

Monthly Transport Indicators – July 2017

Recommendation

That the Board:

- i. Receives this report.

Executive summary

The key highlights from July 2017 are as follows:

- i. overall public transport totalled 88.9 million boardings for the 12 months to July 2017, 0.5 percent above the monthly target
- ii. morning peak congestion on the arterial network was five percentage points less than in July 2016, comparable to July 2014 levels, with a key factor being the opening of the Waterview Tunnel
- iii. local road deaths and serious injuries continue to trend upwards.

Purpose

1. The attached Monthly Indicators Report provides an overview of AT's performance against its Statement of Intent (SOI) performance measures for July 2017. The report also provides supplementary information on the wider Auckland context as well as AT's public transport, road operations and maintenance, and customer response activities.
2. This covering report also highlights key trends and significant shifts in the monthly reporting statistics and provides a summary of performance against the SOI measures.

Highlights from the July monthly indicators report

3. As reflected in the summary of performance against the SOI in the table below, the July monthly report shows strong performance in some areas while in others, targets have not been met.

Public Transport

4. July 2017 was a strong month for public transport, with total boardings above the monthly target for July by 0.5 percent. Bus and rail boardings were above their monthly targets for July, however ferry boardings were below target by 7.1 percent.
 - Overall public transport totalled 88.9 million boardings for the 12 months to July 2017, an increase of 7.3 percent, or 6.0 million boardings, on the 12 months to July 2016.
 - Rail boardings totalled 19.8 million for the 12 months to July 2017, an increase of 16.9 percent, or 2.9 million boardings, on the 12 months to July 2016.
 - Bus boardings totalled 62.9 million for the 12 months to July 2017, an increase of 4.8 percent, or 2.9 million boardings, on the 12 months to July 2016.
 - Ferry boardings totalled 6.2 million for the 12 months to July 2017, an increase of 4.2 percent, or 0.2 million boardings, on the 12 months to July 2016.
5. Boardings on the rapid and frequent network totalled 35.3 million in the 12 months to July 2017, an increase of 12.9 percent, or 4.0 million boardings, on the 12 months to July 2016. In percentage terms, this increase was faster than the 7.3 percent increase in total boardings. Growth in rapid and frequent network boardings was primarily driven by growth in boardings on the rapid transit network (rail and busway), which accounted for 3.6 million additional boardings.
6. The total public transport farebox recovery ratio was 46.8 percent in the month of July 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 July 2017. Forecast patronage growth will partly offset both of these impacts and the SOI target is forecast to be achieved for the full 2017/18 financial year.

Cycling

7. 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 July 2017 met 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 July 2017 also met the monthly target.
8. An SOI target of 10km has been set for new cycleways for the 2017/18 year. Due to delays, some projects are now not due for completion until 2018/19. In July, the first 400 metres of the Waterview Shared Path opened, including the Alford St bridge which connects the suburb of Waterview to the Unitec campus.

Travel times, congestion levels and safety

9. Freight interpeak 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. Travel time targets were either met or exceeded on nine of the ten key

freight routes in July, whilst one route did not meet its target. All 10 freight routes continue to operate relatively efficiently at levels of Service B or C (50 to 90 percent of the posted speed limit).

10. The month of July 2017 saw a five percentage point reduction in morning peak congestion on the arterial network compared to July 2016, with congestion dropping from 18 percent in July 2016 to 13 percent in July 2017. The figure for July 2017 is comparable the result for July 2014. Given that network congestion is increasing at an average of 2-3 percent per annum, the improvement highlights the positive network-wide impact of the Western Ring Route (particularly the opening of the Waterview Tunnel).
11. The target relating to the reduction in local road deaths and serious injuries was not met. Analysis suggests that economic and population growth and changes in travel patterns are continuing to have an impact, in particular on pedestrians and motorcyclists. AT is working with NZ Police, the New Transport Agency and ACC to agree activities to address this upward trend, including speed management implementation plans and revised road safety action plans for 2017/18.

Summary of performance against SOI measures

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

Table One: Performance against SOI targets					
Theme	<u>On target to exceed</u> measures	<u>On target to meet</u> measures	<u>Not on target to meet</u> measures	<u>Non-reporting period</u>	<u>Total</u> measures
Prioritise rapid, high frequency public transport	0	3	0	0	3
Transform and elevate customer focus and experience	0	2	1	7	10
Build network optimisation and resilience	8	6	1	3	18
Ensure a sustainable funding model	0	0	1	0	1
Develop creative, adaptive, innovative implementation	0	0	0	4	4
Total	8	11	3	14	36

Attachments

Attachment Number	Description
1	Auckland Transport Monthly Indicators Report 2017/18 – July 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 Monthly Indicators Report 2017/18

July 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: 88,879,148	Page 9
	Total rail boardings (millions)		21.06 million													12 month rolling total: 19,791,176	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)		Increase at faster rate than total boardings													12.9% growth in RTN + FTN boardings exceeds 7.3% growth in total boardings	Page 9
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service		85%													Non-reporting period	Page 11
	Percentage of residents satisfied with the quality of roads in the Auckland region		70%													Non-reporting period	Page 12
	Percentage of residents satisfied with the quality of footpaths in the Auckland region		65%													Non-reporting period	Page 12
	Percentage of residents satisfied with road safety in the Auckland region		60–65%													Non-reporting period	Page 12
	PT punctuality (weighted average across all modes)		94%													YTD average: 95.8%	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%														Non-reporting period	Page 14
		Consultation with local board: 60%														Non-reporting period	Page 14
Build network optimisation and resilience	Arterial road productivity		55% of the ideal achieved													12 month rolling average: 61%	Page 20
	New cycleways added to regional cycle network		10 km													YTD completion: 0.4km	Page 24
	Annual number of cycling trips in designated areas in Auckland (all day)		1.8 million													YTD: 114,871	Page 24
	Annual cycle movements in the Auckland city centre		1.863 million													YTD: 117,602	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	 												12 month rolling average travel times: SEART E - 12mins SEART W - 11mins Harris E - 13mins Harris W - 11mins GSR N - 13mins GSR S - 13mins Kaka E - 8mins Kaka W - 7mins Wairau W - 9mins Wairau E - 9mins	Page 21–23

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%	●												July 2017 result: 46.8%	Page 25
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70–90%													Non-reporting period	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

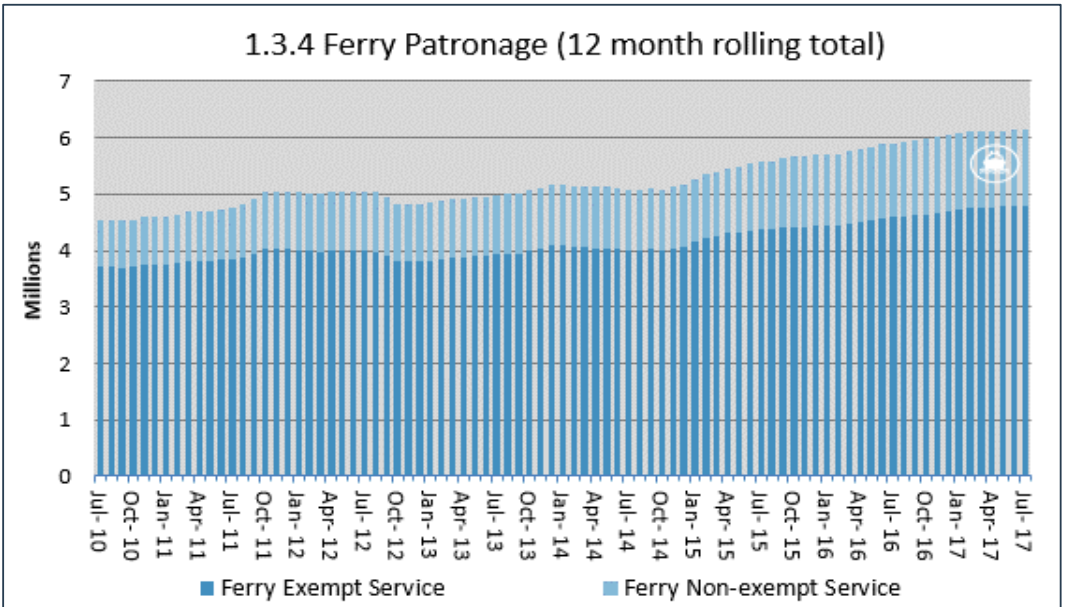
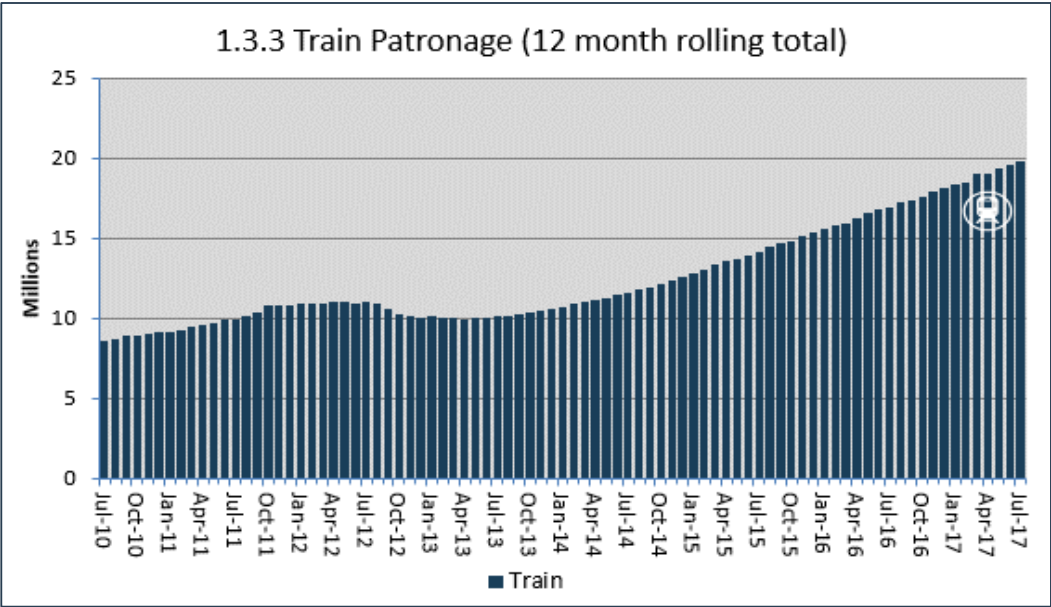
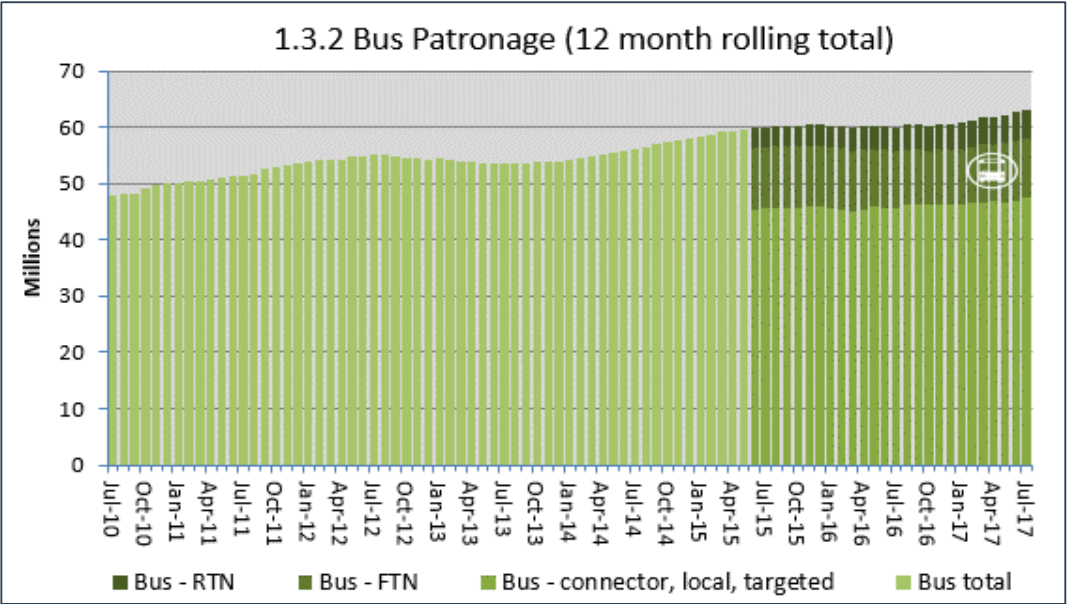
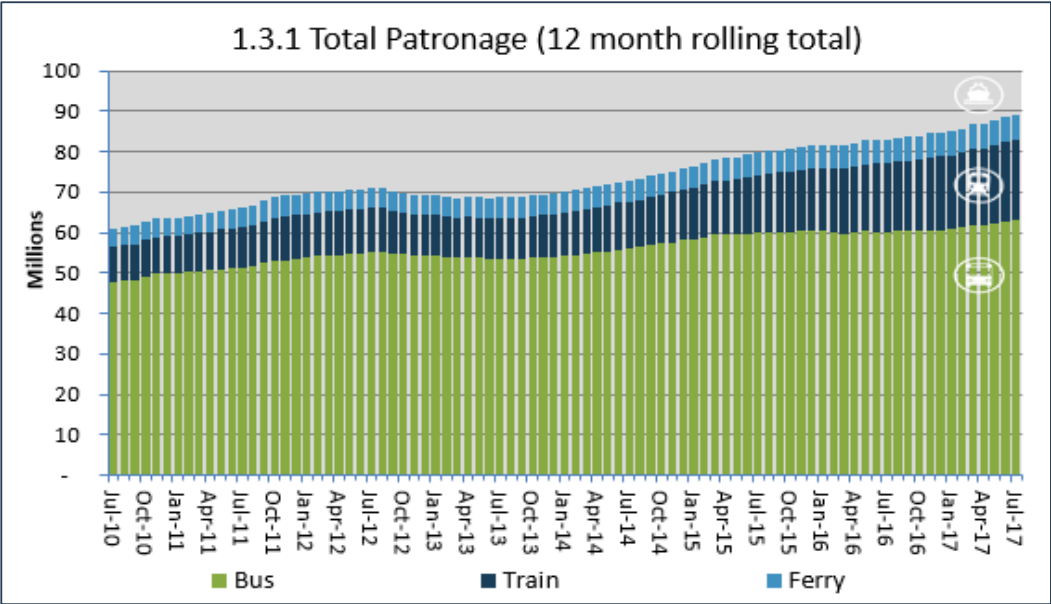
1.2 Department of Internal Affairs (DIA) mandatory performance measures¹

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 April 2017: 615 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: 87%	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%													Non-reporting period	Page 28
		Rural 91%													Non-reporting period	Page 28
	Percentage of the sealed local road network that is resurfaced	7.5%	●												Exceeded monthly trajectory to meet target.	Page 29
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													Non-reporting period	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

	July - 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:	5,038,050	↑ 4.7%	4,988,342	↑ 1.0%	5,038,050	↑ 4.7%	4,988,342	↑ 1.0%	65,320,000	65,056,158
2. Train (Rapid) Total:	1,674,479	↑ 13.3%	1,658,691	↑ 1.0%	1,674,479	↑ 13.3%	1,658,691	↑ 1.0%	21,060,000	21,426,249
3. Ferry (Connector Local) Total:	430,187	↑ 1.0%	463,129	↓ -7.1%	430,187	↑ 1.0%	463,129	↓ -7.1%	6,630,000	6,662,168
Total Patronage	7,142,716	↑ 6.4%	7,110,161	↑ 0.5%	7,142,716	↑ 6.4%	7,110,161	↑ 0.5%	93,010,000	93,144,576
Rapid and Frequent	3,088,694	↑ 12.5%	3,127,687	↓ -1.2%	3,088,694	↑ 12.5%	3,127,687	↓ -1.2%	36,786,000	36,747,007

	July - 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:	5,038,050	4,811,011	227,039	4.7%	4.7%	62,934,419	0.4%	2,903,732	4.8%	5,038,050	227,039	4.7%
- Busway (Rapid) Bus	429,419	379,975	49,444	13.0%		4,968,536	1.0%	726,814	17.1%	429,419	49,444	13.0%
- Frequent Bus	984,796	888,179	96,618	10.9%		10,585,072	0.9%			984,796		
- Connector Local Targeted Bus	3,623,835	3,542,857	80,977	2.3%		47,380,811	0.2%	1,716,366	3.8%	3,623,835	80,977	2.3%
2. Train (Rapid) Total:	1,674,479	1,478,454	196,025	13.3%	11.7%	19,791,176	1.0%	2,854,805	16.9%	1,674,479	196,025	13.3%
- Western Line	560,106	522,044	38,062	7.3%		6,820,542	0.6%	959,564	16.4%	560,106	38,062	7.3%
- Eastern Line	475,368	399,149	76,219	19.1%		5,509,449	1.4%	974,583	21.5%	475,368	76,219	19.1%
- Onehunga Line	109,075	102,096	6,979	6.8%		1,376,591	0.5%	172,009	14.3%	109,075	6,979	6.8%
- Southern Line	492,792	424,609	68,183	16.1%		5,651,001	1.2%	657,347	13.2%	492,792	68,183	16.1%
- Pukekohe Line	37,138	30,556	6,582	21.5%		433,593	1.5%	91,302	26.7%	37,138	6,582	21.5%
3. Ferry (Connector Local) Total:	430,187	425,908	4,279	1.0%	1.0%	6,153,553	0.1%	249,634	4.2%	430,187	4,279	1.0%
- Contract	111,066	106,998	4,068	3.8%		1,360,866	0.3%	46,001	3.5%	111,066	4,068	3.8%
- Exempt Services	319,121	318,910	211	0.1%		4,792,687	0.0%	203,633	4.4%	319,121	211	0.1%
Total Patronage	7,142,716	6,715,373	427,343	6.4%	6.0%	88,879,148	0.5%	6,008,171	7.3%	7,142,716	427,343	6.4%
Rapid and Frequent	3,088,694	2,746,608	342,087	12.5%		35,344,784	1.0%	4,042,171	12.9%	3,088,694	342,087	12.5%
Connector Local Targeted	4,054,021	3,968,765	85,256	2.1%		53,534,364	0.2%	1,965,999	3.8%	4,054,021	85,256	2.1%
Total Patronage	7,142,716	6,715,373	427,343	6.4%	6.0%	88,879,148	0.5%	6,008,171	7.3%	7,142,716	427,343	6.4%

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

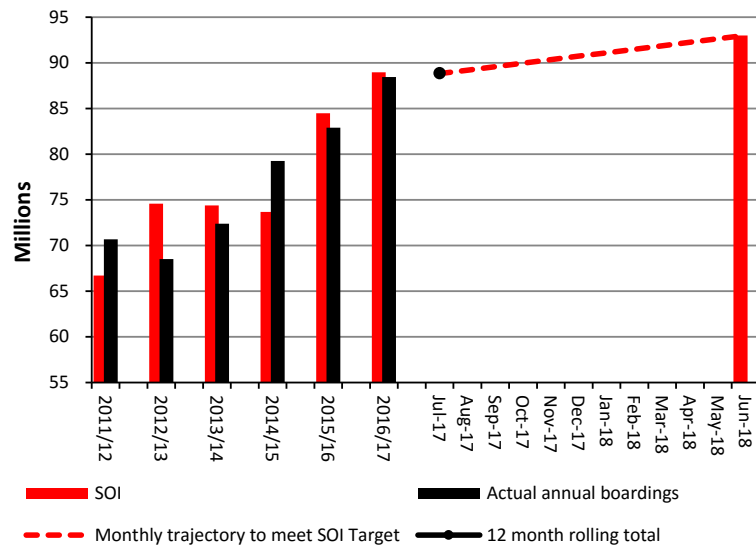
- 2.1 Prioritise rapid, high frequency public transport
- 2.2 Transform and elevate customer focus and experience
- 2.3 Build network optimisation and resilience
- 2.4 Ensure a sustainable funding model
- 2.5 Develop creative, adaptive, innovative implementation

3. DIA mandatory measures**4. AT monthly activity report**

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

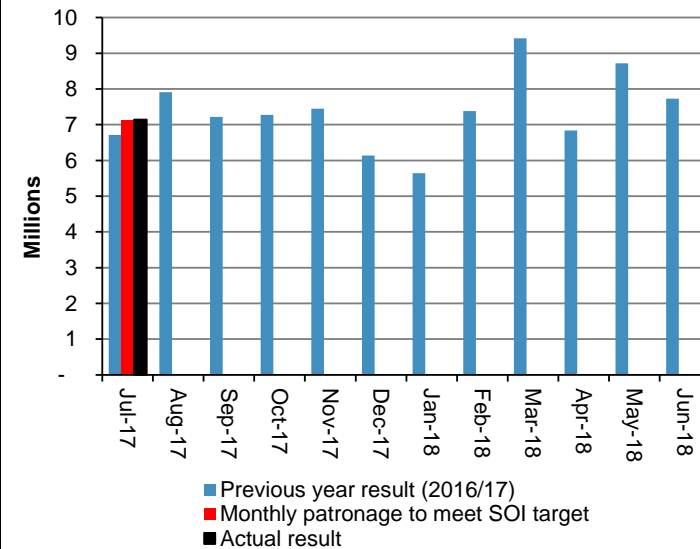
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



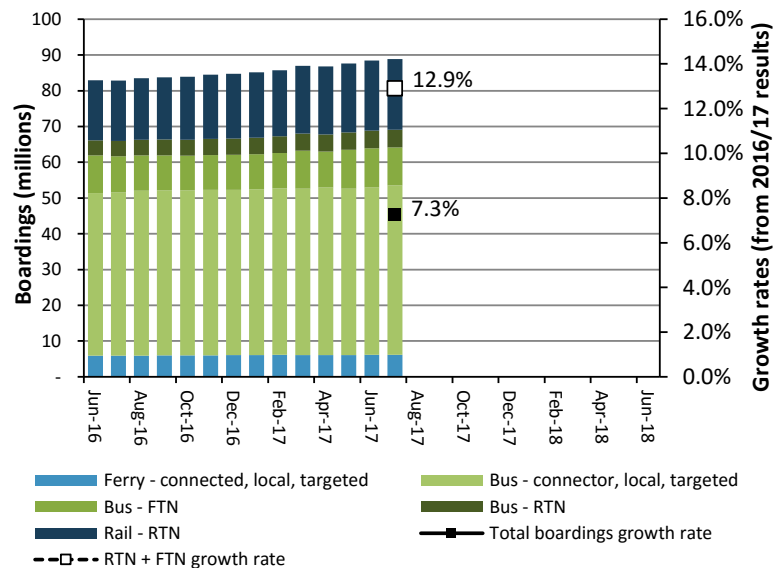
PT patronage totalled 88,879,148 passenger boardings for the 12 months to July 2017, an increase of 0.5% on the 12 months to June 2017 and an increase of 7.3% on the 12 months to July 2016.

2.1.2 Monthly public transport boardings (millions)



July 2017 monthly patronage was 7,142,716, an increase of 6.4% (427,343 boardings) on July 2016. This is normalised to an increase of ~6% 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



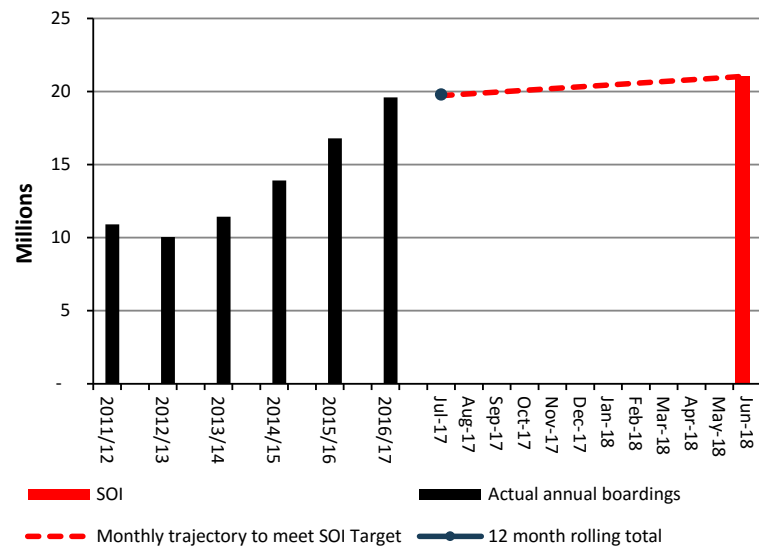
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

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 July 2017 compared to the 12 month rolling total to July 2016.

RTN + FTN patronage increased by 12.9% for the 12 months to July 2017, a faster rate than total patronage, which increased by 7.3%.

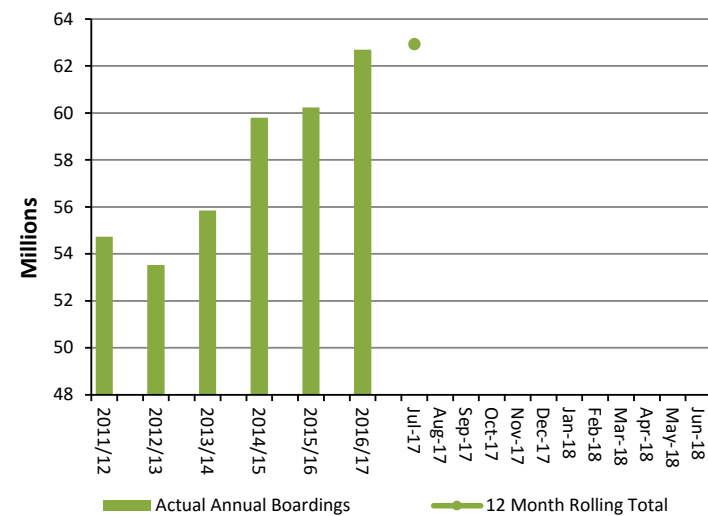
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



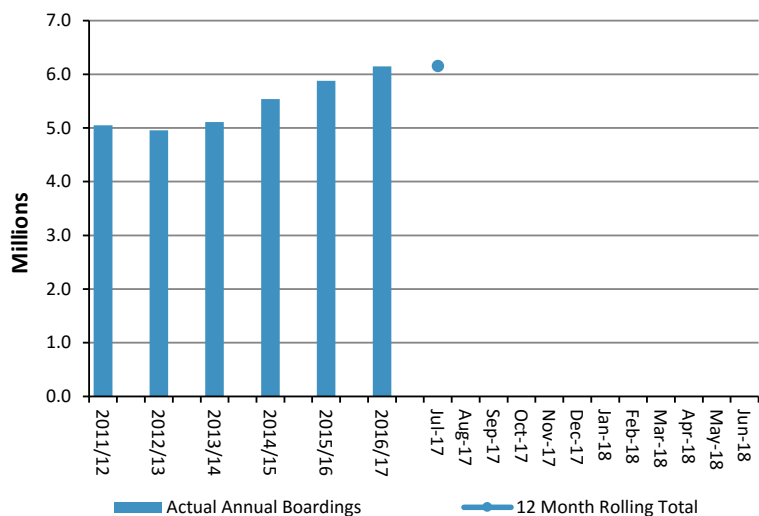
Rail patronage totalled 19,791,176 passenger boardings for the 12 months to July 2017, an increase of 1.0% on the 12 months to June 2017 and 16.9% on the 12 months to July 2016.

2.1.5 Bus boardings (12 month rolling total)



Bus patronage totalled 62,934,419 passenger boardings for the 12 months to July 2017, an increase of 0.4% on the 12 months to June 2017 and 4.8% on the 12 months to July 2016.

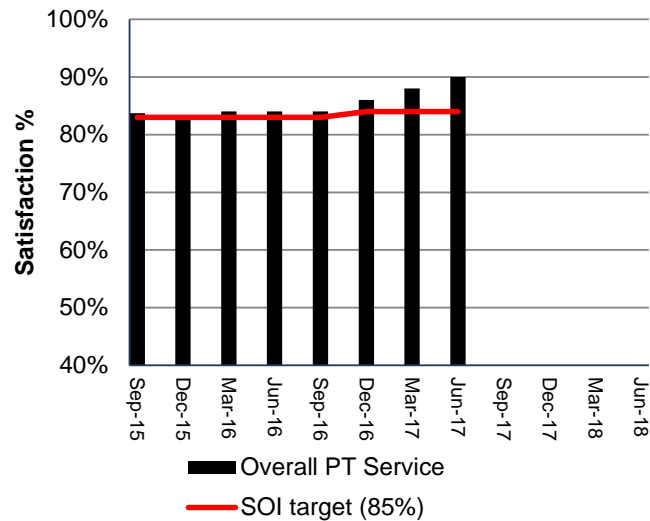
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,153,553 passenger boardings for the 12 months to July 2017, an increase of 0.1% on the 12 months to June 2017 and 4.2% on the 12 months to July 2016.

2.2 Transform and elevate customer focus and experience

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

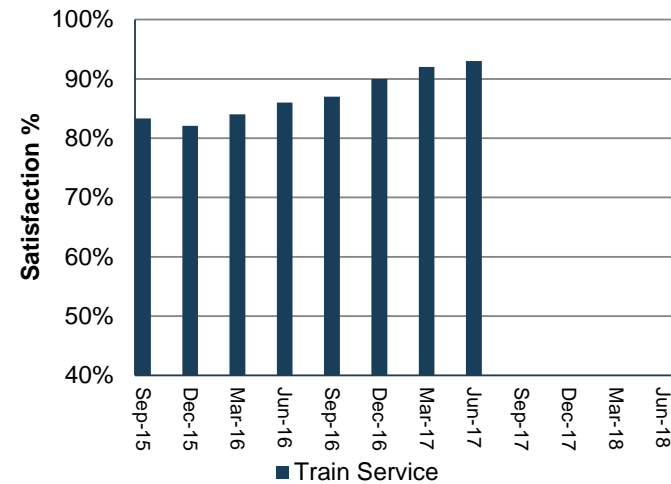


Non-reporting period.

In June 2017, overall satisfaction with public transport services (90%) was up two percentage points compared with the March 2017 result (88%).

Satisfaction was up six percentage points compared to the June 2016 result.

2.2.2 Percentage of passengers satisfied with their train service

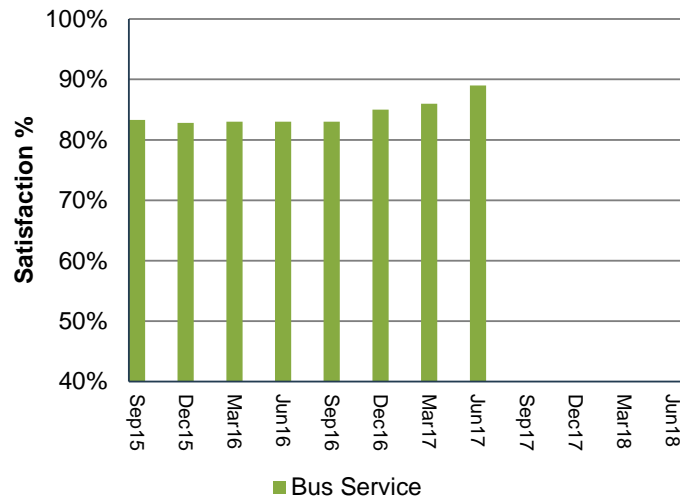


Non-reporting period.

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

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

2.2.3 Percentage of passengers satisfied with their bus service

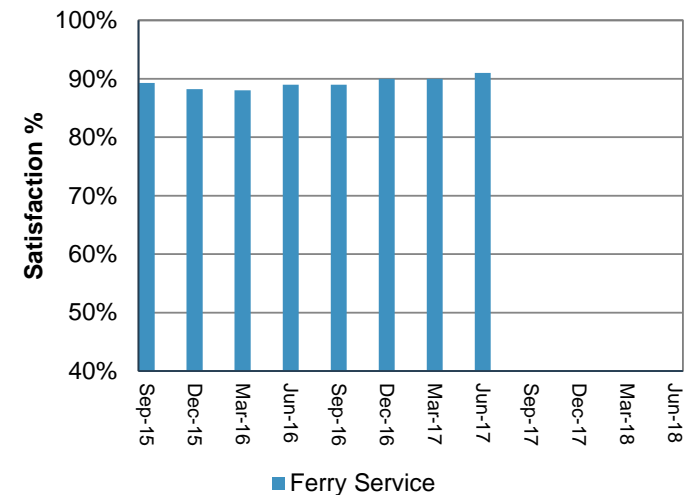


Non-reporting period.

In June 2017, satisfaction with bus services (89%) was up three percentage points compared with the March 2017 result (86%).

Satisfaction was up six percentage points compared to the June 2016 result.

2.2.4 Percentage of passengers satisfied with their ferry service



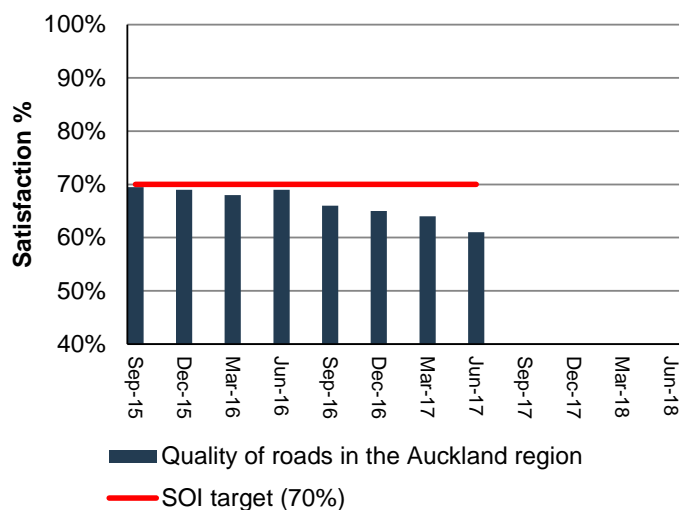
Non-reporting period.

In June 2017, satisfaction with ferry services (91%) was up one percentage point compared with the March 2017 result (90%).

Satisfaction was up two percentage points compared to the June 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

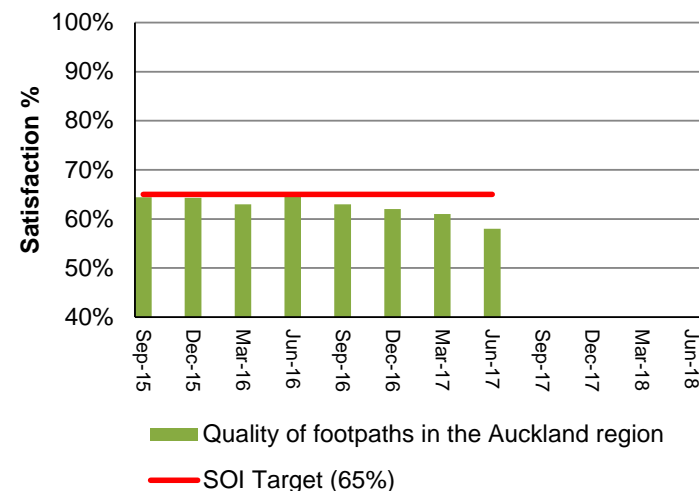


Non-reporting period.

In June 2017, satisfaction with the quality of roads in Auckland (61%) was down three percentage points compared with the March 2017 result (64%).

Satisfaction was down eight percentage points compared to the June 2016 result.

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

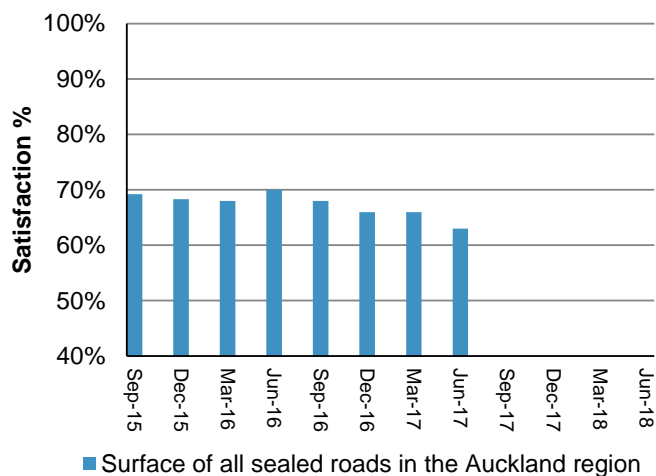


Non-reporting period.

In June 2017, satisfaction with the quality of footpaths in Auckland (58%) was down three percentage points compared with the March 2017 result (61%).

Satisfaction was down seven percentage points compared to the June 2016 result.

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

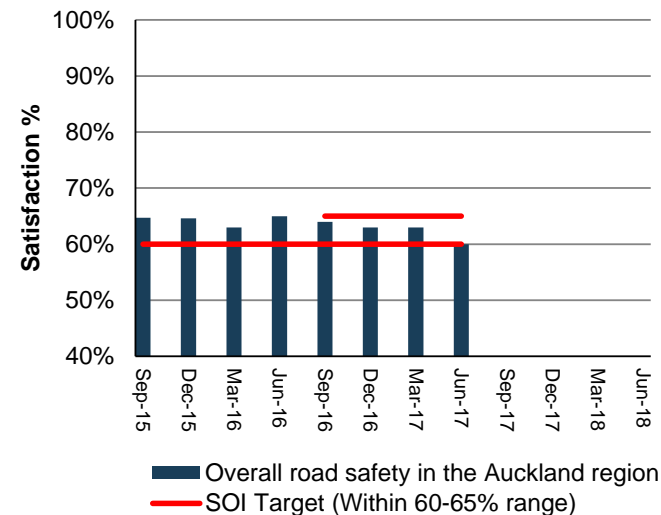


Non-reporting period.

In June 2017, satisfaction with the surface of all sealed roads in Auckland (63%) was down three percentage points compared with the March 2017 result (66%).

Satisfaction was down seven percentage points compared to the June 2016 result.

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



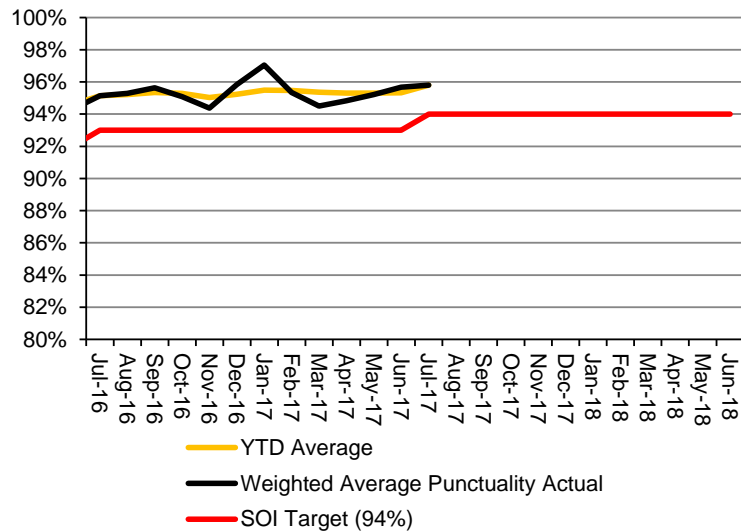
Non-reporting period.

In June 2017, satisfaction with road safety in Auckland (60%) was down three percentage points compared with the March 2017 result (63%).

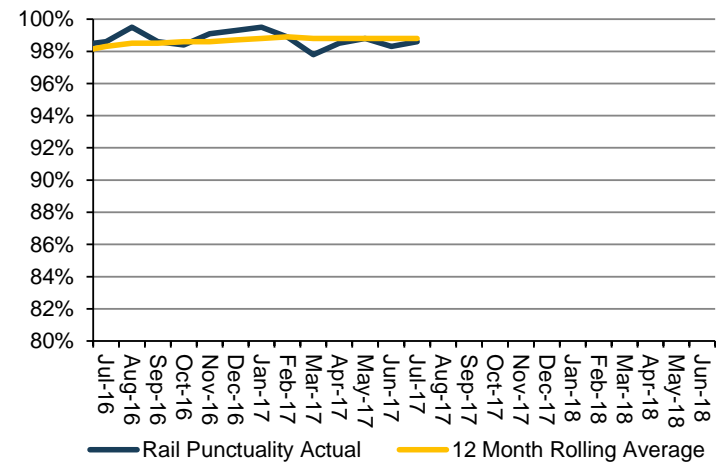
Satisfaction was down five percentage points compared to the June 2016 result.

2.2 Transform and elevate customer focus and experience

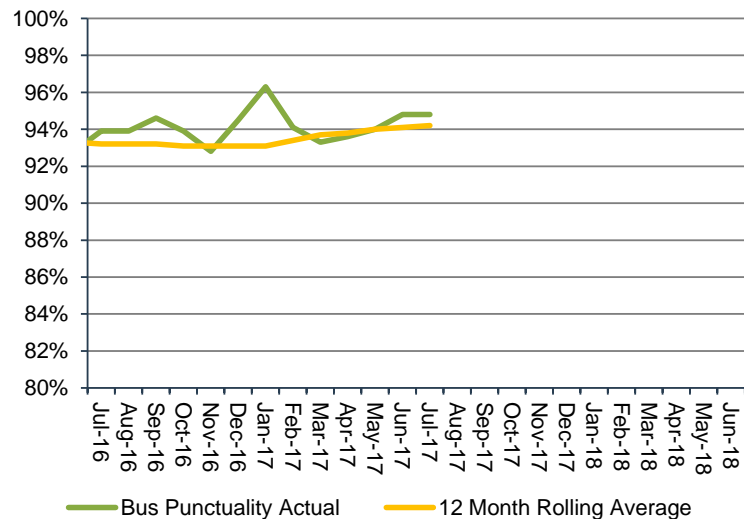
2.2.9 PT punctuality (weighted average across all modes)



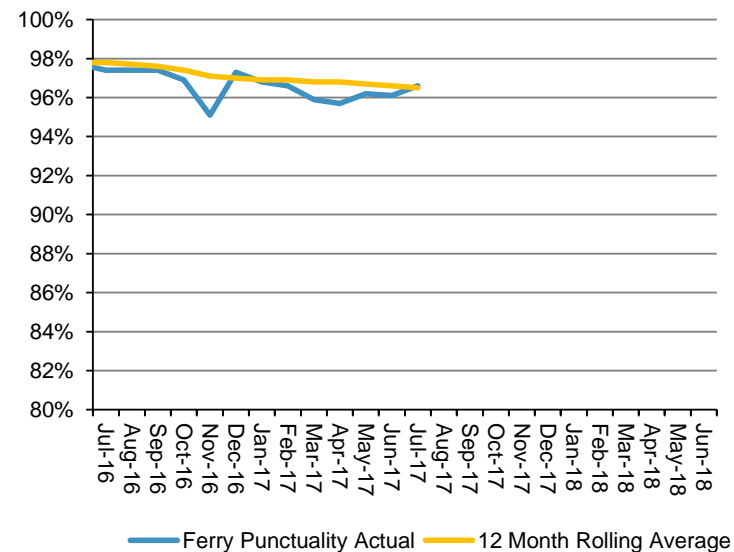
2.2.10 Rail services punctuality



2.2.11 Bus services punctuality

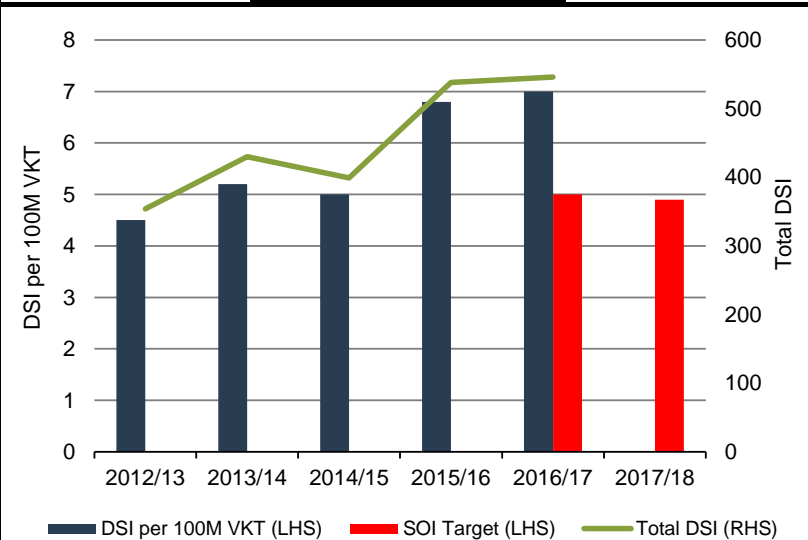


2.2.12 Ferry services punctuality



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)

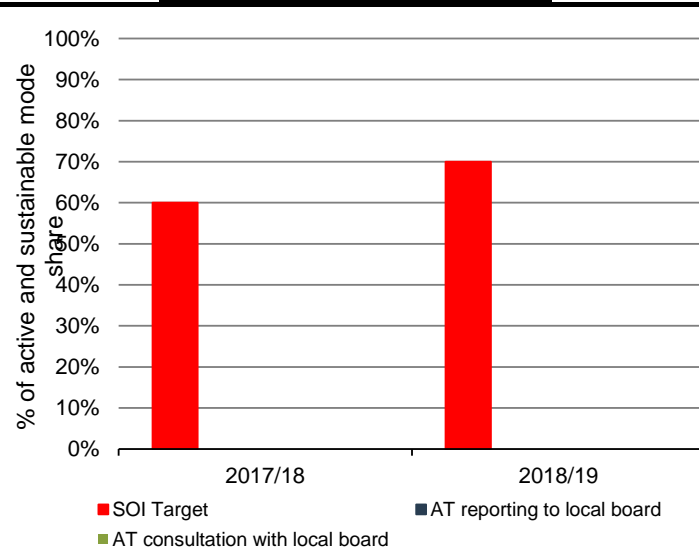


Data reported annually at the end of the financial year.

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



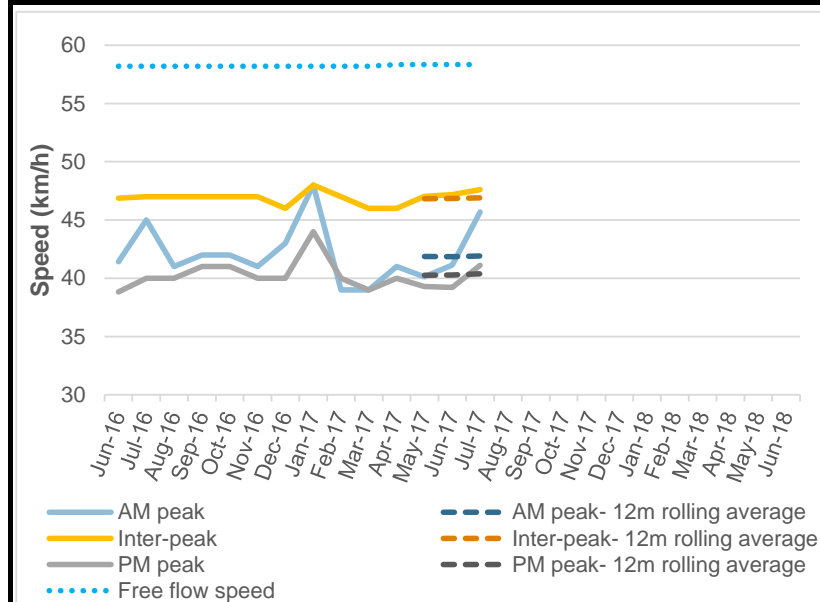
Non-reporting period.

2017/18 targets for local board satisfaction with AT engagement is 60% for both reporting to local board and consultation with local board.

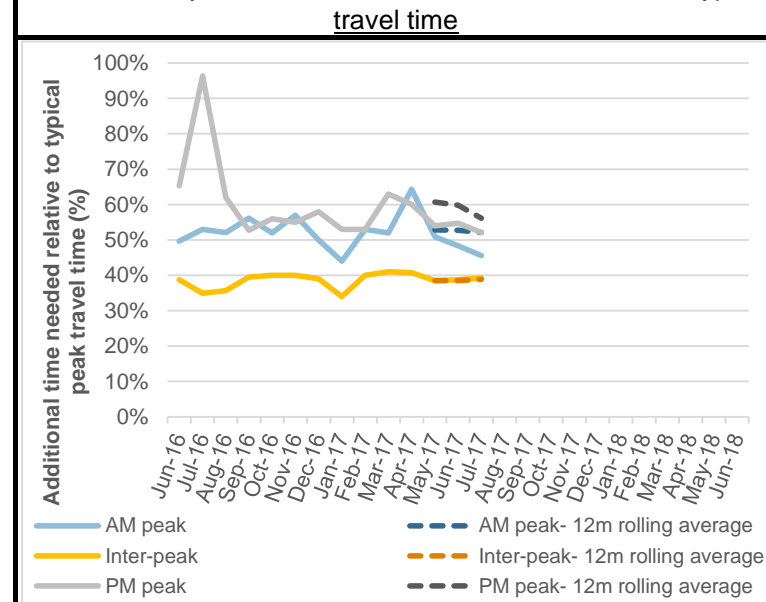
Local board satisfaction results, sourced from the Auckland Council Elected Members Survey Results, are not available every year as the survey is only undertaken every 18 months. The results for this year's survey are due in November 2017.

2.3 Build network optimisation and resilience

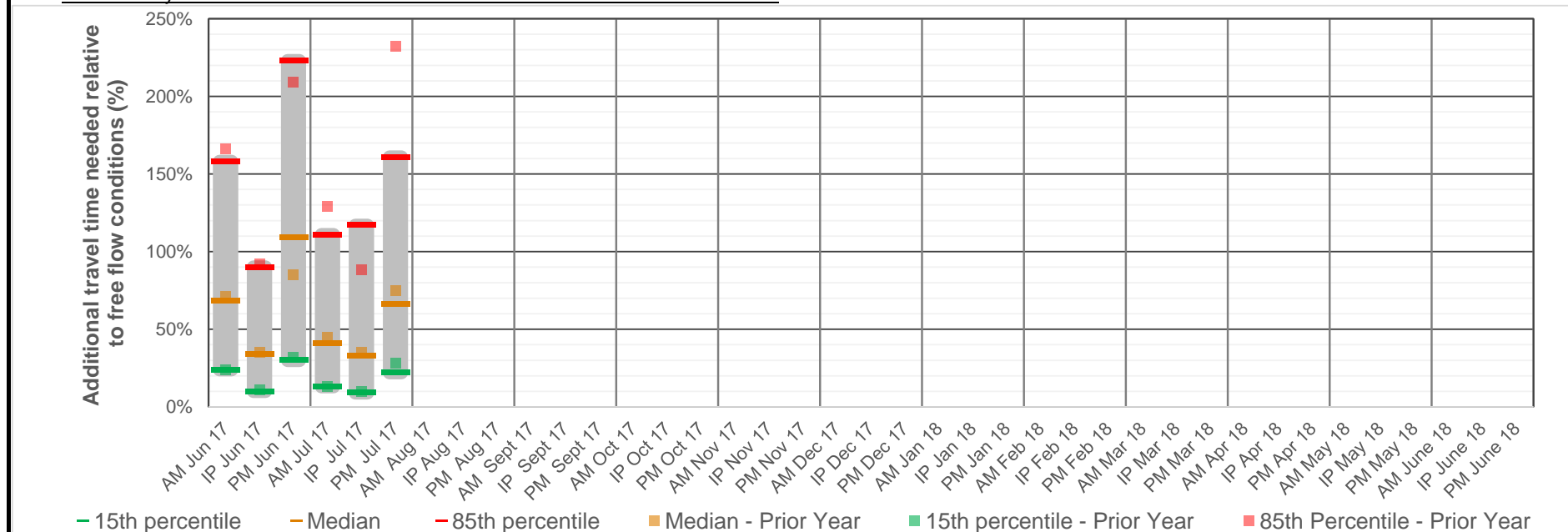
2.3.1 Median travel speed across arterial and motorway network



2.3.2 Reliability: additional travel time needed relative to typical

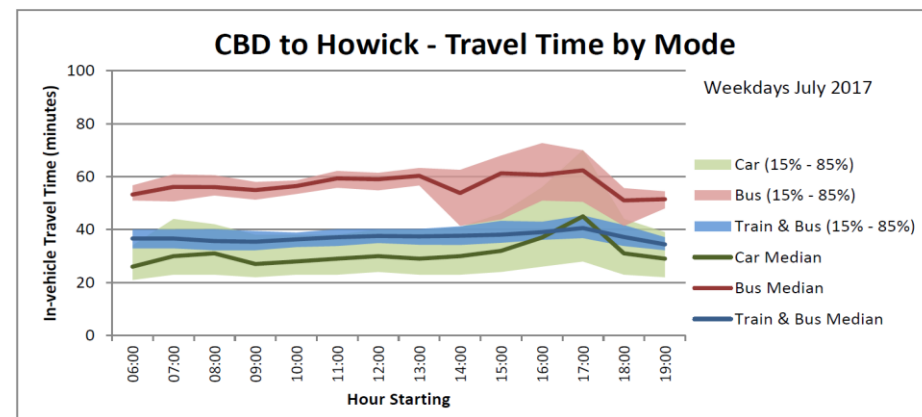
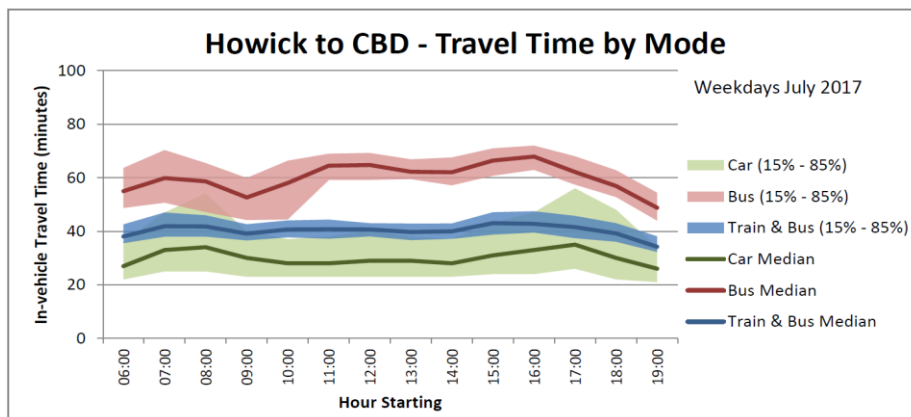
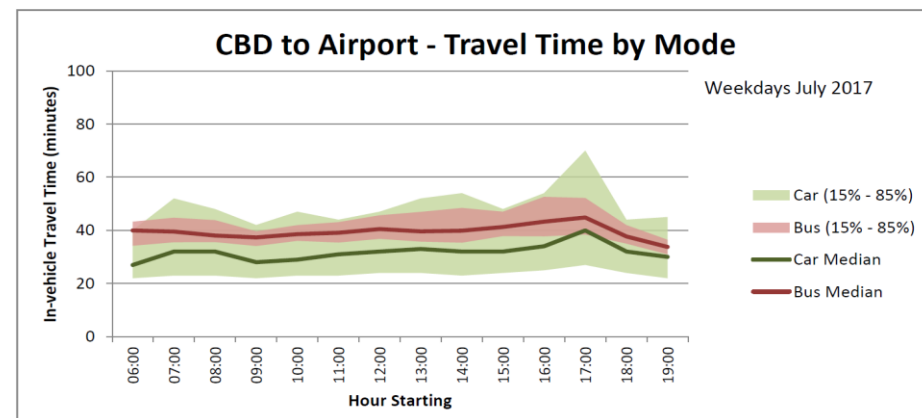
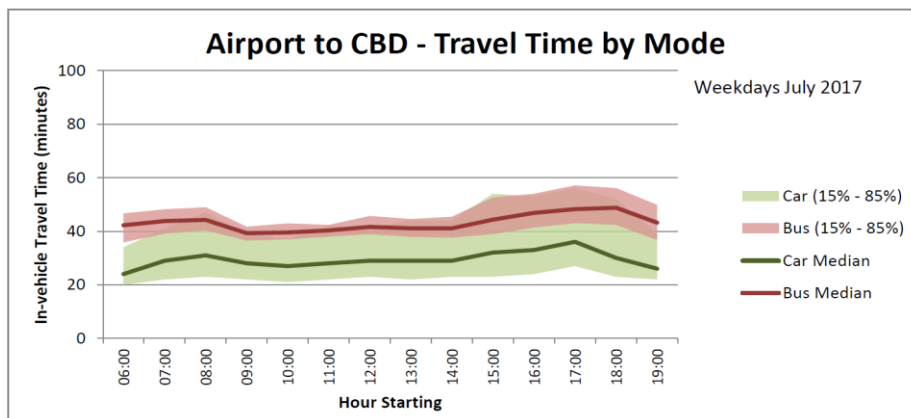
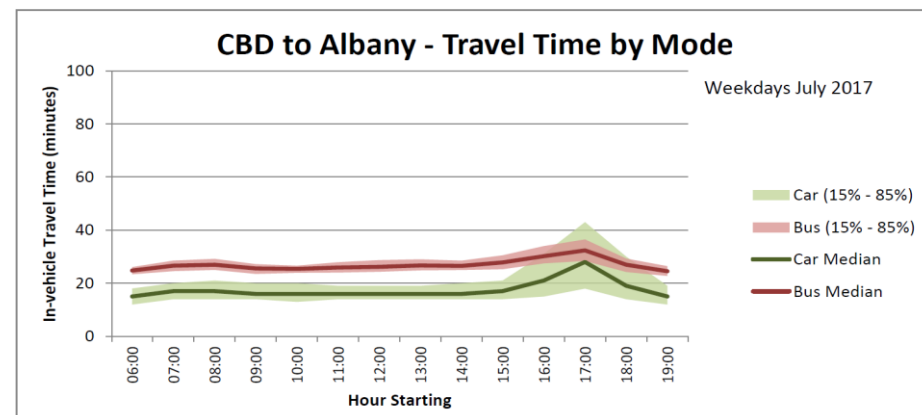
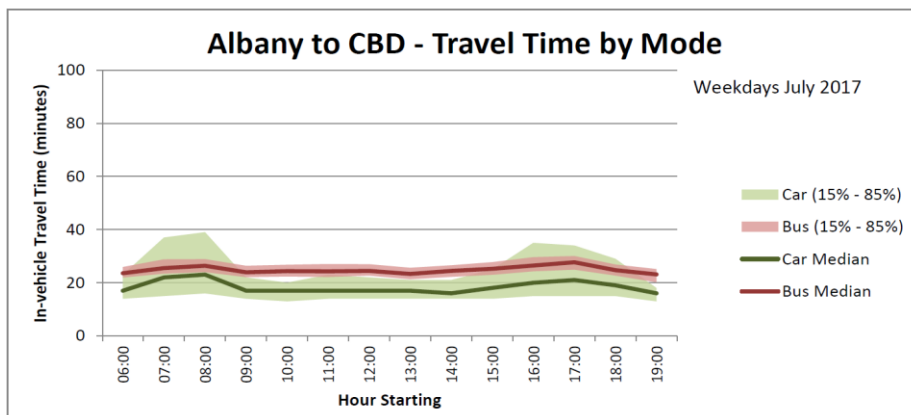


2.3.3 Delay: additional travel time needed relative to free flow conditions



2.3 Build network optimisation and resilience

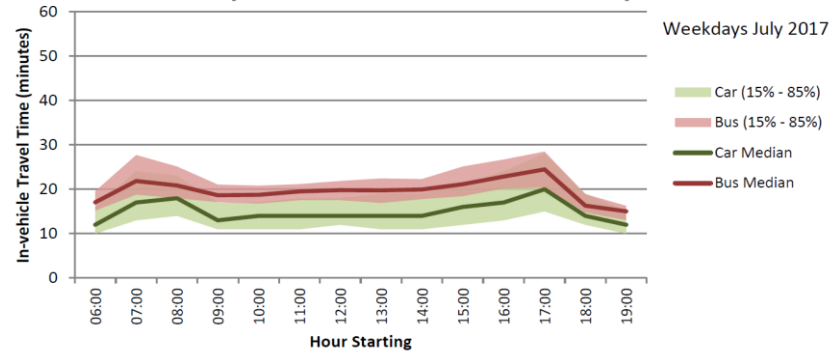
The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.



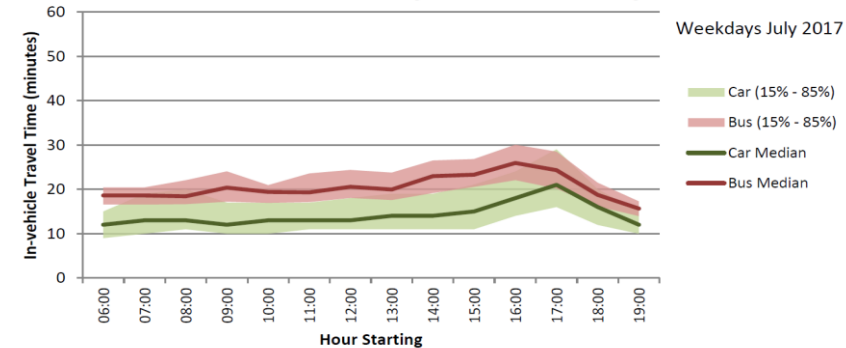
2.3 Build network optimisation and resilience

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.

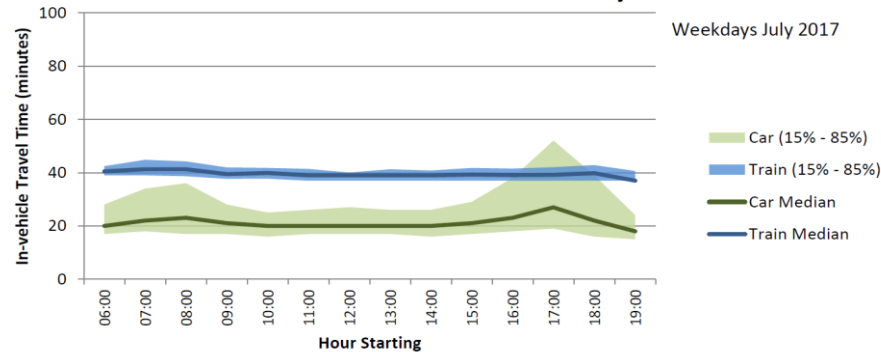
Botany to Panmure - Travel Time by Mode



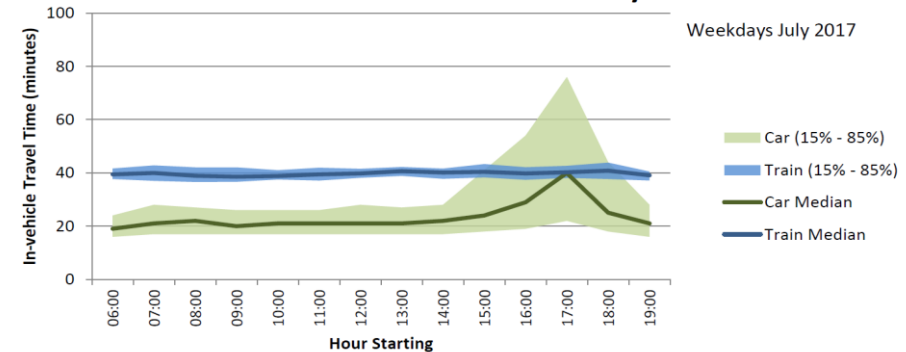
Panmure to Botany - Travel Time by Mode



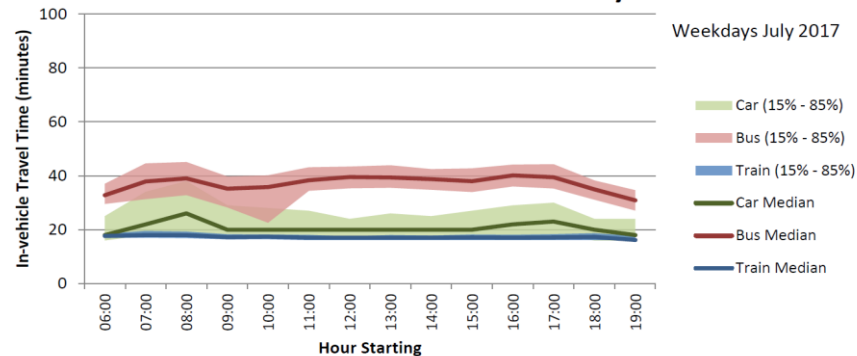
Manukau to CBD - Travel Time by Mode



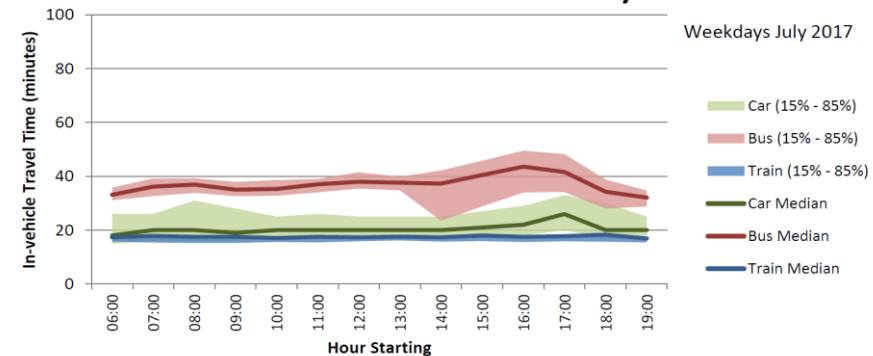
CBD to Manukau - Travel Time by Mode



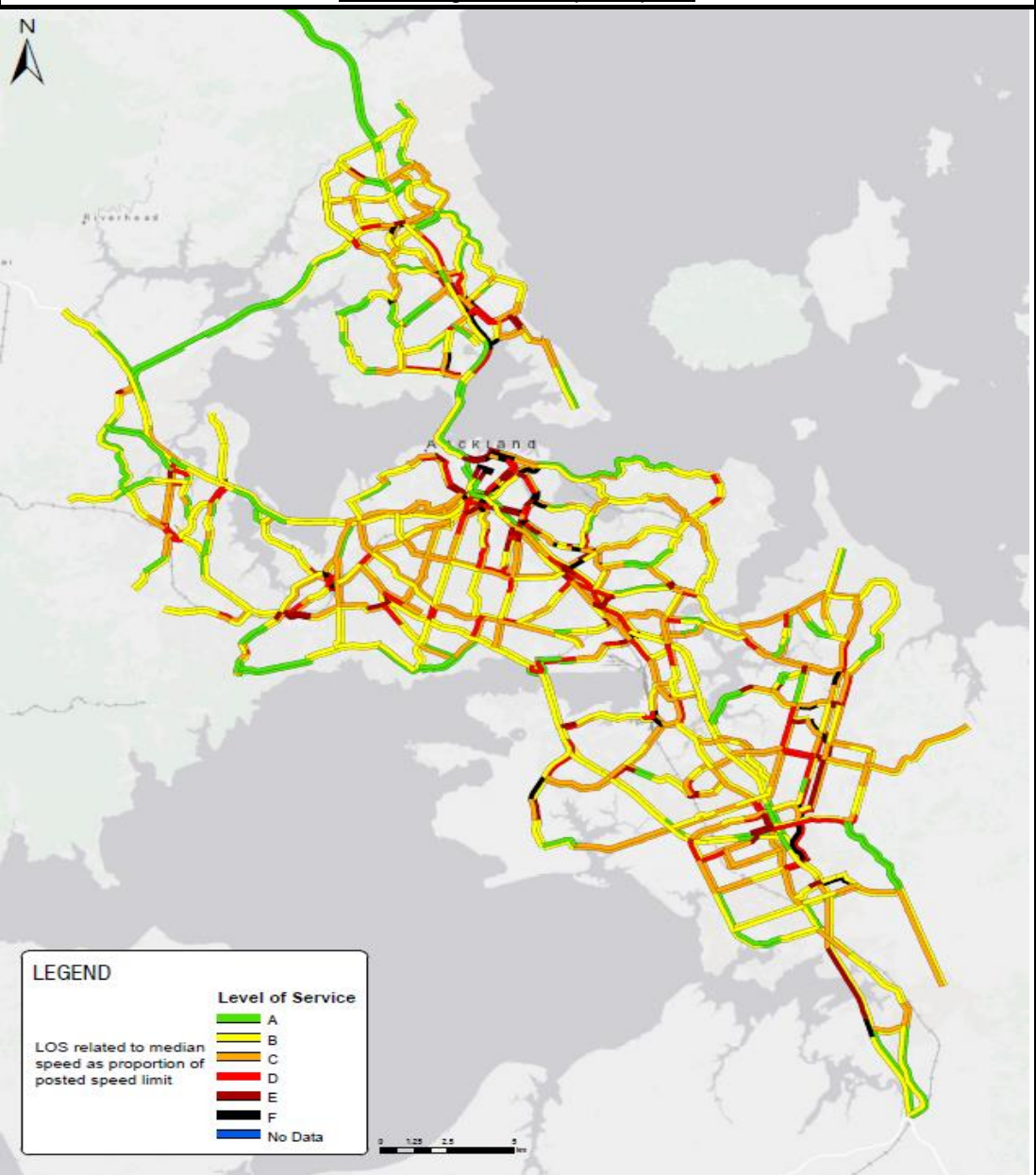
Panmure to CBD - Travel Time by Mode



CBD to Panmure - Travel Time by Mode

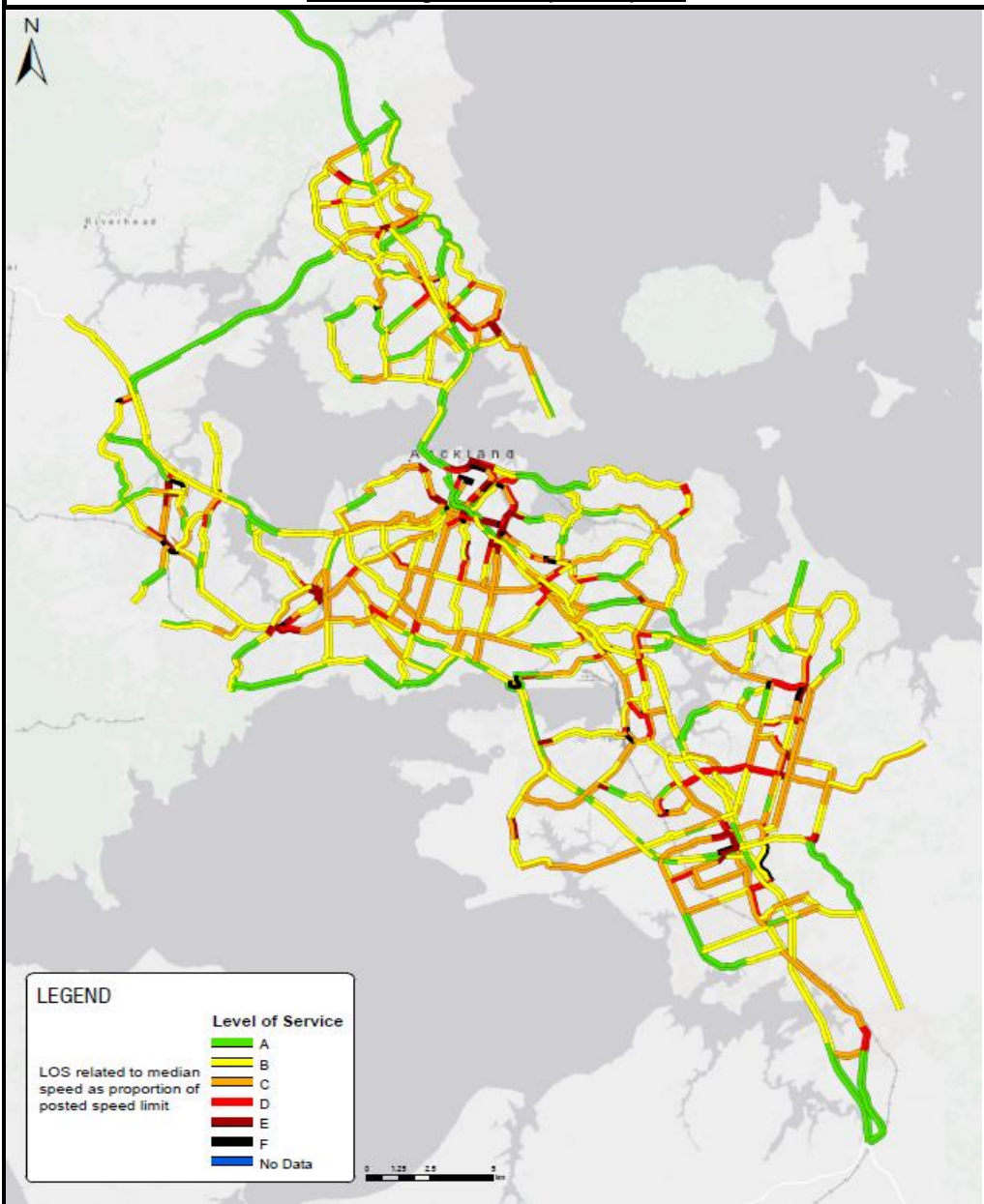


2.3.4 Congestion map AM peak

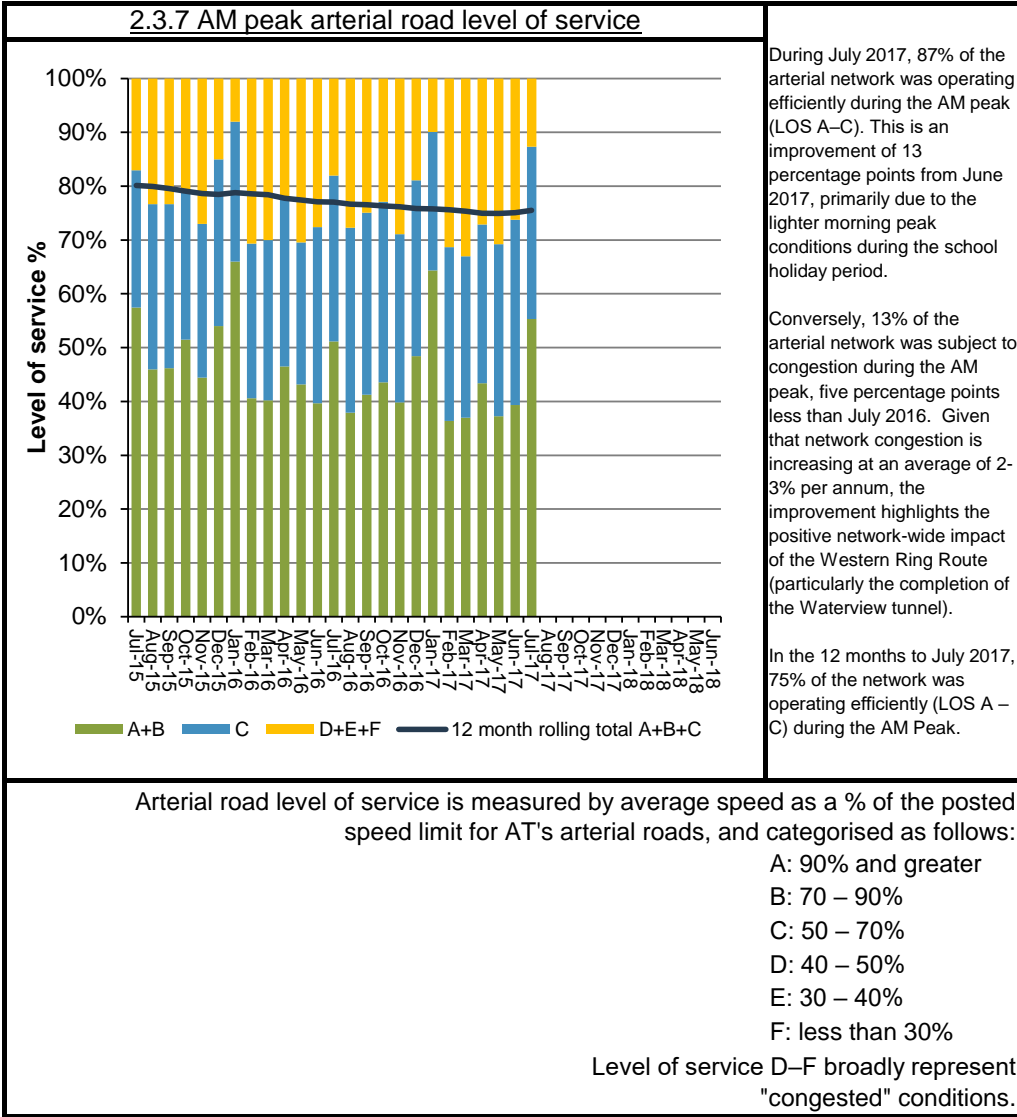
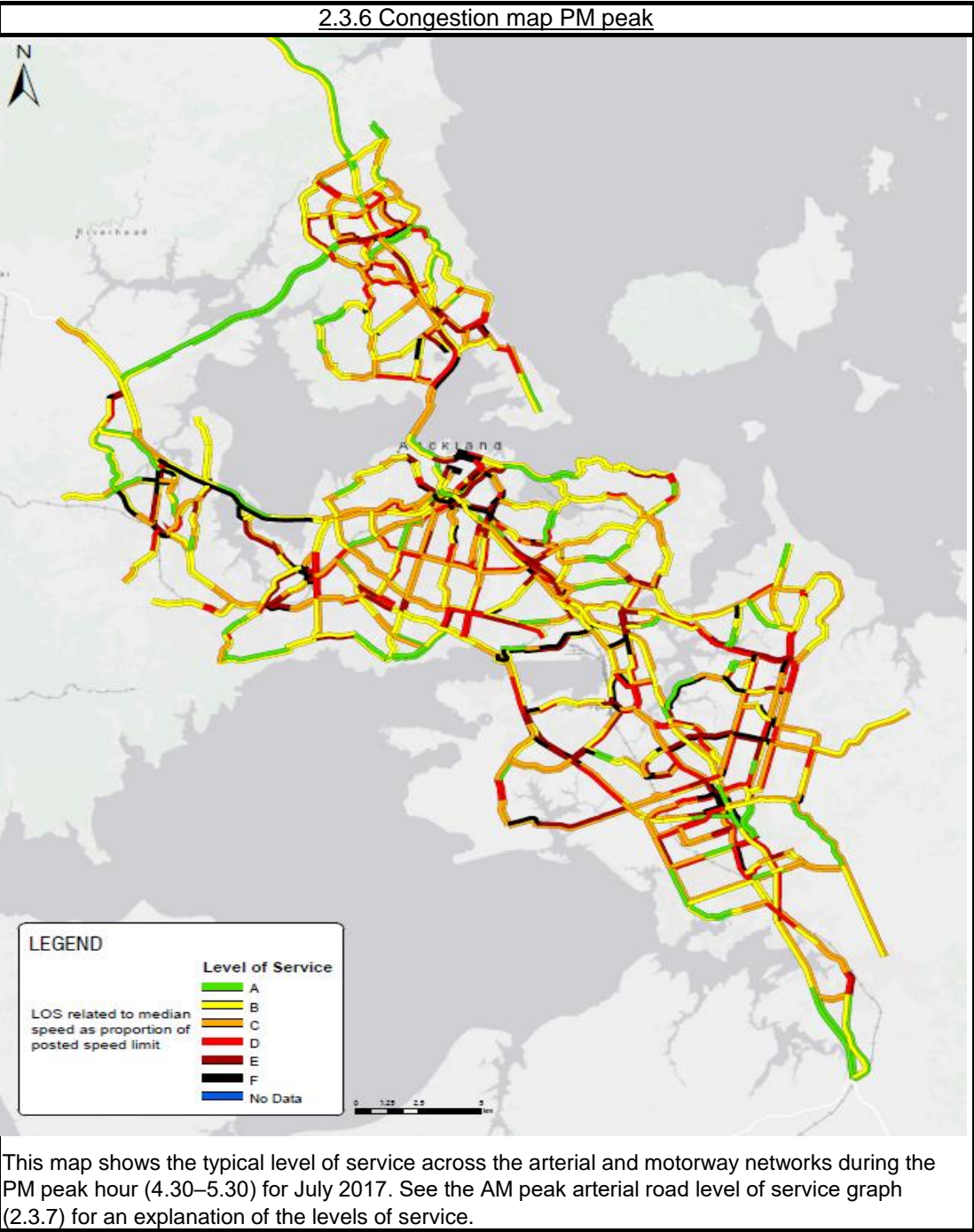


This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for July 2017. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

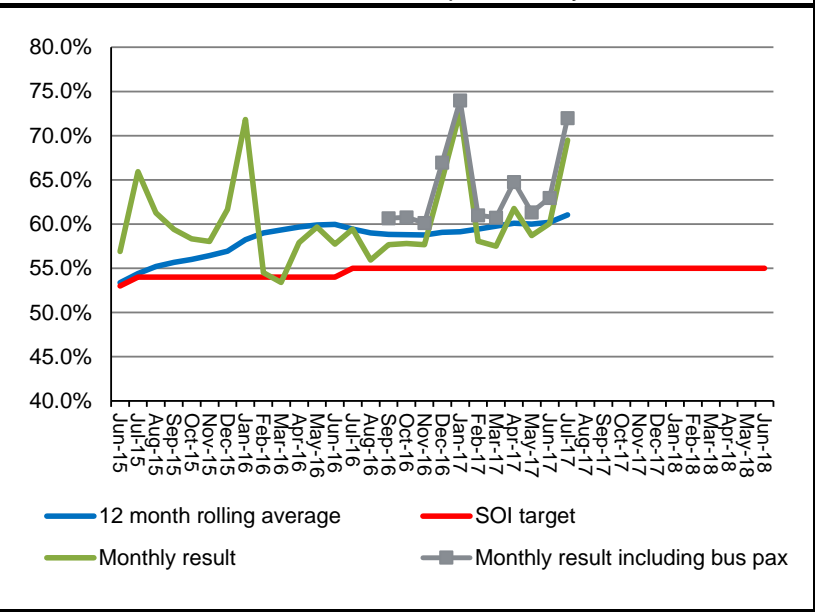
2.3.5 Congestion map inter-peak



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



2.3.8 Arterial road productivity



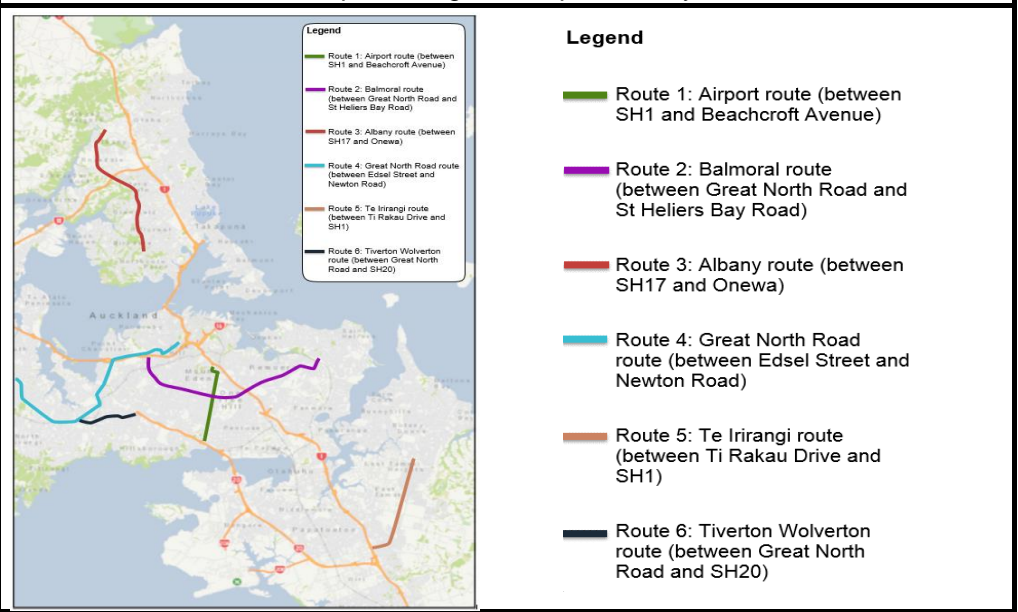
Target exceeded (12 month rolling average in July 2017 = 61%; SOI target 55%). The overall productivity for the month of July 2017 was 69%, and 72% including bus patronage.

This is relatively high and typical for the school holiday period due to lighter peak travel conditions.

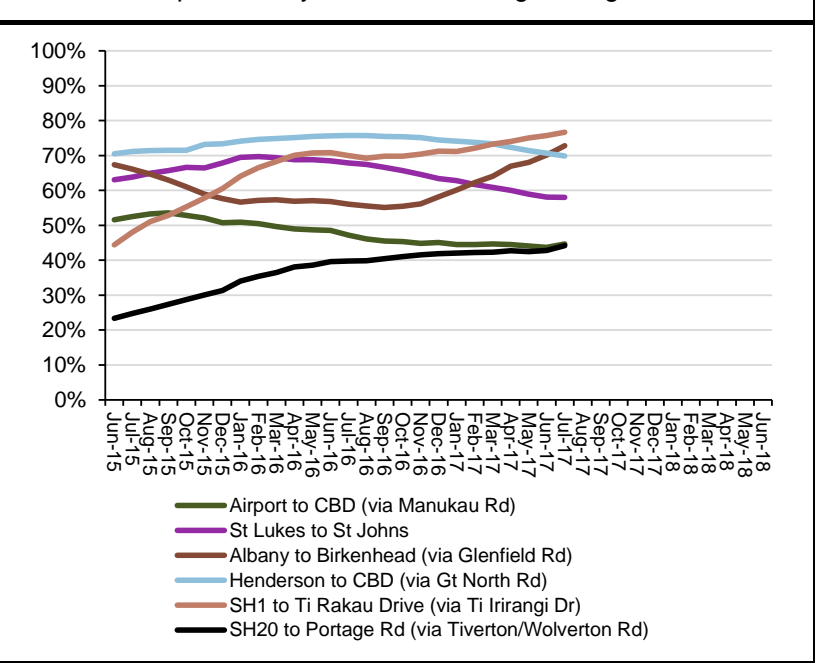
Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of the number of vehicles, their average journey speed and average vehicle occupancy.

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



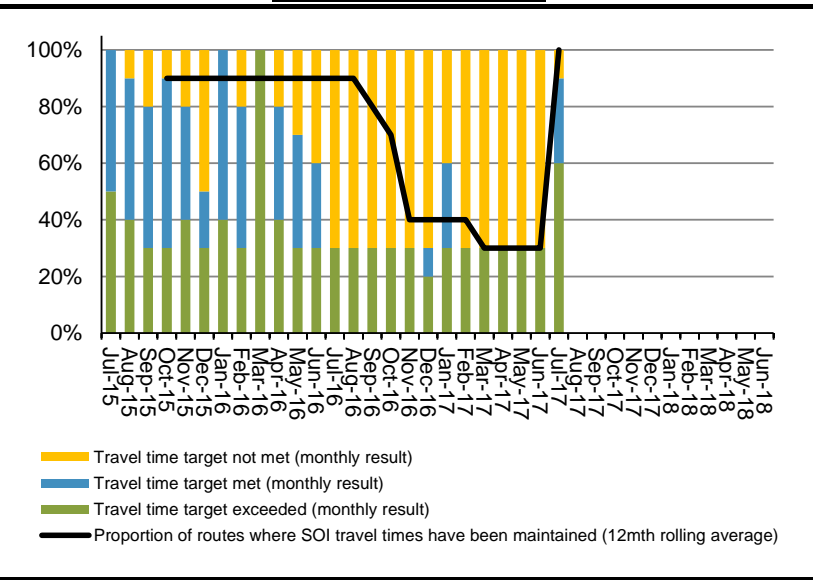
2.3.10 Arterial productivity - 12 month rolling average for each route



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

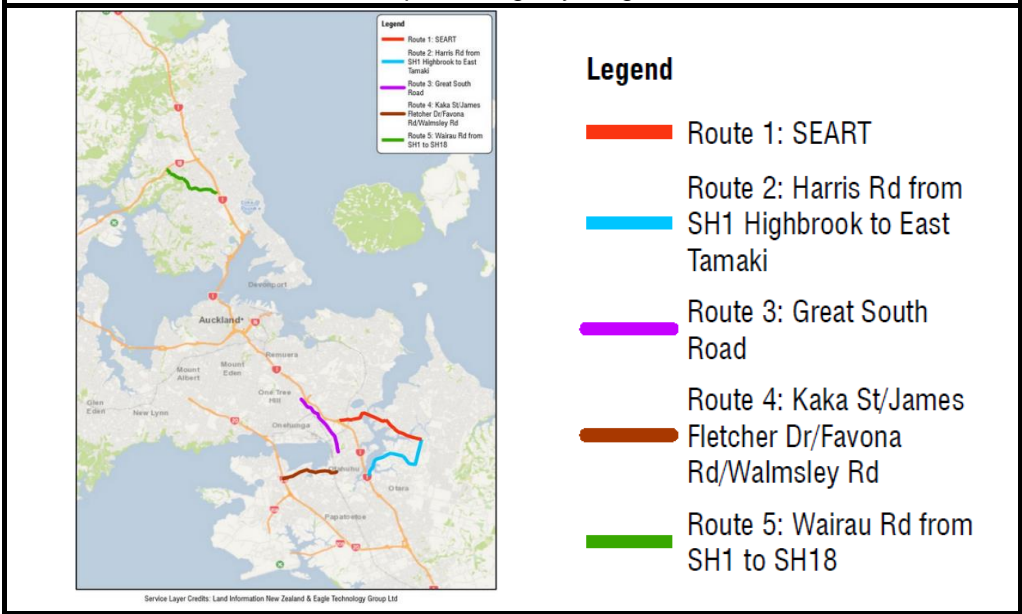
2.3.11 Proportion of key freight routes where SOI travel time targets have been maintained



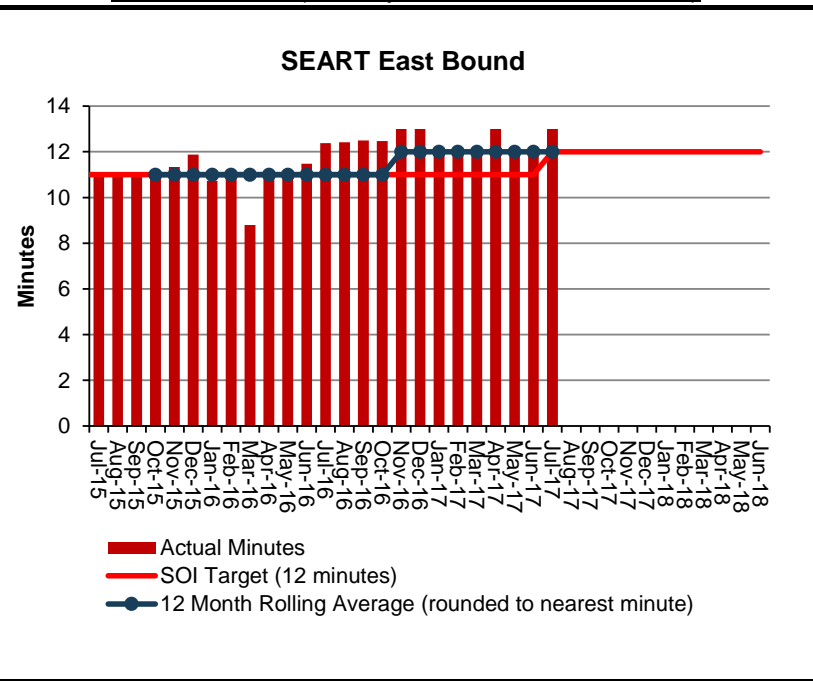
Freight travel time targets were adjusted marginally for 2017/18. Targets for seven of the 10 key routes were increased by 1 minute, while two of the routes each had their targets reduced by 2 minutes.

In July 2017, nine of the 10 key freight routes met or exceeded their interpeak travel time targets, whilst one route did not meet its target. All freight routes continue to operate relatively efficiently at levels of service B or C.

2.3.12 Map showing key freight routes



2.3.13 SEART (from Sylvia Park to East Tamaki)

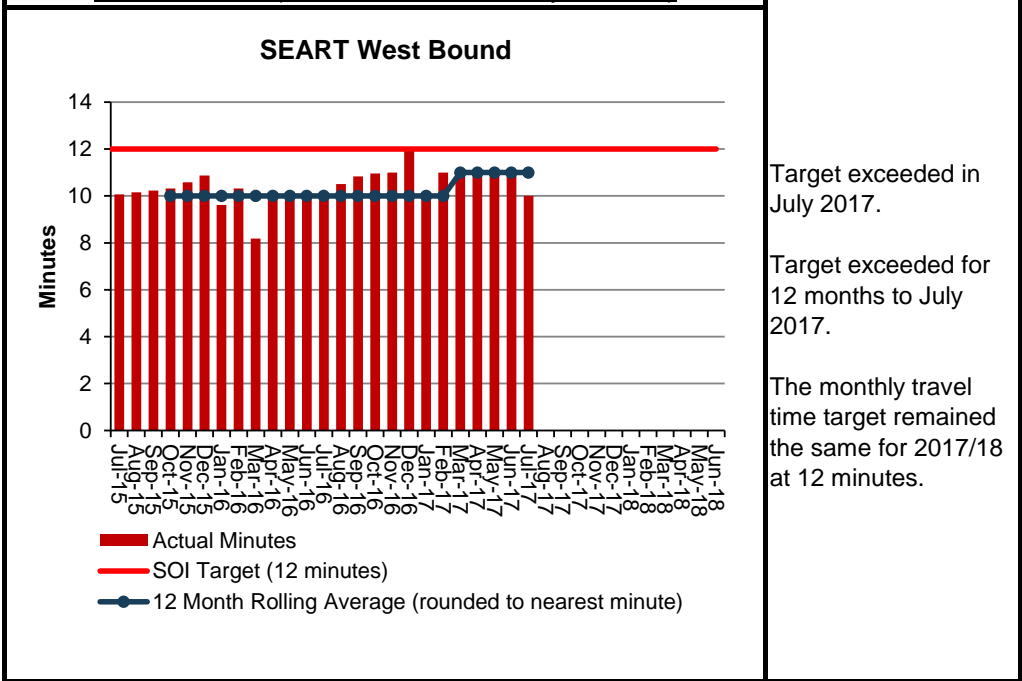


Target not met in July 2017.

Target met for 12 months to July 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)



Target exceeded in July 2017.

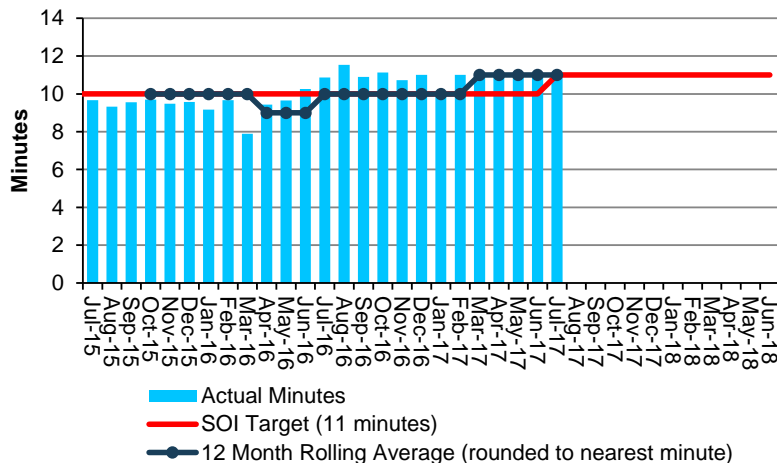
Target exceeded for 12 months to July 2017.

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



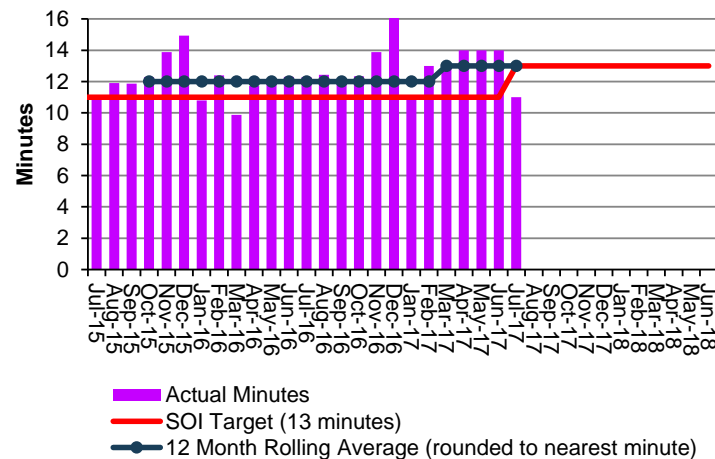
Target met in July 2017.

Target met for 12 months to July 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



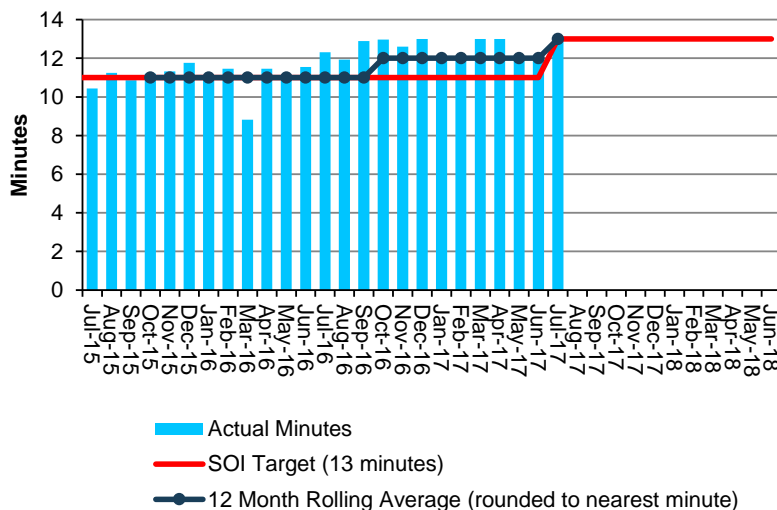
Target exceeded in July 2017.

Target met for 12 months to July 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



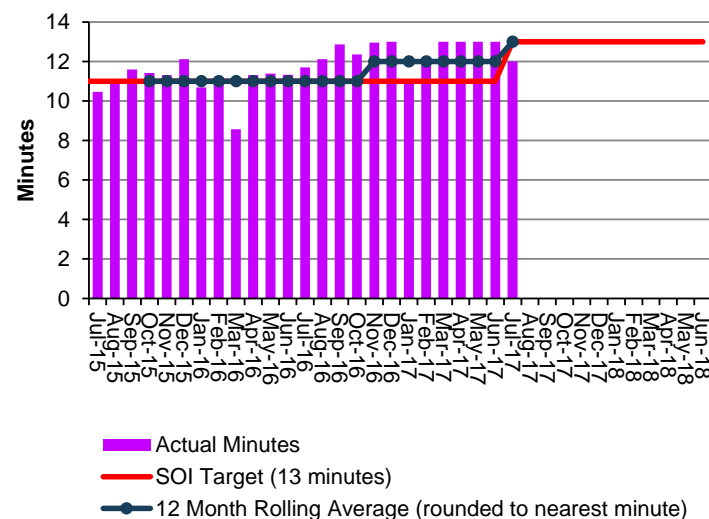
Target met in July 2017.

Target met for 12 months to July 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 July 2017.

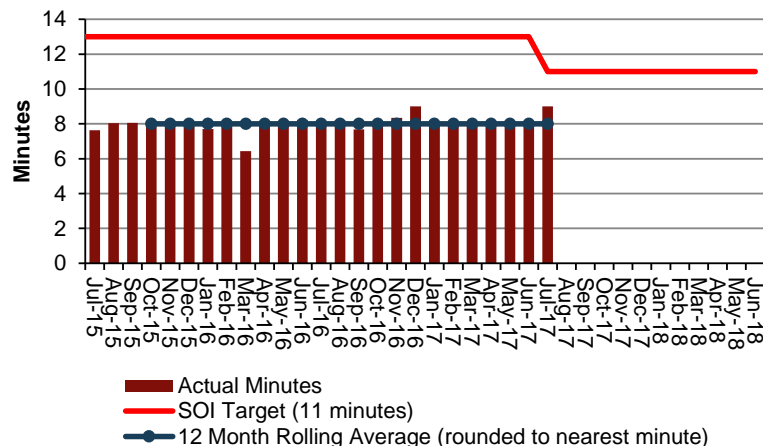
Target met for 12 months to July 2017.

The monthly travel time target increased by 2 minutes to 13 minutes for 2017/18. The improvement is related to lighter school holiday-related traffic and the opening of the Western Ring Route resulting in marginally lighter interpeak traffic demands at the Great South Road / Church Street node.

2.3 Build network optimisation and resilience

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

Kaka St East Bound



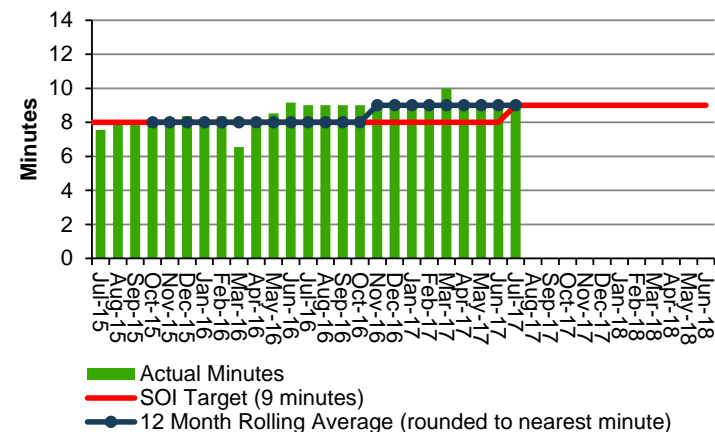
Target exceeded in July 2017.

Target exceeded for 12 months to July 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)

Wairau Rd West Bound



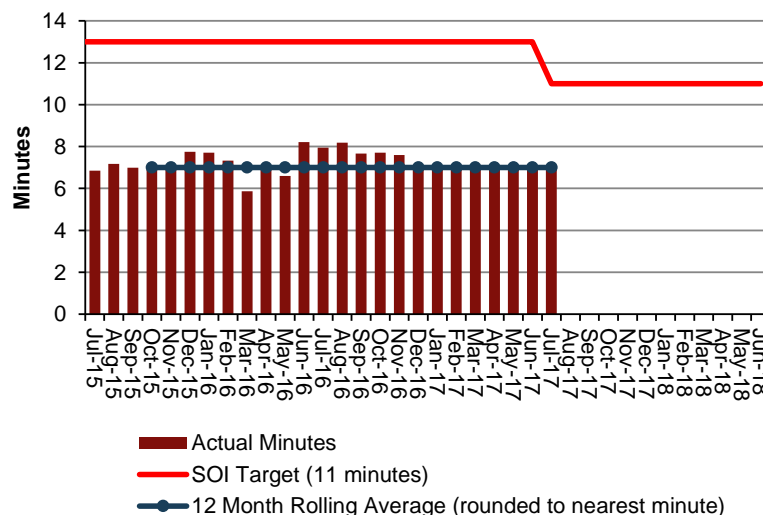
Target met in July 2017.

Target met for 12 months to July 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)

Kaka St West Bound



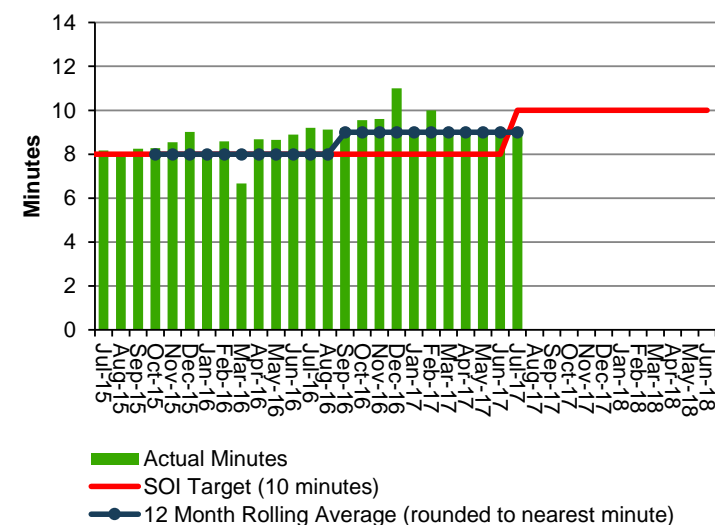
Target exceeded in July 2017.

Target exceeded for 12 months to July 2017.

The monthly travel target was reduced by 2 minutes to 11 minutes for 2017/18. The target was exceeded by 4 minutes this month, with light traffic conditions evident in this area.

2.3.22 Wairau Rd (from SH18 to SH1)

Wairau Rd East Bound



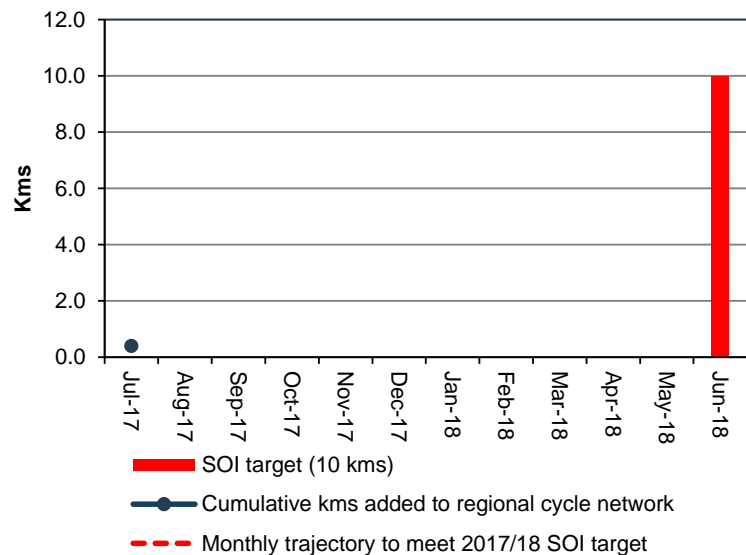
Target exceeded in July 2017.

Target exceeded for 12 months to July 2017.

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

2.3 Build network optimisation and resilience

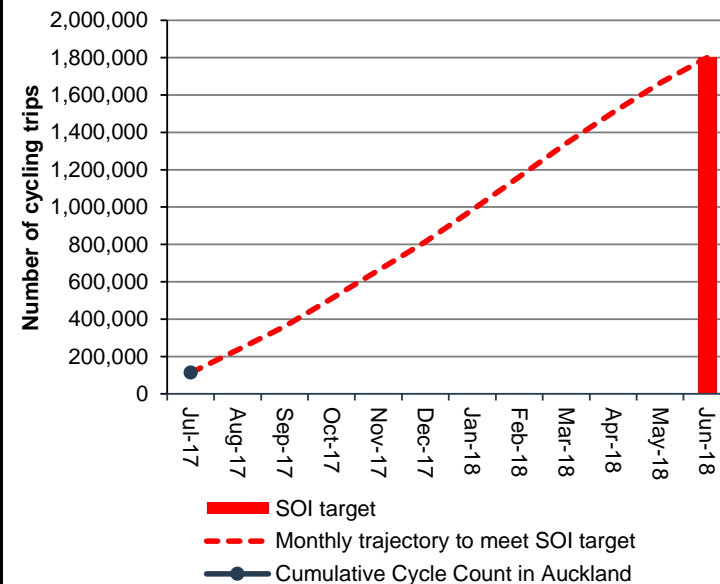
2.3.23 New cycleways added to regional cycle network (km)



A target of 10km has been set for new cycleways for the 2017/18 year. Due to delays, some projects are now not due for completion until 2018/19.

In July 2017, the first 400m of the Waterview Shared Path opened, this includes the Alford St bridge which connects the suburb of Waterview to the Unitec campus.

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

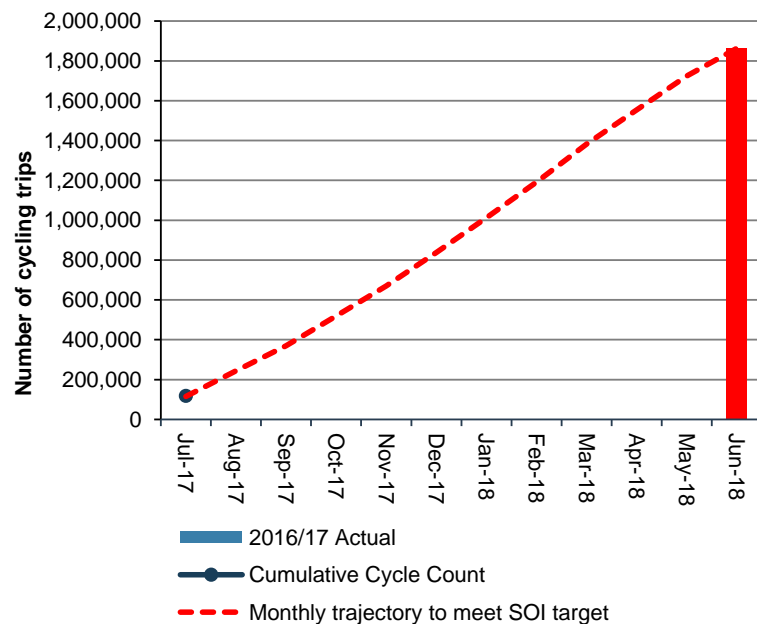


The target for 2017/18 is 1.8 million cycle movements recorded across the region.

Target met, 114,871 cycle trips were recorded in July 2017. YTD: 114,871
YTD Target: 112,237

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



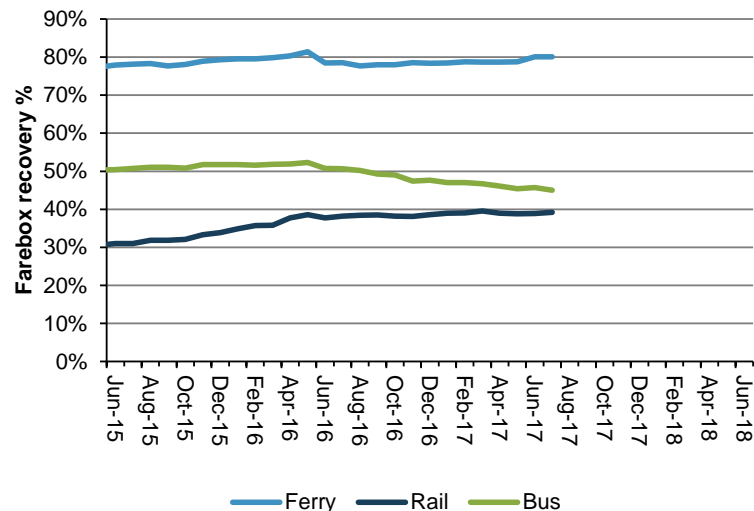
The 2017/18 target was previously set as 2.015 million city centre cycle movements. However, to reflect the delay in our projects, the target has been reduced to 1.863 million.

Target met, 117,602 cycle trips recorded in July 2017. YTD: 117,602
YTD Target: 115,439

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

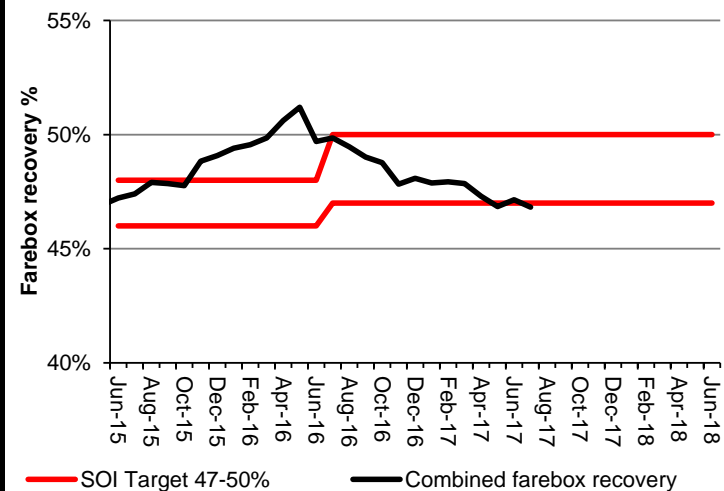


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

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

- Ferry 80.1% (78.5%)
- Bus 45.0% (50.7%)
- Rail 39.2% (38.2%)

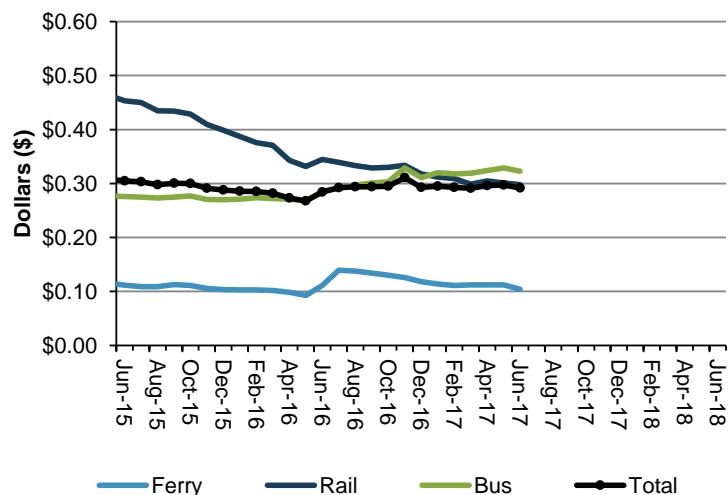
2.4.2 PT farebox recovery (combined result with SOI measure)



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 July 2017 was 46.8%. This compares to 49.9% in July 2016.

2.4.3 PT subsidy per passenger kilometre



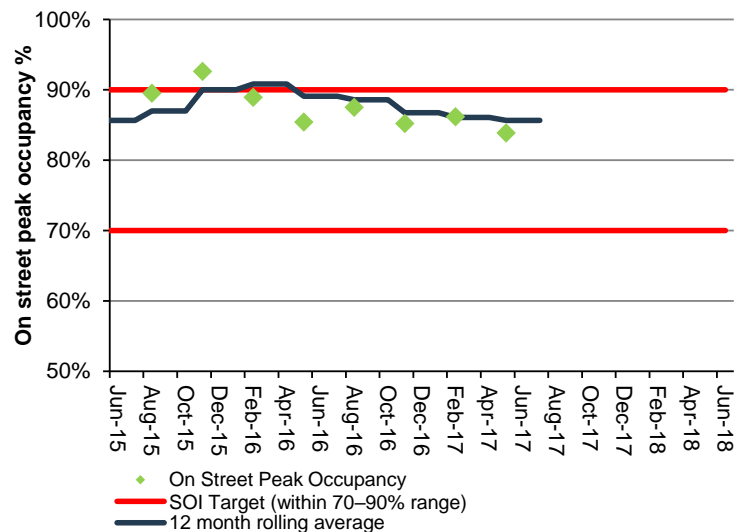
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

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

- Ferry \$0.104 (\$0.139)
- Bus \$0.331 (\$0.291)
- Rail \$0.291 (\$0.339)
- Total \$0.294 (\$0.292)

2.5 Develop creative, adaptive, innovative implementation

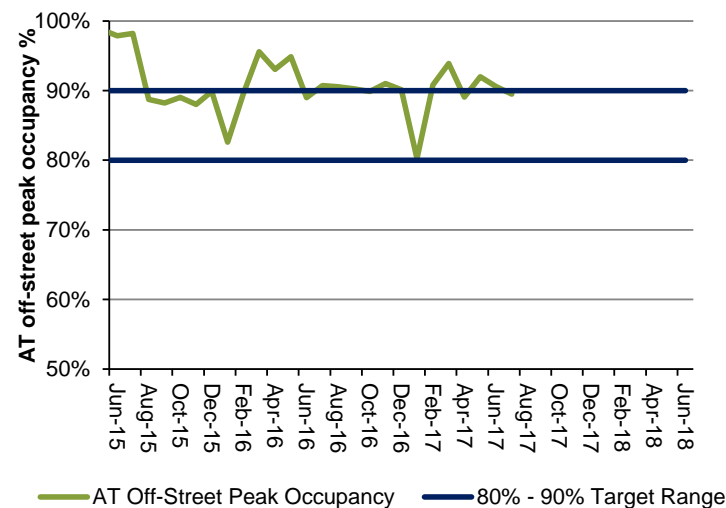
2.5.1 Parking occupancy rates (peak 4-hour, on street)



Non-reporting period.

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

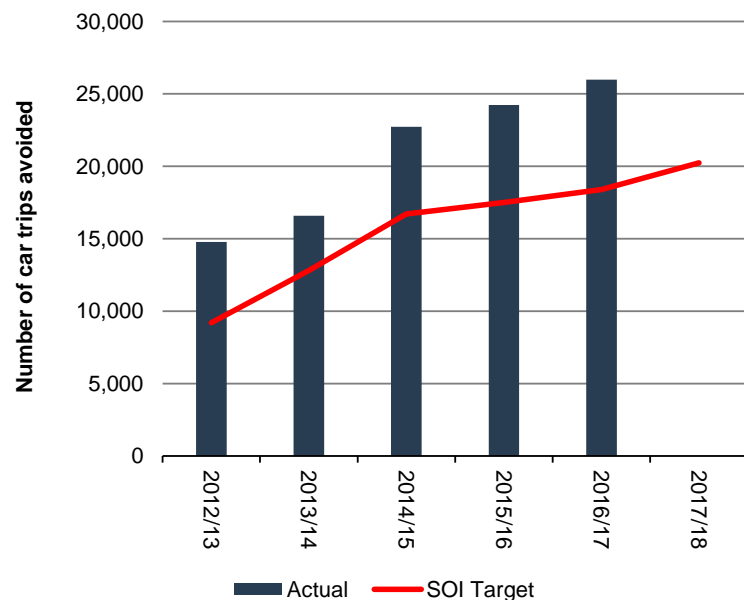


Target met.

The off-street parking occupancy rate for July 2017 was 89.51%, 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.

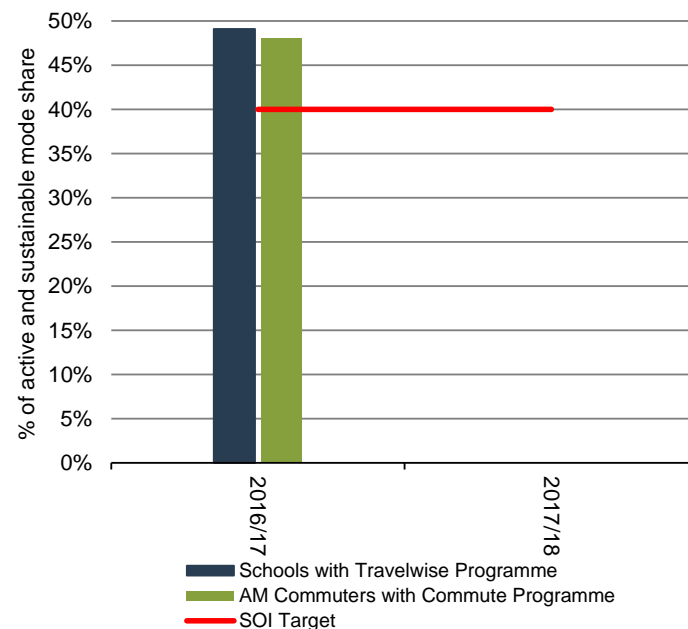
2.5.3 Number of car trips avoided through travel planning initiatives



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

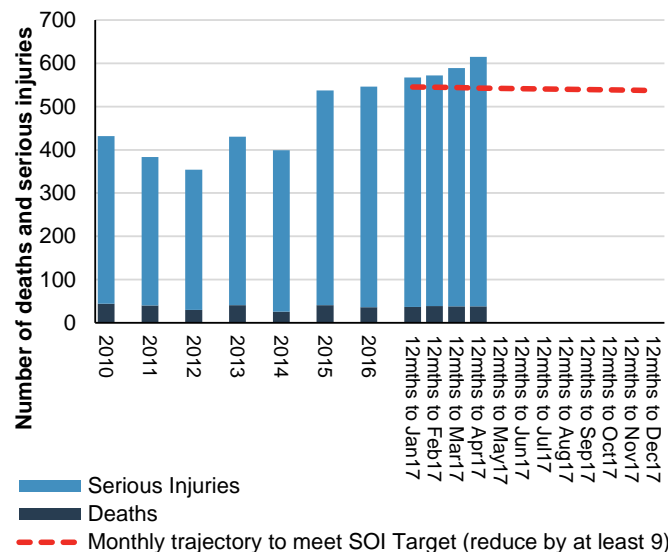
- 2.1 Prioritise rapid, high frequency public transport
- 2.2 Transform and elevate customer focus and experience
- 2.3 Build network optimisation and resilience
- 2.4 Ensure a sustainable funding model
- 2.5 Develop creative, adaptive, innovative implementation

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



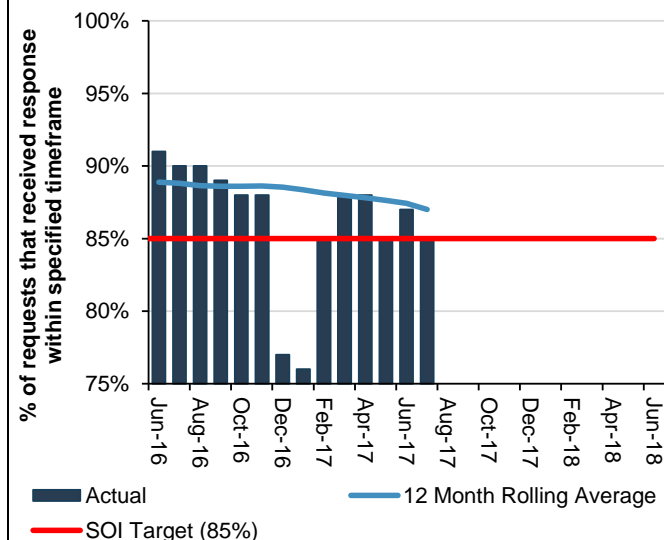
Target not met.

The Local Road DSI target for the 2017 calendar year is 537. The 12 month rolling total to April 2017 is 615, 13% higher than the target trajectory of 543 and 10% higher than for the 12 months to April 2016.

For the 12 months rolling to the end of April 2017, Local Road deaths have decreased by 3% (from 39 to 38) and Local Road serious injuries have increased by 11% (from 521 to 577).

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.

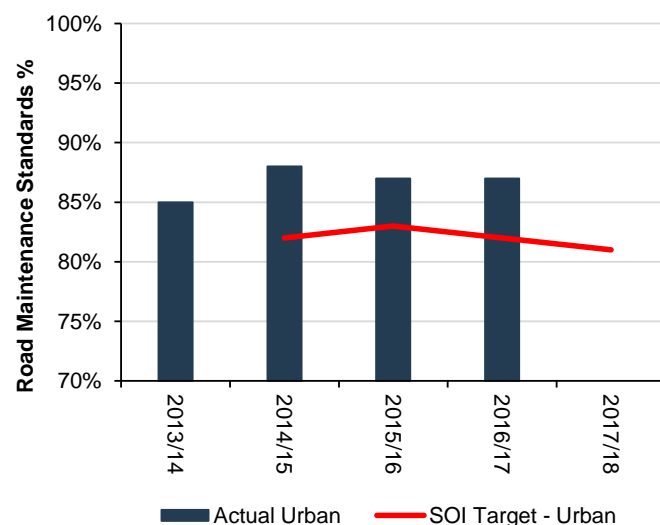
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target met (12 month rolling average = 87%, SOI target of 85%). The July 2017 result was 85%.

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.

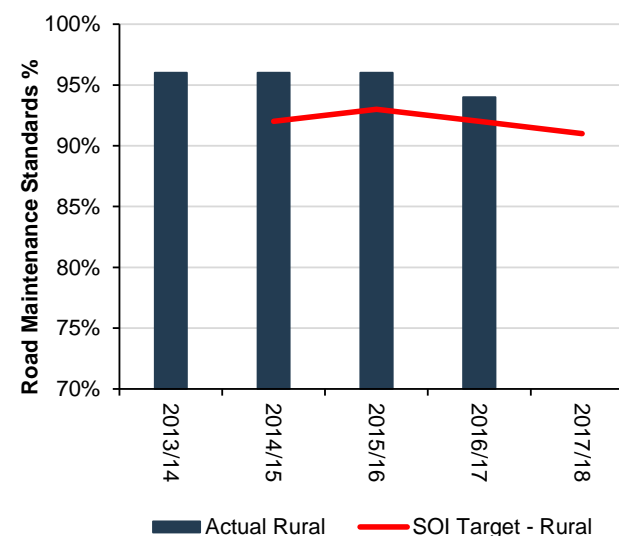
3.3 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



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

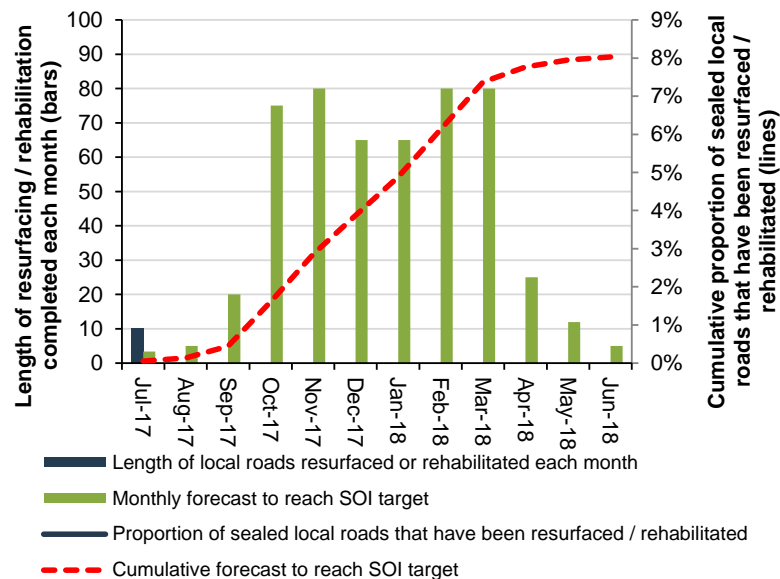


Target reported annually in March.

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

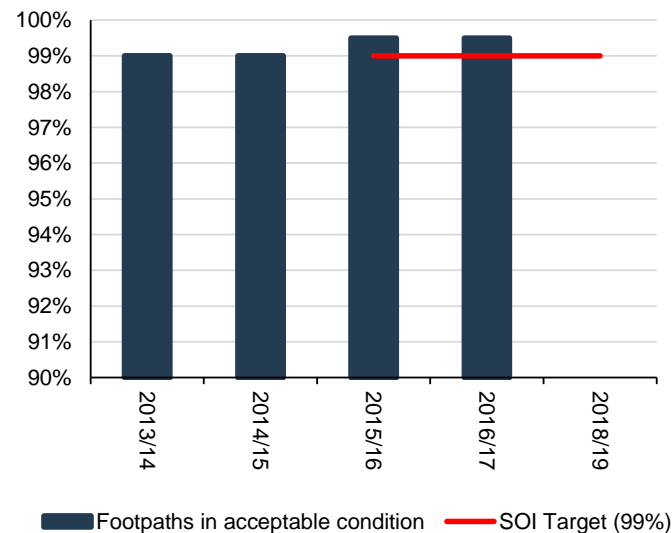
3.5 Percentage of the sealed local road network that is resurfaced / rehabilitated each year



In July 2017, 10km of the local road network was resurfaced / rehabilitated against a forecast of 3.4km for the month.

The 2017/18 monthly forecasts to reach the SOI target of 7.5% are still under review. Therefore the 2016/17 monthly forecasts have been used for this month (which had a year-end target of 8%).

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

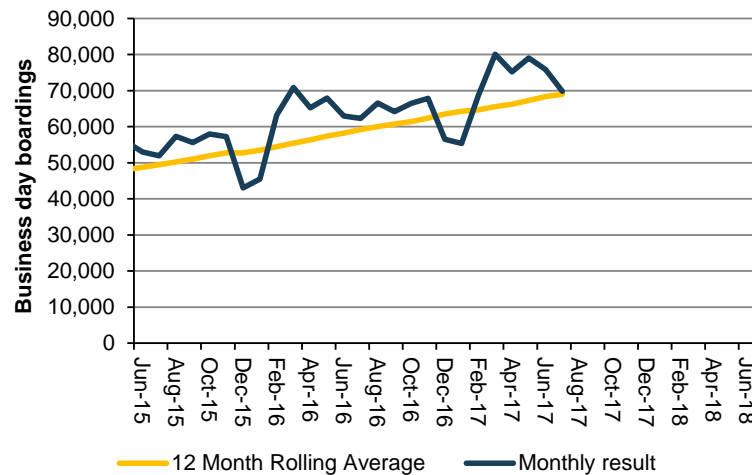
- 2.1 Prioritise rapid, high frequency public transport
- 2.2 Transform and elevate customer focus and experience
- 2.3 Build network optimisation and resilience
- 2.4 Ensure a sustainable funding model
- 2.5 Develop creative, adaptive, innovative implementation

3. DIA mandatory measures**4. AT monthly activity report**

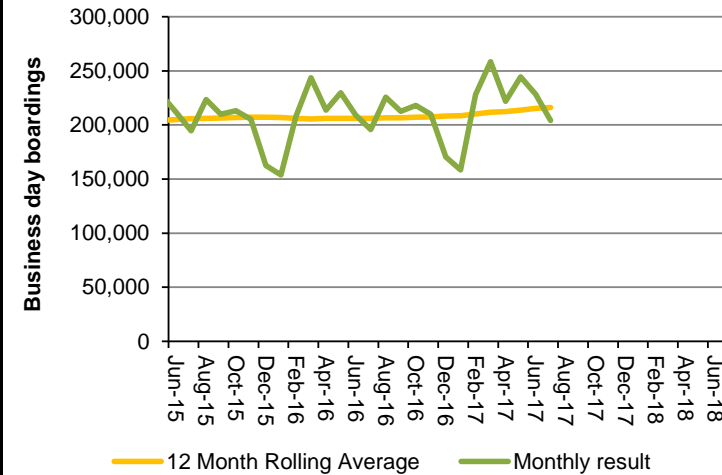
- 4.1 Public transport
- 4.2 Road operations and maintenance
- 4.3 Customer response

4.1 AT monthly activity report – public transport

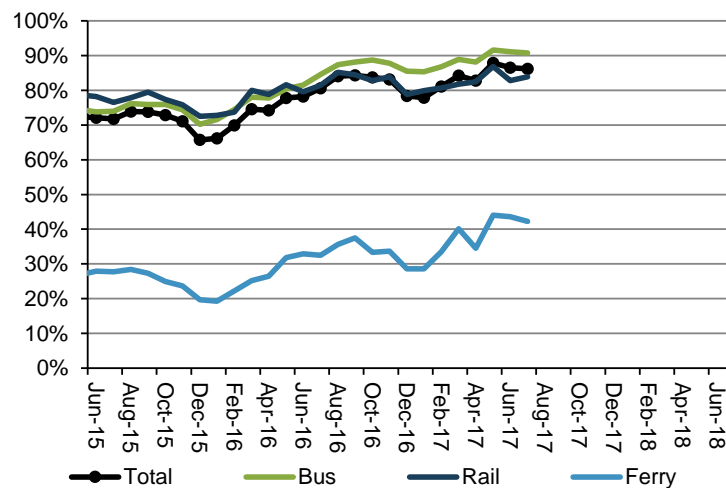
4.1.1 Rail business day average boardings



4.1.2 Bus business day average boardings



4.1.3 Percentage of all PT trips using AT HOP



4.1 AT monthly activity report – public transport

4.1.4 Rail service performance

Train performance July 2017

Total Network

96.2% Punctuality*

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

97.4% Service Delivery*

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

Western Line

97.4% Punctuality*

(96.9% 12 month rolling average)

97.8% Service Delivery*

(98.2% 12 month rolling average)

Eastern Line

97.1% Punctuality*

(96.4% 12 month rolling average)

96.4% Service Delivery*

(98.5% 12 month rolling average)

Southern Line

93.9% Punctuality*

(95.9% 12 month rolling average)

97.3% Service Delivery*

(98.2% 12 month rolling average)

Pukekohe Line

98.5% Punctuality*

(98.3% 12 month rolling average)

98.2% Service Delivery*

(98.8% 12 month rolling average)

Onehunga Line

94.9% Punctuality*

(96.7% 12 month rolling average)

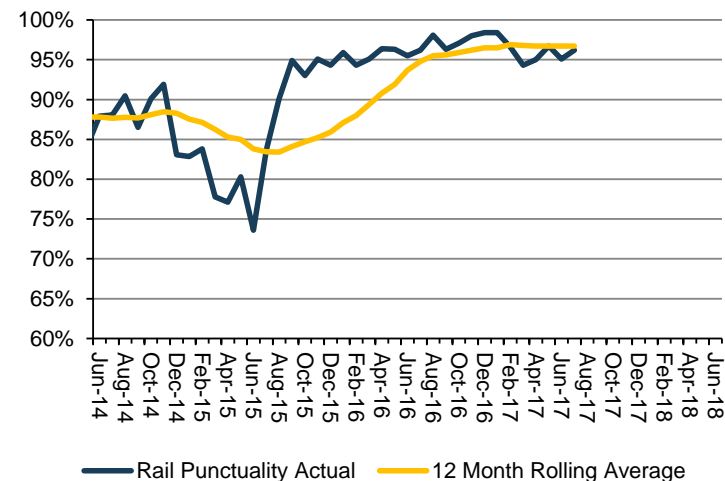
98.0% Service Delivery*

(98.6% 12 month rolling average)

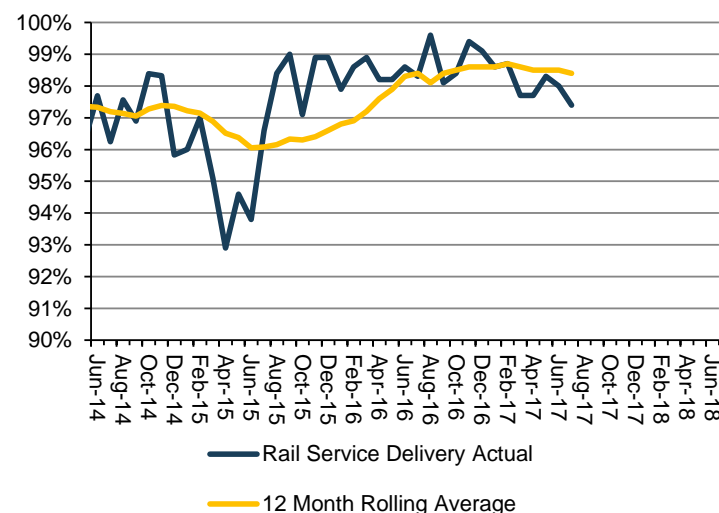
For more information visit
www.ATmetro.co.nz or phone 09 366 6400



4.1.5 Rail punctuality (based on arrival at final destination)

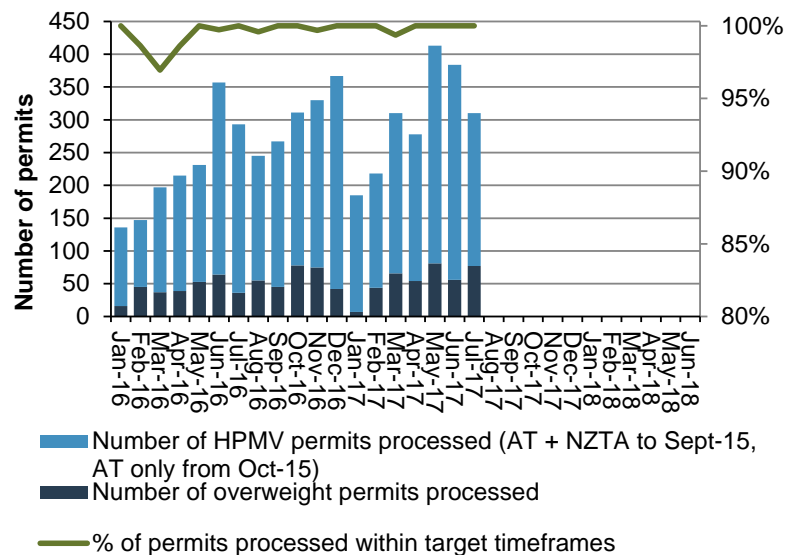


4.1.6 Rail service delivery (based on arrival at final destination)

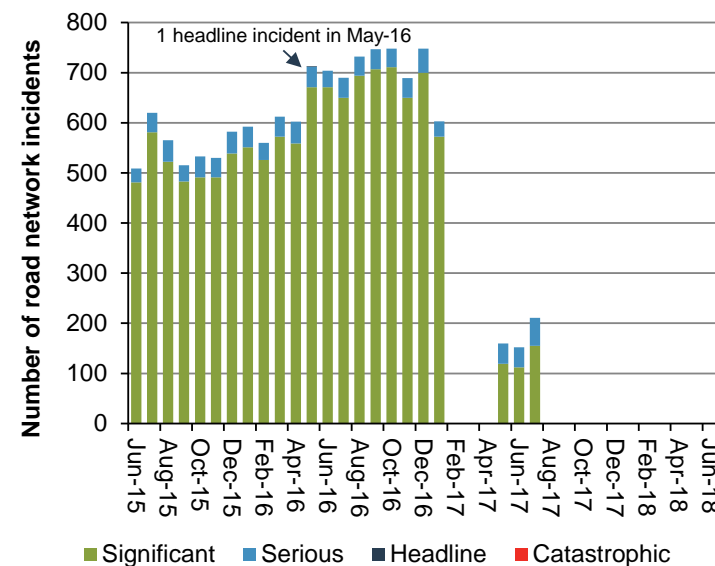


4.2 AT monthly activity report – road operations and maintenance

4.2.1 Heavy vehicle permits processed (overweight + high productivity)



4.2.2 ATOC managed incidents



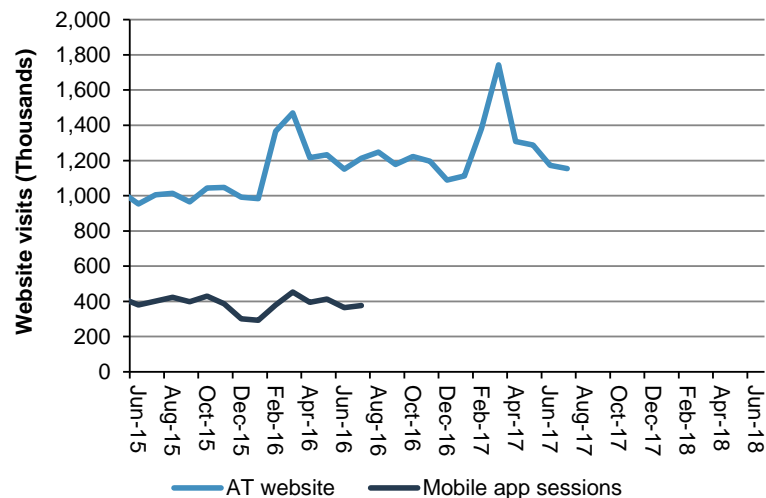
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

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

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

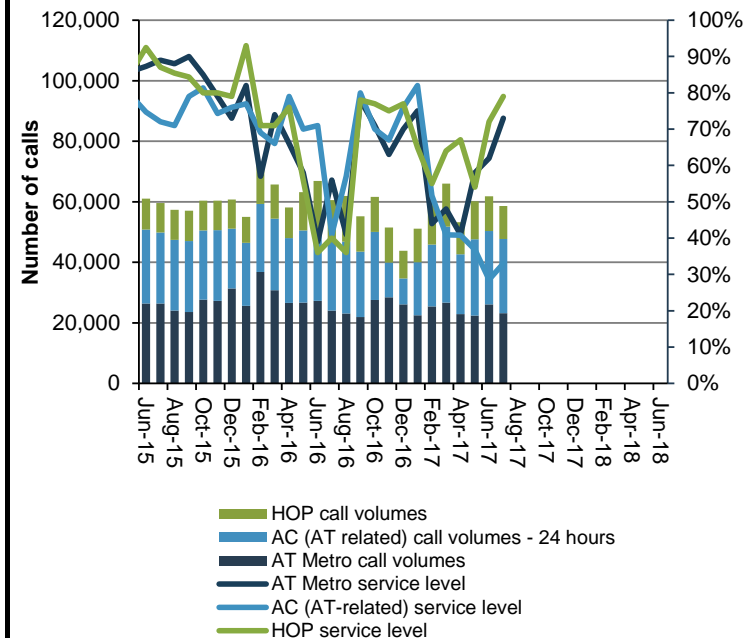
4.3.1 Website visits



There was a 2% decrease in visits to the Auckland Transport website in July 2017 (compared to June 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 decreased 11% compared to June 2017, and decreased 3% compared to July 2016. The public transport call centre service level increased 11% compared to June 2017.

AT Hop

AT Hop calls decreased 4% compared to June 2017. The service level increased 7% compared to June 2017.

Auckland Council (AT-related calls) – 24 Hours

There was a 1% increase in call volumes and 4% increase in the service level compared to June 2017.

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