

Statistics Report

March 2014



TABLE OF CONTENTS

PUBLIC TRANSPORT	3
1. HIGHLIGHTS	3
2. PUBLIC TRANSPORT PATRONAGE	5
3. PUBLIC TRANSPORT SERVICE PERFORMANCE.....	16
4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES	20
5. REGISTERED SERVICE NOTIFICATIONS UNDER THE LAND TRANSPORT MANAGEMENT ACT 2013.....	22
6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS	22
7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES	24
8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS	25
9. MONTHLY CYCLE MONITORING REPORT (March 2014)	26



PUBLIC TRANSPORT

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 71,108,511 (adjusted to 71,000,588 to account for a patronage reporting anomaly on the Waiheke Ferry service¹) passengers for the 12 months to Mar-2014, an increase of +0.7% (adjusted to +0.8%¹) on the 12 months to Feb-2014.¹ March monthly patronage was 7,305,925, an increase of 510,826 boardings (adjusted to 573,994¹) or +7.5% on Mar-2013 (adjusted to +8.5%¹), normalised to ~ +3.9% accounting for additional special event patronage and one more business day and one less weekend day in Mar-2014 compared to Mar-2013.

Notable is the 12 month cumulative record patronage recorded on rail, Northern Express and the Rapid Transit Network (RTN), and record single month results for rail Southern / Eastern Line, Northern Express and Other Bus (excluding Northern Express) services.

Rail patronage totalled 11,050,980 passengers for the 12 months to Mar-2014, an increase of +1.6% on the 12 months to Feb-2014 and +11.0% on the 12 months to Mar-2013. Patronage for Mar-2014 was 1,174,588 an increase of 171,621 boardings or +17.1% on Mar-2013, normalised to ~ +7.3%. Year to date rail patronage has grown by +14.0%.

The Northern Express bus service carried 2,371,275 passenger trips for the 12 months to Mar-2014, an increase of +1.3% on the 12 months to Feb-2014 and +6.4% on the 12 months to Mar-2013. Northern Express bus service patronage for Mar-2014 was 262,431, an increase of 31,323 boardings or +13.6% on Mar-2013, normalised to ~ +8.5%. Year to date Northern Express patronage has grown by +5.6%.

Other bus services carried 52,429,668 passenger trips for the 12 months to Mar-2014, an increase of +0.7% on the 12 months to Feb-2014 and +1.9% on the 12 months to Mar-2013. Other bus services patronage for Mar-2014 was 5,374,783, an increase of 368,902 boardings or +7.4% on Mar-2013, normalised to ~ +3.8%. Year to date other bus patronage has grown by +3.1%.

Ferry services carried 5,256,588 (adjusted to 5,148,665¹) passenger trips for the 12 months to Mar-2014, a decrease of -1.1% (adjusted to +0.04%¹) on the 12 months to Feb-2014 and -4.1% on the 12 months to Mar-2013 (adjusted to +5.0%¹). Ferry services patronage for Mar-2014 was 494,123, a decrease of -61,020 boardings or -11.0% (adjusted to +2,148 or +0.4%¹). Year to date ferry patronage has decreased by -5.9% (adjusted to +197,678 passengers or +5.3%¹).

Service Performance

For rail, service punctuality in Mar-2014 was 88.4%, compared to the average for the 12 months to Mar-2014 of 87.9%. Service delivery was 98.2%, compared to the average for the 12 months to Mar-2014 of 97.5%.

Initiatives

- AT HOP integrated ticketing smart card rollout was completed across bus, rail and ferry in March.
- Preparations for the introduction of the EMUs on the Onehunga Line on 28th April continue.
- The frequency of the City LINK bus service was doubled in March between Britomart and Wynyard Quarter.

¹ Note: Due to a reporting anomaly on the Waiheke Island to Devonport ferry service the previous year's 2011/12 (July 2011 to June 2012) & 2012/13 (July 2012 to June 2013) annual reported patronage for public transport and ferry totals have been overstated. Similar anomalies in the reporting for this financial year 2013/14 (July 2013 to June 2014) have been corrected. Adjusted figures using corrected data for all years are provided in brackets where relevant throughout this report.

- Following the February bus timetable punctuality improvements, preparations are underway on implementing further punctuality improvement changes for Northstar in July, and Go West, Ritchies and Urban Express in early August.
- With the completion of the consultation for Green Bay / Titirangi bus service changes, planning is underway for August commencement, with the operator (Urban Express) to implement improved services.
- West Auckland, Franklin (Pukekohe) and Hibiscus Coast bus service designs are underway for consultations on the New bus 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 Mar-2014 include:

- Additional special event patronage in Mar-2014 compared to Mar-2013 (~+0.6% impact network wide and ~+1.8% rail), including the Warriors and Super Rugby at Eden Park, Bruce Springsteen Concert at Mt Smart Stadium and a number of other concerts at Vector Arena.
- One weekend equivalent full rail network closure and additional early evening ramp-downs placed on the Eastern and Western Lines during Mar-2014. Overall impact was the same in Mar-2014 as Mar-2013.
- Easter 2013 fell between 29 March-1 April while it falls in April 2014.

Auckland public transport patronage totalled 71,108,511 (adjusted to 71,000,588 to account for a patronage reporting anomaly on the Waiheke Ferry service¹) passengers for the 12 months to Mar-2014, an increase of +0.7% (adjusted to +0.8%¹) on the 12 months to Feb-2014 as illustrated at Figure 1. March monthly patronage was 7,305,925, an increase of 510,826 boardings (adjusted to 573,994¹) or +7.5% on Mar-2013 (adjusted to +8.5%¹), normalised to ~ +3.9%.

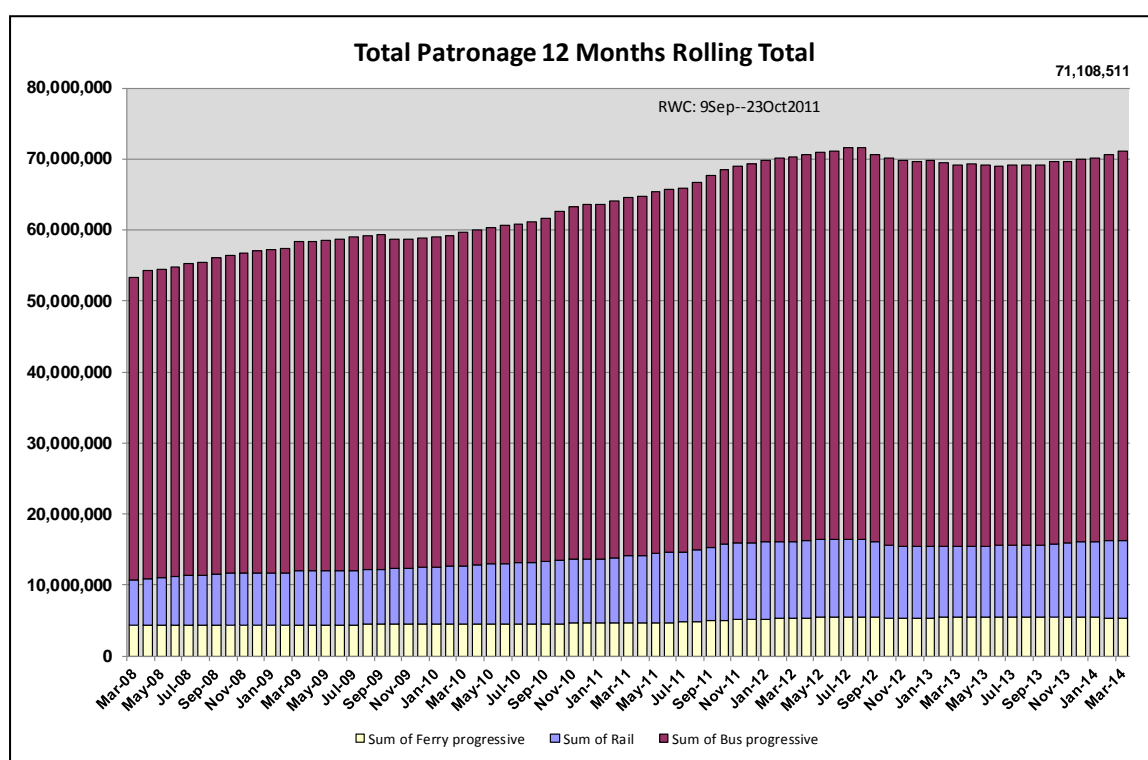


Figure 1. Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, nine months from Jul-2013, patronage has increased by +4.0% or 2,033,571 boardings (adjusted to +4.9% and 2,480,879 boardings) and compared to the same period in the previous financial year.

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

	Mar-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:	1,437,019	202,944	16.4%	13,422,255	1.5%	1,242,119	10.2%	9,977,333	1,104,864	12.5%	
Northern Express Bus	262,431	31,323	13.6%	2,371,275	1.3%	142,825	6.4%	1,752,603	92,690	5.6%	
Rail sub-total:	1,174,588	171,621	17.1%	11,050,980	1.6%	1,099,294	11.0%	8,224,730	1,012,174	14.0%	
- Western Line	428,367	46,551	12.2%	4,104,980	1.1%	536,775	15.0%	3,076,495	493,494	19.1%	
- Southern & Eastern Line:	746,221	125,070	20.1%	6,946,000	1.8%	562,519	8.8%	5,148,235	518,680	11.2%	
- Pukekohe / Papakura Services *	536,592	114,218	20.5%	4,964,921	1.9%	483,421	8.5%	3,686,040	457,398	11.1%	
- Manukau Services * (opened 15 Apr 2012)	134,400			1,193,954				879,777			
- Onehunga Services	75,228	10,852	16.9%	787,124	1.4%	79,098	11.2%	582,418	61,282	11.8%	
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	5,374,783	368,902	7.4%	52,429,668	0.7%	988,322	1.9%	39,198,024	1,178,337	3.1%	
- Frequent Connector & Local Bus	5,064,379	351,755	7.5%	49,888,033	0.7%	1,037,035	2.1%	37,365,527	1,198,520	3.3%	
- Contracted School Bus	310,404	17,147	5.8%	2,541,635	0.7%	-48,713	-1.9%	1,832,497	-20,183	-1.1%	
3. Ferry	494,123	-61,020	-11.0%	5,256,588	-1.1%	-223,938	-4.1%	3,955,122	-249,630	-5.9%	
Total Patronage	7,305,925	510,826	7.5%	71,108,511	0.7%	2,006,503	2.9%	53,130,479	2,033,571	4.0%	
Ferry - (Adjusted for 2011/12 & 2013/14)	494,123	2,148	0.4%	5,148,665	0.04%	242,835	5.0%	3,955,122	197,678	5.3%	
Total Patronage	7,305,925	573,994	8.5%	71,000,588	0.8%	2,473,276	3.6%	53,130,479	2,480,879	4.9%	

* 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 nine 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.

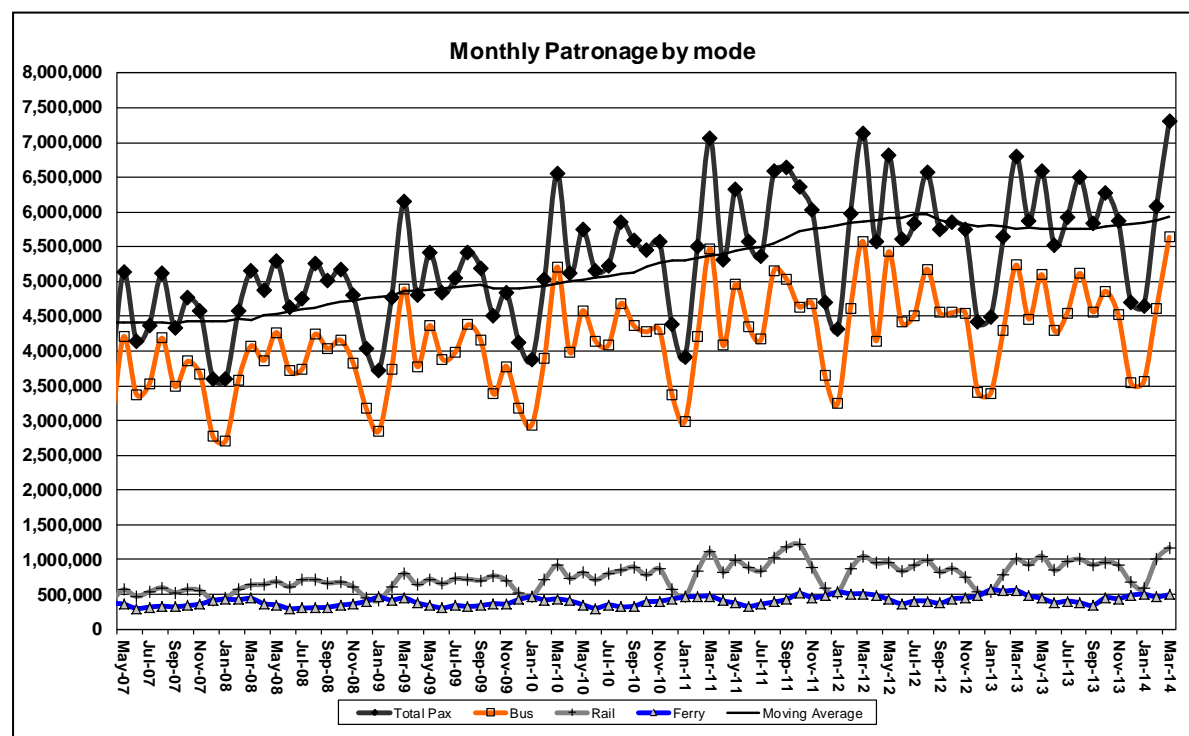


Figure 2. Monthly Patronage by Mode



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 Mar-2014 and totalled 13,422,255 passengers for the 12 months to Mar-2014 (Figure 3). Patronage for Mar-2014 was 1,437,019 boardings, an increase of 16.4% (202,944 boardings) on Mar-2013 (Figure 4) and the highest monthly result since October 2011, which included Rugby World Cup 2011 patronage.

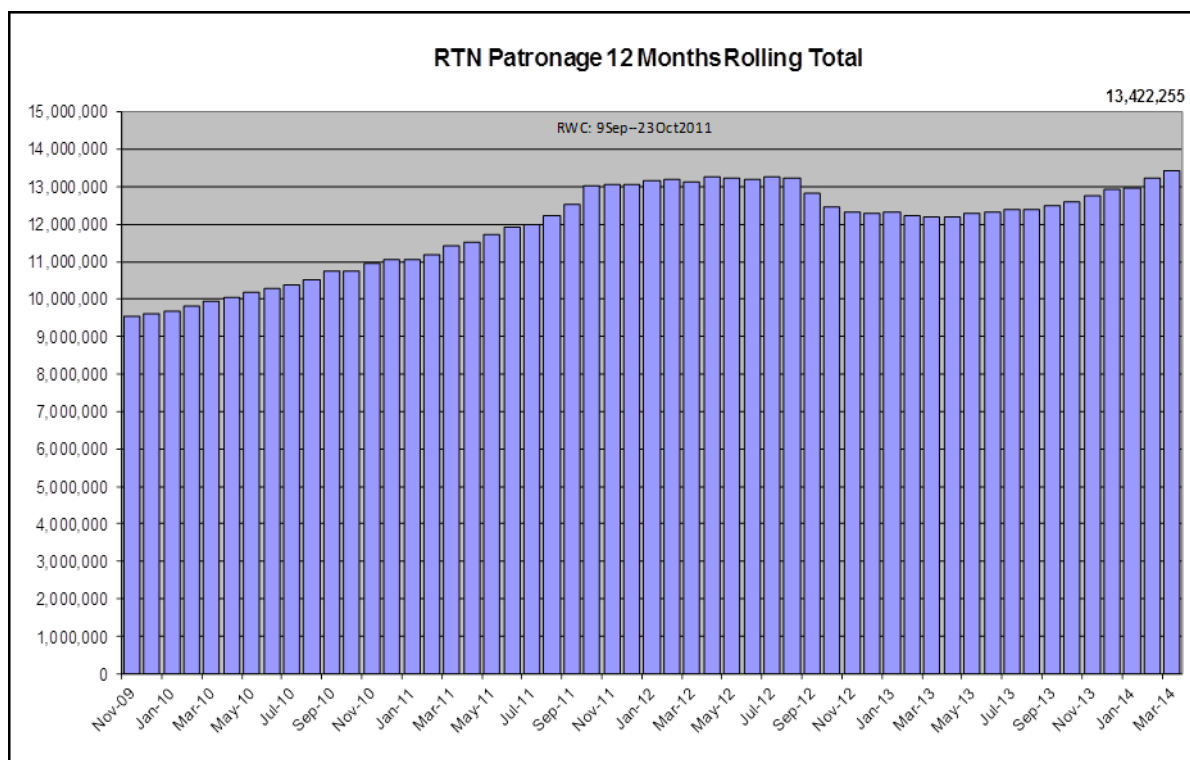


Figure 3. RTN Patronage – 12 Months Rolling Total

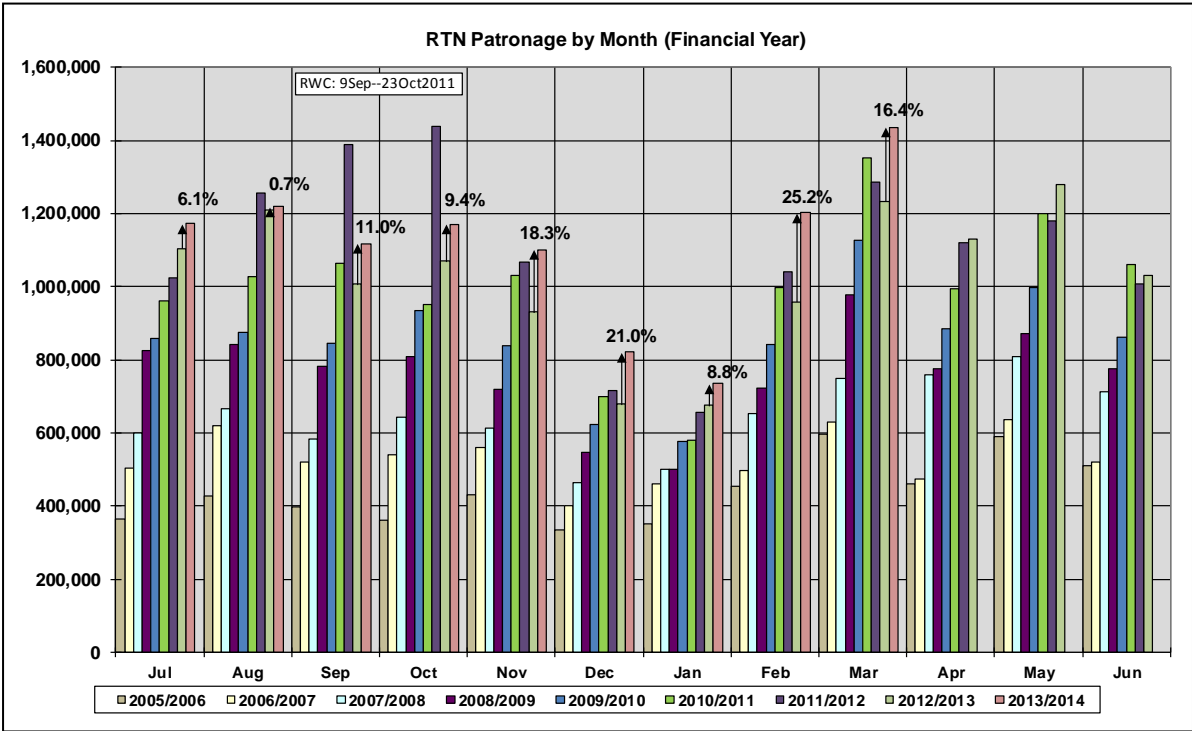


Figure 4. RTN Patronage – Growth by Month 2005/06 to 2013/14

Rail Patronage

Rail patronage improved in Mar-2014 and totalled 11,050,980 passengers for the twelve months to Mar-2014 (Figure 5), an increase of +1.6% on the 12 months to Feb-2014. A record 12 month result. Patronage for Mar-2014 was 1,174,588 boardings, an increase of +17.1% (+171,621 boardings) on Mar-2013 (Figure 6), normalised to ~ + 7.3%.

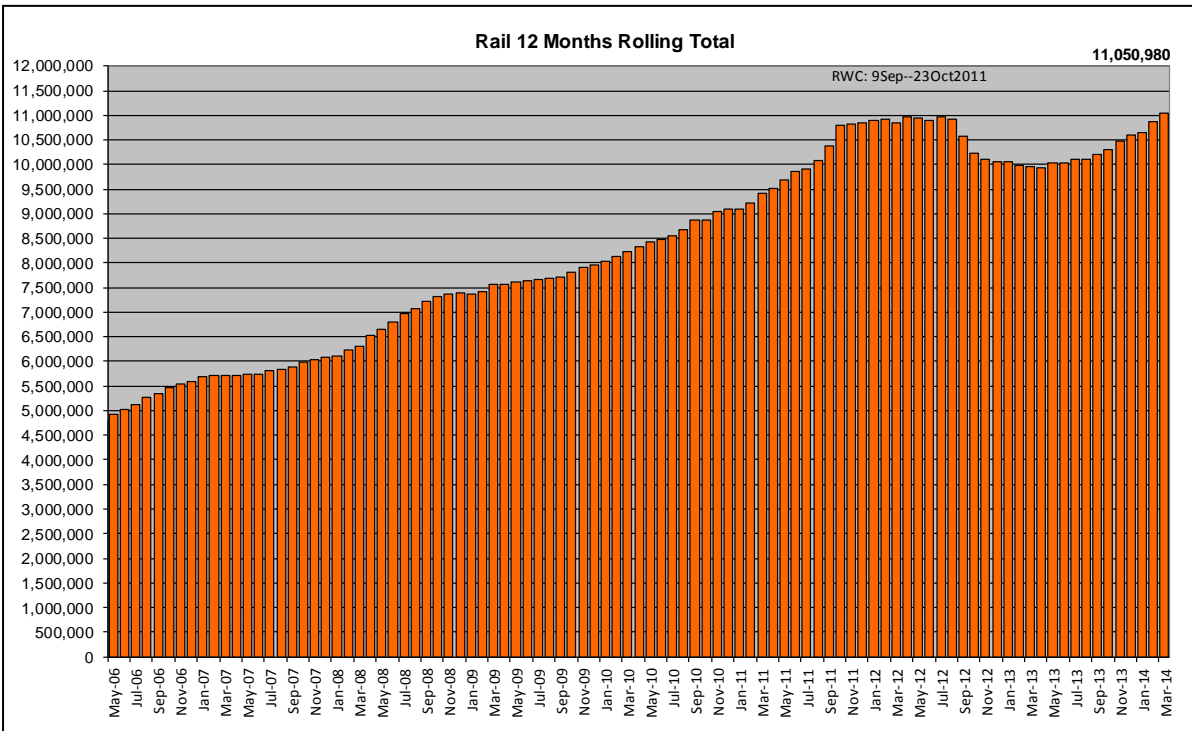


Figure 5. Rail Patronage – 12 Months Rolling Total



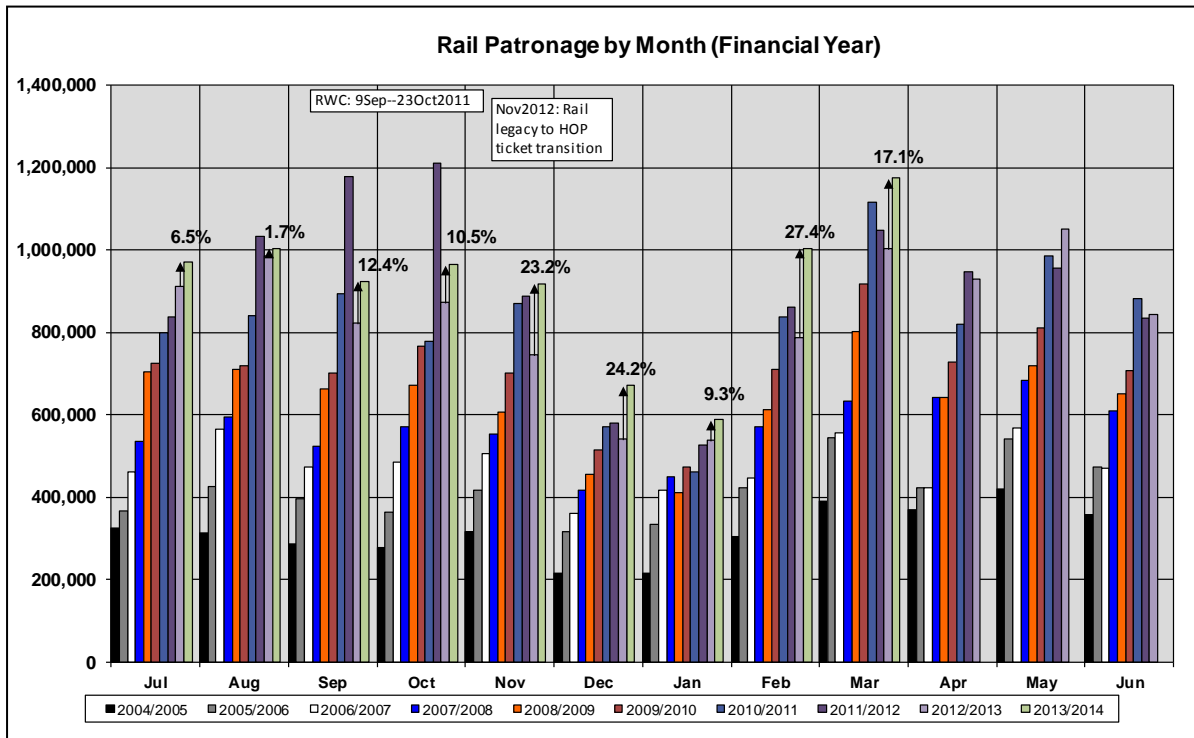


Figure 6. Rail Patronage – Growth by Month 2005/06 to 2013/14

Figure 7 illustrates estimated average passengers/day.

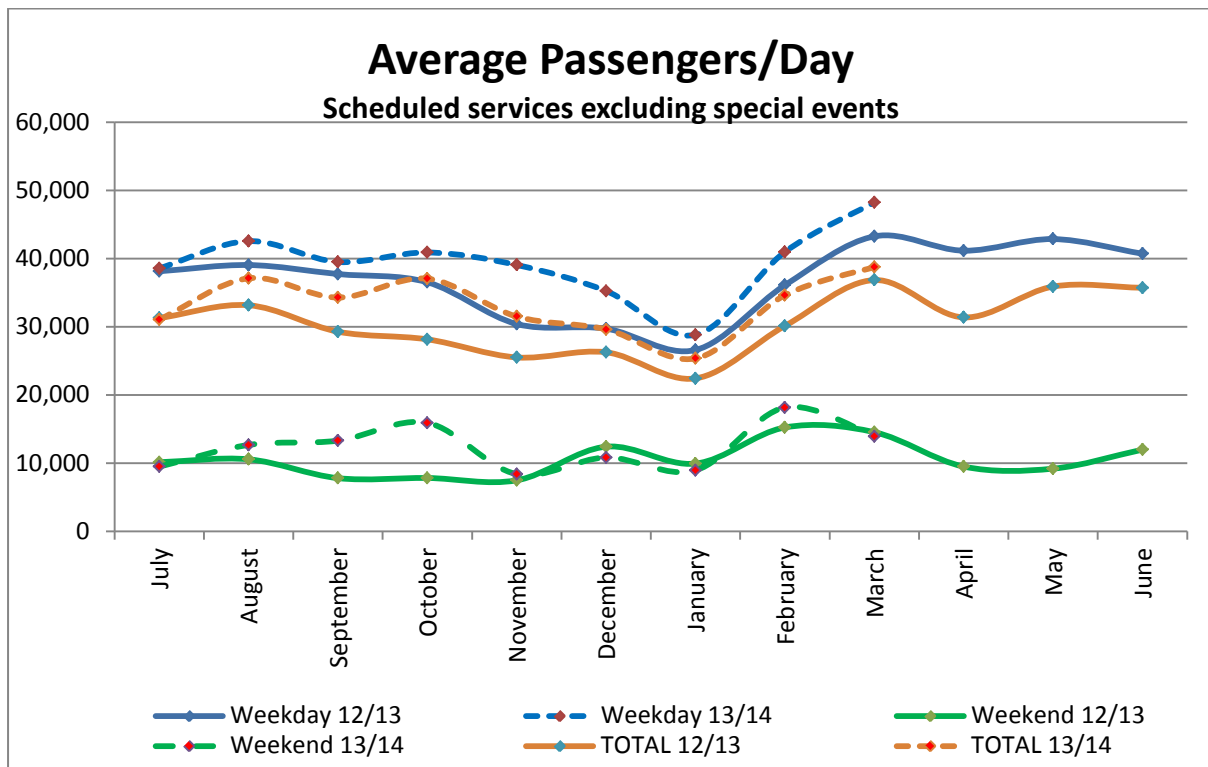


Figure 7. Rail Patronage – Ave. Daily Passenger Counts for Scheduled Services 2012/13 - 2013/14

Rail ticket types sold (Figure 8) illustrates an increase in AT HOP card usage relative to single paper ticket sales in Mar-2014 compared to Mar-2013.



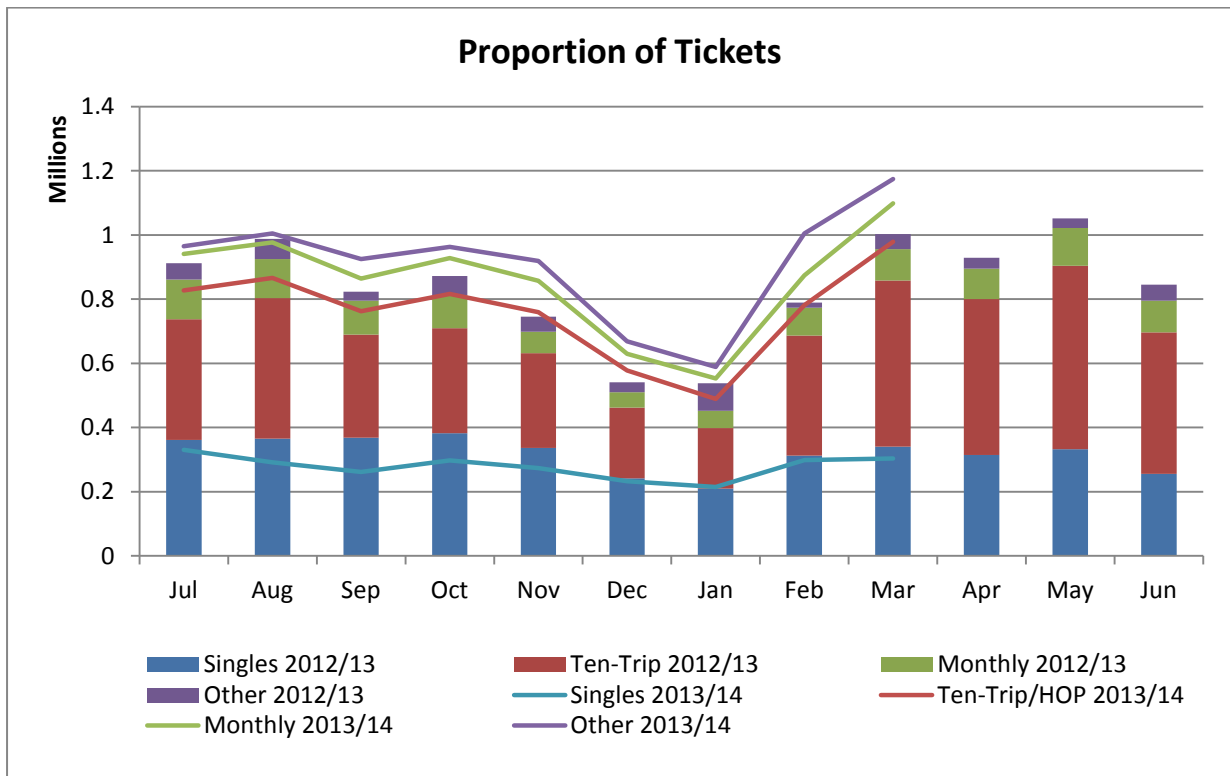


Figure 8. Ticket Sales by Ticket Type – 2013/14 compared to 2012/13

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

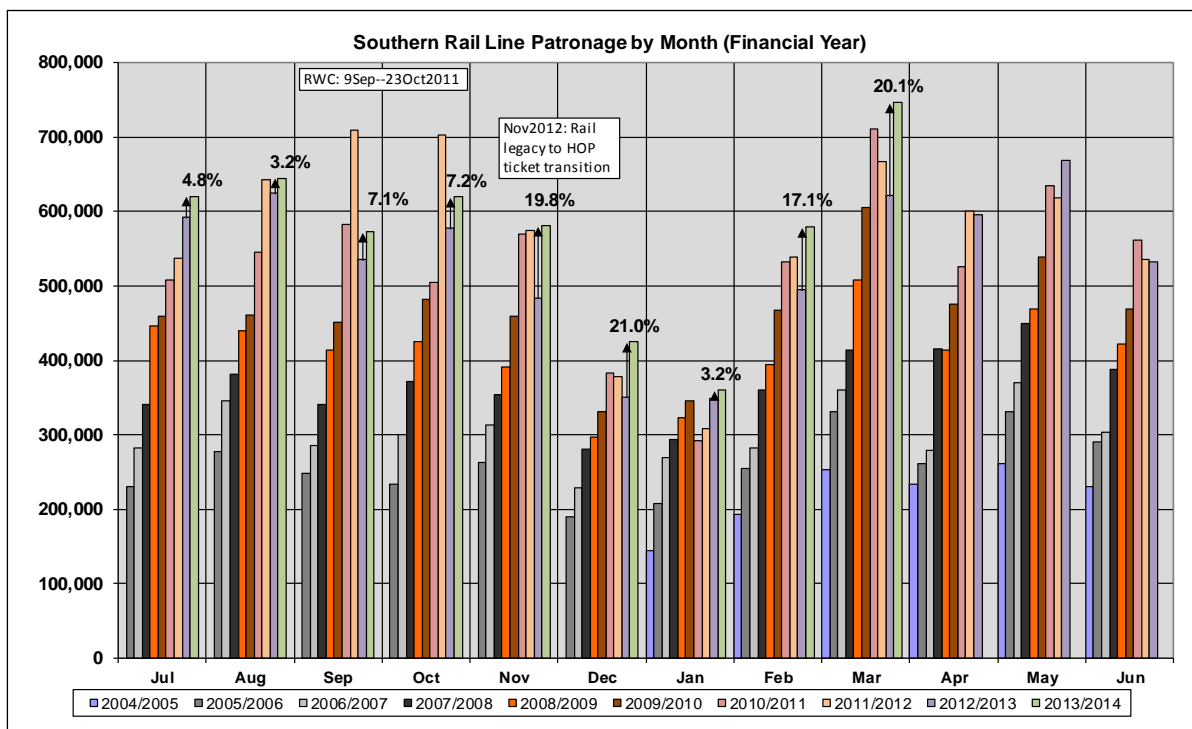


Figure 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2013/14

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,946,000 passengers for the 12 months to Mar-2014. Patronage for Mar-2014 was 746,221 boardings, an increase of 20.1% (125,070 boardings) on Mar-2013 (Figure 9) and a record result. 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 Mar-2014 affecting the relative patronage growth on the services affected (East and Manukau lines), while the overall total was

boosted by travel on trains supporting the special events at Mt Smart Stadium (Bruce Springsteen Concert).

Western Rail Line

Western Line rail patronage totalled 4,104,980 passengers for the 12 months to Mar-2014. Patronage for Mar-2014 was 428,367 boardings, an increase of +12.2% (+46,551 boardings) on Mar-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 (Super 15).

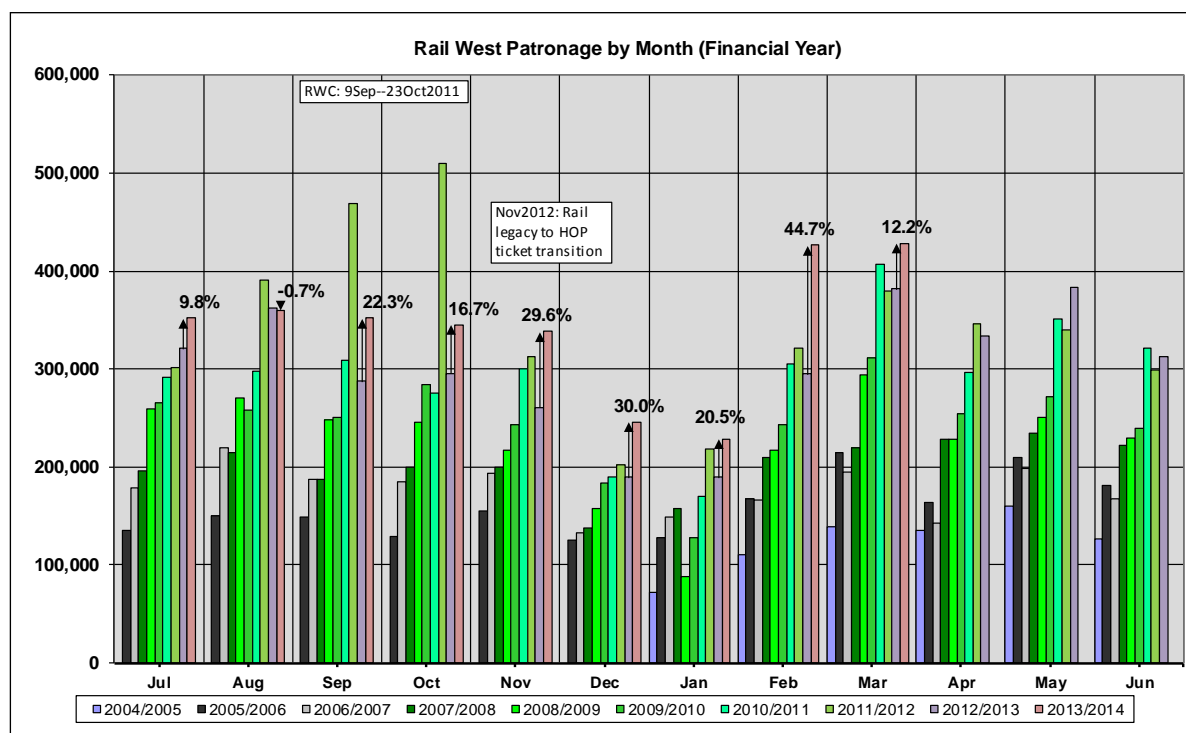


Figure 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2013/14

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 2,371,275 passengers for the 12 months to Mar-2014 (Figure 11), an increase of +1.3% on the 12 months to Jan-2014. Patronage for Mar-2014 was 262,431 boardings, an increase of +13.6% (31,323 boardings) on Mar-2013 (Figure 12), a record result.

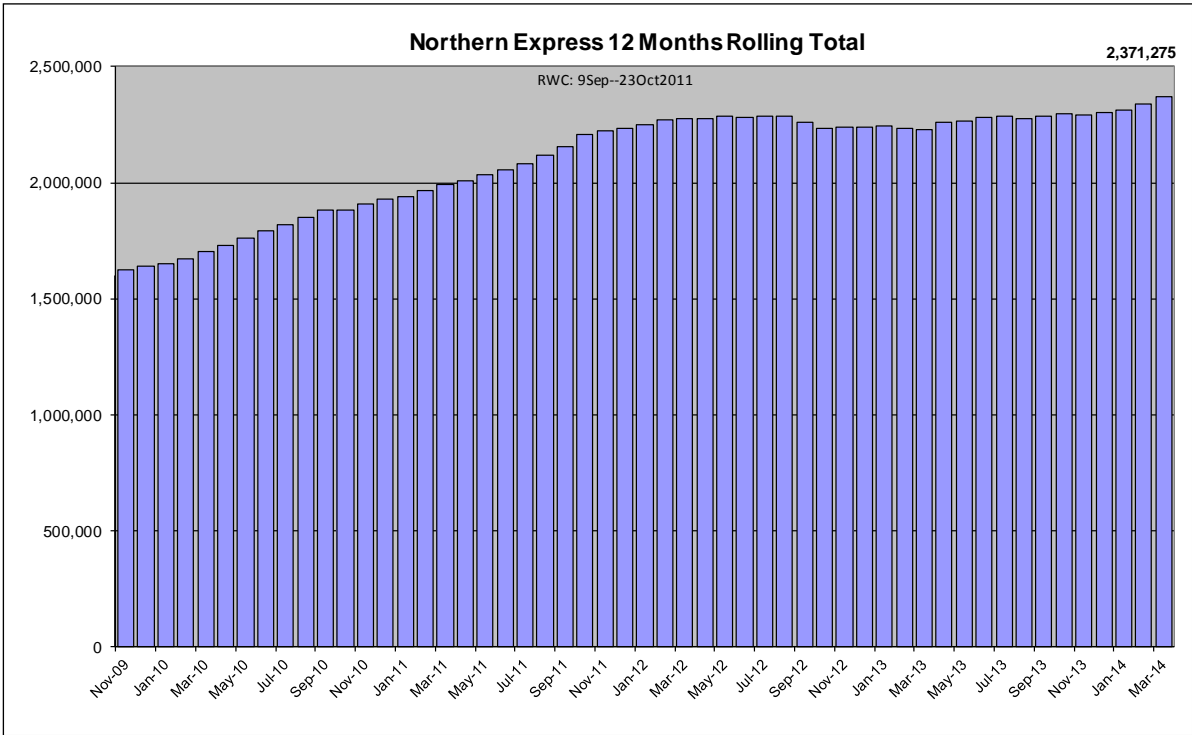


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total

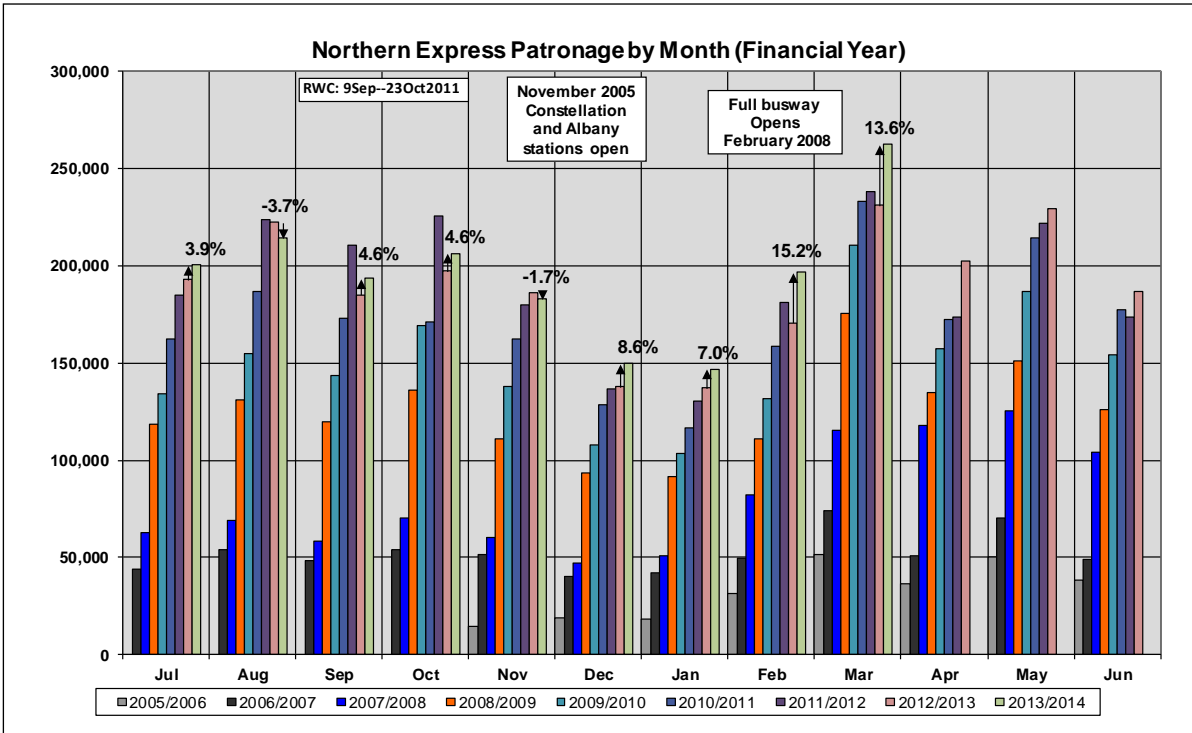


Figure 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2013/14

Bus Patronage (Other Than Northern Express)

Patronage totalled 52,429,668 passengers for the 12 months to Mar-2014 a change of +0.7% compared with the 12 months to Jan-2014. Patronage for Mar-2014 was 5,374,783 boardings, a change of +7.4% (368,902 boardings) on Mar-2013 (Figure 13), the highest monthly result over recent years. Normalised average weekday patronage is illustrated at Figure 14.

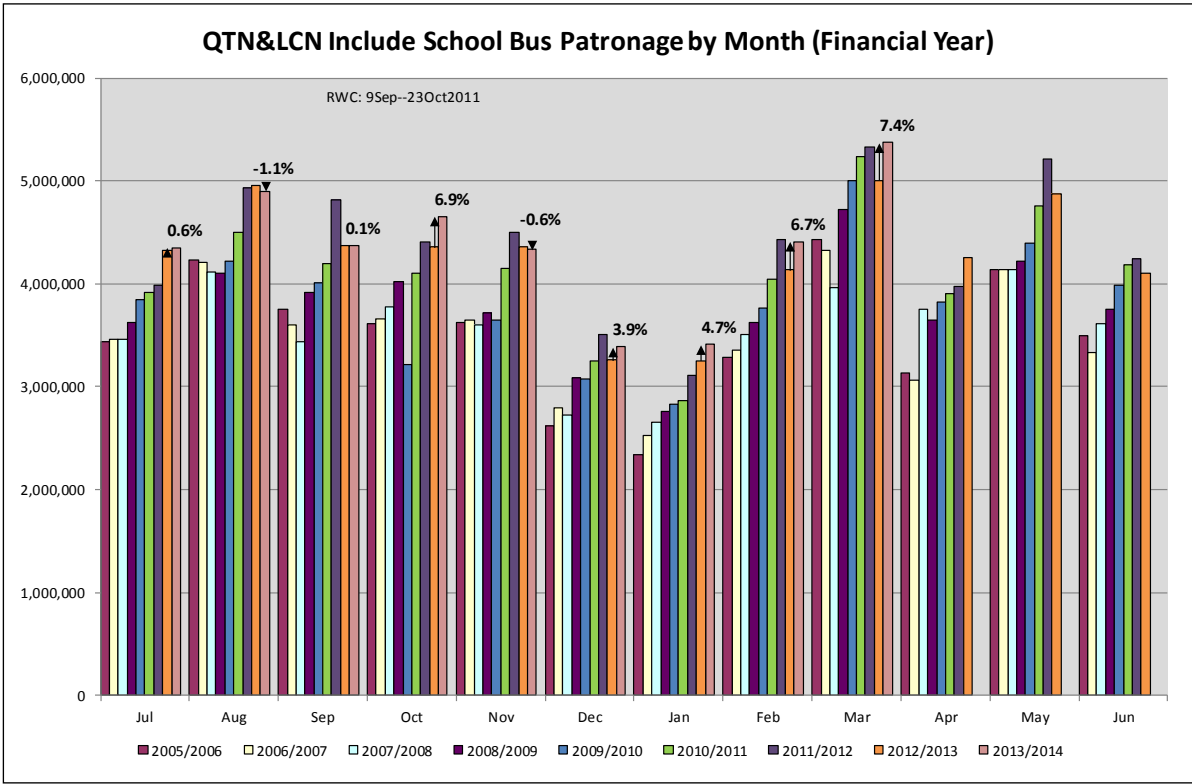


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2013/14

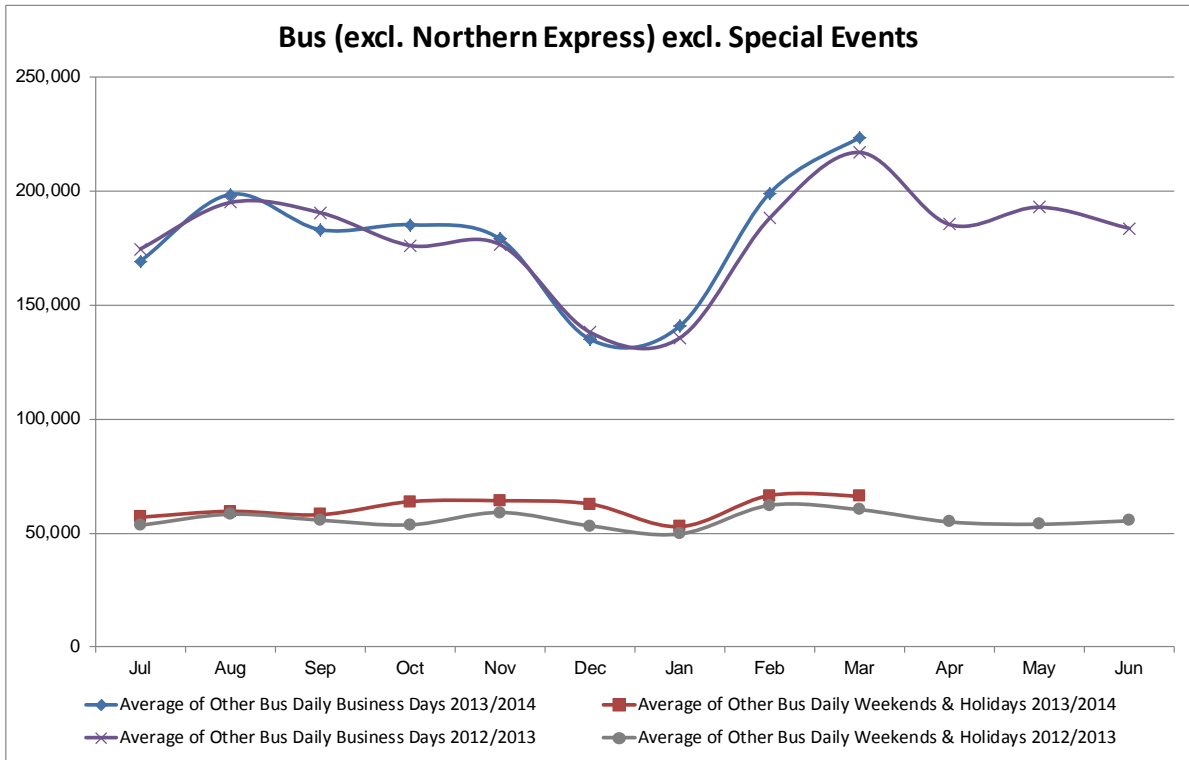


Figure 14. Bus Patronage – Ave. Daily Passenger Counts 2012/13 - 2013/14

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%
Mar-14	1,137,678	106,966	10.4%	10,786,848	294,657	2.8%	478,126	7,484	1.6%	4,741,040	-136,172	-2.8%
	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%
Mar-14	1,115,563	54,769	5.2%	10,734,117	111,011	1.0%	2,643,416	199,683	8.2%	26,166,199	717,362	2.8%

Ferry Patronage

Due to a reporting anomaly on the Waiheke Island to Devonport ferry service the previous year's 2011/12 (July 2011 to June 2012) & 2012/13 (July 2012 to June 2013) annual reported patronage for public transport and ferry totals have been overstated. Similar anomalies in the reporting for this financial year 2013/14 (July 2013 to June 2014) have been corrected. Adjusted figures using corrected data for all years are provided in brackets where relevant throughout this report.

Ferry services carried 5,256,588 (adjusted to 5,148,665) passenger trips for the 12 months to Mar-2014, a decrease of -1.1% (adjusted to +0.04%) on the 12 months to Feb-2014 and -4.1% on the 12 months to Mar-2013 (adjusted to +5.0%). Ferry services patronage for Mar-2014 was 494,123 (Figure 15), a decrease of -61,020 boardings or -11.0% (adjusted to +2,148 or +0.4%). Year to date ferry patronage has decreased by -5.9% (adjusted to +197,678 passengers or +5.3%).

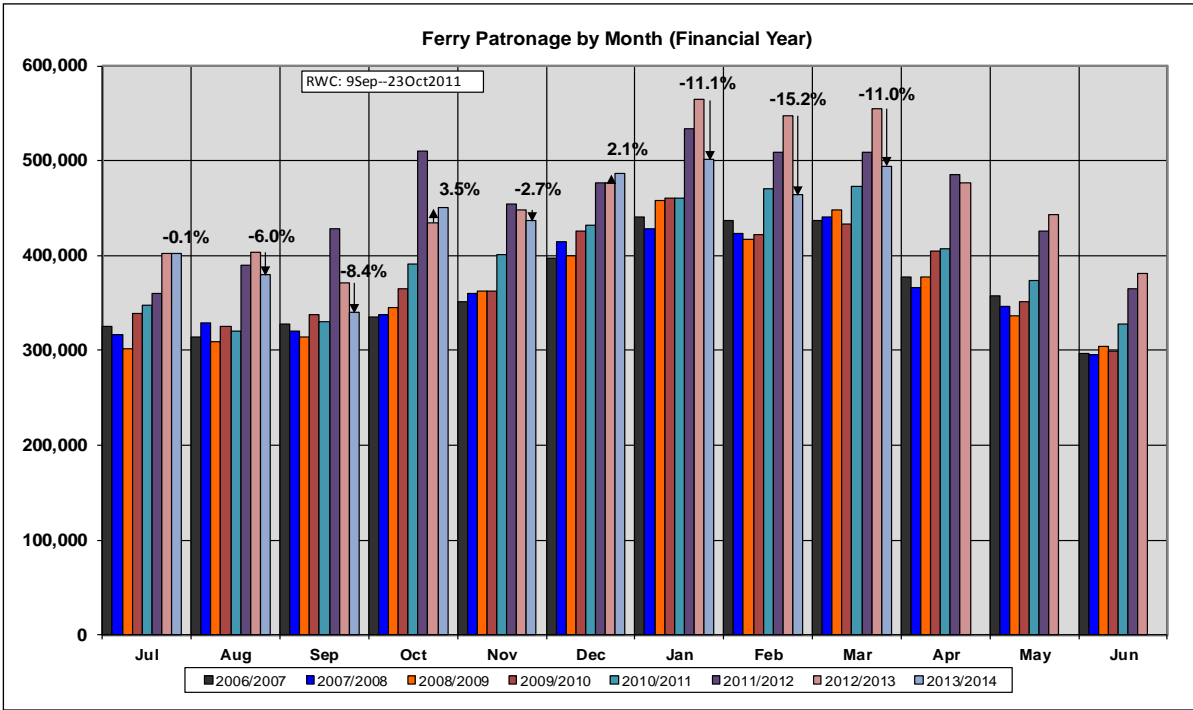


Figure 15. Ferry Patronage – Growth by Month 2006/07 to 2013/14

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance

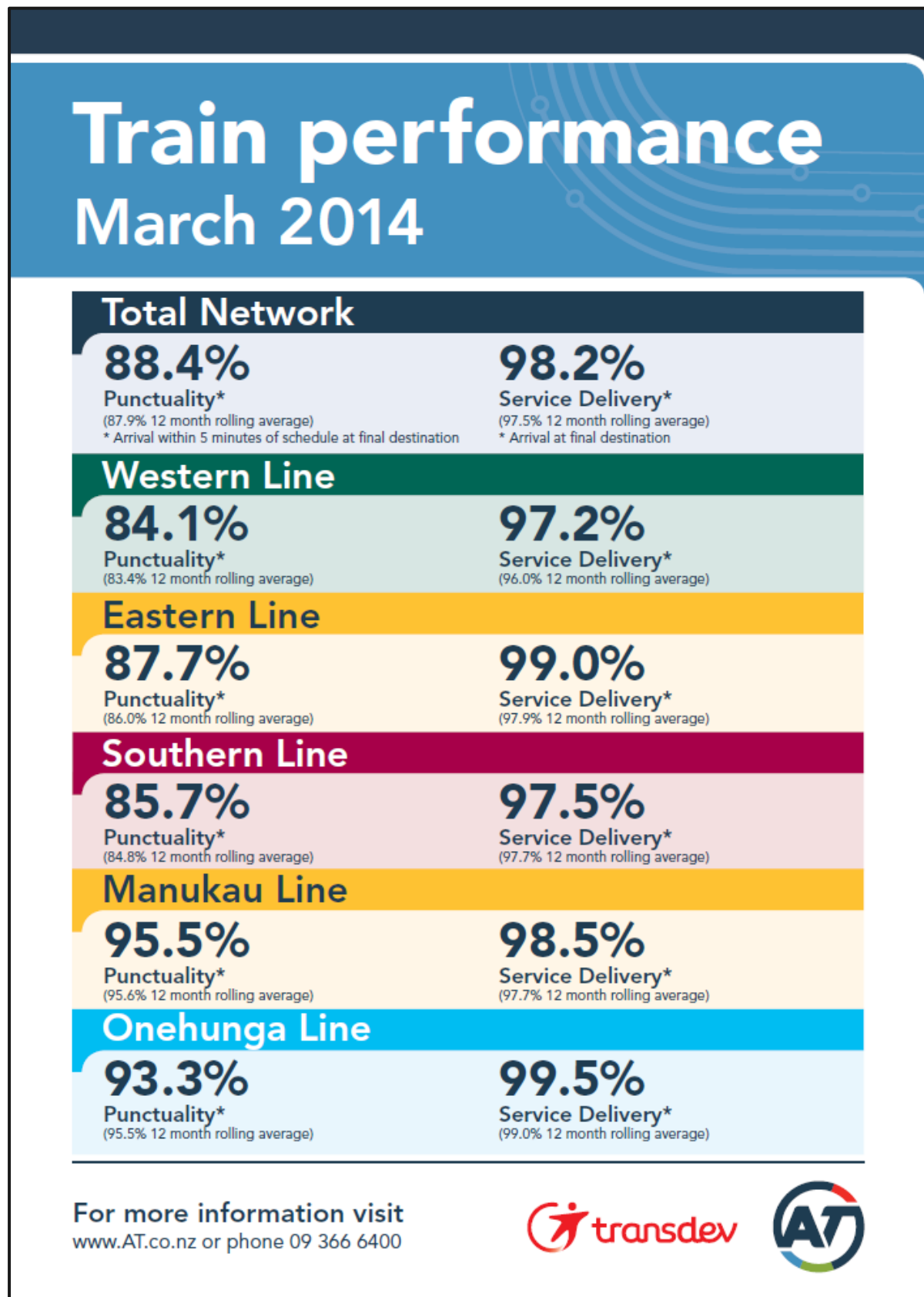


Figure 16. Rail Published Performance Results for March 2014

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 Mar-2014 service delivery was 98.2%. Punctuality for Mar-2014 was 88.4% compared to the 12 month average of 87.9% in Mar-2014 and 84.3% in Mar-2013. Punctuality trends comparing 2013 and 2014 are presented at Figure 17.

Table 3. Train Performance Statistics - March

	West	East	South	Manukau	Onehunga	Total
Services Planned	2,566	1,830	2,108	1,512	1,431	9,447
Services Cancelled	73	18	52	23	7	173
Services Delayed > 5 min	397	223	295	67	95	1,077

There was a slight reduction in on-time performance recorded in March compared to February 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 including issues with the fleet performance throughout the month.

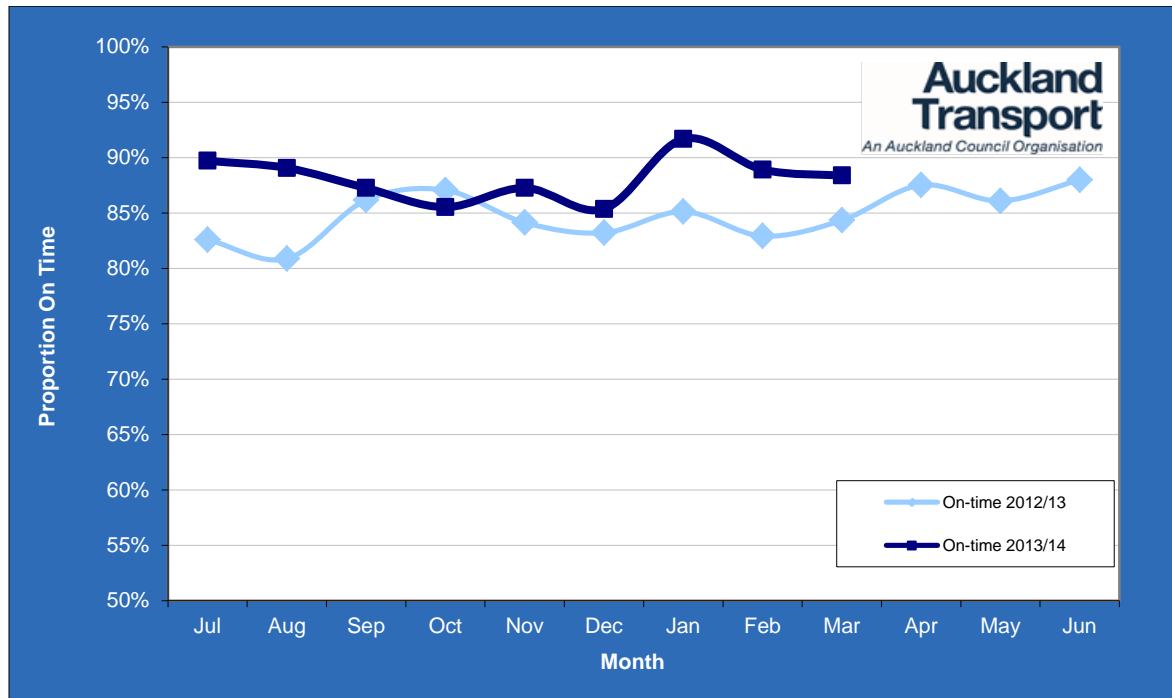


Figure 17. Rail Punctuality Trends for 2013 and 2014

The following major incidents impacted on service delivery during March:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on three days during March.
- *Train faults (KiwiRail)* – Metro train faults had a significant effect on delivery during five days in March.
- *Operational (Transdev)* – There were two significant operational incidents during March.
- *Other* – In the early hours of the morning of 2nd March an empty train derailed near Westfield which affected the services between Newmarket and Westfield, including some special event services to the second Bruce Springsteen Concert at Mt Smart. This incident is under investigation by several agencies and is subject to an enquiry by the Transport Accident Investigation Commission. Later in the month some services were delayed by a trespasser in the Britomart tunnel.



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 19.3% higher than the level for the same month last year. For the month a total of 17,177 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.

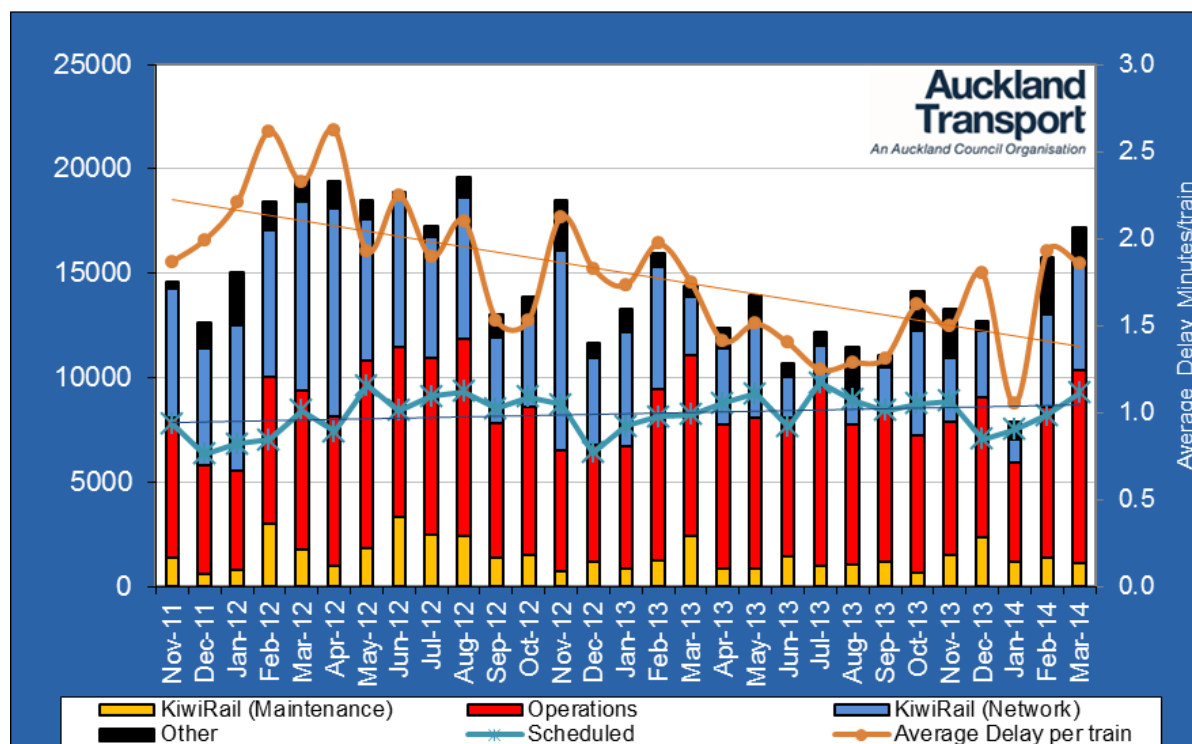


Figure 18. Train Delay Minutes by Cause

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	417	25.4%
Signal/points failure	900	54.9%
Speed restrictions	317	19.3%
Track protection measures*	5	0.3%
Total	1638	

* 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 Mar-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 88.4%.

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 85.4% on-time performance for Mar-2014.

Table 5. Rail Punctuality Weighted by Passenger Volume

	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Total Network Actual Service Delays	84.3%	87.5%	86.1%	88.0%	89.7%	89.1%	87.3%	85.5%	87.3%	85.4%	91.7%	88.9%	88.4%
Weighted by Passenger Volume by Line	81.8%	85.9%	84.4%	86.6%	88.6%	87.8%	85.9%	83.7%	86.0%	84.1%	90.3%	87.2%	87.2%

Rail Capacity

Based on the planned train allocations there were fifteen services reported to have exceeded AT's planned seating to standing ratio on average during March. Additionally a further six services were near the planned ratio. The derailment that occurred early in the month effectively removed a train from the fleet with the result that pressure was placed on the remaining fleet to deliver the capacity for the peak demand month of the year. The resultant train allocation changes would have meant that a higher number of services than indicated would have exceeded the planned ratio on some days.

Bus Service Performance

For March 2014, 99.78% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for March 2014 was 97.78%, 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 - March 2014

Operator	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,295	100%	98.66%
H & E	18,526	99.98%	99.24%
NZ Bus	122,177	99.68%	97.78%
Ritchies	29,868	99.95%	97.24 %
Tranzit	2,265	100%	99.03%
Urban Express	5,360	99.96%	93.34%
Total	189,491	99.78%	97.78%

Ferry Service Performance

For March 2014, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for March 2014 was 99.98% 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 - March 2014

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1,008	100%	100%
Half Moon Bay	583	100%	100%
Birkenhead	1,080	100%	100%
Gulf Harbour	146	100%	100%
West Harbour	567	100%	100%
Rakino	18	100%	100%
Pine Harbour	630	100%	99.84%
Hobsonville	231	100%	100%
Total	4,263	100%	99.98%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 158 events took place in March with approximately 18 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.

Bruce Springsteen, Mt Smart Stadium: Saturday 1st March & Sunday 2nd March 2014 For this event at Mt Smart Stadium, travel is included in the ticket price. Patrons can travel on all regular timetabled and special event rail services as well as the special event buses from the Northern Busway and CBD. Attendance at the event was 37,000 for the first night and 35,241 for the second night.

1 st March	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	8306	22.45	10750	29.05	20.14%
BUS	7450	20.14	7376	19.94	20.04%
FERRY	-	-	-	-	-
TOTAL	15756	42.58	18126	48.99	45.79%

2 nd March	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	6385	18.12	7250	20.57	19.35%
BUS	6692	18.99	7747	21.98	20.49%
FERRY	-	-	-	-	-
TOTAL	13077	37.11	14997	42.56	39.84%

Sky City Breakers vs. Melbourne Tigers, Vector Arena: Friday 7th March 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 4,743.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	207	4.36	145	3.06	3.71%
BUS	82	1.73	329	694	4.33%
FERRY	-	-	-	-	-
TOTAL	289	6.09	474	9.99	8.04%

Vodafone Warriors vs. St George Dragons, Eden Park: Saturday 15th March 2014

For the 2014 Warriors 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 14,392.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	1871	13.00	1817	12.63	12.82%
BUS	666	4.63	808	5.61	5.12%
FERRY	-	-	-	-	-
TOTAL	2537	17.63	2625	18.24	18.02%

Sky City Breakers vs. Cairns Taipans, Vector Arena: Friday 21st March 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 6,435.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	426	6.62	379	5.89	6.26%
BUS	118	1.83	545	8.47	4.65%
FERRY	-	-	-	-	-
TOTAL	544	8.45	924	14.36	11.41%

Blues vs. Cheetahs, Eden Park: Saturday 22nd March 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 13,500.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	3383	25.06	3494	25.88	25.47%
BUS	1103	8.17	1108	8.21	8.19%
FERRY	-	-	-	-	-
TOTAL	4486	33.23	4602	34.09	33.66%

Blues vs. Highlanders, Eden Park: Saturday 29th March 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 16,700.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	3590	21.50	3702	22.17	21.83%
BUS	1318	7.89	1357	8.13	8.01%
FERRY	-	-	-	-	-
TOTAL	4908	29.39	5059	30.29	29.84%

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 March 2014:

- Fullers Group Ltd: Notification to operate a special event service for the Stanley Devonport Navy Open Day on 29 March 2014. Approved 14 March 2014.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects Implemented

- During March, remaining smaller bus operators went live on AT HOP – Airbus, Waiheke Bus and Party Bus, completing the rollout of AT HOP.
- A bigger 90 seat ferry has commenced operation on the West Harbour to Downtown service.
- On March 31st service changes were implemented for the CityLink service run by NZ Bus. These changes involved doubling frequency between Britomart and Wynyard Quarter.

Projects in Planning

- For the consultation on proposed changes to Green Bay and Titirangi local bus services the final report has now been prepared. This is 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.
- Glendene, Glen Eden, Swanson / Ranui and Sturges Rd bus timetables have been updated to improve running times, connections at New Lynn, ease bus stop congestion at Britomart, New Lynn and Henderson, travel via Albert, Mayoral, and Vincent St through the CBD, plus additional service along Great North Rd between the CBD and New Lynn. Changes will start on the 3rd of August in conjunction with the Green Bay changes.

- West Auckland New bus 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 bus Network planning well underway for consultation to commence in mid-2014.
- Franklin New bus Network planning underway for consultation to commence in the second half of 2014.
- Birkenhead Transport bus services - developing new timetables to improve headway, frequency and capacity.
- Preparations continue on the Business Case for zoned Integrated Fares which is targeted to go to the June AT Board.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

Northern Express Free Weekend 1 & 2 March 2014

The fourth free weekend on the Northern Express resulted in 9,120 passengers an increase of 100% year-on-year.

Travel Myths - Central Corridors

The tail end of the second tranche of Pop Art within Central Corridors contributing to a 10% year-on-year growth for both Mount Eden and Sandringham Roads. Initial feedback from qualitative research also indicates a positive change in attitude towards bus travel in the area as result of the campaign.

School Bus promotion 23 Feb – 9 March

With the start of the new school year; a small campaign to promote school buses was run from 23 February through to the 2 March in local media and NZ Herald.

West Harbour increase in capacity

A larger ferry holding 90 (previously 49) passengers has been introduced at West Harbour. A small campaign in local press and a household drop was undertaken to further promote the possibility of commuting from West Harbour.

Fare Evasion Campaign 5 March 2014

Campaign to position rail fare evasion as being undesirable rolled out to compliment a revised station blockade approach that is currently being implemented.

State Highway 16 – off ramp closure 28 – 31 March 2014

Communication to bus passengers prior to disruption of services due to work on State Highway 16.

Localised bus promotions

A continuation of the localised Bus promotions to dedicated areas throughout the City Albany Centre, Tamaki Drive targeting approximately 5,000 households and providing a single return ticket to encourage trial of public transport.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

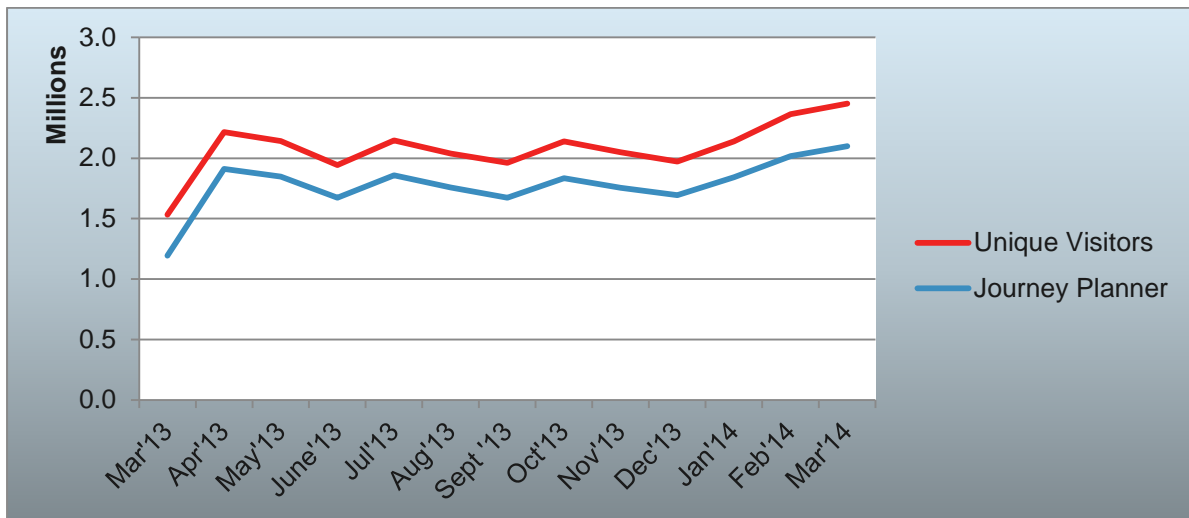
Walk-In-Centres

The combined customer visits to the Customer Service for Mar-2014 was 84,502 a 56.0% increase compared to Mar-2013.

AT Public Transport Call Centre

For Mar-2014, call volume was 37,245 (-6.56% compared to Mar-2013). 88.0% of calls were answered within the service standard of 20 seconds. For AT HOP ticketing there was 14,532 calls during the month and 82.0% were answered within the service standard of 20 seconds.

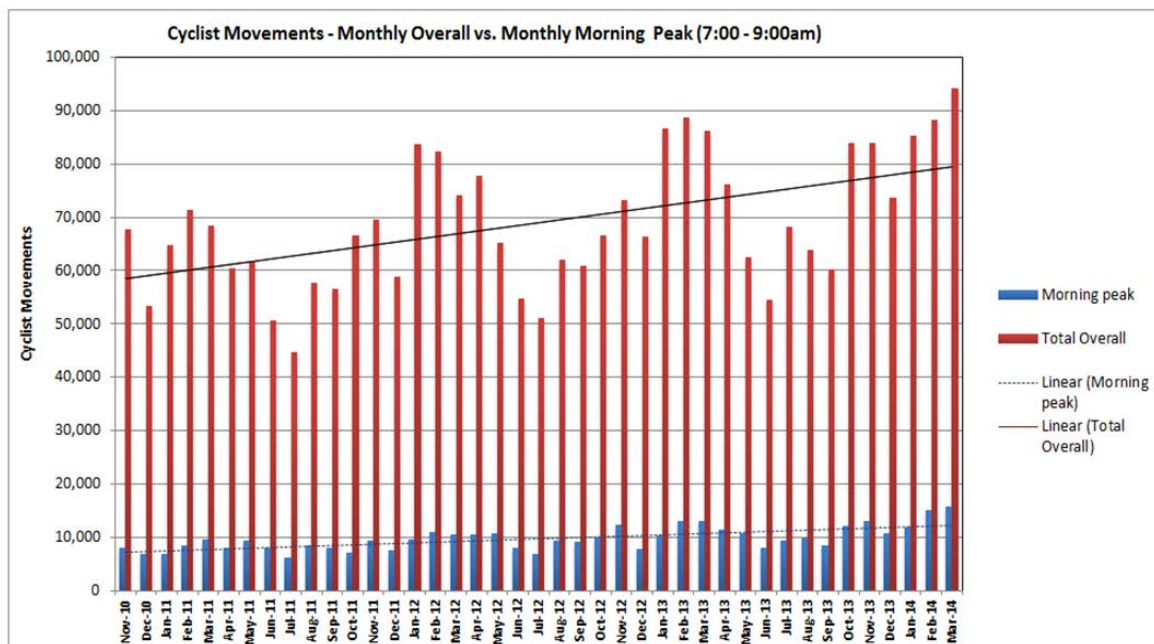
www.AT.co.nz Visitors by month



9. MONTHLY CYCLE MONITORING REPORT (March 2014)

There has been an increase of 9.2% in cyclist movements in March 2014 when compared to March 2013. The morning peak movement's increased by 19.7% when compared to March last year. A total of 895,165 cycle trips were recorded for the year April 2013 to March 2014, this is an increase of 6.6% 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	94,195		8.2%	16.3%	9.2%
April		60,534	77,862	76,130			28.6%	-2.2%	
May		61,675	65,137	62,564			5.1%	-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	15,646		8.9%	24.1%	19.7%
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%	