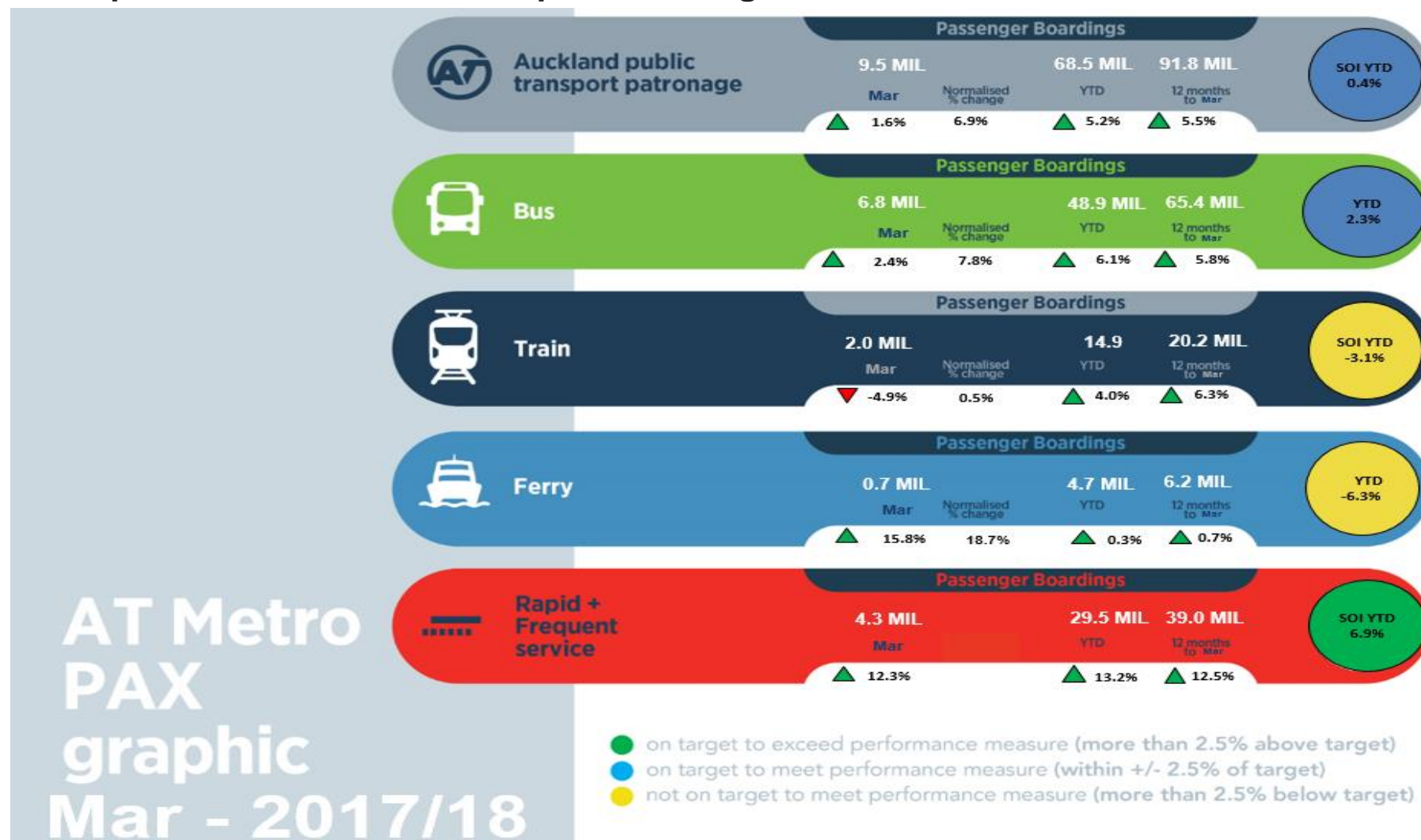


Addendum to Open Session – Item 10 Business Report – April 2018

Transport Services Public Transport Patronage Performance – 12 months to March 2018



Ref:- AT Monthly Indicators Report 1.3 AT Metro patronage breakdown.

For the 12 months to March 2018 Auckland public transport patronage totalled 91.8 million passenger boardings, an increase of +5.5% on the previous year. March monthly patronage was 9.5 million, an increase of +1.6% on March 2017 and +4.2% above SOI target (YTD +0.4%). March normalised adjustment ~ +6.9% accounting for special event patronage, with two less business days and two more weekend day/public holiday.

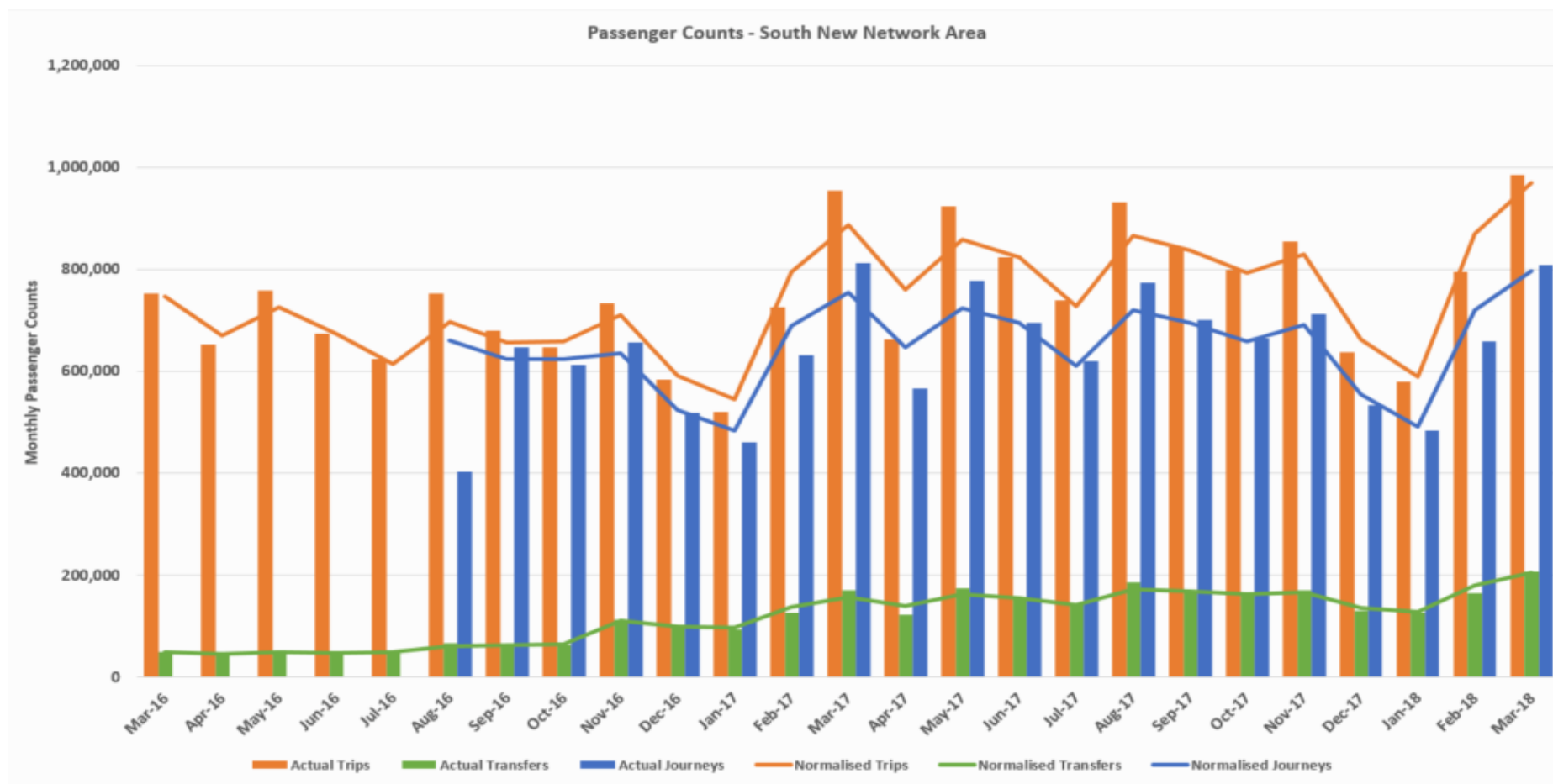
Bus services totalled 65.4 million passenger boardings for the 12-months to March 2018, an increase +5.8% on the previous year. Patronage for March 2018 was 6.8 million, an increase of 2.4% on March 2017 and +7.8% above target (YTD +2.3%). March normalised adjustment ~ +7.8% accounting for special event patronage, with two less business days and two more weekend day/public holiday.

Train services totalled 20.2 million passenger boardings for the 12-months to March 2018, an increase of +6.3% on the previous year. Patronage for March 2018 was 2.0 million, a decrease of -4.9% on March 2017 and -4.5% below SOI target (YTD -3.1%). March normalised adjustment ~+0.5% accounting for special event patronage, with two less business days and two more weekend day/public holiday.

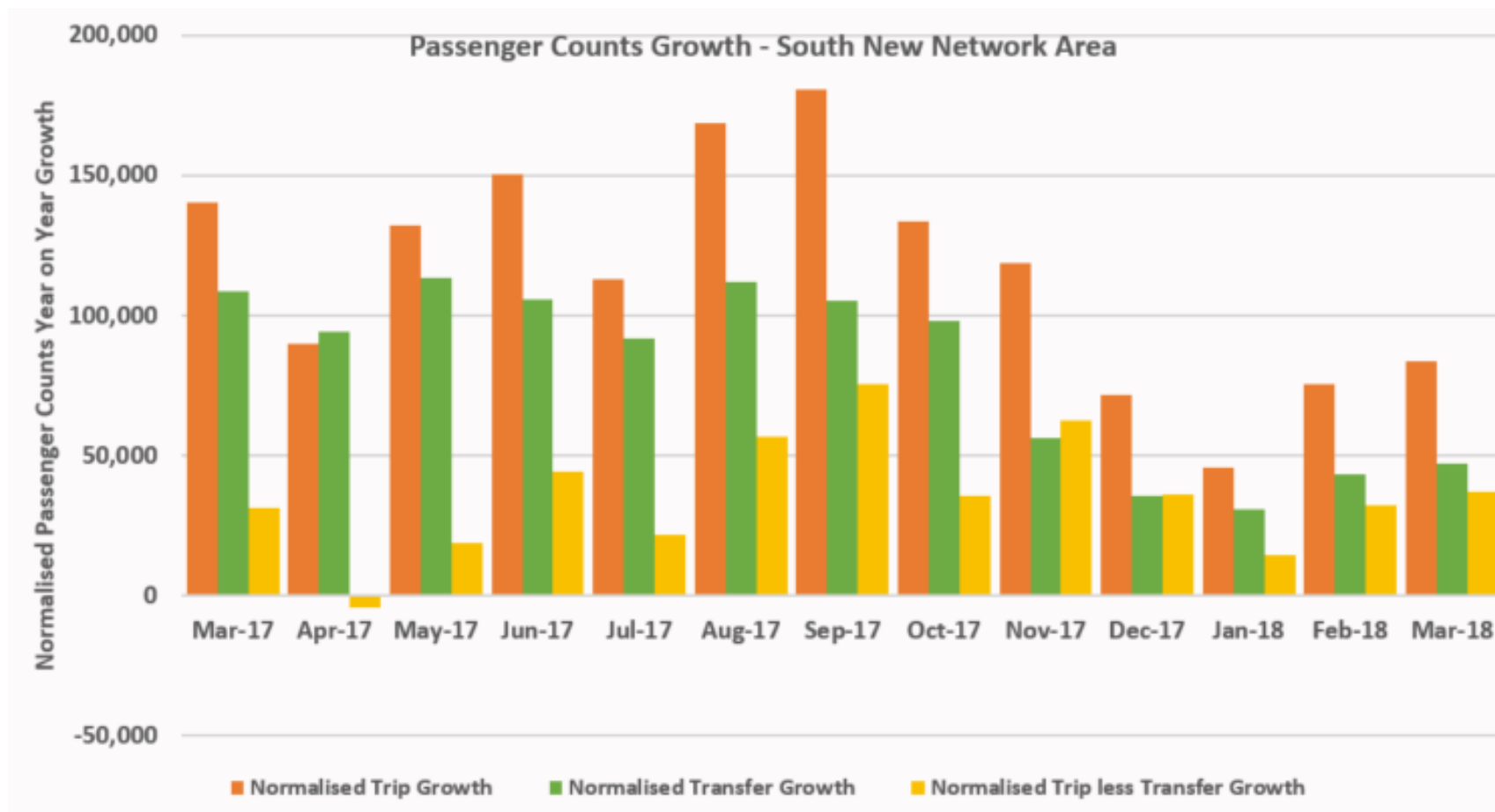
Ferry services totalled 6.2 million passenger boardings for the 12-months to March 2018, an increase of +0.7% on the previous year. Patronage for March 2018 was 0.68 million, an increase of +15.8% on March 2017 and -1.5% below target (YTD -6.3%). March normalised adjustment ~+18.7% accounting for special event patronage, with two less business days and two more weekend day/public holiday.

Rapid and Frequent services totalled 39.0 million passenger boardings for the 12-months to March 2018, an increase of +12.5% on the previous year. Patronage for March 2018 was 4.3 million, an increase of +12.3% on March 2017 and +4.9% above SOI target (YTD +6.9%).

Growth in New Network rollout for South Auckland – Bus and Train

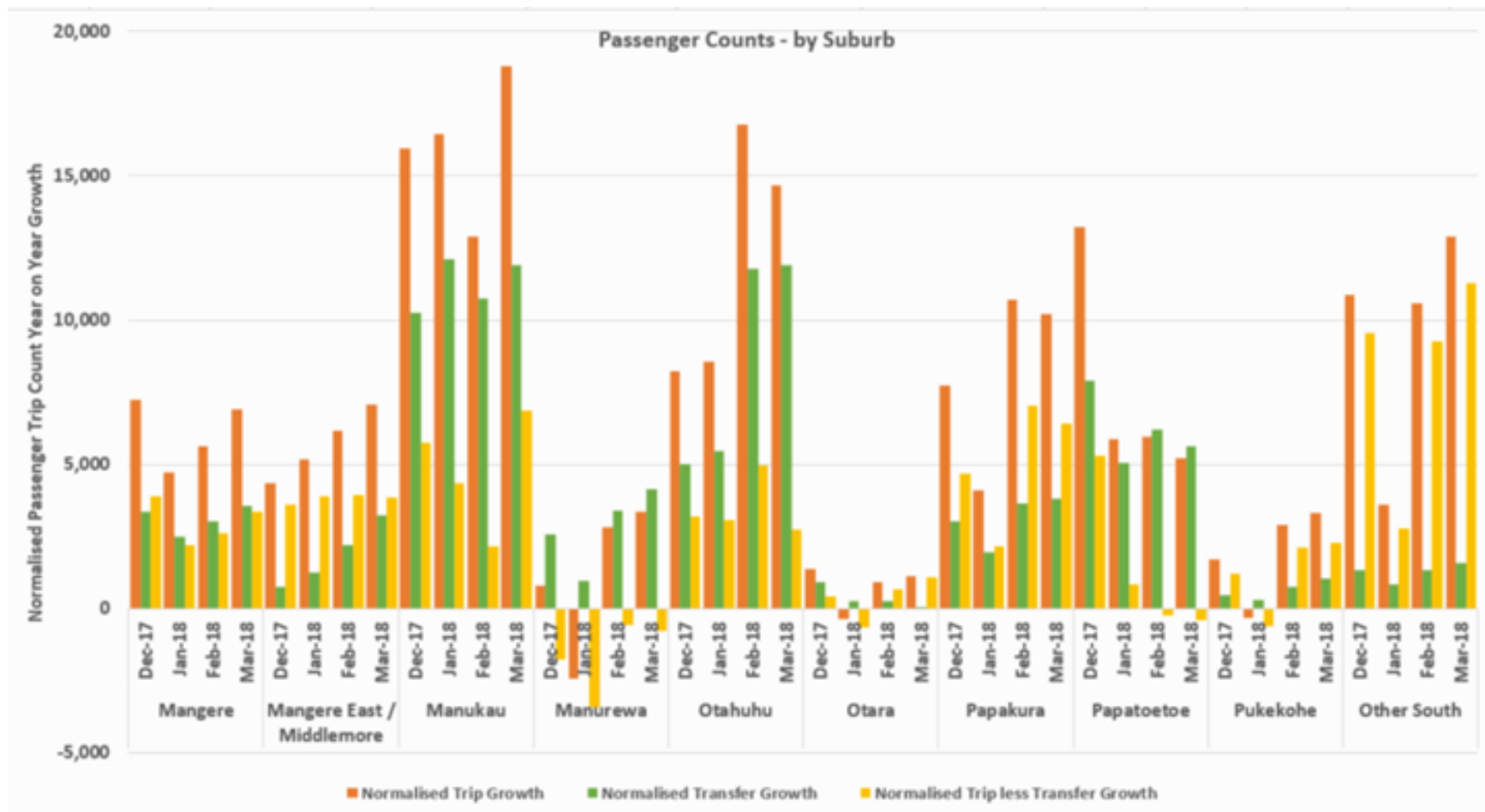


In the South New Network Area for March 2018, there were 809,662 journeys, 985,724 passenger trips a difference of 22% and 208,229 transfers (26% of journeys). For the 12-month to March 2018, total of 75.2 million journeys, 85.3 million trips on HOP a difference of 11.8% and 13.5 million transfers (17.9% of journeys).



Normalised year on year growth in the South New Network Area for March 2018:

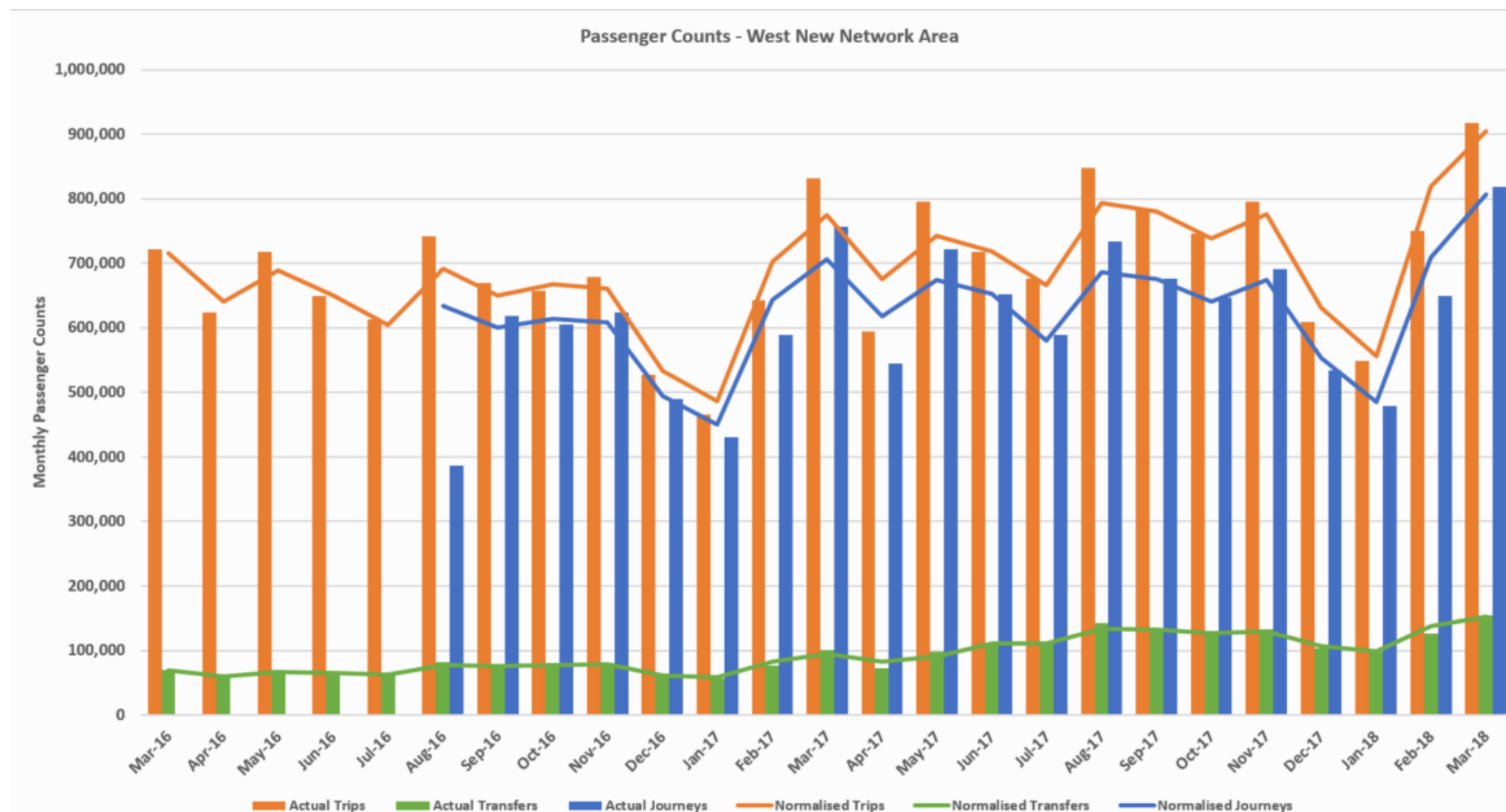
- Passenger trips have increased by +83,627 (+9%). Network wide (excluding SkyBus) the increase was +564,661 (+7%).
- Transfers have increased by +46,862 (+30%), Network wide +282,829 (+25%).
- Passenger trips less transfers have increased by +26,765 (+5%).



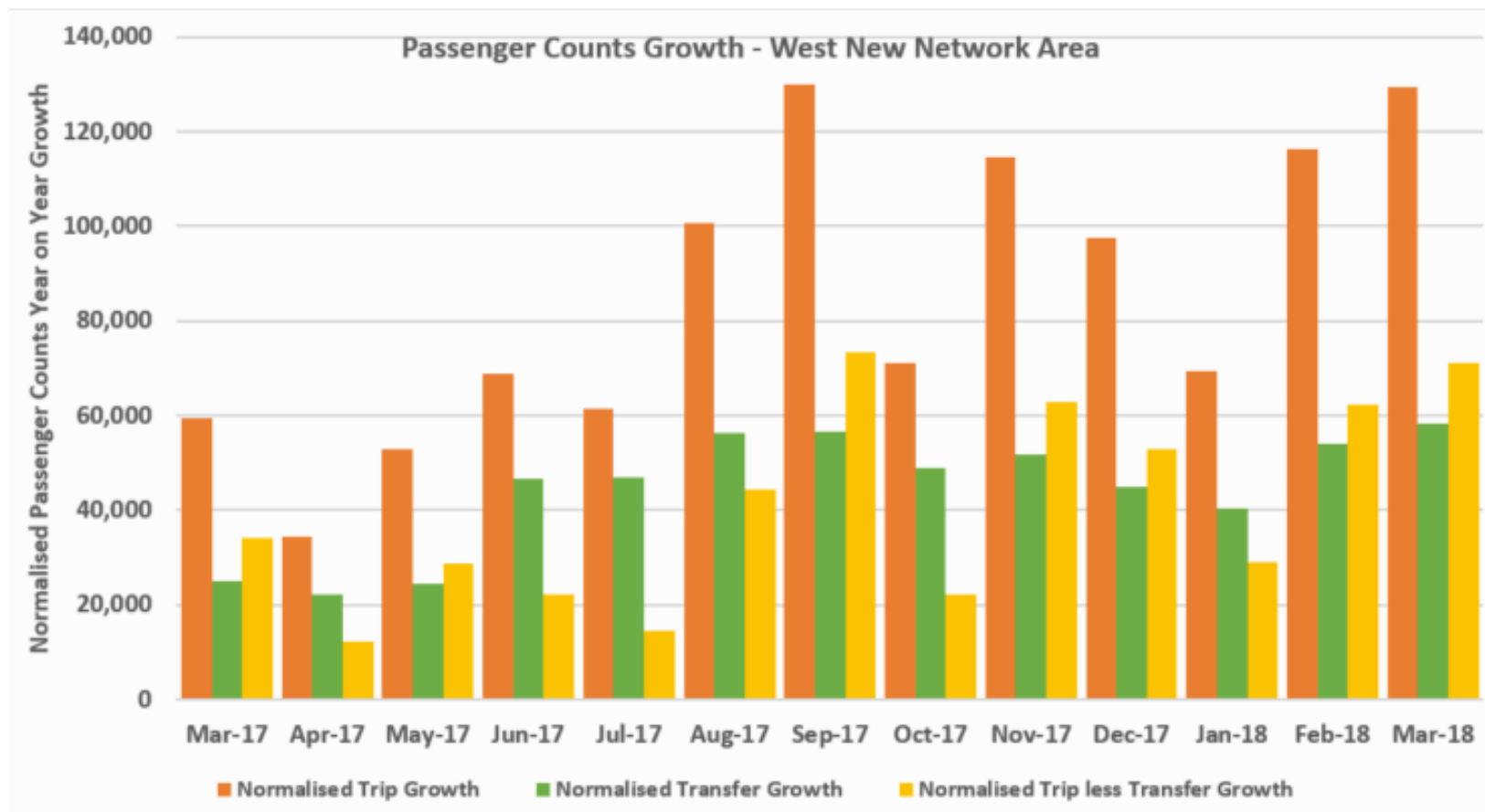
Normalised year on year growth in the South Network Area for March 2018 by suburb:

- All reported suburbs saw positive growth in passenger trips with the exception of Manurewa and Papatoetoe.

Growth in New Network rollout for West Auckland – Bus and Train

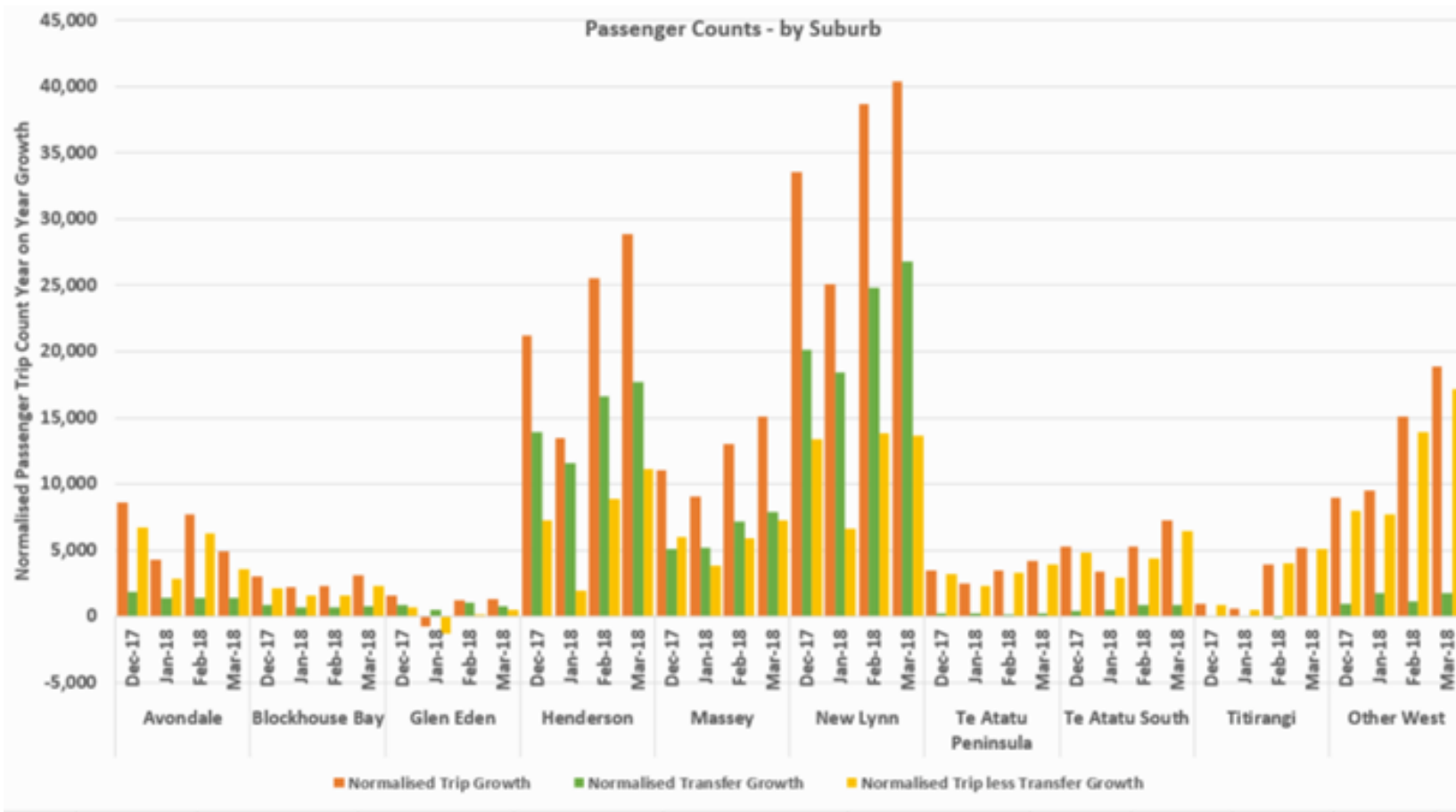


In the West New Network Area for March 2018, there were 818,305 journeys, 918,000 passenger trips a difference of 12% and 154,737 transfers (19% of journeys). For the 12-month to March 2018, total of 75.2 million journeys, 85.3 million trips on HOP a difference of 11.8% and 13.5 million transfers (17.9% of journeys).



Normalised year on year growth in the West New Network Area for March 2018:

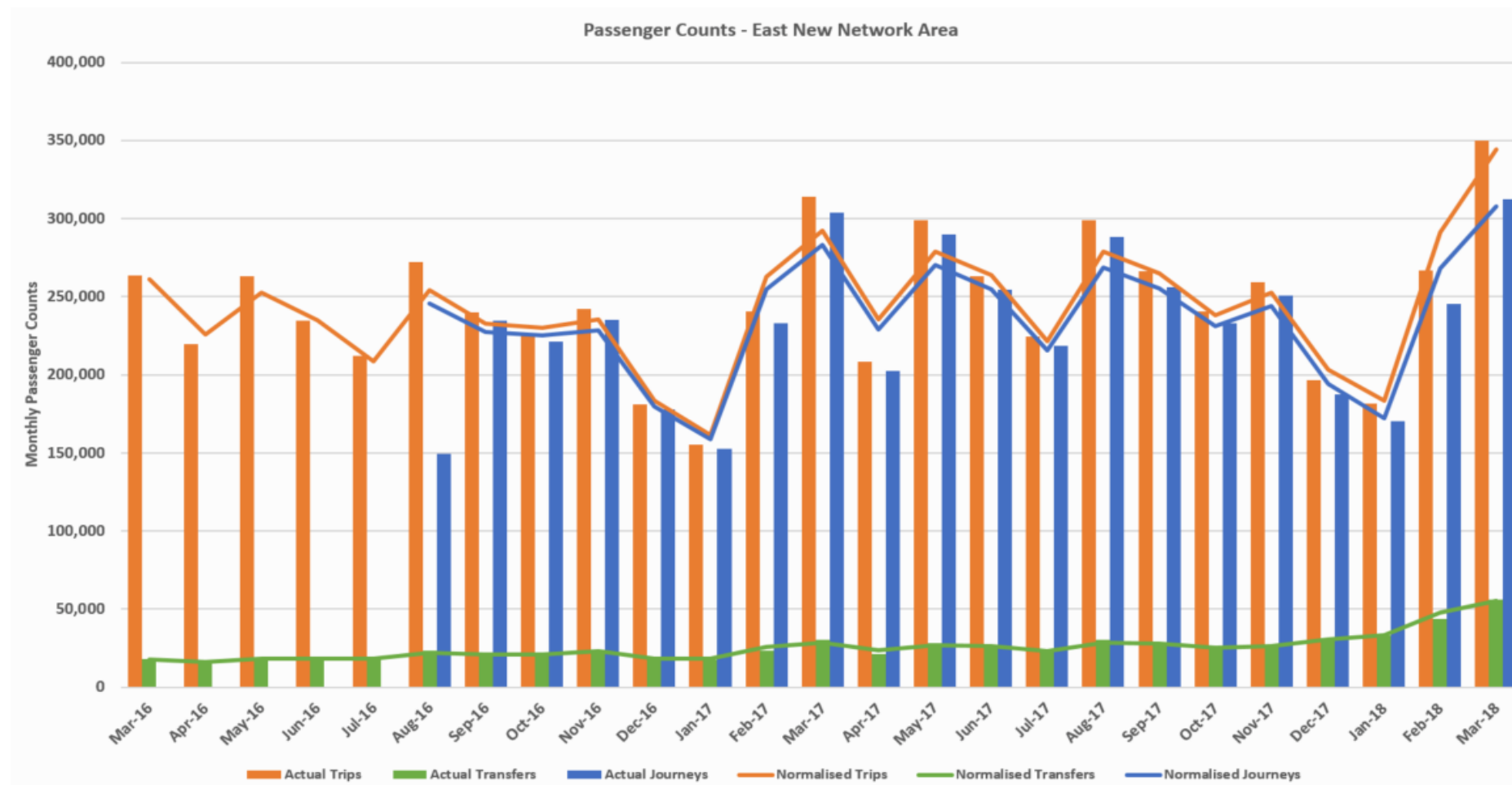
- Passenger trips have increased by + 129,385 (+17%). Network wide (excluding SkyBus) the increase was + 564,661 (+7%).
- Transfers have increased by + 58,318 (+62%), Network wide + 282,829 (+25%).
- Passenger trips less transfers have increased by + 71,067 (+10%).



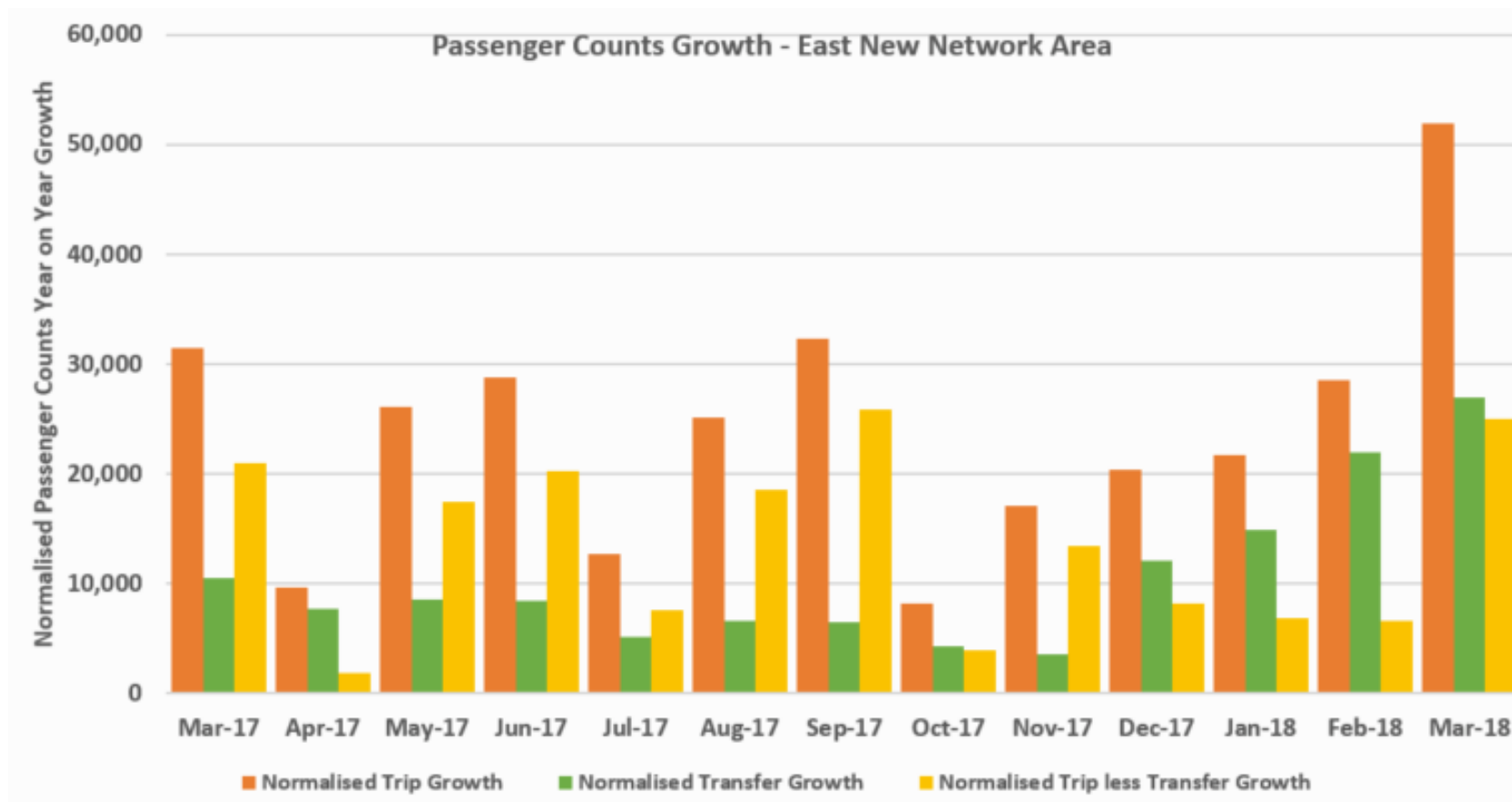
Normalised year on year growth in the West Network Area for March 2018 by suburb:

- All reported suburbs saw positive growth in passenger trips.

Growth in New Network rollout for East Auckland – Bus and Train

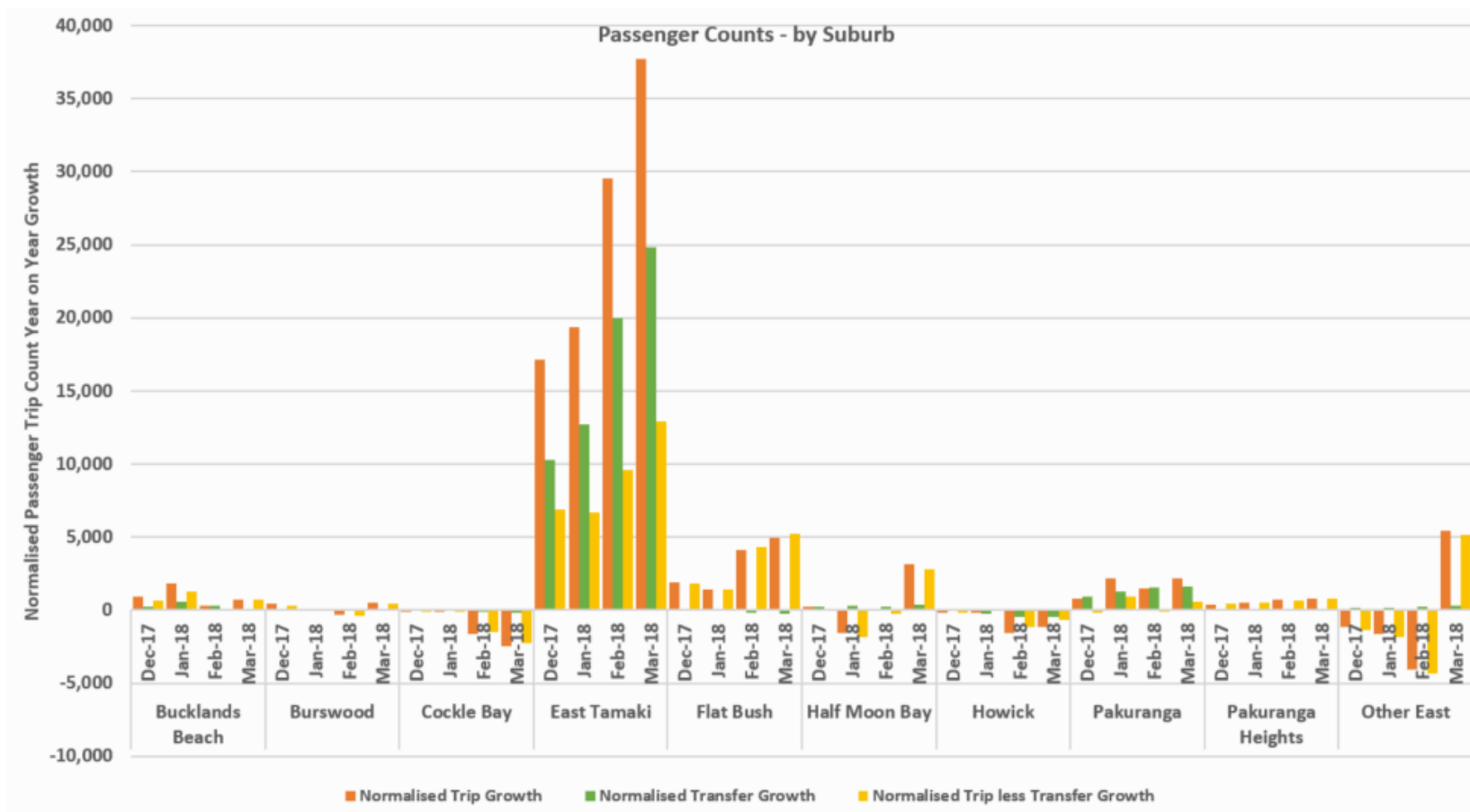


In the East New Network Area for March 2018, there were 312,411 journeys, 349,747 passenger trips a difference of 12% and 56,263 transfers (18% of journeys). For the 12-months to March 2018, total of 75.1 million journeys, 85.3 million trips on HOP a difference of 11.9% and 13.4 million transfers (17.8% of journeys).



Normalised year on year growth in the East New Network area for March 2018:

- Passenger trips have increased by +51,971 (+18%). Network wide (excluding SkyBus) the increase was + 564,661 (+7%).
- Transfers have increased by +29,949 (+95%). Network wide + 282,829 (+25%).
- Passenger trips less transfers have increased by +25,022 (+9%).



Normalised year on year growth in the East Network area for March 2018 by suburb:

- Total for all suburbs saw positive growth with the exception of Cockle Bay & Howick.

On-Time Performance

Total Network Punctuality (Weighted to Patronage) at Origin

95.94%

12 Month rolling average

96.32%

SOI

93.0%

Train Performance March 2018



Total Network

95.5% Punctuality*

96.2% 12 month rolling average

97.8% Service Delivery*

98.2% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Western Line

94.9% Punctuality*

96.3% 12 month rolling average

97.9% Service Delivery*

98.3% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Eastern Line

97.0% Punctuality*

97.2% 12 month rolling average

97.5% Service Delivery*

98.2% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Southern Line

95.4% Punctuality*

95.2% 12 month rolling average

97.6% Service Delivery*

97.7% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Pukekohe Line

98.7% Punctuality*

98.3% 12 month rolling average

99.3% Service Delivery*

98.8% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Onehunga Line

91.6% Punctuality*

94.6% 12 month rolling average

97.4% Service Delivery*

98.3% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination * Arrival at final destination

Total Network at Origin

98.1% Punctuality*

98.4% 12 month rolling average

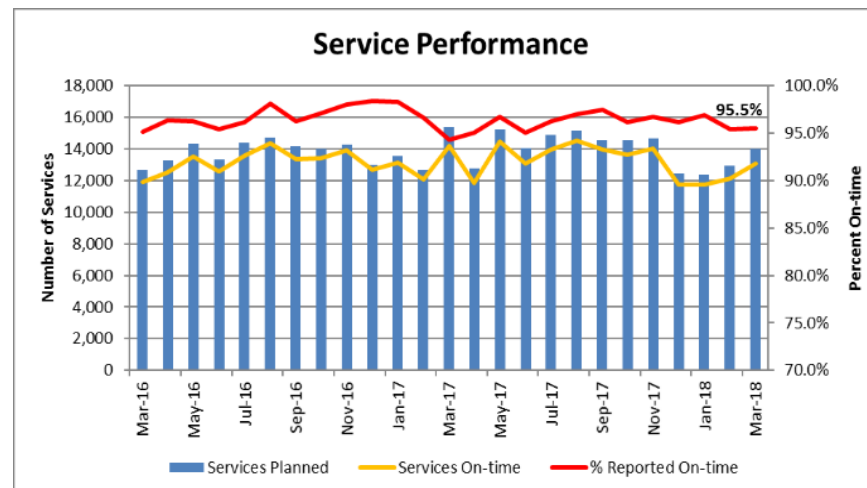
* Departure within 5 minutes of schedule at origin

Train:

There were 14,020 train services scheduled in March (blue bars) - the number of actual services operated on-time (yellow line) was 13,451.

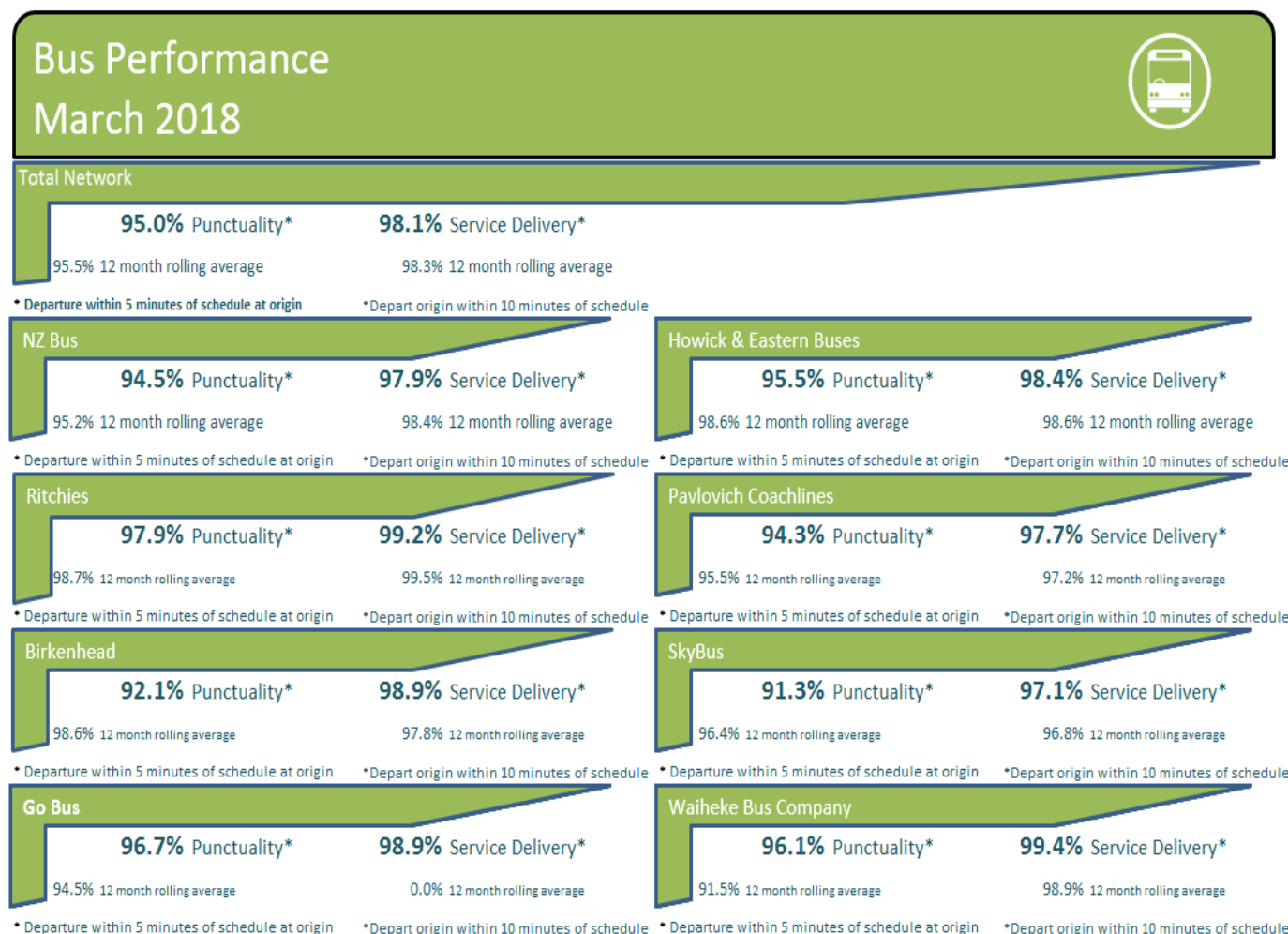
Major incidents that affected March 2018 train service performance:

- The southern and eastern train lines were closed for 35 minutes during the evening peak on 15 March, due to a trespasser, leading to the cancellation of 27 train services, and delaying 76 others
- A trespass incident in Manurewa, on 6 March, resulted in the cancellation of 20 train services
- A point failure at Britomart at the end of the afternoon peak on 9 March resulted in the cancellation of 23 train services.



Bus:

Bus Services' performance Key Performance Indicators (KPIs) were on target in March with Punctuality at first stop achieved at 95%, and Reliability at Start achieved at 98.1%. This was a good result, especially as traffic conditions were busy during the month due to March Madness, and roadworks in Beach Haven affecting services operated by Birkenhead Transport. Overall, the performance improved on the prior month with +0.2% (punctuality at first stop) and +0.2% (reliability), and had a positive change year-on-year.



Ferry:

Service delivery (or reliability) is the proportion of ferries not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of ferries that were not cancelled in full or part and that departed their origin within -59 seconds and +4:59 of the scheduled time. A large number of services were running late over March due to the ongoing ferry basin congestion with some cruise ship activity, on-going seawall works at Pier 1 and 2, March Madness and vessel unreliability. Inner harbour services suffered a number of cancellations due to vessel breakdown or running excessively late that trips were missed. On the network overall there were increased passenger numbers due to March Madness that created longer dwell times affected departure times. With the seawall works nearing completion and the reinstatement of Pier 1a due to happen mid to late April, reliability should lift in the coming months.

