

Quarterly and Monthly Transport Indicators – September 2017

Recommendation

That the Board:

- i. Receives this report.

Executive summary

1. The attached Monthly and Quarterly Indicator Reports provide an overview of AT's performance against its Statement of Intent (SOI) performance measures for August and September 2017 (in a single report) and for the September 2017 quarter. The reports also provide supplementary information on the wider Auckland context as well as AT's public transport, road operations and maintenance, and customer response activities.

Sustained growth in Auckland's population and economy is driving growth in travel demand, however congestion appears to be levelling off post Waterview

External indicators show continued increases in the drivers of transport demand....

2. This quarter saw continued increases in key external indicators linked to transport demand.
 - 2.1. High levels of net migration continue, with an estimated net gain of 36,796 migrants to Auckland in the 12 months to August 2017 – a 14.3 percent increase on the 12 months to August 2016¹.
 - 2.2. Auckland employment increased by 4.2 percent for the June 2017 Quarter compared with the June 2016 Quarter².
 - 2.3. Auckland GDP grew by 3.4 percent for the 12 months to June 2017 compared with the 12 months to June 2016³.

¹ Calculation based on data from Statistics NZ, *International Travel and Migration: August 2017*

² Calculation based on data from Statistics NZ, *Household Labour Force Survey tables for June 2017 quarter*

³ Infometrics Quarterly Economic Monitor – June 2017 <https://ecoprofile.infometrics.co.nz/auckland/QuarterlyEconomicMonitor/Gdp>

2.4. New residential building consents issued in Auckland grew by 7 percent for the June 2017 Quarter compared to the June 2016 Quarter⁴. On an annual basis, the number of consents in Auckland increased by 4.2 percent in the 12 months to August 2017 compared with the 12 months to August 2016.

.... leading to continued increases in demand for travel

3. Consistent with growth in external indicators, transport metrics continue to show strong growth in demand for travel in Auckland.
 - 3.1. Public transport boardings grew by 7 percent for the year to September 2017 compared to the year to September 2016.
 - 3.2. The total number of cars registered in Auckland grew by 3.9 percent, an increase of 35,895 cars from 923,405 as at September 2016 to 959,300 cars as at September 2017⁵.
 - 3.2.1. The number of cars first registered to an Auckland post code increased by 9.2 percent for the 12 months to September 2017 compared with the 12 months to September 2016.
 - 3.3. Fuel sales continue to grow, increasing by 4.0 percent for the 12 months to July 2017 compared with the 12 months to July 2016.
 - 3.4. A total of 19.2 million passenger movements were recorded through Auckland Airport in the 12 months to August 2017, up 9.3 per cent compared with the 12 months to August 2016.

...however, there has been an improvement in region-wide congestion levels following the opening of the Waterview Tunnel.

4. Increasing demand for private and commercial vehicle travel has coincided with, and likely caused, a steady increase in the proportion of the arterial network subject to congestion.
5. However, since the opening of the Western Ring Route (including the opening of the Waterview Tunnel) in June 2017, there has been an evident improvement in congestion levels on the arterial network during the morning peak, with July and August showing considerable improvements on previous years.
 - 5.1. There have also been indications of improvements in reliability and delay throughout the quarter, particularly during the afternoon peak.
6. Given that network congestion is increasing at an average rate of 2-3 percentage points per annum, this highlights the positive regional impact of the Western Ring Route. In the long-term, we expect that population driven demand will see congestion trends resume, albeit from a lower base than before the opening of the Waterview Tunnel.

⁴ Calculation based on data from Statistics NZ, *Building Consents Issued tables for June 2017 quarter*

⁵ Calculation based on Regional Monthly Vehicle Registration data provided by the NZ Transport Agency

Summary of performance against SOI measures

7. Table One provides a summary of performance against SOI targets.

Table One: Performance against SOI targets					
Theme	Target <u>exceeded</u>	Target <u>met</u>	Target <u>not met</u>	<u>Non-reporting period</u>	<u>Total measures</u>
Prioritise rapid, high frequency public transport	1	2	0	0	3
Transform and elevate customer focus and experience	2	2	3	3	10
Build network optimisation and resilience	10	3	2	3	18
Ensure a sustainable funding model	0	0	1	0	1
Develop creative, adaptive, innovative implementation	0	1	0	3	4
Total	13	8	6	9	36

Highlights from the Quarterly and Monthly reports

8. As reflected in the summary of performance against the SOI in the table below, the September quarterly and monthly reports show strong performance in some areas while in others, targets have not been met.

Public Transport

9. September 2017 was a strong month for public transport, with total boardings exceeding the monthly target for September by 5.5 percent. Bus and rail boardings were above their monthly targets for September, however ferry boardings were below target by 10.2 percent.
- Overall public transport totalled 89.9 million boardings for the 12 months to September 2017, an increase of 7 percent, or 5.9 million boardings, on the 12 months to September 2016.
 - Rail boardings totalled 20.2 million for the 12 months to September 2017, an increase of 16.1 percent, or 2.8 million boardings, on the 12 months to September 2016.

- Bus boardings totalled 63.6 million for the 12 months to September 2017, an increase of 4.7 percent, or 2.9 million boardings, on the 12 months to September 2016.
 - Ferry boardings totalled 6.1 million for the 12 months to September 2017, an increase of 3 percent, or 0.2 million boardings, on the 12 months to September 2016.
10. Boardings on the rapid and frequent network totalled 36.8 million in the 12 months to September 2017, an increase of 12.2 percent, or 4 million boardings, on the 12 months to September 2016. In percentage terms, this increase was faster than the 7 percent increase in total boardings.
 11. Overall satisfaction with public transport services was 91 percent, which was seven percentage points higher than in September 2016.
 12. The total public transport farebox recovery ratio was 46.4 percent in the month of September 2017, slightly below the SOI target range of 47 to 50 percent. This reflects the impact of the introduction of Simpler Fares in August 2016, which reduced fares for the majority of users, and the increased capacity on bus services from February 2017, which were less utilised in months of lower demand such as September 2017. Forecast patronage growth will partly offset both of these impacts and the SOI target is forecast to be achieved for the 2017/18 financial year.

Cycling

13. Cycling in designated areas continues to grow strongly. The SOI target for 2017/18 is 1.8 million cycle movements in designated areas and the cycle trips counted in September 2017 exceeded the monthly target. Cycle movements in the city centre are also growing. The SOI target for 2017/18 is 1.863 million cycle movements and the cycle trips recorded in September 2017 also exceeded the monthly target.
14. In September 2017, no new cycleways were added to the regional cycleway network despite a planned target of 3km. The Waterview Shared Path was due to open in September is now due to open in October 2017.

Travel times, congestion levels and safety

15. As has been reported throughout the year, strong growth in population, migration and vehicle ownership have led to significant growth in travel demand and a consequent increase in congestion across the Auckland road network. This appears to have had flow on effects in a number of areas where SOI targets have not being met.
16. Interpeak travel time targets for the ten key freight routes were adjusted marginally for 2017/18. Targets for seven of the ten key routes were increased by one minute, while two of the routes each had their targets reduced by two minutes. Revised interpeak travel time targets were achieved on all ten freight routes in September 2017. All ten routes continue to operate relatively efficiently at levels of Service B or C (50 to 90 percent of the posted speed limit).
17. In the month of September 2017, 25 percent of the arterial network was subject to congestion during the morning peak, equal to congestion levels in September 2016. Given that network congestion is increasing at an average of 2 to 3 percent per annum, this highlights the positive regional impact of the Western Ring Route (particularly the opening of the Waterview Tunnel).

18. There were 649 fatalities and serious injuries on the local road network in the 12 months to June 2017, 20 percent higher than the target trajectory of 542 and 18 percent higher than for the 12 months to June 2016. Local road deaths have increased by 23 percent (from 39 to 48) and local road serious injuries have increased by 17 percent (from 515 to 601) for the 12 months to June 2017 compared to the 12 months to June 2016.

Attachments

Attachment Number	Description
1	Auckland Transport Quarterly Indicators Report 2017/18 – September 2017
2	Auckland Transport Monthly Indicators Report 2017/18 – September 2017

Document ownership

Submitted by	Christine Perrins Manager, Strategic Transport Planning	
Recommended by	Cynthia Gillespie Chief Strategy & Development Officer	
Approved for submission by	David Warburton Chief Executive	

Glossary

Acronym	Description
SOI	Statement of Intent 2017/18-2019/20

Auckland Transport Quarterly Indicators Report 2017/18

September 2017

1. Executive summary**2. External indicators****3. Performance by Strategic Theme**

3.1 Prioritise rapid, high frequency public transport

3.2 Transform and elevate customer focus and experience

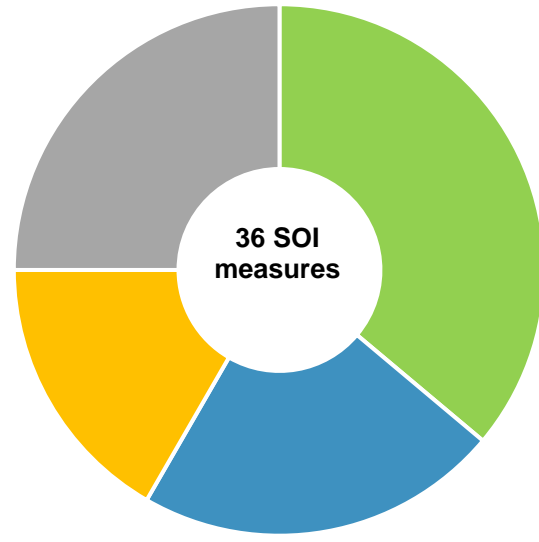
3.3 Build network optimisation and resilience

3.4 Ensure a sustainable funding model

3.5 Develop creative, adaptive, innovative implementation

1 Executive summary

SOI performance summary



- 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)

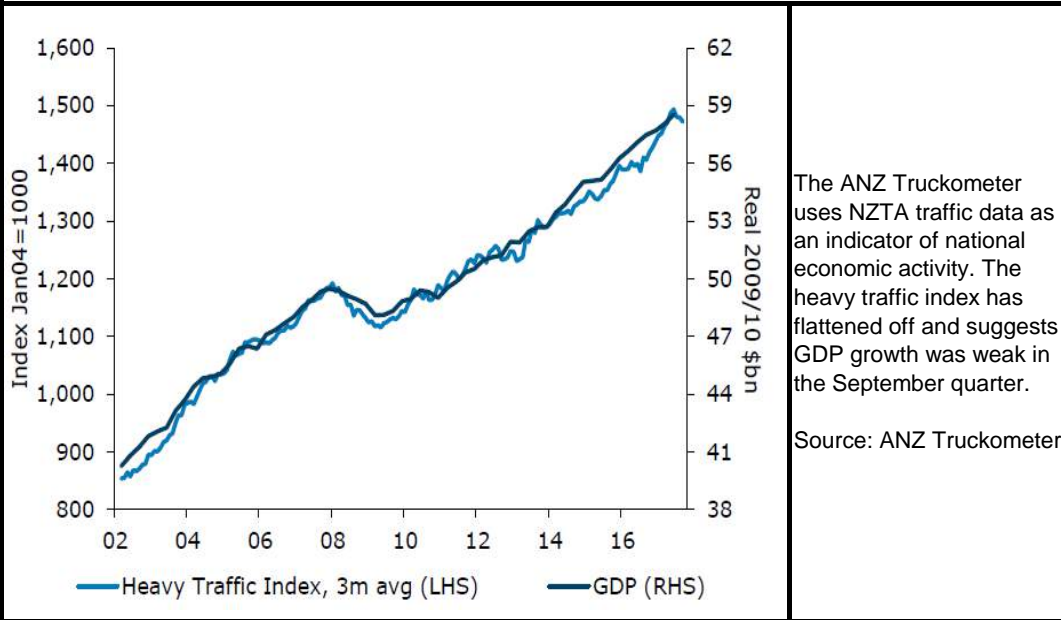
■ Data not available

1. Executive summary**2. External indicators****3. Performance by Strategic Theme**

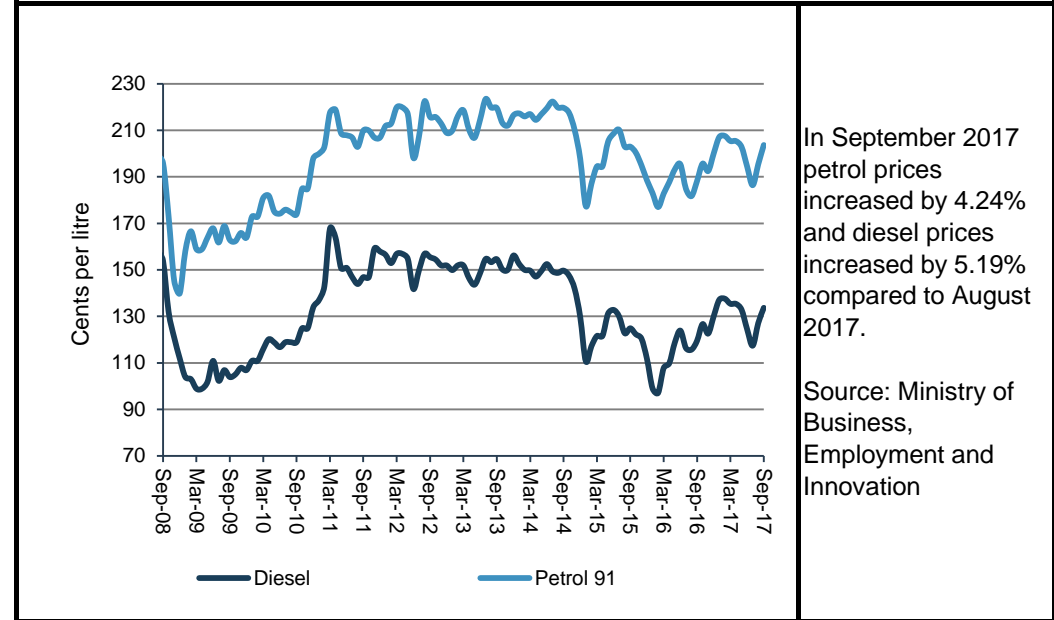
- 3.1 Prioritise rapid, high frequency public transport
- 3.2 Transform and elevate customer focus and experience
- 3.3 Build network optimisation and resilience
- 3.4 Ensure a sustainable funding model
- 3.5 Develop creative, adaptive, innovative implementation

2. External indicators

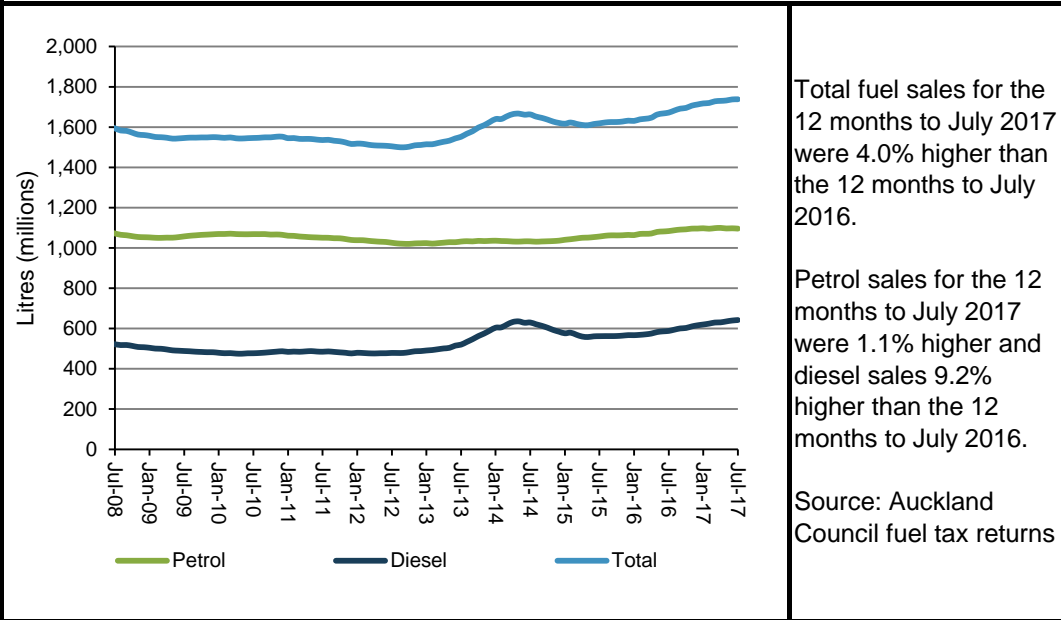
2.1 ANZ Truckometer



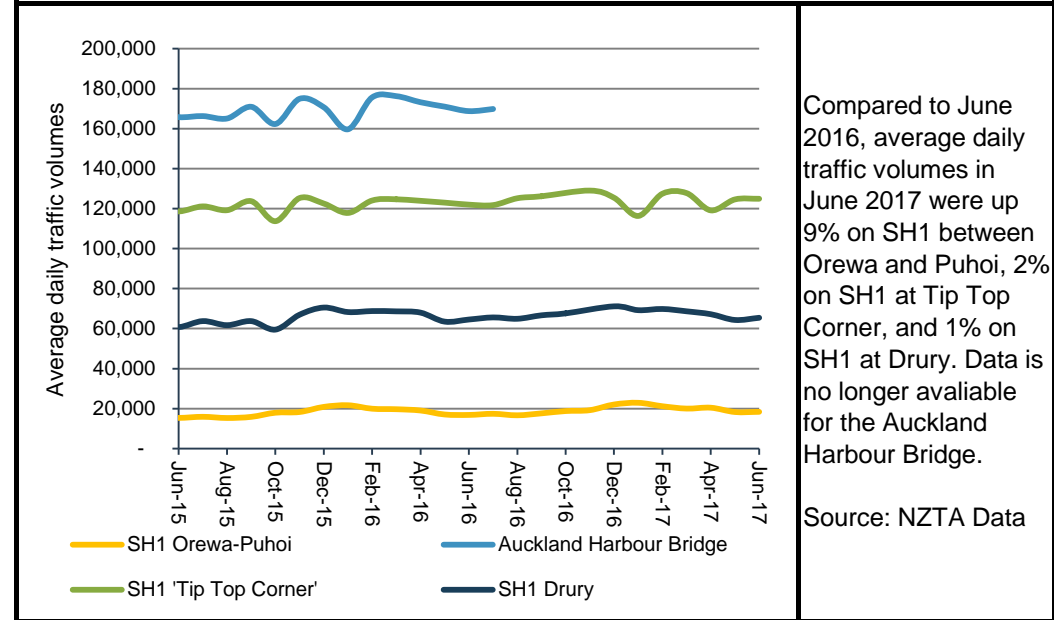
2.2 Monthly fuel prices



2.3 Auckland fuel sales (12 month rolling totals)

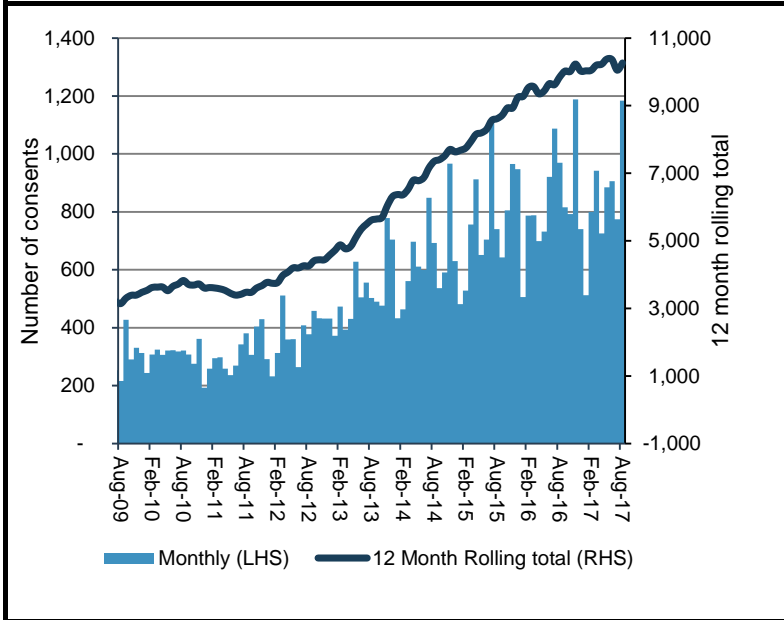


2.4 State Highway average daily traffic volumes



2. External indicators

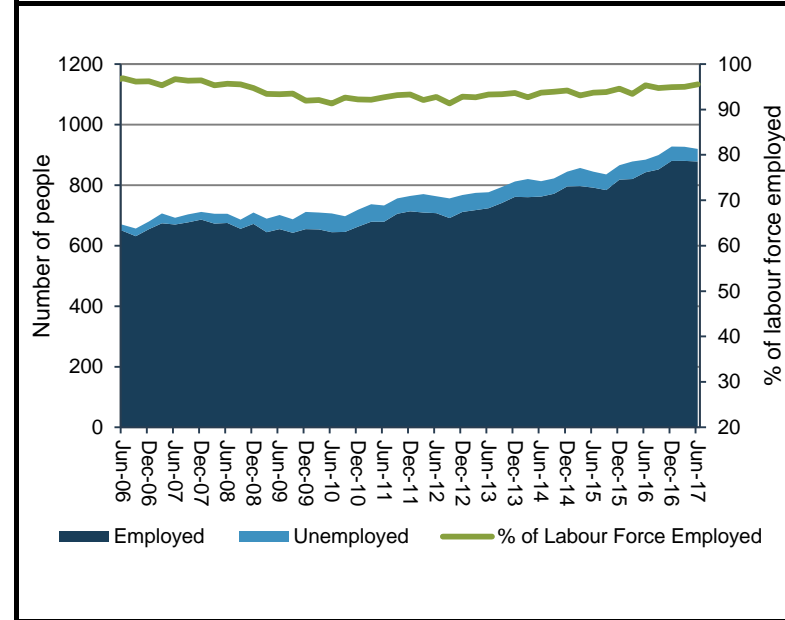
2.5 Auckland dwelling consents issued



1,184 consents were issued in August 2017, up 22.1% on August 2016. The 12 month rolling total to August 2017 was 4.2% higher than the 12 months to August 2016.

Source: Statistics NZ

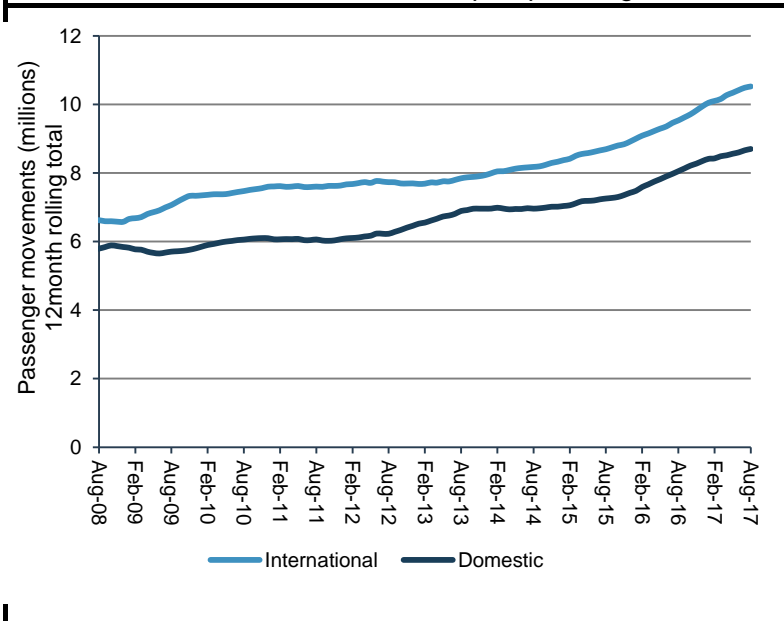
2.6 Auckland labour force



Auckland employment in the June 2017 quarter totalled 878,400, up 4.2% on June 2016.

Source: Statistics NZ Quarterly Labour Force Survey

2.7 Auckland Airport passenger movements

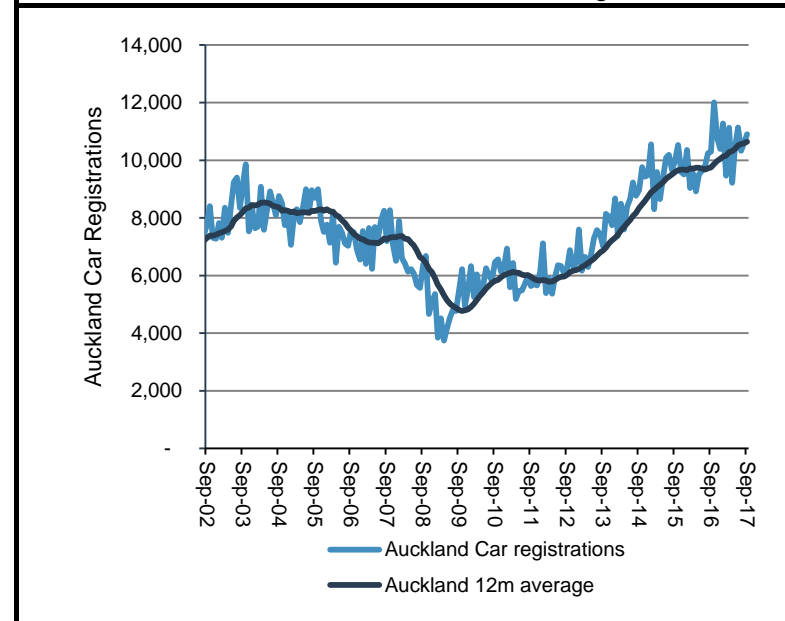


A total of 19.2 million passenger movements were recorded through Auckland Airport in the year to August 2017, an increase of 9.3% on the year to August 2016.

In the month of August 2017, international passenger numbers were up 4.7% and domestic passengers up 5.5% compared to August 2016.

Source: AIAL monthly traffic report

2.8 Auckland car registrations



This graph shows the number of cars first registered to an Auckland postal code.

There were 10,906 Auckland car registrations in September 2017, 6.0% more than September 2016. Car registrations outside of Auckland increased 5.2% over this time period.

The 12 month rolling average in September 2017 was 10,640, 9.2% higher than in September 2016.

Source: NZTA Vehicle registration Centre

1. Executive Summary

2. External Indicators

3. Performance by Strategic Theme

3.1 Prioritise rapid, high frequency public transport

3.2 Transform and elevate customer focus and experience

3.3 Build network optimisation and resilience

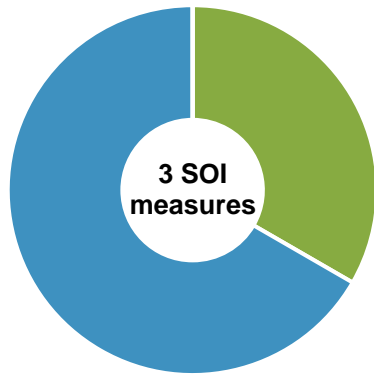
3.4 Ensure a sustainable funding model

3.5 Develop creative, adaptive, innovative implementation

3.1 Prioritise rapid, high frequency public transport

Strategic theme	Measure	SOI 2017/18 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Prioritise rapid, high frequency public transport	Total public transport boardings	93.01 million	●				Total boardings were above the year-to-date target (+3.1%), exceeding the performance measures by more than 2.5% of target.
	Total rail boardings (millions)	21.06 million	●				Total boardings were above target for year-end (+2.4%), meeting the performance measure within +/-2.5% of target.
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●				RTN + FTN boardings grew faster than total boardings.

Summary



Total public transport boardings

12 months to September 2017 = 89,936,718

Boardings on rapid and frequent services

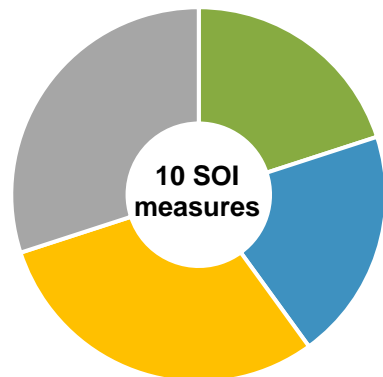
The 12.2% growth in RTN + FTN boardings exceeds the 7.0% growth in total boardings.

- 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

Strategic theme	Measure	SOI 2017/18 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	85%	●				Overall satisfaction with public transport services (91%) is up one percentage point compared to the result from last quarter (90%).
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%	●				Satisfaction with the quality of roads in Auckland (61%) is unchanged compared to the result from last quarter (61%).
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%	●				Satisfaction with the quality of footpaths in Auckland (57%) is down one percentage point compared to the result from last quarter (58%).
	Percentage of residents satisfied with road safety in the Auckland region	60-65%	●				Satisfaction with road safety in Auckland (60%) is unchanged compared to the result from last quarter (60%).
	PT punctuality (weighted average across all modes)	94%	●				Public transport weighted year-to-date average punctuality was 96.7%.
	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	●				The 12 month rolling total to June 2017 is 649, which is 20% higher than the target trajectory of 541.5.
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●				Target met (12 month rolling average = 86%, SOI target of 85%). Please note that this result does not yet include all customer service requests.
	Local road deaths and serious injuries per 100million vehicle kilometres travelled	4.9					Non-reporting period
	Percentage of local board members satisfied with AT engagement	Reporting to local board: 60%					Non-reporting period
		Consultation with local board: 60%					Non-reporting period

Summary

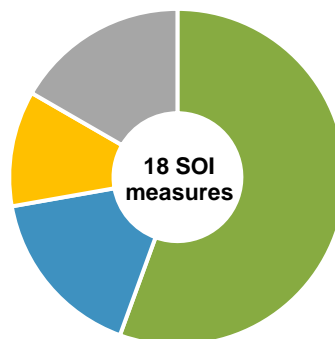


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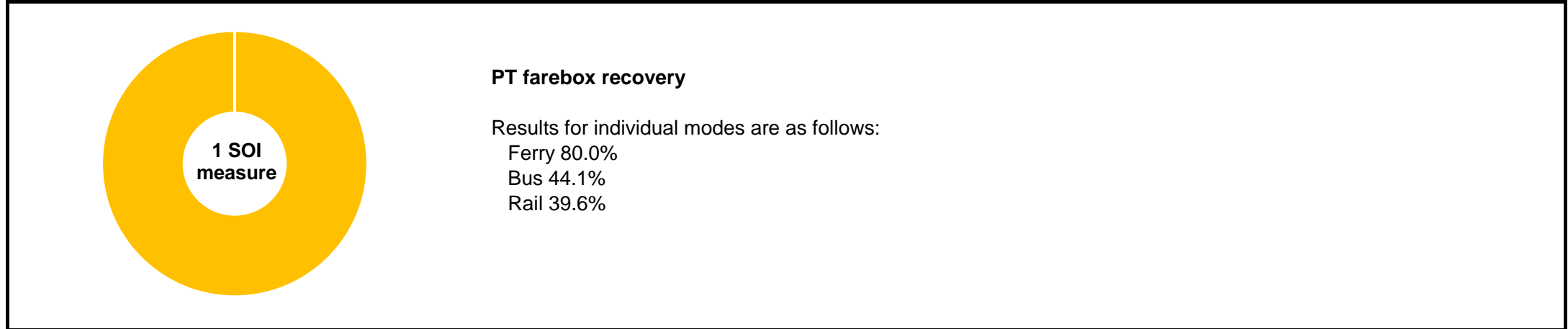
Strategic theme	Measure	SOI 2017/18 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved	●				The 12 month rolling average to September 2017 is 62.4%.
	New cycleways added to regional cycle network	10 km	●				YTD completion: 0.4km YTD target: 3.4km
	Annual cycle movements in the Auckland city centre	1,863,000	●				YTD: 385,906 YTD target: 369,095
	Annual number of cycling trips in designated areas in Auckland (all day)	1.8 million	●				YTD: 375,287 YTD target: 360,101
	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	● ● ● ● ● ● ● ● ● ●				Freight travel time targets were adjusted marginally for 2017/18. Targets for seven of the 10 key routes were increased by 1 minute, while two of the routes each had their targets reduced by 2 minutes. In September 2017, all of the 10 key freight routes maintained their baseline interpeak travel time targets.
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 81%					Non-reporting period
		Rural 91%					Non-reporting period
	Percentage of the sealed local road network that is resurfaced	7.5%	●				YTD completed length: 41km YTD forecasted length: 42.8km
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%					Non-reporting period

Summary



Strategic theme	Measure	SOI 2017/18 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Ensure a sustainable funding model	PT farebox recovery	47-50%	●				Total public transport farebox recovery in September 2017 was 46.4%.

Summary

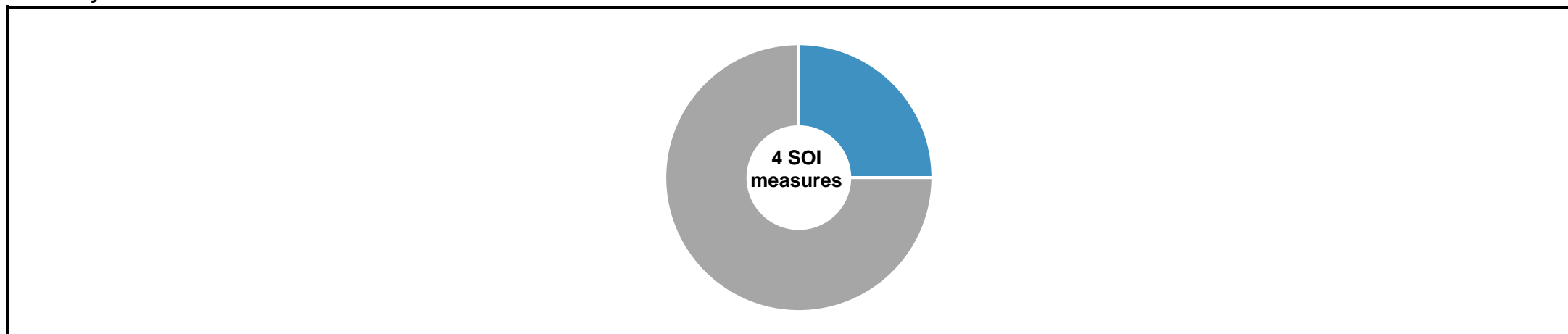


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■ Data not available

Strategic theme	Measure	SOI 2017/18 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%	●				August 2017 12-month rolling average: 86.1%.
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%					Non-reporting period
	Active and sustainable transport mode share for morning peak commuters where the Commute programme is implemented	40%					Non-reporting period
	Number of car trips avoided through travel planning initiatives	20,240					Non-reporting period

summary



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

■ Data not available

Auckland Transport Monthly Indicators Report 2017/18

August and September 2017

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 2017/18 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	93.01 million													12 month rolling total: 89,936,718	Page 10
	Total rail boardings (millions)	21.06 million													12 month rolling total: 20,189,131	Page 11
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings													12.2% growth in RTN + FTN boardings exceeds 7.0% growth in total boardings	Page 10
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	85%													September result: 91%	Page 12
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%													September result: 61%	Page 13
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%													September result: 57%	Page 13
	Percentage of residents satisfied with road safety in the Auckland region	60–65%													September result: 60%	Page 13
	PT punctuality (weighted average across all modes)	94%													YTD average: 96.7%	Page 14
	Local road deaths and serious injuries per 100 million vehicle kilometres travelled	4.9													Non-reporting period	Page 15
	Percentage of local board members satisfied with AT engagement	Reporting to local board: 60%													Non-reporting period	Page 15
		Consultation with local board: 60%													Non-reporting period	Page 15
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved													12 month rolling average: 62.4%	Page 21–23
	New cycleways added to regional cycle network	10 km													YTD completion: 0.4km	Page 25
	Annual number of cycling trips in designated areas in Auckland (all day)	1.8 million													YTD: 375,287	Page 25
	Annual cycle movements in the Auckland city centre	1.863 million													YTD: 385,906	Page 25
	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 - 12mins SEART W - 11mins Harris E - 13mins Harris W - 11mins GSR N - 13mins GSR S - 12mins Kaka E - 8mins Kaka W - 7mins Wairau W - 9mins Wairau E - 9mins	Page 22–24

1.1 SOI performance measures

Strategic theme	Measure	SOI 2017/18 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	47–50%	●	●	●										September 2017 result: 46.4%	Page 26
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70–90%		●											August 2017 rolling average: 86.1%	Page 27
	Number of car trips avoided through travel planning initiatives	20,240													Non-reporting period	Page 27
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%													Non-reporting period	Page 27
	Active and sustainable transport mode share for morning peak commuters, where the commute programme is implemented	40%													Non-reporting period	Page 27

- 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 2017/18 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 2017 year-end target: 537	●	●	●										12 month rolling total to June 2017: 649 Note: 3-month lag	Page 29
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●										12 month rolling average: 86%	Page 29
Build network optimisation and resilience	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 81%													Non-reporting period	Page 29
		Rural 91%													Non-reporting period	Page 29
	Percentage of the sealed local road network that is resurfaced	7.5%	●	●	●										Behind trajectory to meet target.	Page 30
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													Non-reporting period	Page 30

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

- 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

	Aug - 2017/18 Actual v SOI									
	Month				YTD				SOI 2017/18	Projected Forecast 2017/18
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	6,237,684	↑ 7.6%	6,009,940	↑ 3.8%	11,284,109	↑ 6.4%	10,998,282	↑ 2.6%	65,320,000	65,000,000
2. Train (Rapid) Total:	1,914,310	↑ 13.9%	1,848,865	↑ 3.5%	3,588,789	↑ 13.6%	3,507,556	↑ 2.3%	21,060,000	21,450,000
3. Ferry (Connector Local) Total:	439,392	↑ 1.1%	464,167	↓ -5.3%	869,579	↑ 1.0%	927,296	↓ -6.2%	6,630,000	6,700,000
Total Patronage	8,591,386	↑ 8.6%	8,322,972	↑ 3.2%	15,742,477	↑ 7.6%	15,433,133	↑ 2.0%	93,010,000	93,150,000
Rapid and Frequent	3,663,174	↑ 15.9%	3,333,210	↑ 9.9%	6,736,122	↑ 14.0%	6,460,897	↑ 4.3%	36,786,000	36,786,000

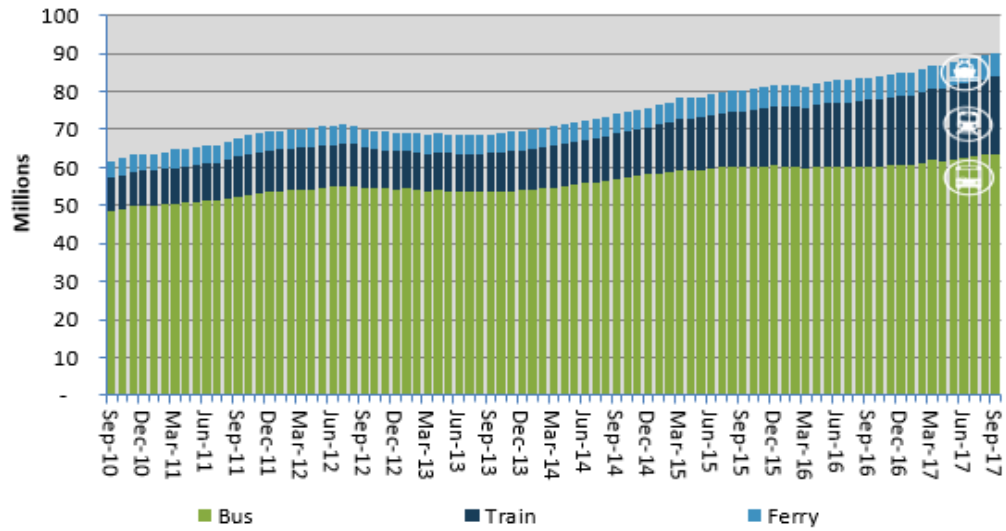
	Aug - 2017/18											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	6,237,684	5,796,479	441,205	7.6%	7.6%	63,251,914	0.7%	2,873,410	4.8%	11,284,109	676,464	6.4%
- Busway (Rapid) Bus	502,588	438,522	64,066	14.6%		5,033,444	1.3%	726,814	16.9%	932,849	114,352	14.0%
- Frequent Bus	1,246,276	1,041,452	204,824	19.7%		11,284,168	1.7%			2,214,484	284,853	14.8%
- Connector Local Targeted Bus	4,488,820	4,316,505	172,315	4.0%		46,934,302	0.4%	1,686,044	3.7%	8,136,776	277,259	3.5%
2. Train (Rapid) Total:	1,914,310	1,681,110	233,200	13.9%	13.7%	20,024,376	1.2%	2,826,293	16.4%	3,588,789	429,225	13.6%
- Western Line	651,671	583,127	68,544	11.8%		6,889,086	1.0%	930,769	15.6%	1,211,777	106,606	9.6%
- Eastern Line	569,555	459,221	110,334	24.0%		5,619,783	2.0%	994,943	21.5%	1,044,923	186,553	21.7%
- Onehunga Line	117,177	108,853	8,324	7.6%		1,384,915	0.6%	166,124	13.6%	226,252	15,303	7.3%
- Southern Line	533,080	495,154	37,926	7.7%		5,688,927	0.7%	642,848	12.7%	1,025,872	106,109	11.5%
- Pukekohe Line	42,827	34,755	8,072	23.2%		441,665	1.9%	91,609	26.2%	79,965	14,654	22.4%
3. Ferry (Connector Local) Total:	439,392	434,653	4,739	1.1%	1.1%	6,152,077	0.1%	217,043	3.7%	869,579	9,018	1.0%
- Contract	119,738	120,730	-992	-0.8%		1,359,874	-0.1%	28,973	2.2%	230,804	3,076	1.4%
- Exempt Services	319,654	313,923	5,731	1.8%		4,792,203	0.1%	188,070	4.1%	638,775	5,942	0.9%
Total Patronage	8,591,386	7,912,242	679,144	8.6%	8.5%	89,428,367	0.8%	5,916,746	7.1%	15,742,477	1,114,707	7.6%
Rapid and Frequent	3,663,174	3,161,084	502,090	15.9%		36,341,988	1.4%	4,013,659	12.4%	6,736,122	828,430	14.0%
Connector Local Targeted	4,928,212	4,751,158	177,054	3.7%		53,086,379	0.3%	1,903,087	3.7%	9,006,355	286,277	3.3%
Total Patronage	8,591,386	7,912,242	679,144	8.6%	8.5%	89,428,367	0.8%	5,916,746	7.1%	15,742,477	1,114,707	7.6%

	Sep - 2017/18 Actual v SOI									
	Month				YTD				SOI 2017/18	Projected Forecast 2017/18
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	5,594,253	↑ 6.8%	5,184,526	↑ 7.9%	16,878,084	↑ 6.5%	16,182,807	↑ 4.3%	65,320,000	65,000,000
2. Train (Rapid) Total:	1,715,680	↑ 10.6%	1,673,684	↑ 2.5%	5,304,469	↑ 12.6%	5,181,240	↑ 2.4%	21,060,000	21,450,000
3. Ferry (Connector Local) Total:	413,406	↓ -4.2%	460,397	↓ -10.2%	1,282,985	↓ -0.7%	1,387,693	↓ -7.5%	6,630,000	6,700,000
Total Patronage	7,723,339	↑ 7.0%	7,318,607	↑ 5.5%	23,465,538	↑ 7.4%	22,751,741	↑ 3.1%	93,010,000	93,150,000
Rapid and Frequent	3,305,203	↑ 13.9%	3,058,722	↑ 8.1%	10,058,691	↑ 14.2%	9,519,618	↑ 5.7%	36,786,000	37,061,831

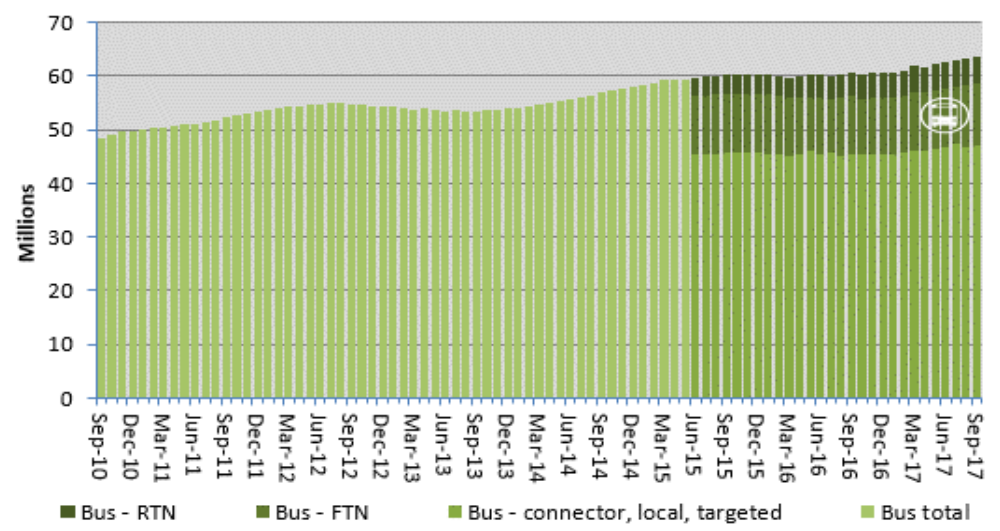
	Sep - 2017/18											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	5,594,253	5,238,798	355,455	6.8%	6.8%	63,607,413	0.6%	2,873,410	4.7%	16,878,084	1,031,660	6.5%
- Busway (Rapid) Bus	445,405	401,549	43,856	10.9%		5,077,298	0.9%	726,814	16.7%	1,378,121	158,072	13.0%
- Frequent Bus	1,144,118	950,187	193,932	20.4%		11,495,600	1.7%			3,376,101	496,284	17.2%
- Connector Local Targeted Bus	4,004,730	3,887,062	117,667	3.0%		47,034,515	0.3%	1,686,044	3.7%	12,123,862	377,304	3.2%
2. Train (Rapid) Total:	1,715,680	1,550,925	164,755	10.6%	10.4%	20,189,131	0.8%	2,802,446	16.1%	5,304,469	593,980	12.6%
- Western Line	587,946	537,811	50,135	9.3%		6,939,221	0.7%	885,725	14.6%	1,799,723	156,741	9.5%
- Eastern Line	493,989	425,500	68,489	16.1%		5,688,272	1.2%	1,002,097	21.4%	1,538,912	255,042	19.9%
- Onehunga Line	109,416	102,109	7,307	7.2%		1,392,222	0.5%	164,846	13.4%	335,668	22,610	7.2%
- Southern Line	485,754	453,791	31,963	7.0%		5,720,890	0.6%	657,508	13.0%	1,511,626	138,072	10.1%
- Pukekohe Line	38,575	31,714	6,861	21.6%		448,526	1.6%	92,270	25.9%	118,540	21,515	22.2%
3. Ferry (Connector Local) Total:	413,406	431,524	-18,118	-4.2%	-4.2%	6,140,174	-0.3%	178,125	3.0%	1,282,985	-9,100	-0.7%
- Contract	103,931	112,929	-8,998	-8.0%		1,350,876	-0.7%	9,577	0.7%	334,735	-5,922	-1.7%
- Exempt Services	309,475	318,595	-9,120	-2.9%		4,789,298	-0.2%	168,548	3.6%	948,250	-3,178	-0.3%
Total Patronage	7,723,339	7,221,247	502,092	7.0%	6.9%	89,936,718	0.6%	5,853,981	7.0%	23,465,538	1,616,540	7.4%
Rapid and Frequent	3,305,203	2,902,661	402,543	13.9%		36,762,029	1.1%	3,989,812	12.2%	10,058,691	1,248,336	14.2%
Connector Local Targeted	4,418,136	4,318,586	99,549	2.3%		53,174,689	0.2%	1,864,169	3.6%	13,406,847	368,205	2.8%
Total Patronage	7,723,339	7,221,247	502,092	7.0%	6.9%	89,936,718	0.6%	5,853,981	7.0%	23,465,538	1,616,540	7.4%

1.3 AT Metro Boardings breakdown

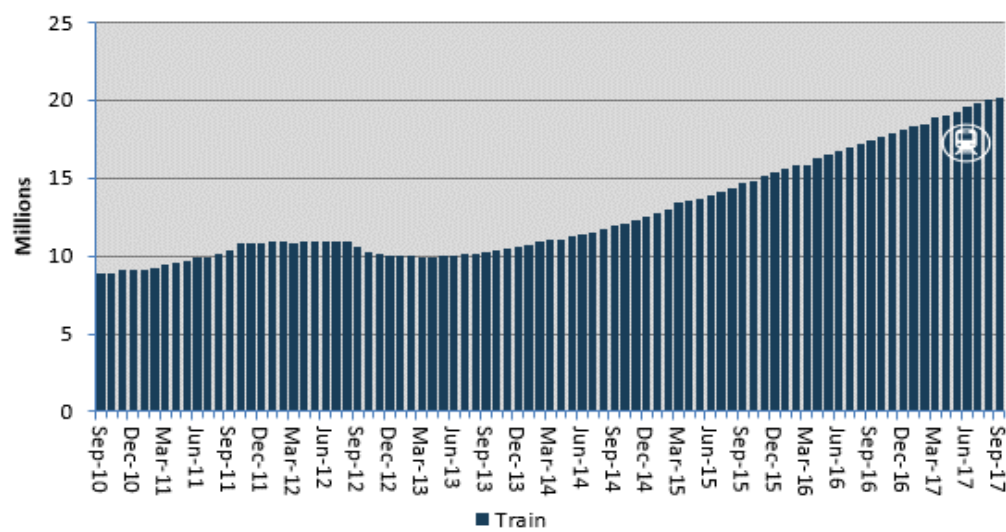
1.3.1 Total Patronage (12 month rolling total)



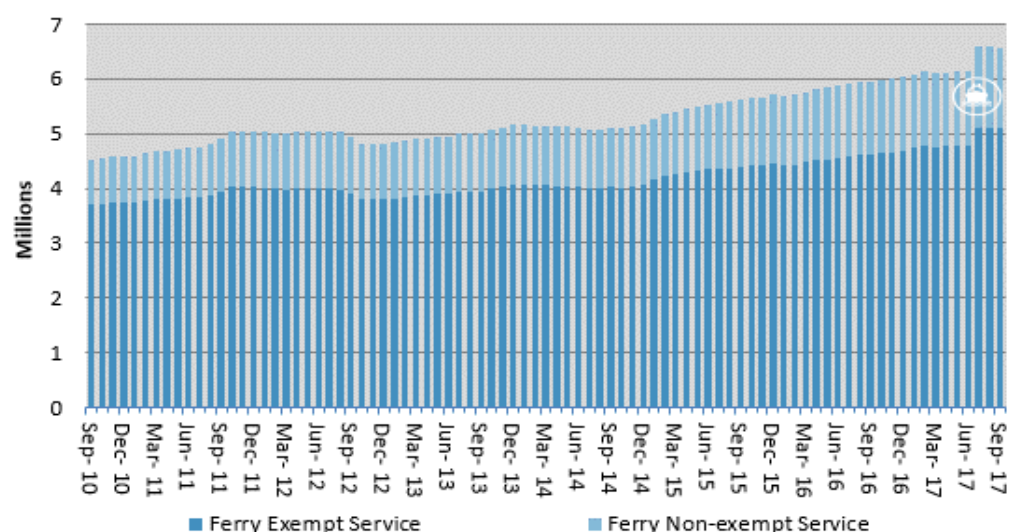
1.3.2 Bus Patronage (12 month rolling total)



1.3.3 Train Patronage (12 month rolling total)



1.3.4 Ferry Patronage (12 month rolling total)



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

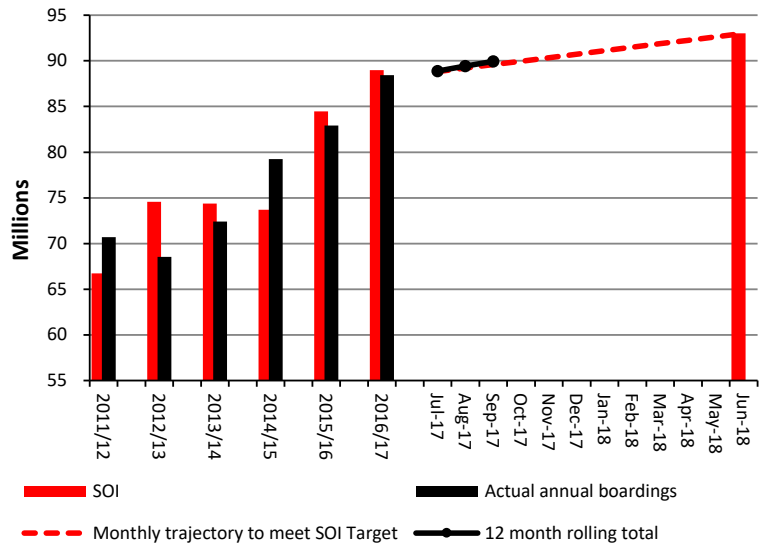
3. DIA mandatory measures

4. AT monthly activity report

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

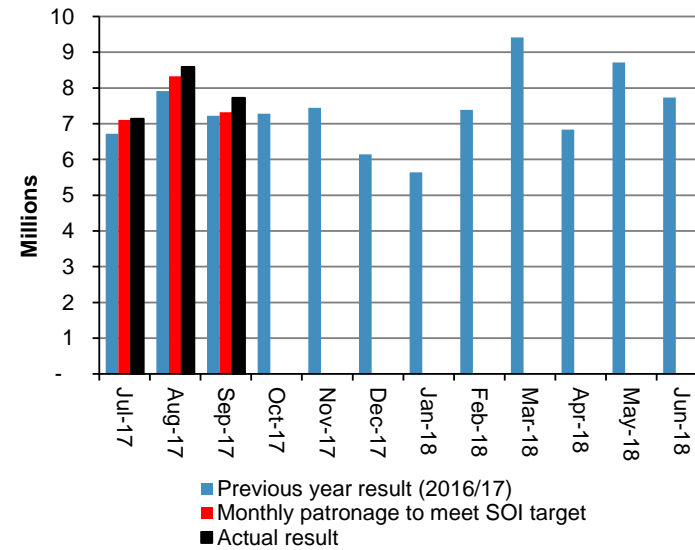
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



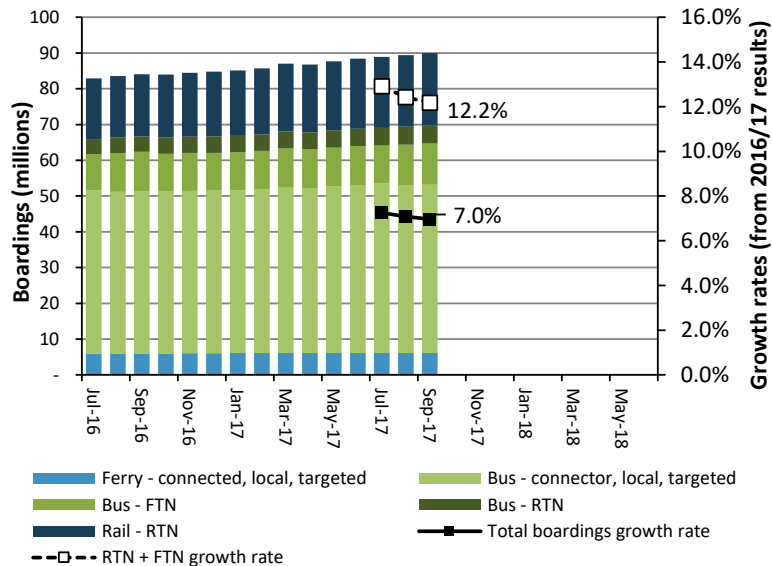
PT patronage totalled 89,936,718 passenger boardings for the 12 months to September 2017, an increase of 0.6% on the 12 months to August 2017 and an increase of 7.0% on the 12 months to September 2016.

2.1.2 Monthly public transport boardings (millions)



September 2017 monthly patronage was 7,723,339, an increase of 7.0% (502,092 boardings) on September 2016. This is normalised to an increase of ~6.9% 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



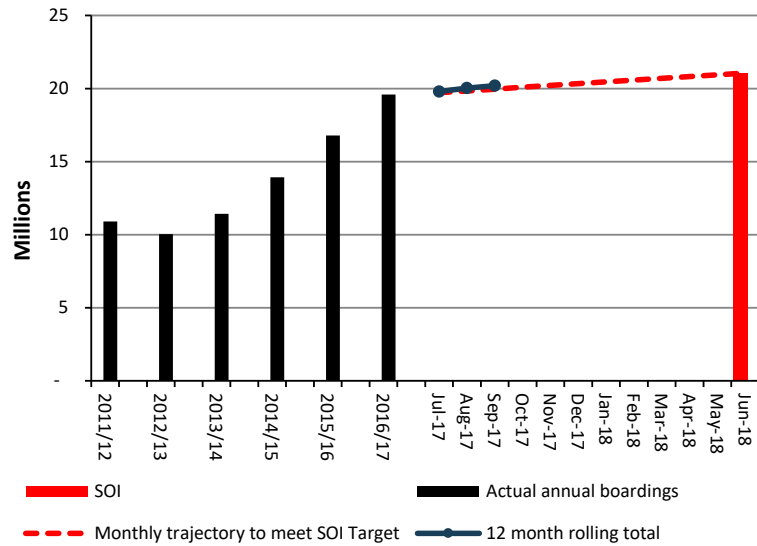
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

This figure shows the 12 month rolling patronage total for each PT service layer. Rates of growth are based on the 12 month rolling total to September 2017 compared to the 12 month rolling total to September 2016.

RTN + FTN patronage increased by 12.2% for the 12 months to September 2017, a faster rate than total patronage, which increased by 7.0%.

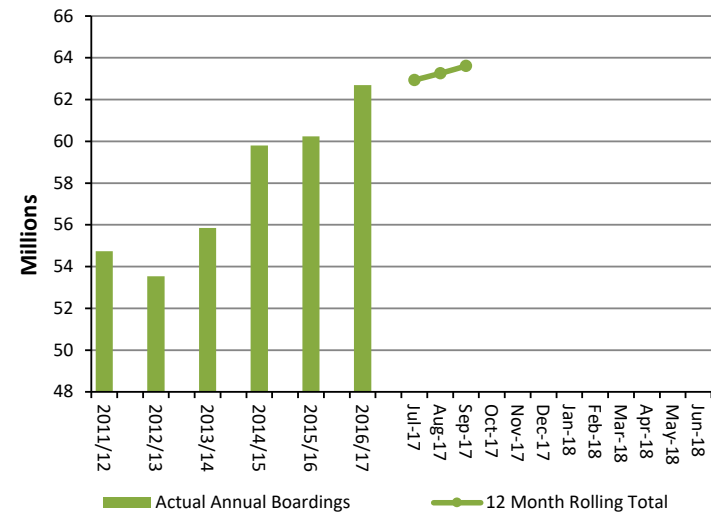
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



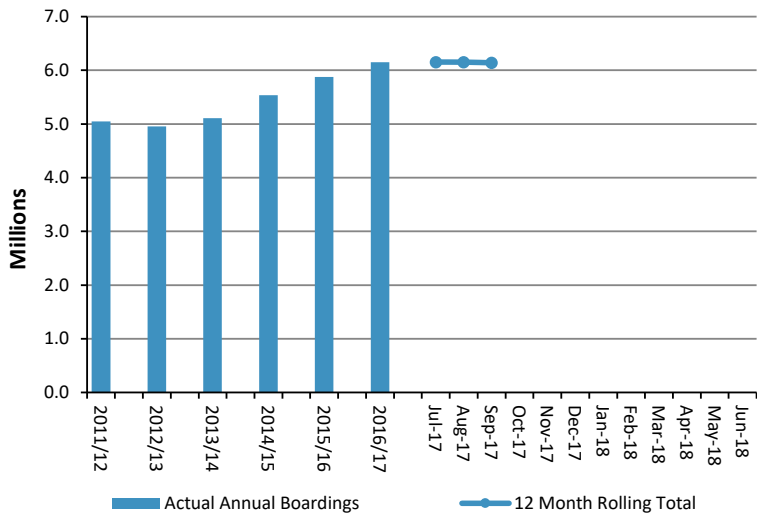
Rail patronage totalled 20,189,131 passenger boardings for the 12 months to September 2017, an increase of 0.8% on the 12 months to August 2017 and 16.1% on the 12 months to September 2016.

2.1.5 Bus boardings (12 month rolling total)



Bus patronage totalled 63,607,413 passenger boardings for the 12 months to September 2017, an increase of 0.6% on the 12 months to August 2017 and 4.7% on the 12 months to September 2016.

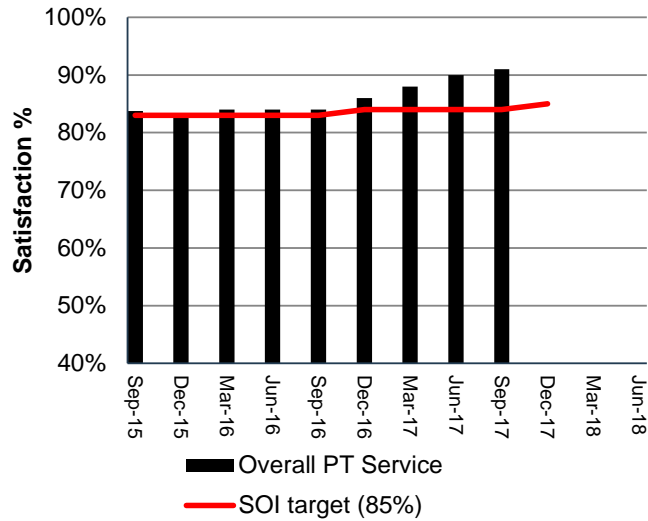
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,140,174 passenger boardings for the 12 months to September 2017, a decrease of 0.3% on the 12 months to August 2017 and 3.0% on the 12 months to September 2016.

2.2 Transform and elevate customer focus and experience

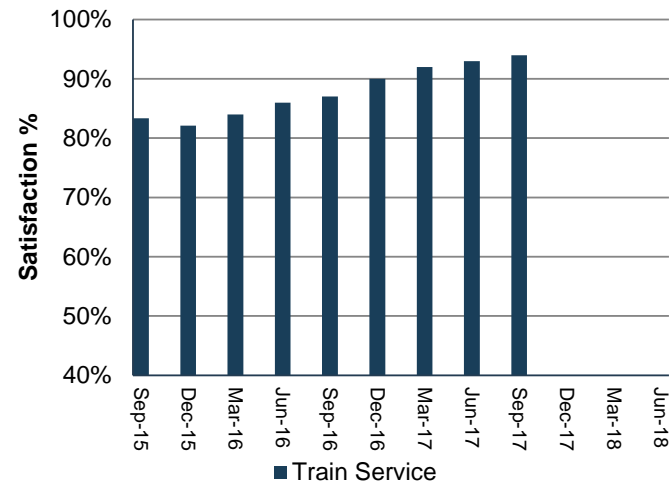
2.2.1 Percentage of public transport passengers satisfied with their public transport service



In September 2017, overall satisfaction with public transport services (91%) was up one percentage point compared with the June 2017 result (90%).

Satisfaction was up seven percentage points compared to the September 2016 result.

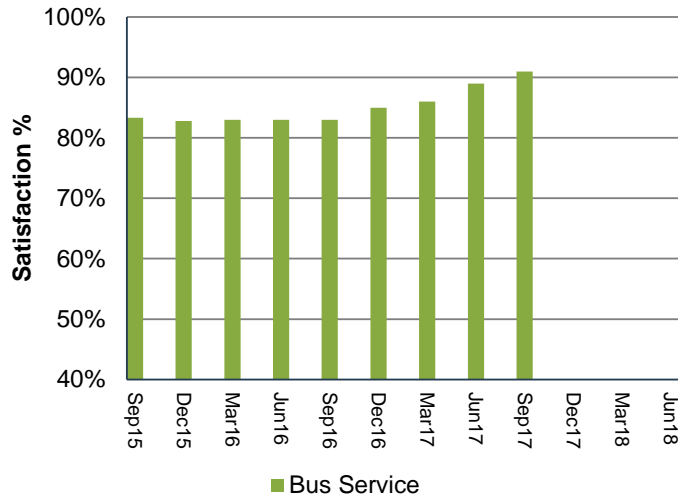
2.2.2 Percentage of passengers satisfied with their train service



In September 2017, satisfaction with train services (94%) was up one percentage point compared with the June 2017 result (93%).

Satisfaction was up seven percentage points compared to the September 2016 result.

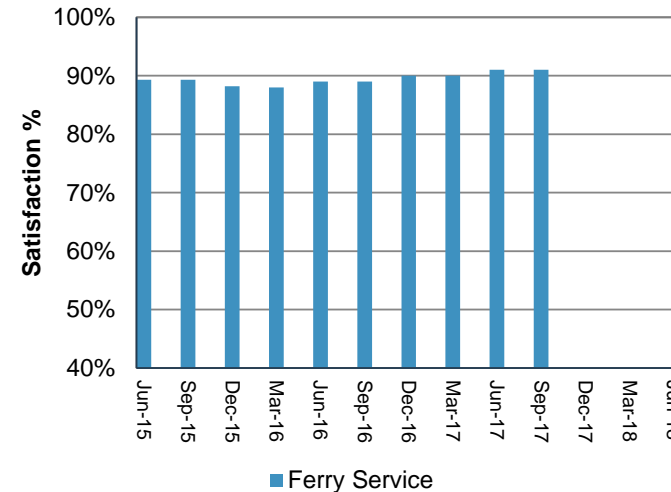
2.2.3 Percentage of passengers satisfied with their bus service



In September 2017, satisfaction with bus services (91%) was up two percentage points compared with the June 2017 result (89%).

Satisfaction was up eight percentage points compared to the September 2016 result.

2.2.4 Percentage of passengers satisfied with their ferry service

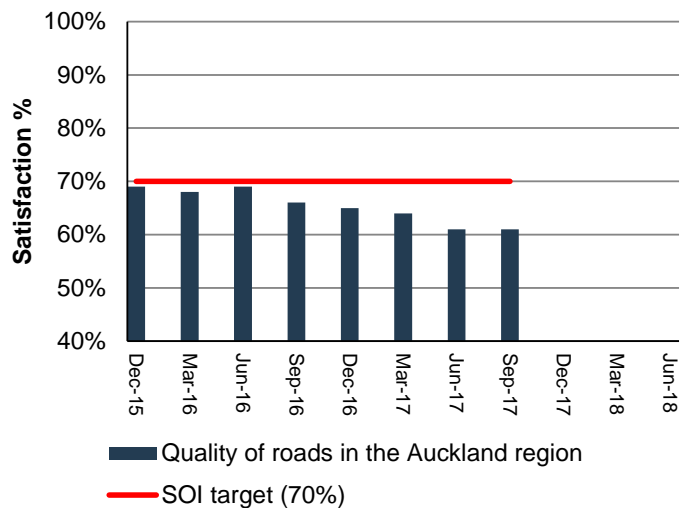


In September 2017, satisfaction with ferry services (91%) was unchanged compared with the June 2017 result (91%).

Satisfaction was up two percentage points compared to the September 2016 result.

2.2 Transform and elevate customer focus and experience

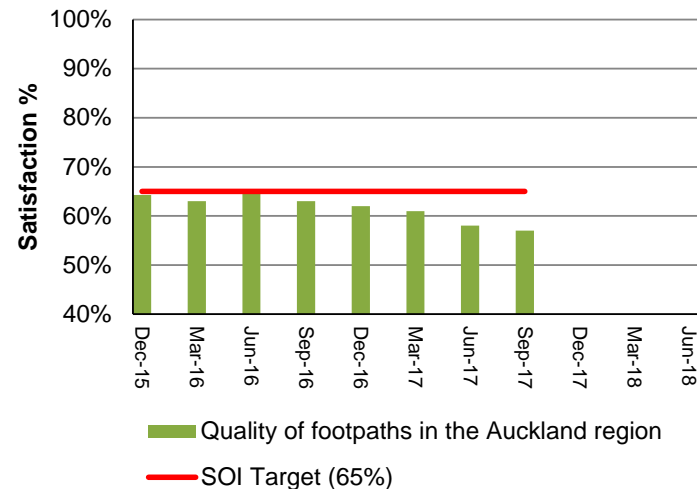
2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In September 2017, satisfaction with the quality of roads in Auckland (61%) was unchanged compared with the June 2017 result (61%).

Satisfaction was down five percentage points compared to the September 2016 result.

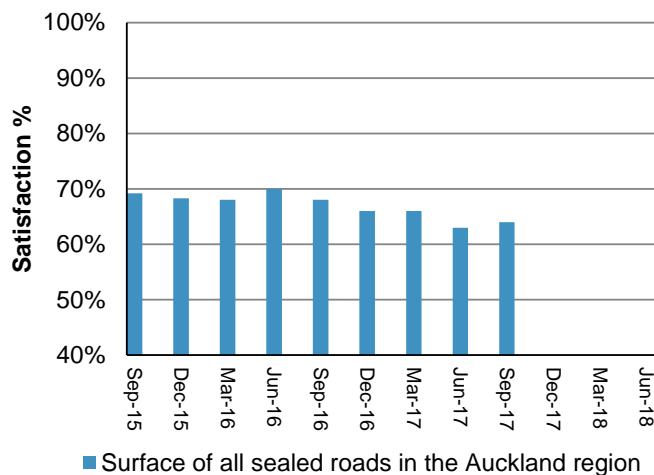
2.2.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



In September 2017, satisfaction with the quality of footpaths in Auckland (57%) was down one percentage point compared with the June 2017 result (58%).

Satisfaction was down six percentage points compared to the September 2016 result.

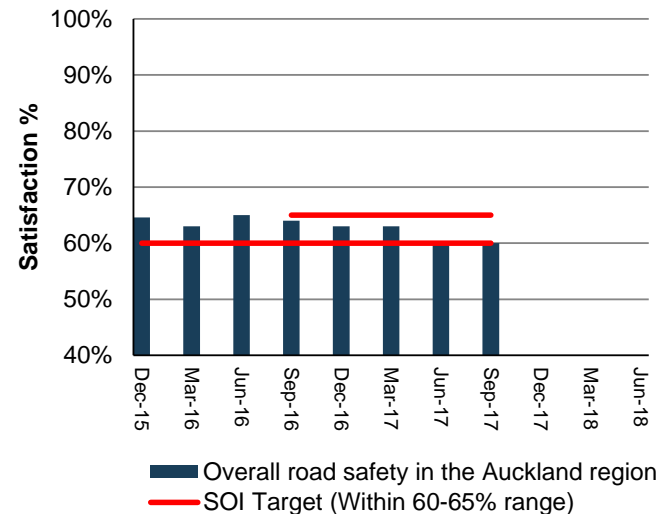
2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In September 2017, satisfaction with the surface of all sealed roads in Auckland (64%) was up one percentage point compared with the June 2017 result (63%).

Satisfaction was down four percentage points compared to the September 2016 result.

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

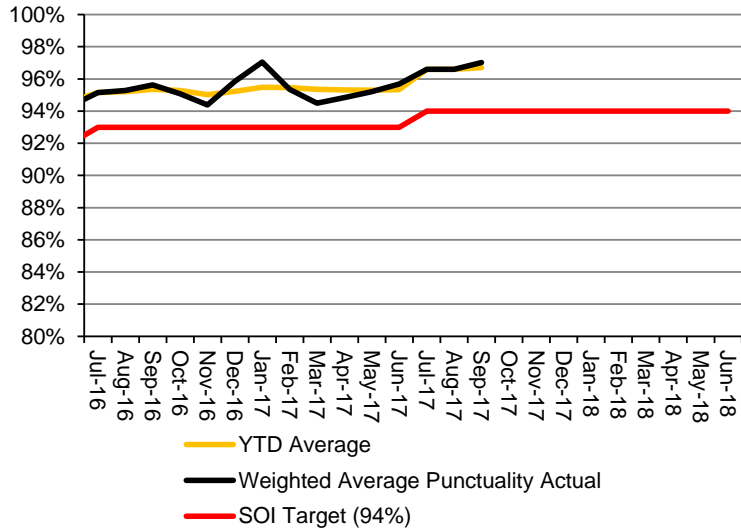


In September 2017, satisfaction with road safety in Auckland (60%) was unchanged compared with the June 2017 result (60%).

Satisfaction was down four percentage points compared to the September 2016 result.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

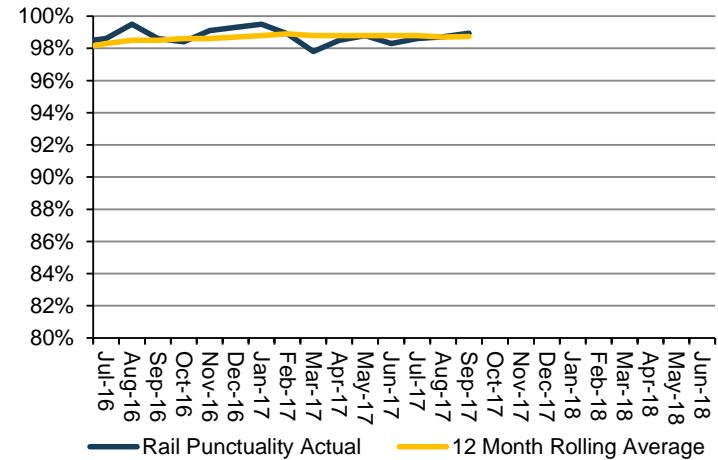


Target met (YTD average to September 2017 = 96.7%; SOI target 94%).

PT weighted average punctuality for the month of September 2017 was 97.0%.

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

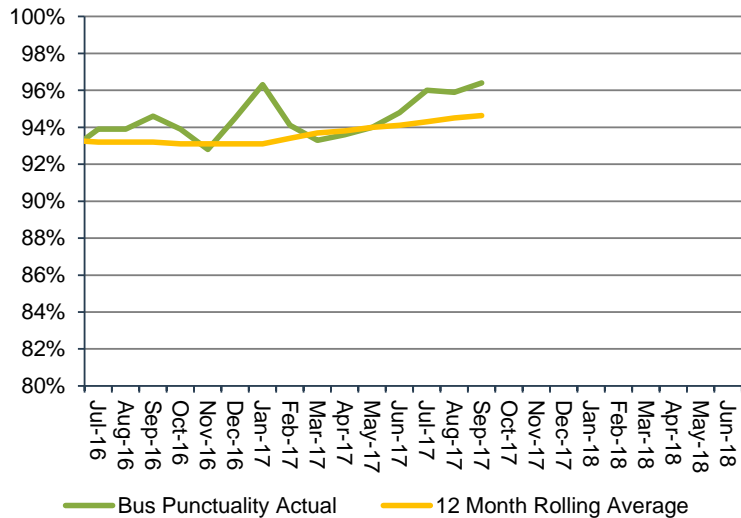
2.2.10 Rail services punctuality



Rail service punctuality in September 2017 was 98.9%, and 98.7% for the 12 months to September 2017.

Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late. Please note that prior to January 2015, rail punctuality was measured differently (based on arrival at destination rather than departure from origin). This measure is reported in figure 4.1.5.

2.2.11 Bus services punctuality

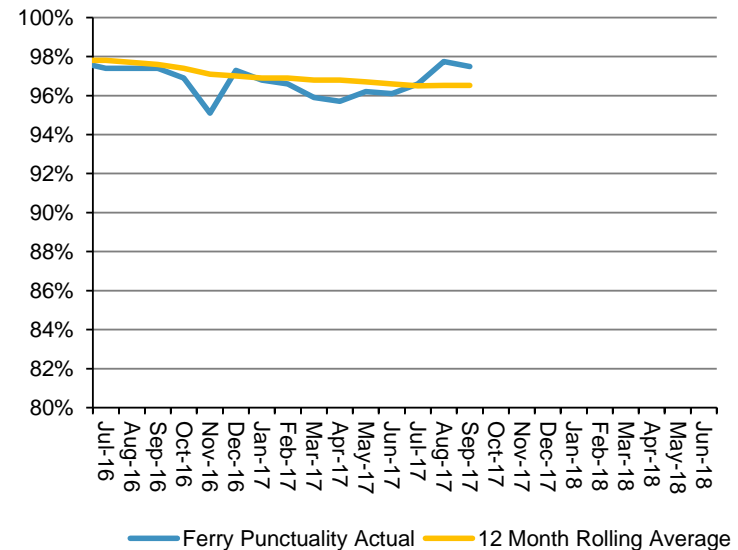


Bus service punctuality in September 2017 was 96.4%, and 94.6% for the 12 months to September 2017.

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

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

2.2.12 Ferry services punctuality

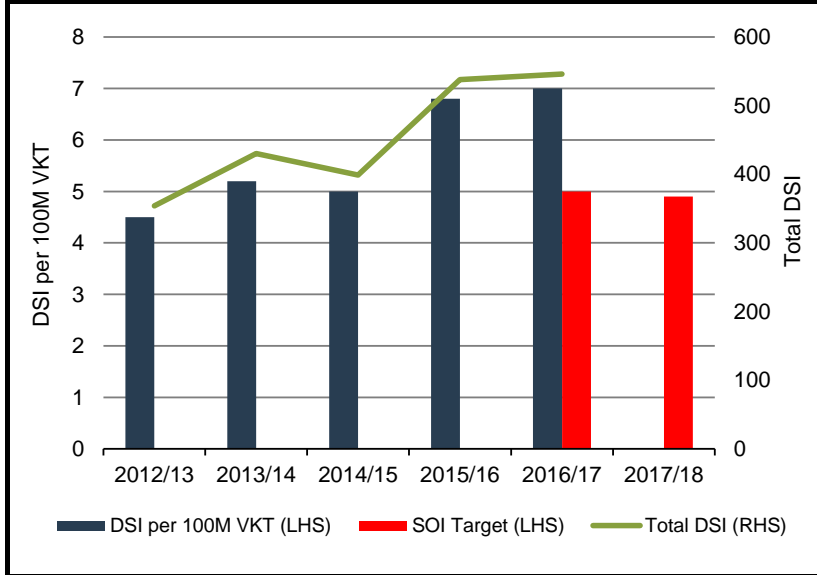


Ferry service punctuality in September 2017 was 97.5%, and 96.5% for the 12 months to September 2017.

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

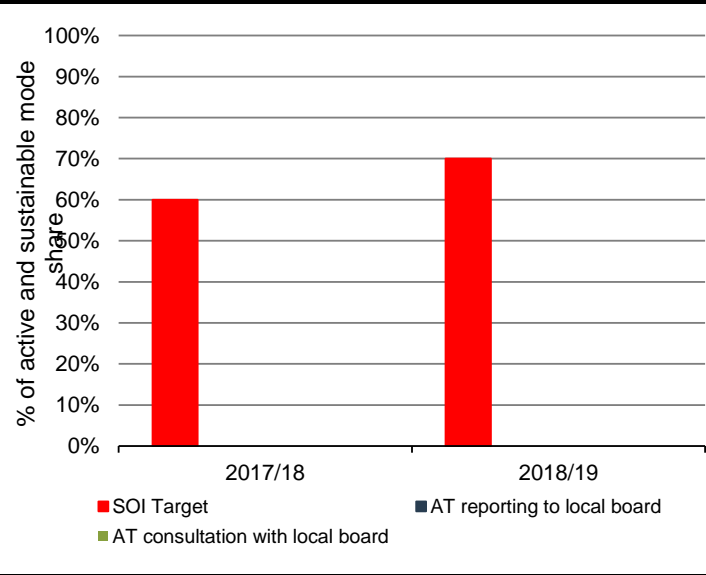
2.2 Transform and elevate customer focus and experience

2.2.13 Local road deaths and serious injuries (DSI) per 100 million vehicle km travelled (VKT)



Non-reporting period.
 Data reported annually in June at the end of the financial year.
 The Local Road DSI per 100 million VKT on local roads for the 2016 calendar year was 7. This is 2 more than the 2016/17 SOI target.
 *The rate of local road deaths and serious injuries per 100 Million vehicle kilometres travelled is an estimate of the exposure to crash-risk on the local road network, relative to vehicle travel.

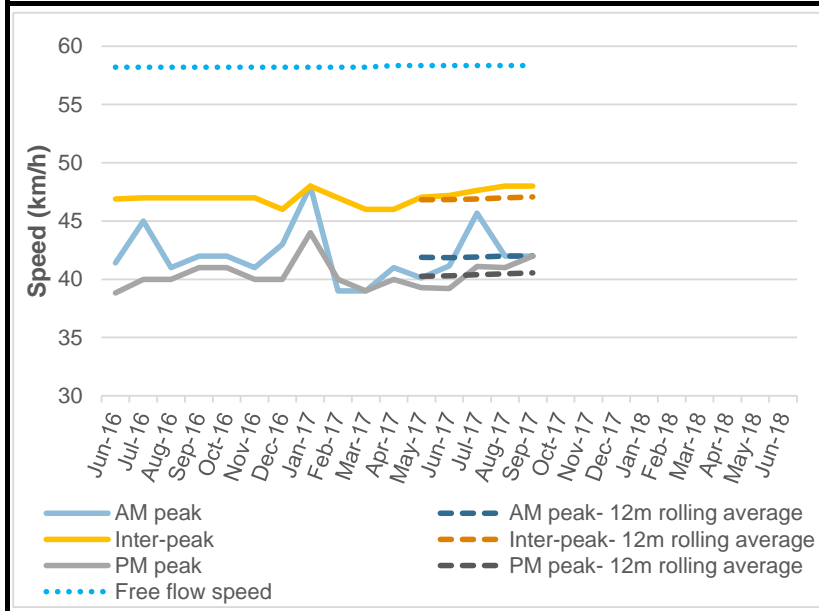
2.2.14 Percentage of local board members satisfied with Auckland Transport engagement



Non-reporting period.
 Local board satisfaction results, sourced from the Auckland Council Elected Members Survey Results, are not available every year as the survey is only undertaken every 18 months. The results for this year's survey are due in November 2017.
 2017/18 targets for local board satisfaction with AT engagement is 60% for both reporting to local board and consultation with local board.

2.3 Build network optimisation and resilience

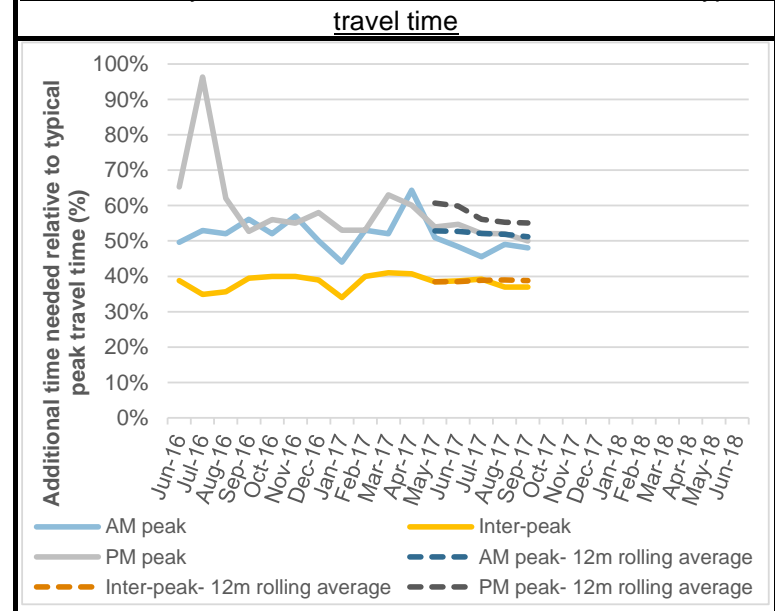
2.3.1 Median travel speed across arterial and motorway network



This figure shows median travel speed across the arterial and motorway networks during the AM peak, inter-peak and PM peak periods. The average free flow speed of 58.3 km per hour has been provided as a comparator.

During September 2017, the median travel speed during the AM peak was 41.9 km per hour, which is slightly below the 12 month rolling average figure to September 2017 of 42.0 km per hour.

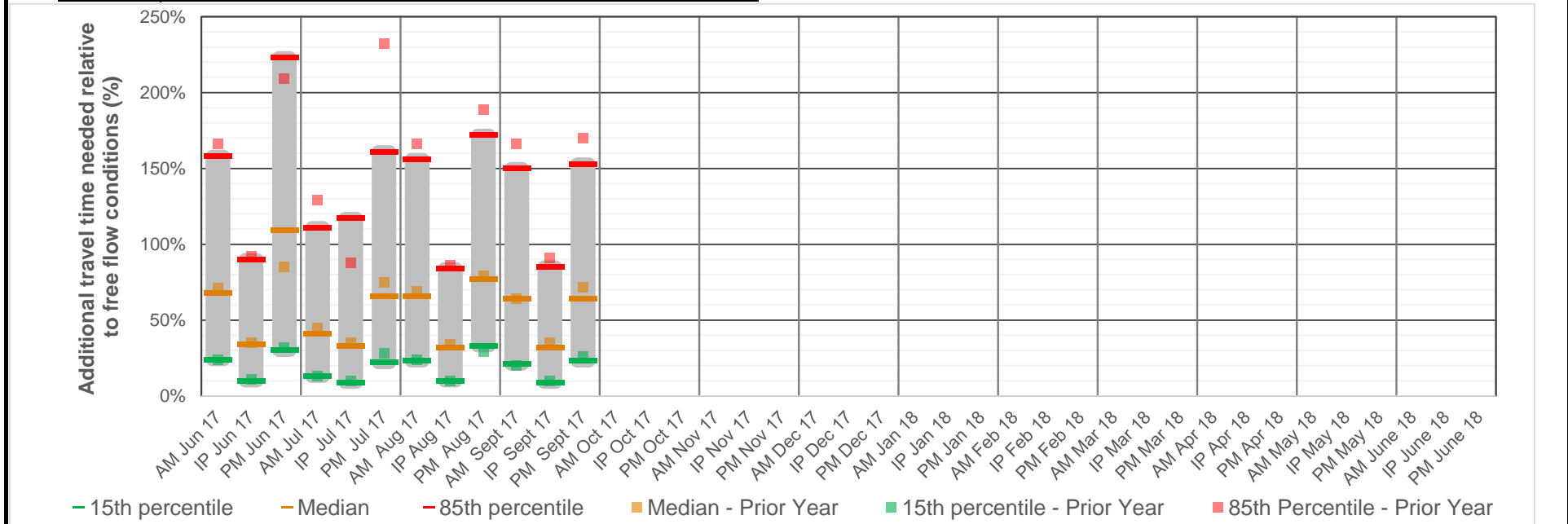
2.3.2 Reliability: additional travel time needed relative to typical



This figure shows the difference between the typical (median) and the 85th percentile* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.

During the September 17 AM peak, the 85th percentile was 48% longer than the typical travel time. Therefore, if a typical AM peak journey took 20 minutes, a motorist would need to allow an additional 9.6 minutes, for a total of 29.6 minutes, to be 85% certain of arriving on time.

2.3.3 Delay: additional travel time needed relative to free flow conditions



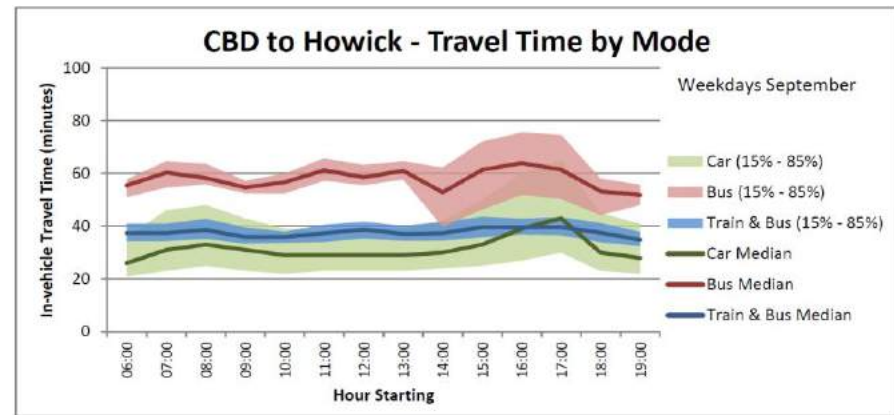
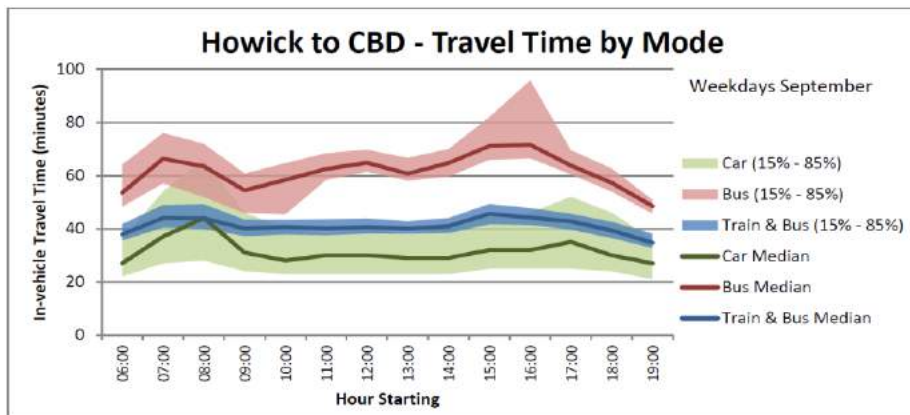
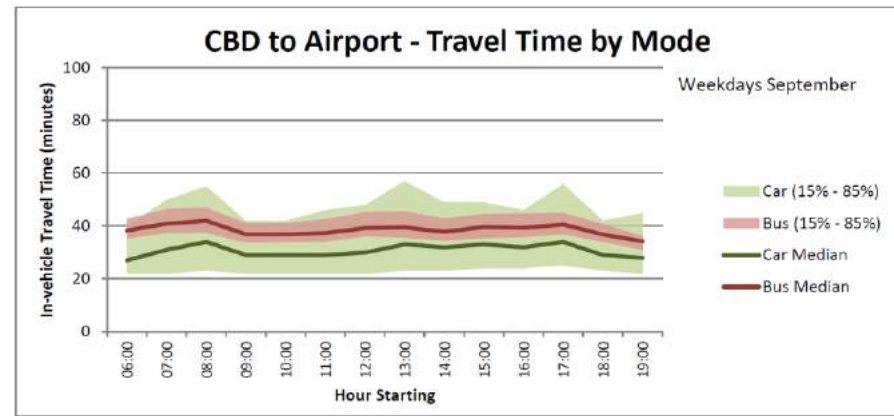
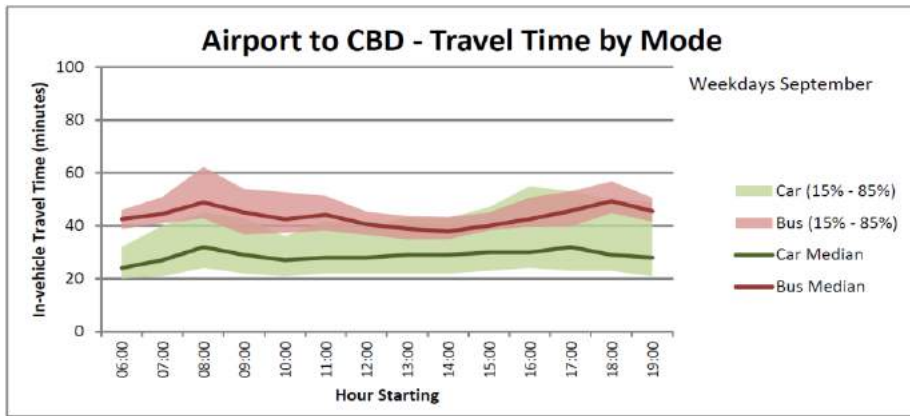
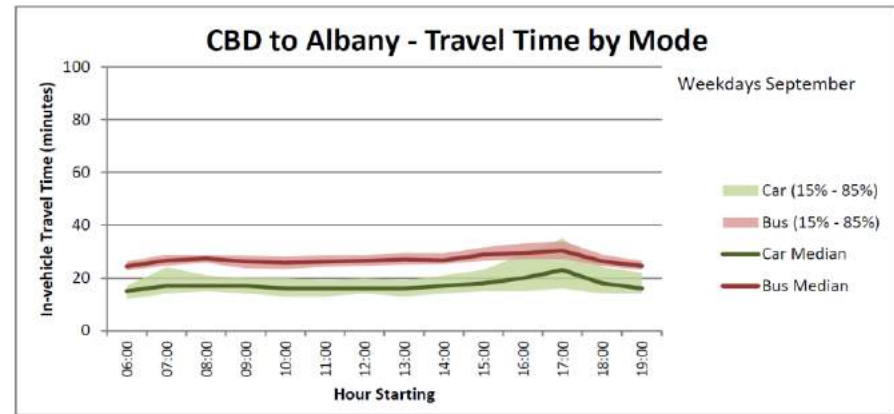
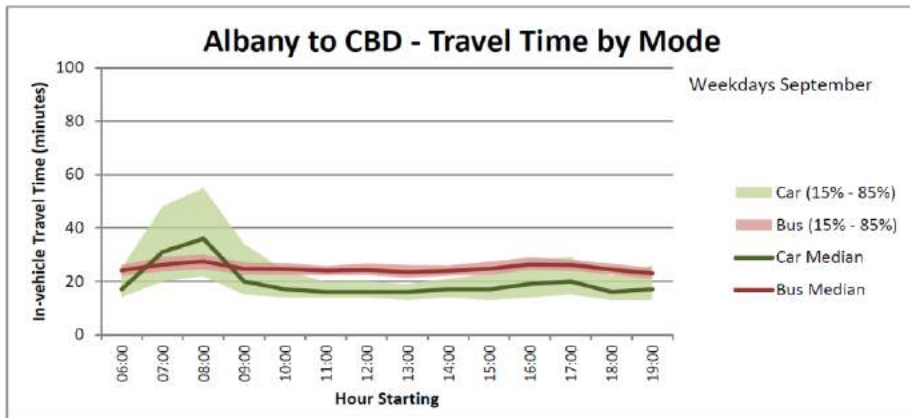
This figure shows AM peak, inter-peak and PM peak travel times for the 15th percentile, typical (median) and 85th percentile* trips on the combined arterial and motorway network, relative to free flow conditions.

During the September 17 AM peak, the 15th percentile delay was 21%, typical delay was 64% while the 85th percentile delay was 150%.

*85% of all trips will take less than the 85th percentile.

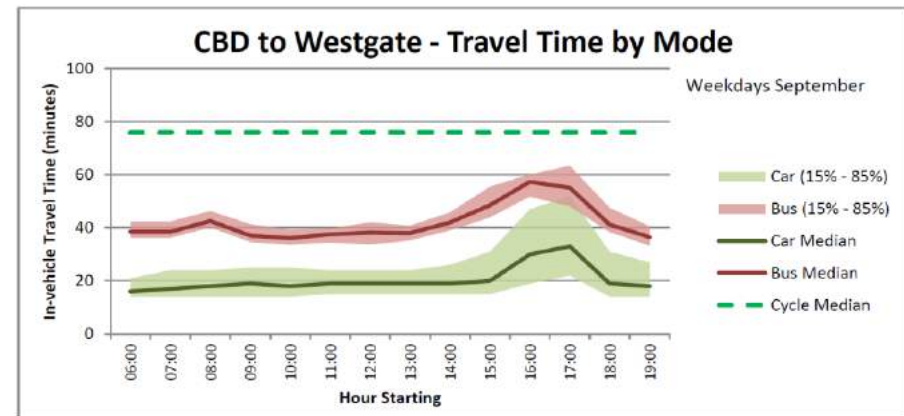
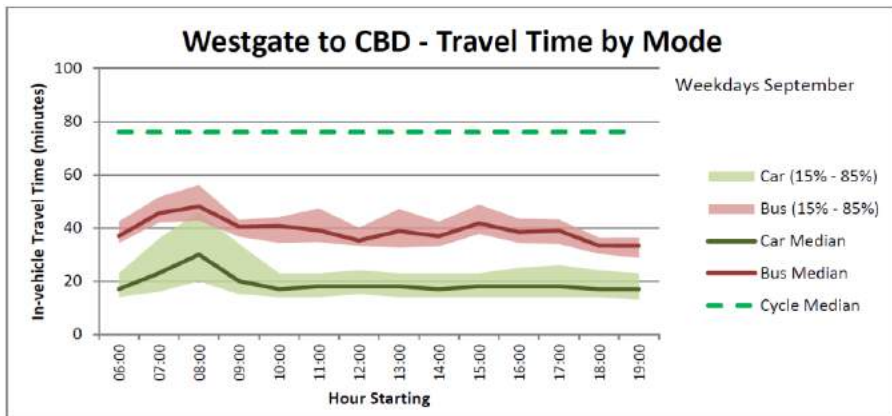
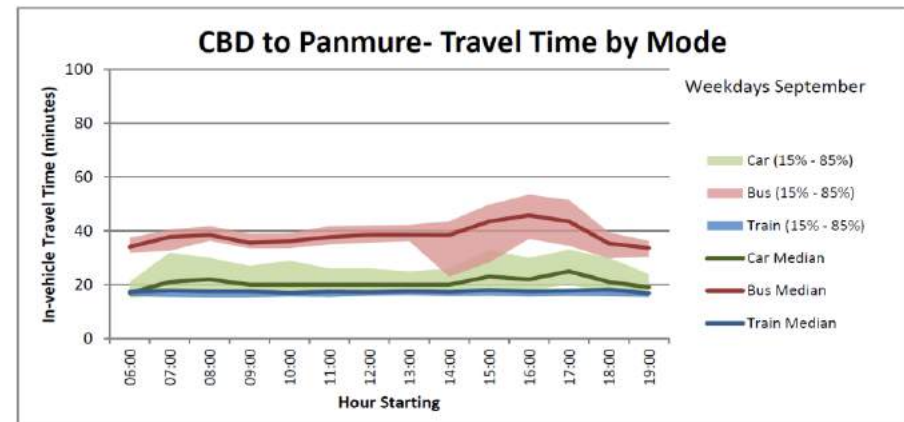
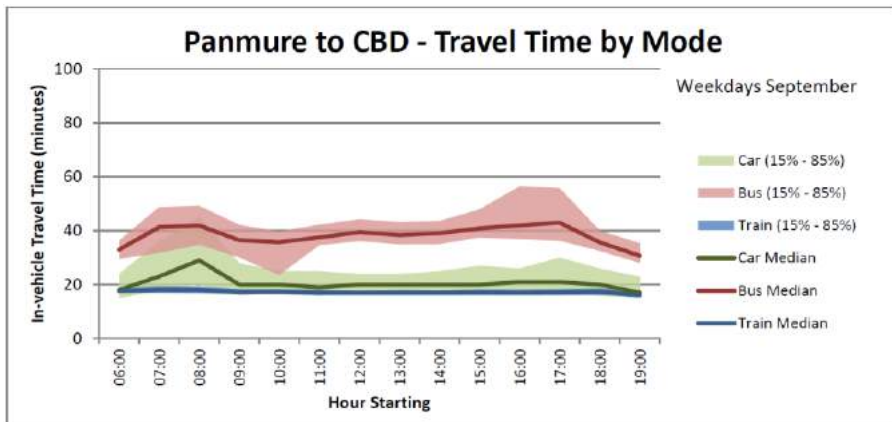
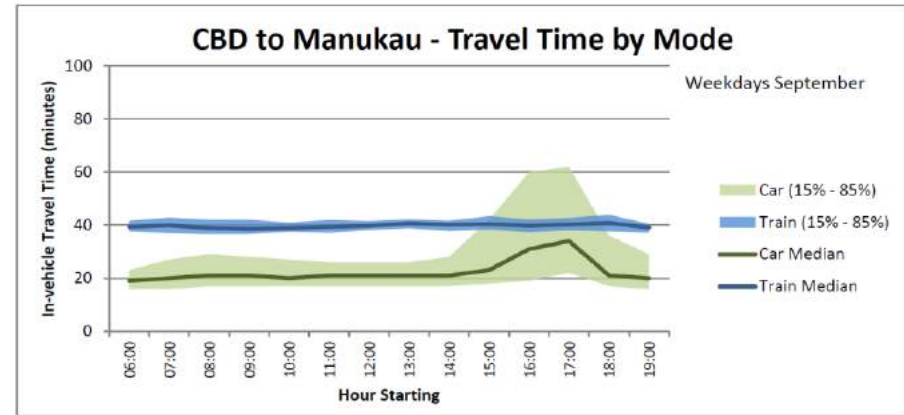
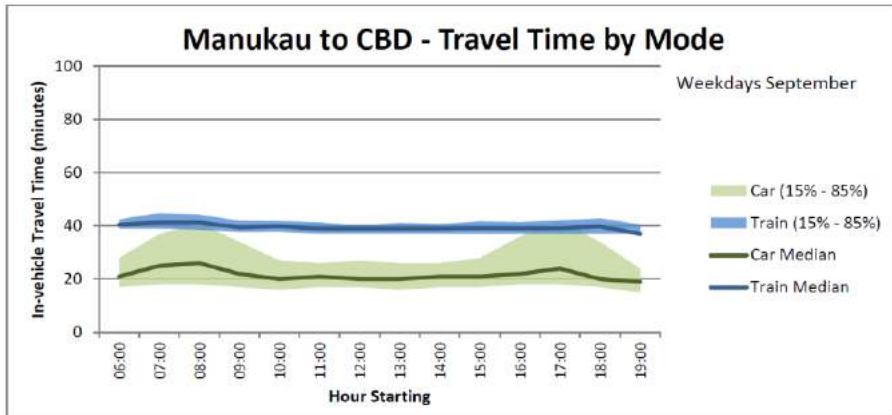
2.3 Build network optimisation and resilience

The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.

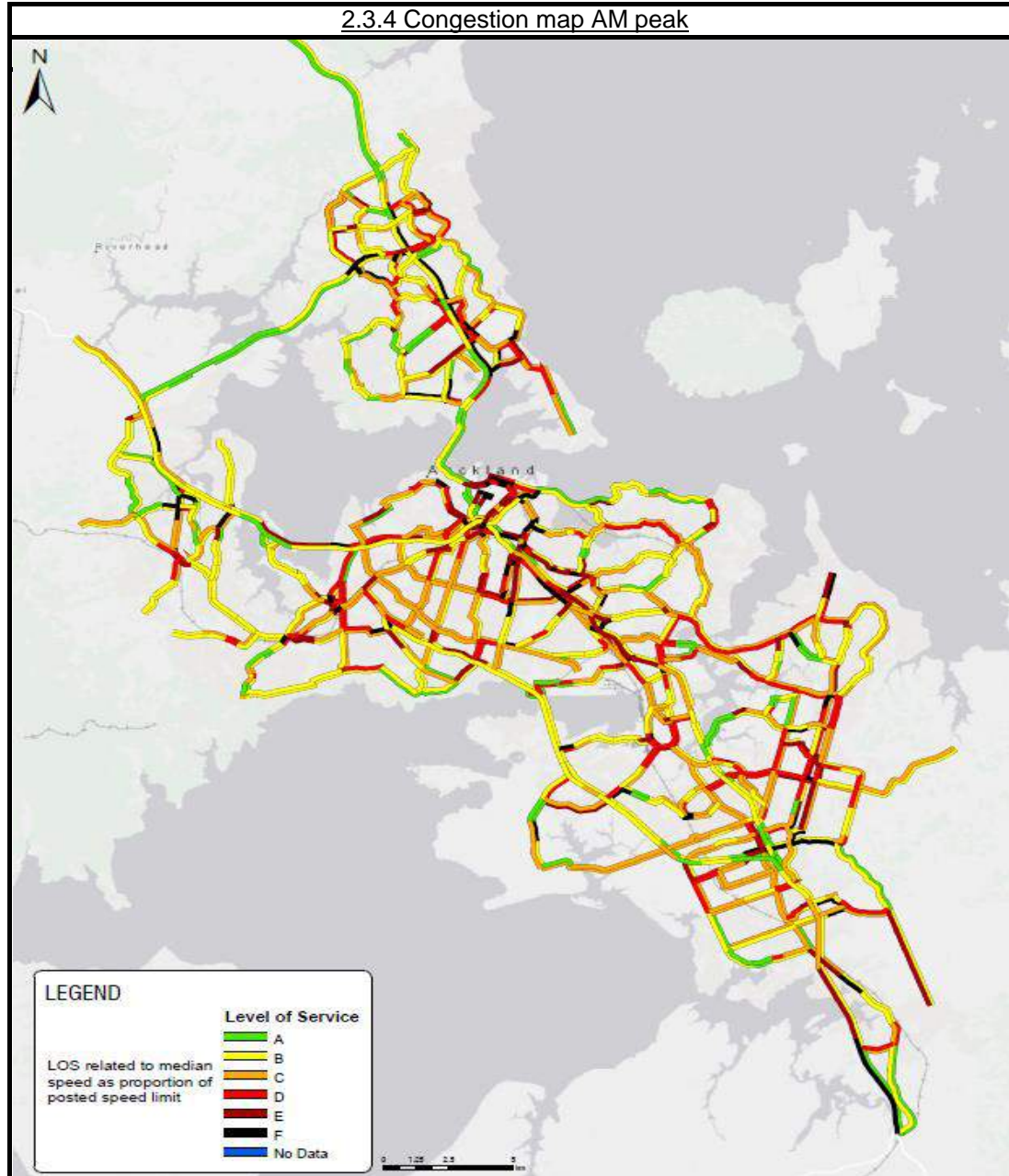


2.3 Build network optimisation and resilience

The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.

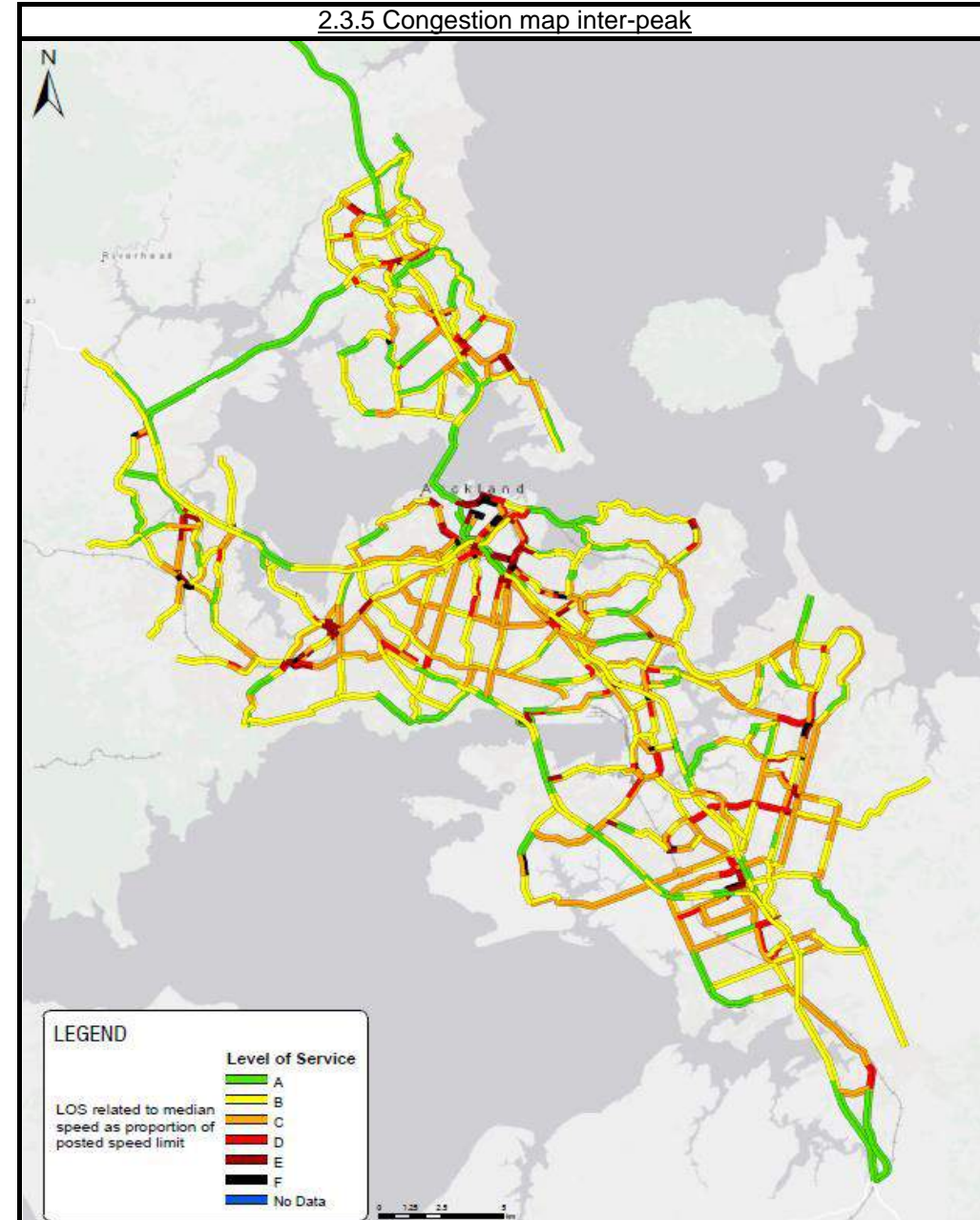


2.3.4 Congestion map AM peak



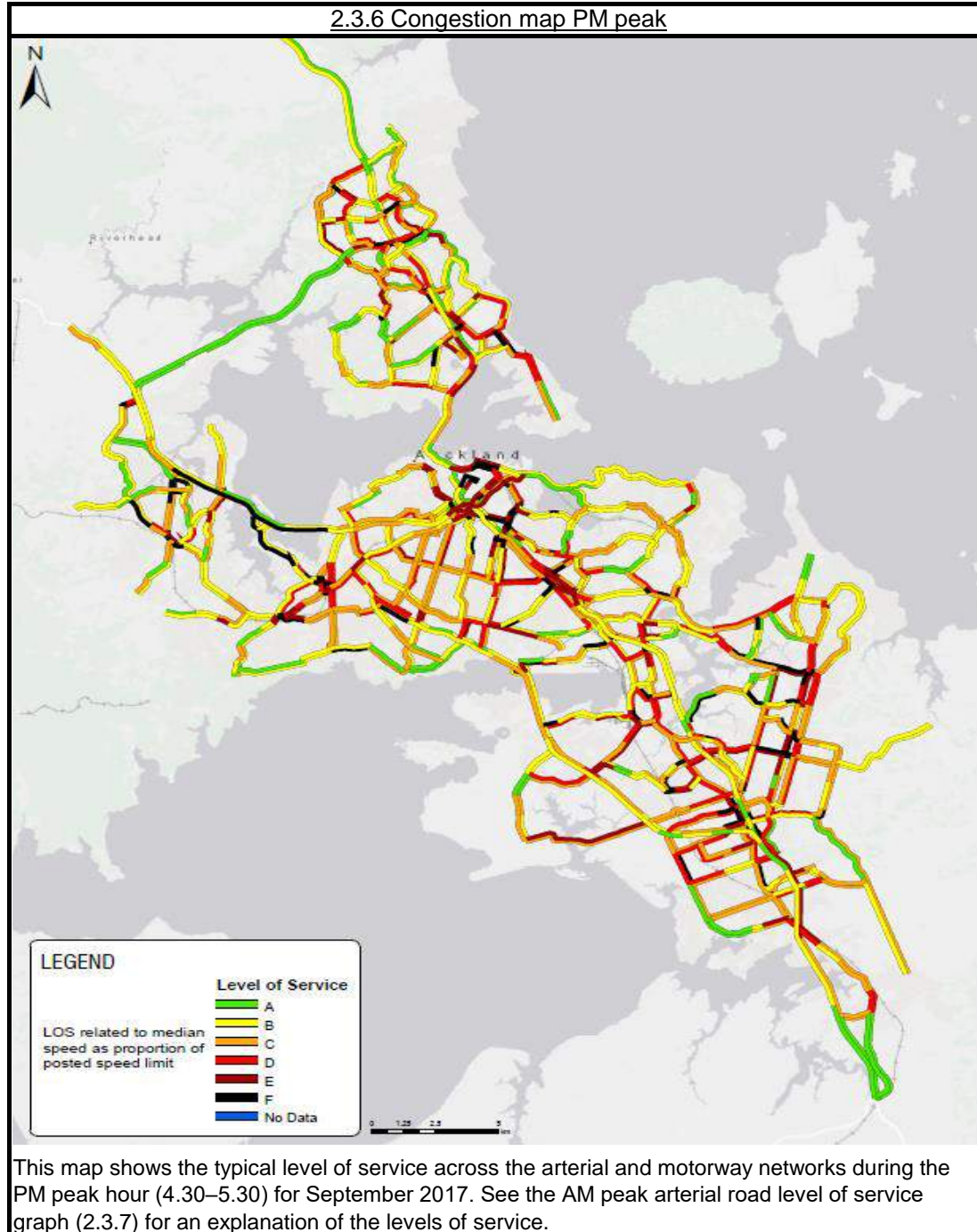
This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for September 2017. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

2.3.5 Congestion map inter-peak

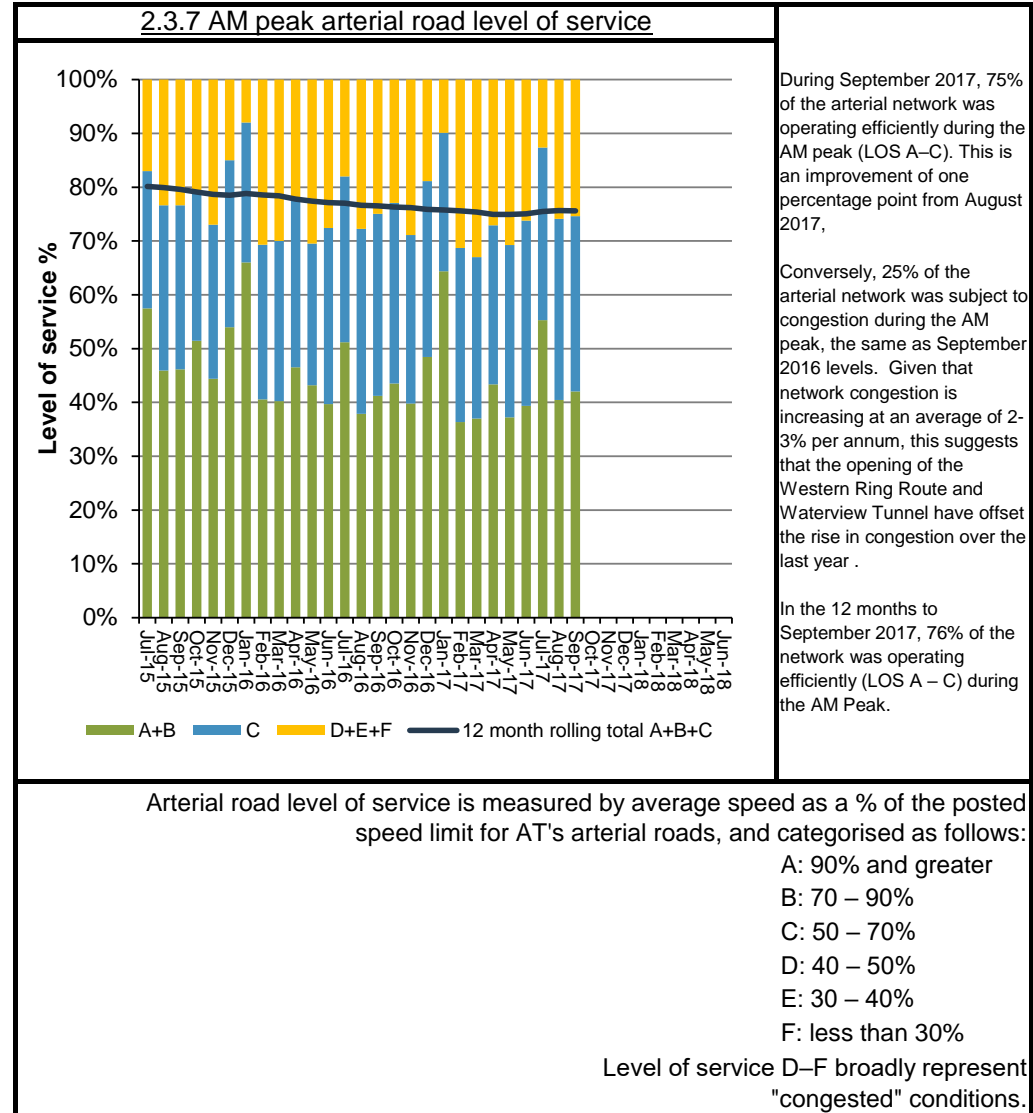


This map shows the typical level of service across the arterial and motorway networks during the Interpeak period (9 am–4 pm) for September 2017. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

2.3.6 Congestion map PM peak



2.3.7 AM peak arterial road level of service

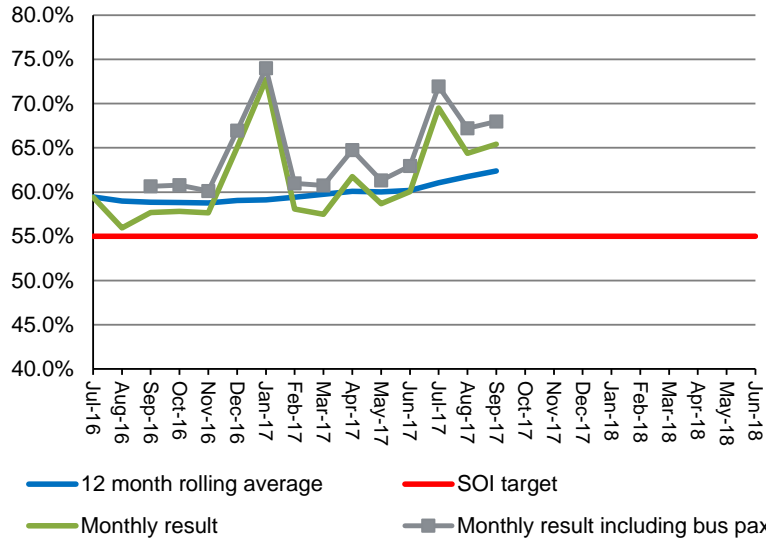


During September 2017, 75% of the arterial network was operating efficiently during the AM peak (LOS A–C). This is an improvement of one percentage point from August 2017,

Conversely, 25% of the arterial network was subject to congestion during the AM peak, the same as September 2016 levels. Given that network congestion is increasing at an average of 2-3% per annum, this suggests that the opening of the Western Ring Route and Waterview Tunnel have offset the rise in congestion over the last year .

In the 12 months to September 2017, 76% of the network was operating efficiently (LOS A – C) during the AM Peak.

2.3.8 Arterial road productivity

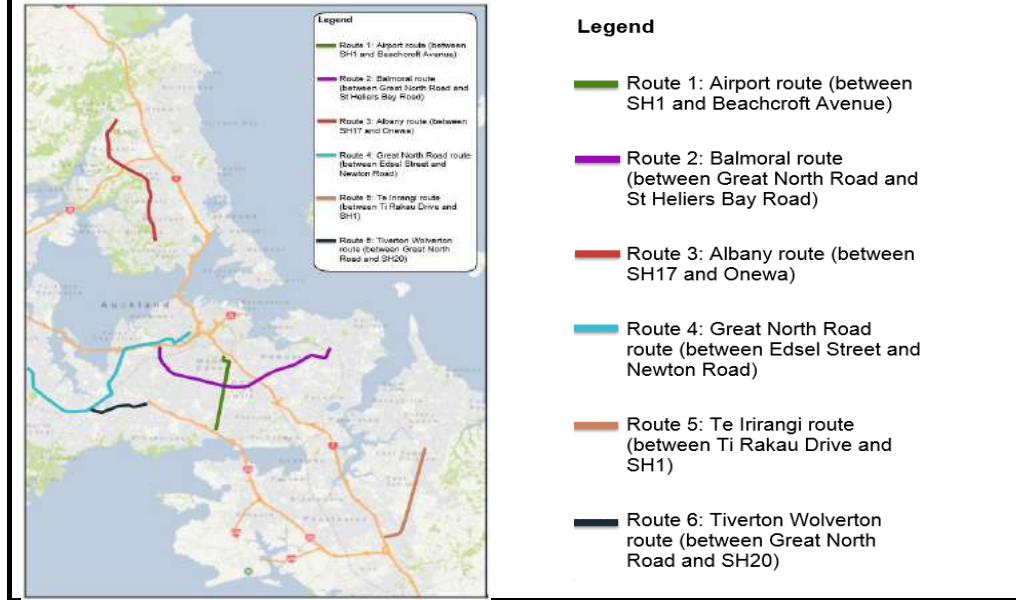


Target exceeded (12 month rolling average in September 2017 = 62.4%; SOI target 55%). The overall productivity for the month of September 2017 was 65% and 68% including bus patronage.

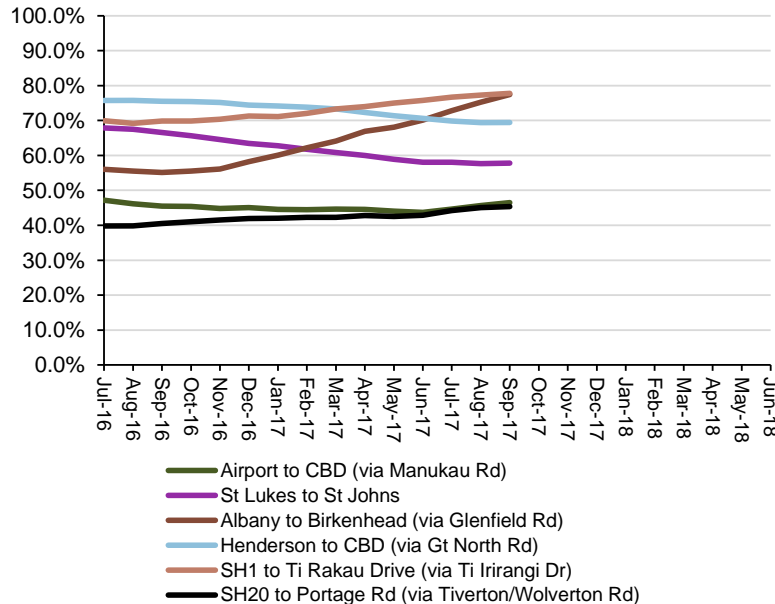
Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of the number of vehicles, their average journey speed and average vehicle occupancy.

The six key arterial routes measured are shown in figure 2.3.9 and results for each route in figure 2.3.10.

2.3.9 Map showing arterial productivity routes



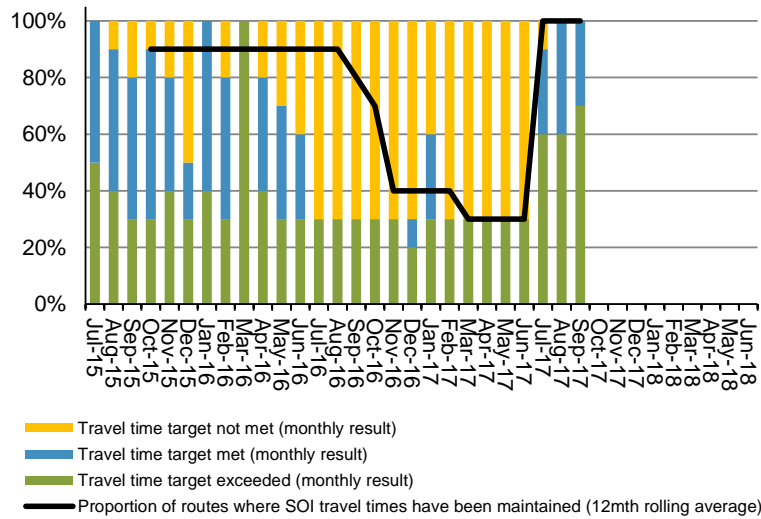
2.3.10 Arterial productivity - 12 month rolling average for each route



This figure illustrates the 12 month rolling average productivity results (based on private vehicles only) for each of the routes that make up the SOI measure provided in figure 2.3.8.

2.3 Build network optimisation and resilience

2.3.11 Proportion of key freight routes where SOI travel time targets have been maintained



Freight travel time targets were adjusted marginally for 2017/18. Targets for seven of the 10 key routes were increased by 1 minute, while two of the routes each had their targets reduced by 2 minutes.

In September 2017, all of the 10 key freight routes either met or exceeded their interpeak travel time targets. All freight routes continue to operate relatively efficiently at levels of service B or C.

2.3.12 Map showing key freight routes

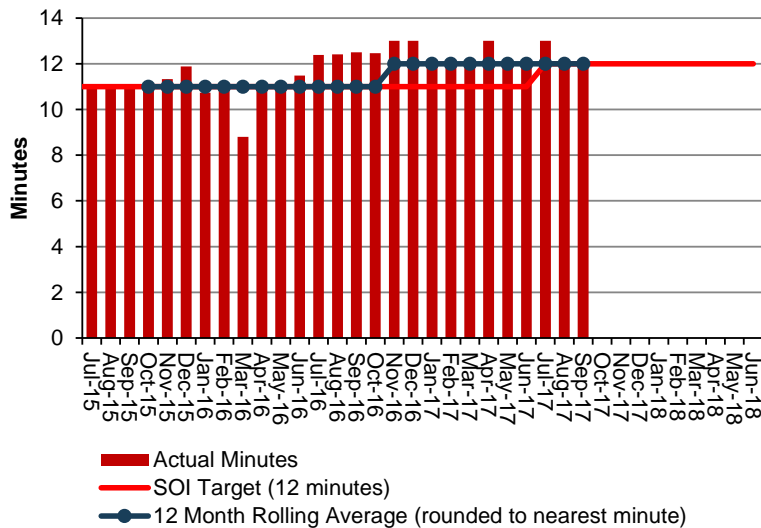


Legend

- █ 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

2.3.13 SEART (from Sylvia Park to East Tamaki)

SEART East Bound



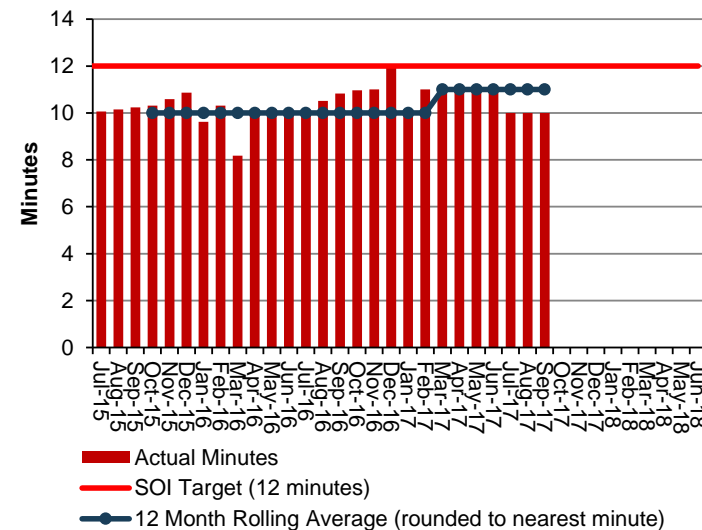
Target met in September 2017.

Target met for 12 months to September 2017.

The monthly travel time target was increased by 1 minute to 12 minutes for 2017/18.

2.3.14 SEART (from East Tamaki to Sylvia Park)

SEART West Bound



Target exceeded in September 2017.

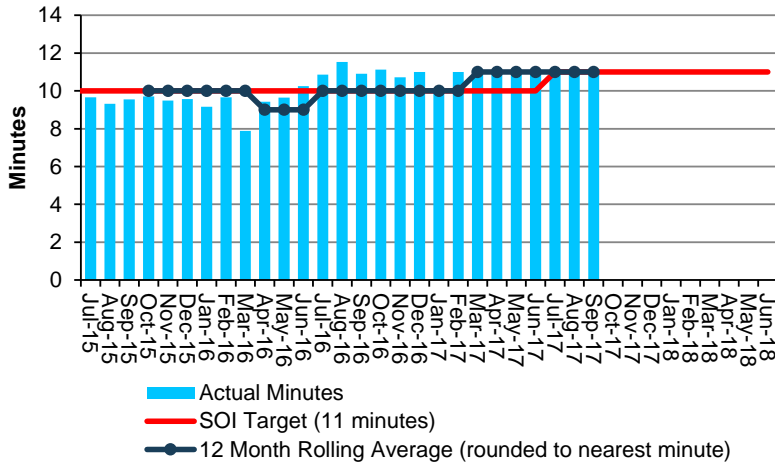
Target exceeded for 12 months to September 2017.

The monthly travel time target remained the same for 2017/18 at 12 minutes.

2.3 Build network optimisation and resilience

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

Harris Rd West Bound



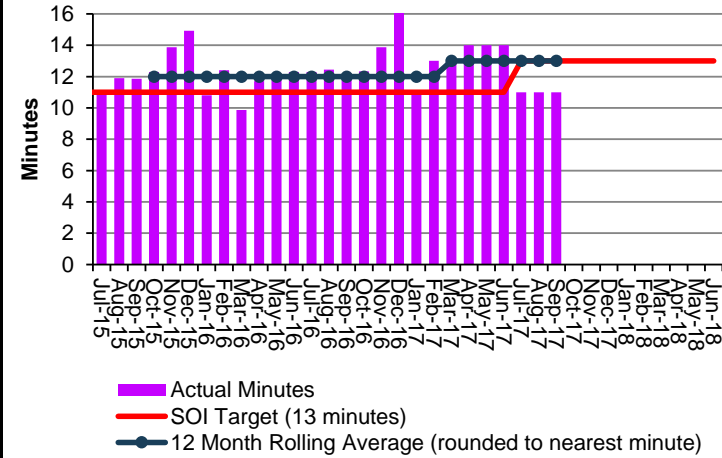
Target met in September 2017.

Target met for 12 months to September 2017.

The monthly travel time target was increased by 1 minute to 11 minutes for 2017/18.

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

Great South Road North Bound



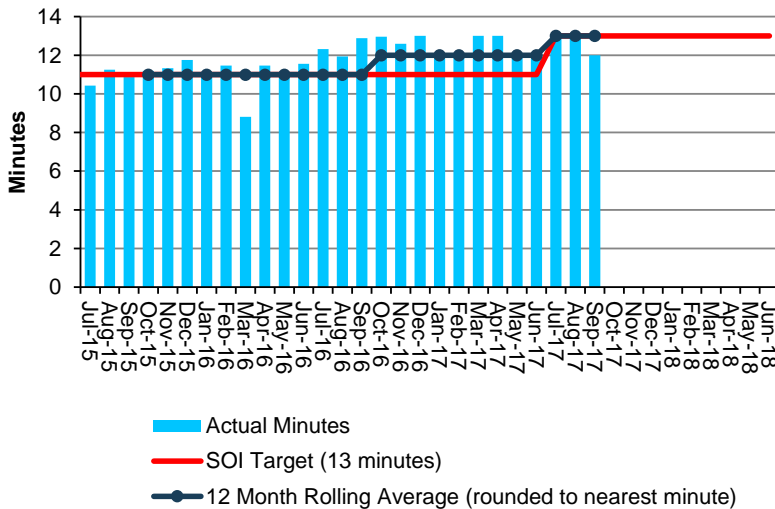
Target exceeded in September 2017. This can be attributed to marginally lighter interpeak traffic demands in the area due to seasonal variations and reduced demand due to the Waterview Tunnel connection.

Target met for 12 months to September 2017.

The monthly travel time target increased by 2 minutes to 13 minutes for 2017/18.

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

Harris Rd East Bound



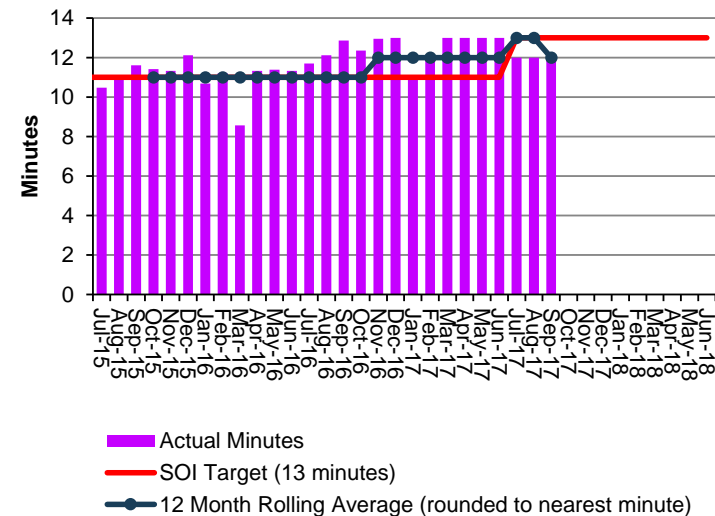
Target exceeded in September 2017.

Target met for 12 months to September 2017.

The monthly travel time target increased by 2 minutes to 13 minutes for 2017/18.

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

Great South Rd South Bound



Target exceeded in September 2017.

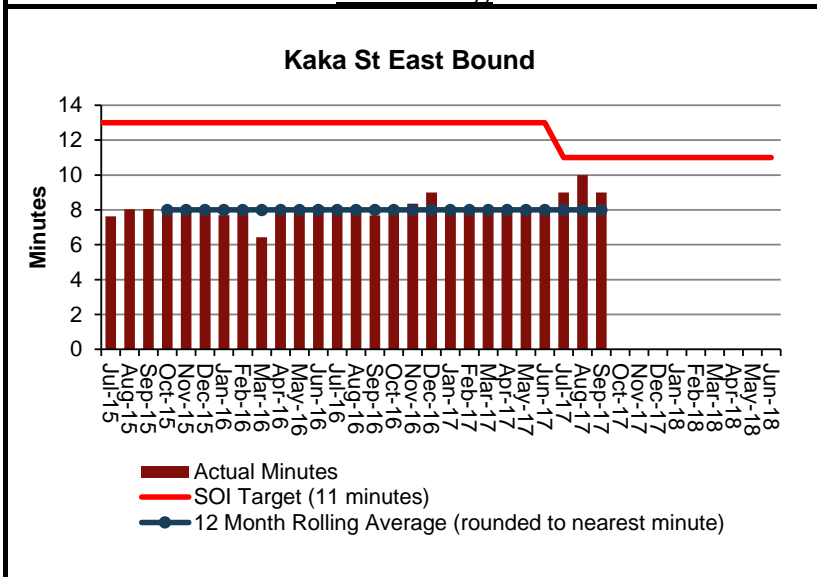
Target exceeded for 12 months to September 2017.

The monthly travel time target increased by 2 minutes to 13 minutes for 2017/18.

The recent improvement is related to the opening of the Western Ring Route resulting in marginally lighter interpeak traffic demands at the Great South Road / Church Street intersection.

2.3 Build network optimisation and resilience

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

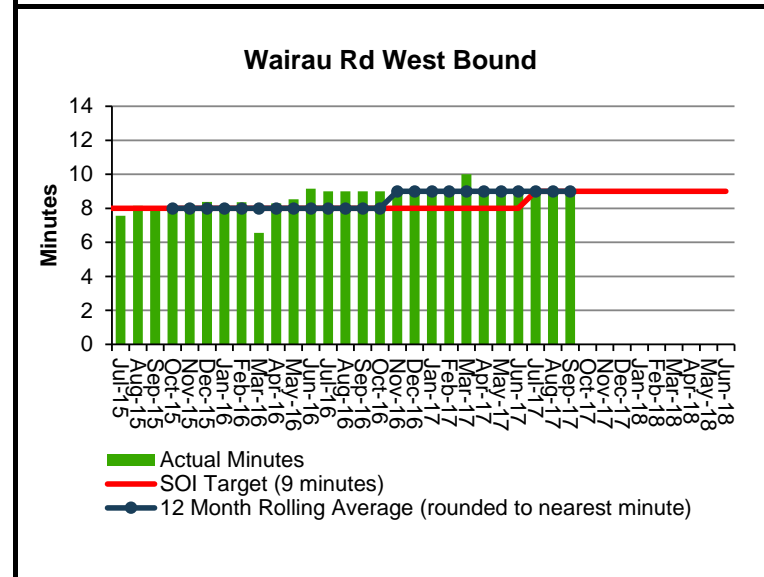


Target exceeded in September 2017. ATOC have been actively managing traffic signal operations to minimise the impact of road works that are taking place along this route.

Target exceeded for 12 months to September 2017.

The monthly travel target was reduced by 2 minutes to 11 minutes for 2017/18.

2.3.20 Wairau Rd (from SH1 to SH18)

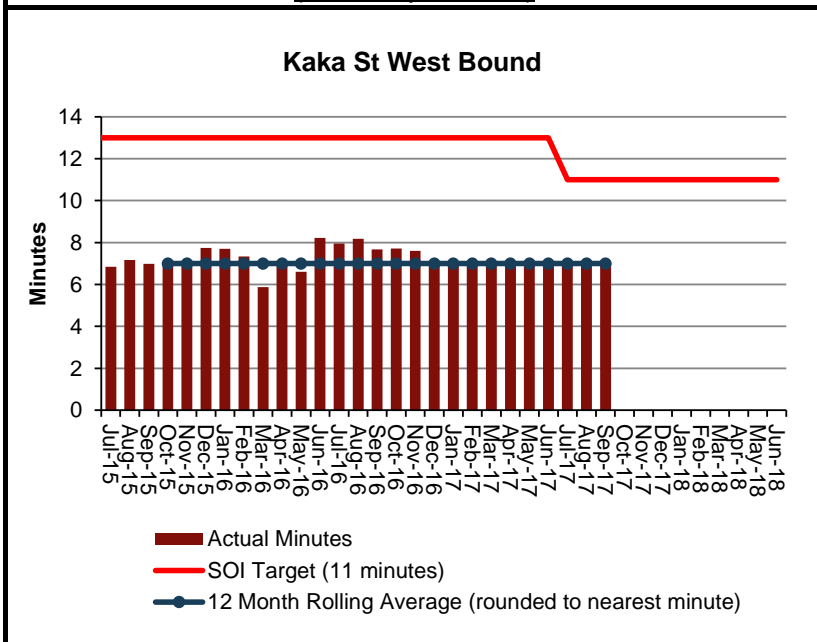


Target met in September 2017, aided by close ATOC monitoring due to road works along this route.

Target met for 12 months to September 2017.

The monthly travel time target was increased by 1 minute to 9 minutes for 2017/18.

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

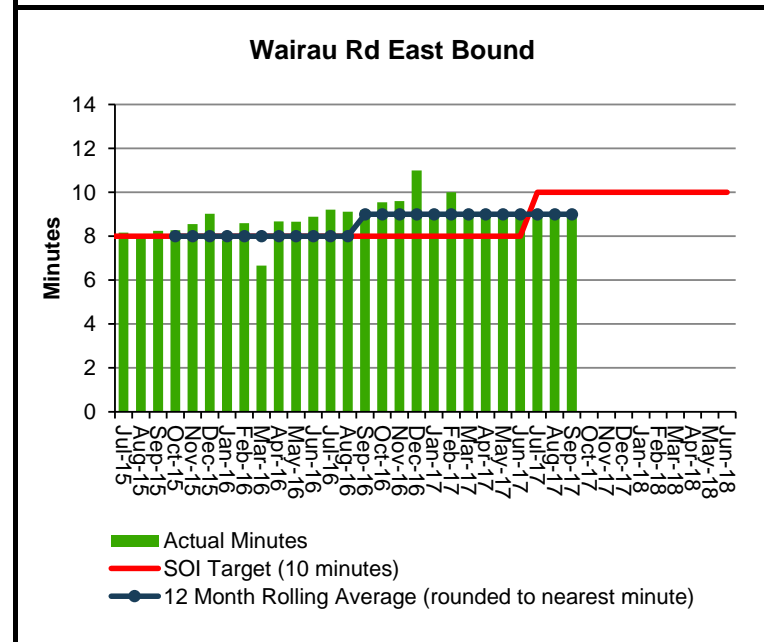


Target exceeded in September 2017.

Target exceeded for 12 months to September 2017.

The monthly travel target was reduced by 2 minutes to 11 minutes for 2017/18.

2.3.22 Wairau Rd (from SH18 to SH1)



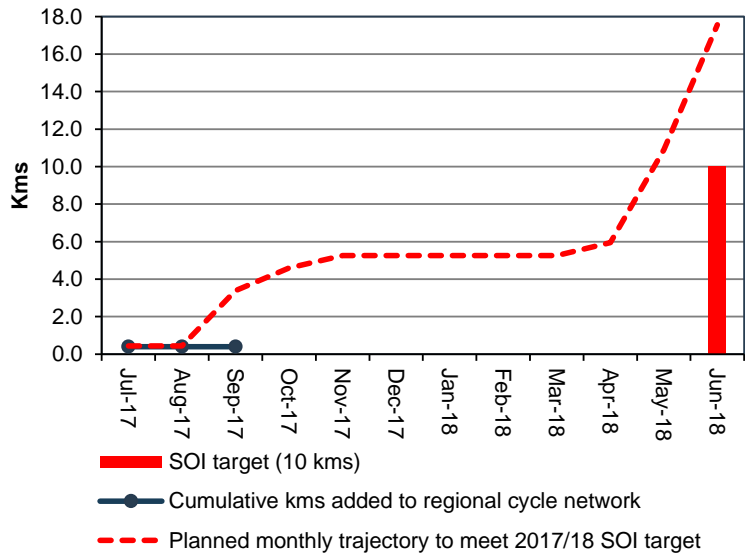
Target exceeded in September 2017, aided by close ATOC monitoring due to road works along this route.

Target exceeded for 12 months to September 2017.

The monthly travel time target was increased by 2 minutes to 10 minutes for 2017/18.

2.3 Build network optimisation and resilience

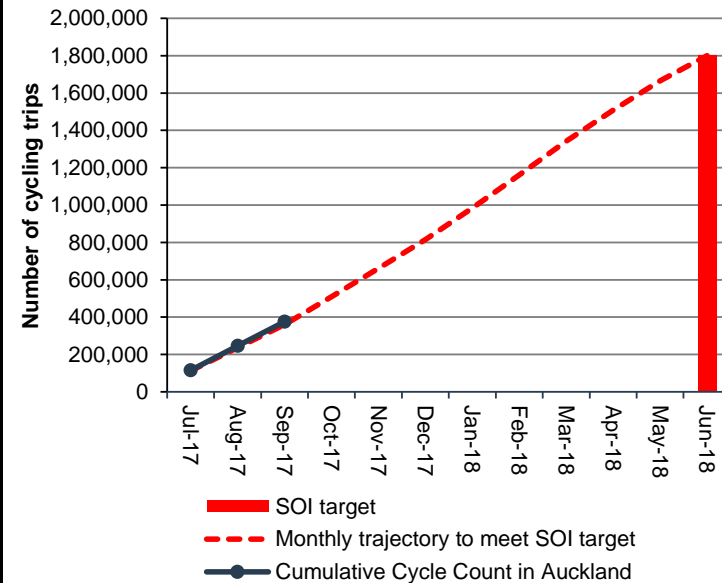
2.3.23 New cycleways added to regional cycle network (km)



Target not met.

The Waterview Shared Path (3km) that was due to open in September 2017, is now due to open in October 2017.

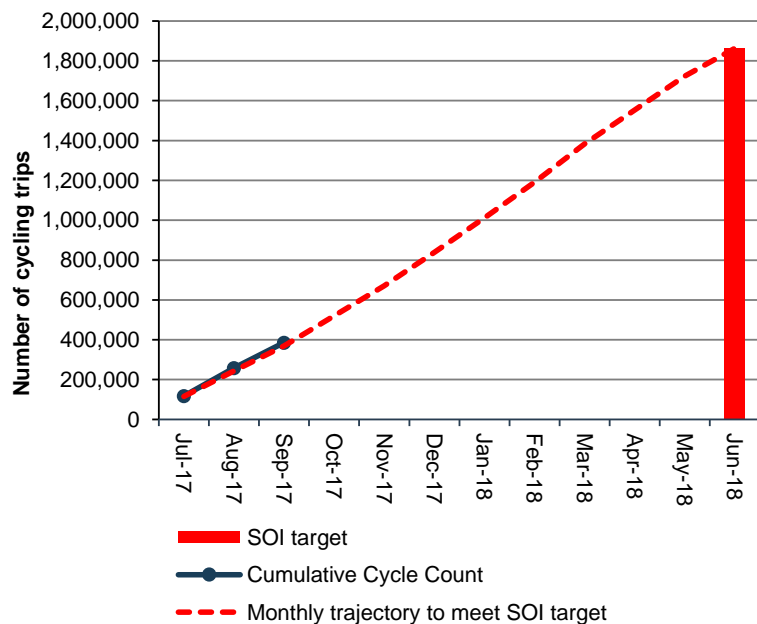
2.3.24 Annual number of cycling trips in designated areas (all day)



Target exceeded, 128,665 cycle trips were recorded in September 2017.
YTD: 375,287
YTD Target: 360,101

From July 2016 AT counts cyclists at 14 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), Twin Streams path, Tamaki Drive (west side of the road), Mangere Bridge, SH20 Dominion Road, East Coast Road and Lagoon Drive.

2.3.25 Annual cycle movements in the Auckland city centre

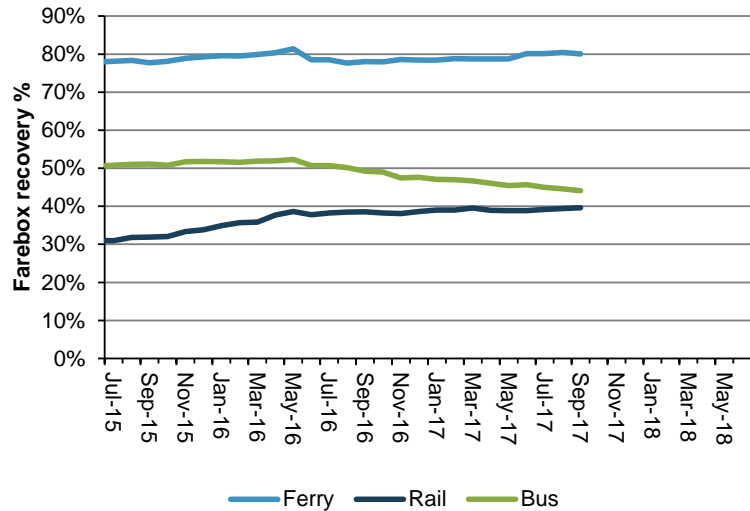


Target exceeded, 128,519 cycle trips were recorded in September 2017.
YTD: 385,906
YTD Target: 369,095

AT counts cyclists at 13 counters situated around the Auckland city centre as follows: Curran Street, Te Wero Bridge, Quay Street, Beach Road, Grafton Gully, Grafton Road, Grafton Bridge, Symonds Street, Upper Queen Street, Canada Street (until December 2015) / Light Path (from December 2015), Karangahape Road, Hopetoun Street, Victoria Street West.

2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery

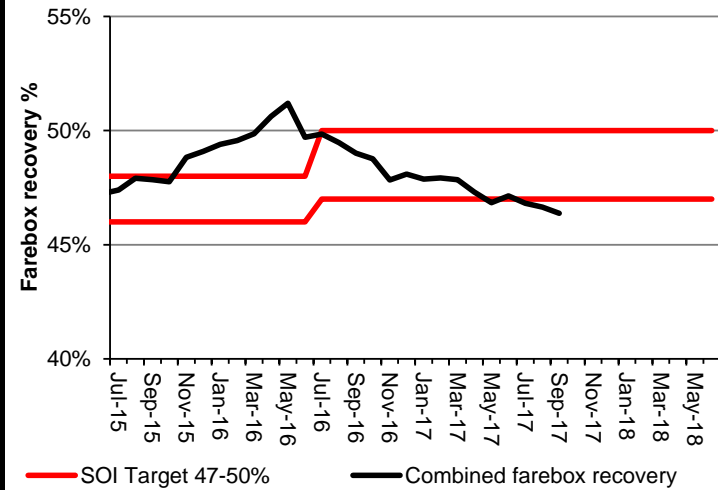


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios in September 2017 (and comparable 2016 results) are:

- Ferry 80.0% (78.0%)
- Bus 44.1% (49.2%)
- Rail 39.6% (38.5%)

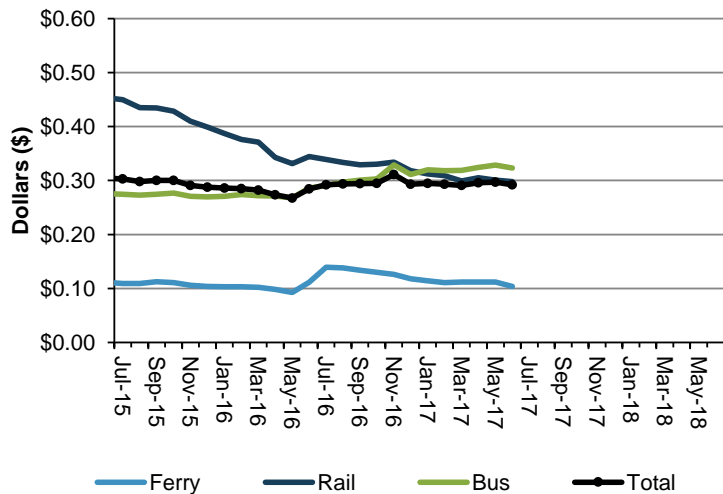
2.4.2 PT farebox recovery (combined result with SOI measure)



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

Total PT farebox recovery ratio in September 2017 was 46.4%. This compares to 49.0% in September 2016.

2.4.3 PT subsidy per passenger kilometre



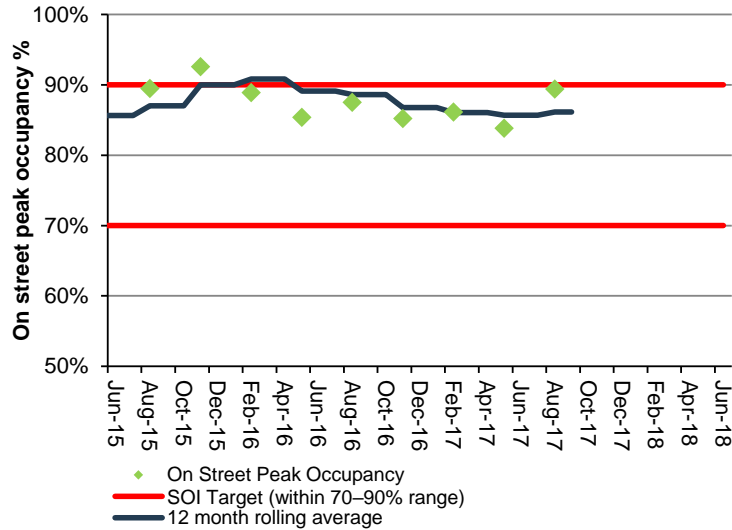
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for September 2017 (and comparable 2016 results) are:

- Ferry \$0.105 (\$0.134)
- Bus \$0.342 (\$0.301)
- Rail \$0.280 (\$0.329)
- Total \$0.297 (\$0.294)

2.5 Develop creative, adaptive, innovative implementation

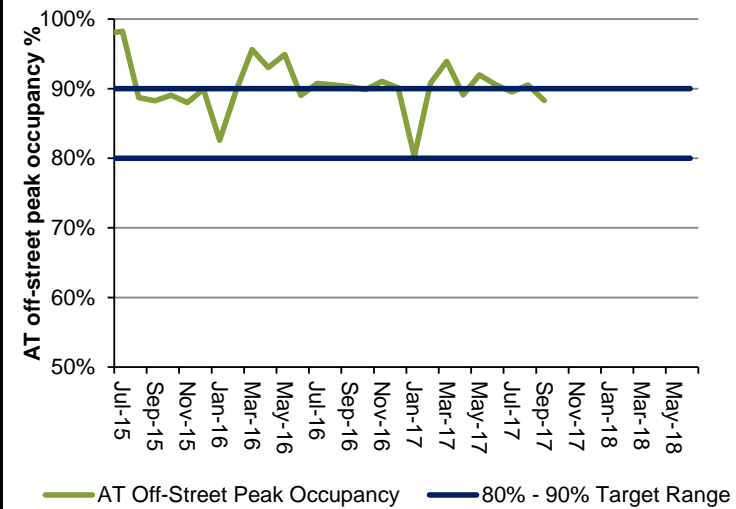
2.5.1 Parking occupancy rates (peak 4-hour, on street)



Target met in August 2017. The on-street parking occupancy rate for August 2017 was 89%, which is within the 70-90% occupancy target range. The occupancy figure for the 12 months to August 2017 was 86.1%, a 2.5 percentage point decrease on the previous year.

The 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

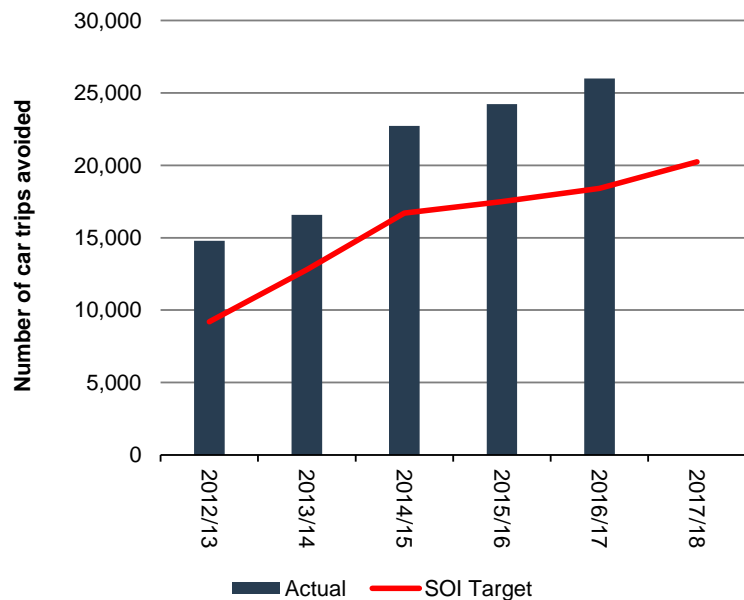


Target met.

The off-street parking occupancy rate for September 2017 was 88.3%, which is within the 80% to 90% occupancy target range.

AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings.

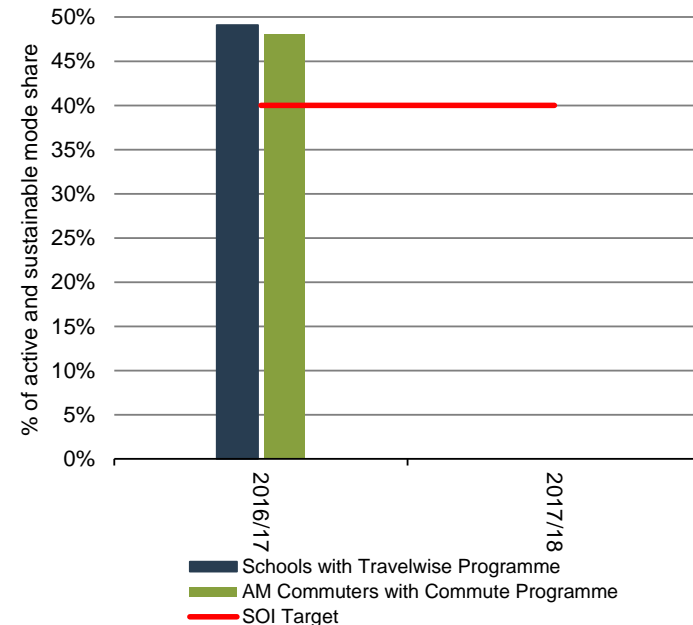
2.5.3 Number of car trips avoided through travel planning initiatives



Target reported annually in June.

Data for this measure is collected on an annual basis through surveys and through analysing data collected from the initiatives implemented over the year. The Travelwise Programme continues to run activities to reduce car trips to school, particularly to the school gate. While year on year analysis shows a significant increase in the reduction of trips to school avoided, other surveys indicate that student travel patterns have remained static. Therefore a revised methodology is sought to replace this measure in 2018/19.

2.5.4 Active and sustainable transport mode share



Target reported annually in June.

Travel modes to school is tested among Travelwise schools annually via survey, and is compared to baseline results. It is known that the methodology significantly over-estimates the impact of the programme due to the inclusion of car/walk trips to school and is proposed to be modified or replaced in 2018/19.

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

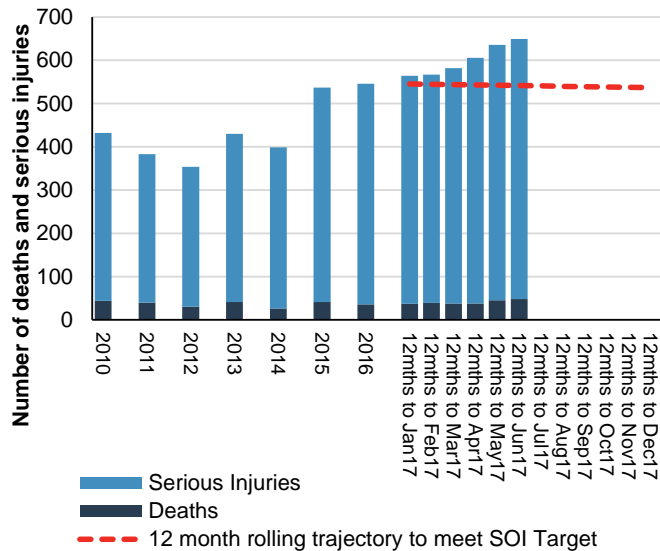
3. DIA mandatory measures

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



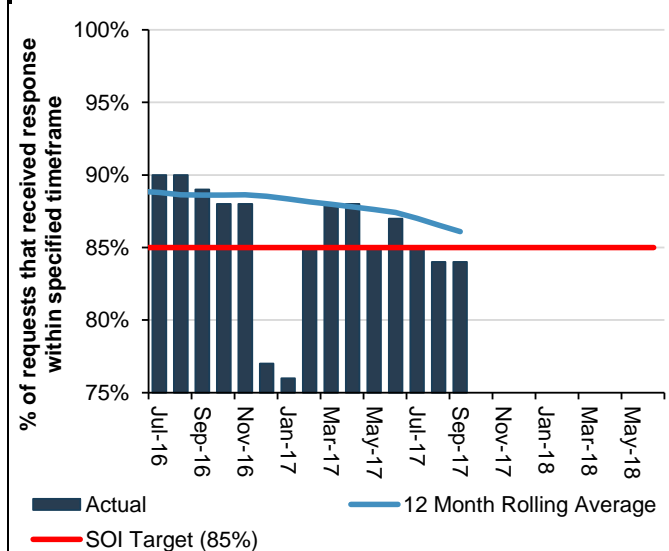
Target not met.

The Local Road DSI target for the 2017 calendar year is 537. The 12 month rolling total to June 2017 is 649, 20% higher than the target trajectory of 541.5 and 18% higher than for the 12 months to June 2016.

For the 12 months rolling to the end of June 2017, Local Road deaths have increased by 23% (from 39 to 48) and Local Road serious injuries have increased by 17% (from 515 to 601).

Please note that there is a three month time lag for local road death and serious injuries information, and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.

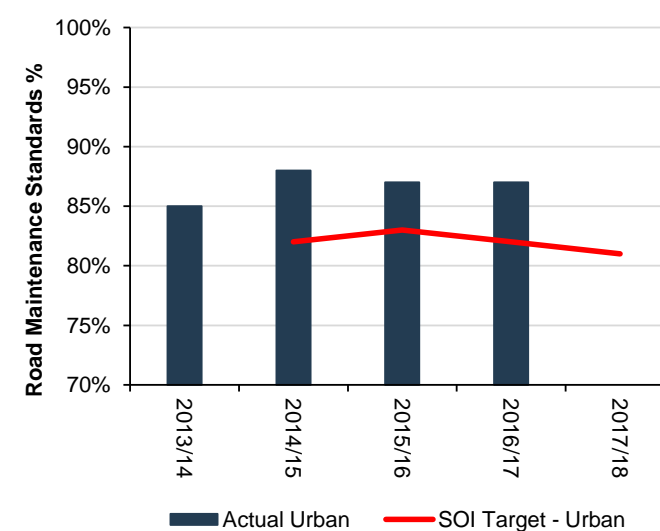
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target met (12 month rolling average = 86%, SOI target of 85%). The September 2017 result was 84%.

These data relate 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. These 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.

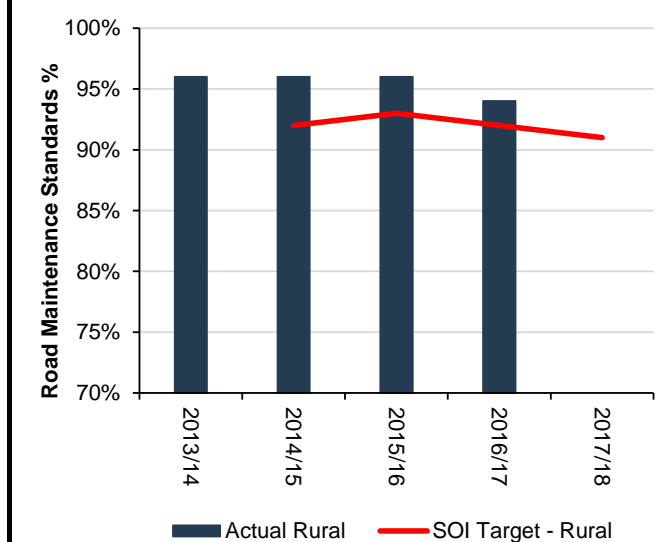
3.3 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Target reported annually in March.

The 2016/17 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads is 87% (unchanged from 2015/16).

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

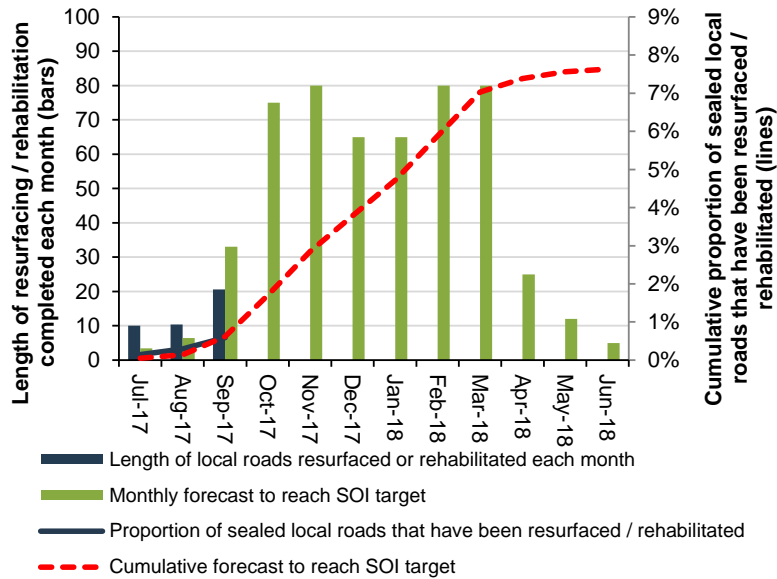


Target reported annually in March.

The 2016/17 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads is 94% (down two percentage points on 2015/16).

3. DIA mandatory measures

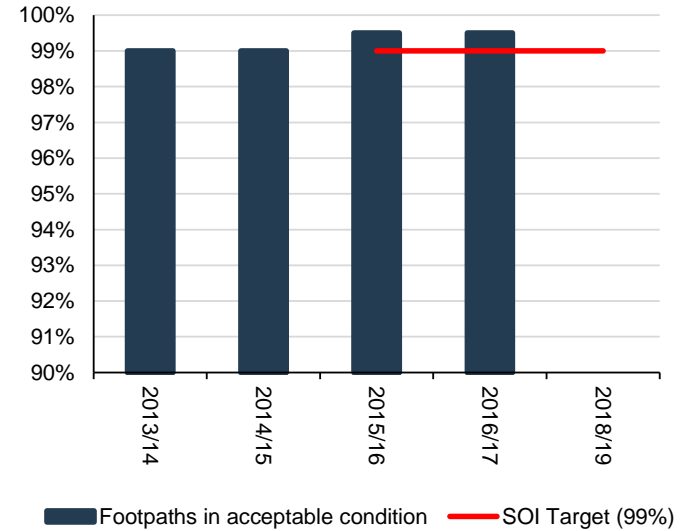
3.5 Percentage of the sealed local road network that is resurfaced / rehabilitated each year



In September 2017, 20.6km of the local road network was resurfaced / rehabilitated. The completed YTD length of 41km is just under the forecasted YTD length of 42.8km.

The YTD completed length of 41km is 9.2% of the 2017/18 programme length of 446.1km.

3.6 Percentage of footpaths in acceptable condition



Target reported annually in March.

The 2016/17 result for the percentage of footpaths in acceptable condition is 99.5% (unchanged from 2015/16).

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

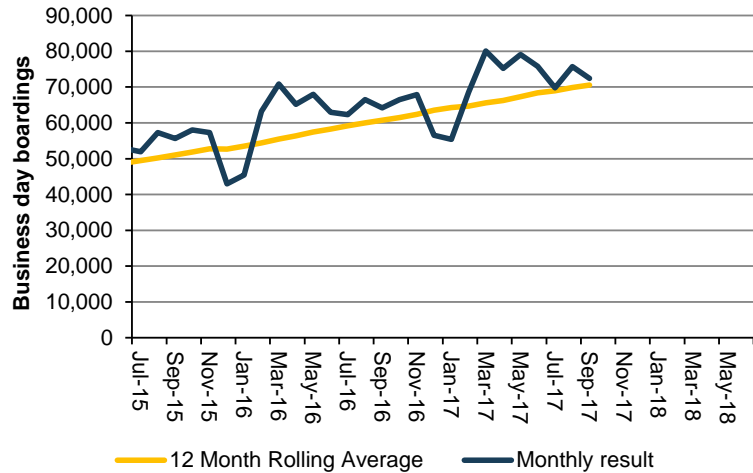
3. DIA mandatory measures

4. AT monthly activity report

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

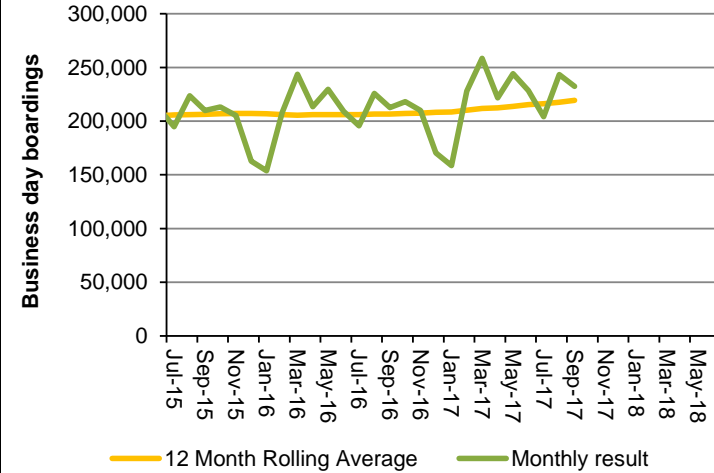
4.1 AT monthly activity report – public transport

4.1.1 Rail business day average boardings



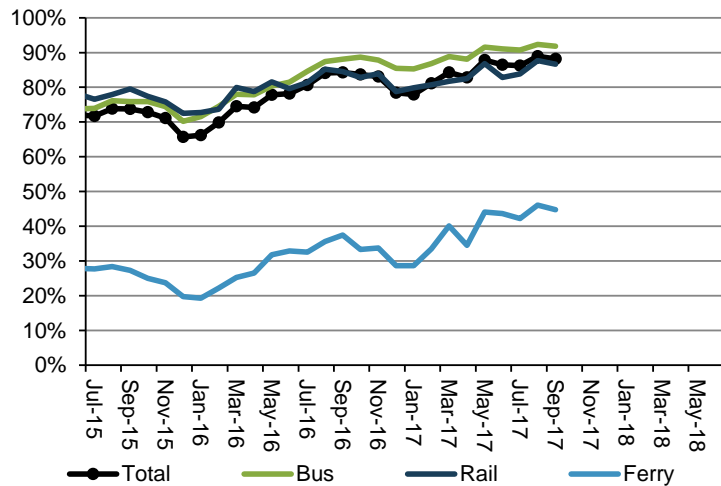
Business day boardings on the rail network averaged 70,564 in the 12 months to September 2017. This represents an 16% increase on the September 2016 figure.

4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 219,368 in the 12 months to September 2017. This represents a 6% increase on the September 2016 figure.

4.1.3 Percentage of all PT trips using AT HOP



The proportion of all trips using AT HOP was 88.2% in September 2017 (rail 86.7%, bus 91.8%, ferry 44.8%); down from 88.9% in August 2017.

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

4.1.4 Rail service performance

Train performance September 2017

Total Network

97.5% Punctuality*
(96.7% 12 month rolling average)
* Arrival within 5 minutes of schedule at final destination

98.8% Service Delivery*
(98.4% 12 month rolling average)
* Arrival at final destination

Western Line

98.3% Punctuality*
(96.9% 12 month rolling average)

99.0% Service Delivery*
(98.3% 12 month rolling average)

Eastern Line

98.0% Punctuality*
(96.8% 12 month rolling average)

98.7% Service Delivery*
(98.4% 12 month rolling average)

Southern Line

96.3% Punctuality*
(95.8% 12 month rolling average)

98.1% Service Delivery*
(98.1% 12 month rolling average)

Pukekohe Line

98.4% Punctuality*
(98.3% 12 month rolling average)

99.9% Service Delivery*
(98.8% 12 month rolling average)

Onehunga Line

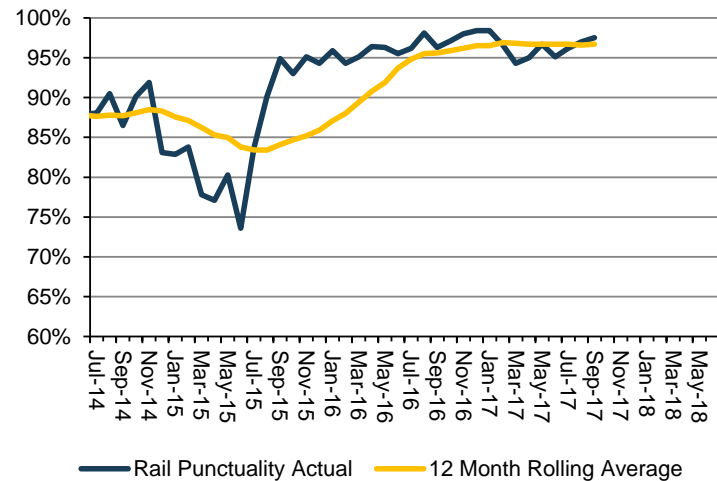
96.6% Punctuality*
(96.3% 12 month rolling average)

98.8% Service Delivery*
(98.7% 12 month rolling average)

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



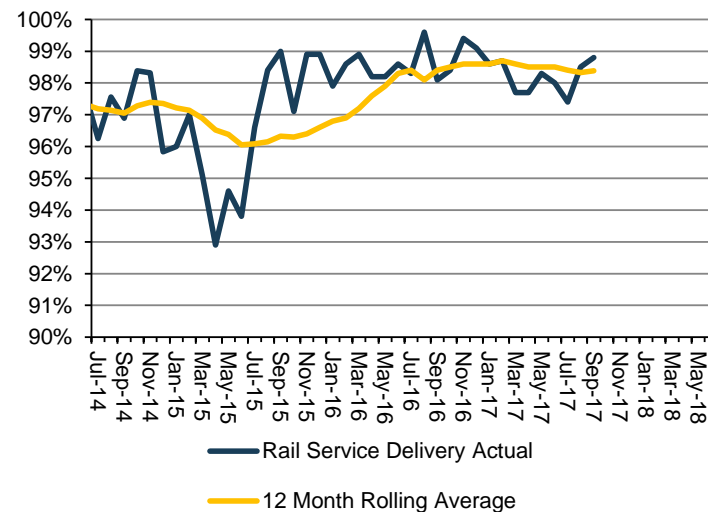
4.1.5 Rail punctuality (based on arrival at final destination)



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

Using this measure, rail service punctuality for the month of September 2017 was 97.5% and 96.7% for the year to September 2017.

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

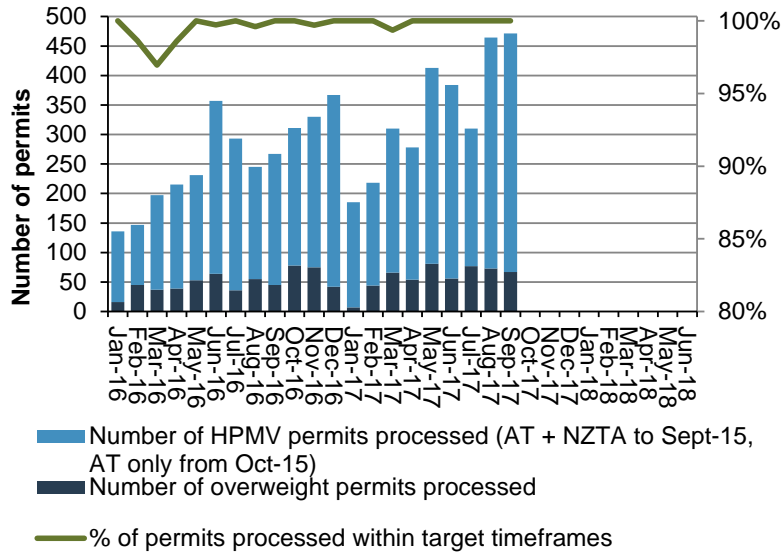


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of September 2017 was 98.8% and 98.4% for the year to September 2017.

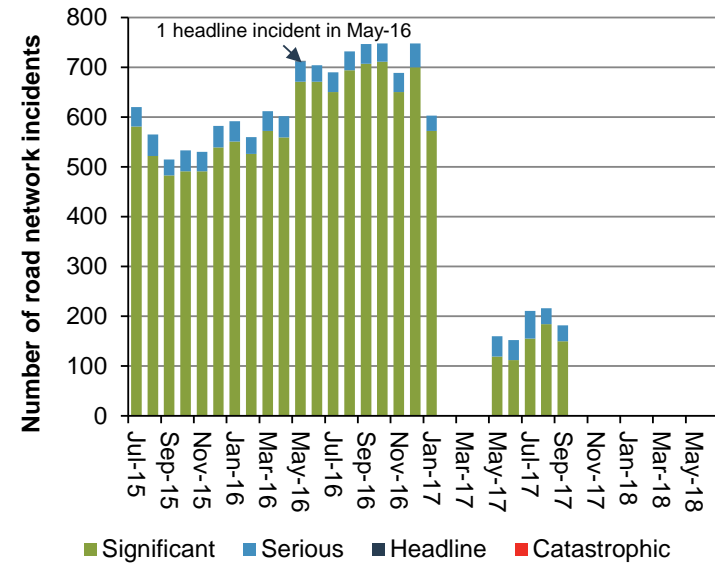
4.2 AT monthly activity report – road operations and maintenance

4.2.1 Heavy vehicle permits processed (overweight + high productivity)



In September 2017, 67 overweight permit applications and 404 HPMV permit applications were processed. All of the 471 permits (100%, Target = 90%) were processed within the KPI timeframes (2 days for single and multi trip, 3 days for continuous trip and 4 days for HPMV permits).

4.2.2 ATOC managed incidents



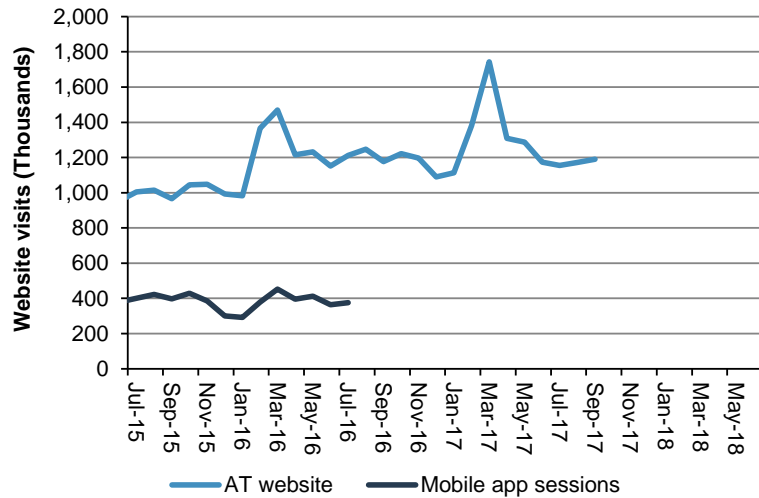
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

Riskshield, the new incident and event management system, is currently only able to support reporting on the number of incidents. October response time data should be available for November reporting.

The Auckland Transport Operations Centre (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

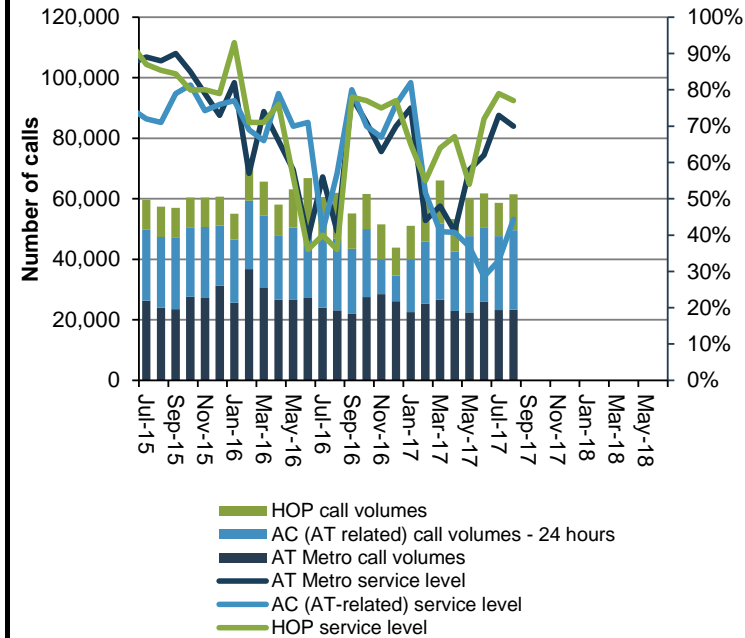
4.3.1 Website visits



There was a 2% increase in visits to the Auckland Transport website in September 2017 (compared to August 2017).

Data for mobile app sessions up to August 2016 were for the previous AT app. Data for the new mobile app are not reported as the analytics are not available.

4.3.2 Call centre incoming calls and service levels



AT Metro Call Centre
Call volumes at the public transport call centre increased 1% compared to July 2017, and increased 1% compared to August 2016. The public transport call centre service level decreased 3% compared to July 2017.

AT Hop
AT Hop calls increased 8% compared to July 2017. The service level decreased 2% compared to July 2017.

Auckland Council (AT-related calls) – 24 Hours
There was a 7% increase in call volumes and 11% increase in the service level in August 2017 compared to July 2017.

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