Attachment 3

Auckland Transport Monthly Indicators Report 2017/18

June 2018

Auckland Transport
An Auckland Council Organisation

Table of Contents

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: 92,356,922	Page 9
	Total rail boardings (millions)	21.06 million	●	●	●	●	●	●	●	●	●	●	●	●	12 month rolling total: 20,150,664	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●	●	●	●	●	●	●	●	14.2% growth in RTN + FTN vs 4.4% growth in total boardings	Page 9
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	85%			●			●			●			●	June 2018 result: 91%	Page 11
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%			●			●			●			●	June 2018 result: 61%	Page 12
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%			●			●			●			●	June 2018 result: 56%	Page 12
	Percentage of residents satisfied with road safety in the Auckland region	60–65%			●			●			●			●	June 2018 result: 59%	Page 12
	PT punctuality (weighted average across all modes)	94%	●	●	●	●	●	●	●	●	●	●	●	●	YTD average: 96.5%	Page 13
	Local road deaths and serious injuries per 100 million vehicle kilometres travelled	4.9												●	2017/18 result: 8.4	Page 14
	Percentage of local board members satisfied with AT engagement	Reporting to local board: 60%						●							2017 result: 56%	Page 14
		Consultation with local board: 60%						●							2017 result: 42%	Page 14
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved	●	●	●	●	●	●	●	●	●	●	●	●	12 month rolling average: 65.0%	Page 20
	New cycleways added to regional cycle network	10 km	●	●	●	●	●	●	●	●	●	●	●	●	2017/18 new cycleways: 6.5 km	Page 24
	Annual number of cycling trips in designated areas in Auckland (all day)	1.8 million	●	●	●	●	●	●	●	●	●	●	●	●	2017/18 result: 1,807,040	Page 24
	Annual cycle movements in the Auckland city centre	1.863 million	●	●	●	●	●	●	●	●	●	●	●	●	2017/18 result: 1,845,430	Page 24
	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	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	2017/18 average travel times: SEART E - 12 mins SEART W - 11 mins Harris E - 13 mins Harris W - 11 mins GSR N - 11 mins GSR S - 12 mins Kaka E - 9 mins Kaka W - 7 mins Wairau W - 9 mins Wairau E - 9 mins	Pages 21–23

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%	●	●	●	●	●	●	●	●	●	●	●	●	June 2018 result: 45.2%	Page 25
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70–90%		●									●		2017/2018 rolling average: 82.9%	Page 26
	Number of car trips avoided through travel planning initiatives	20,240												●	2017/18 result: 27,962	Page 26
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%												●	2017/18 result: 48%	Page 26
	Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented	40%												●	2017/18 result: 69%	Page 26

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

▮ Data not available

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

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	●	●	●	●	●	●	●	●	●	●	●	●	2017 year end result: 690 12 month rolling total to March 2018: 668 Note: 3-month lag	Page 28
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●	●	●	●	●	●	●	●	●	●	12 month total: 82.5%	Page 28
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%									●				2017/18 result: 84%	Page 28
		Rural 91%									●				2017/18 result: 95%	Page 28
	Percentage of the sealed local road network that is resurfaced	7.5%	●	●	●	●	●	●	●	●	●	●	●	●	2017/18 result: 6.4%	Page 29
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%									●				2017/18 result: 99%	Page 29

[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

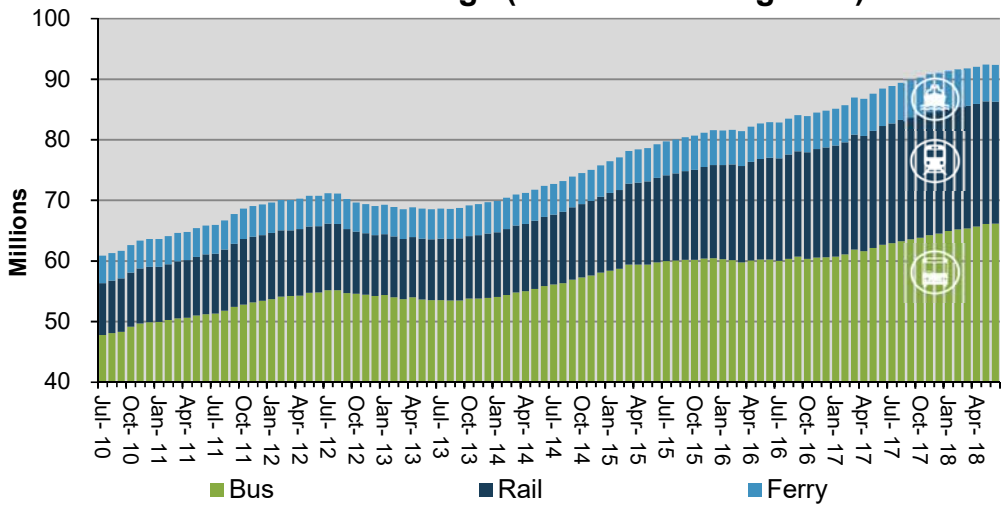
	June - 2017/18 Actual v SOI							
	Month				YTD			
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance
1. Bus Total:	**5,519,941**	**0.2%**	5,437,686	**1.5%**	**66,163,292**	**5.5%**	65,320,000	**1.3%**
2. Train (Rapid) Total:	**1,749,087**	**-2.3%**	**1,802,282**	**-3.0%**	**20,150,664**	**2.8%**	**21,060,000**	**-4.3%**
3. Ferry (Connector Local) Total:	**403,730**	**-6.9%**	466,255	**-13.4%**	**6,042,966**	**-1.7%**	6,630,000	**-8.9%**
Total Patronage	**7,672,758**	**-0.8%**	**7,706,224**	**-0.4%**	**92,356,922**	**4.4%**	**93,010,000**	**-0.7%**
Rapid and Frequent	**3,557,416**	**10.5%**	3,465,459	**2.7%**	**40,541,727**	**14.2%**	36,786,000	**10.2%**

	June - 2017/18								
	Month Patronage					YTD			
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	Previous Year	Change Prev Year	% Change Prev Year
1. Bus Total:	**5,519,941**	**5,506,778**	**13,163**	**0.2%**	**2.9%**	**66,163,292**	**62,697,533**	**3,465,759**	**5.5%**
- Busway (Rapid) Bus	456,307	440,664	15,643	3.5%		5,458,350	4,919,092	539,258	11.0%
- Frequent Bus	1,352,022	988,793	363,229	36.7%		14,932,713	10,998,863	3,933,850	35.8%
- Connector Local Targeted Bus	3,711,612	4,077,321	-365,709	-9.0%		45,772,229	46,779,578	-1,007,349	-2.2%
2. Train (Rapid) Total:	**1,749,087**	**1,790,756**	**-41,669**	**-2.3%**	**5.2%**	**20,150,664**	**19,595,151**	**555,513**	**2.8%**
- Western Line	563,380	649,190	-85,810	-13.2%		7,008,250	6,951,435	56,815	0.8%
- Eastern Line	564,639	480,882	83,758	17.4%		5,786,848	5,450,062	336,786	6.2%
- Onehunga Line	89,721	98,810	-9,090	-9.2%		1,120,976	1,138,293	-17,317	-1.5%
- Southern Line	494,275	527,331	-33,056	-6.3%		5,819,577	5,670,813	148,764	2.6%
- Pukekohe Line	37,071	34,543	2,529	7.3%		415,013	384,548	30,466	7.9%
3. Ferry (Connector Local) Total:	**403,730**	**433,842**	**-30,112**	**-6.9%**	**-5.6%**	**6,042,966**	**6,149,274**	**-106,308**	**-1.7%**
- Contract	106,373	111,988	-5,615	-5.0%		1,368,417	1,356,798	11,619	0.9%
- Exempt Services	297,357	321,854	-24,497	-7.6%		4,674,549	4,792,476	-117,927	-2.5%
Total Patronage	**7,672,758**	**7,731,376**	**-58,618**	**-0.8%**	**2.9%**	**92,356,922**	**88,441,958**	**3,914,964**	**4.4%**
Rapid and Frequent	3,557,416	3,220,213	337,203	10.5%		40,541,727	35,513,106	5,028,621	14.2%
Connector Local Targeted	4,115,342	4,511,163	-395,821	-8.8%		51,815,194	52,928,852	-1,113,658	-2.1%
Total Patronage	**7,672,758**	**7,731,376**	**-58,618**	**-0.8%**	**2.9%**	**92,356,922**	**88,441,958**	**3,914,964**	**4.4%**

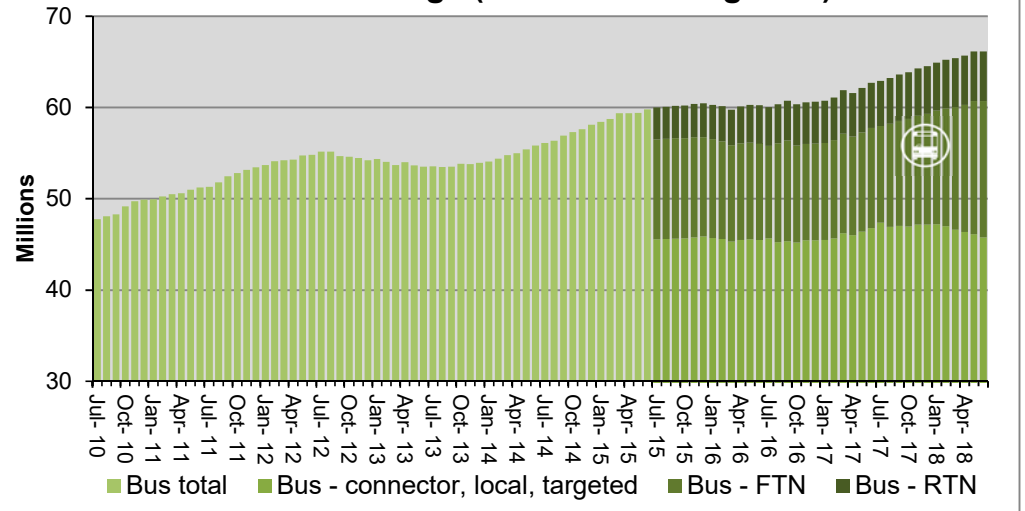
* Normalised % - Change is done at the mode level, as special events is not available at lower service layers.
* Train line split and train line transfers adjusted algorithm to reflect improved customer insights.

1.3 AT Metro Boardings breakdown

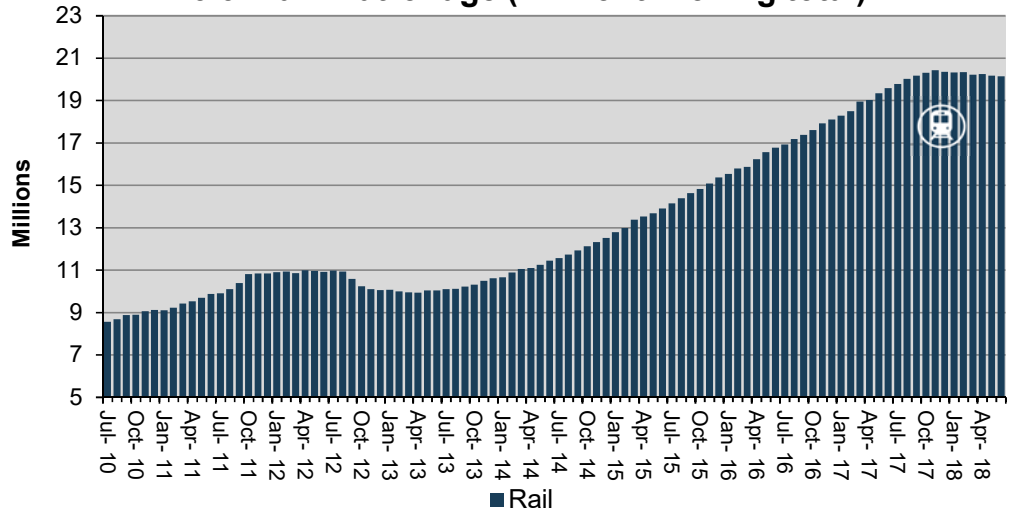
1.3.1 Total Patronage (12 month rolling total)



1.3.2 Bus Patronage (12 month rolling total)



1.3.3 Train Patronage (12 month rolling total)



1.3.4 Ferry Patronage (12 month rolling total)

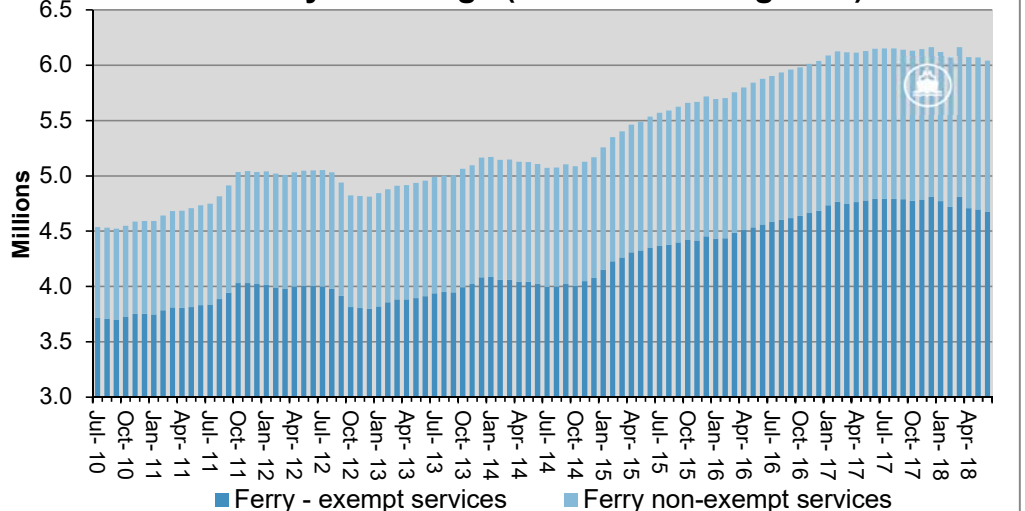
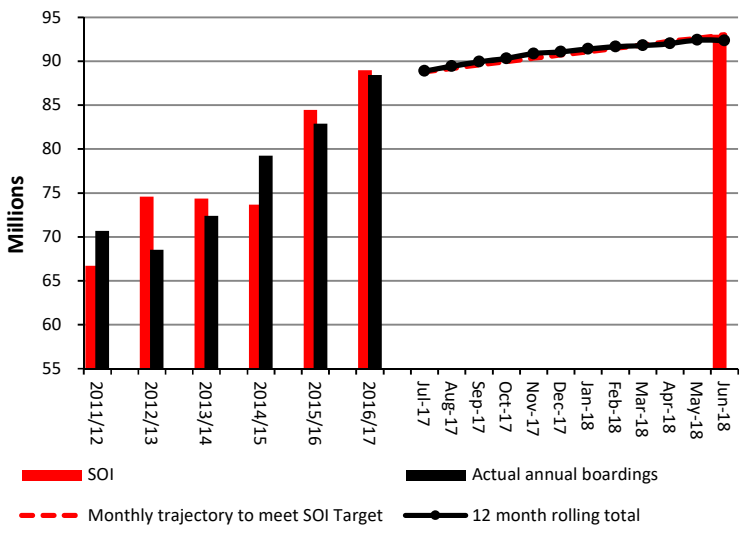


Table of Contents

2.1 Prioritise rapid, high frequency public transport

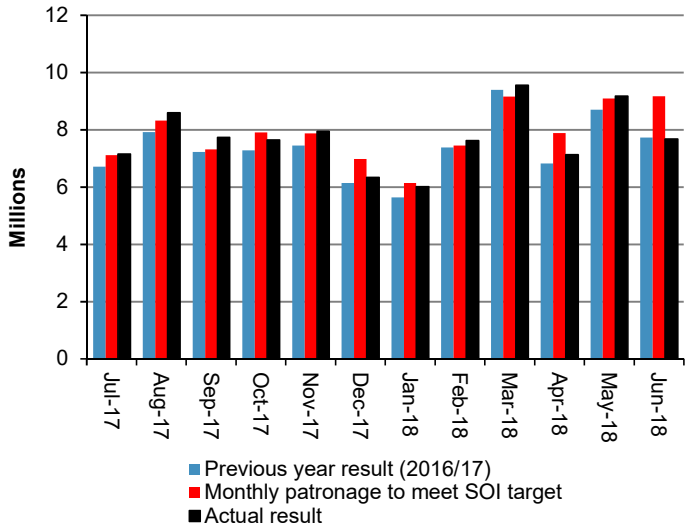
2.1.1 Total public transport boardings (millions)



Target met.

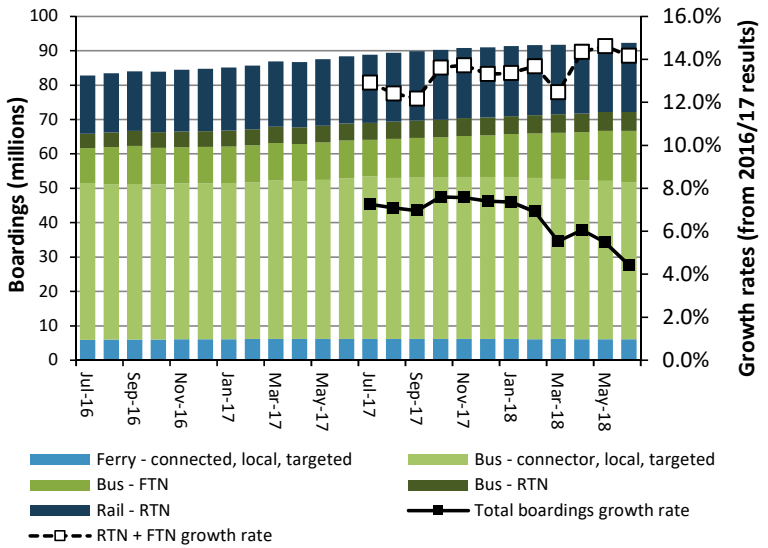
PT patronage totalled 92,356,922 passenger boardings for the 12 months to June 2018, a decrease of 0.2% on the 12 months to May 2018 but an increase of 4.4% on the 12 months to June 2017.

2.1.2 Monthly public transport boardings (millions)



June 2018 monthly patronage was 7,672,758, a decrease of 0.8% (58,618) on June 2017. The normalised change is an increase of ~2.9% 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



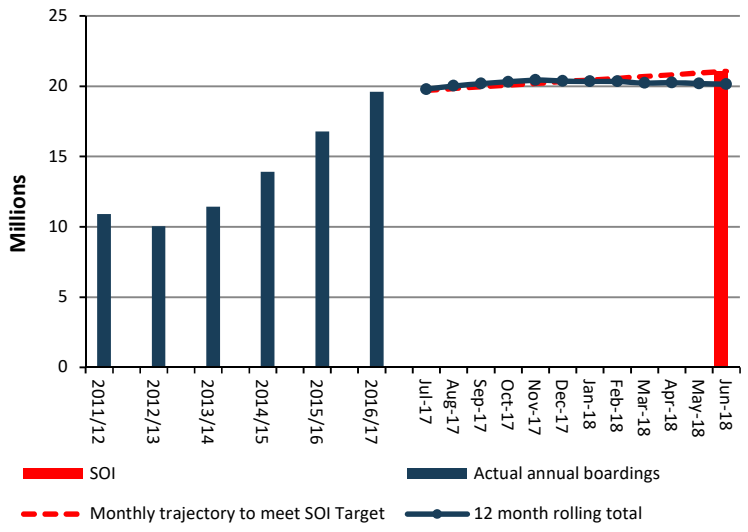
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

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 June 2018 compared to the 12 month rolling total to June 2017.

RTN + FTN patronage increased by 14.2% for the 12 months to June 2018, a faster rate than total patronage, which increased by 4.4%.

2.1 Prioritise rapid, high frequency public transport

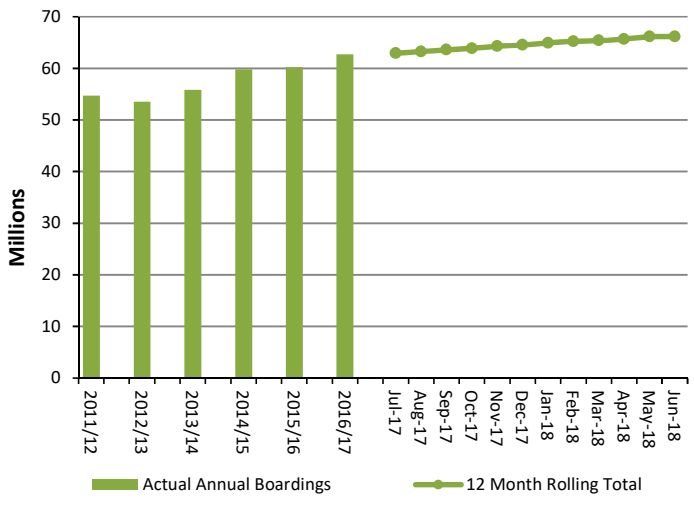
2.1.4 Rail boardings (12 month rolling total)



Target not met.

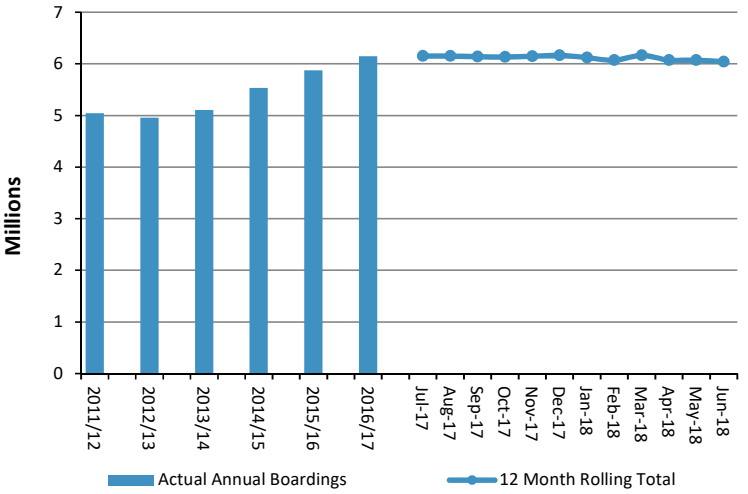
Rail patronage totalled 20,150,664 passenger boardings for the 12 months to June 2018, a decrease of 0.8% on the 12 months to May 2018 but an increase of 2.8% on the 12 months to June 2017.

2.1.5 Bus boardings (12 month rolling total)



Bus patronage totalled 66,163,292 passenger boardings for the 12 months to June 2018, unchanged compared to the 12 months to May 2018 but an inrease of 5.5% on the 12 months to June 2017.

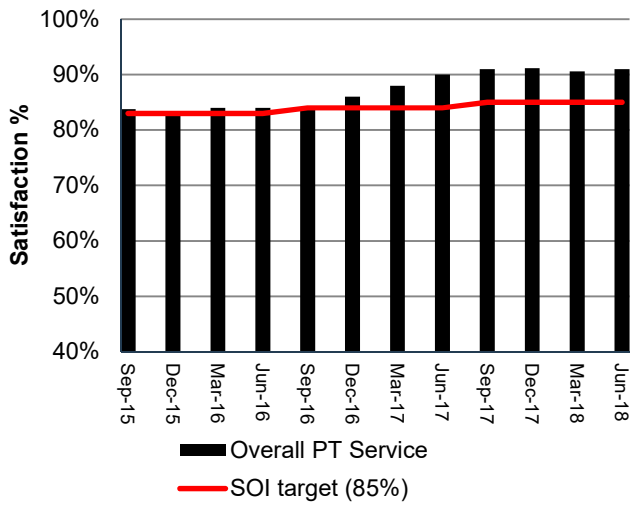
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,042,966 passenger boardings for the 12 months to June 2018, a decrease of 0.5% on the 12 months to May 2018, and a decrease of 1.7% on the 12 months to June 2017.

2.2 Transform and elevate customer focus and experience

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

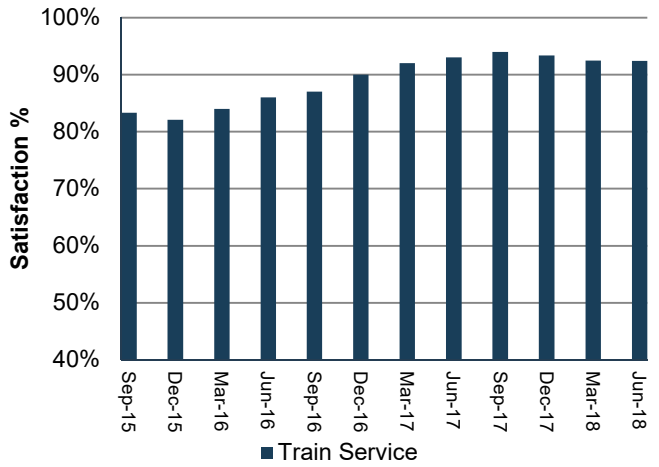


Target exceeded.

In June 2018, overall satisfaction with public transport services (91%) was unchanged compared with the March 2018 result (91%).

Satisfaction was up one percentage point compared with the June 2017 result.

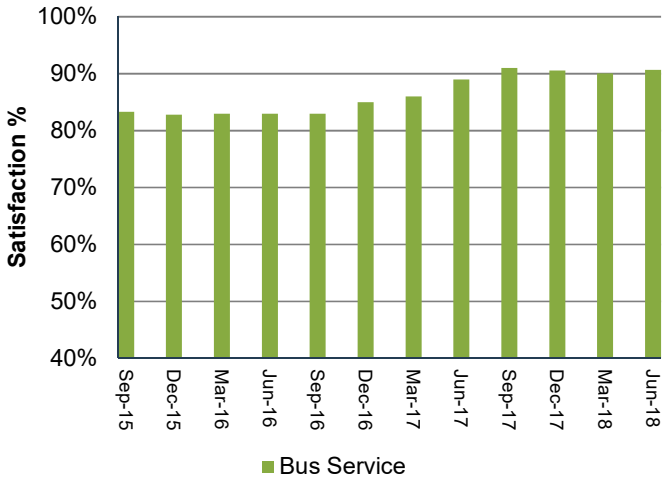
2.2.2 Percentage of passengers satisfied with their train service



In June 2018, satisfaction with train services (92%) was unchanged compared with the March 2018 result (92%).

Satisfaction was down one percentage point compared with the June 2017 result.

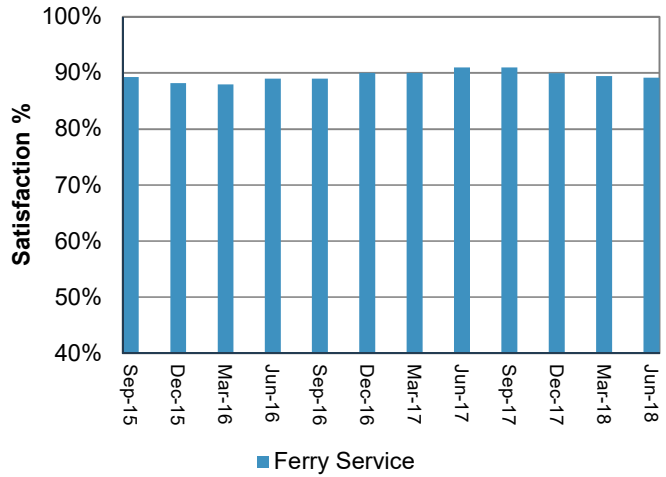
2.2.3 Percentage of passengers satisfied with their bus service



In June 2018, satisfaction with bus services (91%) was up one percentage point compared with the March 2018 result (90%).

Satisfaction was up two percentage points compared with the June 2017 result.

2.2.4 Percentage of passengers satisfied with their ferry service

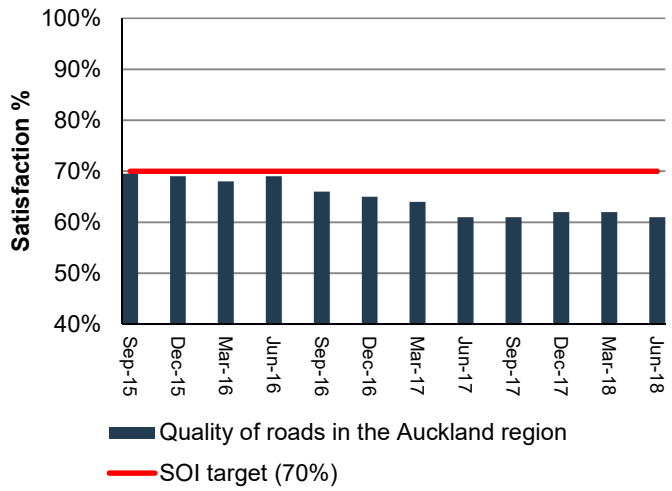


In June 2018, satisfaction with ferry services (89%) was unchanged compared with the March 2018 result (89%).

Satisfaction was down two percentage points compared with the June 2017 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

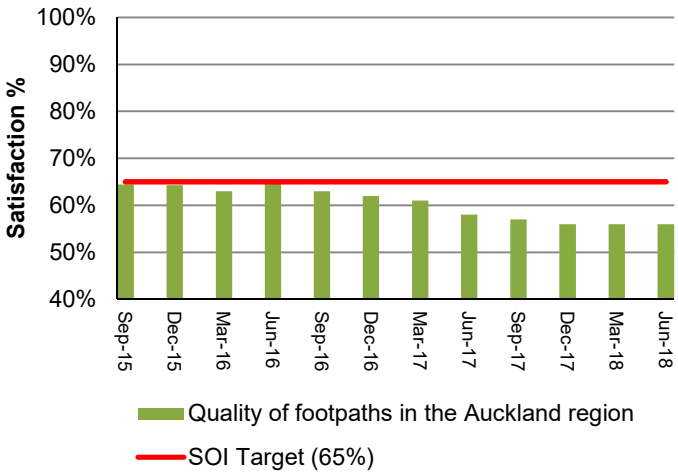


Target not met.

In June 2018, satisfaction with the quality of roads in Auckland (61%) was down one percentage point compared with the March 2018 result (62%).

Satisfaction was unchanged compared with the June 2017 result.

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

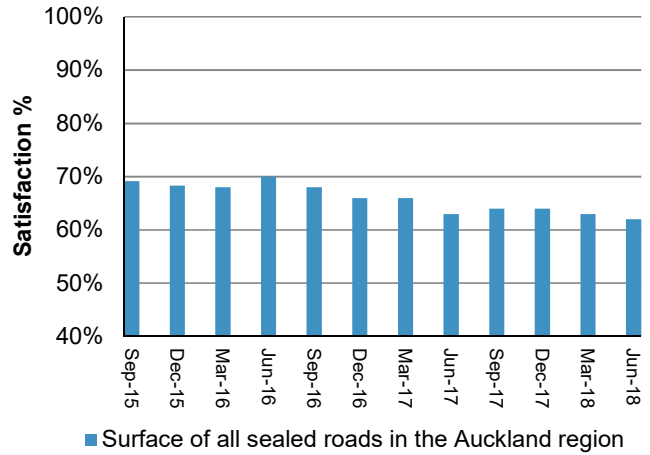


Target not met.

In June 2018, satisfaction with the quality of footpaths in Auckland (56%) was unchanged compared with the March 2018 result (56%).

Satisfaction was down two percentage points compared with the June 2017 result.

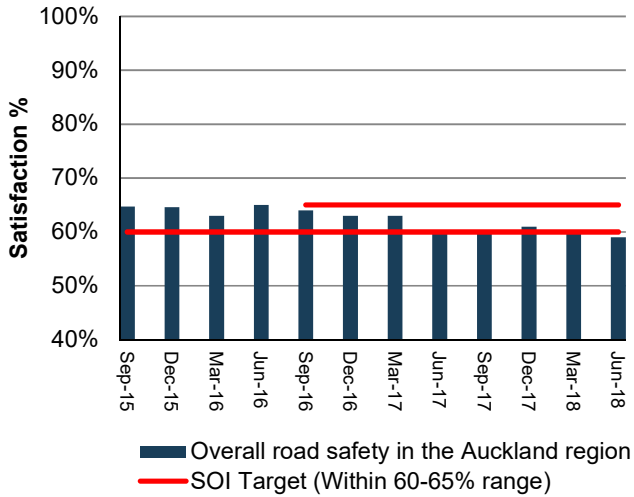
2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In June 2018, satisfaction with the surface of all sealed roads in Auckland (62%) was down one percentage point compared with the March 2018 result (63%).

Satisfaction was down one percentage point compared with the June 2017 result.

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



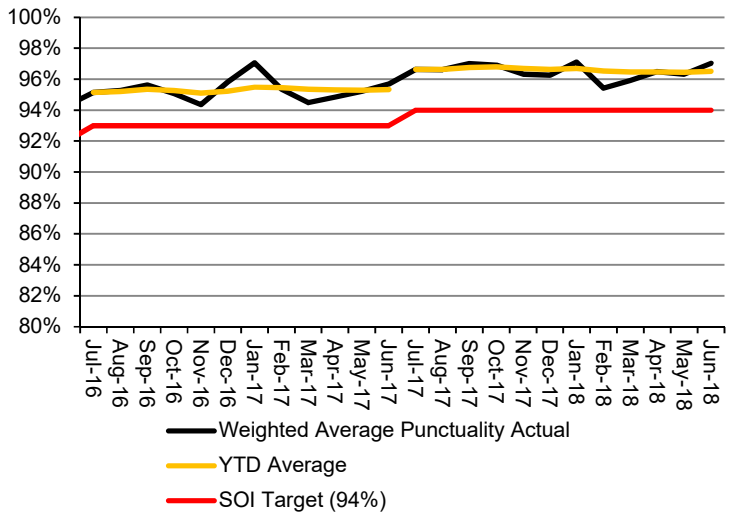
Target not met.

In June 2018, satisfaction with road safety in Auckland (59%) was down one percentage point compared with the March 2018 result (60%).

Satisfaction was down one percentage point compared with the June 2017 result.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

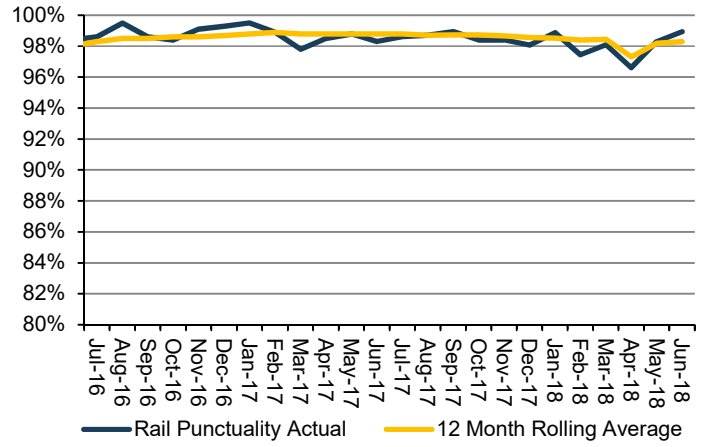


Target exceeded (YTD average to June 2018 = 96.5%; SOI target 94%).

PT weighted average punctuality for the month of June 2018 was 97.0%.

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

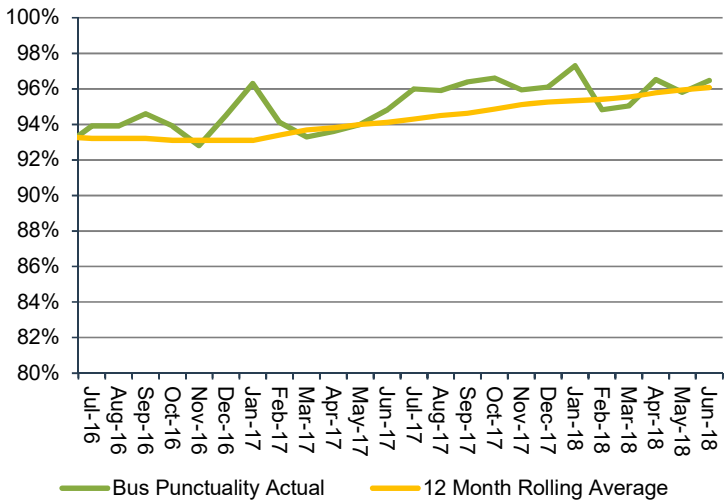
2.2.10 Rail services punctuality



Rail service punctuality in June 2018 was 98.9%, and 98.3% for the 12 months to June 2018.

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

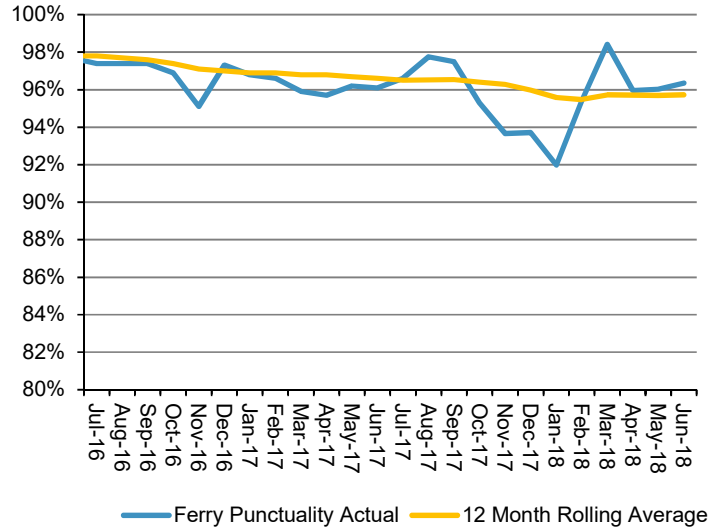


Bus service punctuality in June 2018 was 96.5%, and 96.1% for the 12 months to June 2018.

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

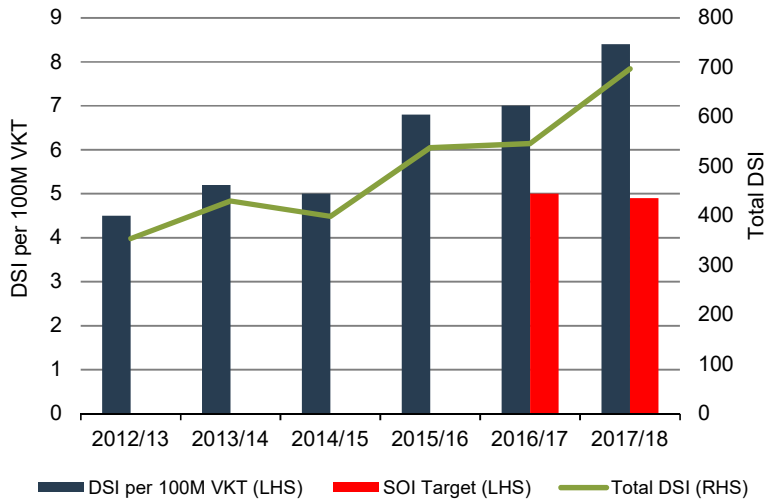


Ferry service punctuality in June 2018 was 96.4% and 95.7% for the 12 months to June 2018.

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)

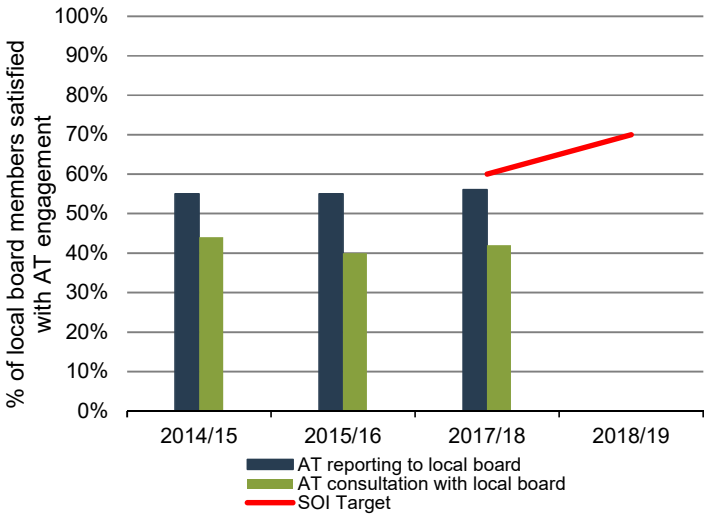


Target not met.

The Local Road DSI per 100 million VKT on local roads for the 2017 calendar year was 8.4. This is 3.5 more than the 2017/18 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



Non-reporting period.

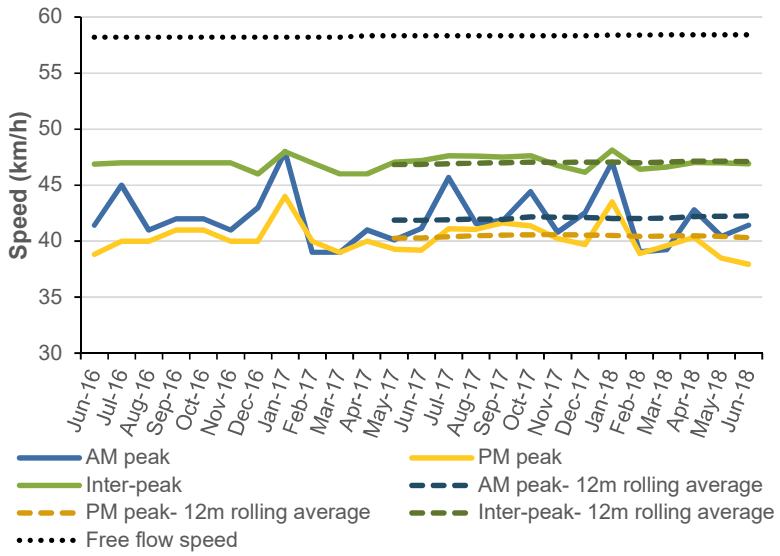
Local board satisfaction was 56% for AT reporting to local board, and 42% for AT consultation with local board in 2017/18.

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

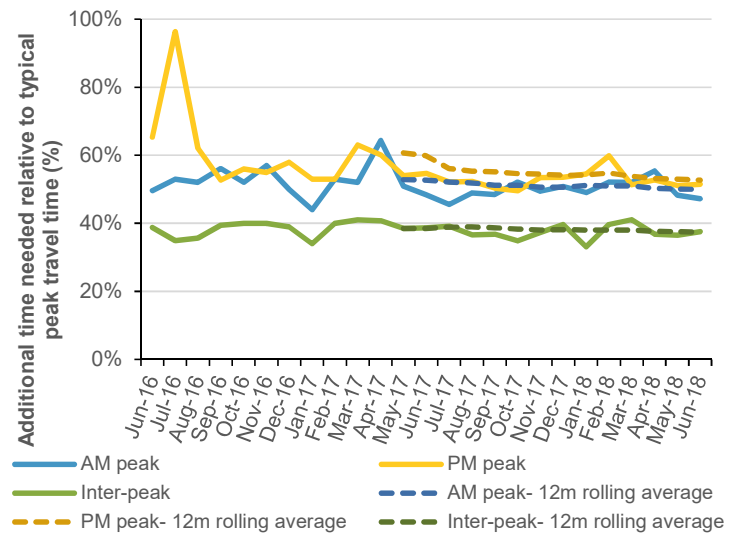
2.3.1 Median travel speed across arterial and motorway network



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 58.4 km/hr has been provided as a comparator.

During June 2018, the median travel speed during the AM peak was 41 km/hr, compared to 40 km/hr in May 2018 and a 12 month rolling average of 42.2 km/hr.

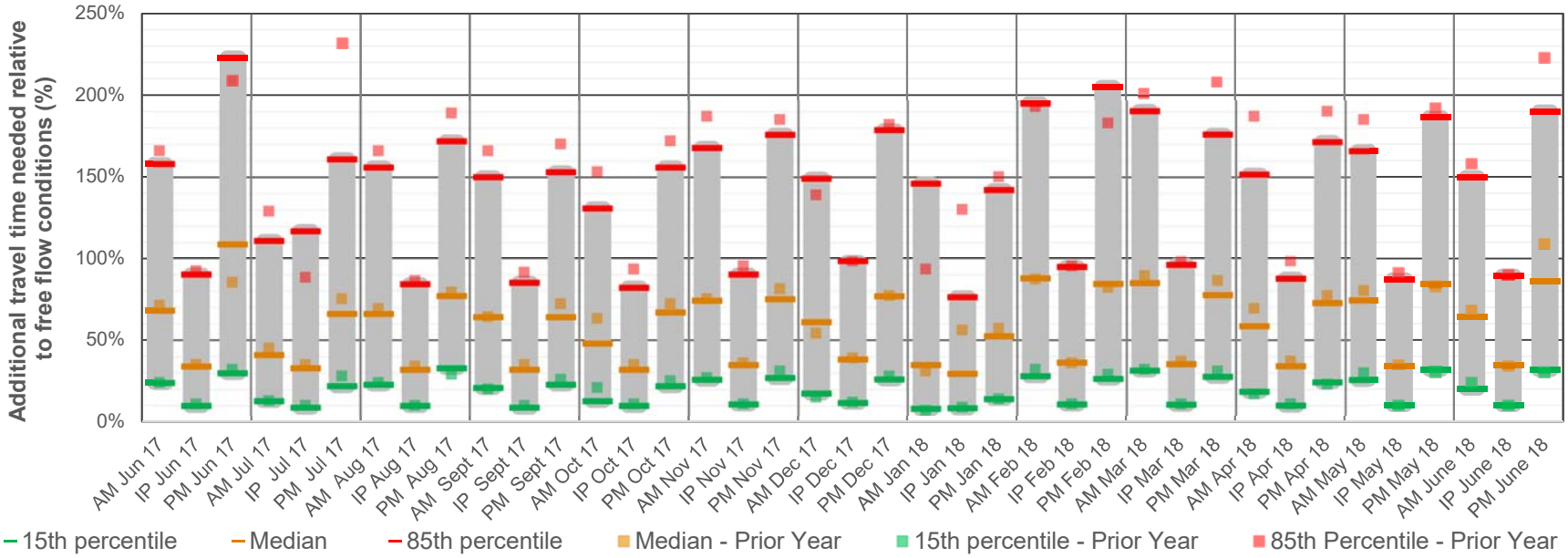
2.3.2 Reliability: additional travel time needed relative to typical travel time



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 June 2018 AM peak, the 85th percentile was 47% longer than the typical travel time. Therefore, if a typical AM peak journey took 20 minutes, a motorist would need to allow an additional 9.4 minutes, for a total of 29.4 minutes, to be 85% certain of arriving on time.

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



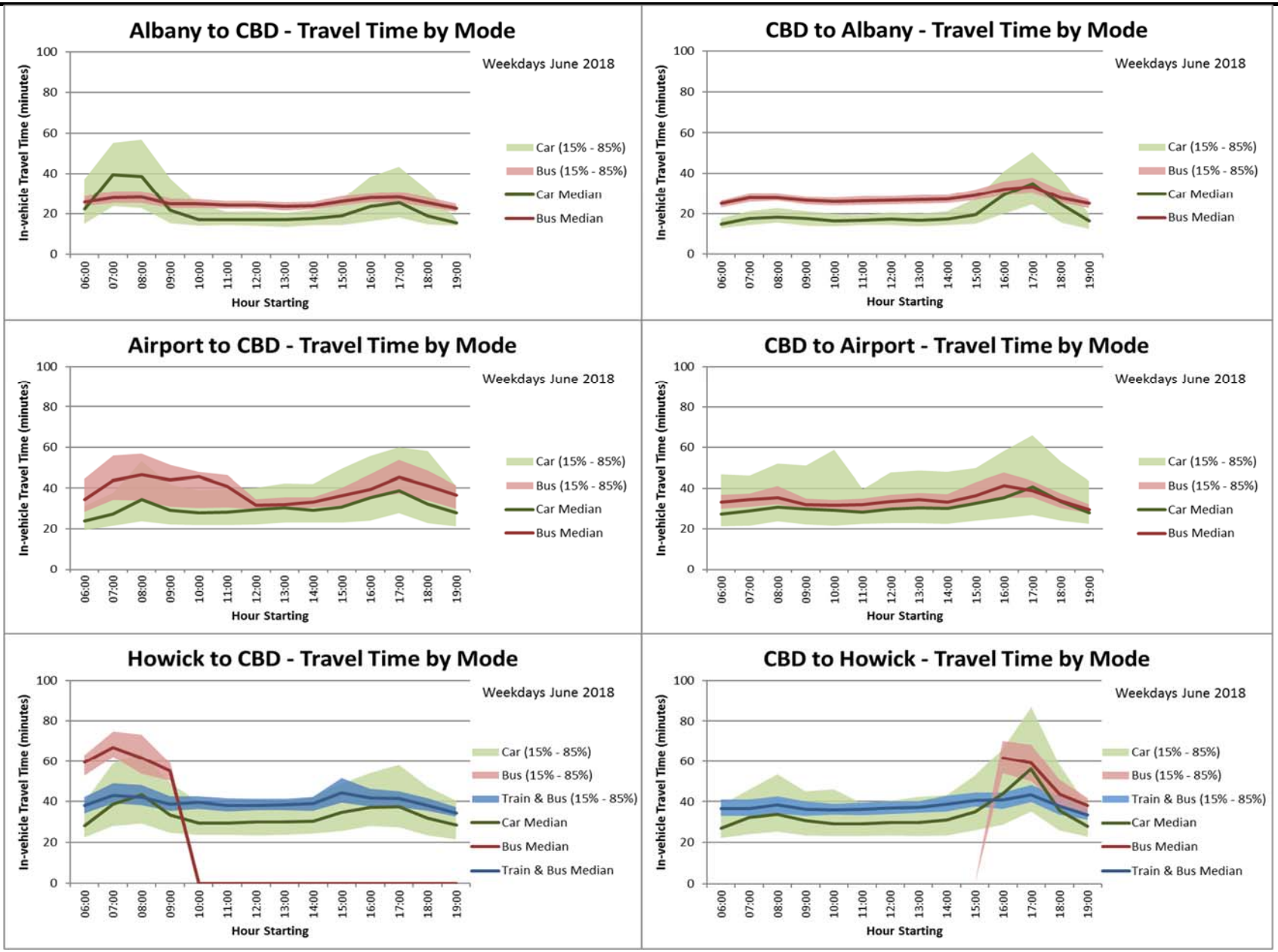
This figure shows AM peak, inter-peak and PM peak travel times for the 15th percentile, typical (median) and 85th percentile* trips on the combined arterial and motorway network, relative to free flow conditions.

During the June 2018 AM peak, the 15th percentile delay was 20%, typical delay was 64% while the 85th percentile delay was 150%.

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

2.3 Build network optimisation and resilience

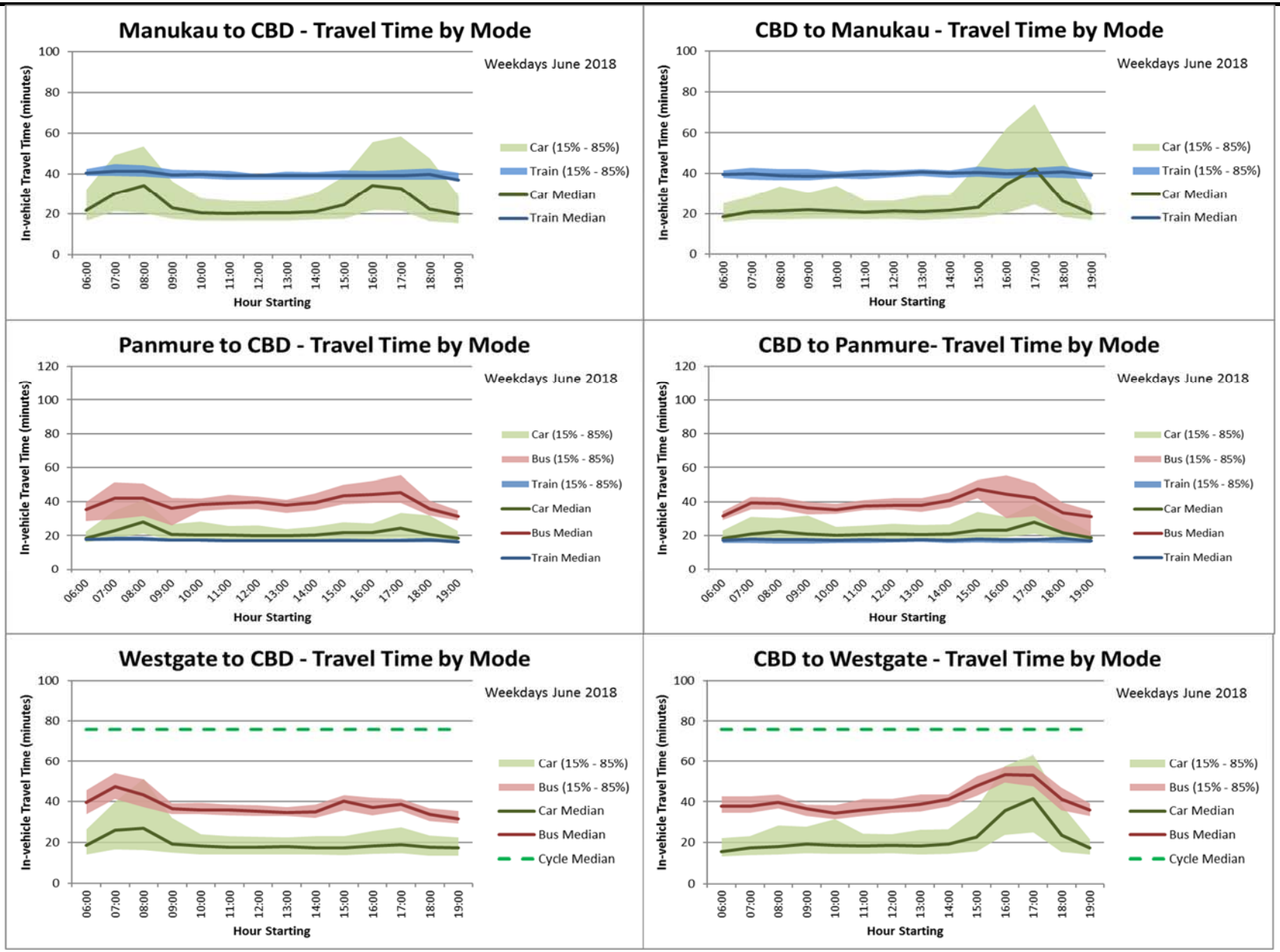
The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.



Note: Due to the changes of the New Eastern Bus Network, only Express Buses are servicing directly between Howick and CBD which operate during peak hours only.

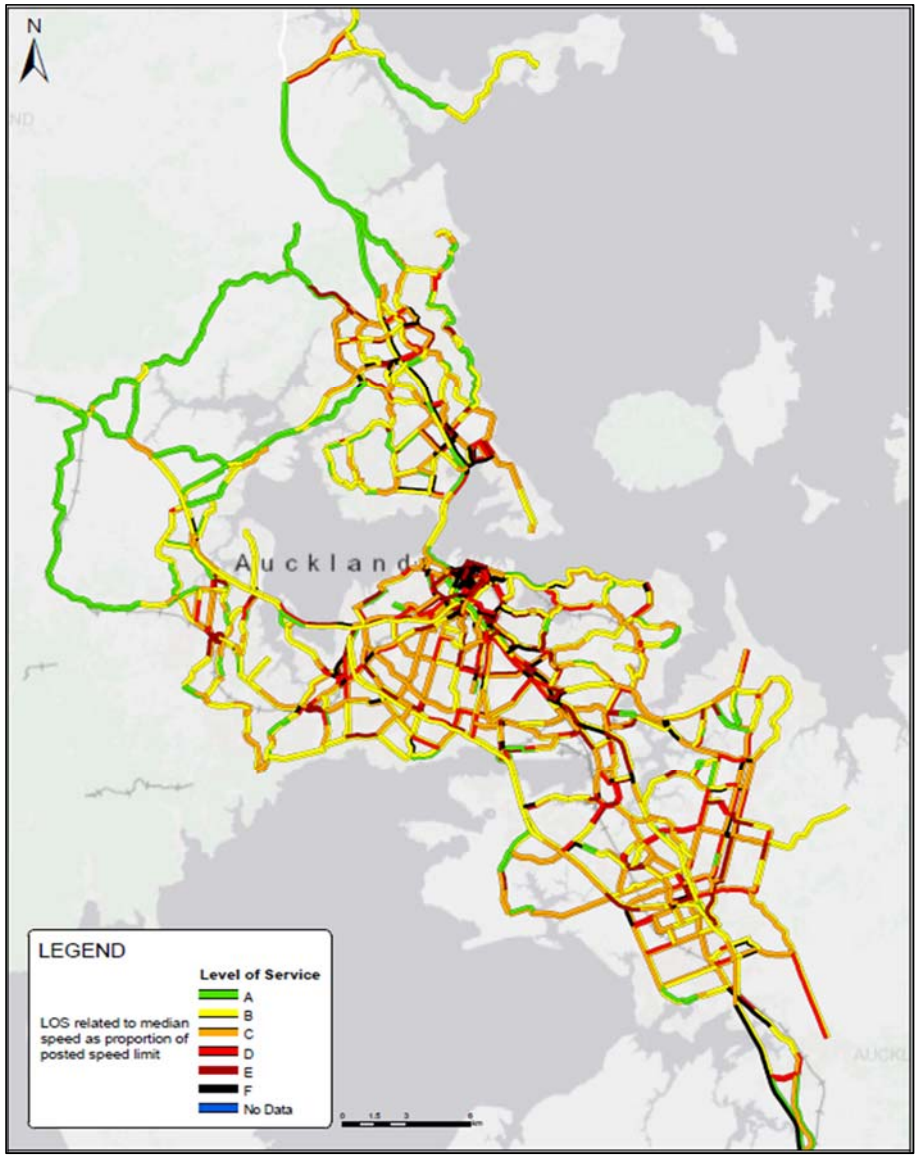
2.3 Build network optimisation and resilience

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.



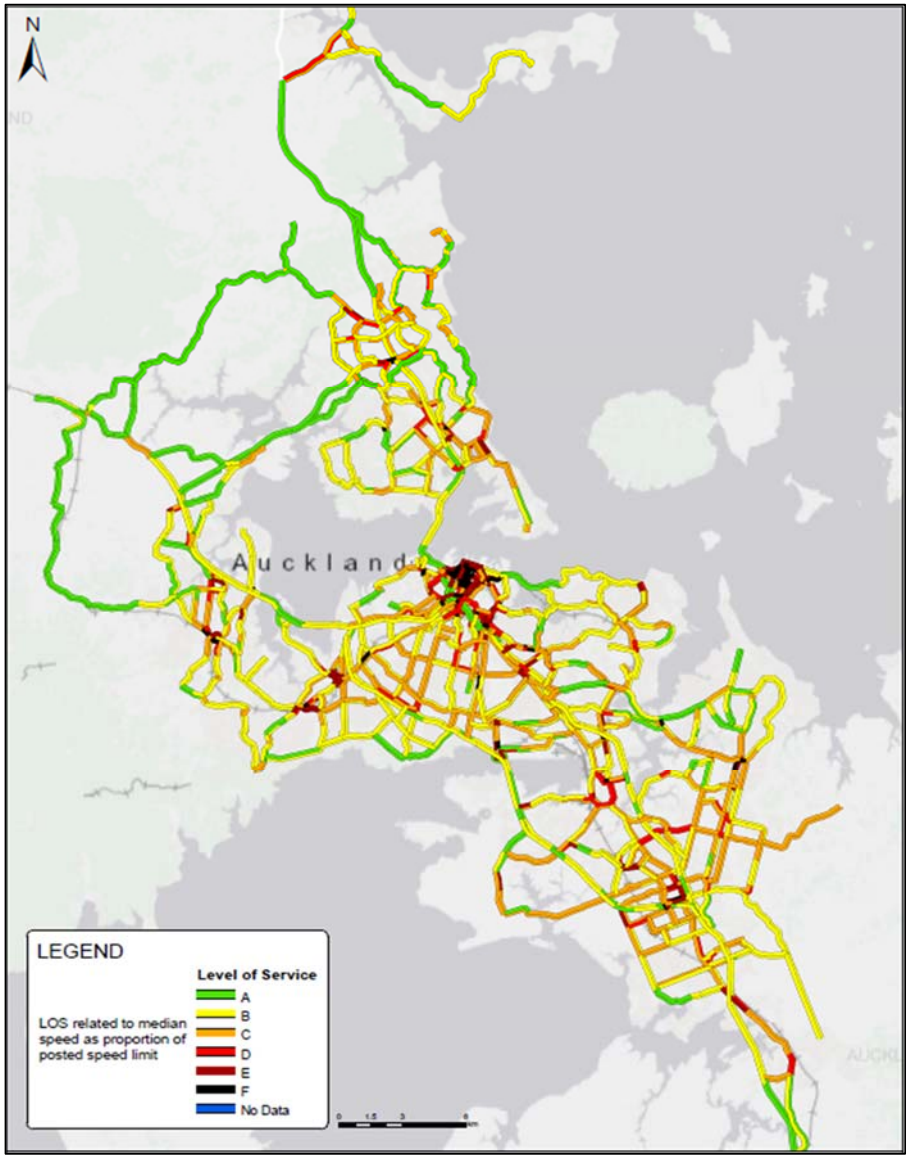
2.3 Build network optimisation and resilience

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 June 2018. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

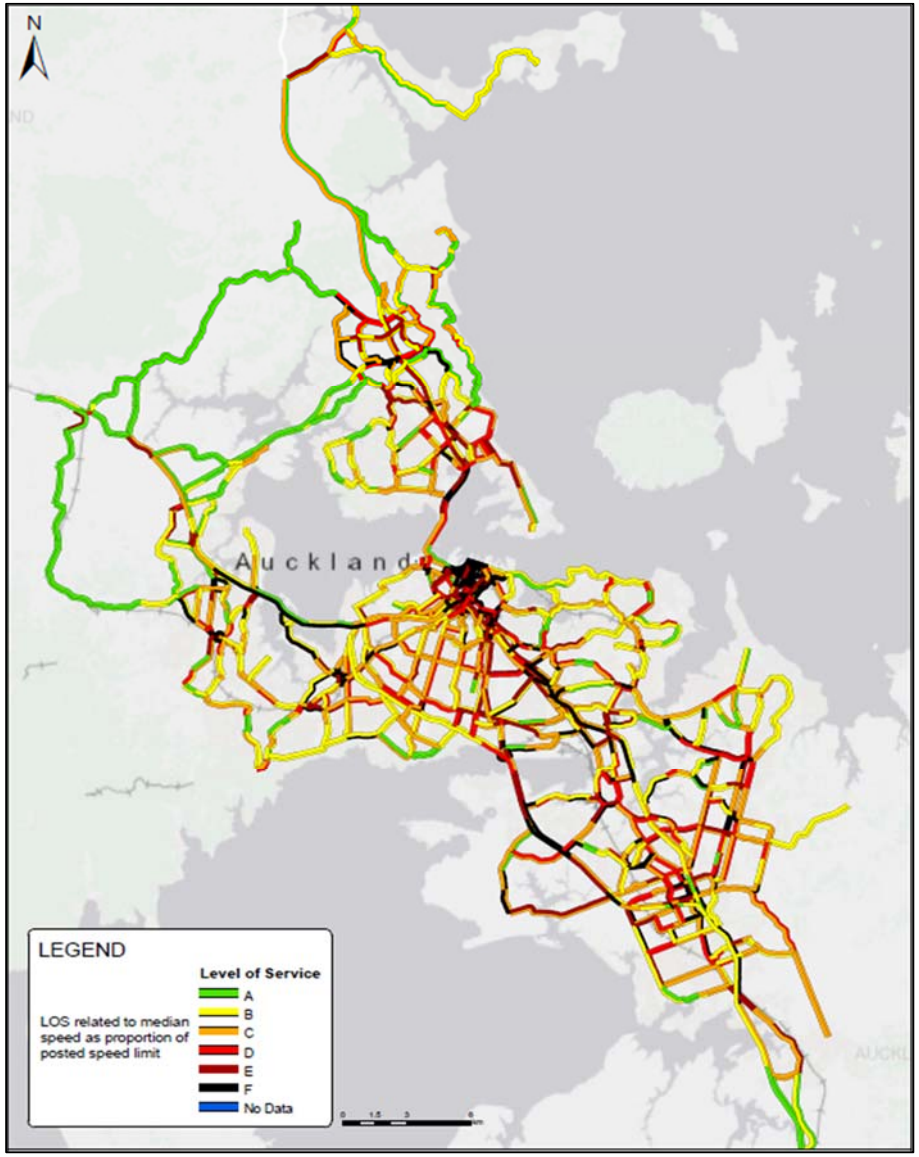
2.3.5 Congestion map inter-peak



This map shows the typical level of service across the arterial and motorway networks during the inter-peak period (9 am–4 pm) for June 2018. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

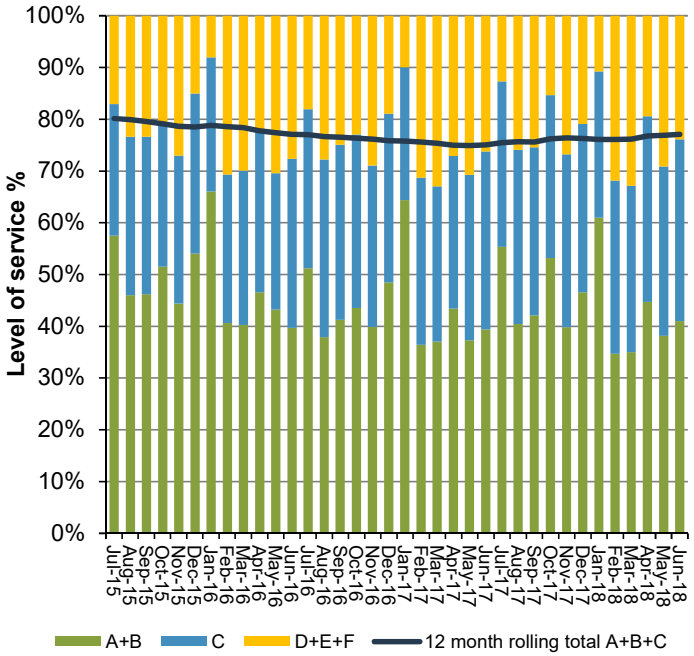
2.3 Build network optimisation and resilience

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 June 2018. 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 June 2018, 76% of the network operated at good levels of service (LOS A-C). This is five percentage points higher (better) than last month, related to lighter traffic conditions on the network. Congestion levels were two percentage points better than June 2017.

In the 12 months to June 2018, 77% of the network was operating efficiently (LOS A – C) during the AM Peak.

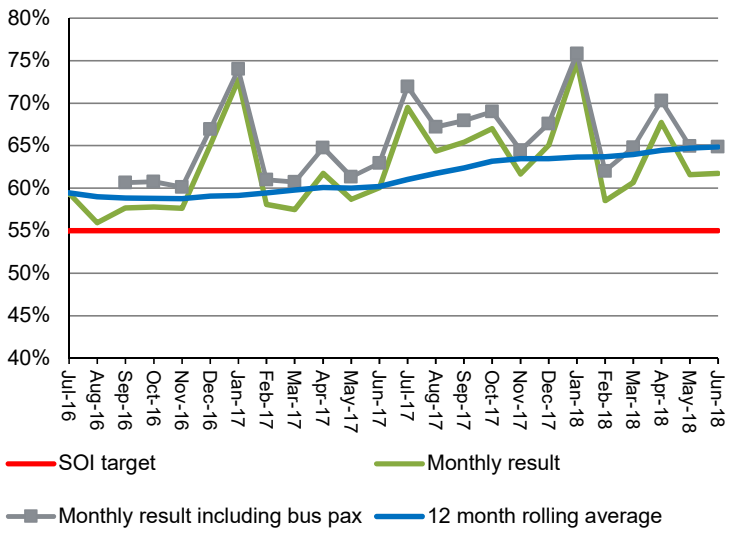
Arterial road level of service is measured by median speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

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



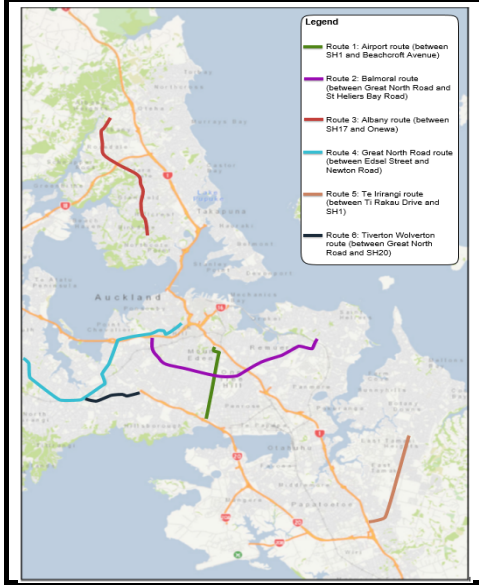
Target exceeded.

12 month rolling average in June 2018 = 65% (SOI target 55%).

This result was unchanged compared with May 2018 as productivity for all routes has remained similar. The productivity is 5% higher compared with June 2017, primarily due to improved operations related to the introduction of the Waterview connection.

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

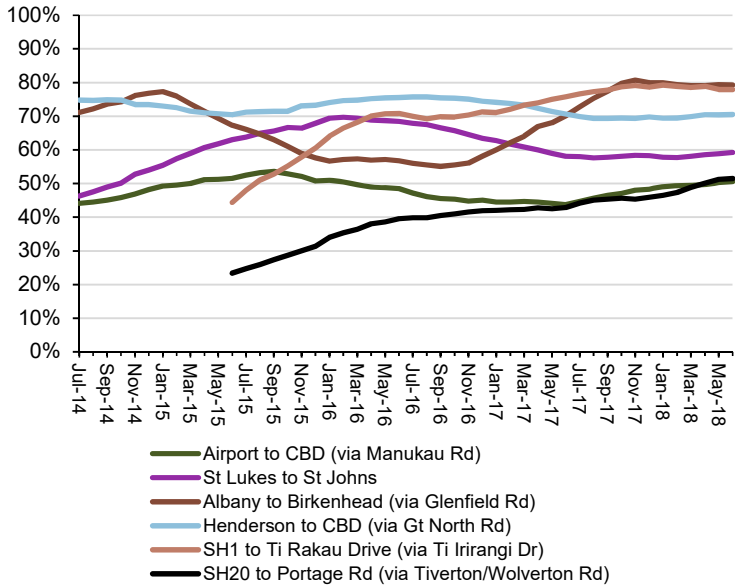
2.3.9 Map showing arterial productivity routes



Legend

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

2.3.10 Arterial productivity - 12 month rolling average for each route

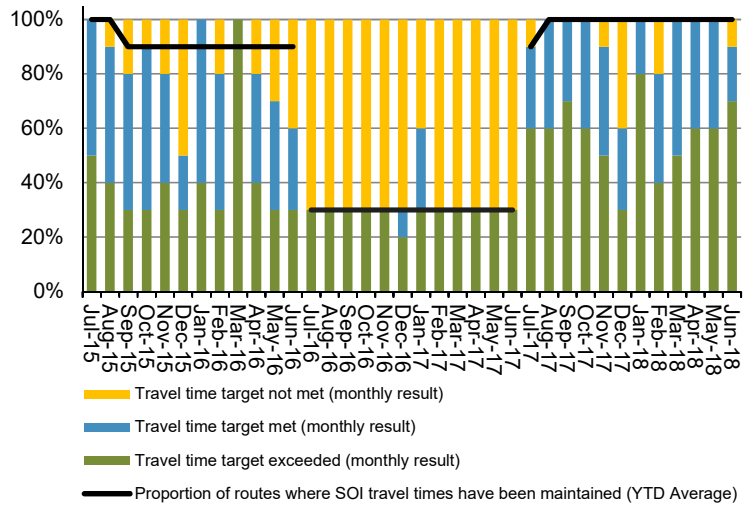


This figure illustrates the 12 month rolling average productivity results (based on private vehicles only) for each of the routes that make up the SOI measure provided in figure 2.3.8.

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

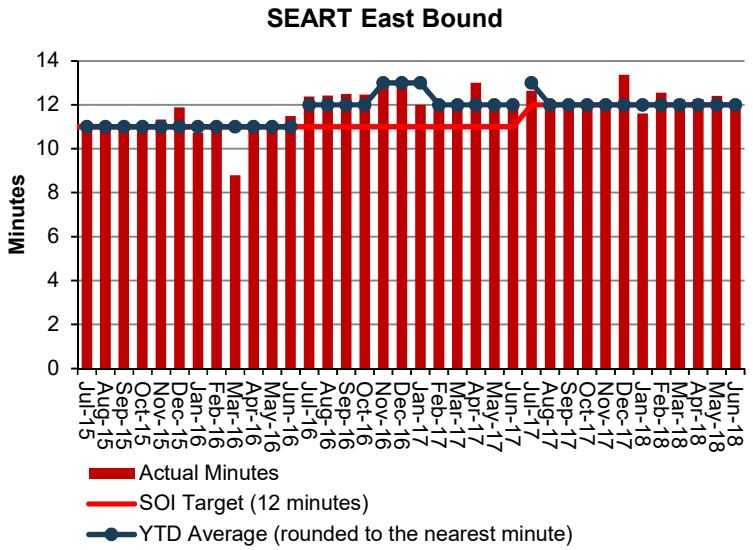


In June 2018, nine of the ten freight routes met target with seven routes exceeding target levels. Year end averages for all routes met or exceeded target. All freight routes have been performing effectively at LOS C or better.

* 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

2.3.13 SEART (from Sylvia Park to East Tamaki)

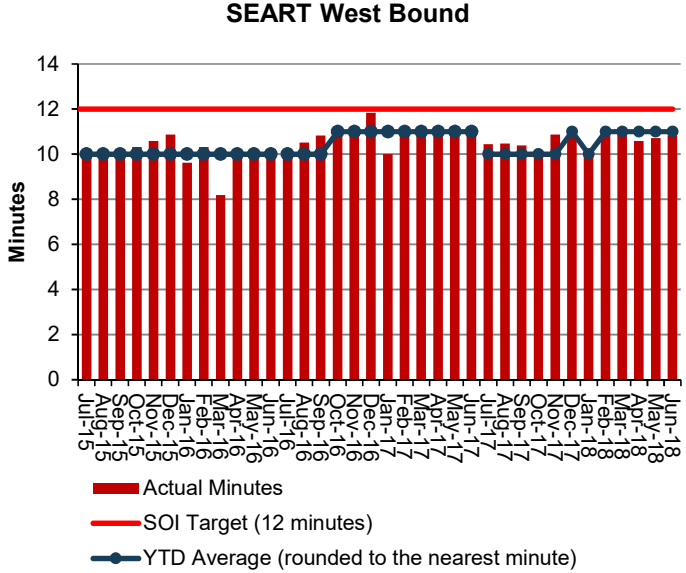


Target met in June 2018.

Target met for YTD June 2018.

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)

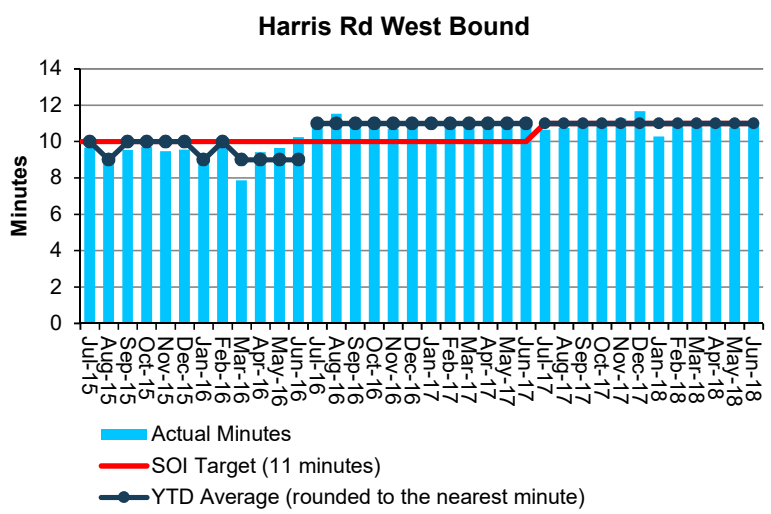


Target exceeded by one minute in June 2018.

Target exceeded for YTD June 2018.

2.3 Build network optimisation and resilience

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

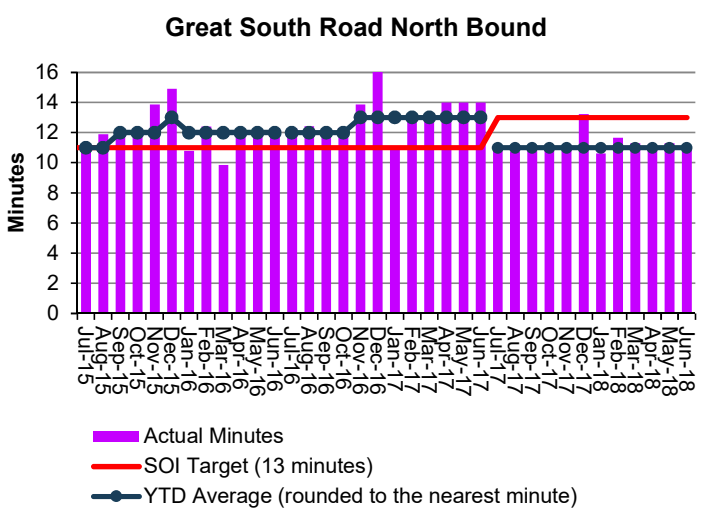


Target met in June 2018.

Target met for YTD June 2018.

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)

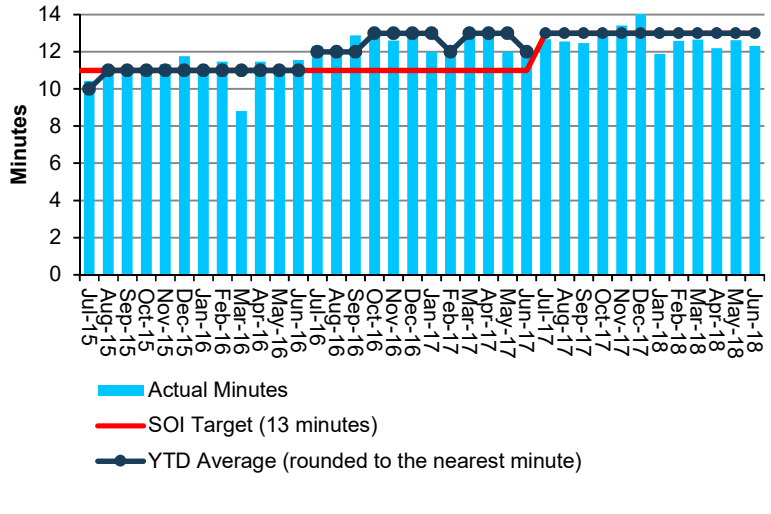


Target exceeded by two minutes in June 2018.

Target exceeded for YTD June 2018.

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)

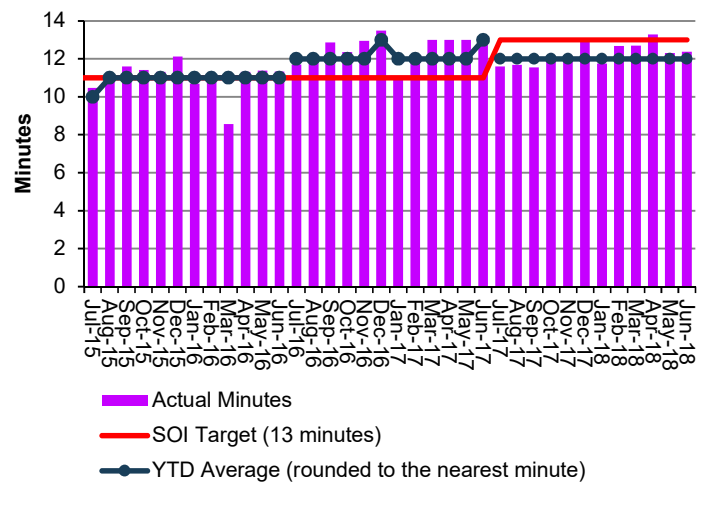


Target exceeded by one minute in June 2018.

Target met for YTD June 2018.

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)



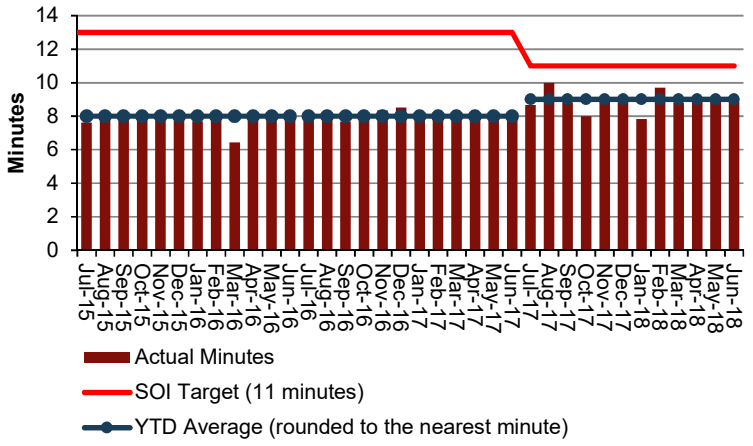
Target exceeded by one minute in June 2018.

Target exceeded for YTD June 2018.

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)

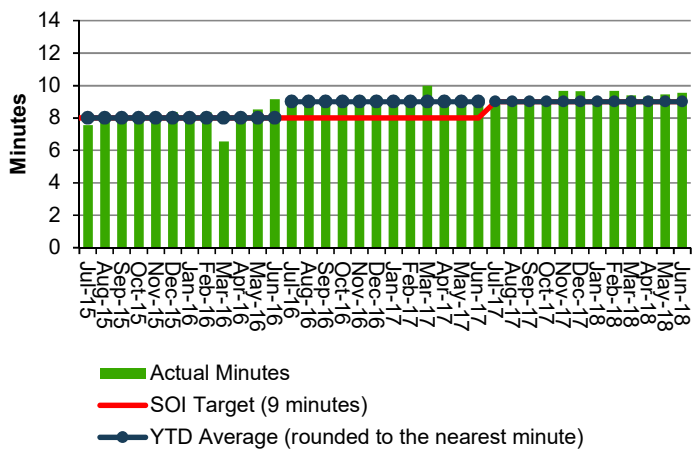


Target exceeded by two minutes in June 2018.

Target exceeded for YTD June 2018.

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)

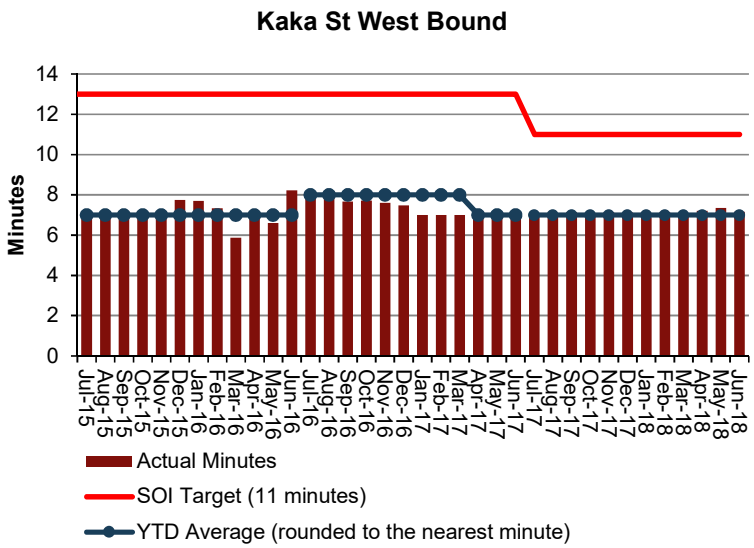


Target not met by one minute in June 2018.

Target met for YTD June 2018.

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)

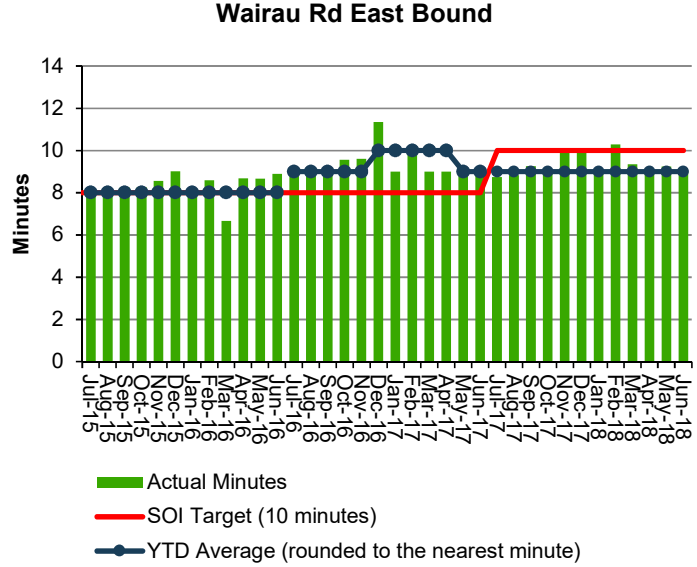


Target exceeded by four minutes in June 2018 and the route continues to operate well.

Target exceeded for YTD June 2018.

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)



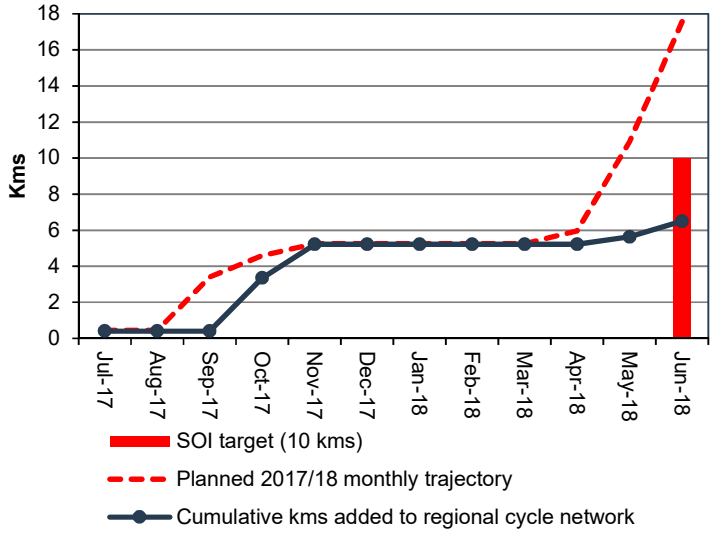
Target exceeded by one minute in June 2018.

Target exceeded for YTD June 2018.

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)

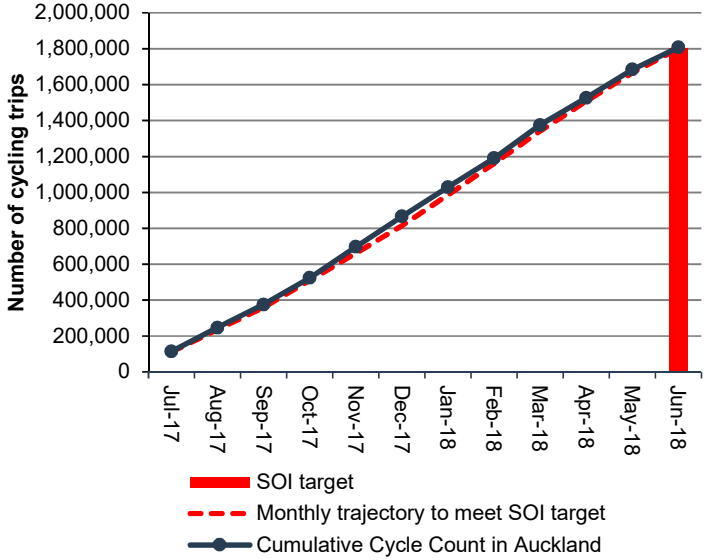


Target not met.

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

As previously reported, a number of projects that were projected to be completed this year have been delayed until the first quarters in 2018/19. Delays include design changes, ground conditions and insufficient lead times.

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



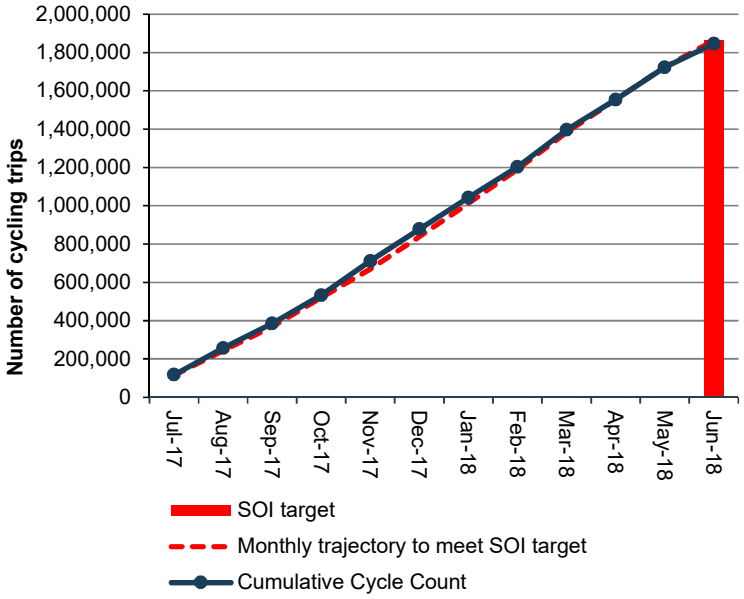
Target met.

2017/18 total: 1,807,040 (0.4% above target of 1,800,000).

123,116 cycle trips were recorded in June 2018.

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 met.

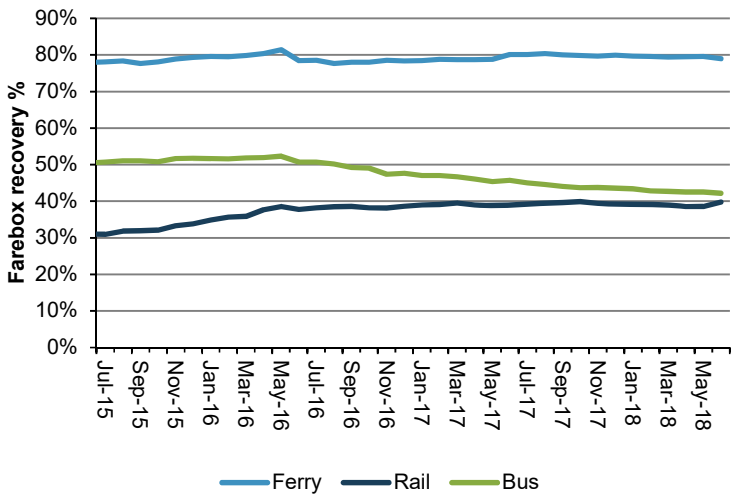
2017/18 Total: 1,845,430 (0.9% below targetof 1,863,000).

123,125 cycle trips were recorded in June 2018.

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

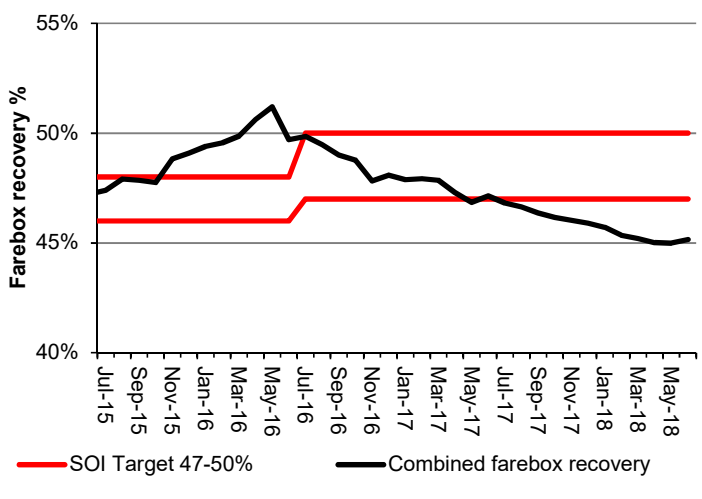
2.4.1 PT farebox recovery



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 June 2018 (and comparable 2017 results) were:
- Ferry 79.6% (80.1%)
- Bus 42.2% (45.7%)
- Rail 39.8% (38.9%)

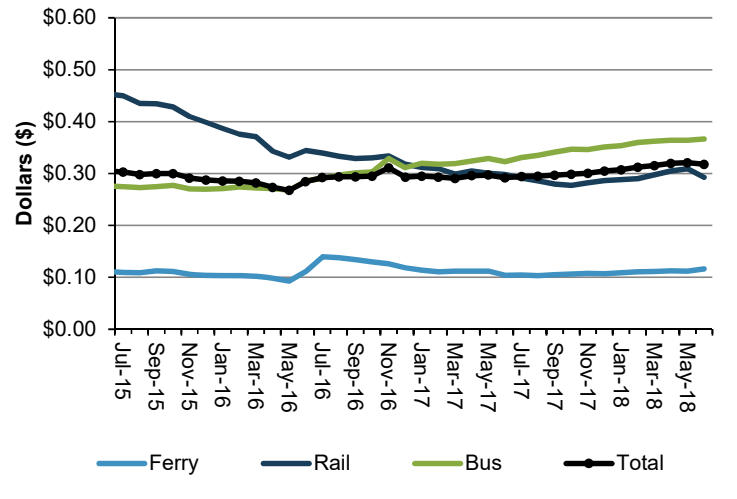
2.4.2 PT farebox recovery (combined result with SOI measure)



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

Total PT farebox recovery ratio in June 2018 was 45.2%. This compares to 47.1% in June 2017.

2.4.3 PT subsidy per passenger kilometre

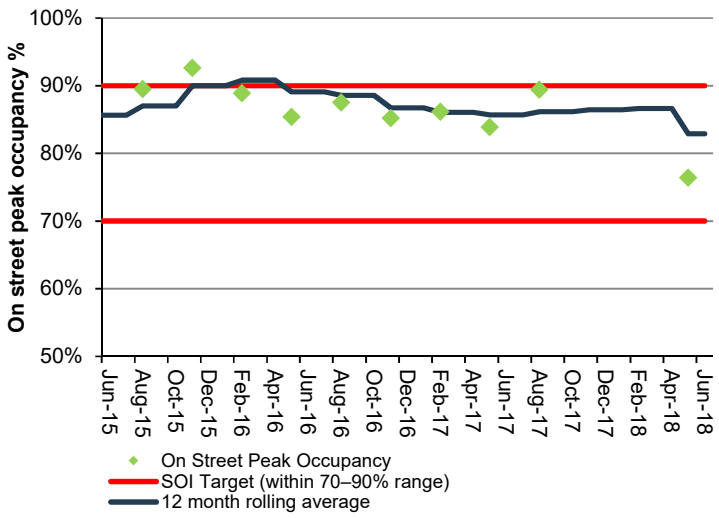


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for June 2018 (and comparable 2017 results) were:
- Bus $0.366 ($0.323)
- Rail $0.292 ($0.298)
- Ferry $0.116 ($0.104)
- Total $0.318 ($0.292)

2.5 Develop creative, adaptive, innovative implementation

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



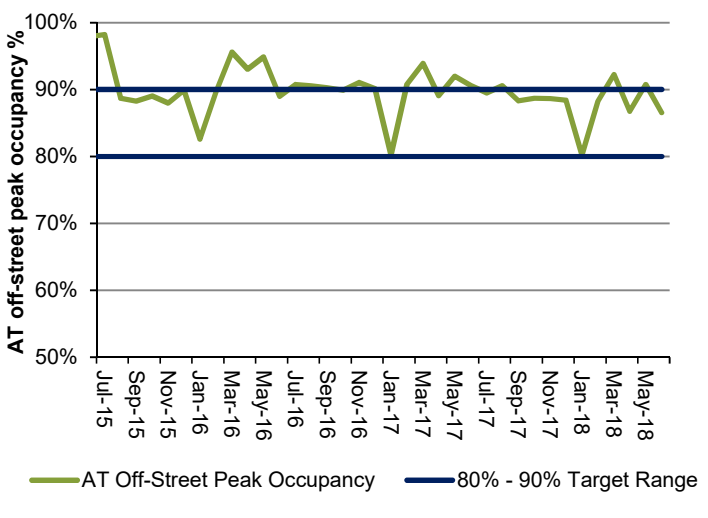
Target met.

May on-street occupancy was 76.4%.
The 12 month rolling average in June 2018 is 82.9%.

In obtaining its on street occupancy figure AT has moved from a consultant survey to an internal data driven method using transactional data from Pay by Plate machines and AT Park May results have included 5% factor as the non-compliant component (made up of the small group of people that do not pay for parking).

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

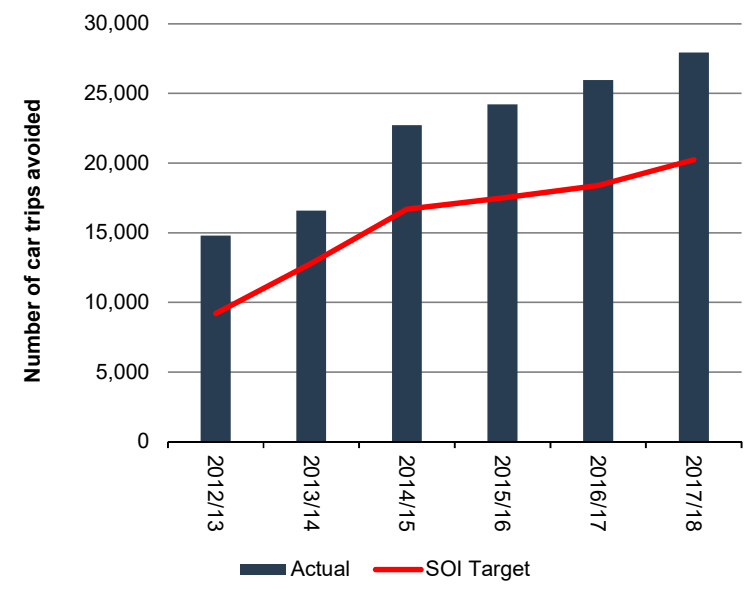


Target met.

The off-street parking occupancy rate for June 2018 of 86.5% 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

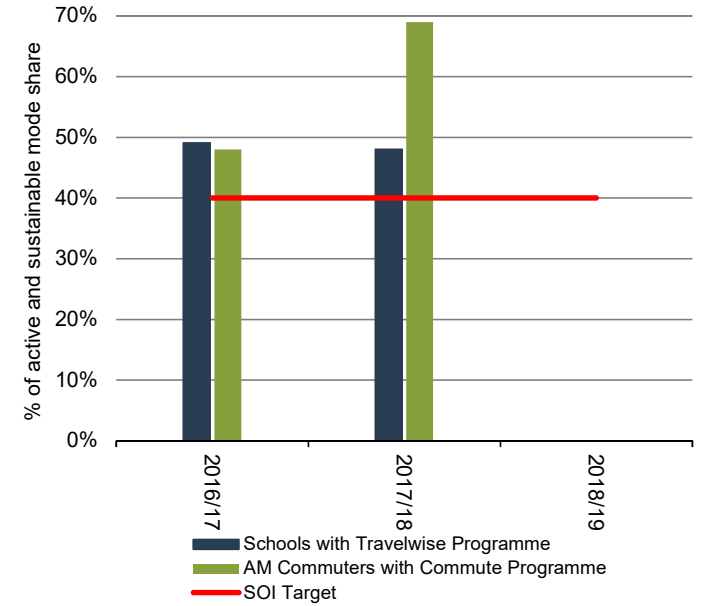


Target exceeded.

A total of 27,962 single occupant vehicle trips were removed in the 2017/18 year, exceeding the target of 20,240. There was a reduction of 9.229 through organisations and businesses partnered with AT, and 18,733 car trips avoided via the Travelwise School programme.

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

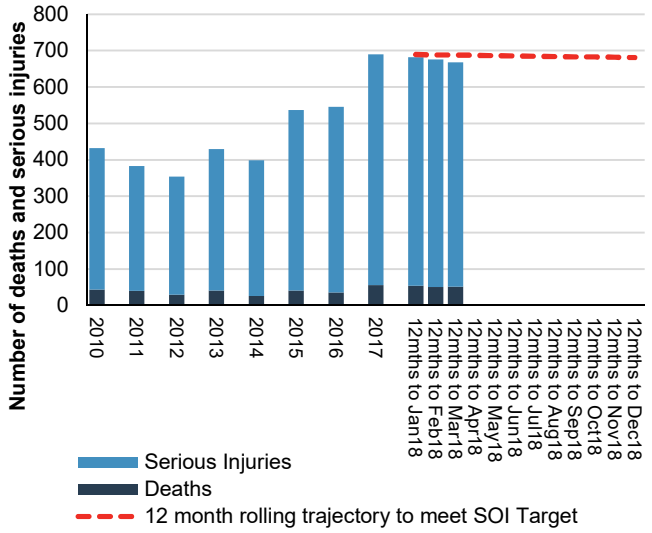


The 2017/18 active and sustainable transport mode share was 48% at schools with the Travelwise programme and 69% for AM peak commuters with a Travelwise Choices programme.

Table of Contents

3. DIA mandatory measures

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



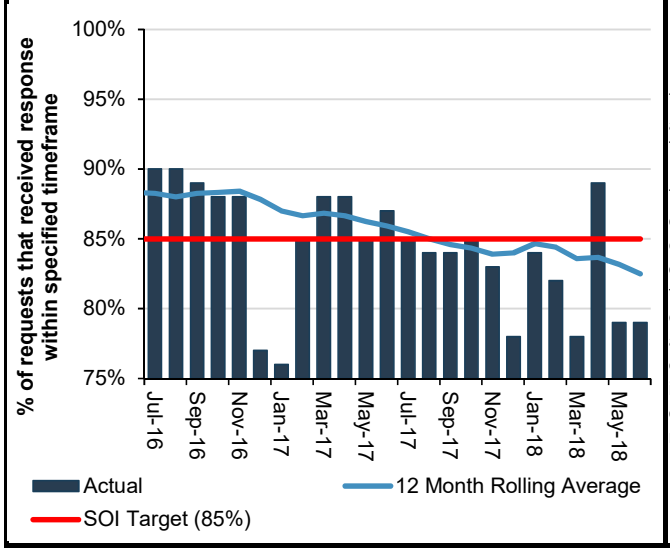
Target for 2017 calendar year not met (12 month total: 690, SOI target of 537).

The Local Road DSI target for the 2018 calendar year is 681, 9 less than the 2017 total of 690. The 12 month rolling total to March 2018 was 668, 3% lower than the target trajectory of 687.8, but 15% higher than for the 12 months to March 2017.

For the 12 months to the end of March 2018, Local Road deaths have increased by 37% (from 38 to 52) and Local Road serious injuries have increased by 13% (from 545 to 616).

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.

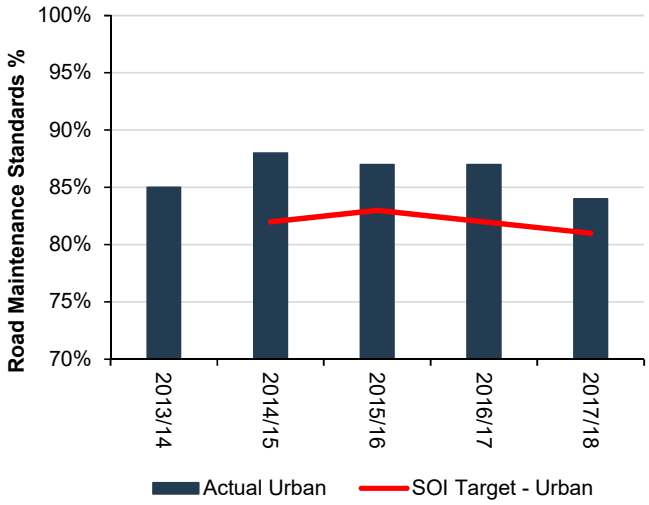
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target not met (12 month rolling average = 82.5%, SOI target of 85%). The June 2018 result was 79%.

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

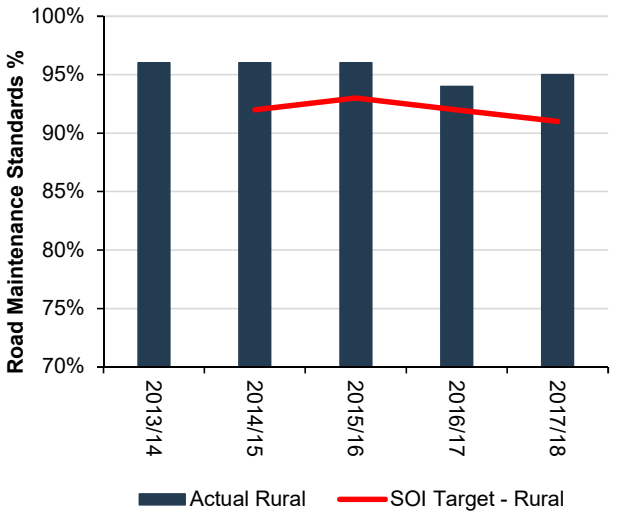


Target exceeded.

Target reported annually in March.

The 2017/18 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 84% (down three percentage points from 2016/17).

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



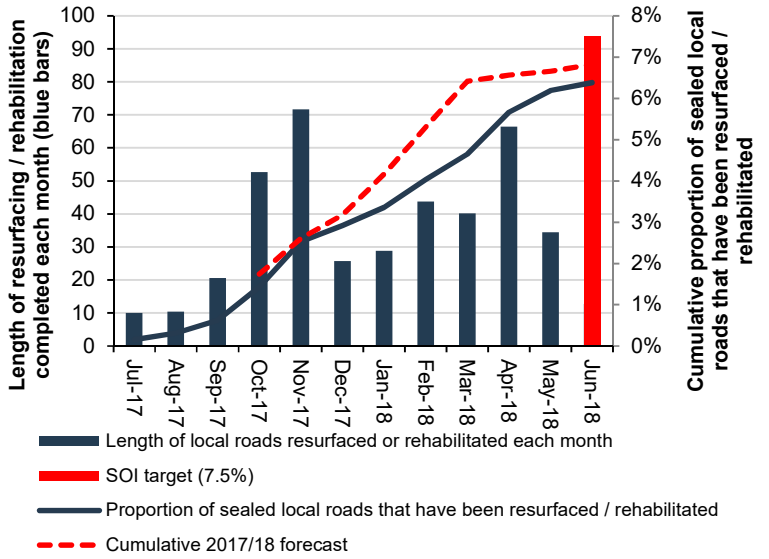
Target exceeded.

Target reported annually in March.

The 2017/18 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 95% (up one percentage point from 2016/17).

3. DIA mandatory measures

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

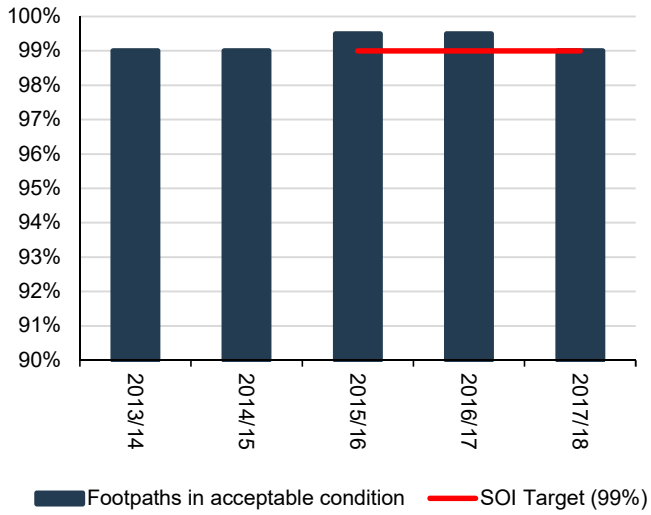


Target not met.

In June 2018, 12.7 km of the local road network was resurfaced / rehabilitated. The completed length of 417.5 km is equal to 6.4% of the sealed local road network, less than the SOI target of 7.5% (490.5 km).

The 2017/18 completed length of 417.5 km was 94% of the 446.1 km 2017/18 programme.

3.6 Percentage of footpaths in acceptable condition



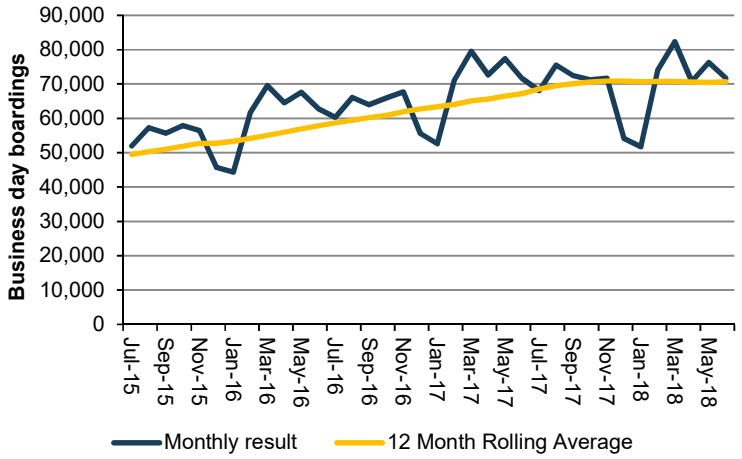
Target met.

Target reported annually in March.

The 2017/18 result for the percentage of footpaths in acceptable condition was 99% (down half a percentage point from 2016/17).

4.1 AT monthly activity report – Public transport

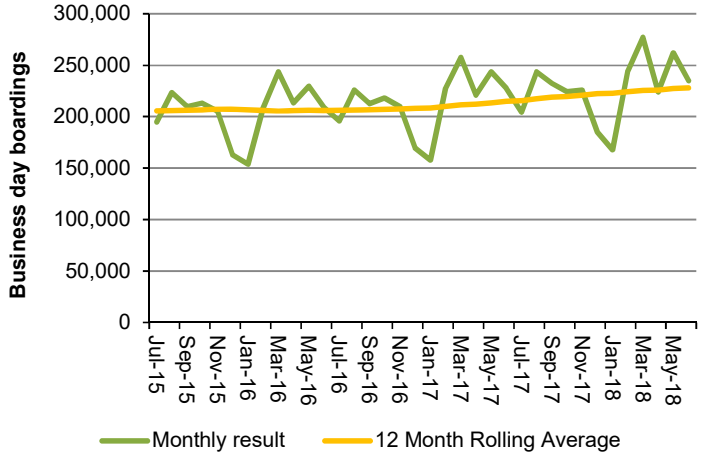
4.1.1 Rail business day average boardings



Business day boardings on the rail network averaged 70,675 in the 12 months to June 2018.

This represents a 5.1% increase on the June 2017 figure.

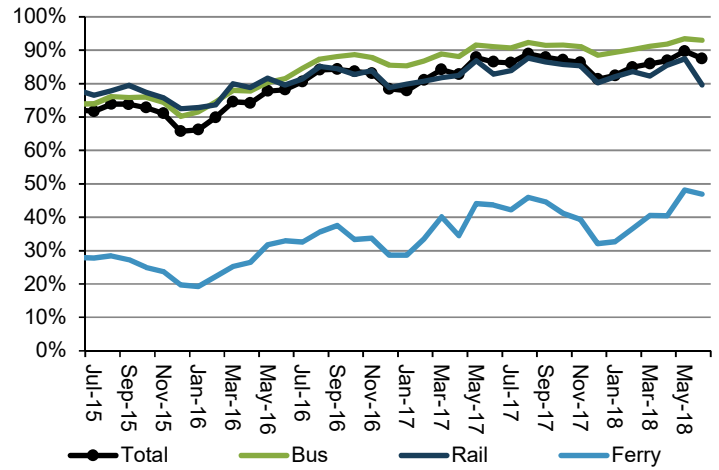
4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 228,005 in the 12 months to June 2018.

This represents a 6.0% increase on the June 2017 figure.

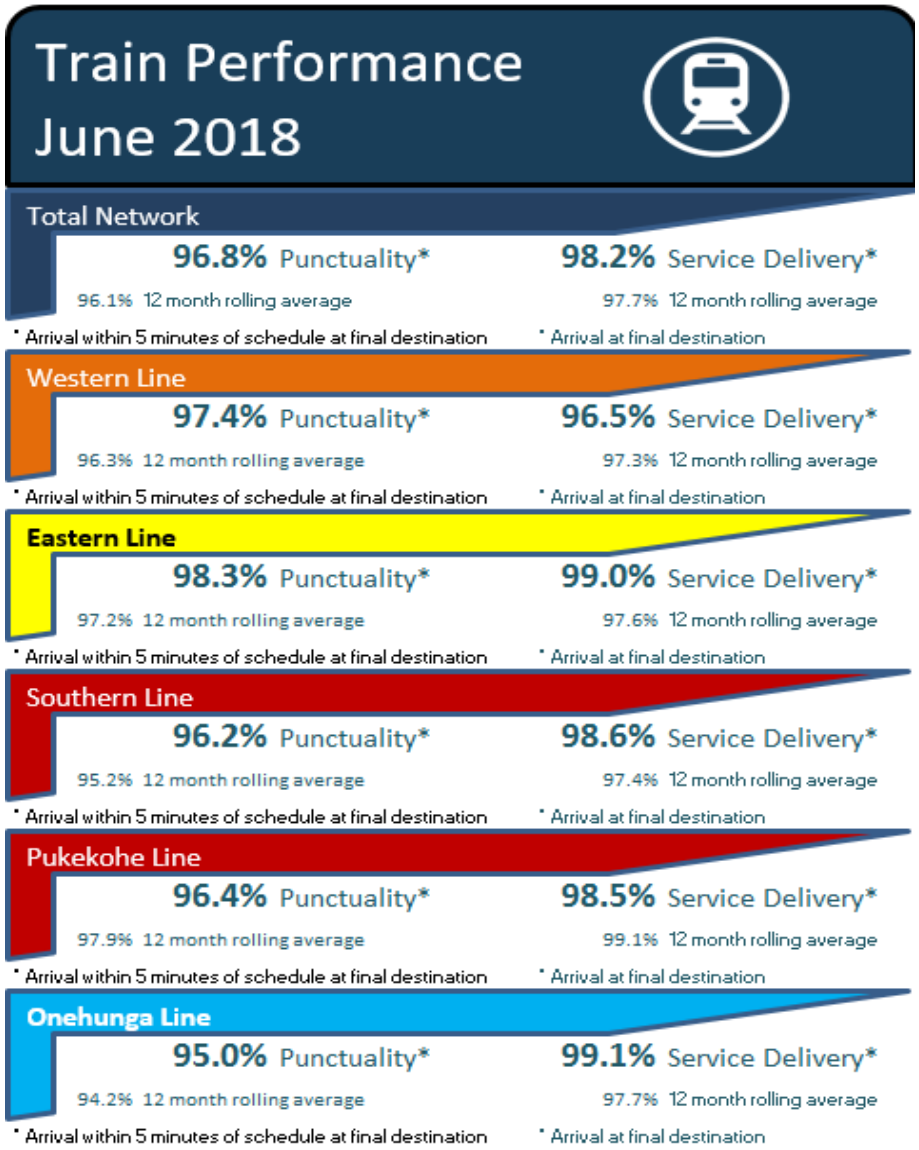
4.1.3 Percentage of all PT trips using AT HOP



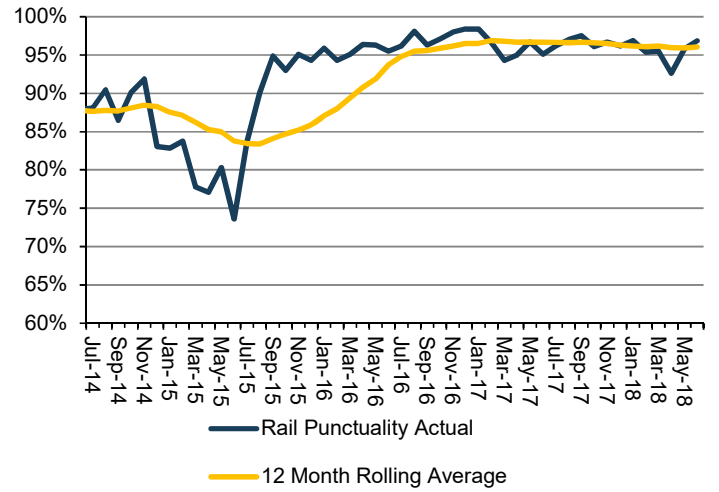
The proportion of all trips using AT HOP was 87.5% in June 2018 (bus 93.0%, rail 79.6% ferry 46.9%) down from 89.7% in May 2018.

4.1 AT monthly activity report – Public transport

4.1.4 Rail service performance



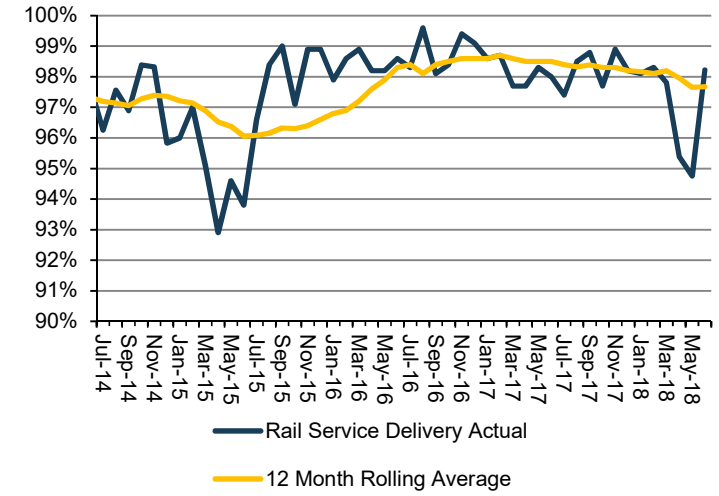
4.1.5 Rail punctuality (based on arrival at final destination)



Punctuality in this figure is based on the percentage of rail services that arrive within 5 minutes of schedule at their final destination.

Using this measure, rail service punctuality for the month of June 2018 was 96.8% and 96.1% for the 12 months to June 2018.

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

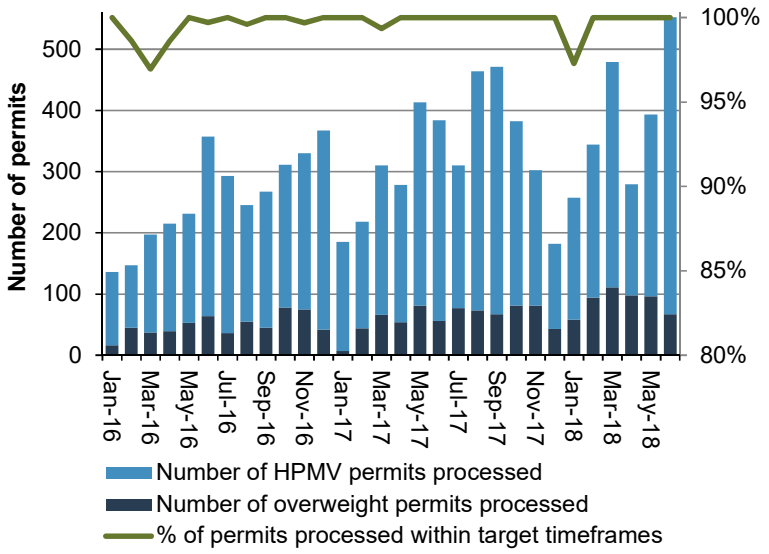


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of June 2018 was 98.2% and 97.7% for the 12 months to June 2018.

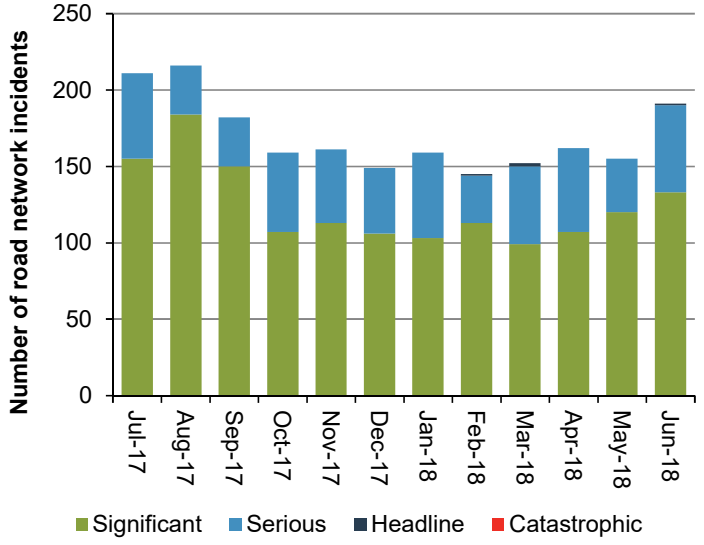
4.2 AT monthly activity report – Road operations and maintenance

4.2.1 Heavy vehicle permits processed (overweight + high productivity)



In June 2018, 67 Overweight permit applications and 485 HPMV permit applications were processed. In total, all 552 permits were processed with the 100% 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



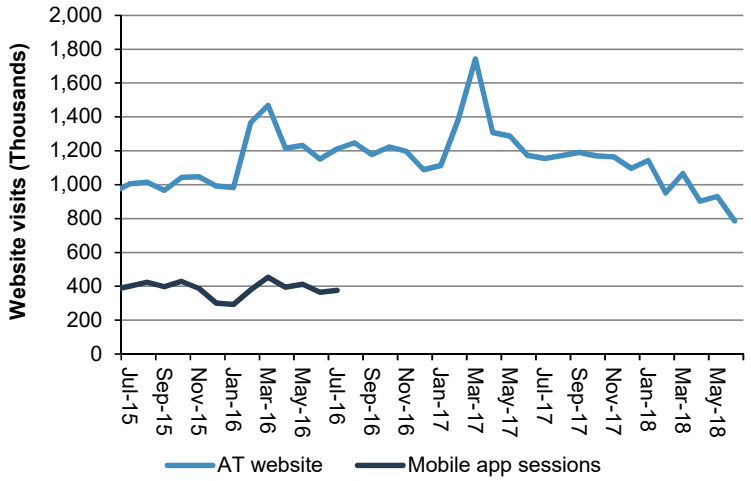
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

ATOC managed 133 significant incidents, 57 serious incidents and one headline incident during June 2018.

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

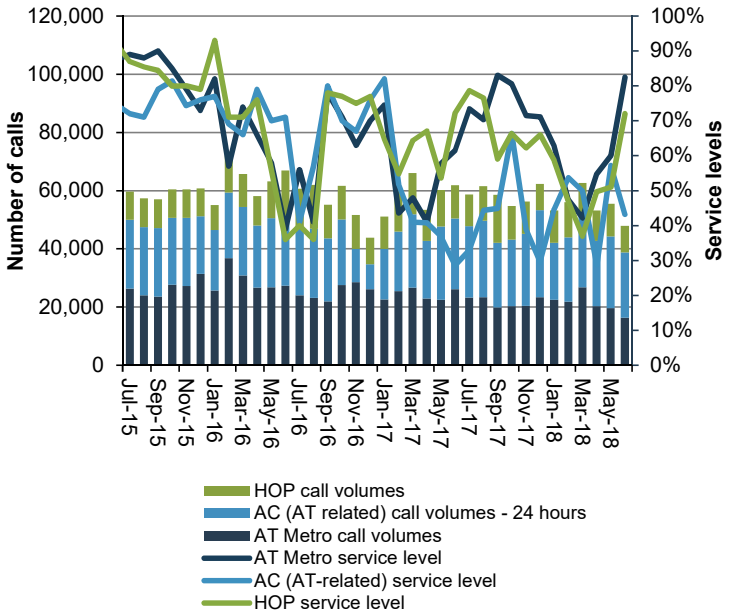
4.3.1 Website visits



There was a 15% decrease in visits to the Auckland Transport website in June 2018 (compared to May 2018).

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 Hop
Call volumes decreased by 18% compared to May 2018. The service level increased by 21 percentage points compared to May 2018.

Auckland Council (AT-related calls) – 24 Hours
Call volumes decreased by 9% compared to May 2018. The service level decreased by 14 percentage points compared to May 2018.

AT Metro Call Centre
Call volumes decreased by 17% compared to May 2018, and decreased by 38% compared to June 2017. The service level increased by 23 percentage points compared to June 2018.