

# Auckland Transport Monthly Indicators Report 2019/20

August 2019



## **1. Summary of indicators**

1.1 SOI performance measures

1.2 Patronage summary

## **2. Monthly indicators by Key Priority**

2.1 Help people to travel safely

2.2 Improve access to frequent and attractive public transport

2.3 Encourage walking and cycling

2.4 Make the best use of existing transport networks

2.5 Manage the impacts of the transport system on the environment

2.6 Value for money

2.7 Local Board and customer engagement

## 1.1 SOI performance measures

Key Priority	Measure	SOI 2019/20 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Help people to travel safely	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	10													2018/19 total: 11	Page 8
	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 18 2019 year-end target: 663	●	●											12 month total to May 2019: 538 Note: 3-month lag	Page 8
Improve access to frequent and attractive public transport	Total public transport boardings	103.6 million	●	●											12 month total: 101,803,964	Page 9
	Total rail boardings	22.30 million	●	●											12 month total: 21,484,777	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●											19.0% growth in RTN + FTN vs 8.7% growth in total boardings	Page 9
	Percentage of public transport passengers satisfied with their public transport service	85%													June 2019 result: 91%	Page 12
	PT punctuality (weighted average across all modes)	95.0%	●	●											YTD average: 97.1%	Page 13
Encourage walking and cycling	New cycleways added to regional cycle network	10 km	●	●											YTD total: 1.0 km	Page 15
	Number of cycle movements past selected count sites	3.826 million	●	●											YTD total: 497,778	Page 15
Make the best use of existing transport networks	Average AM peak arterial productivity	27,500	●	●											12 month average: 32,856	Page 16
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%	●	●											12 month average: 93%	Page 20
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%													2018/19 result: 47%	Page 15
	Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented	40%													2018/19 result: 72%	Page 15

## 1.1 SOI performance measures

Key Priority	Measure	SOI 2019/20 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Manage the impacts of the transport network on the environment	Number of buses in the Auckland bus fleet classified as low emission	5													New measure	Page 25
	Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations (from 2017/18 baseline)	7%													New measure	Page 25
	Percentage of Auckland Transport streetlights that are energy efficient LED	56%													New measure	Page 25
Value for money	PT farebox recovery	43%-46%	●	●											August 2019 result: 43.0%	Page 26
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	95%													2018/19 result: 94%	Page 27
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 81%													2018/19 result: 87%	Page 27
		Rural 92%													2018/19 result: 94%	Page 27
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%													2018/19 result: 96%	Page 27
	Percentage of the sealed local road network that is resurfaced	5.8%	●	●											YTD total: 6.9 km (0.1%)	Page 28
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●											YTD average: 83.5%	Page 28
Local Board engagement	Percentage of local board members satisfied with AT engagement	Reporting to local board: 70%													2019 result: 41%	Page 29
		Consultation with local board: 70%													2019 result: 35%	Page 29

- 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 Patronage summary	August - 2019/20 Actual v SOI									
	Month				YTD				SOI / Target 2019/20	Projected Forecast 2019/20
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance		
1. Bus Total:	7,048,327	6.1%	6,892,000	2.3%	13,353,290	8.0%	12,747,000	4.8%	74,860,000	76,000,000
2. Train (Rapid) Total:	2,034,373	0.1%	2,120,000	-4.0%	3,890,359	2.5%	3,953,000	-1.6%	22,300,000	22,500,000
3. Ferry (Connector Local) Total:	423,169	-6.7%	453,000	-6.6%	863,108	-3.1%	895,000	-3.6%	6,440,000	6,440,000
Total Patronage	9,505,869	4.1%	9,465,000	0.4%	18,106,757	6.2%	17,595,000	2.9%	103,600,000	104,940,000
Rapid and Frequent	4,916,469	9.2%	5,230,487	-6.0%	9,421,323	11.7%	9,730,487	-3.2%	59,612,288	60,000,000

	August - 2019/20											
	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:	6,974,257	6,564,929	409,328	6.2%	5.4%	72,749,964	0.6%	6,546,282	9.9%	13,215,315	1,002,124	8.2%
- Busway (Rapid) Bus	762,240	542,337	219,903	40.5%		7,600,563	3.0%	2,035,902	36.6%	1,465,509	426,510	41.1%
- Frequent Bus	2,115,741	1,929,163	186,578	9.7%		21,092,976	0.9%	4,791,704	29.4%	4,058,877	458,339	12.7%
- Connector Local Targeted Bus	4,096,276	4,093,429	2,847	0.1%		44,056,425	0.0%	-281,324	-0.6%	7,690,929	117,275	1.5%
2. Train (Rapid) Total:	1,995,946	1,992,209	3,737	0.2%	-0.1%	21,193,619	0.0%	1,195,280	6.0%	3,851,932	97,916	2.6%
- Western	694,213	686,646	7,567	1.1%		7,279,170	0.1%	370,758	5.4%	1,331,896	49,022	3.8%
- Eastern	574,093	574,211	-118	0.0%		6,242,512	0.0%	459,471	7.9%	1,118,201	23,037	2.1%
- Onehunga	104,503	104,382	121	0.1%		1,139,590	0.0%	35,798	3.2%	205,550	3,386	1.7%
- Southern	576,534	578,716	-2,182	-0.4%		6,013,142	0.0%	236,932	4.1%	1,105,481	21,026	1.9%
- Pukekohe	46,603	48,254	-1,651	-3.4%		519,204	-0.3%	92,321	21.6%	90,804	1,446	1.6%
3. Ferry (Frequent & Connector Local) Total:	124,813	125,852	-1,039	-0.8%	2.9%	1,499,734	-0.1%	115,751	8.4%	255,809	8,563	3.5%
- Contract	124,813	125,852	-1,039	-0.8%		1,499,734	-0.1%	115,751	8.4%	255,809	8,563	3.5%
Patronage (Excl Exempt Serv/Spl Evts)	9,095,016	8,682,990	412,026	4.7%	4.1%	95,443,317	0.4%	7,857,313	9.0%	17,323,056	1,108,603	6.8%

Exempt Services	361,666	398,150	-36,484	-9.2%		5,687,882	-0.6%	98,801	1.8%	734,514	-50,865	-6.5%
- Exempt Services - Bus	63,310	70,212	-6,902	-9.8%		903,729	-0.8%	-6,503	-0.7%	127,215	-15,089	-10.6%
- Exempt Services - Ferry	298,356	327,938	-29,582	-9.0%		4,784,153	-0.6%	105,304	2.3%	607,299	-35,776	-5.6%
Special Events	49,187	49,778	-591	-1.2%		672,765	-0.1%	223,992	49.9%	49,187	-1,838	-3.6%
- Special Events - Bus	10,760	10,438	322	3.1%		381,607	0.1%	241,528	172.4%	10,760	322	-100.5%
- Special Events - Rail	38,427	39,340	-913	-2.3%		291,158	-0.3%	-17,536	-5.7%	38,427	-2,160	-5.3%
Total Patronage (Exempt Serv/Spl Evts)	410,853	447,928	-37,075	-8.3%		6,360,647	-0.6%	322,793	5.3%	783,701	-52,703	-6.3%

Rapid & Frequent	4,916,469	4,503,049	413,420	9.2%		50,206,070	0.8%	8,033,104	19.0%	9,421,323	987,183	11.7%
Connector Local Targeted	4,589,400	4,627,869	-38,469	-0.8%		51,597,894	-0.1%	147,002	0.3%	8,685,433	68,717	0.8%
Total Patronage	9,505,869	9,130,918	374,951	4.1%		101,803,964	0.4%	8,180,106	8.7%	18,106,757	1,055,900	6.2%

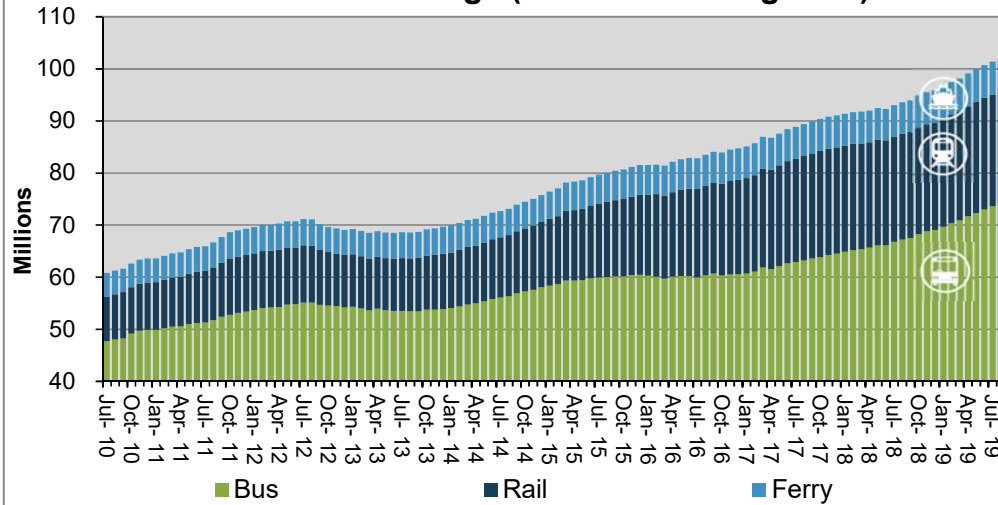
Bus	7,048,327	6,645,579	402,748	6.1%	5.1%	74,035,300	0.5%	6,781,307	10.1%	13,353,290	987,357	8.0%
Rail	2,034,373	2,031,549	2,824	0.1%	-0.4%	21,484,777	0.0%	1,177,744	5.8%	3,890,359	95,756	2.5%
Ferry	423,169	453,790	-30,621	-6.7%	-5.7%	6,283,887	-0.5%	221,055	3.6%	863,108	-27,213	-3.1%
Total Patronage	9,505,869	9,130,918	374,951	4.1%	3.3%	101,803,964	0.4%	8,180,106	8.7%	18,106,757	1,055,900	6.2%

Note 1:- Normalised % - Change is done at the mode level, as special events is not available at lower service layers.

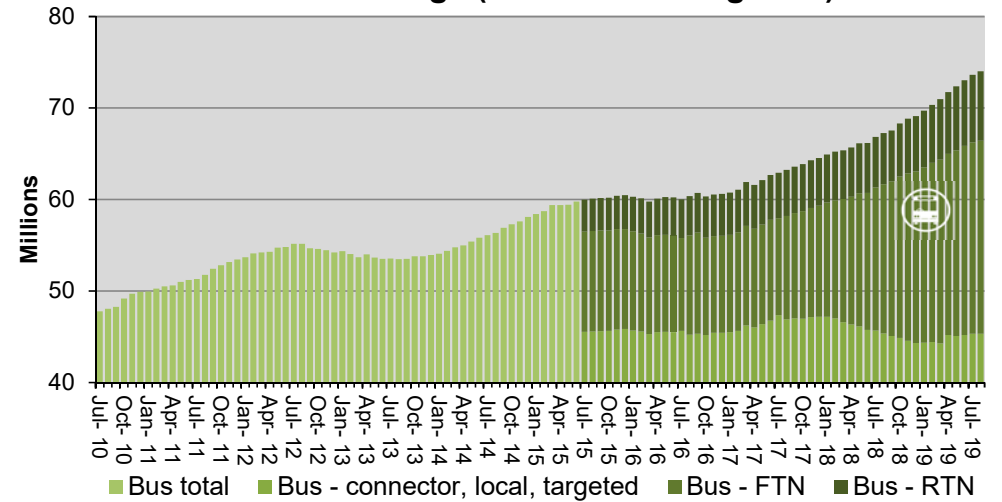
Note 2:- Rapid calculation for busway amend from, NEX route plus Busway (4 locations – Akoranga, Smales, Sunnynook, Constellation) Inbound Boardings & Outbound alighting to being all routes Inbound from Albany to Fanshawe St & Outbound Akoranga to Albany in line with New Network North.

## 1.2 AT Metro Boardings breakdown

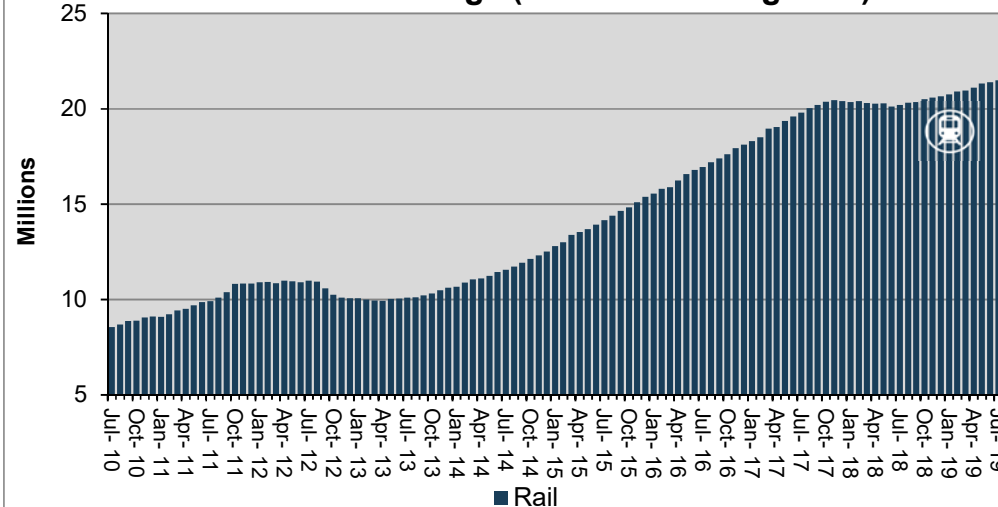
### 1.2.1 Total Patronage (12 month rolling total)



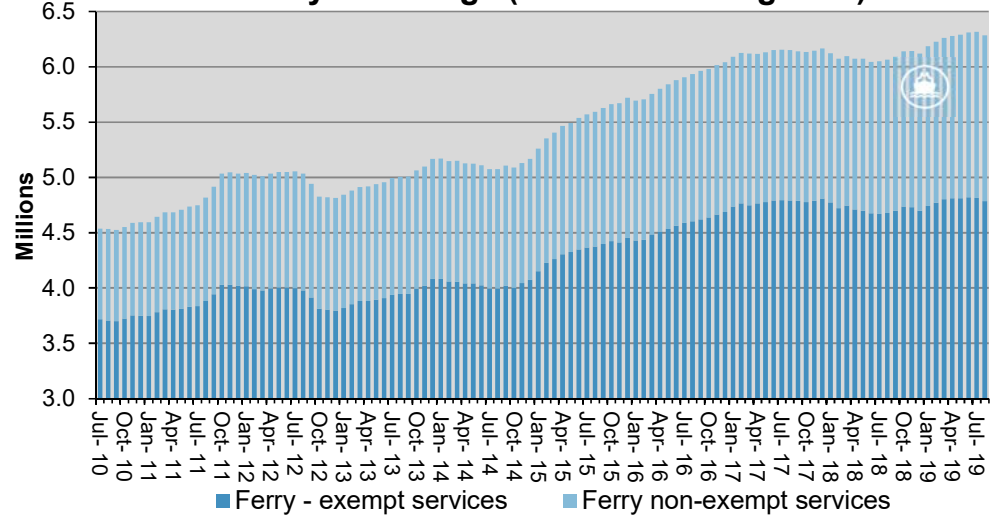
### 1.2.2 Bus Patronage (12 month rolling total)



### 1.2.3 Train Patronage (12 month rolling total)



### 1.2.4 Ferry Patronage (12 month rolling total)



**1. Summary of indicators**

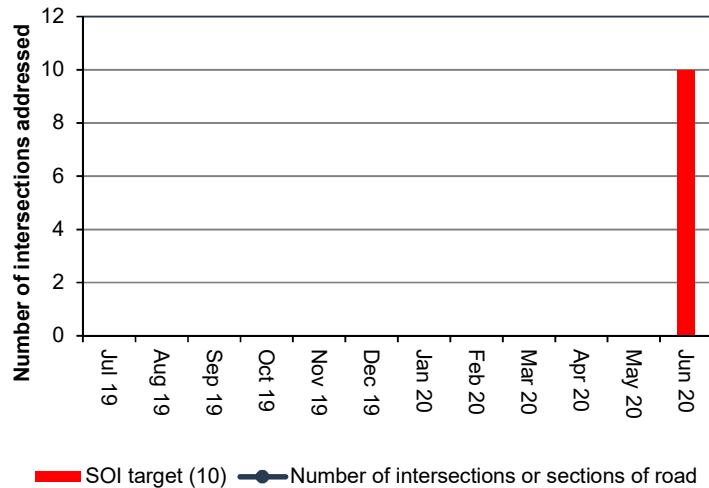
- 1.1 SOI performance measures
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**2. Monthly indicators by Key Priority**

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## 2.1 Help people to travel safely

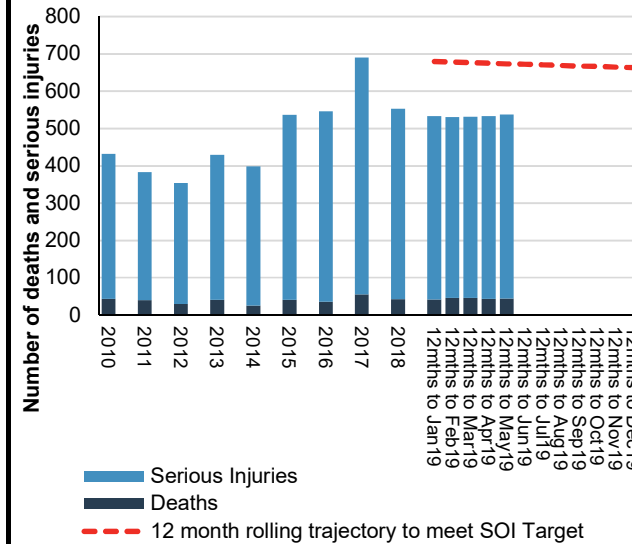
### 2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme



Non reporting period.

The 2019/20 target is to address ten high risk intersections or sections of road as part of the safety programme.

### 2.1.2 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network



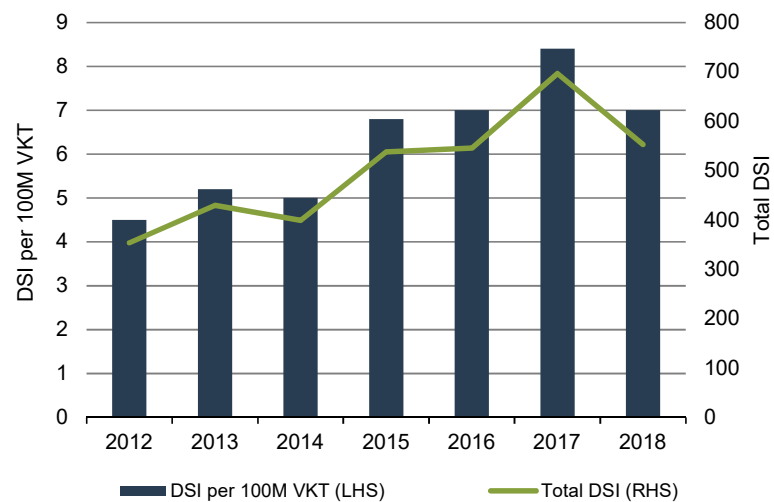
The Local Road DSI target for the 2019 calendar year is 663, 18 less than the 2018 target of 681.

The 12 month rolling total to May 2019 was 538, 13% lower than the 12 months to May 2018.

For the 12 months to the end of May 2019, local road deaths decreased by 8% (from 49 to 45) and local road serious injuries have decreased by 14% (from 573 to 493).

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.

### 2.1.3 Local road deaths and serious injuries (DSI) per 100 million vehicle km travelled (VKT)



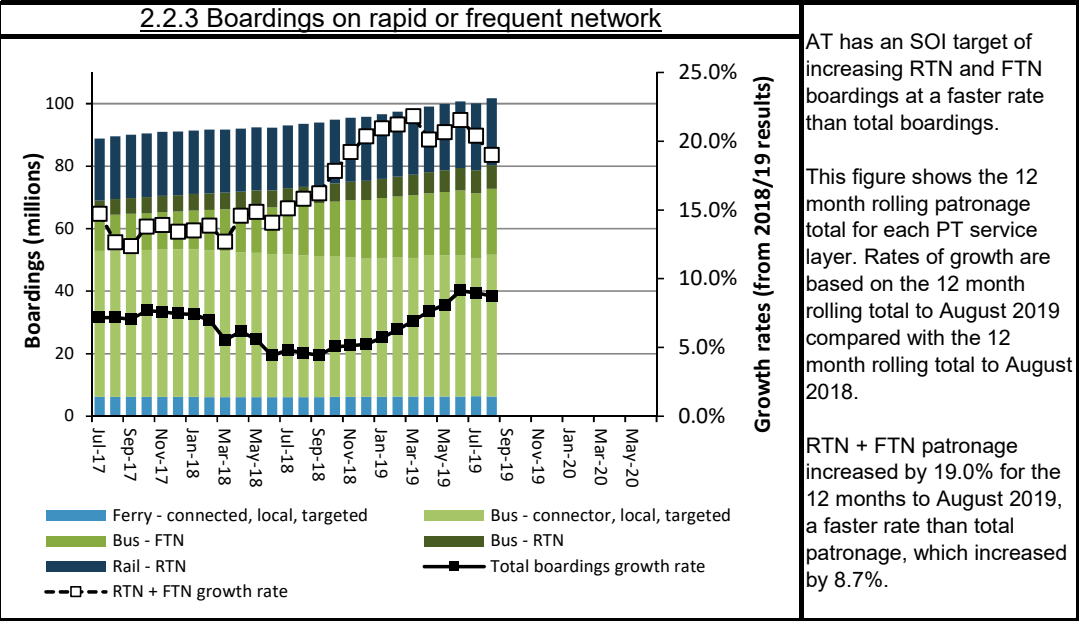
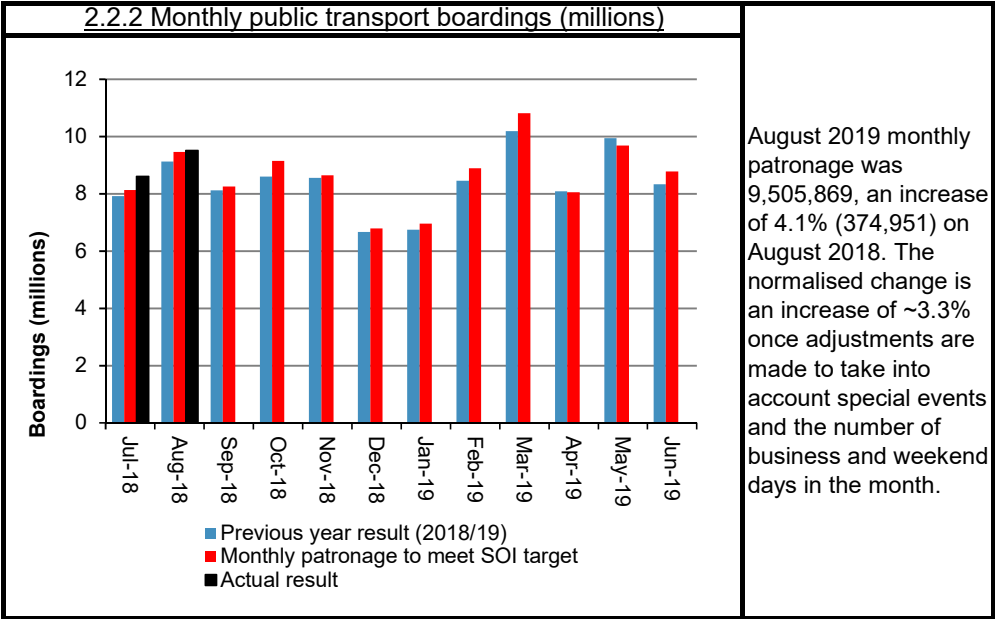
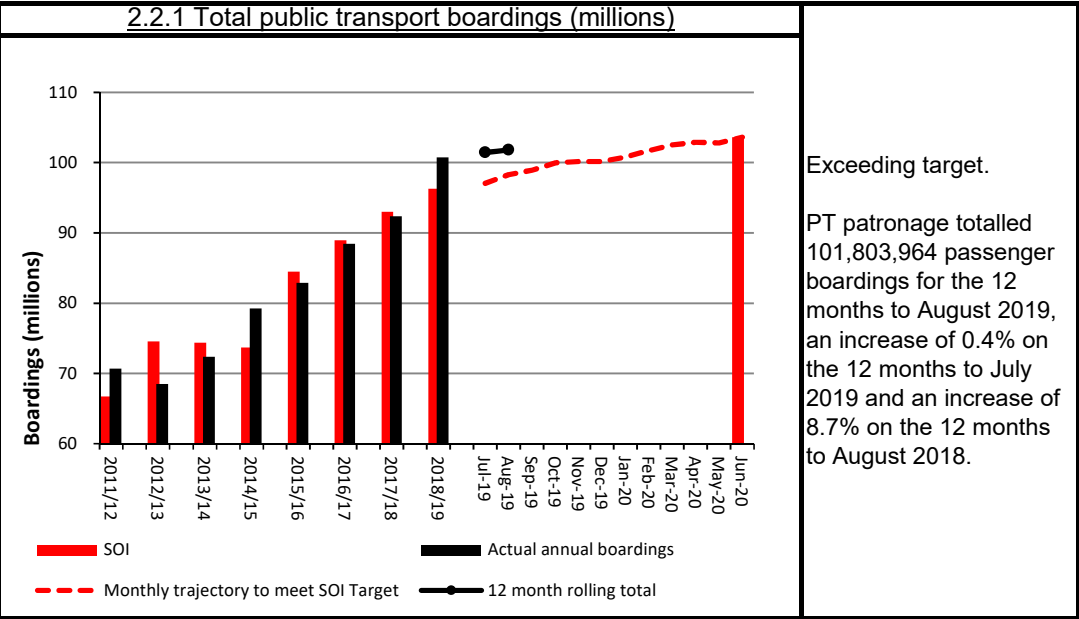
Non reporting period.

The Local Road DSI per 100 million VKT on local roads for the 2018 calendar year was 7.0. This is 1.4 less than in 2017.

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.

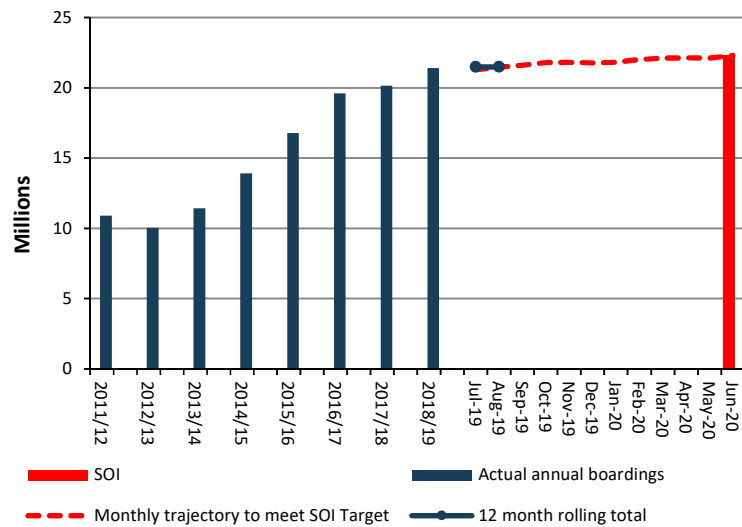


## 2.2 Improve access to frequent and attractive public transport



## 2.2 Improve access to frequent and attractive public transport

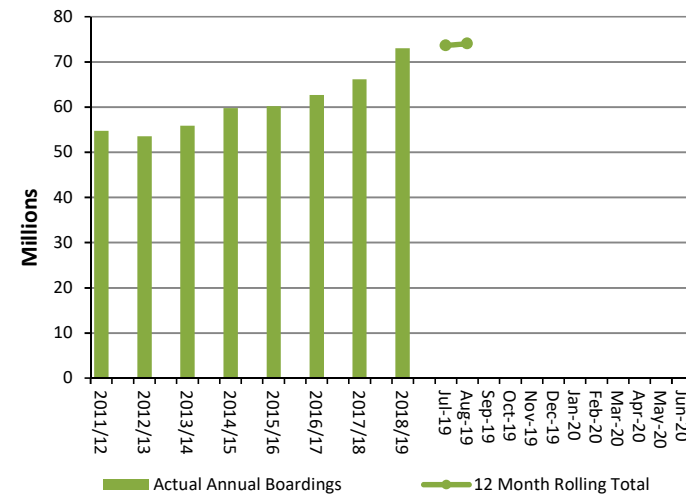
### 2.2.4 Rail boardings (12 month rolling total)



Meeting target.

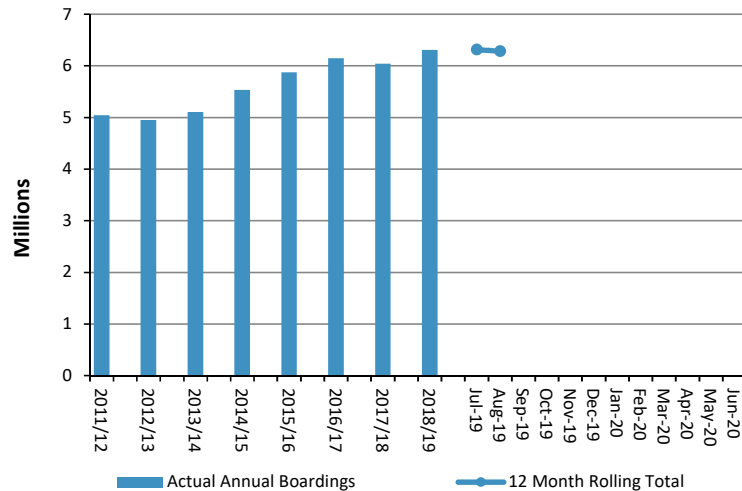
Rail patronage totalled 21,484,777 passenger boardings for the 12 months to August 2019, no change on the 12 months to July 2019, but an increase of 5.8% on the 12 months to August 2018.

### 2.2.5 Bus boardings (12 month rolling total)



Bus patronage totalled 74,035,300 passenger boardings for the 12 months to August 2019, an increase of 0.5% on the 12 months to July 2019 and an increase of 10.1% on the 12 months to August 2018.

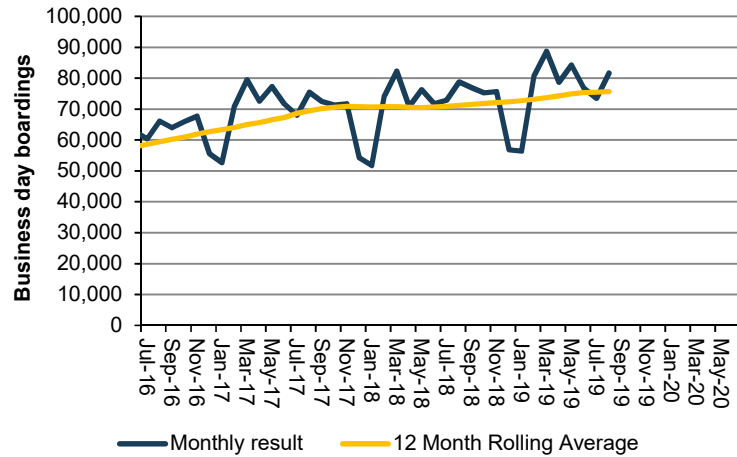
### 2.2.6 Ferry boardings (12 month rolling total)



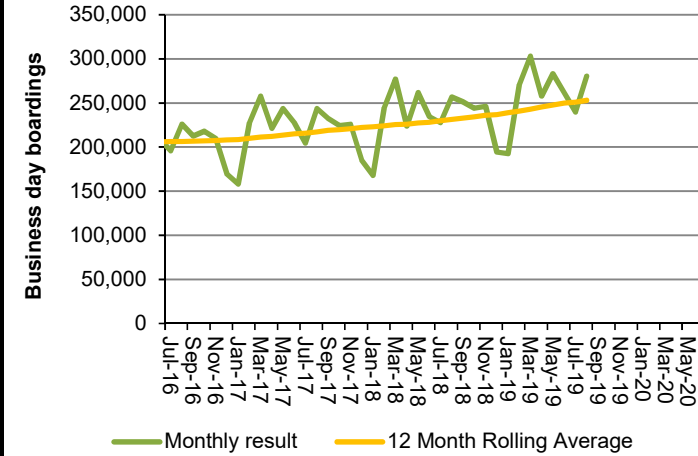
Ferry patronage totalled 6,283,887 passenger boardings for the 12 months to August 2019, a decrease of 0.5% compared with the 12 months to July 2019, but an increase of 3.6% compared with the 12 months to August 2018.

## 2.2 Improve access to frequent and attractive public transport

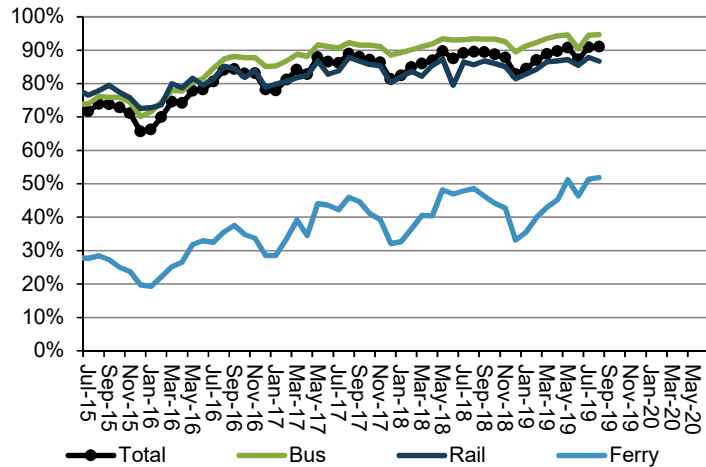
### 2.2.7 Rail business day average boardings



### 2.2.8 Bus business day average boardings

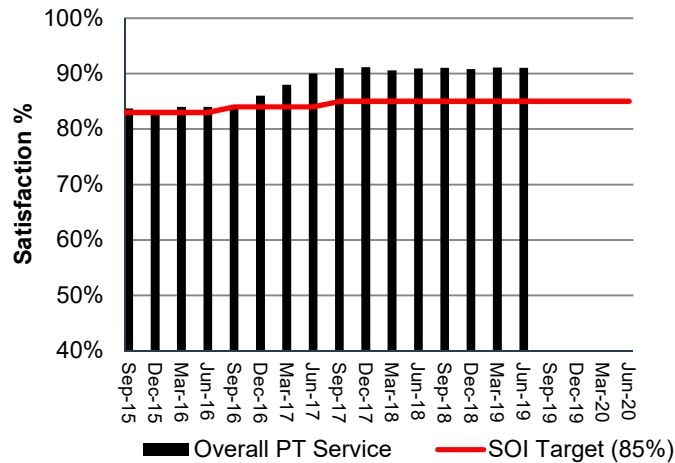


### 2.2.9 Percentage of all PT trips using AT HOP



## 2.2 Improve access to frequent and attractive public transport

### 2.2.10 Percentage of public transport passengers satisfied with their public transport service

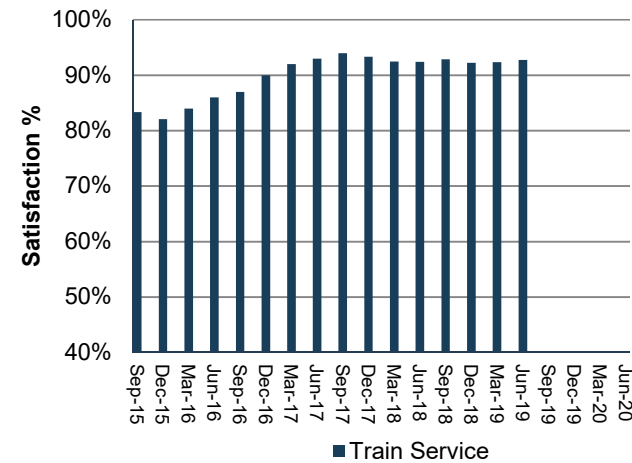


Non reporting period.

In June 2019, overall satisfaction with public transport services (91%) was unchanged compared with the June 2019 result (91%).

Satisfaction was unchanged compared with the June 2018 result.

### 2.2.11 Percentage of passengers satisfied with their train service

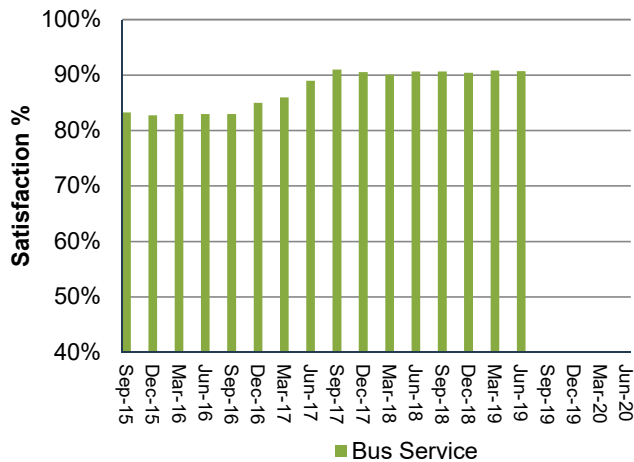


Non reporting period.

In June 2019, satisfaction with train services (93%) was up one percentage point compared with the March 2019 result (92%).

Satisfaction was up one percentage point compared with the June 2018 result.

### 2.2.12 Percentage of passengers satisfied with their bus service

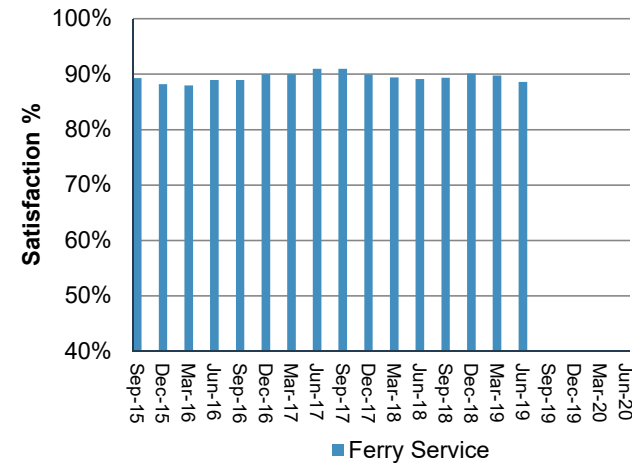


Non reporting period.

In June 2019, satisfaction with bus services (91%) was unchanged compared with the March 2019 result (91%).

Satisfaction was unchanged compared with the June 2018 result.

### 2.2.13 Percentage of passengers satisfied with their ferry service



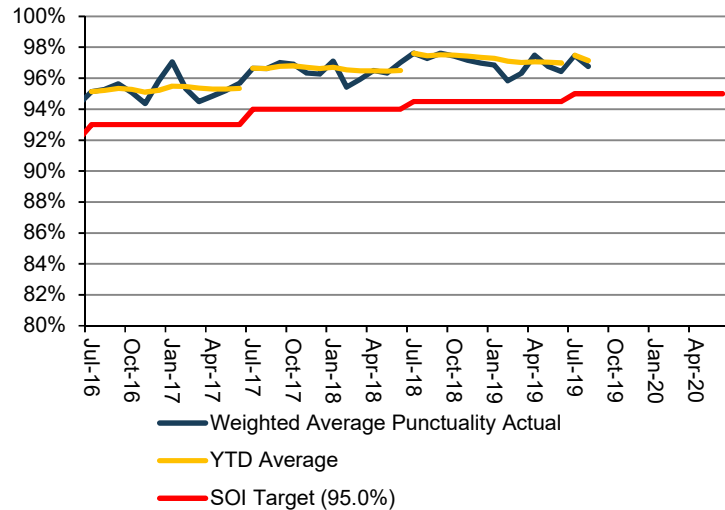
Non reporting period.

In June 2019, satisfaction with ferry services (89%) was down one percentage point compared with the March 2019 result (90%).

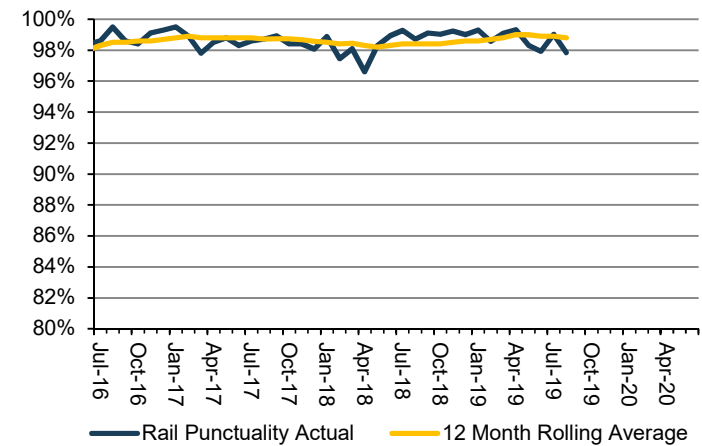
Satisfaction was unchanged compared with the June 2018 result.

## 2.2 Improve access to frequent and attractive public transport

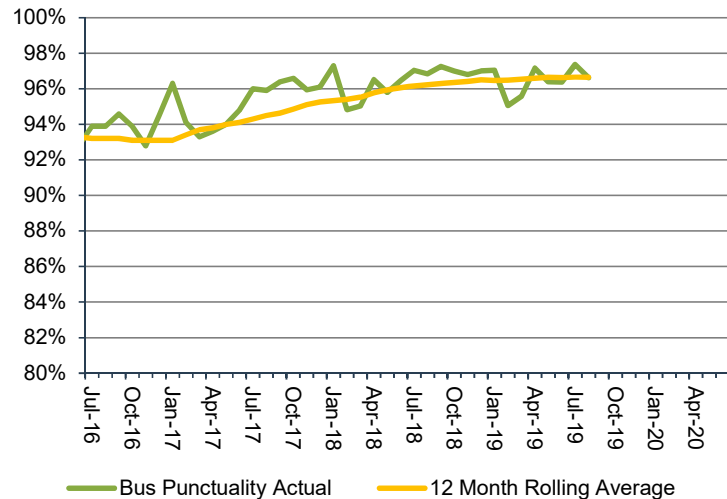
### 2.2.14 PT punctuality (weighted average across all modes)



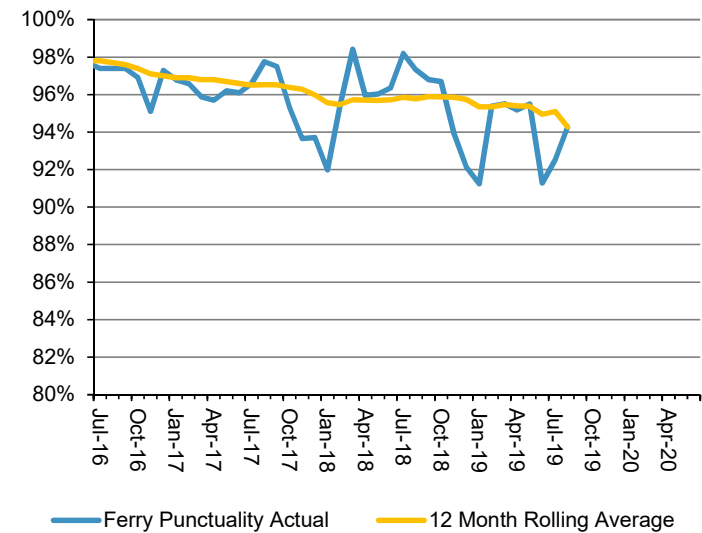
### 2.2.15 Rail services punctuality



### 2.2.16 Bus services punctuality



### 2.2.17 Ferry services punctuality



## 2.2 Improve access to frequent and attractive public transport

### 2.2.18 Rail service performance

# Train Performance August 2019



#### Total Network

**93.0%** Punctuality\*

95.2% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**98.4%** Service Delivery\*

98.3% 12 month rolling average

\* Arrival at final destination

#### Western Line

**91.9%** Punctuality\*

94.7% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**97.1%** Service Delivery\*

98.1% 12 month rolling average

\* Arrival at final destination

#### Eastern Line

**94.5%** Punctuality\*

96.6% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**98.6%** Service Delivery\*

98.4% 12 month rolling average

\* Arrival at final destination

#### Southern Line

**89.1%** Punctuality\*

92.6% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**98.6%** Service Delivery\*

97.6% 12 month rolling average

\* Arrival at final destination

#### Pukekohe Line

**97.1%** Punctuality\*

96.3% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**99.8%** Service Delivery\*

99.1% 12 month rolling average

\* Arrival at final destination

#### Onehunga Line

**95.1%** Punctuality\*

97.0% 12 month rolling average

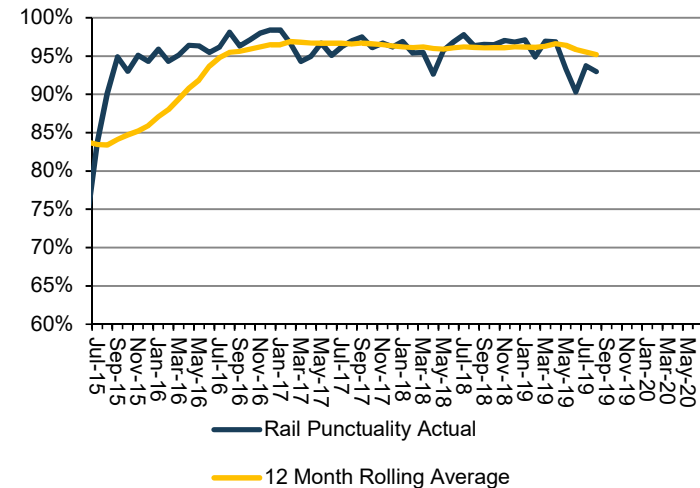
\* Arrival within 5 minutes of schedule at final destination

**98.6%** Service Delivery\*

98.6% 12 month rolling average

\* Arrival at final destination

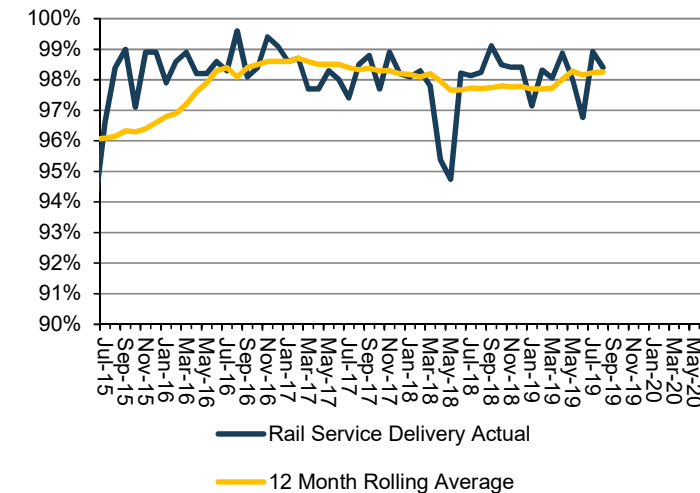
### 2.2.19 Rail punctuality based on arrival at final destination



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 August 2019 was 93.0% and 95.2% for the 12 months to August 2019.

### 2.2.20 Rail service delivery based on arrival at final destination

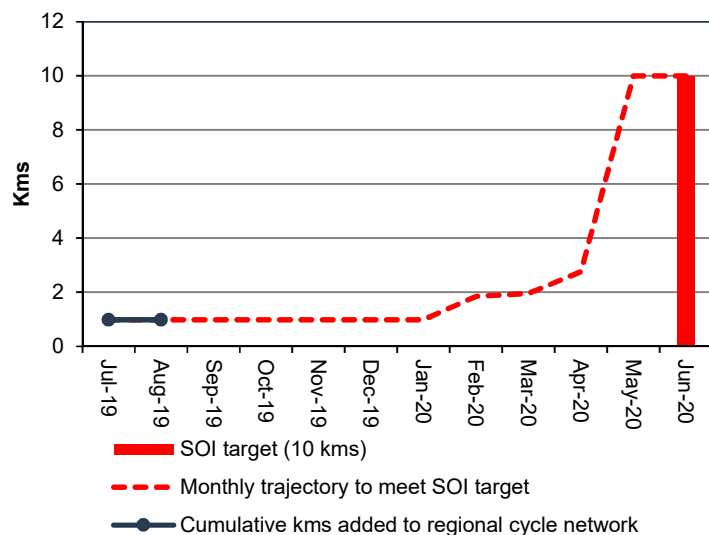


This measure is based on the percentage of rail services that arrive at their final destination.

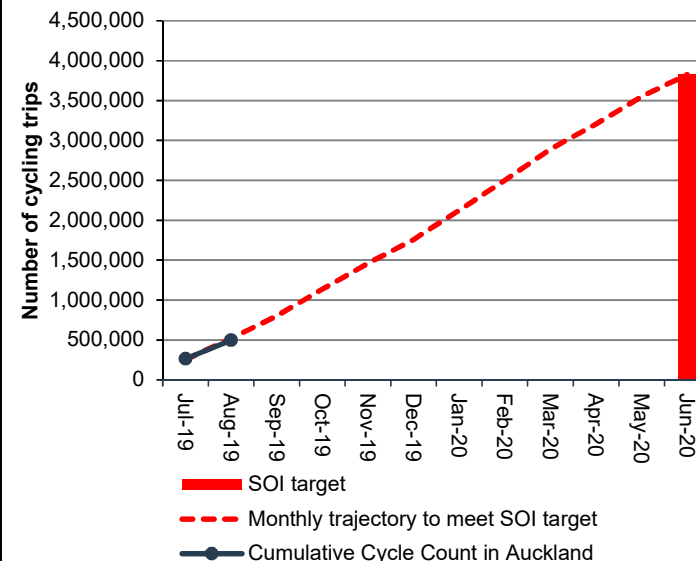
Rail service delivery for the month of August 2019 was 98.4% and 98.3% for the 12 months to August 2019.

## 2.3 Encourage walking and cycling

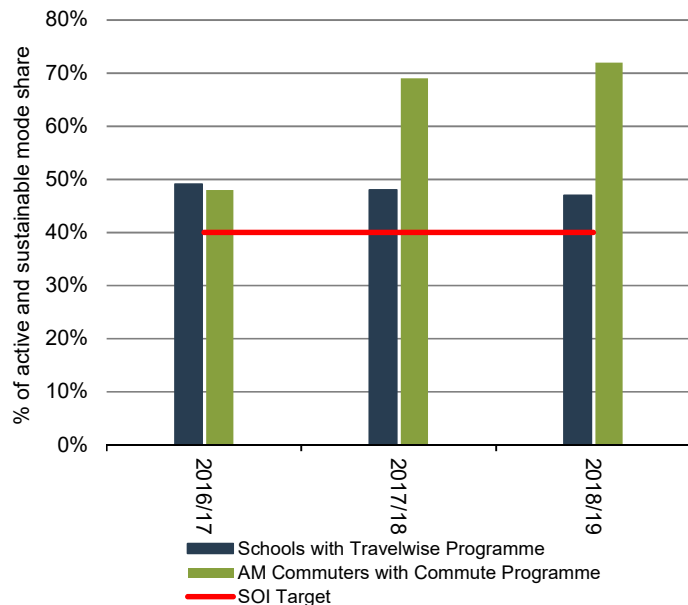
### 2.3.1 Kilometres of new cycleway added to the regional cycle network



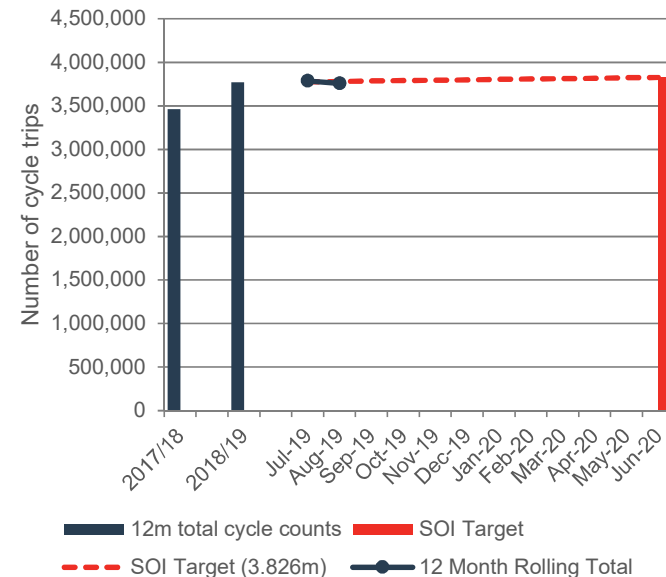
### 2.3.2 Annual number of cycle movements past selected sites



### 2.1.12 Active and sustainable transport mode share

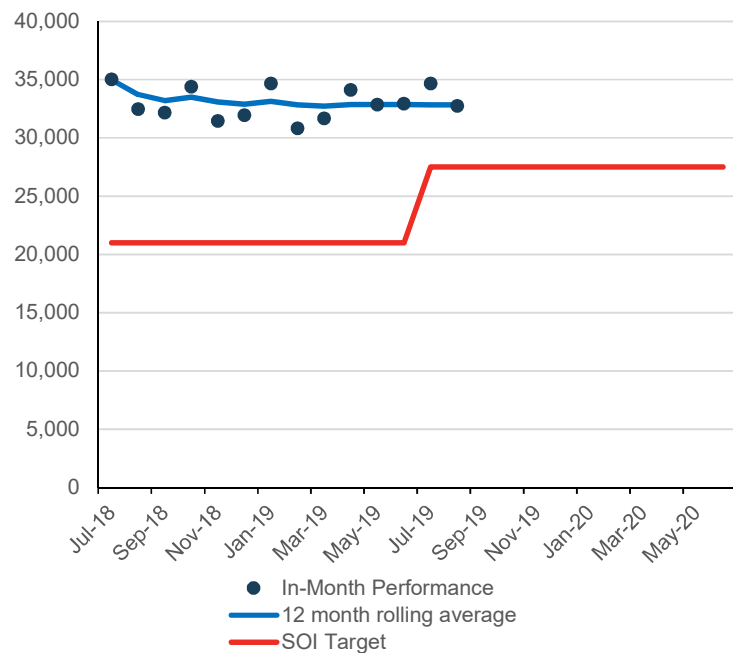


### 2.1.13 Cycle movements 12 month rolling total



## 2.4 Make the best use of existing transport networks

### 2.4.1 Average AM peak period lane productivity



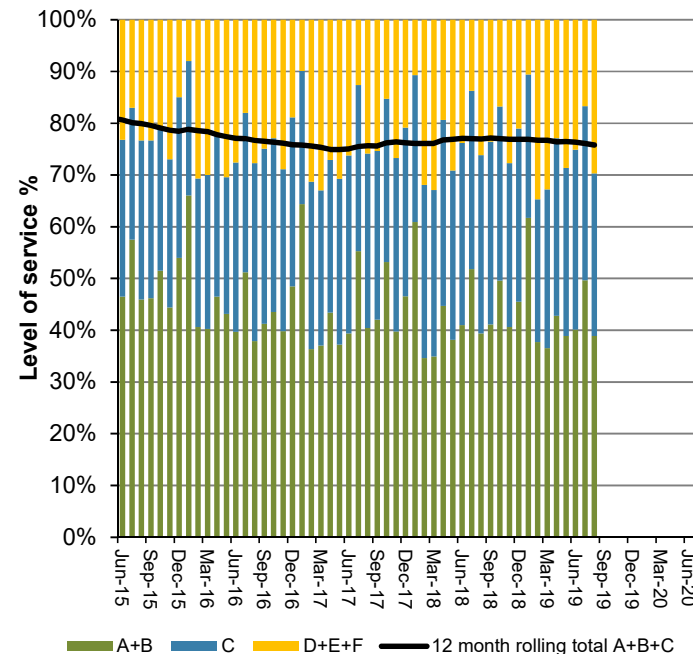
Target exceeded.

In August 2019, the average AM peak arterial productivity was 32,728. In the 12 months to August 2019, average AM peak arterial productivity was 32,856, exceeding the target of 27,500.

The key arterial routes included in this measure are shown in figure 2.4.3.

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 number of vehicles (including buses), their average journey speed and average vehicular occupancy. For urban arterials a value of 27,500 people-km/hour/lane is set as a target. This value has increased from the 2018/19 target due to the results exceeding target, and is equivalent to the movement of approximately 900 vehicles travelling at a constant speed of 25km/h along the length of the arterial.

### 2.4.2 AM peak arterial road level of service



In August 2019, 70% of the network operated at good levels of service (LOS A-C). This is 13 percentage points lower (worse) than July 2019, and 4 percentage points lower than August 2018.

In the 12 months to August 2019, 76% of the network was operating efficiently (LOS A – C) during the AM Peak.

Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:

- A: 90% and greater
- B: 70 – 90%
- C: 50 – 70%
- D: 40 – 50%
- E: 30 – 40%
- F: less than 30%

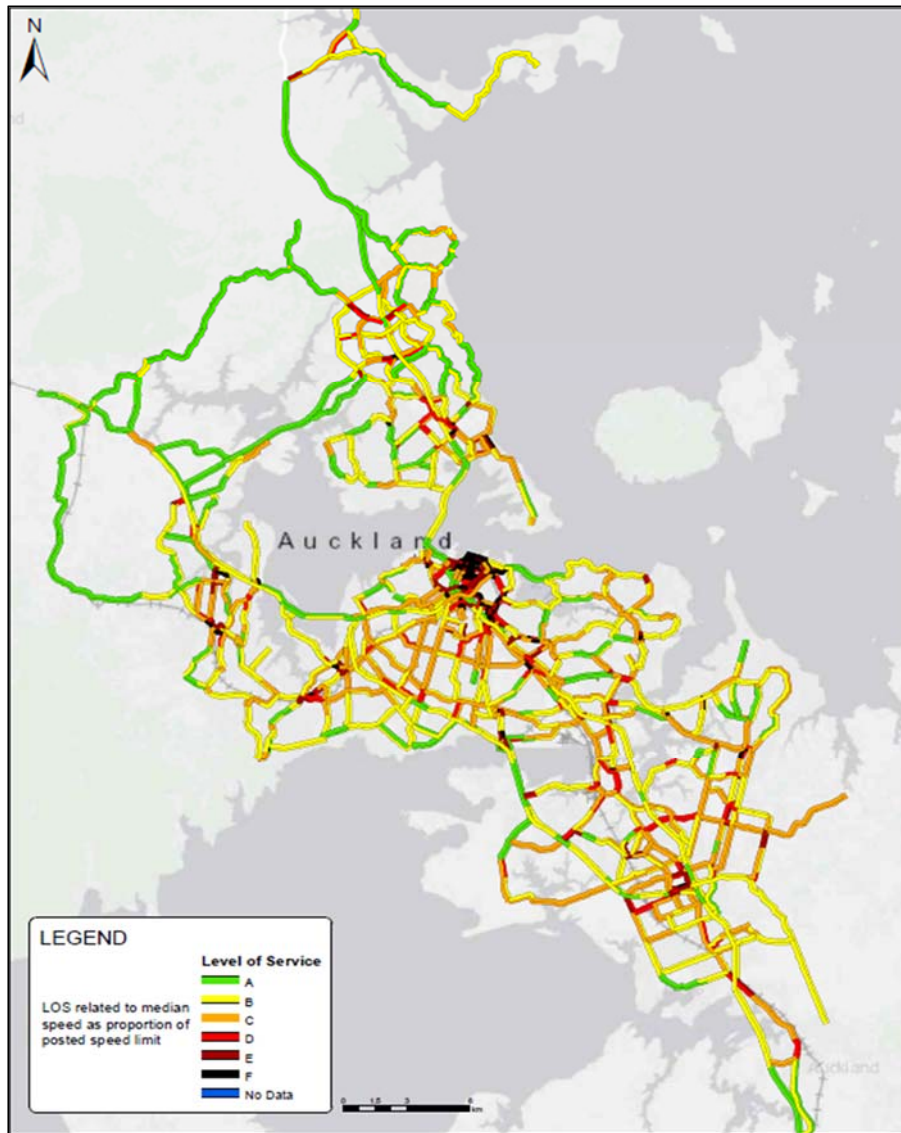
Level of service D–F broadly represent "congested" conditions.





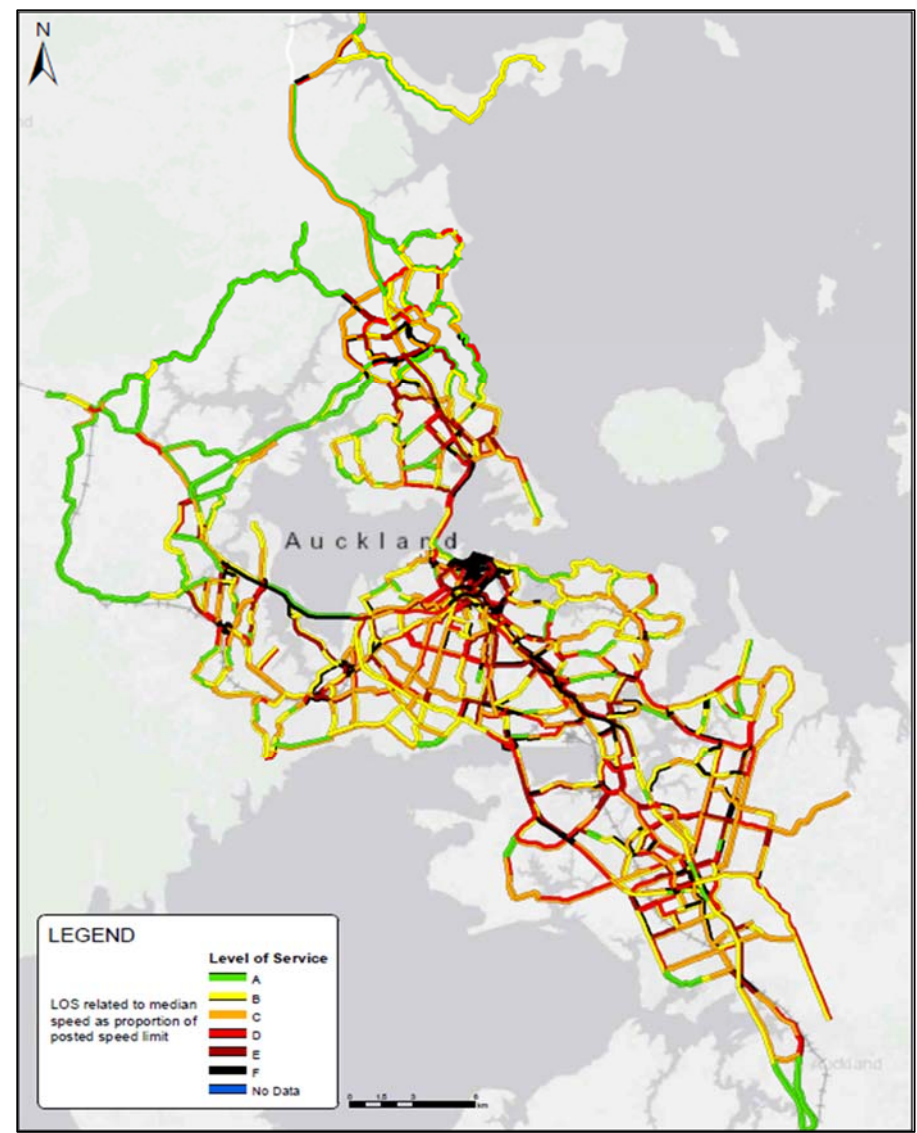
## 2.4 Make the best use of existing transport networks

### 2.4.5 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 August 2019. See the AM peak arterial road level of service graph (2.4.3) for an explanation of the levels of service.

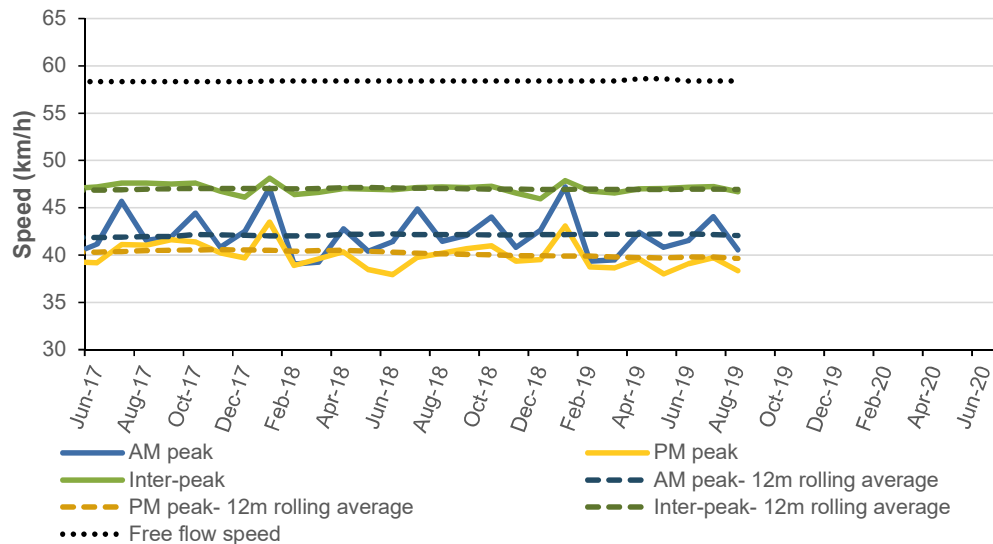
### 2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for August 2019. See the AM peak arterial road level of service graph (2.4.3) for an explanation of the levels of service.

## 2.4 Make the best use of existing transport networks

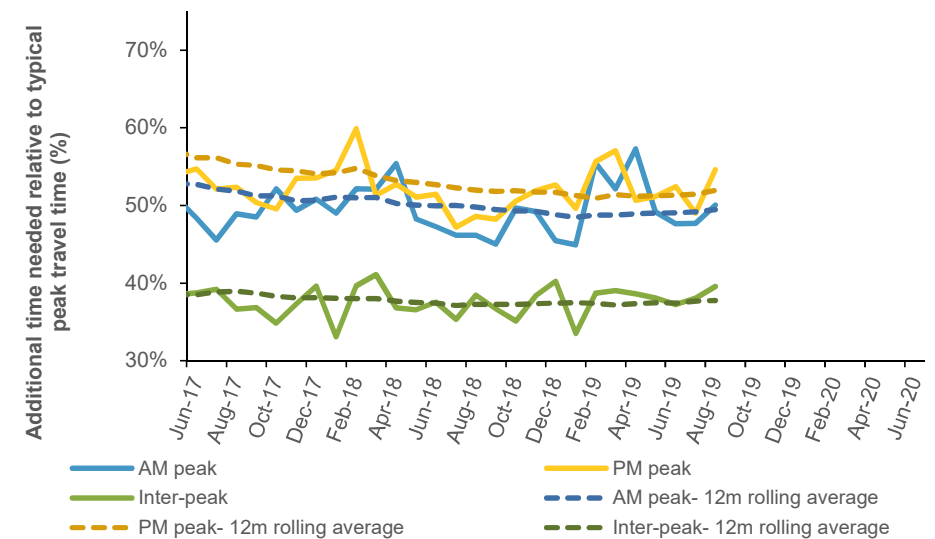
### 2.4.7 Median travel speed across arterial and motorway network



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 58.6 km/hr has been provided as a comparator.

During August 2019, the median travel speed during the AM peak was 41 km/hr, compared with 44 km/hr in July 2019 and 41 km/hr in August 2018. The 12 month rolling average was 42.1 km/hr.

### 2.4.8 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.

Reliability is a measure in percentage of how much variation a driver would experience from their day to day journey time in addition to a typical experience (median travel time), the smaller the percentage the better the reliability. Less than 50% additional travel time needed relative to typical travel time is regarded reliable in view of a driver's experience, 50%-70% is considered unreliable but tolerable and above 70% is deemed totally unreliable.

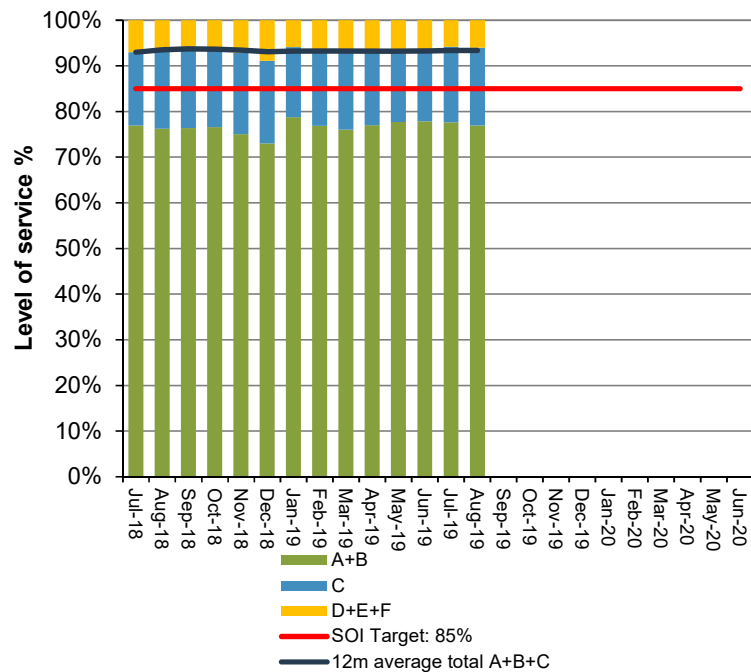
In the August 2019 AM peak, the 85th percentile was 50% longer than the typical travel time. The rolling average illustrates that the reliability remains at a desirable level during inter-peak period, whereas AM and PM peaks are mostly showing unreliable travel times.

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



## 2.4 Make the best use of existing transport networks

### 2.4.9 Proportion of the freight network operating at Level of Service C or better during the inter-peak



Exceeding target.

In August 2019, 94% of the strategic freight network operated at good levels of service (LOS A-C), and 93% for the 12 months to August 2019.

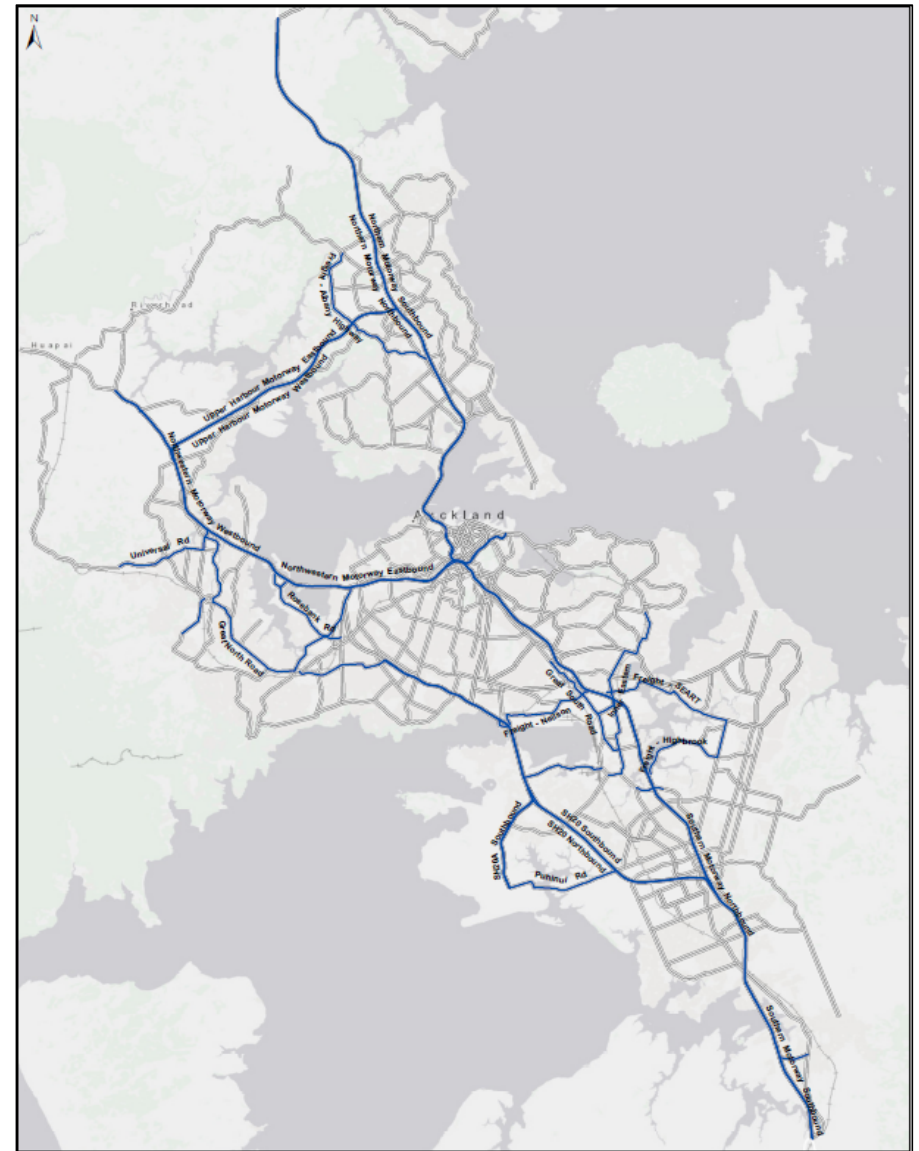
In terms of the arterial and Motorway components of the freight network, 89% and 97% respectively operated efficiently, indicating that freight vehicles had a particularly good experience on the Motorway. Of the segments that experienced some congestion, most tended to be at Motorway interchanges or near busy activity centres such as near town centres.

Level of service is measured by median speed as a % of the posted speed limit 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.

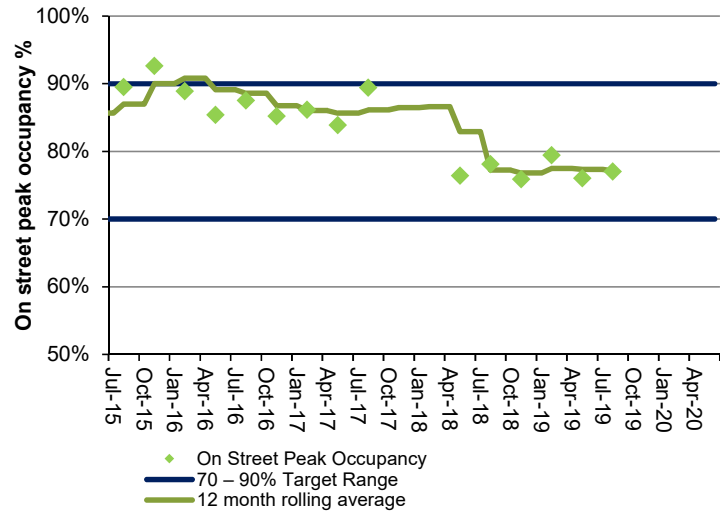
### 2.4.10 Map showing key freight routes



The freight network comprises key freight routes on key arterials and the Motorway network, as defined in the freight network map (above). The freight network Level of Service (LOS) is measured by average speed during the inter-peak period as a percentage of the posted speed limit for the freight network routes. LOS A, B and C represents efficient and stable traffic conditions with average travel speeds of at least 50% of the posted speed limit. At least 85% of the freight network is to operate at efficient levels.

## 2.4 Make the best use of existing transport networks

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

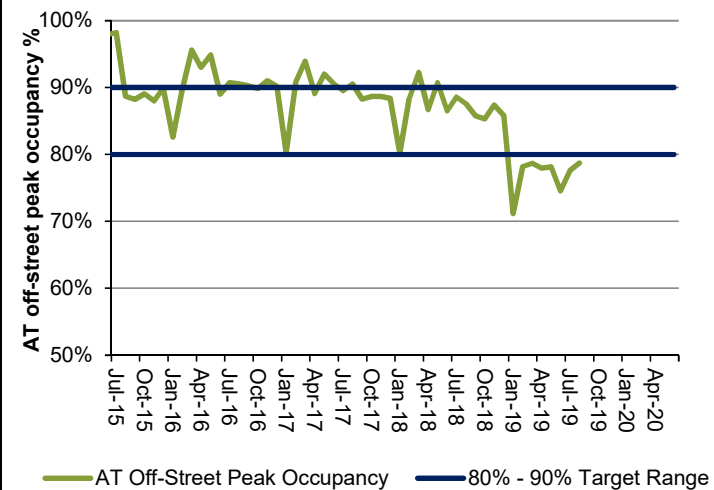


August 2019 on-street occupancy was 77.0%.  
The 12 month rolling average in August 2019 was 77.1%.

In obtaining its on street occupancy figure AT has moved from a consultant survey to an internal data driven method using transactional data from Pay by Plate machines and AT Park June 2018 results have included 5% factor as the non-compliant component (made up of the small group of people that do not pay for parking).

Note: 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 in three central city parking zone precincts: Shortland/High Street, Karangahape Road and Wynyard Quarter.

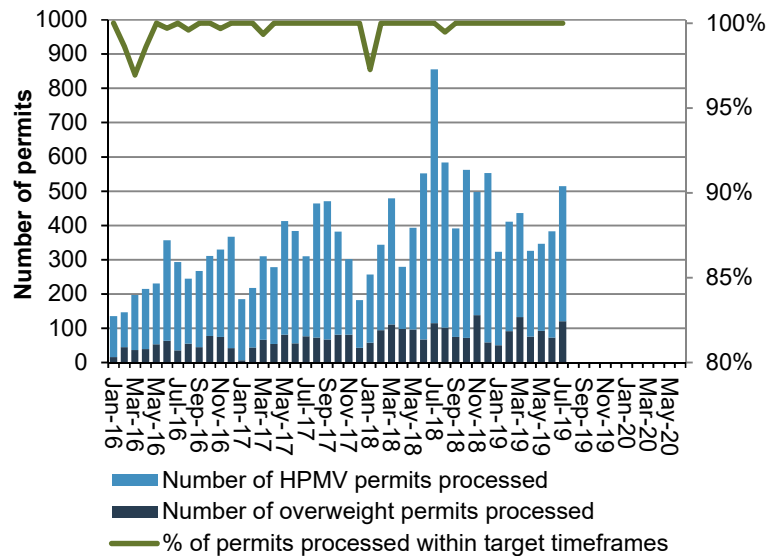
### 2.4.12 Off-street parking occupancy rates



The off-street parking occupancy rate for August 2019 of 78.7% is lower than the 80% to 90% occupancy target range.

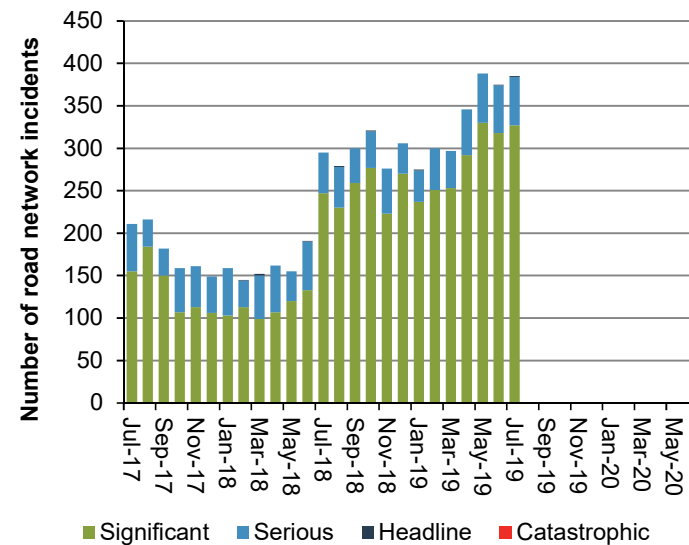
AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings.

### 2.4.13 Heavy vehicle permits processed



In August 2019, 124 overweight permit applications and 338 HPMV permit applications were processed. In total, all 462 permits were processed within the KPI target timeframes (2 days for single and multi trip, 3 days for continuous trip and 4 days for HPMV permits).

### 2.4.14 ATOC managed incidents



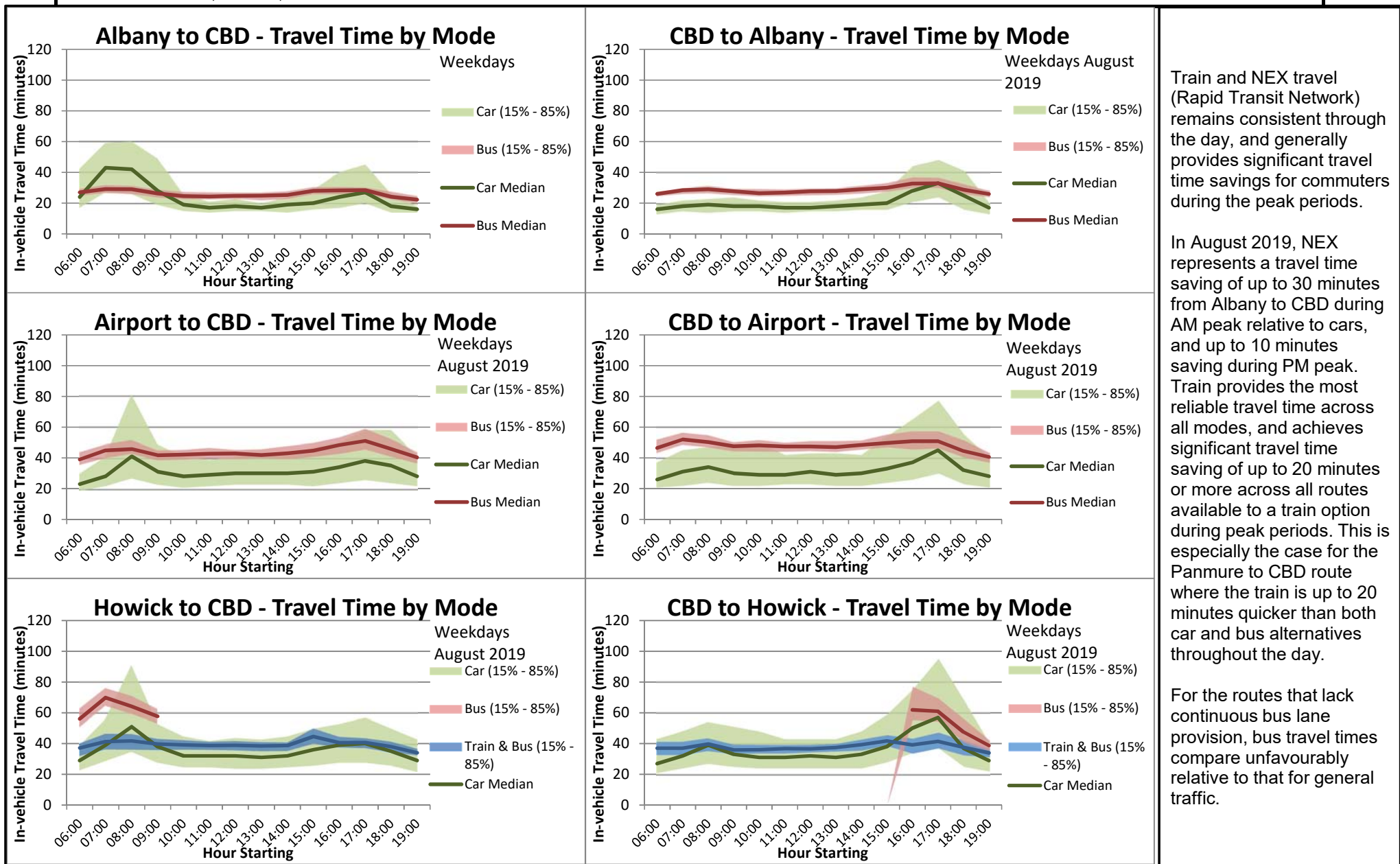
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

ATOC managed 399 significant incidents, and 47 serious incidents during August 2019.

The Auckland Transport Operations Centre (ATOC) is a multi-agency initiative that manages incidents on both AT's local road and NZ Transport Agency's state highway networks. The centre is responsible for managing incidents from Taupo to Cape Reinga.

## 2.4 Make the best use of existing transport networks

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.



Train and NEX travel (Rapid Transit Network) remains consistent throughout the day, and generally provides significant travel time savings for commuters during the peak periods.

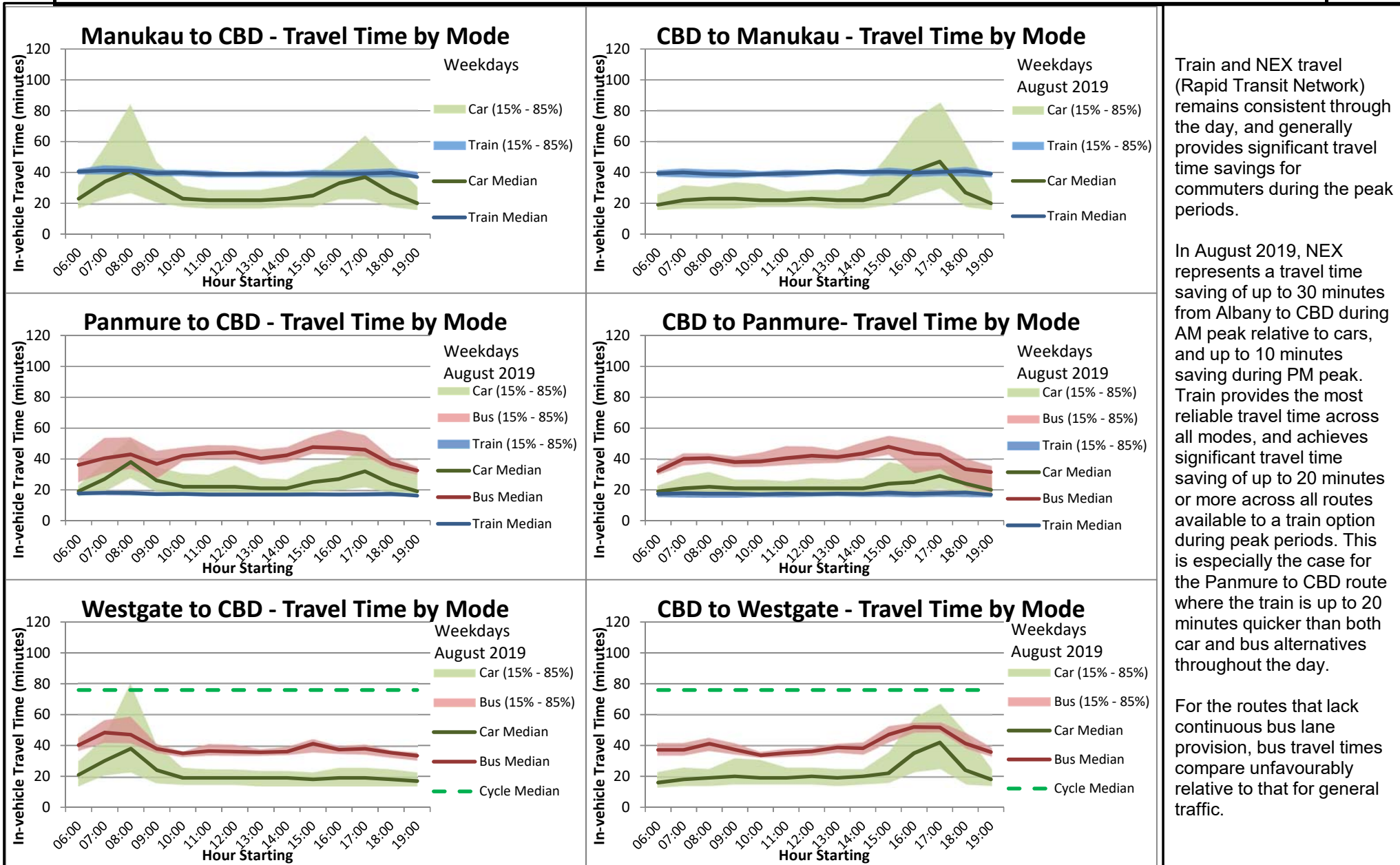
In August 2019, NEX represents a travel time saving of up to 30 minutes from Albany to CBD during AM peak relative to cars, and up to 10 minutes saving during PM peak. Train provides the most reliable travel time across all modes, and achieves significant travel time saving of up to 20 minutes or more across all routes available to a train option during peak periods. This is especially the case for the Panmure to CBD route where the train is up to 20 minutes quicker than both car and bus alternatives throughout the day.

For the routes that lack continuous bus lane provision, bus travel times compare unfavourably relative to that for general traffic.

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.

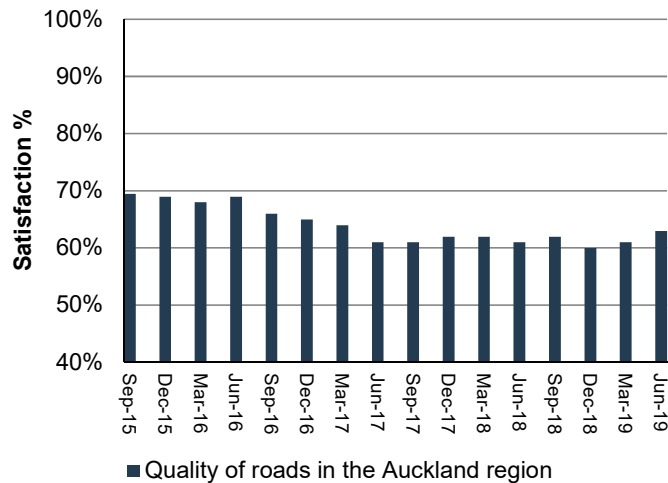
## 2.4 Make the best use of existing transport networks

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.



## 2.4 Make the best use of existing transport networks

### 2.4.15 Percentage of residents satisfied with the quality of roads in the Auckland region

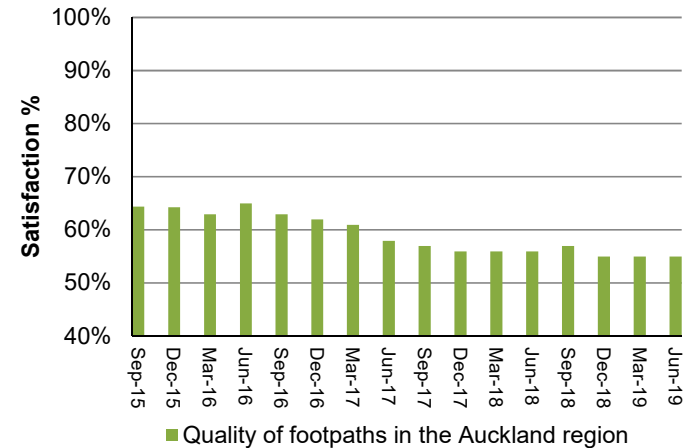


Non reporting period.

In June 2019, satisfaction with the quality of roads in Auckland (63%) was up two percentage points compared with the March 2019 result (61%).

Satisfaction was up two percentage points compared with the June 2018 result.

### 2.4.16 Percentage of residents satisfied with the quality of footpaths in the Auckland region

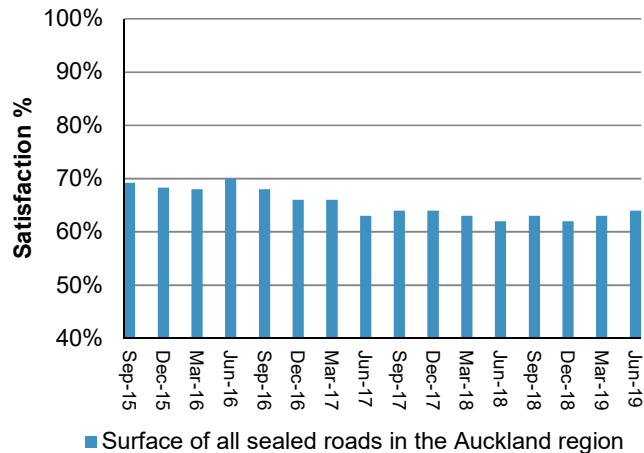


Non reporting period.

In June 2019, satisfaction with the quality of footpaths in Auckland (55%) was unchanged compared with the March 2019 result (55%).

Satisfaction was down one percentage point compared with the June 2018 result.

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

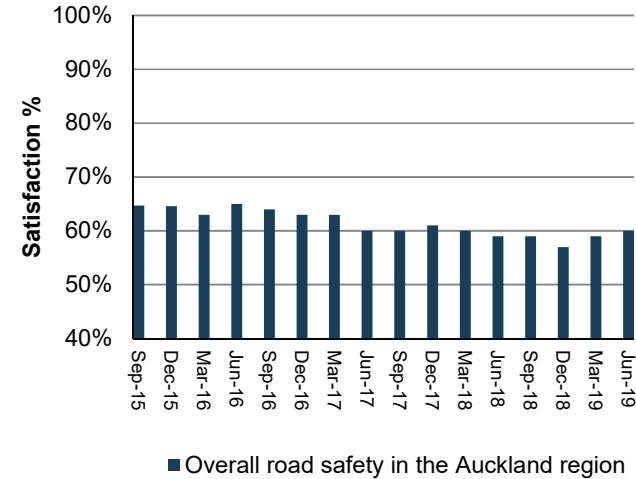


Non reporting period.

In June 2019, satisfaction with the surface of all sealed roads in Auckland (64%) was up one percentage point compared with the March 2019 result (63%).

Satisfaction was up two percentage points compared with the June 2018 result.

### 2.4.18 Percentage of residents satisfied with road safety in the Auckland region



Non reporting period.

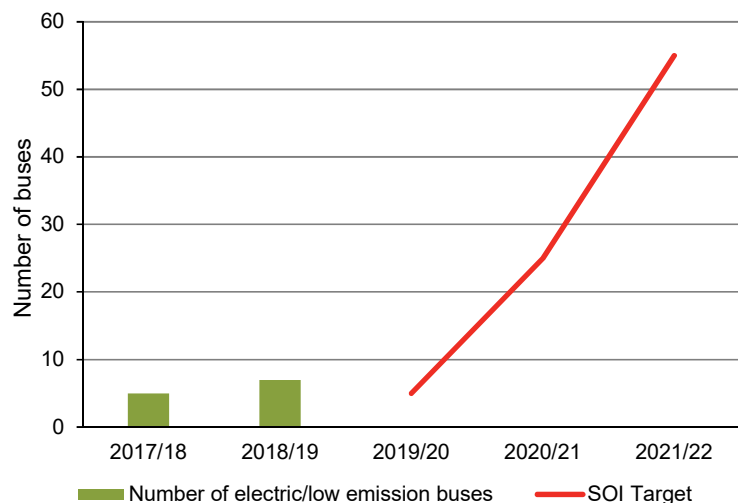
In June 2019, satisfaction with road safety in Auckland (60%) was up one percentage point compared with the March 2019 result (59%).

Satisfaction was up one percentage point compared with the June 2018 result.



## 2.5 Manage the impacts of the transport system on the environment

### 2.5.1 Number of buses in the Auckland bus fleet classified as low emission

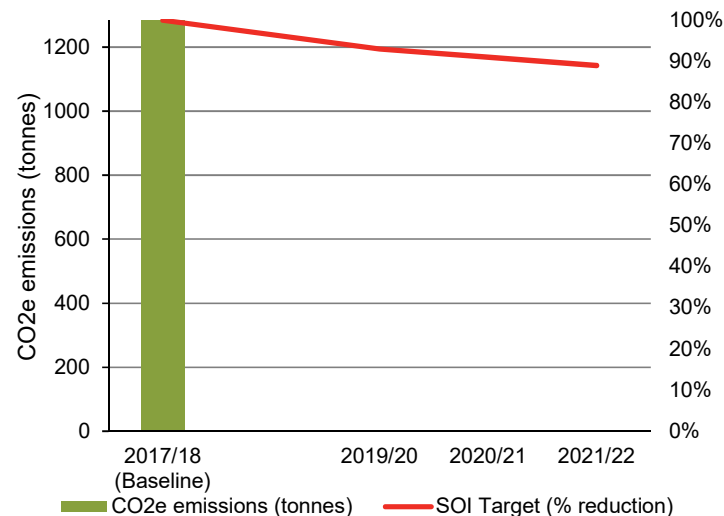


Non reporting period.

New measure.

The target for the number of buses in the Auckland bus fleet classified as low emission is to increase to 5 by the end of 2019/20.

### 2.5.2 Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations



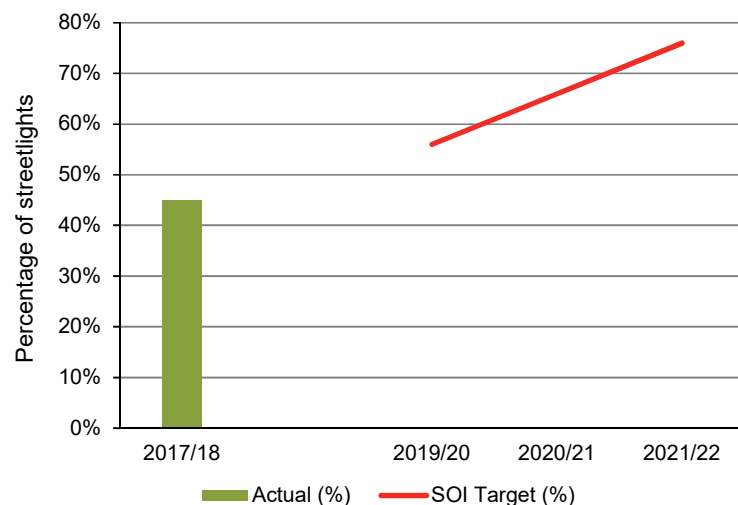
Non reporting period.

New measure.

The reduction in Carbon Dioxide emissions generated annually by Auckland Transport corporate operations is compared to a baseline set in 2017/18.

The 2019/20 SOI target is to reduce emissions by 7% from the baseline.

### 2.5.3 Percentage of Auckland Transport streetlights that are energy efficient LED



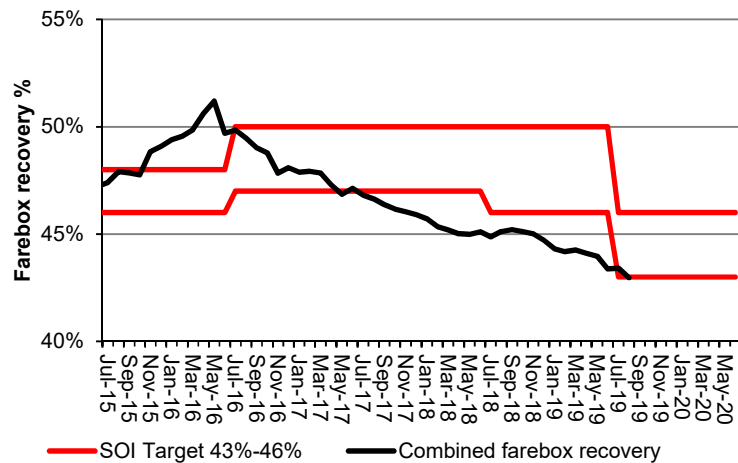
Non reporting period.

New measure.

The 2019/20 SOI target is to increase the percentage of energy efficient LED streetlights to 56%.

## 2.6 Value for money

### 2.6.1 PT farebox recovery (combined result with SOI measure)



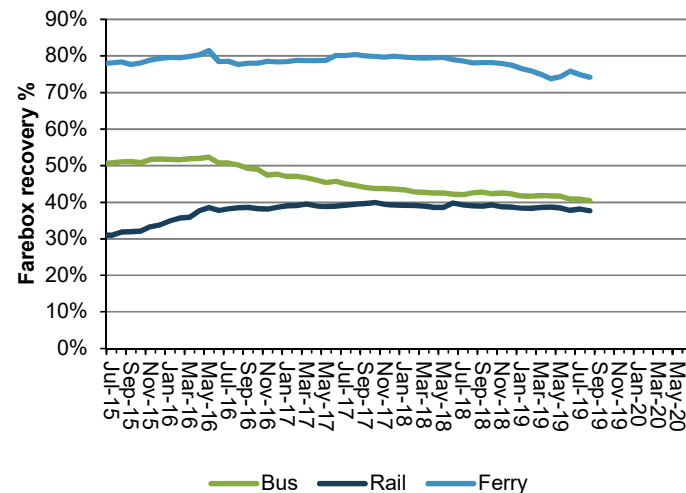
Meeting target.

Total PT farebox recovery ratio in August 2019 was 43.0%, compared with 45.1% in August 2018.

The 2019/20 SOI target for PT farebox recovery has been amended to 43% - 46%.

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).

### 2.6.2 PT farebox recovery (by mode)

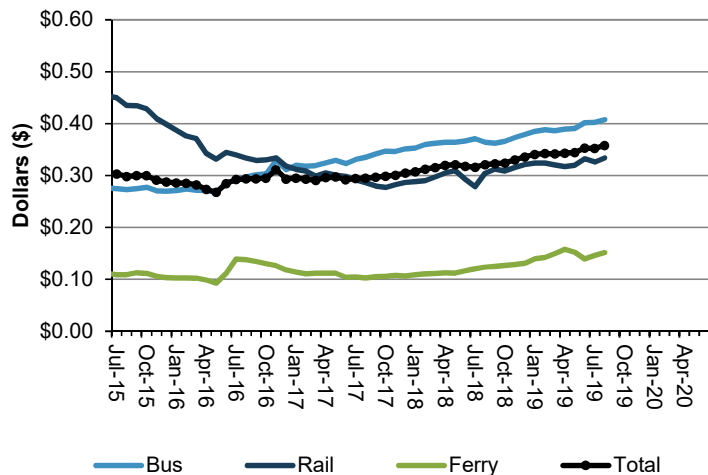


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios for August 2019 (and comparable 2018 results) were:

- Ferry 74.2% (78.1%)
- Bus 40.4% (42.6%)
- Rail 37.7% (39.0%)

### 2.6.3 PT subsidy per passenger kilometre



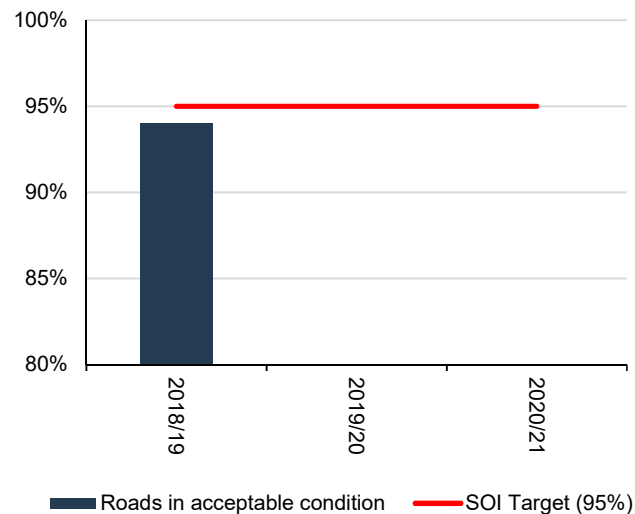
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for August 2019 (and comparable 2018 results) were:

- Bus \$0.408 (\$0.364)
- Rail \$0.334 (\$0.305)
- Ferry \$0.151 (\$0.124)
- Total \$0.358 (\$0.321)

## 2.6 Value for money

### 2.6.4 Proportion of road assets in acceptable condition

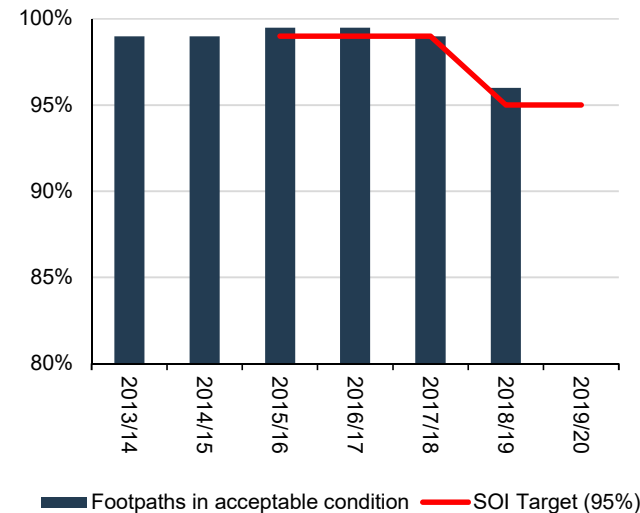


Non reporting period.

The 2018/19 result for the percentage of road assets in acceptable conditions was 94%. This is within 2.5% of the SOI target (95%).

Proportion of road assets in acceptable condition is a new measure in the 2018/19 SOI.

### 2.6.5 Percentage of footpaths in acceptable condition

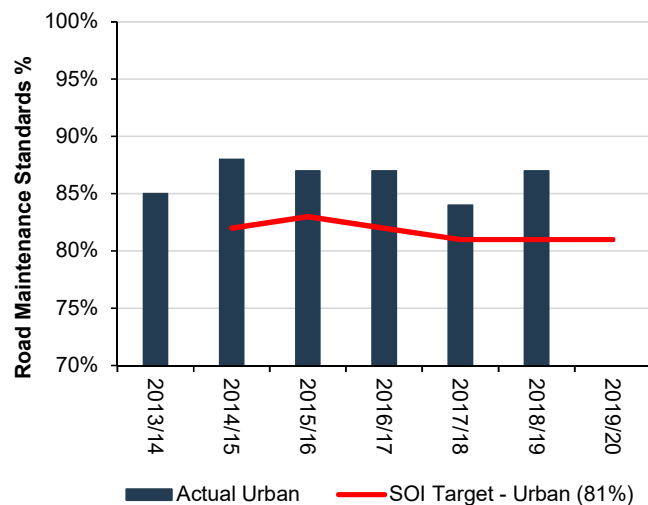


Non reporting period.

The 2018/19 result for the percentage of footpaths in acceptable condition was 96%.

The amended target and lower result compared with previous years relate to a change in performance measure methodology and a reassessment of the definition of acceptable condition.

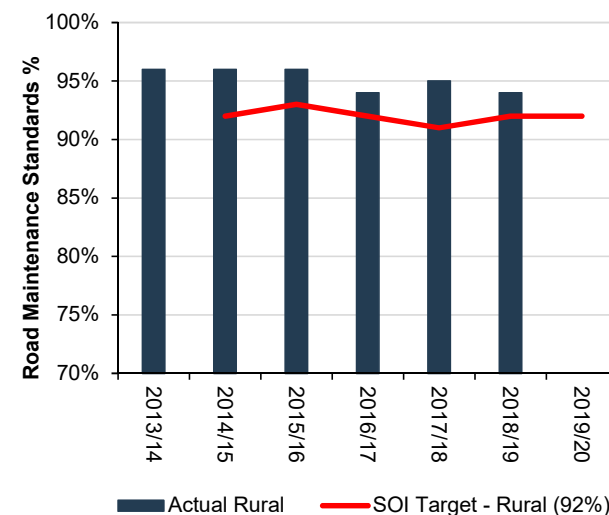
### 2.6.6 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Non reporting period.

The 2018/19 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 87% (up three percentage points from 2017/18).

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

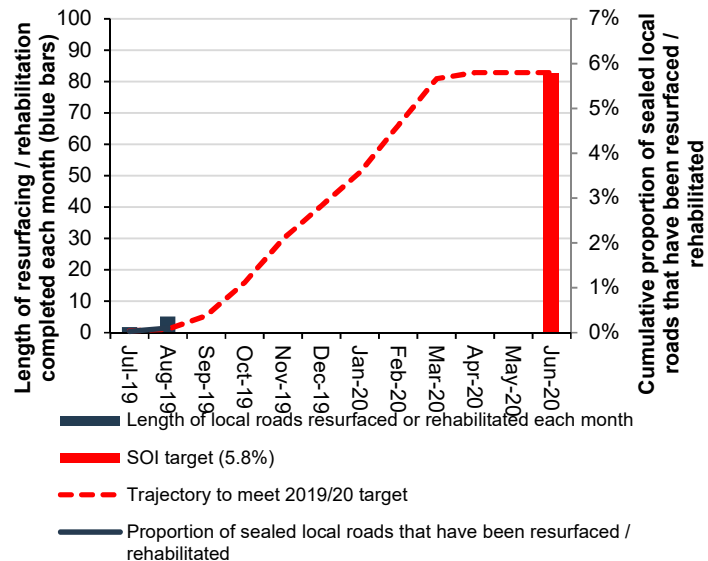


Non reporting period.

The 2018/19 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 94% (down one percentage point from 2017/18).

## 2.6 Value for money

### 2.6.8 Percentage of the sealed road network that is resurfaced



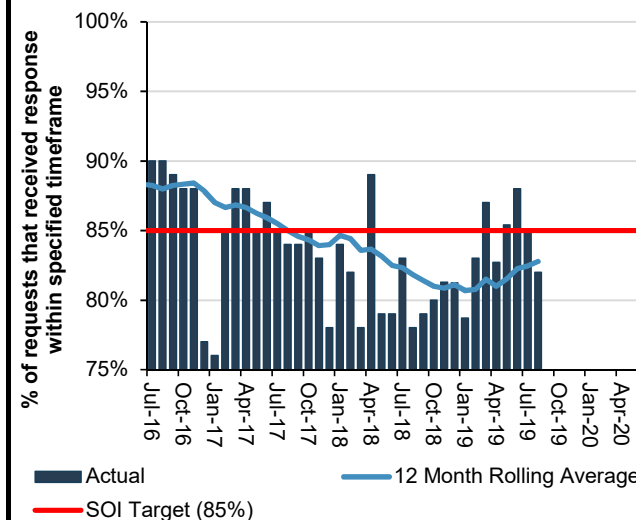
Expected to meet target.

The 2019/20 target is to resurface 5.8% of the sealed road network.

In August 2019, 5.1 km of the local road network was resurfaced / rehabilitated. The YTD completed length of 6.9 is more than the SOI trajectory of 5.0 km.

The 2019/20 completed length of 6.9 km is 1.7% of the 410 km 2019/20 programme.

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



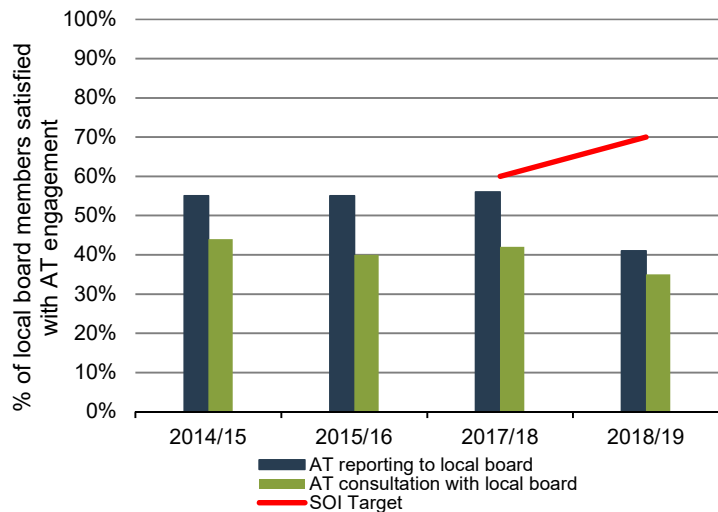
YTD July: 83.5%  
12month rolling average: 82.8%  
SOI target of 85%

The August 2019 result (82.0%) is four percentage points higher than the August 2018 result.

These data relate to jobs dispatched to our maintenance contractors by the call centre.

## 2.7 Local Board and customer engagement

### 2.7.1 Percentage of Local Board members satisfied with Auckland Transport engagement



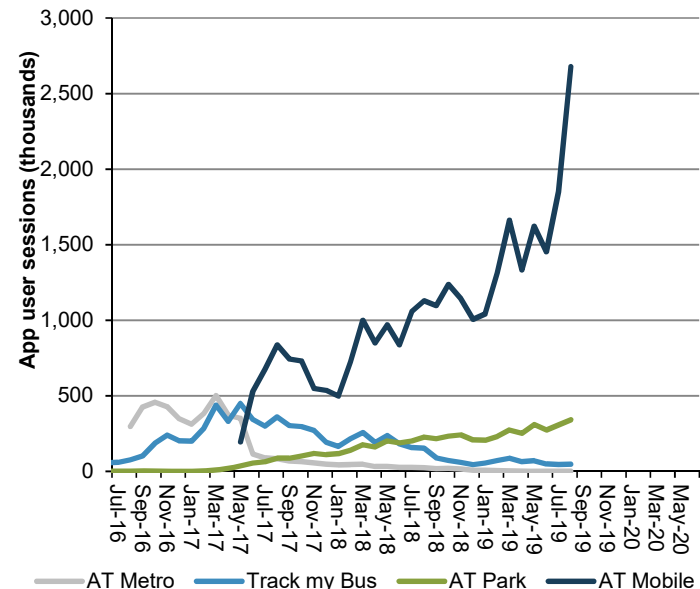
Non reporting period.

Local board satisfaction was 41% for AT reporting to local board, and 35% for AT consultation (engagement) with local board in 2018/19.

2018/19 targets for local board satisfaction with AT engagement is 70% for both reporting to local boards and consultation with local boards.

Local board satisfaction results, sourced from the Auckland Council Elected Members Survey, are not available every year as the survey is only undertaken every 18 months.

### 2.2.19 AT app user sessions



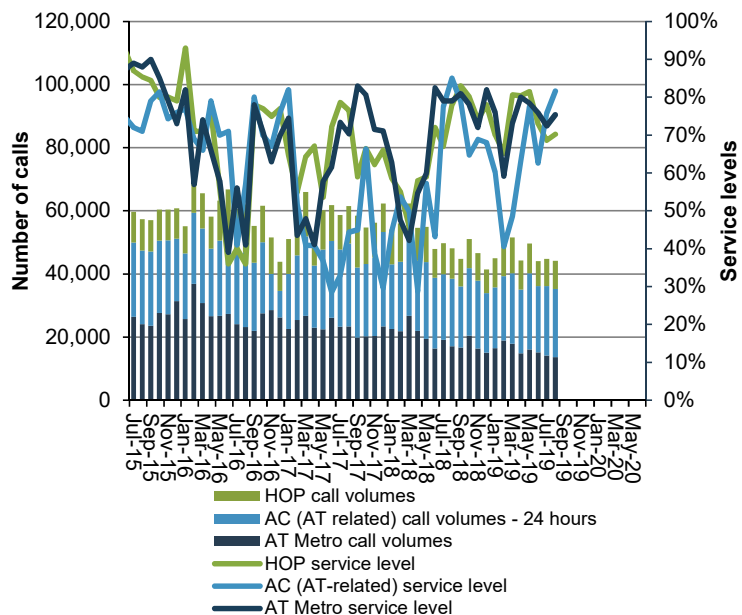
AT Mobile  
App user sessions increased by 44.7% in August 2019 compared with July 2019, and increased by 137.1% compared with August 2018.

AT Park  
App user sessions increased by 10.7% in August 2019 compared with July 2019.

Track my Bus  
App user sessions increased by 3.2% in August 2019 compared with July 2019.

AT Metro  
App user sessions decreased by 15.3% in August 2019 compared with July 2019.

### 2.2.18 Call centre incoming calls and service levels



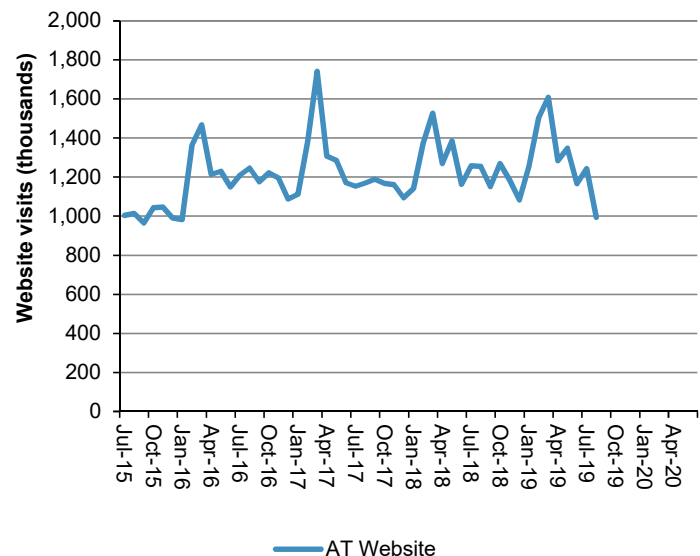
AT HOP

Call volumes increased by 5%, and the service level increased by 2 percentage points compared with July 2019.

Auckland Council (AT-related calls) – 24 Hours  
Call volumes decreased by 2% and the service level increased by 6 percentage points compared with July 2019.

AT Metro Call Centre  
Call volumes decreased by 4% compared with July 2019, a decrease of 21% compared with August 2018. The service level was 3 percentage points higher compared with July 2019.

### 2.2.20 Website visits



Visits to the Auckland Transport website totalled 994,326 in August 2019, a decrease of 20.0% compared with July 2019.