

# Statistics Report

August 2013



# TABLE OF CONTENTS

|  |           |
|--|-----------|
| <b>PUBLIC TRANSPORT .....</b>  | <b>3</b>  |
| 1. HIGHLIGHTS .....  | 3         |
| 2. PUBLIC TRANSPORT PATRONAGE .....  | 4         |
| 3. PUBLIC TRANSPORT SERVICE PERFORMANCE.....   | 16        |
| 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES .....   | 20        |
| 5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT<br>MANAGEMENT ACT 2008..... | 21        |
| 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS .....                                     | 21        |
| 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES .....   | 23        |
| 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS .....  | 23        |
| <b>CYCLE MONITORING.....</b>   | <b>24</b> |



# PUBLIC TRANSPORT

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## 1. HIGHLIGHTS

### Patronage

Auckland public transport patronage totalled 69,170,011 passengers for the 12-months to Aug-2013 a decrease of -0.4% on the 12-months to Jul-2013. August monthly patronage was 6,535,601 a decrease of -34,831 boardings or -0.5% on Aug-2012, normalised to ~+2.5% accounting for one less business day in Aug-2013 compared to Aug-2012.

Rail patronage totalled 10,115,650 passengers for the 12-months to Aug-2013, an increase of +0.2% on the 12-months to Jul-2013. Patronage for Aug-2013 was 1,004,630 an increase of +17,104 boardings or +1.7% on Aug-2012, normalised to ~+8.8%.

The Northern Express bus service carried 2,277,980 passenger trips for the 12-months to Aug-2013, a decrease of -8,761 boardings or -0.4% on the 12 months to Jul-2013. Northern Express bus service patronage for Aug-2013 was 214,172, a decrease of -8,185 boardings or -3.7% on Aug-2012, normalised to ~+0.3% accounting for one less business day in Aug-2013.

Other bus services carried 51,224,477 passenger trips for the 12-months to Aug-2013, a decrease of -0.1% on the 12-months to Jul-2013 Other bus services patronage for Aug-2013 was 4,902,264, a decrease of -54,718 boardings or -1.1% on Aug-2012, normalised to ~+2.9%.

Ferry services carried 5,551,904 passenger trips for the 12-months to Aug-2013, an increase of +0.2% on the 12 months to Jul-2013. Ferry services patronage for Aug-2013 was 414,535, an increase of 10,968 boardings or +2.7% on Aug-2012, normalised to +6.7%.

### Service Performance

For rail, service punctuality in Aug-2013 was 89.1%, compared to the average for the 12-months to Jul-2013 of 85.5%. Service delivery was 98.2%.

### Initiatives

- The first Electric Multiple Unit (EMU) arrived on 23 August and was officially unveiled on 12 September.
- As previously advised consultation on the South Auckland part of the new public transport network was completed on 2 August. A strong level of support (55%) for the New Network was received.
- Improved timetables reflecting actual operating conditions (based on real time data) continue to be rolled out, including Green Bay on 4 August 2013.

## 2. PUBLIC TRANSPORT PATRONAGE

### Network Wide Summary

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

- There was one less business day in Aug-2013 compared to Aug-2012 (-4%)
- Special event (Bledisloe Cup in Aug-2012) impacted total patronage by -0.3%
- there were two full network weekend rail network closures and weekday evening (Sun-Thur) closures south of Otahuhu in Aug-2013 compared to one full weekend network closure Aug-2012, (negative impact ~-0.15%)

Auckland public transport patronage totalled 69,170,011 passengers for the 12-months to Aug-2013 a decrease of -0.1% on the 12 months to Jul-2013 as illustrated at Figure 1. Patronage for Aug-2013 was 6,535,601 boardings, a decrease of -0.5% (-34,831 boardings) on Aug-2012, normalised to ~+3.5% to +3.9%.

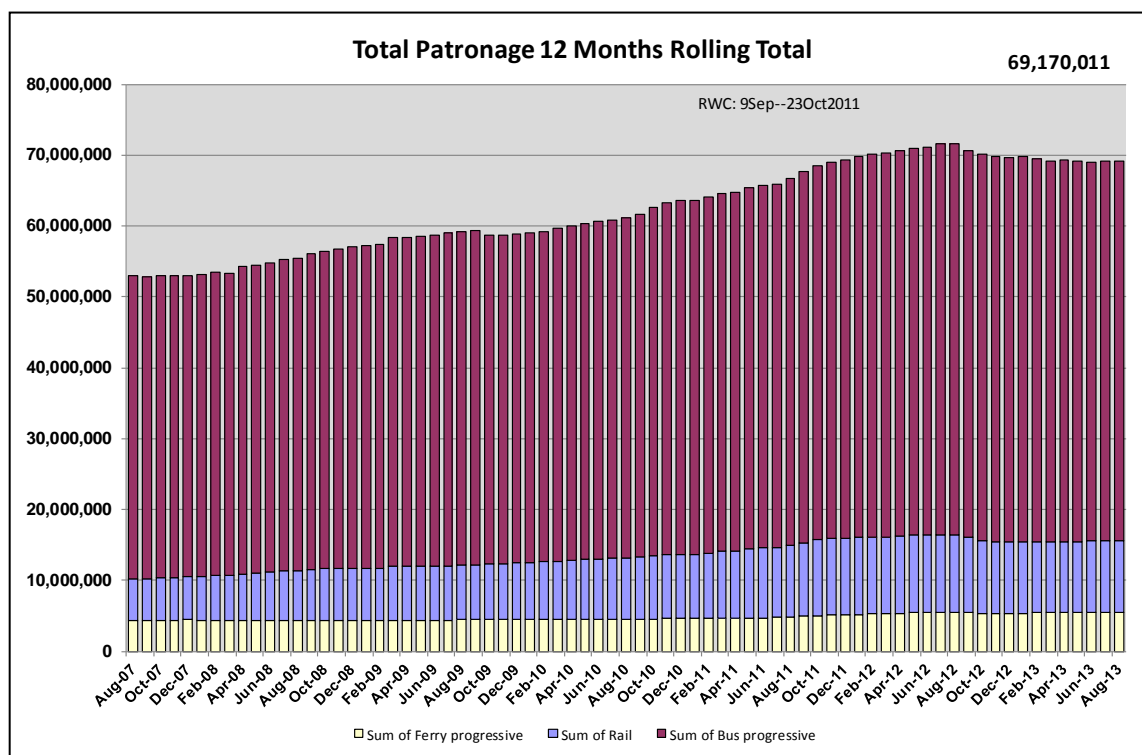


Fig 1. Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, two months to Jun 2014, patronage has increased by +0.8% (95,071 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**

|  | Aug-13           |                  |                    |                   |                     |                   |                    |                   |                |                  |
|--|------------------|------------------|--------------------|-------------------|---------------------|-------------------|--------------------|-------------------|----------------|------------------|
|  | Month            |                  |                    | 12 Months         |                     |                   |                    | YTD (from July)   |                |                  |
|  | Patronage        | Change Prev Year | % Change Prev Year | Patronage         | Change Month Period | Change Prev Year  | % Change Prev Year | Patronage         | Change Prev FY | % Change Prev FY |
| <b>1. Rapid Transit Network sub-total:</b>                                 | 1,218,802        | 8,919            | 0.7%               | 12,393,630        | 0.1%                | -825,930          | -6.2%              | 2,391,461         | 76,239         | 3.3%             |
| Northern Express Bus   | 214,172          | -8,185           | -3.7%              | 2,277,980         | -0.4%               | -8,761            | -0.4%              | 414,553           | -605           | -0.1%            |
| Rail sub-total:  | 1,004,630        | 17,104           | 1.7%               | 10,115,650        | 0.2%                | -817,169          | -7.5%              | 1,976,908         | 76,844         | 4.0%             |
| - Western Line   | 359,881          | -2,622           | -0.7%              | 3,640,155         | -0.1%               | -443,365          | -10.9%             | 711,945           | 28,669         | 4.2%             |
| - Southern & Eastern Line:   | 644,749          | 19,726           | 3.2%               | 6,475,495         | 0.3%                | -373,804          | -5.5%              | 1,264,963         | 48,175         | 4.0%             |
| - Pukekohe / Papakura Services *   | 459,025          |                  |                    | 4,628,826         |                     |                   |                    | 898,182           |                |                  |
| - Manukau Services * (opened 15 Apr 2012)                                  | 115,029          | 15,725           | 2.8%               | 1,107,919         | 0.3%                | -356,651          | -5.9%              | 221,412           | 35,268         | 3.3%             |
| - Onehunga Services  | 70,695           | 4,001            | 6.0%               | 738,750           | 0.5%                | -17,153           | -2.3%              | 145,369           | 12,908         | 9.7%             |
| <b>2. Frequent Connector and Local Bus (Include School Bus) sub-total:</b> | 4,902,264        | -54,718          | -1.1%              | 51,224,477        | -0.1%               | -1,591,877        | -3.0%              | 9,252,431         | -26,854        | -0.3%            |
| - Frequent Connector & Local Bus   | 4,592,827        | -35,094          | -0.8%              | 48,690,739        | -0.1%               | -1,524,188        | -3.0%              | 8,769,560         | 1,226          | 0.0%             |
| - Contracted School Bus  | 309,437          | -19,624          | -6.0%              | 2,533,738         | -0.8%               | -67,689           | -2.6%              | 482,871           | -28,080        | -5.5%            |
| <b>3. Ferry</b>  | 414,535          | 10,968           | 2.7%               | 5,551,904         | 0.2%                | 48,502            | 0.9%               | 851,949           | 45,686         | 5.7%             |
| <b>Total Patronage</b>   | <b>6,535,601</b> | <b>-34,831</b>   | <b>-0.5%</b>       | <b>69,170,011</b> | <b>-0.1%</b>        | <b>-2,369,305</b> | <b>-3.3%</b>       | <b>12,495,841</b> | <b>95,071</b>  | <b>0.8%</b>      |

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

\* From July 2013, the start of the reporting year there has been 9 months for the ticket inspection regime associated with the introduction of HOP to bed in, the number of intercepted passengers travelling without a ticket have been included in the patronage numbers. Jul-2013 = 7553, Aug-2013 = 5,154.

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

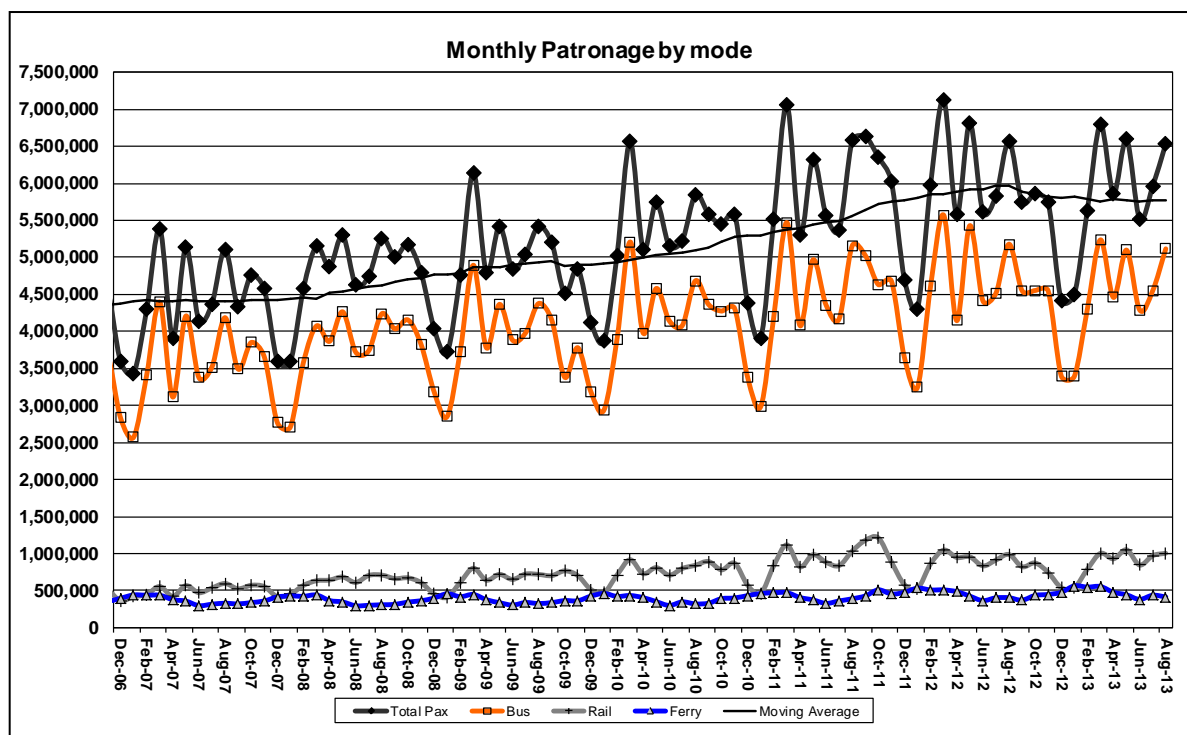


Fig 2. Monthly Patronage by Mode



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

| Normalised   | Aug-13           |                |              |                   |                   |              |                   |               |             |
|--|------------------|----------------|--------------|-------------------|-------------------|--------------|-------------------|---------------|-------------|
|  | Month            |                |              | 12 Months         |                   |              | YTD (from July)   |               |             |
|  | Patronage        | Change         | %            | Patronage         | Change            | %            | Patronage         | Change        | %           |
| <b>1. Rapid Transit Network sub-total:</b>                                 | 1,218,802        | 8,919          | 0.7%         | 12,393,630        | -200,595          | -1.6%        | 2,391,461         | 76,239        | 3.3%        |
| Northern Express Bus   | 214,172          | -8,185         | -3.7%        | 2,277,980         | 51,607            | 2.3%         | 414,553           | -605          | -0.1%       |
| Rail sub-total:  | 1,004,630        | 17,104         | 1.7%         | 10,115,650        | -252,203          | -2.4%        | 1,976,908         | 76,844        | 4.0%        |
| <b>2. Frequent Connector and Local Bus (Include School Bus) sub-total:</b> | 4,902,264        | -54,718        | -1.1%        | 51,224,477        | -1,089,139        | -2.1%        | 9,252,431         | -26,854       | -0.3%       |
| 3. Ferry   | 414,535          | 10,968         | 2.7%         | 5,551,904         | 199,551           | 3.7%         | 851,949           | 45,686        | 5.7%        |
| <b>Total Patronage</b>   | <b>6,535,601</b> | <b>-34,831</b> | <b>-0.5%</b> | <b>69,170,011</b> | <b>-1,090,183</b> | <b>-1.6%</b> | <b>12,495,841</b> | <b>95,071</b> | <b>0.8%</b> |

Table 1.1 provides an estimate of patronage normalised for RWC2011.

## Rapid Transit Network

The Rapid Transit Network (RTN) comprises right-of-way (unobstructed by other traffic) public transport of rail and the Northern Express traversing the Northern Busway. The RTN is the first tier of a four-tier public transport network design approach for Auckland to be progressively implemented (the 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 Aug-2013 and totalled 12,393,630 passengers for the 12-months to Aug-2013 (Figure 3). Patronage for Aug-2013 was 1,218,802 boardings, an increase of +0.7% (8,919 boardings) on Aug-2012 (Figure 4).

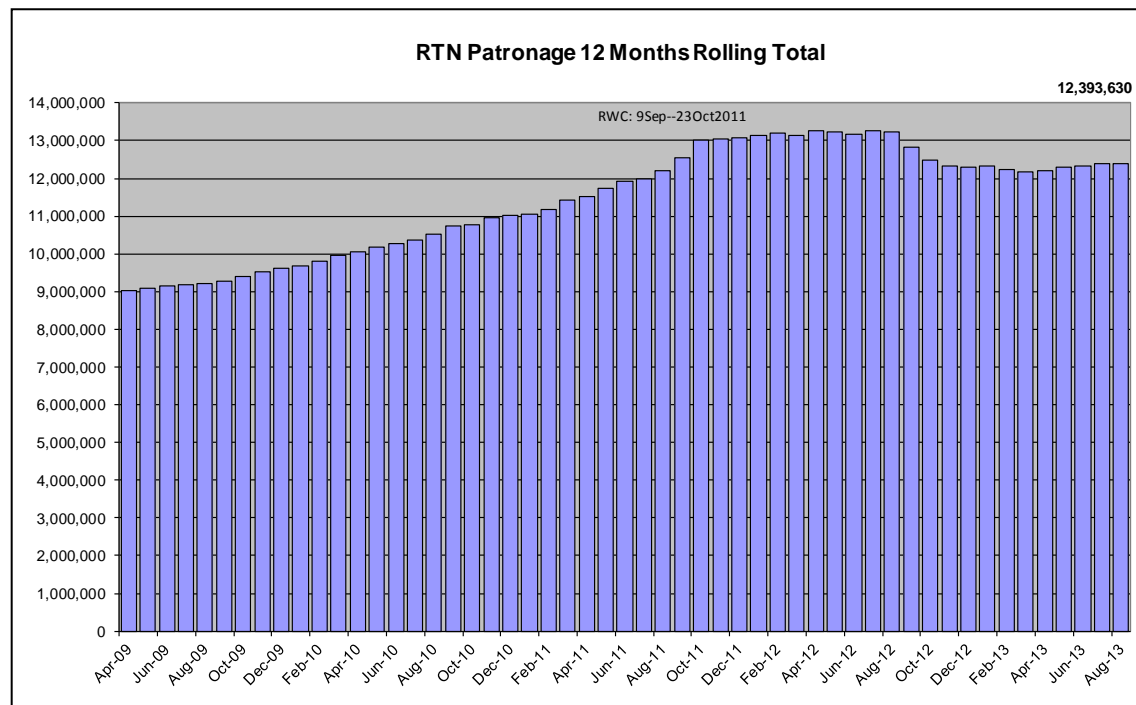


Fig 3. RTN Patronage – 12 Months Rolling Total

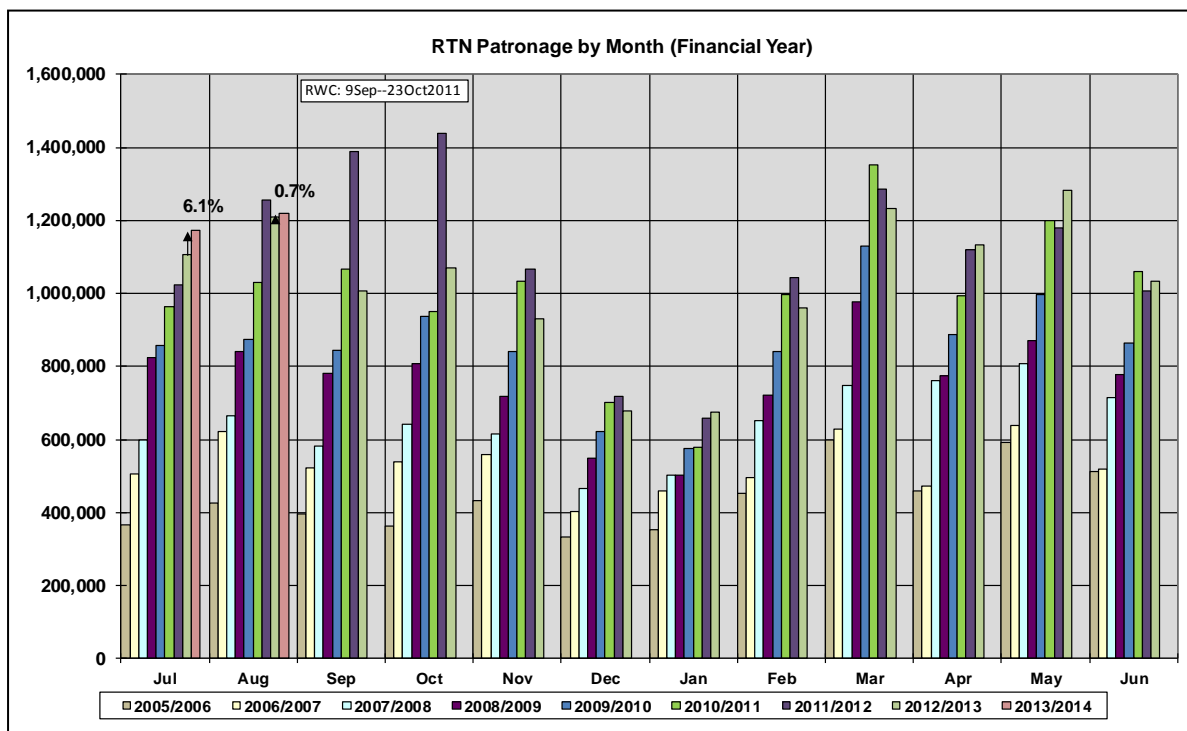


Fig 4. RTN Patronage – Growth by Month 2005/06 to 2013/14

## Rail Patronage

Rail patronage improved in Aug-2013 and totalled 10,115,650 passengers for the twelve months to Aug-2013 (Figure 5), an increase of +0.2% on the 12-months to Jul-2013.

Patronage for Aug-2013 was 1,004,630 boardings, an increase of +1.7% (+17,104 boardings) on Aug-2012 (Figure 6). Normalising for various patronage impacts between Aug-2012 and Aug-2013:

- there was one less business day in Aug-2013 compared to Aug-2012 (negative impact ~35,000 passenger journeys or ~-4.0%)
- special event activities resulted in fewer passenger journeys (Bledisloe Cup match in Aug-2012) (negative impact ~-2.1%)
- there were two full network weekend rail network closures and weekday evening (Sun-Thur) closures south of Otahuhu in Aug-2013 compared to one full weekend network closure Aug-2012, (negative impact ~-1.0%).

Normalised Aug-2013 on Aug-2012 patronage for the above impacts is estimated at ~+8.5% to +9.0%. Figure 7 illustrates estimated average passengers/day.

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

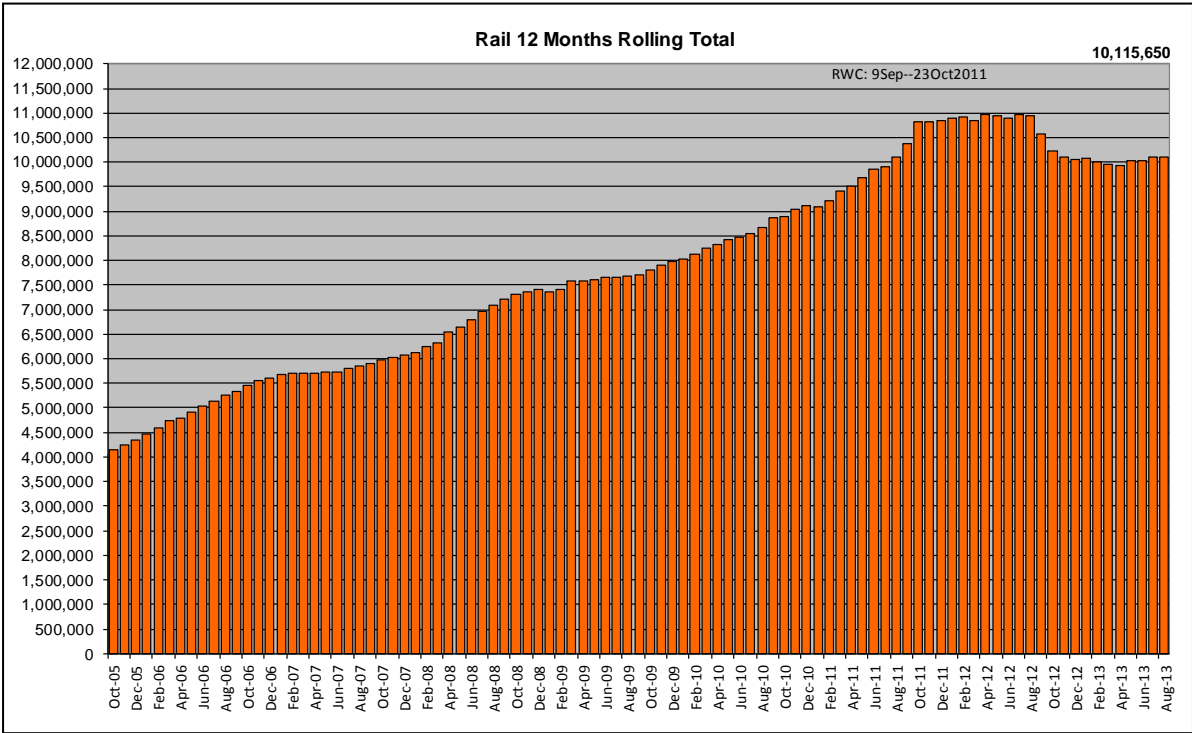


Fig 5. Rail Patronage – 12 Months Rolling Total

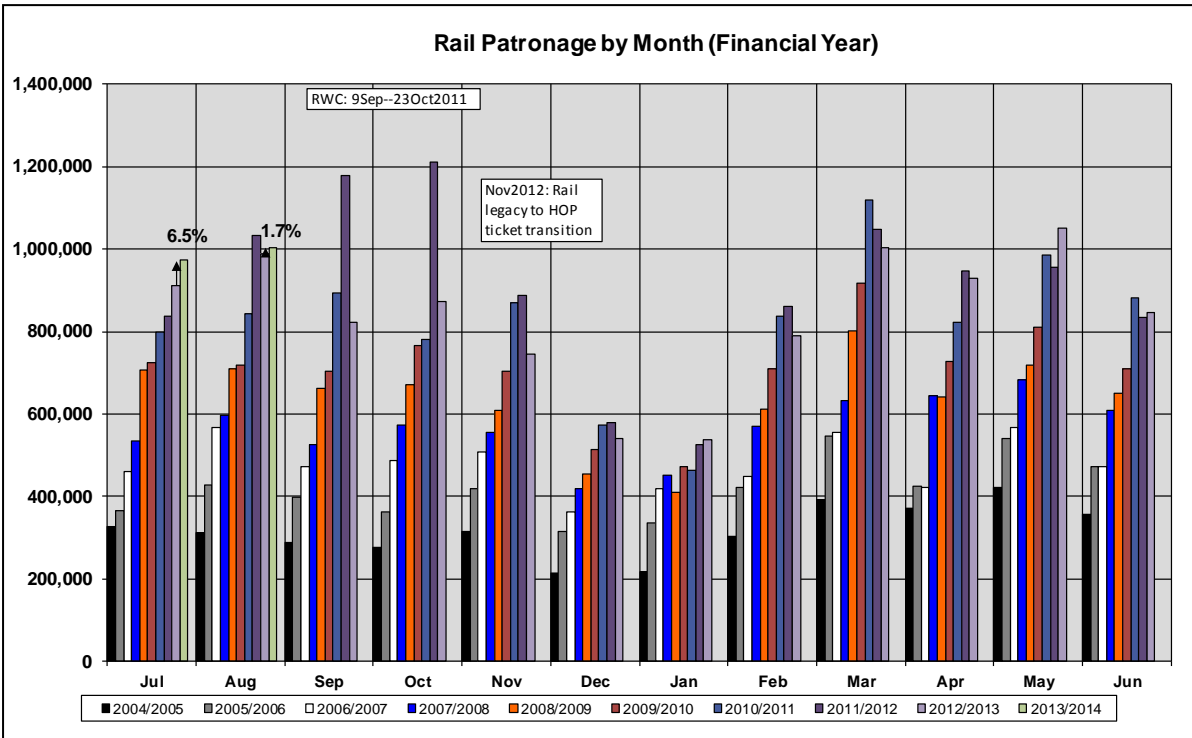


Fig 6. Rail Patronage – Growth by Month 2005/06 to 2013/14





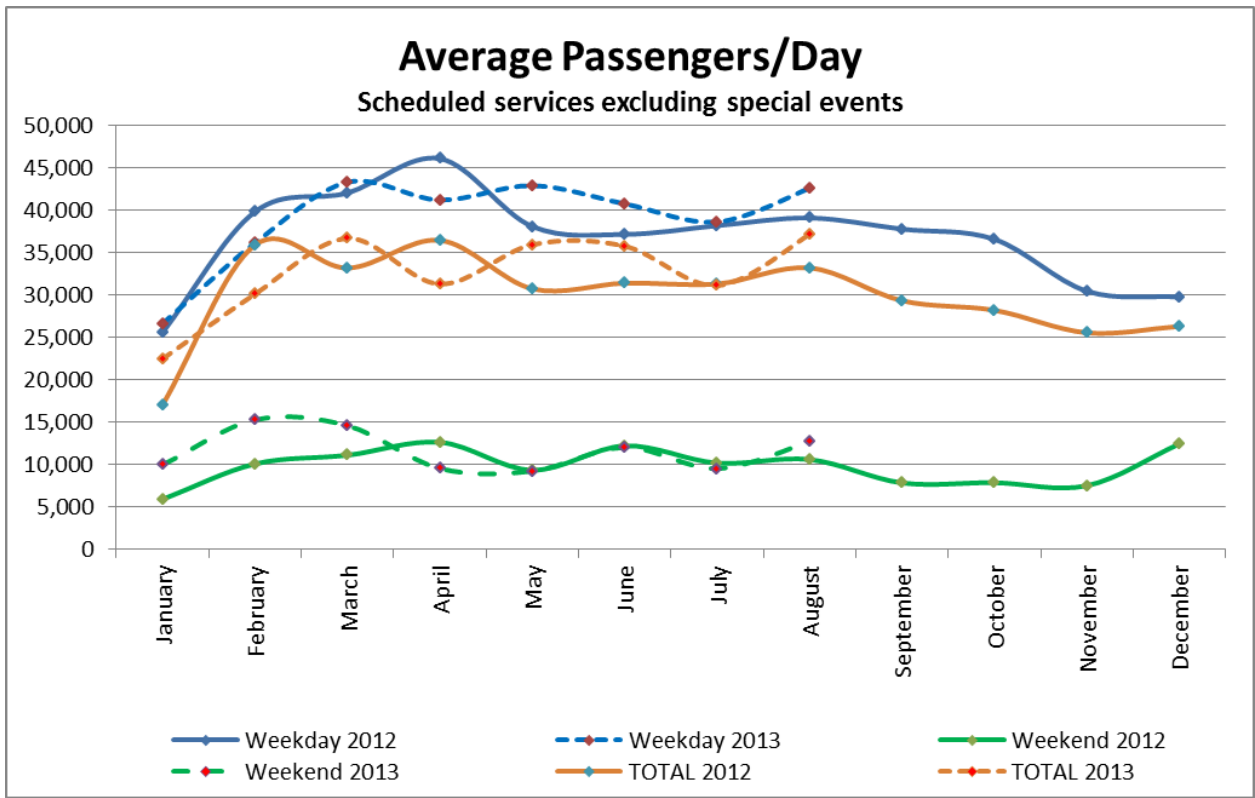


Fig 7. Rail Patronage – Av. Daily Passenger Counts for Scheduled Services 2012 and 2013

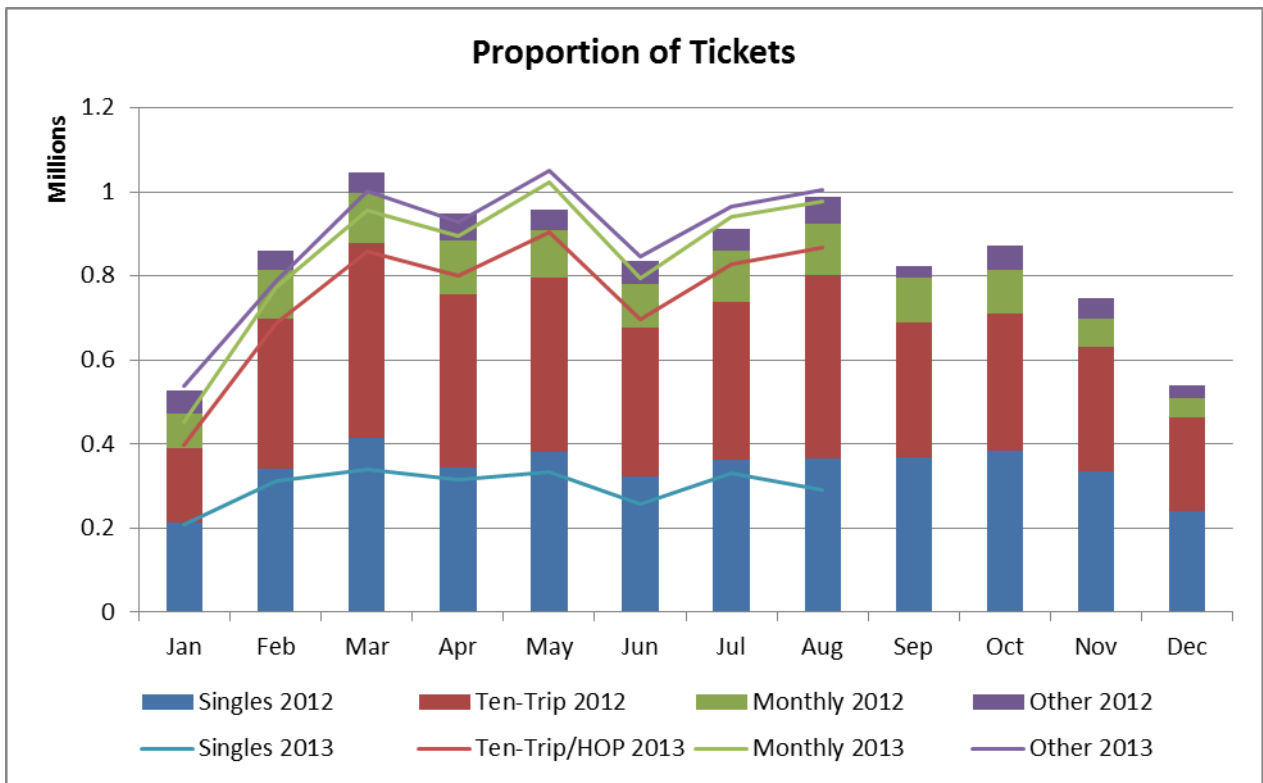


Fig 8. Ticket Sales by Ticket Type – 2013 compared to 2012



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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,475,495 passengers for the 12-months to Aug-2013. Patronage for Aug-2013 was 644,749 boardings, an increase of +3.2% (19,726 boardings) on Aug-2012 (Figure 9), normalised to ~8.5%.

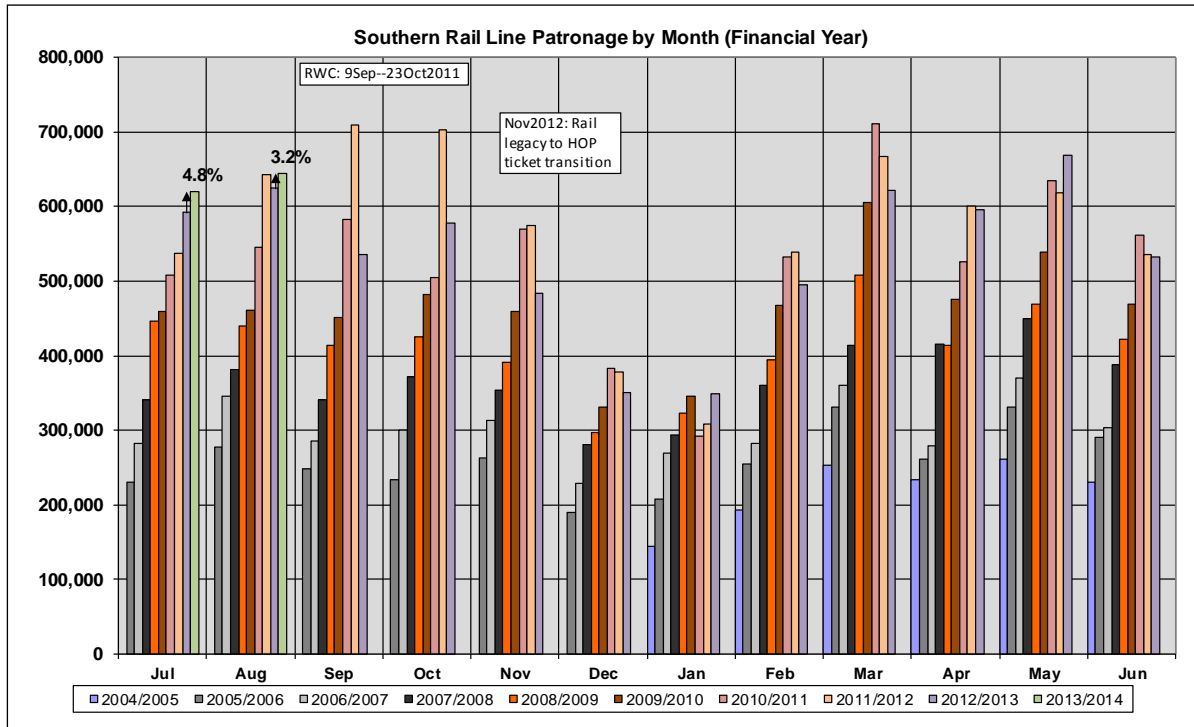


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2013/14

## Western Rail Line

Western Line rail patronage totalled 3,640,155 passengers for the 12-months to Aug-2013. Patronage for Aug-2013 was 359,881 boardings, a decrease of -0.7% (-2,622 boardings) on Aug-2012 (Figure 10), normalised to ~+8.0%.

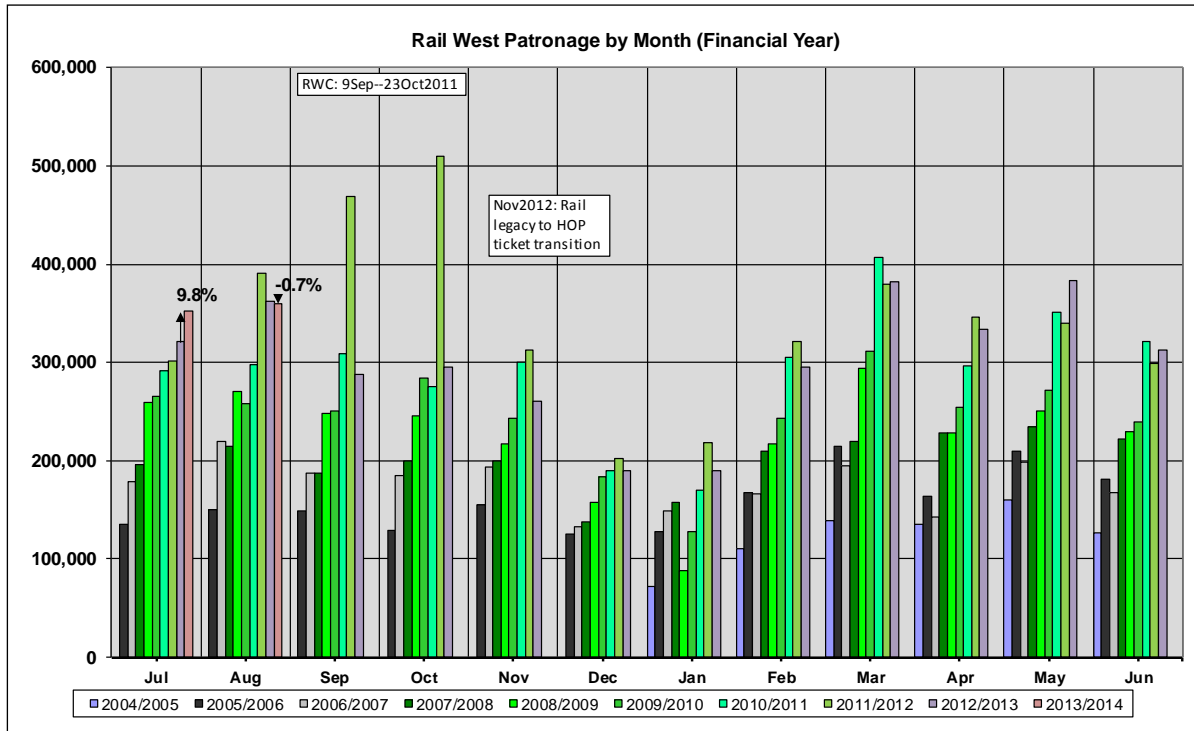


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2013/14

## 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 2,277,980 passengers for the 12-months to Aug-2013 (Figure 11) a decrease of -0.4% on the 12-months to Jul-2013. Patronage for Aug-2013 was 214,172 boardings, a decrease of -3.7% (-8,185 boardings) on Aug-2012 (Figure 12), normalised to ~+0.3%.

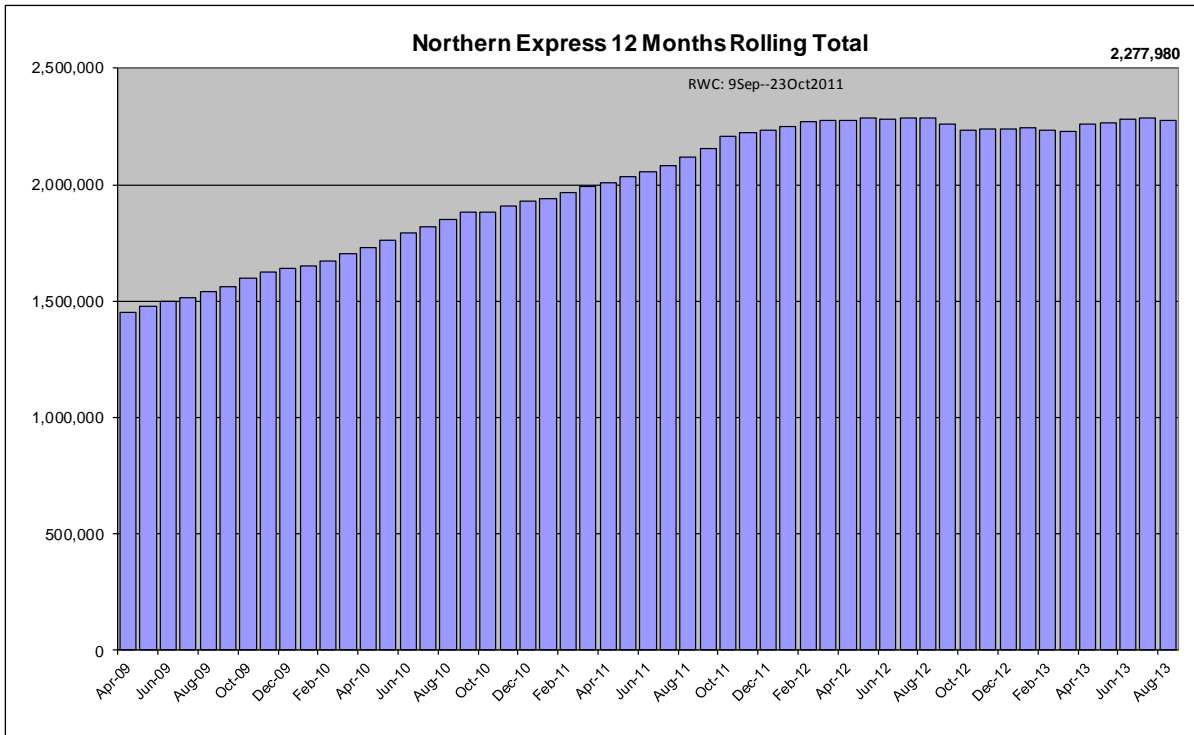


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

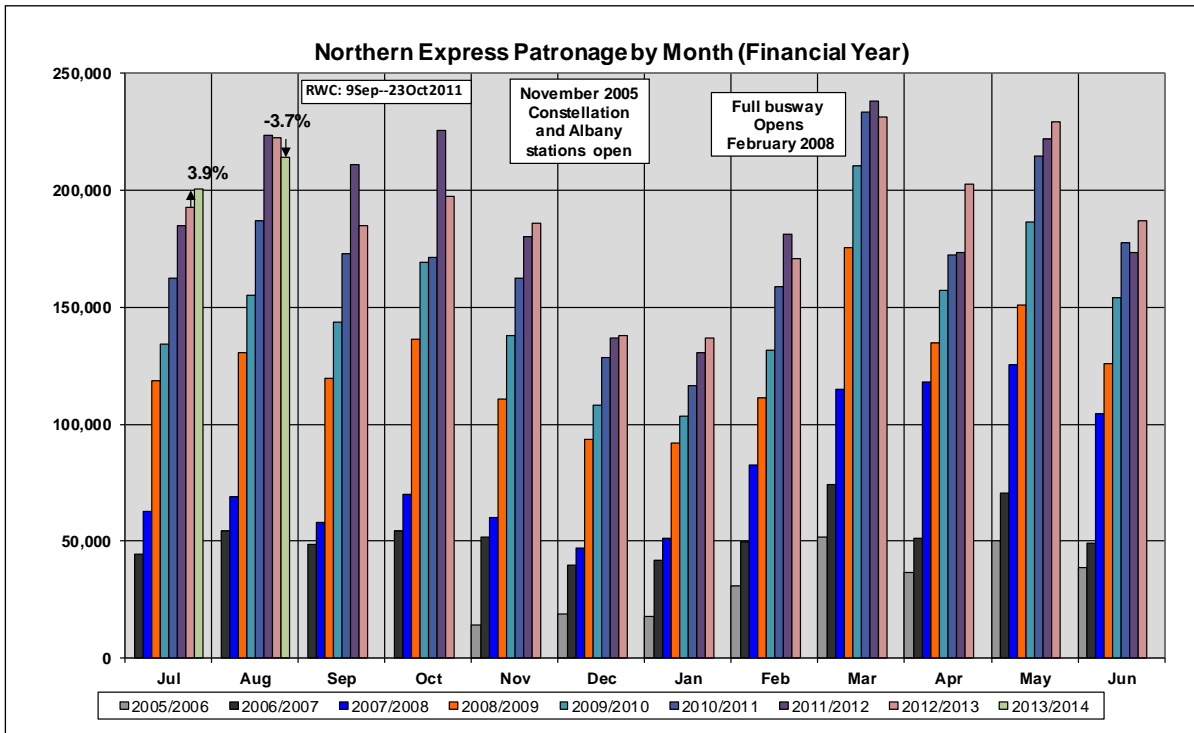


Fig 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2013/14

## Bus Patronage (Other Than Northern Express)

Patronage totalled 51,224,477 passengers for the 12-months to Aug-2013 a decrease of -0.1% compared with the 12-months to Jul-2013. Patronage for Aug-2013 was 4,902,264 boardings, a decrease of -1.1% (-54,718 boardings) on Aug-2012 (Figure 13), normalised to ~+2.9%. Normalised average weekday patronage is illustrated at Figure 14.

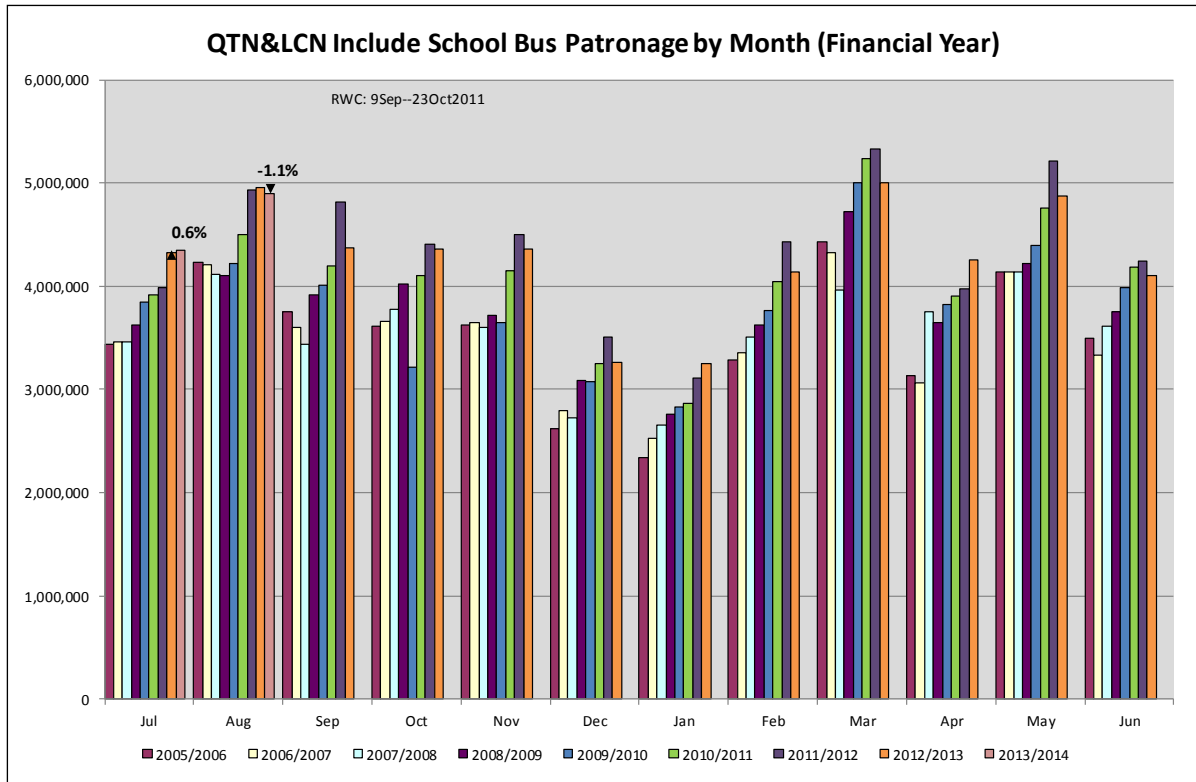


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2013/14

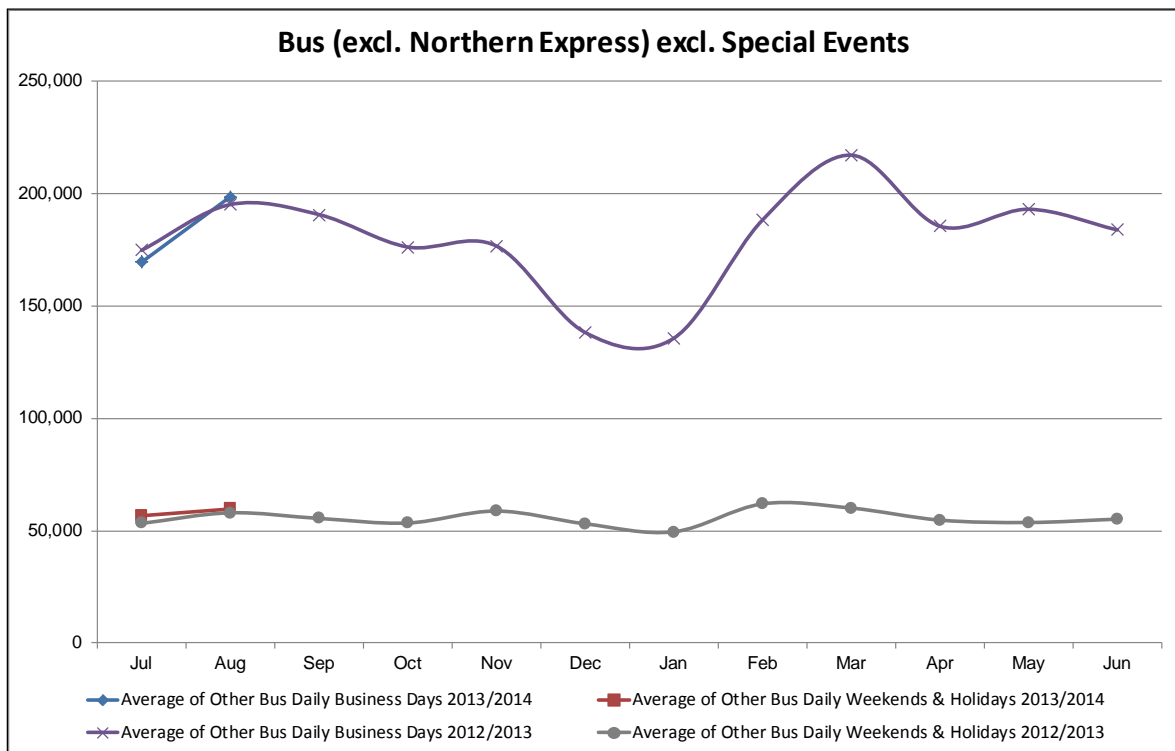


Fig 14. Bus Patronage – Av. Daily Passenger Counts 2012/13 and 2013/14

## 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     | %     |
| <b>Jul-13</b> | 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% |
| <b>Aug-13</b> | 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% |
|               | South Sector                              |          |       |              |          |       | Isthmus Sector |          |       |              |            |       |
|               | By Month                                  |          |       | 12 Month Sum |          |       | By Month       |          |       | 12 Month Sum |            |       |
|               | Patronage                                 | Change   | %     | Patronage    | Change   | %     | Patronage      | Change   | %     | Patronage    | Change     | %     |
| <b>Jul-13</b> | 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% |
| <b>Aug-13</b> | 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% |

## Ferry Patronage

Ferry patronage totalled 5,551,904 passengers for the 12-months to Aug-2013 an increase of 48,502 boardings or +0.9%. Patronage for Aug-2013 was 414,535 boardings, an increase of +2.7% (10,968 boardings) on Aug-2012 (Figure 15), normalised to ~+4.9%.

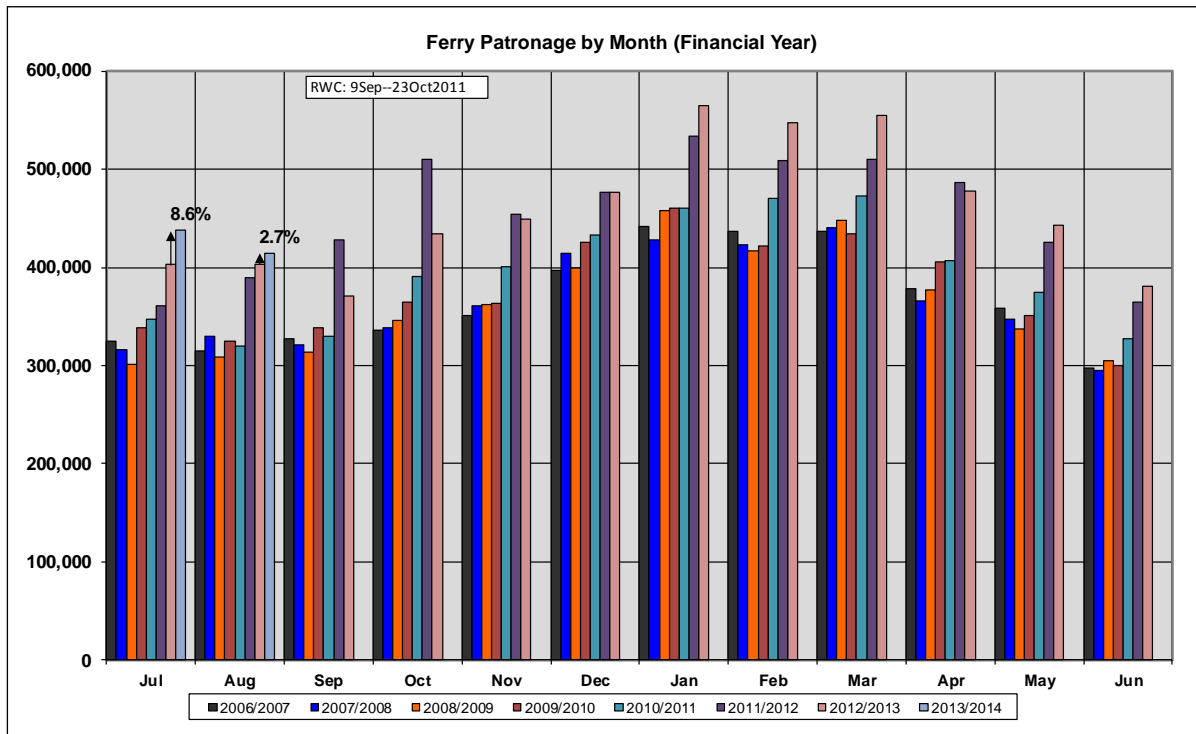


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2013/14

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### Rail Service Performance

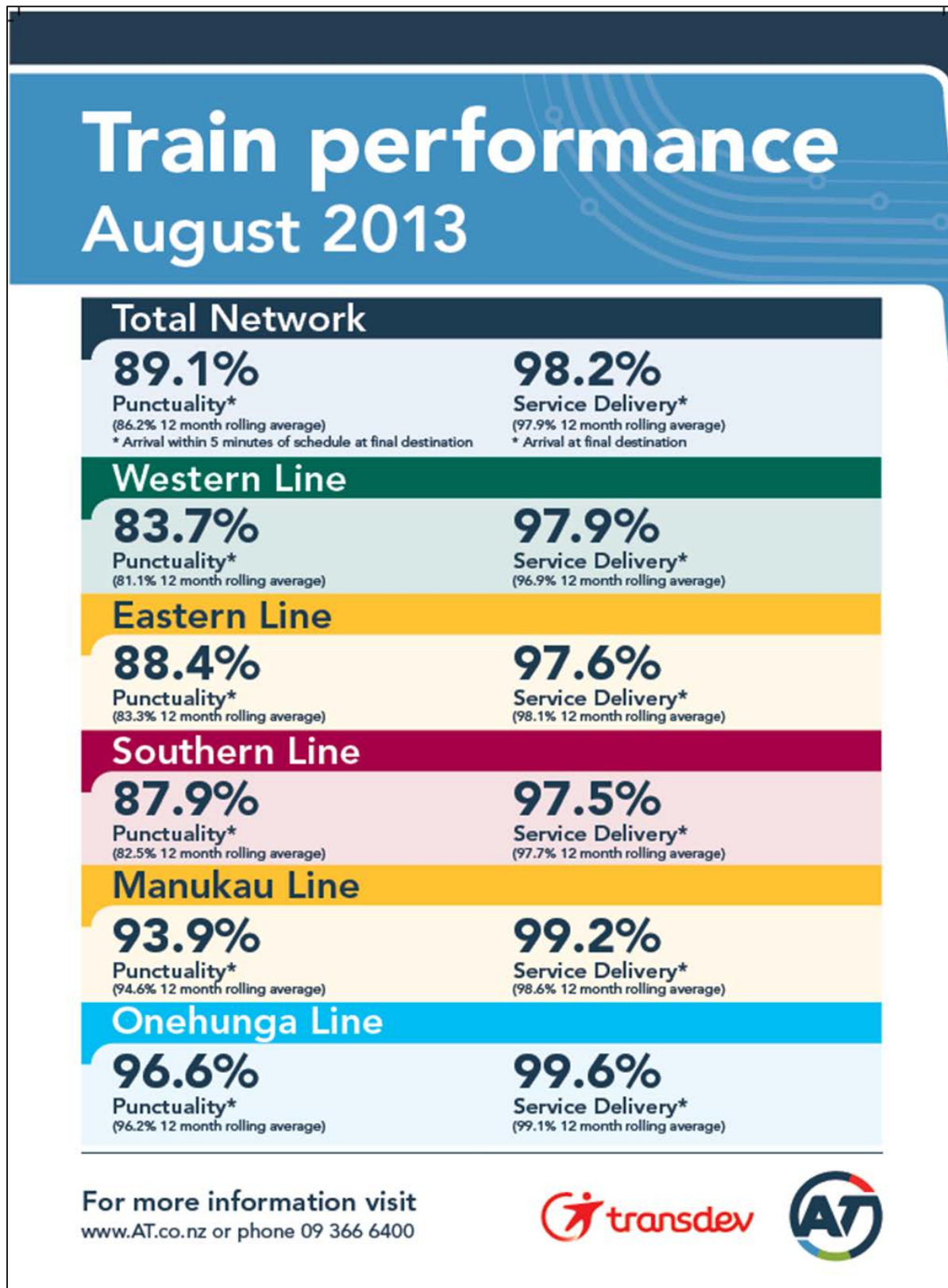


Fig 16. Rail Published Performance Results for August 2013.



Reliability is the number of trains that are not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time regardless of whether the train departed its origin on time.

For Aug-2013 reliability was 98.2%. Punctuality for Aug-2013 was 89.1% compared to the 12-month average of 86.2%, 89.7% in Jul-2013 and 80.9% in Aug-2012. Punctuality trends comparing 2012 and 2013 are presented at Figure 17 showing an overall improvement since the September 2012 timetable changes compared to the previous year.

Table 3 details the performance statistics by service group.

**Table 3: Train Performance Statistics – August 2013**

|                          | West  | East  | South | Manukau | Onehunga | Total |
|--------------------------|-------|-------|-------|---------|----------|-------|
| Services Planned         | 2,413 | 1,906 | 1,979 | 1,377   | 1,257    | 8,932 |
| Services Cancelled       | 51    | 46    | 49    | 11      | 5        | 162   |
| Services Delayed > 5 min | 384   | 216   | 233   | 83      | 43       | 959   |

There was a slight decline in performance recorded in August compared with the record performance results achieved the previous month although the trend remains well above the results for previous years.

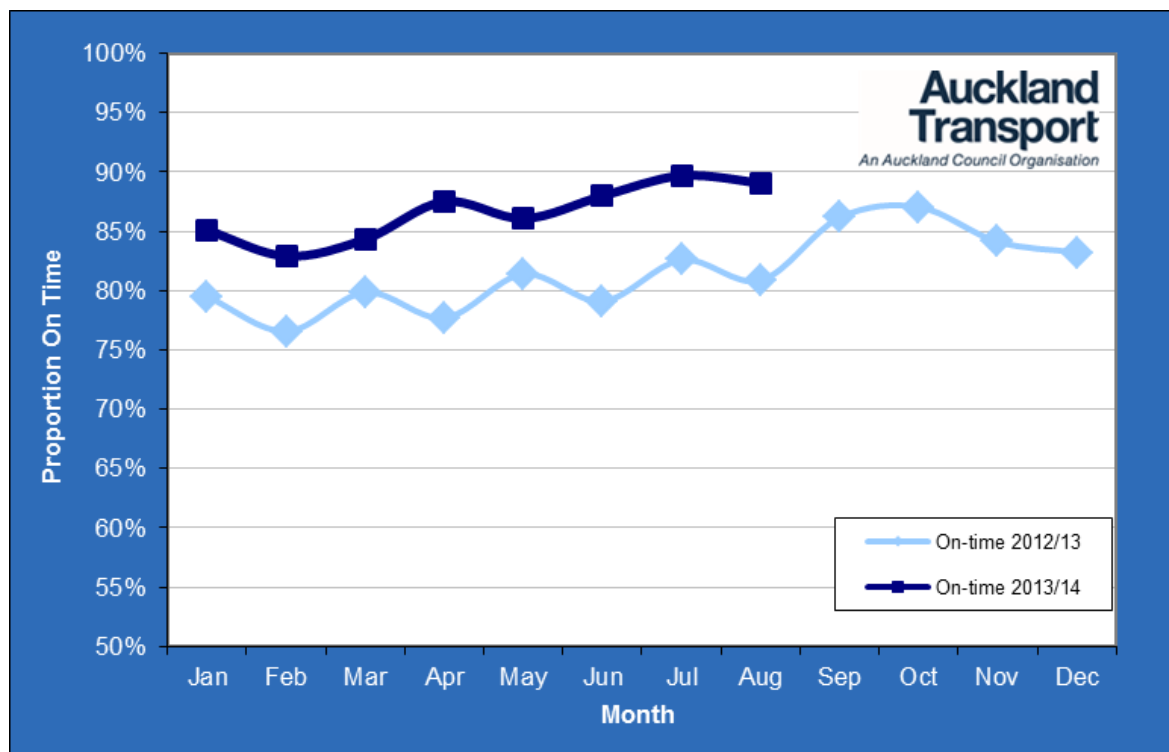


Fig 17. Rail Punctuality Trends for 2012 and 2013

The following major incidents impacted on service delivery during August:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on one day during August which was a signal outage that resulted in a suspension of services in and out of Britomart for approximately 90 minutes on the morning of 17 August.
- *Train faults (KiwiRail)* – Train faults had a significant effect of the delivery of services on two days during August.
- *Operational (Transdev)* – There were no significant operational incidents during the month.

- *Other* – Freight train breakdowns caused major disruption to metro services on two days during August. Both incidents occurred between Papakura and Homai during the afternoon that caused delays that continued through to the evening peak. A Police incident at Manurewa caused a temporary suspension of services for a short time on 16 August.

### Train Delay Impacts

Train delay minutes continued with 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, but increased slightly for the month primarily due to the delays resulting from the freight train incidents. The total delay minutes were -41.5% below the level for the same month last year. Delay minutes caused by infrastructure faults were significantly below the level recorded last month while delay minutes due to train faults fell from the previous month to similar levels recorded in previous months. For the month a total of 11,453 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.

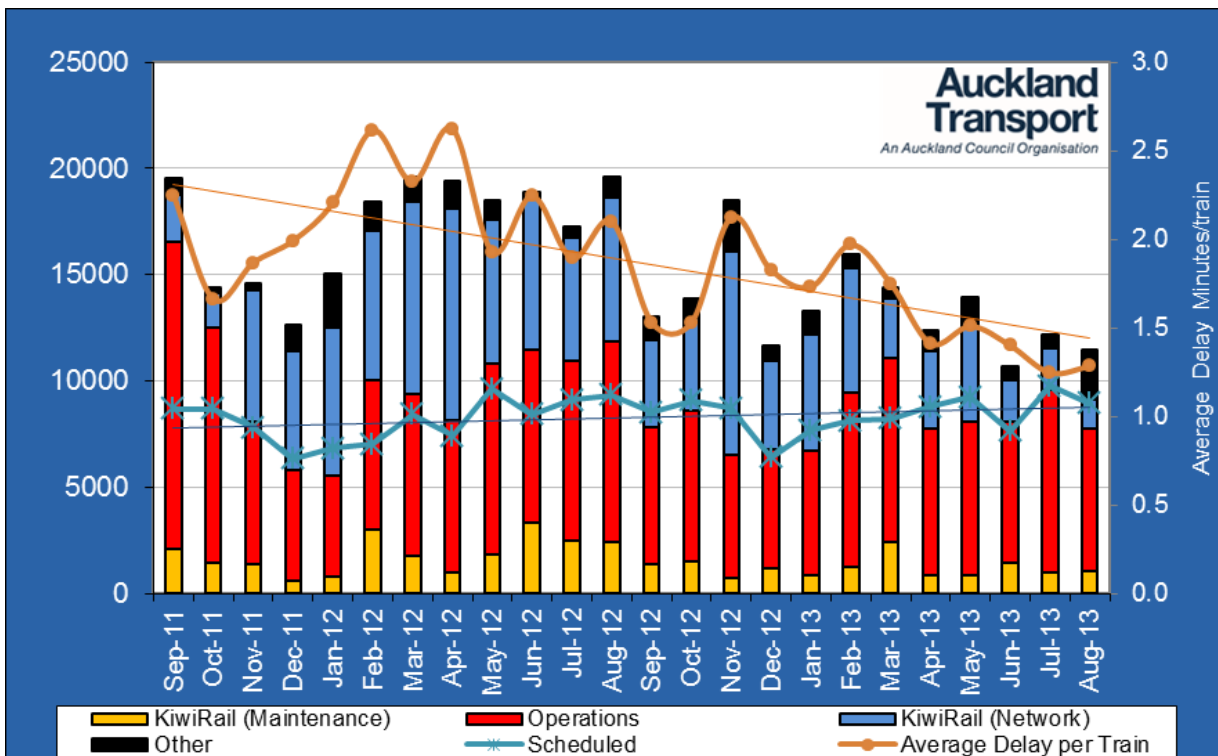


Fig 18. Train Delay Minutes by Cause

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

|                            | Delay Minutes | Proportion |
|----------------------------|---------------|------------|
| Network Control            | 306           | 21.9%      |
| Signal/points failure      | 446           | 31.9%      |
| Speed restrictions         | 634           | 45.3%      |
| Track protection measures* | 13            | 0.9%       |
| <b>Total</b>               | <b>1,399</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 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 Aug-2013, the overall network on-time performance as the percentage of total service trips arriving on time compared to the total service trips scheduled across the network was 89.1%.

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 87.8% on-time performance for Aug-2013.

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

|                                      | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 |
|--------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total Network Actual Service Delays  | 86.2%  | 87.1%  | 84.1%  | 83.2%  | 85.1%  | 82.9%  | 84.3%  | 87.5%  | 86.1%  | 88.0%  | 89.7%  | 89.1%  |
| Weighted by Passenger Volume by Line | 84.3%  | 85.7%  | 82.7%  | 81.5%  | 82.9%  | 80.4%  | 81.8%  | 85.9%  | 84.4%  | 86.6%  | 88.6%  | 87.8%  |

## Rail Capacity

There were four services reported to have exceeded AT's planned seating to standing ratio on average during August.

## Bus Service Performance

For Aug-2013, 99.87% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for Aug-2013 was 98.57%, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time and reach their destination. Service punctuality and reliability are self-reported for contracted services by the bus operators utilising bus drivers logs. AT reporting of bus service performance without reliance on operator self-reporting is under development.

**Table 5. Contracted Bus Service Reliability and Punctuality- August 2013**

|               | Scheduled Trips | Reliability   | Punctuality   |
|---------------|-----------------|---------------|---------------|
| Birkenhead    | 11,500          | 100%          | 99.98%        |
| H & E         | 18,827          | 100%          | 99.25%        |
| NZ Bus        | 123,803         | 99.80%        | 98.30%        |
| Ritchies      | 30,034          | 99.99%        | 99.15%        |
| Tranzit       | 2,271           | 100%          | 98.02%        |
| Urban Express | 5,459           | 100%          | 95.15%        |
| <b>Total</b>  | <b>191,894</b>  | <b>99.87%</b> | <b>98.57%</b> |

## Ferry Service Performance

For August 2013, 99.89% of contracted ferry service trips were operated (reliability measure). Service punctuality for August 2013 was 99.75% of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time. Service punctuality and reliability is self-reported by the ferry operators utilising ferry skipper logs for contracted services.

**Table 6. Contracted Ferry Service Reliability and Punctuality- August 2013**

|               | Scheduled Trips | Reliability   | Punctuality   |
|---------------|-----------------|---------------|---------------|
| Bayswater     | 1,044           | 99.90%        | 100%          |
| Half Moon Bay | 599             | 99.67%        | 99.67%        |
| Birkenhead    | 1,117           | 100%          | 99.91%        |
| Gulf Harbour  | 150             | 100%          | 100%          |
| West Harbour  | 594             | 100%          | 100 %         |
| Rakino        | 18              | 100%          | 88.89%        |
| Pine Harbour  | 660             | 99.70%        | 99.09%        |
| Hobsonville   | 242             | 100%          | 100%          |
| <b>Total</b>  | <b>4,424</b>    | <b>99.89%</b> | <b>99.75%</b> |

## 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

35 events took place in August with approximately six that had an adverse impact on public transport either with road closures and/or route diversions or additional special event services. The following identifies where Special Event services were provided. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

### ITM Cup Auckland vs. North Harbour (Battle of the Bridge) Eden Park: Sunday 18 August 2013:

For the 2013 ITM Cup 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. For this ITM Cup game also AT/Auckland Rugby also put on Special Event Bus Services to the Northern Busway. Attendance at the event was 5,513.

|              | INBOUND                                   |                 | OUTBOUND                                  |                 | AVERAGE %<br>GATE<br>MOVED |
|--------------|---|-----------------|---|-----------------|----------------------------|
|              | Special<br>Event<br>Service<br>Passengers | % Gate<br>Moved | Special<br>Event<br>Service<br>Passengers | % Gate<br>Moved |                            |
| <b>RAIL</b>  | 652                                       | 11.83           | 675                                       | 12.24           | <b>12.04%</b>              |
| <b>BUS</b>   | 185                                       | 3.36            | 185                                       | 3.36            | <b>3.36%</b>               |
| <b>FERRY</b> | -   | -               | -   | -               | -                          |
| <b>TOTAL</b> | <b>837</b>                                | <b>15.18</b>    | <b>860</b>                                | <b>15.60</b>    | <b>15.39%</b>              |

## ITM Cup Auckland vs. Bay of Plenty Eden Park: Saturday 31 August 2013:

For the 2013 ITM Cup 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. Attendance at the event was 5,611.

|       | INBOUND                                   |                 | OUTBOUND                                  |                 | AVERAGE %<br>GATE<br>MOVED |
|-------|---|-----------------|---|-----------------|----------------------------|
|       | Special<br>Event<br>Service<br>Passengers | % Gate<br>Moved | Special<br>Event<br>Service<br>Passengers | % Gate<br>Moved |                            |
| RAIL  | 593                                       | 10.57           | 509                                       | 9.07            | 9.82%                      |
| BUS   | -   | -               | -   | -               | -                          |
| FERRY | -   | -               | -   | -               | -                          |
| TOTAL | 593                                       | 10.57           | 509                                       | 9.07            | 9.82%                      |

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

Under the Land Transport Management Act 2013, the following applications for registered services have been approved during August 2013:

- Birkenhead Transport Ltd: Notification to vary the timetable on Route 955 and extend Route 953 from Kaipatiki Rd to Glenfield and Wairau roads. Approved 20-Aug-13.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### Projects in Planning

- A review of all bus timetables for service reliability and punctuality performance is progressing using real-time journey data to align run-times to the operational environment. Timetable updates are being implemented between October 2012 and early 2014. Upon new timetable implementation real-time bus tracking will be used for service performance management permitting AT reporting of performance against timetable rather than operator self-reporting.
- A revised timetable for the 922 services is due to be implemented on 16 September to improve service performance (Ritchies North Shore).
- A review of Green Bay and Titirangi bus services is planned for public consultation in mid-October.
- Review continues for other Ritchies North Shore services with planned implementation in quarter 1 2014.

### Projects Implemented

- A revised Green Bay timetable was implemented on 4 August 2013 to improve service performance.
- Improvements in the 881 (Torbay to Newmarket via Auckland University) service commenced in mid-August with additional service capacity.

## 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- New-movers direct mail campaign continued in August, communicating local public transport options to people who have just moved house (1,337 households in August).
- Mt Eden / Sandringham Road bus campaign continued in August focussed on 10 minute interval frequency during morning peak down these main corridors to the CBD.
- A customer database acquisition campaign was launched in late June to build the public transport customer database. As at 31-August, 11,300 bus and train passengers had registered.
- 120 business visits on Airporter 380 route were made, promoting the service and distributing 1,500 timetables.
- Rail “on-time performance” on-platform posters. To assist in the rapid boarding of trains, a campaign will be launched to minimise dwell times and assist in the improvement to overall network performance.

## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

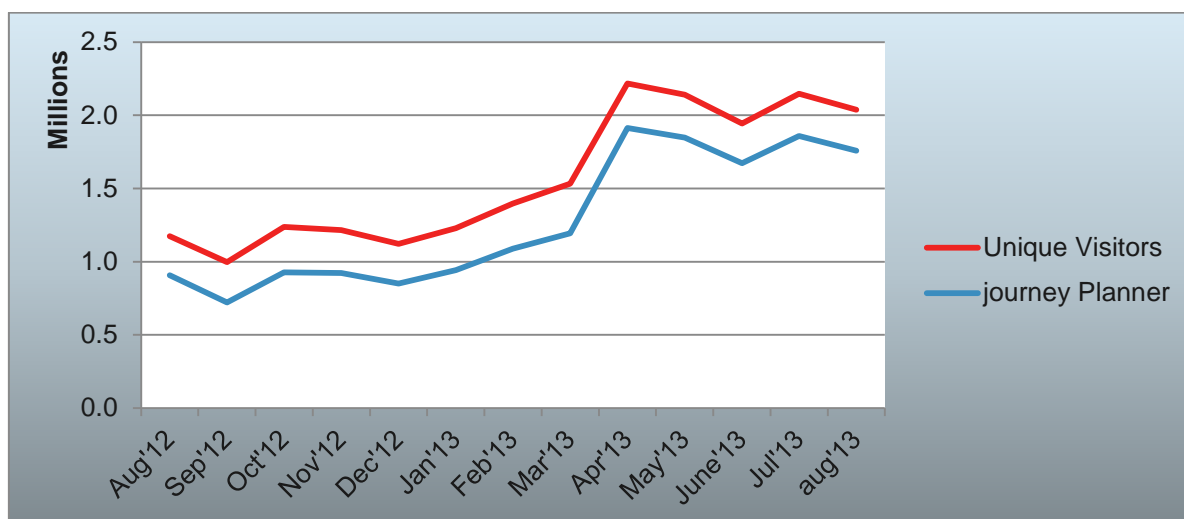
### 8.1 Walk-In-Centres

The combined customer visits to the Customer Service Centres at Britomart, AUT, Newmarket, New Lynn, Papakura, Smales Farm and Constellation for Aug-2013 were 64,645. Visits to Britomart alone totalled 45,390, a 398% increase compared to Aug-2012.

### 8.2 AT Public Transport Call Centre

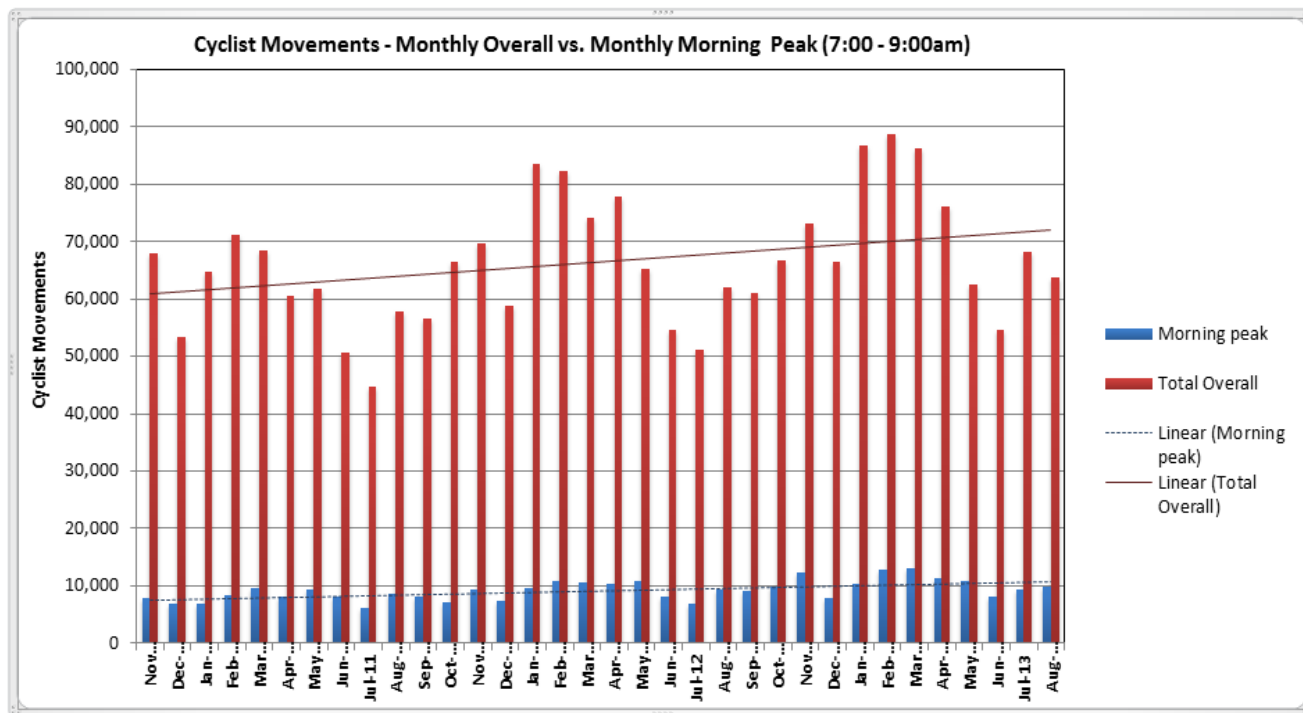
For Aug-2013, call volume was 31,840 (-18.62% compared to Aug-2012). 88.0% of calls were answered within the service standard of 20 seconds. For HOP ticketing there were 9,977 calls during the month and were answered in 88.0% grade of service standard of 20 seconds.

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



## Monthly Cycle Monitoring Report (August 2013)

- There has been an increase of 3.1% in cyclist movements in Aug-2013 when compared to Aug-2012.
- The morning peak movements increase by 4.9% when compared to August last year.
- A total of 854,264 cycle trips were recorded for the year September 2012 to August 2013, this is an increase of 6.46% 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.

|           | Total Movements |        |        |        | Increase |         |         |
|-----------|-----------------|--------|--------|--------|----------|---------|---------|
|           | 2010            | 2011   | 2012   | 2013   | 2010-11  | 2011-12 | 2012-13 |
| January   |                 | 64,836 | 83,629 | 86,768 |          | 29.0%   | 3.8%    |
| February  |                 | 71,287 | 82,290 | 88,760 |          | 15.4%   | 7.9%    |
| March     |                 | 68,513 | 74,124 | 86,233 |          | 8.2%    | 16.3%   |
| April     |                 | 60,534 | 77,862 | 76,310 |          | 28.6%   | -2.2%   |
| May       |                 | 61,675 | 65,137 | 62,564 |          | 5.6%    | -4.0%   |
| June      |                 | 50,742 | 54,632 | 54,498 |          | 7.7%    | -0.3%   |
| July      |                 | 44,614 | 51,175 | 68,232 |          | 14.7%   | 33%     |
| August    |                 | 57,713 | 61,945 | 63,886 |          | 7.3%    | 3.1%    |
| September |                 | 56,549 | 60,960 |        |          | 7.8%    |         |
| October   |                 | 66,497 | 66,634 |        |          | 0.2%    |         |
| November  | 67,852          | 69,651 | 73,227 |        | 2.7%     | 5.1%    |         |
| December  | 53,412          | 58,907 | 66,372 |        | 10.3%    | 12.7%   |         |

|           | Morning Peak Movements |       |        |        | Increase |         |         |
|-----------|------------------------|-------|--------|--------|----------|---------|---------|
|           | 2010                   | 2011  | 2012   | 2013   | 2010-11  | 2011-12 | 2012-13 |
| January   |                        | 6,905 | 9,491  | 10,345 |          | 37.5%   | 9.0%    |
| February  |                        | 8,385 | 10,894 | 12,913 |          | 29.9%   | 18.5%   |
| March     |                        | 9,662 | 10,526 | 13,066 |          | 8.9%    | 24.1%   |
| April     |                        | 8,040 | 10,444 | 11,440 |          | 29.9%   | 9.5%    |
| May       |                        | 9,315 | 10,856 | 10,756 |          | 16.5%   | -0.9%   |
| June      |                        | 7,998 | 8,037  | 8,062  |          | 0.5%    | 0.3%    |
| July      |                        | 6,100 | 6,977  | 9,465  |          | 14.4%   | 35.7%   |
| August    |                        | 8,557 | 9,319  | 9,776  |          | 8.9%    | 4.9%    |
| September |                        | 8,005 | 9,211  |        |          | 15.1%   |         |
| October   |                        | 7,185 | 9,884  |        |          | 37.6%   |         |
| November  | 7,962                  | 9,272 | 12,343 |        | 16.5%    | 33.1%   |         |
| December  | 6,904                  | 7,461 | 7,885  |        | 8.1%     | 5.7%    |         |