

# Statistics Report

October 2012



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# PUBLIC TRANSPORT

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## 1. HIGHLIGHTS

### 1.1 Patronage

Annual Auckland public transport patronage for the 12-month period to end-October 2012 was 70,179,157 boardings an increase of +2.2% (+1,516,488 boardings) compared to the 12-month period to end-October 2011.

The previous 12-month period to end-October 2011 against which the +2.2% growth rate relates included significant additional public transport use between 9 September and 23 October 2011 as a result of one-off special event public transport services to and from matches for Rugby World Cup 2011 (RWC2011) and also general uptake as a result of enhanced service levels particularly on rail. Estimated underlying growth normalised for RWC2011 therefore shows an improved positive trend at +4.8% for the 12-months to end-October 2012.

Financial year-to-date (FYD) for the four months to October 2012 and monthly October 2012 patronage compared to the same periods in 2011 has reduced by -3.9% (+3.0% normalised for RWC2011) and -7.9% (+1.2% normalised for RWC2011) respectively, largely as a result of the 2011 RWC2011 impacts. 12-month and FYD trends will continue to be normalised until RWC2011 impacts are transitioned.

Negative patronage impacts also resulted from cancelled bus services due to NZ Bus industrial relations activity and weekend rail network closures for rail electrification infrastructure works.

Two year patronage results also illustrate positive underlying growth trends compared to the same period in 2010 at +12.2% for the 12-months to end October 2012, +8.5% FYD and +7.5% for October 2012.

### 1.2 Service Performance

During October train service performance continued to improve to an overall 97.9% service delivery and 87.1% of services running on time, the best monthly performance in four years. This is partly a result of a recast weekday timetable introduced on 15 October, which reduced the number of timing conflicts at key junctions and also reflects improved performance of upgraded track infrastructure with the near completion of Project DART (Developing Auckland Rail Transport) that commenced in 2004/05 to develop the rail infrastructure, operation of the new signalling system from August 2012 and operational procedural improvements.

An ongoing programme of bus service re-timetabling to reflect operating conditions continues. Howick & Eastern Bus Services Ltd enhanced timetables were implemented on 28 October.

### 1.3 Initiatives

The AT HOP smartcard was launched for rail service fare payments on 27 October 2012 as the first phase of integrated ticketing across all Auckland rail, ferry and bus public transport services. This included the electronic gating of Britomart and Newmarket Stations, the expansion of the Britomart Customer Service Centre and opening of new Customer Service Centres at Newmarket and New Lynn Stations and at Auckland University of Technology.

Public consultation, commenced on 5 October 2012 (closing 5 November), of an updated Regional Public Transport Plan, including a revised and simplified bus service network and the proposed public transport policies and actions for the next ten years.

## 2. PUBLIC TRANSPORT PATRONAGE

### 2.1 Network Wide Summary

Auckland public transport patronage totalled 70,179,157 passengers for the 12-months to October 2012 an increase of 1,516,488 boardings or +2.2% as illustrated at Figure 1.

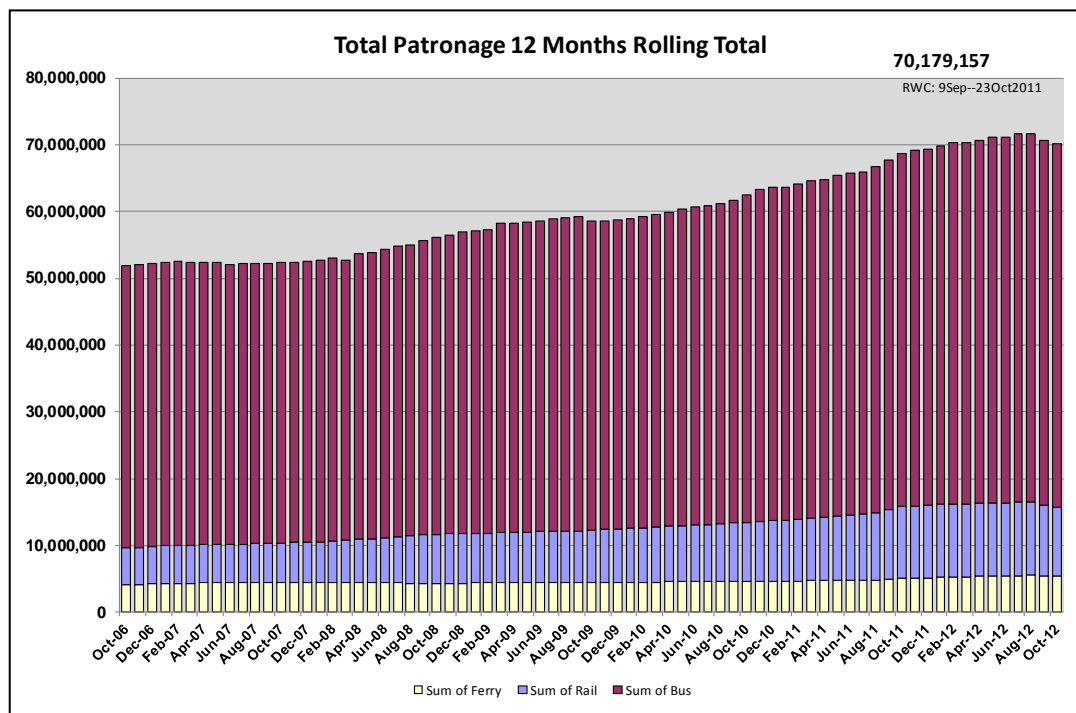


Fig 1. Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12-months rolling total and financial year-to-date (Jul 2012 to Jun 2013) is provided at Table 1. For the financial year-to-date, four months to Jun 2013, patronage has decreased by -3.9% (-976,479 boardings). Patronage for October 2012 was 5,855,855 boardings, a decrease of -7.9% (-502,790 boardings) on October 2011.

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

	Oct-12								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
<b>1. Rapid Transit Network sub-total:</b>	1,070,069	-367,728	-25.6%	12,465,038	-554,614	-4.3%	4,387,840	-718,982	-14.1%
Northern Express Bus	196,998	-28,832	-12.8%	2,226,830	18,437	0.8%	791,834	-53,030	-6.3%
<b>Rail sub-total:</b>	873,071	-338,896	-28.0%	10,238,208	-573,051	-5.3%	3,596,006	-665,952	-15.6%
- Western Line	295,546	-213,900	-42.0%	3,688,244	-322,670	-8.0%	1,266,611	-403,990	-24.2%
- Southern & Eastern Line:	577,525	-124,996	-17.8%	6,549,964	-250,381	-3.7%	2,329,395	-261,962	-10.1%
- Pukekohe / Papakura Services *	411,182	-110,643	-17.8%	5,224,644	-252,153	-4.1%	1,695,310	-233,168	-10.1%
- Manukau Services * (opened 15 Apr 2012)	100,320			605,570			377,292		
- Onehunga Services	66,023	-14,352	-17.9%	719,749	1,772	0.2%	256,793	-28,794	-10.1%
<b>2. Quality Transit and Local Bus (Include School Bus) sub-total:</b>	4,351,140	-59,474	-1.3%	52,343,173	1,735,023	3.4%	17,987,370	-181,108	-1.0%
- Quality Transit & Local Bus	4,178,222	-91,101	-2.1%	49,686,162	1,771,798	3.7%	17,031,790	-215,158	-1.2%
- Contracted School Bus	172,918	31,627	22.4%	2,657,011	-36,775	-1.4%	955,580	34,050	3.7%
<b>3. Ferry</b>	434,646	-75,588	-14.8%	5,370,946	336,079	6.7%	1,611,835	-76,389	-4.5%
<b>Total Patronage</b>	<b>5,855,855</b>	<b>-502,790</b>	<b>-7.9%</b>	<b>70,179,157</b>	<b>1,516,488</b>	<b>2.2%</b>	<b>23,987,045</b>	<b>-976,479</b>	<b>-3.9%</b>

\*Some Pukekohe/Papakura Services were reclassified as Manukau Services on 15 April 2012 with the opening of Manukau Station. Annual change figures are not representative between services and are reported together.

\*\*Final year to June 2013 results will be subject to audit.

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

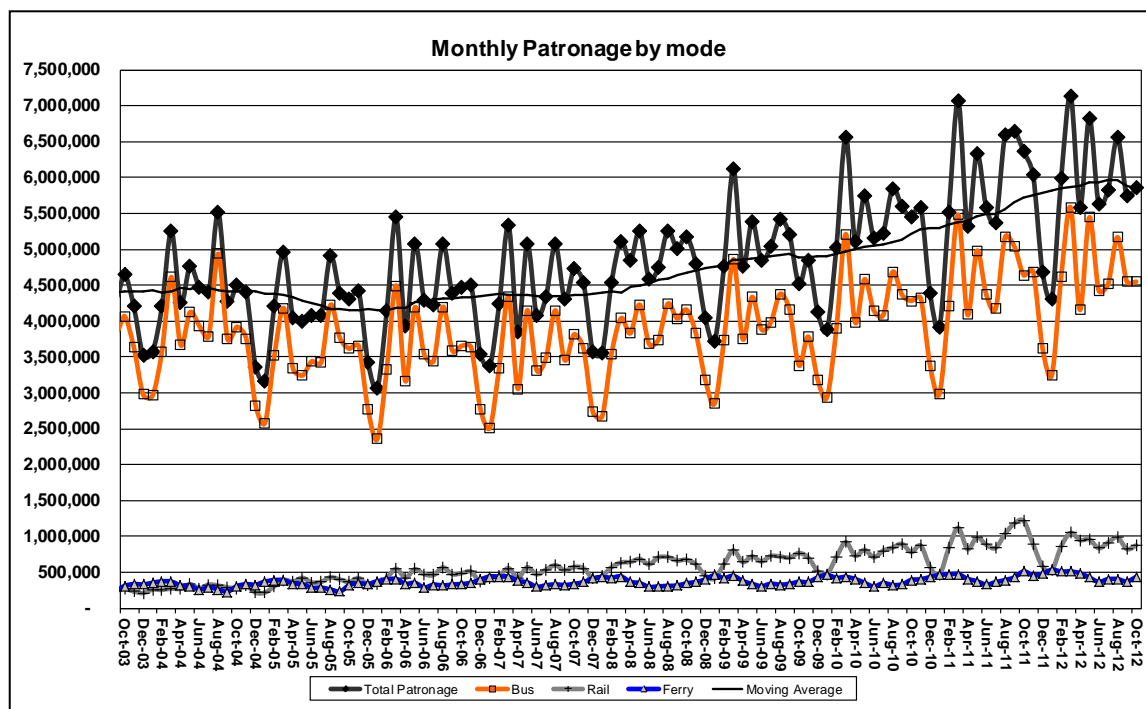


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

### 2.1.1 Trend Analysis

Table 1.1 provides an estimate of patronage normalised for significant additional public transport service provision during the Rugby World Cup 2011 (RWC2011) between 9 September and 23 October 2011. For October 2012 returns, RWC2011 is estimated to impact on average across all modes by approximately -9.1%, FYD by -6.9% and annual results by -2.6%.

Table 1.1 Patronage Breakdown Normalised for Rugby World Cup 2011 (RWC2011)

Normalised	Oct-12								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,070,069	31,482	3.0%	12,465,038	204,022	1.7%	4,387,840	39,654	0.9%
Northern Express Bus	196,998	9,669	5.2%	2,226,830	97,946	4.6%	791,834	26,479	3.5%
Rail sub-total:	873,071	21,813	2.6%	10,238,208	106,076	1.0%	3,596,006	13,175	0.4%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,351,140	29,806	0.7%	52,343,173	2,451,605	4.9%	17,987,370	535,474	3.1%
3. Ferry	434,646	7,982	1.9%	5,370,946	526,975	10.9%	1,611,835	114,507	7.6%
<b>Total Patronage</b>	<b>5,855,855</b>	<b>69,270</b>	<b>1.2%</b>	<b>70,179,157</b>	<b>3,182,602</b>	<b>4.8%</b>	<b>23,987,045</b>	<b>689,635</b>	<b>3.0%</b>

While RWC2011 has the largest impact on public transport patronage trends for October, other significant influencers include:

- An additional two business days in October 2012 compared to October 2011
- Differences in school holiday times between October 2012 and October 2011 with a benefit accrued in October 2012
- Increased rail network closures for network electrification works in September and October 2012 compared to the same period in 2011
- Introduction of AT HOP card electronic fares payment on rail services from 27 October will transition trip sales and patronage counts from manual at point of sale to automated real-time trip usage accounting; this will produce more accurate rail data and may result in a short-term trip count reduction as legacy products expire in November and December 2012
- Bus service cancellations as a result of NZ Bus industrial relations activities
- Bus service improvements in recent months including:
  - Redesigned Isthmus bus services in August 2011
  - Customer choice provided on Busway with additional capacity added to Route 881 service influencing tertiary travel (direct service to Learning Quarter) in March/April 2012 (will have also impacted negatively on Northern Express)
  - Service reliability & punctuality improvements on some North Shore services in August 2012
  - Service improvements provided on Howick & Eastern services in August and October 2012
- Ongoing Busway Transpower cabling works resulting in minor service delays
- Reduced Auckland visitor numbers between August and October 2012 compared to the same period in 2011 has further impacted major ferry routes in addition to RWC2011.

Underlying trends overall continue to be positive. In addition to the normalised trends from Table 1.1, two year growth results show positive underlying trends at +12.2% for the 24-months to end October 2012, +8.5% FYD compared to the same period in 2010 and +7.5% for October 2012 compared to October 2010.

## 2.2 Rapid Transit Network

The Rapid Transit Network (RTN) comprises right-of-way (unobstructed by other traffic) public transport of rail and the Northern Express traversing the Northern Busway. The RTN is the first tier of a four-tier public transport network design approach for Auckland to be progressively implemented.

The second tier comprises a Quality Transit Network (QTN) of high frequency bus services, which utilise bus lanes and traffic signal pre-emption measures connecting to form a network of services in their own right and including some ferry services. The third tier comprises Local Connector Network (LCN) services of local bus services and ferry services connecting with the RTN and QTN. The RTN, QTN and LCN will be progressively integrated and connected to form a public transport network that will permit customers to access multiple destinations through direct services or across multiple services via transfers. The network will be supplemented by fourth tier targeted services for individual customer groups to meet specific needs as required.

Patronage totalled 12,465,038 passengers for the 12-months to October 2012 (Figure 3) a decrease of -554,614 boardings or -4.3%. For the financial year-to-date, four months to Jun 2013, patronage has decreased by -14.1% (-718,982 boardings) (Figure 4). Patronage for October 2012 was 1,070,069 boardings, a decrease of -25.6% (-367,728 boardings) on October 2011 (Figure 5).

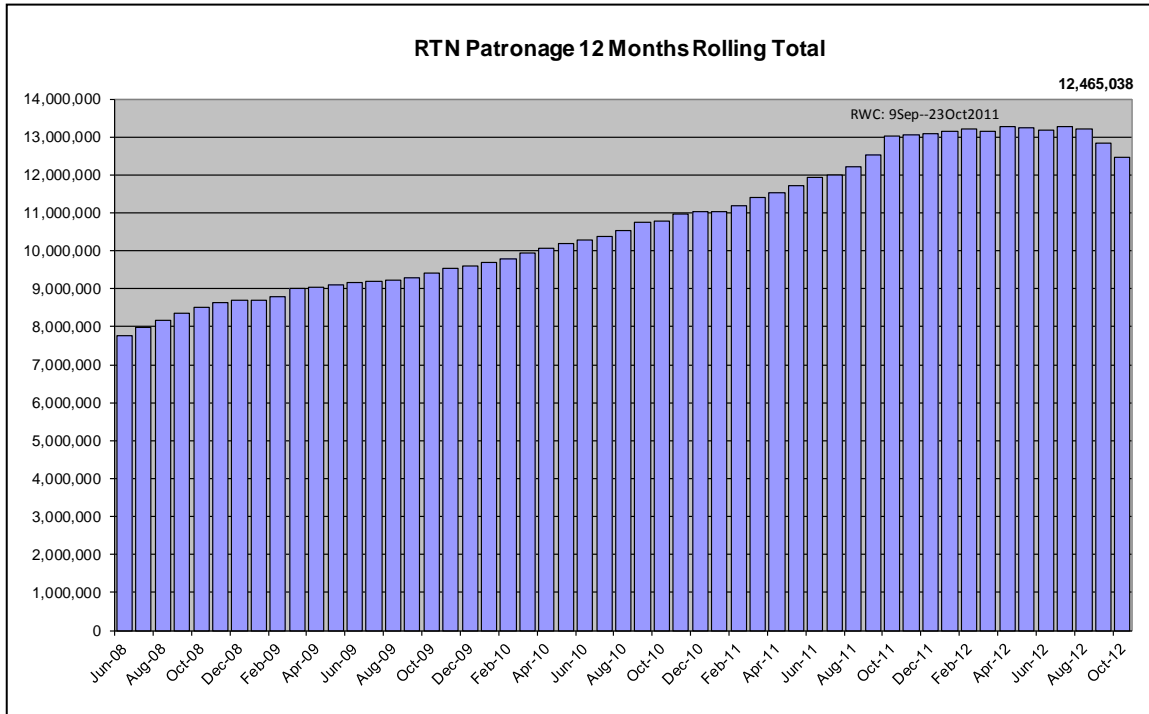


Fig 3. RTN Patronage – 12 Months Rolling Total

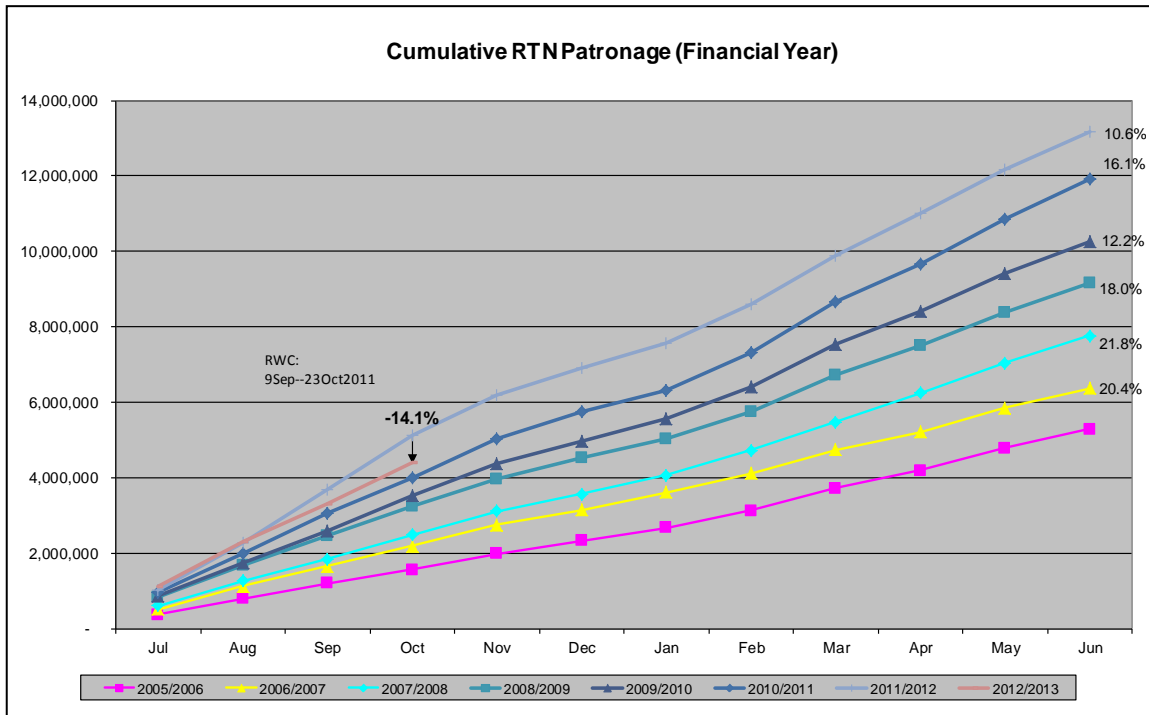


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2012/13

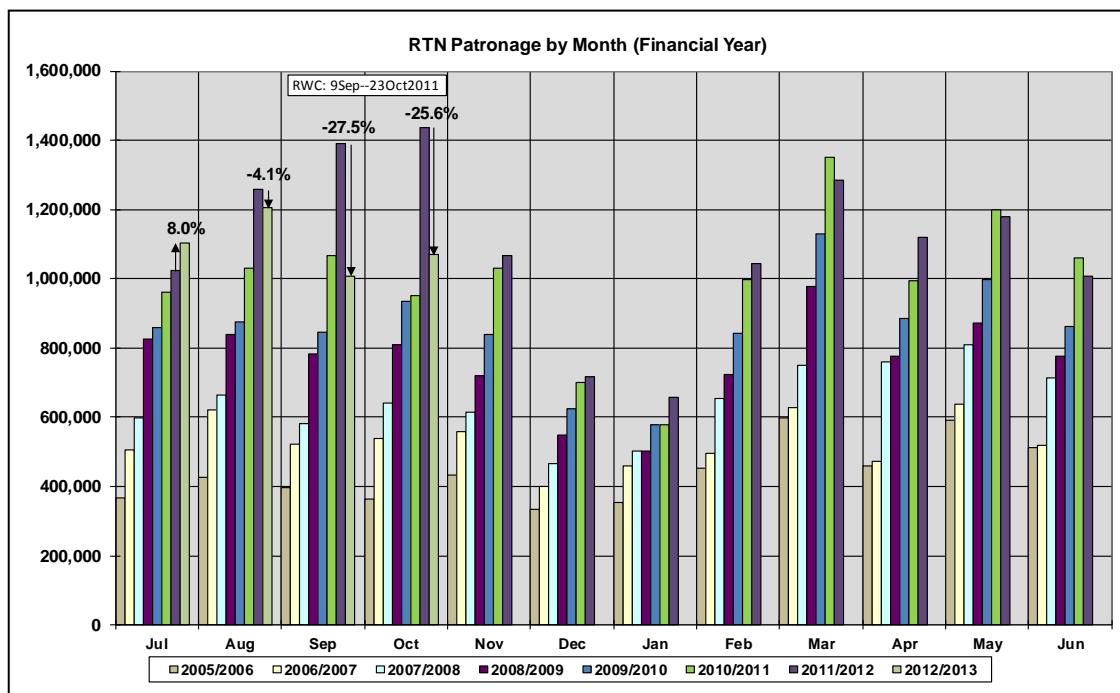


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2012/13

## 2.2.1 Rail Patronage

Rail patronage totalled 10,238,208 passengers for the rolling twelve months to October 2012 (Figures 6 and 7) a decrease of -573,051 boardings or -5.3% on the previous year, while comparing this to the 12-months to October 2010 there has been an increase of 1,355,820 boardings (+15.3%). There is a net reduction of -482,118 passenger journeys recorded on special event services while additional ticketed travel on the enhanced level of scheduled services that were operating during RWC2011 boosted the overall patronage during the months of September and October 2011. Throughout the RWC2011 train services operated through to late night with a Friday or Saturday timetable operating on all days with supplementary services (in addition to the Eden Park services) operating for game days.

Patronage for October 2012 was 873,071 boardings, a decrease of -28.0% (-338,896 boardings) on October 2011 (Figure 8). When comparing this to October 2010 it represents an increase of 92,806 boardings (+11.9%). The decrease for the month compared to the same month last year can be attributed to primarily patronage associated with special event services to RWC2011 matches during October 2011 (approximately -17% or -209,000 boardings), associated additional travel on enhanced scheduled services during RWC2011 and two partial rail network closures in October 2012 whereas there were none in October 2011.

The introduction of the AT HOP ticketing system on rail from October will also see a change in the way in which patronage is recorded, transitioning between 27 October and end-December 2012 from a manual at point of sale to electronic real-time usage transaction system. Trip counts from legacy 10-trip and monthly paper tickets will reduce over this period as tickets expire.



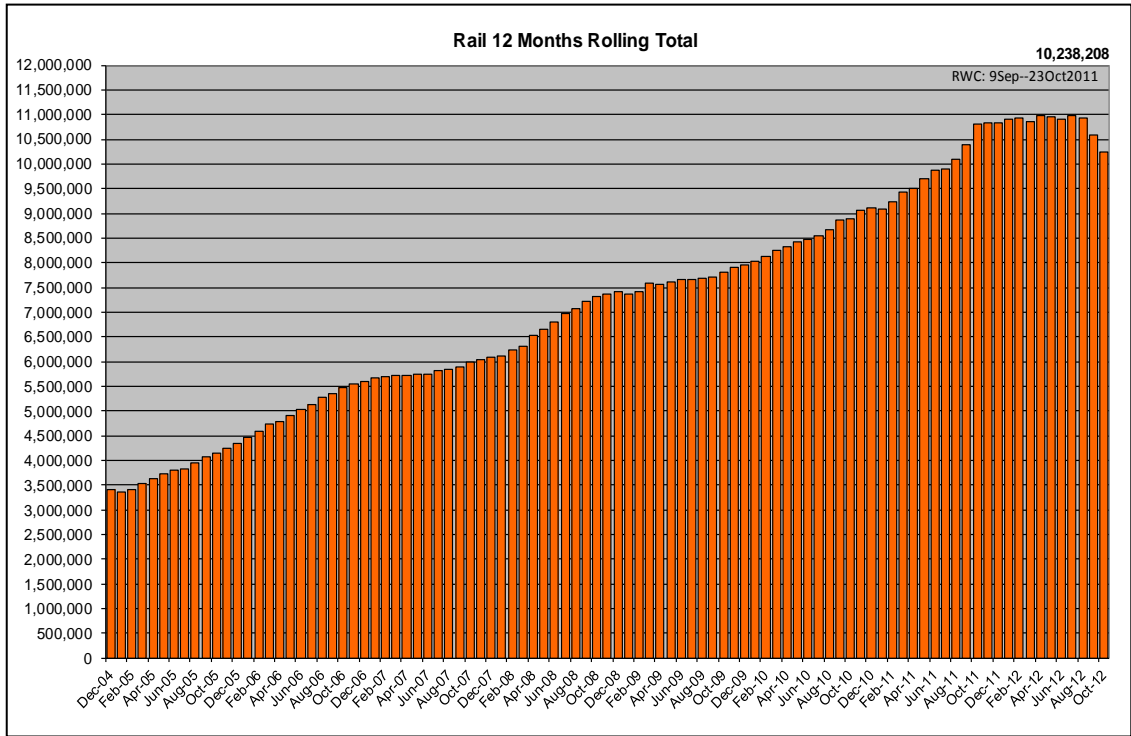


Fig 6. Rail Patronage – 12 Months Rolling Total

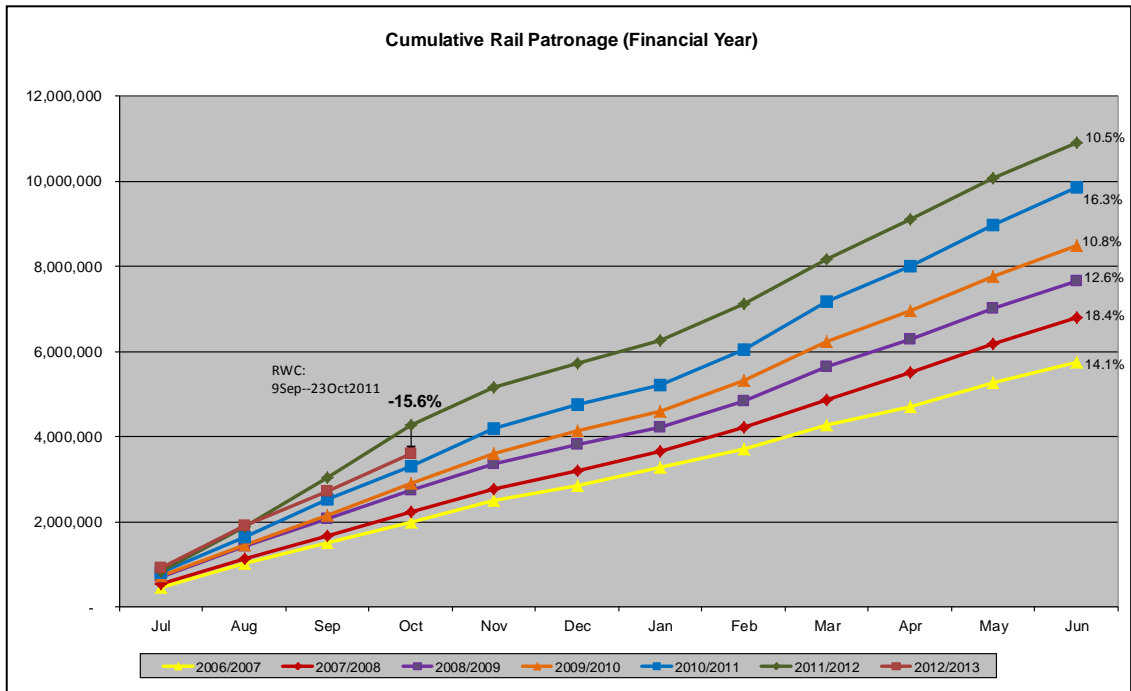


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2012/13

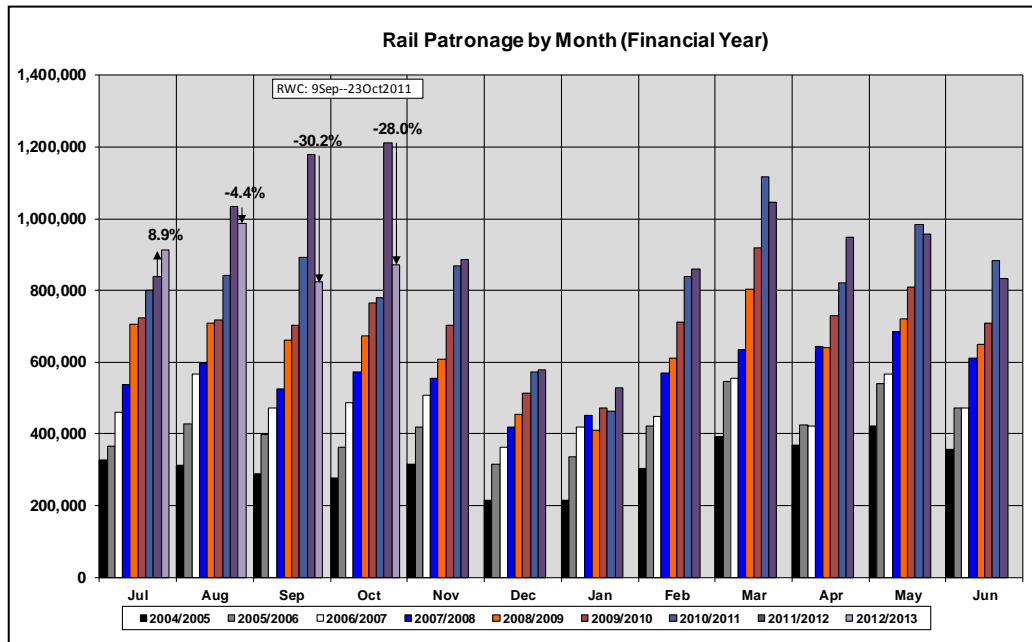


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2012/13

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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,549,964 passengers for the 12-months to October 2012 a decrease of -250,381 boardings or -3.7%. For the financial year-to-date, four months to June 2013, patronage has decreased by -10.1% (-261,962 boardings). Patronage for October 2012 was 577,525 boardings, a decrease of -17.8% (-124,996 boardings) on October 2011 (Figure 9). Normalising for the known RWC2011 recorded event travel, the average patronage recorded on business days shows a slight reduction (-2.6%) compared to the same month last year which may be attributed to the patronage resulting from the enhanced timetable that was operating during RWC2011.

Patronage for the 12-month period to end-October 2012 grew by +12.3% compared to the period to end-October 2010. October 2012 patronage was +14.3% compared to October 2010.

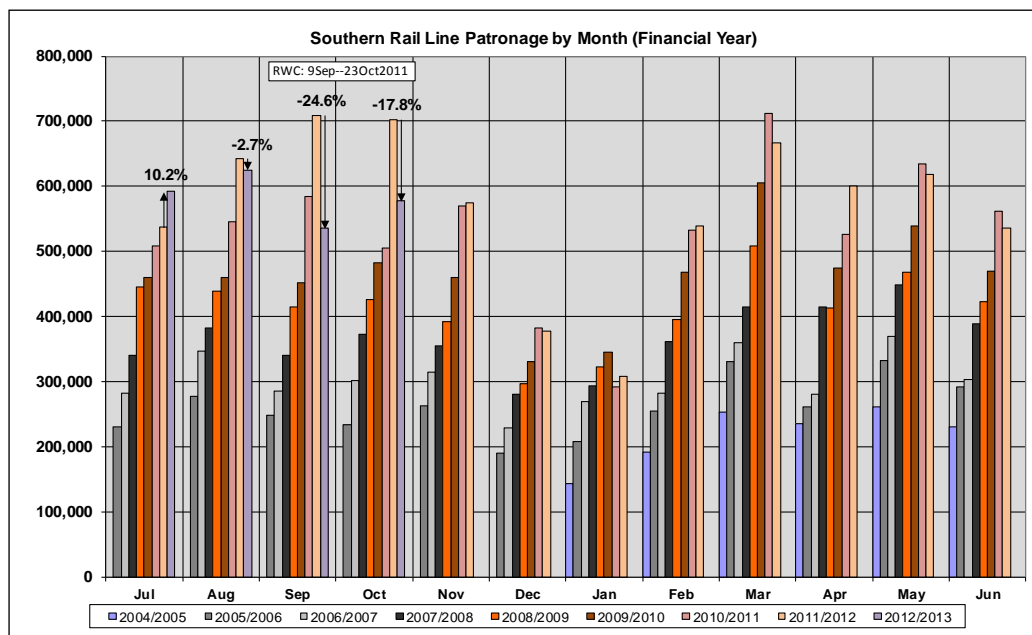


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

## Western Rail Line

Western Line rail patronage totalled 3,688,244 passengers for the 12-months to October 2012 a decrease of -322,670 boardings or -8.0%. For the financial year-to-date, four months to June 2013, patronage has reduced by -24.2% (-403,990 boardings). Patronage for October 2012 was 295,546 boardings, a decrease of -42.0% (-213,900 boardings) on October 2011 (Figure 10). The Western Line patronage is subject to the greatest variance resulting from events at Eden Park and 34.5% (or about 176,000) of the October variance can be directly attributed to the travel on trains to and from Eden Park supporting the RWC2011 last year with the remaining being a combination of the enhanced "normal" timetable in operation last year combined with two weekends this year when Western Line services were replaced by buses.

Patronage for the 12-month period to end-October 2012 grew by +20.9% compared to the period to end-October 2010. October 2012 patronage was +7.5% compared to October 2010.

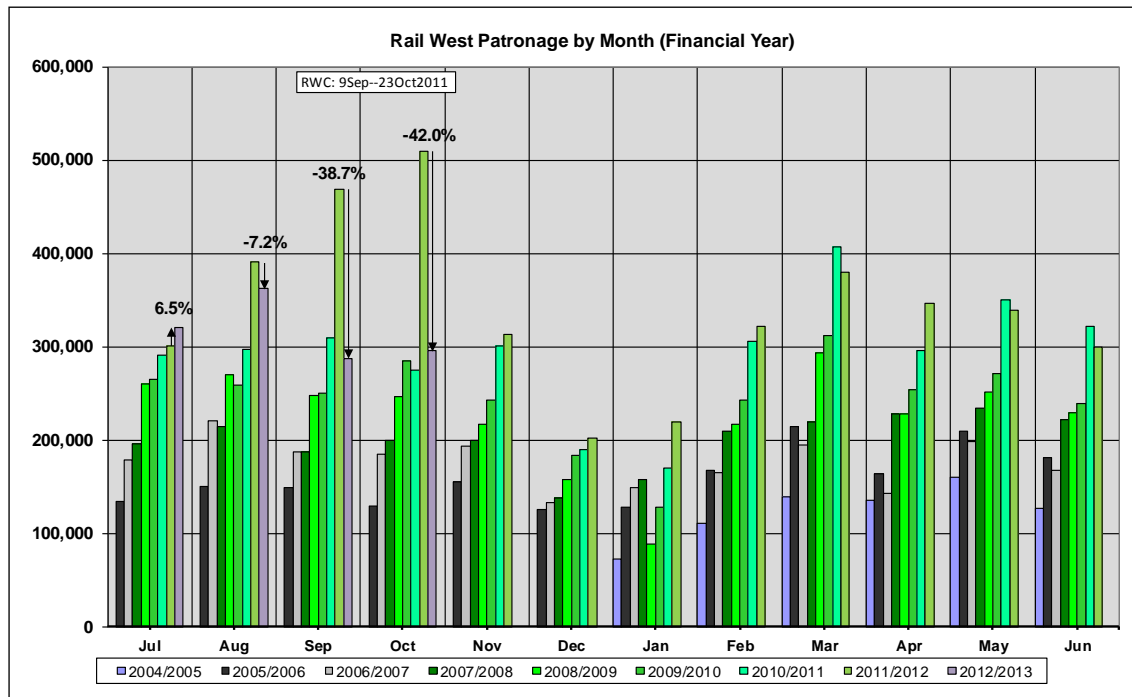


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2012/13

## 2.2.2 Northern Express

Northern Express patronage totalled 2,226,830 passengers for the 12-months to October 2012 (Figure 11) an increase of 18,437 boardings or +0.8%. For the financial year-to-date, four months to Jun 2013, patronage has reduced by -6.3% (-53,030 boardings) (Figure 12). Patronage for October 2012 was 196,998 boardings, a decrease of -12.8% (-28,832 boardings) on October 2011 (Figure 13). Normalising for RWC2011 in October 2011, underlying patronage is estimated to be increasing by +3% to +4% for the month.

Patronage for the 12-month period to end-October 2012 grew by +18.3% compared to the period to end-October 2010. October 2012 patronage was +15% compared to October 2010.

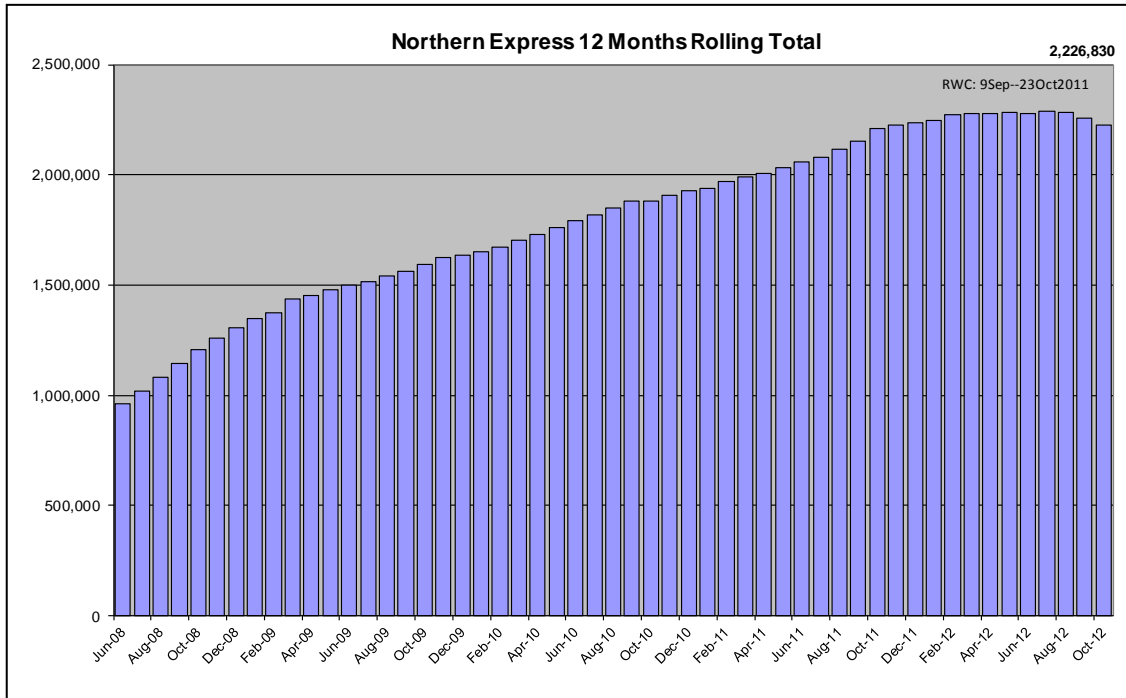


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

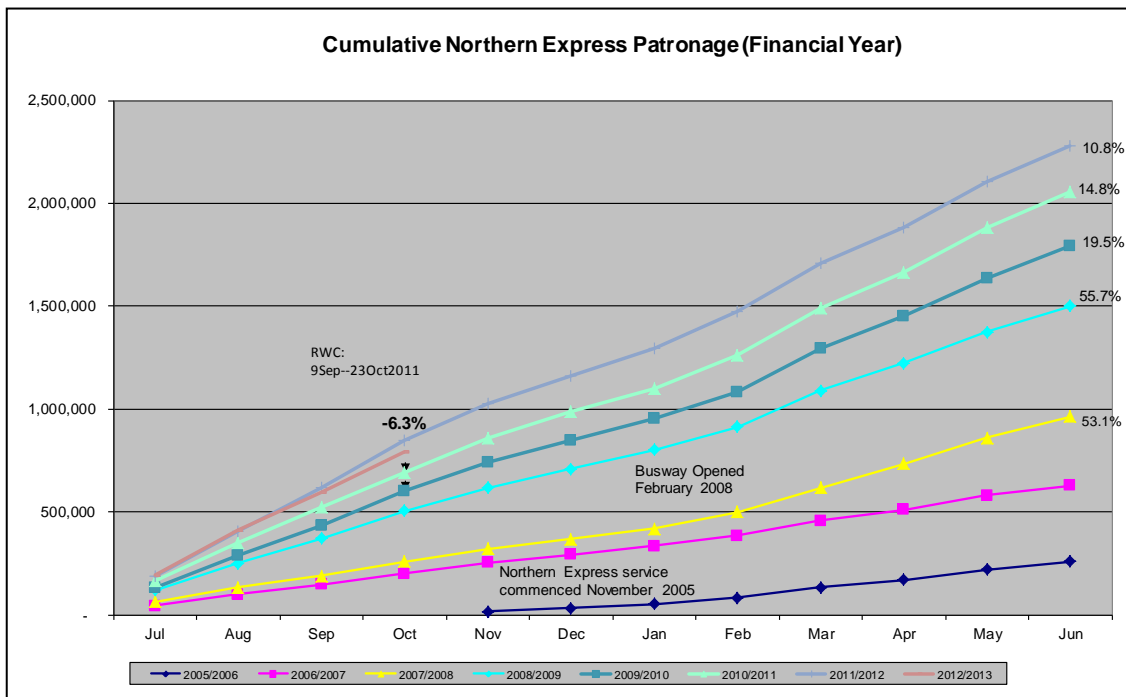


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2012/13

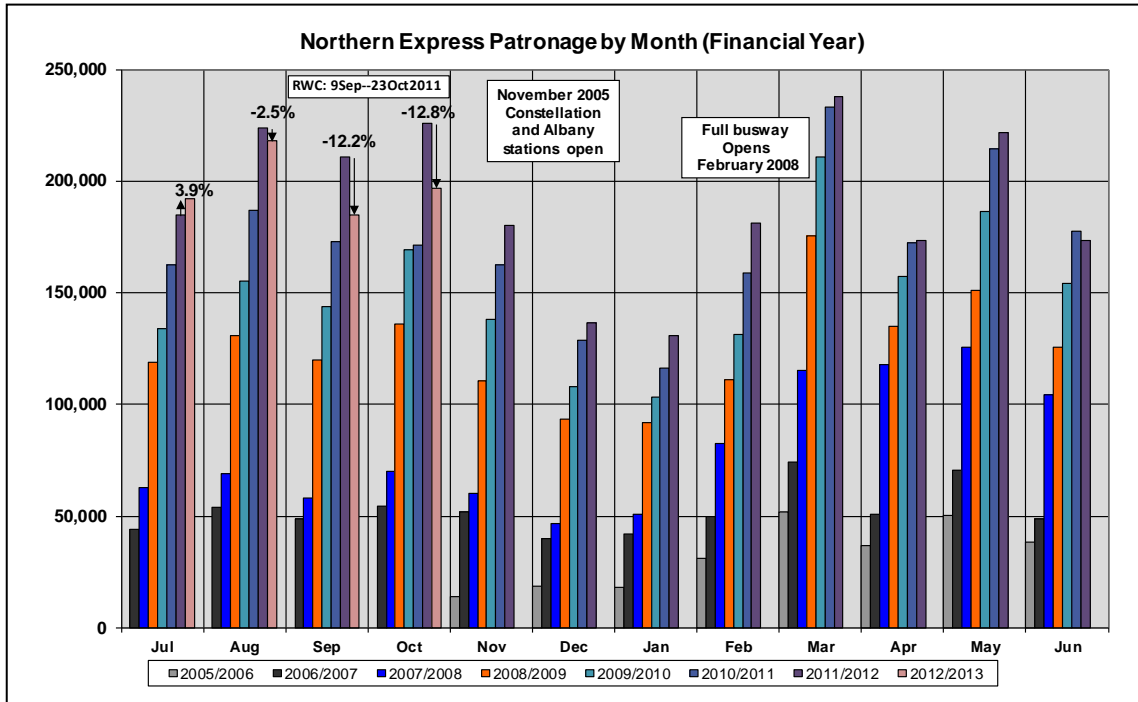


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13

### 2.3 Bus Patronage (Other Than Northern Express)

Bus services other than the Northern Express form the majority of services on the Quality Transit Network and Local Connector Network including dedicated school bus services. Patronage totalled 52,343,173 passengers for the 12-months to October 2012 an increase of 1,735,023 boardings or +3.4%. For the financial year-to-date, four months to Jun 2013, patronage has reduced by -1.0% (-181,108 boardings). Patronage for October 2012 was 4,351,140 boardings, a decrease of -1.3% (-59,474 boardings) on October 2011 (Figure 14). Normalising for RWC2011, underlying patronage is estimated to be increasing by 1% to 3% for the month.

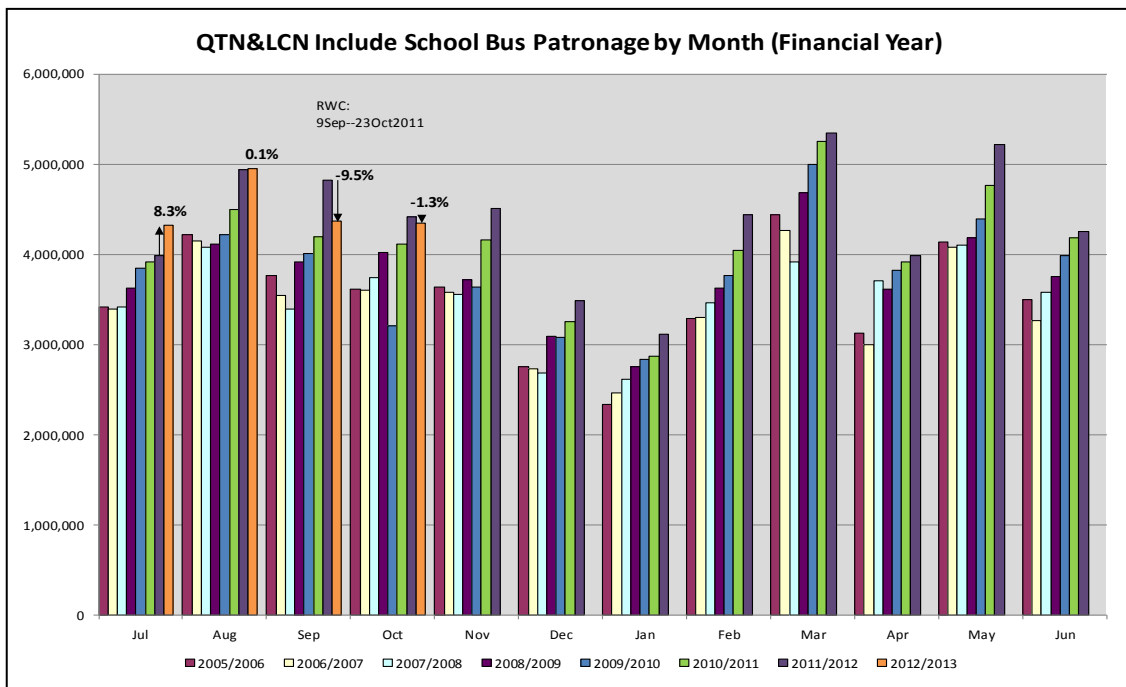


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13

### 2.3.1 Bus (Other than Northern Express) Patronage Analysis

Table 2. Bus Patronage Analysis by Geographic Sector

	North Sector (excluding Northern Express)						West Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-12	926,642	84,175	10.0%	10,727,686	344,243	3.3%	407,608	8,580	2.2%	4,989,979	113,930	2.3%
Aug-12	1,050,417	- 17,400	-1.6%	10,710,286	211,422	2.0%	452,713	- 33,604	-6.9%	4,956,375	34,756	0.7%
Sep-12	901,546	- 89,390	-9.0%	10,620,897	11,370	0.1%	425,007	- 21,561	-4.8%	4,934,814	-19,607	-0.4%
Oct-12	890,412	28,231	3.3%	10,649,128	23,488	0.2%	416,357	19,472	4.9%	4,954,287	2,317	0.0%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-12	856,856	27,586	3.3%	10,807,360	370,770	3.6%	2,130,350	211,995	11.1%	26,331,592	2,799,705	11.9%
Aug-12	1,057,106	- 6,922	-0.7%	10,800,438	269,620	2.6%	2,388,557	63,034	2.7%	26,394,626	2,671,730	11.3%
Sep-12	937,644	- 59,266	-5.9%	10,741,172	104,476	1.0%	2,101,784	-288,862	-12.1%	26,105,764	2,000,542	8.3%
Oct-12	897,850	15,992	1.8%	10,757,164	104,489	1.0%	2,146,522	-123,169	-5.4%	25,982,595	1,604,729	6.6%

### 2.4 Ferry Patronage

Ferry patronage totalled 5,370,946 passengers for the 12-months to Oct 2012 an increase of 336,079 boardings or +6.7%. For the financial year-to-date, four months to Jun 2013, patronage has reduced by -4.5% (-76,389 boardings). Patronage for Oct 2012 was 434,646 boardings, a decrease of -14.8% (-75,588 boardings) on Oct 2011 (Figure 15).

Table 1.1 presents patronage normalised for estimated RWC2011 additional patronage. Growth between October 2010 and October 2012 was 11.2%.

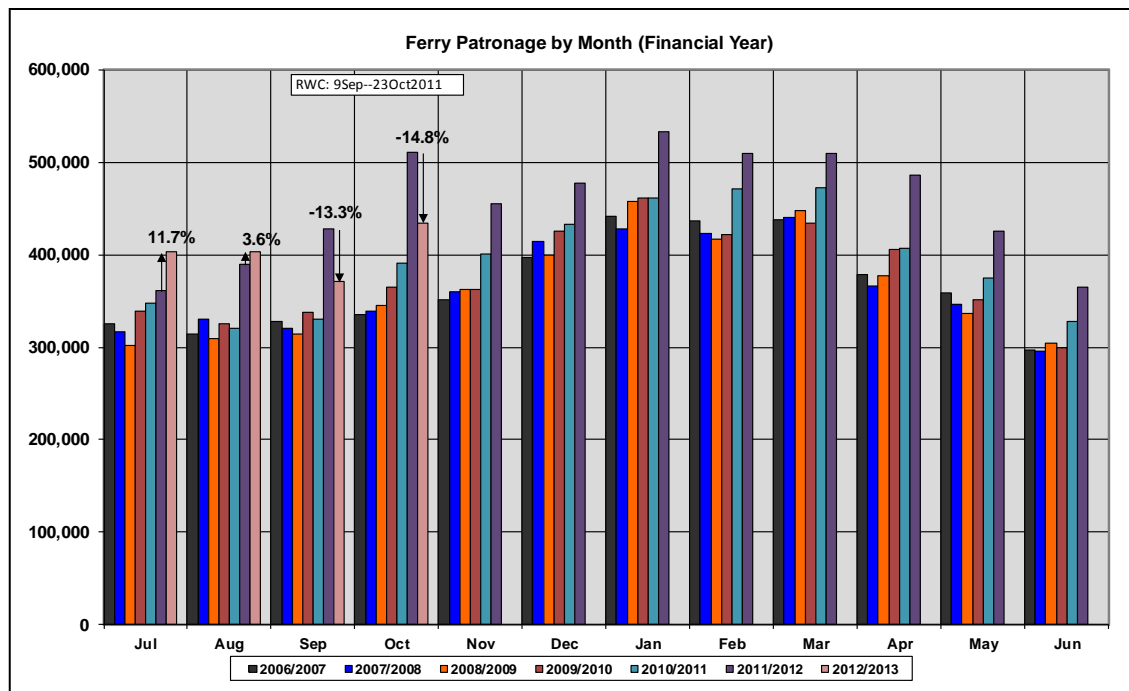


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2012/13

### 3. PUBLIC TRANSPORT SERVICE PERFORMANCE

#### 3.1 Rail Service Performance

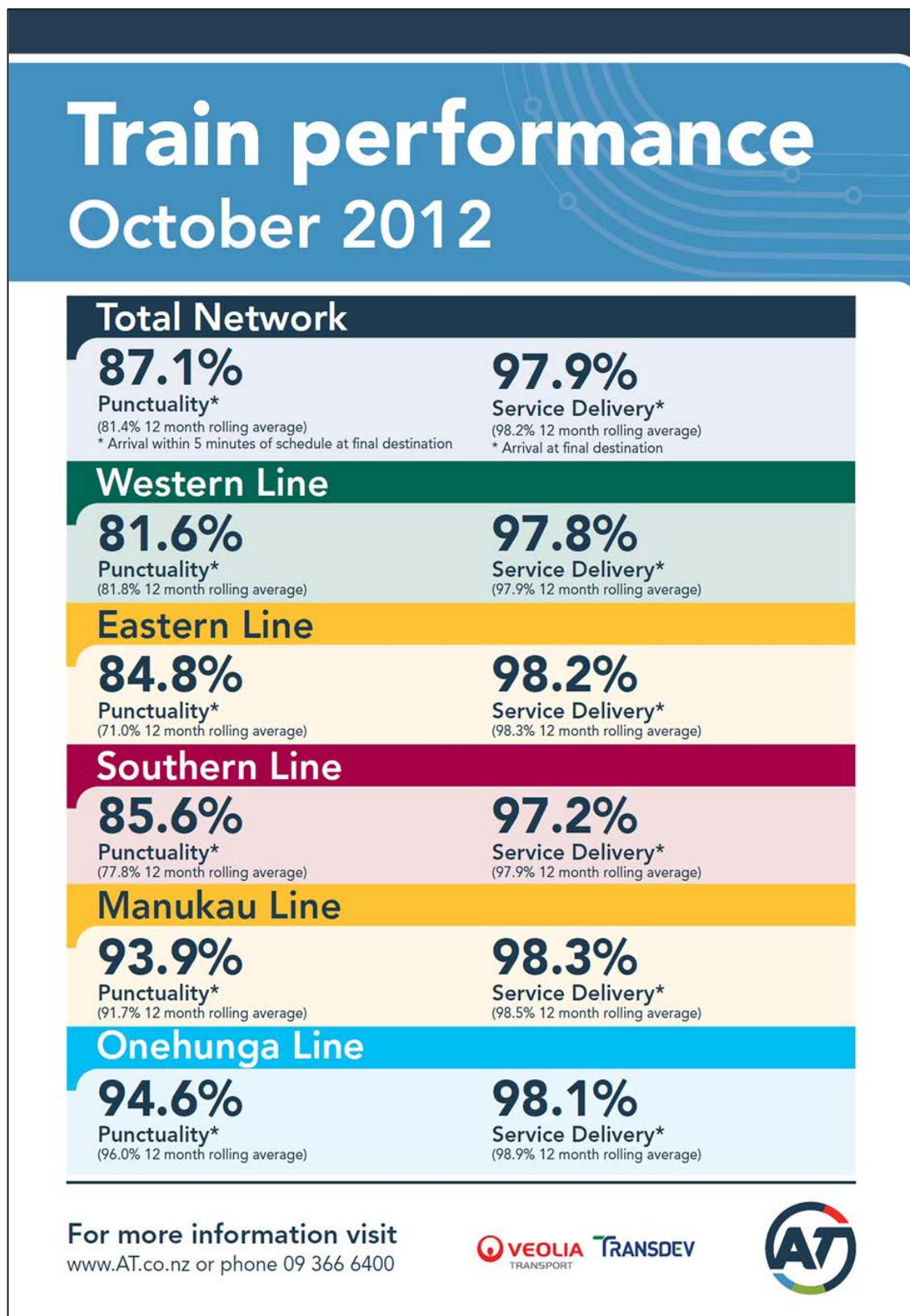


Fig 16. Rail Published Performance Results for October 2012

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

During October the performance of the train services improved to record the best monthly performance for four years. For the month 87.1% of services operated on time or within five minutes of their schedule. This compares to 86.2% in September and 84.2% for the same month last year. Western Line services were adversely affected by several major incidents during the month that resulted in temporary suspension of service or significant delays. Punctuality trends comparing 2011 and 2012 are presented at Figure 17.

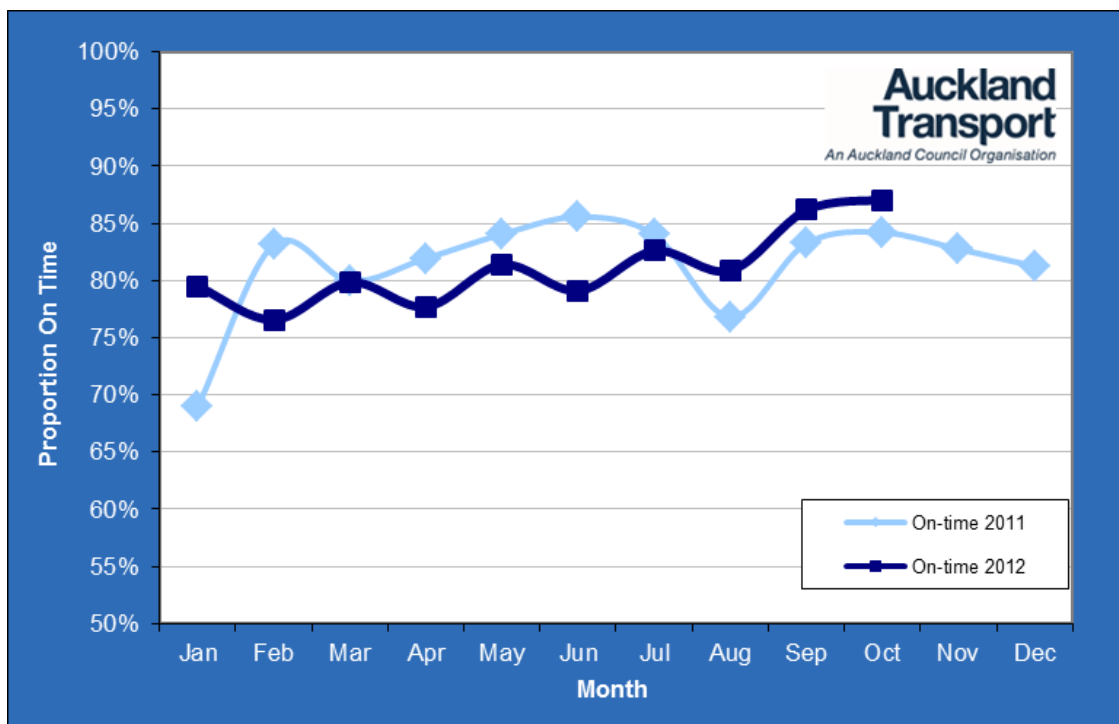


Fig 17. Rail Punctuality Trends for 2011 and 2012

The following major incidents impacted on service delivery during October:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on six days during October primarily around Wiri and Papakura where there are ongoing upgrade works, while on one occasion, on 15 October, morning peak services on the Western Line were disrupted as a result of a signal fault that was traced to a cable theft.
- *Train faults (KiwiRail)* – Faults with trains affected the delivery of services on three days during the month of October.
- *Operational (Veolia)* – Services were affected on five days during October, four of which were caused by driver errors and the remaining incident resulted from a dispute with a passenger.
- *Other* – There were three incidents of persons being struck by trains causing significant service disruption during October. Two of these occurred between Avondale and New Lynn and affected Western Line services and the third was at Takaniini that affected Southern and Eastern Line services.



In line with the improved service performance, train delay minutes decreased by 33.5% during September compared to the previous month as illustrated in Figure 18. Delay minutes per train service were at the lowest in recent years. For the month a total of 13,017 delay minutes were recorded as a result of all causes. There was a decrease recorded in delay minutes against all attributes except “Other” causes which increased by 30% primarily associated with delays caused by non-metro train services as detailed above.

Figure 18 also shows the increasing trend of train services operated over time and the decreasing average delay minutes per train service trip.

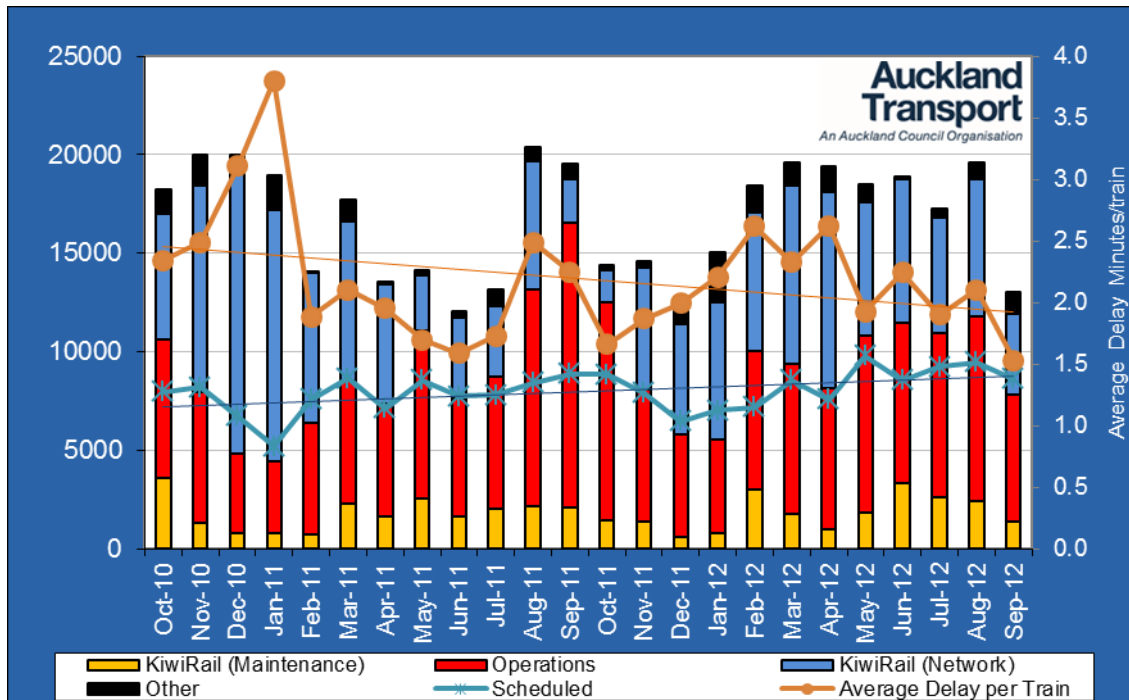


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	1,572	38.0%
Signal/points failure	923	22.3%
Speed restrictions	1,251	30.3%
Track protection measures*	387	9.4%
<b>Total</b>	<b>4,133</b>	

\* Track protection measures are put in place at sites where work that involves activities close to the track is underway. These require trains to slow or stop at a safe distance prior to the actual site and only proceed after receiving approval from the site protector that the track is clear of all obstructions.

### 3.2 Rail Capacity

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

### 3.3 Bus Service Performance

For October 2012, 99.41% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for October 2012 was 98.74%, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time and reach their destination. Service punctuality and reliability are self-reported for contracted services by the bus operators utilising bus drivers logs. A review of the reliability and punctuality of all bus timetables is underway to ensure timetables continuously reflect operating conditions.

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

	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,321	100%	99.92%
H & E	18,783	99.99%	99.45%
NZ Bus	120,713	99.08%	98.45%
Ritchies	29,661	100%	99.29%
Tranzit	2,280	100%	99.32%
Urban Express	5,363	99.98%	97.11%
Total	188,197	99.41%	98.74%

### 3.4 Ferry Service Performance

For October 2012, 99.97% of contracted ferry service trips were operated (reliability measure). Service punctuality for October 2012 was 99.87% of services operated, measured by the percentage of services which commence the journey within 5 minutes of the timetabled start time. Service punctuality and reliability is self-reported by the ferry operators utilising ferry skipper logs for contracted services.

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

	Scheduled Trips	Reliability	Punctuality
Bayswater	1070	100%	100%
Half Moon Bay	606	100%	100%
Birkenhead	874	100%	99.54%
Gulf Harbour	92	100%	100%
West Harbour	621	100%	99.84%
Rakino	16	93.8%	100%
Pine Harbour	644	100%	100%
Total	3,923	99.97%	99.87%

#### 4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

80 events took place in October, with 24 having an adverse impact on public transport either with road closures and/or route diversions or additional special event services. The following identifies passengers carried on Special Event services only. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

##### **Ambury Farm Day Ambury Park: Sunday 7th October 2012:**

A special event bus service was provided to get passengers to and from the event to provide a link from Otahuhu Train Station via Mangere Bridge Township to Ambury Farm. Attendance at the event approximately 60,000 across the day.

##### **Breakers vs. Adelaide 36ers Vector Arena: Friday 10th October 2012:**

Travel to Vector Arena is included in the ticket price for these events. Patrons can travel on the Northern Express bus service and all regular timetabled rail services and there is a special event bus service from Quay Street back to all busway stations on the North Shore. Attendance at the event was 6,670.

##### **ITU World Championship Triathlon Central CBD: Saturday 20th October, Sunday 21st October, Monday 22nd October 2012:**

There were additional rail services added to allow patrons to travel to and from the events over all three days of the championship.

- Saturday 20th October, Weather Fine, Sunshine. Elite Women Feature Race:  
Rail Inbound: 2,299    Outbound:    2,469
- Sunday 21st October, Weather Steady Rain. Thunderstorms. Elite Men Feature Race:  
Rail Inbound: 982    Outbound:    1,096
- Monday 22nd October, Cloudy Fine Spells. Age Group World Cup:  
Rain Inbound:        2,012    Outbound:    2,136

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

Under the Public Transport Management Act 2008, the following applications for registered services have been approved during October 2012:

- Fullers Group Ltd: Notification to vary the Saturday timetable ex Auckland to Matiatia to depart 10 mins earlier at 6:15am. Approved 19-Oct-12.
- Fullers Group Ltd.: Notification to vary the Friday timetable ex Auckland to Matiatia to depart 6:30am via Devonport wharf. Variation valid from 23 November 2012 to 5 April 13 when the service will revert back to a direct service. Approved 19-Oct-12.
- Fullers Group Ltd.: Notification to vary the Devonport service to depart Auckland at 5:45am and depart Devonport at 6:00am. Approved 19-Oct-12.
- Sealink Travel Group NZ Ltd.: Notification to vary fares effective from 8 September 2012. Approved 19-Oct-12.
- Howick & Eastern Buses Ltd.: Notification to register special event services for Christmas in the Park event on 08 December 2012. Approved 19-Oct-12.

## 6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

### 6.1 Projects Implemented

- Public consultation on the proposed Draft Regional Public Transport Plan (RPTP) commenced 5 October with target plan adoption in early 2013; the RPTP sets the regional objectives, policies and actions for public transport over the next 10 years. Public consultation closes on 5 November.
- Phase 1 of AT HOP, smartcard integrated ticketing was implemented on 27 October 2012 on rail services. Electronic gates in Britomart and Newmarket were progressively closed through to the end of the first week.
- New Customer Service Centres have been opened at Newmarket, New Lynn and AUT to support AT HOP go-live, offering public transport journey planning, information, web access and HOP ticketing services and support. The existing Britomart Customer Service Centre has been doubled in size and reopened in time for the AT HOP launch.
- Revised Howick & Eastern bus timetables were implemented on 28 October 2012 to address reliability and punctuality issues and respond to recent customer feedback.
- A recast weekday rail services timetable was implemented on 15 October 2012 to improve service punctuality. In the first week of operation, overall punctuality was 88.3% while punctuality on the Eastern Line was 89.4%, up from 76.2% in the previous week.
- Rail scheduled timetable and service due time information at each station is now available at [www.at.co.nz](http://www.at.co.nz) and on mobile applications.

### 6.2 Projects in Planning

- Preparations for ferry services to be included for single trip tickets on the AT HOP cards are underway with targeted launch for end-November.
- Electric train (EMU-Electric Multiple Unit) design is progressing and electrification of the rail network continues with overhead wire installation on the Western Line and catenary masts on the Southern and Eastern Lines.
- Reliability and punctuality improvements on NZ Bus services on New North, Mt Eden, Dominion and Sandringham Road corridors are being finalised with new timetables to be implemented in February 2013.
- Customer consultation on minor route changes for New North Road bus services to align with the future simplified high frequency bus service network will be undertaken in November for implementation in early 2013.

## 7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- Advance publication and promotion of the launch of AT HOP card on rail and ferry continued in October.

## 8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

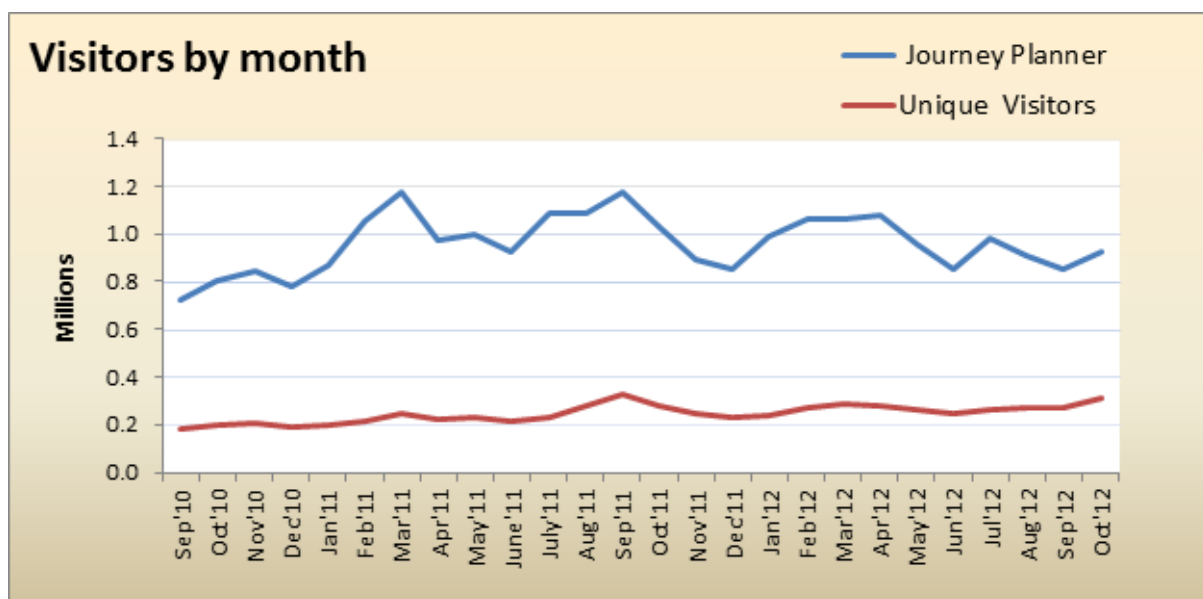
### 8.1 Customer Service Centres

- New Customer Service Centres have been opened at Newmarket, New Lynn and AUT to support AT HOP go-live, offering public transport journey planning, information, web access and HOP ticketing services and support. The existing Britomart Customer Service Centre has been doubled in size and reopened in time for the AT HOP launch.
- For the month of October there were 14,000 visits (+0.86% increase) compared to October 2011 to the Britomart Customer Service Centre.

### 8.2 AT Public Transport Call Centre

- For October 2012, call volume was 43,440 (-23.07% compared to October 2011).

### 8.3 [www.AT.co.nz](http://www.AT.co.nz)

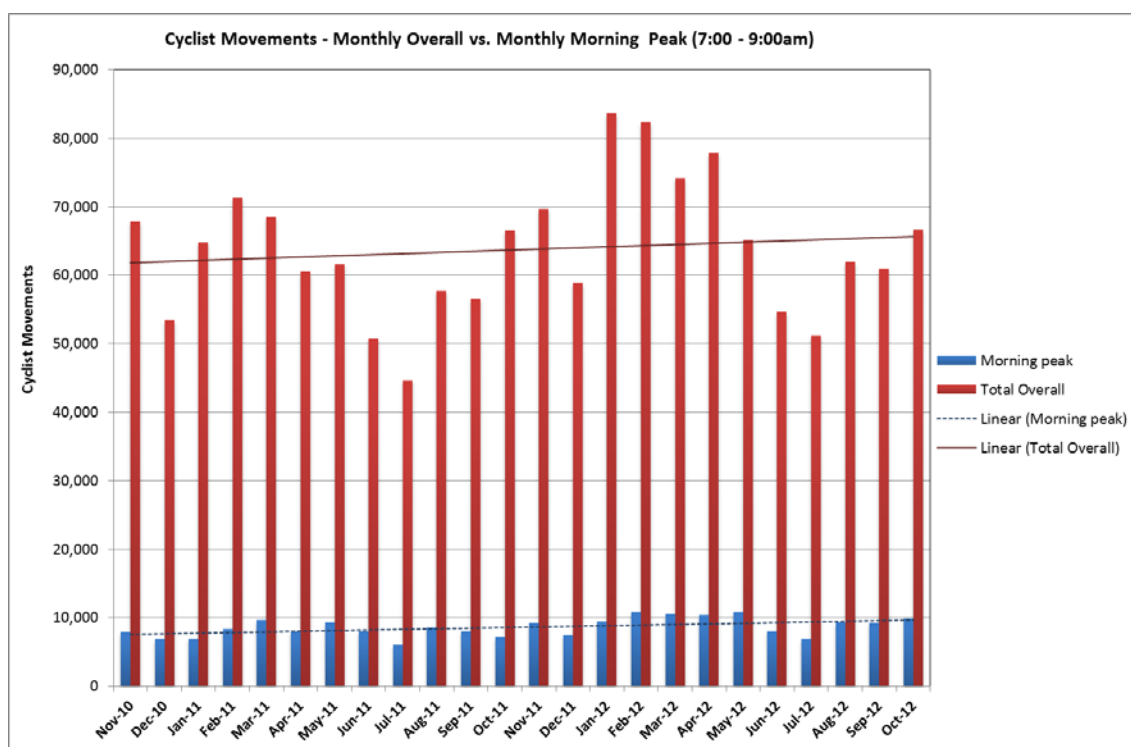


### 8.4 MAXX live departure board/real-time information

- Public transport service real-time departure board visits totalled 14,232 at [www.AT.co.nz/VPID](http://www.AT.co.nz/VPID) via web, smartphone or PDA.

# CYCLE MONITORING

- There has been an increase of 0.2% in cyclist movements in October 2012 when compared to October 2011.
- The morning peak movements increased by 37.6% when compared to October last year.
- A total of 806,946 cycle trips were recorded for the year November 2011 to October 2012.



**Note:** Automatic monitoring data from nine sites: Upper Harbour Drive, Great South Road, Highbrook, Lake Road, North-Western cycleway Kingsland and Te Atatu, Orewa Cycleway, Tamaki Drive (E/bound), Twin Streams path.

## Monthly Comparison of Cycle Movements

	Total Movements			Morning Peak Movements		
	2010/11	2011/12	Increase	2010/11	2011/12	Increase
<b>Nov</b>	67,852	69,651	2.7%	7,962	9,272	16.5%
<b>Dec</b>	53,412	58,907	10.3%	6,904	7,391	7.1%
<b>Jan</b>	64,836	83,629	29.0%	6,905	9,491	37.5%
<b>Feb</b>	71,287	82,290	15.4%	8,385	10,894	29.9%
<b>Mar</b>	68,513	74,124	8.2%	9,662	10,526	8.9%
<b>April</b>	60,534	77,861	28.6%	8,040	10,444	29.9%
<b>May</b>	61,675	65,137	5.6%	9,315	10,856	16.5%
<b>June</b>	50,742	54,632	7.7%	7,998	8,037	0.5%
<b>July</b>	44,614	51,175	14.7%	6,100	6,977	14.4%
<b>August</b>	57,713	61,945	7.3%	8,557	9,319	8.9%
<b>September</b>	56,549	60,960	7.8%	8,005	9,211	15.1%
<b>October</b>	66,497	66,634	0.2%	7,185	9,884	37.6%