

Auckland Transport Monthly Indicators Report 2019/20

November 2019



1. Summary of indicators

1.1 SOI performance measures

1.2 Patronage summary

2. Monthly indicators by Key Priority

2.1 Help people to travel safely

2.2 Improve access to frequent and attractive public transport

2.3 Encourage walking and cycling

2.4 Make the best use of existing transport networks

2.5 Manage the impacts of the transport system on the environment

2.6 Value for money

2.7 Local Board and customer engagement

1.1 SOI performance measures

Key Priority	Measure	SOI 2019/20 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Help people to travel safely	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	10													2018/19 total: 11	Page 8
	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 18 2019 year-end target: 663	●	●	●	●	●								12 month total to August 2019: 535 Note: 3-month lag	Page 8
Improve access to frequent and attractive public transport	Total public transport boardings	103.6 million	●	●	●	●	●								12 month total: 103,145,059	Page 9
	Total rail boardings	22.30 million	●	●	●	●	●								12 month total: 21,695,841	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●	●	●								13.1% growth in RTN + FTN vs 7.9% growth in total boardings	Page 9
	Percentage of public transport passengers satisfied with their public transport service	85%			●										September 2019 result: 91%	Page 12
	PT punctuality (weighted average across all modes)	95.0%	●	●	●	●	●								YTD average: 97.4%	Page 13
Encourage walking and cycling	New cycleways added to regional cycle network	10 km	●	●	●	●	●								YTD total: 2.2 km	Page 15
	Number of cycle movements past selected count sites	3.826 million	●	●	●	●	●								YTD total: 1,423,041	Page 15
Make the best use of existing transport networks	Average AM peak arterial productivity	27,500	●	●	●	●	●								12 month average: 32,934	Page 16
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%	●	●	●	●	●								12 month average: 93%	Page 20
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%													2018/19 result: 47%	Page 15
	Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented	40%													2018/19 result: 72%	Page 15

1.1 SOI performance measures

Key Priority	Measure	SOI 2019/20 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page	
Manage the impacts of the transport network on the environment	Number of buses in the Auckland bus fleet classified as low emission	5													New measure	Page 25	
	Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations (from 2017/18 baseline)	7%													New measure	Page 25	
	Percentage of Auckland Transport streetlights that are energy efficient LED	56%													New measure	Page 25	
Value for money	PT farebox recovery	43%-46%	●	●	●	●	●								October 2019 result: 42.9%	Page 26	
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	95%													2018/19 result: 94%	Page 27	
	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 27
		Rural 92%														2018/19 result: 94%	Page 27
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%													2018/19 result: 96%	Page 27	
	Percentage of the sealed local road network that is resurfaced	5.8%	●	●	●	●	●								YTD total: 59.1 km (0.9%)	Page 28	
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●	●	●								YTD average: 85.0%	Page 28	
Local Board engagement	Reporting to local board: 70%														2019 result: 41%	Page 29	
	Consultation with local board: 70%														2019 result: 35%	Page 29	

- 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

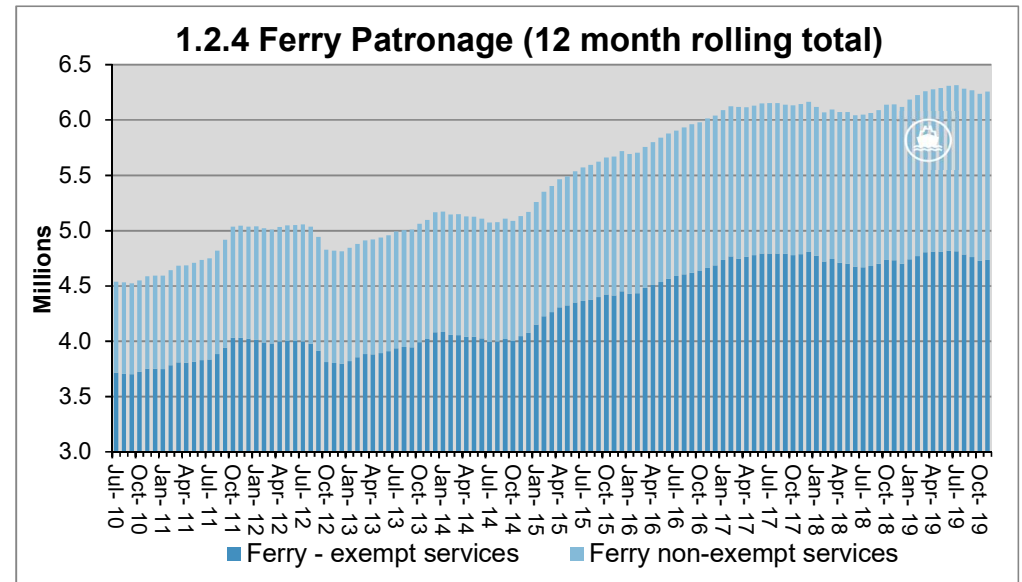
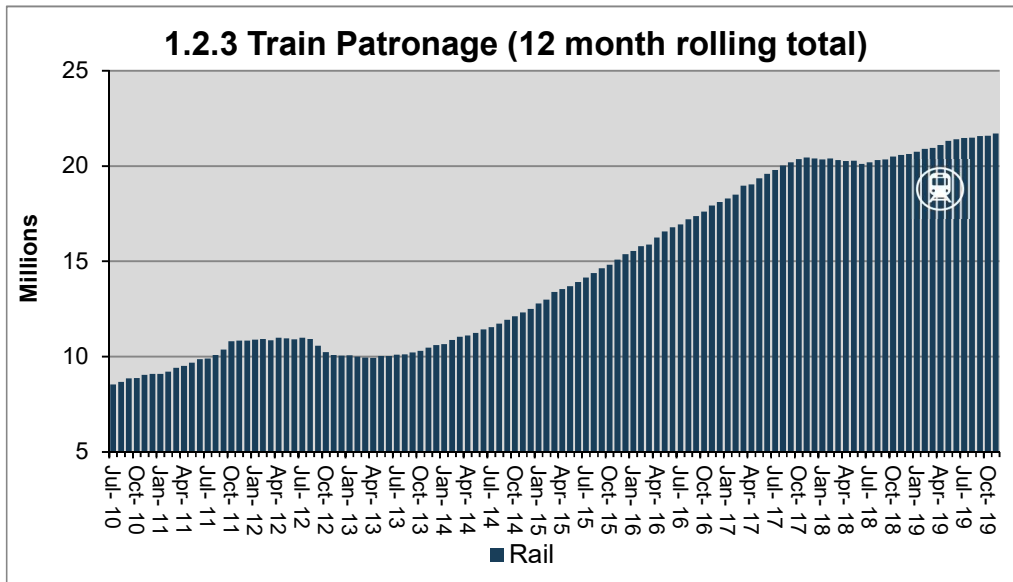
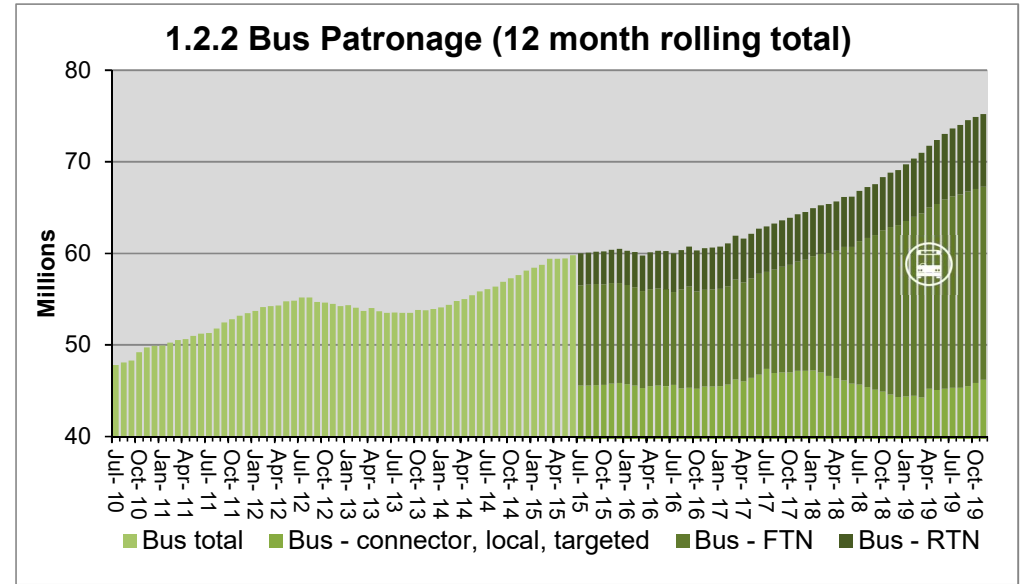
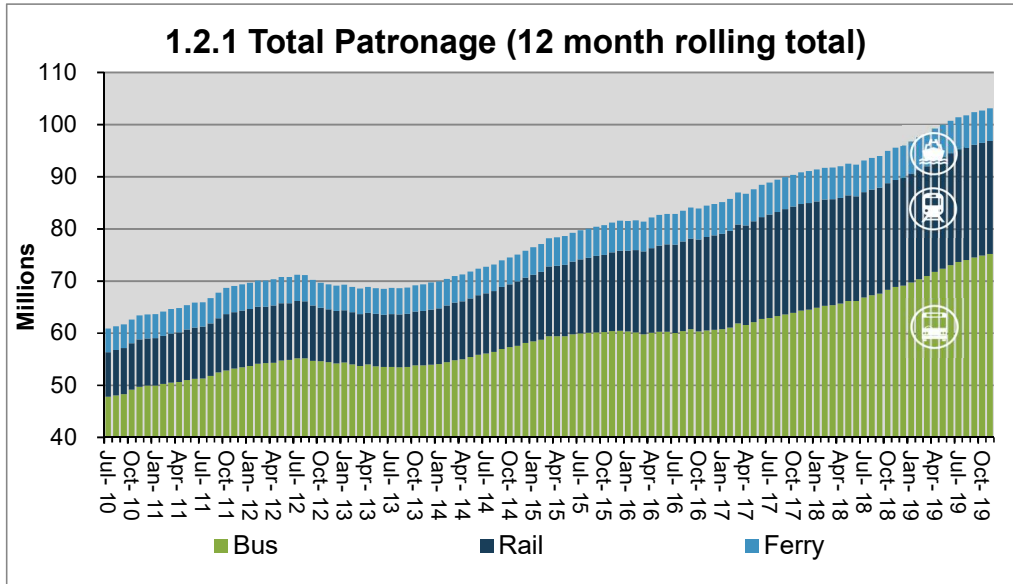
1.2 Patronage summary	November - 2019/20									
	Actual v SOI									
	Month				YTD				SOI / Target	Projected
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance	2019/20	Forecast 2019/20
1. Bus Total:	6,454,287	↑ 4.7%	6,186,000	↑ 4.3%	32,808,076	↑ 6.9%	31,532,000	↑ 4.0%	74,860,000	76,500,000
2. Train (Rapid) Total:	1,964,064	↑ 5.8%	1,916,000	↑ 2.5%	9,567,827	↑ 3.3%	9,677,000	↓ -1.1%	22,300,000	22,300,000
3. Ferry (Connector Local) Total:	553,412	↑ 3.5%	545,000	↑ 1.5%	2,340,208	↓ -2.2%	2,434,000	↓ -3.9%	6,440,000	6,440,000
Total Patronage	8,971,763	↑ 4.8%	8,647,000	↑ 3.8%	44,716,111	↑ 5.6%	43,643,000	↑ 2.5%	103,600,000	105,240,000
Rapid and Frequent	4,332,175	↑ 0.9%	4,500,000	↓ -3.7%	22,572,297	↑ 7.0%	22,500,000	↑ 0.3%	52,000,000	53,105,588

	November - 2019/20											
	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:	6,354,140	6,067,134	287,006	4.7%	7.2%	73,893,089	0.4%	6,102,557	9.0%	32,430,295	2,145,249	7.1%
- Busway (Rapid) Bus	685,565	622,567	62,998	10.1%		7,915,941	0.8%	1,955,878	32.8%	3,533,348	741,888	26.6%
- Frequent Bus	1,678,619	1,810,085	-131,466	-7.3%		21,053,361	-0.6%	2,769,433	15.1%	9,457,553	418,724	4.6%
- Connector Local Targeted Bus	3,989,956	3,634,482	355,474	9.8%		44,923,787	0.8%	1,377,246	3.2%	19,439,394	984,637	5.3%
2. Train (Rapid) Total:	1,902,461	1,833,304	69,157	3.8%	6.4%	21,377,264	0.3%	1,127,899	5.6%	9,457,884	281,561	3.1%
- Western	672,184	632,193	39,991	6.3%		7,389,639	0.5%	462,244	6.7%	3,304,685	159,384	5.1%
- Eastern	537,933	524,136	13,797	2.6%		6,256,081	0.2%	332,590	5.6%	2,707,488	36,781	1.4%
- Onehunga	106,635	102,796	3,839	3.7%		1,148,818	0.3%	43,505	3.9%	513,340	12,600	2.5%
- Southern	541,447	528,131	13,316	2.5%		6,068,283	0.2%	233,639	4.0%	2,711,854	76,083	2.9%
- Pukekohe	44,262	46,048	-1,786	-3.9%		514,444	-0.3%	55,922	12.2%	220,517	-3,287	-1.5%
3. Ferry (Frequent & Connector Local) Total:	133,607	125,118	8,489	6.8%	10.8%	1,520,472	0.6%	108,134	7.7%	637,975	29,301	4.8%
- Contract	133,607	125,118	8,489	6.8%		1,520,472	0.6%	108,134	7.7%	637,975	29,301	4.8%
Patronage (Excl Exempt Serv/Spl Evts)	8,390,208	8,025,556	364,652	4.5%	7.1%	96,790,825	0.4%	7,338,590	8.2%	42,526,154	2,456,111	6.1%
Exempt Services	503,166	496,645	6,521	1.3%		5,633,620	0.1%	-13,237	-0.2%	2,051,597	-105,127	-4.9%
- Exempt Services - Bus	83,361	87,149	-3,788	-4.3%		896,459	-0.4%	-20,065	-2.2%	349,364	-22,359	-6.0%
- Exempt Services - Ferry	419,805	409,496	10,309	2.5%		4,737,161	0.2%	6,828	0.1%	1,702,233	-82,768	-4.6%
Special Events	78,389	35,565	42,824	120.4%		720,614	6.3%	260,581	56.6%	138,360	28,774	26.3%
- Special Events - Bus	16,786	11,948	4,838	40.5%		402,037	1.2%	270,470	205.6%	28,417	3,515	-100.1%
- Special Events - Rail	61,603	23,617	37,986	160.8%		318,577	13.5%	-9,889	-3.0%	109,943	25,259	29.8%
Total Patronage (Exempt Serv/Spl Evts)	581,555	532,210	49,345	9.3%		6,354,234	0.8%	247,344	4.1%	2,189,957	-76,353	-3.4%
Connector Local Targeted	4,639,549	4,265,747	373,802	8.8%		52,448,300	0.7%	1,714,167	3.4%	22,143,775	901,886	4.2%
Rapid & Frequent	4,332,175	4,292,019	40,156	0.9%		50,696,720	0.1%	5,871,729	13.1%	22,572,297	1,477,833	7.0%
Total Patronage	8,971,763	8,557,766	413,997	4.8%		103,145,059	0.4%	7,585,934	7.9%	44,716,111	2,379,758	5.6%
Bus	6,454,287	6,166,231	288,056	4.7%	6.9%	75,191,585	0.4%	6,352,962	9.2%	32,808,076	2,126,405	6.9%
Rail	1,964,064	1,856,921	107,143	5.8%	8.1%	21,695,841	0.5%	1,118,010	5.4%	9,567,827	306,820	3.3%
Ferry	553,412	534,614	18,798	3.5%	4.6%	6,257,633	0.3%	114,962	1.9%	2,340,208	-53,467	-2.2%
Total Patronage	8,971,763	8,557,766	413,997	4.8%	7.0%	103,145,059	0.4%	7,585,934	7.9%	44,716,111	2,379,758	5.6%

Note 1:- Normalised % - Change is done at the mode level, as special events is not available at lower service layers.

Note 2:- Rapid calculation for busway amend from, NEX route plus Busway (4 locations - Akoranga, Smales, Sunnynook, Constellation) Inbound Boardings & Outbound alighting to being all routes Inbound from Albany to Fanshaw e St & Outbound Akoranga to Albany in line with New Network North.

1.2 AT Metro Boardings breakdown



1. Summary of indicators

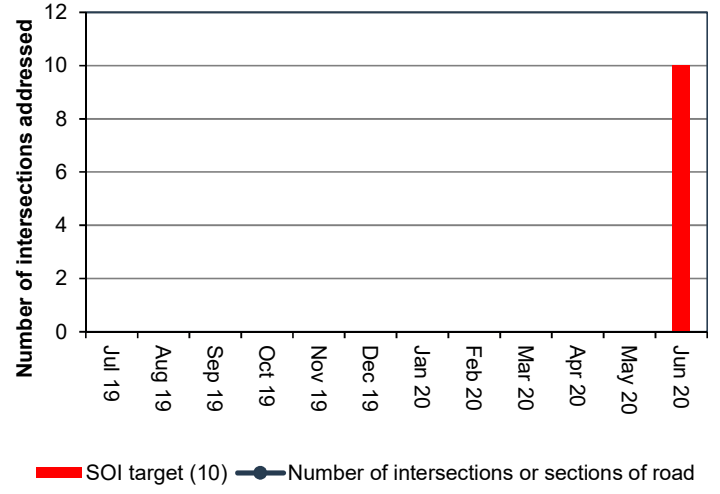
- 1.1 SOI performance measures
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- 2.6 Value for money
- 2.7 Local Board and customer engagement

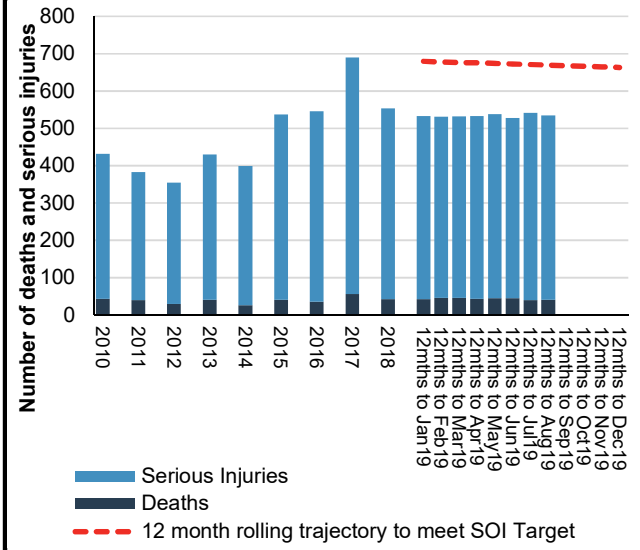
2.1 Help people to travel safely

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



Non reporting period.
The 2019/20 target is to address ten high risk intersections or sections of road as part of the safety programme.

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



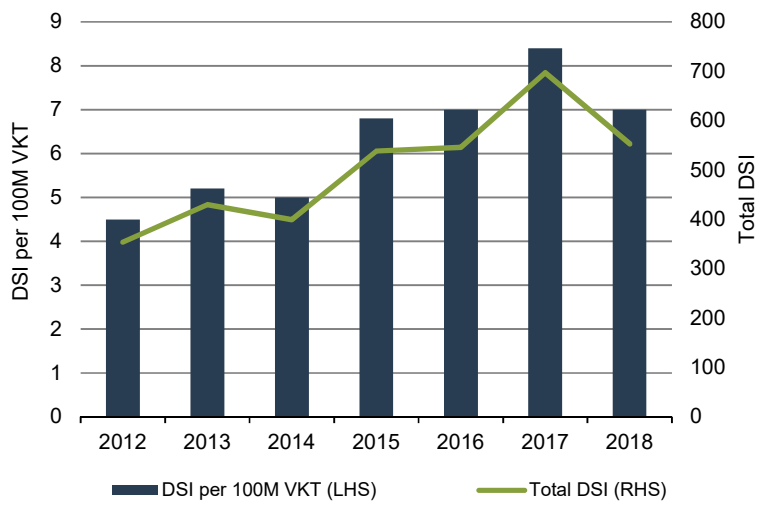
The Local Road DSI target for the 2019 calendar year is 663, 18 less than the 2018 target of 681.

The 12 month rolling total to August 2019 was 535, 7% lower than the 12 months to August 2018.

For the 12 months to the end of August 2019, local road deaths decreased by 5% (from 43 to 41) and local road serious injuries have decreased by 8% (from 535 to 494).

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.

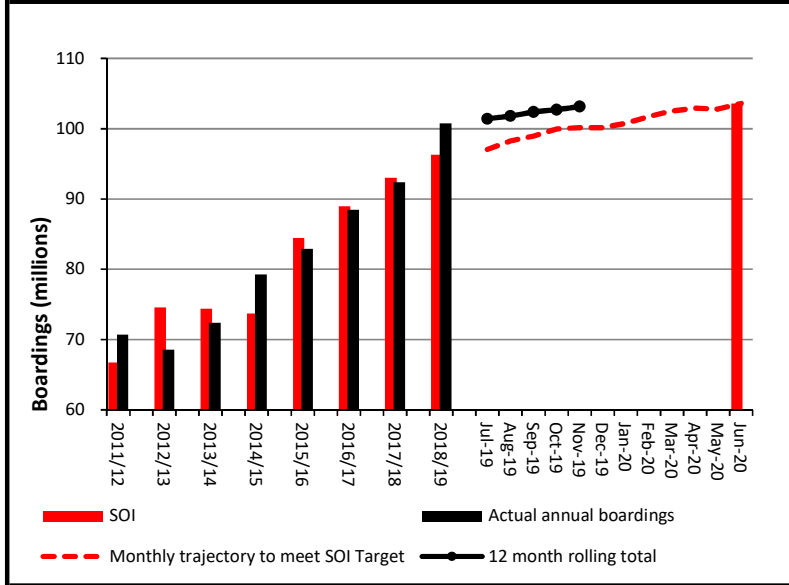
2.1.3 Local road deaths and serious injuries (DSI) per 100 million vehicle km travelled (VKT)



Non reporting period.
The Local Road DSI per 100 million VKT on local roads for the 2018 calendar year was 7.0. This is 1.4 less than in 2017.
The rate of local road deaths and serious injuries per 100 million vehicle kilometres travelled is an estimate of the exposure to crash-risk on the local road network, relative to vehicle travel.

2.2 Improve access to frequent and attractive public transport

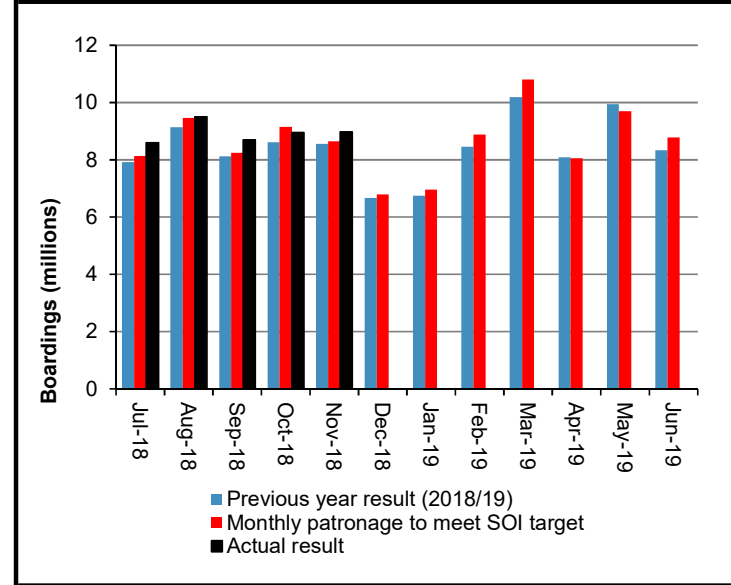
2.2.1 Total public transport boardings (millions)



Exceeding target.

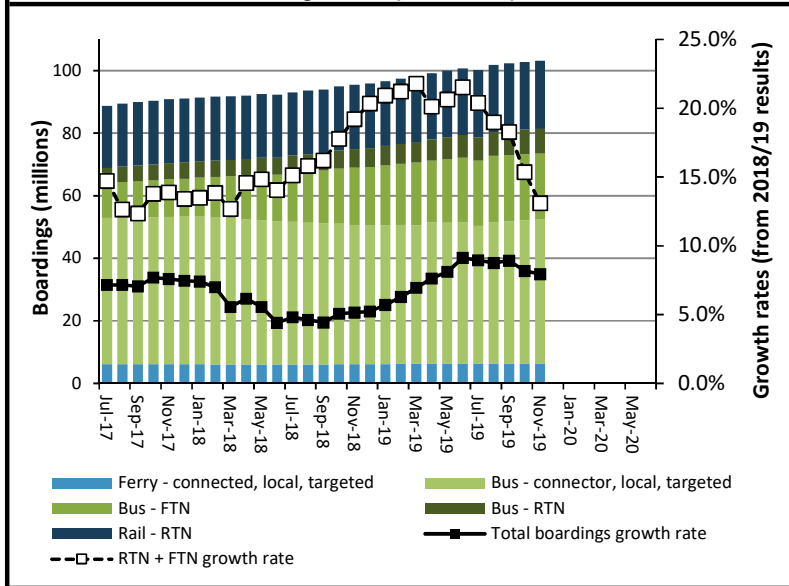
PT patronage totalled 103,145,059 passenger boardings for the 12 months to November 2019, an increase of 0.4% on the 12 months to October 2019 and an increase of 7.9% on the 12 months to November 2018.

2.2.2 Monthly public transport boardings (millions)



November 2019 monthly patronage was 8,971,763, an increase of 4.8% (413,997) on November 2018. The normalised change is an increase of ~7.0% once adjustments are made to take into account special events and the number of business and weekend days in the month.

2.2.3 Boardings on rapid or frequent network



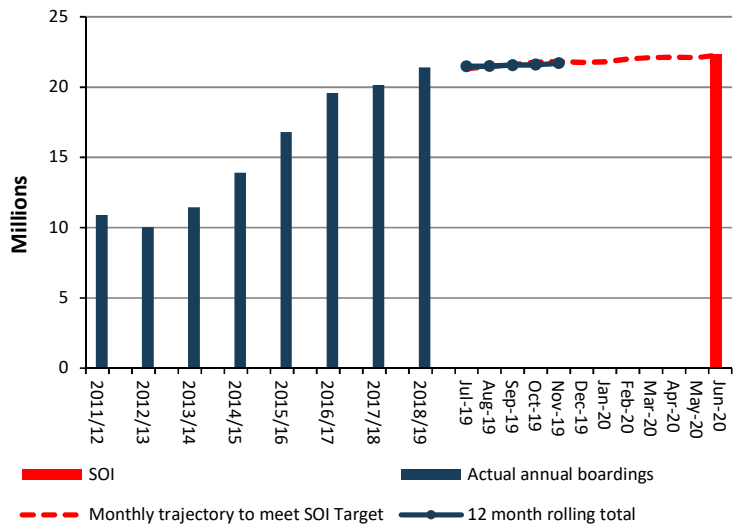
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

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

RTN + FTN patronage increased by 13.1% for the 12 months to November 2019, a faster rate than total patronage, which increased by 7.9%.

2.2 Improve access to frequent and attractive public transport

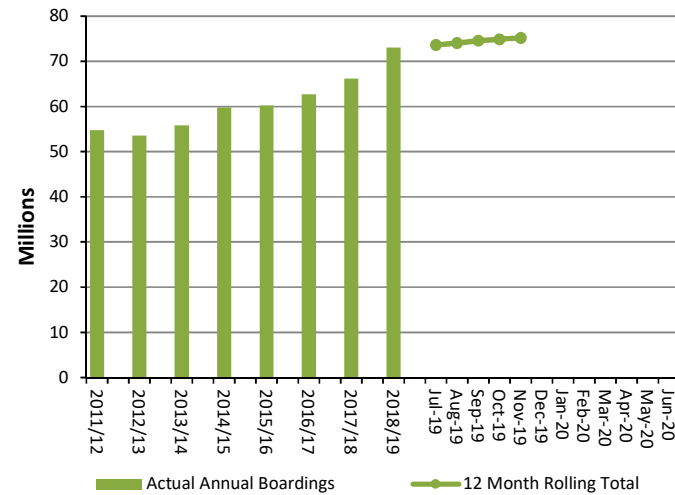
2.2.4 Rail boardings (12 month rolling total)



Meeting target.

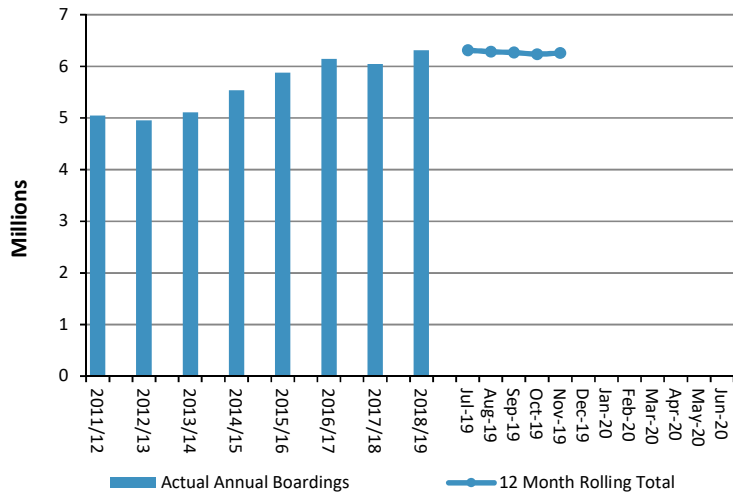
Rail patronage totalled 21,695,841 passenger boardings for the 12 months to November 2019, an increase of 0.5% on the 12 months to October 2019, and an increase of 5.4% on the 12 months to November 2018.

2.2.5 Bus boardings (12 month rolling total)



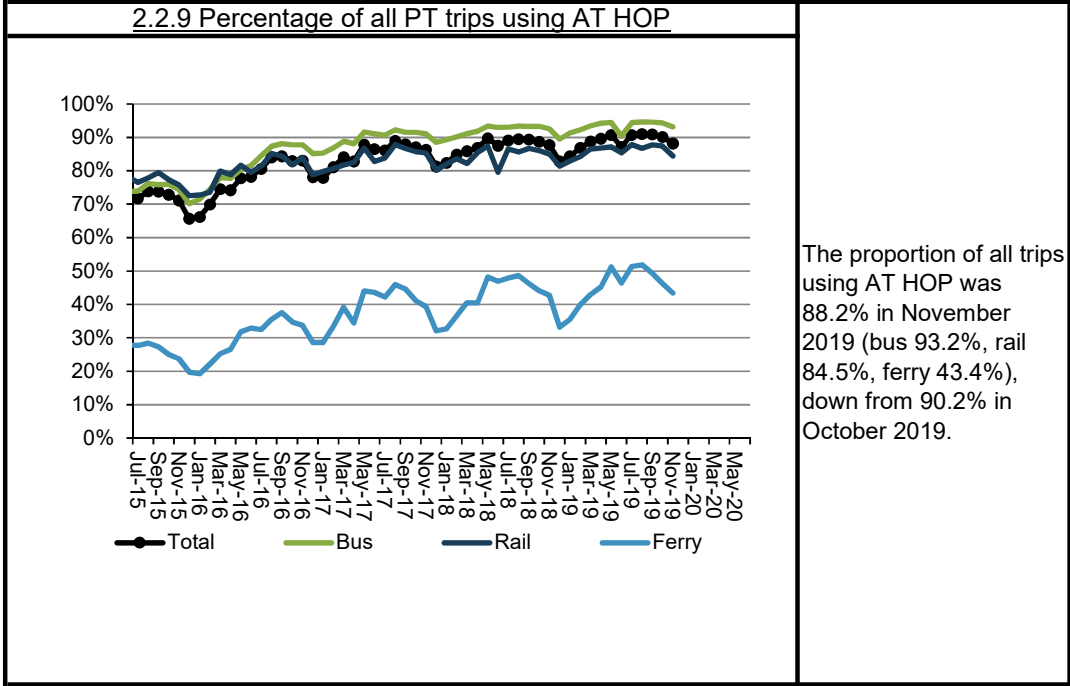
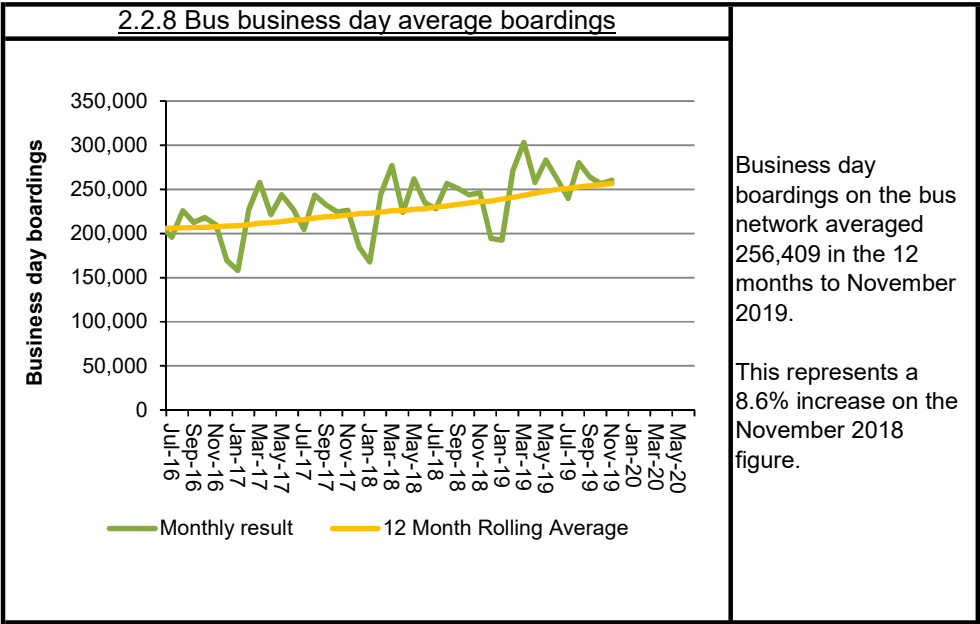
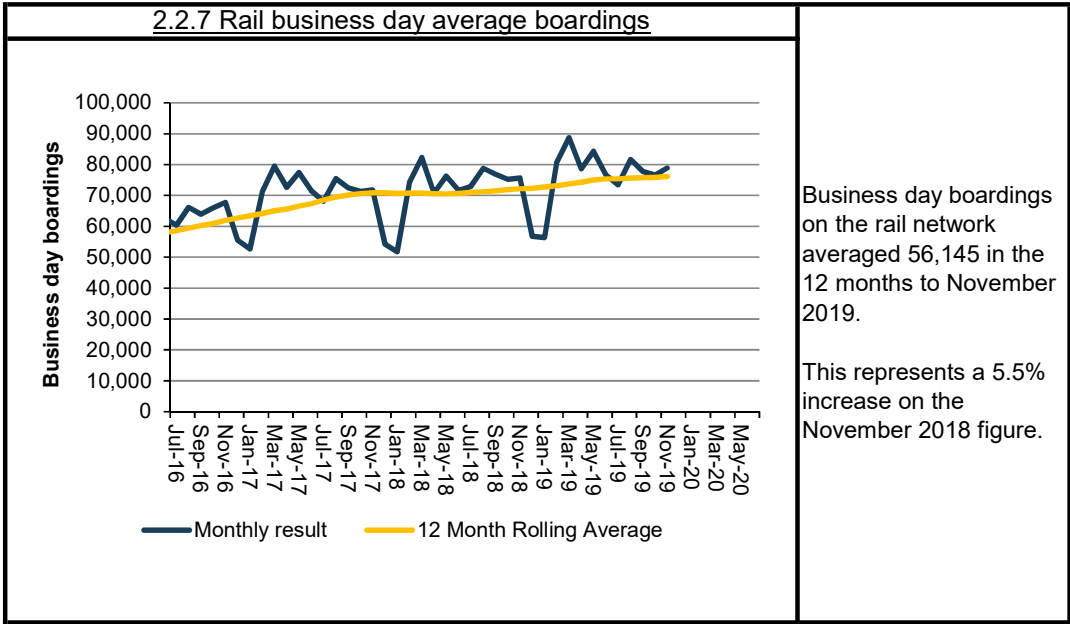
Bus patronage totalled 75,191,585 passenger boardings for the 12 months to November 2019, an increase of 0.4% on the 12 months to October 2019 and an increase of 9.2% on the 12 months to November 2018.

2.2.6 Ferry boardings (12 month rolling total)



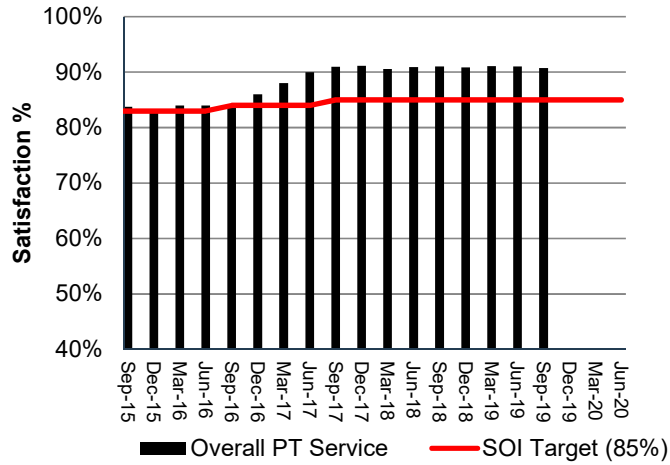
Ferry patronage totalled 6,257,633 passenger boardings for the 12 months to November 2019, an increase of 0.3% compared with the 12 months to October 2019, and an increase of 1.9% compared with the 12 months to November 2018.

2.2 Improve access to frequent and attractive public transport



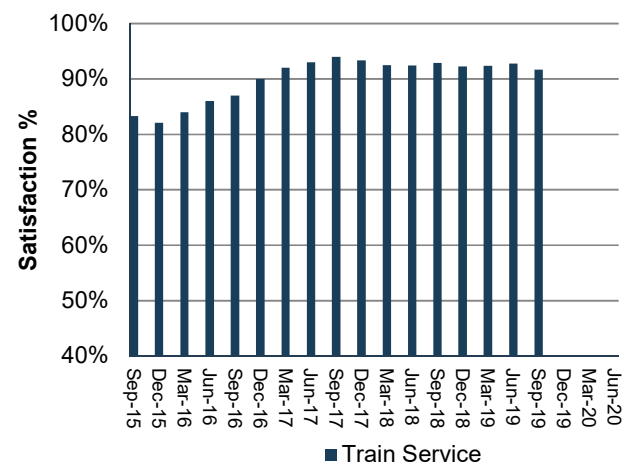
2.2 Improve access to frequent and attractive public transport

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



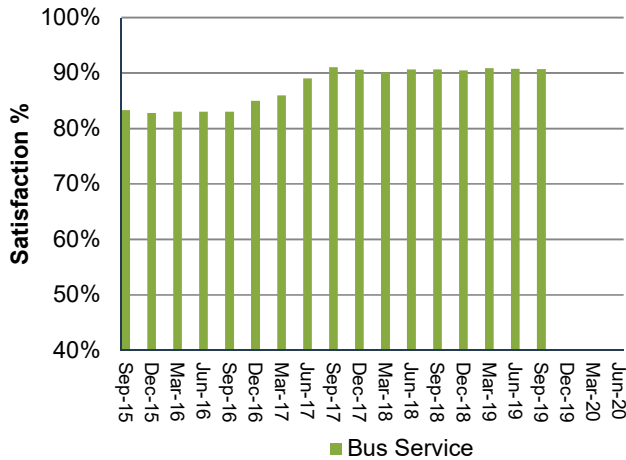
Non reporting period.
 In September 2019, overall satisfaction with public transport services (91%) was unchanged compared with the June 2019 result (91%).
 Satisfaction was unchanged compared with the September 2019 result.

2.2.11 Percentage of passengers satisfied with their train service



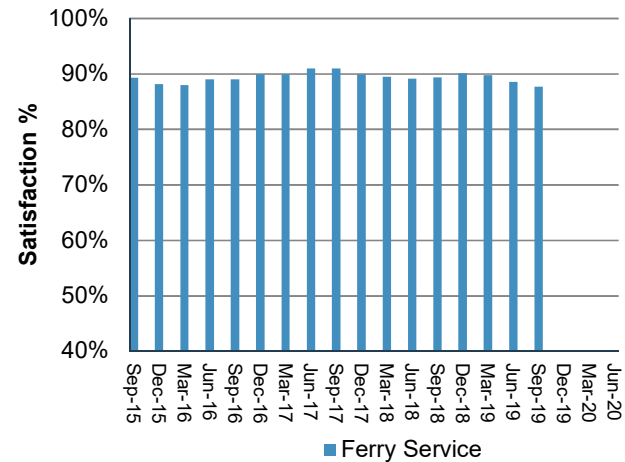
Non reporting period.
 In September 2019, satisfaction with train services (92%) was up one percentage point compared with the June 2019 result (91%).
 Satisfaction was down one percentage point compared with the September 2018 result.

2.2.12 Percentage of passengers satisfied with their bus service



Non reporting period.
 In September 2019, satisfaction with bus services (91%) was unchanged compared with the June 2019 result (91%).
 Satisfaction was unchanged compared with the September 2018 result.

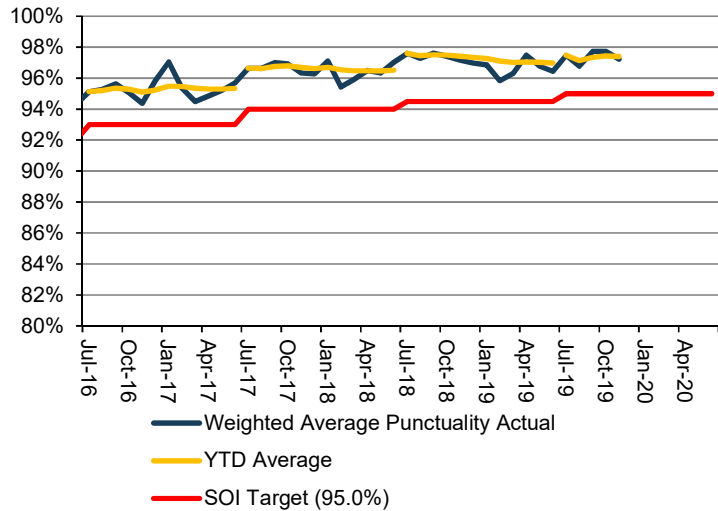
2.2.13 Percentage of passengers satisfied with their ferry service



Non reporting period.
 In September 2019, satisfaction with ferry services (88%) was down one percentage point compared with the June 2019 result (89%).
 Satisfaction was down one percentage point compared with the September 2018 result.

2.2 Improve access to frequent and attractive public transport

2.2.14 PT punctuality (weighted average across all modes)

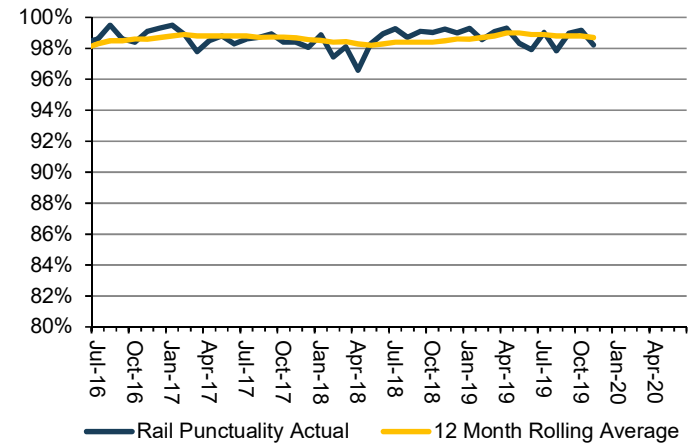


Exceeding target (YTD average to November 2019 = 97.4%; SOI target 95.0%).

PT weighted average punctuality for the month of November 2019 was 97.2%.

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

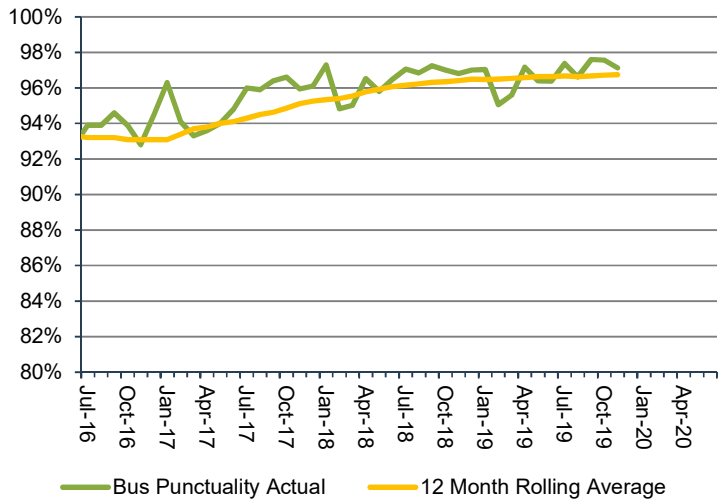
2.2.15 Rail services punctuality



Rail service punctuality in November 2019 was 98.2%, and 98.7% for the 12 months to November 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.

2.2.16 Bus services punctuality

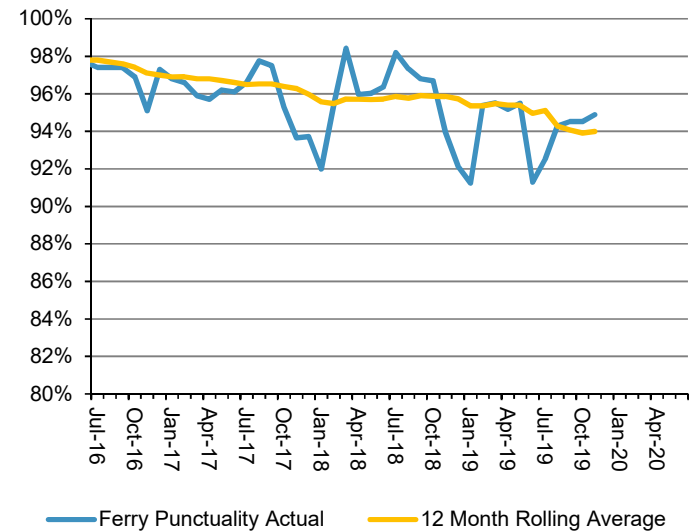


Bus service punctuality in November 2019 was 97.1%, and 96.7% for the 12 months to November 2019.

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.

2.2.17 Ferry services punctuality



Ferry service punctuality in November 2019 was 94.9% and 94.0% for the 12 months to November 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 Improve access to frequent and attractive public transport

2.2.18 Rail service performance

Train Performance November 2019



Total Network

93.4% Punctuality*

94.5% 12 month rolling average

98.5% Service Delivery*

98.1% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Western Line

92.9% Punctuality*

93.9% 12 month rolling average

98.3% Service Delivery*

98.0% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Eastern Line

95.4% Punctuality*

96.0% 12 month rolling average

98.4% Service Delivery*

98.1% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Southern Line

91.0% Punctuality*

91.6% 12 month rolling average

97.8% Service Delivery*

97.7% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Pukekohe Line

93.3% Punctuality*

95.7% 12 month rolling average

99.5% Service Delivery*

98.9% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Onehunga Line

94.9% Punctuality*

96.6% 12 month rolling average

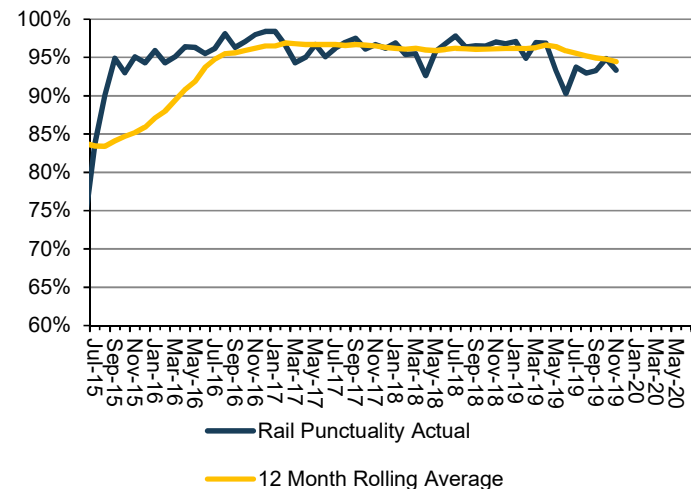
99.3% Service Delivery*

98.4% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

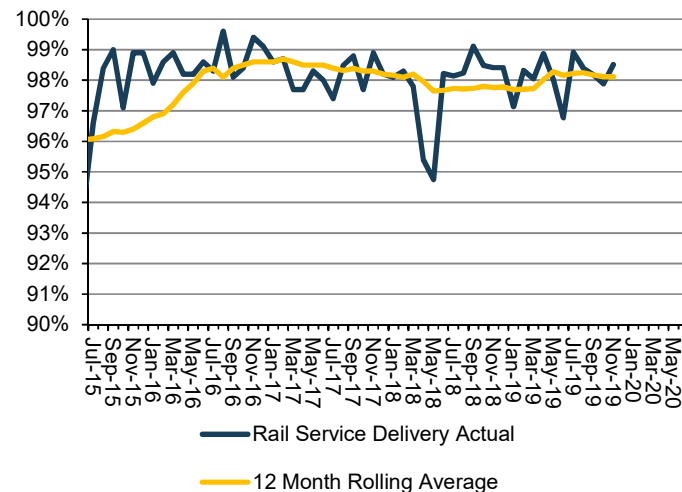
2.2.19 Rail punctuality based on arrival at final destination



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 November 2019 was 93.4% and 94.5% for the 12 months to November 2019.

2.2.20 Rail service delivery based on arrival at final destination

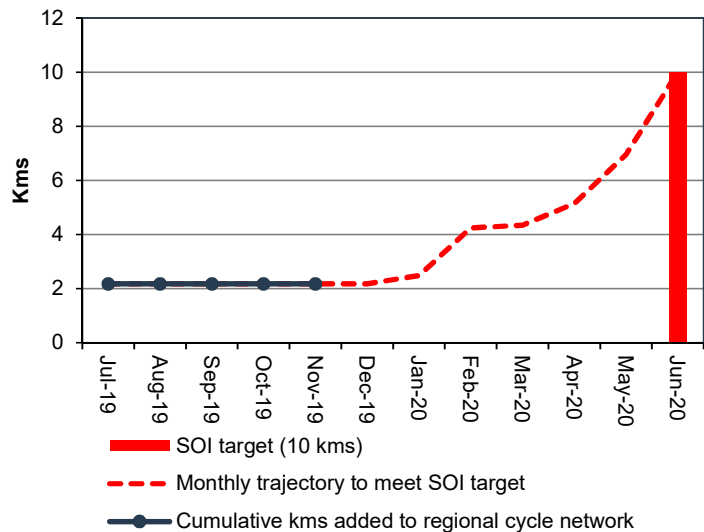


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of November 2019 was 98.5% and 98.1% for the 12 months to November 2019.

2.3 Encourage walking and cycling

2.3.1 Kilometres of new cycleway added to the regional cycle network



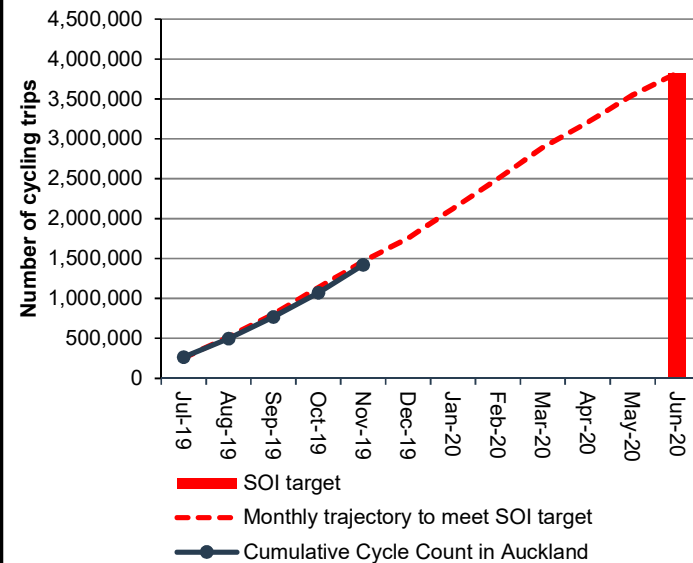
Meeting target.

YTD cycleway completion is 2.2 km.

Franklin Road (1.0 km) and Maketu Road, Drury South (1.2 km) were completed in July 2019.

The 2019/20 target is to complete 10 km of new cycleways.

2.3.2 Annual number of cycle movements past selected sites

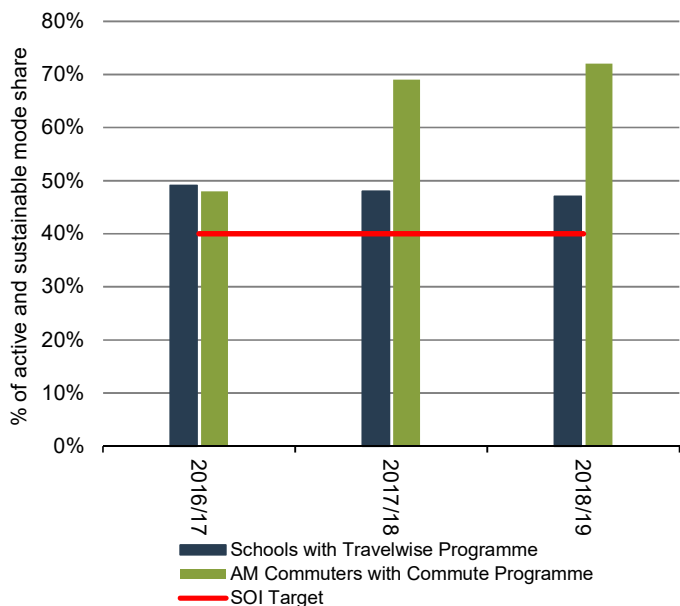


Not meeting target.

YTD: 1,423,041 (2.8% below target)
YTD target: 1,432,289

350,378 cycle trips were recorded in November 2019, against a target of 325,337.

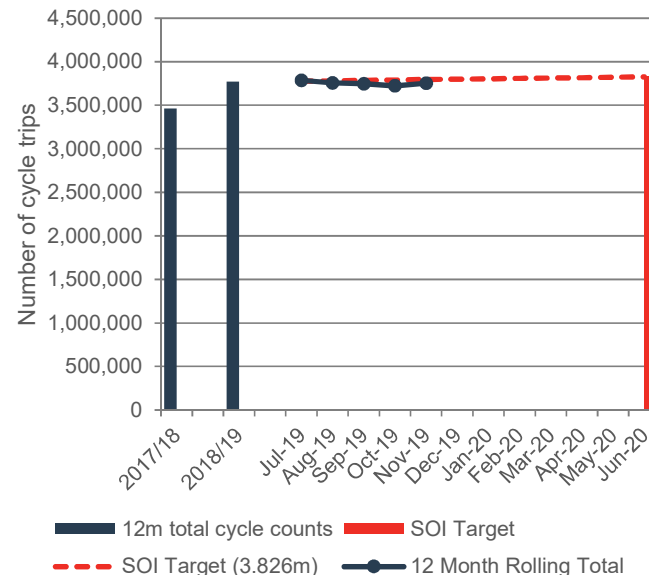
2.3.3 Active and sustainable transport mode share



Target reported annually in June.

The 2018/19 active and sustainable transport mode share was 72% for AM peak commuters at an organisation with a Travelwise Choices programme, and 47% at schools where a Travelwise programme is implemented.

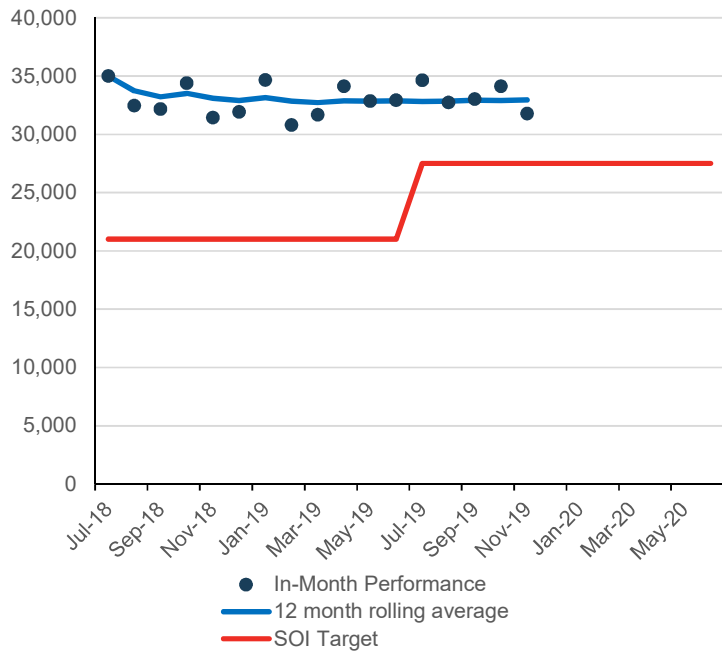
2.3.4 Cycle movements 12 month rolling total



Cycle counts totalled 3,751,992 for the 12 months to November 2019, an increase of 0.8% on the 12 months to October 2019, and an increase of 5.0% on the 12 months to November 2018.

2.4 Make the best use of existing transport networks

2.4.1 Average AM peak period lane productivity



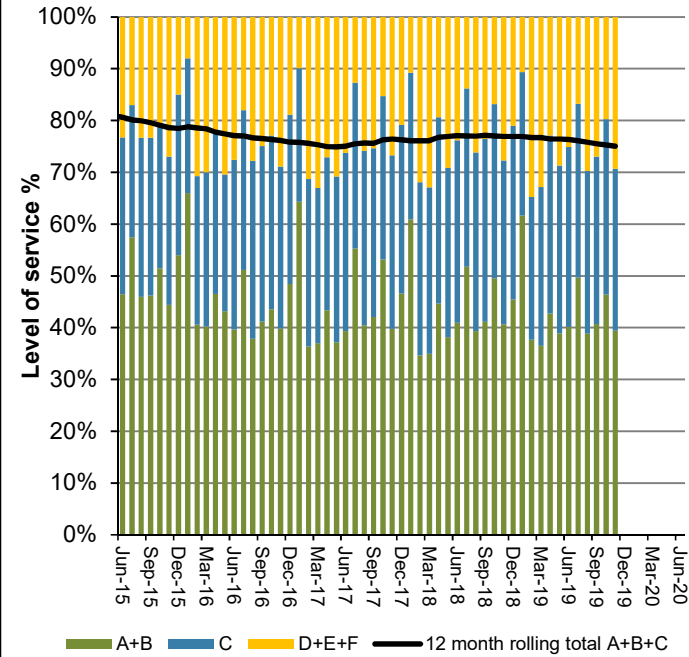
Target exceeded.

In November 2019, the average AM peak arterial productivity was 31,779. In the 12 months to November 2019, average AM peak arterial productivity was 32,934, exceeding the target of 27,500.

The key arterial routes included in this measure are shown in figure 2.4.3.

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 27,500 people-km/hour/lane is set as a target. This value has increased from the 2018/19 target due to the results exceeding target, and is equivalent to the movement of approximately 900 vehicles travelling at a constant speed of 25km/h along the length of the arterial.

2.4.2 AM peak arterial road level of service



In November 2019, 71% of the network operated at good levels of service (LOS A-C). This is 9 percentage points lower (worse) than October 2019, and 2 percentage points lower than November 2018.

In the 12 months to November 2019, 75% 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.

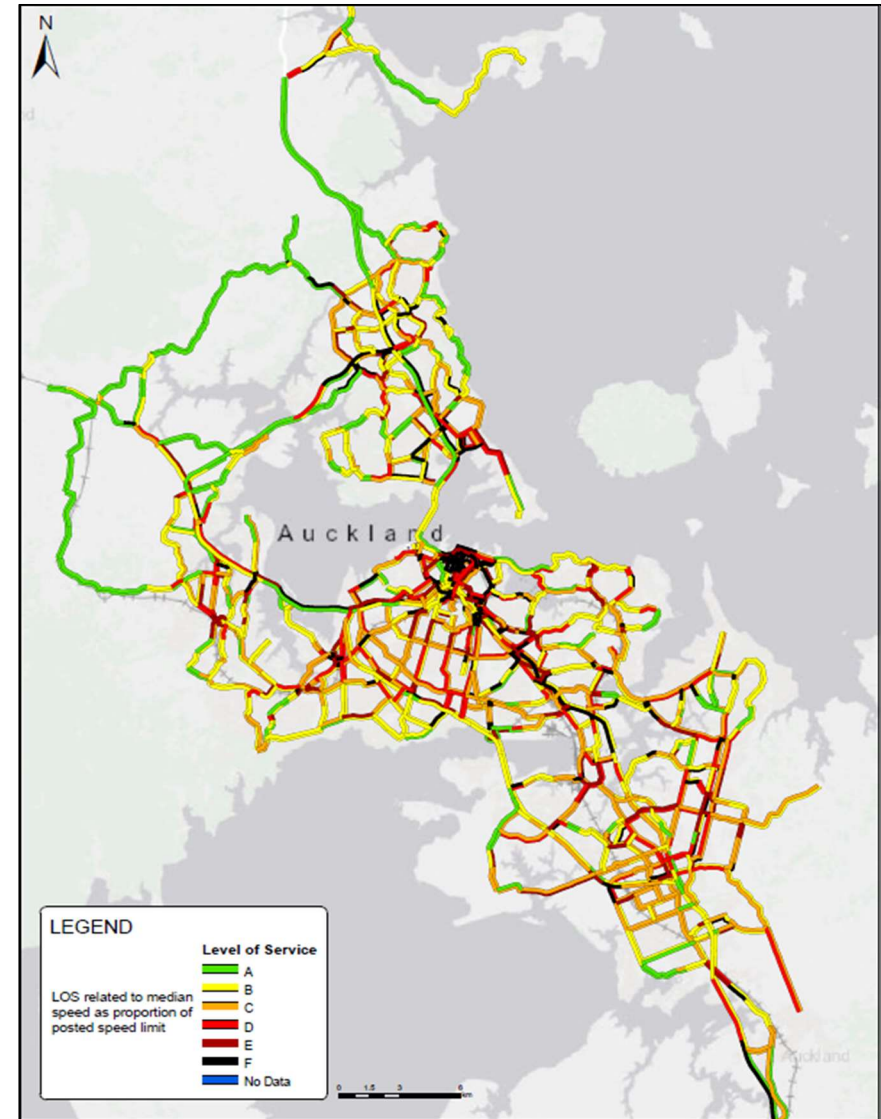
2.4 Make the best use of existing transport networks

2.4.3 Map showing arterial productivity routes



This map shows the 30 monitored arterial routes used to determine the average AM peak period lane productivity (2.4.1).

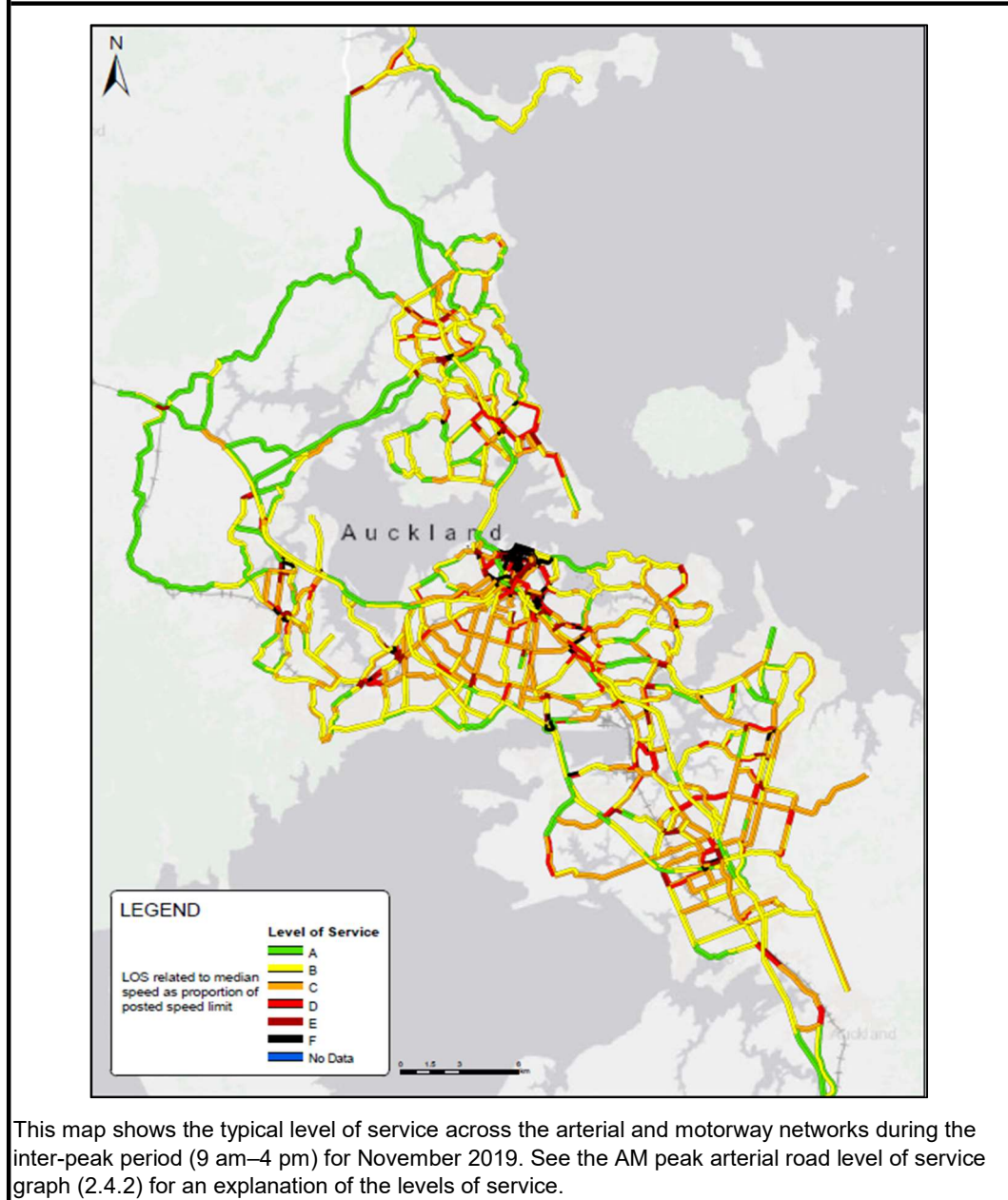
2.4.4 Congestion map AM peak



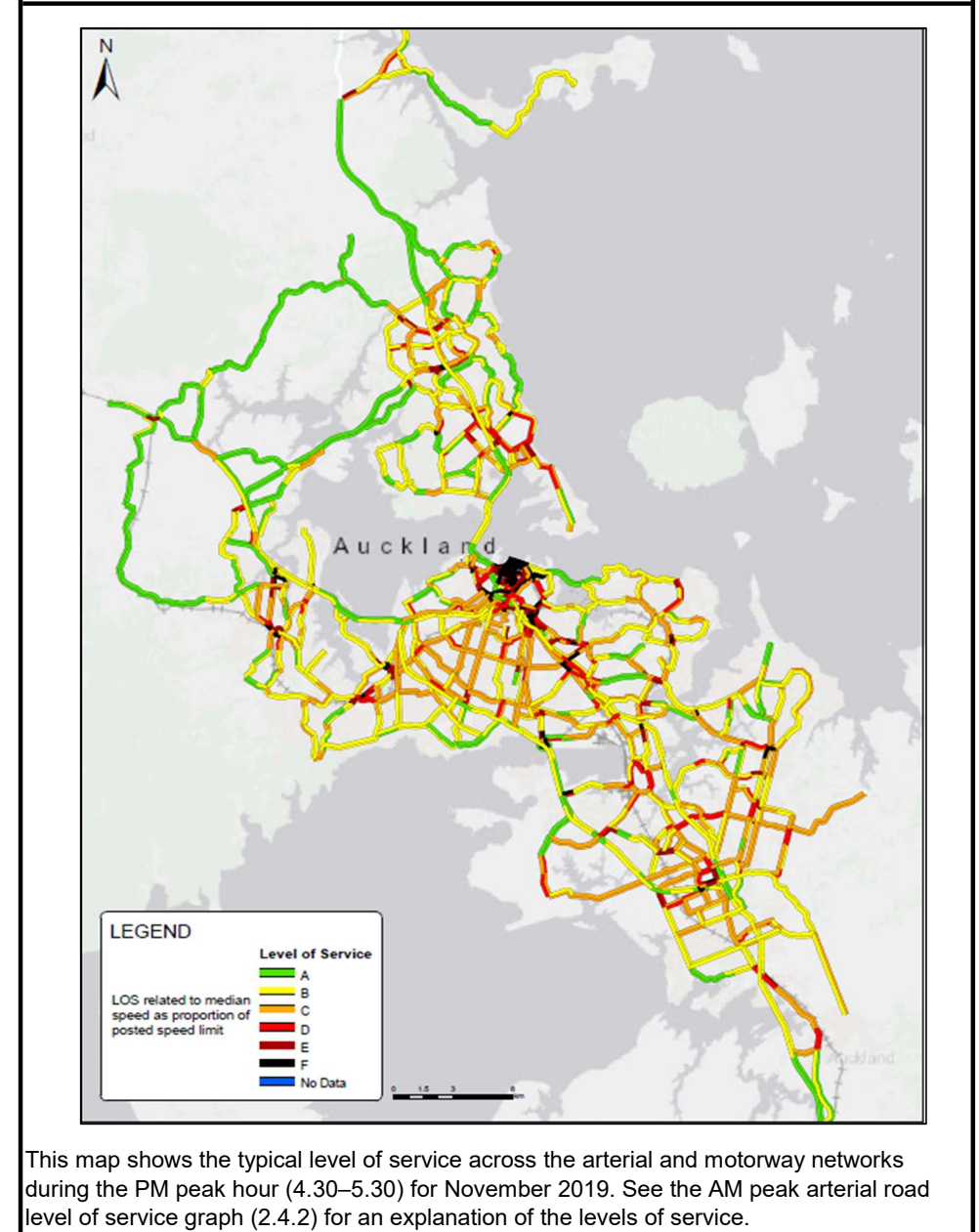
This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for November 2019. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

2.4 Make the best use of existing transport networks

2.4.5 Congestion map inter-peak

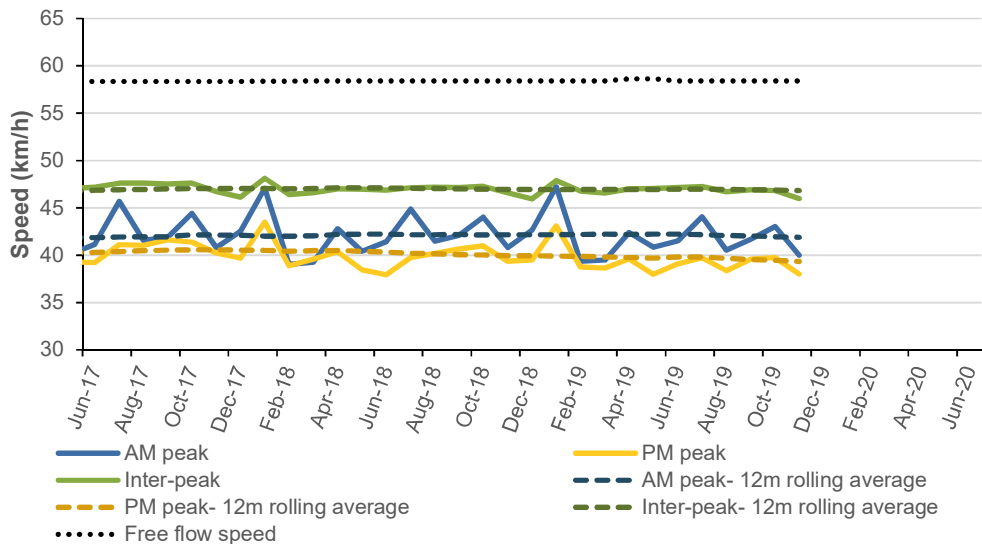


2.4.6 Congestion map PM peak



2.4 Make the best use of existing transport networks

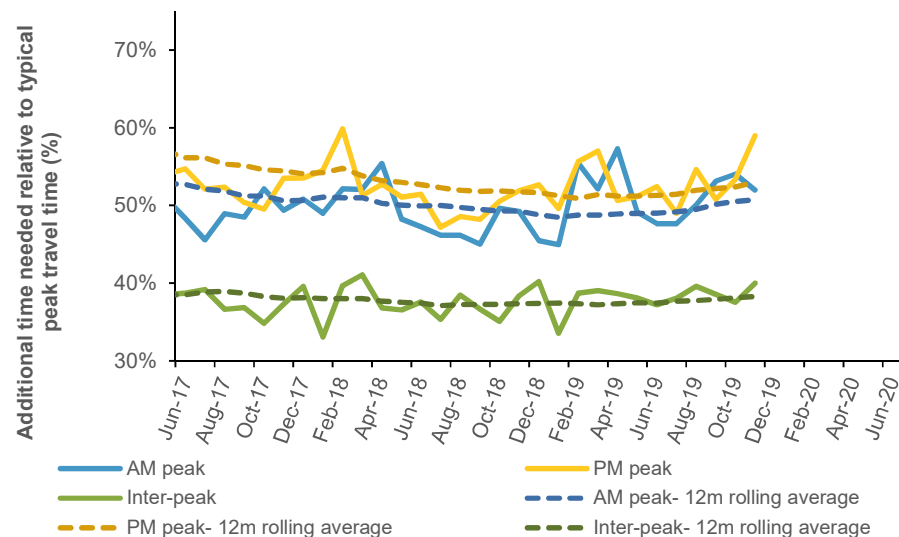
2.4.7 Median travel speed across arterial and motorway network



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 November 2019, the median travel speed during the AM peak was 40 km/hr, compared with 43 km/hr in October 2019 and 41 km/hr in November 2018. The 12 month rolling average was 41.9 km/hr.

2.4.8 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.

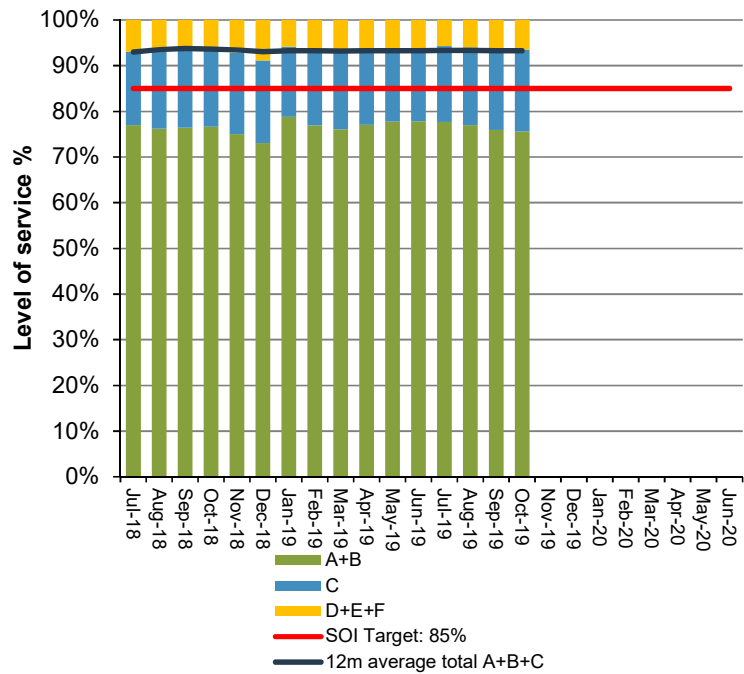
Reliability is a measure in percentage of how much variation a driver would experience from their day to day journey time in addition to a typical experience (median travel time), the smaller the percentage the better the reliability. Less than 50% additional travel time needed relative to typical travel 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 November 2019 AM peak, the 85th percentile was 52% 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.

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

2.4 Make the best use of existing transport networks

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



Exceeding target.

In November 2019, 92% of the strategic freight network operated at good levels of service (LOS A-C), and 93% for the 12 months to November 2019.

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.

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.

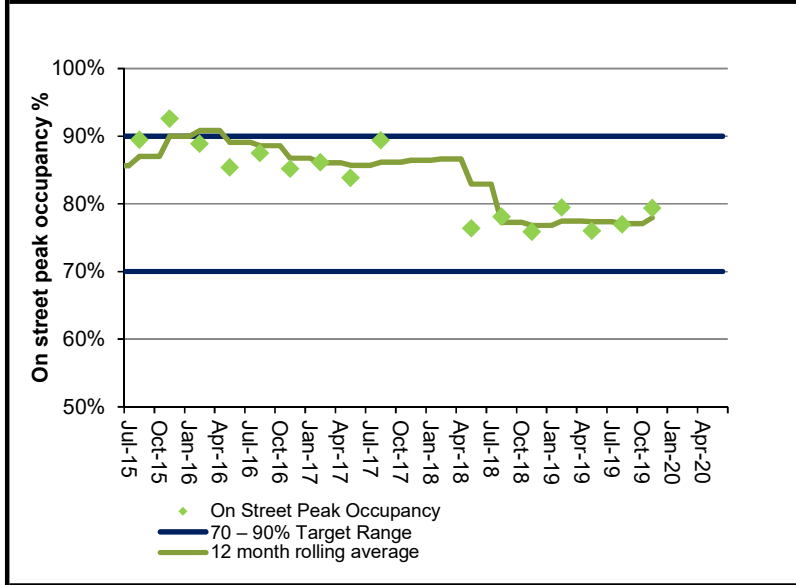
2.4.10 Map showing key freight routes



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.

2.4 Make the best use of existing transport networks

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

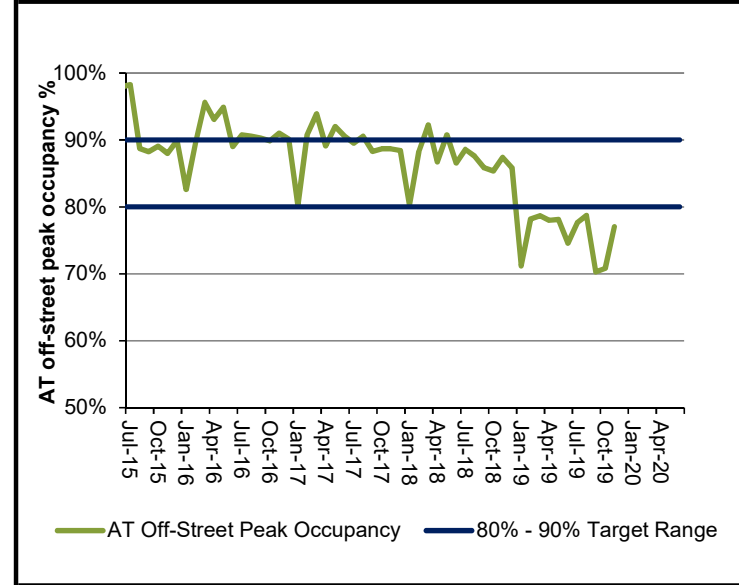


November 2019 on-street occupancy was 79.4%. The 12 month rolling average in November 2019 was 78.0%.

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 results since June 2018 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.

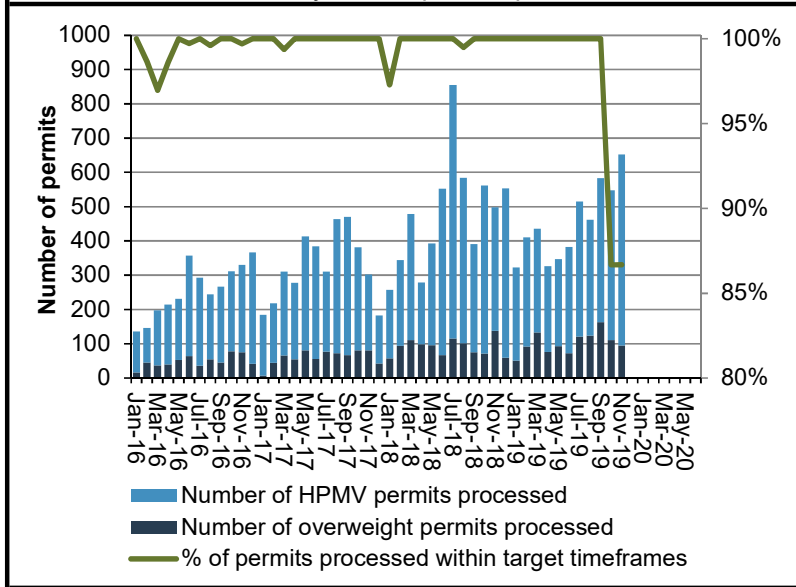
2.4.12 Off-street parking occupancy rates



The off-street parking occupancy rate for November 2019 of 77.0% 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.

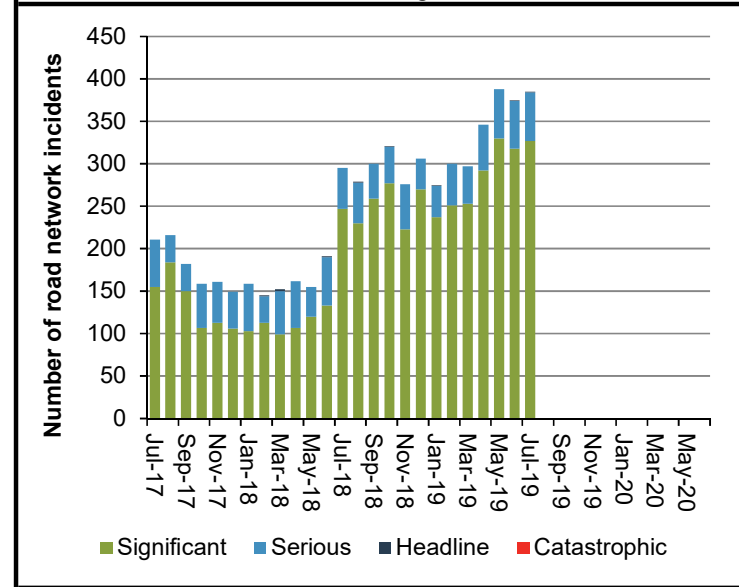
2.4.13 Heavy vehicle permits processed



In November 2019, 95 overweight permit applications and 558 HPMV permit applications were processed. In total, 566 of the 653 permits (87%) 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).

The decrease in KPI is the result of staff absences and leave.

2.4.14 ATOC managed incidents



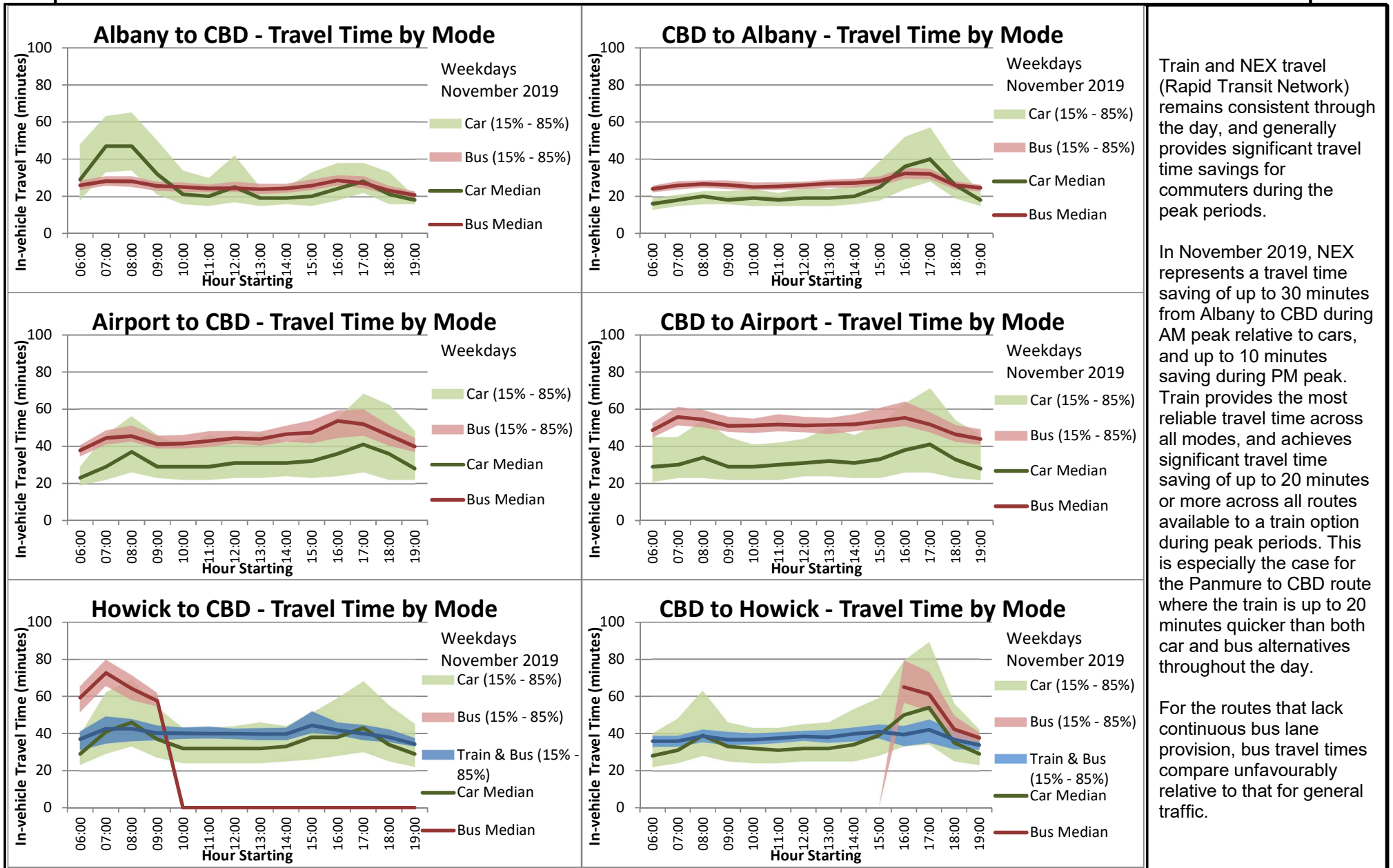
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

ATOC managed 396 significant incidents and 55 serious incidents during November 2019.

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

2.4 Make the best use of existing transport networks

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 throughout the day, and generally provides significant travel time savings for commuters during the peak periods.

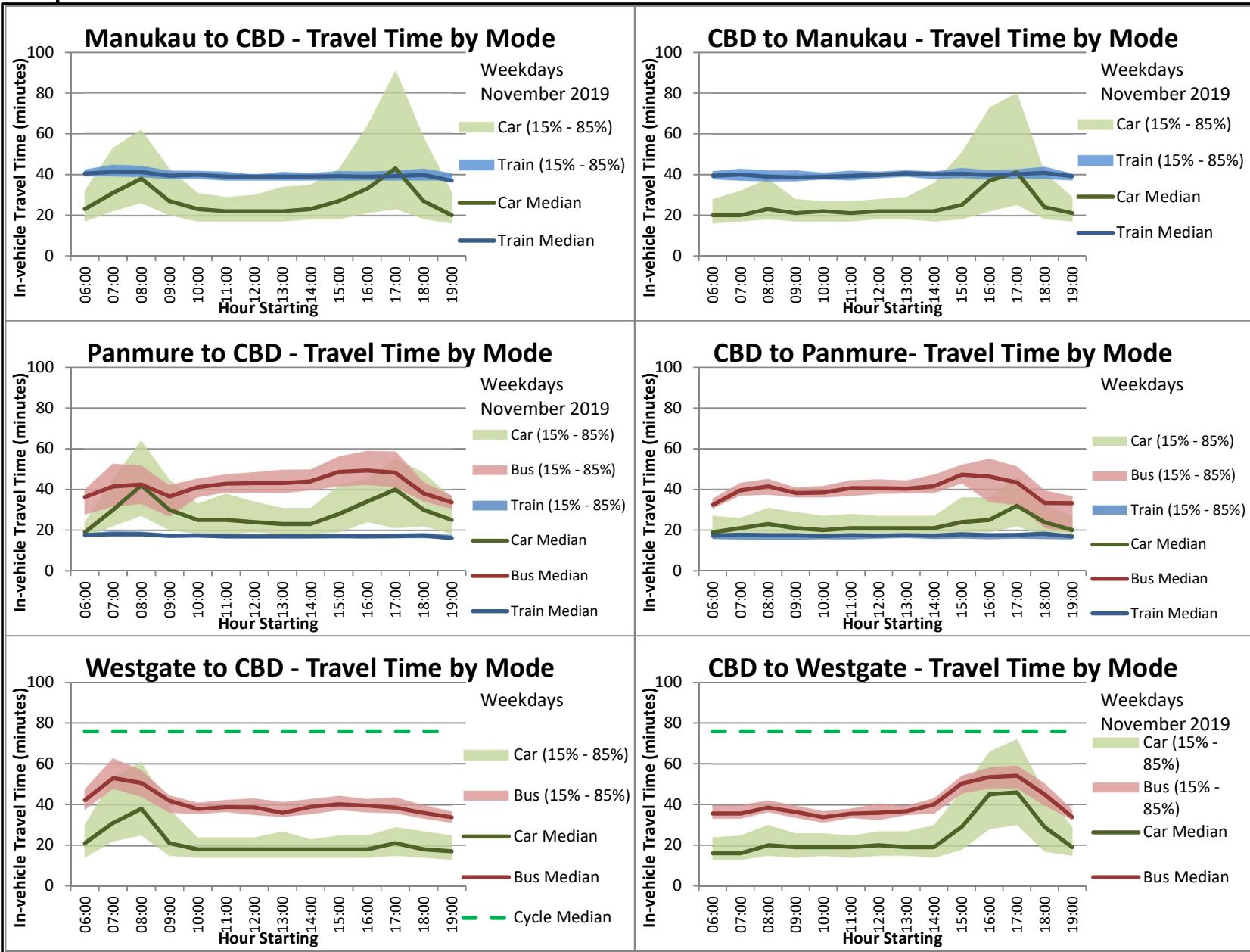
In November 2019, NEX represents a travel time saving of up to 30 minutes from Albany to CBD during AM peak relative to cars, and up to 10 minutes saving during PM peak. Train provides the most reliable travel time across all modes, and achieves significant travel time saving of up to 20 minutes or more 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.

2.4 Make the best use of existing transport networks

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.



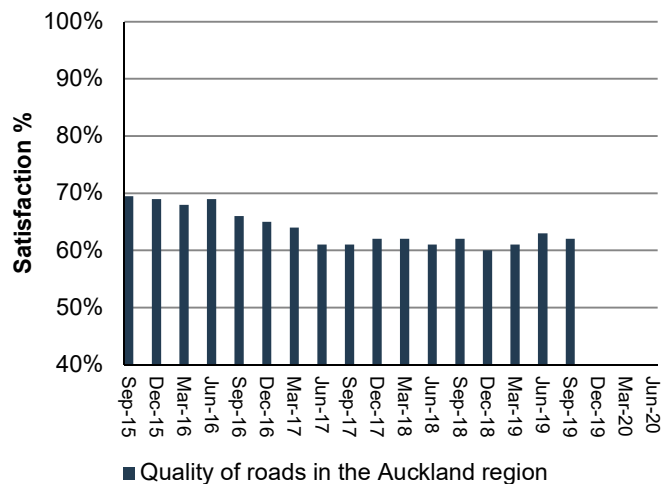
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For the routes that lack continuous bus lane provision, bus travel times compare unfavourably relative to that for general traffic.

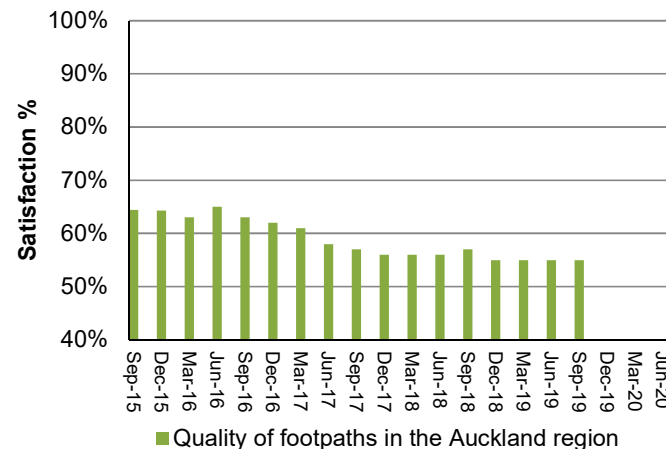
2.4 Make the best use of existing transport networks

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



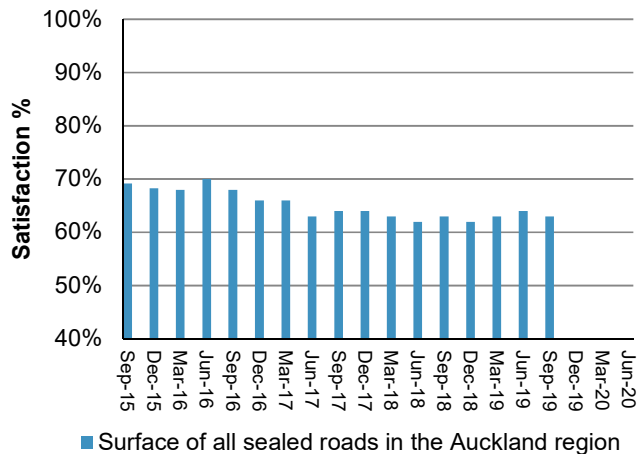
Non reporting period.
 In September 2019, satisfaction with the quality of roads in Auckland (62%) was down one percentage point compared with the June 2019 result (63%).
 Satisfaction was unchanged compared with the September 2018 result.

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



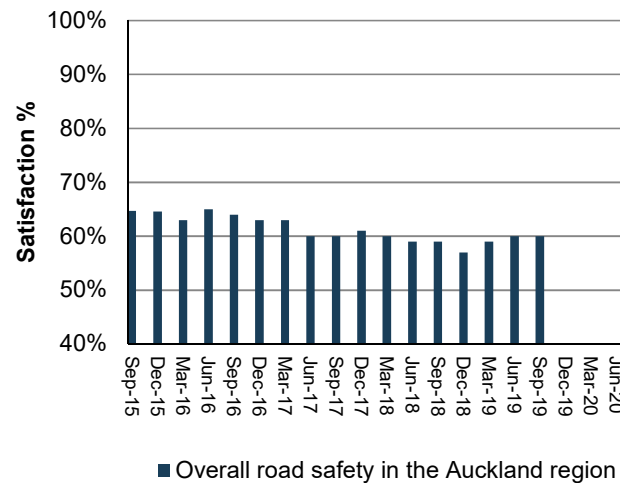
Non reporting period.
 In September 2019, satisfaction with the quality of footpaths in Auckland (55%) was unchanged compared with the June 2019 result (55%).
 Satisfaction was down two percentage points compared with the September 2018 result.

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



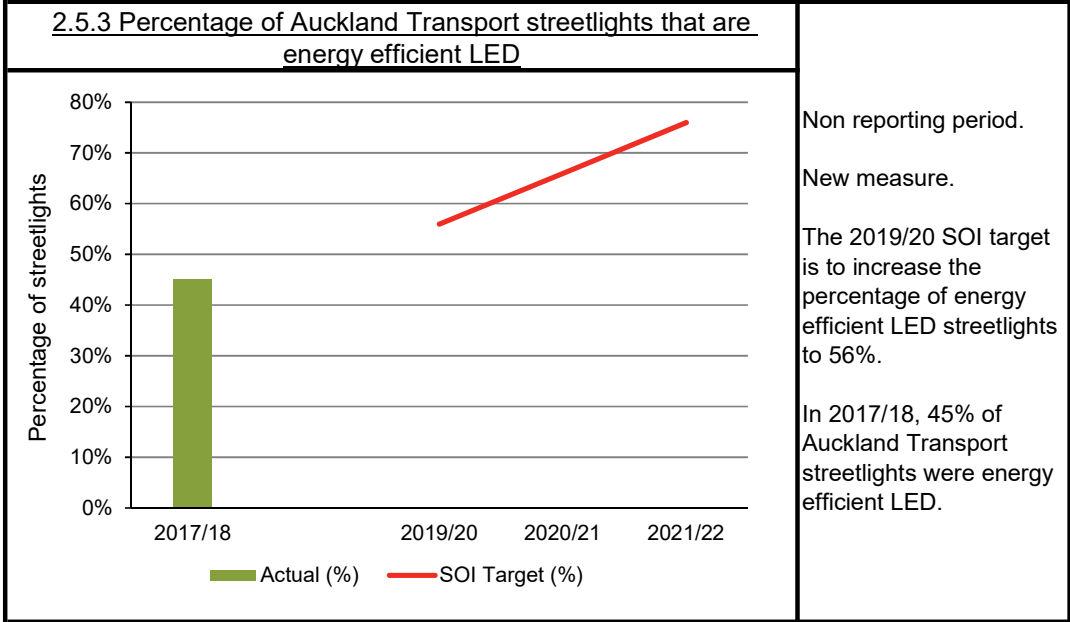
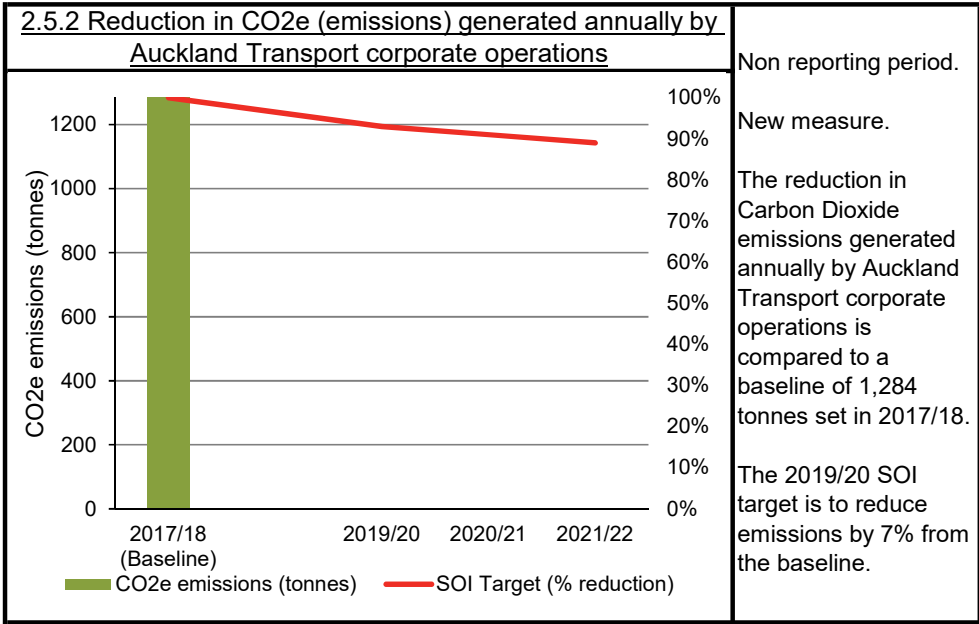
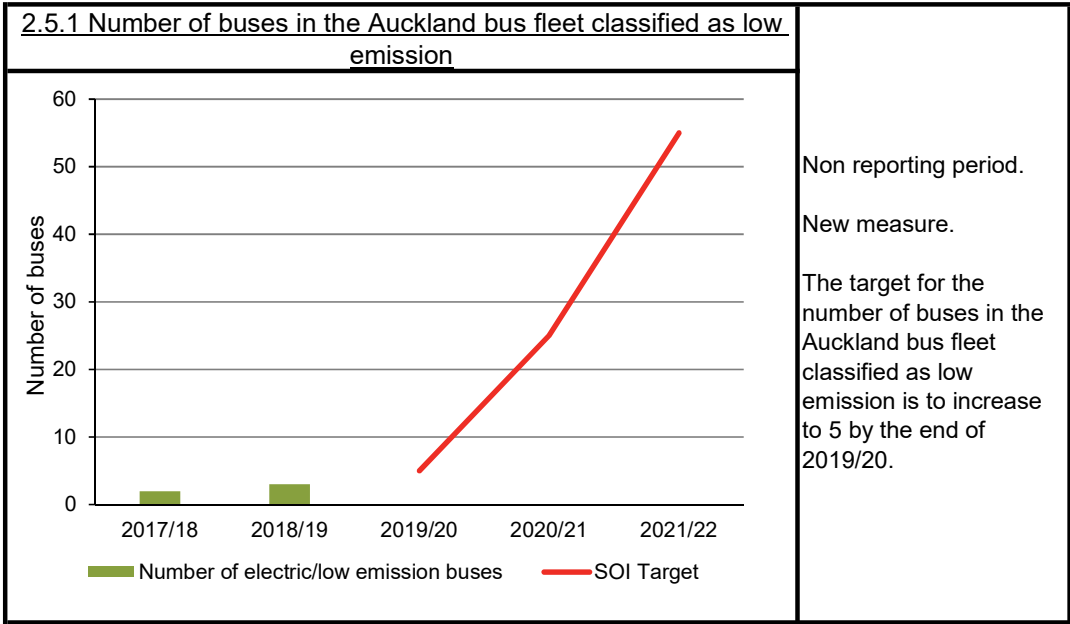
Non reporting period.
 In September 2019, satisfaction with the surface of all sealed roads in Auckland (63%) was down one percentage point compared with the June 2019 result (64%).
 Satisfaction was unchanged compared with the June 2018 result.

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



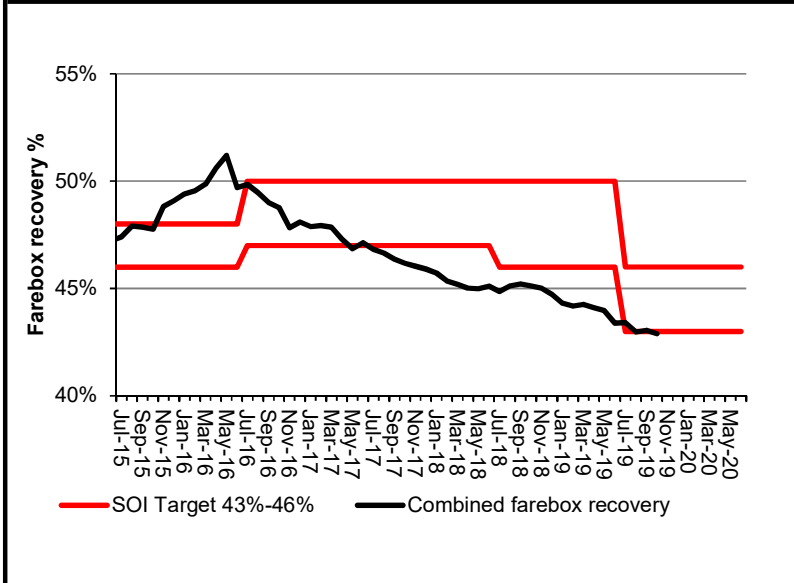
Non reporting period.
 In September 2019, satisfaction with road safety in Auckland (60%) was unchanged compared with the June 2019 result (60%).
 Satisfaction was up one percentage point compared with the September 2018 result.

2.5 Manage the impacts of the transport system on the environment



2.6 Value for money

2.6.1 PT farebox recovery (combined result with SOI measure)

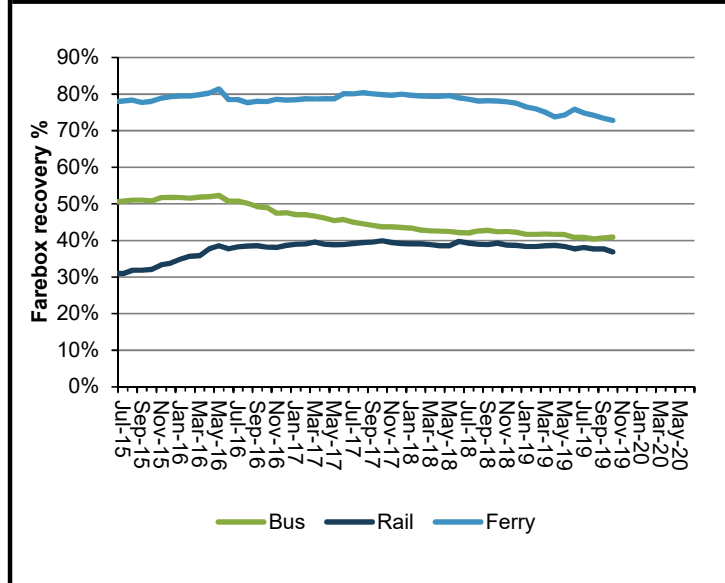


Total PT farebox recovery ratio in November 2019 was 42.6%, compared with 45.0% in November 2018.

The 2019/20 SOI target for PT farebox recovery has been amended to 43% - 46%.

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).

2.6.2 PT farebox recovery (by mode)

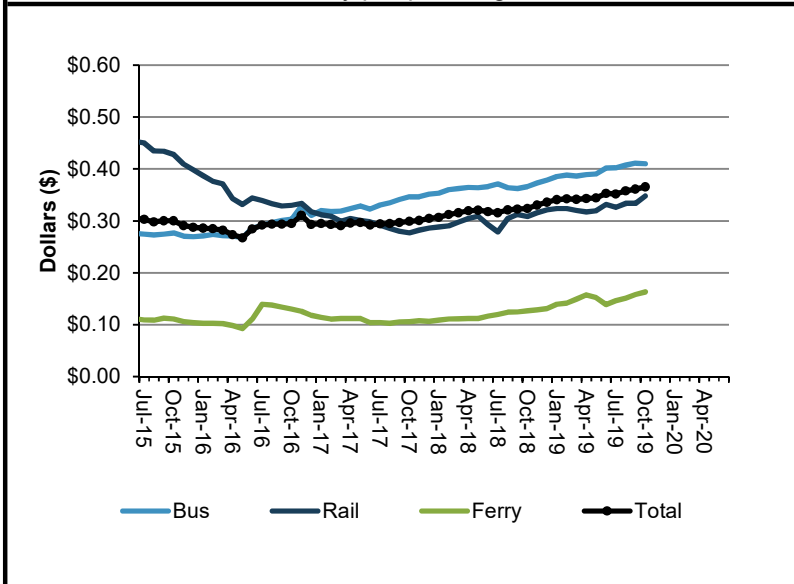


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios for November 2019 (and comparable 2018 results) were:

- Ferry 72.2% (77.9%)
- Bus 40.7% (42.5%)
- Rail 36.8% (38.7%)

2.6.3 PT subsidy per passenger kilometre

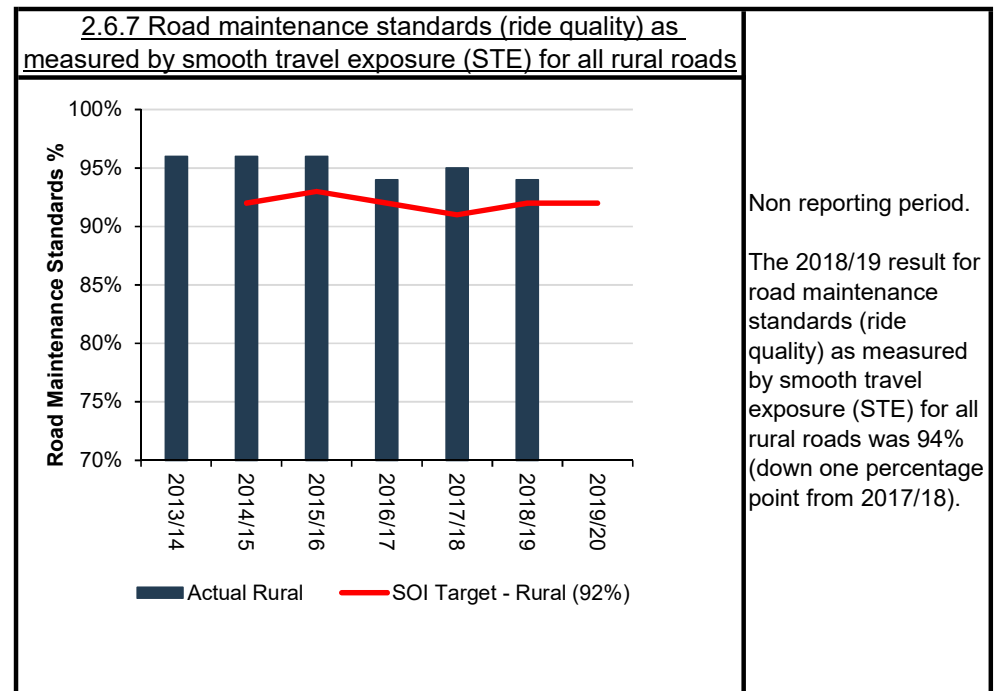
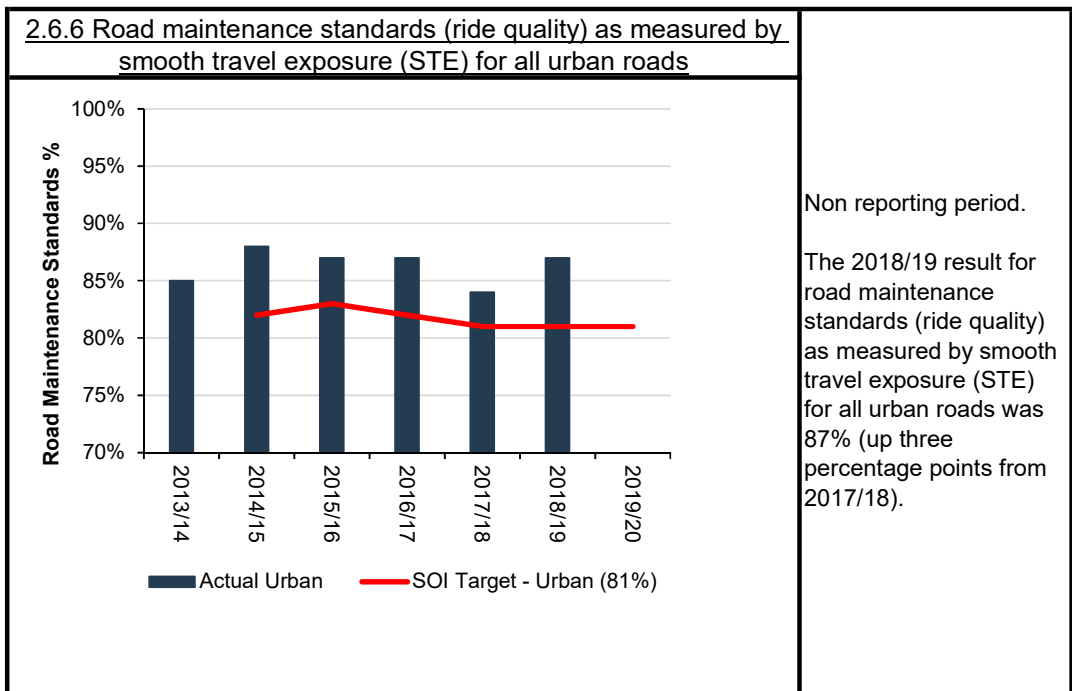
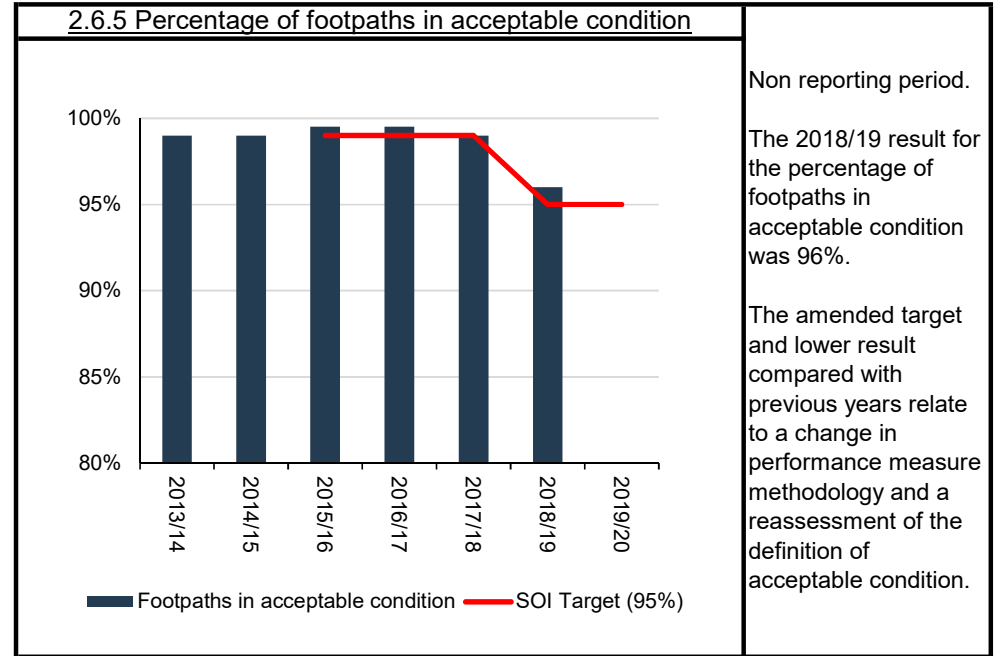
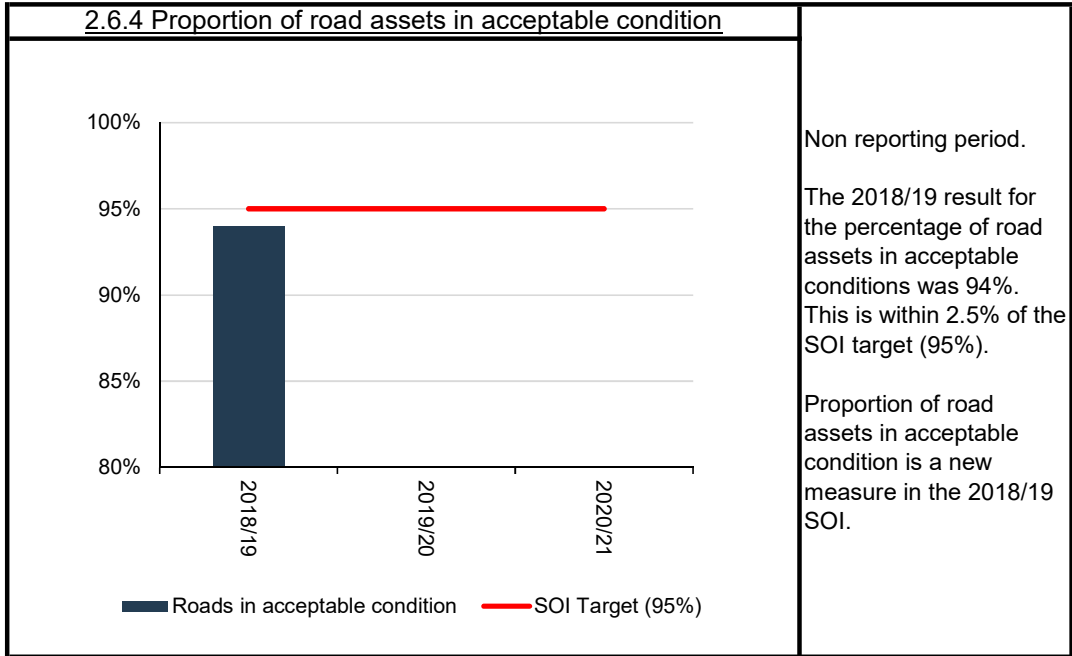


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for November 2019 (and comparable 2018 results) were:

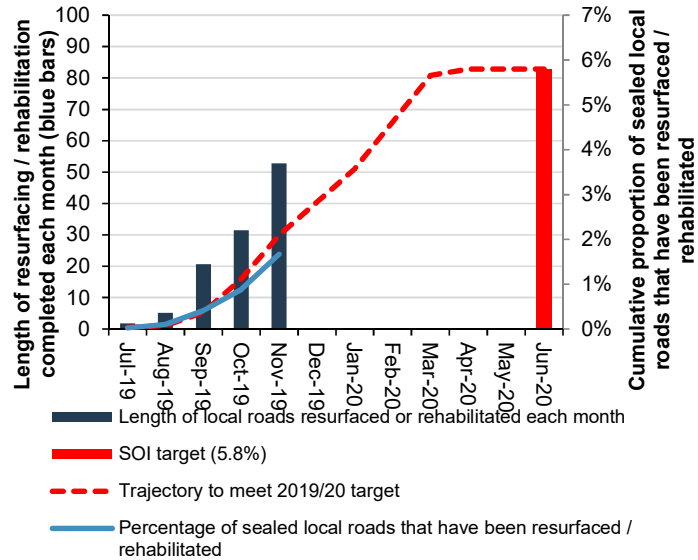
- Bus \$0.407 (\$0.373)
- Rail \$0.352 (\$0.316)
- Ferry \$0.168 (\$0.129)
- Total \$0.366 (\$0.330)

2.6 Value for money



2.6 Value for money

2.6.8 Percentage of the sealed road network that is resurfaced



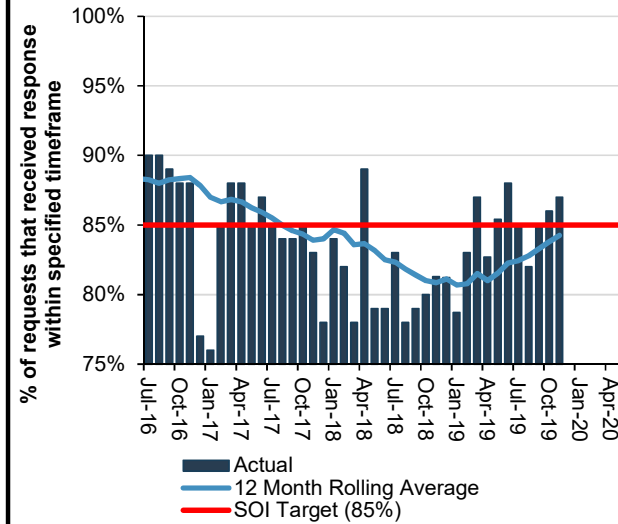
Not meeting target.

The 2019/20 target is to resurface 5.8% of the sealed road network.

In November 2019, 52.8 km of the local road network was resurfaced / rehabilitated. The YTD completed length of 111.9 km is less than the trajectory of 140 km.

The YTD completed length of 111.9 km is 27.3% of the 410 km 2019/20 programme, and 1.7% of the sealed road network.

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



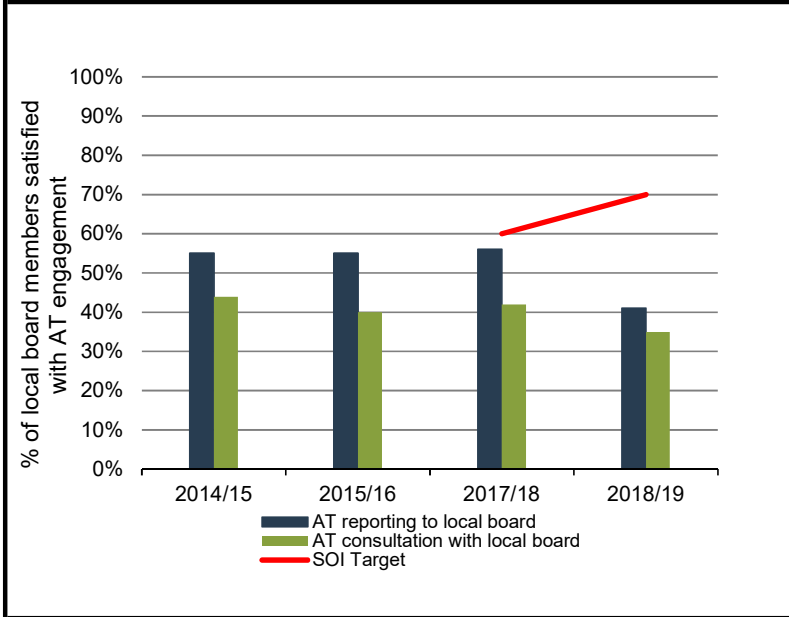
YTD November 2019: 85.0%
12month rolling average: 84.3%
SOI target of 85%.

The November 2019 result (87%) is six percentage points higher than the November 2018 result.

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

2.7 Local Board and customer engagement

2.7.1 Percentage of Local Board members satisfied with Auckland Transport engagement



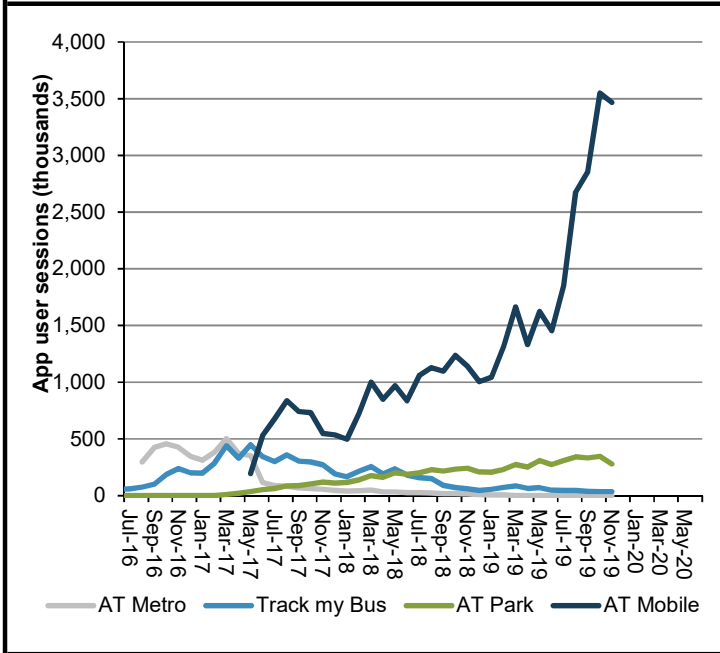
Non reporting period.

Local board satisfaction was 41% for AT reporting to local board, and 35% for AT consultation (engagement) with local board in 2018/19.

2018/19 targets for local board satisfaction with AT engagement is 70% 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.

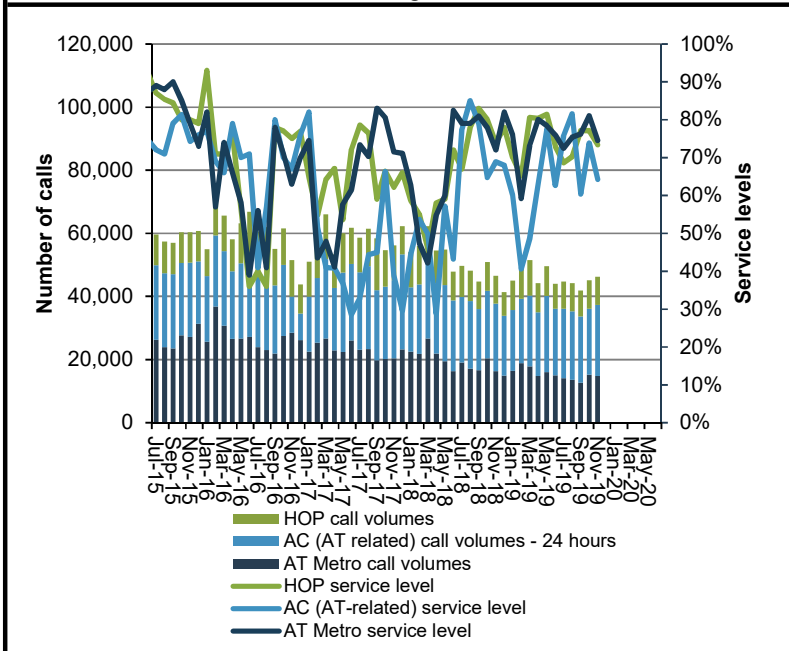
2.2.19 AT app user sessions



AT Mobile App user sessions decreased by 2.4% in November 2019 compared with October 2019, but increased by 203% compared with November 2018.

AT Park App user sessions decreased by 19.8% in November 2019 compared with October 2019.

2.2.18 Call centre incoming calls and service levels

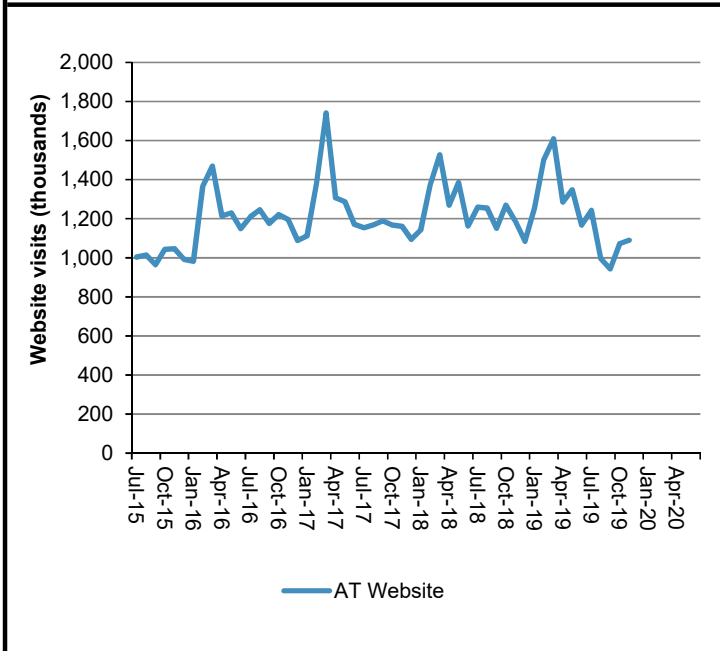


AT HOP Call volumes were unchanged and the service level decreased by 4 percentage points compared with October 2019.

Auckland Council (AT-related calls) – 24 Hours Call volumes increased by 8% but the service level decreased by 10 percentage points compared with October 2019.

AT Metro Call Centre Call volumes decreased by 3% compared with October 2019, a decrease of 10% compared with November 2018. The service level was 7 percentage points lower compared with October 2019.

2.2.20 Website visits



Visits to the Auckland Transport website totalled 1,093,933 in November 2019, an increase of 1.7% compared with October 2019.