

Statistics Report

June 2014



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PUBLIC TRANSPORT

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 72,396,155 passengers for the 12 months to Jun-2014, an increase of +0.9% on the 12 months to May-2014 and +5.6% on the 12 months to Jun-2013. June monthly patronage was 6,107,965, an increase of 623,266 boardings or +11.4% on Jun-2013, normalised to ~ +6.8% accounting for additional special event patronage and one more business day and one less weekend day in Jun-2014 compared to Jun-2013. Year to date patronage has grown by +5.6%.

Rail patronage totalled 11,435,085 passengers for the 12 months to Jun-2014, an increase of +1.7% on the 12 months to May-2014 and +13.9% on the 12 months to Jun-2013. Patronage for Jun-2014 was 1,039,830, an increase of 194,491 boardings or +23.0% on Jun-2013, normalised to ~ +9.4%. Year to date rail patronage has grown by +13.9%.

The Northern Express bus service carried 2,426,745 passenger trips for the 12 months to Jun-2014, an increase of +1.0% on the 12 months to May-2014 and +6.5% on the 12 months to Jun-2013. Northern Express bus service patronage for Jun-2014 was 210,069, an increase of 23,201 boardings or +12.4% on Jun-2013, normalised to ~ +9.1%. Year to date Northern Express patronage has grown by +6.5%.

Other bus services carried 53,424,378 passenger trips for the 12 months to Jun-2014, an increase of +0.8% on the 12 months to May-2014 and +4.2% on the 12 months to Jun-2013. Other bus services patronage for Jun-2014 was 4,525,656, an increase of 420,821 boardings or +10.3% on Jun-2013, normalised to ~ +7.6%. Year to date other bus patronage has grown by +4.2%.

Ferry services carried 5,109,947 passenger trips for the 12 months to Jun-2014, a decrease of -0.3% on the 12 months to May-2014 and an increase +3.1% on the 12 months to Jun-2013. Ferry services patronage for Jun-2014 was 332,410, a decrease of -15,247 boardings or -4.4% on Jun-2013, normalised to ~ -7.3%. Year to date ferry patronage has increased by +3.1%.

Service Performance

For rail, service punctuality in Jun-2014 was 87.9%, compared to the average for the 12 months to Jun-2014 of 87.8%. Service delivery was 97.7%, compared to the average for the 12 months to Jun-2014 of 97.3%.

Initiatives

- The new MIT / Manukau Station building opened on 20th June. The Customer Service Centre previously in the Manukau council offices is now based in the Manukau rail station.
- The annual review of public transport fares is scheduled for implementation on 6th July 2014. This will create a 20% price differential between AT HOP and cash fares, through an increase in cash fares and the retention or reduction in AT HOP fares. In addition the 25c top-up fee is being removed and the \$10 minimum top-up level is being reduced to \$5. AT HOP cards will continue to be sold for \$5. A promotional and customer assistance campaign was instigated in mid-June including use of AT Ambassadors located at stations and key bus stops advising customers of the change and offering AT HOP cards for sale. Additional retail outlets have been added in West and South Auckland and AT is partnering with Budgeting Services to offer free HOP cards through agents to clients.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

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

- Early evening ramp-downs placed on the Western Lines during Jun-2014 compared to Jun-2013.
- One more business day and one less weekend day in Jun-2014 compared to Jun-2013.

Auckland public transport patronage totalled 72,396,155 passengers for the 12 months to Jun-2014, an increase of +0.9% on the 12 months to May-2014 and +5.6% on the 12 months to Jun-2013 as illustrated in Figure 1. June monthly patronage was 6,107,965, an increase of 623,266 boardings or +11.4% on Jun-2013, normalised to ~ +6.8%.

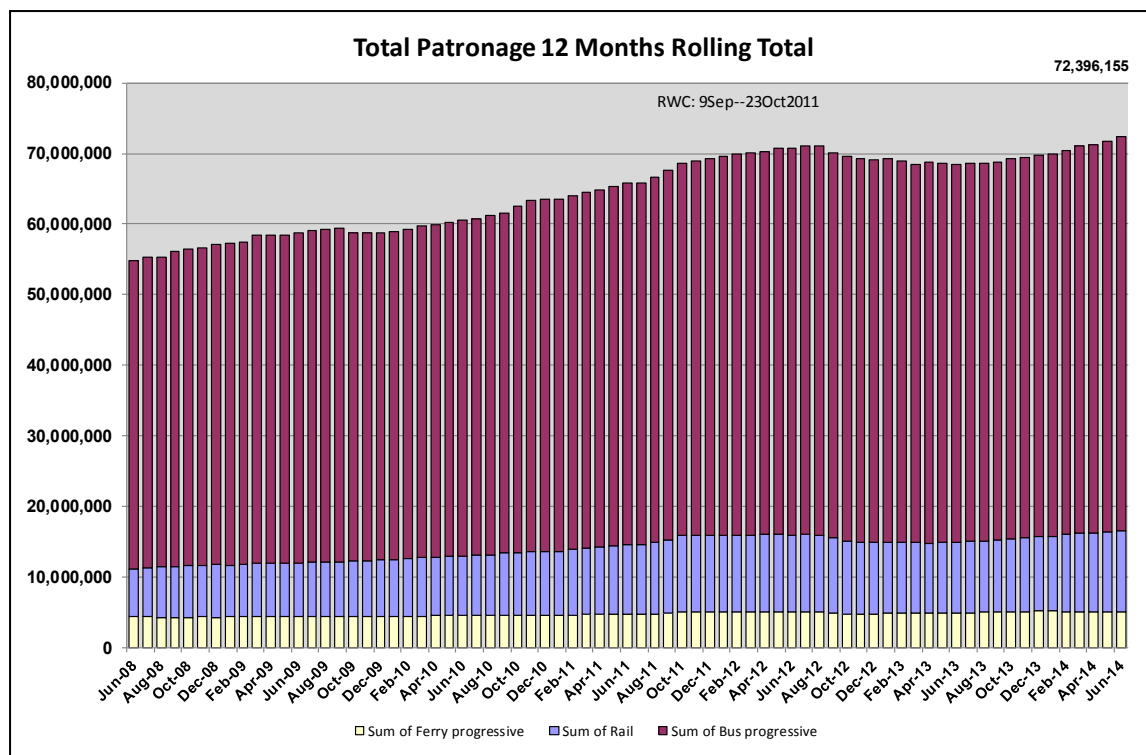


Figure 1: Total Patronage – 12 Months Rolling Total

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

For the financial year-to-date, twelve months from Jul-2013, patronage has increased by +5.6% or 3,870,401 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

	Jun-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:	1,249,899	217,692	21.1%	13,861,830	1.6%	1,544,439	12.5%	13,861,830	1,544,439	12.5%	
Northern Express Bus	210,069	23,201	12.4%	2,426,745	1.0%	148,160	6.5%	2,426,745	148,160	6.5%	
Rail sub-total:	1,039,830	194,491	23.0%	11,435,085	1.7%	1,396,279	13.9%	11,435,085	1,396,279	13.9%	
- Western Line	378,669	66,514	21.3%	4,248,697	1.6%	637,211	17.6%	4,248,697	637,211	17.6%	
- Southern & Eastern Line:	661,161	127,977	24.0%	7,186,388	1.8%	759,068	11.8%	7,186,388	759,068	11.8%	
- Pukekohe / Papakura Services *	456,277			5,081,533				5,081,533			
- Manukau Services * (opened 15 Apr 2012)	120,595	105,335	22.3%	1,258,129	1.7%	638,184	11.2%	1,258,129	638,184	11.2%	
- Onehunga Services	84,288	22,642	36.7%	846,726	2.7%	120,884	16.7%	846,726	120,884	16.7%	
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	4,525,656	420,821	10.3%	53,424,378	0.8%	2,173,047	4.2%	53,424,378	2,173,047	4.2%	
- Frequent Connector & Local Bus	4,242,931	387,643	10.1%	50,824,641	0.8%	2,135,128	4.4%	50,824,641	2,135,128	4.4%	
- Contracted School Bus	282,725	33,178	13.3%	2,599,737	1.3%	37,919	1.5%	2,599,737	37,919	1.5%	
3. Ferry	332,410	-15,247	-4.4%	5,109,947	-0.3%	152,915	3.1%	5,109,947	152,915	3.1%	
Total Patronage	6,107,965	623,266	11.4%	72,396,155	0.9%	3,870,401	5.6%	72,396,155	3,870,401	5.6%	

* 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 twelve 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.

*** An error in ferry patronage numbers between November 2011 and February 2014 has been corrected from the April 2014 report onward.

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

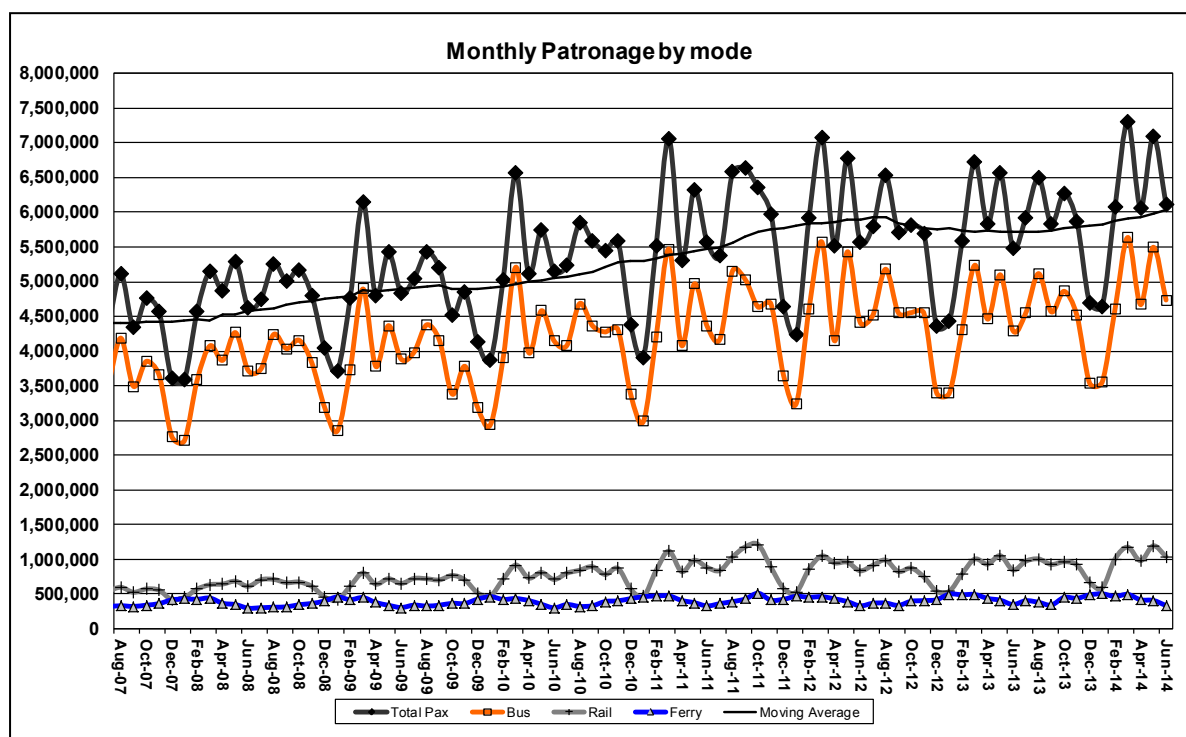


Figure 2. Monthly Patronage by Mode

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.

RTN Patronage improved in Jun-2014 and totalled 13,861,830 passengers for the 12 months to Jun-2014 (Figure 3), an increase of +1.6% on the 12 months to May-2014 and +12.5% on the 12 months to Jun-2013. RTN Patronage for Jun-2014 was 1,249,899 boardings, an increase of +21.1% (+217,692 boardings) on Jun-2013 (Figure 4). Year to date RTN patronage has grown by +12.5%.

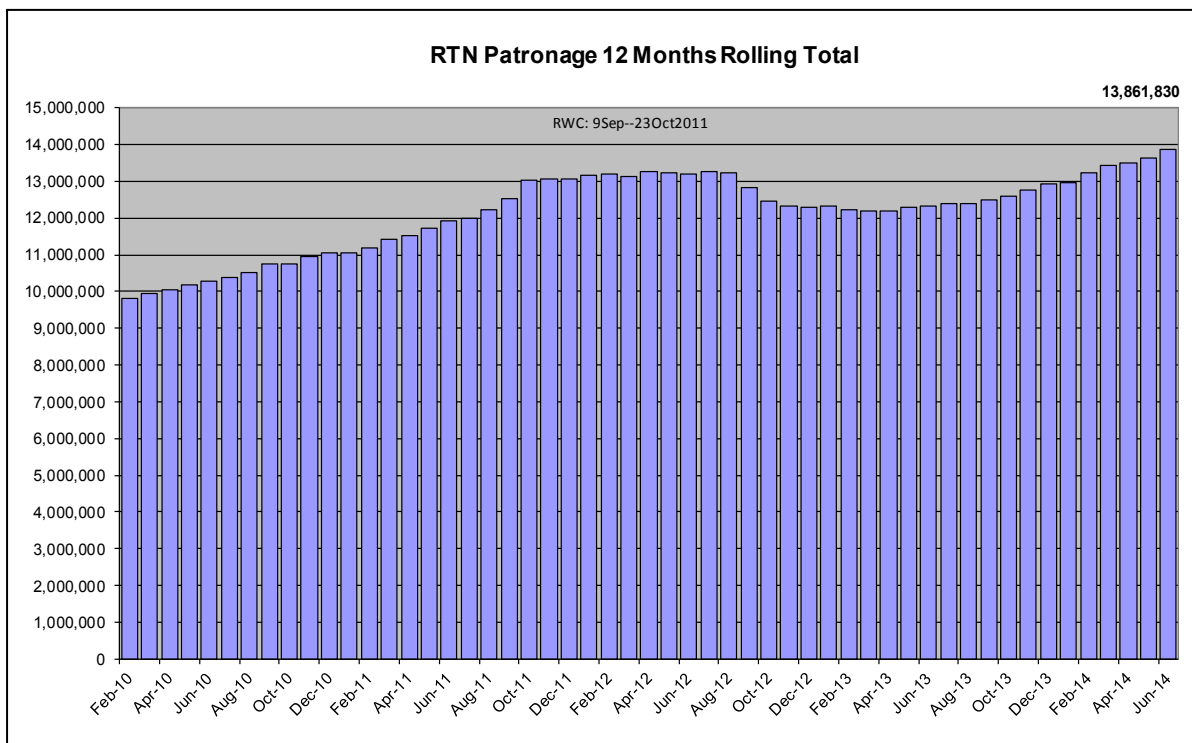


Figure 3. RTN Patronage – 12 Months Rolling Total

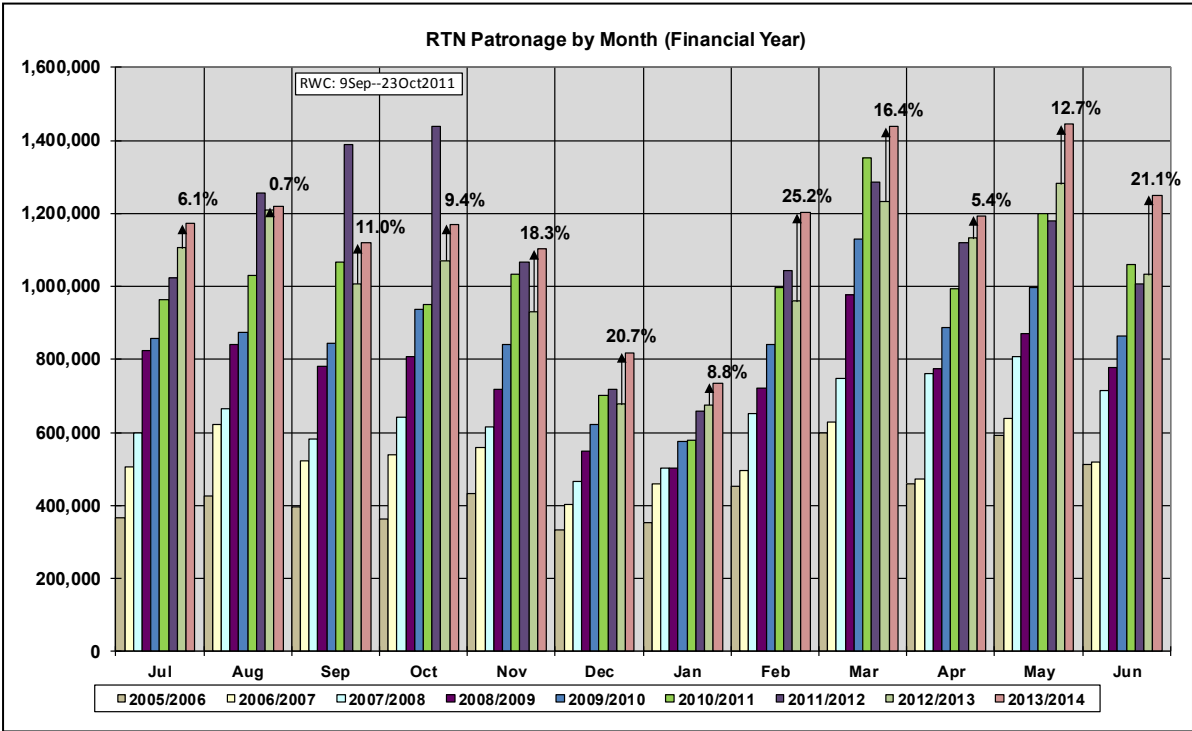


Figure 4. RTN Patronage – Growth by Month 2005/06 to 2013/14

Rail Patronage

Rail patronage improved in Jun-2014 and totalled 11,435,085 passengers for the 12 months to Jun-2014 (Figure 5), an increase of +1.7% on the 12 months to May-2014 and +13.9% on the 12 months to Jun-2013. Patronage for Jun-2014 was 1,039,830 boardings, an increase of +23.0% (+194,491 boardings) on Jun-2013 (Figure 6), normalised to ~ +9.4%. Year to date rail patronage has grown by +13.9%.

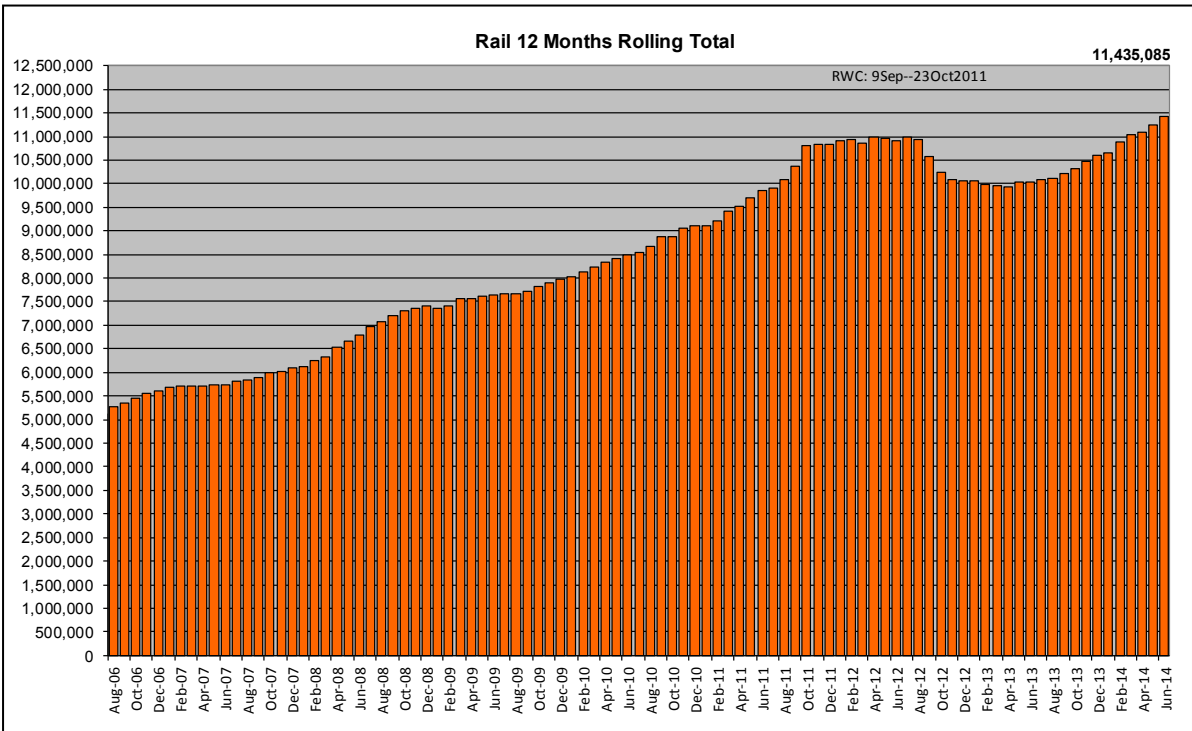


Figure 5. Rail Patronage – 12 Months Rolling Total



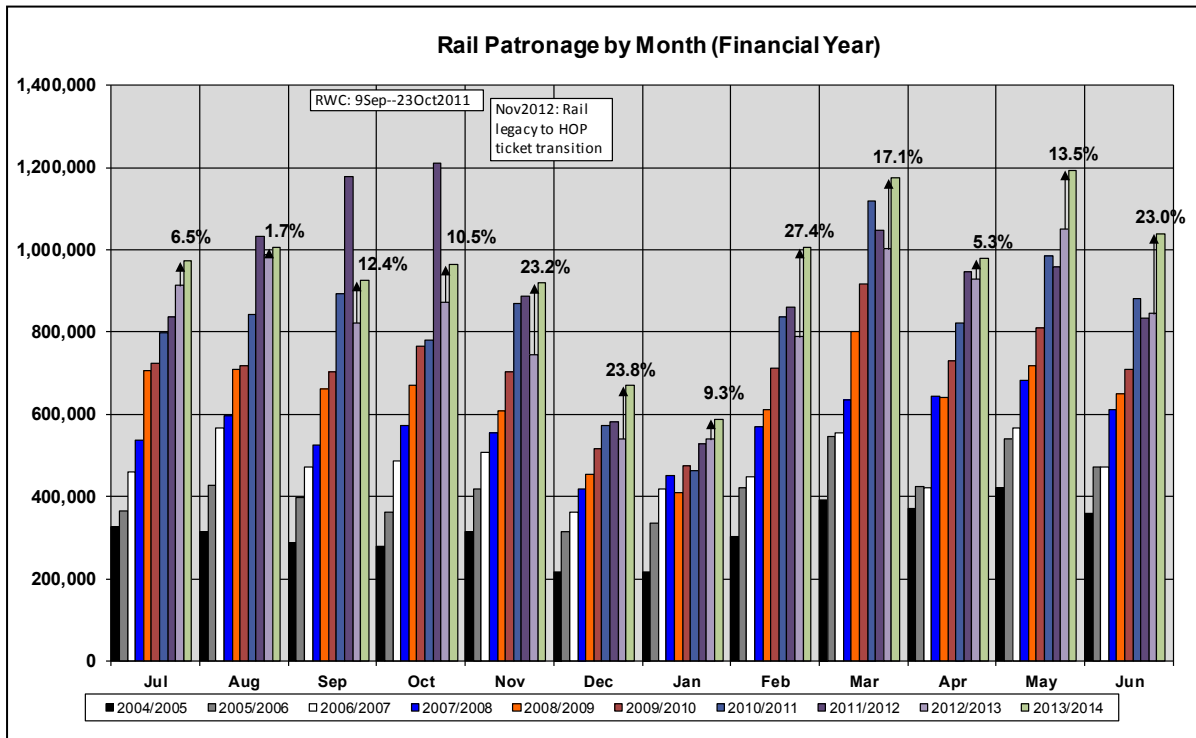


Figure 6. Rail Patronage – Growth by Month 2005/06 to 2013/14

Figure 7 illustrates estimated average passengers/day.

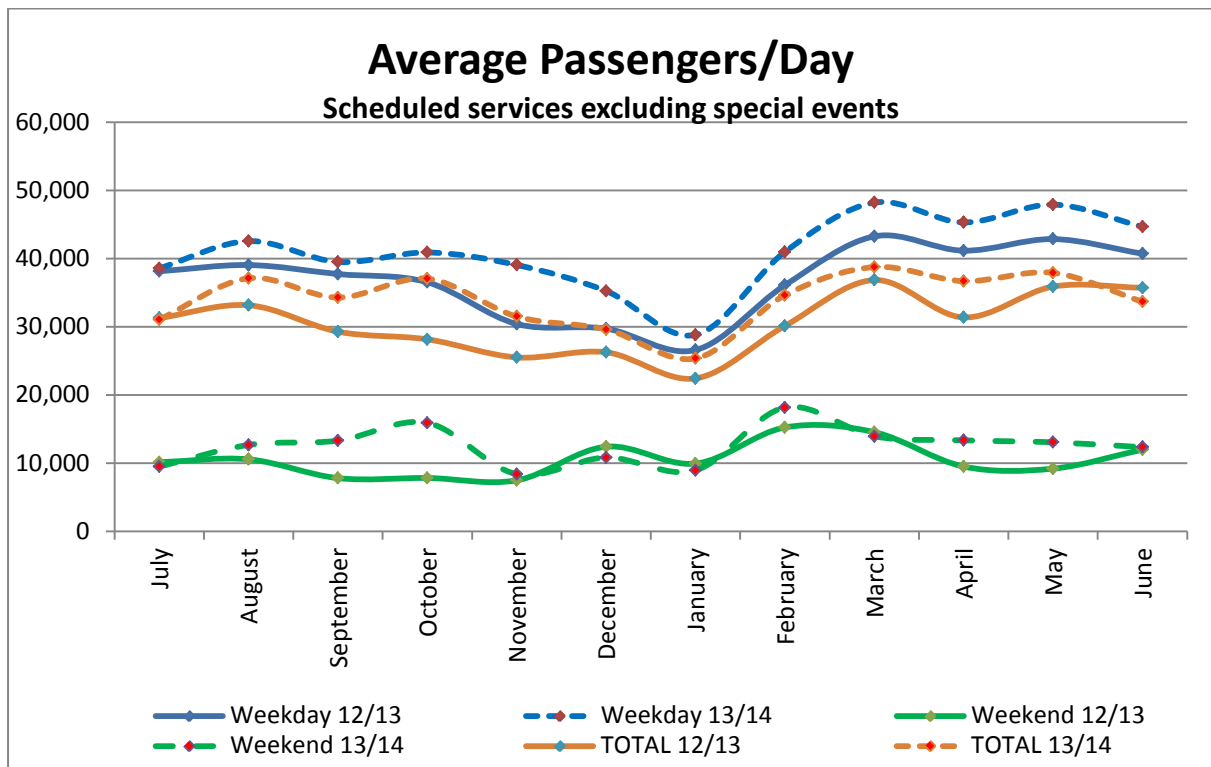


Figure 7. Rail Patronage – Ave. Daily Passenger Counts for Scheduled Services 2012/13 - 2013/14

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



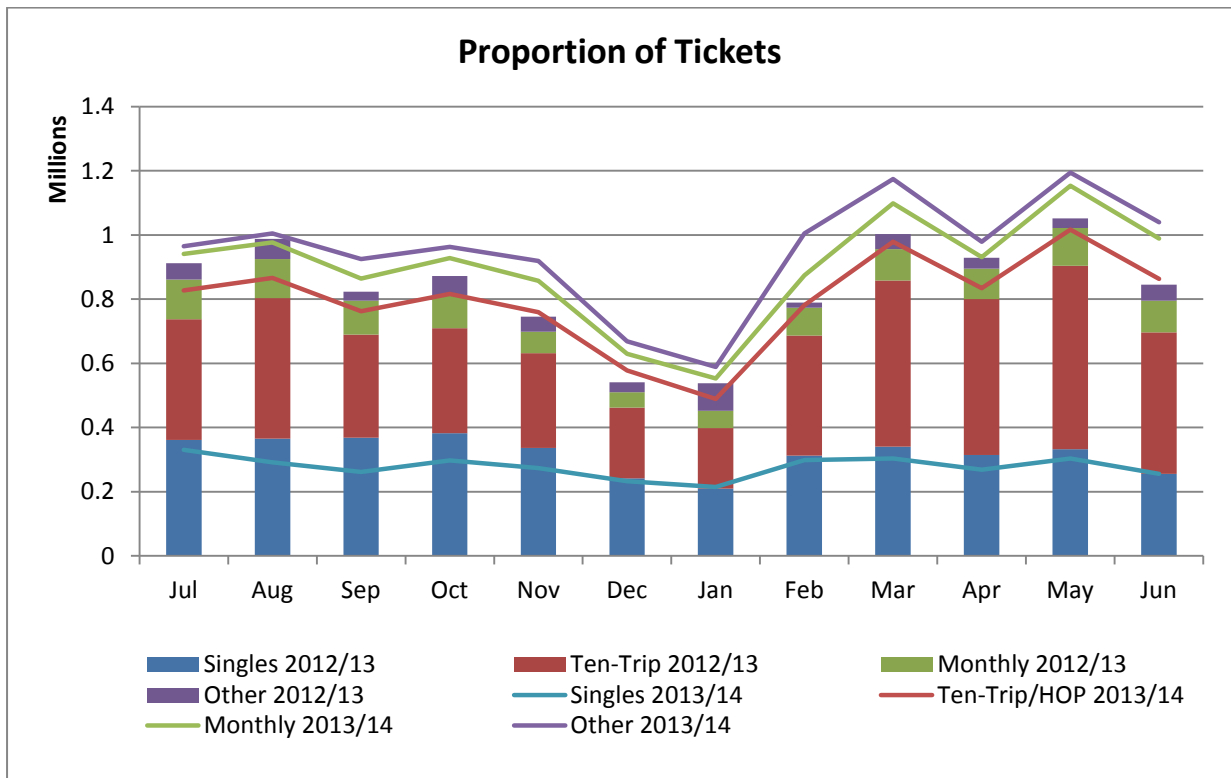


Figure 8. Ticket Sales by Ticket Type – 2013/14 compared to 2012/13

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

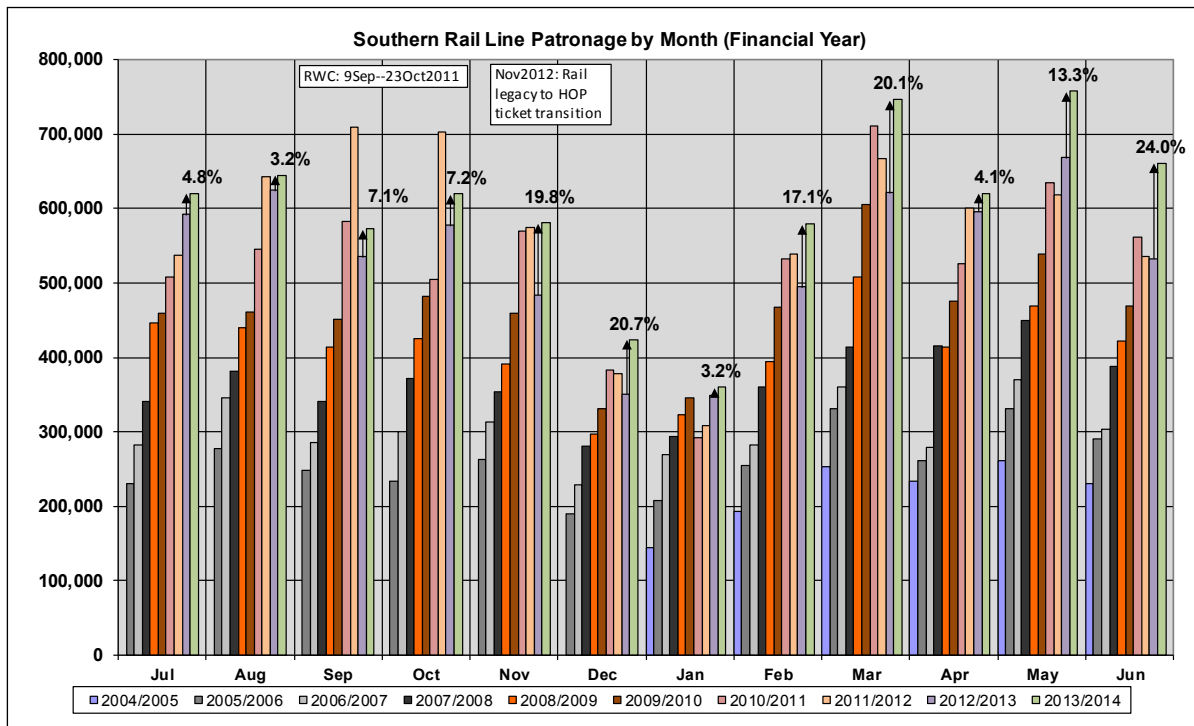


Figure 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2013/14

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 7,186,388 passengers for the 12 months to Jun-2014, an increase of +1.8% on the 12 months to May-2014 and +11.8% on the 12 months to Jun-2013. Patronage for Jun-2014 was 661,161 boardings, an increase of +24.0% (+127,977 boardings) on Jun-2013 (Figure 9). Year to date patronage has grown by +11.8%.

Western Rail Line

Western Line rail patronage totalled 4,248,697 passengers for the 12 months to Jun-2014, an increase of +1.6% on the 12 months to Jun-2013 and +17.6% on the 12 months to Jun-2013. Patronage for Jun-2014 was 378,669 boardings, an increase of +21.3% (+66,514 boardings) on Jun-2013 (Figure 10). Year to date patronage has grown by +17.6%. Bus replacements for the early ramp down of all services after 8.30pm on the Western line for electrification works throughout June five nights per week (Sunday to Thursday) and block of line on Sunday 29th affecting the relative patronage growth on those services, while the overall total included travel on trains supporting the special events at Eden Park (All Blacks vs England & IRB world Cup).

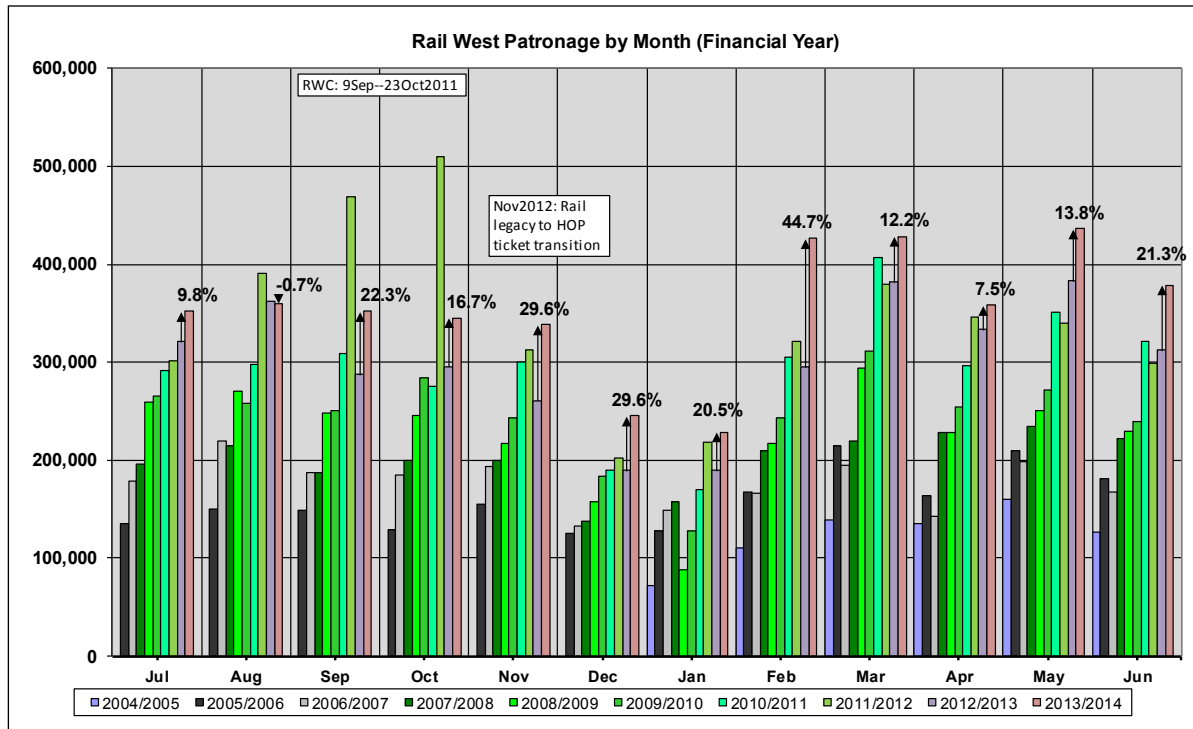


Figure 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2013/14

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 2,426,745 passengers for the 12 months to Jun-2014 (Figure 11), an increase of +1.0% on the 12 months to May-2014 and +6.5% on the 12 months to Jun-2013. Patronage for Jun-2014 was 210,069 boardings, an increase of +12.4% (+23,201 boardings) on Jun-2013 (Figure 12), normalised to ~+9.1%. Year to date Northern Express patronage has grown by +6.5%.

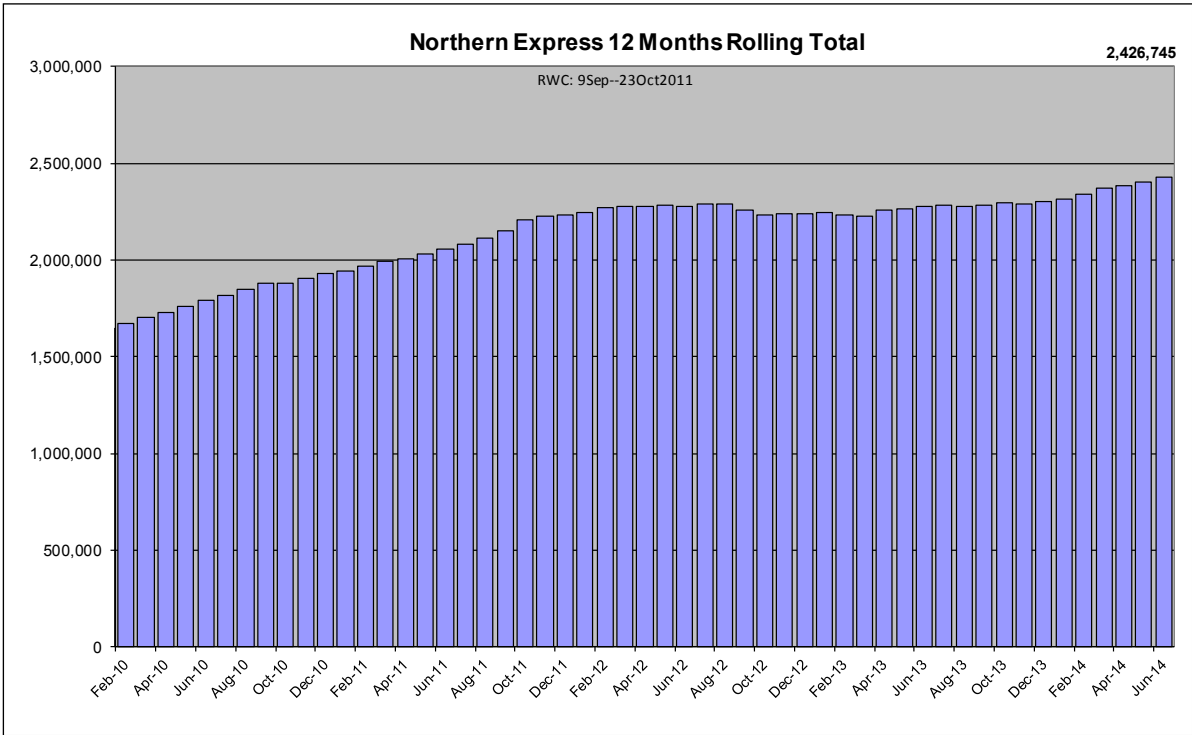


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total

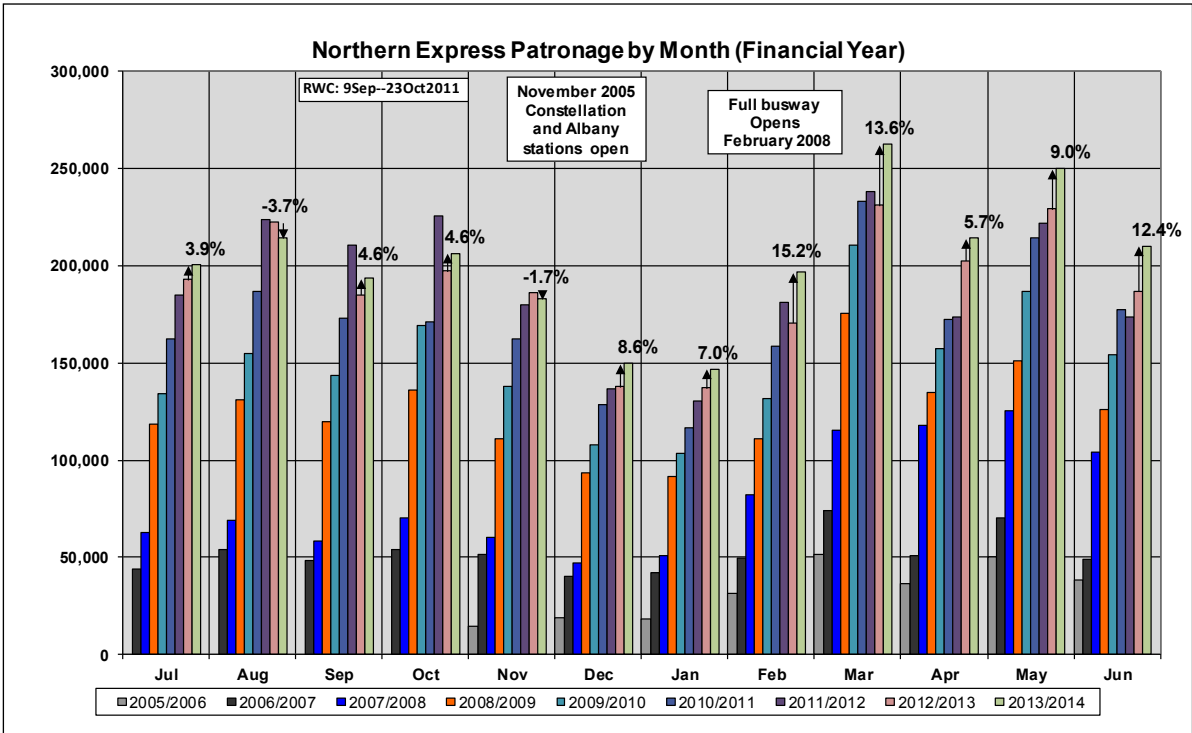


Figure 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2013/14

Bus Patronage (Other Than Northern Express)

Patronage totalled 53,424,378 passengers for the 12 months to Jun-2014, an increase of +0.8% on the 12 months to May-2014 and +4.2% on the 12 months to Jun-2013. Patronage for Jun-2014 was 4,525,656 boardings, a change of +10.3% (+420,821 boardings) on Jun-2013 (Figure 13), normalised to ~ +7.6%. Year to date other bus patronage has grown by +4.2%. Normalised average weekday patronage is illustrated at Figure 14.



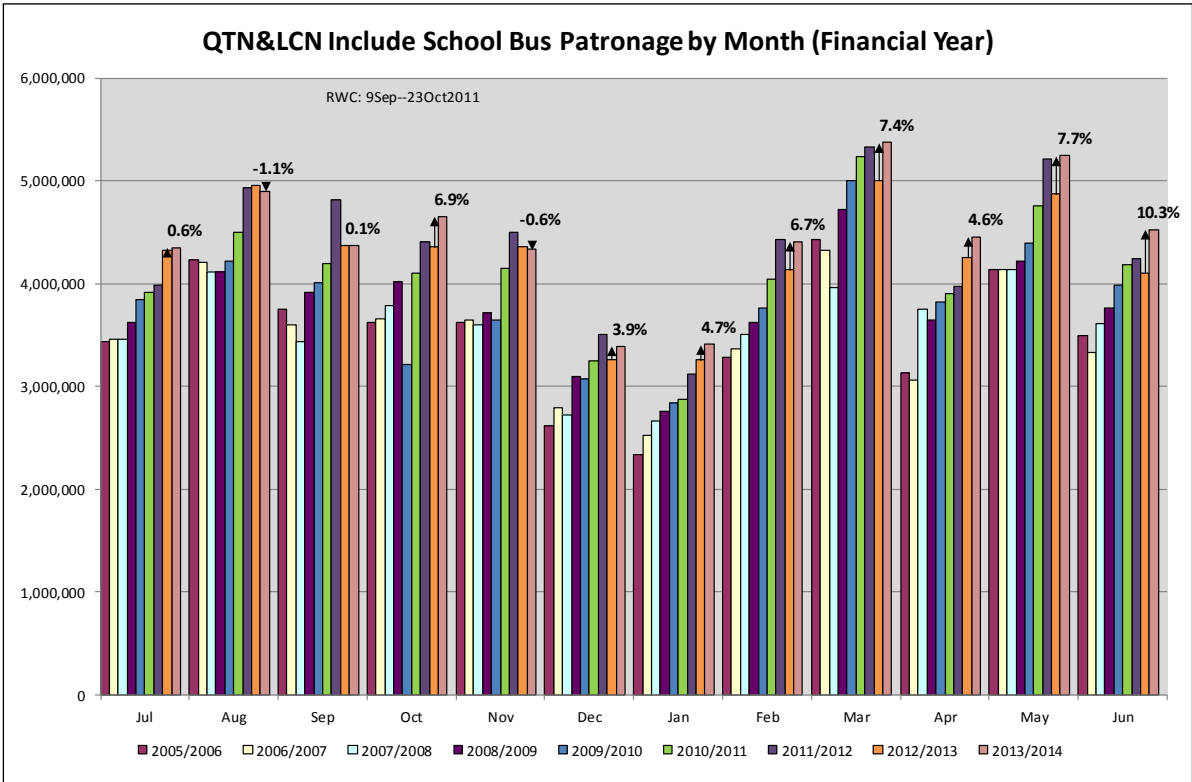


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2013/14

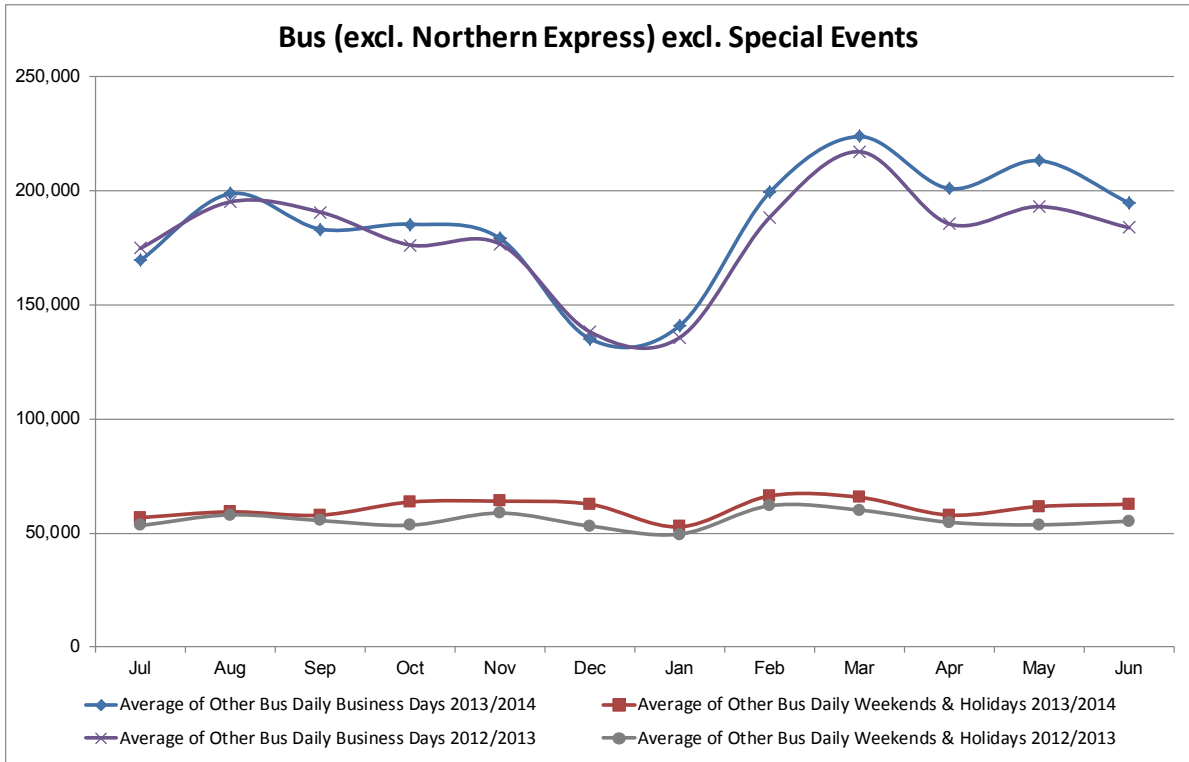


Figure 14. Bus Patronage – Ave. Daily Passenger Counts 2012/13 - 2013/14

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%
Apr-14	873,628	5,183	0.6%	10,792,032	211,845	2.0%	394,169	37	0.0%	4,741,076	-155,053	-3.2%
May-14	1,127,368	101,198	9.9%	10,893,230	381,595	3.6%	462,329	14,729	3.3%	4,755,805	-91,500	-1.9%
Jun-14	977,616	138,540	16.5%	11,031,770	562,526	5.4%	403,658	15,662	4.0%	4,771,467	-52,773	-1.1%
	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	885,126	-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%
Apr-14	921,776	40,294	4.6%	10,774,411	77,043	0.7%	2,265,275	151,930	7.2%	26,318,129	765,559	3.0%
May-14	1,110,682	106,094	10.6%	10,880,505	256,449	2.4%	2,545,472	154,424	6.5%	26,472,553	1,067,800	4.2%
Jun-14	950,317	76,647	8.8%	10,957,152	343,285	3.2%	2,194,065	189,972	9.5%	26,662,525	1,318,545	5.2%

Ferry Patronage

Ferry services carried 5,109,947 passenger trips for the 12 months to Jun-2014, a decrease of -0.3% on the 12 months to May-2014 and an increase +3.1% on the 12 months to Jun-2013. Ferry services patronage for Jun-2014 was 332,410 (Figure 15), a decrease of -15,247 boardings or -4.4%, normalised to ~ -7.3%. Year to date ferry patronage has increased by +3.1%.

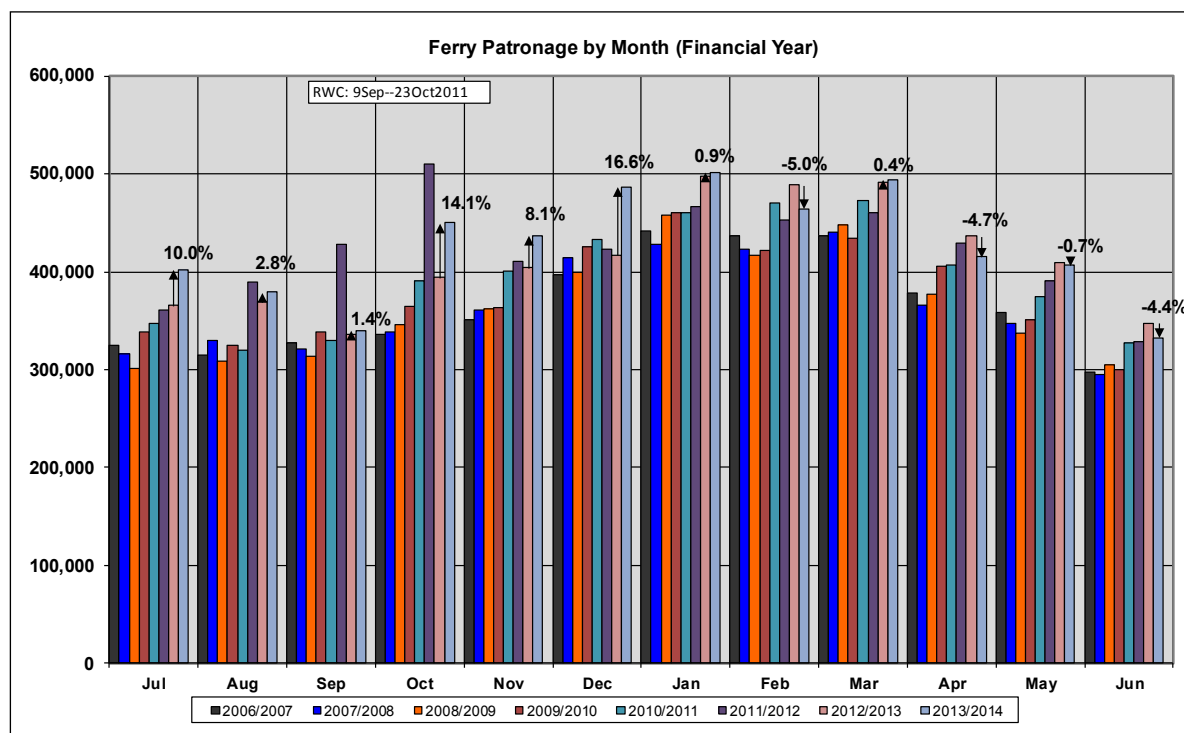


Figure 15. Ferry Patronage – Growth by Month 2006/07 to 2013/14

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance

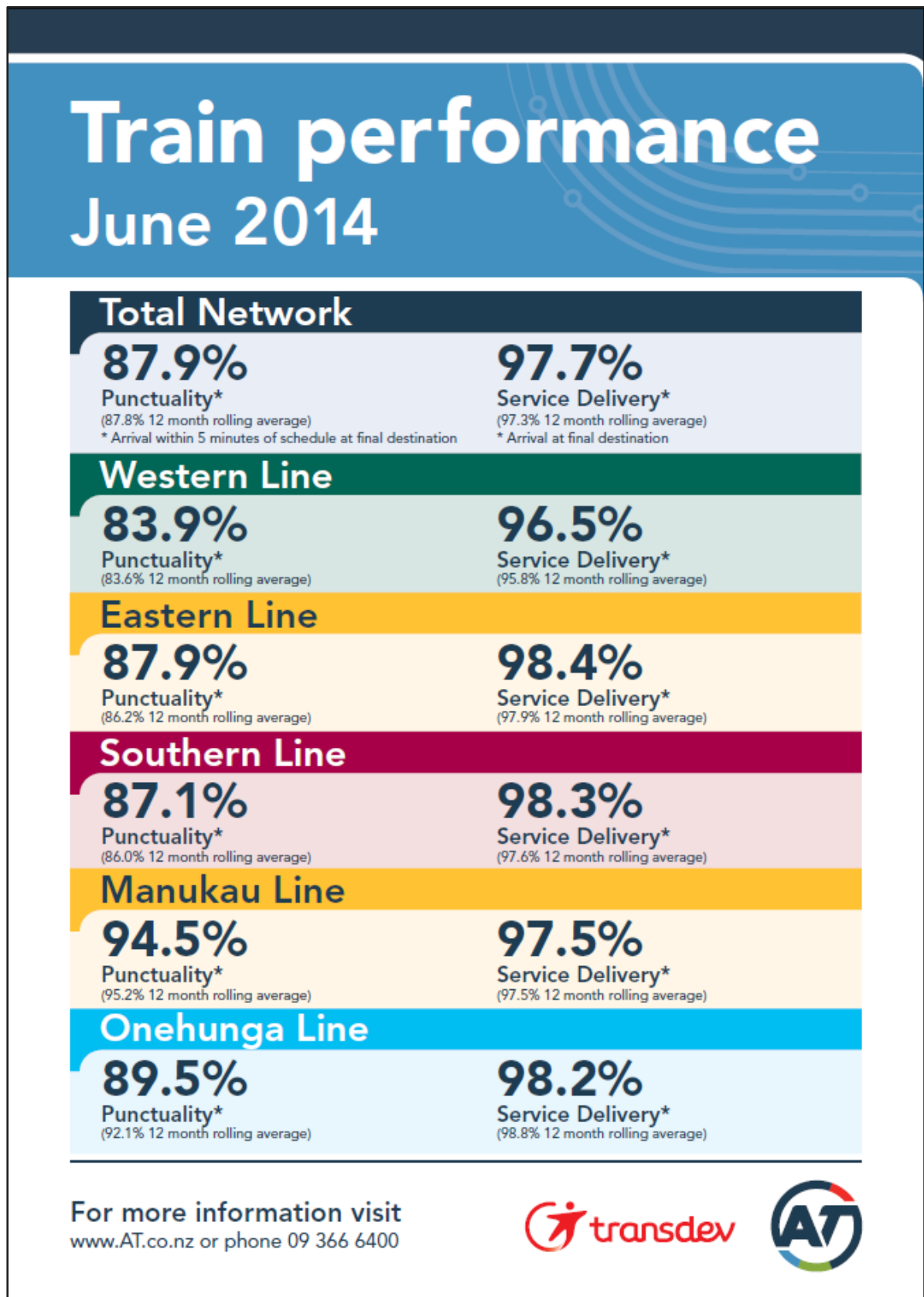


Figure 16. Rail Published Performance Results for May 2014

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 June-2014 service delivery was 97.7%. Punctuality for June-2014 was 87.9% compared to the 12 month average of 87.8% and 88.0% in June-2013. Punctuality trends comparing 2013 and 2014 are presented at Figure 17.

Table 3. Train Performance Statistics - May 2014

	West	East	South	Manukau	Onehunga	Total
Services Planned	2,543	1,908	1,985	1,451	1,358	9,245
Services Cancelled	88	31	33	36	25	213
Services Delayed > 5 min	39	228	252	78	140	1,093

Several significant incidents affected service delivery in the month including issues with the fleet performance throughout the month.

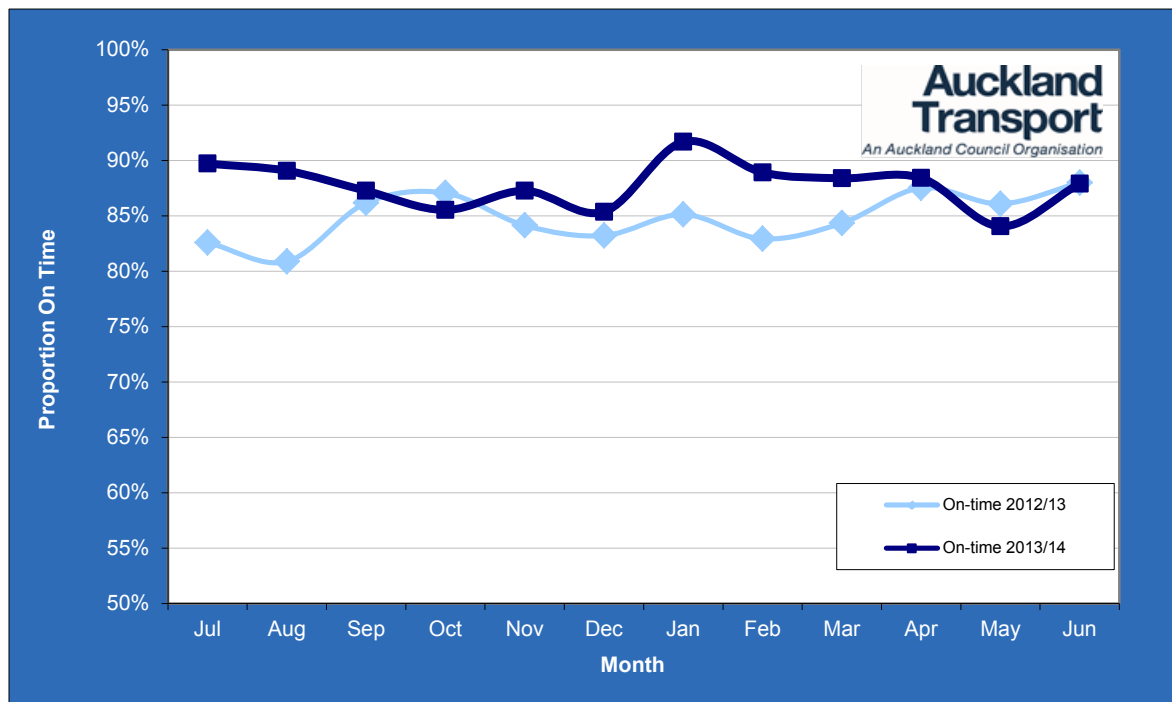


Figure 17. Rail Punctuality Trends for 2013 and 2014

The following major incidents impacted on service delivery during June:

- Track, Signals and Train Control (KiwiRail) – Major incidents significantly impacted delivery on one day during the month.
- Diesel Train faults (KiwiRail) – Major incidents significantly impacted delivery on five days during the month.
- Operational (Transdev) – Major incidents significantly impacted delivery on two days during the month.
- Other – Major incidents included a drunk passenger in the Britomart Tunnel (7th June) caused major disruption after the All Blacks test match. Freight Train breakdowns had significant impact on one day in June.

Train Delay Impacts

The total delay minutes were 32.7% higher than the level for the same month last year. For the month a total of 14,161 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.

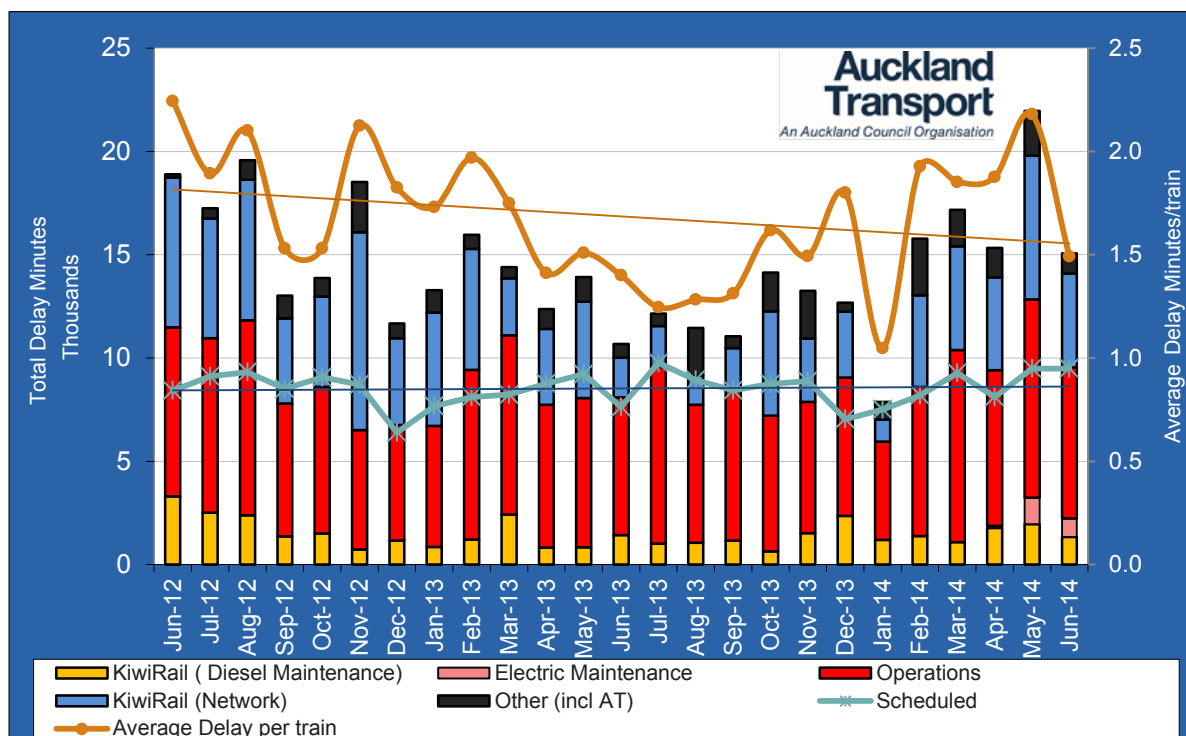


Figure 18. Train Delay Minutes by Cause

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	556	37.6%
Signal/points failure	585	39.6%
Speed restrictions	311	21.0%
Track protection measures*	26	1.8%
Total	1,478	

* 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 Jun-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 87.9%.

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 Jun-2014.

Table 5. Rail Punctuality Weighted by Passenger Volume

	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Total Network Actual Service Delays	88.0%	89.7%	89.1%	87.3%	85.5%	87.3%	85.4%	91.7%	88.9%	88.4%	88.4%	84.0%	87.9%
Weighted by Passenger Volume by Line	86.6%	88.6%	87.8%	85.9%	83.7%	86.0%	84.1%	90.3%	87.2%	87.2%	87.7%	84.1%	87.2%

Rail Capacity

Based on the planned train allocations there were seven services reported to have exceeded AT's planned seating to standing ratio on average during May. Additionally a further six services were near the planned ratio. Reduced fleet availability as a result of the derailment that occurred in early April continues to pressure some capacity.

Bus Service Performance

For June 2014, 99.96% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for May 2014 was 98.42%, 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 and is targeted for public reporting early in the financial year 2014/15.

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

Operator	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,850	100%	97.73%
H & E	17,768	100%	99.29%
NZ Bus	118,427	99.94%	98.75%
Ritchies	28,650	100%	97.69%
Tranzit	2,190	100%	93.61%
Urban Express	5,104	100%	93.51%
Total	182,989	99.96%	98.42%

Ferry Service Performance

For June 2014, 95.64 % of contracted ferry service trips were operated (reliability measure). Service punctuality for June 2014 was 99.87% 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 - June 2014

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	964	84.23%	100%
Half Moon Bay	560	100%	99.29%
Birkenhead	1036	99.71%	100%
Gulf Harbour	80	86.25%	100%
West Harbour	540	100%	100%
Rakino	20	90%	100%
Pine Harbour	600	99.67%	99.83%
Hobsonville	100*	100%	100%
Total	3900	95.64%	99.87%

*in previous months the scheduled number of trips for Hobsonville has been overstated and as such, decreased the effect of cancelled or late trips on the Reliability and Punctuality percentages.

Due to severe storm activity during June a number of services were cancelled for safety reasons, while infrastructure damage caused further cancellations to scheduled trips.

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 28 events took place in June with two 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.

All Blacks vs. England, Eden Park: Saturday 7th June 2014

For the 2014 International Rugby Tests 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. Attendance at the event was 47,000.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	12,676	26.97	12,827	27.29	27.13%
BUS	6,565	13.97	7,120	15.15	14.56%
FERRY	-	-	-	-	-
TOTAL	19,241	40.94	19,947	42.44	41.69%

IRB Junior World Cup Finals, Eden Park: Friday 20th June 2014

For the IRB JWC Finals at Eden Park, travel is included in the ticket price for these 3 finals matches. Patrons can travel on all regular timetabled and special event rail services as well as special event buses from Northern Busway and Manukau/Botany/Pakuranga. Attendance at the event was 5,617.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	1,863	33.17	1,912	34.04	33.61%
BUS	513	9.13	519	9.24	9.19%
FERRY	-	-	-	-	-
TOTAL	2,376	42.30	2,431	43.28	42.79%

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

Under the Land Transport Management Amendment Act 2003, no application was approved during the month of June 2014.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects Implemented

- The new MIT / Manukau Station building opened on 20th June. The Customer Service Centre in the Manukau council offices is now based in the Manukau rail station. Electronic HOP gates have been installed at the station.
- The AT HOP Day Pass was implemented on 1 July 2014 and offers travel for \$16 across two zones A and B or \$22 across three zones A, B and C across rail, bus and inner harbour ferries. The pass can be loaded on to an AT HOP card at AT Customer Service Centres, AT HOP ticket machines, ticket offices and AT HOP retailers. The paper-based Discovery Day Pass is to be withdrawn at the end July.
- The annual review of public transport fares is scheduled for implementation on 6th July 2014. This will create a 20% price differential between AT HOP and cash fares, through an increase in cash fares and the retention or reduction in AT HOP fares. In addition the 25c top-up fee is being removed and the \$10 minimum top-up level is being reduced to \$5. AT HOP cards will continue to be sold for \$5. A promotional and customer assistance campaign was instigated in mid-June including use of AT Ambassadors located at stations and key bus stops advising customers of the change and offering AT HOP cards for sale. Additional retail outlets have been added in West and South Auckland and AT is partnering with Budgeting Services to offer free HOP cards through agents to clients.

Projects in Planning

- West Auckland bus service changes:
 - The new simplified bus network for Blockhouse Bay, Green Bay, Titirangi, Laingholm and parts of Glen Eden and New Lynn will be implemented on 3 August. Full details of these changes including the consultation report are available at <https://at.govt.nz/bus-train-ferry/public-transport-consultations/green-bay-and-titirangi-bus-services/>
 - Also on 3 August, all other West Auckland bus services operated by Go West will have new timetables and some minor route changes. Full details are available at <https://at.govt.nz/bus-train-ferry/public-transport-consultations/changes-to-go-west-bus-services/>
- Hibiscus Coast – consultation on the bus New Network, including extension of the Northern Express to the Hibiscus Coast Busway Station, will take place between 14 July and 14 August, with 7 public events planned.
- Pukekohe and Waiuku – consultation on the bus New Network is planned for the period 22 September – 17 October.
- West Auckland – consultation on the bus New Network is planned for the period 21 October – 1 December.
- Birkenhead Transport bus services - developing new timetables to improve headway, frequency and capacity.
- Preparations continue on the Business Case for zoned Integrated Fares.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

Public Transport fare change and 'Swap to HOP campaign

The fare change announced for 6th July 2014 results in a considerable price differential between cash fares and AT HOP fares. The Campaigns team ran a campaign to, firstly, inform customers of the fare change and, secondly, to promote the AT HOP card. Advertising started w/c 15 June and will continue through to w/c 27 July 2014. Media used included; press, radio, online, bus backs and transport media (posters, flyers etc) Ambassadors were used extensively to hand out information and sell AT HOP cards. Targetted media press and radio was also used.

AT HOP South and West Initiative

As part of the Fare Change and Swap to HOP campaign it was recognized that there are still large population segments mainly in South and West Auckland where there is low penetration and use of the AT HOP card. Cash is still the preferred means of payment. Ambassadors were deployed at specific transport hubs in South and West Auckland to promote use of the AT HOP card.

Connecting Aucklanders Info-graphic Video

A video has been published on our website promoting our major public transport projects, this ties into the 'Connecting Aucklanders' theme. A special web 'landing page' has also been released to make it easier for customers to find information on our major projects. See them both at www.at.govt.nz/connectingaucklanders

AT HOP Day Pass

The AT HOP Day Pass was launched on 1 July 2014. Promotion has been via flyers and point of purchase posters and decals. Further work is underway to develop specific visitor market products using this pass as the base product.

Gulf Harbour Ferry Promotion

Following successful community consultation in the Whangaparoa area, services on the Gulf Harbour Ferry are being increased to three times a day. Promotion of this service is to start on 4 August.

Onehunga/Tepapapa Electric Rail Promotion

Following the commencement of service on the Onehunga Line we are now ready to promote patronage further. A free trial travel offer will be delivered to households within a 1km radius of the Onehunga and Te Papapa train stations (approx 2,200 each area) to encourage current car users to use the new electric trains. A pass will be provided offering free travel on the trains over a five day period. Customers may travel on the Onehunga Line multiple times during the 5 day period shown on the pass. If successful this promotion will be re-used as services are introduced on other lines around Auckland.

New Movers

Localised public transport information for all new home movers in Auckland – monthly.

Electric Train Launch on Manukau and Eastern Line

In the lead up to the launch of electric trains on the Manukau and Eastern Line the 'Watch Out' safety message is being promoted in this area. A mail drop is planned for households within a 1k radius of railway lines along this rail corridor. Press advertising is planned for suburban newspapers in this area along with another burst of radio advertising.

Watch Out 30" radio script

An on-going communications campaign to highlight the dangers of high voltage electricity supplies to the new electric trains:

"Electric trains are now in use and being tested around Auckland, they are fast and quiet, so you'll need to watch out.

Quiet isn't it?

So remember, cross at proper crossings, look both ways, stay behind the yellow lines on platforms and never muck around near trains... because you won't know what's hit you.

Watch out for new electric trains. Visit AT.govt.nz/watchout"

Events

All Blacks vs Australia (Bledisloe Cup) at Eden Park, 23 August.

In the lead-up to the next All Blacks test match at Eden Park additional advertising is being put in place to encourage use of PT to get to the event, including using Jerome Kaino as a brand ambassador in radio adverts.

With this and other event promotion we are targeting an increase on the 43% PT patronage achieved for the recent All Blacks vs. England Test. We will also be utilizing 'train wraps' to promote taking the train to games at Eden Park for the remainder of the season, this includes Super Rugby, the test match and ITM Cup matches.

Fare Evasion Campaign

A campaign to position rail fare evasion as being undesirable rolled out to compliment scheduled station blockades. This has resulted in increased passenger counts and a drop in fare evasion across the rail network.

Wi-Fi

The Wi-Fi functionality at stations is now available to AT HOP card holders. The service was launched on 26 May to coincide with the electrification of the Onehunga line. 40 stations now have this functionality. Promotion has been channelled through train and station posters and floor decals as well as email marketing to AT HOP customers.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

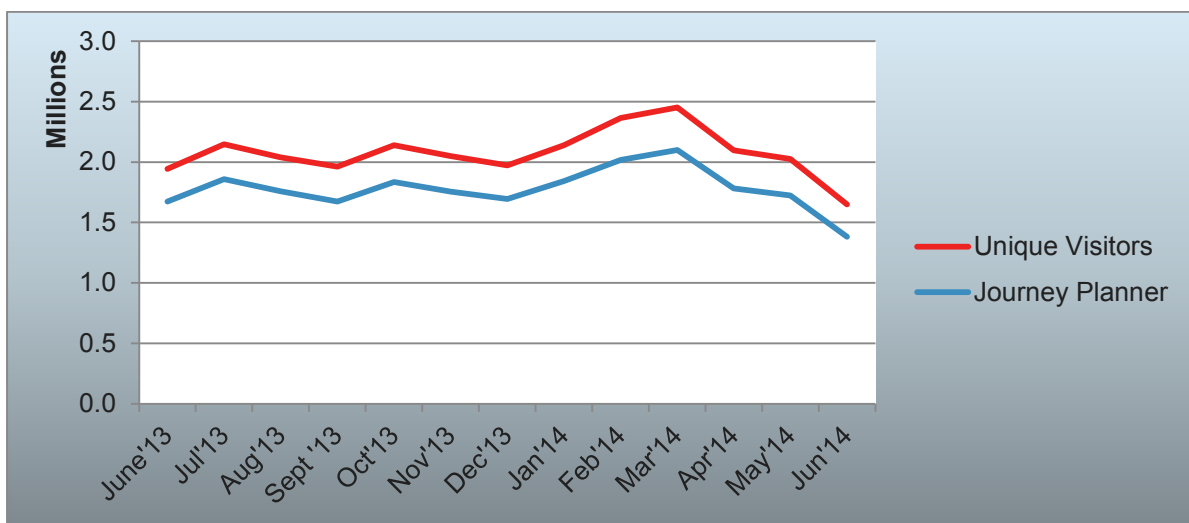
Walk-In-Centres

The combined customer visits to the Customer Service Centres for Jun-2014 was 47,451 a -1.8% decrease compared to Jun-2013.

AT Public Transport Call Centre

For Jun-2014, call volume was 28,381 (-8.23% compared to Jun-2013). 90.0% of calls were answered within the service standard of 20 seconds. For AT HOP ticketing there was 10,296 calls during the month and 87.0% were answered within the service standard of 20 seconds.

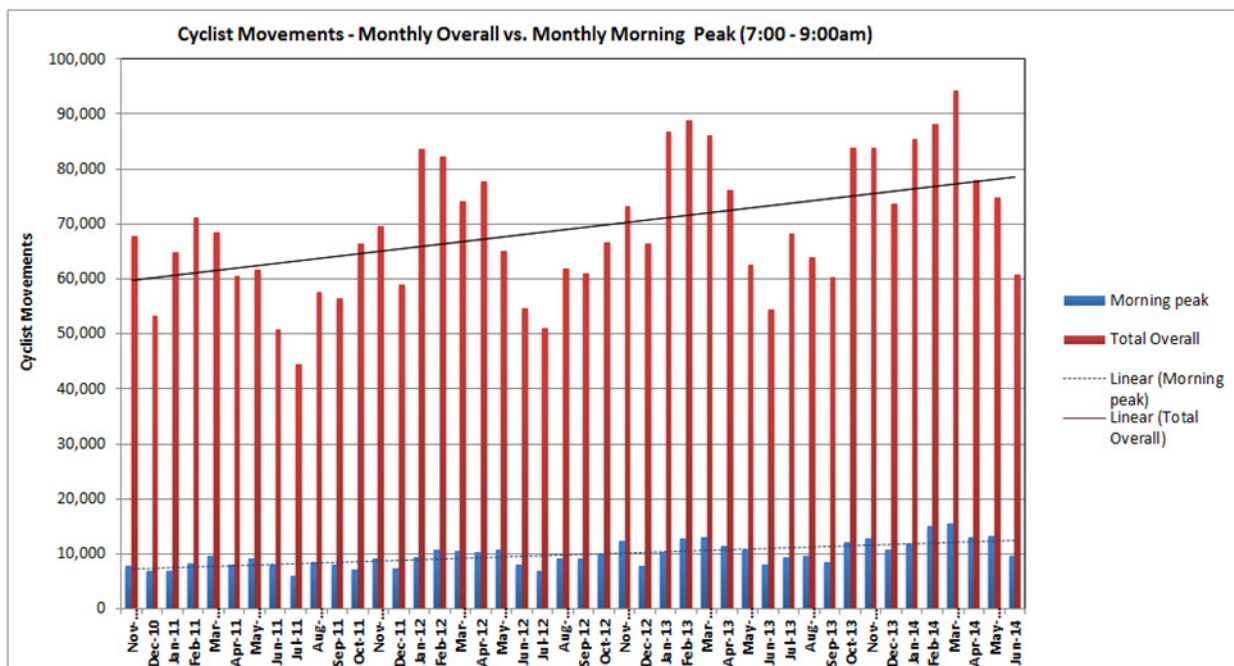
www.AT.co.nz Visitors by month



9. MONTHLY CYCLE MONITORING REPORT (June 2014)

There has been an increase of 11.4% in cyclist movements in June 2014 when compared to June 2013. The morning peak movement's increased by 18.7% when compared to June last year. A total of 915,458 cycle trips were recorded for the year July 2013 to June 2014, this is an increase of 9.6% 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 (eastbound) and 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	64,856	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	78,004			28.6%	-2.2%	2.5%
May	61,675	65,137	62,564	74,759			5.6%	-4.0%	19.5%
June	50,742	54,632	54,498	60,722			7.7%	-0.2%	11.4%
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	12,974			29.9%	9.5%	13.4%
May		9,315	10,856	10,756	13,315			16.5%	-0.9%	23.8%
June		7,998	8,037	8,062	9,571			0.5%	0.3%	18.7%
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%		

