Monthly Transport Indicators – January and February 2017

Recommendation

That the Board receives this report.

Executive summary

1. The attached Monthly Indicators Report provides an overview of AT's performance against its Statement of Intent (SOI) performance measures for January and February 2017 (in a single report). The report also provides supplementary information on the wider Auckland context as well as AT's public transport, road operations and maintenance, and customer response activities.
2. This covering report highlights key trends and significant shifts in the monthly reporting statistics and provides a summary of performance against the SOI measures.

Highlights from the January and February monthly indicators

3. February 2017 was a strong month for public transport. Total public transport and rail boardings have continued to grow, with bus, ferry and total public transport boardings above the monthly target for February, and rail boardings only below by 0.1%. Continued growth means both public transport and rail boardings are on track to meet the respective SOI performance range, with rail boardings only 0.2% behind for the year to date (YTD) estimate and total boardings 1.2% behind (compared to 0.5% and 2.4% behind in December 2016, respectively).
    - Overall public transport patronage totalled 85.7 million boardings for the 12 months to February 2017, an increase of 5.0 per cent, or 4.1 million boardings, on the 12 months to February 2016.
    - Rail boardings totalled 18.4 million for the 12 months to February 2017, an increase of 16.7 per cent, or 2.6 million boardings, on the 12 months to February 2016.
    - Bus boardings totalled 61.2 million for the 12 months to December 2016, an increase of 1.7 per cent, or 1 million, on the 12 months to February 2016.
    - Ferry boardings totalled 6.1 million for the 12 months to December 2016, an increase of 7.4 per cent, or 0.4 million, on the 12 months to February 2017.

4. Boardings on the rapid and frequent network totalled 32.7 million in the 12 months to February 2017, an increase of 8.2 percent, or 2.5 million boardings on the 12 months to February 2016. In percentage terms, this increase was faster than the 5.0 percent increase in total boardings. Growth in rapid and frequent boardings was primarily driven by growth in boardings on the rail network.
5. Travel times on some key arterial freight routes improved in January 2017, due to reduced traffic over the period. However, travel times in February 2017 have returned to December 2016 levels and the travel time targets were not met on six of the ten routes. Travel speed, reliability and congestion also improved in January, but declined in February.
6. Cycling in designated areas continues to grow strongly, and the cumulative cycle count remains well ahead of the trajectory to meet the SOI target. Recorded cycle movements in the city centre continue to grow, but remain below target. There have been no kilometres added to the cycleway network in January and February, and delivery of the cycleway network remains behind the monthly trajectory to meet the SOI target. However, there are several projects including the Waterview Shared Path, Mangere Future Streets and Nelson Street due to be completed in the June 2017 quarter and the estimate is that the yearly target will be met.

Summary of performance against SOI measures

Performance against SOI targets by Theme	
Prioritise rapid, high frequency public transport	Three SOI measures – three **on target to meet** performance measure.
Transform and elevate customer focus and experience	Eight SOI measures – two **on target to exceed** performance measure, one **on target to meet** performance measures and five reported quarterly or annually with no update this month.
Build network optimisation and resilience	Eighteen SOI measures – five **on target to exceed** performance measures, one **on target to meet** performance measures, nine **not on target to meet** performance measures and three reported annually with no update this month.
Ensure a sustainable funding model	One SOI measure – **on target to meet** performance measure.
Develop creative, adaptive, innovative implementation	Four SOI measures – one **on target to meet** and three reported annually with no updates this month.

Attachment

Attachment Number	Description
1	Auckland Transport Monthly Indicators Report 2016/17 – February 2016

Document ownership

Submitted by	Hamish Bunn **ITP Manager**	
Recommended by	Christine Perrins **Manager, Strategic Transport Planning**	
Approved for submission	David Warburton **Chief Executive**	

Glossary

Acronym	Description
SOI	Statement of Intent 2016/17-2018/19

Attachment 1

Auckland Transport Monthly Indicators Report 2016/17

February 2017

Auckland Transport
An Auckland Council Organisation

Table of Contents

1.1 SOI performance measures

Strategic theme	Measure	SOI 2016/17 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	88.97 million	●	●	●	●	●	●	●	●					12 month rolling total: 85.7m	Page 13
	Total rail boardings (millions)	19.5 million	●	●	●	●	●	●	●	●					12 month rolling total: 18.4m	Page 14
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●	●					8.2% growth in RTN + FTN boardings exceeds 5.0% growth in total boardings.	Page 13
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	84%			●			●							December result: 86%	Page 15
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%			●			●							December result: 66%	Page 16
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%			●			●							December result: 61%	Page 16
	Percentage of residents satisfied with road safety in the Auckland region	60–65%			●			●							December result: 66%	Page 16
	PT punctuality (weighted average across all modes)	93%	●	●	●	●	●	●	●	●					YTD average: 96.1%	Page 17
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved	●	●	●	●	●	●	●	●					12 month rolling average: 59%	Page 23
	New cycleways added to regional cycle network	16.4 km	●	●	●	●	●	●	●	●					YTD completion: 5.2km	Page 27
	Annual number of cycling trips in designated areas in Auckland (all day)	1.2 million	●	●	●	●	●	●	●	●					YTD: 1,138,243	Page 27
	Annual cycle movements in the Auckland city centre	1,847,000	●	●	●	●	●	●	●	●					YTD: 1,127,020	Page 27
	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 - 12mins SEART W - 10mins Harris E - 12mins Harris W - 10mins GSR N - 12mins GSR S - 12mins Kaka E - 8mins Kaka W - 7mins Wairau W - 9mins Wairau E - 9mins	Page 24–26

● 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

1.1 SOI performance measures

Strategic theme	Measure	SOI 2016/17 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	47–50%	●	●	●	●	●	●	●	●					February result: 47.9%	Page 28
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70–90%		●			●			●					February 2017 rolling average: 85.8%	Page 29
	Number of car trips avoided through travel planning initiatives	18,400													N/A	Page 29

Note 1 Three measures are not reported until the end of the financial year:
- Active and sustainable transport mode share at schools where the Travelwise programme is implemented
- Active and sustainable transport mode share for morning peak commuters, where the commute programme is implemented
- Local road deaths and serious injuries per 100 million vehicle kilometres travelled.

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

▮ Data not available

1.2 Department of Internal Affairs (DIA) mandatory performance measures[1]

Strategic theme	Measure	SOI 2016/17 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 (End of year target: 528)	●	●	●	●	●								12 month rolling total to November 2016: 523	Page 31
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●	●	●	●	●	●					12 month rolling average: 88%	Page 31
Build network optimisation and resilience	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 82%													N/A	Page 31
		Rural 92%													N/A	Page 31
	Percentage of the sealed local road network that is resurfaced	8%	●	●	●	●	●	●	●	●					Behind trajectory to meet Target.	Page 32
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													N/A	Page 32

● 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 Boardings breakdown

	January - 2016/17 Actual v SOI									
	Month				YTD				SOI 2016/17	Projected Forecast 2016/17
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	3,809,696	3.2%	3,883,362	-1.9%	34,301,778	1.5%	35,425,129	-3.2%	63,360,000	62,000,000
2. Train (Rapid) Total:	1,215,577	17.9%	1,185,846	2.5%	10,537,323	16.7%	10,555,558	-0.2%	19,500,000	19,500,000
3. Ferry (Connector Local) Total:	617,484	8.8%	590,240	4.6%	3,516,378	6.4%	3,419,011	2.8%	6,113,500	6,200,000
Total Patronage	5,642,757	6.6%	5,659,448	-0.3%	48,355,479	4.8%	49,399,698	-2.1%	88,973,500	87,700,000
Rapid and Frequent	2,132,062	13.5%	2,016,683	5.7%	18,823,015	9.7%	18,345,254	2.6%	33,322,000	32,908,742

	January - 2016/17											
	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:	3,809,696	3,692,382	117,314	3.2%	3.8%	60,753,780	0.2%	456,309	0.8%	34,301,778	514,233	1.5%
- Busway (Rapid) Bus	301,383	271,763	29,620	10.9%		4,620,089	0.6%	856,849	22.8%	2,644,069	445,380	20.3%
- Frequent Bus	615,102	576,076	39,026	6.8%		9,804,315	0.4%			5,641,623		
- Connector Local Targeted Bus	2,893,211	2,844,543	48,668	1.7%		46,329,376	0.1%	496,994	1.1%	26,016,086	352,000	1.4%
2. Train (Rapid) Total:	1,215,577	1,031,233	184,344	17.9%	20.2%	18,295,501	1.0%	2,748,267	17.7%	10,537,323	1,509,008	16.7%
- Western Line	415,847	385,417	30,430	7.9%		6,352,875	0.5%	1,089,963	20.7%	3,617,129	582,723	19.2%
- Eastern Line	340,662	273,911	66,751	24.4%		4,995,386	1.4%	776,002	18.4%	2,930,215	494,294	20.3%
- Onehunga Line	94,055	77,402	16,653	21.5%		1,282,294	1.3%	128,007	11.1%	753,355	84,692	12.7%
- Southern Line	336,982	275,601	61,381	22.3%		5,285,534	1.2%	709,418	15.5%	3,016,160	309,094	11.4%
- Pukekohe Line	28,031	18,902	9,129	48.3%		379,412	2.5%	44,877	13.4%	220,464	38,205	21.0%
3. Ferry (Connector Local) Total:	617,484	567,521	49,963	8.8%	11.0%	6,089,933	0.8%	395,528	6.9%	3,516,378	211,749	6.4%
- Contract	95,415	93,945	1,470	1.6%		1,354,873	0.1%	90,699	7.2%	762,349	39,786	5.5%
- Exempt Services	522,069	473,576	48,493	10.2%		4,735,060	1.0%	304,829	6.9%	2,754,029	171,963	6.7%
Total Patronage	5,642,757	5,291,136	351,621	6.6%	7.7%	85,139,214	0.4%	3,600,104	4.4%	48,355,479	2,234,990	4.8%
Rapid and Frequent	2,132,062	1,879,072	252,990	13.5%		32,719,905	0.4%	2,707,582	8.1%	18,823,015	1,671,241	9.7%
Connector Local Targeted	3,510,695	3,412,063	98,631	2.9%		52,419,309	0.2%	892,522	1.7%	29,532,464	563,749	1.9%
Total Patronage	5,642,757	5,291,136	351,621	6.6%	7.7%	85,139,214	0.4%	3,600,104	4.4%	48,355,479	2,234,990	4.8%

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

Rapid & Frequent - Can only measure accurately frequent services for current actuals as they are often part of larger services with new systems from Dec 2015. Splitting Bus Patronage into its service layers requires origin and destination data and timetables. Change 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 Boardings breakdown

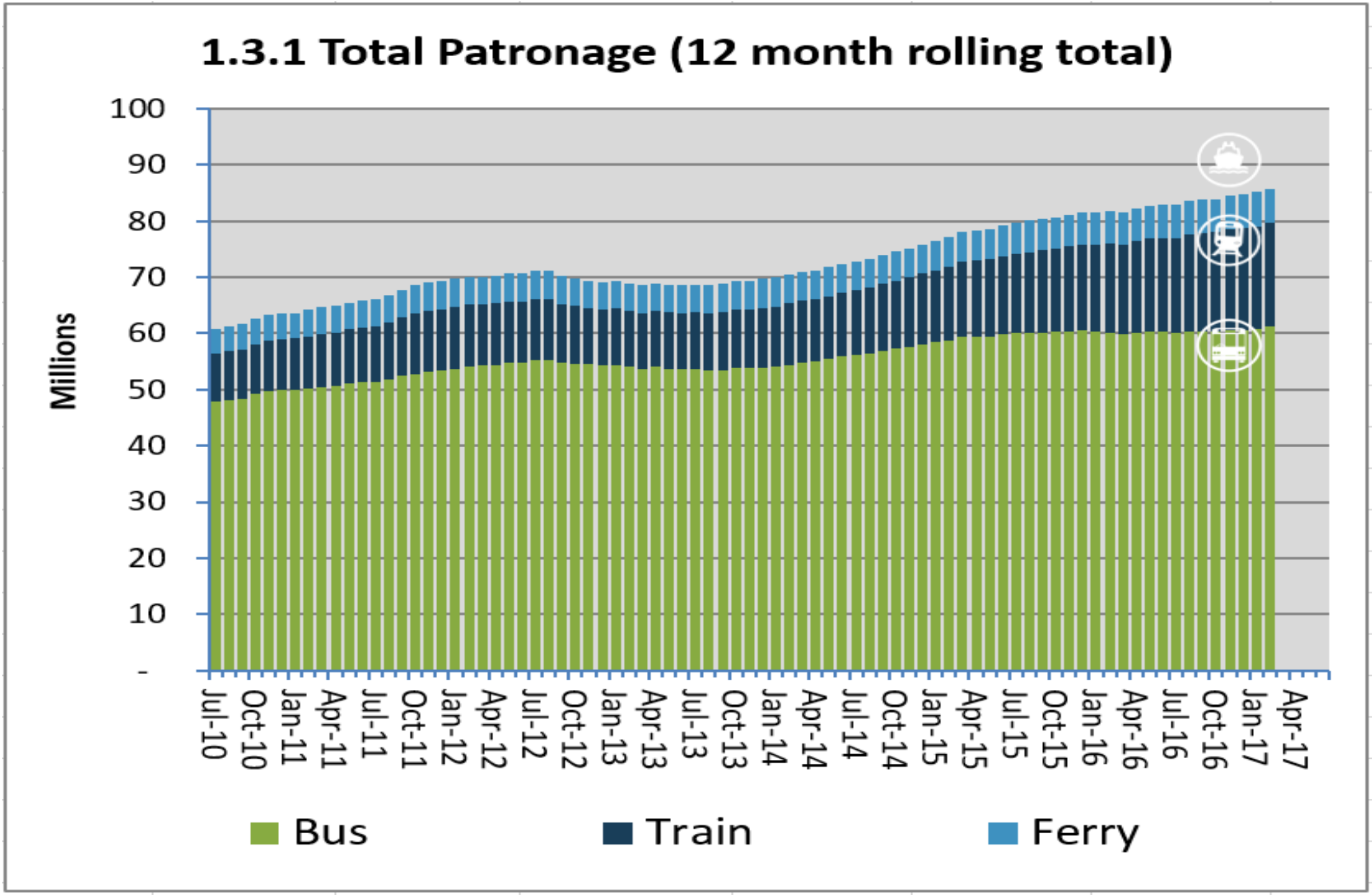
	February - 2016/17 Actual v SOI									
	Month				YTD				SOI 2016/17	Projected Forecast 2016/17
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	5,163,265	8.4%	4,839,475	6.7%	39,465,043	2.4%	40,264,604	-2.0%	63,360,000	62,000,000
2. Train (Rapid) Total:	1,618,199	10.3%	1,619,527	-0.1%	12,155,522	15.8%	12,175,085	-0.2%	19,500,000	19,500,000
3. Ferry (Connector Local) Total:	601,312	6.3%	568,071	5.9%	4,117,690	6.4%	3,987,082	3.3%	6,113,500	6,200,000
Total Patronage	7,382,776	8.6%	7,027,073	5.1%	55,738,255	5.3%	56,426,771	-1.2%	88,973,500	87,700,000
Rapid and Frequent	2,787,697	12.6%	2,565,602	8.7%	21,610,712	10.1%	20,910,856	3.3%	33,322,000	32,846,000

	February - 2016/17											
	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:	5,163,265	4,765,298	397,967	8.4%	5.4%	61,151,747	0.7%	1,006,588	1.7%	39,465,043	912,200	2.4%
- Busway (Rapid) Bus	394,835	342,865	51,970	15.2%		4,672,059	1.1%	833,950	21.7%	3,038,904	497,350	19.6%
- Frequent Bus	774,663	666,600	108,063	16.2%		9,550,628	1.1%			6,416,286		
- Connector Local Targeted Bus	3,993,767	3,755,833	237,934	6.3%		46,929,060	0.5%	1,147,146	1.7%	30,009,853	589,934	2.0%
2. Train (Rapid) Total:	1,618,199	1,466,447	151,752	10.3%	18.0%	18,447,253	0.8%	2,643,454	16.7%	12,155,522	1,660,760	15.8%
- Western Line	592,985	565,069	27,916	4.9%		6,380,791	0.4%	977,318	18.1%	4,210,114	610,639	17.0%
- Eastern Line	422,172	356,347	65,825	18.5%		5,061,211	1.3%	789,540	18.5%	3,352,387	560,119	20.1%
- Onehunga Line	106,776	99,592	7,184	7.2%		1,289,478	0.6%	138,765	12.1%	860,131	91,876	12.0%
- Southern Line	458,979	417,510	41,469	9.9%		5,327,003	0.8%	684,383	14.7%	3,475,139	350,563	11.2%
- Pukekohe Line	37,287	27,929	9,358	33.5%		388,770	2.5%	53,448	15.9%	257,751	47,563	22.6%
3. Ferry (Connector Local) Total:	601,312	565,713	35,599	6.3%	9.6%	6,125,532	0.6%	420,893	7.4%	4,117,690	247,348	6.4%
- Contract	112,358	108,155	4,203	3.9%		1,359,076	0.3%	90,099	7.1%	874,707	43,989	5.3%
- Exempt Services	488,954	457,558	31,396	6.9%		4,766,456	0.7%	330,794	7.5%	3,242,983	203,359	6.7%
Total Patronage	7,382,776	6,797,406	585,370	8.6%	8.0%	85,724,532	0.7%	4,070,990	5.0%	55,738,255	2,820,372	5.3%
Rapid and Frequent	2,787,697	2,475,912	311,785	12.6%		32,669,940	1.0%	2,484,896	8.2%	21,610,712	1,983,026	10.1%
Connector Local Targeted	4,595,079	4,321,546	273,533	6.3%		53,054,591	0.5%	1,568,039	3.0%	34,127,543	837,346	2.5%
Total Patronage	7,382,776	6,797,458	585,318	8.6%	8.0%	85,724,532	0.7%	4,070,990	5.0%	55,738,255	2,820,372	5.3%

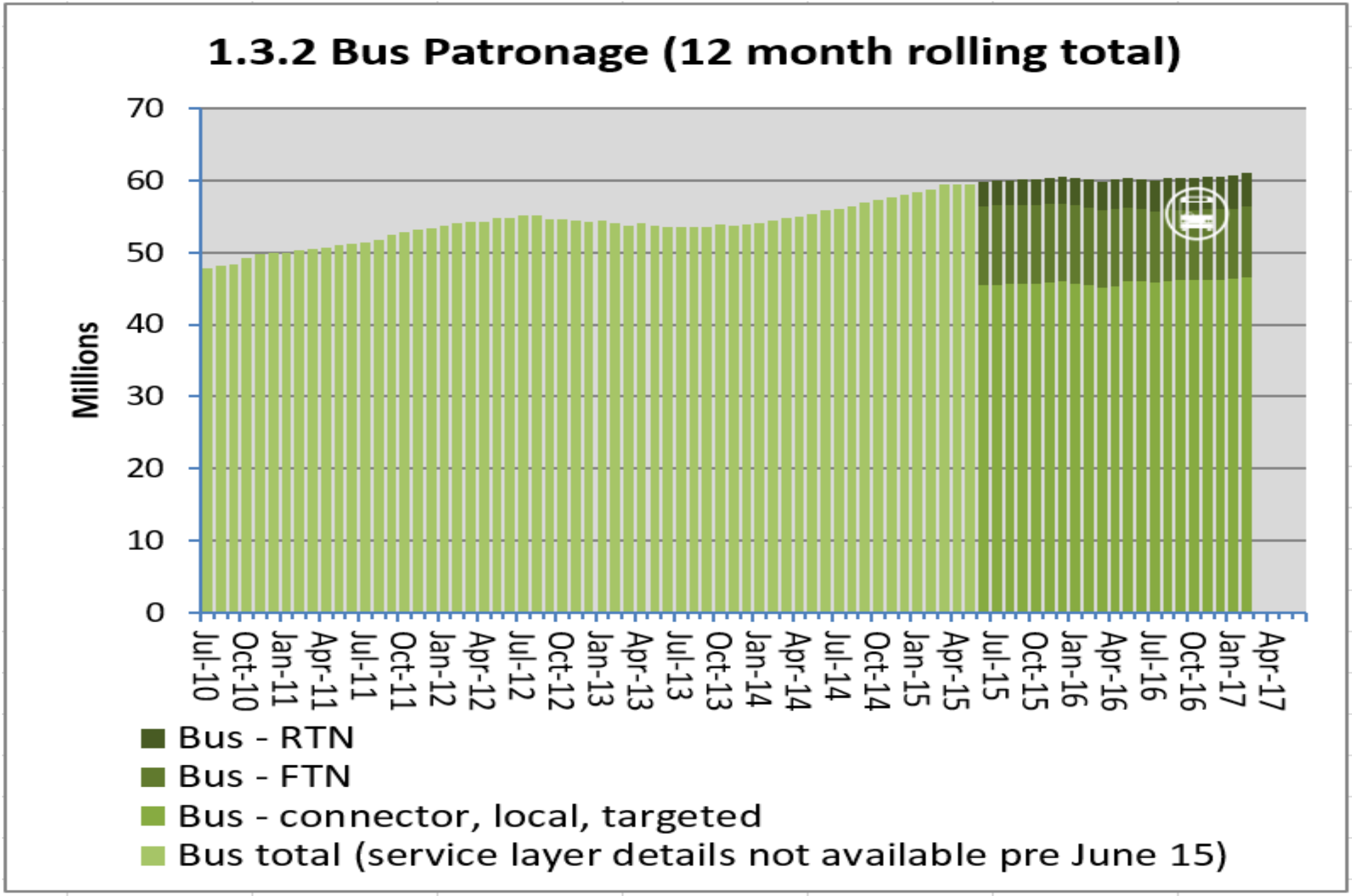
* Normalised % - Change is done at the mode level, as special events is not available at lower service layers.

Rapid & Frequent - Can only measure accurately frequent services for current actuals as they are often part of larger services with new systems from Dec 2015. Splitting Bus Patronage into its service layers requires origin and destination data and timetables. Change of source data for accuracy and automation from printed timetables to real time timetables, which has lowered the number of frequent services.

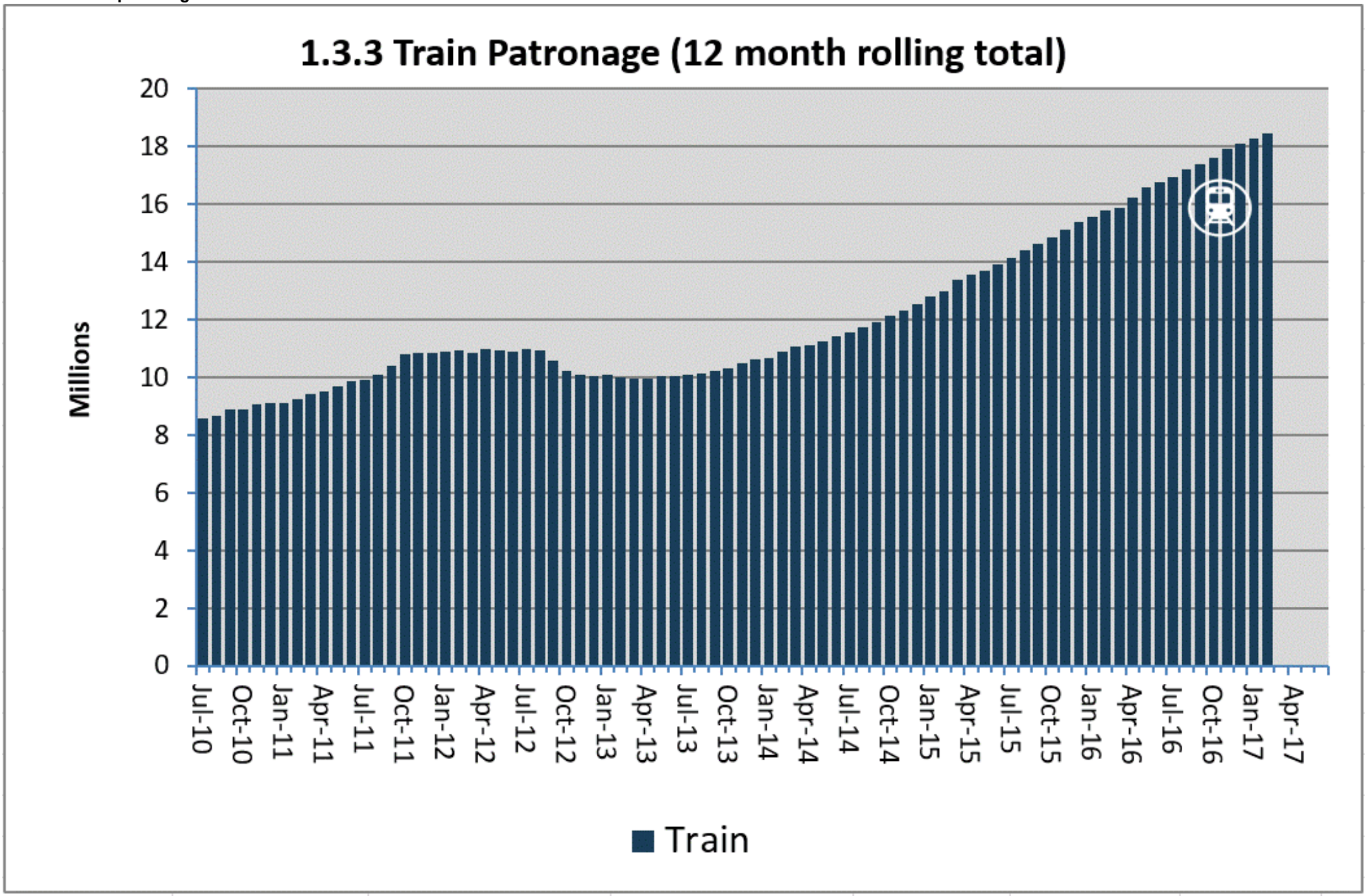
1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown

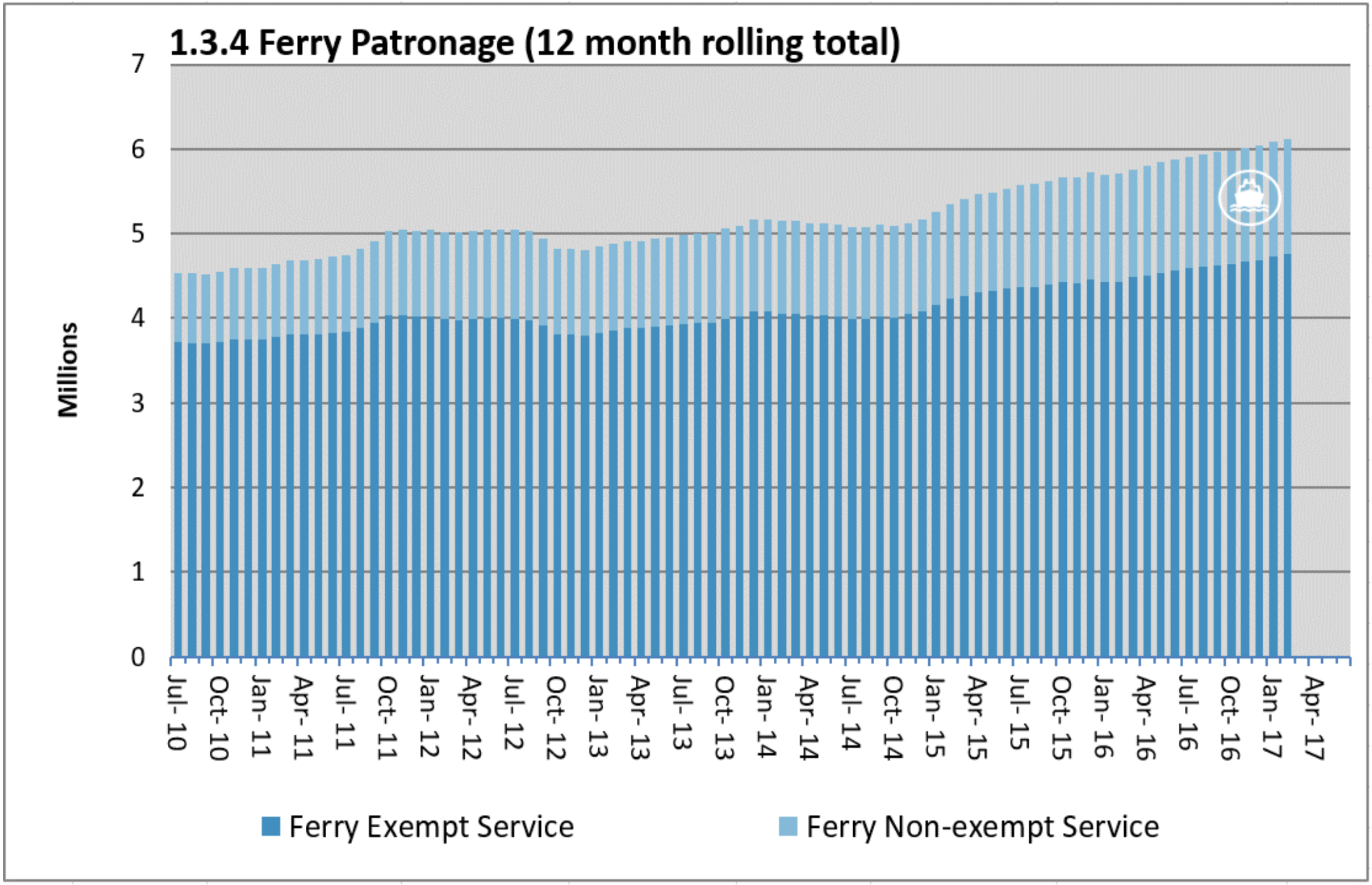
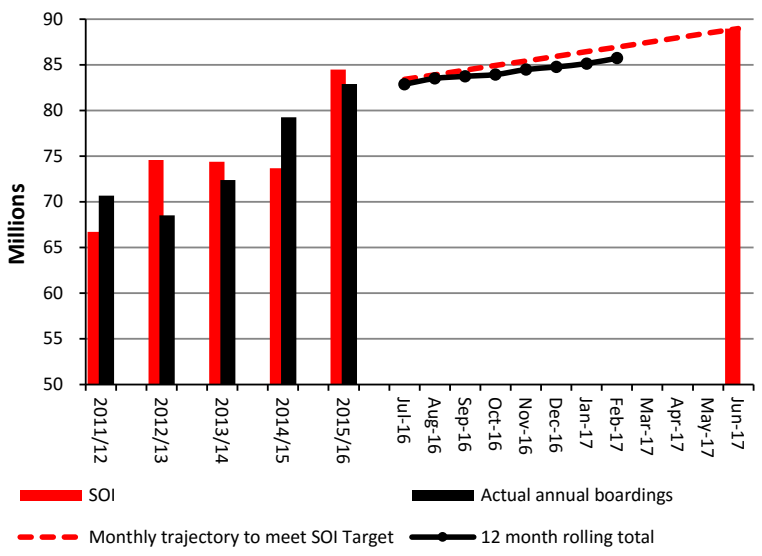


Table of Contents

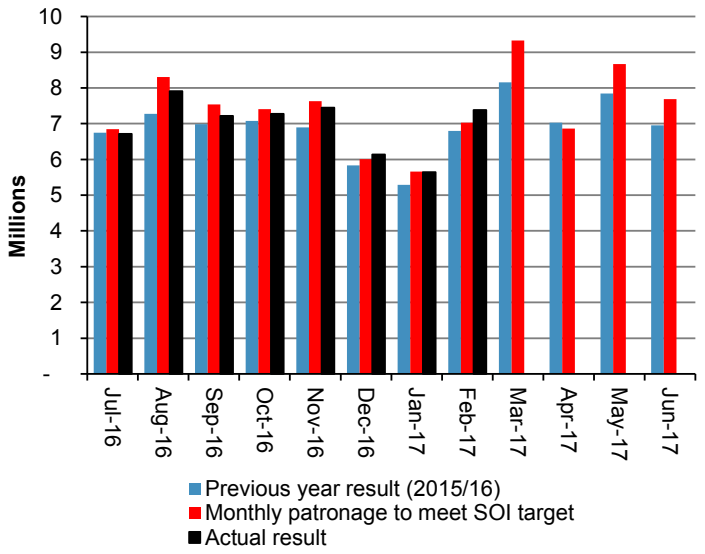
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



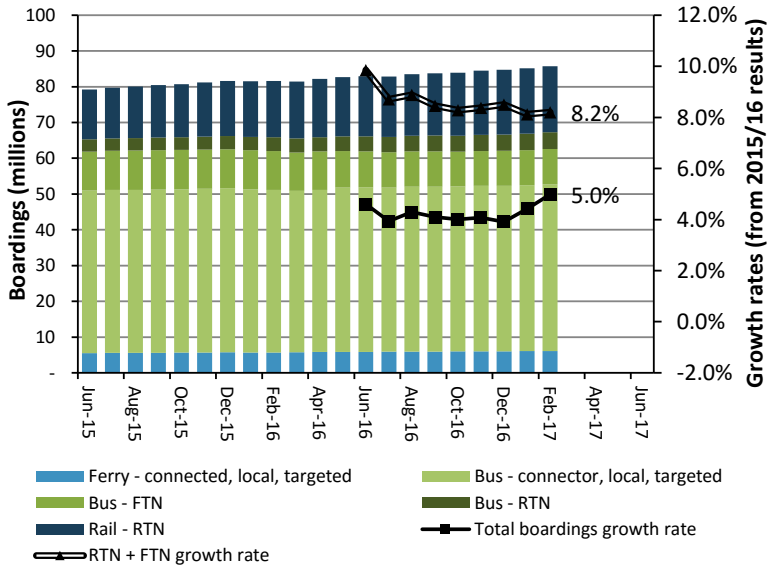
PT patronage totalled 85,724,532 passenger boardings for the 12 months to February 2017, an increase of 0.7% on the 12 months to January 2017 and an increase of 5% on the 12 months to February 2016.

2.1.2 Monthly public transport boardings (millions)



February monthly patronage was 7,382,776 an increase of 8.6% (585,370 boardings) on February 2016, normalised to an increase of ~+8.0% once adjustments are made to take into account special events and the number of business and weekend days in the month.

2.1.3 Boardings on rapid or frequent network



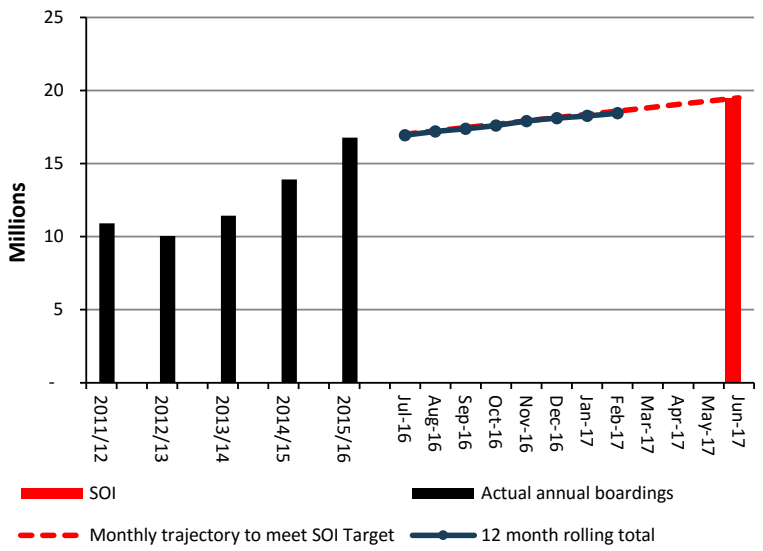
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

This figure shows the 12 month rolling patronage total for each PT service layer. Rates of growth are based on the 12 month rolling total to February 2017 compared to the 12 month rolling total to February 2016.

RTN + FTN patronage increased by 8.2% for the 12 months to February 2017, a faster rate than total patronage which increased by 5.0%.

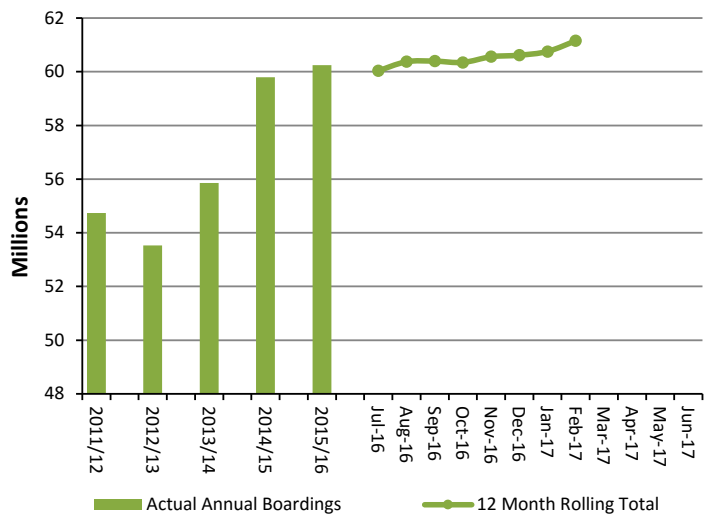
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



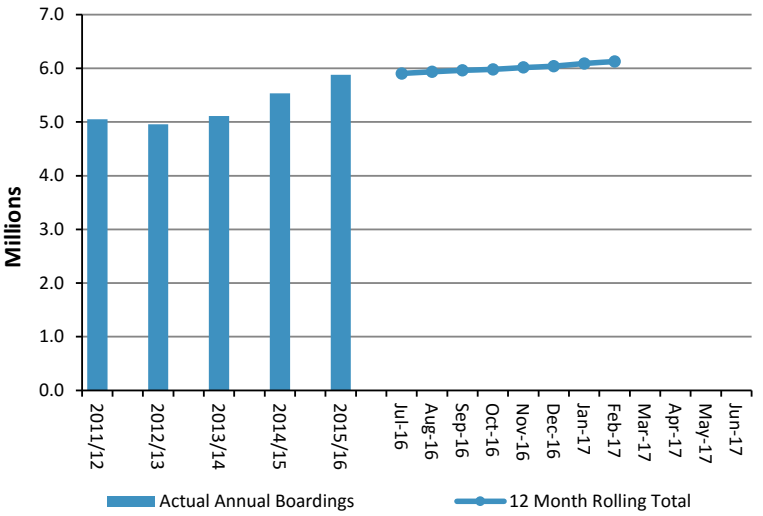
Rail patronage totalled 18,447,253 passenger boardings for the 12 months to February 2017, an increase of 0.8% on the 12 months to January 2017 and 16.7% on the 12 months to February 2016.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 61,151,747 passenger boardings for the 12 months to February 2017, an increase of 0.7% on the 12 months to January 2017 and an increase of 1.7% on the 12 months to February 2016.

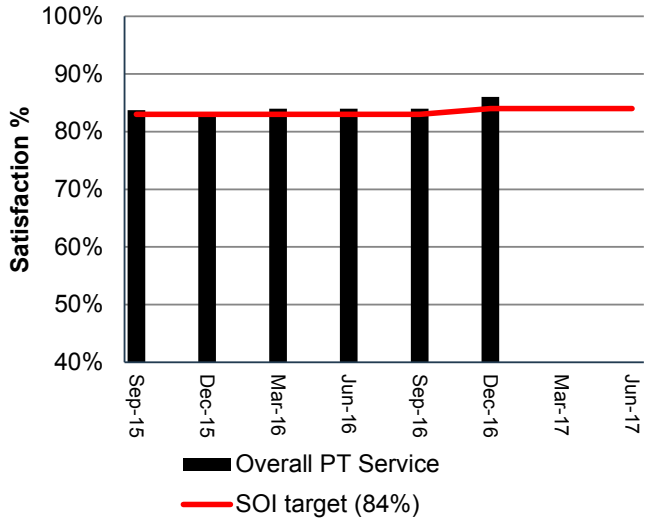
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,125,532 passenger boardings for the 12 months to February 2017, an increase of 0.6% on the 12 months to January 2017 and 7.4% on the 12 months to February 2016.

2.2 Transform and elevate customer focus and experience

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

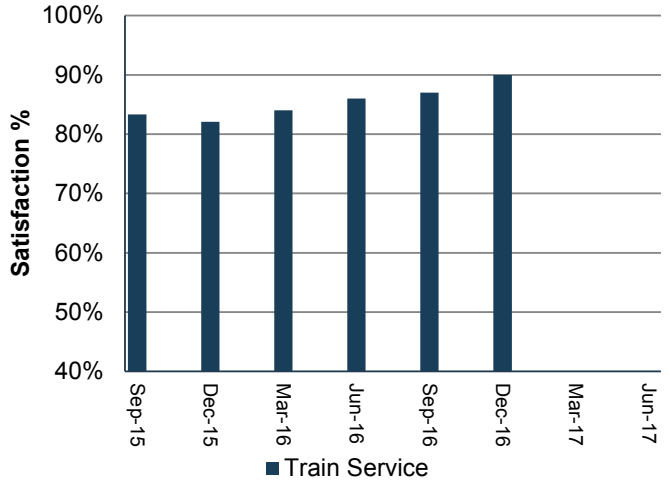


Satisfaction data are collected quarterly with the next results due in March 2017.

In December 2016, overall satisfaction with public transport services (86%) was up two percentage points compared with the September 2016 result (84%).

Satisfaction was up three percentage points compared to the December 2015 result.

2.2.2 Percentage of passengers satisfied with their train service

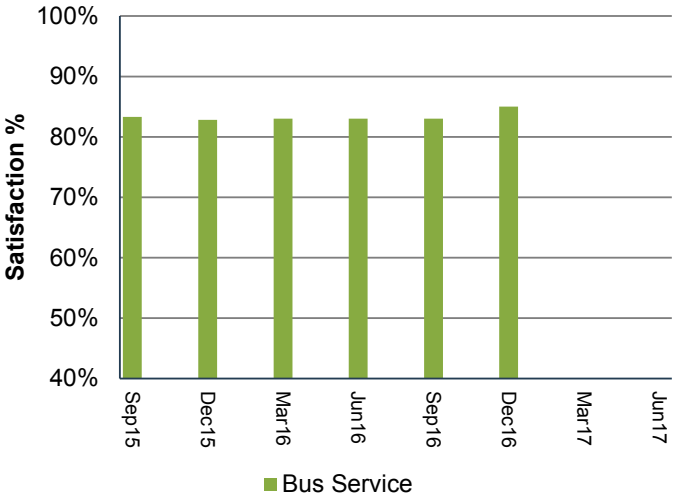


Satisfaction data are collected quarterly with the next results due in March 2017.

In December 2016, satisfaction with train services (90%) was up three percentage points compared with the September 2016 result (87%).

Satisfaction was up seven percentage points compared to the December 2015 result.

2.2.3 Percentage of passengers satisfied with their bus service

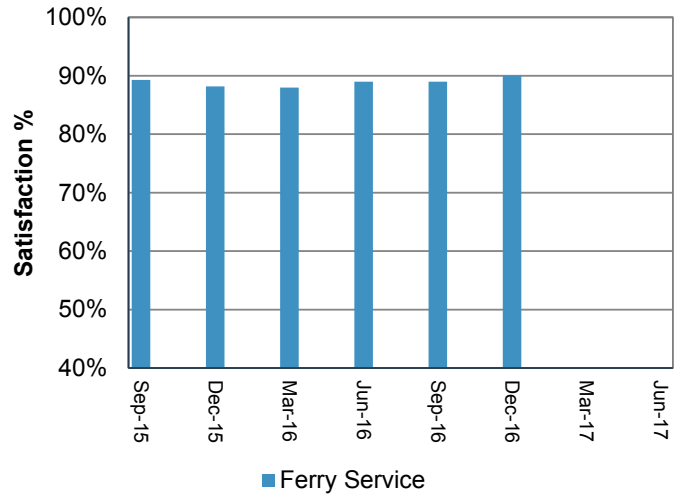


Satisfaction data are collected quarterly with the next results due in March 2017.

In December 2016, satisfaction with bus services (85%) was up two percentage points compared with the September 2016 result (83%).

Satisfaction was up two percentage points compared to the December 2015 result.

2.2.4 Percentage of passengers satisfied with their ferry service



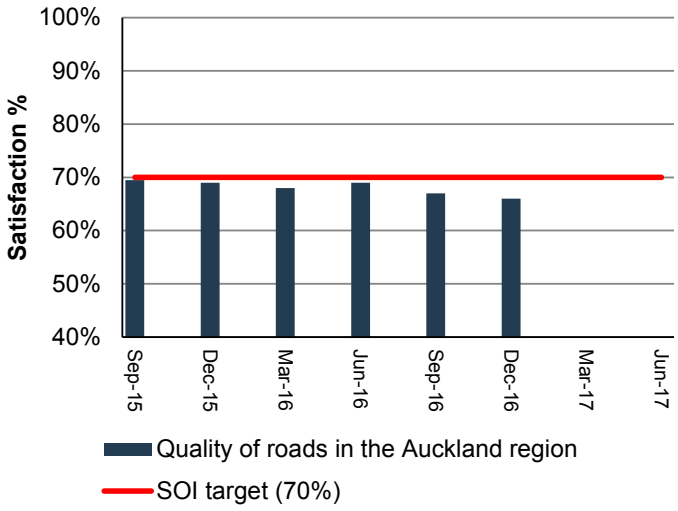
Satisfaction data are collected quarterly with the next results due in March 2017.

In December 2016, satisfaction with ferry services (90%) was up one percentage point compared with the September 2016 result (89%).

Satisfaction was up two percentage points compared to the December 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

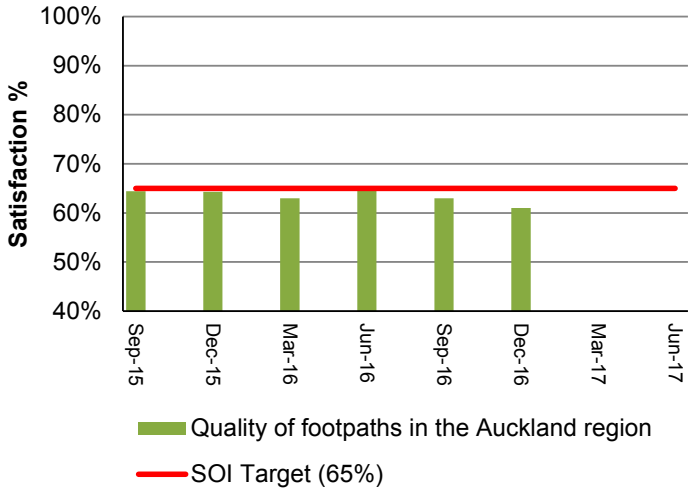


Satisfaction data are collected quarterly with the next results due in March 2017.

In December 2016, satisfaction with the quality of roads in Auckland (66%) was down one percentage point compared with the September 2016 result (67%).

Satisfaction was down three percentage points compared to the December 2015 result.

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

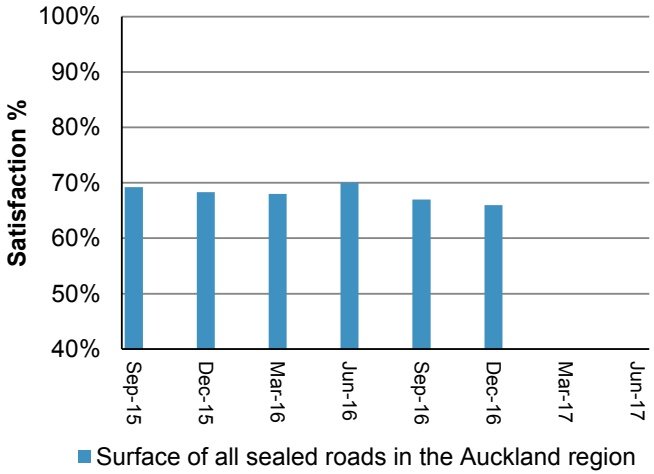


Satisfaction data are collected quarterly with the next results due in March 2017.

In December 2016, satisfaction with the quality of footpaths in Auckland (61%) was down two percentage points compared with the September 2016 result (63%).

Satisfaction was down three percentage points compared to the December 2015 result.

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

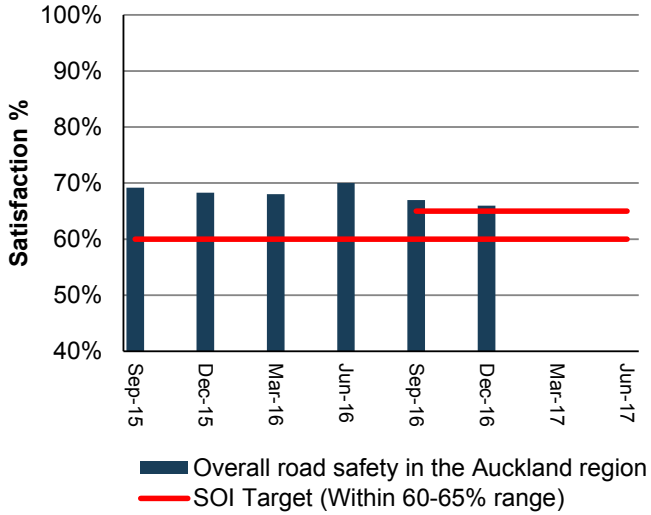


Satisfaction data are collected quarterly with the next results due in March 2017.

In December 2016, satisfaction with the surface of all sealed roads in Auckland (66%) was down one percentage point compared with the September 2016 result (67%).

Satisfaction was down two percentage points compared to the December 2015 result.

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



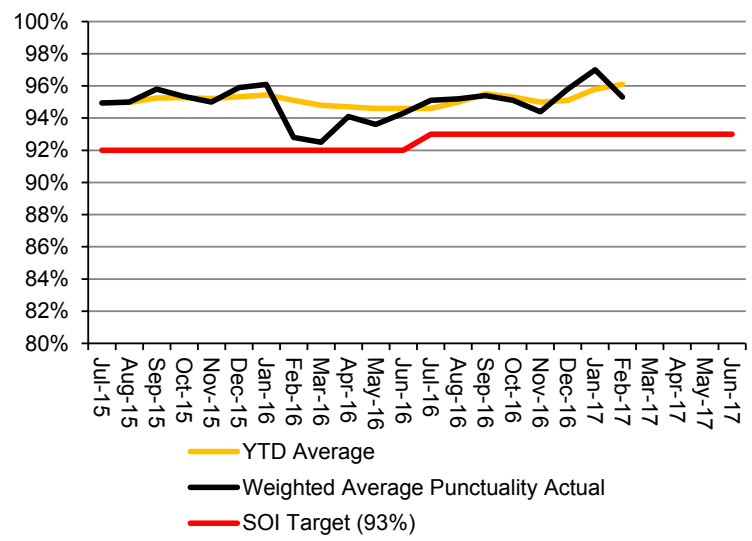
Satisfaction data are collected quarterly with the next results due in March 2017.

In December 2016, satisfaction with road safety in Auckland (66%) was down one percentage point compared with the September 2016 result (67%).

Satisfaction was down two percentage points compared to the December 2015 result.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

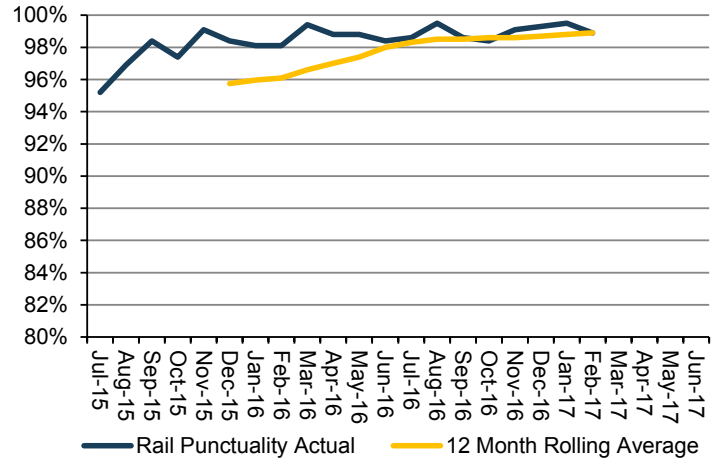


Target met (YTD average in February 2017 = 96.1%; SOI target 93%).

PT weighted average punctuality for the month of February 2017 was 95.3%.

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

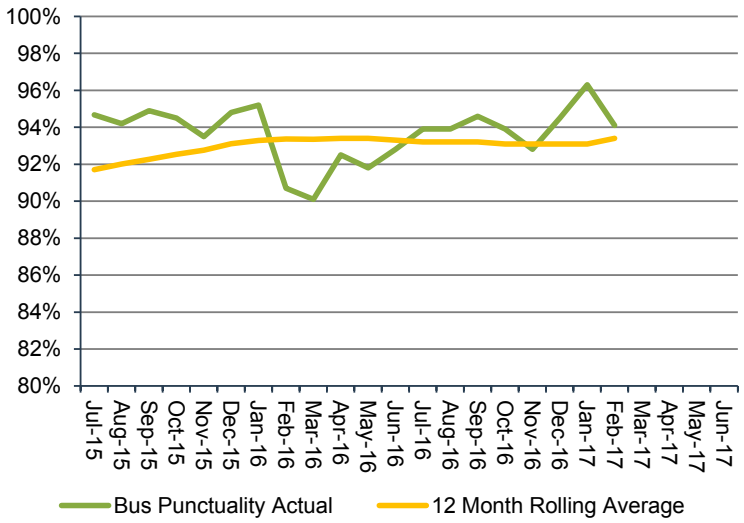
2.2.10 Rail services punctuality



Rail service punctuality in February 2017 and for the 12 months to February 2017 was 98.9%.

Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late. Please note that prior to January 2015, rail punctuality was measured differently (based on arrival at destination rather than departure from origin). This measure is reported in figure 4.1.5.

2.2.11 Bus services punctuality

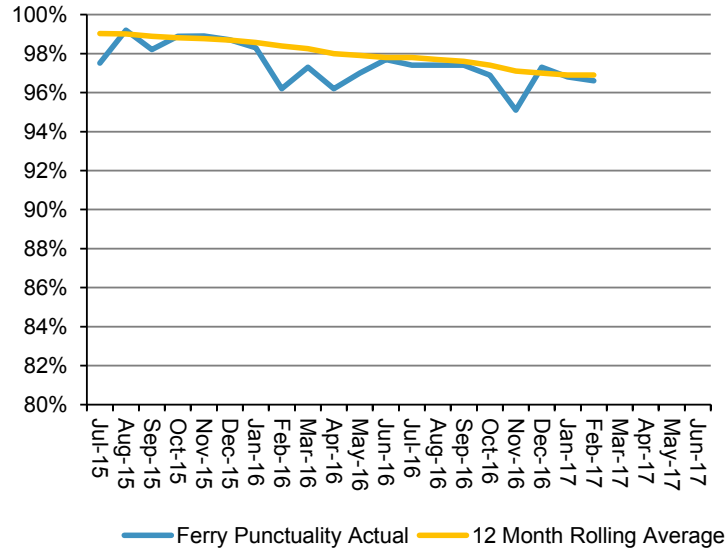


Bus service punctuality in February 2017 was 94.1%, and 93.4% for the 12 months to February 2017.

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

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

2.2.12 Ferry services punctuality

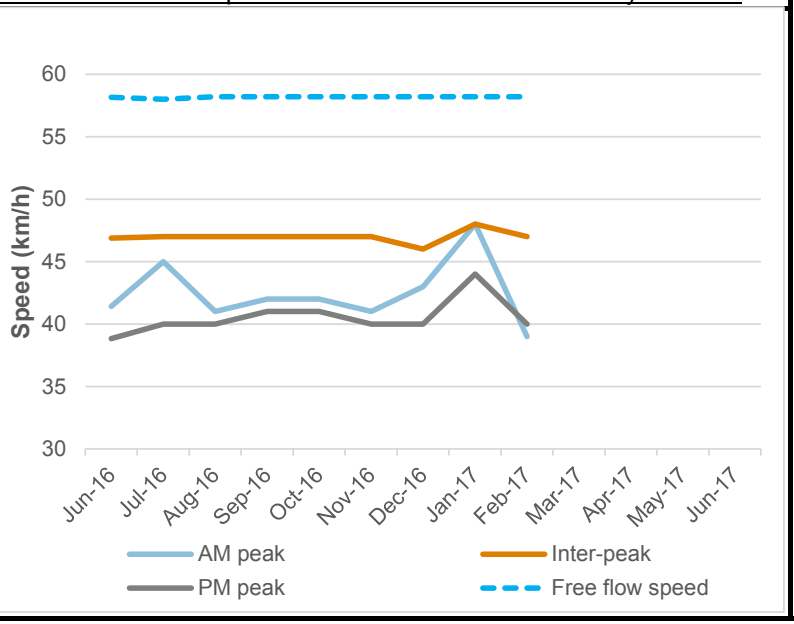


Ferry service punctuality in February 2017 was 96.6% and 96.9% for the 12 months to February 2017.

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

2.3 Build network optimisation and resilience

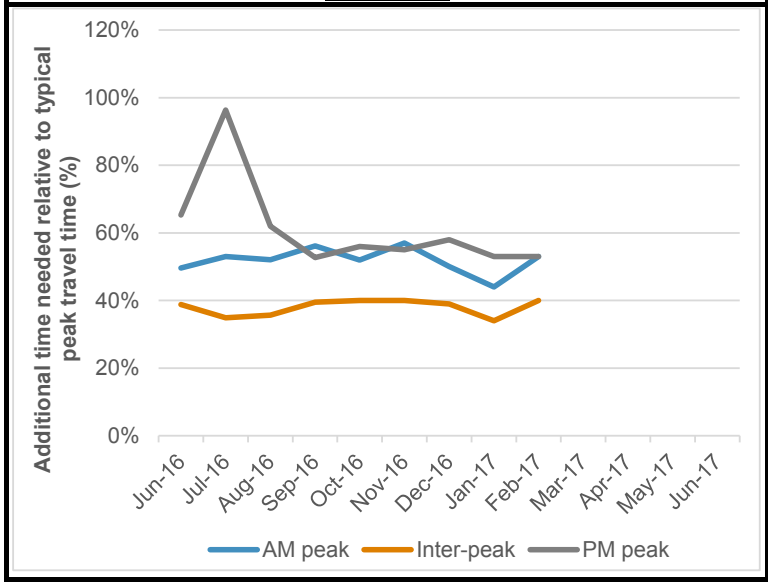
2.3.1 Median travel speed across arterial and motorway network



This figure shows median travel speed across the arterial and motorway networks during the AM peak, inter-peak and PM peak periods. The average free flow speed of 58.2 km per hour has been provided as a comparator.

During February 2017, the median travel speed during the AM peak was 39 km per hour, below the average of 42.6 km per hour for July 16 to Feb 17.

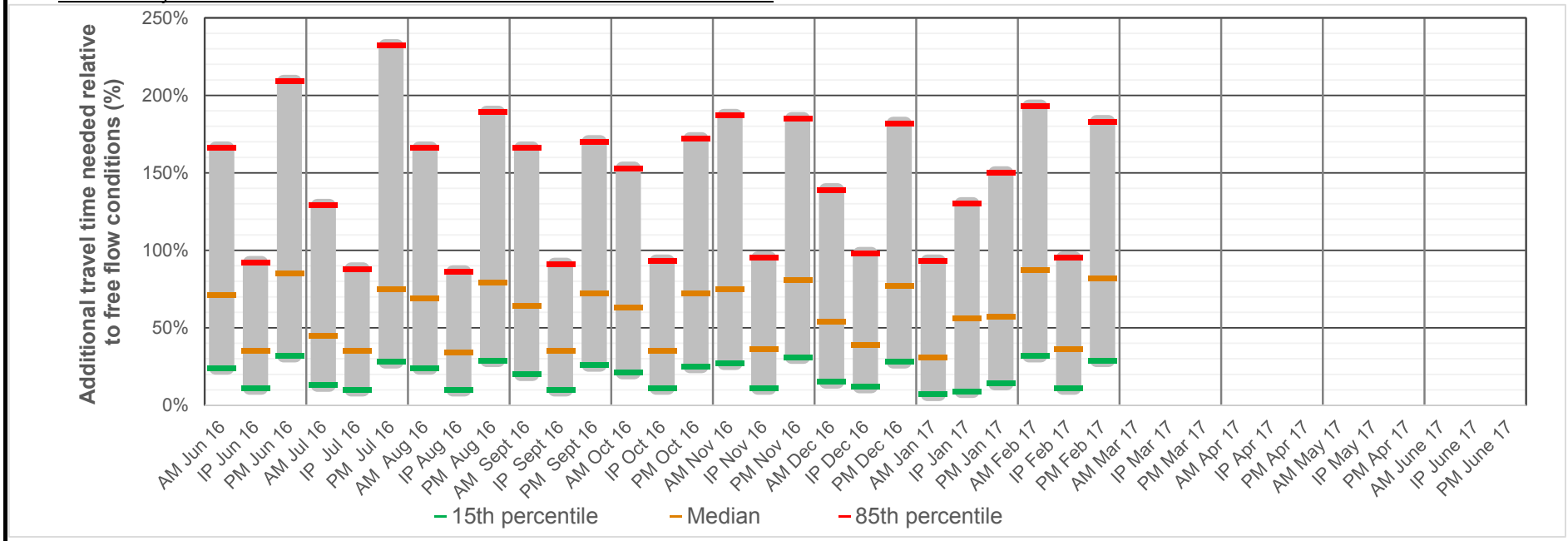
2.3.2 Reliability: additional travel time needed relative to typical travel time



This figure shows the difference between the typical (median) and the 85th percentile* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.

During the Feb 17 AM peak, the 85th percentile was 53% longer than the typical travel time. Therefore, if a typical AM peak journey took 20 minutes, a motorist would need to allow an additional 10.6 minutes, for a total of 30.6 minutes, to be 85% certain of arriving on time.

2.3.3 Delay: additional travel time needed relative to free flow conditions



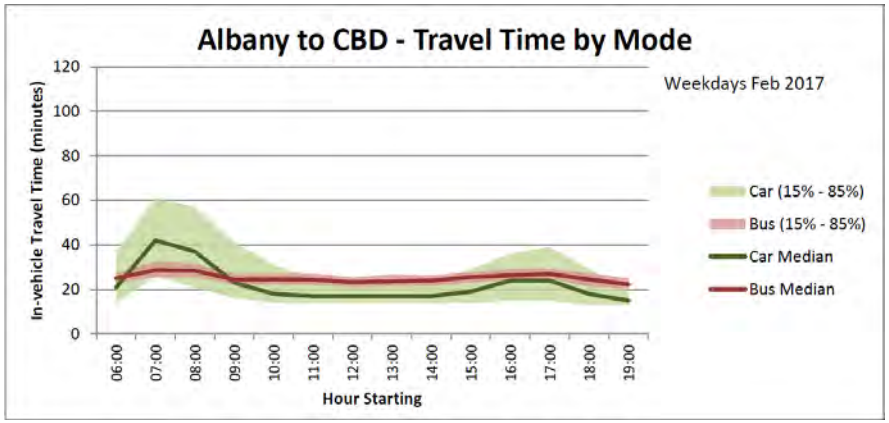
This figure shows AM peak, inter-peak and PM peak travel times for the 15th percentile, typical (median) and 85th percentile* trips on the combined arterial and motorway network, relative to free flow conditions.

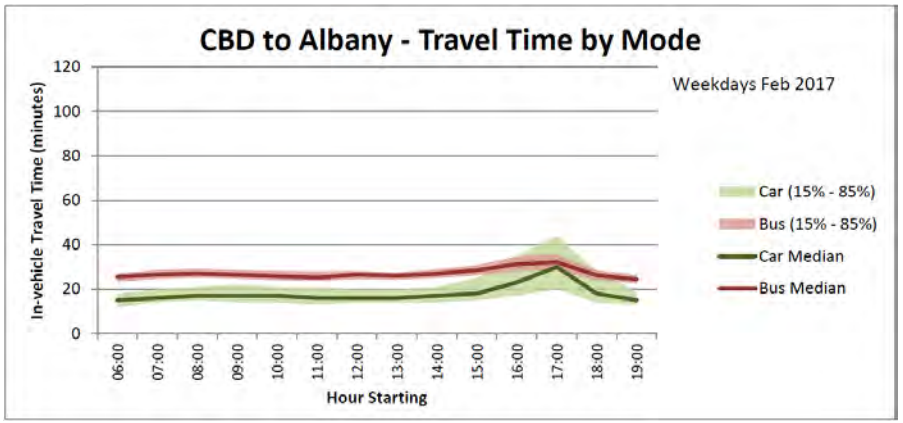
During the Feb 17 AM peak, the 15th percentile delay was 32%, typical delay was 87% while the 85th percentile delay was 193%.

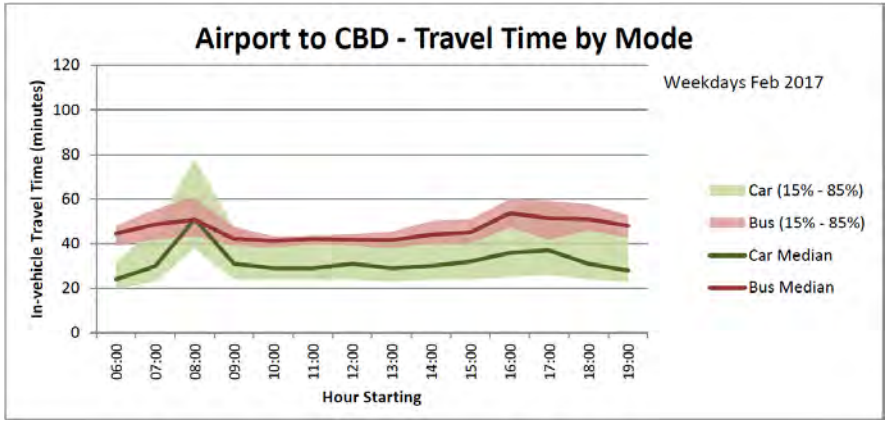
*85% of all trips will take less than the 85th percentile.

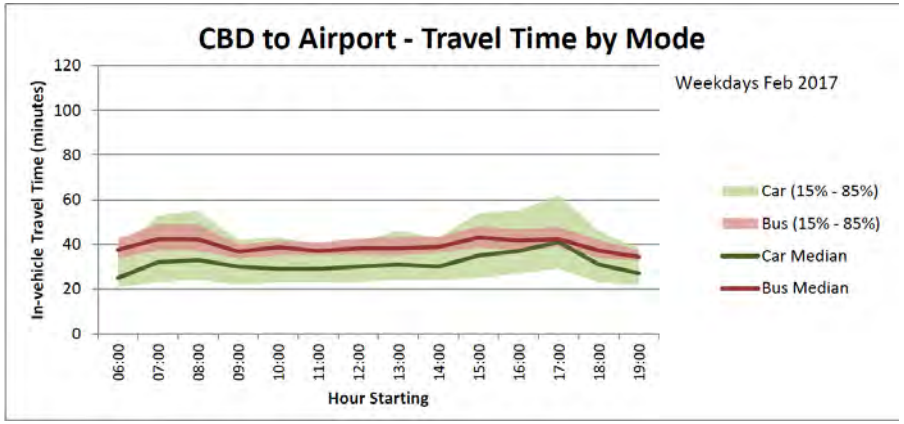
2.3 Build network optimisation and resilience

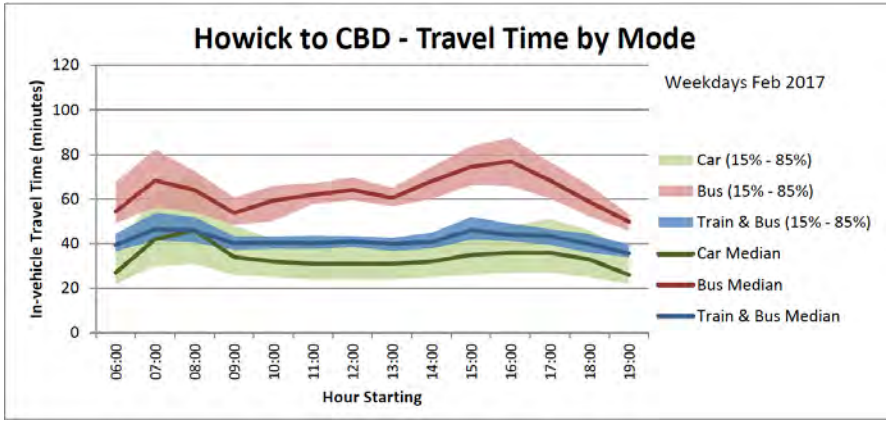
The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.

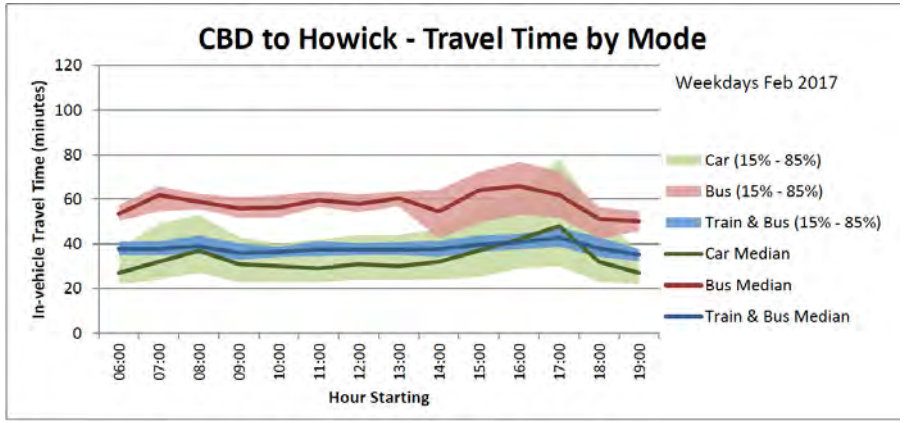






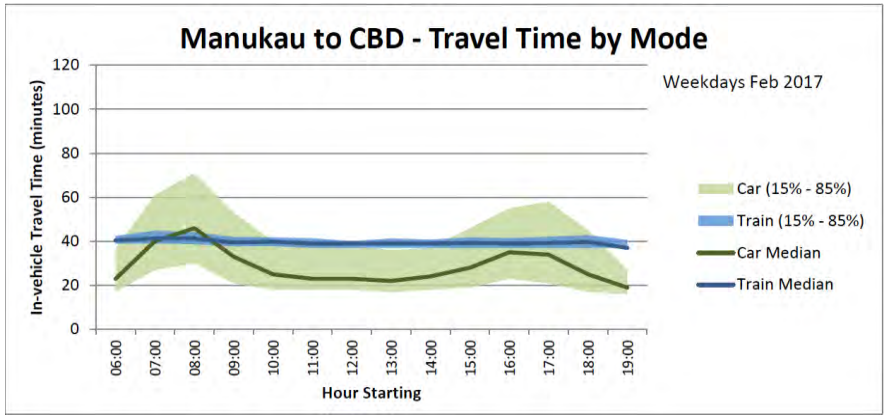


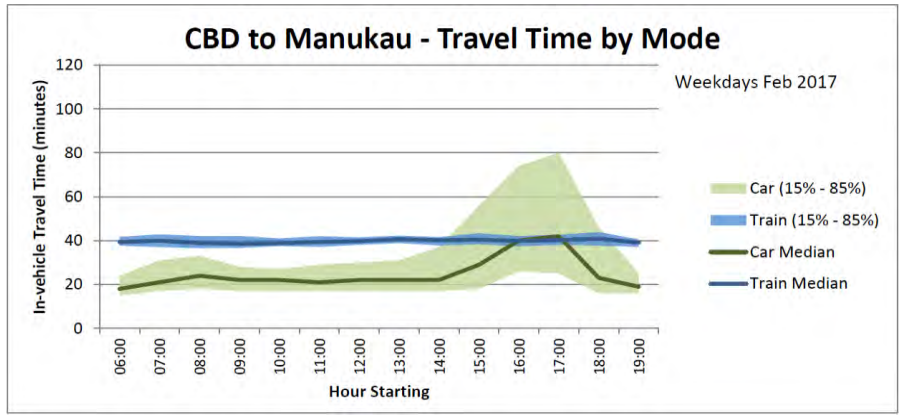


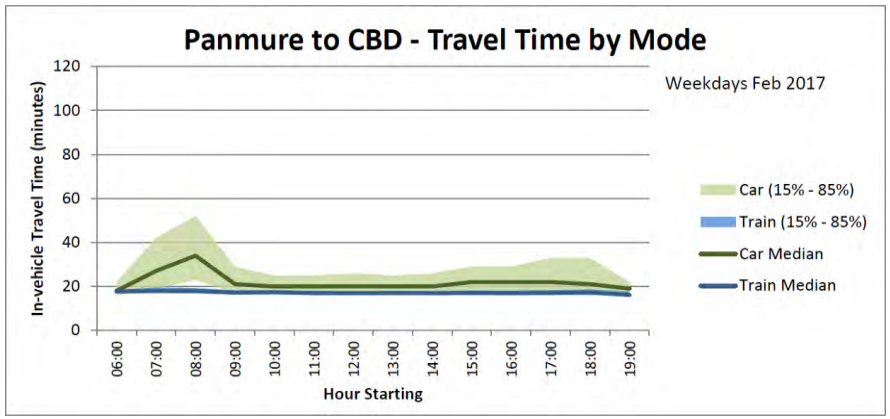


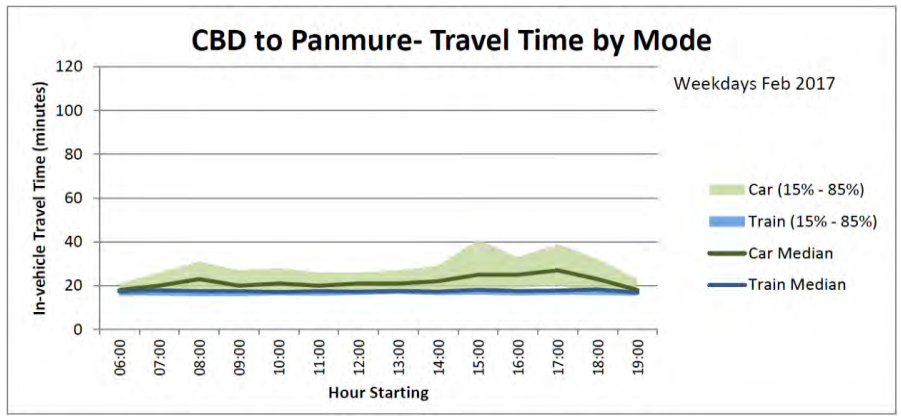
2.3 Build network optimisation and resilience

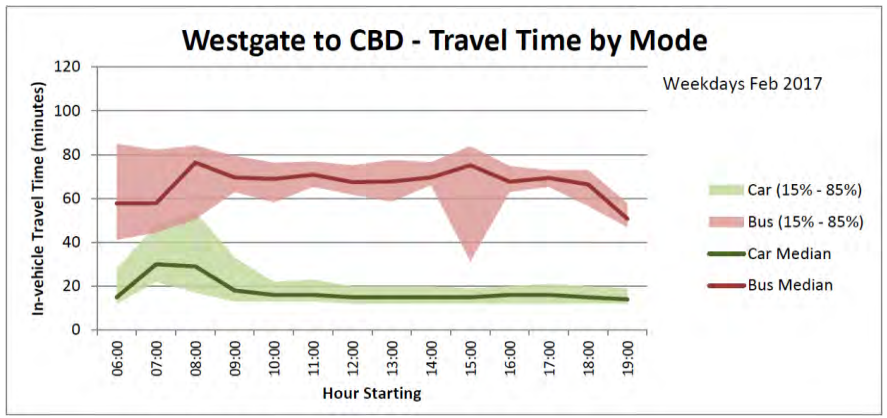
The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.

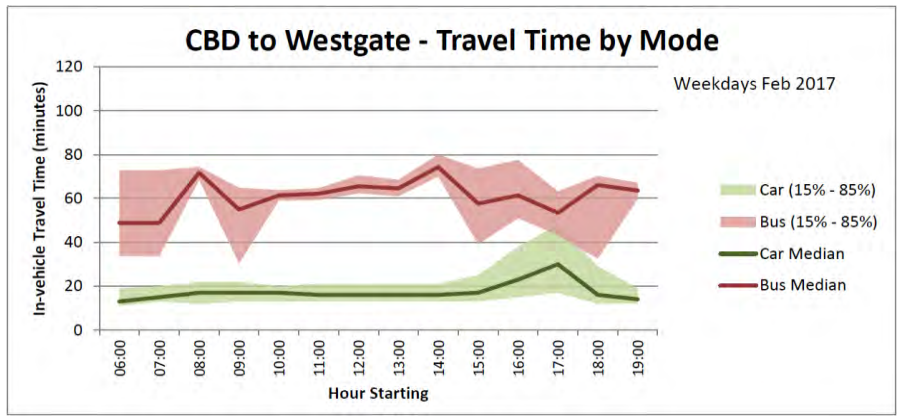




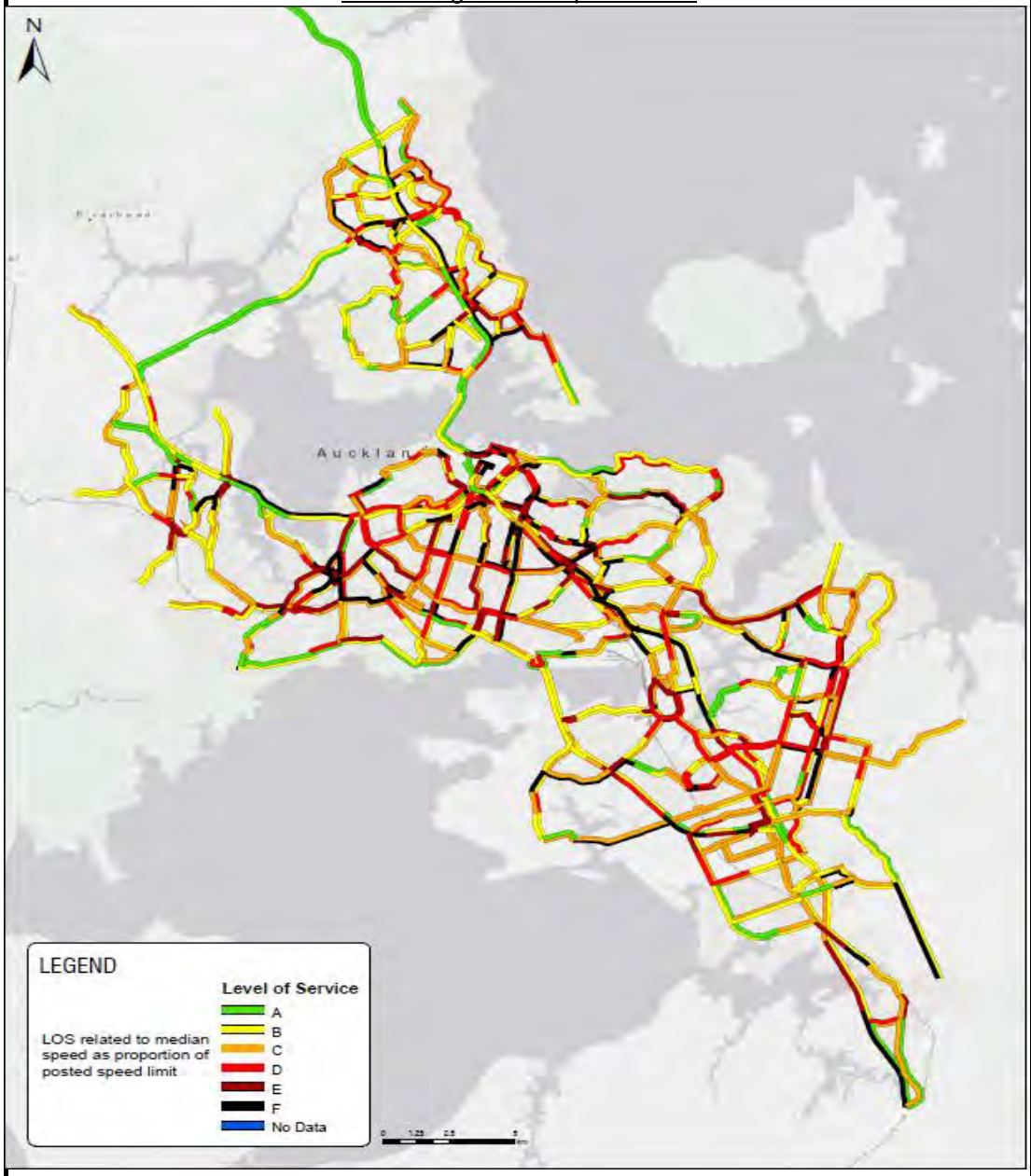








2.3.4 Congestion map AM Peak

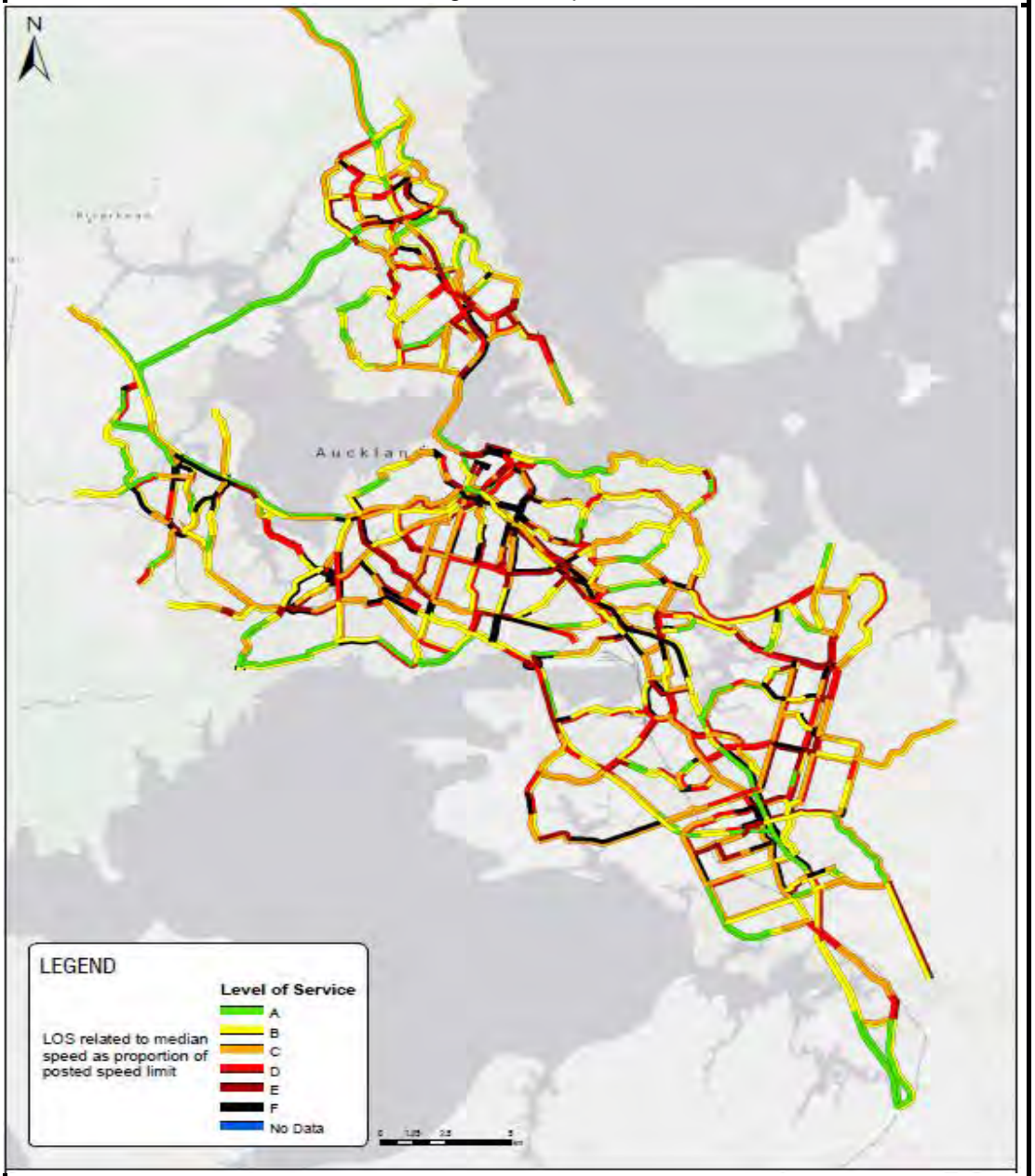


This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for February 2017. See the *AM peak arterial road level of service* graph (2.3.7) for an explanation of the levels of service.

2.3.5 Congestion map Inter peak

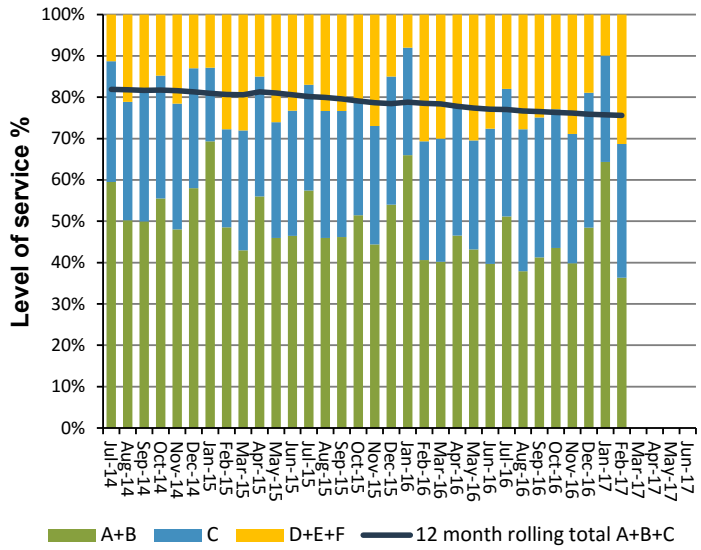
This map shows the typical level of service across the arterial and motorway networks during the Interpeak period (9 am–4 pm) for February 2017. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

2.3.6 Congestion map PM Peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for February 2017. See the *AM peak arterial road level of service* graph (2.3.7) for an explanation of the levels of service.

2.3.7 AM peak arterial road level of service



During February, 31% of the arterial network was subject to congestion during the AM peak, which is 21 percentage points more than last month. This is attributable to the return of schools and workplaces following the summer break.

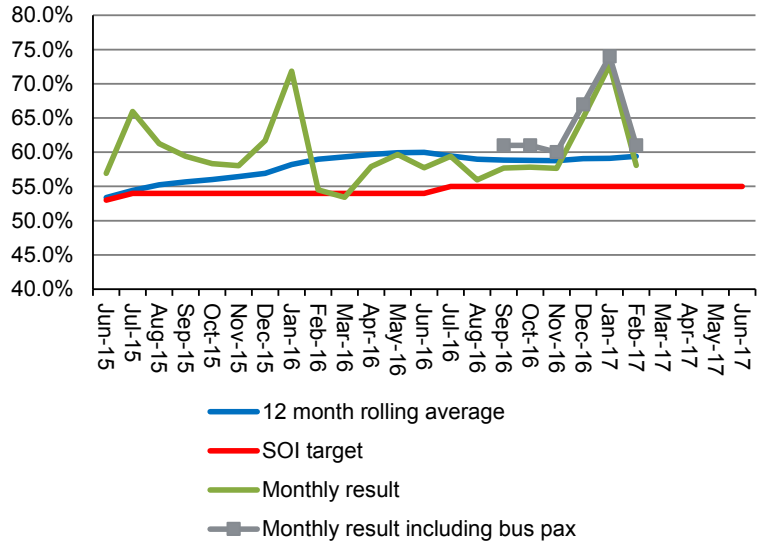
The portion of the network subject to congestion in Feb 17 was similar to Feb 16. 68% of the network was operating efficiently, at speeds of at least 50% of the speed limit (LOS A–C).

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.

2.3.8 Arterial road productivity

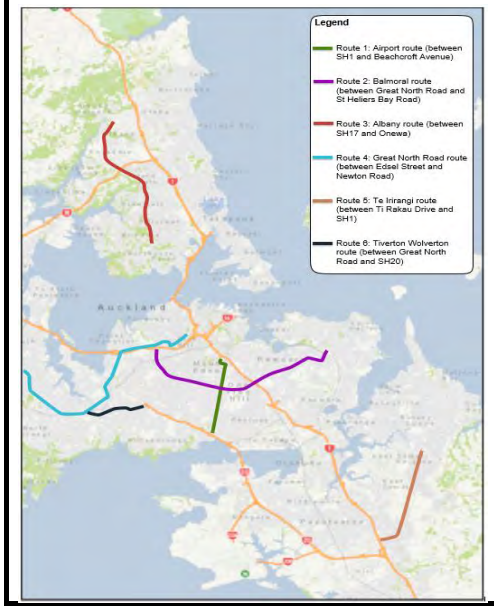


Target exceeded (12 month rolling average in February 2017 = 59%; SOI target 55%). Including bus passengers, the result was 61%.

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 vehicle occupancy. The SOI target and monthly result is based on private vehicle occupancy rates. With improved data, we can now track bus passenger occupancy and, since September 16, the monthly result including bus passengers is provided.

The six key arterial routes measured are shown in figure 2.3.9 and results for each route in figure 2.3.10.

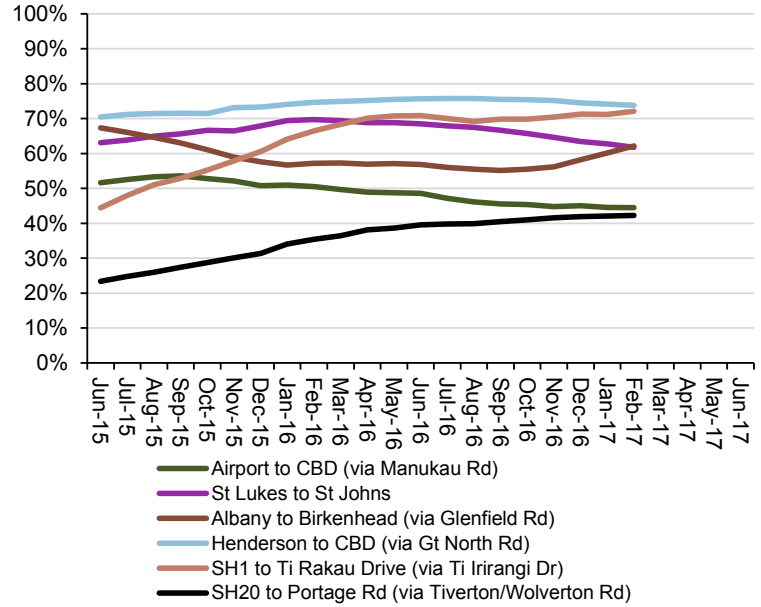
2.3.9 Map showing arterial productivity routes



Legend

- Route 1: Airport route (between SH1 and Beachcroft Avenue)
- Route 2: Balmoral route (between Great North Road and St Heliers Bay Road)
- Route 3: Albany route (between SH17 and Onewa)
- Route 4: Great North Road route (between Edsel Street and Newton Road)
- Route 5: Te Irirangi route (between Ti Rakau Drive and SH1)
- Route 6: Tiverton Wolverton route (between Great North Road and SH20)

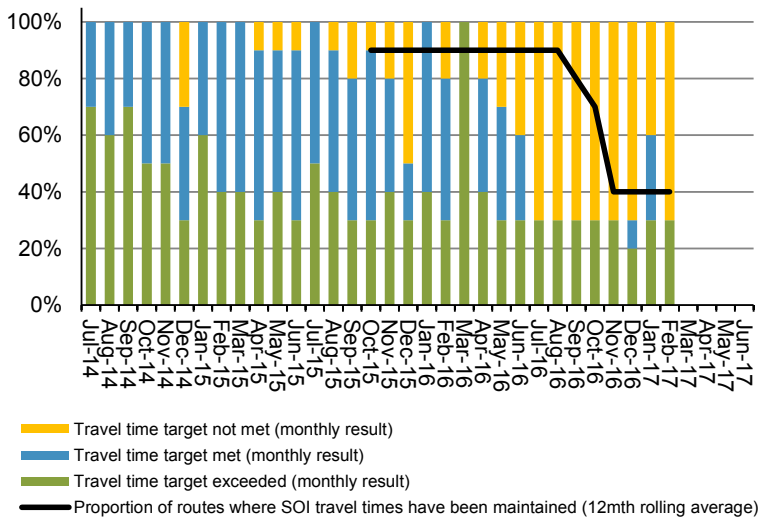
2.3.10 Arterial productivity - 12 month rolling average for each route



This figure illustrates the 12 month rolling average productivity results (based on private vehicles only) for each of the routes that make up the SOI measure provided in figure 2.3.8.

2.3 Build network optimisation and resilience

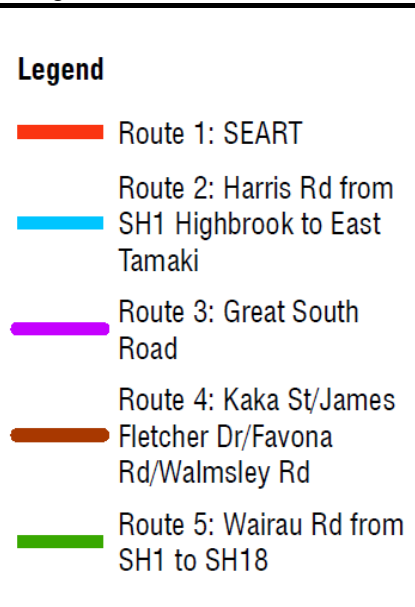
2.3.11 Proportion of key freight routes where SOI travel time targets have been maintained



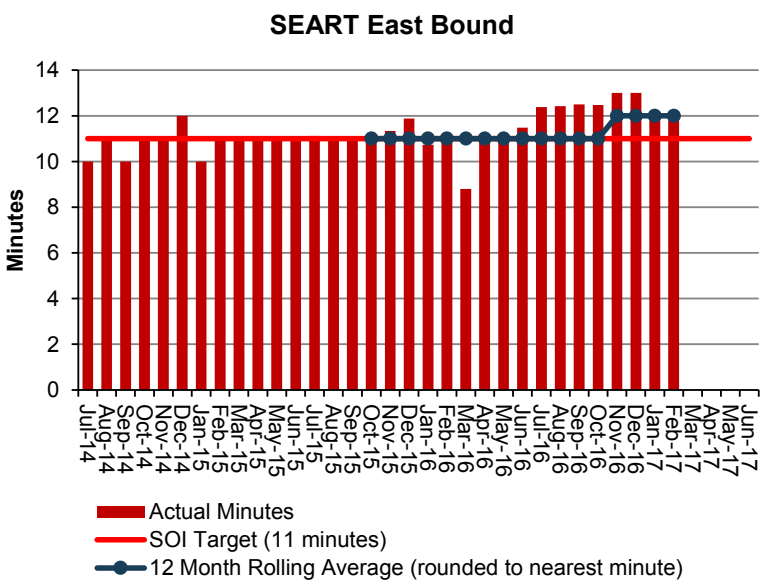
For the 12 months to February 2017, travel times were maintained on four of the ten key freight routes monitored under AT's SOI.

In February 2017, three of the 10 key freight routes met the travel time targets. Despite the marginal delays on some routes, all routes still operated at adequate levels of service.

2.3.12 Map showing key freight routes



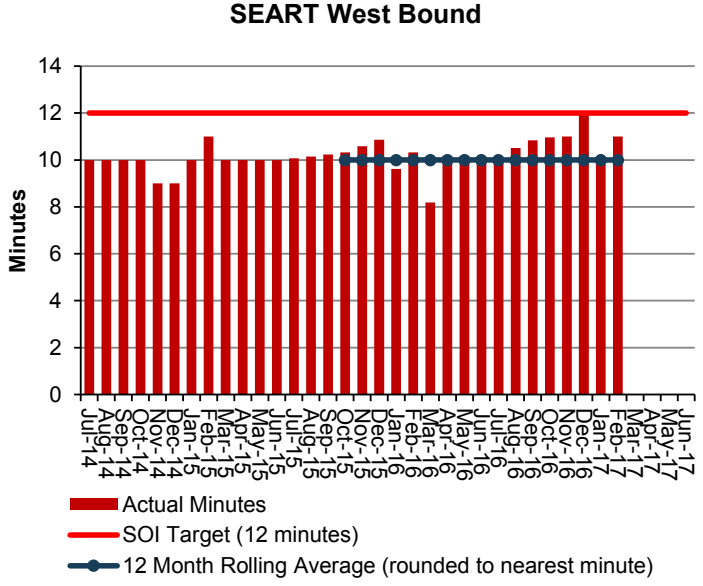
2.3.13 SEART (from Sylvia Park to East Tamaki)



Target not met in February 2017.

Target not met for 12 months to February 2017.

2.3.14 SEART (from East Tamaki to Sylvia Park)



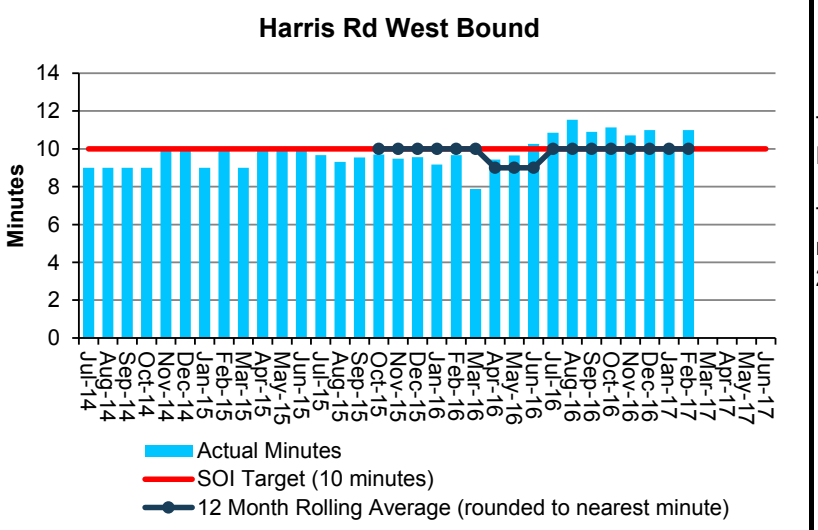
Target exceeded in February 2017.

Target exceeded for 12 months to February 2017.

Travel experience is consistently at or close to free-flow conditions.

2.3 Build network optimisation and resilience

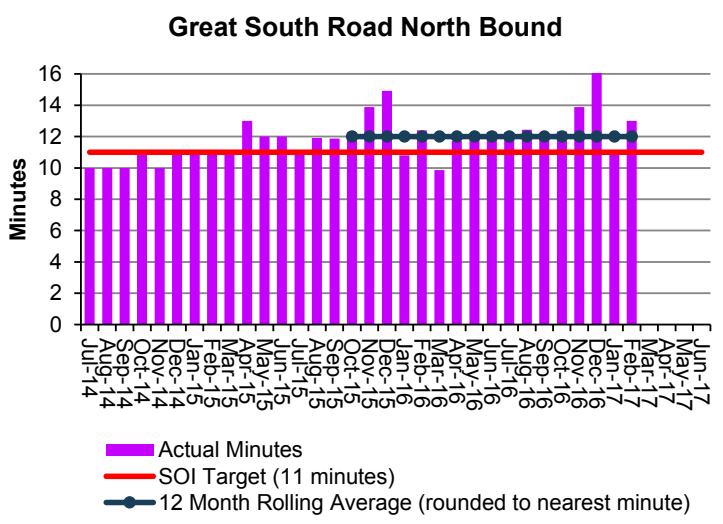
2.3.15 Harris Rd (from East Tamaki to SH1 Highbrook Interchange)



Target not met in February 2017.

Target met for 12 months to February 2017.

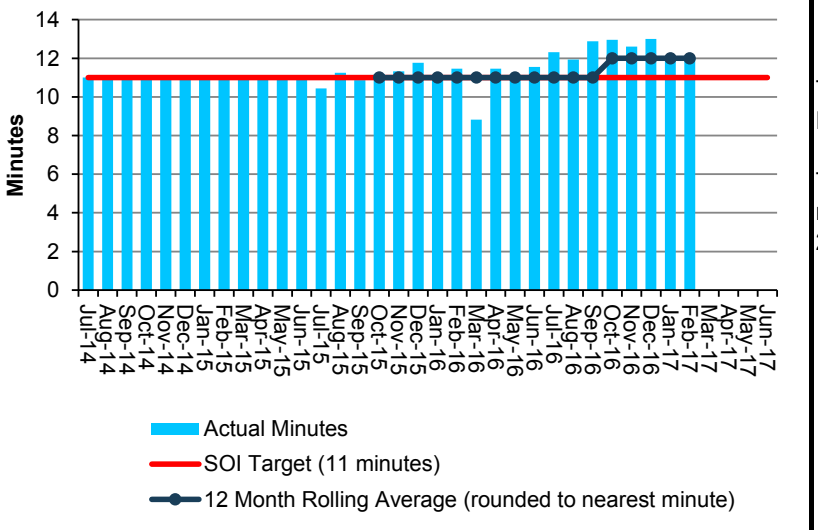
2.3.16 Great South Rd (Portage Rd to SH1 Ellerslie Panmure Hwy Interchange)



Target not met in February 2017.

Target not met for 12 months to February 2017.

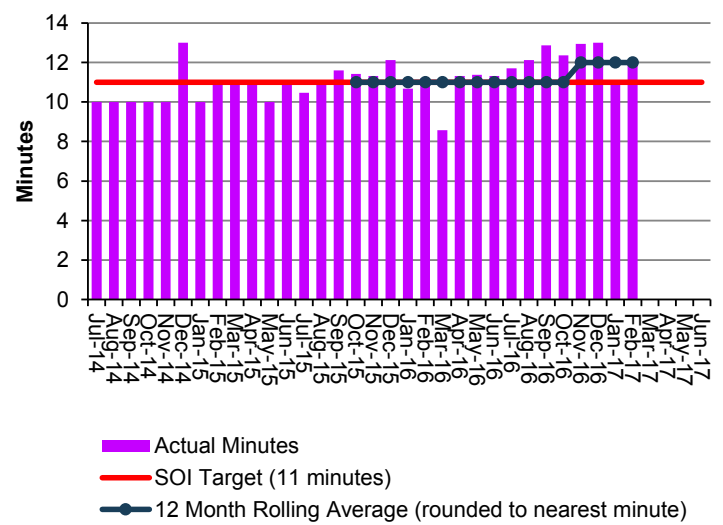
2.3.17 Harris Rd (from SH1 Highbrook Interchange to East Tamaki)



Target not met in February 2017.

Target not met for 12 months to February 2017.

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

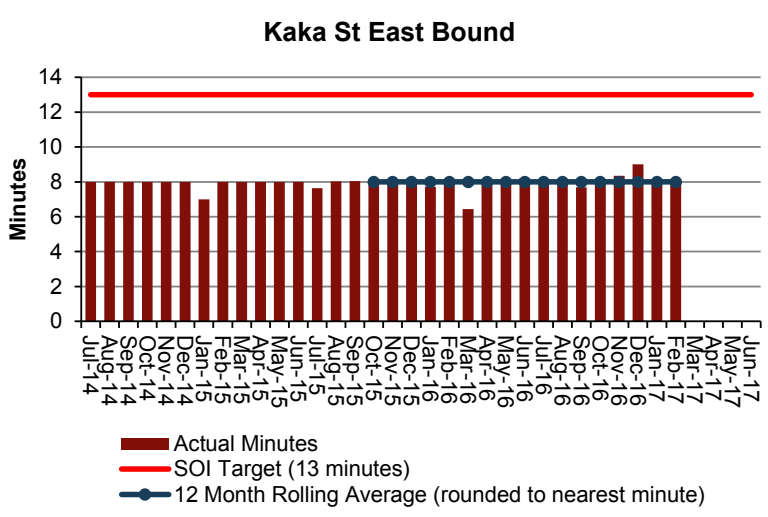


Target not met in February 2017.

Target not met for 12 months to February 2017.

2.3 Build network optimisation and resilience

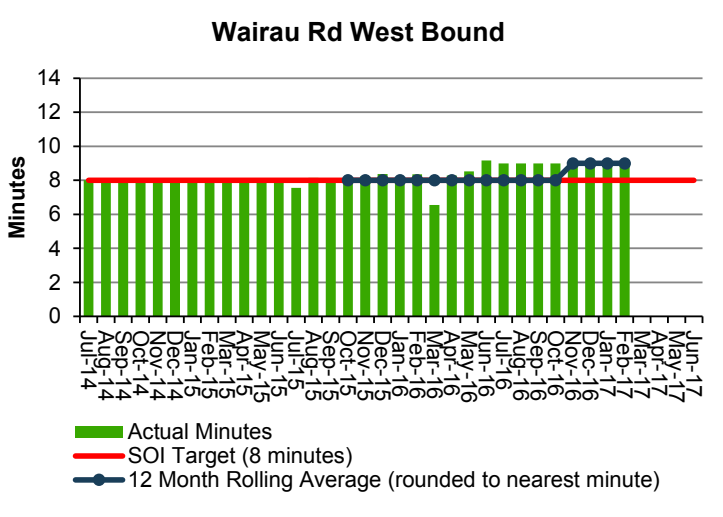
2.3.19 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (SH20 to Walmsley)



Target exceeded in February 2017.

Target exceeded for 12 months to February 2017.

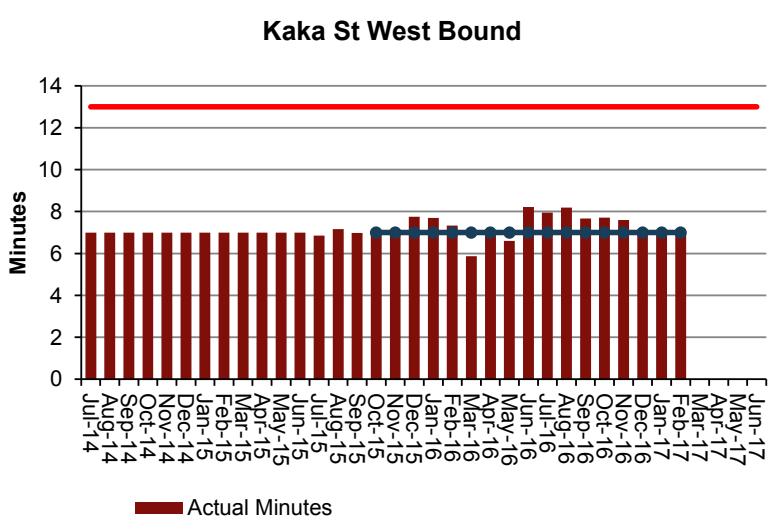
2.3.20 Wairau Rd (from SH1 to SH18)



Target not met in February 2017.

Target not met for 12 months to February 2017.

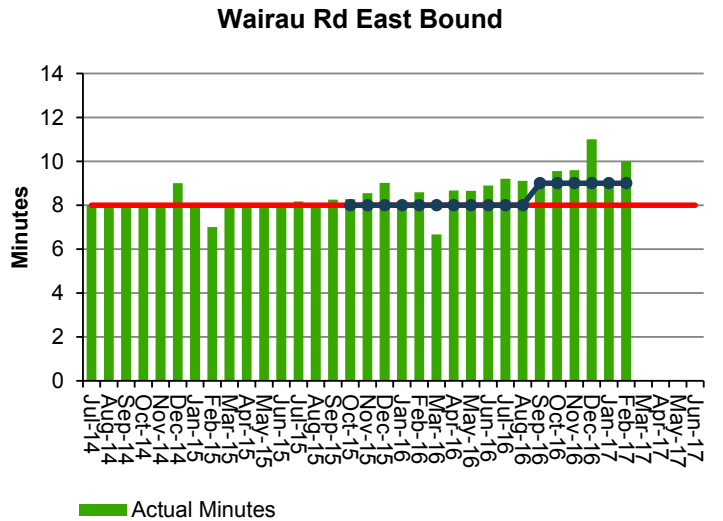
2.3.21 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (Walmsley to SH20)



Target exceeded in February 2017.

Target exceeded for 12 months to February 2017.

2.3.22 Wairau Rd (from SH18 to SH1)

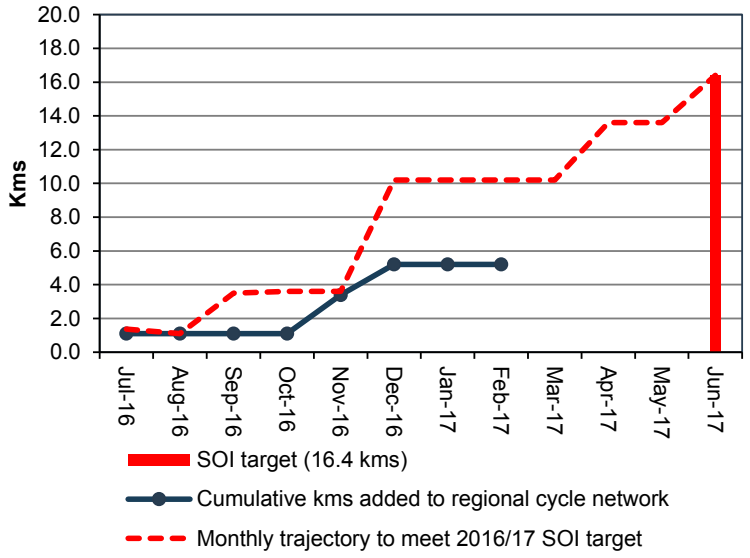


Target not met in February 2017.

Target not met for 12 months to February 2017.

2.3 Build network optimisation and resilience

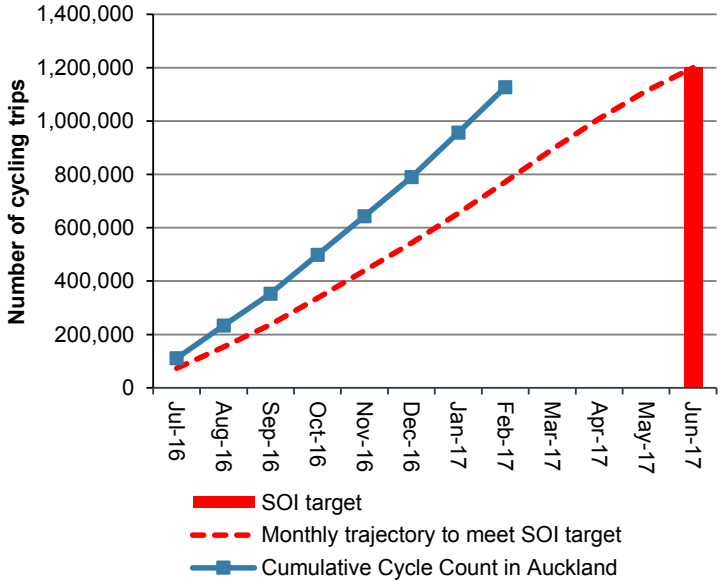
2.3.23 New cycleways added to regional cycle network (km)



YTD completion = 5.2 km, SOI target = 16.4km.

While cycleway delivery is behind schedule based on the monthly target trajectory, the yearly target is on track to meet the SOI. The delivery of Waterview Shared Path, Mangere Future Streets and Nelson Street in Q4 will contribute to meeting the target.

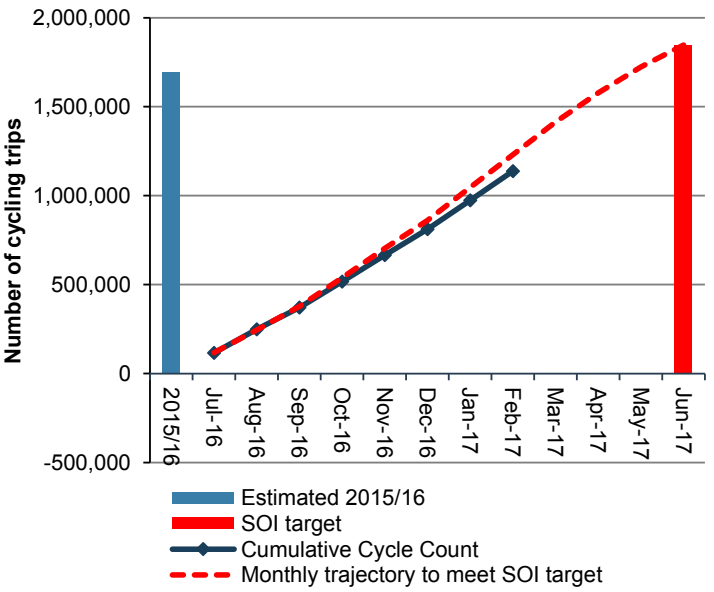
2.3.24 Annual number of cycling trips in designated areas (all day)



Target exceeded, 170,452 cycle trips were recorded in February 2017. YTD: 1,127,020.

AT counts cyclists at 14 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), Twin Streams path, Tamaki Drive (west side of the road), Mangere Bridge, SH20 Dominion Road, East Coast Road and Lagoon Drive.

2.3.25 Annual cycle movements in the Auckland city centre



Target not met. January 2017 cycle counts = 164,346. YTD cycle count = 1,138,243*.

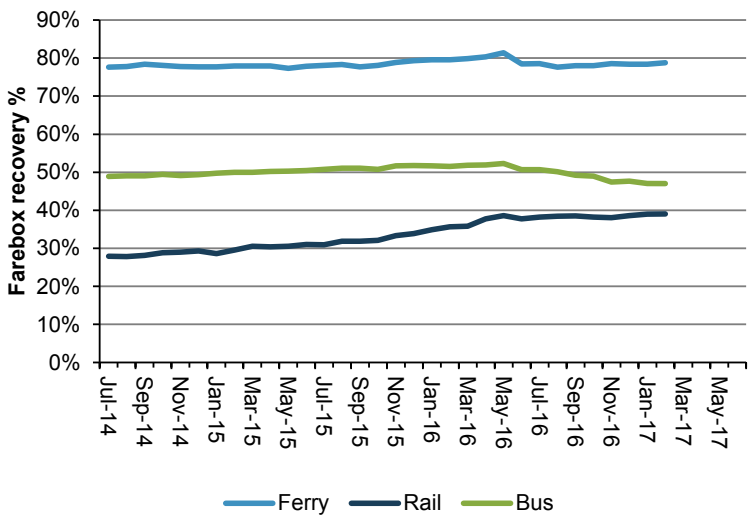
Delays in new cycleway delivery is affecting anticipated numbers. February was Bike Month and there were various cycling activities to help boost numbers.

Cyclists are counted at 13 sites around the city centre: Curran Street, Te Wero Bridge, Quay Street, Beach Road, Grafton Gully, Grafton Road, Grafton Bridge, Symonds Street, Upper Queen Street, Canada Street (until December 2015) / Light Path (from December 2015), Karangahape Road, Hopetoun Street, Victoria Street West.

*There was an error in previous reports with the graphed data for the cumulative cycle count. The error has now been corrected. Reported YTD figures were correct.

2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery

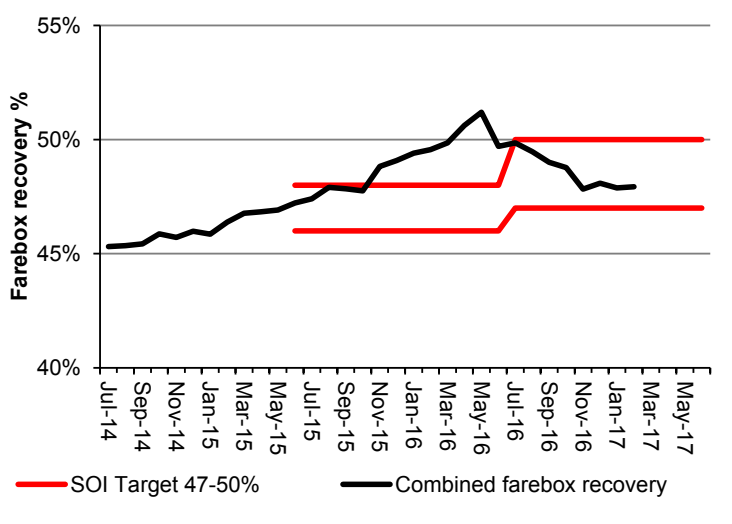


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios in February 2017 (and comparable 2016 results) are:

- Ferry 78.8% (79.5%)
- Bus 47.0% (51.6%)
- Rail 39.0% (36.7%)

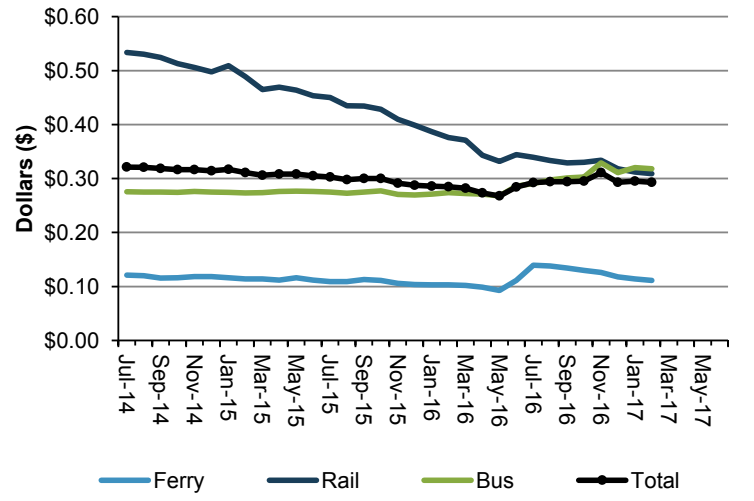
2.4.2 PT farebox recovery (combined result with SOI measure)



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

Total PT farebox recovery ratio in February 2017 was 47.9%. This compares to 49.6% in February 2016.

2.4.3 PT subsidy per passenger kilometre



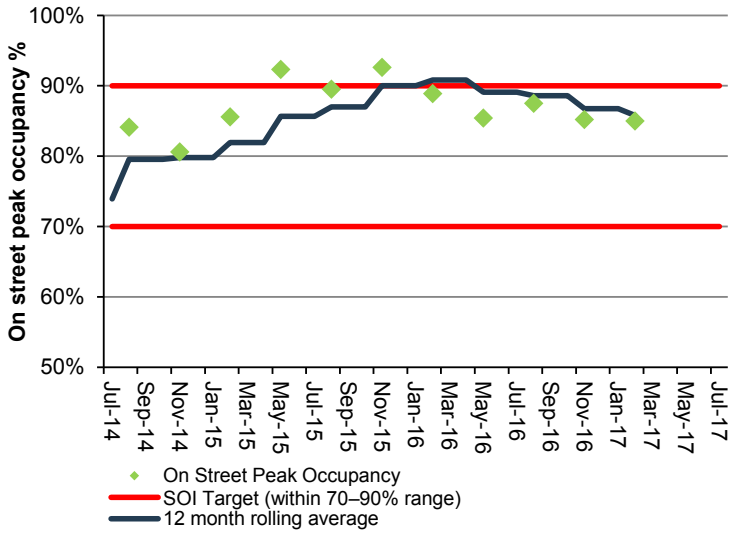
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for February 2017 (and comparable 2016 results) are:

- Ferry $0.111 ($0.103)
- Bus $0.318 ($0.274)
- Rail $0.309 ($0.376)
- Total $0.293 ($0.285)

2.5 Develop creative, adaptive, innovative implementation

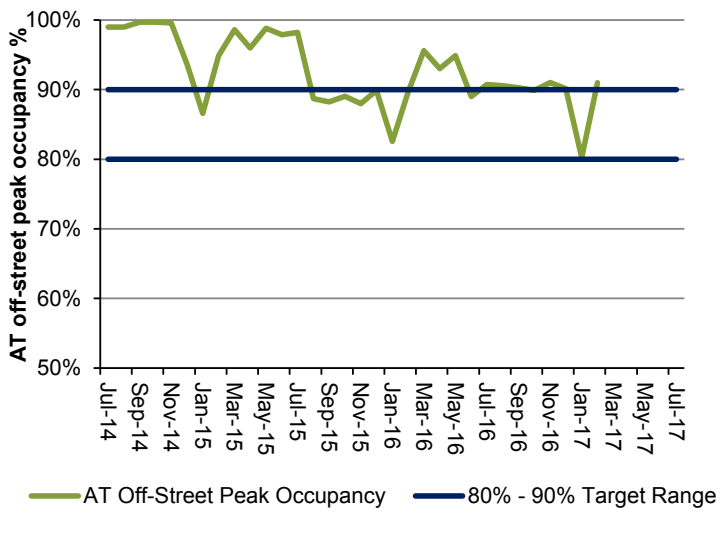
2.5.1 Parking occupancy rates (peak 4-hour, on street)



The occupancy figure for the 12 months to February 2017 is 85.8%, a five percentage point decrease on the previous year's results.

The four-hour peak period is defined as the top four busiest hours of the day. These hours are not often coincidental and can vary depending on contributing factors. On-street parking occupancy is surveyed once a quarter in three central city parking zone precincts: Shortland/High Street, Karangahape Road and Wynyard Quarter.

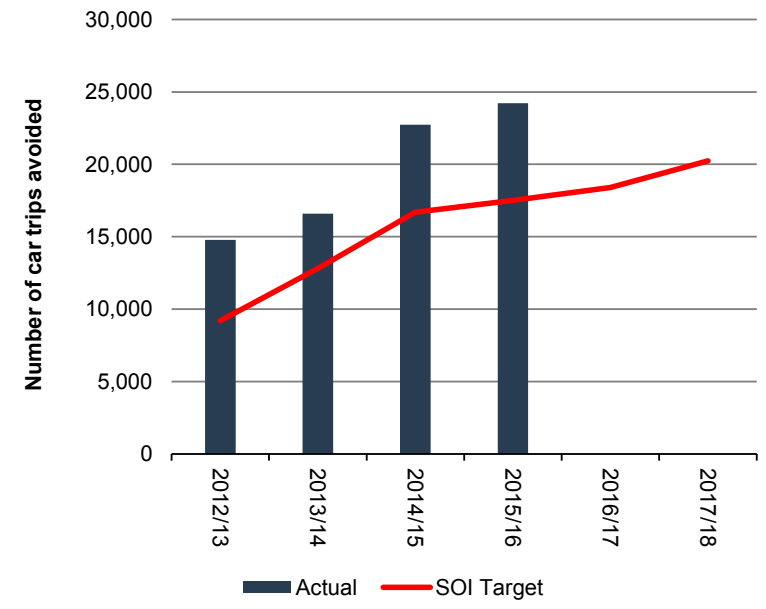
2.5.2 Off-street parking occupancy rates



The off-street parking occupancy rate for February 2017 is 91%, which is slightly 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



The 2015/16 result for number of car trips avoided through travel planning initiatives is 24,227.

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 number of trips avoided through travel planning initiatives.

Table of Contents

3. DIA mandatory measures

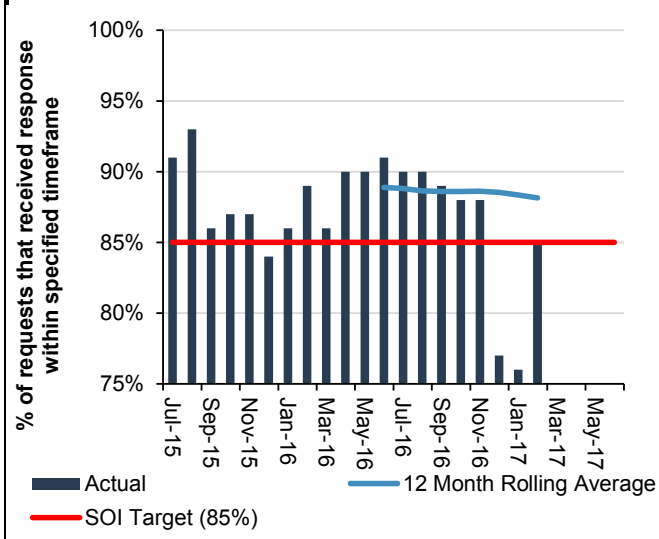
3.1 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number

Target Met.

The Local Road DSI target for the 2016 calendar year is 529, 9 less than the 2015 year total of 538. The 12 month rolling total to November 2016 is 523, 1.3% lower than the target trajectory of 529.8 and 1.5% lower for the same period the previous year.
For the 12 months rolling to the end of November 2016, local road deaths have decreased by 2.6% (from 38 to 37) and local road serious injuries have decreased by 1.4% (from 493 to 486).

Please note that there is a three month time lag for DSI information, and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.

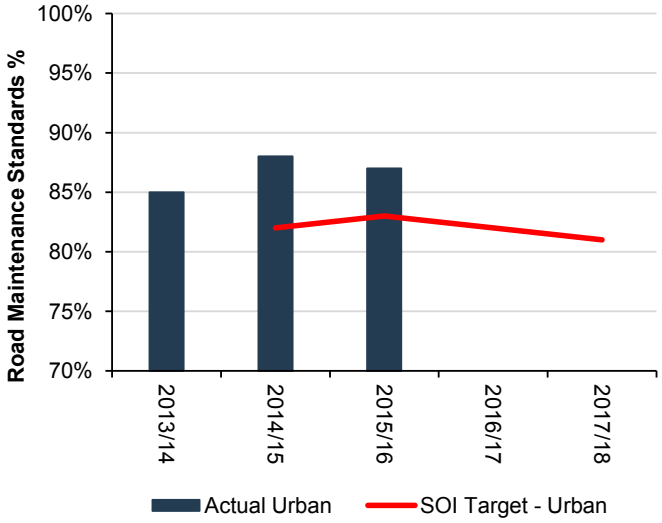
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target exceeded (12 month rolling average = 88%, SOI target of 85%). The February 2017 result was 85%. Results were lower in Dec-16 and Jan-17 due to issues with transferring cases during the introduction of CRM16 in January.

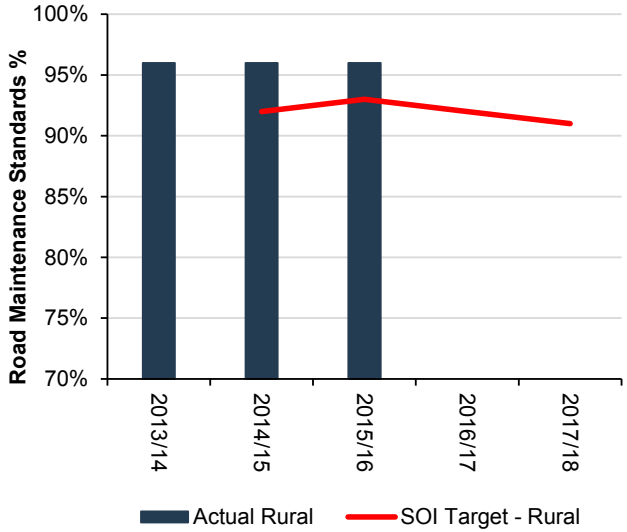
These data relate to jobs dispatched to our maintenance contractors by the call centre. It does not include escalations or queries sent to the AT area engineer to resolve and then dispatch to the contractor. These data will become available when CRM15 allows for queuing and the measuring of individual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

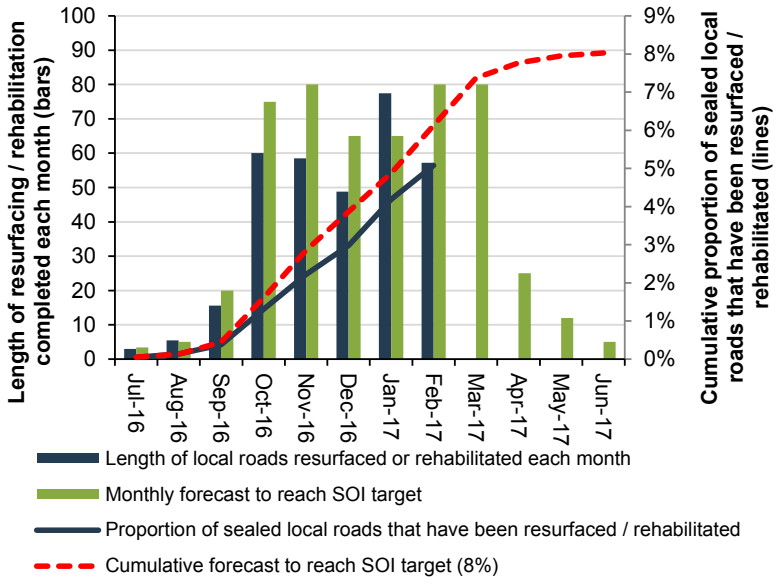
3.4 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads



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

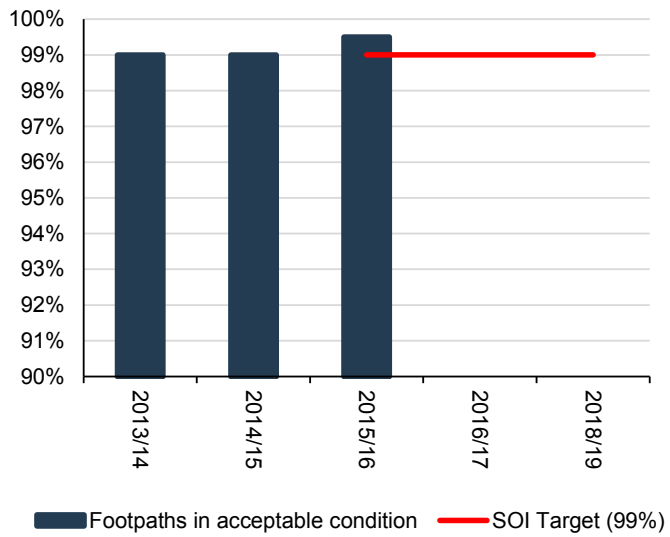
3.5 Percentage of the sealed local road network that is resurfaced / rehabilitated each year



In February, 57.2 km of the local road network was resurfaced / rehabilitated against a forecast of 80 km for the month.

The YTD completed length of 326.1 km is 65% of the 2016/17 programme length of 501 km.

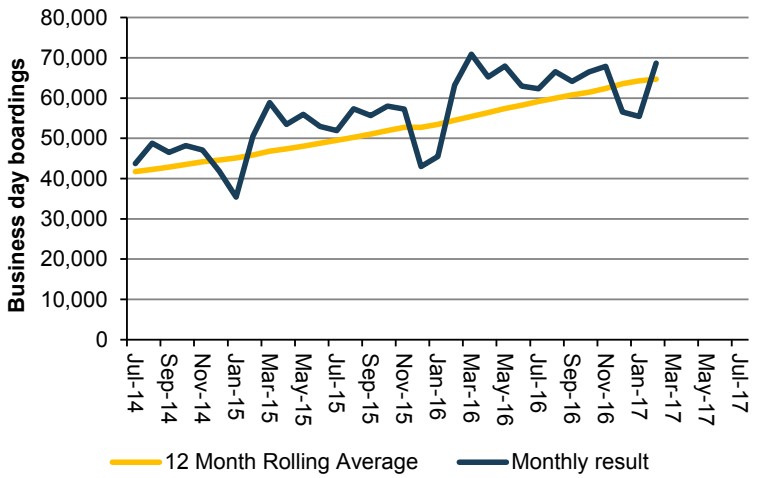
3.6 Percentage of footpaths in acceptable condition



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

4.1 AT monthly activity report – public transport

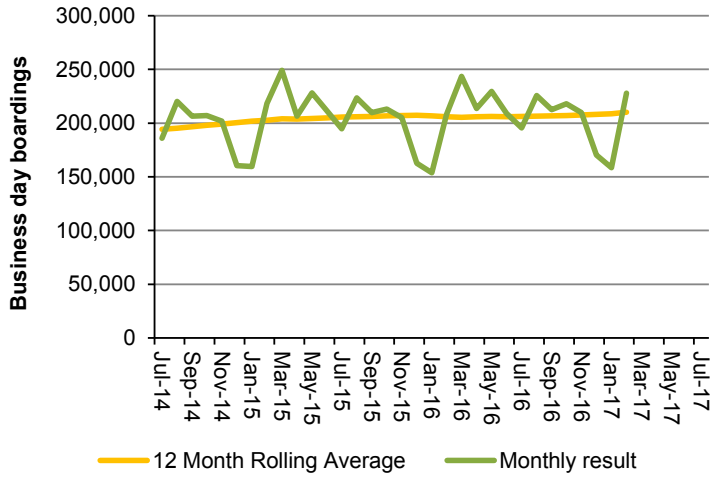
4.1.1 Rail business day average boardings



Business day boardings on the rail network averaged 64,687 in the 12 months to February 2017.

This represents a 19% increase on the February 2016 figure.

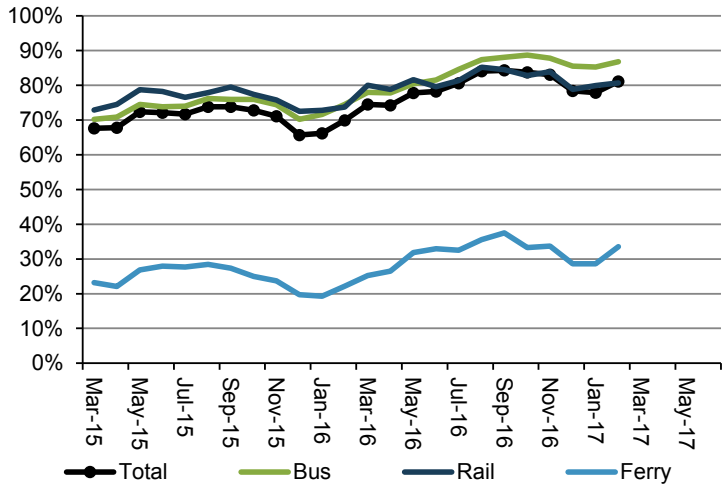
4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 210,141 in the 12 months to February 2017.

This represents a 2% increase on the February 2016 figure.

4.1.3 Percentage of all PT trips using AT HOP



The proportion of all trips using AT HOP was 81.1% in February 2017 (rail 80.7%, bus 68.8%, ferry 33.5%); up from 77.9% in January 2017.

This represents AT HOP usage vs all other ticketing products (AT cash tickets, operator cash tickets and products).

4.1 AT monthly activity report – public transport

4.1.4 Rail service performance

Train performance
Febuary 2017

Total Network
96.6% Punctuality*
(96.9% 12 month rolling average)
* Arrival within 5 minutes of schedule at final destination

98.7% Service Delivery*
(98.7% 12 month rolling average)
* Arrival at final destination

Western Line
97.0% Punctuality*
(97.5% 12 month rolling average)

98.4% Service Delivery*
(98.5% 12 month rolling average)

Eastern Line
95.3% Punctuality*
(95.4% 12 month rolling average)

98.6% Service Delivery*
(98.4% 12 month rolling average)

Southern Line
97.0% Punctuality*
(96.5% 12 month rolling average)

98.4% Service Delivery*
(98.5% 12 month rolling average)

Pukekohe Line
97.7% Punctuality*
(98.0% 12 month rolling average)

99.6% Service Delivery*
(99.5% 12 month rolling average)

Onehunga Line
96.7% Punctuality*
(98.1% 12 month rolling average)

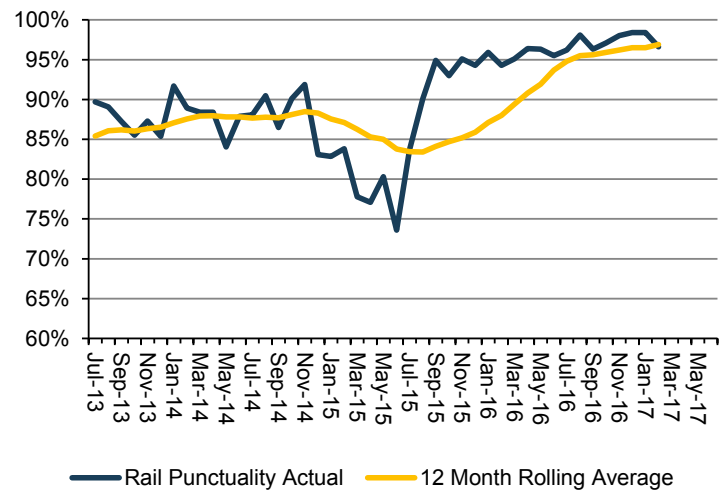
99.1% Service Delivery*
(98.9% 12 month rolling average)

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

transdev

AT

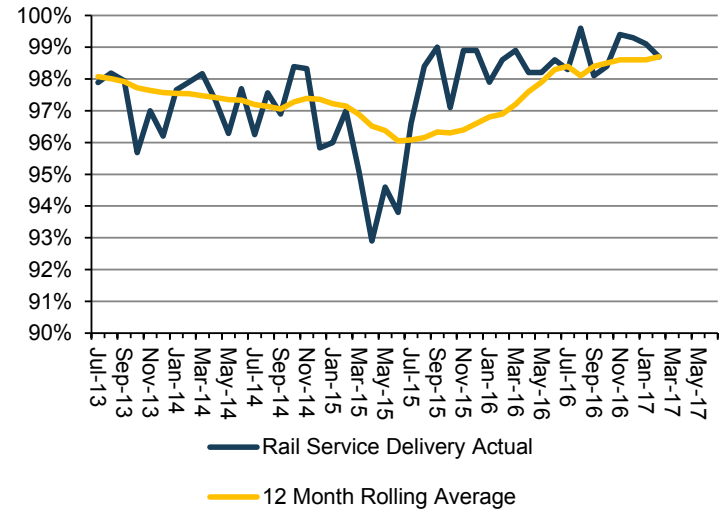
4.1.5 Rail punctuality (based on arrival at final destination)



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 for the month of February 2017 was 96.6% and 96.9% for the year to February 2017.

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

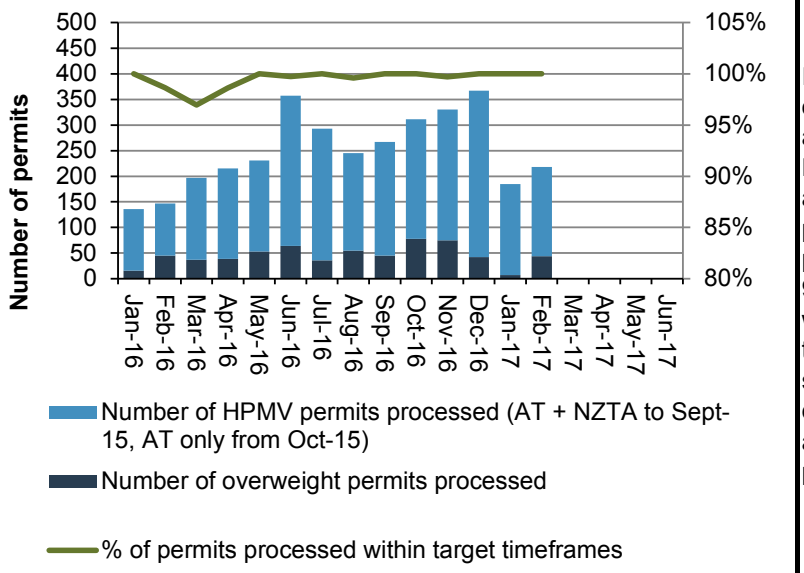


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of February 2017 was 98.7% and 98.7% for the year to February 2017.

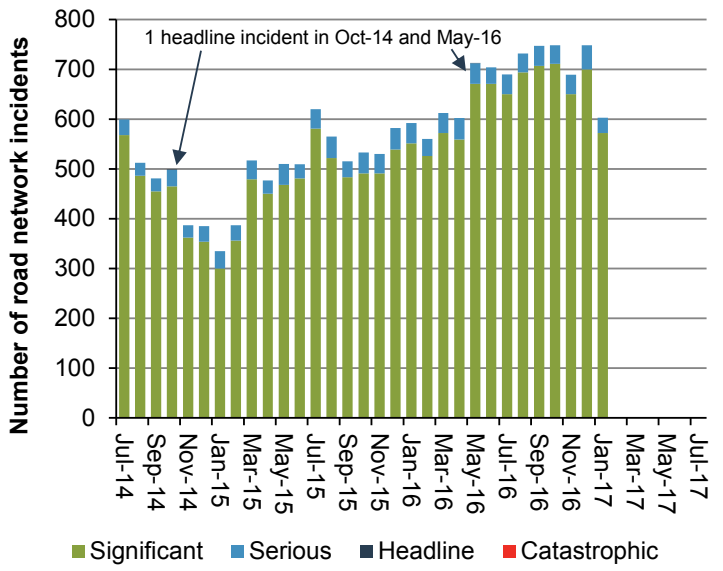
4.2 AT monthly activity report – road operations and maintenance

4.2.1 Heavy vehicle permits processed (Overweight + High productivity)



In February 2017, 44 overweight permit applications and 174 HPMV permit applications were processed. All 218 permits (100%, Target = 90%) were processed within the KPI timeframes (2 days for single and multi trip, 3 days for continuous trip and 4 days for HPMV permits).

4.2.2 ATOC managed incidents



Reporting of incident numbers is currently unavailable due to the implementation of a new incident and event management system, Riskshield, in mid-February. The new reporting system is anticipated to be active by the end of April, with reporting resuming from May.

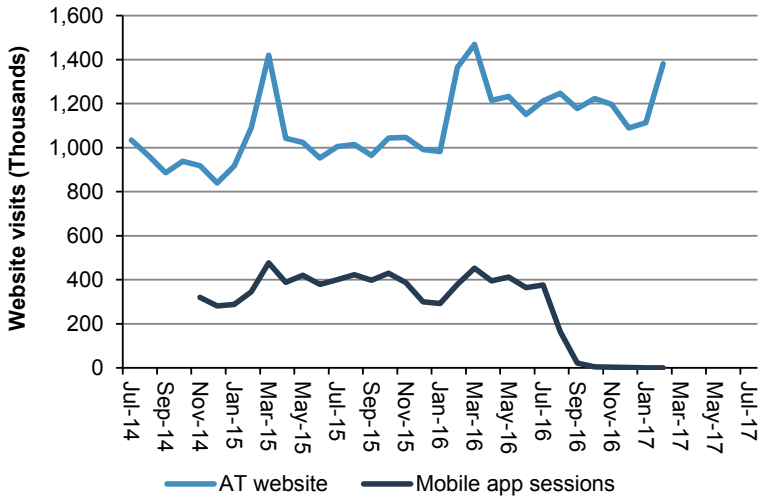
In January 2017, ATOC managed 3020 incidents on the road network (normal 23, minor 2394, significant 572, serious 31, headline 0, catastrophic 0).

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

The Auckland Transport Operations Centre (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

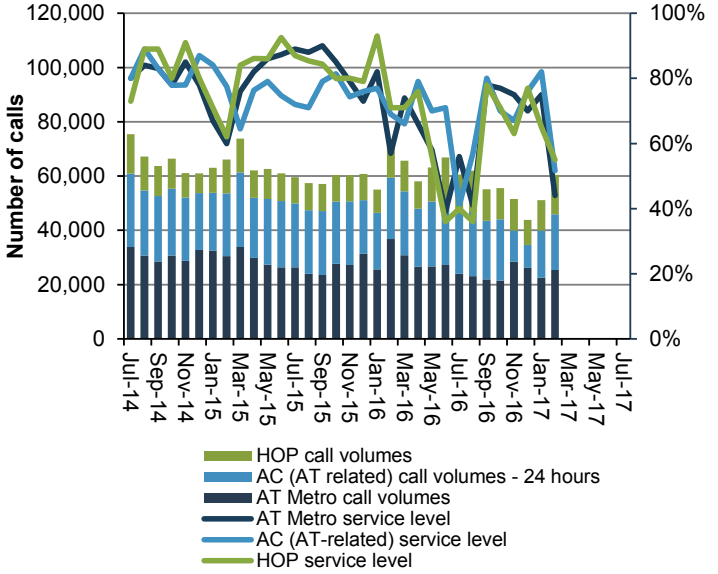
4.3.1 Website visits



There was a 24% increase in visits to the Auckland Transport website in February 2017 (compared to January 2017).

Data for mobile app sessions is not reported from January 2017 as the analytics are not available for the new app. Data to Sept 2016 were for the previous AT app.

4.3.2 Call centre incoming calls and service levels



AT Metro Call Centre
Call volumes at the public transport call centre increased 13% compared to Jan 2017, but decreased 31% compared to Feb 2016. The public transport call centre service level decreased 31% compared to Jan 2017.

AT Hop
AT Hop calls increased 32% compared to Jan 2017. The service level decreased 10% compared to Jan 17.

Auckland Council (AT-related calls) – 24 Hours
There was a 17% increase in call volumes and a 30% decrease in the service level compared to Jan 17.

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