

# Quarterly and Monthly Transport Indicators – December 2015

## Recommendation

That the Board:

- i. Receives this report.

## Executive summary

The attached monthly and quarterly indicators reports provide an overview of AT’s performance against its Statement of Intent (SOI) performance measures for December 2015. They also provide supplementary information on AT’s public transport, road operations and maintenance, and customer response activities.

The monthly report:

- Presents AT-focussed performance statistics, and
- Signals whether the organisation is currently on target to meet its year end performance measures.

The report is supplemented this month by the December quarterly report which presents:

- Wider information on non-AT factors that impact on the transport system, and
- A more in-depth analysis of AT performance results, year-end targets, and any planned corrective action required to ensure performance targets are met.

SOI summary	
Prioritise rapid, high frequency public transport	Two SOI measures – one <b><u>on target to exceed</u></b> performance measure, one <b><u>on target to meet</u></b> performance measure
Transform and elevate customer focus and experience	Seven SOI measures – three <b><u>on target to exceed</u></b> performance measures, three <b><u>on target to meet</u></b> performance measures, one <b><u>not on target to meet</u></b> performance measure
Build network optimisation and resilience	Seventeen SOI measures – four <b><u>on target to exceed</u></b> performance measures, eight <b><u>on target</u></b>

SOI summary	
	<b>to meet</b> performance measures, two <b>not on target to meet</b> performance measures, three reported annually with no update this month
Ensure a sustainable funding model	One SOI measure – <b>on target to meet</b> performance measure
Develop creative, adaptive, innovative implementation	Two SOI measures – one <b>on target to meet</b> performance measure, one reported annually with no update this month

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

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

## Prioritise rapid, high frequency public transport

### SOI summary

Two SOI measures – one **on target to exceed** performance measure, one **on target to meet** performance measure

- Auckland public transport patronage totalled 81,575,144 passenger boardings for the 12 months to December 2015, an increase of +0.5% on the 12 months to November 2015 and +7.6% on the 12 months to December 2014. December 2015 monthly patronage was 5,836,349, an increase of 401,293 boardings or 7.4% on December 2014, normalised to ~ +6.4% once adjustments are made to take into account special event patronage and the number of business and weekend days in the month.
- Rapid and Frequent services totalled 33,325,611 passenger boardings for the 12 months to December 2015, an increase of +0.9% on the 12 months to November 2015. Rapid and Frequent services patronage for December was 2,410,027, an increase of 333,146 boardings or +16.0% on December 2014.
- Train services totalled 15,379,551 passenger boardings for the 12 months to December 2015, an increase of 1.9% on the 12 months to November 2015 and +22.9% on the 12 months to December 2014. Patronage for December 2015 was 1,149,809, an increase of 282,528 boardings or +32.6% on December 2014, normalised to ~ +30.7%.

- Bus services totalled 60,475,602 passenger boardings for the 12 months to December 2015, an increase of +0.1% on the 12 months to November 2015 and +4.1% on the 12 months to December 2014. Bus services patronage for December 2015 was 4,111,353, an increase of 68,424 boardings or +1.7% on December 2014, normalised to ~ +0.8%.
- Ferry services totalled 5,719,991 passenger boardings for the 12 months to December 2015, an increase of +0.9% on the 12 months to November 2015 and +10.7% on the 12 months to December 2014. Ferry services patronage for December 2015 was 575,187 an increase of 50,341 boardings or +9.6% on December 2014, normalised to ~ +9.6%.
- The proportion of all trips utilising AT HOP was 65.7% in December 2015 (Bus 70.2%, Rail 72.5%, Ferry 19.7%); down from 71.1% in November 2015.

## Transform and elevate customer focus and experience

### SOI summary

Seven SOI measures – three **on target to exceed** performance measure, three **on target to meet** performance measures, one **not on target to meet** performance measure

- Public transport weighted average punctuality in December 2015 was 95.9% (Bus 94.8%, Rail 98.4%, Ferry 98.7%).
- 88% of customer service requests relating to roads and footpaths received a response within AT's specified timeframes.<sup>1</sup>
- There were 477 deaths and serious injuries on the local road network in the 12 months to September 2015. The SOI target is to reduce this to 390 during 2015/16.
- AT's quarterly customer satisfaction survey results are available this month and show that:
  - 83% of passengers were satisfied with their public transport service (Bus 82%, Rail 82%, Ferry 88%).
  - 69% of residents were satisfied with the quality of roads in Auckland, with 64% satisfied with the quality of footpaths, and 65% satisfied with road safety in the Auckland region.

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

## Build network optimisation and resilience

### SOI summary

Seventeen SOI measures – four **on target to exceed** performance measures, eight **on target to meet** performance measures, two **not on target to meet** performance measures, three reported annually with no update this month

- Arterial road peak productivity averaged 61.7% in December 2015, up from 58.0% in November 2015 but down from 55.8% in December 2014. The 12 month average to December 2015 was 57.0%.
- For the 12 months to December 2015, baseline travel times were maintained on nine of the ten key freight routes monitored under AT's SOI. During the month of December 2015, baseline travel times were maintained on seven of the ten routes.
- 48.9kms of the local road network was resurfaced / rehabilitated during December 2015. 3.8% of the network has now been resurfaced / rehabilitated across the July 2015 to December 2015 period.
- Road maintenance standards will be reported in the March 2016 monthly report.
- Footpath condition results will be reported in the March 2016 monthly report
- 6.2kms of cycleway have been added to the regional cycle network during the July 2015 to December 2015 period.
- A total of 946,749 cycle trips were recorded for the 12 months to December across the nine key sites monitored by AT. This represents an increase of 7.4% on the 12 months to December 2014.
- Cycle trips in the month of December 2015 were 20.0% higher than in December 2014 across the nine key sites monitored by AT.
- In December 2015, 15.0% of the arterial network was congested in the AM peak; compared with 13.0% in December 2014. The 12 month average to December 2015 is 21.6%.

## Ensure a sustainable funding model

### SOI summary

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

- The PT farebox recovery ratio was 48.3% in November 2015, compared with 45.7% in November 2014.

## Develop creative, adaptive, innovative implementation

### SOI summary





Two SOI measures – one **on target to meet** performance measure and one reported annually with no update for this month

- The number of car trips avoided through travel planning initiatives will be reported next in the June 2016 monthly report.
- On-street parking occupancy will be reported next in the February 2016 monthly report.
- Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four hours in December 2015 was 89.9%, compared with 93.6% in December 2014.

## Attachment

Attachment Number	Description
1	Auckland Transport Quarterly Indicators Report 2015/16 – December 2015
2	Auckland Transport Monthly Indicators Report 2015/16 – December 2015

## Document ownership

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Approved for submission	David Warburton <b>Chief Executive</b>	

# Auckland Transport Quarterly Indicators Report 2015/16

December 2015

**1. Executive summary****2. External indicators****3. Performance by Strategic Theme**

3.1 Prioritise rapid, high frequency public transport

3.2 Transform and elevate customer focus and experience

3.3 Build network optimisation and resilience

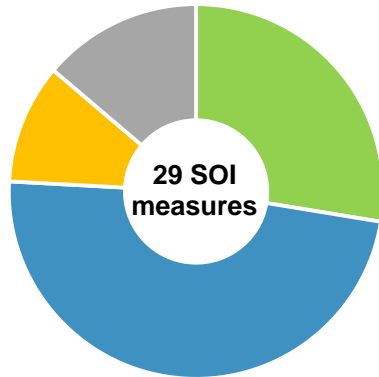
3.4 Ensure a sustainable funding model

3.5 Develop creative, adaptive, innovative implementation



## 1 Executive summary

### SOI performance summary



13 SOI measures are on target to meet year end performance measures. Eight are on target to exceed.

The following three are not on target to meet year end performance measures:

1) Fatalities and serious injury crashes on the local road network  
Reasons / explanations are detailed in page 10 of this quarterly report

2) Annual number of cycling trips in designated areas in Auckland (all day)  
Reasons / explanations are detailed in page 11 of this quarterly report

3) Travel times on key freight routes (Great South Road north bound)  
Reasons / explanations are detailed in page 11 of this quarterly report

Performance results for four measures are not yet available. Three measures will be made available in March 2016 with the final measure in June 2016.

- 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)

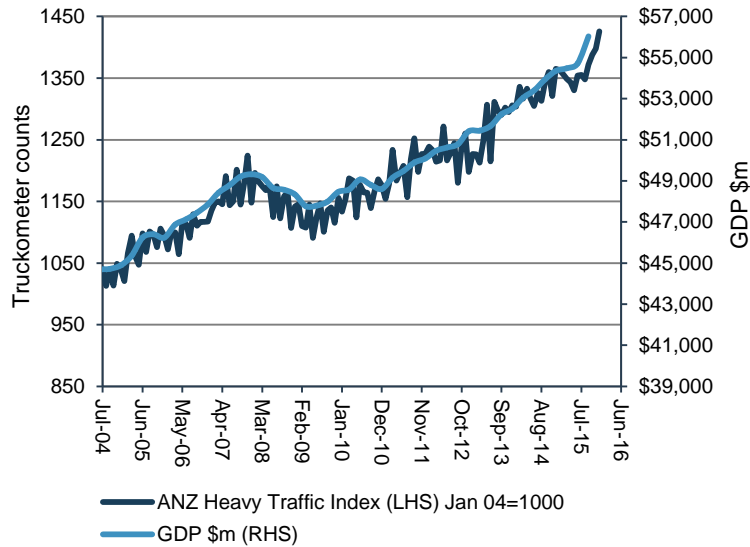
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**1. Executive summary****2. External indicators****3. Performance by Strategic Theme**

- 3.1 Prioritise rapid, high frequency public transport
- 3.2 Transform and elevate customer focus and experience
- 3.3 Build network optimisation and resilience
- 3.4 Ensure a sustainable funding model
- 3.5 Develop creative, adaptive, innovative implementation

## 2. External indicators

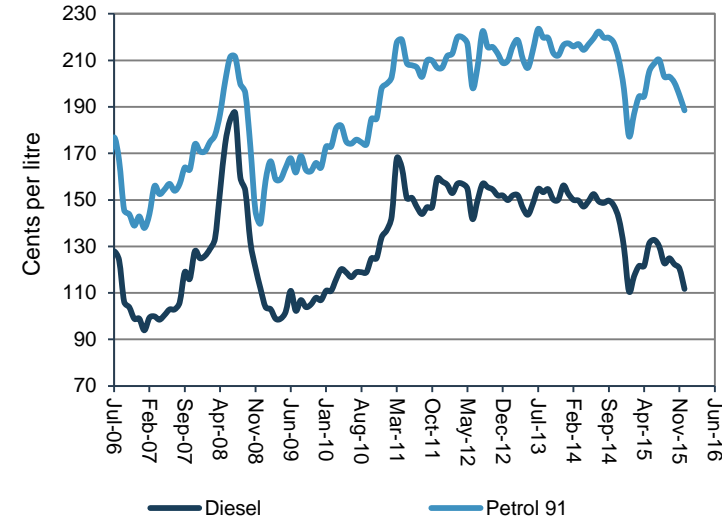
### 2.1 ANZ Truckometer



The ANZ Truckometer uses NZTA traffic data as an indicator of national economic activity. The December 2015 heavy traffic index rose by 2.6% (seasonally adjusted), suggesting GDP growth around 1% to 1.5% quarter to quarter.

Source: ANZ Truckometer

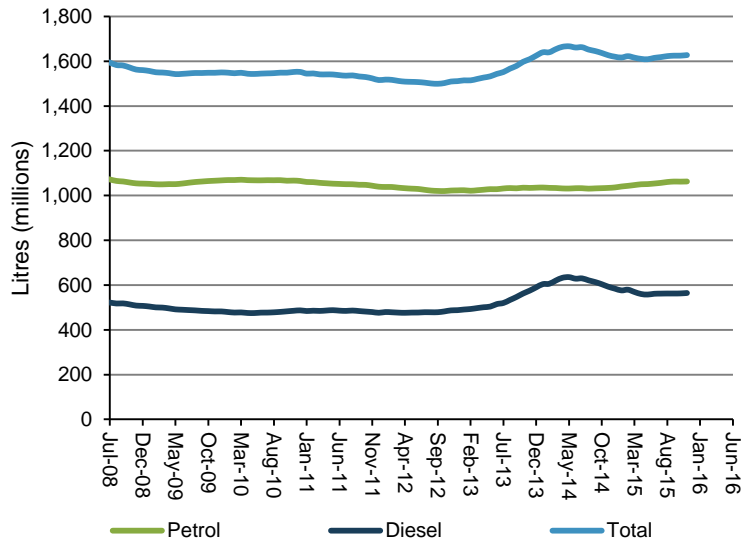
### 2.2 Monthly fuel prices



Petrol prices have decreased by 3.3% and diesel prices have decreased by 7.3% compared to November 2015.

Source: Ministry of Business, Employment and Innovation

### 2.3 Auckland fuel sales

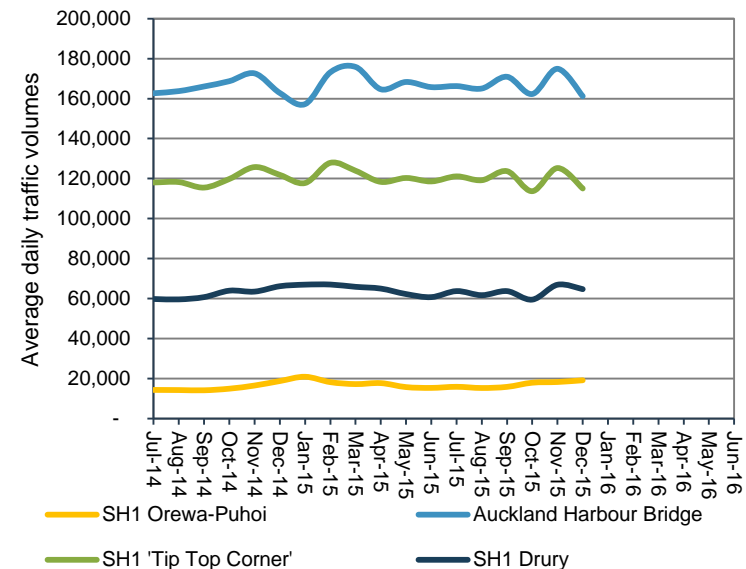


Total petrol sales for the year to November 2015 were 1.7% higher than November 2014.

Petrol sales in November 2015 were 0.7% higher and diesel sales were 3.8% higher than November 2014.

Source: Auckland Council fuel tax returns

### 2.4 State Highway average daily traffic volumes

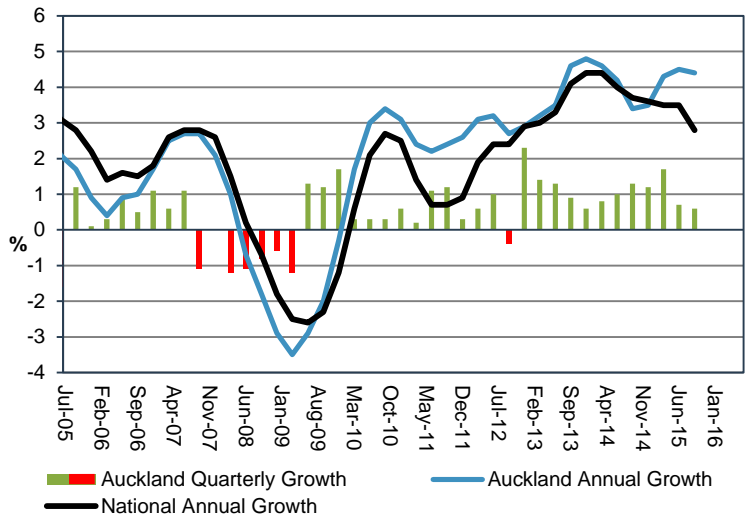


Compared to December 2014, average daily traffic volumes in December 2015 were down 2% on SH1 at Drury, down 6% on SH1 at Tip Top Corner, down 5% on the Auckland Harbour Bridge and up 2.1% on SH1 between Orewa-Puhoi.

Source: NZTA Data

2. External indicators

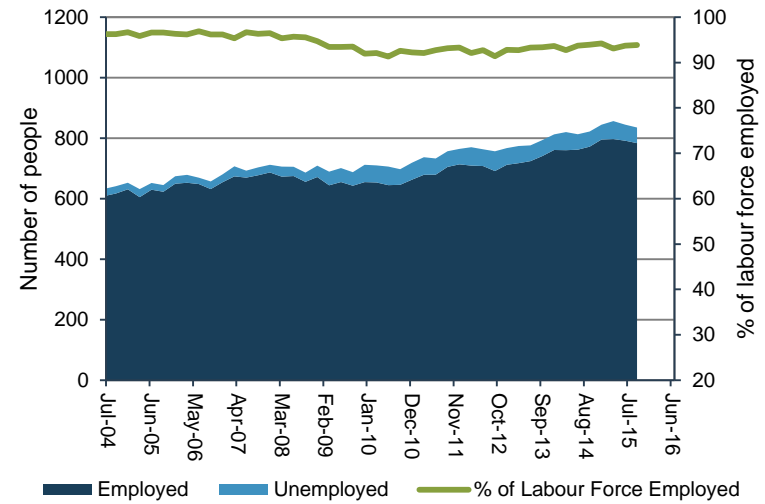
2.5 Auckland economic activity



Economic activity increased 0.6% in the September 2015 quarter. The year-on-year growth rate for Auckland was 4.4%. Nationally, annual average growth slowed to 2.8%.

Source: ANZ Regional Trends: Auckland

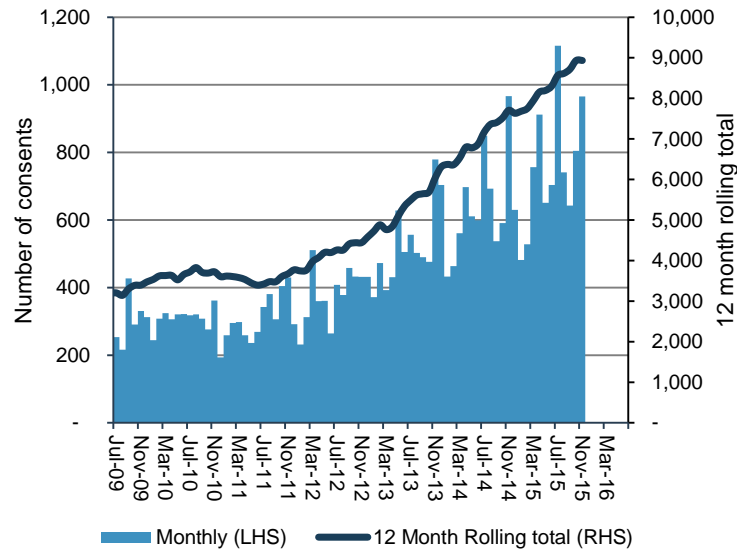
2.6 Auckland labour force



Auckland employment in the September 2015 quarter totalled 783,500, up 1.5% on September 2014. Unemployment totalled 51,600 in the September 2015 quarter, up 3.0% from September 2014 but down 2.6% from June 2015.

Source: Statistics NZ Quarterly Labour Force Survey

2.7 Auckland dwelling consents issued

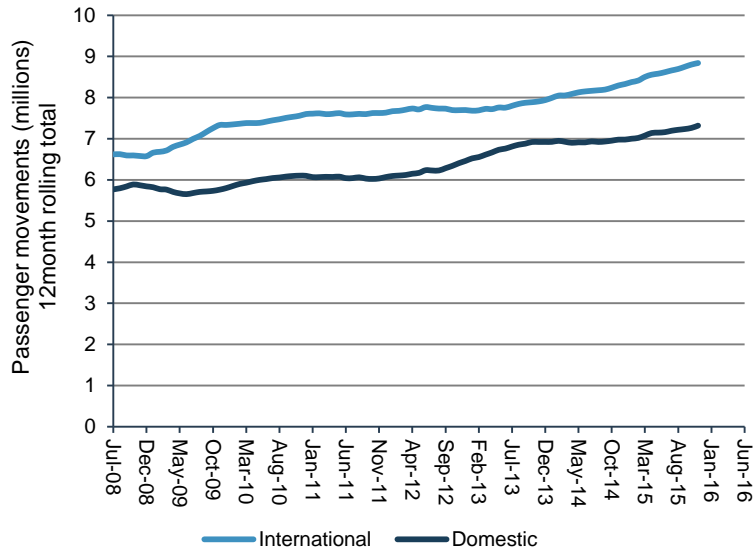


966 consents were issued in November 2015, down 0.1% on November 2014. The 12 month rolling total to November 2015 was 15.9% higher than the November 2014 figure.

Source: Statistics NZ

2. External Indicators

2.8 Auckland Airport passenger movements

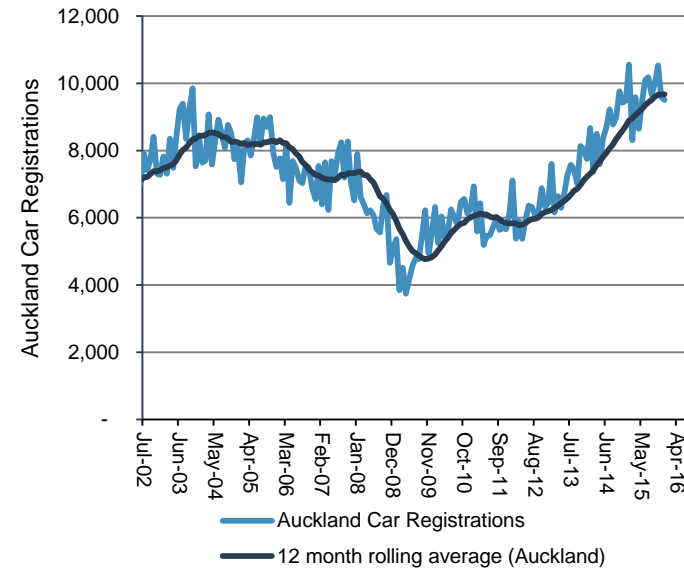


A total of 16.2 million passenger movements were recorded through Auckland airport in the year to November 2015, an increase of 5.8% on the year to November 2014.

In the month of November 2015, international passenger numbers were up 6.6% and domestic passengers up 4.9% compared to November 2014.

Source: AIAL monthly traffic report

2.9 Auckland car registrations



This graph shows the number of cars first registered to an Auckland postal code.

There were 9,504 Auckland car registrations in December 2015, 0.2% higher than December 2014. Car registrations outside of Auckland increased 4.5% over this time period.

Source: NZTA Vehicle registration Centre

## **1. Executive Summary**

## **2. External Indicators**

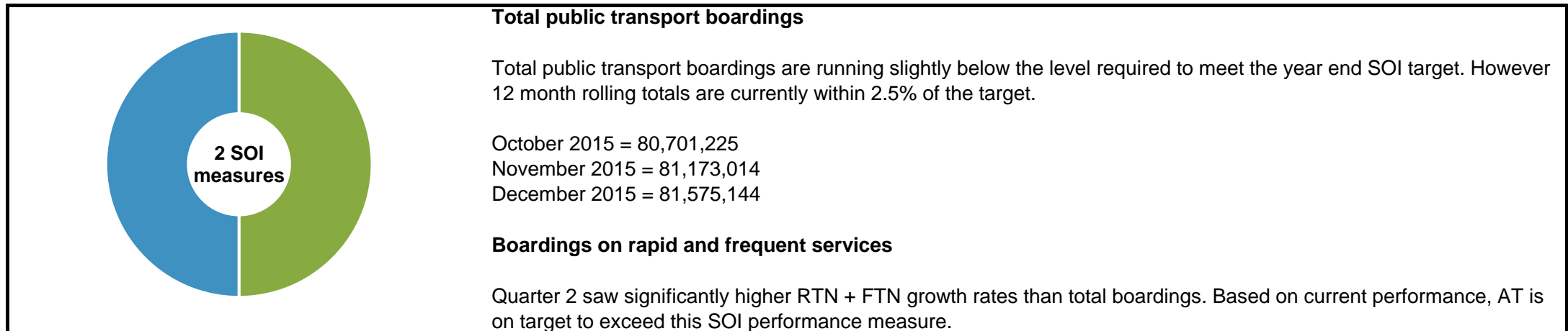
## **3. Performance by Strategic Theme**

- 3.1 Prioritise rapid, high frequency public transport
- 3.2 Transform and elevate customer focus and experience
- 3.3 Build network optimisation and resilience
- 3.4 Ensure a sustainable funding model
- 3.5 Develop creative, adaptive, innovative implementation

### 3.1 Prioritise rapid, high frequency public transport

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Prioritise rapid, high frequency public transport	Total public transport boardings	84.47 million	●	●			Patronage growth is tracking slightly below the amount required to meet the year end performance measure, but is within 2.5% of the target.
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●			RTN + FTN boardings are growing significantly faster than total boardings.

#### Performance and future outlook



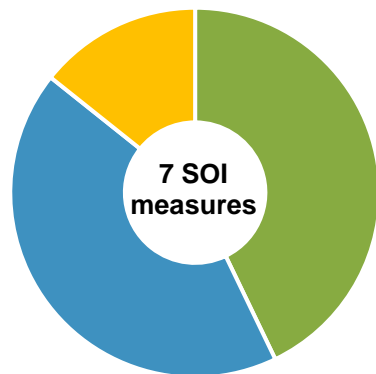
- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

### 3.2 Transform and elevate customer focus and experience

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	83%	●	●			Overall satisfaction with public transport services (83%) is consistent with the December 2014 result (83%).
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%	●	●			Satisfaction with the quality of roads in Auckland (69%) is down 2% compared to the December 2014 result (71%).
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%	●	●			Satisfaction with the quality of footpaths in Auckland (64%) is consistent with the December 2014 result (64%).
	Percentage of residents satisfied with road safety in the Auckland region	60%	●	●			Satisfaction with road safety in Auckland (65%) is down 1% compared to the December 2014 result (66%).
	PT punctuality (weighted average across all modes)	92%	●	●			Public transport weighted average punctuality for December 2015 was 95.9%. Exceeding the SOI target by 3.9%.
	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	●	●			There has been an increase in deaths and serious injuries in Auckland. AT is not on target to meet this SOI performance measure. See below for detailed commentary.
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●			December 2015 YTD average = 88% which is 3% above the 85% SOI target. Please note that this result does not yet include all customer service requests.

### Performance and future outlook



#### Deaths and serious injuries (DSI)

The local road DSI (deaths plus serious injuries) SOI target is 390. The actual rolling 12 month total for local road DSI for the period October 2014 to September 2015 is 477, significantly higher than the target trajectory.

Rolling 12 month local road deaths have increased by 71% between September 2014 and September 2015 (from 24 to 41). Rolling 12 month local road serious injuries have increased by 18% between September 2014 and September 2015 (from 368 to 436).

Fatal and serious crashes on the local road network have been steadily rising throughout the year, particularly in urban areas. In response, Auckland Transport has been supporting NZ Police's targeted enforcement initiatives with education and awareness promotions in urban environments targeting speed, alcohol, pedestrian and cycle safety, restraint use, and young drivers. Equally, Auckland Transport has been implementing a number of speed management, pedestrian safety, intersection safety and general road safety improvements in both urban and rural high-risk environments.

While Local Road DSI has increased significantly in 2015, the annual crash-risk exposure rate of Local Road DSI per 100 million vehicle kilometres travelled (vkt) was 5 for 2014/15. This exposure rate is lower than both the Christchurch (7.4) and Wellington (6.1) regions.

- 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)

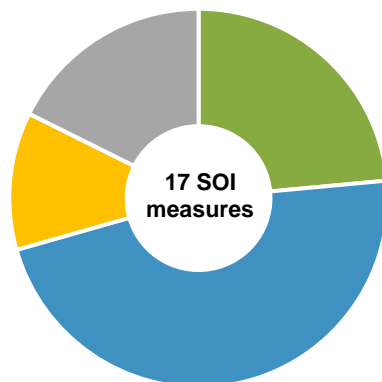
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### 3.3 Build network optimisation and resilience

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Build network optimisation and resilience	Arterial road productivity	54% of the ideal achieved	●	●			The 12 month rolling average to December 2015 is 57.0%, which is 3% above the SOI target.
	New cycleways added to regional cycle network	7.4 km	●	●			6.2km of new cycleways were built between July and December 2015. AT is on target to complete 7.4km by June 2016.
	Annual number of cycling trips in designated areas in Auckland (all day)	1.1 million	●	●			The 12 month rolling total to December 2015 (946,749) is below target. AT is currently not on target to meet this SOI performance measure.
	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	● ● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ● ●			
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural 93% Urban 83%					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.
	Percentage of the sealed local road network that is resurfaced	8%	●	●			3.8% of the network has been resurfaced / rehabilitated in the July - December period. This is ahead of target at this time of year, but year end performance is expected to align with the SOI target.
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%					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.

#### Performance and future outlook



**Travel time on key freight routes:** The 12 month rolling average travel time on Great South Road north bound has been tracking above the SOI target since October 2015. The congestion at Great South Road / SEART intersection is the main contributor to the overall delay on Great South Road. Traffic is also the busiest during the last quarter of the year (September to December). Actions have been undertaken to better understand and solve this ongoing delay including installing CCTV cameras at the Great South Road / SEART intersection, undertaking traffic signal improvements, and detailed investigation on solving the queuing issue. Close monitoring of this intersection will be continued.

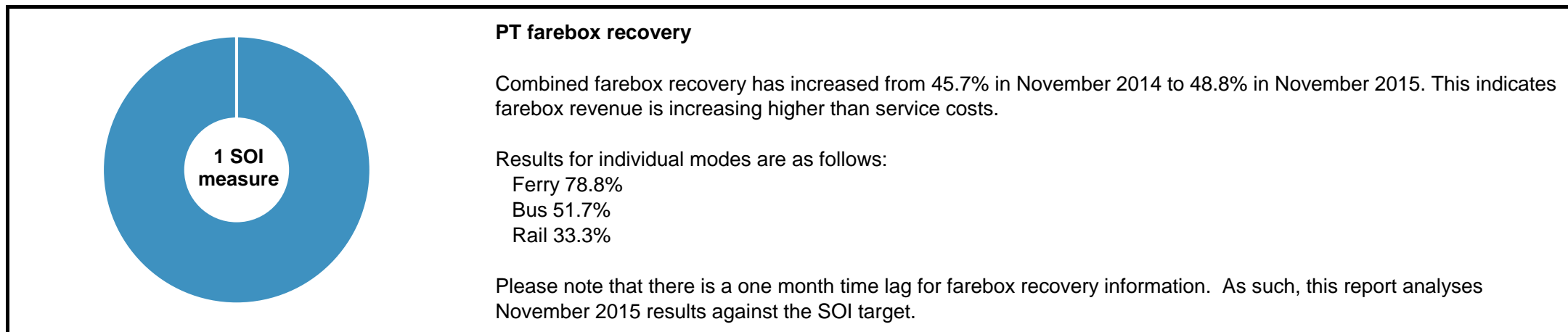
**Cycle trips in designated areas:** Cycling counts remain significantly below the numbers required to meet AT's year end SOI target of 1.1m.

October 2015 = 924,286  
November 2015 = 932,302  
December = 946,749

## 3.4 Ensure a sustainable funding model

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Ensure a sustainable funding model	PT farebox recovery	46-48%	●	●			Total public transport farebox recovery in November 2015 was 48.8%.

## Performance and future outlook



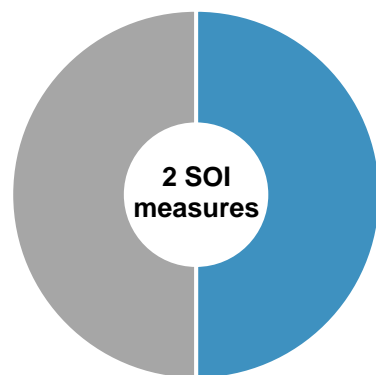
- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

### 3.5 Develop creative , adaptive, innovative implementation

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%	●	●			November 12 month rolling average: 90%.
	Number of car trips avoided through travel planning initiatives	17,500					2015/16 result will be available in the June 2016 indicators report.

#### Performance and future outlook



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

12 month rolling average parking occupancy has increased from 79.8% In November 2014 to 90.0% in November 2015. The current result is at the top end of the SOI target range.

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

■ Data not available

# Auckland Transport Monthly Indicators Report 2015/16

December 2015



## **1. Summary of indicators**

- 1.1 SOI performance measures
- 1.2 DIA mandatory performance measures
- 1.3 AT Metro patronage breakdown

## **2. Key monthly indicators by Strategic Theme**

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

## **3. DIA mandatory measures**

## **4. AT monthly activity report**

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

1.1 SOI performance measures

Strategic theme	Measure	SOI 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: 81.58m	Page 12
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●						RTN + FTN boardings 6.3% growth > total boardings 2.9% growth	Page 12
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	83%			●			●							December result: 83%	Page 14
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%			●			●							December result: 69%	Page 15
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%			●			●							December result: 64%	Page 15
	Percentage of residents satisfied with road safety in the Auckland region	60%			●			●							December result: 65%	Page 15
	PT punctuality (weighted average across all modes)	92%	●	●	●	●	●	●							December result: 95.9%	Page 16
Build network optimisation and resilience	Arterial road productivity	54% of the ideal achieved	●	●	●	●	●	●							12 month rolling average: 57.0%	Page 17
	New cycleways added to regional cycle network	7.4 km	●	●	●	●	●	●							July - December delivery: 6.2 km	Page 17
	Annual number of cycling trips in designated areas in Auckland (all day)	1.1 million	●	●	●	●	●	●							12 month rolling total: 946,749	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 - 10mins Harris E - 11mins Harris W - 10mins GSR N - 12mins GSR S - 11mins Kaka E - 8mins Kaka W - 7mins Wairau W - 8mins Wairau E - 8mins	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%	●	●	●	●	●	●							November result 48.3%	Page 21
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%		●			●								November 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<sup>1</sup>

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: 477	Page 24
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%													YTD average: 88%	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 -December delivery: 3.8%	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

<sup>1</sup> 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

	December - 2015/16 Actual v SOI									
	Month				YTD				SOI 2015/16	Projected Forecast 2015/16
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
<b>1. Bus Total:</b>	4,111,353	↑ 1.7%	4,239,126	↓ -3.1%	30,094,952	↑ 2.3%	30,842,547	↓ -2.5%	62,700,000	60,600,000
<b>2. Train (Rapid) Total:</b>	1,149,809	↑ 32.6%	977,892	↑ 15.0%	7,997,082	↑ 22.4%	7,652,616	↑ 4.3%	16,000,000	16,300,000
<b>3. Ferry (Connector Local) Total:</b>	575,187	↑ 9.6%	546,992	↑ 4.9%	2,737,108	↑ 7.2%	2,660,884	↑ 2.8%	5,770,000	5,820,000
<b>Total Patronage</b>	<b>5,836,349</b>	<b>↑ 7.4%</b>	<b>5,764,010</b>	<b>↑ 1.2%</b>	<b>40,829,142</b>	<b>↑ 6.0%</b>	<b>41,156,047</b>	<b>↓ -0.8%</b>	<b>84,470,000</b>	<b>82,720,000</b>
<b>Rapid and Frequent</b>	<b>2,410,027</b>	<b>↑ 16.0%</b>	<b>2,141,454</b>	<b>↑ 11.1%</b>	<b>23,780,670</b>	<b>↑ 2.1%</b>	<b>16,118,329</b>	<b>↑ 32.2%</b>	<b>33,210,000</b>	<b>33,640,000</b>

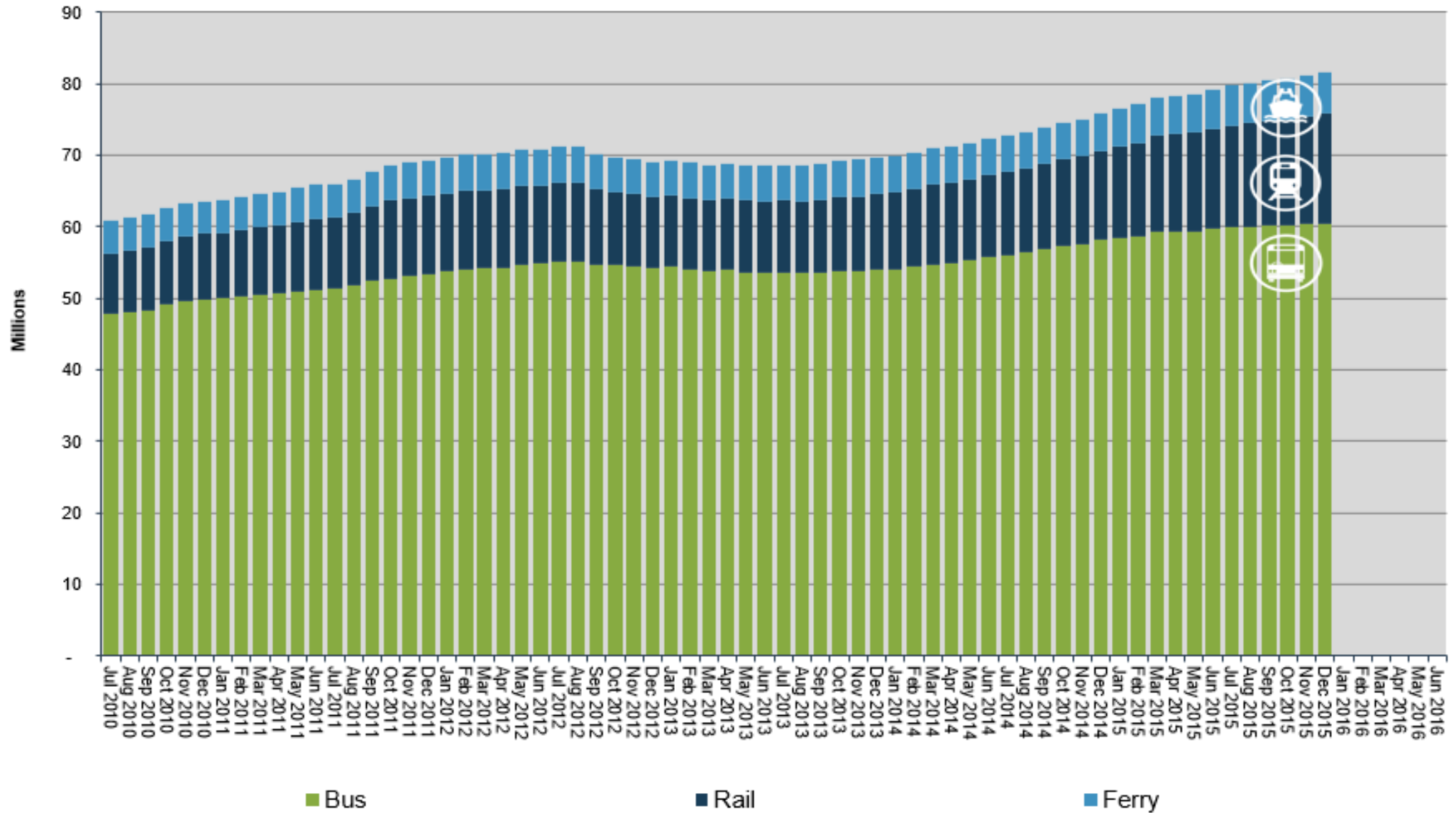
	December - 2015/16											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
<b>1. Bus Total:</b>	4,111,353	4,042,929	68,424	1.7%	0.8%	60,475,602	0.1%	2,359,934	4.1%	30,094,952	679,745	2.3%
- Busway (Rapid) Bus	293,479	223,957	69,522	31.0%		3,725,035	1.9%			1,930,594	243,459	14.4%
- Frequent Bus	966,739	985,643	-18,904	-1.9%		14,221,025	-0.3%			7,120,796	133,411	1.9%
- Connector Local Targeted Bus	2,851,135	2,833,329	17,806	0.6%		42,529,542	0.1%			21,043,562	302,875	1.5%
<b>2. Train (Rapid) Total:</b>	<b>1,149,809</b>	<b>867,281</b>	<b>282,528</b>	<b>32.6%</b>	<b>30.7%</b>	<b>15,379,551</b>	<b>1.9%</b>	<b>2,864,222</b>	<b>22.9%</b>	<b>7,997,082</b>	<b>1,462,659</b>	<b>22.4%</b>
- Western Line	387,689	304,472	83,217	27.3%		5,177,504	1.6%	604,442	13.2%	2,648,989	332,053	14.3%
- Eastern Line	315,157	197,416	117,741	59.6%		4,184,273	2.9%	1,248,571	42.5%	2,172,451	543,482	33.4%
- Onehunga Line	107,158	69,073	38,085	55.1%		1,148,524	3.4%	194,424	20.4%	591,261	84,426	16.7%
- Southern Line	318,159	277,516	40,643	14.6%		4,532,529	0.9%	765,462	20.3%	2,268,108	484,361	27.2%
- Pukekohe Line	21,646	18,804	2,842	15.1%		336,721	0.9%	51,323	18.0%	163,357	18,337	12.6%
<b>3. Ferry (Connector Local) Total:</b>	<b>575,187</b>	<b>524,846</b>	<b>50,341</b>	<b>9.6%</b>	<b>9.6%</b>	<b>5,719,991</b>	<b>0.9%</b>	<b>551,881</b>	<b>10.7%</b>	<b>2,737,108</b>	<b>183,602</b>	<b>7.2%</b>
- Contract	98,194	86,439	11,755	13.6%		1,268,249	0.9%	174,846	16.0%	628,618	81,619	14.9%
- Exempt Services	476,993	438,407	38,586	8.8%		4,451,742	0.9%	377,035	9.3%	2,108,490	101,983	5.1%
<b>Total Patronage</b>	<b>5,836,349</b>	<b>5,435,056</b>	<b>401,293</b>	<b>7.4%</b>	<b>6.4%</b>	<b>81,575,144</b>	<b>0.5%</b>	<b>5,776,037</b>	<b>7.6%</b>	<b>40,829,142</b>	<b>2,326,006</b>	<b>6.0%</b>
<b>Rapid and Frequent</b>	2,410,027	2,076,881	333,146	16.0%		33,325,611	0.9%			23,780,670	486,477	2.1%
<b>Connector Local Targeted</b>	3,426,322	3,358,175	68,147	2.0%		48,249,533	0.2%			17,048,472	1,839,529	12.1%
<b>Total Patronage</b>	<b>5,836,349</b>	<b>5,435,056</b>	<b>401,293</b>	<b>7.4%</b>	<b>6.4%</b>	<b>81,575,144</b>	<b>0.5%</b>	<b>5,776,037</b>	<b>7.6%</b>	<b>40,829,142</b>	<b>2,326,006</b>	<b>6.0%</b>

\* 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.

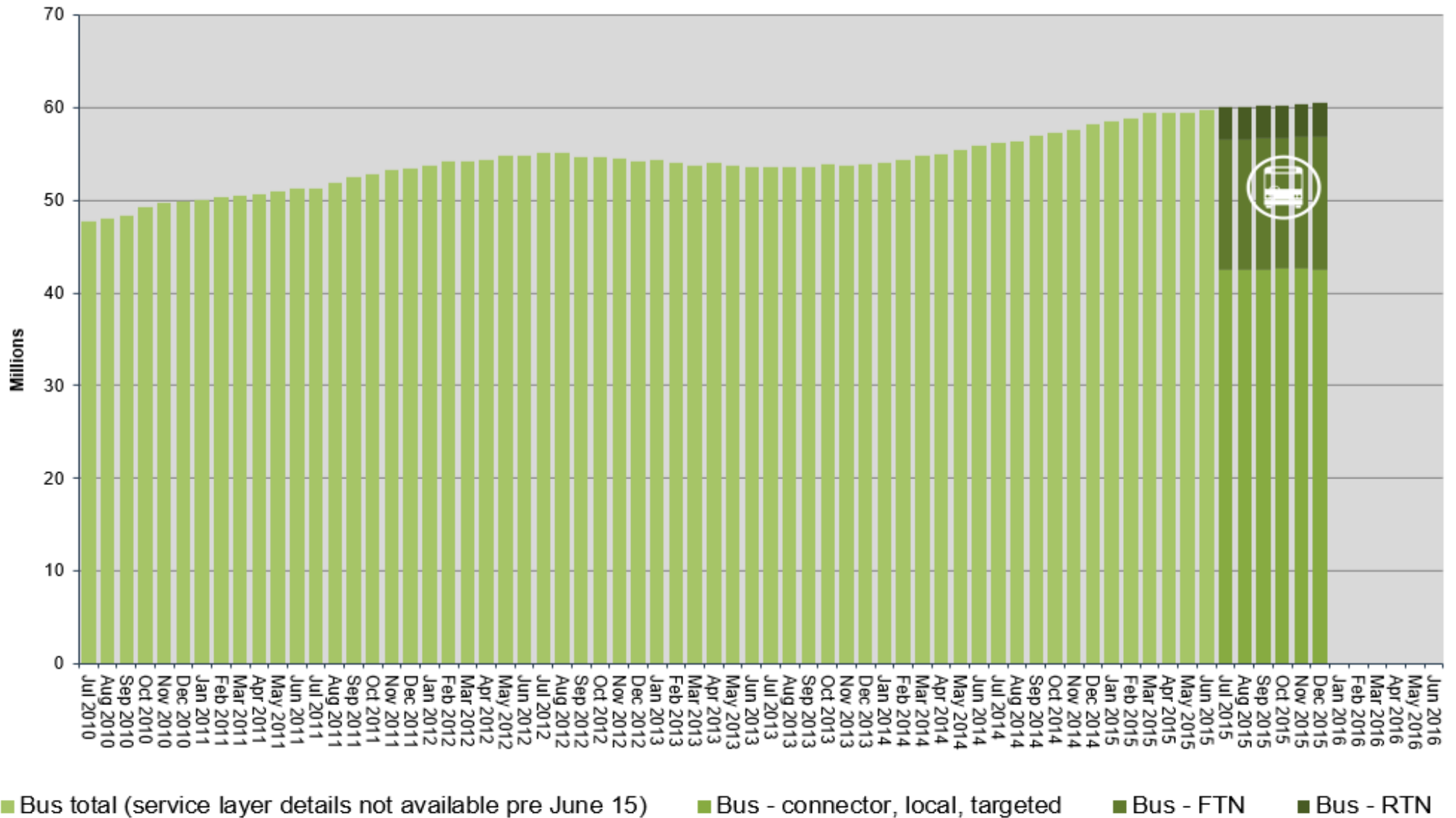
1.3 AT Metro patronage breakdown

1.3.1 Total patronage (12 month rolling total)

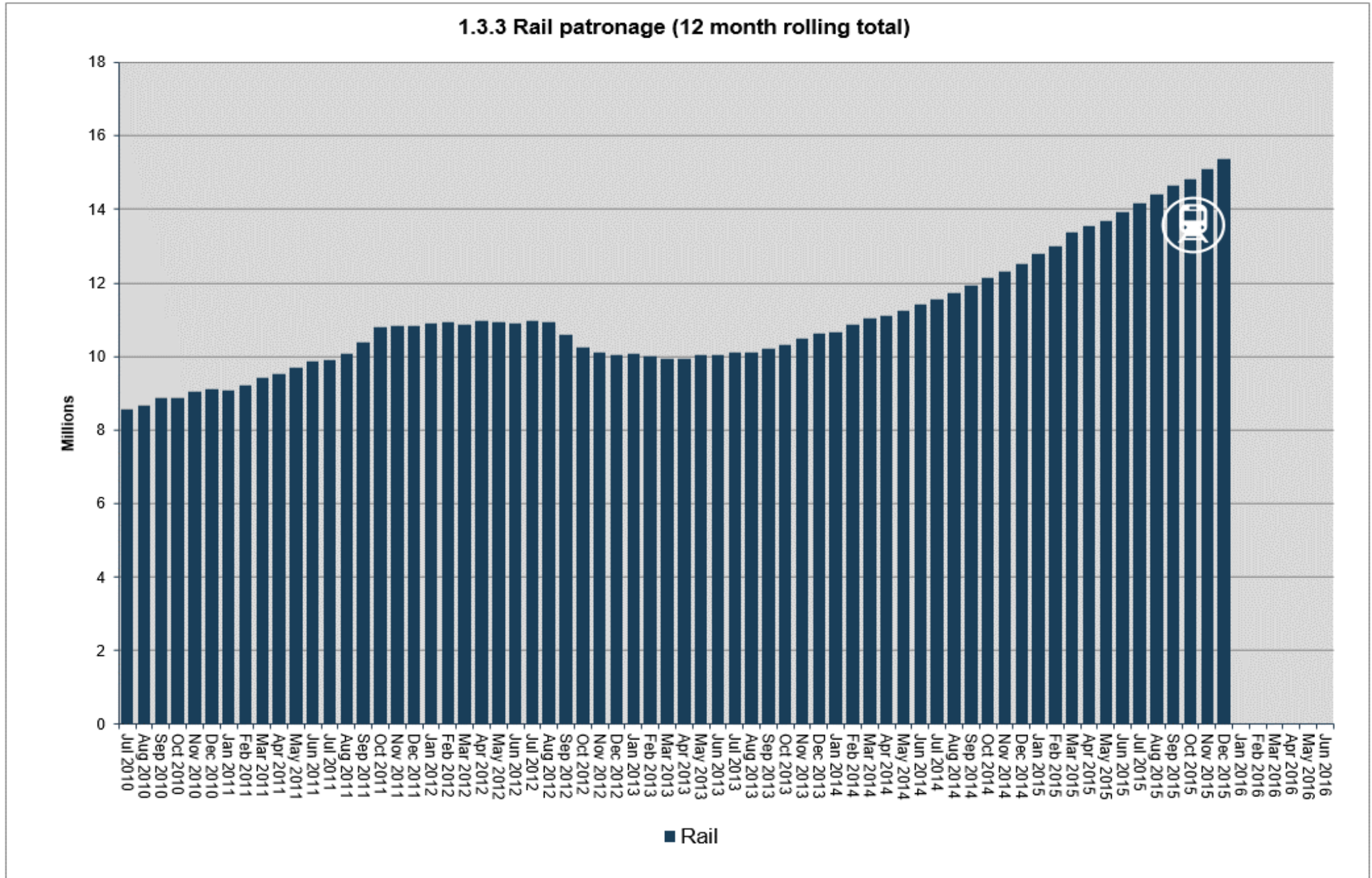


1.3 AT Metro patronage breakdown

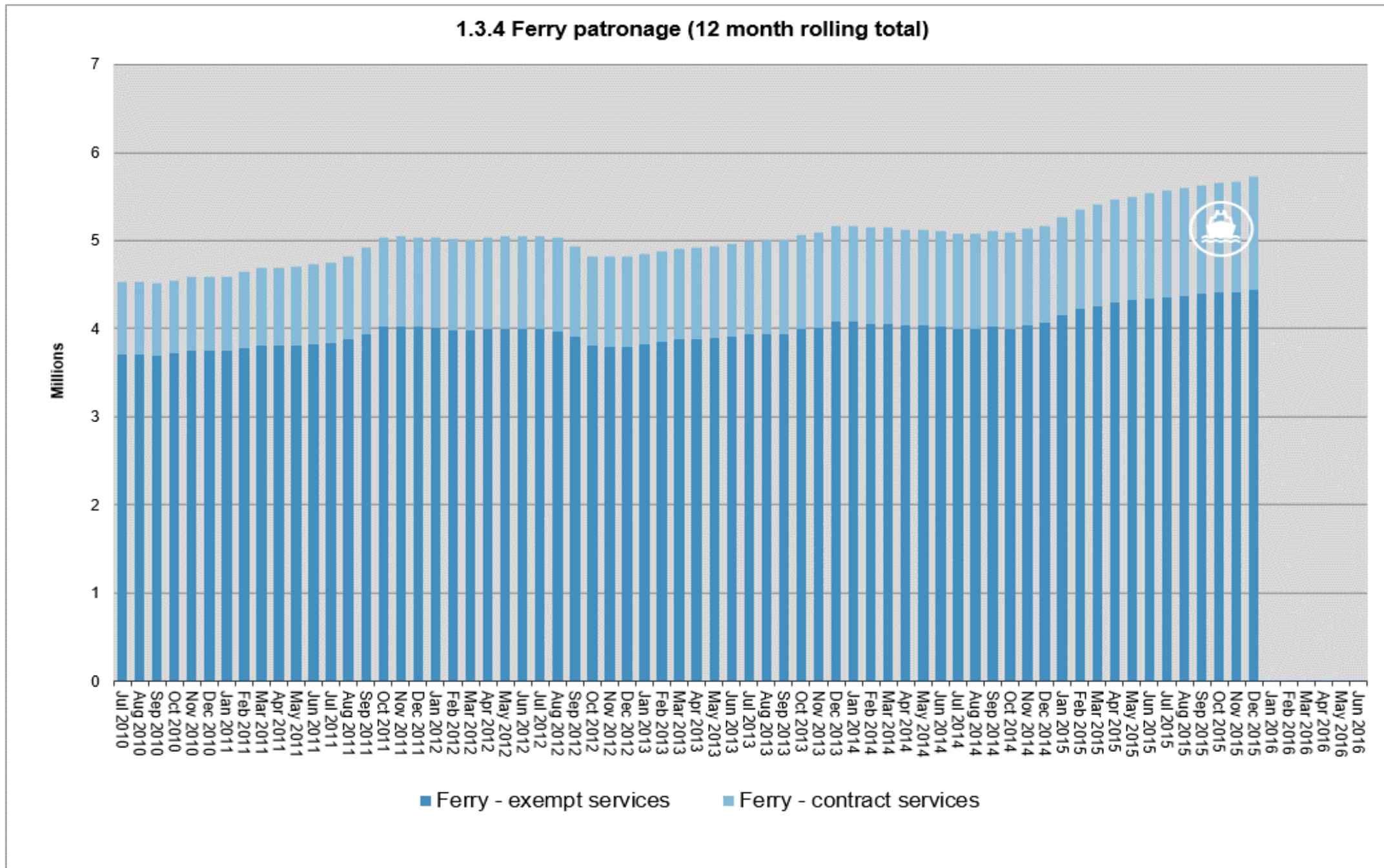
1.3.2 Bus patronage (12 month rolling total)



1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown



## **1. Summary of indicators**

- 1.1 SOI performance measures
- 1.2 DIA mandatory performance measures
- 1.3 AT Metro patronage breakdown

## **2. Key monthly indicators by Strategic Theme**

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

## **3. DIA mandatory measures**

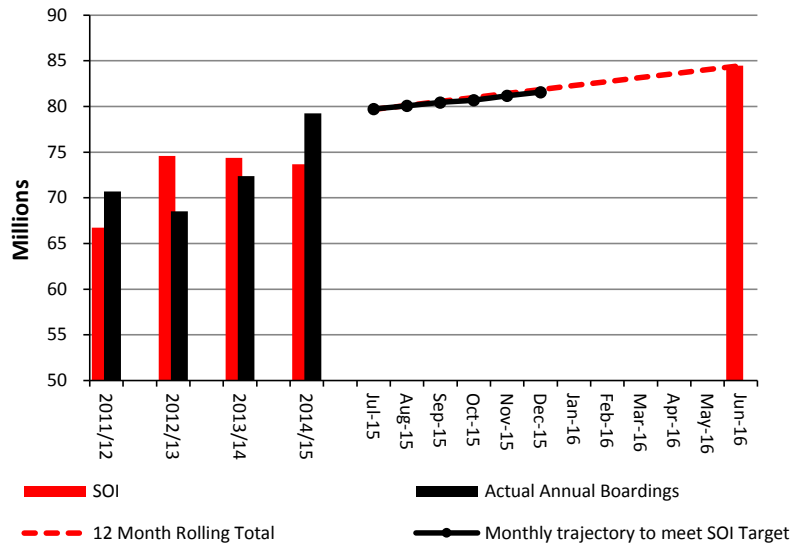
## **4. AT monthly activity report**

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



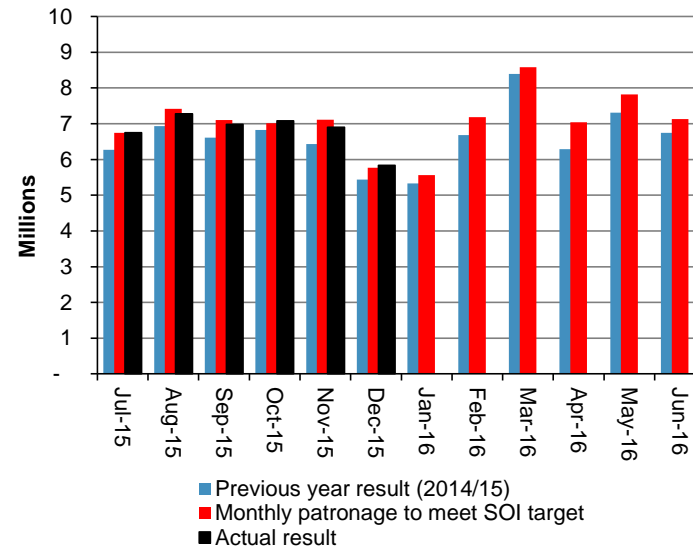
## 2.1 Prioritise rapid, high frequency public transport

### 2.1.1 Total public transport boardings (millions)



PT patronage totalled 81,575,144 passenger boardings for the 12 months to December 2015, an increase of 0.5% on the 12 months to November 2015 and 7.6% on the 12 months to December 2014.

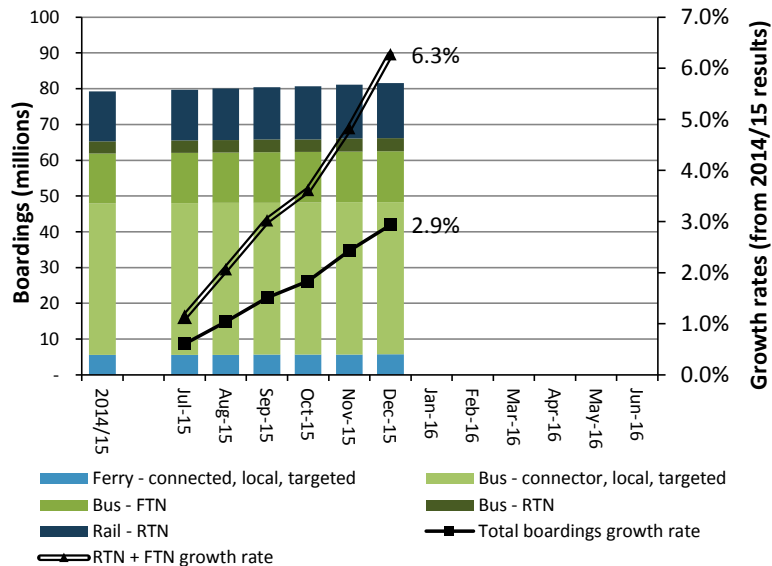
### 2.1.2 Monthly public transport boardings (millions)



December monthly patronage was 5,836,349 an increase of 7.4% (401,293 boardings) on December 2014, normalised to -6.4% 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 5,764,010 required during December to hit AT's 2015/16 SOI target

### 2.1.3 Boardings on rapid or frequent network



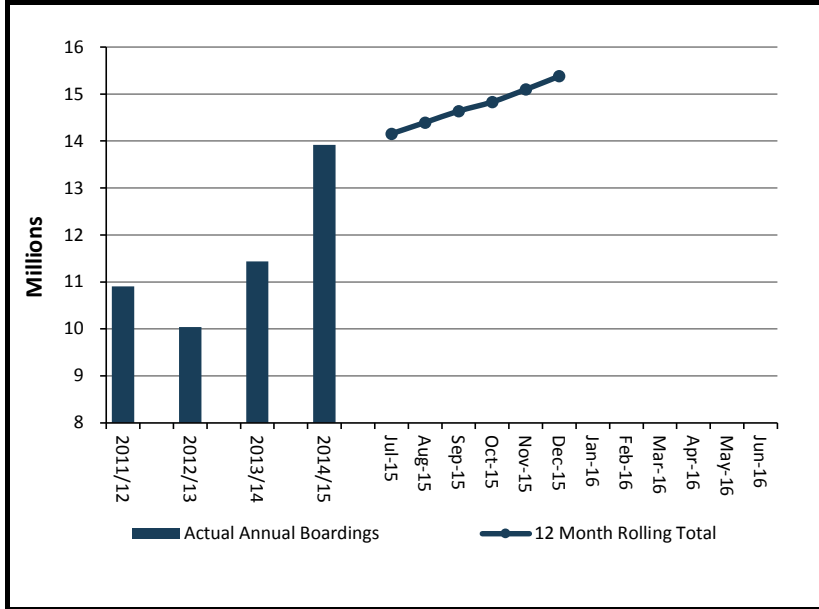
AT has an SOI target of increasing RTN and FTN patronage at a faster rate than total boardings.

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 Dec 2015 are 2.9% higher than the 2014/15 result, while RTN + FTN boardings are 6.3% higher. As such, the SOI target this month has been exceeded.

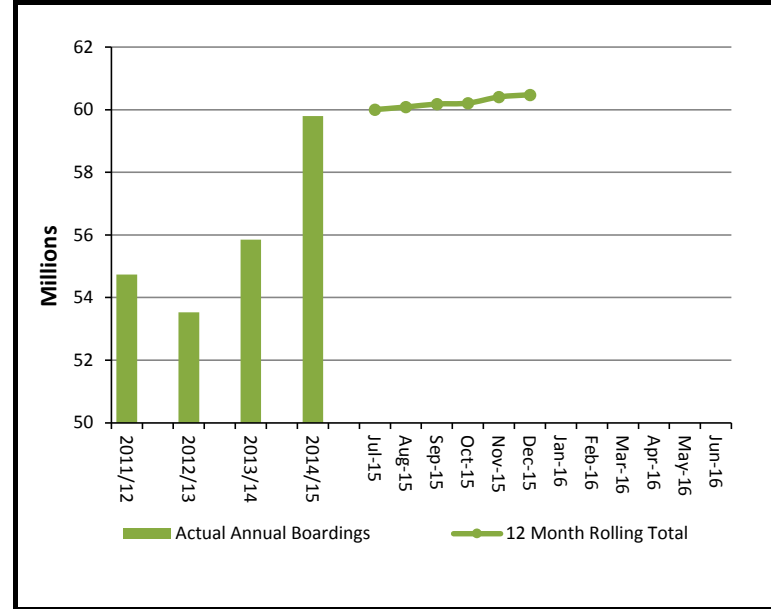
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



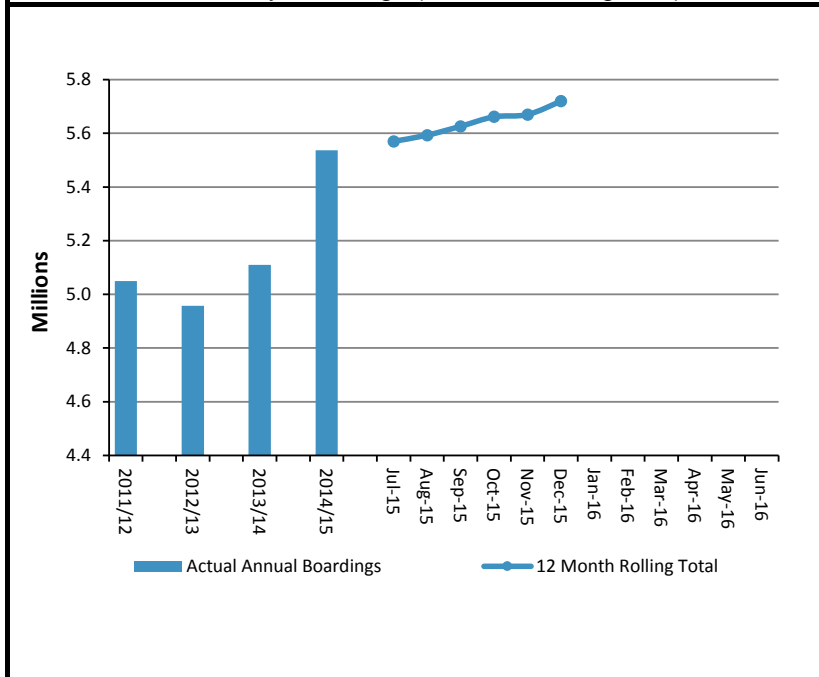
Rail patronage totalled 15,379,551 passenger boardings for the 12 months to December 2015, an increase of 1.9% on the 12 months to November 2015 and 22.9% on the 12 months to December 2014.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 60,475,602 passenger boardings for the 12 months to December 2015, an increase of 0.1% on the 12 months to November 2015 and 4.1% on the 12 months to December 2014.

2.1.6 Ferry boardings (12 month rolling total)

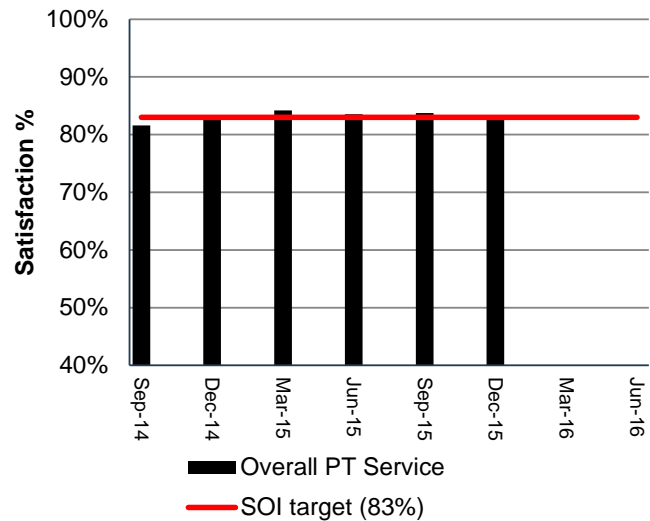


Ferry patronage totalled 5,719,991 passenger boardings for the 12 months to December 2015, an increase of 0.9% on the 12 months to November 2015 and 10.7% on the 12 months to December 2014.



## 2.2 Transform and elevate customer focus and experience

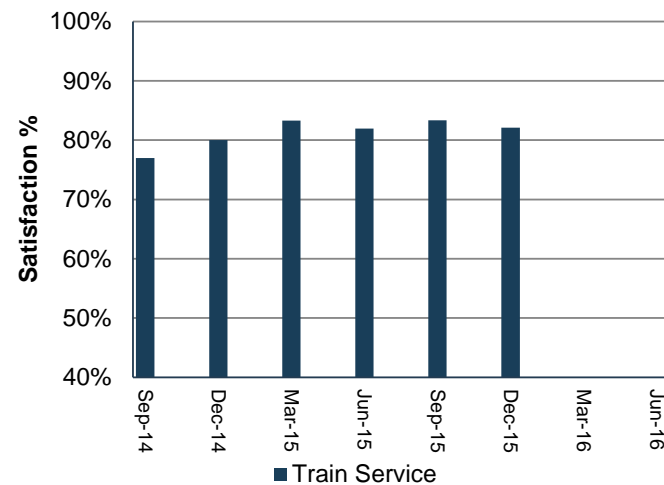
### 2.2.1 Percentage of public transport passengers satisfied with their public transport service



Overall satisfaction with public transport services (82%) is consistent with the September 2015 result (83%).

Satisfaction is the same compared to the December 2014 result.

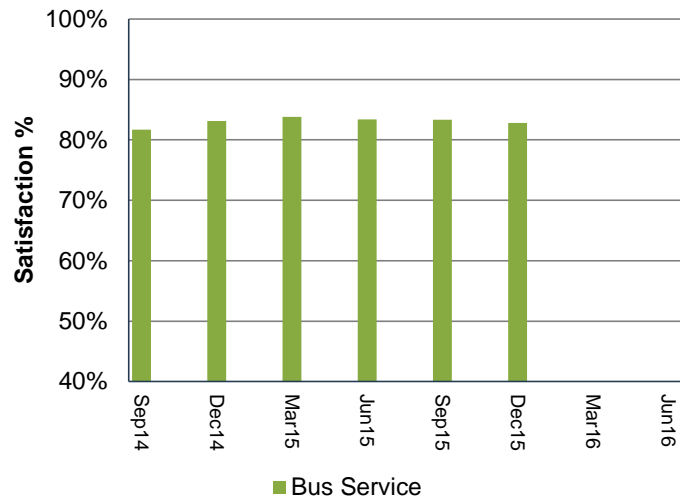
### 2.2.2 Percentage of passengers satisfied with their train service



Satisfaction with train services (82%) is down 1% compared with the September 2015 result (83%).

Satisfaction is up 2% compared to the December 2014 result.

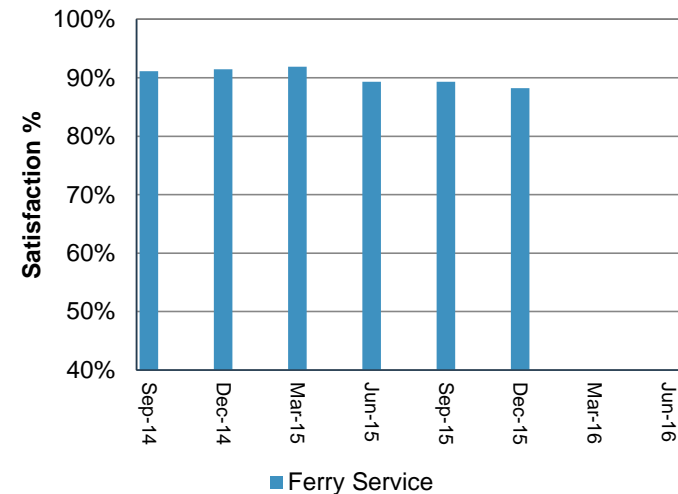
### 2.2.3 Percentage of passengers satisfied with their bus service



Satisfaction with bus services (82%) is down 1% compared with the September 2015 result (83%).

Satisfaction is down 1% compared to the December 2014 result.

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

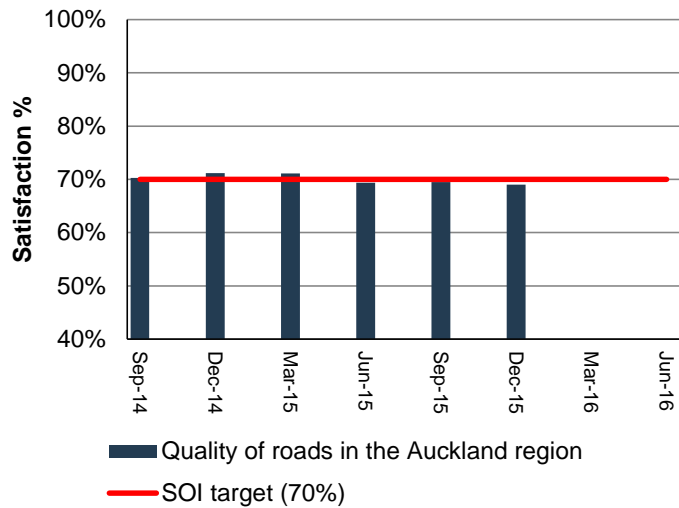


Satisfaction with ferry services (88%) is down 1% compared with September 2015 result (89%).

Satisfaction is down 3% compared to the December 2014 result.

2.2 Transform and elevate customer focus and experience

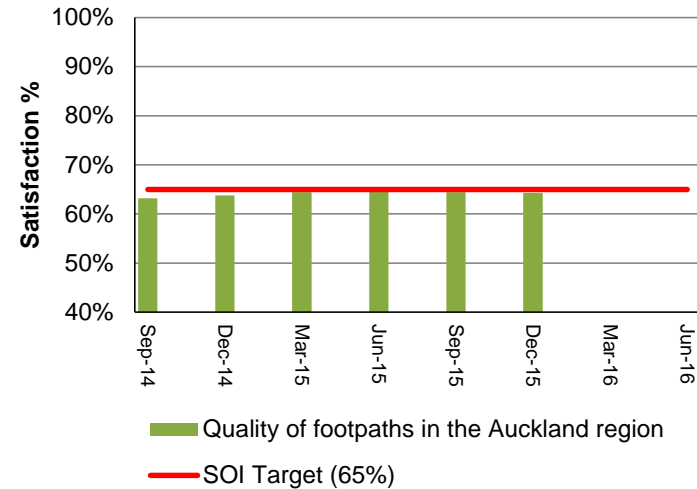
2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



Satisfaction with the quality of roads in Auckland (69%) is consistent with the September 2015 result (69%).

Satisfaction is down 2% compared to the December 2014 result.

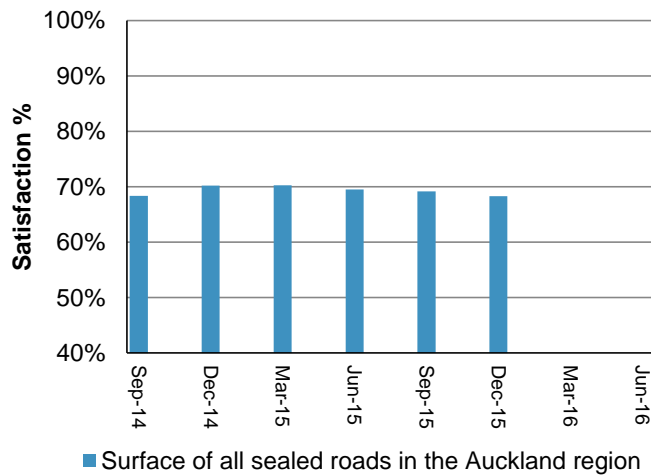
2.2.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



Satisfaction with the quality of footpaths in Auckland (64%) is consistent with the September 2015 result (64%).

Satisfaction is consistent with the December 2014 result.

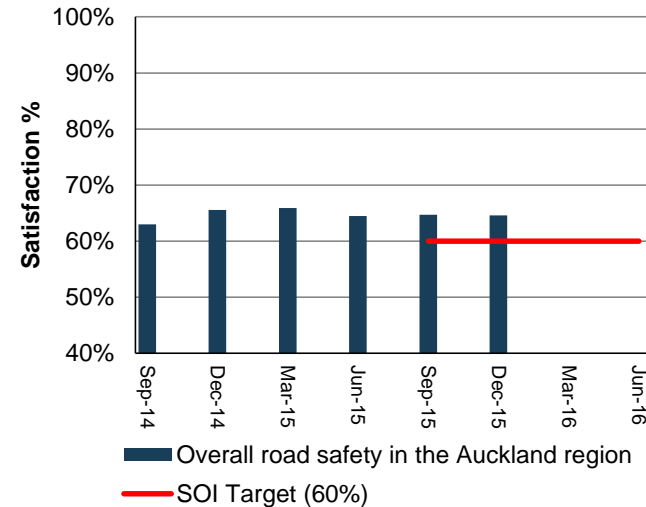
2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



Satisfaction with the surface of all sealed roads in Auckland (68%) is consistent with the September 2015 result (68%).

Satisfaction is down 2% compared to the December 2014 result.

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

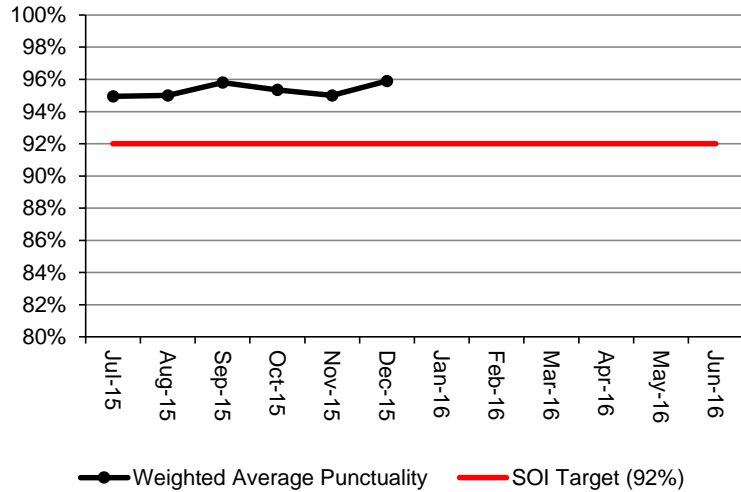


Satisfaction with road safety in Auckland (65%) is consistent with the September 2015 result (65%).

Satisfaction is down 1% compared to the December 2014 result.

2.2 Transform and elevate customer focus and experience

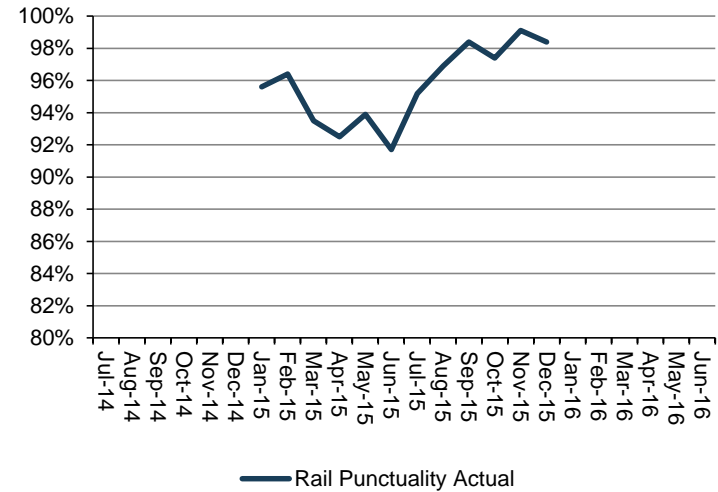
2.2.9 PT punctuality (weighted average across all modes)



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 December 2015 was 95.9%.

2.2.10 Rail services punctuality

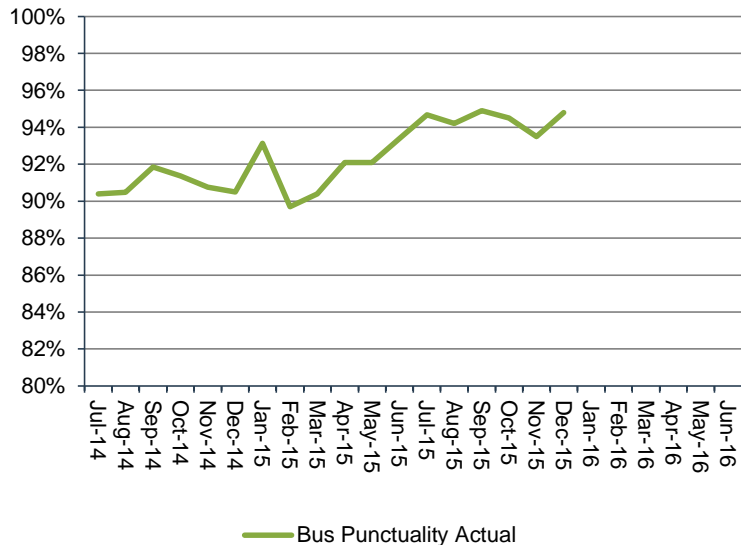


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Rail service punctuality in December 2015 was 98.4%, compared to 95.8% in the 12 months to December 2015.

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

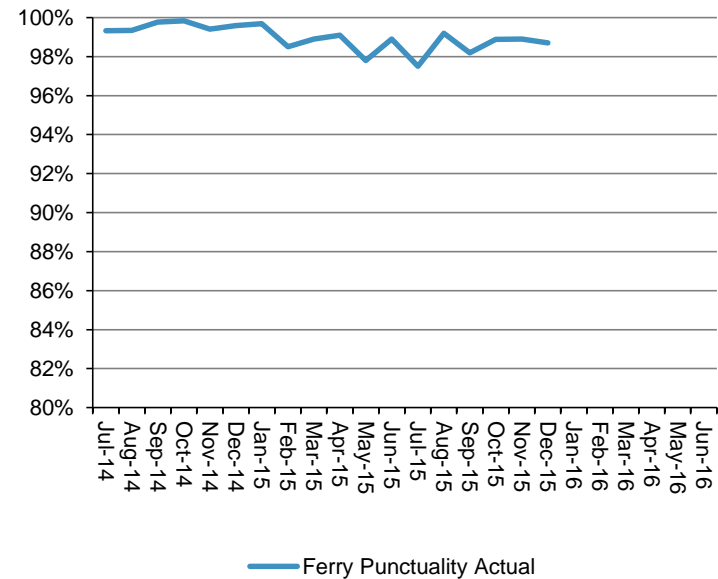


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Bus service punctuality in December 2015 was 94.8%, compared to 93.1% in the 12 months to December 2015.

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

2.2.12 Ferry services punctuality

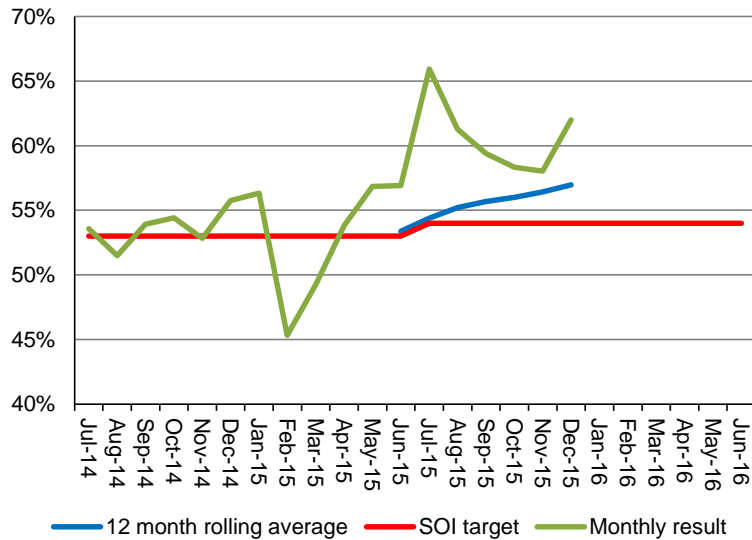


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Ferry service punctuality in December 2015 was 98.7%, compared to 98.7% in the 12 months to December 2015.

## 2.3 Build network optimisation and resilience

### 2.3.1 Arterial road productivity



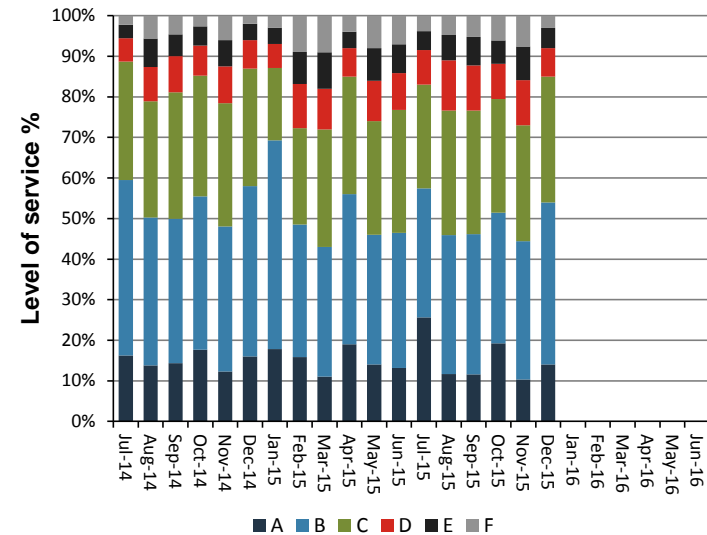
Target exceeded (12 month rolling total in December 2015 = 57.0%, SOI target of 54%).

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



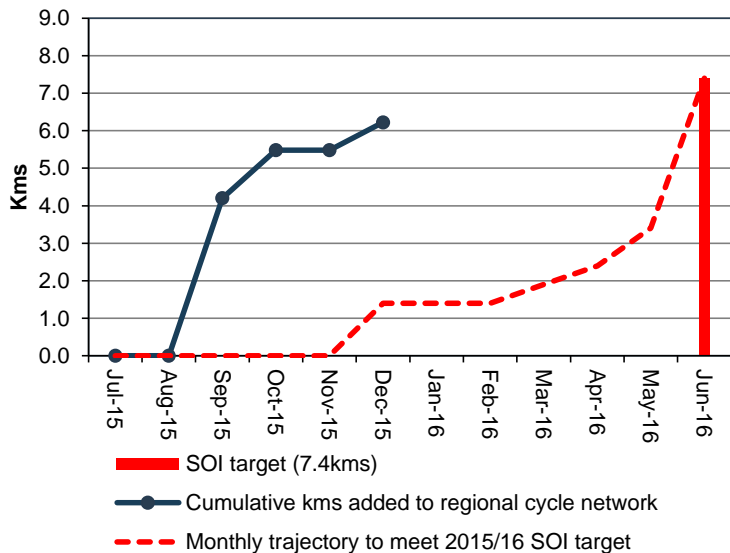
Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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.

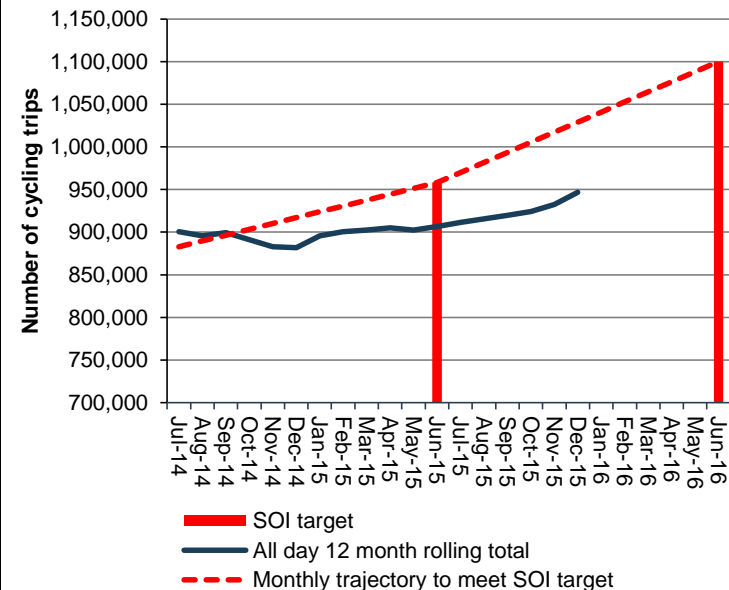
The congestion levels in December 2015 have decreased 15% on the previous month. The decrease in congestion is largely attributable to the Christmas Holiday. The Efficient LOS Threshold trends downward at 3% from December 2014 to December 2015.

### 2.3.3 New cycleways added to regional cycle network (km)



6.2 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)



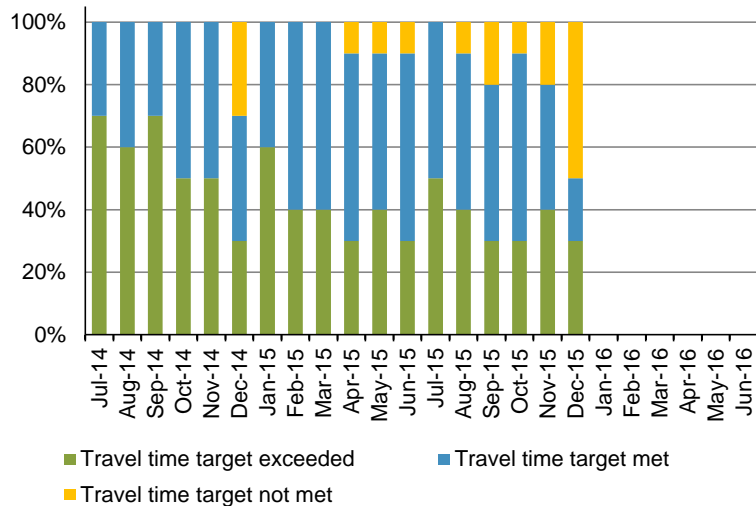
Target Not Met

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

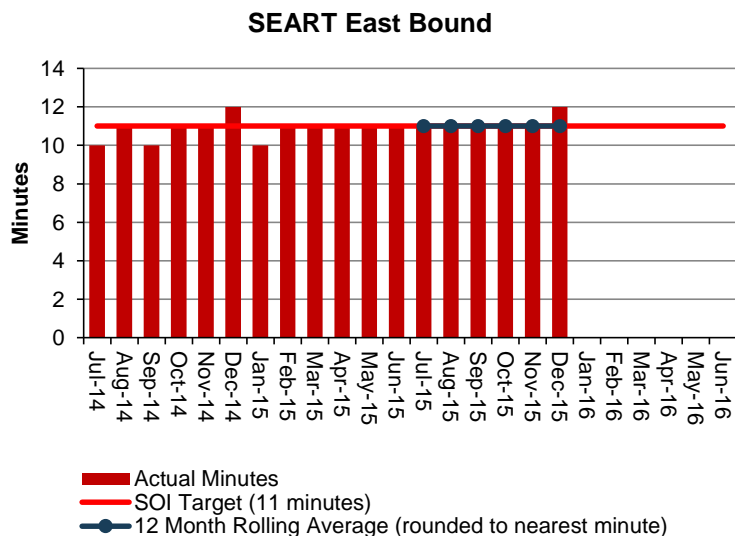
### 2.3.6 Map showing key freight routes



#### 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

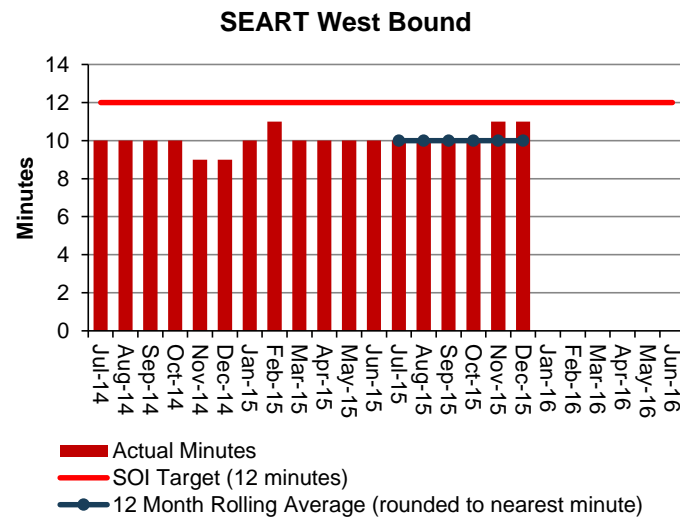
### 2.3.7 SEART (from Sylvia Park to East Tamaki)



Target met in December 2015

Target met for 12 months to December 2015

### 2.3.8 SEART (from East Tamaki to Sylvia Park)

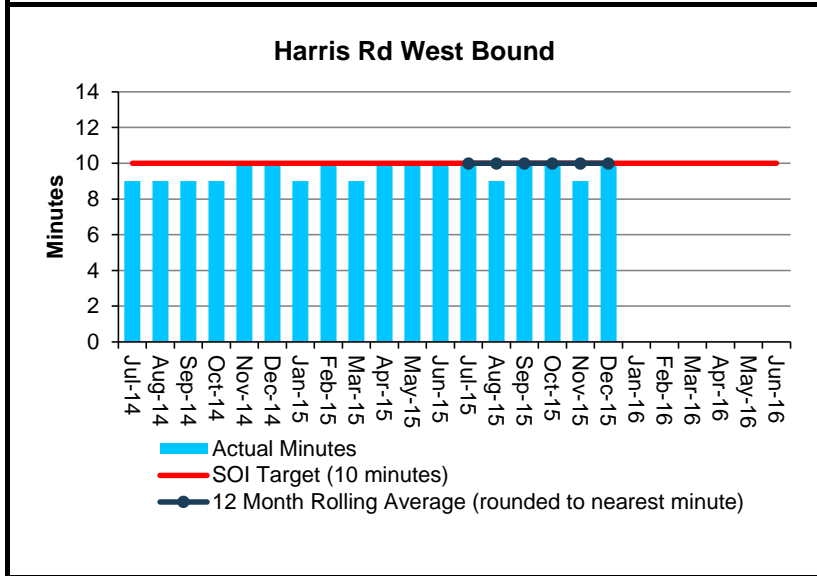


Target exceeded in December 2015

Target exceeded for 12 months to December 2015

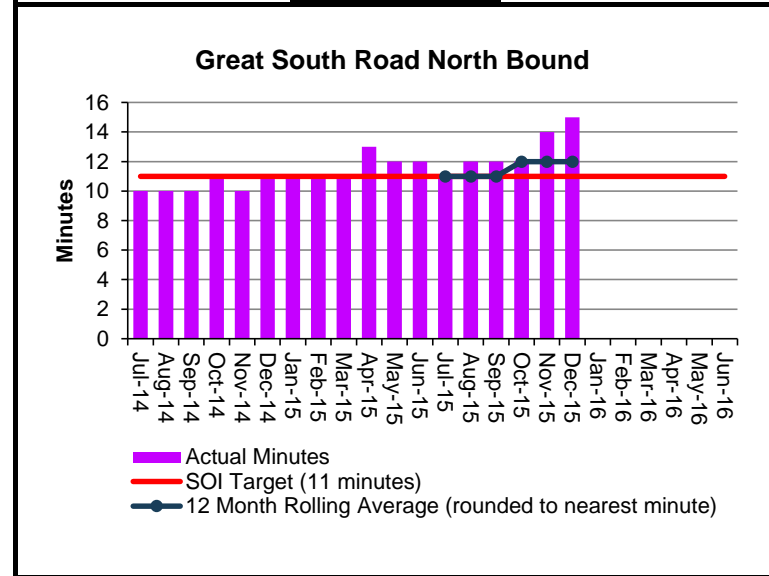
2.3 Build network optimisation and resilience

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



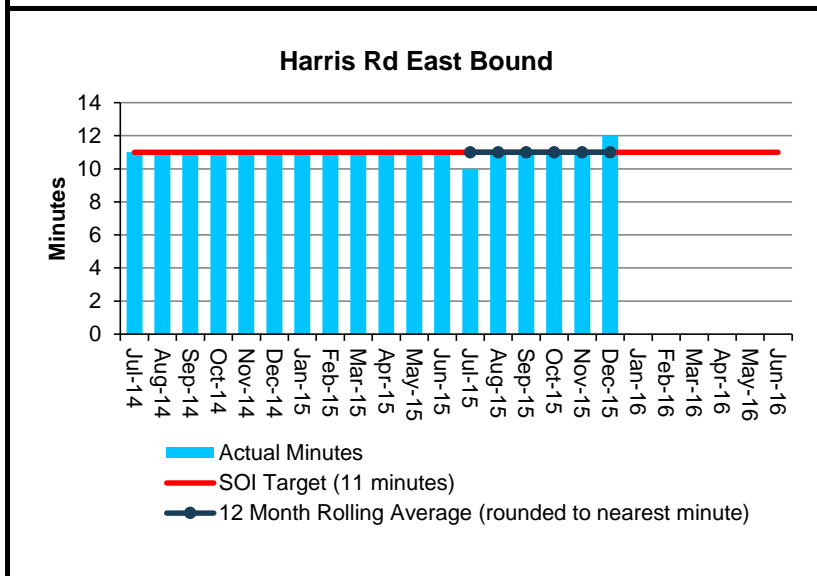
Target met in December 2015  
 Target met for 12 months to December 2015

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



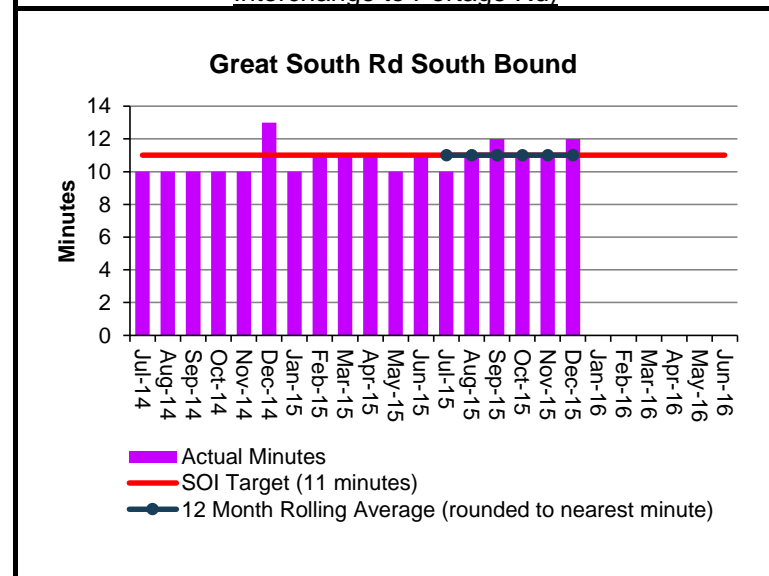
Target not met in December 2015  
 Target not met for 12 months to December 2015  
 Increased delay of approximately four minutes on this section. The congestion at Great South Road / SEART intersection is the main contributor to the overall delay on Great South Road. Traffic is also the busiest during the last quarter of the year (September to December). Actions have been undertaken to better understand and solve this ongoing delay including installing CCTV cameras at the Great South Road / SEART intersection, undertaking traffic signal improvements, and detailed investigation on solving the queuing issue. Close monitoring of this intersection will be continued.

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



Target not met in December 2015  
 Target met for 12 months to December 2015

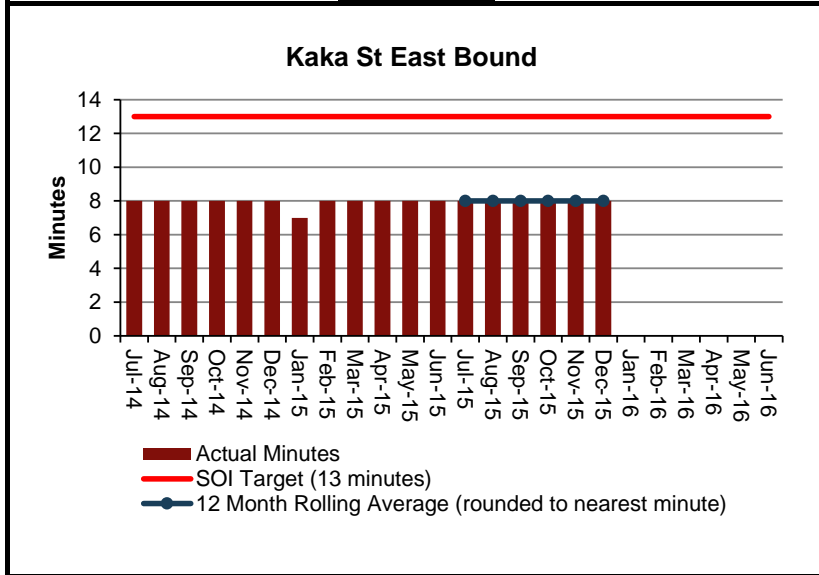
2.3.12 Great South Rd (SH1 Ellerslie Panmure Hwy Interchange to Portage Rd)



Target not met in December 2015  
 Target met for 12 months to December 2015

2.3 Build network optimisation and resilience

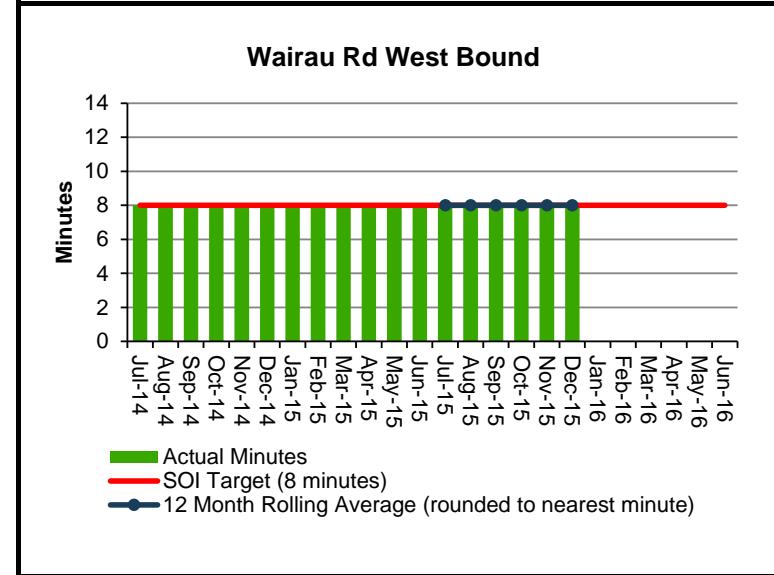
2.3.13 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (SH20 to Walmsley)



Target exceeded for December 2015

Target exceeded for 12 months to December 2015

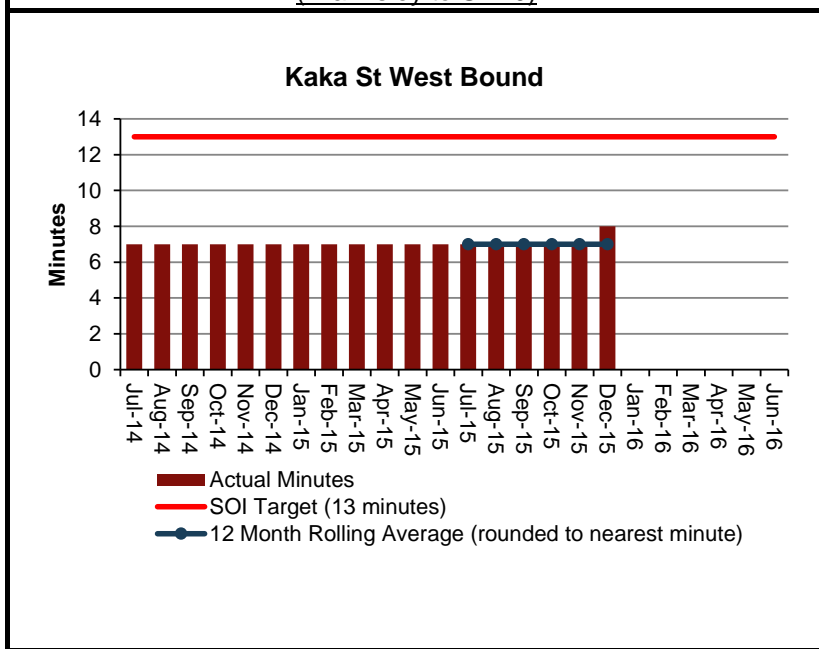
2.3.14 Wairau Rd (from SH1 to SH18)



Target met for December 2015

Target met for 12 months to December 2015

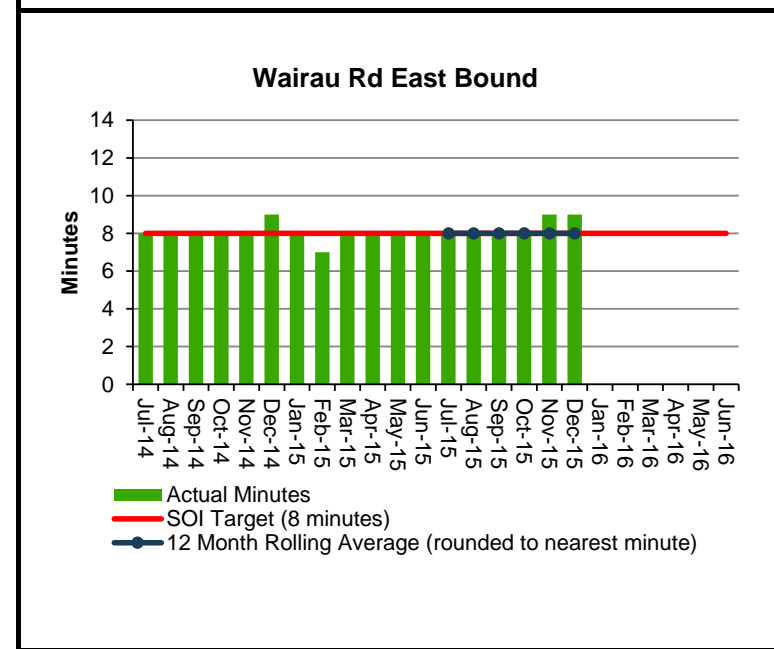
2.3.15 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (Walmsley to SH20)



Target exceeded for December 2015

Target exceeded for 12 months to December 2015

2.3.16 Wairau Rd (from SH18 to SH1)



Target not met for December 2015.

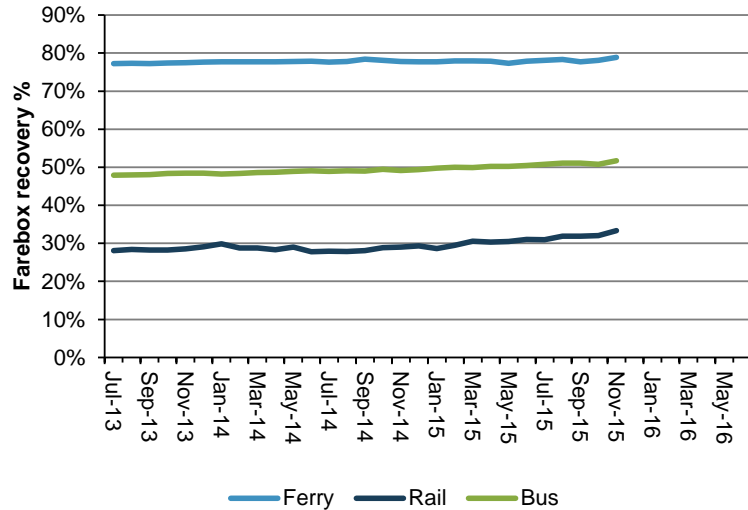
Target time exceeded by one minute due to seasonal increased traffic flows experienced at the motorway intersections.

Target met for 12 months to December 2015



2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery

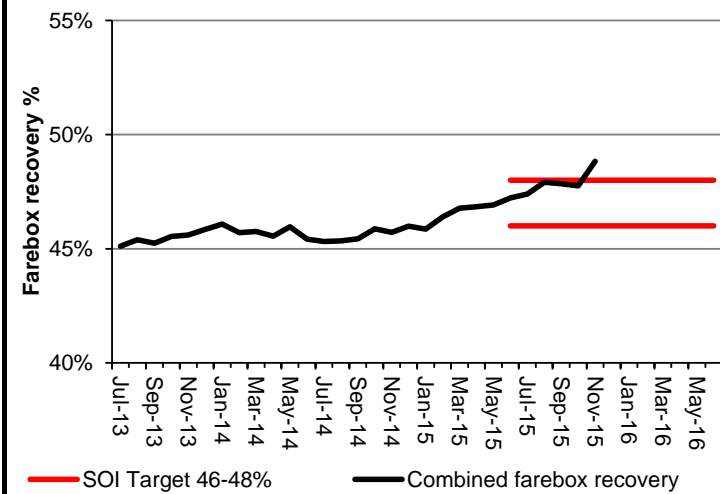


The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios in November 2015 (and comparable 2014 results) are:  
 - Ferry 78.8% (77.8%)  
 - Bus 51.7% (49.1%)  
 - Rail 33.3% (29.0%)

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

2.4.2 PT farebox recovery (combined result with SOI measure)

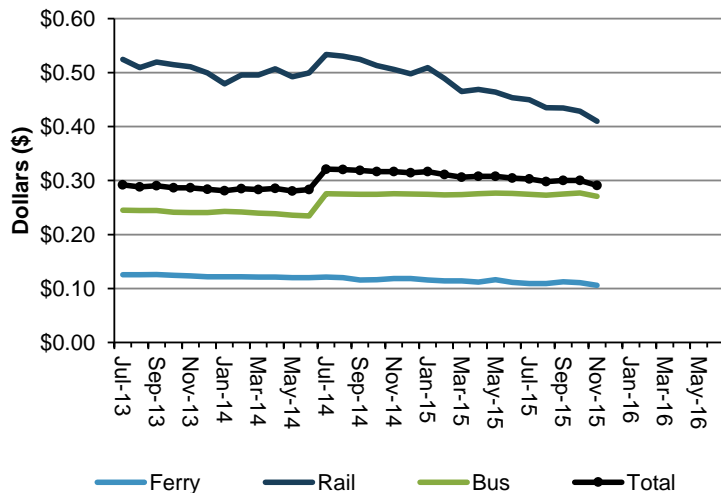


The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

Total PT farebox recovery ratio in November 2015 was 48.3%. This compares to 45.7% in November 2014.

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses November 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.

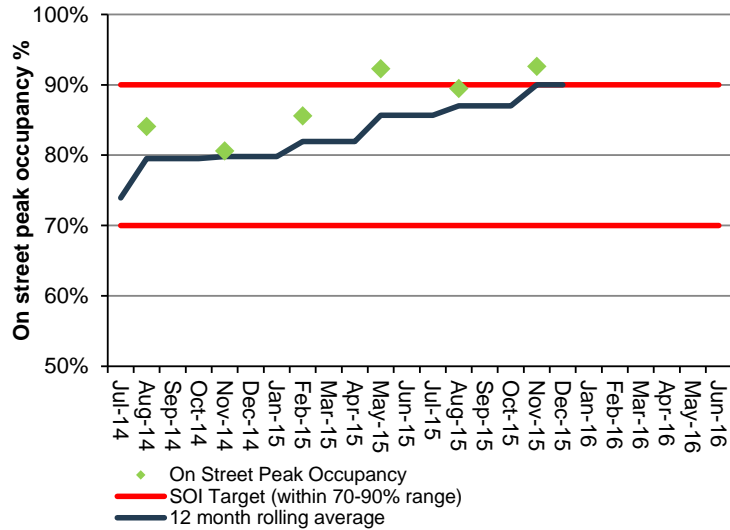
The results for November 2015 (and comparable 2014 results) are:  
 - Ferry \$0.106 (\$0.119)  
 - Bus \$0.271 (\$0.276)  
 - Rail \$0.410 (\$0.506)  
 - Total \$0.291 (\$0.316)

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



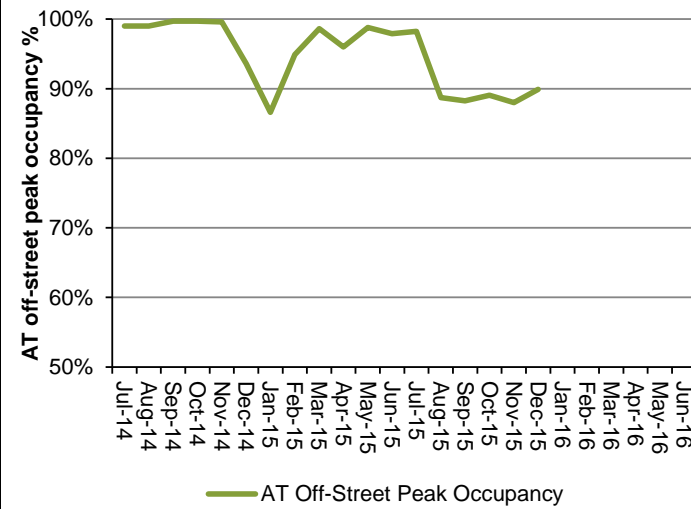
## 2.5 Develop creative, adaptive, innovative implementation

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



Non reporting period.  
 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.

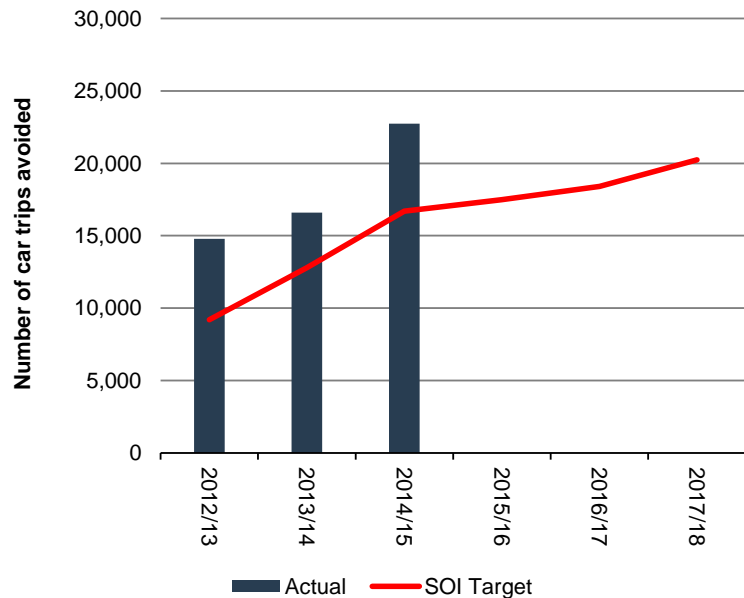
### 2.5.2 Off-street parking occupancy rates



The off-street parking occupancy rate for December is 89.9%, 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.

## **1. Summary of indicators**

- 1.1 SOI performance measures
- 1.2 DIA mandatory performance measures
- 1.3 AT Metro patronage breakdown

## **2. Key monthly indicators by Strategic Theme**

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

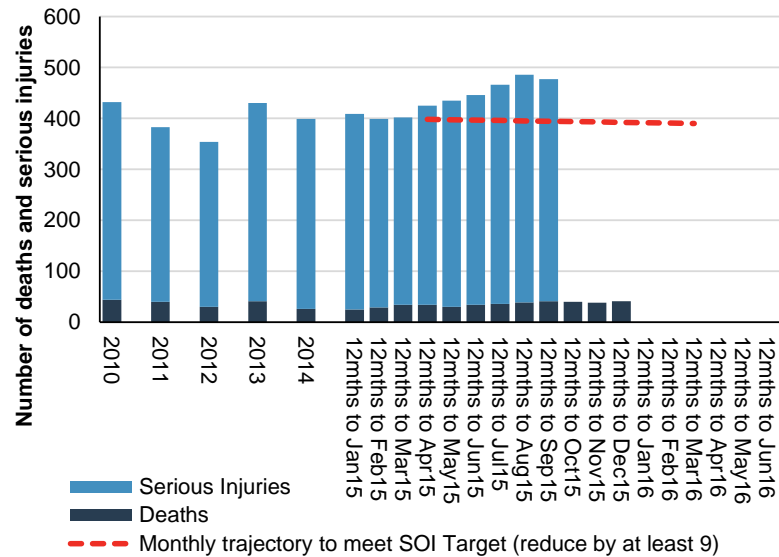
## **3. DIA mandatory measures**

## **4. AT monthly activity report**

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

### 3. DIA mandatory measures

**3.1 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number**



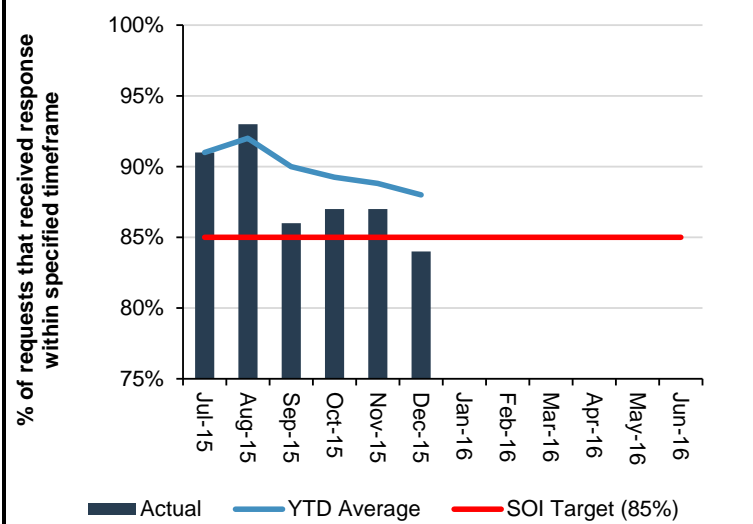
Target not met.

The local road DSI (deaths plus serious injuries) SOI target is 390.

The actual rolling 12 month total for local road DSI for the period October 2014 to September is 477, significantly higher than the target trajectory.

Fatal and serious crashes on the local road network have been steadily rising throughout the year, particularly in urban areas. In response, Auckland Transport has been supporting NZ Police's targeted enforcement initiatives with education and awareness promotions in urban environments targeting speed, alcohol, pedestrian and cycle safety, restraint use, and young drivers. Equally, Auckland Transport has been implementing a number of speed management, pedestrian safety, intersection safety and general road safety improvements in both urban and rural high-risk environments.

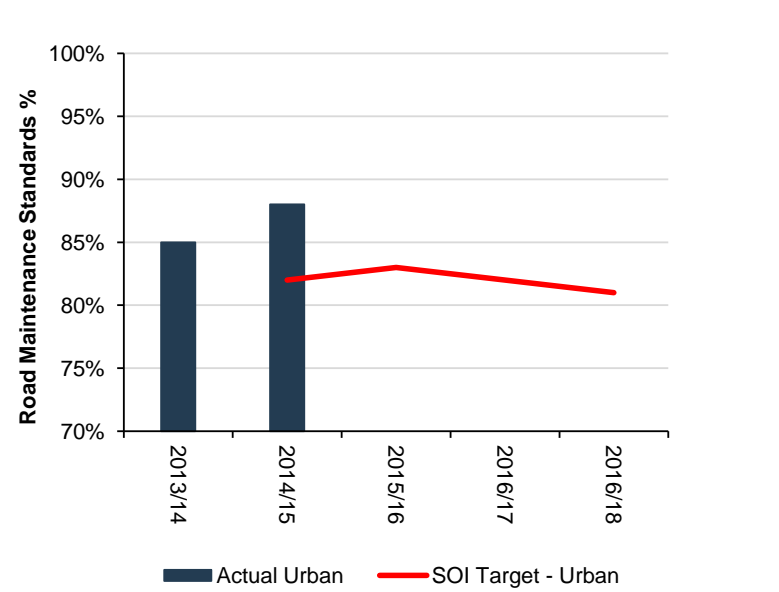
**3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames**



Target exceeded (YTD average in December 2015 = 88%, SOI target of 85%).

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.

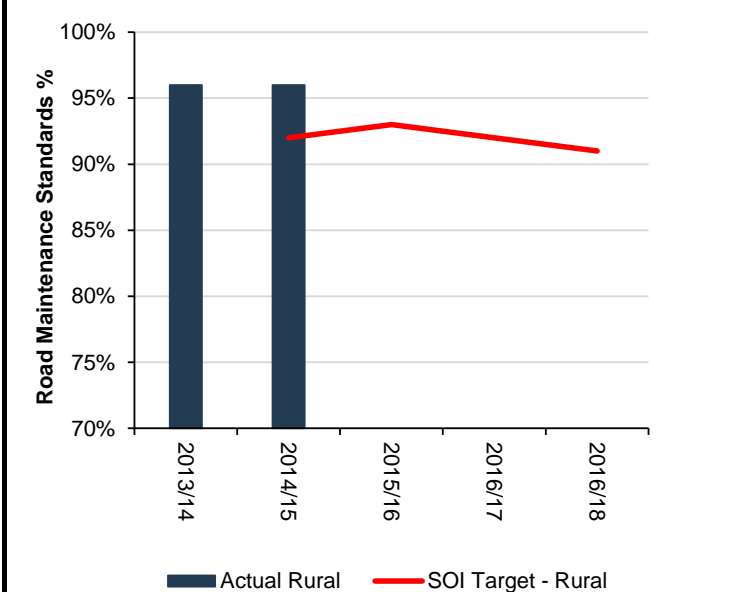
**3.3 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads**



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**

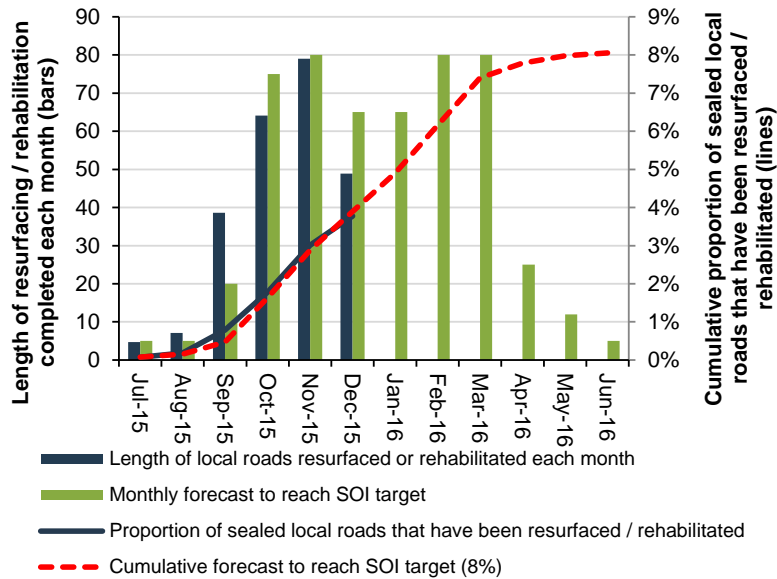


Data for this measure is collected on an annual basis through a network condition survey.

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

### 3. DIA mandatory measures

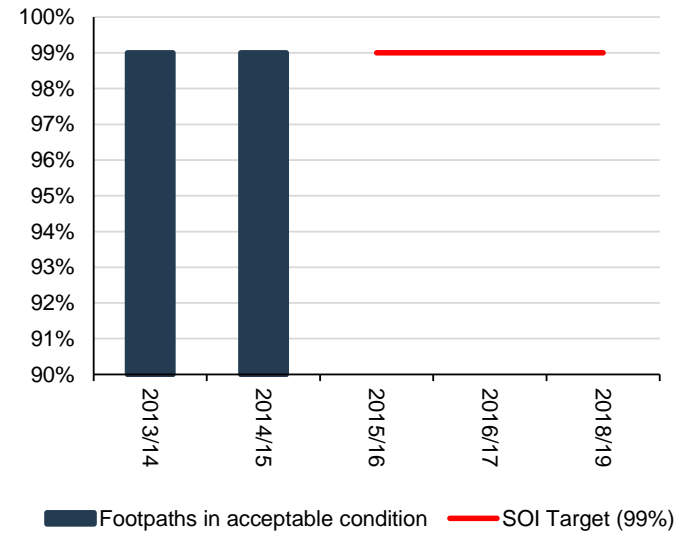
#### 3.5 Percentage of the sealed local road network that is resurfaced / rehabilitated each year



In December, 48.9kms of the local road network was resurfaced / rehabilitated. This means 3.8% of the network has been resurfaced / rehabilitated across the July - December 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.

## **1. Summary of indicators**

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## **2. Key monthly indicators by Strategic Theme**

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

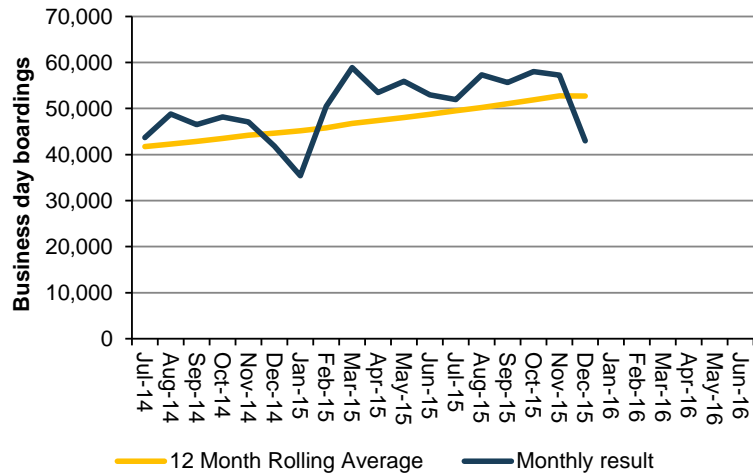
## **3. DIA mandatory measures**

## **4. AT monthly activity report**

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

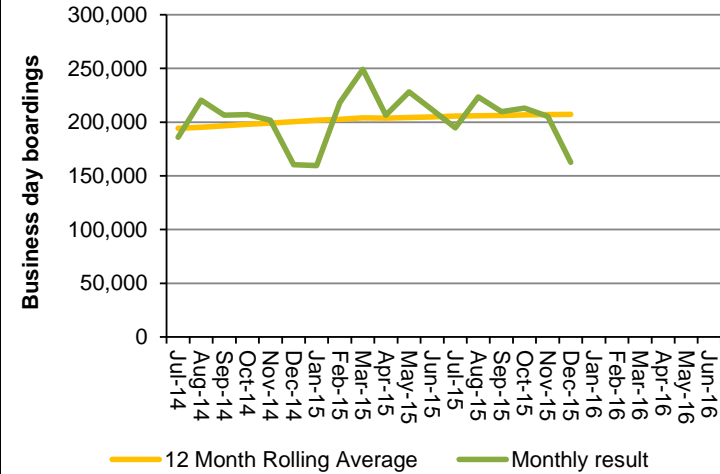
4.1 AT monthly activity report – public transport

4.1.1 Rail business day average boardings



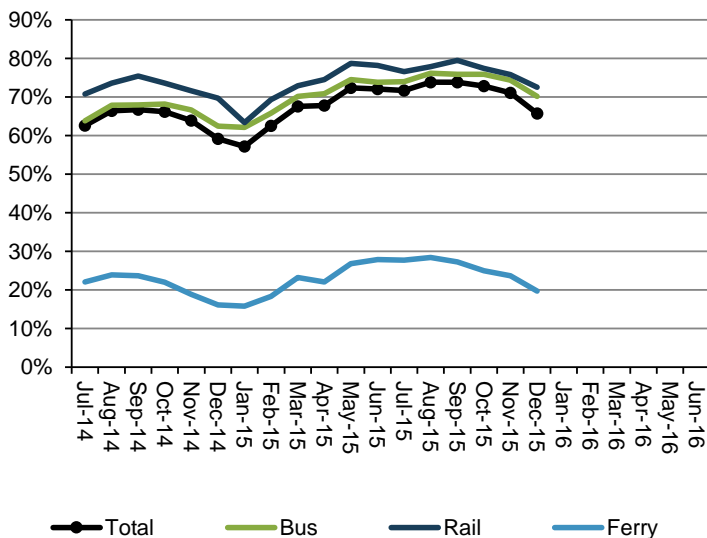
Business day boardings on the rail network averaged 52,715 in the 12 months to December 2015. This represents an 18% increase on the December 2014 figure.

4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 207,227 in the 12 months to December 2015. This represents a 3% increase on the December 2014 figure.

4.1.3 Percentage of trips using AT HOP



The proportion of all trips utilising AT HOP was 65.7% in December 2015 (Rail 72.5%, Bus 70.2%, Ferry 19.7%); down from 71.1% in November 2015.

4.1 AT monthly activity report – public transport

4.1.5 Rail service performance

# Train performance December 2015

## Total Network

**94.3%** Punctuality\*

(85.9% 12 month rolling average)  
\* Arrival within 5 minutes of schedule at final destination

**98.8%** Service Delivery\*

(96.6% 12 month rolling average)  
\* Arrival at final destination

## Western Line

**94.6%** Punctuality\*

(85.0% 12 month rolling average)

**97.5%** Service Delivery\*

(95.3% 12 month rolling average)

## Eastern Line

**91.9%** Punctuality\*

(79.8% 12 month rolling average)

**98.6%** Service Delivery\*

(96.4% 12 month rolling average)

## Southern Line

**93.2%** Punctuality\*

(86.9% 12 month rolling average)

**99.4%** Service Delivery\*

(96.2% 12 month rolling average)

## Pukekohe Line

**99.3%** Punctuality\*

(98.3% 12 month rolling average)

**99.9%** Service Delivery\*

(99.0% 12 month rolling average)

## Onehunga Line

**96.4%** Punctuality\*

(91.9% 12 month rolling average)

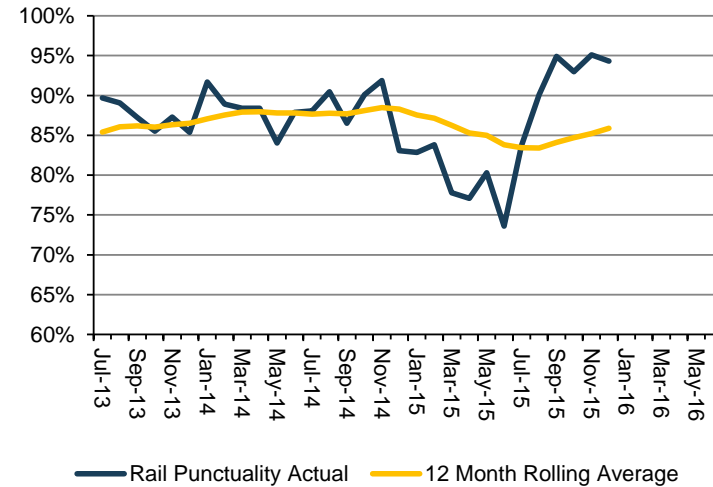
**99.2%** Service Delivery\*

(98.7% 12 month rolling average)

For more information visit  
[www.AT.govt.nz](http://www.AT.govt.nz) or phone 09 366 6400



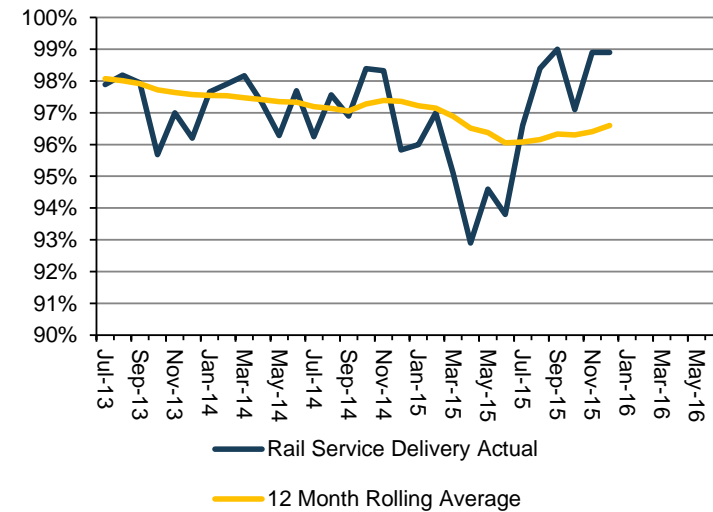
4.1.6 Rail punctuality (based on arrival at final destination)



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 December 2015 was 94.3%, compared to 85.9% in the 12 months to December 2015.

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



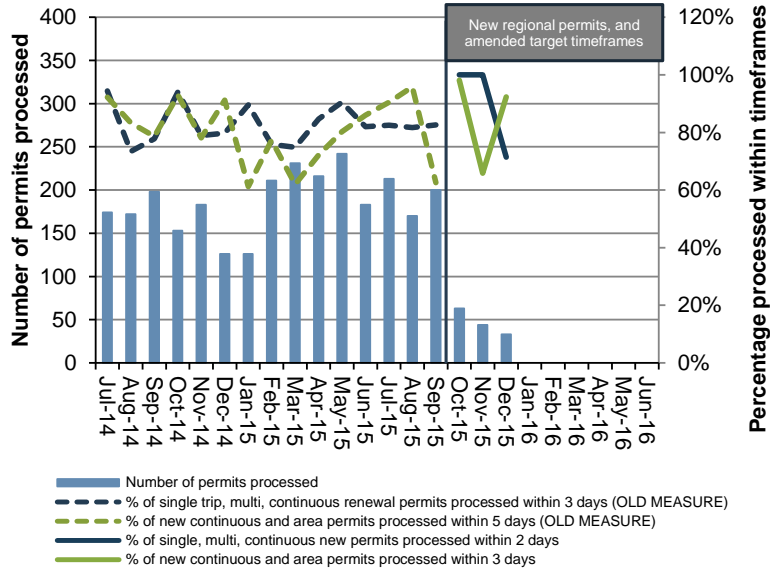
This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery in December 2015 was 98.8%, compared to 96.6% in the 12 months to December 2015.



## 4.2 AT monthly activity report – road operations and maintenance

### 4.2.1 Overweight permits processed

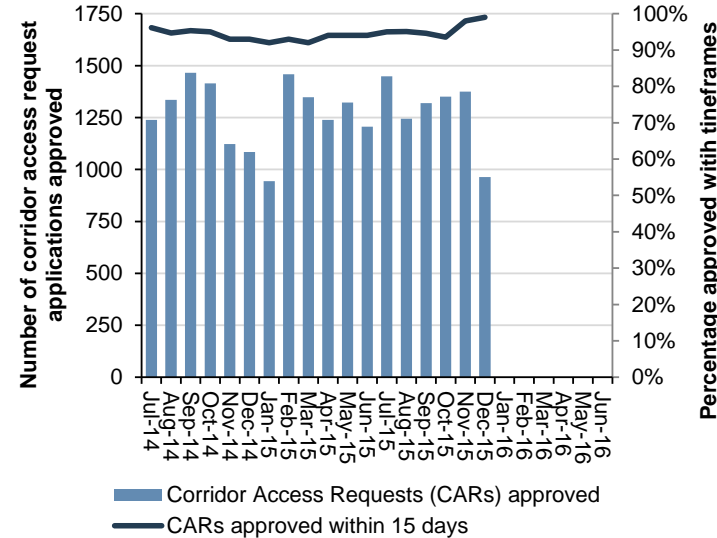


There were 33 overweight permit applications processed in December. Of the 33, 30 (90.9%) were processed within the target times (within 2 days for single, multi and continuous new permits; within 3 days for new continuous and area permits).

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%.

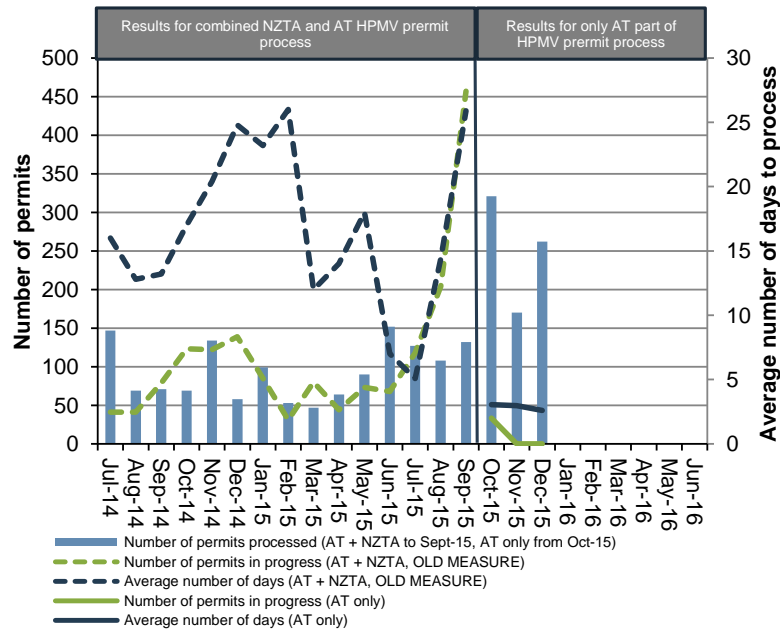
### 4.2.2 Number of corridor access request applications



There were 964 Corridor Access Request (CAR) applications approved during the period compared with 1,084 in December 2014.

92% of CAR applications were approved within 5 working days and 99% within 15 working days against exceed targets of 80% & 95% respectively.

### 4.2.3 High productivity motor vehicle permits processed



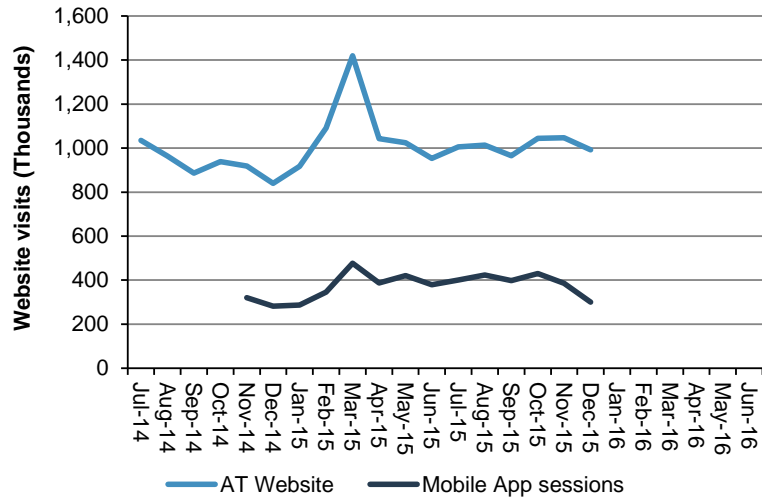
There were 262 HPMV permit applications processed by AT in December. Of these, 256 HPMV permits were processed within the target KPI of 4 days. The average number of days taken by AT to process the HPMV permits this month was 2.60 days.

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

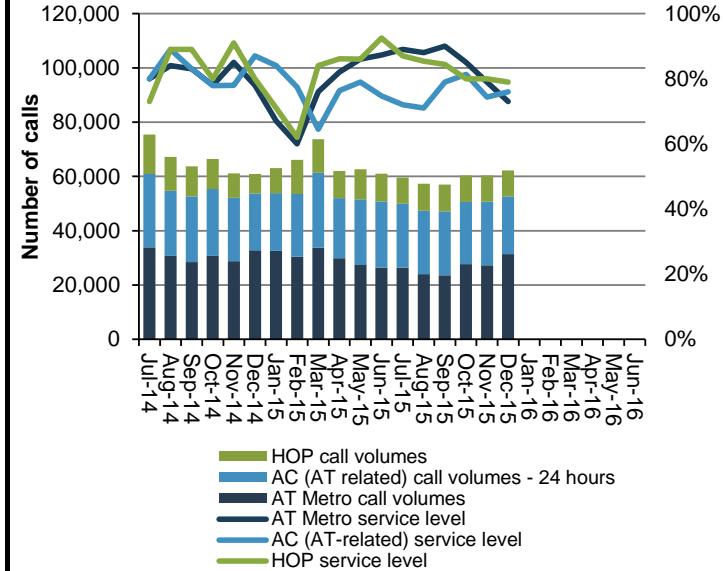
4.3.1 Website visits



There was a 5% decrease in visits to the Auckland Transport website in December 2015 (compared to November 2015).

The number of mobile app sessions decreased by 22% in December 2015 (compared to November 2015).

4.3.2 Call centre incoming calls and service levels



**AT Metro Call Centre**  
Call volumes at the public transport call centre increased 15% compared to November 2015, and decreased 4% compared to December 2014. The public transport call centre service level decreased 7.5% compared to November 2015.

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

**Auckland Council (AT-related calls) – 24 Hours**  
There was a 9% decrease in call volumes and a 3% increase in the service level compared to last month.

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