

Auckland Transport Monthly Indicators Report 2015/16

June 2016

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

2. Key monthly indicators by Strategic Theme

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- 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: 82.90m	Page 12
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●	●	●	●	●	●	RTN + FTN boardings 9.9% growth > total boardings 4.6% growth	Page 12
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	83%			●			●			●			●	June result: 84%	Page 14
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%			●			●			●			●	June result: 69%	Page 15
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%			●			●			●			●	June result: 65%	Page 15
	Percentage of residents satisfied with road safety in the Auckland region	60%			●			●			●			●	June result: 65%	Page 15
	PT punctuality (weighted average across all modes)	92%	●	●	●	●	●	●	●	●	●	●	●	●	YTD average: 94.6%	Page 16
Build network optimisation and resilience	Arterial road productivity	54% of the ideal achieved	●	●	●	●	●	●	●	●	●	●	●	●	12 month rolling average: 60.0%	Page 17
	New cycleways added to regional cycle network	7.4 km	●	●	●	●	●	●	●	●	●	●	●	●	July - June delivery: 11.8 km	Page 18
	Annual number of cycling trips in designated areas in Auckland (all day)	1.1 million	●	●	●	●	●	●	●	●	●	●	●	●	12 month rolling total: 995,828	Page 18
	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 - 9mins GSR N - 12mins GSR S - 11mins Kaka E - 8mins Kaka W - 7mins Wairau W - 8mins Wairau E - 8mins	Page 19 - 21

- 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%	●	●	●	●	●	●	●	●	●	●	●	●	May result: 51.2%	Page 22
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%	■	●	■	■	■	■	■	■	■	■	●	■	May 12 month rolling average: 89.1%	Page 23
	Number of car trips avoided through travel planning initiatives	17,500	■	■	■	■	■	■	■	■	■	■	■	■	2015/16 result will be available in late July 2016.	Page 23

- 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 to Dec 2015: 537	Page 25
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●	●	●	●	●	●	●	●	●	●	YTD average: 88%	Page 25
Build network optimisation and resilience	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 83%									●				March result: 87%	Page 25
		Rural 93%									●				March result: 96%	Page 25
	Percentage of the sealed local road network that is resurfaced	8%	●	●	●	●	●	●	●	●	●	●	●	●	July - June delivery: 8.2%	Page 26
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%										●			March result: 99.5%	Page 26

- 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

	June - 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:	5,059,150	↓ -0.8%	5,347,729	↓ -5.4%	60,239,483	↑ 0.7%	62,700,000	↓ -3.9%	62,700,000	60,200,000
2. Train (Rapid) Total:	1,484,633	↑ 17.3%	1,388,880	↑ 6.9%	16,786,493	↑ 20.6%	16,000,000	↑ 4.9%	16,000,000	16,800,000
3. Ferry (Connector Local) Total:	413,802	↑ 9.6%	393,510	↑ 5.2%	5,878,184	↑ 6.2%	5,770,000	↑ 1.9%	5,770,000	5,860,000
Total Patronage	6,957,585	↑ 3.2%	7,130,119	↓ -2.4%	82,904,160	↑ 4.6%	84,470,000	↓ -1.9%	84,470,000	82,860,000
Rapid and Frequent	2,658,955	↑ 7.3%	2,856,734	↓ -6.9%	31,048,664	↑ 9.9%	33,210,000	↓ -6.5%	33,210,000	33,200,000

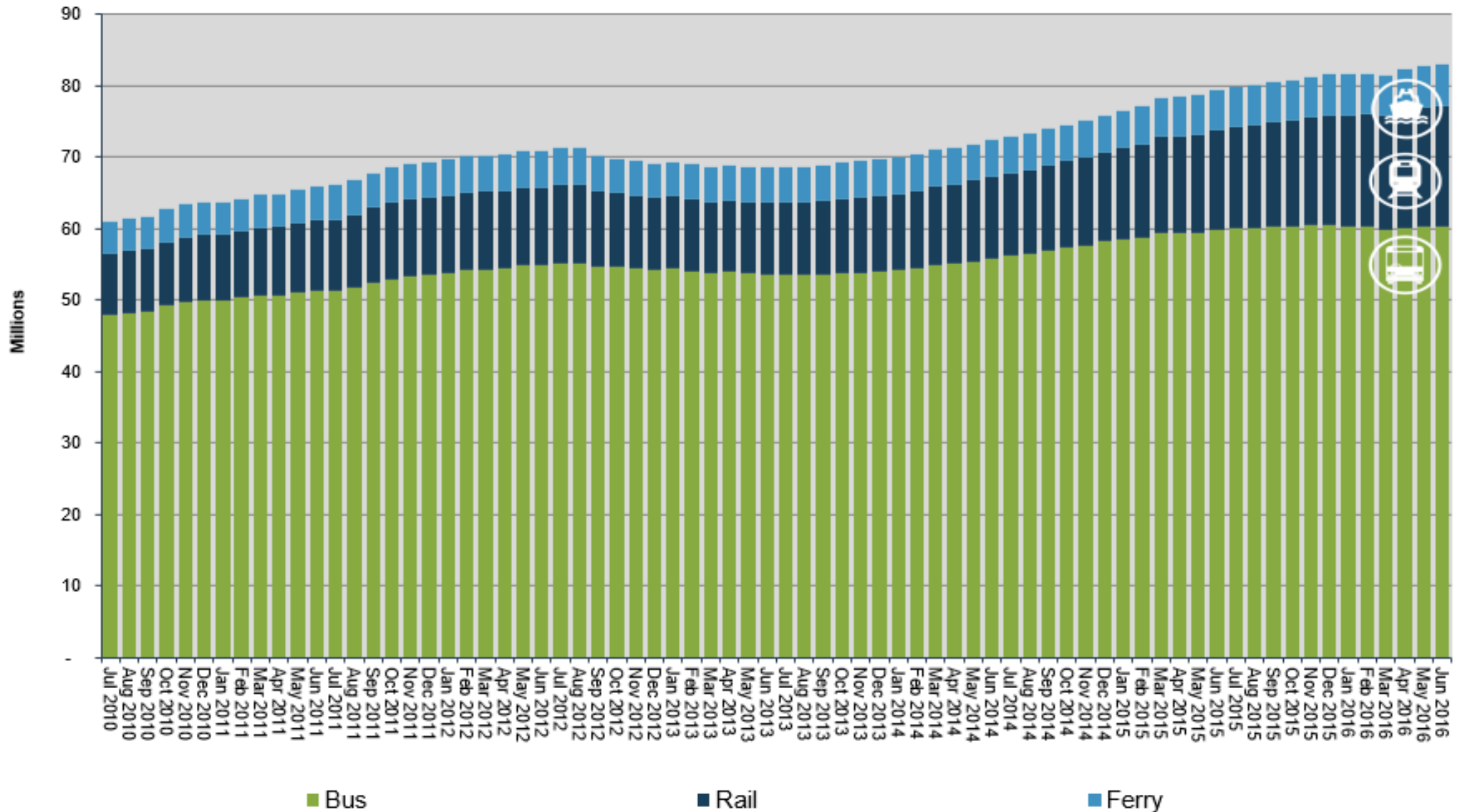
	June - 2015/16											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	5,059,150	5,100,008	-40,858	-0.8%	-0.4%	60,239,483	-0.1%	443,124	0.7%	60,239,483	443,124	0.7%
- Busway (Rapid) Bus	370,465	301,616	68,849	22.8%		4,174,709	1.7%	712,904	20.6%	4,174,709	712,904	20.6%
- Frequent Bus	803,857	910,756	-106,898	-11.7%		10,087,462	-1.0%	-798,212	-7.3%	10,087,462	-798,212	-7.3%
- Connector Local Targeted Bus	3,884,828	3,887,636	-2,809	-0.1%		45,977,312	0.0%	528,432	1.2%	45,977,312	528,432	1.2%
2. Train (Rapid) Total:	1,484,633	1,265,466	219,167	17.3%	15.5%	16,786,493	1.3%	2,869,601	20.6%	16,786,493	2,869,601	20.6%
- Western Line	535,597	424,682	110,915	26.1%		5,770,152	2.0%	924,701	19.1%	5,770,152	924,701	19.1%
- Eastern Line	394,509	348,589	45,920	13.2%		4,501,092	1.0%	860,301	23.6%	4,501,092	860,301	23.6%
- Onehunga Line	96,868	90,297	6,571	7.3%		1,197,602	0.6%	133,504	12.5%	1,197,602	133,504	12.5%
- Southern Line	428,316	372,276	56,040	15.1%		4,976,440	1.1%	928,272	22.9%	4,976,440	928,272	22.9%
- Pukekohe Line	29,343	29,622	-279	-0.9%		341,207	-0.1%	22,823	7.2%	341,207	22,823	7.2%
3. Ferry (Connector Local) Total:	413,802	377,578	36,224	9.6%	9.6%	5,878,184	0.6%	341,795	6.2%	5,878,184	341,795	6.2%
- Contract	107,012	98,946	8,066	8.2%		1,315,087	0.6%	128,457	10.8%	1,315,087	128,457	10.8%
- Exempt Services	306,790	278,632	28,158	10.1%		4,563,097	0.6%	213,338	4.9%	4,563,097	213,338	4.9%
Total Patronage	6,957,585	6,743,052	214,533	3.2%	3.1%	82,904,160	0.3%	3,654,520	4.6%	82,904,160	3,654,520	4.6%
Rapid and Frequent	2,658,955	2,477,838	181,118	7.3%		31,048,664	0.4%	2,784,293	9.9%	31,048,664	2,784,293	9.9%
Connector Local Targeted	4,298,630	4,265,214	33,415	0.8%		51,855,496	0.1%	870,227	1.7%	51,855,496	870,227	1.7%
Total Patronage	6,957,585	6,743,052	214,533	3.2%	3.1%	82,904,160	0.3%	3,654,520	4.6%	82,904,160	3,654,520	4.6%

* 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 and timetables. Change (Feb 2016) of source data for accuracy and automation from printed timetables to real time timetables, which has lowered the number of frequent services.

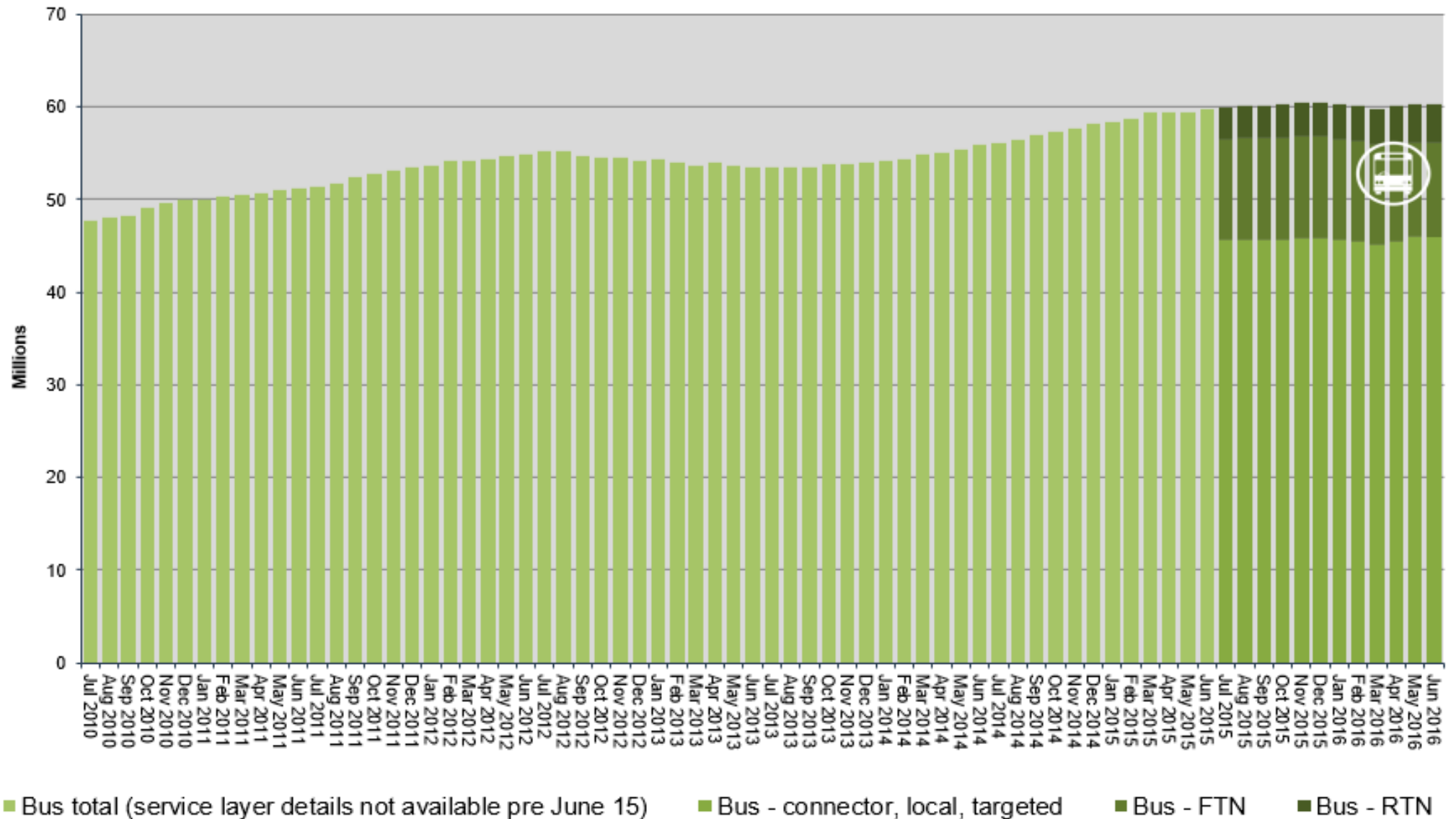
1.3 AT Metro patronage breakdown

1.3.1 Total patronage (12 month rolling total)



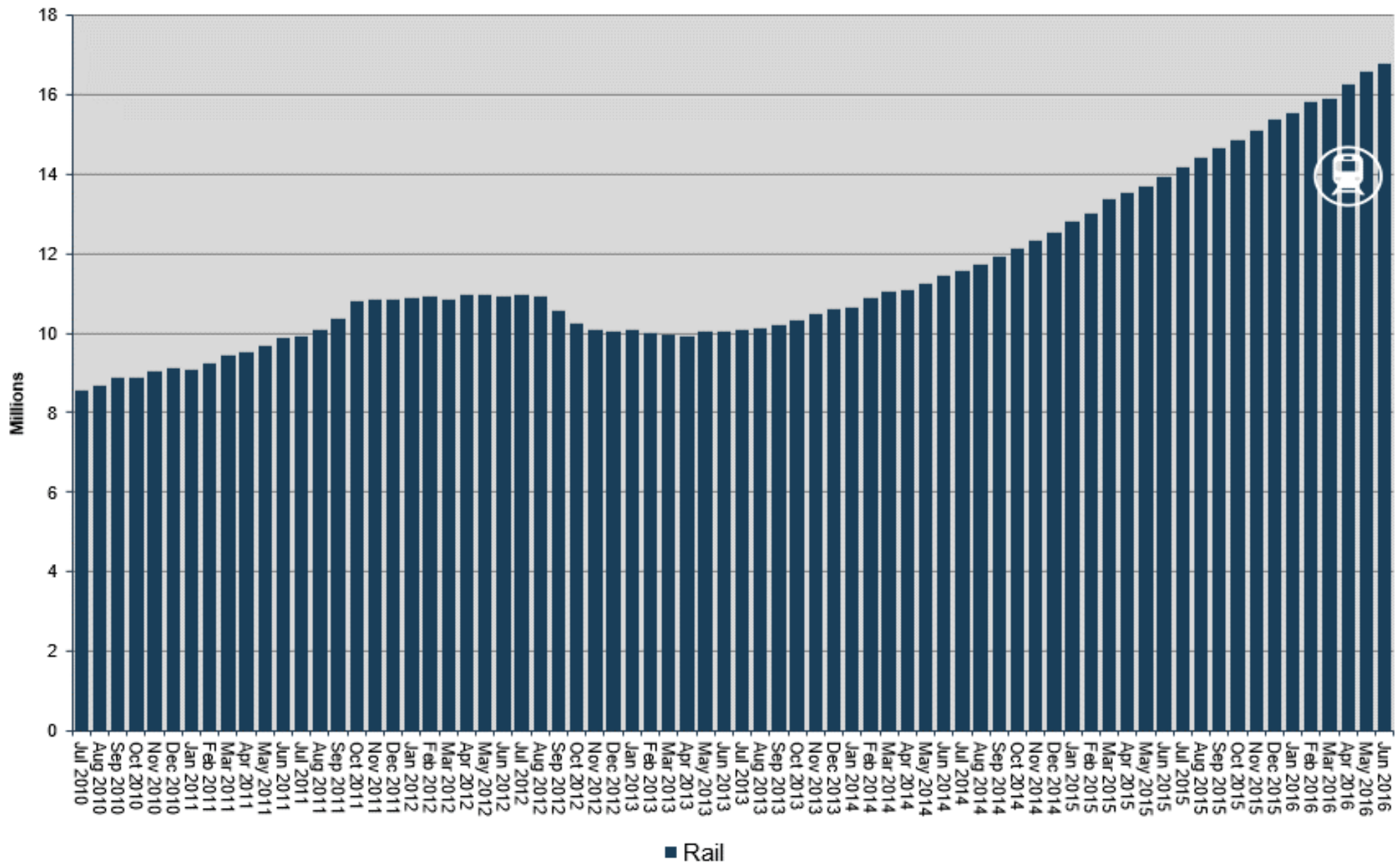
1.3 AT Metro patronage breakdown

1.3.2 Bus patronage (12 month rolling total)

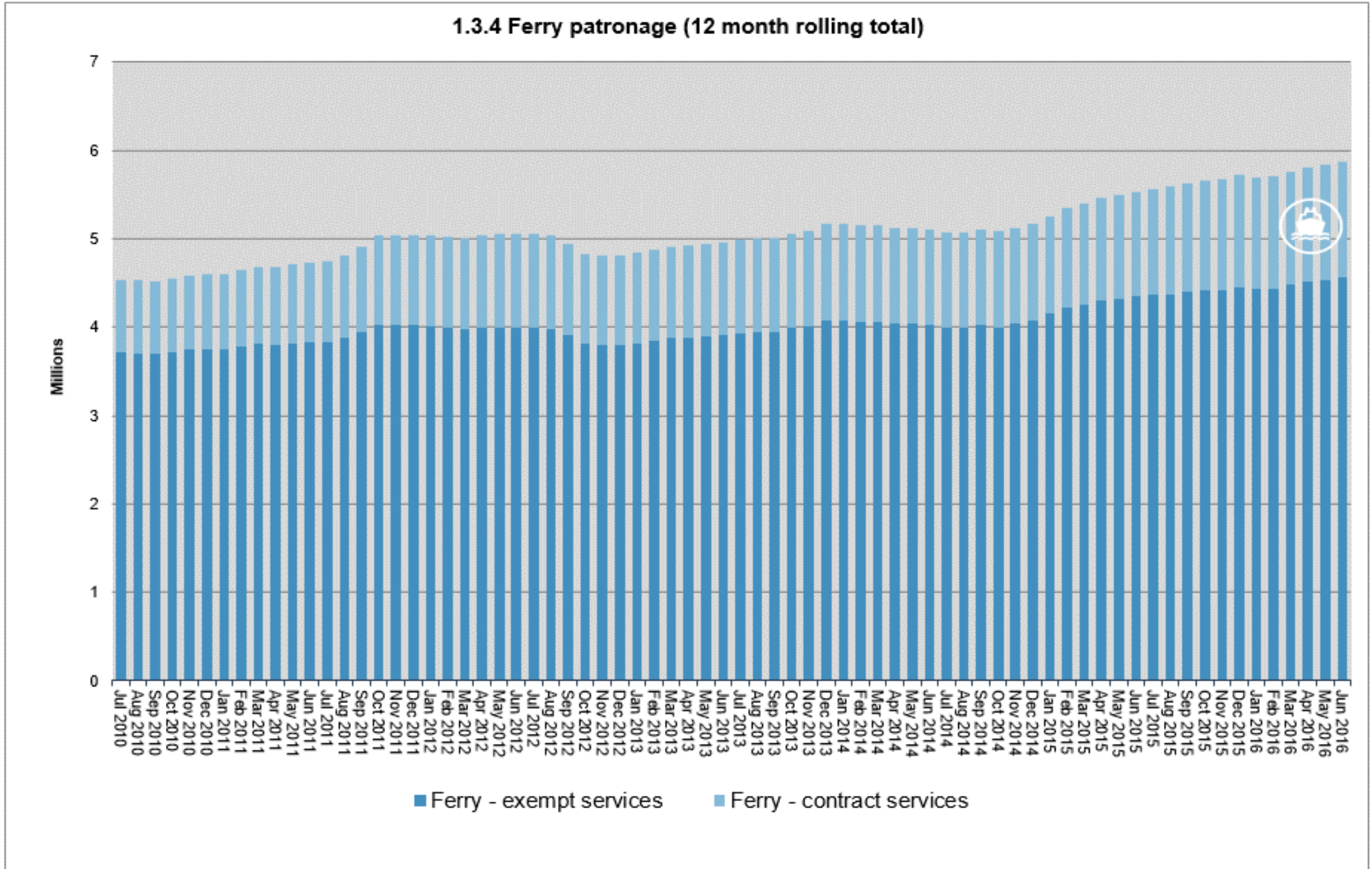


1.3 AT Metro patronage breakdown

1.3.3 Rail patronage (12 month rolling total)



1.3 AT Metro patronage breakdown



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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

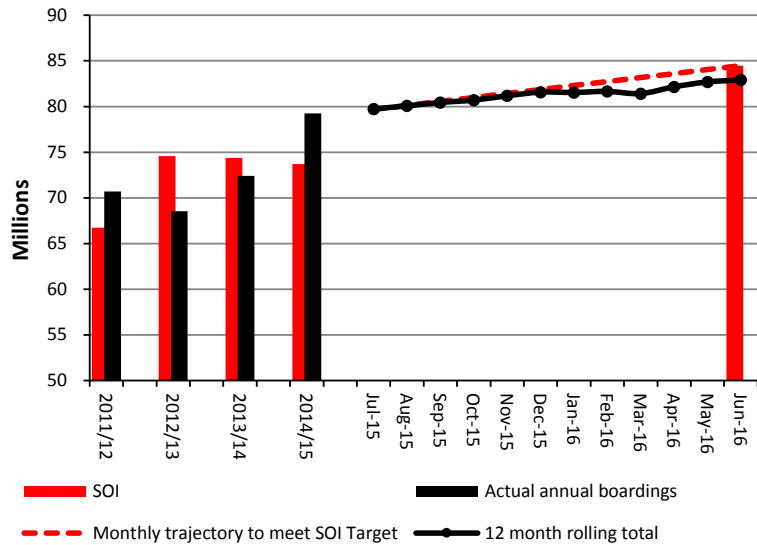
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- 4.3 Customer response

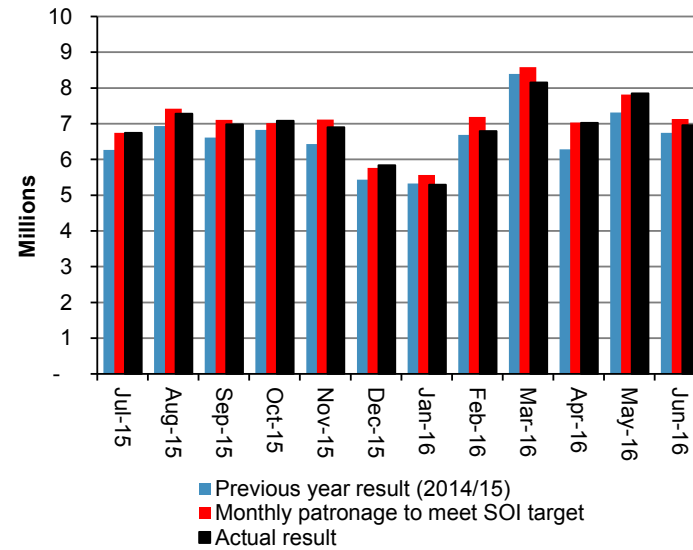
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



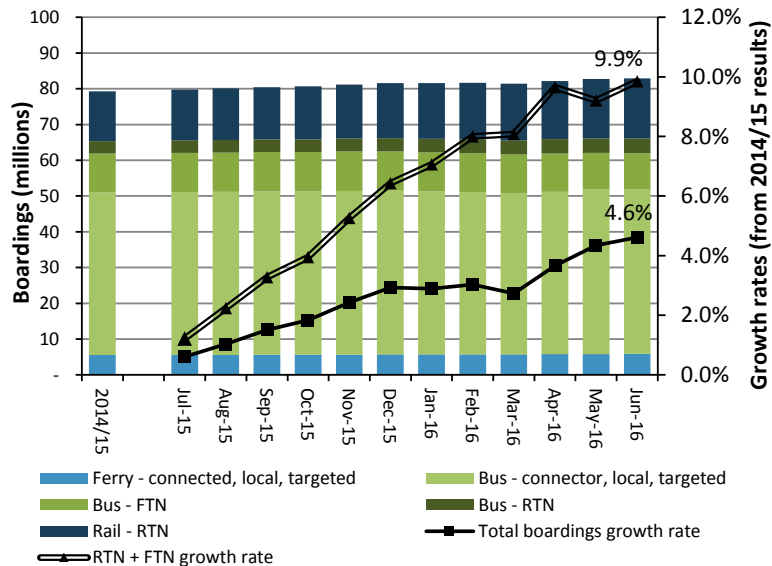
PT patronage totalled 82,904,160 passenger boardings for the 12 months to June 2016, an increase of 0.3% on the 12 months to May 2016 and an increase of 4.6% on the 12 months to June 2015.

2.1.2 Monthly public transport boardings (millions)



June monthly patronage was 6,957,585 an increase of 3.2% (214,533 boardings) on June 2015, normalised to ~3.1% once adjustments are made to take into account special events and the number of business and weekend days in the month.

2.1.3 Boardings on rapid or frequent network



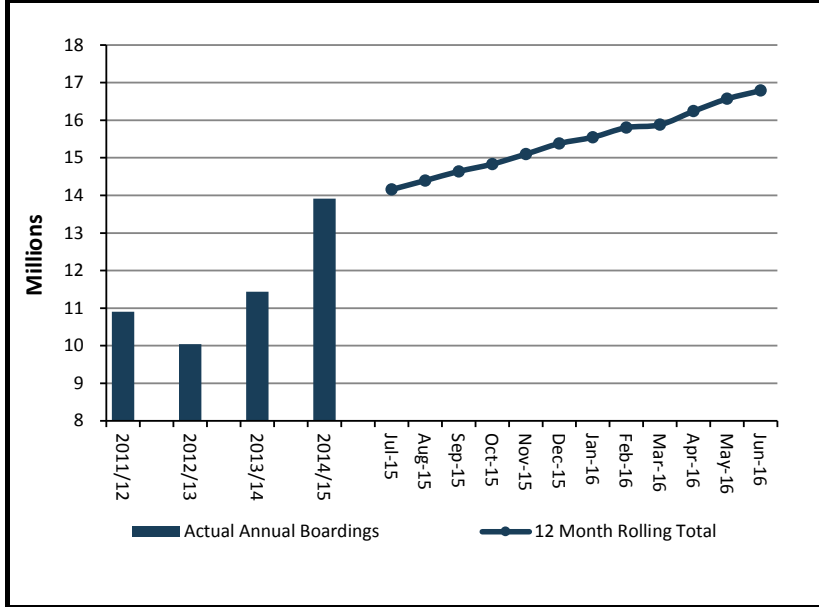
AT has an SOI target of increasing RTN and FTN patronage at a faster rate than total boardings.

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 June 2016 are 4.6% higher than the 2014/15 result, while RTN + FTN boardings are 9.9% higher. As such, the SOI target this month has been exceeded.

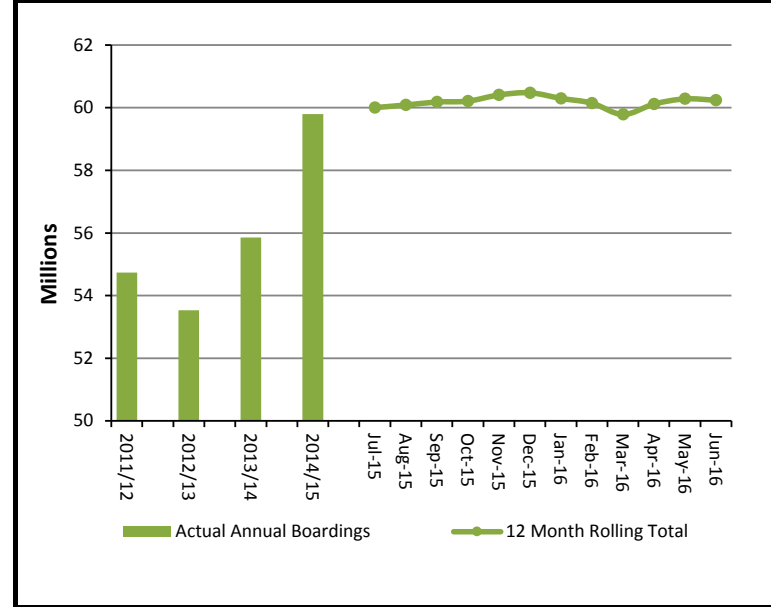
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



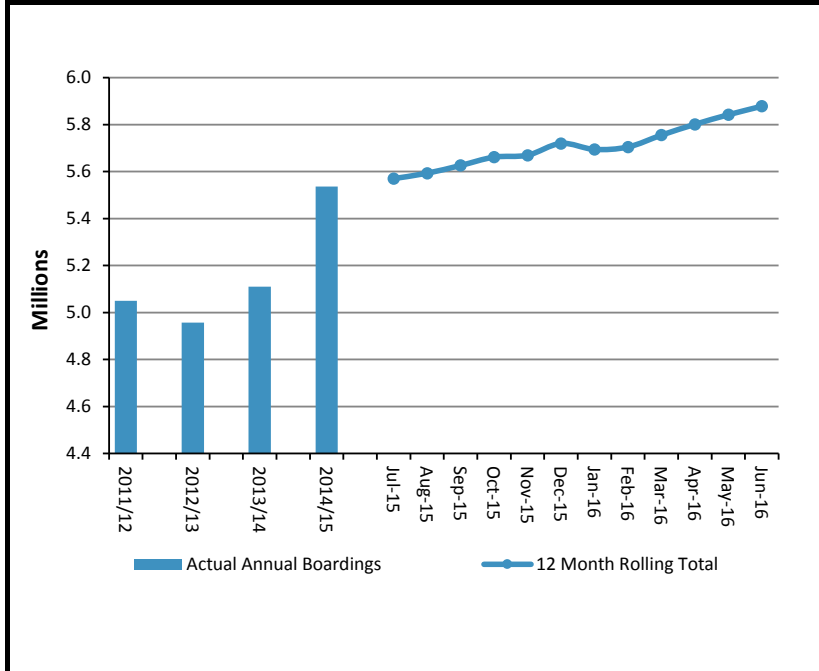
Rail patronage totalled 16,786,493 passenger boardings for the 12 months to June 2016, an increase of 1.3% on the 12 months to May 2016 and 20.6% on the 12 months to June 2015.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 60,239,483 passenger boardings for the 12 months to June 2016, a decrease of 0.1% on the 12 months to May 2016 and an increase of 0.7% on the 12 months to June 2015.

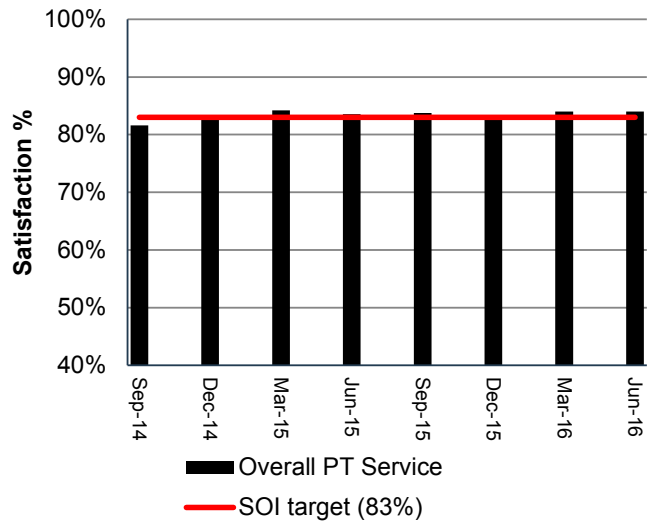
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 5,878,184 passenger boardings for the 12 months to June 2016, an increase of 0.6% on the 12 months to May 2016 and an increase of 6.2% on the 12 months to June 2015.

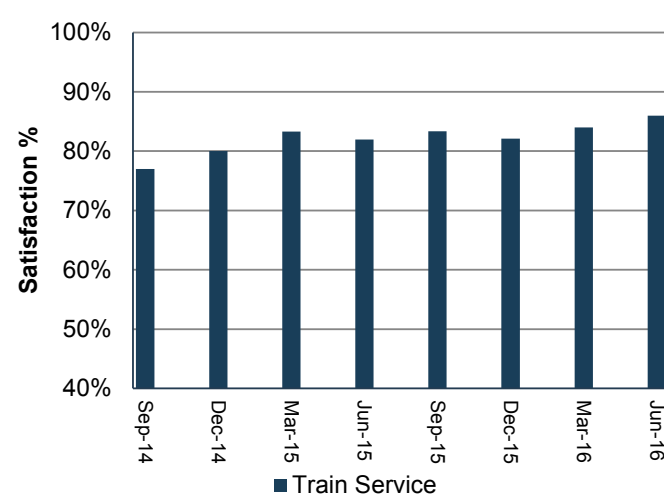
2.2 Transform and elevate customer focus and experience

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



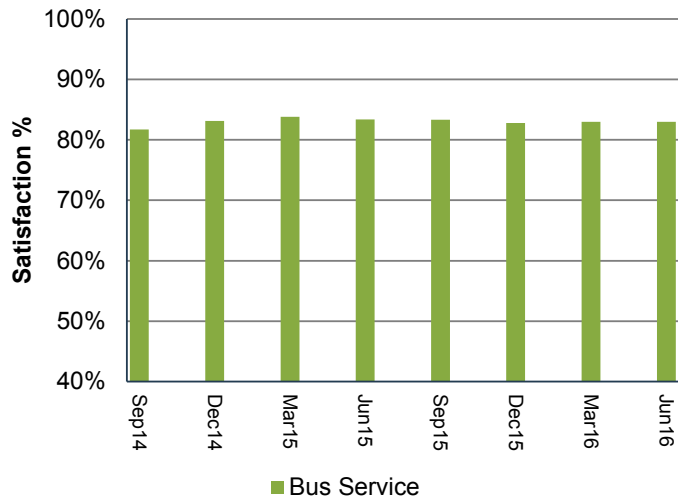
Overall satisfaction with public transport services (84%) is consistent with the March 2016 result (84%).
Satisfaction is the same compared to the June 2015 result.

2.2.2 Percentage of passengers satisfied with their train service



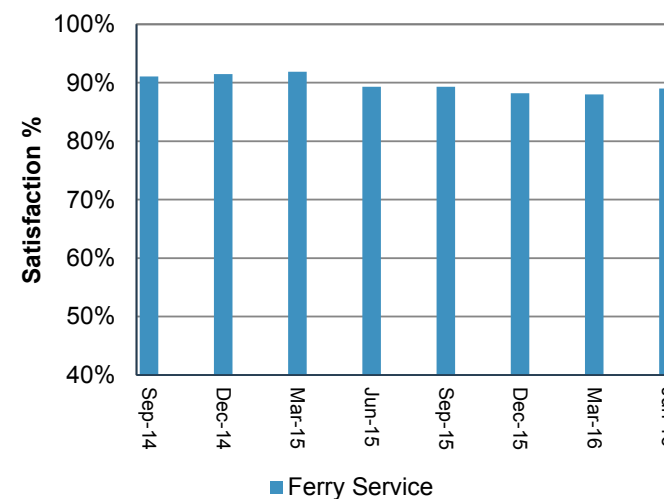
Satisfaction with train services (86%) is up 2% compared with the March 2016 result (84%).
Satisfaction is up 4% compared to the June 2015 result.

2.2.3 Percentage of passengers satisfied with their bus service



Satisfaction with bus services (83%) is consistent with the March 2016 result (83%).
Satisfaction is the same compared to the June 2015 result.

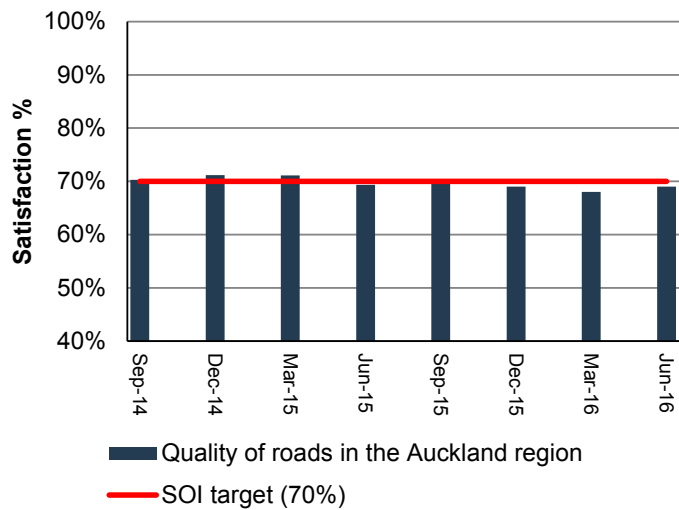
2.2.4 Percentage of passengers satisfied with their ferry service



Satisfaction with ferry services (89%) is up by 1% compared to March 2016 result (88%).
Satisfaction is the same compared to the June 2015 result.

2.2 Transform and elevate customer focus and experience

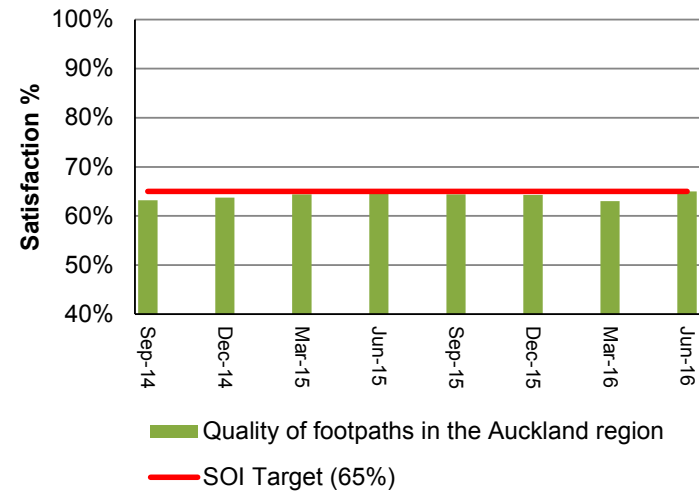
2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



Satisfaction with the quality of roads in Auckland (69%) is up 1% compared with the March 2016 result (68%).

Satisfaction is the same compared to the June 2015 result.

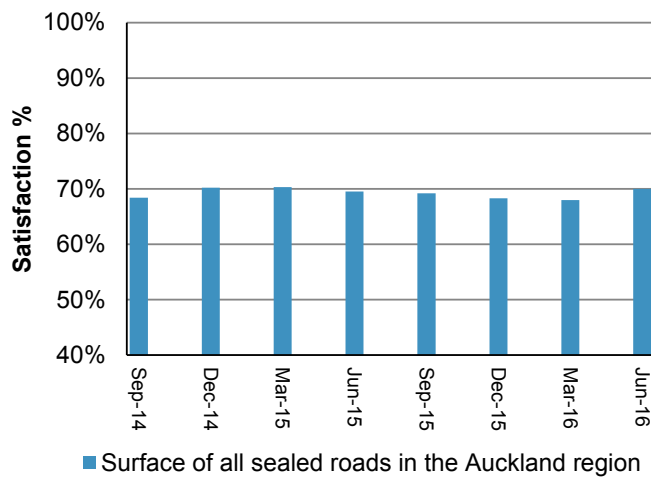
2.2.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



Satisfaction with the quality of footpaths in Auckland (65%) is up 2% compared with the March 2016 result (63%).

Satisfaction is the same compared with the June 2015 result.

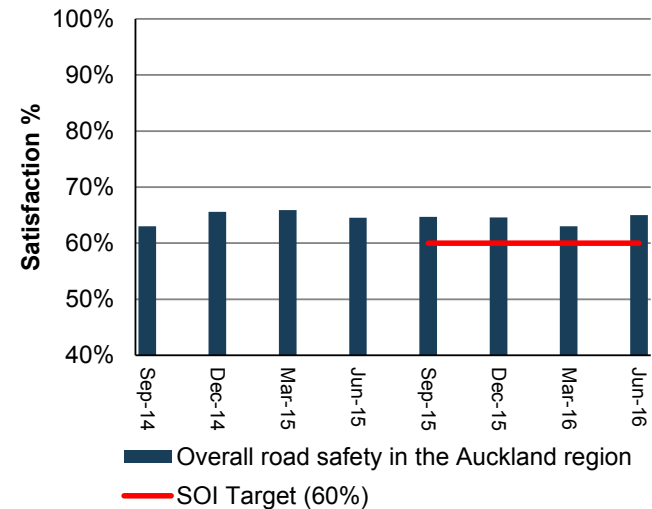
2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



Satisfaction with the surface of all sealed roads in Auckland (70%) is up 2% compared with the March 2016 result (68%).

Satisfaction is the same compared with the June 2015 result.

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

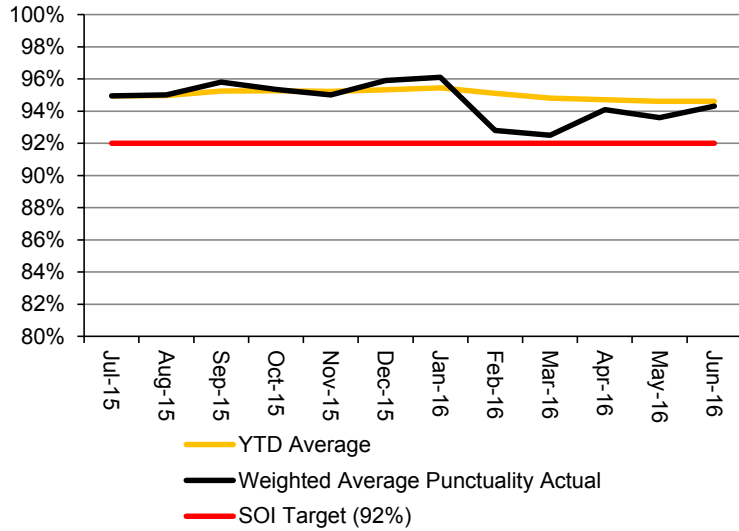


Satisfaction with road safety in Auckland (65%) is up 2% compared with the March 2016 result (63%).

Satisfaction is the same compared to the June 2015 result.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

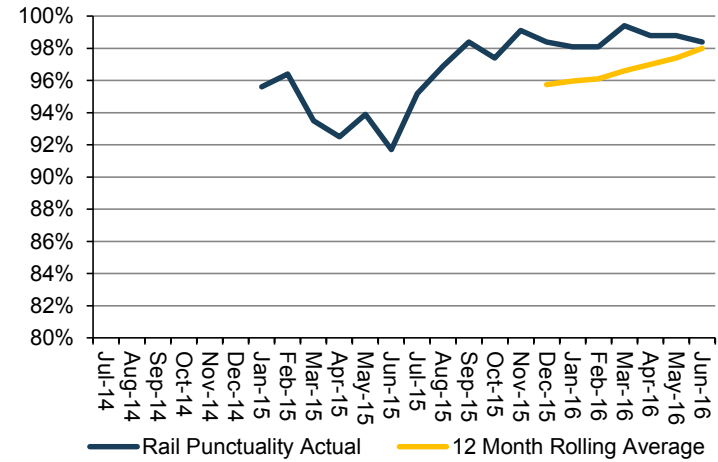


Target exceeded (YTD average in June 2016 = 94.6%, SOI target of 92%).

PT weighted average punctuality in the month of June 2016 was 94.3%.

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

2.2.10 Rail services punctuality

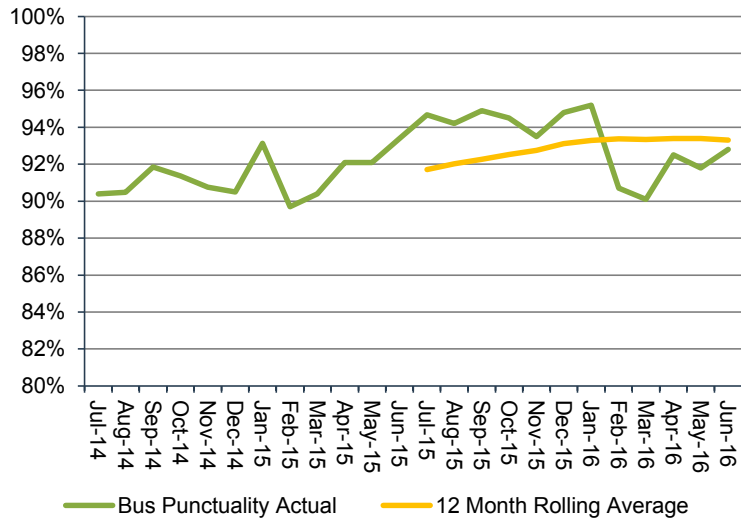


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Rail service punctuality in June 2016 was 98.4%, compared to 98.0% in the 12 months to June 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

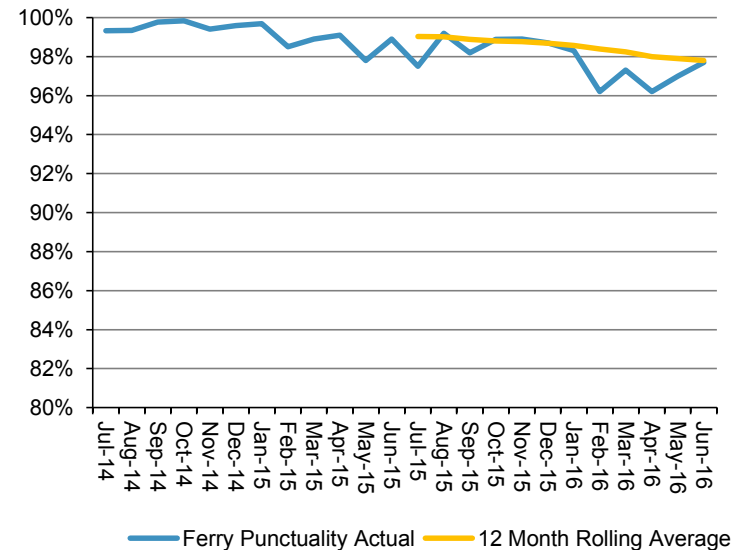


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Bus service punctuality in June 2016 was 92.8%, compared to 93.3% in the 12 months to June 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

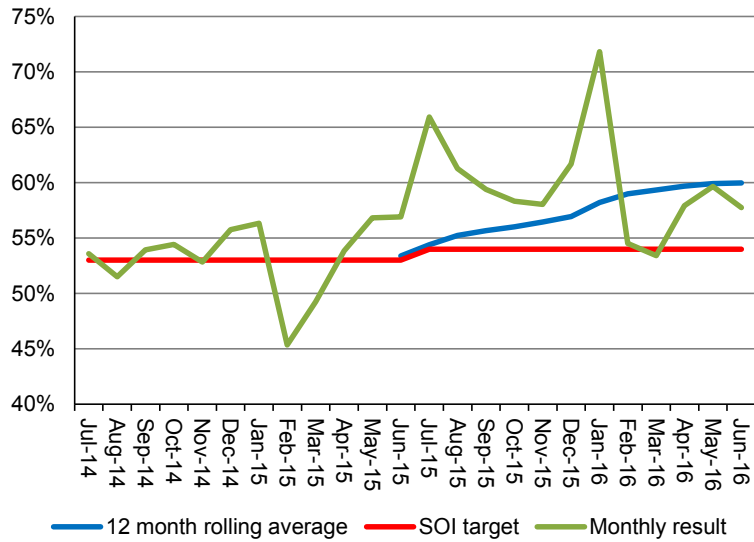


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Ferry service punctuality in June 2016 was 97.7%, compared to 97.8% in the 12 months to June 2016.

2.3 Build network optimisation and resilience

2.3.1 Arterial road productivity

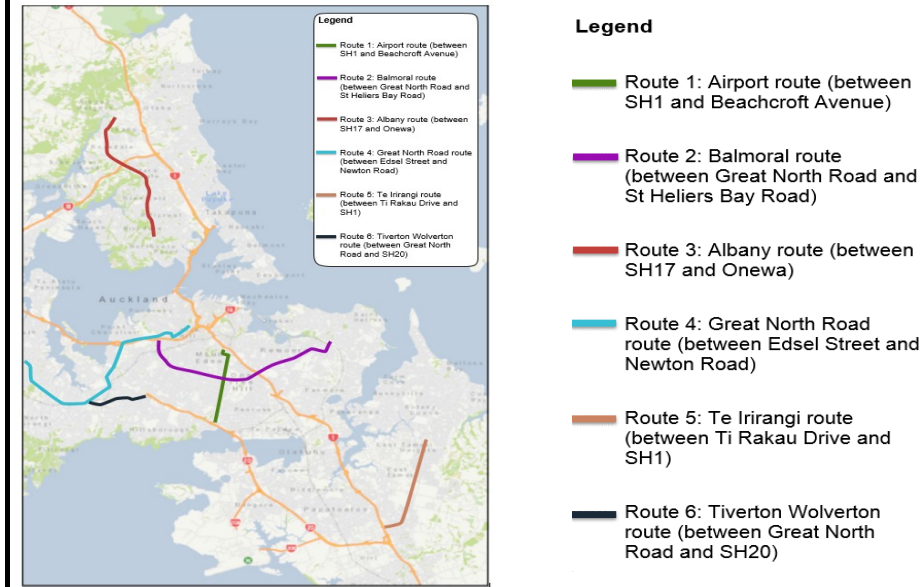


Target exceeded (12 month rolling average in June 2016 = 60%, SOI target of 54%).

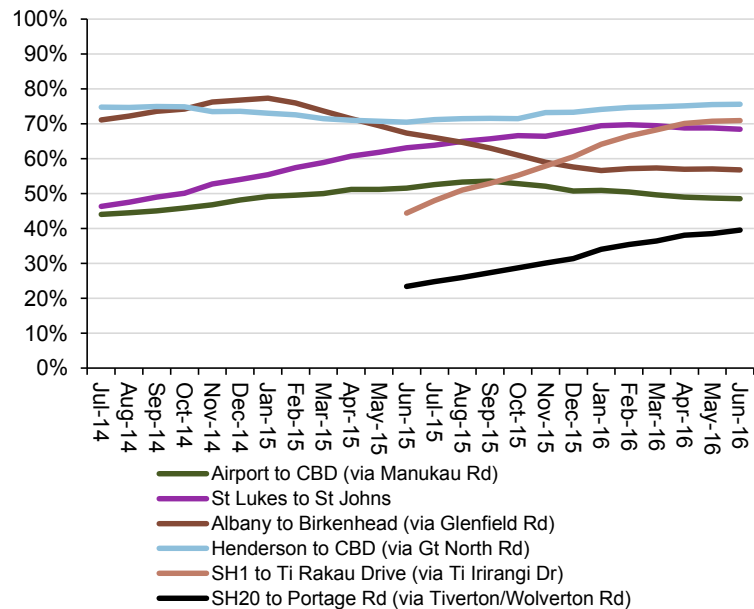
Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of the number of vehicles, their average journey speed and average vehicle occupancy.

The six key arterial routes that make up this measure are shown in figure 2.3.2 and results for each route are identified in figure 2.3.3 below.

2.3.2 Map showing arterial productivity routes



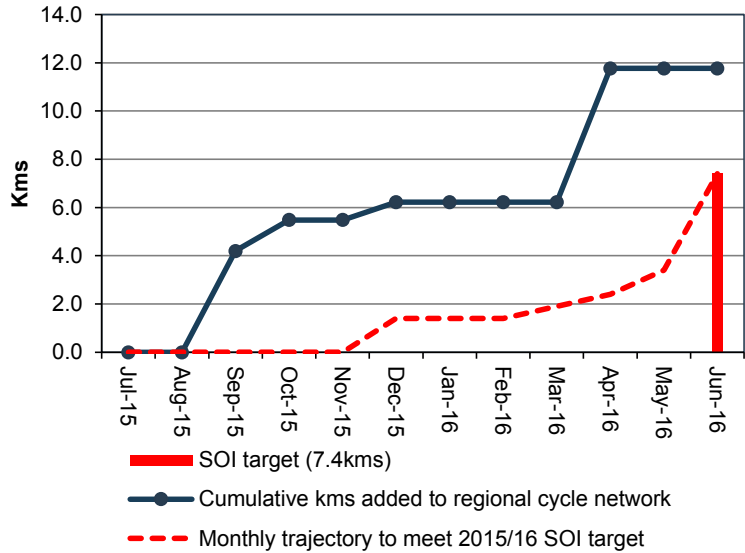
2.3.3 Arterial productivity - 12 month rolling average for each route



This figure illustrates the 12 month rolling average productivity results for each of the routes that make up the SOI measure provided in figure 2.3.1 above.

2.3 Build network optimisation and resilience

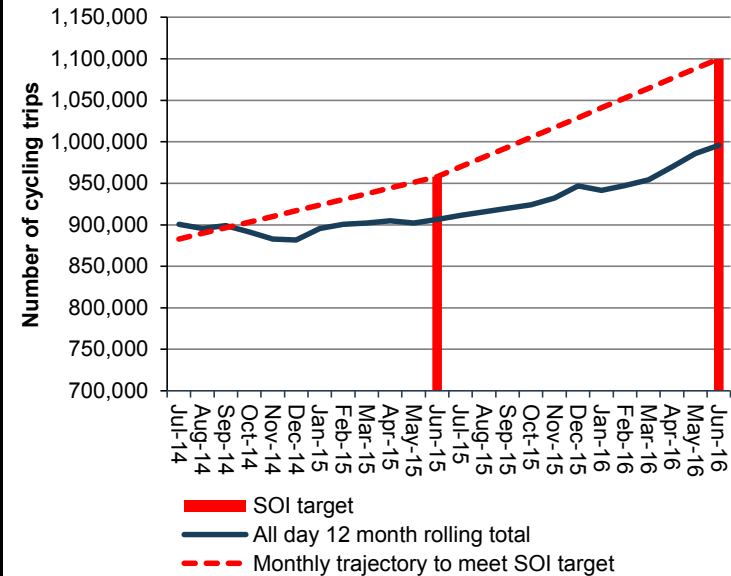
2.3.4 New cycleways added to regional cycle network (km)



Target exceeded (YTD completion = 11.8km, SOI target = 7.4km).

There were no additional kms completed in June 2016.

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



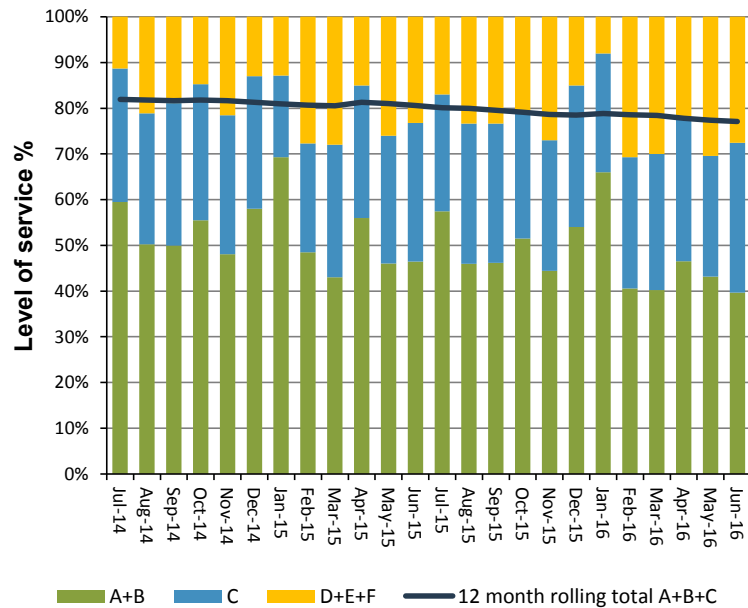
Target not met.

There has been an increase of 15.1% in cyclist movements in June 2016 when compared to June 2015.

A total of 995,828 cycle trips were recorded for the 12 months to June 2016, this is an increase of 9.9% on the previous year.

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.

2.3.6 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:

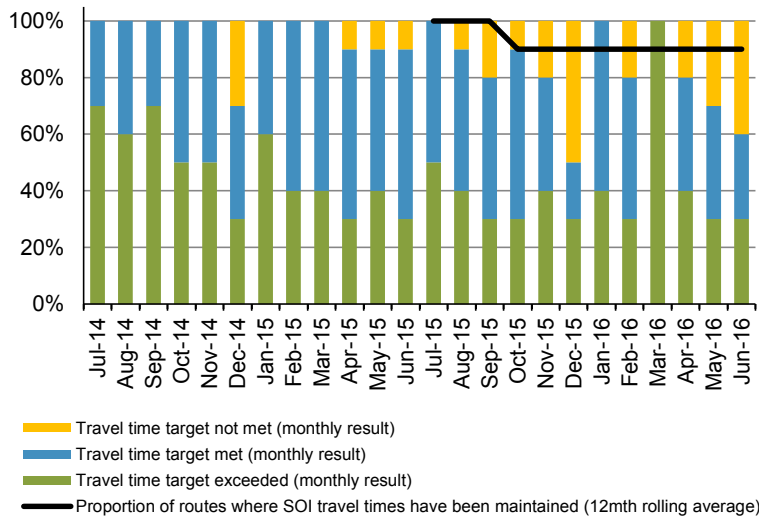
- A: 90% and greater
- B: 70 – 90%
- C: 50 – 70%
- D: 40 – 50%
- E: 30 – 40%
- F: less than 30%

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

The congestion level in June was 28% (D+E+F), this is a 2% decrease on May and 5% increase from the same period in the previous year. Trending shows that congestion levels are increasing at 2-3% per annum.

2.3 Build network optimisation and resilience

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



For the 12 months to June 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 June 2016, baseline travel times were maintained on six of the ten routes.

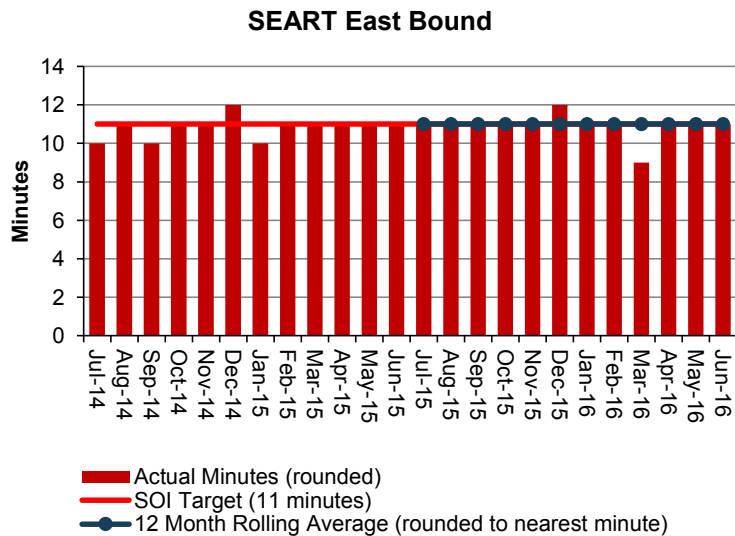
2.3.8 Map showing key freight routes



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

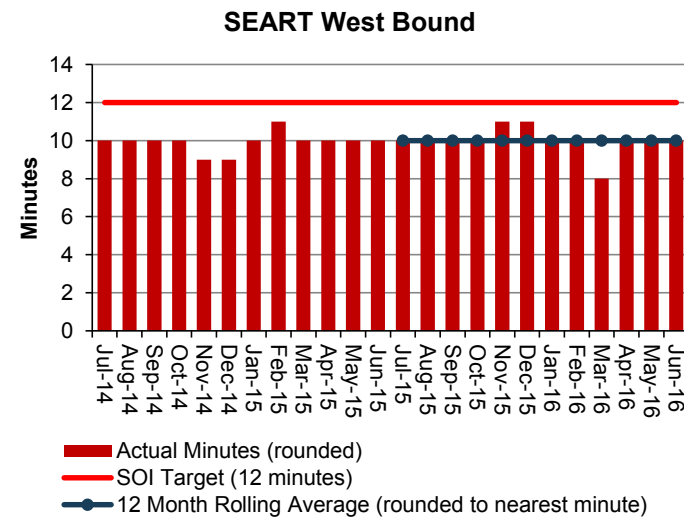
2.3.9 SEART (from Sylvia Park to East Tamaki)



Target met in June 2016

Target met for 12 months to June 2016

2.3.10 SEART (from East Tamaki to Sylvia Park)



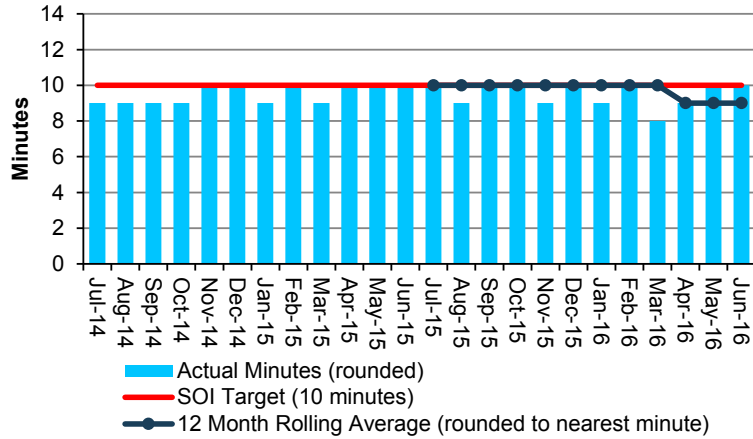
Target exceeded in June 2016

Target exceeded for 12 months to June 2016

2.3 Build network optimisation and resilience

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

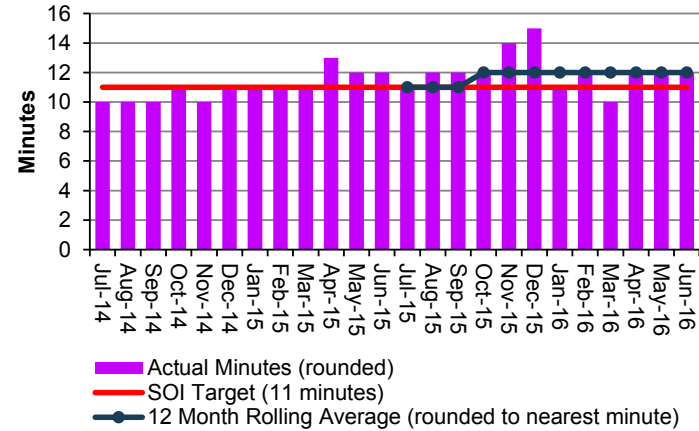
Harris Rd West Bound



Target met in June 2016
Target exceeded for 12 months to June 2016

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

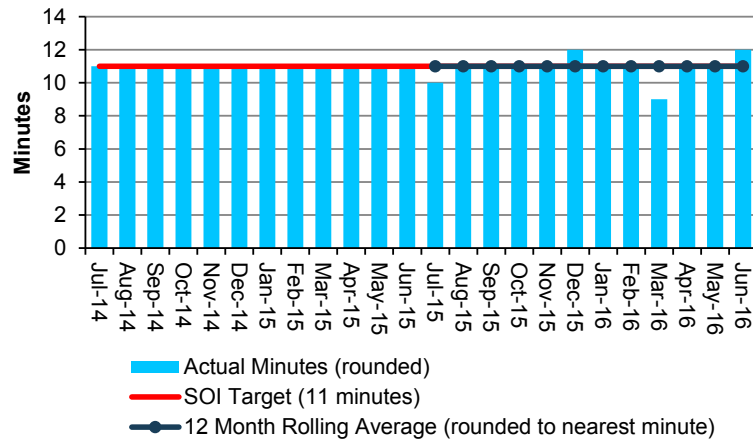
Great South Road North Bound



Target not met in June 2016
Target not met for 12 months to June 2016
Actions have been undertaken to better understand and solve previous delays 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.

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

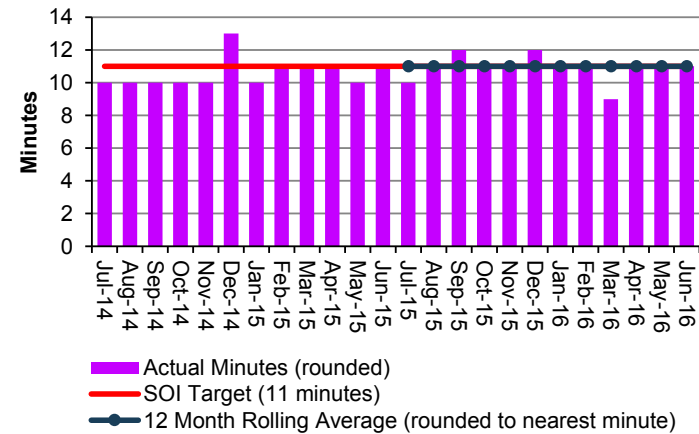
Harris Rd East Bound



Target not met in June 2016
Target met for 12 months to June 2016

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

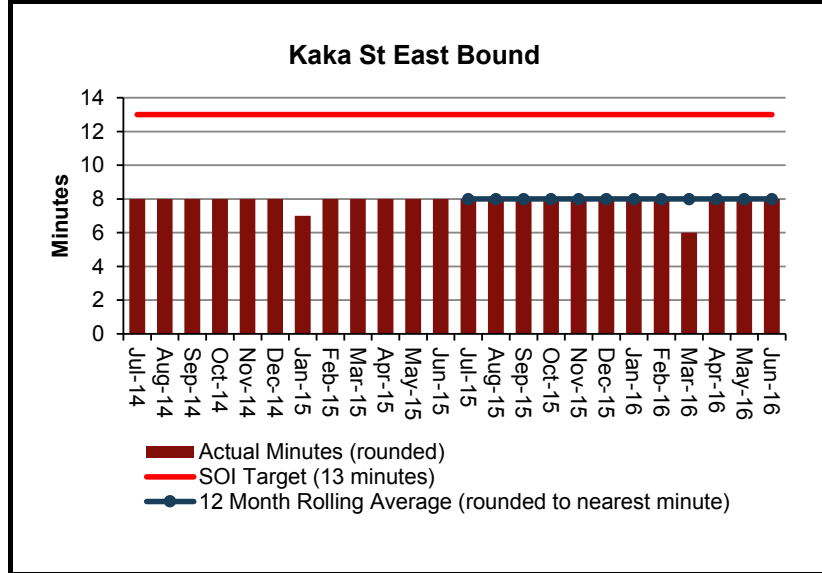
Great South Rd South Bound



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

2.3 Build network optimisation and resilience

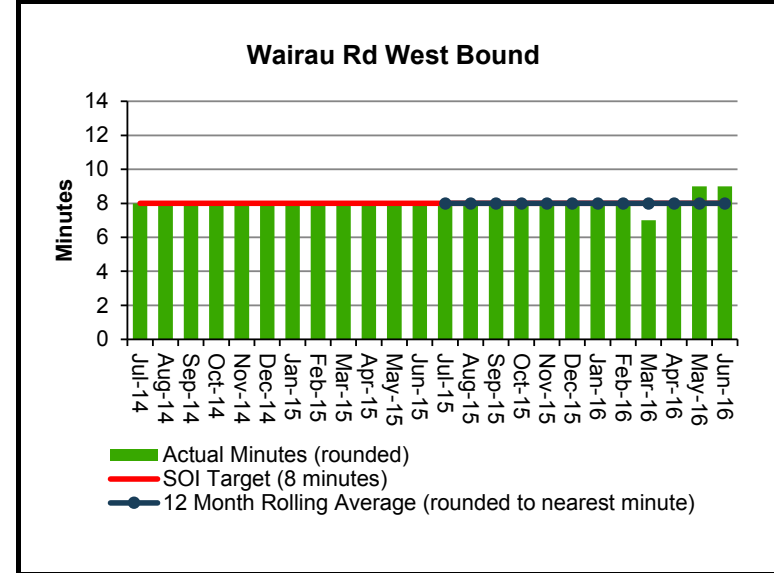
2.3.15 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (SH20 to Walmsley)



Target exceeded in June 2016

Target exceeded for 12 months to June 2016

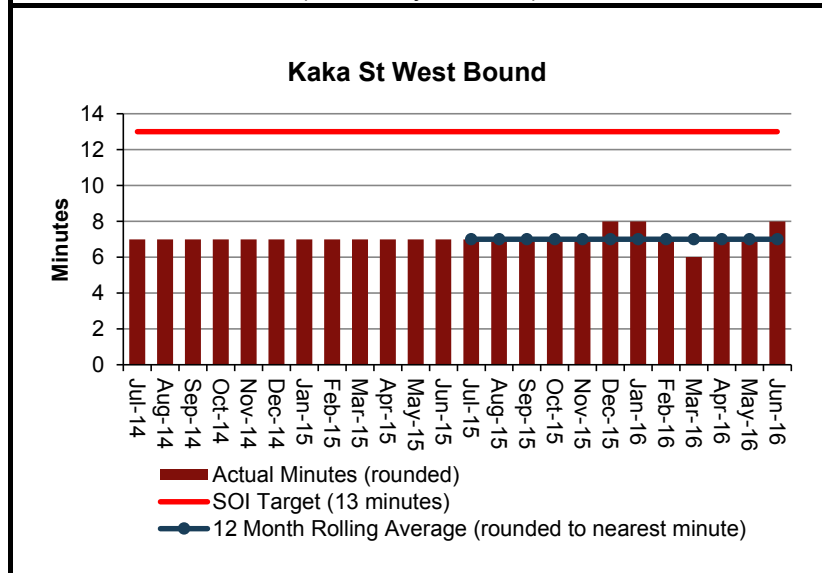
2.3.16 Wairau Rd (from SH1 to SH18)



Target not met in June 2016

Target met for 12 months to June 2016

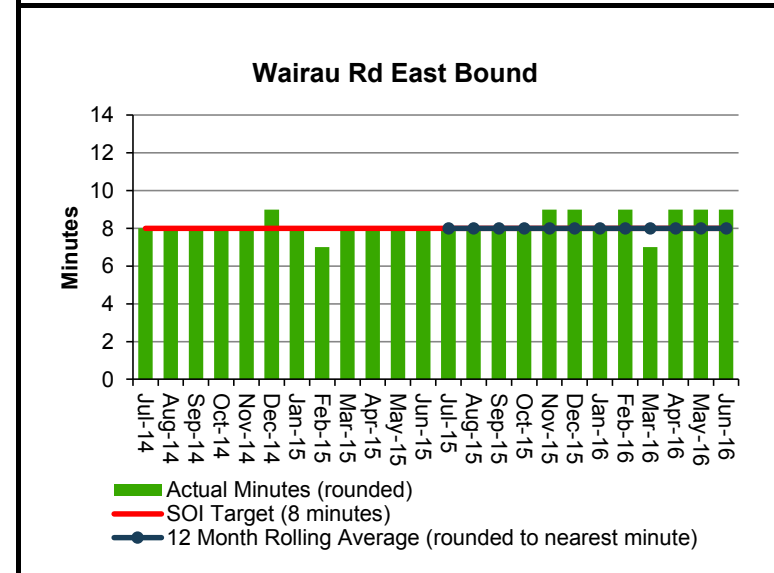
2.3.17 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (Walmsley to SH20)



Target exceeded in June 2016

Target exceeded for 12 months to June 2016

2.3.18 Wairau Rd (from SH18 to SH1)

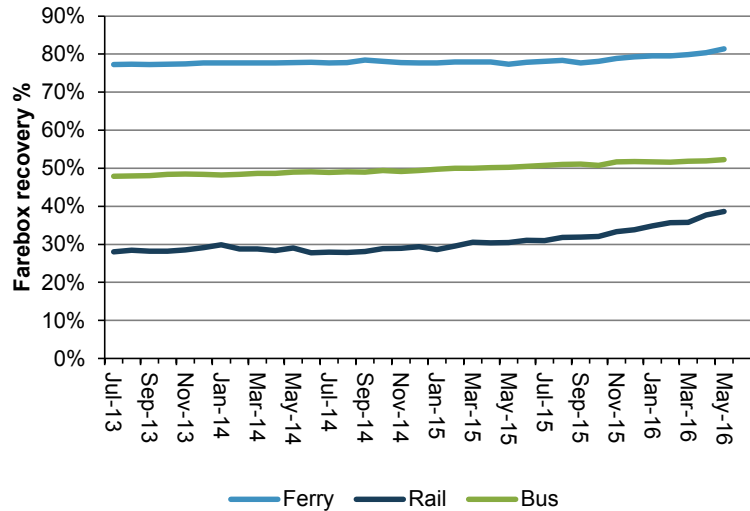


Target not met in June 2016

Target met for 12 months to June 2016

2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery



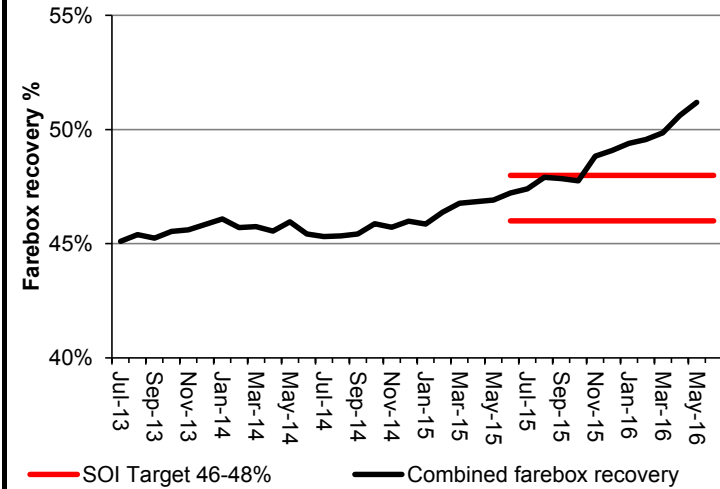
The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios in May 2016 (and comparable 2015 results) are:

- Ferry 81.4% (77.3%)
- Bus 52.3% (50.3%)
- Rail 38.6% (30.5%)

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses May 2016 results against the SOI target.

2.4.2 PT farebox recovery (combined result with SOI measure)

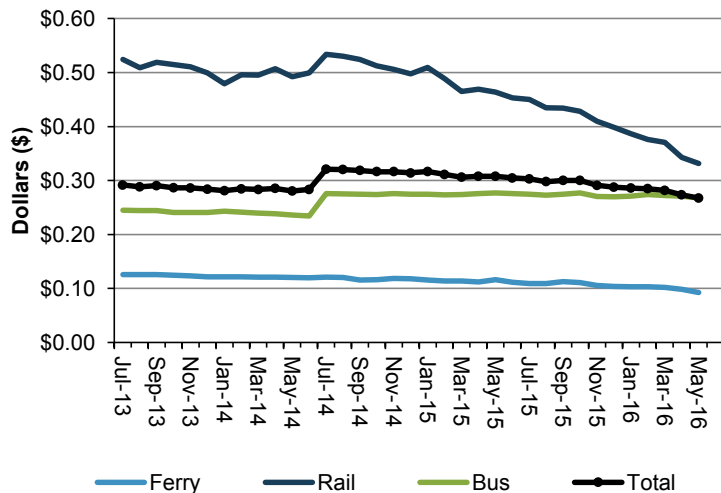


The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

Total PT farebox recovery ratio in May 2016 was 51.2%. This compares to 46.9% in May 2015.

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses May 2016 results against the SOI target.

2.4.3 PT subsidy per passenger kilometre



The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

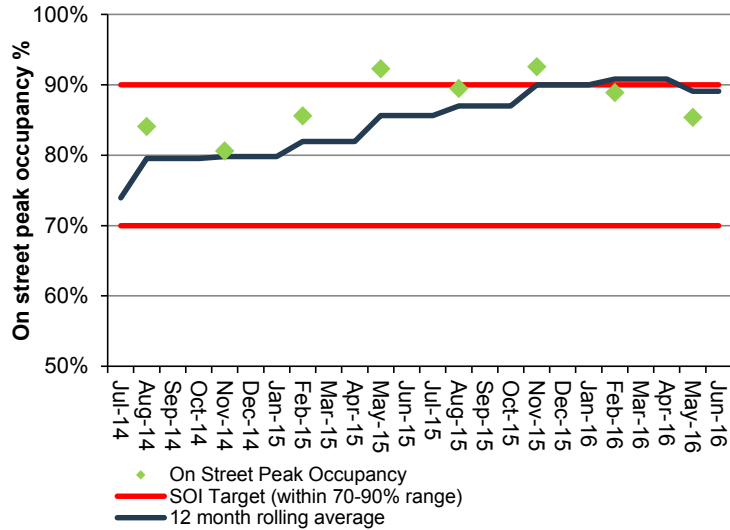
The results for May 2016 (and comparable 2015 results) are:

- Ferry \$0.093 (\$0.116)
- Bus \$0.268 (\$0.277)
- Rail \$0.332 (\$0.464)
- Total \$0.268 (\$0.308)

Please note that there is a one month time lag for farebox subsidy information. As such, this report presents May 2016 results.

2.5 Develop creative, adaptive, innovative implementation

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

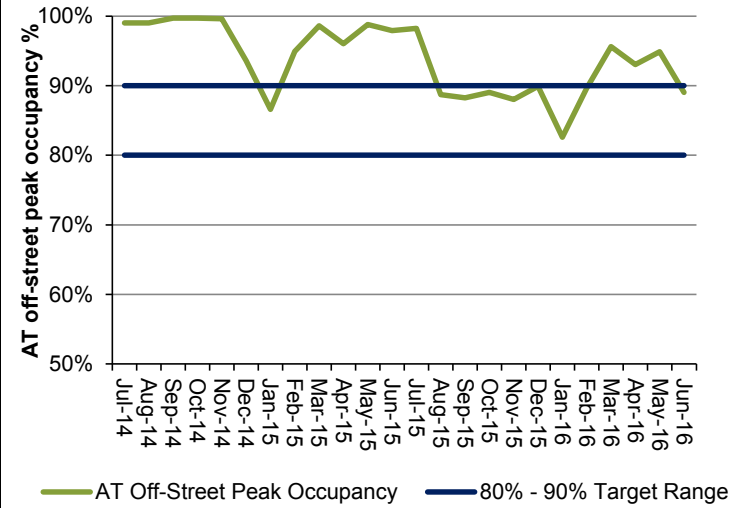


Non reporting period.

The occupancy figure for the 12 months to June is 89.1%, a 4% increase on the previous year's results.

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.

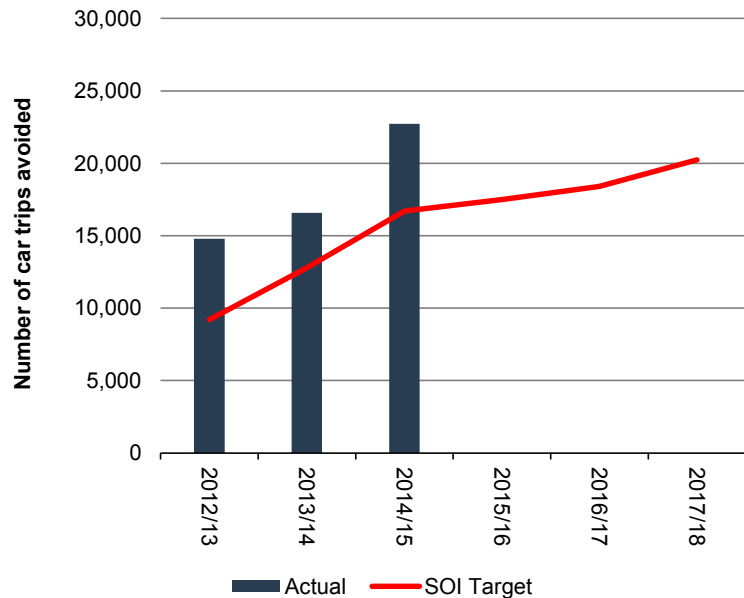
2.5.2 Off-street parking occupancy rates



The off-street parking occupancy rate for June 2016 is 89.0%, 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

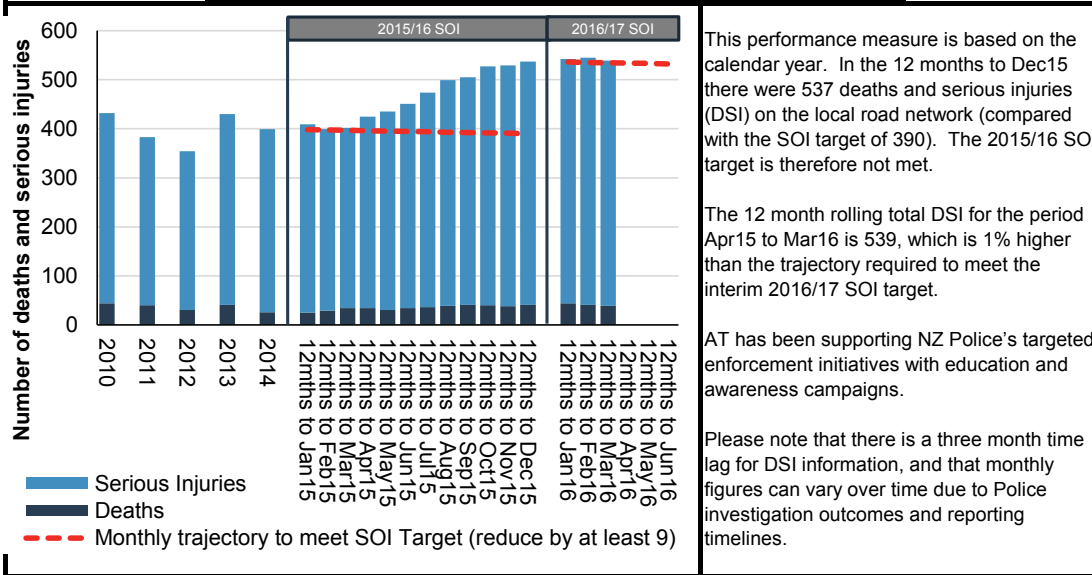
3. DIA mandatory measures

4. AT monthly activity report

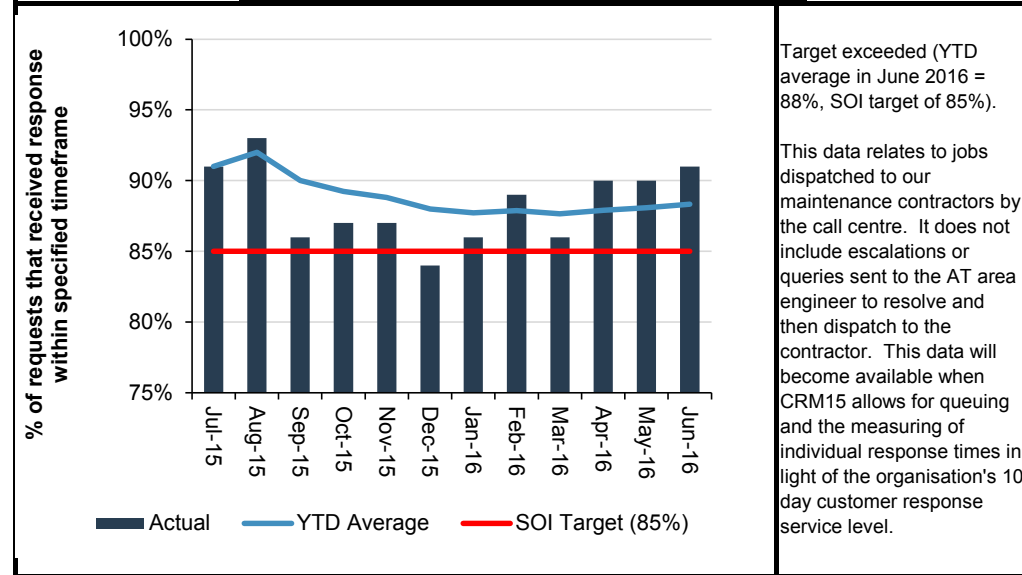
- 4.1 Public transport
- 4.2 Road operations and maintenance
- 4.3 Customer response

3. DIA mandatory measures

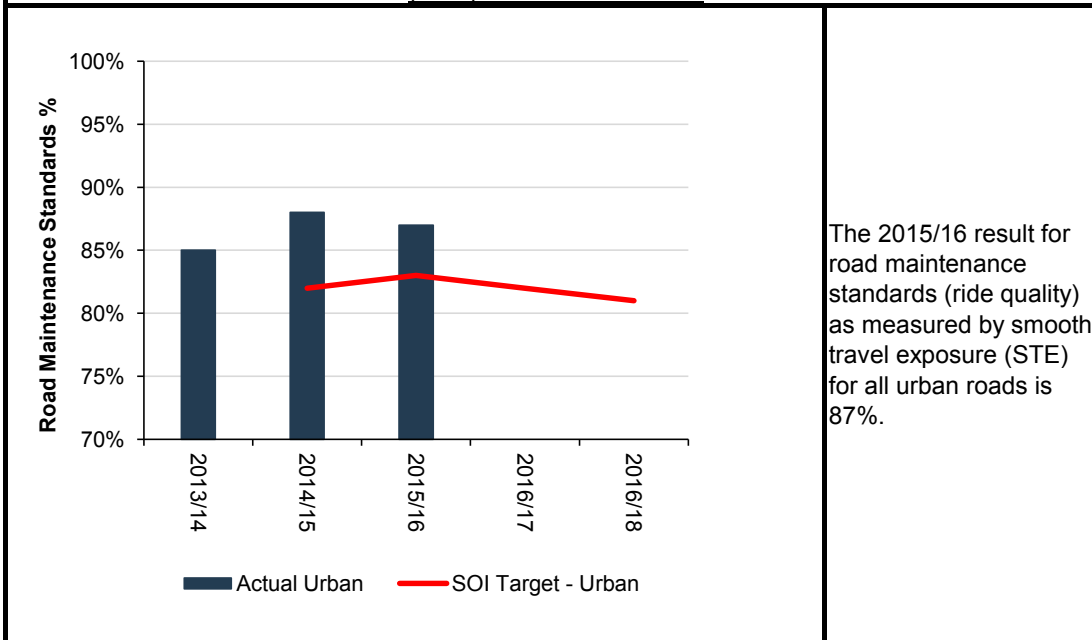
3.1 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number



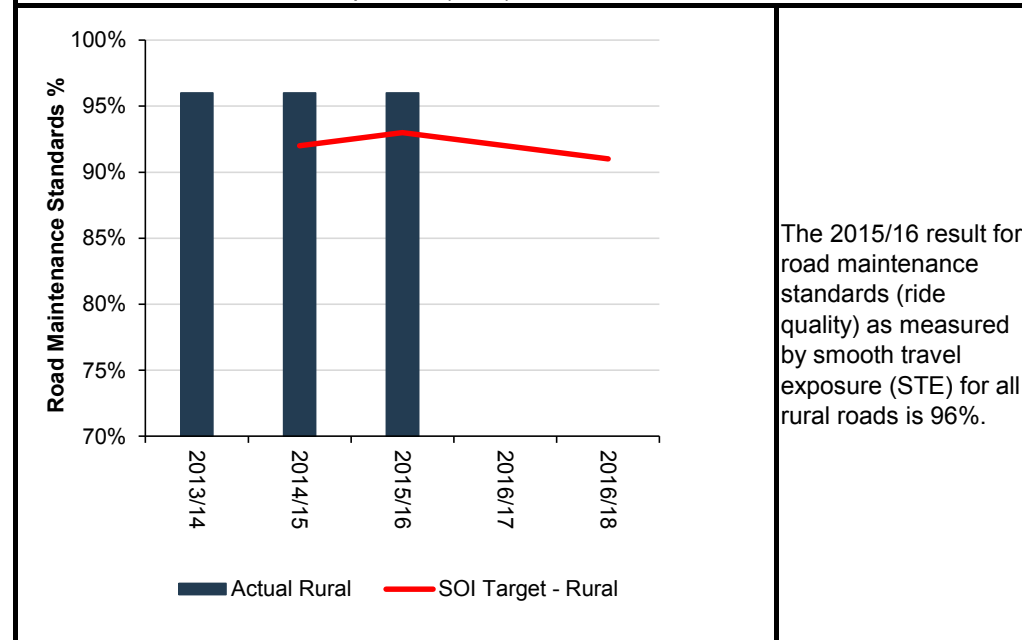
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



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

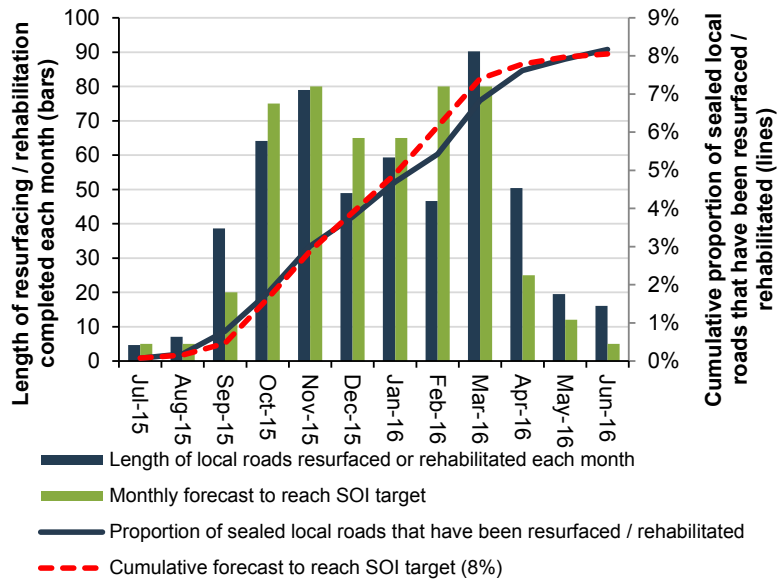


3.4 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads



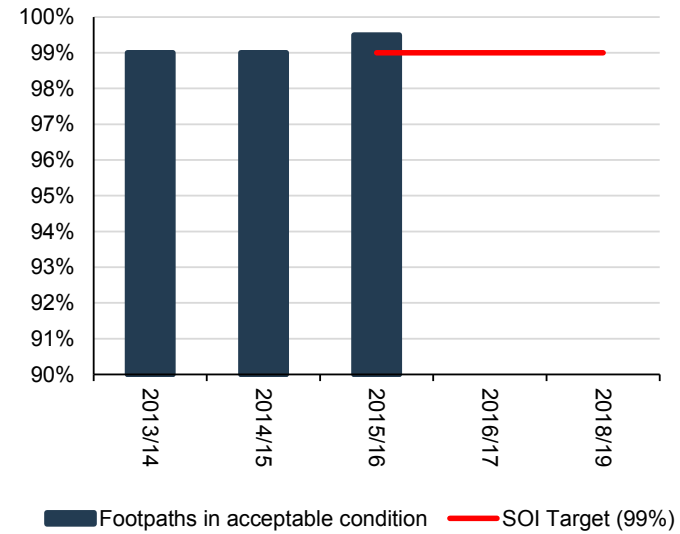
3. DIA mandatory measures

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



In June, 16.1kms of the local road network was resurfaced / rehabilitated. This means 8.2% of the network has been resurfaced / rehabilitated across the July 2015 - June 2016 period.

3.6 Percentage of footpaths in acceptable condition



The 2015/16 result for the percentage of footpaths in acceptable condition is 99.5%.

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

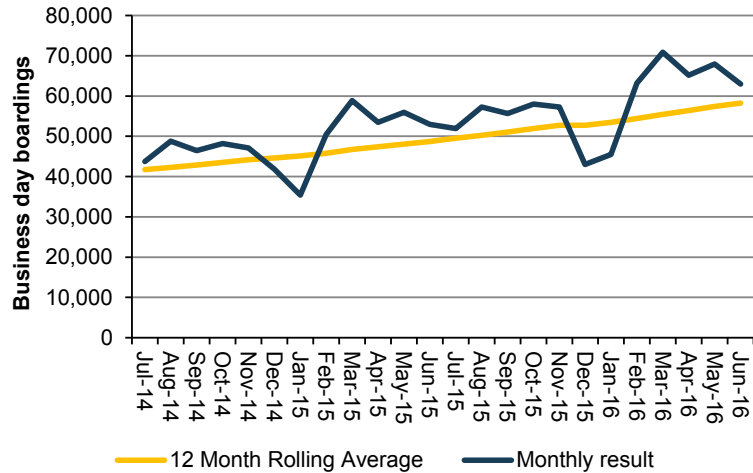
3. DIA mandatory measures

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

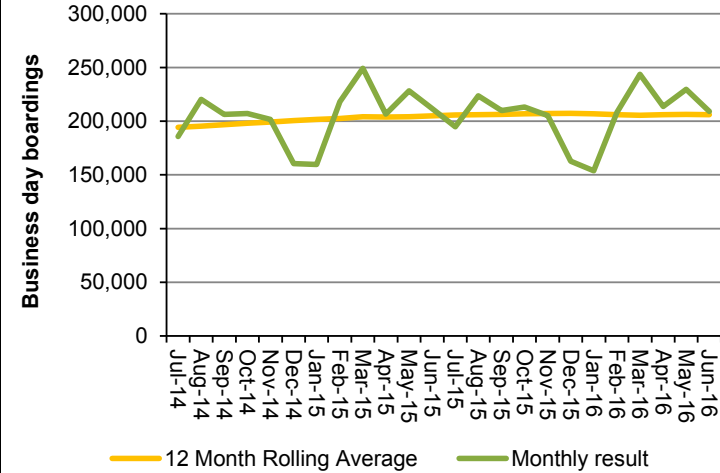
4.1.1 Rail business day average boardings



Business day boardings on the rail network averaged 58,245 in the 12 months to June 2016.

This represents a 19% increase on the June 2015 figure.

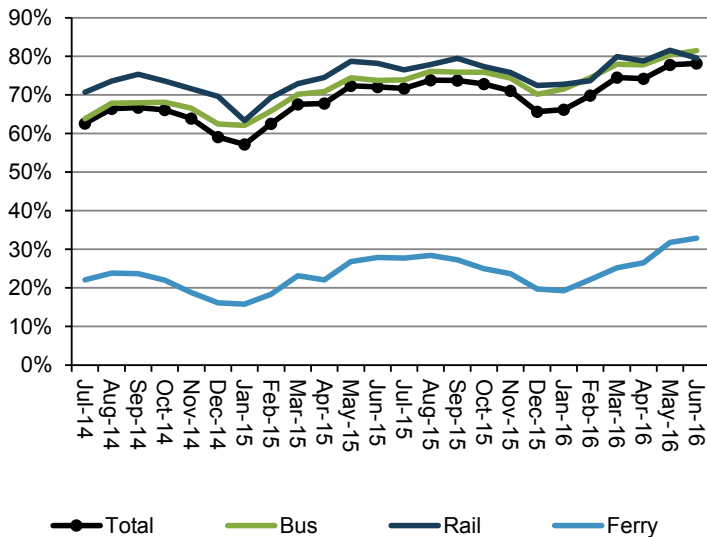
4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 205,944 in the 12 months to June 2016.

This represents a 1% increase on the June 2015 figure.

4.1.3 Percentage of all PT trips using AT HOP



The proportion of all trips utilising AT HOP was 78.2% in June 2016 (Rail 79.6%, Bus 81.5%, Ferry 32.9%); up from 77.8% in May 2016.

This represents AT HOP usage vs all other ticketing products (AT cash tickets, operator cash tickets and products).

4.1 AT monthly activity report – public transport

4.1.5 Rail service performance

Train performance June 2016

Total Network

95.5% Punctuality*

(93.7% 12 month rolling average)
* Arrival within 5 minutes of schedule at final destination

98.6% Service Delivery*

(98.3% 12 month rolling average)
* Arrival at final destination

Western Line

96.4% Punctuality*

(94.2% 12 month rolling average)

98.5% Service Delivery*

(98.1% 12 month rolling average)

Eastern Line

92.0% Punctuality*

(90.5% 12 month rolling average)

98.2% Service Delivery*

(97.8% 12 month rolling average)

Southern Line

95.2% Punctuality*

(93.1% 12 month rolling average)

98.5% Service Delivery*

(98.1% 12 month rolling average)

Pukekohe Line

98.2% Punctuality*

(98.0% 12 month rolling average)

99.6% Service Delivery*

(99.1% 12 month rolling average)

Onehunga Line

97.7% Punctuality*

(96.2% 12 month rolling average)

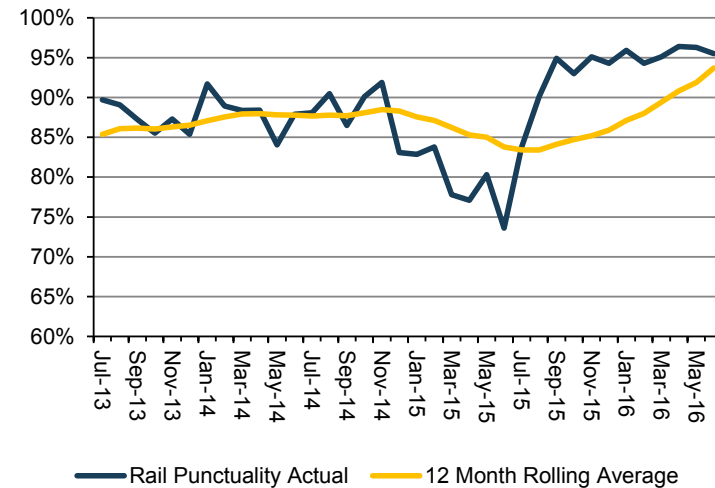
98.7% Service Delivery*

(98.9% 12 month rolling average)

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



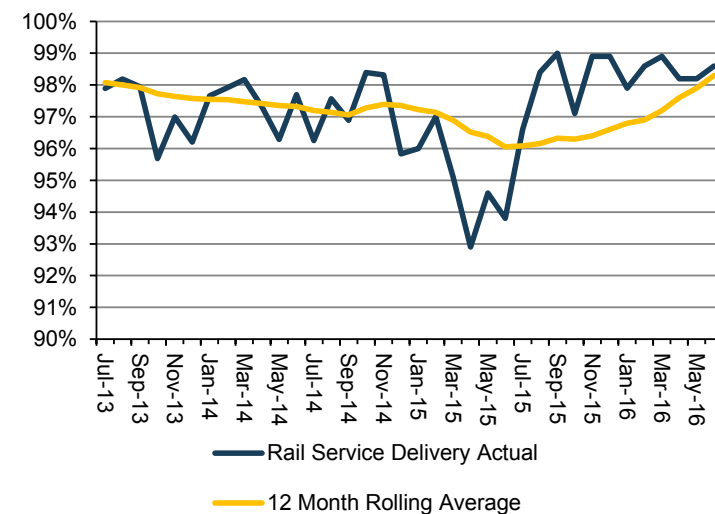
4.1.6 Rail punctuality (based on arrival at final destination)



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 June 2016 was 95.5%, compared to 93.7% in the 12 months to June 2016.

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

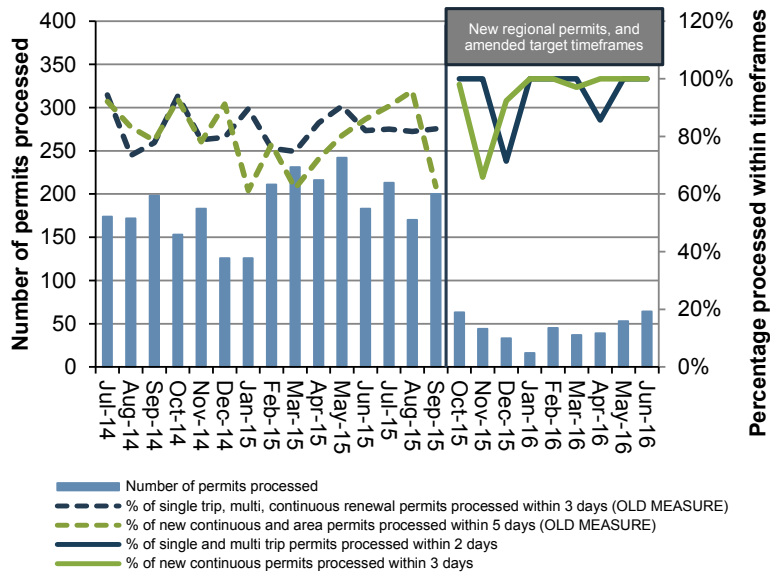


This measure is based on the percentage of rail services that arrive at their final destination.

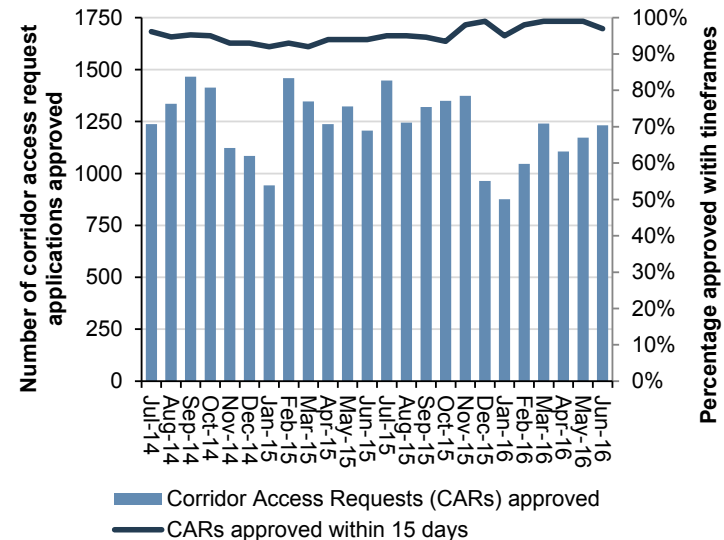
Rail service delivery in June 2016 was 98.6%, compared to 98.3% in the 12 months to June 2016.

4.2 AT monthly activity report – road operations and maintenance

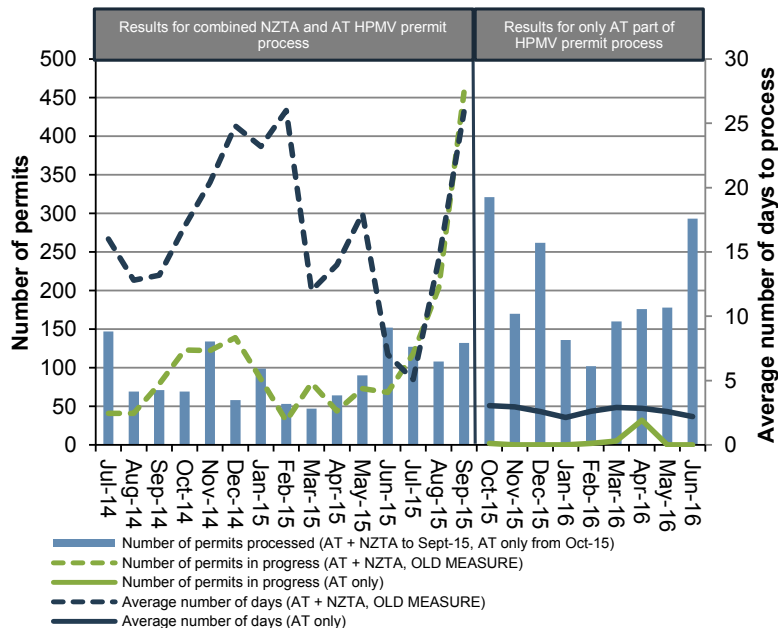
4.2.1 Overweight permits processed



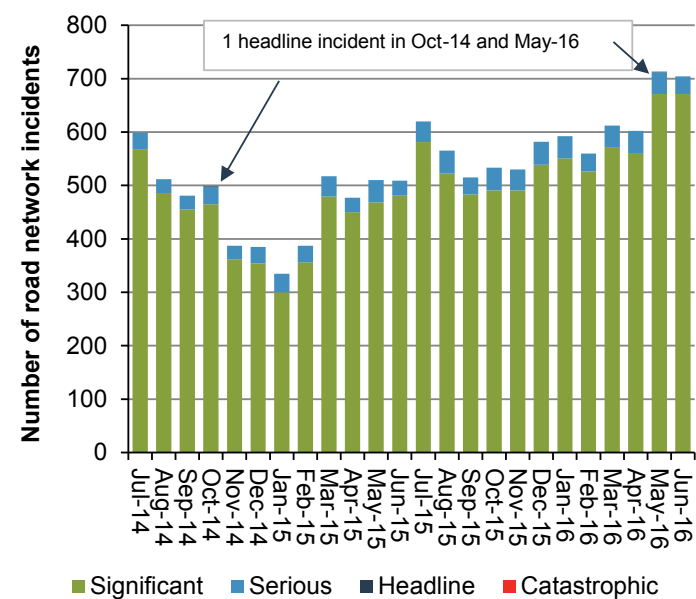
4.2.2 Number of corridor access request applications



4.2.3 High productivity motor vehicle permits processed

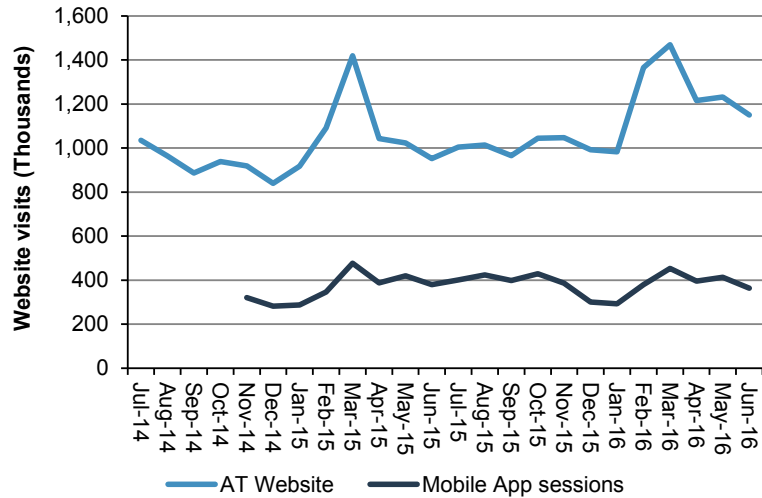


4.2.4 ATOC managed incidents



4.3 AT monthly activity report – customer response

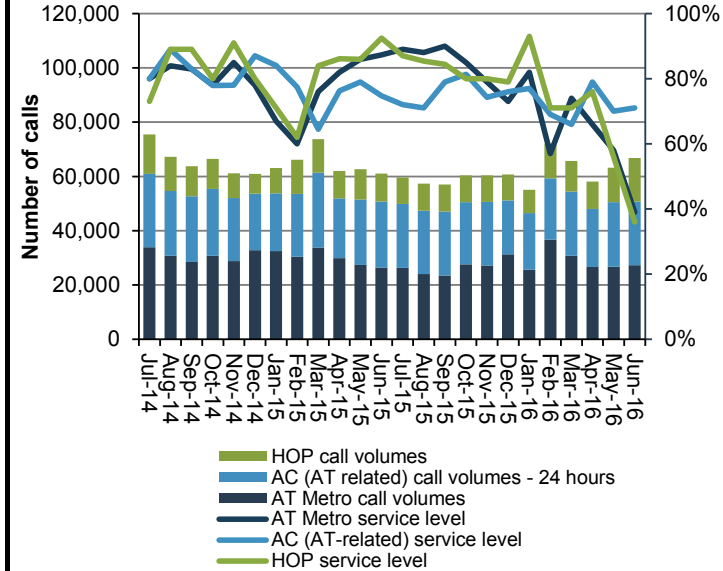
4.3.1 Website visits



There was a 7% decrease in visits to the Auckland Transport website in June 2016 (compared to May 2016).

The number of mobile app sessions decreased by 12% in June 2016 (compared to May 2016).

4.3.2 Call centre incoming calls and service levels



AT Metro Call Centre
Call volumes at the public transport call centre have increased by 2% compared to May 2016, which is a 3% increase compared to June 2015. The public transport call centre service level decreased 19% compared to May 2016.

AT Hop
AT Hop calls increased 28% compared to last month. The service level decreased 20% compared to last month.

Auckland Council (AT-related calls) – 24 Hours
There was a 2% 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.