

Quarterly and Monthly Transport Indicators – December 2017

Recommendation

That the Board:

- i. Receives this report.

Executive summary

1. The attached Monthly and Quarterly Indicator Reports provide an overview of AT's performance against its Statement of Intent (SOI) performance measures for November and December 2017 (in a single report), and for the December 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.

Strategic context

2. Auckland's growing population continues to fuel increases in transport demand, although growth in some key indicators is beginning to slow:
 - Migration currently remains steady at what may be a peak, with an estimated net gain of 36,404 migrants entering Auckland in the 12 months to October 2017, a 9.4% increase on the 12 months to October 2016, but a 1% decrease from the 12 months to June 2017.¹
 - Auckland employment rose by 5.5% in the September 2017 quarter compared with the September 2016 quarter.²
 - Auckland GDP grew by 2.6% in the 12 months to September 2017, lower than the 3.4% annual increase in the previous quarter.³
 - There were 10,317 new residential building consents issued in the 12 months to September 2017, which is 2.9% higher than the previous 12 months.⁴

¹ Calculation based on data from Statistics NZ, *International Travel and Migration: October 2017*

² Calculation based on data from Statistics NZ, *Household Labour Force Survey tables for September 2017 quarter*

³ Infometrics Quarterly Economic Monitor – September 2017 <https://ecoprofile.infometrics.co.nz/auckland/QuarterlyEconomicMonitor/Gdp>

⁴ Calculation based on data from Statistics NZ, *Building Consents Issued tables for September 2017 quarter*

3. Transport metrics continue to grow, reflecting the increase in demand for travel:
 - Public transport boardings grew by 7.4% for the 12 months to December 2017 compared with the 12 months to December 2016.
 - The total number of cars registered in Auckland grew by 1.3%, an increase of 12,496 cars from 952,534 at December 2016 to 965,030 at December 2017.⁵
 - The numbers of cars first registered to an Auckland post code increased by 7.5% for the 12 months to December 2017 compared with the 12 months to December 2016.
 - Fuel sales grew by 2.9% for the 12 months to November 2017 compared with the 12 months to November 2016.
 - A total of 19.3 million passenger movements were recorded through Auckland Airport in the 12 months to September 2017, up 8.5% compared with the 12 months to September 2016.⁶
4. Congestion on the arterial network has generally improved during 2017 as a result of the Waterview Connection being completed in July 2017.

Summary of performance against SOI measures

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

Table One: Performance against SOI targets					
Theme	Target <u>exceeded</u>	Target <u>met</u>	Target <u>not met</u>	<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	2	2	5	1	10
Build network optimisation and resilience	9	5	1	3	18
Ensure a sustainable funding model	0	0	1	0	1
Develop creative, adaptive, innovative implementation	0	1	0	3	4
Total	11	11	7	7	36

⁵ Calculation based on Regional Monthly Vehicle Registration data provided by the NZ Transport Agency

⁶ Monthly traffic updates – September 2017 <https://corporate.aucklandairport.co.nz/news/publications/monthly-traffic-updates>

Highlights from the Quarterly and Monthly reports

6. As reflected in the table above, the December quarterly and monthly reports show strong performance in some areas while in others, targets have not been met.

Public Transport

7. While patronage was below target for the month of December, year-end forecasts indicate that AT remains on track to meet its SOI patronage targets:
 - Overall public transport totalled 91.1 million boardings for the 12 months to December 2017, an increase of 7.4 percent, or 6.3 million boardings, on the 12 months to December 2016.
 - Rail boardings totalled 20.4 million for the 12 months to December 2017, an increase of 12.3 percent, or 2.2 million boardings, on the 12 months to December 2016.
 - Bus boardings totalled 64.5 million for the 12 months to December 2017, an increase of 6.5 percent, or 3.9 million boardings, on the 12 months to December 2016.
 - Ferry boardings totalled 6.2 million for the 12 months to December 2017, an increase of 2.1 percent, or 0.1 million boardings, on the 12 months to December 2016.
8. Rail patronage in the month of December 2017 was 5.2% lower than December 2016. However, this is normalised to an increase of 5.6%, once adjustments are made to take into account the number of business days and the industrial action undertaken during the month.
9. The total public transport farebox recovery ratio was 45.9 percent in December 2017, below the SOI target range of 47 to 50 percent. This reflects the impact of the introduction of Simpler Fares in August 2016, which reduced fares for the majority of users.

Cycling

10. Cycling counts continue to grow. There are two cycling targets in the 2017/18 SOI:
 - A target of 1.8 million cycle movements at designated locations around the Auckland region. December counts at the 14 identified sites exceeded the monthly forecast, with year to date counts now running 6.2 percent above forecast.
 - A target of 1.86 million cycle movements in the city centre. December counts were in line with the monthly forecast, with year to date counts now running 4.7 percent above forecast.

Travel times, congestion levels and safety

11. Some routes did not meet their travel times in December due to a surge in pre-Christmas freight and traffic. However, year to date travel times indicate that all ten routes continue to meet or exceed their SOI targets.
12. In the month of December 2017, 21 percent of the arterial network was subject to congestion during the morning peak, up two percentage points from congestion levels in December 2016. December is the first month since mid-2017 to see congestion return to levels comparable to 2016 results.
13. Local road deaths and serious injuries continue to trend upwards and are now significantly higher than the SOI target. A Speed Management Implementation Plan will be delivered in early 2018 to change speeds on 10% of the rural and urban network. An Auckland Safe Roads Strategy is also being finalised to direct combined AT, Police, NZTA and ACC actions to improve road trauma. Combined infrastructure, education and enforcement activities continue to be delivered at high-risk locations and communities through three local Road Safety Action Plans.
14. AT has an SOI target of resurfacing / rehabilitating 7.5% of the sealed local road network during 2017/18. Due to the need to prioritise funding to undertake urgent repairs to the sea wall, the 2017/18 programme is not forecast to meet this target.

Customer experience and satisfaction

15. Overall satisfaction with public transport services was 91 percent, which was five percentage points higher than in December 2016.
16. Local board member satisfaction with Auckland Transport's engagement has improved slightly since the last reporting period, however the 2017 results have not met the SOI targets of 60%.
 - Satisfaction with Auckland Transport's reporting to local boards was 56% in the 2017 survey, an increase of one percentage point on the 2016 result.
 - Satisfaction with Auckland Transport's consultation with local boards was 42% in the 2017 survey, an increase of two percentage points on the 2016 result.
17. While not an SOI measure, satisfaction with Auckland Transport's Elected Member Relationship Managers was 85% in the 2017 survey, an increase of seven percentage points on the 2016 result and ten percentage points on the 2015 result.

Attachments

Attachment Number	Description
1	Auckland Transport Quarterly Indicators Report 2017/18 – December 2017
2	Auckland Transport Monthly Indicators Report 2017/18 – November and December 2017

Document ownership

Submitted by	Christine Perrins Group Manager, Strategic Transport Planning	
Recommended by	Cynthia Gillespie Chief Strategy & Development Officer	
Approved for submission by	Shane Ellison Chief Executive	

Glossary

Acronym	Description
SOI	Statement of Intent 2017/18-2019/20

Auckland Transport Quarterly Indicators Report 2017/18

December 2017

1. Executive summary**2. External indicators****3. Performance by Strategic Theme**

3.1 Prioritise rapid, high frequency public transport

3.2 Transform and elevate customer focus and experience

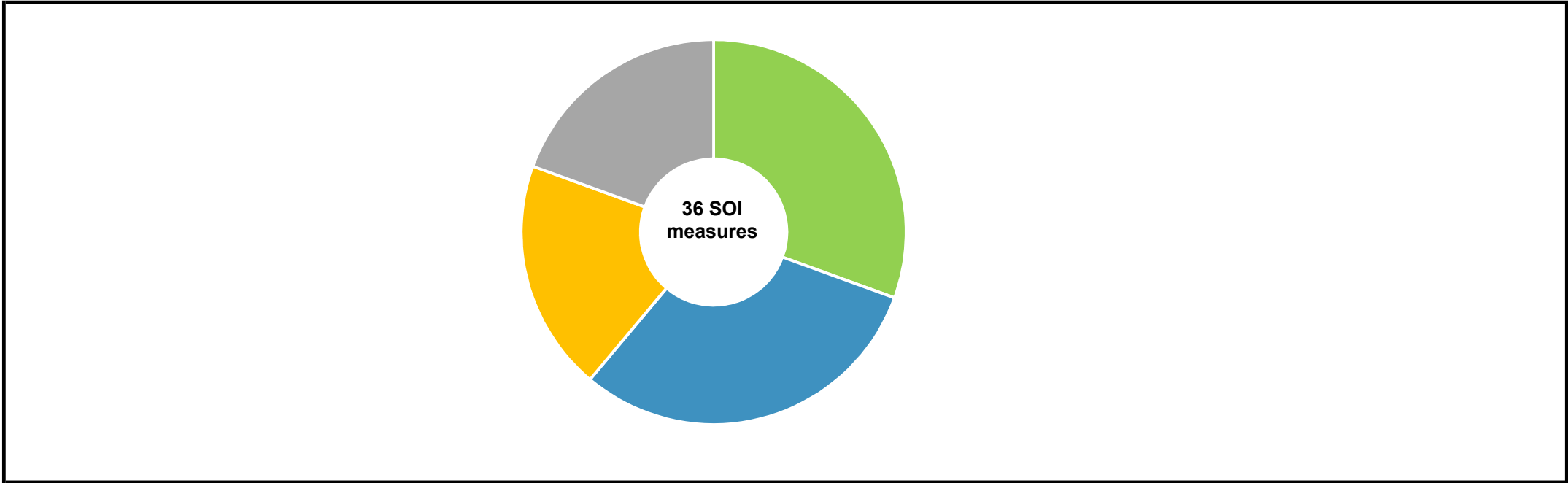
3.3 Build network optimisation and resilience

3.4 Ensure a sustainable funding model

3.5 Develop creative, adaptive, innovative implementation

1 Executive summary

SOI performance summary



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

■ Data not available

1. Executive summary**2. External indicators****3. Performance by Strategic Theme**

3.1 Prioritise rapid, high frequency public transport

3.2 Transform and elevate customer focus and experience

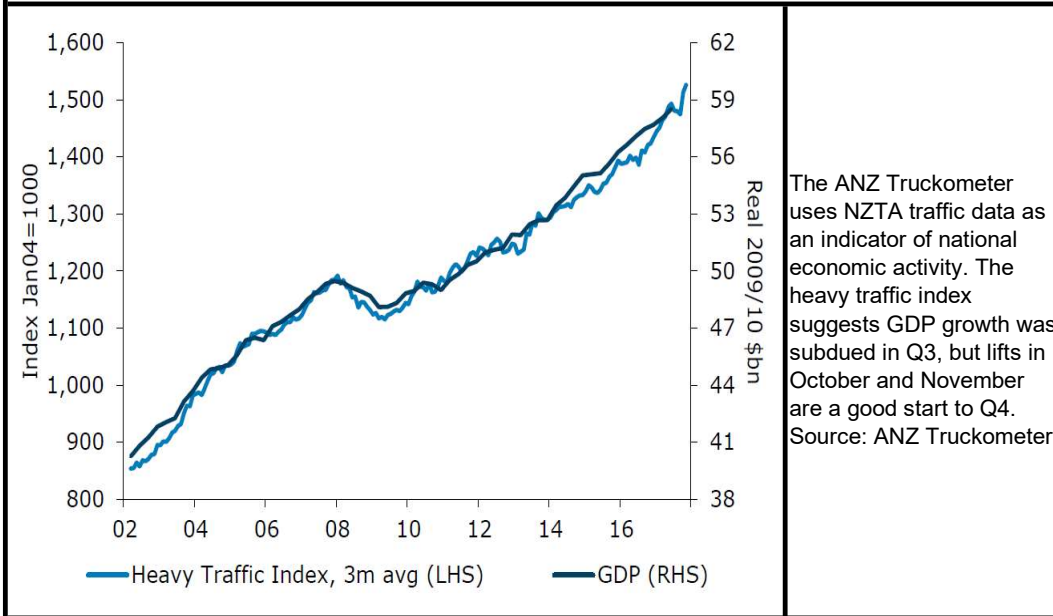
3.3 Build network optimisation and resilience

3.4 Ensure a sustainable funding model

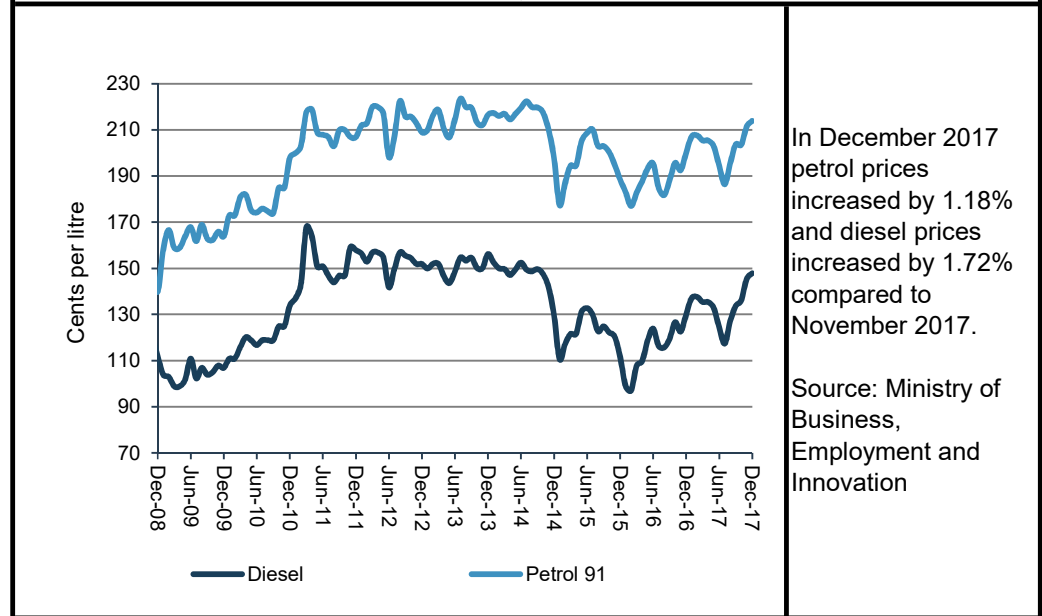
3.5 Develop creative, adaptive, innovative implementation

2. External indicators

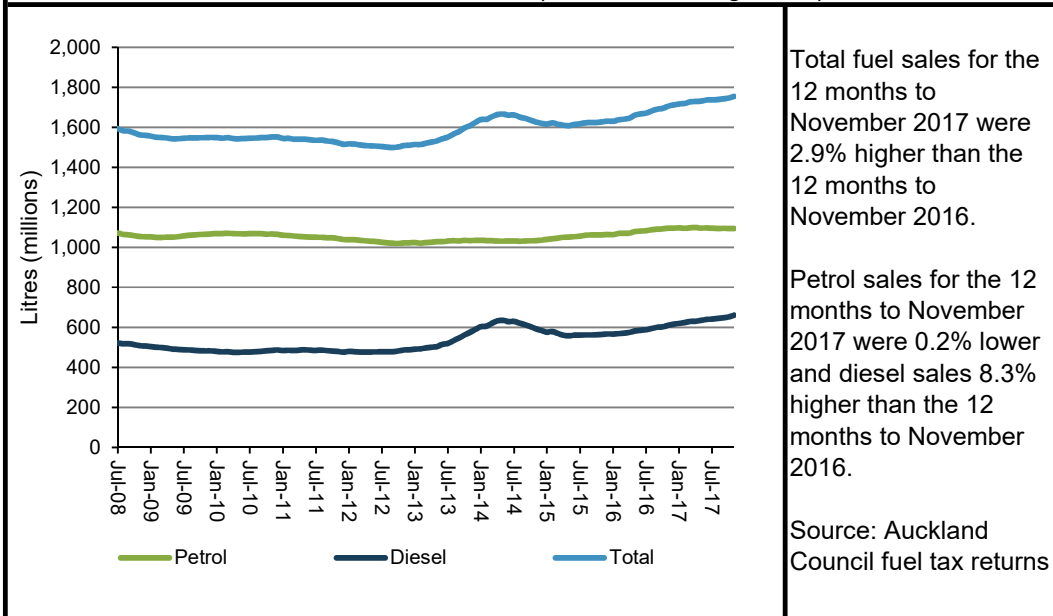
2.1 ANZ Truckometer



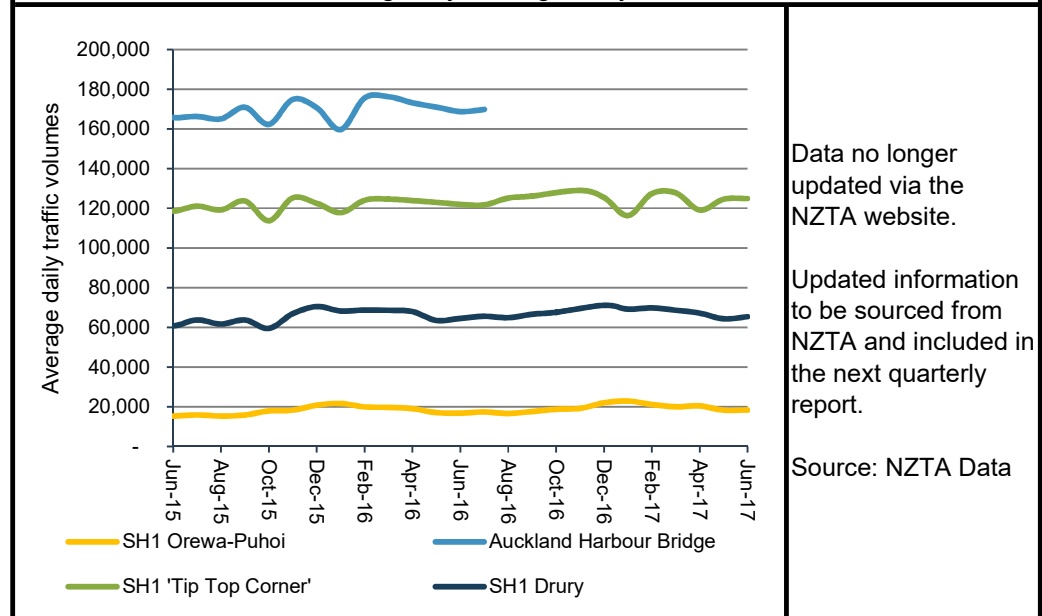
2.2 Monthly fuel prices



2.3 Auckland fuel sales (12 month rolling totals)

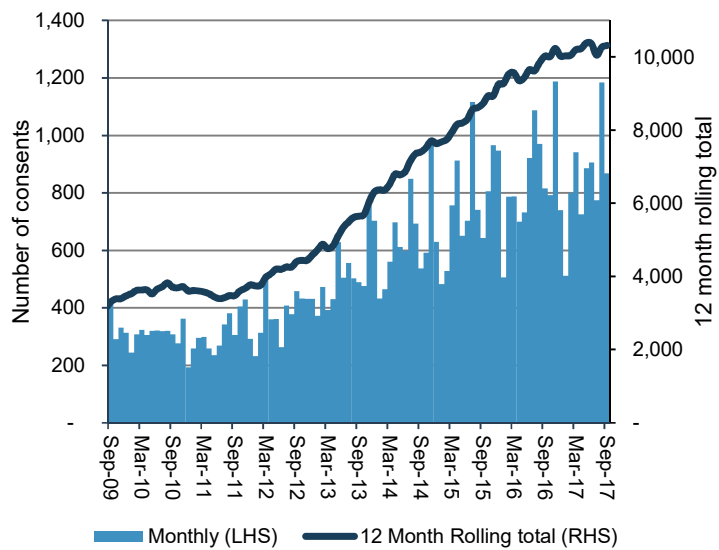


2.4 State Highway average daily traffic volumes



2. External indicators

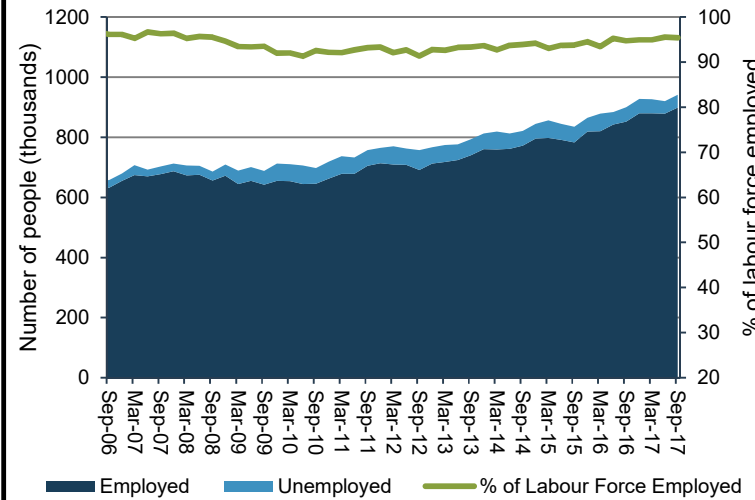
2.5 Auckland dwelling consents issued



868 consents were issued in September 2017, up 6.4% on September 2016. The 12 month rolling total to September 2017 was 2.9% higher than the 12 months to September 2016.

Source: Statistics NZ

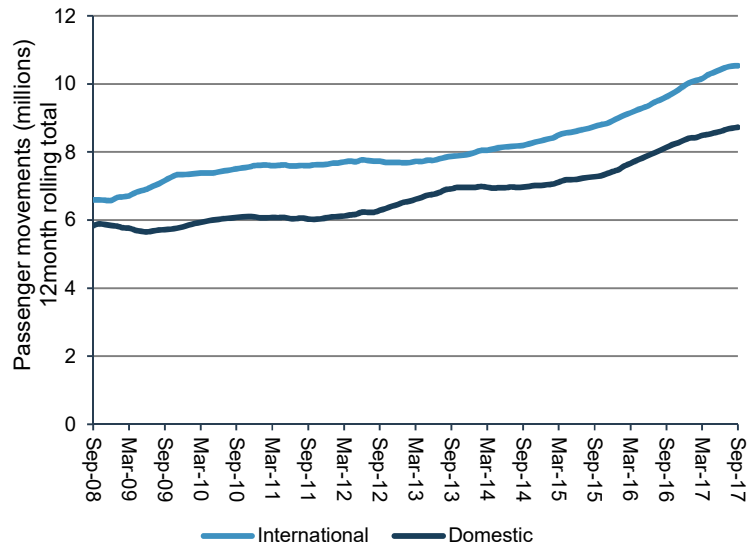
2.6 Auckland labour force



Auckland employment in the September 2017 quarter totalled 898,700, up 5.5% on September 2016.

Source: Statistics NZ Quarterly Labour Force Survey

2.7 Auckland Airport passenger movements

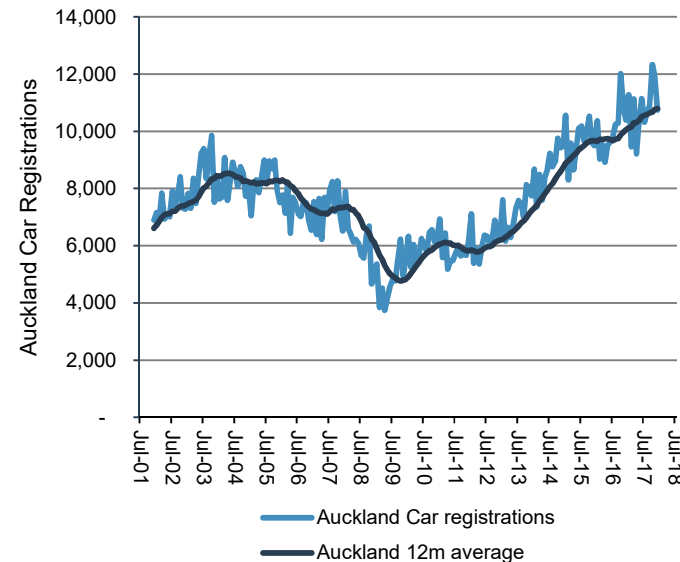


A total of 19.3 million passenger movements were recorded through Auckland Airport in the 12 months to September 2017, an increase of 8.5% on the year to September 2016.

In the month of September 2017, international passenger numbers were up 1.6% and domestic passengers up 4.0% compared to September 2016.

Source: AIAL monthly traffic report

2.8 Auckland car registrations



This graph shows the number of cars first registered to an Auckland postal code.

There were 10,748 Auckland car registrations in December 2017, 3.4% more than December 2016. Car registrations outside of Auckland increased 6% over this time period.

The 12 month rolling average in December 2017 was 10,794, 7.5% higher than in December 2016.

Source: NZTA Vehicle registration Centre

1. Executive Summary

2. External Indicators

3. Performance by Strategic Theme

3.1 Prioritise rapid, high frequency public transport

3.2 Transform and elevate customer focus and experience

3.3 Build network optimisation and resilience

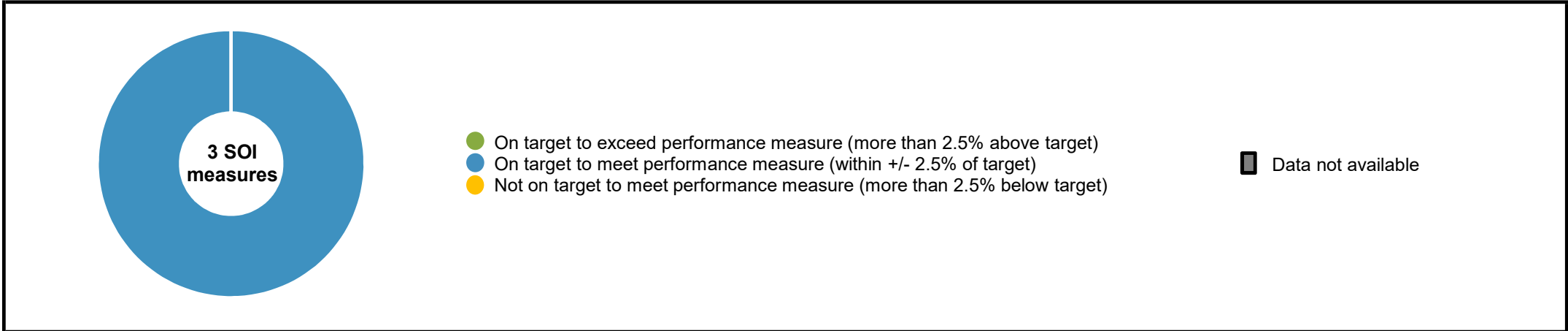
3.4 Ensure a sustainable funding model

3.5 Develop creative, adaptive, innovative implementation

3.1 Prioritise rapid, high frequency public transport

Strategic theme	Measure	SOI 2017/18 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Prioritise rapid, high frequency public transport	Total public transport boardings	93.01 million	●	●			Year to date boardings are tracking slightly below forecast (-0.3%) but are within 2.5% of the target.
	Total rail boardings (millions)	21.06 million	●	●			Year to date boardings are tracking slightly below forecast (-1.3%) but are within 2.5% of the target.
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●			RTN + FTN boardings grew faster than total boardings.

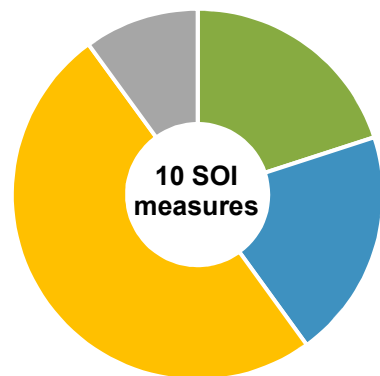
Summary



3.2 Transform and elevate customer focus and experience

Strategic theme	Measure	SOI 2017/18 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	85%	●	●			Overall satisfaction with public transport services (91%) is unchanged compared to the result from last quarter (91%).
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%	●	●			Satisfaction with the quality of roads in Auckland (62%) is up one percentage point compared to the result from last quarter (61%).
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%	●	●			Satisfaction with the quality of footpaths in Auckland (56%) is down one percentage point compared to the result from last quarter (57%).
	Percentage of residents satisfied with road safety in the Auckland region	60-65%	●	●			Satisfaction with road safety in Auckland (61%) is up one percentage point compared to the result from last quarter (60%).
	PT punctuality (weighted average across all modes)	94%	●	●			Public transport weighted average punctuality for the year-to-date was 96.6% in December 2017.
	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 September 2017 is 741 which is 37% higher than the target trajectory of 540.
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●			Target met (12 month rolling average = 85%, 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	4.9					Non-reporting period
	Percentage of local board members satisfied with AT engagement	Reporting to local board: 60%			●		
Consultation with local board: 60%				●			2017 survey result: 42%, up two percentage points from the 2016 result, but still significantly below the SOI target.

Summary



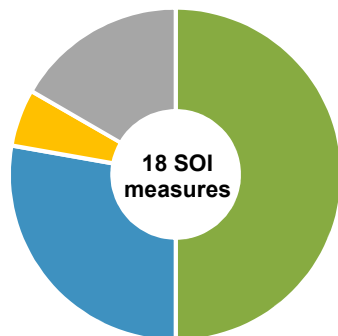
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■ Data not available

3.3 Build network optimisation and resilience

Strategic theme	Measure	SOI 2017/18 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 December 2017 is 63.5%.	
	New cycleways added to regional cycle network	10 km	●	●			YTD completion: 5.2 km YTD target: 5.3 km	
	Annual cycle movements in the Auckland city centre	1,863,000	●	●			YTD: 877,915 YTD target: 838,773	
	Annual number of cycling trips in designated areas in Auckland (all day)	1.8 million	●	●			YTD: 865,767 YTD target: 815,126	
	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	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●			Freight travel time targets were adjusted marginally for 2017/18. Targets for seven of the 10 key routes were increased by 1 minute, while two of the routes each had their targets reduced by 2 minutes. In September 2017, all of the 10 key freight routes met or exceeded their baseline interpeak travel time targets.
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 81%					Non-reporting period	
		Rural 91%					Non-reporting period	
	Percentage of the sealed local road network that is resurfaced	7.5%	●	●			YTD completed length: 191.1 km YTD forecasted length: 207.6 km	
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%					Non-reporting period	

Summary



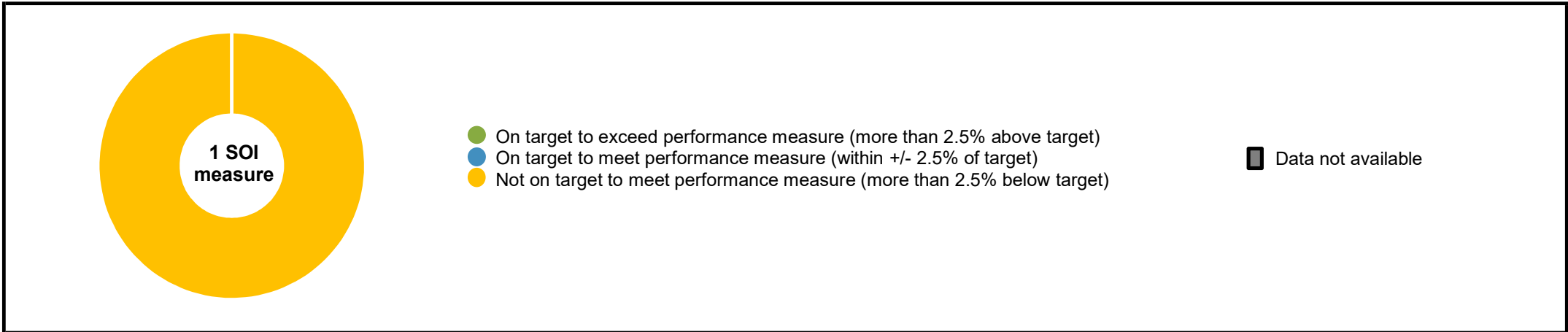
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■ Data not available

3.4 Ensure a sustainable funding model

Strategic theme	Measure	SOI 2017/18 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 December 2017 was 45.9%.

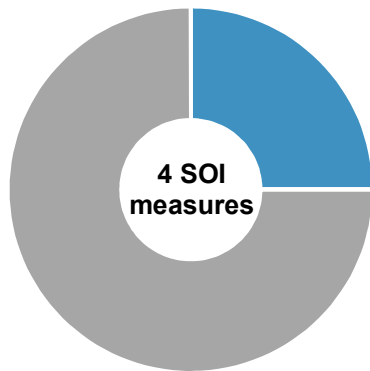
Summary



3.5 Develop creative , adaptive, innovative implementation

Strategic theme	Measure	SOI 2017/18 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%	●	●			August 2017 parking survey result: 89.4%.
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%					Non-reporting period
	Active and sustainable transport mode share for morning peak commuters where the Commute programme is implemented	40%					Non-reporting period
	Number of car trips avoided through travel planning initiatives	20,240					Non-reporting period

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

Auckland Transport Monthly Indicators Report 2017/18

November and December 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 2017/18 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	93.01 million													12 month rolling total: 91,062,223	Page 10
	Total rail boardings (millions)	21.06 million													12 month rolling total: 20,370,699	Page 11
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings							TBC						November 2017 result: 13.7% growth in RTN + FTN vs 7.5% growth in total boardings	Page 10
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	85%													December result: 91%	Page 12
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%													December result: 62%	Page 13
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%													December result: 56%	Page 13
	Percentage of residents satisfied with road safety in the Auckland region	60–65%													December result: 61%	Page 13
	PT punctuality (weighted average across all modes)	94%													YTD average: 96.6%	Page 14
	Local road deaths and serious injuries per 100 million vehicle kilometres travelled	4.9													Non-reporting period	Page 15
	Percentage of local board members satisfied with AT engagement	Reporting to local board: 60%													2017 result: 56%	Page 15
Consultation with local board: 60%														2017 result: 42%	Page 15	
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved													12 month rolling average: 63.5%	Page 21
	New cycleways added to regional cycle network	10 km													YTD completion: 5.2 km	Page 25
	Annual number of cycling trips in designated areas in Auckland (all day)	1.8 million													YTD: 865,767	Page 25
	Annual cycle movements in the Auckland city centre	1.863 million													YTD: 877,915	Page 25
	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													YTD average travel times: SEART E - 12mins SEART W - 11mins Harris E - 13mins Harris W - 11mins GSR N - 11mins GSR S - 12mins Kaka E - 9mins Kaka W - 7mins Wairau W - 9mins Wairau E - 9mins

1.1 SOI performance measures

Strategic theme	Measure	SOI 2017/18 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%	●	●	●	●	●	●							December 2017 result: 45.9%	Page 26
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70–90%		●											August 2017 result: 89.4%	Page 27
	Number of car trips avoided through travel planning initiatives	20,240													Non-reporting period	Page 27
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%													Non-reporting period	Page 27
	Active and sustainable transport mode share for morning peak commuters, where the commute programme is implemented	40%													Non-reporting period	Page 27

- 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 2017/18 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 2017 year-end target: 537	●	●	●	●	●	●							12 month rolling total to September 2017: 741 Note: 3-month lag	Page 29
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●	●	●	●							12 month rolling average: 85.0%	Page 29
Build network optimisation and resilience	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 81%													Non-reporting period	Page 29
		Rural 91%													Non-reporting period	Page 29
	Percentage of the sealed local road network that is resurfaced	7.5%	●	●	●	●	●	●							Behind trajectory to meet target	Page 30
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													Non-reporting period	Page 30

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

- 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

1.3 AT Metro Boardings breakdown

	Nov - 2017/18 Actual v SOI									
	Month				YTD				SOI 2017/18	Projected Forecast 2017/18
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	5,648,264	↑ 7.6%	5,462,099	↑ 3.4%	28,011,687	↑ 6.5%	27,314,812	↑ 2.6%	65,320,000	65,380,000
2. Train (Rapid) Total:	1,762,118	↑ 4.6%	1,842,585	↓ -4.4%	8,766,764	↑ 9.9%	8,755,044	↑ 0.1%	21,060,000	21,200,000
3. Ferry (Connector Local) Total:	532,313	↑ 2.5%	565,855	↓ -5.9%	2,293,970	↓ -0.2%	2,463,307	↓ -6.9%	6,630,000	6,450,000
Total Patronage	7,942,695	↑ 6.6%	7,870,539	↑ 0.9%	39,072,421	↑ 6.8%	38,533,162	↑ 1.4%	93,010,000	93,030,000
Rapid and Frequent	3,328,998	↑ 9.6%	3,190,017	↑ 4.4%	16,706,151	↑ 13.4%	15,727,771	↑ 6.2%	36,786,000	36,993,468

	Nov - 2017/18											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	5,648,264	5,247,868	400,396	7.6%	7.6%	64,285,312	0.6%	3,727,309	6.2%	28,011,687	1,709,559	6.5%
- Busway (Rapid) Bus	459,992	405,493	54,499	13.4%		5,191,204	1.1%	631,206	13.8%	2,289,774	271,978	13.5%
- Frequent Bus	1,106,888	947,294	159,594	16.8%		11,914,228	1.4%			5,649,613	914,911	19.3%
- Connector Local Targeted Bus	4,081,384	3,895,081	186,303	4.8%		47,179,880	0.4%	1,729,298	3.8%	20,072,300	522,670	2.7%
2. Train (Rapid) Total:	1,762,118	1,684,455	77,663	4.6%	5.3%	20,441,990	0.4%	2,515,523	14.0%	8,766,764	790,994	9.9%
- Western Line	624,303	588,925	35,378	6.0%		7,142,230	0.5%	727,699	11.3%	3,087,951	234,961	8.2%
- Eastern Line	470,541	450,331	20,210	4.5%		5,593,407	0.4%	807,095	16.9%	2,386,310	257,015	12.1%
- Onehunga Line	128,075	127,538	537	0.4%		1,463,524	0.0%	142,996	10.8%	625,716	37,476	6.4%
- Southern Line	503,730	484,958	18,772	3.9%		5,838,015	0.3%	757,622	14.9%	2,493,377	237,234	10.5%
- Pukekohe Line	35,468	32,703	2,765	8.5%		404,814	0.7%	80,111	24.7%	173,409	24,307	16.3%
3. Ferry (Connector Local) Total:	532,313	519,218	13,095	2.5%	2.5%	6,145,672	0.2%	131,838	2.2%	2,293,970	-3,602	-0.2%
- Contract	116,981	115,227	1,754	1.5%		1,357,031	0.1%	7,848	0.6%	564,753	233	0.0%
- Exempt Services	415,332	403,991	11,341	2.8%		4,788,641	0.2%	123,990	2.7%	1,729,217	-3,835	-0.2%
Total Patronage	7,942,695	7,451,541	491,154	6.6%	6.7%	90,872,974	0.5%	6,374,670	7.5%	39,072,421	2,496,951	6.8%
Rapid and Frequent	3,328,998	3,037,242	291,756	9.6%		37,547,422	0.8%	4,513,534	13.7%	16,706,151	1,977,883	13.4%
Connector Local Targeted	4,613,697	4,414,299	199,398	4.5%		53,325,552	0.4%	1,861,136	3.6%	22,366,269	519,068	2.4%
Total Patronage	7,942,695	7,451,541	491,154	6.6%	6.7%	90,872,974	0.5%	6,374,670	7.5%	39,072,421	2,496,951	6.8%

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

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

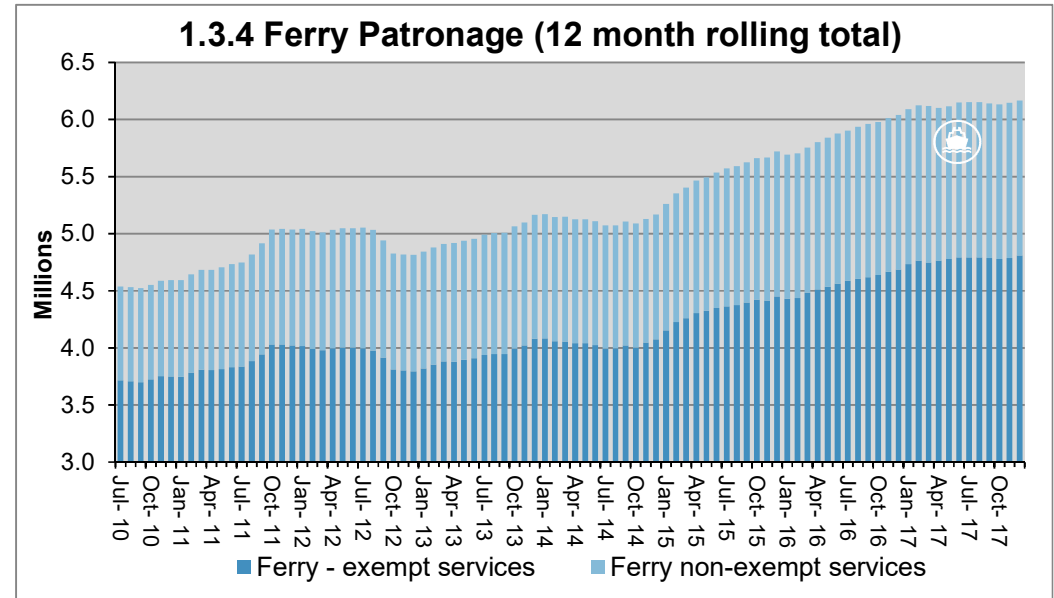
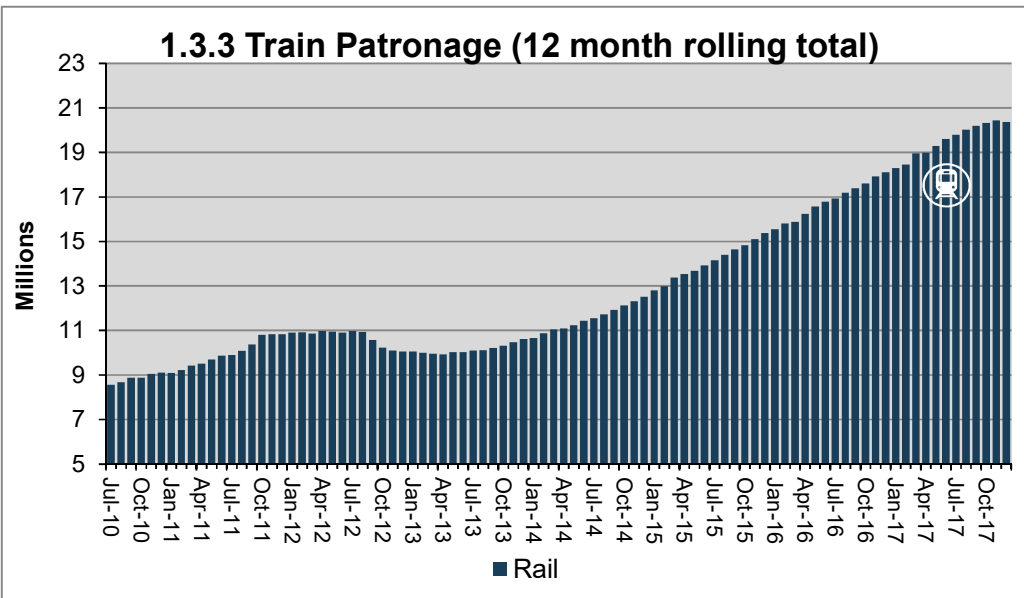
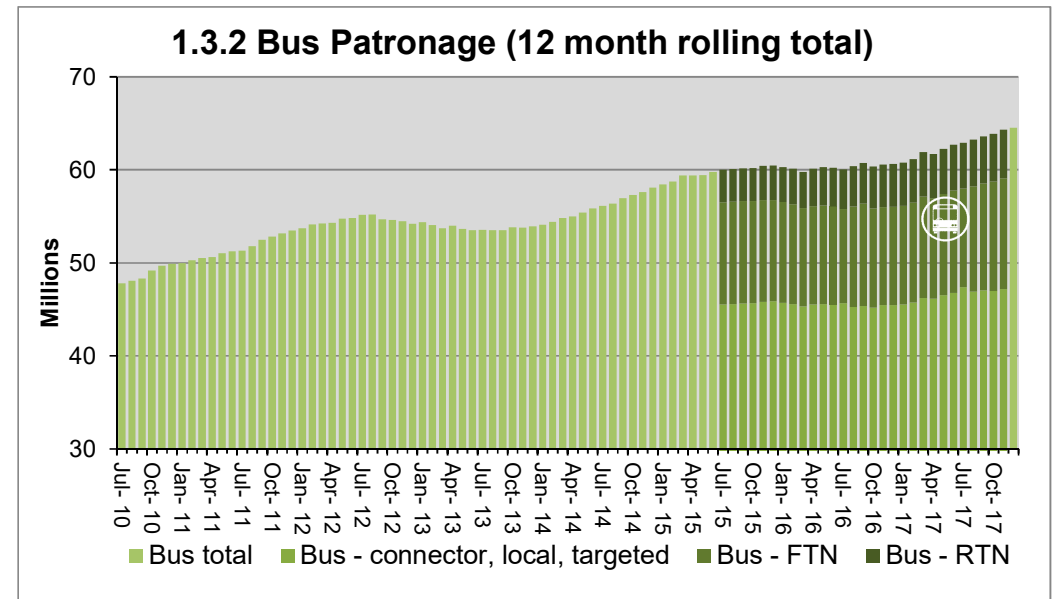
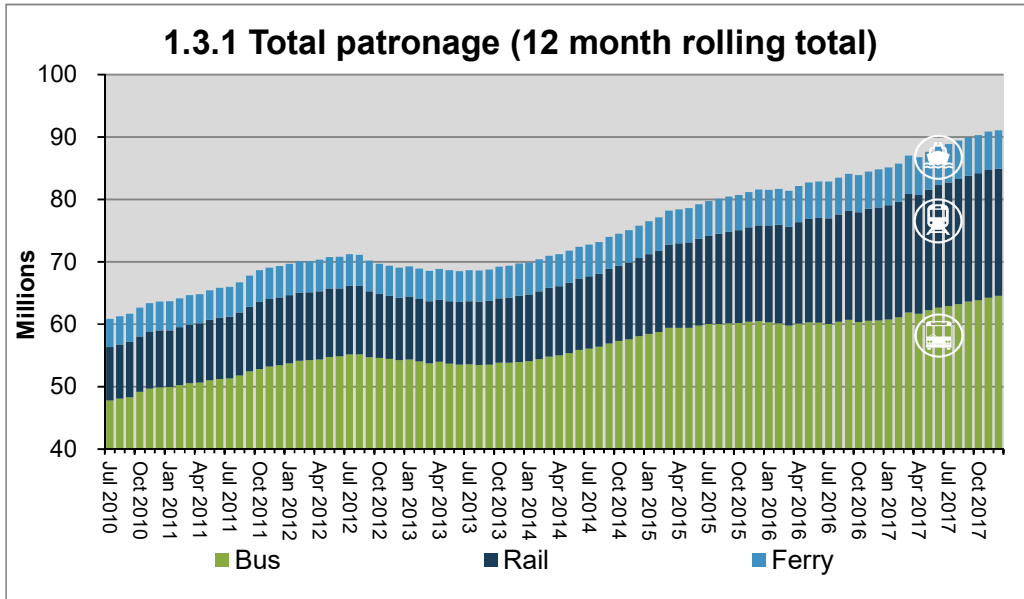
1.3 AT Metro Boardings breakdown

	Dec - 2017/18 Actual v SOI									
	Month				YTD				SOI 2017/18	Projected Forecast 2017/18
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	4,412,151	↑ 5.8%	4,899,746	↓ -10.0%	32,423,838	↑ 6.4%	32,214,558	↑ 0.6%	65,320,000	65,600,000
2. Train (Rapid) Total:	1,292,480	↓ -5.2%	1,433,943	↓ -9.9%	10,059,244	↑ 7.7%	10,188,987	↓ -1.3%	21,060,000	21,000,000
3. Ferry (Connector Local) Total:	621,054	↑ 3.3%	646,700	↓ -4.0%	2,915,023	↑ 0.6%	3,110,007	↓ -6.3%	6,630,000	6,300,000
Total Patronage	6,325,685	↑ 3.1%	6,980,389	↓ -9.4%	45,398,105	↑ 6.3%	45,513,551	↓ -0.3%	93,010,000	92,900,000

	Dec - 2017/18											
	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:	4,412,151	4,171,342	240,809	5.8%	9.2%	64,526,121	0.4%	3,909,915	6.5%	32,423,838	1,950,368	6.4%
2. Train (Rapid) Total:	1,292,480	1,363,771	-71,291	-5.2%	5.6%	20,370,699	-0.3%	2,235,447	12.3%	10,059,244	719,718	7.7%
- Western Line	425,830	448,419	-22,589	-5.0%		7,118,706	-0.3%	669,227	10.4%	3,514,533	211,543	6.4%
- Eastern Line	392,053	399,581	-7,528	-1.9%		5,586,703	-0.1%	724,592	14.9%	2,777,334	249,892	9.9%
- Onehunga Line	100,411	114,412	-14,001	-12.2%		1,450,112	-0.9%	105,626	7.9%	725,919	23,825	3.4%
- Southern Line	351,855	376,928	-25,073	-6.7%		5,812,547	-0.4%	664,352	12.9%	2,845,636	212,212	8.1%
- Pukekohe Line	22,330	24,431	-2,101	-8.6%		402,631	-0.5%	71,650	21.6%	195,822	22,246	12.8%
3. Ferry (Connector Local) Total:	621,054	601,323	19,731	3.3%	5.8%	6,165,403	0.3%	125,433	2.1%	2,915,023	16,129	0.6%
- Contract	101,474	102,414	-940	-0.9%		1,356,091	-0.1%	2,688	0.2%	666,227	-707	-0.1%
- Exempt Services	519,580	498,909	20,671	4.1%		4,809,312	0.4%	122,745	2.6%	2,248,796	16,836	0.8%
Total Patronage	6,325,685	6,136,436	189,249	3.1%	8.1%	91,062,223	0.2%	6,270,795	7.4%	45,398,105	2,686,215	6.3%

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

1.3 AT Metro Boardings breakdown



1. Summary of indicators

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

2. Key monthly indicators by Strategic Theme

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

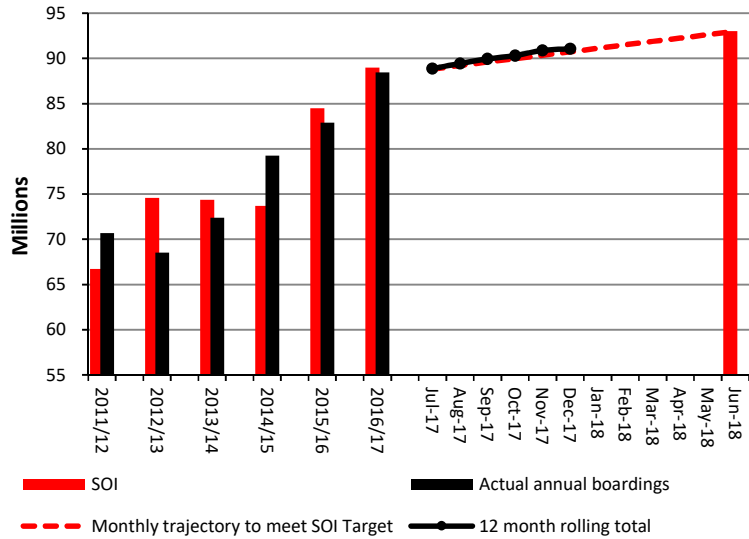
3. DIA mandatory measures

4. AT monthly activity report

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

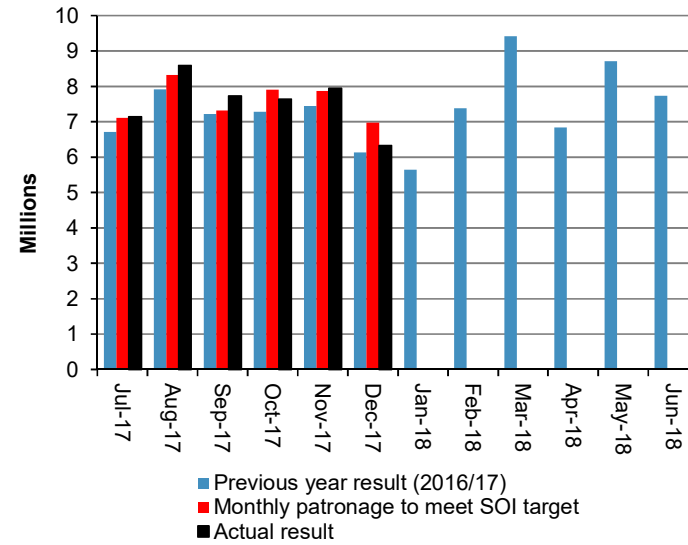
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



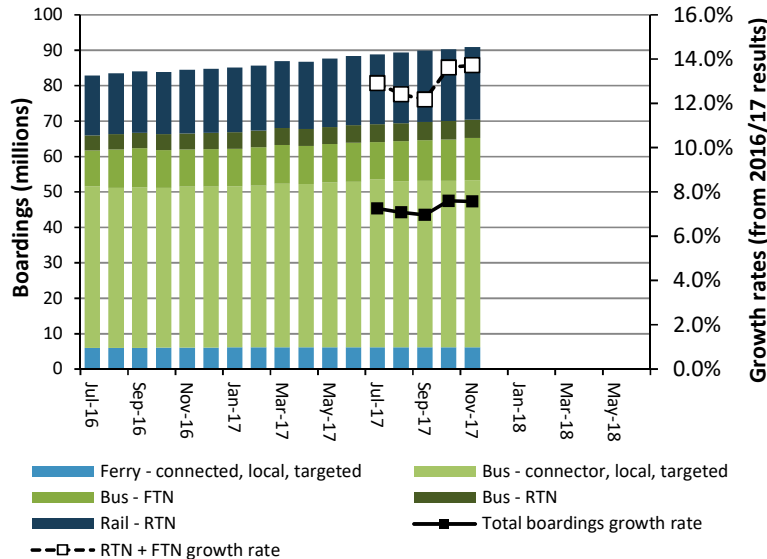
PT patronage totalled 91,062,223 passenger boardings for the 12 months to December 2017, an increase of 0.2% on the 12 months to November 2017 and an increase of 7.4% on the 12 months to December 2016.

2.1.2 Monthly public transport boardings (millions)



December 2017 monthly patronage was 6,325,685, an increase of 3.1% (189,249 boardings) on December 2016. This is normalised to an increase of ~8.1% 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



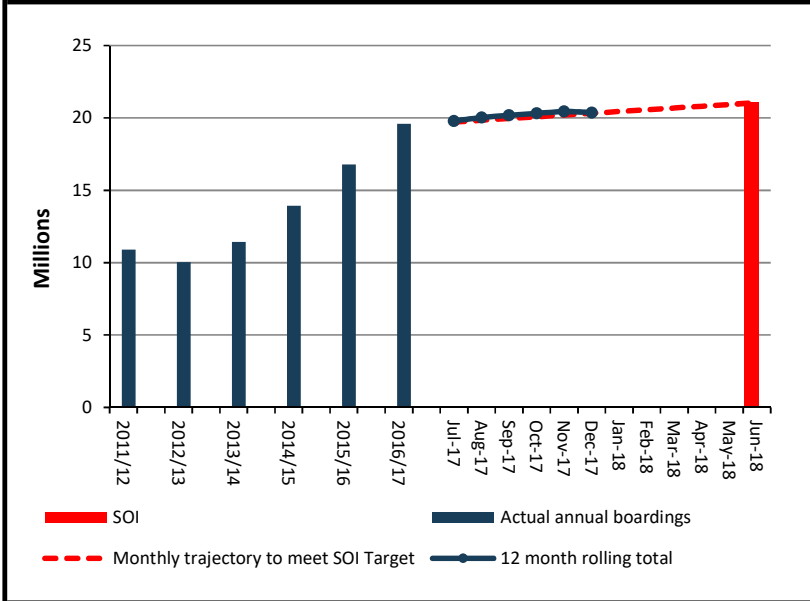
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

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

RTN + FTN patronage increased by 13.7% for the 12 months to November 2017, a faster rate than total patronage, which increased by 7.5%.

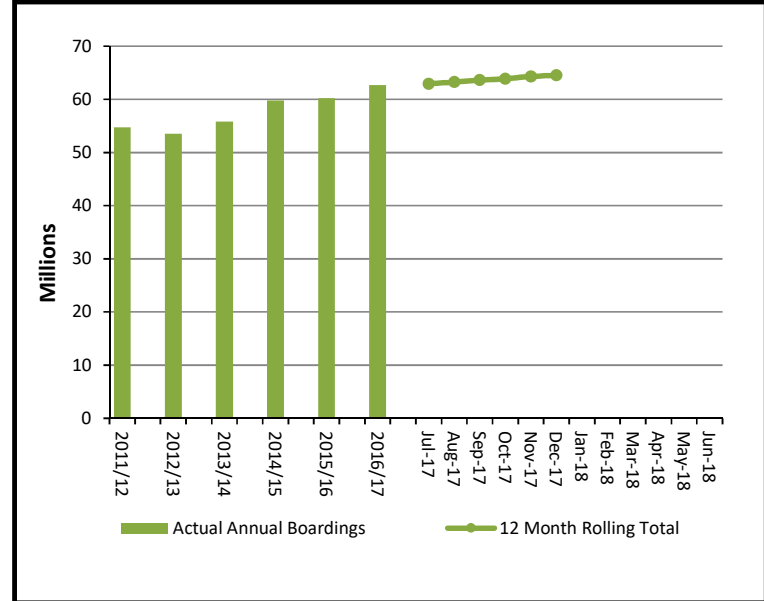
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



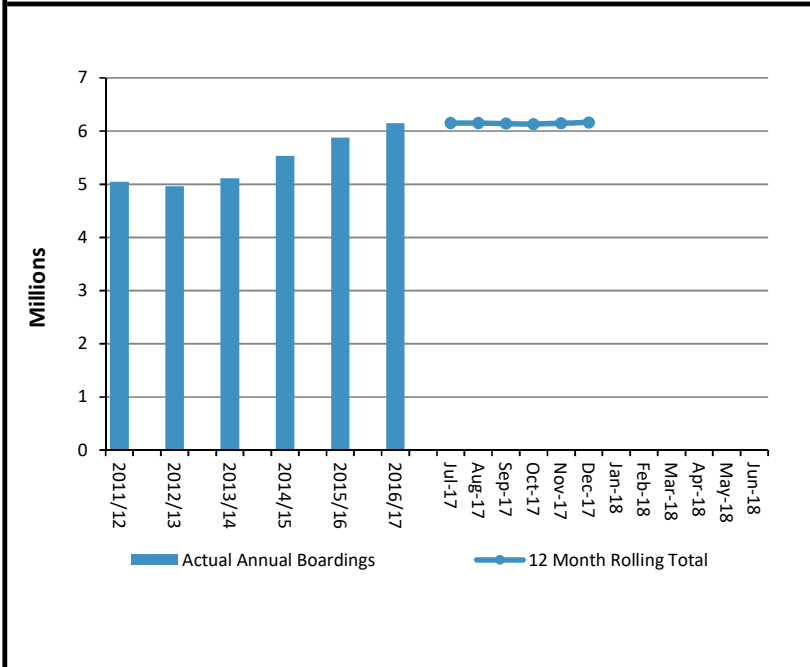
Rail patronage totalled 20,370,699 passenger boardings for the 12 months to December 2017, a decrease of 0.3% on the 12 months to November 2017 but an increase of 12.3% on the 12 months to December 2016.

2.1.5 Bus boardings (12 month rolling total)



Bus patronage totalled 64,526,121 passenger boardings for the 12 months to December 2017, an increase of 0.4% on the 12 months to November 2017 and 6.5% on the 12 months to December 2016.

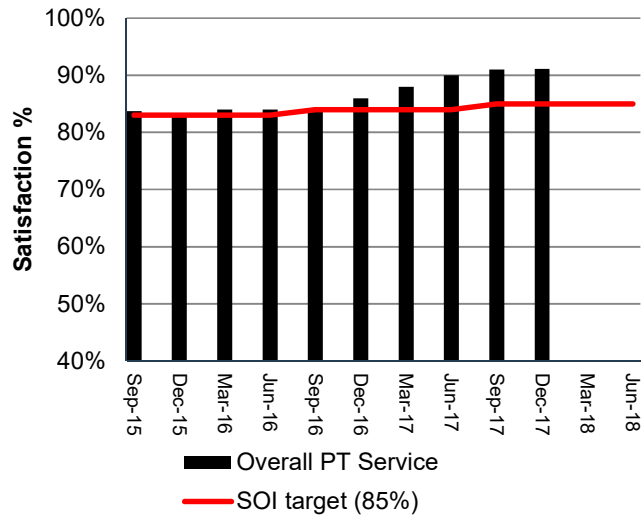
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,165,403 passenger boardings for the 12 months to December 2017, an increase of 0.3% on the 12 months to November 2017 and an increase of 2.1% on the 12 months to December 2016.

2.2 Transform and elevate customer focus and experience

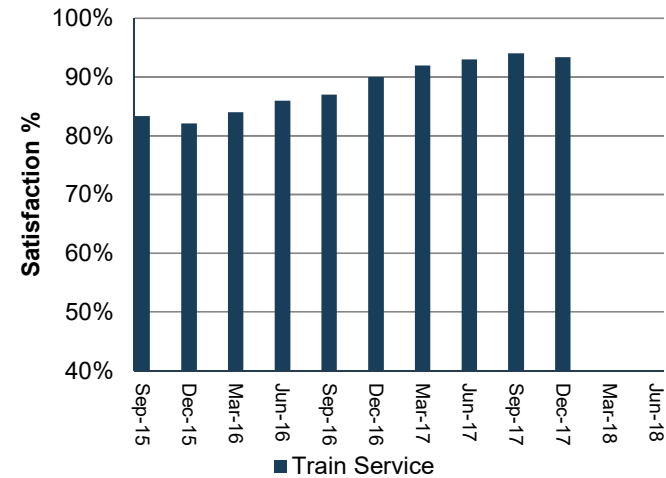
2.2.1 Percentage of public transport passengers satisfied with their public transport service



In December 2017, overall satisfaction with public transport services (91%) was unchanged compared with the September 2017 result (91%).

Satisfaction was up five percentage points compared to the December 2016 result.

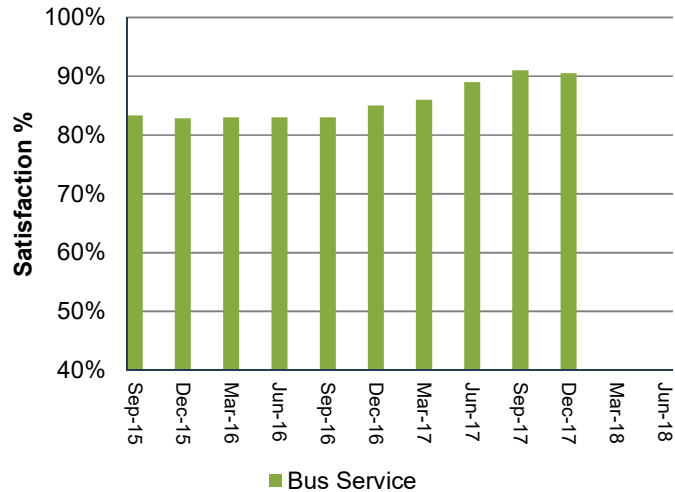
2.2.2 Percentage of passengers satisfied with their train service



In December 2017, satisfaction with train services (93%) was down one percentage point compared with the September 2017 result (94%).

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

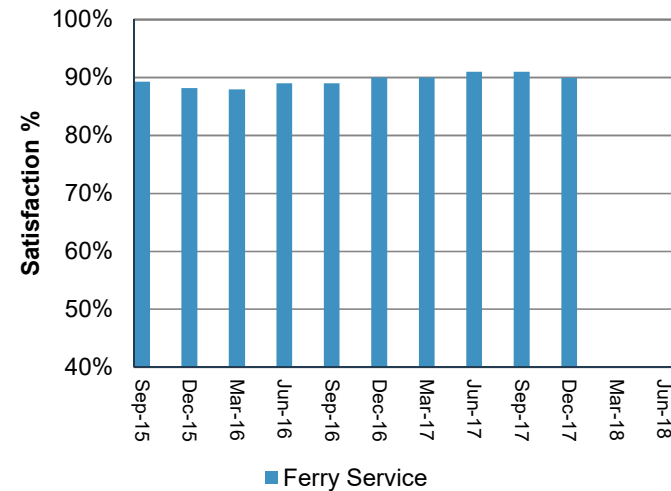
2.2.3 Percentage of passengers satisfied with their bus service



In December 2017, satisfaction with bus services (91%) was unchanged compared with the September 2017 result (91%).

Satisfaction was up six percentage points compared to the December 2016 result.

2.2.4 Percentage of passengers satisfied with their ferry service

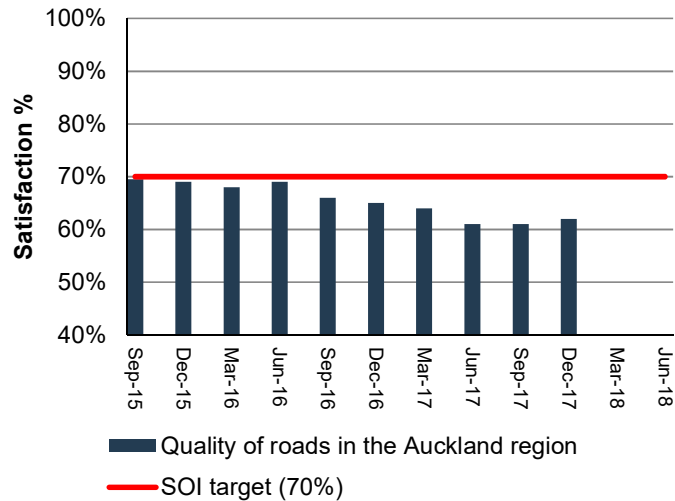


In December 2017, satisfaction with ferry services (90%) was down one percentage point compared with the September 2017 result (91%).

Satisfaction was unchanged compared to the December 2016 result.

2.2 Transform and elevate customer focus and experience

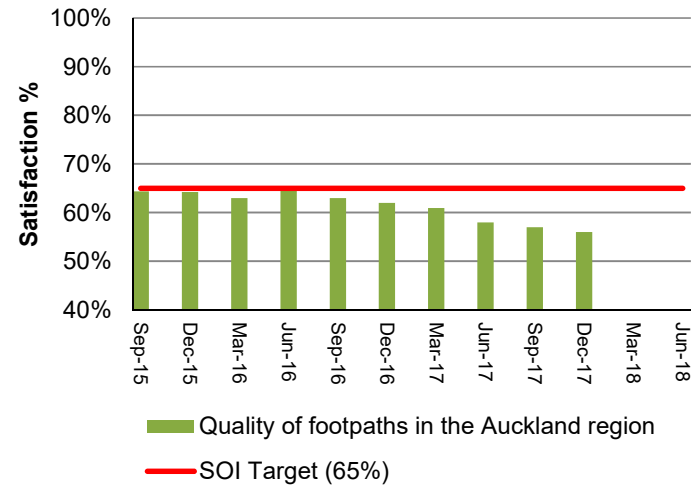
2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In December 2017, satisfaction with the quality of roads in Auckland (62%) was up one percentage point compared with the September 2017 result (61%).

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

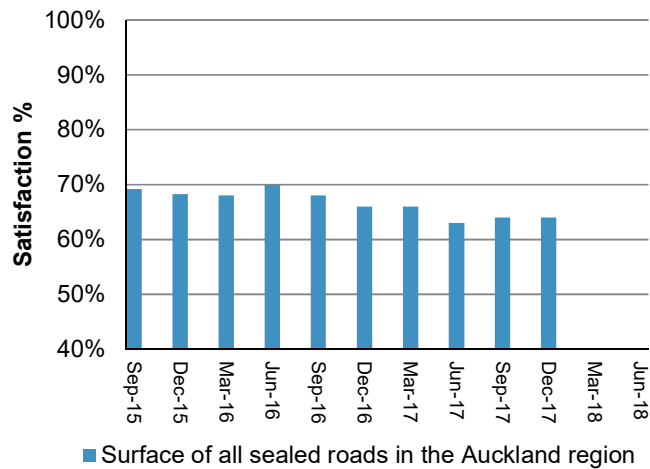
2.2.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



In December 2017, satisfaction with the quality of footpaths in Auckland (56%) was down one percentage point compared with the September 2017 result (57%).

Satisfaction was down six percentage points compared to the December 2016 result.

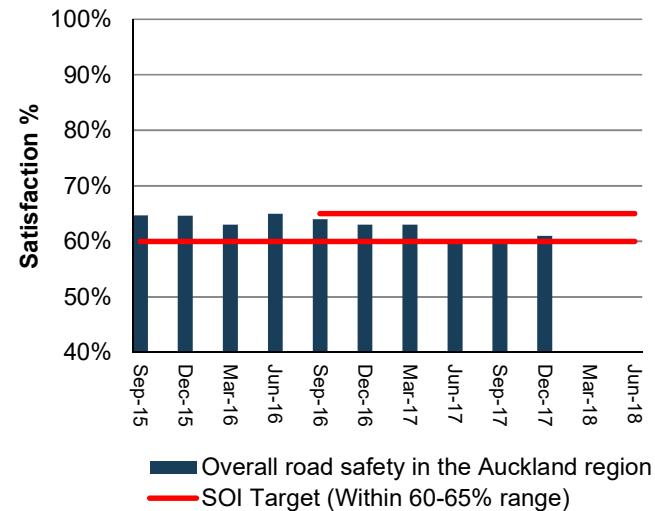
2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In December 2017, satisfaction with the surface of all sealed roads in Auckland (64%) was unchanged compared with the September 2017 result (64%).

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

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

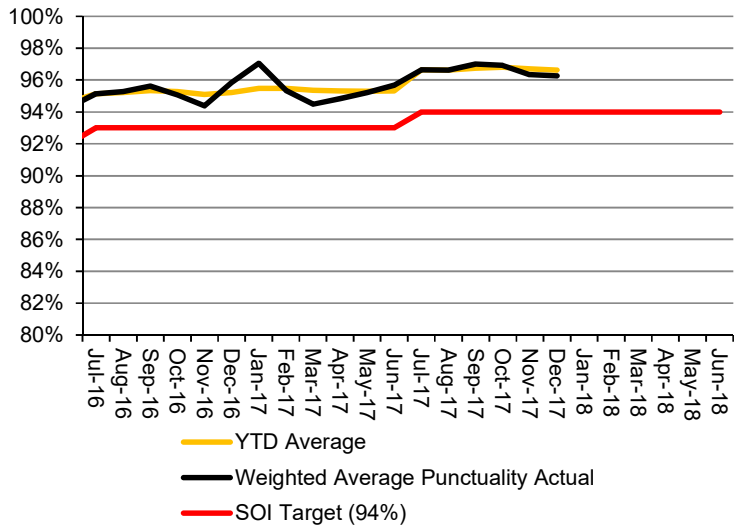


In December 2017, satisfaction with road safety in Auckland (61%) was up one percentage point compared with the September 2017 result (60%).

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

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

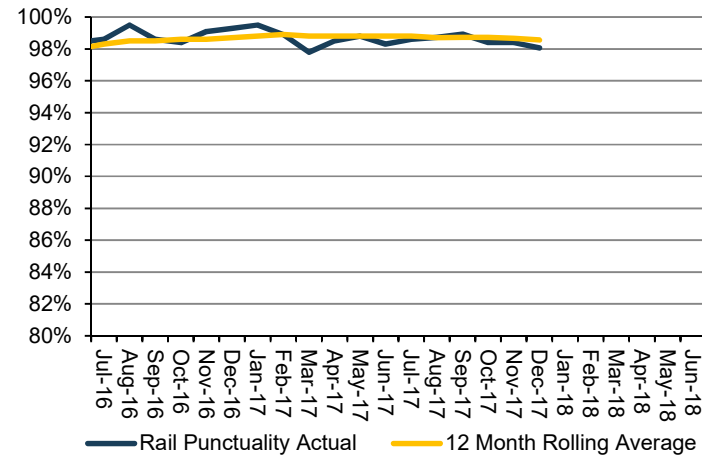


Target exceeded (YTD average to December 2017 = 96.6%; SOI target 94%).

PT weighted average punctuality for the month of December 2017 was 96.3%.

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

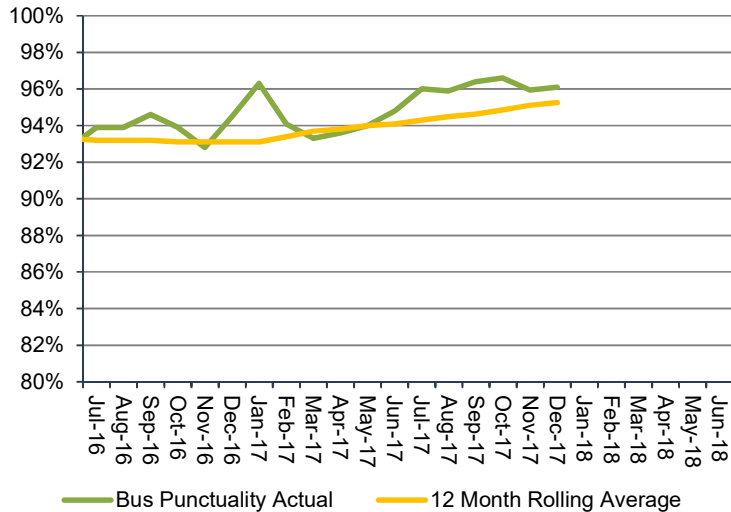
2.2.10 Rail services punctuality



Rail service punctuality in December 2017 was 98.1%, and 98.6% for the 12 months to December 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.

2.2.11 Bus services punctuality

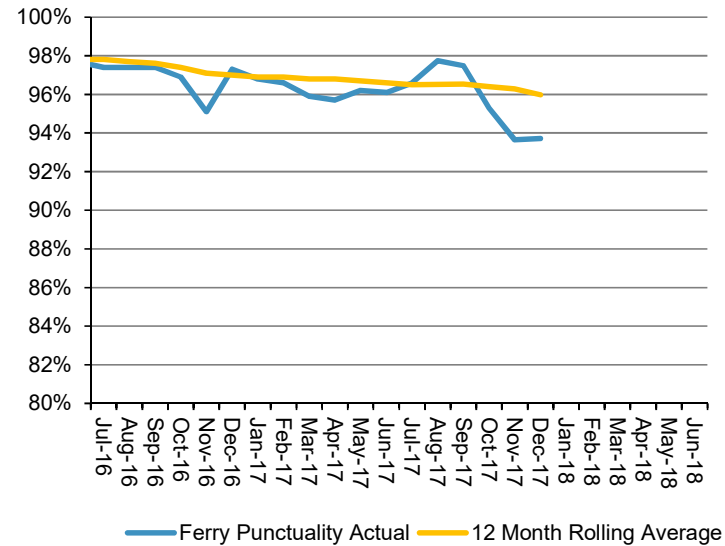


Bus service punctuality in December 2017 was 96.1%, and 95.3% for the 12 months to December 2017.

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

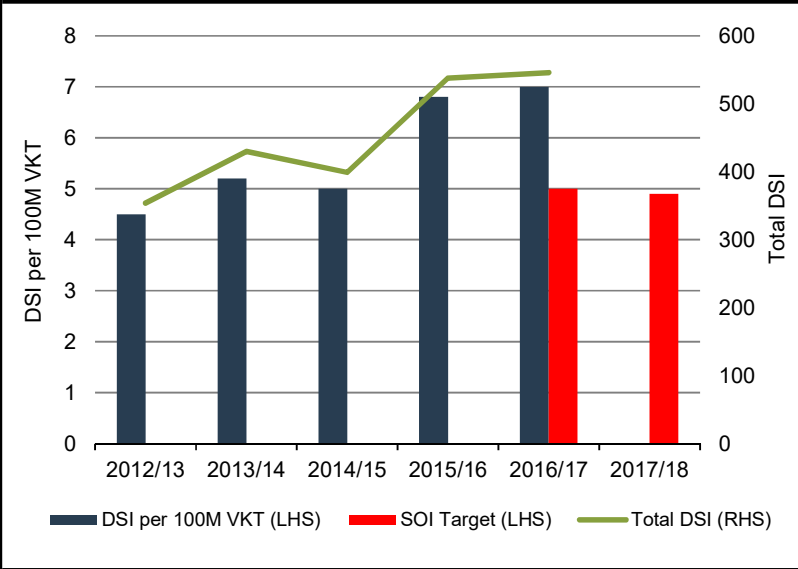


Ferry service punctuality in December 2017 was 93.7%, and 96.0% for the 12 months to December 2017.

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

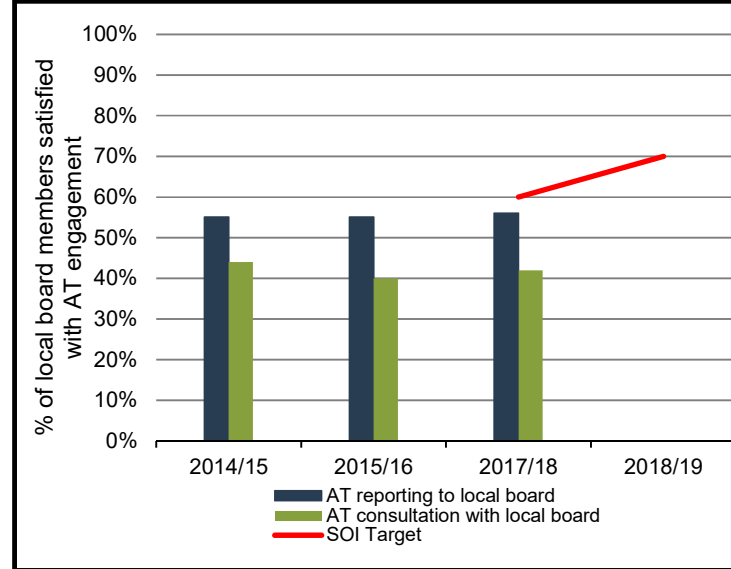
2.2 Transform and elevate customer focus and experience

2.2.13 Local road deaths and serious injuries (DSI) per 100 million vehicle km travelled (VKT)



Non-reporting period.
 Data reported annually in June at the end of the financial year.
 The Local Road DSI per 100 million VKT on local roads for the 2016 calendar year was 7. This is 2 more than the 2016/17 SOI target.
 *The rate of local road deaths and serious injuries per 100 million vehicle kilometres travelled is an estimate of the exposure to crash-risk on the local road network, relative to vehicle travel.

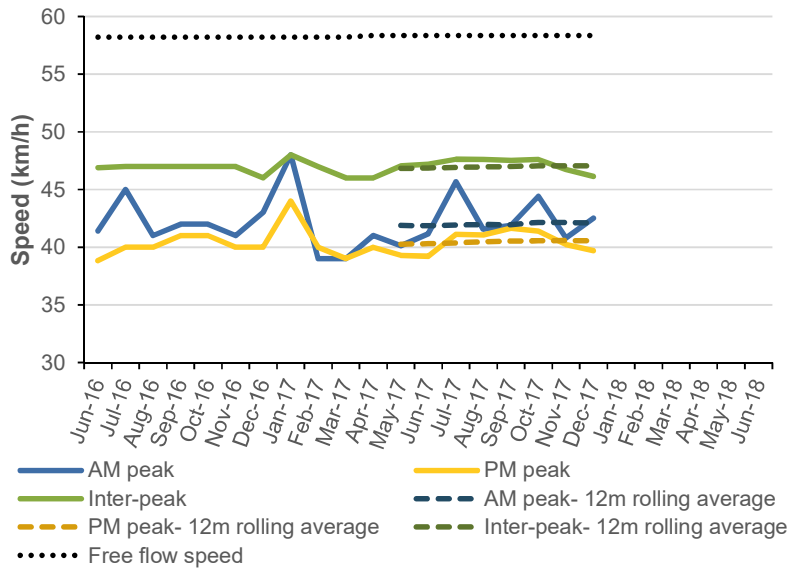
2.2.14 Percentage of local board members satisfied with Auckland Transport engagement



Local board satisfaction was 56% for AT reporting to local board, and 42% for AT consultation with local board in 2017.
 2017/18 targets for local board satisfaction with AT engagement is 60% for both reporting to local boards and consultation with local boards.
 Local board satisfaction results, sourced from the Auckland Council Elected Members Survey, are not available every year as the survey is only undertaken every 18 months.

2.3 Build network optimisation and resilience

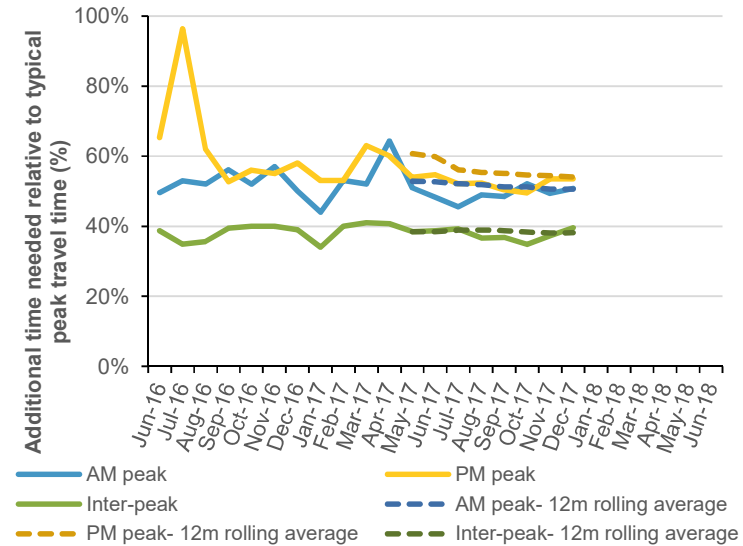
2.3.1 Median travel speed across arterial and motorway network



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 58.3 km/hr has been provided as a comparator.

During December 2017, the median travel speed during the AM peak was 43 km/hr, compared to 41 km/hr in November 2017 and a 12 month rolling average of 42.1 km/hr.

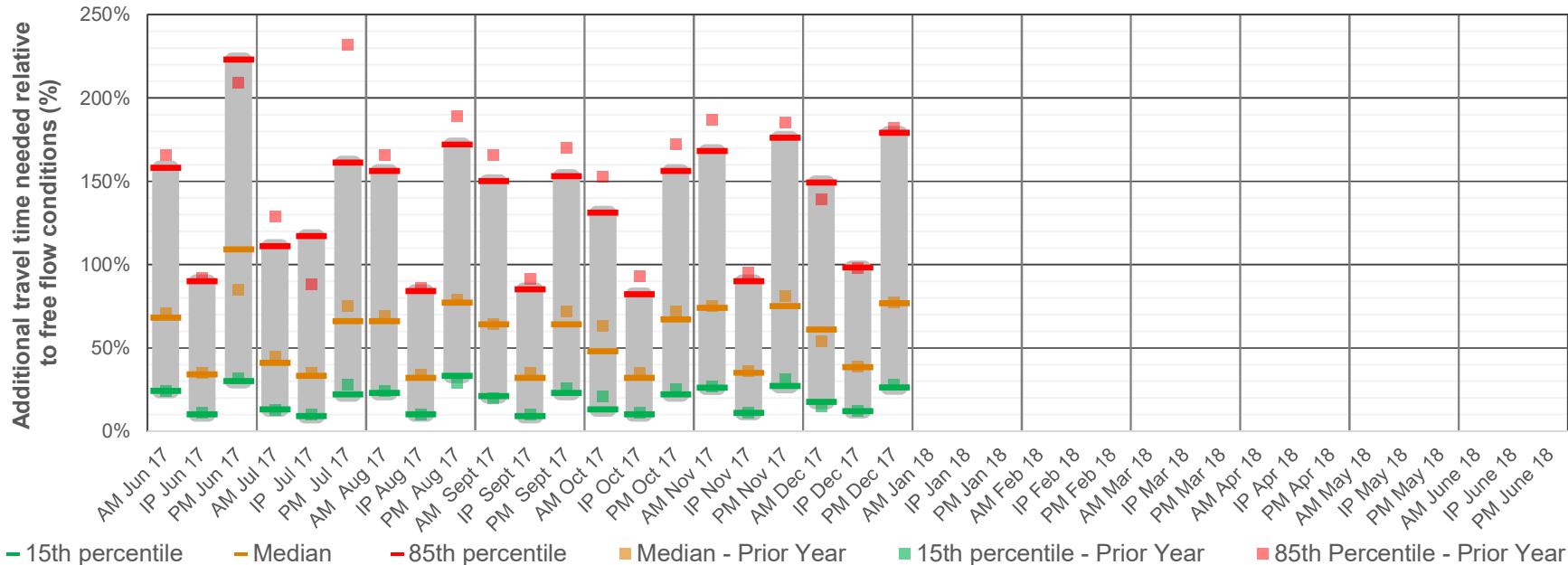
2.3.2 Reliability: additional travel time needed relative to typical travel time



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 December 2017 AM peak, the 85th percentile was 51% longer than the typical travel time. Therefore, if a typical AM peak journey took 20 minutes, a motorist would need to allow an additional 10.2 minutes, for a total of 30.2 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.

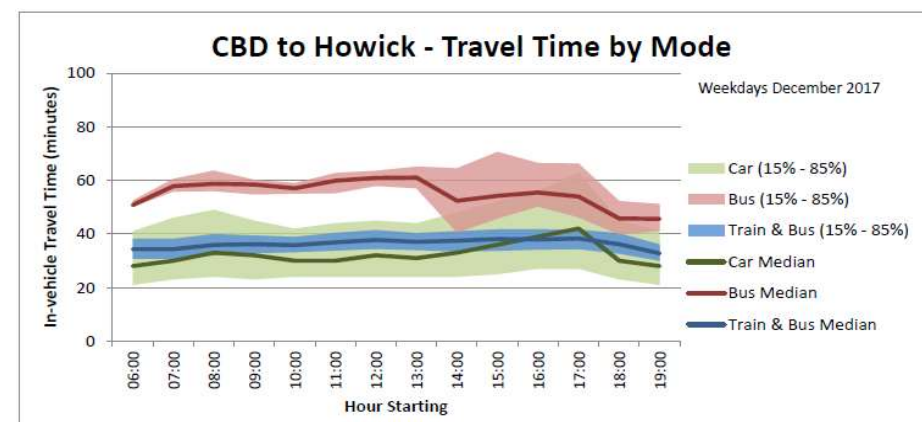
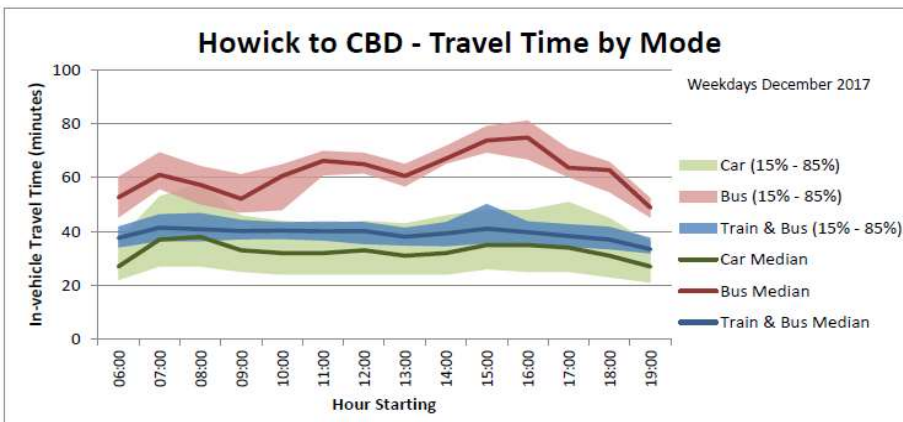
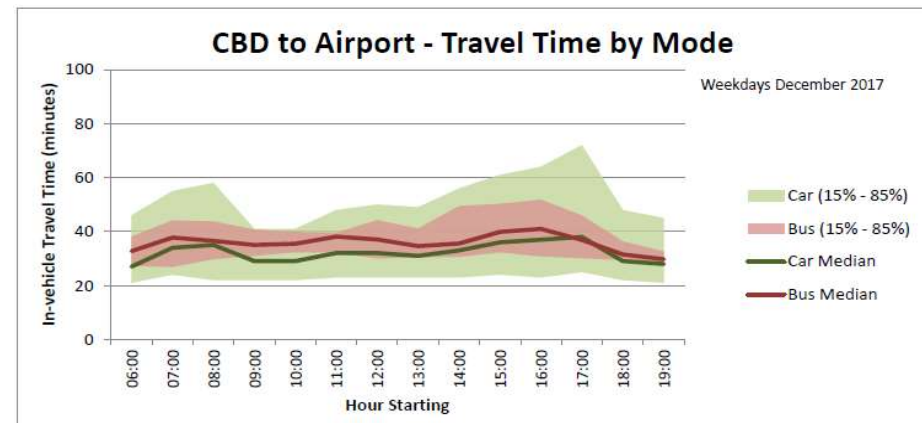
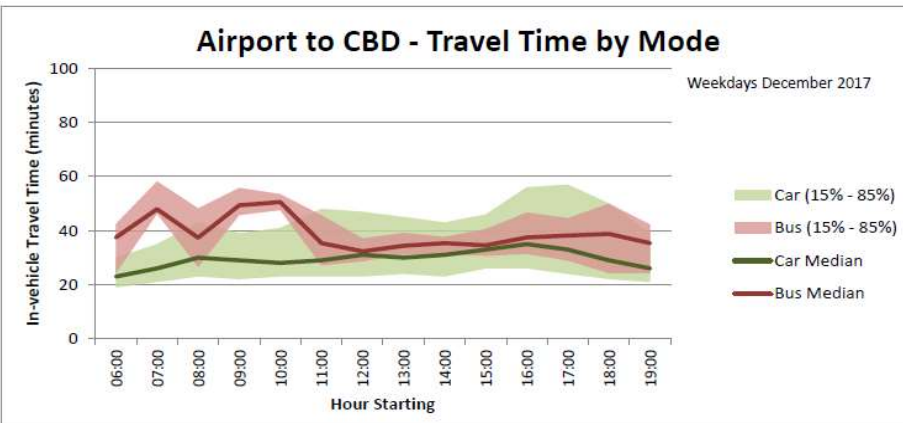
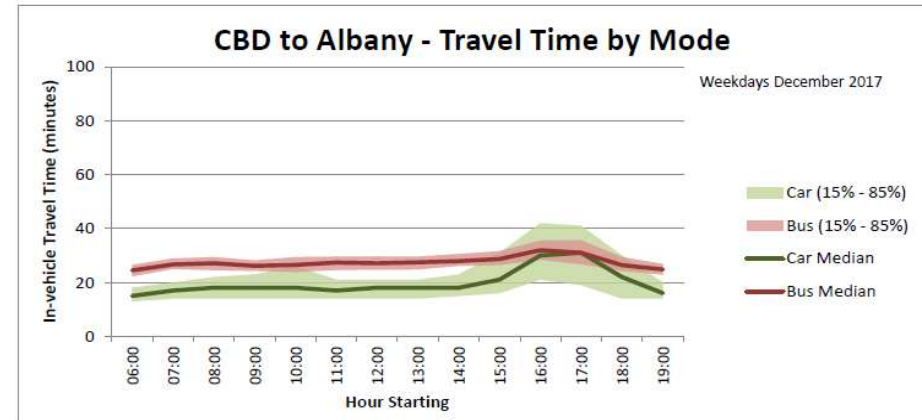
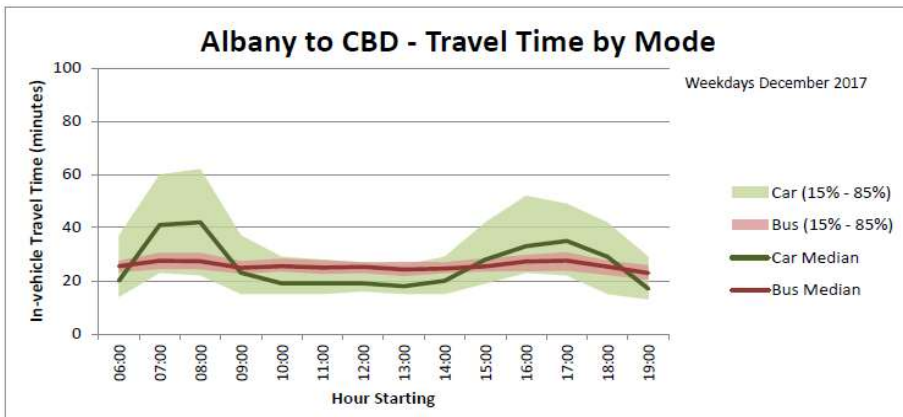
During the December 2017 AM peak, the 15th percentile delay was 18%, typical delay was 61% while the 85th percentile delay was 149%.

December is the first month since mid-2017 to see congestion return to levels comparable to 2016 results.

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

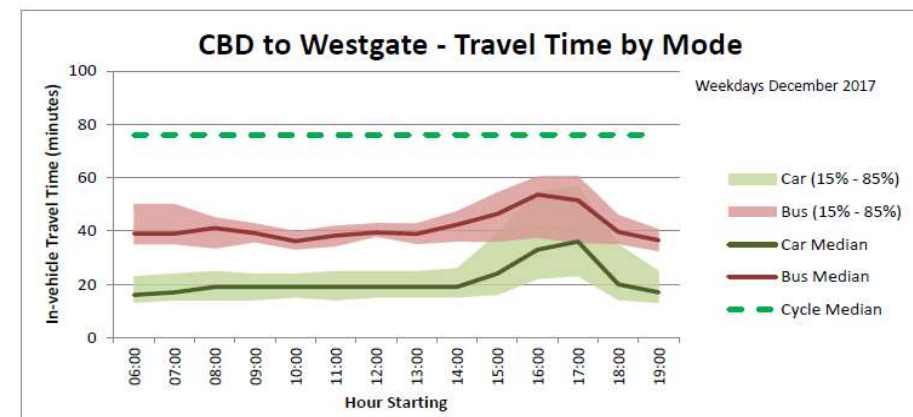
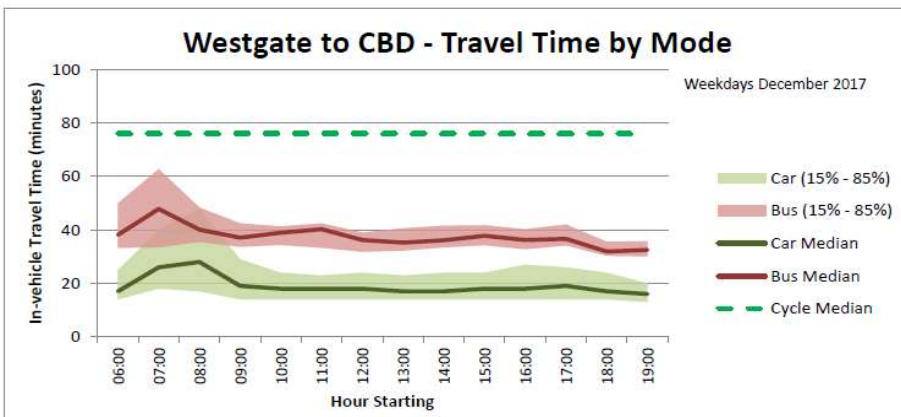
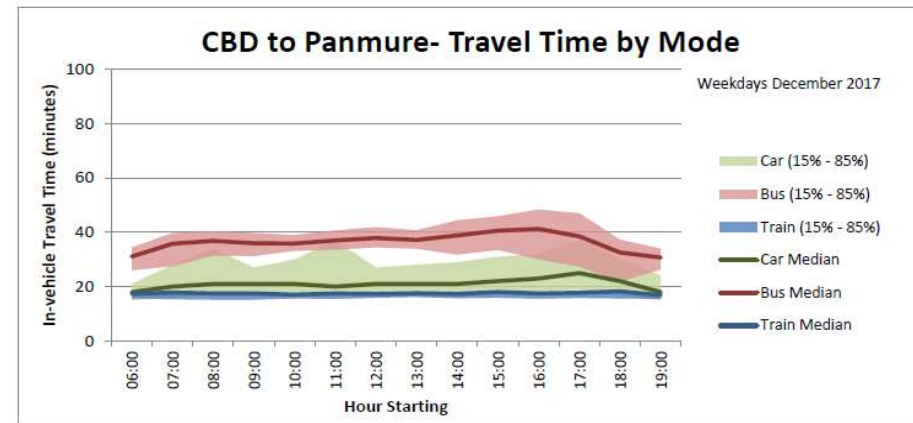
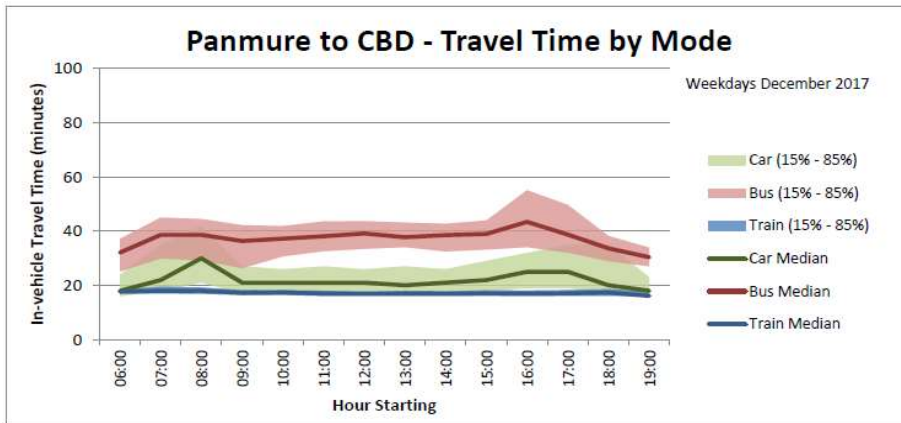
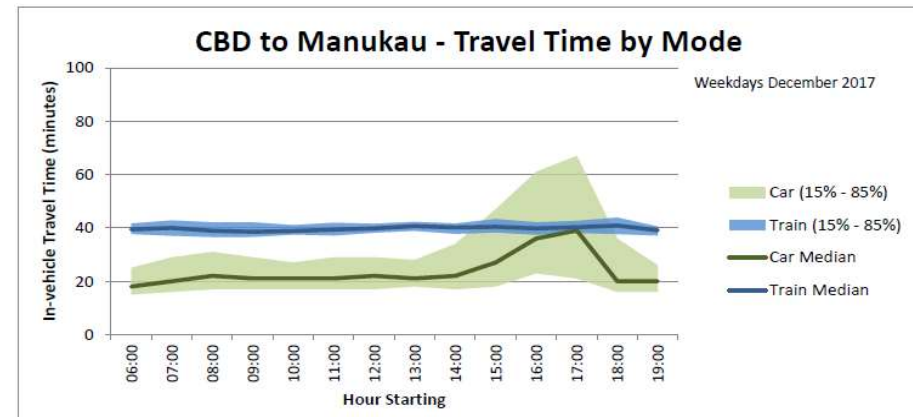
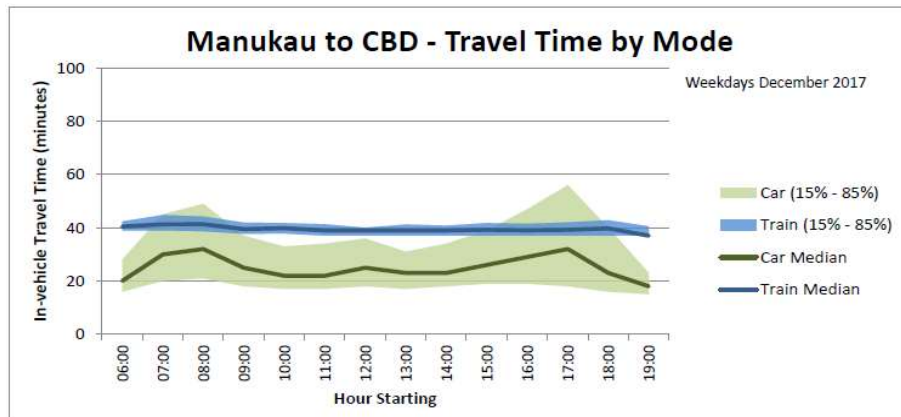
2.3 Build network optimisation and resilience

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.



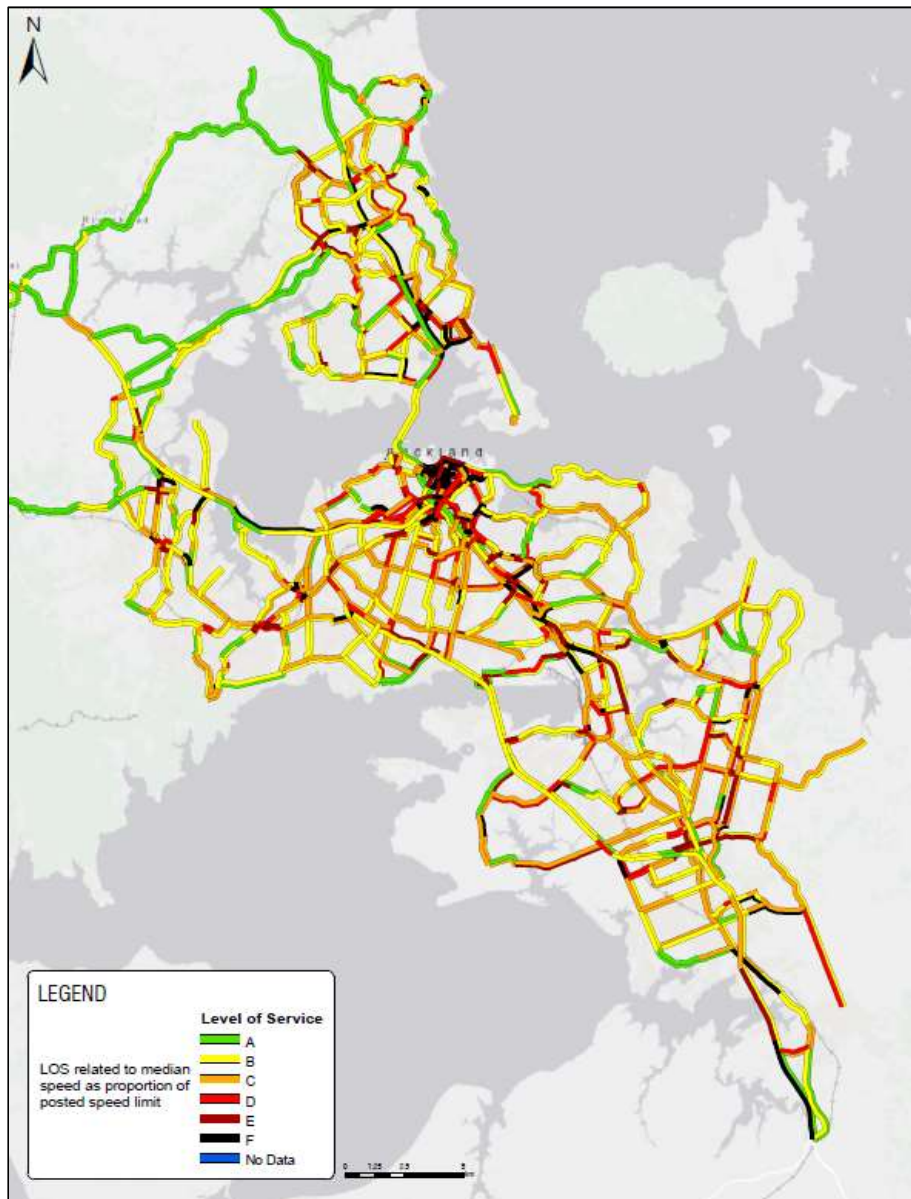
2.3 Build network optimisation and resilience

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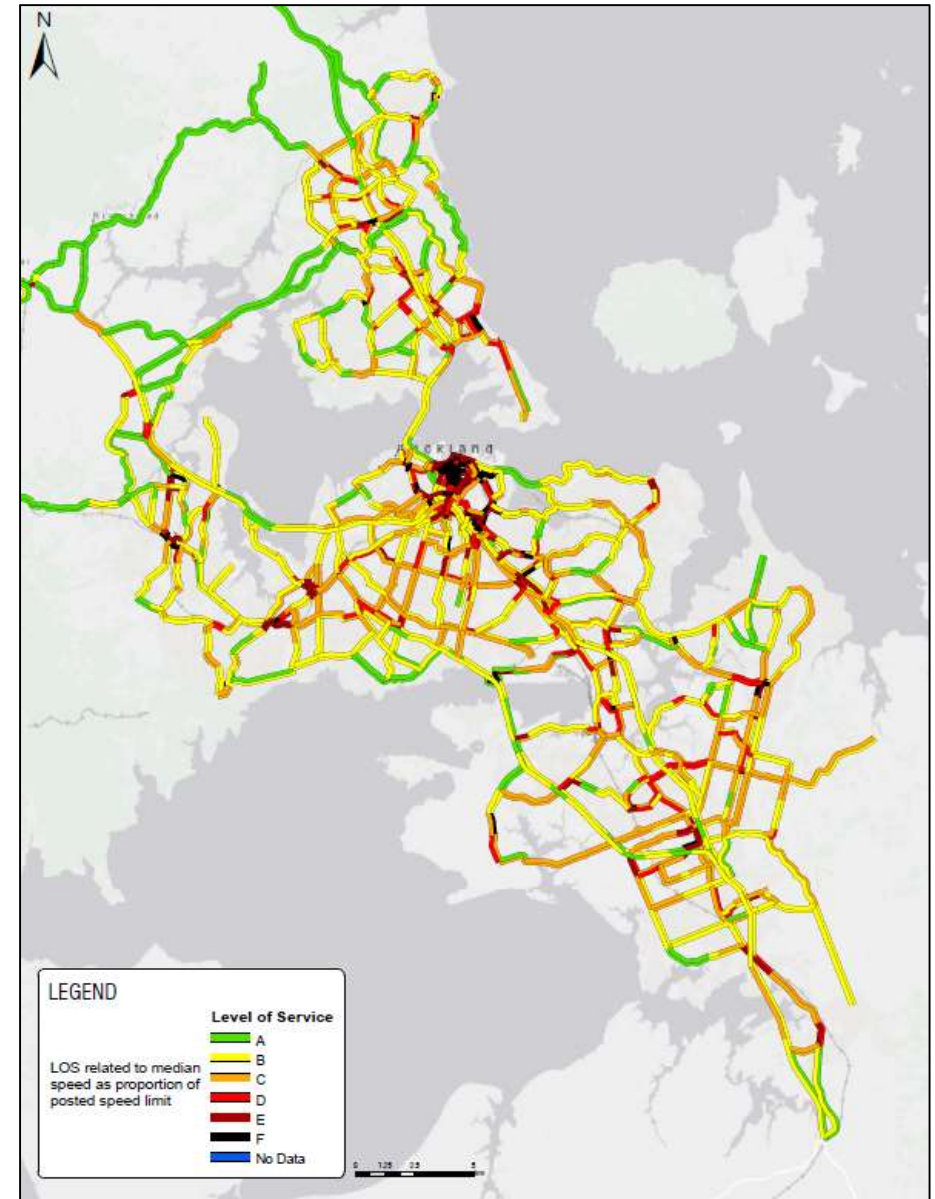
2.3 Build network optimisation and resilience

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

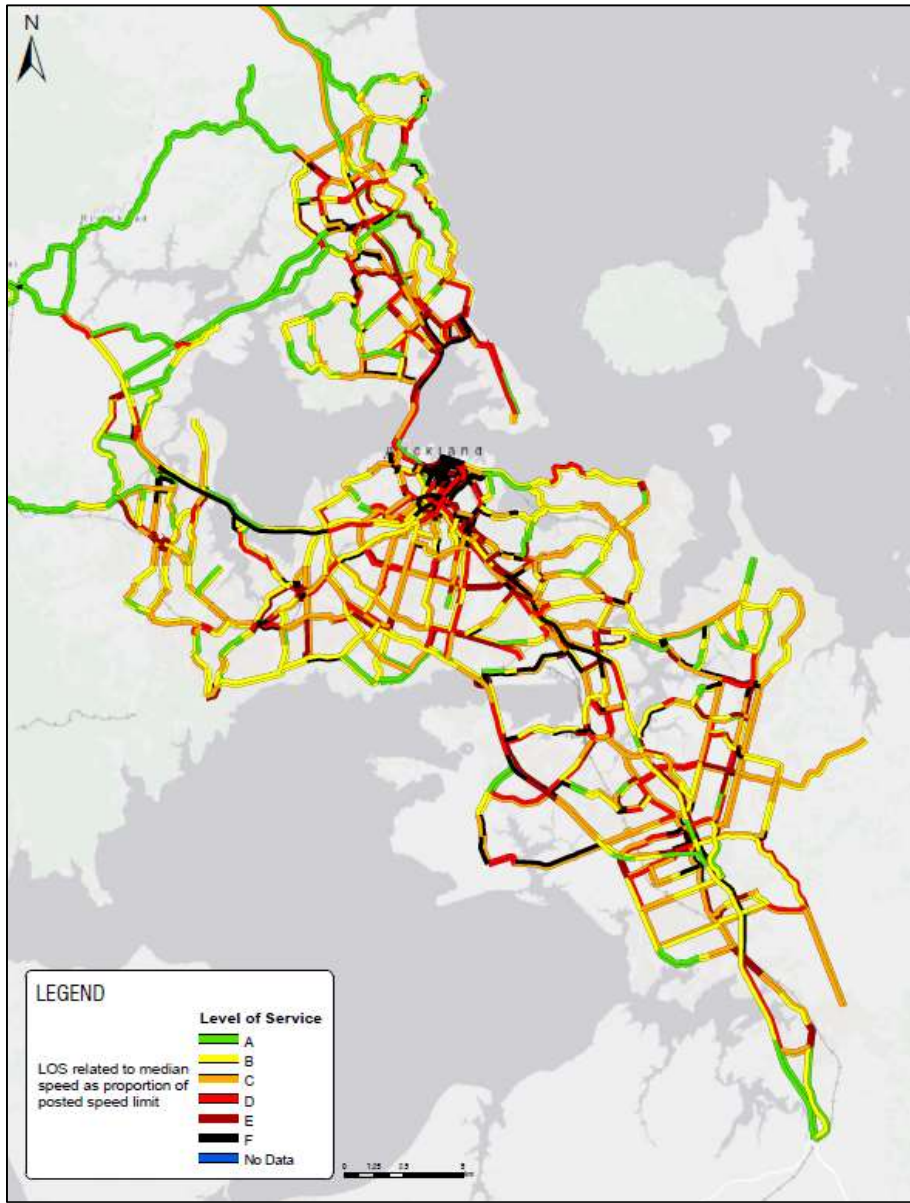
2.3.5 Congestion map inter-peak



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

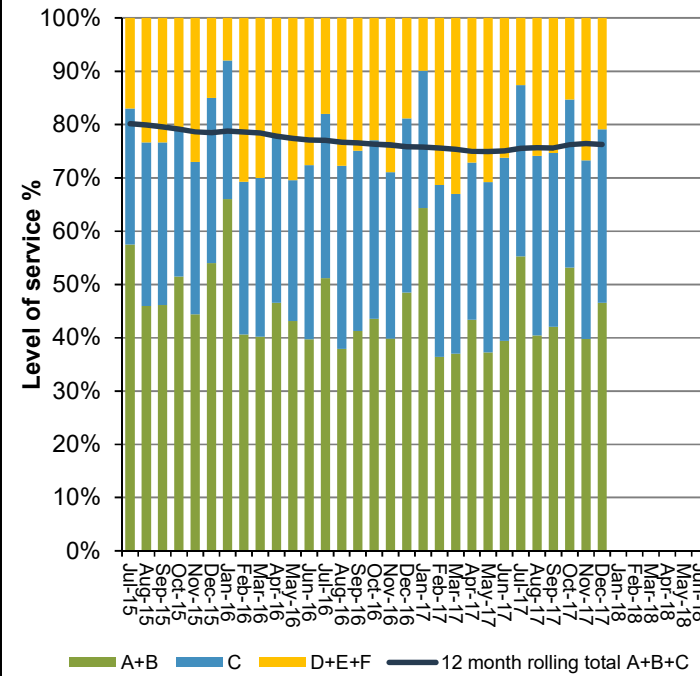
2.3 Build network optimisation and resilience

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 December 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



In December 79% of the network operated at good levels of service (LOS A-C). This is 6% higher (better) than last month - largely due to school term finished from mid-December. Congestion levels were slightly higher than December 2016 (less than 2%).

In the 12 months to December 2017, 76% of the network was operating efficiently (LOS A – C) during the AM Peak.

Congestion on the arterial network has generally improved during 2017 as a result of the Waterview Connection being completed in July 2017.

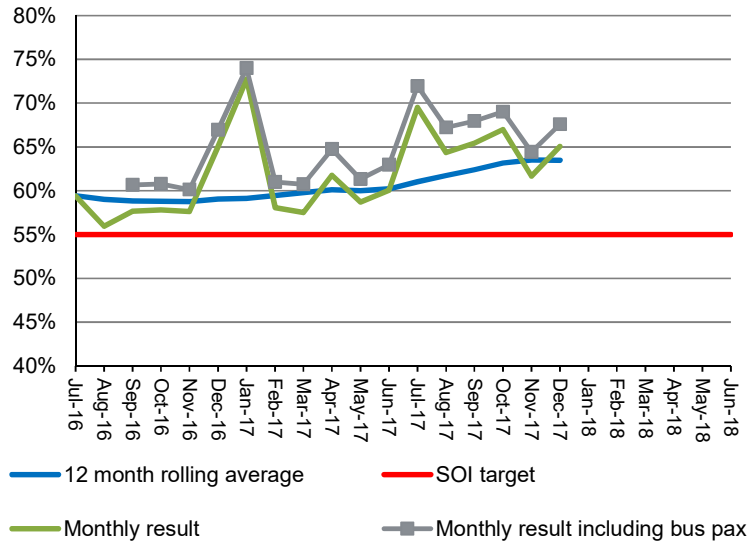
Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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 Build network optimisation and resilience

2.3.8 Arterial road productivity



Target exceeded (12 month rolling average in December 2017 = 63.5%; SOI target 55%).

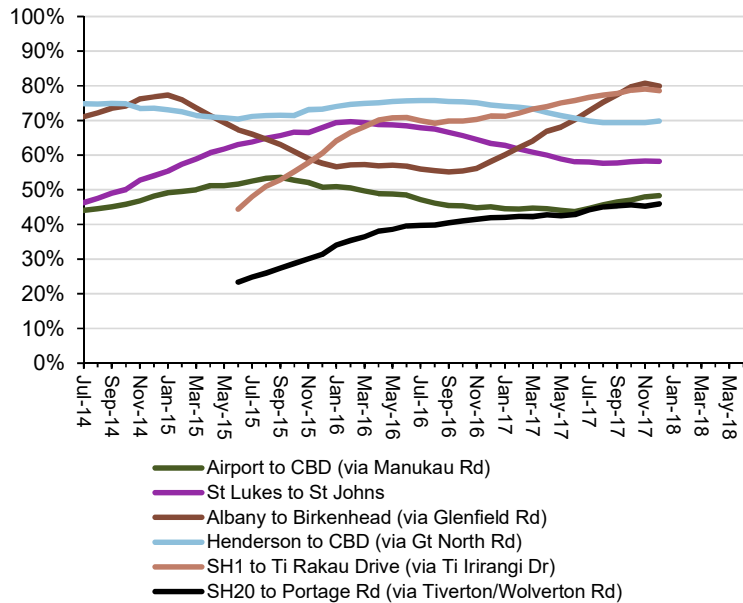
The overall productivity for the 6 SOI routes for the month of December 2017 was 65%, and 68% including bus patronage. This is slightly higher than last month due to the relatively higher speed associated with school breaks. This however continues to be comparatively high relative to the target measure.

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

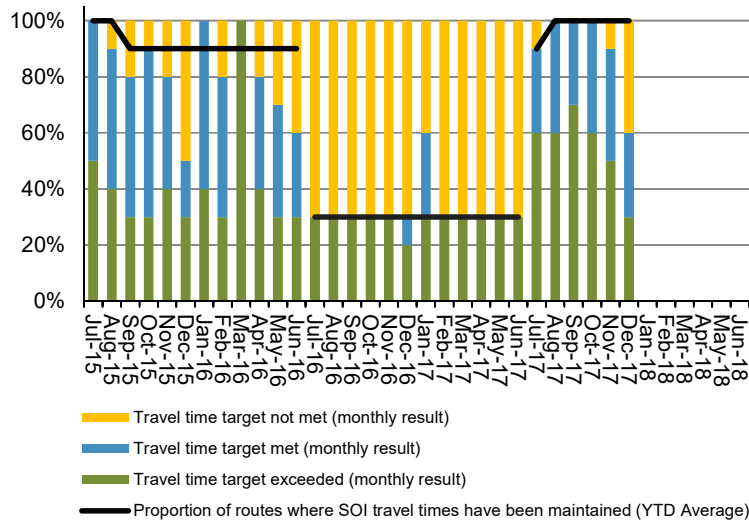


This figure illustrates the 12 month rolling average productivity results (based on private vehicles only) for each of the routes that make up the SOI measure provided in figure 2.3.8.

Note : 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.

2.3 Build network optimisation and resilience

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



For December 2017, 6 out of the 10 routes met target, of which 3 routes exceeded the target. Similar trends over the past two years were evident this month as freight travel times tend to go up at various locations in December during the inter-peak period. This is largely due to freight movements intensifying towards the end of the year, coinciding with increased shopping trips towards Christmas. Nevertheless, all freight routes have been performing effectively at LOS B or C.

* Note 1: SOI performance tracked using YTD averages.
* Note 2: Freight travel time targets were adjusted marginally for 2017/18. Targets for seven of the 10 key routes were increased by 1 minute, while two of the routes each had their targets reduced by 2 minutes.

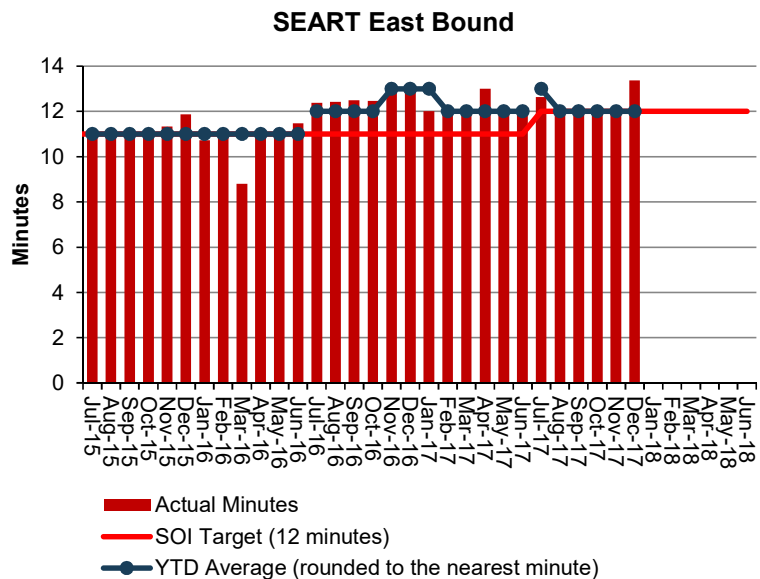
2.3.12 Map showing key freight routes



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)

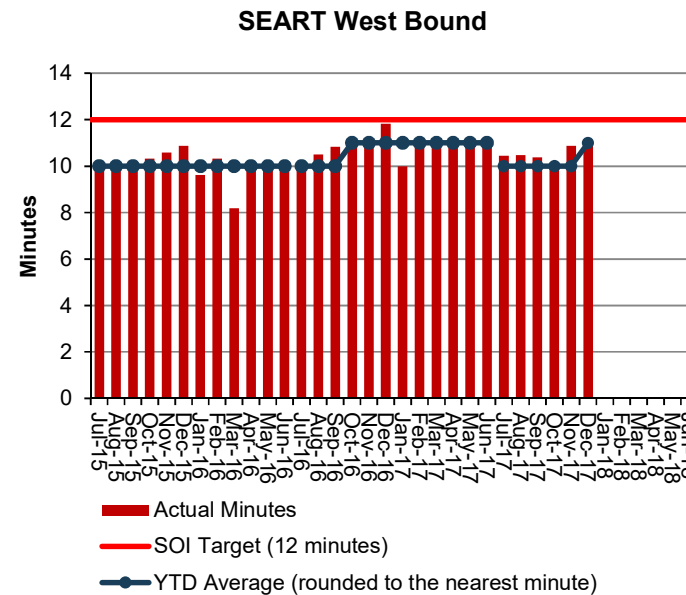


Target not met in December 2017, due to the end of year surge of freight movements.

Target met for YTD December 2017.

Note: The SOI travel time target was increased by 1 minute to 12 minutes in July 2017.

2.3.14 SEART (from East Tamaki to Sylvia Park)



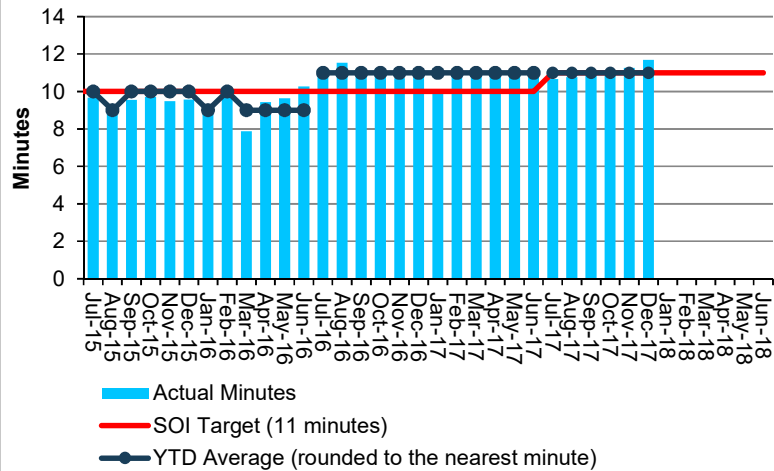
Target exceeded in December 2017 and the route continues to perform well.

Target exceeded for YTD December 2017.

2.3 Build network optimisation and resilience

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

Harris Rd West Bound



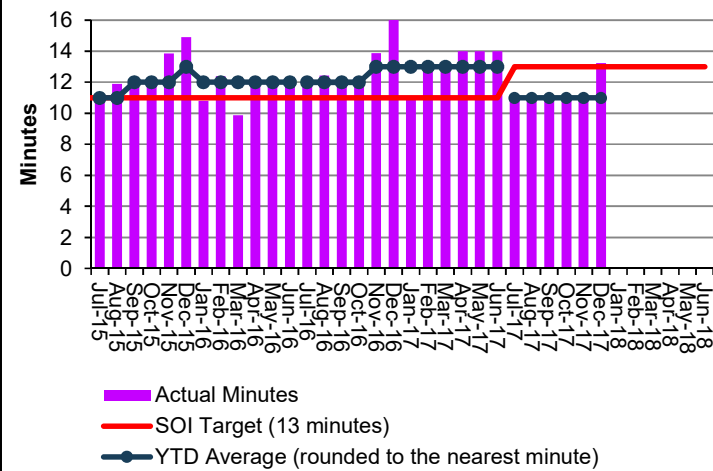
Target not met in December 2017, due to the end of year surge of freight movements.

Target met for YTD December 2017.

Notes: The SOI travel time target was increased by 1 minute to 11 minutes in July 2017.

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

Great South Road North Bound



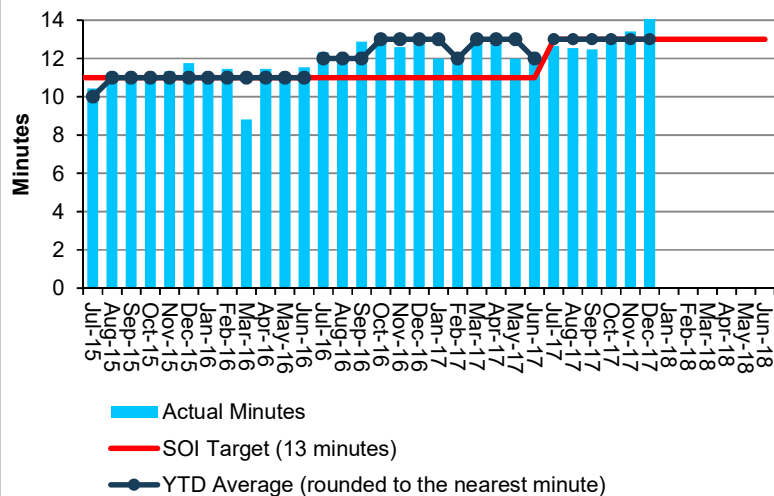
Target met in December 2017.

Target exceeded for YTD December 2017.

Note: The SOI travel time target increased by 2 minutes to 13 minutes in July 2017.

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

Harris Rd East Bound



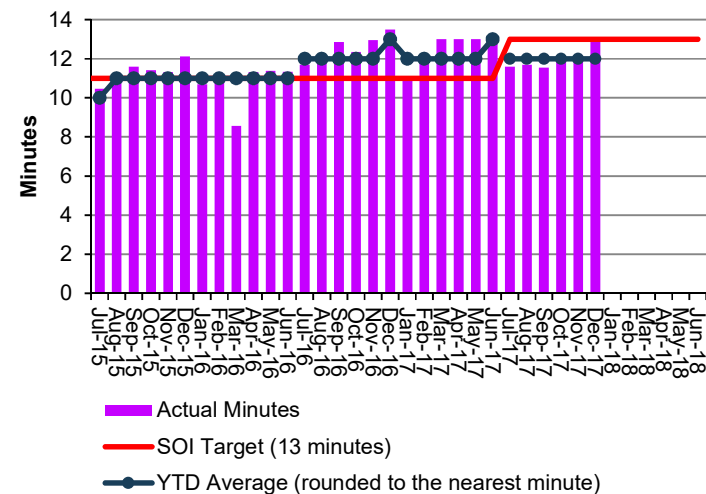
Target not met in December 2017, due to the end of year surge of freight movements.

Target met for YTD December 2017.

Note: The SOI travel time target increased by 2 minutes to 13 minutes in July 2017.

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

Great South Rd South Bound



Target met in December 2017.

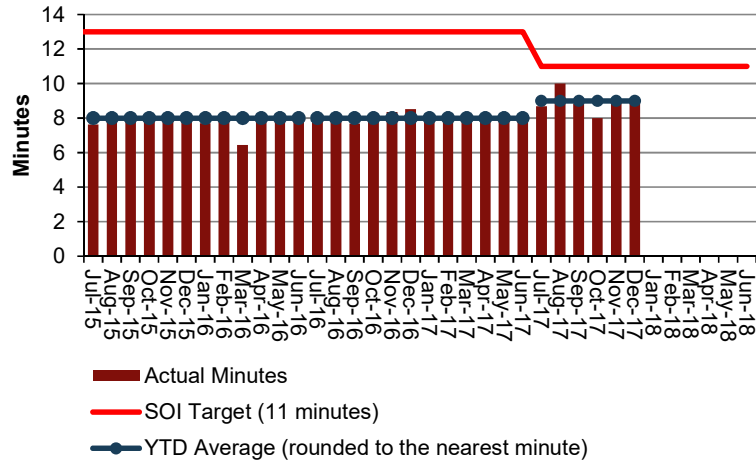
Target exceeded for YTD December 2017.

Note: The monthly travel time target increased by 2 minutes to 13 minutes in July 2017.

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



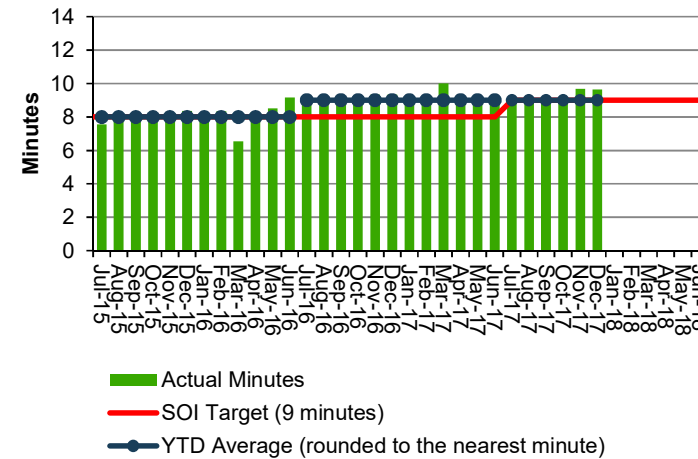
Target exceeded by two minutes in December 2017.

Target exceeded for YTD December 2017.

Note: The SOI travel target was reduced by 2 minutes to 11 minutes in July 2017.

2.3.20 Wairau Rd (from SH1 to SH18)

Wairau Rd West Bound



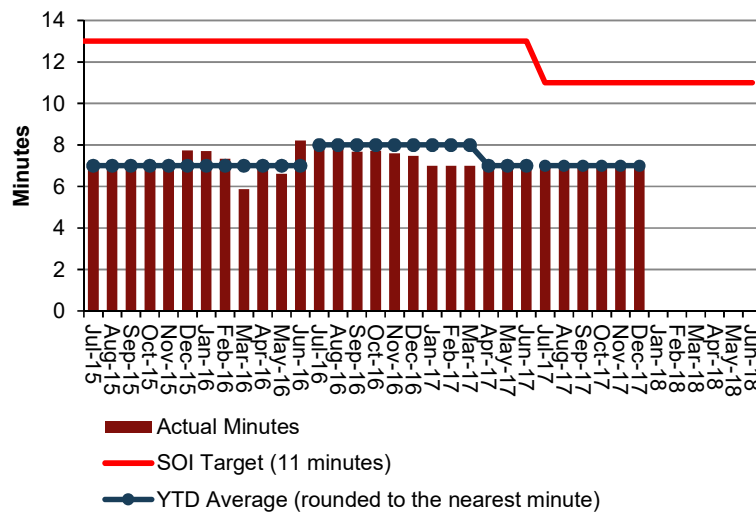
Target not met in December 2017 despite ATOC monitoring. This was largely due to WaterCare excavation works between Target Road and Tristram Ave (expected to continue until July 2018).

Target met for YTD December 2017.

Note: The SOI travel time target was increased by 1 minute to 9 minutes in July 2017.

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

Kaka St West Bound



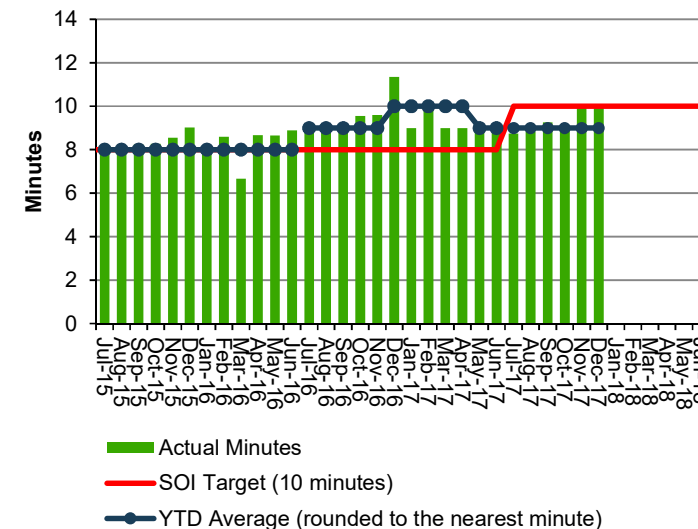
Target exceeded by four minutes in December 2017 and the route continues to operate well.

Target exceeded for YTD December 2017.

Note: The SOI travel target was reduced by 2 minutes to 11 minutes for in July 2017.

2.3.22 Wairau Rd (from SH18 to SH1)

Wairau Rd East Bound



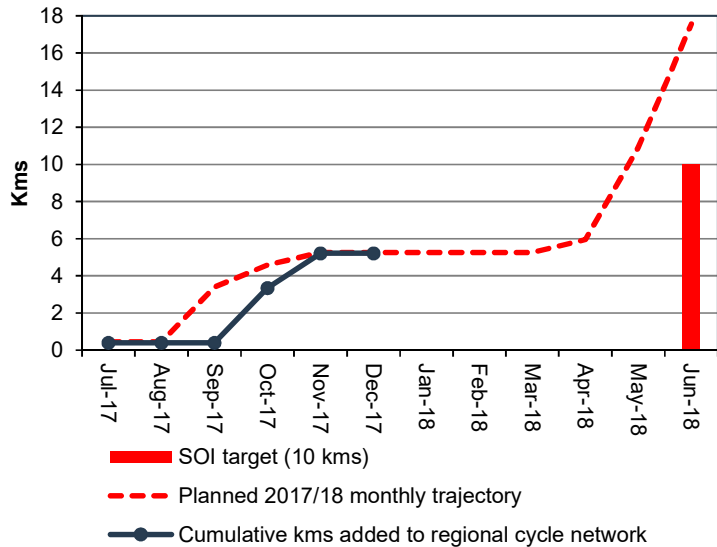
Target met in December 2017.

Target exceeded for YTD December 2017.

Note: The SOI travel time target was increased by 2 minutes to 10 minutes in July 2017.

2.3 Build network optimisation and resilience

2.3.23 New cycleways added to regional cycle network (km)

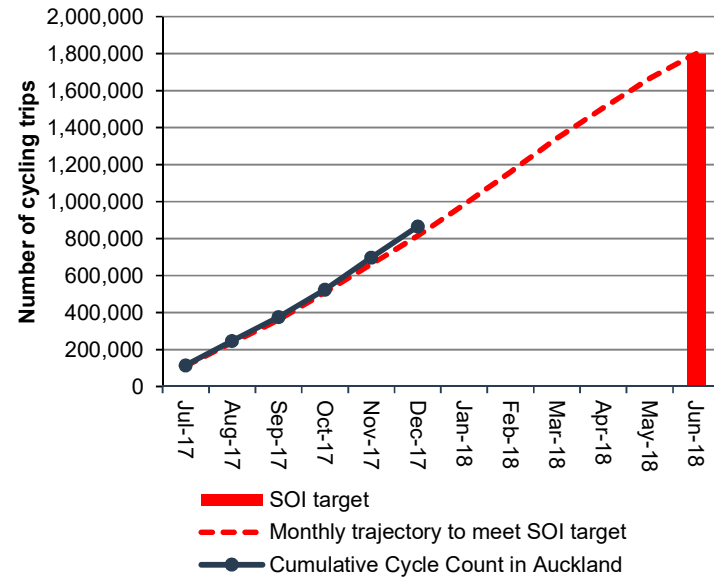


Target met.

No cycleway kilometres were due for completion in December.

5.2km of cycleways have been added to the regional cycle network since July 2017. The 2017/18 SOI target is 10km.

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

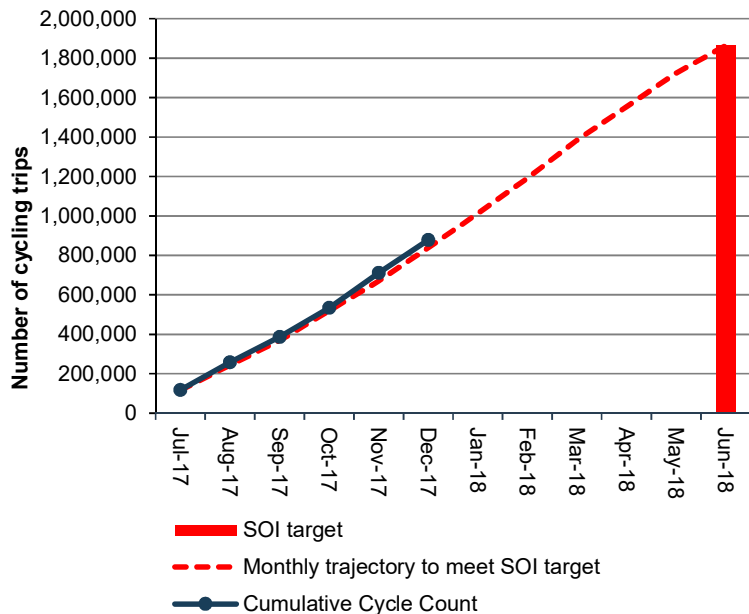


Target exceeded:
YTD: 865,767
YTD Target: 815,126

168,452 cycle trips were recorded in December 2017.

From July 2016 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



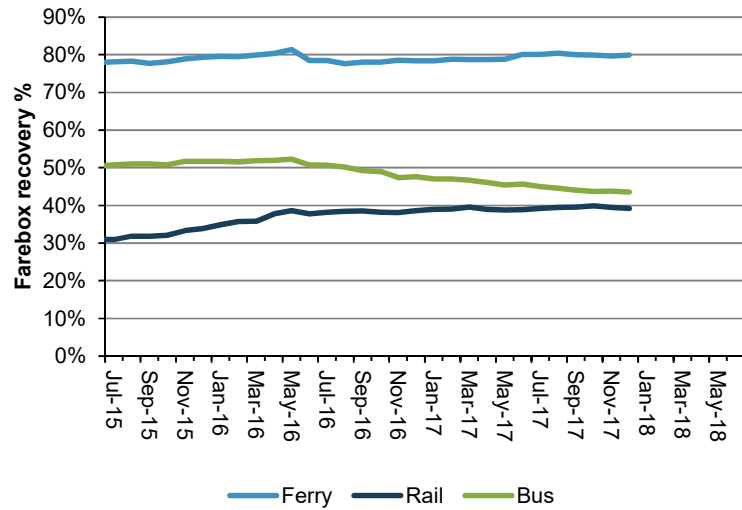
Target exceeded:
YTD: 877,915
YTD Target: 838,773

166,919 cycle trips were recorded in December 2017.

AT counts cyclists at 13 counters situated around the Auckland city centre as follows: 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

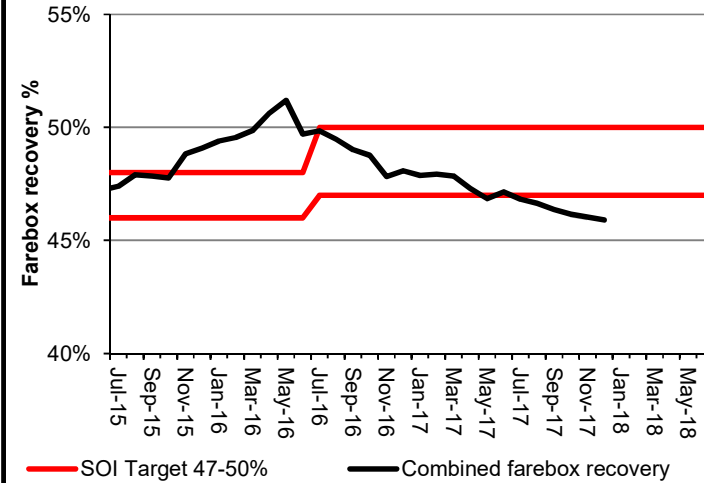


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios for December 2017 (and comparable 2016 results) are:

- Ferry 80.0% (78.4%)
- Bus 43.6% (47.6%)
- Rail 39.2% (38.6%)

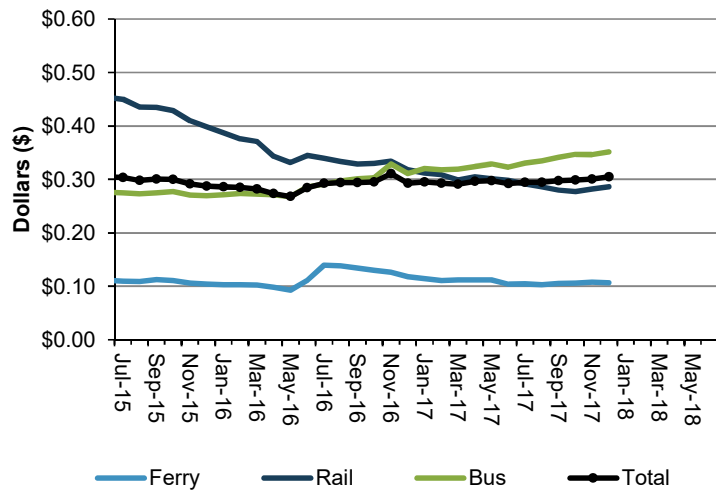
2.4.2 PT farebox recovery (combined result with SOI measure)



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 December 2017 was 45.9%. This compares to 48.1% in December 2016.

2.4.3 PT subsidy per passenger kilometre



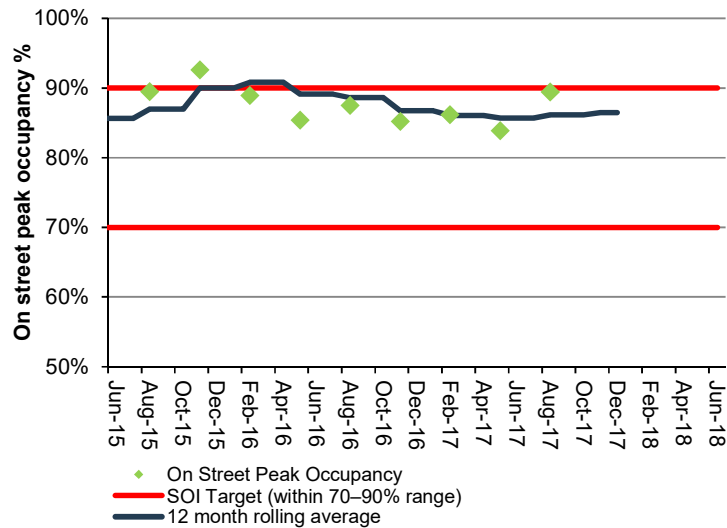
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

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

- Bus \$0.351 (\$0.311)
- Rail \$0.286 (\$0.318)
- Ferry \$0.107 (\$0.118)
- Total \$0.305 (\$0.293)

2.5 Develop creative, adaptive, innovative implementation

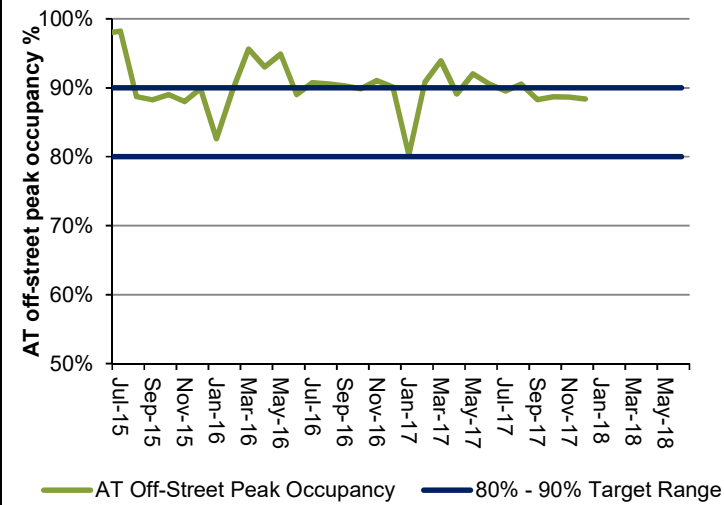
2.5.1 Parking occupancy rates (peak 4-hour, on street)



The last parking occupancy survey was undertaken in August 2017 (recording 89.4% occupancy). The parking team is currently developing a new methodology for measuring occupancy using information from parking's IT systems.

Note: 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 in three central city parking zone precincts: Shortland/High Street, Karangahape Road and Wynyard Quarter.

2.5.2 Off-street parking occupancy rates

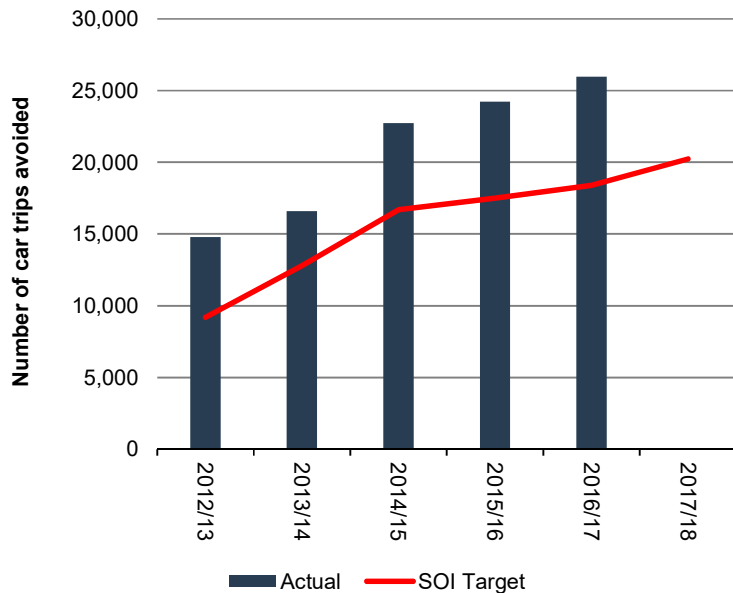


Target met.

The off-street parking occupancy rate for December 2017 was 88.4%, 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.

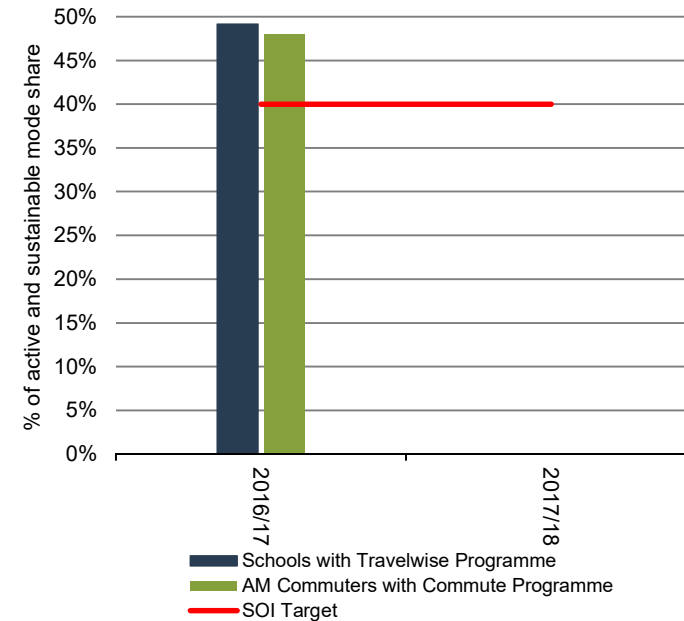
2.5.3 Number of car trips avoided through travel planning initiatives



Target reported annually in June.

Data for this measure is collected on an annual basis through surveys and through analysing data collected from the initiatives implemented over the year. The Travelwise Programme continues to run activities to reduce car trips to school, particularly to the school gate. While year on year analysis shows a significant increase in the reduction of trips to school avoided, other surveys indicate that student travel patterns have remained static. Therefore a revised methodology is sought to replace this measure in 2018/19.

2.5.4 Active and sustainable transport mode share



Target reported annually in June.

Travel modes to school is tested among Travelwise schools annually via survey, and is compared to baseline results. It is known that the methodology significantly over-estimates the impact of the programme due to the inclusion of car/walk trips to school and is proposed to be modified or replaced in 2018/19.

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

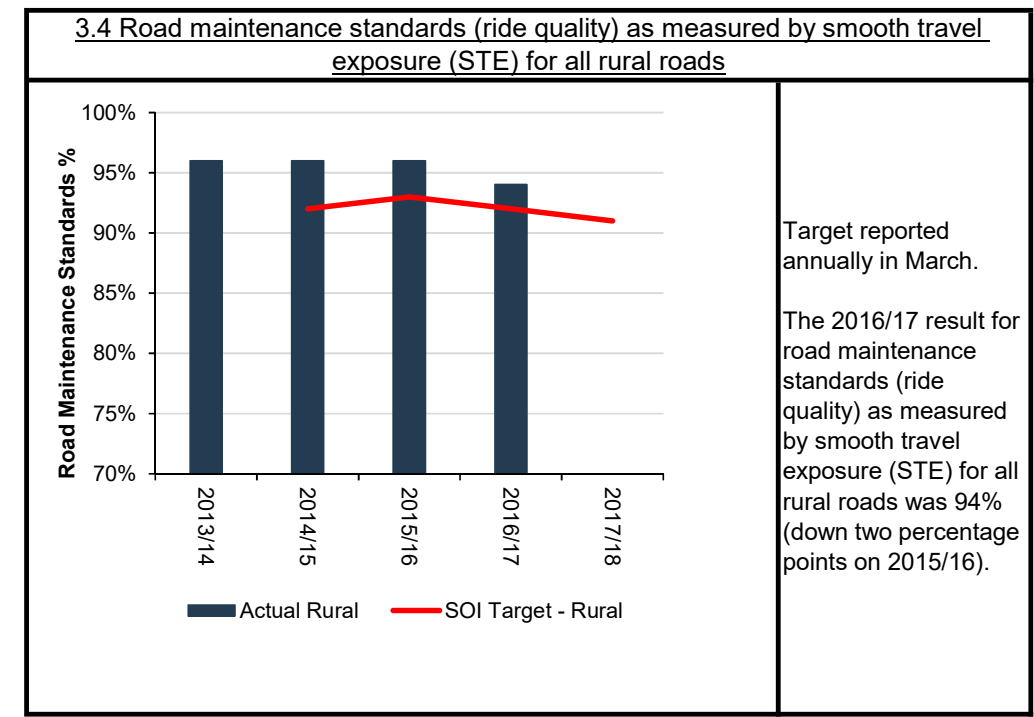
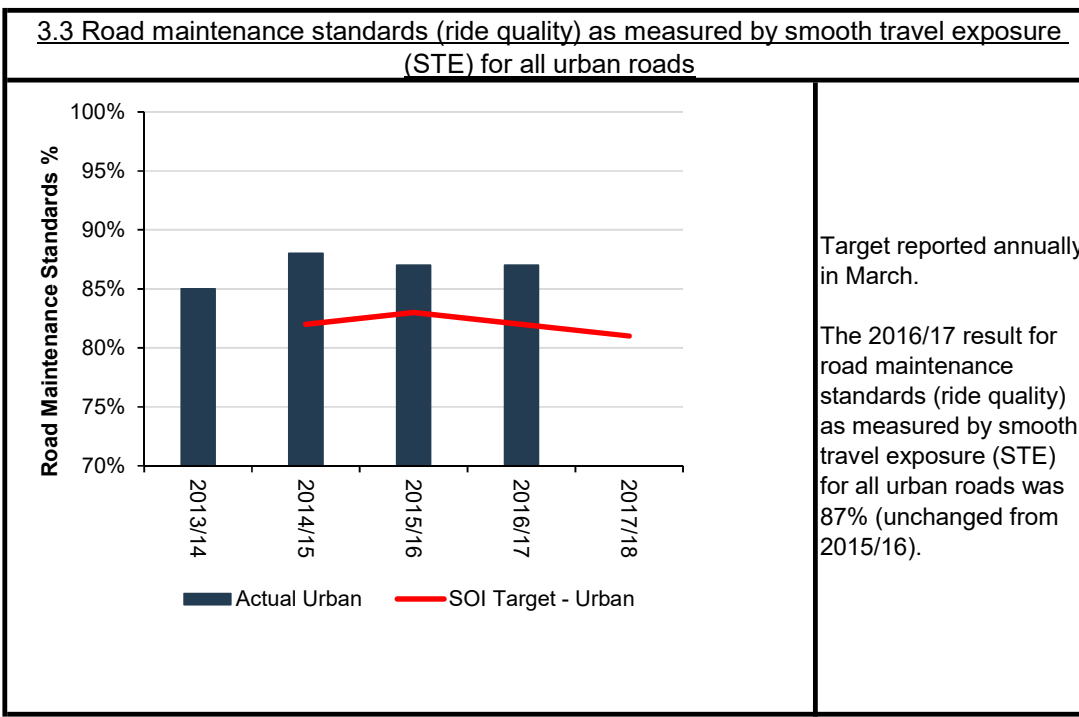
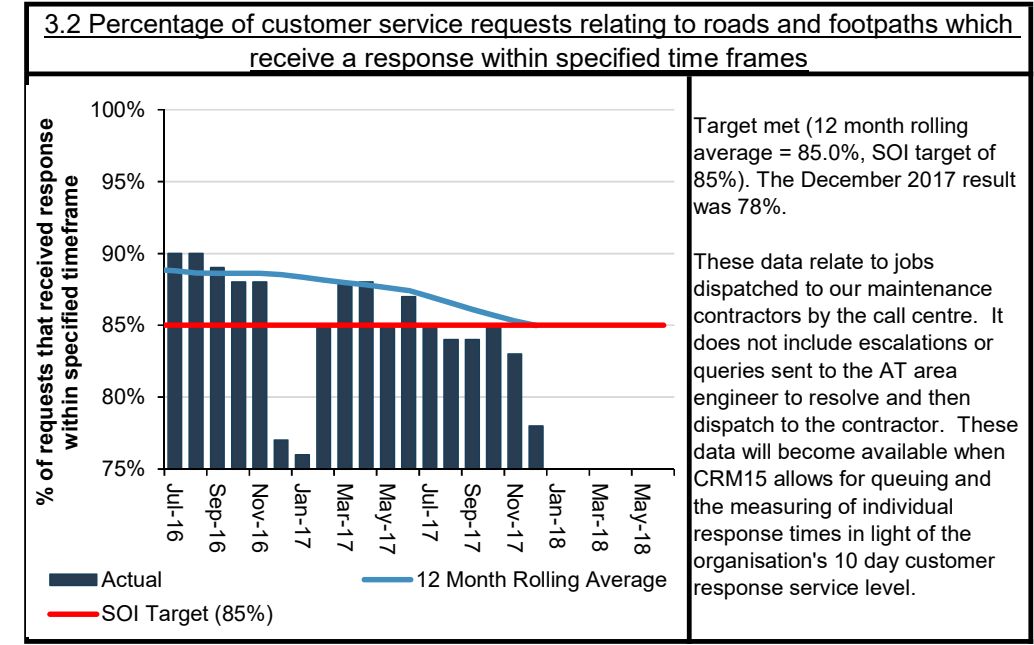
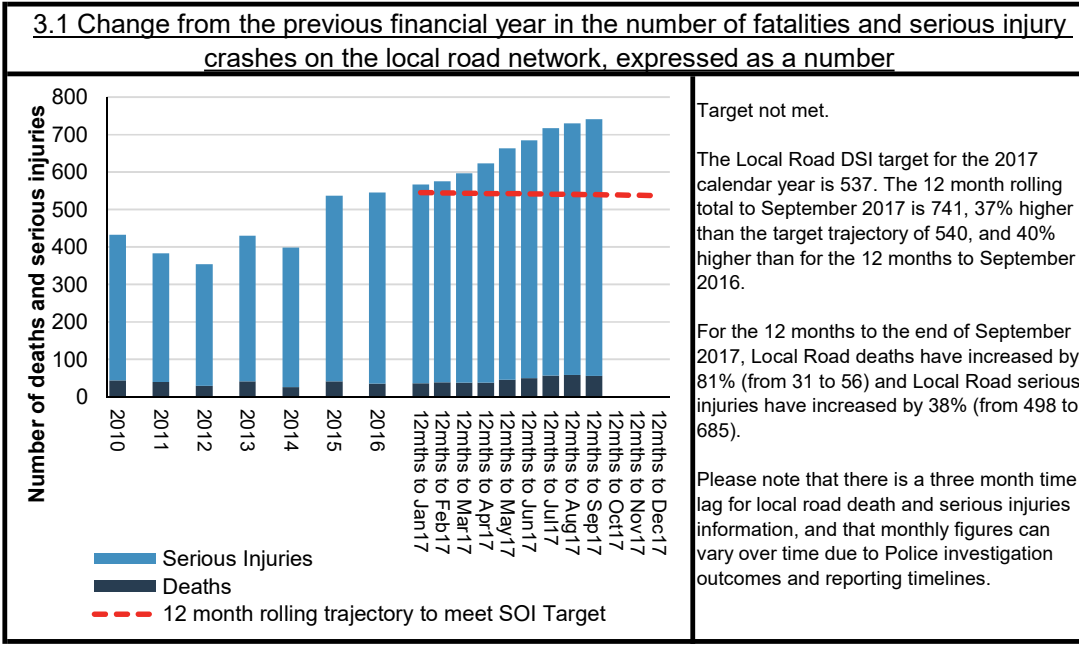
- 2.1 Prioritise rapid, high frequency public transport
- 2.2 Transform and elevate customer focus and experience
- 2.3 Build network optimisation and resilience
- 2.4 Ensure a sustainable funding model
- 2.5 Develop creative, adaptive, innovative implementation

3. DIA mandatory measures

4. AT monthly activity report

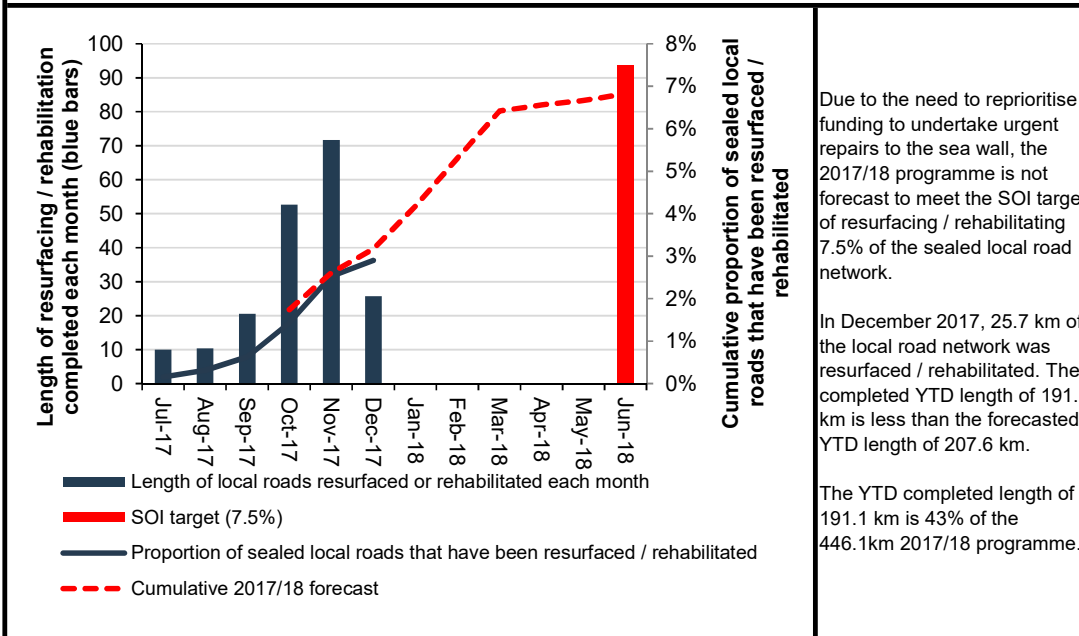
- 4.1 Public transport
- 4.2 Road operations and maintenance
- 4.3 Customer response

3. DIA mandatory measures

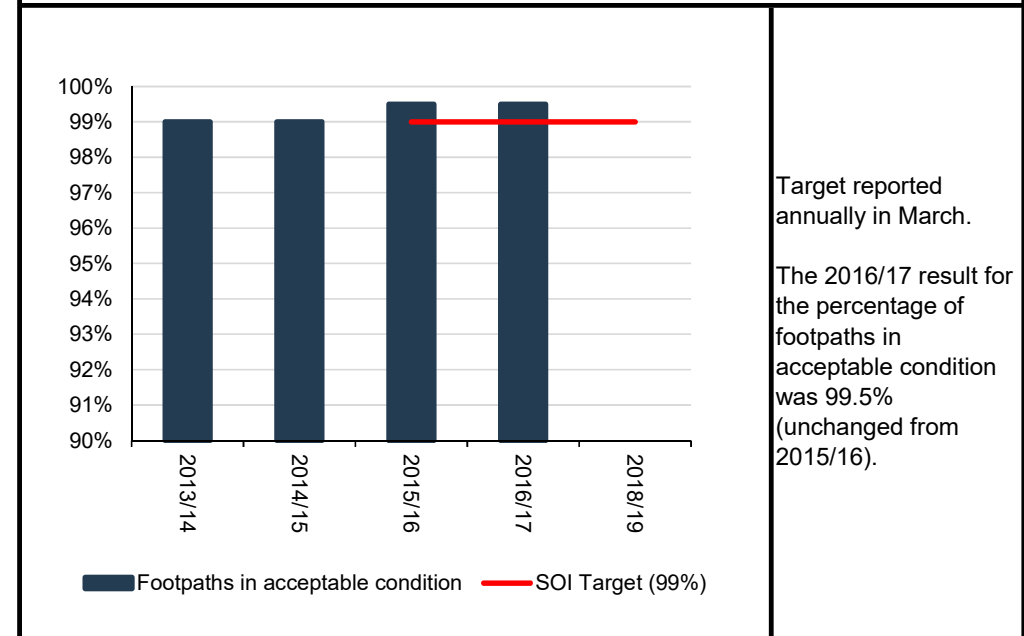


3. DIA mandatory measures

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



3.6 Percentage of footpaths in acceptable condition



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

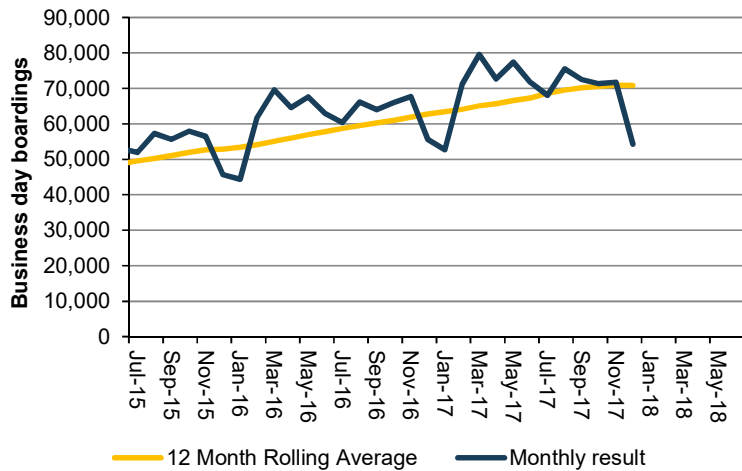
3. DIA mandatory measures

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

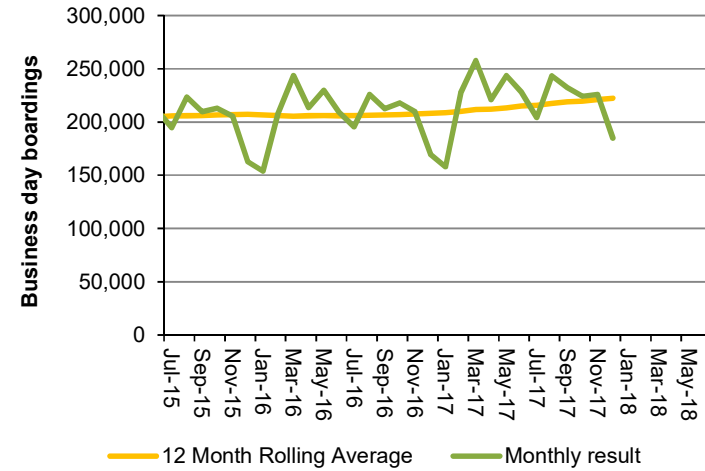
4.1.1 Rail business day average boardings



Business day boardings on the rail network averaged 70,843 in the 12 months to December 2017.

This represents a 12.9% increase on the December 2016 figure.

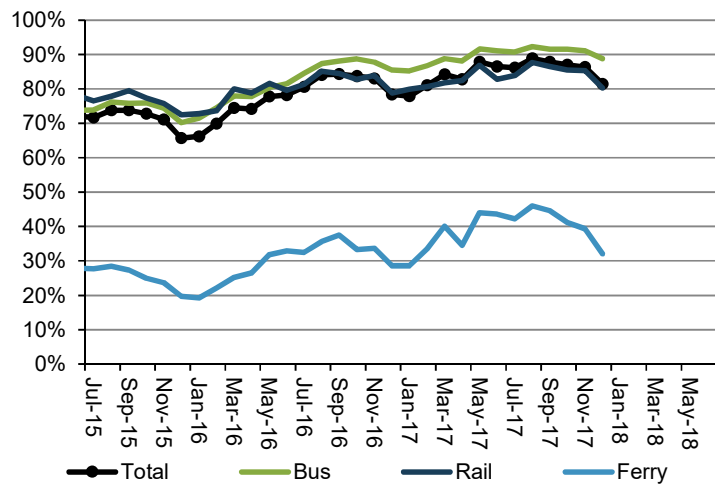
4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 222,400 in the 12 months to December 2017.

This represents a 6.8% increase on the December 2016 figure.

4.1.3 Percentage of all PT trips using AT HOP



The proportion of all trips using AT HOP was 81.5% in December 2017 (bus 88.8%, rail 80.3%, ferry 32.1%); down from 86.4% in November 2017.

4.1 AT monthly activity report – Public transport

4.1.4 Rail service performance

Train performance December 2017

Total Network

96.2% Punctuality*

(96.3% 12 month rolling average)
* Arrival within 5 minutes of schedule at final destination

98.2% Service Delivery*

(98.2% 12 month rolling average)
* Arrival at final destination

Western Line

95.7% Punctuality*

(96.4% 12 month rolling average)

98.7% Service Delivery*

(98.2% 12 month rolling average)

Eastern Line

97.1% Punctuality*

(96.9% 12 month rolling average)

97.9% Service Delivery*

(98.3% 12 month rolling average)

Southern Line

96.2% Punctuality*

(95.4% 12 month rolling average)

98.1% Service Delivery*

(97.8% 12 month rolling average)

Pukekohe Line

97.4% Punctuality*

(98.3% 12 month rolling average)

98.0% Service Delivery*

(98.6% 12 month rolling average)

Onehunga Line

94.7% Punctuality*

(95.3% 12 month rolling average)

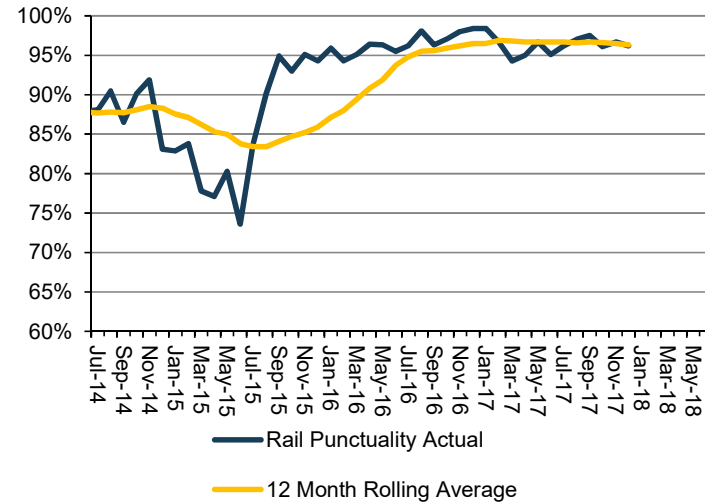
98.1% Service Delivery*

(98.5% 12 month rolling average)

For more information visit
www.ATmetro.co.nz or phone 09 366 6400



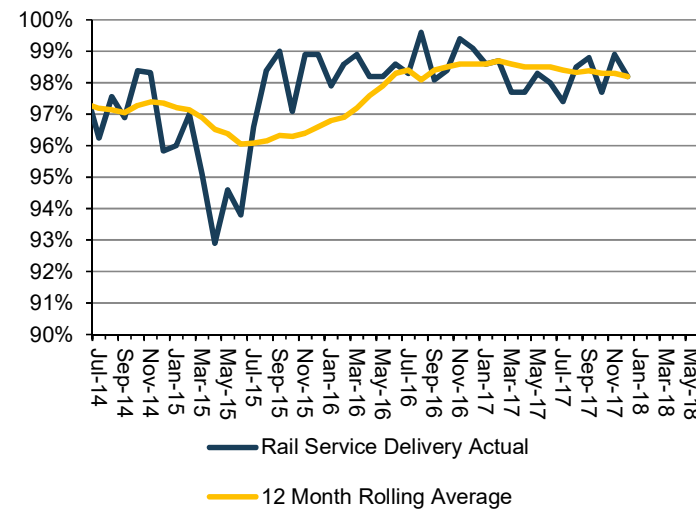
4.1.5 Rail punctuality (based on arrival at final destination)



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 December 2017 was 96.2% and 96.3% for the 12 months to December 2017.

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

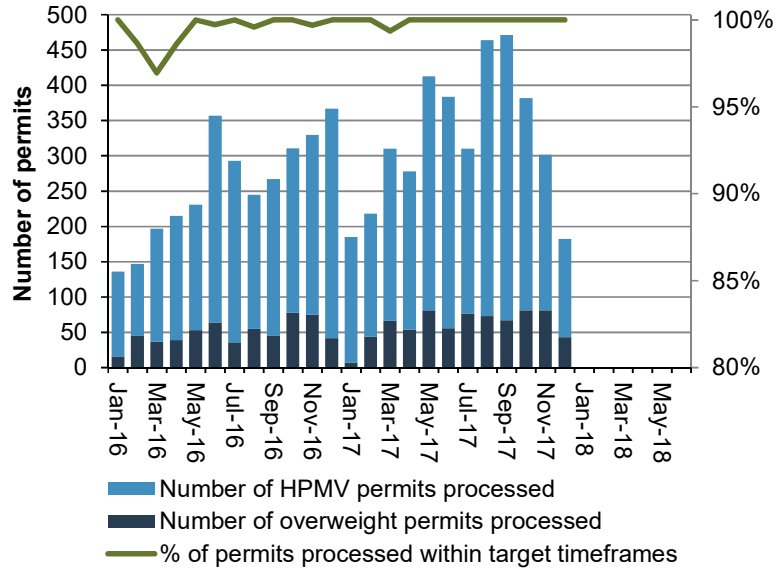


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of December 2017 was 98.2% and 98.2% for the 12 months to December 2017.

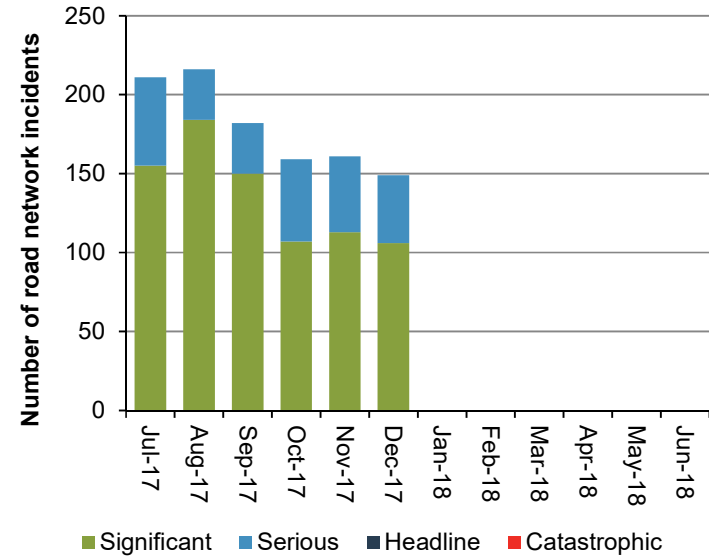
4.2 AT monthly activity report – Road operations and maintenance

4.2.1 Heavy vehicle permits processed (overweight + high productivity)



In December 2017, 43 Overweight permit applications and 139 HPMV permit applications were processed. 182 permits (100%) were processed within the KPI target 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



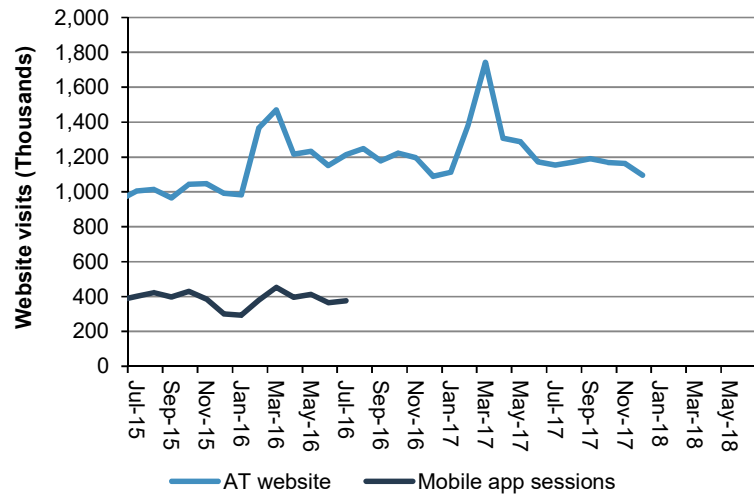
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

ATOC managed 106 significant and 43 serious incidents during December 2017.

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

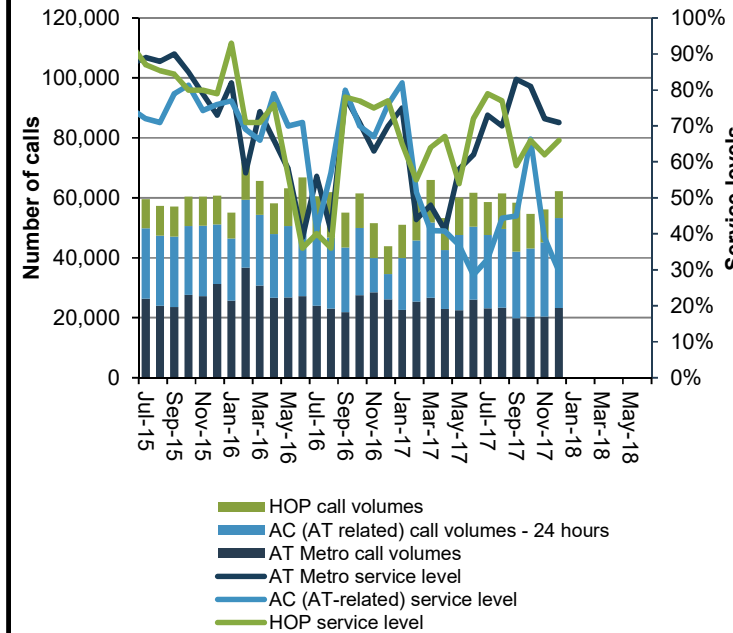
4.3.1 Website visits



There was a 6% decrease in visits to the Auckland Transport website in December 2017 (compared to November 2017).

Data for mobile app sessions up to August 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 increased 14% compared to November 2017, but decreased 11% compared to December 2016. The service level decreased one percentage point compared to November 2017.

AT Hop
Call volumes decreased 19% compared to November 2017. The service level increased by four percentage points compared to November 2017.

Auckland Council (AT-related calls) – 24 Hours
Call volumes increased by 21% compared to November 2017. The service level decreased by nine percentage points compared to November 2017.