



STATISTICS REPORT

July 2015



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AT METRO

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 79,729,352 passenger boardings for the 12 months to Jul-2015, an increase of +0.6% on the 12 months to Jun-2015 and +9.6% on the 12 months to Jul-2014. July monthly patronage was 6,748,555, an increase of 479,803 boardings or +7.7% on Jul-2014, normalised to ~ +8.1% accounting for special event patronage.

Train services totalled 14,155,559 passenger boardings for the 12 months to Jul-2015, an increase of +1.7% on the 12 months to Jun-2015 and +22.5% on the 12 months to Jul-2014. Patronage for Jul-2015 was 1,328,576, an increase of 238,737 boardings or +21.9% on Jul-2014, normalised to ~ +24.1%.

Bus services totalled 60,003,526 passenger boardings for the 12 months to Jul-2015, an increase of +0.3% on the 12 months to Jun-2015 and +6.9% on the 12 months to Jul-2014. Bus services patronage for Jul-2015 was 5,019,806, an increase of 207,188 boardings or 4.3% on Jul-2014, normalised to ~ +4.4%.

Ferry services totalled 5,570,267 passenger boardings for the 12 months to Jul-2015, an increase of +0.6% on the 12 months to Jun-2015 and +9.8% on the 12 months to Jul-2014. Ferry services patronage for Jul-2015 was 400,173, an increase of 33,878 boardings or + 9.2% on Jul-2014, normalised to ~ +9.2%.

Rapid and Frequent services totalled 30,650,682 passenger boardings for the 12 months to Jul-2015, an increase of +1.2% on the 12 months to Jun-2015. Rapid and Frequent services patronage for Jul-2015 was 2,806,142, an increase of 361,403 boardings or +14.8 % on Jul-2014.

Service Performance

For rail, service reliability was 96.6%, compared to the average for the 12 months to Jul-2015 of 96.0%. Service punctuality in Jul-2015 was 83.7%, compared to the average for the 12 months to Jul-2015 of 83.1% (arrival at last station). Performance during the first two weeks of full EMU operations (from 20 July 2015) was 97.4% reliability and 85.4% punctuality. For the period 1-16 August, rail service reliability and punctuality have improved further at 98.4% reliability and 89.3%.

For bus, service punctuality in Jul-2015 was 94.7% compared to the average for the 12 months to Jul-2015 of 92.0% (departure from first stop). Service reliability was 98.0% compared to the average for the 12 months to Jul-2015 of 96.7%.

For ferry, service punctuality in Jul-2015 was 97.5% compared to the average for the 12 months to Jul-15 of 99.1% (departure from origin). Service reliability was 99.1% compared to the average for the 12 months to Jul-15 of 99.5%. Ferry service punctuality and reliability remain operator self-reported.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

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

- * Differences in patronage for special events across bus and rail in Jul-2015 compared to Jul-2014. (There were the same number of business days and weekend days in Jul-2015 compared to Jul-2014).

Auckland public transport patronage totalled 79,729,352 passenger boardings for the 12 months to Jul-2015, an increase of +0.6% on the 12 months to Jun-2015 and +9.6% on the 12 months to Jul-2014 as illustrated in Figure 1. July monthly patronage was 6,748,555, an increase of 479,803 boardings or +7.7% on Jul-2014, normalised to ~ +8.1%.

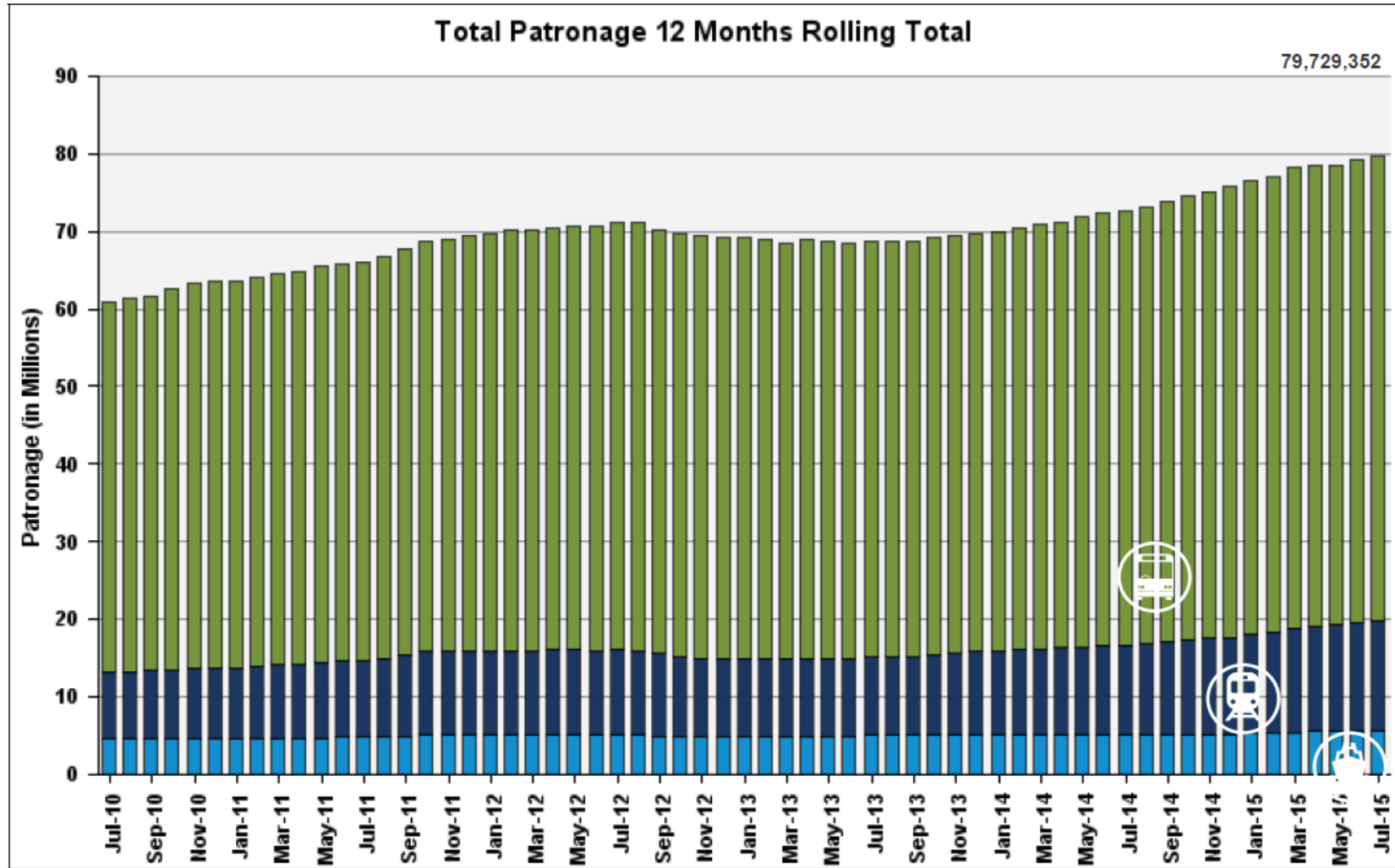


Figure 1: Total Patronage – 12 Months Rolling Total

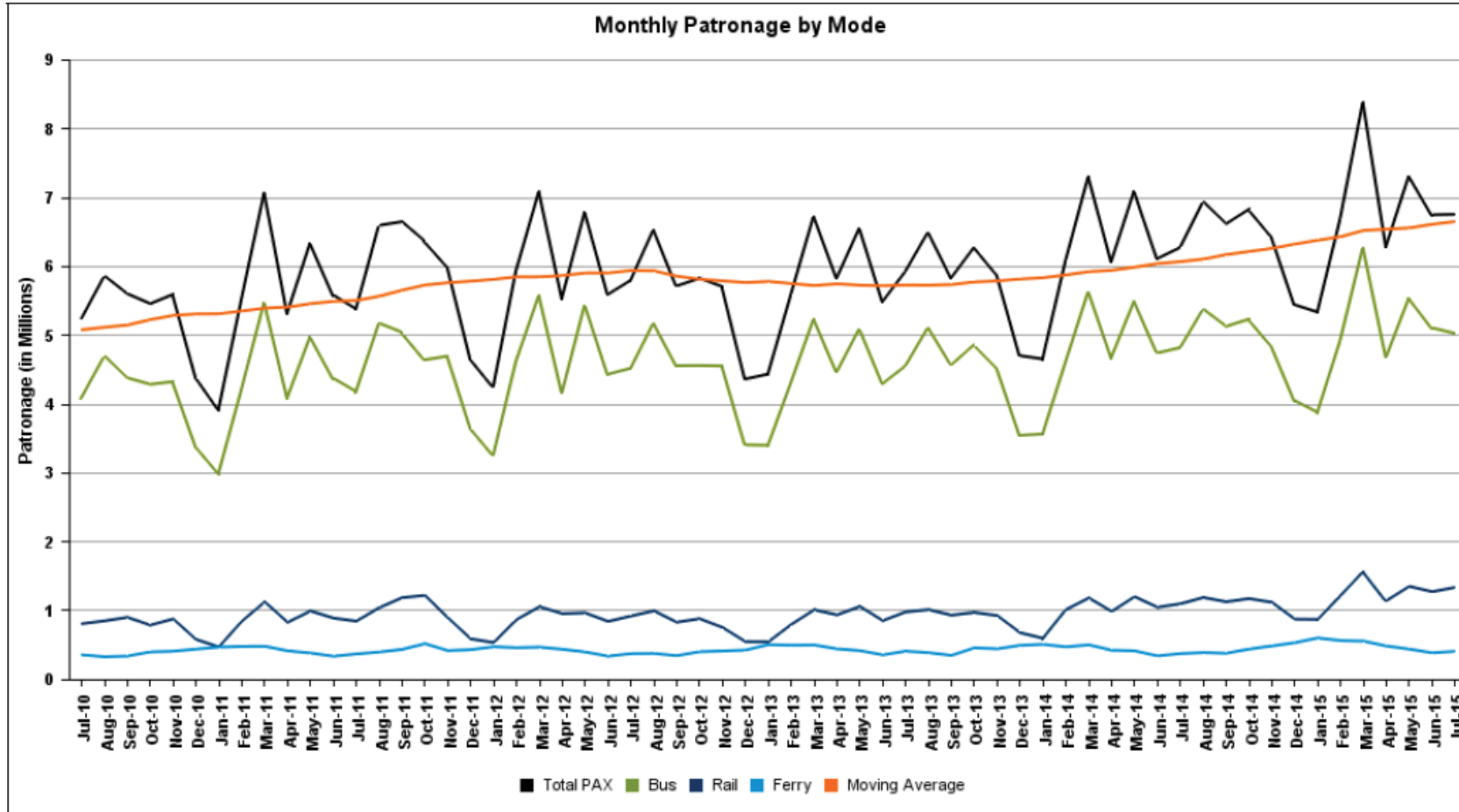


Figure 2. Monthly Patronage by Mode

	Jul-2015/16											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	% Change	# Change	Normalised % Change	Patronage	% Change Prev Month	% Change Prev Year	Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	5,019,806	4,812,618	4.3%	207,188	4.4%	60,003,526	0.3%	6.9%	3,889,755	5,019,806	207,188	4.3%
- Busway (Rapid) Bus	313,913	283,635	10.7%	30,278		3,502,338	0.9%			313,913	30,278	10.7%
- Frequent Bus	1,163,653	1,071,265	8.6%	92,388		12,992,785	0.7%			1,163,653	92,388	8.6%
- Connector Local Targeted Bus	3,542,240	3,457,718	2.4%	84,522		43,508,403	0.2%			3,542,240	84,522	2.4%
2. Train (Rapid) Total:	1,328,576	1,089,839	21.9%	238,737	24.1%	14,155,559	1.7%	22.5%	2,602,916	1,328,576	238,737	21.9%
- Western Line	431,218	401,689	7.4%	29,529		4,874,980	0.6%	13.4%	576,659	431,218	29,529	7.4%
- Southern Line	422,131	310,209	34.4%	111,922		4,478,404	2.6%	17.5%	667,810	436,867	111,922	34.4%
- Pukekohe Line	14,736	13,054	12.9%	1,682		156,470	1.1%	19.0%	25,666	11,104	1,682	17.9%
- Eastern Line	365,375	274,182	33.3%	91,193		3,731,984	2.5%	44.5%	1,149,332	365,375	91,193	33.3%
- Onehunga Line	95,116	89,023	6.8%	6,093		1,070,191	0.6%	24.3%	209,115	95,116	6,093	6.8%
3. Ferry (Connector Local) Total:	400,173	366,295	9.2%	33,878	9.2%	5,570,267	0.6%	9.8%	496,294	400,173	33,878	9.2%
- Contract	107,220	88,811	20.7%	18,409		1,205,039	1.6%	11.7%	126,285	107,220	18,409	20.7%
- Exempt Services	292,953	277,484	5.6%	15,469		4,365,228	0.4%	9.3%	370,009	292,953	15,469	5.6%
Total Patronage	6,748,555	6,268,752	7.7%	479,803	8.1%	79,729,352	0.6%	9.6%	6,988,965	6,748,555	479,803	7.7%
Rapid and Frequent	2,806,142	2,444,739	14.8%	361,403		30,650,682	1.2%			2,806,142	361,403	14.8%
Connector Local Targeted	3,942,413	3,824,013	3.1%	118,400		49,078,670	0.2%			3,942,413	118,400	3.1%
Total Patronage	6,748,555	6,268,752	7.7%	479,803	8.1%	79,729,352	0.6%	9.6%	6,988,965	6,748,555	479,803	7.7%

* Normalised % - Change is done at the mode level, as special events is not available at lower service layers.

R&F - Splitting Bus Patronage into its service layers requires origin and destination data gathered from AIFS. Do not currently have the necessary two years worth of data to compute the Change Prev Year.

	SOI						
	Month			YTD			Projected Forecast 2015/16
	Actual	Target	% Variance	Actual	Target	% Variance	
1. Bus Total:	5,019,806	5,046,464	↓ -0.5%	5,019,806	5,046,464	↓ -0.5%	62,700,000
2. Train (Rapid) Total:	1,328,576	1,313,270	↑ 1.2%	1,328,576	1,313,270	↑ 1.2%	16,000,000
3. Ferry (Connector Local) Total:	400,173	381,751	↑ 4.6%	400,173	381,751	↑ 4.6%	5,770,000
Total Patronage	6,748,555	6,741,485	↑ 0.1%	6,748,555	6,741,485	↑ 0.1%	84,470,000
Rapid and Frequent	2,806,142	2,698,432	↑ 3.8%	2,806,142	2,698,432	↑ 3.8%	33,210,000

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

For the financial year to date, one month from Jul-2015, patronage has increased by 7.7% or 479,803 boardings compared to the same period in the previous financial year.

Rapid and Frequent Network

The Rapid Transit Network (RTN) comprises right-of-way (unobstructed by other traffic) public transport of rail and 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.

Rapid and Frequent services totalled 30,650,682 passenger boardings for the 12 months to Jul-2015, an increase of +1.2% on the 12 months to Jun-2015. Rapid and Frequent services patronage for Jul-2015 was 2,806,142, an increase of 361,403 boardings or +14.8 % on Jul-2014.

Rail Patronage

Rail patronage totalled 14,155,559 passengers for the 12 months to Jul-2015 (Figure 5), an increase of +1.7% on the 12 months to Jun-2015 and +22.5% on the 12 months to Jul-2014. Patronage for Jul-2015 was 1,328,576 boardings, an increase of +21.9% (+238,737 boardings) on Jul-2014 (Figure 3), normalised to ~ +24.1%.

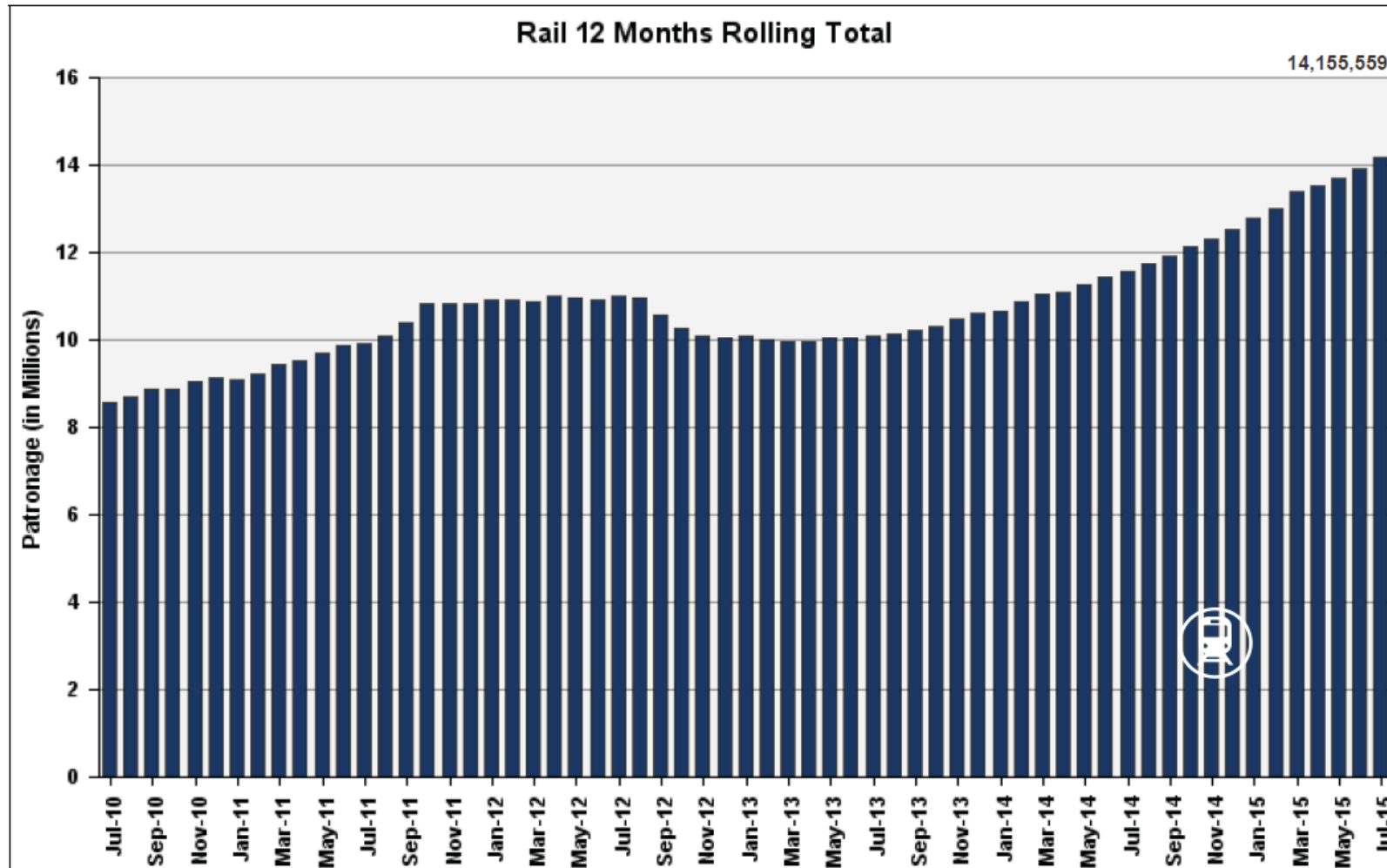
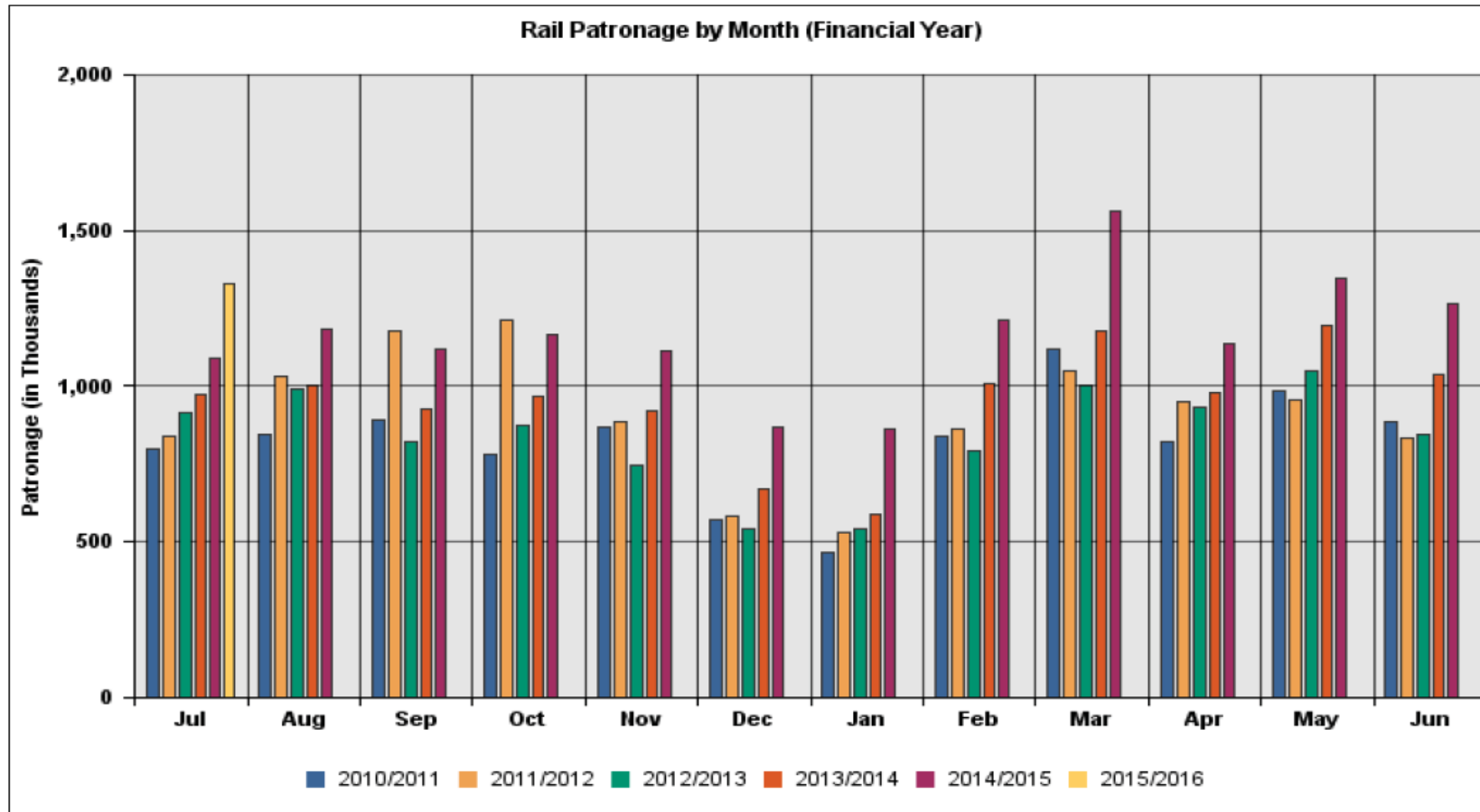


Figure 3. Rail Patronage – 12 Months Rolling Total

A new timetable was introduced on 20 July with full EMU operations on all lines, with the exception of the Papakura to Pukekohe services. This is seen as contributing to the patronage growth, although the year-on-year proportionate change is similar to last month. There were no weekend line blocks in either July this year or the same month last year, the same number of business days and two weeks of school holidays in July of both years. Special event travel was slightly below the level recorded in July last year.



Jul-15	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
21.9% ▲	17.6% ▲	21.0% ▲	20.8% ▲	21.0% ▲	29.6% ▲	46.7% ▲	20.3% ▲	33.2% ▲	15.9% ▲	12.6% ▲	21.7% ▲

Figure 4. Rail Patronage – Growth by Month Growth by Month 2010/11 to 2015/16

Figure 5 illustrates estimated average passengers per business day.

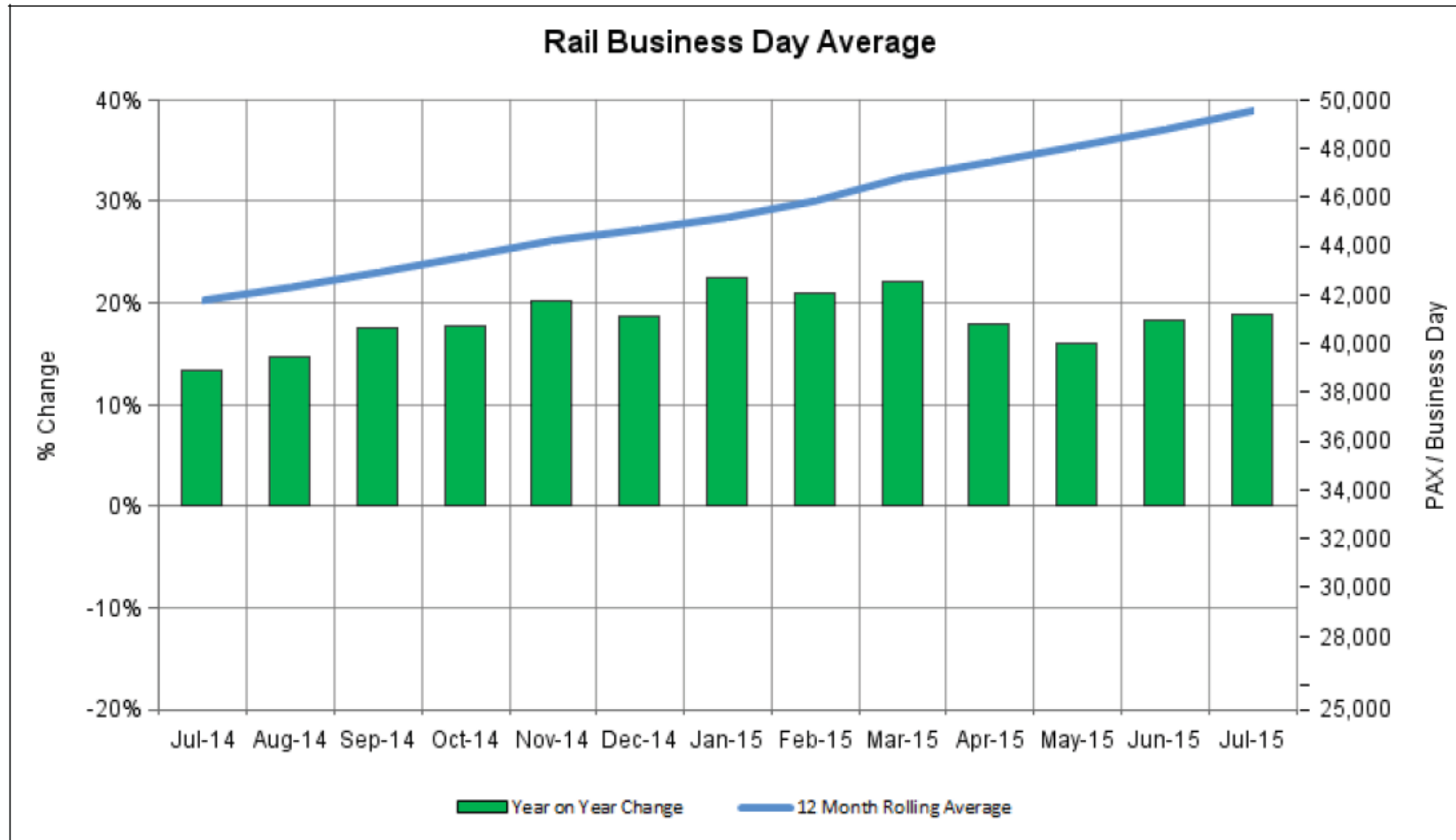


Figure 5. Rail Patronage – Average Business Day Daily Passenger Counts for Scheduled Services

Rail ticket types sold (Figure 6) illustrates an increase in AT HOP card usage relative to single paper ticket sales in Jul-2015 compared to Jul-2014.

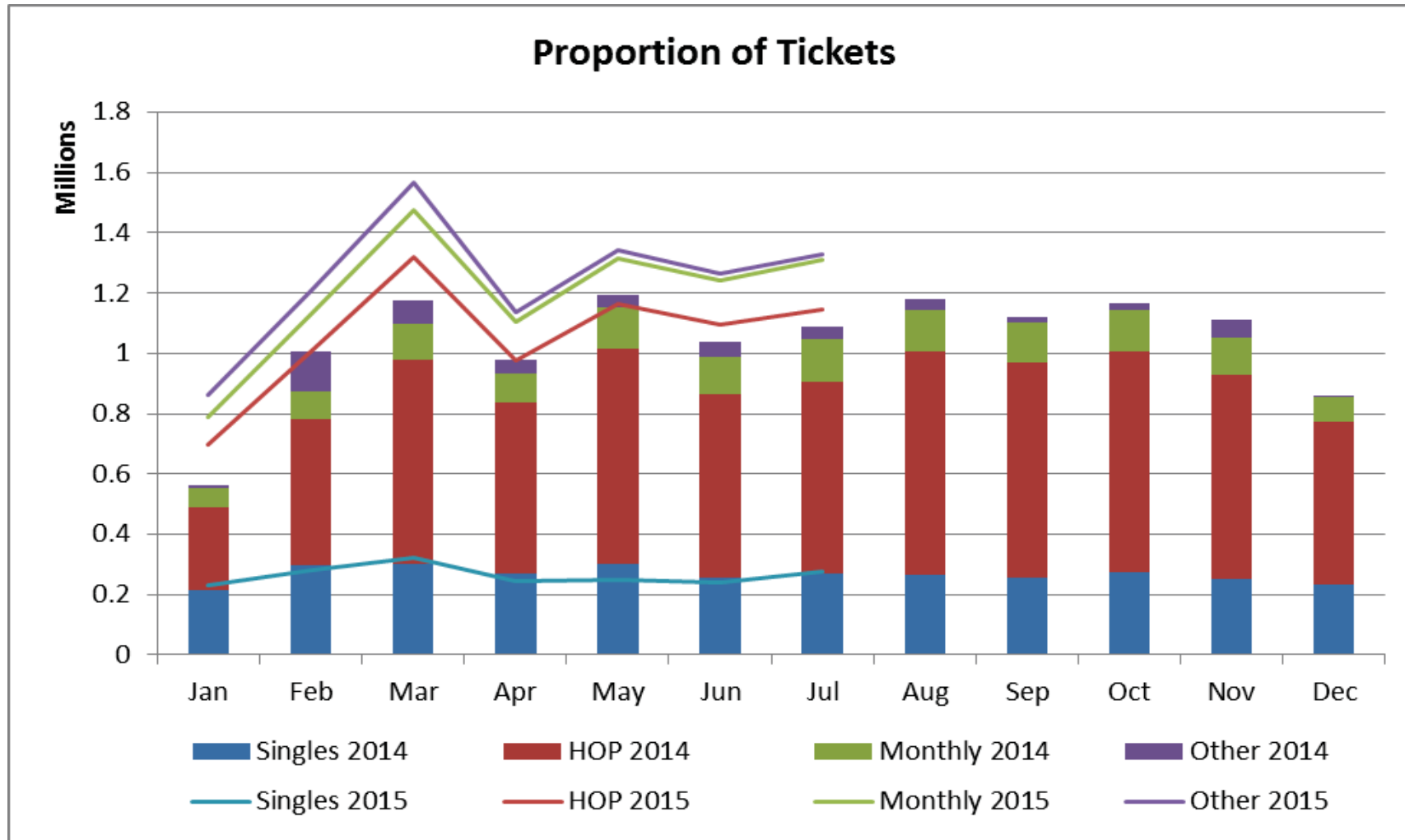


Figure 6. Ticket Sales by Ticket Type – 2015 compared to 2014

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

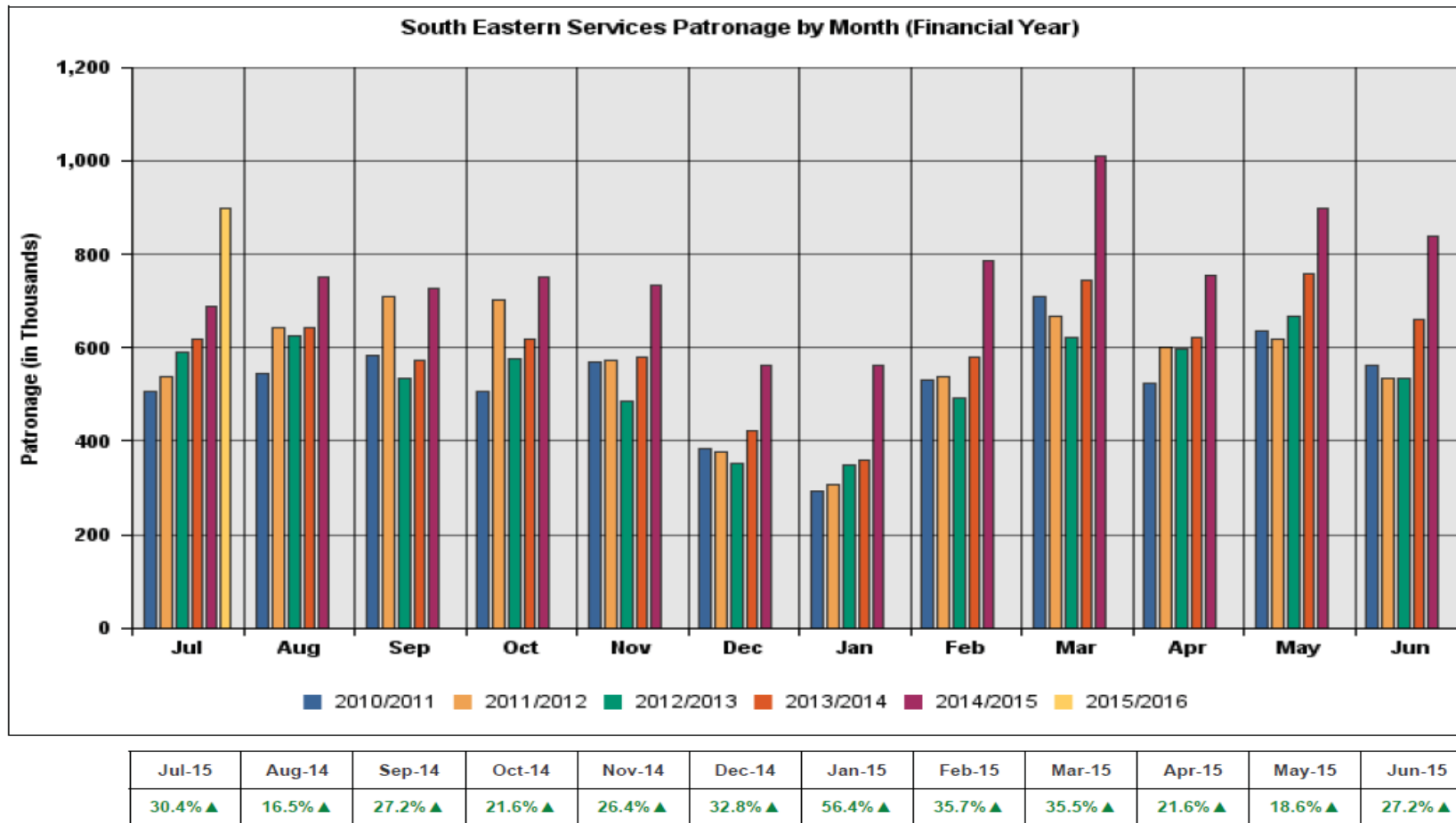


Figure 7. South Eastern Rail Patronage – Growth by Month Growth by Month 2010/11 to 2015/16

Southern, Eastern, Onehunga & Pukekohe Lines rail patronage totalled 9,280,579 passengers for the 12 months to Jul-2015, an increase of +2.3% on the 12 months to Jun-2015 and 27.9% on the 12 months to Jul-2014. Patronage for Jul-2015 was 897,358 boardings, an increase of +30.4% (+209,208 boardings) on Jul-2014 (Figure 7).

Western Rail Line

Western Line rail patronage totalled 4,874,980 passengers for the 12 months to Jul-2015, an increase of +0.6% on the 12 months to Jun-2015 and increase of +14.0% on the 12 months to Jun-2014. Patronage for Jul-2015 was 424,682 boardings, an increase of +13.4% (+46,013 boardings) on Jul-2014 (Figure 8).

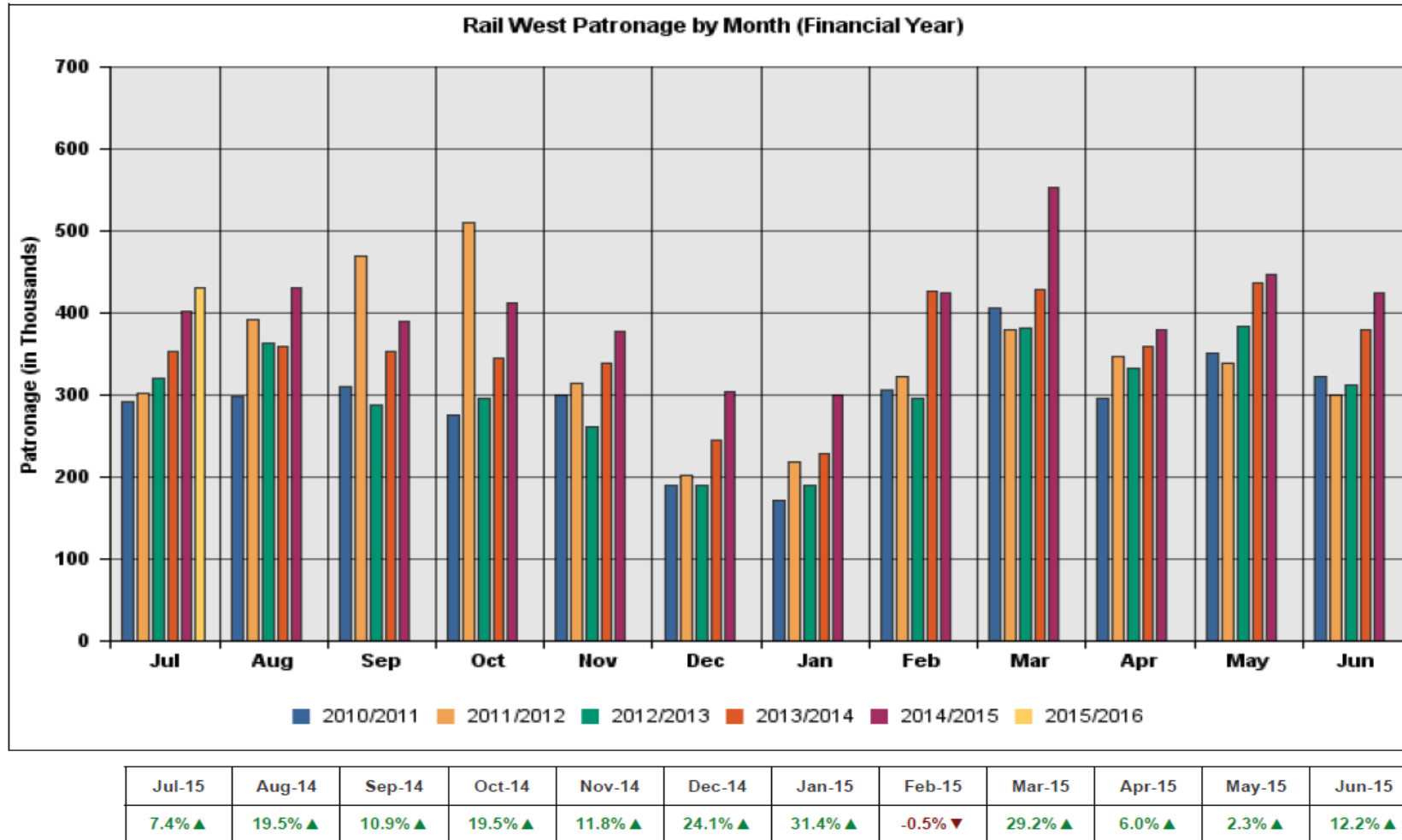


Figure 8. Western Line Rail Patronage – Growth by Month 2010/11 to 2015/16

Bus Patronage

Patronage totalled 60,003,526 passengers for the 12 months to Jul-2015, an increase of +0.3% on the 12 months to Jun-2015 and +6.9% on the 12 months to Jul-2014. Patronage for Jul-2015 was 5,019,806 boardings, an increase of +4.3% (207,188 boardings) on Jul-2014 (Figure 9), normalised to ~ +4.4%.

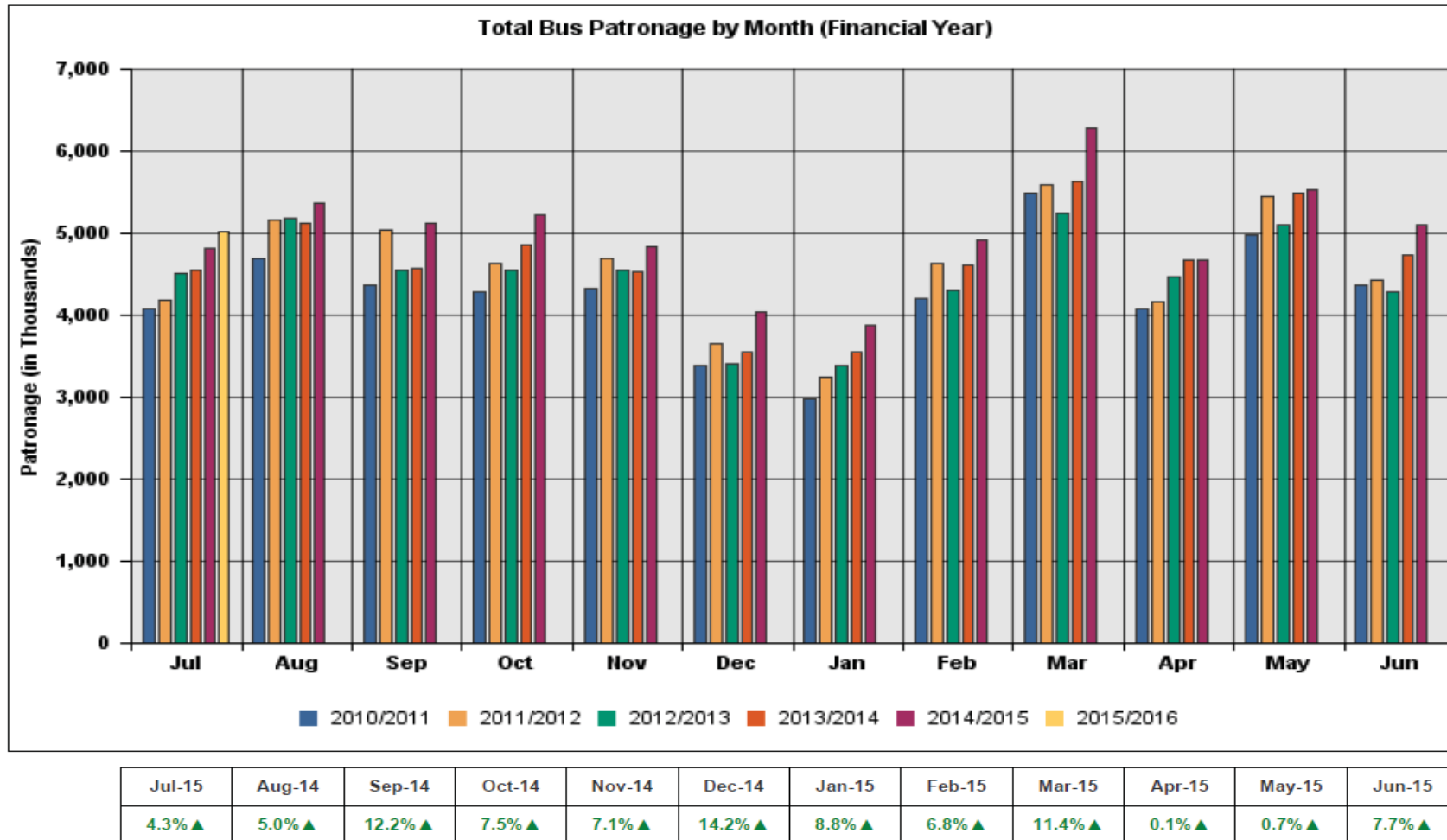


Figure 9. Bus Patronage – Growth by Month 2010/11 to 2015/16

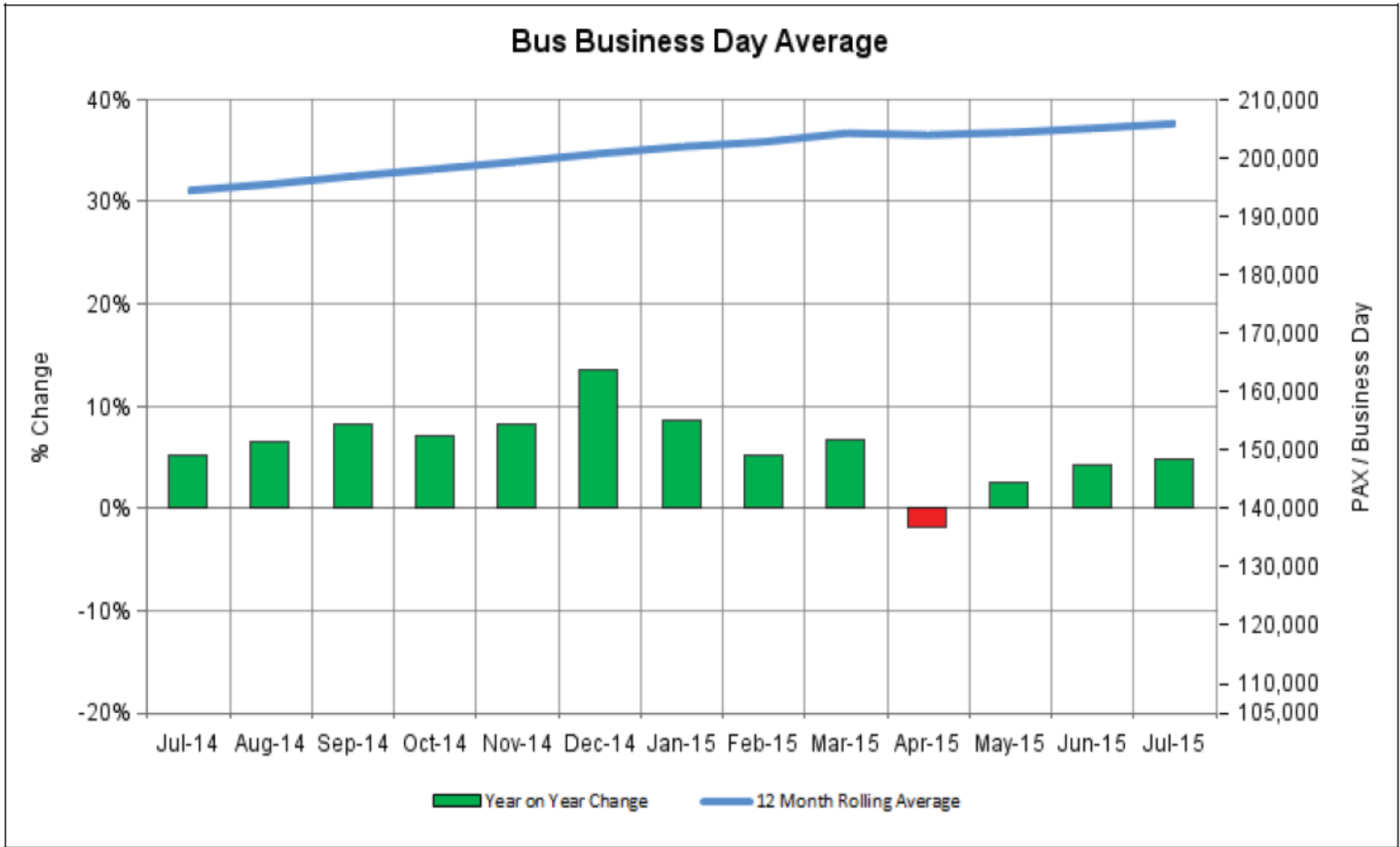


Figure 10. Bus Patronage – Average Business Day Daily Passenger Counts

Ferry Patronage

Ferry services totalled 5,570,267 passenger boardings for the 12 months to Jul-2015, an increase of +0.6% on the 12 months to Jun-2015 and +9.8% movement on the 12 months to Jul-2014. Ferry services patronage for Jul-2015 was 400,173, an increase of +33,878 boardings or 9.2% on Jul-2014, normalised to ~+9.2%.

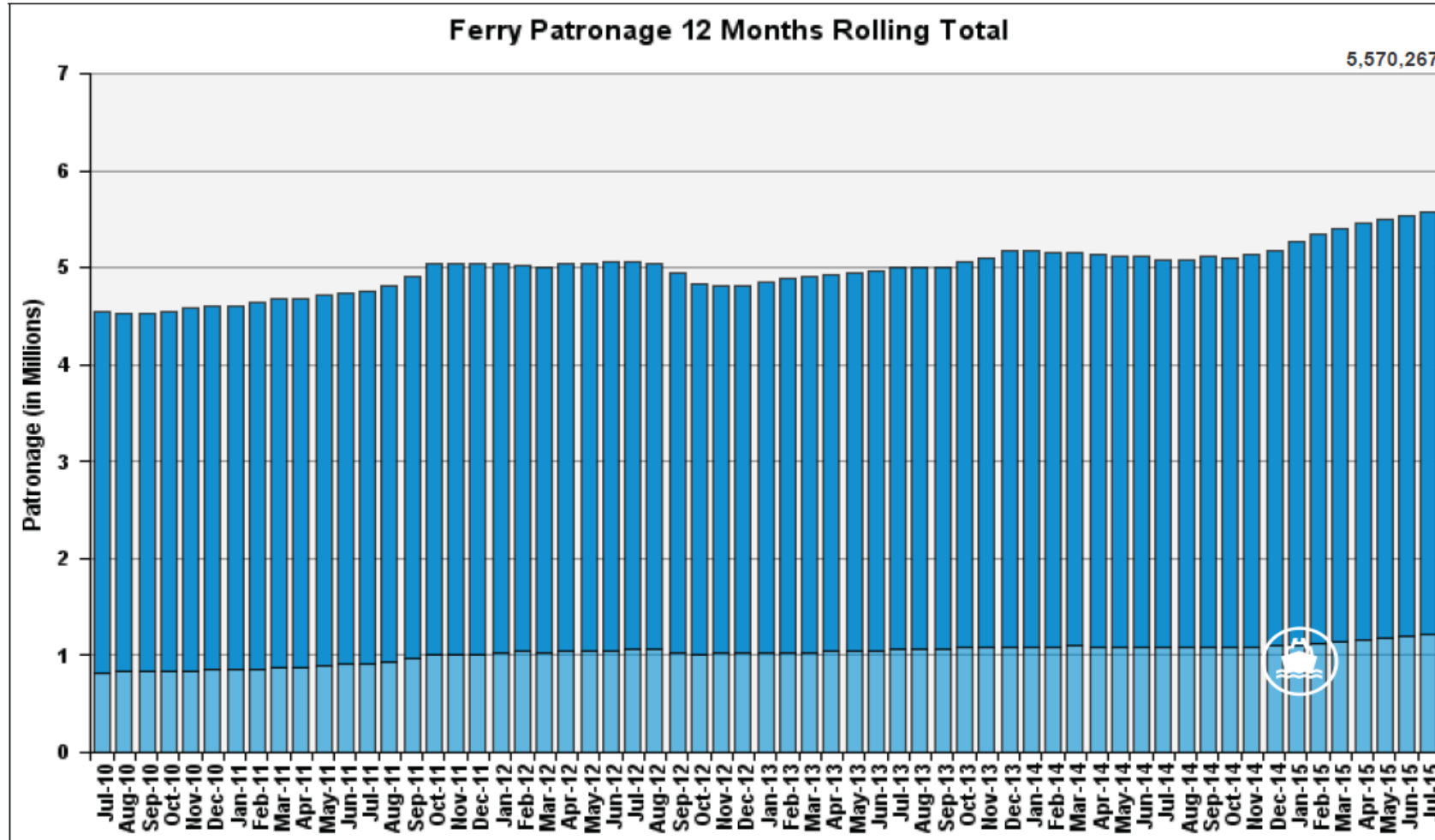
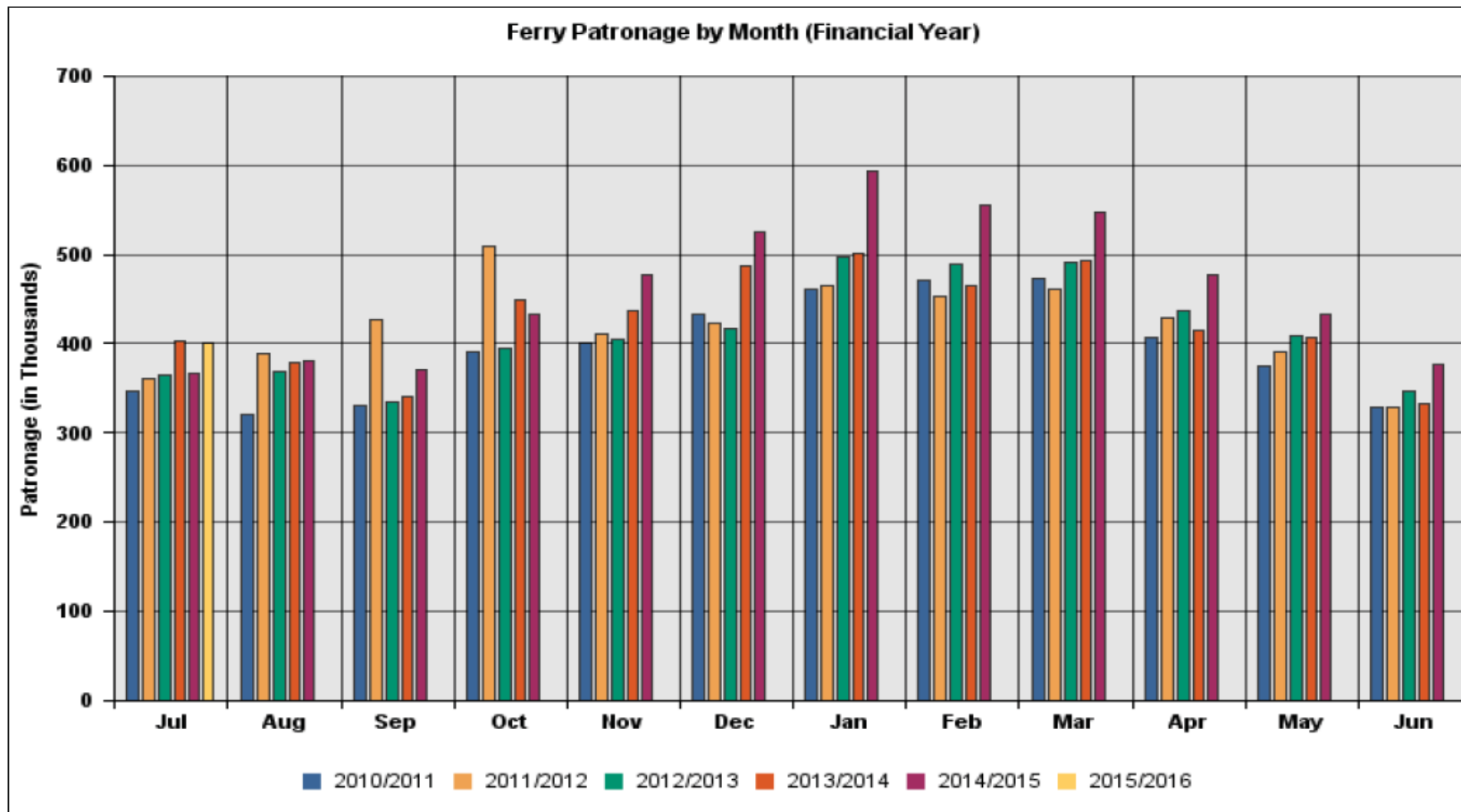


Figure 11. Ferry Patronage – 12 Months Rolling Total (Above Split – Exempt Services / Contract)



Jul-15	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
9.2% ▲	0.4% ▲	9.2% ▲	-4.0% ▼	9.4% ▲	7.9% ▲	18.3% ▲	19.7% ▲	10.8% ▲	14.8% ▲	6.3% ▲	13.6% ▲

Figure 12. Ferry Patronage – Growth by Month 2010/11 to 2015/16

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance

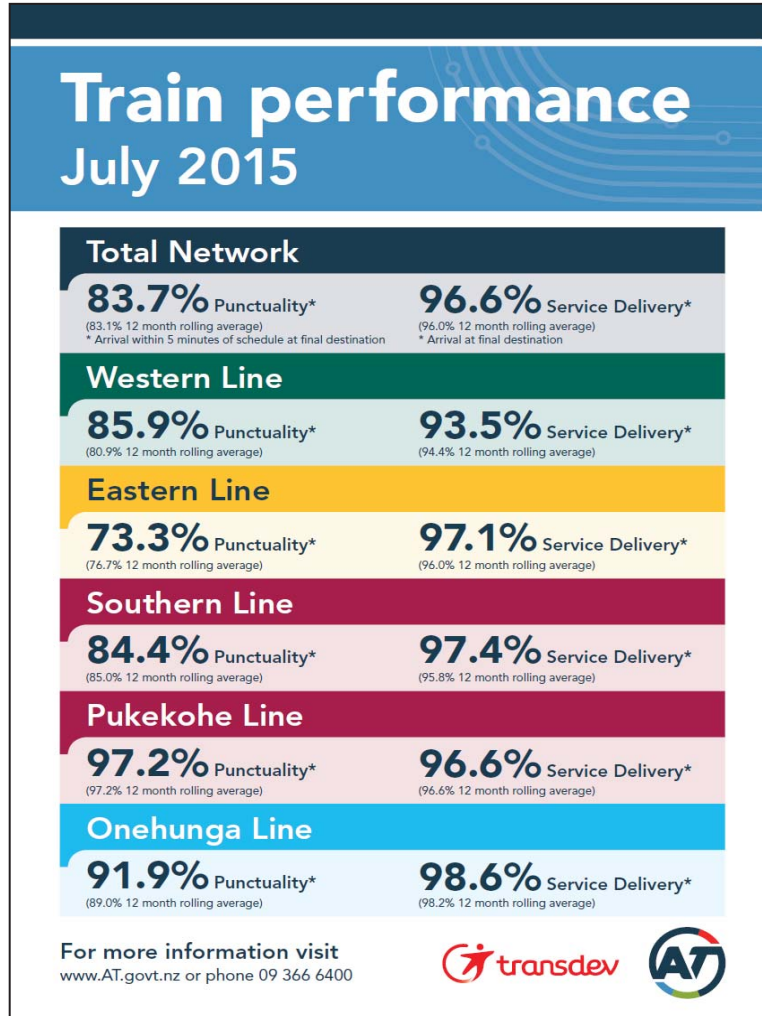


Figure 13. Rail Published Performance Results for July 2015

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 Jul-2015 service delivery was 96.6% and punctuality was 83.7% compared to the 12 month average of 96.0% and 83.1% respectively. Punctuality trends comparing 2014 and 2015 are presented in Figure 18. For the period 1-16 August, rail service reliability and punctuality have improved further at 98.4% reliability and 89.3%.

	West	East	South	Pukekohe	Onehunga	Total
Services Planned	2,998	3,540	3,905	734	2,128	13,305
Services Cancelled	196	104	100	25	28	453
Services Delayed >5 Min	394	918	592	20	169	2,093

Of the 12,852 services that were operated and not cancelled, 12,235 or 95.2% departed the origin station within 4 min 59 sec of their scheduled time.

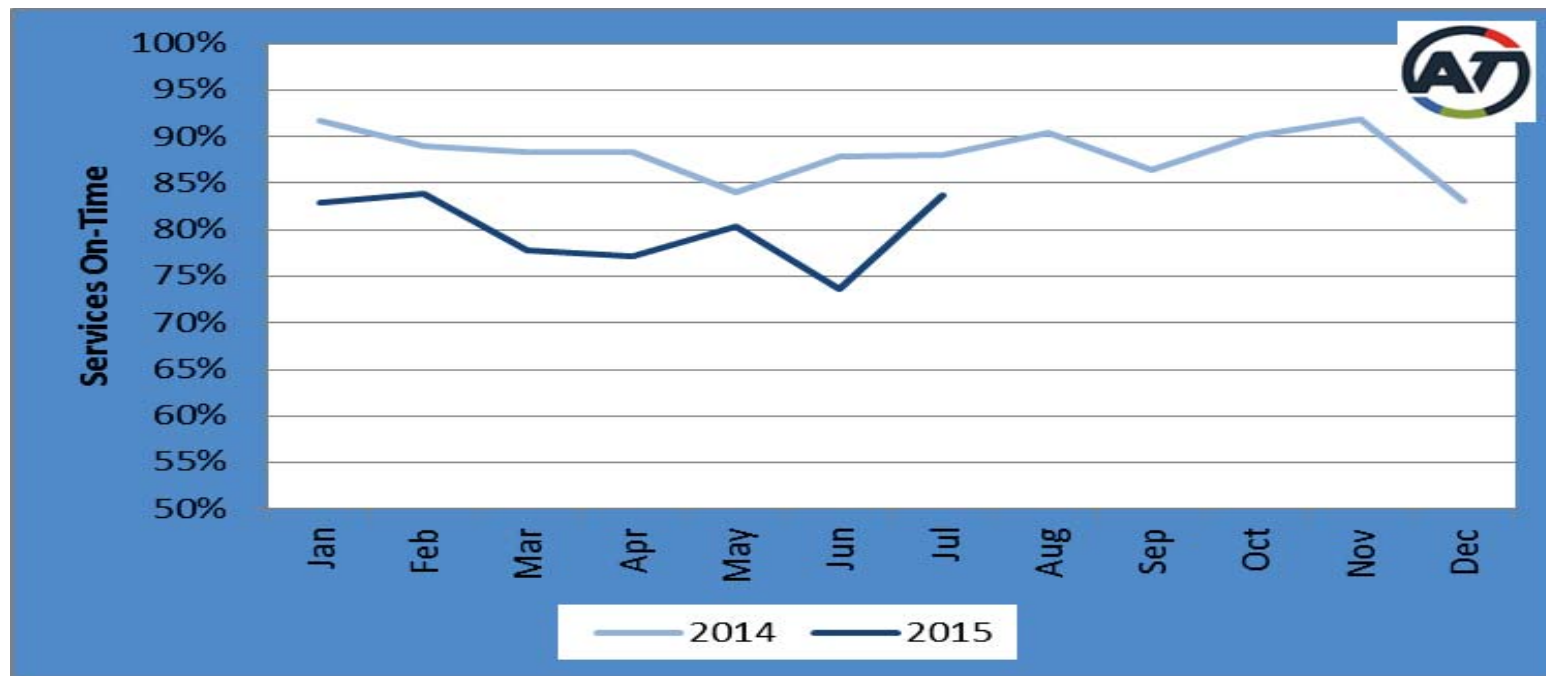


Figure 14. Rail Punctuality Trends for 2014 and 2015

There was a significant improvement in performance recorded during the month, partly reflecting the changes implemented from 20 July which saw the replacement of diesel trains with EMUs on all lines except on the non-electrified section between Papakura and Pukekohe. The operation of a single common fleet type removed many of the restrictions that previously existed that had complicated service recovery by allowing trains and crews to be swapped between lines, thereby limiting the adverse impacts following service disruption

- Track, Signals, Train Control and Traction Overhead (KiwiRail) – Major infrastructure faults affected services on six days in the month.
- Diesel Train faults (KiwiRail) – Major incidents impacted service delivery on one day during the month.
- Electric Train Operations – Electric train operations resulted in major delays on six days during July 2015.
- Operational (Transdev) – Major incidents impacted delivery on one day during the month.
- Other – Train operations were affected by four incidents during the month. On 20 July, the first day of the new train timetable, a person fell from a building adjacent to the Newmarket Railway Station and caused a temporary suspension of services through the area during the middle of the day. The following morning a person crossed in front of an approaching train at the Glenview Road, Glen Eden level crossing. Fortunately the driver was able to bring the train to a stop before the crossing however as the driver had to reset the train systems following the emergency brake application there was some disruption to morning peak services. An emergency alarm on a train at Britomart causing delays to evening peak departures and arrivals on 3 July and there was one other incident that disrupted train operations where Police were required to attend to disruptive behaviour or criminal activity on the network.

Train Delay Impacts

Train delay minutes increased by 63.4% compared to the same month last year, while the total number of services operated increased by 39.8% compared to July last year. The average delay per service fell to 1.9 minutes reflecting the general improvement in service performance compared to recent months. There were improvements in all contributing factors. Figure 19 also shows the trend of train services operated over time and average delay minutes per train service.

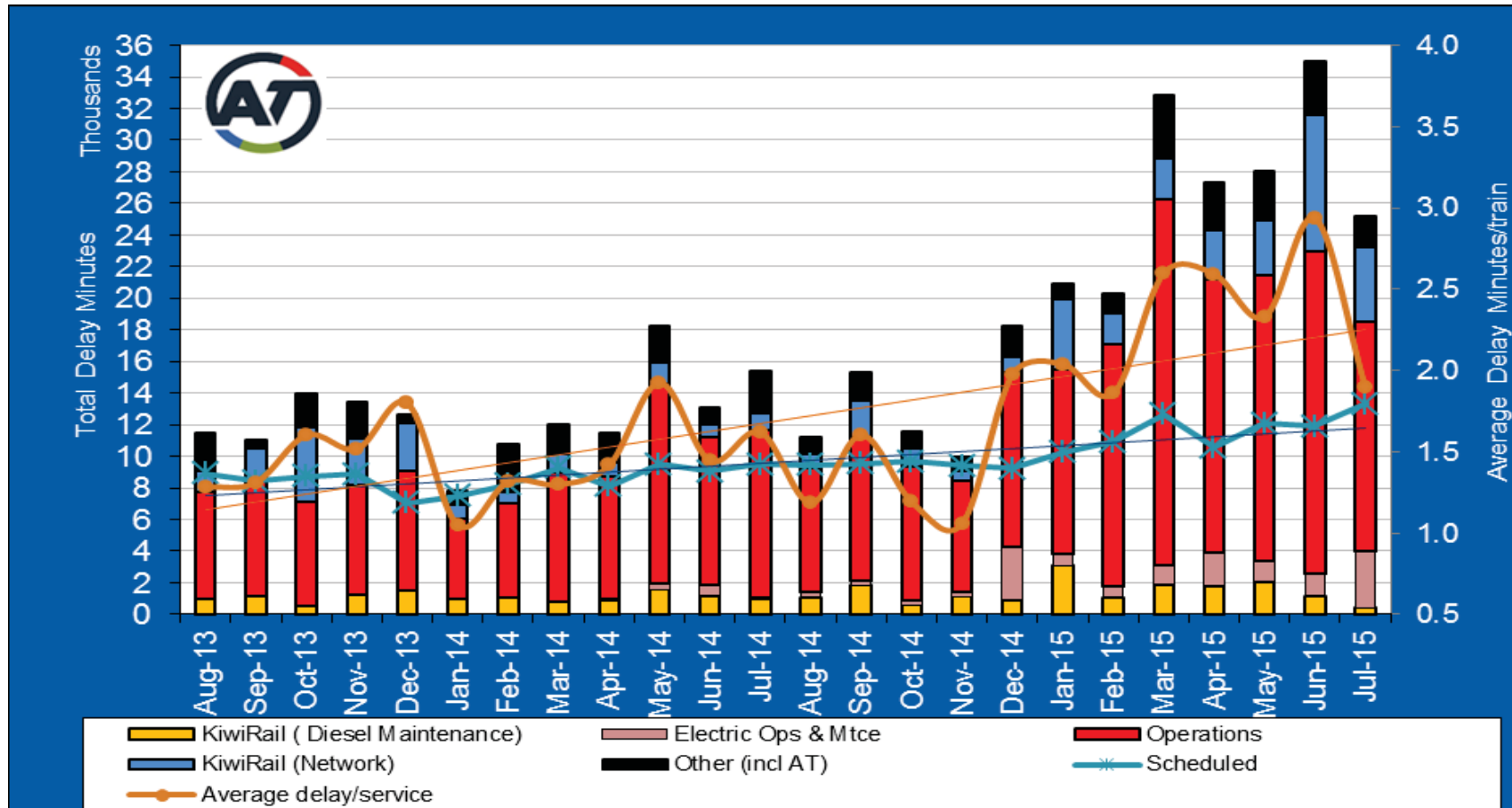


Figure 15. Train Delay Minutes by Cause

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

Table 2. Infrastructure Related Delays

	Delay Minutes	Proportion
Network Control	2,140	45.1%
Signal/points failure	2,212	46.6%
Speed restrictions	382	8.0%
Track protection measures*	11	0.2%
Total	10,349	

* 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 13 illustrates the actual train service numbers by line and cumulatively across the total network that arrived at their destination on time and were not delayed compared to the total services scheduled. In Jul-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 83.7%. 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 3 below. This was 82.5% on-time performance for Jul-2015.

Table 3. Rail Punctuality Weighted by Passenger Volume

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Total Network Actual Service Delays	88.0%	90.5%	86.5%	90.0%	91.9%	83.1%	82.8%	83.8%	77.8%	77.1%	80.4%	73.7%	83.7%
Weighted by Passenger Volume by Line	87.4%	89.9%	86.2%	89.7%	91.7%	82.9%	80.5%	82.6%	76.5%	75.8%	79.4%	73.2%	82.5%

Rail Capacity

The full electric service timetable that was introduced from 20 July included an increase in capacity on many services during the morning and evening peaks. On the three main lines, trains arriving at Britomart at the peak of the peak between 07:45am and 08:30am were supplied as six-car consists. A six car EMU has more than 20% additional seating capacity than the maximum size SA diesel train that they replaced and a single three-car EMU has marginally fewer seats than the standard 4-car SA diesel train. Therefore across the peaks there has been a significant increase in capacity supplied in the peaks. Nevertheless, at times when there are service disruptions, there tend to be more people are waiting at stations for subsequent services, so the next train may not be adequate for the numbers waiting to board. Based on the planned train allocations applicable at the end of the month there was one service reported to have exceeded AT's planned seating to standing ratio on average during July, which was on the Western Line. Two weeks of school holidays during the month will have reduced average loadings recorded on peak services and individual trains in July have exceeded this ratio on some days during the month as a result of changes to the train consist or following service disruptions on the day, for example following the cancellation of the previous train. Peak service loadings will be closely monitored to determine where further capacity may be needed to be supplied from the remaining EMUs once these are fully commissioned.

Bus Service Performance

For July 2015, 98.0% 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 July 2015 was 94.7%, 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 AT-reported using GPS-tracking data comparison to scheduled times, and no longer self-reported by bus operators.

Table 4. Bus Service Reliability and Punctuality - July 2015

Operator	Scheduled Trips	Reliability	Punctuality
Airbus	6,094	97.22%	91.21%
Birkenhead	15,573	98.04%	94.16%
H & E	20,194	98.13%	94.81%
NZ Bus	130,474	97.89%	94.59%
Ritchies	31,342	98.40%	95.52%
Tranzit	2,257	96.57%	92.37%
Urban Express	6,019	99.07%	96.55%
Waiheke Bus Company	2,849	98.25%	95.31%
Total	214,802	98.01%	94.67%

*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 July 2015, 99.1% 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 July 2015 was 97.5%, 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 5. Contracted Ferry Service Reliability and Punctuality - July 2015

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1,074	99.91%	99.91%
Half Moon Bay	610	98.69%	95.25%
Birkenhead	1,156	99.22%	95.33%
Gulf Harbour	276	100.00%	100.00%
Hobsonville	230	100.00%	100.00%
West Harbour	621	96.46%	94.85%
Rakino	30	96.67%	96.67%
Pine Harbour	736	99.86%	99.86%
Total	4,733	99.11%	97.51%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 24 events took place in July, with six that had an impact on public transport either with road closures and/or route diversions or additional special event services. The following identifies major Special Event services that were provided. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

NZ Maori vs. NZ Barbarians, Eden Park: Saturday, 18 July 2015

Total Attendance : 4,233

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	1,227	28.99%	1,264	29.86%	29.42%
BUS	148	3.50%	157	3.71%	3.60%
FERRY	-	-	-	-	-
TOTAL	1,375	32.48%	1,421	33.57%	33.03%

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 July 2015.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects Implemented/Completed

- New Lynn Station Entrance Gates
- New Network Consultation for the North Shore
- All Eastern, Southern, Onehunga and Western line timetables serviced by electric trains

Projects in Progress

- Double Decker bus route improvements
- Otahuhu Bus Interchange site works
- Parnell Train Station/Puhinui Train Station upgrade
- Ellerslie Train Station upgrade

Projects in Planning

- Changes to bus timetables and routes within the CBD that will be required for the commencement of the City Rail Link enabling works
- Half Moon Bay Ferry Terminal upgrade
- Downtown Ferry Terminal Pier Four upgrade
- Integrated fares
- Design of the new Bus Interchange at Manukau City
- Planning for next stage of the Otahuhu Bus Interchange (post the enabling works)
- Otahuhu Town Centre Bus Station upgrade
- Pukekohe Bus/Rail Station upgrade
- Implementation of the new bus network for the Hibiscus Coast.
- Hibiscus Coast Busway Station Stage 2
- New Network Consultation for the Eastern and Central (Isthmus)

7. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

Walk-In-Centres

The combined customer visits to the Customer Service Centres (CSC) for July 2015 was 93,996, an increase of 12,462 (+15.5%) on June's visitor numbers of 81,354. However, visitor numbers were significantly up on the same period in 2014, increasing by 14,506 (+18.2%) from 79,490. The increase in visitor numbers is in part due to tertiary students renewing their concessions for Semester 2, with an additional 1,900 customers visiting the CSC's. The largest contributor to the increase visitor numbers are the 9,300 people who have been assisted to use the Ticket and Top-up Machines, which promotes increased use of lower cost channels.

In the past 12 months, there have been almost 1,023,000 visits to the Customer Service Centres, an average of over 2,800 visits per day. The Britomart CSC has handled over 525,000 customers during the previous 12 months.

