

Statistics Report

June 2012



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PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

- Auckland public transport patronage totalled 71,087,755 passengers for the full 2011/12 financial year to June 2012 an increase of 5,324,100 boardings or +8.1%.
- June monthly patronage was 5,613,682 an increase of 45,648 boardings or +0.8% on June 2011.
- Rail patronage for the full 2011/12 financial year to June 2012 achieved 10.9 million passengers, +10.5% on the previous year.
- The Northern Express bus service carried 2,279,860 passenger trips for the 12-months, a growth of + 10.8%.
- 36.33% of the 43,300 match attendance for the 9 June 2012 All Blacks vs Ireland Test at Eden Park used special event public transport services.

1.2 Service Performance

- During June train service performance was 98.5% reliability and 79.1% of services running on time.

1.3 Initiatives

- Real-time service departure passenger information was enabled at rail stations across the Auckland network in June.
- New signalling and train control systems were fully commissioned by KiwiRail across the Auckland rail network over Queens Birthday weekend.
- 150 of 550 new car park spaces were opened at Albany Northern Busway Station.
- Upgrade of the Birkenhead Wharf inner berth was completed in June.

2. PUBLIC TRANSPORT PATRONAGE

2.1 Network Wide Summary

Auckland public transport patronage totalled 71,087,755 passengers for the 12-months to June 2012 an increase of 5,324,100 boardings or +8.1% as illustrated at Figure 1.

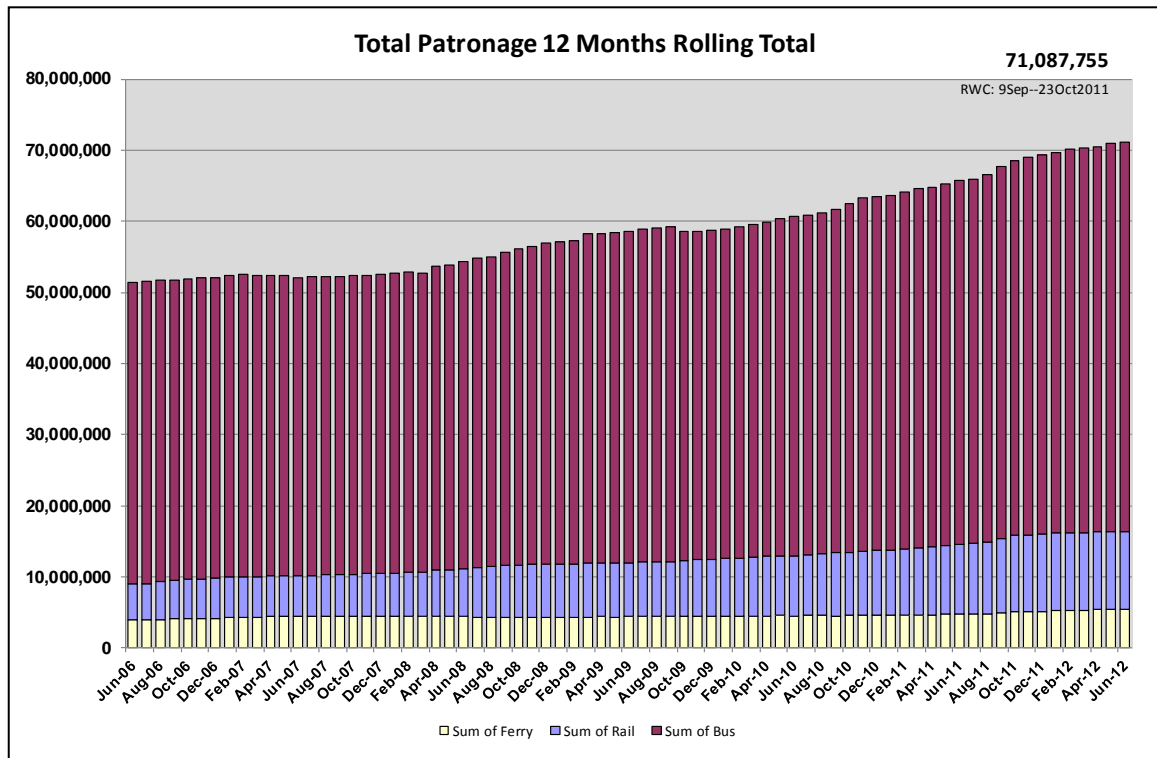


Fig 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Jul 2011 to Jun 2012) is provided at Table 1.

For the financial year-to-date, twelve months to June 2012, patronage has grown by +8.1% (5,324,100 boardings). Patronage for June 2012 was 5,613,682 boardings, an increase of +0.8% (45,648 boardings) on June 2011. There was one less business day in June 2012 compared to June 2011, which accounts for an approximate - 4.2% decrease in the monthly comparisons.

Mode share comparisons into the Auckland CBD between use of the private car, public transport, walking and cycling are surveyed annually in March by Auckland Council. This is undertaken between 7am and 9am. Provisional summary results show a trend of 44.3% (2009), 44.0% (2010), 42.4% (2011) and 45.5% (2012) for public transport mode share.

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

	Jun-12								
	Month			12 Months			Financial YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,007,794	-52,527	-5.0%	13,184,020	1,262,526	10.6%	13,184,020	1,262,526	10.6%
Northern Express Bus	173,531	-4,014	-2.3%	2,279,860	222,970	10.8%	2,279,860	222,970	10.8%
Rail sub-total:	834,263	-48,513	-5.5%	10,904,160	1,039,556	10.5%	10,904,160	1,039,556	10.5%
- Western Line	299,255	-22,366	-7.0%	4,092,234	578,742	16.5%	4,092,234	578,742	16.5%
- Southern & Eastern Line	393,756	-107,391	-21.4%	5,835,105	-7,080	-0.1%	5,835,105	-7,080	-0.1%
- Manukau Line (opened 15 Apr 2012)	82,850	82,850	NA	228,278	228,278	NA	228,278	228,278	NA
- Onehunga Line (opened 19 Sep 2010)	58,401	-1,607	-2.7%	748,543	239,592	47.1%	748,543	239,592	47.1%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,241,253	61,227	1.5%	52,456,400	3,349,956	6.8%	52,456,400	3,349,956	6.8%
- Quality Transit & Local Bus	3,959,779	79,204	2.0%	49,833,439	3,396,393	7.3%	49,833,439	3,396,393	7.3%
- Contracted School Bus	281,474	-17,977	-6.0%	2,622,961	-46,437	-1.7%	2,622,961	-46,437	-1.7%
3. Ferry	364,635	36,948	11.3%	5,447,335	711,618	15.0%	5,447,335	711,618	15.0%
Total Patronage	5,613,682	45,648	0.8%	71,087,755	5,324,100	8.1%	71,087,755	5,324,100	8.1%

* To permit separate reporting of Manukau Line Services that commenced on 15 April 2012, those services previously included in Southern & Eastern Line now extended to Manukau have been excluded from Southern & Eastern Line data.

** Final year to June 2012 results will be subject to audit.

Figure 2 illustrates the monthly patronage trend by mode across bus, rail and ferry and by monthly total moving average. Total patronage continues to grow on a month-by-month basis.

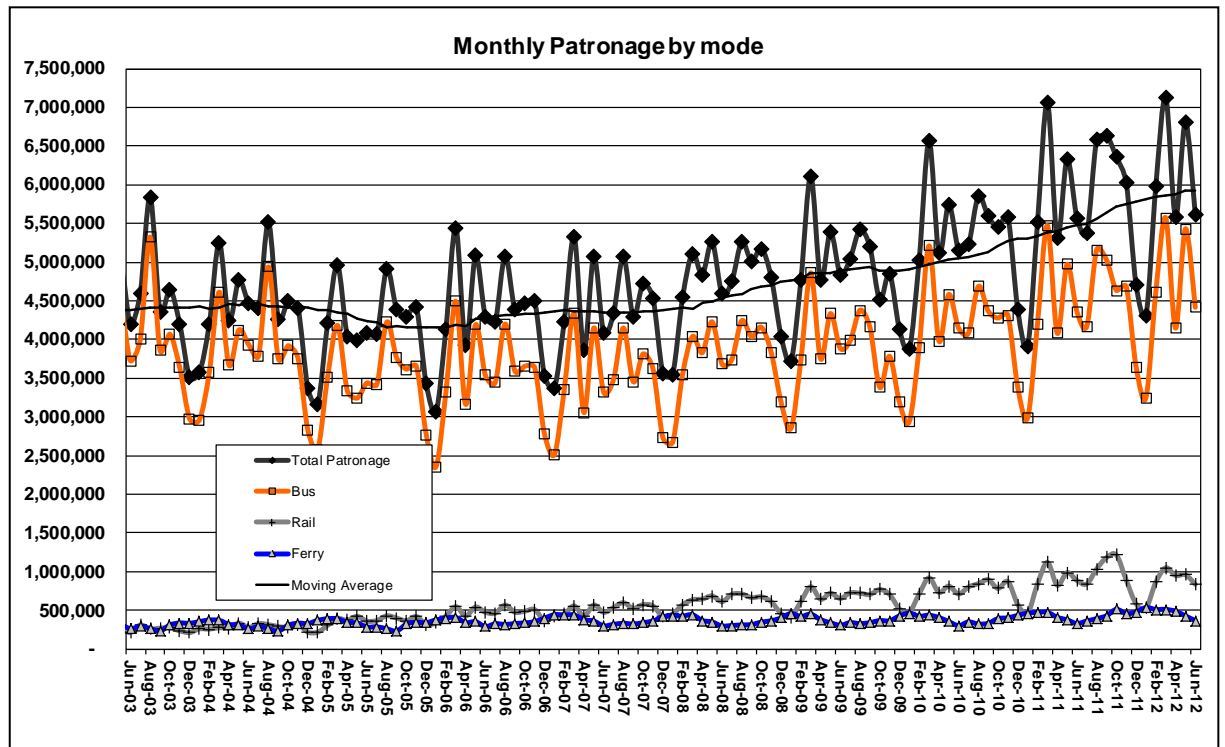


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total



2.2 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 second tier comprises a Quality Transit Network (QTN) 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 and including some ferry services. The third tier comprises Local Connector Network (LCN) services of local bus services and ferry services connecting with the RTN and QTN. The RTN, QTN and LCN 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 totalled 13,184,020 passengers for the 12-months to June 2012 (Figure 3) an increase of 1,262,526 boardings or +10.6%. For the financial year-to-date, twelve months to June 2012, patronage has grown by +10.6% (1,262,526 boardings) (Figure 4). Patronage for June 2012 was 1,007,794 boardings, a decrease of -5.0% (-52,527 boardings) on June 2011, which accounts for an approximate - 4.2% decrease in the monthly comparisons.

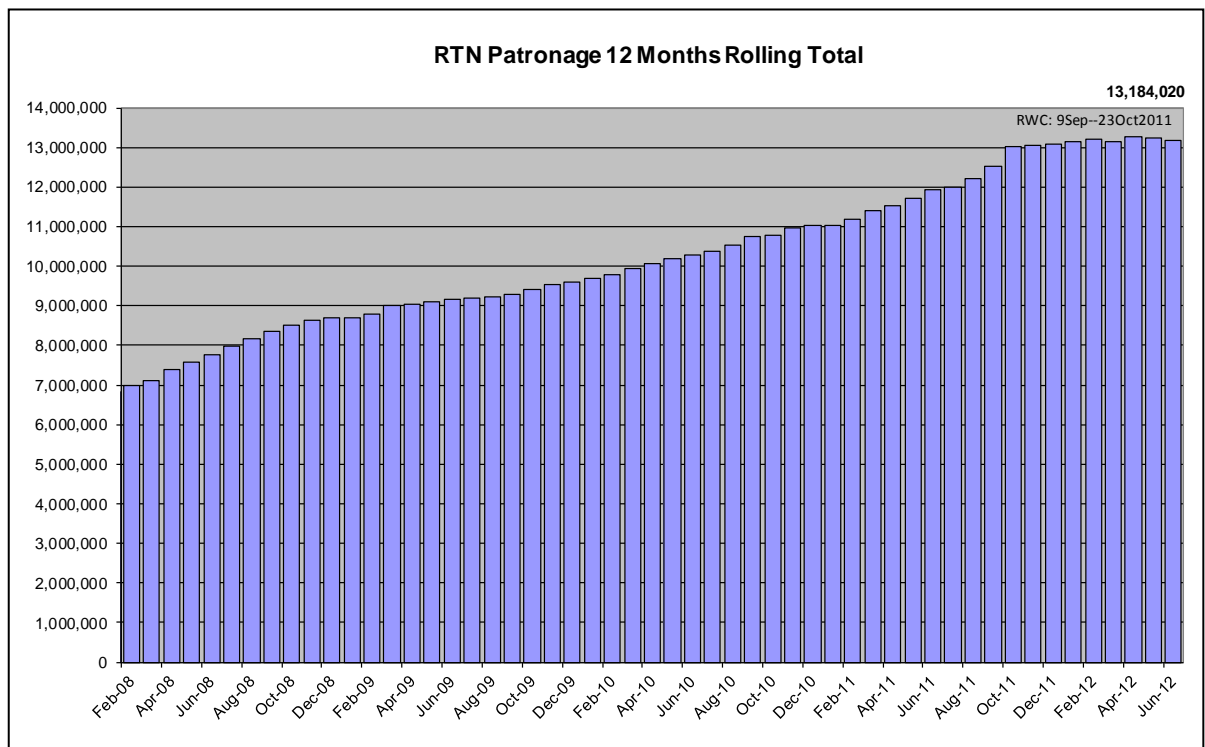


Fig 3. RTN Patronage – 12 Months Rolling Total

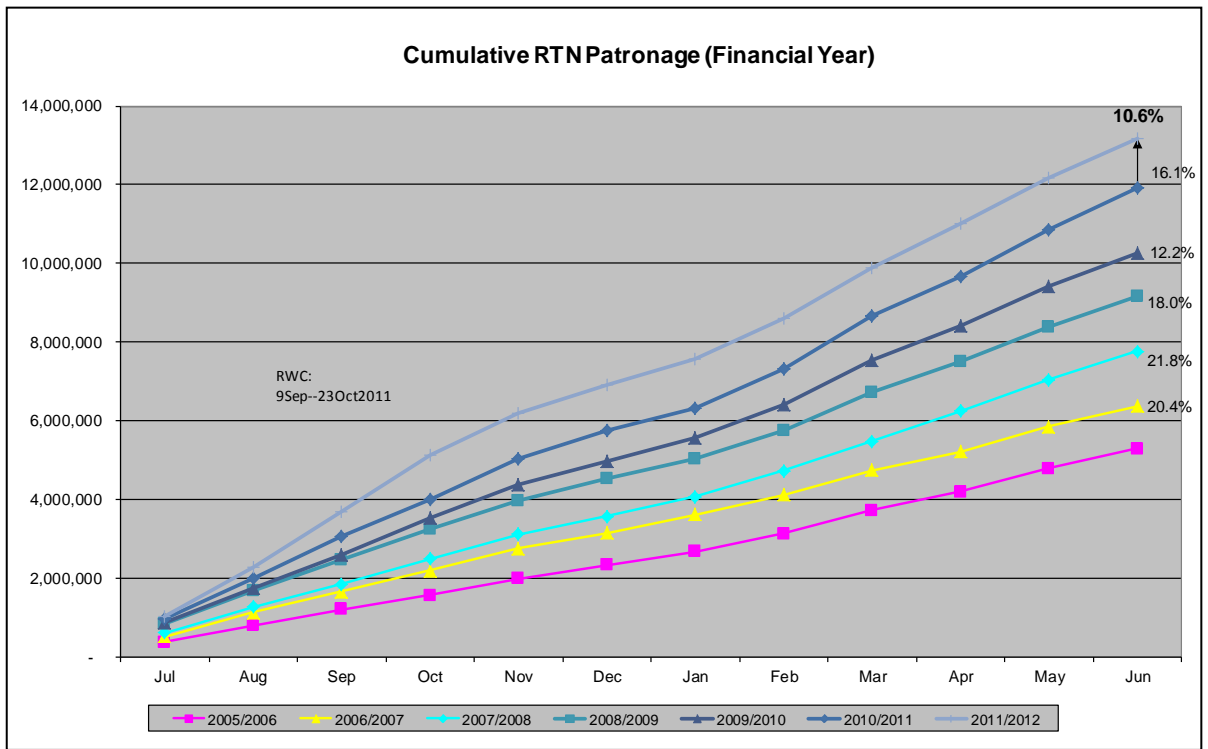


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2011/12

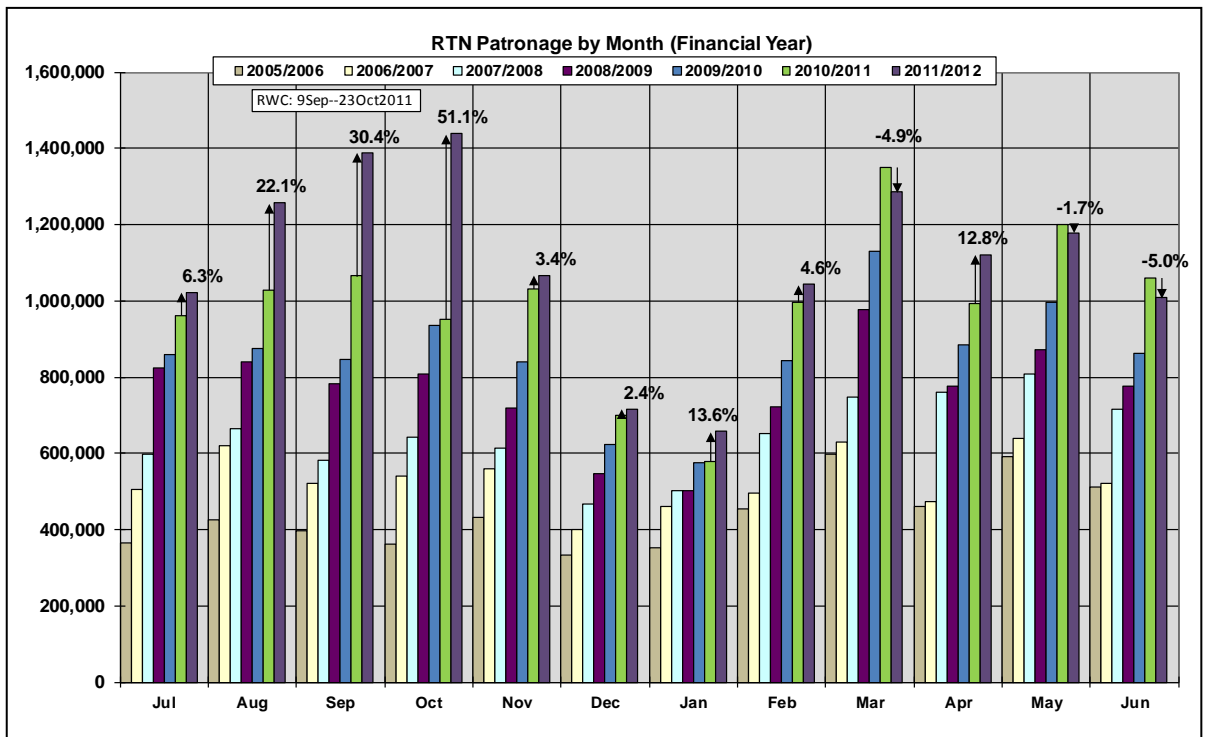


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2011/12

2.2.1 Rail Patronage

Rail along with the Northern Busway forms the Rapid Transit Network. Rail patronage totalled 10,904,160 passengers for the 2011/12 financial year (Figures 6 and 7) an increase of 1,039,534 boardings or +10.5% on the previous year. Patronage for June 2012 was 834,263 boardings, a decrease of -5.5% (-48,513 boardings) on June 2011 (Figure 8). There was one less business day in June 2012 compared to the same month last year and a full network closure when buses replaced trains over Queens Birthday weekend this year. Last year the Queens Birthday weekend upgrade work only involved a partial network closure. The fewer business days and additional network closure over Queens Birthday weekend accounts for approximately – 6.7% patronage downturn on June 2011.

From an analysis of ticket sales, it is also noted that there has been an overall 5.5% decrease in student ticket sales over the first six months of the calendar year, while sales of most other ticket types have increased over this period.

With respect to the annual figures, it should be noted that these include a significant number of trips associated with the Rugby World Cup that were made over the six week period in September/October 2011 and that it can be expected that comparative patronage growth in forthcoming months will appear to be unfavourable. Patronage during September and October 2011 resulting from RWC is estimated at 192,000 and 210,000 respectively (402,000 in total). 2012 and 2013 results will need to be understood in this context. Adjusting for additional trips made on trains for special events, the patronage growth on normal scheduled services in 2011/12 was 684,009 or + 7.0%.

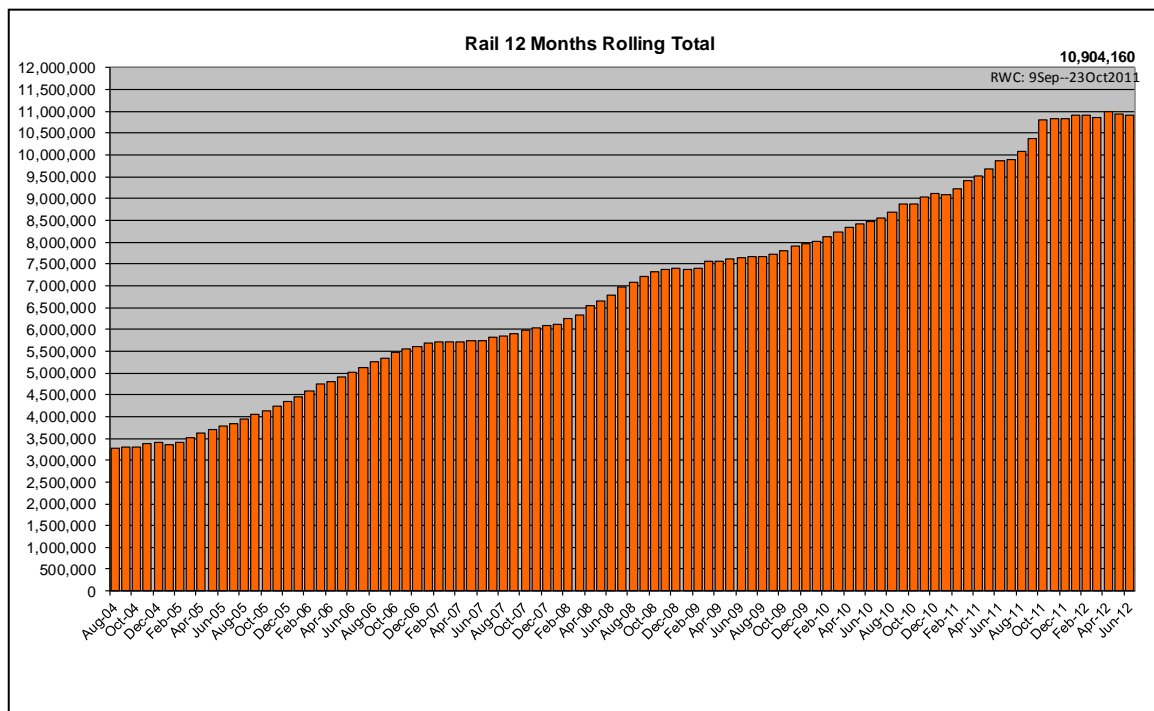


Fig 6. Rail Patronage – 12 Months Rolling Total

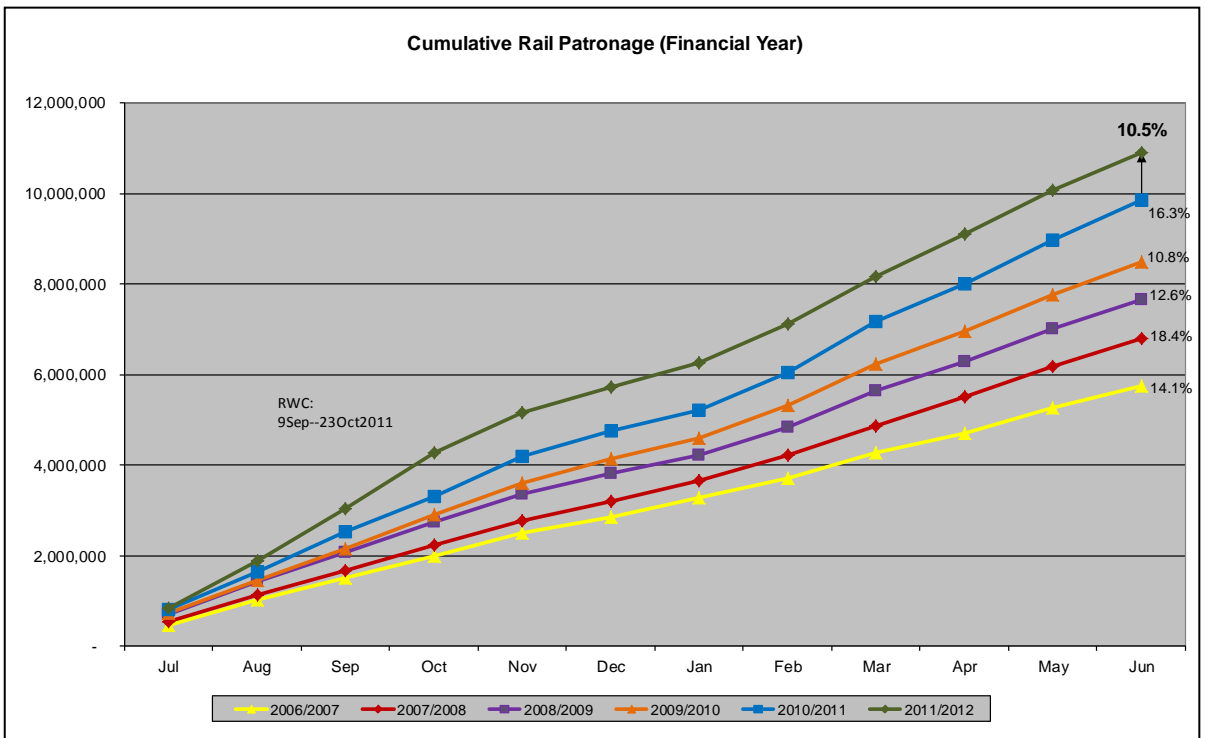


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2011/12

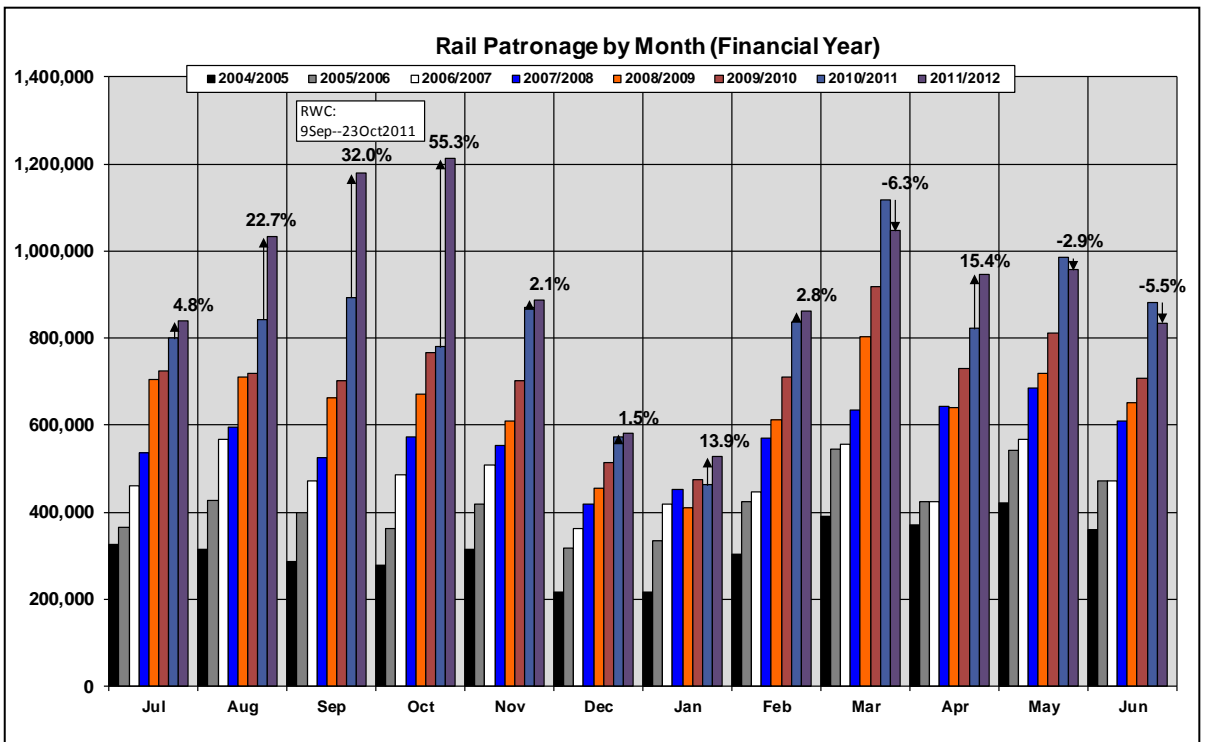


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2011/12

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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,811,926 passengers for the 12-months to June 2012 an increase of 460,791 boardings or +7.3%. Patronage for June 2012 was 535,008 boardings, a decrease of -4.7% (-26,147 boardings) on June 2011 (Figure 9). An estimated -6.7% is accounted for the one less business day and additional network closures over Queens Birthday.

Following the opening of the Manukau Line in April 2012 services originating and terminating at Manukau are now separated from Eastern Line services which are designated as those services originating or terminating at Papakura or Pukekohe travelling via Glen Innes. Eastern Line services which previously originated or terminated at Otahuhu which have been extended to Manukau have been reclassified as Manukau services and extracted from the Southern & Eastern Line data from April 2012, but not from the historical data.

There were 58,401 passengers recorded using the Onehunga Line during June 2012, a decrease of -1,607 (-2.7%) on the same month last year. Accounting for the fewer business days and additional network closures, the like-for-like estimate is +4.7%. For the 12-months to June 2012, there have been 748,543 passengers recorded on Onehunga Line services, or 239,592 (47.1%) more than the previous financial year.

There were 82,850 passengers recorded using the Manukau Line during June 2012. Since services commenced operating on this line (15 April 2012) there have been 228,278 passengers recorded on services that originate from or terminate at Manukau. The number of passengers using Manukau station has been counted at 500-600 per day which is approximately the same level of usage as was observed on the Onehunga Line in the months after it first opened in September 2010. Further, it is noted that most trips are associated with travel to Manukau as a destination, rather than commuter trips from Manukau.

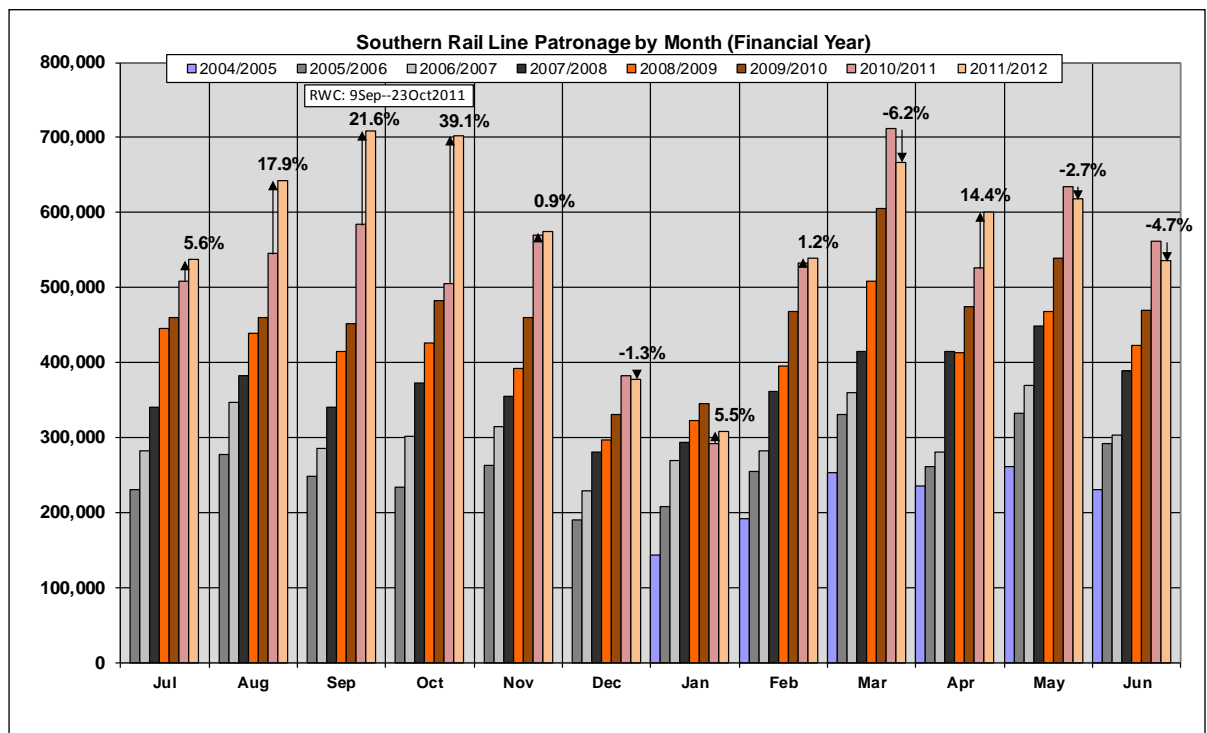


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2011/12

Western Rail Line

Western Line rail patronage totalled 4,092,234 passengers for the financial year ending June 2012 an increase of 578,743 boardings or +16.5%. Patronage for June 2012 was 299,255 boardings, a decrease of -7.0% (-22,366 boardings) on June 2011 (Figure 10). While the June figures includes travel on special trains to the NZ vs Ireland test match on 9 June, the overall special event traffic for the month was at a similar level to the same month last year. The fewer business days and additional Queens Birthday network closures account for a -6.7% patronage change between June 2011 and June 2012.

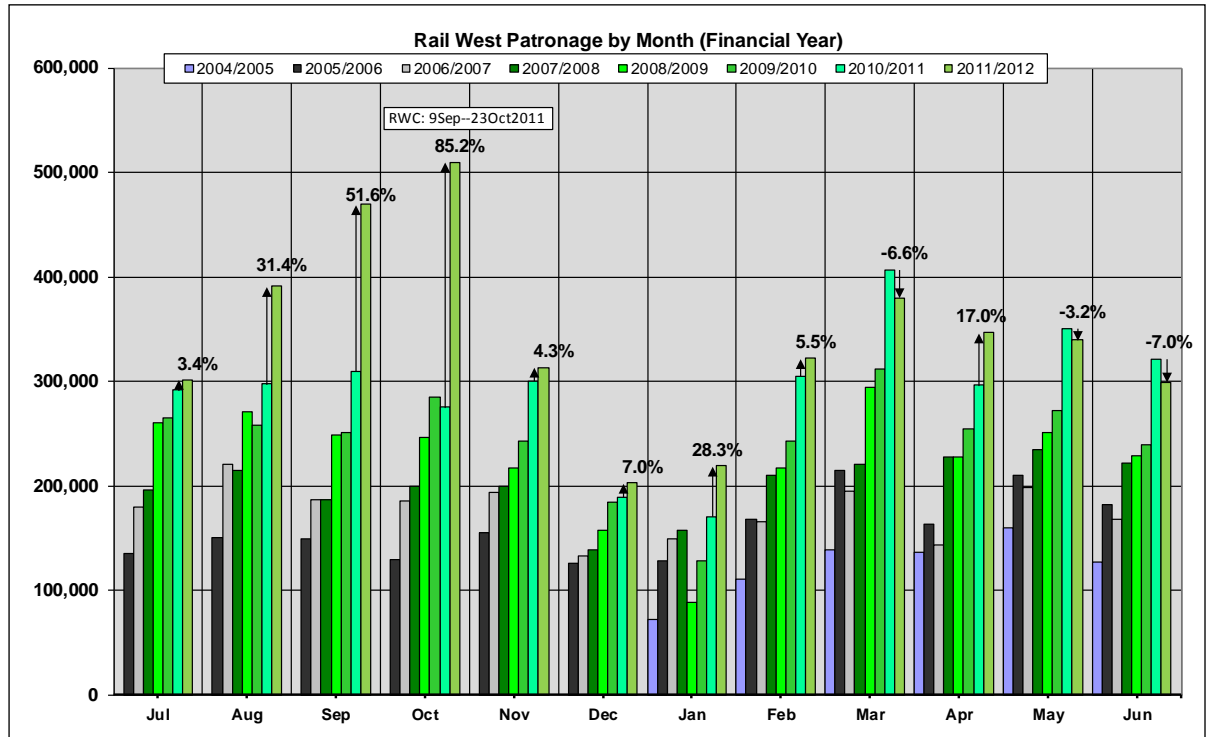


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2011/12

2.2.2 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,279,860 passengers for the 12-months to June 2012 (Figure 11) an increase of 222,970 boardings or +10.8%. For the financial year-to-date, twelve months to June 2012, patronage has grown by +10.8% (222,970 boardings) (Figure 12). Patronage for June 2012 was 173,531 boardings, a decrease of -2.3% (-4,014 boardings) on June 2011 (Figure 13). Adjusting for one less business day in June 2012 compared to June 2011 would account for approximately a -4.5% change.

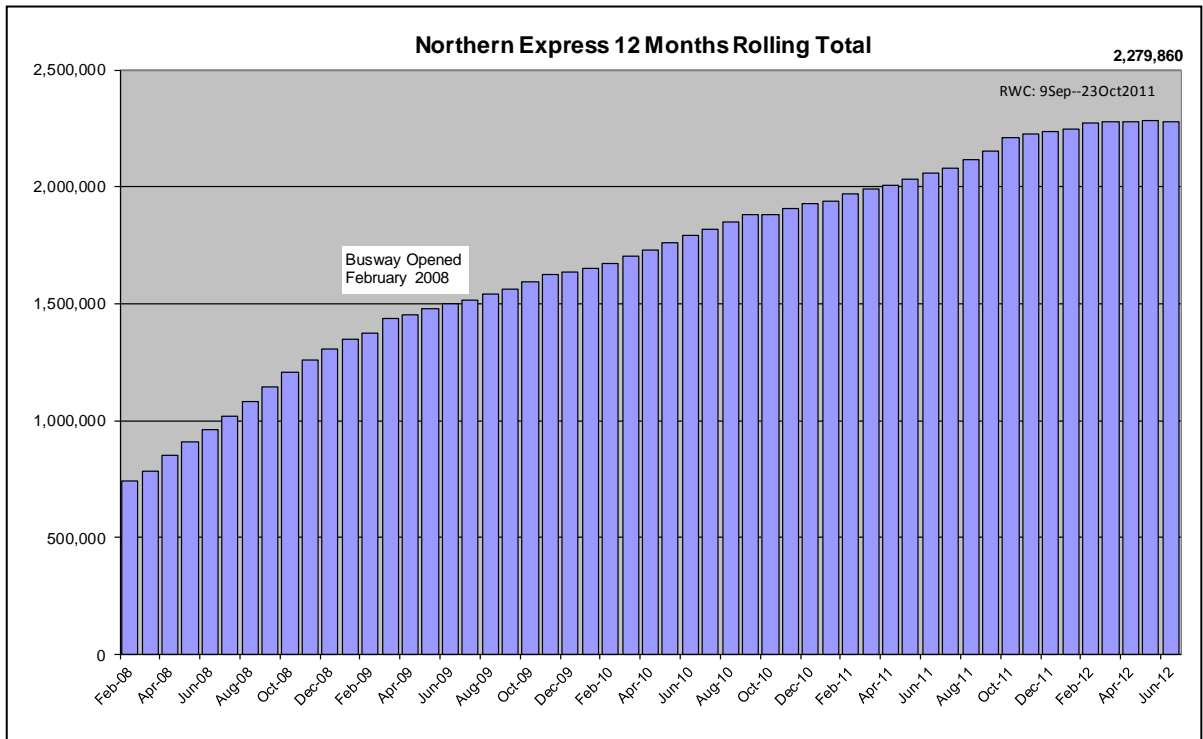


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

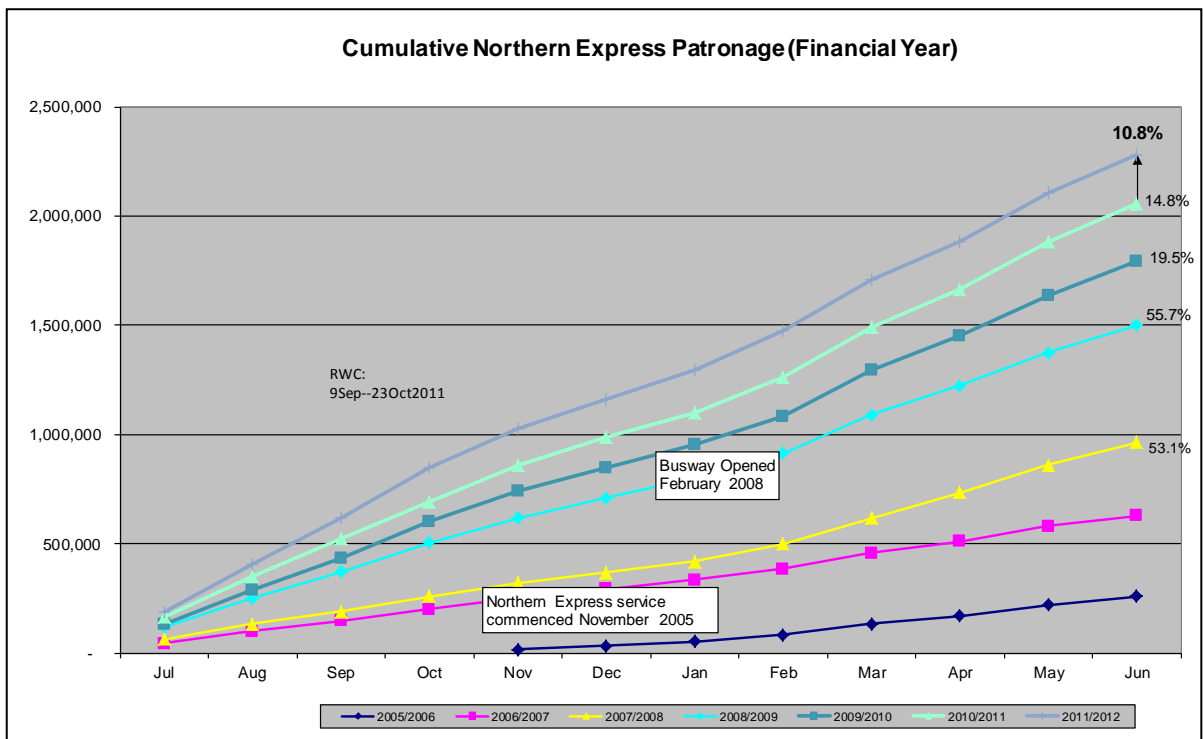


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2011/12

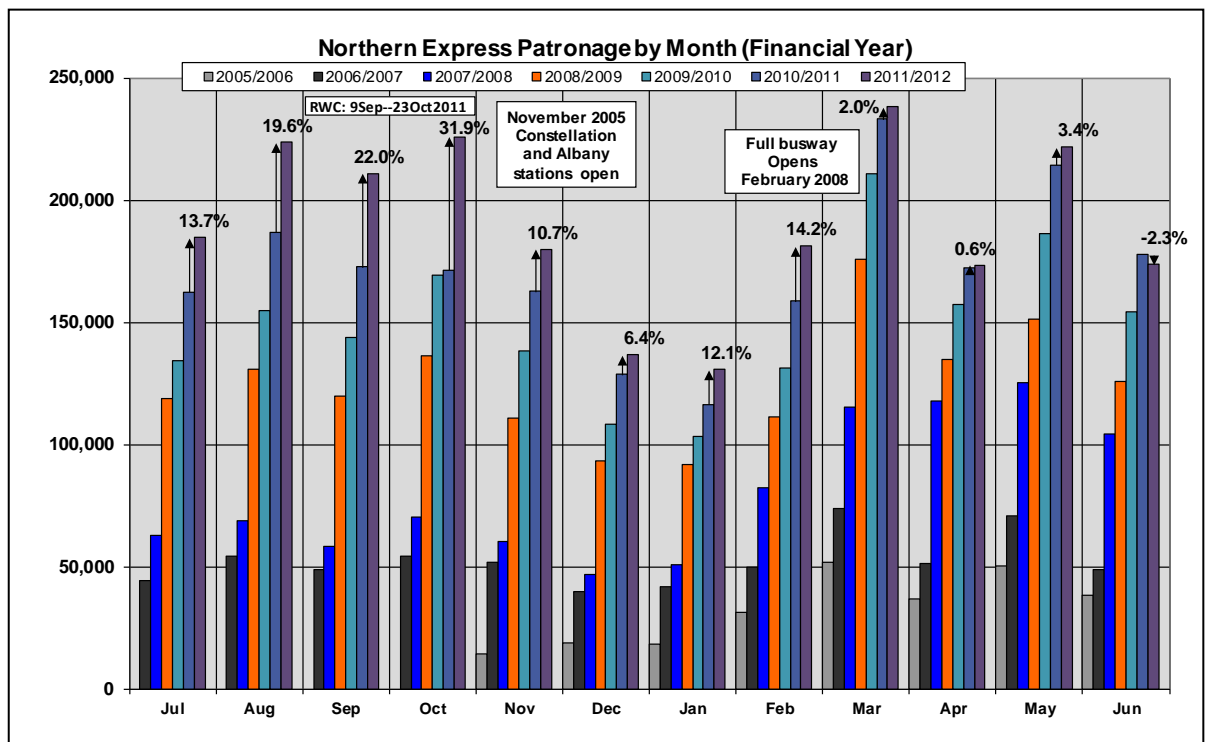


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2011/12

2.3 Bus Patronage (Other Than Northern Express)

Bus services other than the Northern Express form the majority of services on the Quality Transit Network and Local Connector Network including dedicated school bus services. Patronage totalled 52,456,400 passengers for the 12-months to June 2012 an increase of 3,349,956 boardings or +6.8%. For the financial year-to-date, twelve months to June 2012, patronage has grown by +6.8% (3,349,956 boardings). Patronage for June 2012 was 4,241,253 boardings, an increase of +1.5% (61,227 boardings) on June 2011 (Figure 14).

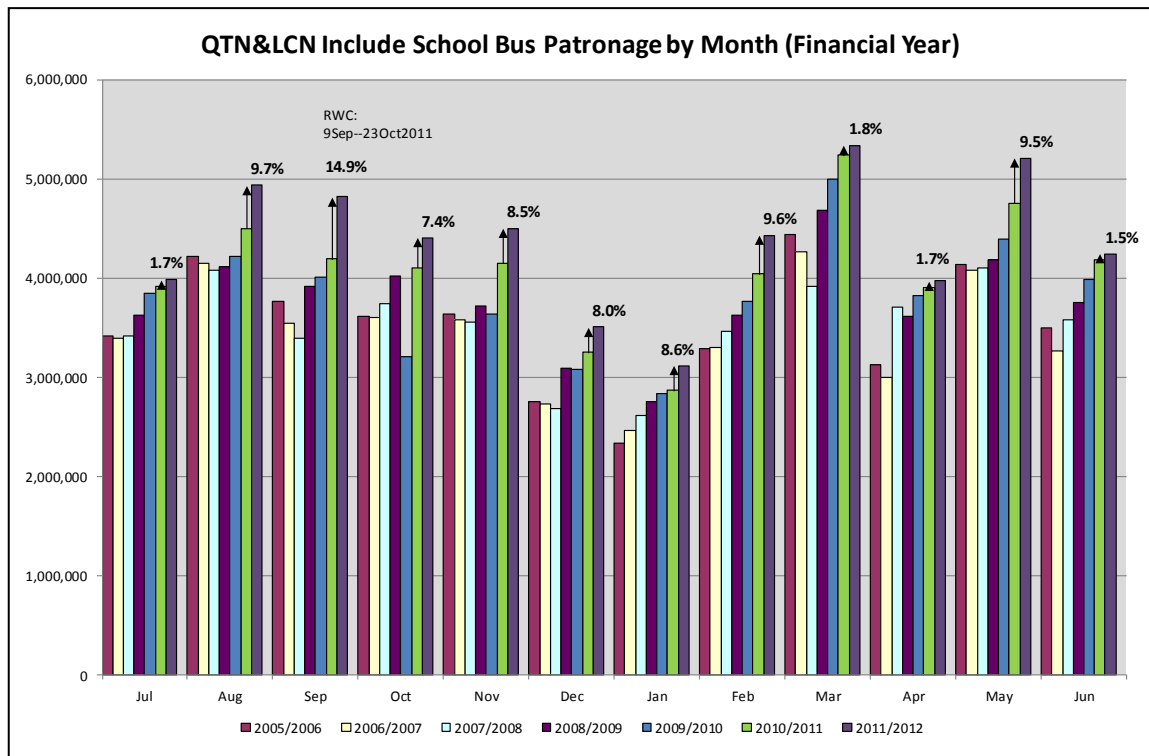


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2011/12

2.3.1 Bus (Other than Northern Express) Patronage Analysis

Table 2 provides an analysis of bus services 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-11	842,467	26,522	3.3%	10,383,443	911,914	9.6%	398,313	9,365	2.4%	4,866,424	295,351	6.5%
Aug-11	1,067,817	115,422	12.1%	10,498,865	956,406	10.0%	484,787	44,040	10.0%	4,910,464	322,986	7.0%
Sep-11	990,935	110,662	12.6%	10,609,527	1,016,696	10.6%	445,226	31,461	7.6%	4,941,926	343,873	7.5%
Oct-11	862,181	16,113	1.9%	10,625,639	868,458	8.9%	396,140	- 2,498	-0.6%	4,939,428	277,504	6.0%
Nov-11	904,636	23,794	2.7%	10,649,433	762,239	7.7%	421,638	6,449	1.6%	4,945,877	238,199	5.1%
Dec-11	653,667	8,191	1.3%	10,657,624	721,090	7.3%	308,022	- 16,808	-5.2%	4,929,070	206,227	4.4%
Jan-12	564,860	25,510	4.7%	10,683,134	726,817	7.3%	287,134	10,460	3.8%	4,939,530	218,552	4.6%
Feb-12	920,760	47,837	5.5%	10,730,971	684,380	6.8%	418,514	21,092	5.3%	4,960,622	212,516	4.5%
Mar-12	1,102,598	- 31,776	-2.8%	10,699,195	569,891	5.6%	508,579	- 7,677	-1.5%	4,952,945	176,953	3.7%
Apr-12	780,449	- 44,778	-5.4%	10,654,418	482,700	4.7%	375,215	- 11,101	-2.9%	4,941,844	152,868	3.2%
May-12	1,094,722	53,197	5.1%	10,707,615	424,084	4.1%	496,423	25,193	5.3%	4,967,037	139,048	2.9%
Jun-12	881,467	- 41,057	-4.5%	10,666,558	309,637	3.0%	411,062	- 15,983	-3.7%	4,951,054	93,996	1.9%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-11	826,320	19,171	2.4%	10,391,276	841,421	8.8%	1,918,354	11,529	0.6%	23,531,887	1,287,605	5.8%
Aug-11	1,055,749	85,947	8.9%	10,477,223	830,285	8.6%	2,325,523	191,008	8.9%	23,722,896	1,385,855	6.2%
Sep-11	990,427	99,395	11.2%	10,576,618	889,981	9.2%	2,390,646	382,327	19.0%	24,105,222	1,686,035	7.5%
Oct-11	879,235	16,876	2.0%	10,593,494	735,771	7.5%	2,269,691	272,643	13.7%	24,377,865	1,435,514	6.3%
Nov-11	900,128	34,652	4.0%	10,628,146	653,044	6.5%	2,275,362	287,531	14.5%	24,665,396	1,506,474	6.5%
Dec-11	669,248	21,480	3.3%	10,649,626	634,674	6.3%	1,878,067	246,432	15.1%	24,911,828	1,682,583	7.2%
Jan-12	596,569	39,685	7.1%	10,689,310	649,175	6.5%	1,667,537	170,734	11.4%	25,082,562	1,859,843	8.0%
Feb-12	913,058	58,553	6.9%	10,747,863	629,746	6.2%	2,178,324	260,277	13.6%	25,342,838	2,037,377	8.7%
Mar-12	1,119,480	- 19,679	-1.7%	10,728,184	542,686	5.3%	2,602,749	154,024	6.3%	25,496,863	2,126,539	9.1%
Apr-12	807,221	- 24,167	-2.9%	10,704,017	480,839	4.7%	2,009,612	144,567	7.8%	25,641,430	2,275,228	9.7%
May-12	1,077,900	39,800	3.8%	10,743,817	427,845	4.1%	2,538,865	335,274	15.2%	25,976,703	2,490,552	10.6%
Jun-12	883,858	- 24,626	-2.7%	10,719,191	347,086	3.3%	2,064,866	142,893	7.4%	26,119,596	2,599,238	11.1%

2.4 Ferry Patronage

Ferry patronage totalled 5,447,335 passengers for the 12-months to June 2012 an increase of 711,618 boardings or +15.0%. For the financial year-to-date, twelve months to June 2012, patronage has grown by +15.0% (711,618 boardings). Patronage for June 2012 was 364,635 boardings, an increase of +11.3% (36,948 boardings) on June 2011 (Figure 15).

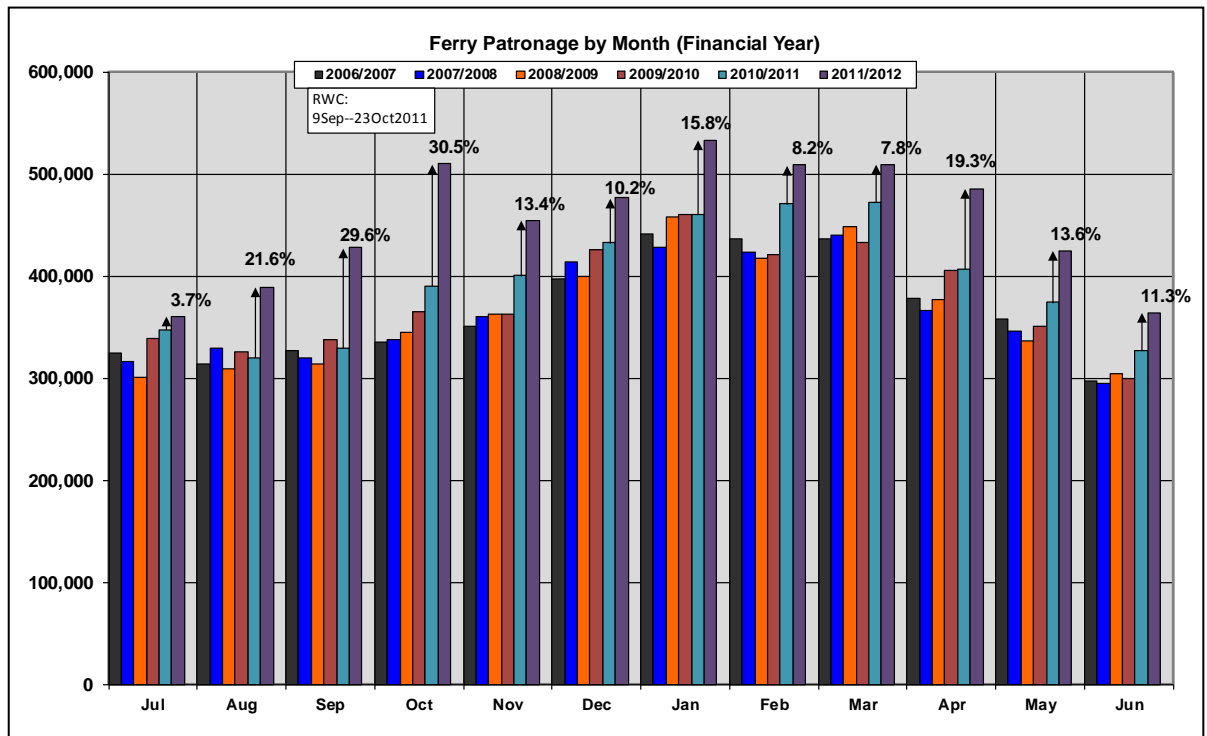


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2011/12

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

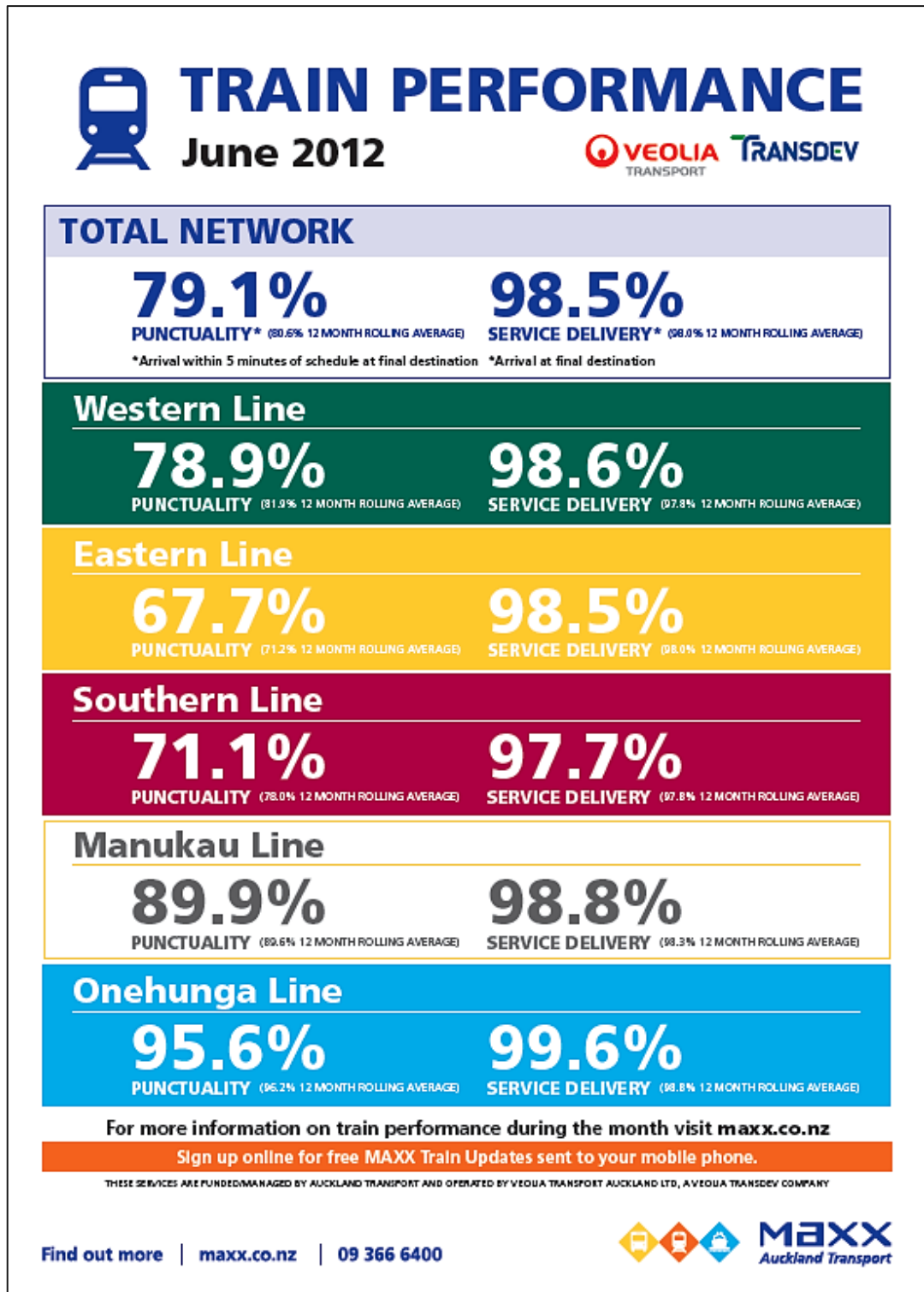


Fig 16. Rail Published Performance Results for June 2012

For the Auckland rail system the measure used for punctuality is the proportion of trains that were not cancelled in full or part and that arrive at their final destination within five minutes of the scheduled time regardless of whether the train departed its origin on time. Reliability is the number of trains that are not cancelled in full or part and arrive at their final destination.

During June the performance of the train services declined to 79.1% of services operating on time or within five minutes of their schedule compared to 81.4% in May and 85.6% for the same month last year. This result was mainly a consequence of a significant increase in both KiwiRail Network and Maintenance faults, as detailed further below. Punctuality trends comparing 2010/11 and 2011/12 are presented at Figure 17. For the year ending 30 June 2012, 80.6% of services were reported as operating on-time or within five minutes of schedule compared to 80.7% for the previous year.

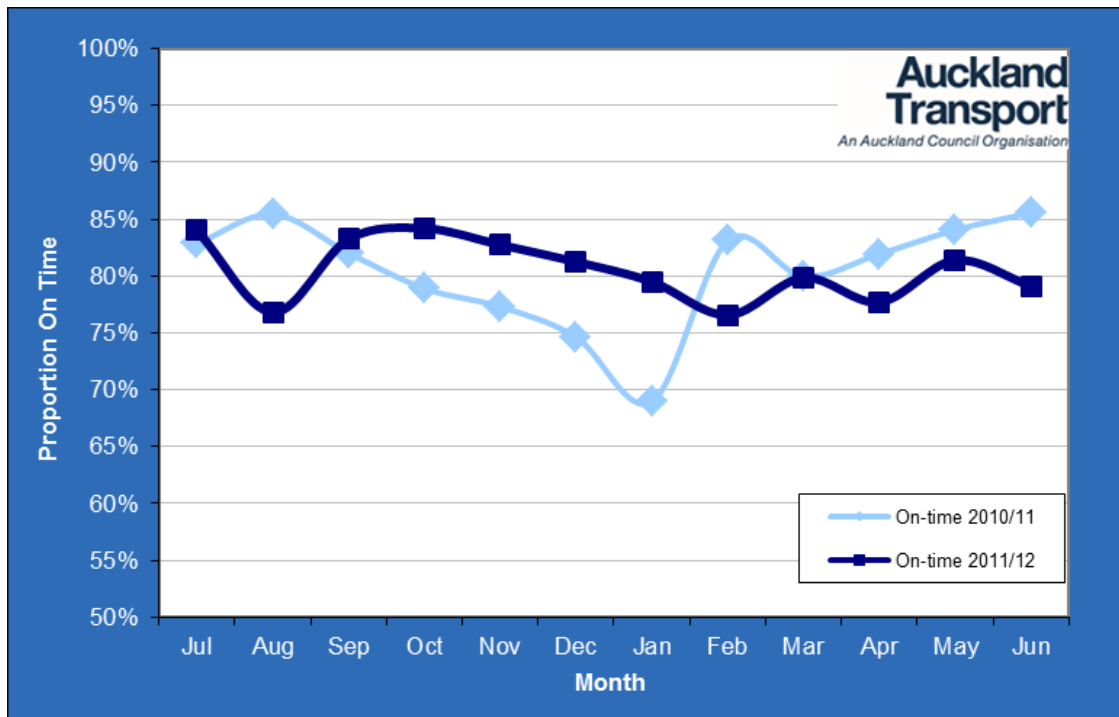


Fig 17. Rail Punctuality Trends for 2010/11 and 2011/12

The following major incidents impacted on service delivery during June:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures affected the delivery of services on nine days during June, with incidents concentrated in the period following the network closure during Queens Birthday weekend which resulted in a high level of speed restrictions and several failures of equipment at Papakura where track reconfiguration work is being progressed. A high level of speed restrictions are expected in the days following major engineering works.
- *Train faults (KiwiRail)* – Faults with trains affected the delivery of services on six days during the month of June.
- *Operational (Veolia)* – Services were affected on one day following a driver error at Ranui.
- *Other* – Freight train operations caused significant disruptions to metro rail services on two days during June. On the morning of 11 June a person was struck and fatally injured at Morningside resulting in a temporary suspension of services on the Western Line.

Train delay minutes Increased by 12.4% during June compared to the previous month. For the month a total of 20,826 minutes were recorded as a result of all causes. There was an increase in delay minutes against all attributes except operational causes (Veolia) which reduced by 10%.

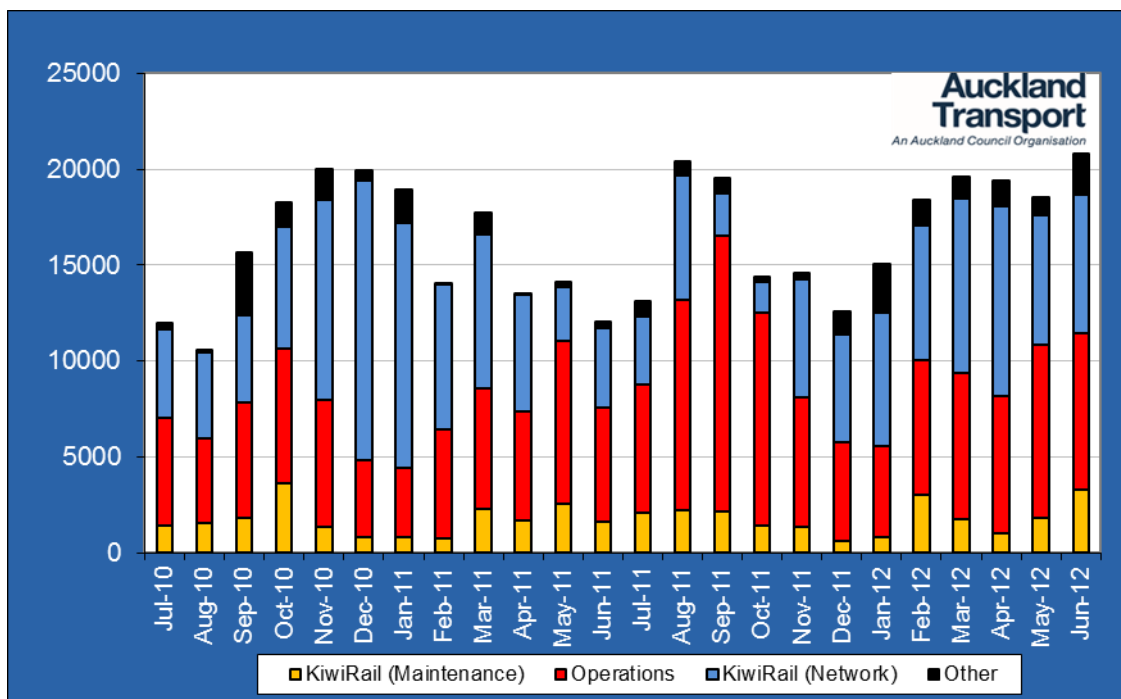


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	3,920	54.1%
Signal/points failure	1,796	24.8%
Speed restrictions	893	12.3%
Track protection measures*	642	8.8%
Total	7,251	

* 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.

3.2 Rail Capacity

Based on average crew high counts that are recorded at pre-set locations considered to represent the highest load points against the planned train capacity for each service, there were three services reported to have exceeded AT's planned seating to standing ratio during June.

3.3 Bus Service Performance

For June 2012, 99.80% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for June 2012 was 99.30%, 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. Auckland Transport is in the process of developing an automated tracking and monitoring system to report bus reliability and punctuality and provide enhanced data to improve service delivery across all bus services (contracted and commercial). A review of the reliability and punctuality of all bus timetables is underway to ensure timetables continuously reflect operating conditions.

Table 3. Contracted Bus Service Reliability and Punctuality- June 2012

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,646	100%	99.89%
H & E	17,807	99.98%	99.18%
NZ Bus	114,394	99.71%	99.22%
Ritchies	28,110	99.99%	99.79%
Tranzit	2,280	99.74%	99.56%
Urban Express	5,129	100%	97.48%
Total	178,366	99.80%	99.30%

3.4 Ferry Service Performance

For June 2012, 99.97% of contracted ferry service trips were operated (reliability measure). Service punctuality for June 2012 was 99.86% 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. Ferry operators are exploring GPS tracking systems to automatically monitor and report punctuality and reliability.

Table 4. Contracted Ferry Service Reliability and Punctuality- June 2012

	Scheduled Trips	Reliability	Punctuality
Bayswater	910	100%	100%
Half Moon Bay	540	100%	99.63%
Birkenhead	980	99.9%	99.9%
Gulf Harbour	80	100%	100%
West Harbour	560	100%	99.64%
Rakino	22	100%	100%
Pine Harbour	560	100%	100%
Total	3,652	99.97%	99.86%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

Four special events had an adverse impact on public transport either with road closures and/or route diversions. The following identifies passengers carried on Special Event services only. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

Super Rugby Blues vs. Chiefs, North Harbour Stadium: 2nd June 2012:

Special event bus services from North Shore and Auckland City Centre for this fixture. Attendance at the event was 20,200. No additional special event trains were run for this event.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	-	-	-	-	-
BUS	851	4.21%	851	4.21%	4.21%
FERRY	-	-	-	-	-
TOTAL	851	4.21%	851	4.21%	4.21%

NZ All Blacks vs. Ireland, Eden Park: Saturday 9th June 2012:

Additional rail and special event bus services were provided to get passengers to and from the event. Bus services were provided from North Shore, Takapuna, Manukau/Botany/Papakura, Newmarket/Mt Eden and Auckland City Centre. Free travel ticketing was in place for services. Attendance at the event was 43,300.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	9964	23.01%	9879	22.82%	22.92%
BUS	6030	13.93%	5582	12.89%	13.41%
FERRY	-	-	-	-	-
TOTAL	15994	36.94%	15461	35.71%	36.33%

5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008

Under the Public Transport Management Act 2008, there were no variations to registered services or new registrations approved during the month of June 2012.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- Real-time service departure passenger information was enabled at rail stations across the rail network in June.
- New signalling and train control systems were fully commissioned by KiwiRail across the Auckland rail network over Queens Birthday weekend.
- New car park spaces at the Albany Northern Busway station are being progressively introduced from June with 150 of a total of 550 new spaces introduced on 6 June. Capacity on Northern Busway bus services was increased in February and March to accommodate additional demand.
- Upgrade of the Birkenhead Wharf inner berth was completed in June.

6.2 Projects in Planning

- The review of the service network structure for the Auckland public transport system is progressing with consultation with key stakeholders now underway, initially with bus companies and the NZ Transport Agency. Broader public consultation is planned for later in 2012. The new service network implementation is being planned but is expected to be rolled out over up to three years across the region from mid 2013.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Further customer communications were undertaken around the Howick & Eastern bus service changes
- Customer communications and promotions around special event services were undertaken in June.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Britomart Walk-In-Centre

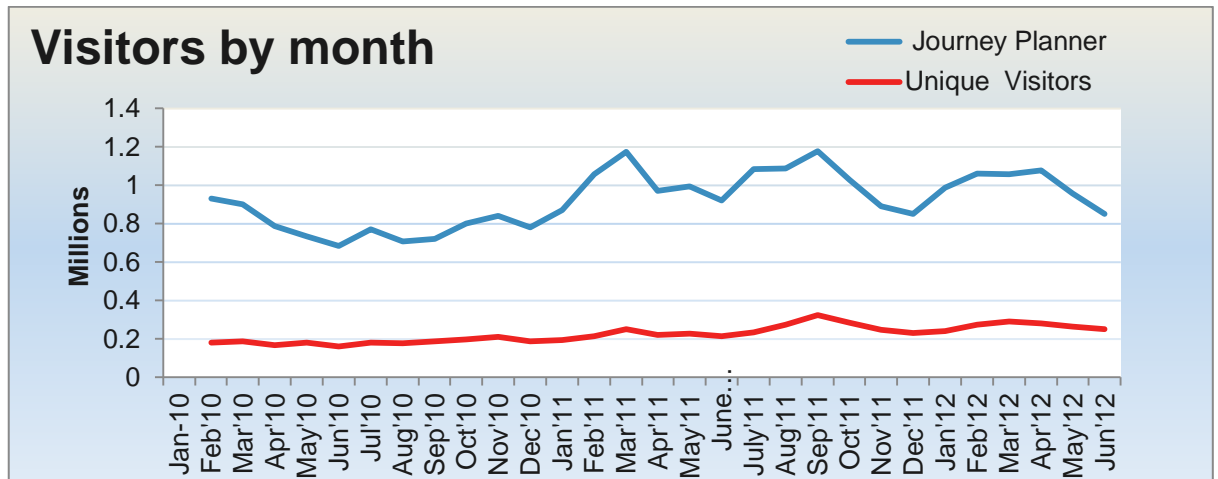
For the month of June there were 10,967 visits (-29.81%) decrease compared to the information kiosk at Britomart in June 2011.

8.2 MAXX Public Transport Call Centre

For June 2012, call volume was 35,805 (-19.57% compared to June 2011). 89.34% of calls were answered within the service standard of 20 seconds.

For HOP ticketing 2,165 calls during the month and were answered in 88.05% grade of service standard of 20 seconds.

8.3 www.MAXX.co.nz



8.4 MAXX live departure board/real-time information

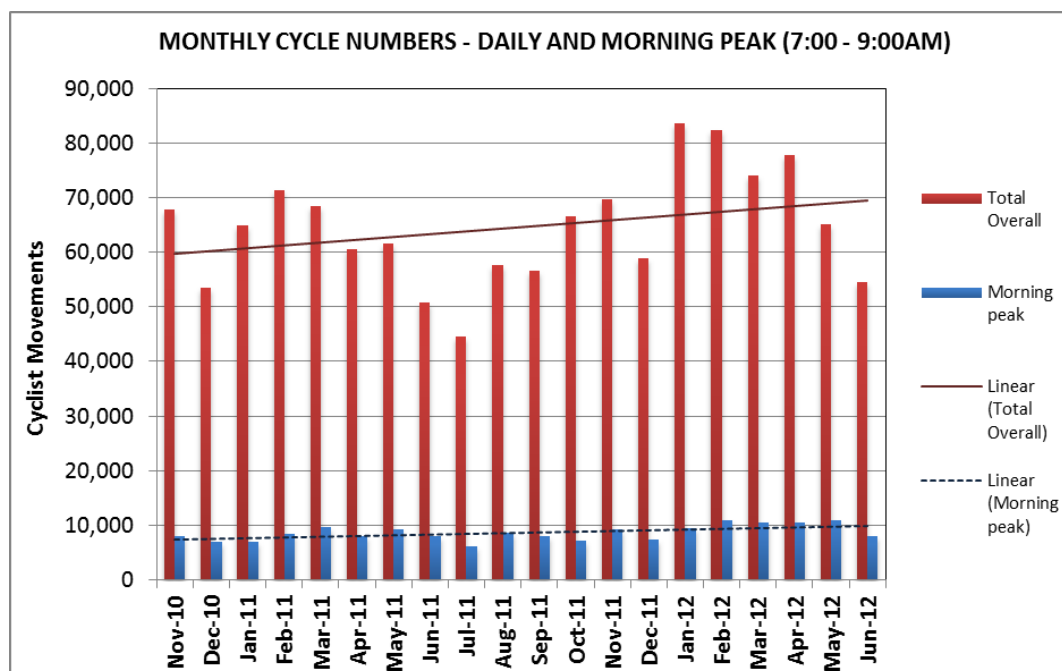
Public transport service real-time departure board visits totalled 21,192 at www.MAXX.co.nz/VPID via web, smartphone or PDA.

8.5 HOP Integrated Ticketing

There are now 155,690 HOP cards in market that have been used at least once. Of these 81,906 are registered.

CYCLE MONITORING

- There has been an increase of 7.67% in cyclist movements in June 2012 when compared to June 2011.
- Morning peak period was steady compared to last year at 0.5% increase.
- A total of 791,605 cycle trips were recorded for the year July 2011 to June 2012.



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 Comparison of Cycle Movements

	Total Movements			Morning Peak Movements		
	2010/11	2011/12	Increase	2010/11	2011/12	Increase
Nov	67,852	69,651	2.7%	7,962	9,272	16.5%
Dec	53,412	58,907	10.3%	6,904	7,391	7.1%
Jan	64,836	83,629	29.0%	6,905	9,491	37.5%
Feb	71,287	82,290	15.4%	8,385	10,894	29.9%
Mar	68,513	74,124	8.2%	9,662	10,526	8.9%
April	60,534	77,861	28.6%	8,040	10,444	29.9%
May	61,675	65,137	5.6%	9,315	10,856	16.5%
June	50,742	54,632	7.67%	7,998	8,037	0.5%