Quarterly and Monthly Transport Indicators – March 2017

Recommendation

That the Board:

i. Receives this report.

Executive summary

1. The attached Monthly and Quarterly Indicator Reports provide an overview of Auckland Transport's (AT) performance against its Statement of Intent (SOI) performance measures for the month of March 2017, and for the March 2017 quarter. The reports also provide 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 builds on the last quarterly report looking at key trends in AT's operating environment from 2013 to 2016. This report provides information on travel time performance and congestion trends across the arterial network, and what this means for accessibility.
3. Overall, the March quarter has seen a continued trend of increases in population and demand for travel, and the month of March 2017 saw record highs for both public transport boardings and congestion across the arterial network.

Wider trends – continued growth in population and the economy driving travel demand and record highs in both public transport use and congestion

External indicators show continued increases in the drivers of transport demand….

4. This quarter saw a continued trend of increases in most recently reported key the external indicators linked to transport demand.

   4.1. High levels of net migration continue, with an estimated net gain of 35,772 net migrants to Auckland in the 12 months to March 2017 – a 14 per cent increase on the 12 months to March 2016[1].

   4.2. Auckland employment increased by 7.6 per cent for the December 2016 Quarter compared to the December 2015 Quarter[2].

[1] Calculation based on data from Statistics NZ, *International Travel and Migration: March 2017*
[2] Calculation based on data from Statistics NZ, *Household Labour Force Survey tables for December 2016 quarter*

4.3. Auckland GDP grew by 4.4 percent for the year to December 2016 compared to the year to December 2015, down slightly on the September 2016 peak of 4.5 percent[3].

….leading to continued increases in demand for travel…..

5. Consistent with growth in external indicators, transport metrics continue to show strong growth in demand for travel in Auckland

5.1. Fuel sales reaching new highs, increasing by 5.3 percent for the year to January 2017 compared to the year to January 2016, suggesting similar increase in demand for private vehicle travel

5.2. Public transport increased by 6.8 percent in the year to March 2017 compared to the year to March 2016

5.3. Auckland Airport had its highest passenger numbers ever, up 11.1 per cent for the year to February 2017 compared to the year to February 2016.

5.4. Auckland car registrations were up 16.7 per cent in March 2017 compared to March 2016.

…and record level of public transport and congestion

6. While public transport is reaching record levels (mainly due to investment in infrastructure and services), demand for private vehicle travel is also increasing rapidly - driving record levels of congestion. Thirty three percent of the arterial network was subject to congestion during the morning peak in March 2017, two percentage points higher than the previously monthly high of 31 percent experienced in February 2016 and February 2017[4]. The March 2017 figure is also 5 percentage points higher than the 28 percent figure for March 2015, showing the significant change that has taken place over the last two years.

Impacts on travel times and peak period accessibility

7. To better understand the impact of increases in congestion, peak period travel times on the arterial network over the last two years[5] have been analysed to assess the potential impacts on accessibility to employment[6], which was a key ATAP goal. Analysis of arterial network performance during the inter-peak period, which is key for business and freight travel, is also presented below.

[3] Infometrics Quarterly Economic Monitor – December 2016 https://ecoprofile.infometrics.co.nz/auckland/QuarterlyEconomicMonitor/Gdp
[4] See Table 2.3.7 on page 21 of the Monthly Indicators Report
[5] This reflects the currently available information which covers arterials only. We intend to expand the analysis as more information becomes available.
[6] Note we focus on the road network as the private vehicle remains the main means of travel to work in Auckland.

Decline in peak period arterial network speeds

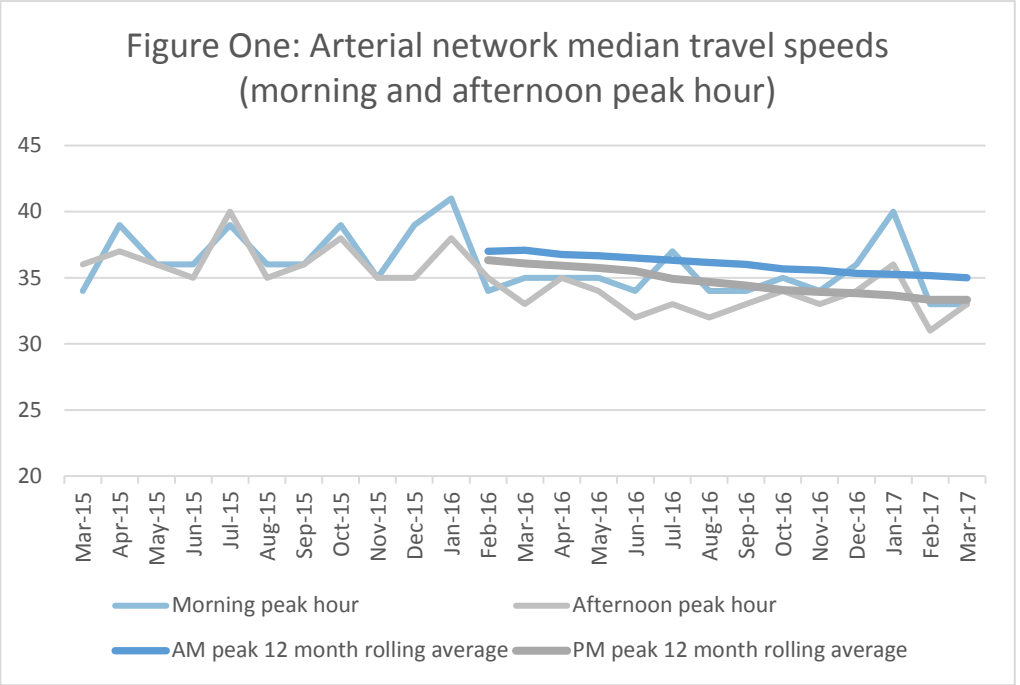
8. Currently available data shows a significant decline in median speeds across the arterial network over the last year (see Figure One). For the period between March 2016 and March 2017, 12 month rolling average speeds have:

   8.1. slowed by 5.6 percent, from 37.1kph to 35kph, in the morning peak hour

   8.2. slowed by 7.7 percent, from 36.1kph to 33.3kph, in the afternoon peak hour.

9. These median travel speed figures are calculated across the length of the entire urban arterial network in both directions, rather than by traffic volumes[7]. As a consequence, they materially understate the decline in performance experienced by the majority of customers travelling to key employment centres.

10. While the available speed data only goes back for two years, the trends are consistent with the increase in congestion on the arterial network which has been tracked since July 2013.



Wider implications of slower peak period travel – limited accessibility gains

11. A core objective of the ATAP project was to support economic activity and productivity by ensuring access to employment / access to the labour force improves as Auckland grows. This objective reflects the literature showing links between productivity gains and the size of the labour force accessible within a reasonable travel time.

12. Auckland's total labour force (including the unemployed) increased by 7.5 percent during 2016[8]. However, as noted, morning and afternoon peak arterial travel speeds declined by an average of 6.6 percent over a similar period – indicating a similar decline in access to labour across Auckland within a fixed travel time[9].

[7] See, for example, the Map at 2.3.4 on page 20 of the Monthly Indicators Report
[8] Calculation based on data from Statistics NZ, *Household Labour Force Survey tables for December 2016 quarter*
[9] Put another way, a 6.6 percent reduction in travel speed roughly equates to a 6.6 percent reduction in the area, and therefore the labour force, of Auckland that can be accessed within the same commuting time – although in practice differences in residential density mean labour is not evenly distributed.

13. While detailed research over a longer time period is needed to identify the exact effects, the figures suggest that much of the recent benefit of growing the labour force through population increases may have been offset by declines in travel speeds.

Impacts on inter-peak travel conditions

14. As ATAP noted, the inter-peak period is a key time for business and freight travel across Auckland's network. In terms of the arterial network, the two years of data currently available from Auckland Transport's monitoring shows a material increase in inter-peak congestion and a decline in travel speeds.

Inter-peak congestion and travel times

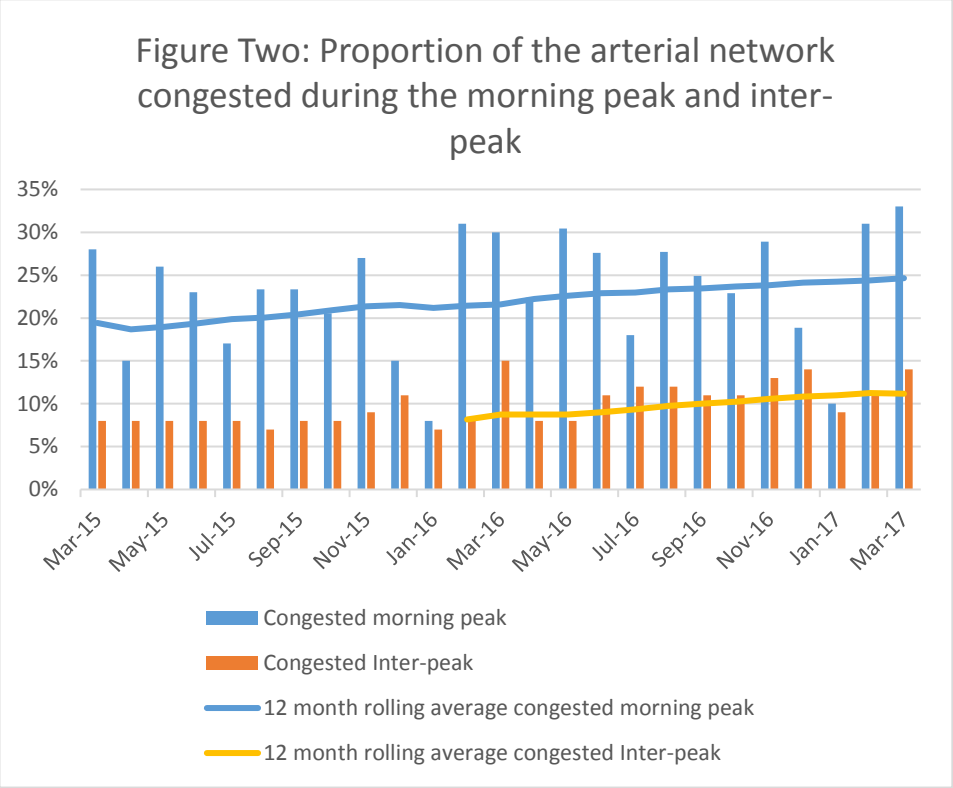
15. The proportion of the arterial network congested during the inter-peak has increased by 2.4 percentage points, from 8.8 percent to 11.2 percent for the year to March 2017 compared to the year to March 2016 (see Figure Two, which includes morning peak congestion as a comparator).

16. Inter-peak travel times have declined by 3.1 percent over the same period, dropping from an average of 39.8 percent to 38.6 percent (see Figure Three).

17. Although the specific delays implied by these figures might be modest, the use of a median figure from across the network will understate the implications for customers using the high volume / high demand parts of the network where average speeds are likely to decline more quickly.

Implications

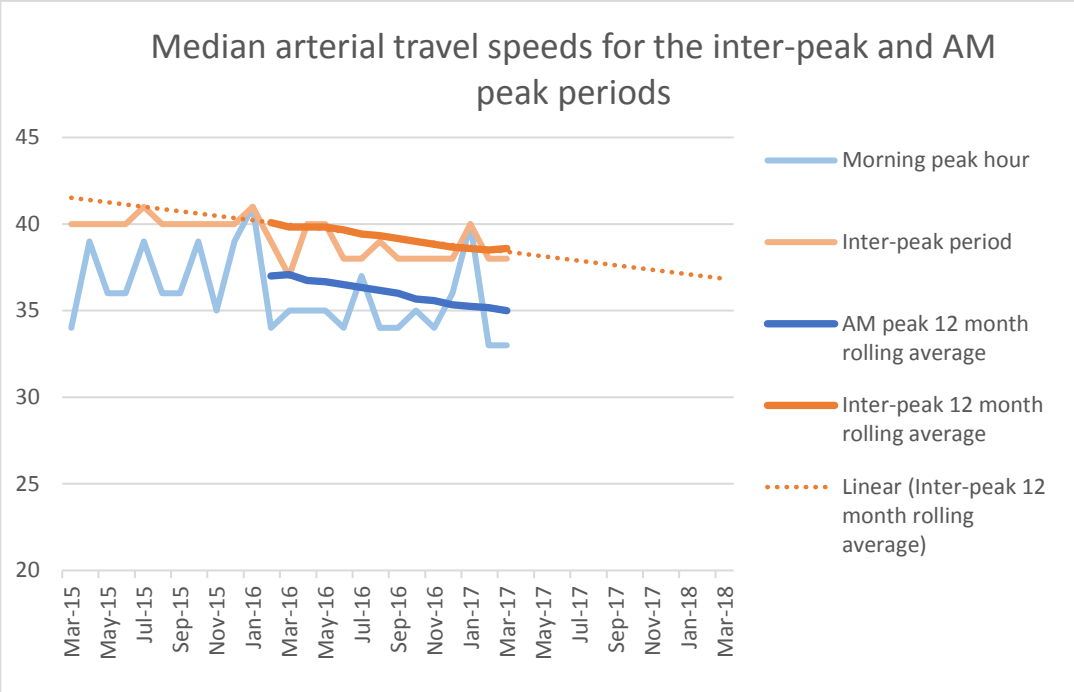
18. As with the peak periods, continued growth in demand for travel will see ongoing decline in arterial network performance during the inter-peak period. While based on limited past data, projection of current trends suggests that the inter-peak travel conditions on the arterial network will soon approach the average morning peak conditions experienced in 2015. Some of this effect may, however, be offset by large scale future investments, such as opening of the Waterview connection.



19. Increasing inter-peak congestion will have significant implications for businesses and freight movement in terms of longer travel times and greater unpredictability of travel. And while there has been significant success with inter-peak public transport services, more distributed inter-peak trips are harder to serve with public transport – suggesting other alternatives will need to be found to preserve inter-peak performance.

Conclusions

20. Growth in demand for travel is leading to a significant decline in arterial network performance, particularly in the peak period, suggesting that slower travel times may be offsetting much of the gain from a larger labour market. Further, indications that peak travel conditions may soon occur throughout the working day signal increasing challenges for business and freight movement if current trends continue.



Summary of performance against SOI measures

21. Table One provides a summary of performance against SOI targets.

Table One: 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 – three **on target to exceed** performance measure, one **on target to meet** performance measures, three **not on target to meet** performance measure, and one reported annually with no update this quarter.
Build network optimisation and resilience	Eighteen SOI measures – six **on target to exceed** performance measures, two **on target to meet** performance measures, and ten **not on target to meet** performance measures.

Table One: Performance against SOI targets by Theme	
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.

Highlights from the Quarterly and Monthly reports

22. The recent trend of strong growth in total public transport continued in March, with continued strong growth in rail, along with improved bus performance and associated growth.
    - Overall public transport patronage totalled 87.0 million boardings for the 12 months to March 2017, an increase of 6.8 per cent, or 5.6 million boardings, on the 12 months to March 2016. Total boardings are 0.9 per cent lower than the year to date SOI target, but well within the 'on target' range.
    - Rail boardings totalled 18.96 million for the 12 months to March 2017, an increase of 19.4 per cent, or 3.1 million boardings, on the 12 months to March 2016. Rail boardings are now 0.7 per cent higher than the year to date SOI target (compared to December 2016 when they were below target).
    - Bus boardings totalled 61.9 million for the 12 months to March 2017, an increase of 3.6 per cent, or 2.1 million, on the 12 months to March 2016.
    - Ferry boardings totalled 6.1 million for the 12 months to March 2017, an increase of 6.3 per cent, or 0.4 million, on the 12 months to March 2016.
23. Boardings on the rapid and frequent network totalled 33.8 million in March 2017, an increase of 10.8 per cent, or 3.3 million boardings, on the 12 months to March 2016.
24. Satisfaction with public transport services has increased over the March quarter to 88% (from 86% in December 2016). Rail satisfaction has increased two percentage points to 92 per cent and bus one percentage point to 86 per cent. Meanwhile, satisfaction with the quality of roads and footpaths has continued to decline – in both cases dropping by three percentage points since March 2016. Satisfaction with road safety has continued to decline slightly, but remains within the SOI target band.
25. Cycling in designated areas continues to grow strongly, and the cumulative cycle count remains well ahead of the trajectory to meet the SOI target. However, recorded cycle movements in the city centre are growing steadily but remain below target. To date, 5.3 kilometres of new cycle network has been competed this year. Due to some delays, provision of cycle network capacity is behind the trajectory to meet the SOI target, but this is expected to recover to be on target by the end of the financial year.

Attachments

Attachment Number	Description
1	Auckland Transport Quarterly Indicators Report 2016/17 – March 2017
2	Auckland Transport Monthly Indicators Report 2016/17 – March 2017

Document ownership

Submitted by	Christine Perrins **Manager, Strategic Transport Planning**	
Recommended and Approved for Submission	David Warburton **Chief Executive**	

Glossary

Acronym	Description
SOI	Statement of Intent 2016/17-2018/19
GDP	Gross Domestic Product

Attachment 1

Auckland Transport Quarterly Indicators Report 2016/17

March 2017

Auckland Transport
An Auckland Council Organisation

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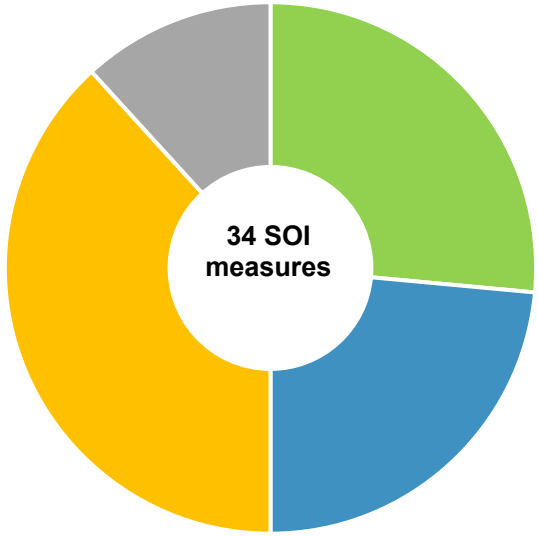
1 Executive summary

SOI performance summary



- 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

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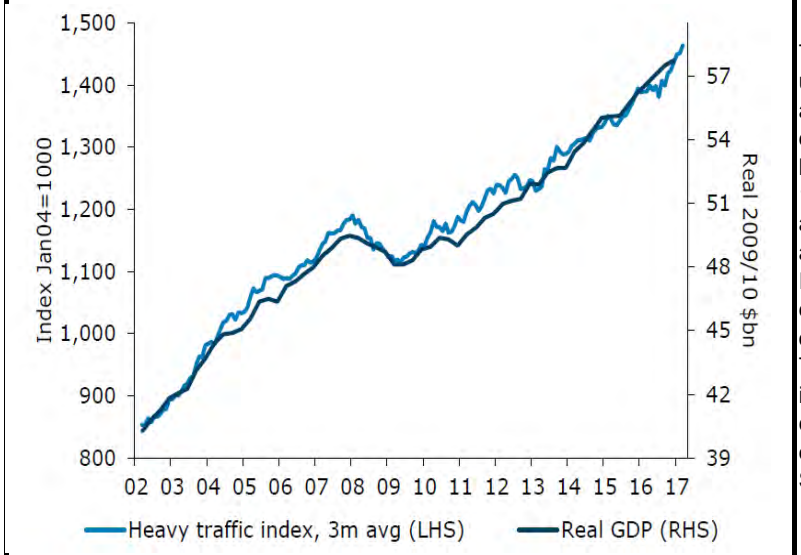
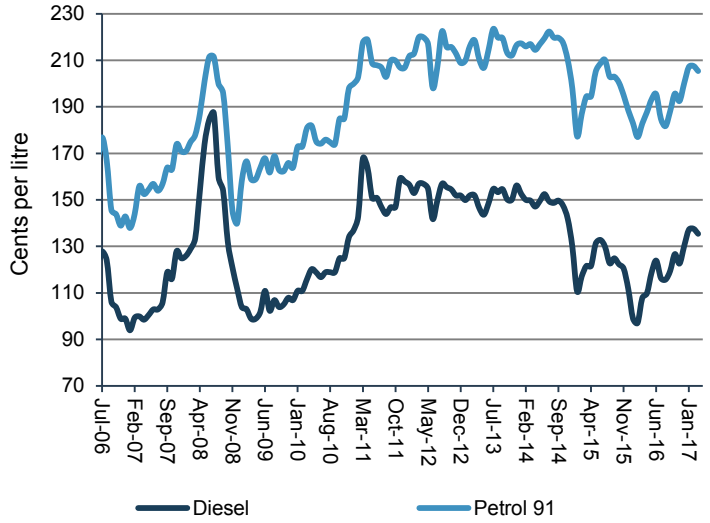
2. External indicators

2.1 ANZ Truckometer



The ANZ Truckometer uses NZTA traffic data as an indicator of national economic activity. The heavy traffic index rose 1.7% in March (seasonally adjusted), and up 1.8% across the March quarter. It suggests growth in the economy grew around 1% over the March quarter. The upward trend in the index is looking solid and continued growth is expected in 2017.
Source: ANZ Truckometer

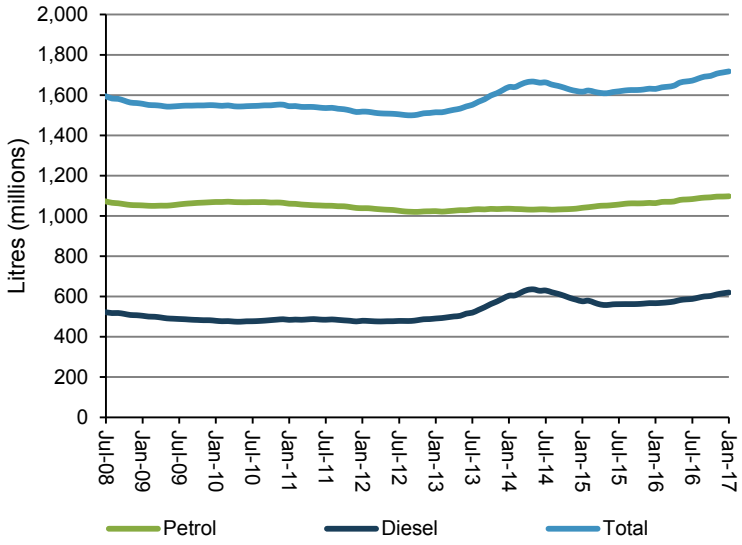
2.2 Monthly fuel prices



In March 2017 petrol prices decreased by 1.06% and diesel prices decreased by 1.6% compared to February 2017.

Source: Ministry of Business, Employment and Innovation

2.3 Auckland fuel sales

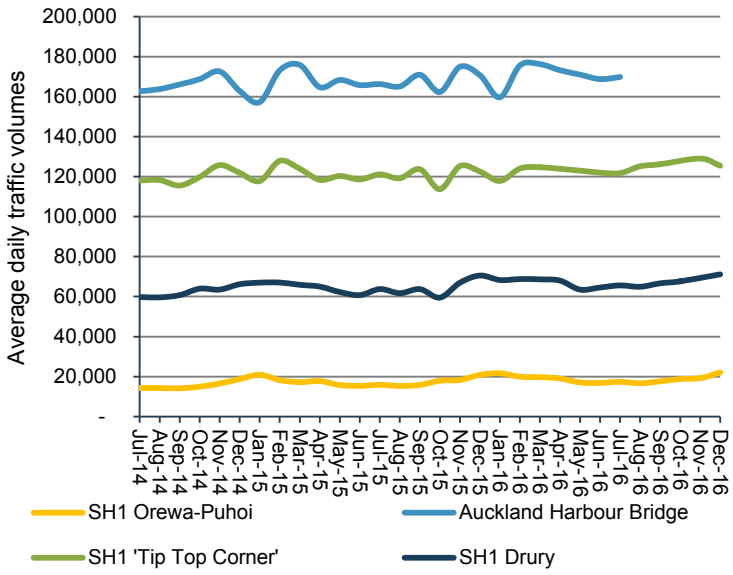


Total fuel sales for the year to January 2017 were 5.3% higher than the 12 months to January 2016.

Petrol sales in the month of January 2017 were 1.6% higher and diesel sales were 8.6% higher than January 2016.

Source: Auckland Council fuel tax returns

2.4 State Highway average daily traffic volumes

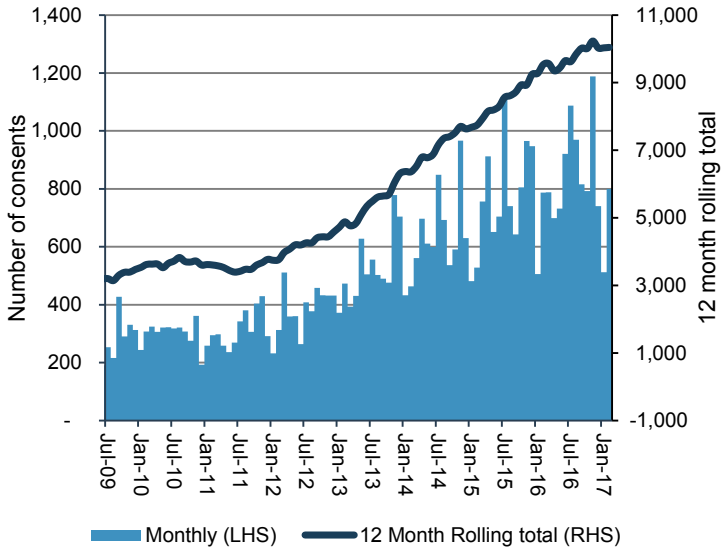


Compared to December 2015, average daily traffic volumes in December 2016 were up 1% on SH1 at Drury, up 2% on SH1 at Tip Top Corner, and up 6% on SH1 between Orewa and Puhoi. No data are avaliable for the Auckland Harbour Bridge.

Source: NZTA Data

2. External indicators

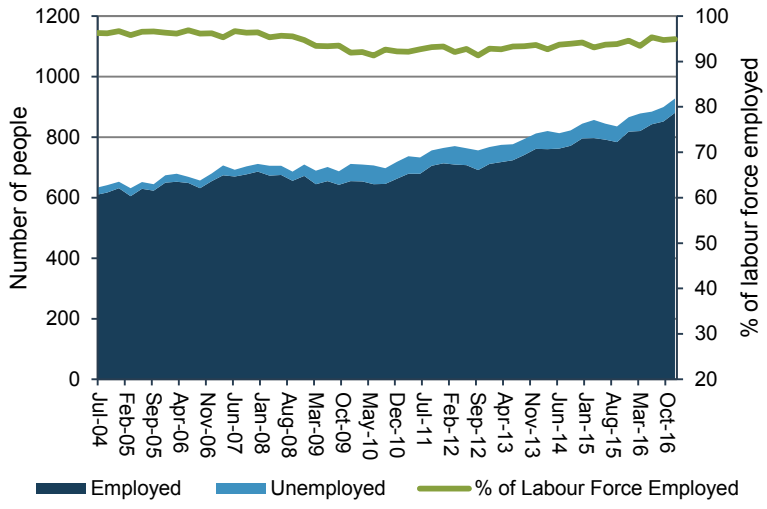
2.7 Auckland dwelling consents issued



800 consents were issued in February 2017, up 1.7% on February 2016. The 12 month rolling total to February 2017 was 5.4% higher than the 12 months to February 2016.

Source: Statistics NZ

2.6 Auckland labour force

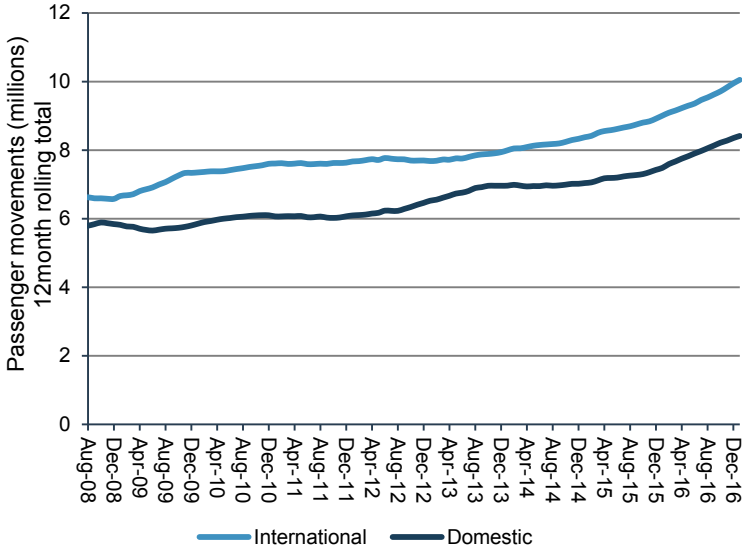


Auckland employment in the December 2016 quarter totalled 880,600, up 7.6% on December 2015.

Source: Statistics NZ Quarterly Labour Force Survey

2. External Indicators

2.8 Auckland Airport passenger movements

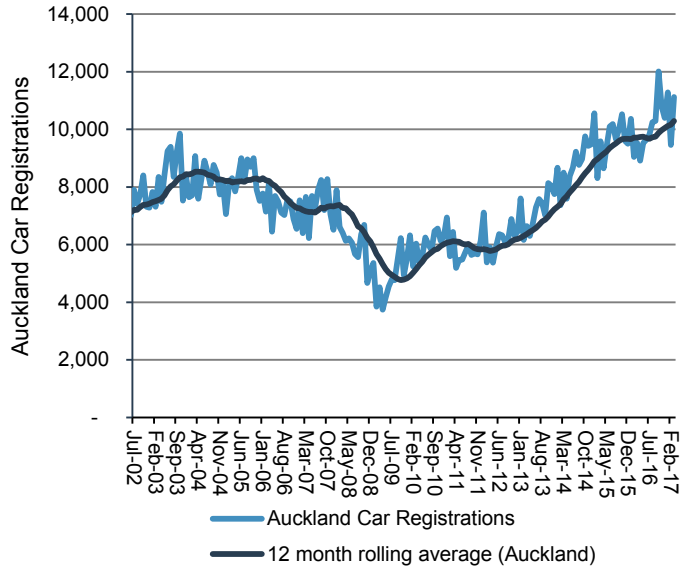


A total of 18.5 million passenger movements were recorded through Auckland Airport in the year to February 2017, an increase of 11.1% on the year to February 2016.

In the month of February 2017, international passenger numbers were up 6.6% and domestic passengers up 1.8% compared to February 2016.

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 11,125 Auckland car registrations in March 2017, 16.7% more than March 2016. Car registrations outside of Auckland increased 16.4% over this time period.

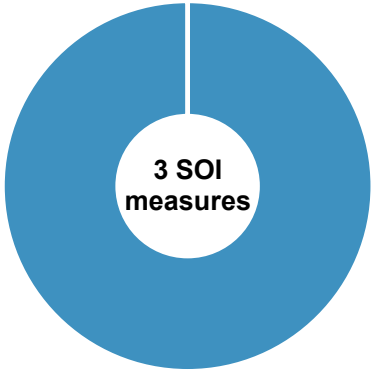
The 12 month rolling average in March 2017 was 10,288, 5.9% higher than in March 2016.

Source: NZTA Vehicle registration Centre

3.1 Prioritise rapid, high frequency public transport

Strategic theme	Measure	SOI 2016/17 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Prioritise rapid, high frequency public transport	Total public transport boardings	88.97 million	●	●	●		Total boardings are slighlty below target for year to date (-0.9%) but are on track to meet the performance measures within +/-2.5% of target.
	Total rail boardings (millions)	19.5 million	●	●	●		Total rail boardings are above target for year to date (+0.7%).
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●		RTN + FTN boardings are growing faster than total boardings.

Summary



Total public transport boardings

Total public transport boardings are slightly below the amount required to meet the year end SOI target. YTD partonage needed to meet the SOI target is 65.8 million, actual patronage is 65.2 million - a varience of -0.9%.

12 months to September 2016 = 83,742,637
12 months to December 2016 = 84,767,353
12 months to March 2017 = 86,985,434

Boardings on rapid and frequent services

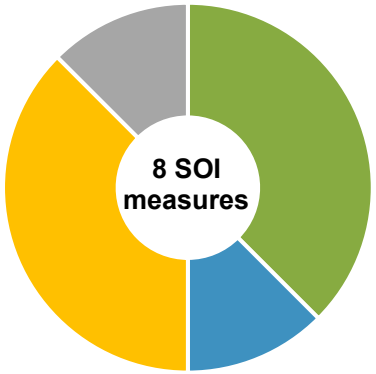
The 10.8% growth in RTN + FTN boardings exceeds the 6.8% growth in total boardings.

● 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

Strategic theme	Measure	SOI 2016/17 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	84%	●	●	●		Overall satisfaction with public transport services (88%) is up two percentage points compared to the second quarter result (86%).
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%	●	●	●		Satisfaction with the quality of roads in Auckland (65%) is down one percentage point compared with the second quarter result (66%).
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%	●	●	●		Satisfaction with the quality of footpaths in Auckland (60%) is down one percentage point compared to the second quarter result (61%).
	Percentage of residents satisfied with road safety in the Auckland region	60-65%	●	●	●		Satisfaction with road safety in Auckland (62%) is unchanged compared to the second quarter result (62%).
	PT punctuality (weighted average across all modes)	93%	●	●	●		Public transport weighted average punctuality was 95.6%.
	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	●	●	●		The 12 month rolling total to December 2016 is 545, which is 3% above the target trajectory of 529.
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●		Target exceeded (12 month rolling average = 88%, SOI target of 85%). Please note that this result does not yet include all customer service requests.
	Local road deaths and serious injuries per 100million vehicle kilometres travelled.	5					No March quarter result.

Summary



● 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

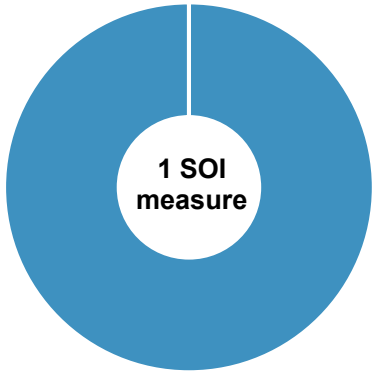
Strategic theme	Measure	SOI 2016/17 Year End Target		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved						The 12 month rolling average to March 2017 is 59.6%, which is consistant with the second quarter.
	New cycleways added to regional cycle network	16.4 km						YTD completion: 5.3km which is below the trajectory to achieve the target.
	Annual cycle movements in the Auckland city centre	1,847,000						YDT completion: 1,131,424 which is below trajectory to meet SOI target.
	Annual number of cycling trips in designated areas in Auckland (all day)	1.2 million						The 12 month rolling total to March 2017 (1,299,292) is ahead of the trajectory to meet SOI target.
	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 three of the ten key freight routes monitored under Auckland Transport's SOI.
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 82%						As at March 2017: 87%
		Rural 92%						As at March 2017: 94%
	Percentage of the sealed local road network that is resurfaced	8%						Behind trajectory to meet Target.
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%						As at March 2017: 99.5%

Summary

3.4 Ensure a sustainable funding model

Strategic theme	Measure	SOI 2016/17 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Ensure a sustainable funding model	PT farebox recovery	47-50%	●	●	●		Total public transport farebox recovery in March 2017 was 47.9%.

Summary



PT farebox recovery

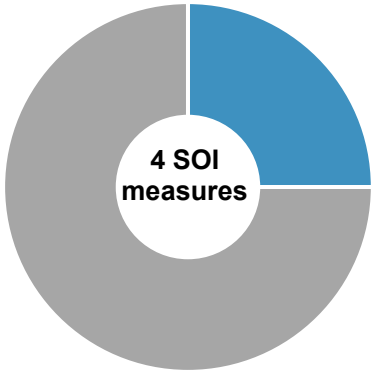
Results for individual modes are as follows:
- Ferry 78.7%
- Bus 46.7%
- Rail 39.6%

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 2016/17 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: 85.8%.
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%					No December quarter result.
	Active and sustainable transport mode share for morning peak commuters where the Commute programme is implemented	40%					No December quarter result.
	Number of car trips avoided through travel planning initiatives	18,400					No December quarter result.

summary



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

Attachment 2

Auckland Transport Monthly Indicators Report 2016/17

March 2017

Auckland Transport
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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: 86.99m	Page 12
	Total rail boardings (millions)	19.5 million	🟡	🟡	🟡	🟡	🔵	🔵	🔵	🔵	🔵				12 month rolling total: 18.96m	Page 13
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	🔵	🔵	🔵	🔵	🔵	🔵	🔵	🔵	🔵				10.8% growth in RTN + FTN boardings exceeds 6.8% growth in total boardings.	Page 12
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	84%			🔵			🔵			🟢				March result: 88%	Page 14
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%			🟡			🟡			🟡				March result: 65%	Page 15
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%			🔵			🟡			🟡				March result: 60%	Page 15
	Percentage of residents satisfied with road safety in the Auckland region	60–65%			🔵			🔵			🔵				March result: 62%	Page 15
	PT punctuality (weighted average across all modes)	93%	🔵	🔵	🔵	🔵	🔵	🔵	🟢	🟢	🟢				YTD average: 95.6%	Page 16
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢				12 month rolling average: 59.8%	Page 22
	New cycleways added to regional cycle network	16.4 km	🔵	🔵	🟡	🟡	🟡	🟡	🟡	🟡	🟡				YTD completion: 5.3km	Page 26
	Annual number of cycling trips in designated areas in Auckland (all day)	1.2 million	🟡	🔵	🟢	🟢	🟢	🟢	🟢	🟢	🟢				YTD: 1,299,292	Page 26
	Annual cycle movements in the Auckland city centre	1,847,000	🔵	🔵	🟡	🟡	🟡	🟡	🟡	🟡	🟡				YTD: 1,131,424	Page 26
	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 - 11mins Harris E - 12mins Harris W - 11mins GSR N - 13mins GSR S - 12mins Kaka E - 8mins Kaka W - 7mins Wairau W - 9mins Wairau E - 9mins	Page 23–25

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

▮ Data not available

1.1 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%	●	●	●	●	●	●	●	●	●				March result: 47.9%	Page 27
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70–90%		●			●			●					February 2017 rolling average: 85.8%	Page 28
	Number of car trips avoided through travel planning initiatives	18,400													N/A	Page 28

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]

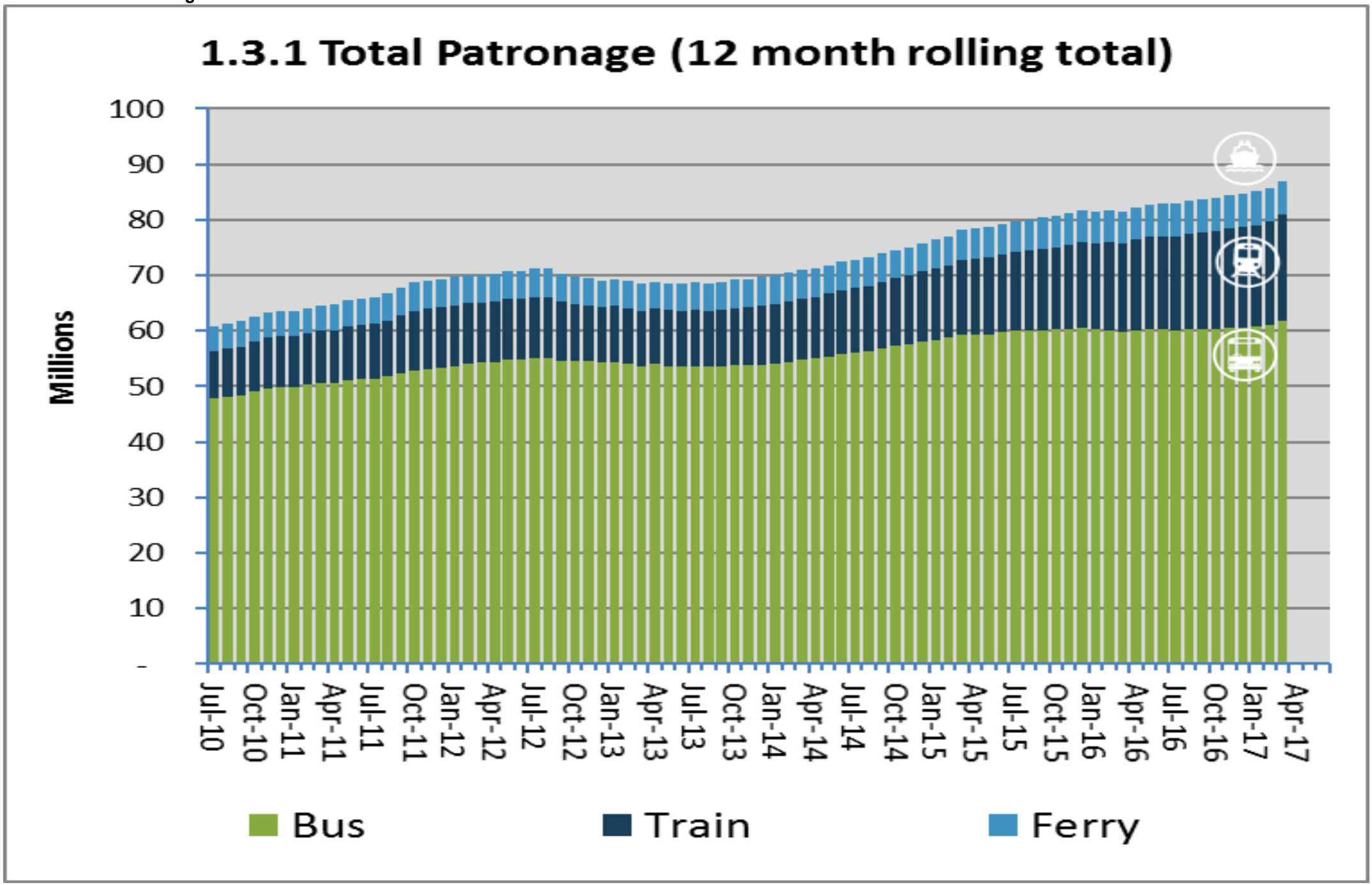
Strategic theme	Measure	SOI 2016/17 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Slide
Transform and elevate customer focus and experience	Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	Reduce by at least 9 (End of year target: 528)	On target to meet performance measure (within +/- 2.5% of target)	On target to meet performance measure (within +/- 2.5% of target)	On target to meet performance measure (within +/- 2.5% of target)	On target to meet performance measure (within +/- 2.5% of 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)							12 month rolling total to December 2016: 545	Page 30
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	On target to exceed performance measure (more than 2.5% above target)	On target to exceed performance measure (more than 2.5% above target)	On target to exceed performance measure (more than 2.5% above target)	On target to exceed performance measure (more than 2.5% above target)	On target to exceed performance measure (more than 2.5% above target)	On target to exceed performance measure (more than 2.5% above target)	On target to exceed performance measure (more than 2.5% above target)	On target to exceed performance measure (more than 2.5% above target)	On target to exceed performance measure (more than 2.5% above target)				12 month rolling average: 88%	Page 30
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%									On target to exceed performance measure (more than 2.5% above target)				87%	Page 30
		Rural 92%									On target to meet performance measure (within +/- 2.5% of target)				94%	Page 30
	Percentage of the sealed local road network that is resurfaced	8%	On target to meet performance measure (within +/- 2.5% of 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)	Not on target to meet performance measure (more than 2.5% below target)	Not on target to meet performance measure (more than 2.5% below target)	Not on target to meet performance measure (more than 2.5% below target)	Not on target to meet performance measure (more than 2.5% below target)	Not on target to meet performance measure (more than 2.5% below target)	Not on target to meet performance measure (more than 2.5% below target)				Behind trajectory to meet Target.	Page 31
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%									On target to meet performance measure (within +/- 2.5% of target)				99.5%	Page 31

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)

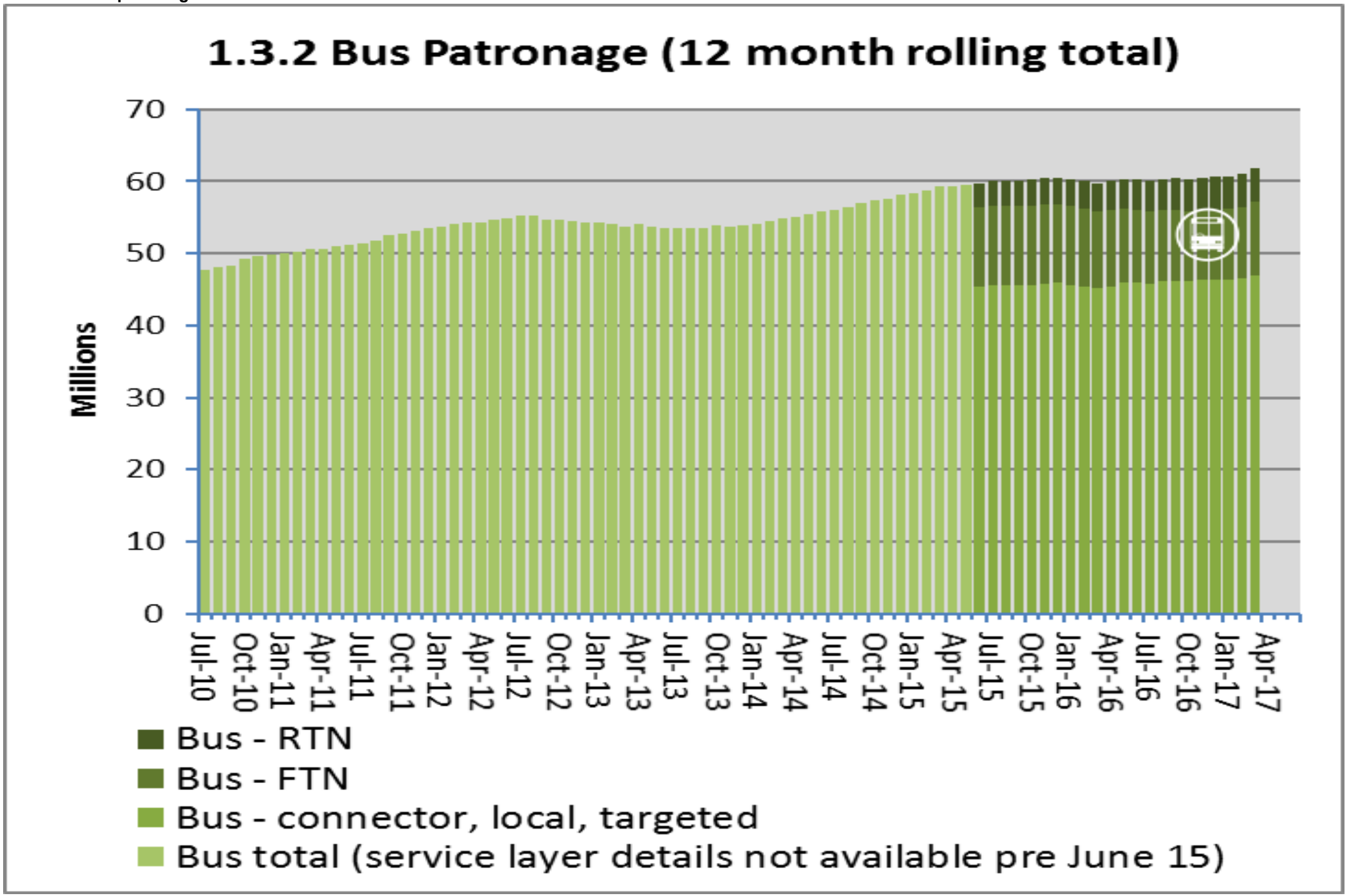
Data not available

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

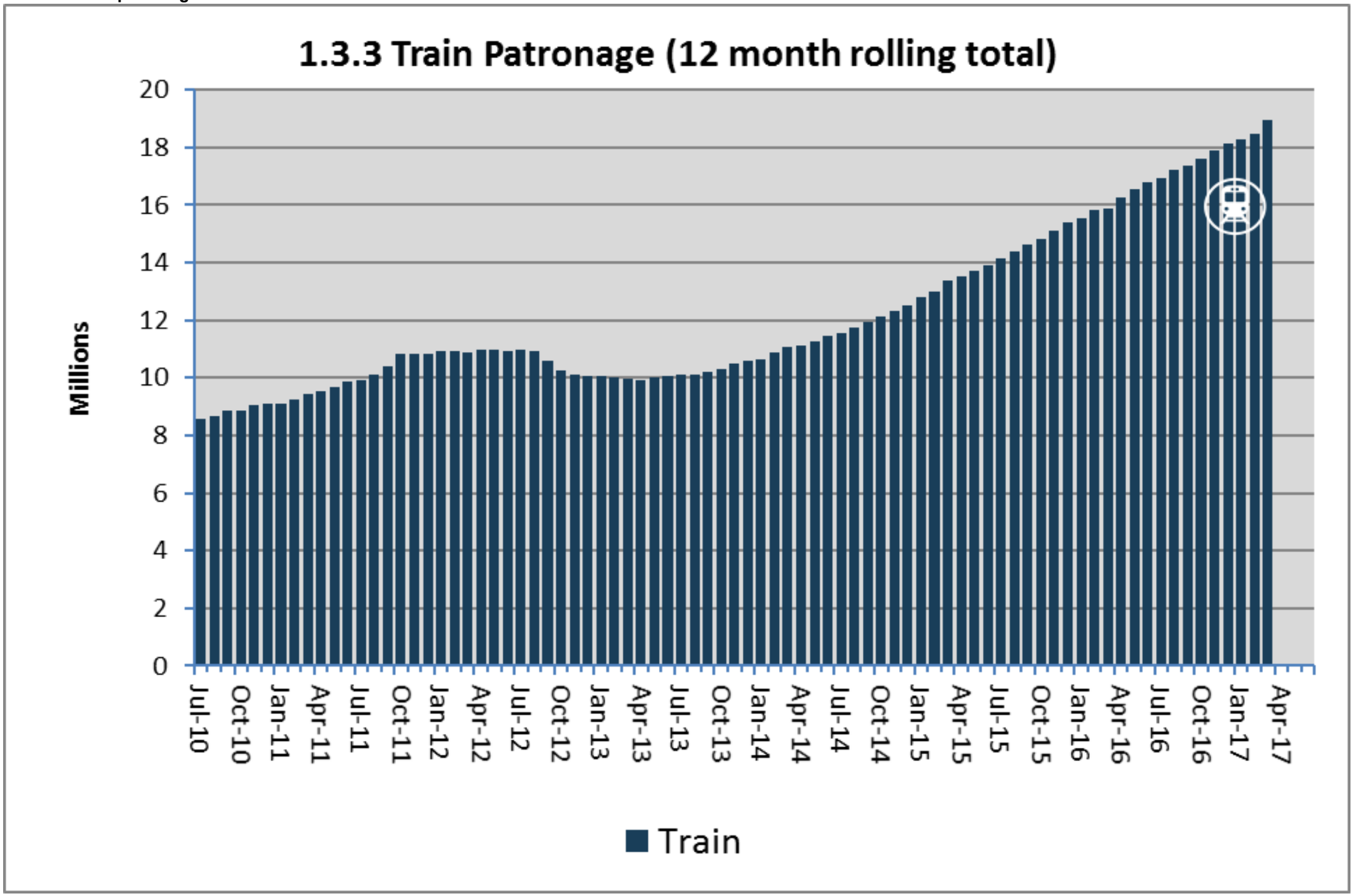
1.3 AT Metro Boardings breakdown



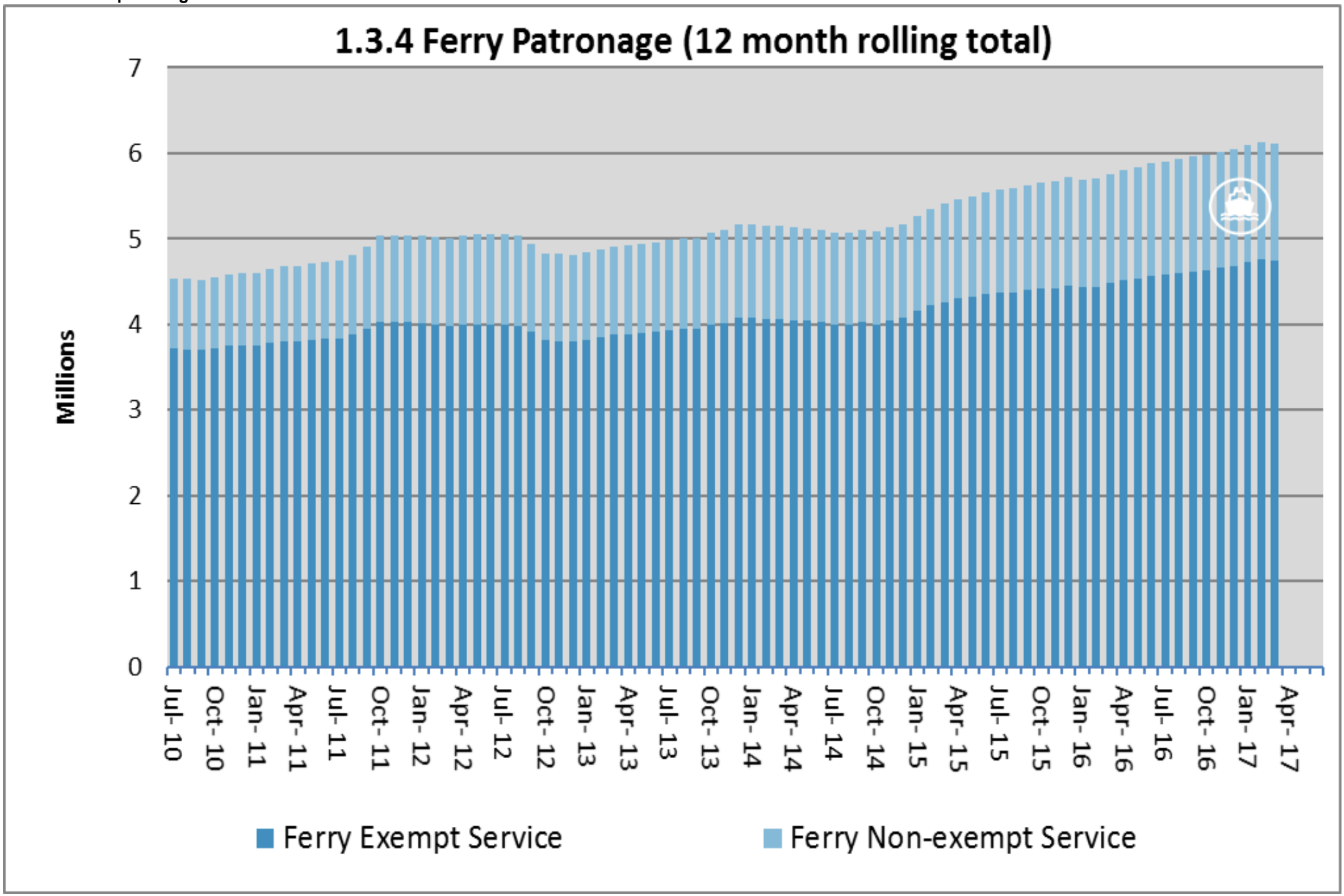
1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown

	March - 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:	6,675,628	12.8%	6,628,898	0.7%	46,140,671	3.7%	46,893,502	-1.6%	63,360,000	62,000,000
2. Train (Rapid) Total:	2,150,685	31.2%	2,033,508	5.8%	14,306,207	17.9%	14,208,593	0.7%	19,500,000	19,500,000
3. Ferry (Connector Local) Total:	591,539	-1.1%	662,096	-10.7%	4,709,229	5.4%	4,649,179	1.3%	6,113,500	6,200,000
Total Patronage	9,417,852	15.5%	9,324,503	1.0%	65,156,107	6.7%	65,751,274	-0.9%	88,973,500	87,700,000
Rapid and Frequent	3,818,708	27.1%	3,432,358	11.3%	25,429,420	12.4%	24,343,214	4.5%	33,322,000	33,919,323

	March - 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:	6,675,628	5,920,263	755,365	12.8%	5.4%	61,907,112	1.2%	2,124,261	3.6%	46,140,671	1,667,565	3.7%
- Busway (Rapid) Bus	533,435	441,850	91,585	20.7%		4,763,644	2.0%	856,904	21.9%	3,572,339	588,935	19.7%
- Frequent Bus	1,134,588	923,812	210,776	22.8%		10,123,154	2.1%			7,550,874		
- Connector Local Targeted Bus	5,007,605	4,554,601	453,004	9.9%		47,020,314	1.0%	1,908,141	4.2%	35,017,458	1,042,938	3.1%
2. Train (Rapid) Total:	2,150,685	1,638,658	512,027	31.2%	19.3%	18,959,280	2.8%	3,081,615	19.4%	14,306,207	2,172,787	17.9%
- Western Line	685,773	549,888	135,885	24.7%		6,516,676	2.1%	1,116,975	20.7%	4,895,887	746,524	18.0%
- Eastern Line	587,498	449,960	137,538	30.6%		5,198,749	2.7%	899,405	20.9%	3,939,885	697,657	21.5%
- Onehunga Line	195,593	110,915	84,678	76.3%		1,374,156	6.6%	222,519	19.3%	1,055,724	176,554	20.1%
- Southern Line	632,696	492,687	140,009	28.4%		5,467,012	2.6%	774,507	16.5%	4,107,835	490,572	13.6%
- Pukekohe Line	49,125	35,208	13,917	39.5%		402,687	3.6%	68,209	20.4%	306,876	61,480	25.1%
3. Ferry (Connector Local) Total:	591,539	598,029	-6,490	-1.1%	-2.9%	6,119,042	-0.1%	363,801	6.3%	4,709,229	240,858	5.4%
- Contract	142,005	129,235	12,770	9.9%		1,371,846	0.9%	101,002	7.9%	1,016,712	56,759	5.9%
- Exempt Services	449,534	468,794	-19,260	-4.1%		4,747,196	-0.4%	262,799	5.9%	3,692,517	184,099	5.2%
Total Patronage	9,417,852	8,156,950	1,260,902	15.5%	7.6%	86,985,434	1.5%	5,569,677	6.8%	65,156,107	4,081,210	6.7%
Rapid and Frequent	3,818,708	3,004,320	814,388	27.1%		33,846,078	2.5%	3,297,735	10.8%	25,429,420	2,797,414	12.4%
Connector Local Targeted	5,599,144	5,152,630	446,514	8.7%		53,139,355	0.8%	2,271,942	4.5%	39,726,687	1,283,796	3.3%
Total Patronage	9,417,852	8,156,950	1,260,902	15.5%	7.6%	86,985,434	1.5%	5,569,677	6.8%	65,156,107	4,081,210	6.7%

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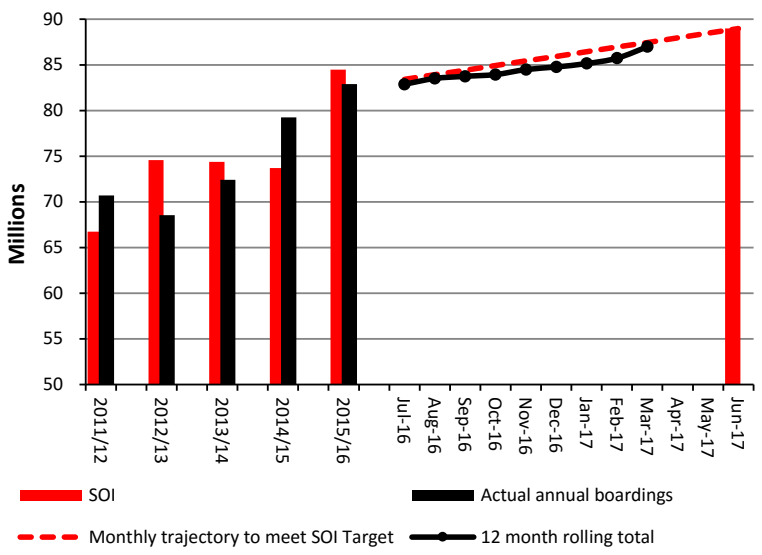
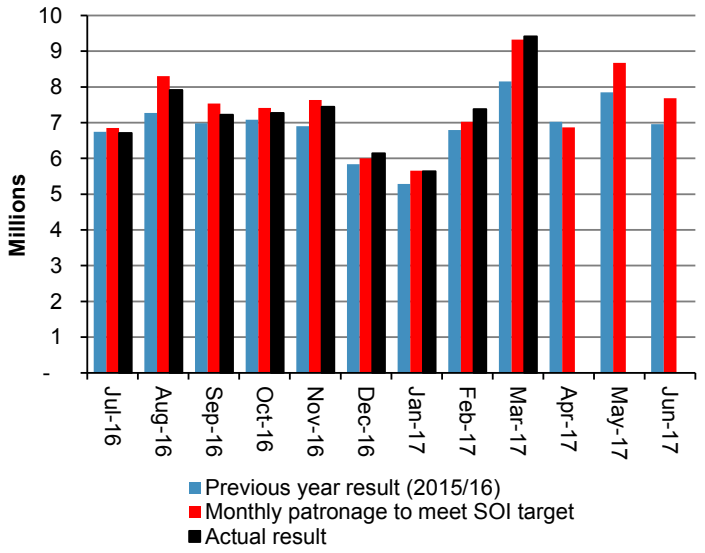
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



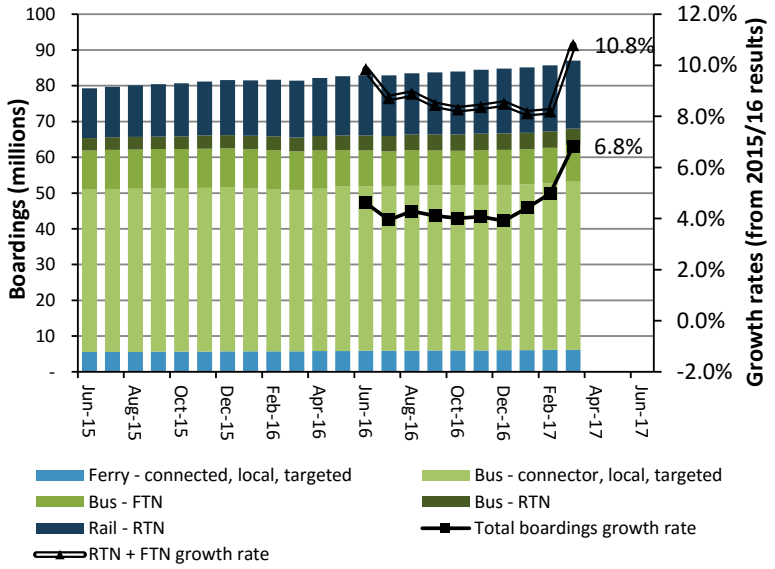
PT patronage totalled 86,985,434 passenger boardings for the 12 months to March 2017, an increase of 1.5% on the 12 months to February 2017 and an increase of 6.8% on the 12 months to March 2016.

2.1.2 Monthly public transport boardings (millions)



February monthly patronage was 9,417,852 an increase of 15.5% (1,260,902 boardings) on March 2016, normalised to an increase of ~7.6% 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



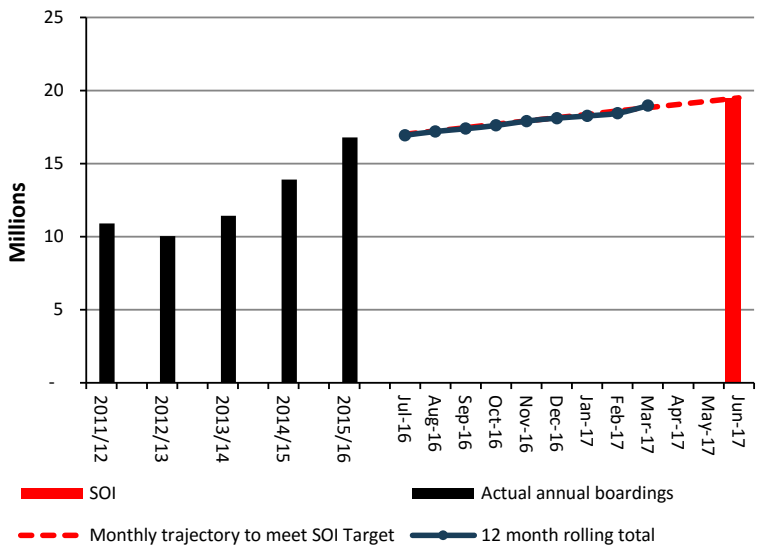
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

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 March 2017 compared to the 12 month rolling total to March 2016.

RTN + FTN patronage increased by 10.8% for the 12 months to March 2017, a faster rate than total patronage which increased by 6.8%.

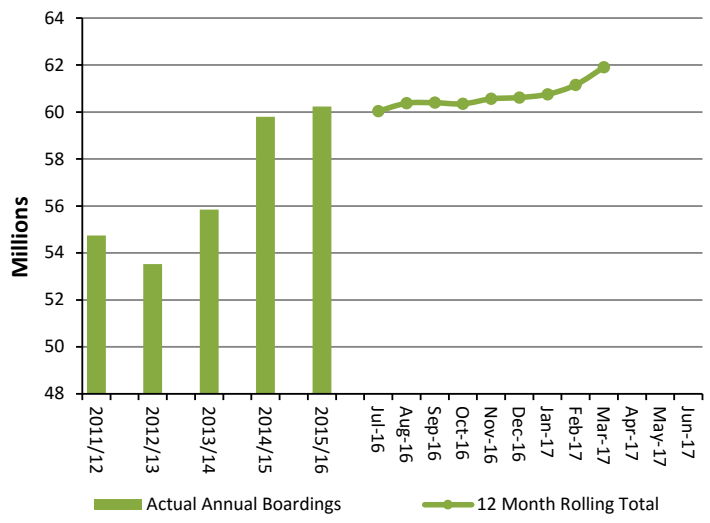
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



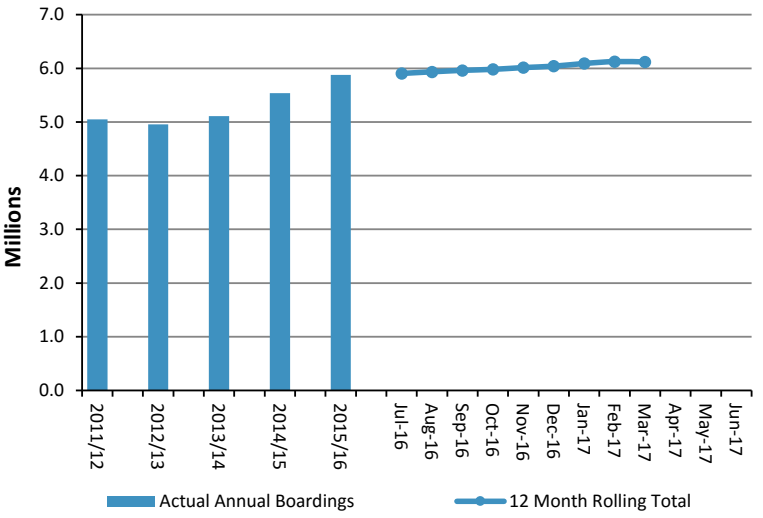
Rail patronage totalled 18,959,280 passenger boardings for the 12 months to March 2017, an increase of 2.8% on the 12 months to February 2017 and 19.4% on the 12 months to March 2016.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 61,907,112 passenger boardings for the 12 months to March 2017, an increase of 1.2% on the 12 months to February 2017 and an increase of 3.6% on the 12 months to March 2016.

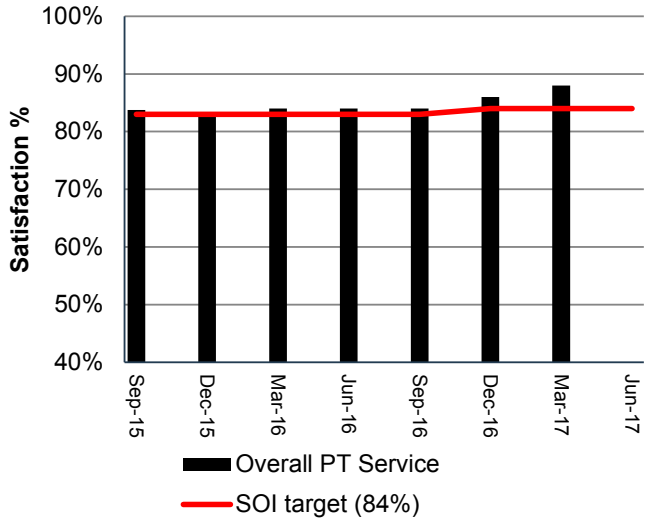
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,119,042 passenger boardings for the 12 months to March 2017, a decrease of 0.1% on the 12 months to February 2017 and an increase of 6.3% on the 12 months to March 2016.

2.2 Transform and elevate customer focus and experience

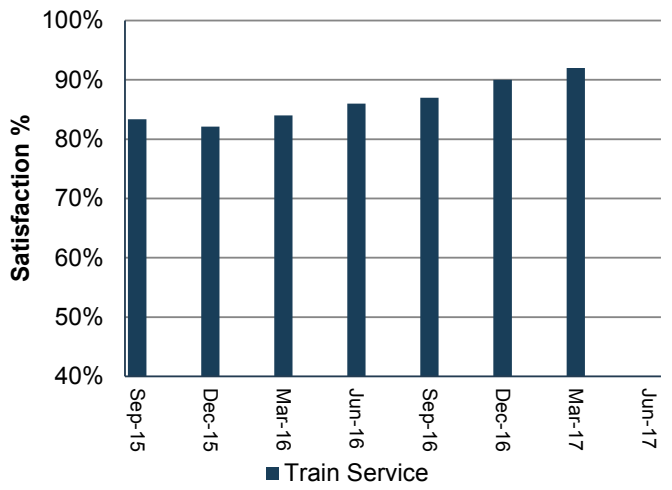
2.2.1 Percentage of public transport passengers satisfied with their public transport service



In March 2017, overall satisfaction with public transport services (88%) was up two percentage points compared with the December 2016 result (86%).

Satisfaction was up four percentage points compared to the March 2016 result.

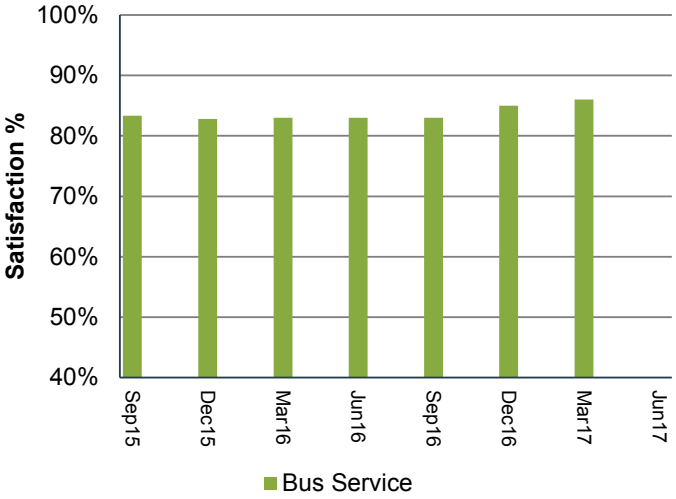
2.2.2 Percentage of passengers satisfied with their train service



In March 2017, satisfaction with train services (92%) was up two percentage points compared with the December 2016 result (90%).

Satisfaction was up eight percentage points compared to the March 2016 result.

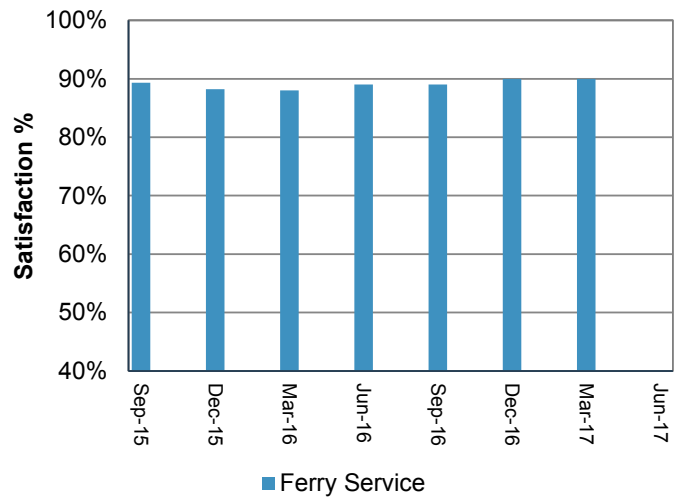
2.2.3 Percentage of passengers satisfied with their bus service



In March 2017, satisfaction with bus services (86%) was up one percentage point compared with the December 2016 result (85%).

Satisfaction was up three percentage points compared to the March 2016 result.

2.2.4 Percentage of passengers satisfied with their ferry service

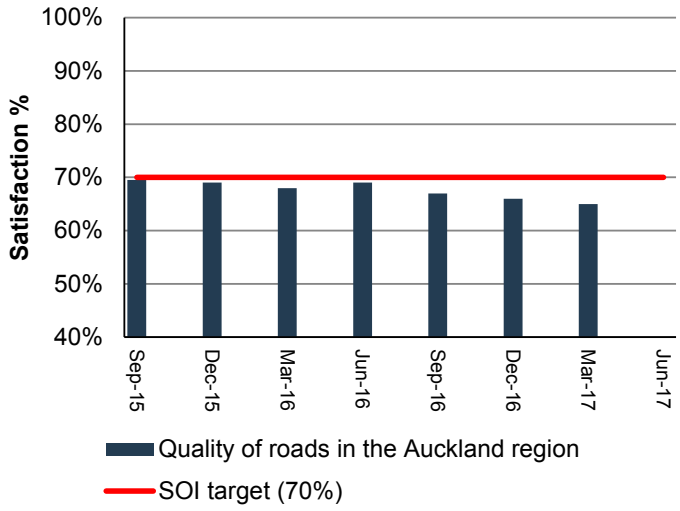


In March 2017, satisfaction with ferry services (90%) was unchanged compared with the December 2016 result (90%).

Satisfaction was up two percentage points compared to the March 2016 result.

2.2 Transform and elevate customer focus and experience

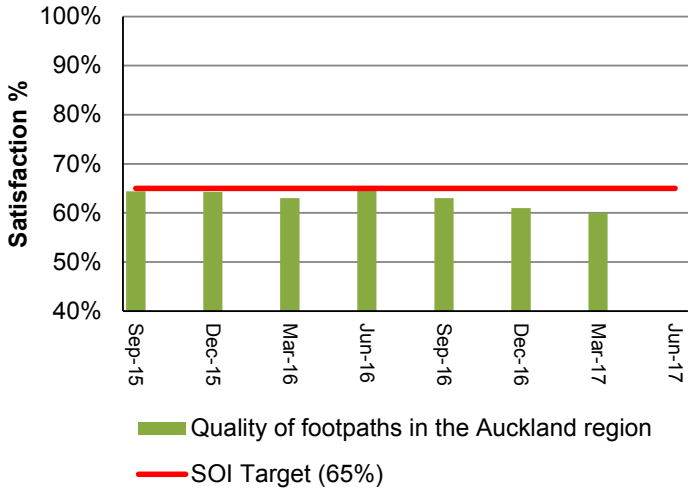
2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In March 2017, satisfaction with the quality of roads in Auckland (65%) was down one percentage point compared with the December 2016 result (66%).

Satisfaction was down three percentage points compared to the March 2016 result.

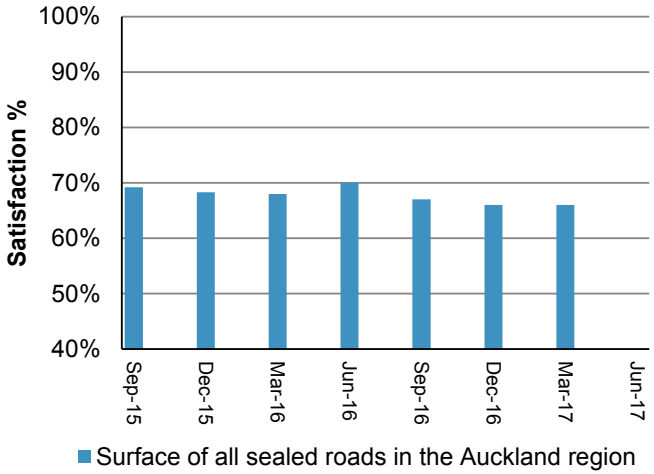
2.2.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



In March 2017, satisfaction with the quality of footpaths in Auckland (60%) was down one percentage point compared with the December 2016 result (61%).

Satisfaction was down three percentage points compared to the March 2016 result.

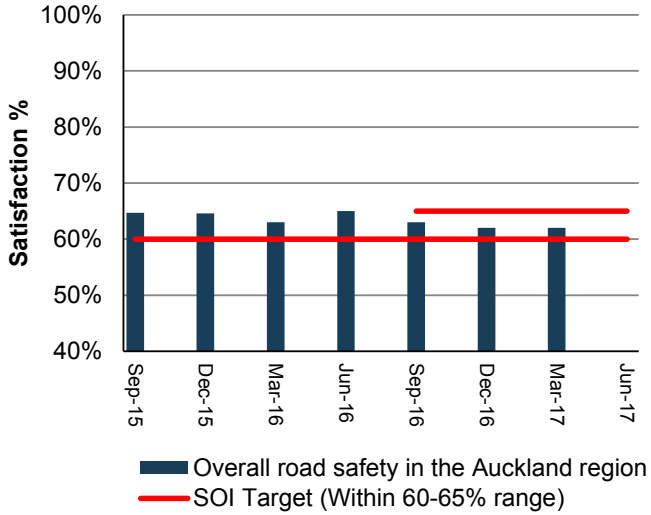
2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In March 2017, satisfaction with the surface of all sealed roads in Auckland (66%) was unchanged from the December 2016 result (66%).

Satisfaction was down two percentage points compared to the March 2016 result.

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

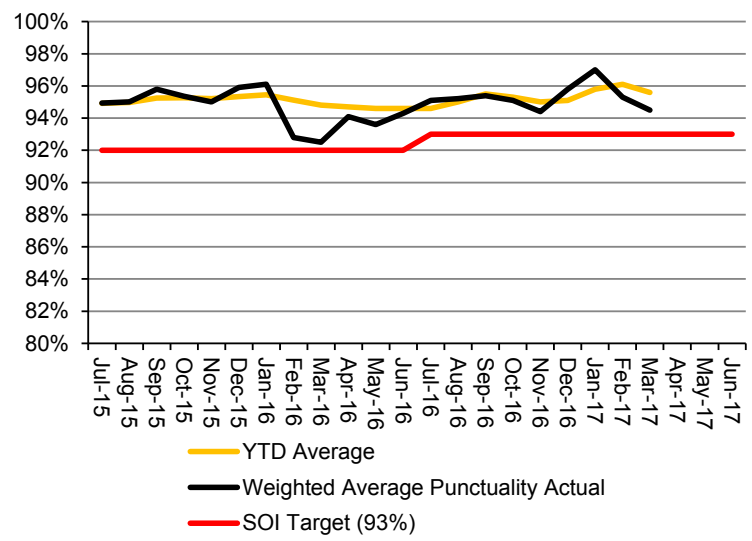


In March 2017, satisfaction with road safety in Auckland (62%) was unchanged from the December 2016 result (62%).

Satisfaction was down one percentage point compared to the March 2016 result.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

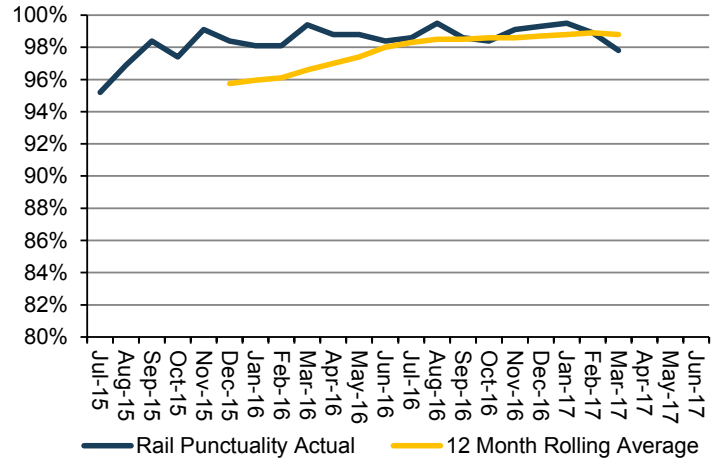


Target met (YTD average in March 2017 = 95.6%; SOI target 93%).

PT weighted average punctuality for the month of March 2017 was 94.5%.

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

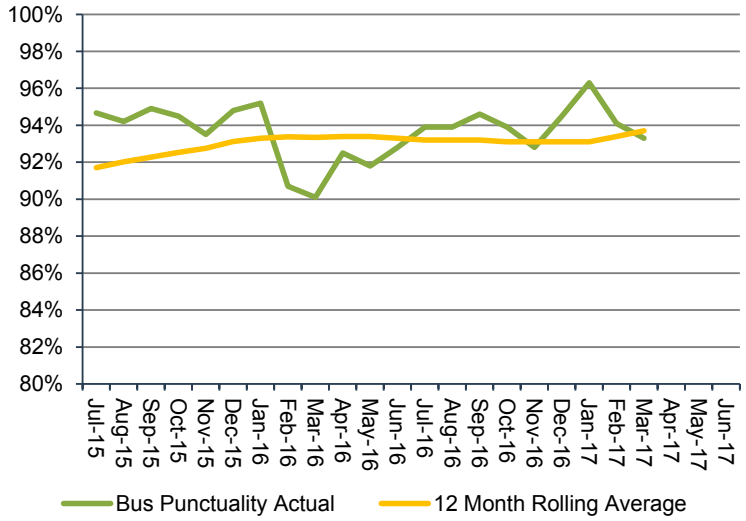
2.2.10 Rail services punctuality



Rail service punctuality in March 2017 was 97.8%, and 98.8% for the 12 months to March 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. 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

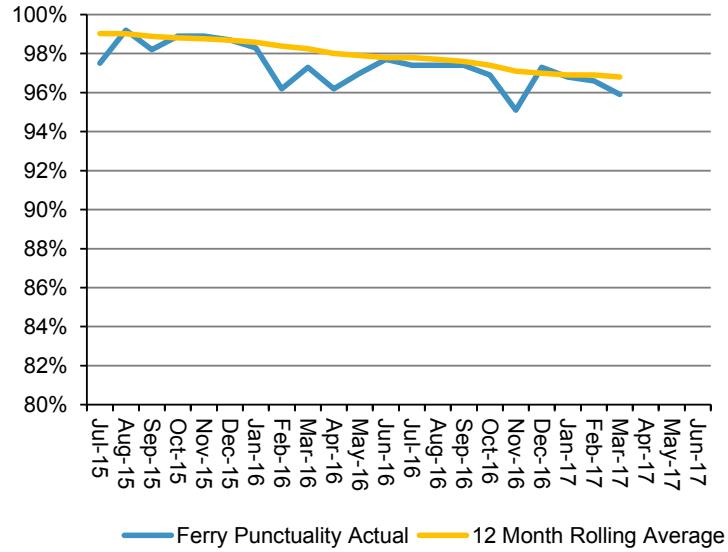


Bus service punctuality in March 2017 was 93.3%, and 93.7% for the 12 months to March 2017.

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

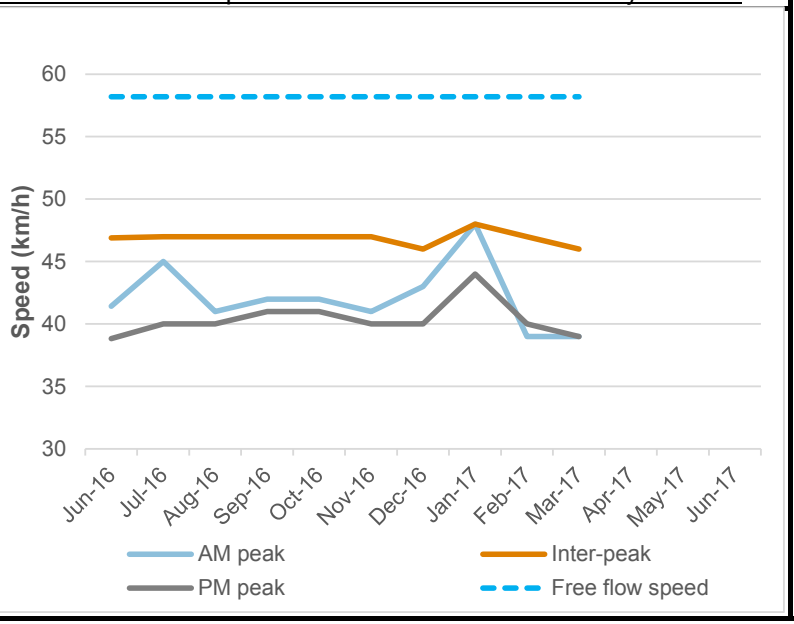


Ferry service punctuality in March 2017 was 95.9%, and 96.8% for the 12 months to March 2017.

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

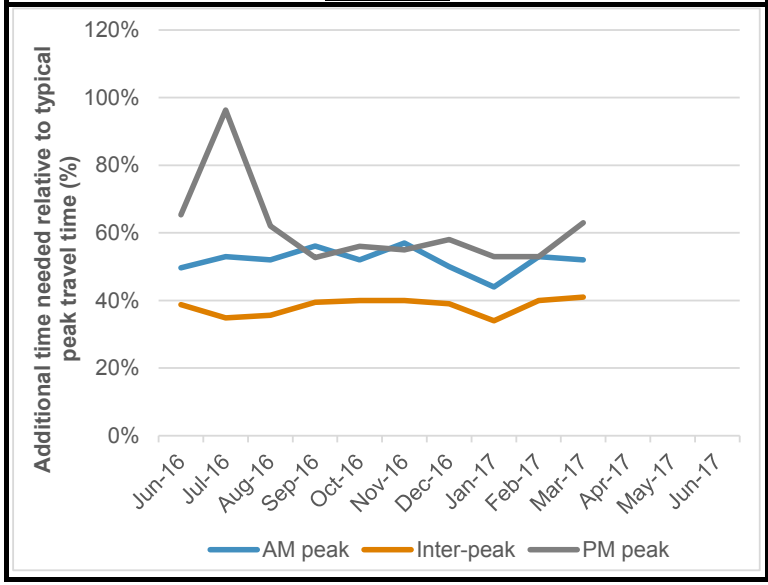
2.3.1 Median travel speed across arterial and motorway network



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 March 2017, the median travel speed during the AM peak was 39 km per hour, below the average of 42.4 km per hour for July 16 to March 17.

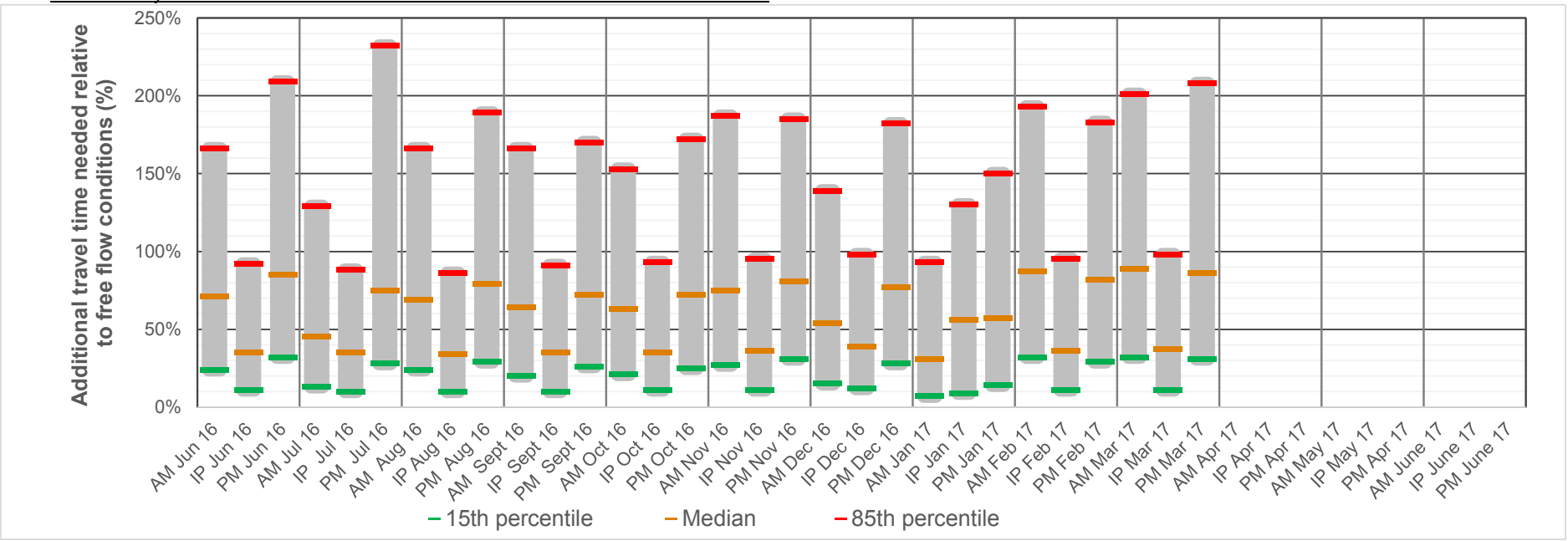
2.3.2 Reliability: additional travel time needed relative to typical travel time



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 March 17 AM peak, the 85th percentile was 52% longer than the typical travel time. Therefore, if a typical AM peak journey took 20 minutes, a motorist would need to allow an additional 10.4 minutes, for a total of 30.4 minutes, to be 85% certain of arriving on time.

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



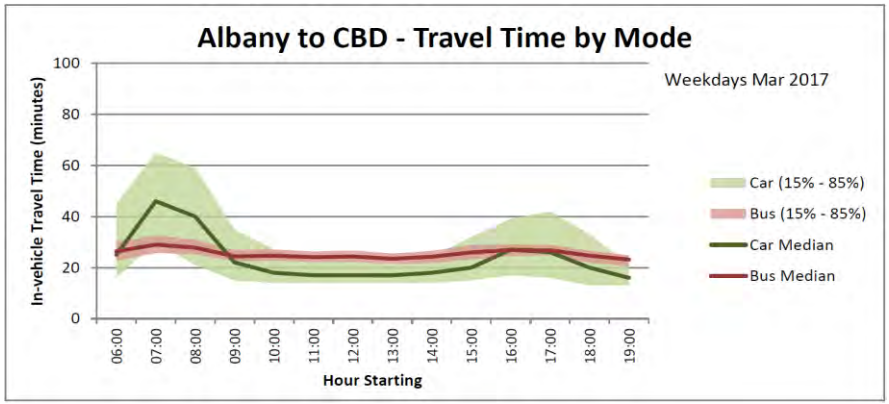
This figure shows AM peak, inter-peak and PM peak travel times for the 15th percentile, typical (median) and 85th percentile* trips on the combined arterial and motorway network, relative to free flow conditions.

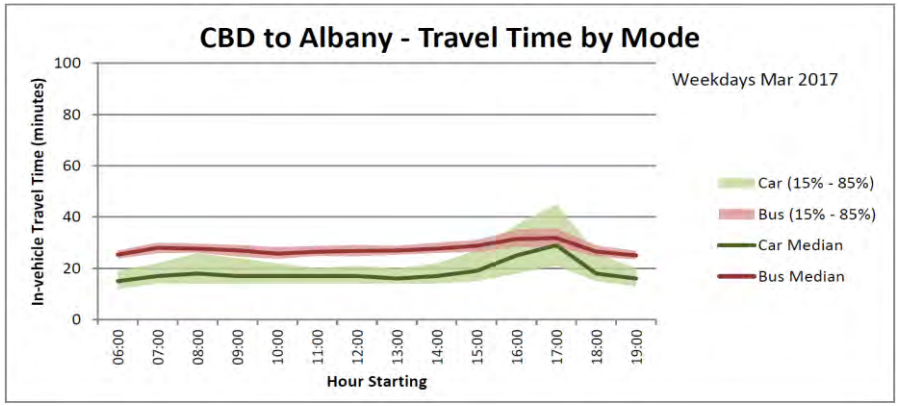
During the March 17 AM peak, the 15th percentile delay was 32%, typical delay was 89% while the 85th percentile delay was 201%.

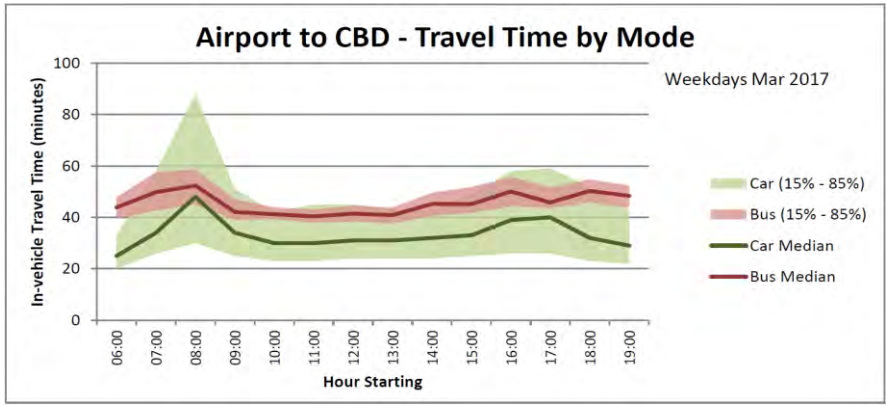
*85% of all trips will take less than the 85th percentile.

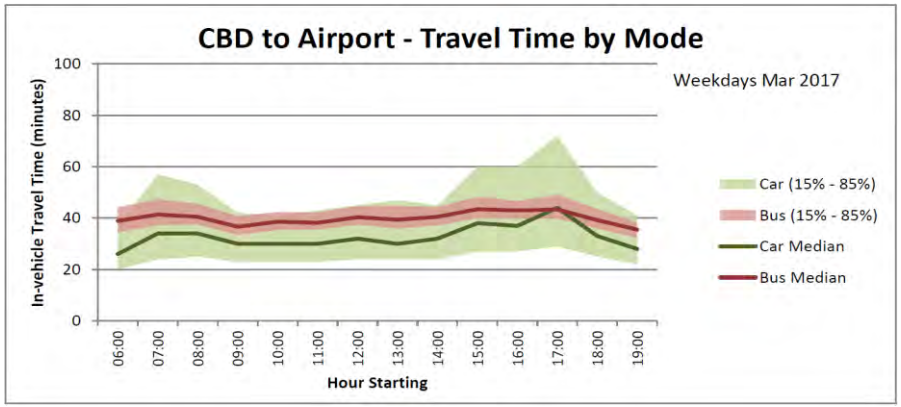
2.3 Build network optimisation and resilience

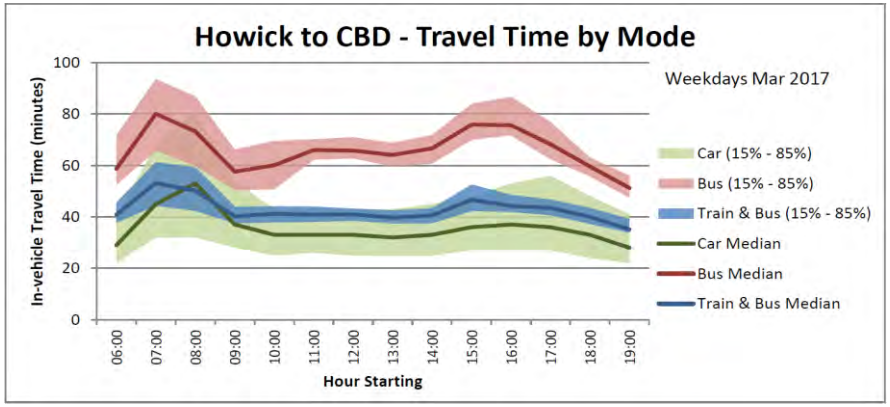
The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.

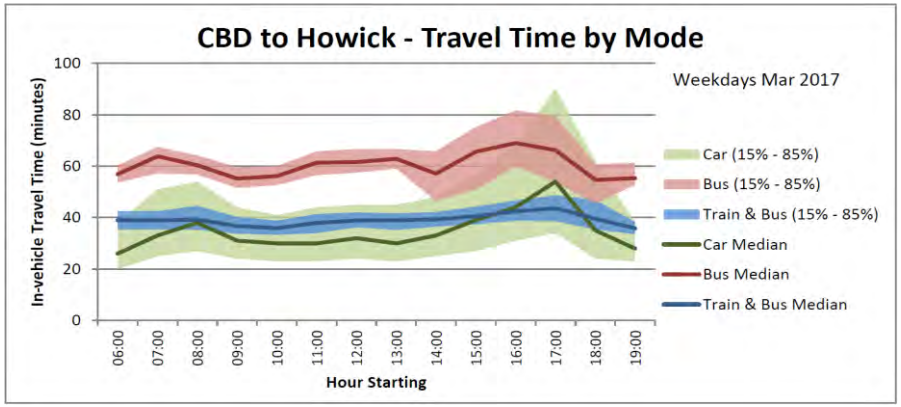






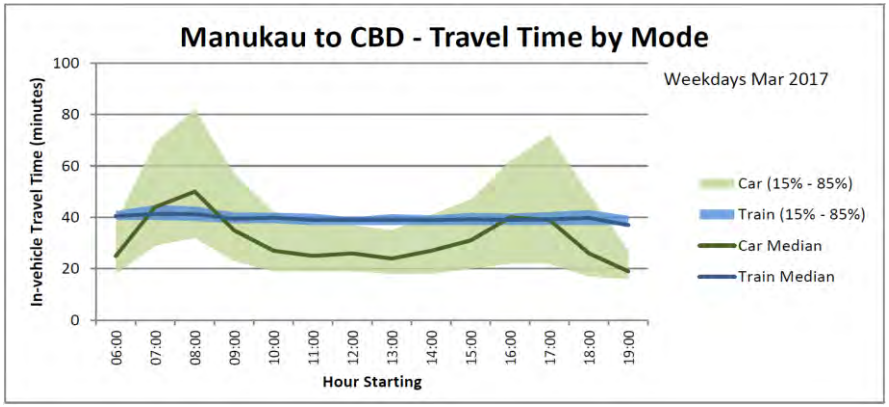


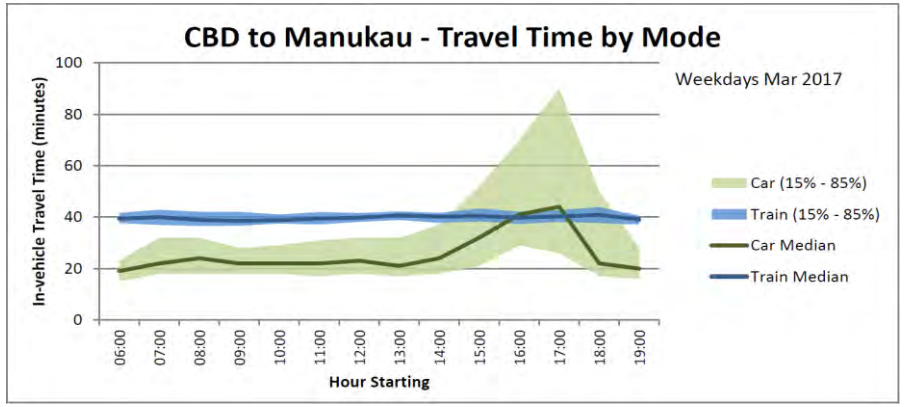


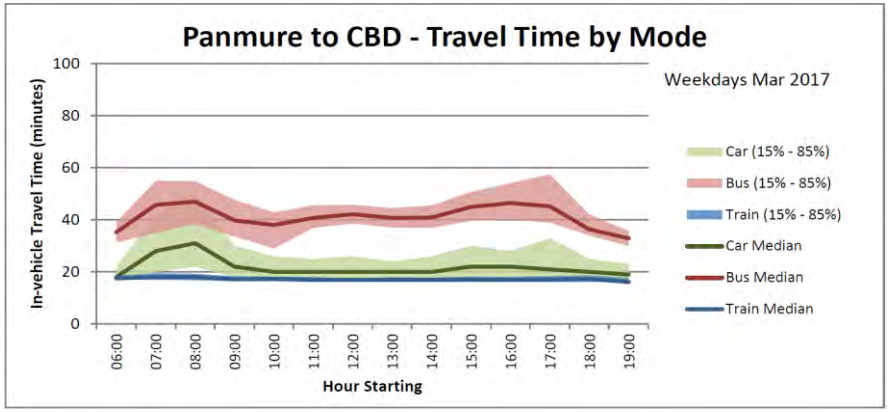


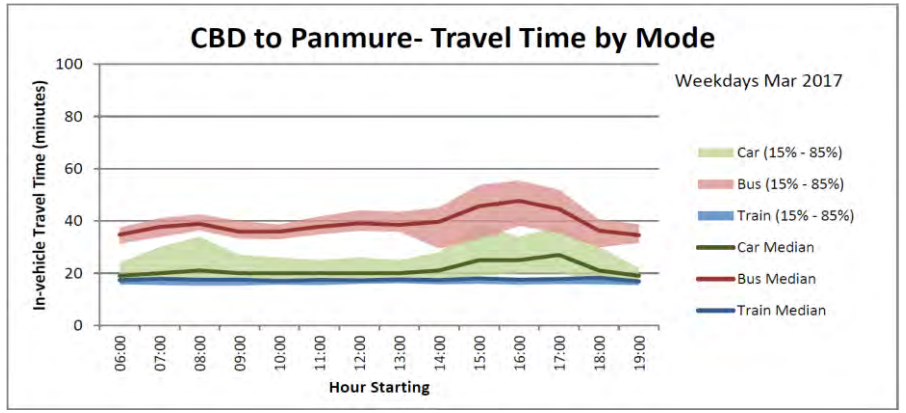
2.3 Build network optimisation and resilience

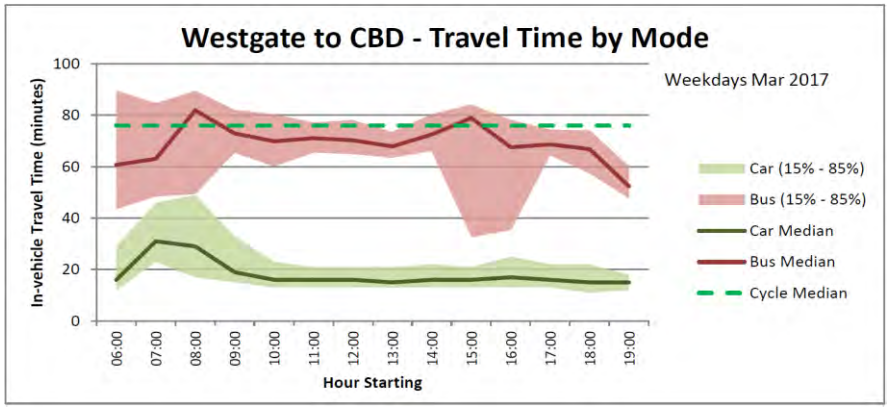
The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.

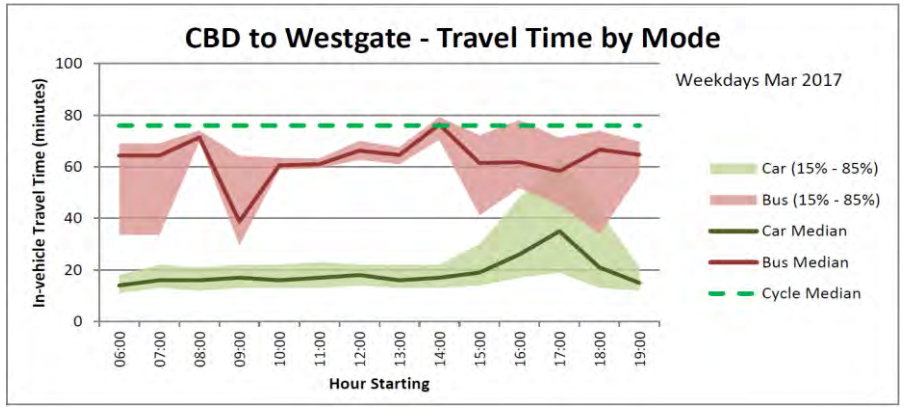




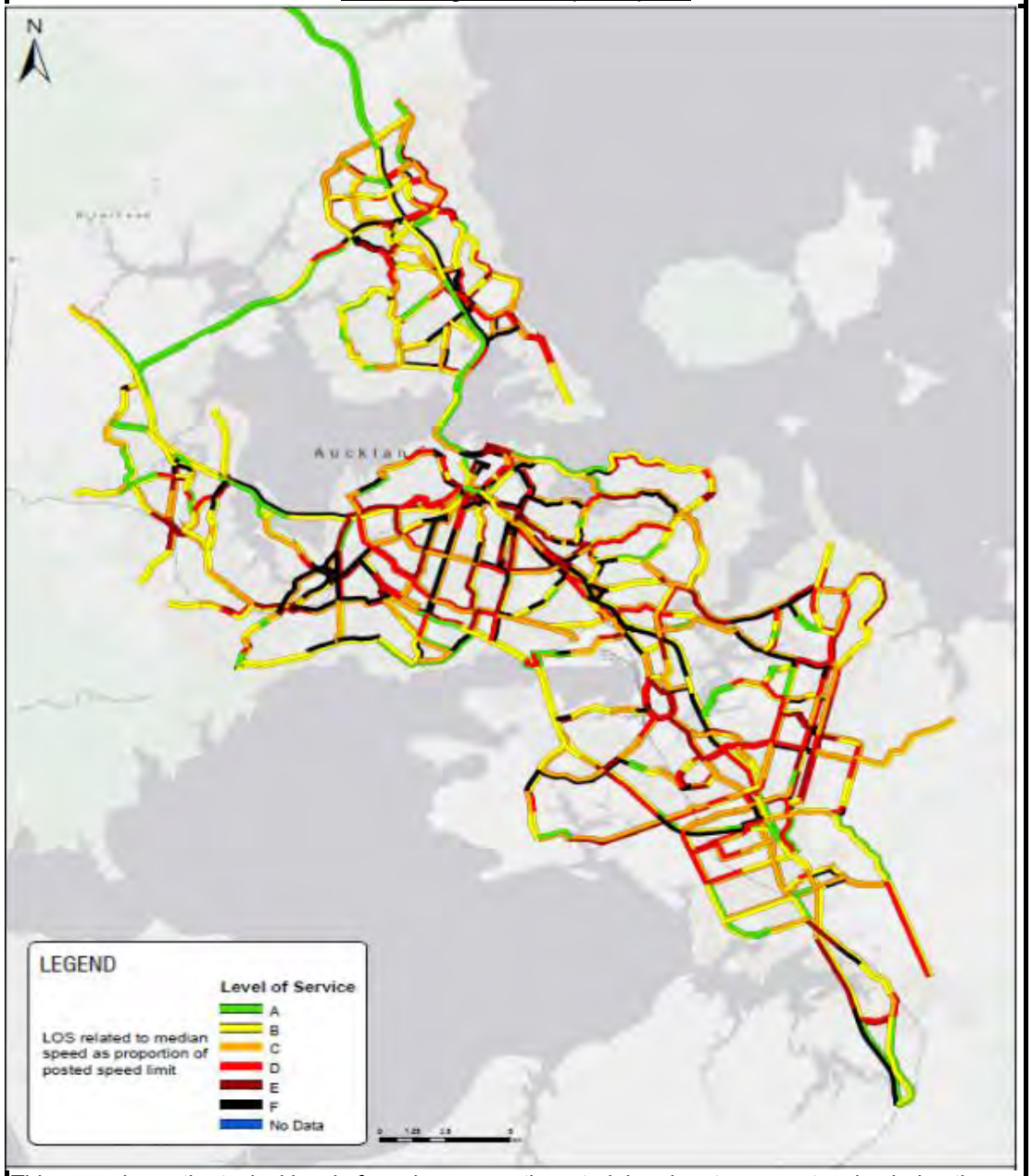






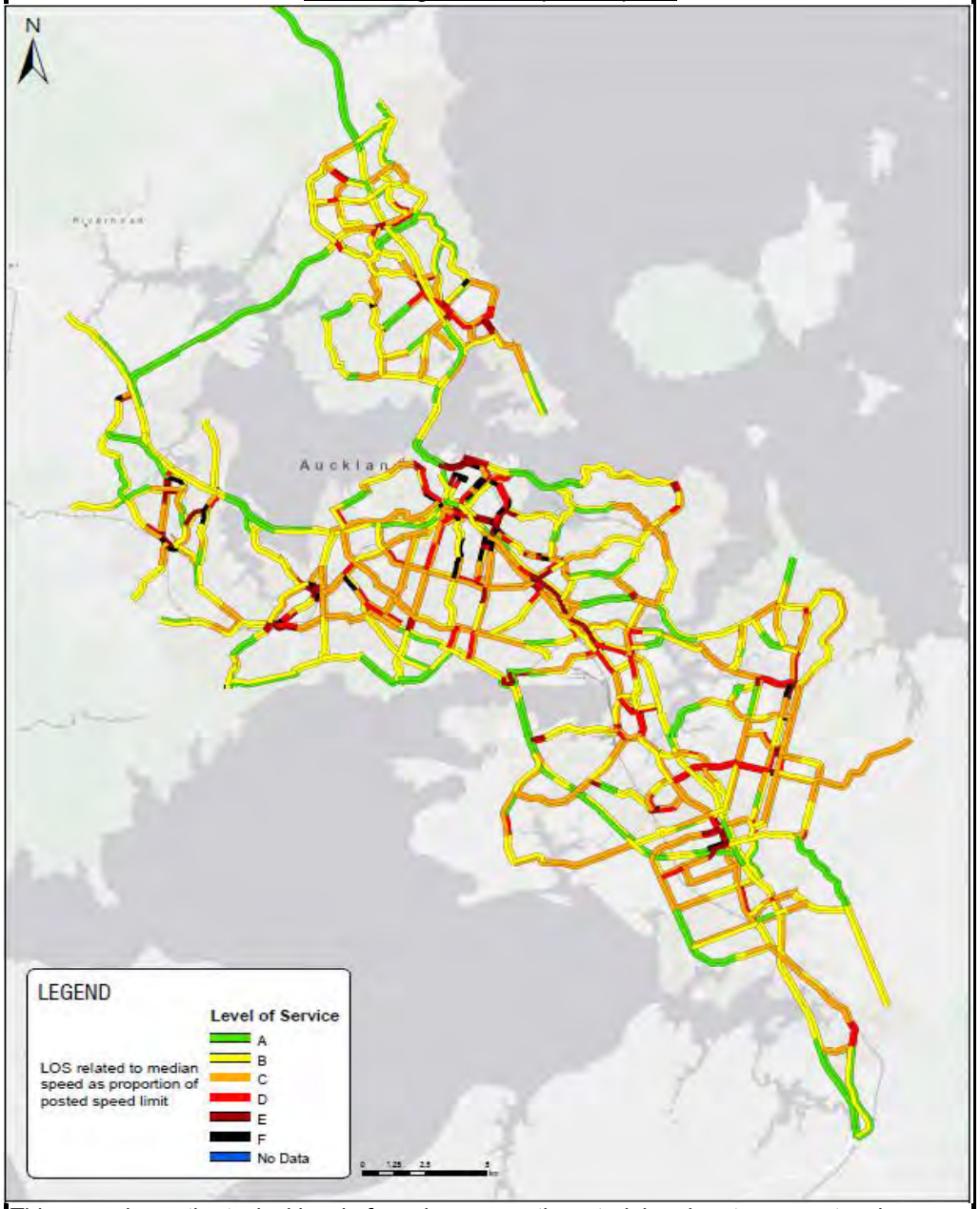


2.3.4 Congestion map AM peak



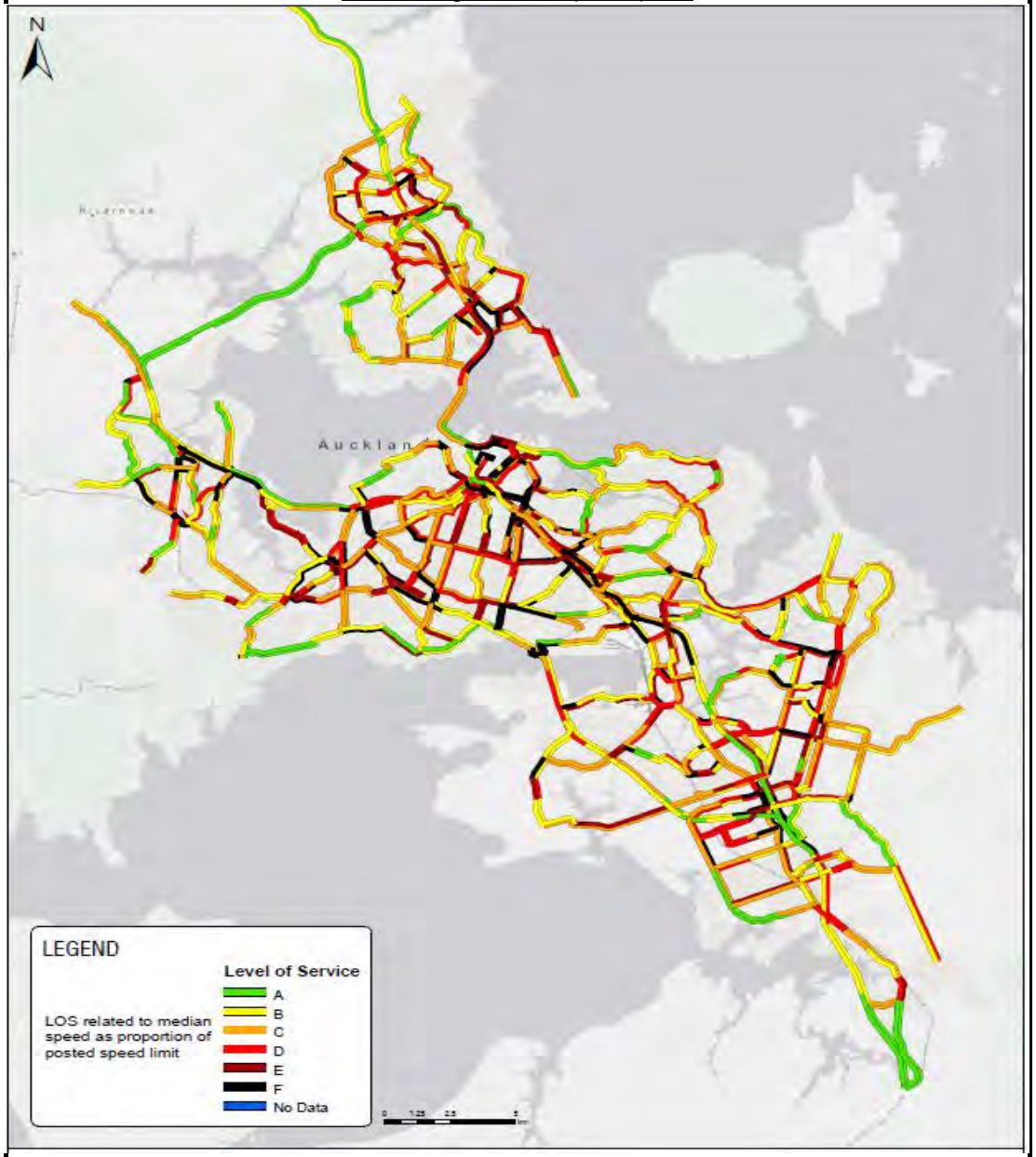
This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for March 2017. See the *AM peak arterial road level of service* graph (2.3.7) for an explanation of the levels of service.

2.3.5 Congestion map inter-peak



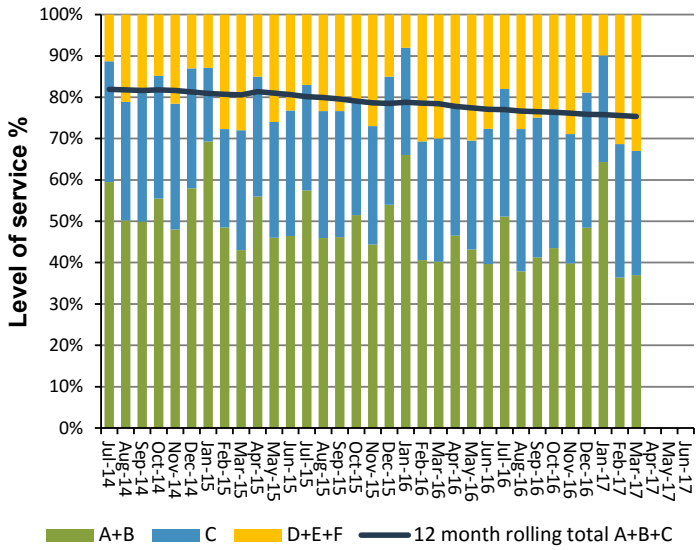
This map shows the typical level of service across the arterial and motorway networks during the Interpeak period (9 am–4 pm) for March 2017. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

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 March 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 March, 33% of the arterial network was subject to congestion during the AM peak, which is two percentage points more than last month. This is in line with the trend of increasing congestion over the year.

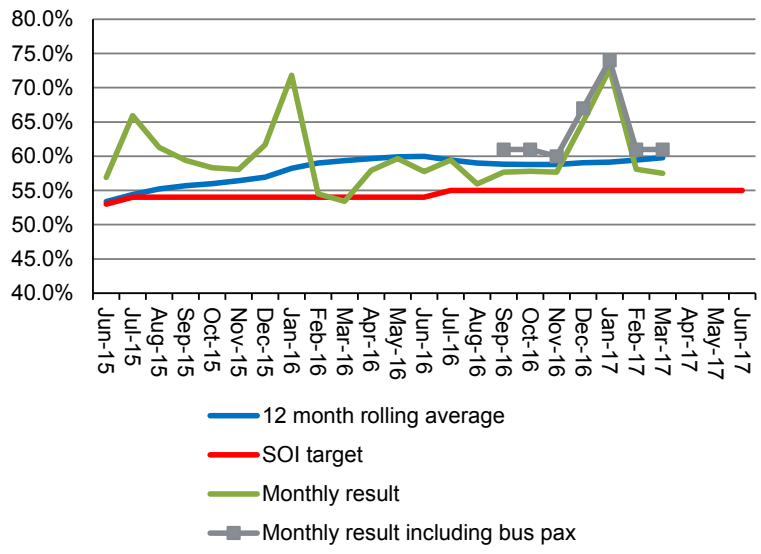
The portion of the network subject to congestion in March 17 was three percentage points higher than March 16. 67% of the network was operating efficiently, at speeds of at least 50% of the speed limit (LOS A–C).

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

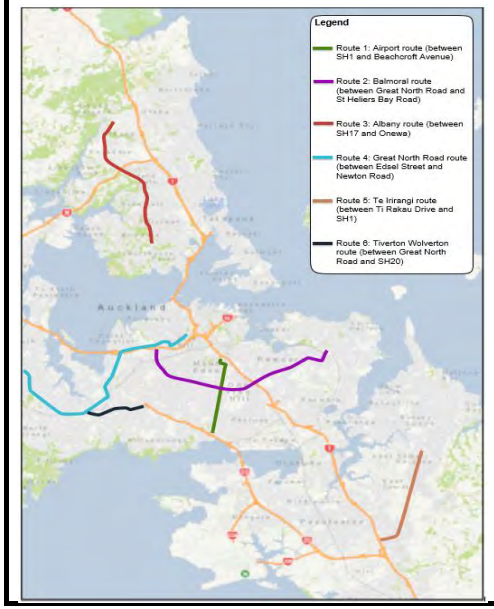


Target exceeded (12 month rolling average in March 2017 = 59.8%; SOI target 55%). Including bus passengers, the result was 61%.

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.

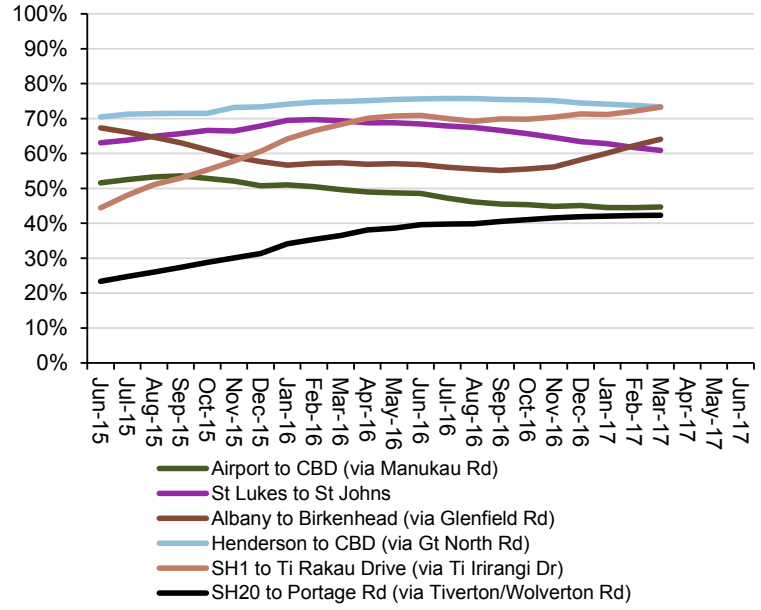
2.3.9 Map showing arterial productivity routes



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)

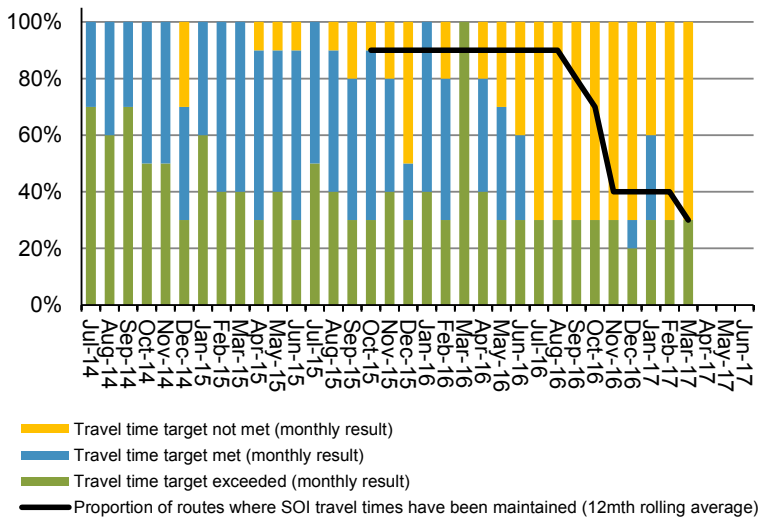
2.3.10 Arterial productivity - 12 month rolling average for each route



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 March 2017, travel times were maintained on three of the ten key freight routes monitored under AT's SOI.

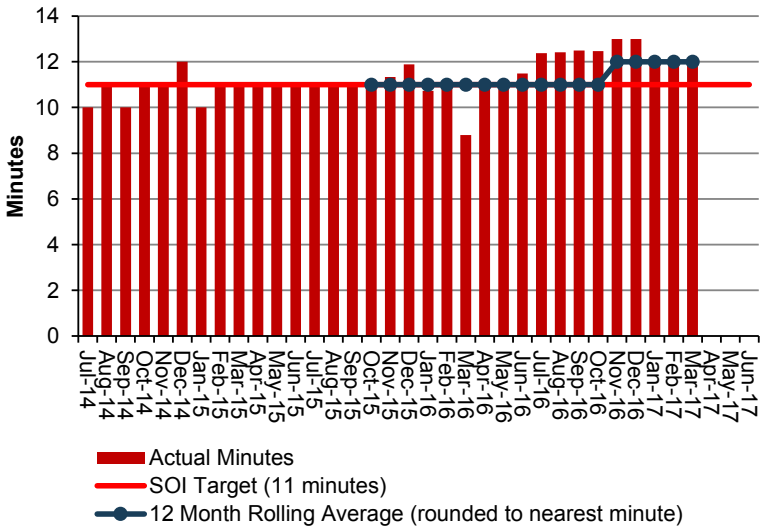
In March 2017, three of the 10 key freight routes exceeded the travel time targets. Despite the marginal delays on some routes, all routes still operated at adequate levels of service. Signal optimisation work is underway, along with work to explore means of enabling active monitoring of the routes through the month. This is subject to additional resource and technology, and expected to be in place to some degree in June/July 2017.

2.3.12 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

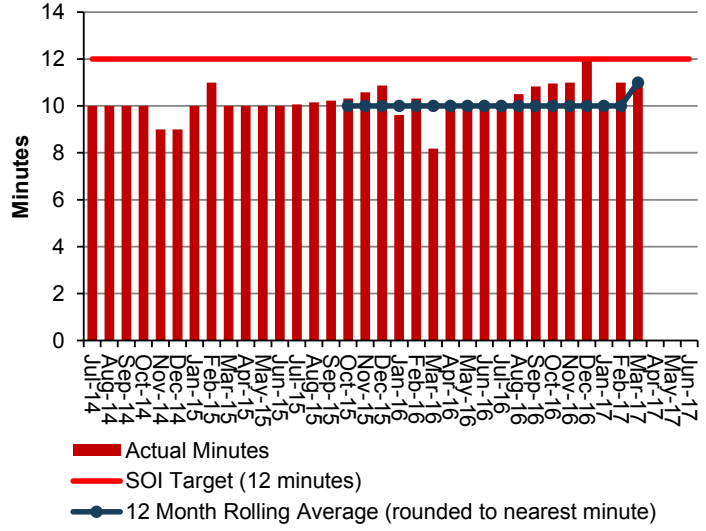
2.3.13 SEART (from Sylvia Park to East Tamaki)



Target not met in March 2017.

Target not met for 12 months to March 2017.

2.3.14 SEART (from East Tamaki to Sylvia Park)



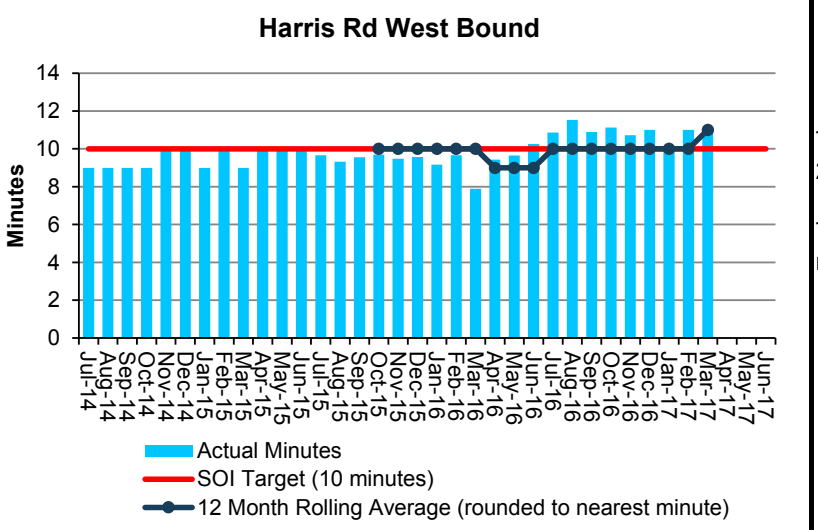
Target exceeded in March 2017.

Target exceeded for 12 months to March 2017.

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

2.3 Build network optimisation and resilience

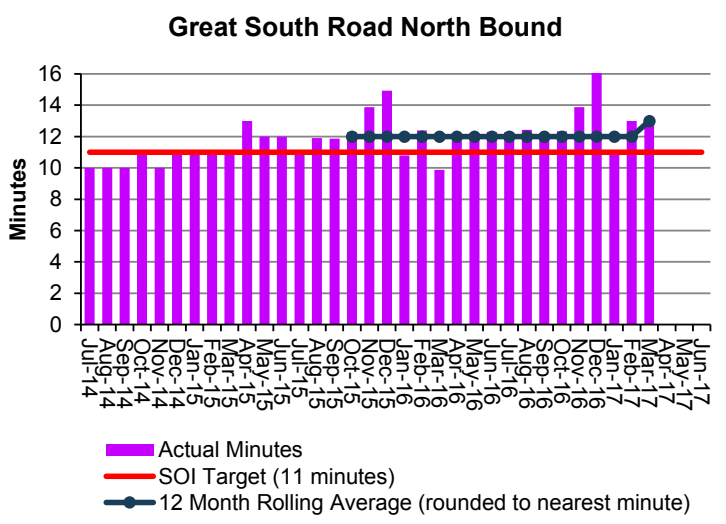
2.3.15 Harris Rd (from East Tamaki to SH1 Highbrook Interchange)



Target not met in March 2017.

Target not met for 12 months to March 2017.

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

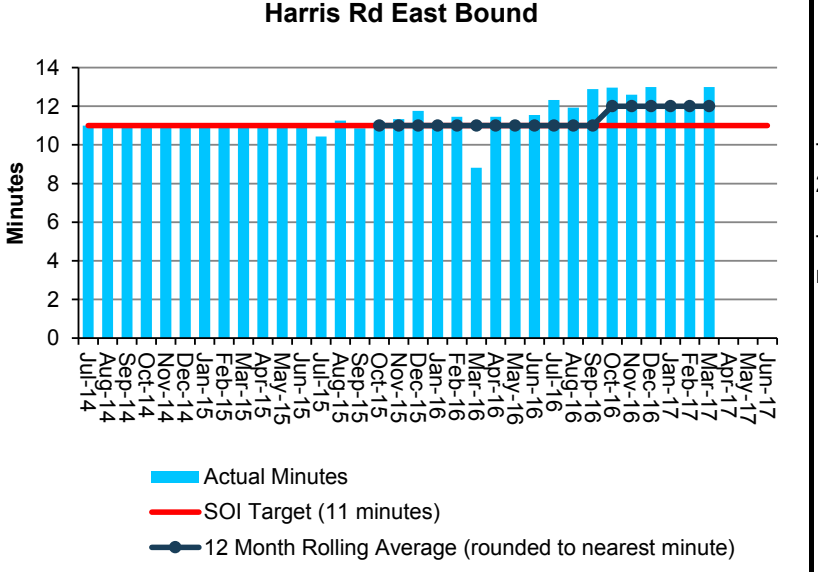


Target not met in March 2017.

Target not met for 12 months to March 2017.

Minor improvement works are scheduled for second half of 2017.

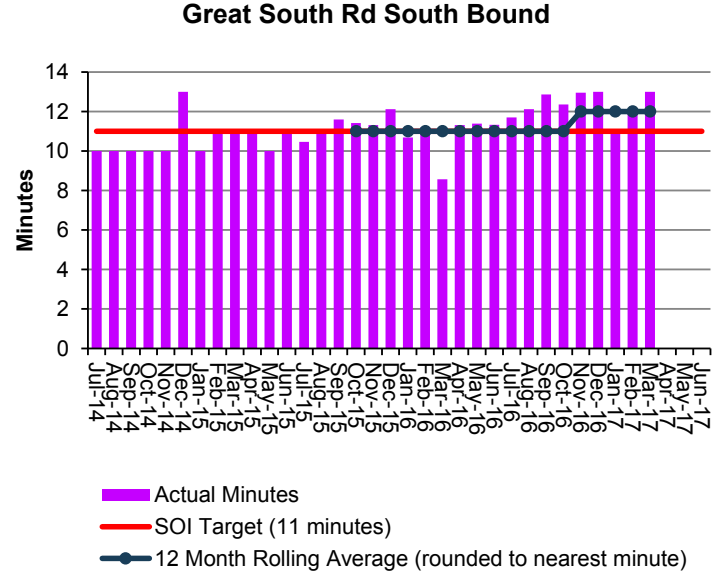
2.3.17 Harris Rd (from SH1 Highbrook Interchange to East Tamaki)



Target not met in March 2017.

Target not met for 12 months to March 2017.

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



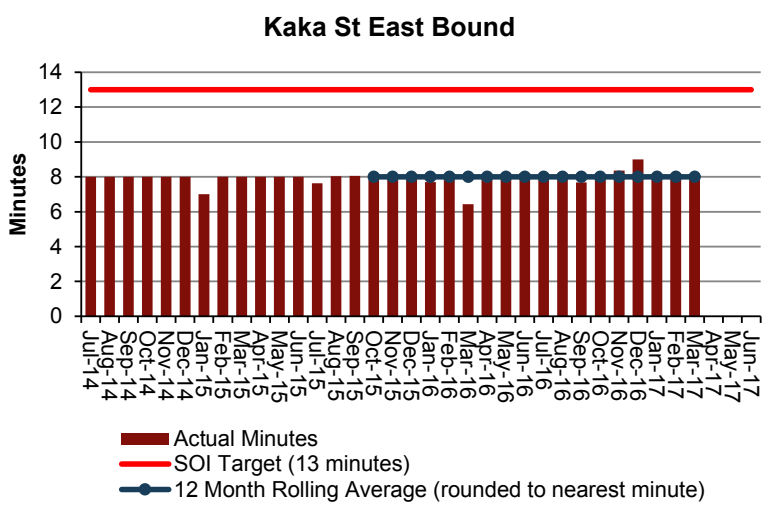
Target not met in March 2017.

Target not met for 12 months to March 2017.

Minor improvement works are scheduled for second half of 2017.

2.3 Build network optimisation and resilience

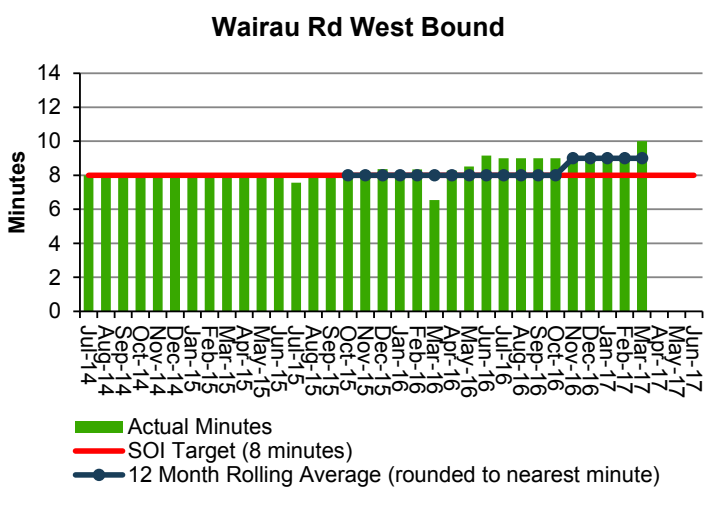
2.3.19 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (SH20 to Walmsley)



Target exceeded in March 2017.

Target exceeded for 12 months to March 2017.

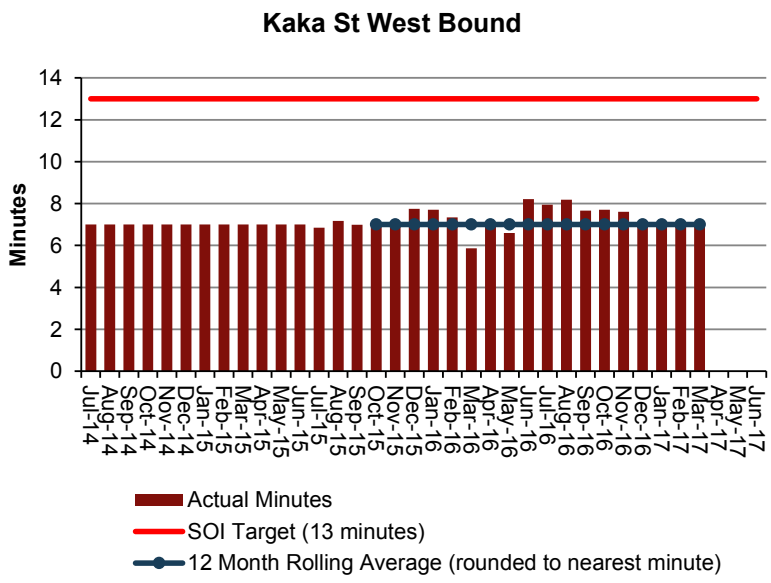
2.3.20 Wairau Rd (from SH1 to SH18)



Target not met in March 2017.

Target not met for 12 months to March 2017.

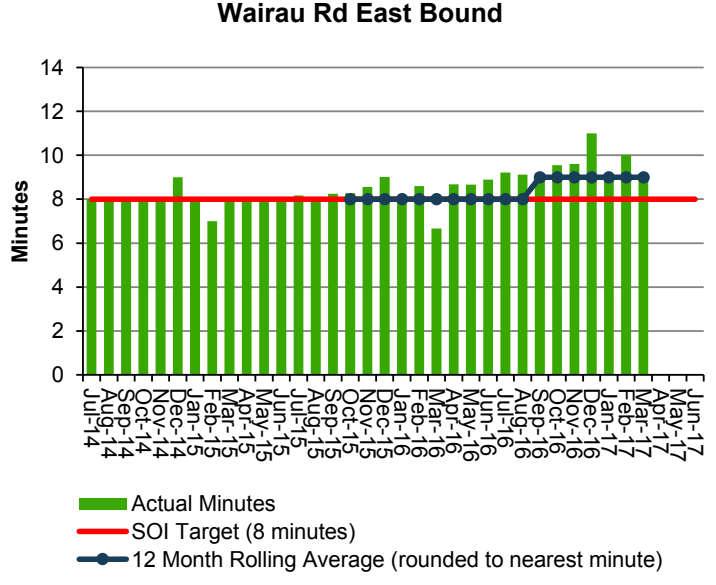
2.3.21 Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd (Walmsley to SH20)



Target exceeded in March 2017.

Target exceeded for 12 months to March 2017.

2.3.22 Wairau Rd (from SH18 to SH1)

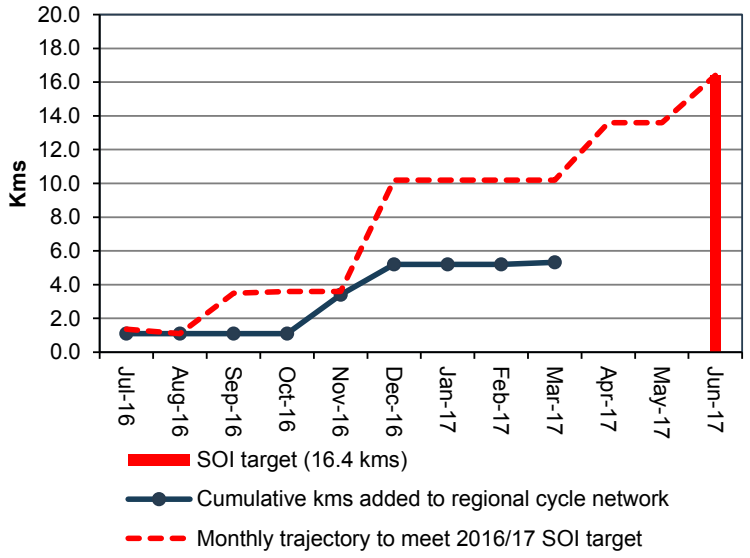


Target not met in March 2017.

Target not met for 12 months to March 2017.

2.3 Build network optimisation and resilience

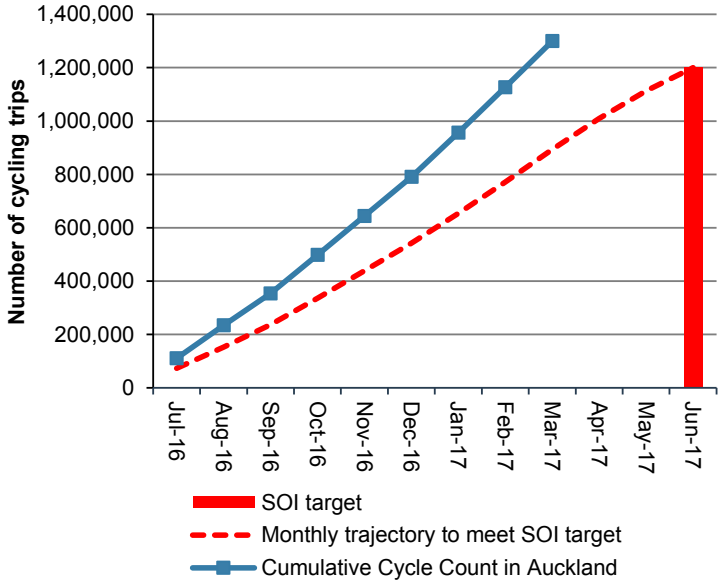
2.3.23 New cycleways added to regional cycle network (km)



YTD completion = 5.3 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.

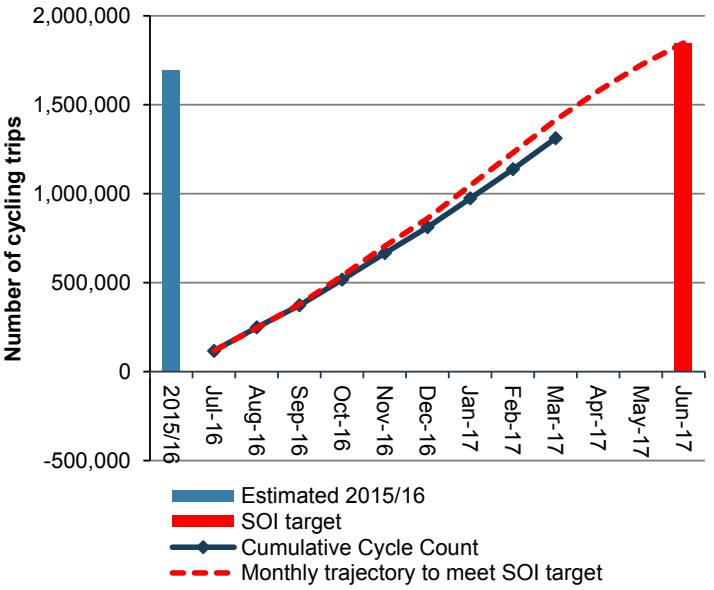
2.3.24 Annual number of cycling trips in designated areas (all day)



Target exceeded, 172,272 cycle trips were recorded in March 2017. YTD: 1,299,292.

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



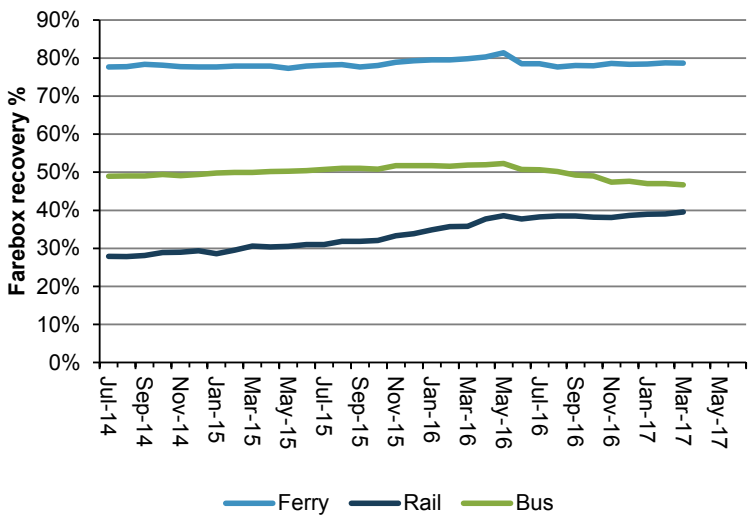
Target not met. March 2017 cycle counts = 173,181. YTD cycle count = 1,131,424*.

Delays in new cycleway delivery is affecting anticipated numbers. The closure of the Lightpath for 7 days at the beginning of the month and significant rain events have impacted the number of cycle trips recorded for March.

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.

2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery

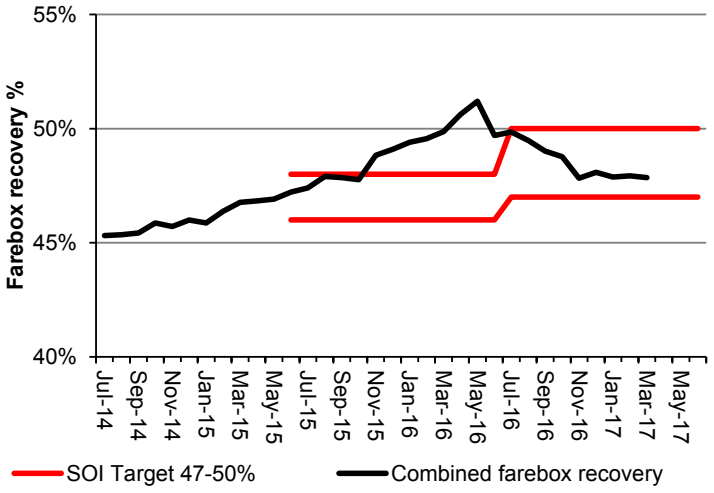


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

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

- Ferry 78.7% (79.9%)
- Bus 46.7% (51.9%)
- Rail 39.6% (35.9%)

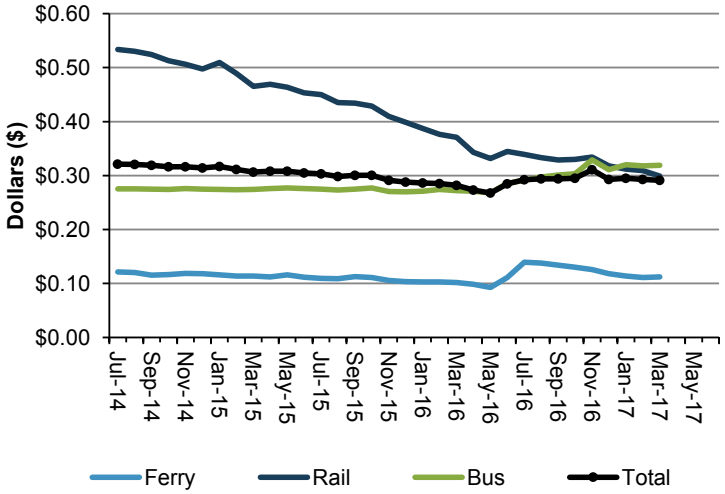
2.4.2 PT farebox recovery (combined result with SOI measure)



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 March 2017 was 47.9%. This compares to 49.9% in March 2016.

2.4.3 PT subsidy per passenger kilometre



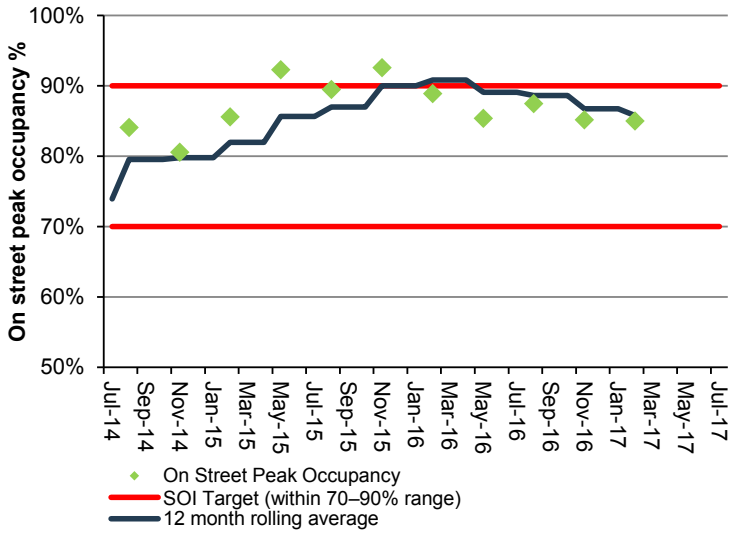
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

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

- Ferry $0.112 ($0.102)
- Bus $0.319 ($0.272)
- Rail $0.299 ($0.371)
- Total $0.291 ($0.282)

2.5 Develop creative, adaptive, innovative implementation

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

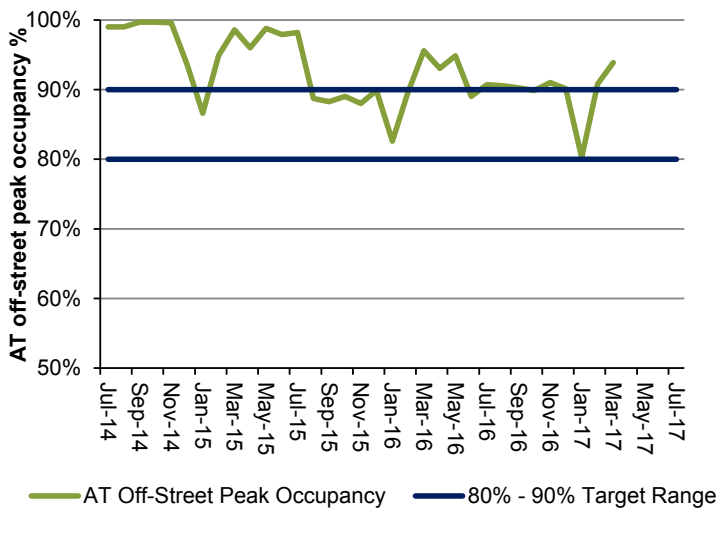


Non-reporting period.

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.

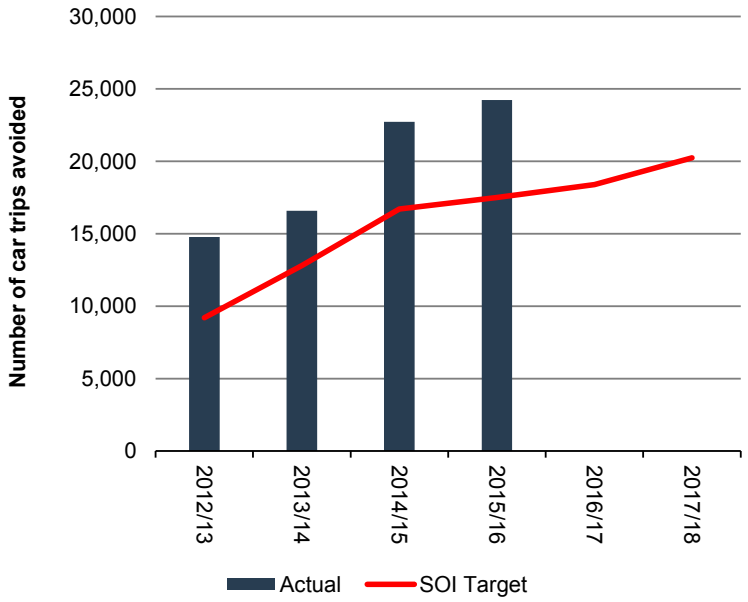
2.5.2 Off-street parking occupancy rates



The off-street parking occupancy rate for March 2017 is 94%, which is slightly above the 80% to 90% target range. Analysis of current occupancy rates is underway to understand current trends and identify remedial actions.

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 are 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.

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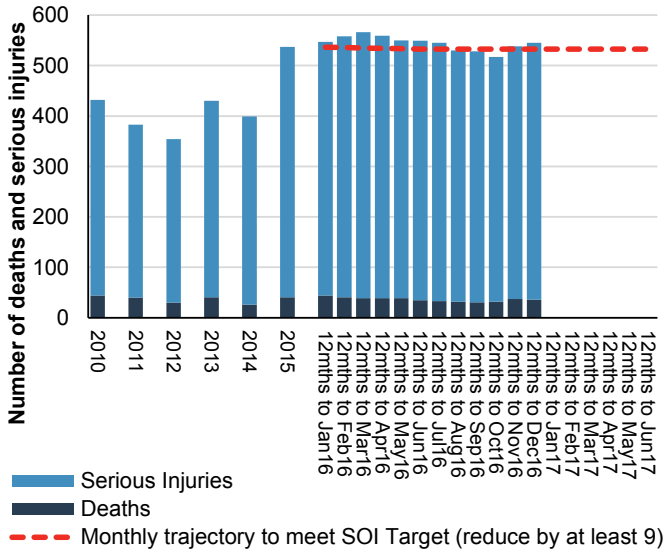
3. DIA mandatory measures

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



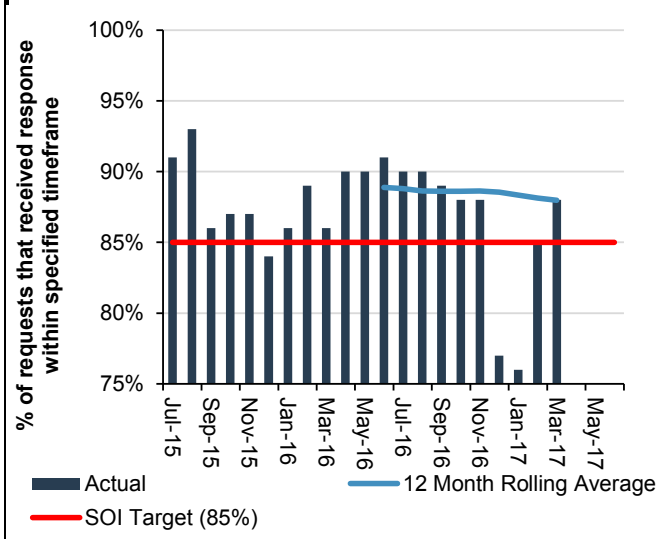
Target not met.

The 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 December 2016 is 545, 3% higher than the target trajectory of 529 and 1% higher for the same period the previous year.

For the 12 months rolling to the end of December 2016, local road deaths have decreased by 12% (from 41 to 36) and local road serious injuries have increased by 2.4% (from 497 to 509).

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.

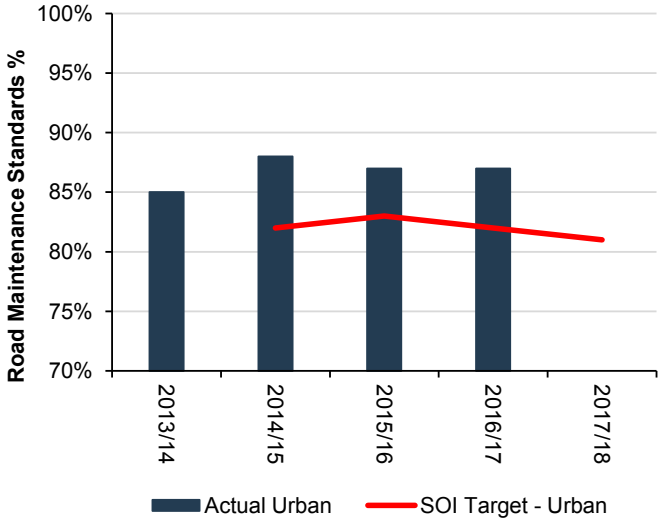
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target exceeded (12 month rolling average = 88%, SOI target of 85%). The March 2017 result was 88%.

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.

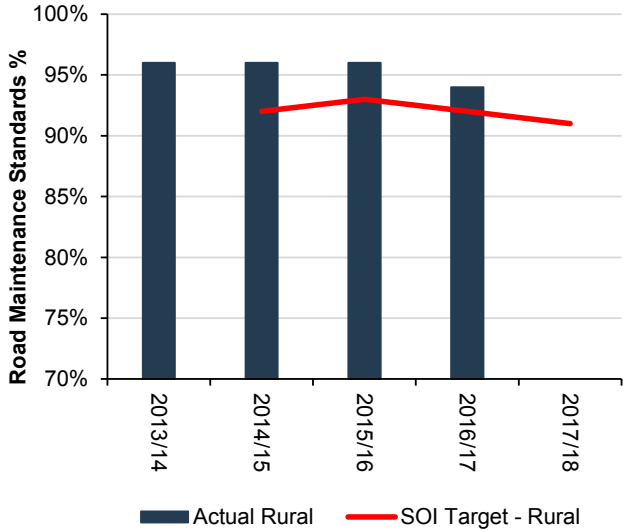
3.3 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Target reported annually in March.

The 2016/17 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads is 87% (unchanged from 2015/16).

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

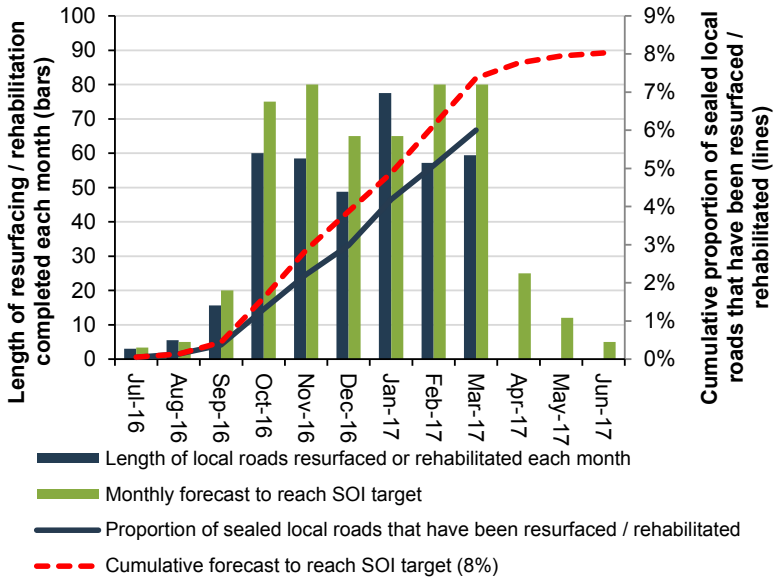


Target reported annually in March.

The 2016/17 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads is 94% (down two percentage points on 2015/16).

3. DIA mandatory measures

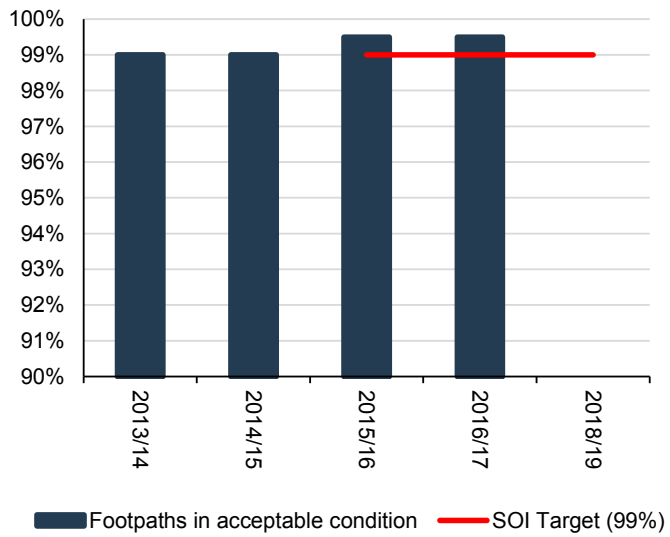
3.5 Percentage of the sealed local road network that is resurfaced / rehabilitated each year



In March 59.4 km of the local road network was resurfaced / rehabilitated against a forecast of 80 km for the month.

The YTD completed length of 385.5 km is 77% of the 2016/17 programme length of 501 km.

3.6 Percentage of footpaths in acceptable condition

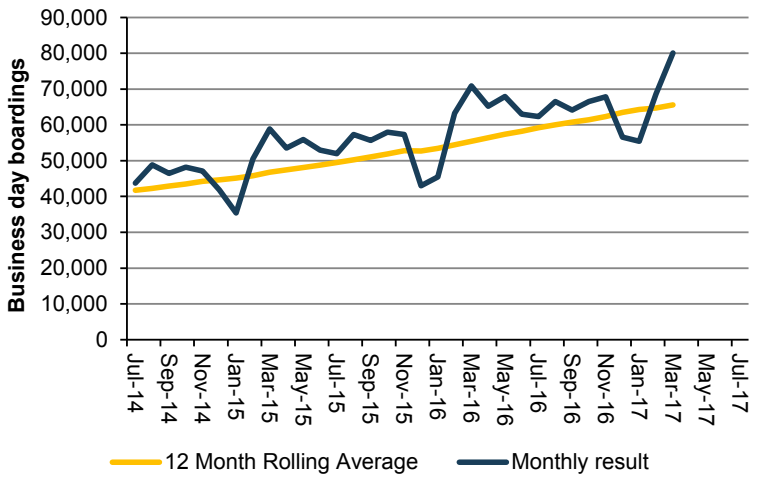


Target reported annually in March.

The 2016/17 result for the percentage of footpaths in acceptable condition is 99.5% (unchanged from 2015/16).

4.1 AT monthly activity report – public transport

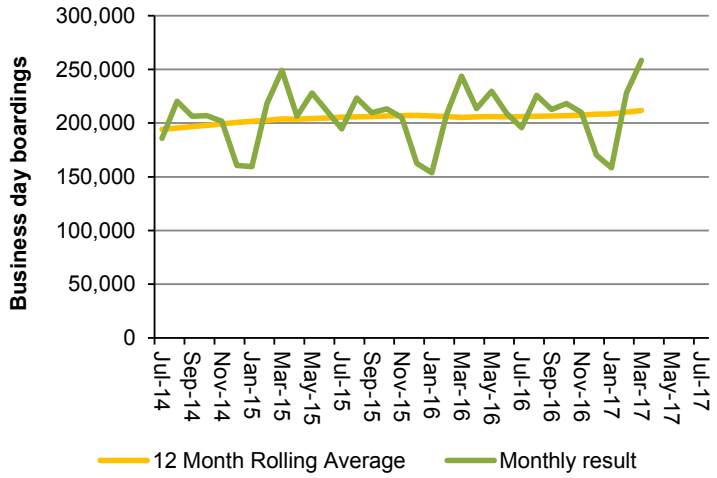
4.1.1 Rail business day average boardings



Business day boardings on the rail network averaged 65,576 in the 12 months to March 2017.

This represents an 18% increase on the March 2016 figure.

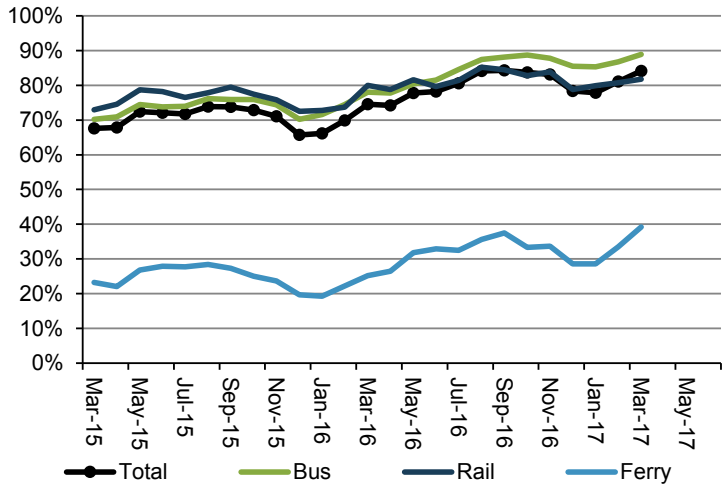
4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 211,761 in the 12 months to March 2017.

This represents a 3% increase on the March 2016 figure.

4.1.3 Percentage of all PT trips using AT HOP

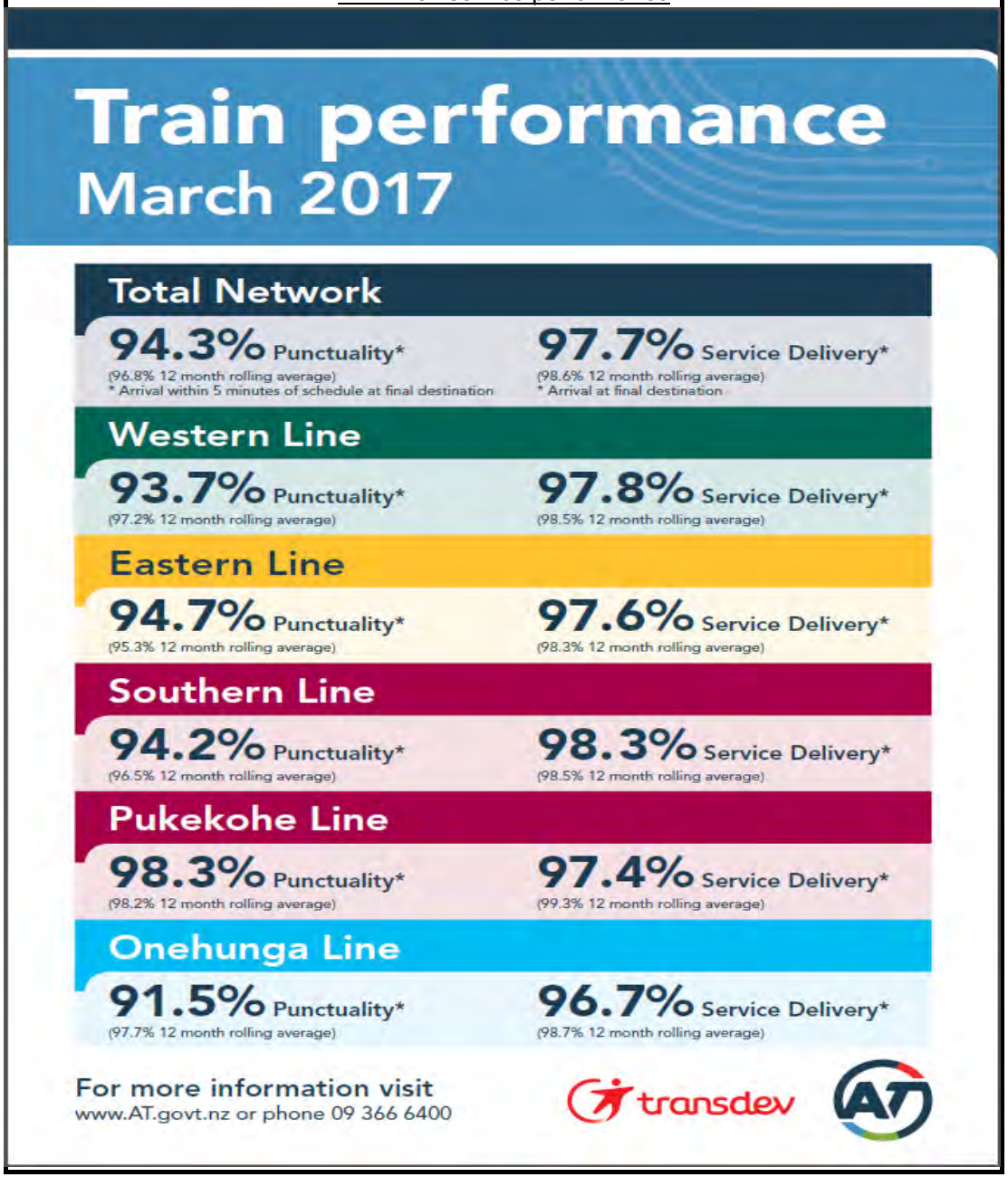


The proportion of all trips using AT HOP was 84.1% in March 2017 (rail 81.8%, bus 88.9%, ferry 39.2%); up from 81.1% in February 2017.

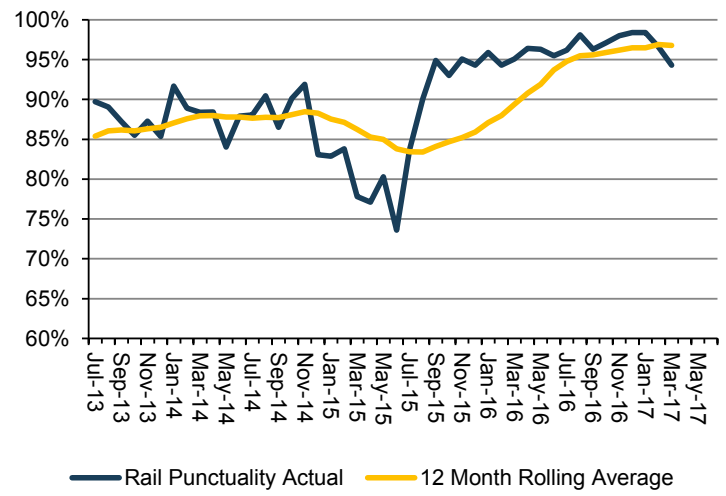
This represents AT HOP usage vs all other ticketing products (AT cash tickets, operator cash tickets and products).

4.1 AT monthly activity report – public transport

4.1.4 Rail service performance



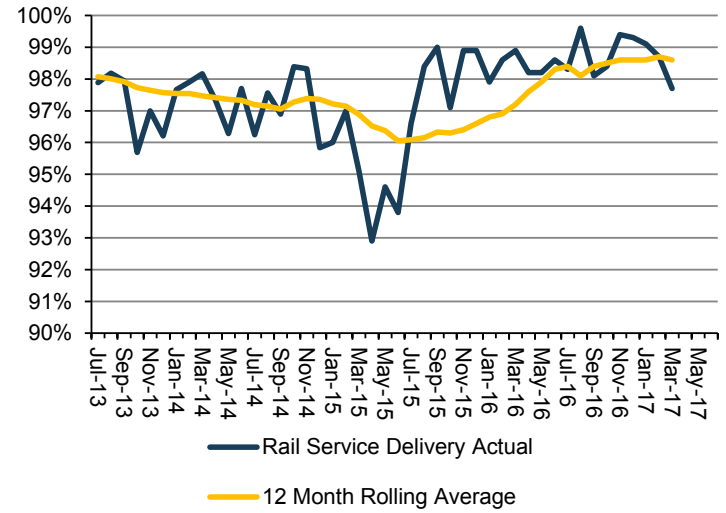
4.1.5 Rail punctuality (based on arrival at final destination)



Punctuality in this figure is based on 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 March 2017 was 94.3% and 96.8% for the year to March 2017.

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

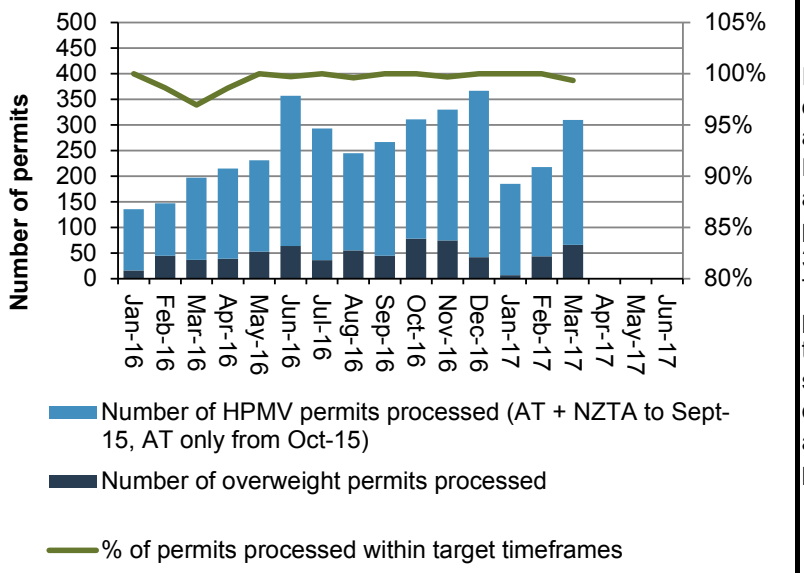


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of March 2017 was 97.7% and 98.6% for the year to March 2017.

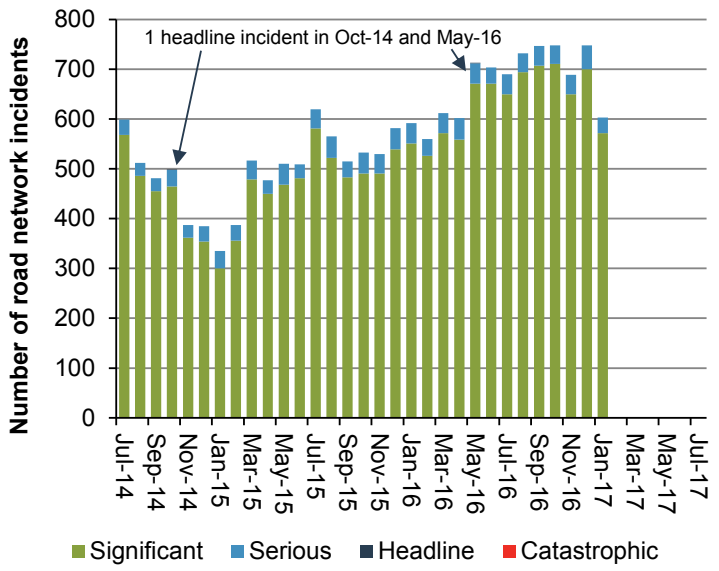
4.2 AT monthly activity report – road operations and maintenance

4.2.1 Heavy vehicle permits processed (overweight + high productivity)



In March 2017, 66 overweight permit applications and 244 HPMV permit applications were processed. 308 of the 310 permits (99.35%, 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



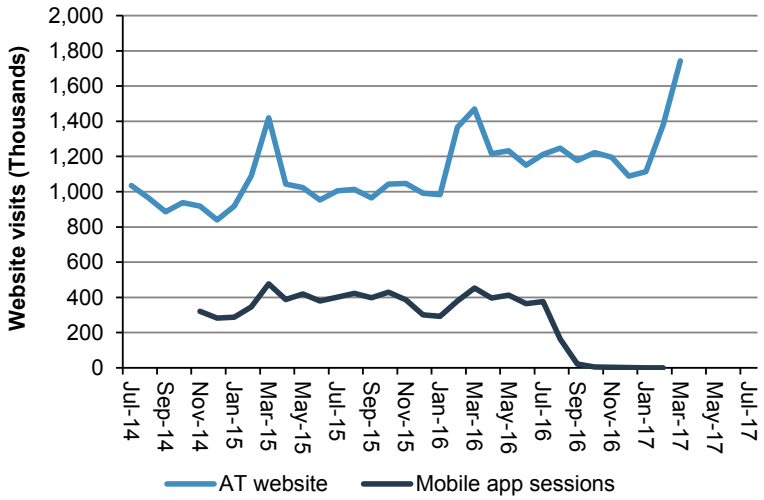
Reporting of incident numbers is currently unavailable due to the implementation of a new incident and event management system, Riskshield, in mid-February. The new reporting system is anticipated to be active by the end of April, with reporting resuming from May.

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

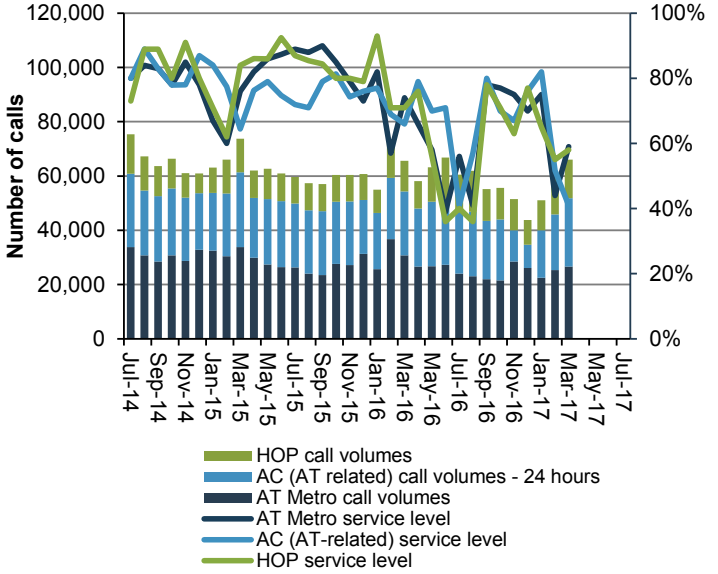
4.3.1 Website visits



There was a 23% increase in visits to the Auckland Transport website in March 2017 (compared to February 2017).

Data for mobile app sessions are 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 5% compared to Feb 2017, but decreased 13% compared to March 2016. The public transport call centre service level increased 15% compared to Feb 2017.

AT Hop
AT Hop calls decreased 3% compared to Feb 2017. The service level increased 3% compared to Feb 17.

Auckland Council (AT-related calls) – 24 Hours
There was a 23% increase in call volumes and a 44% decrease in the service level compared to February 17.

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