

Statistics Report

March 2015



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AT METRO

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 78,176,841 passenger boardings for the 12 months to Mar-2015, an increase of +1.4% on the 12 months to Feb-2015 and +10.1% on the 12 months to Mar-2014. March monthly patronage was 8,394,790, an increase of 1,088,864 boardings or +14.9% on Mar-2014, normalised to ~ +11.8% accounting for one more number of business and one less weekend days in Mar-2015 compared to Mar-2014 and special event patronage. Financial year to date patronage has grown by +10.9%.

Rail patronage totalled 13,385,018 passenger boardings for the 12 months to Mar-2015, an increase of +3.0% on the 12 months to Feb-2015 and +21.1% on the 12 months to Mar-2014. Patronage for Mar-2015 was 1,564,792, an increase of 390,203 boardings or +33.2% on Mar-2014, normalised to ~ +29.1%. Financial year to date rail patronage has grown by +23.7%.

The Northern Express bus service carried 2,770,037 passenger boardings for the 12 months to Mar-2015, an increase of +1.4% on the 12 months to Feb-2015 and +16.8% on the 12 months to Mar-2014. Northern Express bus service patronage for Mar-2015 was 300,340, an increase of 37,909 boardings or +14.4% on Mar-2014, normalised to ~ +16.2%. Financial year to date Northern Express patronage has grown by +19.6%.

Bus services excluding Northern Express carried 56,617,441 passenger boardings for the 12 months to Mar-2015, an increase of +1.1% on the 12 months to Feb-2015 and +8.0% on the 12 months to Mar-2014. Bus services excluding Northern Express patronage for Mar-2015 was 5,982,231, an increase of 607,449 boardings or +11.3% on Mar-2014, normalised to ~ +8.1%. Financial year to date bus services excluding Northern Express patronage has grown by +8.1%.

Ferry services carried 5,404,345 passenger trips for the 12 months to Mar-2015, an increase of +1.0% on the 12 months to Feb-2015 and +5.0% on the 12 months to Mar-2014. Ferry services patronage for Mar-2015 was 547,427, an increase of 53,303 boardings or +10.8% on Mar-2014, normalised to ~ +10.4%. Financial year to date ferry patronage has increased by 7.4%.

For the months of February and March Auckland hosted the 2015 Cricket World Cup and as a result the special event patronage directly attributed was 110k and with an estimated of 200k being associated with that of indirect / tourist boardings around the city.

Service Performance

For rail, service punctuality in Mar-2015 was 77.8%, compared to the average for the 12 months to Mar-2015 of 86.0% (arrival at last station). Service reliability was 95.1%, compared to the average for the 12 months to Mar-2015 of 98.0%.

For bus, service punctuality in Mar-2015 was 90.4% compared to the average for the 12 months to Mar-2015 of 89.4% (departure from first stop). Service reliability was 96.0% compared to the average for the 12 months to Mar-2015 of 95.0%.

For ferry, service punctuality in Mar-2015 was 98.9% compared to the average for the 12 months to Mar-15 of 99.4% (departure from origin). Service reliability was 99.3% compared to the average for the 12 months to Mar-15 of 99.6%. 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 further 6-car EMUs operating on the Eastern Line.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

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

- One more business day and one less weekend day in Mar-2015 compared to Mar-2014
- Additional patronage for special events across bus and rail in Mar-2014.

Auckland public transport patronage totalled 78,176,841 passenger boardings for the 12 months to Mar-2015, an increase of +1.4% on the 12 months to Mar-2014 and +10.1% on the 12 months to Mar-2014 as illustrated in Figure 1. March monthly patronage was 8,394,790, an increase of 1,088,864 boardings or +14.9% on Mar-2014, normalised to ~ +11.8%.

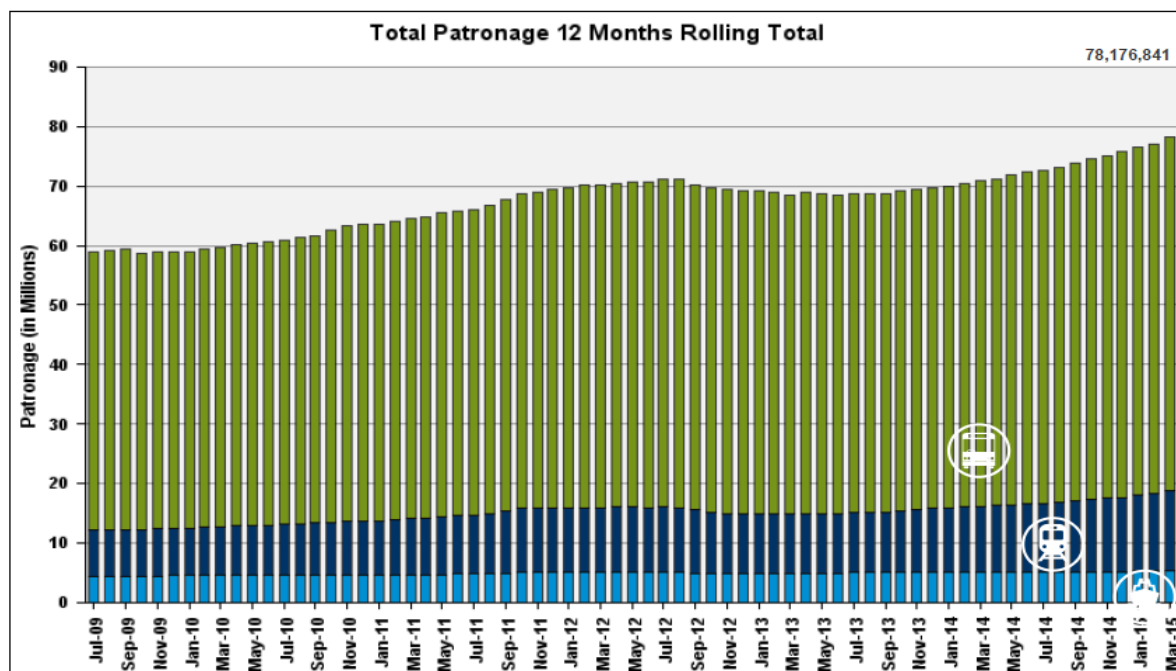


Figure 1: Total Patronage – 12 Months Rolling Total

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

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

	Mar-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:	1,865,132	428,112	29.8%	16,155,055	2.7%	2,734,821	20.4%	12,268,542	2,293,229	23.0%
Northern Express Bus	300,340	37,909	14.4%	2,770,037	1.4%	398,764	16.8%	2,095,895	343,293	19.6%
Rail sub-total:	1,564,792	390,203	33.2%	13,385,018	3.0%	2,336,057	21.1%	10,172,647	1,949,936	23.7%
- Western Line	553,660	125,293	29.2%	4,768,057	2.7%	663,819	16.2%	3,595,113	519,361	16.9%
- Southern & Eastern Line	1,011,132	264,910	35.5%	8,616,961	3.2%	1,672,238	24.1%	6,577,534	1,430,575	27.8%
-Pukekohe / Papakura Services	478,854	68,818	16.8%	4,209,507	1.7%	440,342	11.7%	3,202,158	405,255	14.5%
-Manukau Services	422,287	161,330	61.8%	3,351,358	5.1%	962,767	40.3%	2,583,745	815,951	46.2%
-Onehunga Services	109,991	34,762	46.2%	1,056,096	3.4%	269,129	34.2%	791,631	209,369	36.0%
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	5,982,231	607,449	11.3%	56,617,441	1.1%	4,187,595	8.0%	42,390,511	3,192,484	8.1%
- Frequent Connector & Local Bus	5,652,760	588,382	11.6%	53,992,262	1.1%	4,104,051	8.2%	40,532,572	3,167,042	8.5%
- Contracted School Bus	329,471	19,067	6.1%	2,625,179	0.7%	83,544	3.3%	1,857,939	25,442	1.4%
3. Ferry	547,427	53,303	10.8%	5,404,345	1.0%	255,669	5.0%	4,249,519	294,392	7.4%
Total Patronage	8,394,790	1,088,864	14.9%	78,176,841	1.4%	7,178,085	10.1%	58,908,572	5,780,105	10.9%

For the financial year to date, nine months from Jul-2014, patronage has increased by 10.9% or 5,780,105 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.

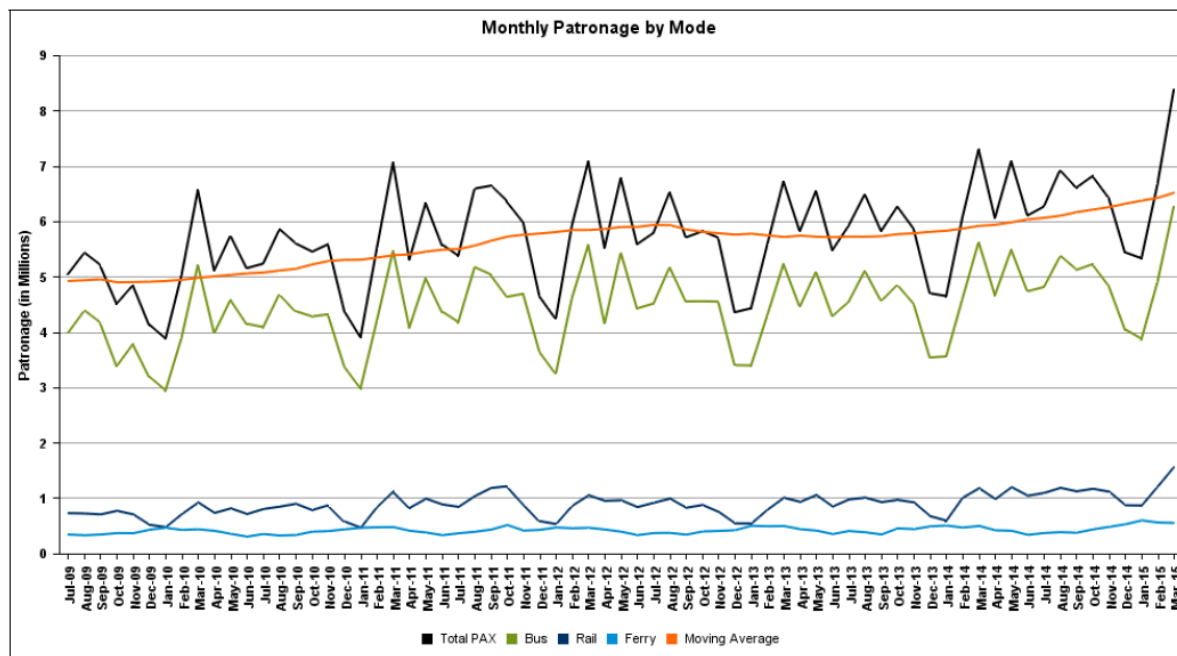


Figure 2. Monthly Patronage by Mode

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 Mar-2015 and totalled 16,155,055 passengers for the 12 months to Mar-2015 (Figure 3), an increase of +2.7% on the 12 months to Feb-2015 and +20.4% on the 12 months to Mar-2014. RTN Patronage for Mar-2015 was 1,865,132 boardings, an increase of +29.8% (+428,112 boardings) on Mar-2014 (Figure 4) normalised to ~+26.8%. Financial year to date RTN patronage has grown by +23.0%.



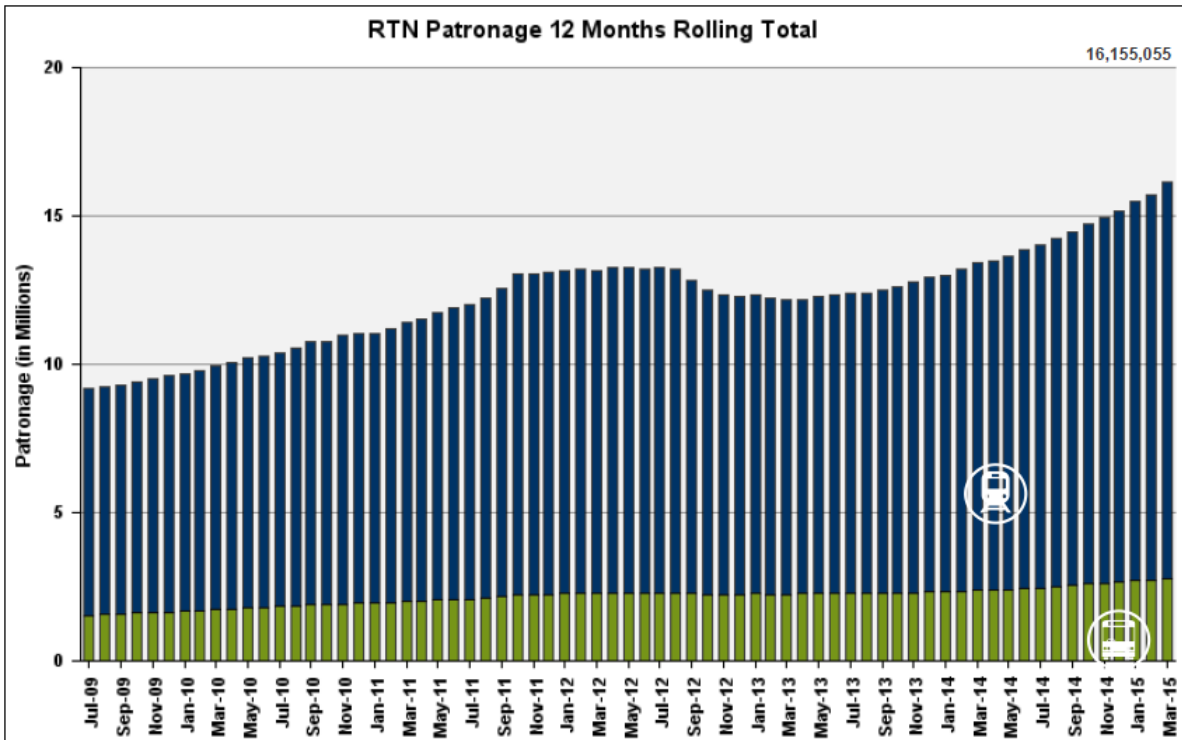
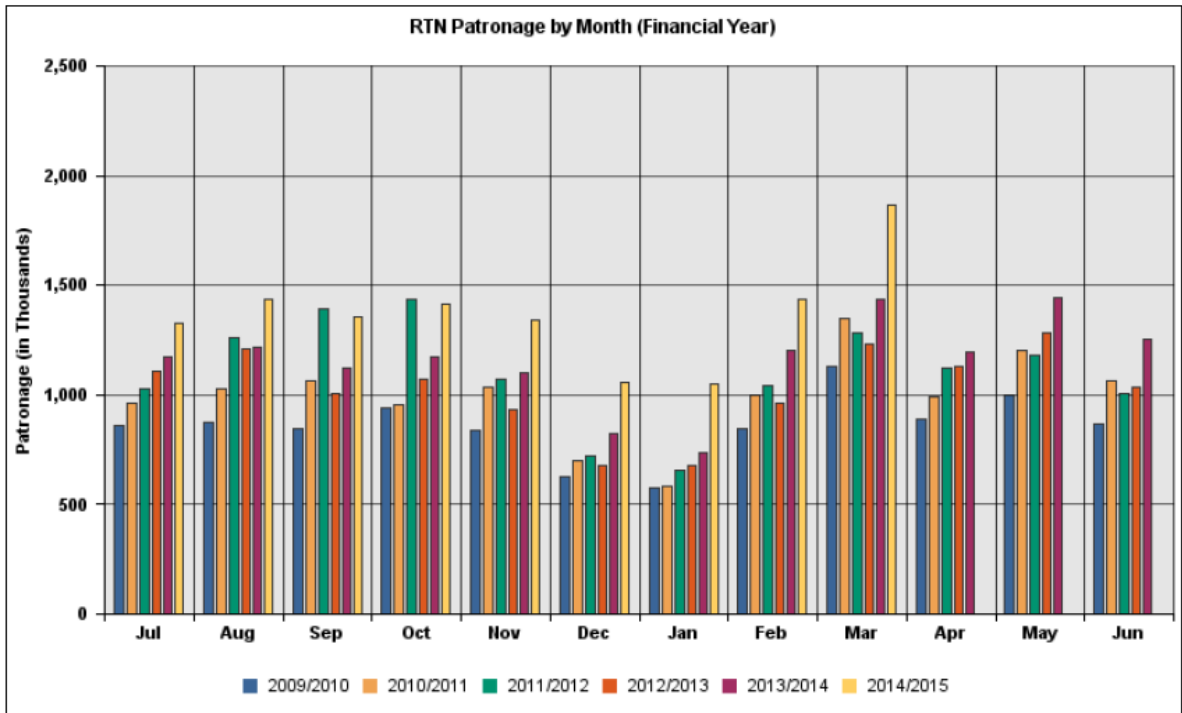


Figure 3. RTN Patronage – 12 Months Rolling Total



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-14	May-14	Jun-14
12.9%▲	17.7%▲	21.0%▲	20.6%▲	21.5%▲	29.2%▲	42.5%▲	19.5%▲	29.8%▲	5.4%▲	12.7%▲	21.1%▲

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

Rail Patronage

Rail patronage improved in Mar-2015 and totalled 13,385,018 passengers for the 12 months to Mar-2015 (Figure 5), an increase of +3.0% on the 12 months to Feb-2015 and +21.1% on the 12 months to Mar-2014. Patronage for Mar-2015 was 1,564,792 boardings, an increase of +33.2% (+390,203 boardings) on Mar-2014 (Figure 6), normalised to ~ +29.1%. Financial year to date rail patronage has grown by +23.7%.

Last year there was one weekend when trains were replaced by buses for major infrastructure upgrade; this year there were no rail replacement operations during the month. The number of special events supported by additional rail services was greater this year than the same month last year which resulted in a higher number of passenger boardings recorded during the month from these events.

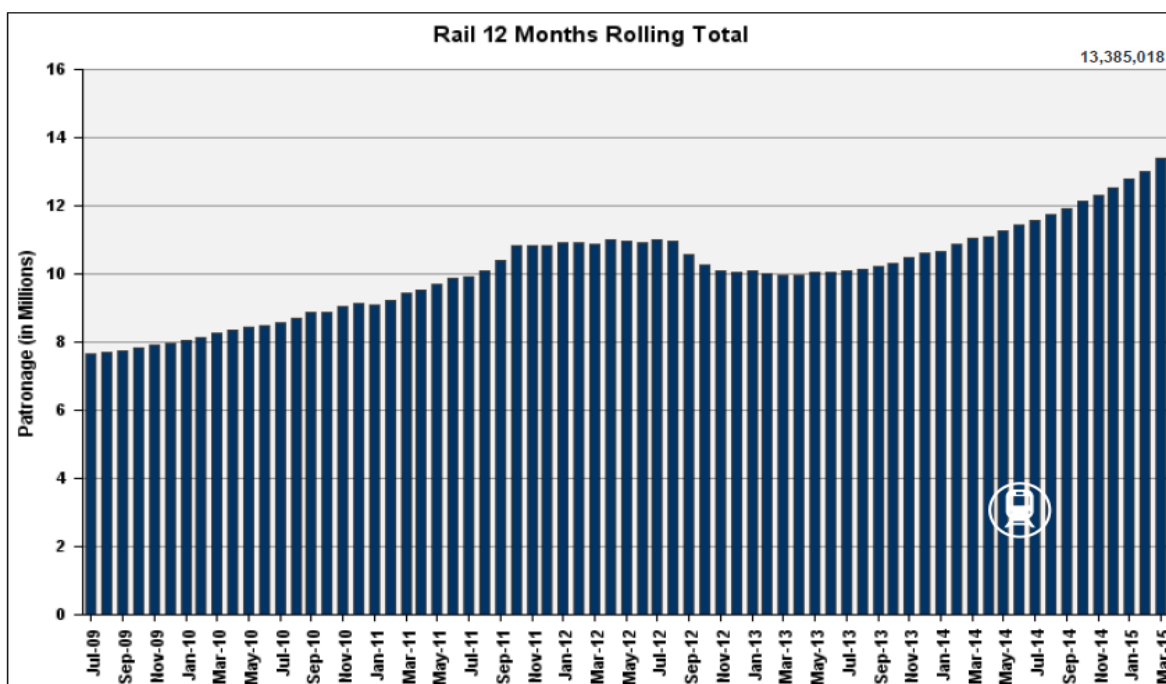
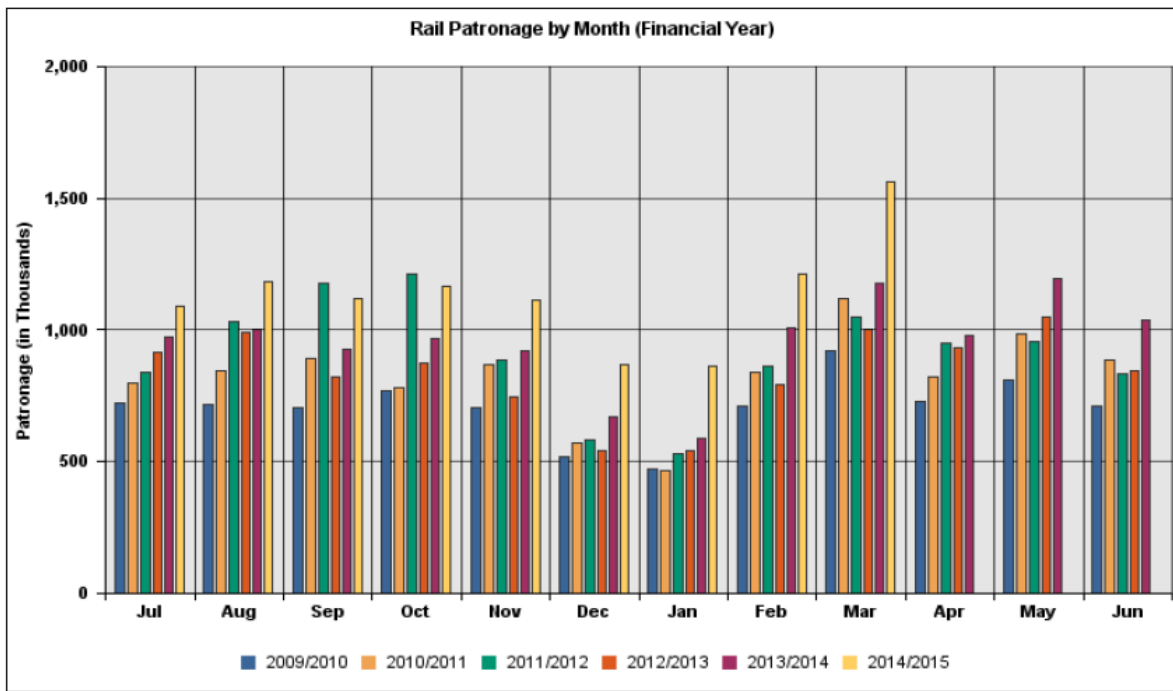


Figure 5. Rail Patronage – 12 Months Rolling Total



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-14	May-14	Jun-14
12.1%▲	17.6%▲	21.0%▲	20.8%▲	21.0%▲	29.6%▲	46.7%▲	20.3%▲	33.2%▲	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.

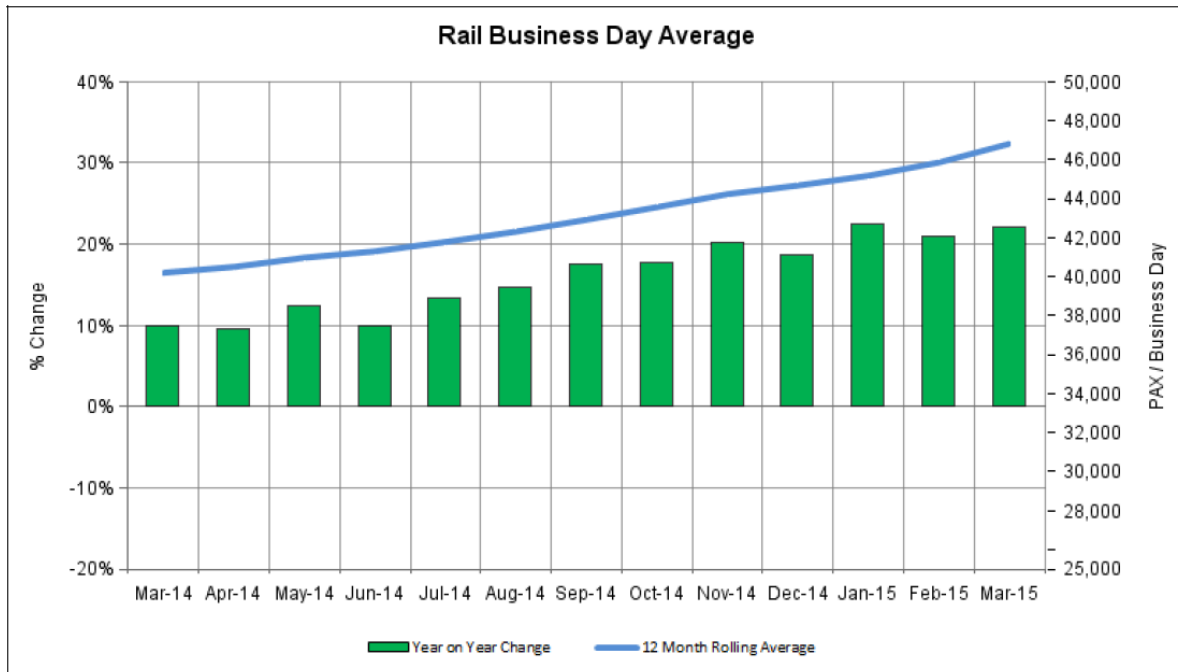


Figure 7. Rail Patronage – Average Business Day Daily Passenger Counts for Scheduled Services

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



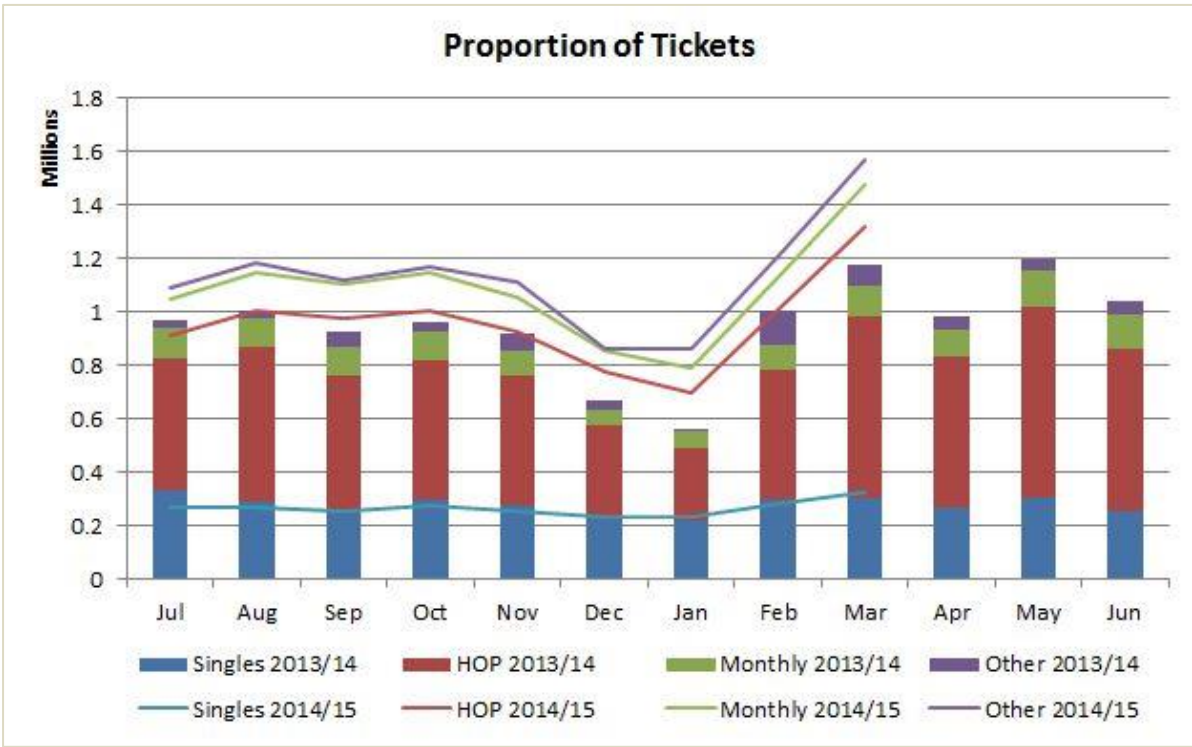


Figure 8. Ticket Sales by Ticket Type – 2014 compared to 2013

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

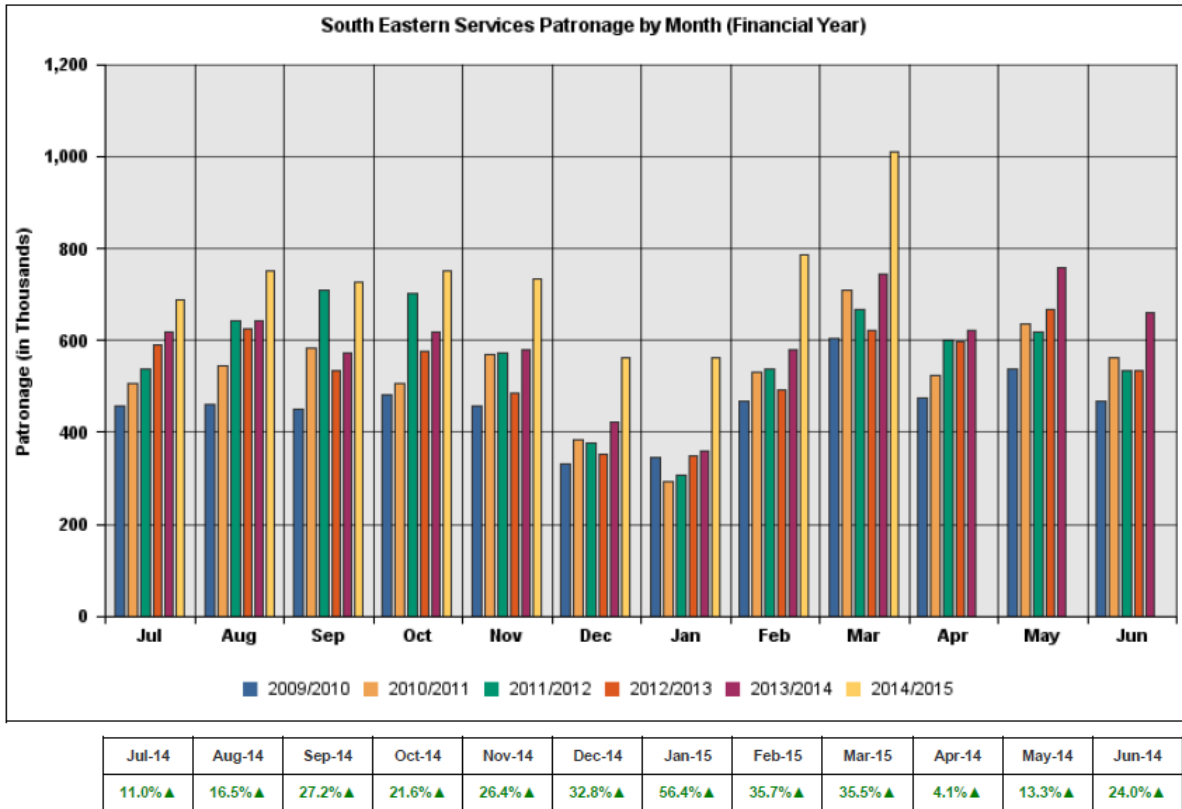


Figure 9. South East Services (Southern, Eastern & Onehunga) Rail Patronage – Growth by Month 2009/10 to 2014/15



Southern, Eastern and Onehunga Line rail patronage totalled 8,616,961 passengers for the 12 months to Mar-2015, an increase of +3.2% on the 12 months to Feb-2015 and 24.1% on the 12 months to Mar-2014. Patronage for Mar-2015 was 1,011,132 boardings, an increase of +35.5% (+264,910 boardings) on Mar-2014 (Figure 9). Financial year to date patronage has grown by +27.8%.

Travel between Pukekohe and Papakura is currently approximately 300,000 passenger journeys per annum. For the month of March 2015 the number of boardings at Pukekohe station increased by 21.2% 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 15.6%.

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

March 2015	Month			12-Month		
	Boardings	Change on last year	Percentage change	Boardings	Change on last year	Percentage change
Southern Line Britomart/Papakura	460,828	62,102	15.6%	4,057,335	440,342	12.2%
Southern Line Pukekohe	18,026	3,824	21.2%	152,172	22,887	15.0%

Western Rail Line

Western Line rail patronage totalled 4,768,057 passengers for the 12 months to Mar-2015, an increase of +2.7% on the 12 months to Feb-2015 and increase of +16.2% on the 12 months to Mar-2014. Patronage for Mar-2015 was 553,660 boardings, an increase of +29.2%. Financial year to date patronage has grown by +16.9%.

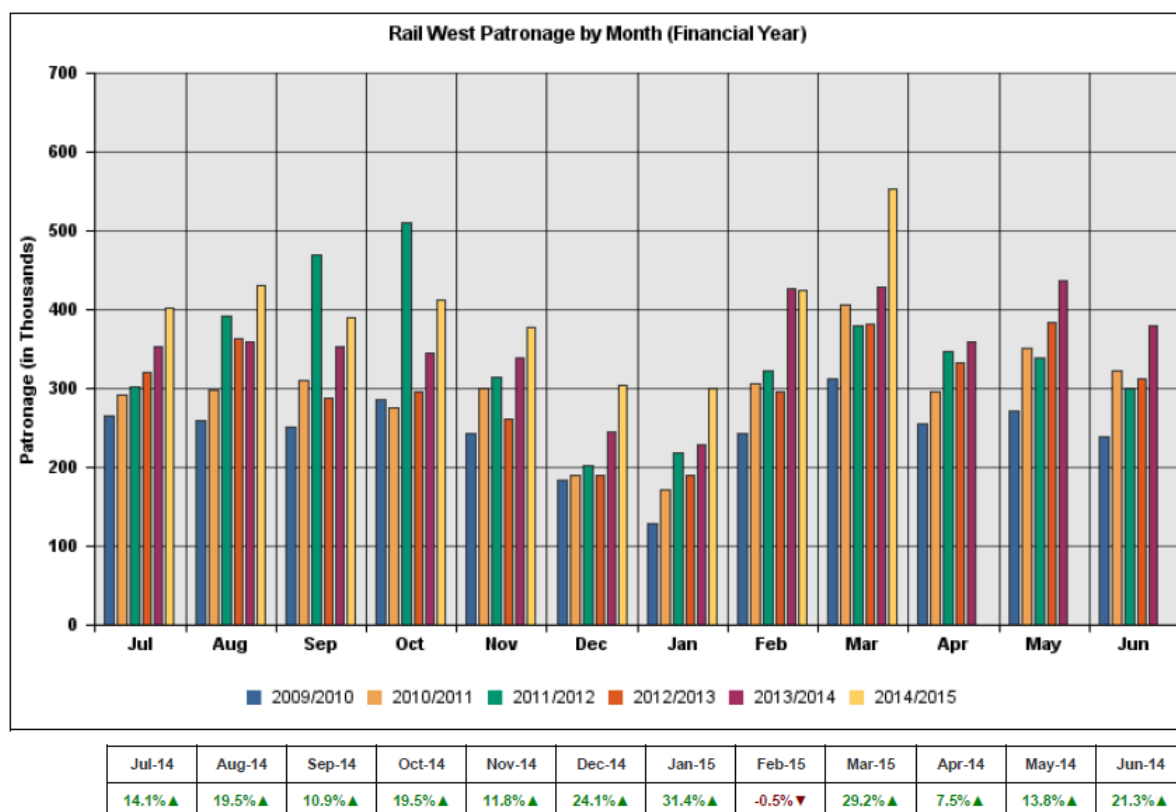


Figure 10. Western Line Rail Patronage – Growth by Month 2009/10 to 2014/15

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 2,770,037 passengers for the 12 months to Mar-2015 (Figure 11), an increase of +1.4% on the 12 months to Feb-2015 and +16.8% on the 12 months to Mar-2014. Patronage for Mar-2015 was 300,340 boardings, an increase of +14.4% (+37,909 boardings) on Mar-2014 (Figure 12), normalised to ~ +16.2%. Financial year to date Northern Express patronage has grown by +19.6%.

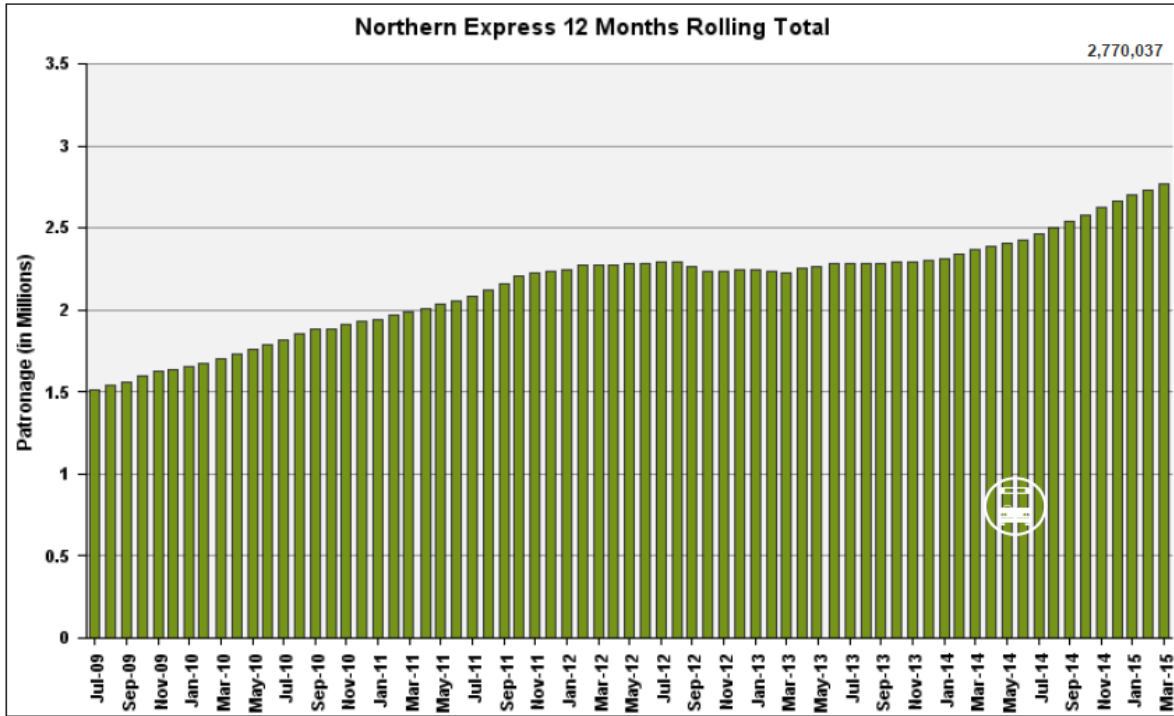
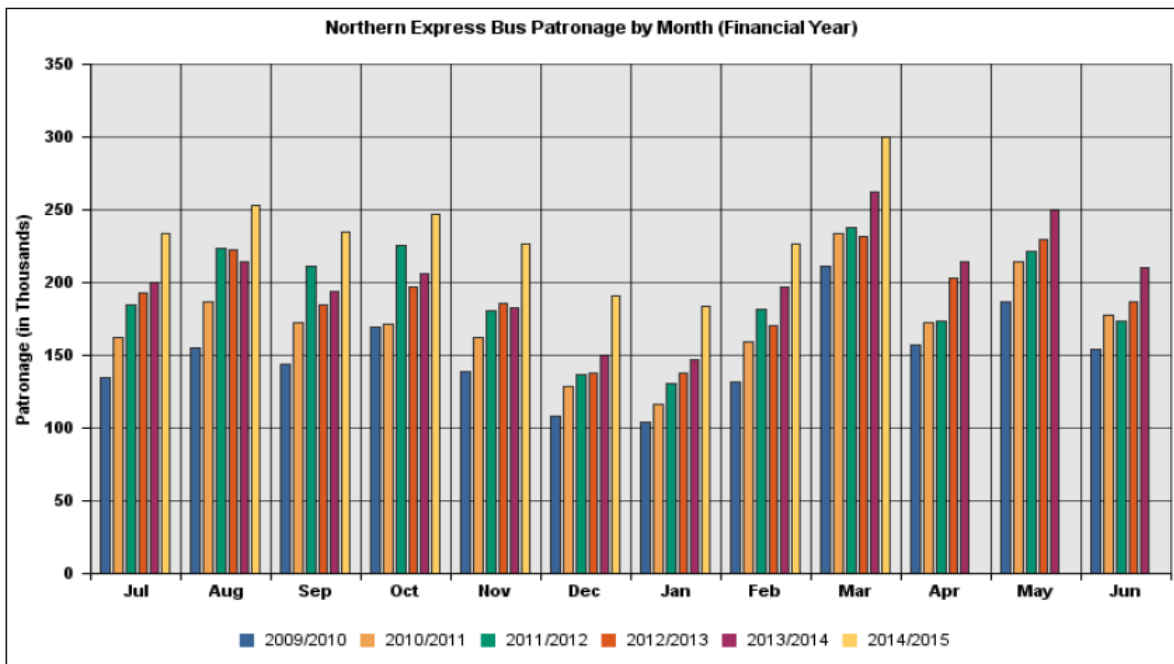


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total



Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-14	May-14	Jun-14
16.7%▲	18.3%▲	21.0%▲	19.5%▲	23.8%▲	27.4%▲	25.4%▲	15.4%▲	14.4%▲	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 56,617,441 passengers for the 12 months to Mar-2015, an increase of +1.1% on the 12 months to Mar-2014 and +8.0% on the 12 months to Mar-2014. Patronage for Mar-2015 was 5,982,231 boardings, an increase of +11.3% (+607,449 boardings) on Mar-2014 (Figure 13), normalised to ~ +8.1%. Financial year to date other bus patronage has grown by +8.1%.

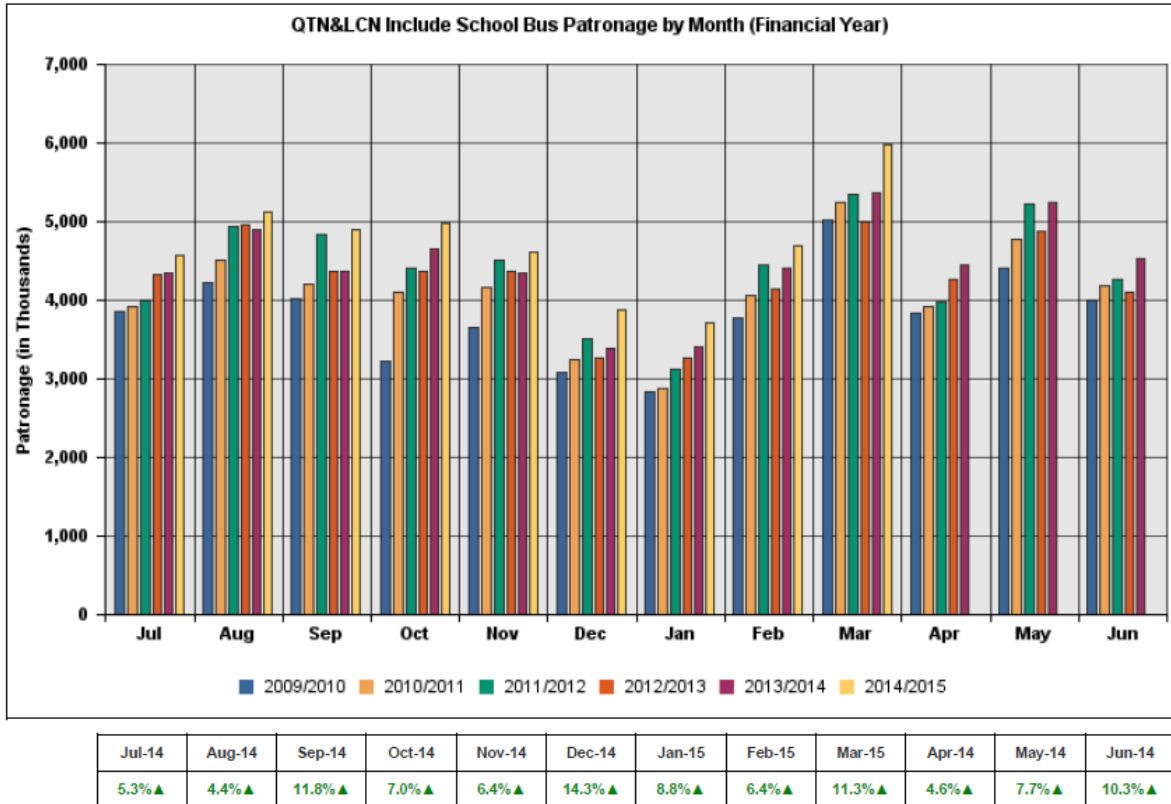


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2009/10 to 2014/15

Normalised average business day patronage is illustrated at Figure 14

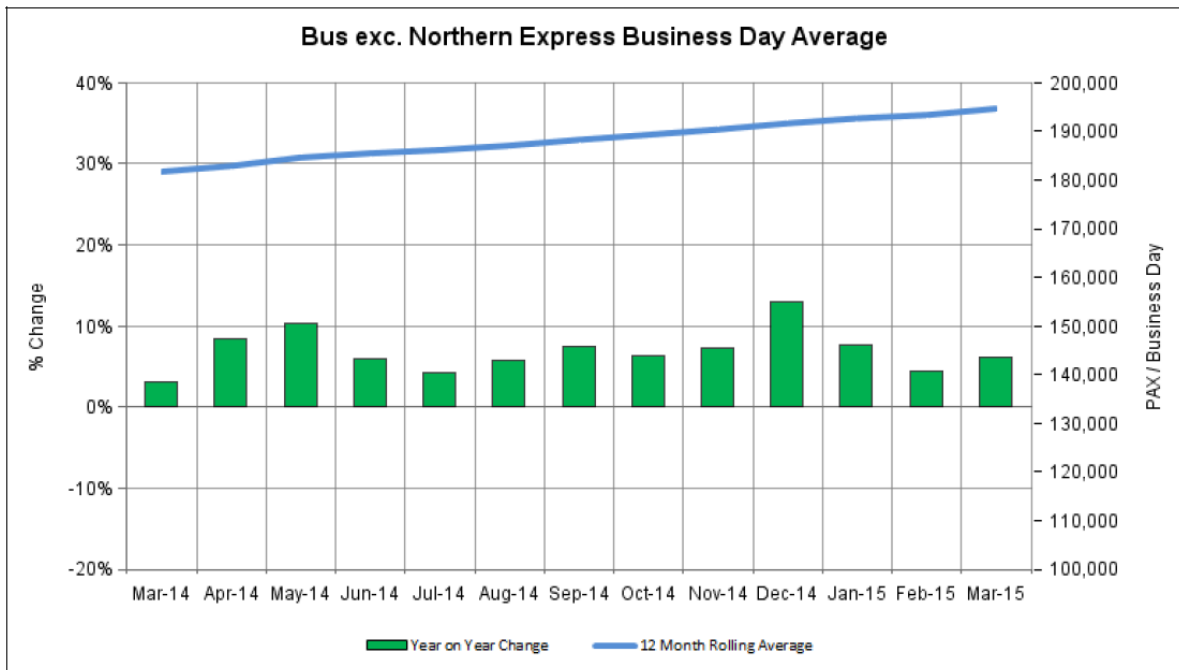


Figure 14. Bus Patronage – Average Business Day Daily Passenger Counts

Ferry Patronage

Ferry services carried 5,404,345 passenger trips for the 12 months to Mar-2015, an increase of +1.0% on the 12 months to Feb-2015 and +5.0% movement on the 12 months to Mar-2014. Ferry services patronage for Mar-2015 was 5,404,345, an increase of +53,303 boardings or 10.8% on Mar-2014, normalised to ~ 10.4%. This increase is partly attributed to new services to Waiheke Island by the Explore Group. Financial year to date ferry patronage has increased by 7.4%.

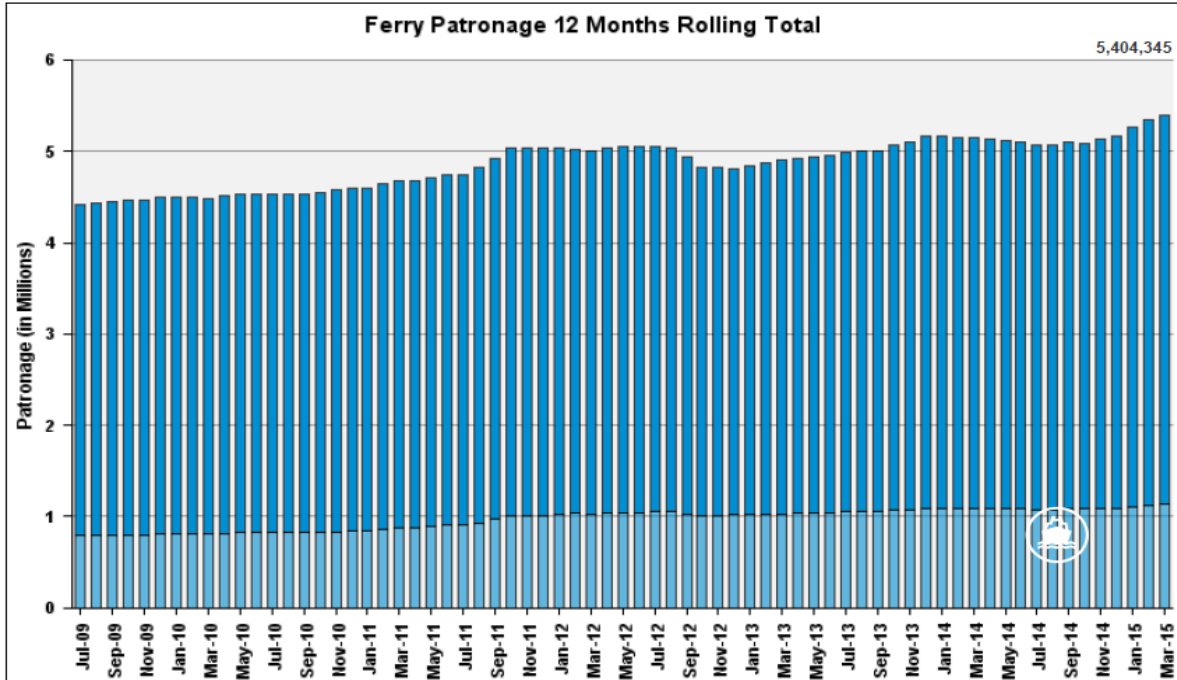


Figure 15. Ferry Patronage – 12 Months Rolling Total (Above Split – Exempt Services / Contract)

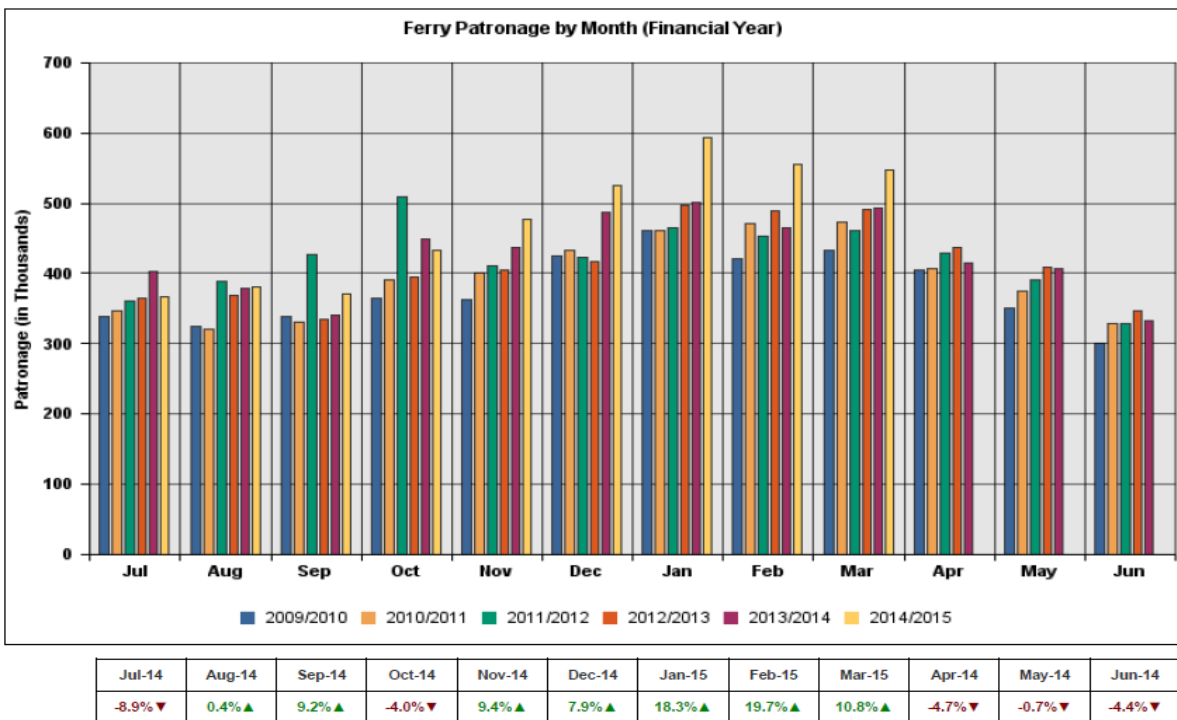


Figure 16. Ferry Patronage – Growth by Month 2009/10 to 2014/15

Notable increase reported from the Hobsonville and Gulf Harbour routes.

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance

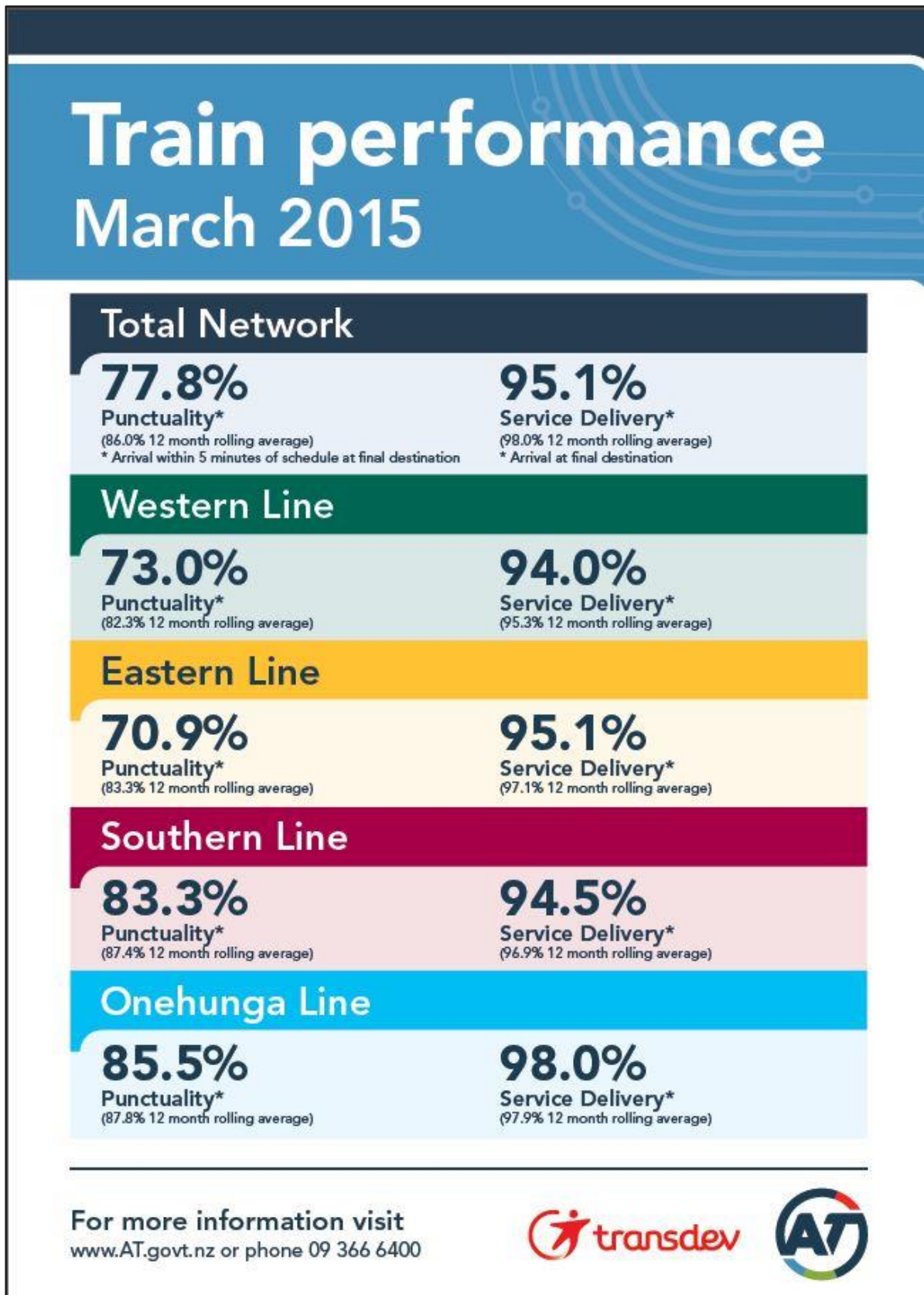


Figure 17. Rail Published Performance Results for March 2015

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 March-2015 service delivery was 95.1% and punctuality was 77.8% compared to the 12 month average of 98.0% and 86.0% respectively. Punctuality trends comparing 2013/14 and 2014/15 are presented in Figure 18.

Table 2: Train Performance Statistics - March 2015

	West	East	South	Onehunga	Total
Services Planned	3,039	3,483	3,959	2,154	12,635
Services Cancelled	181	170	219	44	614
Services Delayed > 5 min	771	965	626	305	2,667

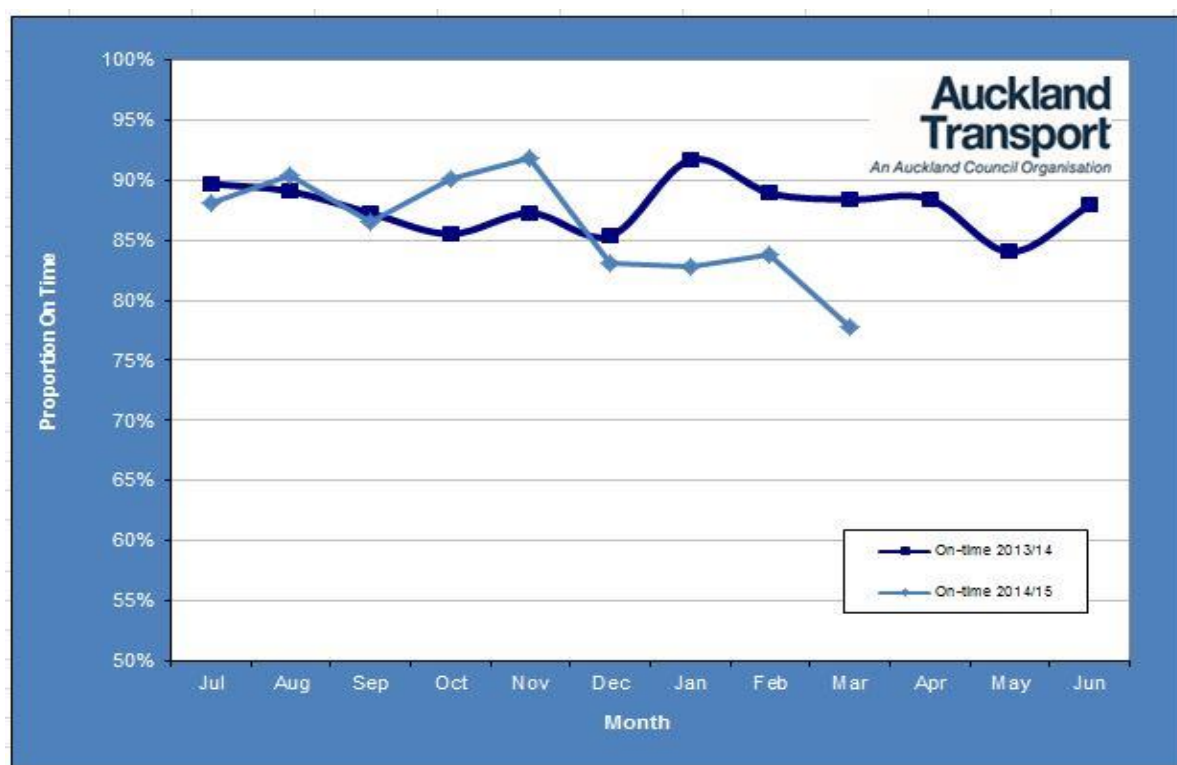


Figure 18. Rail Punctuality Trends for 2013 and 2014

March 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. In particular there was a higher number of diesel train failures than has been recorded in the past and also some significant infrastructure failures that further contributed to network performance. The following major incidents impacted on service delivery during March:

- Track, Signals, Train Control and Traction Overhead (KiwiRail) – Major infrastructure faults affected services on five days in the month.
- Diesel Train faults (KiwiRail) – Major incidents impacted service delivery on eight days during the month.



- Electric Train Operations – Electric train operations resulted in major delays on three days during March 2015.
- Operational (Transdev) – Major incidents impacted delivery on four days during the month.
- Other – There was a trespasser in the Britomart tunnel that delays to evening peak services on one day during the month.

Train Delay Impacts

In line with overall performance results train delay minutes increased substantially by 172.4% compared to the same month last year, while the total number of services operated increased by 36.2% compared to March last year, this result reflects the service impacts of the incidents highlighted above. The average delay per service increased to 2.6 minutes which reflects the impact of the incidents detailed above. For the month a total of 32,800 delay minutes were recorded as a result of all causes. The main changes from recent months were an increase in delay minutes in all aspects of service delivery with the exception of electric train operations which only recorded a modest increase. Figure 19 also shows the increase in the trend of train services operated over time and average delay minutes per train service.

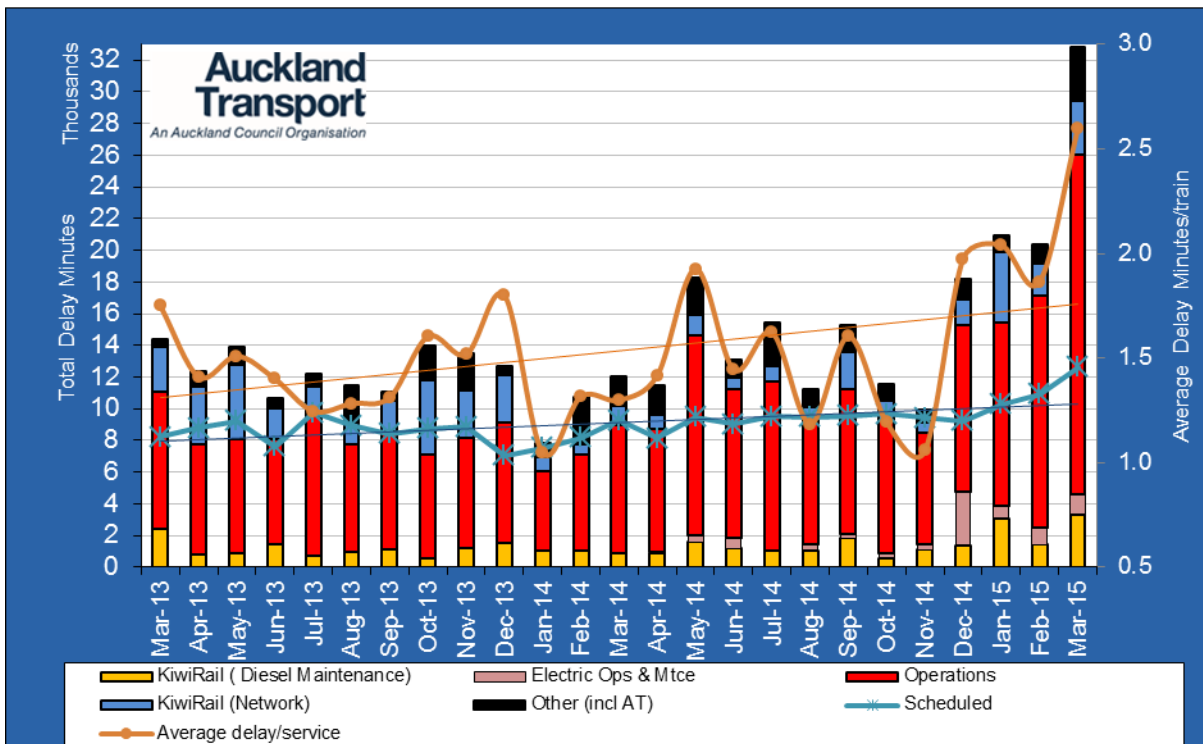


Figure 19. Train Delay Minutes by Cause

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	311	13.9%
Signal/points failure	1236	55.2%
Speed restrictions	510	22.8%
Track protection measures*	181	8.1%
Total	2,238	

* 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 Mar-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 77.8%.

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 76.5% on-time performance for Mar-2015.

Table 4. Rail Punctuality Weighted by Passenger Volume

	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Total Network Actual Service Delays	88.4%	88.4%	84.0%	87.9%	88.0%	90.5%	86.5%	90.0%	91.9%	83.1%	82.8%	83.8%	77.8%
Weighted by Passenger Volume by Line	87.2%	87.7%	84.1%	87.2%	87.4%	89.9%	86.2%	89.7%	91.7%	82.9%	80.5%	82.6%	76.5%

Rail Capacity

Based on the planned train allocations applicable at the end of the month there were eleven services reported to have exceeded AT's planned seating to standing ratio on average during March, three on the Southern, one on the Eastern and seven on the Western Lines. Individual trains were likely to have exceeded this ratio on some days during the month as a result of changes to the train consist following service disruptions on the day.

Bus Service Performance

For March 2015, 96.01% 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 March 2015 was 90.42%, 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 - March 2015

Operator	Scheduled Trips	Reliability	Punctuality
Airbus	6,042	90.48%	80.14%
Birkenhead	15,220	95.61%	90.37%
H & E	19,784	96.40%	89.51%
NZ Bus	126,901	96.19%	90.91%
Ritchies	30,719	96.02%	90.89%
Tranzit	2,271	96.70%	90.50%
Urban Express	5,828	98.86%	95.79%
Waiheke Bus Company	2,541	90.47%	76.46%
Total	209,306	96.01%	90.42%

*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 March 2015, 99.27% 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 March 2015 was 98.86%, 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.

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

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1,038	100.00%	100.00%
Half Moon Bay	594	97.31%	96.63%
Birkenhead	1,118	99.37%	98.12%
Gulf Harbour	264	97.73%	97.35%
Hobsonville	220	99.55%	99.55%
West Harbour	594	100.00%	100.00%
Rakino	38	100.00%	100.00%
Pine Harbour	678	99.56%	99.56%
Total	4,544	99.27%	98.86%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 163 events took place in March with 18 that had an impact on public transport either with road closures and/or route diversions or additional special event services. The following identifies where Special Event services were provided. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

CWC South Africa vs. Pakistan, Eden Park: Saturday, 07 March 2015

Total Attendance : 21,169

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	4,690	22.16%	6,600	31.18%	26.67%
BUS	4,063	19.19%	3,492	16.50%	17.84%
FERRY	-	-	-	-	-
TOTAL	8,755	41.36%	10,100	47.71%	44.53%

CWC India vs. Zimbabwe, Eden Park: Saturday, 14 March 2015

Total Attendance : 30,076

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	8,718	28.99%	8,979	29.85%	29.42%
BUS	3,307	11.00%	3,095	10.29%	10.64%
FERRY	-	-	-	-	-
TOTAL	12,029	40.00%	12,095	40.21%	40.11%

Eagles Concert Day 1, Mt Smart: Saturday, 14 March 2015

Total Attendance : 36,210

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	5,621	15.52%	7,396	20.43%	17.97%
BUS	7,963	21.99%	8,223	22.71%	22.35%
FERRY	-	-	-	-	-
TOTAL	13,584	37.51%	15,619	43.13%	40.32%

Eagles Concert Day 2, Mt Smart: Sunday, 15 March 2015

Total Attendance : 35,755

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	5,975	16.71%	7,635	21.35%	19.03%
BUS	8,267	23.12%	8,605	24.07%	23.59%
FERRY	-	-	-	-	-
TOTAL	14,242	39.83%	16,240	45.42%	42.63%

CWC Semi Final Black Caps vs. South Africa, Eden Park: Tuesday, 24 March 2015

Total Attendance : 41,279

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	12,115	29.35%	12,478	30.23%	29.79%
BUS	4,696	11.38%	6,002	14.54%	12.96%
FERRY	-	-	-	-	-
TOTAL	16,811	40.73%	18,480	44.77%	42.75%

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

Under the Land Transport Management Amendment Act 2003, there were no applications for exempt public transport services approved during March 2015.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects Implemented/Completed

- Six car EMUs introduced in the Eastern Line.
- Enhanced bus timetables and capacity implemented in March.
- Analysis of feedback received from the public consultation for the new Pukekohe/Waiuku and West Auckland bus networks completed.

Projects in Progress

- The Swanson Park and Ride construction. Completion is scheduled for June 2015.
- Double Decker bus route Improvements.
- Otahuhu Bus Interchange site works.

Projects in Planning

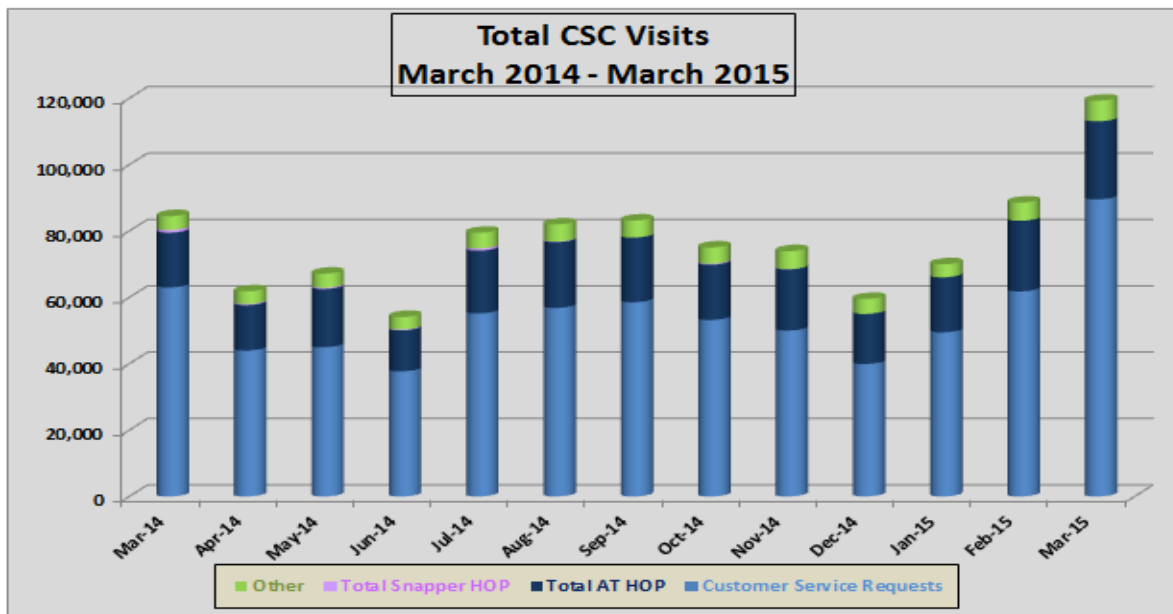
- Planning is continuing for the changes to bus timetables and routes for the CBD that will be required for the commencement of the City Rail Link enabling works.
- Parnell Station civil works
- Puhinui Train Station upgrade.
- Pukekohe Bus/Rail Station upgrade.
- Half Moon Bay Ferry Terminal Upgrade.
- Downtown Ferry Terminal Pier Four Upgrade.
- Planning for the introduction of integrated fares is continuing.
- Design of the new Bus Interchange at Manukau City is continuing.
- Planning 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 in October.

7. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

Walk-In-Centres

The combined customer visits to the Customer Service Centres for March 2015 was 119,305, an increase of 30,718 on February's visitor numbers of 88,587. Visitor numbers were also significantly up on the same period in 2014, increasing by 34,801 (39%) from 84,504. This increase is significantly ahead of expectations, as although all bus operators had implemented the AT HOP integrated ticketing system by March 2014, the number of visitors in March 2015 indicates the increased take-up of the AT HOP card. Volumes in both years include the impact of processing concessions to AT HOP cards.

In the past 12 months, there have been over 914,000 visits to the Customer Service Centres, an average of over 2,500 visits per day. This compares to 490,000 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.



8. PUBLIC TRANSPORT PROMOTION

East Auckland 1 Feb – 28 March 2015

There have been a number of incremental improvements in East Auckland (timetables, Panmure Interchange, AT HOP, connections at Half Moon Bay) that makes the public-transport proposition a great deal stronger than it was 12 months ago. While this is not as good as it will be following the implementation of the New Network due in 2016; it is certainly worthy of promoting to increase awareness and patronage.

This campaign is targeting an increase in patronage of 35k over three months; 4% increase.



Rail Summer 2015 Campaign 1 Feb – 25 April 2015

The increase in off-peak frequency to half hourly across the network is a great leisure and off peak story. This campaign launches this frequency combined with the good news about the implementation across the network of electric services.

This campaign is targeting an increase in patronage of 62k over six months; 10%

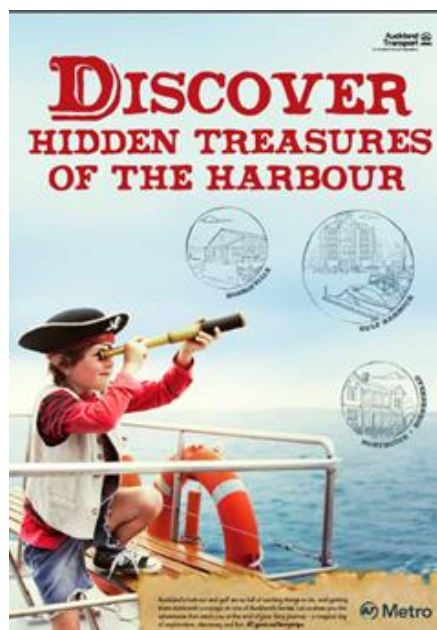


Discover Hidden Treasures of the Harbour Ferry Leisure Campaign 11 Jan – 28 March

This campaign promoted Auckland Transport ferry services as a leisure alternative for the first time. The campaign pivoted off of an online video-ad' preceding YouTube videos. Having planned to achieve 60,000 we have surpassed our expectations by currently exceeding 207,000 views of this ad.

Targets for this campaign during 2015 are to increase leisure patronage by 15,900. Evaluation is currently underway.

To see the video go to www.at.govt.nz/ferrytrips



Fare Change

The annual fare change was implemented on 29 March and communication campaign started on 16 March.


150,000 bus & train brochures and 10,000 ferry brochures were distributed by operators, AT CSCs, AT HOP retailers and AT Ambassadors. An EDM was sent to 155,000 email addresses

Messages were sent to schools via our CT team and via VPIDs, text messages, the AT website and operators' websites, posters on buses, ferries and trains.

Posters placed at key train stations and some bus stops.

AT Ambassadors worked at CityLink bus stops to explain the changes and the AT HOP transfer discount that will provide free use of the CityLink for those transferring from other bus and train services.


Bus, Train and Ferry fares are changing on Sunday 29 March 2015



Swap to HOP.
AT HOP is at least 20% cheaper than the single trip cash fare (excludes Nitifisher, Airbus Express and Washie ferry services).

Terms of use and registered prospectors for the AT HOP cards are available at at.govt.nz/hop or at the AT Customer Service Centre, Britomart. The obligations of Auckland Transport under the AT HOP cards are unsecured.

For more information visit at.govt.nz/farechange or phone 09 366 6400
@ATTransport



CityLink fare changes from 29 March 2015

	CASH		AT HOP	
	Currently	From 29 March	Currently	From 29 March
Adult fare*	\$1.50	\$1.00	\$1	\$0.50
Child fare*	\$0.75	\$0.50	\$0.50	\$0.50
Tertiary	Adult fare applies	Adult fare applies	\$0	\$0.50

*Does not include Nitifisher Express or Newfider bus services.

To qualify for the CityLink transfer discount:


- Payment must be made with an AT HOP card for all trips in the journey. If you use a monthly pass or day pass, no discount will be applied.
- The discount only applies if it is the return journey of a journey.
- A tap on for a one-way, multi-journey or other 30-minute of the top off for the previous trip.
- The maximum duration from the first tap on to the top off is 1 hour (one hour and twenty minutes, second of hour).

Other bus, train and ferry fares are also changing from 29 March 2015.

	FARE	DISCOUNT
Adult	\$0.50	\$0.50
Child	\$0.50	\$0.50
Tertiary	\$0.50	\$0.50

Terms of use and registered prospectors for the AT HOP cards are available at at.govt.nz/hop or at the Transport Information Centre, Britomart. The obligations of Auckland Transport under the AT HOP cards are unsecured.

For more fare information visit at.govt.nz/farechange or phone 09 366 6400



Half Moon Bay ferry date extension

Extended date for the additional Half Moon Bay ferry sailing



AT Metro

Additional 6.15am Ferry Sailing from Half Moon Bay extended until 2nd of April

Additional ferry sailing departing from Half Moon Bay at 6.15am will run until the 2nd of April, not the 31st of March as previously advertised.

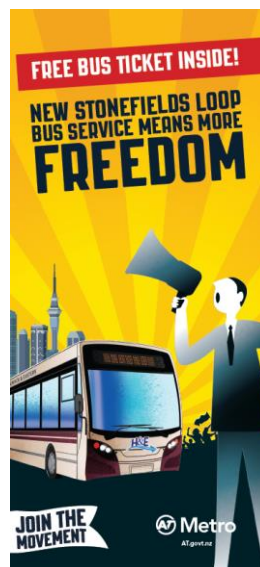
It will arrive at the Downtown Ferry terminal at approximately 6.50am.

For more information visit AT.govt.nz/timetables or phone 09 366 6400

Auckland Transport

Further Stonefields bus service promotion

AT delivered more promotional flyers for the new bus service in Stonefields. Information and flyers were given to Auckland University Tamaki campus, Glen Innes library and Charlie and George, a popular café in the Stonefields area.



FREE BUS TICKET INSIDE!

NEW STONEFIELDS LOOP BUS SERVICE MEANS MORE FREEDOM

JOIN THE MOVEMENT

AT Metro
AT.govt.nz



AT Metro

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It will arrive at the Downtown Ferry terminal at approximately 6.50am.

For more information visit AT.govt.nz/timetables or phone 09 366 6400

Auckland Transport

Easter timetables

An NZ Herald newspaper ad and radio advertising were the key components of the communication campaign to tell people that normal weekday timetables didn't apply over Easter. Website, VPID, text messages were also used to pass on this information. We have been reducing the exposure of this Easter message over the past two years as the changes are standard for a public holiday and additional advertising is considered an unnecessary expense. Easter started five days after the annual fare increase so there was no poster space available on buses.

Special Events – ICC Cricket World Cup week 3 – 14 March

On the 14th of March the third ICC CWC match was held at Eden Park – India v Zimbabwe. AS per the previous CWC matches, travel on trains and special event buses was included with the match ticket. Reports indicate that over 40% of people attending the event took public transport.

Special Events – ICC Cricket World Cup week 4 (Semi Final) – 24 March

On the 24th of March the fourth ICC CWC match was held at Eden Park – Semi Final, New Zealand v South Africa. AS per the previous CWC matches, travel on trains and special event buses was included with the match ticket. Reports indicate that over 42% of people attending the event took public transport.

EVENT TRANSPORTMetro



ICC Cricket World Cup 2015 Semi Final

2pm Tuesday 24 March, Eden Park

Train
 Travel on trains is included with your ticket to the ICC Cricket World Cup 2015. Additional services will be operating on all lines and you can travel from 12 noon to 3pm and until end of service post-match. Services from Britomart terminate at Kingsland Station and services from Waitakere terminate at Morningside Station.
 Kingsland Station is just across the road from Eden Park and a mobility shuttle will be operating from Morningside Station for those unable to walk the distance.

Bus
 Travel on event buses is included with your ticket to the ICC Cricket World Cup 2015. Event buses depart:

- North Shore – Albany Bus Station approx. every 10 mins between 12 noon and 3pm, running via all Northern Busway stations.
- Takapuna – 142-146 Hurstmere Rd approx. every 15 mins between 12 noon and 3pm.
- City Centre – Civic Theatre, Queen St approx. every 5 mins between 12 noon and 3pm
- Newmarket/Mt Eden – 19 Remuera Rd approx. every 10 mins between 12 noon and 3pm, running via Mt Eden Train Station and Mt Eden Village.
- South/East – Manukau City Centre (Leyton Way – stop 6920) approx. every 15 mins between 12 noon and 3pm, running via Botany Town Centre (Town Centre Drive – stop 6231) and Pakuranga Plaza (outside Farmers).

Private Vehicle
 Road closures and parking restrictions will affect streets around Eden Park on game day. Limited mobility parking areas are available on Cricket Ave.

Walking
 Eden Park is approximately 4.5km (50 minute walk) from Queen Elizabeth Square in the CBD. Walk up Queen St, turn right onto Karangahape Road and follow this onto Great North Road. When you get to Bond Street turn left and follow this road up to the Eden Park Precinct.

Rain Date
 If the match is rained out on Tuesday 24 March and postponed to Wednesday 25 March, all the special event public transport services will remain in place and be operating to their advertised times.

For full details of special event public transport services visit AT.govt.nz/events

Auckland Transport
An Auckland Council Organisation


Easter timetables for buses, trains and ferries

Friday 3 to Monday 6 April 2015

Buses
 On Good Friday and Easter Monday buses will run to a public holiday (Sunday) timetable. Airbus Express and Airporter 380 services will operate as normal. There will be no Good Friday NiteRider services. (NiteRider will run as normal on Saturday night/Sunday morning).

Trains
 Train services will be replaced by buses due to ongoing improvement works. Bus replacement will operate Good Friday to Easter Monday on a special holiday timetable.

Ferries
 Devonport, Waiheke, Half Moon Bay, Birkenhead, Northcote Point and Bayswater:
 On Good Friday and Easter Monday a Public Holiday (Sunday) timetable will apply.
 West Harbour, Hobsonville, Beach Haven, Pine Harbour, Gulf Harbour and Stanley Bay:
 No services on Good Friday or Easter Monday.



For more information visit
AT.govt.nz or phone 09 366 6400

Special Events – The Eagles Concert 14 & 15 March

On Saturday 14 and Sunday 15 March the Eagles played at Mt Smart Stadium. Travel on trains and special event buses was included with the concert ticket. The main form of advertising for this event was radio, and this ran across multiple radio stations from the 11th to the 15th of March. Over 40% of people attending the concert took public transport on the Saturday, and over 42% on the Sunday.

Special Events – ITU Triathlon 28 & 29 March

The ITU Triathlon was held on Saturday 28 and Sunday 29 March. There were no special event services for this event, focus was on



managing the disruptions caused by CBD road closures. Press adverts ran w/c 22 March in the North Shore Times, Central Leader, Manukau Courier and Western Leader.

Disruptions to city centre bus routes.

Saturday 28 and Sunday 29 March ITU Triathlon

There will be multiple road closures in place on Saturday 28 and Sunday 29 March to accommodate the ITU Triathlon. These closures will affect bus services in the city centre and Tamaki Drive.

If you're attending the event, or wish to travel through this area, please plan your travel in advance and allow extra time.

Visit AT.govt.nz for more information.

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For more information visit
AT.govt.nz or phone 09 366 6400
[@AkiTransport](https://twitter.com/AkiTransport)

