

Statistics Report

May 2013



TABLE OF CONTENTS

PUBLIC TRANSPORT.....	3
1. HIGHLIGHTS	3
2. PUBLIC TRANSPORT PATRONAGE	4
3. PUBLIC TRANSPORT SERVICE PERFORMANCE.....	15
4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES	19
5. REGISTERED SERVICE NOTIFICATIONS UNDER THE PUBLIC TRANSPORT MANAGEMENT ACT 2008.....	20
6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS	20
7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES	21
8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS	21



PUBLIC TRANSPORT

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 69,395,153 passengers for the 12-months to Apr-2013, an increase of +0.4% on the 12-months to Mar-2013. April monthly patronage was 5,869,231 an increase of 290,078 boardings or +5.2% on Apr-2012. Apr-2013 included two additional business days compared to Apr-2012.

Rail patronage totalled 9,933,525 passengers for the 12-months to Apr-2013, a decrease of -0.2% on the 12-months to Mar-2013. Patronage for Apr-2013 was 929,410 a decrease of -18,161 boardings or -1.9% on Apr-2012. Apr-2013 patronage impacts compared to Apr-2012 include two more business days (positive), a surge of pre-purchase 10-trip and monthly tickets in Apr-2012 prior to the 29 April 2012 fare increase (negative) and reduced special events (negative). Normalised patronage for Apr-2013 compared to Apr-2012 is +1%.

Northern Express bus service carried 2,257,789 passenger trips for the 12-months to Apr-2013, an increase of +1.3% on the 12-months to Mar-2013. Northern Express bus service patronage for April was 202,638, an increase of 29,339 boardings or +16.9% on Apr-2012, normalised to +9.9% for the two additional business days in Apr-2013. A promotional campaign in Apr-2013 including trial tickets has contributed to this monthly result.

Other bus services carried 51,730,931 passenger trips for the 12-months to Apr-2013, an increase of +0.6% on the 12-months to Mar-2013. Other bus services patronage for April was 4,259,020, an increase of 286,524 boardings or +7.2% on Apr-2012, normalised to +0.2% for the two additional business days in Apr-2013.

Ferry services carried 5,472,908 passenger trips for the 12-months to Apr-2013, an increase of 113,522 boardings or +2.1%.

Service Performance

For rail, service punctuality in Apr-2013 improved compared to the average for the 12-months to Apr-2013 and was the best result since Nov-08 at 87.5%. Service delivery was 98.2%.

Initiatives

A pilot of AT HOP integrated ticketing on bus commenced on 29 April 2013 on the Northern Express bus service.

The next phase of fare protection on rail was implemented in April with the increase of the OnBoard Penalty Fare from \$10.30 to \$20 and the introduction of rolling station and train blockades in addition to roving ticket inspections.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

Auckland public transport patronage totalled 69,395,153 passengers for the 12-months to Apr-2013, a +0.4% increase over the 12-months to Mar-2013, as illustrated at Figure 1. Patronage for Apr-2013 was 5,869,231 boardings, an increase of +5.2% (290,078 boardings) on Apr-2012 (there were two additional business days in Apr-2012).

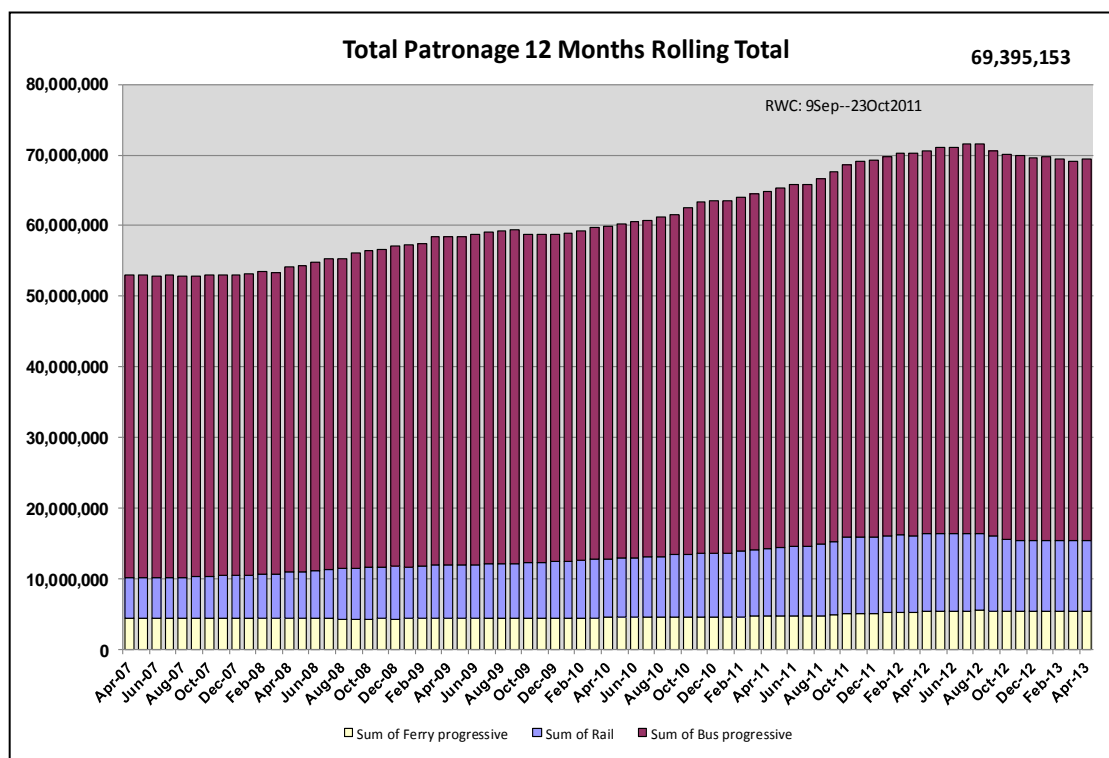


Fig 1. Total Patronage – 12 Months Rolling Total

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, ten months to Apr 2013, patronage has decreased by -2.9% (-1,692,602 boardings) compared to the ten months to Apr-2012. Normalising patronage for RWC2011 is presented at Table 1.1 with an estimated underlying +0.1% 10-month patronage change to Apr-2013. This impact will drop out of the 12-month reporting cycle from Oct-2013.

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

	Apr-13									
	Month			12 Months				YTD (from July)		
	Patronage	Change Prev Year	% Change Prev Year	Patronage	% Change Prev Month Period	Change Prev Year	% Change Prev Year	Patronage	Change Prev FY	% Change Prev FY
1. Rapid Transit Network sub-total:	1,132,048	11,178	1.0%	12,191,314	0.1%	-1,066,113	-8.0%	10,004,517	-992,706	-9.0%
Northern Express Bus	202,638	29,339	16.9%	2,257,789	1.3%	-18,765	-0.8%	1,862,551	-22,071	-1.2%
Rail sub-total:	929,410	-18,161	-1.9%	9,933,525	-0.2%	-1,047,348	-9.5%	8,141,966	-970,635	-10.7%
- Western Line	333,251	-13,232	-3.8%	3,554,973	-0.4%	-570,676	-13.8%	2,916,252	-537,260	-15.6%
- Southern & Eastern Line:	596,159	-4,929	-0.8%	6,378,552	-0.1%	-476,672	-7.0%	5,225,714	-433,375	-7.7%
- Pukekohe / Papakura Services *	421,546	-8,432	-1.6%	4,622,728	-0.1%	-438,966	-7.2%	3,766,931	-396,360	-7.9%
- Manukau Services * (opened 15 Apr 2012)	106,125			1,044,295				869,159		
- Onehunga Services	68,488	3,503	5.4%	711,529	0.5%	-37,707	-5.0%	589,624	-37,014	-5.9%
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	4,259,020	286,524	7.2%	51,730,931	0.6%	-210,777	-0.4%	42,281,768	-725,469	-1.7%
- Frequent Connector & Local Bus	4,077,335	237,688	6.2%	49,091,747	0.5%	-277,312	-0.6%	40,247,403	-802,275	-2.0%
- Contracted School Bus	181,685	44,151	32.1%	2,651,609	1.7%	16,442	0.6%	2,034,365	28,648	1.4%
3. Ferry	478,163	-7,624	-1.6%	5,472,908	-0.1%	113,522	2.1%	4,682,921	25,573	0.5%
Total Patronage	5,869,231	290,078	5.2%	69,395,153	0.4%	-1,163,368	-1.6%	56,969,206	-1,692,602	-2.9%

*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.

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

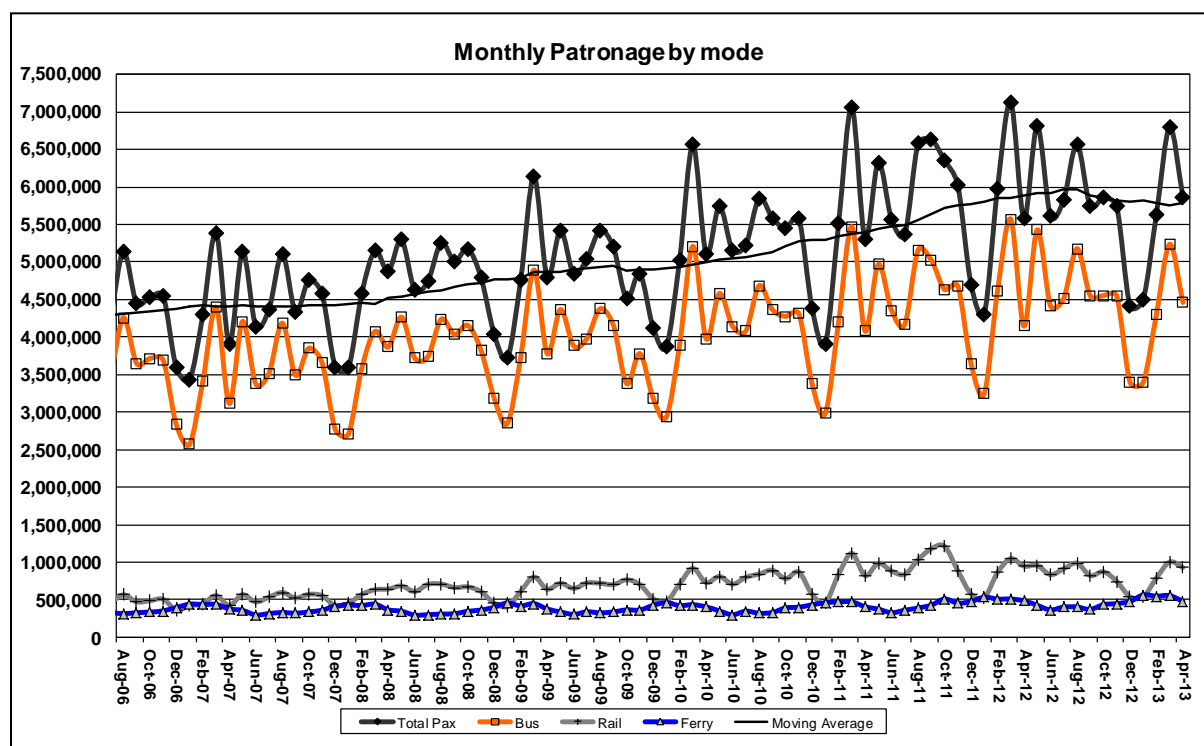


Fig 2. Monthly Patronage by Mode



Table 1.1 Patronage Breakdown Normalised for Rugby World Cup 2011

Normalised	Apr-13								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	1,132,048	11,178	1.0%	12,191,314	-307,477	-2.5%	10,004,517	-234,070	-2.3%
Northern Express Bus	202,638	29,339	16.9%	2,257,789	60,744	2.8%	1,862,551	57,438	3.2%
Rail sub-total:	929,410	-18,161	-1.9%	9,933,525	-368,221	-3.6%	8,141,966	-291,508	-3.5%
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	4,259,020	286,524	7.2%	51,730,931	501,147	1.0%	42,281,768	-13,545	0.0%
3. Ferry	478,163	-7,624	-1.6%	5,472,908	304,392	5.9%	4,682,921	216,443	4.8%
Total Patronage	5,869,231	290,078	5.2%	69,395,153	498,061	0.7%	56,969,206	-31,172	-0.1%

Table 1.1 provides an estimate of patronage normalised for RWC2011.

Rapid Transit Network

The Rapid Transit Network (RTN) comprises right-of-way (unobstructed by other traffic) public transport of rail and the Northern Express traversing the Northern Busway. The RTN is the first tier of a four-tier public transport network design approach for Auckland to be progressively implemented (the New Network). The second tier will comprise a Frequent Network of high frequency bus services, which utilise bus lanes and traffic signal pre-emption measures connecting to form a network of services in their own right. The third tier comprises Connector and Local bus services and ferry services connecting with the RTN and the Frequent Network and providing services to local destinations. The RTN, Frequent, Connector and Local services will be progressively integrated and connected to form a public transport network that will permit customers to access multiple destinations through direct services or across multiple services via transfers. The network will be supplemented by fourth tier targeted services for individual customer groups to meet specific needs as required.

Patronage totalled 12,191,314 passengers for the 12-months to Apr-2013 (Figure 3). Patronage for Apr-2013 was 1,132,048 boardings, an increase of +1.0% (11,178 boardings) on Apr-2012 (Figure 5).

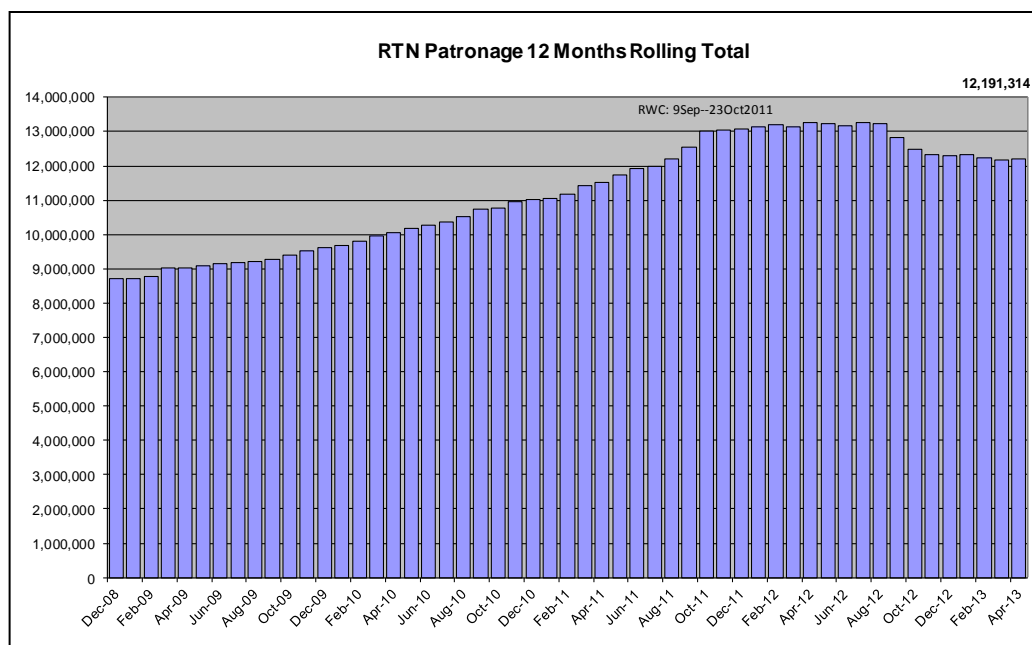


Fig 3. RTN Patronage – 12 Months Rolling Total



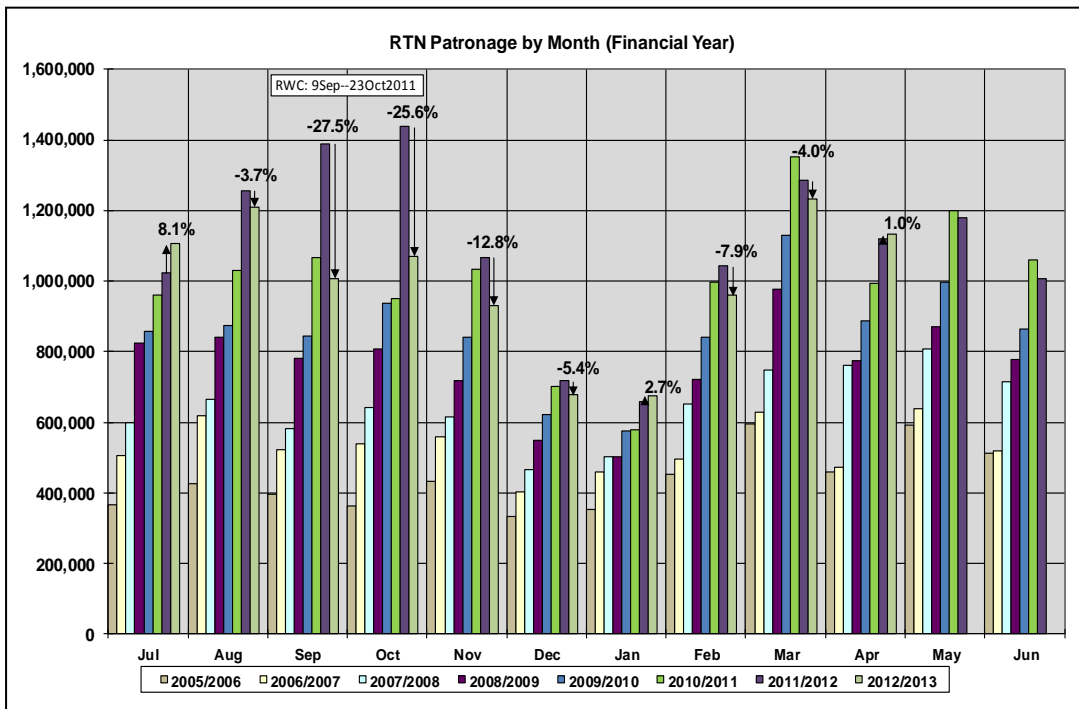


Fig 4. RTN Patronage – Growth by Month 2005/06 to 2012/13

Rail Patronage

Rail patronage totalled 9,933,525 passengers for the 12-months to Apr-2013 (Figure 5), a decrease of -0.2% on the 12-months to Mar-2013.

Patronage for Apr-2013 was 929,410 boardings, a decrease of -1.9% (-18,161 boardings) on Apr-2012 (Figure 6).

Normalising for various patronage impacts between Apr-2012 and Apr-2013 gives an estimated +1% patronage increase:

- Two more business days in Apr-2013 compared to Apr-2012
- Due to a fare rise on 20 Apr-2012, and a surge in pre-purchase of 10-trip and monthly tickets, Apr-2012 patronage is artificially high compared to Apr-2012
- Fewer special events in Apr-2012 as illustrated by the “other” category at Figure 8.

Figure 7 illustrates estimated average passengers/day. The Apr-2013 downturn is explained by the pre-purchase of 10-trip tickets in Apr-2012.

Rail ticket types sold (Figure 8) illustrates an increase in HOP card usage relative to single paper ticket sales in Apr-2013 compared to Apr-2012.

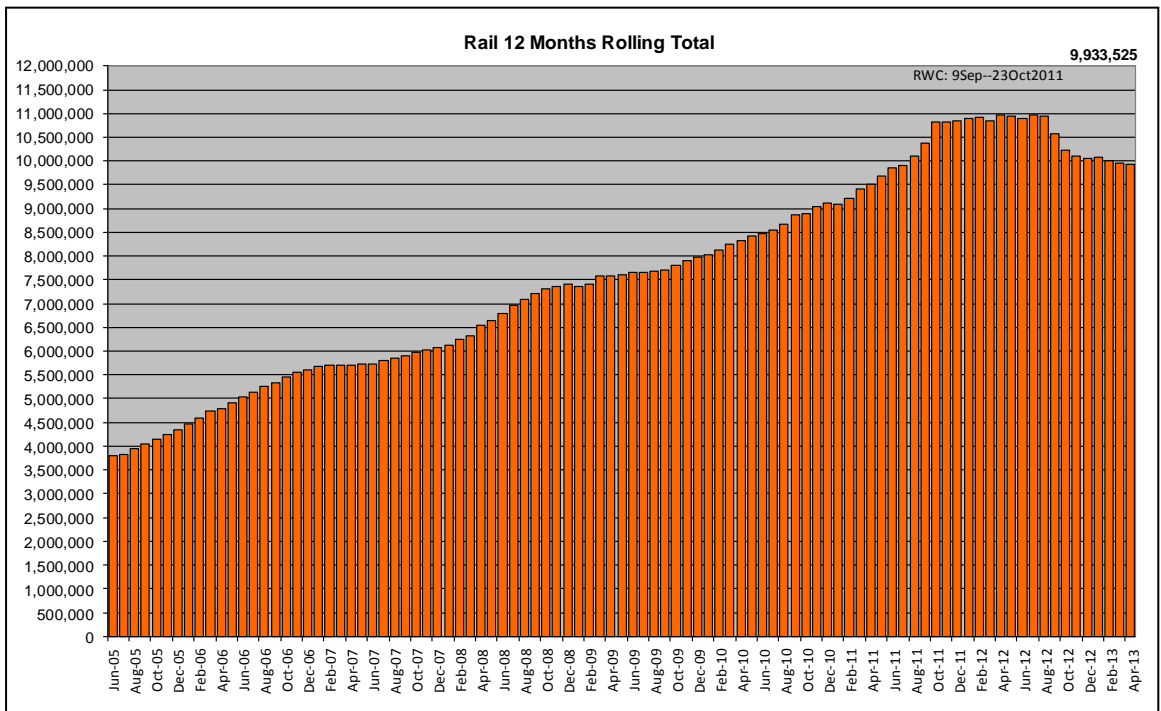


Fig 5. Rail Patronage – 12 Months Rolling Total

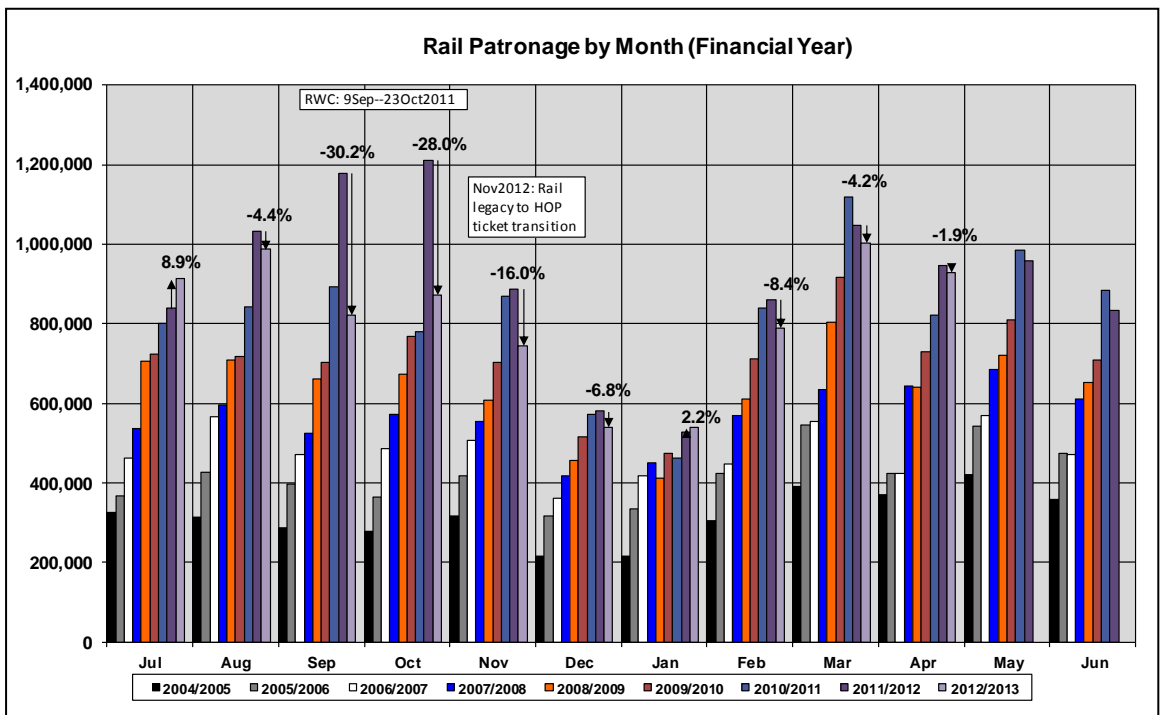


Fig 6. Rail Patronage – Growth by Month 2005/06 to 2012/13

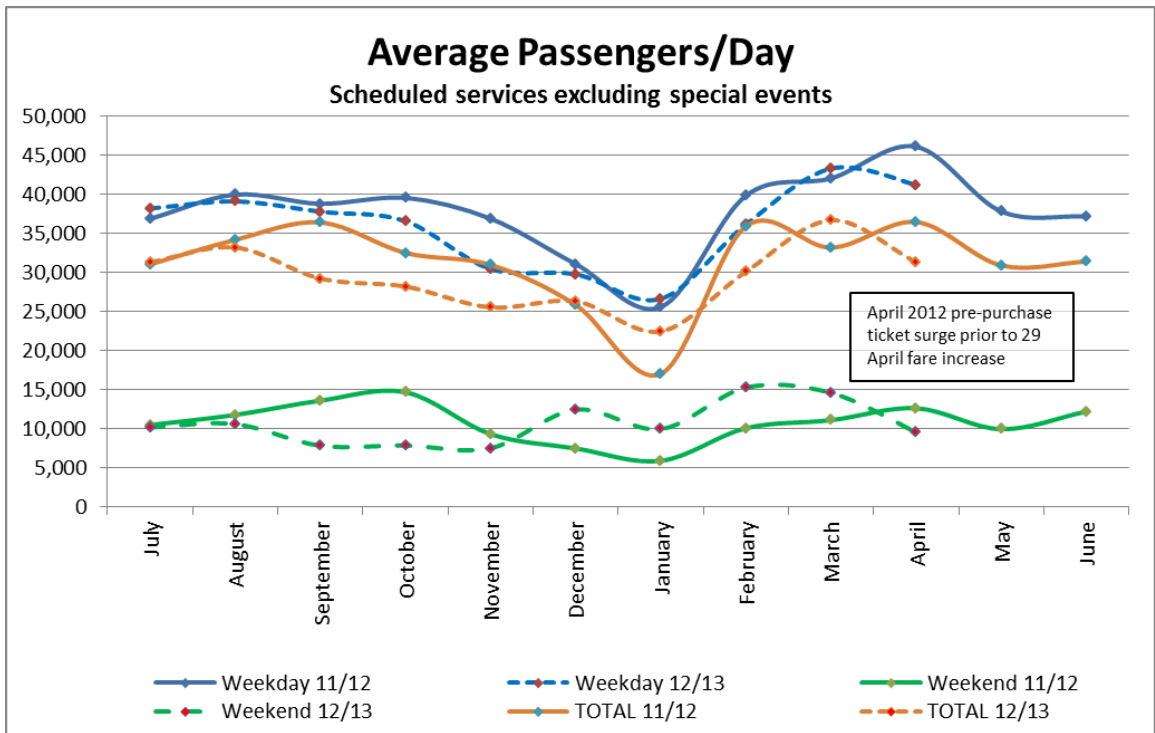


Fig 7. Rail Patronage – Av. Daily Passenger Counts for Scheduled Services 2011/12 and 2012/13

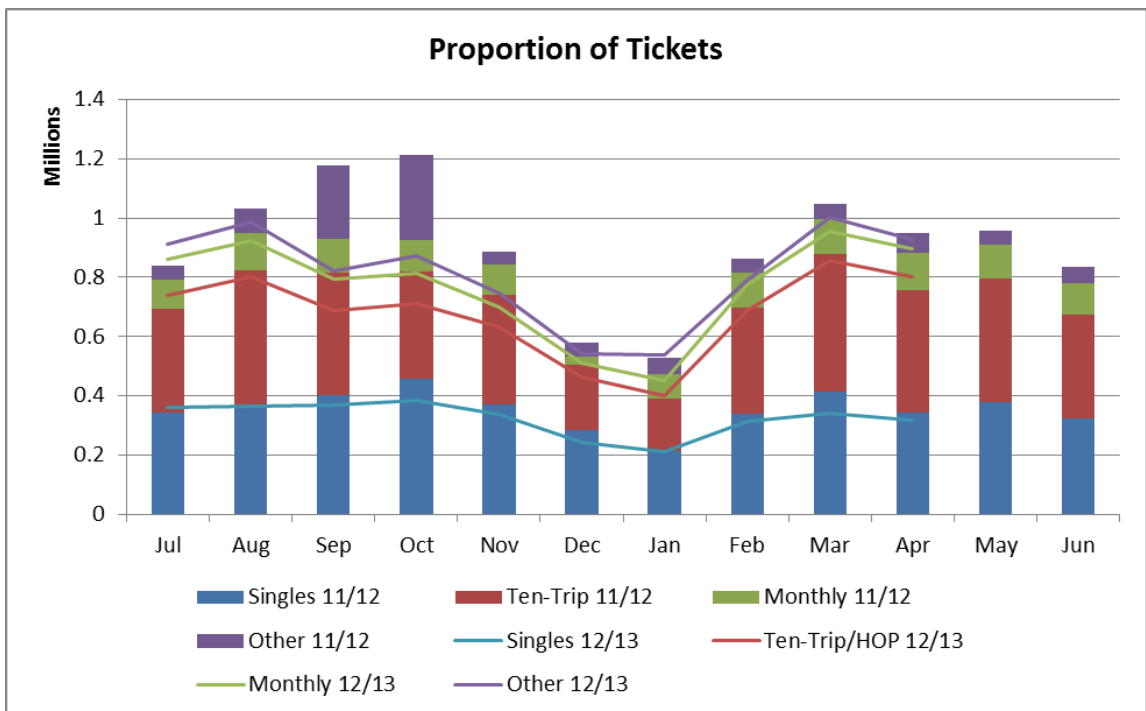


Fig 8. Ticket Sales by Ticket Type – 2012/13 compared to 2011/12

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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,378,552 passengers for the 12-months to Apr-2013. Patronage for Apr-2013 was 596,159 boardings, a decrease of -0.8% (-4,929 boardings) on Apr-2012 (Figure 9), normalised for the above impacts to an estimated +2%.

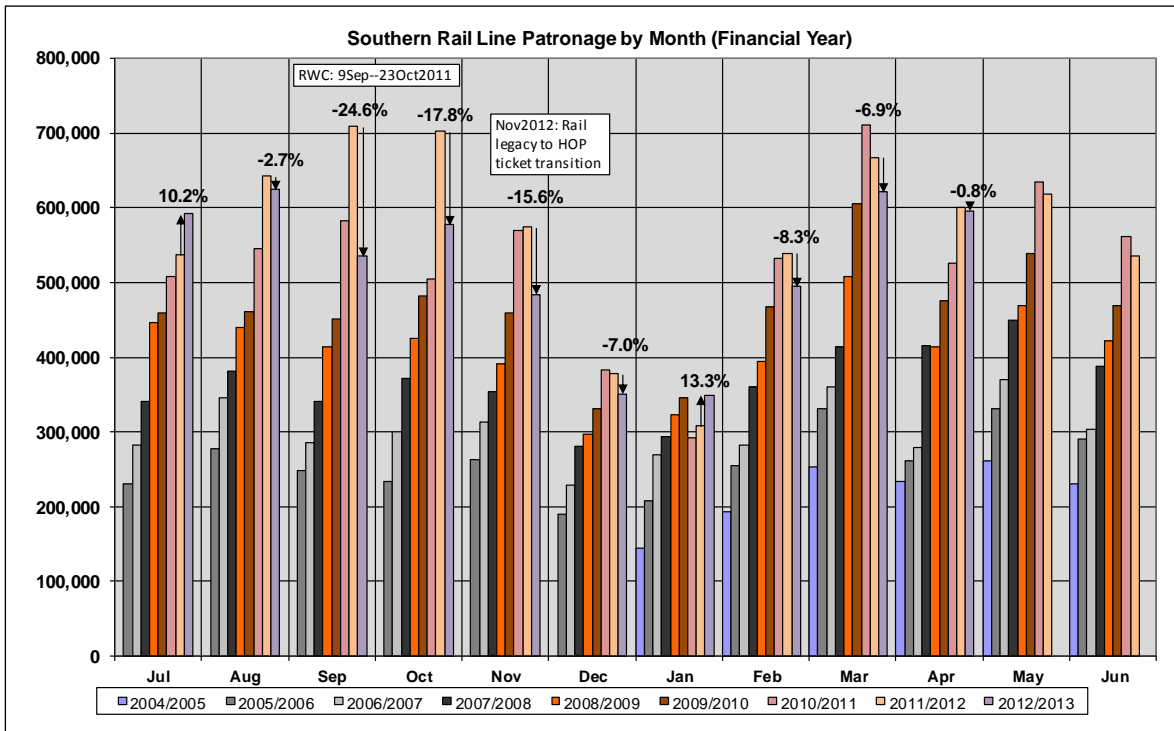


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

Western Rail Line

Western Line rail patronage totalled 3,554,973 passengers for the 12-months to Apr-2013. Patronage for Apr-2013 was 333,251 boardings, a decrease of -3.8% (-13,232 boardings) on Apr-2012 (Figure 10), normalised for the above impacts to -0.8%.

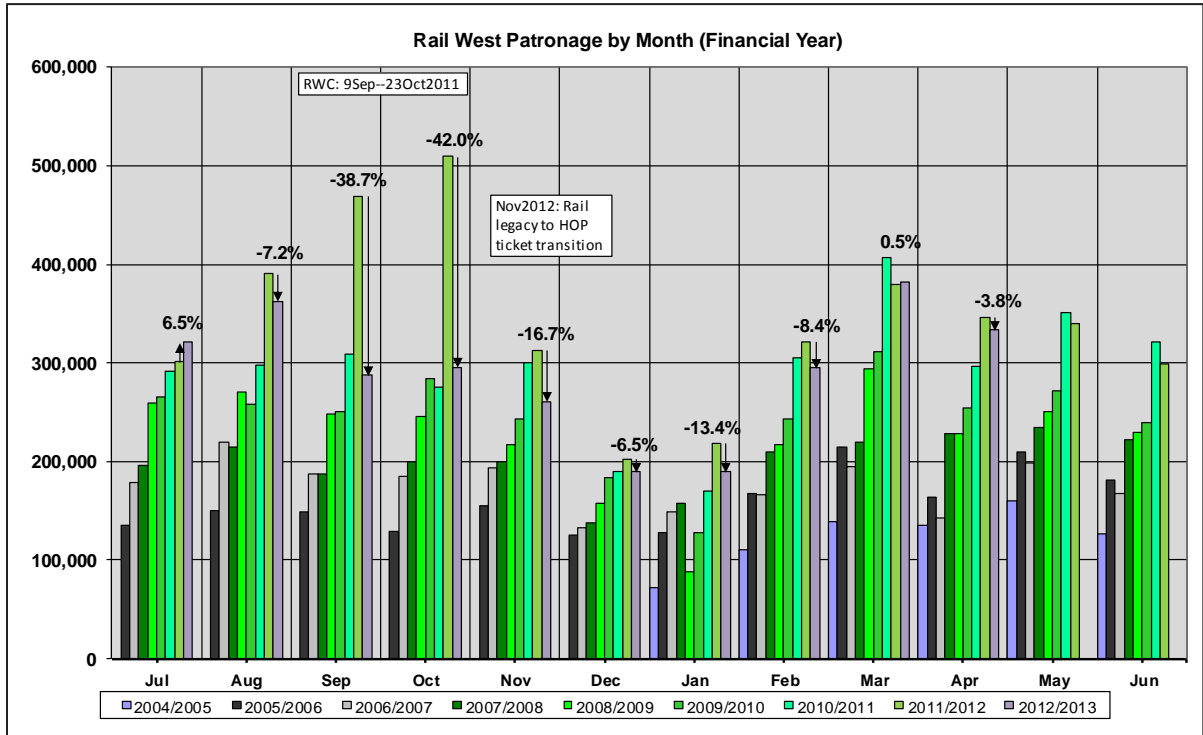


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2012/13

Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network for the Northern Express bus service (the only dedicated Northern Busway service) patronage totalled 2,257,789 passengers for the 12-months to Apr-2013 (Figure 11). Patronage for Apr-2013 was 202,638 boardings, an increase of +16.9% (29,339 boardings) on Apr-2012 (Figure 12), normalised to +9.9% for the two additional business days in Apr-2013 compared to Apr-2012. A patronage growth campaign was implemented in Apr-2013 through promotional trial tickets and advertising.

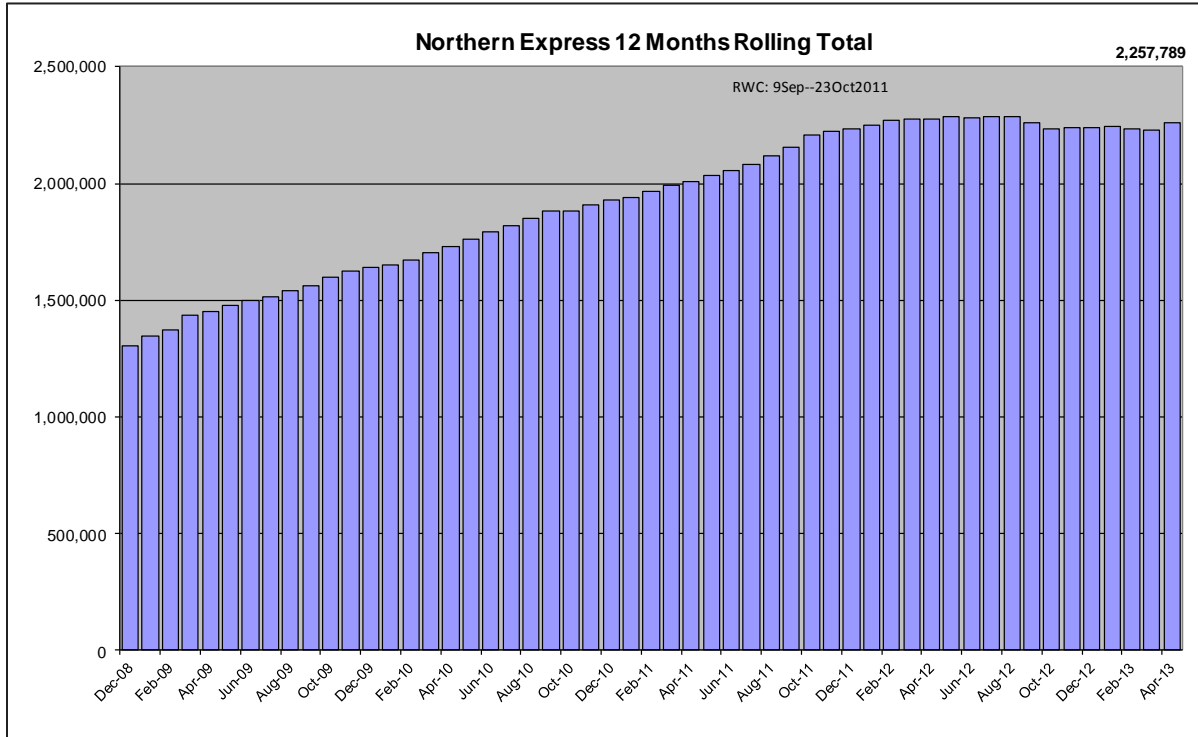


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

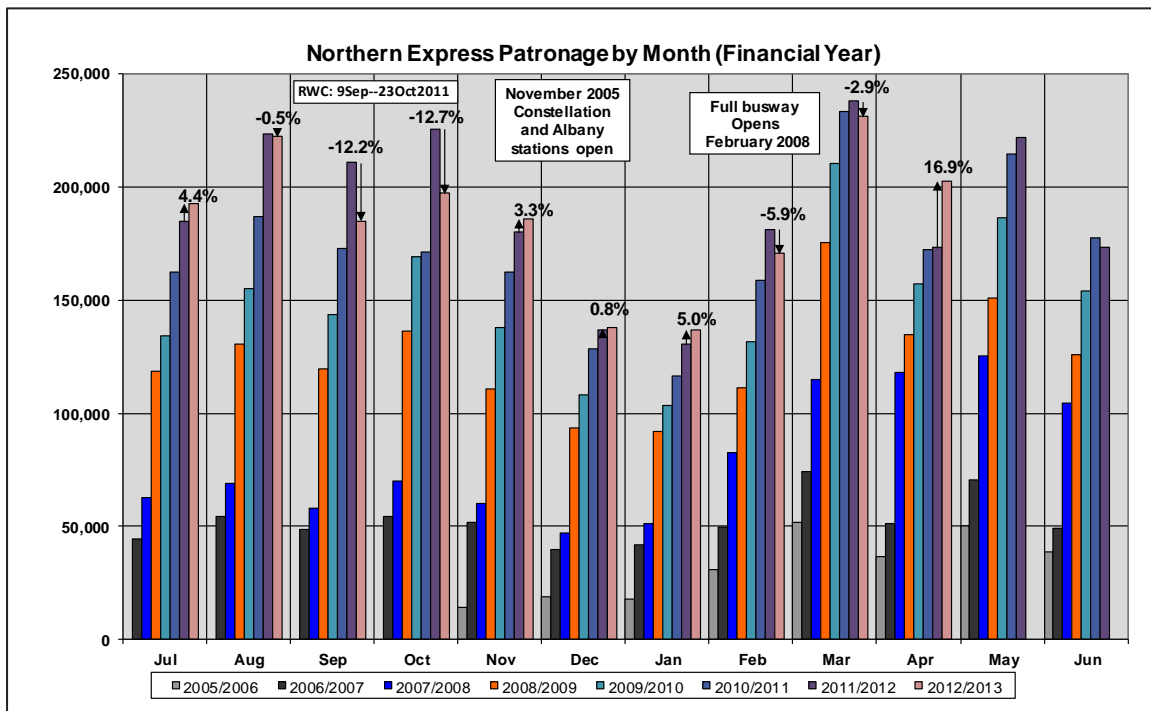


Fig 12. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13

Bus Patronage (Other Than Northern Express)

Patronage totalled 51,730,931 passengers for the 12-months to Apr-2013. Patronage for Apr-2013 was 4,259,020 boardings, an increase of +7.2% (286,524 boardings) on Apr-2012 (Figure 13), normalised to +0.2% to account for two additional business days in Apr-2013 compared to Apr-2012.

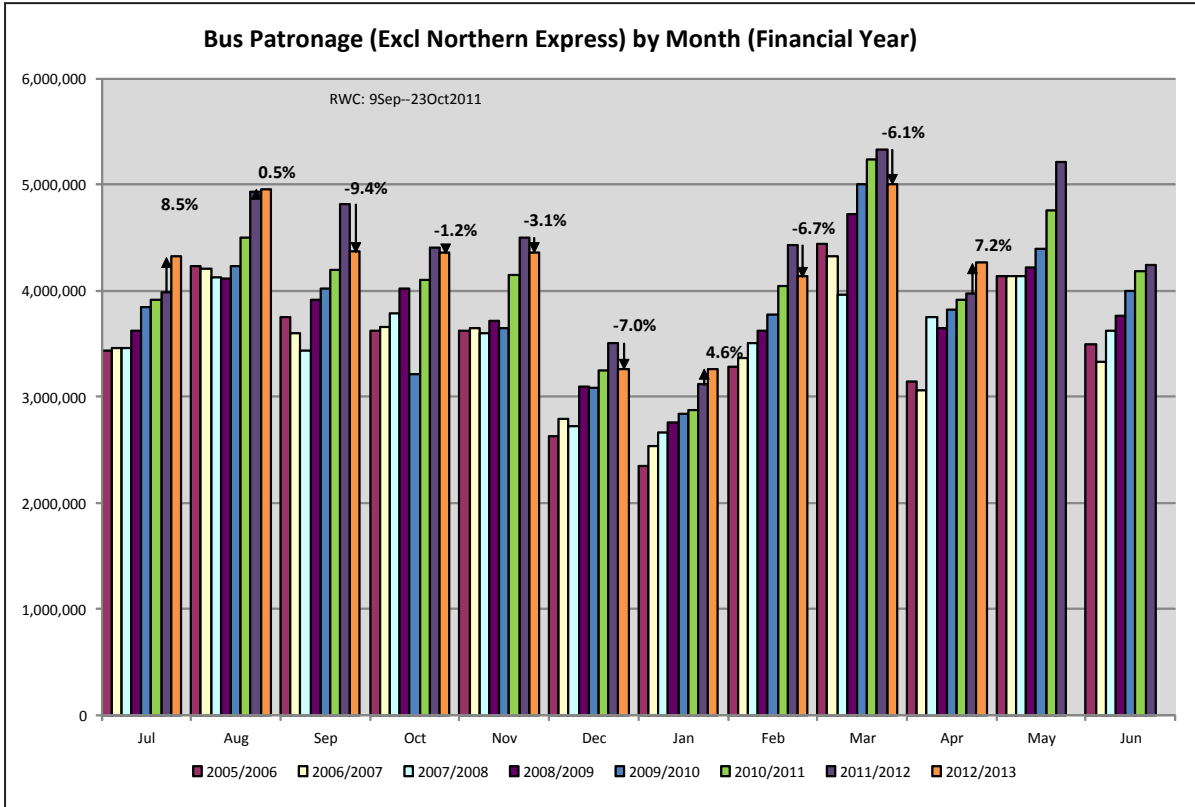


Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13

Table 2 provides an analysis of bus services (excluding Special Events patronage) by geographical sector.

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	926,852	84,385	10.0%	10,750,943	367,500	3.5%	407,608	9,295	2.3%	4,960,349	93,925	1.9%
Aug-12	1,051,723	- 16,094	-1.5%	10,734,849	235,985	2.2%	452,713	- 32,074	-6.6%	4,928,275	17,811	0.4%
Sep-12	901,740	- 89,196	-9.0%	10,645,654	36,127	0.3%	425,007	- 20,220	-4.5%	4,908,055	-33,870	-0.7%
Oct-12	890,412	28,231	3.3%	10,673,885	48,245	0.5%	416,357	20,216	5.1%	4,928,272	-11,156	-0.2%
Nov-12	882,903	- 21,733	-2.4%	10,652,152	2,719	0.0%	419,980	- 1,658	-0.4%	4,926,614	-19,264	-0.4%
Dec-12	596,249	- 57,418	-8.8%	10,594,734	-62,890	-0.6%	310,113	2,091	0.7%	4,928,705	-365	0.0%
Jan-13	596,726	31,866	5.6%	10,626,600	-56,534	-0.5%	300,591	13,457	4.7%	4,942,162	2,633	0.1%
Feb-13	858,238	- 62,522	-6.8%	10,564,077	-166,893	-1.6%	391,500	- 27,014	-6.5%	4,915,149	-45,473	-0.9%
Mar-13	1,030,712	- 71,886	-6.5%	10,492,191	-207,004	-1.9%	470,642	- 37,937	-7.5%	4,877,212	-75,733	-1.5%
Apr-13	868,445	87,996	11.3%	10,580,187	-74,231	-0.7%	394,132	18,917	5.0%	4,896,129	-45,715	-0.9%
	South Sector						Isthmus Sector					
	By Month			12 Month Sum			By Month			12 Month Sum		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
Jul-12	857,138	30,818	3.7%	10,750,009	358,733	3.5%	2,130,705	212,350	11.1%	26,331,947	2,800,060	11.9%
Aug-12	1,058,937	3,189	0.3%	10,753,198	275,974	2.6%	2,393,608	68,085	2.9%	26,400,032	2,677,136	11.3%
Sep-12	937,644	- 52,783	-5.3%	10,700,415	123,796	1.2%	2,102,194	- 288,452	-12.1%	26,111,580	2,006,358	8.3%
Oct-12	898,161	18,926	2.2%	10,719,341	125,847	1.2%	2,151,219	- 118,472	-5.2%	25,993,108	1,615,242	6.6%
Nov-12	900,901	773	0.1%	10,720,114	91,968	0.9%	2,157,823	- 117,538	-5.2%	25,875,569	1,210,173	4.9%
Dec-12	652,859	- 16,388	-2.4%	10,703,725	54,100	0.5%	1,702,423	- 175,644	-9.4%	25,699,925	788,097	3.2%
Jan-13	628,648	32,079	5.4%	10,735,804	46,494	0.4%	1,732,868	65,331	3.9%	25,765,257	682,695	2.7%
Feb-13	859,045	- 54,012	-5.9%	10,681,792	-66,071	-0.6%	2,023,982	- 154,343	-7.1%	25,610,914	268,076	1.1%
Mar-13	1,060,794	- 58,686	-5.2%	10,623,106	-105,078	-1.0%	2,443,733	- 159,016	-6.1%	25,451,898	-44,965	-0.2%
Apr-13	881,482	74,262	9.2%	10,697,368	-6,649	-0.1%	2,114,961	105,350	5.2%	25,557,247	-84,182	-0.3%

Ferry Patronage

Ferry patronage totalled 5,472,908 passengers for the 12-months to Apr-2013. Patronage for Apr-2013 was 478,163 boardings, a decrease of -1.6% (-7,624 boardings) on Apr-2012 (Figure 14).

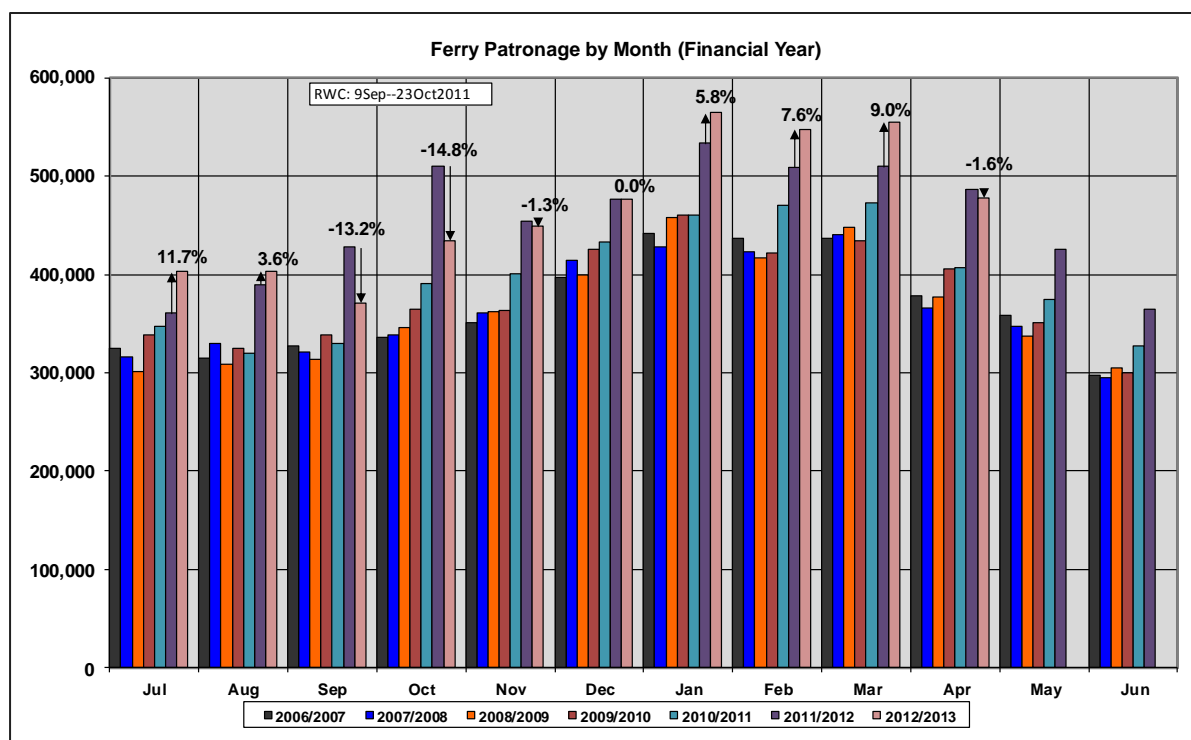


Fig 14. Ferry Patronage – Growth by Month 2005/06 to 2012/13

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance

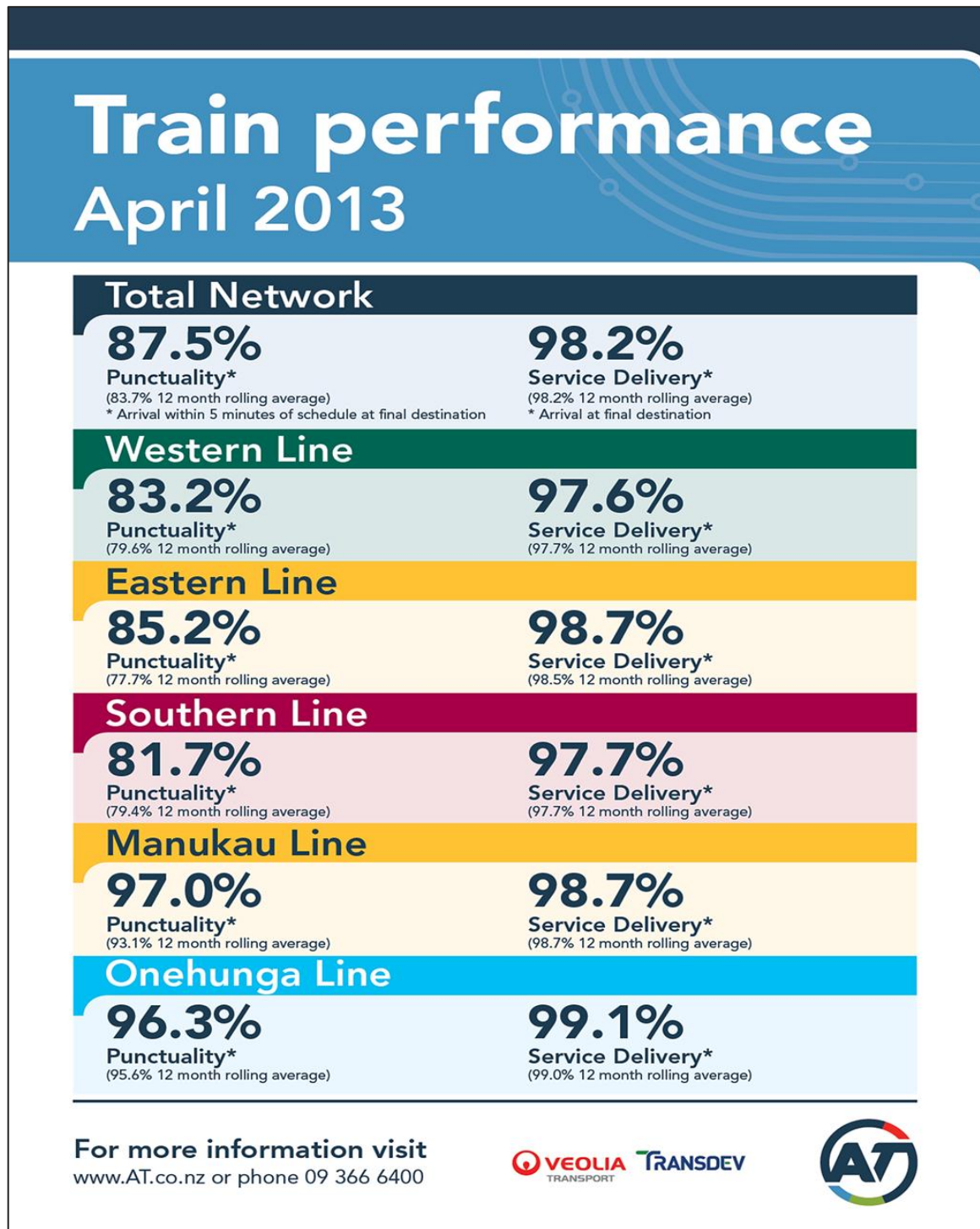


Fig 15. Rail Published Performance Results for April 2013.

Reliability is the number of trains that are not cancelled in full or part and arrives at their final destination. 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.

For April reliability was 98.2%, the same as the 12-month average. Punctuality improved to 87.5% compared to an 83.7% 12-month average and 84.3% in February and 77.7% for April 2012. Punctuality trends comparing 2011/12 and 2012/13 are presented at Figure 16 showing an overall improvement since September 2012 compared to the previous year. Punctuality at 87.5% was the highest since November 2008.

During April the performance of the train services was affected by significant incidents detailed below, however there were no days in the month when the performance was affected by the “Heat 40” speed restrictions that had been a major contributor to delays in recent months.

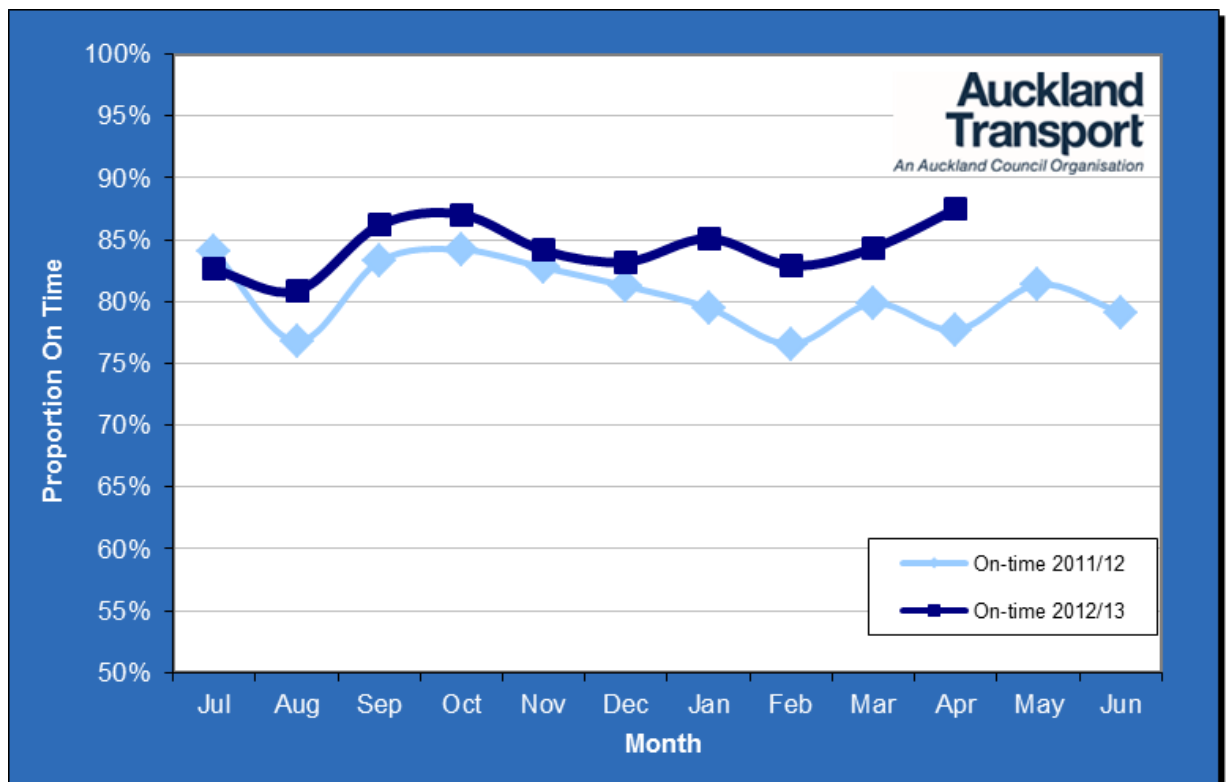


Fig 16. Rail Punctuality Trends for 2011/12 and 2012/13

The following major incidents impacted on service delivery during April:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on five days during April including a loss of signals caused by a KiwiRail contractor damaging signal cables at Papakura on the morning of 12 April.
- *Train faults (KiwiRail)* – Passenger train faults had a significant effect on service operations on one day in April when a service was disabled at Otahuhu station, and resulted in reduced capacity on some services on a number of other days during the month. The breakdown of a freight train between Pukekohe and Papakura on the morning of 12 April caused a temporary line closure between 6:30am and 11:00am and affected the special timetable that was in operation in support of the V8 Supercars event at Pukekohe.
- *Operational (Veolia)* – There were no significant operational incidents recorded in April.

Train delay minutes decreased by -14.1% in April compared to the previous month as illustrated in Figure 17 and were 36.3% below the number for the same month last year. Delay minutes caused by infrastructure faults increased relative to last month but were one-third of the level recorded in the same month last year. There was also a significant reduction in the delay minutes due to train faults recorded in April compared to the previous month. Delay minutes per train service continue to trend slightly downwards. For the month a total of 12,366 delay minutes were recorded as a result of all causes. Figure 17 also shows the slight increase in the trend of train services operated over time and the decreasing average delay minutes per train service.

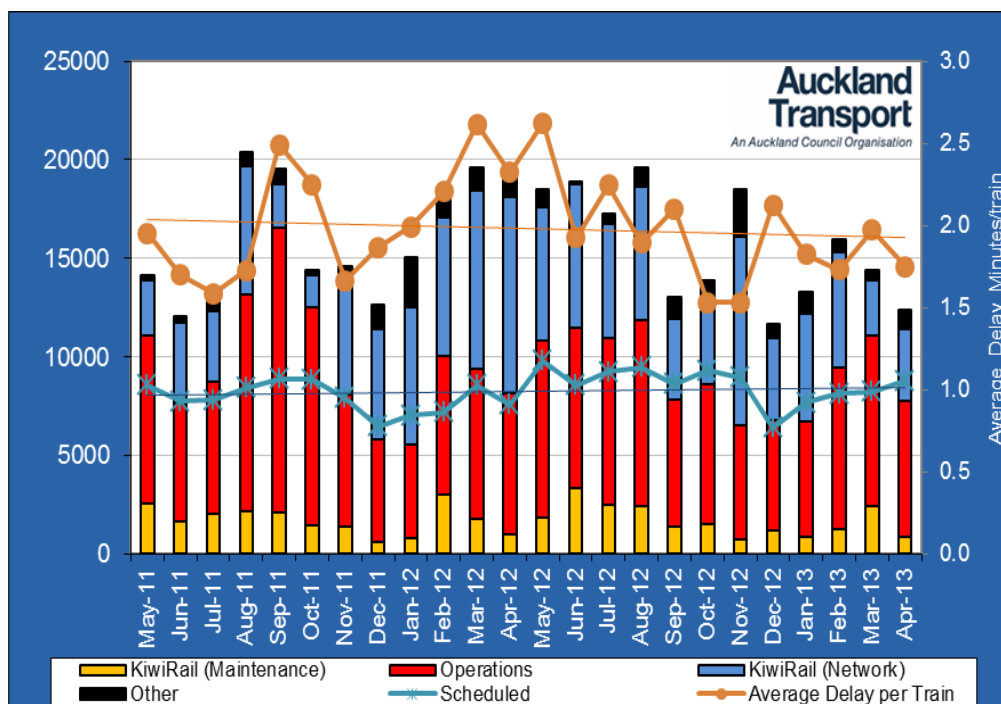


Fig 19. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	758	20.7%
Signal/points failure	1,314	35.8%
Speed restrictions	273	7.4%
Track protection measures*	1,327	36.1%
Total	3,672	

* 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.

Rail Capacity

There were three services reported to have exceeded AT's planned seating to standing ratio during April, one each on the Eastern line, Manukau line and Onehunga lines. Some other services may have exceeded the standard on some days during the month.

Bus Service Performance

For April 2013, 99.86% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for April 2013 was 98.63%, 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.

Table 3. Contracted Bus Service Reliability and Punctuality- April 2013

	Scheduled Trips	Reliability	Punctuality
Birkenhead	10,755	99.99%	99.63%
H & E	17,709	99.97%	99.49%
NZ Bus	114,890	99.78%	98.37%
Ritchies	28,191	100%	98.88%
Tranzit	2,280	99.96%	98.16%
Urban Express	5,066	99.96%	96.64%
Total	178,891	99.86%	98.63%

Ferry Service Performance

For April 2013, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for April 2013 was 99.85% 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- April 2013

	Scheduled Trips	Reliability	Punctuality
Bayswater	964	100%	100%
Half Moon Bay	560	100%	99.29%
Birkenhead	1,032	100%	99.81%
Gulf Harbour	136	100%	100%
West Harbour	540	100%	100%
Rakino	25	100%	100%
Pine Harbour	600	100%	100%
Hobsonville	220	100%	100%
Total	4,077	100%	99.85%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

131 events took place in April (including Anzac Day Events) with approximately 47 that had an adverse impact on public transport either with road closures and/or route diversions or additional special event services. The following identifies where Special Event services were provided. Additional passenger movements as a result of events will also be carried on scheduled public transport services.

Auckland Blues vs. Highlanders Eden Park: Friday 5 April 2013:

For the 2013 Blues season at Eden Park, travel is included in the ticket price for these events. Patrons can travel on Special Event Bus Services (Newmarket, Mt Eden, Northern Busway, Takapuna, Manukau, Botany/Pakuranga) and all regular timetabled and special event rail services. Attendance at the event was 16,489.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	2972	18.02	3209	19.46	18.74%
BUS	929	5.63	1156	7.01	6.32%
FERRY	-	-	-	-	-
TOTAL	3901	23.66	4365	26.47	25.07%

ITU World Triathlon, Auckland CBD: Saturday 6th April and Sunday 7 April 2013:

The ITU World Triathlon took place on the weekend of 6th and 7th of April. Additional rail services and Northern Express services were in place for travel to the event to provide connections for the first race of the day. ITU Volunteers were also carried for free on rail and Northern Express services. A total of 692 extra trips were recorded for this event.

Sky City Breakers vs. Perth Wildcats Vector Arena: Sunday 7 April 2013:

For the 2012/2013 Breakers season at Vector Arena, travel 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 8,793.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	736	8.37	737	8.38	8.38%
BUS	209	2.38	480	5.46	3.92%
FERRY	-	-	-	-	-
TOTAL	945	10.75	1217	13.84	12.30%

ITM400 V8 Supercars, Pukekohe Speedway: Friday 12 April – Sunday 14th April 2013:

For this event at Pukekohe, special event public transport travel included in the ticket price for all three days. Patrons can travel on the North Shore Special Event Bus Service, and all regular timetabled and special event rail services. Actual attendance at the event has not been confirmed. Total trips across all three days on public transport was 9,059.

Attendance at the event was 22,230.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	5112	23.00	5239	23.57	23.29%
BUS	1831	8.24	1707	7.68	7.96%
FERRY	-	-	-	-	-
TOTAL	6943	31.23	6946	31.25	31.24%

Anzac Day Services, Various Auckland: Thursday 25 April 2013:

Anzac Day Parades and services affected a number of roads around Auckland. Most of these were rolling road closures assisted by police and a number were static closures that caused diversions to be required. NZ Bus ran additional Link Services for the early morning Dawn Parade in Auckland Domain as well as free bus services across their fleet for Veterans.

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

Under the Public Transport Management Act 2008, there were no applications for registered services approved during April 2013.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects in Planning

- The extension of bus route 380 - Manukau to Airport - to also serve Mangere and Onehunga – will commence on Sunday 9 June.
- A new service – route 996 - linking the Maygrove and Evelyn Page retirement villages with Orewa and Silverdale will commence on Monday 20 May.
- The new Papakura bus-train Interchange will be used by buses from Sunday 12 May.
- Consultation on the South Auckland part of the new public transport network will be launched by the Mayor on Wednesday 19 June, at Mangere Town Centre
- A review of all bus timetables for service reliability and punctuality performance is progressing using real-time journey data to align run-times to the operational environment. Timetable updates are being implemented between October 2012 and end 2013. Upon new timetable implementation real-time bus tracking will be used for service performance management permitting AT reporting of performance against timetable rather than operator self-reporting.

Projects Implemented

- A pilot of AT HOP integrated ticketing on bus commenced on 29 April 2013 on the Northern Express bus service.
- The next phase of fare protection on rail was implemented on 7 April 2012 with the increase of OnBoard Penalty Fare from \$10.60 to \$20 and the introduction of rolling stations and train blockades in addition to roving ticket inspections.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

- A targeted promotion of Northern Busway bus services was launched in early April including free return journey trial tickets. This has contributed to the +16% increase in patronage on the Northern Express in Apr-2013 compared to Apr-2012.
- Customer awareness campaign regarding the \$20 change to the Rail On-board Penalty Fare from 7 April, including enhanced messaging concerning the need for passengers to buy a ticket prior to boarding a train and that non-fare payment is regarded as theft.

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Walk-In-Centres

The combined customer visits to the Customer Service Centres at Britomart, AUT, Newmarket, New Lynn and Papakura for the month of April were 50,538. The visits to Britomart totalled 38,278 which is a 218% increase compared to April 2012.

8.2 AT Public Transport Call Centre

For April 2013, call volume was 35,715 (-23.71% compared to April 2012). 89.65% of calls were answered within the service standard of 20 seconds. For HOP ticketing there were 5,372 calls during the month and were answered in 93.97% grade of service standard of 20 seconds.

8.3 www.AT.co.nz

