

# AT Metro Monthly Patronage – April 2015

## Recommendations

It is recommended that the board:

- i. Notes this paper.

## Executive summary

Auckland public transport patronage totalled 78,399,111 passenger boardings for the 12 months to Apr-2015, an increase of +0.3% on the 12 months to Mar-2015 and +10.1% on the 12 months to Apr-2014. April monthly patronage was 6,286,233, an increase of 222,083 boardings or +3.7% on Apr-2014, normalised to ~ +4.0% accounting for special event patronage only as there were the same number of business and weekend days in Apr-2015 compared to Apr-2014. Financial year to date patronage has grown by +10.1%.

Rail patronage totalled 13,540,697 passenger boardings for the 12 months to Apr-2015, an increase of +1.2% on the 12 months to Mar-2015 and +22.0% on the 12 months to Apr-2014. Patronage for Apr-2015 was 1,134,517, an increase of 155,679 boardings or +15.9% on Apr-2014, normalised to ~ +18.1%. Financial year to date rail patronage has grown by +22.9%.

The Northern Express bus service carried 2,788,409 passenger boardings for the 12 months to Apr-2015, an increase of +0.7% on the 12 months to Mar-2015 and +17.0% on the 12 months to Apr-2014. Northern Express bus service patronage for Apr-2015 was 232,557, an increase of 18,185 boardings or +8.5% on Apr-2014, normalised to ~ +10.2%. Financial year to date Northern Express patronage has grown by +18.4%.

Bus services excluding Northern Express carried 56,604,310 passenger boardings for the 12 months to Apr-2015, no movement on the 12 months to Mar-2015 and +7.6% on the 12 months to Apr-2014. Bus services excluding Northern Express patronage for Apr-2015 was 4,442,267, a decrease of -13,131 boardings or -0.3% on Apr-2014, normalised to ~ -0.3%. Financial year to date bus services excluding Northern Express patronage has grown by +7.3%.

Ferry services carried 5,465,695 passenger trips for the 12 months to Apr-2015, an increase of +1.1% on the 12 months to Mar-2015 and +6.6% on the 12 months to Apr-2014. Ferry services patronage for Apr-2015 was 476,892, an increase of 61,350 boardings or +14.8% on Apr-2014, normalised to ~ +14.8%. Financial year to date ferry patronage has increased by 8.1%.

Summary performance against SOI targets is provided in Table 1.

Apr 2015							
	Current vs Last year				YTD Actual vs YTD SOI		
	Month	Month (normalised)	12 Months	YTD	End of Year SOI Target	Actual	Variance
<b>Rail</b>	↑ 15.9%	↑ 18.1%	↑ 22.0%	↑ 22.9%	5.4%	22.9%	17.5%
<b>NEX</b>	↑ 8.5%	↑ 10.2%	↑ 17.0%	↑ 18.4%	3.9%	18.4%	14.5%
<b>Bus</b>	↓ -0.3%	↓ -0.3%	↑ 7.6%	↑ 7.3%	0.6%	7.3%	6.7%
<b>Ferry</b>	↑ 14.8%	↑ 14.8%	↑ 6.6%	↑ 8.1%	4.8%	8.1%	3.4%
<b>Total</b>	↑ 3.7%	↑ 4.0%	↑ 10.1%	↑ 10.1%	1.7%	10.1%	8.4%

*Table 1. Summary performance against SOI Targets*

## **Alignment with strategy**

The Integrated Transport Plan identifies public transport growth and development through transformational change, building on the momentum achieved through significant patronage growth in recent years, as a key pillar for Auckland transport in the short to medium term.

The Regional Public Transport Plan (RPTP) sets the policies, objectives and actions over the next ten years for Auckland public transport.

A three year “Next Steps” public transport change programme is being implemented over predominantly years 2013/14 to 2015/16 along with a graduated marketing approach to grow short-term patronage and manage transformational change to the public transport system.

The Next Steps programme will also set the foundation for patronage growth towards the aspirational target of doubling public transport boardings over 10 years. The 10 year plan is currently under review and development following the baseline confirmation of a realistic 95 million passenger boardings confirmed independently by Deloitte.

## **Background**

The report is a regular monthly update on annual public transport patronage change in Auckland. This report looks at current patronage, trends and annual forecasts against targets, and provides an overview of initiatives to drive growth over the coming months. Attachment 1 provides detailed patronage levels, trends and initiatives for each transport mode for this financial year 2014/15. Annual patronage forecasts are reviewed on a quarterly basis.

## **Strategic Context**

In summary, as communicated in previous Board Papers, the “Next Steps: 3-year Change Programme” is an integrated approach to setting the short term foundation for a transformation of Auckland public transport and commencing the delivery of the Auckland Plan public transport objectives through eight key strategic projects (Figure 1).

The eight strategic projects and graduated promotional approach are designed around the key customer growth attributes summarised at Figure 2.

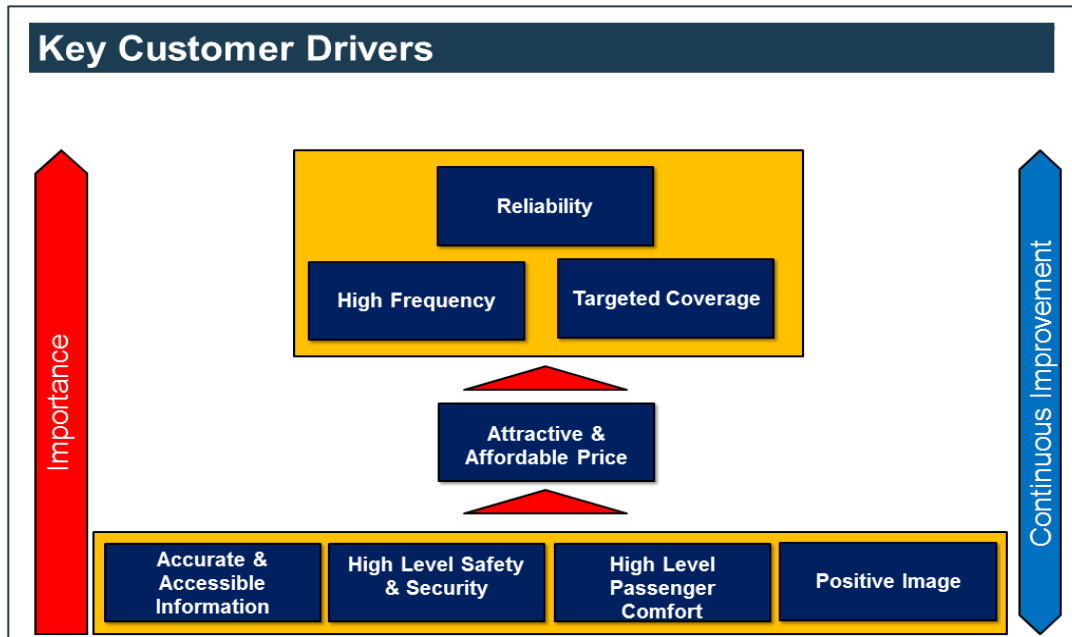


Fig 1. PT "Next Steps" 3 Year Programme Key Strategic Projects



Fig 2. Key Customer Growth Drivers

A patronage growth programme (Figure 3) guides customer centred activity and communication as the component projects are rolled out. This programme combines research and a communication process that is focused on achieving sustainable behaviour change. Marketing activities are centred on promoting consideration, creating trial, building frequency, driving adoption and maintaining regular use. The underlying adoption framework (Figure 4) ensures a robust continuous improvement process that supports the quality and relevance of decision making.

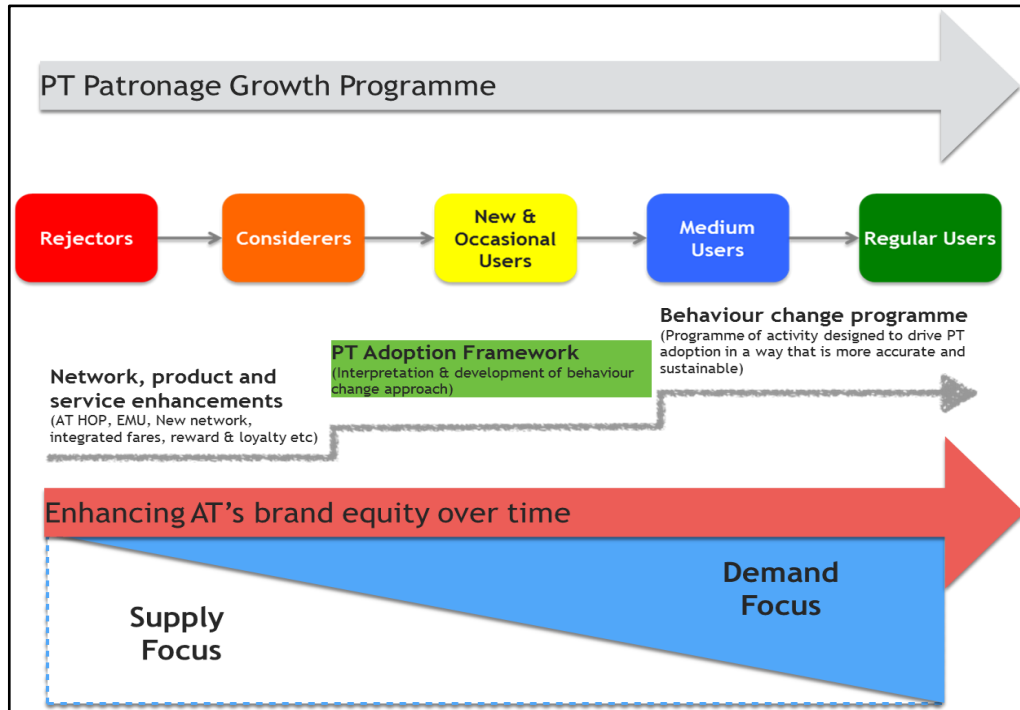


Fig 3. Public Transport patronage growth program

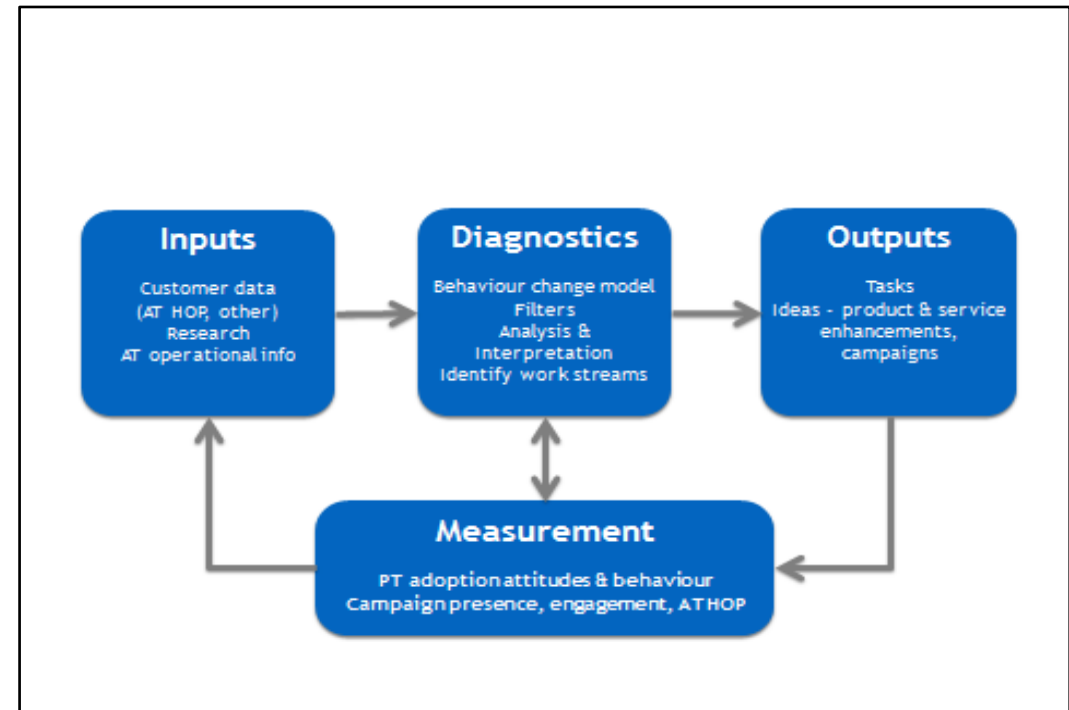


Fig.4. Public Transport adoption framework

## Attachments

Number	Description
1	Monthly PT Patronage Report – April 2015

## Document Ownership

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## Glossary

Acronym	Description
AT	Auckland Transport
EMU	Electric Multiple Units
MoT	Ministry of Transport
PT	Public Transport
PTOM	Public Transport Operating Model
RPTP	Regional Public Transport Plan
RTN	Rapid Transit Network

## ATTACHMENT 1:

### MONTHLY PT PATRONAGE REPORT – April 2015

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

- The same number of business days and weekend days in Apr-2015 compared to Apr-2014
- Additional patronage for special events across bus and rail in Apr-2014.

Auckland public transport patronage totalled 78,399,111 passenger boardings for the 12 months to Apr-2015, an increase of +0.3% on the 12 months to Apr-2015 and +10.1% on the 12 months to Apr-2014 as illustrated in Figure 4. April monthly patronage was 6,286,233, an increase of 222,083 boardings or +3.7% on Apr-2014, normalised to ~ +4.0%.

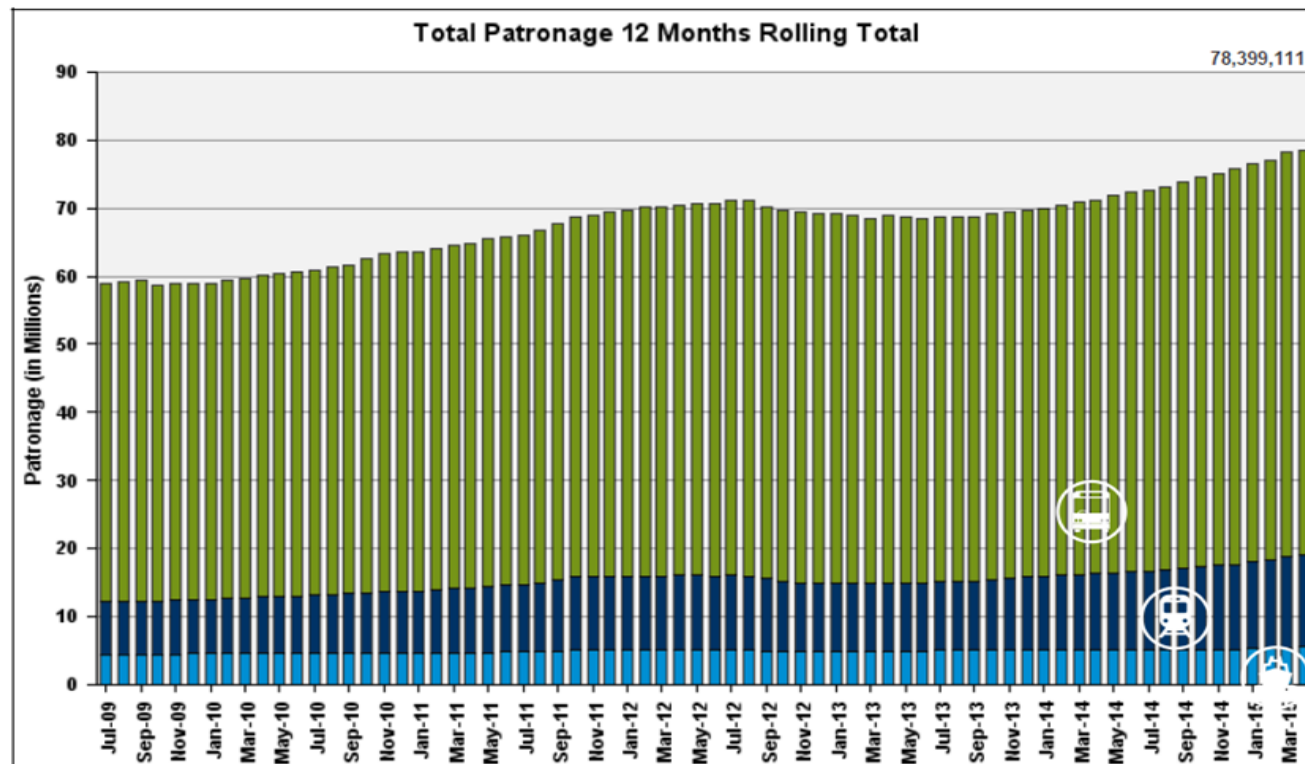


Fig 4. Total Patronage – 12 Months Rolling Total



A breakdown of patronage by month, twelve month rolling total and financial year-to-date (Jul-2014 to Jun-2015) is provided at Figure 5.

Apr 2015	FY 2014/15 Year-to-date Apr 2015				12 Months				
	Previous Year 2013/14	SOI 2014/15	Actual 2014/15	% Change Prev Year	Previous Year 2013/14 to Jun 14	Actual rolling total to Apr 2015	% Change Prev Year	SOI 2014/15 to Jun 15	Projected Forecast 2014/15 to Jun 15
<b>1. Rail</b>	9,201,553	9,698,937	11,307,164	↑ 22.9%	11,435,085	13,540,697	↑ 22.0%	12,100,000	13,800,000
<b>2. Northern Express Bus</b>	1,966,788	2,043,802	2,328,452	↑ 18.4%	2,426,745	2,788,409	↑ 17.0%	2,511,000	2,850,000
<b>3. Frequent, Connector and Local Bus (Including School Bus)</b>	43,652,872	43,902,121	46,832,778	↑ 7.3%	53,424,378	56,604,310	↑ 7.6%	53,695,000	57,000,000
<b>4. Ferry</b>	4,370,663	4,579,276	4,726,411	↑ 8.1%	5,109,947	5,465,695	↑ 6.6%	5,380,000	5,450,000
<b>Total Patronage</b>	<b>59,191,876</b>	<b>60,224,136</b>	<b>65,194,805</b>	<b>↑ 10.1%</b>	<b>72,396,155</b>	<b>78,399,111</b>	<b>↑ 10.1%</b>	<b>73,686,000</b>	<b>79,100,000</b>

Fig 5. Summary of Patronage by mode

## 1. Rail

Figure 6 provides a summary of rail patronage for April 2015 and the 2014/15 targets and performance:

- Totalled 13,540,697 passengers for the 12 months to Apr-2015 (Figure 5), an increase of +1.2% on the 12 months to Mar-2015 and +22.0% on the 12 months to Apr-2014. (Figure 6).
- Patronage for Apr-2015 was 1,134,517 boardings, an increase of +15.9% (+155,679 boardings) on Apr-2014.

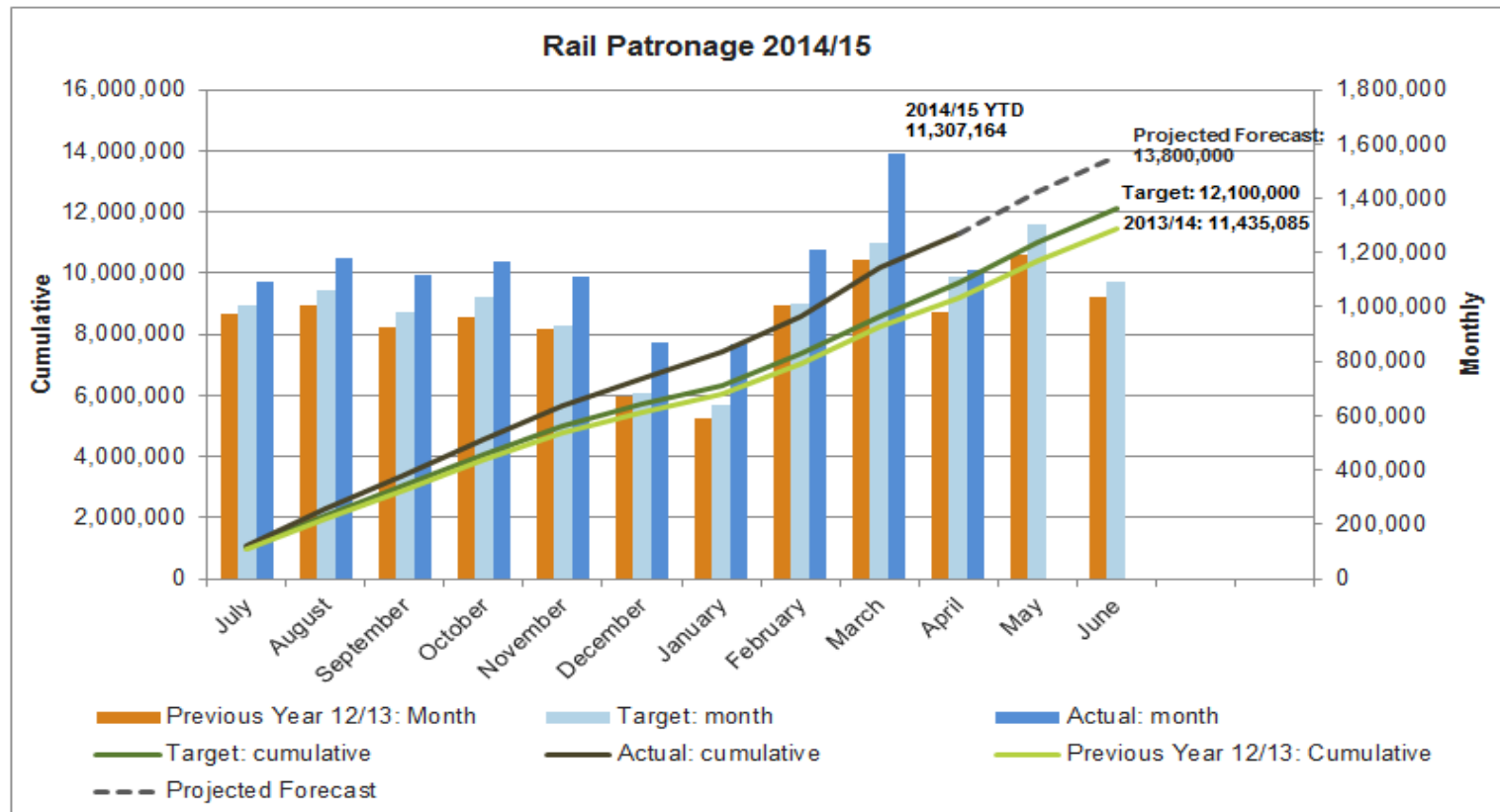


Fig 6. Rail – Patronage results vs target and previous year

### **Activity Summary for April**

- Amendment to the Western Line timetable on 28 April to address conflicts at Britomart with late running trains.
- Rail buses replaced trains over Easter running to a special holiday timetable. For the first time service was provided on Easter Friday.

### **Activity Summary for May**

- Safety campaign along Western Line in preparation for the introduction of electric trains.
- Electric trains to operate during weekends on all Lines from Mid May.
- Roll out plan for the remaining electric trains.
- Works at New Lynn station for installation of ticketing gates.
- Swanson Park & Ride extension complete.

## 2. Northern Express (RTN Bus)

Figure 8 provides a summary of the Northern Express bus Rapid Transit patronage performance:

- Patronage totalled 2,788,409 passengers for the 12 months to Apr-2015, an increase of +0.7% on the 12 months to Mar-2015 and +17.0% on the 12 months to Apr-2014. (Figure 8).
- Patronage for Apr-2015 was 232,557 boardings, an increase of +8.5% (+18,185 boardings) on Apr-2014.

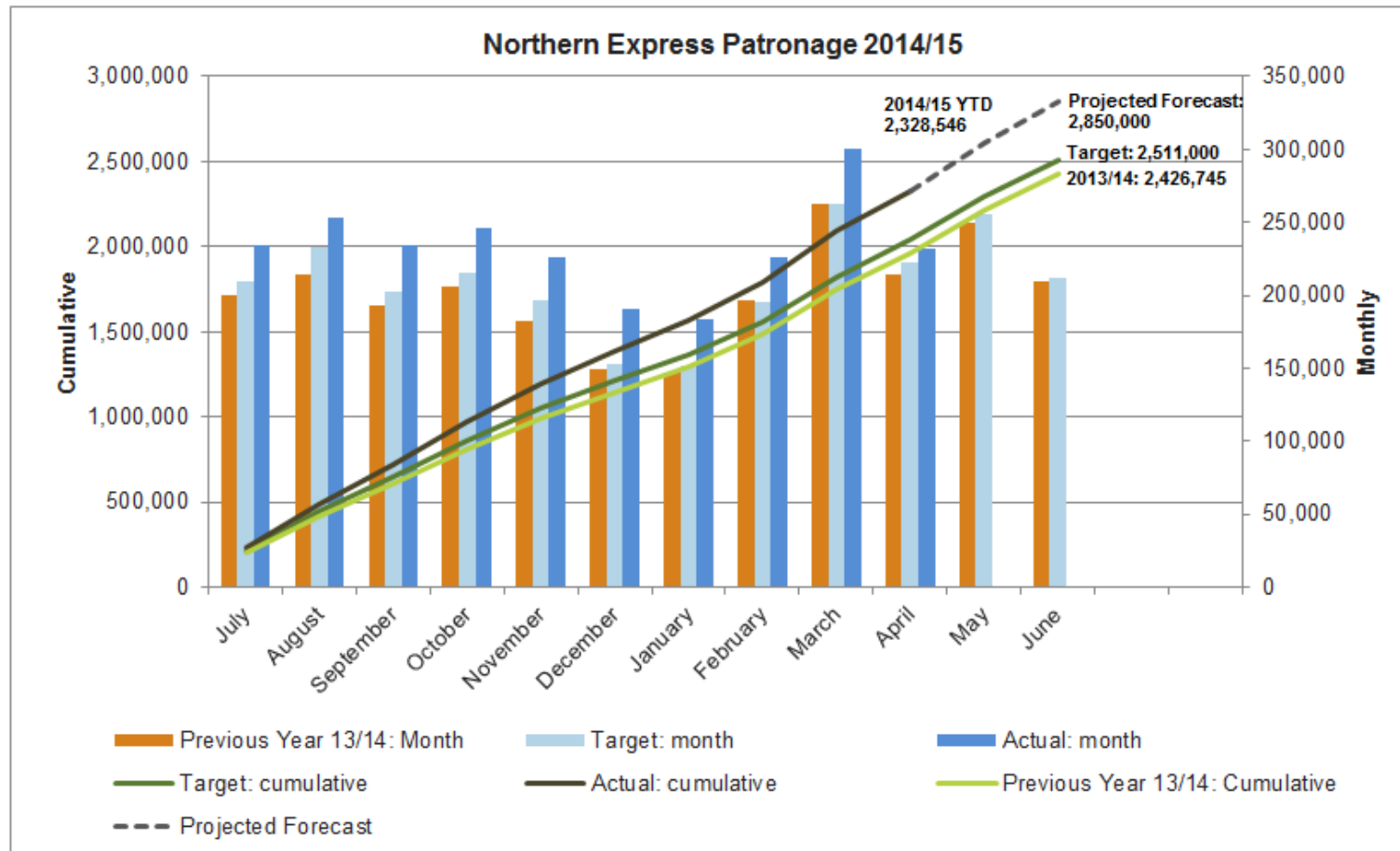


Fig 8. Northern Express – Patronage results vs target and previous year

### **Activity Summary for April**

- On time performance for Northern Express continued to operate at a high level for the month, sitting at 97.4%.

### **Patronage impacts from marketing and promotions:**

- None programmed for May.

### **Key Activities for May**

- None programmed for May.

### 3. Bus (excluding Northern Express)

Figure 9 provides a summary of bus (excluding Northern Express) patronage performance:

- Patronage 56,604,310 passengers for the 12 months to Apr-2015, no movement on the 12 months to Apr-2015 and +7.6% on the 12 months to Apr-2014 (Figure 9).
- Patronage for Apr-2015 was 4,442,267 boardings, an decrease of -0.3% (-13,131 boardings) on Apr-2014.

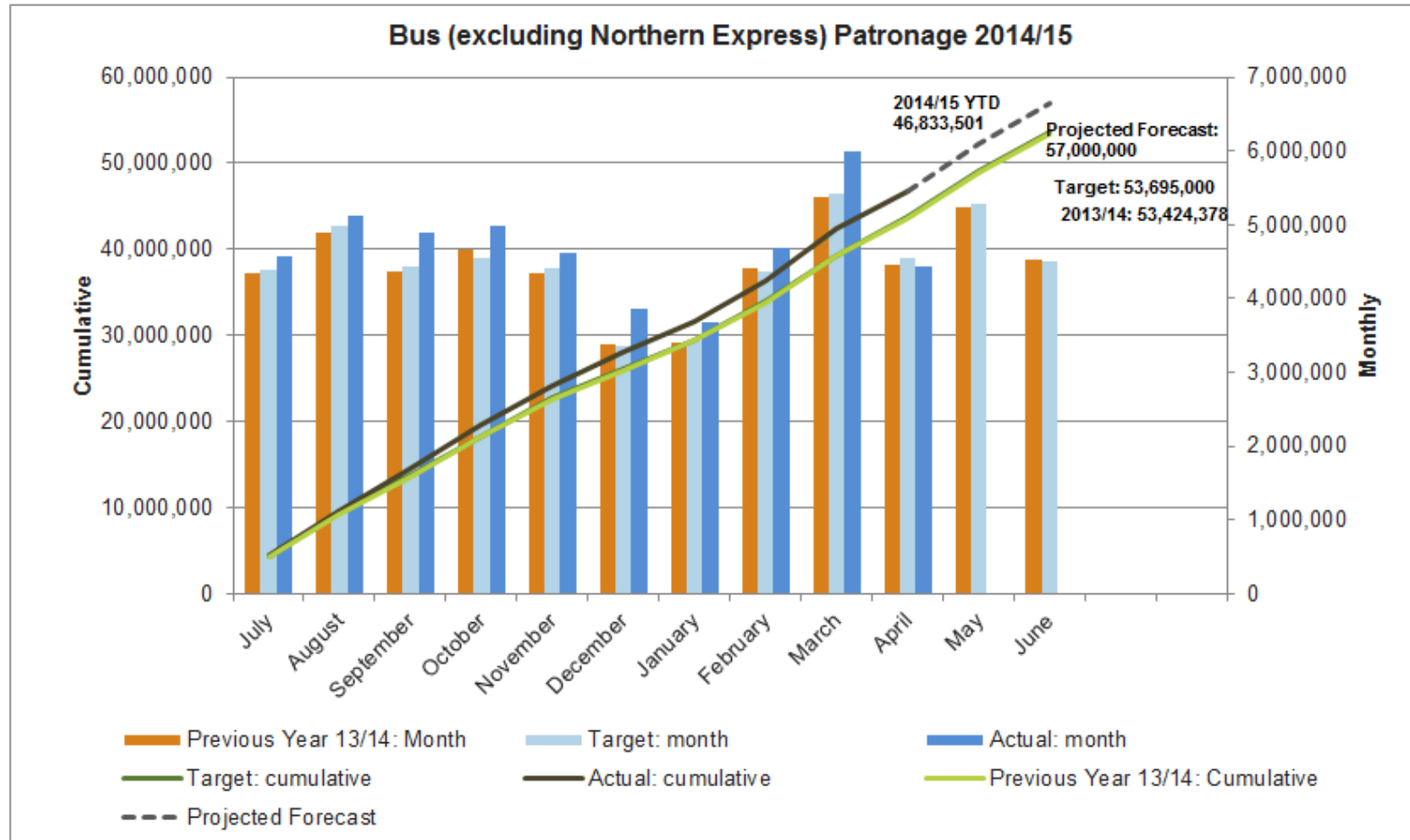


Fig 9. Bus (excluding Northern Express) – Patronage results vs target and previous year

## Activity Summary for April

- The overall bus network peaked reliability of 96.7% and punctuality (at first stop) of 92.1% this month, an increase of around 2.2% and 1.4% respectively compared to a year ago in April 2014.
- Birkenhead Transport's timetable changes are now bedding in and as the majority of issues have now been worked through, service levels are now starting to increase.
- Northern Busway and Onewa Road services have had capacity issues early March and working with the operators capacity has been increased by adding larger buses where possible and additional banker services.
- NZ Bus added additional trips in March to meet capacity demands and all trips have carried large passenger loads. The trips will continue until Easter and then recommence once the University term begins.

## Key Activities for May

- Negotiations are continuing on commercial agreements with NZ Bus and Ritchies Transport for implementation of the Hibiscus Coast's new network, to go live in mid-October 2015 (with CRL diversions/relocations and new North Star school bus times to be implemented at the same time).
- Tranzit's Airporter (route 380) timetables have been reviewed and a new timetable with additional run time will go live in mid-July 2015.
- Waiheke Bus Company's timetables have been reviewed to align bus and ferry times and consultation with the Local Board completed before go live in mid-July 2015.
- Gubbs' Kowhai Connection (Warkworth) service has been reviewed and consultation with the Local Board completed before timetable changes go live in late-May 2015.
- Airbus performance results are showing consistent improvement over the past month. A timetable and scheduling review is likely to be required to further improve performance.

## Patronage impacts from marketing and promotions:

- A campaign driving multi-modal patronage growth in East Auckland has been running through March and April.
- A campaign targeting students kicked off in February and has continued into April.
- Work is continuing with operators and procurement to get other key route buses painted in the AT Metro brand. Howick and Eastern now have five urban buses painted in the new AT colours.

## 4. Ferry

Figure 10 provides a summary of ferry patronage performance:

- Ferry patronage totalled 5,465,695 passenger trips for the 12 months to Apr-2015, an increase of +1.1% on the 12 months to Mar-2015 and +6.6% movement on the 12 months to Apr-2014 (Figure 10).
- Patronage for Apr-2015 was 476,892, an increase of +61,350 boardings or 14.8% on Apr-2014.

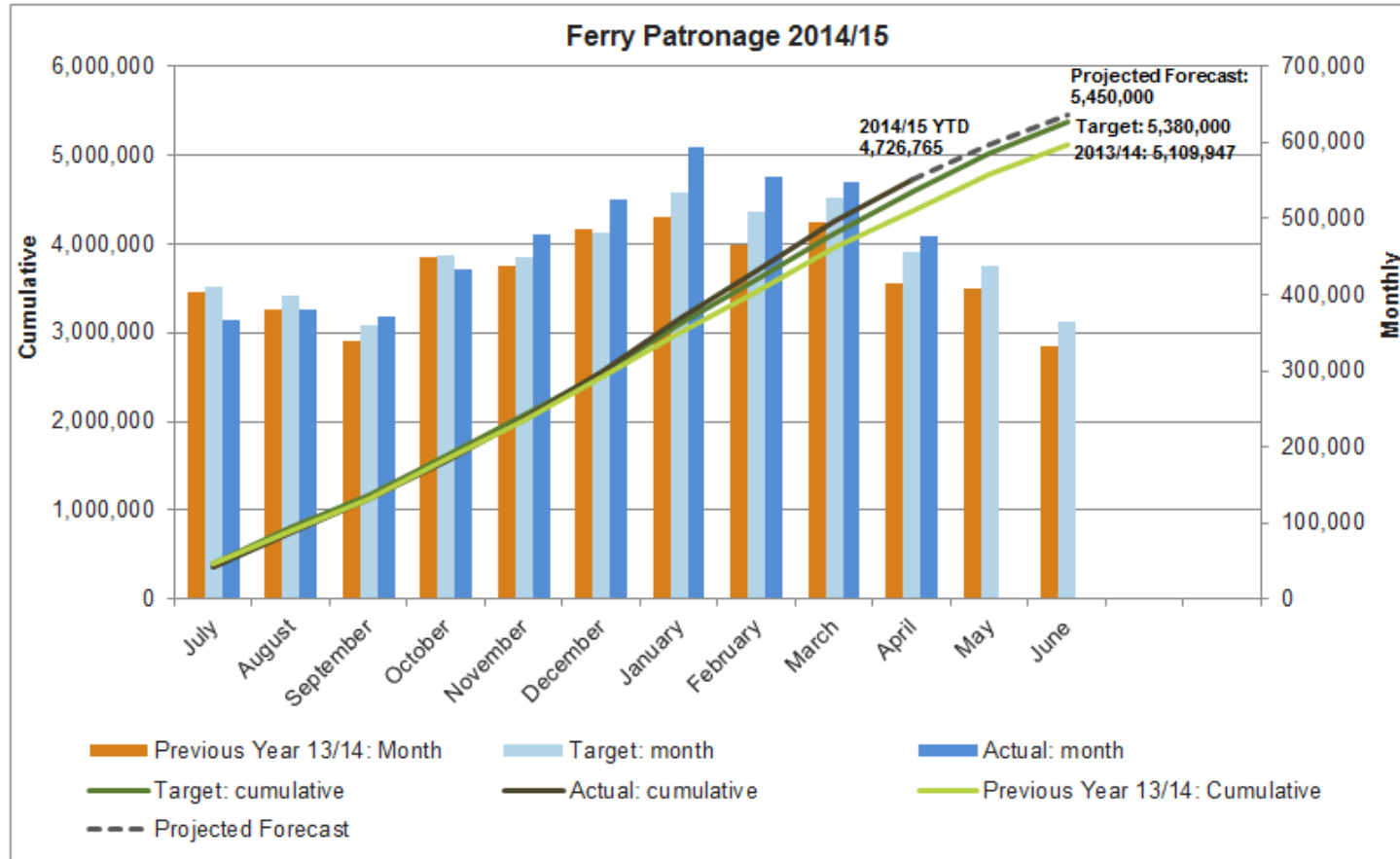


Fig 10. Ferry – Patronage results vs target and previous year



### **Activity Summary for ferry in April**

- Increased patronage on Gulf Harbour ferry sailings has placed pressure on service reliability and vessel breakdowns have occurred. Capacity was provided, additional services for Pine Harbour following a number of sailings being over capacity and leaving people behind during March.
- Gulf Harbour ferry patronage up 120% year on year.

### **Key activities for May**

- Devonport Marine Square landscaping and passenger amenity improvement works continue.

## Appendix 2. Rail Patronage

Rail FY 2014-2015	July	August	September	October	November	December	January	February	March	April	May	June
<b>Patronage</b>												
Previous Year 12/13: Month	972,278	1,004,630	925,014	964,380	918,708	669,170	588,574	1,005,372	1,174,588	978,839	1,193,702	1,039,830
Previous Year 12/13: Cumulative	972,278	1,976,908	2,901,922	3,866,302	4,785,010	5,454,180	6,042,754	7,048,126	8,222,714	9,201,553	10,395,255	11,435,085
Target: month	1,003,721	1,062,480	982,949	1,033,908	933,092	683,704	639,575	1,013,245	1,232,930	1,113,334	1,306,730	1,094,333
Target: cumulative	1,003,721	2,066,200	3,049,150	4,083,057	5,016,149	5,699,854	6,339,428	7,352,673	8,585,603	9,698,937	11,005,667	12,100,000
Target: cumulative FY growth to previous year %	3.23%	4.52%	5.07%	5.61%	4.83%	4.50%	4.91%	4.32%	4.41%	5.41%	5.87%	5.81%
Actual: month	1,089,839	1,181,117	1,119,230	1,165,057	1,111,899	867,281	863,550	1,209,882	1,564,792	1,134,517		
Variance: month to target	86,118	118,637	136,281	131,149	178,807	183,577	223,975	196,637	331,862	21,183		
Variance: month to previous year	117,561	176,487	194,216	200,677	193,191	198,111	274,976	204,510	390,204	155,678		
Actual: cumulative	1,089,839	2,270,956	3,390,186	4,555,243	5,667,142	6,534,423	7,397,973	8,607,855	10,172,647	11,307,164		
Variance: cumulative to target	86,118	204,756	341,036	472,186	650,993	834,569	1,058,545	1,255,182	1,587,044	1,608,227		
Variance: cumulative to previous year	117,561	294,048	488,264	688,941	882,132	1,080,243	1,355,219	1,559,729	1,949,933	2,105,611		
Actual: cumulative FY growth to previous year	12.09%	14.87%	16.83%	17.82%	18.44%	19.81%	22.43%	22.13%	23.71%	22.88%		
% cumulative change to target	8.58%	9.91%	11.18%	11.56%	12.98%	14.64%	16.70%	17.07%	18.48%	16.58%		
Reforecast: month	1,089,839	1,181,117	1,119,230	1,165,057	1,111,899	867,281	863,550	1,209,882	1,564,792	1,134,517	1,356,676	1,136,161
Reforecast: cumulative	1,089,839	2,270,956	3,390,186	4,555,243	5,667,142	6,534,423	7,397,973	8,607,855	10,172,647	11,307,164	12,663,839	13,800,000
Reforecast: cumulative FY growth to previous year %	12.09%	14.87%	16.83%	17.82%	18.44%	19.81%	22.43%	22.13%	23.71%	22.88%	21.82%	20.68%

### Appendix 3. Northern Express Patronage

Northern Express FY 2014-2015	July	August	September	October	November	December	January	February	March	April	May	June
<b>Patronage</b>												
Previous Year 13/14: Month	200,381	214,172	193,596	206,265	182,775	149,704	146,740	196,539	262,431	214,185	249,888	210,069
Previous Year 13/14: Cumulative	200,381	414,553	608,149	814,414	997,189	1,146,893	1,293,633	1,490,172	1,752,603	1,966,788	2,216,676	2,426,745
Target: month	209,902	233,323	202,110	215,384	197,007	153,382	151,462	195,657	263,112	222,464	255,552	211,645
Target: cumulative	209,902	443,225	645,335	860,719	1,057,726	1,211,108	1,362,570	1,558,226	1,821,338	2,043,802	2,299,355	2,511,000
Target: cumulative FY growth to previous year %	4.75%	6.92%	6.11%	5.69%	6.07%	5.60%	5.33%	4.57%	3.92%	3.92%	3.73%	3.47%
Actual: month	233,814	253,328	234,282	246,472	226,217	190,749	184,131	226,656	300,340	232,557		
Variance: month to target	23,912	20,005	32,172	31,088	29,210	37,367	32,669	30,999	37,228	10,093		
Variance: month to previous year	33,433	39,156	40,686	40,207	43,442	41,045	37,391	30,117	37,909	18,372		
Actual: cumulative	233,814	487,142	721,424	967,896	1,194,113	1,384,862	1,568,993	1,795,649	2,095,989	2,328,546		
Variance: cumulative to target	23,912	43,917	76,089	107,177	136,387	173,754	206,423	237,423	274,651	284,744		
Variance: cumulative to previous year	33,433	72,589	113,275	153,482	196,924	237,969	275,360	305,477	343,386	361,758		
Actual: cumulative FY growth to previous year	16.68%	17.51%	18.63%	18.85%	19.75%	20.75%	21.29%	20.50%	19.59%	18.39%		
% cumulative change to target	11.39%	9.91%	11.79%	12.45%	12.89%	14.35%	15.15%	15.24%	15.08%	13.93%		
Reforecast: month	233,814	253,328	234,282	246,472	226,217	190,749	184,131	226,656	300,340	232,557	285,230	236,224
Reforecast: cumulative	233,814	487,142	721,424	967,896	1,194,113	1,384,862	1,568,993	1,795,649	2,095,989	2,328,546	2,613,776	2,850,000
Reforecast: cumulative FY growth to previous year %	16.68%	17.51%	18.63%	18.85%	19.75%	20.75%	21.29%	20.50%	19.59%	18.39%	17.91%	17.44%

## Appendix 4. Bus (excluding Northern Express) Patronage

Bus - excluding Northern Express FY 2014-2015	July	August	September	October	November	December	January	February	March	April	May	June
<b>Patronage</b>												
Previous Year 13/14: Month	4,350,167	4,902,264	4,371,346	4,654,739	4,335,897	3,389,935	3,410,157	4,408,736	5,374,783	4,454,848	5,245,850	4,525,656
Previous Year 13/14: Cumulative	4,350,167	9,252,431	13,623,777	18,278,516	22,614,413	26,004,348	29,414,505	33,823,241	39,198,024	43,652,872	48,898,722	53,424,378
Target: month	4,390,241	4,991,927	4,423,624	4,558,723	4,403,478	3,366,088	3,415,480	4,375,651	5,423,703	4,553,207	5,284,848	4,508,032
Target: cumulative	4,390,241	9,382,168	13,805,792	18,364,515	22,767,993	26,134,081	29,549,560	33,925,211	39,348,914	43,902,121	49,186,968	53,695,000
Target: cumulative FY growth to previous year %	0.92%	1.40%	1.34%	0.47%	0.68%	0.50%	0.46%	0.30%	0.38%	0.57%	0.59%	0.51%
Actual: month	4,578,804	5,119,656	4,887,764	4,980,532	4,611,398	3,852,179	3,687,994	4,690,676	5,982,231	4,442,267		
Variance: month to target	188,563	127,729	464,140	421,809	207,920	486,091	272,514	315,025	558,528	-110,940		
Variance: month to previous year	228,637	217,392	516,418	325,793	275,501	462,244	277,837	281,940	607,448	-12,581		
Actual: cumulative	4,578,804	9,698,460	14,586,224	19,566,756	24,178,154	28,030,333	31,718,327	36,409,003	42,391,234	46,833,501		
Variance: cumulative to target	188,563	316,292	780,432	1,202,241	1,410,161	1,896,252	2,168,767	2,483,792	3,042,320	2,931,380		
Variance: cumulative to previous year	228,637	446,029	962,447	1,288,240	1,563,741	2,025,985	2,303,822	2,585,762	3,193,210	3,180,629		
Actual: cumulative FY growth to previous year	5.26%	4.82%	7.06%	7.05%	6.91%	7.79%	7.83%	7.64%	8.15%	7.29%		
% cumulative change to target	4.30%	3.37%	5.65%	6.55%	6.19%	7.26%	7.34%	7.32%	7.73%	6.68%		
Reforecast: month	4,578,804	5,119,656	4,887,764	4,980,532	4,611,398	3,852,179	3,687,994	4,690,676	5,982,231	4,442,267	5,486,418	4,680,081
Reforecast: cumulative	4,578,804	9,698,460	14,586,224	19,566,756	24,178,154	28,030,333	31,718,327	36,409,003	42,391,234	46,833,501	52,319,919	57,000,000
Reforecast: cumulative FY growth to previous year %	5.26%	4.82%	7.06%	7.05%	6.91%	7.79%	7.83%	7.64%	8.15%	7.29%	7.00%	6.69%

## Appendix 5. Ferry Patronage

Ferry FY 2014-2015	July	August	September	October	November	December	January	February	March	April	May	June
<b>Patronage</b>												
Previous Year 13/14: Month	402,275	379,465	340,029	450,063	436,875	486,637	501,450	464,205	494,123	415,541	406,874	332,410
Previous Year 13/14: Cumulative	402,275	781,740	1,121,769	1,571,832	2,008,707	2,495,344	2,996,794	3,460,999	3,955,122	4,370,663	4,777,537	5,109,947
Target: month	409,909	399,719	360,769	450,548	449,046	482,209	534,030	509,857	527,449	455,740	436,830	363,894
Target: cumulative	409,909	809,628	1,170,397	1,620,945	2,069,991	2,552,200	3,086,230	3,596,087	4,123,536	4,579,276	5,016,106	5,380,000
Target: cumulative FY growth to previous year %	1.86%	3.57%	4.33%	3.12%	3.05%	2.28%	2.98%	3.90%	4.26%	4.77%	4.99%	5.28%
Actual: month	366,295	380,813	371,426	432,143	477,984	524,846	593,107	555,833	547,427	476,892		
Variance: month to target	-43,614	-18,906	10,657	-18,405	28,938	42,637	59,077	45,976	19,978	21,152		
Variance: month to previous year	-35,980	1,348	31,397	-17,920	41,109	38,209	91,657	91,628	53,304	61,351		
Actual: cumulative	366,295	747,108	1,118,534	1,550,677	2,028,661	2,553,507	3,146,613	3,702,092	4,249,519	4,726,411		
Variance: cumulative to target	-43,614	-62,520	-51,863	-70,268	-41,330	1,307	60,384	106,005	125,983	147,135		
Variance: cumulative to previous year	-35,980	-34,632	-3,235	-21,155	19,954	58,163	149,819	241,093	294,397	355,748		
Actual: cumulative FY growth to previous year	-8.94%	-4.43%	-0.29%	-1.35%	0.99%	2.33%	5.00%	6.97%	7.44%	8.14%		
% cumulative change to target	-10.64%	-7.72%	-4.43%	-4.33%	-2.00%	0.05%	1.96%	2.95%	3.06%	3.21%		
Reforecast: month	366,295	380,813	371,426	432,143	477,984	524,846	593,107	555,833	547,427	476,892	394,556	328,679
Reforecast: cumulative	366,295	747,108	1,118,534	1,550,677	2,028,661	2,553,507	3,146,613	3,702,446	4,249,873	4,726,765	5,121,321	5,450,000
Reforecast: cumulative FY growth to previous year %	-8.94%	-4.43%	-0.29%	-1.35%	0.99%	2.33%	5.00%	6.98%	7.45%	8.15%	7.20%	6.65%

# Appendix 6: Public Transport Promotional Activities – April 2015

## East Auckland Campaign

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.



## Link advertising in Auckland Central visitor map

Updated the Link advertisement in the Auckland Central Official Visitor Map and booked the advert for another year.

### YOUR LINK AROUND TOWN

**MONDAY TO SATURDAY**  
 EVERY 7 TO 8 MINUTES\*  
 FROM 6.25AM TO 11.25PM

**SUNDAY AND PUBLIC HOLIDAYS**  
 EVERY 10 MINUTES\*  
 FROM 7.00AM TO 11.20PM

WYNARD QUARTER + BRIDGMAN  
 + QUEEN ST + K RD

**MONDAY TO SATURDAY**  
 EVERY 10 MINUTES\*  
 FROM 6.30AM TO 8.00PM

**SUNDAY AND PUBLIC HOLIDAYS**  
 EVERY 15 MINUTES\*  
 FROM 8.00AM TO 11.00PM

PONSONBY + CRAFTON + NEWMARKET  
 + PARNELL + CITY CENTRE

**MONDAY TO SATURDAY**  
 EVERY 15 MINUTES\*  
 FROM 6.30AM TO 11.00PM

**SUNDAY AND PUBLIC HOLIDAYS**  
 EVERY 15 MINUTES\*  
 FROM 7.00AM TO 11.20PM

HERNE BAY + PT CHEVRELIER + ST LUKES  
 + MT EDEN + NEWMARKET + PARNELL  
 + CITY CENTRE

FOR MORE INFORMATION VISIT [AT.GOV.NZ](http://AT.GOV.NZ) OR  
 PHONE 09 366 6400

AT Metro

\* ACTUAL FREQUENCY MAY VARY

## Special Events – FIFA U-20 World Cup – May 30 to 20 June 2015

Planning for the FIFA U-20 World Cup being in May. Example of draft materials below.

> EVENT TRANSPORT

### Buses to North Harbour Stadium depart here.

**FIFA U-20 World Cup 2015**  
 North Harbour Stadium

Buses depart from Ralside Ave (temporary Bus Stop opposite Pioneer St) at:

Saturday 30 May:	10:00am, 10:40am, 11:30am, 11:50am, 12:10pm
Tuesday 2 June:	5:30pm, 5:50pm, 6:10pm
Friday 5 June:	2:30pm, 2:50pm, 3:10pm and 5:30pm, 5:50pm, 6:10pm
Wednesday 10 June:	6:00pm, 6:20pm, 6:40pm
Sunday 14 June:	3:00pm, 3:20pm, 3:40pm
Wednesday 17 June:	6:00pm, 6:20pm, 6:40pm
Saturday 20 June:	12:00pm, 12:20pm, 12:40pm and 3:30pm, 3:50pm, 4:10pm

Return services depart from a temporary Bus Stop on Don McKinnon Drive (directly outside North Harbour Stadium).

Visit [AT.govt.nz/events](http://AT.govt.nz/events) for more information.

## NZAC Day – 25 April 2015

Free public transport for veterans and servicemen was promoted on all NZ Bus and Fullers ferry services we created a poster for this event.



## New Network Consultation North Shore – 2 June to 13 July 2015

The New Network consultation for the North Shore is being held on the 2<sup>nd</sup> of June.



## Western Line timetable changes

The Western Line timetable changed on April 28<sup>th</sup>. We created a poster and installed it on trains and at Western line stations to inform train customers.

