

Statistics Report

November 2012



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PUBLIC TRANSPORT

1. HIGHLIGHTS

1.1 Patronage

Annual Auckland public transport patronage for the 12-month period to end-November 2012 was 69,873,178 boardings an increase of +1.1% (+767,096 boardings) compared to the 12-month period to end-November 2011.

The previous 12-month period to end-November 2011 against which the +1.1% growth rate relates included significant additional public transport use between 9 September and 23 October 2011 as a result of the Rugby World Cup 2011 (RWC2011). Estimated underlying growth normalised for RWC2011 shows an improved positive trend at +3.6%.

The introduction of the new integrated ticketing system on rail from 27 October has seen a change in the way in which patronage is recorded. Legacy 10-trip and monthly paper tickets sales ceased on 27 October 2012 and will not be accepted for travel from 1 January 2013. Under the legacy manual paper-based system, passenger journeys were accounted for at time of sale while under the new ticketing system patronage is recorded at the time the trip is made. As a consequence, for the period 27 October 2012 to 31 December 2012 there will be trips made on the rail system using legacy 10-trip and monthly tickets previously recorded at point of sale. This will result in an artificial negative impact on the reported patronage during November and December 2012.

The 12-month results include a decrease in rail patronage of -6.9%. Accounting for RWC2011 in the 12-month comparison period and a reduced patronage count in November 2012 due to the patronage count methodology change, the estimated underlying rail patronage trend is a minor growth at +0.8%.

The 12-month results include a flattening +0.1% Northern Express bus growth, an increasing +2.4% for other bus and an increasing +5.4% for ferry.

November 2012 patronage compared to November 2011 saw a -5.2% change including rail at -17.2%, Northern Express bus at +1.2%, other bus at -3.4% and ferry at -1.3%. The large rail reduction is primarily explained by the change in patronage counting methodology (-16%) and a significant number of service disruption incidents in November resulting in a small underlying downturn.

1.2 Service Performance

Several major incidents as detailed later in this report affected train service delivery during the month of November 2012 and as a consequence the overall service performance declined from the previous month to 97.9% service delivery and 84.1% of services running on time. The most significant of these incidents occurred in the section of track south of Otahuhu and therefore had a disproportionate effect on the Southern and Eastern Lines compared to the rest of the network.

1.3 Initiatives

The AT HOP smartcard was launched on ferry services in addition to rail on 30 November 2012 as the second phase of integrated ticketing across all Auckland rail, ferry and bus public transport services.

Public consultation closed in November on the updated draft 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 69,873,178 passengers for the 12-months to November 2012 an increase of 767,096 boardings or +1.1% as illustrated at Figure 1.

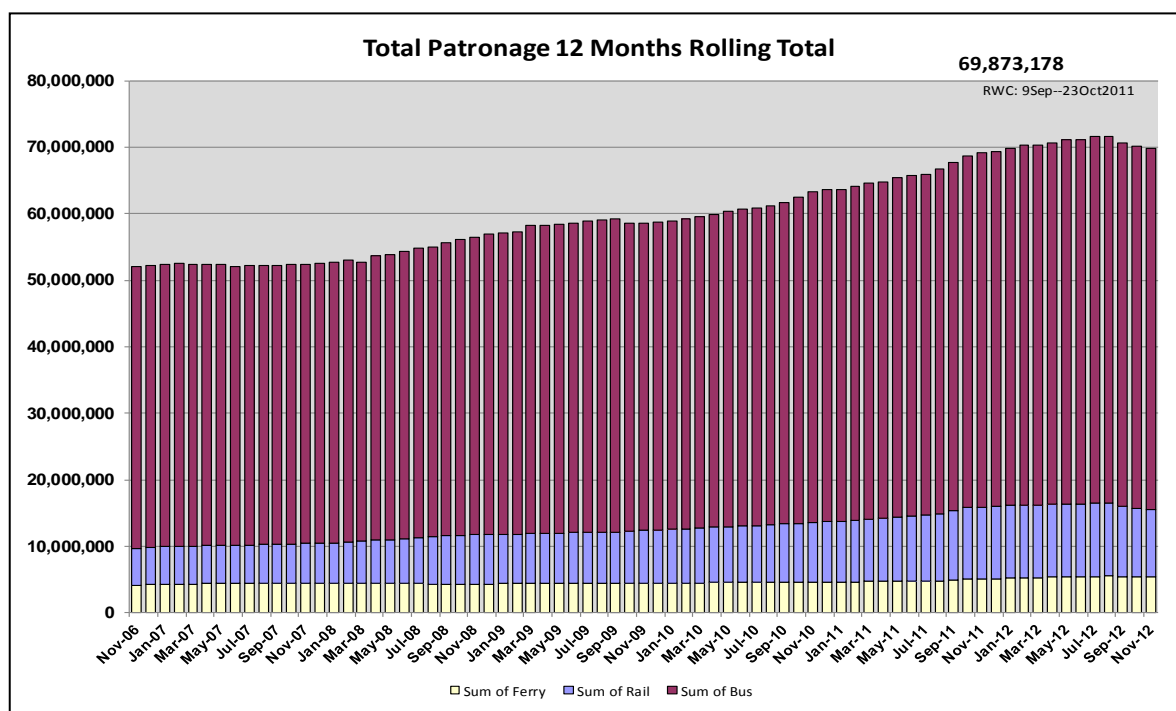


Fig 1. Total Patronage – 12 Months Rolling Total

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, five months to June 2013, patronage has decreased by -4.1% (-1,282,458 boardings). Patronage for November 2012 was 5,720,851 boardings, a decrease of -5.2% (-310,676 boardings) on November 2011.

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

	Nov-12								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	917,280	-150,257	-14.1%	12,314,781	-740,279	-5.7%	5,305,120	-869,239	-14.1%
Northern Express Bus	182,131	2,170	1.2%	2,229,000	3,220	0.1%	973,965	-50,860	-5.0%
Rail sub-total:	735,149	-152,427	-17.2%	10,085,781	-743,499	-6.9%	4,331,155	-818,379	-15.9%
- Western Line	257,257	-55,923	-17.9%	3,632,321	-391,425	-9.7%	1,523,868	-459,913	-23.2%
- Southern & Eastern Line:	477,892	-96,504	-16.8%	6,453,460	-352,074	-5.2%	2,807,287	-358,466	-11.3%
- Pukekohe / Papakura Services *	340,688			5,056,325			2,035,998		
- Manukau Services * (opened 15 Apr 2012)	82,346	-85,973	-16.9%	687,916	-332,129	-5.5%	459,638	-319,142	-11.3%
- Onehunga Services	54,858	-10,531	-16.1%	709,218	-19,945	-2.7%	311,651	-39,325	-11.2%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,354,833	-154,592	-3.4%	52,193,278	1,230,913	2.4%	22,346,900	-331,003	-1.5%
- Quality Transit & Local Bus	4,124,118	-148,175	-3.5%	49,542,684	1,263,172	2.6%	21,160,605	-358,636	-1.7%
- Contracted School Bus	230,715	-6,417	-2.7%	2,650,594	-32,259	-1.2%	1,186,295	27,633	2.4%
3. Ferry	448,738	-5,827	-1.3%	5,365,119	276,462	5.4%	2,060,573	-82,216	-3.8%
Total Patronage	5,720,851	-310,676	-5.2%	69,873,178	767,096	1.1%	29,712,593	-1,282,458	-4.1%

* 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.

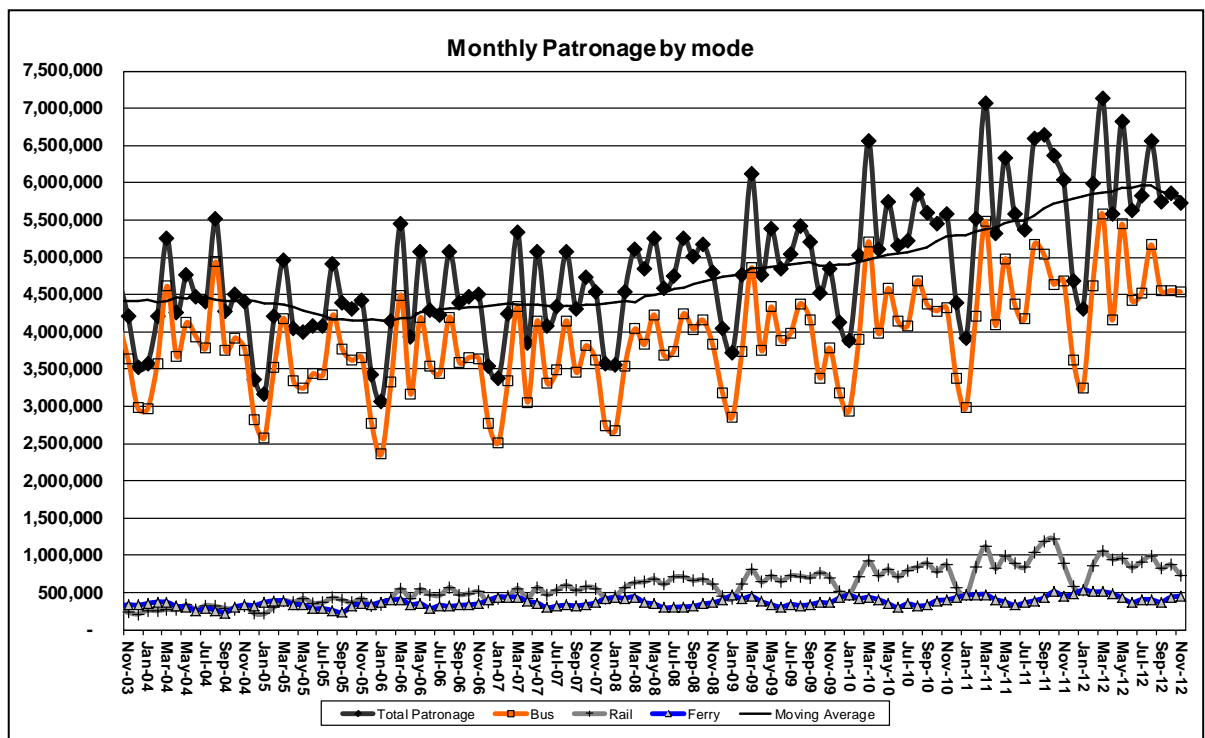


Fig 2. Monthly Patronage by Mode; Bus, Rail, Ferry and Total

Table 1.1 provides an estimate of patronage normalised for RWC2011 additional trips taken in September and October 2011, illustrating underlying growth trends. Underlying growth for the 12-month period to November 2012 and for the five months year-to-date to June 2013 continue to be positive despite the RWC2011 additional patronage in the comparison periods.

Table 1.1 Patronage Breakdown Normalised for Rugby World Cup 2011

Normalised	Nov-12								
	Month			12 Months			YTD (from July)		
	Patronage	Change	%	Patronage	Change	%	Patronage	Change	%
1. Rapid Transit Network sub-total:	917,280	-150,257	-14.1%	12,314,781	18,357	0.1%	5,305,120	-110,603	-2.0%
Northern Express Bus	182,131	2,170	1.2%	2,229,000	82,729	3.9%	973,965	28,649	3.0%
Rail sub-total:	735,149	-152,427	-17.2%	10,085,781	-64,372	-0.6%	4,331,155	-139,252	-3.1%
2. Quality Transit and Local Bus (Include School Bus) sub-total:	4,354,833	-154,592	-3.4%	52,193,278	1,947,495	3.9%	22,346,900	385,579	1.8%
3. Ferry	448,738	-5,827	-1.3%	5,365,119	467,358	9.5%	2,060,573	108,680	5.6%
Total Patronage	5,720,851	-310,676	-5.2%	69,873,178	2,433,210	3.6%	29,712,593	383,656	1.3%

November 2012 patronage is impacted negatively by the counting methodology transition on the rail system from the paper ticket 10-trip and monthly pass legacy count at point of sale to the new HOP ticketing system of count at point of use resulting in a patronage lag in November and December.

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 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 12,314,781 passengers for the 12-months to November 2012 (Figure 3) a decrease of -740,279 boardings or -5.7%. For the financial year-to-date, five months to June 2013, patronage has decreased by -14.1% (-869,239 boardings) (Figure 4). Patronage for November 2012 was 917,280 boardings, a decrease of -14.1% (-150,257 boardings) on November 2011 (Figure 5).

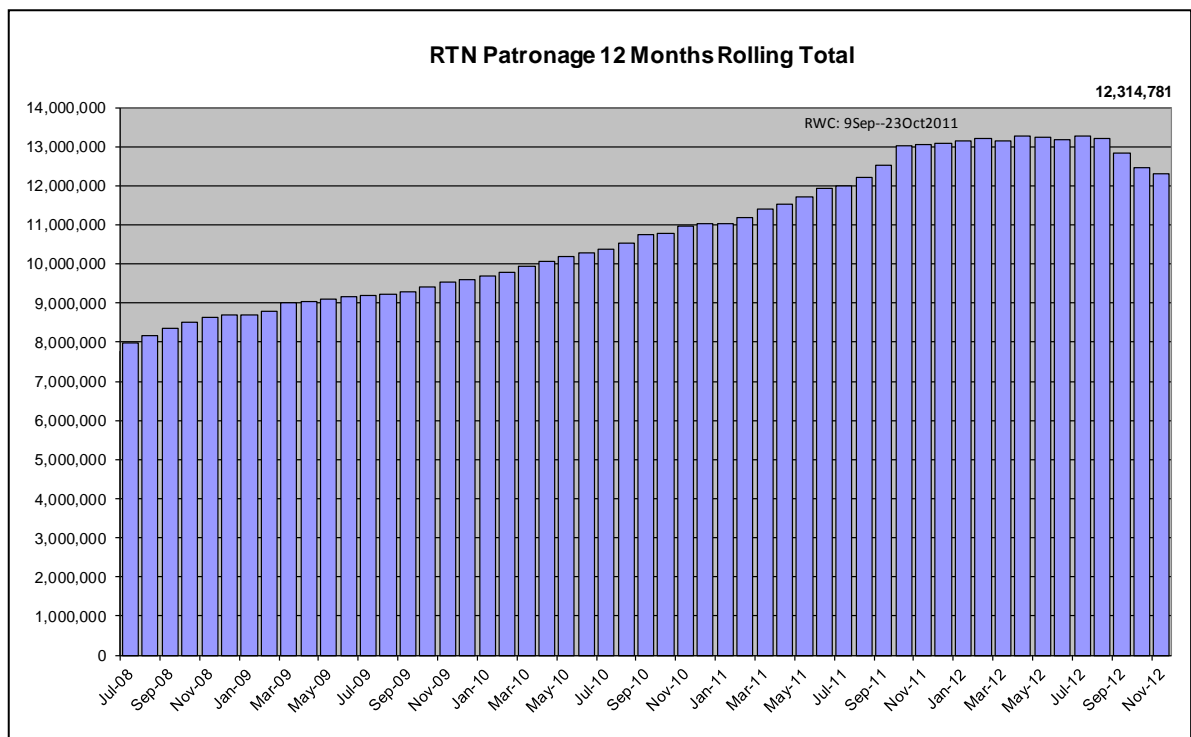


Fig 3. RTN Patronage – 12 Months Rolling Total

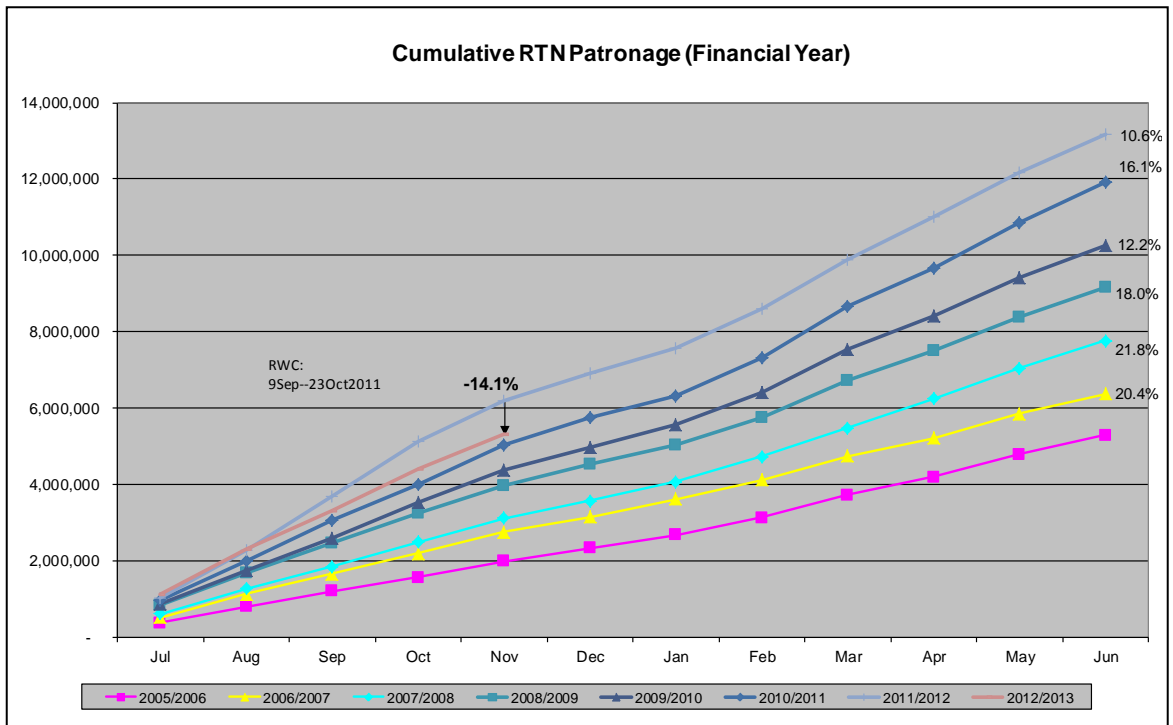


Fig 4. RTN Patronage – Growth by Financial Year 2005/06 to 2012/13

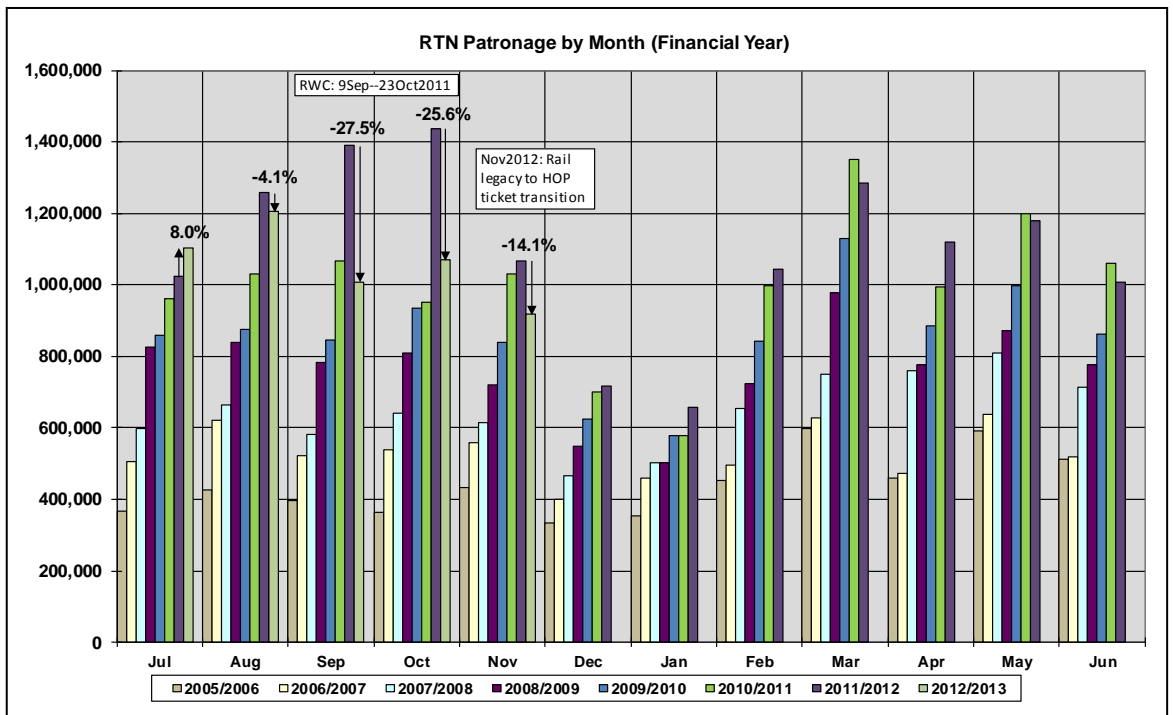


Fig 5. RTN Patronage – Growth by Month 2005/06 to 2012/13

2.3 Rail Patronage

As highlighted in the October report, the introduction of the AT HOP ticketing system on rail from 27 October has seen a change in the way in which patronage is recorded, transitioning from a manual at point of sale to electronic real-time usage transaction system. Legacy 10-trip and monthly paper tickets sales ceased on 27 October 2012 and will not be accepted for travel from 1 January 2013. Under the legacy manual paper-based system, passenger journeys were accounted for at time of sale while under the new AT HOP ticketing system patronage is recorded at the time the trip is made. As a consequence, for the period 27 October 2012 to 31 December 2012 there will be trips made on the rail system using legacy 10-trip and monthly tickets which have previously been recorded when these tickets were originally sold. This will result in an artificial negative impact on the reported patronage during the transition phase. This is unique to the rail patronage data.

Rail patronage totalled 10,058,781 passengers for the rolling twelve months to November 2012 (Figures 6 and 7) a decrease of -743,499 boardings or -6.9% on the previous year. An estimated 670,000 of this decline is attributable to additional patronage on rail during the RWC2011 period. In addition, the change in methodology for recording rail passenger journeys is estimated to represent a patronage counting adjustment and reduction of approximately 140,000 passenger journeys for the month of November 2012.

Patronage for November 2012 was 735,149 boardings, a decrease of -17.2% (-152,427 boardings) on November 2011 (Figure 8). The decrease for the month compared to the same month last year can be attributed to primarily the change in patronage counting methodology with a minor underlying reduction of -0.8%.

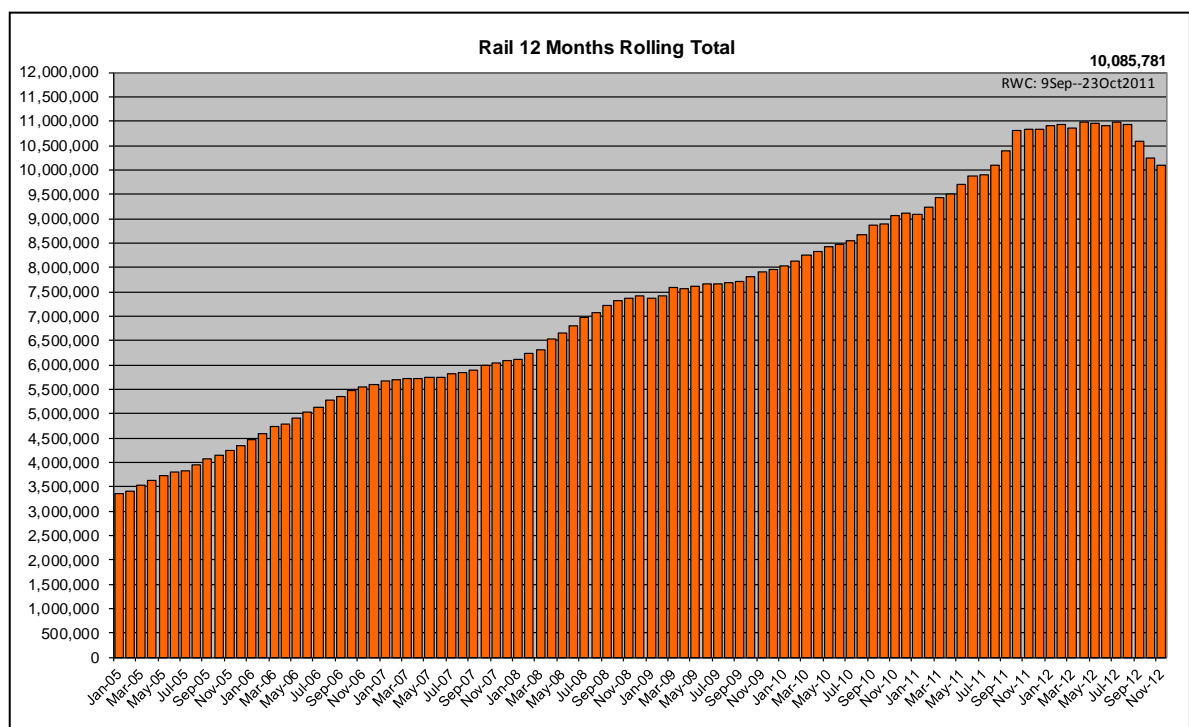


Fig 6. Rail Patronage – 12 Months Rolling Total

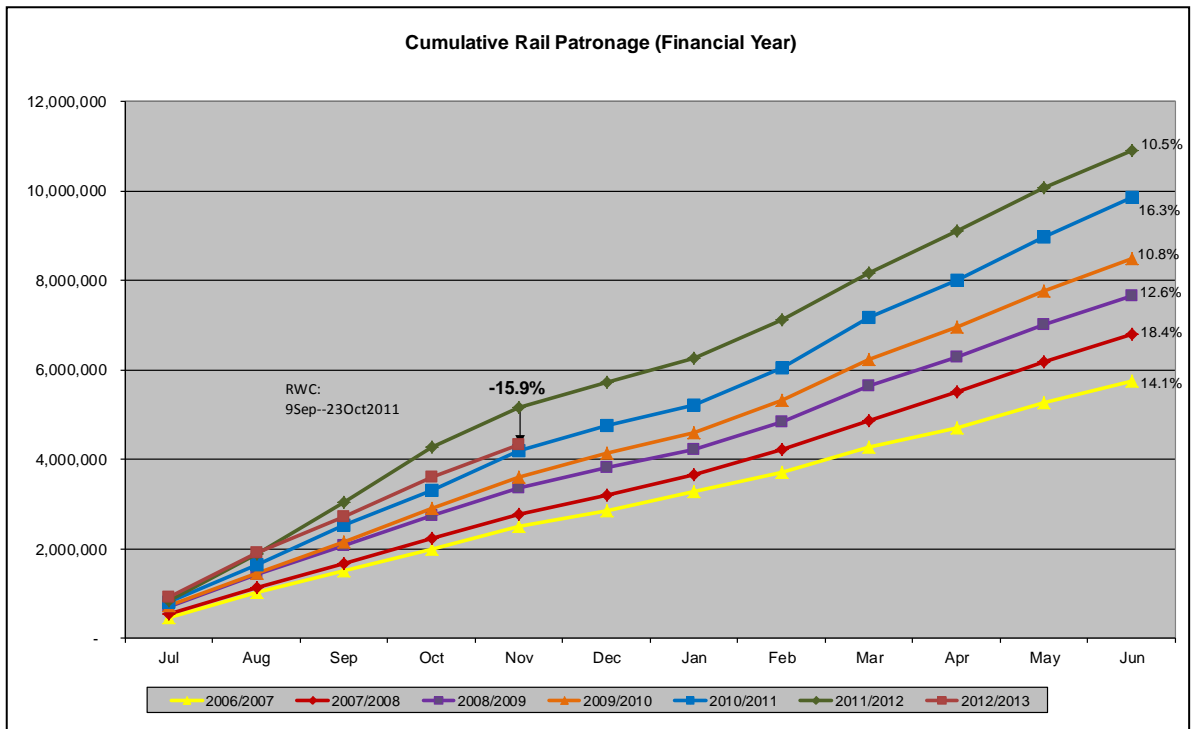


Fig 7. Rail Patronage – Growth by Financial Year 2005/06 to 2012/13

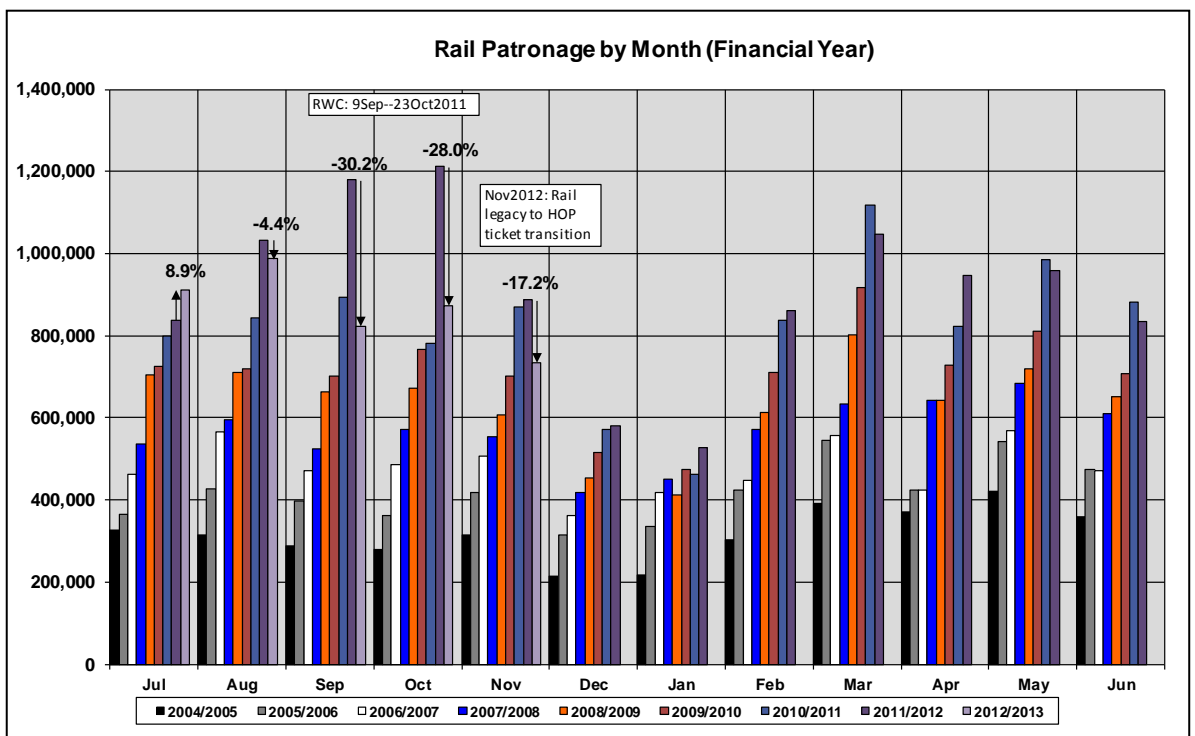


Fig 8. Rail Patronage – Growth by Month 2005/06 to 2012/13

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

Southern and Eastern Line rail patronage including the Onehunga and Manukau Lines totalled 6,453,460 passengers for the 12-months to November 2012 a decrease of -352,074 boardings or -5.2%. For the financial year-to-date, five months to June 2013, patronage has decreased by -11.3% (-358,466 boardings). Recorded patronage for November 2012 was 477,892 boardings, a decrease of -16.8% (-96,504 boardings) on November 2011 (Figure 9). The majority of the monthly reduction is due to the effect of the change in methodology for recording patronage.

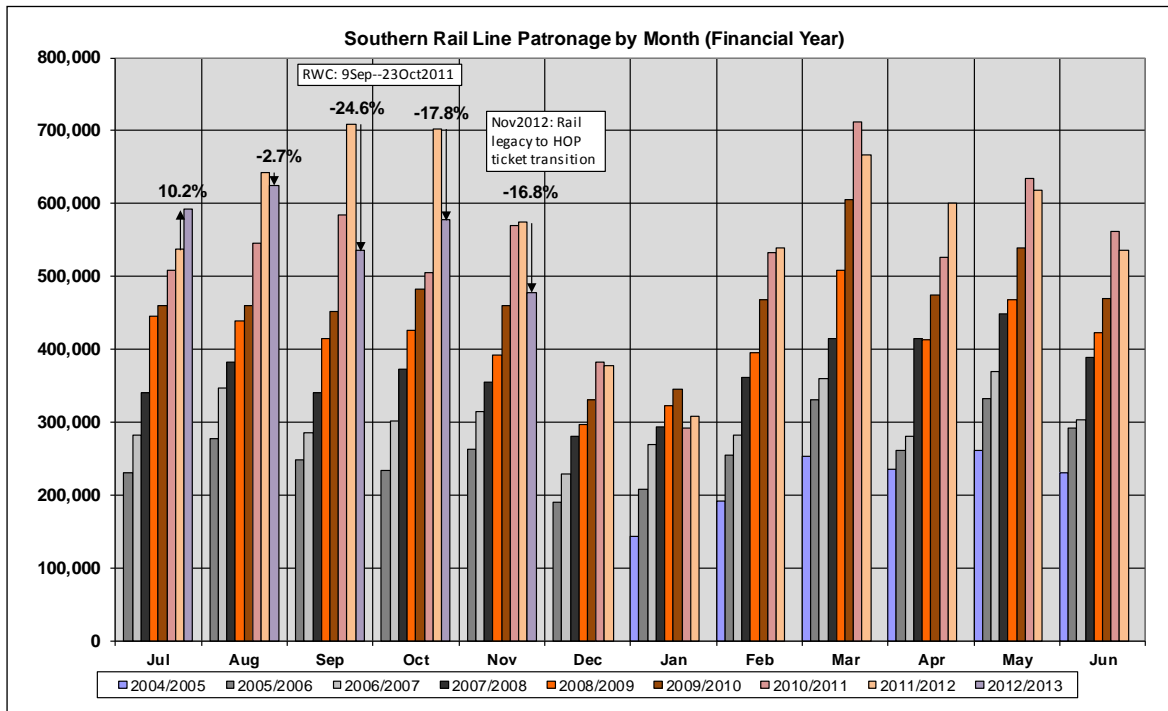


Fig 9. Southern & Eastern Line (including Onehunga and Manukau Lines) Rail Patronage – Growth by Month 2005/06 to 2012/13

Western Rail Line

Western Line rail patronage totalled 3,632,321 passengers for the 12-months to November 2012 a decrease of -391,425 boardings or -9.7%. For the financial year-to-date, five months to June 2013, patronage has reduced by -23.2% (-459,913 boardings). Recorded patronage for November 2012 was 257,257 boardings, a decrease of -17.9% (-55,923 boardings) on November 2011 (Figure 10). The majority of the monthly reduction is due to the effect of the change in methodology for recording patronage.

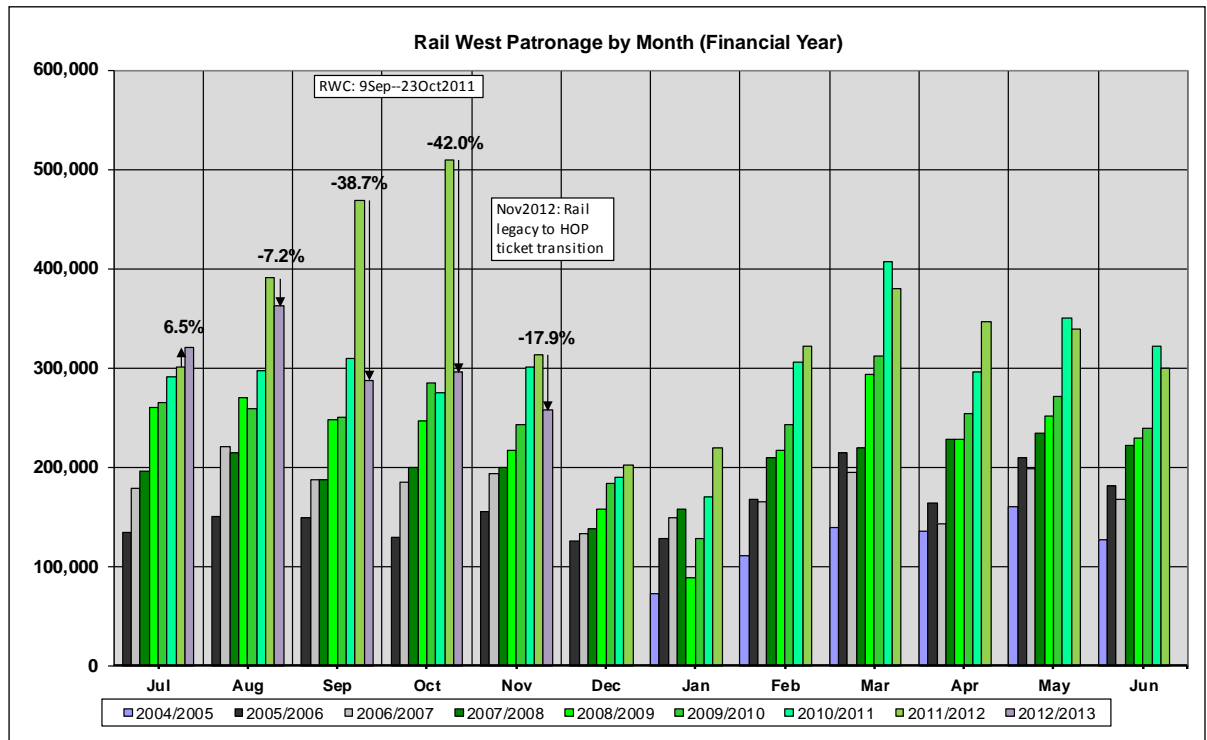


Fig 10. Western Line Rail Patronage – Growth by Month 2005/06 to 2012/13

2.4 Northern Express

The Northern Busway along with the rail network forms the Rapid Transit Network. Northern Express patronage totalled 2,229,000 passengers for the 12-months to November 2012 (Figure 11) an increase of 3,220 boardings or +0.1%. For the financial year-to-date, five months to June 2013, patronage has reduced by -5.0% (-50,860 boardings) (Figure 12) wholly attributed to RWC2011 additional patronage. Patronage for November 2012 was 182,131 boardings, an increase of +1.2% (2,170 boardings) on November 2011 (Figure 13).

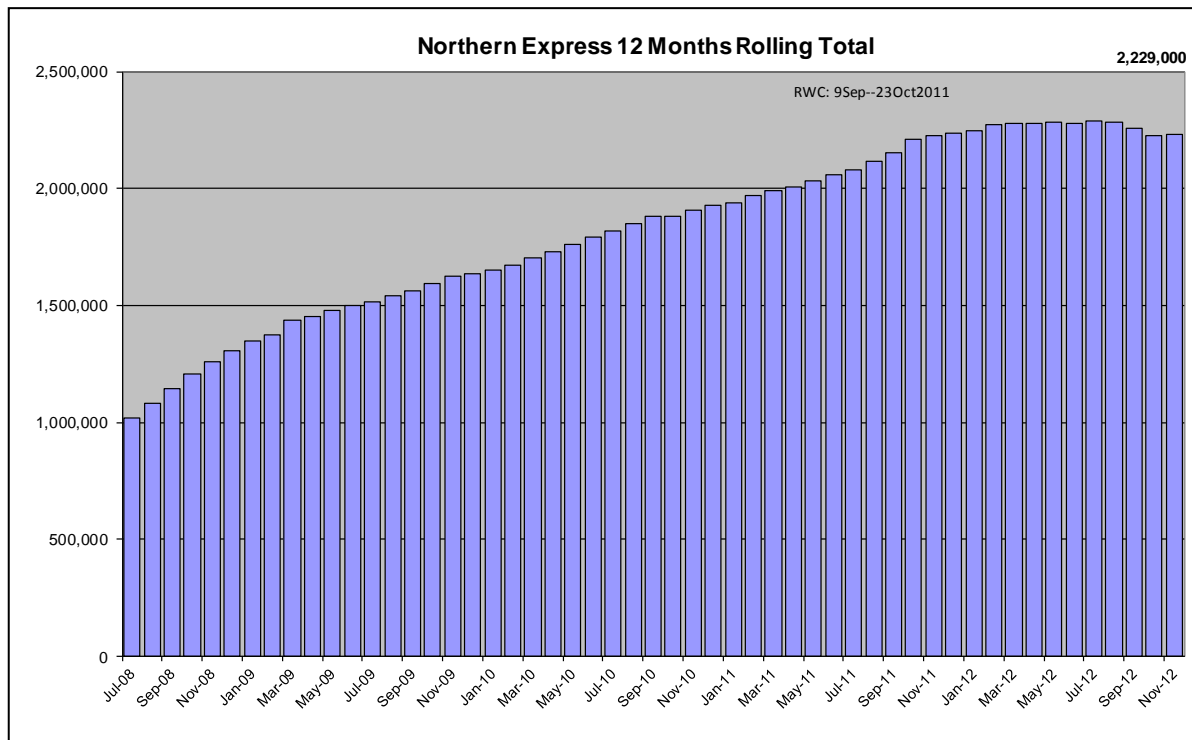


Fig 11. Northern Express Bus Patronage – 12 Months Rolling Total

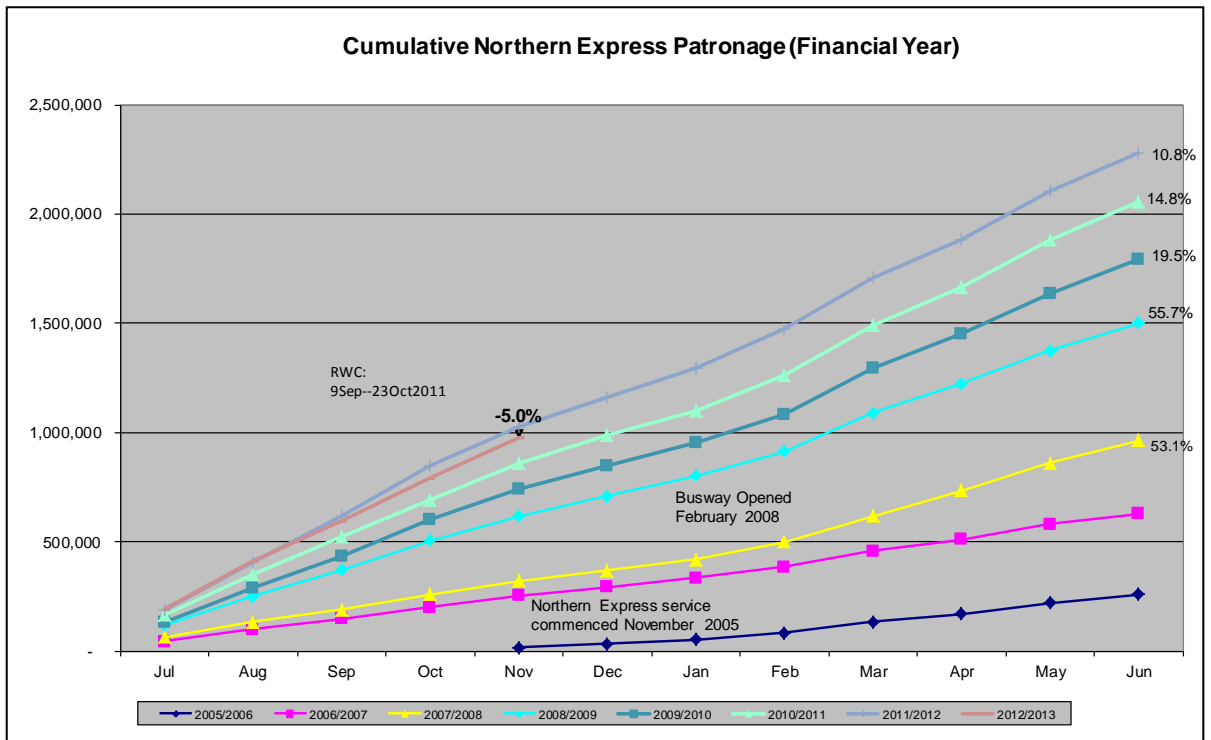


Fig 12. Northern Express Bus Patronage – Growth by Financial Year 2005/06 to 2012/13

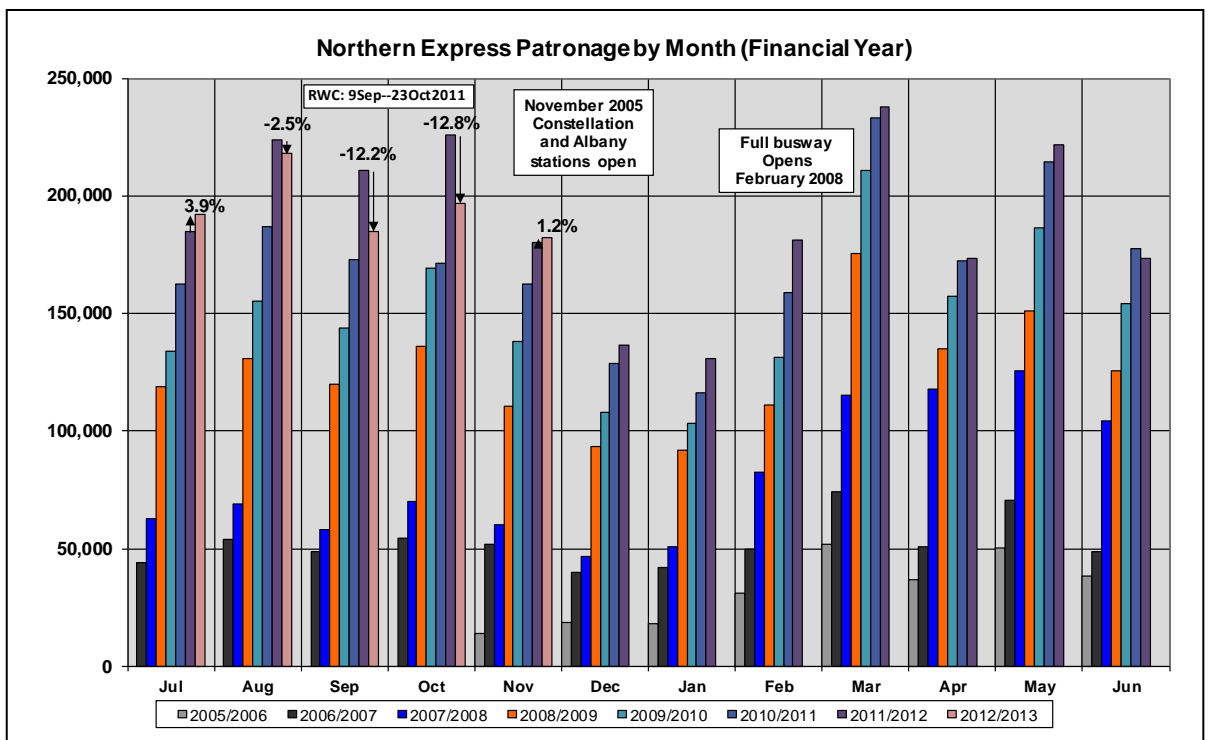


Fig 13. Northern Express Bus Patronage – Growth by Month 2005/06 to 2012/13

2.5 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 52,193,278 passengers for the 12-months to November 2012 an increase of 1,230,913 boardings or +2.4%. For the financial year-to-date, five months to June 2013, patronage has reduced by -1.5% (-331,003 boardings). Patronage for November 2012 was 4,354,833 boardings, a decrease of -3.4% (-154,592 boardings) on November 2011 (Figure 14).

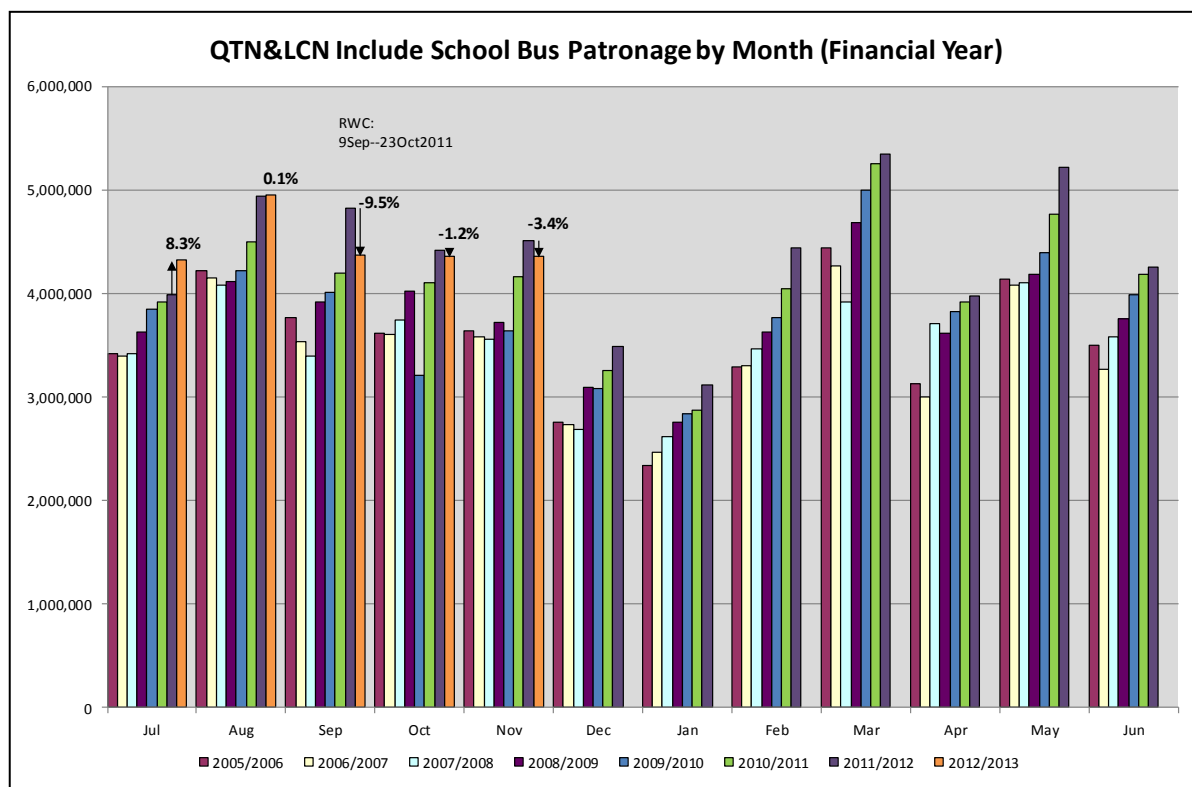


Figure 14. Bus Patronage (other than Northern Express) – Growth by Month 2005/06 to 2012/13

2.3.1 Bus (Other than Northern Express) Patronage Analysis

Table 2 provides an analysis of bus services by geographical sector.

Table 1.1 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%
Nov-12	882,903	-21,733	-2.4%	10,627,395	-22,038	-0.2%	419,980	-2,617	-0.6%	4,951,670	-6,853	-0.1%
	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%	2,151,219	-118,472	-5.2%	25,987,292	1,609,426	6.6%
Nov-12	900,901	-5,930	-0.7%	10,751,234	62,221	0.6%	2,151,049	-124,312	-5.5%	25,862,979	1,197,583	4.9%

2.6 Ferry Patronage

Ferry patronage totalled 5,365,119 passengers for the 12-months to November 2012 an increase of 276,462 boardings or +5.4%. For the financial year-to-date, five months to June 2013, patronage has reduced by -3.8% (-82,216 boardings). Patronage for November 2012 was 448,738 boardings, a decrease of -1.3% (-5,827 boardings) on Nov 2011 (Figure 15). This is considered to be a result of a slowing in the tourist market and visitors to Auckland, which particularly impacts on the largest ferry services to Waiheke Island and Devonport.

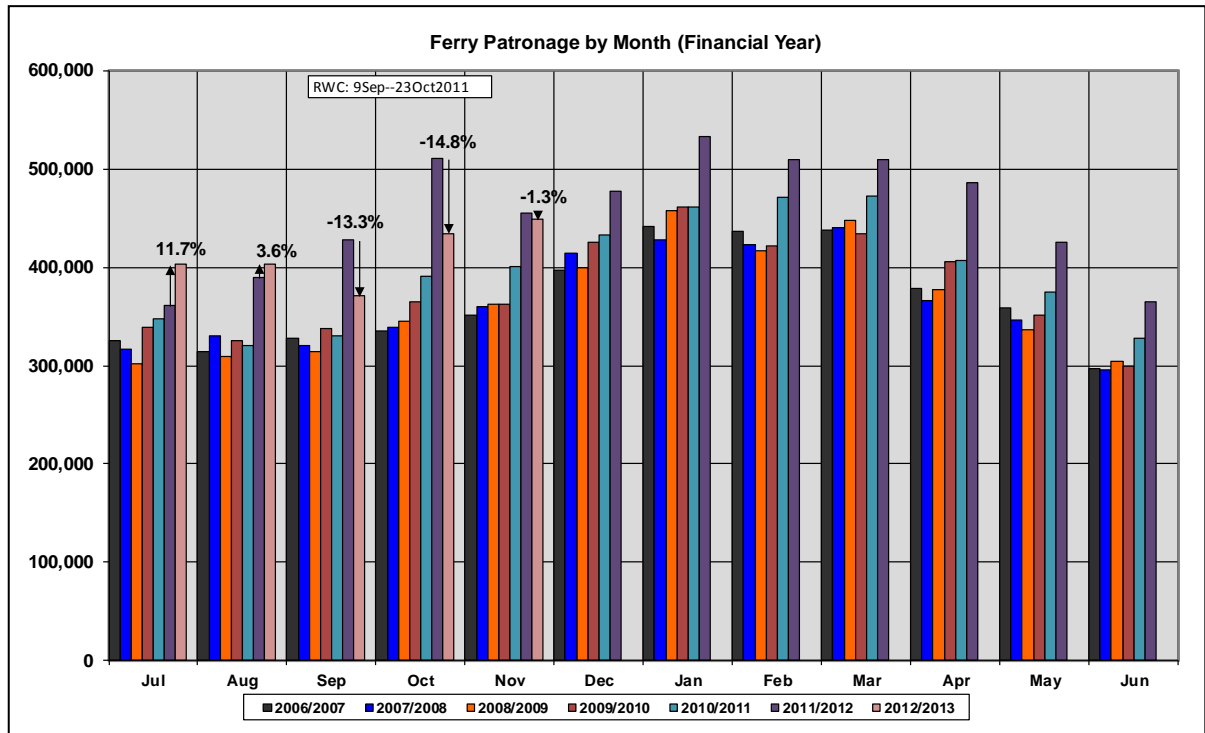


Fig 15. Ferry Patronage – Growth by Month 2005/06 to 2012/13

3. PUBLIC TRANSPORT SERVICE PERFORMANCE

3.1 Rail Service Performance

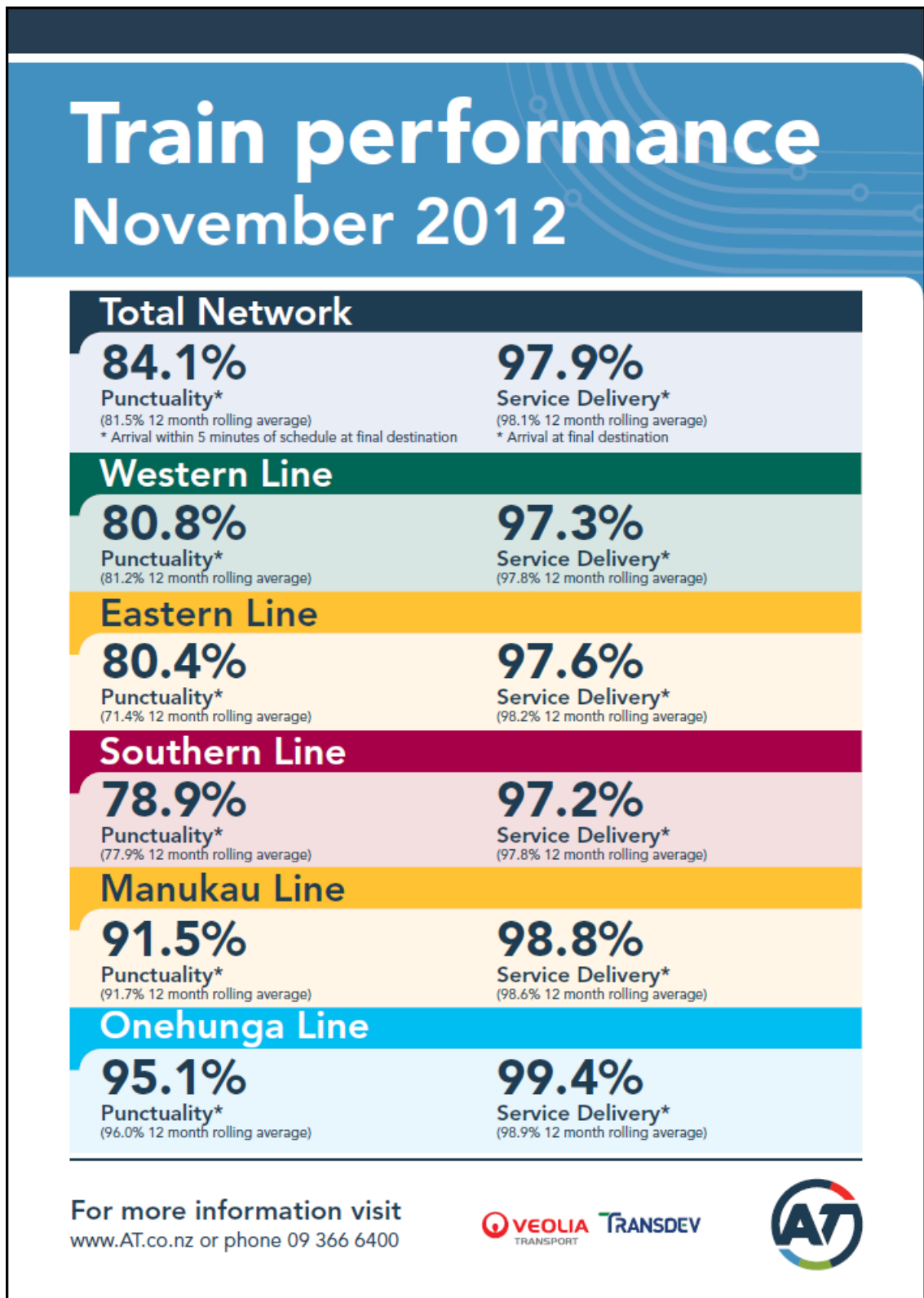


Fig 16. Rail Published Performance Results for November 2012

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 November the performance of the train services was affected by a number of significant incidents that disrupted services. As a result overall service performance declined from recent months with 84.1% of services operating on time or within five minutes of their schedule. This compares to 87.1% in October and 82.8% for the same month last year. Southern and Eastern Line services were disproportionately affected by the significant incidents. Punctuality trends comparing 2011 and 2012 are presented at Figure 17.

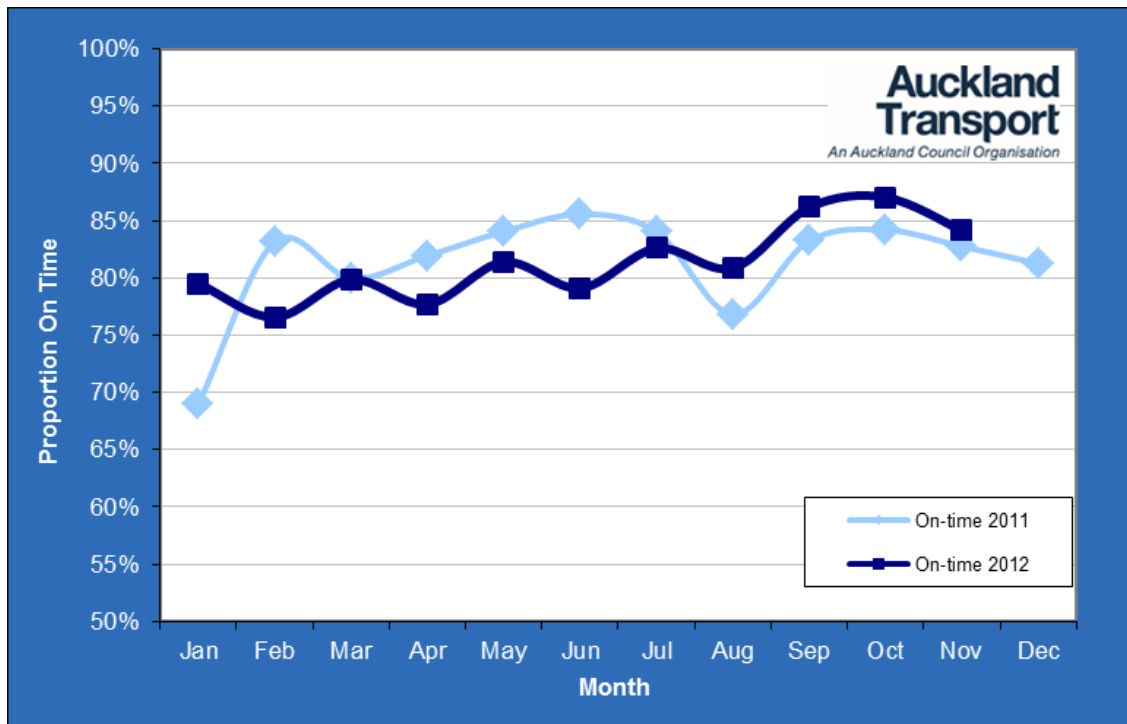


Fig 17. Rail Punctuality Trends for 2011 and 2012

The following major incidents impacted on service delivery during November:

- *Track, Signals and Train Control (KiwiRail)* – Track, signal or points failures had a significant effect on the delivery of services on eight days during November, the most significant of which occurred on 15 November when electrification project contractors working overnight at Papakura cut a signal cable, causing a complete loss of signals which affected all Southern and Eastern line services from start of service to the middle of the day. Other signalling system faults affected services across the network on four days and there were points failures at Britomart, Pukekohe and Parnell.
- *Train faults (KiwiRail)* – There were no significant train faults from the operation of passenger trains during November but a freight train that broke down at Takanini on 1 November disrupted Southern and Eastern Line services.
- *Operational (Veolia)* – There was one operational incident that affected Western Line services on 15 November.
- *Other* – Just before midday on 9 November Police closed the line at Te Mahia as part of a major investigation. This caused a suspension of services on the Southern and Eastern lines, initially for a two hour period, however, the line was subject to further closure later in the day while the investigations continued. During the morning peak of 13 November a gas leak near Middlemore Station caused a temporary line closure for a period of approximately 30 minutes that affected Southern, Eastern and Manukau Line services.

Train delay minutes increased by 33.4% during November compared to the previous month as illustrated in Figure 18. This was primarily as a result of the increase in delay minutes attributed to KiwiRail Network and 'Other' causes (up 119% and 170% respectively from the previous month) due to the above incidents. Delay minutes per train service continues to trend downwards. For the month a total of 18,517 delay minutes were recorded as a result of all causes.

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

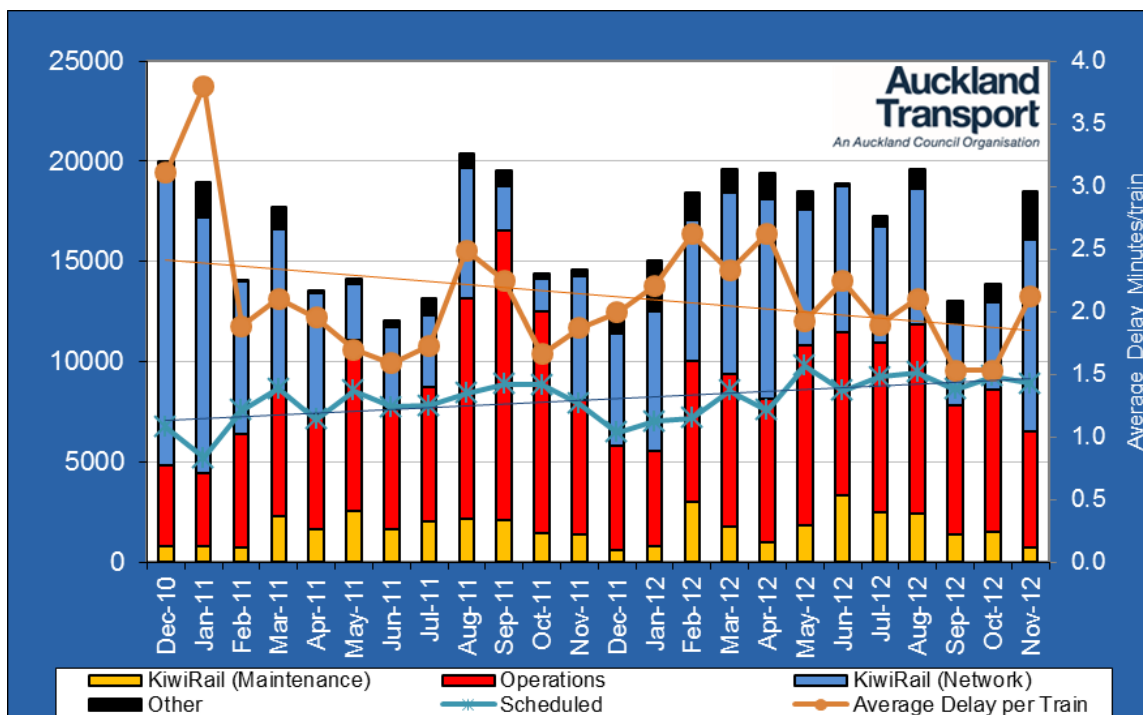


Fig 18. Train Delay Minutes by Cause

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

	Delay Minutes	Proportion
Network Control	1,540	16.1%
Signal/points failure	4,393	45.9%
Speed restrictions	2,072	21.6%
Track protection measures*	1,575	16.4%
Total	9,580	

* 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 no services reported to have exceeded AT's planned seating to standing ratio during November although some services may have exceeded the standard on some days as a result of service disruptions or special events.

3.3 Bus Service Performance

For November 2012, 99.83% of contracted service trips were operated and reached their destination (reliability measure). Service punctuality for November 2012 was 98.66%, 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- November 2012

	Scheduled Trips	Reliability	Punctuality
Birkenhead	11,168	100%	99.95%
H & E	18,434	99.98%	99.60%
NZ Bus	119,007	99.74%	98.44%
Ritchies	29,161	99.99%	99.03%
Tranzit	2,280	100%	98.99%
Urban Express	5,270	99.94%	95.37%
Total	185,320	99.83%	98.66%

3.4 Ferry Service Performance

For November 2012, 100% of contracted ferry service trips were operated (reliability measure). Service punctuality for November 2012 was 99.78% 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- November 2012

	Scheduled Trips	Reliability	Punctuality
Bayswater	1120	100%	100%
Half Moon Bay	588	100%	98.98%
Birkenhead	1017	100%	99.8%
Gulf Harbour	88	100%	100%
West Harbour	594	100%	100%
Rakino	20	100%	95%
Pine Harbour	616	100%	100%
Total	4,043	100%	99.78%

4. SPECIAL EVENT PUBLIC TRANSPORT SERVICES

175 events took place in November, with 28 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.

Coldplay in Concert, Mt Smart: Saturday 10 November 2012

Travel to Mt Smart was included in the ticket price for this event. Patrons travelled on the rail (existing and special event additional) services and to/from the North Shore and CBD on Special Event Buses. Attendance at the event was 36,000.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	8,046	22.35%	8,493	23.59%	22.97%
BUS	3,988	11.08%	6,322	17.56%	14.32%
FERRY	-	-	-	-	-
TOTAL	12,034	33.43%	14,815	41.15%	37.29%

Breakers vs. Townsville Crocodiles, Vector Arena: Friday 16 November 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 6,699.

	INBOUND		OUTBOUND		AVERAGE % GATE MOVED
	Special Event Service Passengers	% Gate Moved	Special Event Service Passengers	% Gate Moved	
RAIL	57	0.85%	45	0.67%	0.76%
BUS	68	1.02%	193	2.88%	1.87%
FERRY	-	-	-	-	-
TOTAL	125	1.87%	238	3.55%	2.71%

Farmers Santa Parade: Sunday 25 November 2012:

Additional rail services were put on for this event. An additional 7,081 people travelled by train into the CBD and 7,437 out after the parade. Four additional buses were approved for the Northern Express to assist with capacity. No other additional special event bus services were provided; bus companies provided additional buse to meet demand.

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 November 2012:

- Airbus Express: Notification to vary the adult return fares on 29 December 2012. Approved 30-Nov-12.

6. PUBLIC TRANSPORT SERVICE DEVELOPMENT PROJECTS

6.1 Projects Implemented

- Phase 2 of the AT HOP smartcard integrated ticketing project went live on 30th November, allowing ferry customers to tag on and off at berths across the region. Both ferry and rail users now have the option of using AT HOP to pay for their journey.
- The new Pier 1c at Downtown Ferry Terminal has been opened in November, adding capacity to the facility.

6.2 Projects in Planning

- The draft Regional Public Transport Plan (RPTP) has closed for public submissions. Public hearings will be heard between 29 January and 12 February 2013.
- Planning is continuing for a limited extension of the Manukau to Airport bus service to also serve Mangere and Onehunga for early 2013.
- Planning is being finalised for the new Hobsonville and Beach Haven ferry service from February 2013.
- Timetables and route structure designs are progressing for South Auckland bus service consultation for early 2013.
- Arrangements for reduced Christmas and New Year timetables have been finalised.
- The following service changes will be implemented on 10 February 2013:
 - Subject to final decisions following public consultation, New North Rd services will be consolidated on to a standard all-day route via St Lukes (whereas currently only half the services run via St Lukes). The new timetable will replace some express trips, which have spare capacity, with all-stops buses to cater for demand at stops between Kingsland and Eden Terrace where passengers are currently being left behind in the morning peak. Buses will now serve these stops as often as every four to six minutes at the “peak of the peak”. In response to consultation feedback, however, a limited number of express services, direct along the full length of New North Rd, will be retained.
 - New North Rd and Sandringham Rd services will enter the central city via Wellesley St instead of Waterloo Quadrant, Bowen Ave and Victoria St. This change is necessary to enable buses to turn around in the city centre as the current arrangements using Federal St will no longer be possible once the Federal St shared space project gets underway. Both inbound and outbound routes will be extended to a new terminus in Victoria St. While this change will disadvantage customers travelling towards Waterloo Quadrant, the inbound travel time for Queen St customers will be reduced. Buses will continue to leave the city via Victoria St and Waterloo Quadrant.
 - New timetables will deliver reliability and punctuality improvements on New North, Sandringham, Dominion and Mt Eden Rds, and also routes 392 (Te Papapa) and 605/606 (Remuera, Benson Road).

- Central city departure points will change for bus routes terminating in the Wellesley St / Civic Theatre / Mayoral Drive area. This will not affect Dominion Rd services. All services from the Civic area via Khyber Pass Rd and Newmarket – to Onehunga via Manukau Rd, Onehunga via Te Papapa, Remuera (Benson Rd) and Waikowhai via Epsom – will be consolidated onto a single stop (Queen St outside the Civic Theatre) instead of three stops currently. The departure point for the anti-clockwise Outer LINK will remain on Wellesley St but will change from one side of Queen St to the other. North Shore services which currently depart from Albert St during the day on weekdays, and Queen St outside the Civic Theatre on evenings and weekends only, will now depart from Mayoral Drive at AUT at all times, and also stop to pick up on Wellesley St outside the Civic Theatre at all times, as well as their current Albert St stops. The inbound route will be extended along Mayoral Drive to AUT. This affects services to East Coast Bays via Takapuna, and to Takapuna via Hillcrest, as well peak services to various destinations via the Busway. This does not affect the main busway service, the Northern Express, or any services operated by Birkenhead Transport.

7. PUBLIC TRANSPORT PROMOTIONAL ACTIVITIES

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

8. PUBLIC TRANSPORT CUSTOMER SERVICE CHANNELS

8.1 Customer Service Centres

The combined customer visits to the new Customer Service Centres at Britomart, AUT, Newmarket and New Lynn for the month of November were 29,029.

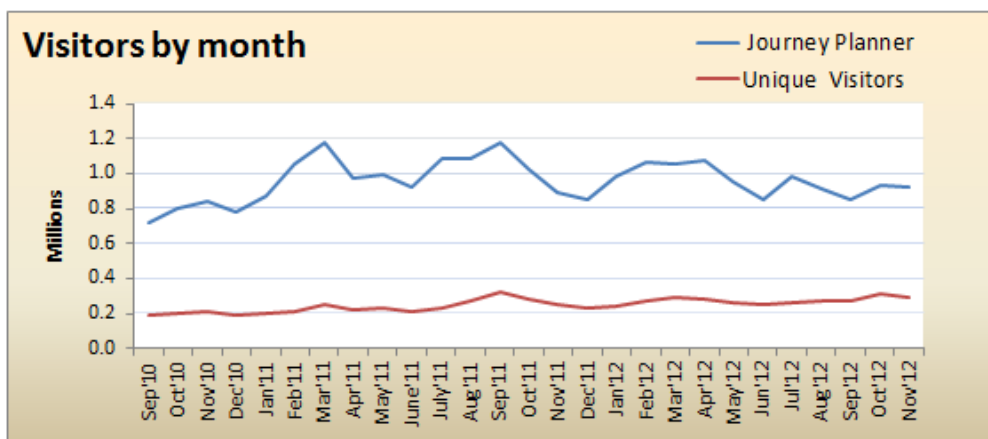
The visits to Britomart alone totalled 21,251 which is a 72% increase compared to November 2011 for the smaller Britomart facility.

8.2 AT Public Transport Call Centre

For November 2012, call volume was 38,033 (-17.45% compared to November 2011). 83.50% of calls were answered within the service standard of 20 seconds.

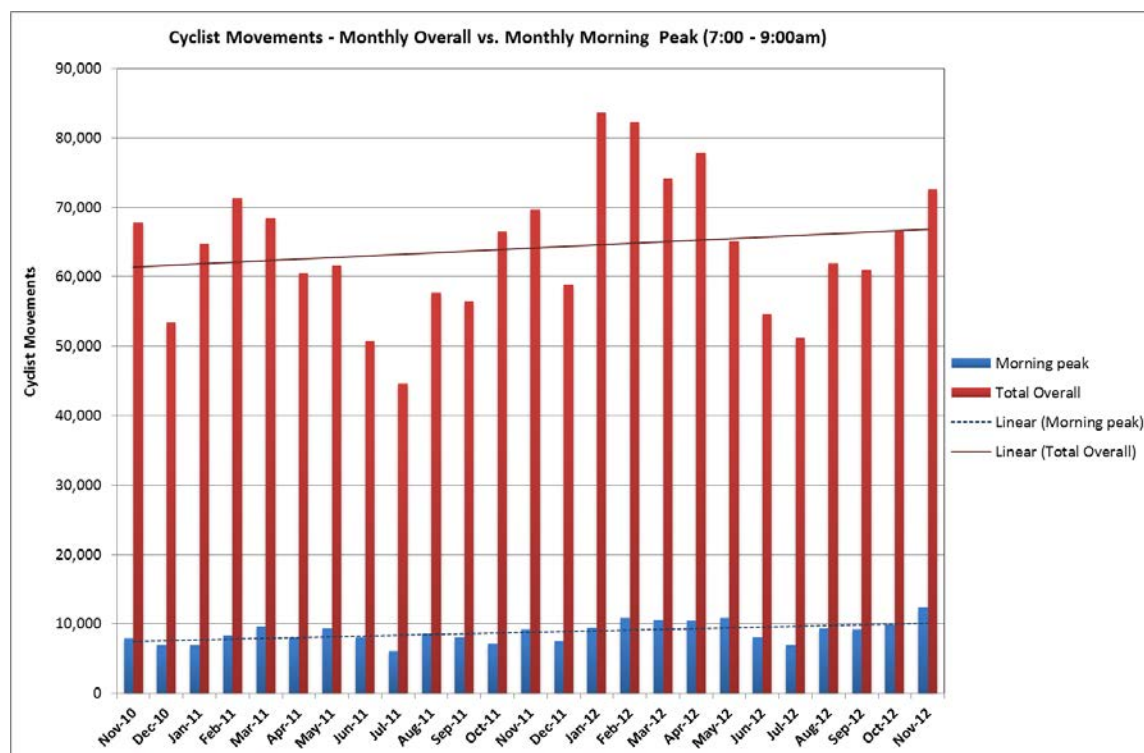
For HOP ticketing 11,686 calls during the month and were answered in 72.73% grade of service standard of 20 seconds.

8.3 www.AT.co.nz



CYCLE MONITORING

- There has been an increase of 5.1% in cyclist movements in November 2012 when compared to November 2011.
- The morning peak movements increased by 33.1% when compared to November last year.
- A total of 810,552 cycle trips were recorded for the year November 2011 to November 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
Nov	67,852	69,651	2.7%	7,962	9,272	16.5%
Dec	53,412	58,907	10.3%	6,904	7,391	7.1%
Jan	64,836	83,629	29.0%	6,905	9,491	37.5%
Feb	71,287	82,290	15.4%	8,385	10,894	29.9%
Mar	68,513	74,124	8.2%	9,662	10,526	8.9%
April	60,534	77,861	28.6%	8,040	10,444	29.9%
May	61,675	65,137	5.6%	9,315	10,856	16.5%
June	50,742	54,632	7.7%	7,998	8,037	0.5%
July	44,614	51,175	14.7%	6,100	6,977	14.4%
August	57,713	61,945	7.3%	8,557	9,319	8.9%
September	56,549	60,960	7.8%	8,005	9,211	15.1%
October	66,497	66,634	0.2%	7,185	9,884	37.6%
November	69,651	73,227	5.1%	9,272	12,343	33.1%