

Quarterly and Monthly Transport Indicators – June 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 June 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 quarterly report 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.

The final 2015/16 SOI performance report will be provided to the August Board meeting.

SOI summary	
Prioritise rapid, high frequency public transport	Two SOI measures – one <u>on target to exceed</u> performance measure, one <u>on target to meet</u> performance measure
Transform and elevate customer focus and experience	Seven SOI measures – three <u>on target to exceed</u> performance measures, three <u>on target to meet</u> performance measures and one <u>not on target to meet</u> performance measure
Build network optimisation and resilience	Seventeen SOI measures – six <u>on target to exceed</u> performance measures, six <u>on target to meet</u> performance measures, two <u>not on target to meet</u> performance measures, three reported annually with no update this month
Ensure a sustainable funding model	One SOI measure – <u>on target to exceed</u> performance measure
Develop creative, adaptive, innovative implementation	Two SOI measures – one reported quarterly and one annually with no updates 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 **on target to meet** performance measure

- Auckland public transport patronage totalled 82,904,160 passenger boardings for the 12 months to June 2016, an increase of +0.3% on the 12 months to May 2016 and an increase of 3,654,520 (4.6%) on the 12 months to June 2015. June 2016 monthly patronage was 6,957,585, an increase of 214,533 boardings or +3.2% on June 2015, normalised to ~ +3.1% 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 31,048,664 passenger boardings for the 12 months to June 2016, an increase of +0.4% on the 12 months to May 2016. Rapid and Frequent services patronage for June 2016 was 2,658,955, an increase of 181,118 boardings or +7.3% on June 2015.

- Train services totalled 16,786,493 passenger boardings for the 12 months to June 2016, an increase of +1.3% on the 12 months to May 2016 and +20.6% on the 12 months to June 2015. Patronage for June 2016 was 1,484,633, an increase of 219,167 boardings or +17.3% on June 2015, normalised to ~ +15.5%.
- Bus services totalled 60,239,483 passenger boardings for the 12 months to June 2016, a decrease of -0.1% on the 12 months to May 2016 and an increase of +0.7% on the 12 months to June 2015. Bus services patronage for June 2016 was 5,059,150, a decrease of 40,858 boardings or -0.8% on June 2015, normalised to ~ -0.4%.
- Ferry services totalled 5,878,184 passenger boardings for the 12 months to June 2016, an increase of +0.6% on the 12 months to May 2016 and +6.2% on the 12 months to June 2015. Ferry services patronage for June 2016 was 413,802, an increase of 36,224 boardings or +9.6% on June 2015, normalised to ~ +9.6%.
- The proportion of all trips utilising AT HOP was 78.2% in June 2016 (Bus 81.5%, Rail 79.6%, Ferry 32.9%); up from 77.8% in May 2016.

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 and one **not on target to meet** performance measure

- Public transport weighted average punctuality across the July 2015 to June 2016 period was 94.6%.
- 88% of customer service requests relating to roads and footpaths received a response within AT's specified timeframes.¹
- There were 537 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 86%, Ferry 89%).
 - 69% of residents were satisfied with the quality of roads in Auckland, with 65% satisfied with the quality of footpaths, and 65% 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, six **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 57.8% in June 2016, down from 59.7% in May 2016 and up from 56.9% in June 2015. The 12 month average to June 2016 was 60.0%.
- For the 12 months to June 2016, baseline travel times were maintained on nine of the ten key freight routes monitored under AT's SOI. During the month of June 2016, baseline travel times were maintained on six of the ten routes.
- 16.1kms of the local road network was resurfaced / rehabilitated during June 2016. 8.2% of the network has now been resurfaced / rehabilitated across the July 2015 to June 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 the percentage of footpaths in acceptable condition is 99.5%, compared with 99.0% in 2014/15.
- 11.8kms of cycleway have been added to the regional cycle network during the July 2015 to June 2016 period.
- A total of 995,828 cycle trips were recorded for the 12 months to June 2016 across the nine key sites monitored by AT. This represents an increase of 9.9% on the 12 months to June 2015. Cycle trips in the month of June 2016 were 15.1% higher than in June 2015.
- In June 2016, 28% of the arterial network was congested in the AM peak; compared with 23% in June 2015. The 12 month average to June 2016 is 23%.

Ensure a sustainable funding model

SOI summary

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

- The PT farebox recovery ratio was 51.2% in May 2016, compared with 46.9% in May 2015.

Develop creative, adaptive, innovative implementation

SOI summary



Two SOI measures – one reported quarterly and one annually with no updates for either this month

- The number of car trips avoided through travel planning initiatives will available in late July.
- On-street parking occupancy will be reported next in the August 2016 monthly report.
- Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four hours in June 2016 was 89.0%, compared with 94.9% in May 2016.

Attachment

Attachment Number	Description
1	Auckland Transport Quarterly Indicators Report 2015/16 – June 2016
2	Auckland Transport Monthly Indicators Report 2015/16 – June 2016

Document ownership

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