

# Monthly Transport Indicators

## Recommendation

That the Board:

- i. Receives this report.

## Executive summary

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

The monthly report:

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

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

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

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

SOI summary	
	annually with no update this month
Ensure a sustainable funding model	One SOI measure – <b>on target to meet</b> performance measure
Develop creative, adaptive, innovative implementation	Two SOI measures – one <b>on target to meet</b> performance measure, one reported annually with no update this month

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

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

## Prioritise rapid, high frequency public transport

### SOI summary

Two SOI measures – both **on target to meet** performance measures

- Auckland public transport patronage totalled 80,070,969 passenger boardings for the 12 months to August 2015, an increase of 0.4% on the 12 months to July 2015 and 9.4% on the 12 months to August 2014. August 2015 monthly patronage was 7,276,530, an increase of 341,616 boardings or 4.9% on August 2014, normalised to ~ 4.8% accounting for special event patronage.
- Rapid and Frequent services totalled 30,945,424 passenger boardings for the 12 months to August 2015, an increase of 1.0% on the 12 months to July 2015. Rapid and Frequent services patronage for August 2015 was 2,921,124, an increase of 294,805 boardings or 11.2% on August 2014.
- Train services totalled 14,393,840 passenger boardings for the 12 months to August 2015, an increase of 1.7% on the 12 months to July 2015 and 22.7% on the 12 months to August 2014. Patronage for August 2015 was 1,419,398, an increase of 238,281 boardings or 20.2% on August 2014, normalised to ~ 20.0%.
- Bus services totalled 60,084,137 passenger boardings for the 12 months to August 2015, an increase of 0.1% on the 12 months to July 2015 and 6.6% on the 12 months to August 2014. Bus services patronage for August 2015 was 5,453,594, an increase of 80,610 boardings or 1.5% on August 2014, normalised to ~ 1.5%.

- Ferry services totalled 5,592,992 passenger boardings for the 12 months to August 2015, an increase of 0.4% on the 12 months to July 2015 and 10.2% on the 12 months to August 2014. Ferry services patronage for August 2015 was 403,538, an increase of 22,725 boardings or 6.0% on August 2014, normalised to ~ 6.0%.
- The proportion of all trips utilising AT HOP was 73.9% in August 2015 (Bus 76.2%, Rail 77.9%, Ferry 28.4%); up from 71.7% in July 2015.

## Transform and elevate customer focus and experience

### SOI summary

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

- Public transport weighted average punctuality in August 2015 was 95.0% (Bus 94.2%, Rail 96.9%, Ferry 99.2%).
- 94% of customer service requests relating to roads and footpaths received a response within AT's specified timeframes.<sup>1</sup>
- There were 423 deaths and serious injuries on the local road network in the 12 months to June 2015. The SOI year-end target is to reduce this number to 390.
- Customer satisfaction survey results are available quarterly and will be reported next in the September monthly report (affects four SOI targets).

## Build network optimisation and resilience

### SOI summary

Seventeen SOI measures – three **on target to exceed** performance measures, ten **on target to meet** performance measures, one **not on target to meet** performance measure, three reported annually with no update this month

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

- Arterial road peak productivity averaged 61.3% in August 2015, down from 65.9% in July 2015 and 51.5% in August 2014. The 12 month average to August 2015 was 55.2%.
- For the 12 months to August 2015, baseline travel times were maintained on all ten key freight routes monitored under AT's SOI. During the month of August 2015, baseline travel times were maintained on nine of the ten routes.
- 7.1kms of the local road network was resurfaced / rehabilitated during August 2015.
- Road maintenance standards will be measured next in the March 2016 monthly report.
- The percentage of footpaths in acceptable condition will be measured next in the March 2016 monthly report.
- No new kms of cycleway were added to the regional cycle network during August 2015.
- A total of 915,664 cycle trips were recorded for the 12 months to August 2015 across the nine key sites monitored by AT. This represents an increase of 2.3% on the 12 months to August 2014.
- Cycle trips in the month of August 2015 were 7.3% higher than in August 2014 across the nine key sites monitored by AT.
- In August 2015, 23.4% of the arterial network was congested in the AM peak; compared with 21.1% in August 2014. The 12 month average to August 2015 is 20.1%.

## Ensure a sustainable funding model

### SOI summary

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

- The PT farebox recovery ratio was 47.40% in July 2015.

## Develop creative, adaptive, innovative implementation

### SOI summary



Two SOI measures – one **on target to meet** performance measure, one reported annually with no update this month

- The number of car trips avoided through travel planning initiatives will be measured next in the June 2016 monthly report.
- On-street parking occupancy in the three central city parking precincts (Shortland/High Streets, Karangahape Road and Wynyard Quarter) during the peak four hours in August 2015 was 89.5%.
- Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four hours in August 2015 was 88.7%.

## Attachment

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

## Document ownership

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