

Monthly Transport Indicators – April 2017

Recommendation

That the Board receives this report.

Executive Summary

The key highlights from April 2017 are as follows:

- i. total public transport patronage remains on target, with all public transport modes on track to meet their respective SOI targets
- ii. the public transport farebox recovery ratio is trending down toward the lower limit of the SOI target range of 47 to 50 percent
- iii. overall congestion continues to worsen, with travel times along the majority of key freight routes not on target to meet their respective SOI targets.

Purpose

1. The attached Monthly Indicators Report provides an overview of AT's performance against its Statement of Intent (SOI) performance measures for April 2017. 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 April monthly indicators

3. April 2017 was a mixed month for public transport. Bus and ferry boardings were above the monthly target for April, however rail boardings were below the target by 7.4 percent, bringing total public transport boardings below the monthly target by 0.4 percent. However, all public transport patronage based targets are on track to meet their respective SOI performance ranges for the year.
 - Overall public transport patronage totalled 86.8 million boardings for the 12 months to April 2017, an increase of 5.6 percent, or 4.6 million boardings, on the 12 months to April 2016.
 - Rail boardings totalled 19.0 million for the 12 months to April 2017, an increase of 16.9 percent, or 2.7 million boardings, on the 12 months to April 2016.
 - Bus boardings totalled 61.7 million for the 12 months to April 2017, an increase of 2.6 percent, or 1.6 million boardings, on the 12 months to April 2016.
 - Ferry boardings totalled 6.1 million for the 12 months to April 2017, an increase of 5.2 percent, or 0.3 million boardings, on the 12 months to April 2016.
4. The total public transport farebox recovery ratio was 47.3 percent in April 2017, compared with the April 2016 high of 50.6 percent. This is due to a range of factors including being slightly behind on bus patronage targets, increased HOP fare utilisation compared to cash of 93% against a forecast of 91% resulting in a lower yield per fare than forecasted, and reduced HOP fare levels implemented in August 2016 with the change to Simpler Fares. If this downward trend continues, the farebox recovery ratio will likely drop below the SOI target range of 47 to 50 percent.
5. Boardings on the rapid and frequent network totalled 33.8 million in the 12 months to April 2017, an increase of 9.2 percent, or 2.8 million boardings on the 12 months to April 2016. In percentage terms, this increase was faster than the 5.6 percent increase in total boardings. Growth in rapid and frequent boardings was primarily driven by growth in boardings on the rail network.
6. Travel time targets were met on three of the ten key freight routes in April 2017. Travel speed, reliability and congestion improved in April 2017 compared to last month. However, overall congestion continues to increase, with 27 percent of the network subject to morning peak congestion in April 2017, compared to 22 percent in April 2016. This five percentage point increase in congestion is higher than expected (above the more typical trend of two to three percentage points over the year) and could potentially be attributable to the higher than normal traffic conditions this year due to the World Masters Games activities.
7. 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 remain below target despite continued growth. There have been no kilometres added to the cycleway network in April 2017, and delivery of the cycleway network remains behind the trajectory to meet the SOI target. However, the expected delivery of the Waterview Shared Path (3.0km), Mangere Future Streets (5.5km), Waitemata Greenways (1.9km), and shared paths on West Coast Rd (0.9km) and Sandringham Rd (0.6km) throughout May and June 2017 will ensure the yearly target is met.

Summary of performance against SOI measures

Performance against SOI targets					
Theme	<u>On target to exceed</u> measures	<u>On target to meet</u> measures	<u>Not on target to meet</u> measures	<u>Non-reporting period</u>	<u>Total measures</u>
Prioritise rapid, high frequency public transport	0	3	0	0	3
Transform and elevate customer focus and experience	1	1	1	5	8
Build network optimisation and resilience	5	0	10	3	18
Ensure a sustainable funding model	0	1	0	0	1
Develop creative, adaptive, innovative implementation	0	0	0	4	4
Total	6	5	11	12	34

Attachment

Attachment Number	Description
1	Auckland Transport Monthly Indicators Report 2016/17 – April 2017

Document ownership

Submitted by	Christine Perrins Group Manager Strategic Transport Planning	
Recommended and Approved for submission by	David Warburton Chief Executive	

Glossary

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

Auckland Transport Monthly Indicators Report 2016/17

April 2017

1. Summary of indicators

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

2. Key monthly indicators by Strategic Theme

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

3. DIA mandatory measures

4. AT monthly activity report

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

1.1 SOI performance measures

Strategic theme	Measure	SOI 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: 86.79m	Page 12
	Total rail boardings (millions)	19.5 million	●	●	●	●	●	●	●	●	●	●			12 month rolling total: 18.98m	Page 13
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●	●	●	●			9.2% growth in RTN + FTN boardings exceeds 5.6% 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: 94.9%
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved	●	●	●	●	●	●	●	●	●	●			12 month rolling average: 60.1%	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: 1,453,937	Page 26
	Annual cycle movements in the Auckland city centre	1,847,000	●	●	●	●	●	●	●	●	●	●			YTD: 1,462,139	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 - 13mins SEART W - 11mins Harris E - 13mins Harris W - 11mins GSR N - 14mins GSR S - 13mins Kaka E - 8mins Kaka W - 7mins Wairau W - 9mins Wairau E - 9mins

- 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: 47.3%	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 measures¹

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 January 2017: 562	Page 30
	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 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%									●				87%	Page 30
		Rural 92%									●				94%	Page 30
	Percentage of the sealed local road network that is resurfaced	8%	●	●	●	●	●	●	●	●	●				Behind trajectory to meet Target.	Page 31
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%									●				99.5%	Page 31

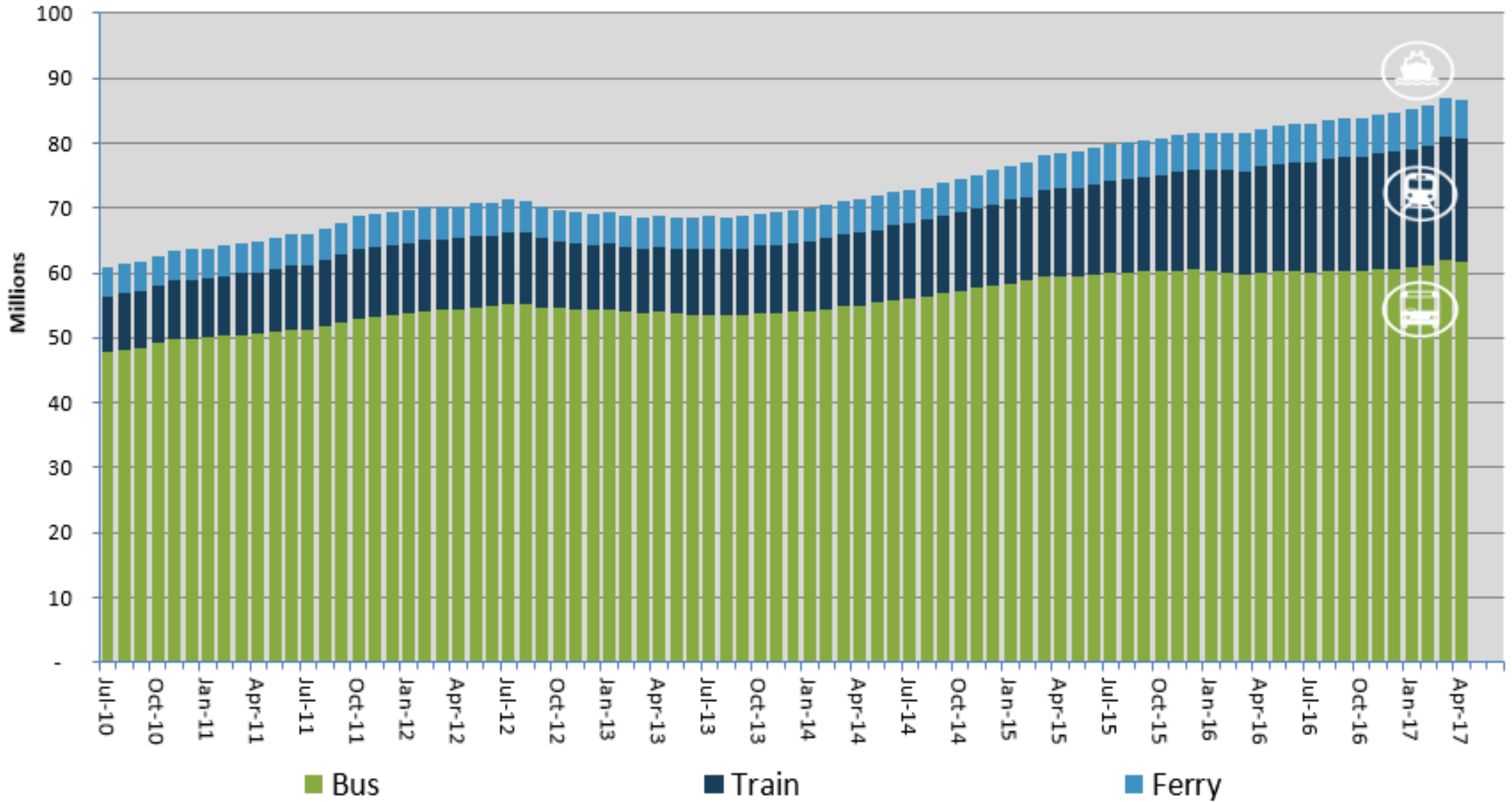
- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

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

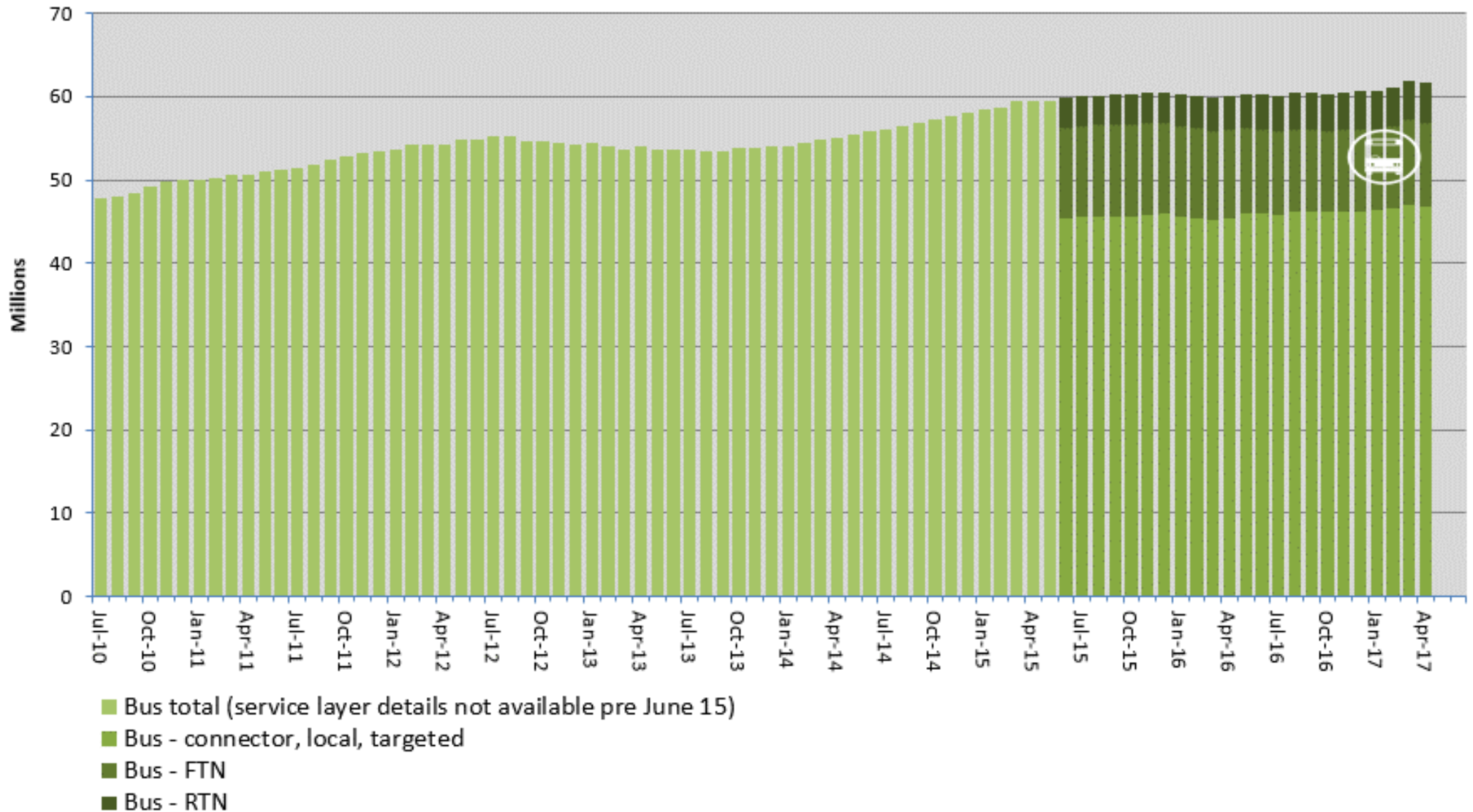
1.3 AT Metro Boardings breakdown

1.3.1 Total Patronage (12 month rolling total)



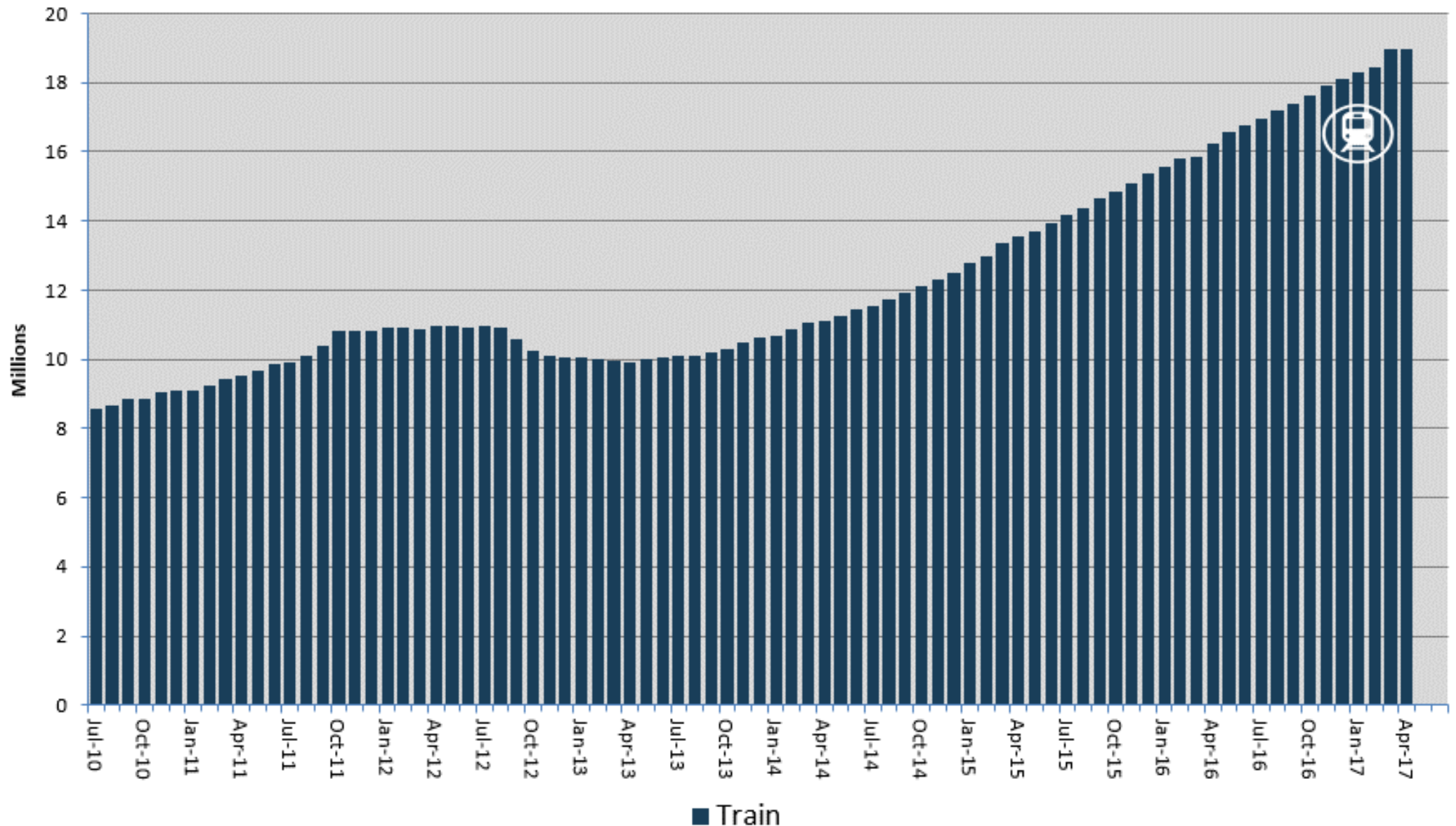
1.3 AT Metro patronage breakdown

1.3.2 Bus Patronage (12 month rolling total)



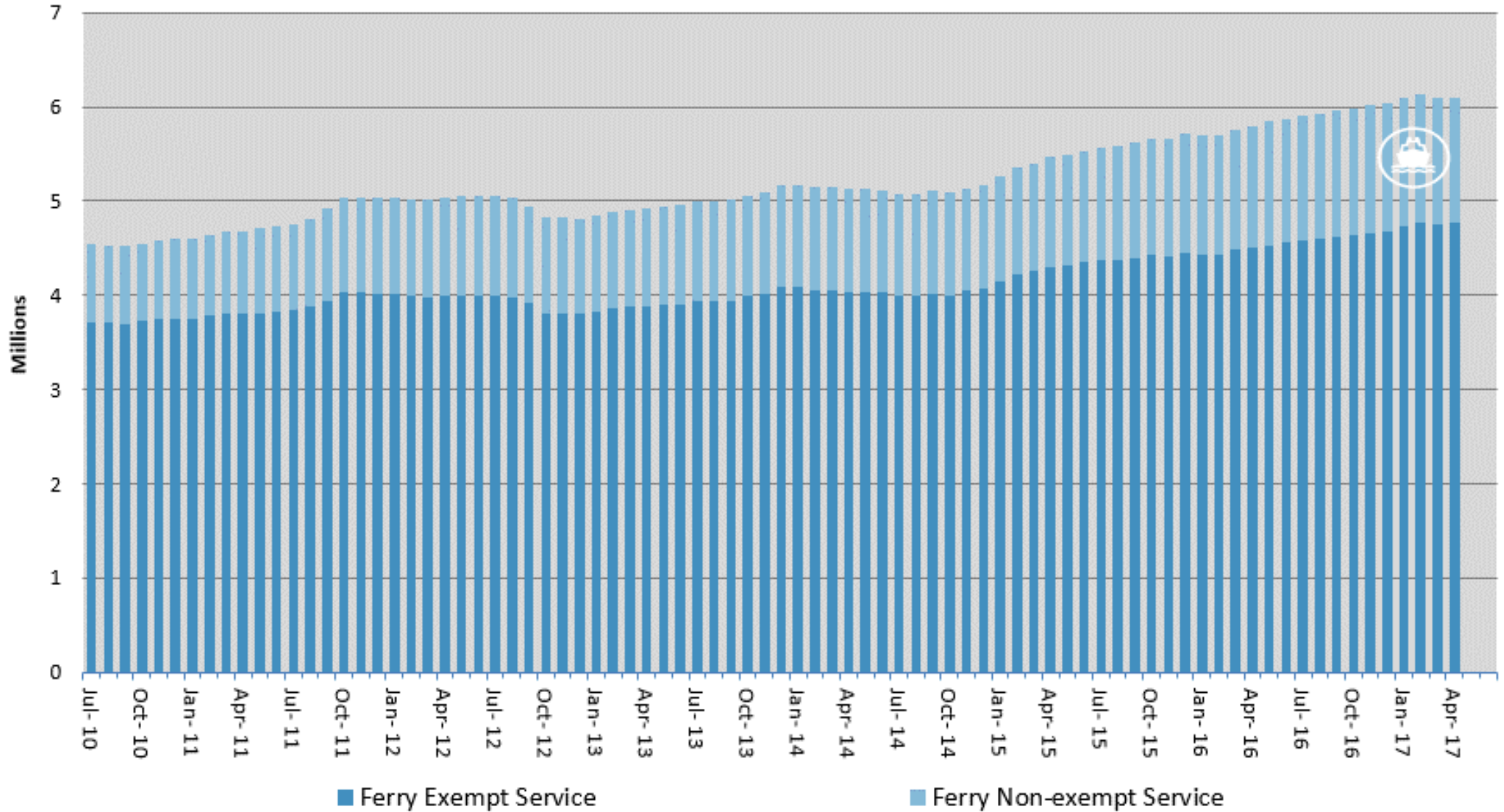
1.3 AT Metro patronage breakdown

1.3.3 Train Patronage (12 month rolling total)



1.3 AT Metro patronage breakdown

1.3.4 Ferry Patronage (12 month rolling total)



1.3 AT Metro patronage breakdown

	April - 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:	4,804,275	↓ -4.1%	4,740,004	↑ 1.4%	50,944,966	↑ 3.0%	51,633,506	↓ -1.3%	63,360,000	62,000,000
2. Train (Rapid) Total:	1,515,239	↑ 1.4%	1,635,933	↓ -7.4%	15,821,446	↑ 16.1%	15,844,527	↓ -0.1%	19,500,000	19,500,000
3. Ferry (Connector Local) Total:	518,873	↓ -0.7%	489,325	↑ 6.0%	5,214,582	↑ 4.5%	5,138,504	↑ 1.5%	6,113,500	6,200,000
Total Patronage	6,838,387	↓ -2.7%	6,865,262	↓ -0.4%	71,980,994	↑ 5.7%	72,616,537	↓ -0.9%	88,973,500	87,700,000
Rapid and Frequent	2,704,561	↓ -0.2%	2,617,963	↑ 3.3%	28,133,981	↑ 11.0%	26,961,177	↑ 4.3%	33,322,000	32,846,000

	April - 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:	4,804,275	5,007,121	-202,846	-4.1%	1.0%	61,704,286	-0.3%	1,589,008	2.6%	50,944,966	1,464,803	3.0%
- Busway (Rapid) Bus	404,605	390,928	13,677	3.5%		4,777,321	0.3%	759,501	19.0%	3,976,944	598,121	17.9%
- Frequent Bus	784,717	824,667	-39,950	-4.8%		10,083,204	-0.4%			8,335,591		
- Connector Local Targeted Bus	3,614,953	3,791,526	-176,573	-4.7%		46,843,761	-0.4%	1,481,666	3.3%	38,632,431	866,446	2.3%
2. Train (Rapid) Total:	1,515,239	1,494,764	20,475	1.4%	10.8%	18,979,755	0.1%	2,741,843	16.9%	15,821,446	2,193,262	16.1%
- Western Line	533,245	514,801	18,444	3.6%		6,535,120	0.3%	1,000,259	18.1%	5,429,132	764,968	16.4%
- Eastern Line	442,922	408,477	34,445	8.4%		5,233,194	0.7%	844,993	19.3%	4,382,807	732,102	20.1%
- Onehunga Line	94,816	109,301	-14,485	-13.3%		1,359,671	-1.1%	187,544	16.0%	1,150,540	162,069	16.4%
- Southern Line	410,572	430,257	-19,685	-4.6%		5,447,327	-0.4%	643,962	13.4%	4,518,407	470,887	11.6%
- Pukekohe Line	33,684	31,928	1,756	5.5%		404,443	0.4%	65,085	19.2%	340,560	63,236	22.8%
3. Ferry (Connector Local) Total:	518,873	522,767	-3,894	-0.7%	8.0%	6,101,628	-0.1%	300,512	5.2%	5,214,582	223,444	4.5%
- Contract	99,260	120,419	-21,159	-17.6%		1,337,167	-1.6%	47,913	3.7%	1,102,452	22,080	2.0%
- Exempt Services	419,613	402,348	17,265	4.3%		4,764,461	0.4%	252,599	5.6%	4,112,130	201,364	5.1%
Total Patronage	6,838,387	7,024,652	-186,265	-2.7%	3.6%	86,785,669	-0.2%	4,631,363	5.6%	71,980,994	3,881,509	5.7%
Rapid and Frequent	2,704,561	2,710,359	-5,798	-0.2%		33,840,280	0.0%	2,849,031	9.2%	28,133,981	2,791,619	11.0%
Connector Local Targeted	4,133,826	4,314,293	-180,467	-4.2%		52,945,388	-0.3%	1,782,178	3.5%	43,847,013	1,089,890	2.5%
Total Patronage	6,838,387	7,024,652	-186,265	-2.7%	3.6%	86,785,669	-0.2%	4,631,363	5.6%	71,980,994	3,881,509	5.7%

1. Summary of indicators

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

2. Key monthly indicators by Strategic Theme

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

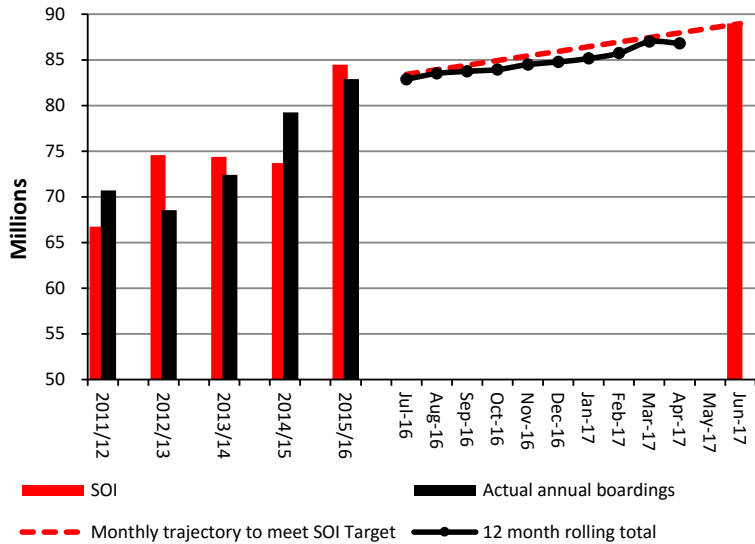
3. DIA mandatory measures

4. AT monthly activity report

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

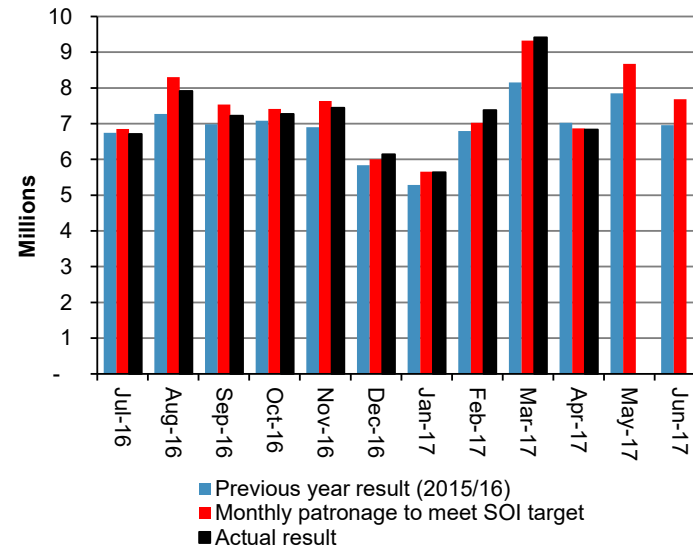
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



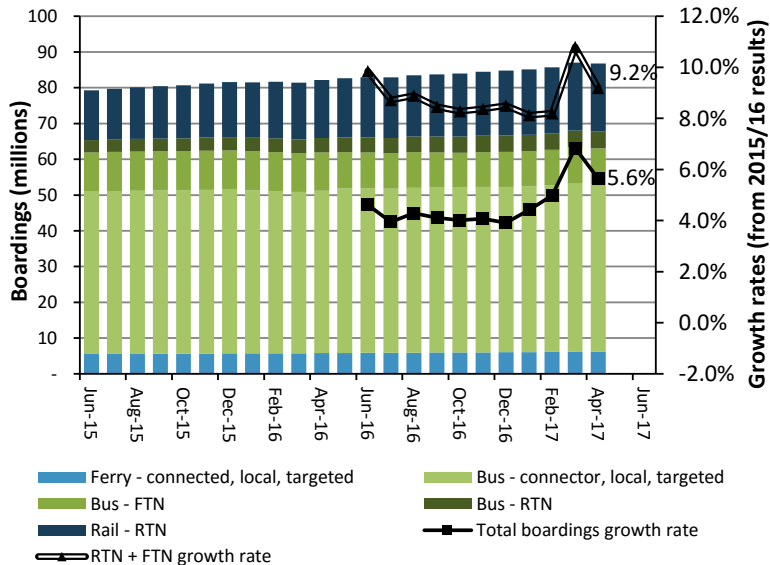
PT patronage totalled 86,785,669 passenger boardings for the 12 months to April 2017, a decrease of 0.2% on the 12 months to March 2017 and an increase of 5.6% on the 12 months to April 2016.

2.1.2 Monthly public transport boardings (millions)



April monthly patronage was 6,838,387 a decrease of 2.7% (186,265 boardings) on April 2016, normalised to an increase of ~3.6% 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



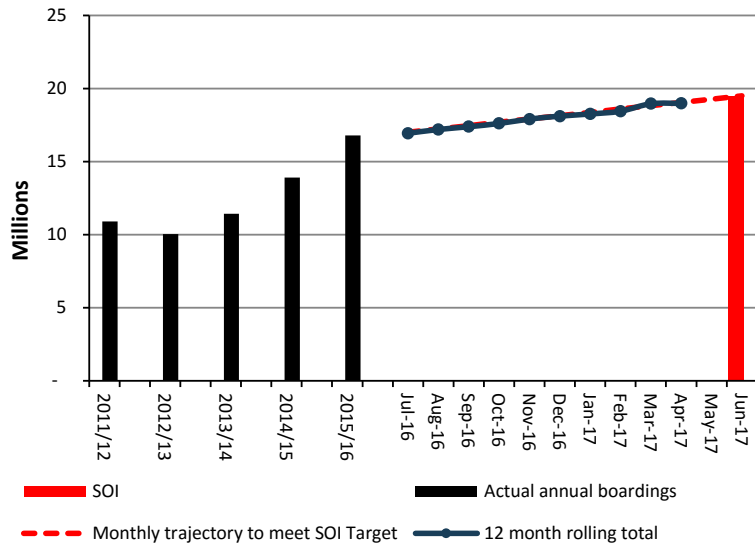
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

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

RTN + FTN patronage increased by 9.2% for the 12 months to April 2017, a faster rate than total patronage which increased by 5.6%.

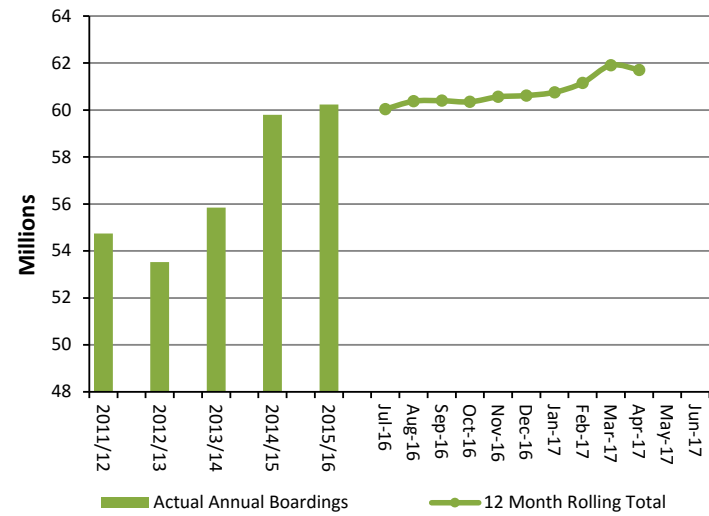
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



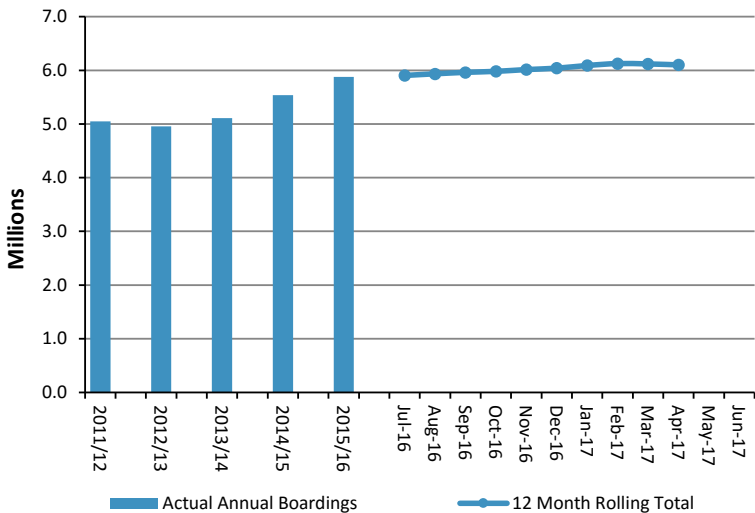
Rail patronage totalled 18,979,755 passenger boardings for the 12 months to April 2017, an increase of 0.1% on the 12 months to March 2017 and 16.9% on the 12 months to April 2016.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 61,704,286 passenger boardings for the 12 months to April 2017, a decrease of 0.3% on the 12 months to March 2017 and an increase of 2.6% on the 12 months to April 2016.

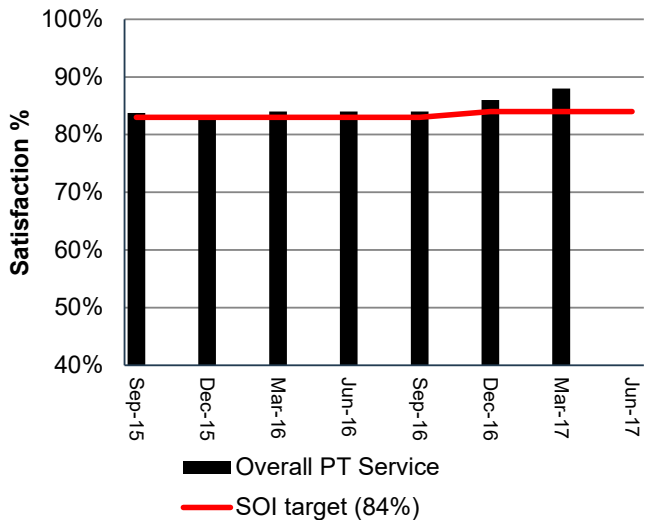
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,101,628 passenger boardings for the 12 months to April 2017, a decrease of 0.1% on the 12 months to March 2017 and an increase of 5.2% on the 12 months to April 2016.

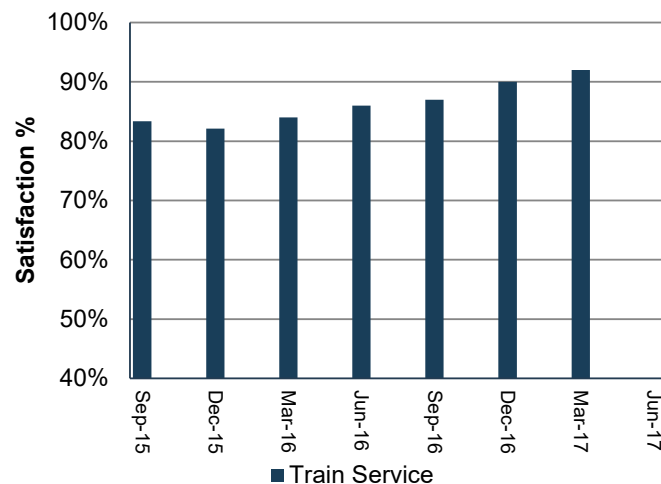
2.2 Transform and elevate customer focus and experience

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



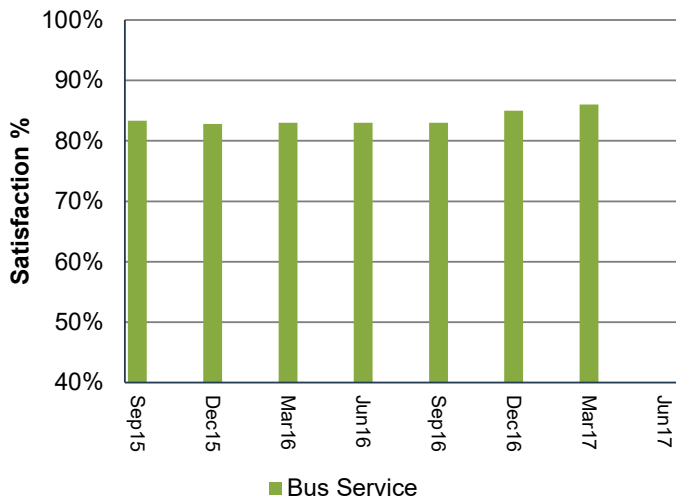
Non-reporting period.
 In March 2017, overall satisfaction with public transport services (88%) was up two percentage points compared with the December 2016 result (86%).
 Satisfaction was up four percentage points compared to the March 2016 result.

2.2.2 Percentage of passengers satisfied with their train service



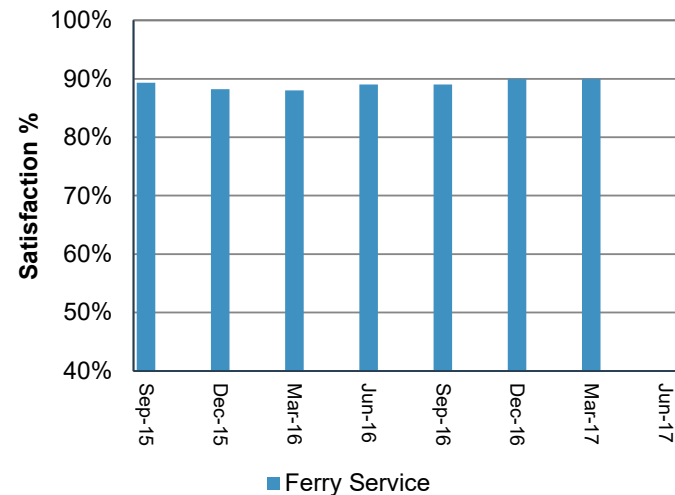
Non-reporting period.
 In March 2017, satisfaction with train services (92%) was up two percentage points compared with the December 2016 result (90%).
 Satisfaction was up eight percentage points compared to the March 2016 result.

2.2.3 Percentage of passengers satisfied with their bus service



Non-reporting period.
 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.

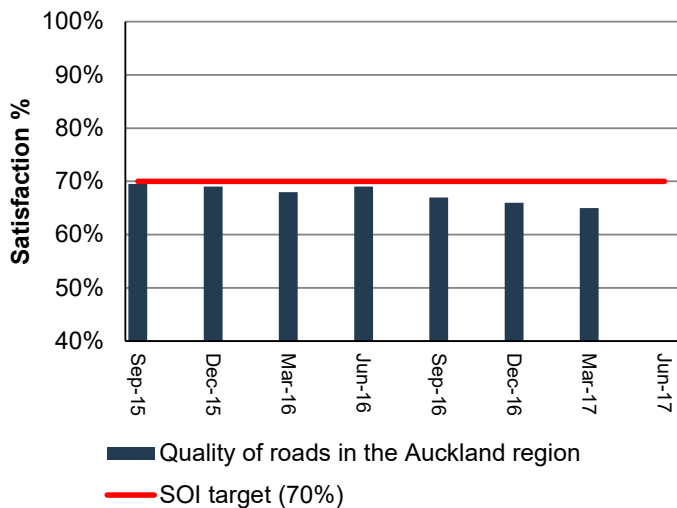
2.2.4 Percentage of passengers satisfied with their ferry service



Non-reporting period.
 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.

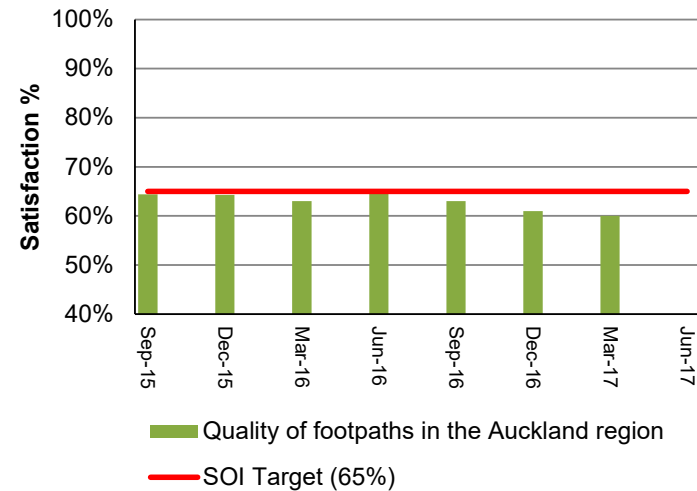
2.2 Transform and elevate customer focus and experience

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



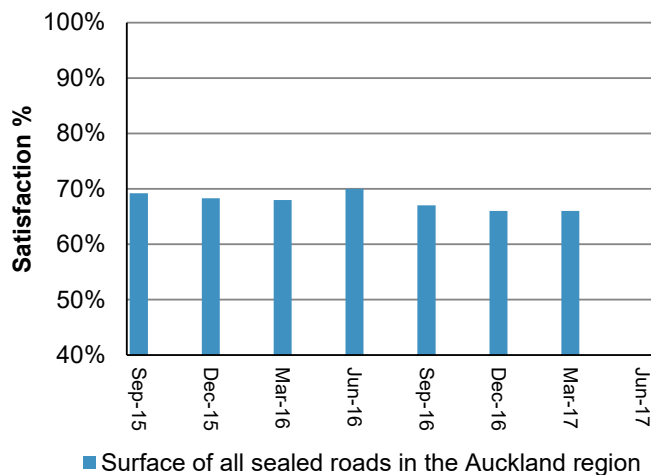
Non-reporting period.
 In March 2017, satisfaction with the quality of roads in Auckland (65%) was down one percentage point compared with the December 2016 result (66%).
 Satisfaction was down three percentage points compared to the March 2016 result.

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



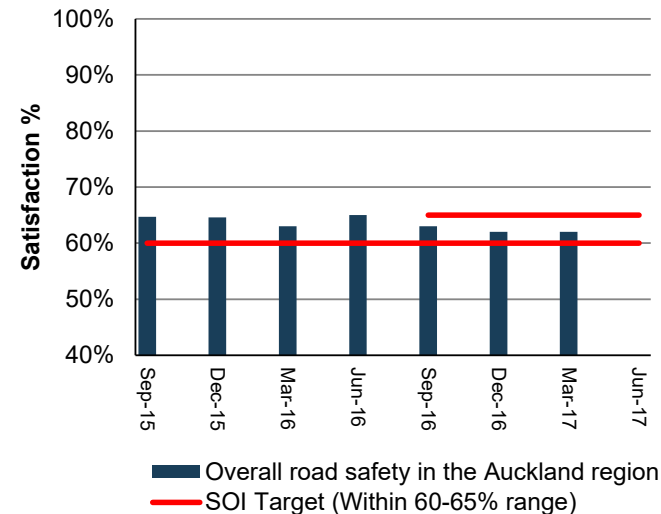
Non-reporting period.
 In March 2017, satisfaction with the quality of footpaths in Auckland (60%) was down one percentage point compared with the December 2016 result (61%).
 Satisfaction was down three percentage points compared to the March 2016 result.

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



Non-reporting period.
 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.

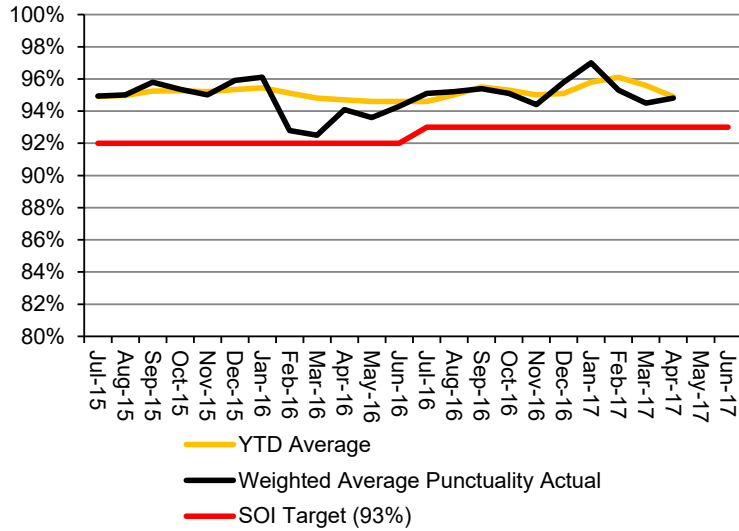
2.2.8 Percentage of residents satisfied with road safety in the Auckland region



Non-reporting period.
 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)

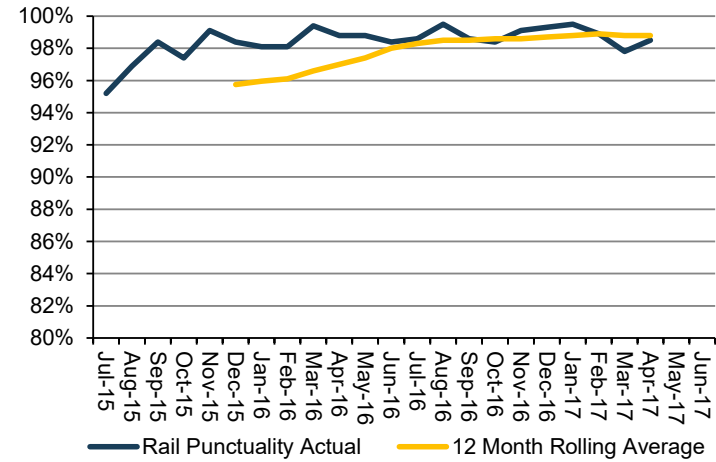


Target met (YTD average to April 2017 = 94.9%; SOI target 93%).

PT weighted average punctuality for the month of April 2017 was 94.8%.

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

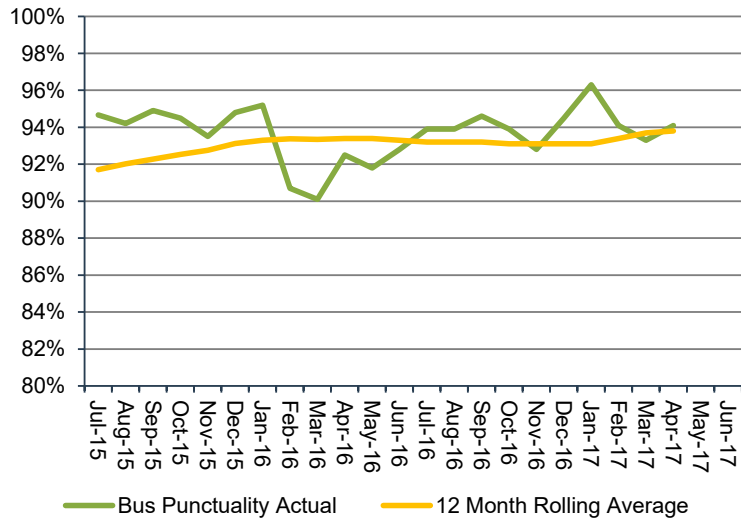
2.2.10 Rail services punctuality



Rail service punctuality in April 2017 was 98.5%, and 98.8% for the 12 months to April 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

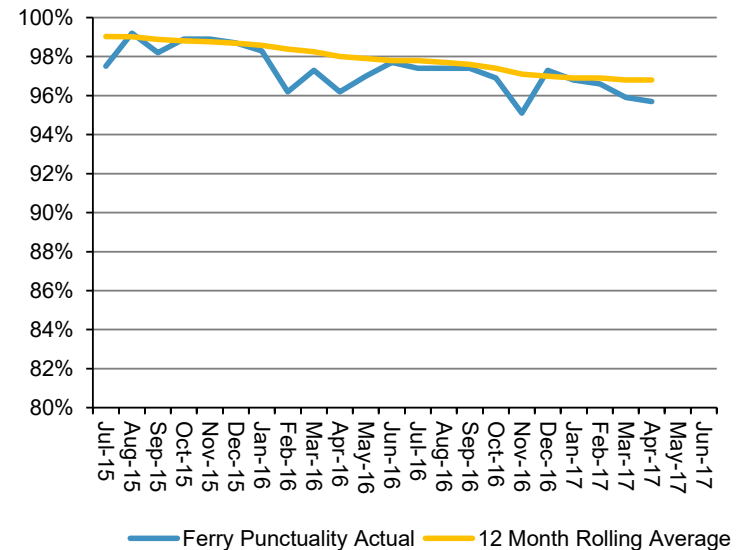


Bus service punctuality in April 2017 was 93.6%, and 93.8% for the 12 months to April 2017.

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

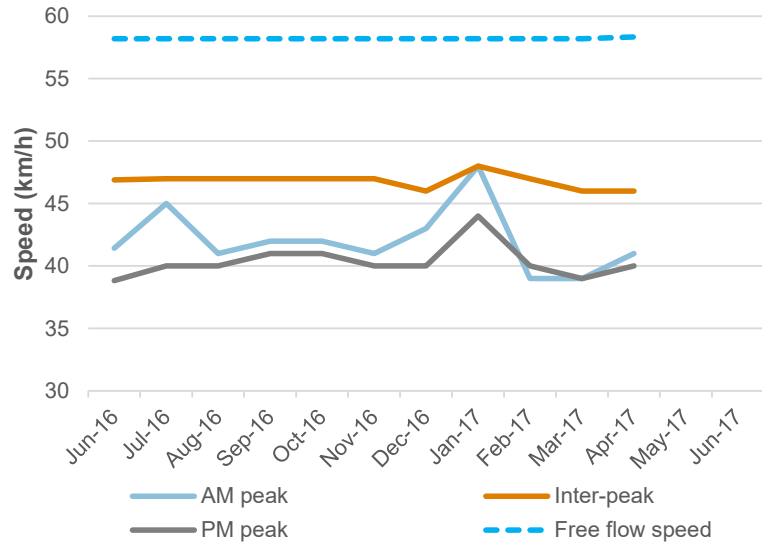


Ferry service punctuality in April 2017 was 95.7%, and 96.8% for the 12 months to April 2017.

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

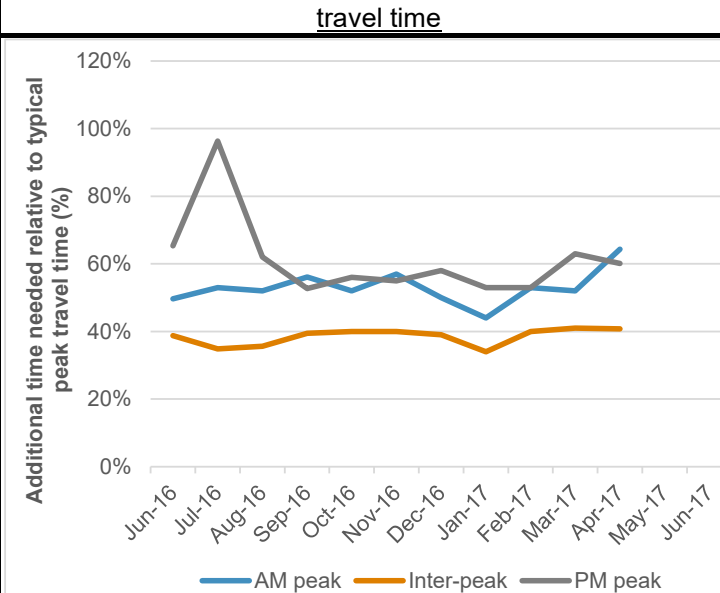
2.3.1 Median travel speed across arterial and motorway network



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 April 2017, the median travel speed during the AM peak was 41 km per hour, below the average of 42.2 km per hour for July 16 to April 17.

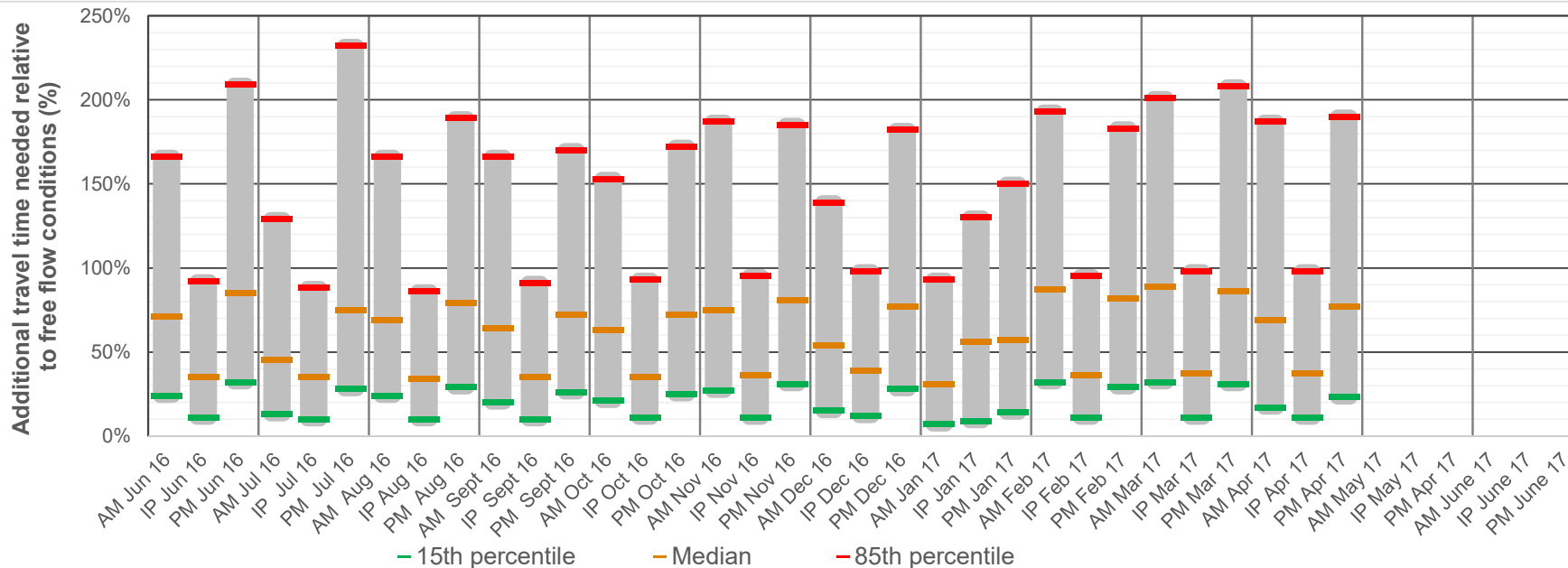
2.3.2 Reliability: additional travel time needed relative to typical travel time



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 April 17 AM peak, the 85th percentile was 64% longer than the typical travel time. Therefore, if a typical AM peak journey took 20 minutes, a motorist would need to allow an additional 12.8 minutes, for a total of 32.8 minutes, to be 85% certain of arriving on time.

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



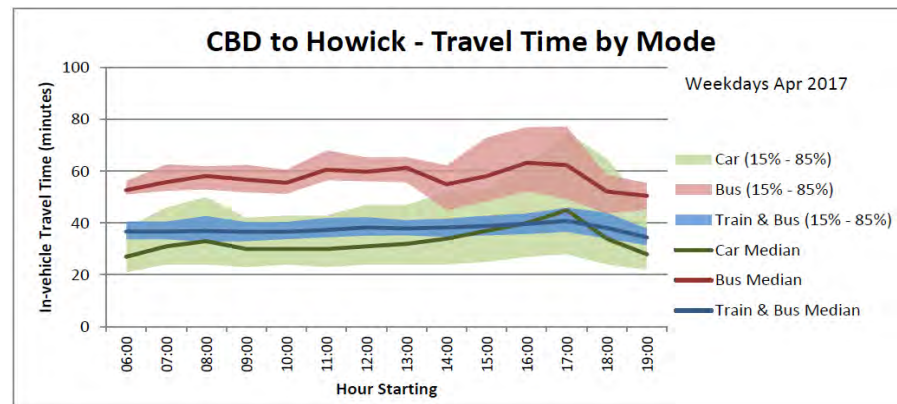
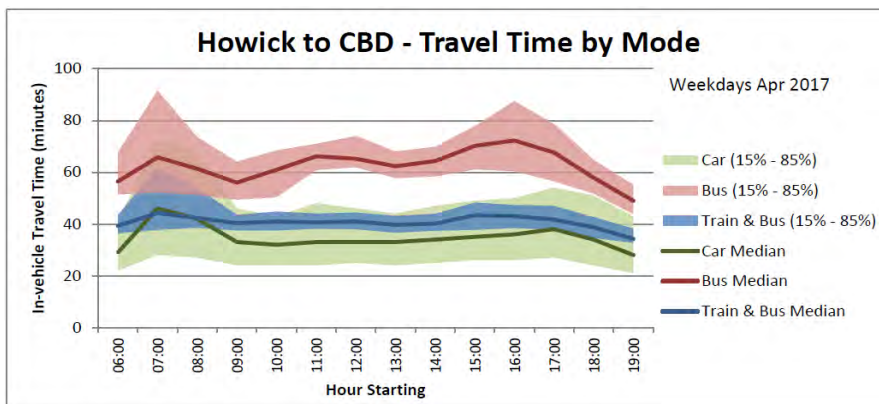
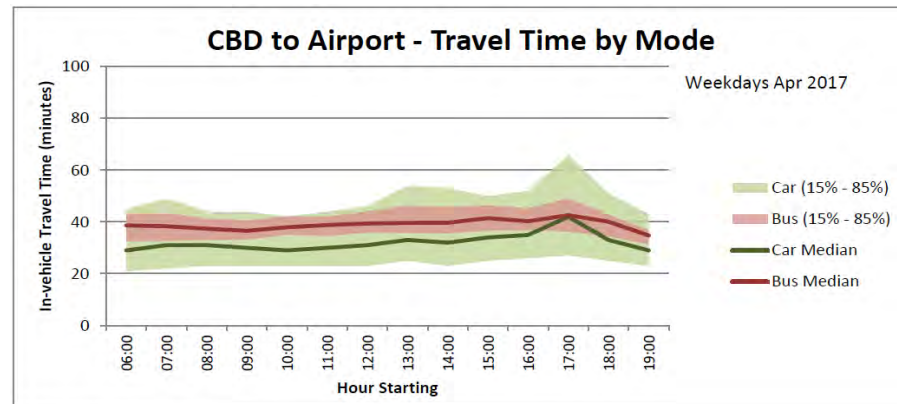
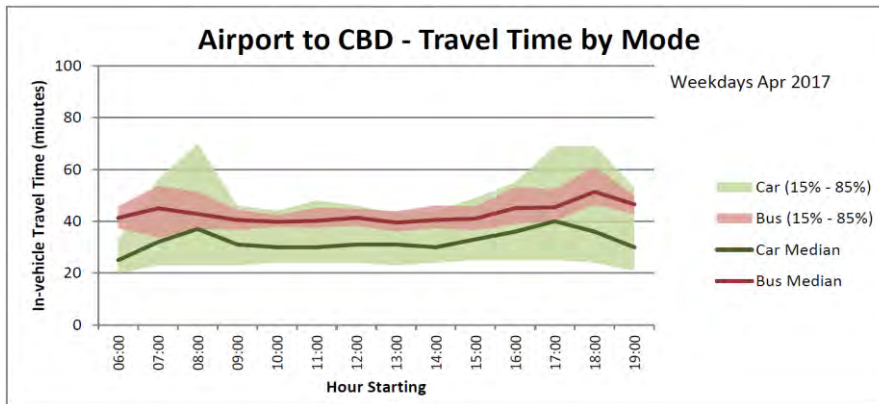
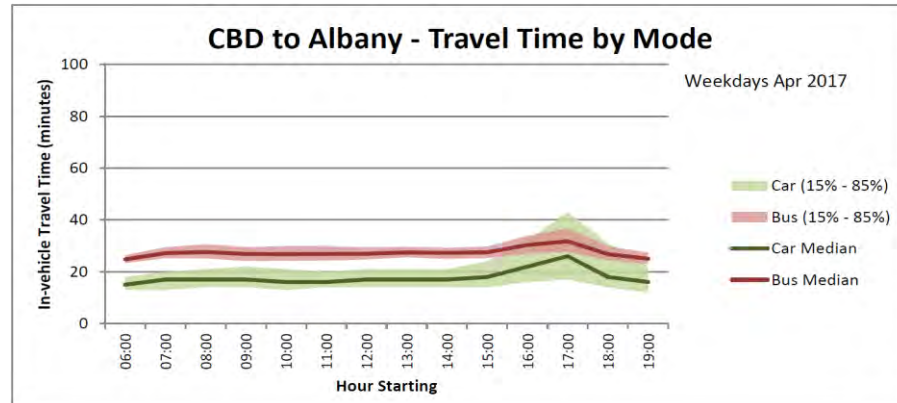
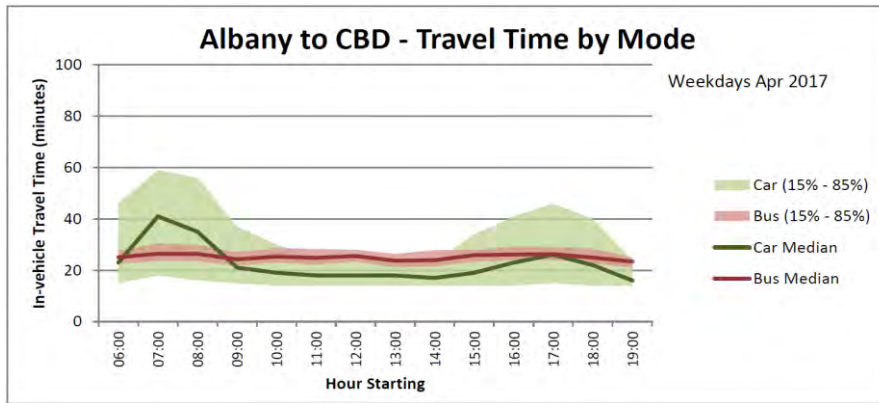
This figure shows AM peak, inter-peak and PM peak travel times for the 15th percentile, typical (median) and 85th percentile* trips on the combined arterial and motorway network, relative to free flow conditions.

During the April 17 AM peak, the 15th percentile delay was 17%, typical delay was 69% while the 85th percentile delay was 187%.

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

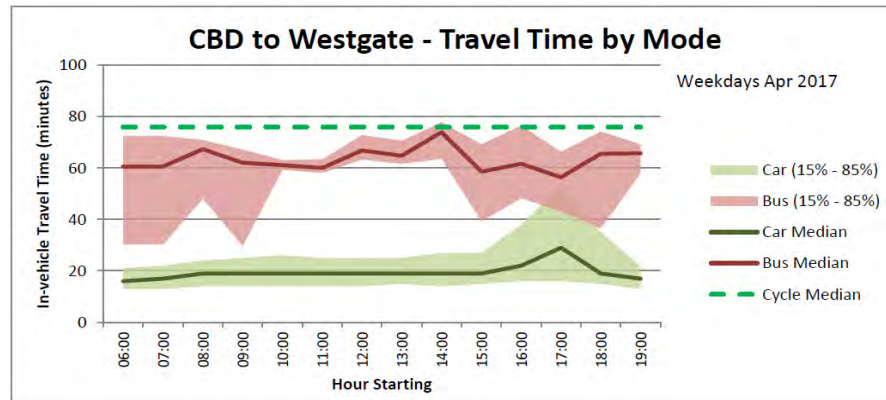
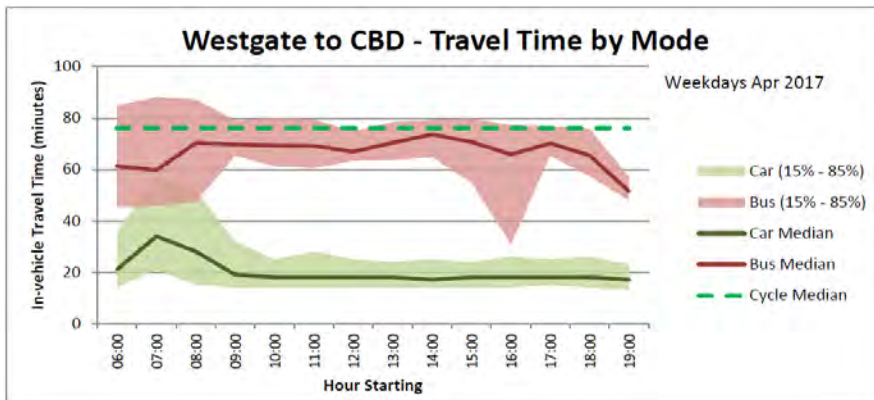
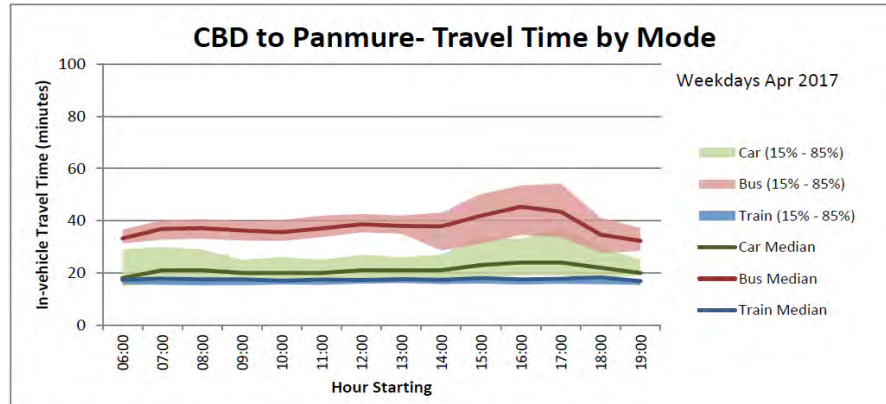
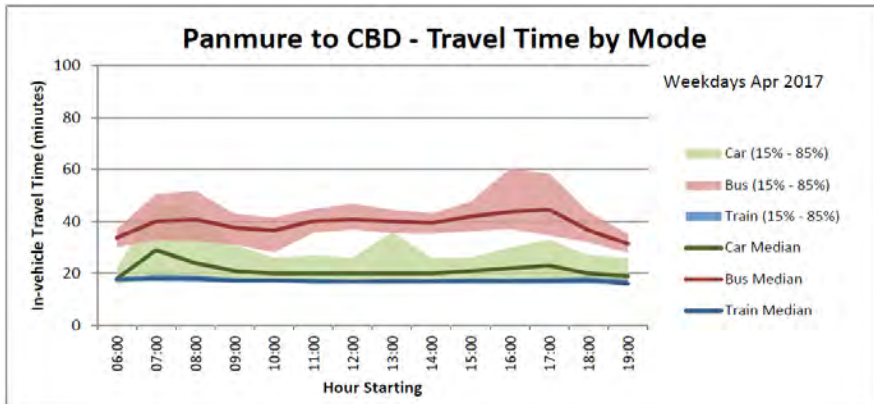
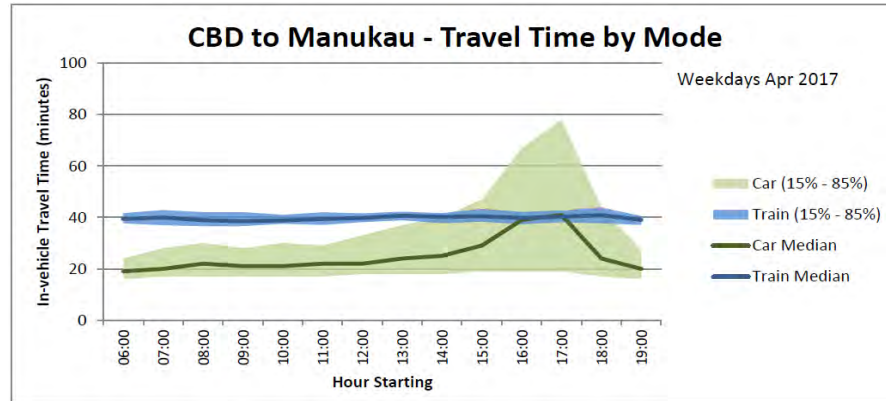
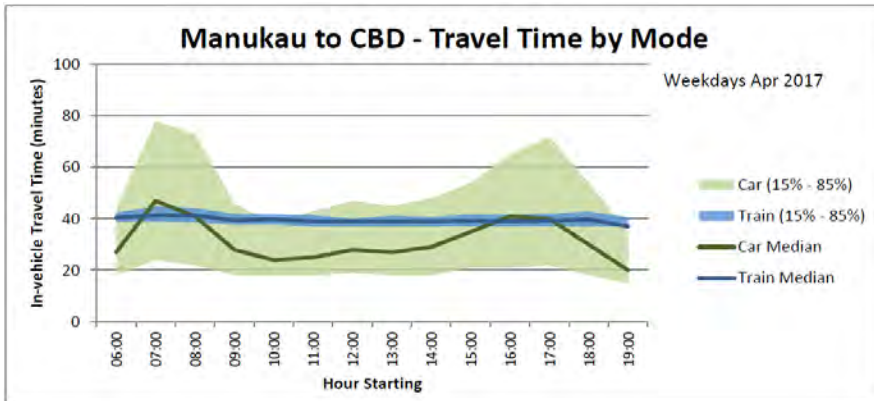
2.3 Build network optimisation and resilience

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.

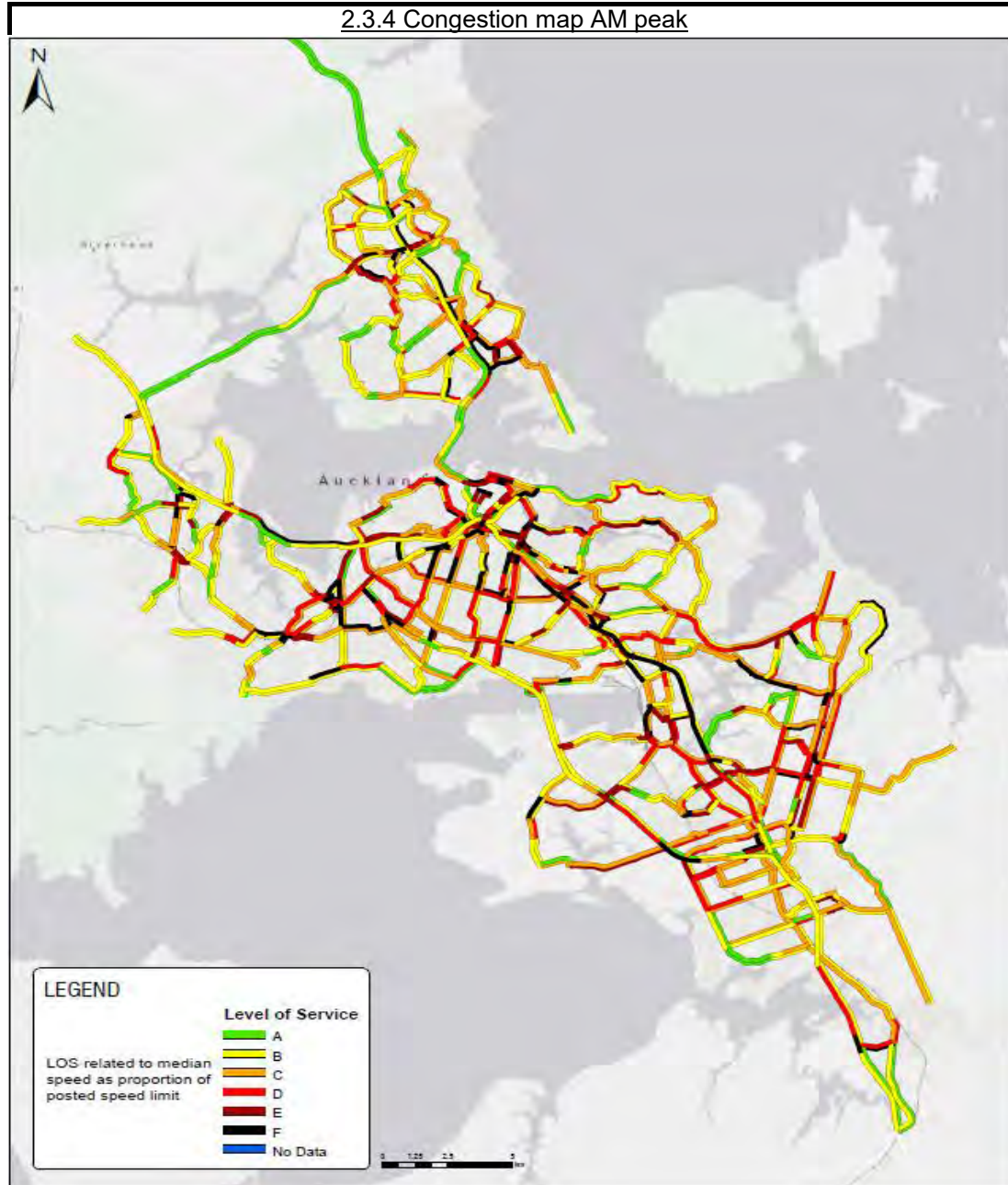


2.3 Build network optimisation and resilience

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.

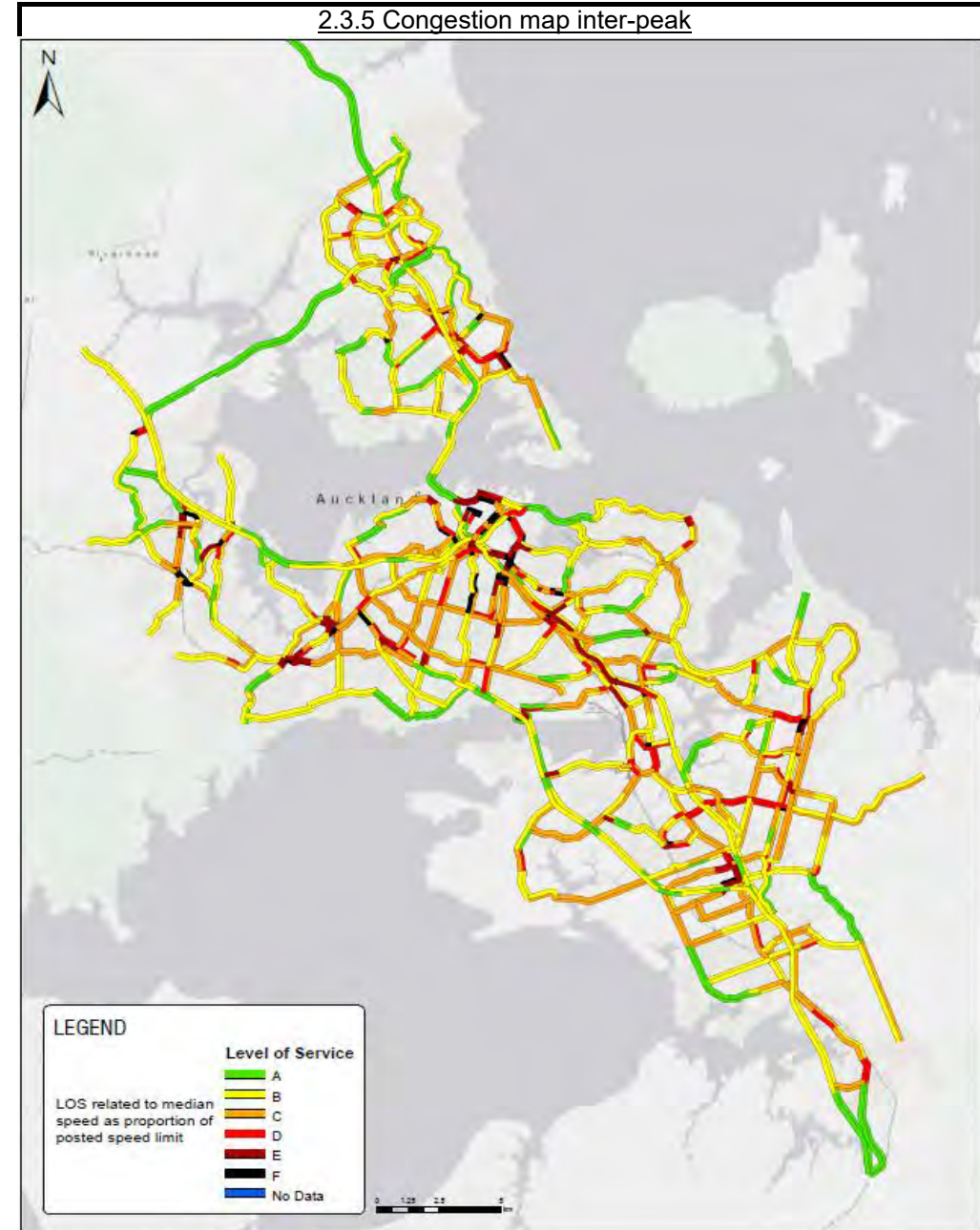


2.3.4 Congestion map AM peak



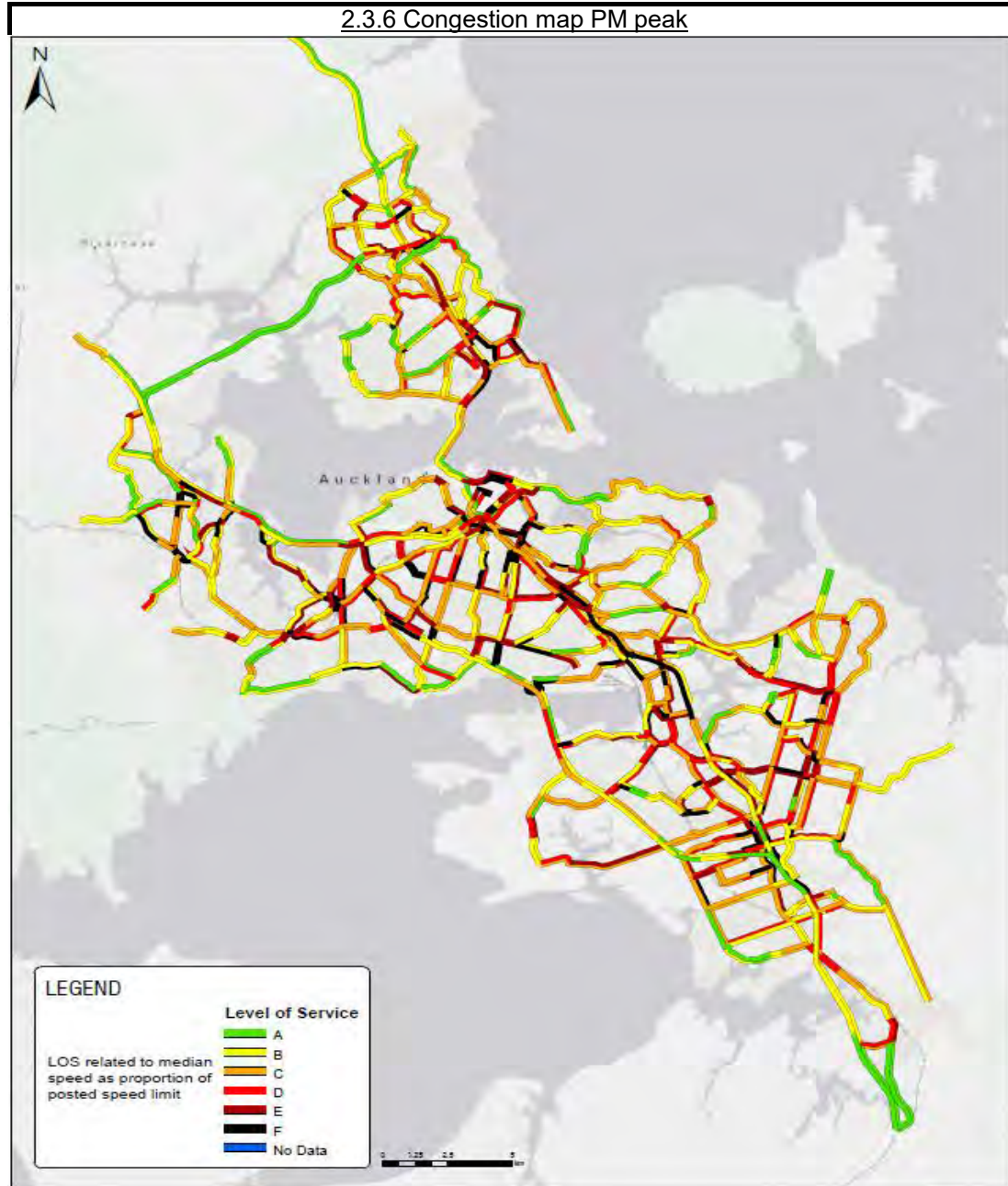
This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for April 2017. See the *AM peak arterial road level of service* graph (2.3.7) for an explanation of the levels of service.

2.3.5 Congestion map inter-peak



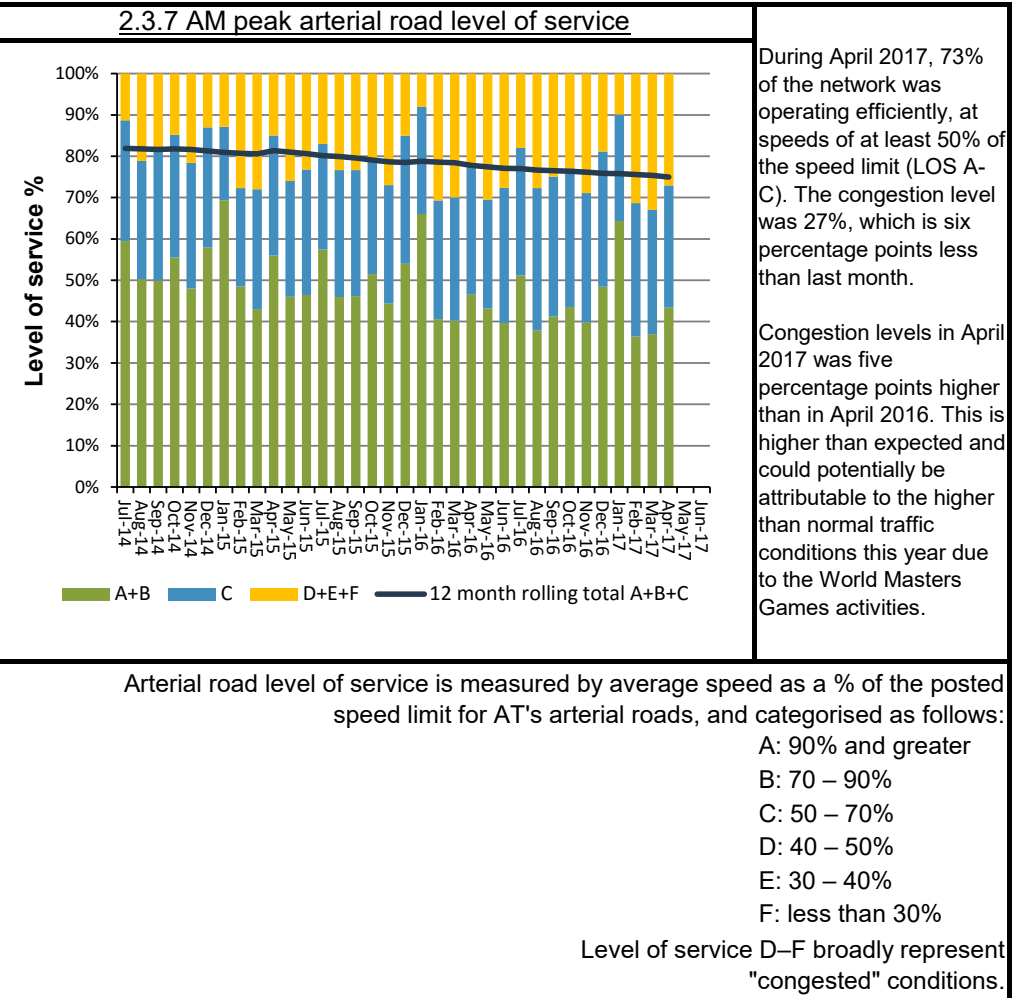
This map shows the typical level of service across the arterial and motorway networks during the Interpeak period (9 am–4 pm) for April 2017. See the *AM peak arterial road level of service* graph (2.3.7) for an explanation of the levels of service.

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 April 2017. See the *AM peak arterial road level of service* graph (2.3.7) for an explanation of the levels of service.

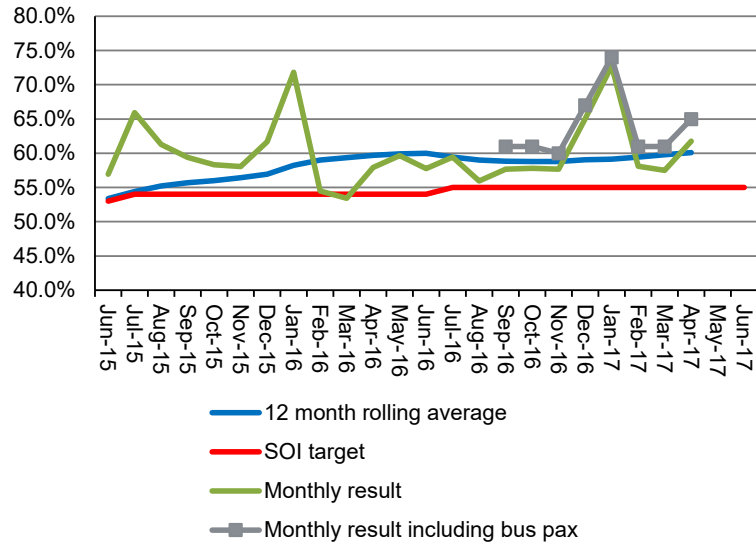
2.3.7 AM peak arterial road level of service



During April 2017, 73% of the network was operating efficiently, at speeds of at least 50% of the speed limit (LOS A-C). The congestion level was 27%, which is six percentage points less than last month.

Congestion levels in April 2017 was five percentage points higher than in April 2016. This is higher than expected and could potentially be attributable to the higher than normal traffic conditions this year due to the World Masters Games activities.

2.3.8 Arterial road productivity

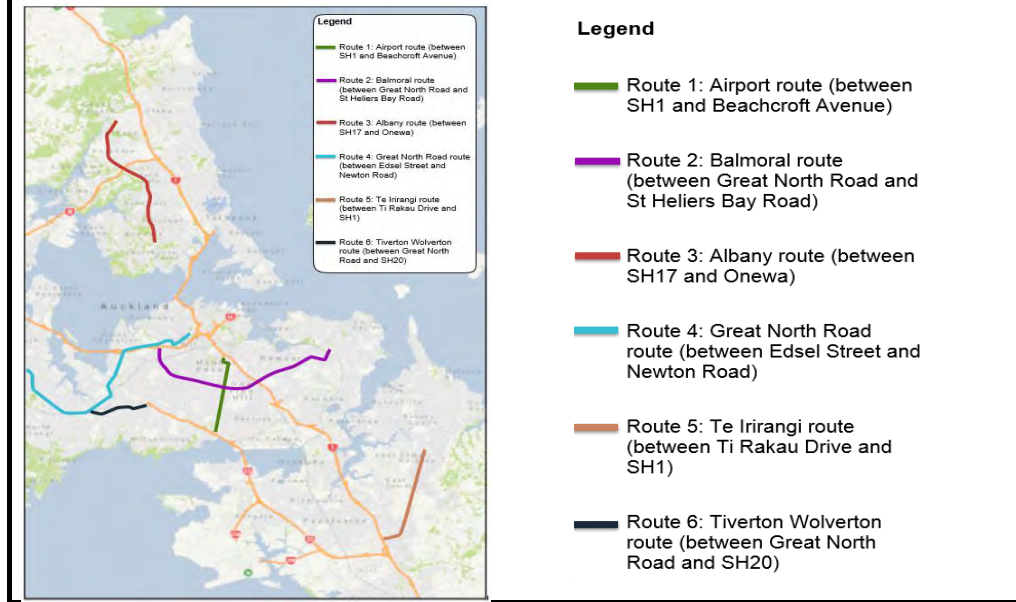


Target exceeded (12 month rolling average in April 2017 = 60.1%; SOI target 55%). Including bus passengers, the result was 65%.

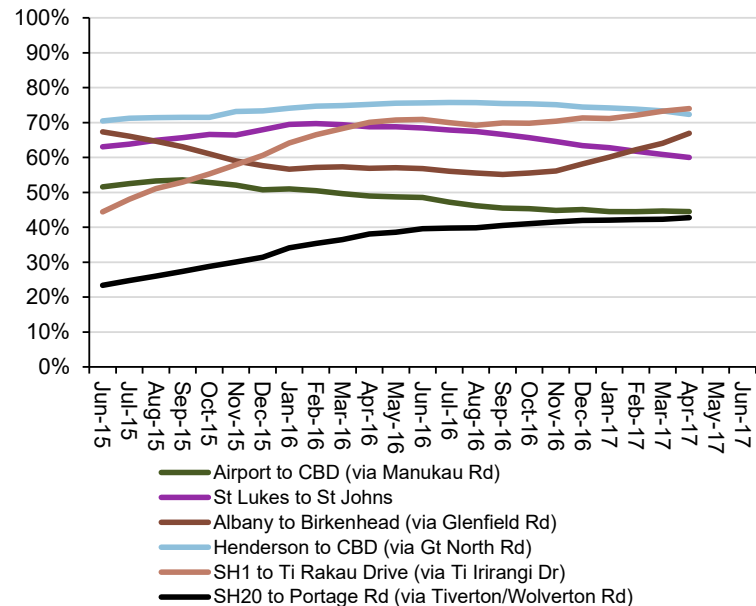
Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of the number of vehicles, their average journey speed and average vehicle occupancy. The SOI target and monthly result is based on private vehicle occupancy rates. With improved 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



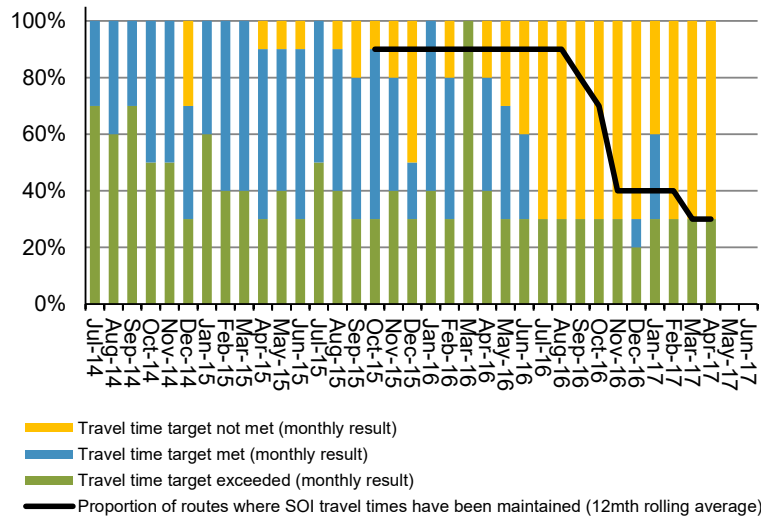
2.3.10 Arterial productivity - 12 month rolling average for each route



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

In April 2017, three of the 10 key freight routes exceeded the travel time targets. Despite targets not being met on seven of the routes, these routes still operated at an adequate level of service. Specific traffic signal optimisation work is underway on these routes, and a process has been put in place to address section by section under-performance on these routes. Investigation into physical work improvements is also underway.

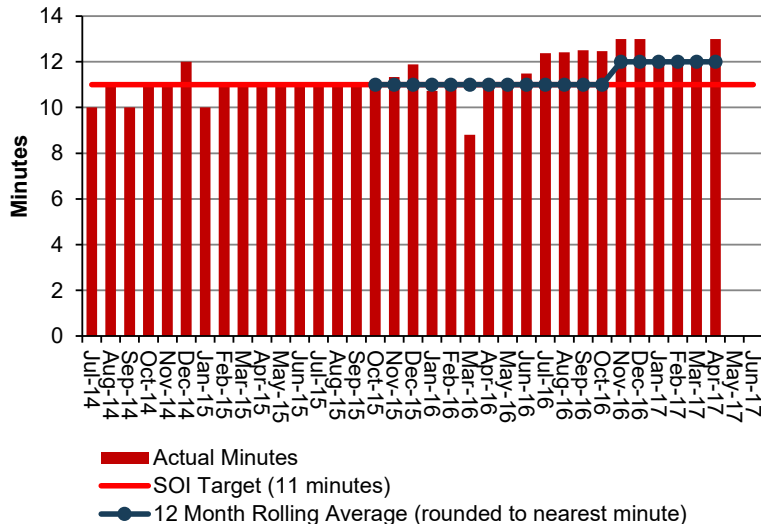
2.3.12 Map showing key freight routes



- 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)

SEART East Bound



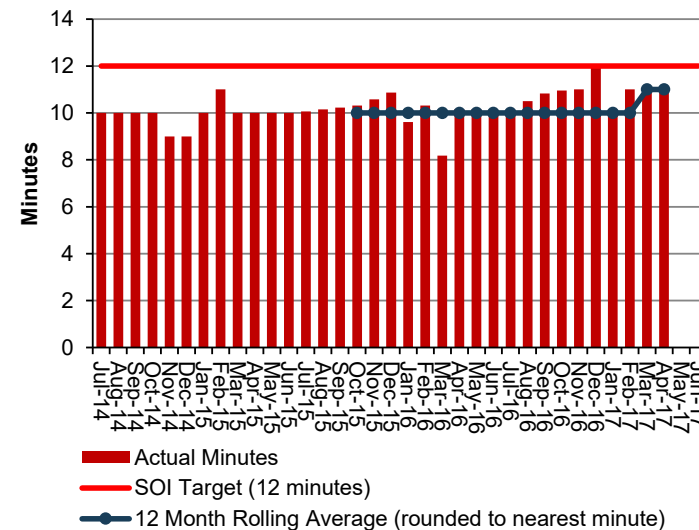
Target not met in April 2017.

Target not met for 12 months to April 2017.

The travel time increased by 1 minute in April, which is related to increased inter-peak travel activity typical with school holiday periods. Despite the target not being met, this still represents a relatively good level of service for the route. Targeted investigation is underway to identify and address under-performing sections along the route.

2.3.14 SEART (from East Tamaki to Sylvia Park)

SEART West Bound



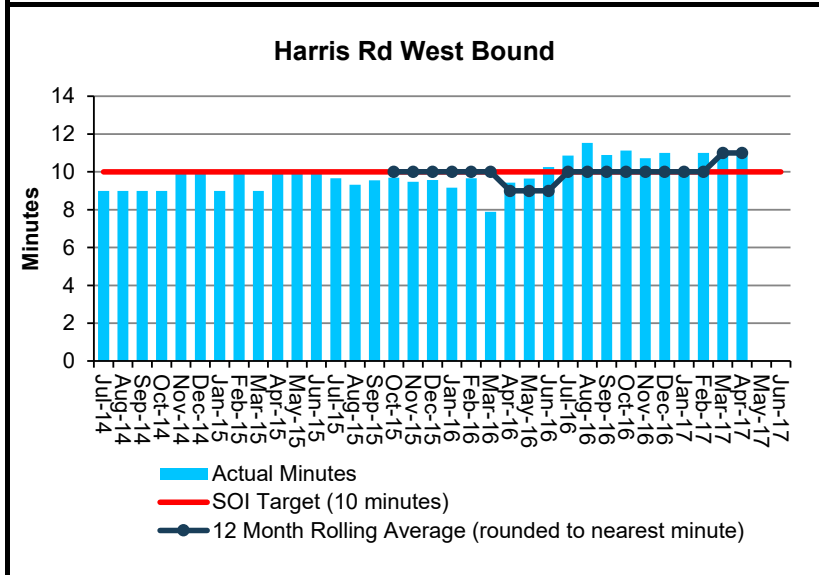
Target exceeded in April 2017.

Target exceeded for 12 months to April 2017.

Travel experience remained consistently at or close to free-flow conditions, despite increased inter-peak activity. The route in this direction has less controlled approaches, contributing to a better performance relative to eastbound direction.

2.3 Build network optimisation and resilience

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

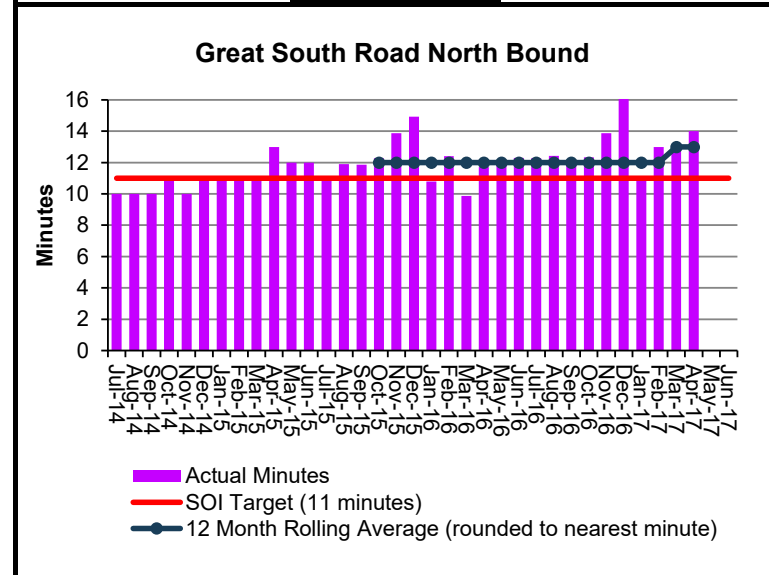


Target not met in April 2017.

Target not met for 12 months to April 2017.

The travel time has remained 1 minute longer than the target. Additional investigation into potential opportunities for improvement is underway. Despite the target not being met, this still represents a relatively good level of service for the route.

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

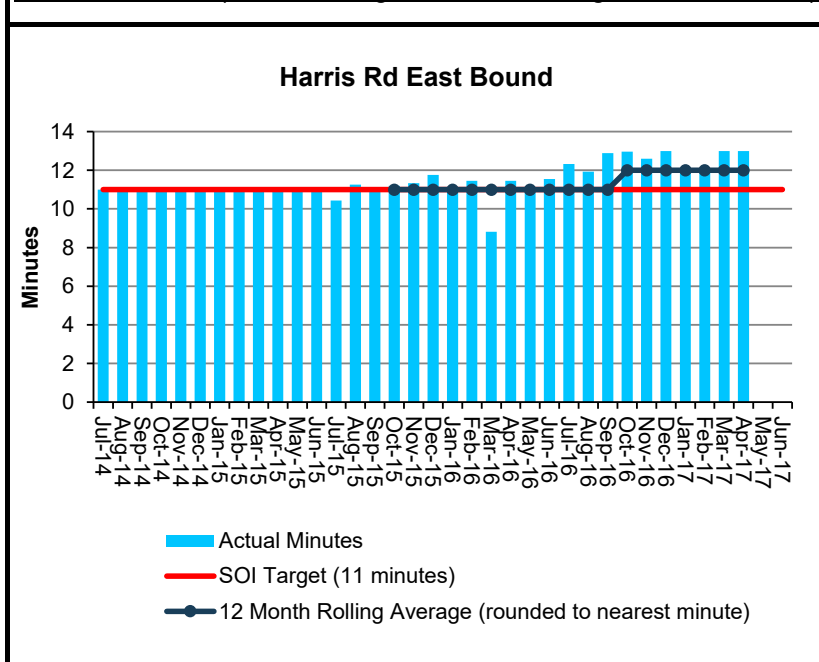


Target not met in April 2017.

Target not met for 12 months to April 2017.

Travel times were 3 minutes longer than the target. The North Bound approach is the more constrained direction along this route, resulting in the higher delay. Minor improvement works are scheduled for second half of 2017, which is expected to result in some travel time gains, particularly in this direction.

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

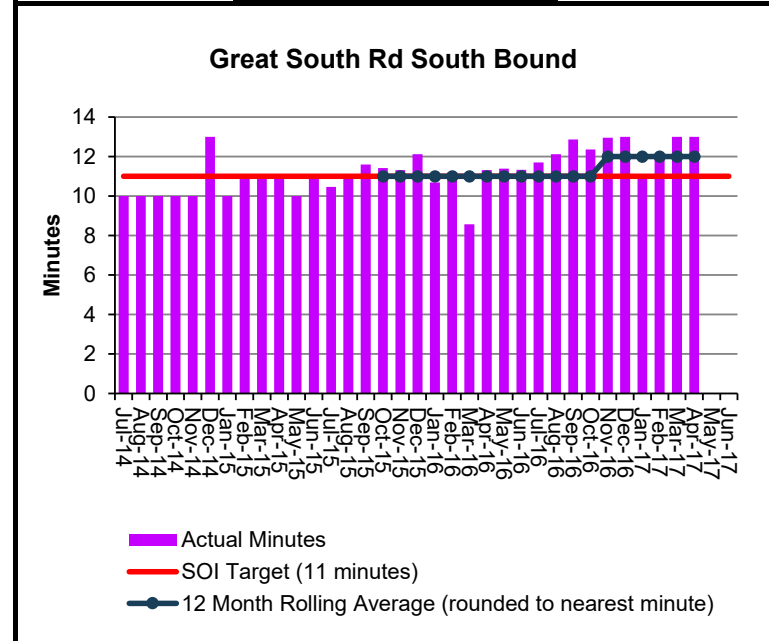


Target not met in April 2017.

Target not met for 12 months to April 2017.

Travel times were 2 minutes longer than the target as per last month. Additional investigation into opportunities for improvement is underway. Despite the target not being met, the route still operates at a relatively good level of service.

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



Target not met in April 2017.

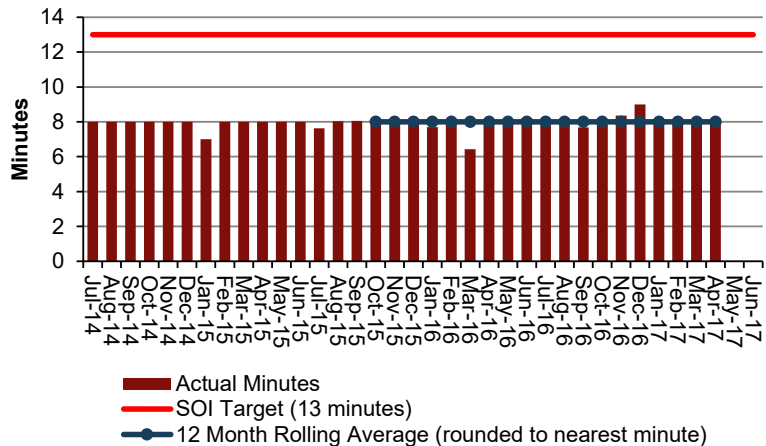
Target not met for 12 months to April 2017.

Travel times remained 2 minutes longer than the target. Minor improvements works are scheduled for the second half of 2017, which is expected to result in some travel time gains.

2.3 Build network optimisation and resilience

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

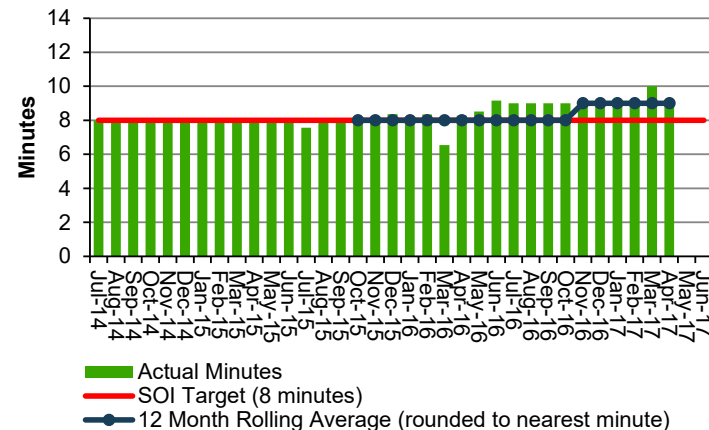
Kaka St East Bound



Target exceeded in April 2017.
Target exceeded for 12 months to April 2017.

2.3.20 Wairau Rd (from SH1 to SH18)

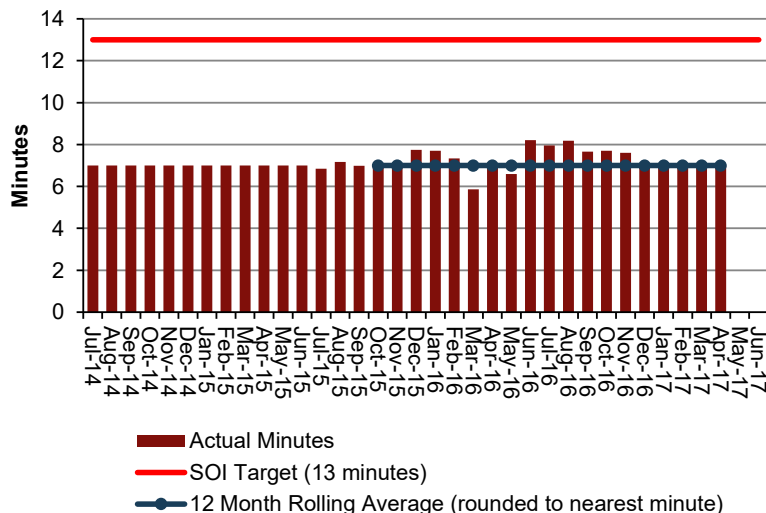
Wairau Rd West Bound



Target not met in April 2017.
Target not met for 12 months to April 2017.
Travel times were 1 minute longer than the target, which was an improvement to last month. Despite the target not being met, the route is operating at a relatively good level of service.

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

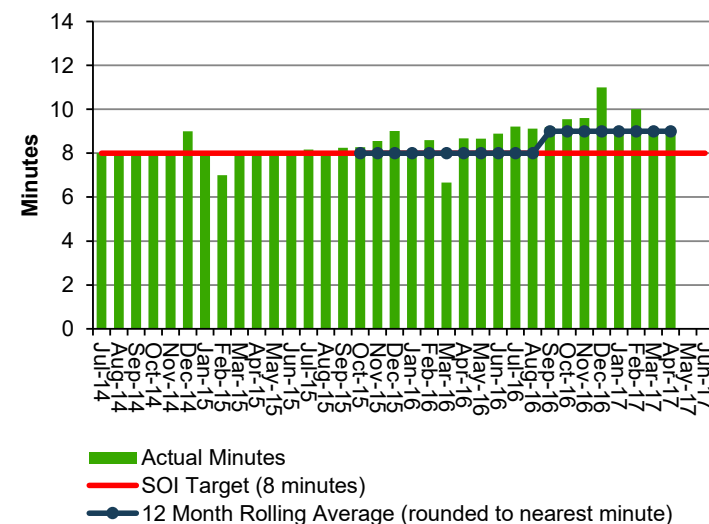
Kaka St West Bound



Target exceeded in April 2017.
Target exceeded for 12 months to April 2017.

2.3.22 Wairau Rd (from SH18 to SH1)

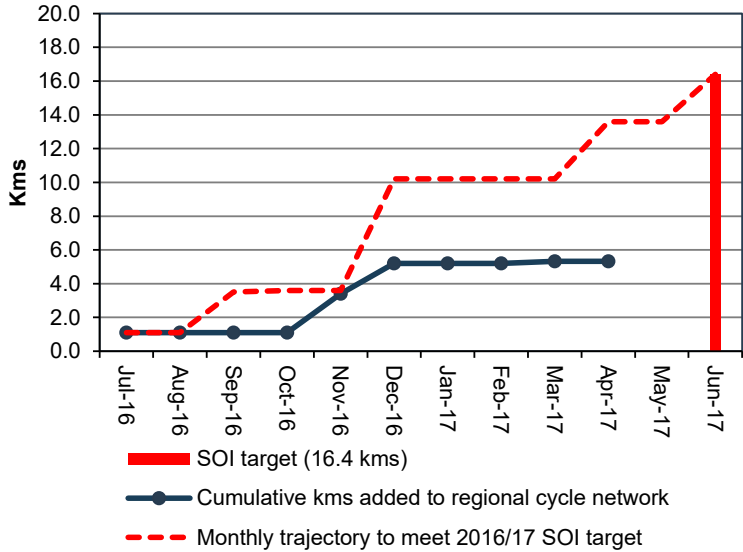
Wairau Rd East Bound



Target not met in April 2017.
Target not met for 12 months to April 2017.
Travel times were 1 minute longer than the target. An improvement opportunity on the approach to the SH1 interchange was identified and changes have been introduced. A small improvement in travel time is expected in the following months. Despite the target not being met, the route is operating at a relatively good level of service.

2.3 Build network optimisation and resilience

2.3.23 New cycleways added to regional cycle network (km)

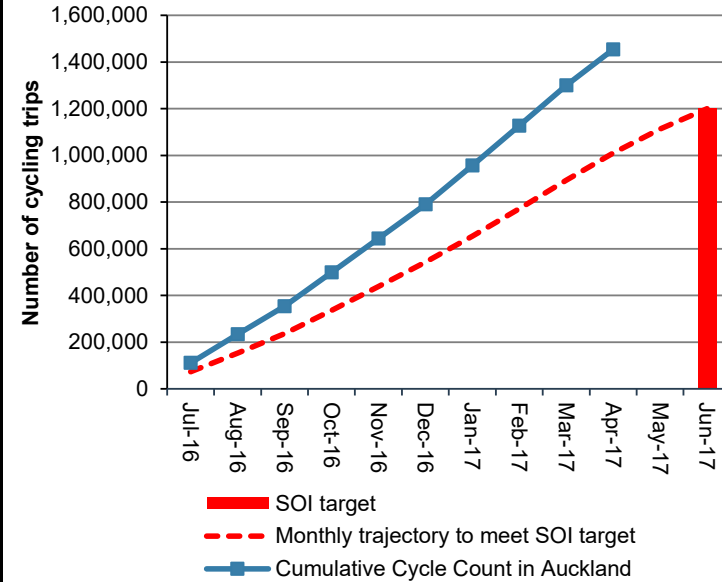


YTD completion = 5.3 km, SOI target = 16.4km.

No new cycleways added in this reporting period.

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 the Waterview Shared Path, Mangere Future Streets, Waitemata Greenways, and shared paths on West Coast Rd and Sandringham Rd throughout May and June 2017 will contribute to meeting the target.

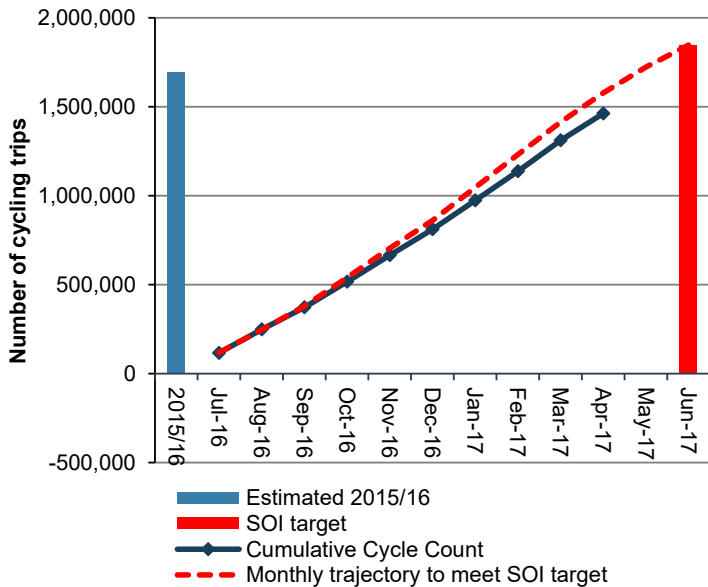
2.3.24 Annual number of cycling trips in designated areas (all day)



Target exceeded, 154,645 cycle trips were recorded in April 2017. YTD: 1,453,937 YTD Target: 1,009,080

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



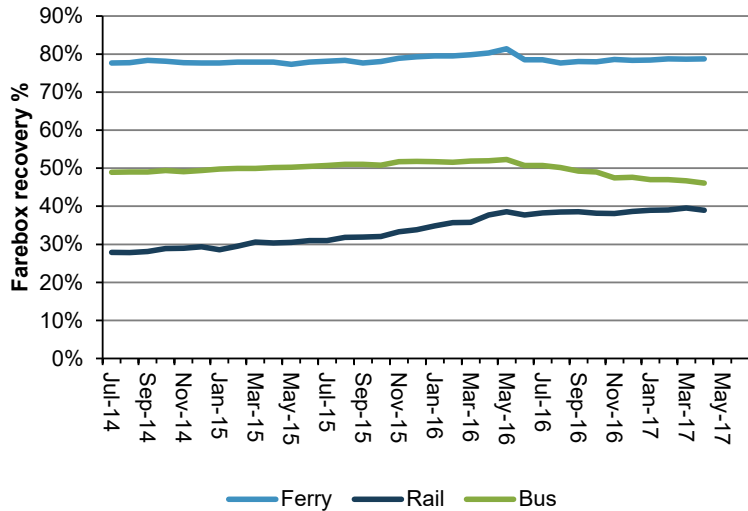
Target not met, 150,715 cycle trips recorded in April 2017. YTD: 1,462,139 YTD Target: 1,578,647

Delays in new cycleway delivery is affecting anticipated numbers. March and April numbers in particular have been affected by significant rainfall events. There was seven times as much rain for these two months than in the same two months in 2016.

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 Dec 2015) / Light Path (from Dec 2015), Karangahape Road, Hopetoun Street, Victoria Street West.

2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery

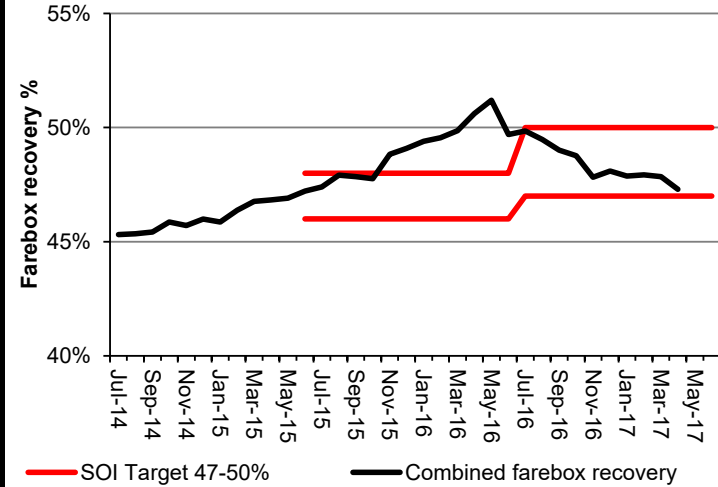


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

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

- Ferry 78.7% (80.3%)
- Bus 46.1% (51.9%)
- Rail 39.0% (37.7%)

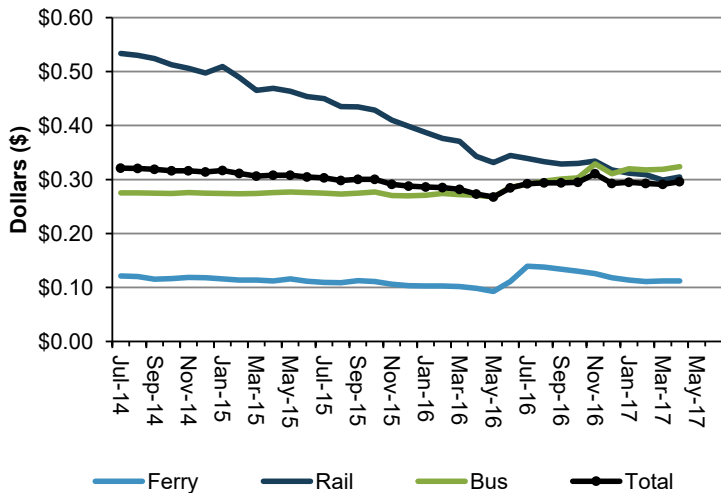
2.4.2 PT farebox recovery (combined result with SOI measure)



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 April 2017 was 47.3%. This compares to 50.6% in April 2016.

2.4.3 PT subsidy per passenger kilometre



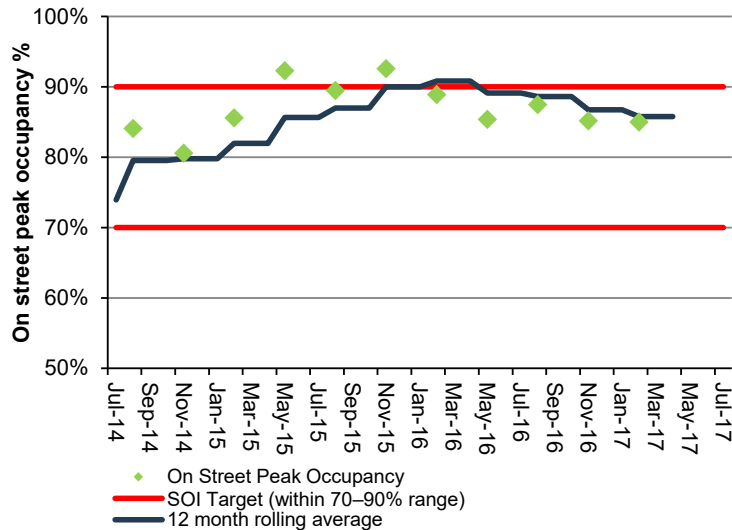
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

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

- Ferry \$0.112 (\$0.099)
- Bus \$0.324 (\$0.271)
- Rail \$0.305 (\$0.343)
- Total \$0.296 (\$0.273)

2.5 Develop creative, adaptive, innovative implementation

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

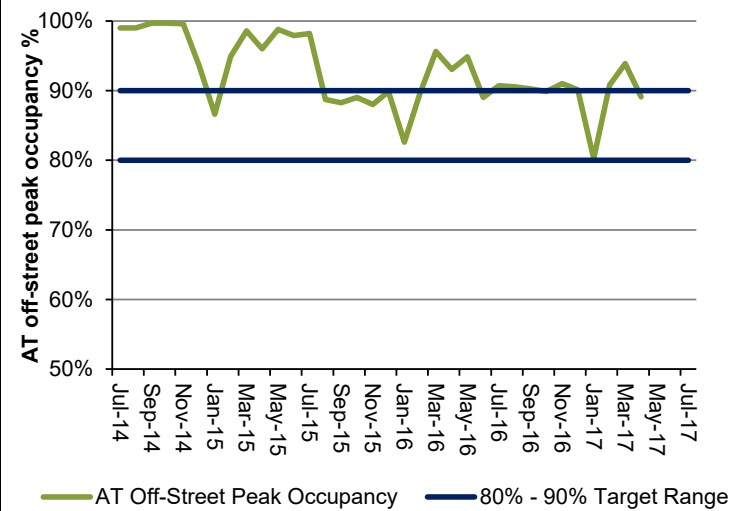


Non-reporting period.

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

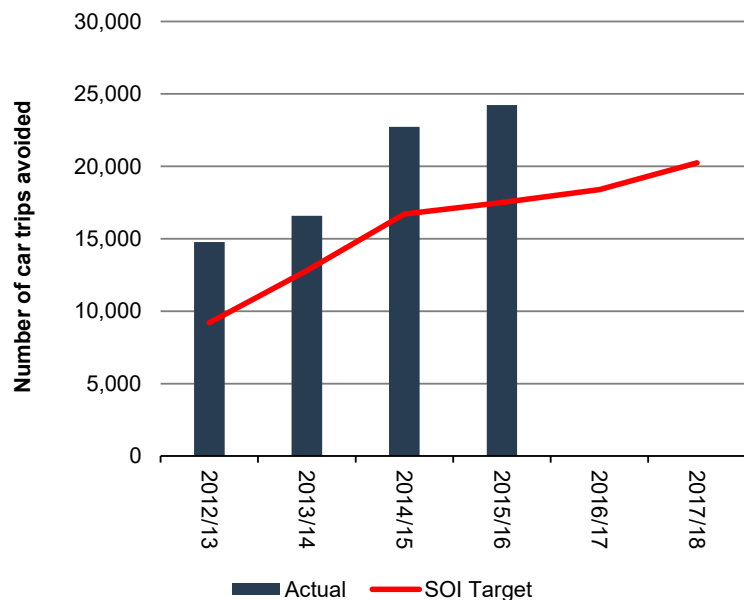


Target met.

The off-street parking occupancy rate for April 2017 is 89.09%, which is within the 80% to 90% occupancy 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 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.

1. Summary of indicators

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

2. Key monthly indicators by Strategic Theme

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

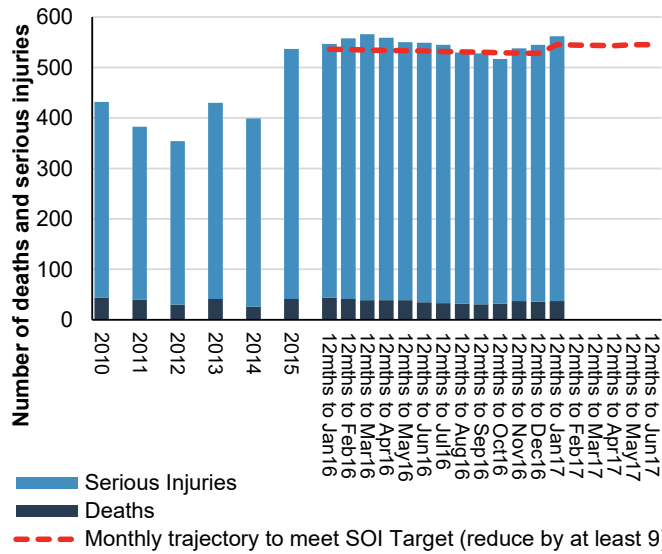
3. DIA mandatory measures

4. AT monthly activity report

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

3. DIA mandatory measures

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



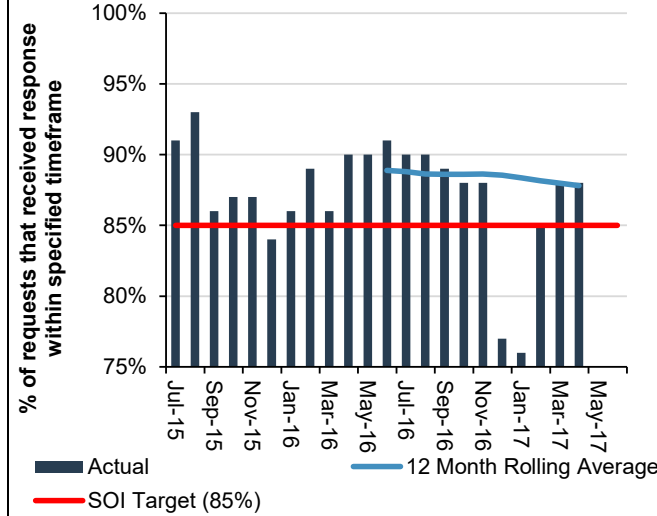
Target not met

The Local Road DSI target for the 2017 calendar year is 537, 9 less than the 2016 year total of 546. The 12 month rolling total to January 2017 is 562, 3% higher than the target trajectory of 545.3 and 3% higher for the same period the previous year.

For the 12 months rolling to the end of January 2017, Local Road deaths have decreased by 16% (from 44 to 37) and Local Road serious injuries have increased by 4% (from 504 to 525).

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

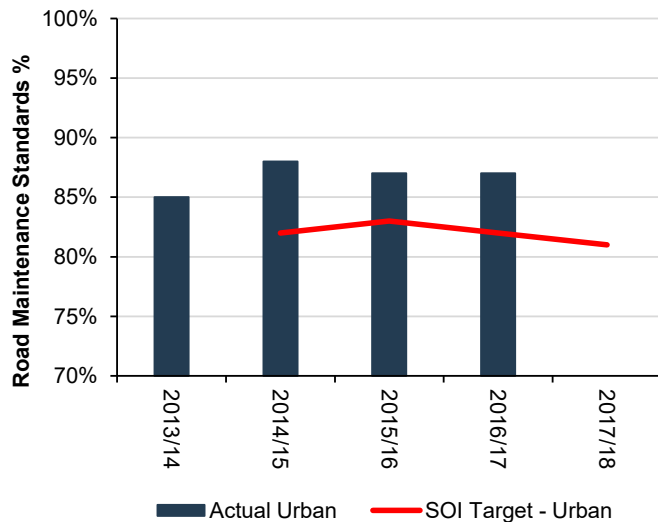
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target exceeded (12 month rolling average = 88%, SOI target of 85%). The April 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.

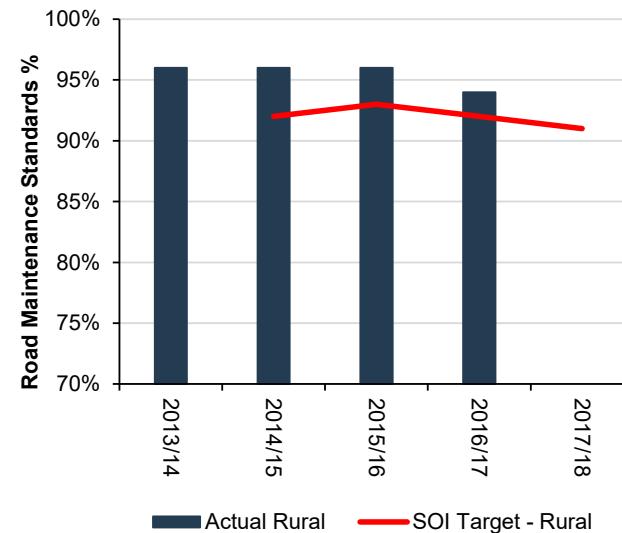
3.3 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



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

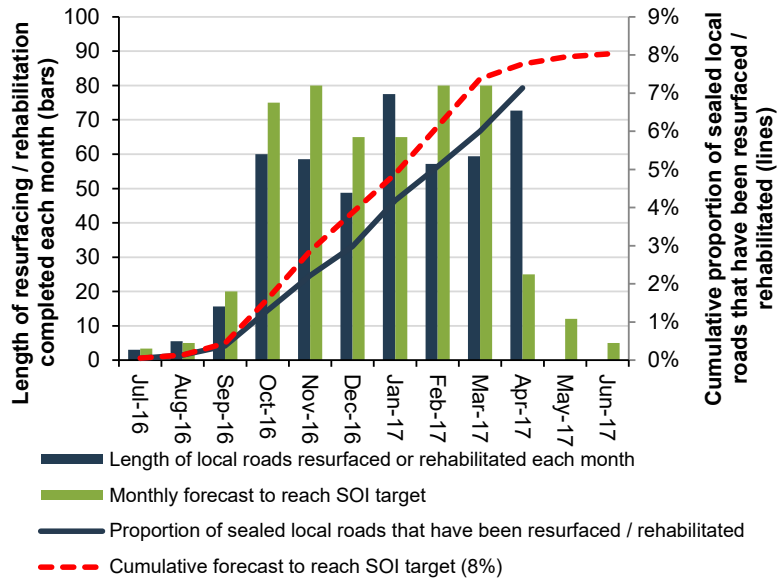


Target reported annually in March.

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

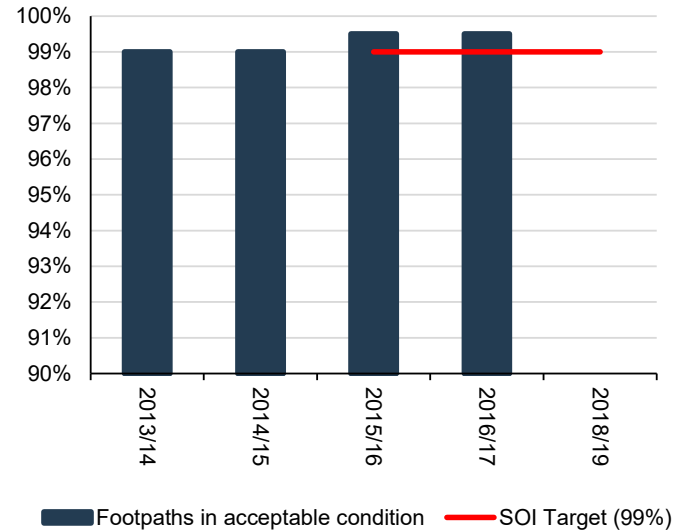
3.5 Percentage of the sealed local road network that is resurfaced / rehabilitated each year



In April 2017, 72.7 km of the local road network was resurfaced / rehabilitated against a forecast of 25 km for the month.

The YTD completed length of 458.2 km is 91% 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).

1. Summary of indicators

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

2. Key monthly indicators by Strategic Theme

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

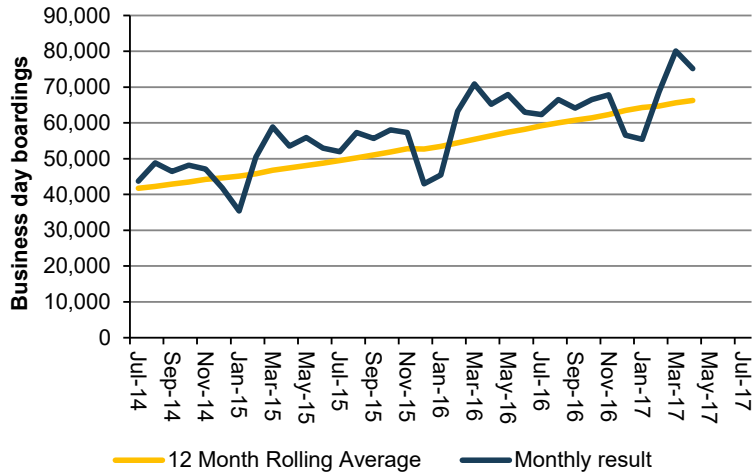
3. DIA mandatory measures

4. AT monthly activity report

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

4.1 AT monthly activity report – public transport

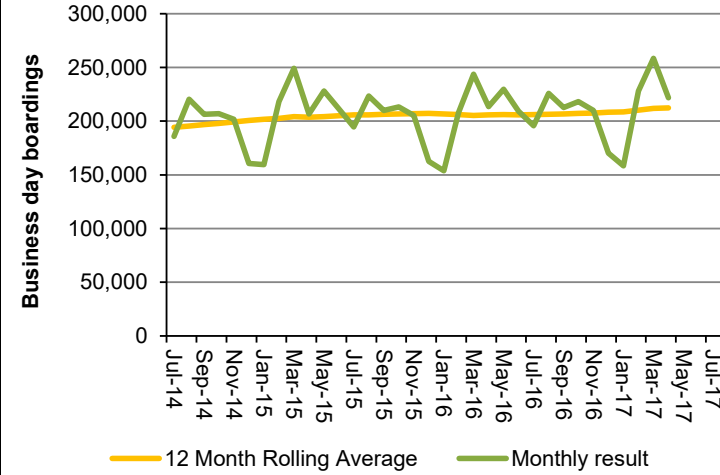
4.1.1 Rail business day average boardings



Business day boardings on the rail network averaged 66,262 in the 12 months to April 2017.

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

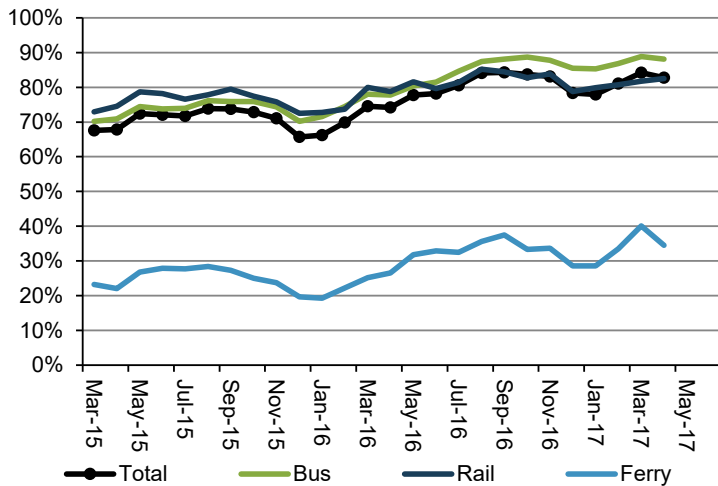
4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 212,296 in the 12 months to April 2017.

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

4.1.3 Percentage of all PT trips using AT HOP



The proportion of all trips using AT HOP was 82.8% in April 2017 (rail 82.5%, bus 88.1%, ferry 34.5%); down from 84.2% in March 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 April 2017

Total Network

95.0% Punctuality*

(96.7% 12 month rolling average)
* Arrival within 5 minutes of schedule at final destination

97.7% Service Delivery*

(98.5% 12 month rolling average)
* Arrival at final destination

Western Line

93.8% Punctuality*

(97.1% 12 month rolling average)

97.1% Service Delivery*

(98.3% 12 month rolling average)

Eastern Line

97.4% Punctuality*

(95.5% 12 month rolling average)

98.8% Service Delivery*

(98.4% 12 month rolling average)

Southern Line

92.9% Punctuality*

(96.2% 12 month rolling average)

97.8% Service Delivery*

(98.5% 12 month rolling average)

Pukekohe Line

98.7% Punctuality*

(98.3% 12 month rolling average)

95.2% Service Delivery*

(99.1% 12 month rolling average)

Onehunga Line

94.0% Punctuality*

(97.3% 12 month rolling average)

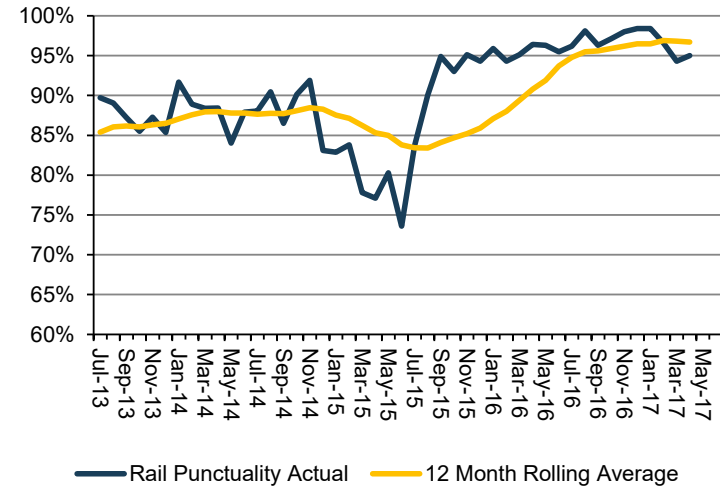
98.8% Service Delivery*

(98.7% 12 month rolling average)

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



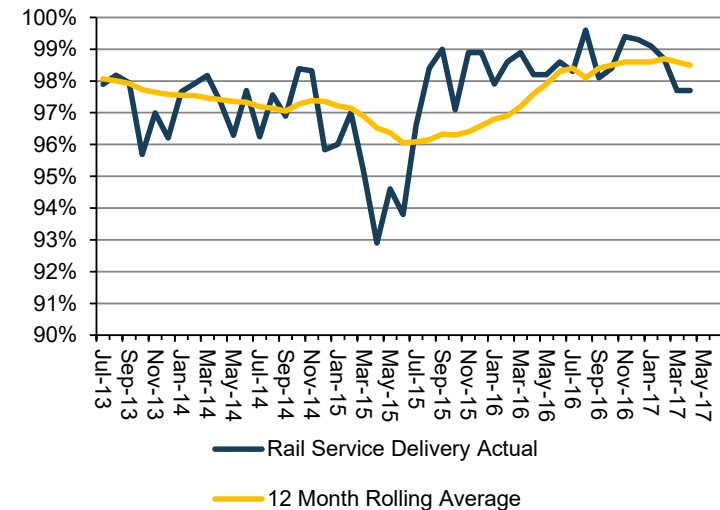
4.1.5 Rail punctuality (based on arrival at final destination)



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 April 2017 was 95.0% and 96.7% for the year to April 2017.

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

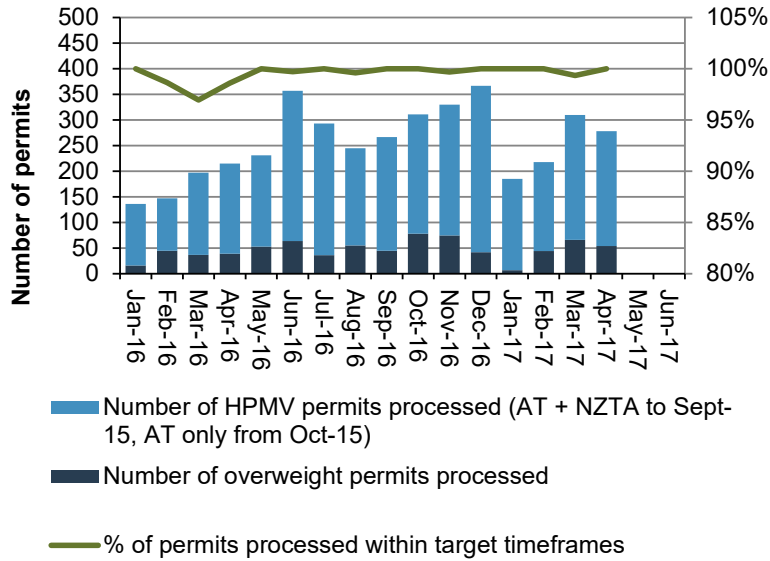


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of April 2017 was 97.7% and 98.5% for the year to April 2017.

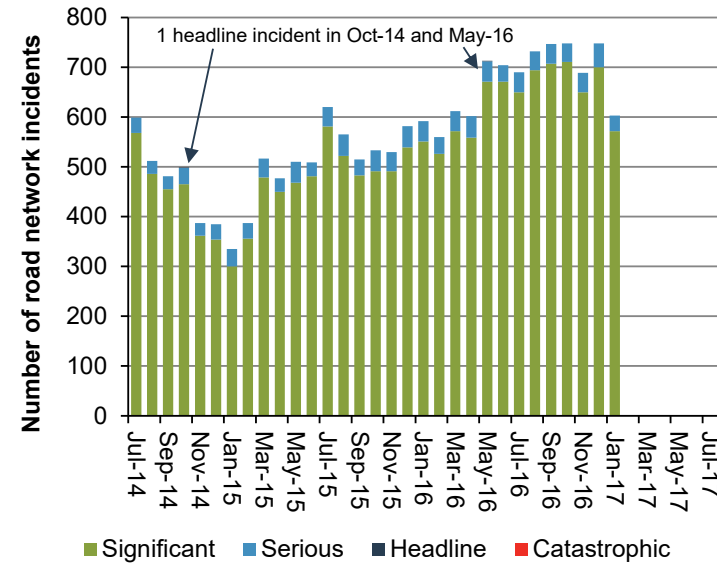
4.2 AT monthly activity report – road operations and maintenance

4.2.1 Heavy vehicle permits processed (overweight + high productivity)



In April 2017, 54 overweight permit applications and 224 HPMV permit applications were processed. All of the 278 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



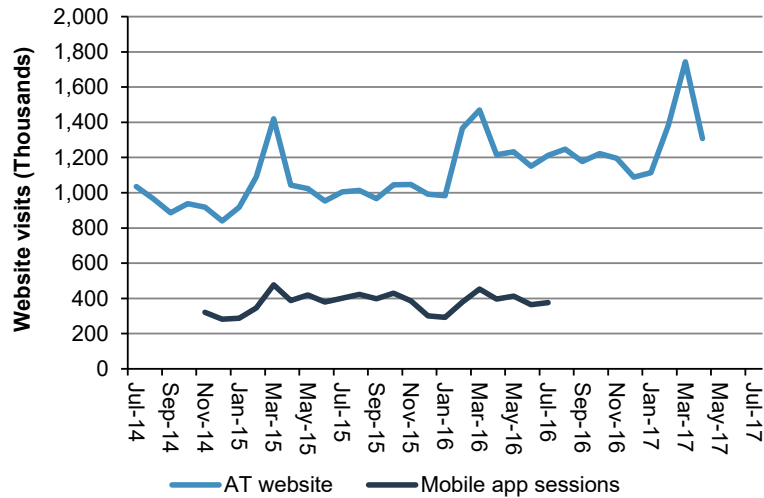
Reporting of incident numbers is currently unavailable due to the implementation of a new incident and event management system, Riskshield, in mid-February. The new reporting system is anticipated to be active by the end of April, with reporting resuming from May.

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

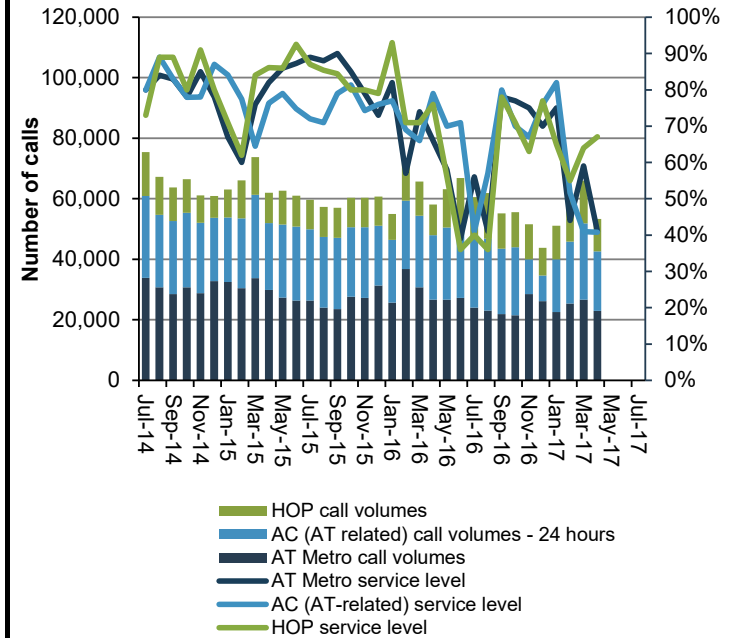
4.3.1 Website visits



There was a 25% decrease in visits to the Auckland Transport website in April 2017 (compared to March 2017).

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

4.3.2 Call centre incoming calls and service levels



AT Metro Call Centre
Call volumes at the public transport call centre decreased 14% compared to March 2017, and decreased 14% compared to April 2016. The public transport call centre service level decreased 18% compared to March 2017.

AT Hop
AT Hop calls decreased 25% compared to March 2017. The service level increased 3% compared to March 2017.

Auckland Council (AT-related calls) – 24 Hours
There was a 22% decrease in call volumes and no change in the service level compared to March 17.

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