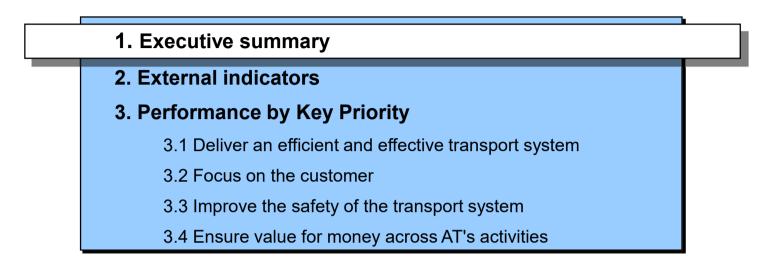
Attachment 1

Auckland Transport Quarterly Indicators Report 2018/19

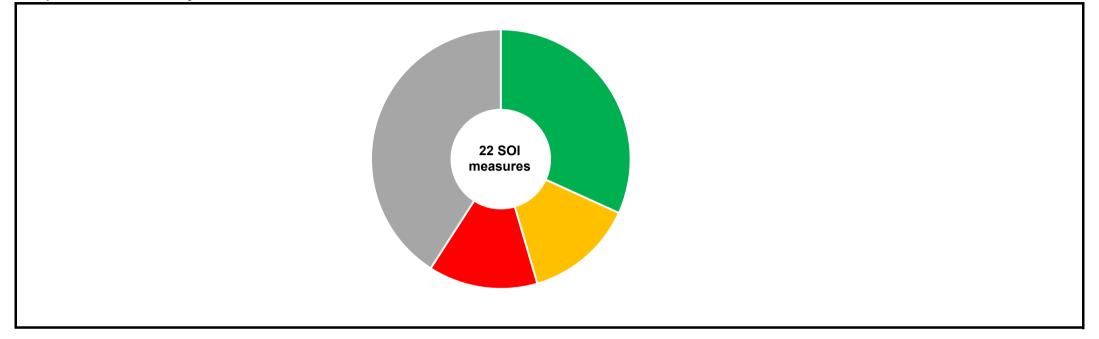
September 2018



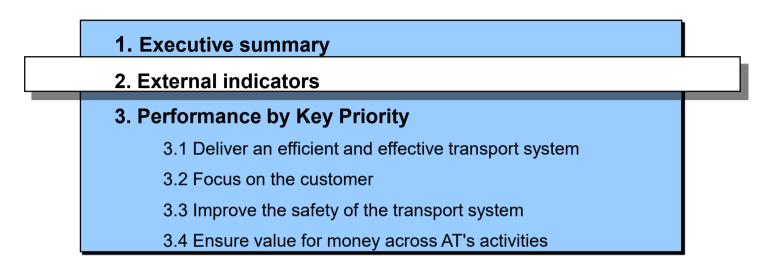


1 Executive summary

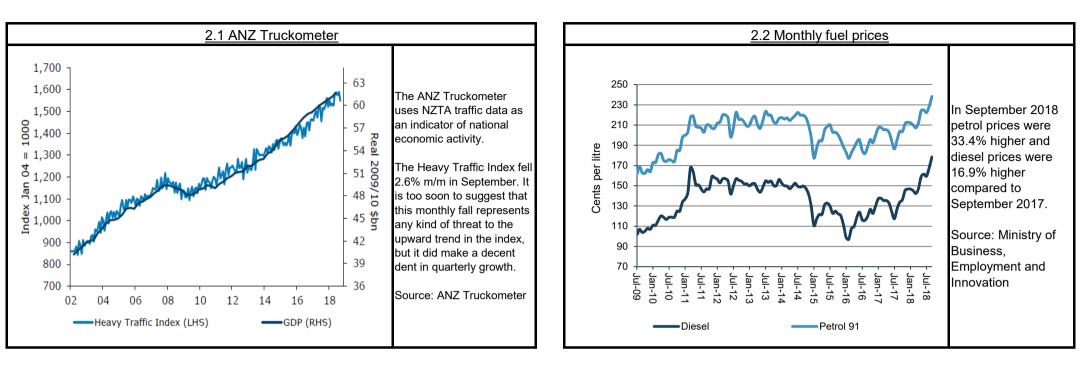
SOI performance summary

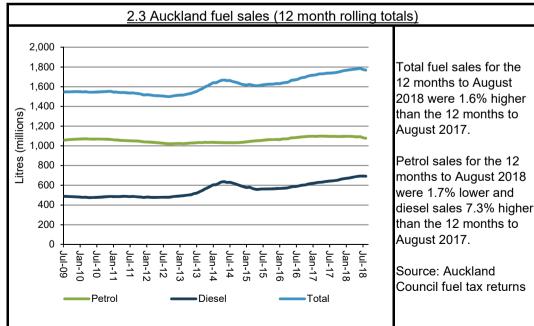


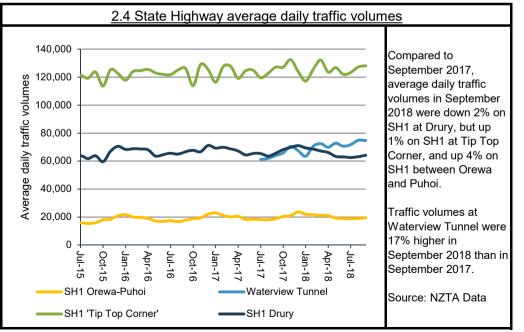
On target to exceed performance measure (more than 2.5% above target)
 On target to meet performance measure (within +/- 2.5% of target)
 Not on target to meet performance measure (more than 2.5% below target)



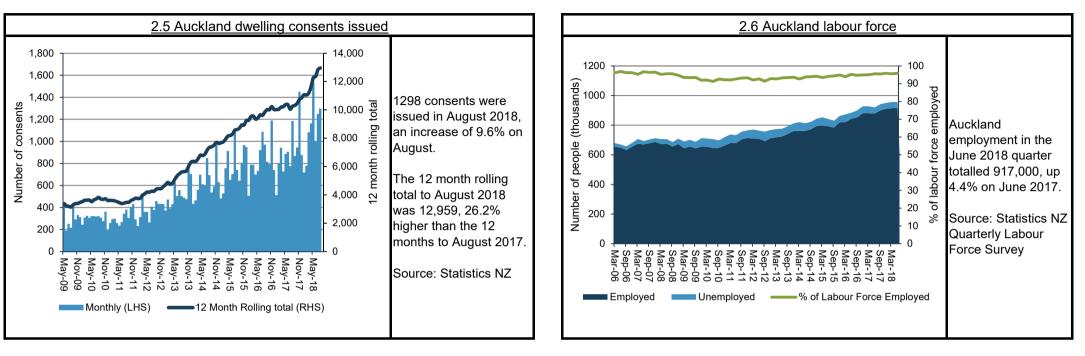
2. External indicators

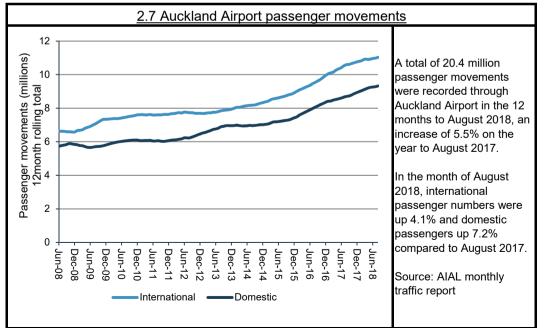


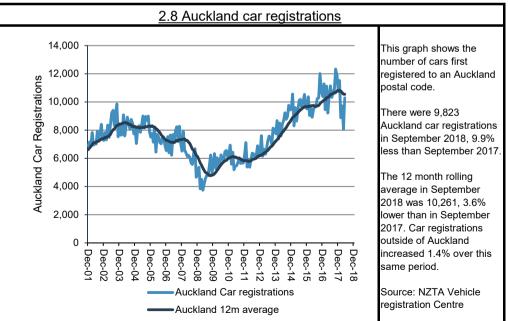




2. External indicators





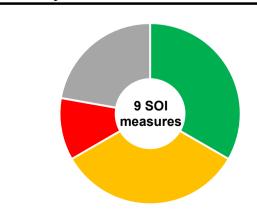


1. Executive Summary						
 2. External Indicators						
3. Performance by Key Priority						
3.1 Deliver an efficient and effective transport system						
3.2 Focus on the customer						
3.3 Improve the safety of the transport system						
3.4 Ensure value for money across AT's activities						

3.1 Deliver an efficient and effective transport system

Key priority	Measure	SOI 2018/19 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
	Total public transport boardings	96.30 million	•				12 month boardings totalled 93,992,019 (2.0% above target).
	Total rail boardings	21.11 million	•				12 month rail boardings totalled 20,340,543 (1.1% above target).
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	•				RTN + FTN boardings grew faster than total boardings.
Deliver an efficient	Kilometres of new cycleway added to the regional cycle network	10 km	•				YTD completed: 0.9 km YTD target: 2.2 km
and effective transport system	Number of cycle movements past selected count sites	3.644 million					YTD: 789,941 YTD target: 752,745
	Active and sustainable mode share at schools where Travelwise programme is implemented	40%					The 2017/18 result was 48%.
	Active and sustainable mode share for morning peak commuters where a Travelwise Choices programme is implemented	40%					The 2017/18 result was 69%.
	Average AM peak period lane productivity across 30 monitored arterial routes	21,000					The YTD average to September 2018 is 28,677.
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%					The YTD average to September 2018 is 94%.

Summary



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

3.2 Focus on the customer

Key priority	Measure	SOI 2018/19 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
	Percentage of public transport passengers satisfied with their public transport service	85%					Overall satisfaction with public transport services (91%) is unchanged compared to the result from last quarter (91%).
Eacus on the	Public transport punctuality (weighted across all modes)	94.5%					YTD average: 97.5%
Focus on the customer	Percentage of Local Board members satisfied with AT engagement	Reporting to Local Board: 70%					2017 survey result: 56%, up one percentage point from the 2016 result, but four percentage points below the SOI target.
		Consultation with Local Board: 70%					2017 survey result: 42%, up two percentage points from the 2016 result, but still significantly below the SOI target.
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	•				Target not met (12 month rolling average = 81.4%).

Summary



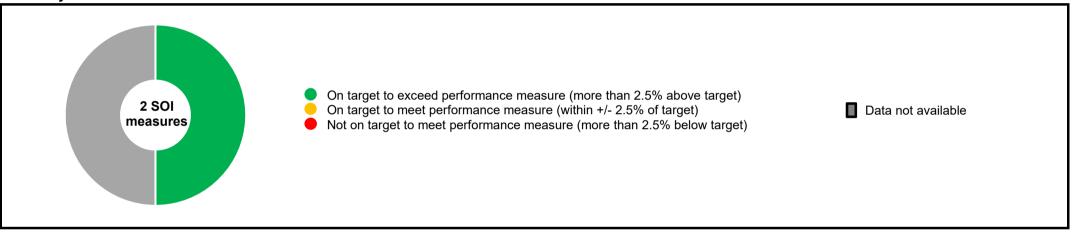
On target to exceed performance measure (more than 2.5% above target) On target to meet performance measure (within +/- 2.5% of target) Not on target to meet performance measure (more than 2.5% below target)

Page 10

3.3 Improve the safety of the transport system

Key priority	Measure	SOI 2018/19 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Improve the safety of the transport	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	10					New measure, first result expected in December 2018.
system	Change from the previous year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	Reduce by at least 9					The 12 month rolling total to June 2018 is 610 which is 11% lower than the target trajectory of 685.5.

Summary



3.4 Ensure value for money across AT's activities

Key Priority	Measure	SOI 2018/19 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
	Public transport farebox recovery	47-50%	•				Total public transport farebox recovery in September 2018 was 45.2%.
Ensure value for money across AT's activities	Proportion of road assets in acceptable condition (as defined by Auckland Transport's AMP)	95%					New measure, first result in March 2019.
	Proportion of footpaths in acceptable condition (as defined by Auckland Transport's AMP)	95%					The 2017/18 result was 99%.
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads	71%					The 2017/18 result for urban roads was 84%.
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads	92%					The 2017/18 result for rural roads was 95%.
	Percentage of the sealed local road network that is resurfaced	6.0%					YTD result: 0.6%

Summary

