

Statistics Report

February 2014



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PUBLIC TRANSPORT

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 70,824,030 passengers for the 12-months to Feb-2014, an increase of +0.6% on the 12-months to Jan-2014. February monthly patronage was 6,070,570, an increase of 430,610 boardings or +7.6% on Feb-2013, normalised to ~ +5.1% accounting for additional special event patronage in Feb-2014 compared to Feb-2013. No normalisation required for business days due to equivalent business days in Feb-2014 compared to Feb-2013.

Rail patronage totalled 10,879,359 passengers for the 12-months to Feb-2014, an increase of +2.0% on the 12-months to Jan-2014. Patronage for Feb-2014 was 1,005,372 an increase of 216,295 boardings or +27.4% on Feb-2013, normalised to ~ +15.2% after adjusting for special events in Feb-2014 compared to Feb-2013.

The Northern Express bus service carried 2,339,952 passenger trips for the 12-months to Feb-2014, an increase of +1.1% on the 12 months to Jan-2014. Northern Express bus service patronage for Feb-2014 was 196,539, an increase of 25,985 boardings or +15.2% on Feb-2013, normalised to ~ +9.8% accounting for special events in Feb-2014 compared to Feb-2013.

Other bus services carried 52,060,766 passenger trips for the 12-months to Feb-2014, an increase of +0.5% on the 12-months to Jan-2014. Other bus services patronage for Feb-2014 was 4,408,736, an increase of 275,971 boardings or +6.7% on Feb-2013, normalised to ~ + 6.6% accounting for special events in Feb-2014 compared to Feb-2013.

Ferry services carried 5,543,953 passenger trips for the 12-months to Feb-2014, a decrease of -1.6% on the 12 months to Jan-2014. Ferry services patronage for Feb-2014 was 459,923, a decrease of -87,641 boardings or -16.0% on Feb-2013. Ferry patronage on the Commercial Waiheke ferry service is showing a sharp decrease when compared to the same month last year. This anomaly is being investigated and will be reported back at the next board meeting.

Service Performance

For rail, service punctuality in Feb-2014 was 88.9%, compared to the average for the 12-months to Feb-2014 of 87.6%. Service delivery was 97.9%, compared to the average for the 12-months to Feb-2014 of 97.5%.

Initiatives

- Preparations to complete AT HOP smart card ticket roll-out in March 2014, with the remainder of the minor bus operators to go live in March.
- Preparations for the introduction of the EMUs on the Onehunga Line in late April.
- Discussions have commenced to extend both the frequency and the operating span of the Northern Express service on weekends to better meet the constant demands created by events in the Auckland CBD.
- A bigger 49 seat ferry has commenced operation for West Harbour to Downtown service.
- On 9th February bus timetable changes were implemented to reflect actual run times on North Shore, Central suburbs and South Auckland, to improve timetable reliability.
- With the completion of the consultation for Green Bay / Titirangi, discussions have started with the operator (Urban Express) to implement improved services.
- West Auckland, Franklin (Pukekohe) and Hibiscus Coast service designs are underway for consultations on the New Network planned for second half of 2014.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

Normalising factors used on actual patronage counts in this report for Feb-2014 include:

- Normalised to account for additional special event patronage in Feb-2014 compared to Feb-2013 (~ +2.4% impact network wide and ~ +5.1% rail), including the Dick Smith NRL9s, Rapture Eminem Concert and a number of other sports events.
- There was one weekend network closure in Feb-2014 and a second weekend partial closure, plus early evening ramp-downs placed on the Eastern and Western Lines during Feb-2014. Overall impact was the same in Feb-2014 as Feb-2013.

Auckland public transport patronage totalled 70,824,030 passengers for the 12-months to Feb-2014, an increase of +0.6% on the 12 months to Jan-2014 as illustrated at Figure 1. Patronage for Feb-2014 was 6,070,570 boardings, an increase of +7.6% (+430,610 boardings) on Feb-2013, normalised to ~ +5.1%.

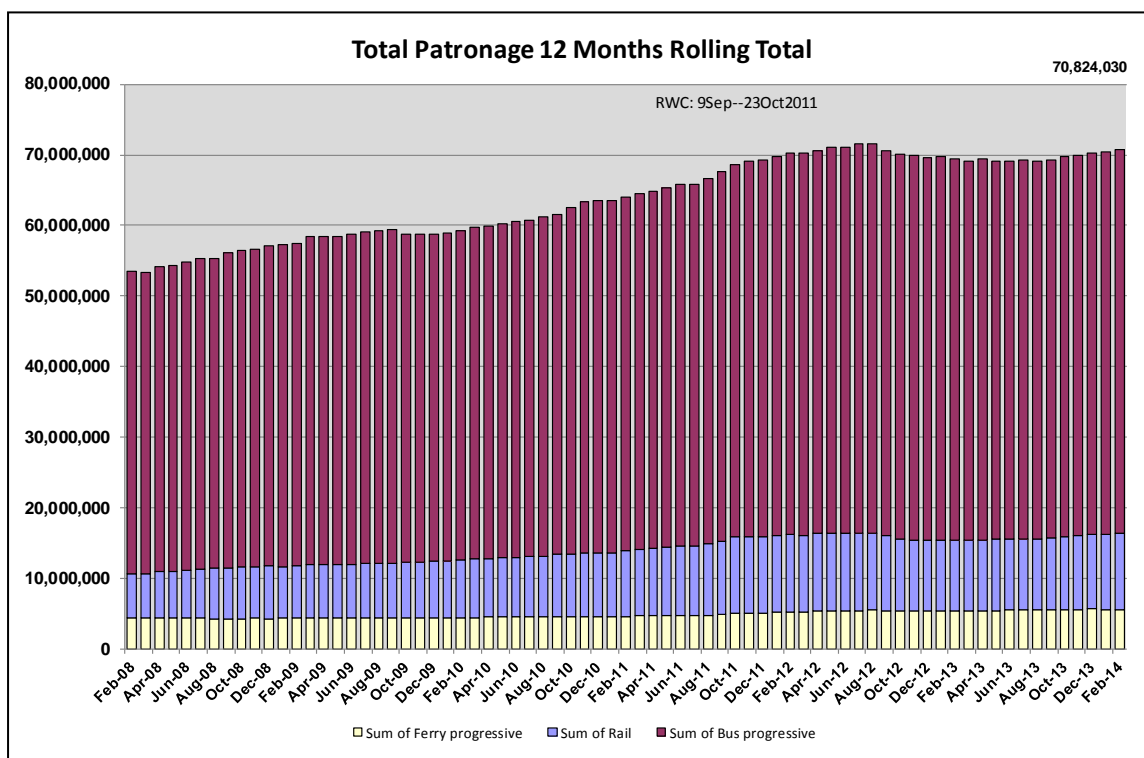


Figure 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Jul-2013 to Feb-2014) is provided at Table 1.

For the financial year-to-date, seven months from Jul-2013, patronage has increased by +3.9% (1,749,090 boardings) compared to the same period in the previous financial year.

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

	Feb-14										
	Month			12 Months				YTD (from July)			
	Patronage	Change Prev Year	% Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev FY	% Change Prev FY	
1. Rapid Transit Network sub-total:	1,201,911	242,280	25.2%	13,219,311	1.9%	987,890	8.1%	8,540,314	901,920	11.8%	
Northern Express Bus	196,539	25,985	15.2%	2,339,952	1.1%	104,597	4.7%	1,490,172	61,367	4.3%	
Rail sub-total:	1,005,372	216,295	27.4%	10,879,359	2.0%	883,293	8.8%	7,050,142	840,553	13.5%	
- Western Line	426,459	131,701	44.7%	4,058,429	3.4%	492,038	13.8%	2,648,128	446,943	20.3%	
- Southern & Eastern Line:	578,913	84,594	17.1%	6,820,930	1.3%	391,255	6.1%	4,402,014	393,610	9.8%	
- Pukekohe / Papakura Services *	411,985	80,806	18.7%	4,872,840	1.4%	329,551	5.8%	3,149,448	343,180	9.7%	
- Manukau Services * (opened 15 Apr 2012)	101,652			1,171,817				745,376			
- Onehunga Services	65,275	3,788	6.2%	776,272	0.5%	61,704	8.6%	507,190	50,430	11.0%	
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	4,408,736	275,971	6.7%	52,060,766	0.5%	291,895	0.6%	33,823,241	809,435	2.5%	
- Frequent Connector & Local Bus	4,122,452	282,047	7.3%	49,536,278	0.6%	393,029	0.8%	32,301,148	846,765	2.7%	
- Contracted School Bus	286,284	-6,076	-2.1%	2,524,488	-0.2%	-101,134	-3.9%	1,522,093	-37,330	-2.4%	
3. Ferry	459,923	-87,641	-16.0%	5,543,953	-1.6%	109,169	2.0%	3,687,344	37,735	1.0%	
Total Patronage	6,070,570	430,610	7.6%	70,824,030	0.6%	1,388,954	2.0%	46,050,899	1,749,090	3.9%	

* 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.

* From July 2013, the start of the reporting year there has been ten months for the ticket inspection regime associated with the introduction of AT HOP to bed in, the number of intercepted passengers travelling without a ticket have been included in the patronage numbers.

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

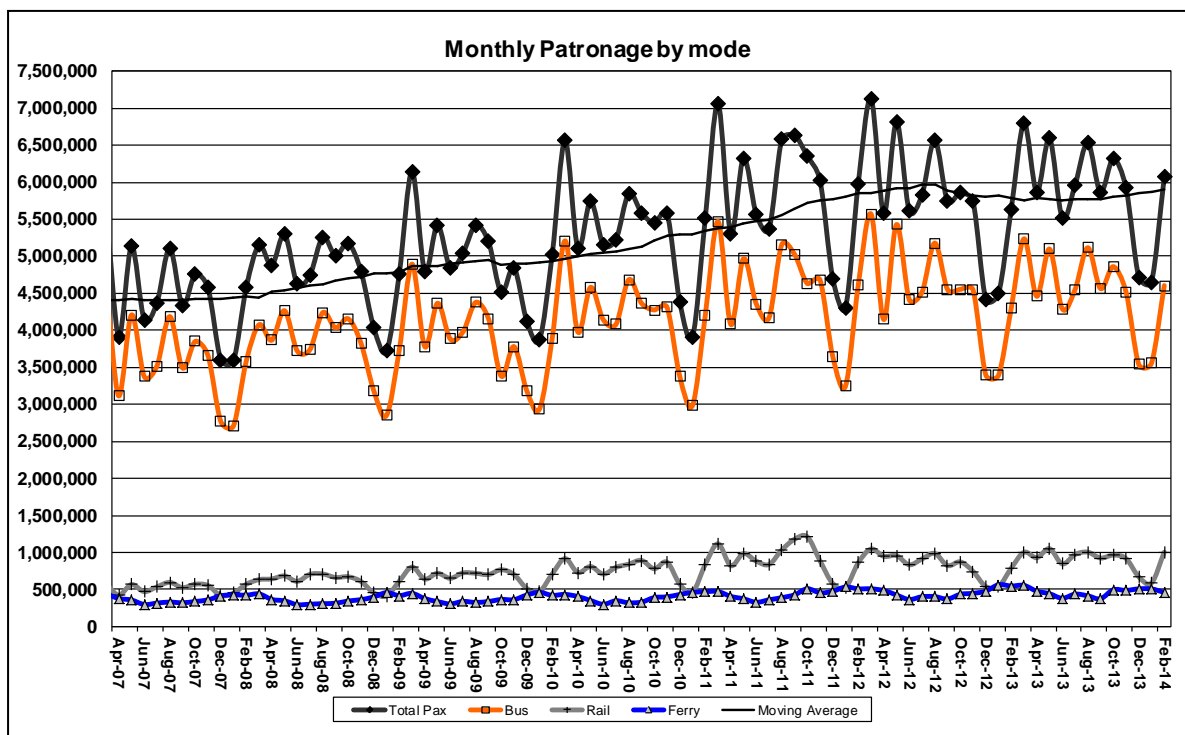


Figure 2. Monthly Patronage by Mode



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 Feb-2014 and totalled 13,219,311 passengers for the 12-months to Feb-2014 (Figure 3). Patronage for Feb-2014 was 1,201,911 boardings, an increase of + 25.2% (242,280 boardings) on Feb-2013 (Figure 4).

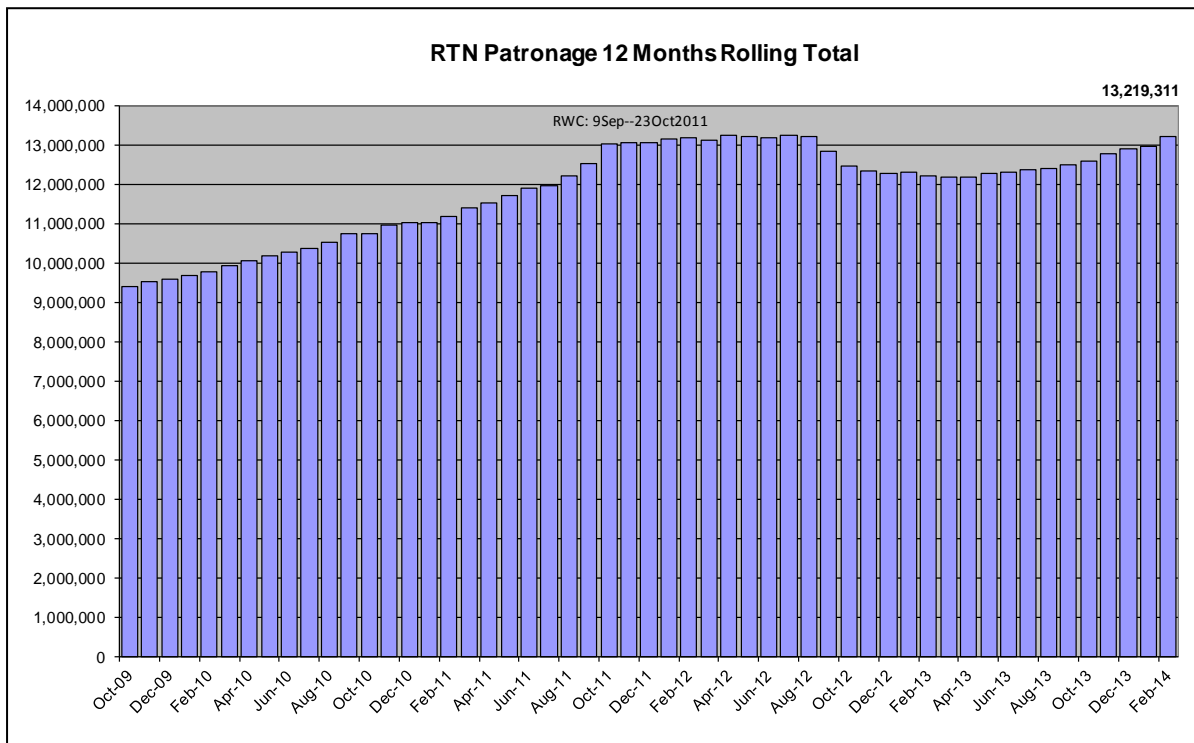


Figure 3. RTN Patronage – 12 Months Rolling Total

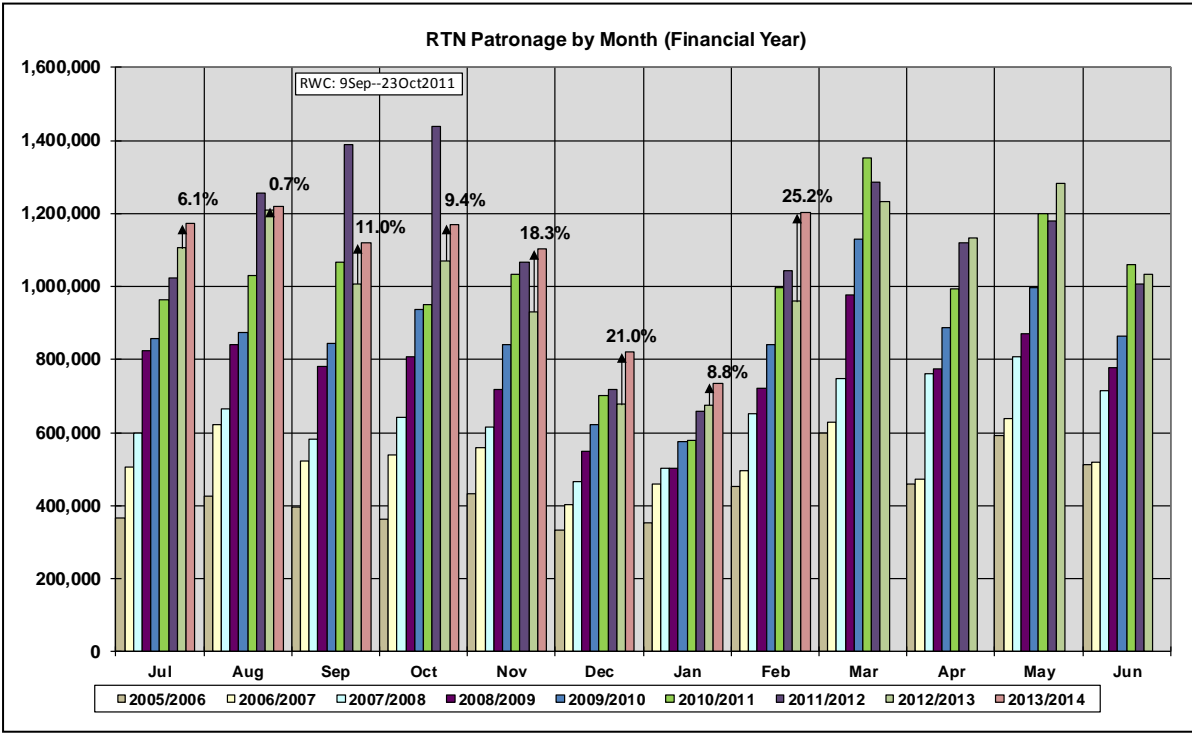


Figure 4. RTN Patronage – Growth by Month 2005/06 to 2013/14

Rail Patronage

Rail patronage improved in Feb-2014 and totalled 10,879,359 passengers for the twelve months to Feb-2014 (Figure 5), an increase of +2.0% on the 12-months to Jan-2014. Patronage for Feb-2014 was 1,005,372 boardings, an increase of +27.4% (+216,295 boardings) on Feb-2013 (Figure 6), normalised to ~ +15.2%.

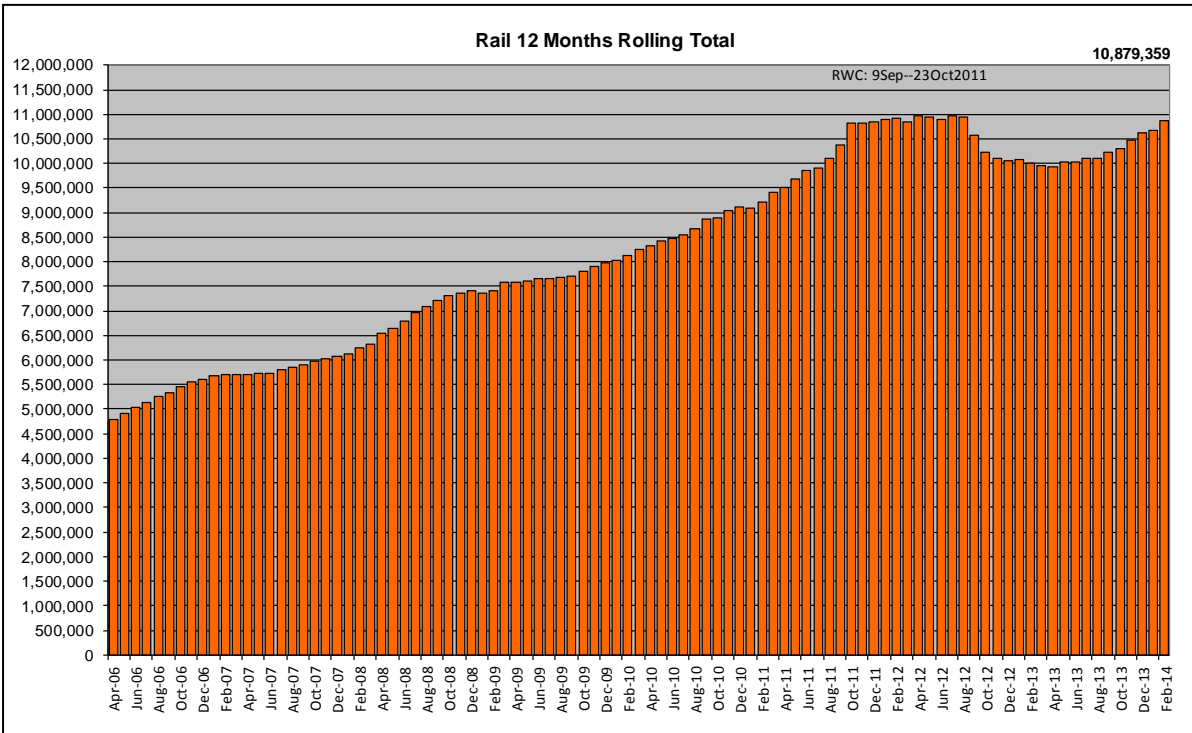


Figure 5. Rail Patronage – 12 Months Rolling Total



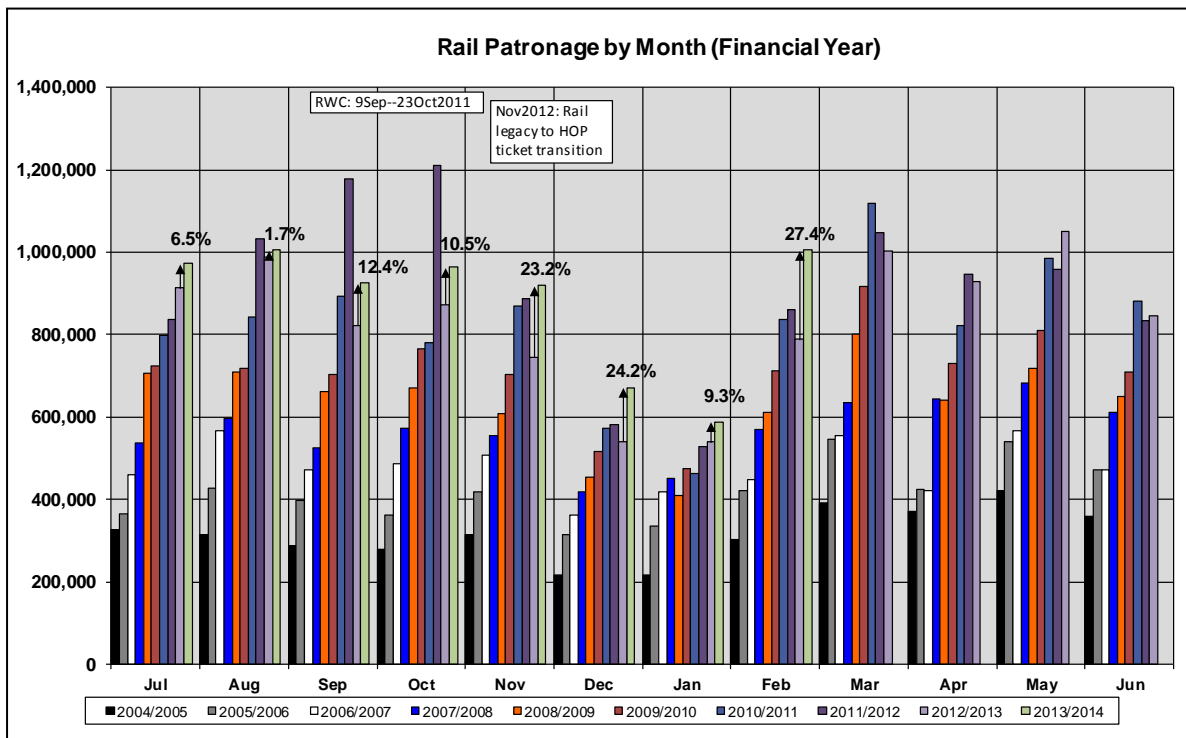


Figure 6. Rail Patronage – Growth by Month 2005/06 to 2013/14

Figure 7 illustrates estimated average passengers/day.

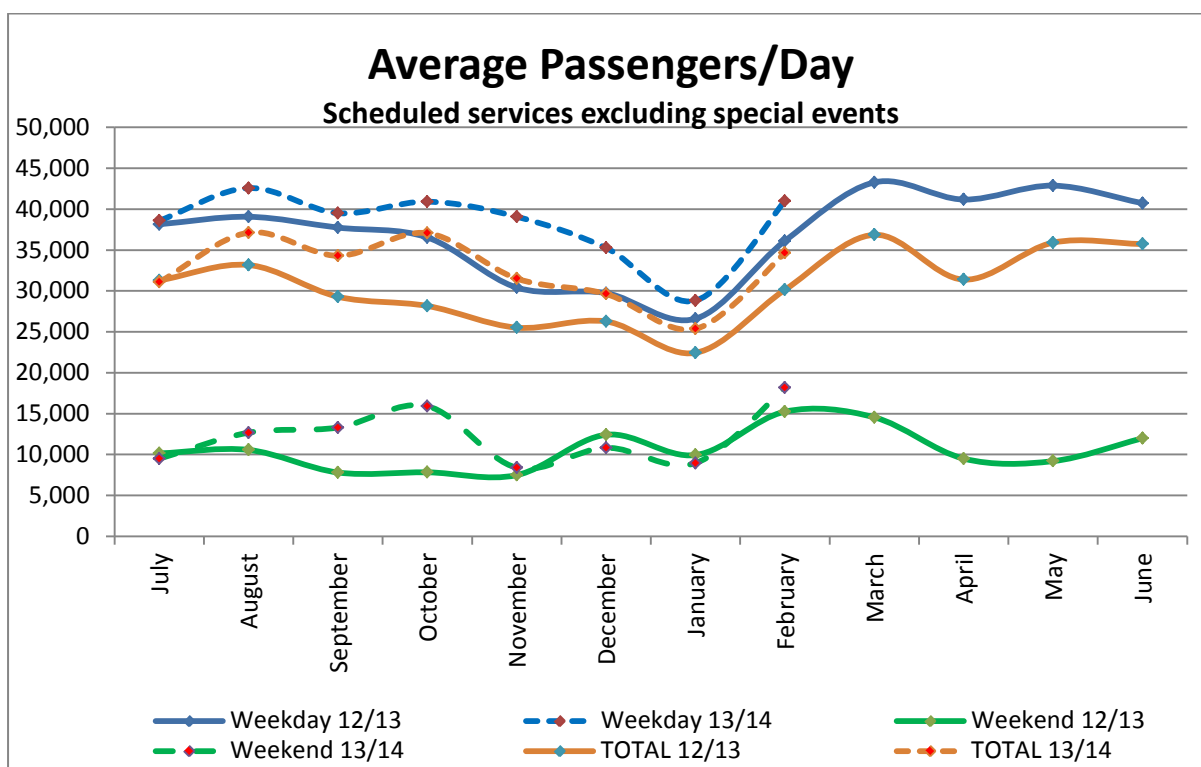


Figure 7. Rail Patronage – Ave. Daily Passenger Counts for Scheduled Services 2012/13 - 2013/14

Rail ticket types sold (Figure 8) illustrates an increase in AT HOP card usage relative to single paper ticket sales in Feb-2014 compared to Feb-2013. There were the same number of week days and weekend days in Feb-2014. There was an equivalent full block of line but an additional partial block of lines on the Eastern and Western lines in 2014. There were a number of special events in Feb-2014 including the Dick Smith NRL 9s (over the two day event there were over 70,000 passengers by rail), the Wellington Phoenix, and the start of the Super Rugby season at Eden Park. There was

also an Eminem Rapture concert at Western Springs and the Breakers playing at Vector Arena. The passenger journeys for these special events are included as “Other” in Figure 8. Adjusting for these events, rail growth is normalised downwards to ~ +15.2%.

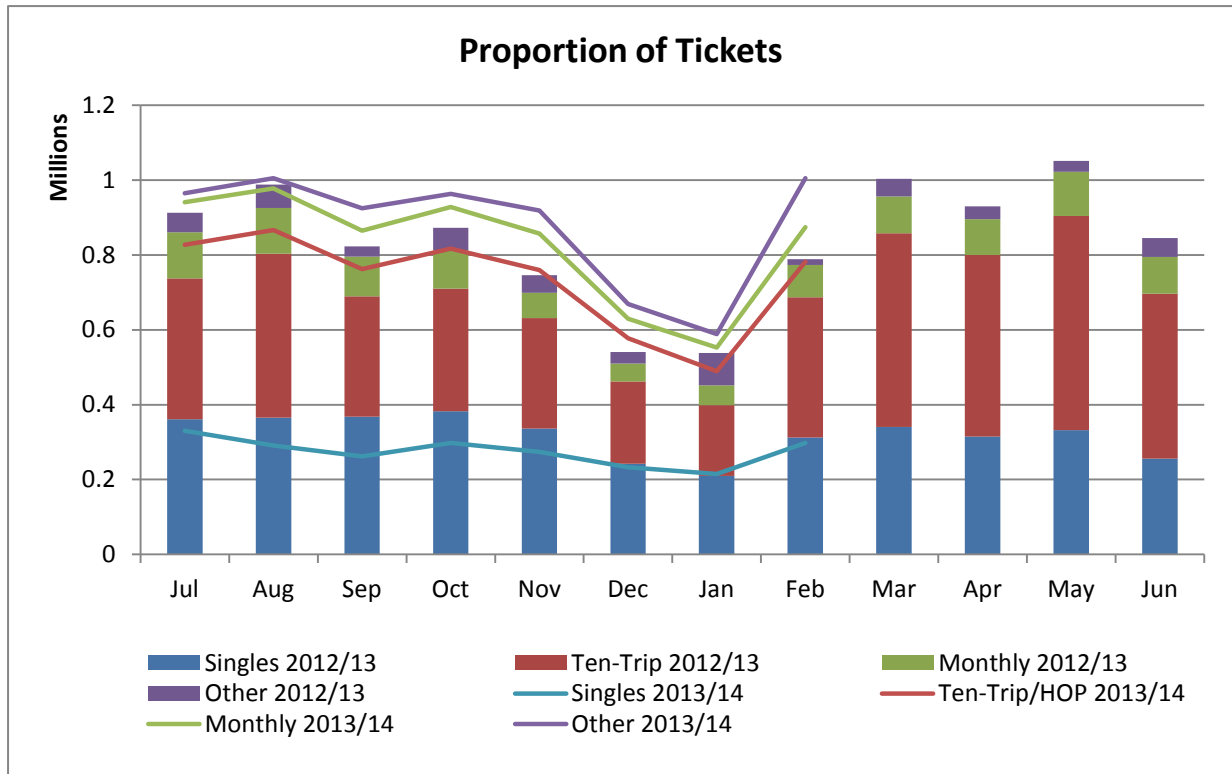


Figure 8. Ticket Sales by Ticket Type – 2013/14 compared to 2012/13

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

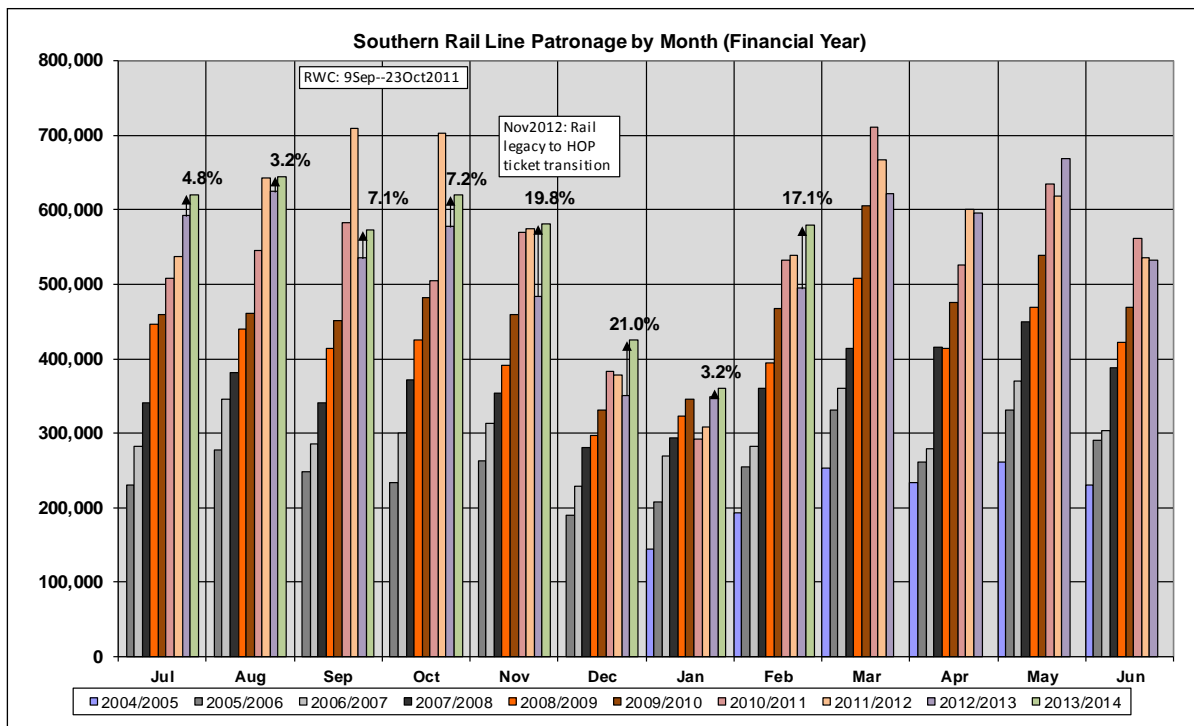


Figure 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2013/14

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,820,930 passengers for the 12-months to Feb-2014. Patronage for Feb-2014 was 578,913 boardings, an increase of 17.1% (84,594 boardings) on Feb-2013 (Figure 9). Bus replacements for the early ramp down of services on the Eastern Line for electrification works and EMU testing was continued five nights per week during Feb-2014 affecting the relative patronage growth on the services affected (East and Manukau lines).

Western Rail Line

Western Line rail patronage totalled 4,058,429 passengers for the 12-months to Feb-2014. Patronage for Feb-2014 was 426,459 boardings, an increase of +44.7% (+131,701 boardings) on Feb-2013 (Figure 10). Bus replacements for the early ramp down of all services after 8.30pm on the Western line for electrification works from the 17th Feb and continued five nights per week (Sunday to Thursday) affecting the relative patronage growth on those services, while the overall total was boosted by travel on trains supporting the special events at Eden Park (League 9s and Super 15).

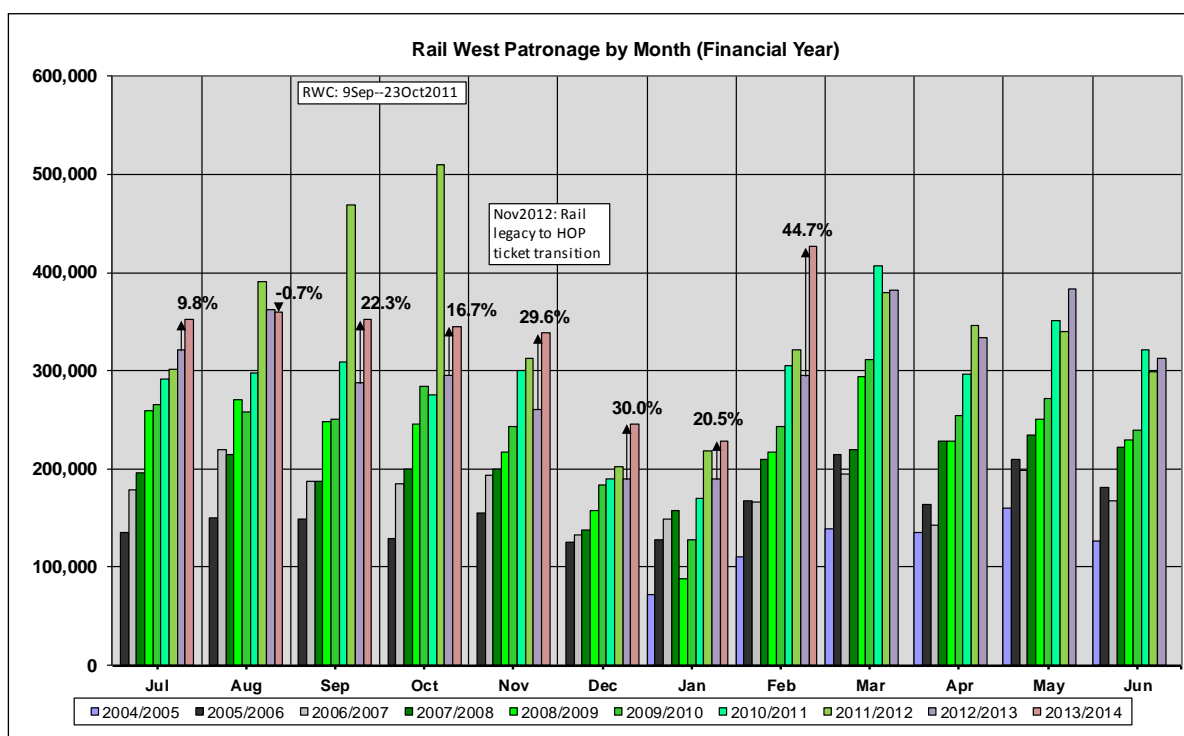


Figure 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2013/14

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 2,339,952 passengers for the 12-months to Feb-2014 (Figure 11), an increase of +1.1% on the 12-months to Jan-2014. Patronage for Feb-2014 was 196,539 boardings, an increase of +15.2% (25,985 boardings) on Feb-2013 (Figure 12).

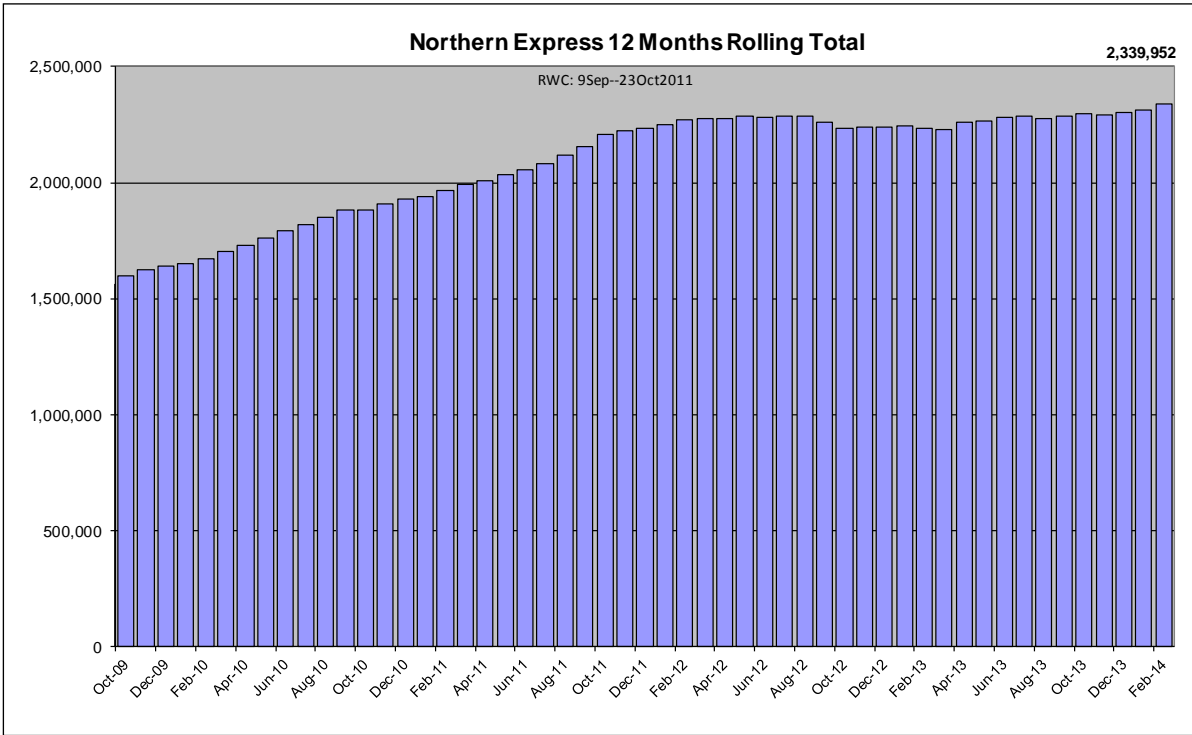


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total

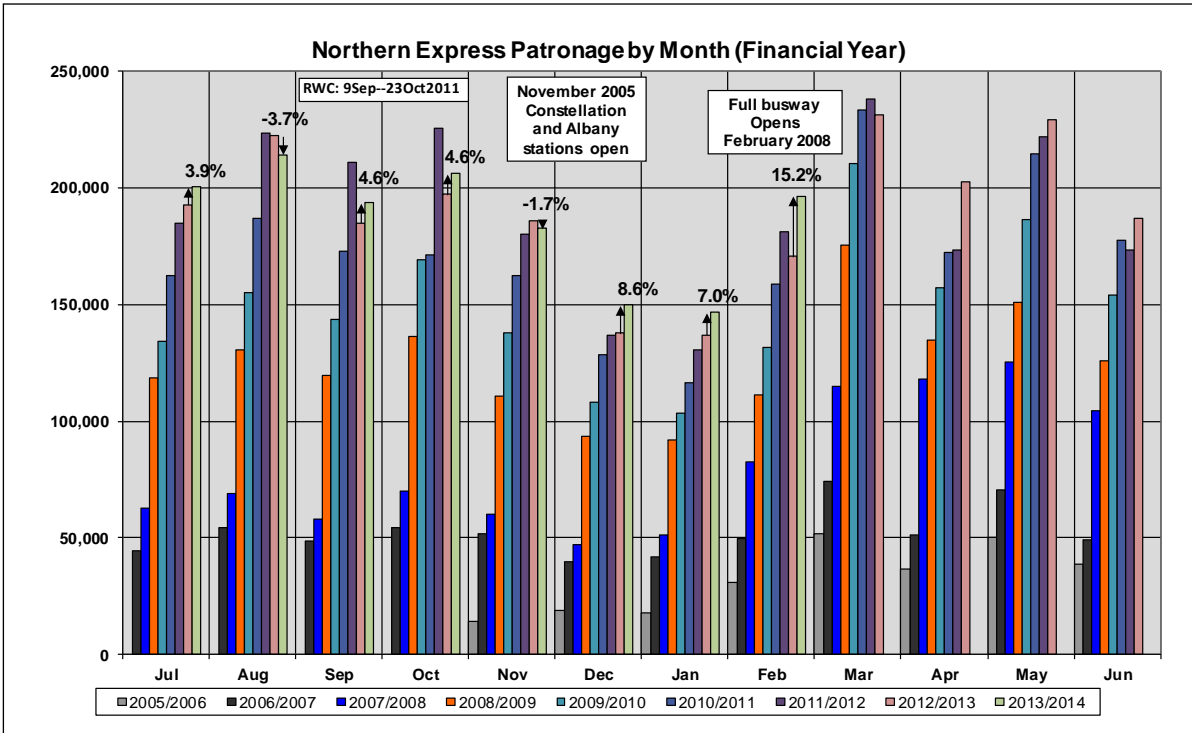


Figure 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2013/14

Bus Patronage (Other Than Northern Express)

Patronage totalled 52,060,766 passengers for the 12-months to Feb-2014 a change of +0.5% compared with the 12-months to Jan-2014. Patronage for Feb-2014 was 4,408,736 boardings, a change of +6.7% (275,971 boardings) on Feb-2013 (Figure 13). Normalised average weekday patronage is illustrated Figure 14.



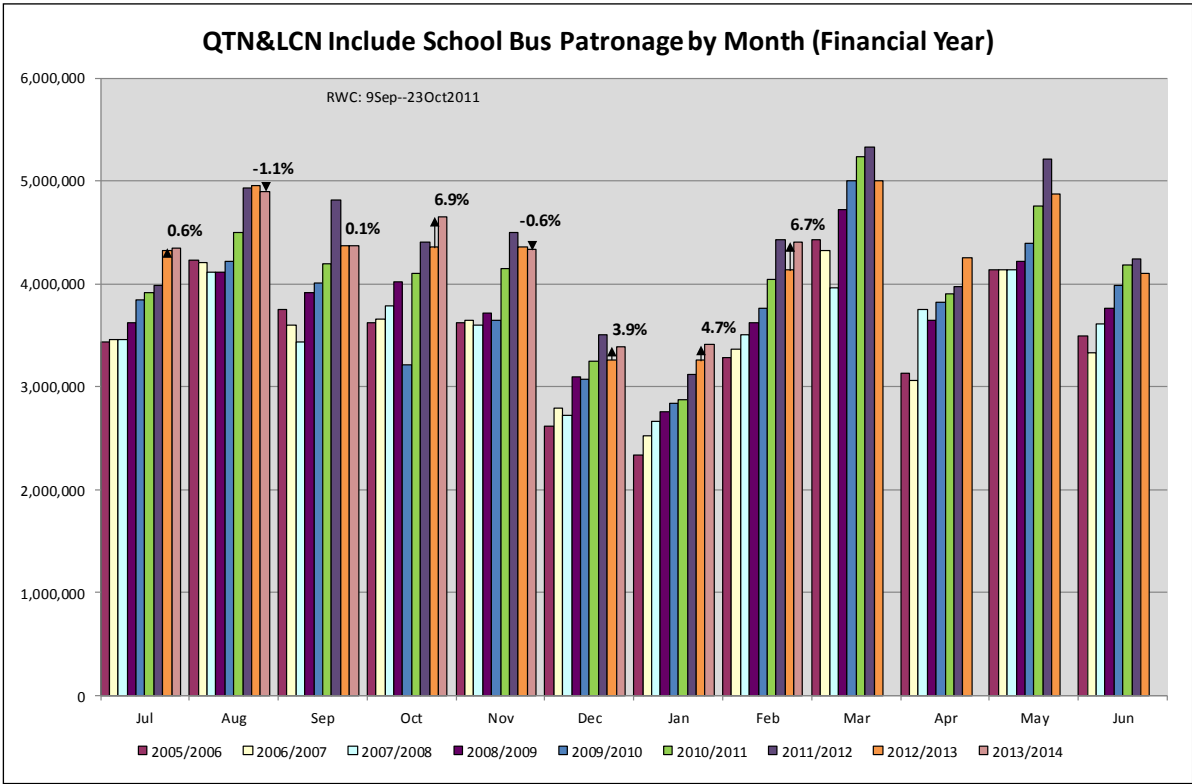


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2013/14

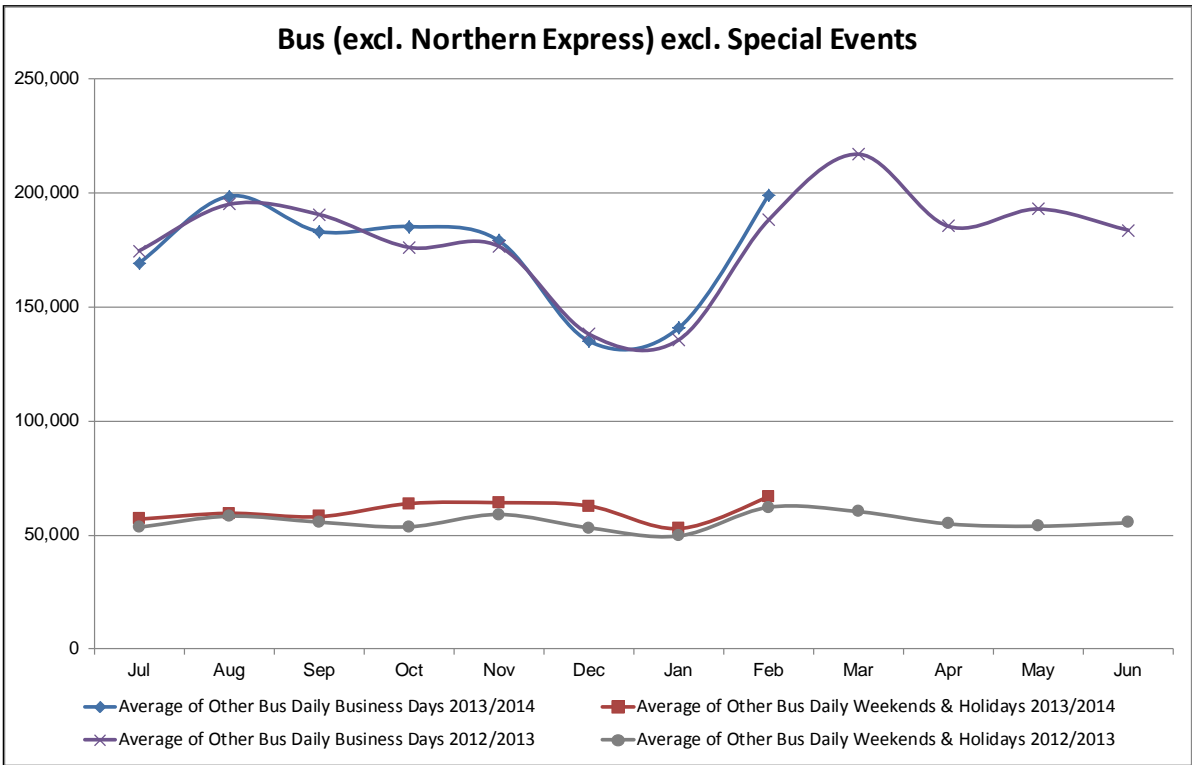


Figure 14. Bus Patronage – Ave. Daily Passenger Counts 2012/13 - 2013/14

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-13	940,213	13,361	1.4%	10,482,605	-268,338	-2.5%	394,289	- 13,319	-3.3%	4,810,921	-149,428	-3.0%
Aug-13	1,040,633	- 11,089	-1.1%	10,471,515	-263,334	-2.5%	451,284	- 1,429	-0.3%	4,809,492	-118,783	-2.4%
Sep-13	922,745	21,005	2.3%	10,492,520	-153,133	-1.4%	403,817	- 21,189	-5.0%	4,788,303	-119,752	-2.4%
Oct-13	984,747	94,335	10.6%	10,586,856	-87,029	-0.8%	415,883	- 474	-0.1%	4,787,829	-140,443	-2.8%
Nov-13	881,116	- 1,787	-0.2%	10,585,069	-67,083	-0.6%	391,364	- 28,616	-6.8%	4,759,213	-167,401	-3.4%
Dec-13	627,978	31,729	5.3%	10,616,797	22,063	0.2%	293,252	- 16,861	-5.4%	4,742,352	-186,353	-3.8%
Jan-14	622,120	25,394	4.3%	10,642,192	15,592	0.1%	294,764	- 5,828	-1.9%	4,736,525	-205,638	-4.2%
Feb-14	895,928	37,691	4.4%	10,679,882	115,805	1.1%	388,532	- 2,969	-0.8%	4,733,556	-181,593	-3.7%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-13	871,963	14,825	1.7%	10,628,692	-121,317	-1.1%	2,143,702	12,997	0.6%	25,356,977	-974,970	-3.7%
Aug-13	1,035,074	- 23,863	-2.3%	10,604,829	-148,368	-1.4%	2,375,272	- 18,337	-0.8%	25,338,640	-1,061,392	-4.0%
Sep-13	910,325	- 27,319	-2.9%	10,577,510	-122,904	-1.1%	2,134,459	32,265	1.5%	25,370,905	-740,675	-2.8%
Oct-13	937,109	38,948	4.3%	10,616,458	-102,882	-1.0%	2,317,000	165,781	7.7%	25,536,687	-456,421	-1.8%
Nov-13	895,126	- 5,775	-0.6%	10,610,684	-109,430	-1.0%	2,168,292	10,468	0.5%	25,547,155	-328,415	-1.3%
Dec-13	683,386	30,526	4.7%	10,641,210	-62,515	-0.6%	1,785,319	82,896	4.9%	25,630,051	-69,875	-0.3%
Jan-14	635,784	7,136	1.1%	10,648,346	-87,458	-0.8%	1,857,490	127,682	7.4%	25,757,733	-4,463	0.0%
Feb-14	890,048	31,002	3.6%	10,679,348	-2,444	0.0%	2,232,764	208,783	10.3%	25,966,516	358,663	1.4%

Ferry Patronage

Ferry patronage totalled 5,543,953 passengers for the 12-months to Feb-2014 a decrease of -1.6% on the 12 months to Jan-2014. Patronage for Feb-2014 was 459,923 boardings, a decrease of -16.0% (-87,641 boardings) on Feb-2013 (Figure 15). Ferry patronage on the Commercial Waiheke ferry service is showing a sharp decrease when compared to the same month last year. This anomaly is being investigated and will be reported back at the next board meeting.

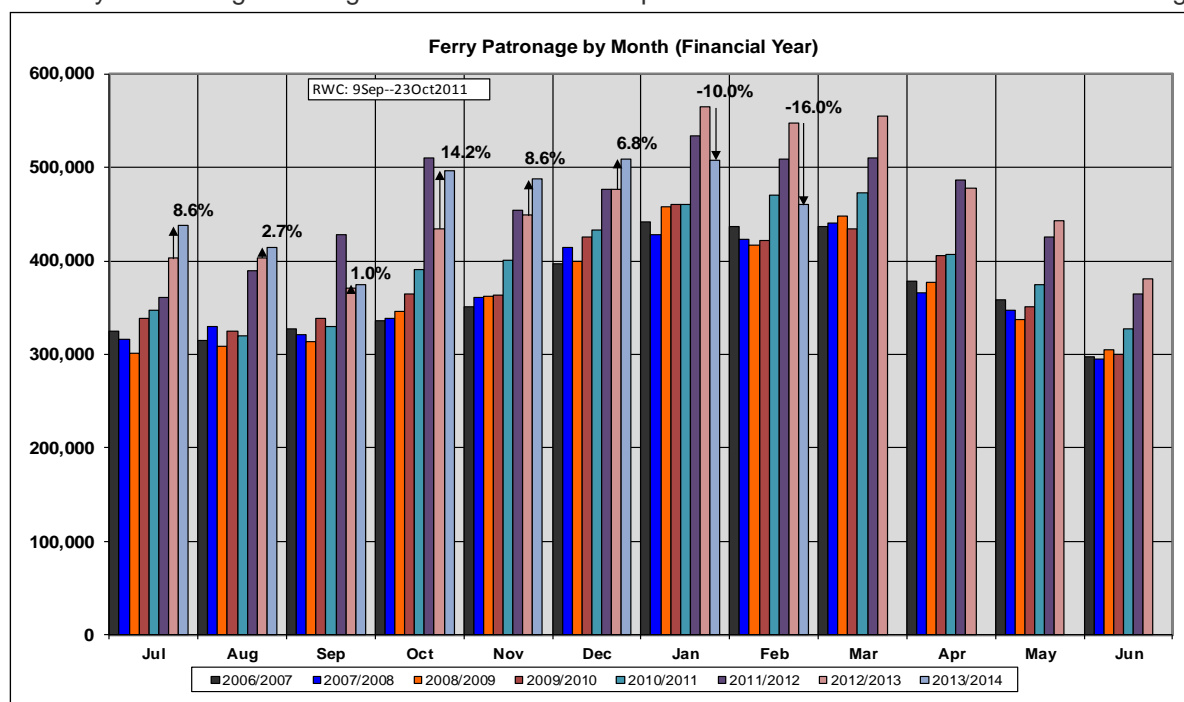
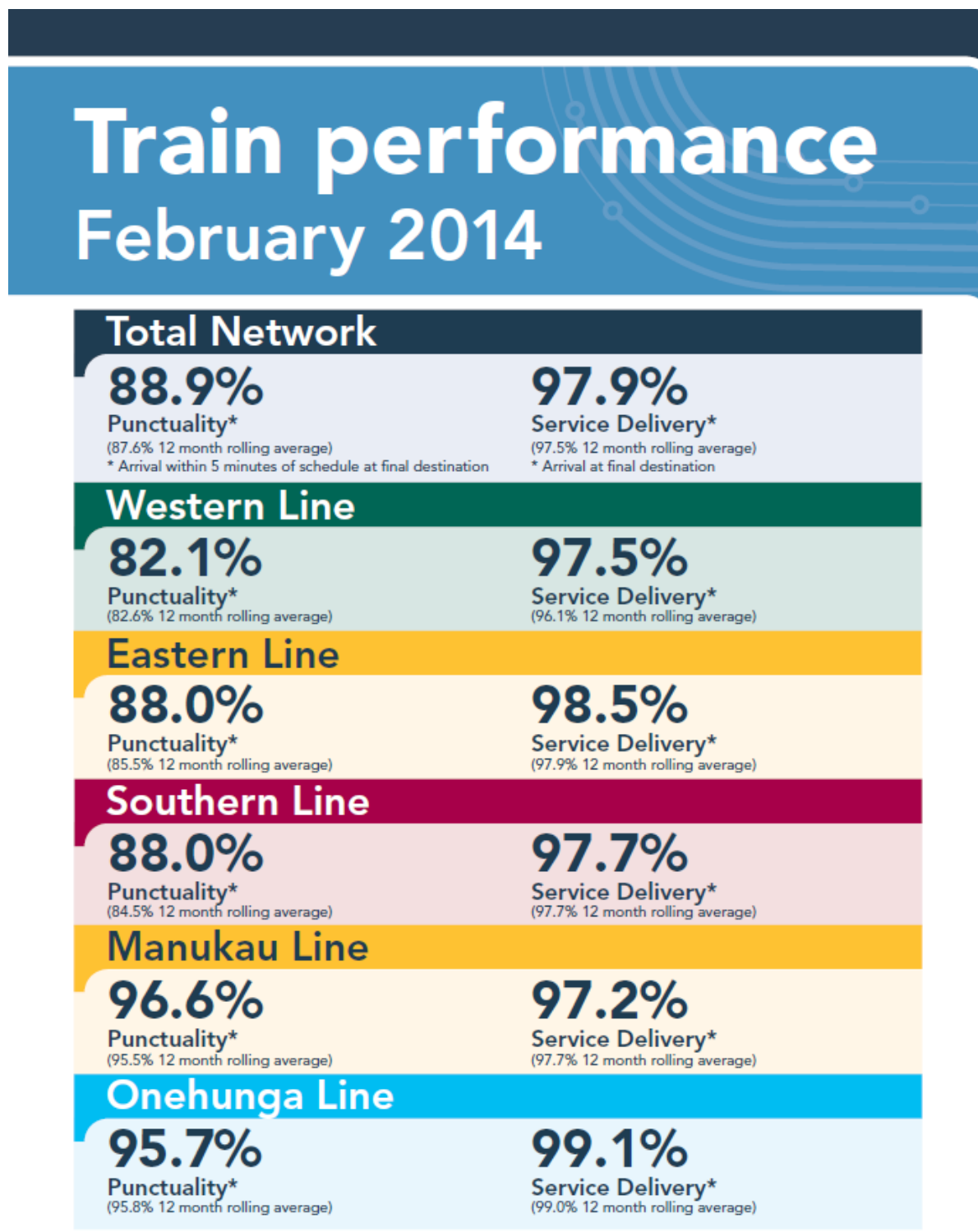


Figure 15. Ferry Patronage – Growth by Month 2006/07 to 2013/14

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance



For more information visit
www.AT.co.nz or phone 09 366 6400



Figure 16. Rail Published Performance Results for February 2014



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 Feb-2014 service delivery was 97.9%. Punctuality for Feb-2014 was 88.9% compared to the 12-month average of 87.6% in Feb-2014 and 82.9% in Feb-2013. Punctuality trends comparing 2013 and 2014 are presented at Figure 17.

Table 3. Train Performance Statistics - February 2014

	West	East	South	Manukau	Onehunga	Total
Services Planned	2,287	1,562	1,940	1,346	1,230	8,365
Services Cancelled	57	24	45	38	11	175
Services Delayed > 5 min	399	185	228	44	52	908

There was a slight reduction in on-time performance recorded in February compared to January although the result maintained the general improvement compared to previous years that has occurred in recent months. Several significant incidents affected service delivery in the month involving the fleet performance towards the end of the month.

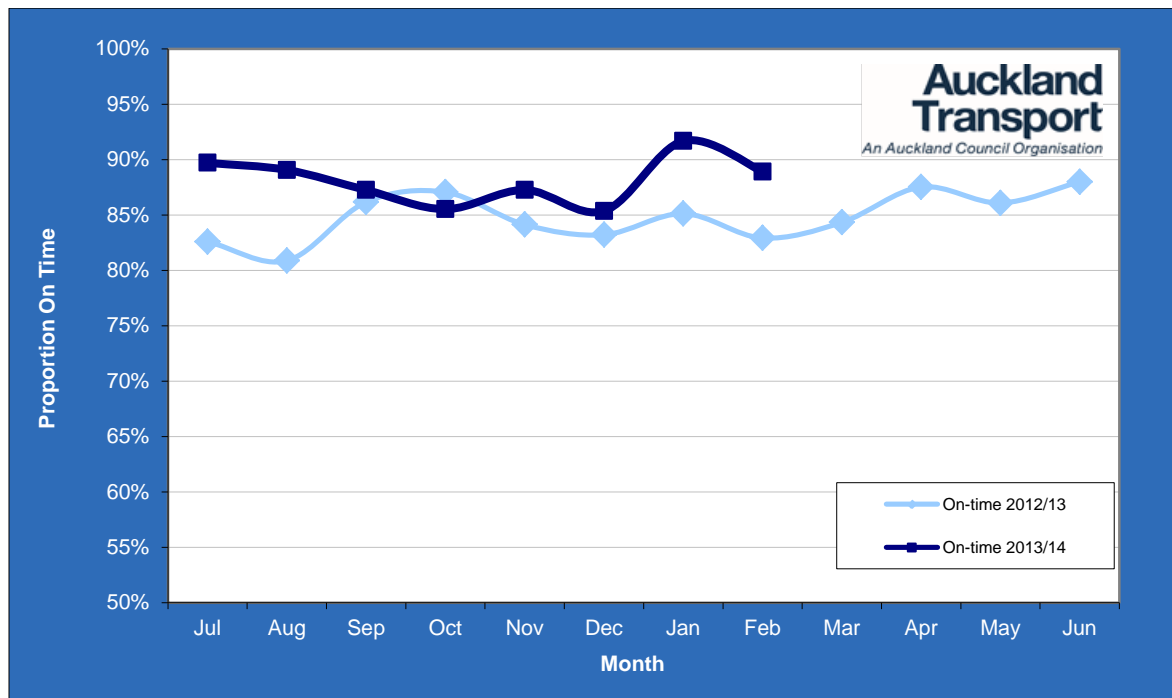


Figure 17. Rail Punctuality Trends for 2013 and 2014

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 two days during February.
- *Train faults (KiwiRail)* – Metro train faults had a significant effect on delivery during four days in February.
- *Operational (Transdev)* – There were no significant operational incidents during February.
- *Other* – There were three days when services were impacted as a result of other issues. The first was a Police requesting a line closure between Te Mahia and Takanini on the 2nd February and two incidents involving freight trains.

Train Delay Impacts

Train delay minutes continued the long term declining trend reflecting the overall performance trends. The average delay per service operated continued to trend downwards as illustrated in Figure 18. The total delay minutes were 1.2% lower than the level for the same month last year. For the month a total of 15,781 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.

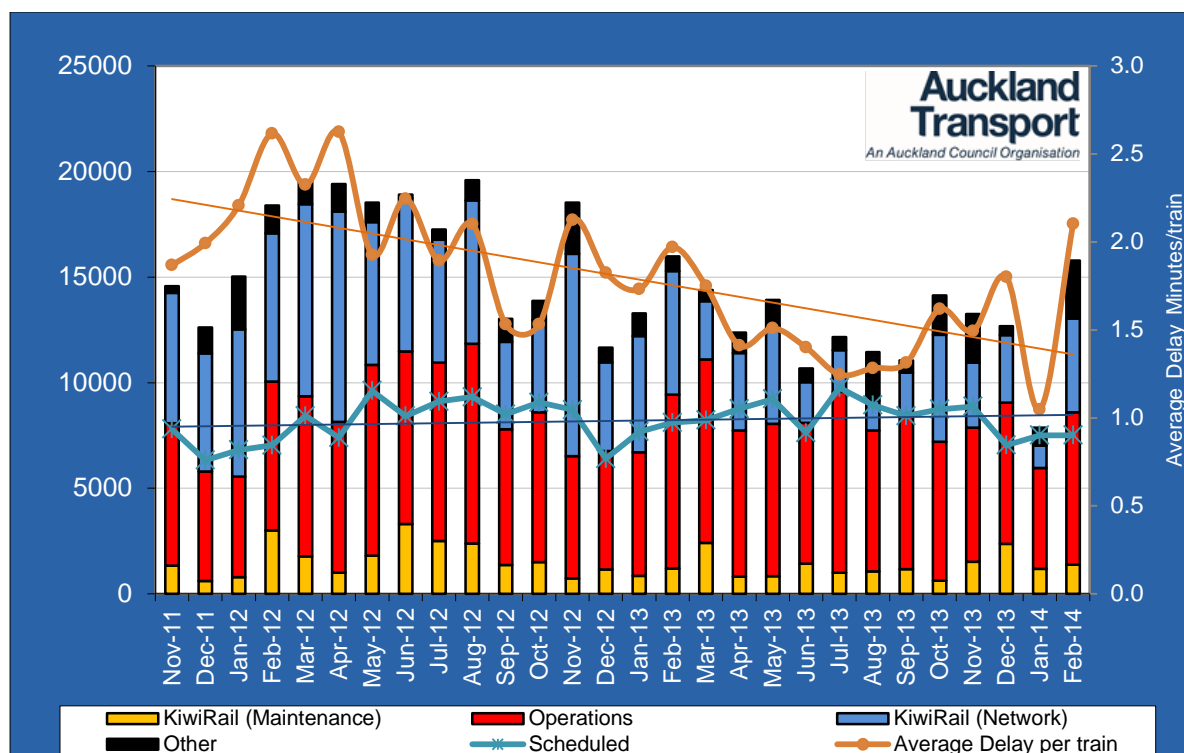


Figure 18. Train Delay Minutes by Cause

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

Table 4. Infrastructure Related Delays

	Delay Minutes	Proportion
Network Control	1219	62.7%
Signal/points failure	609	31.3%
Speed restrictions	81	4.2%
Track protection measures*	36	1.8%
Total	1945	

* 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 16 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 Feb-2014, 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 88.9%.

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 5 below. This was 87.2% on-time performance for Feb-2014.

Table 5. Rail Punctuality Weighted by Passenger Volume

	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14
Total Network Actual Service Delays	82.9%	84.3%	87.5%	86.1%	88.0%	89.7%	89.1%	87.3%	85.5%	87.3%	85.4%	91.7%	88.9%
Weighted by Passenger Volume by Line	80.4%	81.8%	85.9%	84.4%	86.6%	88.6%	87.8%	85.9%	83.7%	86.0%	84.1%	90.3%	87.2%

Rail Capacity

There were four services reported to have exceeded AT's planned seating to standing ratio on average during February, all morning peak services. Additionally a further six services were near the planned ratio.

Bus Service Performance

For February 2014, 99.88% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for February 2014 was 99.00%, measured by the percentage of services which commence the journey within five 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 driver's logs. AT reporting of bus service performance without reliance on operator self-reporting is under development.

Table 6. Contracted Bus Service Reliability and Punctuality - February 2014

Operator	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,205	100%	99.37%
H & E	16,085	99.9%	97.14%
NZ Bus	109,824	99.75%	97.74%
Ritchies	26,940	100%	99.63 %
Tranzit	2,046	100%	95.55%
Urban Express	4,811	99.96%	94.18%
Total	169,911	99.88%	99.00%

Ferry Service Performance

For February 2014, 99.97% of contracted ferry service trips were operated (reliability measure). Service punctuality for February 2014 was 99.69% of services operated, measured by the percentage of services which commence the journey within five 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 7. Contracted Ferry Service Reliability and Punctuality - February 2014

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	912	99.89%	99.45%
Half Moon Bay	528	100%	99.24%
Birkenhead	976	100%	99.8%
Gulf Harbour	130	100%	100%
West Harbour	513	100%	100%
Rakino	18	100%	94.44%
Pine Harbour	570	100%	100%
Hobsonville	209	100%	98.56%
Total	3,856	99.97%	99.69%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 128 events took place in February with approximately 12 that had an 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.

Phoenix vs. Adelaide, Eden Park: Saturday 1st February 2014

Additional supplementary Northern Express Services were utilised inbound and outbound along with additional rail services were provided for this event. Event and transport intergrated ticketing was provided. Attendance at the event was 18,312.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	3,582	19.56	3,964	21.65	20.61%
BUS	560	3.06	560	3.06	3.06%
FERRY	-	-	-	-	-
TOTAL	4,142	22.62	4,524	24.71	23.67%

Waitangi Day Celebrations : Thursday 6th February

Tamaki Drive services were supplemented for the Orakei Waitangi Day Celebrations at Bastian Point. A total of 344 additional patrons were moved on buses for this event.

Black Caps vs. India, 4 Day Test Match: Thursday 6th February – Sunday 9th February 2014

Additional rail services were provided for this game, normal fares applied. Attendance at the event was between 5,327 and 1,800 per day.

6/2/14	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	345	6.48	345	6.48	6.48%
BUS	-	-	-	-	-
FERRY	-	-	-	-	-
TOTAL	345	6.48	345	6.48	6.48%

7/2/14	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	67	3.72	67	3.72	3.72%
BUS	-	-	-	-	-
FERRY	-	-	-	-	-
TOTAL	67	3.72	67	3.72	3.72%

8/2/14	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	51	1.89	51	1.89	1.89%
BUS	-	-	-	-	-
FERRY	-	-	-	-	-
TOTAL	51	1.89	51	1.89	1.89%

9/2/14	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	36	1.13	36	1.13	1.13%
BUS	-	-	-	-	-
FERRY	-	-	-	-	-
TOTAL	36	1.13	36	1.13	1.13%

Lantern Festival : Friday 14th February – Sunday 16th February

A number of Symonds Street services (Howick and Eastern) and Ritchies Services (Northern Express) were supplemented for this event.

Sky City Breakers vs. Cairns Taipans, Vector Arena: Friday 14th February 2014

For the 2013/2014 Sky City Breakers Season at Vector Arena, travel is included in the ticket price for these events. Patrons can travel on all regular timetabled and special event rail services as well as regular timetabled Northern Express Services. A special event service from Vector Arena (Quay Street) leaves directly after the event via all Northern Busway Stations. Attendance at the event was 5,183.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	434	8.37	434	8.37	8.37%
BUS	76	1.47	191	3.69	2.58%
FERRY	-	-	-	-	-
TOTAL	510	9.84	625	12.06	10.95%

NRL9's, Eden Park: Saturday 15th – Sunday 16th February 2014

For the 2014 NRL9's at Eden Park, travel is included in the ticket price for these events. Patrons can travel on all regular timetabled and special event rail services as well as special event buses from Takapuna, Northern Busway, CBD, Manukau/Botany/Pakuranga and Newmarket/Mt Eden. For Attendance at the event was 42,000 on Saturday and 44,000 on Sunday.

15/2/14	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	17,629	41.97	17,913	42.65	42.31%
BUS	5,923	14.10	4,935	11.75	19.93%
FERRY	-	-	-	-	-
TOTAL	23,552	56.08	22,853	54.41	55.25%

16/2/14	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	17,606	40.01	17,777	40.40	40.21%
BUS	4,942	11.23	5,768	13.11	12.17%
FERRY	-	-	-	-	-
TOTAL	22,548	51.25	23,550	53.52	52.39%

Eminem Rapture, Western Springs: Saturday 15th February 2014

For this event at Western Springs, travel is included in the ticket price for these events. Patrons can travel on all regular timetabled and special event rail services as well as Northern Express Services Inbound and special event buses from Northern Busway and the CBD Outbound. Attendance at the event was 50,392.

Blues vs. Crusaders, Eden Park: Friday 28th February 2014

For the 2014 Blues Season at Eden Park, travel is included in the ticket price for these events. Patrons can travel on all regular timetabled and special event rail services as well as special event buses from Takapuna, Northern Busway, Manukau/Botany/Pakuranga and Newmarket/Mt Eden. For Attendance at the event was 26,221.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	9,235	35.22	9,551	36.43	35.83%
BUS	2,097	8.00	2,026	7.73	7.87%
FERRY	-	-	-	-	-
TOTAL	11,332	43.22	11,577	44.15	43.69%

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

Under the Land Transport Management Act 2013, the following applications for exempt public transport services have been approved during February 2014:

- Fullers Group Ltd: Notification to vary commercial registration for the Waiheke Vineyard Hopper Bus service from 26 December 2013 to 21 April 2014. Approved 20-Feb-14.
- NZ Bus: Notification to operate a special event service for Round the Bays event on 9/3/14. Approved 28 Feb 2014.
- Sealink Travel Group: Notification to vary the Great Barrier/Auckland Summer Timetable. Approved 26 Feb 2014.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects Implemented

- The AT HOP rollout continued in February with Ritchies (2 Feb) and Howick and Eastern (16 February) going live.
- Numerous bus timetables have been re-timetabled to improve service performance with the new timetables going live on 9th February including: Otara, Papakura, Keri Hill, Pukekohe, Sandringham Rd, Dominion Rd, Mt Eden Rd and Windy Ridge. This, and the lead time, has been communicated to key stakeholders throughout AT.

Projects in Planning

- During March AT HOP will be launched for the remaining Bus Operators (Airbus, Fullers – Waiheke Bus, Tranzit & Party Bus) and the AIFS Project will go into close-out phase.
- For the consultation on proposed changes to Green Bay and Titirangi local bus services the final report has now been prepared. This is still on-track for these changes to be implemented in mid-2014, in conjunction with the re-timetabling of all other West Auckland services operated by NZ Bus, to complement the Green Bay/Titirangi route restructure.
- To support the Southern New Network, South Auckland bus stop infrastructure rollout has ramped up to meet an aggressive delivery schedule of between 100 and 150 stop upgrades by 30 June 2014.
- West Auckland New Network planning continues for consultation to commence in mid-2014, for implementation late 2015 (to complement commencement of full electric train timetable on Western Line).
- Hibiscus Coast New Network planning well underway for consultation to commence in mid-2014.
- Franklin New Network planning underway for consultation to commence in the second half of 2014.
- Birkenhead Transport services - developing new timetables to improve headway, frequency and capacity, potential implementation date April 2014.
- Investigations underway into other bus-train, bus-ferry and bus-bus connection points to guide infrastructure upgrades to support wider elements of the New Network across the city.
- Preparations continue on the Business Case for Integrated Fares which is targeted to go to the April AT Board.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

Central Corridors (27 Jan – 24 Mar)

The 'Travel Myths' Central Corridors campaign continued through February on bus back, street posters, Adshels (bus stops), direct marketing and postcards in cafes. This second tranche of the campaign is intended to build upon the growth in positive perceptions of AT achieved in the first tranche in November - December 2013.

Northern Express Free weekend (22/23 February)

A further free weekend on the Northern Express was promoted on 22/23 February. Coinciding with the "Pride Festival" event in Ponsonby on Sunday 23 February a total patronage for the weekend of 9,120 was achieved, an increase of 39% on the previous weekend when normal fares applied.

AT Ambassadors

AT Ambassadors provided customer support for the AT HOP roll out to cover Ritchies and following a request from Fullers at the Downtown Ferry Terminal with the cessation of the ten day ticket that was replaced with AT HOP.

Ferry Infrastructure changes

Two small and locally based pieces of communication were targeted at current customers regarding the construction at Downtown Ferry Terminal Pier 2 of the waiting area enclosure and relocation of the bus transfer point at Bucklands Beach from 16 February.

Tamaki Drive and Albany Central bus promotions (both 4-7 February)

Direct mail to Tamaki Drive (5,220 households) and Albany Central (2,176 households) represent the ninth and tenth areas within Auckland that have been given the free ticket trial offer. In total 61,000 people in Auckland have been offered this free ticket offer.

Cessation of 10 Trip Ferry Tickets

Ten Trip tickets on some ferry services were withdrawn on 17 February. Communication through posters and a brochure to regular customers and emphasis on students when they returned in mid-February.

Bus service changes 9 February

Comprehensive communication to areas affected through posters on buses and bus stops, electronic direct marketing, updating of website and press advertising where appropriate. AT Ambassadors out at key points on routes.

Ferry Timetable Changes

Communication re the Pine Harbour ferry service improvements via a brochure, posters and the AT website.

Panmure Interchange

Local press advertising for the newly opened Panmure Interchange to increase awareness of the investment and encourage use of the station for both buses and trains.

Northern Pass removal

In readiness for the introduction of AT Hop the communication of the removal of Northern Pass through press advertising and posters.

Te Atatu Peninsula

In addition to the localised promotions we have taken the opportunity of using 'building-boards' next to our key bus stop in Te Atatu Peninsula for the promotion of services into the city.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

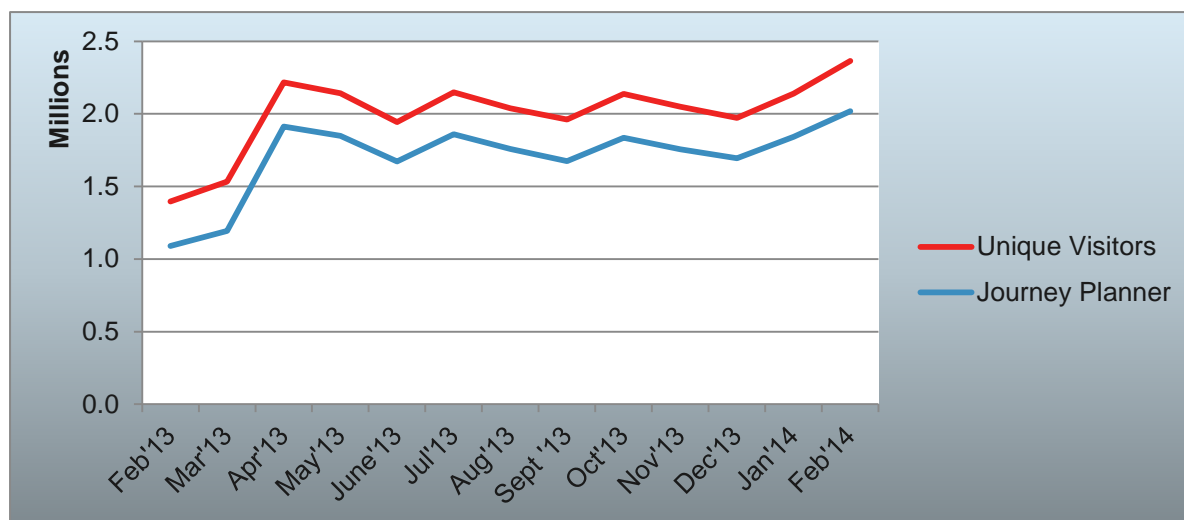
Walk-In-Centres

The combined customer visits to the Customer Service Centres at Britomart, AUT, Newmarket, New Lynn, Papakura, Smales Farm and Constellation for Feb-2014 was 66,922 a 73.0% increase compared to Feb-2013.

AT Public Transport Call Centre

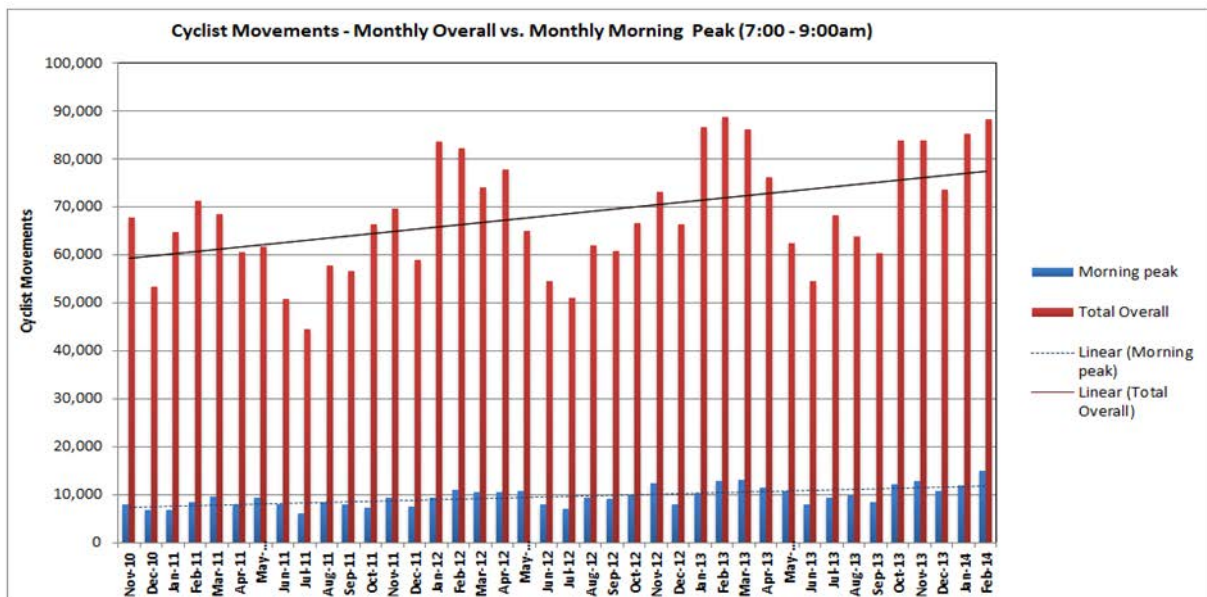
For Feb-2014, call volume was 37,684 (-1.72% compared to Feb-2013). 75.0% of calls were answered within the service standard of 20 seconds. For AT HOP ticketing there was 17,035 calls during the month and 68.0% were answered within the service standard of 20 seconds.

www.AT.co.nz Visitors by month



9. MONTHLY CYCLE MONITORING REPORT (February 2014)

There has been a decrease of 0.5% in cyclist movements in Feb-2014, compared to Feb-2013. The morning peak movement's increased by 16.3% when compared to January last year. A total of 887,203 cycle trips were recorded for the year to Feb-2014, this is an increase of 7.2% 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	2014	2010-11	2011-12	2012-13	2013-14
January		64,836	83,629	86,768	85,399		29.0%	3.8%	-1.6%
February		71,287	82,290	88,760	88,272		15.4%	7.9%	-0.5%
March		68,513	74,124	86,233			8.2%	16.3%	
April		60,534	77,862	76,130			28.6%	-2.2%	
May		61,675	65,137	62,564			5.6%	-4.0%	
June		50,742	54,632	54,498			7.7%	-0.2%	
July		44,614	51,175	68,232			14.7%	33.3%	
August		57,713	61,945	63,886			7.3%	3.1%	
September		56,549	60,960	60,320			7.8%	-1.0%	
October		66,497	66,634	83,948			0.2%	26.0%	
November	67,852	69,651	73,227	83,986		2.7%	5.1%	14.7%	
December	53,412	58,907	66,372	73,735		10.3%	12.7%	11.1%	

	Morning Peak Movements					Increase			
	2010	2011	2012	2013	2014	2010-11	2011-12	2012-13	2013-14
January		6,905	9,491	10,345	11,948		37.5%	9.0%	15.5%
February		8,385	10,894	12,913	15,018		29.9%	18.5%	16.3%
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	9,465			14.4%	35.7%	
August		8,557	9,319	9,776			8.9%	4.9%	
September		8,005	9,211	8,440			15.1%	-8.4%	
October		7,185	9,884	12,070			37.6%	22.1%	
November	7,962	9,272	12,343	12,938		16.5%	33.1%	4.8%	
December	6,904	7,461	7,885	10,736		8.1%	5.7%	36.2%	