

Monthly Transport Indicators – January 2016

Recommendation

That the Board:

- i. Receives this report.

Executive summary

The attached monthly indicators report provides an overview of AT's performance against its Statement of Intent (SOI) performance measures for January 2016. It also provides supplementary information on AT's public transport, road operations and maintenance, and customer response activities.

The monthly report:

- Presents AT-focussed performance statistics, and
- Signals whether the organisation is currently on target to meet its year end performance measures.

The report will be supplemented by quarterly reports during the year which present:

- Wider information on non-AT factors that impact on the transport system, and
- A more in-depth analysis of AT performance results, year-end targets, and any planned corrective action required to ensure performance targets are met.

SOI summary	
Prioritise rapid, high frequency public transport	Two SOI measures – one <u>on target to exceed</u> performance measure, one <u>on target to meet</u> performance measure
Transform and elevate customer focus and experience	Seven SOI measures – two <u>on target to exceed</u> performance measures, one <u>not on target to meet</u> performance measure, four reported quarterly with no update this month
Build network optimisation and resilience	Seventeen SOI measures – four <u>on target to exceed</u> performance measures, eight <u>on target</u>

SOI summary	
	to meet performance measures, two not on target to meet performance measures, three reported annually with no update this month
Ensure a sustainable funding model	One SOI measure – on target to meet performance measure
Develop creative, adaptive, innovative implementation	Two SOI measures – one reported quarterly and one annually with no update for either this month

Please note that solid black bullet points below illustrate information relating to an SOI target.

Other related measures are also provided for the Board’s information. These are shown using white bullet points.

Prioritise rapid, high frequency public transport

SOI summary

Two SOI measures – one **on target to exceed** performance measure, one **on target to meet** performance measure

- Auckland public transport patronage totalled 81,538,217 passenger boardings for the 12 months to January 2016, a decrease of 36,927 on the 12 months to December 2015 and an increase of 5,058,158 (+6.6%) on the 12 months to January 2015. January 2016 monthly patronage was 5,290,738, a decrease of 37,136 boardings or -0.7% on January 2015, normalised to ~ -0.2% once adjustments are made to take into account special event patronage and the number of business and weekend days in the month.
- Rapid and Frequent services totalled 33,486,408 passenger boardings for the 12 months to January 2016, an increase of +0.4% on the 12 months to December 2015. Rapid and Frequent services patronage for January 2016 was 2,191,197, an increase of 176,118 boardings or +8.7% on January 2015.
- Train services totalled 15,547,234 passenger boardings for the 12 months to January 2016, an increase of +1.1% on the 12 months to December 2015 and +21.6% on the 12 months to January 2015. Patronage for January 2016 was 1,031,233, an increase of 167,683 boardings or +19.4% on January 2015, normalised to ~ +22.4%.

- Bus services totalled 60,296,578 passenger boardings for the 12 months to January 2016, a decrease of -0.3% on the 12 months to December 2015 and an increase of +3.2% on the 12 months to January 2015. Bus services patronage for January 2016 was 3,691,984, a decrease of 179,233 boardings or -4.6% on January 2015, normalised to ~ -4.4%.
- Ferry services totalled 5,694,405 passenger boardings for the 12 months to January 2016, a decrease of -0.4% on the 12 months to December 2015 and an increase of +8.3% on the 12 months to January 2015. Ferry services patronage for January 2016 was 567,521, a decrease of 25,586 boardings or -4.3% on January 2015, normalised to ~ -4.3%.
- The proportion of all trips utilising AT HOP was 66.2% in January 2016 (Bus 71.6%, Rail 72.8%, Ferry 19.3%); up from 65.7% in December 2015.

Transform and elevate customer focus and experience

SOI summary

Seven SOI measures – two **on target to exceed** performance measures, one **not on target to meet** performance measure, four reported quarterly with no update this month

- Public transport weighted average punctuality in January 2016 was 96.1% (Bus 95.2%, Rail 98.1%, Ferry 98.3%).
- 88% of customer service requests relating to roads and footpaths received a response within AT's specified timeframes.¹
- There were 514 deaths and serious injuries on the local road network in the 12 months to October 2015. The SOI target is to reduce this to 390 during 2015/16.
- Customer satisfaction survey results are available quarterly and will be reported next in the March monthly report (affects four SOI targets).

¹ Please note this result does not yet include all customer service requests received by AT. Additional information will be available once AT's CRM is upgraded to provide the required details for all requests received.

Build network optimisation and resilience

SOI summary

Seventeen SOI measures – four **on target to exceed** performance measures, eight **on target to meet** performance measures, two **not on target to meet** performance measures, three reported annually with no update this month

- Arterial road peak productivity averaged 71.8% in January 2016, up from 61.7% in December 2015 and from 56.3% in January 2015. The 12 month average to January 2016 was 58.2%.
- For the 12 months to January 2016, baseline travel times were maintained on nine of the ten key freight routes monitored under AT's SOI. During the month of January 2016, baseline travel times were maintained on all of the ten routes.
- 59.3 kms of the local road network was resurfaced / rehabilitated during January 2016. 4.7% of the network has now been resurfaced / rehabilitated across the July 2015 to January 2016 period.
- Road maintenance standards will be reported in the March 2016 monthly report.
- Footpath condition results will be reported in the March 2016 monthly report.
- 6.2 kms of cycleway have been added to the regional cycle network during the July 2015 to January 2016 period.
- A total of 941,466 cycle trips were recorded for the 12 months to January 2016 across the nine key sites monitored by AT. This represents an increase of 5.1% on the 12 months to January 2015.
- Cycle trips in the month of January 2016 were 5.3% lower than in January 2015 across the nine key sites monitored by AT.
- In January 2016, 8.0% of the arterial network was congested in the AM peak; compared with 13.0% in January 2015. The 12 month average to January 2016 is 21.2%.

Ensure a sustainable funding model

SOI summary

One SOI measure – **on target to meet** performance measure

- The PT farebox recovery ratio was 49.1% in December 2015, compared with 46.0% in December 2014.

Develop creative, adaptive, innovative implementation

SOI summary


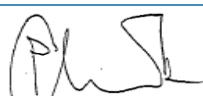

Two SOI measures – one reported quarterly and one annually with no update for either this month

- The number of car trips avoided through travel planning initiatives will be reported next in the June 2016 monthly report.
- On-street parking occupancy will be reported next in the February 2016 monthly report.
- Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four hours in January 2016 was 82.6%, compared with 86.6% in January 2015.

Attachment

Attachment Number	Description
1	Auckland Transport Monthly Indicators Report 2015/16 – January 2016

Document ownership

Submitted by	Jesse Colquhoun ITP Manager	
	Christine Perrins Manager, Strategic Transport Planning	
Recommended by	Peter Clark Chief Strategy Officer	
Approved for submission	David Warburton Chief Executive	

Auckland Transport Monthly Indicators Report 2015/16

January 2016

1. Summary of indicators

- 1.1 SOI performance measures
- 1.2 DIA mandatory performance measures
- 1.3 AT Metro patronage breakdown

2. Key monthly indicators by Strategic Theme

- 2.1 Prioritise rapid, high frequency public transport
- 2.2 Transform and elevate customer focus and experience
- 2.3 Build network optimisation and resilience
- 2.4 Ensure a sustainable funding model
- 2.5 Develop creative, adaptive, innovative implementation

3. DIA mandatory measures

4. AT monthly activity report

- 4.1 Public transport
- 4.2 Road operations and maintenance
- 4.3 Customer response

1.1 SOI performance measures

Strategic theme	Measure	SOI 2015/16 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Prioritise rapid, high frequency public transport	Total public transport boardings	84.47 million	●	●	●	●	●	●	●						12 month rolling total: 81.54m	Page 12
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●						RTN + FTN boardings 6.8% growth > total boardings 2.9% growth	Page 12
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	83%			●			●							December result: 83%	Page 14
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%			●			●							December result: 69%	Page 15
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%			●			●							December result: 64%	Page 15
	Percentage of residents satisfied with road safety in the Auckland region	60%			●			●							December result: 65%	Page 15
	PT punctuality (weighted average across all modes)	92%	●	●	●	●	●	●	●						January result: 96.1%	Page 16
Build network optimisation and resilience	Arterial road productivity	54% of the ideal achieved	●	●	●	●	●	●	●						12 month rolling average: 58.3%	Page 17
	New cycleways added to regional cycle network	7.4 km	●	●	●	●	●	●	●						July - January delivery: 6.2 km	Page 17
	Annual number of cycling trips in designated areas in Auckland (all day)	1.1 million	●	●	●	●	●	●	●						12 month rolling total: 941,466	Page 17
	Travel times on key freight routes	Maintain baseline travel times for the 85th percentile	SEART E SEART W Harris E Harris W GSR N GSR S Kaka E Kaka W Wairau W Wairau E	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	12 month rolling average travel times: SEART E - 11mins SEART W - 10mins Harris E - 11mins Harris W - 10mins GSR N - 12mins GSR S - 11mins Kaka E - 8mins Kaka W - 7mins Wairau W - 8mins Wairau E - 8mins	Page 18 - 20

- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

1.1 SOI performance measures

Strategic theme	Measure	SOI 2015/16 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Ensure a sustainable funding model	PT farebox recovery	46-48%	●	●	●	●	●	●	●						December result 49.1%	Page 21
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%		●			●								November 12 month rolling average: 90%	Page 22
	Number of car trips avoided through travel planning initiatives	17,500													N/A	Page 22

- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

1.2 Department of Internal Affairs (DIA) mandatory performance measures¹

Strategic theme	Measure	SOI 2015/16 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Slide
Transform and elevate customer focus and experience	Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	Reduce by at least 9 (=390)													12 month rolling total: 514	Page 24
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%													YTD average: 88%	Page 24
Build network optimisation and resilience	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural 93% Urban 83%													N/A	Page 24
	Percentage of the sealed local road network that is resurfaced	8%													July - January delivery: 4.7%	Page 25
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													N/A	Page 25

- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

Data not available

¹ The above are mandatory measures required under the Local Government Act - refer DIA document 'Non-Financial Performance Measures Rules 2013'

1.3 AT Metro patronage breakdown

	January - 2015/16 Actual v SOI									
	Month				YTD				SOI 2015/16	Projected Forecast 2015/16
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	3,691,984	↓ -4.6%	4,060,097	↓ -10.0%	33,787,145	↑ 1.5%	34,902,644	↓ -3.3%	62,700,000	61,000,000
2. Train (Rapid) Total:	1,031,233	↑ 19.4%	884,672	↑ 14.2%	9,028,315	↑ 22.0%	8,537,288	↑ 5.4%	16,000,000	16,300,000
3. Ferry (Connector Local) Total:	567,521	↓ -4.3%	618,133	↓ -8.9%	3,304,629	↑ 5.0%	3,279,017	↑ 0.8%	5,770,000	5,820,000
Total Patronage	5,290,738	↓ -0.7%	5,562,903	↓ -5.1%	46,120,089	↑ 5.2%	46,718,950	↓ -1.3%	84,470,000	83,120,000
Rapid and Frequent	2,191,197	↑ 8.7%	1,999,094	↑ 8.8%	26,895,741	↑ 1.1%	18,117,424	↑ 32.6%	33,210,000	33,640,000

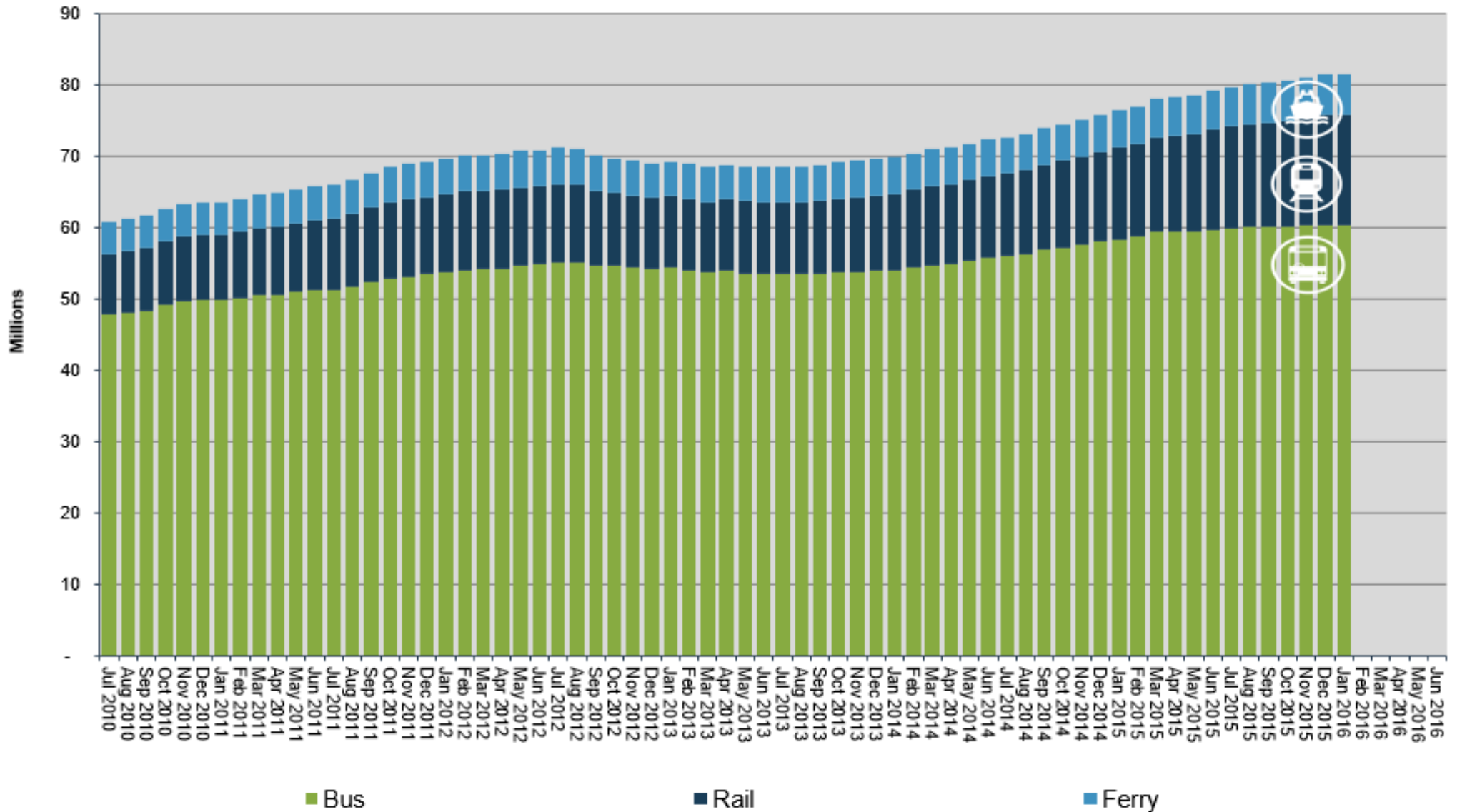
	January - 2015/16											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	3,691,984	3,871,217	-179,233	-4.6%	-4.4%	60,296,578	-0.3%	1,866,593	3.2%	33,787,145	500,721	1.5%
- Busway (Rapid) Bus	272,003	220,049	51,954	23.6%		3,777,198	1.4%			2,202,806	295,622	15.5%
- Frequent Bus	887,961	931,480	-43,519	-4.7%		14,161,976	-0.6%			7,993,228	74,362	0.9%
- Connector Local Targeted Bus	2,532,020	2,719,688	-187,668	-6.9%		42,357,404	-0.3%			23,591,111	130,737	0.6%
2. Train (Rapid) Total:	1,031,233	863,550	167,683	19.4%	22.4%	15,547,234	1.1%	2,756,928	21.6%	9,028,315	1,630,342	22.0%
- Western Line	385,417	300,009	85,408	28.5%		5,262,912	1.6%	618,197	13.3%	3,034,406	417,461	16.0%
- Eastern Line	273,911	228,429	45,482	19.9%		4,219,384	1.1%	1,140,756	37.1%	2,435,921	578,523	31.1%
- Onehunga Line	77,402	71,639	5,763	8.0%		1,154,287	0.5%	170,843	17.4%	668,663	90,189	15.6%
- Southern Line	275,601	242,385	33,216	13.7%		4,576,116	0.7%	783,877	20.7%	2,707,066	528,018	24.2%
- Pukekohe Line	18,902	21,088	-2,186	-10.4%		334,535	-0.6%	43,255	14.8%	182,259	16,151	9.7%
3. Ferry (Connector Local) Total:	567,521	593,107	-25,586	-4.3%	-4.3%	5,694,405	-0.4%	434,637	8.3%	3,304,629	158,016	5.0%
- Contract	93,945	98,020	-4,075	-4.2%		1,264,174	-0.3%	156,580	14.1%	722,563	77,544	12.0%
- Exempt Services	473,576	495,087	-21,511	-4.3%		4,430,231	-0.5%	278,057	6.7%	2,582,066	80,472	3.2%
Total Patronage	5,290,738	5,327,874	-37,136	-0.7%	-0.2%	81,538,217	0.0%	5,058,158	6.6%	46,120,089	2,289,079	5.2%
Rapid and Frequent	2,191,197	2,015,079	176,118	8.7%		33,486,408	0.4%			26,895,741	288,753	1.1%
Connector Local Targeted	3,099,541	3,312,794	-213,254	-6.4%		48,051,808	-0.4%			19,224,349	2,000,326	11.6%
Total Patronage	5,290,738	5,327,874	-37,136	-0.7%	-0.2%	81,538,217	0.0%	5,058,158	6.6%	46,120,089	2,289,079	5.2%

* Normalised % - Change is done at the mode level, as special events is not available at lower service layers.

R&F - Splitting Bus Patronage into its service layers requires origin and destination data gathered from AIFS. Do not currently have the necessary two years worth of data to compute the Change Prev Year.

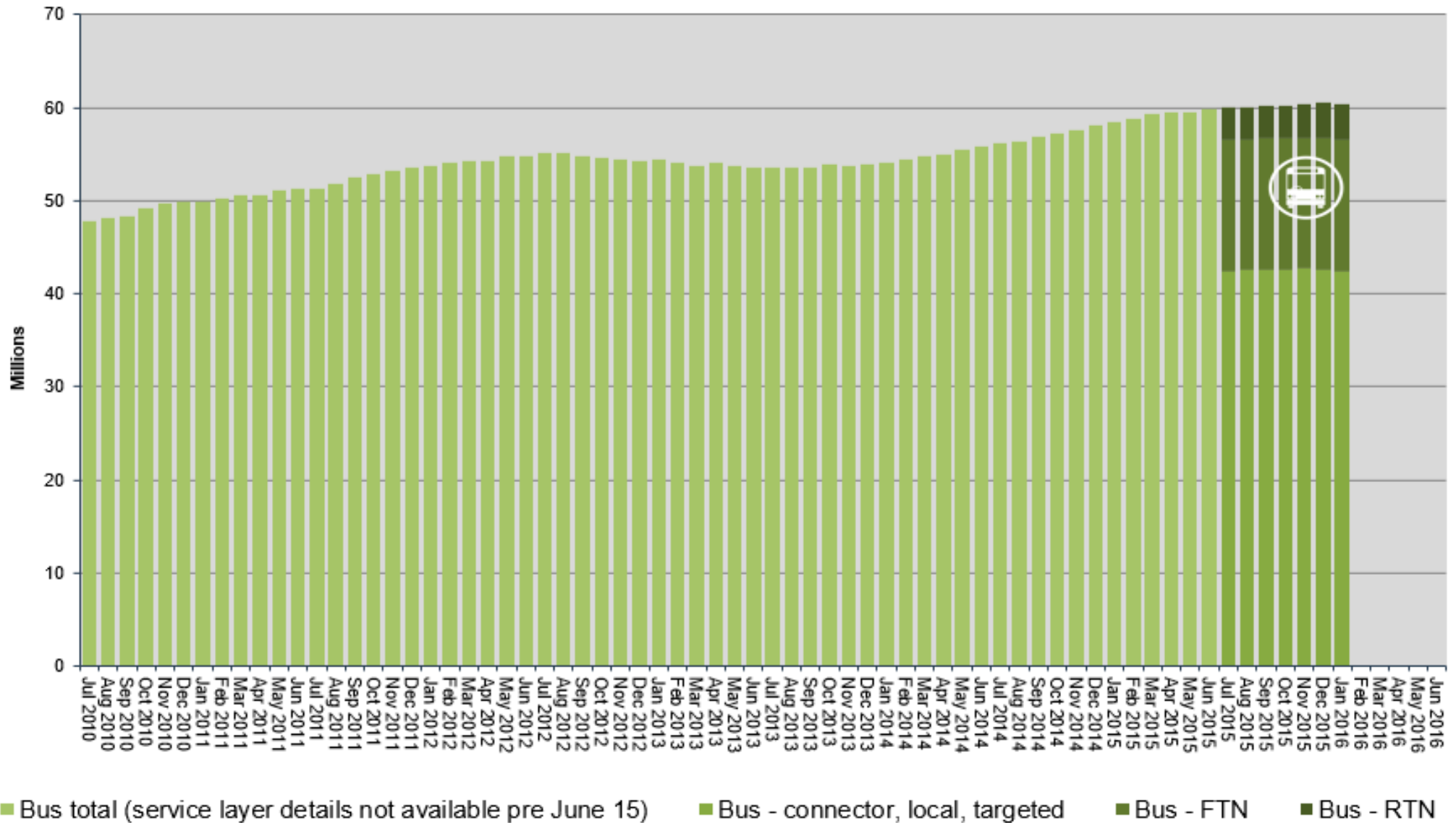
1.3 AT Metro patronage breakdown

1.3.1 Total patronage (12 month rolling total)

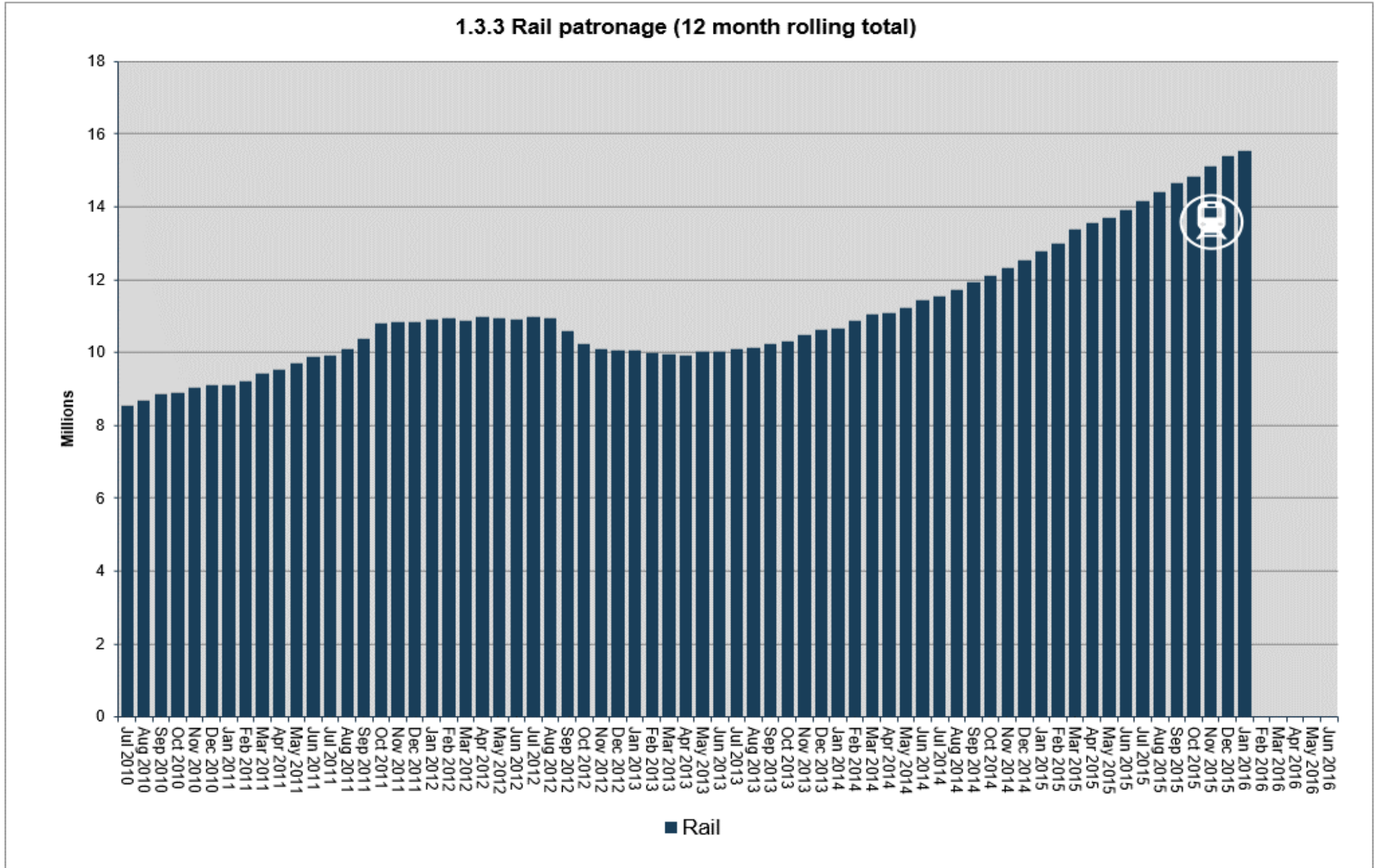


1.3 AT Metro patronage breakdown

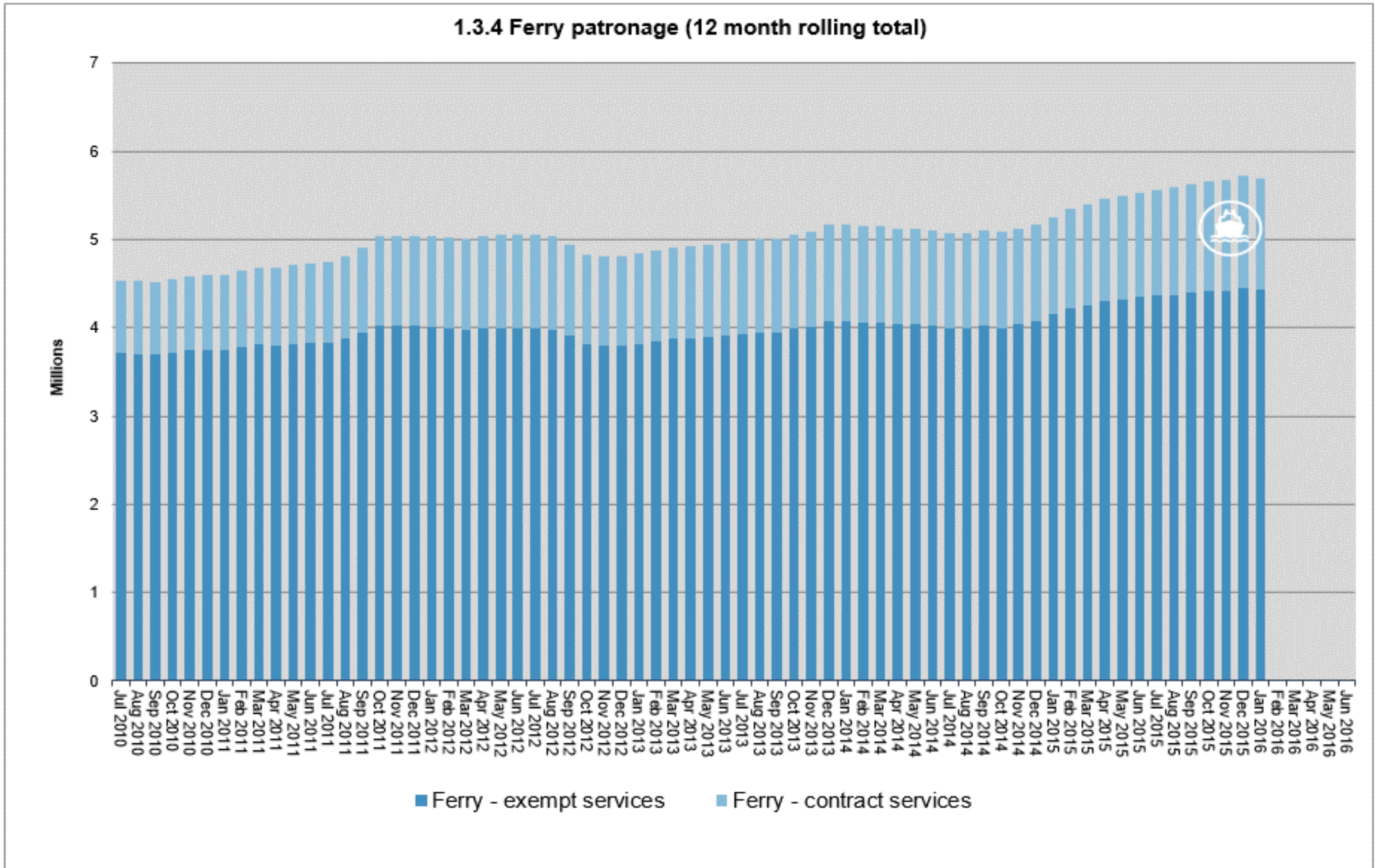
1.3.2 Bus patronage (12 month rolling total)



1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown



1. Summary of indicators

- 1.1 SOI performance measures
- 1.2 DIA mandatory performance measures
- 1.3 AT Metro patronage breakdown

2. Key monthly indicators by Strategic Theme

- 2.1 Prioritise rapid, high frequency public transport
- 2.2 Transform and elevate customer focus and experience
- 2.3 Build network optimisation and resilience
- 2.4 Ensure a sustainable funding model
- 2.5 Develop creative, adaptive, innovative implementation

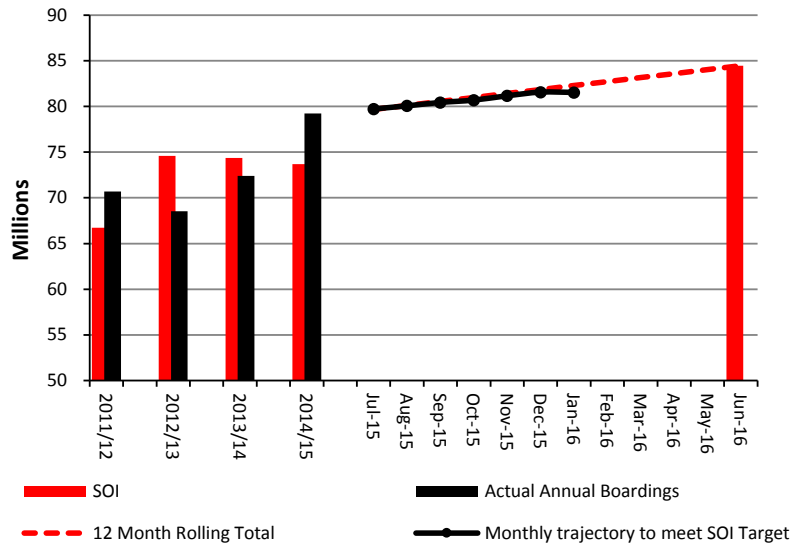
3. DIA mandatory measures

4. AT monthly activity report

- 4.1 Public transport
- 4.2 Road operations and maintenance
- 4.3 Customer response

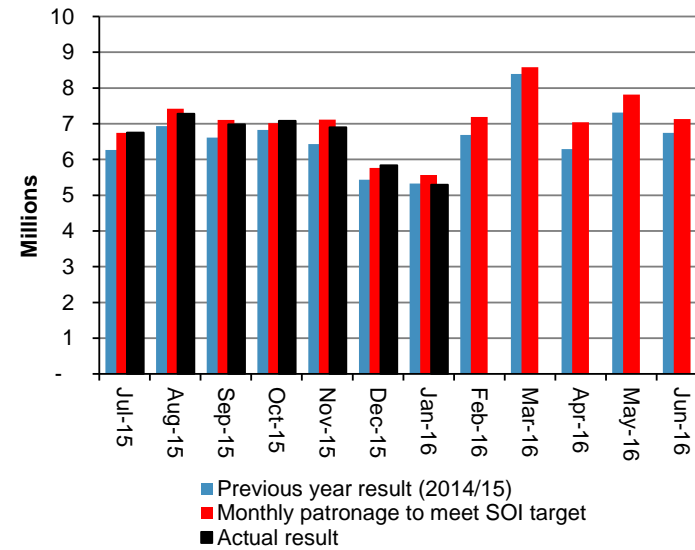
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



PT patronage totalled 81,538,217 passenger boardings for the 12 months to January 2016, a reduction of 36,927 on the 12 months to December 2015 and an increase of 5,058,158 on the 12 months to January 2015.

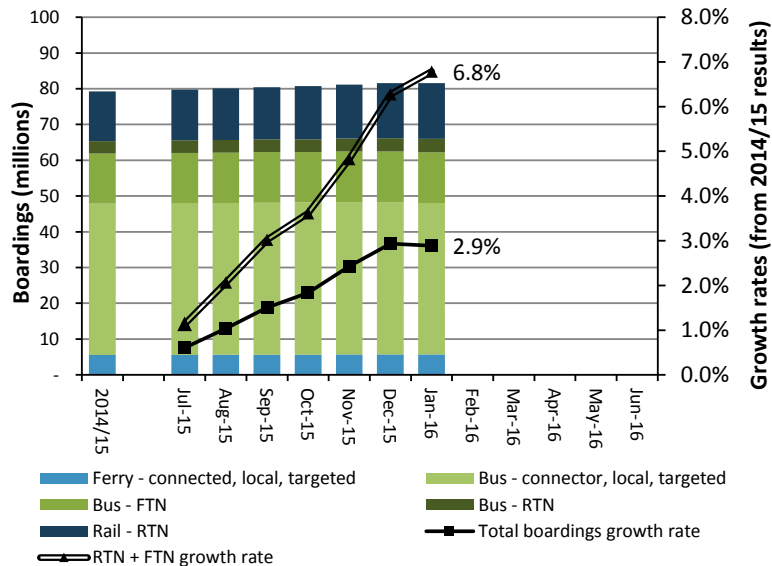
2.1.2 Monthly public transport boardings (millions)



January monthly patronage was 5,290,738 a decrease of 0.7% (37,136 boardings) on January 2015, normalised to ~ -0.2% once adjustments are made to take into account special events and the number of business and weekend days in the month.

The boardings figure compares to AT Metro's estimate of 5,562,903 required during January to hit AT's 2015/16 SOI target

2.1.3 Boardings on rapid or frequent network



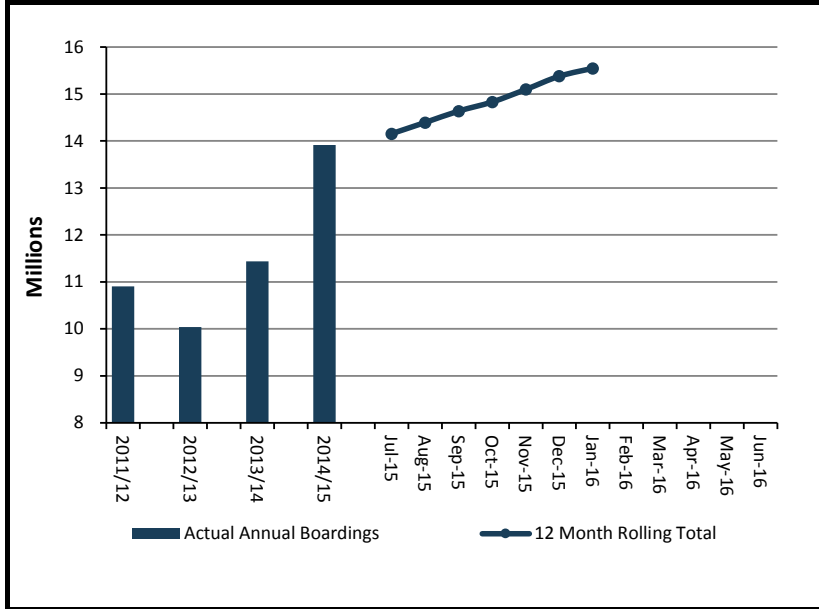
AT has an SOI target of increasing RTN and FTN patronage at a faster rate than total boardings.

This figure shows the patronage 12 month rolling total for each PT service layer, and then compares this to the 2014/15 results to calculate patronage growth.

Total boardings for the 12 months to January 2016 are 2.9% higher than the 2014/15 result, while RTN + FTN boardings are 6.8% higher. As such, the SOI target this month has been exceeded.

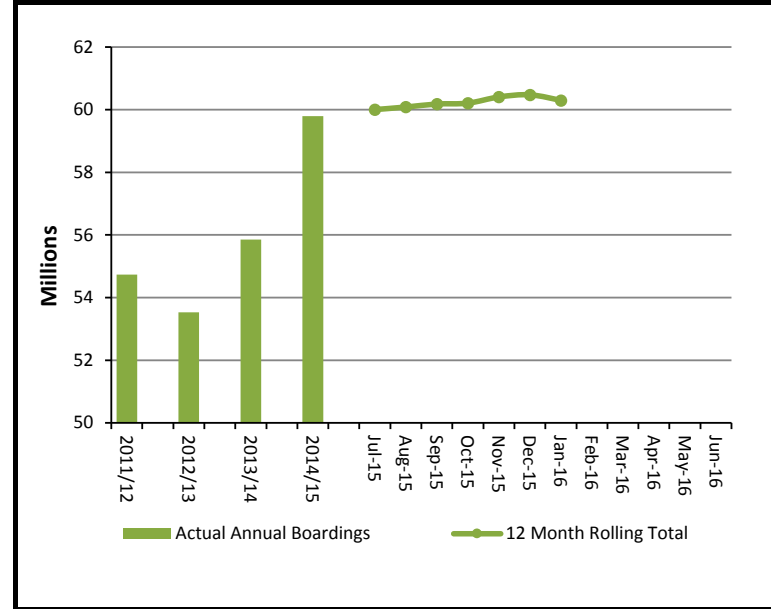
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



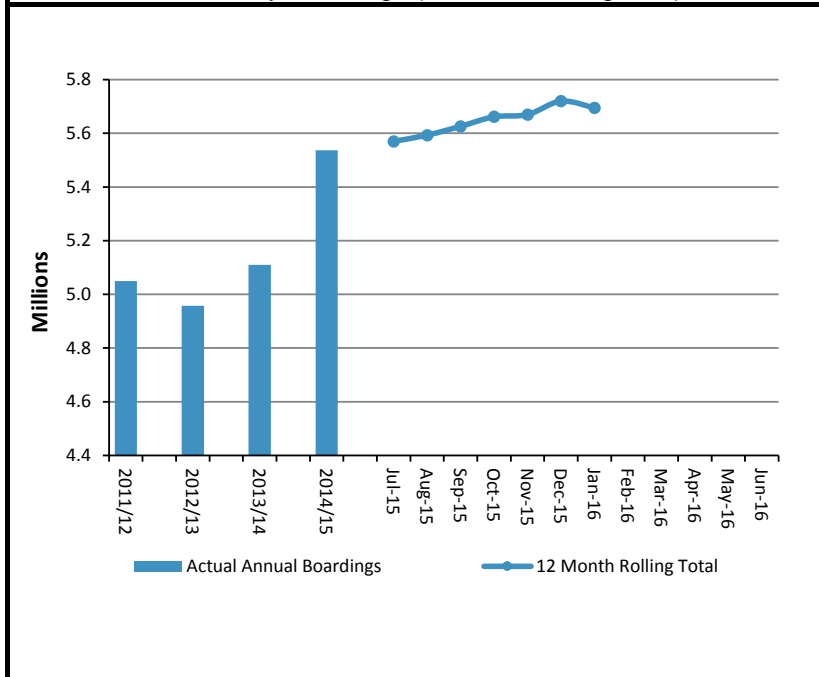
Rail patronage totalled 15,547,234 passenger boardings for the 12 months to January 2016, an increase of 1.1% on the 12 months to December 2015 and 21.6% on the 12 months to January 2015.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 60,296,578 passenger boardings for the 12 months to January 2016, a decrease of 0.3% on the 12 months to December 2015 and an increase of 3.2% on the 12 months to January 2015.

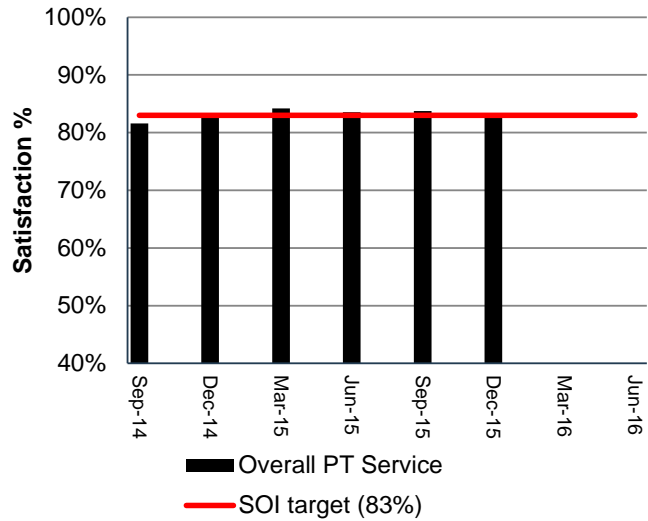
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 5,694,405 passenger boardings for the 12 months to January 2016, a decrease of 0.4% on the 12 months to December 2015 and an increase of 8.3% on the 12 months to January 2015.

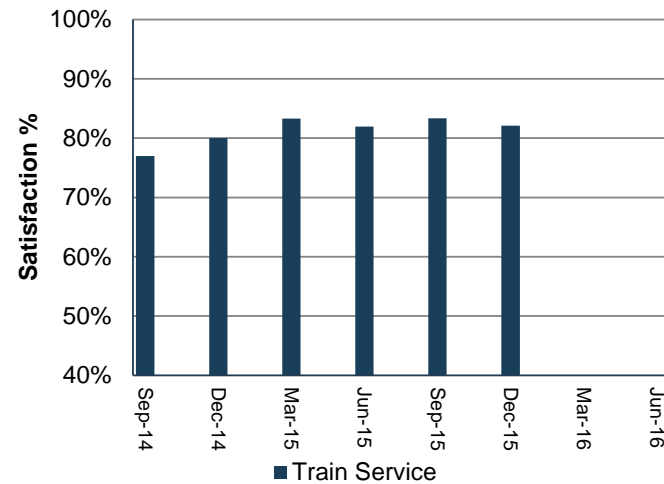
2.2 Transform and elevate customer focus and experience

2.2.1 Percentage of public transport passengers satisfied with their public transport service



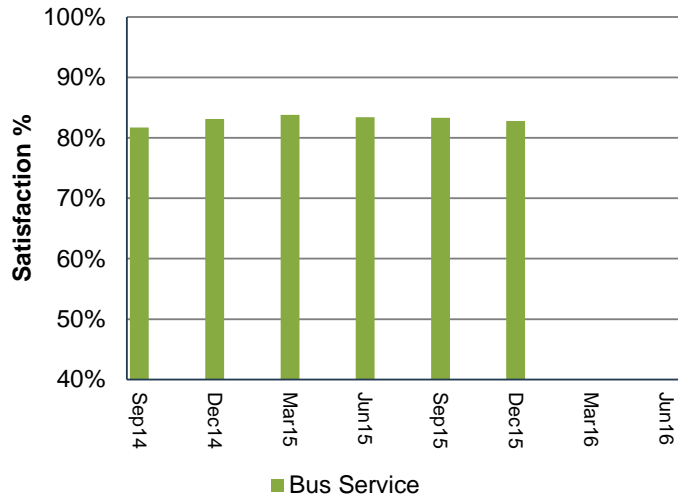
Performance measured quarterly via satisfaction survey. Next update will be provided in the March 2016 monthly report.

2.2.2 Percentage of passengers satisfied with their train service



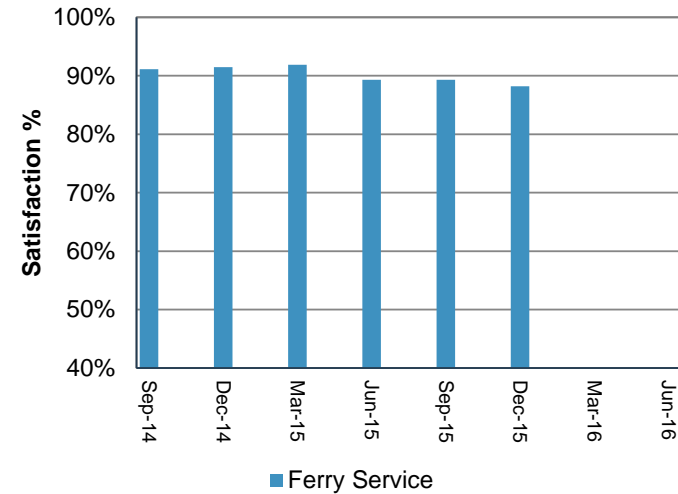
Performance measured quarterly via satisfaction survey. Next update will be provided in the March 2016 monthly report.

2.2.3 Percentage of passengers satisfied with their bus service



Performance measured quarterly via satisfaction survey. Next update will be provided in the March 2016 monthly report.

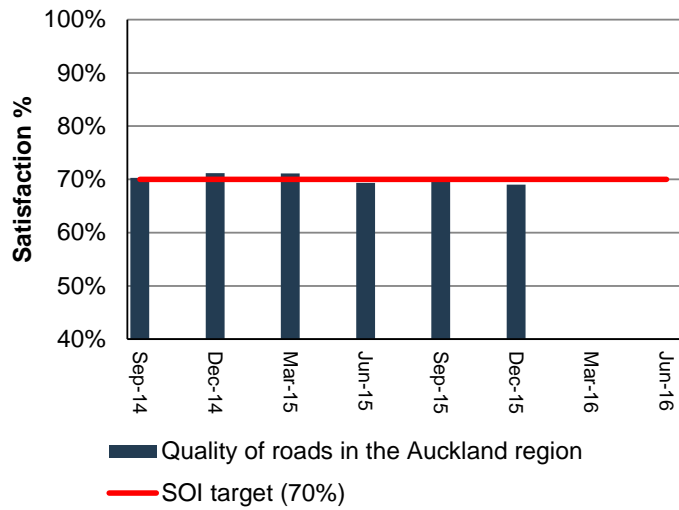
2.2.4 Percentage of passengers satisfied with their ferry service



Performance measured quarterly via satisfaction survey. Next update will be provided in the March 2016 monthly report.

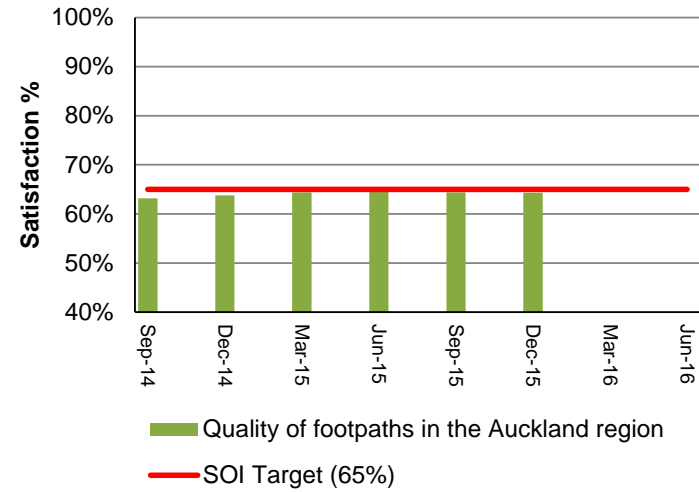
2.2 Transform and elevate customer focus and experience

2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



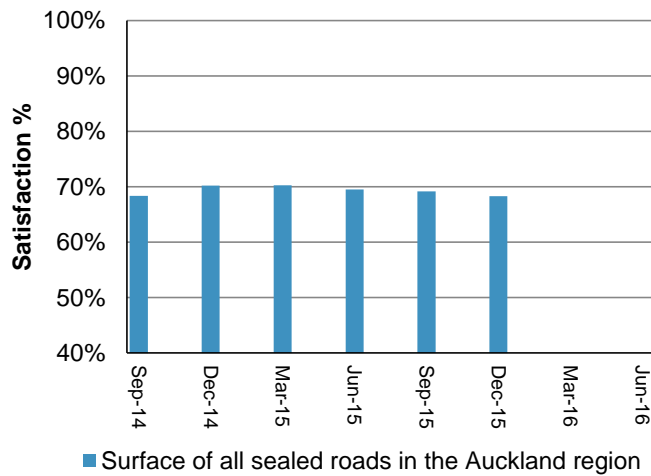
Performance measured quarterly via satisfaction survey. Next update will be provided in the March 2016 monthly report.

2.2.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



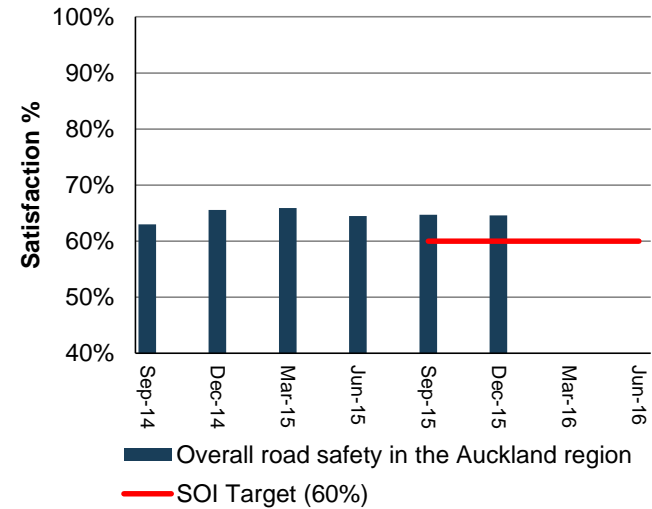
Performance measured quarterly via satisfaction survey. Next update will be provided in the March 2016 monthly report.

2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



Performance measured quarterly via satisfaction survey. Next update will be provided in the March 2016 monthly report.

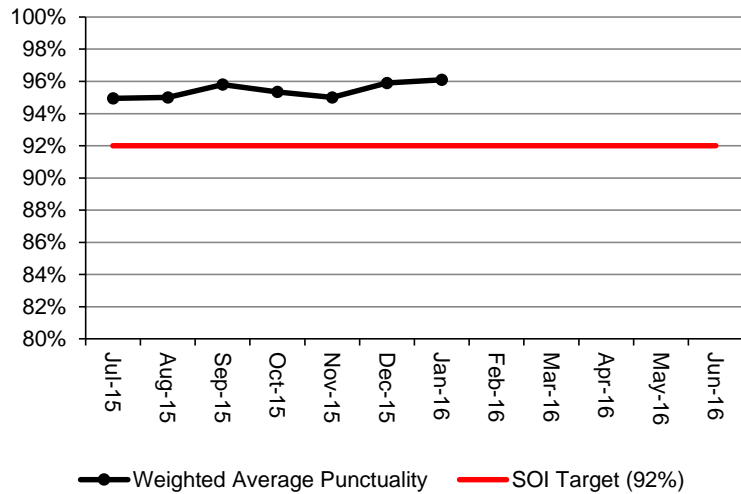
2.2.8 Percentage of residents satisfied with road safety in the Auckland region



Performance measured quarterly via satisfaction survey. Next update will be provided in the March 2016 monthly report.

2.2 Transform and elevate customer focus and experience

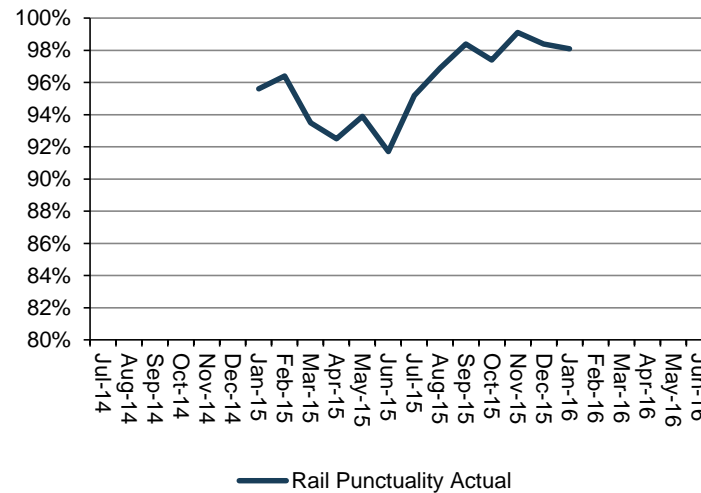
2.2.9 PT punctuality (weighted average across all modes)



Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

PT weighted average punctuality for January 2016 was 96.1%.

2.2.10 Rail services punctuality

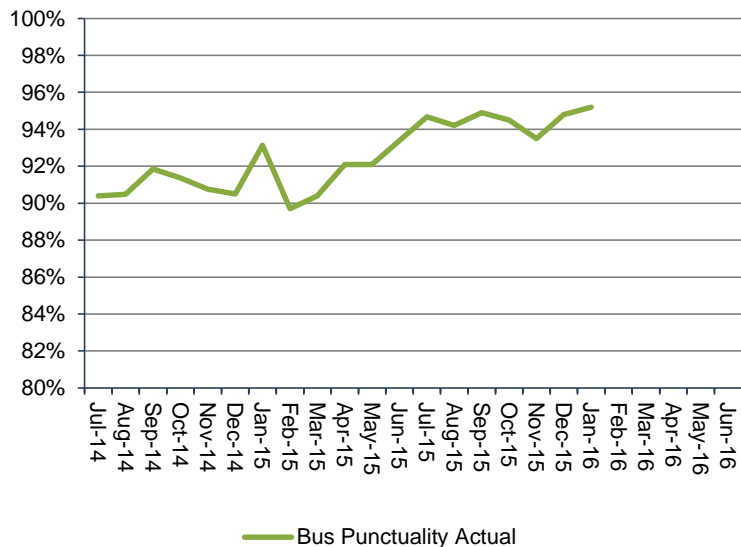


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Rail service punctuality in January 2016 was 98.1%, compared to 96.0% in the 12 months to January 2016.

Please note that prior to January 2015 rail punctuality was measured differently to bus and ferry services (based on arrival at destination rather than departure from origin). This old measure is reported in figure 4.1.6.

2.2.11 Bus services punctuality

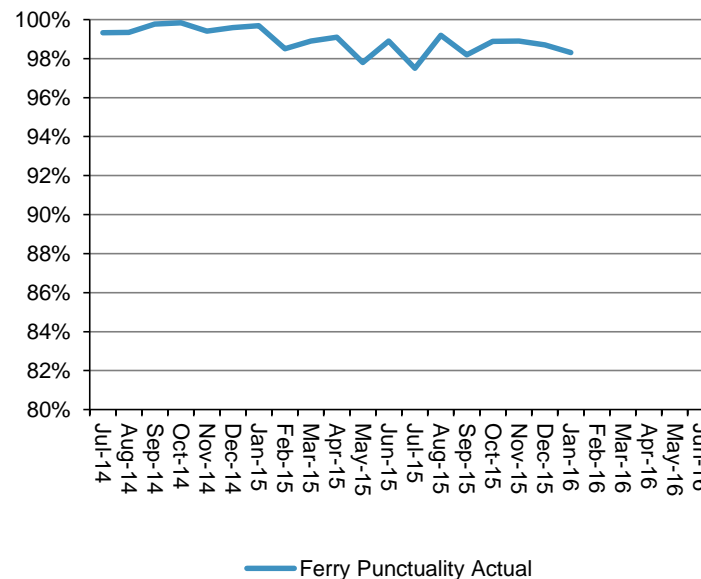


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Bus service punctuality in January 2016 was 95.2%, compared to 93.3% in the 12 months to January 2016.

Punctuality statistics for bus services are based on the number of sighted scheduled bus journeys during the month.

2.2.12 Ferry services punctuality

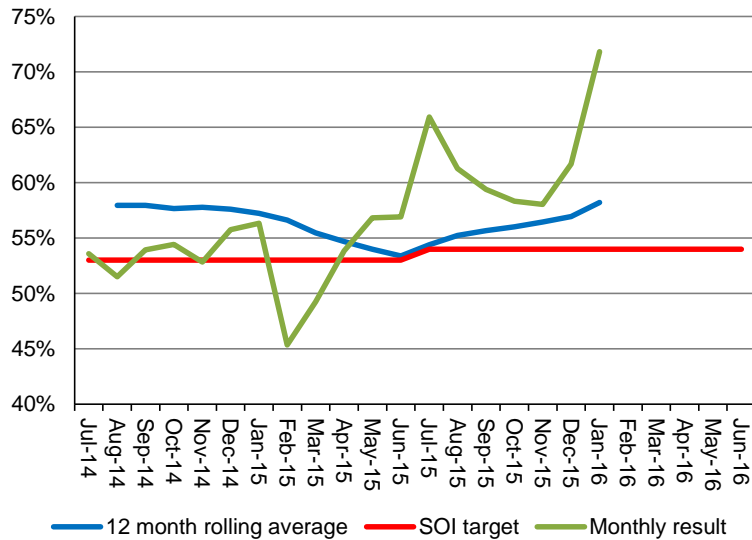


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Ferry service punctuality in January 2016 was 98.3%, compared to 98.6% in the 12 months to January 2016.

2.3 Build network optimisation and resilience

2.3.1 Arterial road productivity



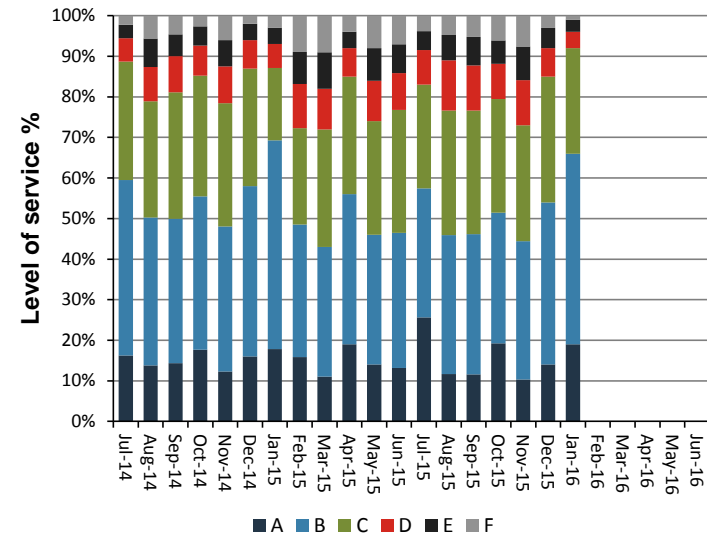
Target exceeded (12 month rolling total in January 2016 = 58.3%, SOI target of 54%).

Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of number of vehicles, their average journey speed and average vehicular occupancy.

Key arterial routes include:

- Airport to CBD (via Manukau Road)
- St Lukes to St Johns (via Balmoral/Greenlane West/ Greenlane East/Remuera Road)
- Albany to Birkenhead (via Glenfield Road)
- Henderson to CBD (via Great North Road)
- SH1 to Ti Rakau Drive (via Te Irirangi Drive)
- SH20 to Portage Road (via Tiverton/Wolverton Road)

2.3.2 AM peak arterial road level of service



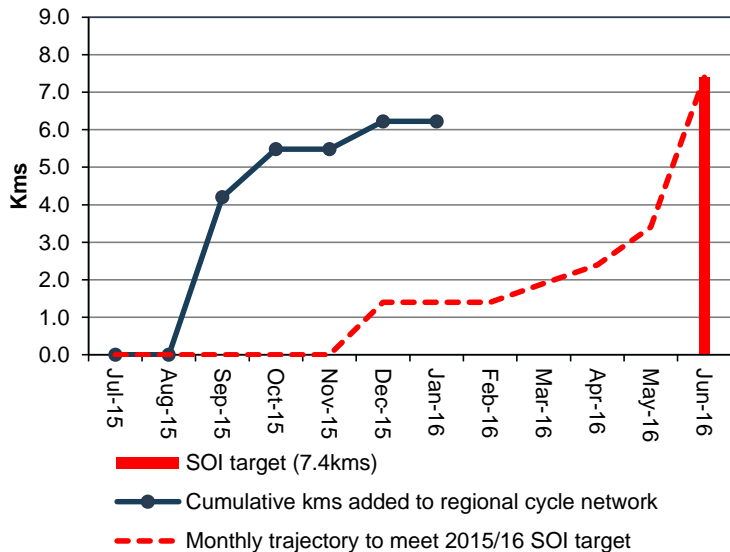
Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- A: 90% and greater
- B: 70 – 90%
- C: 50 – 70%
- D: 40 – 50%
- E: 30 – 40%
- F: less than 30%

Level of service D-F broadly represent "congested" conditions.

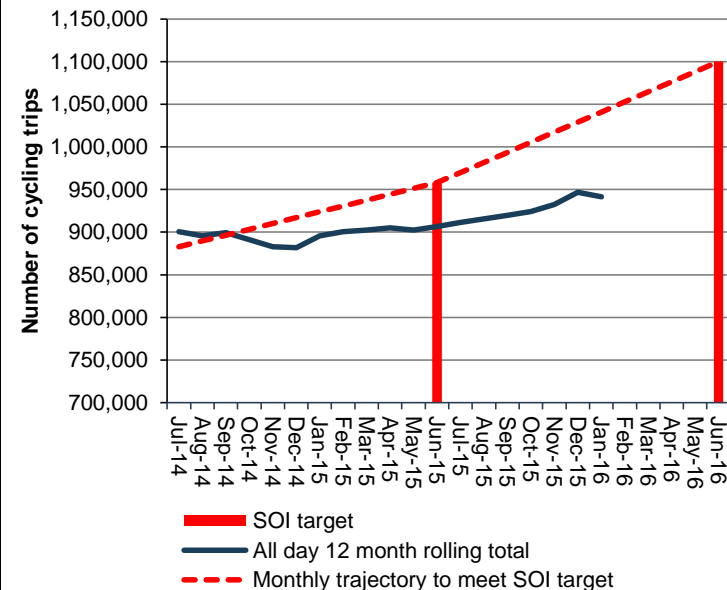
Levels of congestion were low in January 2016, with the majority of the network operating at free flow conditions (A+B=66%) and only 8% congested (D+E+F). This is as expected during the holiday months.

2.3.3 New cycleways added to regional cycle network (km)



6.2 kilometres of cycleway have been completed this financial year. The current pipeline of AT projects is expected to deliver at least the SOI target of 7.4kms by the end of June 2016.

2.3.4 Annual number of cycling trips in designated areas (all day)



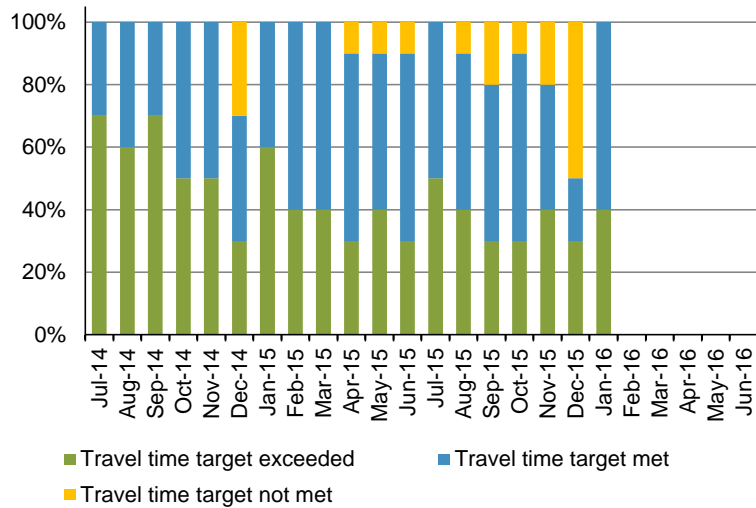
Target not met.

Events and campaigns continue to take place to encourage people to get back on their bikes. The popular North-Western cycle route has seen a 16% increase in the number of journeys taken over 2015 compared to 2014. Whilst city centre cycleways including the new Lightpath are recording high levels of cycle trips compared to the outer regional counters.

AT counts cyclists at 9 key sites around the region: Upper Harbour Drive, Great South Road, Highbrook, Lake Road, North-Western cycleway Kingsland and Te Atatu, Orewa Cycleway, Tamaki Drive (E/bound), and Twin Streams path.

2.3 Build network optimisation and resilience

2.3.5 Proportion of key freight routes where baseline travel times have been maintained



For the 12 months to January 2016, baseline travel times were maintained on nine of the ten key freight routes monitored under AT's SOI (the exception being Great South Road northbound).

In the month of January 2016, baseline travel times were maintained on all ten routes. The improvement from previous months is attributable to holiday period traffic. Investigation and optimisation of the Great South Road / SEART intersection is underway.

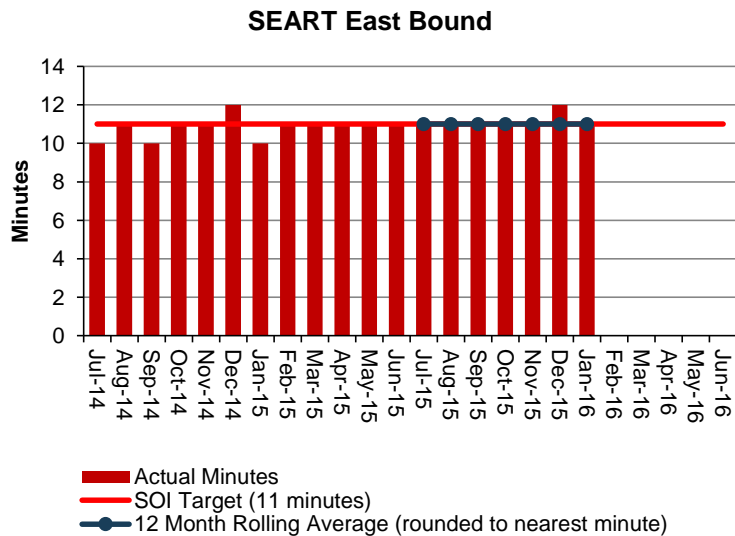
2.3.6 Map showing key freight routes



Legend

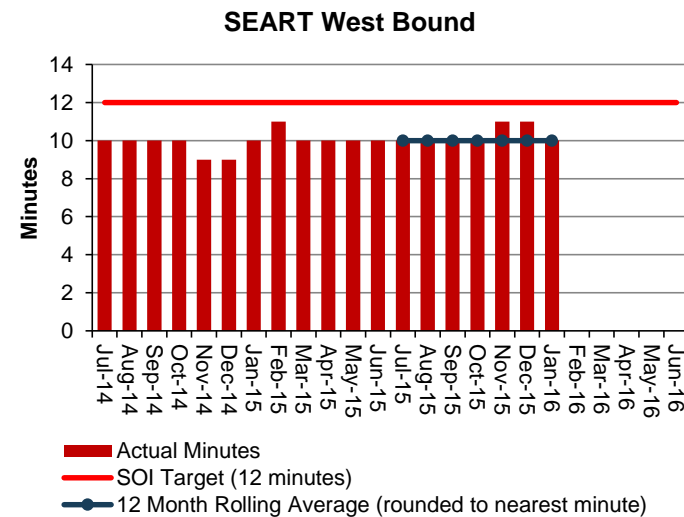
- █ Route 1: SEART
- █ Route 2: Harris Rd from SH1 Highbrook to East Tamaki
- █ Route 3: Great South Road
- █ Route 4: Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd
- █ Route 5: Wairau Rd from SH1 to SH18

2.3.7 SEART (from Sylvia Park to East Tamaki)



Target met in January 2016
Target met for 12 months to January 2016

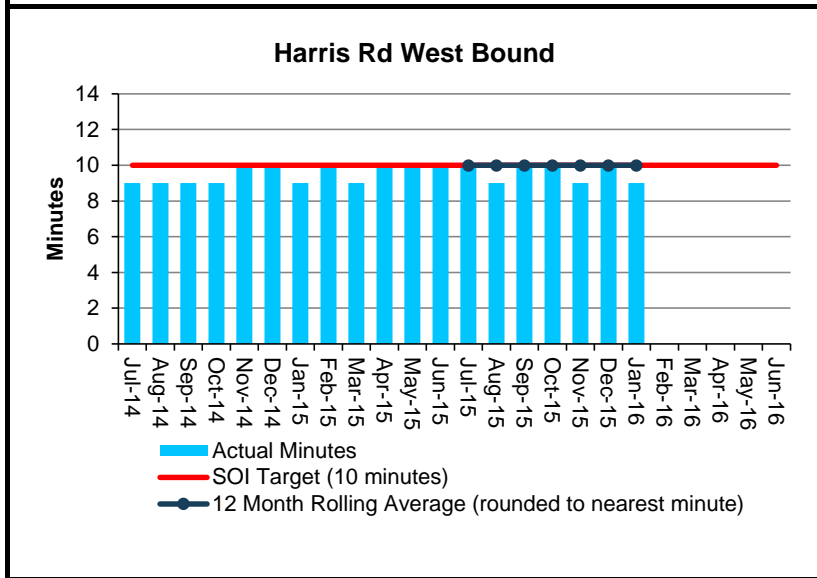
2.3.8 SEART (from East Tamaki to Sylvia Park)



Target exceeded in January 2016
Target exceeded for 12 months to January 2016

2.3 Build network optimisation and resilience

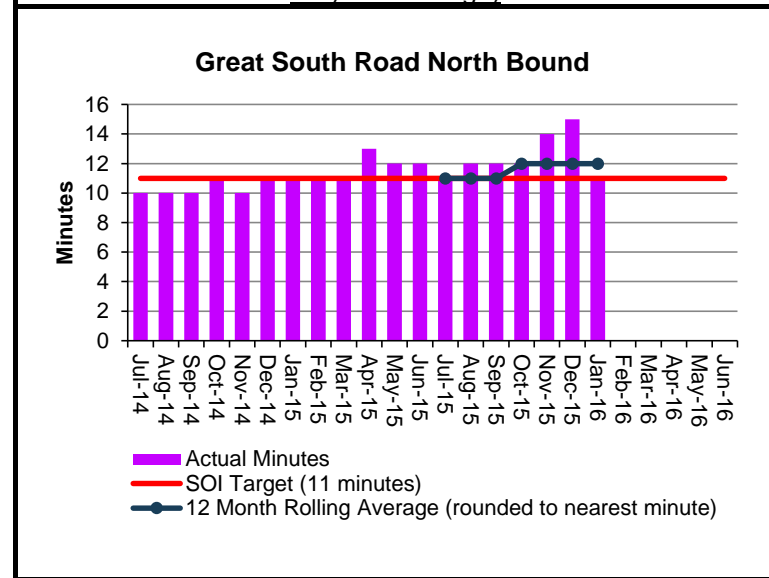
2.3.9 Harris Rd (from East Tamaki to SH1 Highbrook Interchange)



Target exceeded in January 2016

Target met for 12 months to January 2016

2.3.10 Great South Rd (Portage Rd to SH1 Ellerslie Panmure Hwy Interchange)

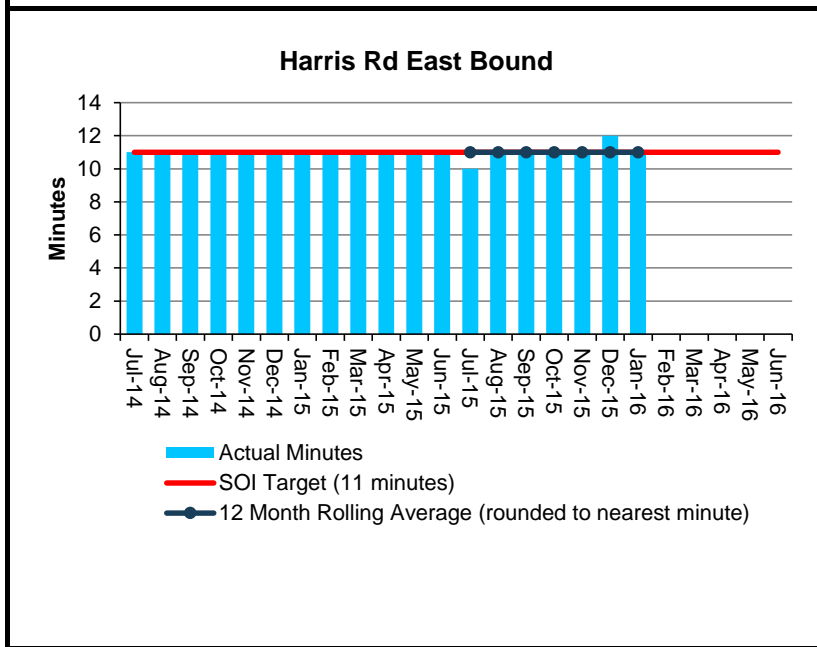


Target met in January 2016

Target not met for 12 months to January 2016

Actions have been undertaken to better understand and solve ongoing delay on this route, including installing CCTV cameras at the Great South Road / SEART intersection, undertaking traffic signal improvements, and detailed investigation on solving the queuing issue. Close monitoring of this intersection will be continued.

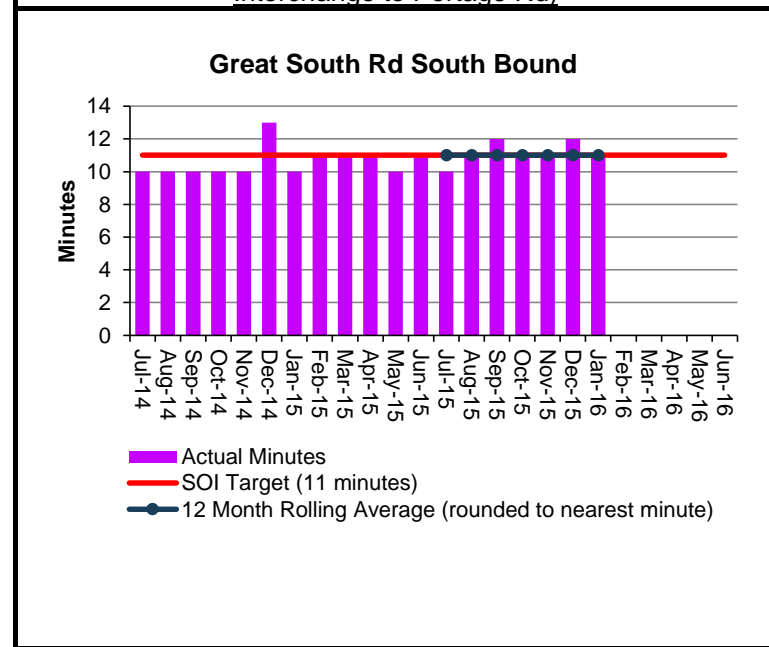
2.3.11 Harris Rd (from SH1 Highbrook Interchange to East Tamaki)



Target met in January 2016

Target met for 12 months to January 2016

2.3.12 Great South Rd (SH1 Ellerslie Panmure Hwy Interchange to Portage Rd)



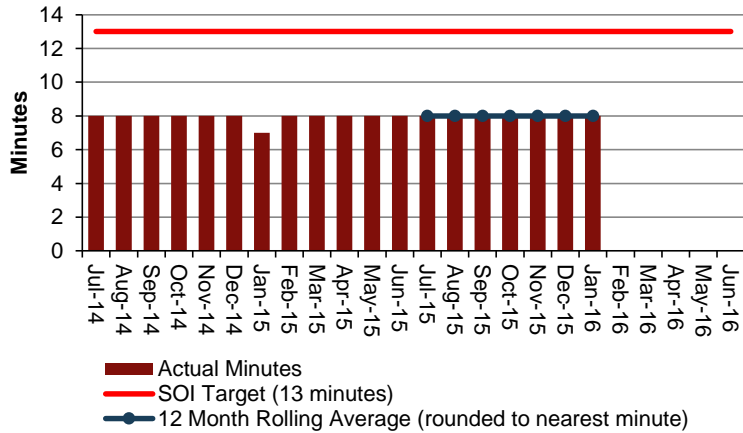
Target met in January 2016

Target met for 12 months to January 2016

2.3 Build network optimisation and resilience

2.3.13 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (SH20 to Walmsley)

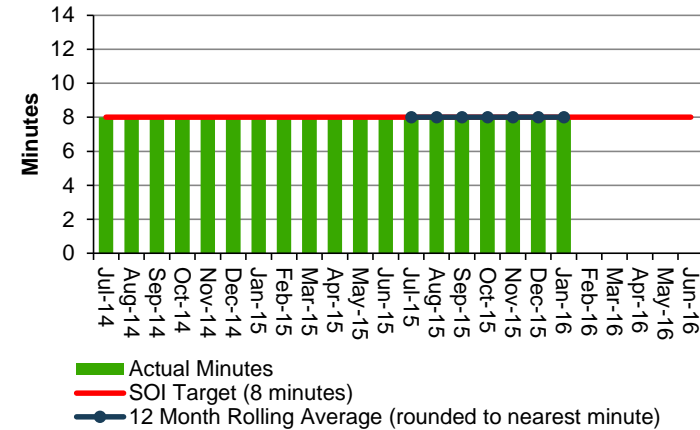
Kaka St East Bound



Target exceeded for January 2016
 Target exceeded for 12 months to January 2016

2.3.14 Wairau Rd (from SH1 to SH18)

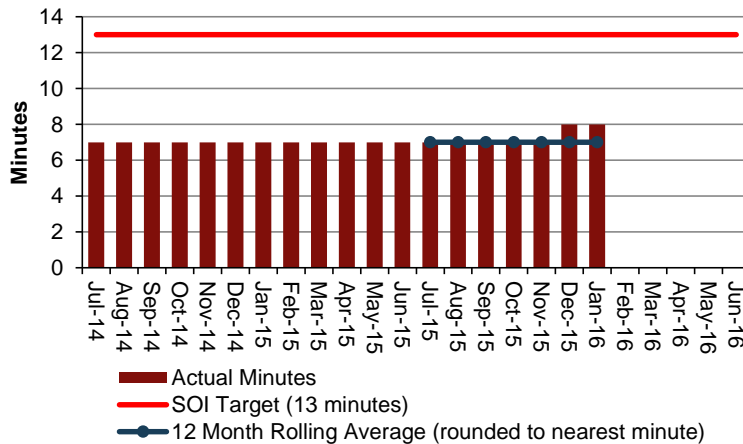
Wairau Rd West Bound



Target met for January 2016
 Target met for 12 months to January 2016

2.3.15 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (Walmsley to SH20)

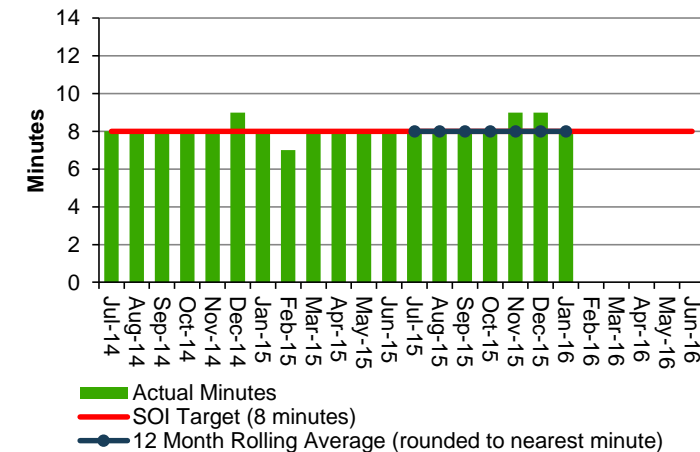
Kaka St West Bound



Target exceeded for January 2016
 Target exceeded for 12 months to January 2016

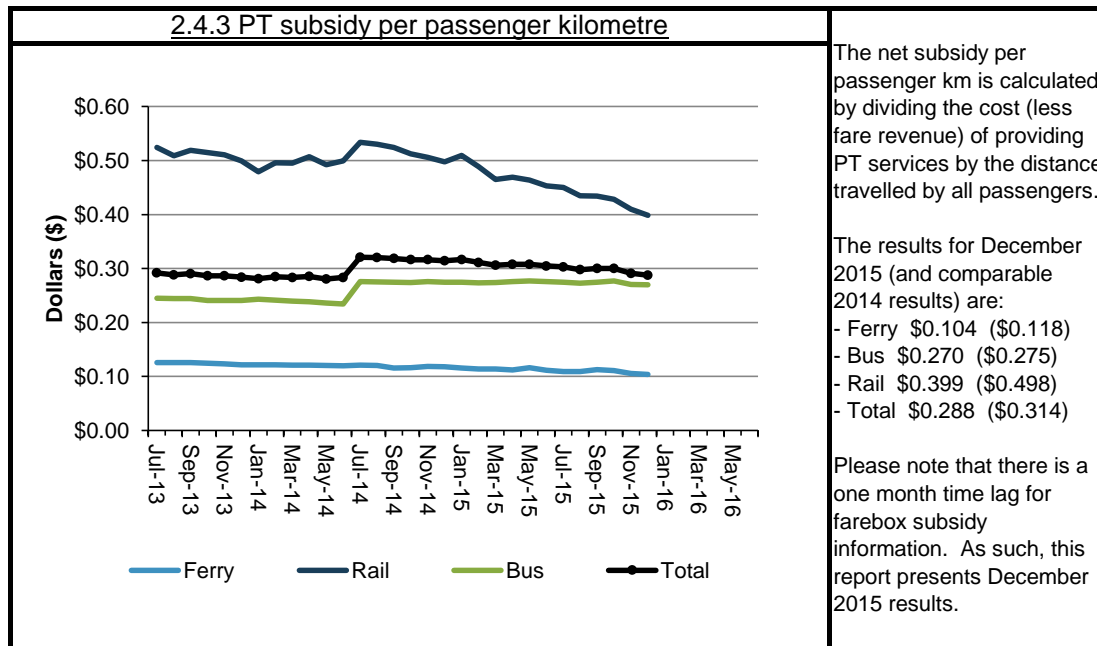
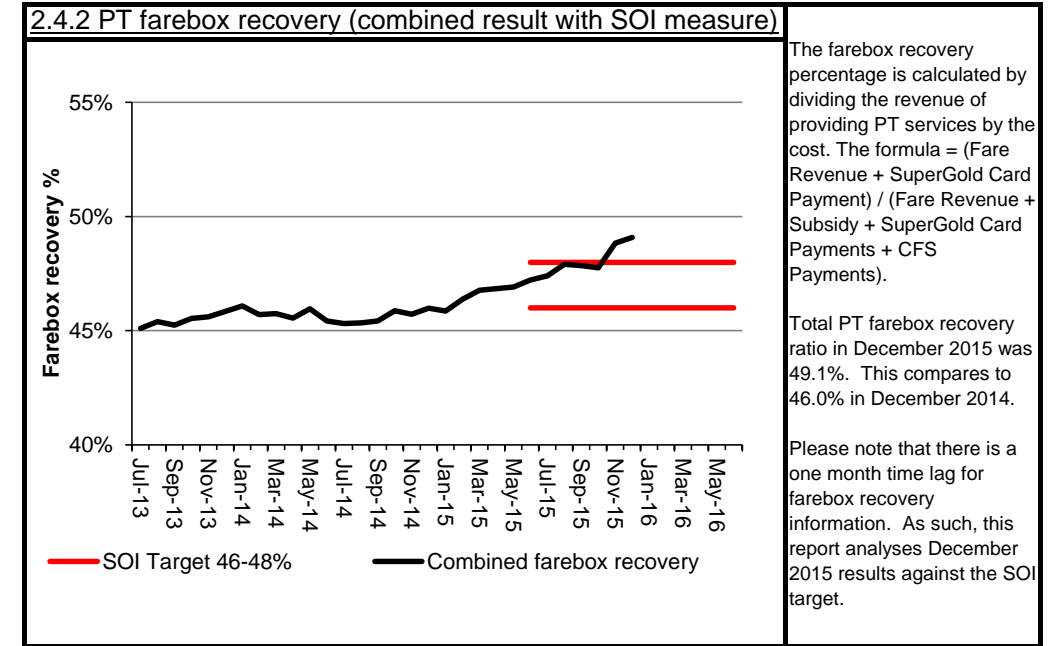
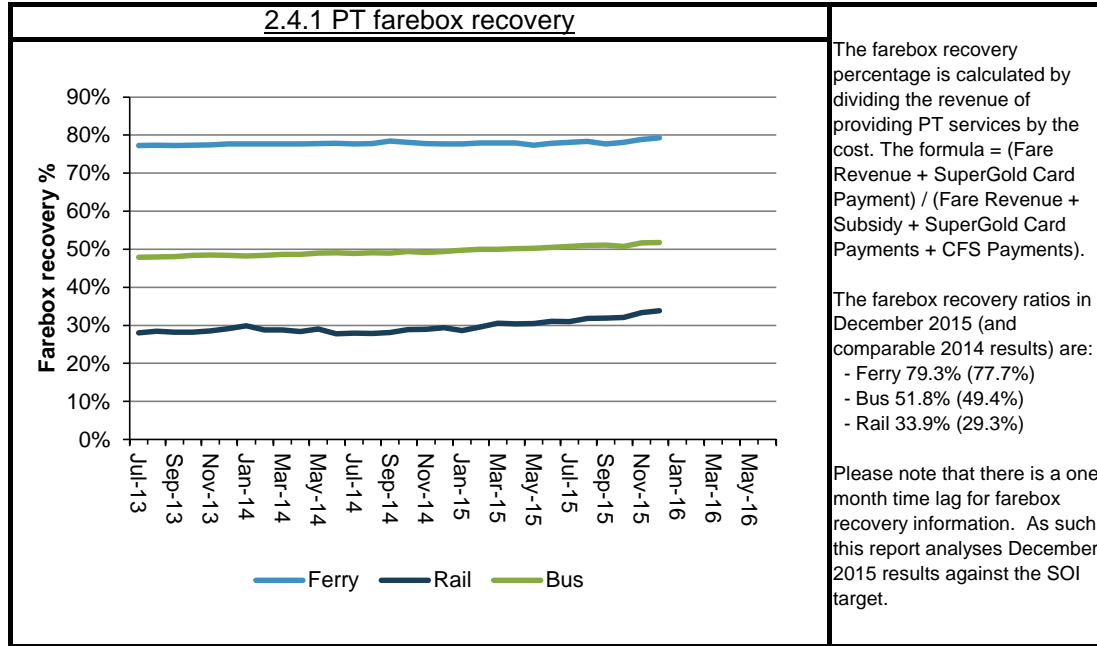
2.3.16 Wairau Rd (from SH18 to SH1)

Wairau Rd East Bound



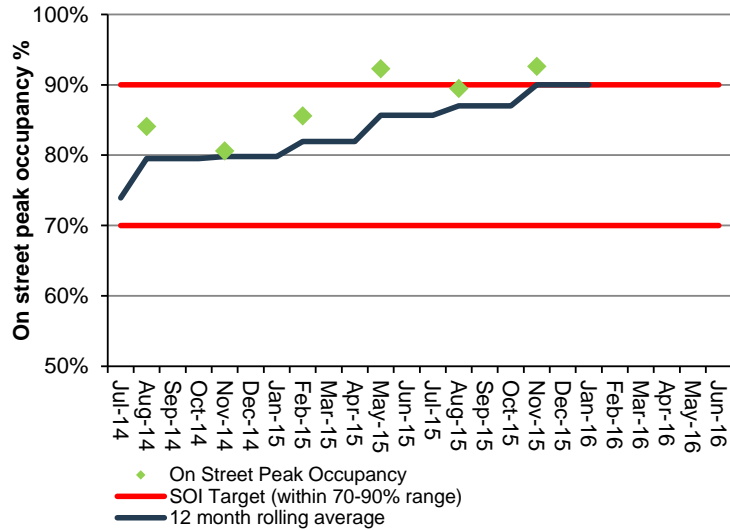
Target met for January 2016
 Target met for 12 months to January 2016

2.4 Ensure a sustainable funding model



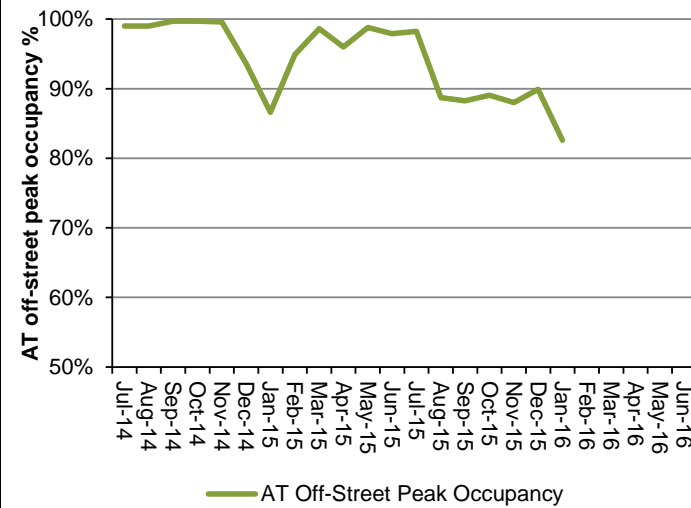
2.5 Develop creative, adaptive, innovative implementation

2.5.1 Parking occupancy rates (peak 4-hour, on street)



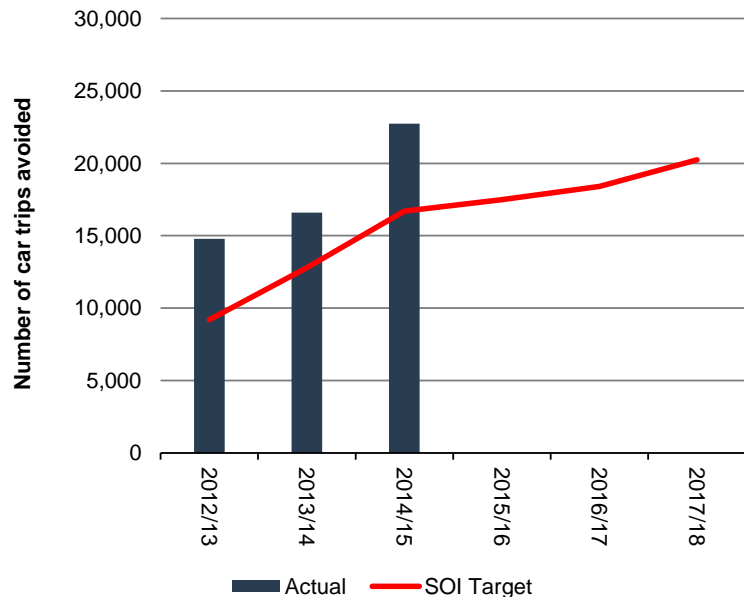
Non reporting period.
 Four-hour peak period is defined as the top four busiest hours of the day. These hours are not often coincidental and can vary depending on contributing factors. On-street parking occupancy is surveyed once a quarter in three central city parking zone precincts: Shortland/High Street, Karangahape Road and Wynyard Quarter.

2.5.2 Off-street parking occupancy rates



The off-street parking occupancy rate for January is 82.6%, which is within the 80% to 90% target range.
 AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings.

2.5.3 Number of car trips avoided through travel planning initiatives



Data for this measure is collected on an annual basis through surveys and through analysing data collected from the initiatives implemented over the year. This is reported at the end of each financial year. Year on year analysis shows a significant increase in the the number of trips avoided through travel planning initiatives.

1. Summary of indicators

- 1.1 SOI performance measures
- 1.2 DIA mandatory performance measures
- 1.3 AT Metro patronage breakdown

2. Key monthly indicators by Strategic Theme

- 2.1 Prioritise rapid, high frequency public transport
- 2.2 Transform and elevate customer focus and experience
- 2.3 Build network optimisation and resilience
- 2.4 Ensure a sustainable funding model
- 2.5 Develop creative, adaptive, innovative implementation

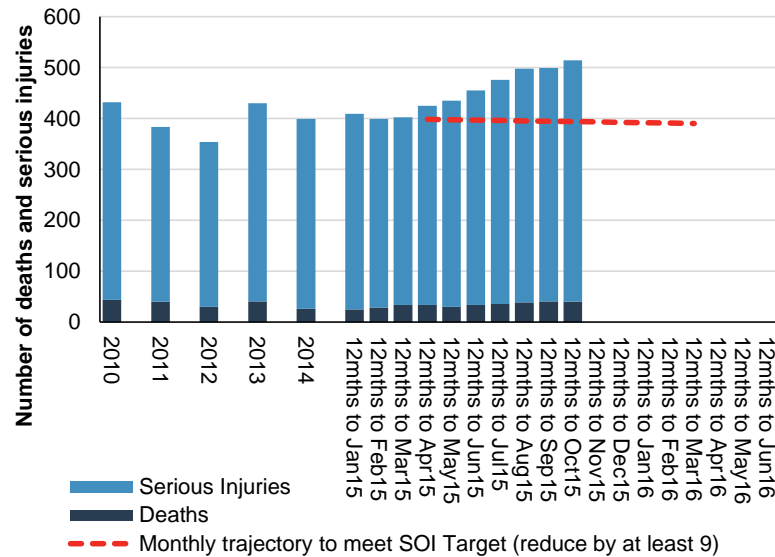
3. DIA mandatory measures

4. AT monthly activity report

- 4.1 Public transport
- 4.2 Road operations and maintenance
- 4.3 Customer response

3. DIA mandatory measures

3.1 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number

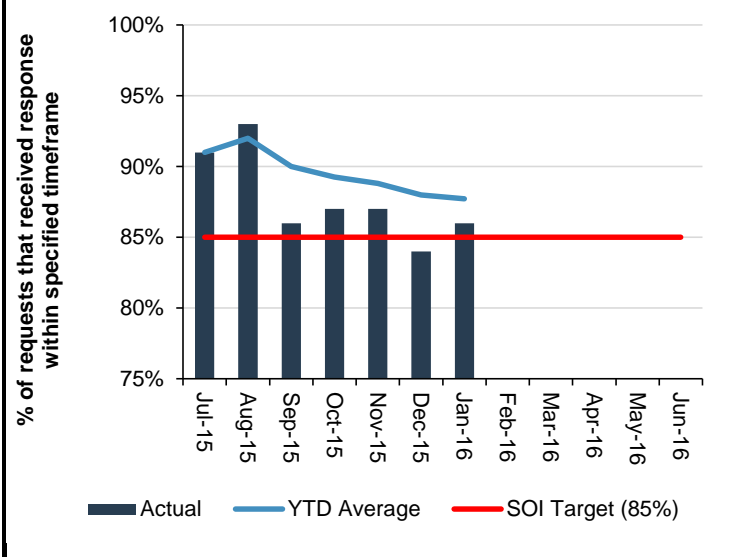


Target not met. The local road DSI (deaths plus serious injuries) SOI target is 390. The actual rolling 12 month total for local road DSI for the period November 2014 to October 2015 is 514, significantly higher than the target trajectory.

Fatal and serious crashes on the local road network have been steadily rising throughout the year, particularly in urban areas. In response, AT has been supporting NZ Police's targeted enforcement initiatives with education and awareness promotions in urban environments targeting speed, alcohol, pedestrian and cycle safety, restraint use, and young drivers. AT has also been implementing a number of speed management, pedestrian safety, intersection safety and general road safety improvements in both urban and rural high-risk environments.

Please note there is a three month time lag for DSI information and that reported numbers can vary over time due to police investigation outcomes and reporting timelines.

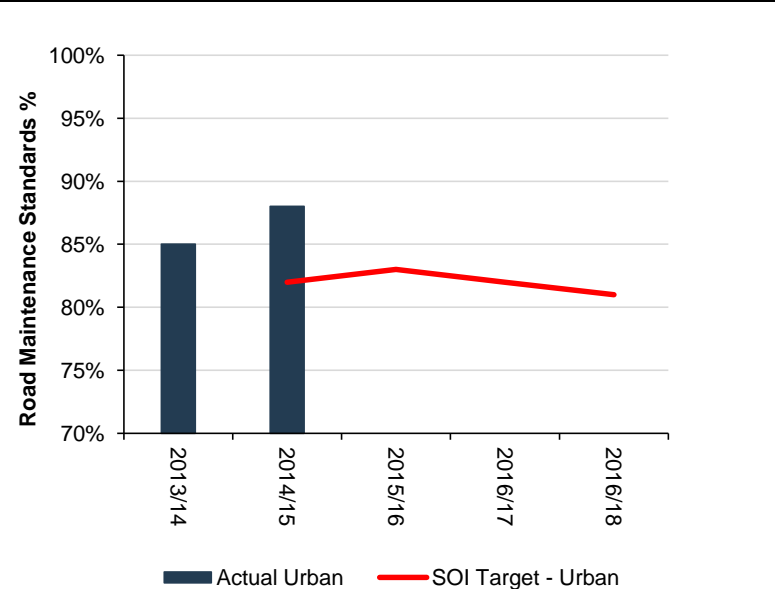
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target exceeded (YTD average in January 2016 = 88%, SOI target of 85%).

This data relates to jobs dispatched to our maintenance contractors by the call centre. It does not include escalations or queries sent to the AT area engineer to resolve and then dispatch to the contractor. This data will become available when CRM15 allows for queuing and the measuring of individual response times in light of the organisation's 10 day customer response service level.

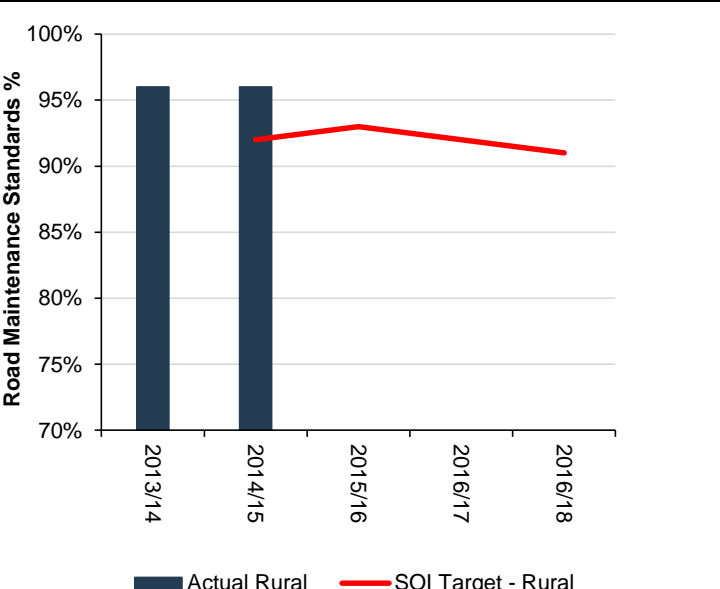
3.3 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Data for this measure is collected on an annual basis through a network condition survey.

The 2015/16 result will be available in the March 2016 indicators report.

3.4 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads

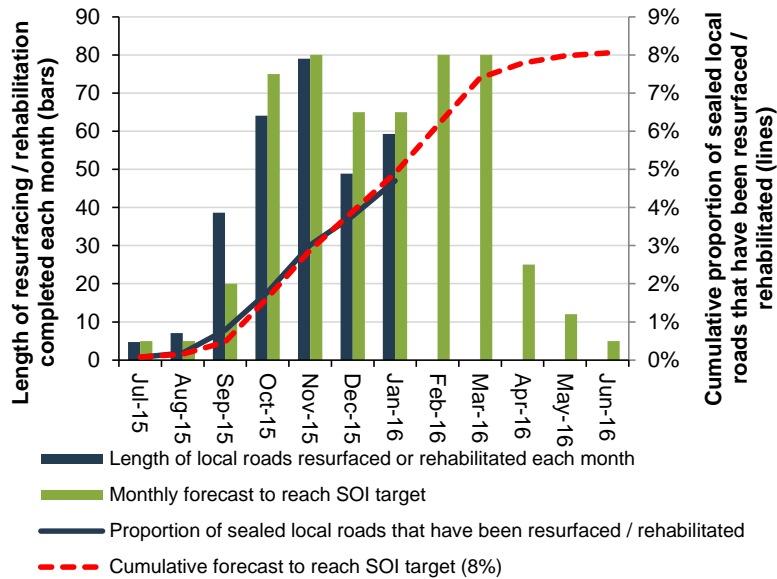


Data for this measure is collected on an annual basis through a network condition survey.

The 2015/16 result will be available in the March 2016 indicators report.

3. DIA mandatory measures

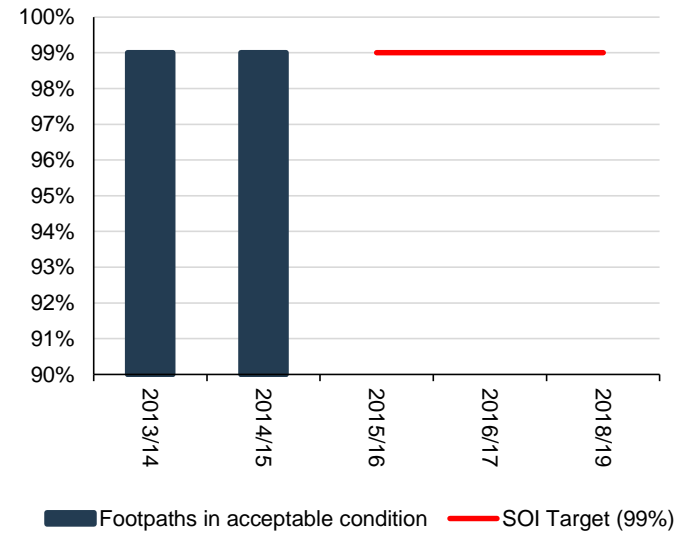
3.5 Percentage of the sealed local road network that is resurfaced / rehabilitated each year



In January, 59.3kms of the local road network was resurfaced / rehabilitated. This means 4.7% of the network has been resurfaced / rehabilitated across the July 2015 - January 2016 period.

Current delivery and year end performance expectations are both in line with AT's SOI target.

3.6 Percentage of footpaths in acceptable condition



Data for this measure is collected on an annual basis through a network condition survey.

The 2015/16 result will be available in the March 2016 indicators report.

1. Summary of indicators

- 1.1 SOI performance measures
- 1.2 DIA mandatory performance measures
- 1.3 AT Metro patronage breakdown

2. Key monthly indicators by Strategic Theme

- 2.1 Prioritise rapid, high frequency public transport
- 2.2 Transform and elevate customer focus and experience
- 2.3 Build network optimisation and resilience
- 2.4 Ensure a sustainable funding model
- 2.5 Develop creative, adaptive, innovative implementation

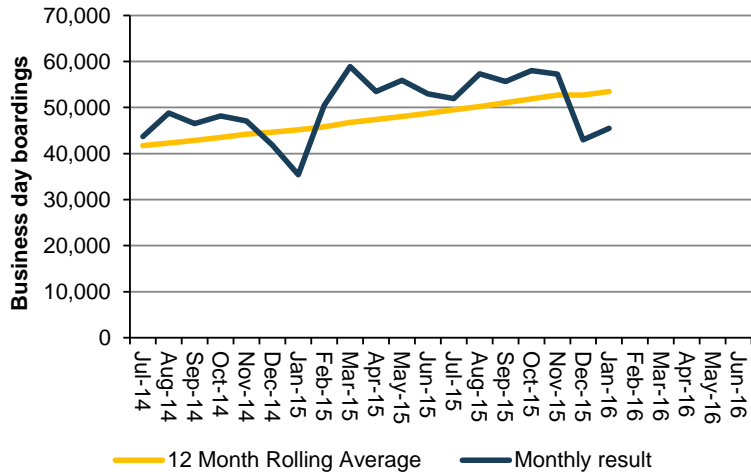
3. DIA mandatory measures

4. AT monthly activity report

- 4.1 Public transport
- 4.2 Road operations and maintenance
- 4.3 Customer response

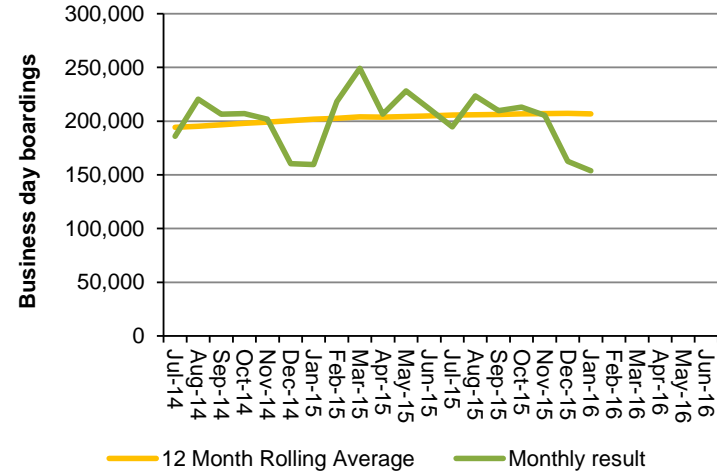
4.1 AT monthly activity report – public transport

4.1.1 Rail business day average boardings



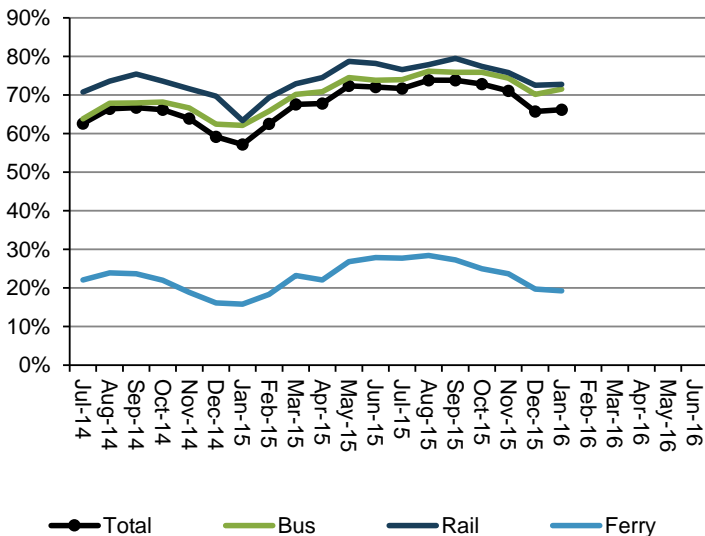
Business day boardings on the rail network averaged 53,479 in the 12 months to January 2016. This represents an 18% increase on the January 2015 figure.

4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 206,790 in the 12 months to January 2016. This represents a 3% increase on the January 2015 figure.

4.1.3 Percentage of trips using AT HOP



The proportion of all trips utilising AT HOP was 66.2% in January 2016 (Rail 72.8%, Bus 71.6%, Ferry 19.3%); up from 65.7% in December 2015.

4.1 AT monthly activity report – public transport

4.1.5 Rail service performance

Train performance January 2016

Total Network

95.9% Punctuality*

(87.1% 12 month rolling average)
* Arrival within 5 minutes of schedule at final destination

97.9% Service Delivery*

(96.8% 12 month rolling average)
* Arrival at final destination

Western Line

94.8% Punctuality*

(86.5% 12 month rolling average)

97.8% Service Delivery*

(95.6% 12 month rolling average)

Eastern Line

95.5% Punctuality*

(81.0% 12 month rolling average)

97.2% Service Delivery*

(96.5% 12 month rolling average)

Southern Line

95.5% Punctuality*

(87.7% 12 month rolling average)

98.5% Service Delivery*

(96.4% 12 month rolling average)

Pukekohe Line

98.4% Punctuality*

(98.3% 12 month rolling average)

98.7% Service Delivery*

(99.0% 12 month rolling average)

Onehunga Line

96.9% Punctuality*

(92.4% 12 month rolling average)

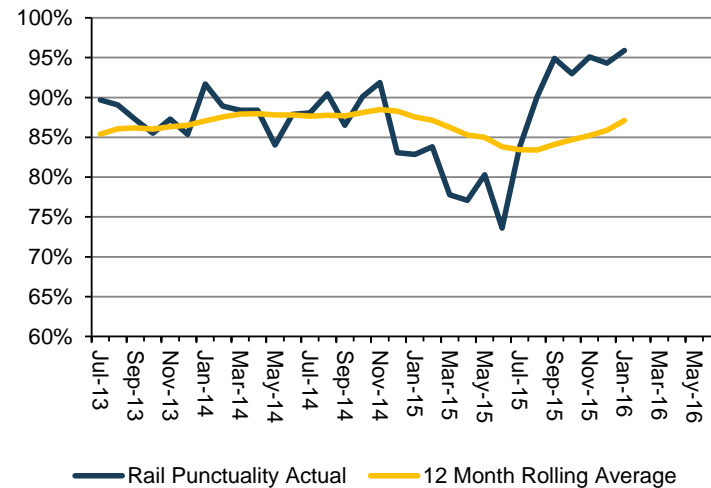
97.5% Service Delivery*

(98.7% 12 month rolling average)

For more information visit
www.AT.govt.nz or phone 09 366 6400



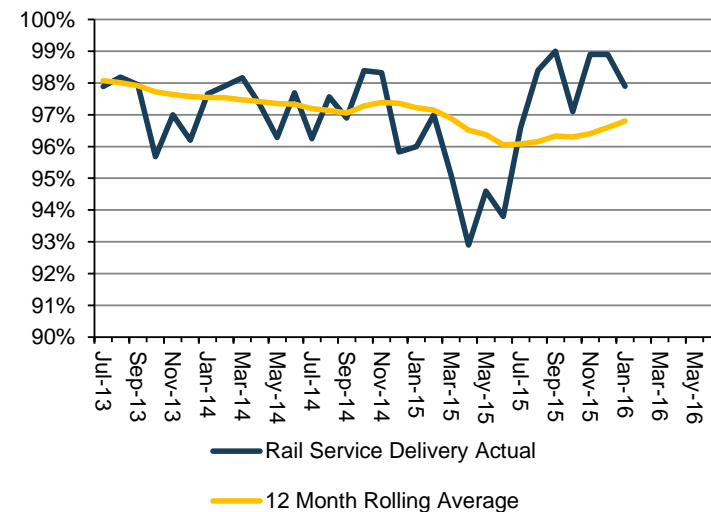
4.1.6 Rail punctuality (based on arrival at final destination)



Punctuality in this figure is based the percentage of rail services that arrive within 5 minutes of schedule at their final destination.

Using this measure, rail service punctuality in January 2016 was 95.9%, compared to 87.1% in the 12 months to January 2016.

4.1.7 Rail service delivery (based on arrival at final destination)

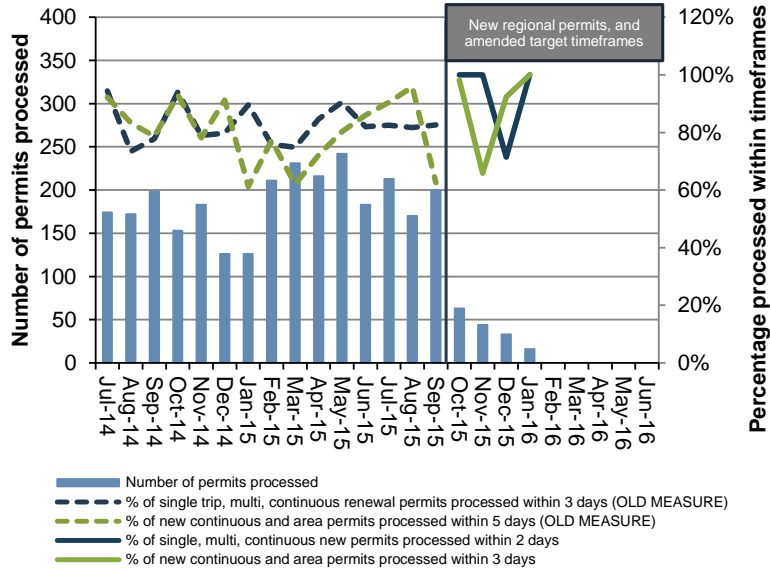


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery in January 2016 was 97.9%, compared to 96.8% in the 12 months to January 2016.

4.2 AT monthly activity report – road operations and maintenance

4.2.1 Overweight permits processed

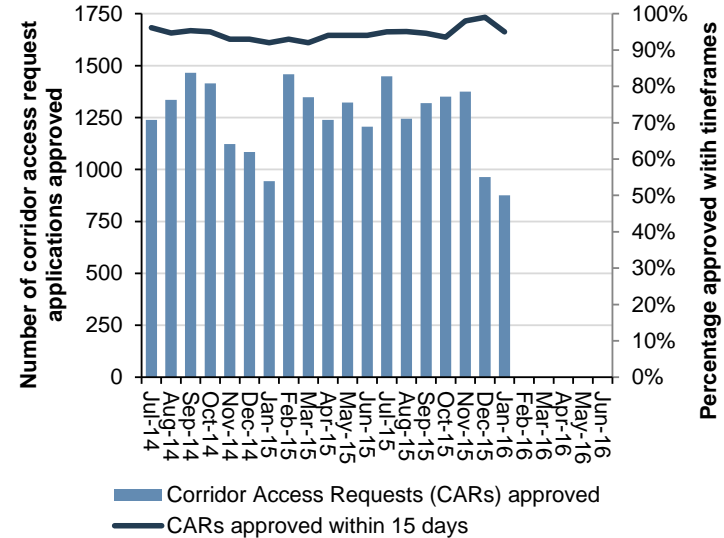


There were 16 overweight permit applications processed in January. All of the 16 permits were processed within the target times (within 2 days for single, multi and continuous new permits; within 3 days for new continuous and area permits).

The target KPI is 90%.

Please note that processing and reporting on overweight permit applications has changed from October 2015. New regional permits are now issued, which reduces the number of permits required by operators. Also, target processing timeframes have been reduced, and the percentage compliance targets have been increased from 80% to 90%.

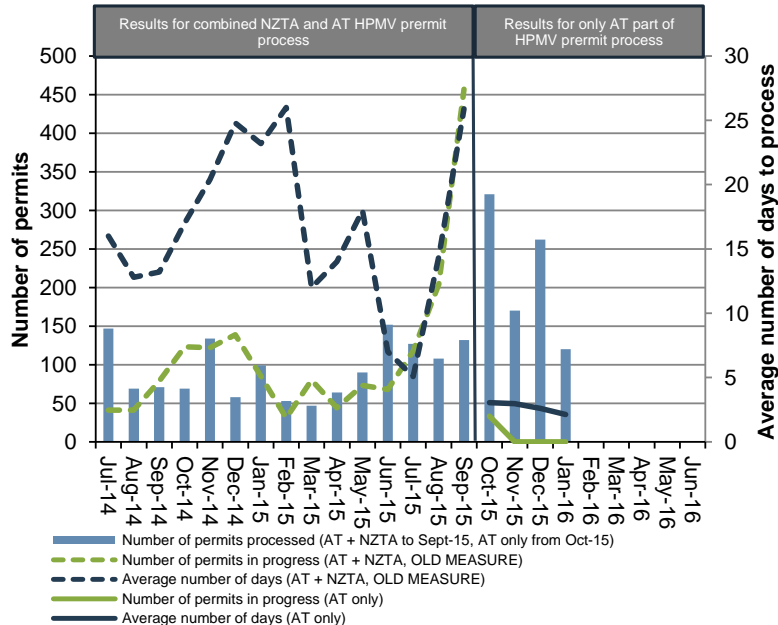
4.2.2 Number of corridor access request applications



There were 876 Corridor Access Request (CAR) applications approved during the period compared with 943 in January 2015.

82% of CAR applications were approved within 5 working days and 95% within 15 working days against exceed targets of 80% and 95% respectively.

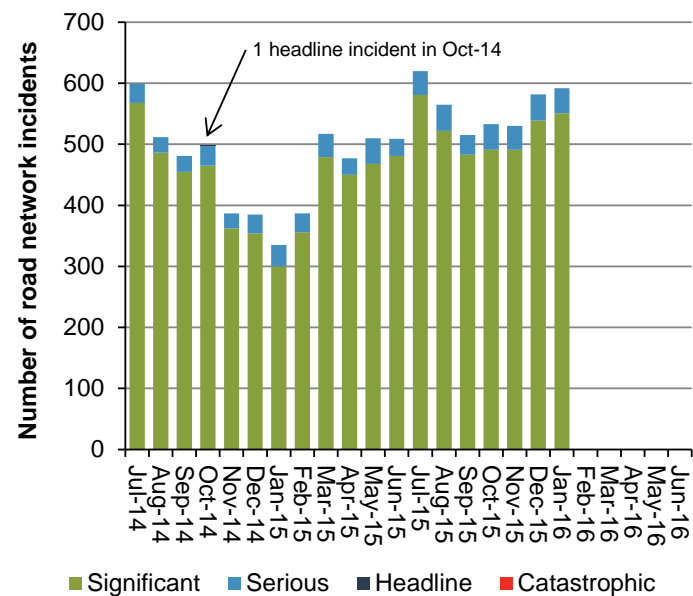
4.2.3 High productivity motor vehicle permits processed



There were 120 HPMV permit applications processed by AT in January. All of the 120 HPMV permits were processed within the target KPI of 4 days. The average number of days taken by AT to process the HPMV permits this month was 2.13 days.

Please note that reporting on HPMV permit applications has changed from October 2015. Results now relate exclusively to the AT component of the HPMV permitting process, whereas historically results have been for the combined AT and NZTA process.

4.2.4 ATOC managed incidents



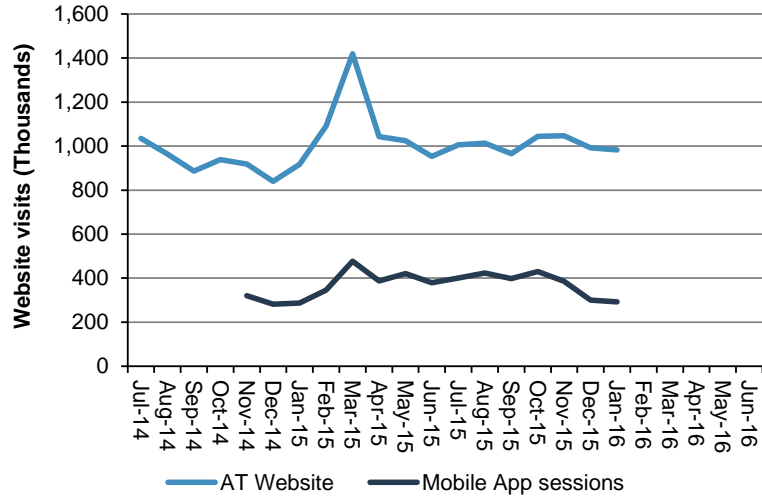
In January 2016, the Auckland Transport Operations Centre (ATOC) managed 2942 incidents on the road network (normal 15, minor 2335, significant 551, serious 41, headline 0, catastrophic 0).

The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

ATOC is a multi-agency initiative that manages incidents on both AT's local road and NZTA's state highway networks. The centre is responsible for managing incidents from Taupo to Cape Reinga.

4.3 AT monthly activity report – customer response

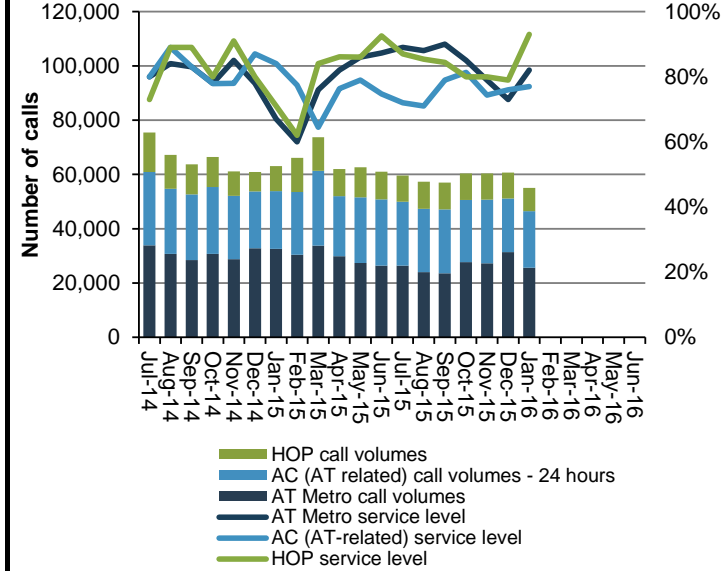
4.3.1 Website visits



There was a 1% decrease in visits to the Auckland Transport website in January 2016 (compared to December 2015).

The number of mobile app sessions decreased by 3% in January 2016 (compared to December 2015).

4.3.2 Call centre incoming calls and service levels



AT Metro Call Centre
Call volumes at the public transport call centre decreased 18% compared to December 2015, and decreased 21% compared to January 2015. The public transport call centre service level increased 12% compared to December 2015.

AT Hop
AT Hop calls decreased 11% compared to last month. The service level increased 18% compared to last month.

Auckland Council (AT-related calls) – 24 Hours
There was a 5% decrease in call volumes and a 1% increase in the service level compared to last month.

AT service level is that 80% of calls are answered within 20 seconds.