

Statistics Report

July 2014



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PUBLIC TRANSPORT

1. HIGHLIGHTS

Patronage

Auckland public transport patronage totalled 72,740,387 passengers for the 12 months to Jul-2014, an increase of +0.5% on the 12 months to Jun-2014 and +5.9% on the 12 months to Jul-2013. July monthly patronage was 6,268,752, an increase of 343,651 boardings or +5.8% on Jul-2013, normalised to ~ +5.4% accounting for additional special event patronage only, same number of business and weekend days in Jul-2014 compared to Jul-2013.

Rail patronage totalled 11,552,643 passengers for the 12 months to Jul-2014, an increase of +1.0% on the 12 months to Jun-2014 and +14.4% on the 12 months to Jul-2013. Patronage for Jul-2014 was 1,089,839, an increase of 117,561 boardings or +12.1% on Jul-2013, normalised to ~ +9.9%.

The Northern Express bus service carried 2,460,177 passenger trips for the 12 months to Jul-2014), an increase of +1.4% on the 12 months to Jun-2014 and +7.6% on the 12 months to Jul-2013. Northern Express bus service patronage for Jul-2014 was 233,814, an increase of 33,433 boardings or +16.7% on Jul-2013, normalised to ~ +15.2%.

Other bus services carried 53,653,594 passenger trips for the 12 months to Jul-2014, an increase of +0.4% on the 12 months to Jun-2014 and +4.6% on the 12 months to Jul-2013. Other bus services patronage for Jul-2014 was 4,578,804, an increase of 228,637 boardings or +5.3% on Jul-2013, normalised to ~ +5.2%.

Ferry services carried 5,073,973 passenger trips for the 12 months to Jul-2014, a decrease of -0.7% on the 12 months to Jun-2014 and an increase +1.6% on the 12 months to Jul-2013. Ferry services patronage for Jul-2014 was 366,295, a decrease of -35,980 boardings or -8.9% on Jul-2013, normalised to ~ -8.9% (no special events).

Service Performance

For rail, service punctuality in Jul-2014 was 88.0%, compared to the average for the 12 months to Jul-2014 of 87.8%. Service delivery was 96.3%, compared to the average for the 12 months to Jul-2014 of 97.3%.

For bus, service punctuality in Jul-2014 was 90.53%. Service delivery was 96.14%. This is the first month AT real time data has been used to measure reliability and punctuality.

Initiatives

- The annual review of public transport fares was implemented on 6th July 2014, creating a 20% price differential between AT HOP and cash fares.
- A Combined Safer Network Group (CSNG) comprising representatives from the New Zealand Police (Counties Manukau, Auckland City and Waitemata), AT, Auckland Council and the rail operator Transdev has been established. The delegates are tasked with strategic policy decisions with regards to safety and security on the rail network and have direct influence on operational outcomes. A broad short to medium term plan for addressing increasing security incidents on the rail network is being developed through the CSNG.
- The day pass was launched on 1 July 2014 with a \$16 pass for Zone A and B and Inner Harbour Ferries and a \$22 pass for all zones and Inner Harbour Ferries.
- July commenced the measurement of bus punctuality and service delivery using GPS real-time data.

2. PUBLIC TRANSPORT PATRONAGE

Network Wide Summary

Normalising factors used on actual patronage counts in this report for Jul-2014 include:

- Additional patronage for special events.
- No adjustment required for business and weekend days in Jul-2014 compared to Jul-2013 as they were the same.

Auckland public transport patronage totalled 72,740,387 passengers for the 12 months to Jul-2014, an increase of +0.5% on the 12 months to Jun-2014 and +5.9% on the 12 months to Jul-2013 as illustrated in Figure 1. July monthly patronage was 6,268,752, an increase of 343,651 boardings or +5.8% on Jul-2013, normalised to ~ +5.4%.

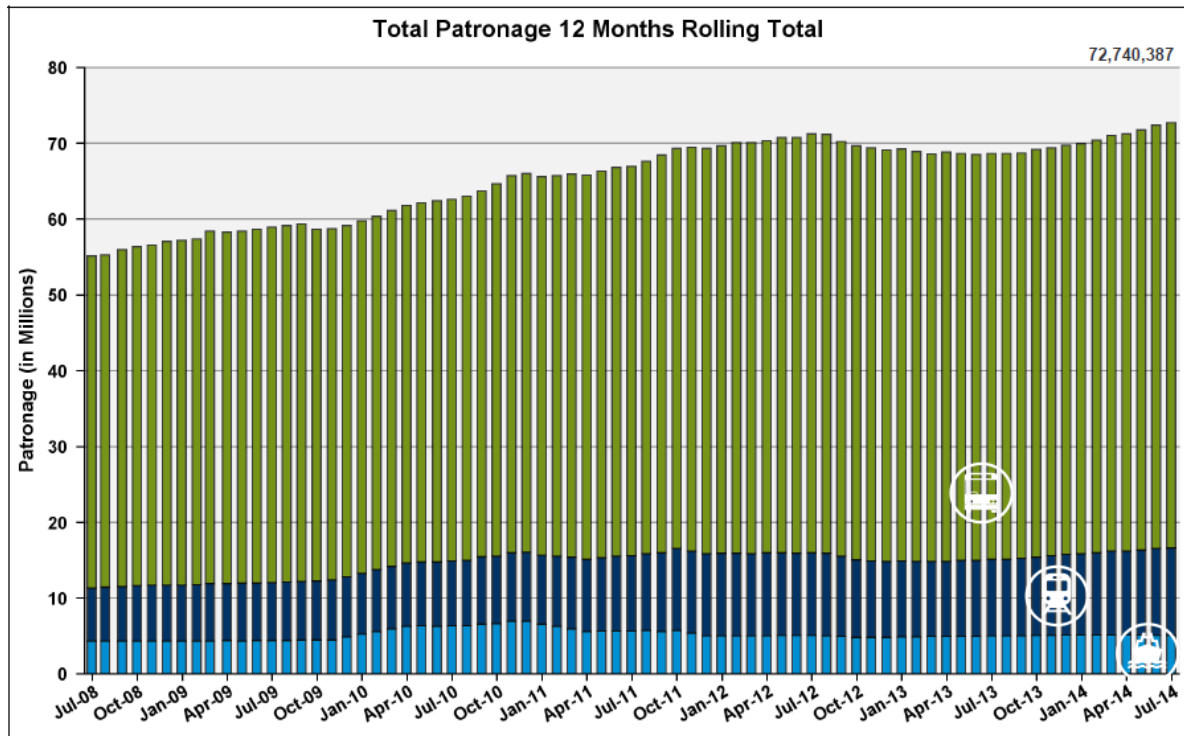


Figure 1: Total Patronage – 12 Months Rolling Total

A breakdown of patronage by month, 12 months rolling total and financial year-to-date (Jul-2014 to Jul-2014) is provided at Table 1.

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

	Jul-2014									
	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 Year	% Change Prev Year
1. Rapid Transit Network sub-total:	1,323,653	150,994	12.9%	14,012,820	1.1%	1,628,113	13.1%	1,323,653	150,994	12.9%
Northern Express Bus	233,814	33,433	16.7%	2,460,177	1.4%	174,014	7.6%	233,814	33,433	16.7%
Rail sub-total:	1,089,839	117,561	12.1%	11,552,643	1.0%	1,454,099	14.4%	1,089,839	117,561	12.1%
- Western Line	401,689	49,625	14.1%	4,298,321	1.2%	655,542	18.0%	401,689	49,625	14.1%
- Southern & Eastern Line	688,150	67,936	11.0%	7,254,322	0.9%	798,557	12.4%	688,150	67,936	11.0%
-Pukekohe / Papakura Services	464,592	25,435	5.8%	5,106,967	0.5%	475,001	10.3%	464,592	25,435	5.8%
-Manukau Services	134,534	28,151	26.5%	1,286,278	2.2%	197,224	18.1%	134,534	28,151	26.5%
-Onehunga Services	89,023	14,349	19.2%	861,076	1.7%	126,331	17.2%	89,023	14,349	19.2%
2. Frequent Connector and Local Bus (Include School Bus) sub-total:	4,578,804	228,637	5.3%	53,653,594	0.4%	2,374,235	4.6%	4,578,804	228,637	5.3%
- Frequent Connector & Local Bus	4,399,164	222,431	5.3%	51,047,651	0.4%	2,321,654	4.8%	4,399,164	222,431	5.3%
- Contracted School Bus	179,640	6,206	3.6%	2,605,943	0.2%	52,581	2.1%	179,640	6,206	3.6%
3. Ferry	366,295	-35,980	-8.9%	5,073,973	-0.7%	80,337	1.6%	366,295	-35,980	-8.9%
Total Patronage	6,268,752	343,651	5.8%	72,740,387	0.5%	4,082,685	5.9%	6,268,752	343,651	5.8%

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

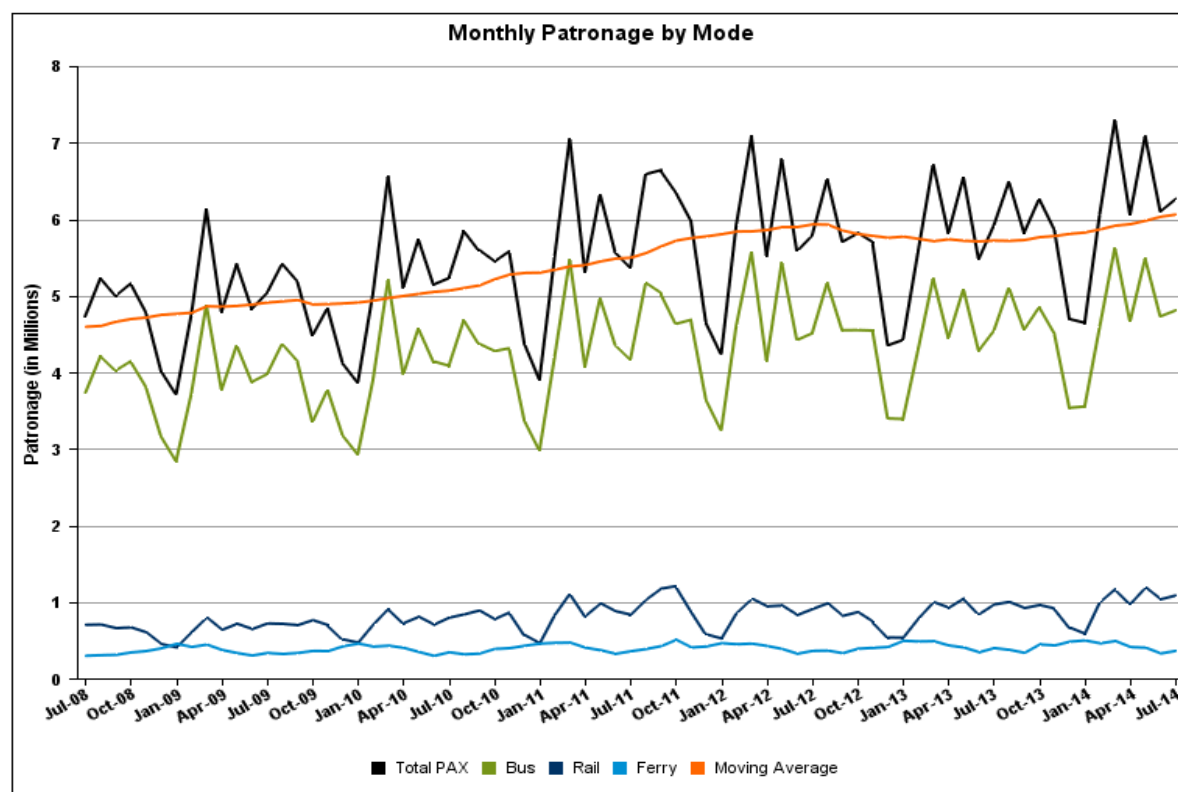


Figure 2. Monthly Patronage by Mode

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.

RTN Patronage improved in Jul-2014 and totalled 14,012,820 passengers for the 12 months to Jul-2014 (Figure 3), an increase of +1.1% on the 12 months to Jun-2014 and +13.1% on the 12 months to Jul-2013. RTN Patronage for Jul-2014 was 1,323,653 boardings, an increase of +12.9% (+150,994 boardings) on Jul-2013 (Figure 4) normalised to +10.8%.

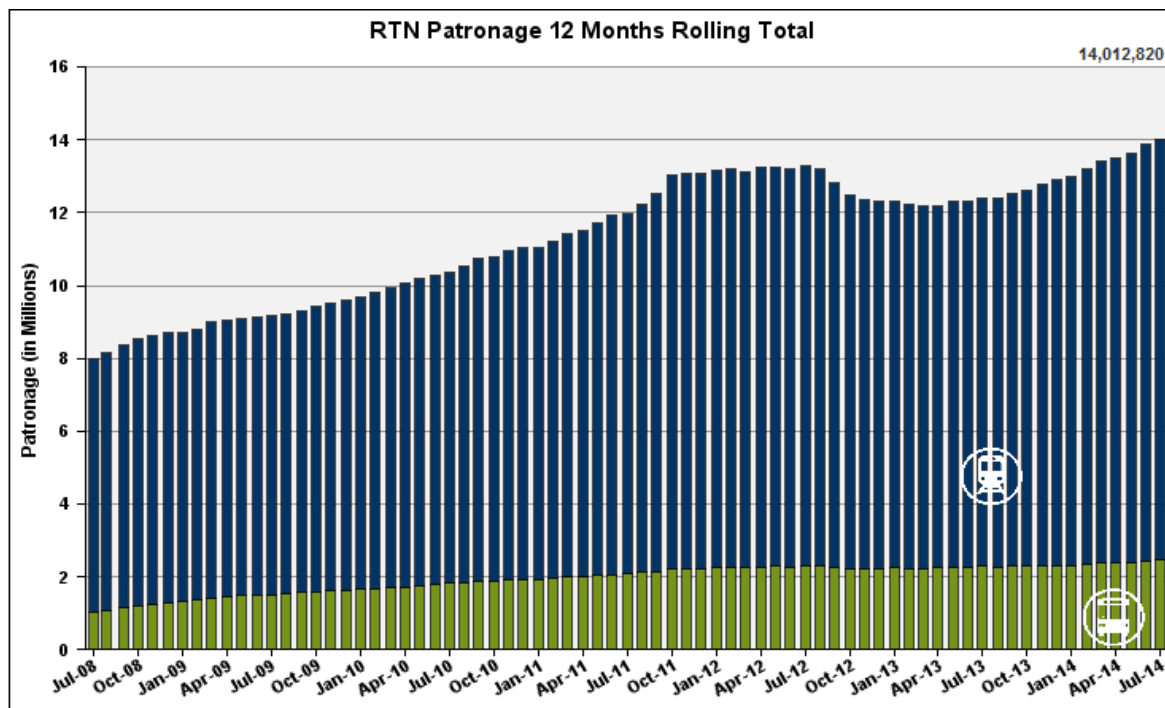


Figure 3. RTN Patronage – 12 Months Rolling Total

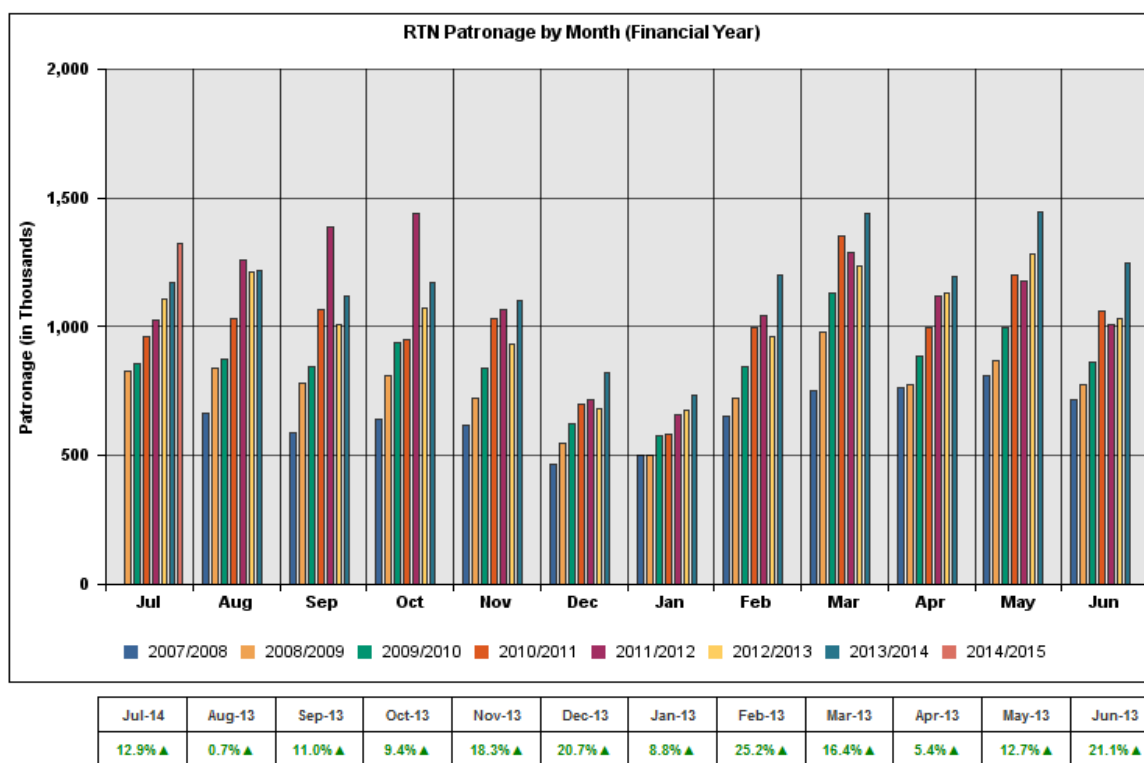


Figure 4. RTN Patronage – Growth by Month 2007/08 to 2014/15

Rail Patronage

Rail patronage improved in Jul-2014 and totalled 11,552,643 passengers for the 12 months to Jul-2014 (Figure 5), an increase of +1.0% on the 12 months to Jun-2014 and +14.4% on the 12 months to Jul-2013. Patronage for Jul-2014 was 1,089,839 boardings, an increase of +12.1% (+117,561 boardings) on Jul-2013 (figure 6), normalised to ~ +9.9%.

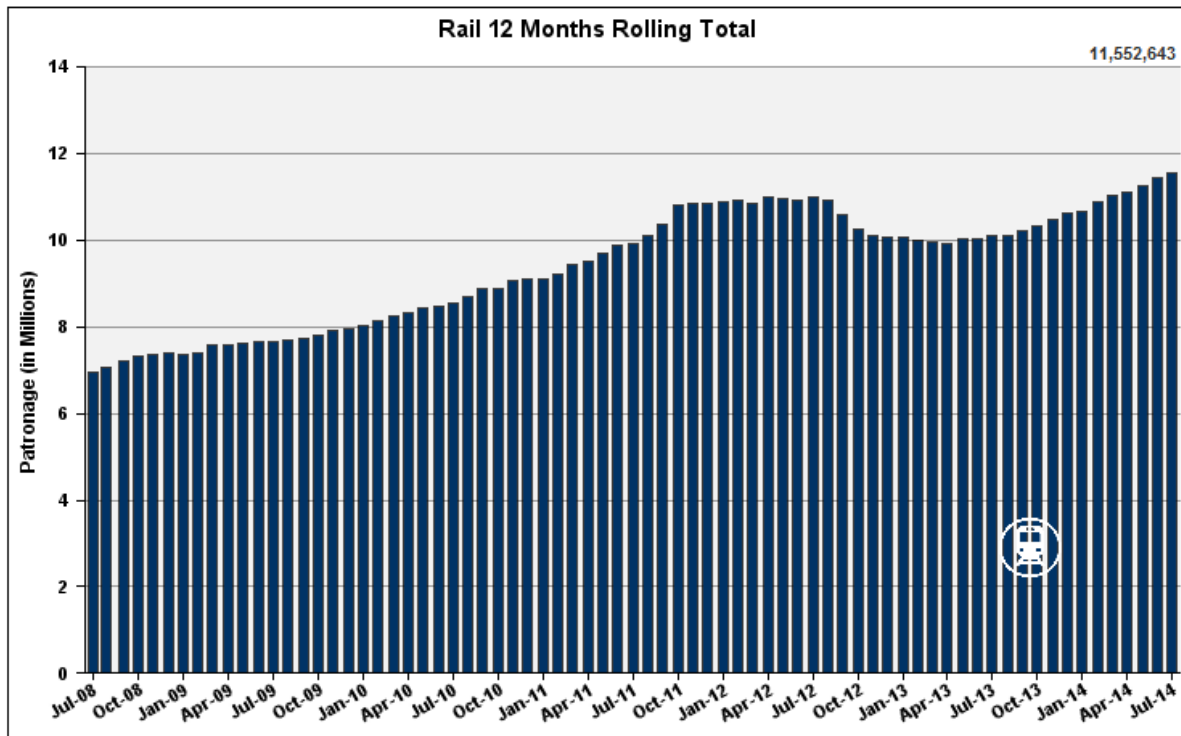


Figure 5. Rail Patronage – 12 Months Rolling Total

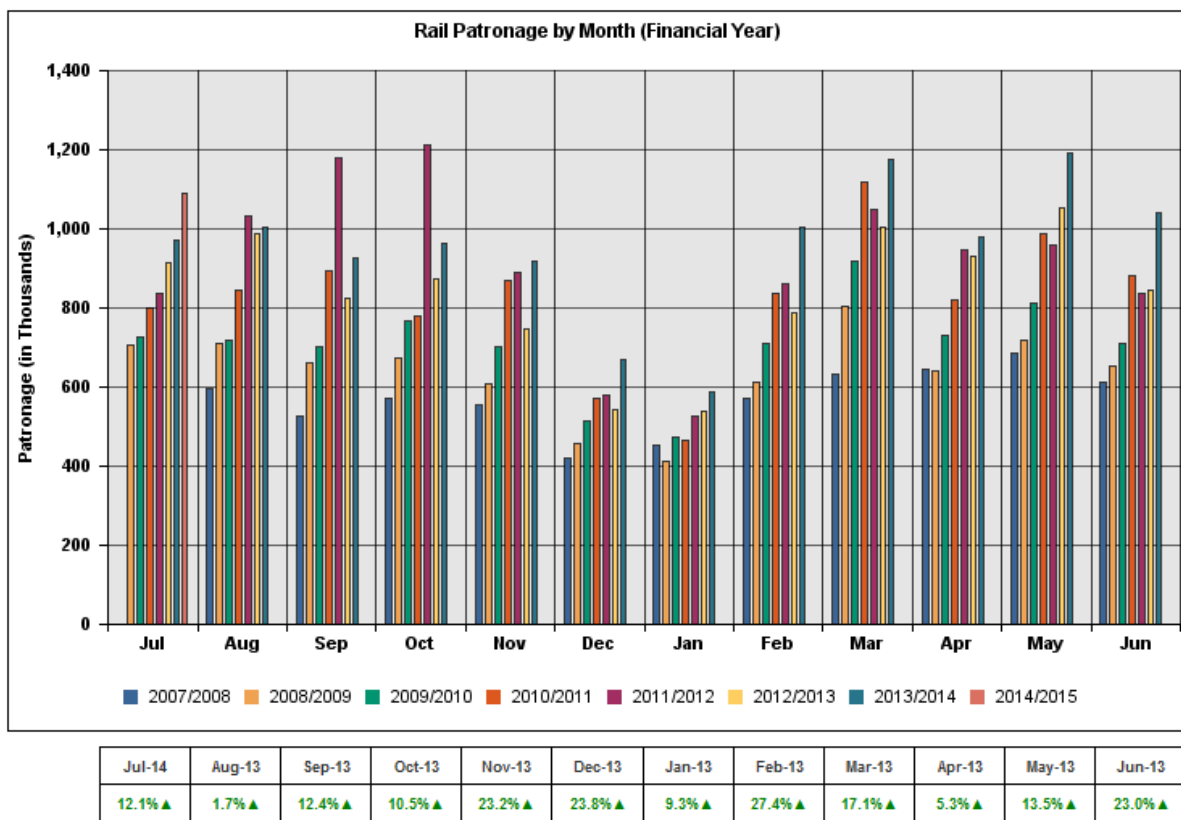


Figure 6. Rail Patronage – Growth by Month 2007/08 to 2014/15

Figure 7 illustrates estimated average passengers/day.

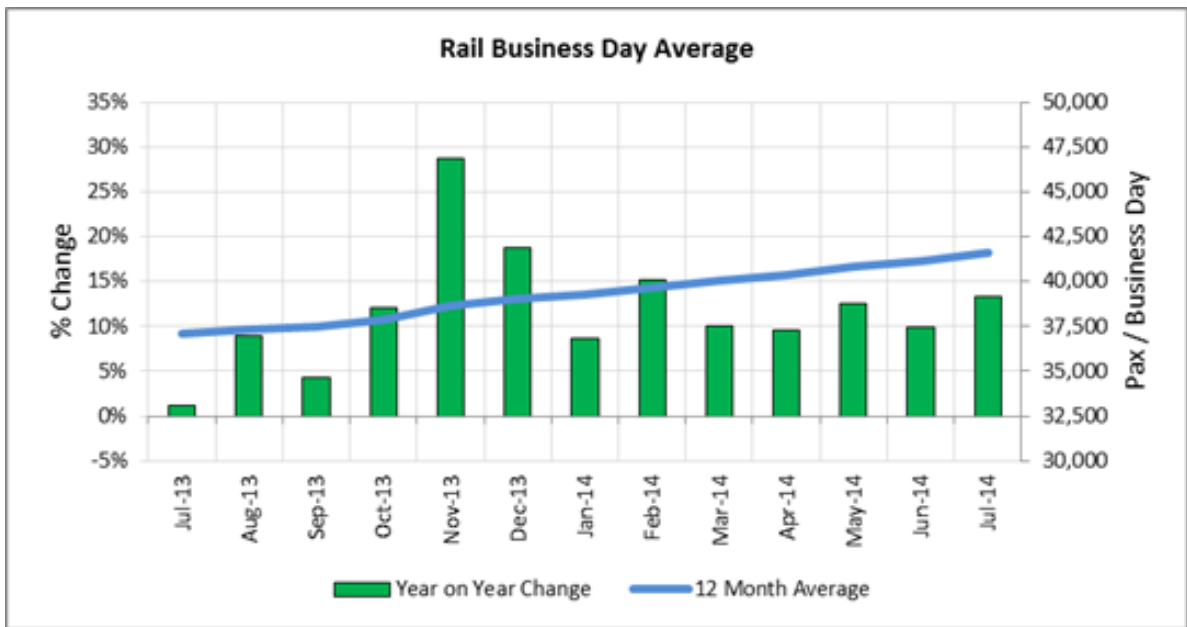


Figure 7. Rail Patronage – Ave. Daily Passenger Counts for Scheduled Services 2012/13 - 2013/14

Rail ticket types sold (Figure 8) illustrates an increase in AT HOP card usage relative to single paper ticket sales in Jul-2014 compared to Jul-2013.

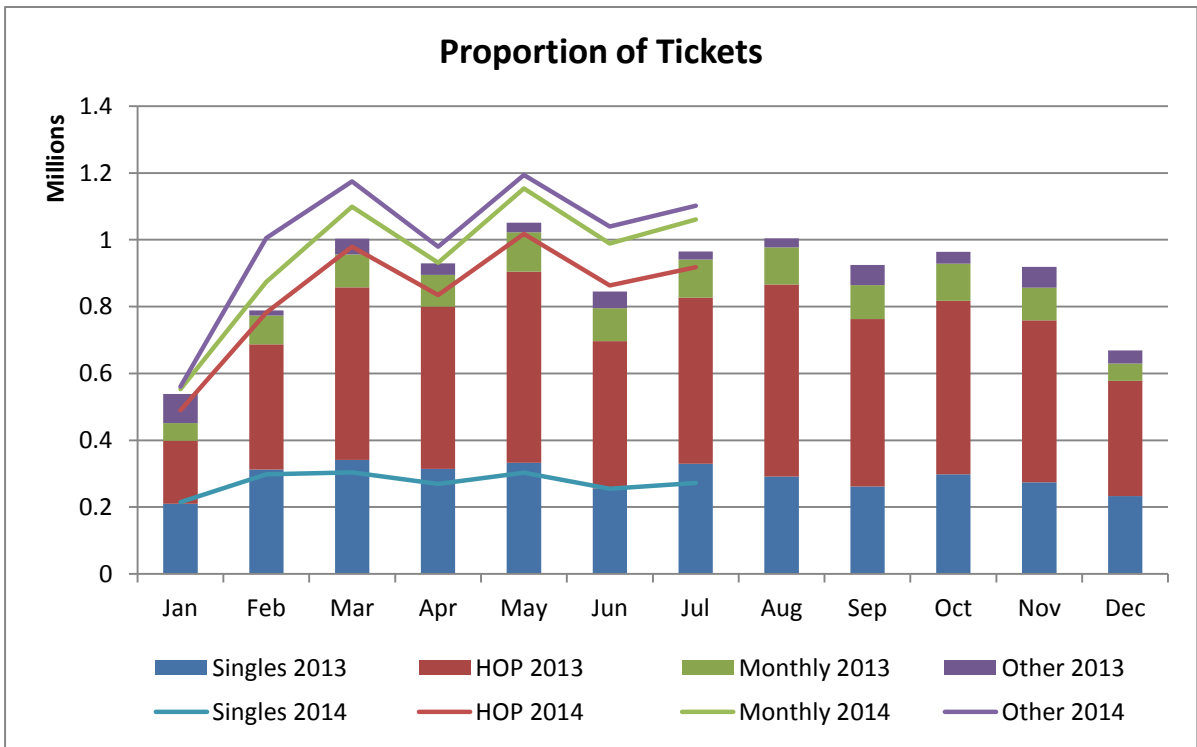


Figure 8. Ticket Sales by Ticket Type – 2013/14 compared to 2012/13



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

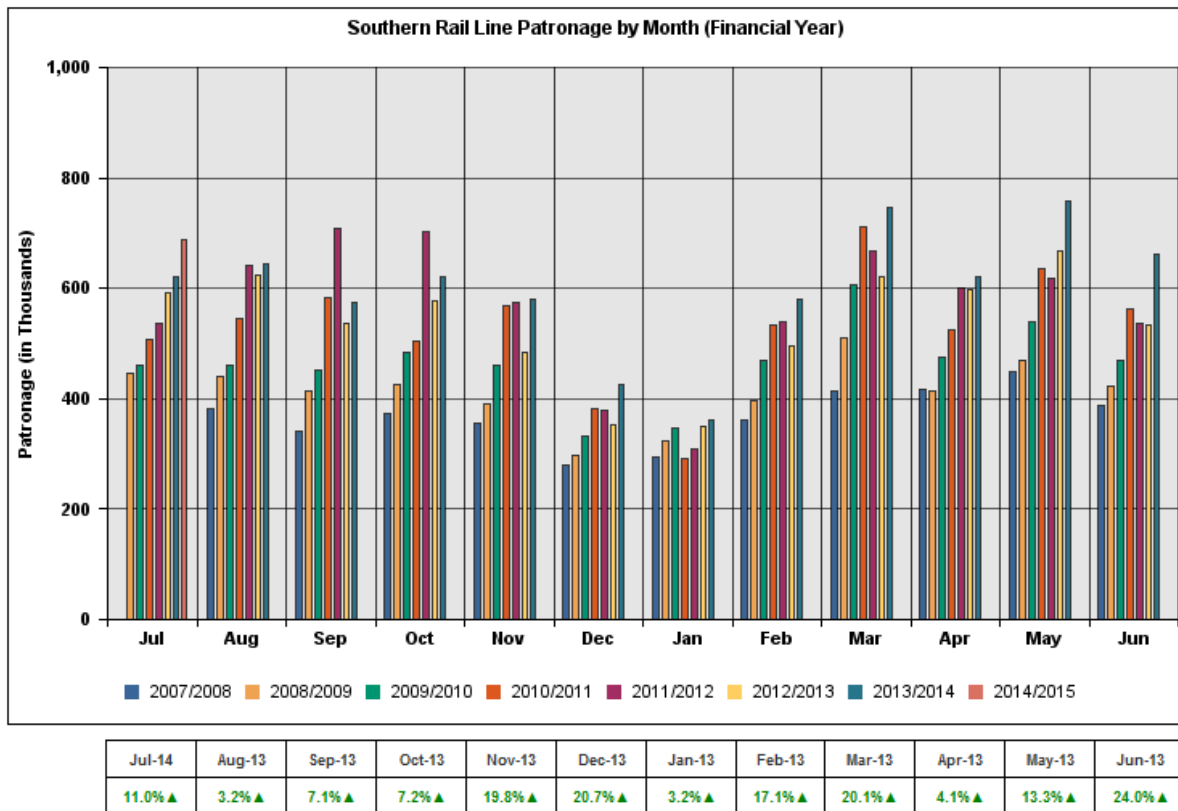


Figure 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2007/08 to 2014/15

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 7,254,322 passengers for the 12 months to Jul-2014, an increase of +0.9% on the 12 months to Jun-2014 and +12.4% on the 12 months to Jul-2013. Patronage for Jul-2014 was 688,150 boardings, an increase of +11.0% (+67,936 boardings) on Jul-2013 (Figure 9).

Western Rail Line

Western Line rail patronage totalled 4,298,321 passengers for the 12 months to Jul-2014, an increase of +1.2% on the 12 months to Jul-2014 and +18.0% on the 12 months to Jul-2013. Patronage for Jul-2014 was 401,689 boardings, an increase of +14.1% (+49,625 boardings) on Jul-2013 (Figure 10). Year to date patronage has grown by +14.1%. Bus replacements for the early ramp down of all services after 8.30pm on the Western line for electrification works throughout July five nights per week (Sunday to Thursday) affected the relative patronage growth on those services.

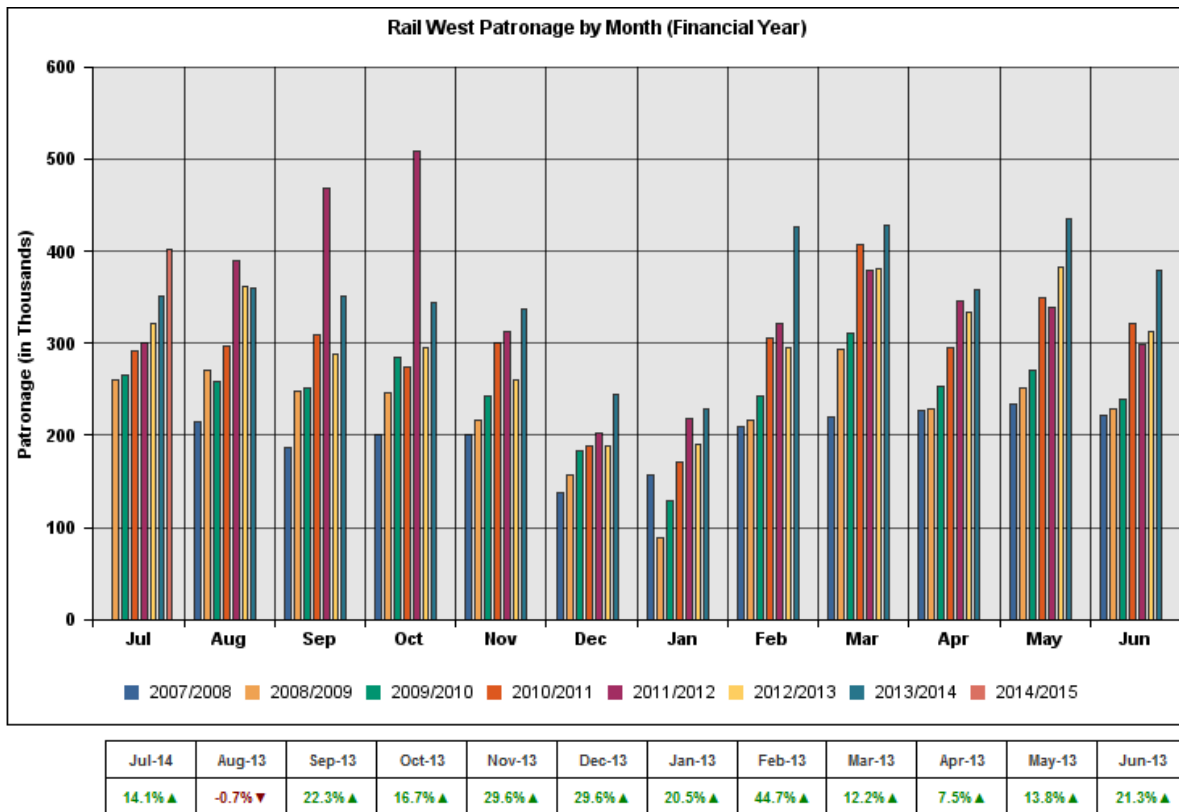


Figure 10. Western Line Rail Patronage – Growth by Month 2007/08 to 2014/15

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 2,460,177 passengers for the 12 months to Jul-2014 (Figure 11), an increase of +1.4% on the 12 months to Jun-2014 and +7.6% on the 12 months to Jul-2013. Patronage for Jul-2014 was 233,814 boardings, an increase of +16.7% (+33,433 boardings) on Jul-2013 (Figure 12), normalised to ~ +9.9%.

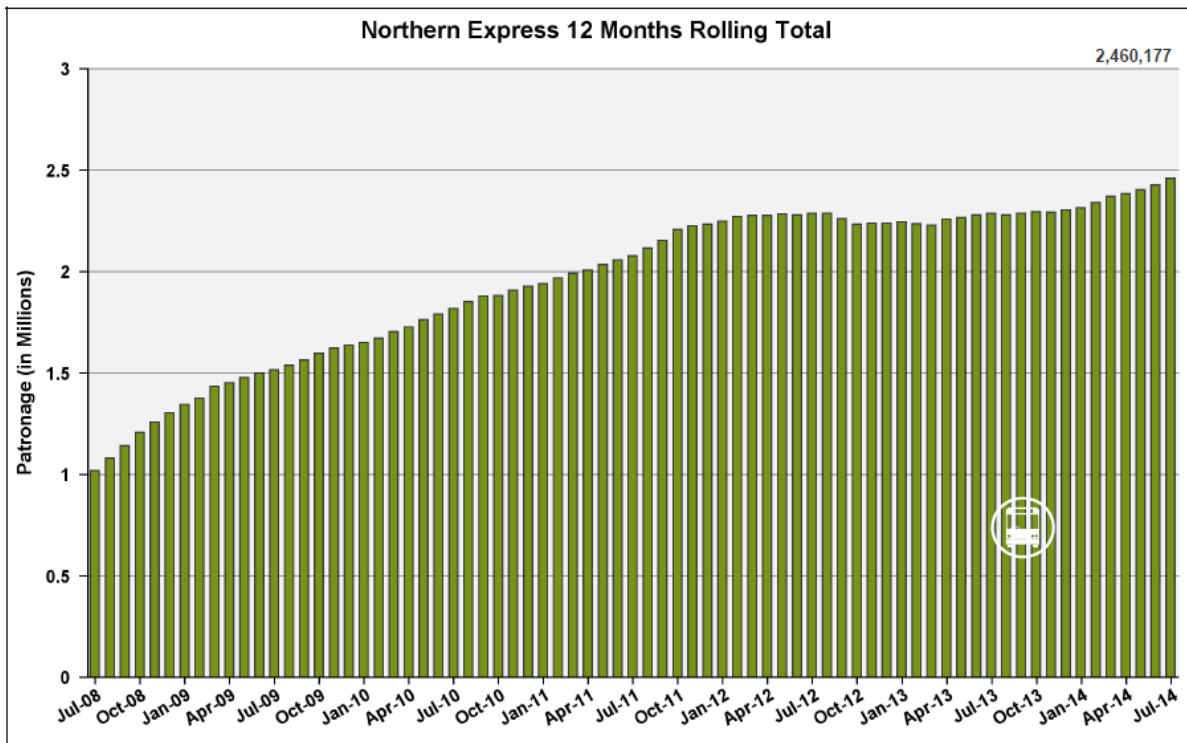
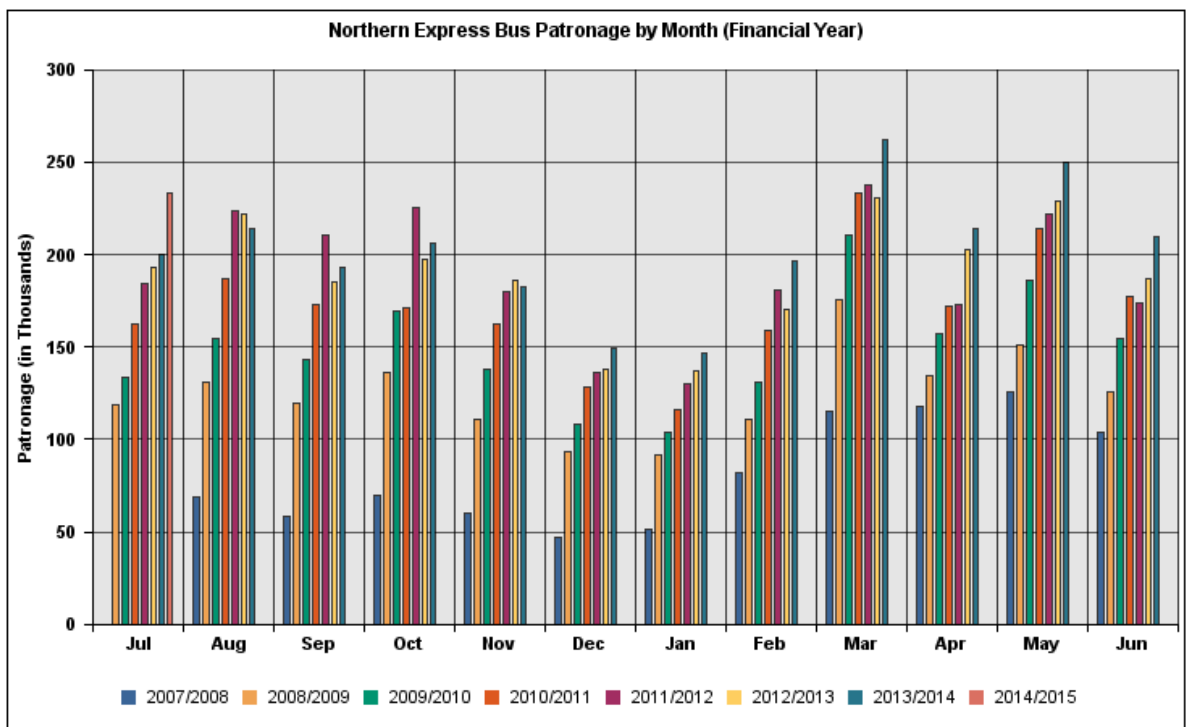


Figure 11. Northern Express Bus Patronage – 12 Months Rolling Total

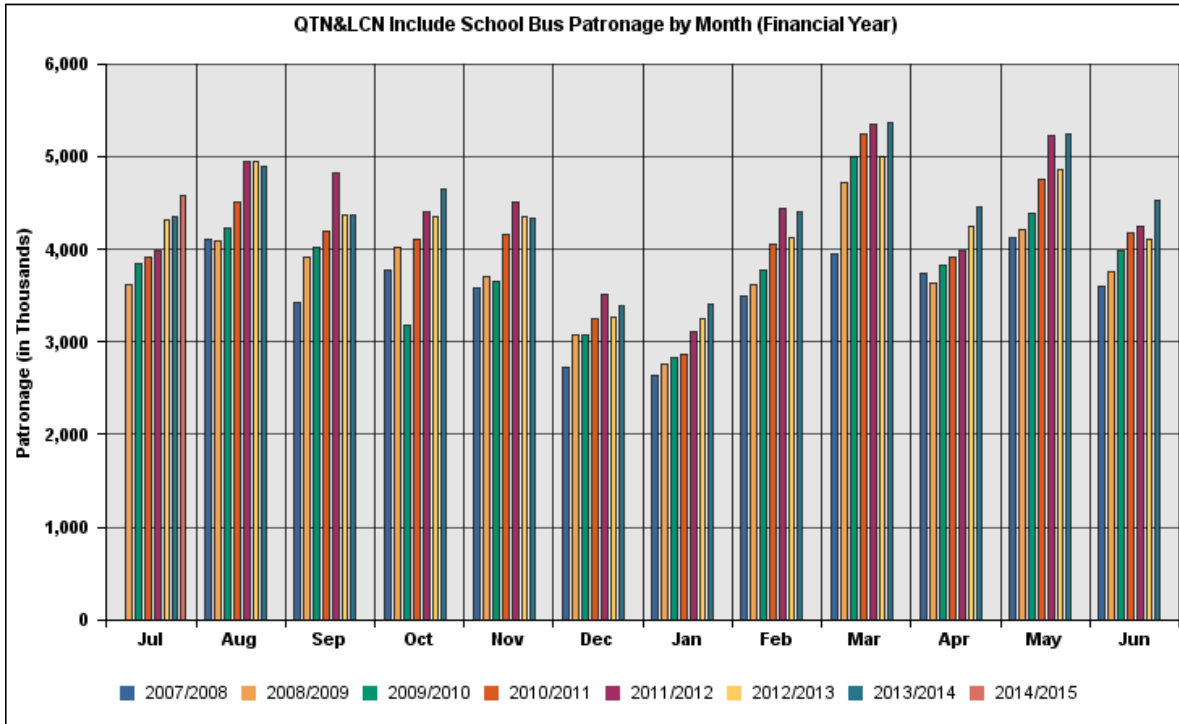


Jul-14	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
16.7% ▲	-3.7% ▼	4.6% ▲	4.6% ▲	-1.7% ▼	8.6% ▲	7.0% ▲	15.2% ▲	13.6% ▲	5.7% ▲	9.0% ▲	12.4% ▲

Figure 12. Northern Express Bus Patronage – Growth by Month 2007/08 to 2014/15

Bus Patronage (Other Than Northern Express)

Patronage totalled 53,653,594 passengers for the 12 months to Jul-2014, an increase of +0.4% on the 12 months to Jun-2014 and +4.6% on the 12 months to Jul-2013. Patronage for Jul-2014 was 4,578,804 boardings, a change of +5.3% (+228,637 boardings) on Jul-2013 (Figure 13), normalised to ~ +5.2%. Normalised average weekday patronage is illustrated at Figure 14.



Jul-14	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
5.3%▲	-1.1%▼	0.1%▲	6.9%▲	-0.6%▼	3.9%▲	4.7%▲	6.7%▲	7.4%▲	4.6%▲	7.7%▲	10.3%▲

Figure 13. Bus Patronage (other than Northern Express) – Growth by Month 2007/08 to 2014/15

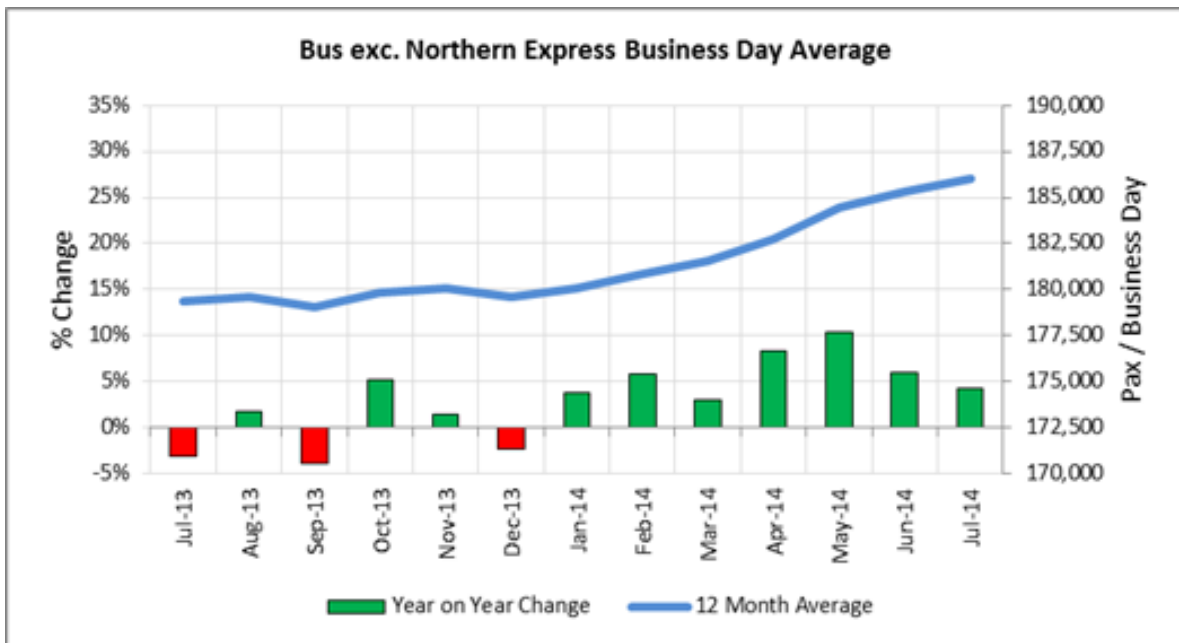


Figure 14. Bus Patronage – Ave. Daily Passenger Counts 2013/14 - 2014/15

Bus (Other than Northern Express) Patronage Analysis

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-14	952,744	40,479	4.4%	10,788,256	615,813	6.1%	539,550	117,417	27.8%	5,164,455	45,101	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-14	1,041,204	99,507	10.6%	11,791,998	360,378	3.2%	2,043,290	-28,855	-1.4%	25,811,053	1,292,695	5.3%

Ferry Patronage

Ferry services carried 5,073,973 passenger trips for the 12 months to Jul-2014, a decrease of -0.7% on the 12 months to Jun-2014 and an increase +1.6% on the 12 months to Jul-2013. Ferry services patronage for Jul-2014 was 366,295 (Figure 15), a decrease of -35,980 boardings or -8.9% (no normalisation impact).

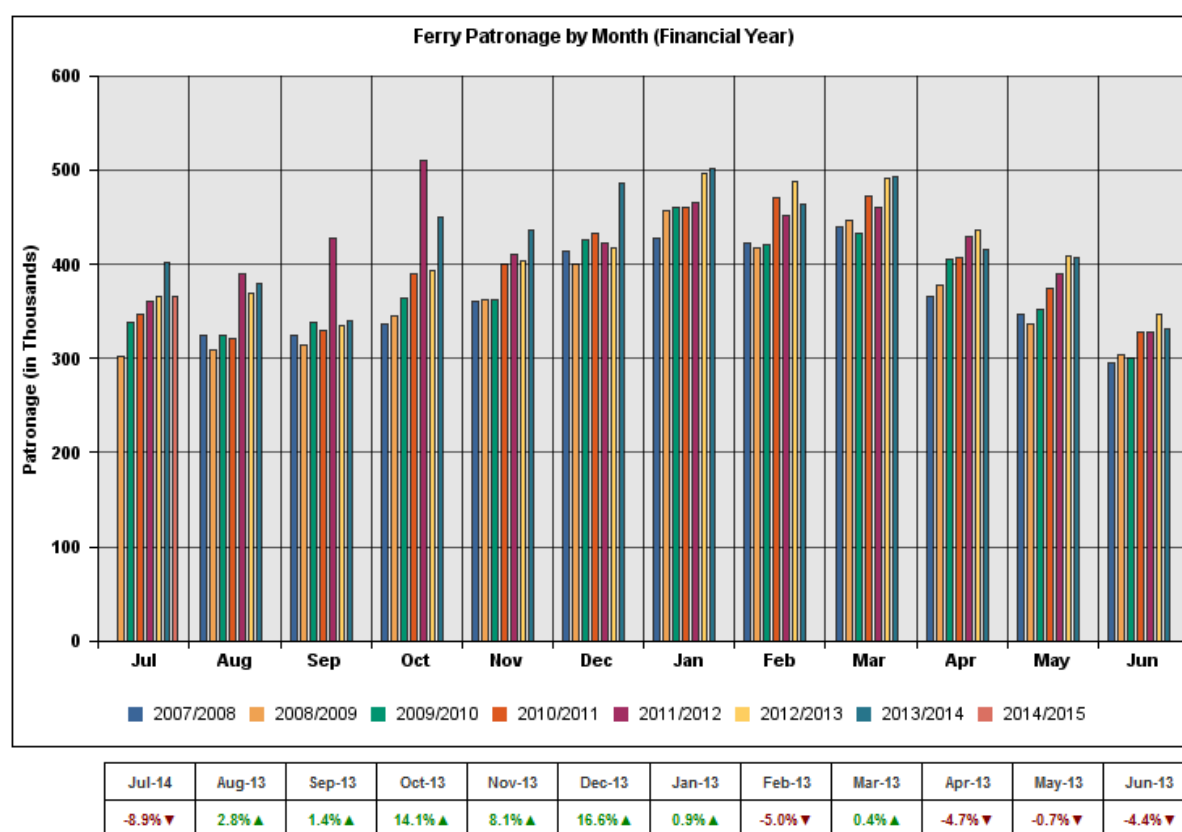


Figure 15. Ferry Patronage – Growth by Month 2007/08 to 2014/15

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

Rail Service Performance

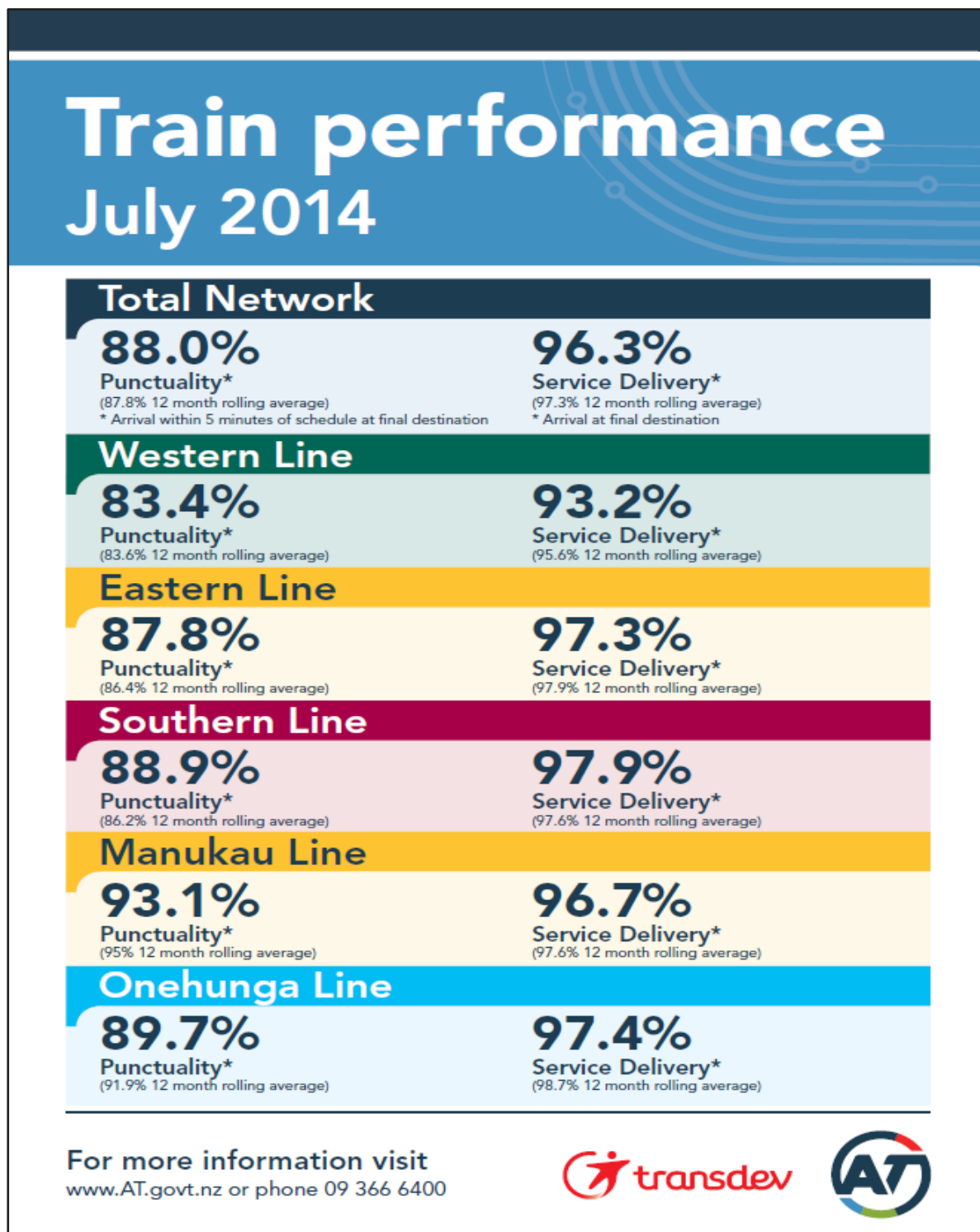


Figure 16. Rail Published Performance Results for July 2014

Service delivery (or reliability) is the proportion of trains that are not cancelled in full or part and arrive at their final destination. Punctuality is the proportion of trains that were not cancelled in full or part and that arrived at their final destination within five minutes of the scheduled time regardless of whether the train departed its origin on time.

For July-2014 service delivery was 96.3%. Punctuality for July 2014 was 88.0% compared to the 12 month average of 97.3% and 87.8%. Punctuality trends comparing 2013 and 2014 are presented at Figure 17.

Table 3. Train Performance Statistics - July 2014

	West	East	South	Manukau	Onehunga	Total
Services Planned	2,684	2,033	2,089	1,526	1,402	9,734
Services Cancelled	183	54	45	52	32	366
Services Delayed > 5 min	426	261	246	129	171	1,233

Several significant incidents affected service delivery in the month including issues with the fleet performance throughout the month.

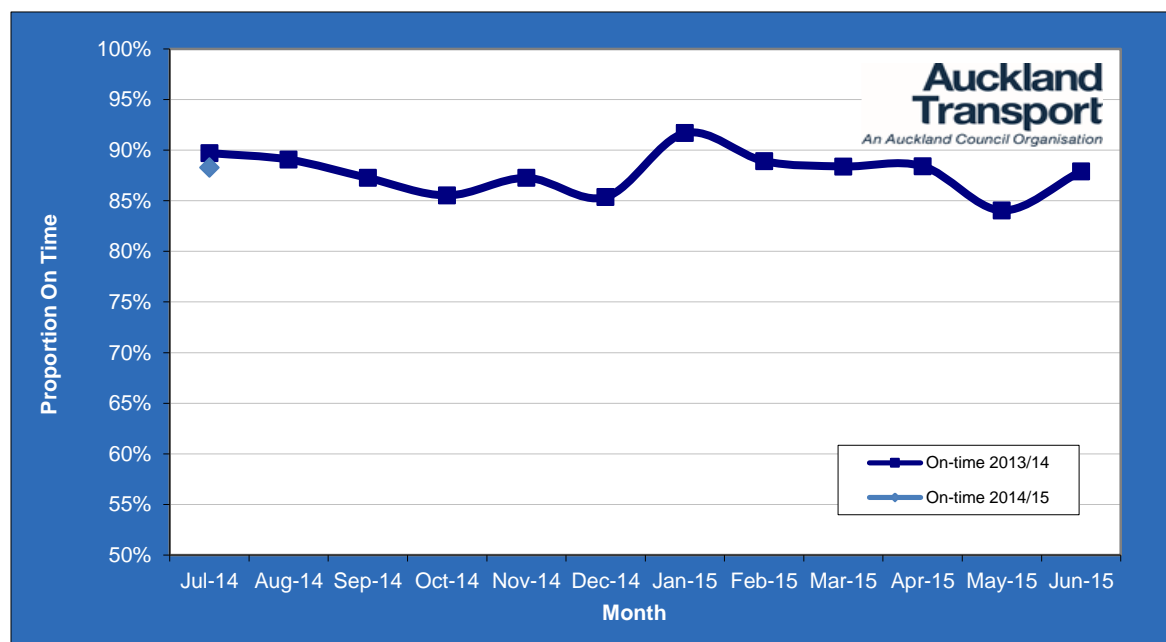


Figure 17. Rail Punctuality Trends for 2013 and 2014

The following major incidents impacted on service delivery during July:

- Track, Signals and Train Control (KiwiRail) – Major incidents significantly impacted delivery on two days during the month.
- Diesel Train faults (KiwiRail) – Major incidents significantly impacted delivery on three days during the month.
- Electric Train Operations – No major incidents were recorded during the month which impacted delivery.
- Electric Power Supply - Incidents impacted delivery on five days during the month.
- Operational (Transdev) – Major incidents significantly impacted delivery on three days during the month.
- Other – Major incidents included a burst water main at Fruitvale Road (7th July) which resulted in the Western Line being closed from midday through to end of services; and trespassers in Britomart Tunnel on two occasions (3rd and 7th July).

Train Delay Impacts

The total delay minutes were 32.7% higher than the level for the same month last year. For the month a total of 14,161 delay minutes were recorded as a result of all causes. Figure 18 also shows the slight increase in the trend of train services operated over time and the decreasing average delay minutes per train service.



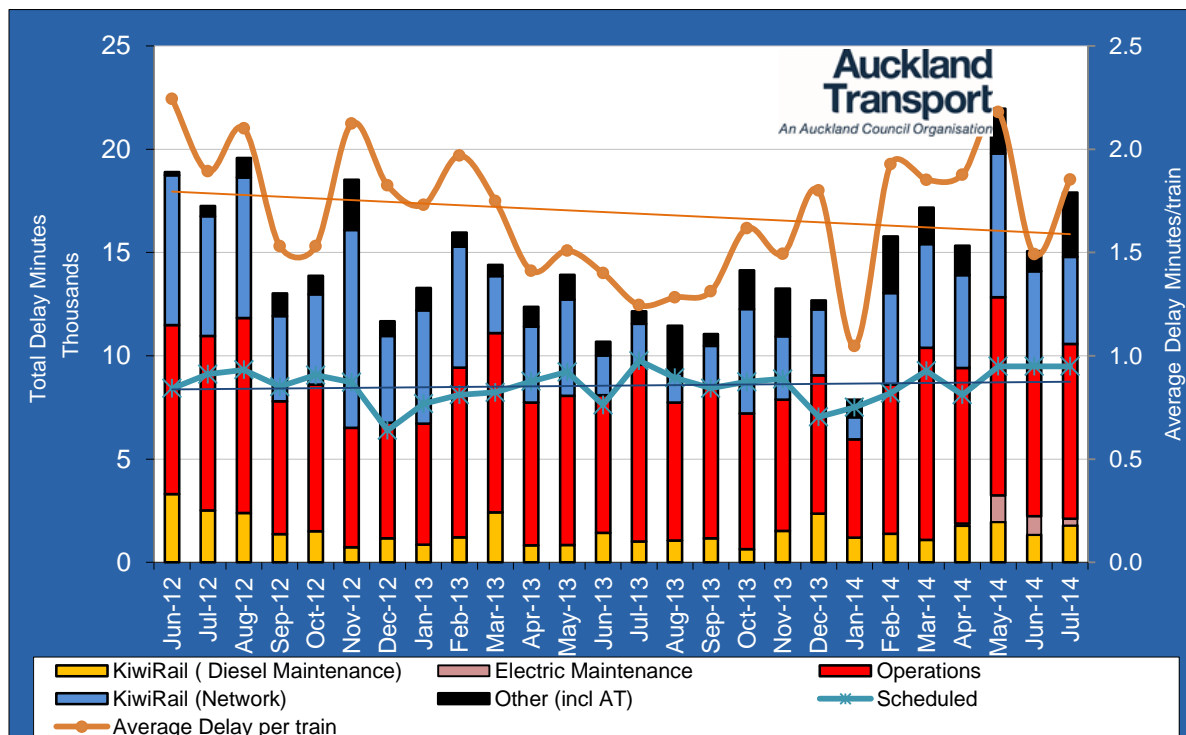


Figure 18. Train Delay Minutes by Cause

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

Table 4. Infrastructure Related Delays

	Delay Minutes	Proportion
Network Control	349	25.7%
Signal/points failure	641	47.2%
Speed restrictions	341	25.1%
Track protection measures*	27	2.0%
Total	1358	

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

Passenger Weighted Delays

Figure 16 illustrates the actual train service numbers by line and cumulative across the total network that arrived at their destination on time and were not delayed compared to the total services scheduled. In Jul-2014, the overall network on-time performance as the percentage of total service trips arriving on time compared to the total service trips scheduled across the network was 88.0%.

Weighting the actual on-time performance by line against patronage carried on each line provides the total network on-time performance delays as a percentage of total passengers carried - Table 5 below. This was 87.4% on-time performance for Jul-2014.

Table 5. Rail Punctuality Weighted* by Passenger Volume

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Total Network Actual Service Delays	89.7%	89.1%	87.3%	85.5%	87.3%	85.4%	91.7%	88.9%	88.4%	88.4%	84.0%	87.9%	88.0%
Weighted by Passenger Volume by Line	88.6%	87.8%	85.9%	83.7%	86.0%	84.1%	90.3%	87.2%	87.2%	87.7%	84.1%	87.2%	87.4%



Rail Capacity

Based on the planned train allocations there were seven services reported to have exceeded AT's planned seating to standing ratio on average during July. Additionally a further six services were near the planned ratio. Reduced fleet availability as a result of the derailment that occurred in early March continues to pressure some capacity, together with the temporary reintroduction of diesel services on the Onehunga Line during the month.

Bus Service Performance

For July 2014, 96.14% of total scheduled service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for July 2014 was 90.53%, measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late (punctuality measure). Reliability and punctuality statistics for bus services are based independently off the total scheduled bus services and include all service trips with no exclusions. Statistics from 1 July 2014 are now AT-reported using GPS-tracking data comparison to scheduled times, and no longer self-reported by bus operators.

Table 6. Bus Service Reliability and Punctuality - July 2014

Operator	Scheduled Trips	Reliability	Punctuality
Airbus	5,755	89.33%	75.06%
Birkenhead	11,815	95.09%	90.41%
H & E	19,205	93.28%	82.28%
NZ Bus	128,776	96.66%	91.62%
Ritchies	30,999	97.29%	93.39%
Tranzit	2,277	93.79%	87.11%
Urban Express	5,497	96.40%	91.90%
Total	204,291	96.14%	90.53%

*reliability and punctuality using actual GPS-tracked performance data. A percentage of trips may have completed their trips and been punctual but are not recorded as a result of either faulty equipment or not being logged on to the system correctly.

Ferry Service Performance

For July 2014, 99.42% of contracted service trips were operated, leaving their origin stop no more than one minute early or ten minutes late (reliability measure). Service punctuality for July 2014 was 99.32%, measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late (punctuality measure). Reliability and punctuality statistics for ferry services are based independently off the total scheduled ferry services and include all service trips with no exclusions. Statistics are self-reported by the ferry operators utilising ferry skipper logs. Reporting will transition to AT-reported GPS-tracking data in coming months.

Table 7. Contracted Ferry Service Reliability and Punctuality - July 2014

Route	Scheduled Trips	Reliability	Punctuality
Bayswater	1070	100%	100%
Half Moon Bay	606	99.34%	99.33%
Birkenhead	1154	99.74%	99.65%
Gulf Harbour	276	100%	100%
West Harbour	621	98.87%	98.55%
Rakino	16	87.50%	87.50%
Pine Harbour	690	99.55%	98.26%
Hobsonville	115	100%	100%
Total	4548	99.42%	99.32%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

A total of 28 events took place in July with two that had an 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.

Blues vs. Chiefs, Eden Park: Friday, 11 July 2014

Total Attendance : 18,100

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	4,643	25.65%	4,797	26.50%	26.08%
BUS	471	2.60%	913	5.04%	3.82%
FERRY	-	-	-	-	-
TOTAL	5,114	28.25%	5,710	31.55%	29.90%

Phoenix vs. West Ham United, Eden Park: Wednesday, 23 July 2014

Total Attendance : 18,193

	INBOUND		OUTBOUND		Average % Gate Moved
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	3,073	16.89%	4,797	26.37%	21.63%
BUS	1,477	8.12%	1,576	8.66%	8.39%
FERRY	-	-	-	-	-
TOTAL	4,550	25.01%	6,373	35.03%	30.02%

5. REGISTERED SERVICE NOTIFICATIONS UNDER THE LAND TRANSPORT MANAGEMENT AMENDED ACT 2013

Under the Land Transport Management Amendment Act 2003, no application was approved during the month of July 2014.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

Projects Implemented

- The AT HOP Day Pass was implemented on 1 July 2014 and offers travel for \$16 across two zones A and B or \$22 across three zones A, B and C across rail, bus and inner harbour ferries. The pass can be loaded on to an AT HOP card at AT Customer Service Centres, AT HOP ticket machines, ticket offices and AT HOP retailers. The paper-based Discovery Day Pass is to be withdrawn at the end July.
- The annual review of public transport fares was implemented on 6th July 2014, creating a 20% price differential between AT HOP and cash fares
- Gulf Harbour enhanced ferry services commenced on 28th July.

Projects in Planning

- West Auckland bus service changes:
 - The new simplified bus network for Blockhouse Bay, Green Bay, Titirangi, Laingholm and parts of Glen Eden and New Lynn will be implemented on 3 August. Full details of these changes including the consultation report are available at <https://at.govt.nz/bus-train-ferry/public-transport-consultations/green-bay-and-titirangi-bus-services/>
 - Also on 3 August, all other West Auckland bus services operated by Go West will have new timetables and some minor route changes. Full details are available at <https://at.govt.nz/bus-train-ferry/public-transport-consultations/changes-to-go-west-bus-services/>
- Hibiscus Coast – consultation on the bus New Network, including extension of the Northern Express to the Hibiscus Coast Busway Station, will take place between 14 July and 14 August, with 7 public events planned.
- Pukekohe and Waiuku – consultation on the bus New Network is planned for the period 22 September – 17 October.
- West Auckland – consultation on the bus New Network is planned for the period 21 October – 1 December.
- Birkenhead Transport bus services - developing new timetables to improve headway, frequency and capacity.
- Preparations continue on the Business Case for zoned Integrated Fares.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

Gulf Harbour Launch of new services

Following customer demand and consultation the ferry sailings have tripled. The first burst of advertising will start on 11 August 2014 and will be followed through-out the year at key times to ensure the patronage remains high.

Fare change, including card sales ambassadors

The 'tail-end' of the fares increase campaign Swap to HOP continued on to 7 July 2014.

EMU Rollout – Manukau & Eastern Line

Preparation for the EMU rollout along the Manukau & Eastern line has begun. Phase 1 ('watch out' safety messaging) is currently in market and runs from 13 July to 3 August. Includes press, radio and a mail-drop to the households in close proximity to the Manukau & Eastern Line (17,027 households).

Phase 2 (promotion of the new electric trains) is scheduled for September/October (dependant on rollout and capacity).

Electric Train safety campaign for Manukau & Eastern Line

In the lead up to the launch of electric trains on the Manukau and Eastern Line the 'Watch Out' safety message is being promoted in this area. A mail drop is planned for households within a 1k radius of railway lines along this rail corridor. Press advertising is planned for suburban newspapers in this area along with further radio advertising and specific billboard spaces.

New Movers

Each month a personal, welcome to the neighbourhood pack with public transport information is sent to all 'new movers' (people changing residential address). In July the distribution of 620 personalized welcome packs was as follows: Eastern suburbs – 69, Western suburbs – 110, North Shore – 179, South Auckland – 69, Central suburbs – 193.

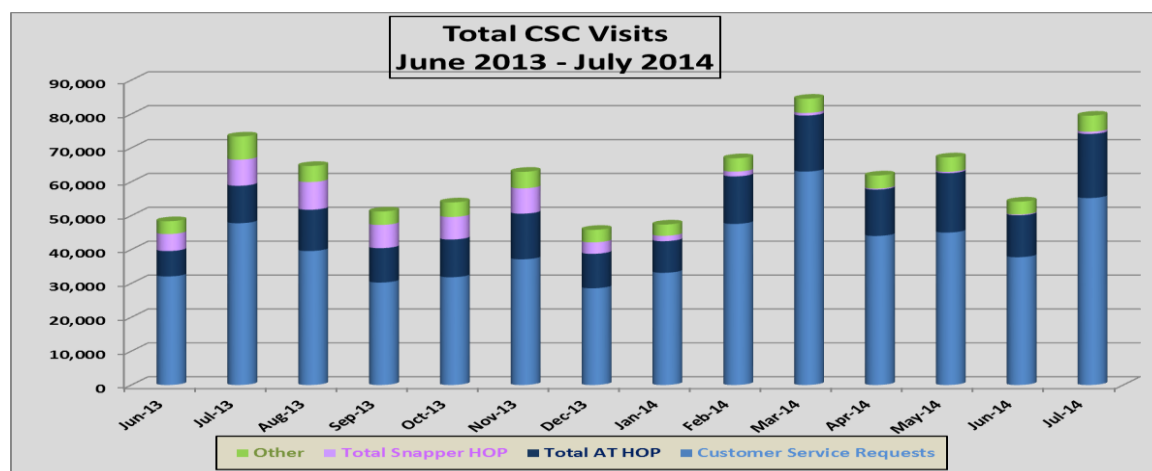
Connecting Aucklanders Info-graphic Video

A video has been published on our website promoting our major public transport projects, this ties into the 'Connecting Aucklanders' theme. A special web 'landing page' has also been released to make it easier for customers to find information on our major projects. Refer to www.at.govt.nz/connectingaucklanders

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

Walk-In-Centres

The combined customer visits to the Customer Service Centres for July 2014 was 79,490, including 39,809 visits to Britomart. This compares to 73,345 visits in the same period last year.



AT Public Transport Call Centre

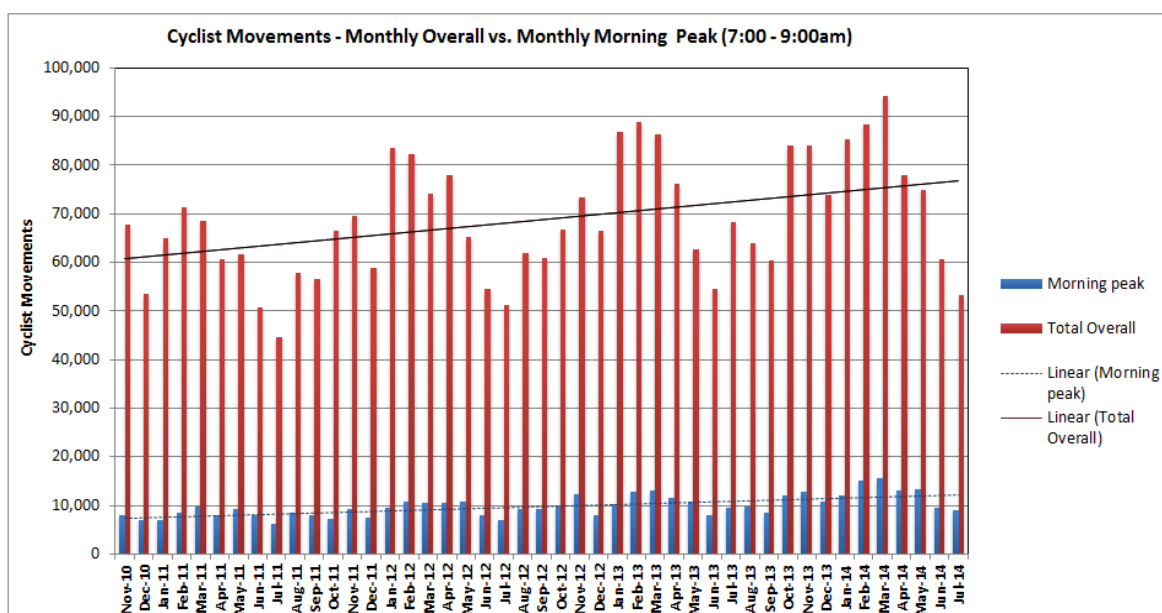
In July 2014, the PT Contact Centre was offered 33,858 calls, with 31,994 (94.5%) answered. The grade of service was 80.0%. This compares to 33,465 calls in the same period last year, of which 33,132 (99.0%) were answered. The grade of service was 95%.

The AT HOP Contact Centre was offered 14,555 calls with 13,196 (90.7%) answered. The grade of service was 73%. This compares to 7,827 calls in the same period last year, with 7,701 (98.4%) answered. The grade of service was 95%.

9. MONTHLY CYCLE MONITORING REPORT (July 2014)

There has been an increase of 21.9% in cyclist movements in July 2014 when compared to July 2013. The morning peak movement's decreased by 6.0% when compared to July last year. A total of 900,543 cycle trips were recorded for the year August 2013 to July 2014, this is an increase of 5.7% on the previous year.

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 (eastbound) and Twin Streams path.



Monthly Comparisons of Cycle Movements

	Total Movements					Increase			
	2010	2011	2012	2013	2014	2010-11	2011-12	2012-13	2013-14
January	64,836	83,629	86,768	85,399			29.0%	3.8%	-1.6%
February	71,287	82,290	88,760	88,272			15.4%	7.9%	-0.5%
March	68,513	74,124	86,233	94,195			8.2%	16.3%	9.2%
April	60,534	77,862	76,130	78,004			28.6%	-2.2%	2.5%
May	61,675	65,137	62,564	74,759			5.6%	-4.0%	19.5%
June	50,742	54,632	54,498	60,722			7.7%	-0.2%	11.4%
July	44,614	51,175	68,232	53,317			14.7%	33.3%	-21.9%
August	57,713	61,945	63,886				7.3%	3.1%	
September	56,549	60,960	60,320				7.8%	-1.0%	
October	66,497	66,634	83,948				0.2%	26.0%	
November	67,852	69,651	73,227	83,986		2.7%	5.1%	14.7%	
December	53,412	58,907	66,372	73,735		10.3%	12.7%	11.1%	

	Morning Peak Movements					Increase				
	2010	2011	2012	2013	2014	2010-11	2011-12	2012-13	2013-14	
January		6,905	9,491	10,345	11,948			37.5%	9.0%	15.5%
February		8,385	10,894	12,913	15,018			29.9%	18.5%	16.3%
March		9,662	10,526	13,066	15,646			8.9%	24.1%	19.7%
April		8,040	10,444	11,440	12,974			29.9%	9.5%	13.4%
May		9,315	10,856	10,756	13,315			16.5%	-0.9%	23.8%
June		7,998	8,037	8,062	9,571			0.5%	0.3%	18.7%
July		6,100	6,977	9,465	8,894			14.4%	35.7%	-6.0%
August		8,557	9,319	9,776				8.9%	4.9%	
September		8,005	9,211	8,440				15.1%	-8.4%	
October		7,185	9,884	12,070				37.6%	22.1%	
November	7,962	9,272	12,343	12,938		16.5%	33.1%	4.8%		
December	6,904	7,461	7,885	10,736		8.1%	5.7%	36.2%		