

Auckland Transport Monthly Indicators Report 2017/18

May 2018

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- 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
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- 2.5 Develop creative, adaptive, innovative implementation

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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: 92,409,352	Page 9
	Total rail boardings (millions)	21.06 million													12 month rolling total: 20,193,157	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings														14.6% growth in RTN + FTN vs 5.5% growth in total boardings
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	85%													March 2018 result: 91%	Page 11
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%													March 2018 result: 62%	Page 12
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%													March 2018 result: 56%	Page 12
	Percentage of residents satisfied with road safety in the Auckland region	60–65%													March 2018 result: 60%	Page 12
	PT punctuality (weighted average across all modes)	94%													YTD average: 96.5%	Page 13
	Local road deaths and serious injuries per 100 million vehicle kilometres travelled	4.9													Non-reporting period	Page 14
	Percentage of local board members satisfied with AT engagement	Reporting to local board: 60%														2017 result: 56%
Consultation with local board: 60%															2017 result: 42%	Page 14
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved													12 month rolling average: 65.0%	Page 20
	New cycleways added to regional cycle network	10 km													YTD completion: 5.6 km	Page 24
	Annual number of cycling trips in designated areas in Auckland (all day)	1.8 million													YTD: 1,683,924 YTD target: 1,665,390	Page 24
	Annual cycle movements in the Auckland city centre	1.863 million													YTD: 1,722,305 YTD target: 1,724,157	Page 24
	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													YTD average travel times: SEART E - 12 mins SEART W - 11 mins Harris E - 13 mins Harris W - 11 mins GSR N - 11 mins GSR S - 12 mins Kaka E - 9 mins Kaka W - 7 mins Wairau W - 9 mins Wairau E - 9 mins

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%	●	●	●	●	●	●	●	●	●	●	●		May 2018 result: 45.0%	Page 25
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70–90%		●									●		May 2018 rolling average: 82.9%	Page 26
	Number of car trips avoided through travel planning initiatives	20,240													Non-reporting period	Page 26
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%													Non-reporting period	Page 26
	Active and sustainable transport mode share for morning peak commuters, where the commute programme is implemented	40%													Non-reporting period	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

1.2 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 February 2018: 676 Note: 3-month lag	Page 28
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●	●	●	●	●	●	●	●	●		12 month rolling average: 83.2%	Page 28
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%													2017/18 result: 84%	Page 28
		Rural 91%													2017/18 result: 95%	Page 28
	Percentage of the sealed local road network that is resurfaced	7.5%	●	●	●	●	●	●	●	●	●	●	●		Behind trajectory to meet target	Page 29
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													2017/18 result: 99%	Page 29

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

1.3 AT Metro Boardings breakdown

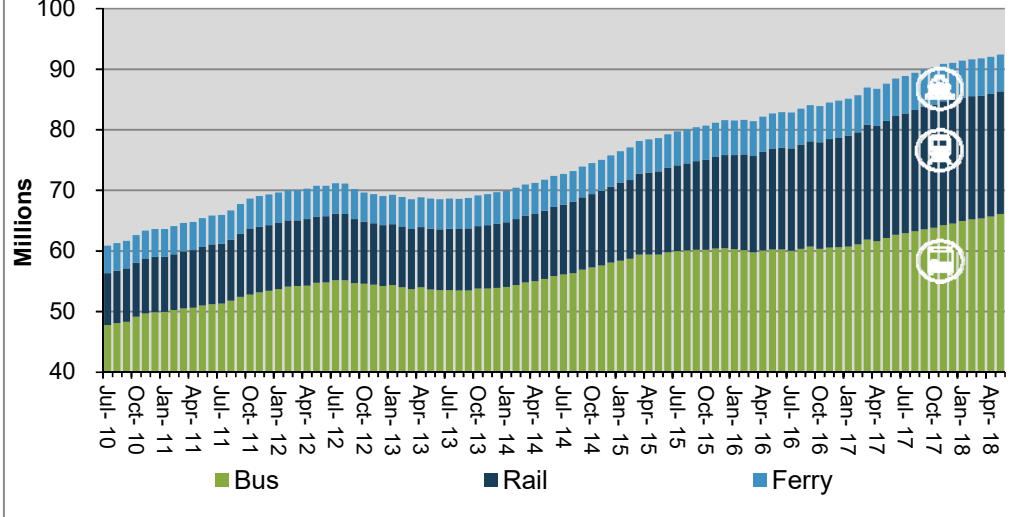
	May - 2017/18 Actual v SOI									
	Month				YTD				SOI / Target 2017/18	Projected Forecast 2017/18
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance		
1. Bus Total:	6,683,791	↑ 7.3%	6,475,796	↑ 3.2%	60,643,351	↑ 6.3%	59,882,314	↑ 1.3%	65,320,000	66,200,000
2. Train (Rapid) Total:	1,918,989	↓ -3.3%	2,140,815	↓ -10.4%	18,401,577	↑ 3.0%	19,257,718	↓ -4.4%	21,060,000	20,100,000
3. Ferry (Connector Local) Total:	486,689	↓ -0.1%	551,640	↓ -11.8%	5,639,236	↓ -1.3%	6,163,745	↓ -8.5%	6,630,000	6,050,000
Total Patronage	9,089,469	↑ 4.5%	9,168,252	↓ -0.9%	84,684,164	↑ 5.0%	85,303,777	↓ -0.7%	93,010,000	92,350,000
Rapid and Frequent	4,197,622	↑ 17.5%	2,790,783	↑ 50.4%	36,984,311	↑ 14.3%	33,320,541	↑ 11.0%	36,786,000	40,500,000

	May - 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:	6,683,791	6,229,811	453,822	7.3%	6.3%	66,143,117	0.7%	4,009,558	6.5%	60,643,351	3,568,954	6.3%
- Busway (Rapid) Bus	561,367	501,486	59,881	11.9%		5,442,840	1.1%	593,946	12.2%	5,002,043	523,614	11.7%
- Frequent Bus	1,717,266	1,088,615	628,650	57.7%		14,569,521	4.5%	3,691,660	33.9%	13,580,691	3,570,204	35.7%
- Connector Local Targeted Bus	4,405,158	4,639,710	-234,709	-5.1%		46,130,756	-0.5%	-276,048	-0.6%	42,060,617	-524,864	-1.2%
2. Train (Rapid) Total:	1,918,989	1,983,432	-64,572	-3.3%	-1.3%	20,193,157	-0.3%	842,166	4.4%	18,401,577	539,063	3.0%
- Western Line	661,881	690,362	-28,481	-4.1%		6,988,399	-0.4%	191,743	2.8%	6,344,990	80,368	1.3%
- Eastern Line	528,704	539,951	-11,376	-2.1%		5,647,490	-0.2%	392,316	7.5%	5,176,474	309,851	6.4%
- Onehunga Line	120,874	132,170	-11,295	-8.5%		1,407,509	-0.8%	-3,602	-0.3%	1,284,329	-19,125	-1.5%
- Southern Line	563,262	581,277	-18,015	-3.1%		5,740,752	-0.3%	226,779	4.1%	5,221,053	139,439	2.7%
- Pukekohe Line	44,268	39,672	4,596	11.6%		409,006	1.2%	34,930	9.3%	374,731	28,530	8.2%
3. Ferry (Connector Local) Total:	486,689	487,330	-641	-0.1%	-0.1%	6,073,078	0.0%	-56,156	-0.9%	5,639,236	-76,196	-1.3%
- Contract	138,760	128,838	9,922	7.7%		1,374,032	0.7%	22,210	1.6%	1,262,044	17,234	1.4%
- Exempt Services	347,929	358,492	-10,563	-2.9%		4,699,046	-0.2%	-78,366	-1.6%	4,377,192	-93,430	-2.1%
Total Patronage	9,089,469	8,700,573	388,609	4.5%	4.2%	92,409,352	0.4%	4,795,568	5.5%	84,684,164	4,031,821	5.0%
Rapid and Frequent	4,197,622	3,573,662	623,959	17.5%		40,205,518	1.6%	5,127,772	14.6%	36,984,311	4,632,881	14.3%
Connector Local Targeted	4,891,847	5,127,040	-235,350	-4.6%		52,203,834	-0.4%	-332,204	-0.6%	47,699,852	-601,060	-1.2%
Total Patronage	9,089,469	8,700,860	388,609	4.5%	4.2%	92,409,352	0.4%	4,795,568	5.5%	84,684,164	4,031,821	5.0%

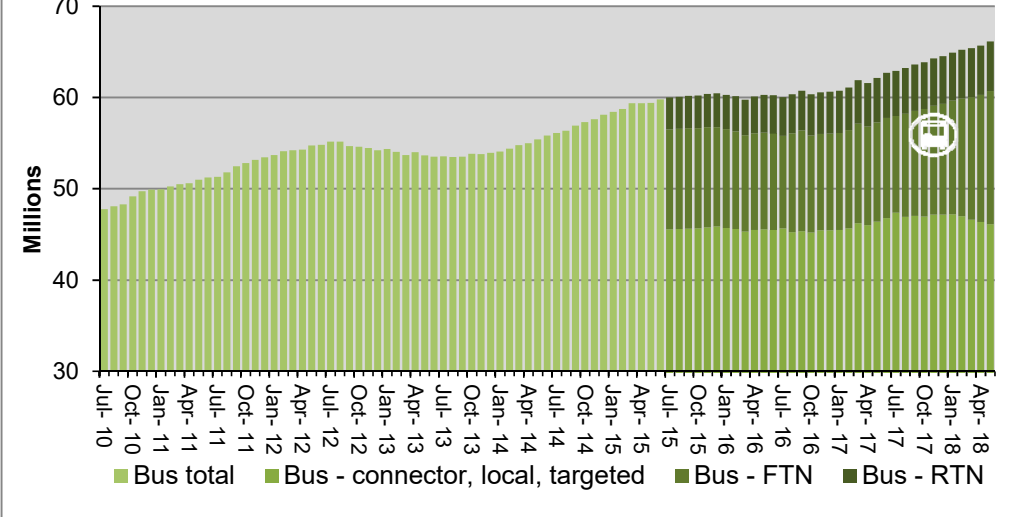
* Normalised % - Change is done at the mode level, as special events is not available at lower service layers.

1.3 AT Metro Boardings breakdown

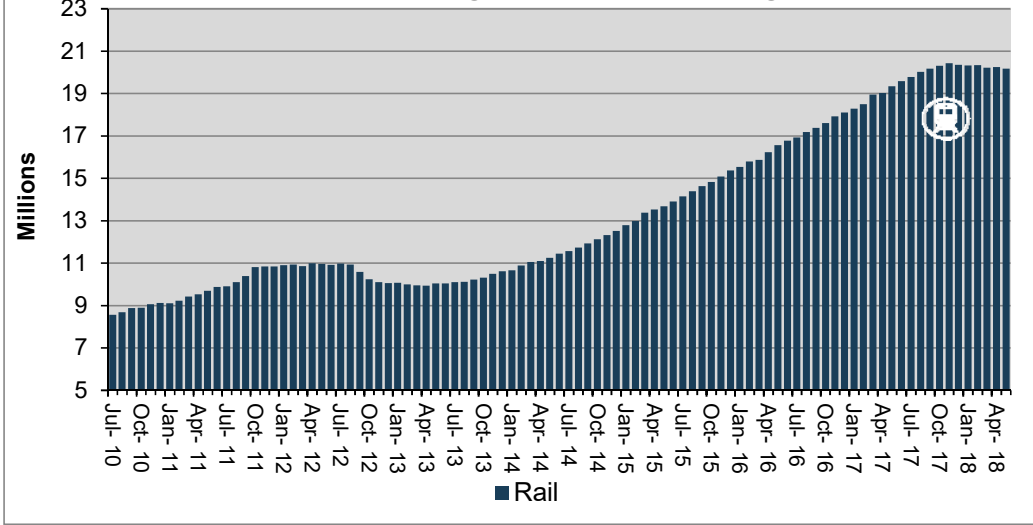
1.3.1 Total Patronage (12 month rolling total)



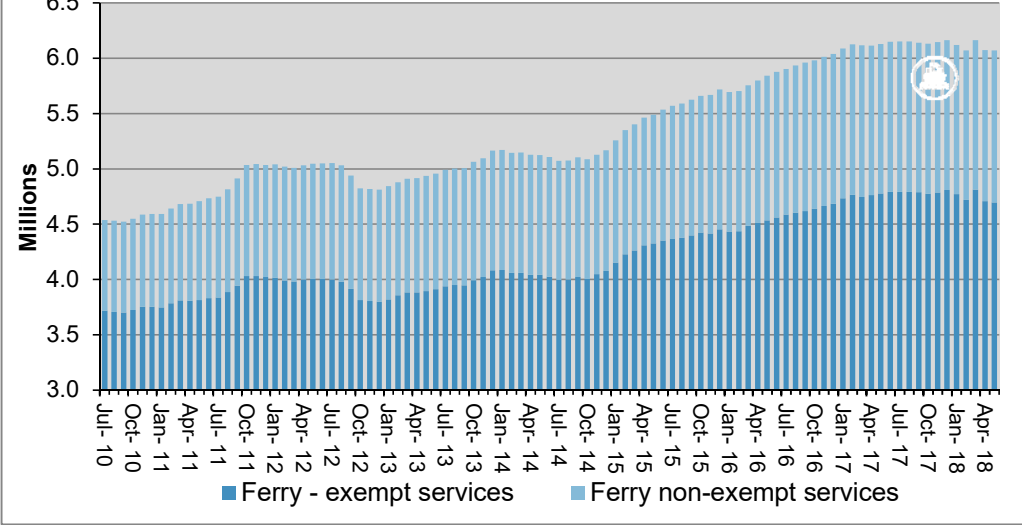
1.3.2 Bus Patronage (12 month rolling total)



1.3.3 Train Patronage (12 month rolling total)



1.3.4 Ferry Patronage (12 month rolling total)



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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

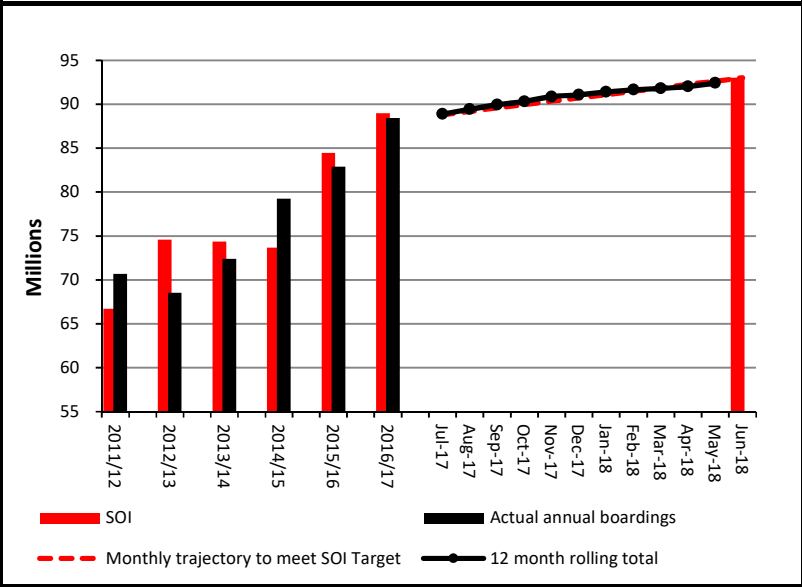
3. DIA mandatory measures

4. AT monthly activity report

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

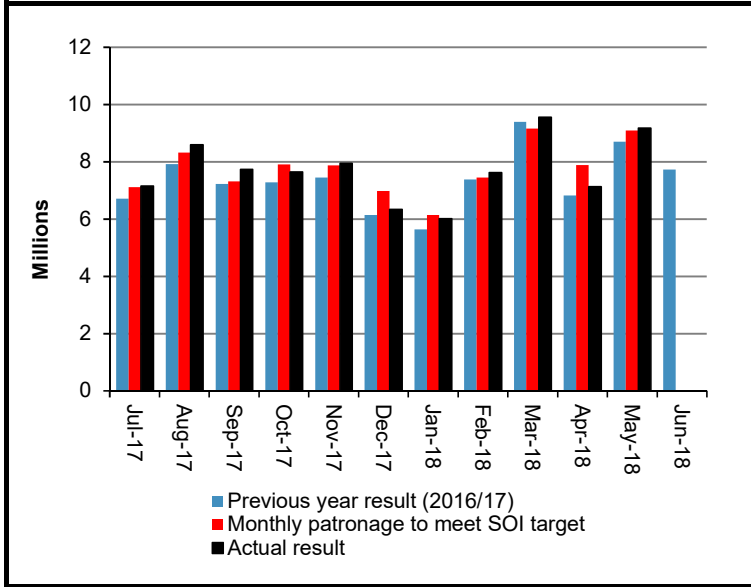
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



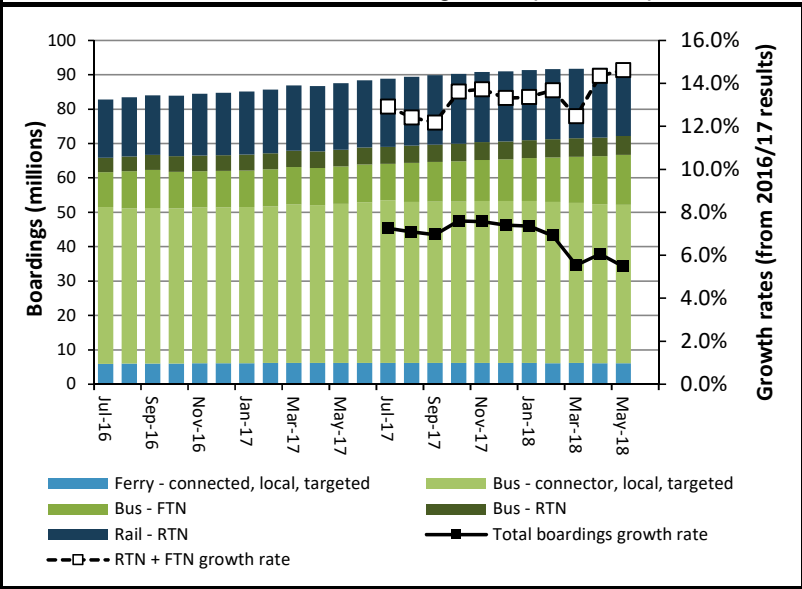
PT patronage totalled 92,409,352 passenger boardings for the 12 months to May 2018, an increase of 0.4% on the 12 months to April 2018 and an increase of 5.5% on the 12 months to May 2017.

2.1.2 Monthly public transport boardings (millions)



May 2018 monthly patronage was 9,089,469, an increase of 4.5% (388,609) on May 2017. The normalised change is also an increase of ~4.2% 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



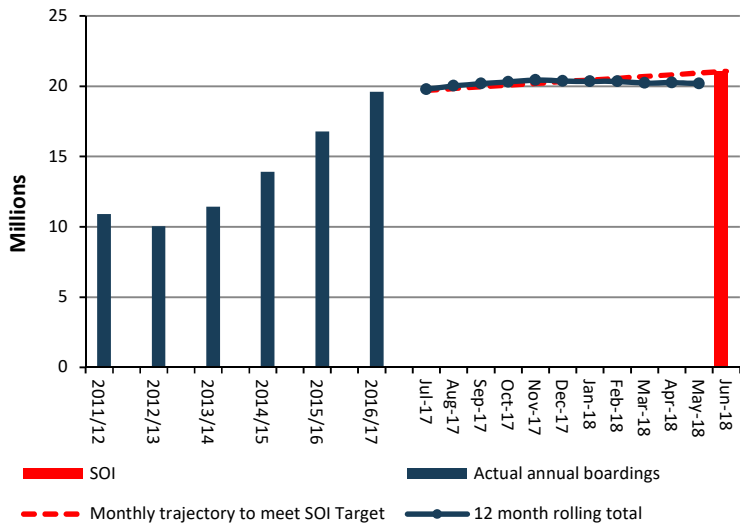
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

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 May 2018 compared to the 12 month rolling total to May 2017.

RTN + FTN patronage increased by 14.6% for the 12 months to May 2018, a faster rate than total patronage, which increased by 5.5%.

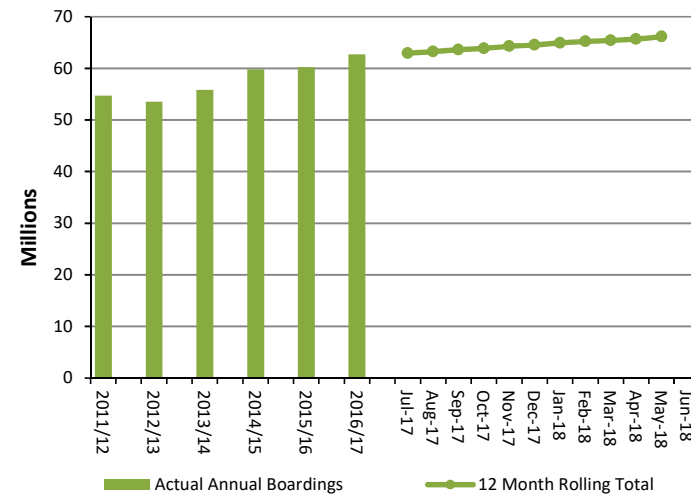
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



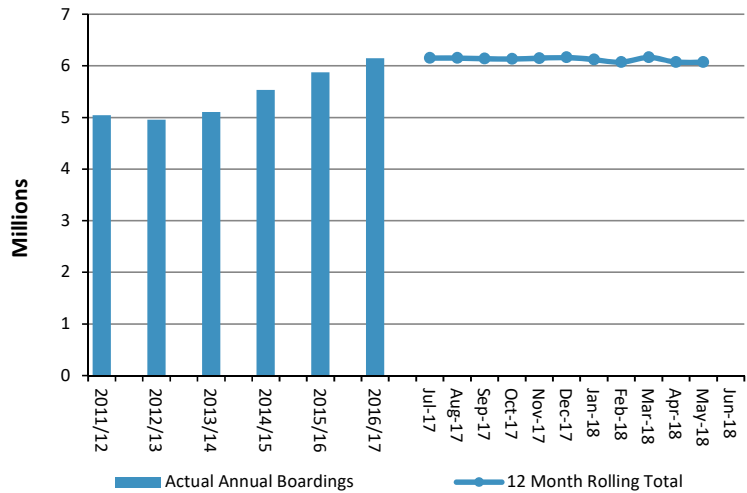
Rail patronage totalled 20,193,157 passenger boardings for the 12 months to May 2018, a decrease of 0.3% on the 12 months to April 2018 but an increase of 4.4% on the 12 months to May 2017.

2.1.5 Bus boardings (12 month rolling total)



Bus patronage totalled 66,143,117 passenger boardings for the 12 months to May 2018, an increase of 0.7% on the 12 months to April 2018 and 6.5% on the 12 months to May 2017.

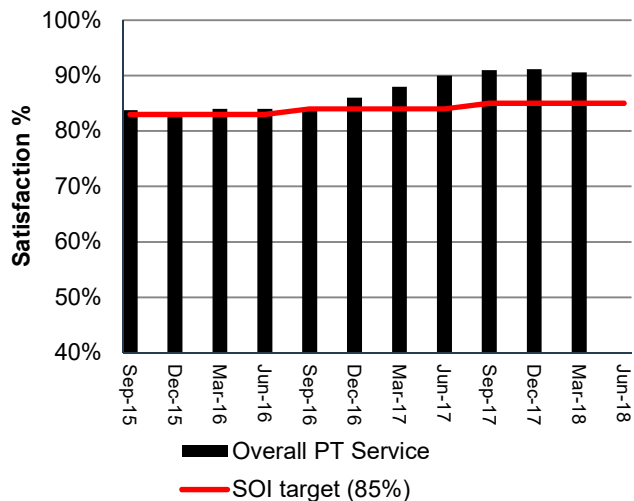
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,073,078 passenger boardings for the 12 months to May 2018, no significant change on the 12 months to April 2018, and a decrease of 0.9% on the 12 months to May 2017.

2.2 Transform and elevate customer focus and experience

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

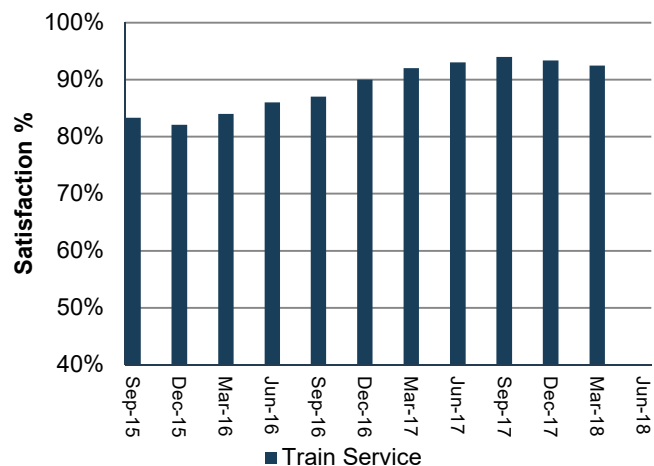


Non-reporting period.

In March 2018, overall satisfaction with public transport services (91%) was unchanged compared with the December 2017 result (91%).

Satisfaction was up three percentage points compared to the March 2017 result.

2.2.2 Percentage of passengers satisfied with their train service



Non-reporting period.

In March 2018, satisfaction with train services (92%) was down one percentage point compared with the December 2017 result (93%).

Satisfaction was unchanged compared to the March 2017 result.

2.2.3 Percentage of passengers satisfied with their bus service

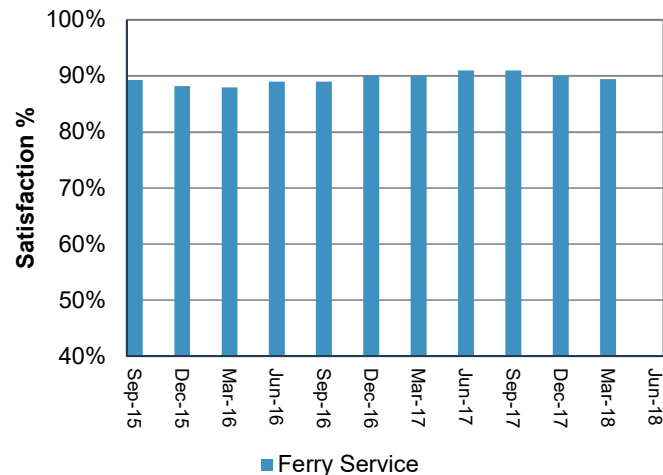


Non-reporting period.

In March 2018, satisfaction with bus services (90%) was down one percentage point compared with the December 2017 result (91%).

Satisfaction was up four percentage points compared to the March 2017 result.

2.2.4 Percentage of passengers satisfied with their ferry service



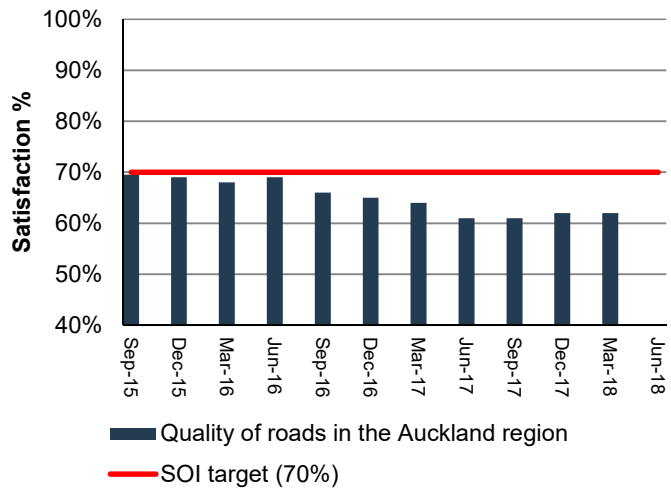
Non-reporting period.

In March 2018, satisfaction with ferry services (89%) was down one percentage point compared with the December 2017 result (90%).

Satisfaction was down one percentage point compared to the March 2017 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

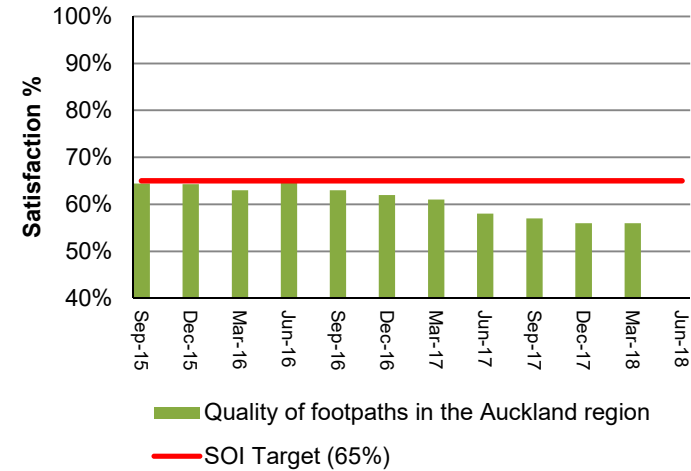


Non-reporting period.

In March 2018, satisfaction with the quality of roads in Auckland (62%) was unchanged compared with the December 2017 result (62%).

Satisfaction was down two percentage points compared to the March 2017 result.

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

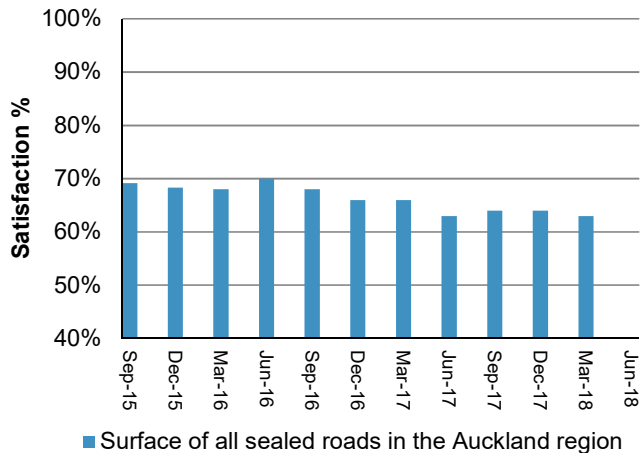


Non-reporting period.

In March 2018, satisfaction with the quality of footpaths in Auckland (56%) was unchanged compared with the December 2017 result (56%).

Satisfaction was down five percentage points compared to the March 2017 result.

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

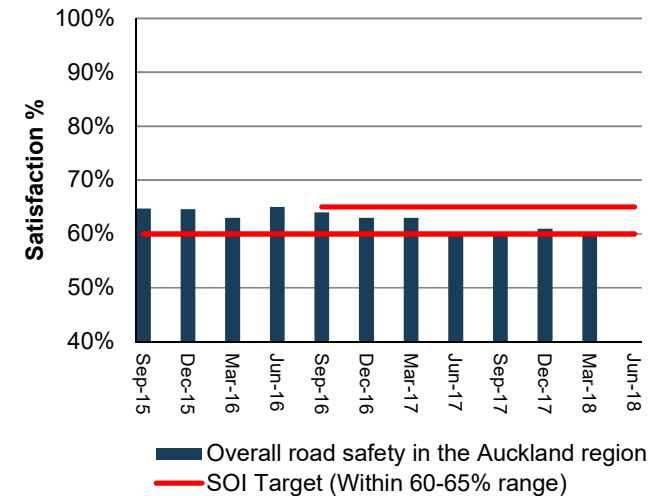


Non-reporting period.

In March 2018, satisfaction with the surface of all sealed roads in Auckland (63%) was down one percentage point compared with the December 2017 result (64%).

Satisfaction was down three percentage points compared to the March 2017 result.

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



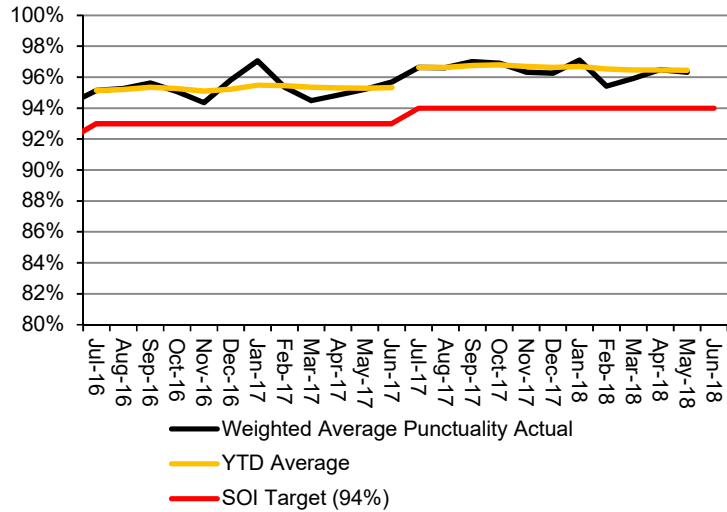
Non-reporting period.

In March 2018, satisfaction with road safety in Auckland (60%) was down one percentage point compared with the December 2017 result (61%).

Satisfaction was down three percentage points compared to the March 2017 result.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

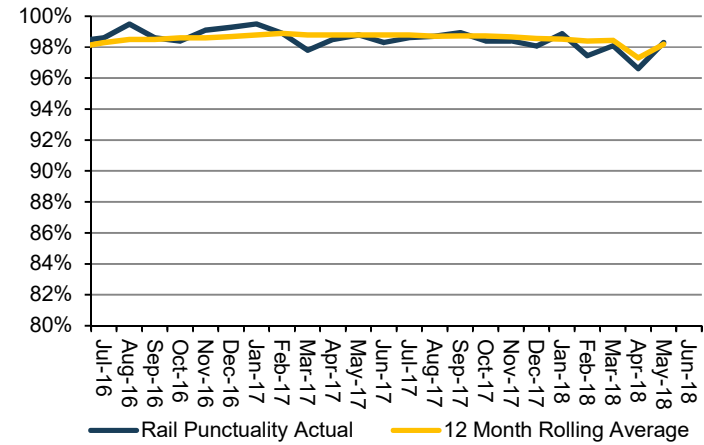


Target exceeded (YTD average to May 2018 = 96.5%; SOI target 94%).

PT weighted average punctuality for the month of May 2018 was 96.3%.

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

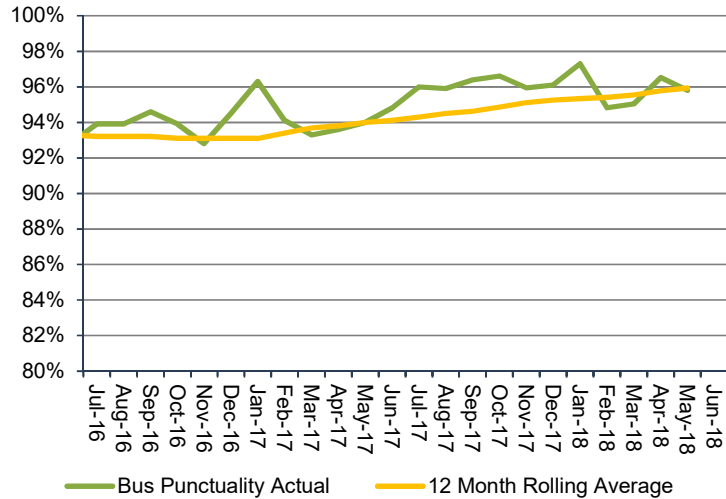
2.2.10 Rail services punctuality



Rail service punctuality in May 2018 was 98.3%, and 98.2% for the 12 months to May 2018.

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

2.2.11 Bus services punctuality

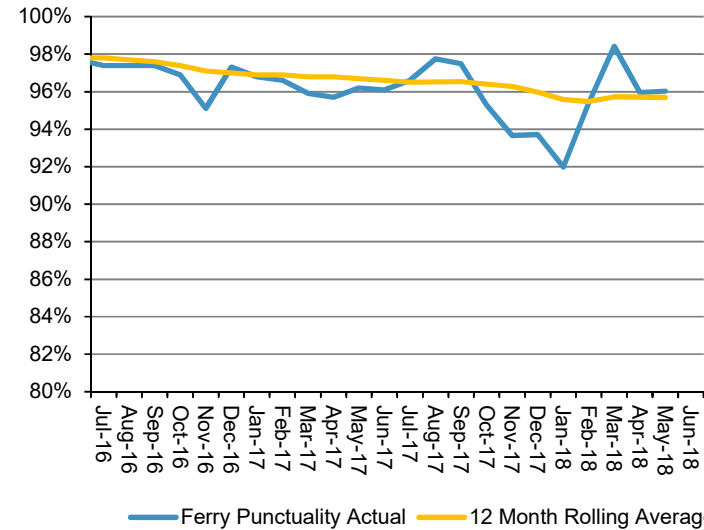


Bus service punctuality in May 2018 was 95.8%, and 95.9% for the 12 months to May 2018.

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.

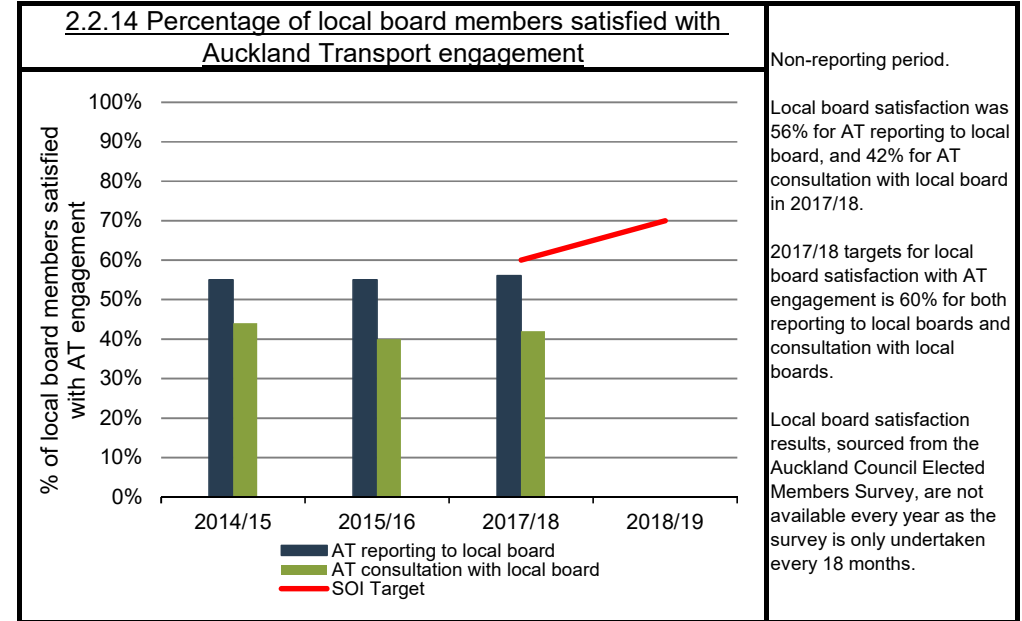
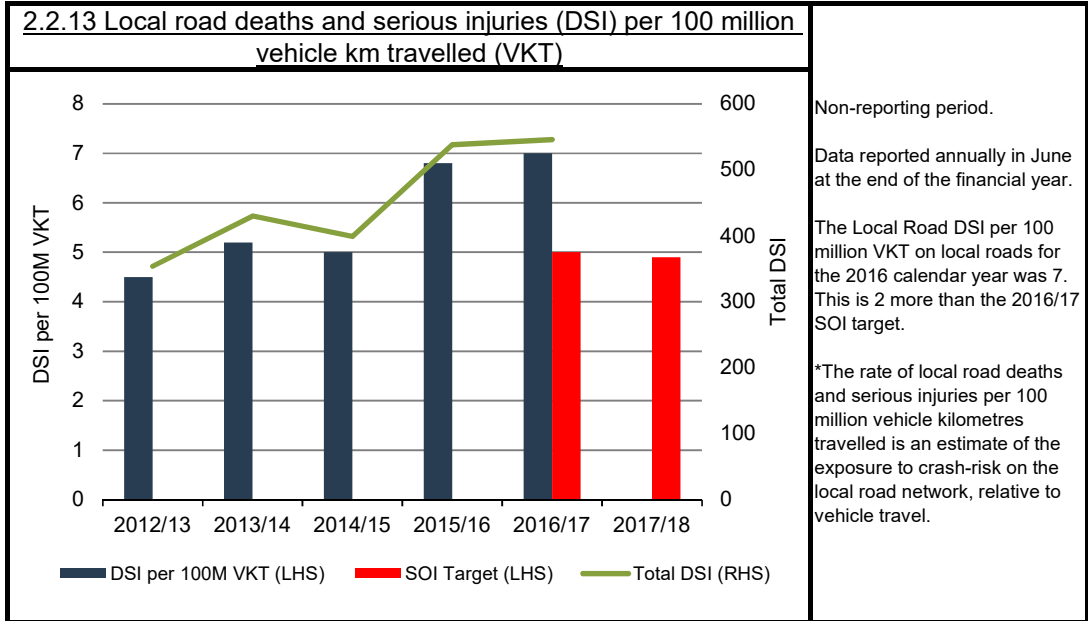
2.2.12 Ferry services punctuality



Ferry service punctuality in May 2018 was 96.0% and 95.7% for the 12 months to May 2018.

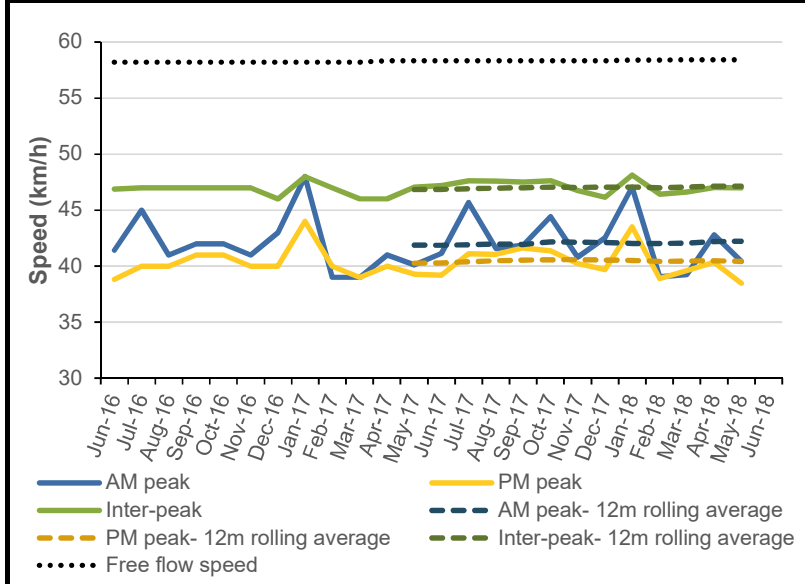
Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

2.2 Transform and elevate customer focus and experience



2.3 Build network optimisation and resilience

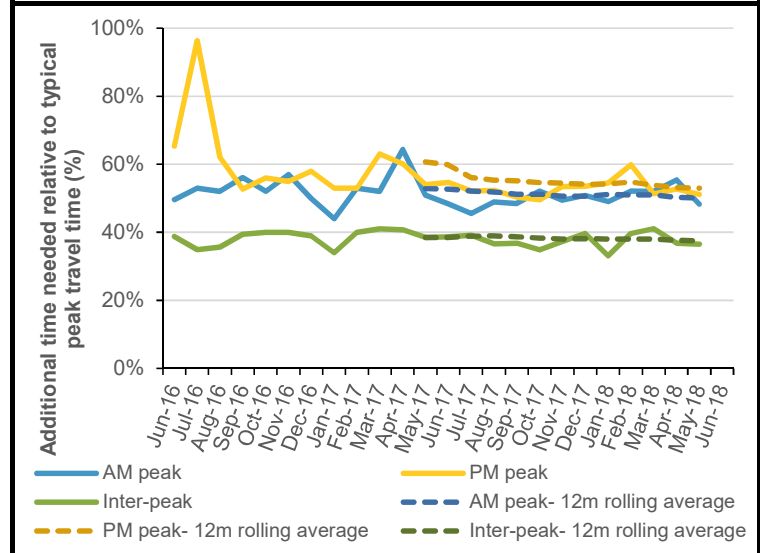
2.3.1 Median travel speed across arterial and motorway network



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 58.4 km/hr has been provided as a comparator.

During May 2018, the median travel speed during the AM peak was 40 km/hr, compared to 43 km/hr in April 2018 and a 12 month rolling average of 42.2 km/hr.

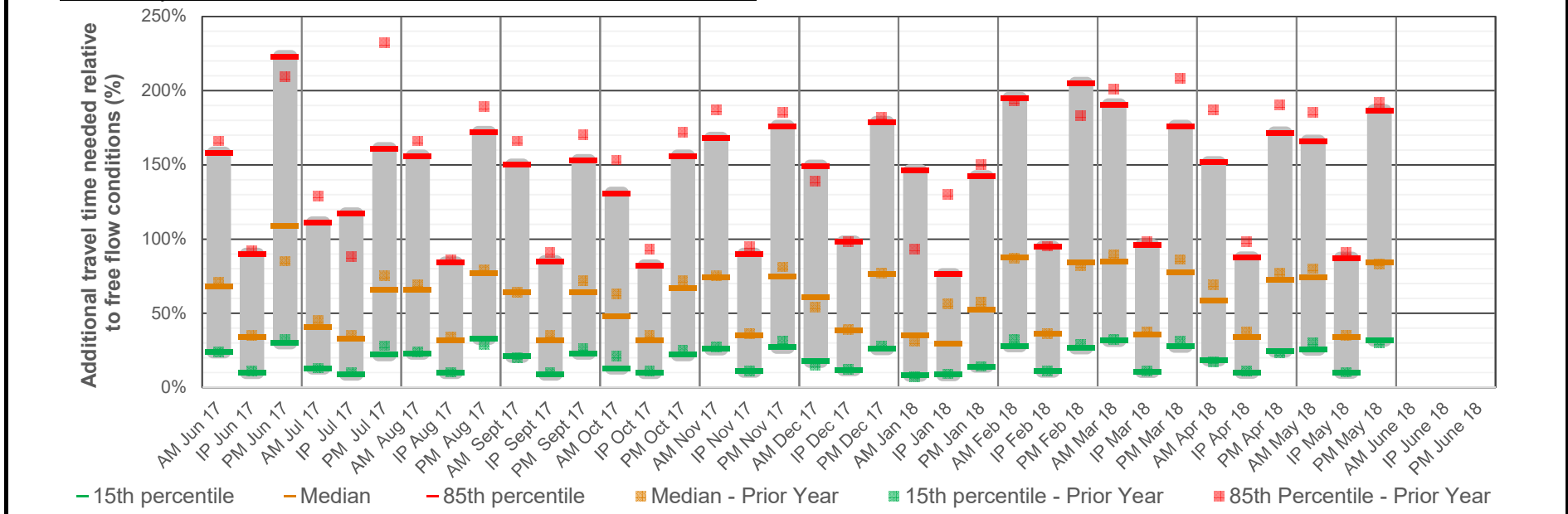
2.3.2 Reliability: additional travel time needed relative to typical travel time



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 May 2018 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



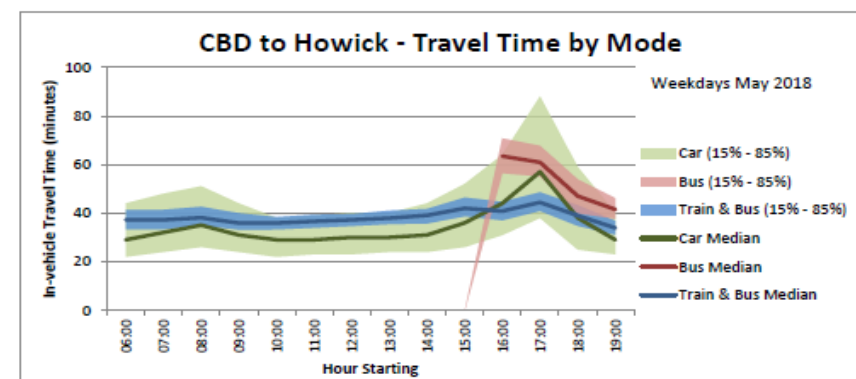
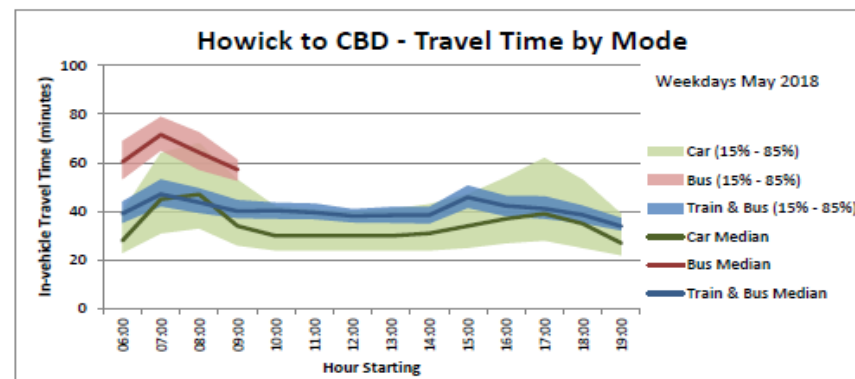
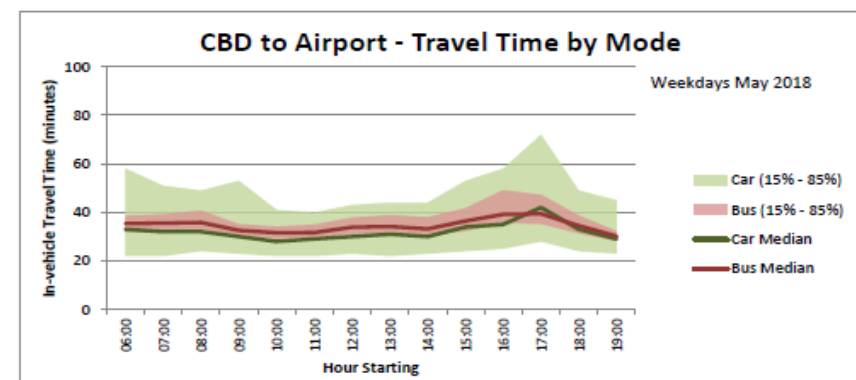
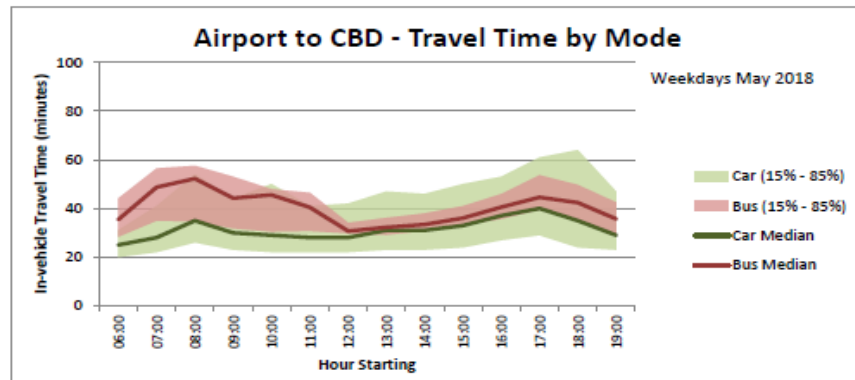
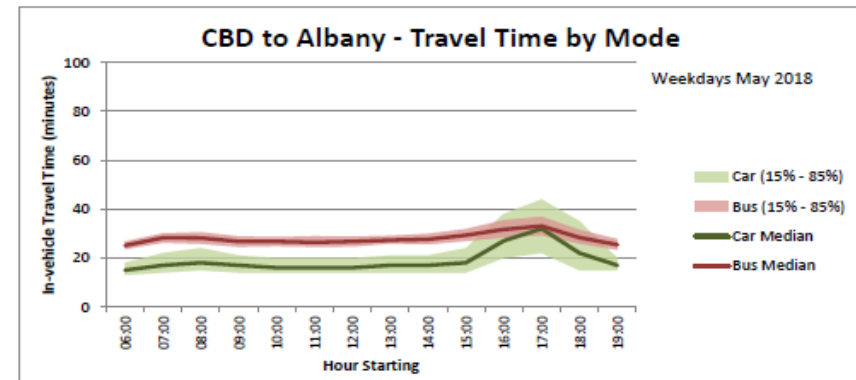
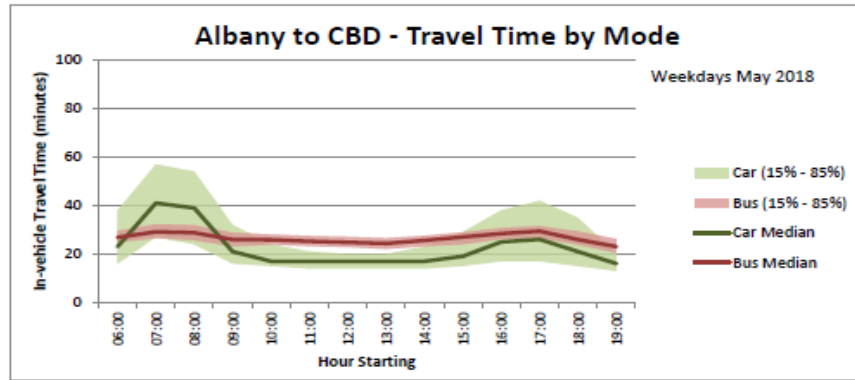
This figure shows AM peak, inter-peak and PM peak travel times for the 15th percentile, typical (median) and 85th percentile* trips on the combined arterial and motorway network, relative to free flow conditions.

During the May 2018 AM peak, the 15th percentile delay was 26%, typical delay was 74% while the 85th percentile delay was 166%.

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

2.3 Build network optimisation and resilience

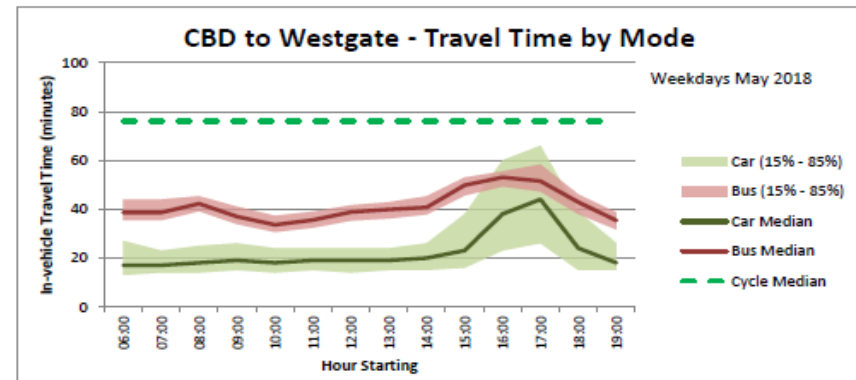
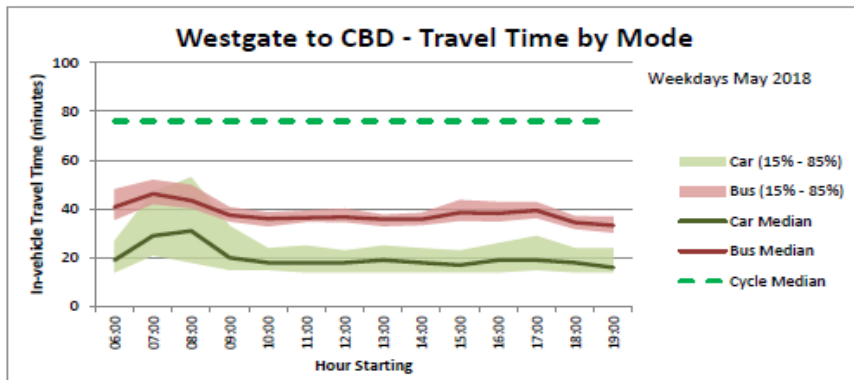
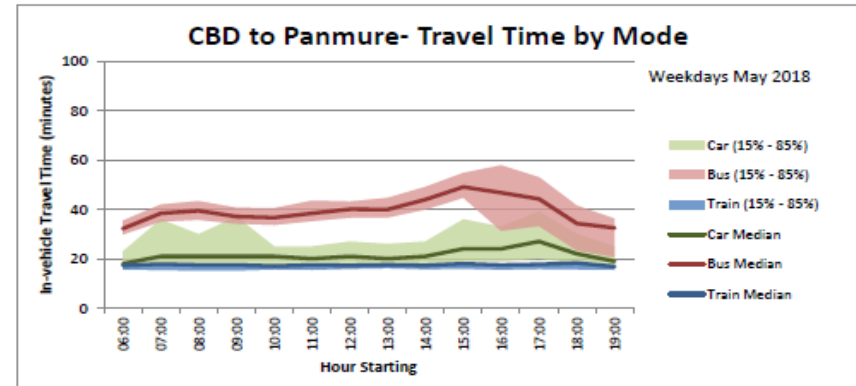
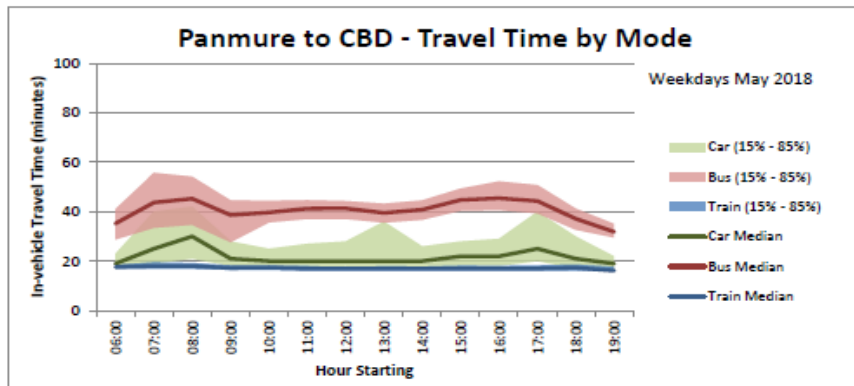
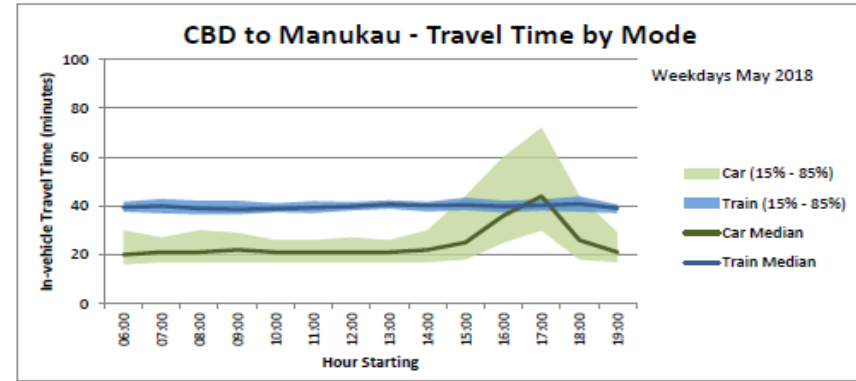
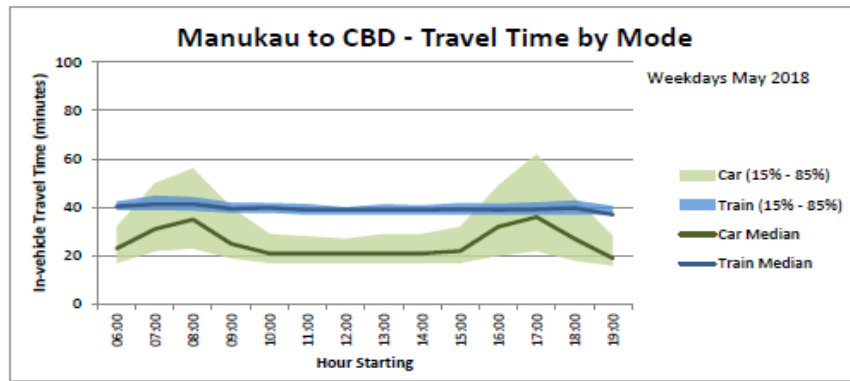
The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.



Note: Due to the changes of the New Eastern Bus Network, only Express Buses are servicing directly between Howick and CBD which operate during peak hours only.

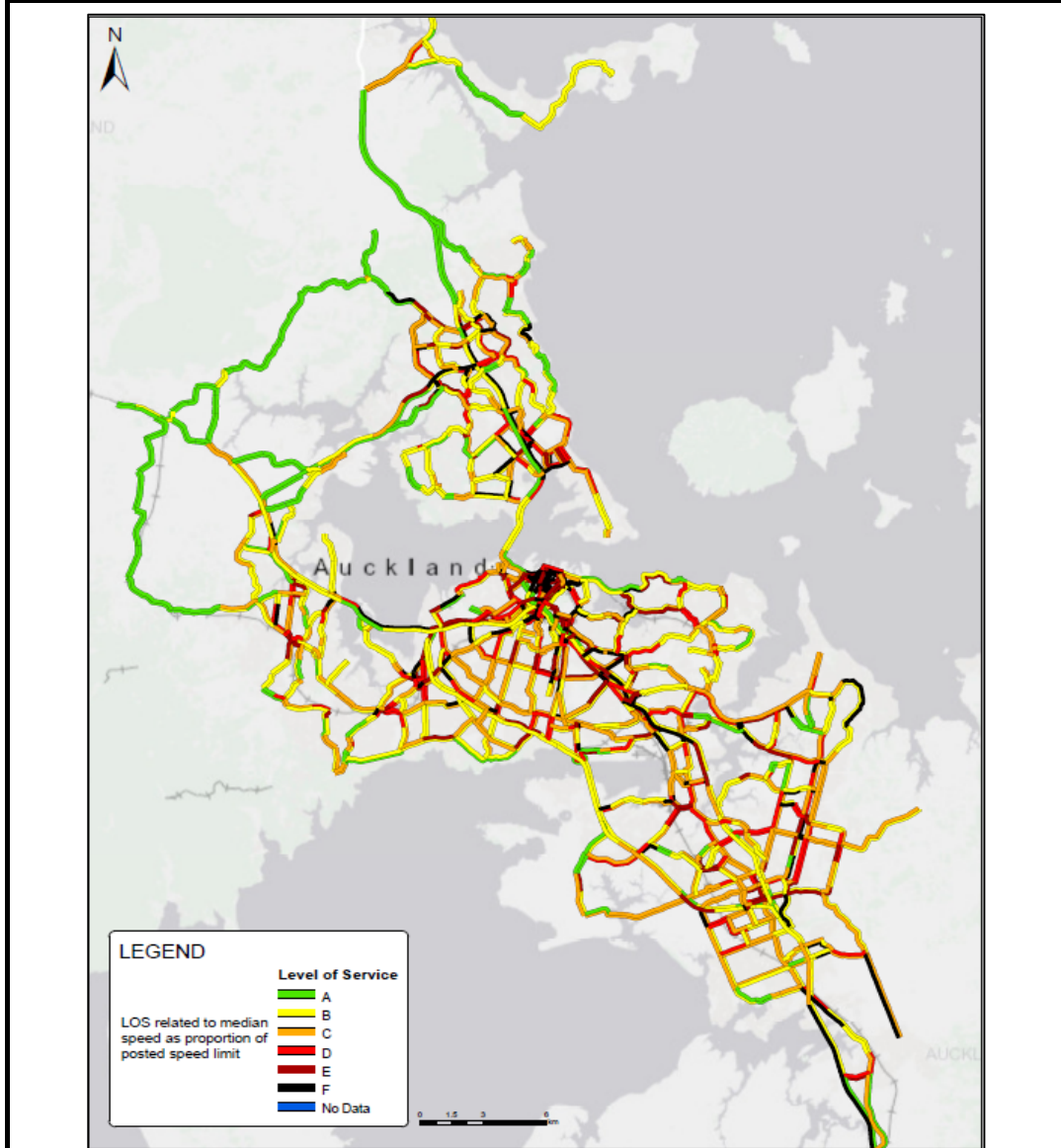
2.3 Build network optimisation and resilience

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.



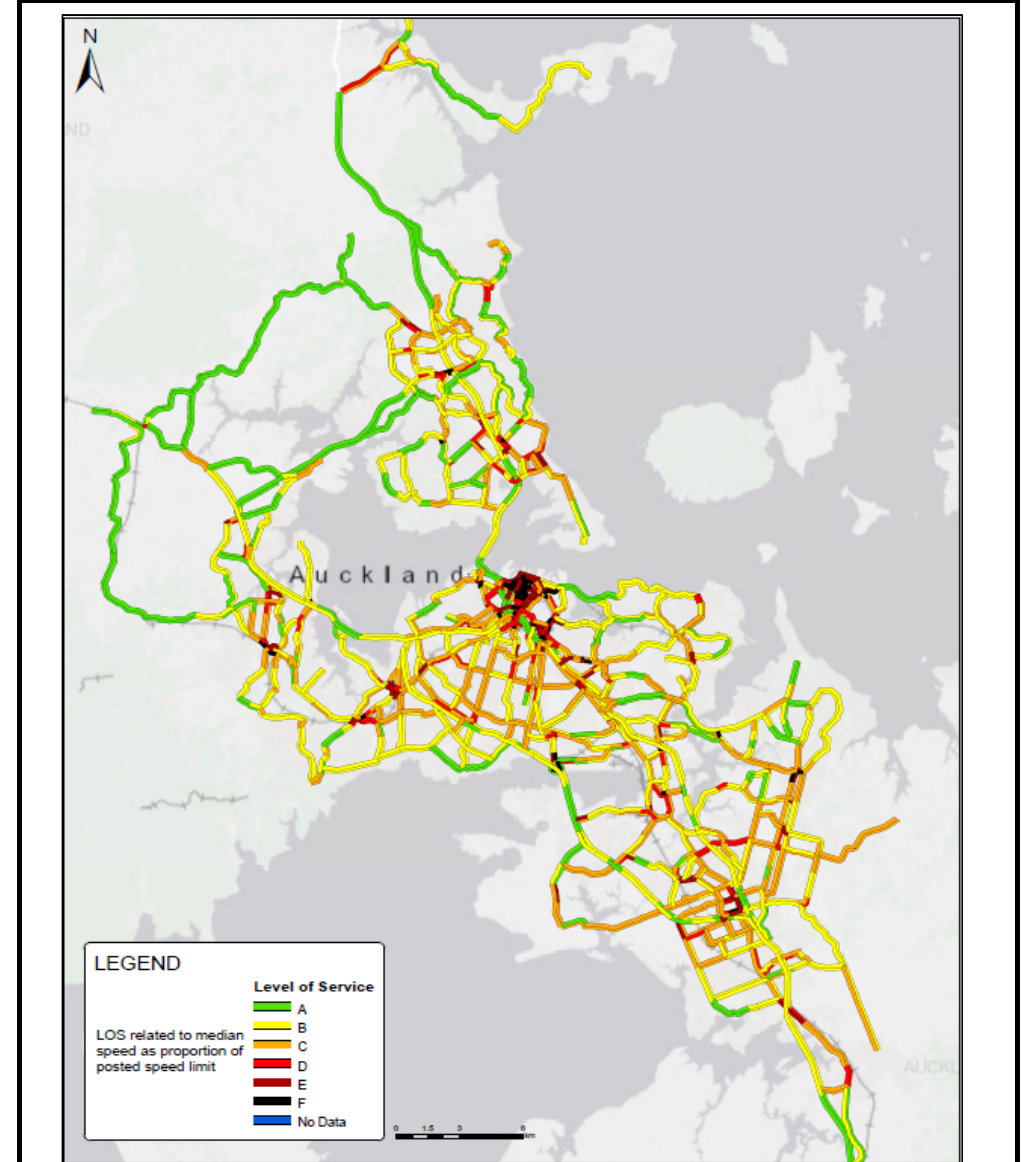
2.3 Build network optimisation and resilience

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 May 2018. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

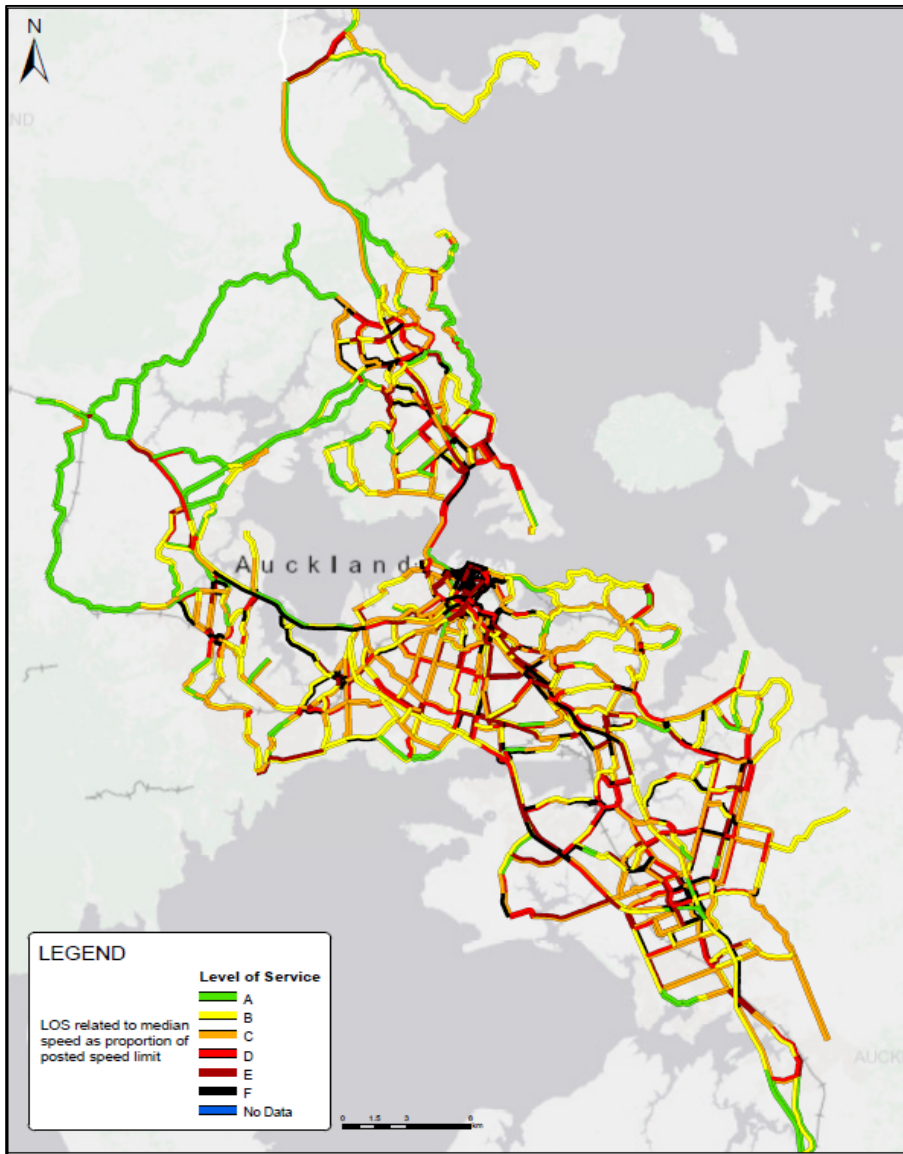
2.3.5 Congestion map inter-peak



This map shows the typical level of service across the arterial and motorway networks during the inter-peak period (9 am–4 pm) for May 2018. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

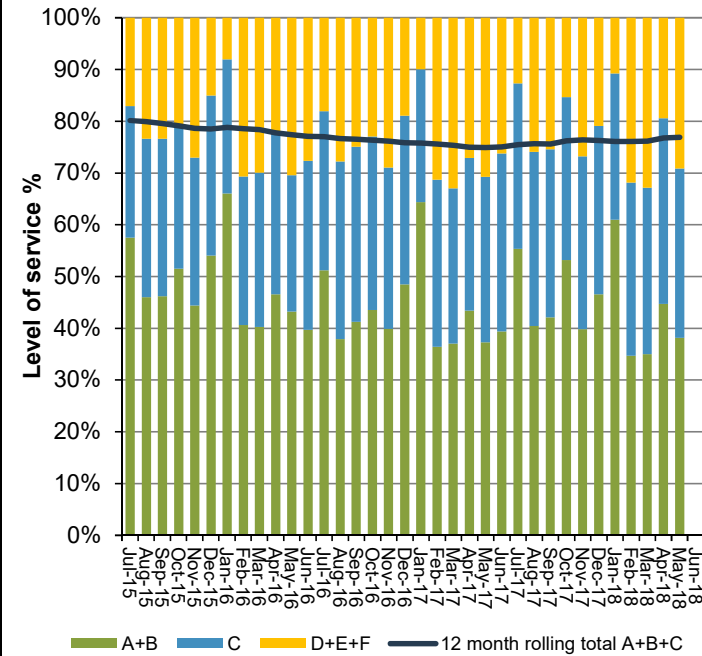
2.3 Build network optimisation and resilience

2.3.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for May 2018. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

2.3.7 AM peak arterial road level of service



In May, 71% of the network operated at good levels of service (LOS A-C). This is 10 percentage points lower (worse) than last month due to relatively lower travel speed on the network associated with the return of school trips. Congestion levels were two percentage points better than May 2017.

In the 12 months to May 2018, 77% of the network was operating efficiently (LOS A – C) during the AM Peak.

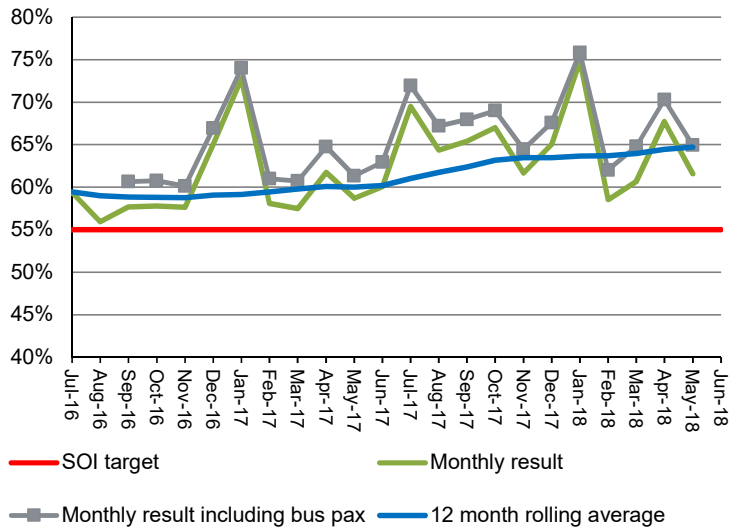
Arterial road level of service is measured by median speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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.

2.3 Build network optimisation and resilience

2.3.8 Arterial road productivity

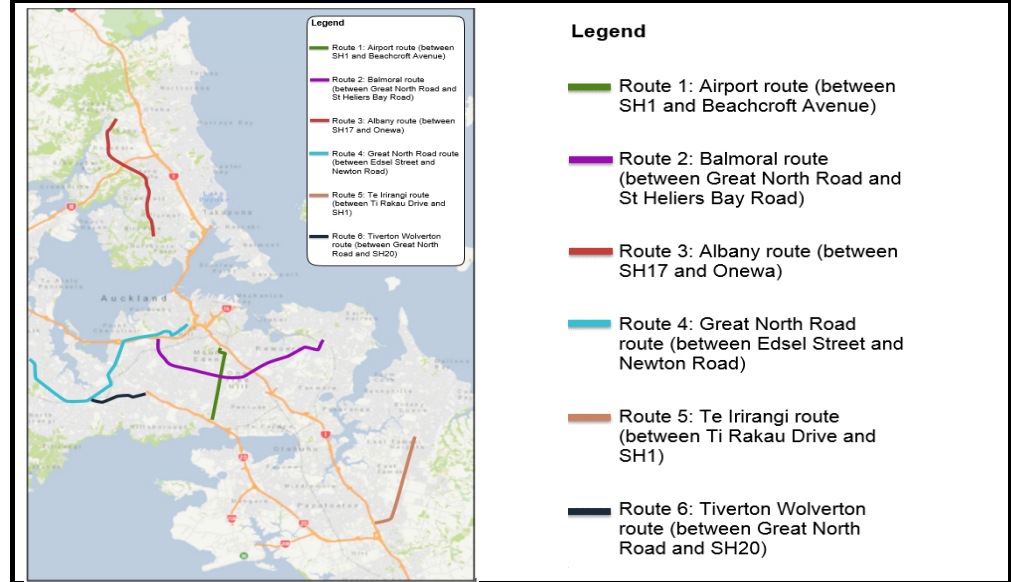


Target exceeded (12 month rolling average in May 2018 = 65%; SOI target 55%).

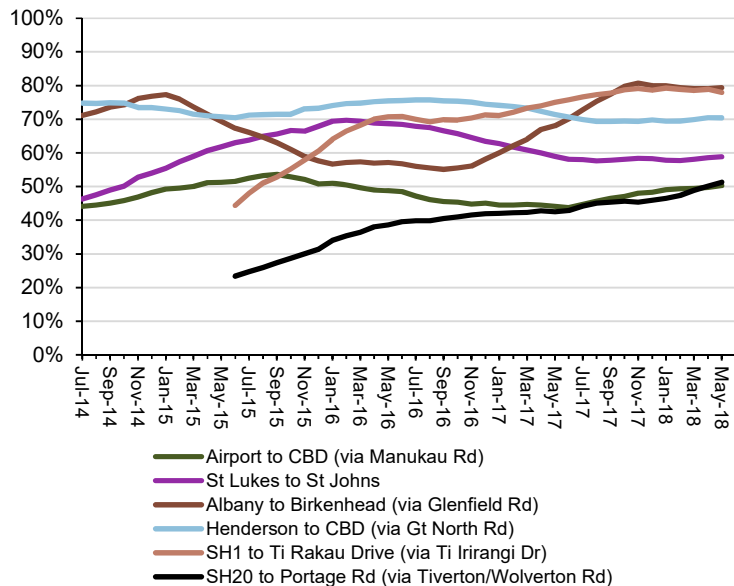
The overall productivity for the 6 SOI routes for the month of May 2018 was 62% and 65% including bus patronage. This is six percentage points lower than April due to the relatively lower travel speed associated with the return of school traffic. The productivity is also three percentage points higher than May 2017.

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

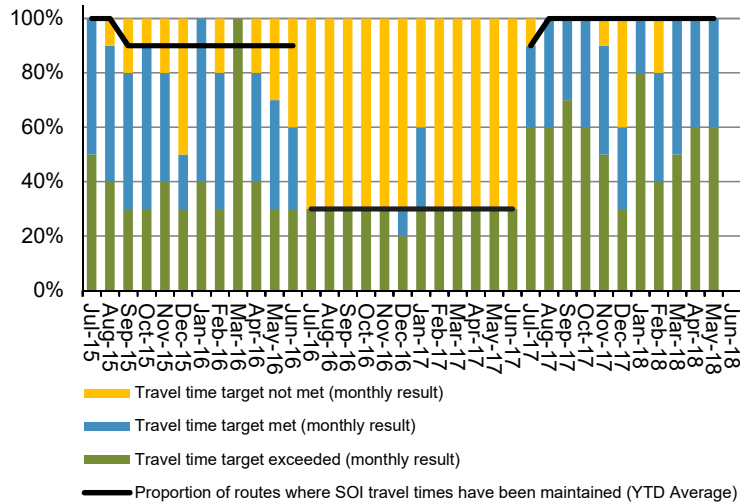


This figure illustrates the 12 month rolling average productivity results (based on private vehicles only) for each of the routes that make up the SOI measure provided in figure 2.3.8.

Note : 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.

2.3 Build network optimisation and resilience

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



In May 2018, all ten freight routes have met target with six routes exceeding target levels. YTD averages for all routes are meeting target. All freight routes have been performing effectively at LOS C or better.

* Note 1: SOI performance tracked using YTD averages.
 * Note 2: 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.

2.3.12 Map showing key freight routes

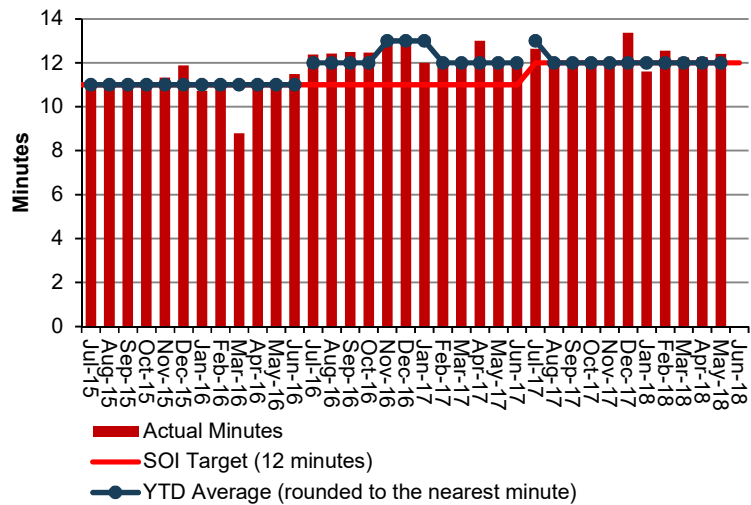


Legend

- █ 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



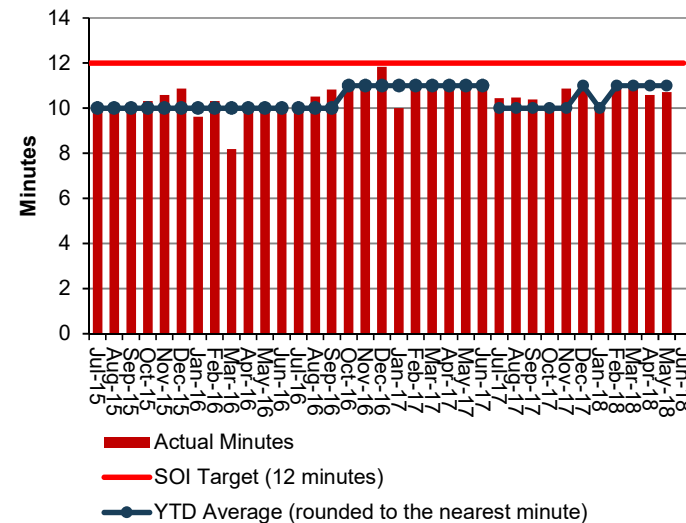
Target met in May 2018.

Target met for YTD May 2018.

Note: The SOI travel time target was increased by 1 minute to 12 minutes in July 2017.

2.3.14 SEART (from East Tamaki to Sylvia Park)

SEART West Bound

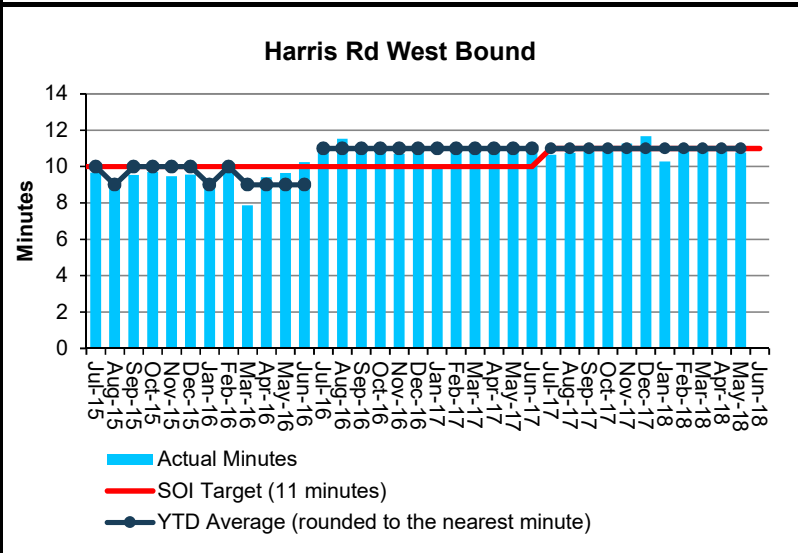


Target exceeded by one minute in May 2018.

Target exceeded for YTD May 2018.

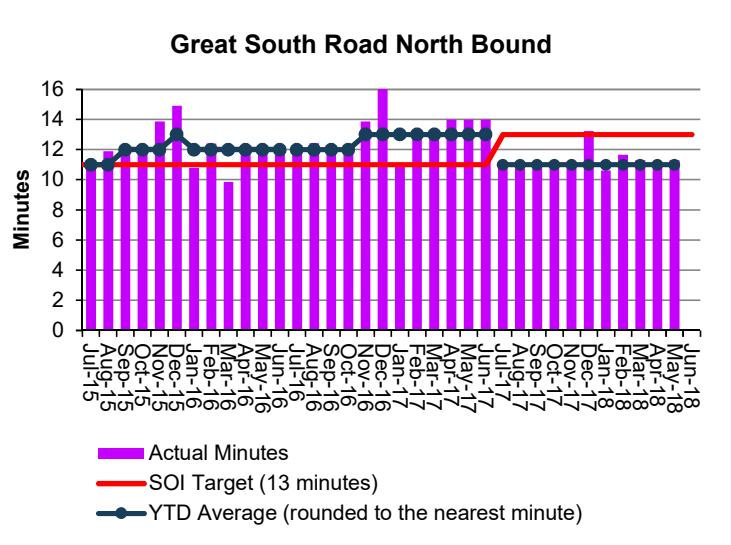
2.3 Build network optimisation and resilience

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



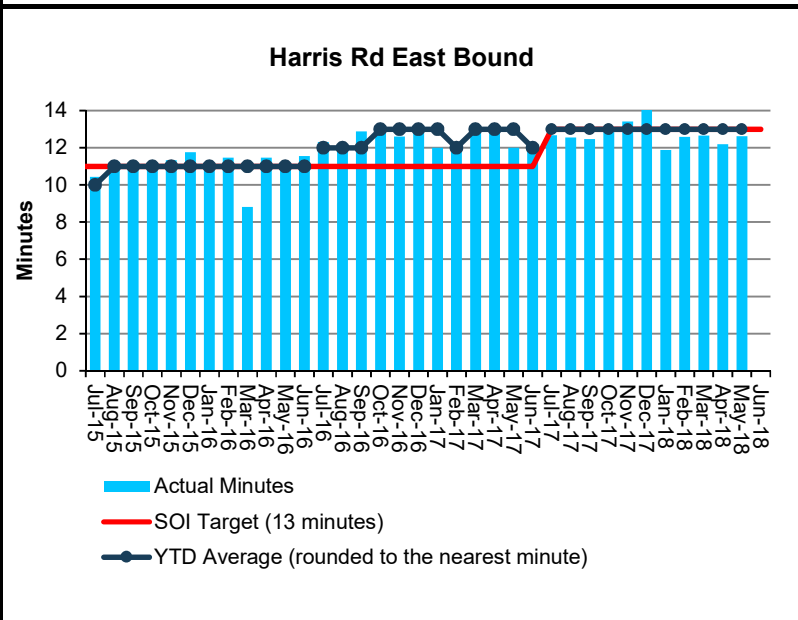
Target met in May 2018.
 Target met for YTD May 2018.
 Notes: The SOI travel time target was increased by 1 minute to 11 minutes in July 2017.

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



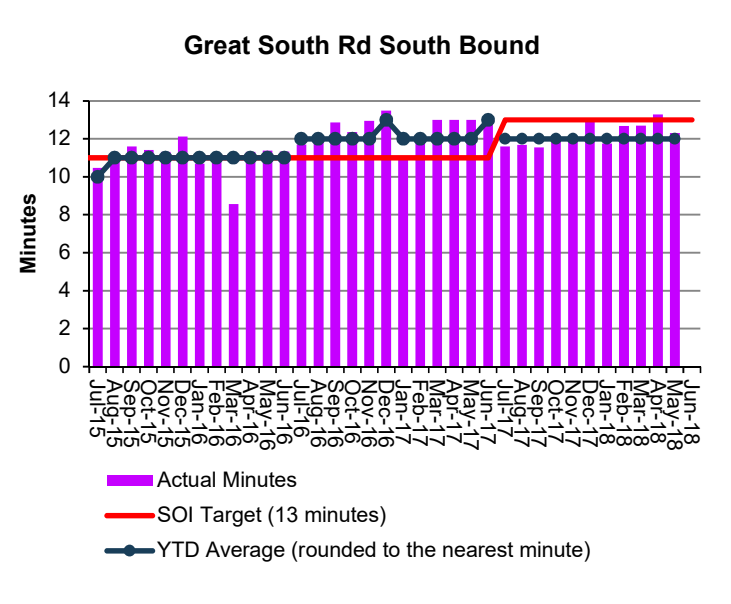
Target exceeded by two minutes in May 2018.
 Target exceeded for YTD May 2018.
 Note: The SOI travel time target increased by 2 minutes to 13 minutes in July 2017.

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



Target met in May 2018.
 Target met for YTD May 2018.
 Note: The SOI travel time target increased by 2 minutes to 13 minutes in July 2017.

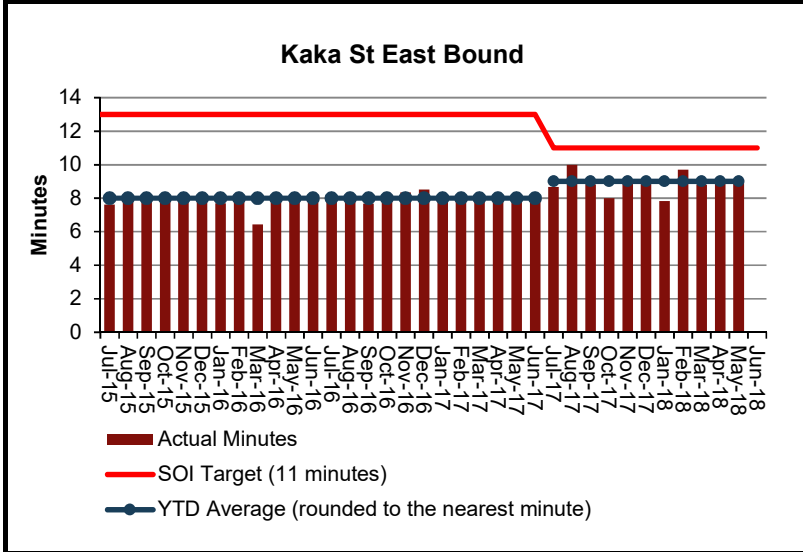
2.3.18 Great South Rd (SH1 Ellerslie Panmure Hwy Interchange to Portage Rd)



Target exceeded by one minute in May 2018.
 Target exceeded for YTD May 2018.
 Note: The monthly travel time target increased by 2 minutes to 13 minutes in July 2017.

2.3 Build network optimisation and resilience

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

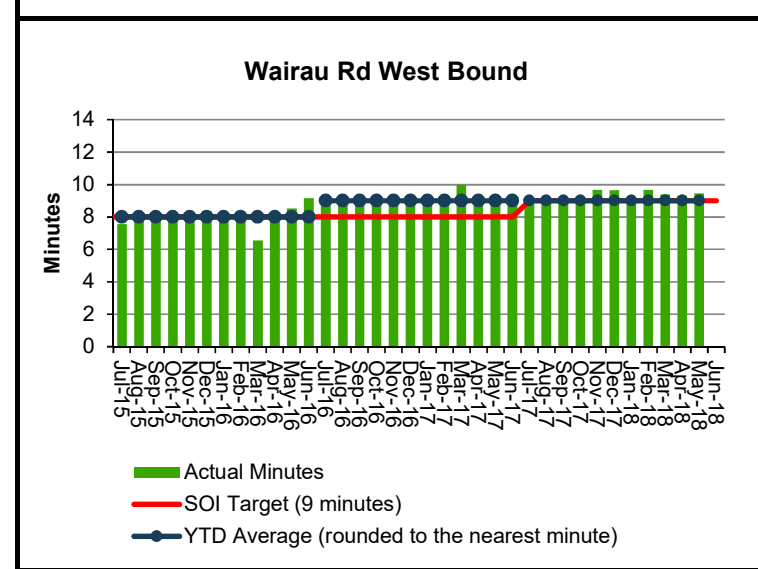


Target exceeded by two minutes in May 2018.

Target exceeded for YTD May 2018.

Note: The SOI travel target was reduced by 2 minutes to 11 minutes in July 2017.

2.3.20 Wairau Rd (from SH1 to SH18)

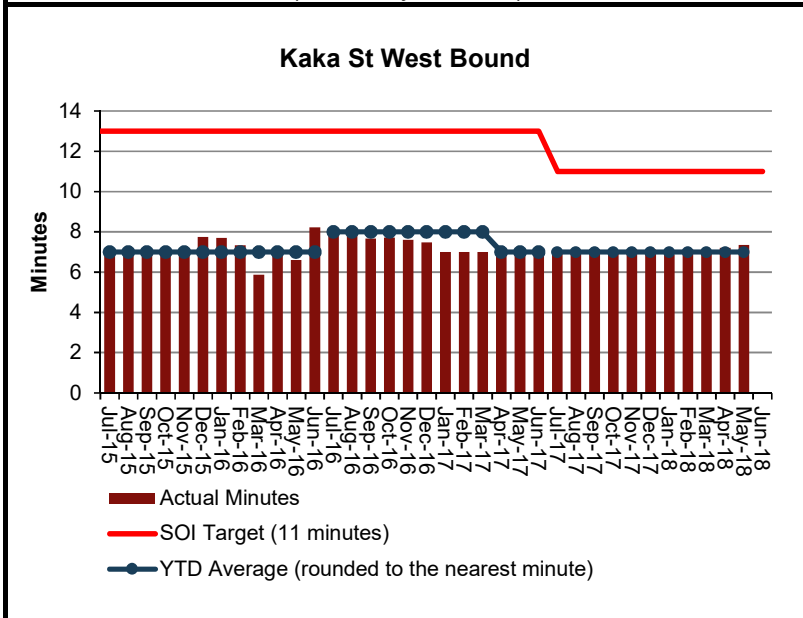


Target met in May 2018.

Target met for YTD May 2018.

Note: The SOI travel time target was increased by 1 minute to 9 minutes in July 2017.

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

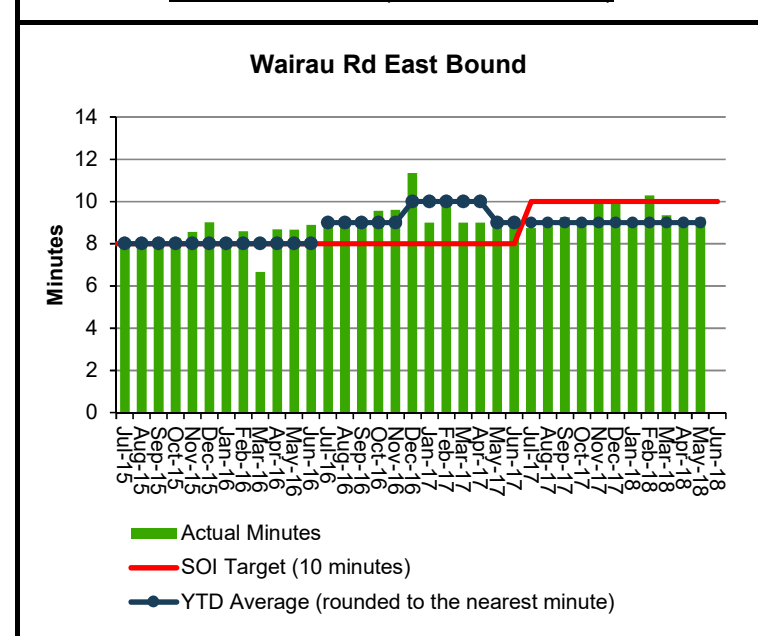


Target exceeded by four minutes in May 2018 and the route continues to operate well.

Target exceeded for YTD May 2018.

Note: The SOI travel target was reduced by 2 minutes to 11 minutes for in July 2017.

2.3.22 Wairau Rd (from SH18 to SH1)



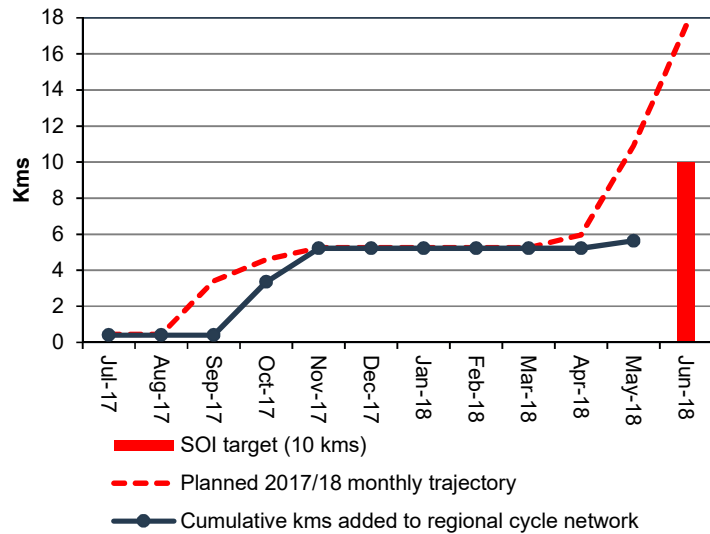
Target exceeded by one minute in May 2018.

Target exceeded for YTD May 2018.

Note: The SOI travel time target was increased by 2 minutes to 10 minutes in July 2017.

2.3 Build network optimisation and resilience

2.3.23 New cycleways added to regional cycle network (km)

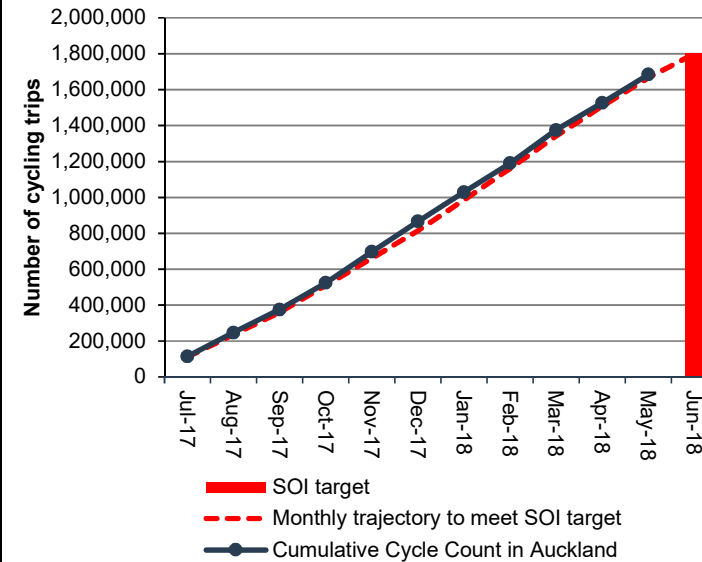


Target not met.

In May, the Federal Street cycle way was completed adding 420 m to the total. At the start of the year, it was projected that the Waitemata Safe Routes would be completed by May, however this project will now not be completed until June 2019.

5.6 km of cycleways have been added to the regional cycle network since July 2017. The 2017/18 SOI target is 10 km.

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



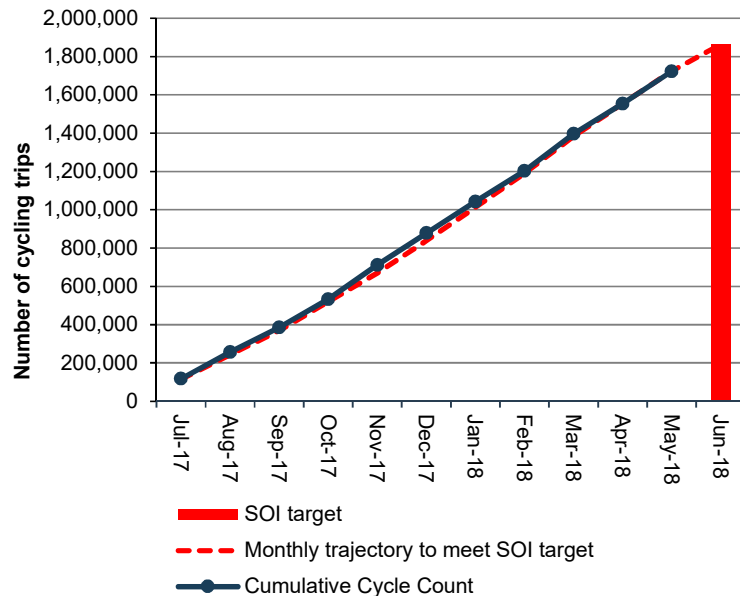
Target met

YTD: 1,683,924 (1.1% above target)
YTD Target: 1,665,390

156,971 cycle trips were recorded in May 2018.

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 Lagoona Drive.

2.3.25 Annual cycle movements in the Auckland city centre



Target met:

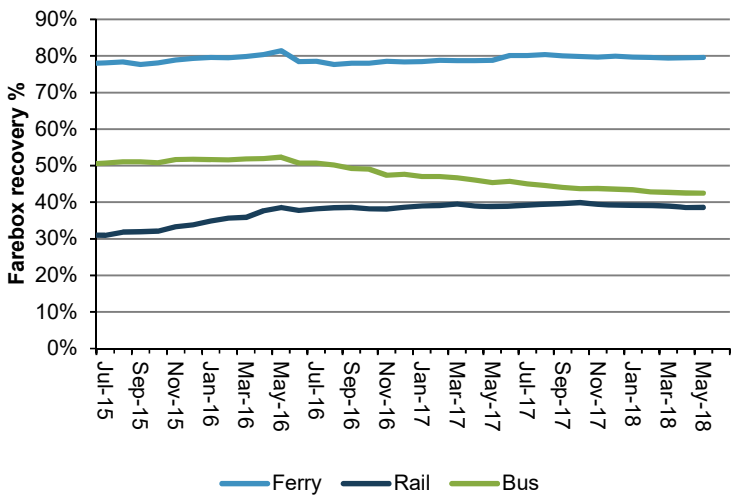
YTD: 1,722,305 (0.1% below target)
YTD Target: 1,724,157

168,152 cycle trips were recorded in May 2018.

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

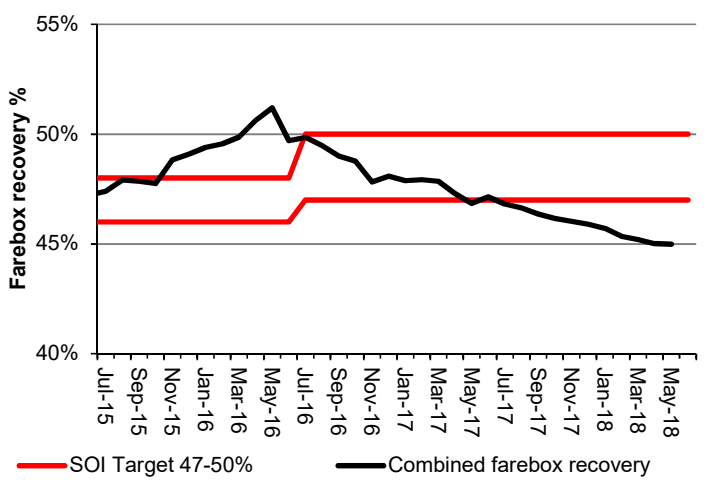


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios for May 2018 (and comparable 2017 results) were:

- Ferry 79.6% (78.8%)
- Bus 42.5% (45.4%)
- Rail 38.6% (38.4%)

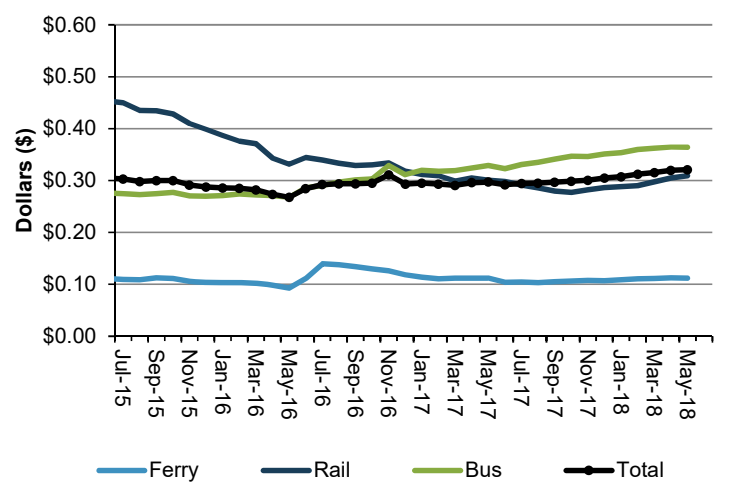
2.4.2 PT farebox recovery (combined result with SOI measure)



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 May 2018 was 45.0%. This compares to 46.8% in May 2017.

2.4.3 PT subsidy per passenger kilometre

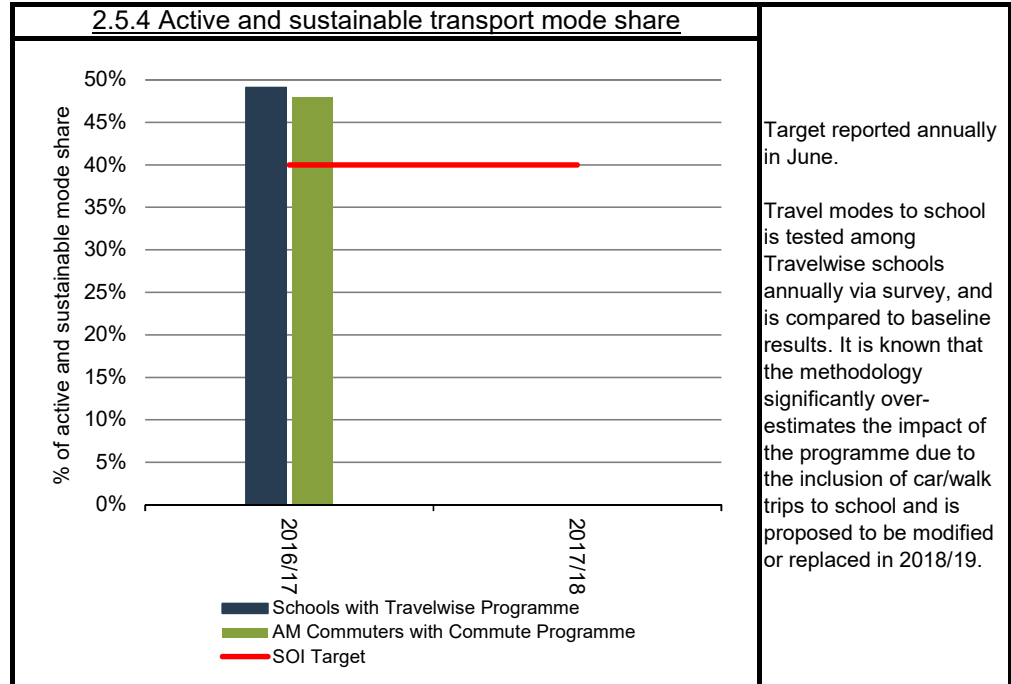
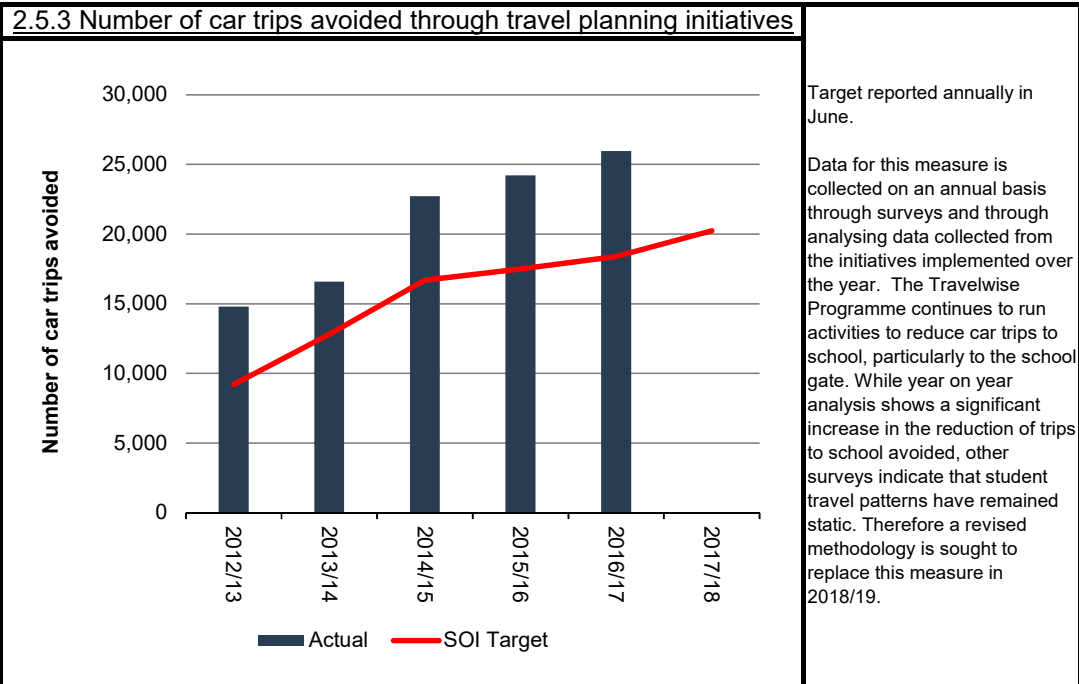
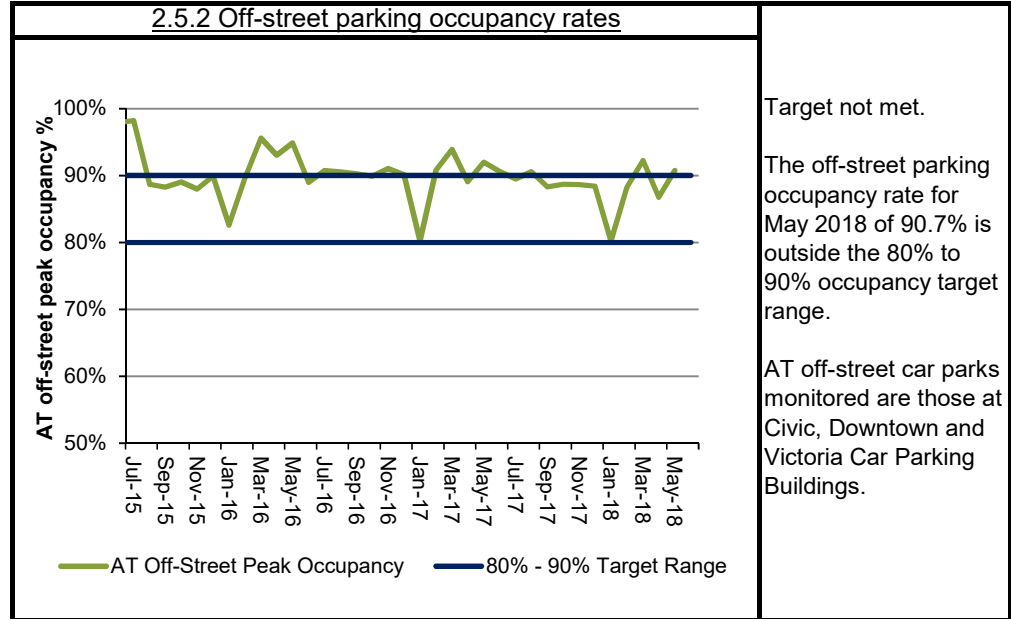
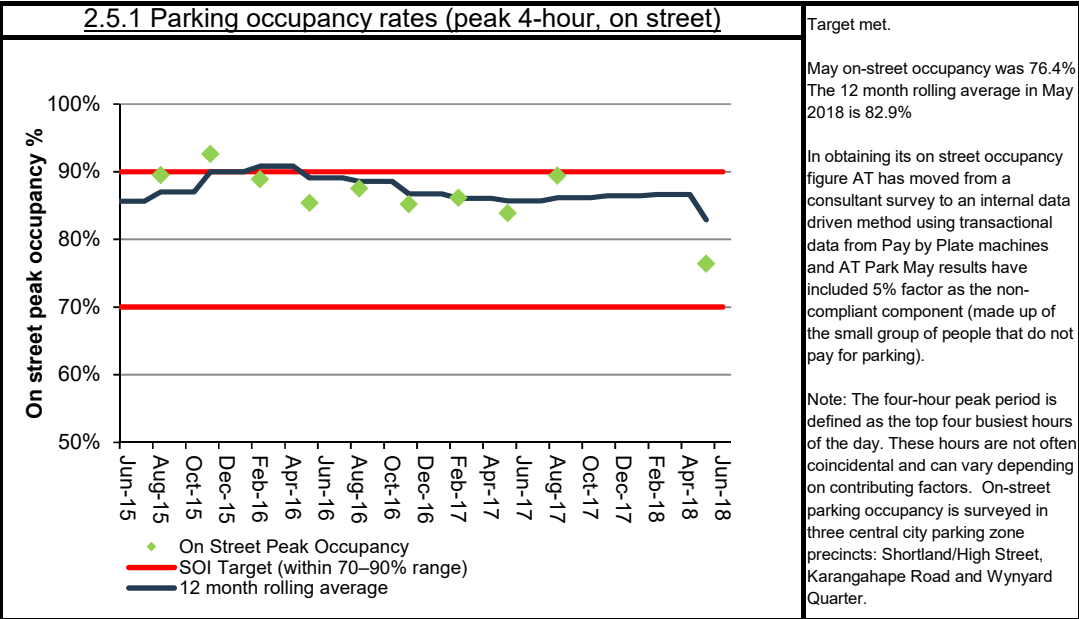


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for May 2018 (and comparable 2017 results) were:

- Bus \$0.364 (\$0.329)
- Rail \$0.309 (\$0.301)
- Ferry \$0.112 (\$0.112)
- Total \$0.321 (\$0.297)

2.5 Develop creative, adaptive, innovative implementation



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

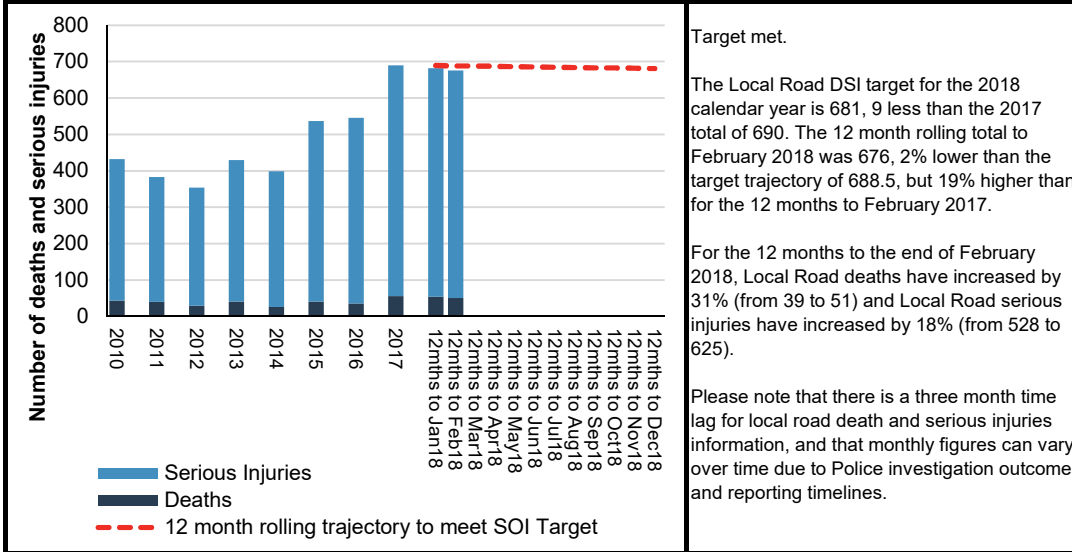
3. DIA mandatory measures

4. AT monthly activity report

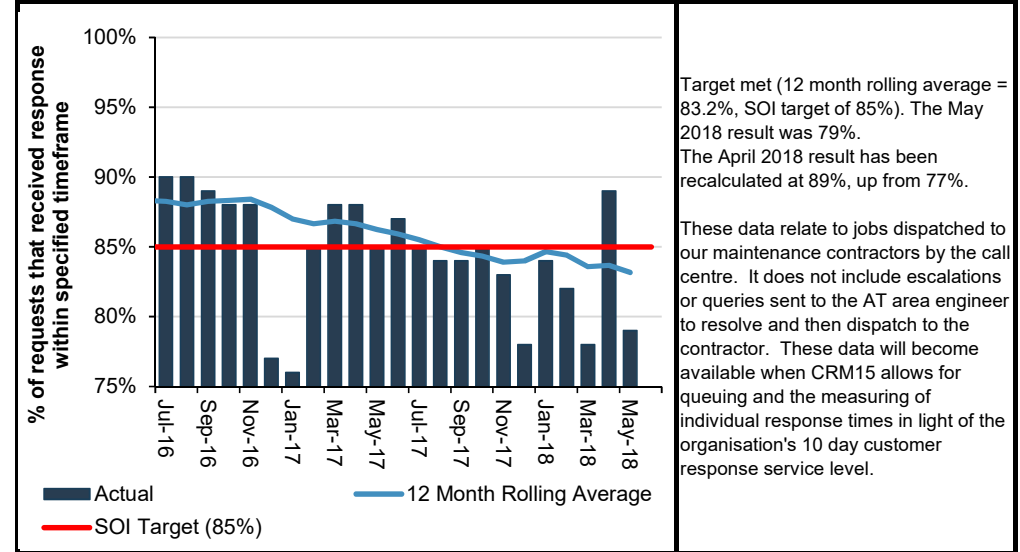
- 4.1 Public transport
- 4.2 Road operations and maintenance
- 4.3 Customer response

3. DIA mandatory measures

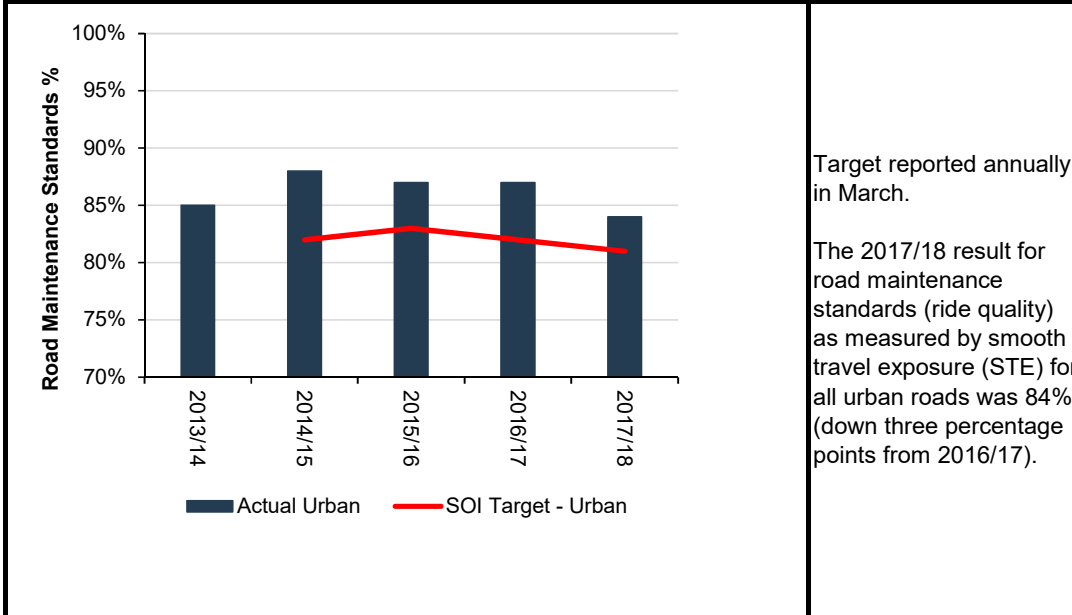
3.1 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number



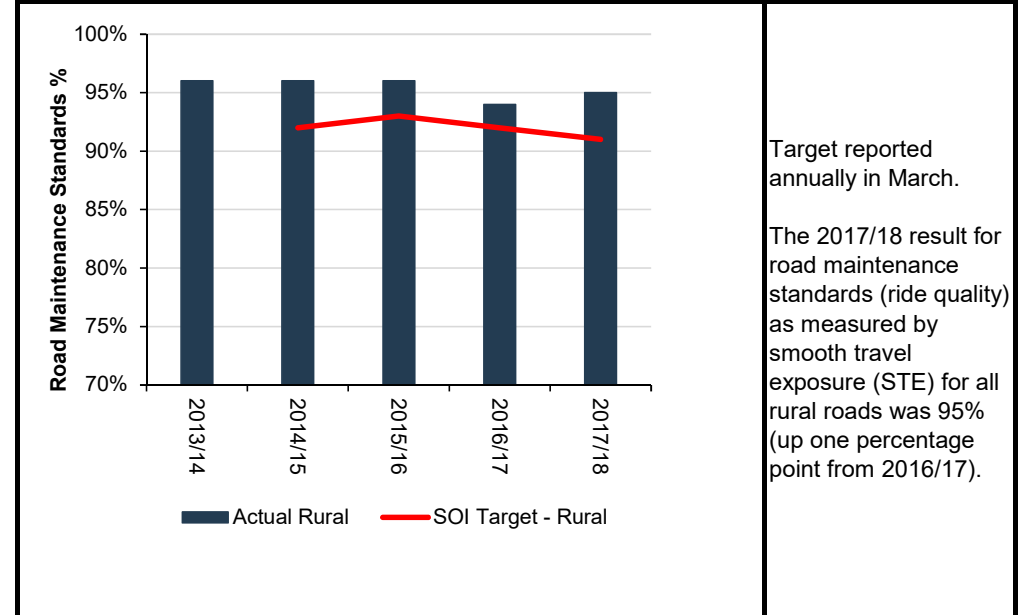
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



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

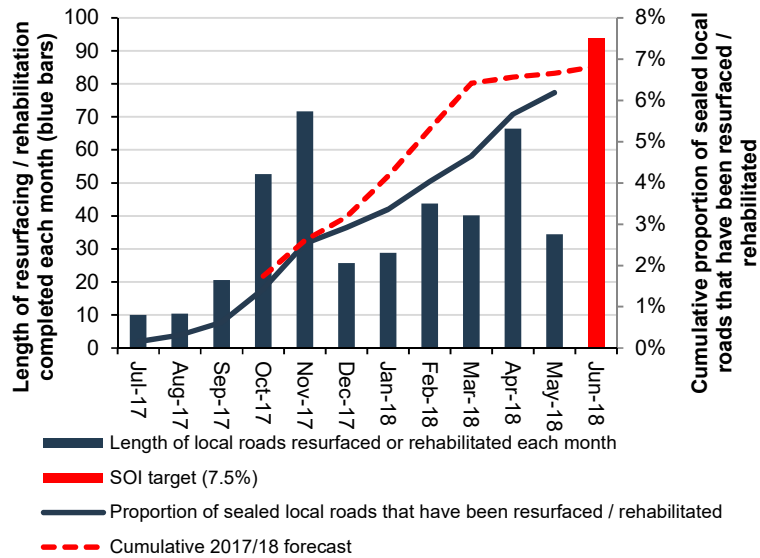


3.4 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads



3. DIA mandatory measures

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

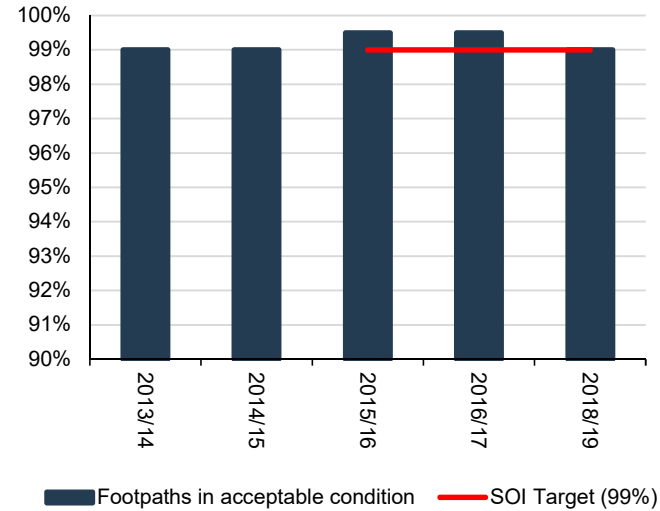


As previously reported, the 2017/18 programme is not forecast to meet the SOI target of resurfacing / rehabilitating 7.5% of the sealed local road network.

In May 2018, 34.5 km of the local road network was resurfaced / rehabilitated. The completed YTD length of 404.8 km is less than the forecasted YTD length of 429.1 km.

The YTD completed length of 404.8 km is 91% of the 446.1 km 2017/18 programme.

3.6 Percentage of footpaths in acceptable condition



Target reported annually in March.

The 2017/18 result for the percentage of footpaths in acceptable condition was 99% (down half a percentage point from 2016/17).

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

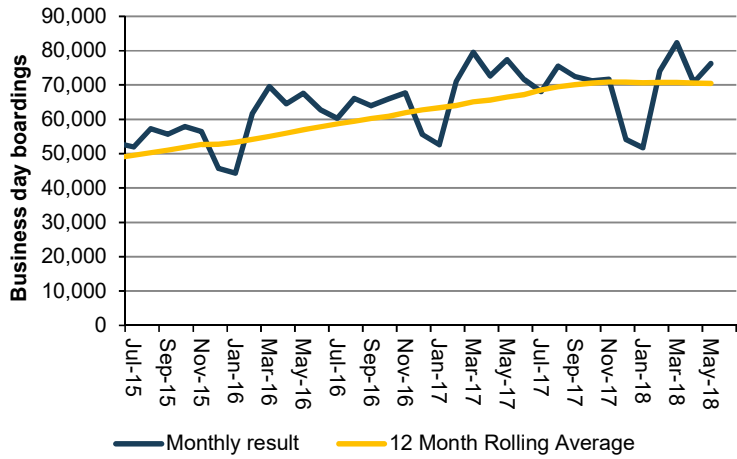
3. DIA mandatory measures

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

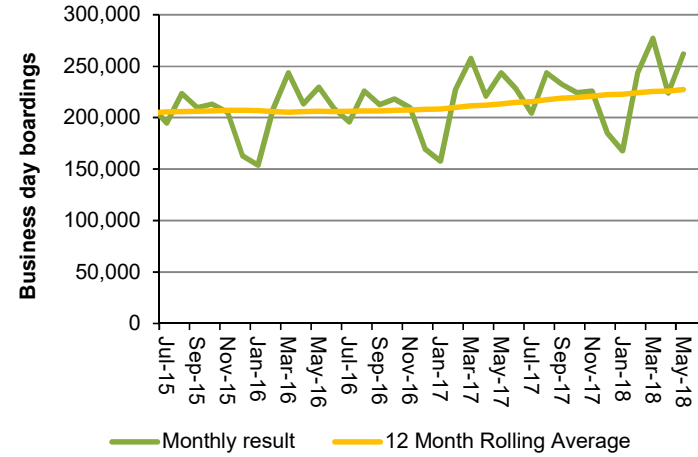
4.1.1 Rail business day average boardings



Business day boardings on the rail network averaged 70,468 in the 12 months to May 2018.

This represents a 5.9% increase on the May 2017 figure.

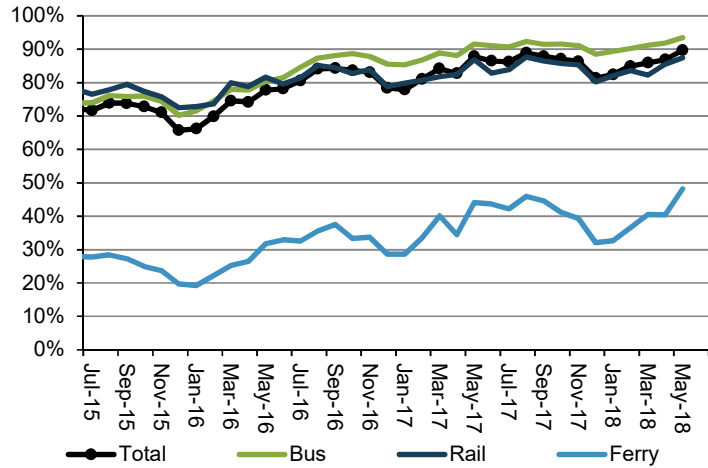
4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 227,454 in the 12 months to May 2018.

This represents a 6.6% increase on the May 2017 figure.

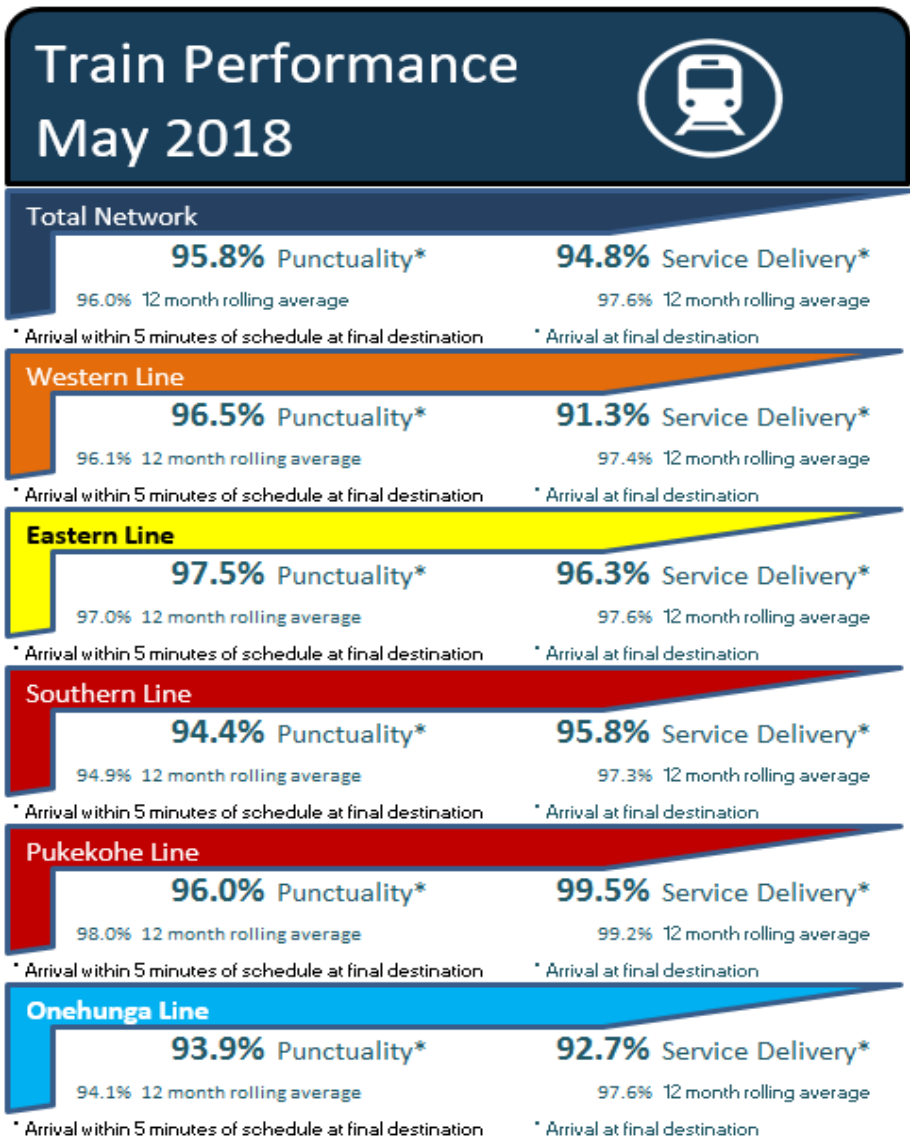
4.1.3 Percentage of all PT trips using AT HOP



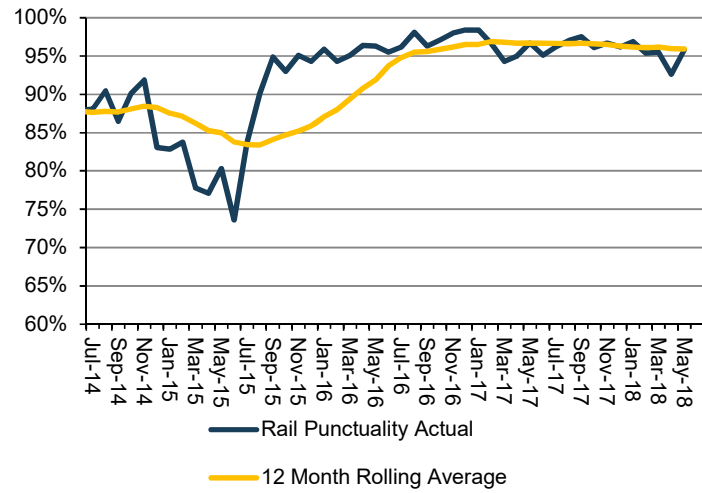
The proportion of all trips using AT HOP was 89.7% in May 2018 (bus 93.4%, rail 87.4% ferry 48.2%) up from 86.9% in April 2018.

4.1 AT monthly activity report – Public transport

4.1.4 Rail service performance



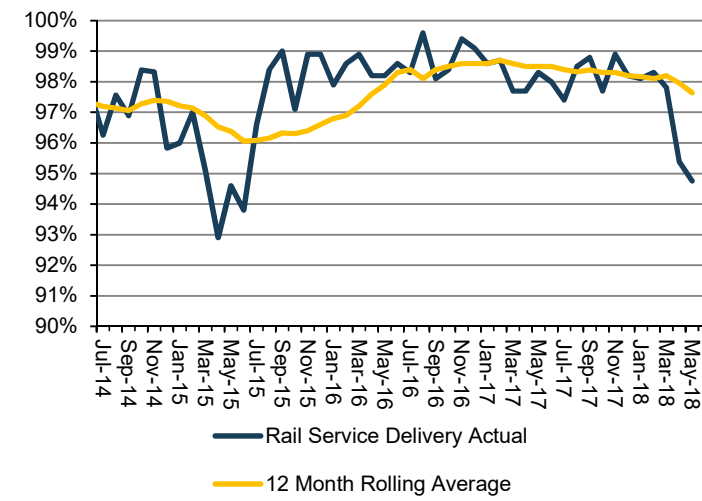
4.1.5 Rail punctuality (based on arrival at final destination)



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 May 2018 was 95.8% and 96.0% for the 12 months to May 2018.

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

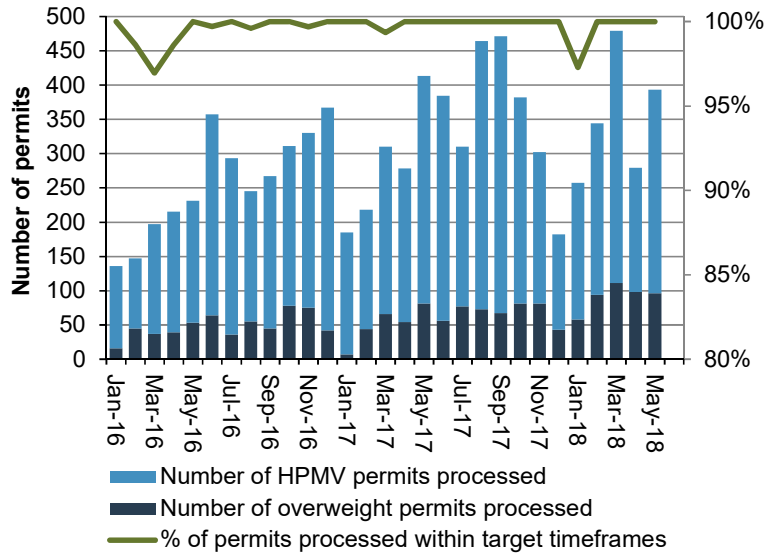


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of May 2018 was 94.8% and 97.6% for the 12 months to May 2018.

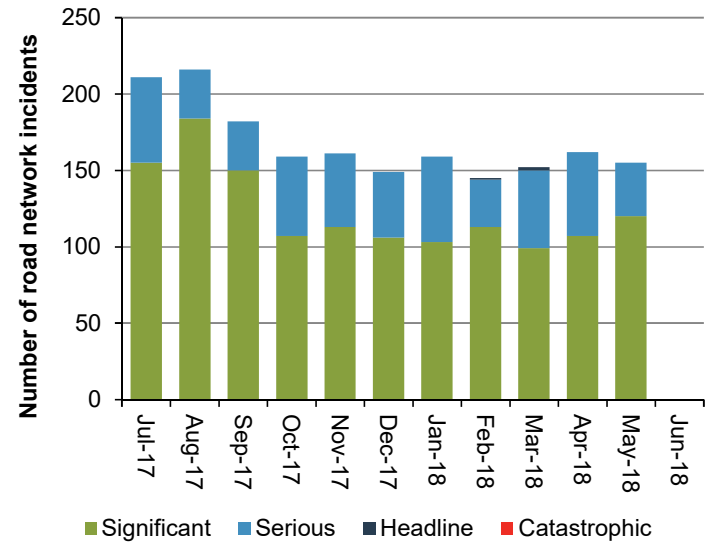
4.2 AT monthly activity report – Road operations and maintenance

4.2.1 Heavy vehicle permits processed (overweight + high productivity)



In May 2018, 96 Overweight permit applications and 297 HPMV permit applications were processed. In total, all 393 permits were processed with the 100% KPI target 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



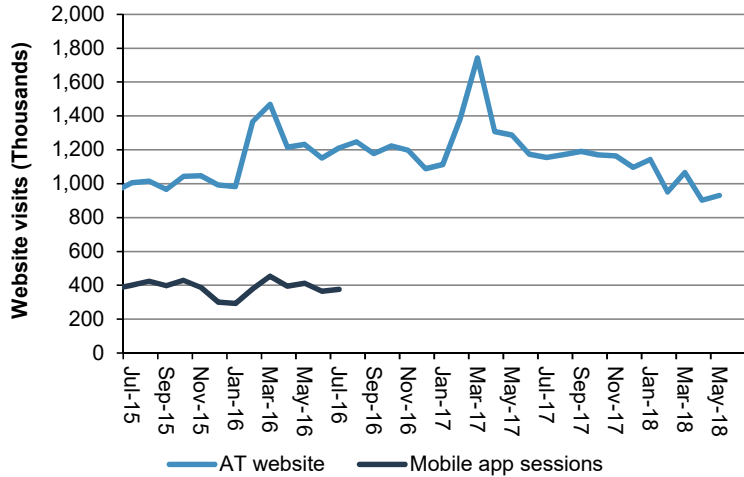
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

ATOC managed 120 significant incidents and 35 serious incidents during May 2018.

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

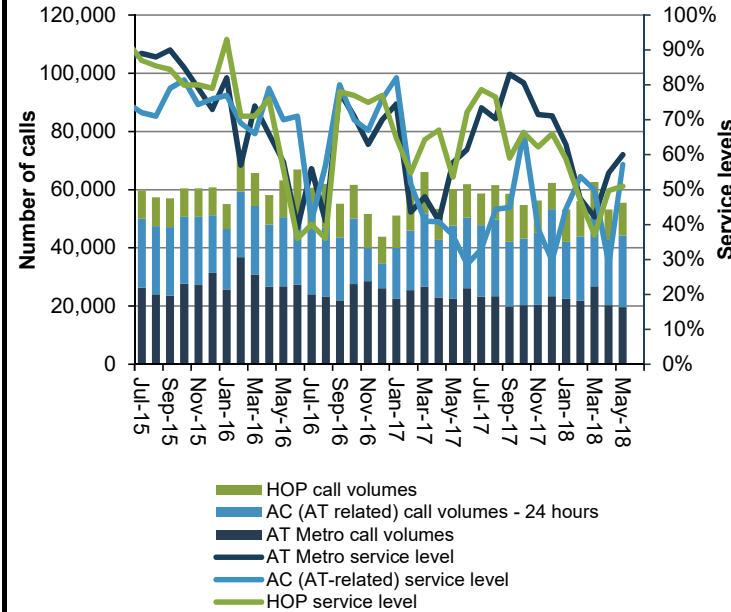
4.3.1 Website visits



There was a 3% increase in visits to the Auckland Transport website in May 2018 (compared to April 2018).

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 Hop
Call volumes increased by 7% compared to April 2018. The service level increased by 1 percentage point compared to April 2018.

Auckland Council (AT-related calls) – 24 Hours
Call volumes increased by 10% compared to April 2018. The service level increased by 28 percentage points compared to April 2018.

AT Metro Call Centre
Call volumes decreased by 3% compared to April 2018, and decreased by 12% compared to May 2017. The service level increased by 5 percentage points compared to March 2018.