Attachment 1

Auckland Transport Monthly Indicators Report 2018/19

April 2019

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: 99,138,054	Page 8
	Total annual rail boardings (millions)	21.11 million													12 month rolling total: 21,099,424	Page 9
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings													20.1% growth in RTN + FTN vs 7.6% growth in total boardings	Page 8
	New cycleways added to regional cycle network	10 km													YTD completion: 7.2 km	Page 11
	Number of cycle movements past selected count sites	3.644 million													YTD: 3,161,833 YTD target: 3,056,549	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: 31,198	Page 12
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%													YTD average: 93%	Page 16
Focus on the customer	Percentage of public transport passengers satisfied with their public transport service	85%													March 2019 result: 91%	Page 20
	PT punctuality (weighted average across all modes)	94.5%													YTD average: 97.1%	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: 81.0%	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									🟡				Expected to meet target.	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	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢			2018 year end result: 553 12 month total to January 2019: 539 Note: 3-month lag	Page 26
Ensure value for money across AT's activities	PT farebox recovery	46–50%	🔴	🔴	🔴	🔴	🔴	🔴	🔴	🔴	🔴	🔴			March 2019 result:44.1%	Page 27
	Percentage of the sealed local road network that is resurfaced	6.0%	🔴	🔴	🟢	🔴	🔴	🔴	🔴	🔴	🔴	🔴			YTD result: 5.2%	Page 27
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	95%									🟡				2018/19 result: 94%	Page 28
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%									🟡				2018/19 result: 96%	Page 28
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 81%									🟢				2018/19 result: 87%	Page 28
		Rural 92%									🟡				2018/19 result: 94%	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

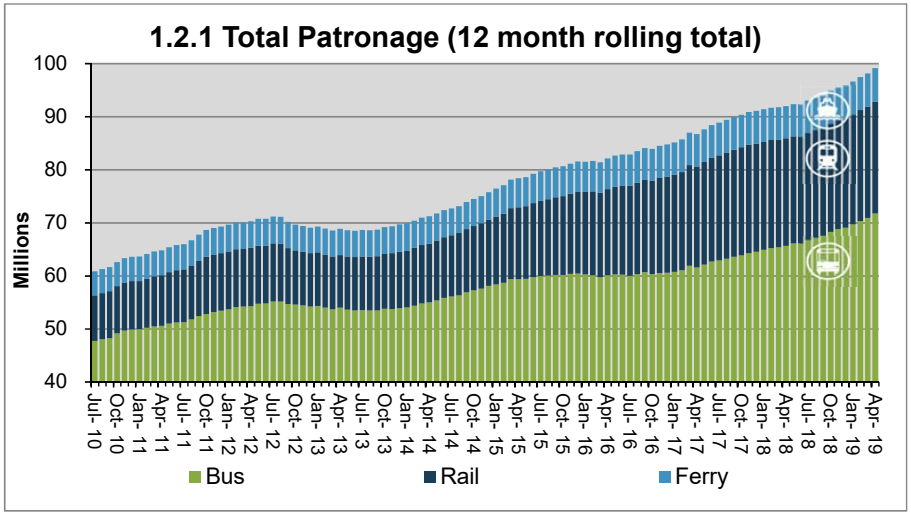
1.2 AT Metro Boardings breakdown

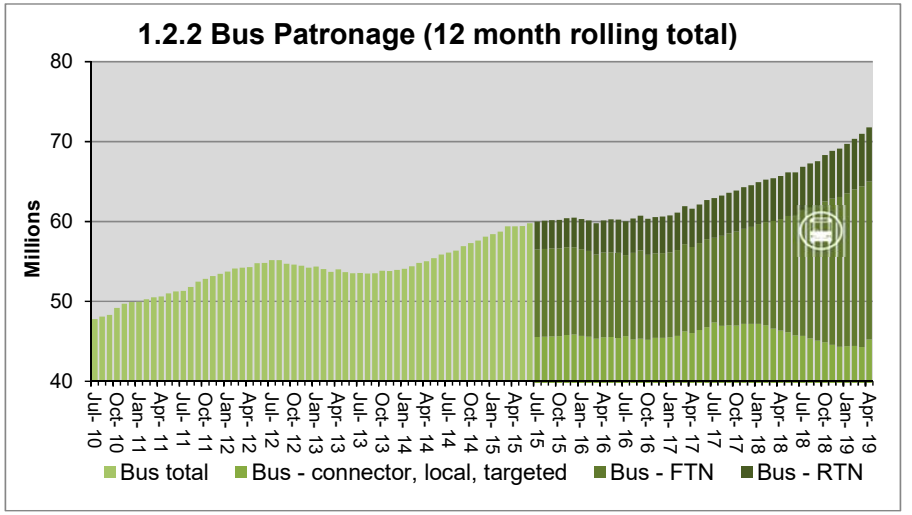
	April - 2018/19 Actual v SOI									
	Month				YTD				SOI / Target 2018/19	Projected Forecast 2018/19
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance		
1. Bus Total:	**5,877,038**	**15.9%**	5,405,000	**8.7%**	**59,554,450**	**10.4%**	56,205,000	**6.0%**	68,890,000	**72,400,000**
2. Train (Rapid) Total:	**1,700,627**	**9.5%**	**1,664,035**	**2.2%**	**17,532,789**	**6.0%**	**17,319,976**	**1.2%**	**21,110,000**	**21,300,000**
3. Ferry (Connector Local) Total:	**514,569**	**3.8%**	509,742	**0.9%**	**5,388,639**	**4.6%**	5,371,053	**0.3%**	6,300,000	**6,300,000**
Total Patronage	**8,092,234**	**13.7%**	**7,578,777**	**6.8%**	**82,475,878**	**9.0%**	**78,896,029**	**4.5%**	**96,300,000**	**100,000,000**
Rapid and Frequent	**3,300,894**	**0.8%**	2,910,536	**13.4%**	**39,986,333**	**21.7%**	30,529,758	**31.0%**	36,786,000	**46,000,000**

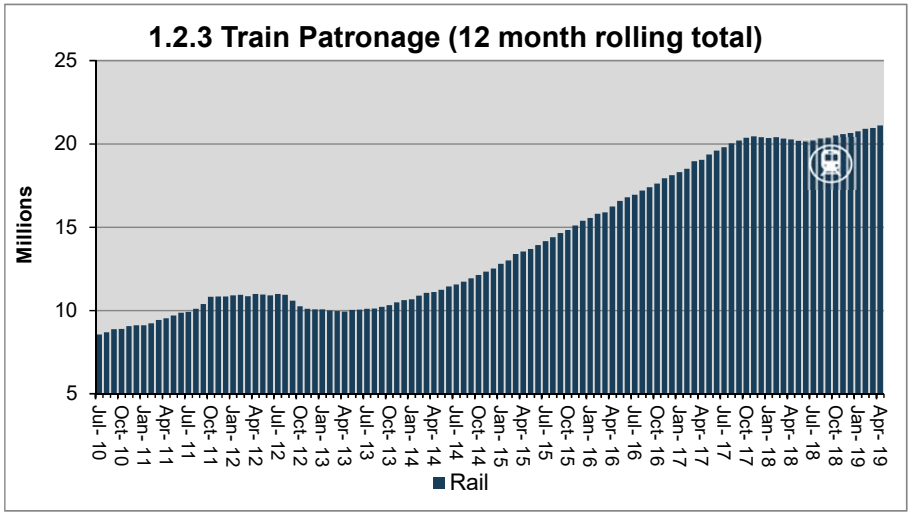
	April - 2018/19											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	**5,877,038**	**5,078,760**	**807,982**	**15.9%**	**12.0%**	**71,759,572**	**1.1%**	**6,067,174**	**9.2%**	**59,554,450**	**5,591,636**	**10.4%**
- Busway (Rapid) Bus	628,484	443,409	185,075	41.7%		6,763,851	2.8%	1,380,887	25.7%	5,746,152	1,305,473	29.4%
- Frequent Bus	971,783	1,279,904	-308,121	-24.1%		19,776,683	-1.5%	5,835,812	41.9%	16,707,392	4,843,967	40.8%
- Connector Local Targeted Bus	4,276,771	3,355,447	931,028	27.8%		45,219,038	2.1%	-1,149,525	-2.5%	37,100,906	-557,804	-1.5%
2. Train (Rapid) Total:	**1,700,627**	**1,552,634**	**147,989**	**9.5%**	**6.7%**	**21,099,424**	**0.7%**	**762,830**	**3.8%**	**17,532,789**	**985,670**	**6.0%**
- Western Line	588,751	532,879	55,871	10.5%		7,216,169	0.8%	103,522	1.5%	5,983,282	220,775	3.8%
- Eastern Line	508,003	461,825	46,174	10.0%		6,200,121	0.8%	382,644	6.6%	5,200,381	423,597	8.9%
- Onehunga Line	89,055	83,383	5,672	6.8%		1,135,171	0.5%	-2,950	-0.3%	949,184	16,178	1.7%
- Southern Line	472,523	441,175	31,348	7.1%		6,033,492	0.5%	172,772	2.9%	4,967,072	224,891	4.7%
- Pukekohe Line	42,295	33,372	8,923	26.7%		514,470	1.8%	106,842	26.2%	432,869	100,230	30.1%
3. Ferry (Connector Local) Total:	**514,569**	**495,901**	**18,668**	**3.8%**	**3.8%**	**6,279,058**	**0.3%**	**205,339**	**3.4%**	**5,388,639**	**236,092**	**4.6%**
- Contract	121,246	111,532	9,714	8.7%		1,467,954	0.7%	103,844	7.6%	1,222,821	99,537	8.9%
- Exempt Services	393,323	384,369	8,954	2.3%		4,811,104	0.2%	101,495	2.2%	4,165,818	136,555	3.4%
Total Patronage	**8,092,234**	**7,127,295**	**974,639**	**13.7%**	**10.3%**	**99,138,054**	**1.0%**	**7,035,343**	**7.6%**	**82,475,878**	**6,813,398**	**9.0%**
Rapid and Frequent	3,300,894	3,275,947	24,943	0.8%		47,639,958	0.1%	7,979,529	20.1%	39,986,333	7,135,110	21.7%
Connector Local Targeted	4,791,340	3,851,348	949,696	24.7%		51,498,096	1.9%	-944,186	-1.8%	42,489,545	-321,712	-0.8%
Total Patronage	**8,092,234**	**7,127,295**	**974,639**	**13.7%**	**10.3%**	**99,138,054**	**1.0%**	**7,035,343**	**7.6%**	**82,475,878**	**6,813,398**	**9.0%**

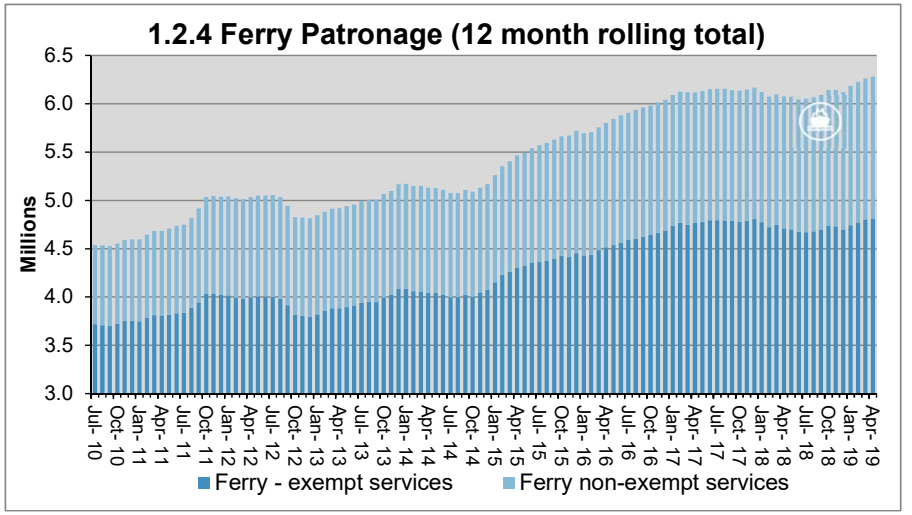
* Normalised % - Change is done at the mode level, as special events is not available at lower service layers.
* Rapid calculation for busway amended from NEX route plus Busway (4 locations – Akoranga, Smales, Sunnynook, Constellation) Inbound Boardings & Outbound alighting to being all routes Inbound from Albany to Fanshawe St & Outbound Akoranga to Albany in line with New Network North.

1.2 AT Metro Boardings breakdown









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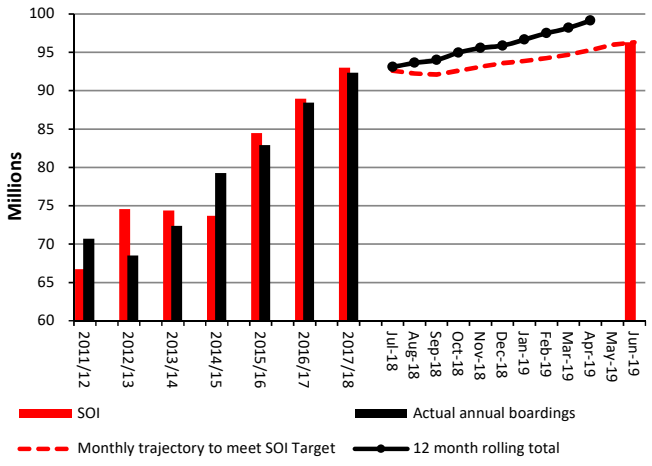
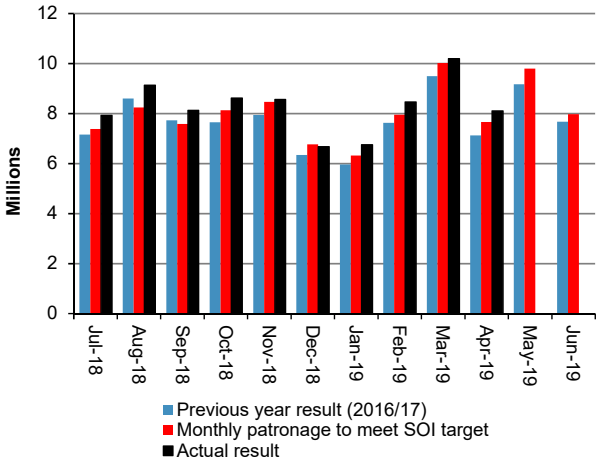
2.1 Deliver an efficient and effective transport system

2.1.1 Total public transport boardings (millions)



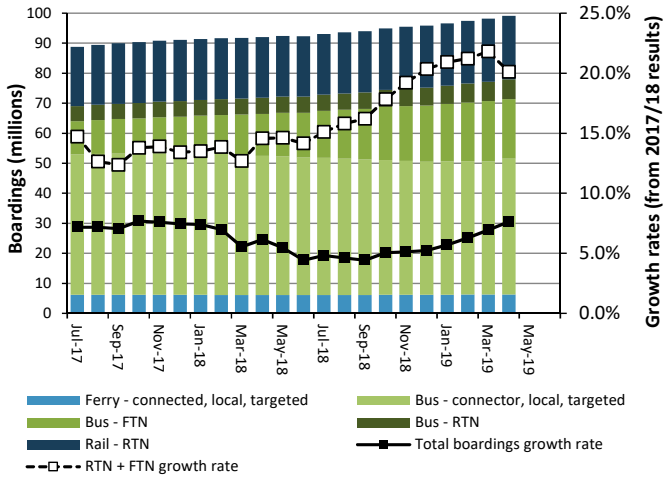
PT patronage totalled 99,138,054 passenger boardings for the 12 months to April 2019, an increase of 1.0% on the 12 months to March 2019 and an increase of 7.6% on the 12 months to April 2018.

2.1.2 Monthly public transport boardings (millions)



April 2019 monthly patronage was 8,092,234, an increase of 13.7% (974,639) on April 2018. The normalised change is an increase of ~10.3% once adjustments are made to take into account special events and the number of business and weekend days in the month.

2.1.3 Boardings on rapid or frequent network



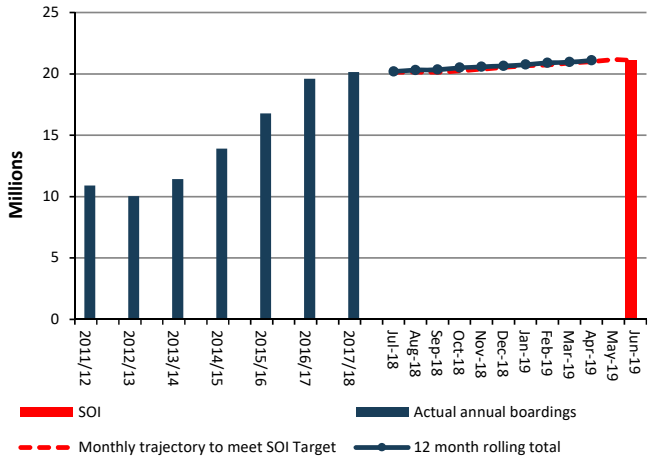
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

This figure shows the 12 month rolling patronage total for each PT service layer. Rates of growth are based on the 12 month rolling total to April 2019 compared with the 12 month rolling total to April 2018.

RTN + FTN patronage increased by 20.1% for the 12 months to April 2019, a faster rate than total patronage, which increased by 7.6%.

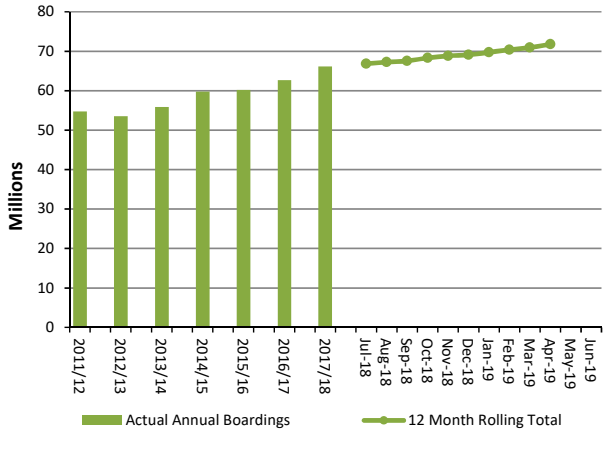
2.1 Deliver an efficient and effective transport system

2.1.4 Rail boardings (12 month rolling total)



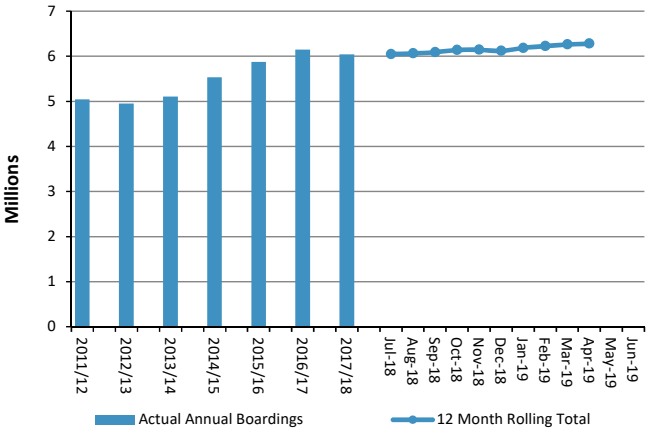
Rail patronage totalled 21,099,424 passenger boardings for the 12 months to April 2019, an increase of 0.7% on the 12 months to March 2019 and an increase of 3.8% on the 12 months to April 2018.

2.1.5 Bus boardings (12 month rolling total)



Bus patronage totalled 71,759,572 passenger boardings for the 12 months to April 2019, an increase of 1.1% on the 12 months to March 2019 and an increase of 9.2% on the 12 months to April 2018.

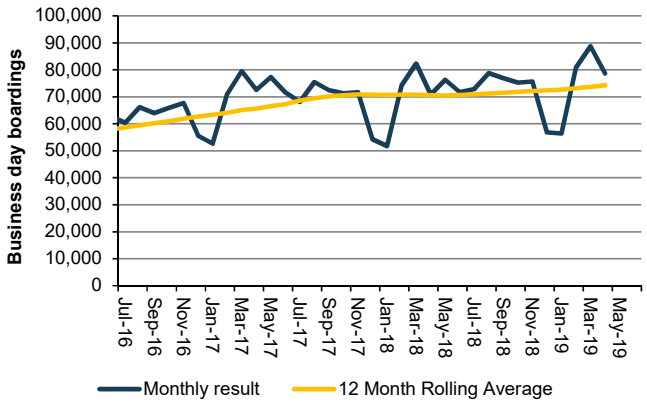
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,279,058 passenger boardings for the 12 months to April 2019, an increase of 0.3% compared with the 12 months to March 2019, and an increase of 3.4% compared with the 12 months to April 2018.

2.1 Deliver an efficient and effective transport system

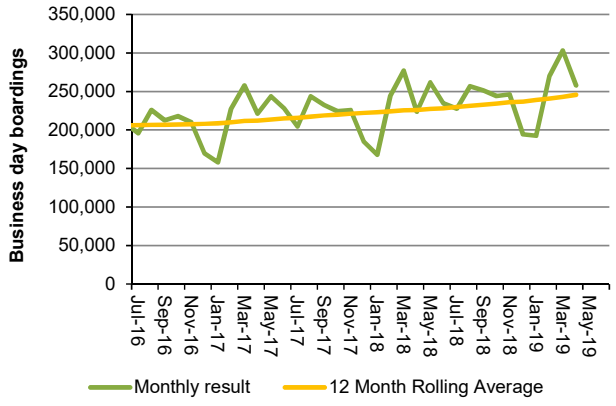
2.1.7 Rail business day average boardings



Business day boardings on the rail network averaged 74,281 in the 12 months to April 2019.

This represents a 5.2% increase on the April 2018 figure.

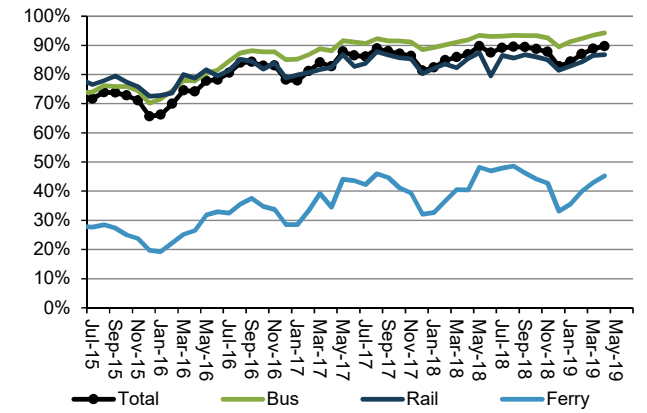
2.1.8 Bus business day average boardings



Business day boardings on the bus network averaged 245,617 in the 12 months to April 2019.

This represents a 8.8% increase on the April 2018 figure.

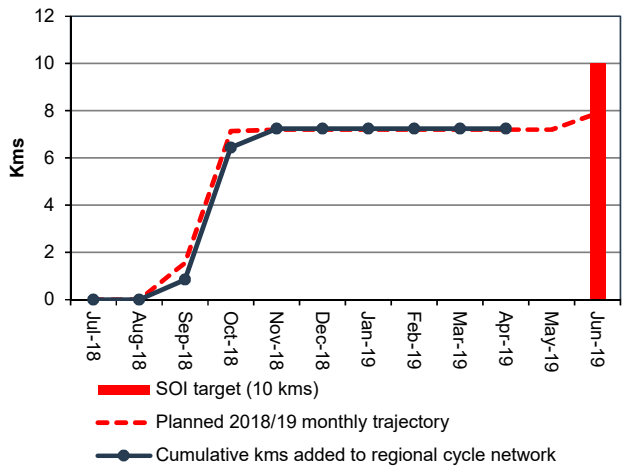
2.1.9 Percentage of all PT trips using AT HOP



The proportion of all trips using AT HOP was 89.6% in April 2019 (bus 94.3%, rail 86.9%, ferry 45.2%) up from 88.8% in March 2019.

2.1 Deliver an efficient and effective transport system

2.1.10 New cycleways added to regional cycle network (km)



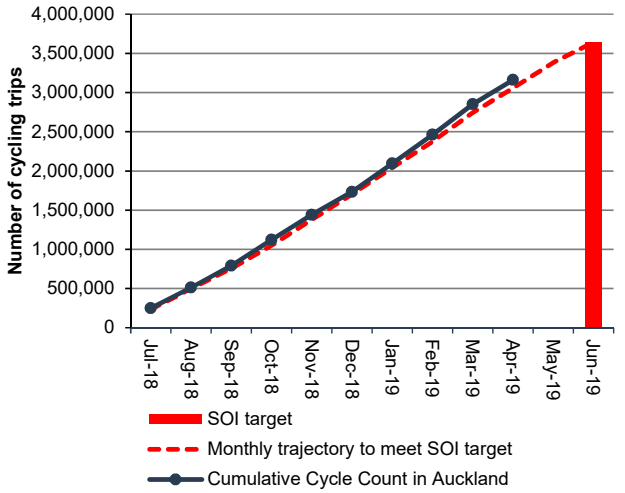
The 2018/19 target is to complete 10 km of new cycleways.

Several projects that were due to be complete in Q4 2018/19 have been delayed. The updated schedule is expected to deliver 7.9km of new cycleway.

YTD: 7.2 km

No new cycleways were completed in April 2019.

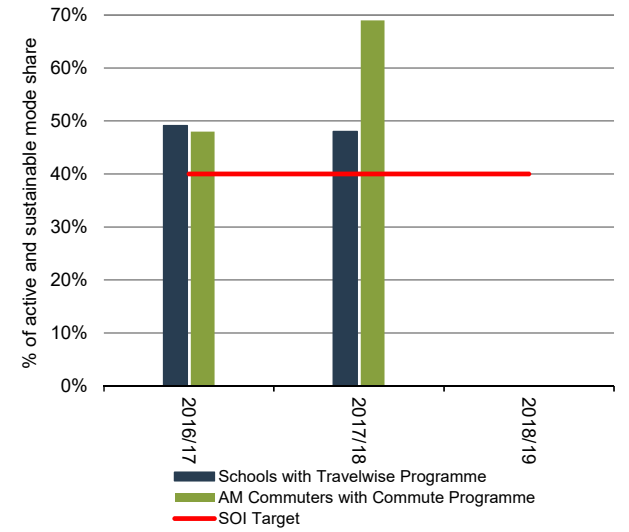
2.1.11 Annual number of cycle movements past selected sites



Target exceeded.
YTD: 3,161,833 (3.4% above target)
YTD target: 3,056,549

310,752 cycle trips were recorded in April 2019, against a target of 313,746.

2.1.12 Active and sustainable transport mode share

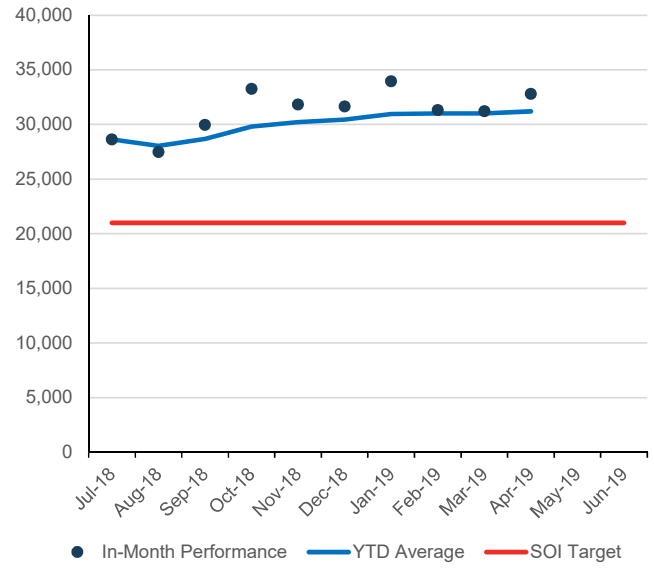


Target reported annually in June.

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



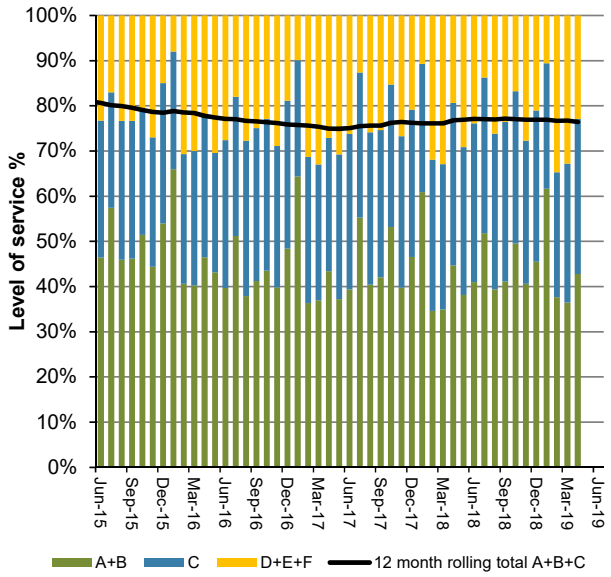
Target exceeded.

In April 2019, the average arterial road productivity was 32,783, exceeding the target of 21,000. Year to date average productivity was 31,198.

The key arterial routes included in this measure are shown in figure 2.1.15.

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 derived from the route productivity target of 55% included previously, and is equivalent to the movement of approximately 900 vehicles travelling at a constant speed of 20km/h along the length of the arterial.

2.1.14 AM peak arterial road level of service



In April 2019, 77% of the network operated at good levels of service (LOS A-C). This is 10 percentage points higher (better) than March 2019, largely attributable to the higher operating speed on the network associated with the Easter break and school holidays in April. This is 3 percentage points lower than April 2018, likely due to the relatively longer holiday span last year, whereas this year the holiday periods mostly overlapped.

In the 12 months to April 2019, 76% 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%

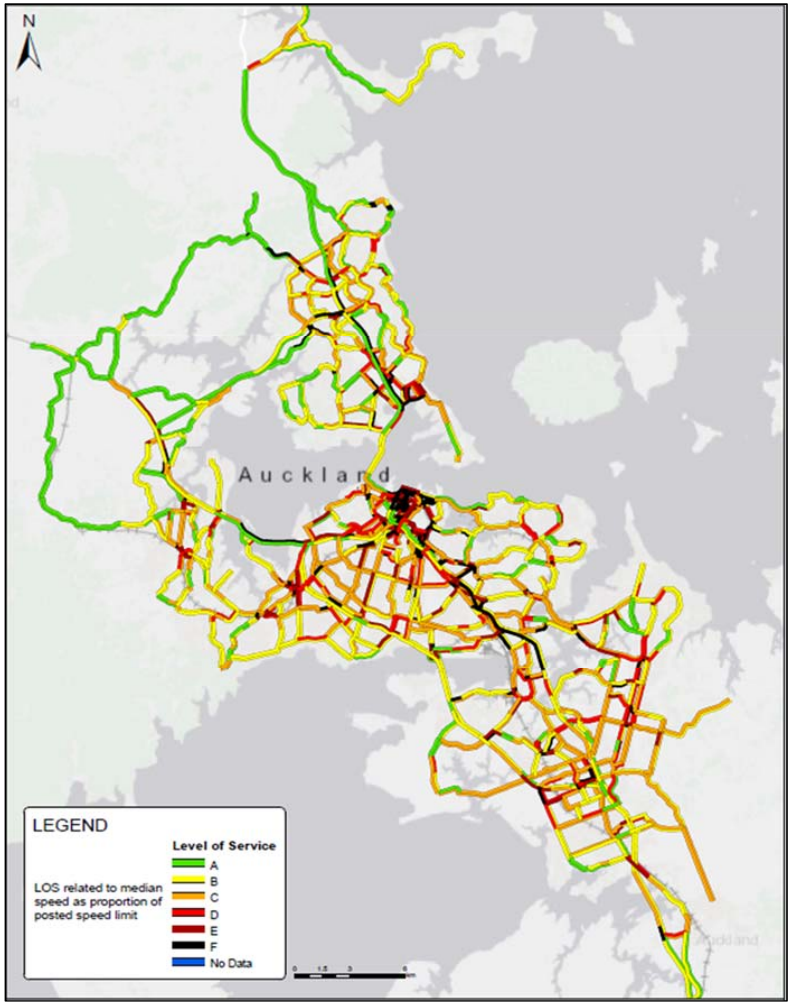
Level of service D–F broadly represent "congested" conditions.

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).

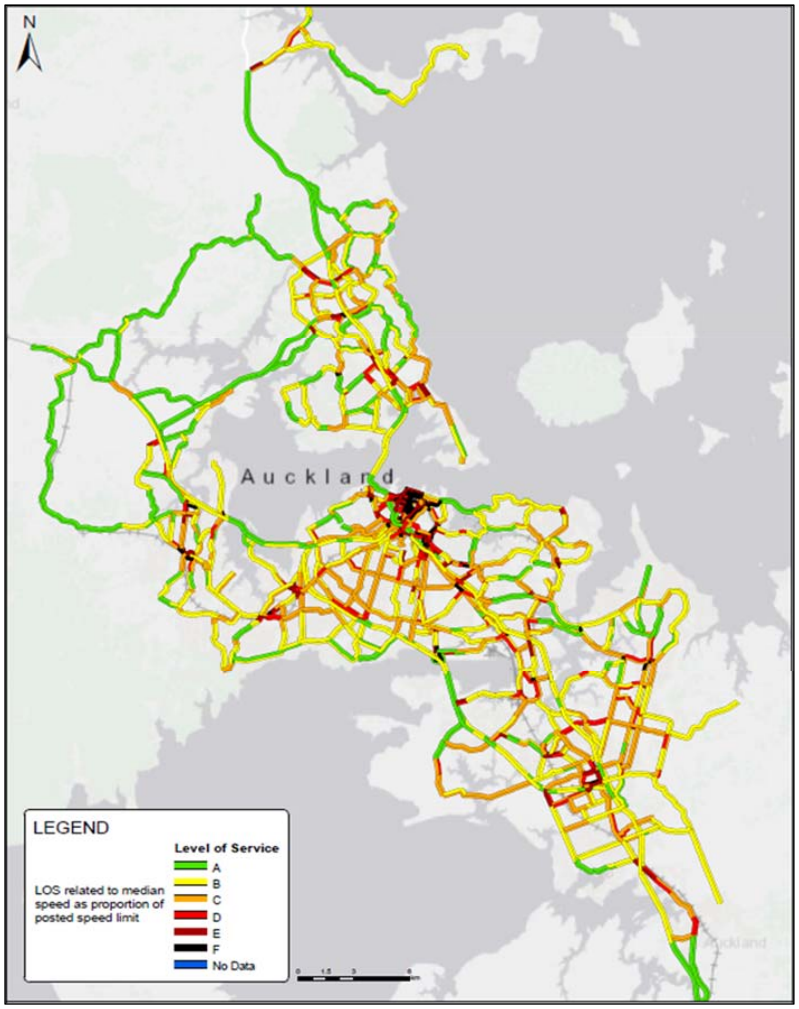
2.1.16 Congestion map AM peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for April 2019. See the AM peak arterial road level of service graph (2.1.14) for an explanation of the levels of service.

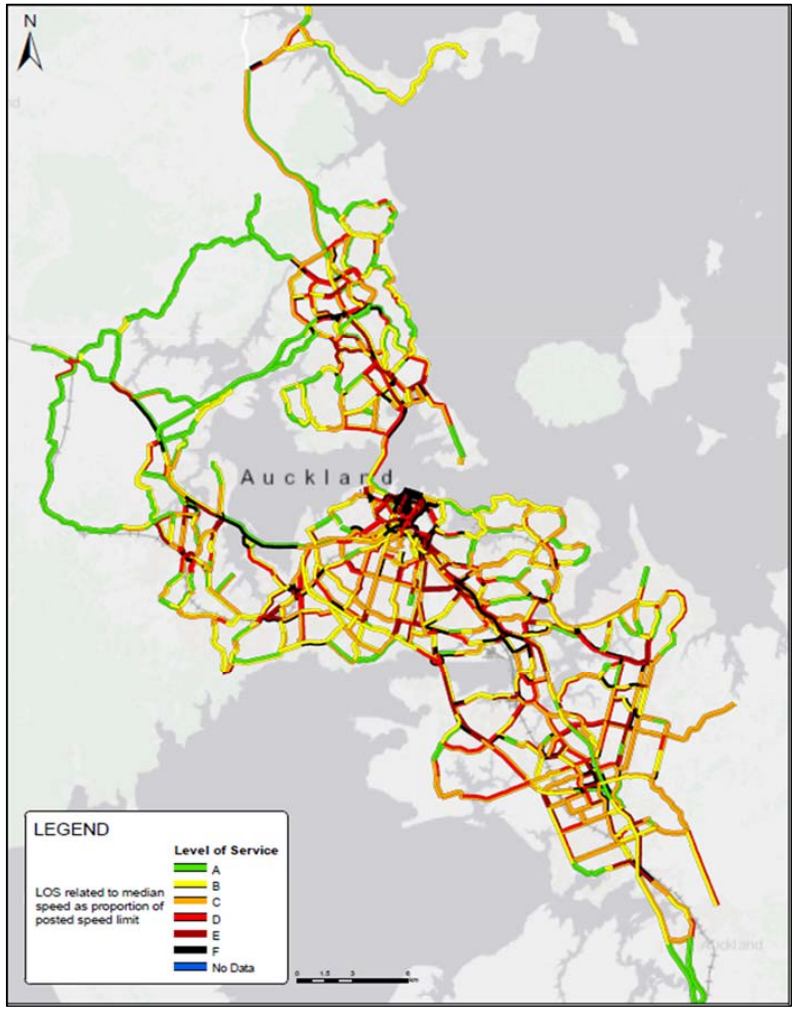
2.1 Deliver an efficient and effective transport system

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 April 2019. See the AM peak arterial road level of service graph (2.1.14) for an explanation of the levels of service.

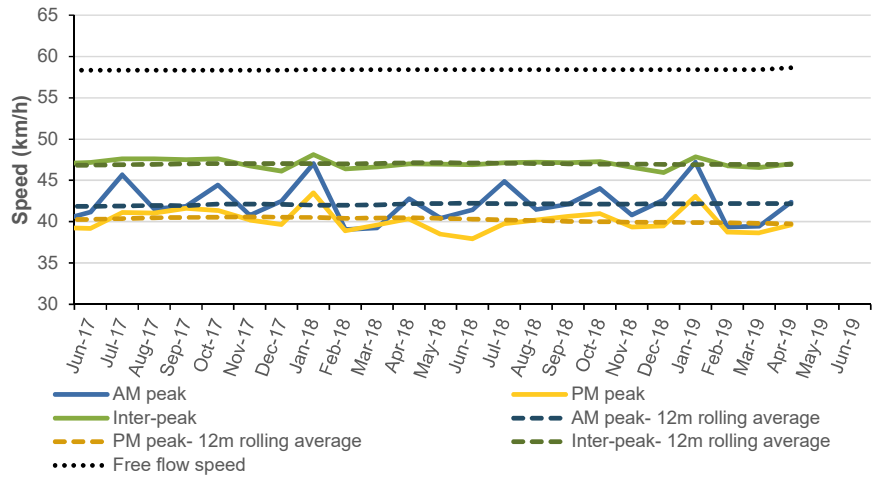
2.1.18 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for April 2019. 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

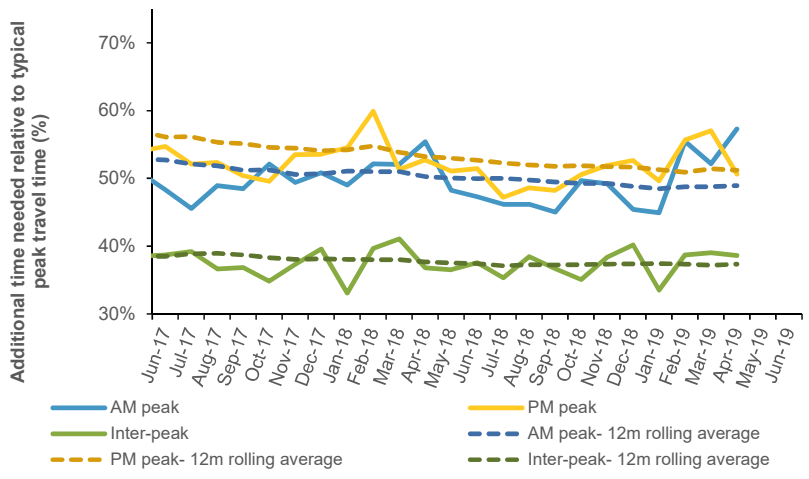
2.1.19 Median travel speed across arterial and motorway network



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 58.6 km/hr has been provided as a comparator.

During March 2019, the median travel speed during the AM peak was 42 km/hr, compared with 39 km/hr in March 2019 and 43 km/hr in April 2018. The 12 month rolling average was 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.

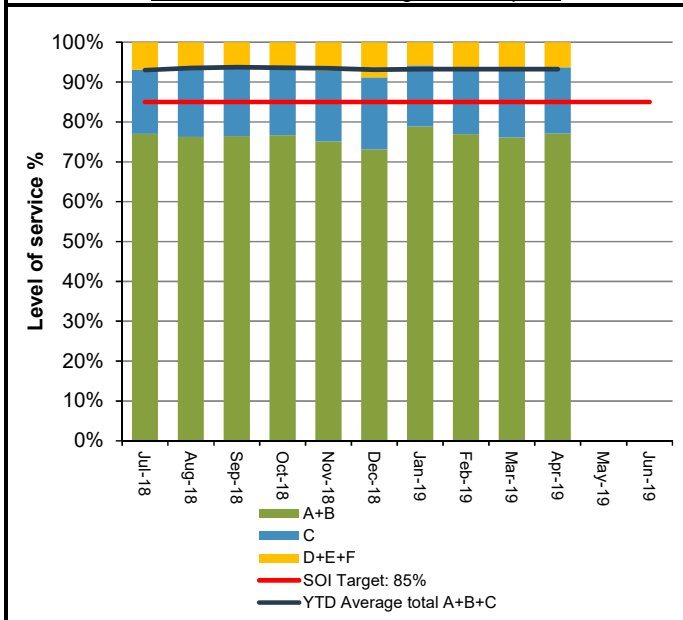
Reliability is a measure in percentage of how much variation a driver would experience from their day to day journey time in addition to a typical experience (median travel time), the smaller the percentage the better the reliability. Less than 50% additional travel time needed relative to typical travel time is regarded reliable in view of a driver's experience, 50%-70% is considered unreliable but tolerable and above 70% is deemed totally unreliable.

In the April 2019 AM peak, the 85th percentile was 57% longer than the typical travel time. The rolling average illustrates that the reliability remains at a desirable level during inter-peak period, whereas AM and PM peaks are mostly showing unreliable travel times. However, a consistent down trend is picked up from July 2017 onwards for both AM and PM peaks, indicating travel time reliability is gradually improving across the network. Since February 2019, AM peak reliability has been worse than previous months, although it is still too early to see if this trend will persist.

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

2.1 Deliver an efficient and effective transport system

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



Target exceeded.

In April 2019, 94% of the strategic freight network operated at good levels of service (LOS A-C), and 93% for the year to date.

In terms of the arterial and Motorway components of the freight network, 88% and 97% respectively operated efficiently, indicating that freight vehicles had a particularly good experience on the Motorway. Of the segments that experienced some congestion, most tended 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%

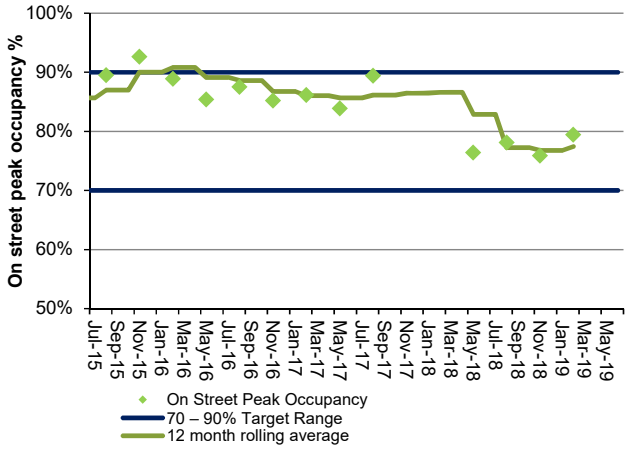
Level of service D–F broadly represent "congested" conditions.

2.1.22 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

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



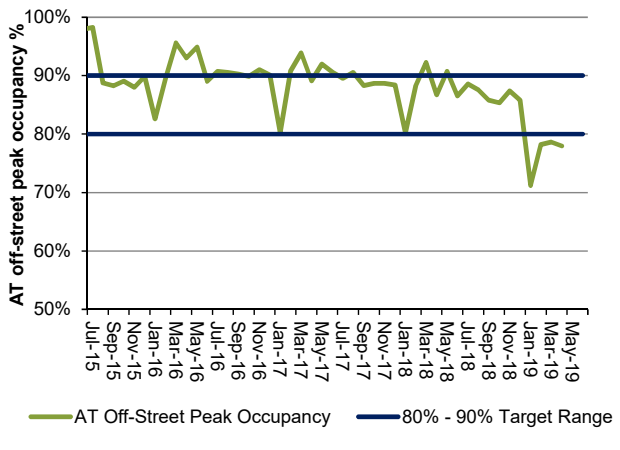
Non reporting period.

February 2019 on-street occupancy was 79.5%.
The 12 month rolling average in Feb 2019 was 77.5%.

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 2018 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.

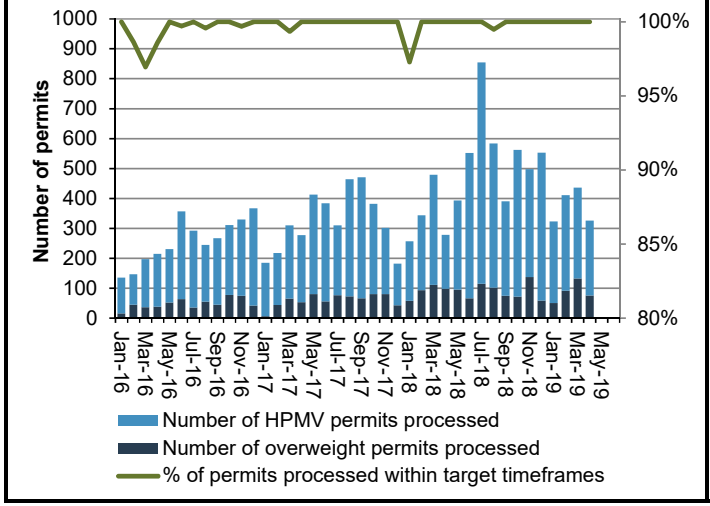
2.1.24 Off-street parking occupancy rates



The off-street parking occupancy rate for April 2019 of 78.0% is lower than the 80% to 90% occupancy target range.

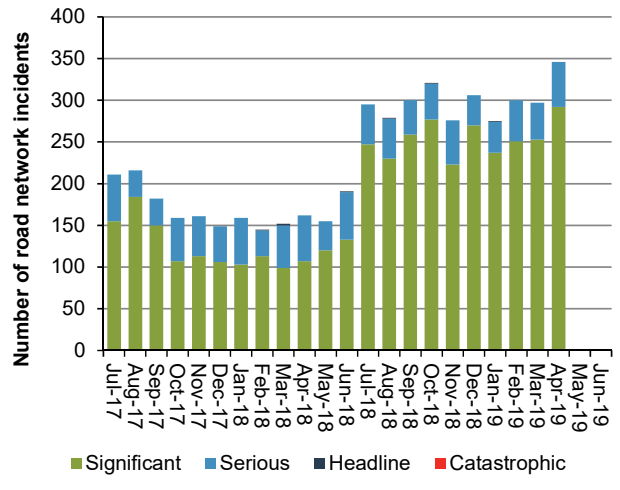
AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings.

2.1.25 Heavy vehicle permits processed



In April 2019, 76 overweight permit applications and 250 HPMV permit applications were processed. In total, all 326 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).

2.1.26 ATOC managed incidents



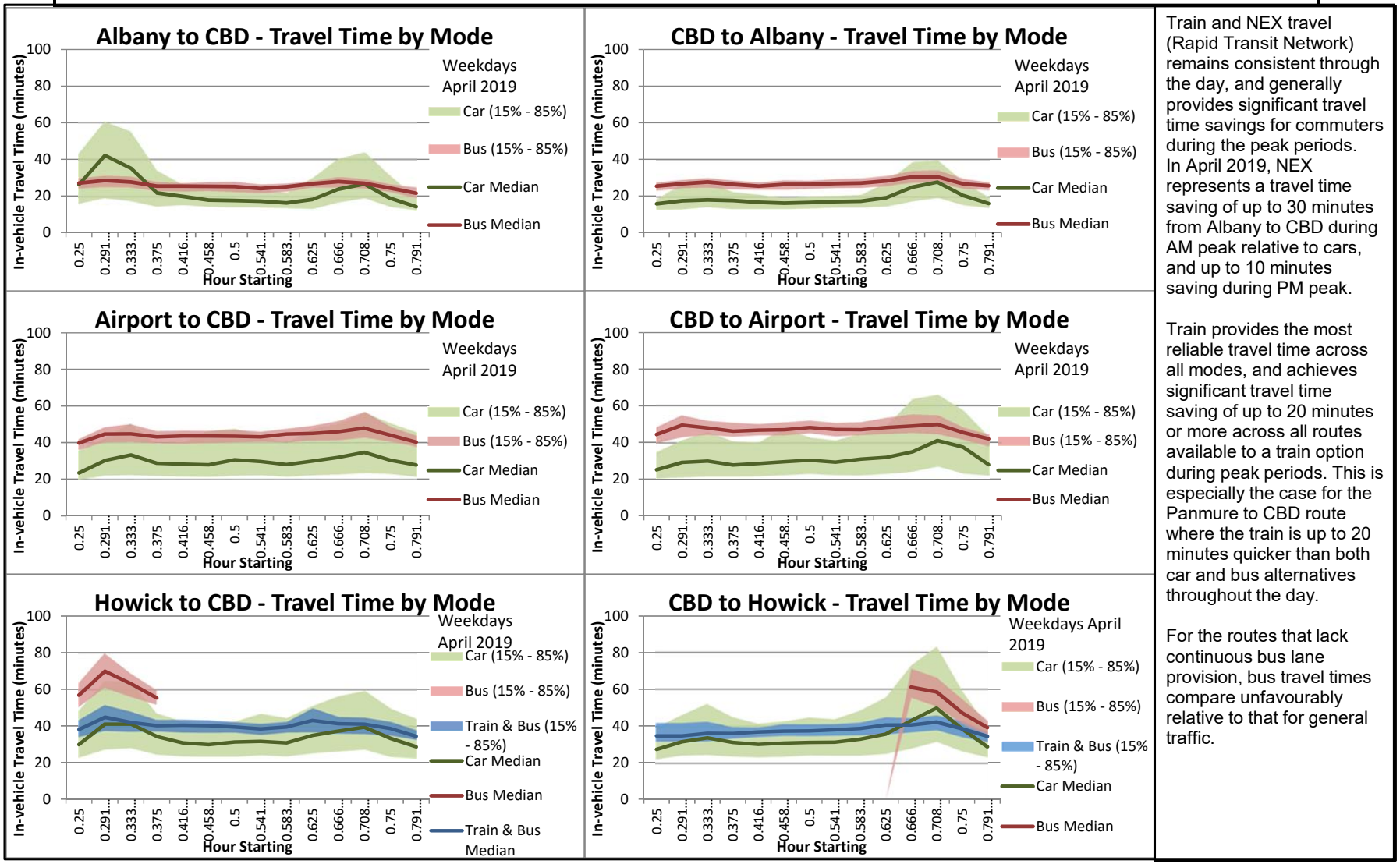
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

ATOC managed 292 significant incidents and 54 serious incidents during April 2019.

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 generally provides significant travel time savings for commuters during the peak periods. In April 2019, 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.

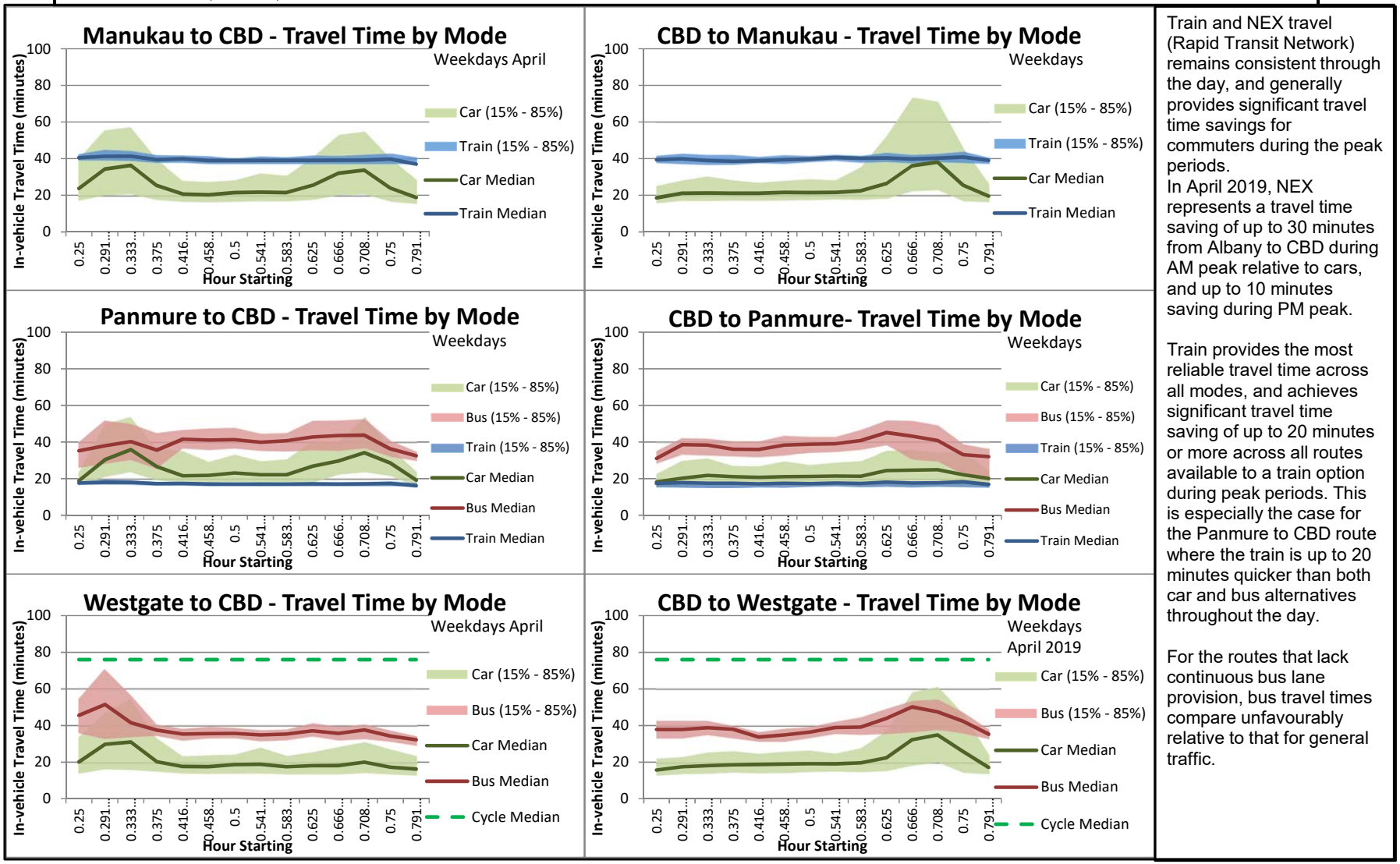
Train provides the most reliable travel time across all modes, and achieves significant travel time saving of up to 20 minutes or more across all routes available to a train option during peak periods. This is especially the case for the Panmure to CBD route where the train is up to 20 minutes quicker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

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.



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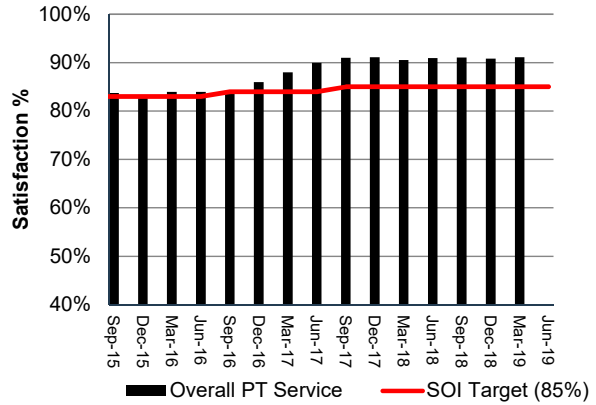
For the routes that lack continuous bus lane provision, bus travel times compare unfavourably relative to that for general traffic.

2.2 Focus on the customer

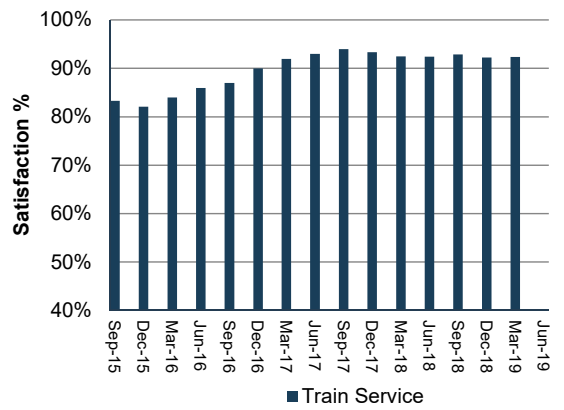
2.2.1 Percentage of public transport passengers satisfied with their public transport service



In March 2019, overall satisfaction with public transport services (91%) was unchanged compared with the March 2019 result (91%).

Satisfaction was unchanged compared with the March 2018 result.

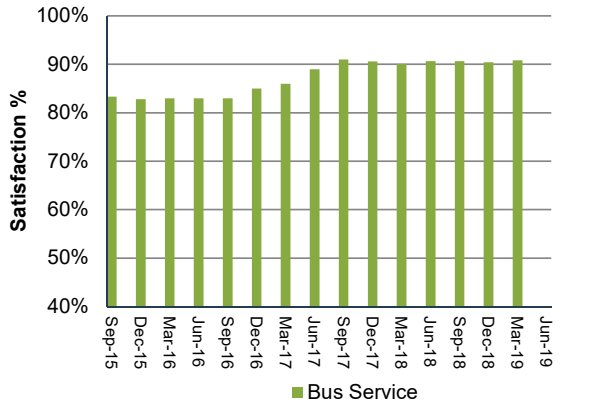
2.2.2 Percentage of passengers satisfied with their train service



In March 2019, satisfaction with train services (92%) was unchanged compared with the December 2018 result (92%).

Satisfaction was unchanged compared with the March 2018 result.

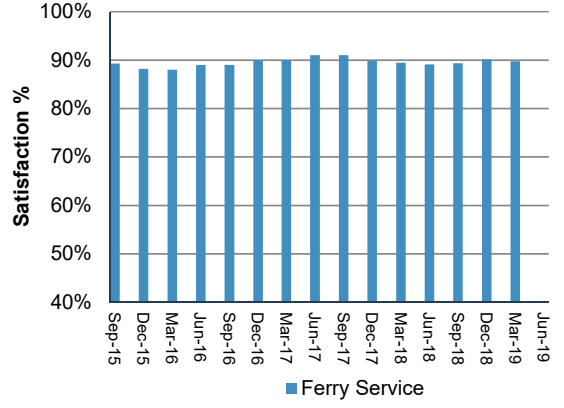
2.2.3 Percentage of passengers satisfied with their bus service



In March 2019, satisfaction with bus services (91%) was up one percentage point compared with the December 2018 result (91%).

Satisfaction was up one percentage point compared with the March 2018 result.

2.2.4 Percentage of passengers satisfied with their ferry service

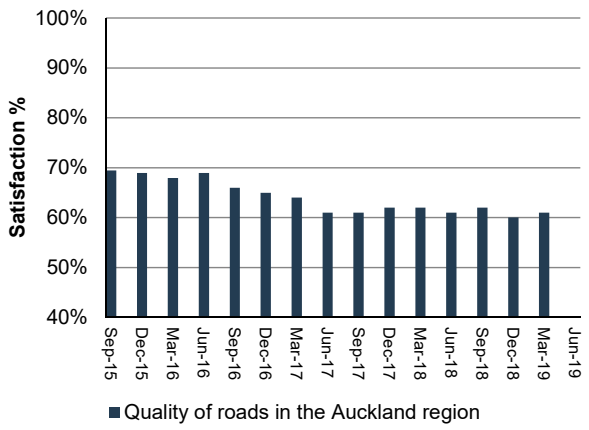


In March 2019, satisfaction with ferry services (90%) was unchanged compared with the December 2018 result (90%).

Satisfaction was up one percentage point compared with the March 2018 result.

2.2 Focus on the customer

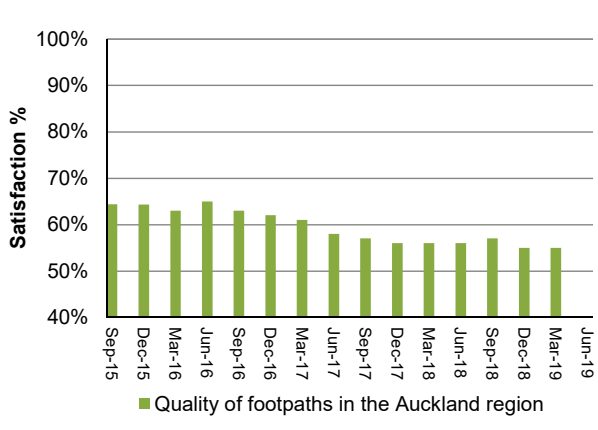
2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In March 2019, satisfaction with the quality of roads in Auckland (61%) was up one percentage point compared with the December 2018 result (60%).

Satisfaction was down one percentage point compared with the March 2018 result.

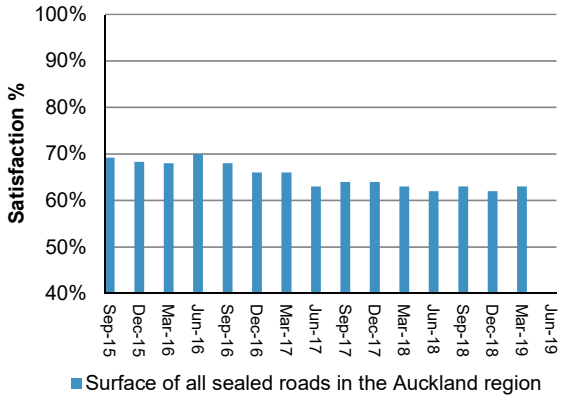
2.2.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



In March 2019, satisfaction with the quality of footpaths in Auckland (55%) was unchanged compared with the December 2018 result (55%).

Satisfaction was down one percentage point compared with the March 2018 result.

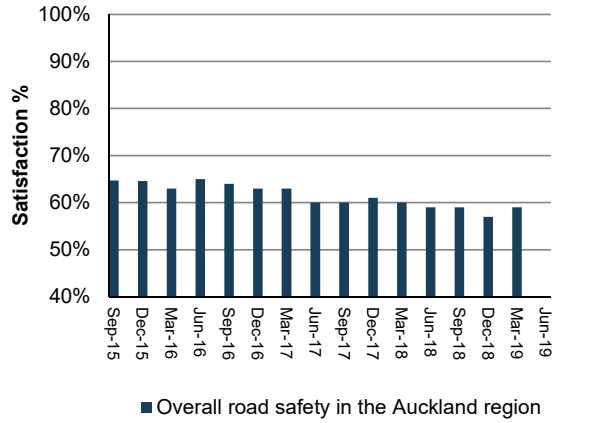
2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In March 2019, satisfaction with the surface of all sealed roads in Auckland (63%) was up one percentage point compared with the December 2018 result (62%).

Satisfaction was unchanged compared with the March 2018 result.

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

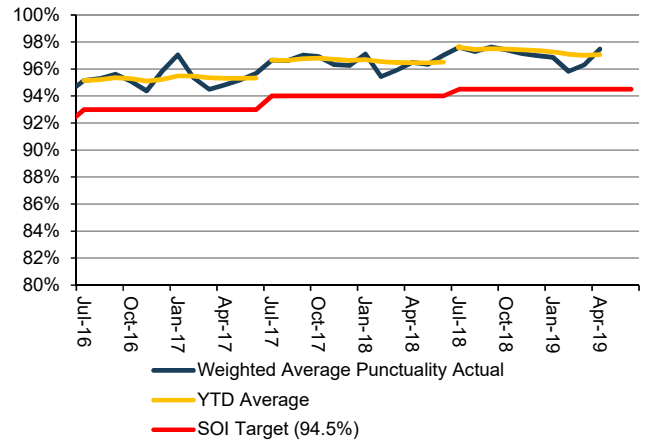


In March 2019, satisfaction with road safety in Auckland (59%) was up two percentage points compared with the December 2018 result (57%).

Satisfaction was down one percentage point compared with the March 2018 result.

2.2 Focus on the customer

2.2.9 PT punctuality (weighted average across all modes)

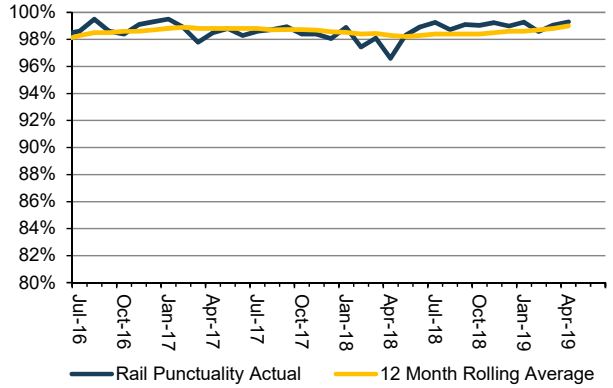


Target exceeded (YTD average to April 2019 = 97.1%; SOI target 94.5%).

PT weighted average punctuality for the month of April 2019 was 97.5%.

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

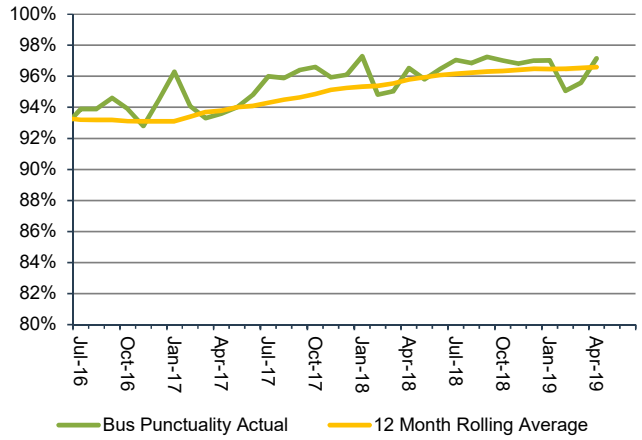
2.2.10 Rail services punctuality



Rail service punctuality in April 2019 was 99.3%, and 99.0% for the 12 months to April 2019.

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

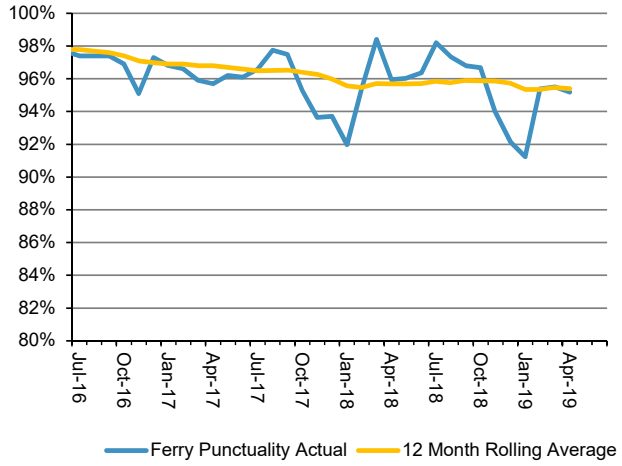


Bus service punctuality in April 2019 was 97.2%, and 96.6% for the 12 months to April 2019.

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

Punctuality statistics for bus services are based on the number of sighted scheduled bus journeys during the month.

2.2.12 Ferry services punctuality

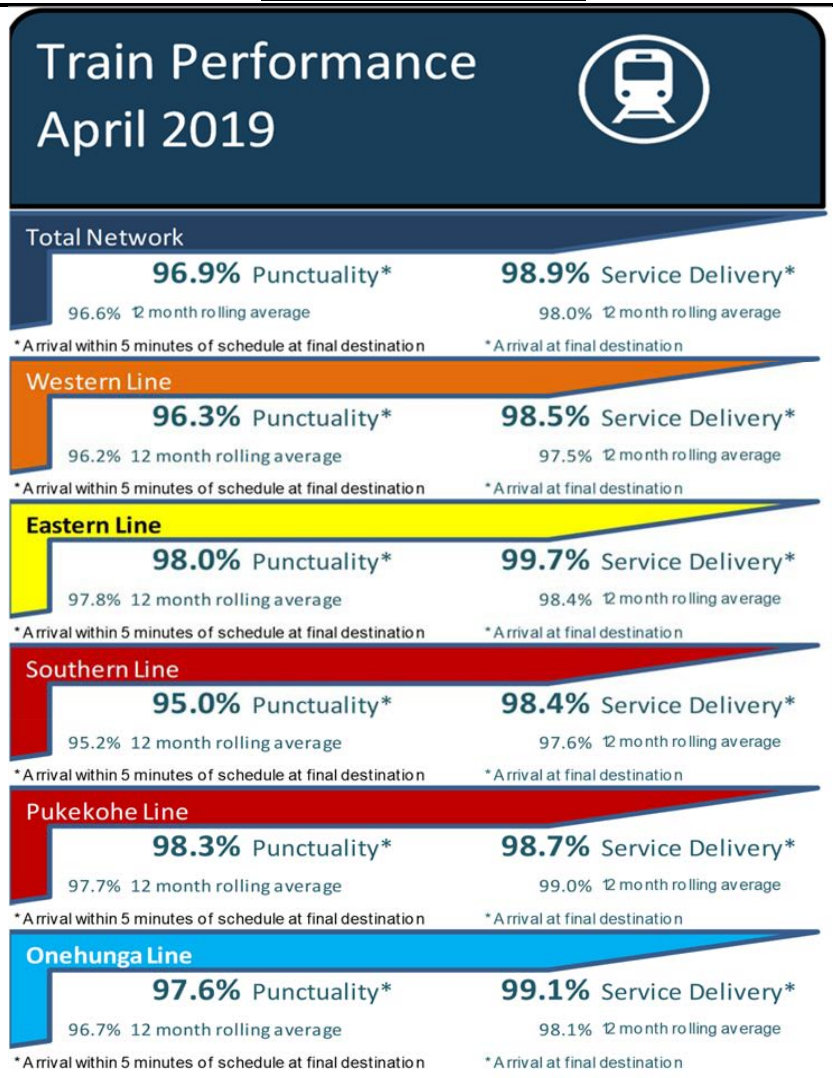


Ferry service punctuality in April 2019 was 95.2% and 95.4% for the 12 months to April 2019.

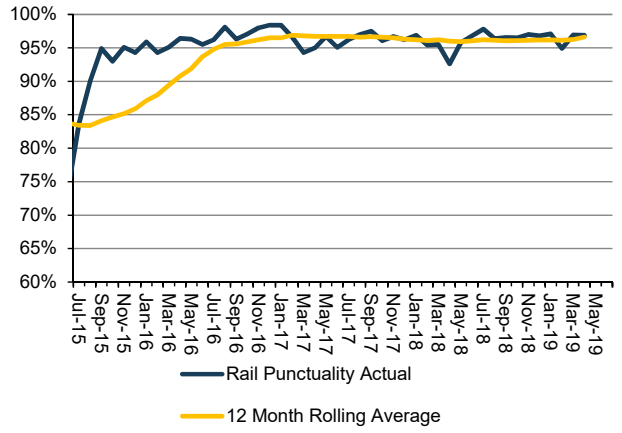
Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

2.2 Focus on the customer

2.2.13 Rail service performance



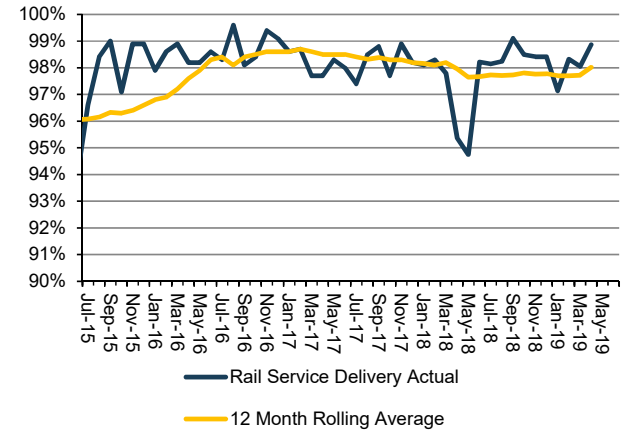
2.2.14 Rail punctuality based on arrival at final destination



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 April 2019 was 96.9% and 96.6% for the 12 months to April 2019.

2.2.15 Rail service delivery based on arrival at final destination

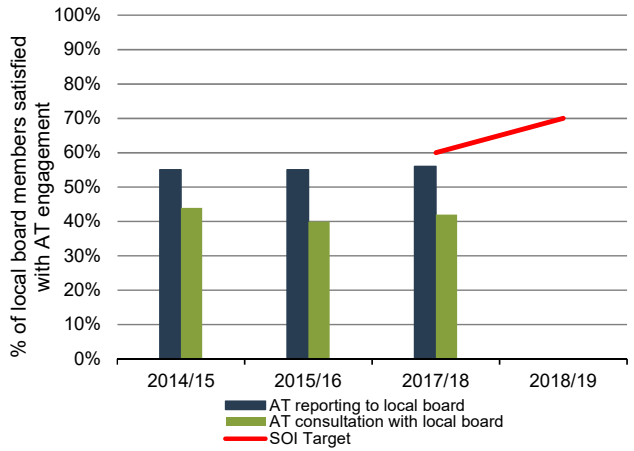


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of April 2019 was 98.9% and 98.0% for the 12 months to April 2019.

2.2 Focus on the customer

2.2.16 Percentage of Local Board members satisfied with Auckland Transport engagement



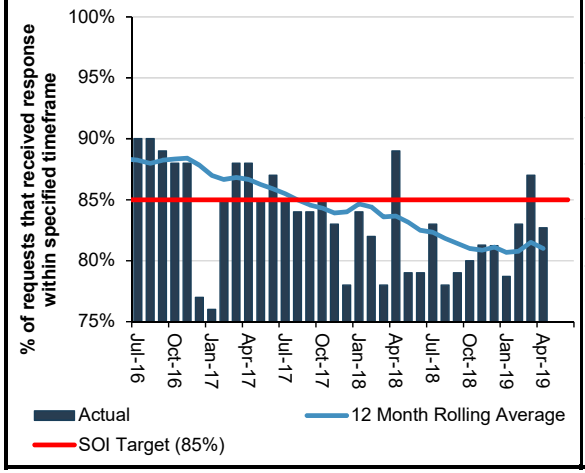
Non-reporting period.

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



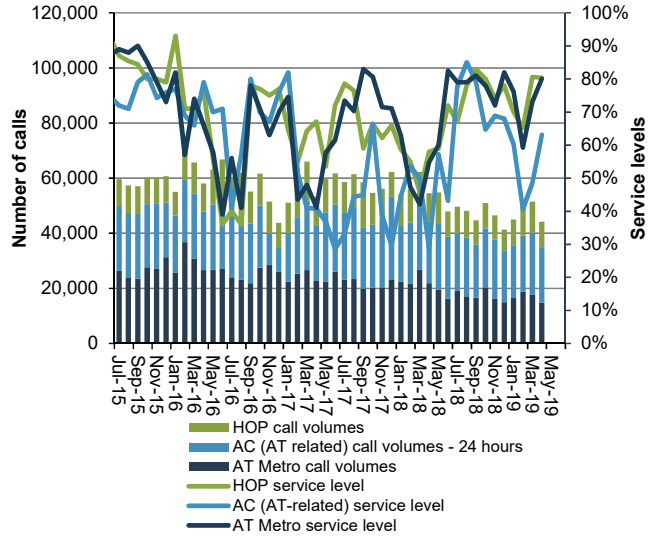
Target not met (12 month rolling average = 81.0%, SOI target of 85%).

The April 2019 result (82.7%) is six percentage points lower than the April 2018 result.

These data relate to jobs dispatched to our maintenance contractors by the call centre.

2.2 Focus on the customer

2.2.18 Call centre incoming calls and service levels

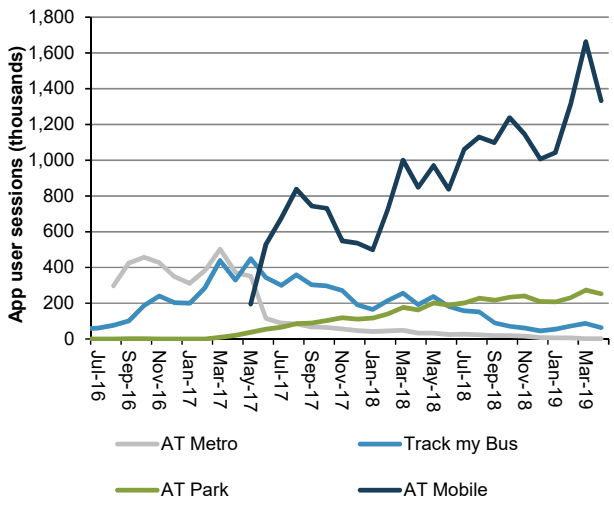


AT HOP
Call volumes decreased by 19%, and the service level was unchanged compared with March 2019.

Auckland Council (AT-related calls) – 24 Hours
Call volumes decreased by 10% and the service level increased by 15 percentage points compared with March 2019.

AT Metro Call Centre
Call volumes decreased by 17% compared with March 2019, a decrease of 33% compared with April 2018. The service level was 7 percentage points higher compared with February 2019.

2.2.19 AT app user sessions



AT Mobile
App user sessions increased by 19.9% in April 2019 compared with March 2019, and increased by 56.9% compared with April 2018.

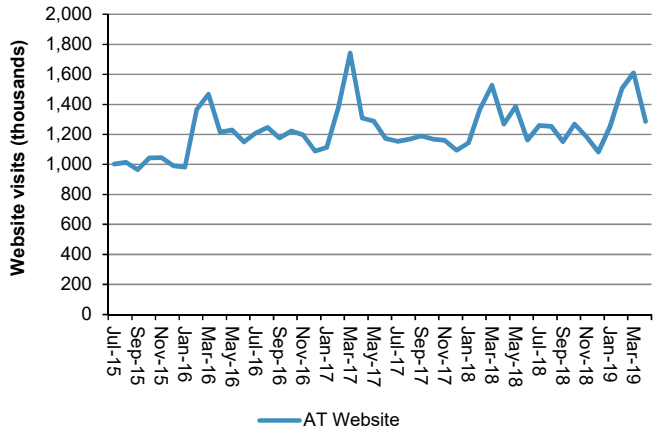
AT Park
App user sessions decreased by 7.6% in April 2019 compared with March 2019.

Track my Bus
App user sessions decreased by 25.8% in April 2019 compared with March 2019.

AT Metro
App user sessions decreased by 27.2% in April 2019 compared with March 2019.

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.

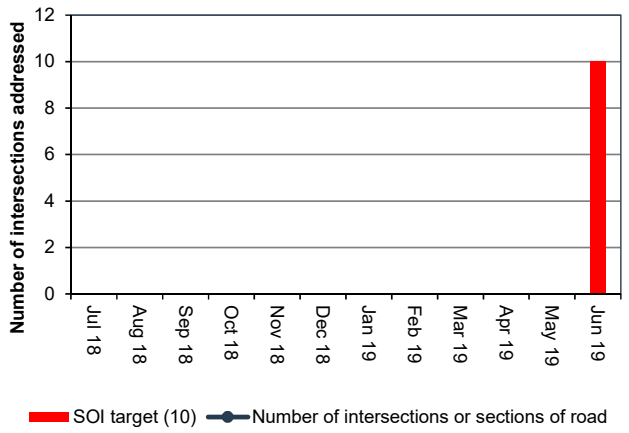
2.2.20 Website visits



Visits to the Auckland Transport website totalled 1,285,126 in April 2019, a decrease of 20.1% compared with March 2019.

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



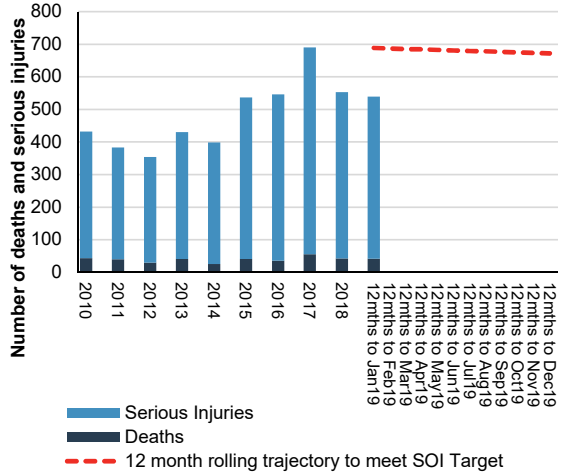
Non-reporting period.

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

The high risk intersections planned to be delivered in March 2019 have been delayed. These are expected to be completed in June 2019.

At least 10 intersections or sections of road are expected to be delivered by June 2019. This measure is expected to meet target.

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.

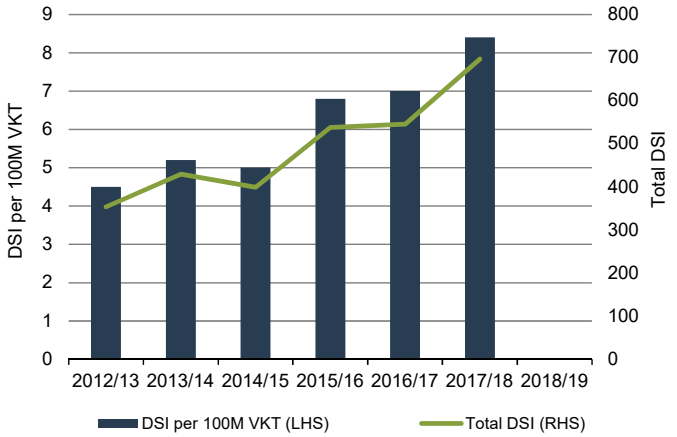
The 12 month total for 2018 was 553, 19% lower than the year-end target of 681.

The 12 month rolling total to January 2019 was 539, 21% lower than the 12 months to January 2018.

For the 12 months to the end of January 2019, local road deaths decreased by 22% (from 54 to 42) and local road serious injuries have decreased by 22% (from 631 to 497).

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)



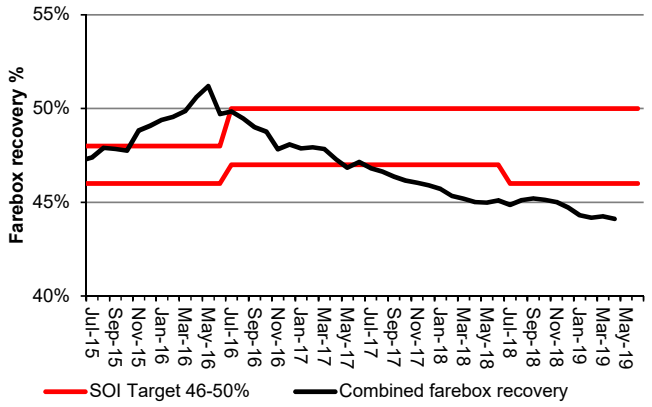
Reported annually in June.

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

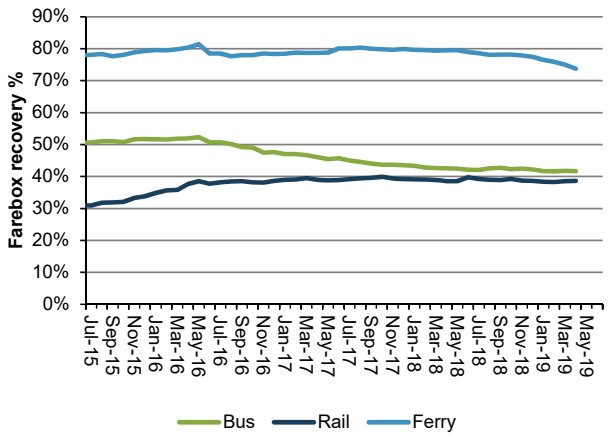
2.4.1 PT farebox recovery (combined result with SOI measure)



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 April 2019 was 44.1%, compared with 45.0% in April 2018.

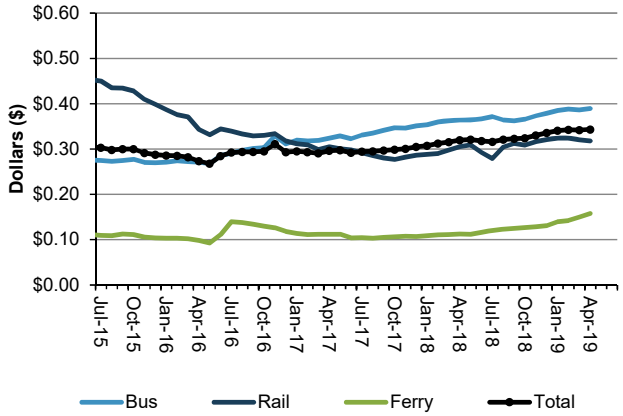
2.4.2 PT farebox recovery (by mode)



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 March 2019 (and comparable 2018 results) were:
- Ferry 73.8% (79.5%)
- Bus 41.7% (42.5%)
- Rail 38.7% (38.6%)

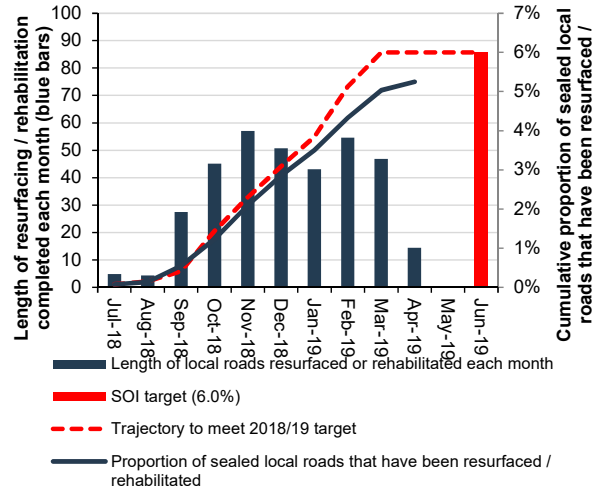
2.4.3 PT subsidy per passenger kilometre



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

The results for March 2019 (and comparable 2018 results) were:
- Bus $0.389 ($0.364)
- Rail $0.318 ($0.305)
- Ferry $0.158 ($0.112)
- Total $0.343 ($0.320)

2.4.4 Percentage of the sealed road network that is resurfaced



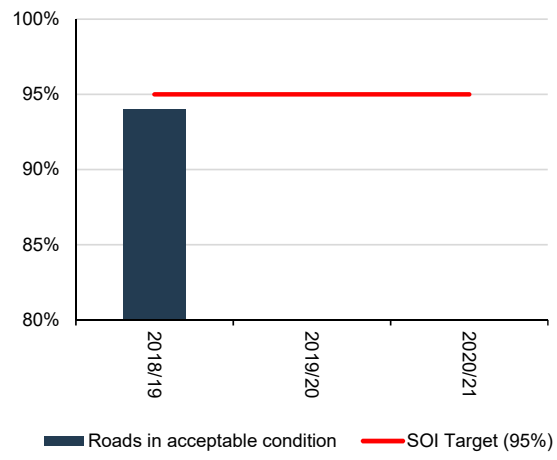
Target not met.

In April 2019, 14.4 km of the local road network was resurfaced / rehabilitated. The YTD completed length of 348.0 km is less than the forecasted YTD length of 420 km.

The 2018/19 YTD completed length of 348.0 km is 80% 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

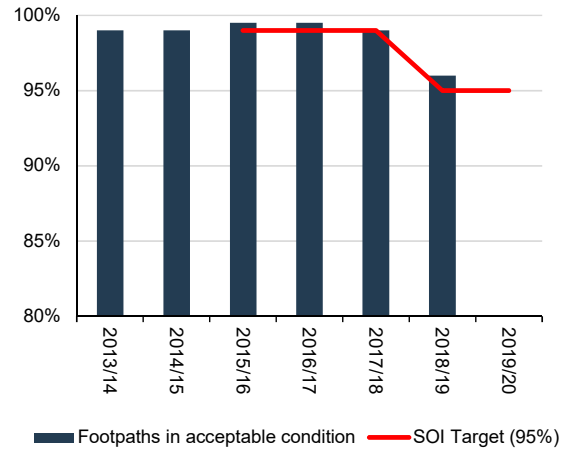


Target met.

The 2018/19 result for the percentage of road assets in acceptable conditions is 94%. This is within 2.5% of the SOI target (95%).

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

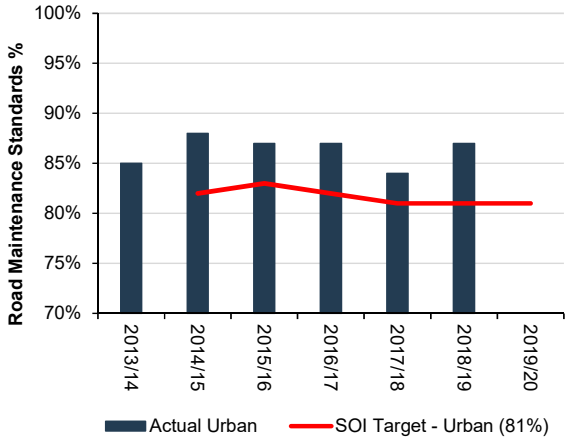


Target met.

The 2018/19 result for the percentage of footpaths in acceptable condition was 96%.

The amended target and lower result compared with previous years relate to a change in performance measure methodology and a reassessment of the definition of acceptable condition.

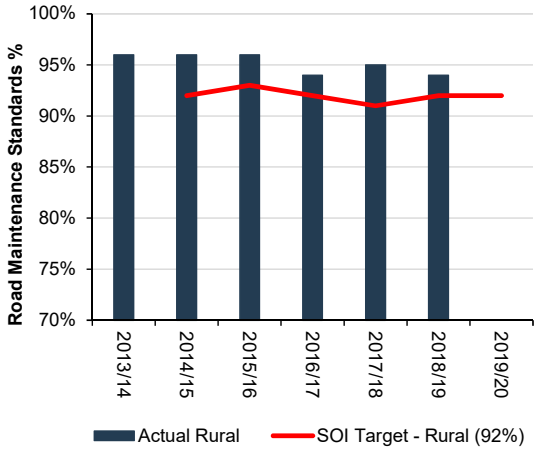
2.4.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Target exceeded.

The 2018/19 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 87% (up three percentage points from 2017/18).

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



Target met.

The 2018/19 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 94% (down one percentage point from 2017/18).