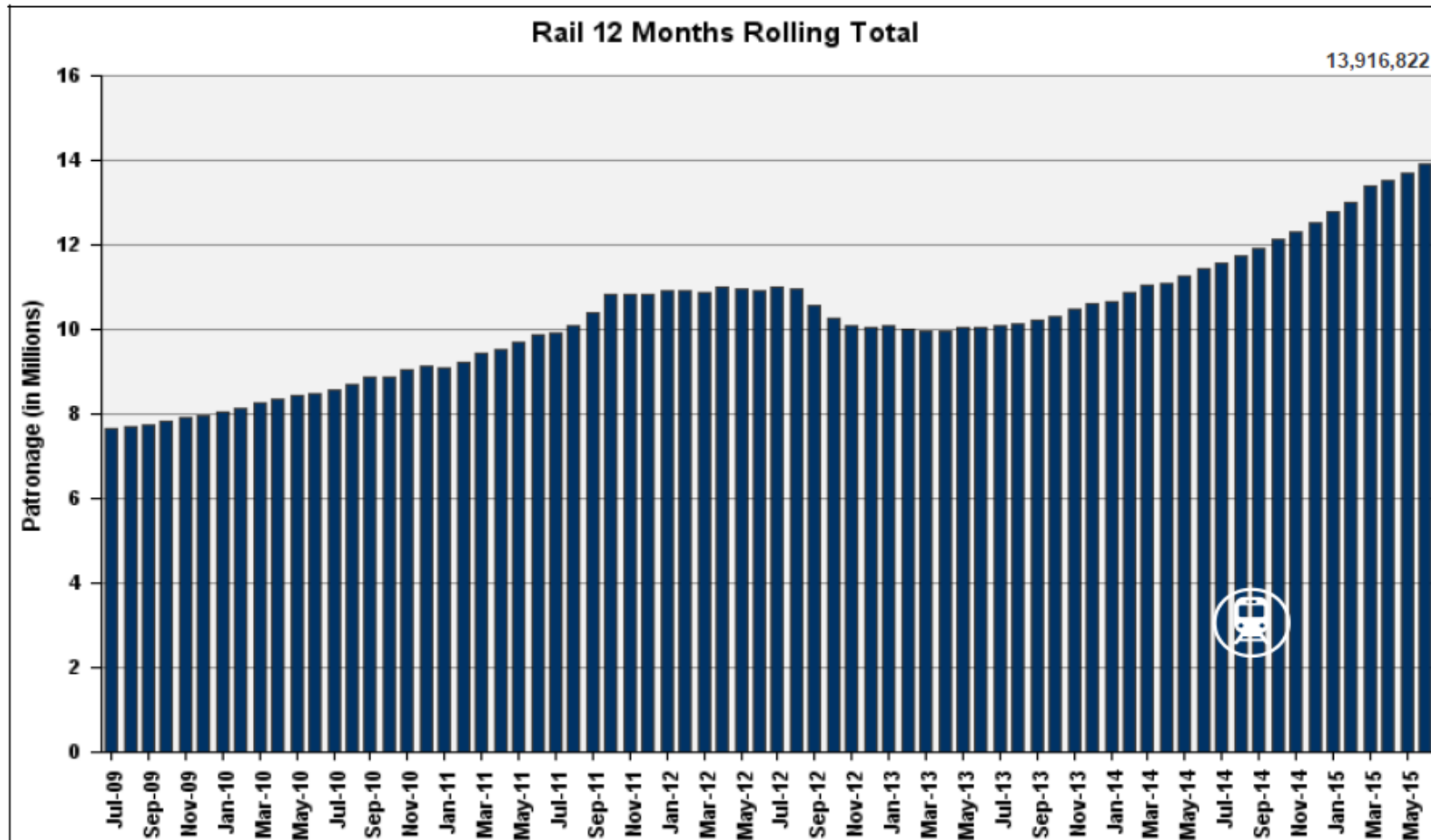


Figure 6. Rail Patronage – Growth by Month 2009/10 to 2014/15

Figure 7 illustrates estimated average passengers per business day.

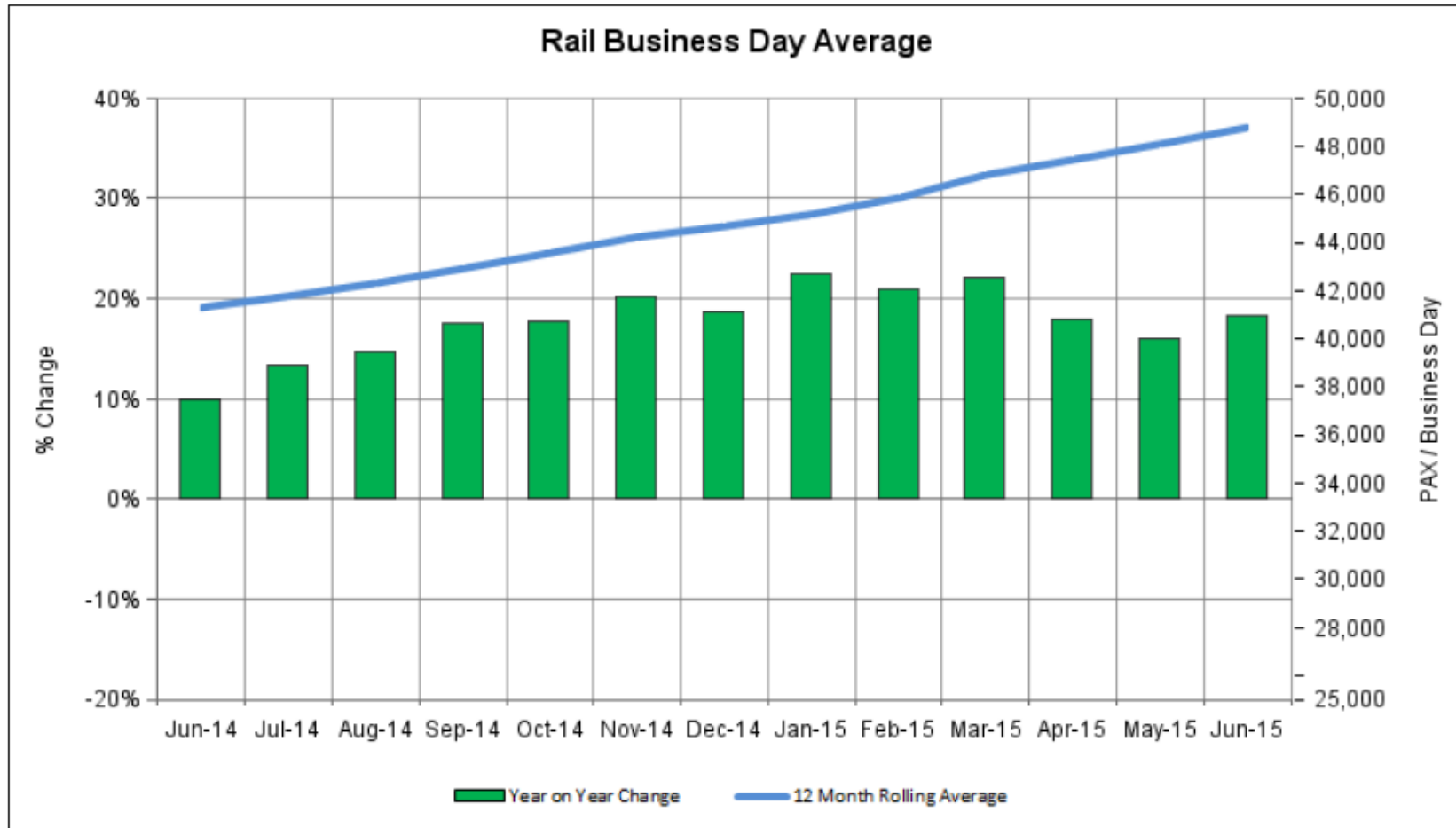


Figure 7. Rail Patronage – Average Business Day Daily Passenger Counts for Scheduled Services

Rail ticket types sold (Figure 8) illustrates an increase in AT HOP card usage relative to single paper ticket sales in Jun-2015 compared to Jun-2014.

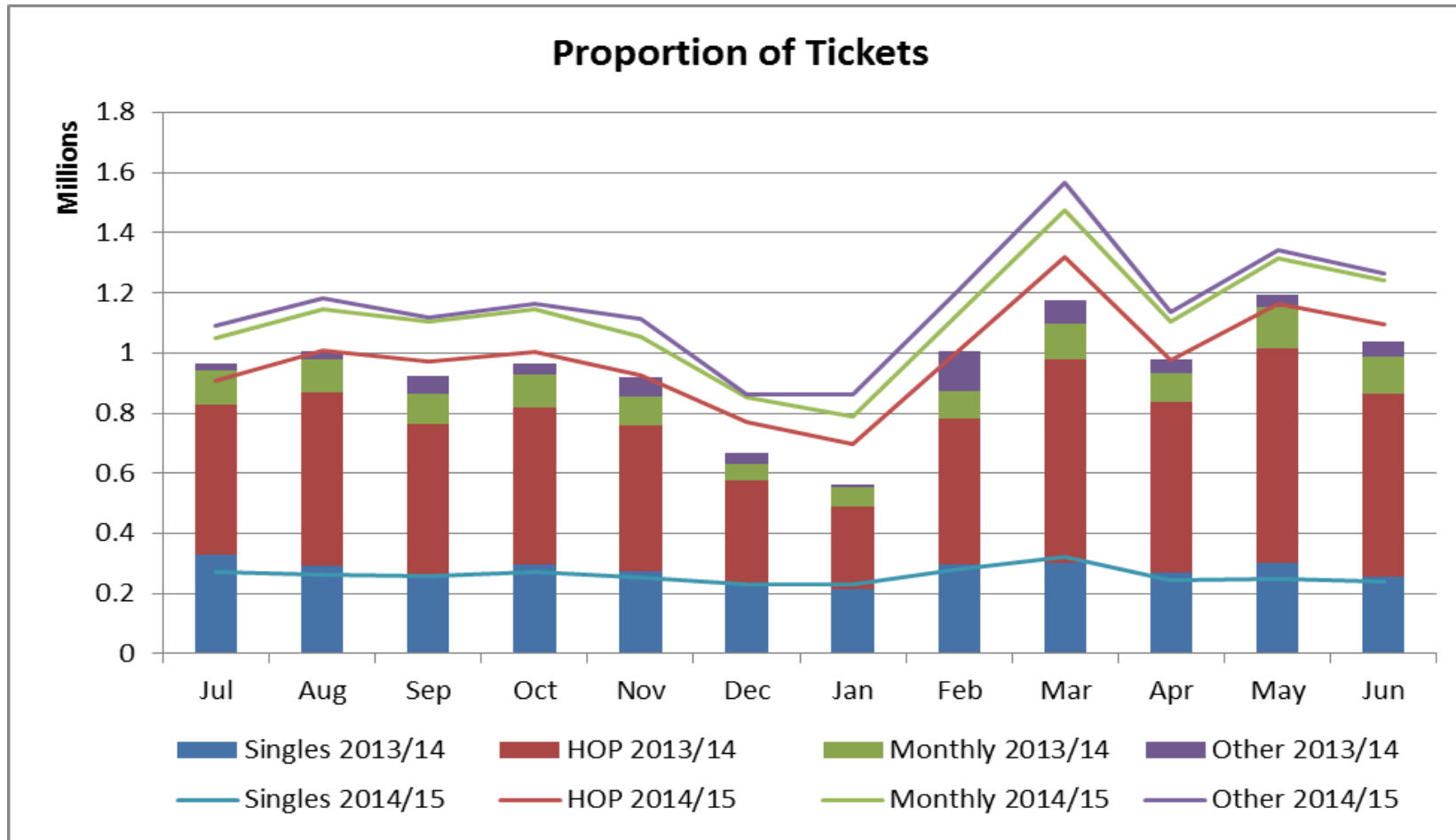
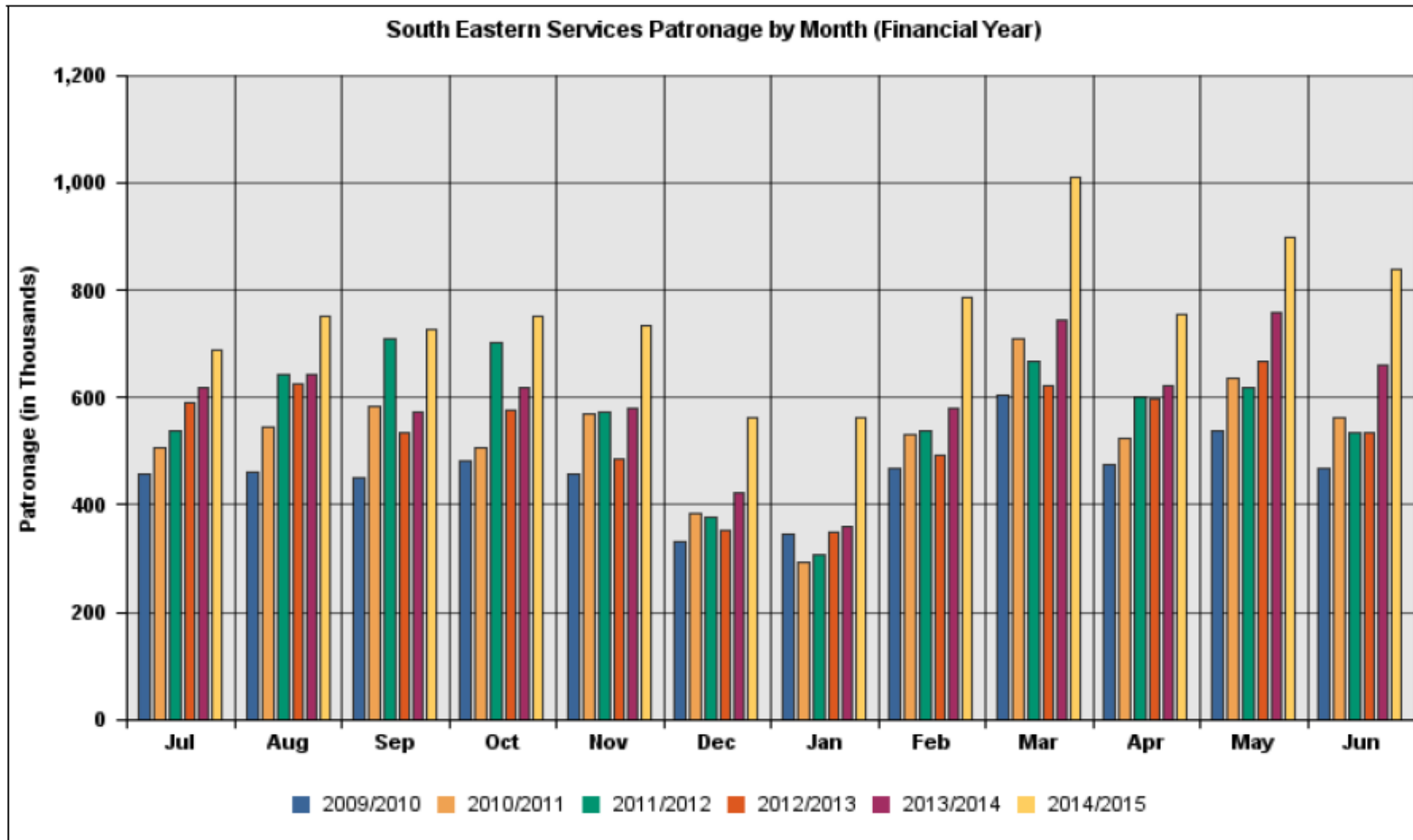


Figure 8. Ticket Sales by Ticket Type – 2014 compared to 2013

## South East Rail Services (Southern, Eastern & Onehunga Lines)



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
11.0% ▲	16.5% ▲	27.2% ▲	21.6% ▲	26.4% ▲	32.8% ▲	56.4% ▲	35.7% ▲	35.5% ▲	21.6% ▲	18.6% ▲	27.2% ▲

Southern, Eastern and Onehunga Line rail patronage totalled 9,071,371 passengers for the 12 months to Jun-2015, an increase of +2.0% on the 12 months to May-2015 and 26.2% on the 12 months to Jun-2014. Patronage for Jun-2015 was 840,714 boardings, an increase of +27.2% (+179,552 boardings) on Jun-2014 (Figure 9). Financial year to date patronage has grown by +26.2%.

June 2015	Month			12-Month		
	Boardings	Change on last year	Percentage change	Boardings	Change on last year	Percentage change
Southern Line Britomart/Papakura	387,087	71,552	22.7%	4,207,290	562,230	15.4%
Southern Line Pukekohe	14,811	2,722	18.4%	159,192	25,506	16.0%

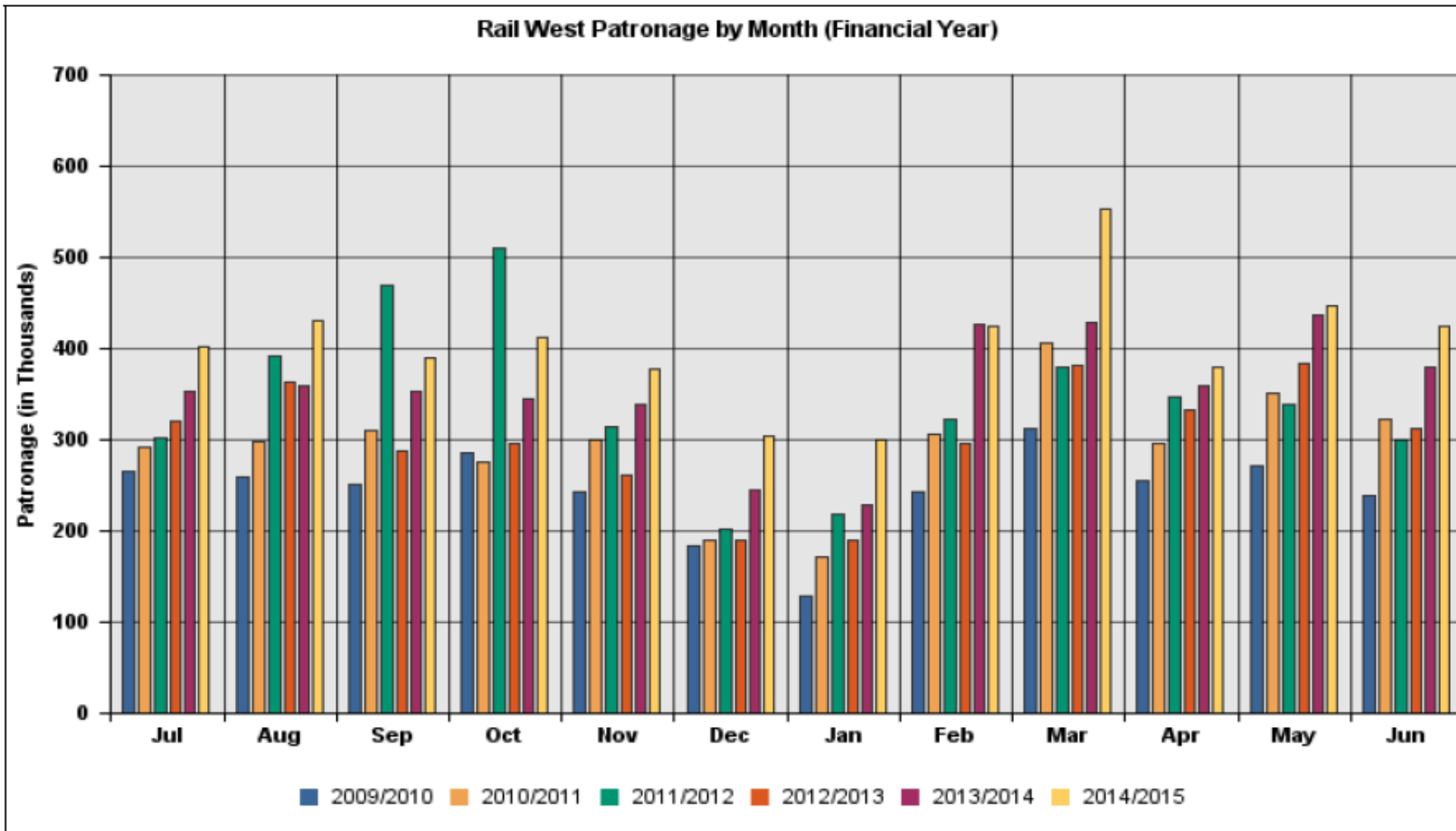
Figure 9. South East Services (Southern, Eastern & Onehunga) Rail Patronage – Growth by Month 2009/10 to 2014/15 The table shows the relative change in Pukekohe boardings to the Southern line.

Travel between Pukekohe and Papakura is currently more than 300,000 passenger journeys per annum. For the month of June 2015 the number of boardings at Pukekohe station increased by 18.4% when compared to the same month last year. A primary factor in this increase is the operation of weekend services serving Pukekohe which was part of the December 2014 timetable changes. By comparison the change in patronage on other Southern Line stations was 22.7%.

## Western Rail Line

Western Line rail patronage totalled 4,845,451 passengers for the 12 months to Jun-2015, an increase of +1.0% on the 12 months to May-2015 and increase of +14.0% on the 12 months to Jun-2014. Patronage for Jun-2015 was 424,682 boardings, an increase of +12.2% (+46,013 boardings) on Jun-2014 (Figure 10). Financial year to date patronage has grown by +14.0%.





Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
14.1% ▲	19.5% ▲	10.9% ▲	19.5% ▲	11.8% ▲	24.1% ▲	31.4% ▲	-0.5% ▼	29.2% ▲	6.0% ▲	2.3% ▲	12.2% ▲

Figure 10. Western Line Rail Patronage – Growth by Month 2009/10 to 2014/15

## 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 2,843,210 passengers for the 12 months to Jun-2015 (Figure 11), an increase of +1.3% on the 12 months to May-2015 and +17.2% on the 12 months to Jun-2014. Patronage for Jun-2015 was 245,735 boardings, an increase of +17.0% (+35,666 boardings) on Jun-2014 (Figure 12), normalised to ~+16.8%. Financial year to date patronage has grown by +17.2%.

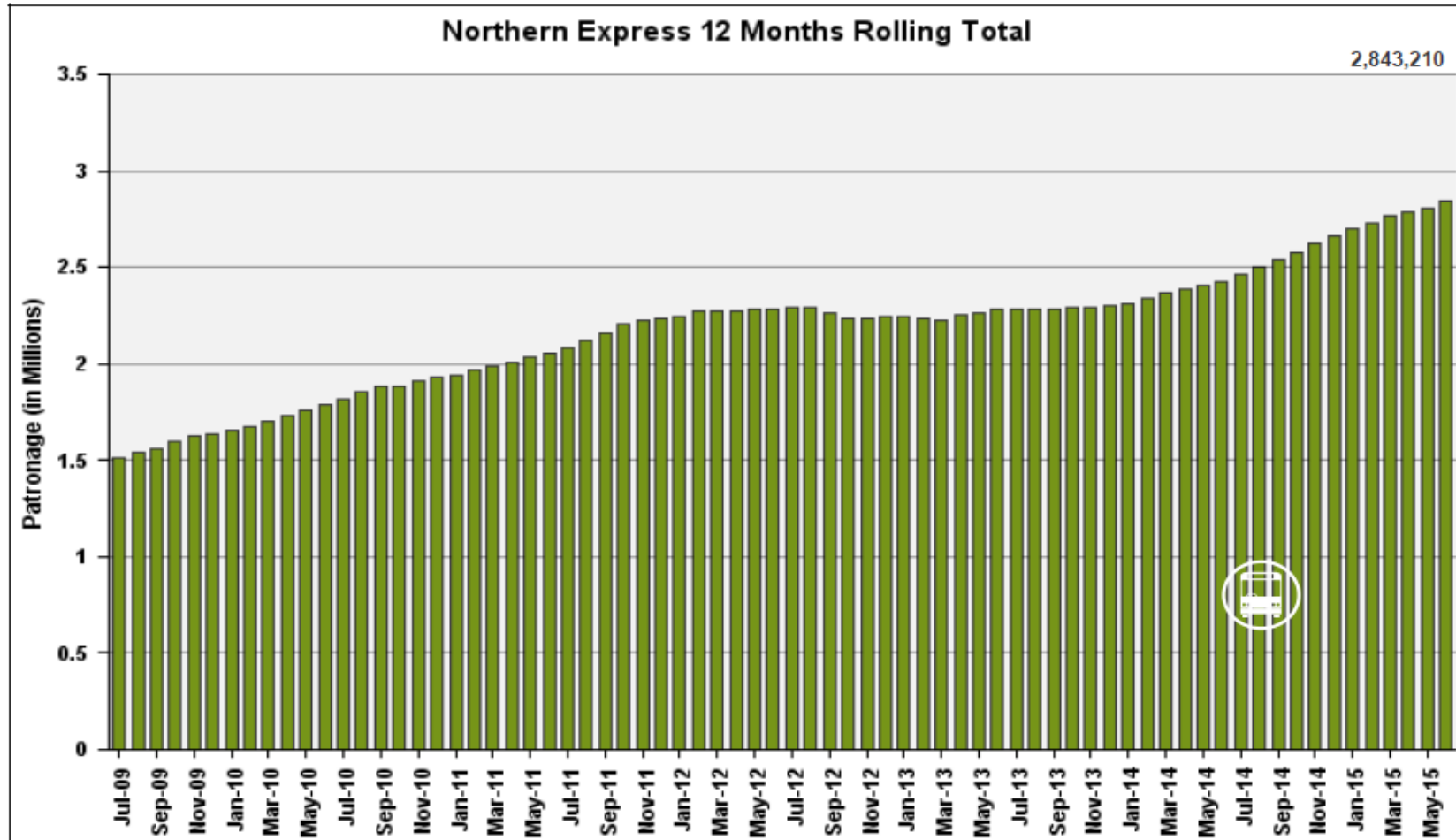
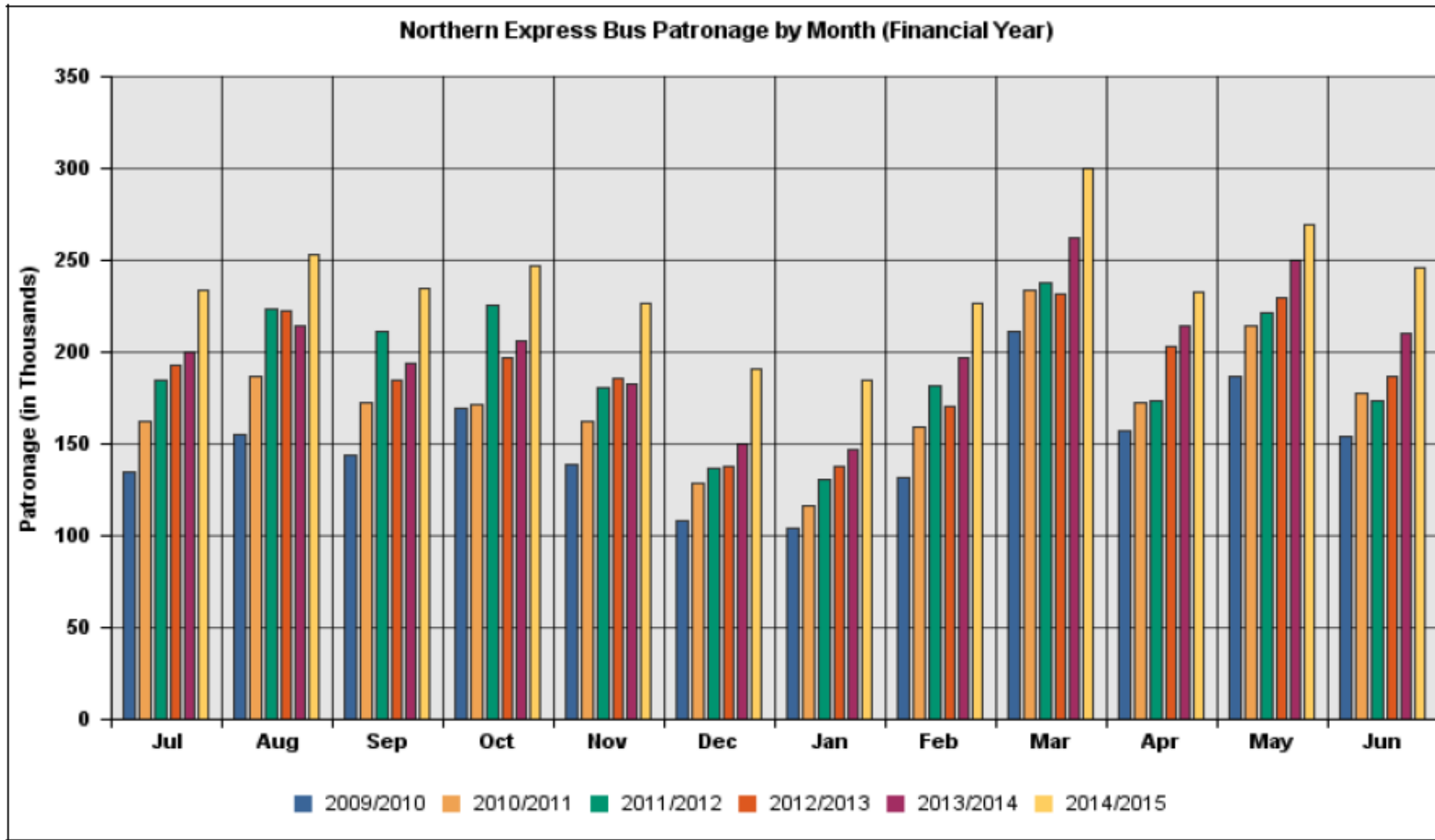


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
16.7% ▲	18.3% ▲	21.0% ▲	19.5% ▲	23.8% ▲	27.4% ▲	25.5% ▲	15.4% ▲	14.4% ▲	8.5% ▲	7.7% ▲	17.0% ▲

Figure 12. Northern Express Bus Patronage – Growth by Month 2009/10 to 2014/15

## Bus Patronage (Excluding Northern Express)

Patronage totalled 56,953,128 passengers for the 12 months to Jun-2015, an increase of +0.6% on the 12 months to May-2015 and +6.6% on the 12 months to Jun-2014. Patronage for Jun-2015 was 4,854,273 boardings, an increase of 7.3% (328,592 boardings) on Jun-2014 (Figure 13), normalised to ~ +3.6%. Financial year to date patronage has grown by +6.6%.

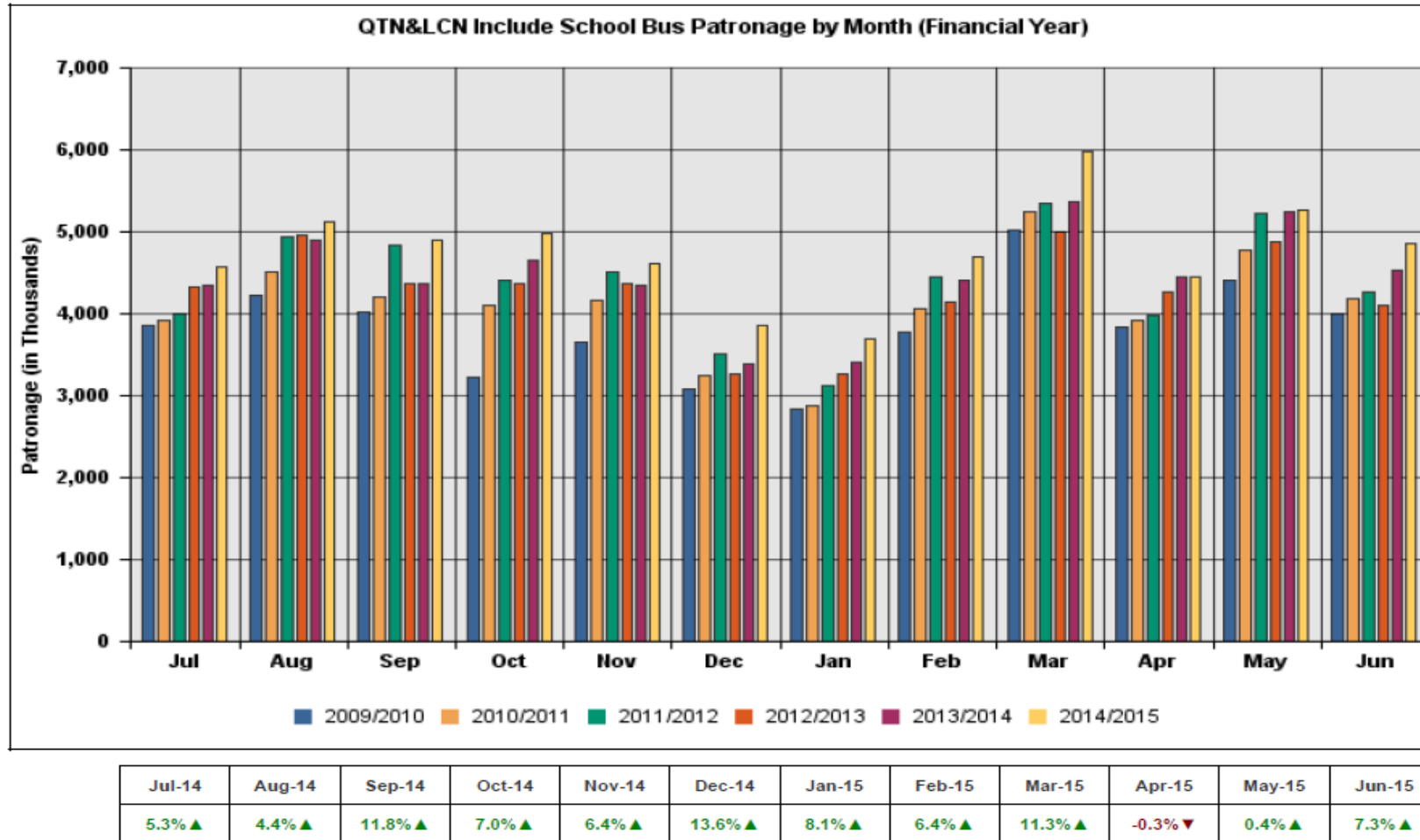


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2009/10 to 2014/15

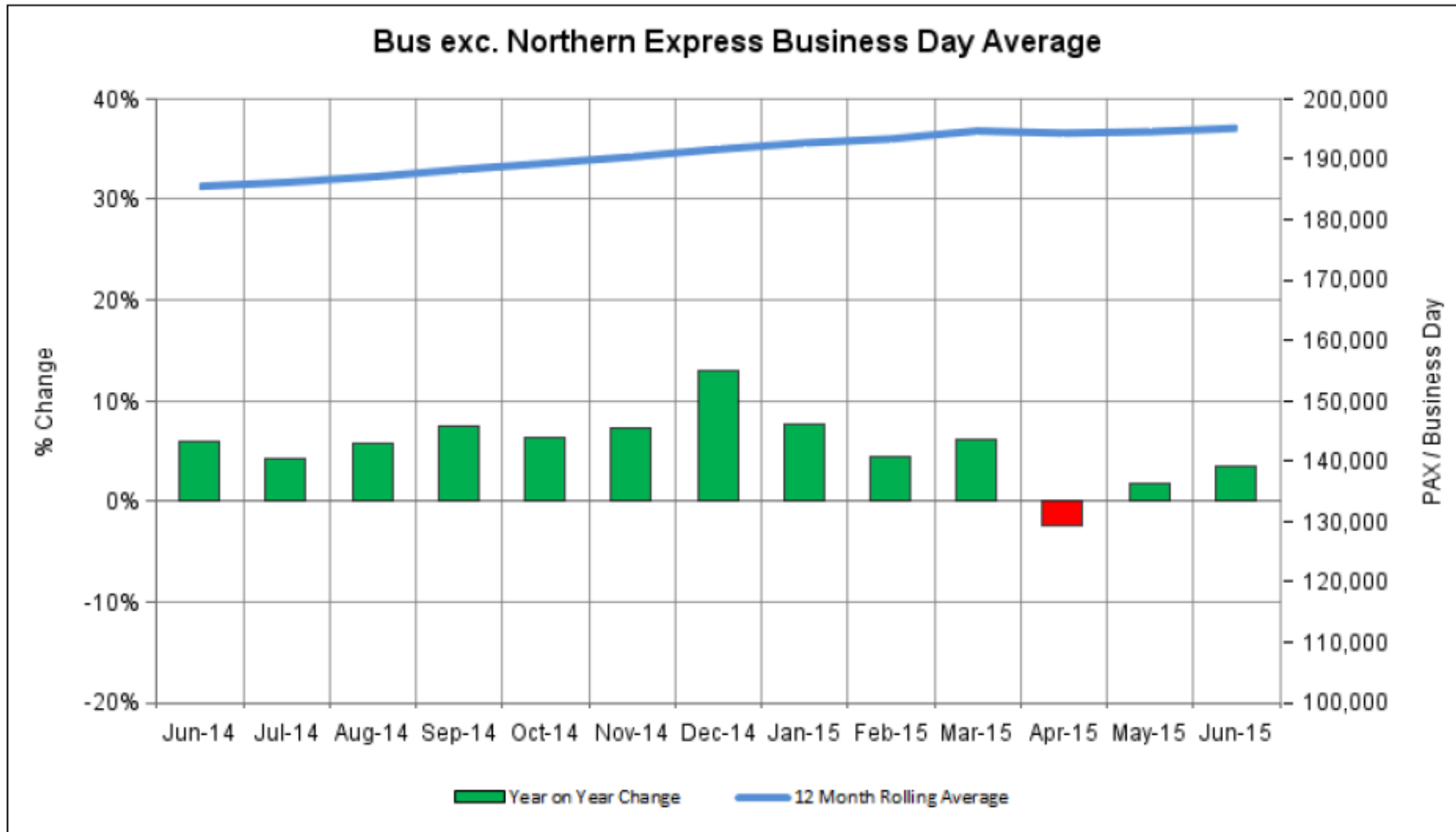


Figure 14. Bus Patronage – Average Business Day Daily Passenger Counts

## Ferry Patronage

Ferry services totalled 5,536,389 passenger boardings for the 12 months to Jun-2015, an increase of +0.8% on the 12 months to May-2015 and +8.3% movement on the 12 months to Jun-2014. Ferry services patronage for Jun-2015 was 377,578, an increase of +45,168 boardings or 13.6% on Jun-2014, normalised to ~+11.5%. Financial year to date ferry patronage has increased by 8.3%.

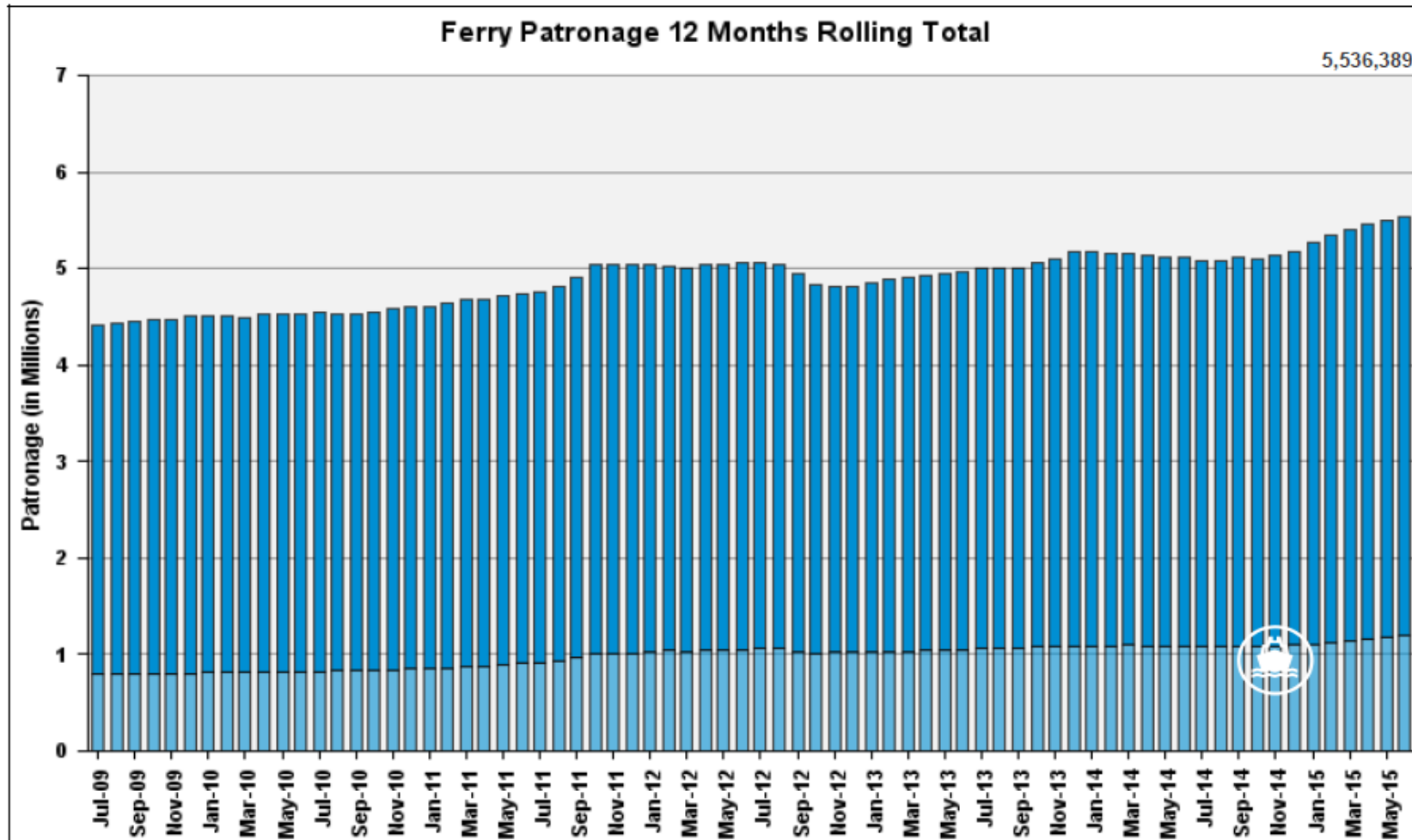
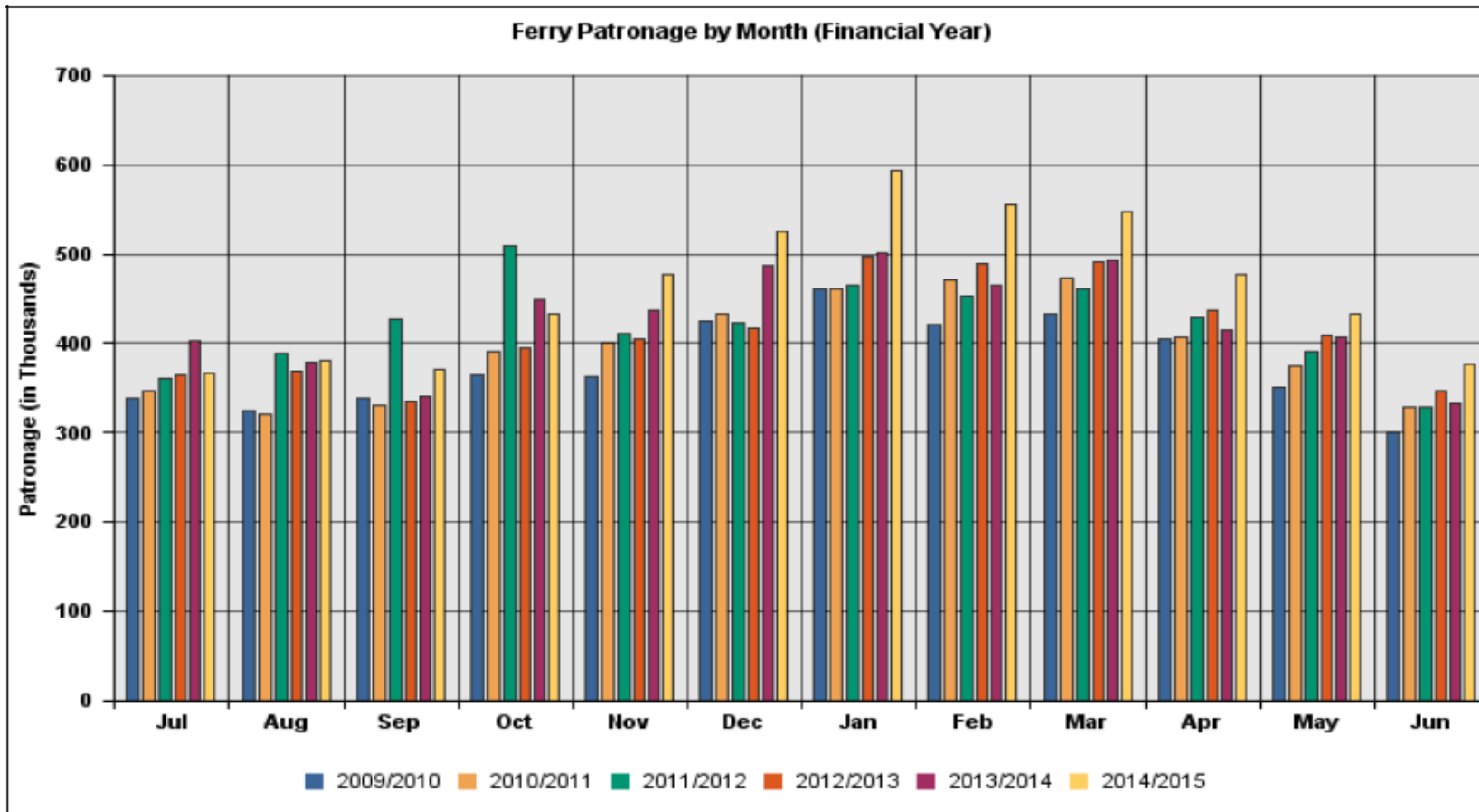


Figure 15. Ferry Patronage – 12 Months Rolling Total (Above Split – [Exempt Services / Contract](#))



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
-8.9% ▼	0.4% ▲	9.2% ▲	-4.0% ▼	9.4% ▲	7.9% ▲	18.3% ▲	19.7% ▲	10.8% ▲	14.8% ▲	6.3% ▲	13.6% ▲

Figure 16. Ferry Patronage – Growth by Month 2009/10 to 2014/15

Notable increase reported from the Hobsonville and Gulf Harbour routes.

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### Rail Service Performance

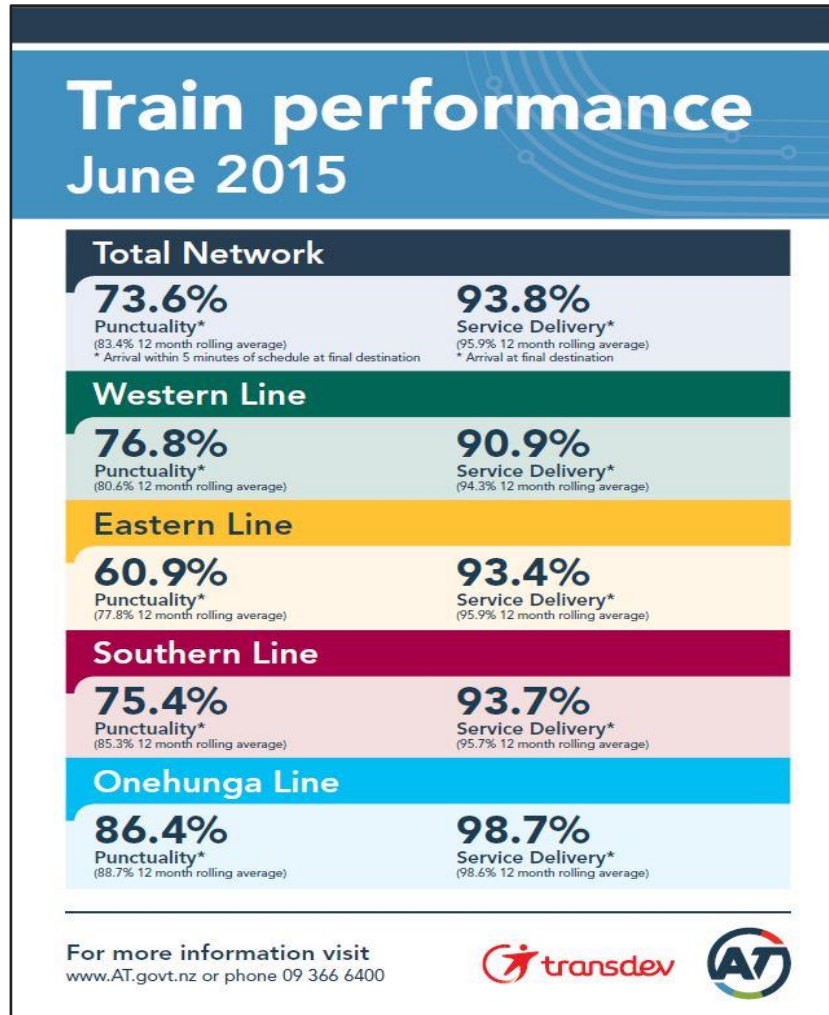


Figure 17. Rail Published Performance Results for June 2015



Service delivery (or reliability) is the proportion 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 Jun-2015 service delivery was 93.8% and punctuality was 73.6% compared to the 12 month average of 95.9% and 83.4% respectively. Punctuality trends comparing 2013/14 and 2014/15 are presented in Figure 18.

**Table 2: Train Performance Statistics - June 2015**

	West	East	South	Onehunga	Total
Services Planned	2,852	3,351	3,717	1,991	<b>11,911</b>
Services Cancelled	258	218	234	22	<b>732</b>
Services Delayed > 5 min	600	1,162	855	267	<b>2,884</b>

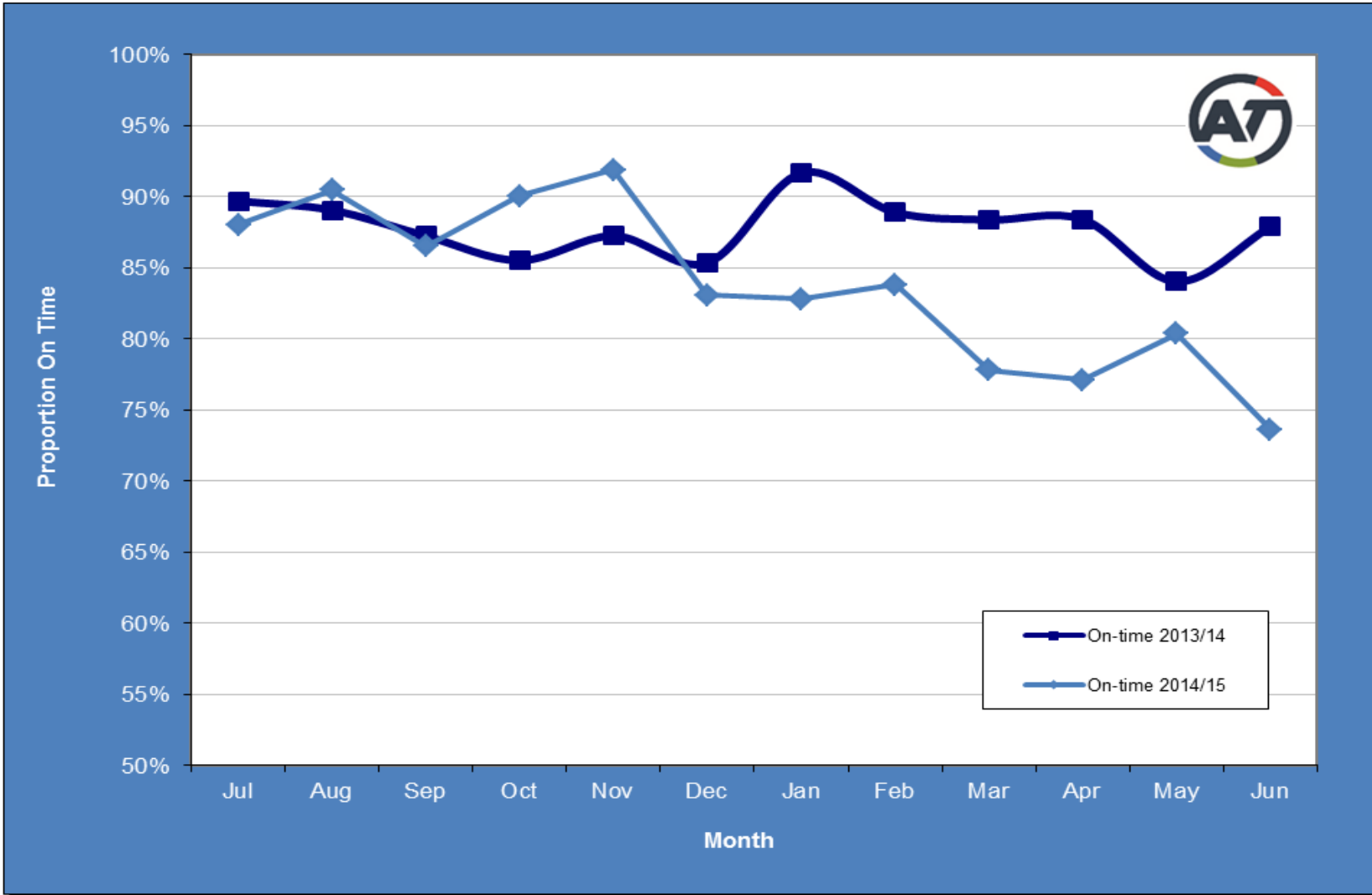


Figure 18. Rail Punctuality Trends for 2013 and 2014

The key contributor to the significant decrease in performance recorded in the month of June was the number of track and signal faults, which were the highest level in recent months. There was also a mudslide on the Parnell Bank that temporarily blocked one line but caused significant service disruption. Continued intensive driver training activities in preparation for the transition to full EMU service operations also impacted on performance and the availability of suitably qualified drivers affected the flexibility to recover from major disruptive events with a consequence that these tended to impact on multiple services.

- Track, Signals, Train Control and Traction Overhead (KiwiRail) – Major infrastructure faults affected services on eleven days in the month.
- Diesel Train faults (KiwiRail) – Major incidents impacted service delivery on four days during the month.
- Electric Train Operations – Electric train operations resulted in major delays on five days during June 2015.
- Operational (Transdev) – Major incidents impacted delivery on four days during the month.
- Other – Train operations were affected by five incidents during the month. On 4 June a mudslide that temporarily blocked one line near the Parnell tunnel caused significant disruption to services through the morning. On the same day Police stopped a train at Glen Innes searching for a person who was alleged to be carrying a firearm; the person was eventually found at Britomart but the incident caused significant disruption to evening peak services. There were three other incidents that disrupted train operations where Police were required to attend to disruptive behaviour or criminal activity on the network.

## Train Delay Impacts

Train delay minutes increased by 168.4% compared to the same month last year, while the total number of services operated increased by 31.9% compared to June last year. The average delay per service increased to 2.9 minutes. The significant contributors to this resulted from substantial increases relating to network faults (+1194% increase in delay minutes compared to the same month last year), Operational factors (+84.3% increase compared to June 2014) and the impact of Other events (+151% increase in delay minutes compared to June 2014). For the month a total of 35,023 delay minutes were recorded as a result of all causes. Figure 19 also shows the increase in the trend of train services operated over time and average delay minutes per train service.

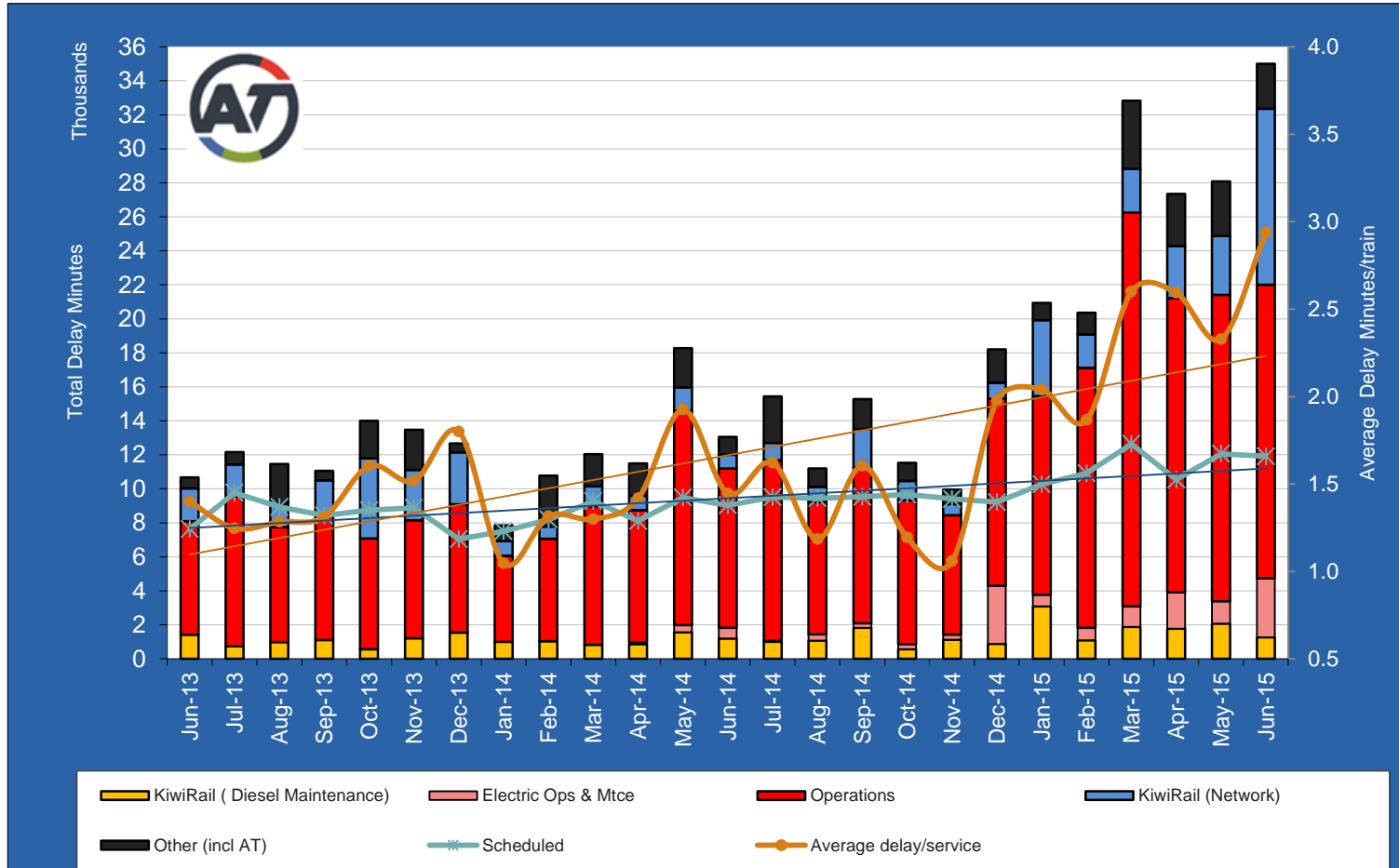


Figure 19. Train Delay Minutes by Cause

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

**Table 3. Infrastructure Related Delays**

	Delay Minutes	Proportion
Network Control	2,571	24.9%
Signal/points failure	7,351	71.0%
Speed restrictions	427	4.1%
Track protection measures*		0%
<b>Total</b>	<b>10,349</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 17 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. In Jun-2015, 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 73.7%.

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 - Table 4 below. This was 73.2% on-time performance for Jun-2015.

**Table 4. Rail Punctuality Weighted by Passenger Volume**

	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Total Network Actual Service Delays	87.9%	88.0%	90.5%	86.5%	90.0%	91.9%	83.1%	82.8%	83.8%	77.8%	77.1%	80.4%	73.7%
Weighted by Passenger Volume by Line	87.2%	87.4%	89.9%	86.2%	89.7%	91.7%	82.9%	80.5%	82.6%	76.5%	75.8%	79.4%	73.2%

### Rail Capacity

Based on the planned train allocations applicable at the end of the month there were four services reported to have exceeded AT's planned seating to standing ratio on average during June, three on the Western Line and one on the Eastern Line. Individual trains in June have exceeded this ratio on some days during the month as a result of changes to the train consist or following service disruptions on the day, for example following the cancellation of the previous train. An additional four six-car EMU trains were introduced on the Southern Line from 7 June providing additional capacity compared to the diesel trains they replaced.

## Bus Service Performance

For June 2015, 97.45% of total scheduled service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for June 2015 was 93.43%, measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late (punctuality measure). Reliability and punctuality statistics for bus services are based off the number of sighted scheduled bus journeys during the month. Statistics from 1 July 2014 are AT-reported using GPS-tracking data comparison to scheduled times, and no longer self-reported by bus operators.

**Table 5. Bus Service Reliability and Punctuality - June 2015**

Operator	Scheduled Trips	Reliability	Punctuality
Airbus	5,832	94.76%	87.76%
Birkenhead	14,603	97.11%	92.72%
H & E	19,035	97.51%	92.56%
NZ Bus	122,146	97.53%	93.83%
Ritchies	29,557	97.73%	93.86%
Tranzit	2,196	96.10%	91.15%
Urban Express	5,647	98.19%	94.50%
Waiheke Bus Company	2,420	96.40%	92.80%
<b>Total</b>	<b>201,436</b>	<b>97.45%</b>	<b>93.43%</b>

\*reliability and punctuality using actual GPS-tracked performance data. A percentage of trips may have completed their trips and been punctual but are not recorded as a result of either faulty equipment or not being logged on to the system correctly.

## Ferry Service Performance

For June 2015, 99.27% of contracted service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for June 2015 was 98.90%, measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late (punctuality measure). Reliability and punctuality statistics for ferry services are based independently off the total scheduled ferry services and include all service trips with no exclusions. Statistics are self-reported by the ferry operators utilising ferry skipper logs. Reporting will transition to AT-reported GPS-tracking data.

**Table 6. Contracted Ferry Service Reliability and Punctuality - June 2015**

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	996	100.00%	100.00%
Half Moon Bay	572	97.20%	95.80%
Birkenhead	1,072	99.44%	98.79%
Gulf Harbour	252	100.00%	100.00%
Hobsonville	210	99.05%	99.05%
West Harbour	567	99.65%	99.65%
Rakino	30	100.00%	96.67%
Pine Harbour	672	99.11%	99.11%
Total	4,371	99.27%	98.90%



#### 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 34 events took place in June with 14 that had an impact on public transport either with road closures and/or route diversions or additional special event services. The following identifies major Special Event services that were provided. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

##### FIFA U20 Football World Cup NZ vs. USA Game 2, QBE Stadium: Tuesday, 02 June 2015

Total Attendance : 12,725

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	345	2.71%	358	2.81%	<b>2.76%</b>
BUS	2,255	17.72%	3,154	24.79%	<b>21.25%</b>
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>2,600</b>	<b>20.43%</b>	<b>3,512</b>	<b>27.60%</b>	<b>24.02%</b>

##### S15 Blues vs. Crusaders, Eden Park: Saturday, 06 June 2015

Total Attendance : 11,730

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	3,056	26.05%	3,148	26.84%	<b>26.45%</b>
BUS	1,050	8.95%	1,077	9.18%	<b>9.07%</b>
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>4,106</b>	<b>35.00%</b>	<b>4,225</b>	<b>36.02%</b>	<b>35.51%</b>

## S15 Blues vs. Highlanders, Eden Park: Friday, 12 June 2015

Total Attendance : 8,512

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2,548	29.93%	2,505	29.43%	<b>29.68%</b>
BUS	599	7.04%	592	6.95%	<b>7.00%</b>
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>3,147</b>	<b>36.97%</b>	<b>3,097</b>	<b>36.38%</b>	<b>36.68%</b>

## FIFA U20 Football World Cup USA vs. SER Game 6, QBE Stadium: Sunday, 14 June 2015

Total Attendance : 9,587

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	253	2.64%	261	2.72%	<b>2.68%</b>
BUS	1,779	18.56%	2,023	21.10%	<b>19.83%</b>
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>2,032</b>	<b>21.20%</b>	<b>2,284</b>	<b>23.82%</b>	<b>22.51%</b>

## FIFA U20 Football World Cup SER vs. MAL Game 7, QBE Stadium: Wednesday, 17 June 2015

Total Attendance : 10,818

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	203	1.88%	143	1.32%	<b>1.60%</b>
BUS	1,982	18.32%	2,261	20.90%	<b>19.61%</b>
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>2,185</b>	<b>20.20%</b>	<b>2,404</b>	<b>22.22%</b>	<b>21.21%</b>

## FIFA U20 Football World Cup MAL vs. SEN SEMI & BAR vs. SER FINAL, QBE Stadium: Saturday, 20

Total Attendance : 22,242

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	818	3.68%	859	3.86%	<b>3.77%</b>
BUS	6,682	30.04%	6,216	27.95%	<b>28.99%</b>
FERRY	-	-	-	-	-
<b>TOTAL</b>	<b>7,500</b>	<b>33.72%</b>	<b>7,075</b>	<b>31.81%</b>	<b>32.76%</b>

## 5. REGISTERED SERVICE NOTIFICATIONS UNDER THE LAND TRANSPORT MANAGEMENT AMENDED ACT 2013

Under the Land Transport Management Amendment Act 2003, there were no applications for exempt public transport services approved during June 2015.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### Projects Implemented/Completed

- The Swanson Park and Ride construction

### Projects in Progress

- Double Decker bus route improvements
- Otahuhu Bus Interchange site works
- Parnell Train Station
- New Lynn Station Entrance Gates
- Puhinui Train Station upgrade
- Ellerslie Train Station Upgrade
- New Network Consultation for the North Shore

### Projects in Planning

- Changes to bus timetables and routes within the CBD that will be required for the commencement of the City Rail Link enabling works
- Half Moon Bay Ferry Terminal upgrade
- Downtown Ferry Terminal Pier Four upgrade
- Integrated fares
- Design of the new Bus Interchange at Manukau City
- Planning for next stage of the Otahuhu Bus Interchange (post the enabling works)
- Otahuhu Town Centre Bus Station upgrade
- Pukekohe Bus/Rail Station upgrade
- Implementation of the new bus network for the Hibiscus Coast.
- Hibiscus Coast Busway Station Stage 2

## 7. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

### Walk-In-Centres

The combined customer visits to the Customer Service Centres (CSC) for June 2015 was 81,354, a decrease of 15,473 (-16.0%) on May's visitor numbers of 96,827. However, visitor numbers were significantly up on the same period in 2014, increasing by 28,231 (+52.2%) from 54,123. Although customers clearly value the services offered by this key frontline channel, staff have been pro-actively promoting self-service AT HOP top-up channels, with over 57,000 people assisted with the use of the Ticket and Top-up machines in the past six months.

In the past 12 months, there have been over 1,008,000 visits to the Customer Service Centres, an average of almost 2,800 visits per day. This compares to 475,000 calls handled by the Contact Centre in relation to PT and AT HOP queries in the corresponding period and continues to underline the importance of the face-to-face channel to customers, who clearly place considerable value in it.

