

Statistics Report

February 2015



TABLE OF CONTENTS

PUBLIC TRANSPORT	3
1. HIGHLIGHTS	3
2. PUBLIC TRANSPORT PATRONAGE	5
3. PUBLIC TRANSPORT SERVICE PERFORMANCE.....	16
4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES	21
5. REGISTERED SERVICE NOTIFICATIONS UNDER THE LAND TRANSPORT MANAGEMENT AMENDED ACT 2013.....	22
6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS	23
7. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS	24



PUBLIC TRANSPORT

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 77,088,240 passenger boardings for the 12 months to Feb-2015, an increase of +0.8% on the 12 months to Jan-2015 and +9.5% on the 12 months to Feb-2014. February monthly patronage was 6,683,047, an increase of 608,194 boardings or +10.0% on Feb-2014, normalised to ~ +11.9% accounting for only special event patronage, as there were the same number of business and weekend days in Feb-2015 compared to Feb-2014. Financial year to date patronage has grown by +10.2%.

Rail patronage totalled 12,994,815 passenger trips for the 12 months to Feb-2015, an increase of +1.6% on the 12 months to Jan-2015 and +19.5% on the 12 months to Feb-2014. Patronage for Feb-2015 was 1,209,882, an increase of 204,509 boardings or +20.3% on Feb-2014, normalised to ~ +34.1%. Financial year to date rail patronage has grown by +22.1%.

The Northern Express bus service carried 2,732,222 passenger trips for the 12 months to Feb-2015, an increase of +1.1% on the 12 months to Jan-2015 and +16.8% on the 12 months to Feb-2014. Northern Express bus service patronage for Feb-2015 was 226,656, an increase of 30,117 boardings or +15.3% on Feb-2014, normalised to ~ +19.1%. Financial year to date Northern Express patronage has grown by +20.5%.

Bus services excluding Northern Express carried 56,009,807 passenger trips for the 12 months to Feb-2015, an increase of +0.5% on the 12 months to Jan-2015 and +7.6% on the 12 months to Feb-2014. Bus services excluding Northern Express patronage for Feb-2015 was 4,690,676, an increase of 281,939 boardings or +6.4% on Feb-2014, normalised to ~ +6.4%. Financial year to date bus services excluding Northern Express patronage has grown by +7.6%.

Ferry services carried 5,351,396 passenger trips for the 12 months to Feb-2015, an increase of +1.7% on the 12 months to Jan-2015 and +4.0% movement on the 12 months to Feb-2014. Ferry services patronage for Feb-2015 was 555,833, an increase of 91,629 boardings or +19.7% on Feb-2014, normalised to ~ +19.7%. Financial year to date ferry patronage has increased by 7.0%.

Service Performance

For rail, service punctuality in Feb-2015 was 83.8%, compared to the average for the 12 months to Feb-2015 of 87.1% (arrival at last station). Service reliability was 97.0%, compared to the average for the 12 months to Feb-2015 of 97.1%.

For bus, service punctuality in Feb-2015 was 89.7% (departure from first stop). Service reliability was 95.7%.

For ferry, service punctuality in Feb-2015 was 98.5% (departure from origin). Service reliability was 99.0%. Ferry service punctuality and reliability remain operator self-reported.

Initiatives

- Retailer promotions programme targeted at a large number of public transport users that are still paying cash fares at locations within close proximity to customer service centres and retail outlets. Several similar stops across Auckland have been identified and will be targeted with this campaign to increase awareness of the retailer close by.

- The continuing programme for the electric train roll-out saw the introduction of a small number of EMUs operating during the middle of the day on the Southern Line between Papakura and Britomart.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

Normalising factors used on actual patronage counts in this report for Feb-2015 include:

- Additional patronage for special events across bus and rail in Feb-2014.

Auckland public transport patronage totalled 77,088,240 passengers for the 12 months to Feb-2015, an increase of +0.8% on the 12 months to Feb-2014 and +9.5% on the 12 months to Feb-2014 as illustrated in Figure 1. February monthly patronage was 6,683,047, an increase of 608,194 boardings or +10.0% on Feb-2014, normalised to ~ +11.9%.

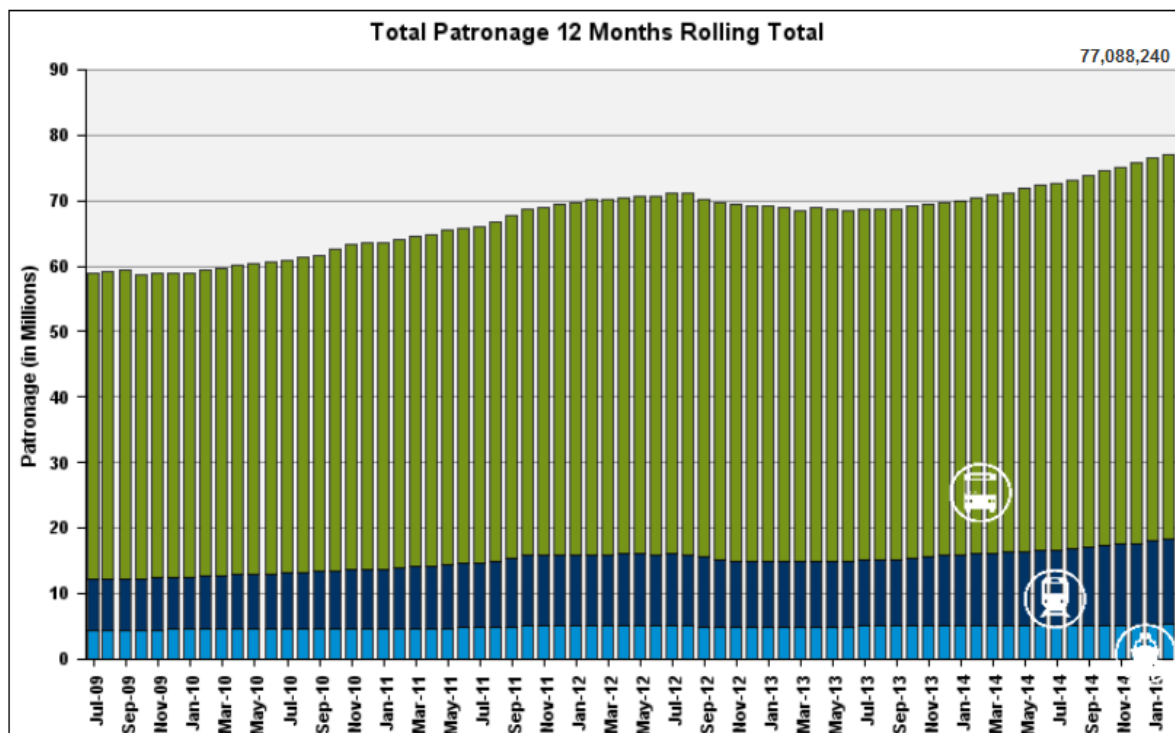


Figure 1: Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12 months rolling total and financial year-to-date (Jul-2014 to Feb-2015) is provided at Table 1.

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

	Feb-2015									
	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 Year	% Change Prev Year
1. Rapid Transit Network sub-total:	1,436,538	234,626	19.5%	15,727,037	1.5%	2,509,748	19.0%	10,403,504	1,865,211	21.8%
- Northern Express Bus	226,656	30,117	15.3%	2,732,222	1.1%	392,272	16.8%	1,795,649	305,478	20.5%
Rail sub-total:	1,209,882	204,509	20.3%	12,994,815	1.6%	2,117,476	19.5%	8,607,855	1,559,733	22.1%
- Western Line	424,508	-1,951	-0.5%	4,642,764	0.0%	585,078	14.4%	3,041,453	394,068	14.9%
- Southern & Eastern Line	785,374	206,460	35.7%	8,352,051	2.5%	1,532,398	22.5%	5,566,402	1,165,665	26.5%
- Pukekohe / Papakura Services	378,148	57,101	17.8%	4,140,690	1.4%	437,985	11.8%	2,723,304	336,438	14.1%
- Manukau Services	304,060	111,469	57.9%	3,190,027	3.6%	849,193	36.3%	2,161,458	654,620	43.4%
- Onehunga Services	103,166	37,890	58.0%	1,021,334	3.9%	245,220	31.6%	681,640	174,607	34.4%
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	4,690,676	281,939	6.4%	56,009,807	0.5%	3,948,863	7.6%	36,408,095	2,584,850	7.6%
- Frequent Connector & Local Bus	4,403,991	281,539	6.8%	53,403,695	0.5%	3,867,239	7.8%	34,879,627	2,578,475	8.0%
- Contracted School Bus	286,685	400	0.1%	2,606,112	0.0%	81,624	3.2%	1,528,468	6,375	0.4%
3. Ferry	555,833	91,629	19.7%	5,351,396	1.7%	204,868	4.0%	3,702,446	241,443	7.0%
Total Patronage	6,683,047	608,194	10.0%	77,088,240	0.8%	6,663,479	9.5%	50,514,045	4,691,504	10.2%

For the financial year to date, eight months from Jul-2014, patronage has increased by 10.2% or 4,691,504 boardings compared to the same period in the previous financial year.

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

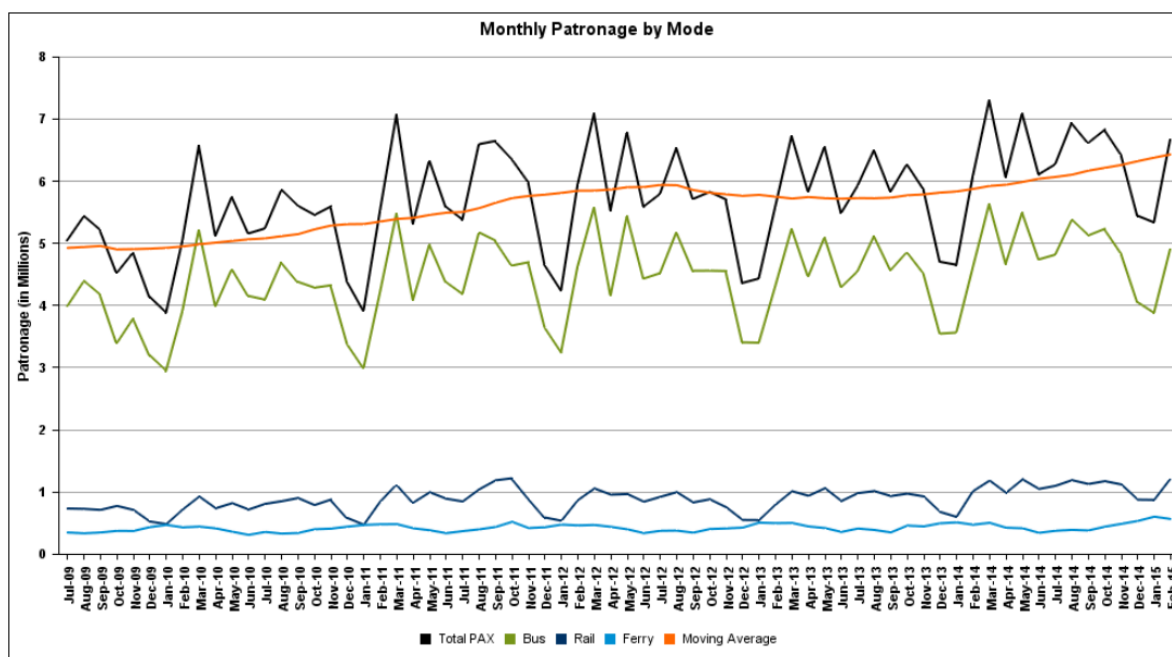


Figure 2. Monthly Patronage by Mode

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.

RTN Patronage improved in Feb-2015 and totalled 15,727,037 passengers for the 12 months to Feb-2015 (Figure 3), an increase of +1.5% on the 12 months to Jan-2015 and +19.0% on the 12 months to Feb-2014. RTN Patronage for Feb-2015 was 1,436,538 boardings, an increase of +19.5% (+234,626 boardings) on Feb-2014 (Figure 4) normalised to ~+31.4%. Financial year to date RTN patronage has grown by +21.8%.

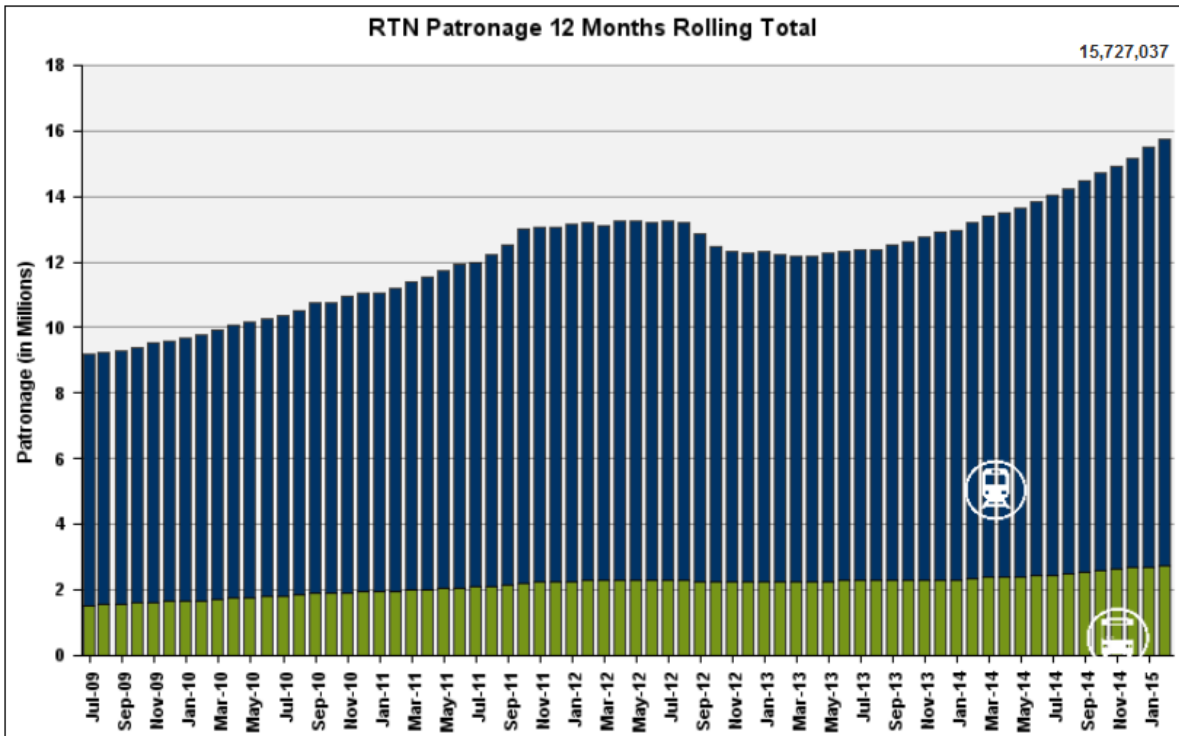
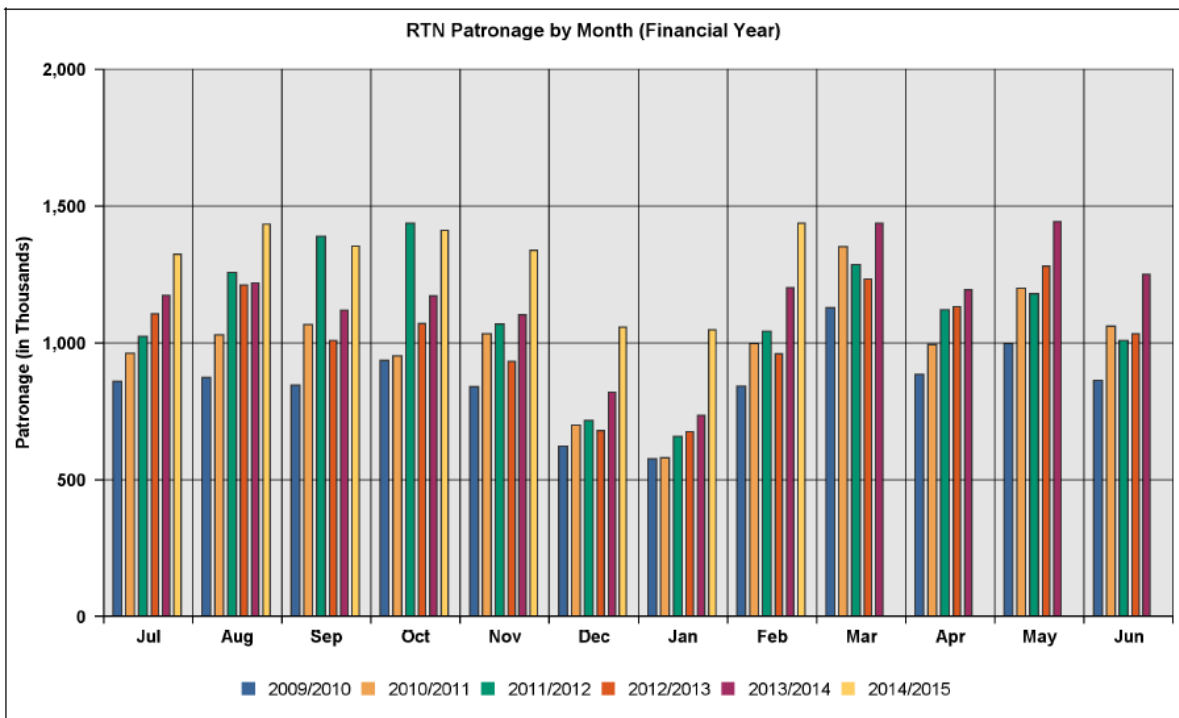


Figure 3. RTN Patronage – 12 Months Rolling Total



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-14	Apr-14	May-14	Jun-14
12.9% ▲	17.7% ▲	21.0% ▲	20.6% ▲	21.5% ▲	29.2% ▲	42.5% ▲	19.5% ▲	16.4% ▲	5.4% ▲	12.7% ▲	21.1% ▲

Figure 4. RTN Patronage – Growth by Month 2009/10 to 2014/15

Rail Patronage

Rail patronage improved in Feb-2015 and totalled 12,994,815 passengers for the 12 months to Feb-2015 (Figure 5), an increase of +1.6% on the 12 months to Jan-2015 and +19.5% on the 12 months to Feb-2014. Patronage for Feb-2015 was 1,209,882 boardings, an increase of +20.3% (+204,509 boardings) on Feb-2014 (Figure 6), normalised to ~ +34.1%. Financial year to date rail patronage has grown by +22.1%.

Last year there were two weekends when trains were replaced by buses for major infrastructure upgrade; this year there were no rail replacement operations during the month. While the number of special events supported by additional rail services was greater this year than the same month last year, but, due to the nature, location and timing, patronage from these events was lower this year.

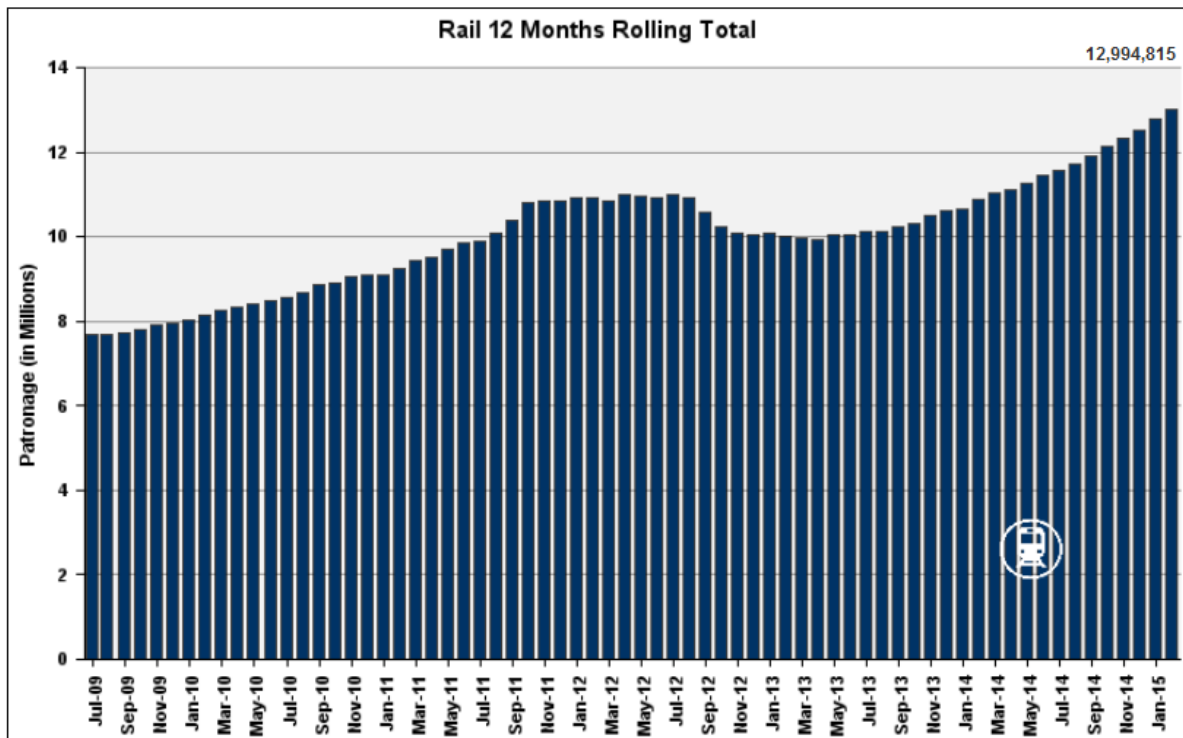
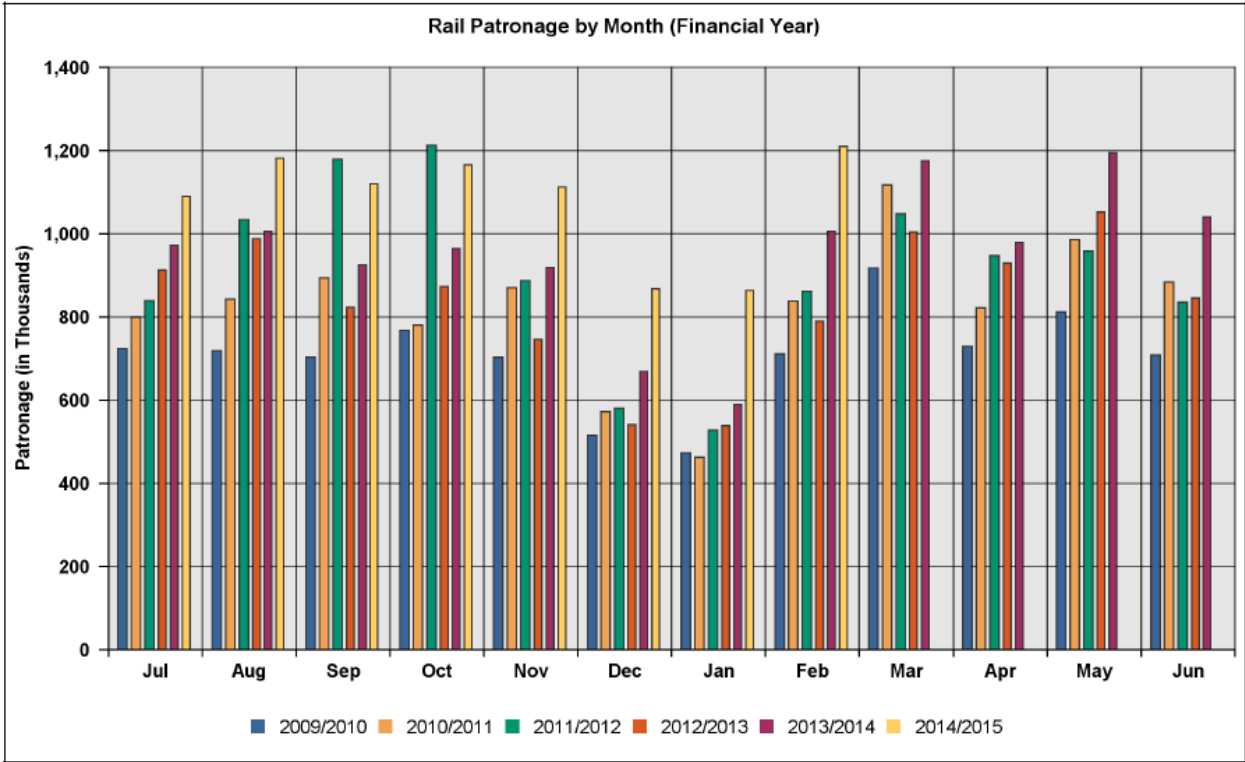


Figure 5. Rail Patronage – 12 Months Rolling Total



Month	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-14	Apr-14	May-14	Jun-14
% Change	12.1%▲	17.6%▲	21.0%▲	20.8%▲	21.0%▲	29.6%▲	46.7%▲	20.3%▲	17.1%▲	5.3%▲	13.5%▲	23.0%▲

Figure 6. Rail Patronage – Growth by Month 2009/10 to 2014/15

Figure 7 illustrates estimated average passengers per business day.

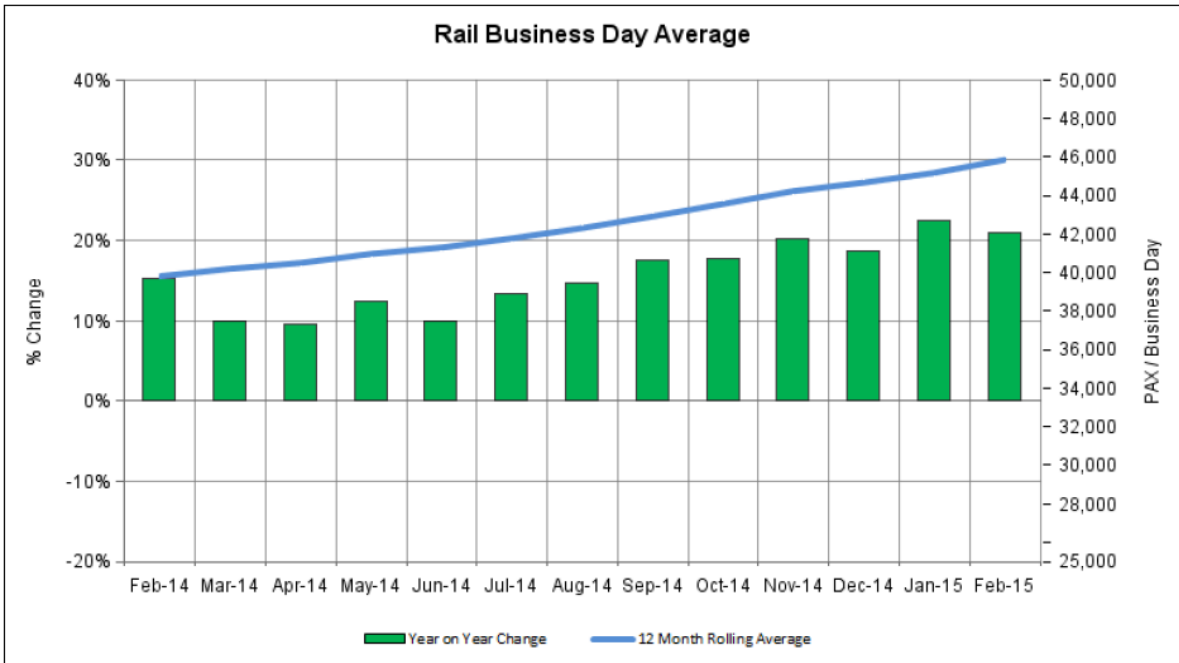


Figure 7. Rail Patronage – Average Business Day Daily Passenger Counts for Scheduled Services

Rail ticket types sold (Figure 8) illustrates an increase in AT HOP card usage relative to single paper ticket sales in Feb-2015 compared to Feb-2014.



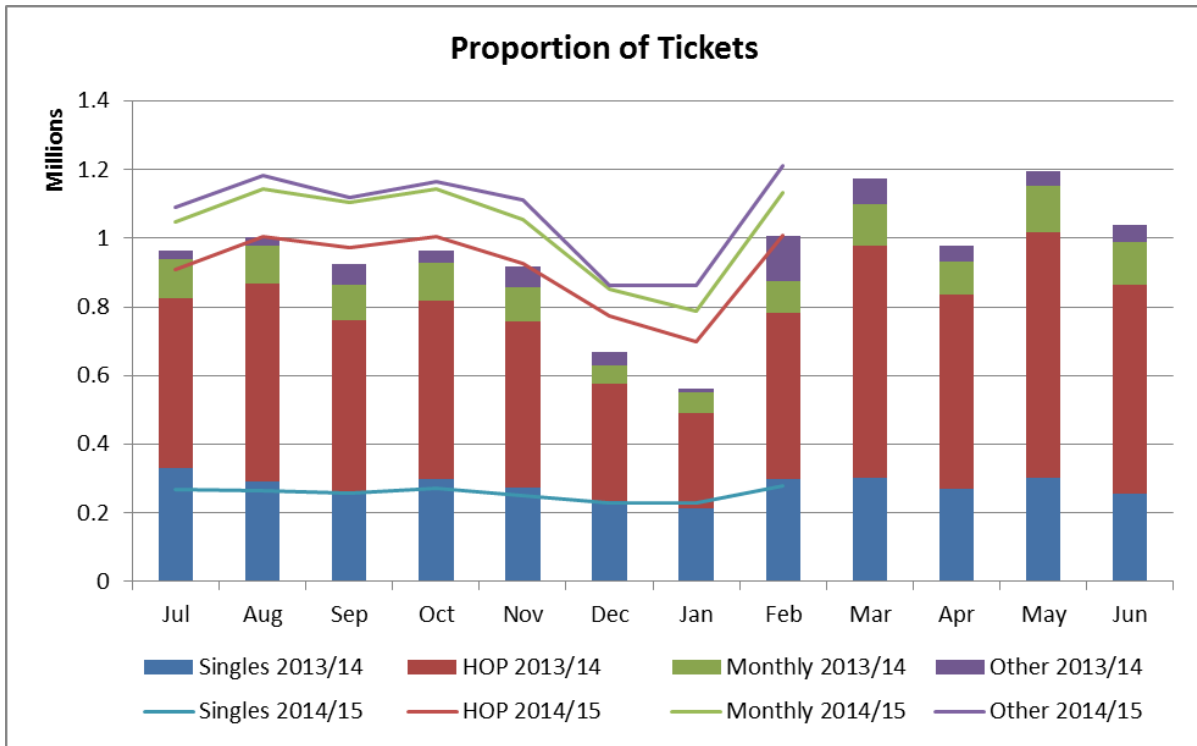
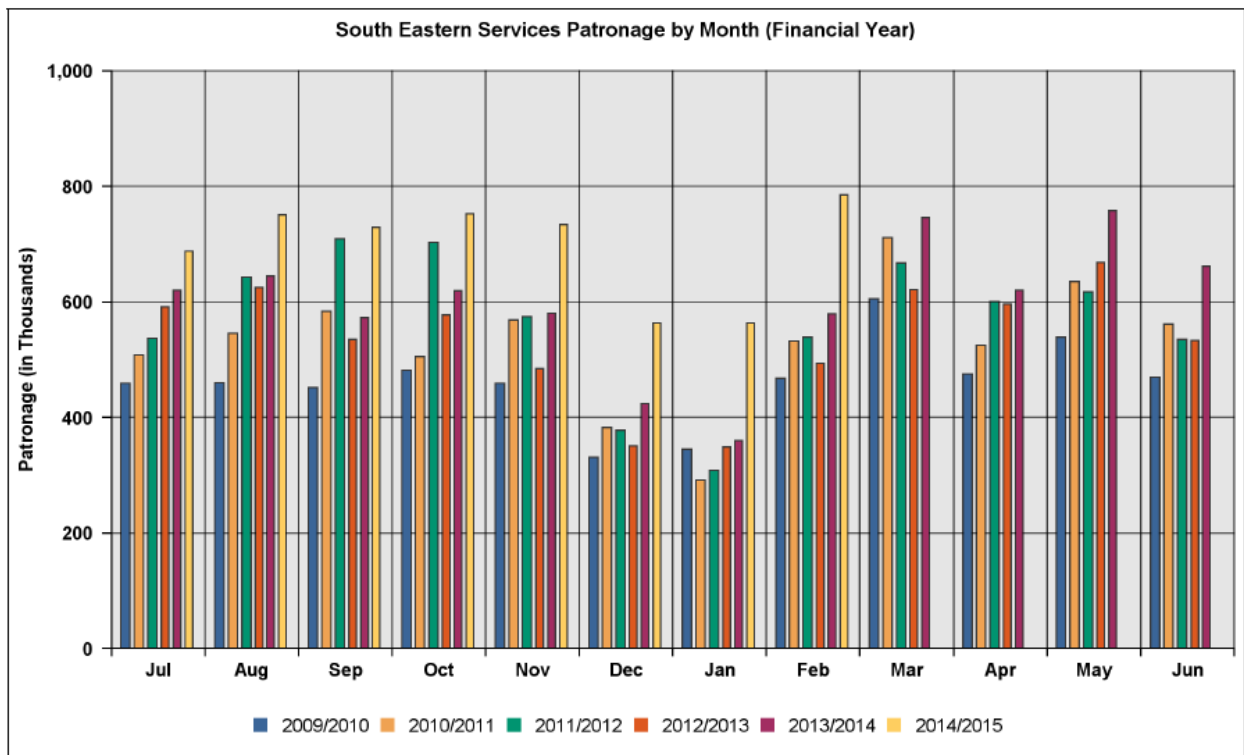


Figure 8. Ticket Sales by Ticket Type – 2014 compared to 2013

South East Rail Services (Southern, Eastern & Onehunga Lines)



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-14	Apr-14	May-14	Jun-14
11.0%▲	16.5%▲	27.2%▲	21.6%▲	26.4%▲	32.8%▲	56.4%▲	35.7%▲	20.1%▲	4.1%▲	13.3%▲	24.0%▲

Figure 9. South East Services (Southern, Eastern & Onehunga) Rail Patronage – Growth by Month 2009/10 to 2014/15

Southern, Eastern and Onehunga Line rail patronage totalled 8,352,051 passengers for the 12 months to Feb-2015, an increase of +2.5% on the 12 months to Jan-2015 and 22.5% on the 12 months to Feb-2014. Patronage for Feb-2015 was 785,374 boardings, an increase of +35.7% (+206,460 boardings) on Feb-2014 (Figure 9). Financial year to date patronage has grown by +26.5%.

Travel between Pukekohe and Papakura is currently approximately 295,000 passenger journeys per annum. For the month of February 2015 the number of boardings at Pukekohe station increased by 20.0% when compared to the same month last year. A primary factor in this increase is the operation of weekend services serving Pukekohe which was part of the December timetable changes. By comparison the change in patronage on other Southern Line stations was 17.5%.

The following table shows the relative change in Pukekohe boardings to the Southern line.

February 2015	Month			12-Month		
	Boardings	Change on last year	Percentage change	Boardings	Change on last year	Percentage change
Southern Line Britomart/Papakura	364,577	54,393	17.5%	3,992,342	415,818	11.6%
Southern Line Pukekohe *	13,571	2,708	20.0%	148,348	22,167	14.9%

Western Rail Line

Western Line rail patronage totalled 4,642,764 passengers for the 12 months to Feb-2015, a decrease of -0.0% on the 12 months to Jan-2015 and increase of +14.4% on the 12 months to Feb-2014. Patronage for Feb-2015 was 424,508 boardings, a decrease of -0.5%. The variation is the result of fewer special event activity affecting the Western Line services this year compared to last year. Removing special event travel for both years the ticketed travel is +9.8% increase for the month. Financial year to date patronage has grown by +14.9%.

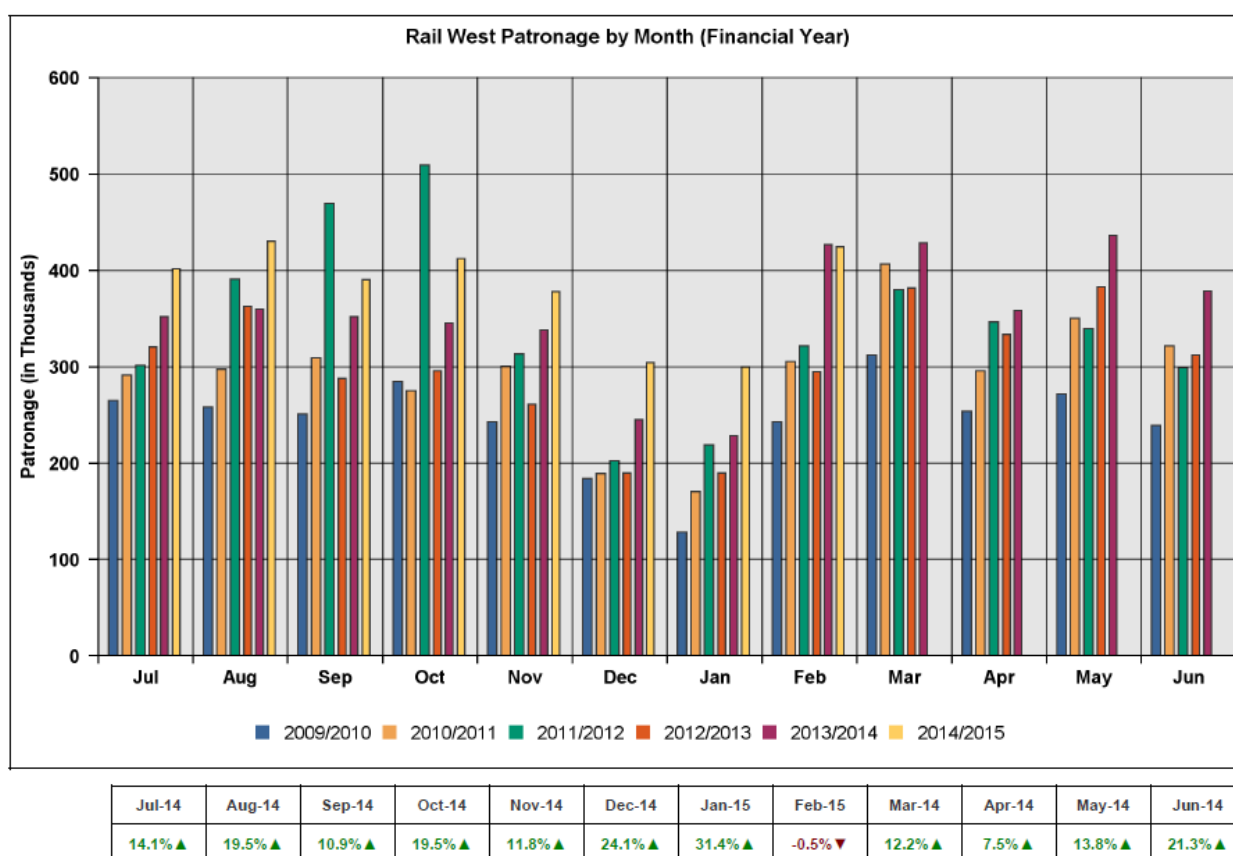


Figure 10. Western Line Rail Patronage – Growth by Month 2009/10 to 2014/15

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 2,732,222 passengers for the 12 months to Feb-2015 (Figure 11), an increase of +1.1% on the 12 months to Jan-2015 and +16.8% on the 12 months to Feb-2014. Patronage for Feb-2015 was 226,656 boardings, an increase of +15.3% (+30,117 boardings) on Feb-2014 (Figure 12), normalised to ~+19.1%. Financial year to date Northern Express patronage has grown by +20.5%.

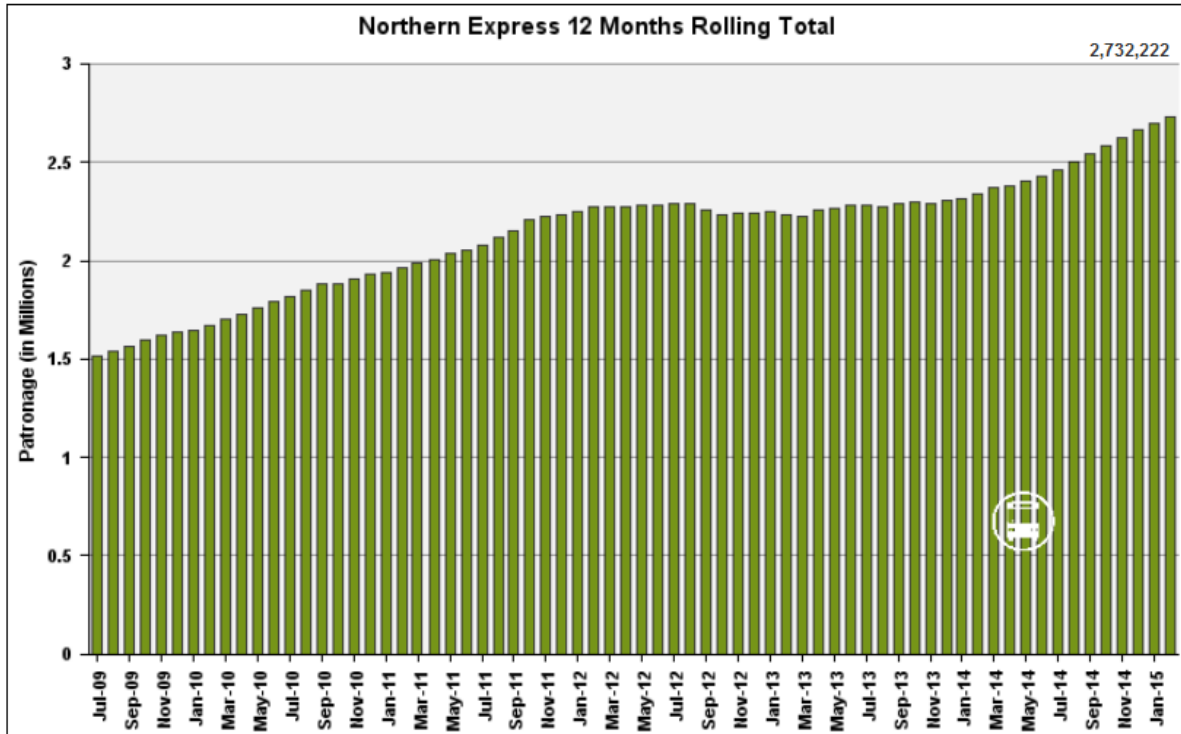
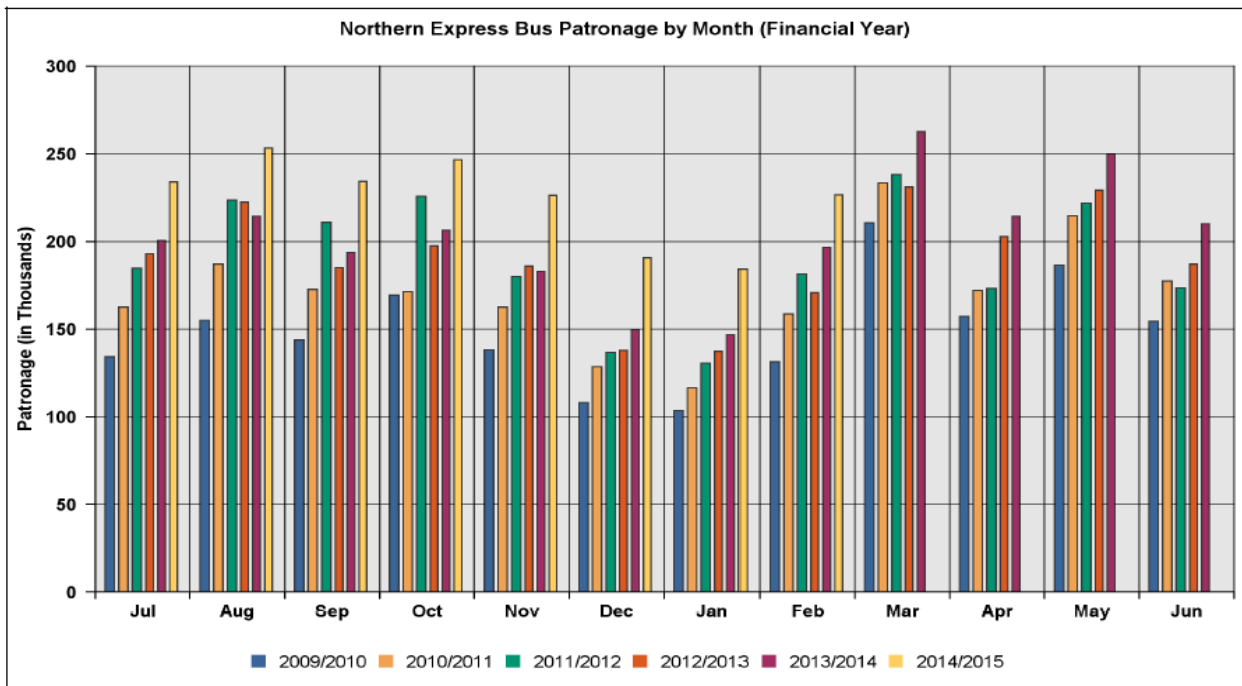


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-14	Apr-14	May-14	Jun-14
16.7%▲	18.3%▲	21.0%▲	19.5%▲	23.8%▲	27.4%▲	25.5%▲	15.3%▲	13.6%▲	5.7%▲	9.0%▲	12.4%▲

Figure 12. Northern Express Bus Patronage – Growth by Month 2009/10 to 2014/15

Bus Patronage (Excluding Northern Express)

Patronage totalled 56,009,807 passengers for the 12 months to Feb-2015, an increase of +0.5% on the 12 months to Feb-2014 and +7.6% on the 12 months to Feb-2014. Patronage for Feb-2015 was 4,690,676 boardings, an increase of +6.4% (+281,939 boardings) on Feb-2014 (Figure 13), normalised to ~ +6.4%. Financial year to date other bus patronage has grown by +7.6%.

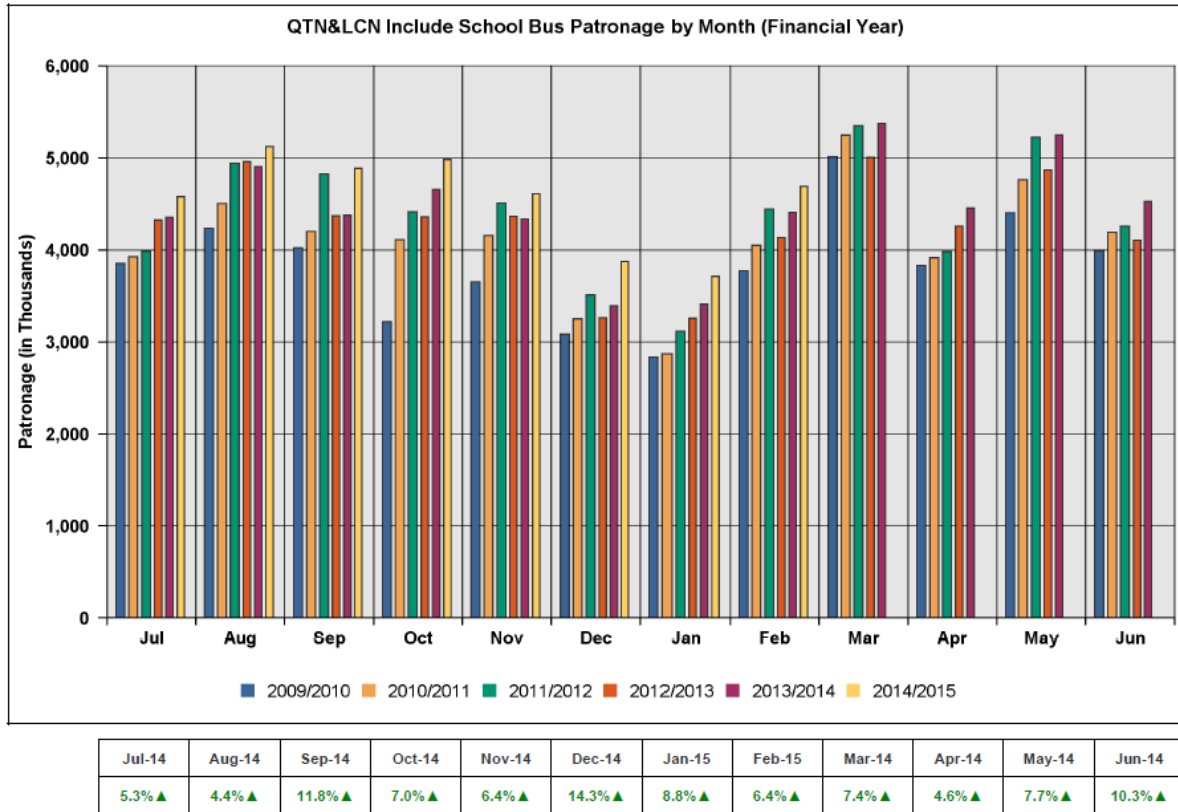


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2009/10 to 2014/15

Normalised average business day patronage is illustrated at Figure 14

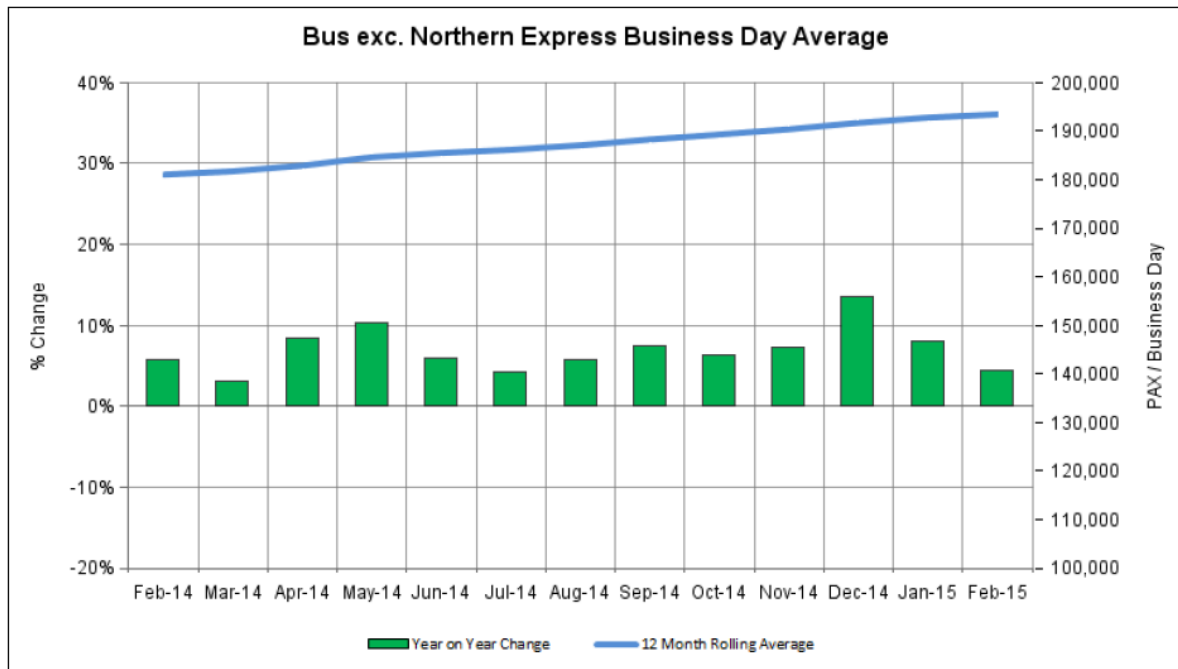


Figure 14. Bus Patronage – Average Business Day Daily Passenger Counts

Ferry Patronage

Ferry services carried 5,351,396 passenger trips for the 12 months to Feb-2015, an increase of +1.7% on the 12 months to Jan-2015 and +4.0% movement on the 12 months to Feb-2014. Ferry services patronage for Feb-2015 was 555,833, an increase of +91,629 boardings or 19.7% on Feb-2014, normalised to ~ 19.7%. This increase is partly attributed to new services to Waiheke Island by the Explore Group. Financial year to date ferry patronage has increased by 7.0%.

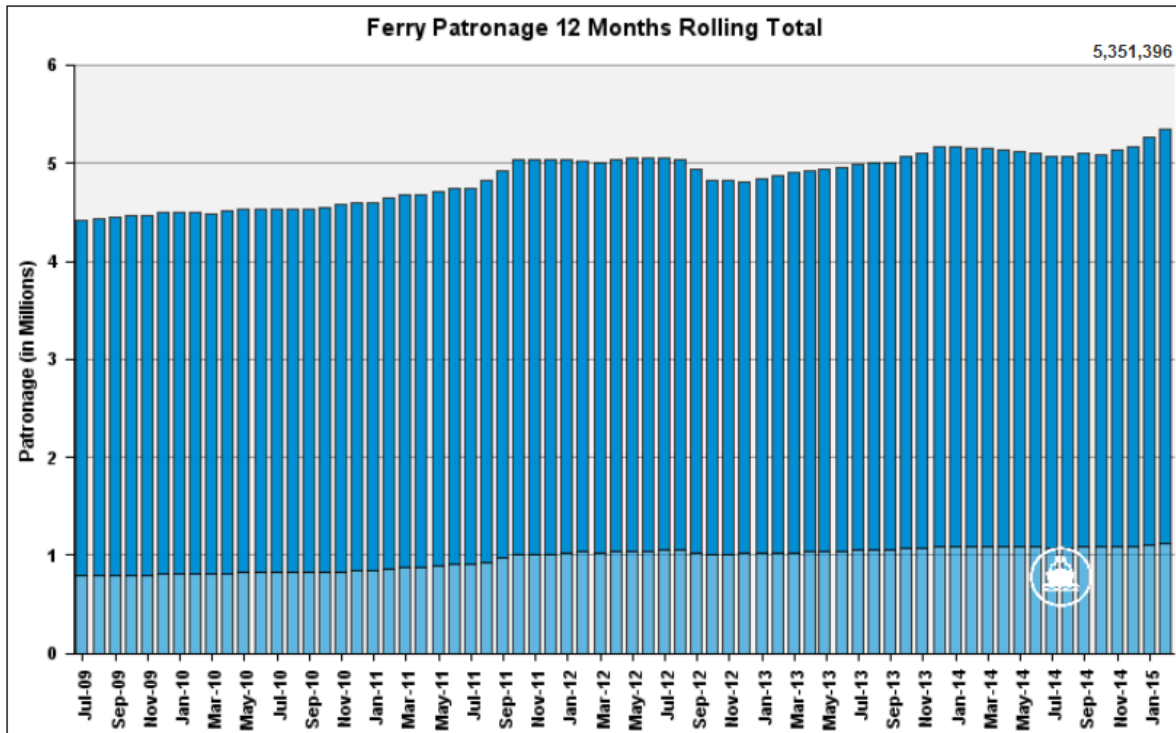
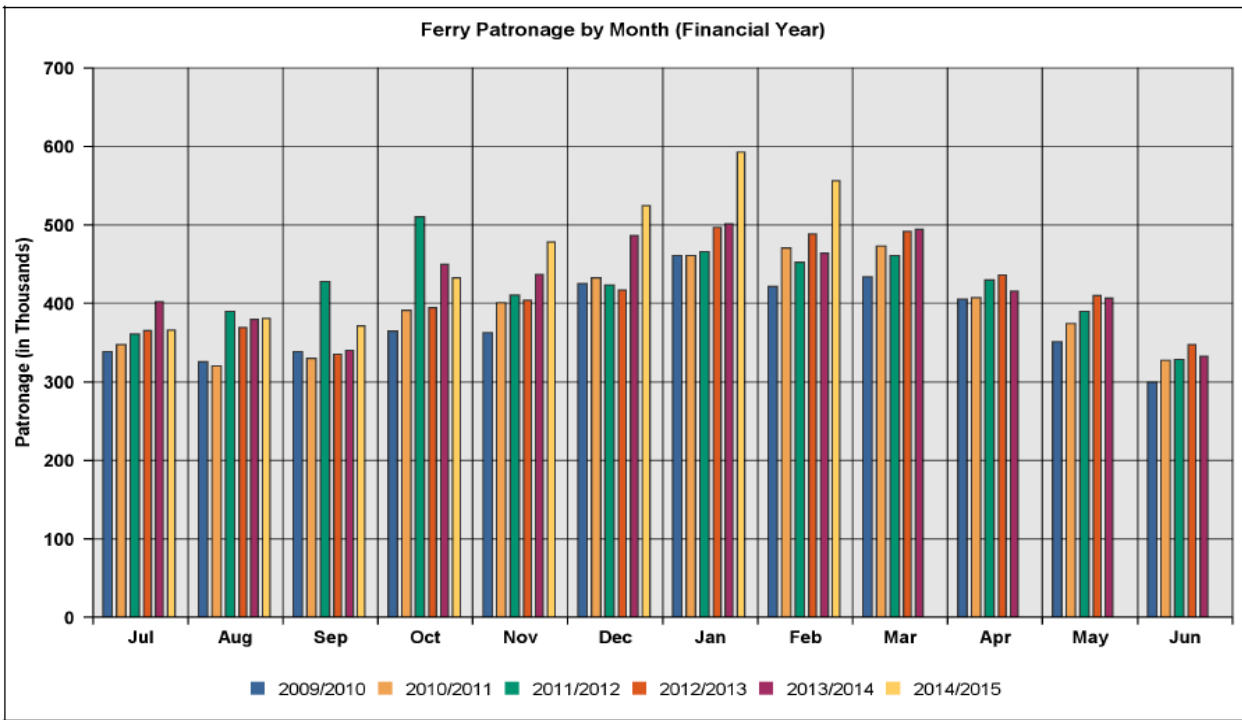


Figure 15. Ferry Patronage – 12 Months Rolling Total (Above Split – Exempt Services / Contract)



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-14	Apr-14	May-14	Jun-14
-8.9% ▼	0.4% ▲	9.2% ▲	-4.0% ▼	9.4% ▲	7.9% ▲	18.3% ▲	19.7% ▲	0.4% ▲	-4.7% ▼	-0.7% ▼	-4.4% ▼

Figure 16. Ferry Patronage – Growth by Month 2009/10 to 2014/15

Notable increase reported from the Hobsonville and Gulf Harbour routes.

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance

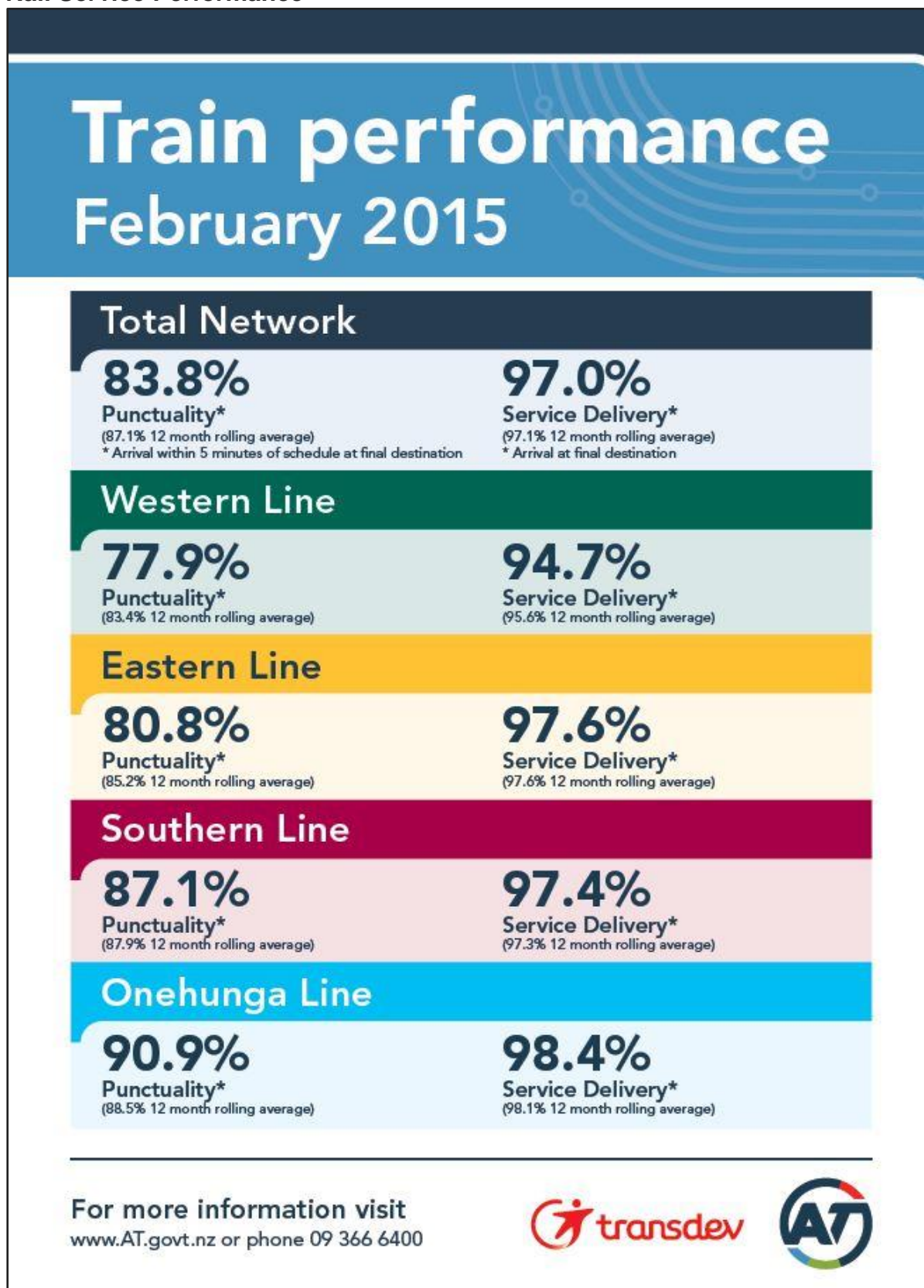


Figure 17. Rail Published Performance Results for January 2015

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 February-2015 service delivery was 97.0% and punctuality was 83.8% compared to the 12 month average of 97.1% and 87.1% respectively. Punctuality trends comparing 2013/14 and 2014/15 are presented in Figure 18.

Table 2: Train Performance Statistics - February 2015

	West	East	South	Onehunga	Total
Services Planned	2,696	3,088	3,547	1,922	11,253
Services Cancelled	142	73	91	31	337
Services Delayed > 5 min	564	580	446	173	1,763

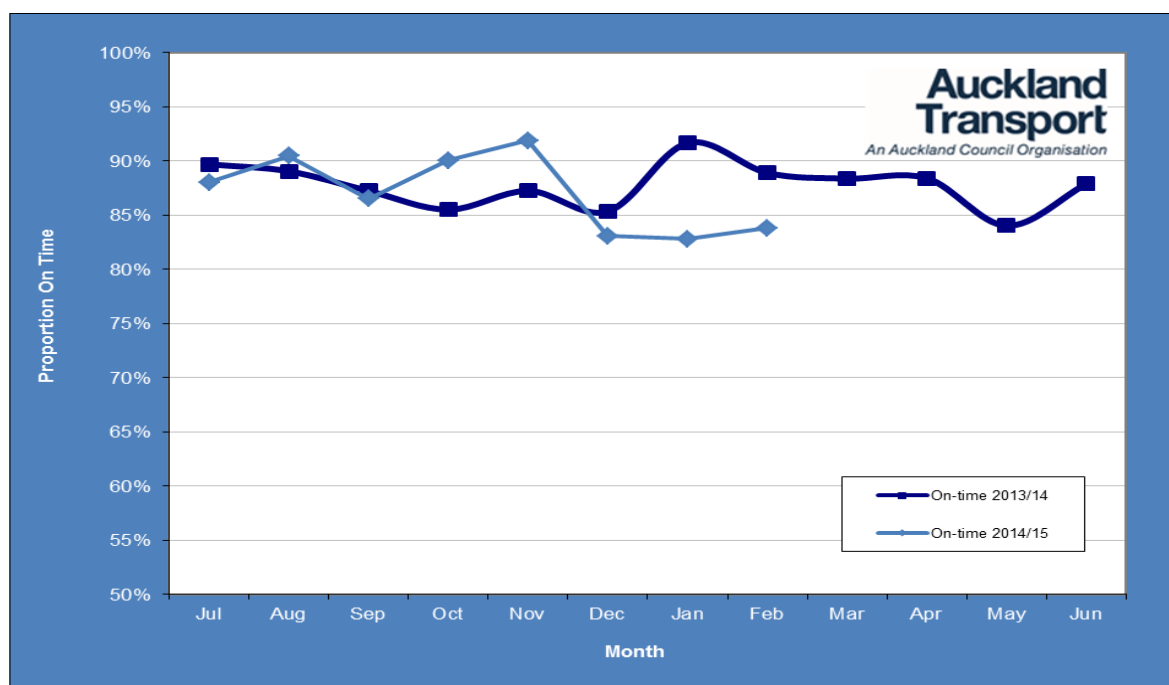


Figure 18. Rail Punctuality Trends for 2013 and 2014

February performance was impacted by a number of incidents as detailed below combined with continuing operational challenges of delivering the new rail timetable that provides less resilience to service disruption. With the more intensive service levels now operating a single service fault will impact on a greater number of services than may have been the case in the past and this is being reflected in the performance statistics. The following major incidents impacted on service delivery during February:

- Track, Signals, Train Control and Traction Overhead (KiwiRail) – Major infrastructure faults affected services on two days in the month.
- Diesel Train faults (KiwiRail) – Major incidents impacted service delivery on two days during the month.
- Electric Train Operations – Electric train operations resulted in major delays on two days during February 2015.
- Operational (Transdev) – Major incidents impacted delivery on five days during the month.



- Other – There were no significant incidents in this category that affected train operation during the month.

Train Delay Impacts

In line with overall performance results train delay minutes increased substantially by 66.4% compared to the same month last year, while the total number of services operated increased by 33.3% compared to February last year, this result reflects the service impacts of the incidents highlighted above. The average delay per service showed a slight improvement compared to the last two months. For the month a total of 20,472 delay minutes were recorded as a result of all causes. The main changes from recent months were the performance impacts as a result of network faults and an increase in the delay minutes recorded against operations. Figure 19 also shows the increase in the trend of train services operated over time and average delay minutes per train service.

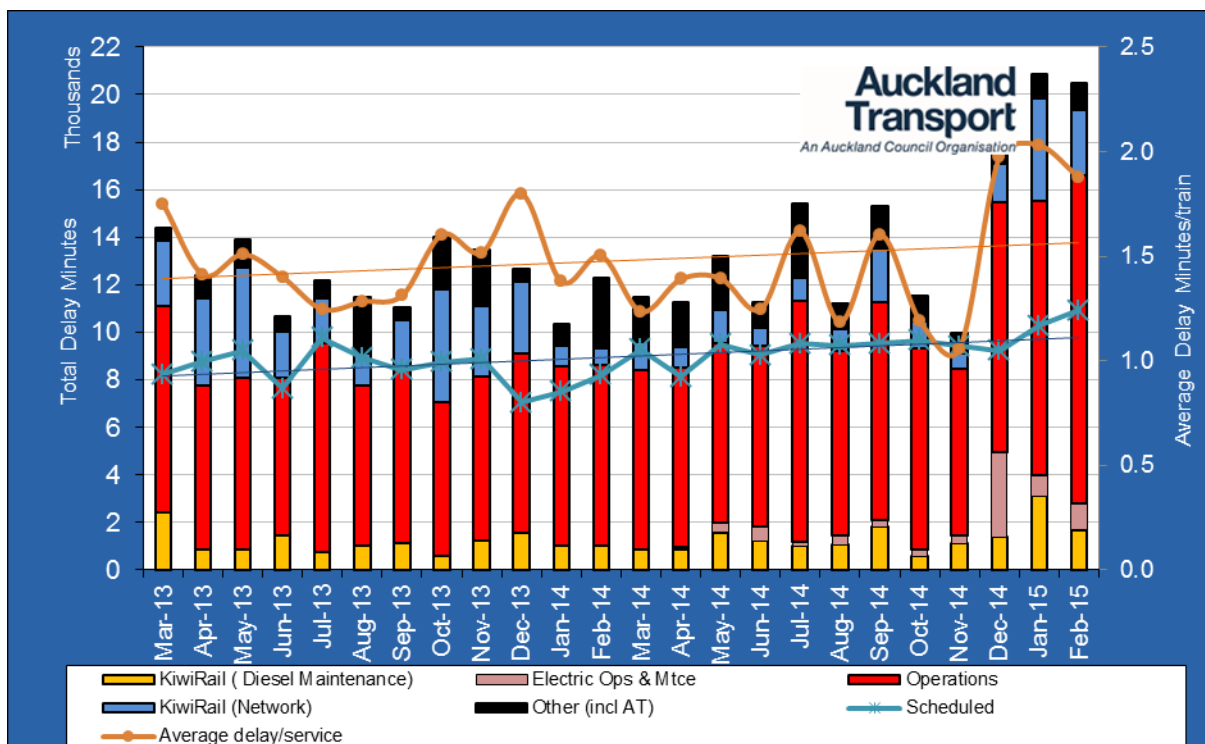


Figure 19. Train Delay Minutes by Cause

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

Table 3. Infrastructure Related Delays

	Delay Minutes	Proportion
Network Control	696	23.7%
Signal/points failure	1451	49.5%
Speed restrictions	782	26.7%
Track protection measures*	5	0.2%
Total	2,933	

* 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 17 illustrates the actual train service numbers by line and cumulative across the total network that arrived at their destination on time and were not delayed compared to the total services scheduled. In Feb-2015, 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 83.8%.

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 82.1% on-time performance for Feb-2015.

Table 4. Rail Punctuality Weighted by Passenger Volume

	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Total Network Actual Service Delays	88.9%	88.4%	88.4%	84.0%	87.9%	88.0%	90.5%	86.5%	90.0%	91.9%	83.1%	82.8%	83.8%
Weighted by Passenger Volume by Line	87.2%	87.2%	87.7%	84.1%	87.2%	87.4%	89.9%	86.2%	89.7%	91.7%	82.9%	80.5%	82.1%

Rail Capacity

Based on the planned train allocations applicable at the end of the month there were six services reported to have exceeded AT's planned seating to standing ratio on average during February, two each on the Southern, Eastern and Western Lines.

Bus Service Performance

For February 2015, 95.65% of total scheduled service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for February 2015 was 89.73%, measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late (punctuality measure). Reliability and punctuality statistics for bus services are based off the number of sighted scheduled bus journeys during the month. Statistics from 1 July 2014 are now AT-reported using GPS-tracking data comparison to scheduled times, and no longer self-reported by bus operators.

Table 5. Bus Service Reliability and Punctuality - February 2015

Operator	Scheduled Trips	Reliability	Punctuality
Airbus	5,394	87.45%	77.11%
Birkenhead	11,122	96.31%	89.59%
H & E	16,974	95.72%	88.24%
NZ Bus	112,444	95.94%	90.39%
Ritchies	27,229	95.66%	90.36%
Tranzit	2,046	95.65%	89.83%
Urban Express	5,201	99.00%	96.29%
Waiheke Bus Company	2,268	86.66%	71.39%
Total	182,678	95.65%	89.73%

*reliability and punctuality using actual GPS-tracked performance data. A percentage of trips may have completed their trips and been punctual but are not recorded as a result of either faulty equipment or not being logged on to the system correctly.

Ferry Service Performance

For February 2015, 99.04% of contracted service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for January 2015 was 98.54%, measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late (punctuality measure). Reliability and punctuality statistics for ferry services are based independently off the total scheduled ferry services and include all service trips with no exclusions. Statistics are self-reported by the ferry operators utilising ferry skipper logs. Reporting will transition to AT-reported GPS-tracking data in coming months.

Table 6. Contracted Ferry Service Reliability and Punctuality - February 2015

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	908	100.00%	100.00%
Half Moon Bay	524	96.76%	96.18%
Birkenhead	978	98.98%	97.75%
Gulf Harbour	228	99.12%	97.37%
Hobsonville	190	100.00%	100.00%
West Harbour	513	99.42%	99.22%
Rakino	46	91.30%	91.30%
Pine Harbour	588	99.66%	99.66%
Total	3,975	99.04%	98.54%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 139 events took place in February with 17 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.

NRL9's Day 2, Eden Park: Sunday, 01 February 2015

Total Attendance : 30,700

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	15,171	49.42%	15,474	50.40%	49.91%
BUS	4,223	13.76%	5,909	19.25%	16.50%
FERRY	-	-	-	-	-
TOTAL	19,394	63.17%	21,383	69.65%	66.41%

Foo Fighters, Mt Smart: Saturday, 21 February 2015

Total Attendance : 29,895

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	4,483	15.00%	5,513	18.44%	16.72%
BUS	4,397	14.71%	5,704	19.08%	16.89%
FERRY	-	-	-	-	-
TOTAL	8,880	29.70%	11,217	37.52%	33.61%

Future Sound System, Mt Smart: Friday, 27 February 2015

Total Attendance : 8,930

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2,712	30.37%	5,012	56.13%	43.25%
BUS	-	-	1,600	17.92%	8.96%
FERRY	-	-	-	-	-
TOTAL	2,712	30.37%	6,612	74.04%	52.21%

CWC Black Caps vs. Australia, Eden Park: Saturday, 28 February 2015

Total Attendance : 40,053

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	10,838	27.06%	11,436	28.55%	27.81%
BUS	5,187	12.95%	4,937	12.33%	12.64%
FERRY	-	-	-	-	-
TOTAL	16,025	40.01%	16,373	40.88%	40.44%

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

Under the Land Transport Management Amendment Act 2003, the following applications for exempt public transport services have been approved during January 2014:

- Sealink Travel Group Ltd.: Notification to vary the Great Barrier Island ferry service timetable between 14 February and 27 April 2015. Approved 16-Feb-15.
- Intercity Group (NZ) Ltd.: Notification to register an Exempt PT service to operate between Auckland and Hamilton via Auckland Airport. Approved 25-Feb-15.
- Ritchies Transport Holdings Ltd.: Notification to register special event services for Round the Bays event on 8 March 2015. Approved 25-Feb-15.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects Implemented/Completed

- Timetables for Birkenhead bus services reviewed to improve timetable reliability and punctuality.
- Timetables for Metrolink bus services reviewed to improve timetable reliability and punctuality.
- The new loop bus service for Stonefields went live on the 23rd of February 2015.

Projects in Progress

- The Swanson Park and Ride construction. Completion is scheduled for April 2015.

Projects in Planning

- Planning is continuing for the changes to bus timetables and routes for the CBD that will be required for the commencement of the City Rail Link enabling works.
- Puhinui Train Station upgrade.
- Pukekohe Bus/Rail Station upgrade.
- Planning for the introduction of integrated fares is continuing.
- Design of the new Bus Interchange at Manukau City is continuing.
- Planning the for next stage of the Otahuhu Bus Interchange (post the enabling works) is continuing.
- Planning is continuing for the implementation of the new bus network for the Hibiscus Coast.
- Analysis of feedback received from the public consultation for the new Pukekohe/Waiuku and West Auckland networks completed.

7. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

Walk-In-Centres

The combined customer visits to the Customer Service Centres for February 2015 was 88,587, an increase of 18,608 on January's visitor numbers of 69,979. Visitor numbers were also significantly up on the same period in 2014, increasing by 21,665 (32%) from 66,922. This increase is in line with expectations, since both Ritchies and Howick & Eastern bus services implemented the AT HOP integrated ticketing system in February 2014. In the past 12 months, there have been almost 878,000 visits to the Customer Service Centres, an average of over 2,405 visits per day. This compares to 498,000 calls handled by the Contact Centre in relation to PT and AT HOP queries in the corresponding period and continues to underline the importance of the face-to-face channel to customers, who clearly place considerable value in it.

