Attachment 1

Auckland Transport Monthly Indicators Report 2015/16

November 2015

Auckland Transport
An Auckland Council Organisation

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1.1 SOI performance measures

Strategic theme	Measure	SOI 2015/16 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	84.47 million		●	●	●	●	●								12 month rolling total: 81.17m	Page 12
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings		●	●	●	●	●								RTN + FTN boardings 4.8% growth > total boardings 2.4% growth	Page 13
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	83%				●										September result: 84%	Page 14
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%				●										September result: 70%	Page 15
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%				●										September result: 64%	Page 15
	Percentage of residents satisfied with road safety in the Auckland region	60%				●										September result: 65%	Page 15
	PT punctuality (weighted average across all modes)	92%		●	●	●	●	Not Available									Page 16
Build network optimisation and resilience	Arterial road productivity	54% of the ideal achieved		●	●	●	●	●								12 month rolling average: 56.4%	Page 17
	New cycleways added to regional cycle network	7.4 km		●	●	●	●	●								July - November delivery: 5.49 km	Page 17
	Annual number of cycling trips in designated areas in Auckland (all day)	1.1 million		●	●	●	●	●								12 month rolling total: 932,302	Page 17
	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 - 11mins SEART W - 11mins Harris E - 11mins Harris W - 9mins GSR N - 14mins GSR S - 11mins Kaka E - 8mins Kaka W - 7mins Wairau W - 8mins Wairau E - 9mins	Page 18 - 20

● 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

1.1 SOI performance measures

Strategic theme	Measure	SOI 2015/16 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	46-48%	●	●	●	●	●								October result 47.8%	Page 21
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%		●			●								12 month rolling average: 90%	Page 22
	Number of car trips avoided through travel planning initiatives	17,500													N/A	Page 22

● 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 measures[1]

Strategic theme	Measure	SOI 2015/16 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 (=390)	🔵	🟡	🟡	🟡	🟡								12 month rolling total: 462	Page 24
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	🟢	🟢	🟢	🔵	🟢								November result: 87%	Page 24
Build network optimisation and resilience	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural 93% Urban 83%													N/A	Page 24
	Percentage of the sealed local road network that is resurfaced	8%	🔵	🔵	🔵	🔵	🔵								July -November delivery: 3.0%	Page 25
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													N/A	Page 25

🟢 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] The above are mandatory measures required under the Local Government Act - refer DIA document '*Non-Financial Performance Measures Rules 2013*'

1.3 AT Metro patronage breakdown

	November - 2015/16 Actual v SOI									
	Month				YTD				SOI 2015/16	Projected Forecast 2015/16
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	**5,035,793**	↑ 4.1%	**5,302,290**	↓ -5.3%	**25,982,270**	↑ 2.4%	**26,603,421**	↓ -2.4%	**62,700,000**	**60,600,000**
2. Train (Rapid) Total:	**1,377,370**	↑ 23.9%	**1,313,510**	↑ 4.6%	**6,847,273**	↑ 20.8%	**6,674,724**	↑ 2.5%	**16,000,000**	**16,300,000**
3. Ferry (Connector Local) Total:	**486,066**	↑ 1.7%	**497,784**	↓ -2.4%	**2,161,922**	↑ 6.6%	**2,113,892**	↑ 2.2%	**5,770,000**	**5,820,000**
Total Patronage	**6,899,229**	↑ 7.3%	**7,113,583**	↓ -3.1%	**34,991,465**	↑ 5.8%	**35,392,037**	↓ -1.1%	**84,470,000**	**82,720,000**
Rapid and Frequent	**2,868,122**	↑ 15.5%	**2,768,891**	↑ 3.5%	**14,621,840**	↑ 11.6%	**13,976,875**	↑ 4.4%	**33,210,000**	**33,640,000**

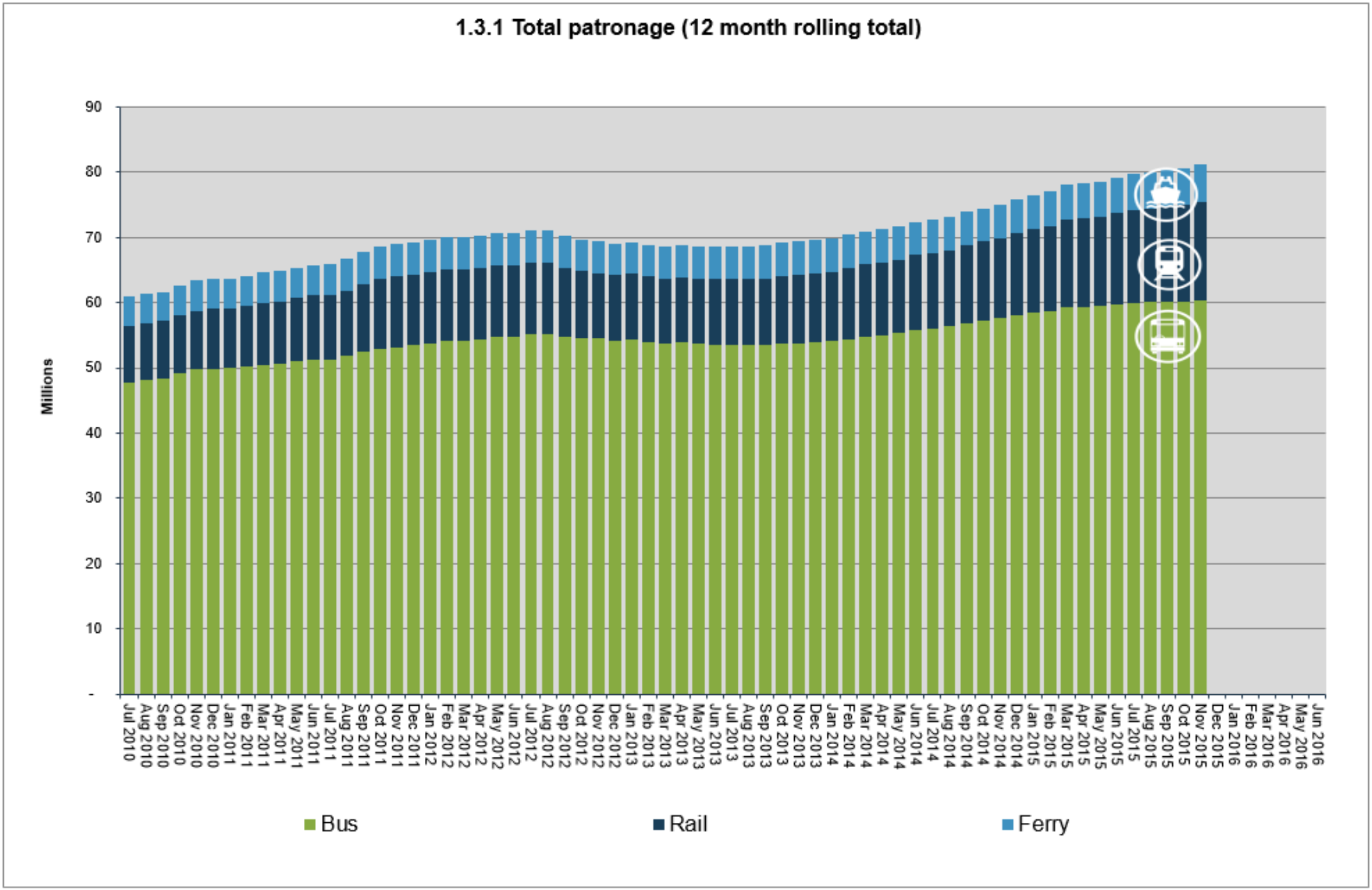
	November - 2015/16											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	% Change	# Change	Normalised % Change	Patronage	% Change Prev Month	% Change Prev Year	Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	**5,035,793**	**4,837,615**	**4.1%**	**198,178**	**1.5%**	**60,406,340**	**0.3%**	**4.8%**	**2,793,971**	**25,982,270**	**610,002**	**2.4%**
- Busway (Rapid) Bus	346,966	270,270	28.4%	76,696		3,649,638	2.1%			1,639,460	180,947	12.4%
- Frequent Bus	1,143,786	1,101,876	3.8%	41,910		14,125,583	0.3%			6,135,106	155,671	2.6%
- Connector Local Targeted Bus	3,545,041	3,465,469	2.3%	79,573		42,631,119	0.2%			18,207,703	273,385	1.5%
2. Train (Rapid) Total:	**1,377,370**	**1,111,899**	**23.9%**	**265,471**	**21.0%**	**15,097,023**	**1.8%**	**22.6%**	**2,779,807**	**6,847,273**	**1,180,131**	**20.8%**
- Western Line	453,566	378,103	20.0%	75,463		5,094,287	1.5%	12.9%	580,262	2,261,300	248,836	12.4%
- Southern Line	411,750	343,098	20.0%	68,652		4,491,886	1.6%	21.7%	799,517	2,102,865	443,718	26.7%
- Pukekohe Line	34,665	22,620	53.2%	12,045		333,879	3.7%	18.7%	52,599	141,711	15,495	12.3%
- Eastern Line	373,460	279,051	33.8%	94,409		4,066,532	2.4%	40.5%	1,172,449	1,857,294	425,741	29.7%
- Onehunga Line	103,929	89,027	16.7%	14,902		1,110,439	1.4%	18.7%	174,980	484,103	46,341	10.6%
3. Ferry (Connector Local) Total:	**486,066**	**477,984**	**1.7%**	**8,082**	**1.3%**	**5,669,651**	**0.1%**	**10.5%**	**539,747**	**2,161,922**	**133,261**	**6.6%**
- Contract	107,690	89,816	19.9%	17,874		1,256,494	1.4%	15.9%	172,539	530,424	69,864	15.2%
- Exempt Services	378,376	388,168	-2.5%	-9,792		4,413,157	-0.2%	9.1%	367,208	1,631,498	63,397	4.0%
Total Patronage	**6,899,229**	**6,427,498**	**7.3%**	**471,731**	**4.8%**	**81,173,014**	**0.6%**	**8.1%**	**6,113,525**	**34,991,465**	**1,923,394**	**5.8%**
Rapid and Frequent	2,868,122	2,484,045	15.5%	384,076		32,872,244	1.2%			14,621,840	1,516,748	11.6%
Connector Local Targeted	4,031,107	3,943,453	2.2%	87,655		48,300,770	0.2%			20,369,625	406,645	2.0%
Total Patronage	**6,899,229**	**6,427,498**	**7.3%**	**471,731**	**4.8%**	**81,173,014**	**0.6%**	**8.1%**	**6,113,525**	**34,991,461**	**1,923,394**	**5.8%**

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

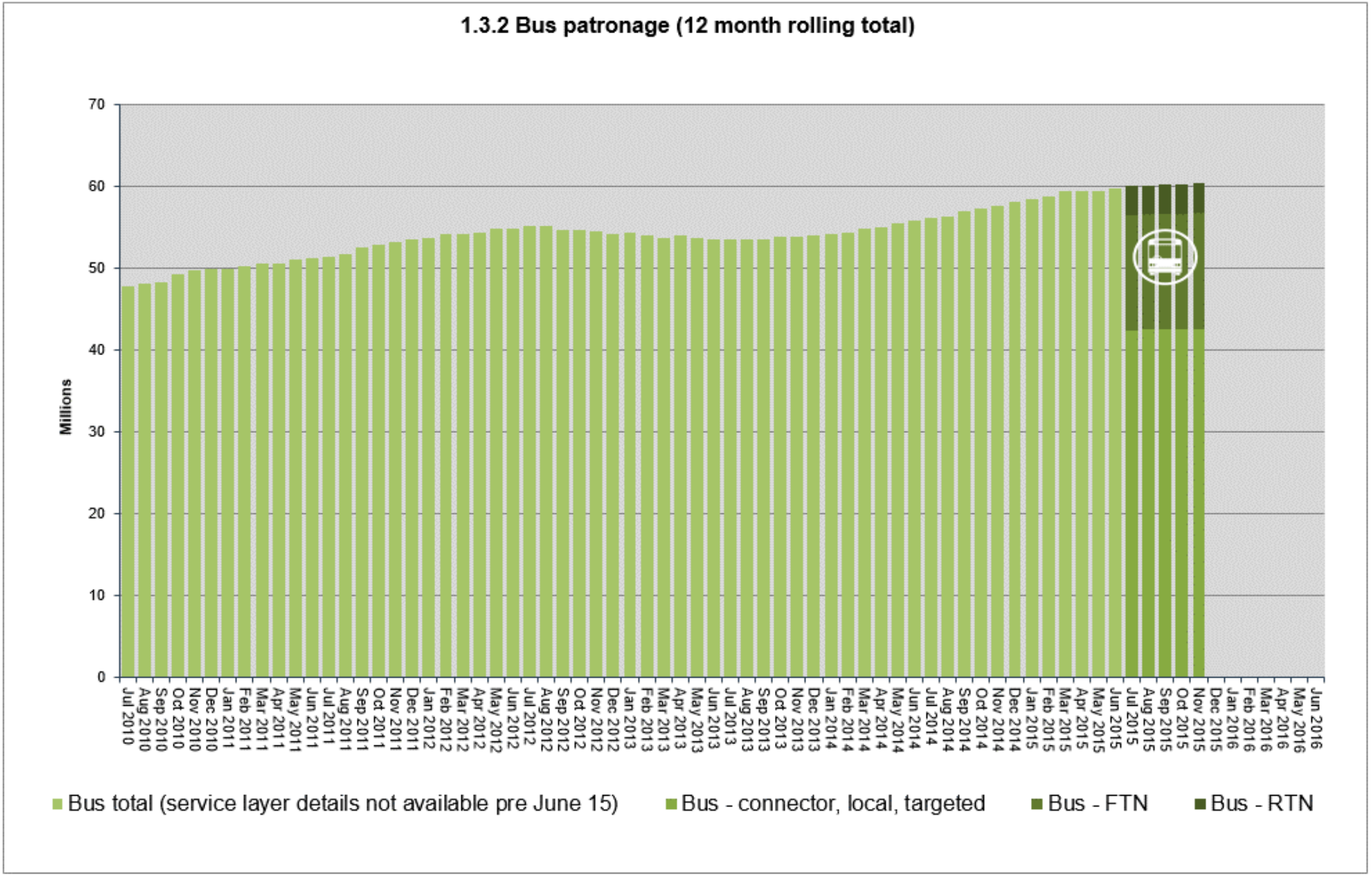
R&F - Splitting Bus Patronage into its service layers requires origin and destination data gathered from AIFS. Do not currently have the necessary two years worth of data to compute the Change Prev Year, .

1.3 AT Metro patronage breakdown

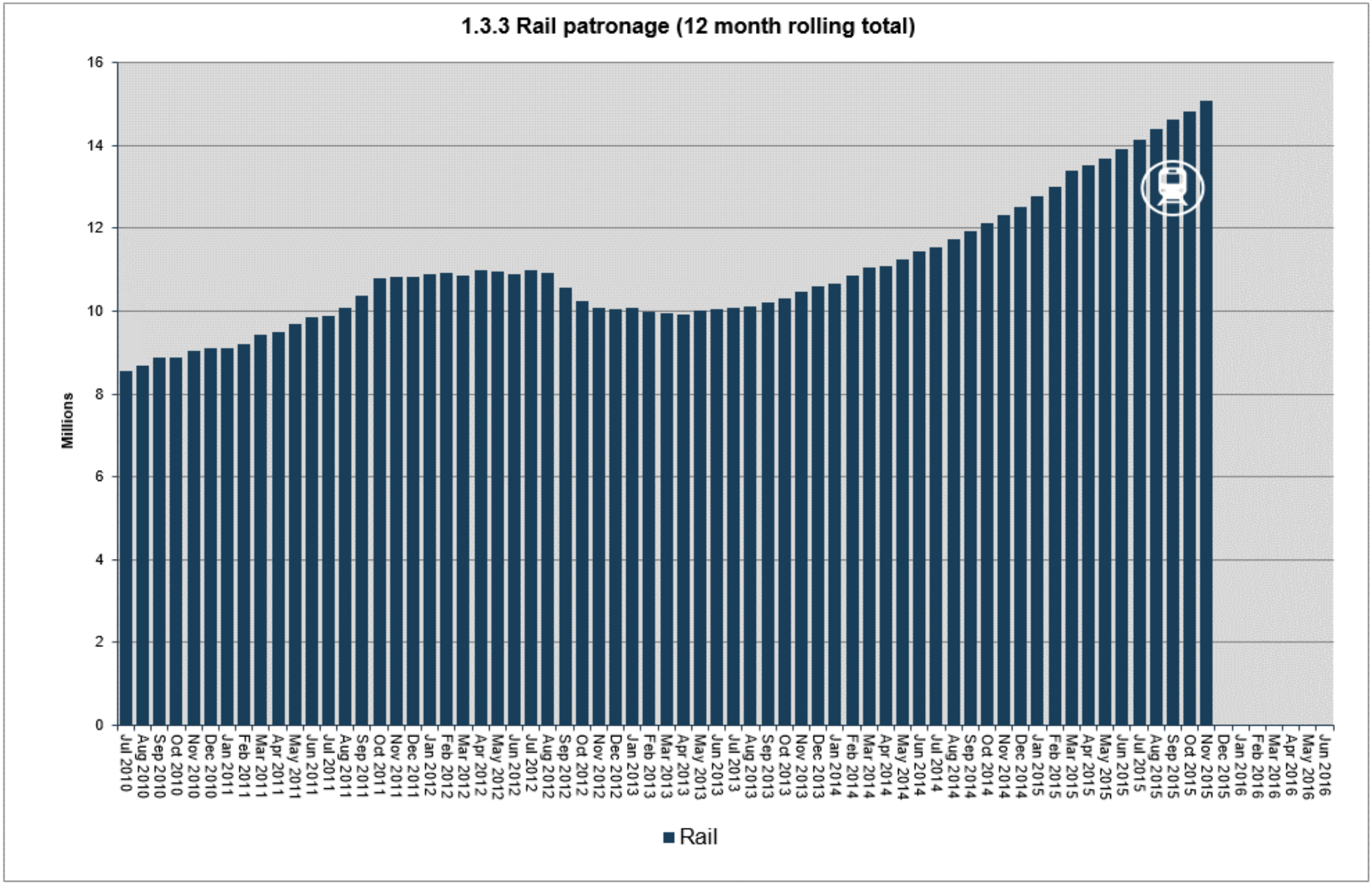
1.3.1 Total patronage (12 month rolling total)



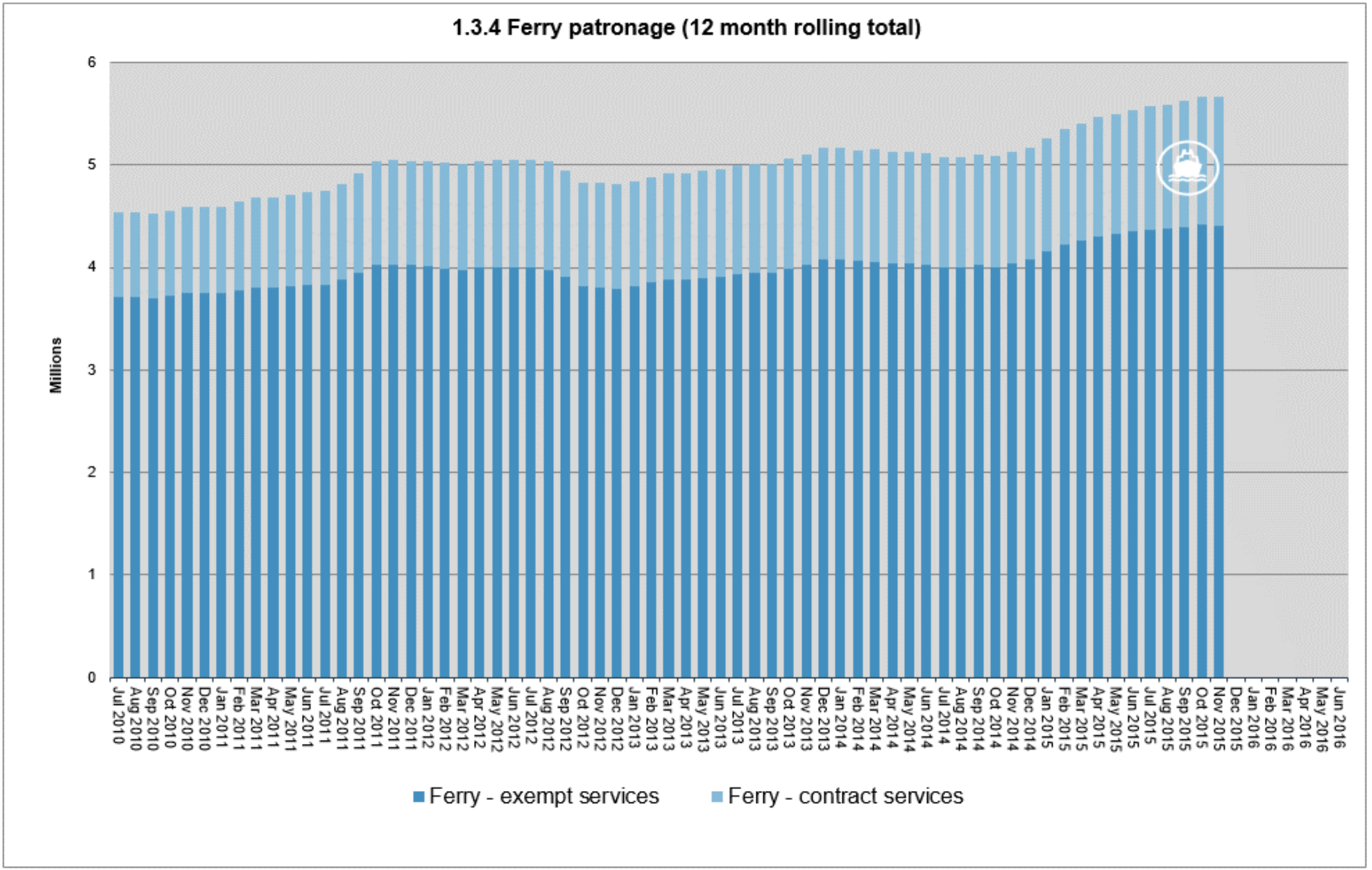
1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown



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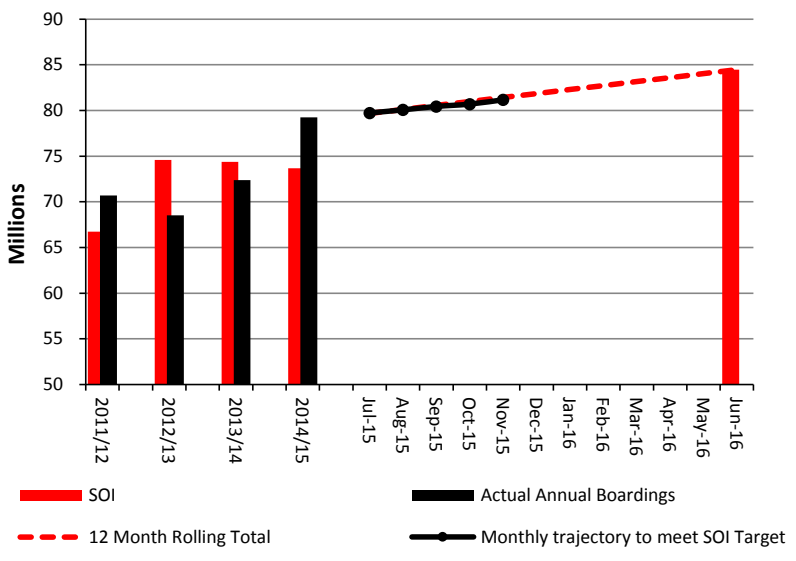
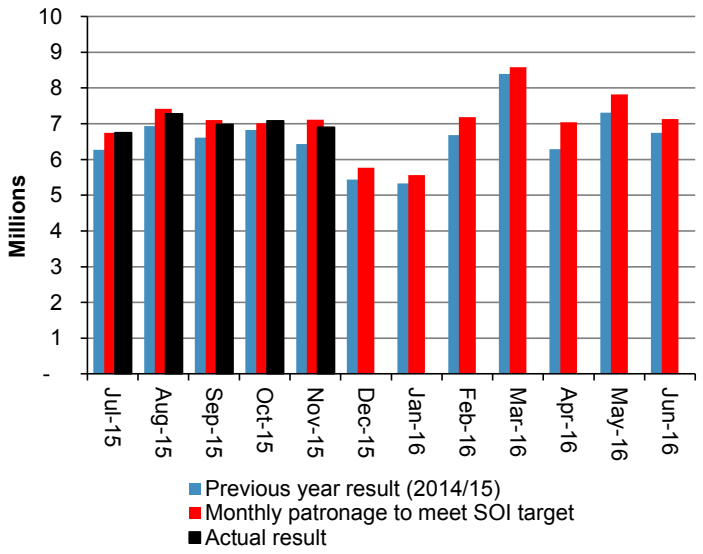
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



PT patronage totalled 81,173,014 passenger boardings for the 12 months to November 2015, an increase of 0.6% on the 12 months to October 2015 and 8.1% on the 12 months to November 2014.

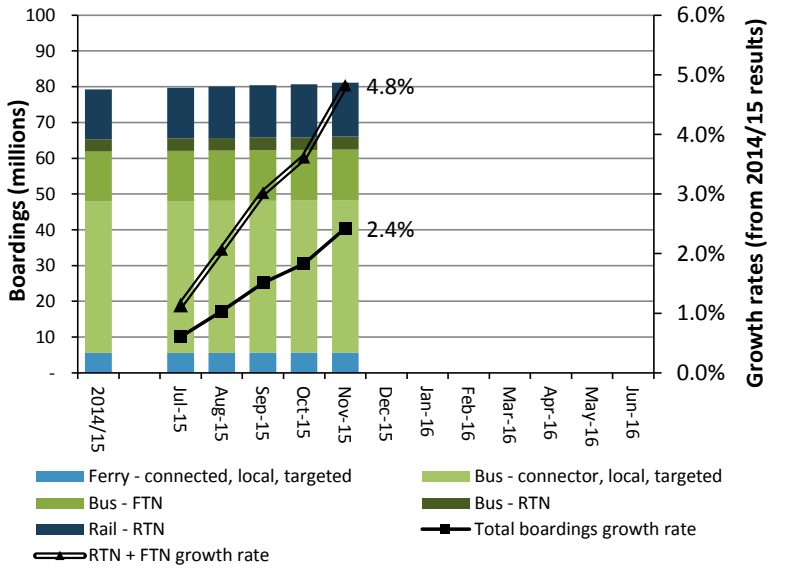
2.1.2 Monthly public transport boardings (millions)



November monthly patronage was 6,899,229 an increase of 7.3% (471,731 boardings) on November 2014, normalised to ~4.8% once adjustments are made to take into account special events and the number of business and weekend days in the month.

The boardings figure compares to AT Metro's estimate of 7,113,583 required during November to hit AT's 2015/16 SOI target

2.1.3 Boardings on rapid or frequent network



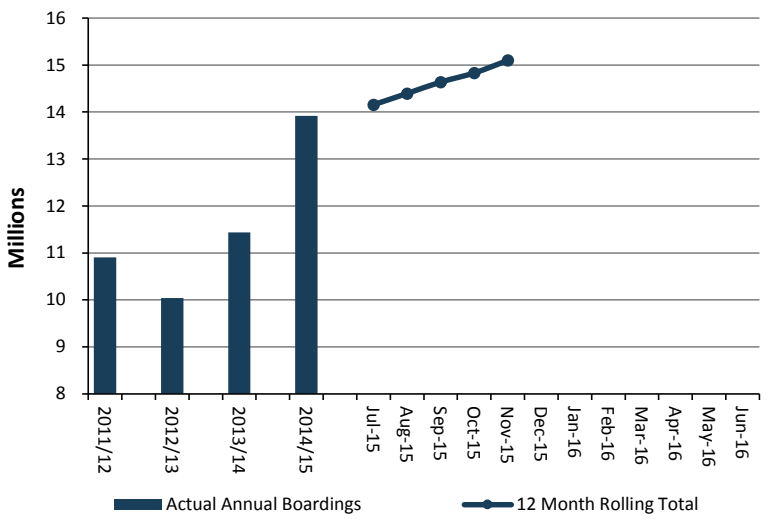
AT has an SOI target of increasing RTN and FTN patronage at a faster rate than total boardings.

This figure shows the patronage 12 month rolling total for each PT service layer, and then compares this to the 2014/15 results to calculate patronage growth.

Total boardings for the 12 months to Nov 2015 are 2.4% higher than the 2014/15 result, while RTN + FTN boardings are 4.8% higher. As such, the SOI target this month has been exceeded.

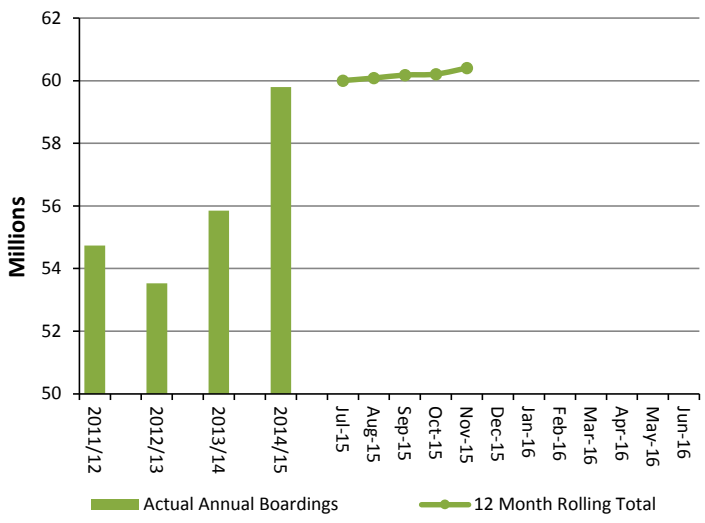
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



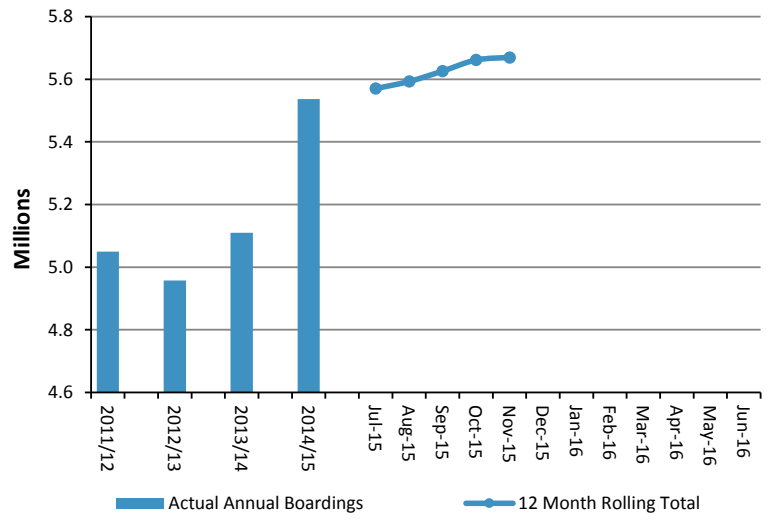
Rail patronage totalled 15,097,023 passenger boardings for the 12 months to November 2015, an increase of 1.8% on the 12 months to October 2015 and 22.6% on the 12 months to November 2014.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 60,406,340 passenger boardings for the 12 months to November 2015, an increase of 0.3% on the 12 months to October 2015 and 4.8% on the 12 months to November 2014.

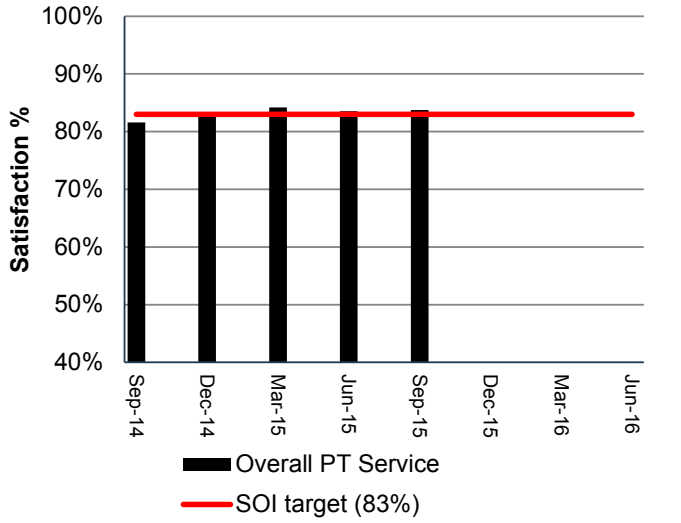
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 5,669,651 passenger boardings for the 12 months to November 2015, an increase of 0.1% on the 12 months to October 2015 and 10.5% on the 12 months to November 2014.

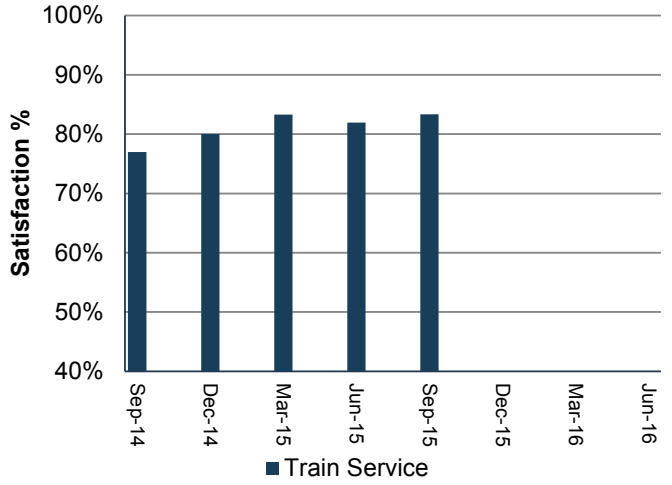
2.2 Transform and elevate customer focus and experience

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



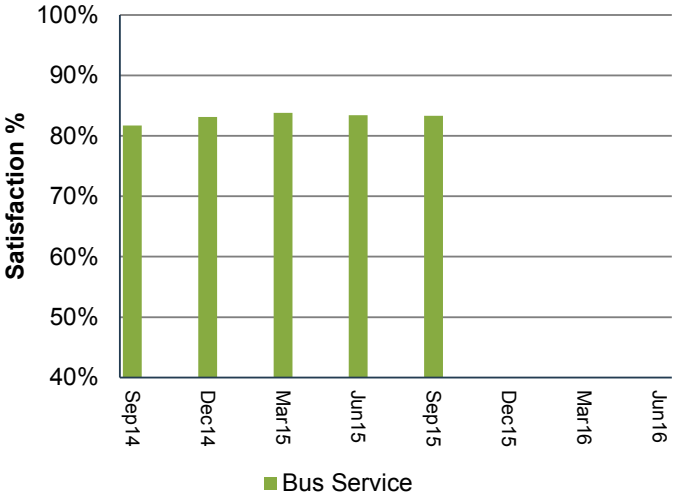
Performance measured quarterly via satisfaction survey. Next update will be provided in the December monthly report.

2.2.2 Percentage of passengers satisfied with their train service



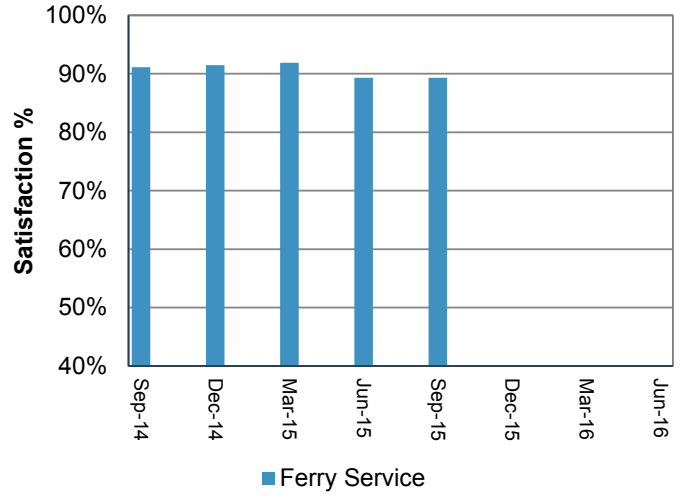
Performance measured quarterly via satisfaction survey. Next update will be provided in the December monthly report.

2.2.3 Percentage of passengers satisfied with their bus service



Performance measured quarterly via satisfaction survey. Next update will be provided in the December monthly report.

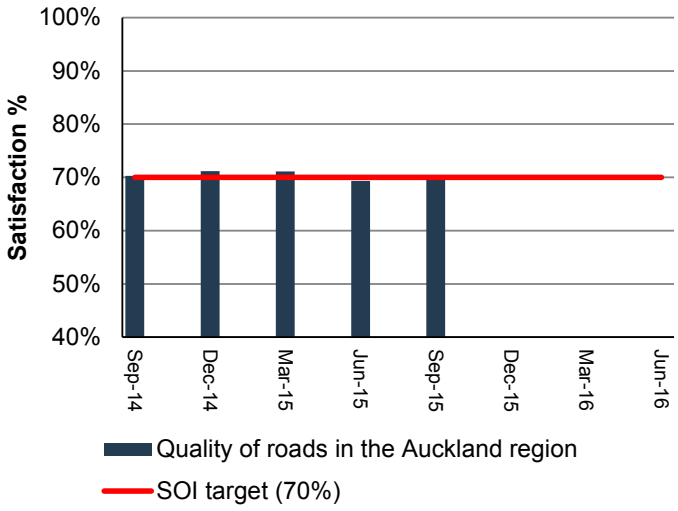
2.2.4 Percentage of passengers satisfied with their ferry service



Performance measured quarterly via satisfaction survey. Next update will be provided in the December monthly report.

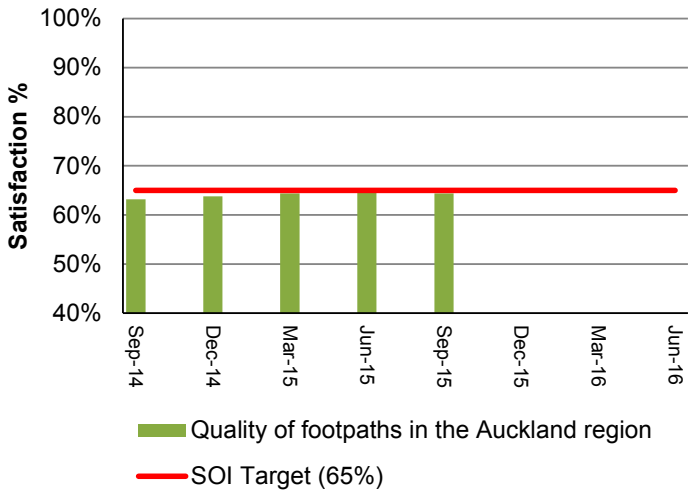
2.2 Transform and elevate customer focus and experience

2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



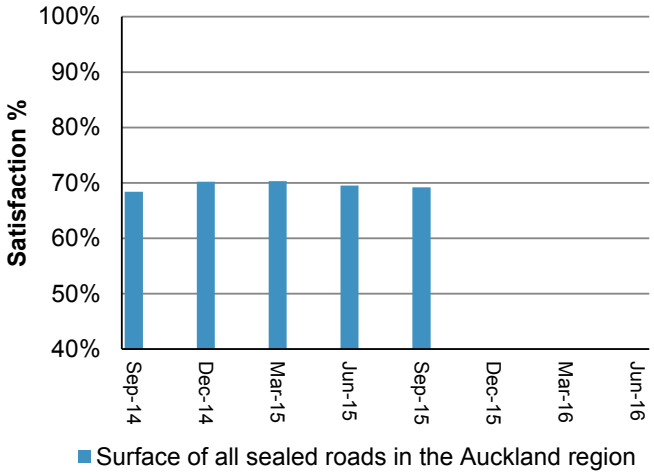
Performance measured quarterly via satisfaction survey. Next update will be provided in the December monthly report.

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



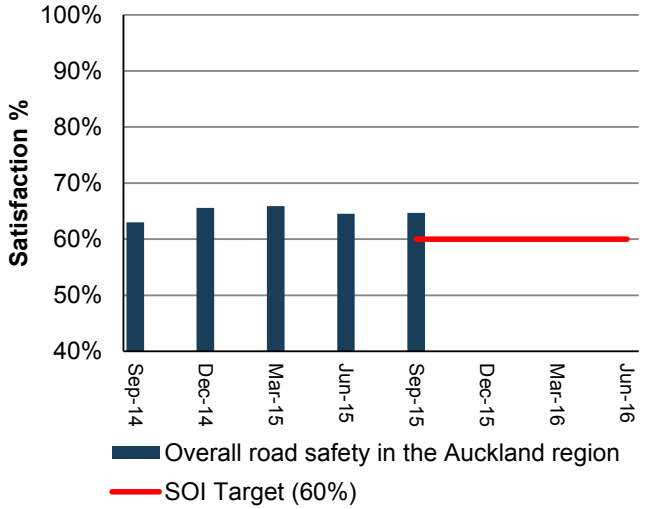
Performance measured quarterly via satisfaction survey. Next update will be provided in the December monthly report.

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



Performance measured quarterly via satisfaction survey. Next update will be provided in the December monthly report.

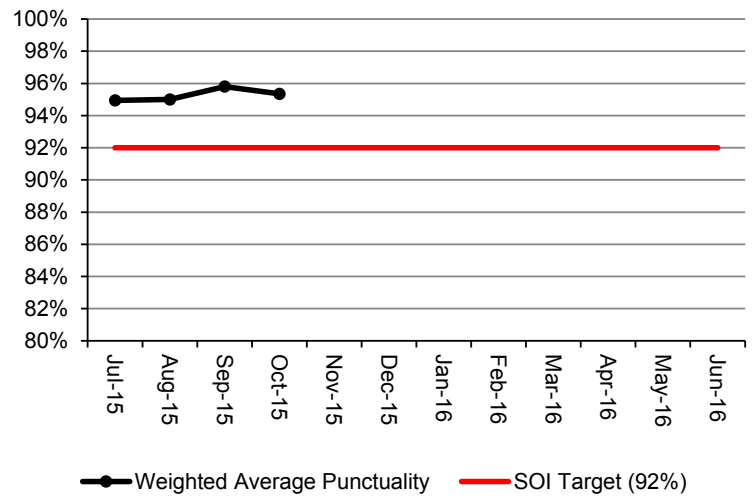
2.2.8 Percentage of residents satisfied with road safety in the Auckland region



Performance measured quarterly via satisfaction survey. Next update will be provided in the December monthly report.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

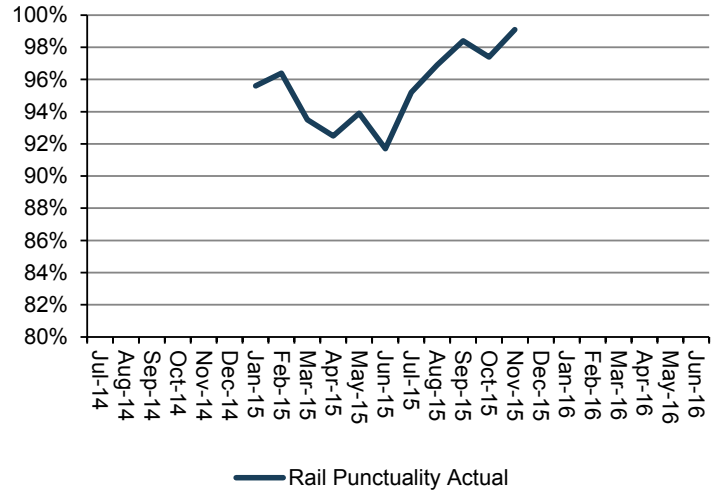


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

PT weighted average punctuality for October 2015 was 95.3%.

Please note that November 2015 bus and ferry punctuality information was not available to meet the Board's earlier than normal December 2015 agenda timeframes.

2.2.10 Rail services punctuality

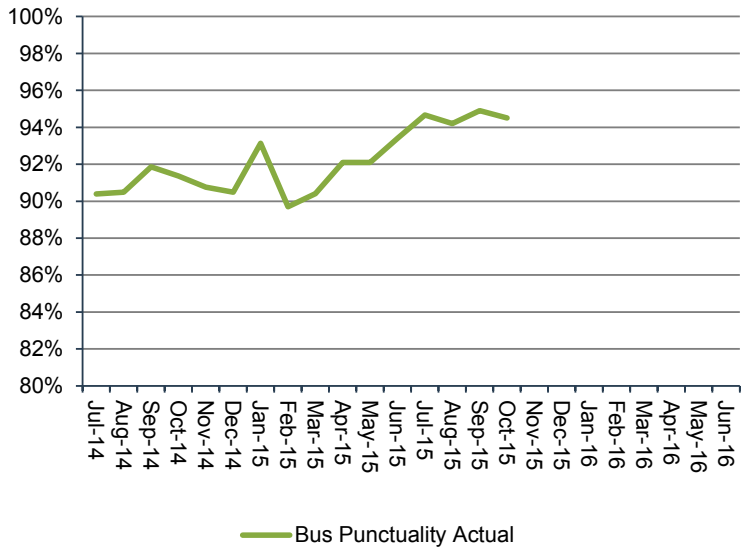


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Rail service punctuality in November 2015 was 99.1%, compared to 95.5% across the January to November 2015 period.

Please note that prior to January 2015 rail punctuality was measured differently to bus and ferry services (based on arrival at destination rather than departure from origin). This old measure is reported in figure 4.1.6.

2.2.11 Bus services punctuality



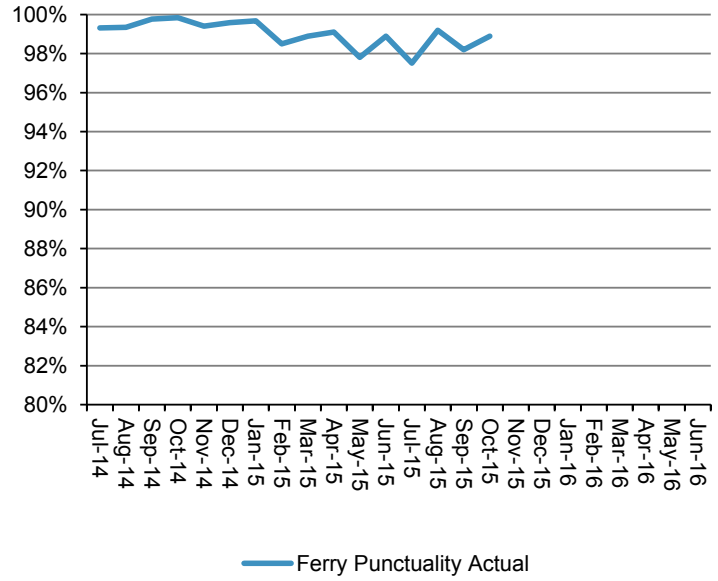
Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Bus service punctuality in October 2015 was 94.5%, compared to 92.5% in the 12 months to October 2015.

Punctuality statistics for bus services are based on the number of sighted scheduled bus journeys during the month.

Please note that November 2015 bus and ferry punctuality information was not available to meet the Board's earlier than normal December 2015 agenda timeframes.

2.2.12 Ferry services punctuality

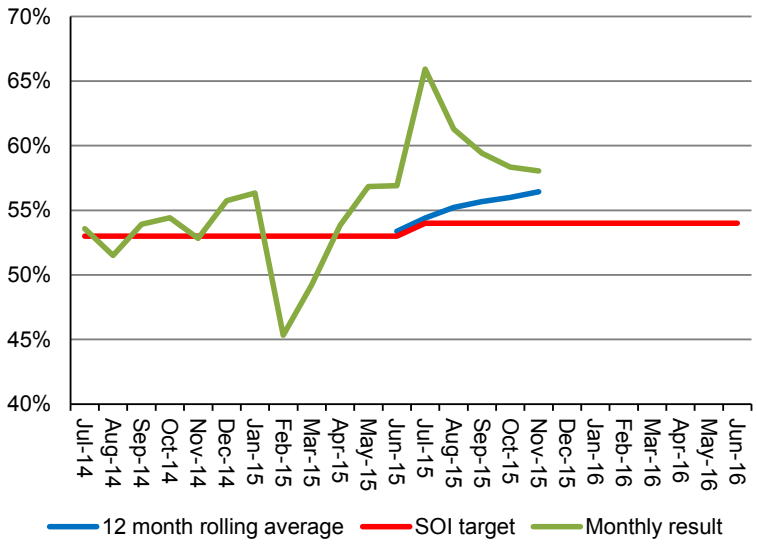


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Ferry service punctuality in November 2015 was 98.9%, compared to 98.8% in the 12 months to November 2015.

2.3 Build network optimisation and resilience

2.3.1 Arterial road productivity

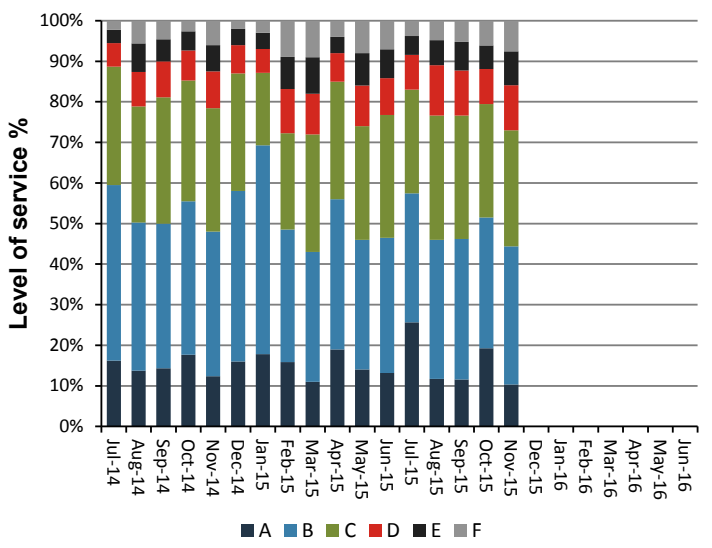


Target met (12 month rolling total in November 2015 = 56.4%, SOI target of 54%).

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, their average journey speed and average vehicular occupancy.

Key arterial routes include:
- Airport to CBD (via Manukau Road)
- St Lukes to St Johns (via Balmoral/Greenlane West/ Greenlane East/Remuera Road)
- Albany to Birkenhead (via Glenfield Road)
- Henderson to CBD (via Great North Road)
- SH1 to Ti Rakau Drive (via Te Irirangi Drive)
- SH20 to Portage Road (via Tiverton/Wolverton Road)

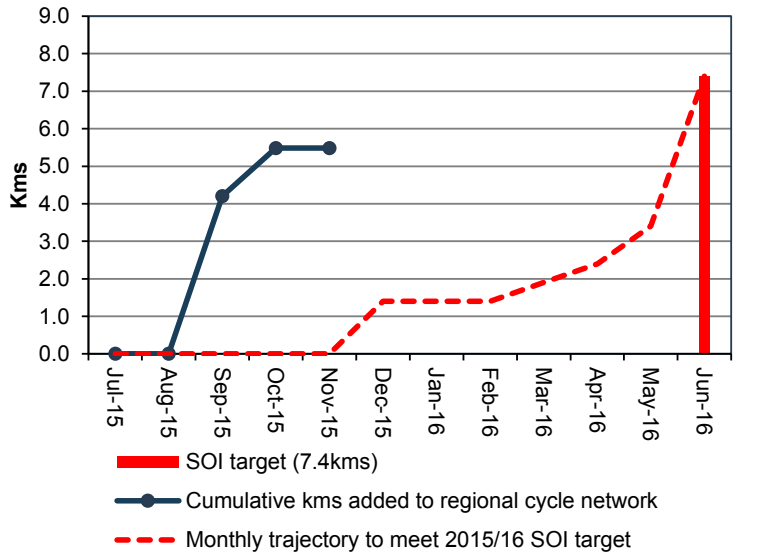
2.3.2 AM peak arterial road level of service



Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, 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.

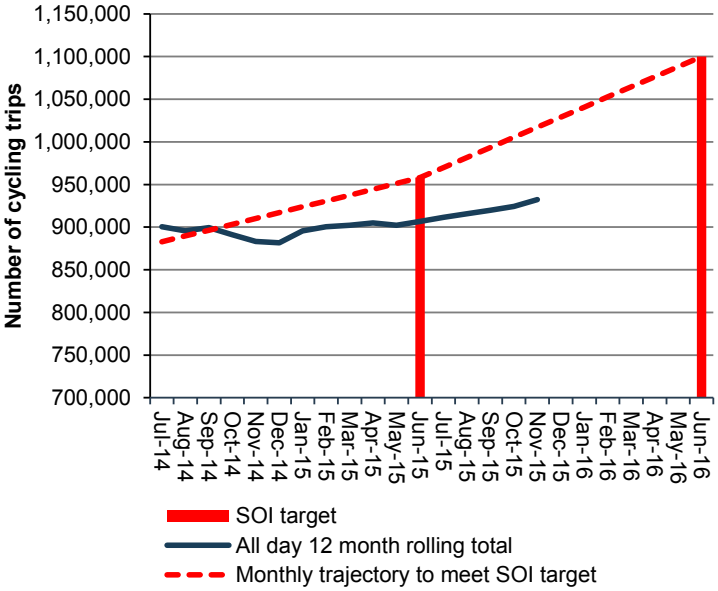
The congestion levels in November 2015 have increased 6% on the previous month. The increase in congestion is expected this month due to seasonal fluctuations and is the same pattern as previous years. There has been an increase of Level of service F, indicating the slowest travel time on the network. Monitoring shows that 27.0% of the network was operating at speeds less than 50% of the speed limit in November 2015, compared to 21.6% November 2014.

2.3.3 New cycleways added to regional cycle network (km)



5.49 kilometres of cycleway have been completed this financial year. The current pipeline of AT projects is expected to deliver at least the SOI target of 7.4kms by the end of June 2016.

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



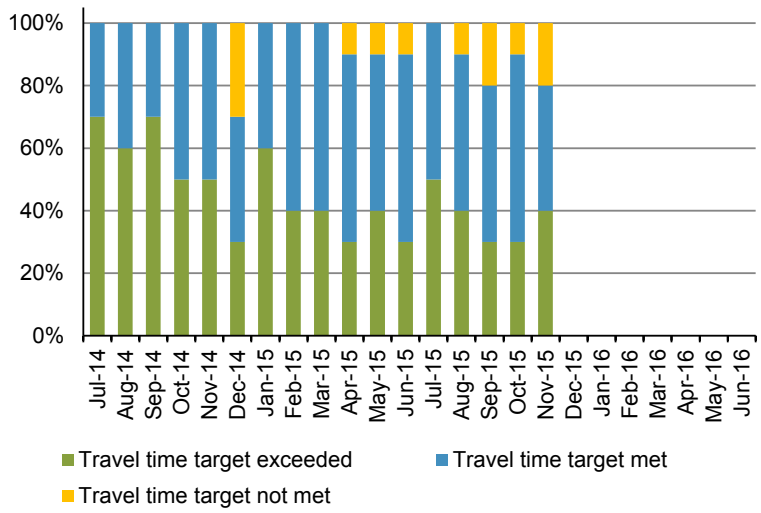
Target Not Met

The Spring cycle programme is now underway with a range of events and campaigns to encourage people to get back on their bikes. This, alongside the completion of the Upper Harbour Drive Cycleway, should start to show an increase in the number of journeys taken.

AT counts cyclists at 9 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), and Twin Streams path.

2.3 Build network optimisation and resilience

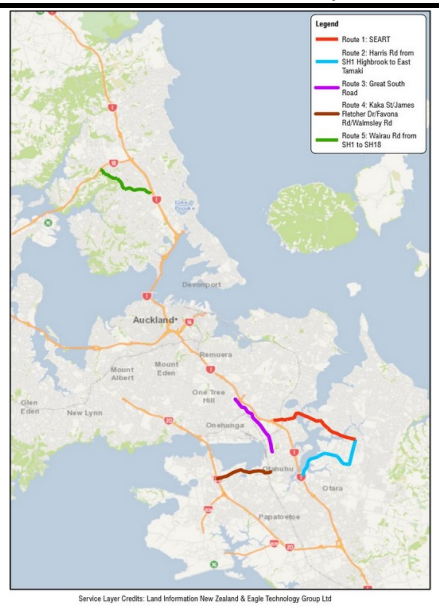
2.3.5 Proportion of key freight routes where baseline travel times have been maintained



For the 12 months to November 2015, baseline travel times were maintained on nine of the ten key freight routes monitored under AT's SOI (the exception being Great South Road northbound).

In the month of November 2015, baseline travel times were maintained on eight of the ten routes. Increasing congestion has been experienced on Great South Road northbound between Sylvia Park Road and SEART. In addition, baseline travel times were not met on Wairau Road East bound due to the seasonal increase in traffic flows at motorway intersections.

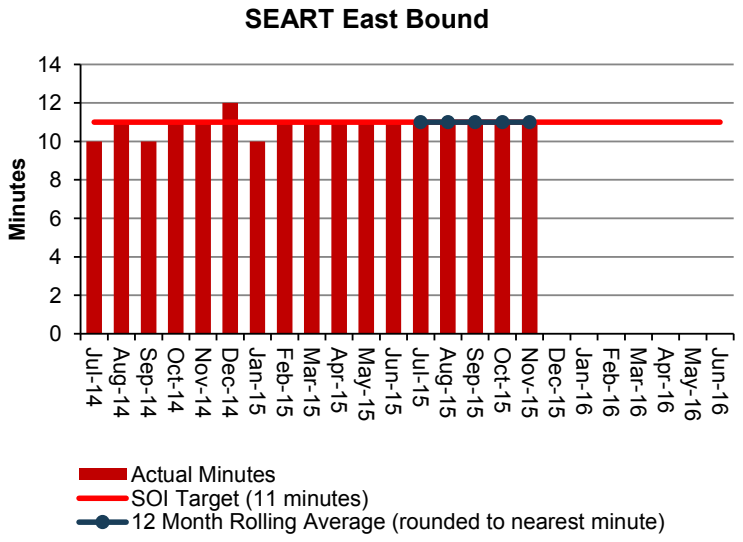
2.3.6 Map showing key freight routes



Legend

- Route 1: SEART
- Route 2: Harris Rd from SH1 Highbrook to East Tamaki
- Route 3: Great South Road
- Route 4: Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd
- Route 5: Wairau Rd from SH1 to SH18

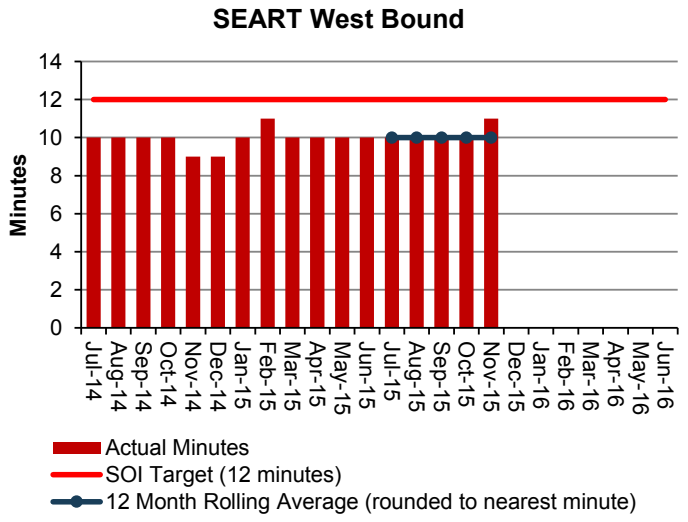
2.3.7 SEART (from Sylvia Park to East Tamaki)



Target met in November 2015

Target met for 12 months to November 2015

2.3.8 SEART (from East Tamaki to Sylvia Park)

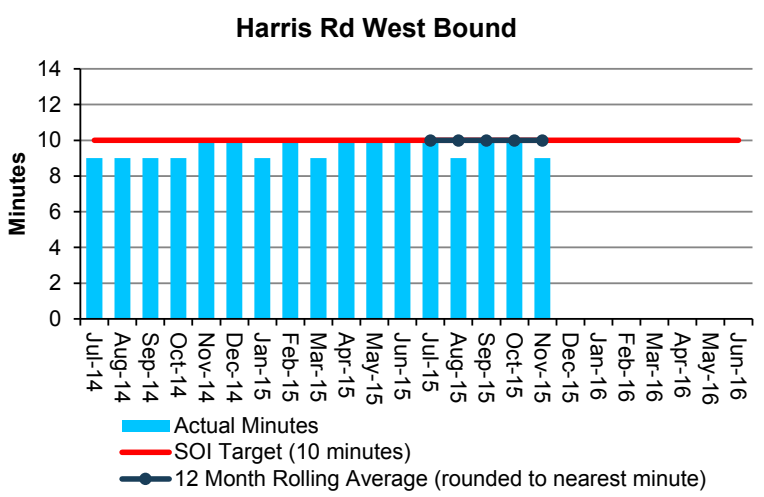


Target exceeded in November 2015

Target exceeded for 12 months to November 2015

2.3 Build network optimisation and resilience

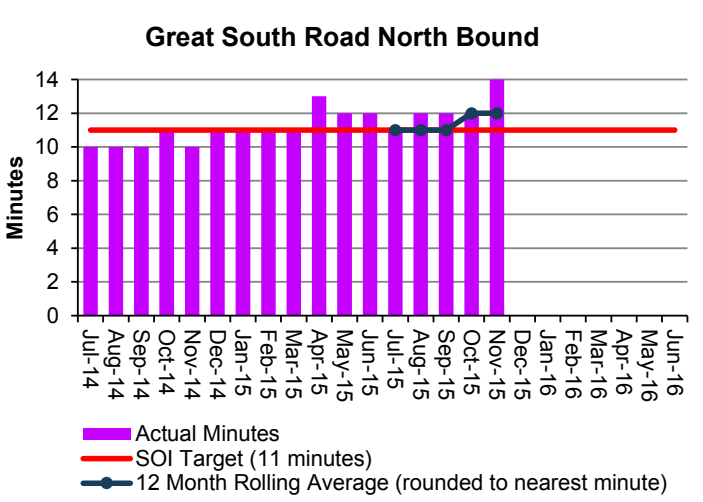
2.3.9 Harris Rd (from East Tamaki to SH1 Highbrook Interchange)



Target exceeded in November 2015

Target met for 12 months to November 2015

2.3.10 Great South Rd (Portage Rd to SH1 Ellerslie Panmure Hwy Interchange)

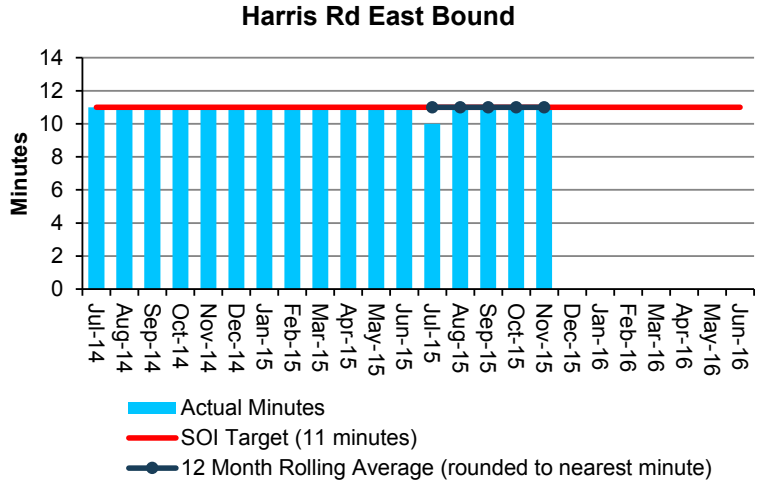


Target not met in November 2015

Target not met for 12 months to November 2015

Increased delay of approximately three minutes on this section. The highest weekly traffic flow for the year was recorded during the third week of November, resulting in the significant higher delay recorded for the month. Traffic flows during this week were over 10% higher than the average throughout the year. This section operates at capacity, in particular the SEART/Great South Road intersection. This route is a key intersection connecting SH1, SH20 and the Neilson Street industrial hub, and is a key reason for improvements being proposed as part of the strategic east-west connections project. In the interim, continued active monitoring and operations of this section by ATOC will take place, supported by additional CCTV cameras for the area.

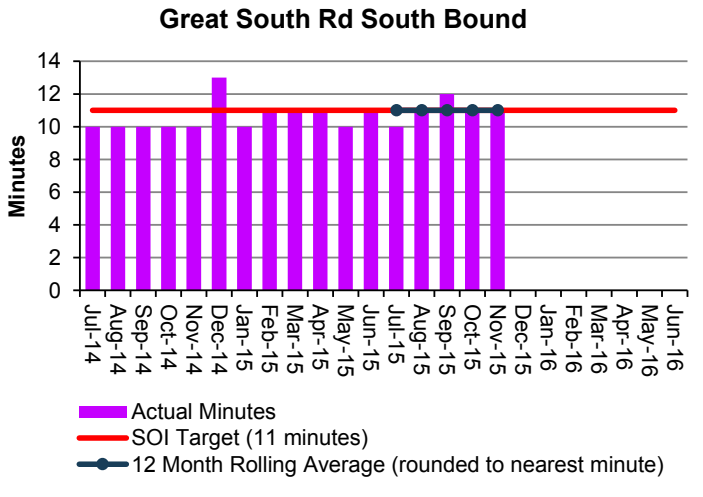
2.3.11 Harris Rd (from SH1 Highbrook Interchange to East Tamaki)



Target met in November 2015

Target met for 12 months to November 2015

2.3.12 Great South Rd (SH1 Ellerslie Panmure Hwy Interchange to Portage Rd)

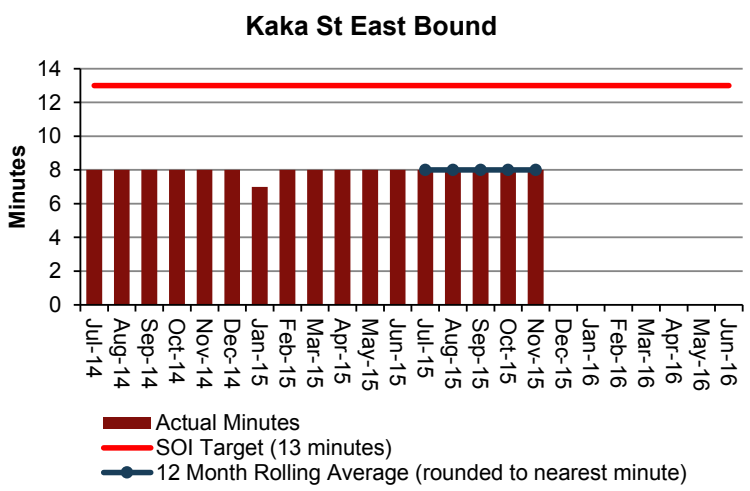


Target met in November 2015

Target met for 12 months to November 2015

2.3 Build network optimisation and resilience

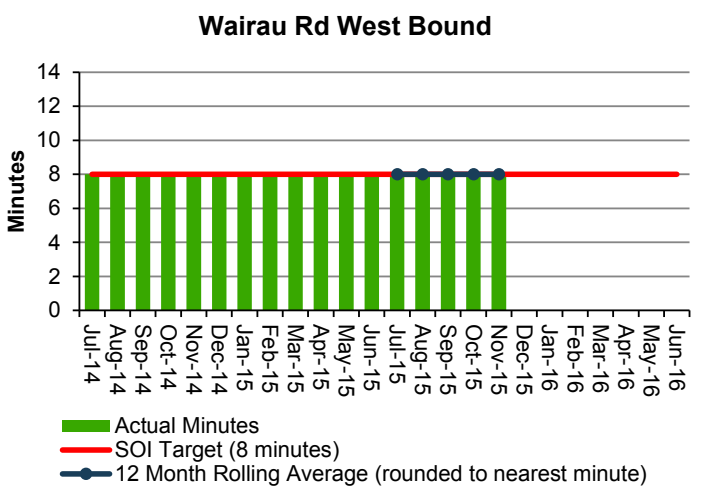
2.3.13 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (SH20 to Walmsley)



Target exceeded for November 2015

Target exceeded for 12 months to November 2015

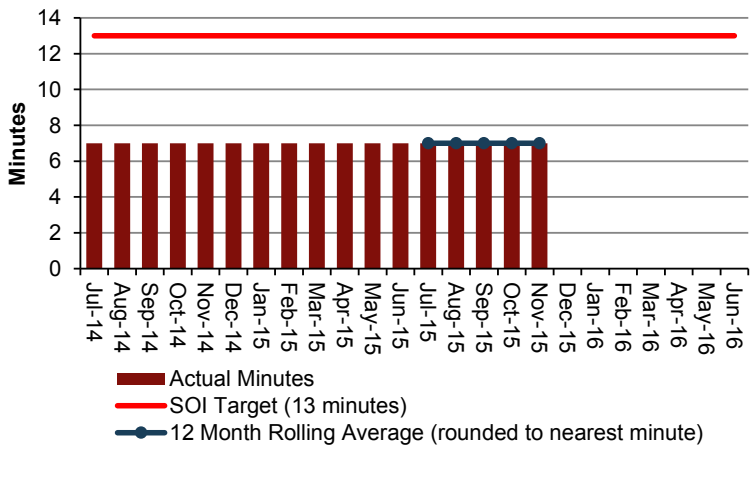
2.3.14 Wairau Rd (from SH1 to SH18)



Target met for November 2015

Target met for 12 months to November 2015

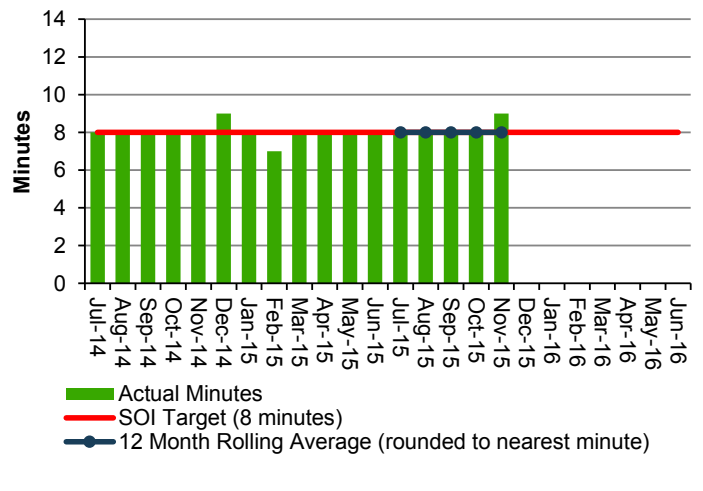
2.3.15 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (Walmsley to SH20)



Target exceeded for November 2015

Target exceeded for 12 months to November 2015

2.3.16 Wairau Rd (from SH18 to SH1)

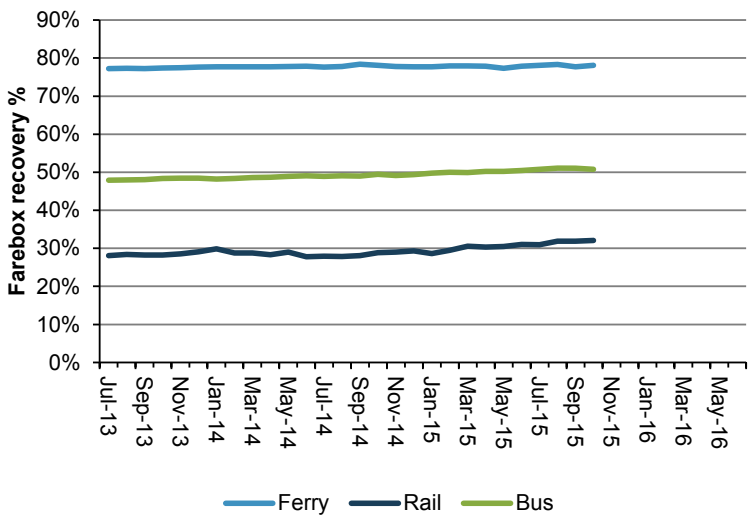


Target not met for November 2015. Target time exceeded by one minute due to seasonal increased traffic flows experienced at the motorway intersections.

Target met for 12 months to November 2015

2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery

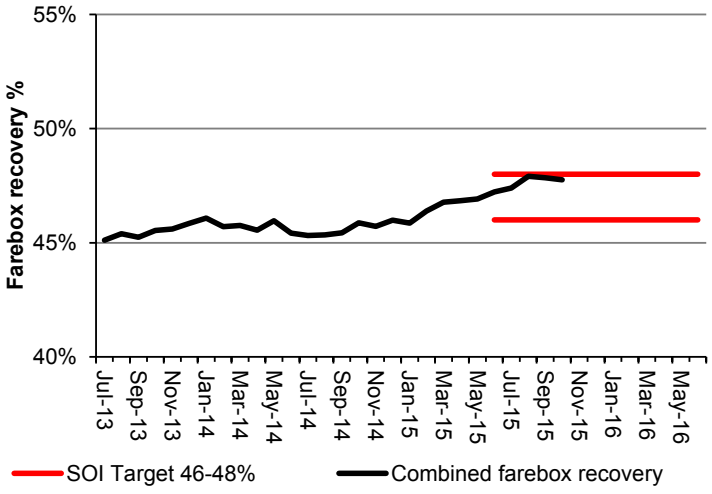


The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios in October 2015 (and comparable 2014 results) are:
- Ferry 78.1% (78.1%)
- Bus 50.8% (49.4%)
- Rail 32.1% (28.9%)

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses October 2015 results against the SOI target.

2.4.2 PT farebox recovery (combined result with SOI measure)

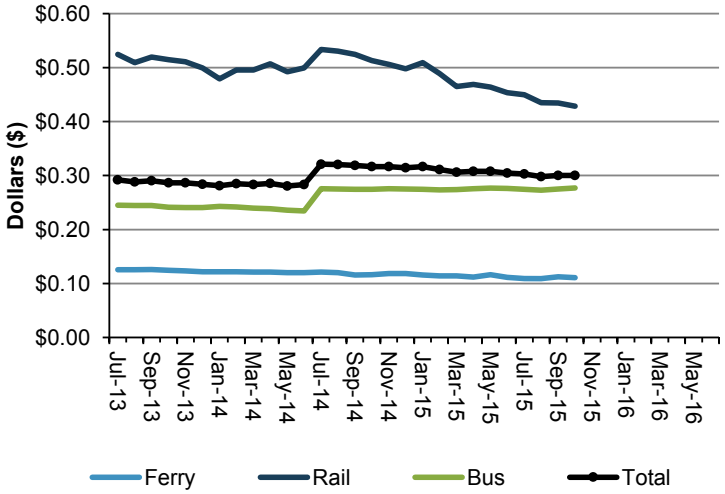


The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

Total PT farebox recovery ratio in October 2015 was 47.8%. This compares to 45.9% in October 2014.

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses October 2015 results against the SOI target.

2.4.3 PT subsidy per passenger kilometre



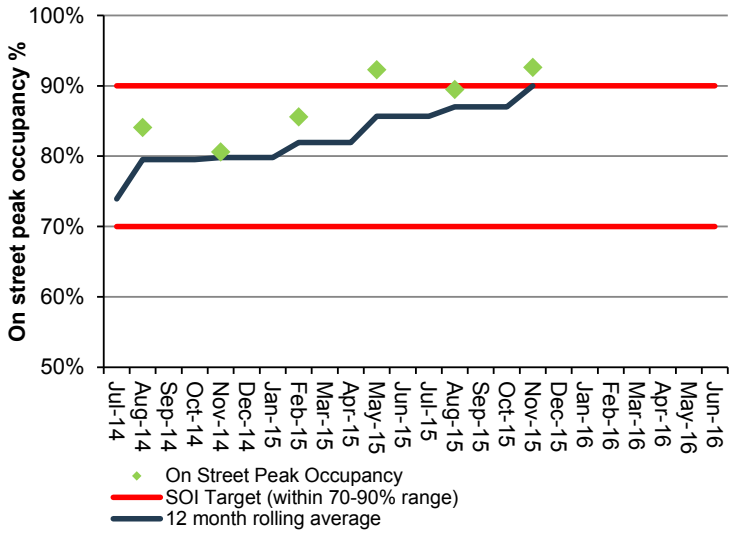
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for October 2015 (and comparable 2014 results) are:
- Ferry $0.111 ($0.116)
- Bus $0.277 ($0.274)
- Rail $0.428 ($0.513)
- Total $0.300 ($0.316)

Please note that there is a one month time lag for farebox subsidy information. As such, this report presents October 2015 results.

2.5 Develop creative, adaptive, innovative implementation

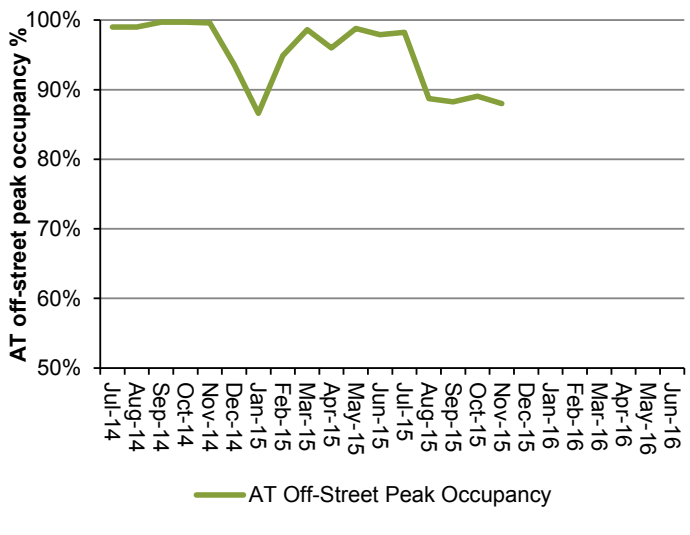
2.5.1 Parking occupancy rates (peak 4-hour, on street)



Target not met in the November 2015 survey, however at 90% the 12 month rolling average remains within the SOI target range.

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.

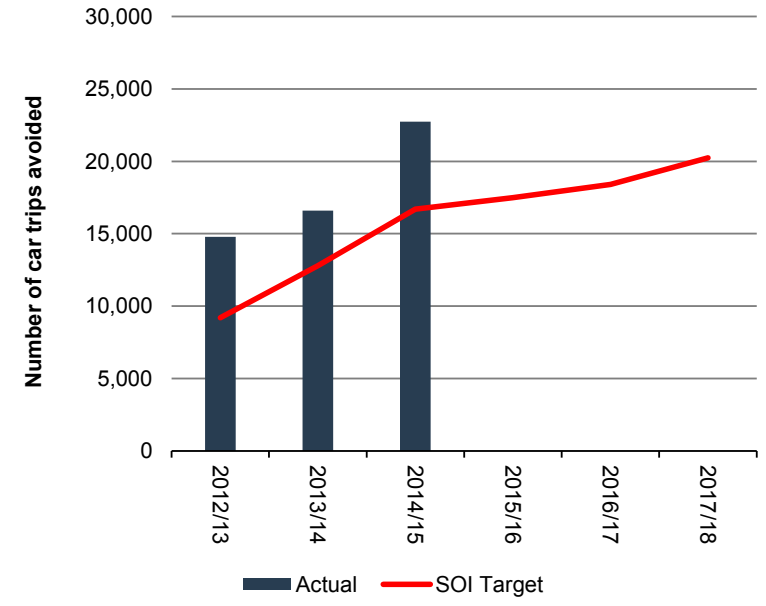
2.5.2 Off-street parking occupancy rates



The off-street parking occupancy rate for November is 88.0%, which is within the 80% to 90% 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



Data for this measure is collected on an annual basis through surveys and through analysing data collected from the initiatives implemented over the year. This is reported at the end of each financial year. Year on year analysis shows a significant increase in the the number of trips avoided through travel planning initiatives.

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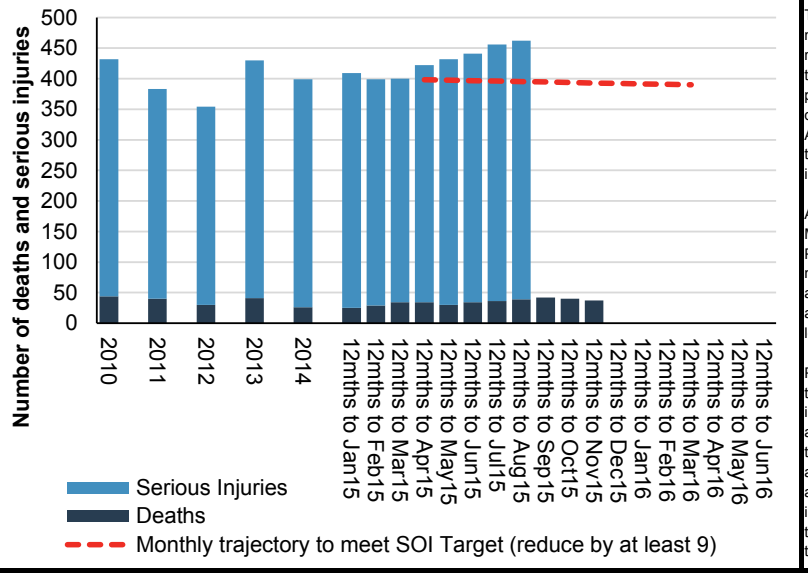
3. DIA mandatory measures

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

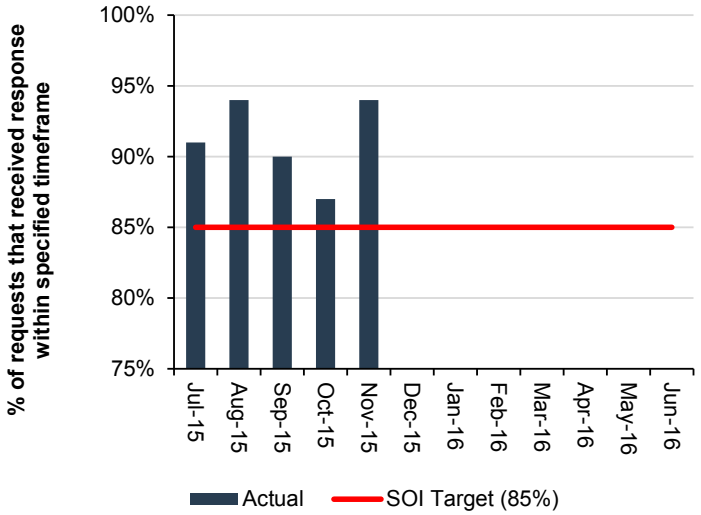


Target not met. The August 2015 12 month Deaths and Serious Injuries (DSI) rolling total of 462 is 17% higher than the target trajectory and 20% higher than the period ending August 2014. Local road deaths have increased by 62% between August 2014 and August 2015 (from 24 to 39), and serious injuries have increased by 17% (from 362 to 423).

AT is working closely with Counties Manukau Road Police, Waitemata Road Police and ACC to promote safe motorcycle, pedestrian and cycling awareness amongst both drivers, riders and road users with targeted campaigns leading up to the Summer.

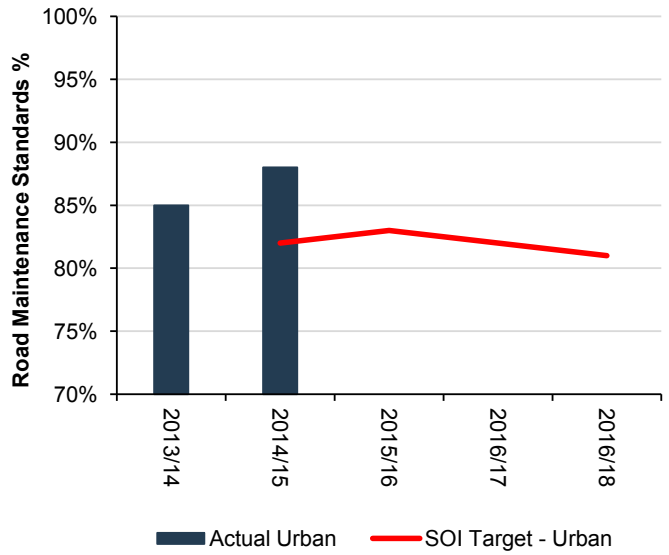
Please note that there is a three month time lag for local road serious injuries information and that monthly road deaths and serious injury numbers can vary over time due to Police investigation outcomes and reporting timelines. The time lag associated with serious injuries has been increased from two to three months in this report due to difficulties with receiving this information to the shorter timeframe.

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



This data relates 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. This 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.

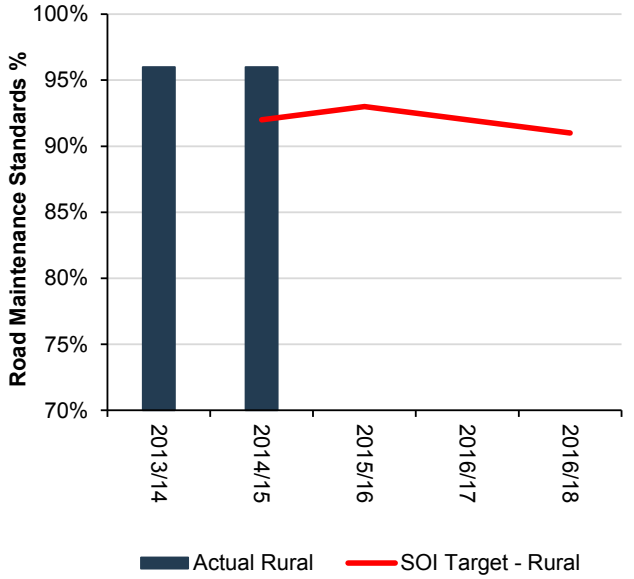
3.3 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Data for this measure is collected on an annual basis through a network condition survey.

The 2015/16 result will be available in the March 2016 indicators report.

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

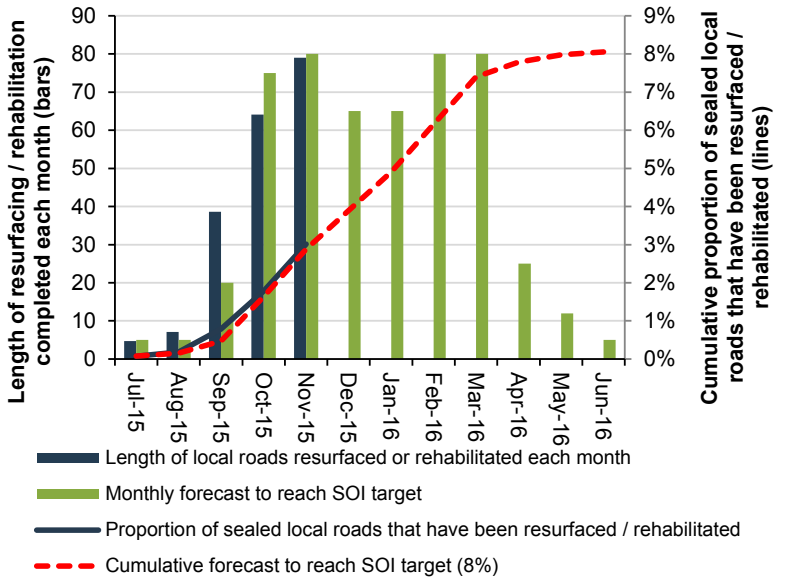


Data for this measure is collected on an annual basis through a network condition survey.

The 2015/16 result will be available in the March 2016 indicators report.

3. DIA mandatory measures

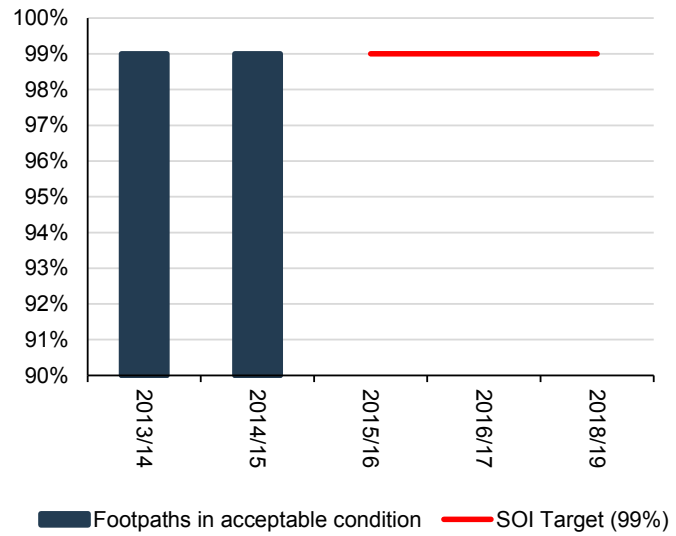
3.5 Percentage of the sealed local road network that is resurfaced / rehabilitated each year



In November, 79.0kms of the local road network was resurfaced / rehabilitated. This means 3.0% of the network has been resurfaced / rehabilitated across the July - November period.

Current delivery and year end performance expectations are both in line with AT's SOI target.

3.6 Percentage of footpaths in acceptable condition



Data for this measure is collected on an annual basis through a network condition survey.

The 2015/16 result will be available in the March 2016 indicators report.

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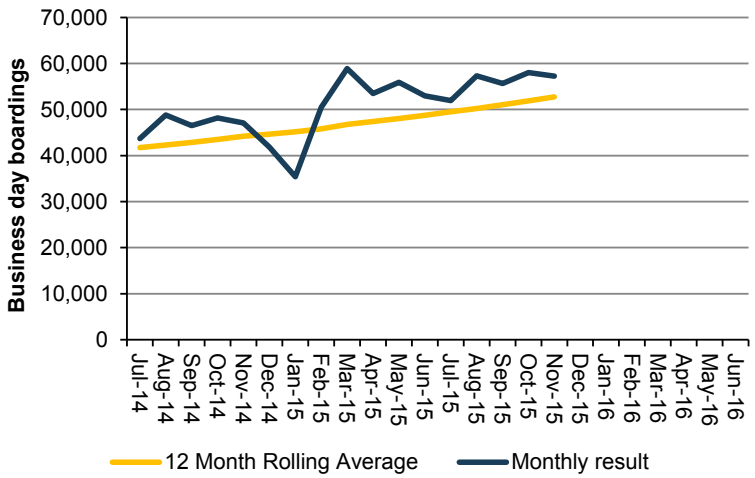
4.1 AT monthly activity report – public transport

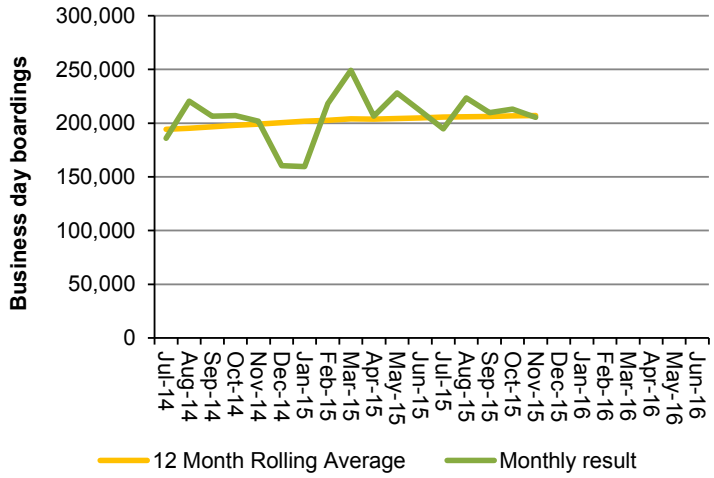
4.1.1 Rail business day average boardings



Business day boardings on the rail network averaged 52,500 in the 12 months to November 2015.

This represents a 19% increase on the November 2014 figure.

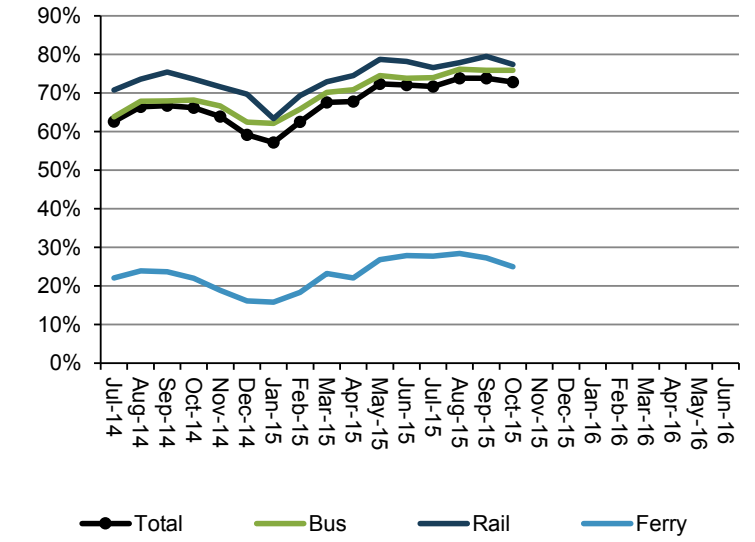
4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 207,000 in the 12 months to November 2015.

This represents a 4% increase on the November 2014 figure.

4.1.3 Percentage of trips using AT HOP

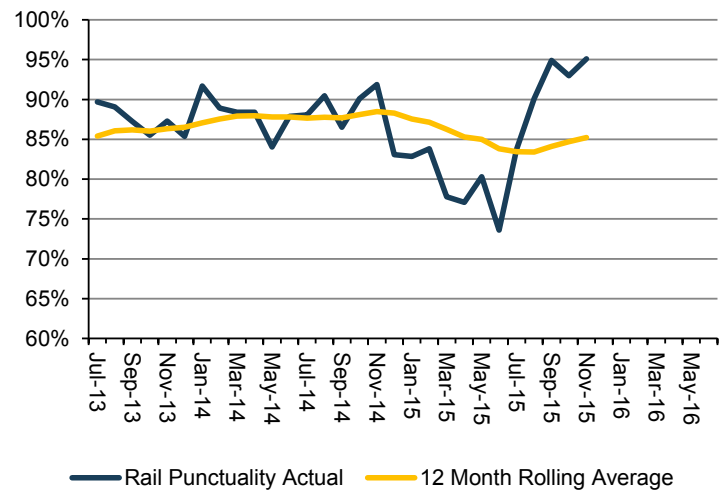


The proportion of all trips utilising AT HOP was 71.1% in November 2015 (Rail 75.8%, Bus 74.4%, Ferry 23.7%); down from 72.8% in October 2015.

4.1 AT monthly activity report – public transport

4.1.5 Rail service performance

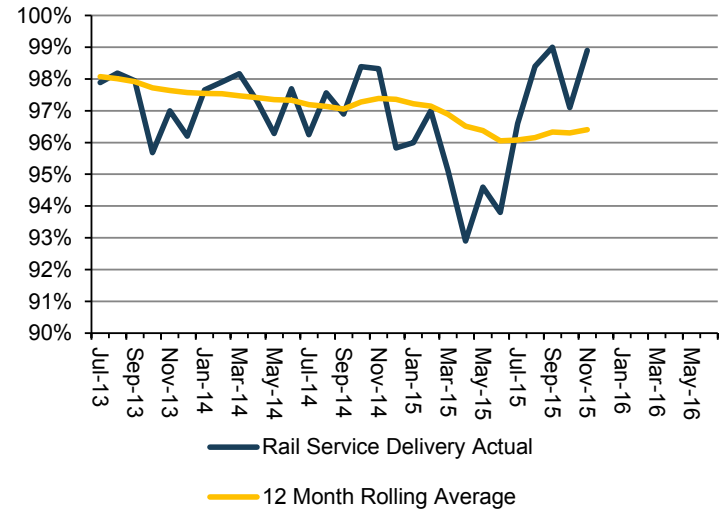
4.1.6 Rail punctuality (based on arrival at final destination)



Punctuality in this figure is based the percentage of rail services that arrive within 5 minutes of schedule at their final destination.

Using this measure, rail service punctuality in November 2015 was 95.1%, compared to 85.2% in the 12 months to November 2015.

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

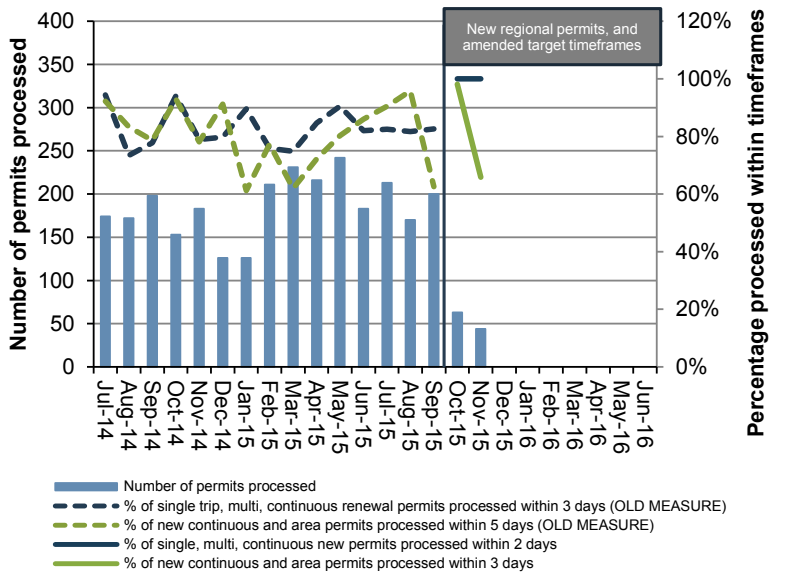


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery in November 2015 was 98.9%, compared to 96.4% in the 12 months to November 2015.

4.2 AT monthly activity report – road operations and maintenance

4.2.1 Overweight permits processed

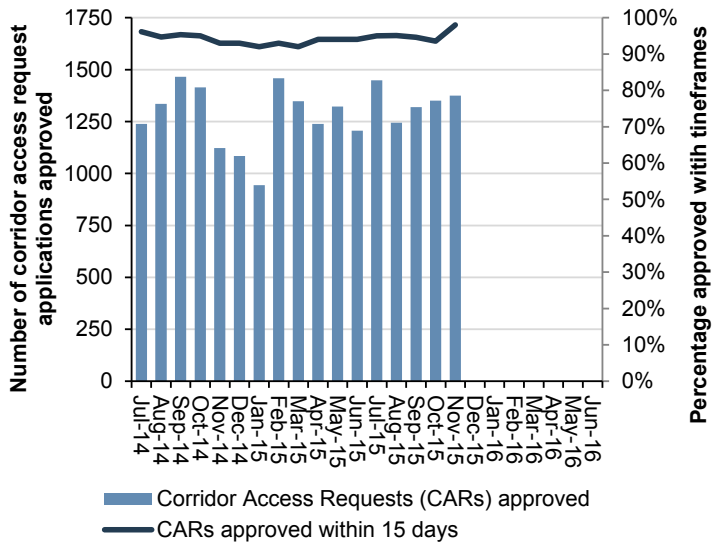


There were 44 overweight permit applications processed in November. Of the 44, 30 (68.1%) were processed within the target times (within 2 days for single, multi and continuous new permits; within 3 days for new continuous and area permits).

The target KPI is 90%.

Please note that processing and reporting on overweight permit applications has changed from October 2015. New regional permits are now issued, which reduces the number of permits required by operators. Also, target processing timeframes have been reduced, and the percentage compliance targets have been increased from 80% to 90%.

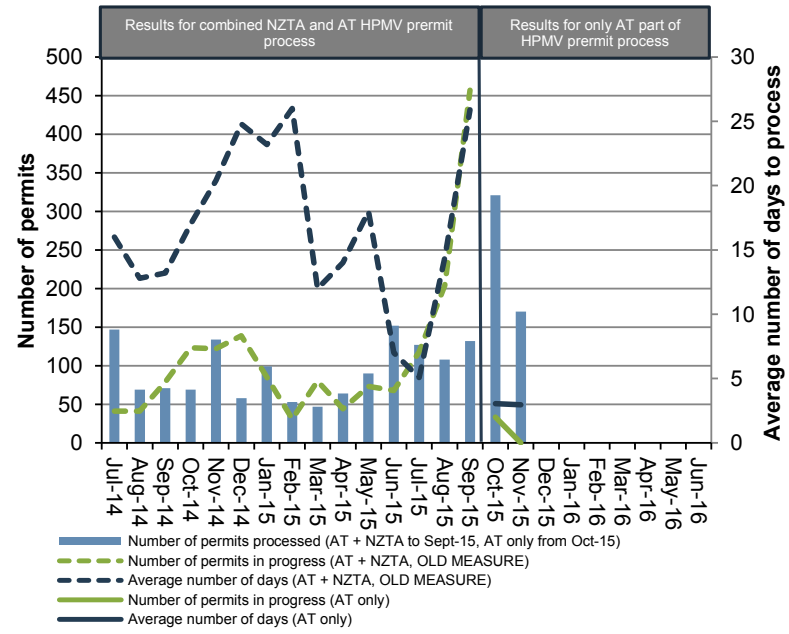
4.2.2 Number of corridor access request applications



There were 1,374 Corridor Access Request (CAR) applications approved during the period compared with 1,122 in November 2014.

73% of CAR applications were approved within 5 working days and 98% within 15 working days against exceed targets of 80% & 95% respectively.

4.2.3 High productivity motor vehicle permits processed

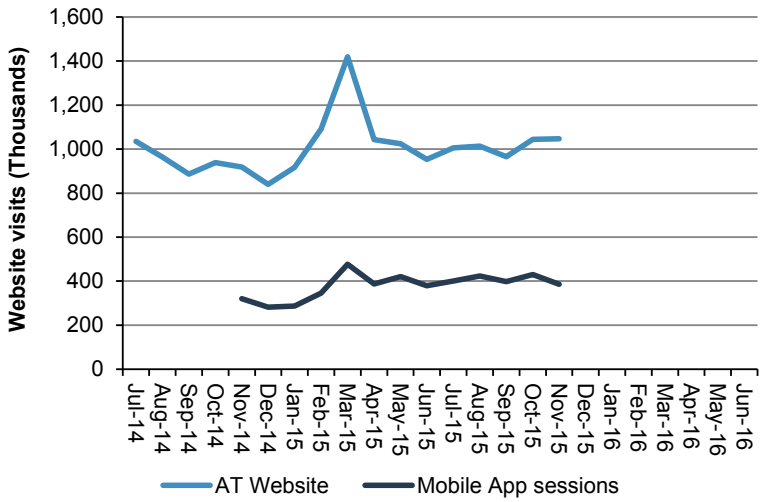


There were 170 HPMV permit applications processed by AT in November. Of these, 129 HPMV permits were processed within the target KPI of 4 days. The average number of days taken by AT to process the HPMV permits this month was 2.67 days.

Please note that reporting on HPMV permit applications has changed from October 2015. Results now relate exclusively to the AT component of the HPMV permitting process, whereas historically results have been for the combined AT and NZTA process.

4.3 AT monthly activity report – customer response

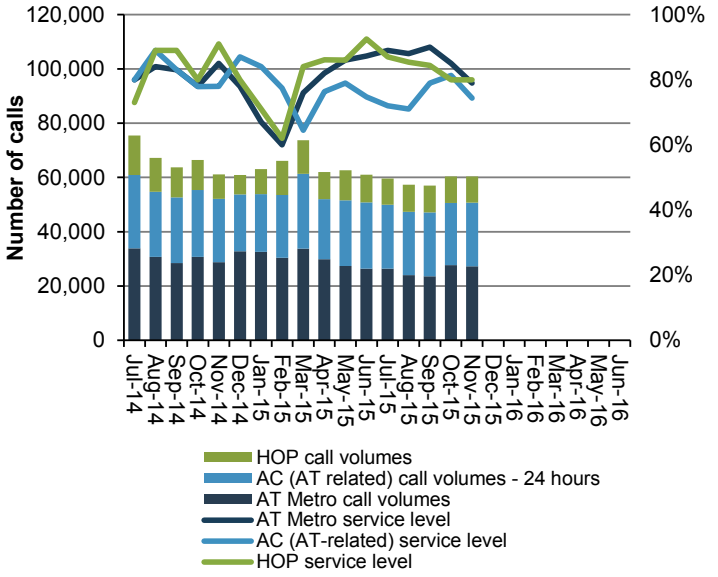
4.3.1 Website visits



There was a 0.3% increase in visits to the Auckland Transport website in November 2015 (compared to October 2015).

The number of mobile app sessions decreased by 10% in November 2015 (compared to October 2015).

4.3.2 Call centre incoming calls and service levels



AT Metro Call Centre
Call volumes at the public transport call centre decreased 1.5% compared to the October 2015, and decreased 5% compared to November 2014. The public transport call centre service level decreased 7% compared to last month.

AT Hop
AT Hop calls decreased 1% compared to last month. The service level decreased 2% compared to last month.

Auckland Council (AT-related calls) – 24 Hours
There was a 2% increase in call volumes and a 9% decrease in the service level compared to last month.

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