Attachment 1

Auckland Transport Monthly Indicators Report 2018/19

August 2018

Auckland Transport
An Auckland Council Organisation

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1.1 SOI performance measures

Key Priority	Measure	SOI 2018/19 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Deliver an efficient and effective transport system	Total annual public transport boardings	96.3 million	🟡	🟡											12 month rolling total: 93,619,766	Page 8
	Total annual rail boardings (millions)	21.11 million	🟡	🟡											12 month rolling total: 20,306,906	Page 9
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	🟡	🟡											15.8% growth in RTN + FTN vs 4.6% growth in total boardings	Page 8
	New cycleways added to regional cycle network	10 km	🔴	🔴											YTD completion: 0 km	Page 11
	Number of cycle movements past selected count sites	3.644 million	🟢	🟢											YTD: 511,941 YTD target: 499,112	Page 11
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%													2017/18 result: 48%	Page 11
	Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented	40%													2017/18 result: 69%	Page 11
	Average AM peak arterial productivity	21,000	🟢	🟢											YTD average: 28,044	Page 12
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%	🟢	🟢											YTD average: 94%	Page 16
Focus on the customer	Percentage of public transport passengers satisfied with their public transport service	85%													June 2018 result: 91%	Page 20
	PT punctuality (weighted average across all modes)	94.5%	🟢	🟢											YTD average: 97.4%	Page 22
	Percentage of local board members satisfied with AT engagement	Reporting to local board: 70%													2017 result: 56%	Page 24
		Consultation with local board: 70%													2017 result: 42%	Page 24
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	🔴	🔴											12 month total: 81.8%	Page 24

1.1 SOI performance measures

Key Priority	Measure	SOI 2018/19 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Improve the safety of the transport system	Number of high risk intersections addressed by the safety programme	10													New measure, first result in December 2018	Page 26
	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 2018 year-end target: 681	🟢	🟢											12 month rolling total to May 2018: 620 Note: 3-month lag	Page 26
Ensure value for money across AT's activities	PT farebox recovery	46–50%	🔴	🔴											August 2018 result: 45.1%	Page 27
	Percentage of the sealed local road network that is resurfaced	6.0%	🔴	🔴											YTD result: 0.1%	Page 27
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	95%													New measure, first result in March 2019	Page 28
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%													2017/18 result: 99%	Page 28
	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 92%													2017/18 result: 95%	Page 28

🟢 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 AT Metro Boardings breakdown

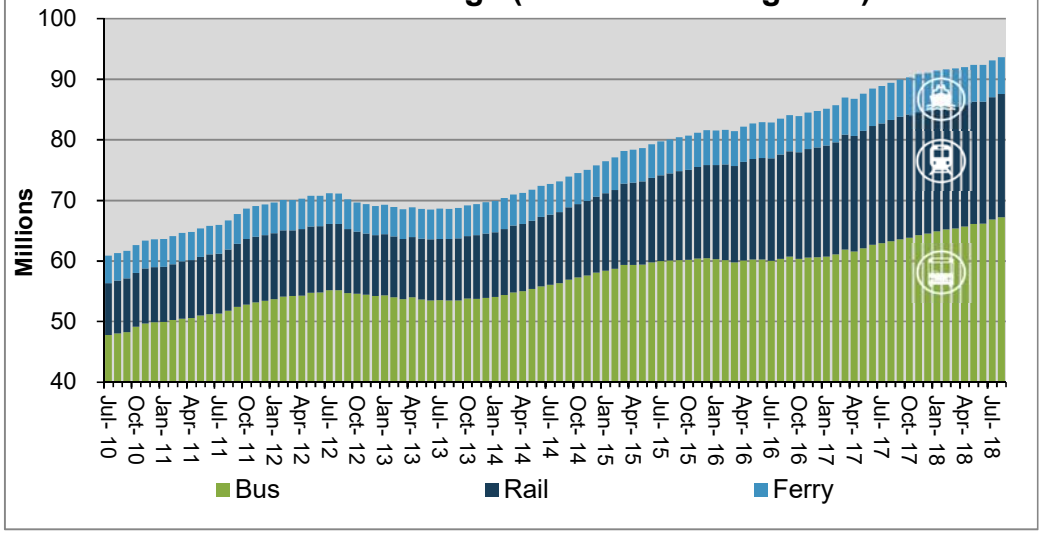
	August - 2018/19 Actual v SOI									
	Month				YTD				SOI / Target 2018/19	Projected Forecast 2018/19
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance		
1. Bus Total:	**6,645,579**	6.5%	6,230,000	6.7%	**12,365,933**	9.6%	11,823,000	4.6%	68,890,000	**69,000,000**
2. Train (Rapid) Total:	**2,031,449**	5.8%	**1,938,177**	4.8%	**3,795,224**	5.4%	**3,590,541**	5.7%	**21,110,000**	**21,110,000**
3. Ferry (Connector Local) Total:	**453,790**	3.1%	448,544	1.2%	**890,321**	2.3%	891,469	-0.1%	6,300,000	**6,300,000**
Total Patronage	**9,130,818**	6.2%	**8,616,721**	6.0%	**17,051,478**	8.2%	**16,305,010**	4.6%	**96,300,000**	**96,410,000**
Rapid and Frequent	**4,502,949**	22.7%	3,333,210	35.1%	**8,434,761**	24.7%	6,460,897	30.6%	36,786,000	**42,300,000**

	August - 2018/19											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	**6,645,579**	**6,237,727**	**407,852**	**6.5%**	**6.4%**	**67,250,028**	**0.6%**	**3,999,450**	**6.3%**	**12,365,933**	**1,082,092**	**9.6%**
- Busway (Rapid) Bus	542,337	502,589	39,748	7.9%		5,564,661	0.7%	531,215	10.6%	1,038,999	106,283	11.4%
- Frequent Bus	1,929,163	1,246,276	682,887	54.8%		16,301,272	4.4%	4,999,604	44.2%	3,600,538	1,368,556	61.3%
- Connector Local Targeted Bus	4,174,079	4,488,862	-314,783	-7.0%		45,384,095	-0.7%	-1,531,369	-3.3%	7,726,396	-392,747	-4.8%
2. Train (Rapid) Total:	**2,031,449**	**1,920,188**	**111,261**	**5.8%**	**4.0%**	**20,306,906**	**0.6%**	**224,824**	**1.1%**	**3,795,224**	**193,169**	**5.4%**
- Western Line	700,549	684,786	15,763	2.3%		7,015,378	0.2%	-80,156	-1.1%	1,297,283	20,239	1.6%
- Eastern Line	585,191	537,807	47,384	8.8%		5,871,980	0.8%	251,031	4.5%	1,106,925	95,520	9.4%
- Onehunga Line	106,377	103,732	2,645	2.6%		1,120,659	0.2%	-37,808	-3.3%	204,205	1,803	0.9%
- Southern Line	590,022	556,181	33,841	6.1%		5,865,280	0.6%	55,718	1.0%	1,096,306	56,364	5.4%
- Pukekohe Line	49,309	37,682	11,627	30.9%		433,609	2.8%	36,039	9.1%	90,504	19,242	27.0%
3. Ferry (Connector Local) Total:	**453,790**	**440,268**	**13,522**	**3.1%**	**3.1%**	**6,062,832**	**0.2%**	**-96,336**	**-1.6%**	**890,321**	**19,866**	**2.3%**
- Contract	125,852	120,614	5,238	4.3%		1,383,983	0.4%	23,233	1.7%	247,246	15,566	6.7%
- Exempt Services	327,938	319,654	8,284	2.6%		4,678,849	0.2%	-119,569	-2.5%	643,075	4,300	0.7%
Total Patronage	**9,130,818**	**8,598,183**	**532,635**	**6.2%**	**5.7%**	**93,619,766**	**0.6%**	**4,127,938**	**4.6%**	**17,051,478**	**1,295,127**	**8.2%**
Rapid and Frequent	4,502,949	3,669,053	833,896	22.7%		42,172,839	2.0%	5,755,643	15.8%	8,434,761	1,668,008	24.7%
Connector Local Targeted	4,627,869	4,929,130	-301,261	-6.1%		51,446,926	-0.6%	-1,627,705	-3.1%	8,616,717	-372,881	-4.1%
Total Patronage	**9,130,818**	**8,598,183**	**532,635**	**6.2%**	**5.7%**	**93,619,766**	**0.6%**	**4,127,938**	**4.6%**	**17,051,478**	**1,295,127**	**8.2%**

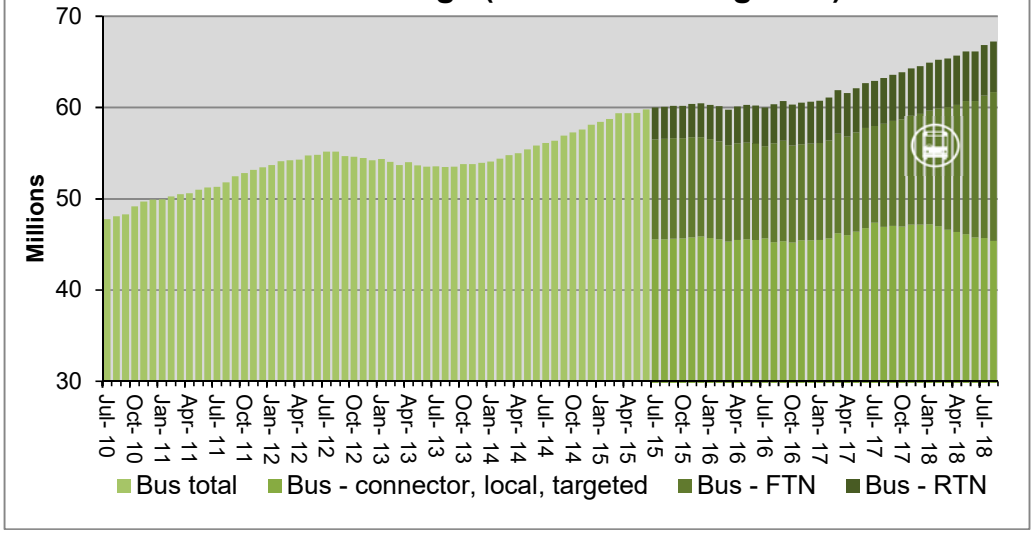
* Normalised % - Change is done at the mode level, as special events is not available at lower service layers.
* Train line split and train line transfers adjusted algorithm to reflect improved customer insights.

1.2 AT Metro Boardings breakdown

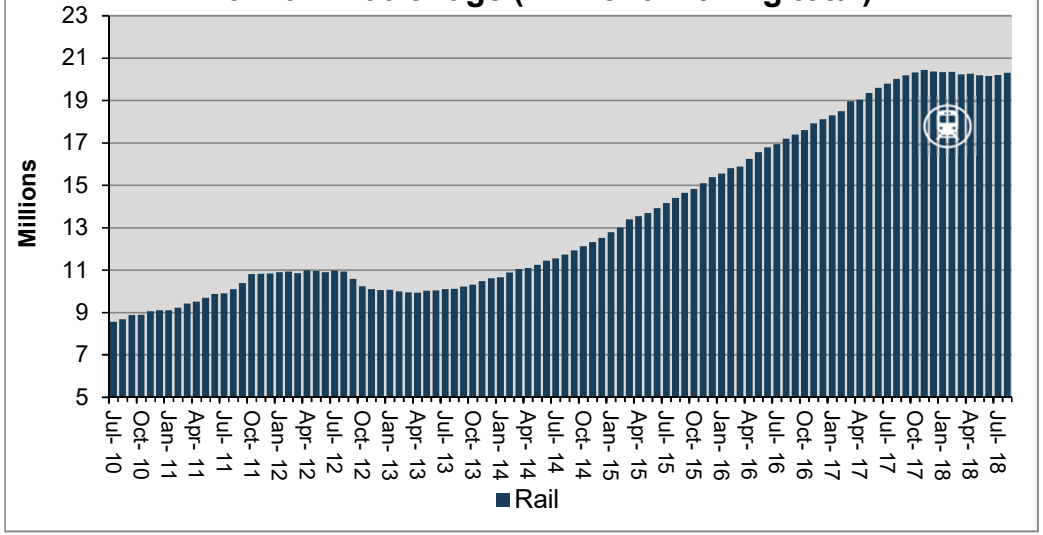
1.2.1 Total Patronage (12 month rolling total)



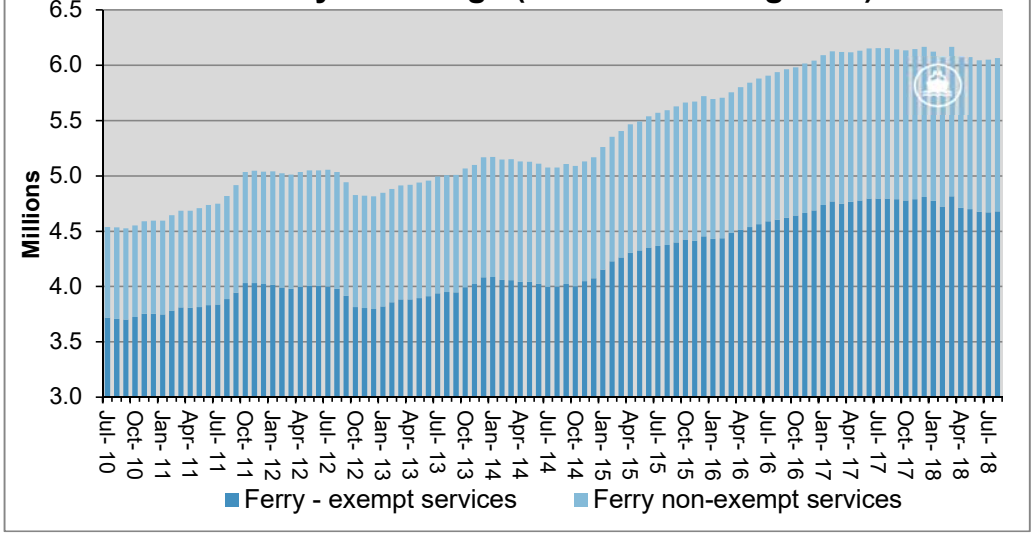
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)



1.2.4 Ferry Patronage (12 month rolling total)



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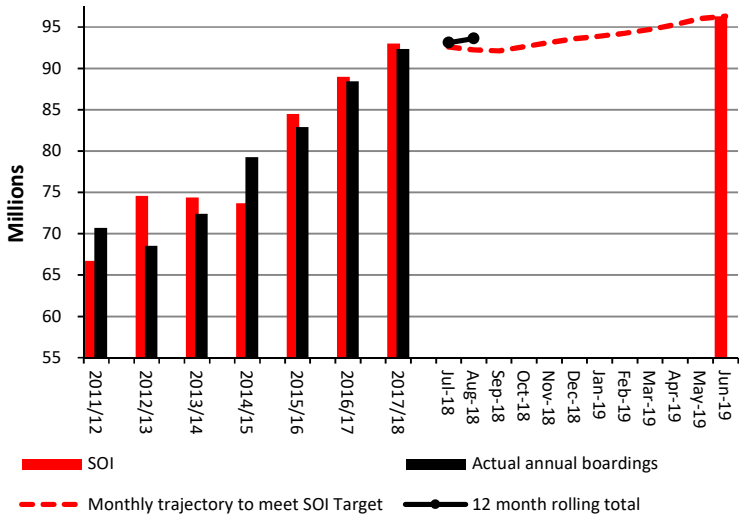
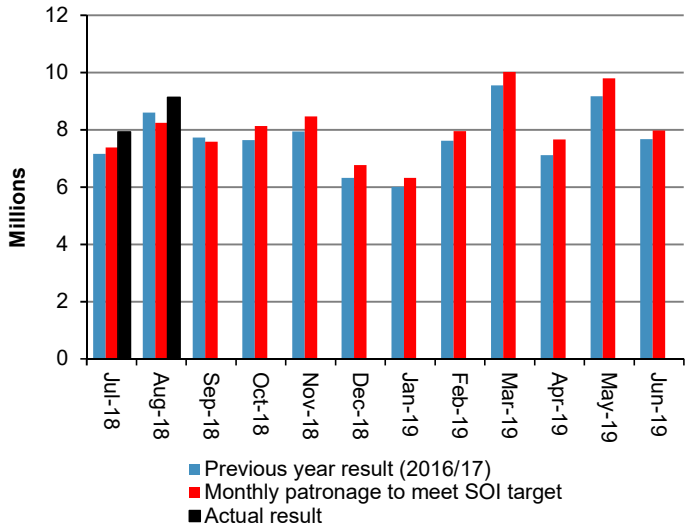
2.1 Deliver an efficient and effective transport system

2.1.1 Total public transport boardings (millions)



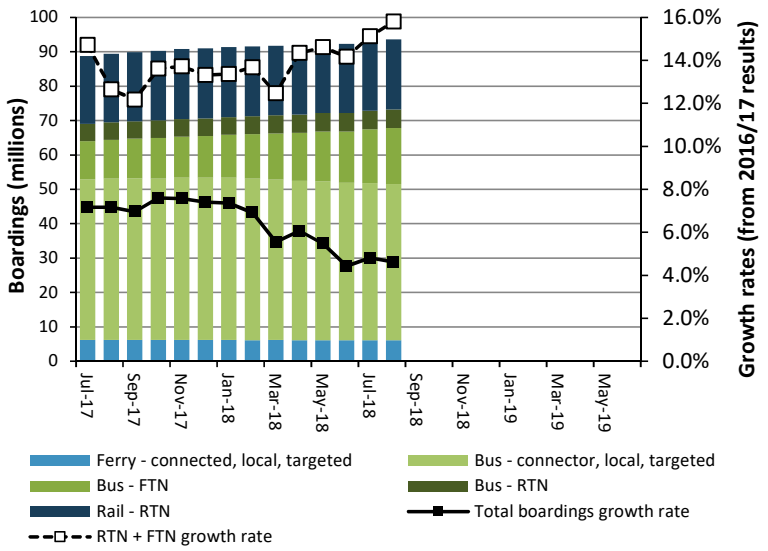
PT patronage totalled 93,619,766 passenger boardings for the 12 months to August 2018, an increase of 0.6% on the 12 months to July 2018 and an increase of 4.6% on the 12 months to August 2017.

2.1.2 Monthly public transport boardings (millions)



July 2018 monthly patronage was 9,130,818, an increase of 6.2% (532,635) on August 2017. The normalised change is an increase of ~5.7% 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



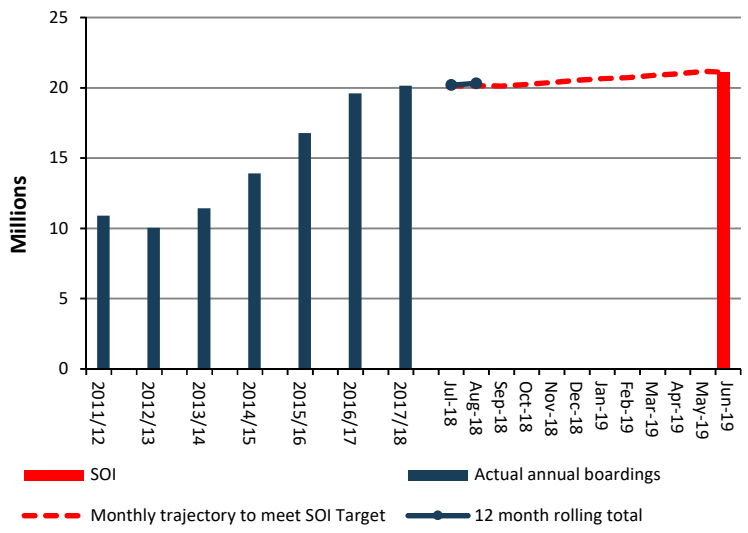
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

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

RTN + FTN patronage increased by 15.8% for the 12 months to August 2018, a faster rate than total patronage, which increased by 4.6%.

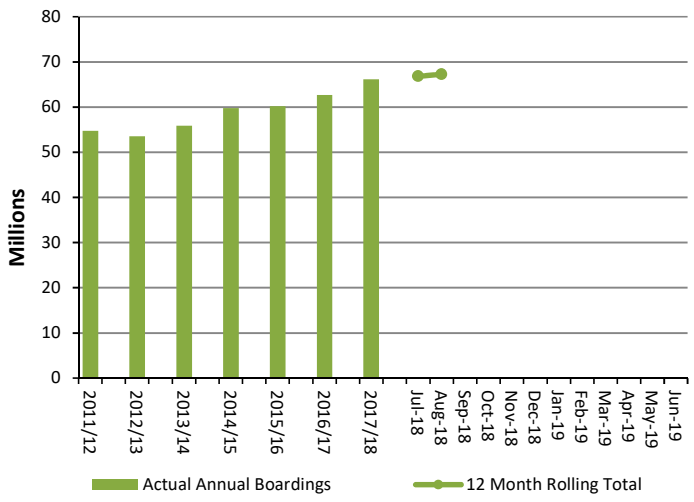
2.1 Deliver an efficient and effective transport system

2.1.4 Rail boardings (12 month rolling total)



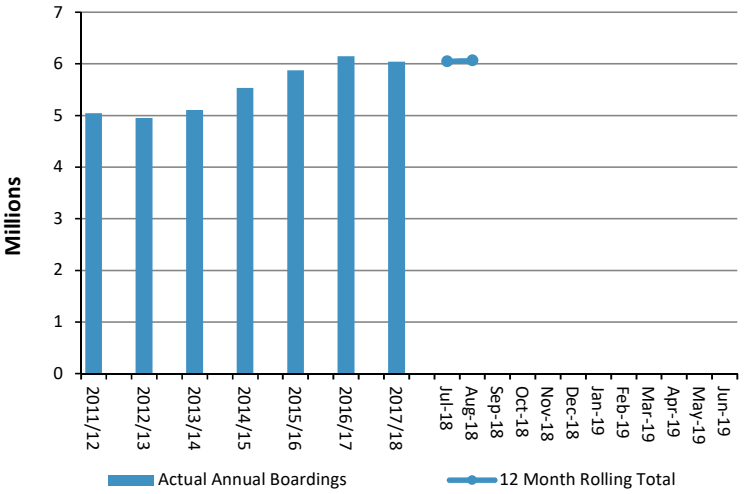
Rail patronage totalled 20,306,906 passenger boardings for the 12 months to August 2018, an increase of 0.6% on the 12 months to July 2018 and an increase of 1.1% on the 12 months to August 2017.

2.1.5 Bus boardings (12 month rolling total)



Bus patronage totalled 67,250,028 passenger boardings for the 12 months to August 2018, an increase of 0.6% on the 12 months to July 2018 and an increase of 6.3% on the 12 months to August 2017.

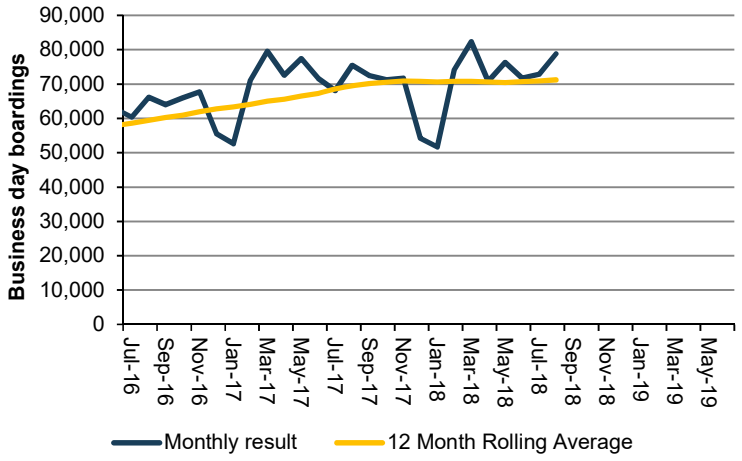
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,062,832 passenger boardings for the 12 months to August 2018, an increase of 0.2% on the 12 months to July 2018, but a decrease of 1.6% on the 12 months to August 2017.

2.1 Deliver an efficient and effective transport system

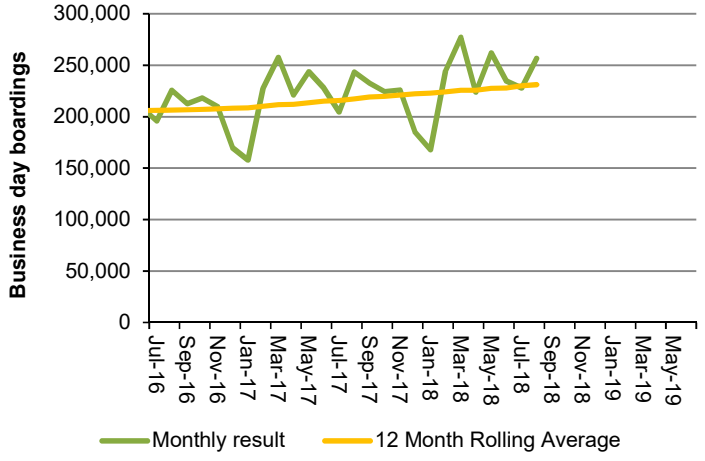
2.1.7 Rail business day average boardings



Business day boardings on the rail network averaged 71,219 in the 12 months to August 2018.

This represents a 2.5% increase on the August 2017 figure.

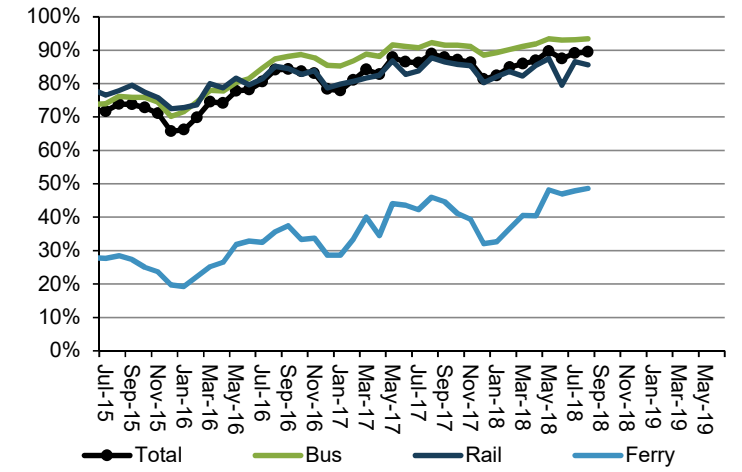
2.1.8 Bus business day average boardings



Business day boardings on the bus network averaged 231,213 in the 12 months to August 2018.

This represents a 7.2% increase on the August 2017 figure.

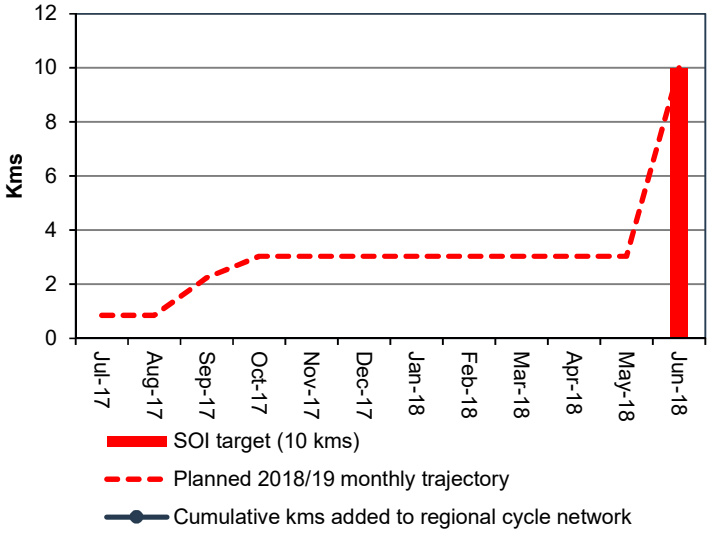
2.1.9 Percentage of all PT trips using AT HOP



The proportion of all trips using AT HOP was 89.5% in August 2018 (bus 93.4%, rail 85.7%, ferry 48.6%) up from 89.1% in July 2018.

2.1 Deliver an efficient and effective transport system

2.1.10 New cycleways added to regional cycle network (km)

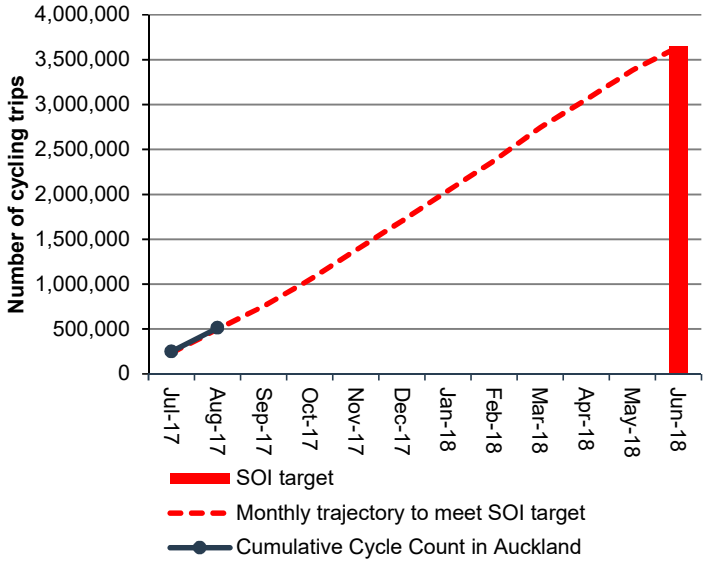


The 2018/19 target is to complete 10 km of new cycleways.

No new kilometres have been added to the cycle network since July 2018.

Tamaki Drive (Quay Street extension) cycleway is expected to be completed in September.

2.1.11 Annual number of cycle movements past selected sites

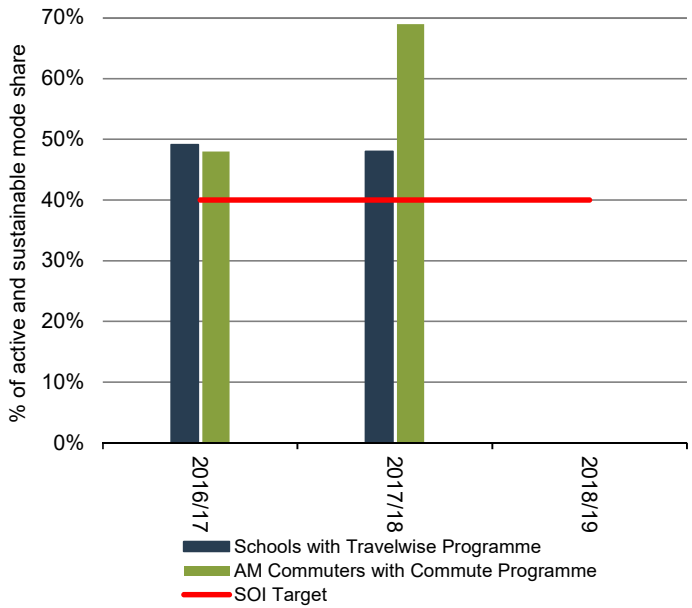


Target exceeded.
YTD: 511,941 (2.6% above target)
YTD target: 499,112

261,000 cycle trips were recorded in August 2018, against a target of 266,596.

City centre and regional targets from previous years have been combined for the 2018/19 SOI.

2.1.12 Active and sustainable transport mode share

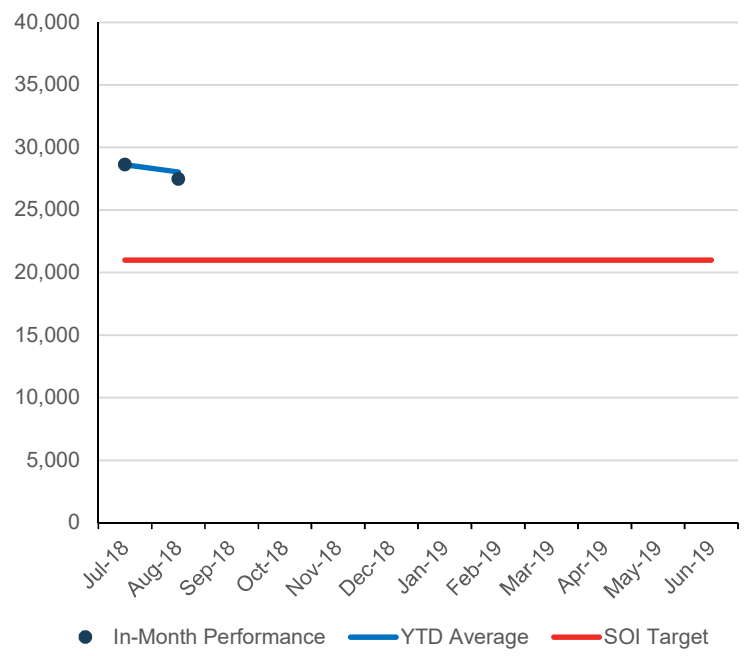


Target reported annually in June.

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.

2.1 Deliver an efficient and effective transport system

2.1.13 Average AM peak lane productivity



Target exceeded.

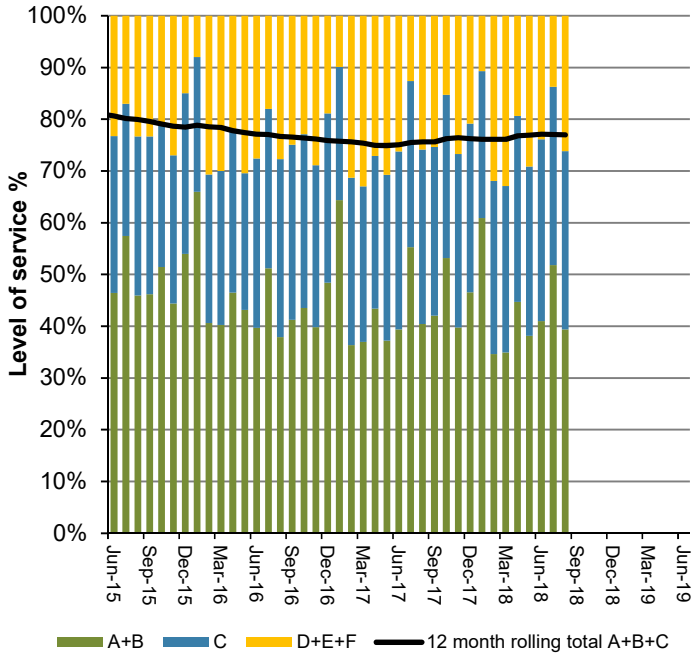
In August 2018, the average arterial road productivity was 27,460 exceeding the target of 21,000. This indicates that the network continued to operate relatively efficiently in terms of people movement during the peak hour. The efficiency was slightly lower compared to July, primarily due to the lower journey speeds on the network associated with the return of school traffic in August

This is a new measure reporting total productivity across 30 arterial routes. This replaces the previous percentage arterial productivity that was based on six routes.

The key arterial routes included in this measure are shown in figure 2.1.9.

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 number of vehicles (including buses), their average journey speed and average vehicular occupancy. For urban arterials a value of 21,000 people-km/hour/lane is set as a target. This value is equivalent to the route productivity target of 55% included previously.

2.1.14 AM peak arterial road level of service



In August 2018, 74% of the network operated at good levels of service (LOS A-C). This is 12 percentage points lower (worse) than last month, mainly due to higher peak hour traffic typically associated with the return of school trips in August.

Congestion levels were the same as that of August 2017.

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

Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:

A: 90% and greater
B: 70 – 90%
C: 50 – 70%
D: 40 – 50%
E: 30 – 40%
F: less than 30%

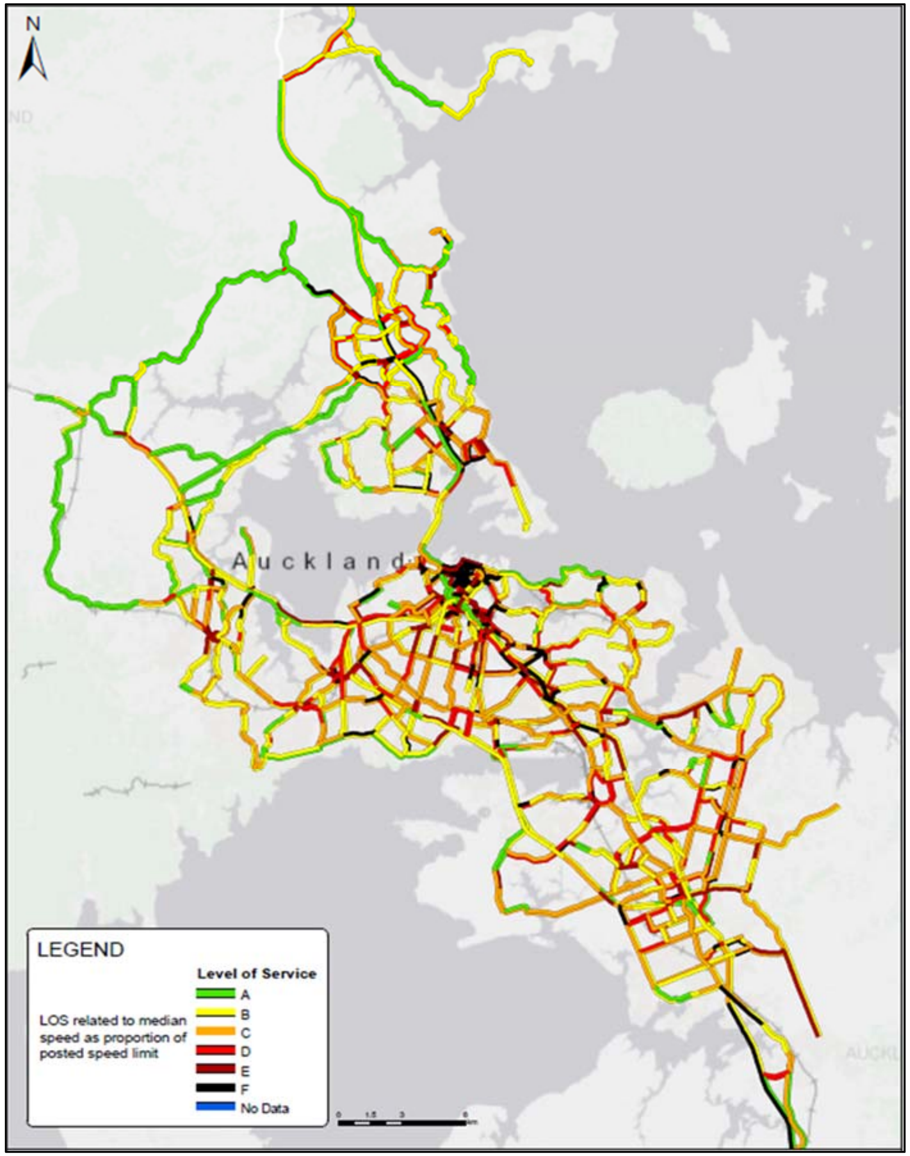
Level of service D–F broadly represent "congested" conditions.

2.1 Deliver an efficient and effective transport system

2.1.15 Map showing arterial productivity routes

This map shows the 30 monitored arterial routes used to determine the average AM peak period lane productivity (2.1.13).

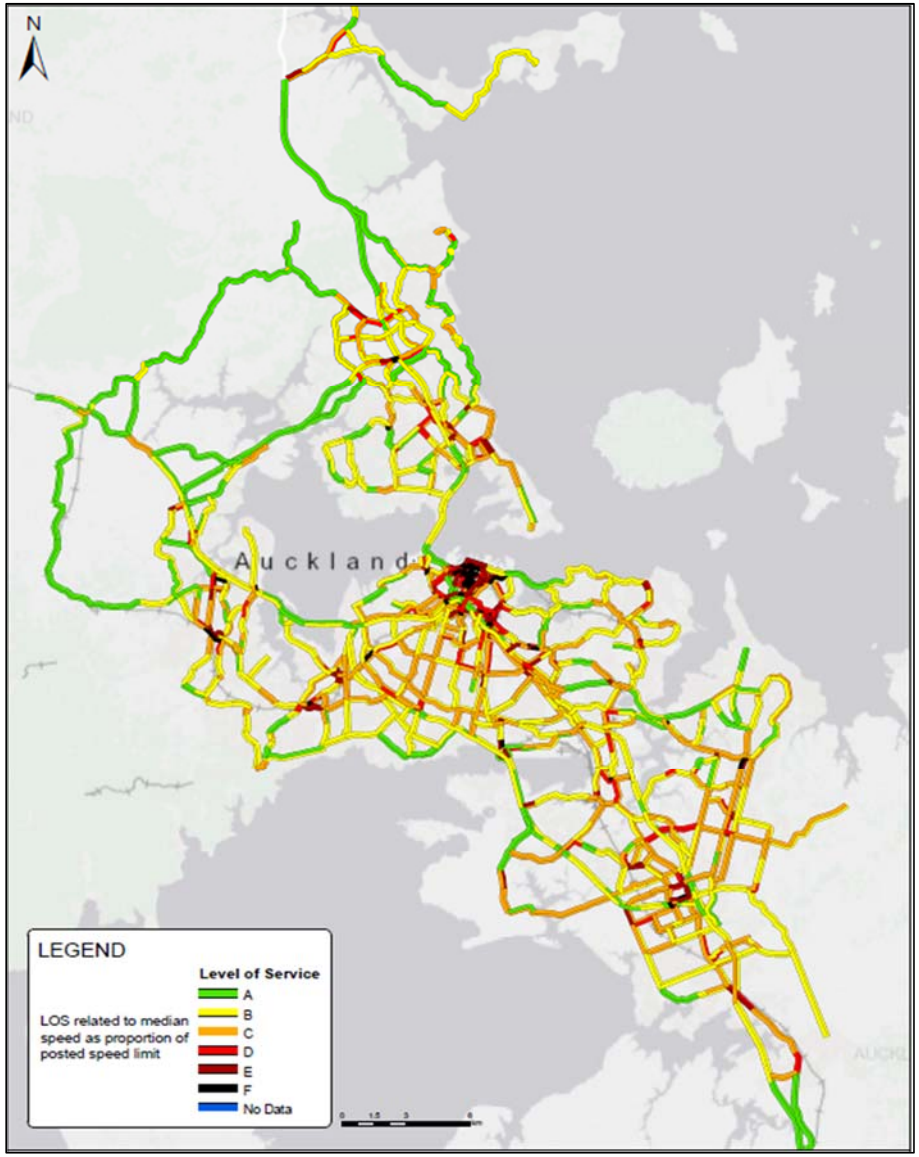
2.1.16 Congestion map AM peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for August 2018. See the AM peak arterial road level of service graph (2.1.14) for an explanation of the levels of service.

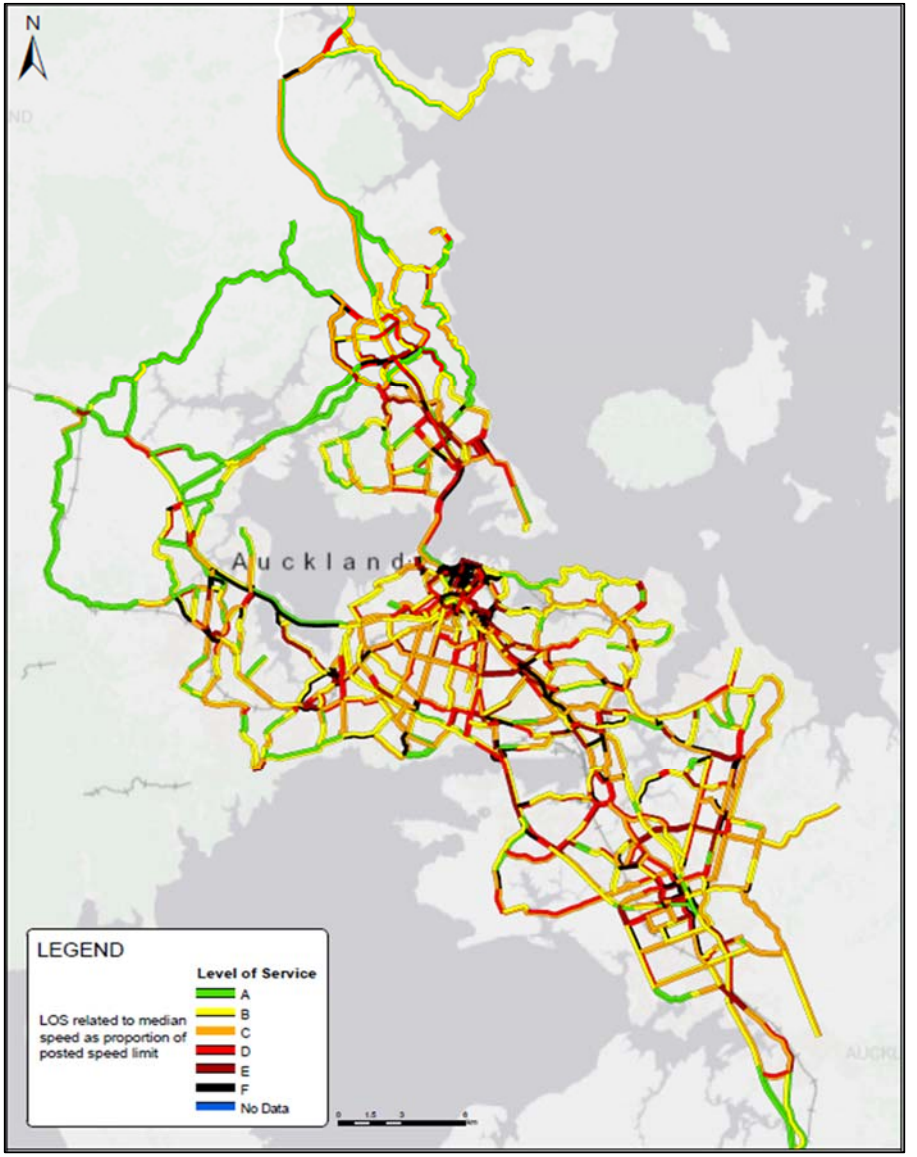
2.1 Deliver an efficient and effective transport system

2.1.17 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 August 2018. See the AM peak arterial road level of service graph (2.1.14) for an explanation of the levels of service.

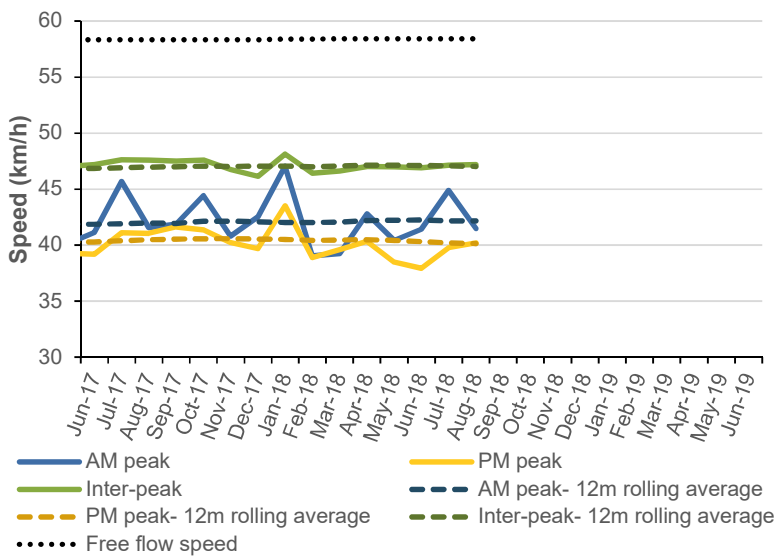
2.1.18 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for August 2018. See the AM peak arterial road level of service graph (2.1.14) for an explanation of the levels of service.

2.1 Deliver an efficient and effective transport system

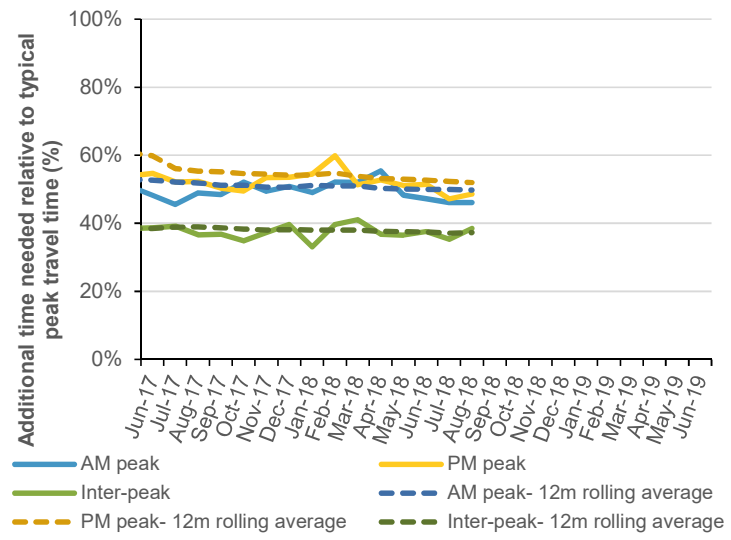
2.1.19 Median travel speed across arterial and motorway network



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 August 2018, the median travel speed during the AM peak was 41 km/hr, compared to 45 km/hr in July 2018 and a 12 month rolling average of 42.2 km/hr.

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

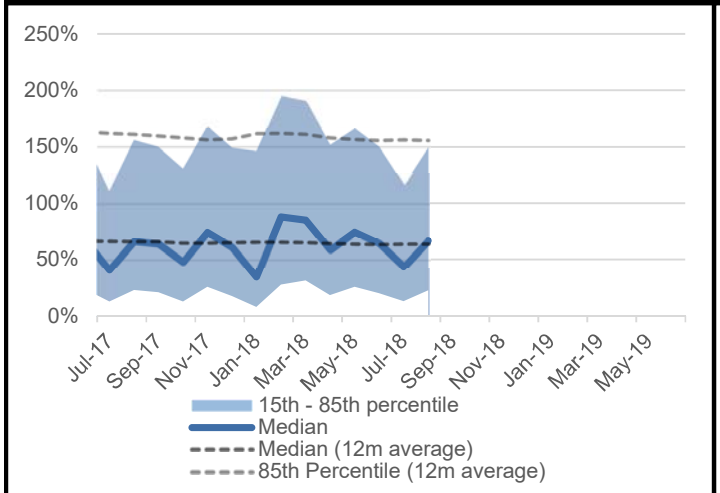


This figure shows the difference between the typical (median) and the 85th percentile* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.

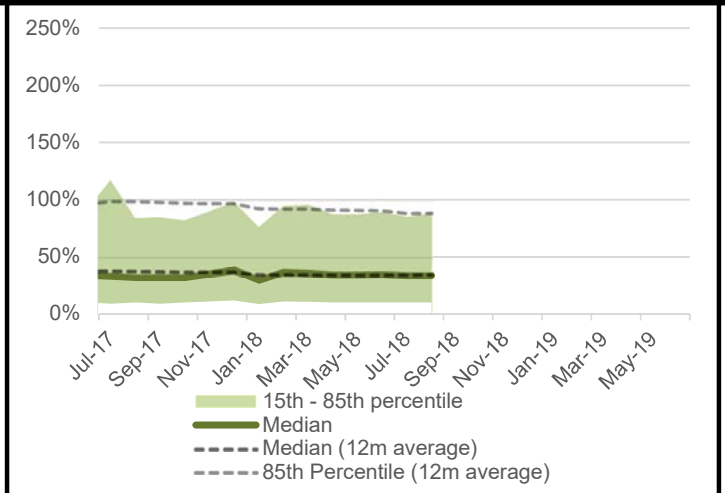
During the August 2018 AM peak, the 85th percentile was 46% longer than the typical travel time. Therefore, if a typical AM peak journey took 20 minutes, a motorist would need to allow an additional 9.2 minutes, for a total of 29.2 minutes, to be 85% certain of arriving on time.

Delay: additional travel time needed relative to free flow conditions

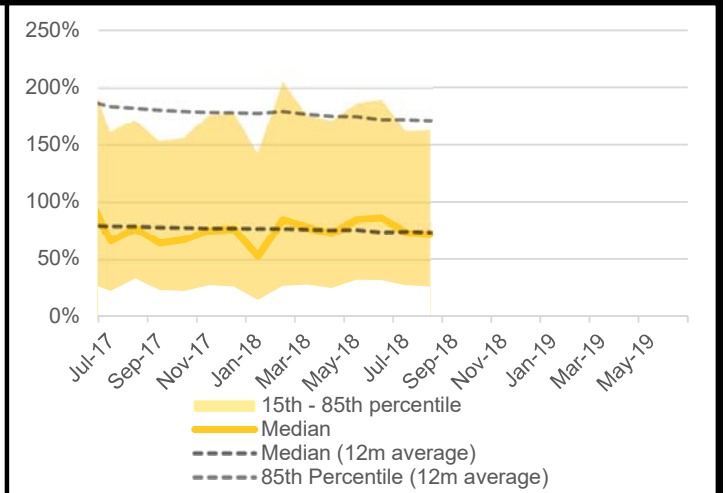
2.1.21 AM Peak delay



2.1.22 Inter-peak delay



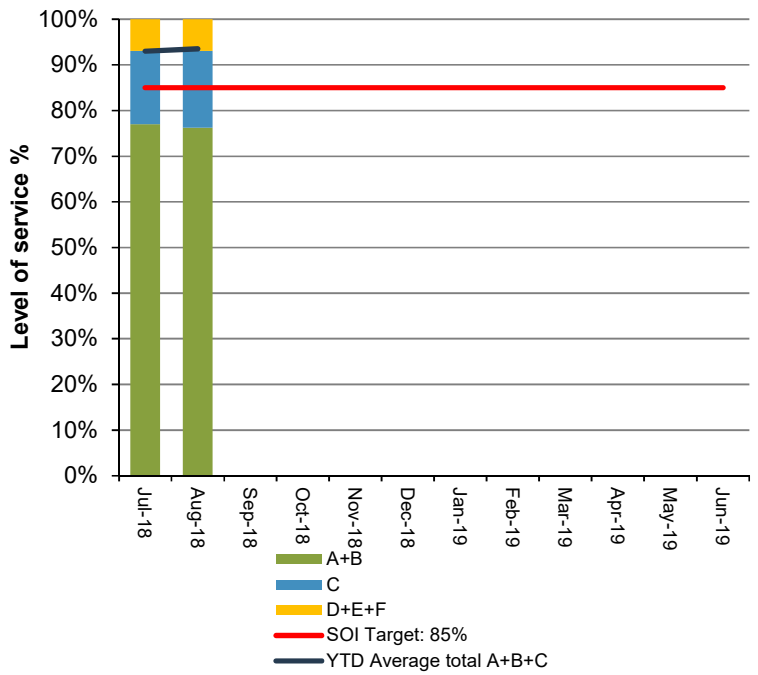
2.1.23 PM Peak delay



These figures show the travel times for the AM peak, inter-peak, and PM peak for the 15th percentile, typical (median), and 85th percentile* trips as a percentage of time taken in freeflow conditions.
*85% of all trips will take less time than the 85th percentile.

2.1 Deliver an efficient and effective transport system

2.1.24 Proportion of the freight network operating at Level of Service C or better during the inter-peak



In August 2018, 94% of the strategic freight network operated at good levels of service (LOS A-C).

Broken down by arterial and Motorway components, 89% and 97% respectively operated efficiently, indicating that freight vehicles are afforded a particularly good experience on the Motorway. Segments that experience some congestion tend to be at Motorway interchanges or near busy activity centres such as near town centres.

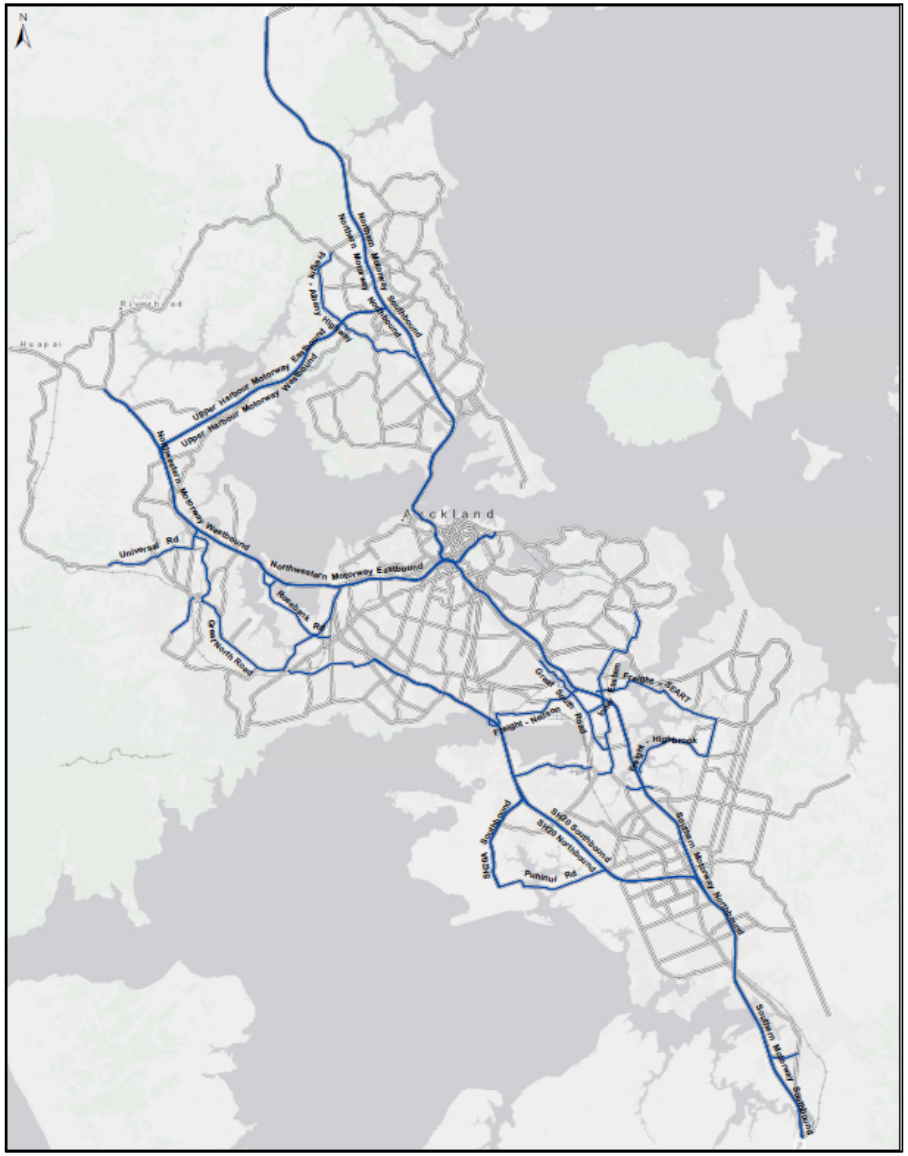
This is a new measure, as the SOI target for freight routes now measures the strategic freight network rather than five select routes.

Level of service is measured by median speed as a % of the posted speed limit 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.

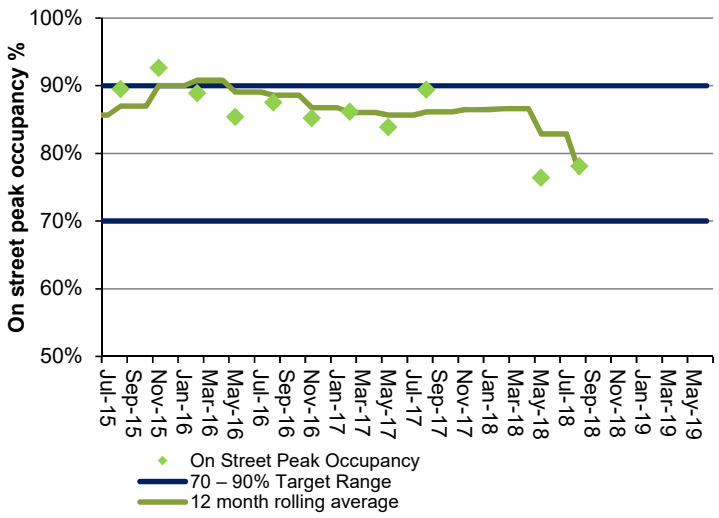
2.1.25 Map showing key freight routes



The freight network comprises key freight routes on key arterials and the Motorway network, as defined in the freight network map (above). The freight network Level of Service (LOS) is measured by average speed during the inter-peak period as a percentage of the posted speed limit for the freight network routes. LOS A, B and C represents efficient and stable traffic conditions with average travel speeds of at least 50% of the posted speed limit. At least 85% of the freight network is to operate at efficient levels.

2.1 Deliver an efficient and effective transport system

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

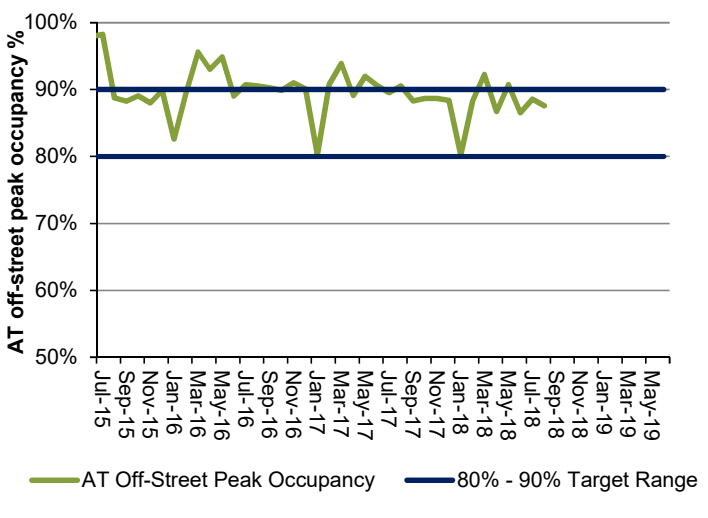


August on-street occupancy was 78.1%.
The 12 month rolling average in August 2018 is 77.3%.

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.

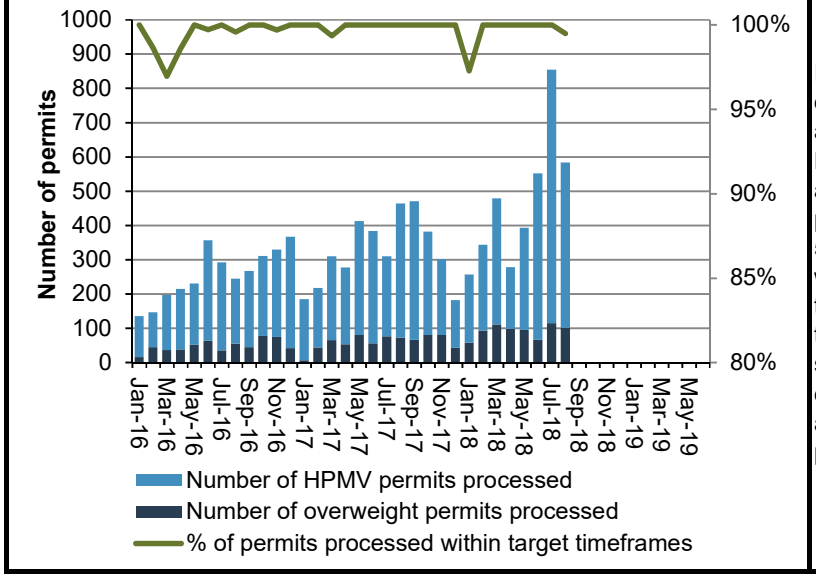
2.1.27 Off-street parking occupancy rates



The off-street parking occupancy rate for August 2018 of 87.6% is within the 80% to 90% occupancy target range.

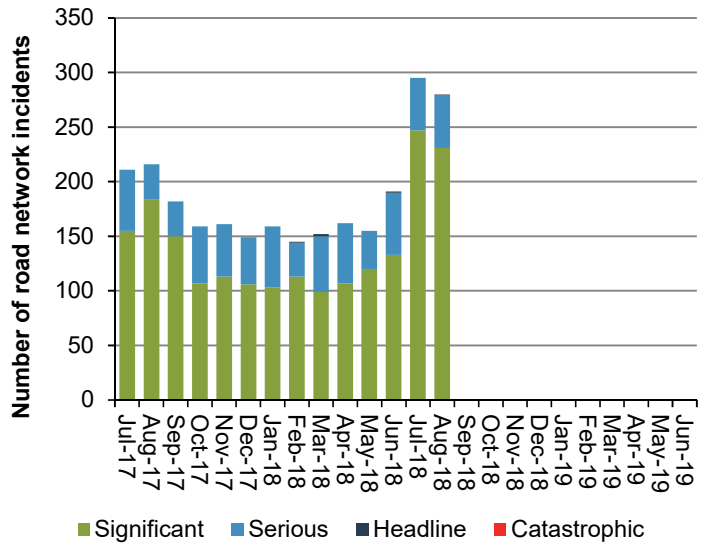
AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings.

2.1.28 Heavy vehicle permits processed



In August 2018, 102 overweight permit applications and 482 HPMV permit applications were processed. 581 of the 584 total (99.5%) permits 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).

2.1.29 ATOC managed incidents



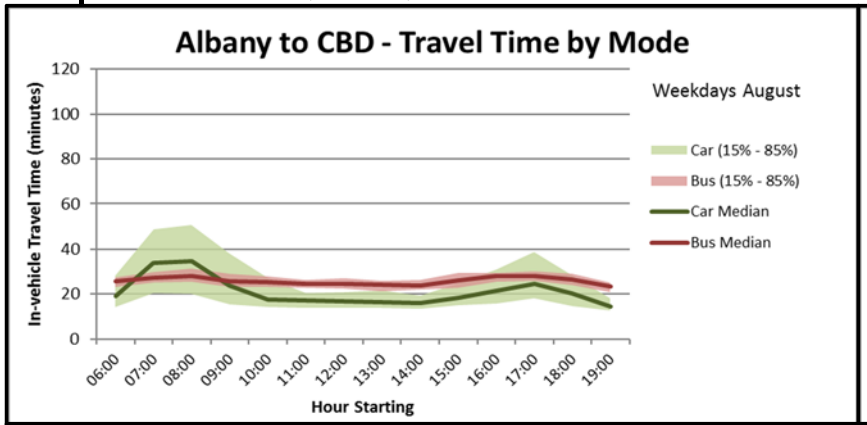
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

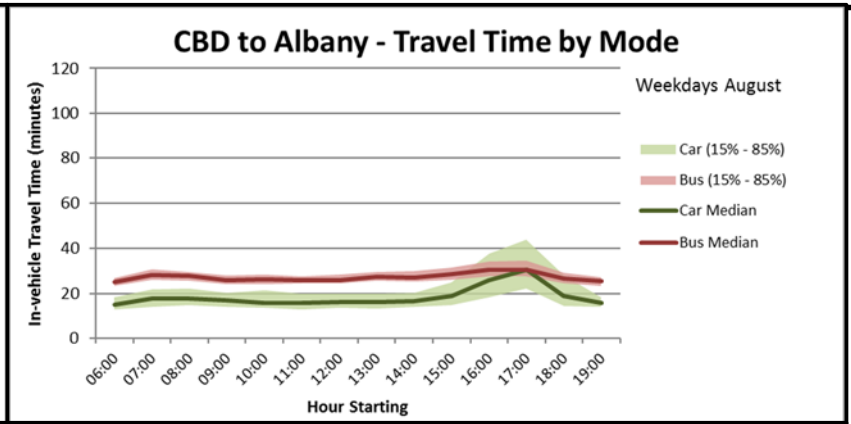
ATOC managed 238 significant incidents, 48 serious incidents and 1 headline incident during August 2018.

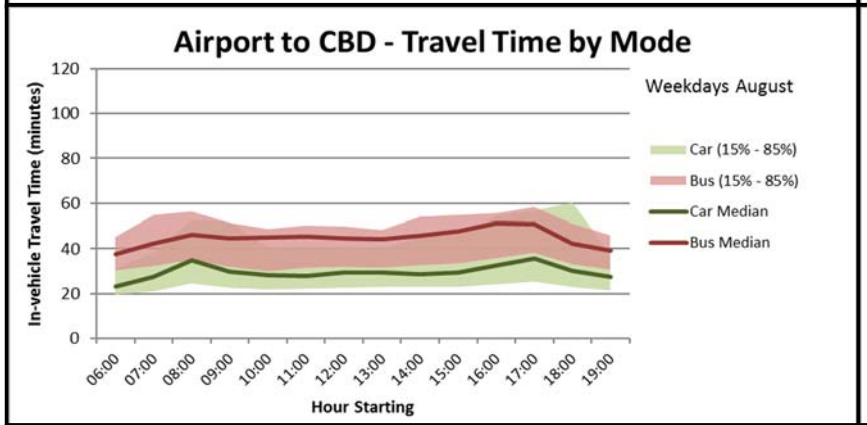
The Auckland Transport Operations Centre (ATOC) is a multi-agency initiative that manages incidents on both AT's local road and NZTA's state highway networks. The centre is responsible for managing incidents from Taupo to Cape Reinga.

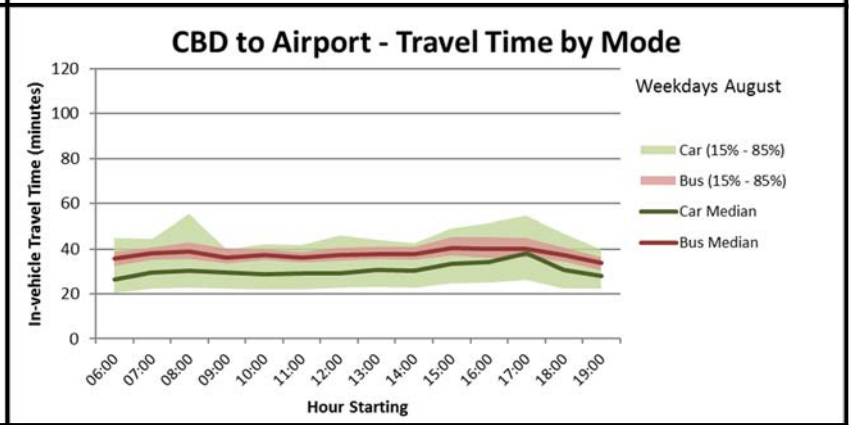
2.1 Deliver an efficient and effective transport system

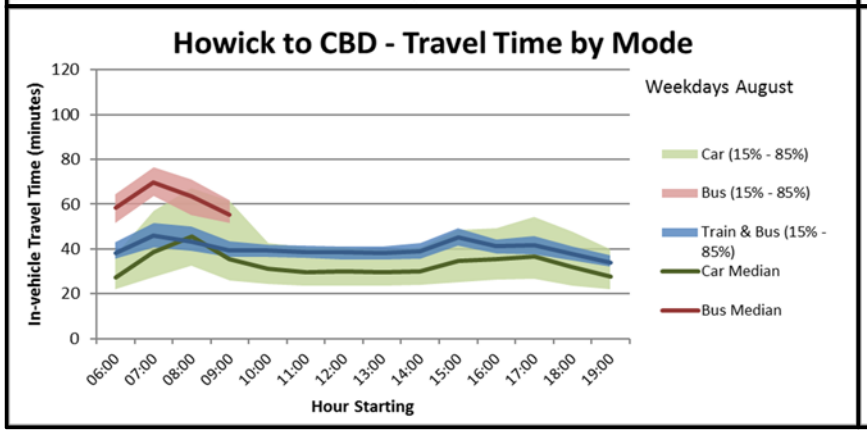
The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.

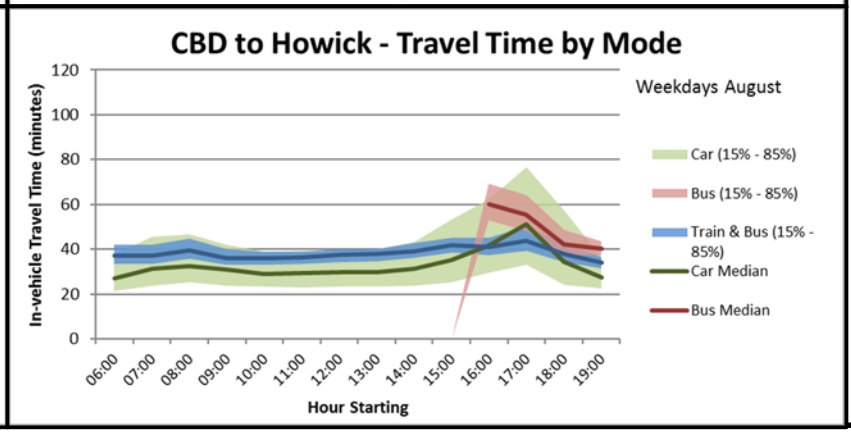












Train and NEX travel (Rapid Transit Network) remains consistent through the day, and can provide significant travel time savings for commuters during the peak periods.

In August, NEX represents a travel time saving of up to 30 minutes from Albany to CBD during AM peak relative to cars, and up to 10 minutes saving during PM peak.

Train provides the most reliable travel time across all modes, and achieves significant travel time saving of up to 20 minutes or more across all routes available to a train option during peak periods. This is especially the case for the Panmure to CBD route there the train is up to 20 minutes quicker than both car and bus alternatives throughout the day.

For the routes that lack continuous bus lane provision, bus travel times compare unfavourably relative to that for general traffic.

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.

2.1 Deliver an efficient and effective transport system

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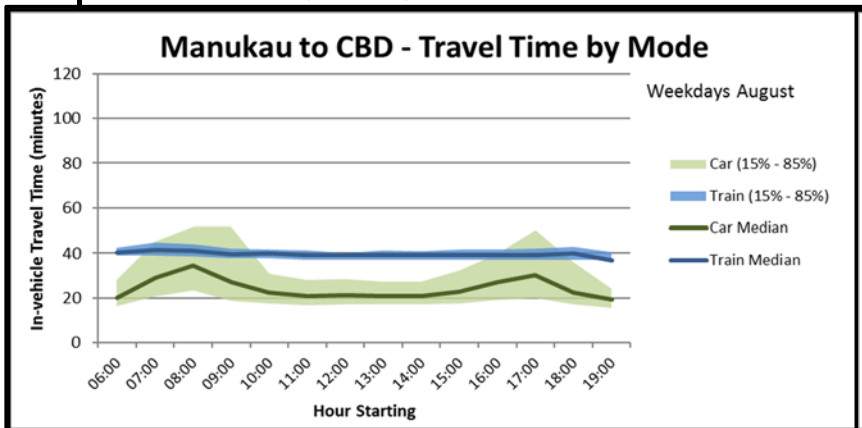

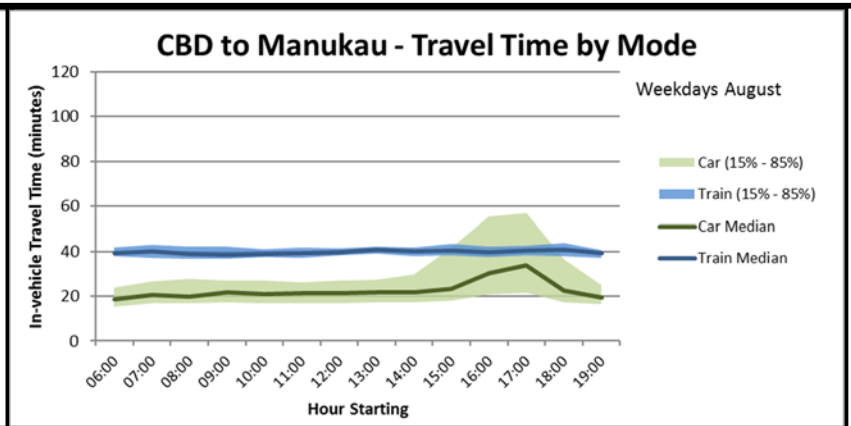

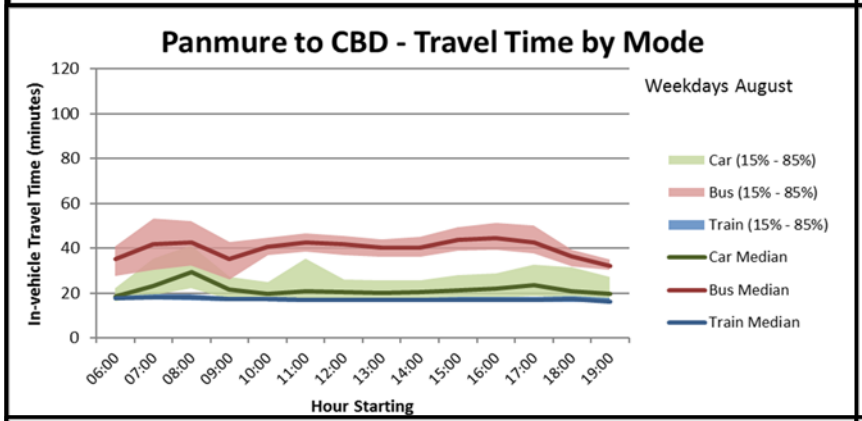

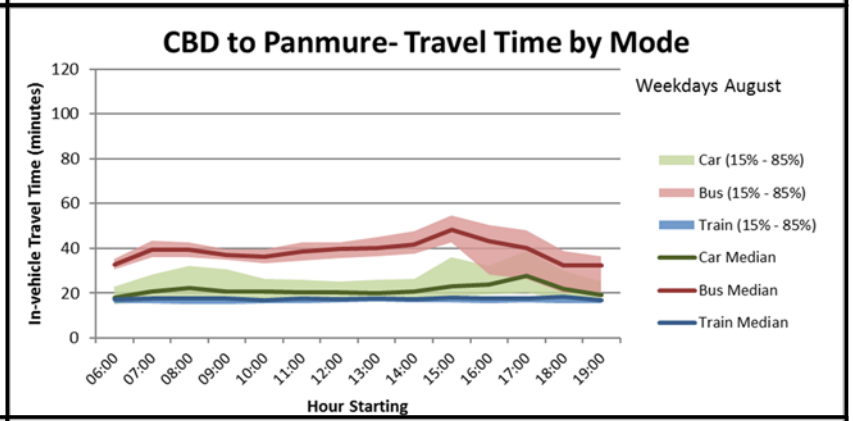

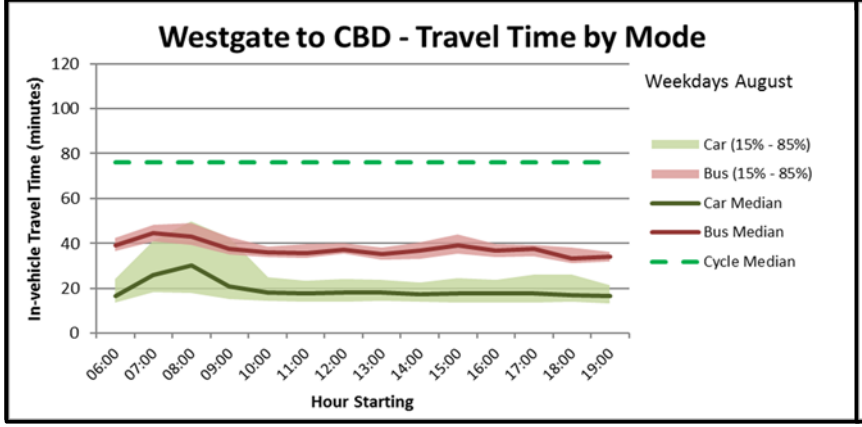

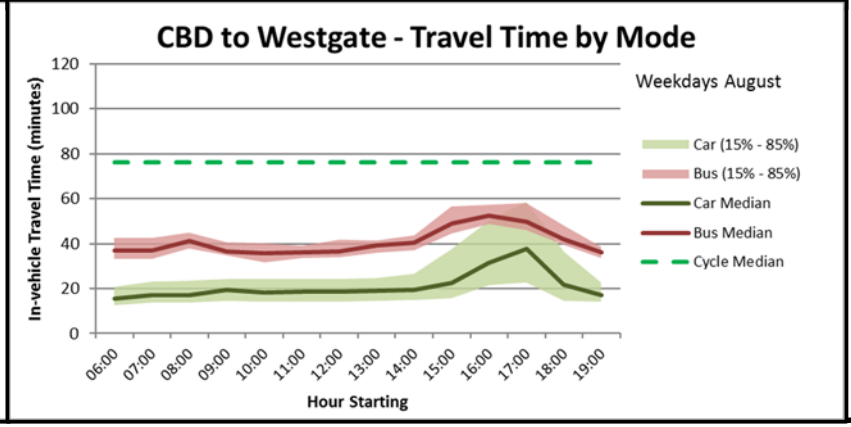

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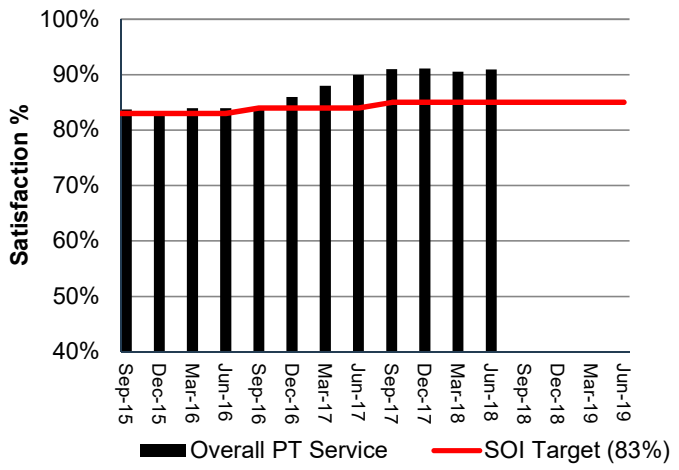
Train provides the most reliable travel time across all modes, and achieves significant travel time saving of up to 20 minutes or more across all routes available to a train option during peak periods. This is especially the case for the Panmure to CBD route there the train is up to 20 minutes quicker than both car and bus alternatives throughout the day.

For the routes that lack continuous bus lane provision, bus travel times compare unfavourably relative to that for general traffic.

2.2 Focus on the customer

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

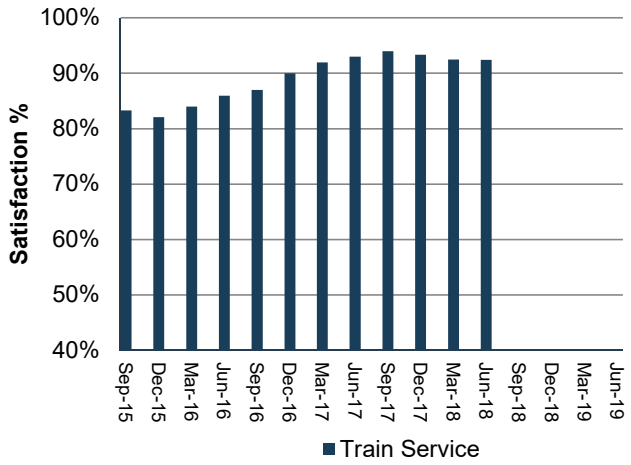


Non-reporting period.

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

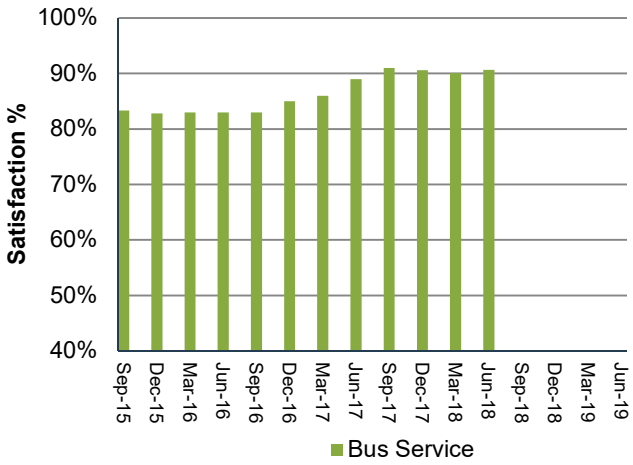


Non-reporting period.

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

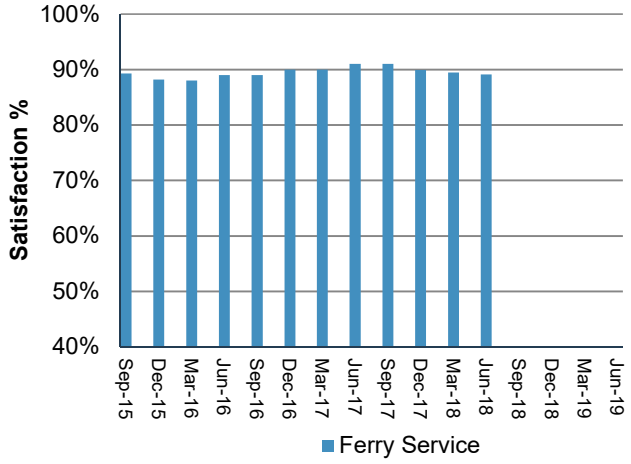


Non-reporting period.

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



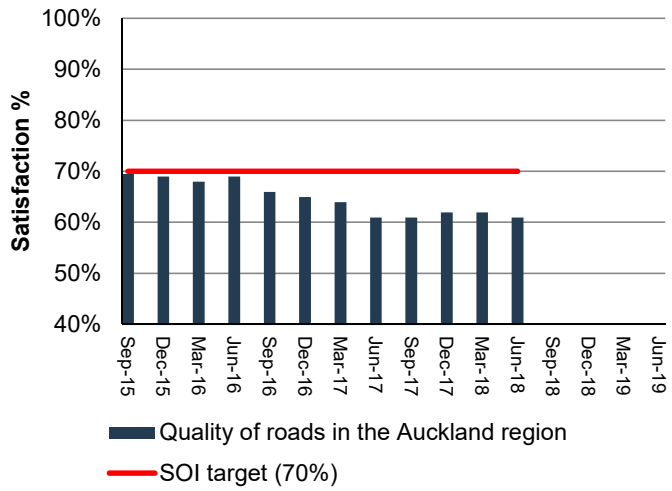
Non-reporting period.

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 Focus on the customer

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

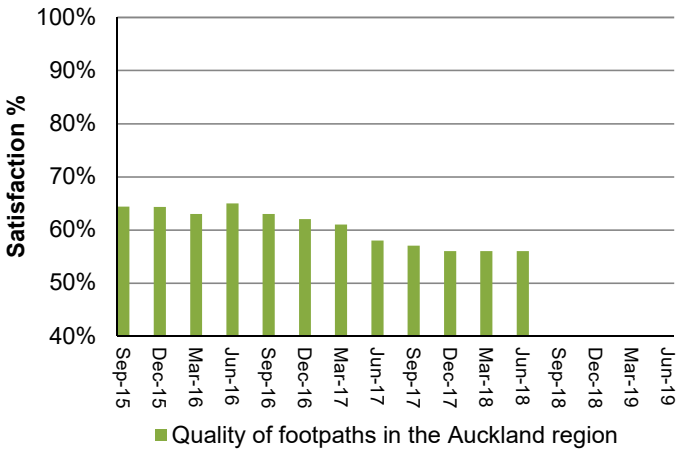


Non-reporting period.

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

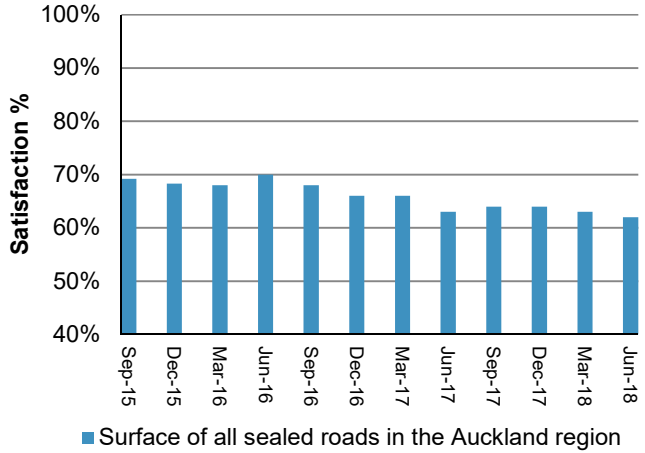


Non-reporting period.

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

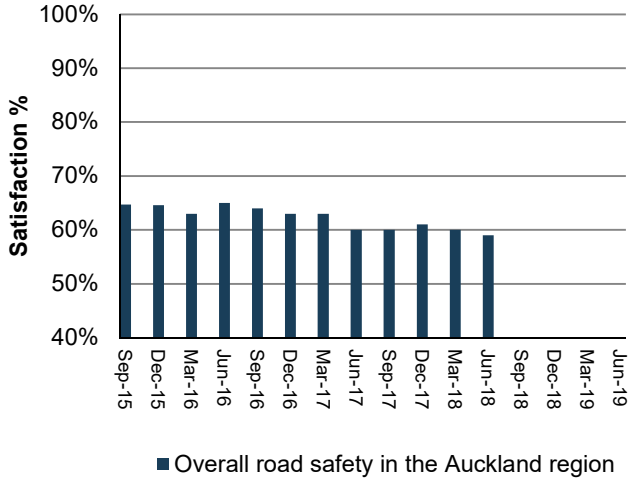


Non-reporting period.

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



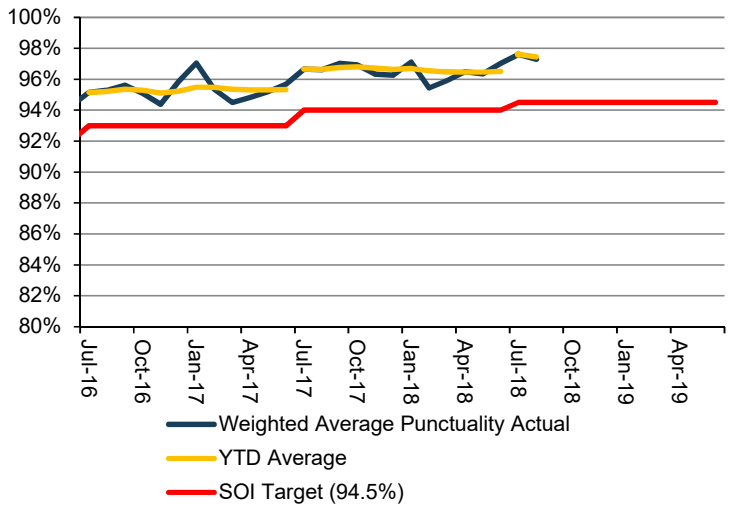
Non-reporting period.

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 Focus on the customer

2.2.9 PT punctuality (weighted average across all modes)

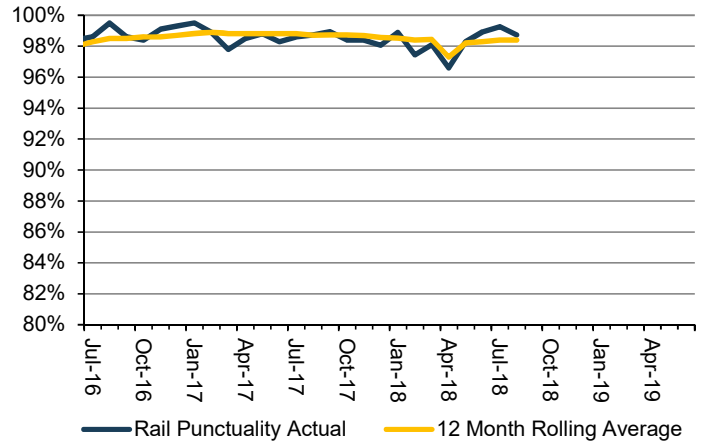


Target exceeded (YTD average to August 2018 = 97.4%; SOI target 94.5%).

PT weighted average punctuality for the month of August 2018 was 97.3%.

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

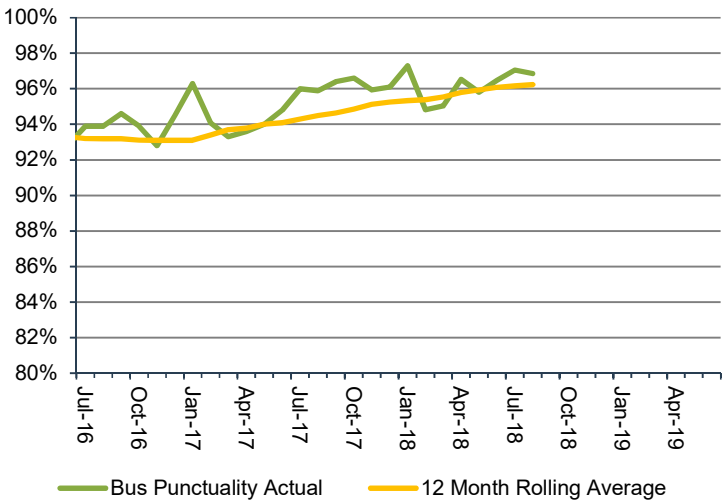
2.2.10 Rail services punctuality



Rail service punctuality in August 2018 was 98.7%, and 98.4% for the 12 months to August 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

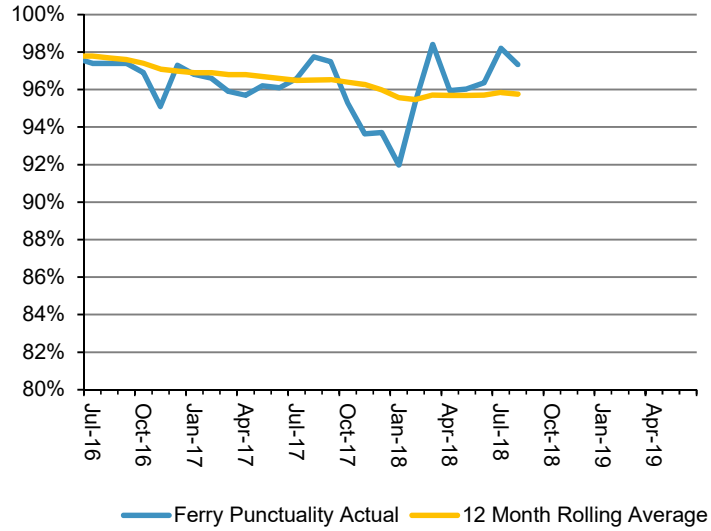


Bus service punctuality in August 2018 was 96.9%, and 96.2% for the 12 months to August 2018.

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

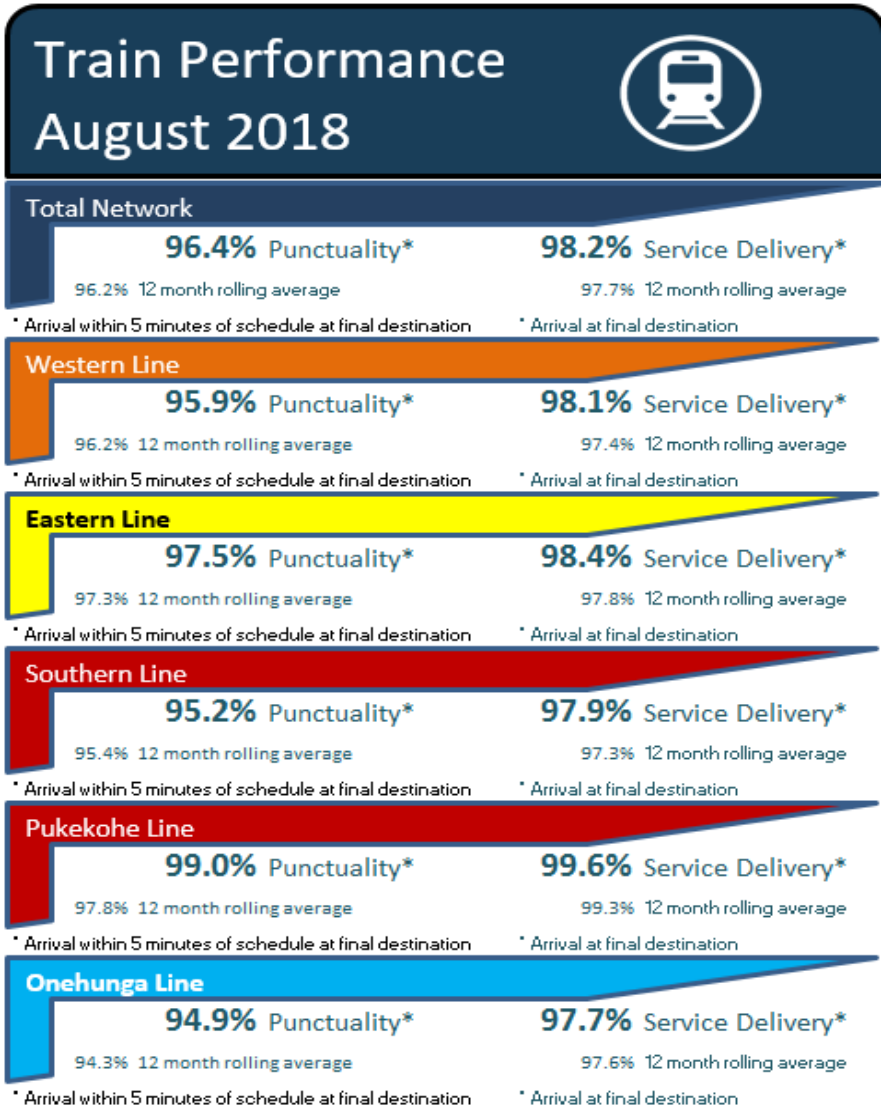


Ferry service punctuality in August 2018 was 97.3% and 95.8% for the 12 months to August 2018.

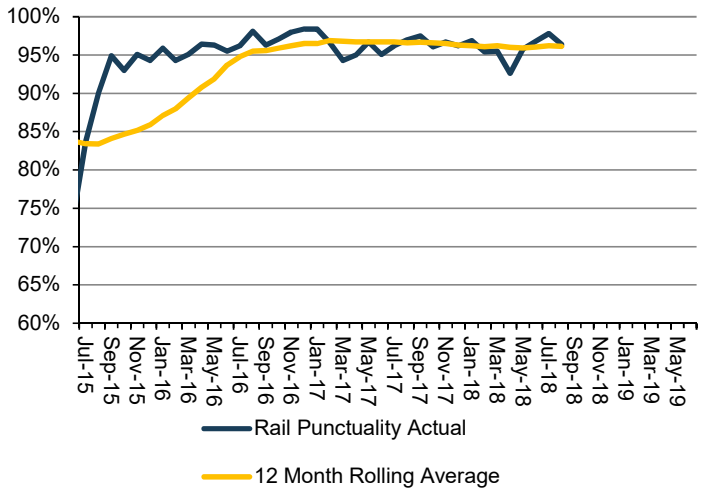
Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

2.2 Focus on the customer

2.2.13 Rail service performance



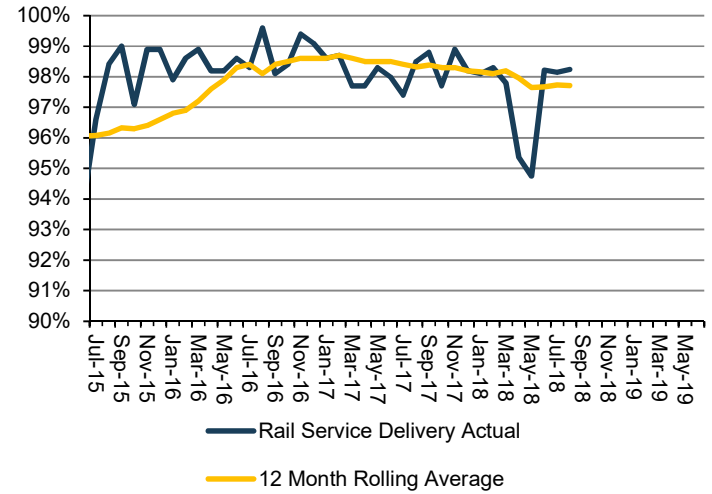
2.2.14 Rail punctuality based on arrival at final destination



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 August 2018 was 96.4% and 96.1% for the 12 months to August 2018.

2.2.15 Rail service delivery based on arrival at final destination

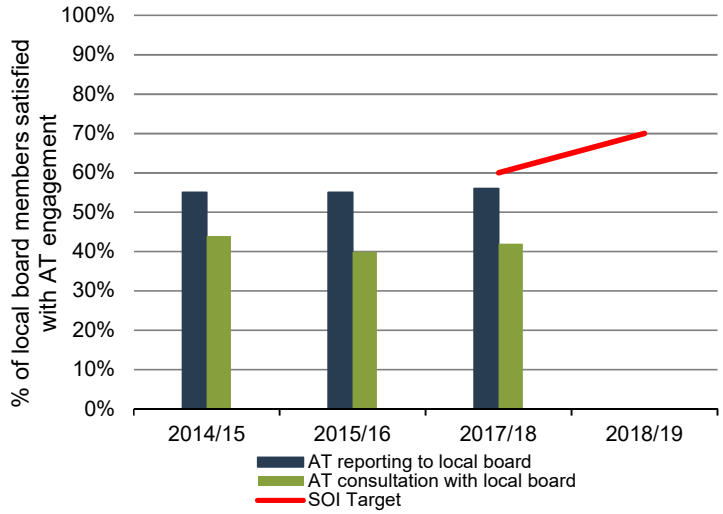


This measure is based on the percentage of rail services that arrive at their final destination.

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

2.2 Focus on the customer

2.2.16 Percentage of Local Board members satisfied with Auckland Transport engagement



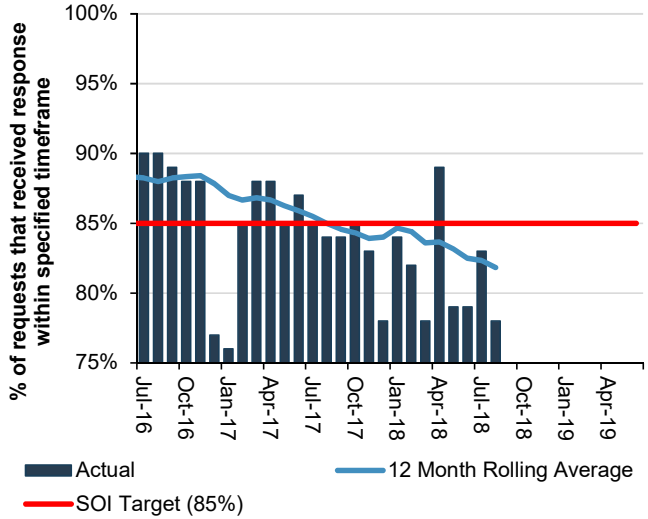
Non-reporting period.

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.

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

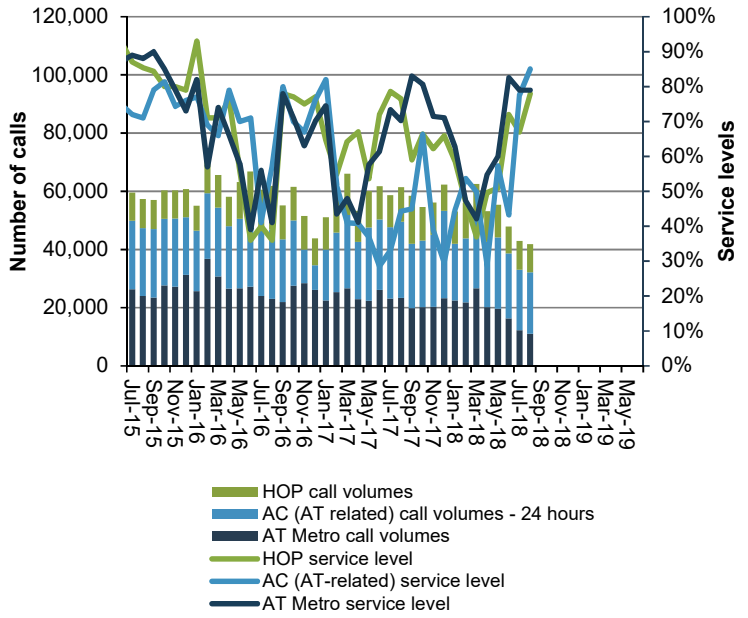


Target not met (12 month rolling average = 81.8%, SOI target of 85%). The August 2018 result was 78%.

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.

2.2 Focus on the customer

2.2.18 Call centre incoming calls and service levels

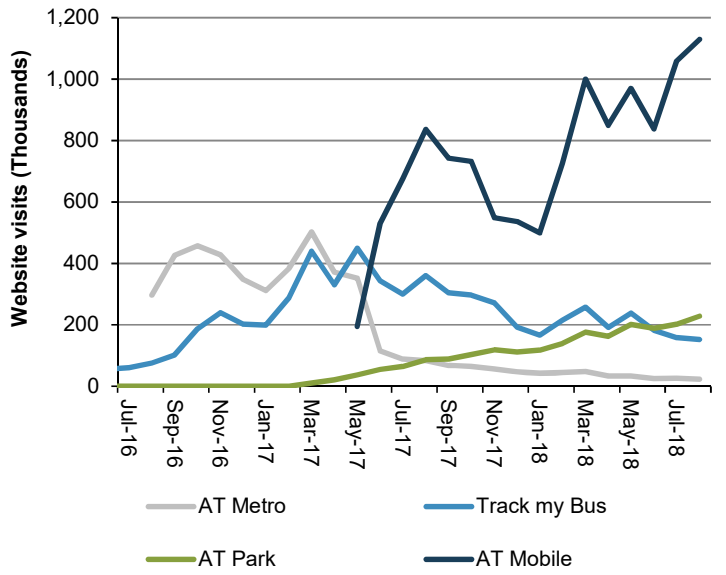


AT HOP
Call volumes increased by 10% compared to July 2018. The service level increased by 11 percentage points compared to July 2018.

Auckland Council (AT-related calls) – 24 Hours
Call volumes increased by 2% compared to July 2018. The service level increased by 7 percentage points compared to July 2018.

AT Metro Call Centre
Call volumes decreased by 10% compared to July 2018, and decreased by 53% compared to August 2017. The service level was unchanged compared to July 2018.

2.2.19 AT app user sessions



AT Mobile
App user sessions increased by 6.6% in August 2018 compared to July 2018, and 34.9% compared to August 2017.

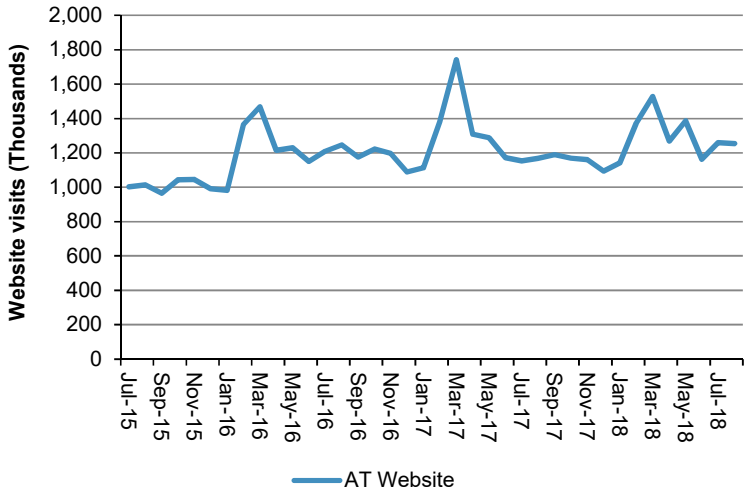
AT Park
App user sessions increased by 13.1% in August 2018 compared to July 2018.

Track my Bus
App user sessions decreased by 3.8% in August 2018 compared to July 2018.

AT Metro
App user sessions decreased by 9.9% in August 2018 compared to July 2018.

AT Mobile was released in May 2017, combining the functionality of AT Metro and Track my Bus into one application. Support for AT Metro on iOS was terminated, indicating the sharp drop in AT Metro user sessions. Support for AT Metro (Android) and Track my Bus remains while users are still active.

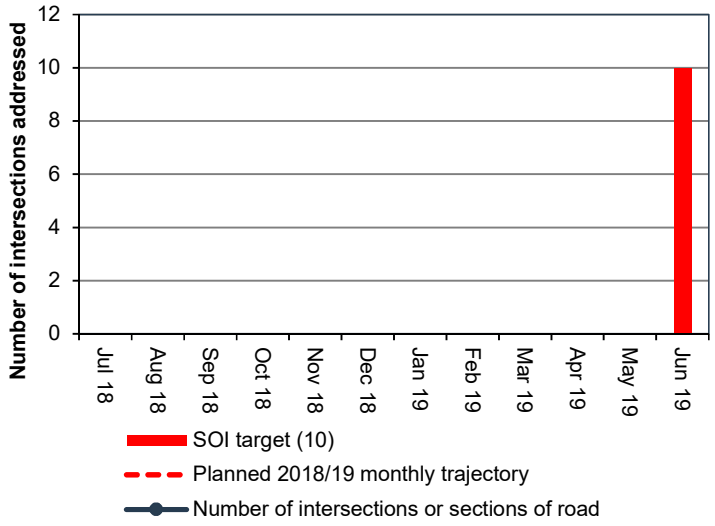
2.2.20 Website visits



Visits to the Auckland Transport website totalled 1,254,205 in August 2018, a decrease of 0.4% compared to July 2018.

2.3 Improve the safety of the transport system

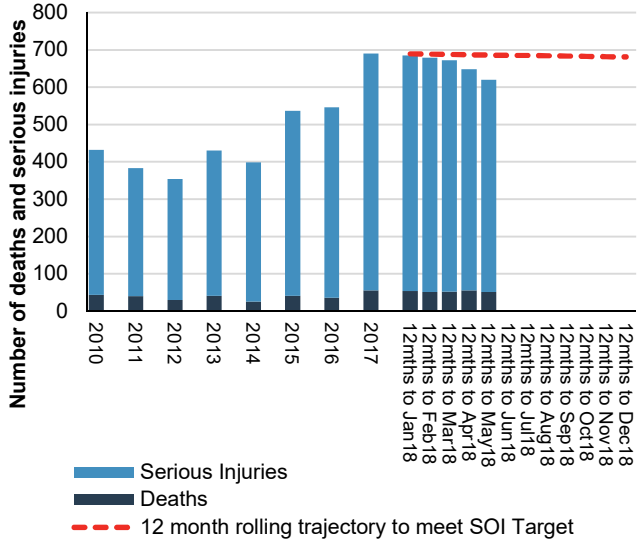
2.3.1. Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme



The 2018/19 target is to address ten high risk intersections or sections of road as part of the safety programme.

No work is expected to be completed in the first quarter, as the first projects are expected to be complete by the second quarter.

2.3.2 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network



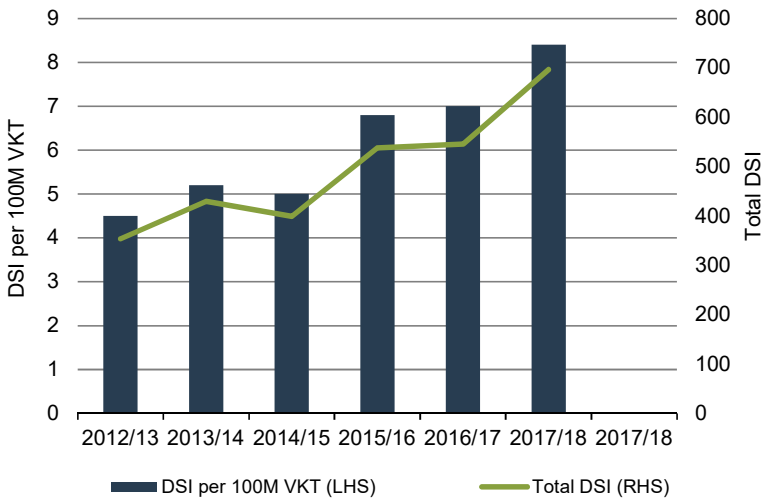
The Local Road DSI target for the 2018 calendar year is 681, 9 less than the 2017 total of 690.

The 12 month rolling total to May 2018 was 620, 10% lower than the target trajectory of 687, and 3% lower than for the 12 months to May 2017.

For the 12 months to the end of May 2018, Local Road deaths have increased by 11% (from 46 to 51) and Local Road serious injuries have decreased by 4% (from 593 to 569).

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.

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



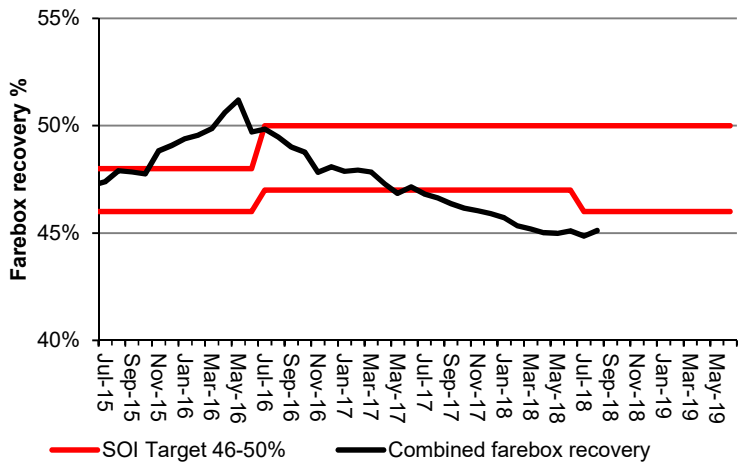
Reported annually in June.

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.

2.4 Ensure value for money across Auckland Transport's activities

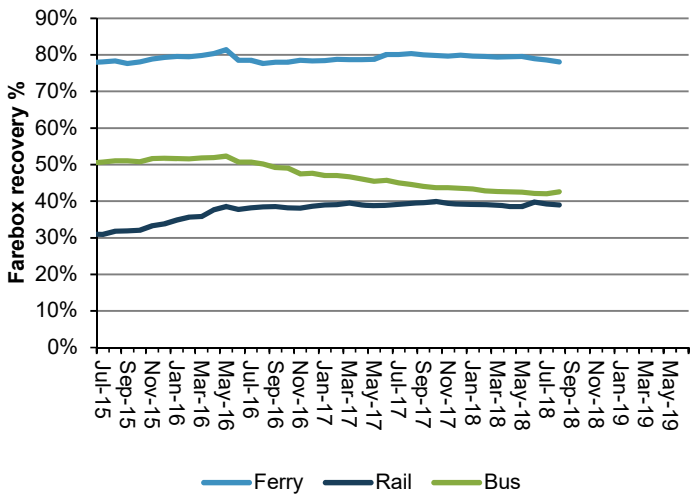
2.4.1 PT farebox recovery (combined result with SOI measure)



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 August 2018 was 45.1%. This compares to 46.6% in August 2017.

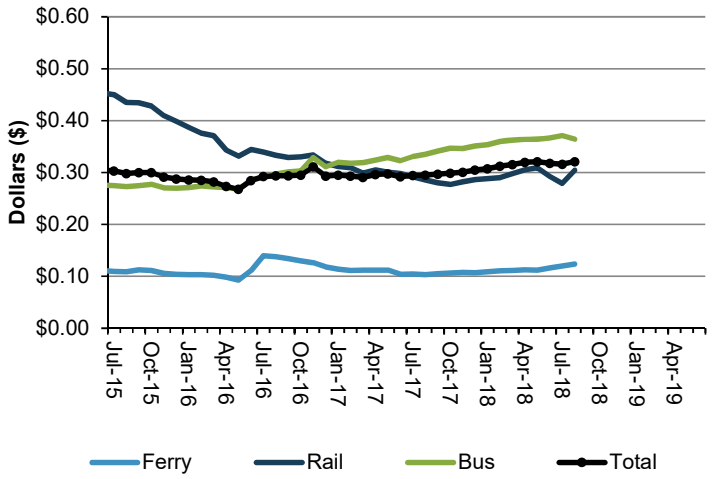
2.4.2 PT farebox recovery (by mode)



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 August 2018 (and comparable 2017 results) were:
- Ferry 78.1% (80.4%)
- Bus 42.6% (44.6%)
- Rail 39.0% (39.4%)

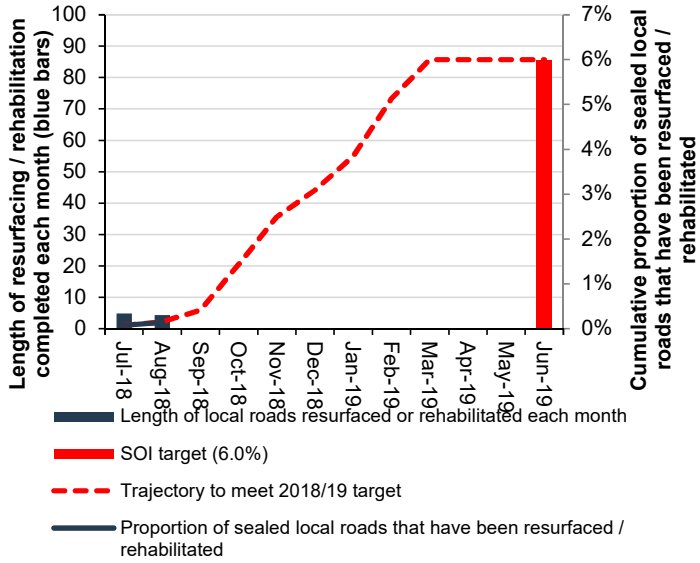
2.4.3 PT subsidy per passenger kilometre



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 August 2018 (and comparable 2017 results) were:
- Bus $0.364 ($0.335)
- Rail $0.305 ($0.286)
- Ferry $0.124 ($0.103)
- Total $0.321 ($0.295)

2.4.4 Percentage of the sealed road network that is resurfaced



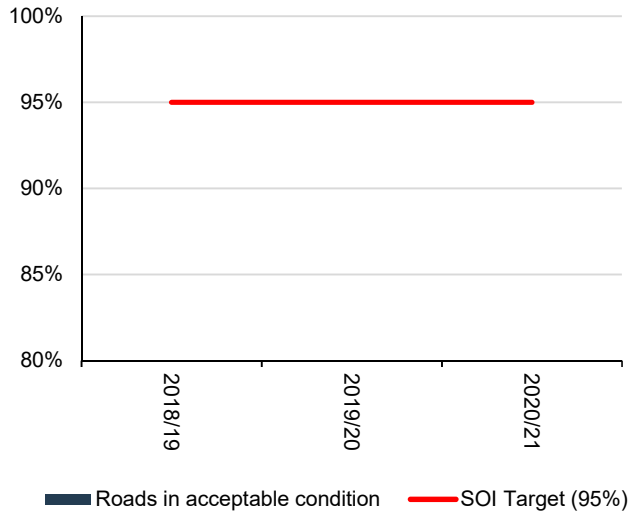
Target not met.

In August 2018, 4.3 km of the local road network was resurfaced / rehabilitated. The YTD completed length of 9.1 km is less than the forecasted YTD length of 10.0 km.

The 2018/19 YTD completed length of 9.1 km is 2.1% of the 430 km 2018/19 programme.

2.4 Ensure value for money across Auckland Transport's activities

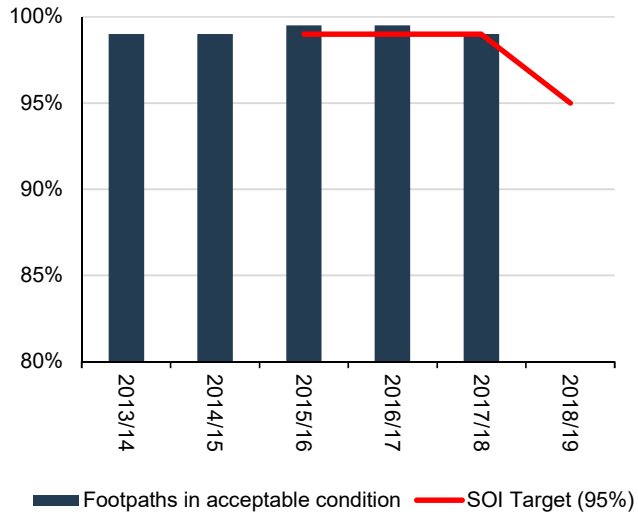
2.4.5 Proportion of road assets in acceptable condition



Target reported annually in March.

Proportion of road assets in acceptable condition is a new measure in the 2018/19 SOI.

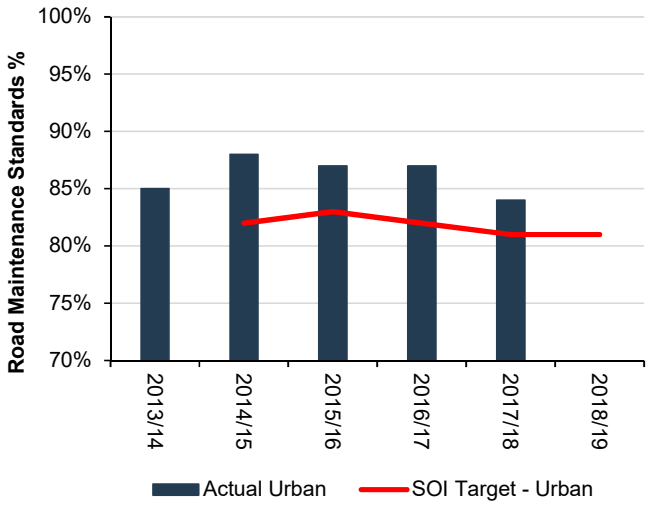
2.4.6 Percentage of footpaths in acceptable condition



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).

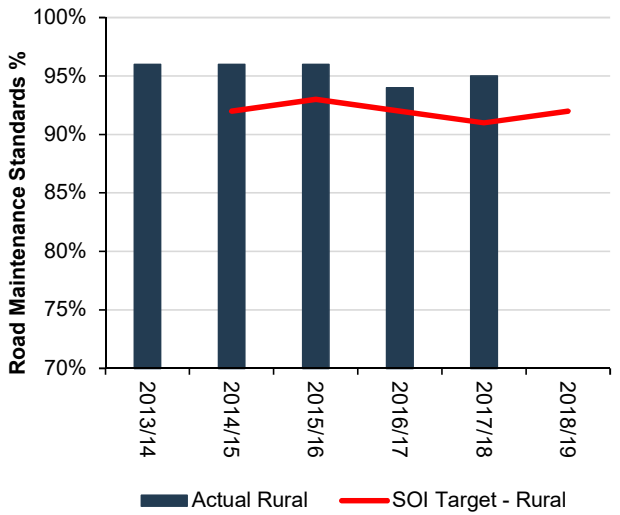
2.4.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



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).

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



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).