

Monthly Transport Indicators – August 2016

Recommendation

That the Board:

- i. Receives this report.

Executive summary

The attached monthly indicators report provides an overview of AT's performance against its Statement of Intent (SOI) performance measures for August 2016. The report 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.

This month's report includes new measures for reporting congestion and reliability. These are:

- Morning peak median travel speed across the arterial network (graph 2.3.1)
- Morning peak reliability: additional travel time needed relative to typical peak travel time (graph 2.3.3)
- Delay: additional travel time needed in the AM peak relative to free flow conditions (graph 2.3.2)
- Congestion on all defined routes (map 2.3.4)

These measures and the associated graphs are currently still in a developmental stage and are subject to further refinement. In particular, we are working to expand coverage from the arterial network to include the motorway system in order to provide a 'One network' picture.

SOI summary	
Prioritise rapid, high frequency public transport	Three SOI measures – one <u>on target to meet</u> performance measure and two <u>not on target to meet</u> performance measures
Transform and elevate customer focus and experience	Seven SOI measures – one <u>on target to exceed</u> performance measure, two <u>on target to meet</u> performance measures and four reported quarterly with no updates this month
Build network optimisation and resilience	Seventeen SOI measures – four <u>on target to exceed</u> performance measures, eleven <u>on target to meet</u> performance measures and two reported annually with no update this month
Ensure a sustainable funding model	One SOI measure – <u>on target to meet</u> performance measure
Develop creative, adaptive, innovative implementation	Four SOI measures – one reported quarterly and three annually with no updates for either this month

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

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

Prioritise rapid, high frequency public transport

SOI summary

Three SOI measures – one **on target to meet** performance measure and two **not on target to meet** performance measures

- Auckland public transport patronage totalled 83,506,780 passenger boardings for the 12 months to August 2016, an increase of +0.8% on the 12 months to July 2016 and an increase of 3,435,869 (+4.3%) on the 12 months to August 2015. August 2016 monthly patronage was 7,912,242, an increase of 635,712 boardings or +8.7% on August 2015, normalised to ~ +3.9% once adjustments are made to take into account special event patronage and the number of business and weekend days in the month.

- Rapid and Frequent services totalled 31,463,769 passenger boardings for the 12 months to August 2016, an increase of +0.4% on the 12 months to July 2016. Rapid and Frequent services patronage for August 2016 was 3,097,323, an increase of 363,175 boardings or +13.3% on August 2015.
- Train services totalled 17,198,083 passenger boardings for the 12 months to August 2016, an increase of +1.5% on the 12 months to July 2016 and +19.5% on the 12 months to August 2015. Patronage for August 2016 was 1,681,110, an increase of 261,712 boardings or +18.4% on August 2015, normalised to ~ +14.5%.
- Bus services totalled 60,373,727 passenger boardings for the 12 months to August 2016, an increase of +0.6% on the 12 months to July 2016 and an increase of +0.5% on the 12 months to August 2015. Bus services patronage for July 2016 was 5,796,479, an increase of 342,885 boardings or +6.3% on August 2015, normalised to ~ 1.0%.
- Ferry services totalled 5,935,034 passenger boardings for the 12 months to August 2016, an increase of +0.5% on the 12 months to July 2016 and +6.1% on the 12 months to August 2015. Ferry services patronage for August 2016 was 434,653, an increase of 31,115 boardings or +7.7% on August 2015, normalised to ~ +6.3%.
- The proportion of all public transport boardings utilising AT HOP was 84.1% in August 2016 (Bus 87.4%, Rail 85.2%, Ferry 35.6%); up from 80.6% in July 2016.

Transform and elevate customer focus and experience

SOI summary

Seven SOI measures – one **on target to exceed** performance measure, two **on target to meet** performance measures and four reported quarterly with no updates this month.

- Public transport weighted average punctuality for August 2016 was 95.2%.
- 88% of customer service requests relating to roads and footpaths received a response within AT's specified timeframes.¹
- There were 522 deaths and serious injuries on the local road network in the 12 months to May 2016.
- Customer satisfaction survey results are available quarterly and will be reported next in the September monthly report (affects four SOI targets).

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

Build network optimisation and resilience

SOI summary

Seventeen SOI measures – four **on target to exceed** performance measures, eleven **on target to meet** performance measures and two reported annually with no update this month

- Arterial road peak productivity averaged 55.9% in August 2016, down from 59.4% in July 2016 and 61.3% in August 2015. The 12 month average to August 2016 was 59.0%.
- For the 12 months to August 2016, baseline travel times were maintained on nine of the ten key freight routes monitored under AT's SOI. During the month of August 2016, baseline travel times were maintained on three of the ten routes.
- 5.5kms of the local road network was resurfaced / rehabilitated during August 2016.
- A total of 1.1km of cycleway have been added to the regional cycle network for the year to date.
- The annual number of cycling trips in designated areas (all day) was 123,388 for August 2016 across the fourteen key sites monitored by AT.
- A total of 130,523 cycle trips were recorded in the Auckland city centre for August 2016 across thirteen key sites monitored by AT.
- In August 2016, 72% of the network was operating efficiently and 28% of the arterial network was congested in the AM peak; compared with 23% in August 2015.

Ensure a sustainable funding model

SOI summary

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

- The PT farebox recovery ratio was 49.5% in August 2016, compared with 47.9% in August 2015.

Develop creative, adaptive, innovative implementation

SOI summary



Four SOI measures – one reported quarterly and three annually with no updates for either this month

- 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 2016 was 87.5%, compared with 85.0% in May 2016.

Attachment

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

Document ownership

Submitted by	Christine Perrins Manager, Strategic Transport Planning	
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Approved for submission	David Warburton Chief Executive	