



ANNUAL MARKET ACTIVITY REPORT

BIRKENHEAD RETAIL CENTRE

for the 12 month period ending 30 June 2017

Prepared for

Auckland Council

Date

July 2017

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01 Jul 2016 to 30 Jun 2017

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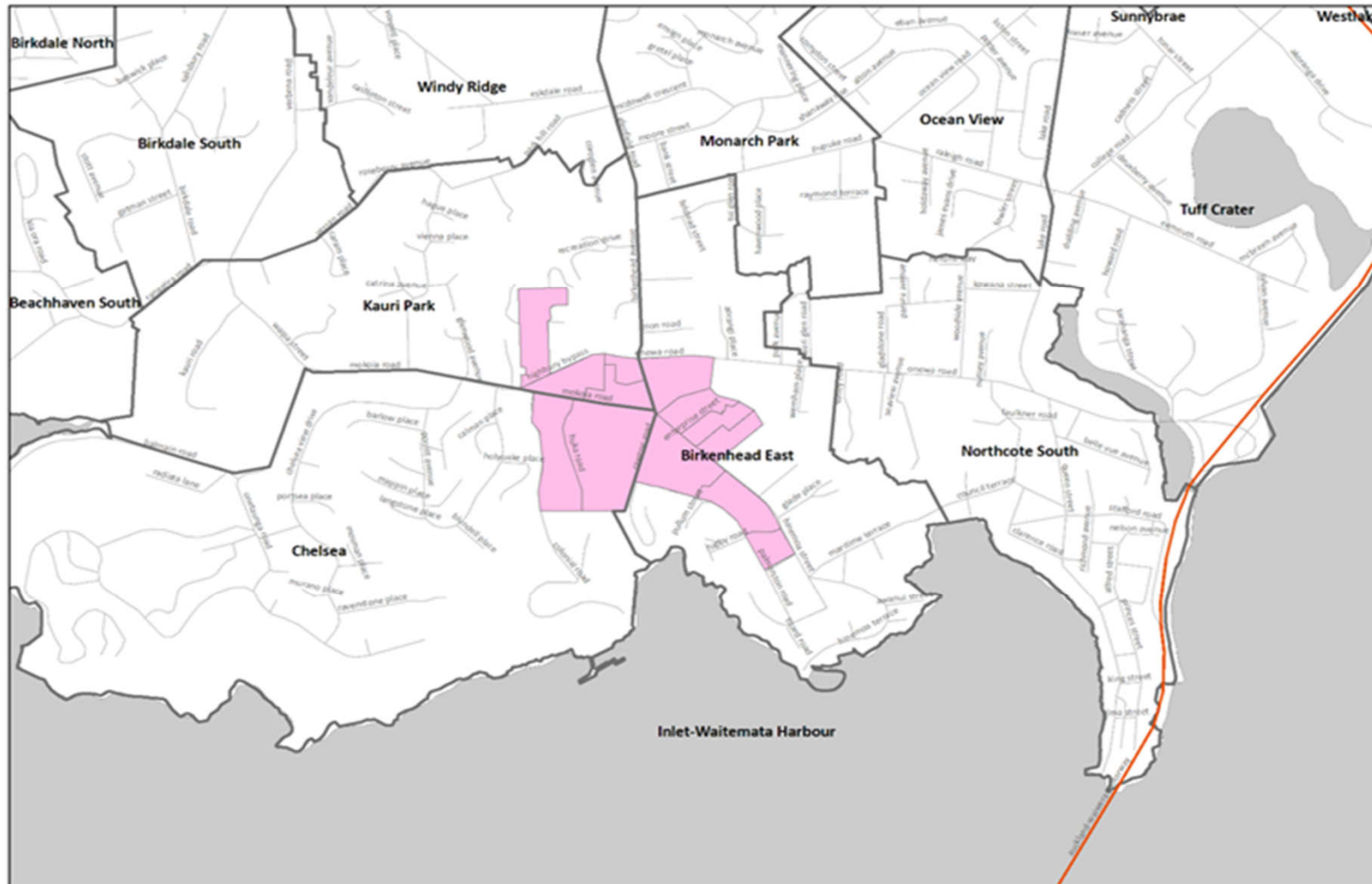
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Birkenhead Boundary Definitions



The boundaries have been defined by Council to create a standardised view of retail centres across Auckland, and to ensure consistent reporting of retail activity across the organisation. In some cases they may vary from the Business Improvement District boundaries.



1. Annual Performance Summary

01 Jul 2016 to 30 Jun 2017



Amount Spent

	This Year	Last Year	Change
Birkenhead			
Customers from New Zealand	\$112.42 mn	\$113.60 mn	▼ -1.0%
International Visitors	\$1.22 mn	\$0.95 mn	▲ 29.2%
TOTAL	\$113.64 mn	\$114.54 mn	▼ -0.8%
% from New Zealand	98.9%	99.2%	◀ -0.3%
Average Transaction Value	\$36.60	\$37.56	▼ -2.6%

Key Competitors	This Year	Last Year	% Change
Glenfield	\$119.00 mn	\$121.99 mn	▼ -2.4%
Howick	\$95.25 mn	\$96.49 mn	▼ -1.3%
Ponsonby	\$237.48 mn	\$287.46 mn	▼ -17.4%
All of Auckland Region	\$16.559 bn	\$16.103 bn	▲ 2.8%

CHANGE

YOUR RANKING		Spending	Transactions	
Last Year	MED HIGH	Quartile 2	Quartile 1	HIGH
This Year	MED LOW	Quartile 3	Quartile 3	MED LOW

Key

Birkenhead BID = retailers listed based within the Business Improvement District boundaries.
Key Competitors = The Business Improvement Districts you selected to compare your performance against
All of Auckland Region = The value of spending and transactions at retailers based in Auckland Region
Your Ranking = All BIDs in the Auckland City Council have been ranked and put into one of four quartile groups. The quartile ranking listed above shows which quartile your BID is in this year and how that relates to last year. Quartile One is the top 25% of BIDs and Quartile Four is the lowest 25% of BIDs.

Number of Transactions

This Year	Last Year	Change
3.09 mn	3.03 mn	▲ 1.7%
0.02 mn	0.01 mn	▲ 24.1%
3.11 mn	3.05 mn	▲ 1.8%
99.4%	99.5%	◀ -0.1%

This Year	Last Year	% Change
3.10 mn	3.11 mn	▼ -0.5%
1.94 mn	1.93 mn	▲ 0.7%
5.08 mn	5.92 mn	▼ -14.1%
347.00 mn	332.38 mn	▲ 4.4%

TOTAL VALUE

Spending	Transactions
Quartile 2	Quartile 2
Quartile 2	Quartile 2

About this Page

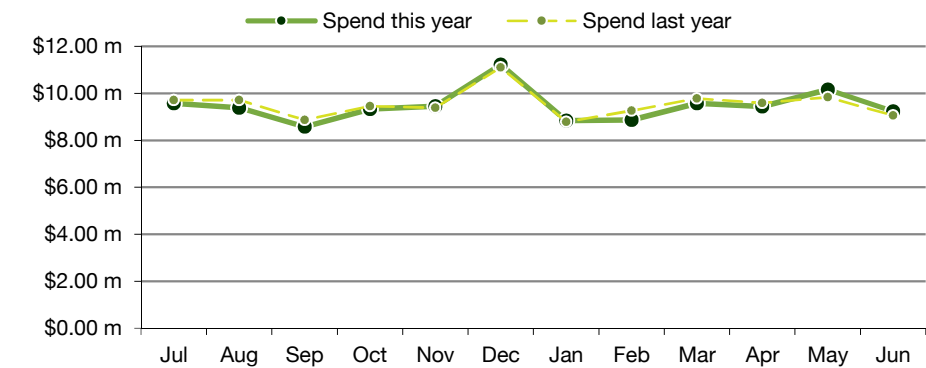
This page gives an overview of spending and transaction volumes made for the twelve months ending 30 June 2017 compared to the same period last year. The top section refers to spending in your marketplace, and at your selected competitors. The bottom one measures overall retail spending in Auckland.

2. Monthly spending in the Birkenhead Retail Centre

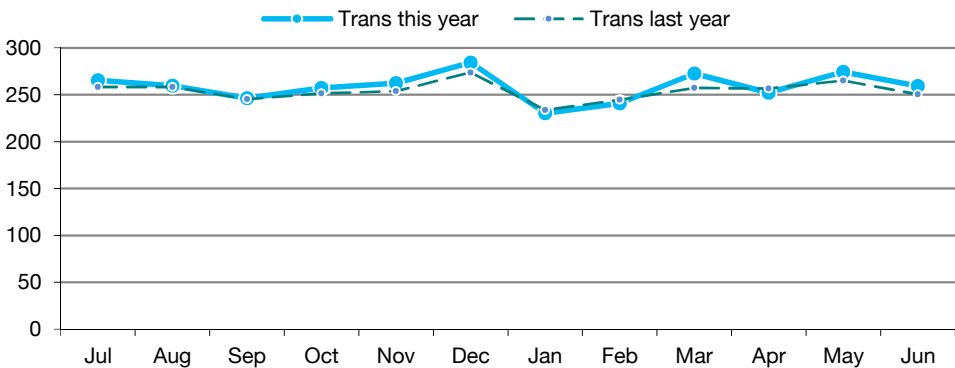


01 Jul 2016 to 30 Jun 2017 vs same period last year

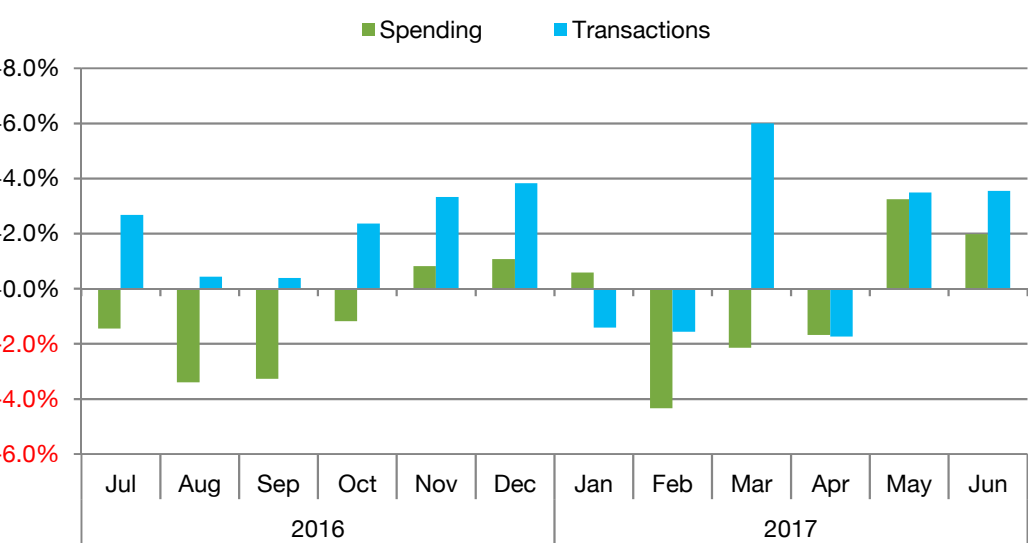
2.1 Monthly value of SPENDING at Birkenhead merchants



2.2 Monthly TRANSACTION volumes at Birkenhead merchants



2.3 Percentage change over the same month last year



2.4 Chart Data

	Spending	Transactions
July	-1.4%	2.7%
August	-3.4%	0.4%
September	-3.3%	0.4%
October	-1.2%	2.4%
November	0.8%	3.3%
December	1.1%	3.8%
January	0.6%	-1.4%
February	-4.3%	-1.6%
March	-2.1%	6.0%
April	-1.7%	-1.7%
May	3.2%	3.5%
June	2.0%	3.5%
Full Year	-0.8%	1.8%

<- Worst Month

<- Best Month

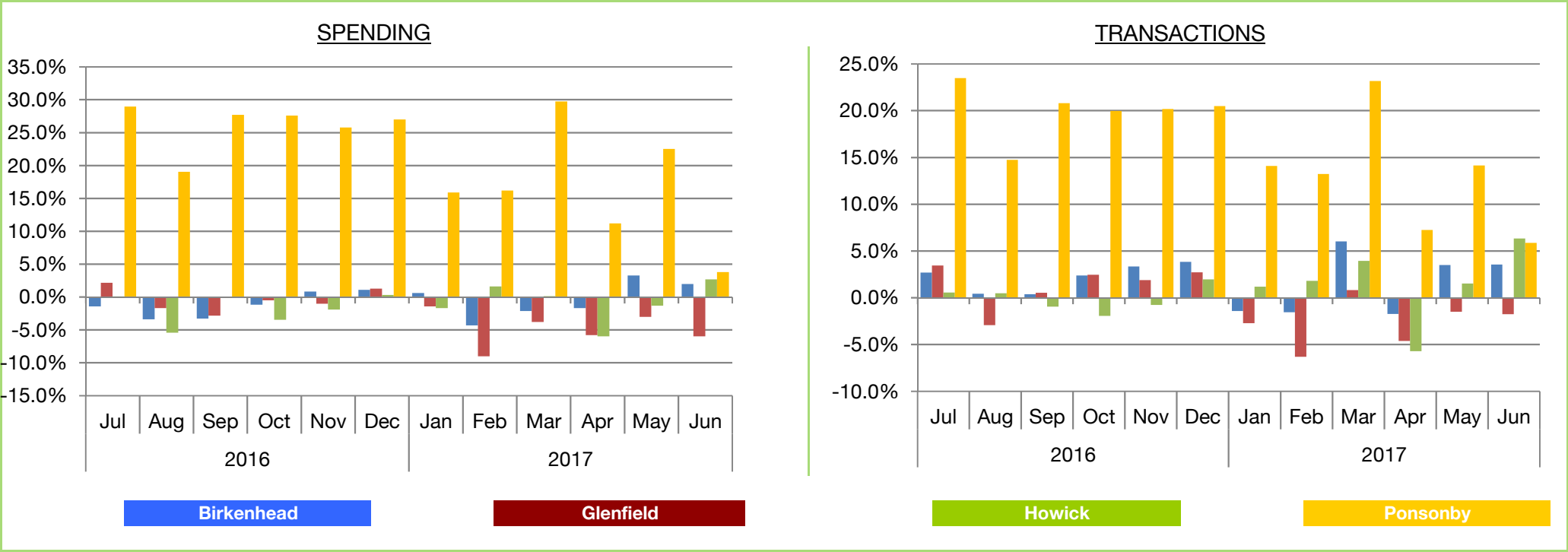
Reading these Charts

This page shows the monthly spending and transaction trends this year and last year. In the top left chart, the solid dark green line refers to monthly spending this year and the green dotted line refers to the previous year. The right-hand chart refers to monthly transaction volumes, again the solid line relates to this year and the dotted line refers to the previous year.

3. How activity in Birkenhead compares to your Key Competitors



3.1 Change in spending and transactions, over same month last year - Birkenhead, compared to Glenfield, Howick and Ponsonby



3.2 Annual Change

	Spending	Transactions	Average Transaction Value		
			This Year	Last Year	Change
Birkenhead	-0.8%	1.8%	\$36.60	\$37.56	-2.6%
Glenfield	-2.4%	-0.5%	\$38.41	\$39.17	-1.9%
Howick	-1.3%	0.7%	\$49.07	\$50.04	-1.9%
Ponsonby	-17.4%	-14.1%	\$46.71	\$48.60	-3.9%

Reading these Charts

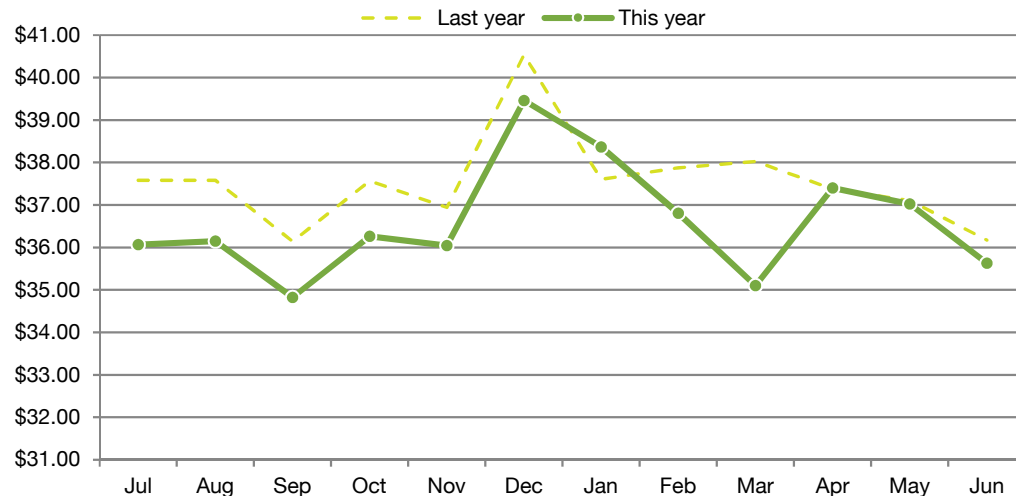
This page shows how activity in your marketplace over the last 12 months compared to your three selected comparison groups. The chart top left shows the change in spending in each marketplace over the same month last year. The chart top right provides the same information for transaction volumes.

4. Average Transaction Value at Birkenhead compared to your Key Competitors



01 Jul 2016 to 30 Jun 2017

4.1 Average transaction value over the last 12 months - compared to previous 12 months



High/Low in year

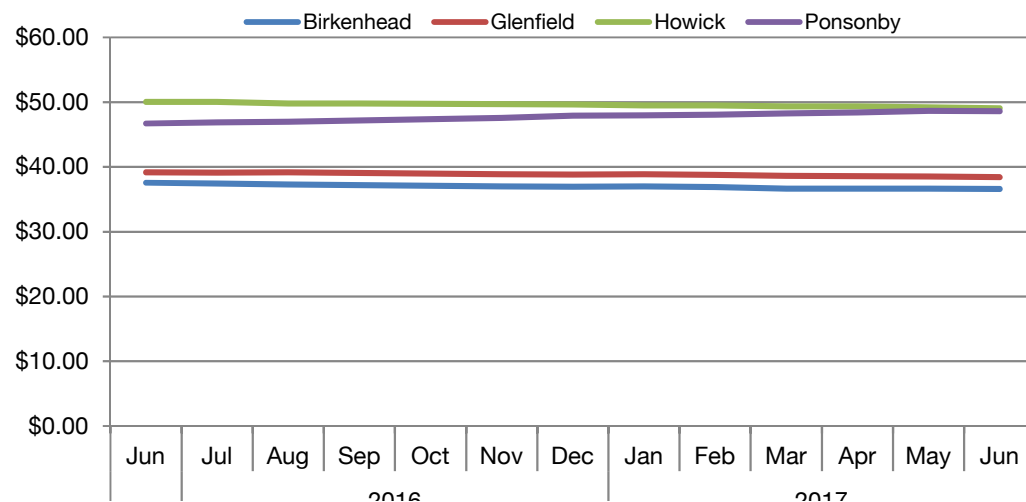
Last year	Value	Month
Highest	\$40.54	December
Lowest	\$36.14	September

This year	Value	Month
Highest	\$39.46	December
Lowest	\$34.82	September

Change over last year

Highest	-2.7%
Lowest	-3.6%

4.2 Moving annual average transaction value over the last 12 months - Birkenhead, compared to Glenfield, Howick and Ponsonby



	Jun-16	Jun-17	Change
Birkenhead	\$37.56	\$36.60	-2.6%
Glenfield	\$39.17	\$38.41	-1.9%
Howick	\$50.04	\$49.07	-1.9%
Ponsonby	\$46.71	\$48.60	4.0%

Reading these Charts

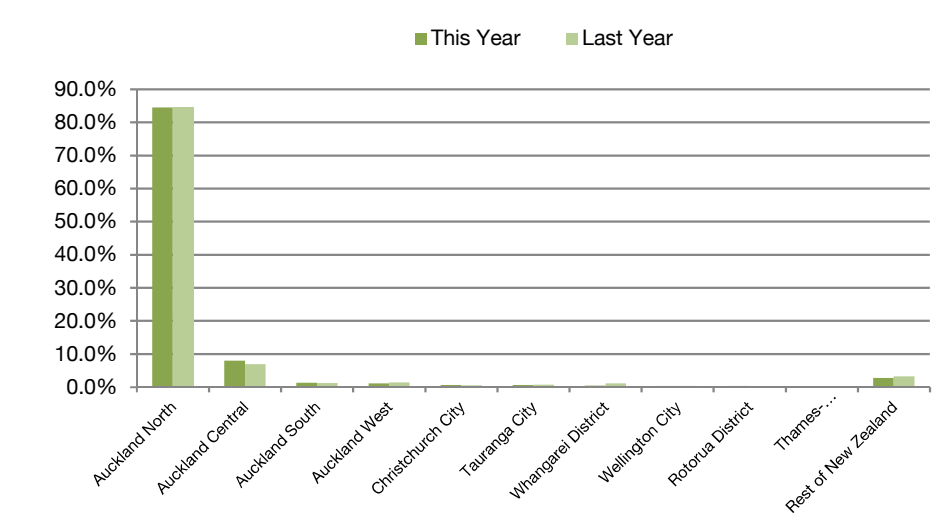
This page shows how the average transaction value in your marketplace has changed over the last 12 months compared to your three selected comparison groups. The top chart shows your monthly average transaction value this year (solid line) and last year (broken line). The bottom chart shows how your average transaction value compares to your comparison groups.

5. Which parts of New Zealand are Birkenhead customers coming from?

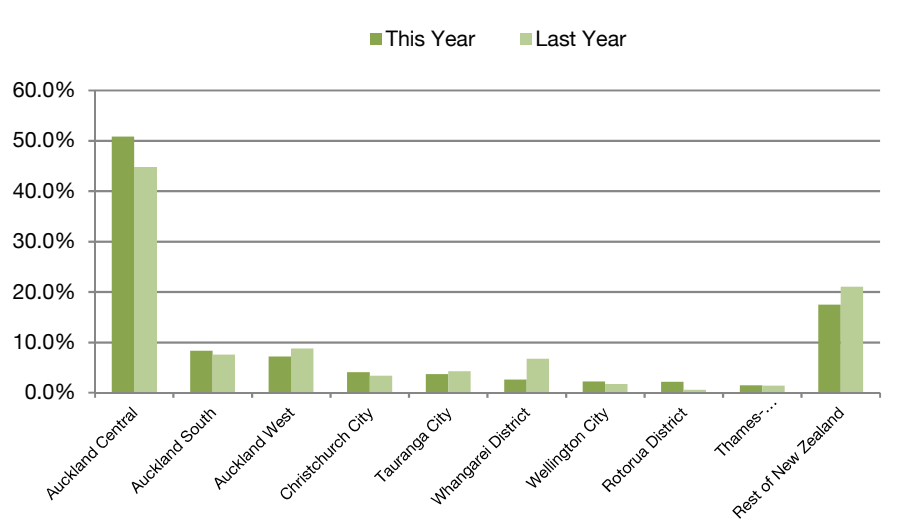


01 Jul 2016 to 30 Jun 2017

6.1 Top Local Authority Areas - This year vs Last year



6.2 Top Local Authority Areas (excluding Auckland North)



6.3 Key Stats

Origin of customers	% of Spending	Change over last year	
		\$ Spent	Contribution
Auckland North	84.4%	-1.3%	-0.2%
Auckland Central	7.9%	+13.9%	+1.0%
Auckland South	1.3%	+11.0%	+0.1%
Auckland West	1.1%	-17.8%	-0.2%
Christchurch City	0.6%	+21.1%	+0.1%
Tauranga City	0.6%	-13.5%	-0.1%
Whangarei District	0.4%	-61.3%	-0.6%
Wellington City	0.3%	+28.5%	+0.1%
Rotorua District	0.3%	+301.6%	+0.3%
Thames-Coromandel District	0.2%	+3.0%	+0.0%
Rest of New Zealand	2.7%	-16.7%	-0.5%

% of spending = The percentage of spending coming from people living in this part of New Zealand.

\$ spent = The percentage change in spending coming from people living in this Area (This year over last year)

Contribution = The change in the percentage of total spending at Birkenhead coming from people living in this Area (This year over last year)

Reading these Charts

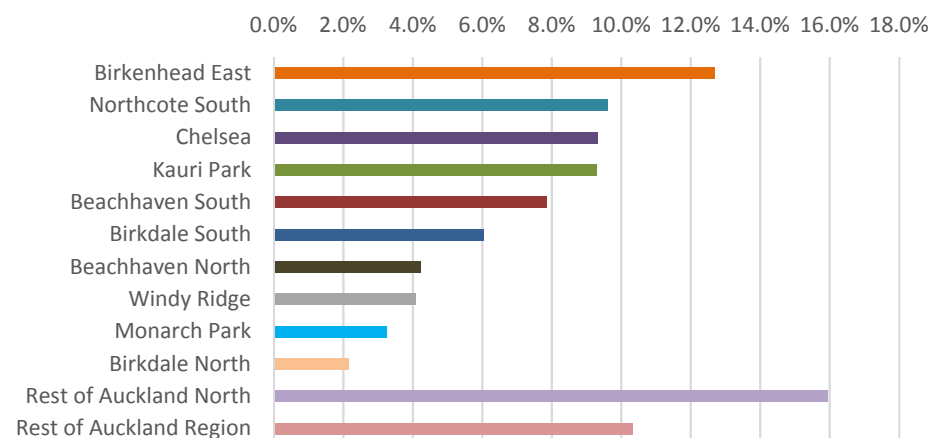
This page shows where people spending at Birkenhead came from. The left-hand chart shows the percentage from all local authority areas. The chart on the right shows the top ten areas, excluding Auckland North. The dark bars represent the percentage of spending this year, the light bars represent last year.

6. Which suburbs are Birkenhead's local customers coming from?

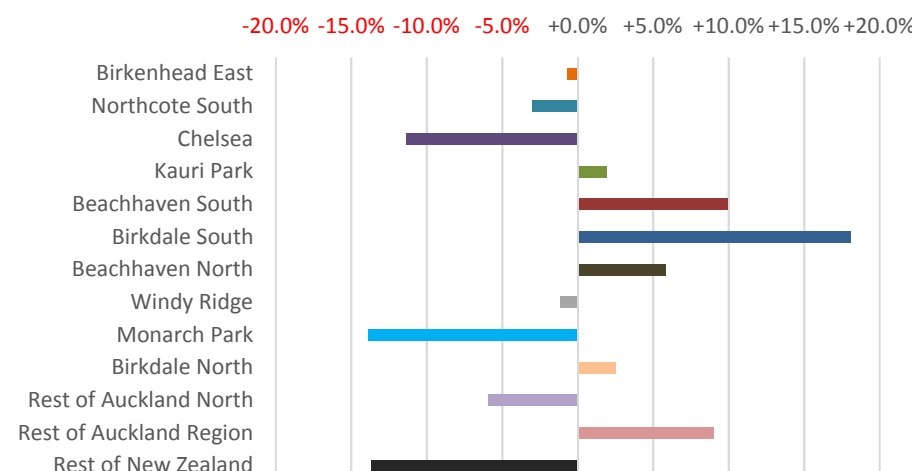


01 Jul 2016 to 30 Jun 2017

7.1 Birkenhead's Top Spending Suburbs in the last 12 months



7.2 Change in value of spending over last year



7.3 Change over last year

Origin of customers	% of Spending	Change over last year	
		\$ Spent	Contribution
Birkenhead East	12.7%	-0.7%	+0.0%
Northcote South	9.6%	-3.0%	-0.2%
Chelsea	9.3%	-11.4%	-1.1%
Kauri Park	9.3%	+1.9%	+0.3%
Beachhaven South	7.9%	+9.9%	+0.8%
Birkdale South	6.0%	+18.1%	+1.0%
Beachhaven North	4.2%	+5.8%	+0.3%
Windy Ridge	4.1%	-1.2%	-0.0%
Monarch Park	3.2%	-13.9%	-0.5%
Birkdale North	2.1%	+2.5%	+0.1%
Rest of Auckland North	16.0%	-5.9%	-0.8%
Rest of Auckland Region	10.3%	+9.0%	+1.0%
Rest of New Zealand	5.2%	-13.7%	-0.8%

Key

% of spending = The percentage of spending coming from people living in this suburb

\$ spent = The percentage change in spending coming from people living in this suburb (This year over last year)

Contribution = The change in the percentage of total spending at Birkenhead coming from people living in this Suburb (This year over last year)

Reading these Charts

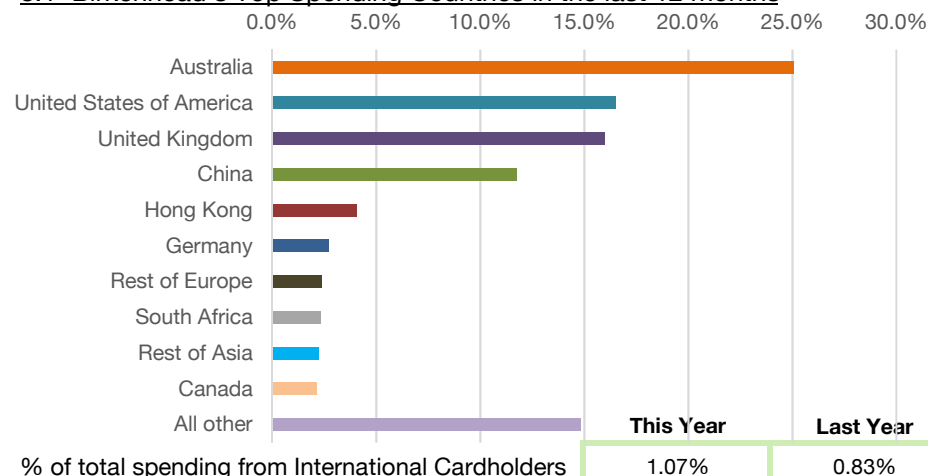
This page shows the suburb of origin of people spending in the Birkenhead marketplace. The left-hand chart shows the percentage each suburb contributes to the BID. The chart on the right shows the percentage change in spending from each suburb over last year. The table left shows the values used in the charts.

7. Which countries are Birkenhead international visitors coming from?

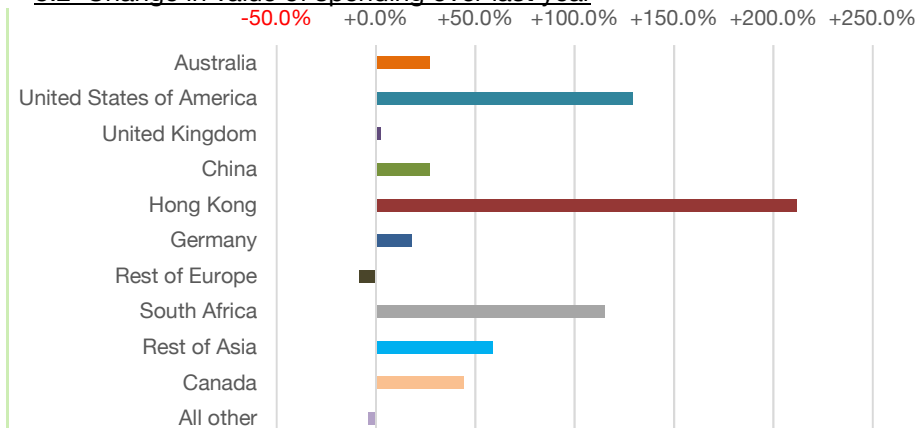


01 Jul 2016 to 30 Jun 2017

8.1 Birkenhead's Top Spending Countries in the last 12 months



8.2 Change in value of spending over last year



8.3 Change in spending by international cardholders over last year

Origin of customers	% of Spending	Change over last year	
		\$ Spent	Contribution
Australia	25.0%	+26.9%	-0.5%
United States of America	16.5%	+129.5%	+7.2%
United Kingdom	16.0%	+2.0%	-4.3%
China	11.7%	+27.2%	-0.2%
Hong Kong	4.1%	+211.5%	+2.4%
Germany	2.7%	+17.9%	-0.3%
Rest of Europe	2.4%	-8.1%	-1.0%
South Africa	2.3%	+114.9%	+0.9%
Rest of Asia	2.2%	+58.8%	+0.4%
Canada	2.1%	+44.0%	+0.2%
All other	14.8%	-3.6%	-5.1%
TOTAL	100.0%	+29.2%	

Key

% of spending = The percentage of spending coming from people living in this country

\$ spent = The percentage change in spending coming from people living in this country (This year over last year)

Contribution = The change in the percentage of total spending at Birkenhead coming from people living in this country (This year over last year)

Reading these Charts

This page shows the country of origin of people spending in the Birkenhead marketplace. The left-hand chart shows the percentage each country contributes to the BID. The chart on the right shows the percentage change in spending from each country over last year. The table left shows the values used in the charts.

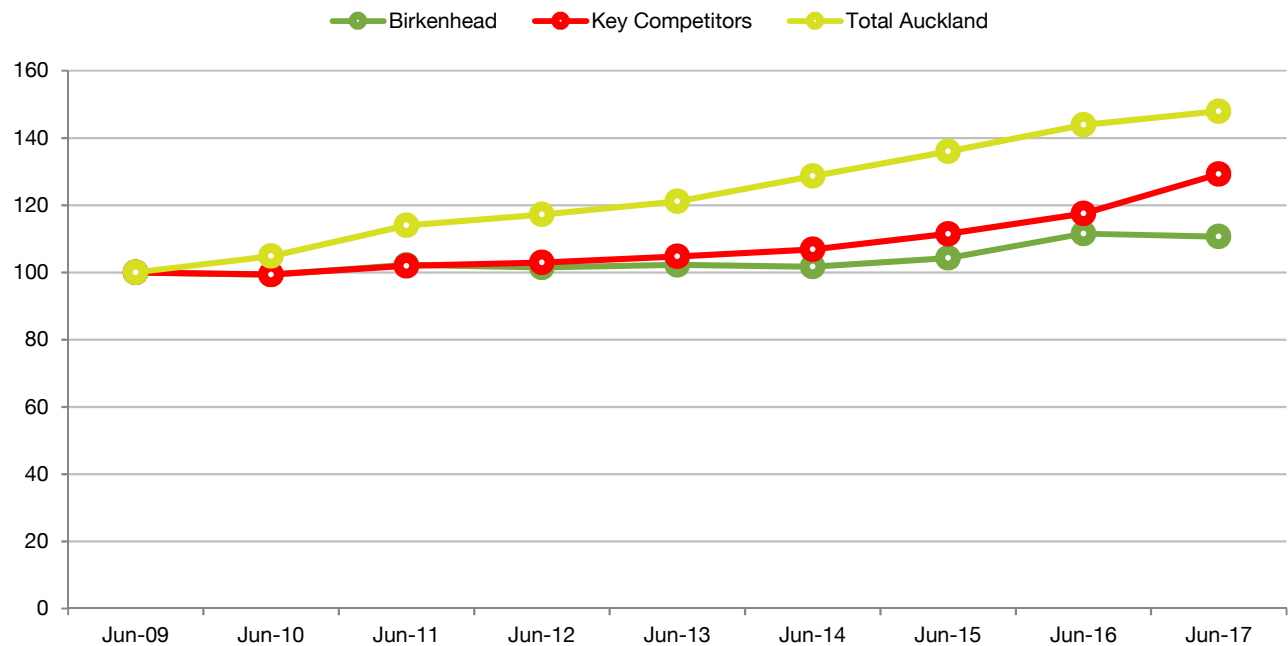
8. Birkenhead Long Term Spending Trends



01 Jul 2016 to 30 Jun 2017

7.1 Moving annual total - retail spending - by year

Spending trends in Auckland



7.2 The Figures

Based on Moving Annual Total Spending

12 mths to	Birkenhead	Key Competitors	Total Auckland
Jun-13	\$104.98 m	\$406.59 m	\$13,559.06 m
Jun-14	\$104.47 m	\$414.68 m	\$14,397.98 m
Jun-15	\$107.07 m	\$432.59 m	\$15,218.80 m
Jun-16	\$114.54 m	\$455.96 m	\$16,103.31 m
Jun-17	\$113.64 m	\$501.70 m	\$16,558.90 m

* most recent 12 month period directly above

7.3 Best performing periods - Birkenhead

HIGHEST ANNUAL SPEND 12 Months ending	*HIGHEST ANNUAL SHARE 12 Months ending
Jun-16	Jun-11
* Highest annual share is your retail centres share of spending with your and your key competitors.	

SPENDING
CHANGE OVER 5 YEARS AGO

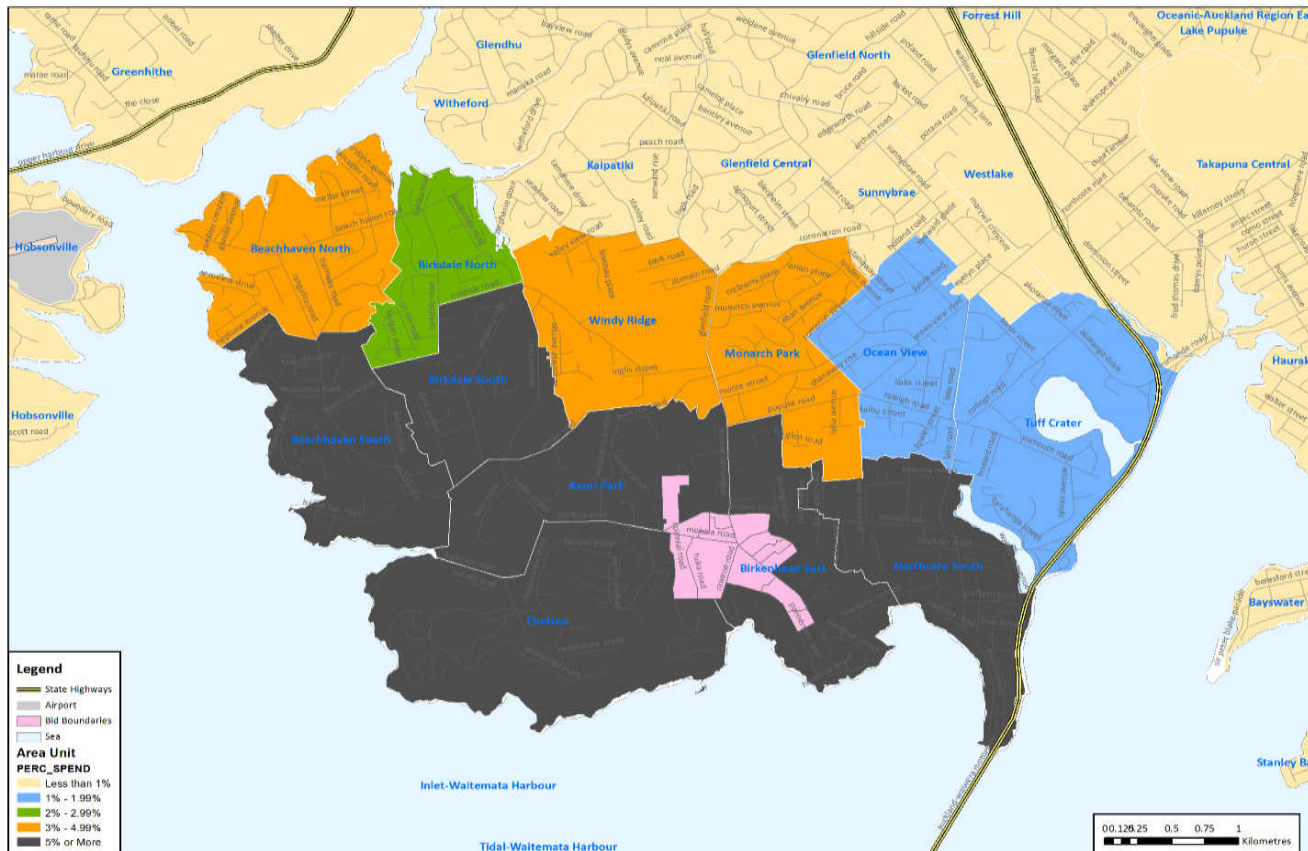
Birkenhead	Key Competitors	Total Auckland
▲	▲	▲
8.0%	23.0%	22.0%

AVERAGE TRANSACTION VALUE
CHANGE OVER 5 YEARS AGO

Birkenhead	Key Competitors	Total Auckland
▼	▼	▼
-14.0%	-4.0%	-6.0%

9. Mapping the origin of Birkenhead's customers

01 Jul 2016 to 30 Jun 2017



Comments

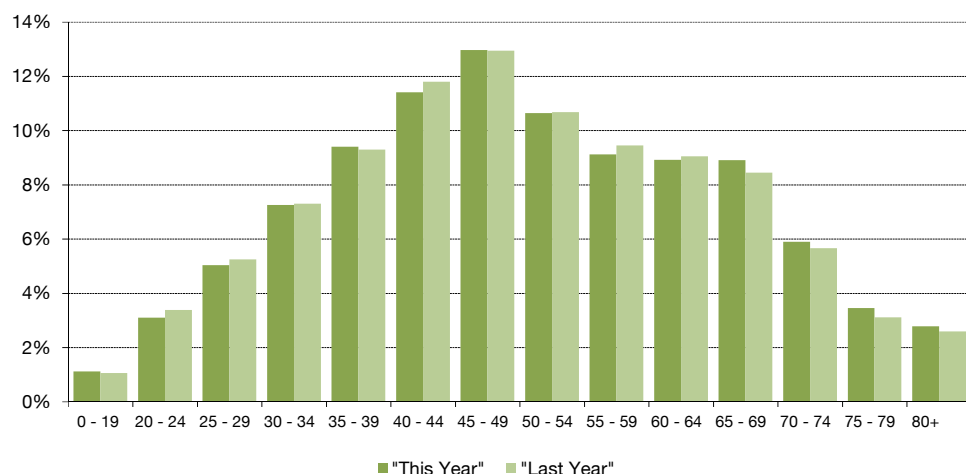
This map shows how much spending is made by customers living in each of the area units surrounding your marketplace. The highest-spending area units (coloured Grey) contribute at least 5% of Auckland City residents' spending in your marketplace. The orange area units contribute between 3% and 4.99%, and the green area units between 2% and 2.99% of spending. The blue area units contribute between 1% and 1.99%, while the yellow area units contribute less than 1% of Auckland City residents' spending in your marketplace. Finally, the meshblocks in which your marketplace is contained are shown in pink.

10. Age Profile of Birkenhead customers

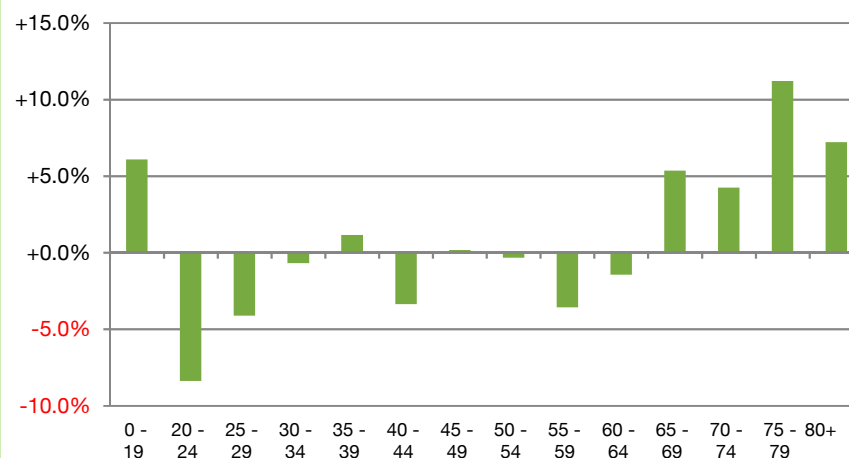


01 Jul 2016 to 30 Jun 2017

10.1 Age profile of Birkenhead's customers in the last 12 months



10.2 Percentage change in value of spending over last year



10.3 Change over last year

Origin of customers		Change over last year	
% of Spending		\$ Spent	Contribution
0 - 19	1.1%	+6.1%	+0.1%
20 - 24	3.1%	-8.4%	-0.3%
25 - 29	5.0%	-4.1%	-0.2%
30 - 34	7.2%	-0.7%	-0.0%
35 - 39	9.4%	+1.2%	+0.1%
40 - 44	11.4%	-3.4%	-0.4%
45 - 49	13.0%	+0.2%	+0.0%
50 - 54	10.6%	-0.3%	-0.0%
55 - 59	9.1%	-3.6%	-0.3%
60 - 64	8.9%	-1.4%	-0.1%
65 - 69	8.9%	+5.4%	+0.5%
70 - 74	5.9%	+4.2%	+0.2%
75 - 79	3.5%	+11.2%	+0.3%
80+	2.8%	+7.2%	+0.2%

Key

% of spending = The percentage of spending coming from people in this age bracket.

\$ spent = The percentage change in spending coming from people in this age bracket (This year over last year).

Contribution = The change in the percentage of total spending at Birkenhead coming from people in this age bracket (This year over last year).

Reading these Charts

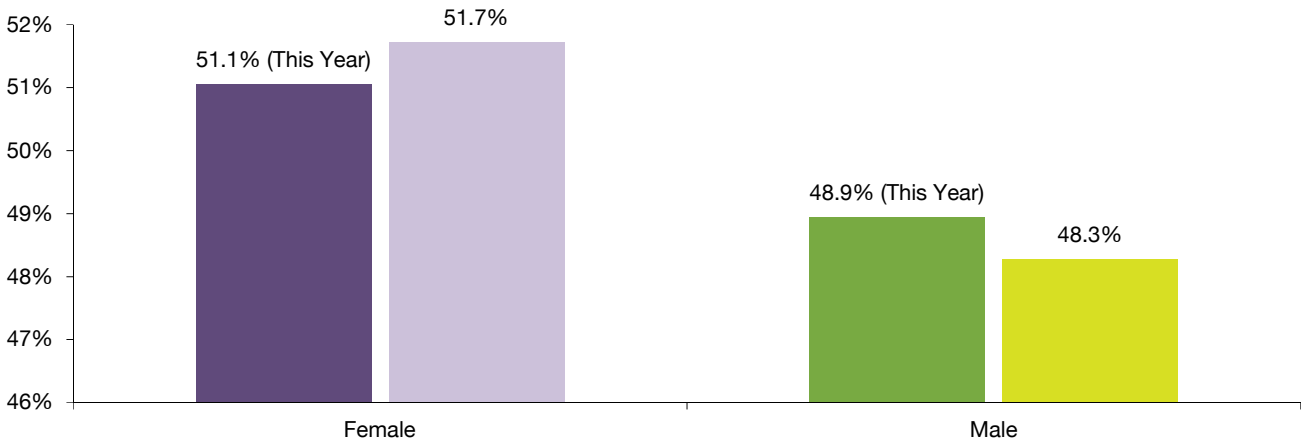
This page shows the age of people spending in the Birkenhead marketplace. The left-hand chart shows the age profile this year vs last year. The chart right shows the percentage change over last year. The table left shows the values used in the charts.

11. Gender Profile of Birkenhead Customers



01 Jul 2016 to 30 Jun 2017

11.1 Birkenhead's customer gender profile



11.2 Change over last year

	% of Spending	Change over last year	
		\$ Spent	Contribution
Female	51.1%	-1.4%	-0.7%
Male	48.9%	+1.3%	+0.7%
Total	100.0%	-0.1%	

11.3 Average Transaction Value

	This Year	Last year	Change
Female	\$36.55	\$37.55	-2.7%
Male	\$35.68	\$36.11	-1.2%

Key

% of spending = The percentage of spending coming from this gender.

\$ spent = The percentage change in spending coming from this gender (This year over last year).

Contribution = The change in the percentage of total spending at Birkenhead coming from this gender. (This year over last year)

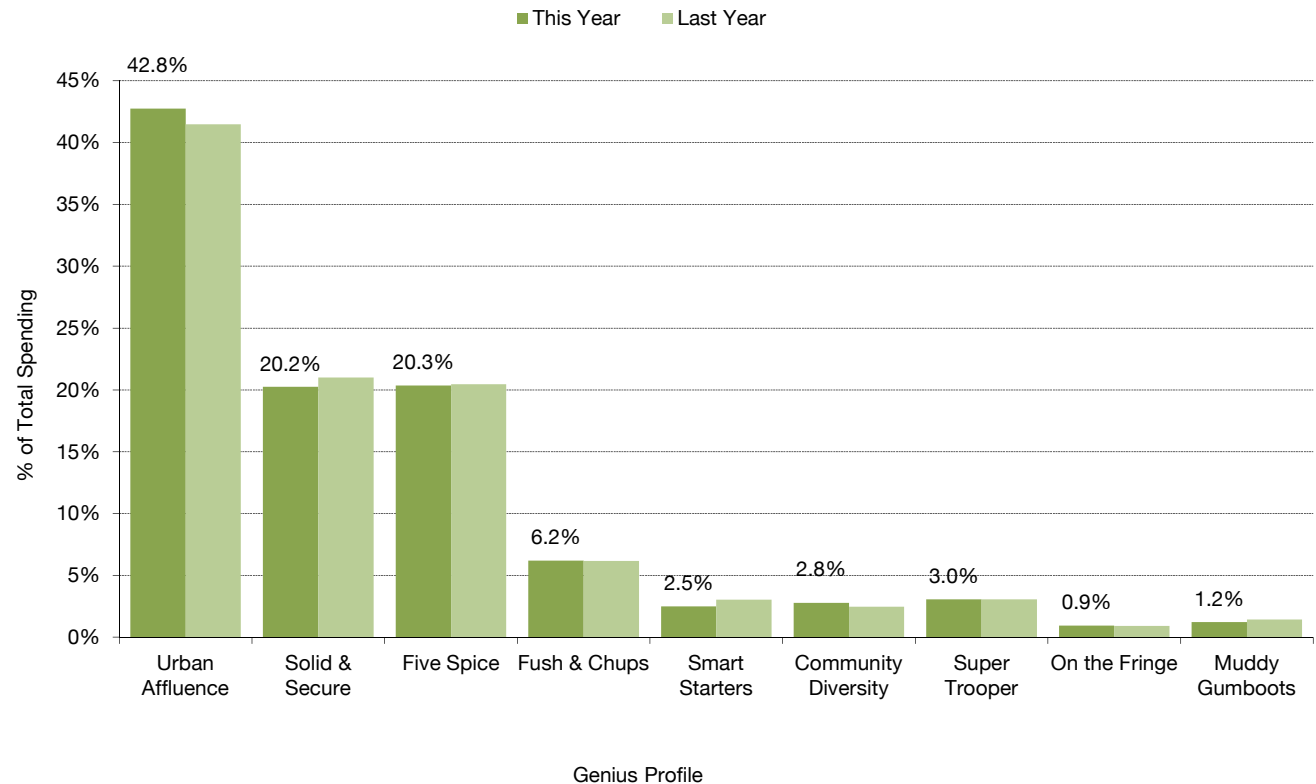
Note: Gender profile has been calculated based on debit card transactions only and therefore this data may differ from other results included within this report.

Reading these Charts

This page shows the gender profile spending in your marketplace. The dark bars show the percentage of spending made by each gender this year, while the light bars show the amount of spending in the previous twelve months.

12. What sort of people spend in the Birkenhead marketplace?

01 Jul 2016 to 30 Jun 2017



Key Stats

	% of	Change	Avg trans
Urban Affluence	42.8%	2.0%	\$38.17
Solid & Secure	20.2%	-4.6%	\$35.17
Five Spice	20.3%	-1.5%	\$35.70
Fush & Chups	6.2%	-0.7%	\$38.41
Smart Starters	2.5%	-19.3%	\$31.60
Community Diversity	2.8%	11.8%	\$25.20
Super Trooper	3.0%	-1.7%	\$37.29
On the Fringe	0.9%	2.3%	\$32.54
Muddy Gumboots	1.2%	-14.8%	\$33.97
TOTAL	100.0%	-0.8%	\$36.21

% of spending = % of total spending coming from customers with this profile

Change over last year = Shows how the value of each profile's spending has changed over last year.

Avg trans value = % of total spending coming from customers with this profile

Note: Due to the exclusion of a small number of households where the Genius profile was unknown, therefore this data may differ from other results included within this report.

About GENIUS™

Genius™ is a demographic profiling tool custom built for the New Zealand market by NZ Post. Genius™ ascribes a demographic profile to every household in the country. The segmentation is made up from over 1,000 data variables drawn from a range of data sources including NZ Post Household survey, Census, QVNZ, and BNZ MarketView. Genius™ divides the national population into one of nine profile clusters (as shown above). More details on each segment are provided in the Appendix.

Reading these Charts

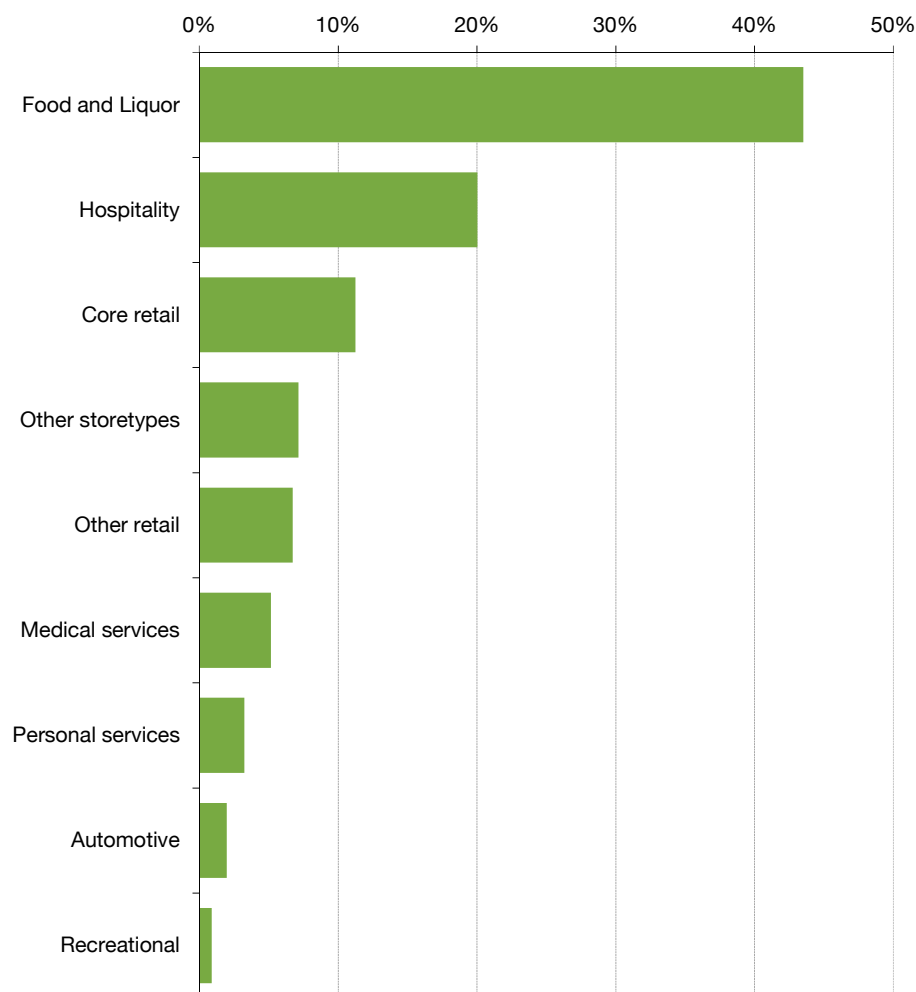
This page shows the demographic profile of customers spending in your marketplace. The dark blue bars show the percentage of spending this year, the light blue bars show the figures for last year. Descriptions for each profile are provided as an Appendix to this report.

13. Breakdown of spending in Birkenhead by retail category

01 Jul 2016 to 30 Jun 2017



13.1 Purchase profile of Birkenhead's marketplace in the last 12 months



13.2 Change over last year at Birkenhead

Category	Change over last year
1. Food and Liquor	-0.5%
2. Hospitality	-1.4%
3. Core retail	-3.6%
4. Other storetypes	-4.5%
5. Other retail	-2.3%
6. Medical services	+3.7%
7. Personal services	+11.5%
8. Automotive	-2.2%
9. Recreational	-8.3%
TOTAL	-2.6%

Category	Avg transaction
Food and Liquor	\$38.76
Hospitality	\$21.13
Core retail	\$39.44
Other storetypes	\$170.02
Other retail	\$34.98
Medical services	\$134.88
Personal services	\$56.19
Automotive	\$300.77
Recreational	\$23.75
TOTAL	\$36.60

Note: Spending from retail categories with 3 or fewer active merchants in the past 12 months have been zeroed for confidentiality reasons. The results provided are an indication of the breakdown of spending and average transaction value and may not necessarily reflect the actual proportions and may differ from other results shown elsewhere in this report.

Inputs to your Report



Selection Criteria

These are the criteria used to create this report

Your area

Birkenhead

Reporting Period

The 12 months between 1 July 2016 and 30 June 2017

Your designated competitors

Glenfield

Howick

Ponsonby

Terminology used in the reports

Your Marketplace

% of total spend

Your area and your designated competitors

The percentage of total spending by customers that each segment in the marketplace made, i.e. 30 - 34 year-olds made 7.4% of the total spend in the specified timeframe.

Ranking

Basically it means ordered, from the highest category to the lowest

Change in share of
spend

The difference in percentage points when comparing one period to another (e.g. 14.4% this year compared to 15.1% in the previous year is a relative percentage change of -0.7 percentage points. (i.e. 14.4-15.1))

Change in total spend

The difference in value when comparing one period to another (e.g. \$15,000 this year compared to \$13,500 in the previous year is an absolute percentage change of +11.1 percent (i.e. $(15,000/13,500)-1$))

Census Area Unit
(CAU)

Area units are an aggregation of meshblocks, and in urban areas typically contain 3,000 - 5,000 people. Commonly known as suburbs or parts of suburbs.

Territorial Local
Authority (TLA)

An aggregation of census area units to form a city or district. Each TLA has a council that administers public services. There are 13 cities and 56 districts in New Zealand.

The pre-Super City Auckland TLAs have been combined as follow:

Auckland North - Rodney District and North Shore City combined

Auckland West - Waitakere City

Auckland Central - Auckland City

Auckland South - Manukau City, Papakura District, Franklin District combined

Inputs to your Report



Frequently Asked Questions

What is the source of the data used in the Auckland Council Regional Spending Database?

The data is primarily sourced from electronic card transactions made via Paymark network at each of the Business Improvement Districts operating within the Auckland Council boundaries. To determine information on the origin and types of customers spending in each market we have used data from BNZ MarketView. Details on both data sources are provide below.

The spending values include GST, but exclude cash out with purchases. Withdrawals from ATMs are not included. Other payment types including cash, HP or automatic payments are also not included.

About Paymark

Paymark operates New Zealand's largest electronic transaction processing network. The company is jointly own by ASB, BNZ, the National Bank and Westpac. Around 70% of New Zealand's eftpos terminals are connected to the Paymark Network. For merchants on the Paymark Network we receive 100% of their electronic card transactions. We use an extrapolation of BNZ cardholder spending for merchants that aren't on the Paymark Network.

BNZ MarketView

BNZ MarketView is based on the eftpos and credit card spending of BNZ card holders in the New Zealand retail market. BNZ has around a 20% market share of the cards business in New Zealand, and typically accounts for approximately 14 - 15% of total spending by value. There are over 700,000 BNZ cardholders. BNZ de-personalises BNZ MarketView data by removing any potential identifiers i.e. names, addresses, account, or card numbers. These are replaced with a unique id, a meshblock number (based on the cardholders home address), and a demographic profile. The cardholder's age and gender are retained, but there is no way of identifying an individual cardholder

BNZ cardholders they are largely demographically representative of the country and distributed in line with the national population. They also spend everywhere, which includes retailers not on the Paymark network. We are able to BNZ MarketView's share of spending at Paymark merchants to estimate the value of spending at non-Paymark merchants:

Inputs to your Report



What card types are included?

The data is drawn from all card spending using all card types. This includes all Eftpos cards, and all major American Express, Diners Club, MasterCard, Visa Cards. The data will also include electronic gift cards.

How have the Business Improvement District Boundaries been decided?

BID boundaries have been determined by the Council's Business Area Planning team, in consultation with the Research, Investigations and Monitoring Unit. In some cases they may vary from the Business Improvement District boundaries. The boundaries have been defined by Council to create a standardised view of retail centres across Auckland, and to ensure consistent reporting of retail activity across of the organisation.

How is domestic spending determined?

Cards issued in New Zealand are identified in the database. Any transaction made in the Auckland Region, on a New Zealand issued eftpos or credit card, is assumed to be spending made by New Zealanders.

How is international spending determined?

From the Paymark's Market Reporting data it is possible to distinguish between New Zealand cards and cards issued by overseas banks. Overseas cards have a country code. We report the value of spending by the country of origin of the card, and by association, the cardholder.

Does the data include GST?

Yes. NB: From 1 October 2010, GST rose from 12.5% to 15%. This means there is a natural 2.2% increase in spending between periods using the old and new GST rates.