

# Quarterly and Monthly Transport Indicators

## Recommendation

That the Board:

- i. Receives this report.

## Executive summary

The attached monthly indicators report provides an overview of AT's performance against its Statement of Intent (SOI) performance measures. It also provides supplementary information on AT's public transport, road operations and maintenance, and customer response activities.

The monthly report:

- Presents AT-focussed performance statistics, and
- Signals whether the organisation is currently on target to meet its year end performance measures.

The report is supplemented this month by the first quarterly report which presents:

- Wider information on non-AT factors that impact on the transport system, and
- A more in-depth analysis of AT performance results, year-end targets, and any planned corrective action required to ensure performance targets are met.

SOI summary	
Prioritise rapid, high frequency public transport	Two SOI measures – both <b><u>on target to meet</u></b> performance measures
Transform and elevate customer focus and experience	Seven SOI measures – three <b><u>on target to exceed</u></b> performance measures, three <b><u>on target to meet</u></b> performance measures, one <b><u>not on target to meet</u></b> performance measure
Build network optimisation and resilience	Seventeen SOI measures – three <b><u>on target to exceed</u></b> performance measures, ten <b><u>on target to meet</u></b> performance measures, one <b><u>not on target to meet</u></b> performance measure, three reported annually with no update this month

SOI summary	
Ensure a sustainable funding model	One SOI measure – <b>on target to meet</b> performance measure
Develop creative, adaptive, innovative implementation	Two SOI measures – one reported quarterly and one annually with no update for either this month

Please note that solid black bullet points below illustrate information relating to an SOI target.

Other related measures are also provided for the Board's information. These are shown using white bullet points.

## Prioritise rapid, high frequency public transport

### SOI summary

Two SOI measures – both **on target to meet** performance measures

- Auckland public transport patronage totalled 80,443,418 passenger boardings for the 12 months to September 2015, increase of +0.5% on the 12 months to August 2015 and 8.8% on the 12 months to September 2014. September 2015 monthly patronage was 6,985,152, an increase of 372,449 boardings or +5.6% on September 2014, normalised to ~ +5.6% accounting for special event patronage.
- Rapid and Frequent services totalled 31,251,047 passenger boardings for the 12 months to September 2015, an increase of +1.0% on the 12 months to August 2015. Rapid and Frequent services patronage for September 2015 was 2,834,417, an increase of 305,652 boardings or +12.1% on September 2014.
- Train services totalled 14,636,933 passenger boardings for the 12 months to September 2015, an increase of +1.7% on the 12 months to August 2015 and +22.8% on the 12 months to September 2014. Patronage for September 2015 was 1,362,323, an increase of 243,093 boardings or +21.7% on September 2014, normalised to ~ +21.8%.
- Bus services totalled 60,180,410 passenger boardings for the 12 months to September 2015, an increase of +0.2% on the 12 months to August 2015 and +5.7% on the 12 months to September 2014. Bus services patronage for September 2015 was 5,218,320, an increase of 96,273 boardings or +1.9% on September 2014, normalised to ~ +1.9%.

- Ferry services totalled 5,626,075 passenger boardings for the 12 months to September 2015, an increase of +0.6% on the 12 months to August 2015 and +10.2% on the 12 months to September 2014. Ferry services patronage for September 2015 was 404,509, an increase of 33,083 boardings or +8.9% on September 2014, normalised to ~ +8.9%.
- The proportion of all trips utilising AT HOP was 73.8% in September 2015 (Bus 75.9%, Rail 79.5%, Ferry 27.3%); down from 73.9% in August 2015.

## Transform and elevate customer focus and experience

### SOI summary

Seven SOI measures – three **on target to exceed** performance measures, three **on target to meet** performance measures, one **not on target to meet** performance measure

- Public transport weighted average punctuality in September 2015 was 95.8% (Bus 94.9%, Rail 98.4%, Ferry 98.2%).
- 90% of customer service requests relating to roads and footpaths received a response within AT's specified timeframes.<sup>1</sup>
- There were 454 deaths and serious injuries on the local road network in the 12 months to July 2015. The SOI target is to reduce this to 390 during 2015/16.
- AT's quarterly customer satisfaction survey results are available this month and show that:
  - 84% of passengers were satisfied with their public transport service (Bus 83%, Rail 83%, Ferry 89%).
  - 70% of residents were satisfied with the quality of roads in Auckland, with 64% satisfied with the quality of footpaths, and 65% satisfied with road safety in the Auckland region.

<sup>1</sup> Please note this result does not yet include all customer service requests received by AT. Additional information will be available once AT's CRM is upgraded to provide the required details for all requests received.

## Build network optimisation and resilience

### SOI summary

Seventeen SOI measures – three **on target to exceed** performance measures, ten **on target to meet** performance measures, one **not on target to meet** performance measure, three reported annually with no update this month

- Arterial road peak productivity averaged 59.4% in September 2015, down from 61.3% in August 2015, but up from 53.9% in September 2014. The 12 month average to September 2015 was 55.7%.
- For the 12 months to September 2015, baseline travel times were maintained on all ten key freight routes monitored under AT's SOI. During the month of September 2015, baseline travel times were maintained on eight of the ten routes.
- 38.6kms of the local road network was resurfaced / rehabilitated during September 2015.
- Road maintenance standards will be reported in the March 2016 monthly report.
- Footpath condition results will be reported in the March 2016 monthly report.
- 4.2kms of cycleway were added to the regional cycle network during the July to September 2015 period.
- A total of 918,479 cycle trips were recorded for the 12 months to September 2015 across the nine key sites monitored by AT. This represents an increase of 2.1% on the 12 months to September 2014.
- Cycle trips in the month of September 2015 were 4.4% higher than in September 2014 across the nine key sites monitored by AT.
- In September 2015, 23.3% of the arterial network was congested in the AM peak; compared with 18.9% in September 2014. The 12 month average to September 2015 is 20.5%.

## Ensure a sustainable funding model

### SOI summary

One SOI measure – **on target to meet** performance measure

- The PT farebox recovery ratio was 47.9% in August 2015.

## Develop creative, adaptive, innovative implementation

### SOI summary





Two SOI measures – one reported quarterly and one annually with no update for either this month

- The number of car trips avoided through travel planning initiatives will be measured next in the June 2016 monthly report.
- On-street parking occupancy will be reported next in the November 2015 monthly report.
- Off-street parking occupancy in three CBD car parking buildings (Civic, Downtown and Victoria Street) during the peak four hours in September 2015 was 88.3%.

## Attachment

Attachment Number	Description
1	Auckland Transport Quarterly Indicators Report 2015/16 – September 2015
2	Auckland Transport Monthly Indicators Report 2015/16 – September 2015

## Document ownership

Submitted by	Jesse Colquhoun <b>ITP Manager</b>	
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Approved for submission	David Warburton <b>Chief Executive</b>	

# Auckland Transport Quarterly Indicators Report 2015/16

September 2015

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

3.1 Prioritise rapid, high frequency public transport

3.2 Transform and elevate customer focus and experience

3.3 Build network optimisation and resilience

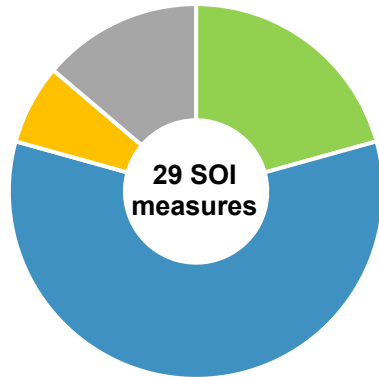
3.4 Ensure a sustainable funding model

3.5 Develop creative, adaptive, innovative implementation



## 1 Executive summary

### SOI performance summary



16 SOI measures are on target to meet year end performance measures. Seven are on target to exceed.

The following two are not on target to meet year end performance measures:

1) Fatalities and serious injury crashes on the local road network  
Reasons / explanations are detailed in page 10 of this quarterly report

2) Annual number of cycling trips in designated areas in Auckland (all day)  
Reasons / explanations are detailed in page 11 of this quarterly report

Performance results for four measures are not yet available. Three measures will be made available in March 2016, with the final measure in June 2016.

- 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)

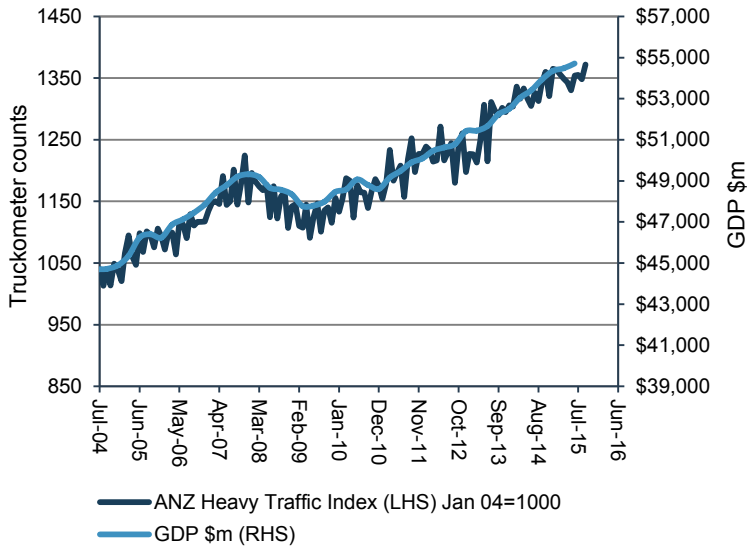
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**1. Executive summary****2. External indicators****3. Performance by Strategic Theme**

- 3.1 Prioritise rapid, high frequency public transport
- 3.2 Transform and elevate customer focus and experience
- 3.3 Build network optimisation and resilience
- 3.4 Ensure a sustainable funding model
- 3.5 Develop creative, adaptive, innovative implementation

2. External indicators

2.1 ANZ Truckometer

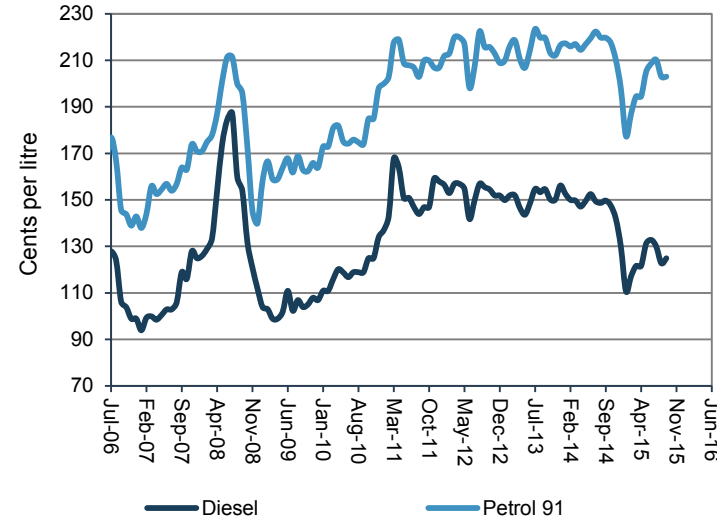


The ANZ Truckometer uses NZTA traffic data as an indicator of national economic activity. The September 2015 heavy traffic index rose by 1.7% (seasonally adjusted).

GDP growth in the June quarter was 0.4%, up from 0.2% in the March quarter.

Source: ANZ Truckometer

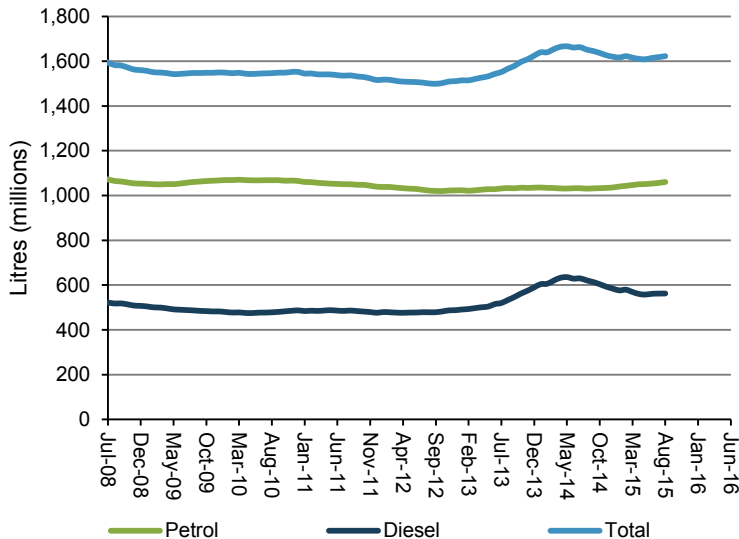
2.2 Monthly fuel prices



The average petrol price has plateaued in September after a 3.4% decrease in August 2015. In September 2015 diesel prices have increased by 1.7% compared to August 2015.

Source: Ministry of Business, Employment and Innovation

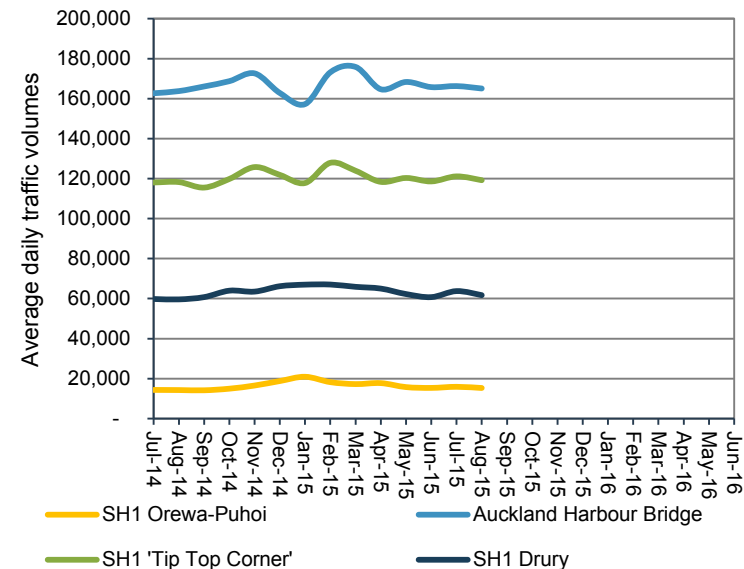
2.3 Auckland fuel sales



Total petrol sales for the year to August 2015 were 4.6% higher than August 2014. Diesel sales in August 2015 were 1% higher than August 2014.

Source: Auckland Council fuel tax returns

2.4 State Highway average daily traffic volumes

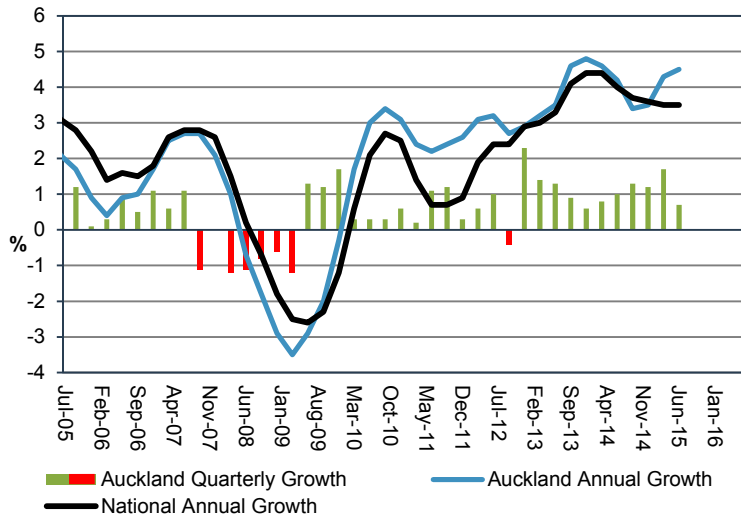


Compared to August 2014, average daily traffic volumes in August 2015 were up 3.5% on SH1 at Drury, up 1% on SH1 at Tip Top Corner, up 1% on the Auckland Harbour Bridge and up 7.2% on SH1 between Orewa-Puhi.

Source: NZTA Data

2. External indicators

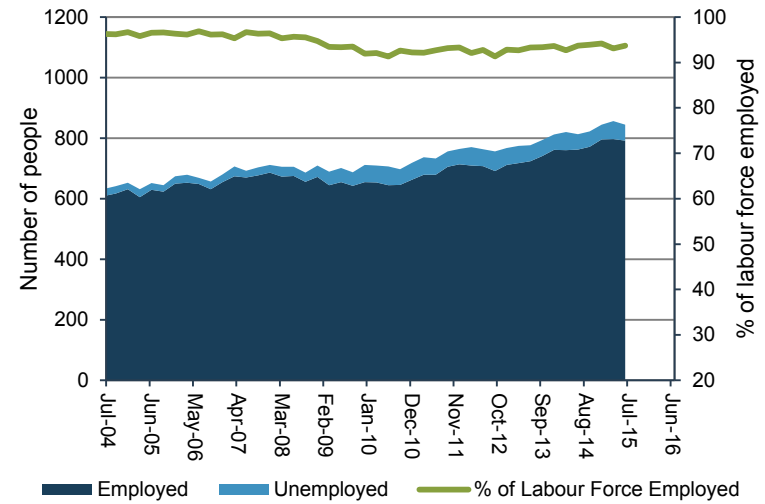
2.5 Auckland economic activity



Economic activity increased 0.7% in the June 2015 quarter; the 11th consecutive quarterly rise. The year-on-year growth rate for Auckland was 4.5%. Nationally, annual average growth slowed to 3.5%, a 2-year low.

Source: ANZ Regional Trends: Auckland

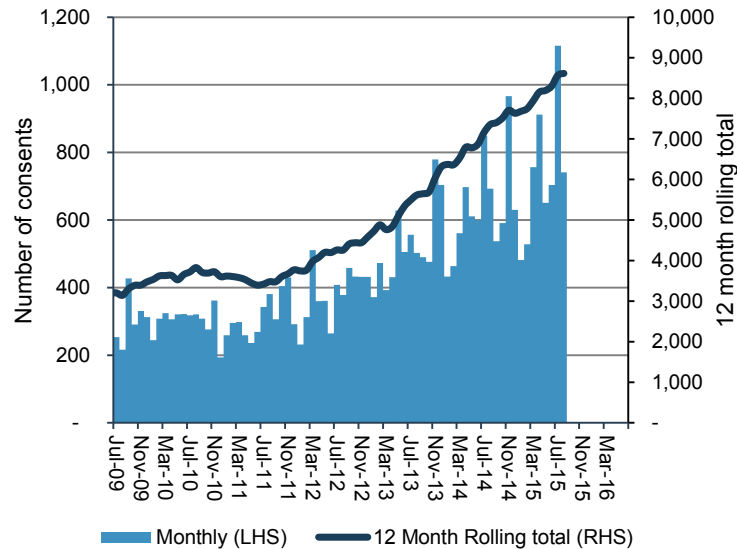
2.6 Auckland labour force



Auckland employment in the June 2015 quarter totalled 791,500, up 3.9% on June 2014. Unemployment totalled 53,000 in the June 2015 quarter, up 3.9% from June 2014 but down 10.8% from March 2015.

Source: Statistics NZ Quarterly Labour Force Survey

2.7 Auckland dwelling consents issued

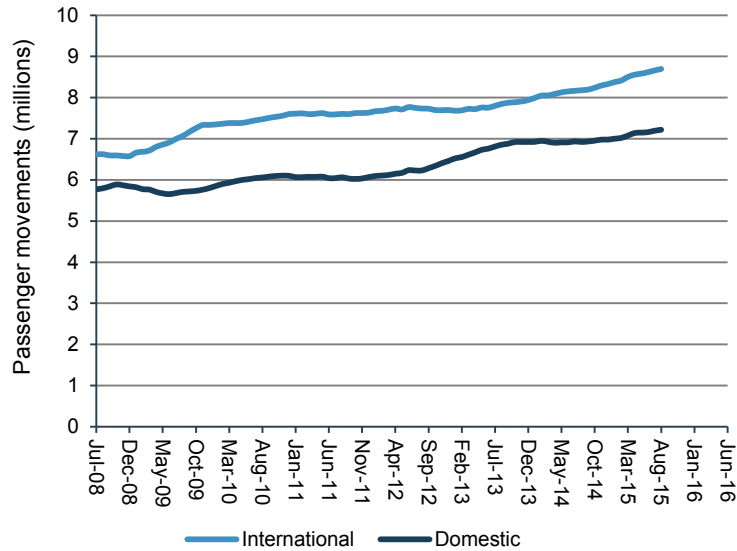


741 consents were issued in August 2015, up 6.9% on August 2014. The 12 month rolling total to August 2015 was 17.1% higher than the August 2014 figure.

Source: Statistics NZ

2. External Indicators

2.8 Auckland Airport passenger movements

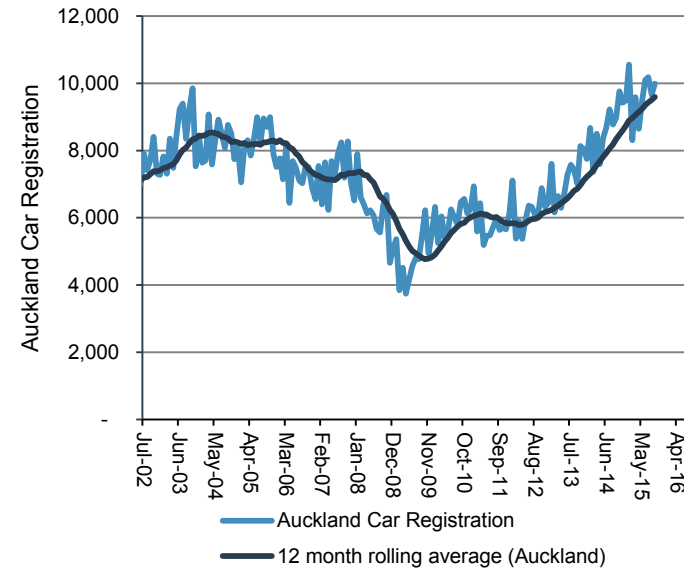


A total of 15.9 million passenger movements were recorded through Auckland airport in the year to August 2015, an increase of 5.4% on the year to August 2014.

In the month of August 2015, international passenger numbers were up 5.4% and domestic passengers up by 4% compared to August 2014.

Source: AIAL monthly traffic report

2.9 Auckland car registrations



This graph shows the number of cars first registered to an Auckland postal code. There were 9,990 Auckland car registrations in September 2015, 11.4% higher than September 2014. Car registrations outside of Auckland reduced 0.4%.

Source: NZTA Vehicle registration Centre

## **1. Executive Summary**

## **2. External Indicators**

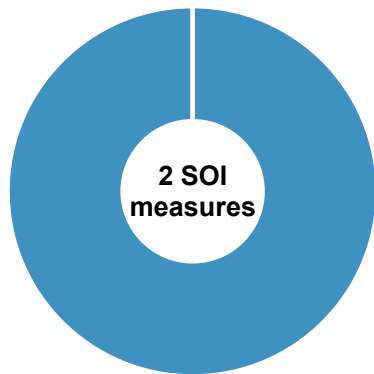
## **3. Performance by Strategic Theme**

- 3.1 Prioritise rapid, high frequency public transport
- 3.2 Transform and elevate customer focus and experience
- 3.3 Build network optimisation and resilience
- 3.4 Ensure a sustainable funding model
- 3.5 Develop creative, adaptive, innovative implementation

### 3.1 Prioritise rapid, high frequency public transport

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Prioritise rapid, high frequency public transport	Total public transport boardings	84.47 million	●				Patronage growth is tracking slightly below the amount required to meet the year end performance measure, but is within 2.5% of the target.
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●				RTN + FTN boardings are growing faster than total boardings

#### Performance and future outlook



#### Total public transport boardings

Total public transport boardings are running slightly below the level required to meet the year end SOI target. However 12 month rolling totals are currently within 2.5% of the target.

July 2015 = 79,729,352

August 2015 = 80,070,969

September 2015 = 80,443,418

#### Boardings on rapid and frequent services

Quarter 1 saw higher RTN + FTN growth rates than total boardings which aligns with the SOI target.

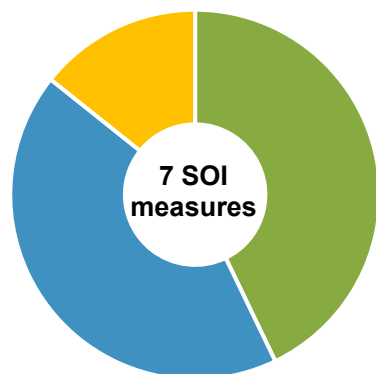
- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

### 3.2 Transform and elevate customer focus and experience

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	83%	●				Overall satisfaction with public transport services (84%) is up 2% compared to the September 2014 result (82%).
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%	●				Satisfaction with the quality of roads in Auckland (70%) is consistent with September 2014 result (70%).
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%	●				Satisfaction with the quality of footpaths in Auckland (64%) is up 1% compared to the September 2014 result (63%).
	Percentage of residents satisfied with road safety in the Auckland region	60%	●				Satisfaction with road safety in Auckland (65%) is up 2% compared to the September 2014 result (63%).
	PT punctuality (weighted average across all modes)	92%	●				Public transport weighted average punctuality for September 2015 was 95.8%. Exceeding the SOI target by 3.8%.
	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 9	●				There has been an increase in deaths and serious injuries in Auckland. AT is not on target to meet this SOI performance measure. See below for detailed commentary.
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●				September 2015 result = 90% which is above the 85% SOI target. Please note that this result does not yet include all customer service requests.

#### Performance and future outlook



#### Deaths and serious injuries (DSI)

Fatal and serious injury crashes on the local road network have been steadily rising since February, particularly in the rural south areas of Auckland. In response, Auckland Transport has been supporting NZ Police's targeted enforcement initiatives with education and awareness campaigns where possible.

The July 2015 12 month DSI rolling total of 454 is 15% higher than the July target, and is 13% higher than the period ending July 2014. Local road deaths have increased by 20% between July 2014 and July 2015 (from 30 to 36), and serious injuries have increased by 13% (from 371 to 418).

Please note that there is a two month time lag for local road serious injuries information and that monthly road deaths and serious injuries numbers can vary over time due to Police investigation outcomes and reporting timelines.

- 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)

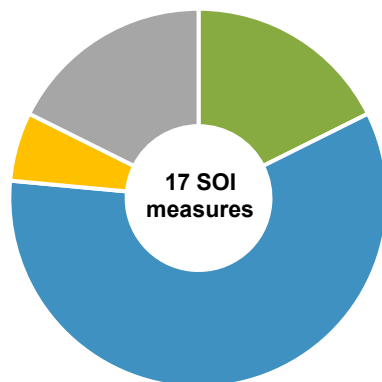
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### 3.3 Build network optimisation and resilience

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Build network optimisation and resilience	Arterial road productivity	54% of the ideal achieved	●				The 12 month rolling average to September 2015 is 55.7%, which is 1.7% above the SOI target
	New cycleways added to regional cycle network	7.4 km	●				4.2km of new cycleways were built between July and September 2015. AT is on target to complete 7.4km by June 2016.
	Annual number of cycling trips in designated areas in Auckland (all day)	1.1 million	●				The 12 month rolling total to September 2015 (918,479) is below target. Recent observed growth rates will not be sufficient to achieve the year end SOI target.
	Travel times on key freight routes	Maintain baseline travel times for the 85th percentile SEART E SEART W Harris E Harris W GSR N GSR S Kaka E Kaka W Wairau W Wairau E	● ● ● ● ● ● ● ● ● ● ●				12 month rolling average travel times are within baseline SOI targets for all ten key freight routes.  Individual monthly travel times targets have not been met on Great South Road in August and September. See below for additional commentary.
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural 93% Urban 83%					Data for this measure is collected on an annual basis through a network condition survey. The 2015/16 result will be available in the March 2016 indicators report.
	Percentage of the sealed local road network that is resurfaced	8%	●				0.8% of the network has been resurfaced / rehabilitated in the July - September period. This is ahead of target at this time of year, but year end performance is expected to align with the SOI target.
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%					Data for this measure is collected on an annual basis through a network condition survey. The 2015/16 result will be available in the March 2016 indicators report.

#### Performance and future outlook



**Travel time on key freight routes:** Travel times above the SOI targets were recorded along Great South Road in August and September 2015. This is due to technical issues at a key signalled intersection. These have now been resolved and will result in improved travel times along this route going forward.

**Cycle trips in designated areas:** Cycling counts remain below the numbers required to meet AT's year end SOI target of 1.1m.

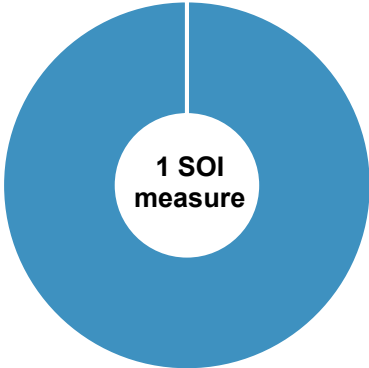
July 2015 = 911,350  
August 2015 = 915,664  
September = 918,479

The Spring cycle programme is now underway with a range of events and campaigns to encourage people to get back on their bikes. This, alongside the completion of the Upper Harbour Drive Cycleway, should start to show an increase in the number of journeys taken.

### 3.4 Ensure a sustainable funding model

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Ensure a sustainable funding model	PT farebox recovery	46-48%	●				Total public transport farebox recovery in August 2015 was 47.9%.

#### Performance and future outlook



**1 SOI measure**

#### PT farebox recovery

Combined farebox recovery has increased from 45.4% in August 2014 to 47.9% in August 2015. This indicates farebox revenue is increasing higher than service costs.

Results for individual modes are as follows:

- Ferry 78.3%
- Bus 51.0%
- Rail 31.8%

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses August 2015 results against the SOI target.

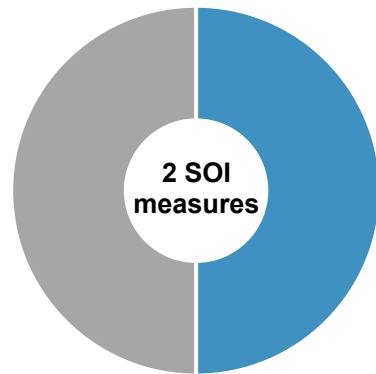
- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

### 3.5 Develop creative , adaptive, innovative implementation

Strategic theme	Measure	SOI 2015/16 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%	●				August 2015 result = 89.5% which is within the 70% - 90% SOI target.
	Number of car trips avoided through travel planning initiatives	17,500					2015/16 result will be available in the June 2016 indicators report.

#### Performance and future outlook



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

Parking occupancy has increased from 84.1% in August 2014 to 89.5% in August 2015. The current result is within the SOI target range.

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

■ Data not available

# Auckland Transport Monthly Indicators Report 2015/16

September 2015



## **1. Summary of indicators**

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

## **2. Key monthly indicators by Strategic Theme**

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

## **3. DIA mandatory measures**

## **4. AT monthly activity report**

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

1.1 SOI performance measures

Strategic theme	Measure	SOI 2015/16 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Prioritise rapid, high frequency public transport	Total public transport boardings	84.47 million	●	●	●										12 month rolling total: 80.44m	Page 12
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●										RTN + FTN boardings 3.2% growth > Total boardings 1.5% growth	Page 13
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	83%			●										September result: 84%	Page 14
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%			●										September result: 70%	Page 15
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%			●										September result: 64%	Page 15
	Percentage of residents satisfied with road safety in the Auckland region	60%			●										September result: 65%	Page 15
	PT punctuality (weighted average across all modes)	92%	●	●	●										September result: 95.8%	Page 16
Build network optimisation and resilience	Arterial road productivity	54% of the ideal achieved	●	●	●										12 month rolling average: 55.7%	Page 17
	New cycleways added to regional cycle network	7.4 km	●	●	●										July - September delivery: 4.2 km	Page 17
	Annual number of cycling trips in designated areas in Auckland (all day)	1.1 million	●	●	●										12 month rolling total: 918,479	Page 17
	Travel times on key freight routes	Maintain baseline travel times for the 85th percentile	SEART E SEART W Harris E Harris W GSR N GSR S Kaka E Kaka W Wairau W Wairau E	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●									12 month rolling average travel times: SEART E - 11mins SEART W - 10mins Harris E - 11mins Harris W - 10mins GSR N - 11mins GSR S - 11mins Kaka E - 8mins Kaka W - 7mins Wairau W - 8mins Wairau E - 8mins	Page 18 - 20

- 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

## 1.1 SOI performance measures

Strategic theme	Measure	SOI 2015/16 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Ensure a sustainable funding model	PT farebox recovery	46-48%	●	●	●										August result: 47.9%	Page 21
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%		●											August result: 89.5%	Page 22
	Number of car trips avoided through travel planning initiatives	17,500													N/A	Page 22

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

■ Data not available

1.2 Department of Internal Affairs (DIA) mandatory performance measures<sup>1</sup>

Strategic theme	Measure	SOI 2015/16 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Slide
Transform and elevate customer focus and experience	Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	Reduce by at least 9 (=390)													12 month rolling total: 454	Page 24
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%													September result: 90%	Page 24
Build network optimisation and resilience	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural 93% Urban 83%													N/A	Page 24
	Percentage of the sealed local road network that is resurfaced	8%													July - September delivery: 0.8%	Page 25
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													N/A	Page 25

- 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

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



## 1.3 AT Metro patronage breakdown

September - 2015/16									
Actual v SOI									
	Month				YTD				Projected Forecast 2015/16
	Actual	% Change	Target	% Variance	Actual		Target	% Variance	
<b>1. Bus Total:</b>	5,218,320	↑ 1.9%	5,370,289	↓ -2.9%	15,691,721	↑ 2.5%	16,050,473	↓ -2.3%	62,700,000
<b>2. Train (Rapid) Total:</b>	1,362,323	↑ 21.7%	1,347,317	↑ 1.1%	4,110,297	↑ 21.2%	4,047,168	↑ 1.5%	16,000,000
<b>3. Ferry (Connector Local) Total:</b>	404,509	↑ 8.9%	387,098	↑ 4.3%	1,208,220	↑ 8.0%	1,165,731	↑ 3.5%	5,770,000
<b>Total Patronage</b>	<b>6,985,152</b>	<b>↑ 5.6%</b>	<b>7,104,704</b>	<b>↓ -1.7%</b>	<b>21,010,238</b>	<b>↑ 6.0%</b>	<b>21,263,372</b>	<b>↓ -1.2%</b>	<b>84,470,000</b>
<b>Rapid and Frequent</b>	<b>2,834,417</b>	<b>↑ 12.1%</b>	<b>2,821,363</b>	<b>↑ 0.5%</b>	<b>8,561,592</b>	<b>↑ 12.7%</b>	<b>8,452,729</b>	<b>↑ 1.3%</b>	<b>33,210,000</b>

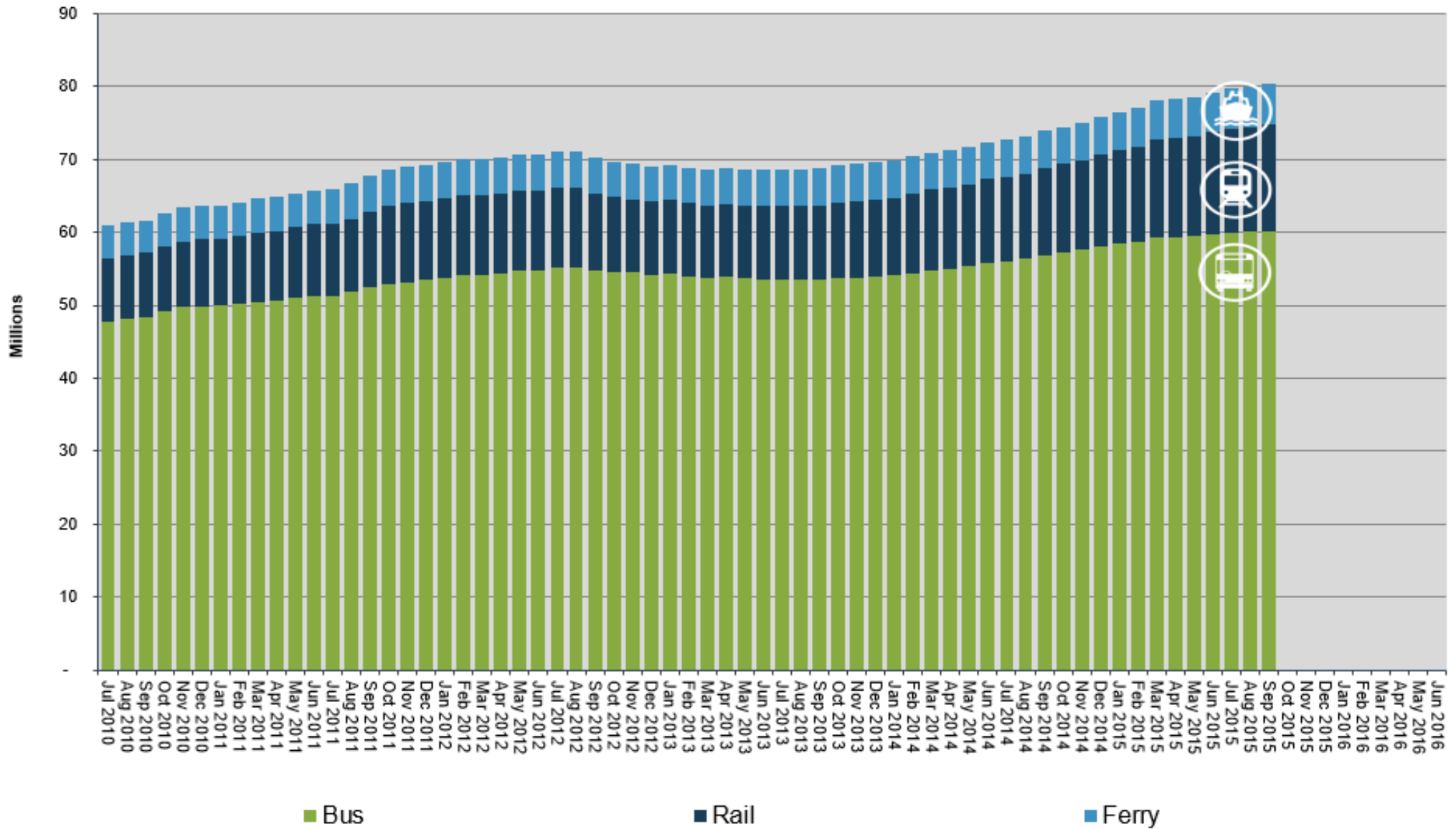
	September - 2015/16											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	% Change	# Change	Normalised % Change	Patronage	% Change Prev Month	% Change Prev Year	Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
<b>1. Bus Total:</b>	5,218,320	5,122,047	1.9%	96,273	1.9%	60,180,410	0.2%	5.7%	3,252,983	15,691,721	384,072	2.5%
- Busway (Rapid) Bus	314,047	289,779	8.4%	24,267		3,542,526	0.7%			954,629	70,466	8.0%
- Frequent Bus	1,158,048	1,119,757	3.4%	38,291		13,071,588	0.3%			3,496,666	171,191	5.1%
- Connector Local Targeted Bus	3,746,226	3,712,511	0.9%	33,714		43,566,296	0.1%			11,240,426	142,415	1.3%
<b>2. Train (Rapid) Total:</b>	<b>1,362,323</b>	<b>1,119,230</b>	<b>21.7%</b>	<b>243,093</b>	<b>21.8%</b>	<b>14,636,933</b>	<b>1.7%</b>	<b>22.8%</b>	<b>2,713,586</b>	<b>4,110,297</b>	<b>720,111</b>	<b>21.2%</b>
- Western Line	442,632	390,363	13.4%	52,269		4,982,900	1.1%	13.1%	576,032	1,359,638	137,449	11.2%
- Southern Line	449,245	342,247	30.4%	106,998		4,520,115	2.4%	20.7%	802,486	1,368,588	315,121	29.9%
- Pukekohe Line	12,757	12,030	6.0%	727		161,488	0.5%	17.1%	23,594	40,988	2,296	5.9%
- Eastern Line	364,165	287,974	26.5%	76,191		3,884,169	2.0%	41.6%	1,141,947	1,098,787	243,378	28.5%
- Onehunga Line	93,524	86,616	8.0%	6,908		1,088,261	0.6%	21.6%	193,121	283,284	24,163	9.3%
<b>3. Ferry (Connector Local) Total:</b>	<b>404,509</b>	<b>371,426</b>	<b>8.9%</b>	<b>33,083</b>	<b>8.9%</b>	<b>5,626,075</b>	<b>0.6%</b>	<b>10.2%</b>	<b>519,360</b>	<b>1,208,220</b>	<b>89,686</b>	<b>8.0%</b>
- Contract	102,531	91,602	11.9%	10,929		1,228,329	0.9%	13.1%	142,672	314,445	41,699	15.3%
- Exempt Services	301,978	279,824	7.9%	22,154		4,397,746	0.5%	9.4%	376,688	893,775	47,987	5.7%
<b>Total Patronage</b>	<b>6,985,152</b>	<b>6,612,703</b>	<b>5.6%</b>	<b>372,449</b>	<b>5.6%</b>	<b>80,443,418</b>	<b>0.5%</b>	<b>8.8%</b>	<b>6,485,929</b>	<b>21,010,238</b>	<b>1,193,869</b>	<b>6.0%</b>
<b>Rapid and Frequent</b>	<b>2,834,417</b>	<b>2,528,766</b>	<b>12.1%</b>	<b>305,652</b>		<b>31,251,047</b>	<b>1.0%</b>			<b>8,561,592</b>	<b>961,768</b>	<b>12.7%</b>
<b>Connector Local Targeted</b>	<b>4,150,735</b>	<b>4,083,937</b>	<b>1.6%</b>	<b>66,797</b>		<b>49,192,371</b>	<b>0.1%</b>			<b>12,448,646</b>	<b>232,101</b>	<b>1.9%</b>
<b>Total Patronage</b>	<b>6,985,152</b>	<b>6,612,703</b>	<b>5.6%</b>	<b>372,449</b>	<b>5.6%</b>	<b>80,443,418</b>	<b>0.5%</b>	<b>8.8%</b>	<b>6,485,929</b>	<b>21,010,238</b>	<b>1,193,869</b>	<b>6.0%</b>

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

R&F - Splitting Bus Patronage into its service layers requires origin and destination data gathered from AIFS. Do not currently have the necessary two years worth of data to compute the Change Prev Year.

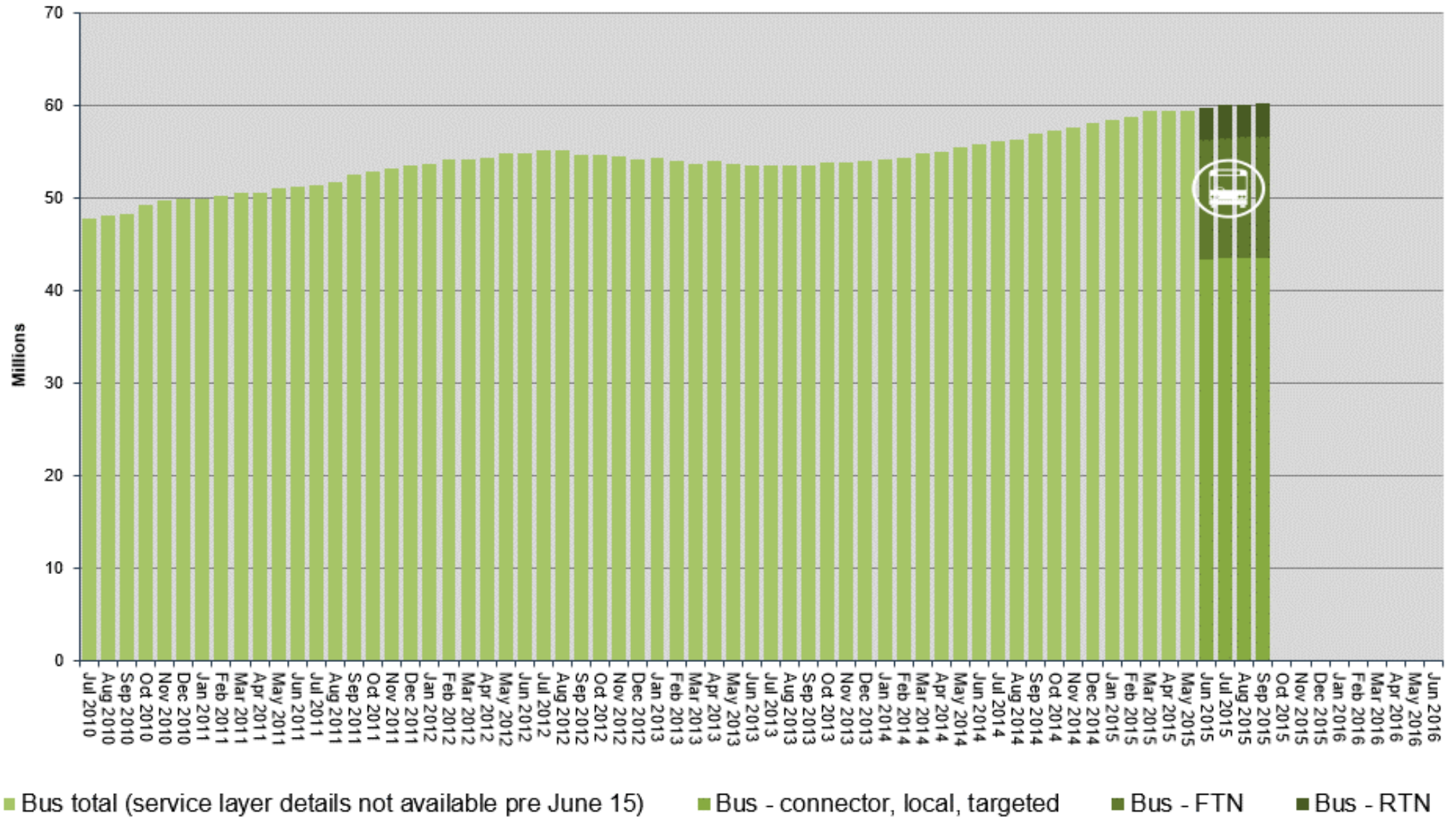
1.3 AT Metro patronage breakdown

1.3.1 Total patronage (12 month rolling total)



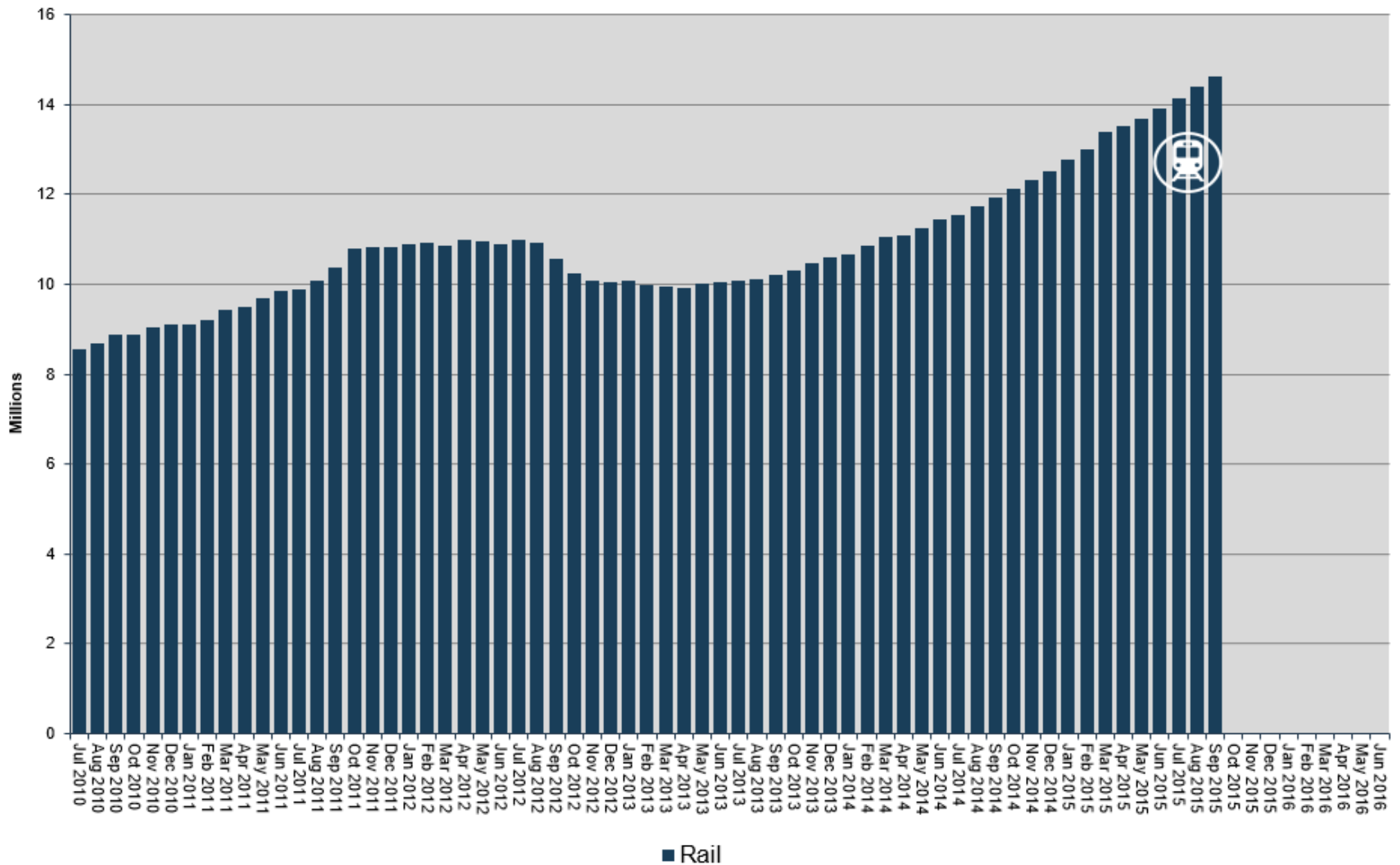
1.3 AT Metro patronage breakdown

1.3.2 Bus patronage (12 month rolling total)

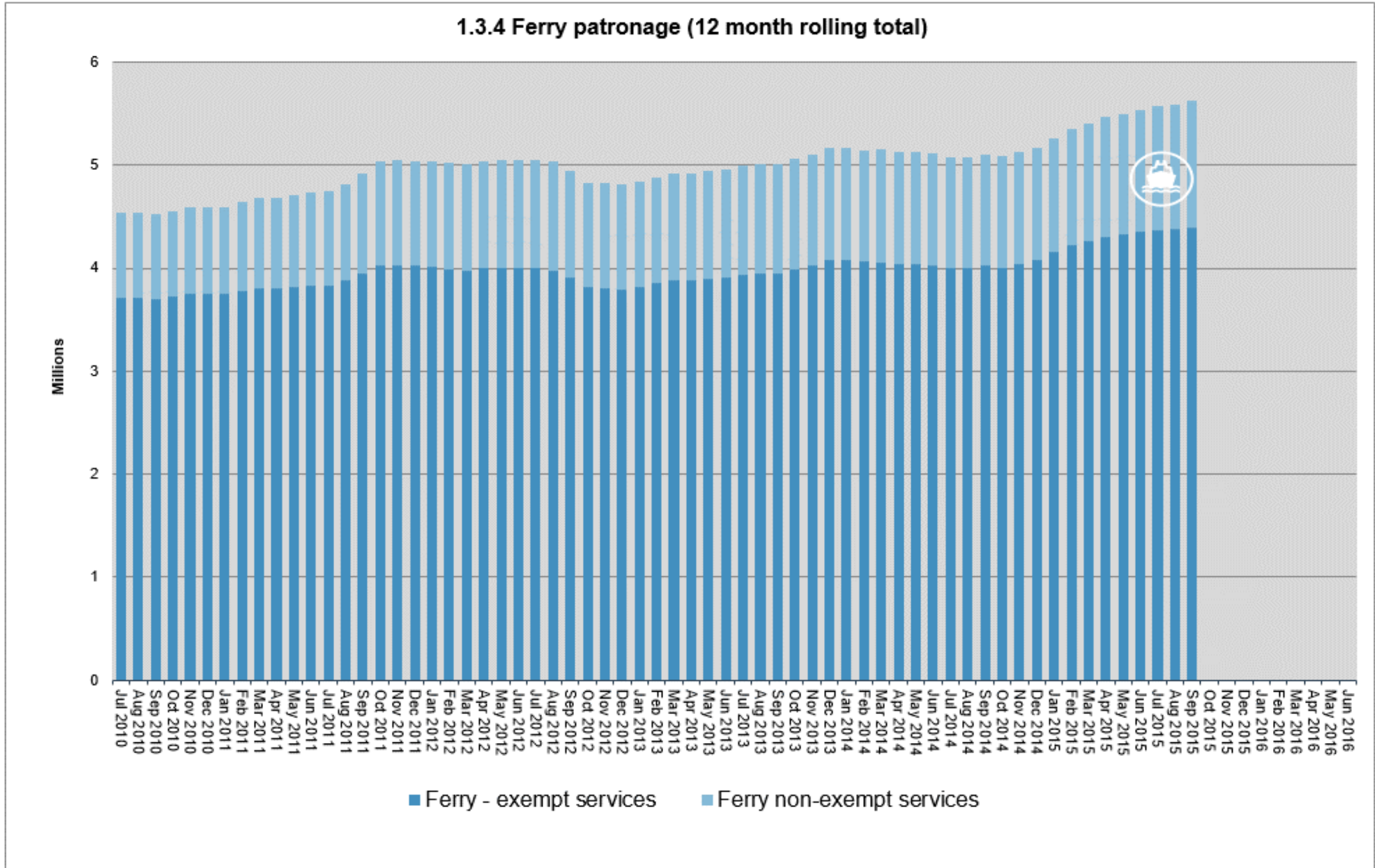


1.3 AT Metro patronage breakdown

1.3.3 Rail patronage (12 month rolling total)



1.3 AT Metro patronage breakdown



## **1. Summary of indicators**

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

## **2. Key monthly indicators by Strategic Theme**

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

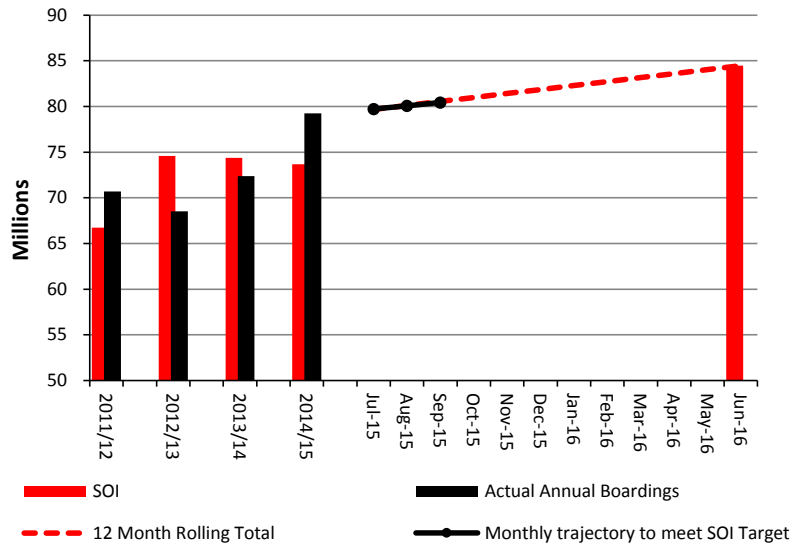
## **3. DIA mandatory measures**

## **4. AT monthly activity report**

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

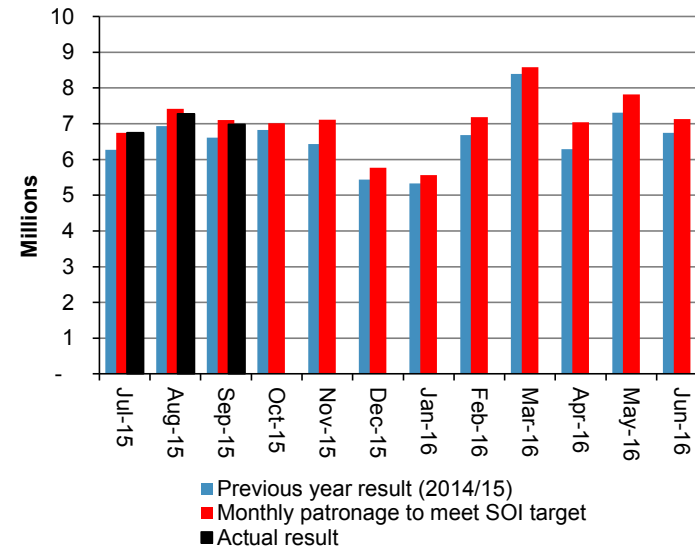
## 2.1 Prioritise rapid, high frequency public transport

### 2.1.1 Total public transport boardings (millions)



PT patronage totalled 80,443,418 passenger boardings for the 12 months to September 2015, an increase of 0.5% on the 12 months to August 2015 and 8.8% on the 12 months to September 2014.

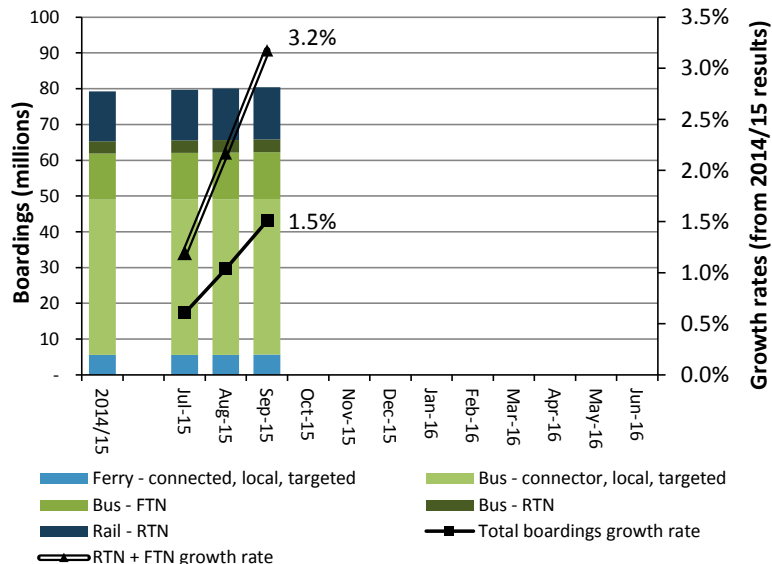
### 2.1.2 Monthly public transport boardings (millions)



September monthly patronage was 6,985,152, an increase of 5.6% (372,449 boardings) on September 2014, normalised to ~5.6% once adjustments are made to take into account special events.

The boardings figure compares to AT Metro's estimate of 7,104,704 required during September to hit AT's 2015/16 SOI target.

### 2.1.3 Boardings on rapid or frequent network



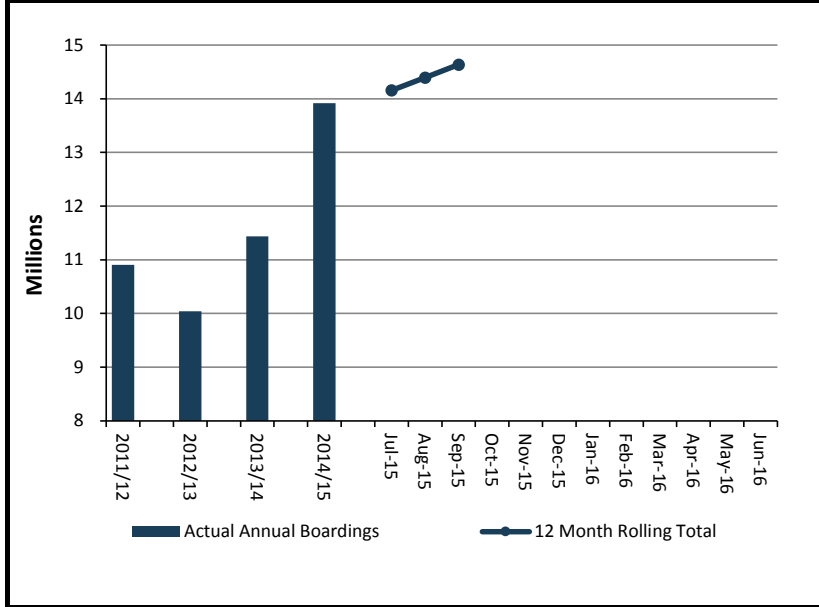
AT has an SOI target of increasing RTN and FTN patronage at a faster rate than total boardings.

This figure shows the patronage 12 month rolling total for each PT service layer, and then compares this to the 2014/15 results to calculate patronage growth.

Total boardings for the 12 months to Sept 2015 are 1.5% higher than the 2014/15 result, while RTN + FTN boardings are 3.2% higher. As such, the SOI target this month is met.

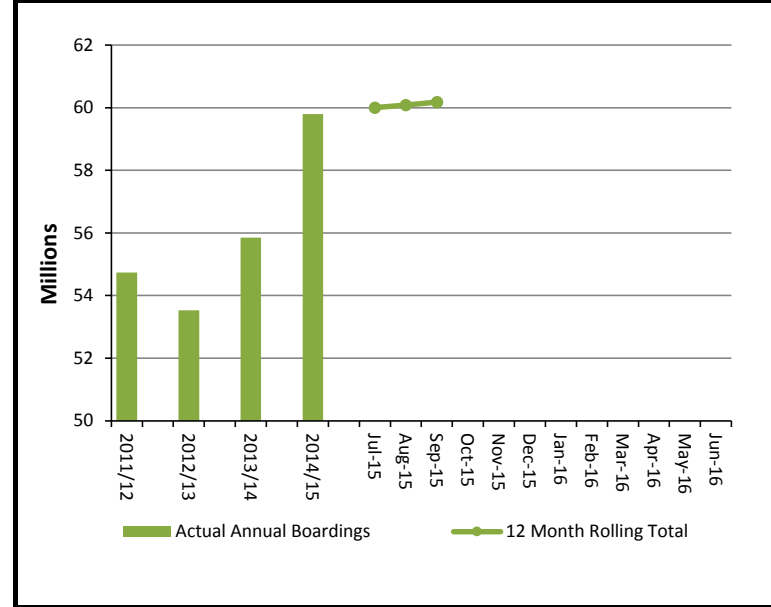
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



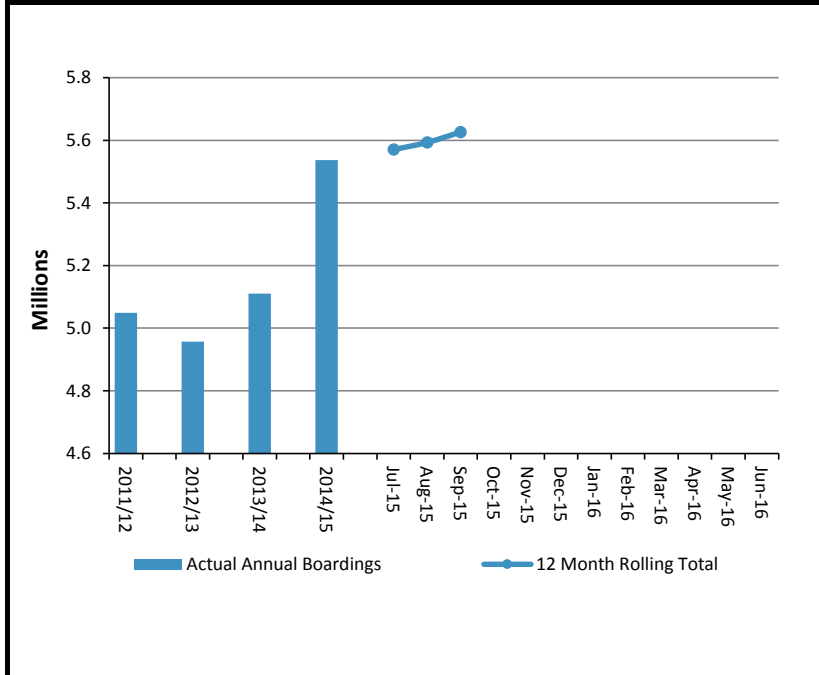
Rail patronage totalled 14,636,933 passenger boardings for the 12 months to September 2015, an increase of 1.7% on the 12 months to August 2015 and 22.8% on the 12 months to September 2014.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 60,180,410 passenger boardings for the 12 months to September 2015, an increase of 0.2% on the 12 months to August 2015 and 5.7% on the 12 months to September 2014.

2.1.6 Ferry boardings (12 month rolling total)

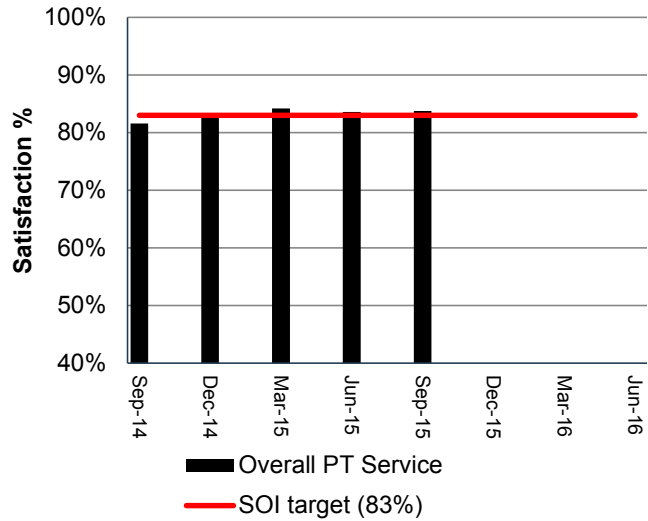


Ferry patronage totalled 5,626,075 passenger boardings for the 12 months to September 2015, an increase of 0.6% on the 12 months to August 2015 and 10.2% on the 12 months to September 2014.



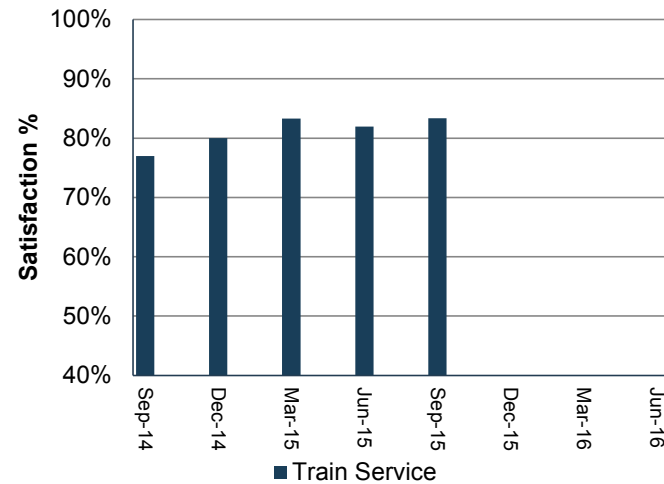
2.2 Transform and elevate customer focus and experience

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



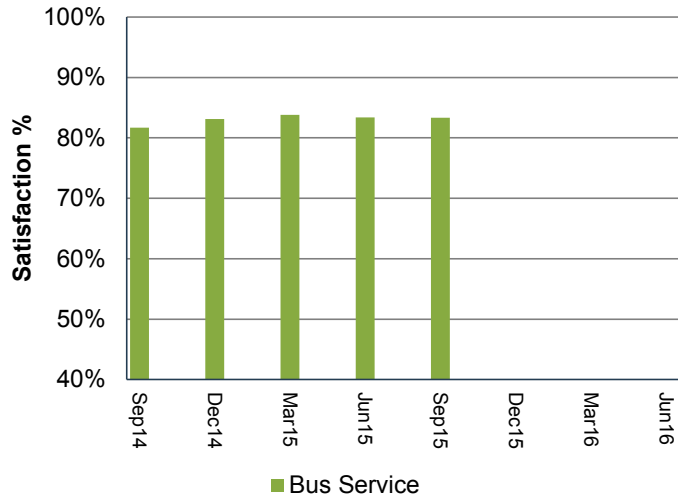
Overall satisfaction with public transport services (84%) is consistent with the June 2015 result (84%).  
Satisfaction is up 2% compared to the September 2014 result.

2.2.2 Percentage of passengers satisfied with their train service



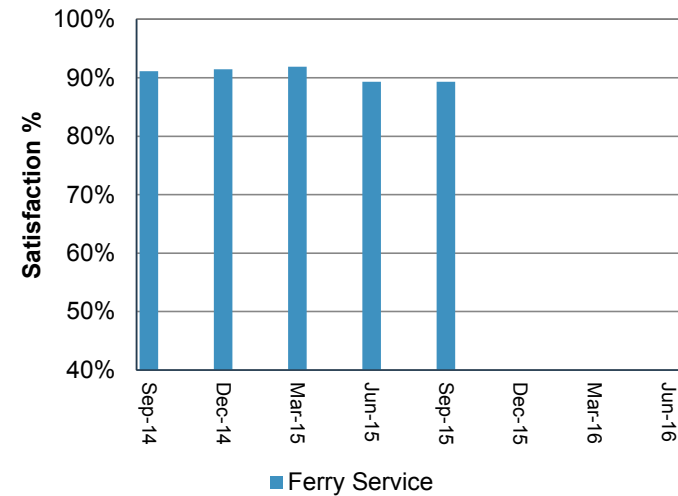
Satisfaction with train services (83%) is up 1% compared with the June 2015 result (82%).  
Satisfaction is up 6% compared to the September 2014 result.

2.2.3 Percentage of passengers satisfied with their bus service



Satisfaction with bus services (83%) is consistent with the June 2015 result (83%).  
Satisfaction is up 2% compared to the September 2014 result.

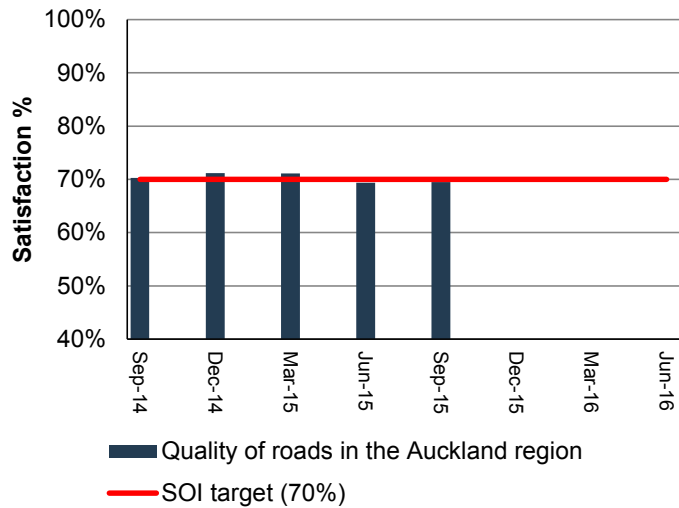
2.2.4 Percentage of passengers satisfied with their ferry service



Satisfaction with ferry services (89%) is consistent with June 2015 result (89%).  
Satisfaction is down 2% compared to the September 2014 result.

2.2 Transform and elevate customer focus and experience

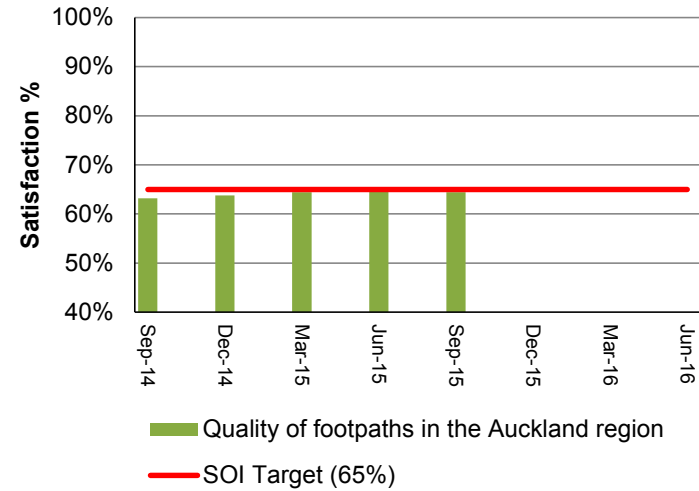
2.2.5 Percentage of residents satisfied with the quality of roads in the Auckland region



Satisfaction with the quality of roads in Auckland (70%) is up 1% compared to the June 2015 result.

Satisfaction is consistent with the September 2014 result.

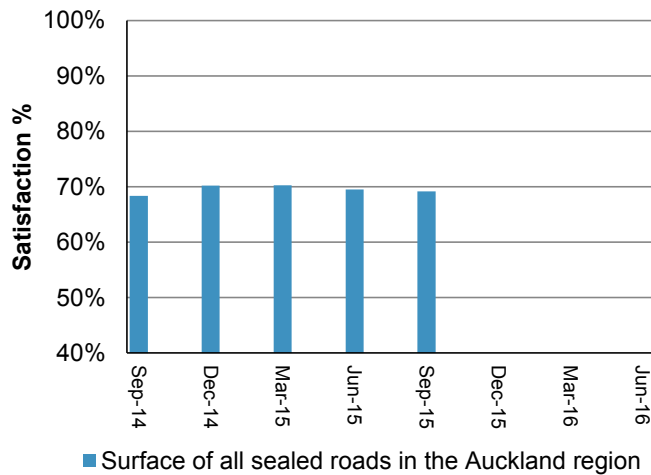
2.2.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



Satisfaction with the quality of footpaths in Auckland (64%) is consistent with the June 2015 result.

Satisfaction is up 1% compared to the September 2014 result.

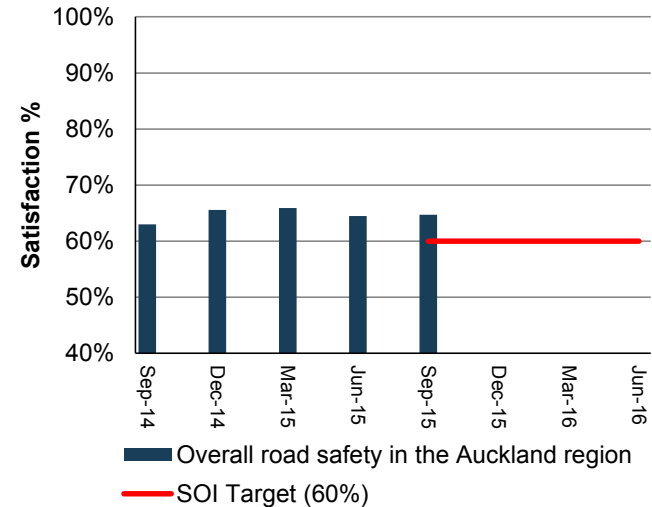
2.2.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



Satisfaction with the surface of all sealed roads in Auckland (69%) is consistent with the June 2015 result.

Satisfaction is up 1% compared to the September 2014 result.

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

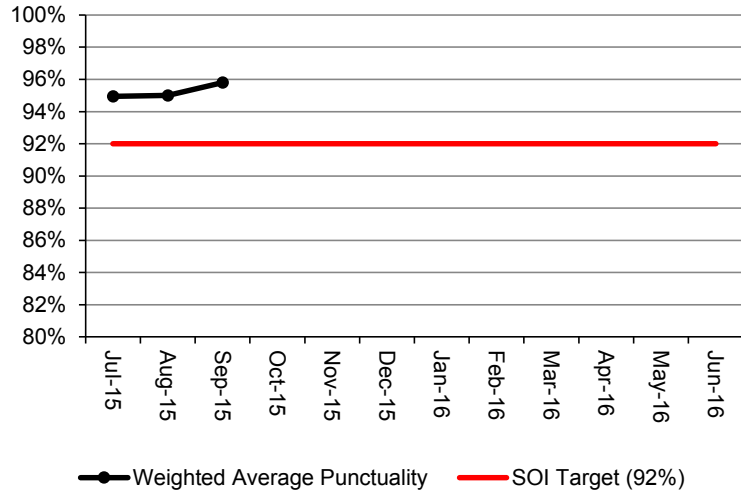


Satisfaction with road safety in Auckland (65%) is consistent with the June 2015 result.

Satisfaction is up 2% compared to the September 2014 result.

2.2 Transform and elevate customer focus and experience

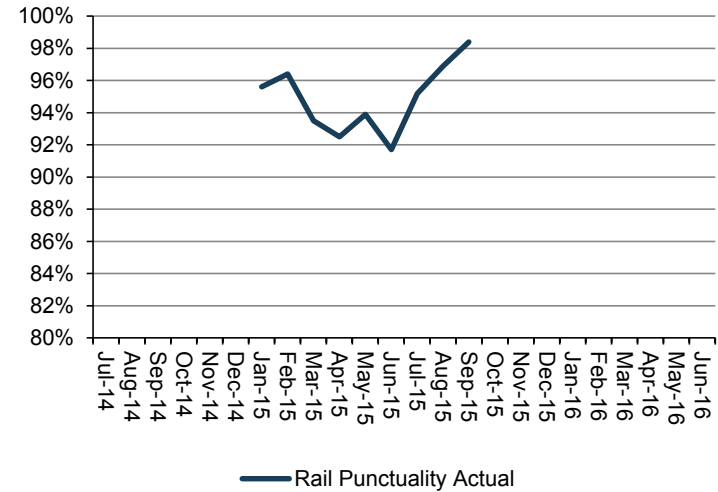
2.2.9 PT punctuality (weighted average across all modes)



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

PT weighted average punctuality for September 2015 was 95.8%.

2.2.10 Rail services punctuality

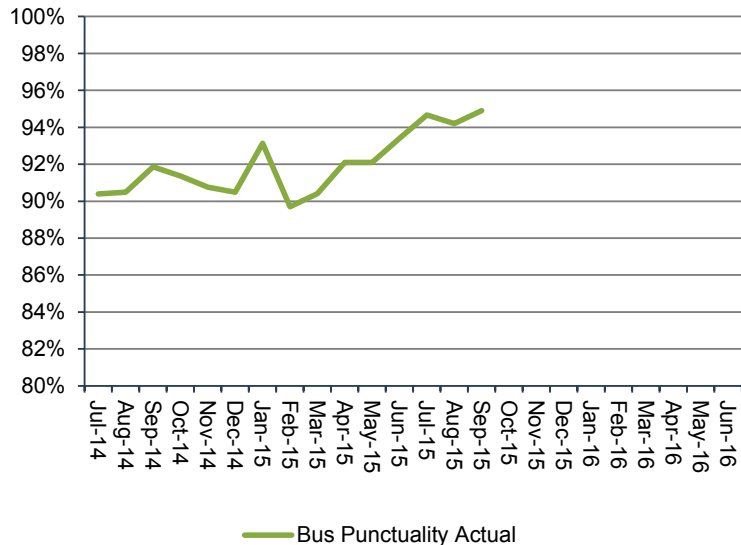


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Rail service punctuality in September 2015 was 98.4%, compared to 94.9% across the January to September 2015 period.

Please note that prior to January 2015 rail punctuality was measured differently to bus and ferry services (based on arrival at destination rather than departure from origin). This old measure is reported in figure 4.1.6.

2.2.11 Bus services punctuality

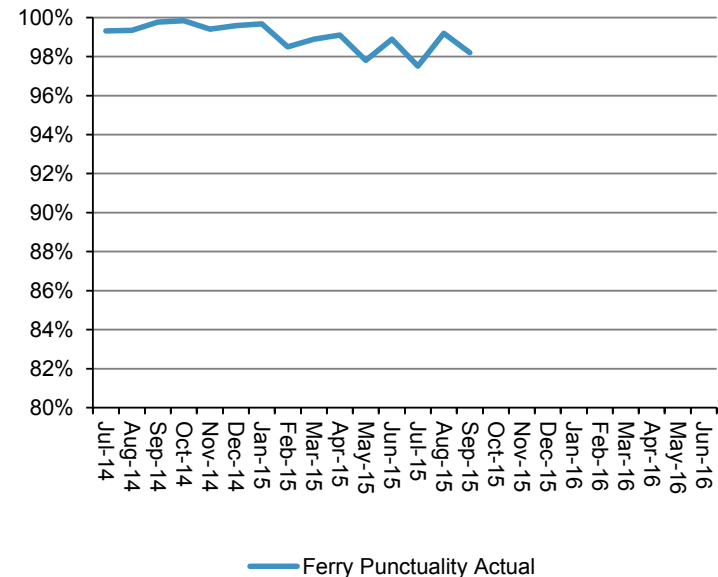


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Bus service punctuality in September 2015 was 94.9%, compared to 92.3% in the 12 months to September 2015.

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

2.2.12 Ferry services punctuality

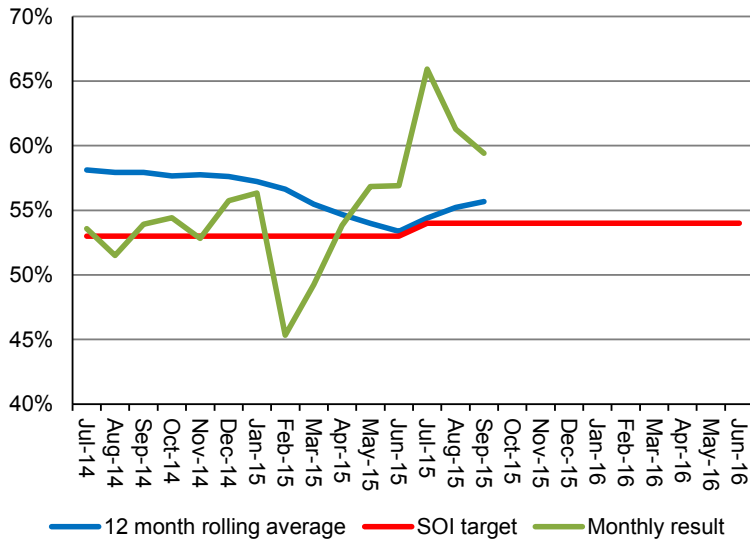


Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

Ferry service punctuality in September 2015 was 98.2%, compared to 98.9% in the 12 months to September 2015.

## 2.3 Build network optimisation and resilience

### 2.3.1 Arterial road productivity



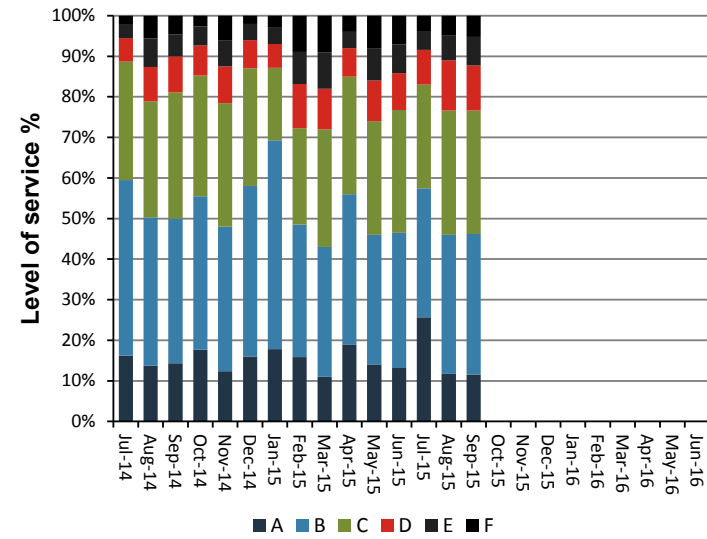
Target Met

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, their average journey speed and average vehicular occupancy.

Key arterial routes include:

- Airport to CBD (via Manukau Road)
- St Lukes to St Johns (via Balmoral/Greenlane West/Greenlane East/Remuera Road)
- Albany to Birkenhead (via Glenfield Road)
- Henderson to CBD (via Great North Road)
- SH1 to Ti Rakau Drive (via Te Irirangi Drive)
- SH20 to Portage Road (via Tiverton/Wolverton Road)

### 2.3.2 AM peak arterial road level of service



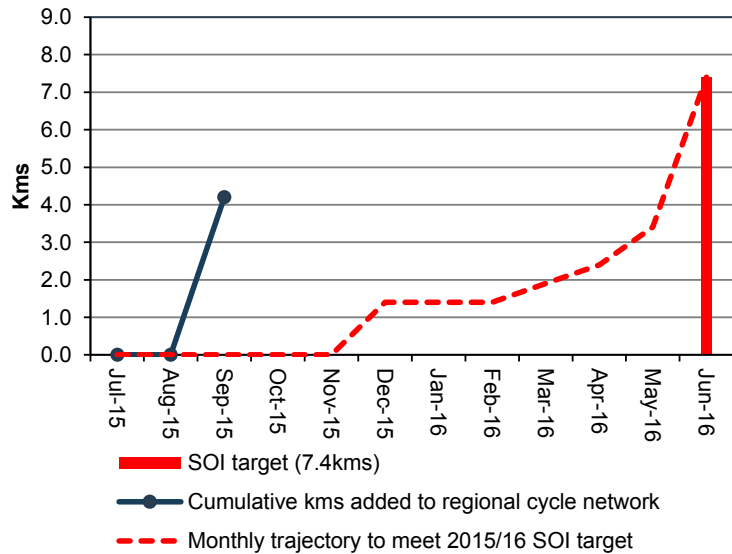
Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

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

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

Levels of service are comparable with previous months with a reduction in travel speeds compared to last year. Review shows this is a general pattern across the network which is typical of the continuing annual trend of increasing congestion on the network and will be influenced in part by poor weather conditions at the start of the month.

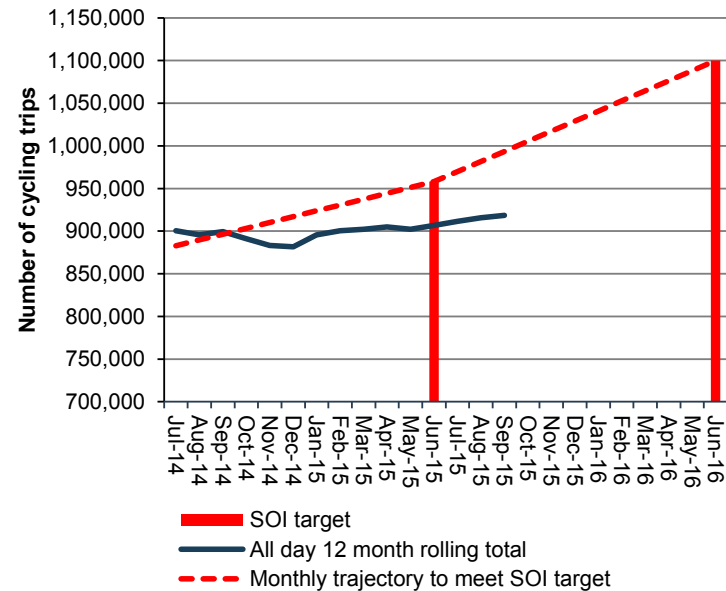
### 2.3.3 New cycleways added to regional cycle network (km)



4.2 kilometres of cycleway have been completed this financial year.

AT is on target to complete 7.4km by June 2016.

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



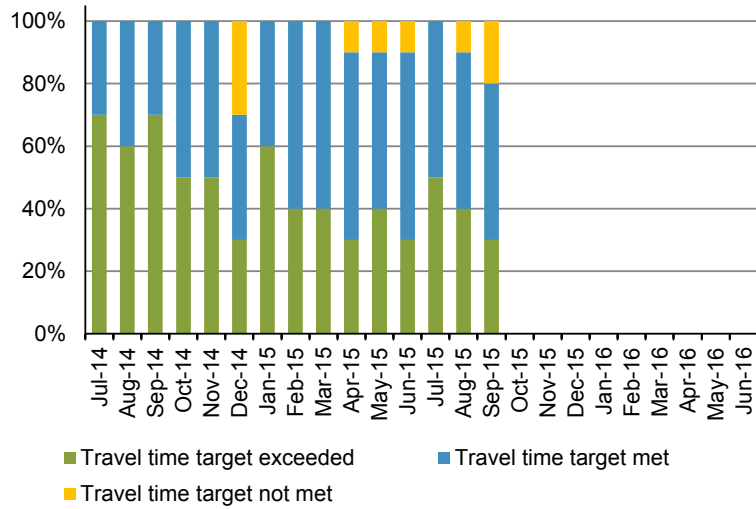
Target Not Met

The Spring cycle programme is now underway with a range of events and campaigns to encourage people to get back on their bikes. This, alongside the completion of the Upper Harbour Drive Cycleway, should start to show an increase in the number of journeys taken.

AT counts cyclists at 9 key sites around the region: Upper Harbour Drive, Great South Road, Highbrook, Lake Road, North-Western cycleway Kingsland and Te Atatu, Orewa Cycleway, Tamaki Drive (E/bound), and Twin Streams path.

## 2.3 Build network optimisation and resilience

### 2.3.5 Proportion of key freight routes where baseline travel times have been maintained



12 month rolling average travel times are within baseline SOI targets for all ten key freight routes.

In the month of September, Great South Road between Ellerslie Panmure Highway and Portage Road has a slightly higher than targeted travel time. This is due to some technical issues at a key signalled intersection which have now been resolved. This will improve travel times along this route going forward.

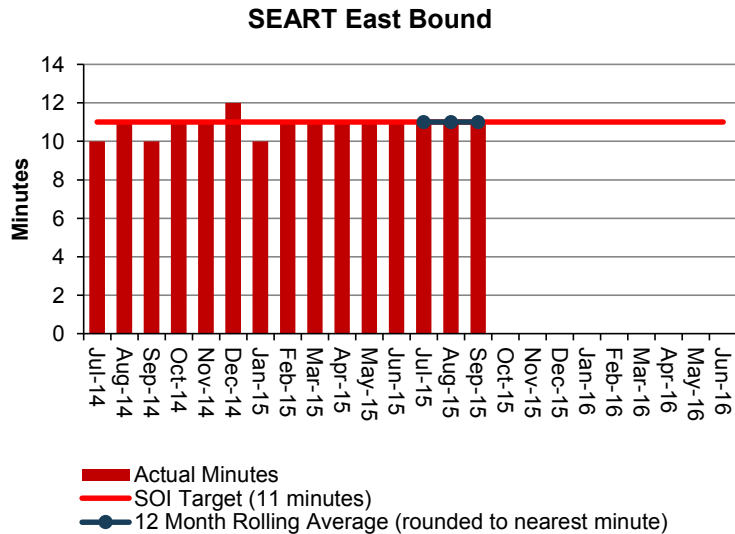
### 2.3.6 Map showing key freight routes



#### Legend

- █ Route 1: SEART
- █ Route 2: Harris Rd from SH1 Highbrook to East Tamaki
- █ Route 3: Great South Road
- █ Route 4: Kaka St/James Fletcher Dr/Favona Rd/Walmsley Rd
- █ Route 5: Wairau Rd from SH1 to SH18

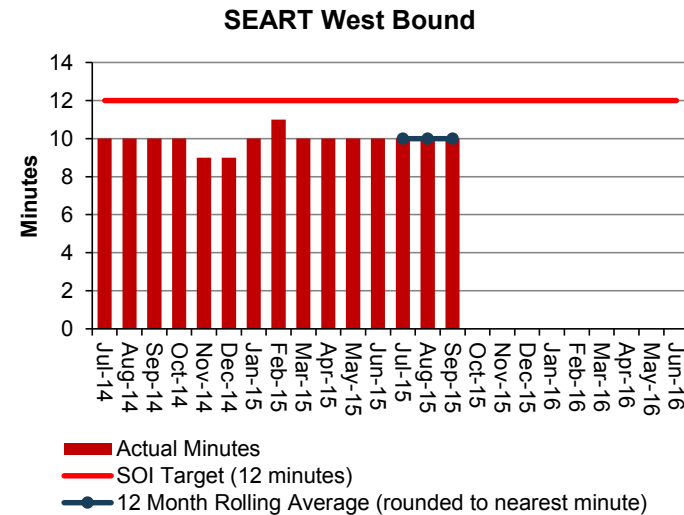
### 2.3.7 SEART (from Sylvia Park to East Tamaki)



Target met in September 2015

Target met for 12 months to September 2015

### 2.3.8 SEART (from East Tamaki to Sylvia Park)

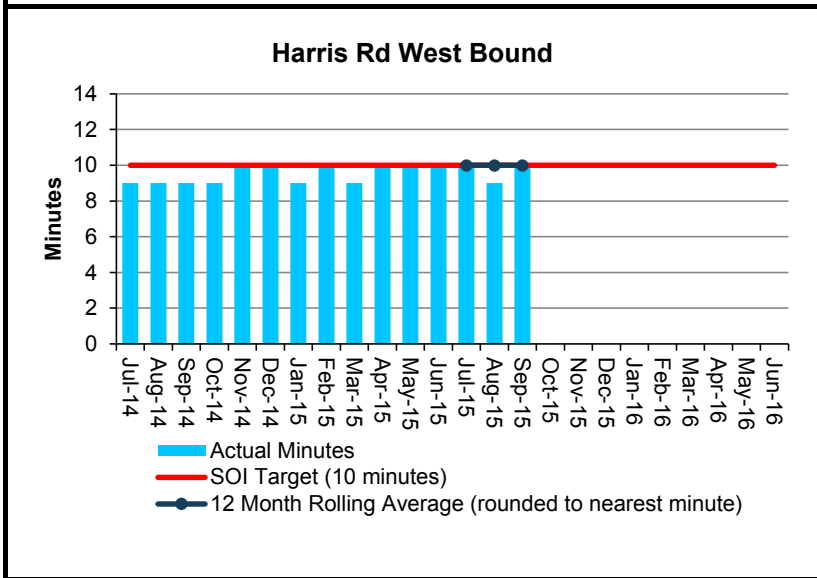


Target exceeded in September 2015

Target exceeded for 12 months to September 2015

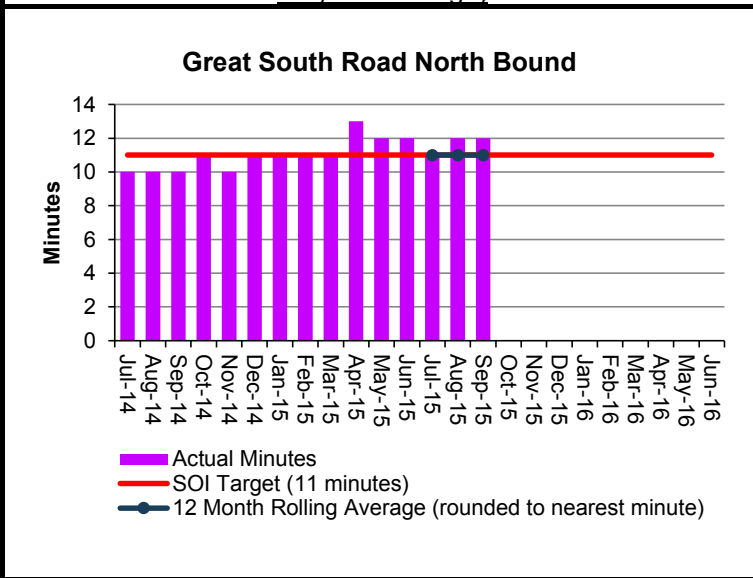
2.3 Build network optimisation and resilience

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



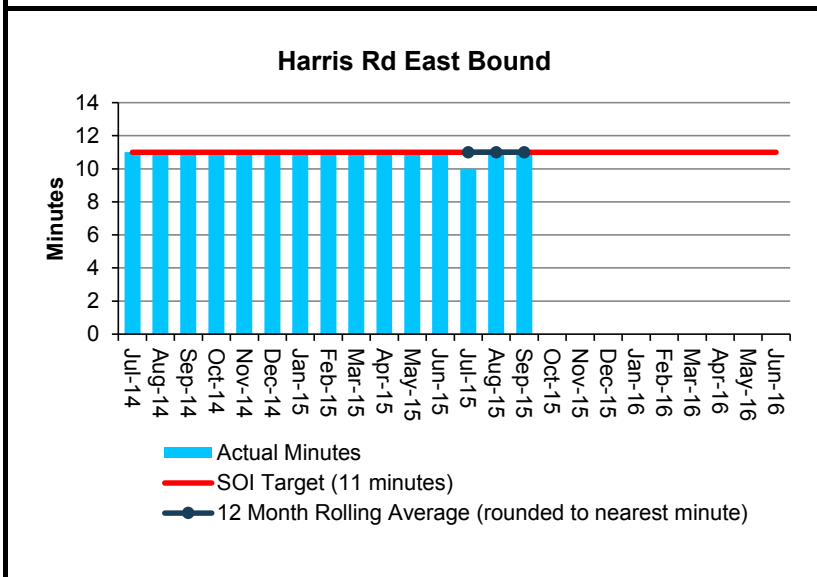
Target met in Septemebr 2015  
 Target met for 12 months to September 2015

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



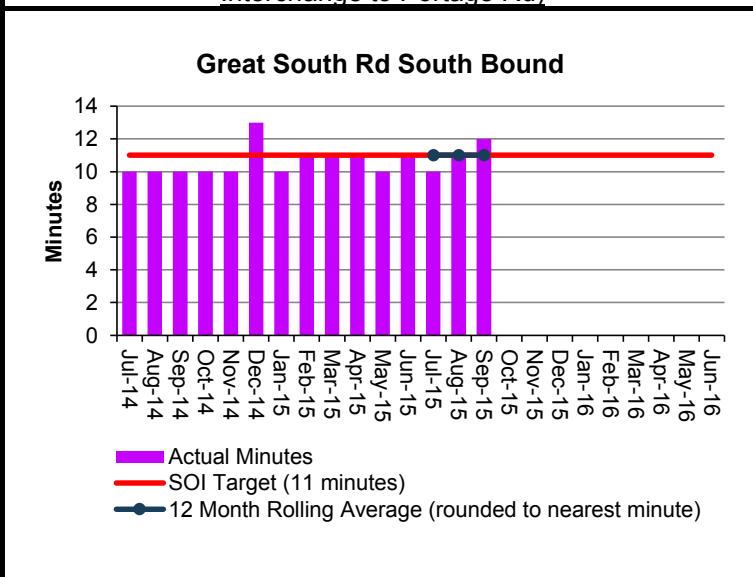
Target not met in September 2015  
 Target met for 12 months to September 2015  
 In September, slightly higher than targeted travel times have been recorded due to technical issues at a key signalled intersection.  
 These issues have now been resolved and should result in imporved travel times going forward.

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



Target met in September 2015  
 Target met for 12 months to September 2015

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

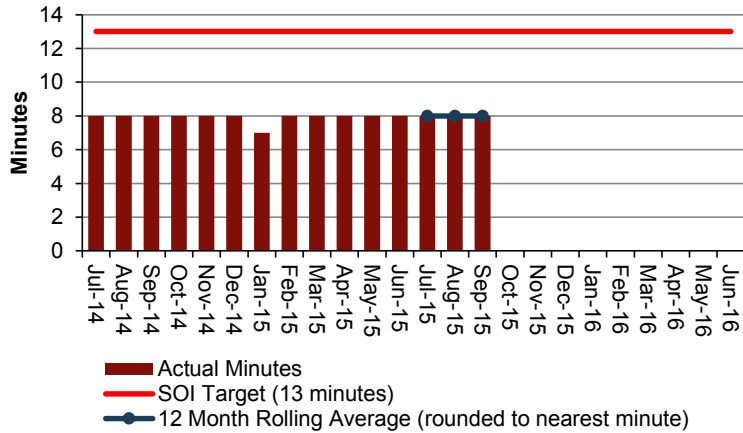


Target not met in September 2015  
 Target met for 12 months to September 2015  
 In September, slightly higher than targeted travel times have been recorded due to technical issues at a key signalled intersection.  
 These issues have now been resolved and should result in imporved travel times going forward.

2.3 Build network optimisation and resilience

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

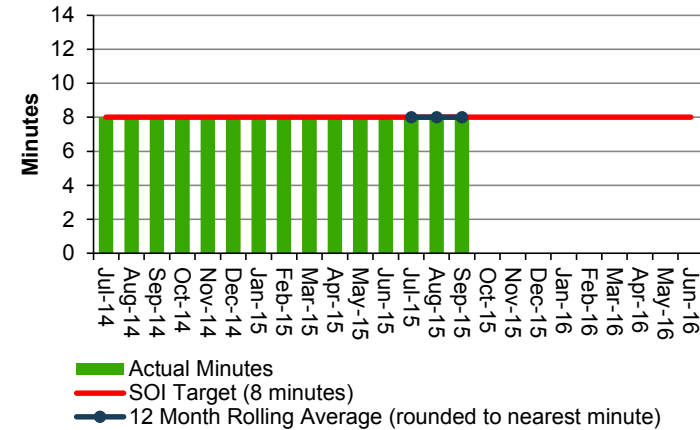
Kaka St East Bound



Target exceeded for September 2015  
 Target exceeded for 12 months to September 2015

2.3.14 Wairau Rd (from SH1 to SH18)

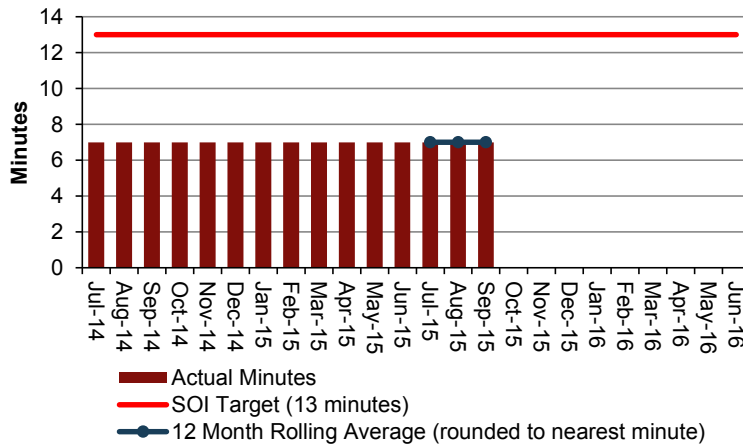
Wairau Rd West Bound



Target met for September 2015  
 Target met for 12 months to September 2015

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

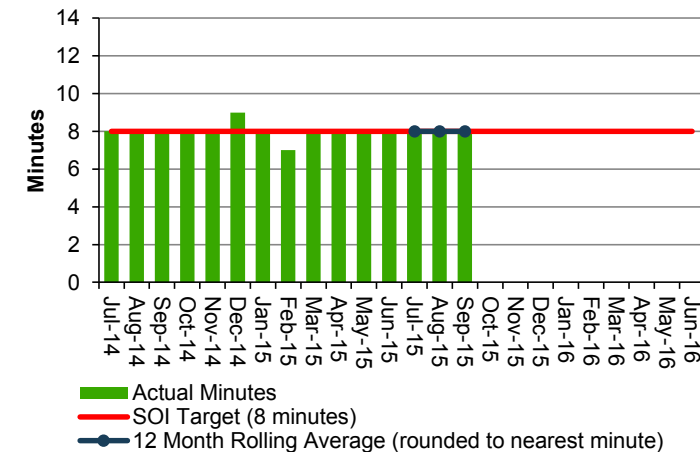
Kaka St West Bound



Target exceeded for September 2015  
 Target exceeded for 12 months to September 2015

2.3.16 Wairau Rd (from SH18 to SH1)

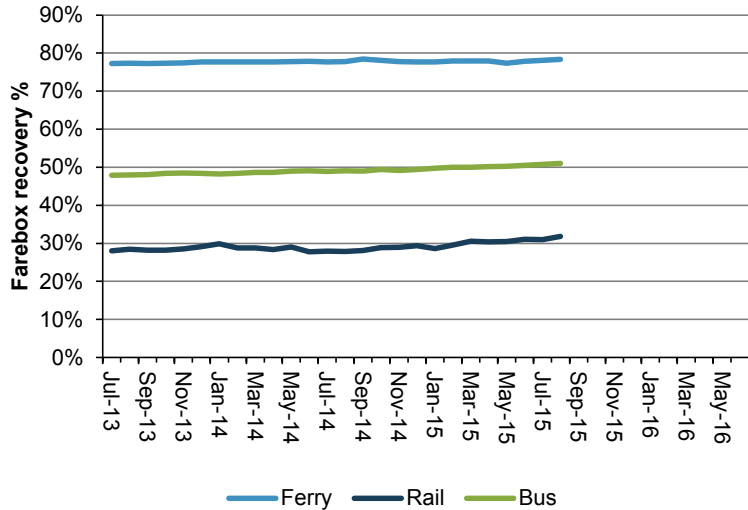
Wairau Rd East Bound



Target met for September 2015  
 Target met for 12 months to September 2015

2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery

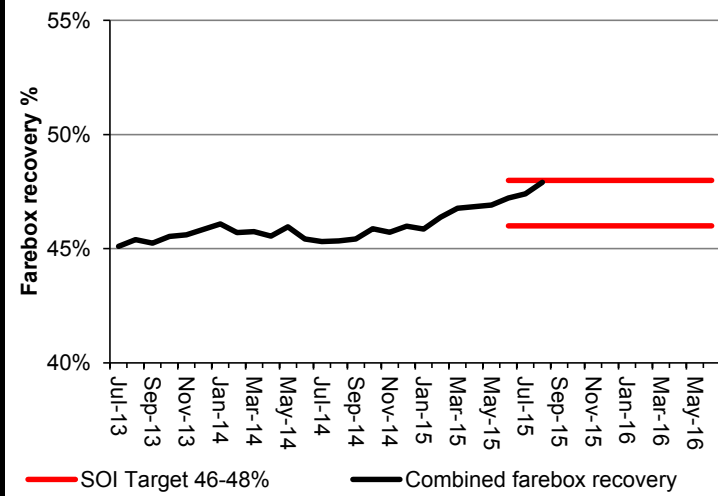


The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios in August 2015 (and comparable 2014 results) are:  
 - Ferry 78.3% (77.6%)  
 - Bus 51.0% (49.0%)  
 - Rail 31.8% (27.8%)

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses August 2015 results against the SOI target.

2.4.2 PT farebox recovery (combined result with SOI measure)

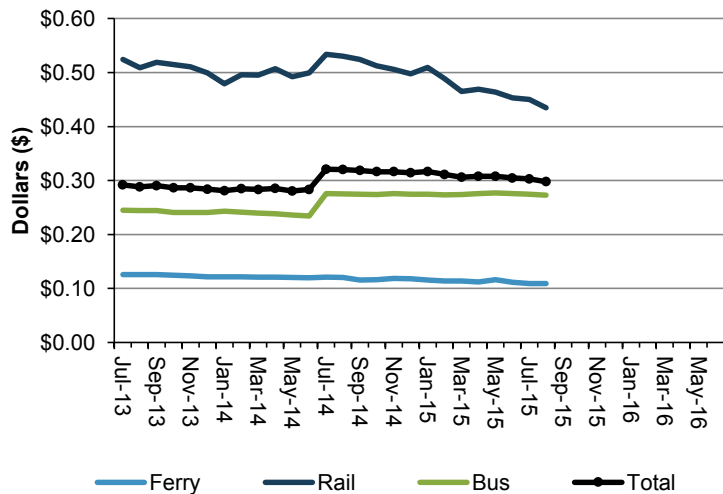


The farebox recovery percentage is calculated by dividing the revenue of providing PT services by the cost. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

Total PT farebox recovery ratio in August 2015 was 47.9%. This compares to 45.4% in August 2014.

Please note that there is a one month time lag for farebox recovery information. As such, this report analyses August 2015 results against the SOI target.

2.4.3 PT subsidy per passenger kilometre



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

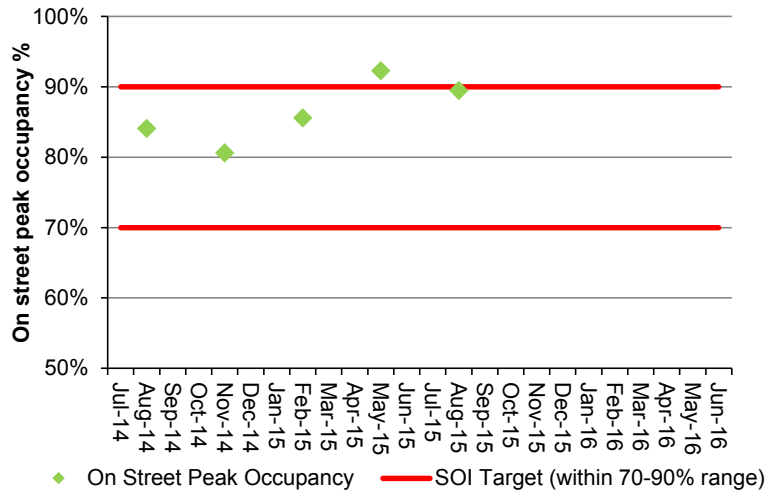
The results for August 2015 (and comparable 2014 results) are:  
 - Ferry \$0.109 (\$0.120)  
 - Bus \$0.273 (\$0.275)  
 - Rail \$0.435 (\$0.530)  
 - Total \$0.298 (\$0.321)

Please note that there is a one month time lag for farebox recovery information. As such, this report presents August 2015 results.



## 2.5 Develop creative, adaptive, innovative implementation

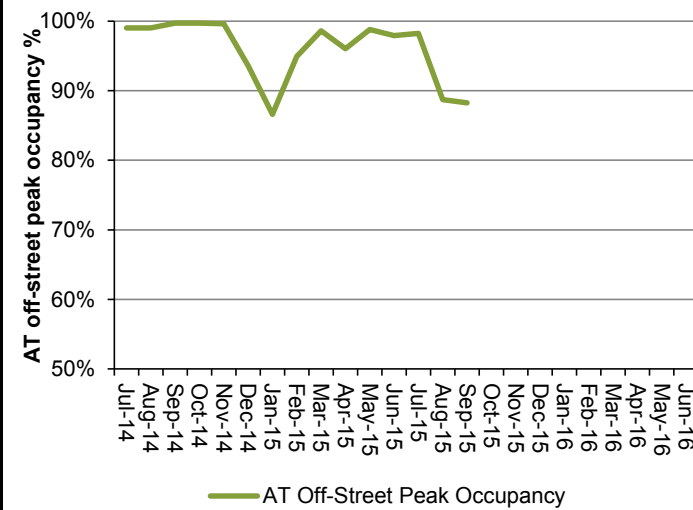
### 2.5.1 Parking occupancy rates (peak 4-hour, on street)



Non-reporting period

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 once a quarter in 3 central city parking zone precincts: Shortland/High Street, Karangahape Road and Wynyard Quarter.

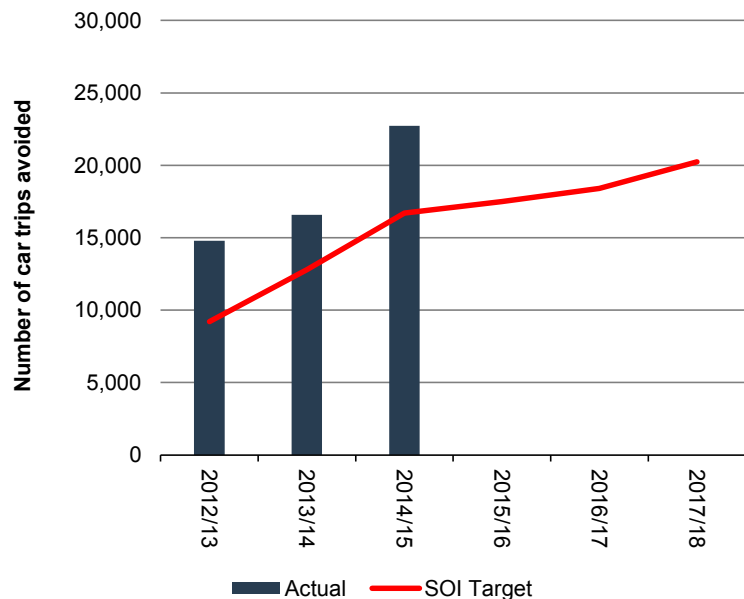
### 2.5.2 Off-street parking occupancy rates



The off-street parking occupancy rate for September is 88.3%, which is within the 80% to 90% target range.

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

### 2.5.3 Number of car trips avoided through travel planning initiatives



Data for this measure is collected on an annual basis through surveys and through analysing data collected from the initiatives implemented over the year. This is reported at the end of each financial year. Year on year analysis shows a significant increase in the the number of trips avoided through travel planning initiatives.

## **1. Summary of indicators**

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

## **2. Key monthly indicators by Strategic Theme**

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

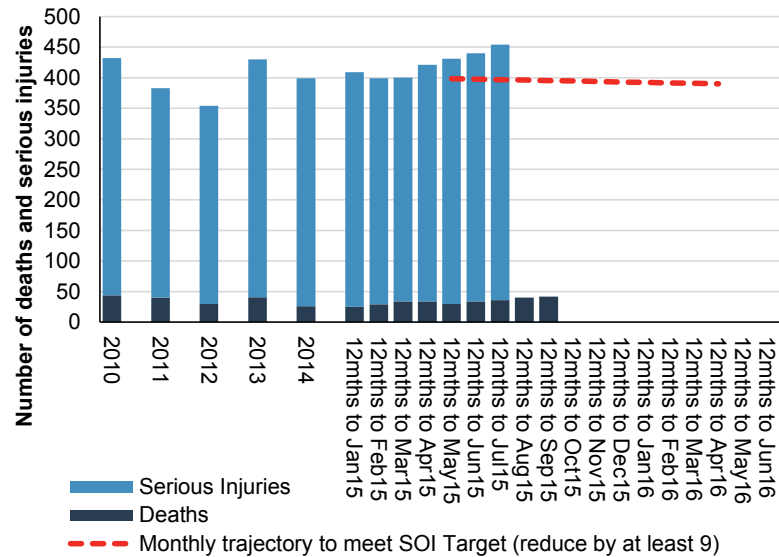
## **3. DIA mandatory measures**

## **4. AT monthly activity report**

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

### 3. DIA mandatory measures

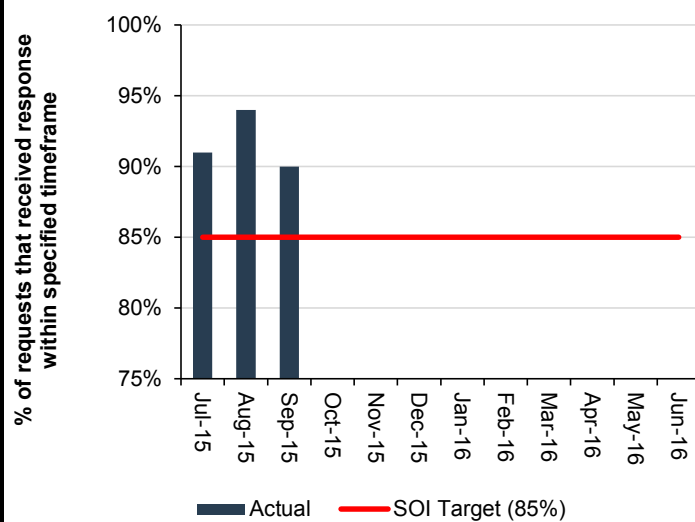
**3.1 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number**



The July 2015 12 month Deaths and Serious Injuries (DSI) rolling total of 454 is 15% higher than the target trajectory and 13% higher than the period ending July 2014. Local road deaths have increased by 20% between July 2014 and July 2015 (from 30 to 36), and serious injuries have increased by 13% (from 371 to 418).

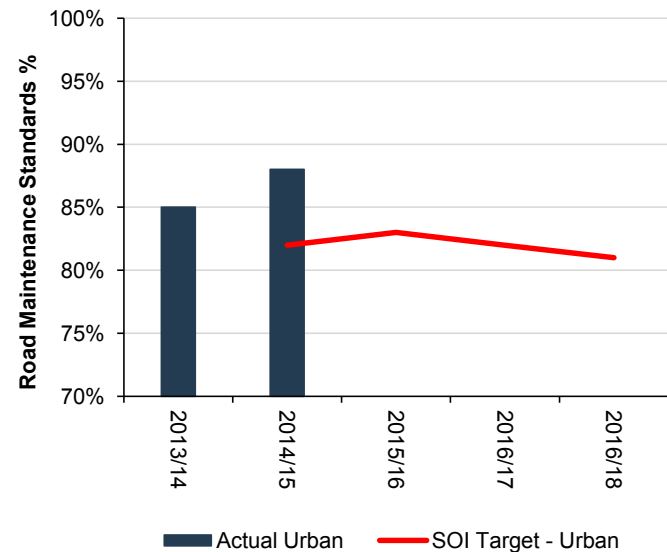
Please note that there is a two month time lag for local road serious injuries information and that monthly road deaths and serious injury numbers can vary over time due to Police investigation outcomes and reporting timelines.

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



This data relates to jobs dispatched to our maintenance contractors by the call centre. It does not include escalations or queries sent to the AT area engineer to resolve and then dispatch to the contractor. This data will become available when CRM15 allows for queuing and the measuring of individual response times in light of the organisation's 10 day customer response service level.

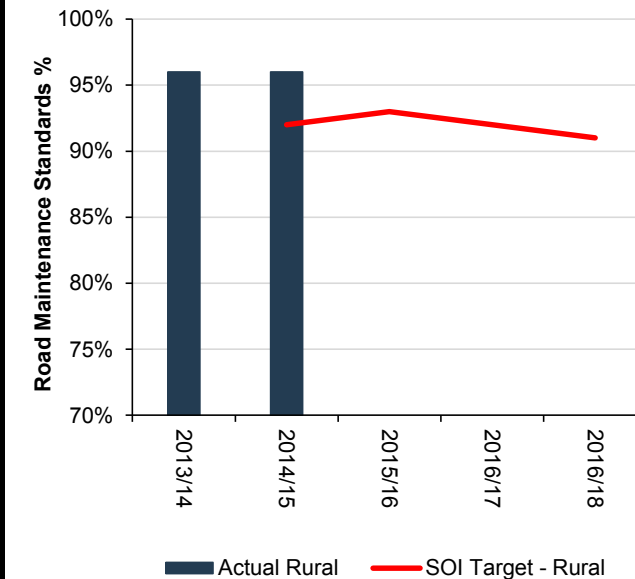
**3.3 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads**



Data for this measure is collected on an annual basis through a network condition survey.

The 2015/16 result will be available in the March 2016 indicators report.

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

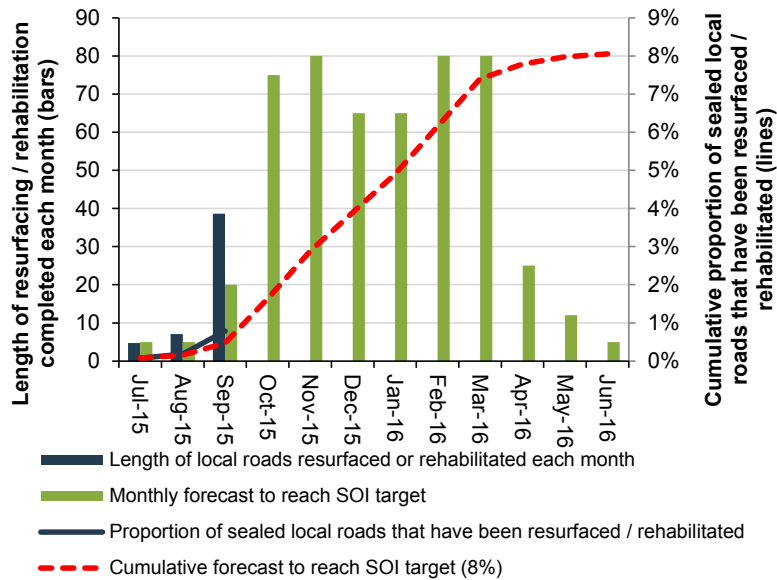


Data for this measure is collected on an annual basis through a network condition survey.

The 2015/16 result will be available in the March 2016 indicators report.

### 3. DIA mandatory measures

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

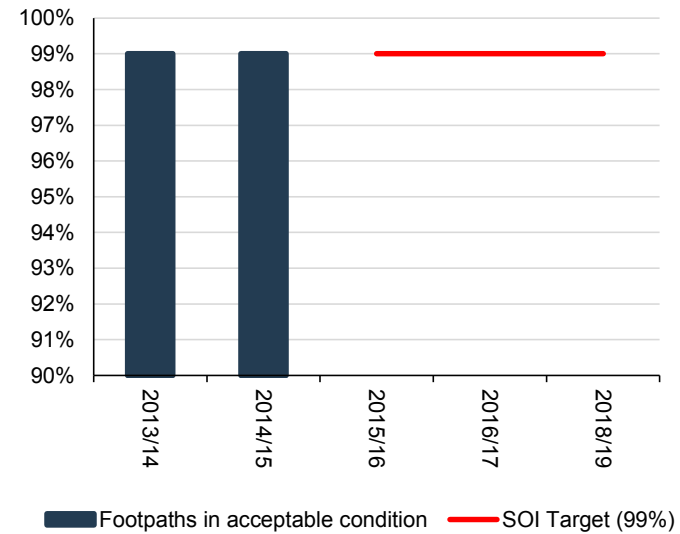


In September, 38.6kms of the local road network was resurfaced / rehabilitated. This means 0.8% of the network has been resurfaced / rehabilitated across the July - September period.

Delivery is currently ahead of AT's projections. However, year end performance is expected to be inline with the 12 month SOI target.

The majority of AT's resurfacing takes place during the October to March period.

#### 3.6 Percentage of footpaths in acceptable condition



Data for this measure is collected on an annual basis through a network condition survey.

The 2015/16 result will be available in the March 2016 indicators report.

## **1. Summary of indicators**

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

## **2. Key monthly indicators by Strategic Theme**

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

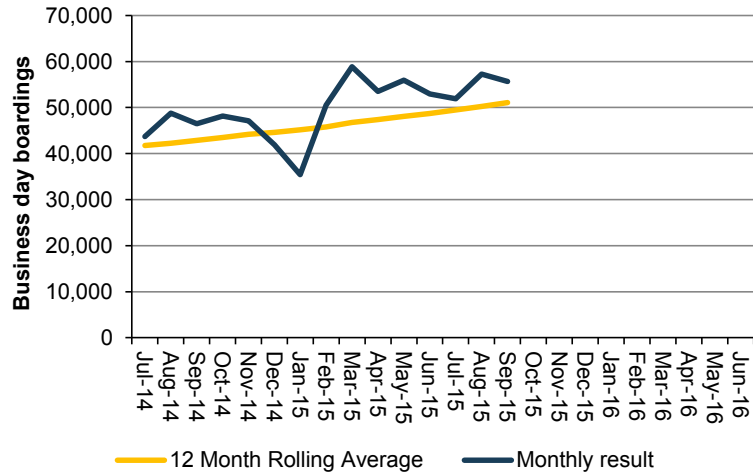
## **3. DIA mandatory measures**

## **4. AT monthly activity report**

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

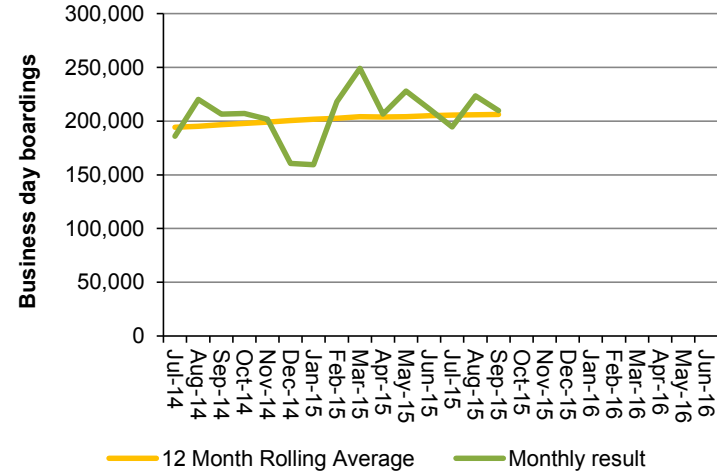
4.1 AT monthly activity report – public transport

4.1.1 Rail business day average boardings



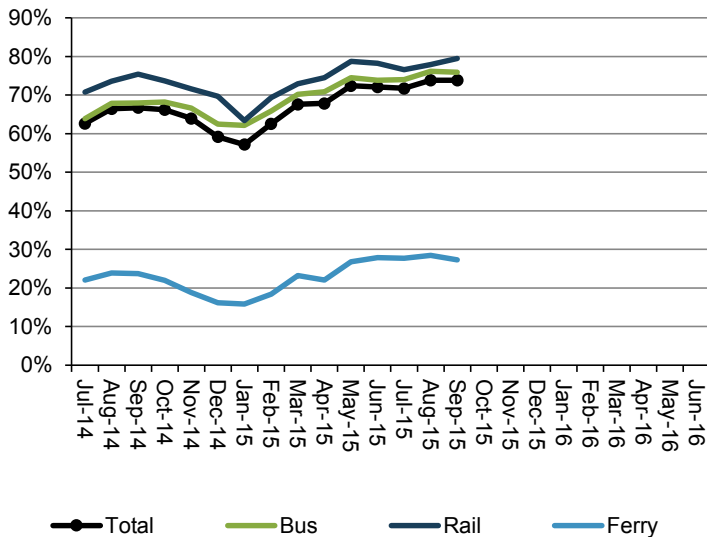
Business day boardings on the rail network averaged 51,047 in the 12 months to September 2015. This represents a 19% increase on the September 2014 figure.

4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 206,261 in the 12 months to September 2015. This represents a 5% increase on the September 2014 figure.

4.1.3 Percentage of trips using AT HOP



The proportion of all trips utilising AT HOP was 73.8% in September 2015 (Rail 79.5%, Bus 75.9%, Ferry 27.3%); down from 73.9% in August 2015.



4.1 AT monthly activity report – public transport

4.1.5 Rail service performance

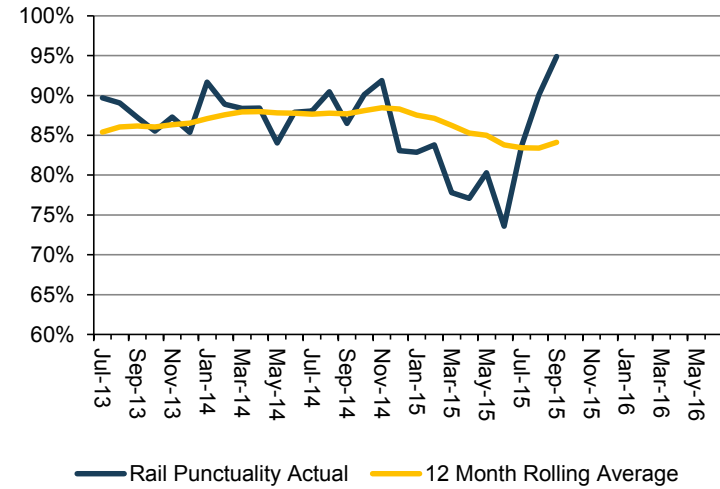
# Train performance September 2015

Total Network	
<b>94.9% Punctuality*</b> <small>(84.3% 12 month rolling average) * Arrival within 5 minutes of schedule at final destination</small>	<b>99.0% Service Delivery*</b> <small>(96.3% 12 month rolling average) * Arrival at final destination</small>
Western Line	
<b>95.3% Punctuality*</b> <small>(82.6% 12 month rolling average)</small>	<b>98.7% Service Delivery*</b> <small>(94.9% 12 month rolling average)</small>
Eastern Line	
<b>92.0% Punctuality*</b> <small>(77.5% 12 month rolling average)</small>	<b>98.9% Service Delivery*</b> <small>(96.1% 12 month rolling average)</small>
Southern Line	
<b>94.6% Punctuality*</b> <small>(85.9% 12 month rolling average)</small>	<b>98.9% Service Delivery*</b> <small>(96.0% 12 month rolling average)</small>
Pukekohe Line	
<b>98.9% Punctuality*</b> <small>(97.7% 12 month rolling average)</small>	<b>99.0% Service Delivery*</b> <small>(98.6% 12 month rolling average)</small>
Onehunga Line	
<b>96.4% Punctuality*</b> <small>(90.4% 12 month rolling average)</small>	<b>99.4% Service Delivery*</b> <small>(98.6% 12 month rolling average)</small>

For more information visit [www.AT.govt.nz](http://www.AT.govt.nz) or phone 09 366 6400

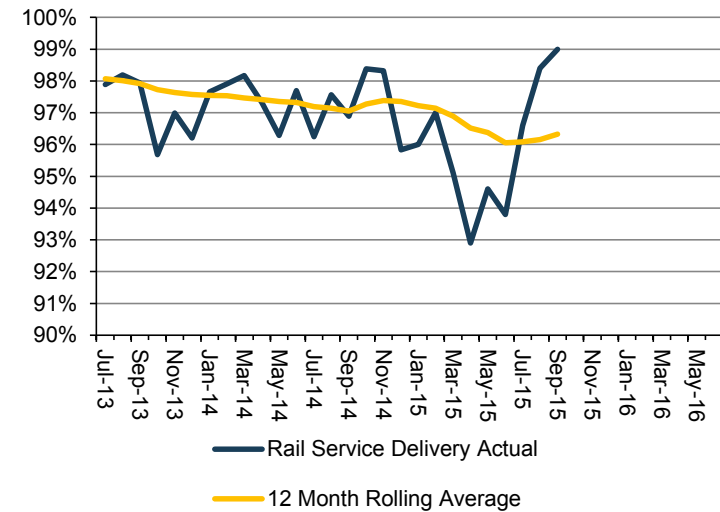
4.1.6 Rail punctuality (based on arrival at final destination)



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

Using this measure, rail service punctuality in September 2015 was 94.9%, compared to 84.1% in the 12 months to September 2015.

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

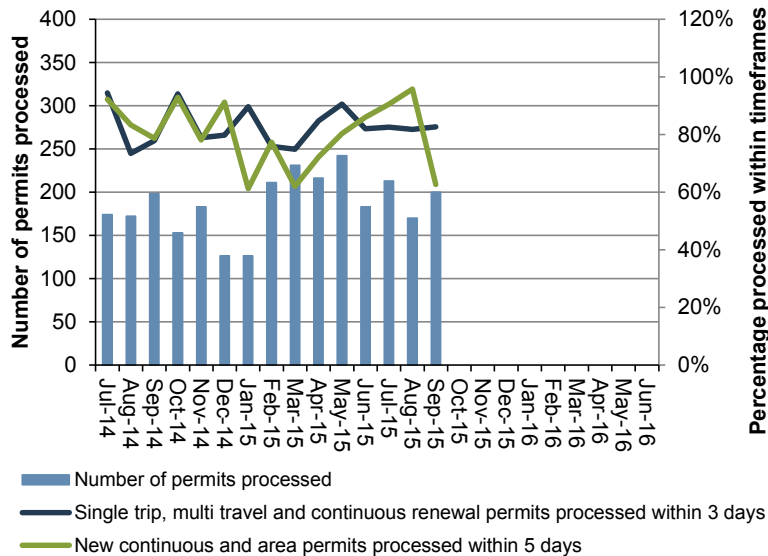


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery in September 2015 was 99.0%, compared to 96.3% in the 12 months to September 2015.

## 4.2 AT monthly activity report – road operations and maintenance

### 4.2.1 Overweight permits processed

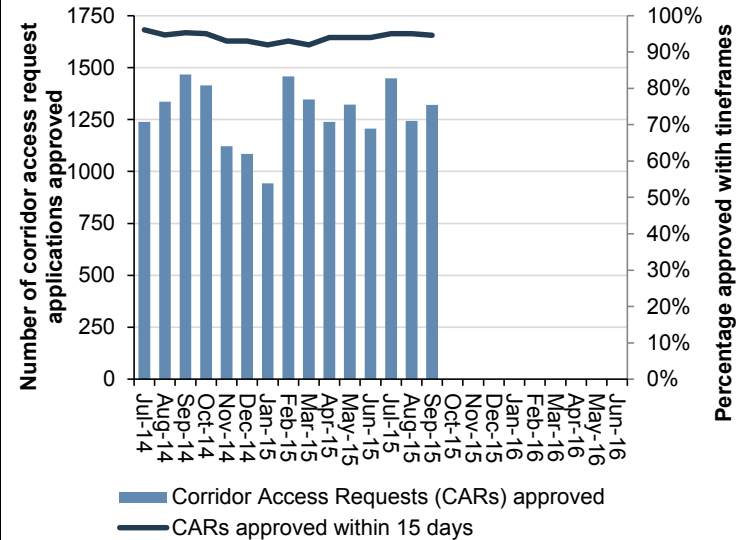


There were 200 overweight permit applications processed in September. Of the 200 permit applications, 139 (69.5%) were processed within the target times (within 3 days for single trip, multi travel and continuous renewal permits; within 5 days for new continuous and area permits).

The target KPI is 80%.

All (100%) of the 200 permit applications were processed by the nominated travel start date.

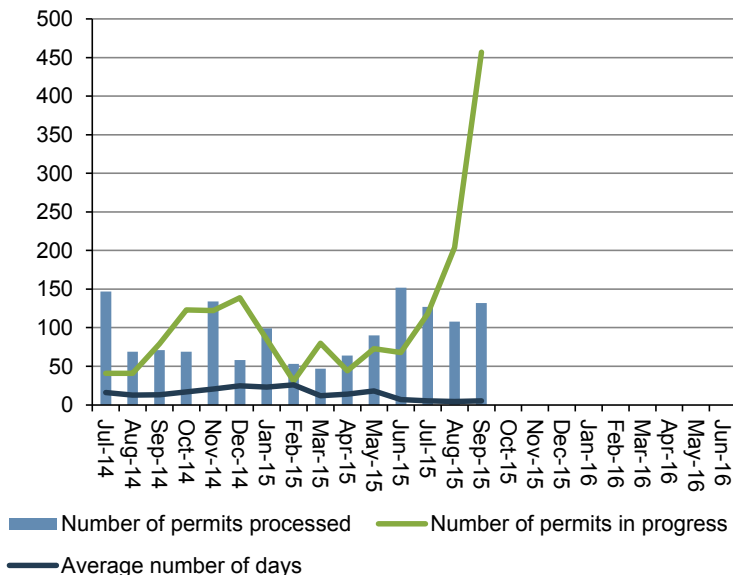
### 4.2.2 Number of corridor access request applications



There were 1,320 Corridor Access Request (CAR) applications approved during the period compared with 1,466 in September 2014, a drop of 10%.

85.5% were approved within 5 working days and 94.5% within 15 working days against targets of 80% and 95% respectively.

### 4.2.3 High productivity motor vehicle permits processed



NZTA are responsible for approving HPMV permits, however they seek input from AT for the portion of travel on the AT network.

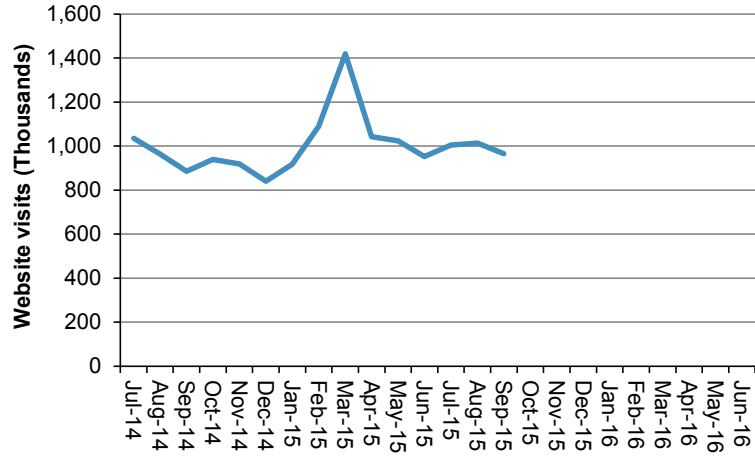
There were 132 HPMV permit applications processed by NZTA in September and 125 of them were approved, 4 were declined and 3 were cancelled or withdrawn. The average number of days taken by NZTA and AT combined to process the HPMV permits this month was 5.28 days (the combined KPI target is 10 days). The average AT time was 1.2 days - this is significantly less than the AT target time frame of 6 days.

An unexpectedly high number of HPMV permits were received by NZTA in the last week of August and September - creating the high number of permits in progress at the end of each month.



4.3 AT monthly activity report – customer response

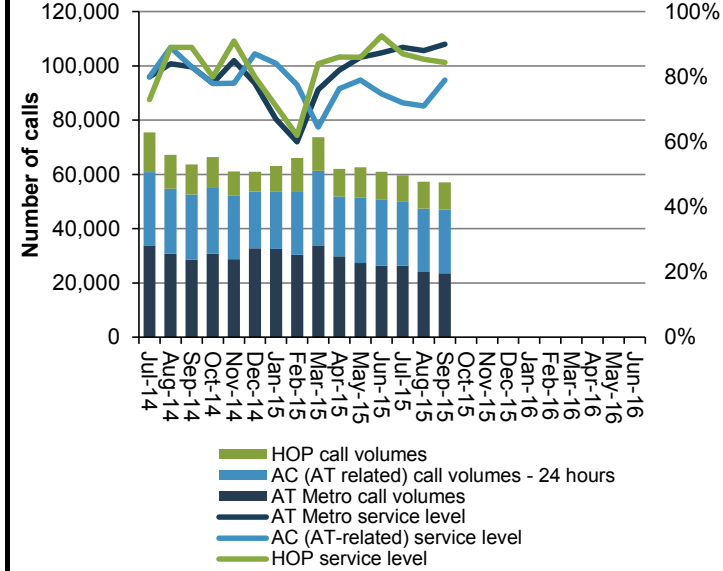
4.3.1 Website visits



There was a 5% decrease in visits to the Auckland Transport website in September 2015 (compared to August 2015).

The number of mobile app sessions decreased by 6% September 2015 (compared to August 2015).

4.3.2 Call centre incoming calls and service levels



**AT Metro Call Centre**  
 Call volumes at the Public Transport call centre decreased 2% compared to the previous month and decreased by 17% compared to the same period last year. The public transport call centre service level increased 2% compared to last month (increasing from 88% to 90%).

**AT Hop**  
 AT Hop calls decreased 0.1% compared to last month. The service level decreased 1%.

**Auckland Council (AT-related calls) – 24 Hours**  
 There was a 1% increase in call volumes and a 11% increase in the service level compared to the previous month. AT service level is that 80% of calls are answered within 20 seconds.