

Quarterly and Monthly Transport Indicators – March 2016

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 March 2016. 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 March 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 <u>on target to exceed</u> performance measure, one <u>not on target to meet</u> performance measure
Transform and elevate customer focus and	Seven SOI measures – three <u>on target to exceed</u> performance measures, three <u>on target to</u>

SOI summary	
experience	meet performance measures, one not on target to meet performance measure
Build network optimisation and resilience	Seventeen SOI measures – six on target to exceed performance measures, nine on target to meet performance measures, two not on target to meet performance measures
Ensure a sustainable funding model	One SOI measure – on target to meet performance measure
Develop creative, adaptive, innovative implementation	Two SOI measures –one reported quarterly and one annually with no update for either 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 **not on target to meet** performance measure

- Auckland public transport patronage totalled 81,415,701 passenger boardings for the 12 months to March 2016, a decrease of -0.3% on the 12 months to February 2016 and an increase of 3,239,162 (4.1%) on the 12 months to March 2015. March 2016 monthly patronage was 8,156,950 a decrease of 237,841 boardings or -2.8% on March 2015, normalised to ~ +1.6% 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 30,548,288 passenger boardings for the 12 months to March 2016, an increase of +0.4% on the 12 months to February 2016. Rapid and Frequent services patronage for March 2016 was 3,127,814, an increase of 21,493 boardings or +0.7% on March 2015.
- Train services totalled 15,887,665 passenger boardings for the 12 months to March 2016, an increase of +0.5% on the 12 months to February 2016 and +18.6% on the 12 months to March 2015. Patronage for March 2016 was 1,638,658, an increase of 73,866 boardings or +4.7% on March 2015, normalised to ~ +13.8%.

- Bus services totalled 59,782,795 passenger boardings for the 12 months to March 2016, a decrease of -0.6% on the 12 months to February 2016 and an increase of +0.7% on the 12 months to March 2015. Bus services patronage for March 2016 was 5,920,263, a decrease of 362,309 boardings or -5.8% on March 2015, normalised to ~ -2.2%.
- Ferry services totalled 5,755,241 passenger boardings for the 12 months to March 2016, an increase of +0.9% on the 12 months to February 2016 and +6.5% on the 12 months to March 2015. Ferry services patronage for March 2016 was 598,029, an increase of 50,602 boardings or +9.2% on March 2015, normalised to ~ +11.2%.
- The proportion of all trips utilising AT HOP was 74.5% in March 2016 (Bus 78.0%, Rail 80.0%, Ferry 25.2%); up from 69.9% in February 2015.

Transform and elevate customer focus and experience

SOI summary

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

- Public transport weighted average punctuality across the July 2015 to March 2016 period was 94.8%.
- 88% of customer service requests relating to roads and footpaths received a response within AT's specified timeframes.¹
- There were 530 deaths and serious injuries on the local road network in the 12 months to December 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:
 - 84% of passengers were satisfied with their public transport service (Bus 83%, Rail 84%, Ferry 88%).
 - 68% of residents were satisfied with the quality of roads in Auckland, with 63% satisfied with the quality of footpaths, and 63% satisfied with road safety in the Auckland region.

¹ 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 – six **on target to exceed** performance measures, nine **on target to meet** performance measures, one **not on target to meet** performance measure

- Arterial road peak productivity averaged 53.4% in March 2016, down from 54.5% in February 2016 and up from 49.3% in March 2015. The 12 month average to March was 59.3%.
- For the 12 months to March 2016, baseline travel times were maintained on nine of the ten key freight routes monitored under AT's SOI. During the month of March 2016, baseline travel times were maintained on all of the ten routes.
- 90.2 kms of the local road network was resurfaced / rehabilitated during March 2016. 6.8% of the network has now been resurfaced / rehabilitated across the July 2015 to March 2016 period.
- Road maintenance standards as measured by smooth travel exposure for urban roads during the 2015/16 period was 87%, compared with 88% in 2014/15.
- Road maintenance standards as measured by smooth travel exposure for rural roads during the 2015/16 period was 96%, compared with 96% in 2014/15.
- The 2015/16 result for percentage of footpaths in acceptable condition is 99.5%.
- 6.2kms of cycleway have been added to the regional cycle network during the July 2015 to March 2016 period.
- A total of 954,153 cycle trips were recorded for the 12 months to March 2016 across the nine key sites monitored by AT. This represents an increase of 5.7% on the 12 months to March 2015.
 - Cycle trips in the month of March 2016 were 7.0% higher than in March 2015 across the nine key sites monitored by AT.
 - In March 2016, 30.0% of the arterial network was congested in the AM peak; compared with 28.0% in March 2015. The 12 month average to March 2016 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 49.6% in February 2016, compared with 46.4% in February 2015.

Develop creative, adaptive, innovative implementation

SOI summary




Two SOI measures – one reported quarterly and one annually with no update for either 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 May 2016 monthly report.
- Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four hours in March 2016 was 95.6%, compared with 89.6% in February 2016.

Attachment

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

Document ownership

Submitted by	Christine Perrins Manager, Strategic Transport Planning	
Recommended by	Peter Clark Chief Strategy Officer	
Approved for submission	David Warburton Chief Executive	

Auckland Transport Quarterly Indicators Report 2015/16

March 2016

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

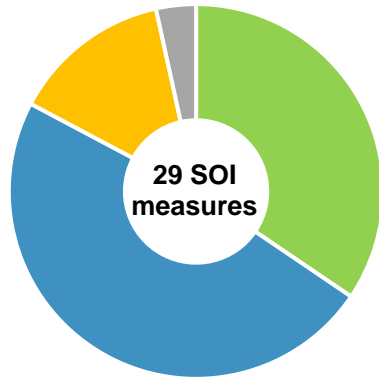
3.3 Build network optimisation and resilience

3.4 Ensure a sustainable funding model

3.5 Develop creative, adaptive, innovative implementation

1 Executive summary

SOI performance summary



Fourteen SOI measures are on target to meet year end performance measures. Ten are on target to exceed. Four not on target to meet performance measures.

The following four 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

04) Total public transport boardings
Reasons / explanations are detailed in page 9 of this quarterly report

Performance results for one measure is not yet available.

- 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)

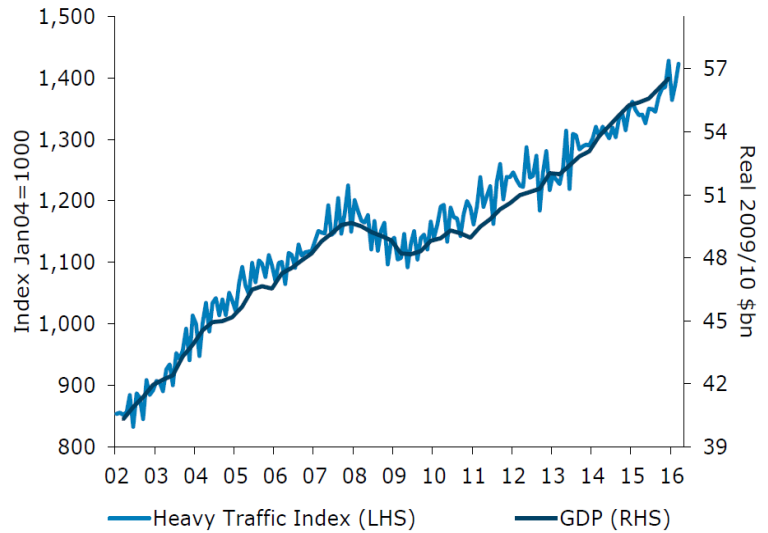
■ Data not available

1. 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

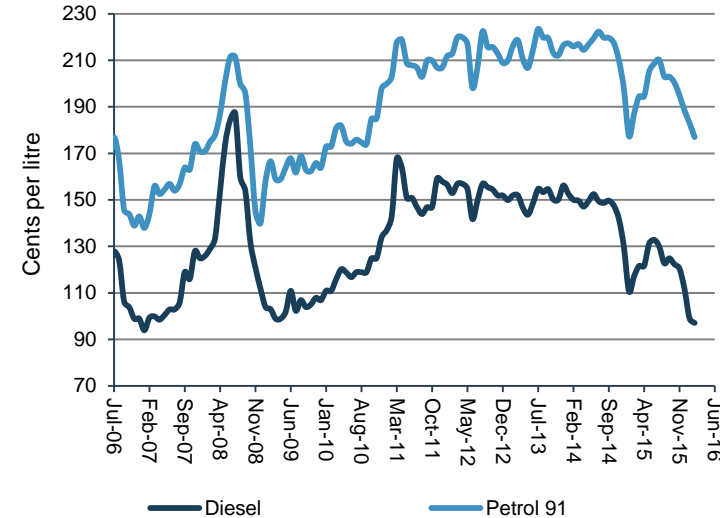


Source: ANZ, NZ Transport Agency, Statistics NZ

The ANZ Truckometer uses NZTA traffic data as an indicator of national economic activity. The March 2016 heavy traffic index rose by 2.5% (seasonally adjusted), suggesting GDP growth greater than 0.5% quarter to quarter.

Source: ANZ Truckometer

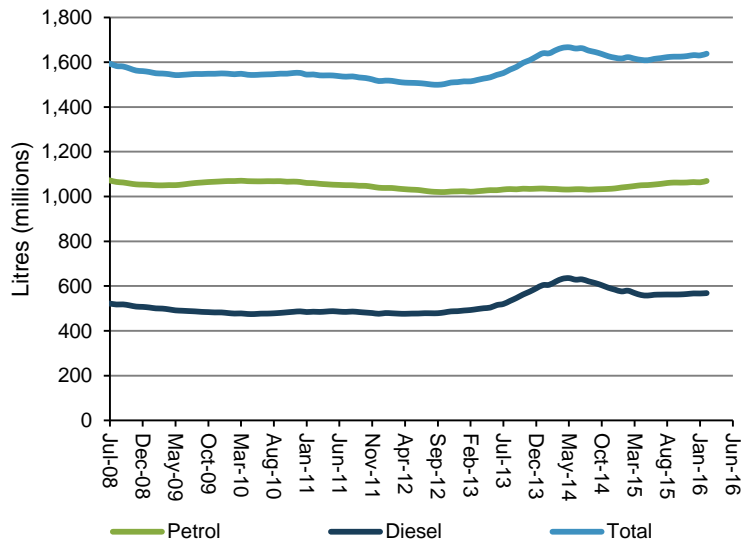
2.2 Monthly fuel prices



Petrol prices have increased by 3.3% and diesel prices have increased by 11.0% compared to February 2016.

Source: Ministry of Business, Employment and Innovation

2.3 Auckland fuel sales

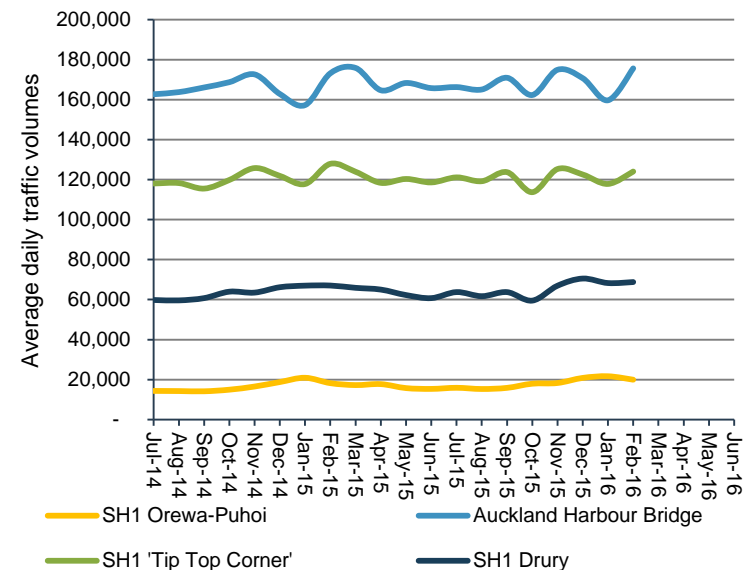


Total petrol sales for the year to February 2016 were 5.9% higher than February 2015.

Petrol sales in February 2016 were 7.1% higher and diesel sales were 3.7% higher than February 2015.

Source: Auckland Council fuel tax returns

2.4 State Highway average daily traffic volumes

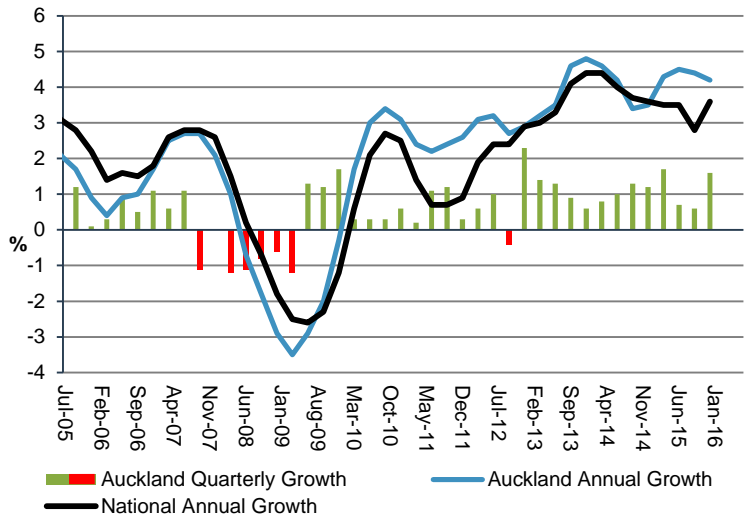


Compared to February 2015, average daily traffic volumes in February 2016 were down 2% on SH1 at Drury, down 3% on SH1 at Tip Top Corner, down 1% on the Auckland Harbour Bridge and up 9% on SH1 between Orewa-Puhoi.

Source: NZTA Data

2. External indicators

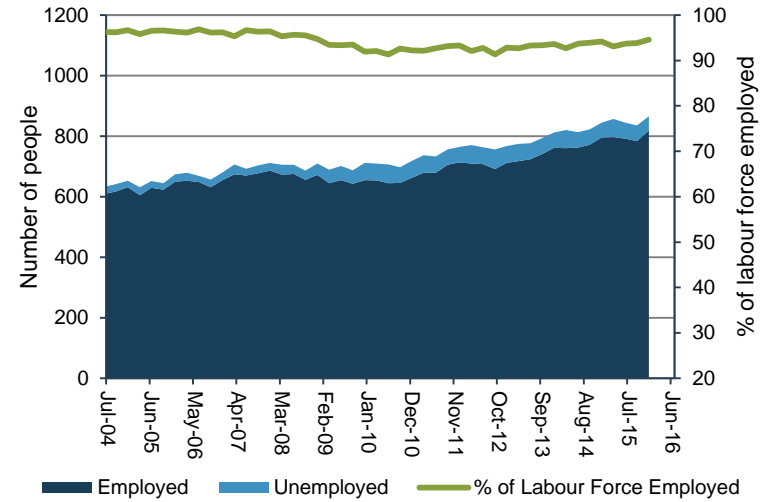
2.5 Auckland economic activity



Economic activity increased 1.6% in the December 2015 quarter. The year-on-year growth rate for Auckland was 4.2%. Nationally, annual average growth was 3.6%.

Source: ANZ Regional Trends: Auckland

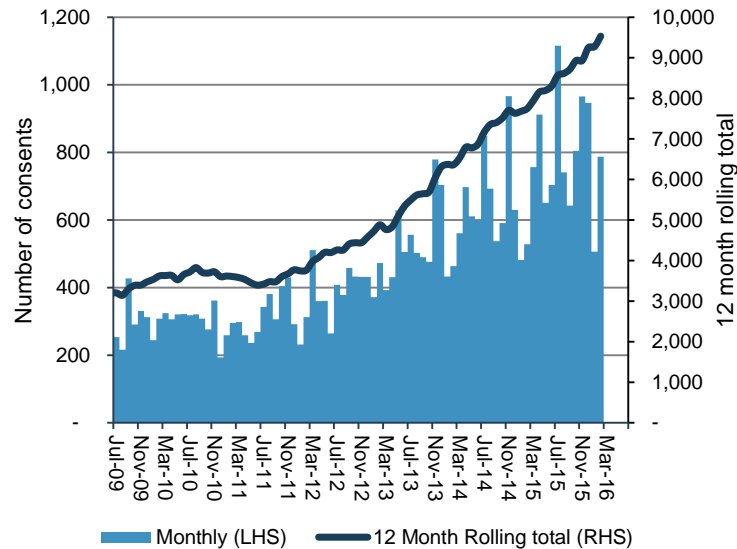
2.6 Auckland labour force



Auckland employment in the December 2015 quarter totalled 818,600, up 2.9% on December 2014. Unemployment totalled 47,000 in the December 2015 quarter, down 3.0% from December 2014 and down 8.9% from September 2015.

Source: Statistics NZ Quarterly Labour Force Survey

2.7 Auckland dwelling consents issued

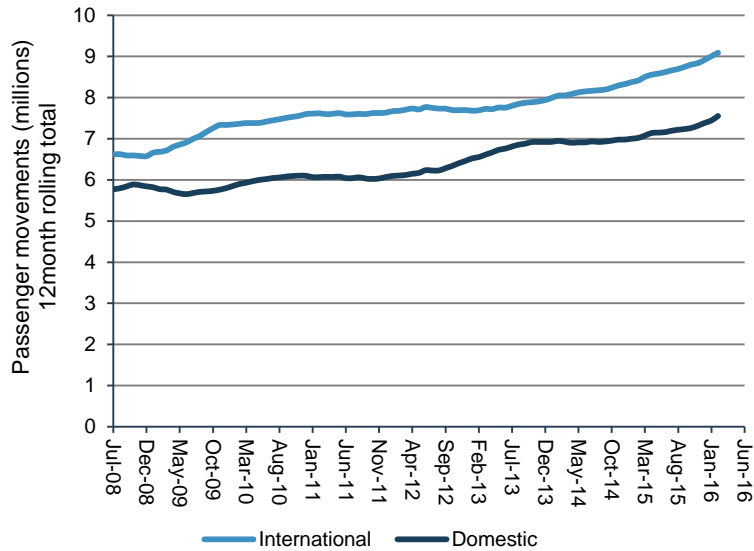


787 consents were issued in February 2016, up 49.1% on February 2015. The 12 month rolling total to February 2016 was 23.1% higher than the February 2015 figure.

Source: Statistics NZ

2. External Indicators

2.8 Auckland Airport passenger movements

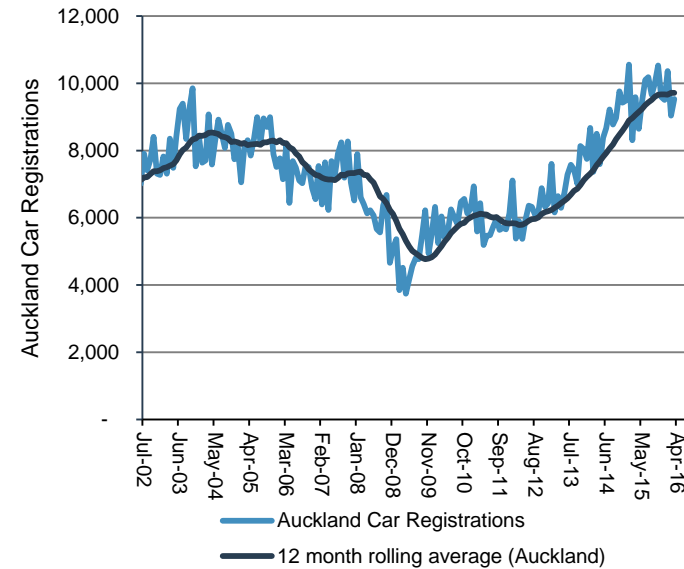


A total of 16.6 million passenger movements were recorded through Auckland airport in the year to February 2016, an increase of 7.8% on the year to February 2015.

In the month of February 2016, international passenger numbers were up 8.0% and domestic passengers up 7.6% compared to February 2015.

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 9,536 Auckland car registrations in March 2016, 0.6% less than March 2015. Car registrations outside of Auckland increased 0.1% 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

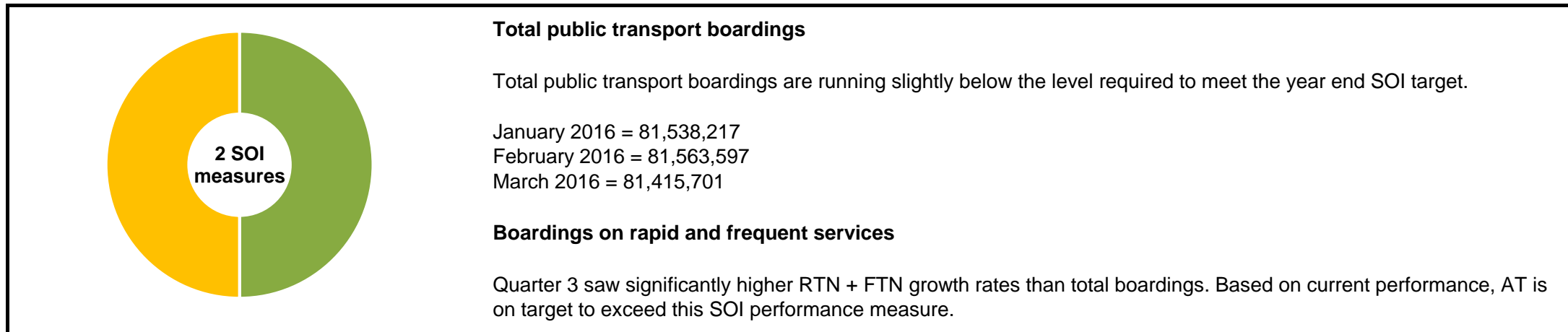
3.4 Ensure a sustainable funding model

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.
	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



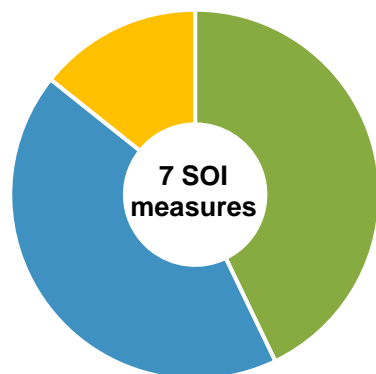
- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ 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 (84%) is consistent with the March 2015 result (84%).
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%	●	●	●		Satisfaction with the quality of roads in Auckland (68%) is down 3% compared to the March 2015 result (71%).
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%	●	●	●		Satisfaction with the quality of footpaths in Auckland (63%) is down 1% compared with the March 2015 result (64%).
	Percentage of residents satisfied with road safety in the Auckland region	60%	●	●	●		Satisfaction with road safety in Auckland (63%) is down 3% compared to the March 2015 result (65%).
	PT punctuality (weighted average across all modes)	92%	●	●	●		Public transport weighted average punctuality was 92.5%.
	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%	●	●	●		March 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 insignificantly 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.

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.

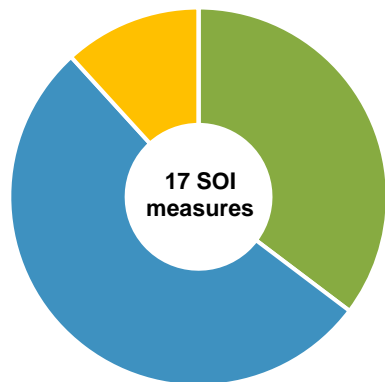
- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

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 March 2016 is 59.3%, which is 5% above the SOI target.	
	New cycleways added to regional cycle network	7.4 km	●	●	●		6.2km of new cycleways were built between July and March 2016. 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 March 2016 (954,153) 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	● ● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ● ●		Baseline travel times have been maintained on nine of the ten key freight routes monitored under Auckland Transports SOI.	
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 83%				●		The 2015/16 result: 87%
		Rural 93%				●		The 2015/16 result: 96%
	Percentage of the sealed local road network that is resurfaced	8%		●	●	●		6.8% of the network has been resurfaced / rehabilitated in the July - March 2016 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 is 99.5%.

Performance and future outlook



Travel time on key freight routes: Baseline travel times have been maintained on nine of the ten key freight routes monitored under Auckland Transports SOI.

The exception is Great South Road northbound. Actions have been undertaken to better understand and solve delays on this route, including installing CCTV cameras, undertaking traffic signal improvements and detailed investigation on queuing issues on the route.

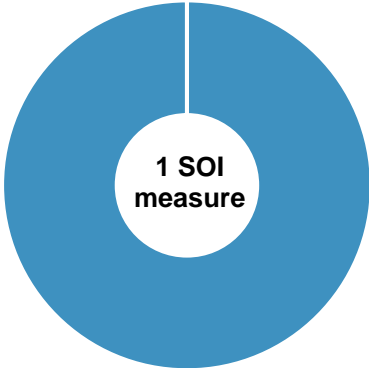
Cycle trips in designated areas: Cycling counts remain significantly below the numbers required to meet AT's year end SOI target of 1.1m.

January 2016 = 941,466
February 2016 = 947,413
March 2016 = 954,153

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 February 2016 was 49.6%.

Performance and future outlook



PT farebox recovery

Combined farebox recovery has increased from 46.4% in February 2015 to 49.6% in February 2016. This indicates farebox revenue is increasing higher than service costs.

Results for individual modes are as follows:
 Ferry 79.5%
 Bus 51.6%
 Rail 35.7%

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses February 2016 results against the SOI target.

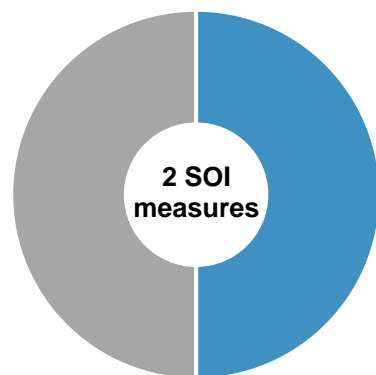
- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ 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%	●	●	●		February 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 85.6% in February 2015 to 88.9% in February 2016. 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

March 2016

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: 81.42m	Page 12
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●	●	●				RTN + FTN boardings 8.1% growth > total boardings 2.7% growth	Page 12
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	83%			●			●			●				March result: 84%	Page 14
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%			●			●			●				March result: 68%	Page 15
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%			●			●			●				March result: 63%	Page 15
	Percentage of residents satisfied with road safety in the Auckland region	60%			●			●			●				March result: 63%	Page 15
	PT punctuality (weighted average across all modes)	92%	●	●	●	●	●	●	●	●	●				YTD average: 94.8%	Page 16
Build network optimisation and resilience	Arterial road productivity	54% of the ideal achieved	●	●	●	●	●	●	●	●	●				12 month rolling average: 59.3%	Page 17
	New cycleways added to regional cycle network	7.4 km	●	●	●	●	●	●	●	●	●				July - March delivery: 6.2 km	Page 18
	Annual number of cycling trips in designated areas in Auckland (all day)	1.1 million	●	●	●	●	●	●	●	●	●				12 month rolling total: 954,153	Page 18
	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 19 - 21

- 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%	●	●	●	●	●	●	●	●	●				February result 49.6%	Page 22
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%		●			●			●					February 12 month rolling average: 90.8%	Page 23
	Number of car trips avoided through travel planning initiatives	17,500													N/A	Page 23

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

■ Data not available

1.2 Department of Internal Affairs (DIA) mandatory performance measures¹

Strategic theme	Measure	SOI 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: 530	Page 25
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●	●	●	●	●	●	●				YTD average: 88%	Page 25
Build network optimisation and resilience	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 83%									●				Urban: 87%	Page 25
		Rural 93%									●				Rural: 96%	Page 25
	Percentage of the sealed local road network that is resurfaced	8%	●	●	●	●	●	●	●	●	●				July - March delivery: 6.8%	Page 26
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%									●				99.5%	Page 26

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

■ Data not available

¹ 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

	March - 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:	5,920,263	↓ -5.8%	6,357,628	↓ -7.4%	44,473,042	↓ 0.0%	46,416,002	↓ -4.4%	62,700,000	60,000,000
2. Train (Rapid) Total:	1,638,658	↑ 4.7%	1,650,579	↓ -0.7%	12,133,420	↑ 19.3%	11,640,395	↑ 4.1%	16,000,000	16,300,000
3. Ferry (Connector Local) Total:	598,029	↑ 9.2%	570,526	↑ 4.6%	4,468,371	↑ 5.2%	4,428,830	↑ 0.9%	5,770,000	5,820,000
Total Patronage	8,156,950	↓ -2.8%	8,578,733	↓ -5.2%	61,074,833	↑ 3.7%	62,485,227	↓ -2.3%	84,470,000	82,120,000
Rapid and Frequent	3,127,814	↑ 0.7%	3,395,631	↓ -8.6%	23,117,250	↓ -0.3%	24,380,736	↓ -5.5%	33,210,000	33,200,000

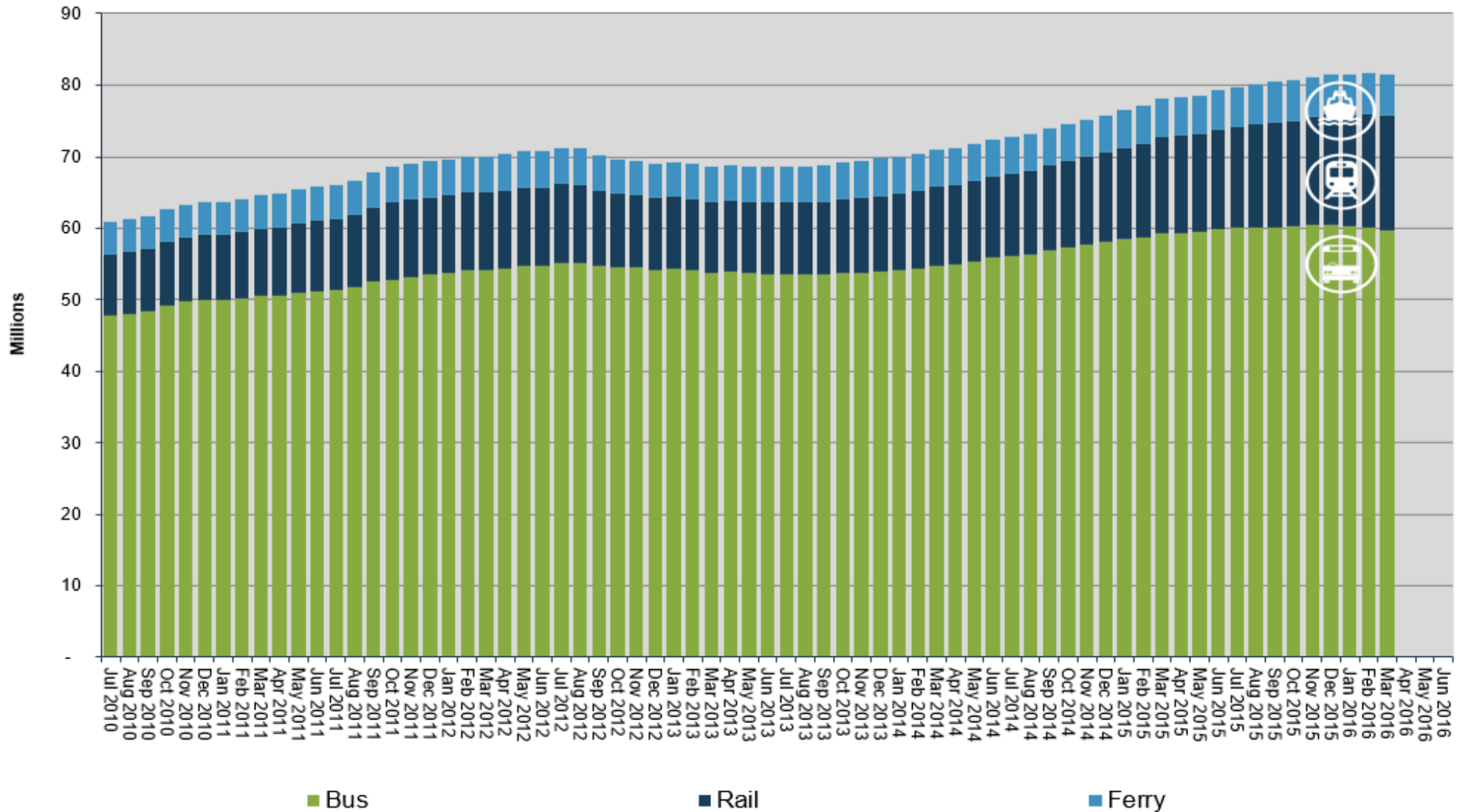
	March - 2015/16											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	5,920,263	6,282,572	-362,309	-5.8%	-2.2%	59,782,795	-0.6%	395,619	0.7%	44,473,042	-13,062	0.0%
- Busway (Rapid) Bus	441,802	373,219	68,583	18.4%		3,906,692	1.8%	495,573	14.5%	2,983,356	444,887	17.5%
- Frequent Bus	1,047,354	1,168,310	-120,956	-10.4%		10,763,931	-1.1%	263,297	2.5%	8,000,474	-121,743	-1.5%
- Connector Local Targeted Bus	4,431,107	4,741,043	-309,936	-6.5%		45,112,172	-0.7%	-943	0.0%	33,489,212	-336,206	-1.0%
2. Train (Rapid) Total:	1,638,658	1,564,792	73,866	4.7%	13.8%	15,877,665	0.5%	2,492,647	18.6%	12,133,420	1,960,773	19.3%
- Western Line	549,888	553,660	-3,772	-0.7%		5,399,701	-0.1%	631,644	13.2%	4,149,363	554,250	15.4%
- Eastern Line	449,960	422,287	27,673	6.6%		4,299,344	0.6%	947,916	28.3%	3,242,228	658,483	25.5%
- Onehunga Line	110,915	109,991	924	0.8%		1,151,637	0.1%	95,541	9.0%	879,170	87,539	11.1%
- Southern Line	492,687	442,802	49,885	11.3%		4,692,505	1.1%	787,412	20.2%	3,617,263	644,407	21.7%
- Pukekohe Line	35,208	36,052	-844	-2.3%		334,478	-0.3%	30,134	9.9%	245,396	16,094	7.0%
3. Ferry (Connector Local) Total:	598,029	547,427	50,602	9.2%	11.2%	5,755,241	0.9%	350,896	6.5%	4,468,371	218,852	5.2%
- Contract	129,235	127,368	1,867	1.5%		1,270,844	0.1%	127,738	11.2%	959,953	84,214	9.6%
- Exempt Services	468,794	420,059	48,735	11.6%		4,484,397	1.1%	223,158	5.2%	3,508,418	134,638	4.0%
Total Patronage	8,156,950	8,394,791	-237,841	-2.8%	1.6%	81,415,701	-0.3%	3,239,162	4.1%	61,074,833	2,166,563	3.7%
Rapid and Frequent	3,127,814	3,106,321	21,493	0.7%		30,548,288	0.4%			23,117,250	-117,354	-0.3%
Connector Local Targeted	5,029,136	5,288,470	-259,334	-4.9%		50,867,413	-0.5%			37,957,583	2,283,917	11.0%
Total Patronage	8,156,950	8,394,791	-237,841	-2.8%	1.6%	81,415,701	-0.3%	3,239,162	4.1%	61,074,833	2,166,563	3.7%

* 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 and timetables. Change (Feb 2016) of source data for accuracy and automation from printed timetables to real time timetables, which has lowered the number of frequent services.

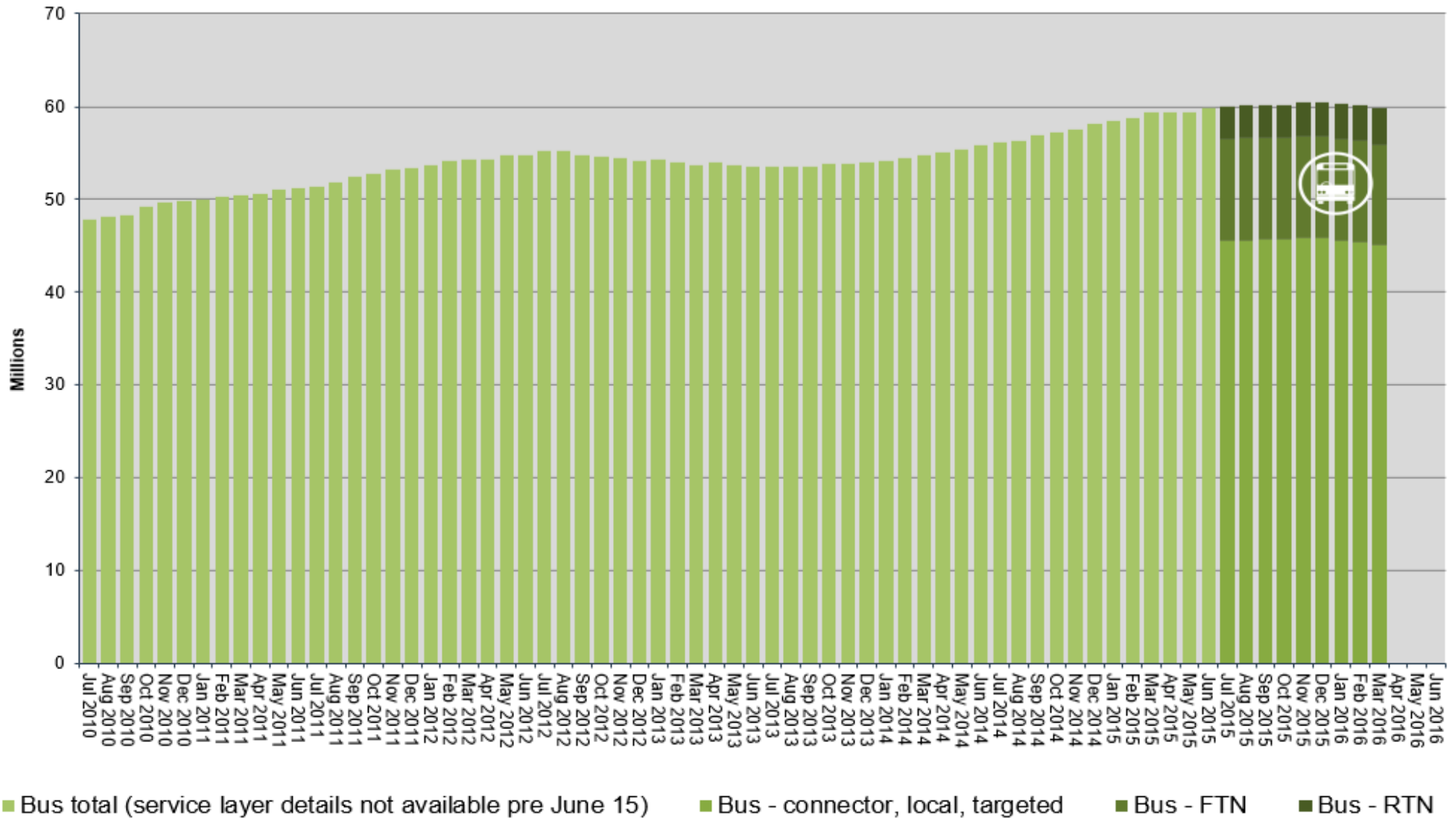
1.3 AT Metro patronage breakdown

1.3.1 Total patronage (12 month rolling total)

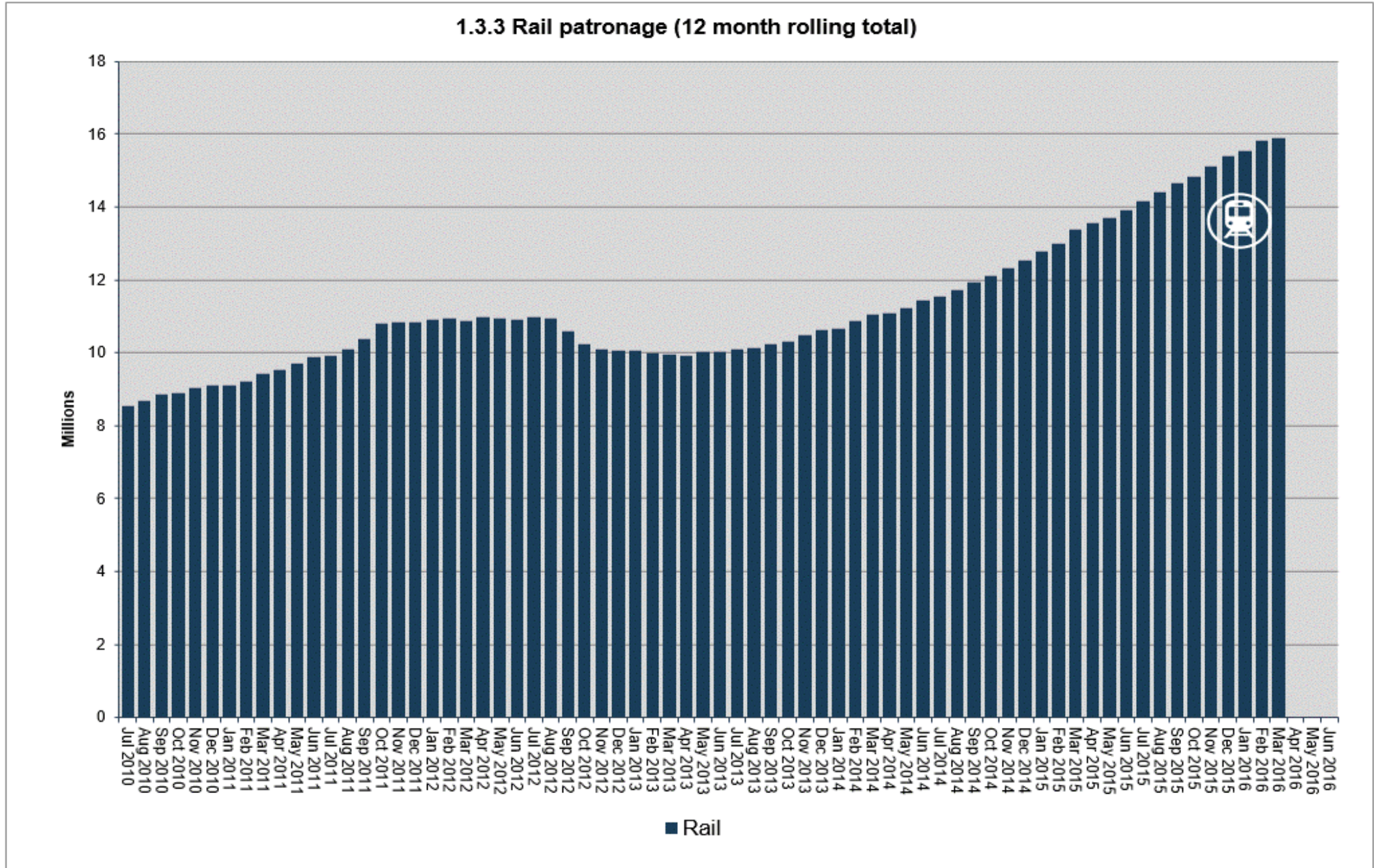


1.3 AT Metro patronage breakdown

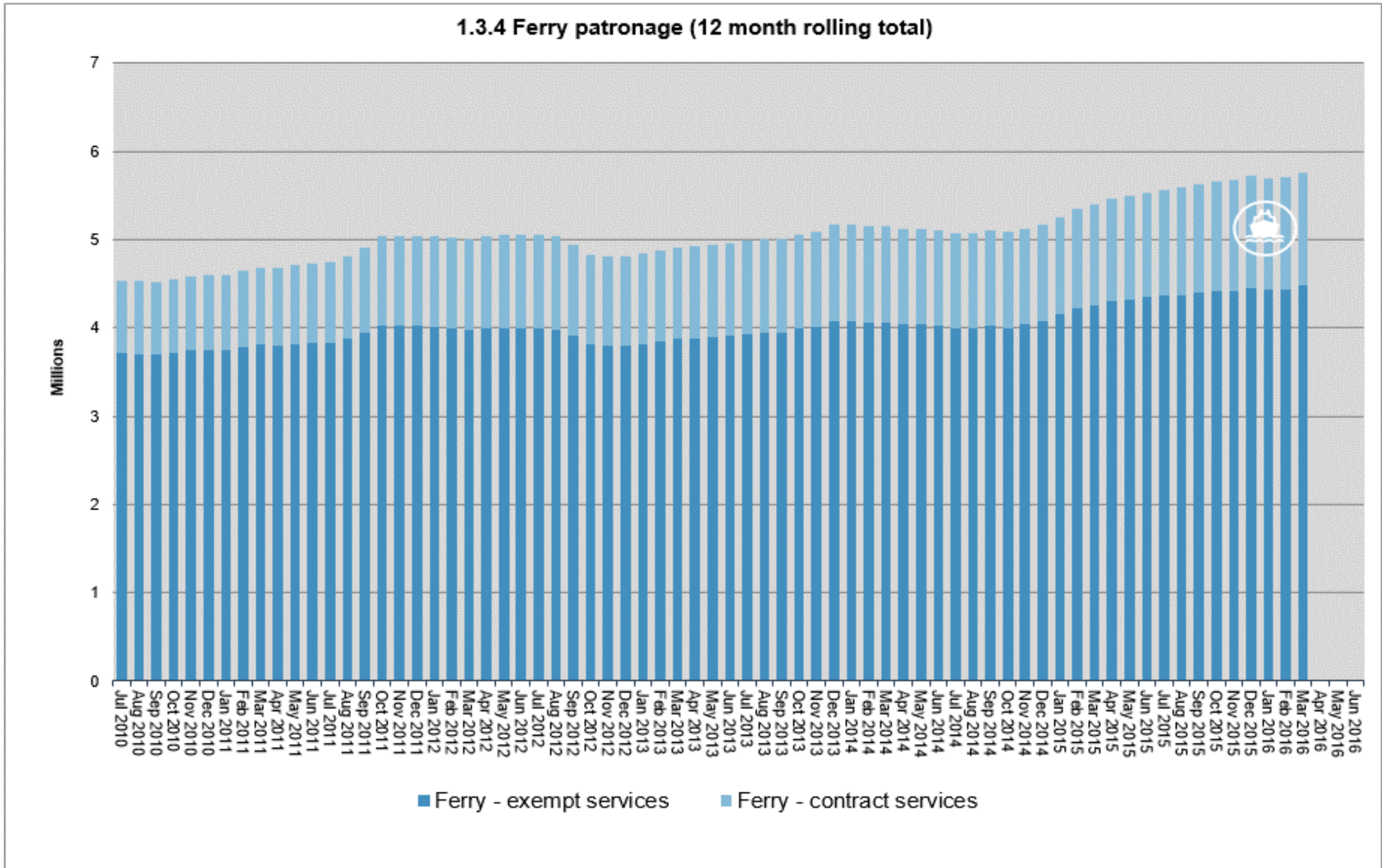
1.3.2 Bus patronage (12 month rolling total)



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

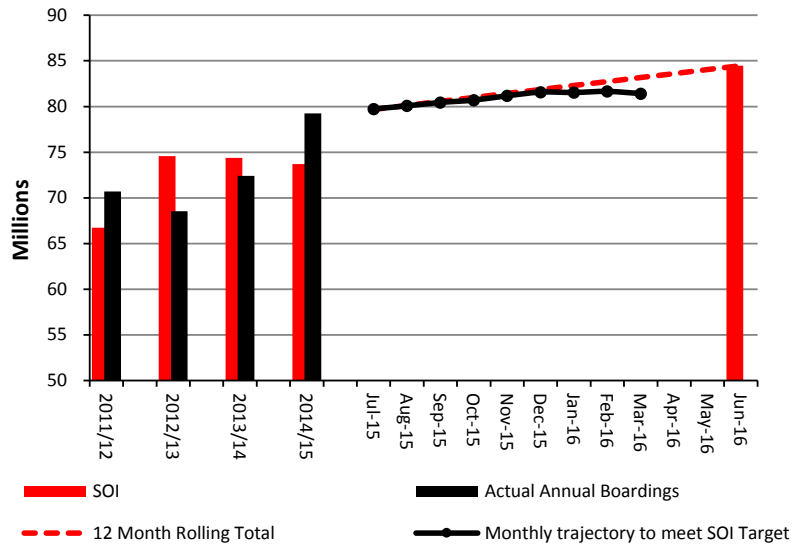
3. DIA mandatory measures

4. AT monthly activity report

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

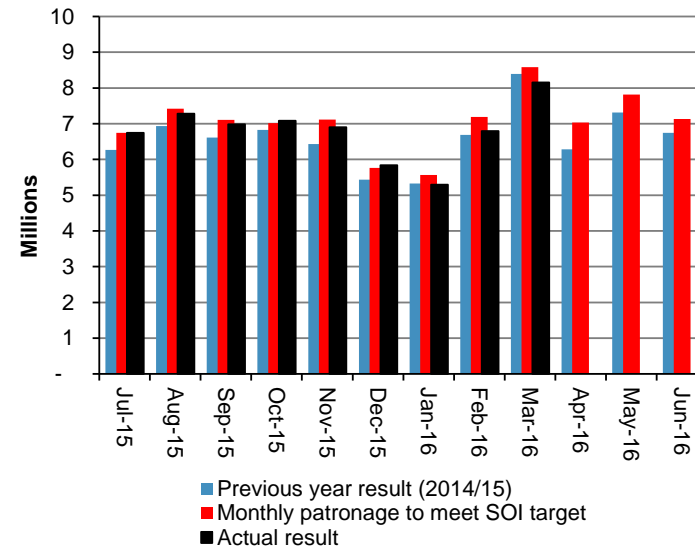
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



PT patronage totalled 81,415,701 passenger boardings for the 12 months to March 2016, a decrease of 0.3% on the 12 months to February 2016 and an increase of 4.1% on the 12 months to March 2015.

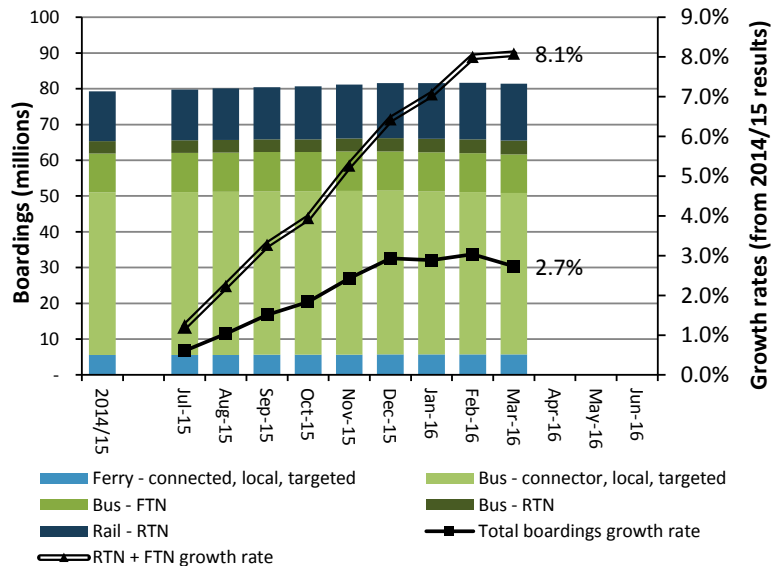
2.1.2 Monthly public transport boardings (millions)



March monthly patronage was 8,156,950 a decrease of 2.8% (-237,841 boardings) on March 2015, normalised to ~1.6% 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 8,578,733 required during March to hit AT's 2015/16 SOI target.

2.1.3 Boardings on rapid or frequent network



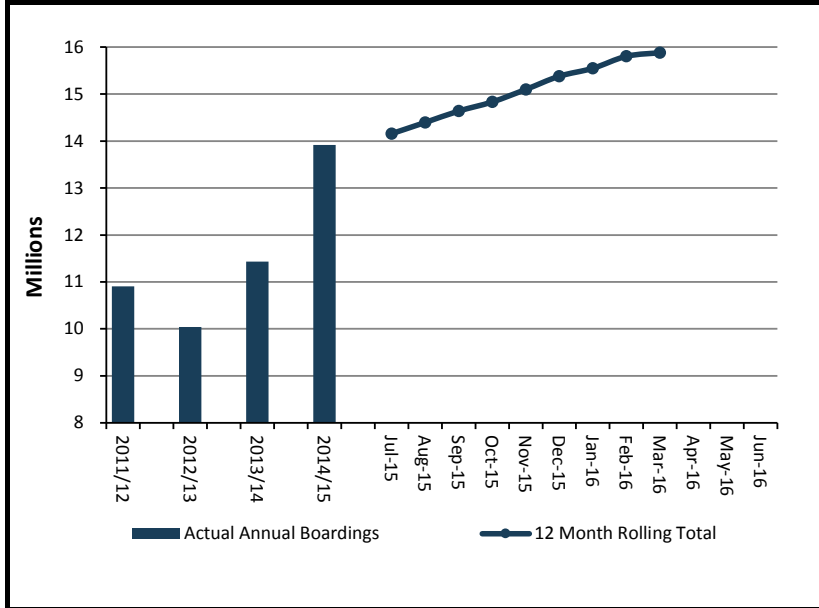
AT has an SOI target of increasing RTN and FTN patronage at a faster rate than total boardings.

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 March 2016 are 2.7% higher than the 2014/15 result, while RTN + FTN boardings are 8.1% higher. As such, the SOI target this month has been exceeded.

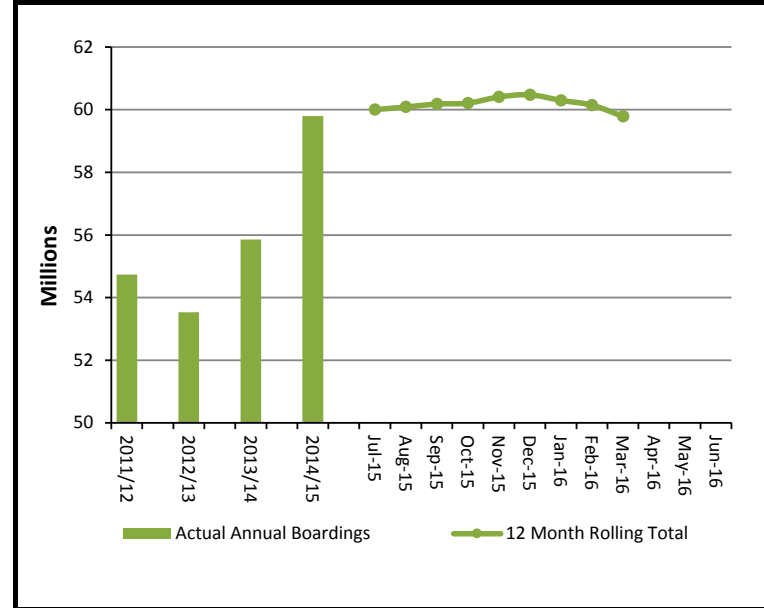
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



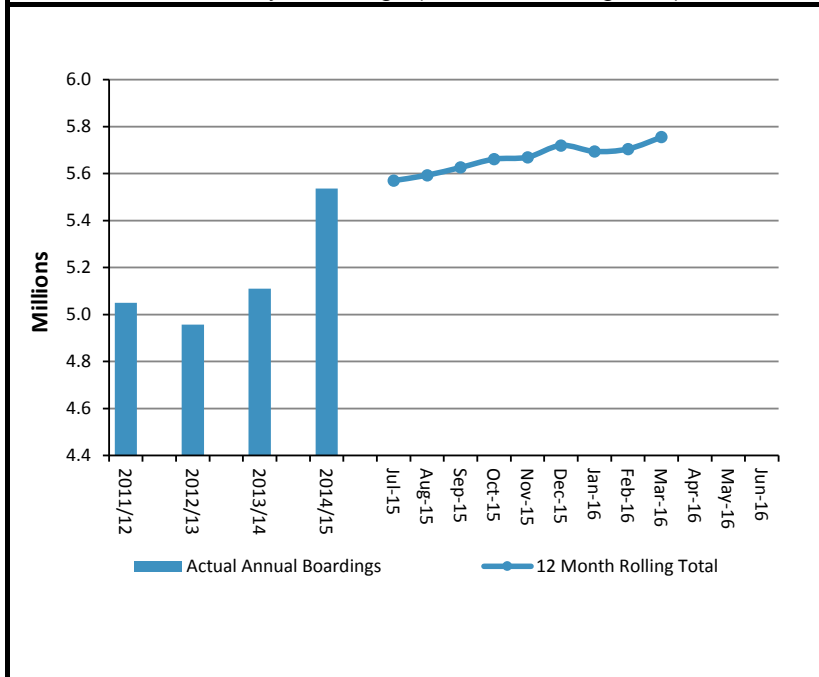
Rail patronage totalled 15,877,665 passenger boardings for the 12 months to March 2016, an increase of 0.5% on the 12 months to February 2016 and 18.6% on the 12 months to March 2015.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 59,782,795 passenger boardings for the 12 months to March 2016, a decrease of 0.6% on the 12 months to February 2016 and an increase of 0.7% on the 12 months to March 2015.

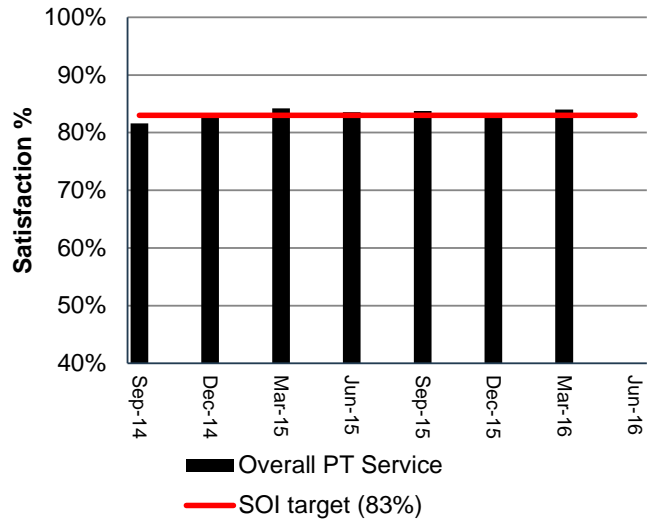
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 5,755,241 passenger boardings for the 12 months to February 2016, an increase of 0.9% on the 12 months to February 2016 and an increase of 6.5% on the 12 months to March 2015.

2.2 Transform and elevate customer focus and experience

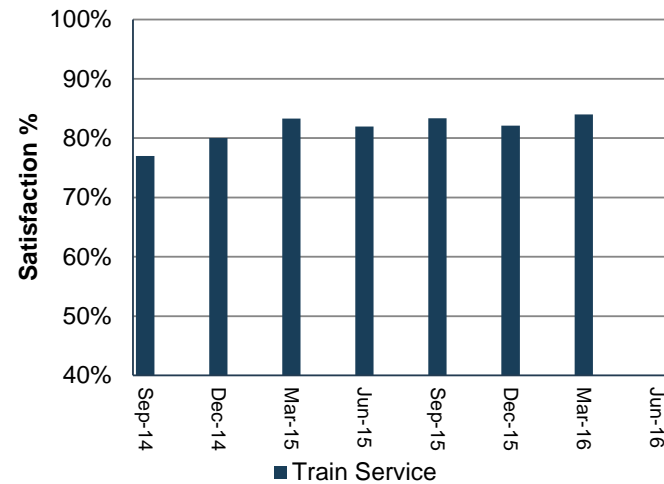
2.2.1 Percentage of public transport passengers satisfied with their public transport service



Overall satisfaction with public transport services (84%) is up 1% compared with the December 2015 result (83%).

Satisfaction is the same compared to the March 2015 result.

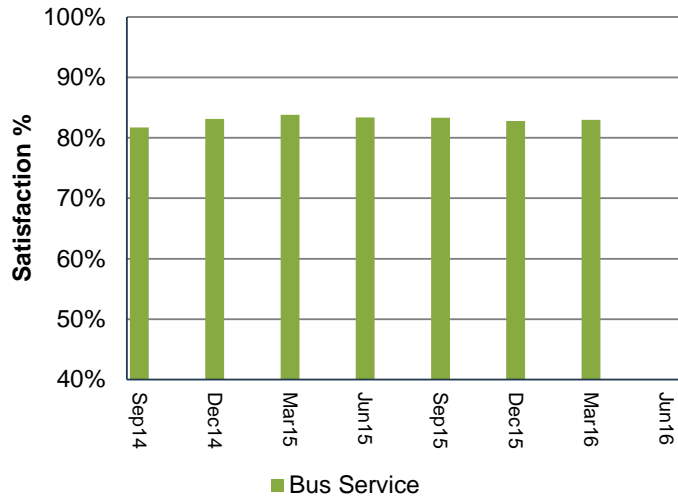
2.2.2 Percentage of passengers satisfied with their train service



Satisfaction with train services (84%) is up 2% compared with the December 2015 result (82%).

Satisfaction is up 1% compared to the March 2015 result.

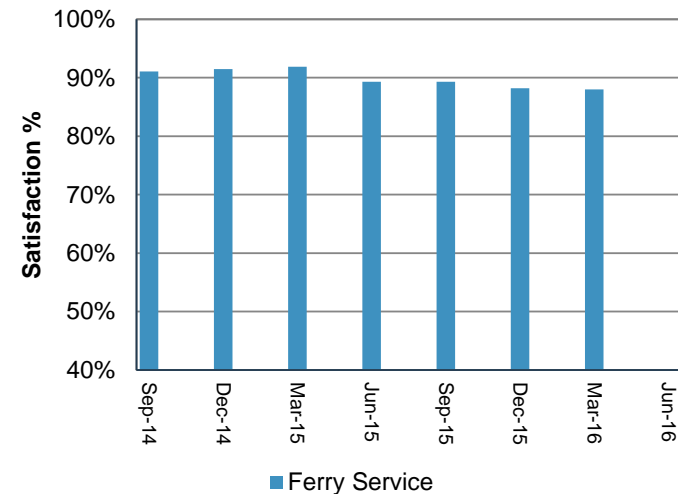
2.2.3 Percentage of passengers satisfied with their bus service



Satisfaction with bus services (83%) is consistent with the December 2015 result (83%).

Satisfaction is down 1% compared to the March 2015 result.

2.2.4 Percentage of passengers satisfied with their ferry service

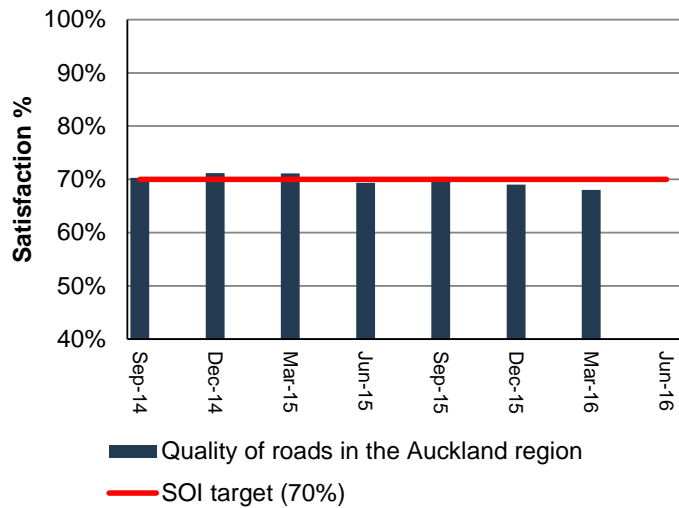


Satisfaction with ferry services (88%) is consistent with December 2015 result (88%).

Satisfaction is down 4% compared to the March 2015 result.

2.2 Transform and elevate customer focus and experience

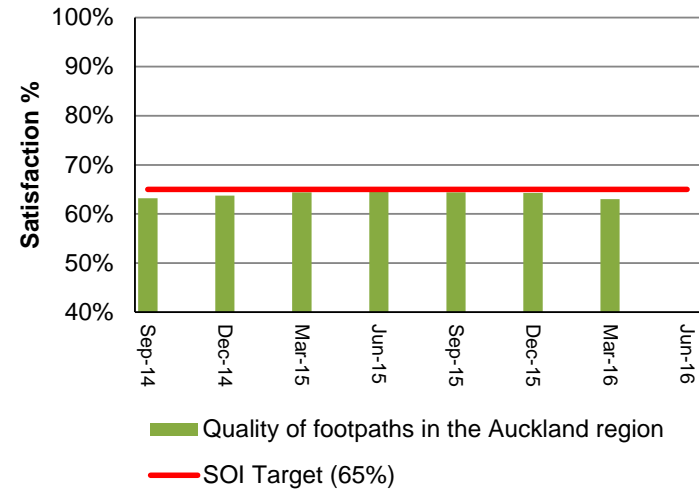
2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



Satisfaction with the quality of roads in Auckland (68%) is down 1% compared with the December 2015 result (69%).

Satisfaction is down 3% compared to the March 2015 result.

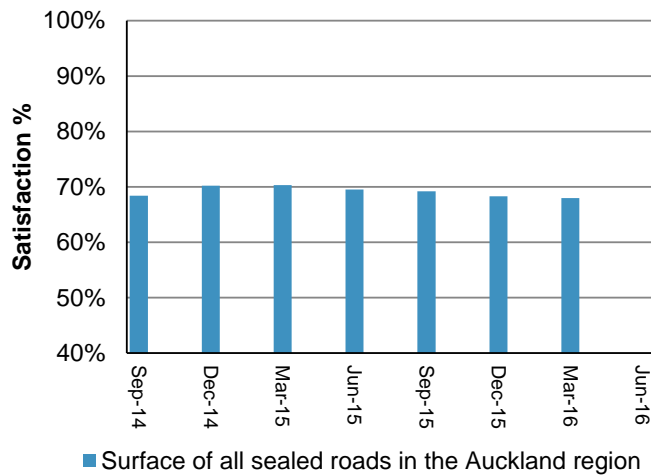
2.2.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



Satisfaction with the quality of footpaths in Auckland (63%) is down 1% compared with the December 2015 result (64%).

Satisfaction is down 1% compared with the March 2015 result.

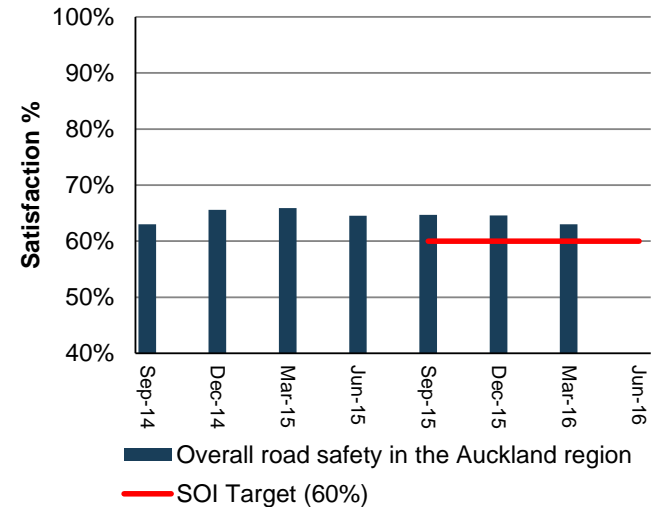
2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



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

Satisfaction is down 2% compared to the March 2015 result.

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

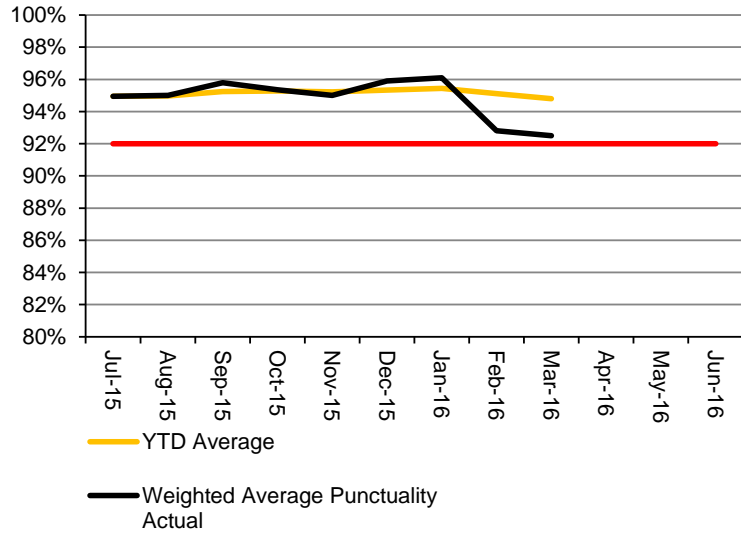


Satisfaction with road safety in Auckland (63%) is down 2% compared with the December 2015 result (65%).

Satisfaction is down 3% compared to the March 2015 result.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

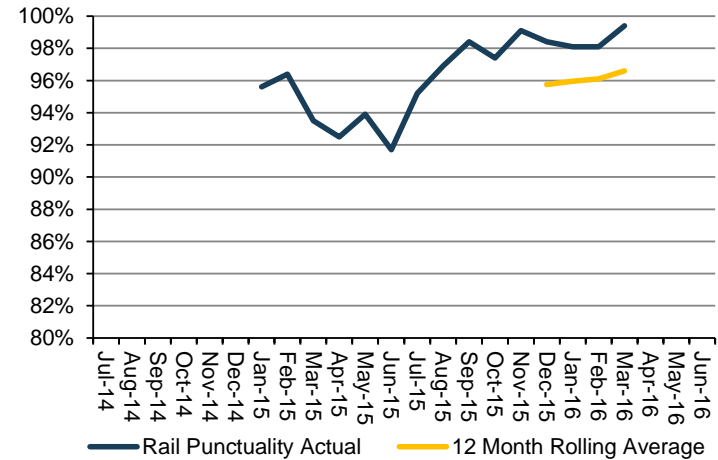


Target exceeded (YTD average in March 2016 = 94.8%, SOI target of 92%).

PT weighted average punctuality in the month of March 2016 was 92.5%.

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

2.2.10 Rail services punctuality

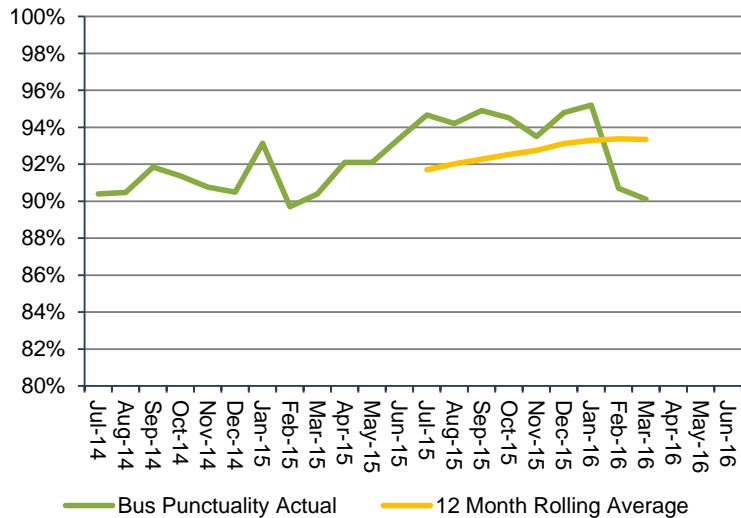


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Rail service punctuality in March 2016 was 99.4%, compared to 96.6% in the 12 months to March 2016.

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

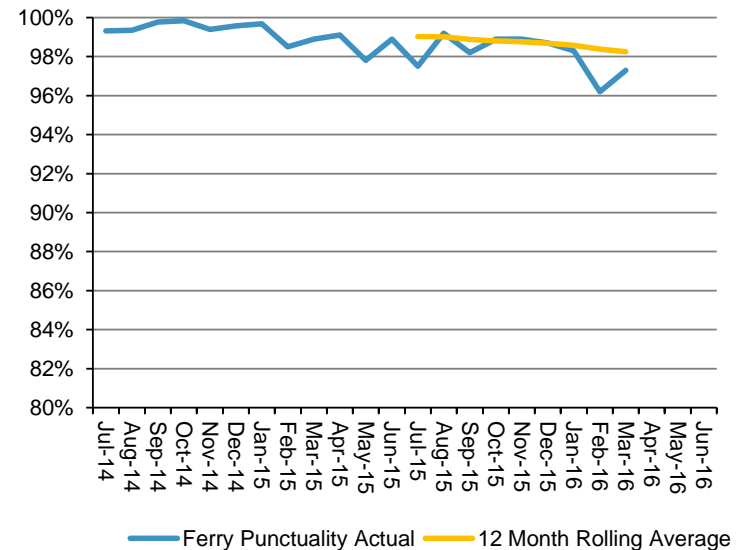


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Bus service punctuality in March 2016 was 90.1%, compared to 93.3% in the 12 months to March 2016.

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

2.2.12 Ferry services punctuality

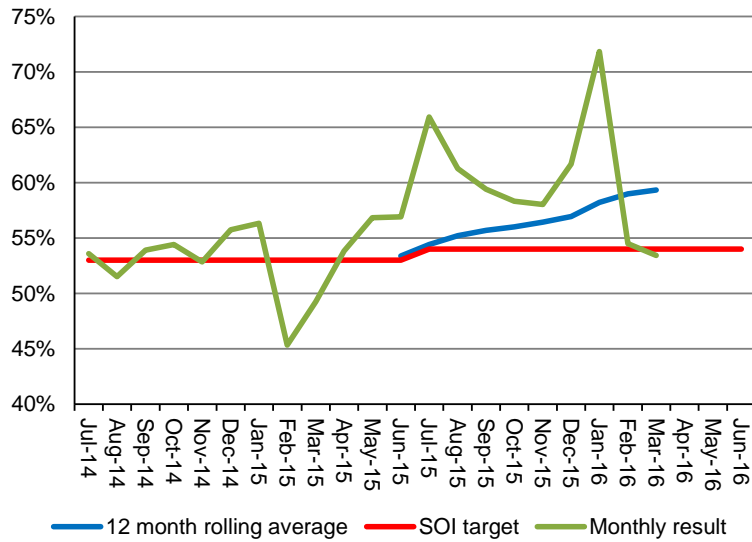


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Ferry service punctuality in March 2016 was 97.3%, compared to 98.3% in the 12 months to March 2016.

2.3 Build network optimisation and resilience

2.3.1 Arterial road productivity

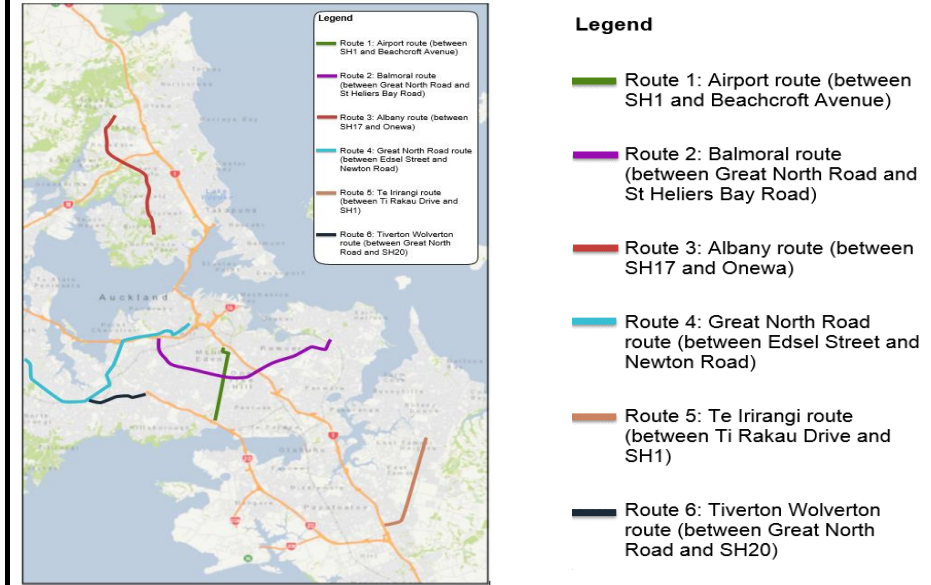


Target met (12 month rolling total in March 2016 = 59.3%, SOI target of 54%).

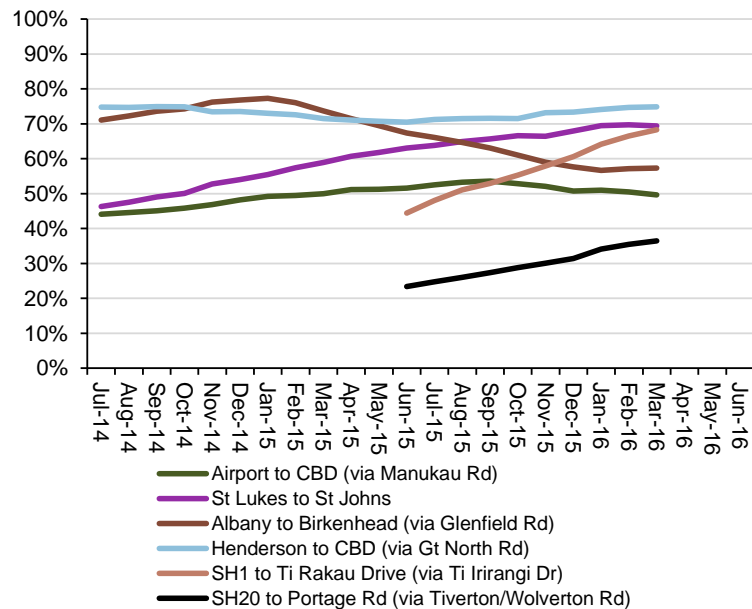
Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of the number of vehicles, their average journey speed and average vehicular occupancy.

The six key arterial routes that make up this measure are shown in figure 2.3.2 and results for each route are identified in figure 2.3.3 below.

2.3.2 Map showing arterial productivity routes



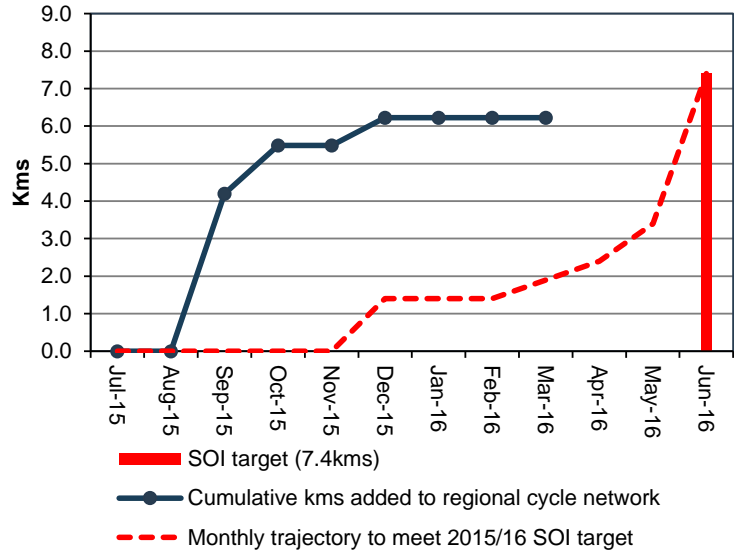
2.3.3 Arterial productivity - 12 month rolling average for each route



This figure illustrates the 12 month rolling average productivity results for each of the routes that make up the SOI measure provided in figure 2.3.1 above.

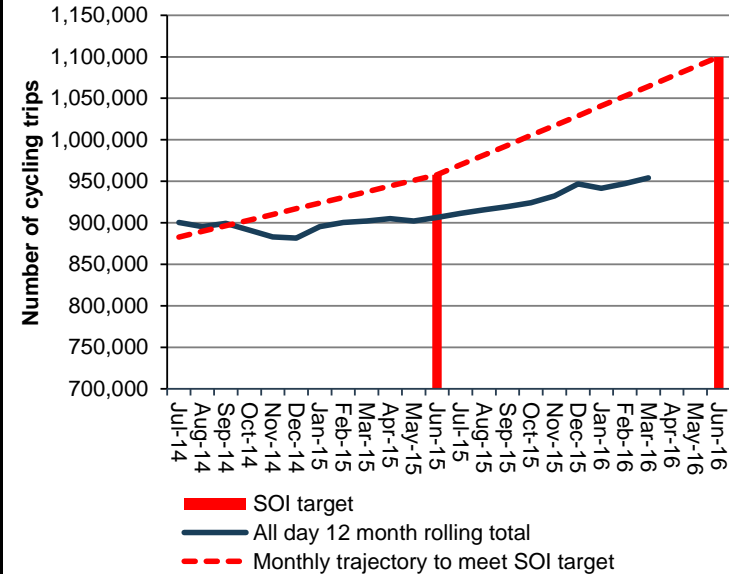
2.3 Build network optimisation and resilience

2.3.4 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.

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

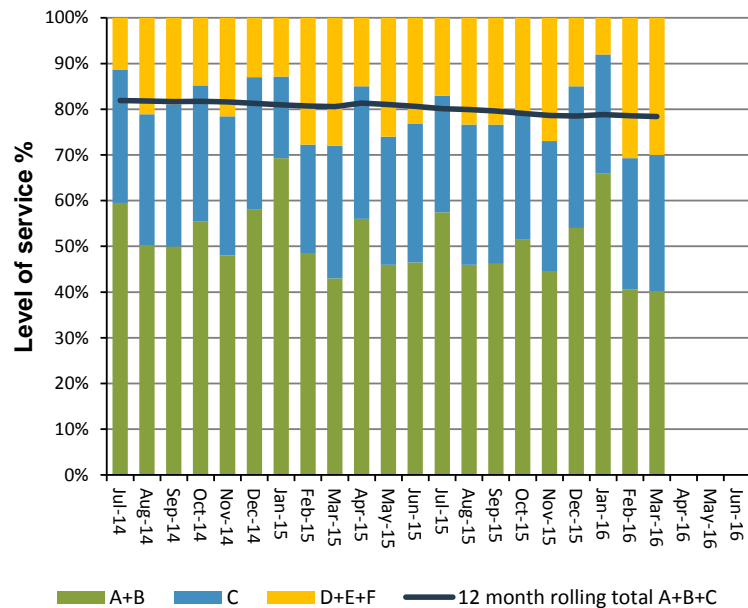


Target not met. There has been an increase of 7.0% in cyclist movements in March 2016 when compared to March 2015. A total of 954,153 cycle trips were recorded for the 12 months to March 2016, this is an increase of 5.7% on the previous year.

Events and campaigns continue to take place to encourage people to get back on their bikes with March's events including share the path, bike safety campaigns and consultations for cycle routes and shared paths

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.

2.3.6 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:

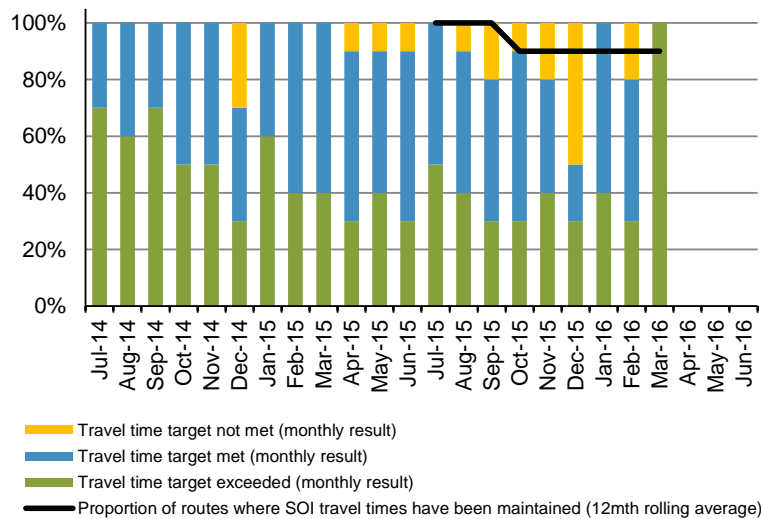
- A: 90% and greater
- B: 70 – 90%
- C: 50 – 70%
- D: 40 – 50%
- E: 30 – 40%
- F: less than 30%

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

The arterial road network has been experiencing significant congestion during March with 30% of the network experiencing congestion (D+E+F), whilst 40% was free following (A+B). This is a seasonal effect reflecting the return of tertiary students and commuters to work. However, this year's congestion levels are 3% worse than last year and some routes have experienced significant delays. Further assessment is underway for underlying reasons and potential outcomes for the network.

2.3 Build network optimisation and resilience

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



All targets exceeded for March. Traffic signal improvements at the Great South Road / SEART intersection that have been reflected in travel time improvements, which are now exceeding targets.

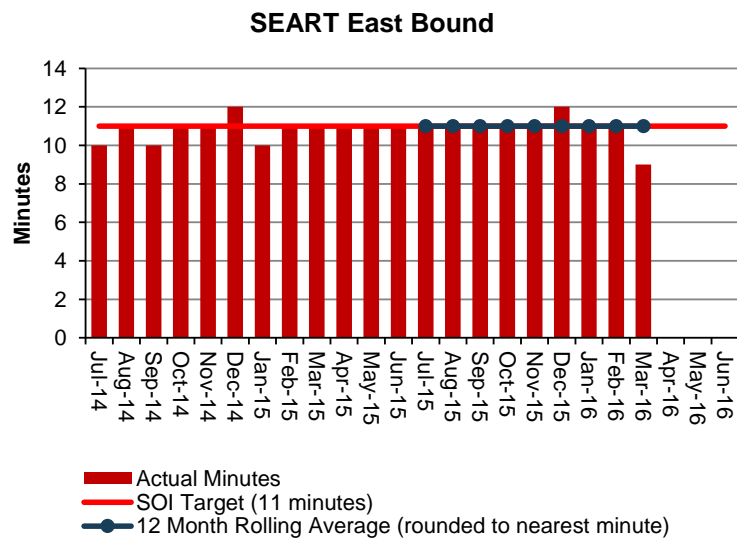
2.3.8 Map showing key freight routes



Legend

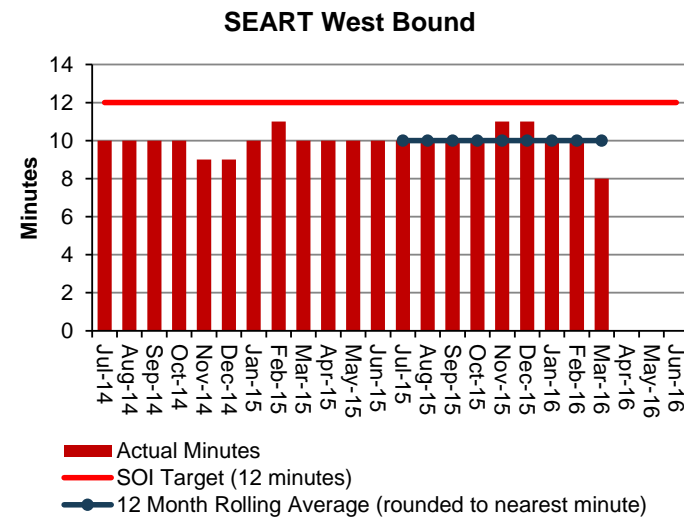
- █ Route 1: SEART
- █ Route 2: Harris Rd from SH1 Highbrook to East Tamaki
- █ Route 3: Great South Road
- █ Route 4: Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd
- █ Route 5: Wairau Rd from SH1 to SH18

2.3.9 SEART (from Sylvia Park to East Tamaki)



Target exceeded in March 2016
Target met for 12 months to March 2016

2.3.10 SEART (from East Tamaki to Sylvia Park)

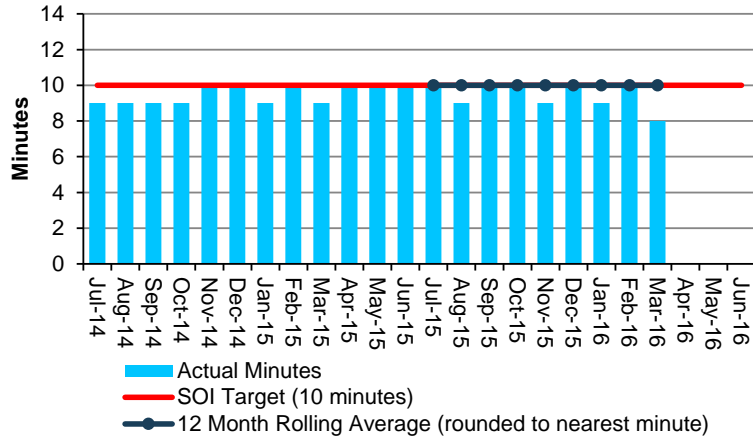


Target exceeded in March 2016
Target exceeded for 12 months to March 2016

2.3 Build network optimisation and resilience

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

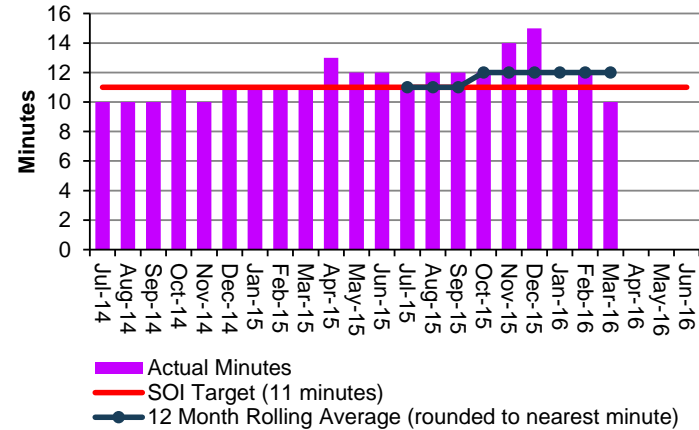
Harris Rd West Bound



Target exceeded in March 2016
 Target met for 12 months to March 2016

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

Great South Road North Bound



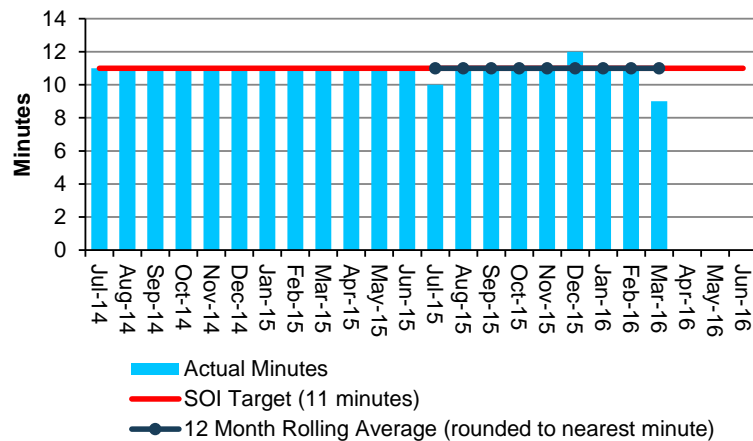
Target exceeded in March 2016

Target not met for 12 months to March 2016

Actions have been undertaken to better understand and solve previous delays on this route, 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.

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

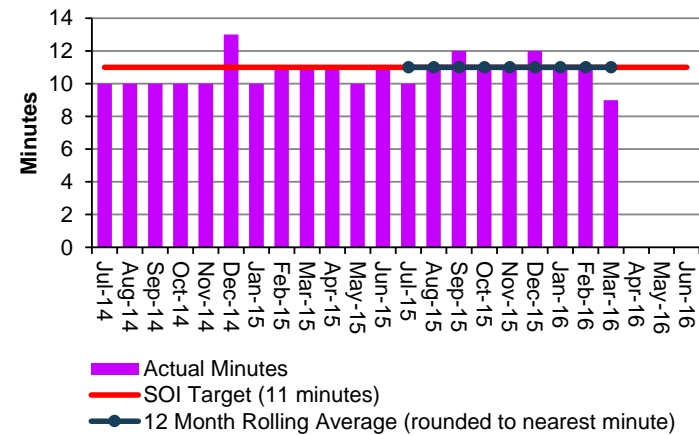
Harris Rd East Bound



Target exceeded in March 2016
 Target met for 12 months to March 2016

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

Great South Rd South Bound

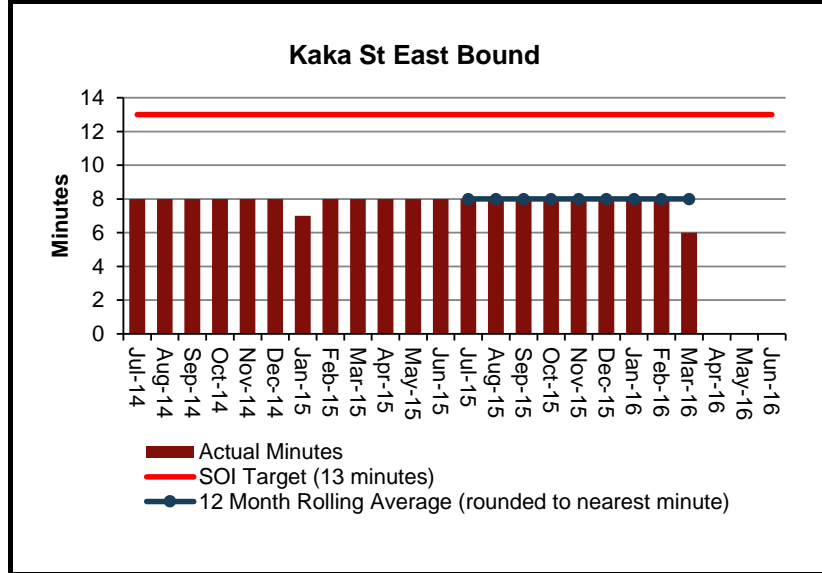


Target exceeded in March 2016

Target met for 12 months to March 2016

2.3 Build network optimisation and resilience

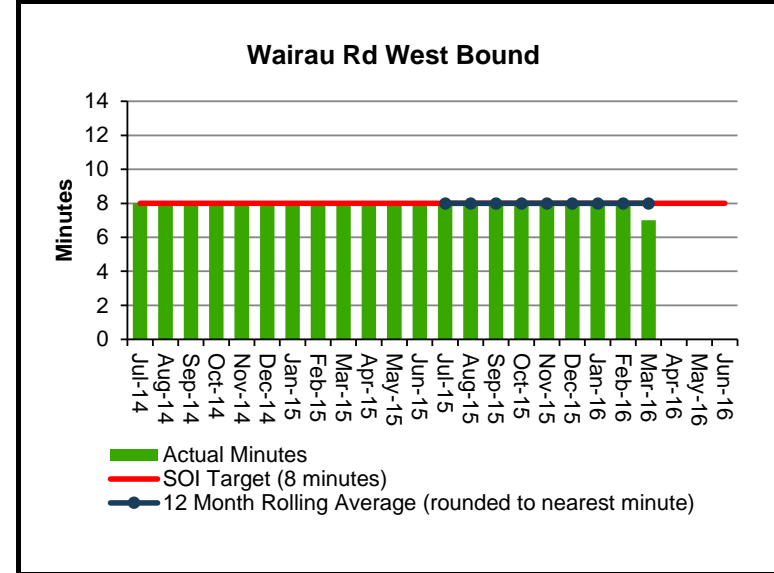
2.3.15 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (SH20 to Walmsley)



Target exceeded for March 2016

Target exceeded for 12 months to March 2016

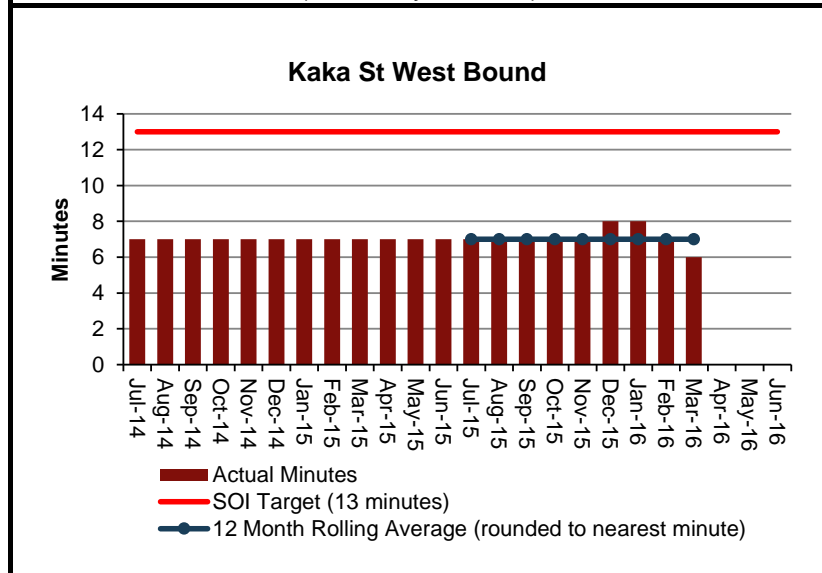
2.3.16 Wairau Rd (from SH1 to SH18)



Target exceeded for March 2016

Target met for 12 months to March 2016

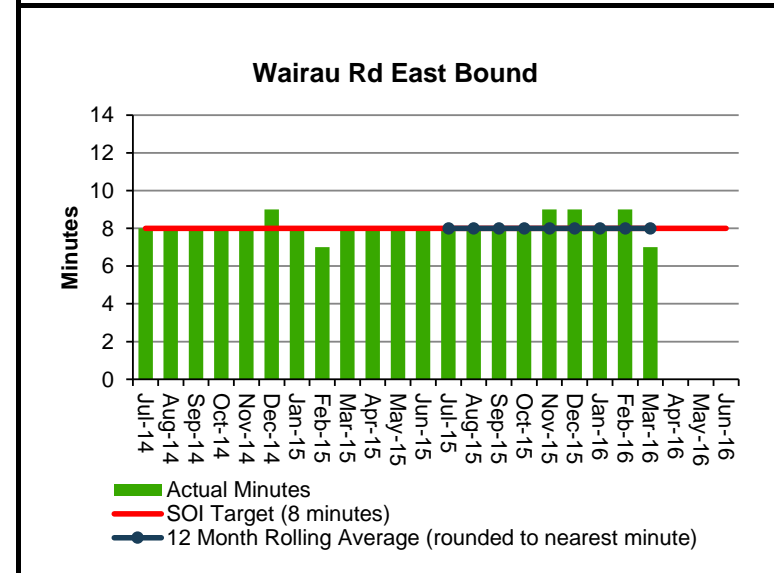
2.3.17 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (Walmsley to SH20)



Target exceeded for March 2016

Target exceeded for 12 months to March 2016

2.3.18 Wairau Rd (from SH18 to SH1)

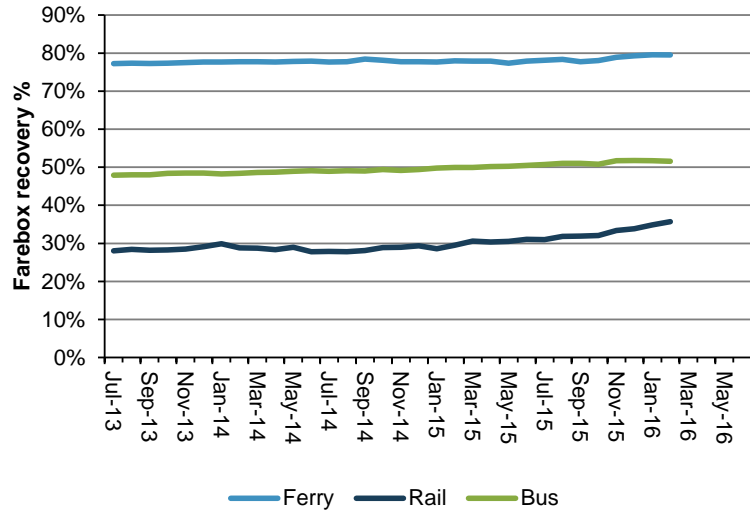


Target exceeded for March 2016

Target met for 12 months to March 2016

2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery



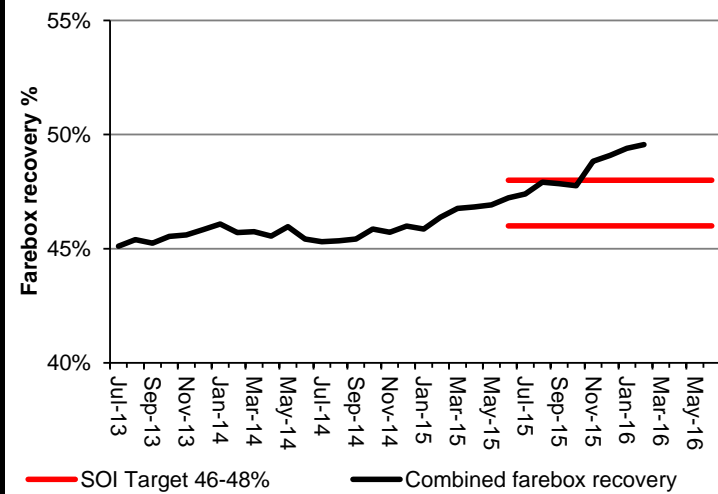
The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios in February 2016 (and comparable 2015 results) are:

- Ferry 79.5% (77.9%)
- Bus 51.6% (50.0%)
- Rail 35.7% (29.5%)

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses February 2016 results against the SOI target.

2.4.2 PT farebox recovery (combined result with SOI measure)

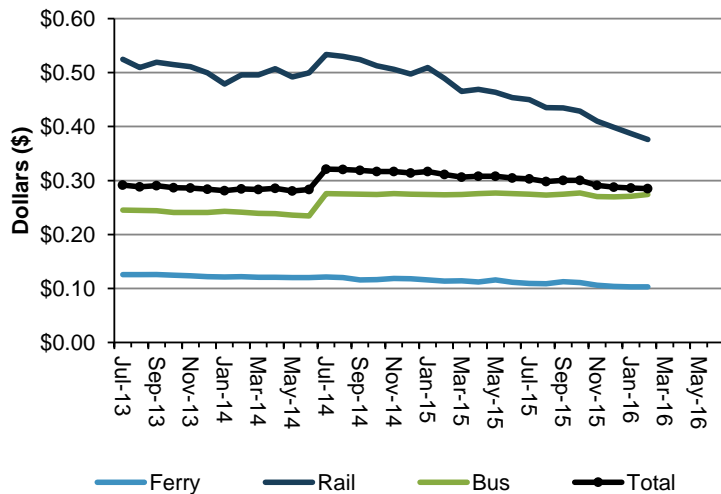


The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

Total PT farebox recovery ratio in February 2016 was 49.6%. This compares to 46.4% in February 2015.

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses February 2016 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.

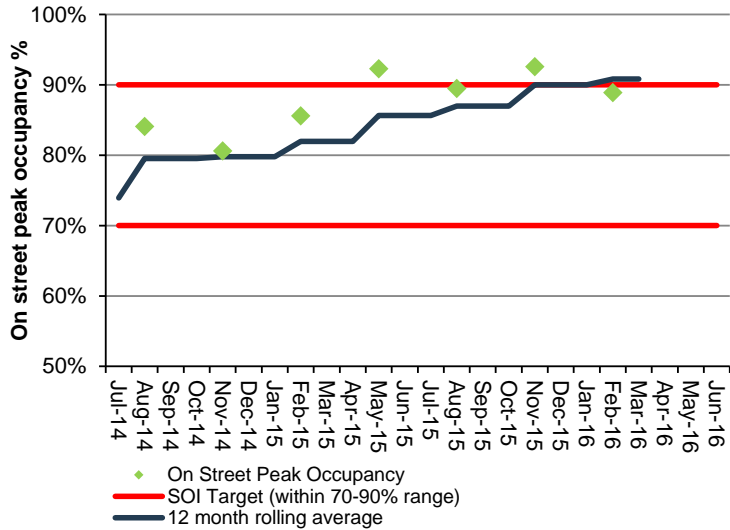
The results for February 2016 (and comparable 2015 results) are:

- Ferry \$0.103 (\$0.114)
- Bus \$0.274 (\$0.274)
- Rail \$0.376 (\$0.489)
- Total \$0.285 (\$0.311)

Please note that there is a one month time lag for farebox subsidy information. As such, this report presents February 2016 results.

2.5 Develop creative, adaptive, innovative implementation

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

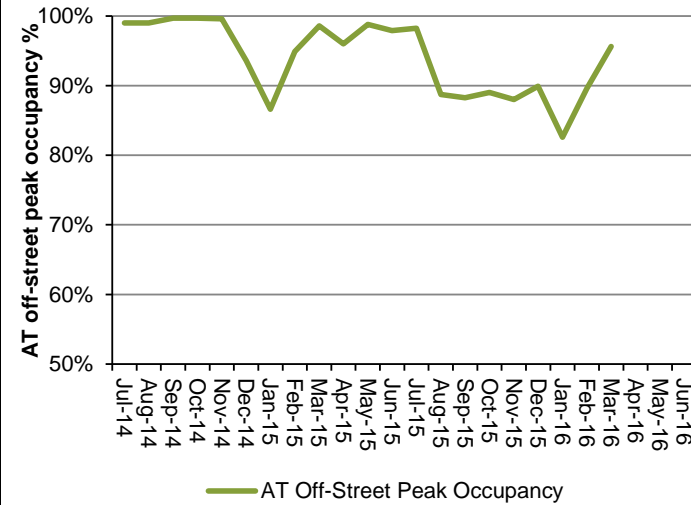


Non Reporting period.

Next update will be provided in the May 2016 monthly report.

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.

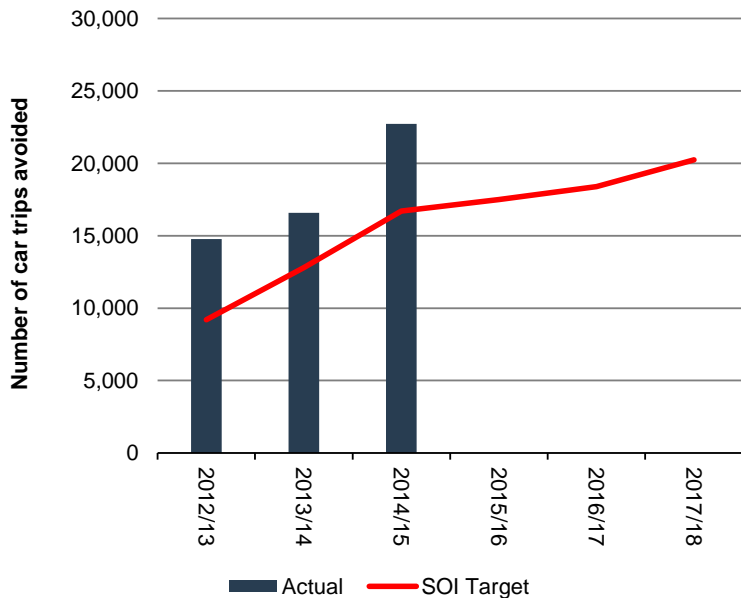
2.5.2 Off-street parking occupancy rates



The off-street parking occupancy rate for March is 95.6%, significantly above 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

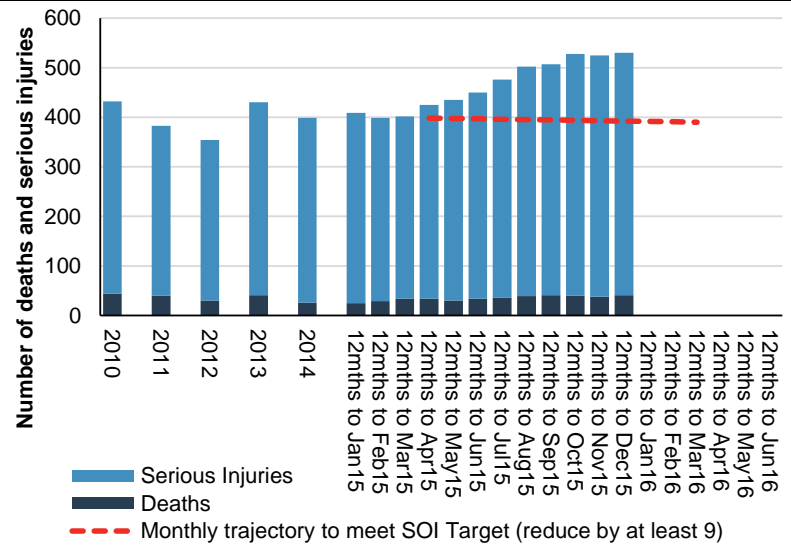
3. DIA mandatory measures

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

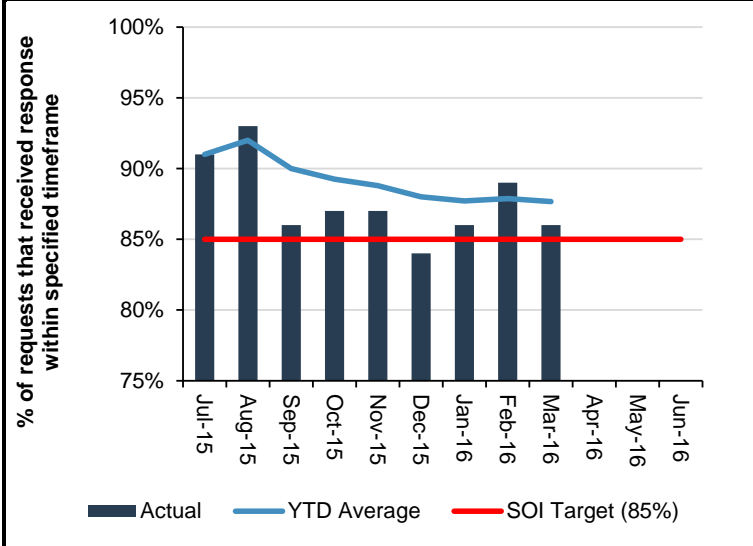


Target not met.

The local road DSI (deaths plus serious injuries) SOI target for 2015 is 390. The 12 month total to December 2015 is 530, 36% higher than the target, and 33% higher than the previous year which was 399. The local road deaths have increased by 58% between the 2014 to 2015 calendar year (from 26 to 41) and serious injuries have increased by 31% (from 374 to 489).

Please note there is a three month time lag for DSI information and that reported numbers can vary over time due to police investigation outcomes and reporting timelines.

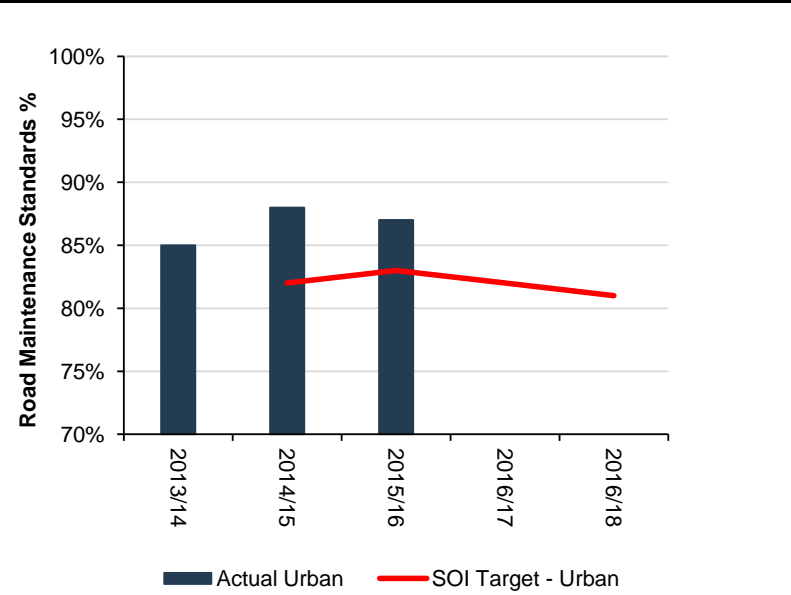
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target exceeded (YTD average in March 2016 = 88%, SOI target of 85%).

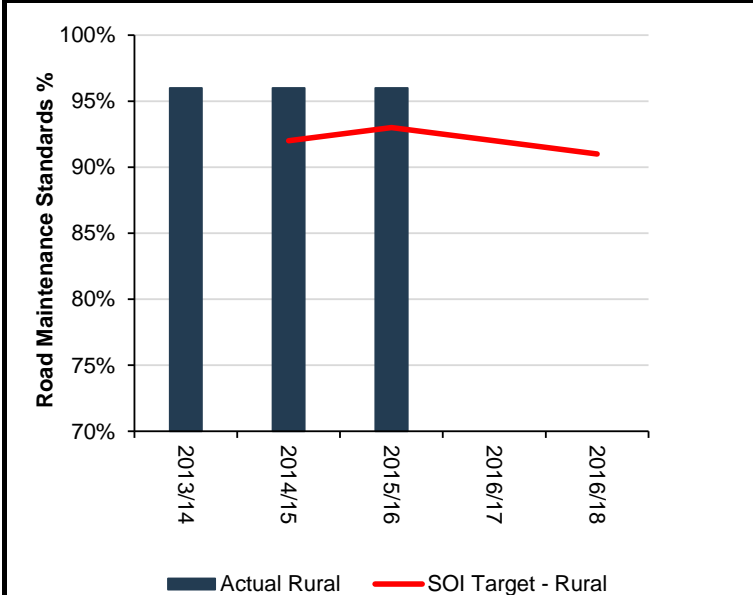
This data relates to jobs dispatched to our maintenance contractors by the call centre. It does not include escalations or queries sent to the AT area engineer to resolve and then dispatch to the contractor. This data will become available when CRM15 allows for queuing and the measuring of individual 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



The 2015/16 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads is 87%.

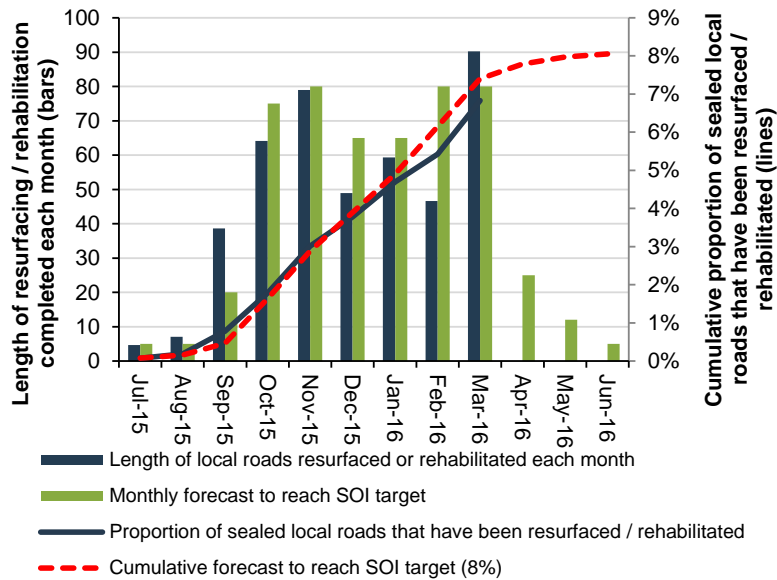
3.4 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads



The 2015/16 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads is 96%.

3. DIA mandatory measures

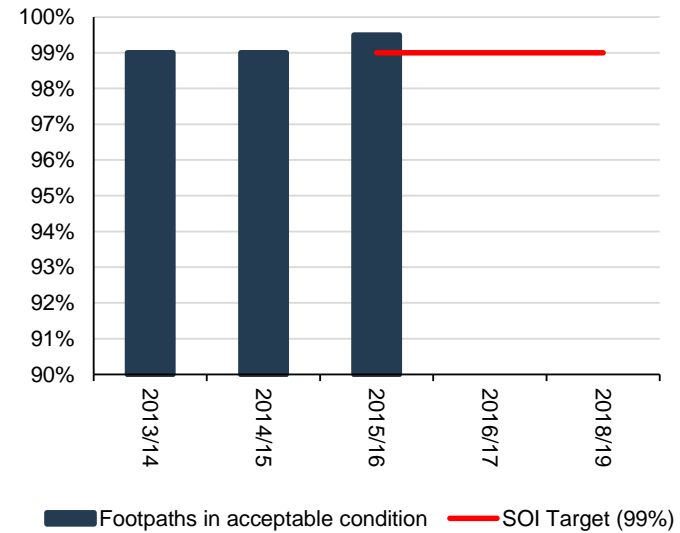
3.5 Percentage of the sealed local road network that is resurfaced / rehabilitated each year



In March, 90.2kms of the local road network was resurfaced / rehabilitated. This means 6.8% of the network has been resurfaced / rehabilitated across the July 2015 - March 2016 period.

Year to date delivery is currently running behind AT's original forecast, but the year end result is expected to be in line with the SOI target.

3.6 Percentage of footpaths in acceptable condition



The 2015/16 result for percentage of footpaths in acceptable condition is 99.5%.

1. Summary of indicators

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

2. Key monthly indicators by Strategic Theme

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

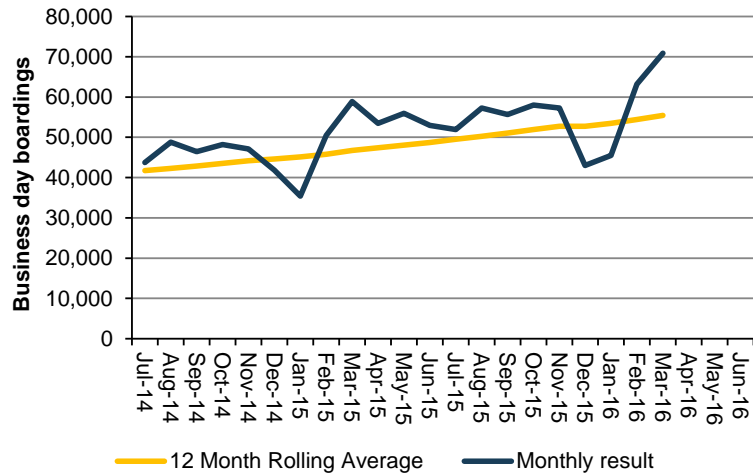
3. DIA mandatory measures

4. AT monthly activity report

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

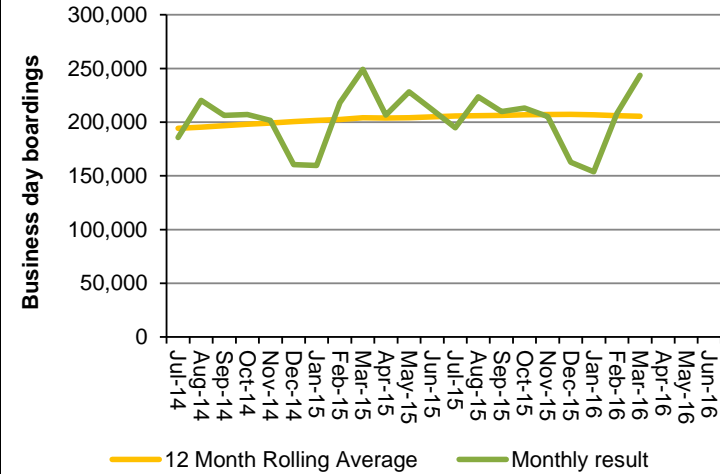
4.1 AT monthly activity report – public transport

4.1.1 Rail business day average boardings



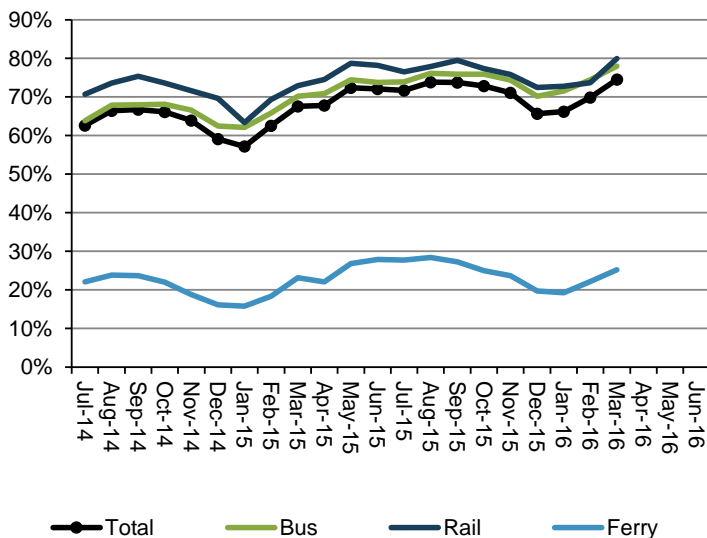
Business day boardings on the rail network averaged 55,438 in the 12 months to March 2016. This represents a 19% increase on the March 2015 figure.

4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 205,382 in the 12 months to March 2016. This represents a 1% increase on the March 2015 figure.

4.1.3 Percentage of trips using AT HOP



The proportion of all trips utilising AT HOP was 74.5% in March 2016 (Rail 80.0%, Bus 78.0%, Ferry 25.2%); up from 69.9% in February 2016.

4.1 AT monthly activity report – public transport

4.1.5 Rail service performance

Train performance

March 2016

Total Network

95.1% Punctuality*

(89.4% 12 month rolling average)
* Arrival within 5 minutes of schedule at final destination

98.9% Service Delivery*

(97.2% 12 month rolling average)
* Arrival at final destination

Western Line

95.3% Punctuality*

(89.7% 12 month rolling average)

98.5% Service Delivery*

(96.3% 12 month rolling average)

Eastern Line

94.5% Punctuality*

(84.0% 12 month rolling average)

99.1% Service Delivery*

(96.8% 12 month rolling average)

Southern Line

94.4% Punctuality*

(89.2% 12 month rolling average)

98.8% Service Delivery*

(96.9% 12 month rolling average)

Pukekohe Line

95.8% Punctuality*

(98.0% 12 month rolling average)

99.5% Service Delivery*

(99.0% 12 month rolling average)

Onehunga Line

96.8% Punctuality*

(93.7% 12 month rolling average)

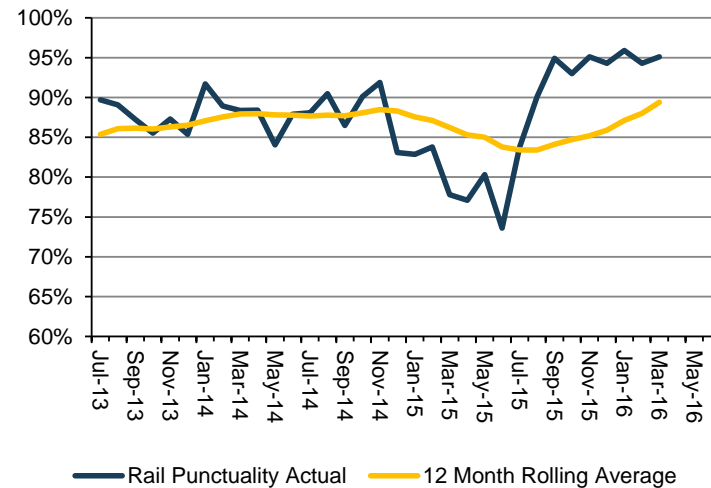
98.7% Service Delivery*

(98.8% 12 month rolling average)

For more information visit www.AT.govt.nz or phone 09 366 6400



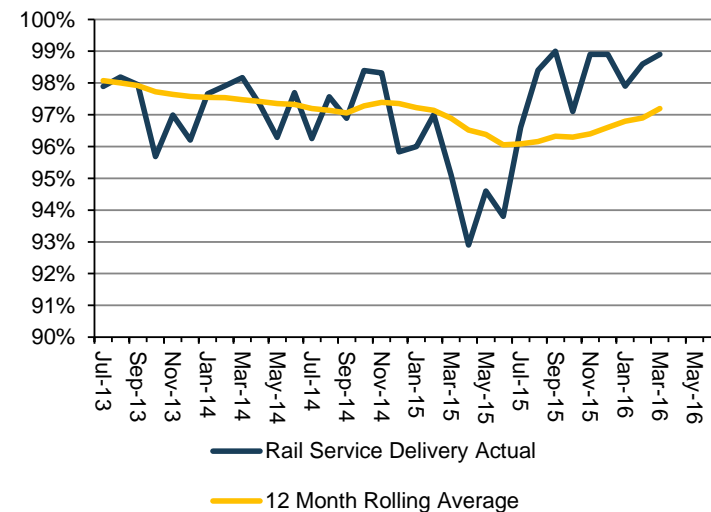
4.1.6 Rail punctuality (based on arrival at final destination)



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 March 2016 was 95.1%, compared to 89.4% in the 12 months to March 2016.

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

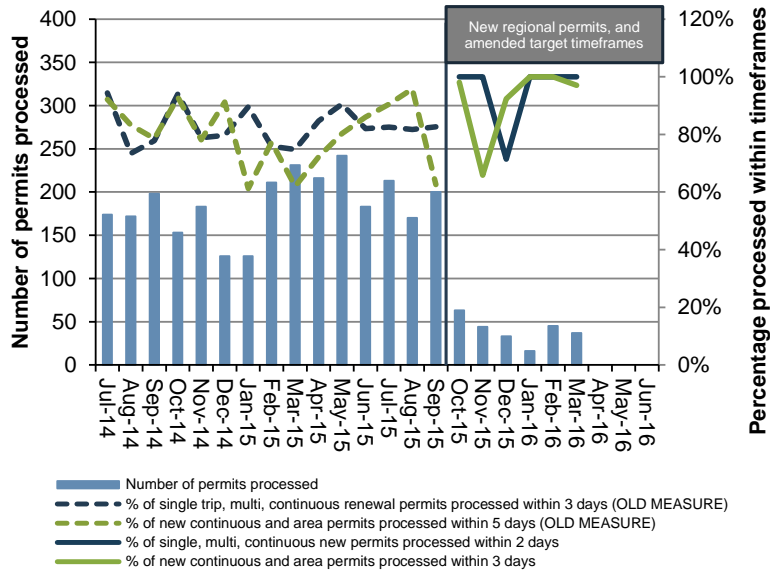


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery in March 2016 was 98.9%, compared to 97.2% in the 12 months to March 2016.

4.2 AT monthly activity report – road operations and maintenance

4.2.1 Overweight permits processed

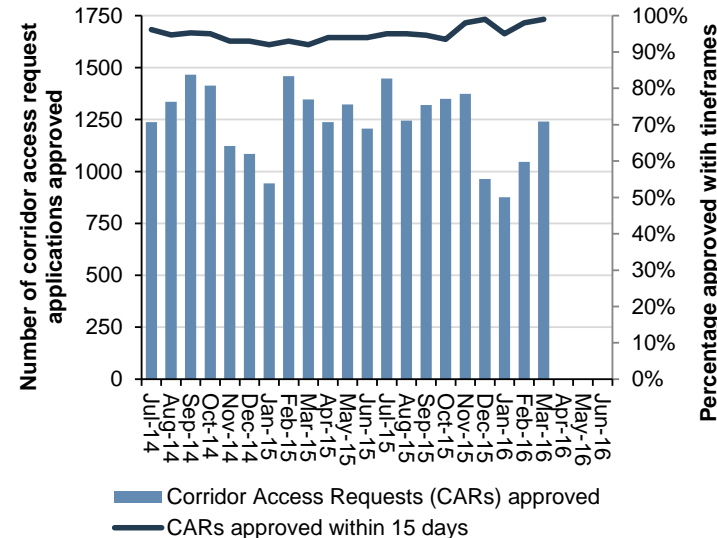


There were 37 overweight permit applications processed in March. All of the 36 (98%) permits were processed within the target times (within 2 days for single, multi and continuous new permits; within 3 days for new continuous and area permits).

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%.

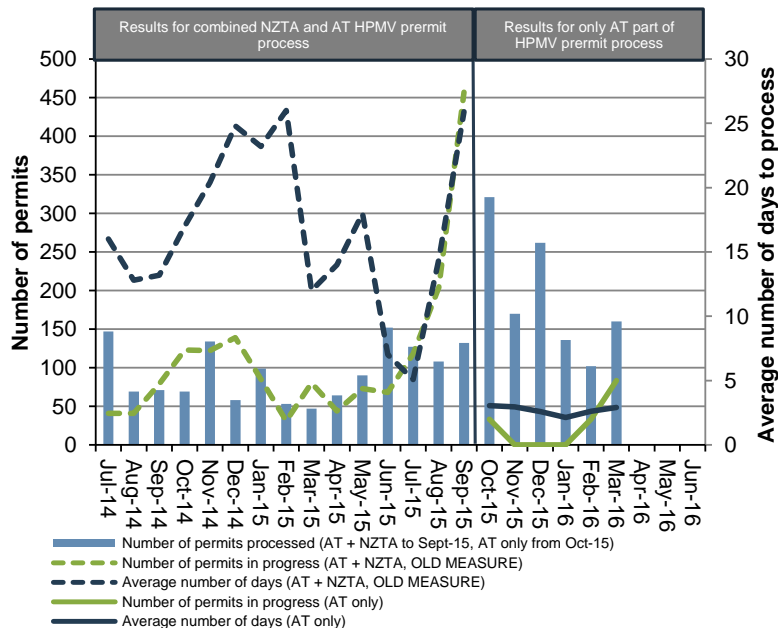
4.2.2 Number of corridor access request applications



There were 1,240 Corridor Access Request (CAR) applications approved during March 2016 compared with 1,347 in March 2015.

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

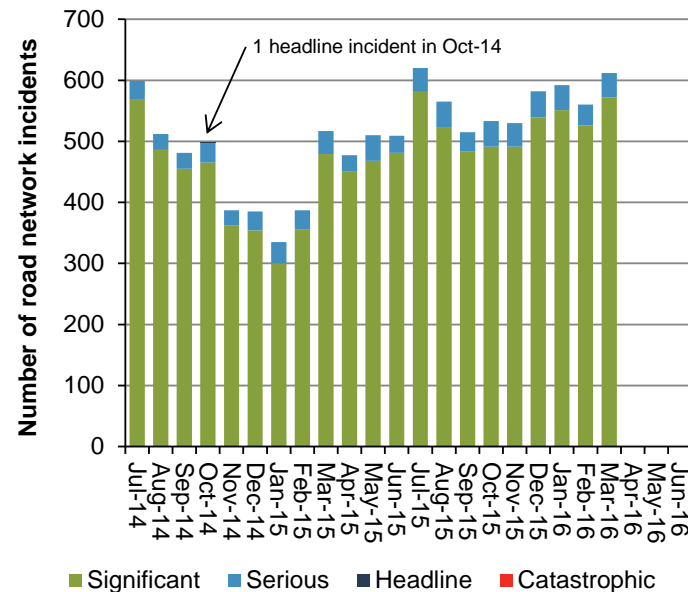
4.2.3 High productivity motor vehicle permits processed



There were 160 HPMV permit applications processed by AT in March. 155 HPMV permits were processed within the target KPI of 4 days and 5 HPMV permits are in progress at month end. The average number of days taken by AT to process the HPMV permits this month was 2.90 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.

4.2.4 ATOC managed incidents



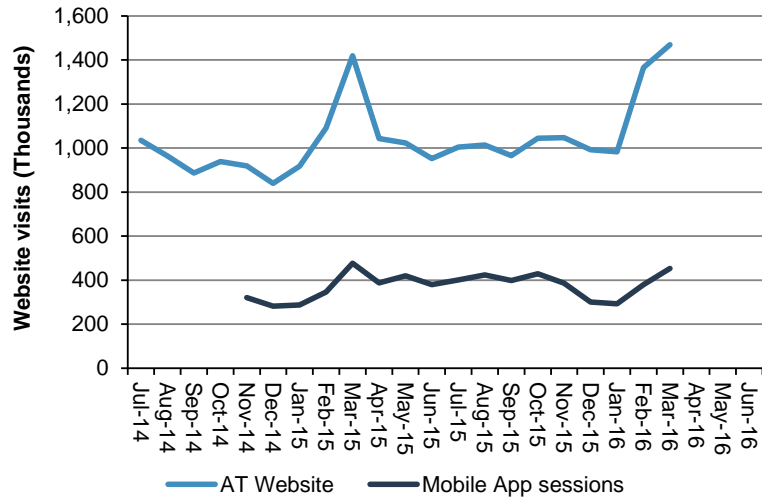
In March 2016, the Auckland Transport Operations Centre (ATOC) managed 2895 incidents on the road network (normal 19, minor 2264, significant 572, serious 40, headline 0, catastrophic 0).

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

ATOC is a multi-agency initiative that manages incidents on both AT's local road and NZTA's state highway networks. The centre is responsible for managing incidents from Taupo to Cape Reinga.

4.3 AT monthly activity report – customer response

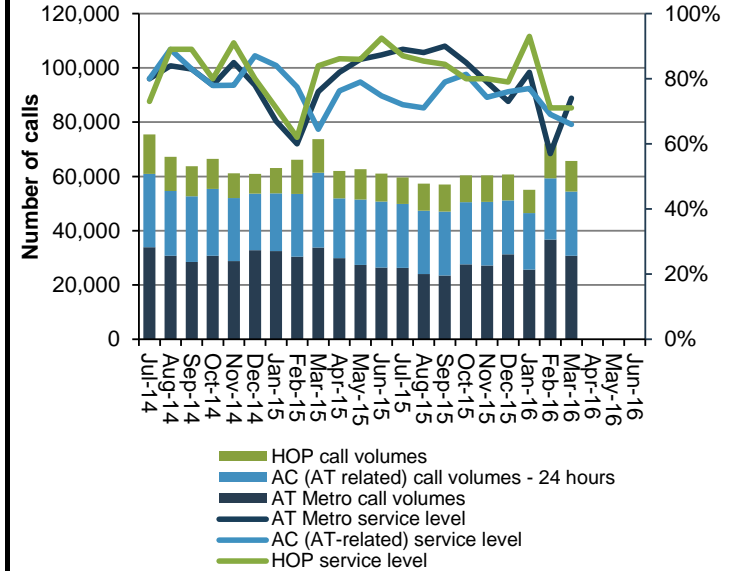
4.3.1 Website visits



There was an 8% increase in visits to the Auckland Transport website in March 2016 (compared to February 2016).

The number of mobile app sessions increased by 19% in March 2016 (compared to February 2016).

4.3.2 Call centre incoming calls and service levels



AT Metro Call Centre
Call volumes at the public transport call centre decreased 16% compared to February 2016, and decreased 9% compared to March 2015. The public transport call centre service level increased 17% compared to February 2016.

AT Hop
AT Hop calls decreased 11% compared to last month. The service level has not changed in the last month and remains at 71%.

Auckland Council (AT-related calls) – 24 Hours
There was a 5% increase in call volumes and a 3% decrease in the service level compared to last month.

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