

Quarterly and Monthly Transport Indicators – September 2016

Recommendation

That the Board:

- i. Receives this report.

Executive summary

The attached quarterly and monthly indicators reports provide an overview of AT's performance against its Statement of Intent (SOI) performance measures for September 2016. They also provide 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 quarterly report provides:

- wider information on non-AT factors that impact on the transport system, and
- a more in-depth analysis of AT performance results, and year-end targets.

This monthly indicators report includes a range of improvements:

- travel speeds (2.3.1), delay (2.3.2) and reliability (2.3.3) are now reported for the interpeak and afternoon peak periods, and cover both the arterial and motorway networks
- congestion maps have been added for the interpeak (2.3.5) and afternoon peak (2.3.6) periods
- an arterial route productivity figure (2.3.8) that now includes bus passengers has been added. The previous figure, that applies a private vehicle occupancy rate to buses, has been retained as this is consistent with the way that the relevant SOI target is calculated.

SOI summary	
Prioritise rapid, high frequency public transport	Three SOI measures – one <u>on target to meet</u> performance measure and two <u>not on target to meet</u> performance measures
Transform and elevate customer focus and experience	Eight SOI measures – one <u>on target to exceed</u> performance measure, five <u>on target to meet</u> performance measures, one <u>not on target to meet</u> performance measure and one reported annually with no update this month
Build network optimisation and resilience	Eighteen SOI measures – five <u>on target to exceed</u> performance measures, five <u>on target to meet</u> performance measures, five <u>not on target to meet</u> performance measures and three reported annually with no update this month
Ensure a sustainable funding model	One SOI measure – <u>on target to meet</u> performance measure
Develop creative, adaptive, innovative implementation	Four SOI measures – one <u>on target to meet</u> performance measure and three annually with no updates 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

Three SOI measures – one **on target to meet** performance measure and two **not on target to meet** performance measures

- Auckland public transport patronage totalled 83,742,637 passenger boardings for the 12 months to September 2016, an increase of +0.3% on the 12 months to August 2016 and an increase of 3,299,214 (+4.1%) on the 12 months to September 2015. September 2016 monthly patronage was 7,220,944, an increase of 235,793 boardings or +3.4% on September 2015, normalised to ~ +3.4% once adjustments are made to take into account special event patronage and the number of business and weekend days in the month.

- Rapid and Frequent services totalled 31,658,342 passenger boardings for the 12 months to September 2016, an increase of +0.4% on the 12 months to August 2016. Rapid and Frequent services patronage for September 2016 was 2,842,260, an increase of 194,573 boardings or +7.3% on September 2015.
- Train services totalled 17,386,685 passenger boardings for the 12 months to September 2016, an increase of +1.1% on the 12 months to August 2016 and +18.8% on the 12 months to September 2015. Patronage for September 2016 was 1,550,925, an increase of 188,602 boardings or +13.8% on September 2015, normalised to ~ +13.8%.
- Bus services totalled 60,393,967 passenger boardings for the 12 months to September 2016, no change on the 12 months to August 2016 and an increase of +0.4% on the 12 months to September 2015. Bus services patronage for September 2016 was 5,238,495, an increase of 20,176 boardings or +0.4% on September 2015, normalised to ~ 0.4%.
- Ferry services totalled 5,962,049 passenger boardings for the 12 months to September 2016, an increase of +0.5% on the 12 months to August 2016 and +6.0% on the 12 months to September 2015. Ferry services patronage for September 2016 was 431,524, an increase of 27,015 boardings or +6.7% on September 2015, normalised to ~ +6.7%.
- The proportion of all public transport boardings utilising AT HOP was 84.3% in September 2016 (Bus 88.1%, Rail 84.5%, Ferry 37.5%); up from 84.1% in August 2016.

Transform and elevate customer focus and experience

SOI summary

Eight SOI measures – one **on target to exceed** performance measure, five **on target to meet** performance measures, one **not on target to meet** performance measure and one reported annually with no update this month

- Public transport weighted average punctuality for September 2016 was 95.4, while the year to date figure was 95.5%.
- 88% of customer service requests relating to roads and footpaths received a response within AT's specified timeframes.¹
- There were 533 deaths and serious injuries on the local road network in the 12 months to June 2016.
- Customer satisfaction survey results are as follows:

¹ 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.

- 84% of passengers were satisfied with their public transport service (Bus 83%, Rail 87%, Ferry 89%).
- 67% of residents were satisfied with the quality of roads in Auckland, with 66% satisfied with the quality of footpaths, and 67% satisfied with road safety in the Auckland region.

Build network optimisation and resilience

SOI summary

Eighteen SOI measures – five **on target to exceed** performance measures, five **on target to meet** performance measures, five **not on target to meet** performance measures and three reported annually with no update this month

- Arterial road peak productivity averaged 57.7% in September 2016, while the 12 month rolling average was 59.0%.
- For the 12 months to September 2016, baseline travel times were maintained on eight of the ten key freight routes monitored under AT's SOI. During the month of September 2016, baseline travel times were maintained on three of the ten routes.
- 15.6kms of the local road network was resurfaced / rehabilitated during September 2016, compared to the forecast of 20kms for the month.
- A total of 1.1km of cycleway have been added to the regional cycle network for the year to date.
- The annual number of cycling trips in designated areas (all day) was 119,142 for September 2016 across the fourteen key sites monitored by AT.
- A total of 122,697 cycle trips were recorded in the Auckland city centre for September 2016 across thirteen key sites monitored by AT.
- In September 2016, 75% of the network was operating efficiently and 25% of the arterial network was congested in the AM peak; compared with 23% in September 2015.

Ensure a sustainable funding model

SOI summary

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

- The PT farebox recovery ratio was 49.0% in September 2016, compared with 47.9% in September 2015.

Develop creative, adaptive, innovative implementation

SOI summary




Four SOI measures – one **on target to meet** performance measure and three annually with no updates this month

- Average on-street parking occupancy in the three central city parking precincts (Shortland/High Streets, Karangahape road and Wynyard Quarter) during the peak four hours in was 88.6% for the rolling 12 months to September 2016, compared with 87.6% for the rolling 12 months to September 2015.

Attachment

Attachment Number	Description
1	Auckland Transport Quarterly Indicators Report 2015/16 – September 2016
2	Auckland Transport Monthly Indicators Report 2015/16 – September 2016

Document ownership

Submitted by	Christine Perrins Manager, Strategic Transport Planning	
Recommended by	Peter Clark Chief Strategy Officer	
Approved for submission	David Warburton Chief Executive	

Auckland Transport Quarterly Indicators Report 2015/16

September 2016

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

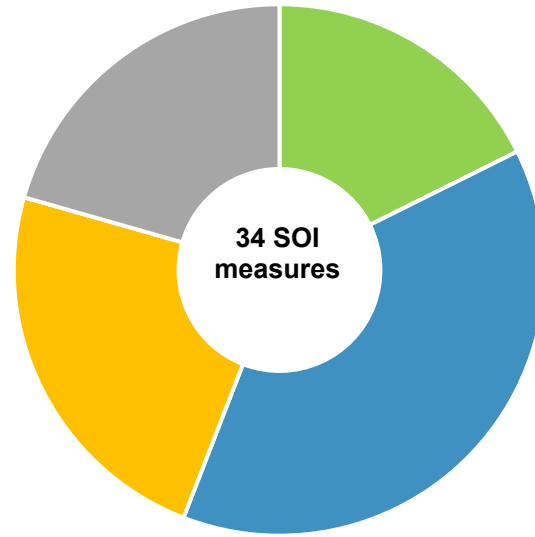
3.3 Build network optimisation and resilience

3.4 Ensure a sustainable funding model

3.5 Develop creative, adaptive, innovative implementation

1 Executive summary

SOI performance summary



- 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)

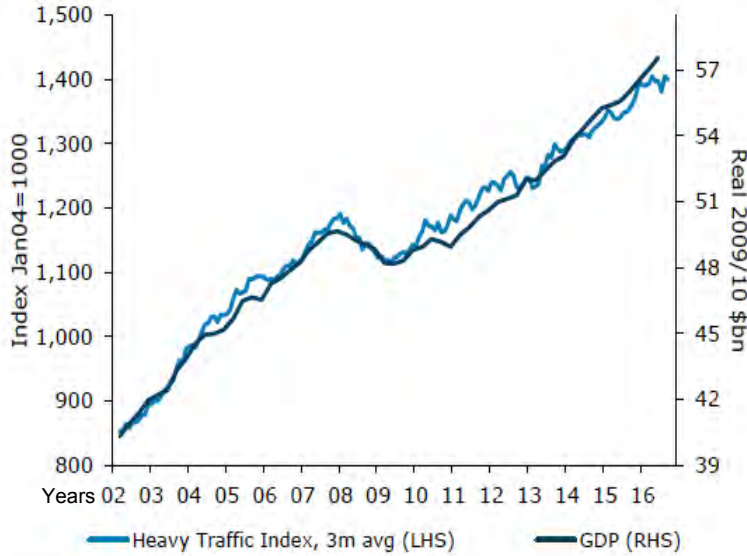
■ Data not available

1. 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

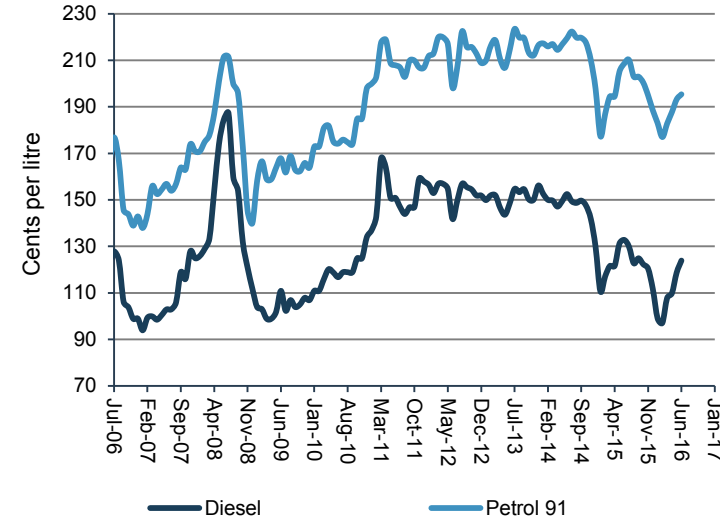


The ANZ Truckometer uses NZTA traffic data as an indicator of national economic activity. The index eased 1.4% in the month of September (seasonally adjusted), after a 6.8% rise in August. Because of a fall in July it is up only 0.1% in the September quarter but has been undershooting GDP growth this year, so at this stage we are not reading too much into the fact it has flattened out.

Source: ANZ Truckometer

Source: ANZ, NZ Transport Agency, Statistics NZ

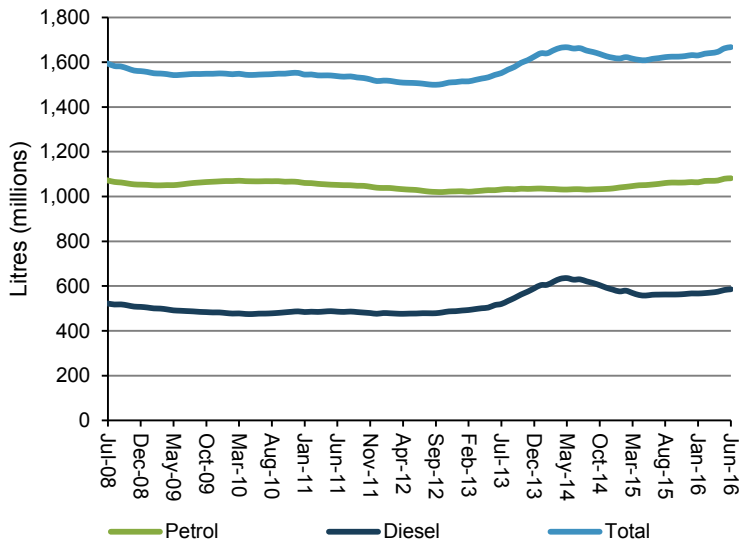
2.2 Monthly fuel prices



In August 2016 petrol prices have decreased by 1.7% and diesel prices have decreased by 0.6% compared to July 2016.

Source: Ministry of Business, Employment and Innovation

2.3 Auckland fuel sales

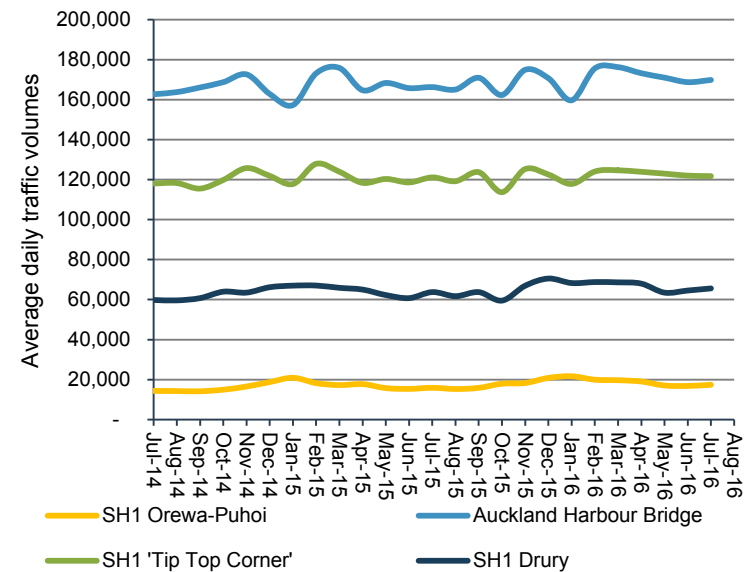


Total fuel sales for the year to August 2016 were 7.9% higher than August 2015.

Petrol sales in August 2016 were 4.7% higher and diesel sales were 14.1% higher than August 2015.

Source: Auckland Council fuel tax returns

2.4 State Highway average daily traffic volumes

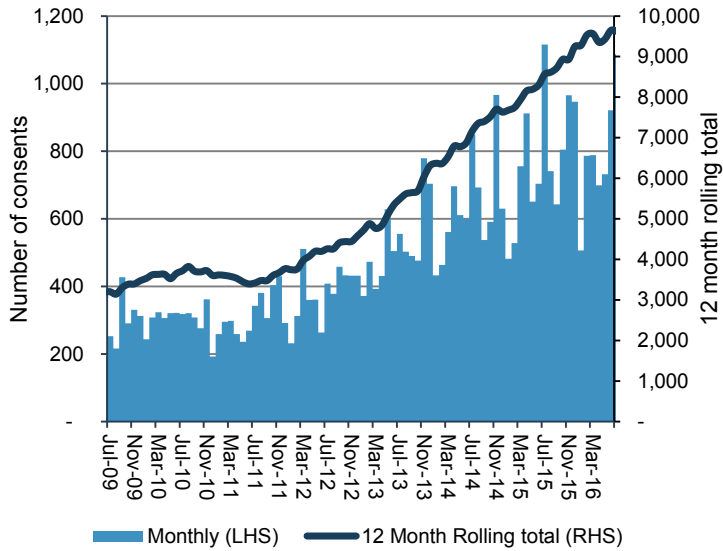


Compared to July 2015, average daily traffic volumes in July 2016 were up 2% on SH1 at Drury, up 3% on SH1 at Tip Top Corner, up 1% on the Auckland Harbour Bridge and up 9% on SH1 between Orewa and Puhoi.

Source: NZTA Data

2. External indicators

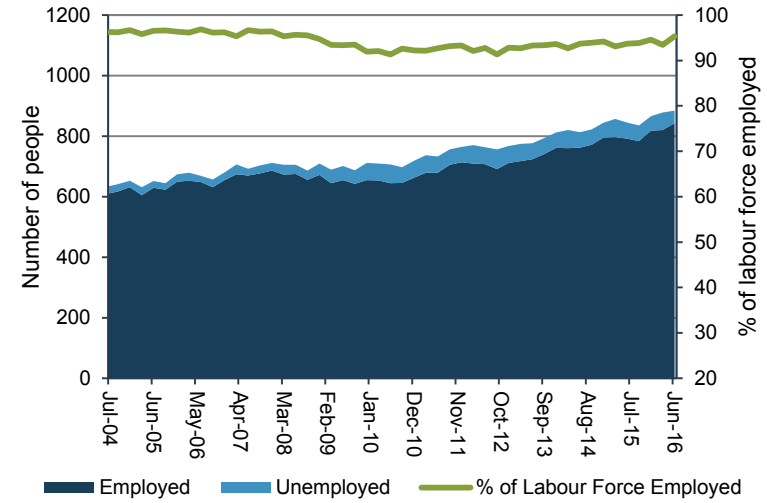
2.7 Auckland dwelling consents issued



970 consents were issued in August 2016, up 30.9% on August 2015. The 12 month rolling total to August 2016 was 14.3% higher than the August 2015 figure.

Source: Statistics NZ

2.6 Auckland labour force

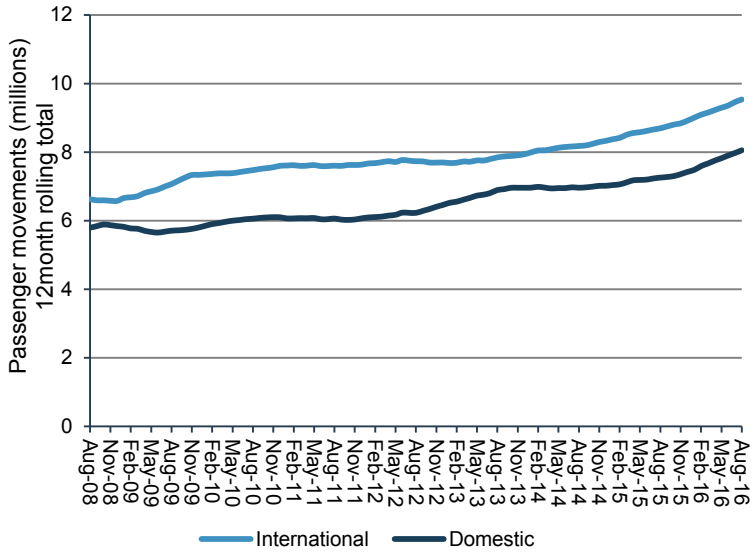


Auckland employment in the June 2016 quarter totalled 842,800, up 6.5% on June 2015. Unemployment totalled 41,500 in the June 2016 quarter, down 21.7% from June 2015, and down 28.0% from March 2016.

Source: Statistics NZ Quarterly Labour Force Survey

2. External Indicators

2.8 Auckland Airport passenger movements

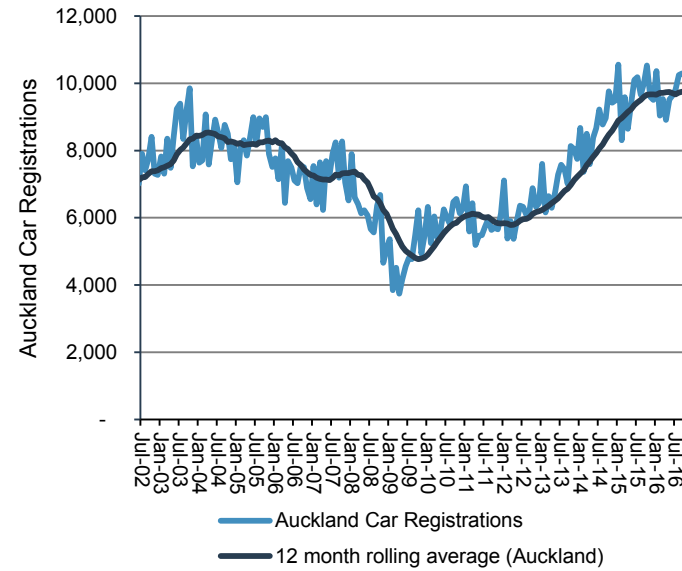


A total of 17.5 million passenger movements were recorded through Auckland airport in the year to August 2016, an increase of 10.3% on the year to August 2015.

In the month of August 2016, international passenger numbers were up 9.7% and domestic passengers up 8.8% compared to August 2015.

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 10,291 Auckland car registrations in September 2016, 3.0% less than August 2015. Car registrations outside of Auckland increased 13.9% over this time period.

Source: NZTA Vehicle registration Centre

1. Executive Summary

2. External Indicators

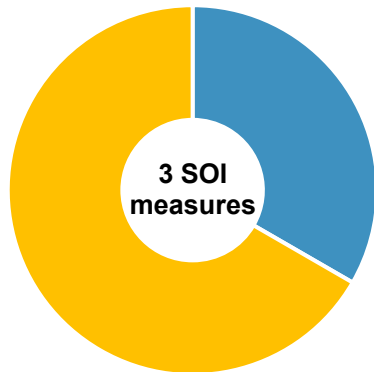
3. Performance by Strategic Theme

- 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 2016/17 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Prioritise rapid, high frequency public transport	Total public transport boardings	88.97 million	●				Patronage growth has tracked slightly below the amount required to meet the first quarter performance measure.
	Total rail boardings (millions)	19.5 million	●				Total rail boardings has tracked slightly below the amount required to meet the first quarter performance measure.
	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.

Summary



Total public transport boardings

Total public transport boardings are slightly below the amount required to meet the year end SOI target. YTD patronage needed to meet the SOI target is 22.7 million, actual patronage is 21.8 million - a variance of -3.7%.

12 months to July 2016 = 82,871,196
 12 months to August 2016 = 83,506,780
 12 months to September 2016 = 83,742,637

Boardings on rapid and frequent services

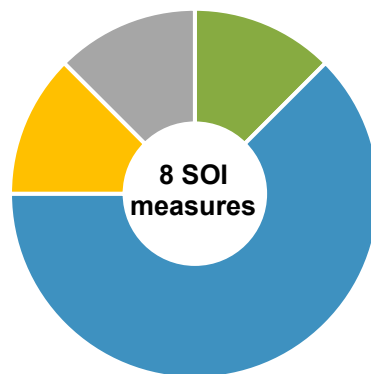
The 8.5% growth in RTN + FTN boardings exceeds the 4.1% growth in total boardings.

- 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

Strategic theme	Measure	SOI 2016/17 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	84%	●				Overall satisfaction with public transport services (84%) is consistent with the September 2015 result (84%).
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%	●				Satisfaction with the quality of roads in Auckland (67%) is down 2 percentage points compared with the September 2015 result (69%).
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%	●				Satisfaction with the quality of footpaths in Auckland (63%) is down 1 percentage point compared with the September 2015 result (64%).
	Percentage of residents satisfied with road safety in the Auckland region	60-65%	●				Satisfaction with road safety in Auckland (67%) is down 2 percentage points compared with the September 2015 result (69%).
	PT punctuality (weighted average across all modes)	93%	●				Public transport weighted average punctuality was 95.4%.
	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	●				The 12 month rolling total to June 2016 is 533, which is on the target trajectory of 533.5.
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●				Target exceeded (12 month rolling average = 88%, SOI target of 85%). Please note that this result does not yet include all customer service requests.
	Local road deaths and serious injuries per 100million vehicle kilometres travelled.	5					No September quarter result.

Summary

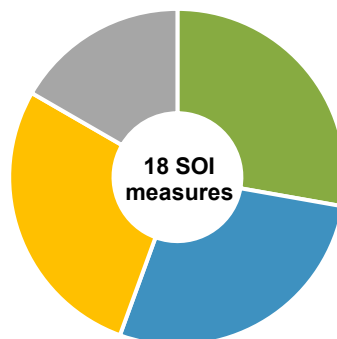


- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

Strategic theme	Measure	SOI 2016/17 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved	●				The 12 month rolling average to September 2016 is 59.0%, which is above the SOI target.
	New cycleways added to regional cycle network	16.4 km	●				YTD completion: 1.1km which is below the trajectory to achieve the target.
	Annual cycle movements in the Auckland city centre	1,847,000	●				YTD completion: 364,042 which is slightly below trajectory to meet SOI target.
	Annual number of cycling trips in designated areas in Auckland (all day)	1.2 million	●				The 12 month rolling total to September 2016 (358,048) is ahead of the trajectory to meet 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	● ● ● ● ● ● ● ● ● ●				Baseline travel times have been maintained on eight of the ten key freight routes monitored under Auckland Transport's SOI.
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 82%					No September quarter result.
		Rural 92%					No September quarter result.
	Percentage of the sealed local road network that is resurfaced	8%	●				Behind trajectory to meet Target. The extremely wet September has delayed the start of our chipsealing for the year.
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%					No September quarter result.

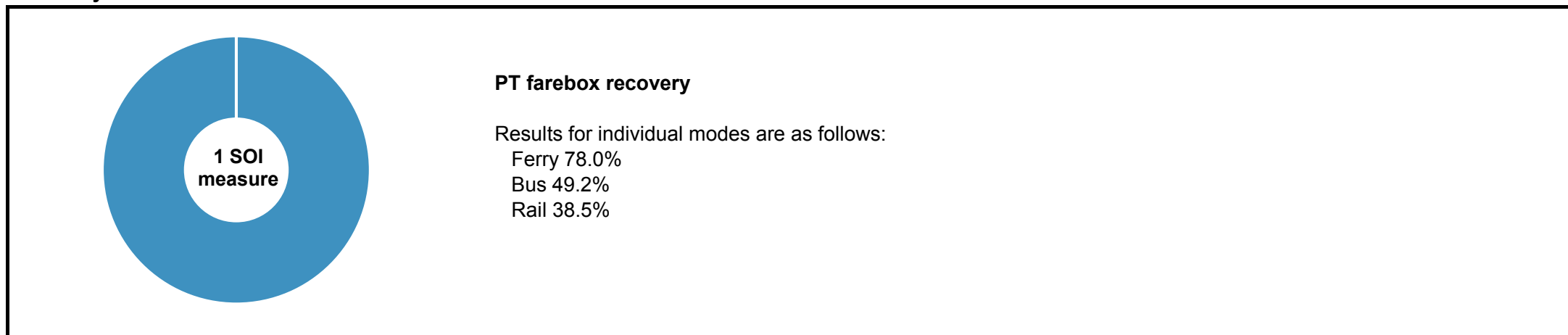
Summary



3.4 Ensure a sustainable funding model

Strategic theme	Measure	SOI 2016/17 Year End Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Measure Commentary
Ensure a sustainable funding model	PT farebox recovery	47-50%	●				Total public transport farebox recovery in September 2016 was 49.0%.

Summary



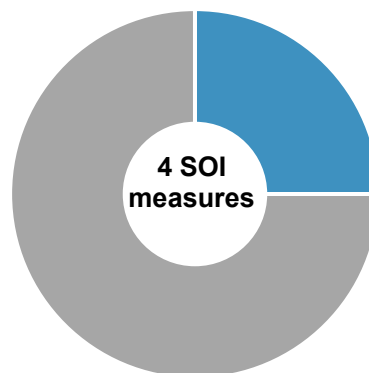
- On target to exceed performance measure (more than 2.5% above target)
- On target to meet performance measure (within +/- 2.5% of target)
- Not on target to meet performance measure (more than 2.5% below target)

■ Data not available

3.5 Develop creative , adaptive, innovative implementation

Strategic theme	Measure	SOI 2016/17 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%	●				September 12 month rolling average: 88.6%.
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%					No September quarter result.
	Active and sustainable transport mode share for morning peak commuters where the Commute programme is implemented	40%					No September quarter result.
	Number of car trips avoided through travel planning initiatives	18,400					No September quarter result.

summary



- 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

Auckland Transport Monthly Indicators Report 2016/17

September 2016

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 2016/17 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	88.97 million	●	●	●										12 month rolling total: 83.7m	Page 12
	Total rail boardings (millions)	19.5 million	●	●	●										12 month rolling total: 17.4m	Page 13
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	●	●	●										8.5% growth in RTN + FTN boardings exceeds 4.1% growth in total boardings.	Page 12
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	84%			●										September result: 84%	Page 14
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%			●										September result: 67%	Page 15
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%			●										September result: 63%	Page 15
	Percentage of residents satisfied with road safety in the Auckland region	60-65%			●										September result: 67%	Page 15
	PT punctuality (weighted average across all modes)	93%	●	●	●										YTD average: 95.5%	Page 16
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved	●	●	●										12 month rolling average: 59.0%	Page 20
	New cycleways added to regional cycle network	16.4 km	●	●	●										YTD completion: 1.1km	Page 24
	Annual number of cycling trips in designated areas in Auckland (all day)	1.2 million	●	●	●										YTD completion: 358,048	Page 24
	Annual cycle movements in the Auckland city centre	1,847,000	●	●	●										YTD completion: 364,042	Page 24
	Travel times on key freight routes	Maintain baseline travel times for the 85th percentile	SEART E SEART W Harris E Harris W GSR N GSR S Kaka E Kaka W Wairau W Wairau E	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ● ● ●									12 month rolling average travel times: SEART E - 11mins SEART W - 10mins Harris E - 11mins Harris W - 10mins GSR N - 12mins GSR S - 11mins Kaka E - 8mins Kaka W - 7mins Wairau W - 8mins Wairau E - 9mins	Page 21-23

- 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 2016/17 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Ensure a sustainable funding model	PT farebox recovery	47-50%	●	●	●										September result: 49.0%	Page 25
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70% - 90%		●											September 12 month rolling average: 88.6%	Page 26
	Number of car trips avoided through travel planning initiatives	18,400													N/A	Page 26

Note: Two targets are not measures until the end of the financial year:

Active and sustainable transport mode share at schools where the Travelwise programme is implemented

Active and sustainable transport mode share for morning peak commuters where the Commute programme is implemented

Local road deaths and serious injuries per 100million vehicle kilometres travelled.

- 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 measures¹

Strategic theme	Measure	SOI 2016/17 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 (End of year target: 528)	●	●	●										12 month rolling total to June 2016: 533	Page 28
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●										12 month rolling average: 88%	Page 28
Build network optimisation and resilience	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 82%													N/A	Page 28
		Rural 92%													N/A	Page 28
	Percentage of the sealed local road network that is resurfaced	8%	●	●	●										Behind trajectory to meet Target.	Page 29
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													N/A	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 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

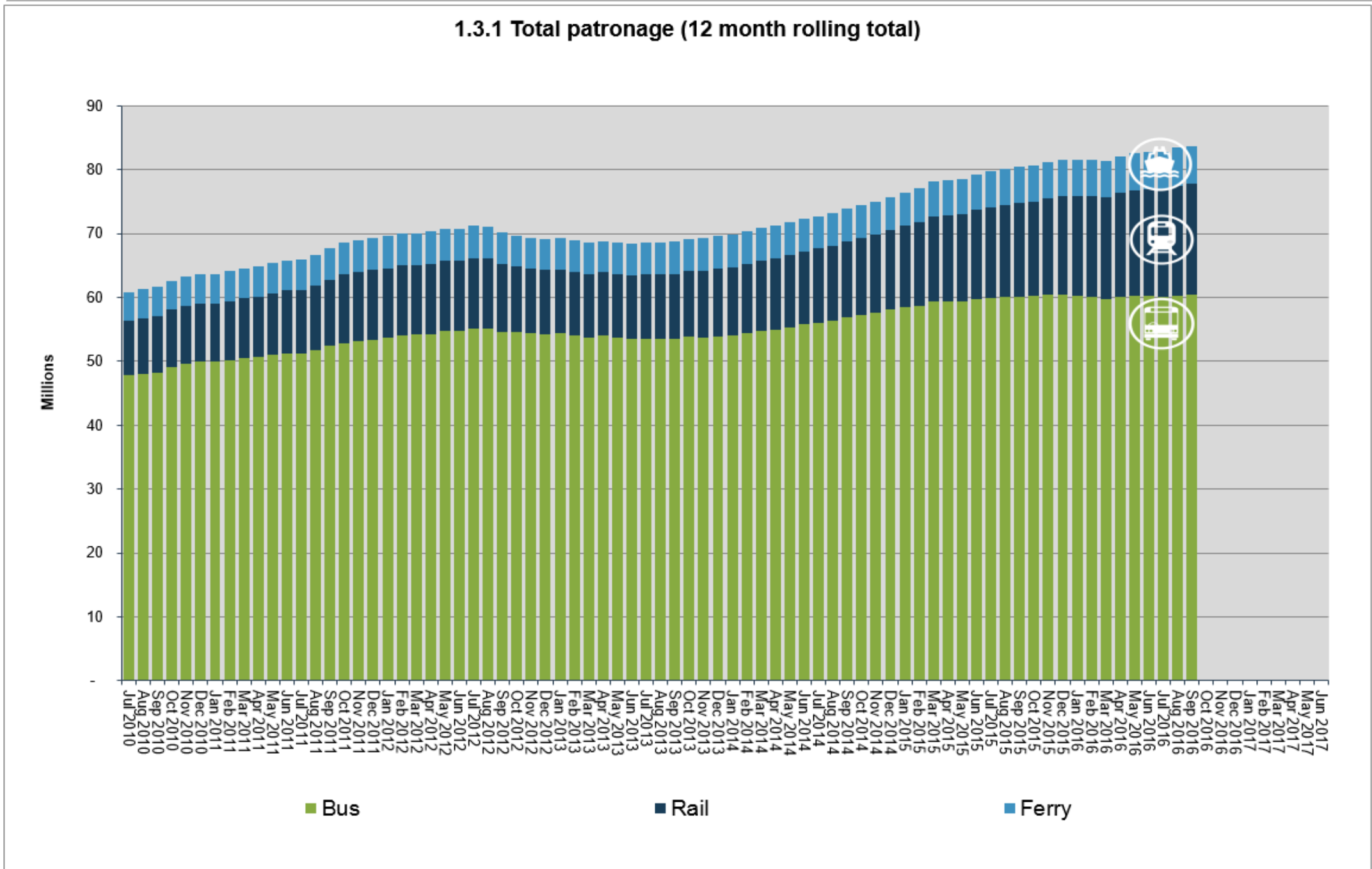
	September - 2016/17 Actual v SOI									
	Month				YTD				SOI 2016/17	Projected Forecast 2016/17
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	5,238,495	↑ 0.4%	5,488,818	↓ -4.6%	15,846,140	↑ 1.0%	16,534,556	↓ -4.2%	63,360,000	62,600,000
2. Train (Rapid) Total:	1,550,925	↑ 13.8%	1,629,162	↓ -4.8%	4,710,489	↑ 14.6%	4,902,304	↓ -3.9%	19,500,000	19,500,000
3. Ferry (Connector Local) Total:	431,524	↑ 6.7%	420,702	↑ 2.6%	1,292,085	↑ 6.9%	1,256,813	↑ 2.8%	6,113,500	6,160,000
Total Patronage	7,220,944	↑ 3.4%	7,538,682	↓ -4.2%	21,848,714	↑ 4.0%	22,693,673	↓ -3.7%	88,973,500	88,260,000
Rapid and Frequent	2,842,260	↑ 7.3%	2,841,586	↑ 0.0%	8,610,700	↑ 7.6%	8,594,925	↑ 0.2%	33,322,000	33,150,183

	September - 2016/17											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	5,238,495	5,218,319	20,176	0.4%	0.4%	60,393,967	0.0%	213,558	0.4%	15,846,140	154,420	1.0%
- Busway (Rapid) Bus	401,442	313,124	88,318	28.2%		4,442,835	2.0%	910,481	25.8%	1,219,939	268,126	28.2%
- Frequent Bus	889,893									2,680,272		
- Connector Local Targeted Bus	3,947,160	3,932,955	14,205	0.4%		46,122,246	0.0%	494,383	1.1%	11,945,929	144,935	1.2%
2. Train (Rapid) Total:	1,550,925	1,362,323	188,602	13.8%	13.8%	17,386,685	1.1%	2,749,682	18.8%	4,710,489	600,192	14.6%
- Western Line	537,811	442,632	95,179	21.5%		6,053,496	1.6%	1,070,596	21.5%	1,642,982	283,344	20.8%
- Eastern Line	425,500	364,165	61,335	16.8%		4,686,175	1.3%	802,006	20.6%	1,283,870	185,083	16.8%
- Onehunga Line	102,109	93,524	8,585	9.2%		1,227,376	0.7%	139,115	12.8%	313,058	29,774	10.5%
- Southern Line	453,791	436,488	17,303	4.0%		5,063,382	0.3%	704,685	16.2%	1,373,554	86,942	6.8%
- Pukekohe Line	31,714	25,514	6,200	24.3%		356,256	1.8%	33,280	10.3%	97,025	15,049	18.4%
3. Ferry (Connector Local) Total:	431,524	404,509	27,015	6.7%	6.7%	5,962,049	0.5%	335,974	6.0%	1,292,085	83,865	6.9%
- Contract	112,929	102,531	10,398	10.1%		1,341,299	0.8%	112,970	9.2%	340,657	26,212	8.3%
- Exempt Services	318,595	301,978	16,617	5.5%		4,620,750	0.4%	223,004	5.1%	951,428	57,653	6.5%
Total Patronage	7,220,944	6,985,151	235,793	3.4%	3.4%	83,742,701	0.3%	3,299,214	4.1%	21,848,714	838,477	4.0%
Rapid and Frequent	2,842,260	2,647,687	194,573	7.3%		31,658,342	0.4%	2,468,770	8.5%	8,610,700	609,677	7.6%
Connector Local Targeted	4,378,684	4,337,464	41,220	1.0%		52,084,295	0.1%	830,356	1.6%	13,238,014	228,800	1.8%
Total Patronage	7,220,944	6,985,151	235,793	3.4%	3.4%	83,742,637	0.3%	3,299,214	4.1%	21,848,714	838,477	4.0%

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

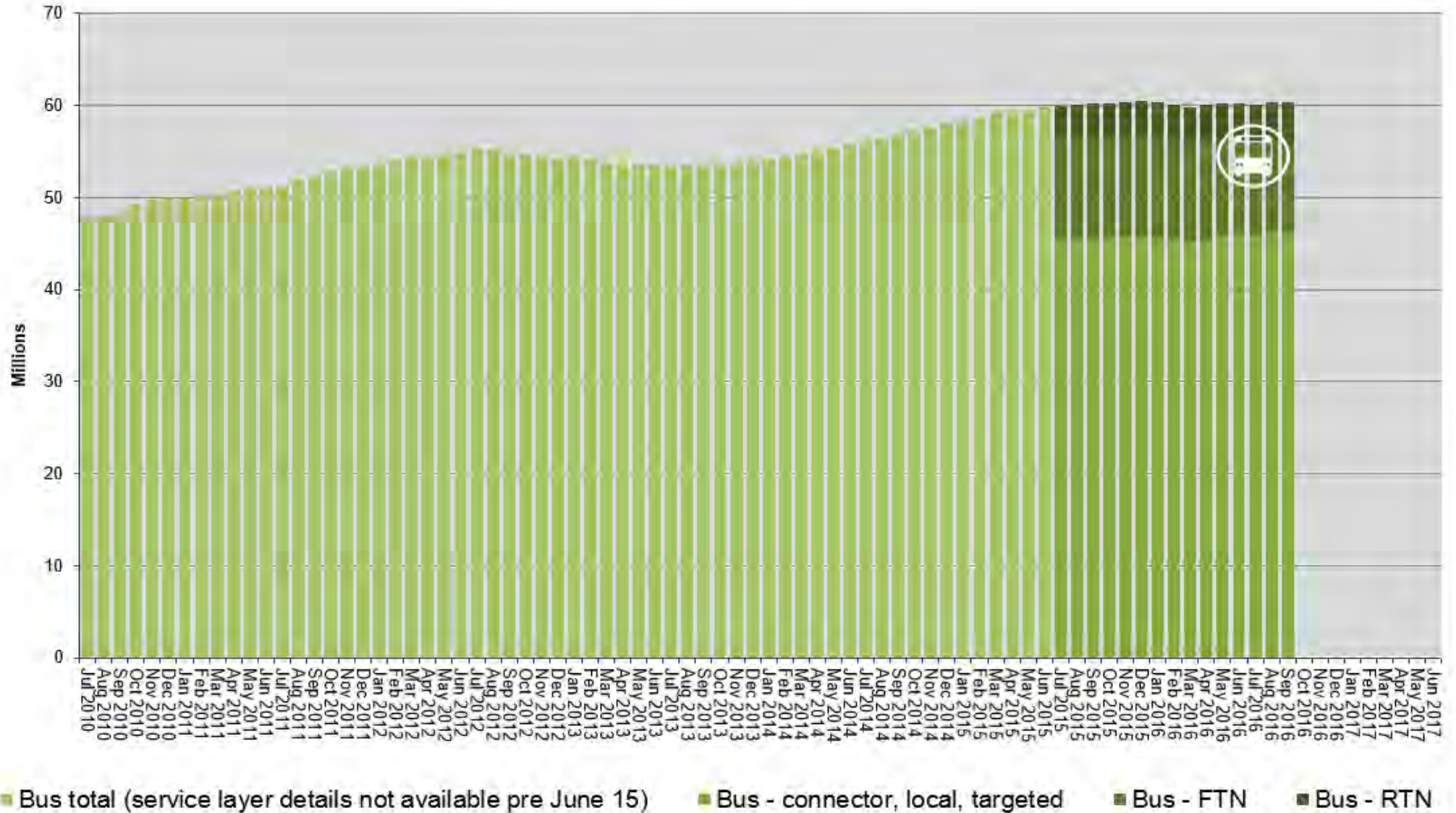
Rapid & Frequent - Can only measure accurately frequent services for current actuals as they are often part of larger services with new systems from Dec 2015. Splitting Bus Patronage into its service layers requires origin and destination data and timetables. Change of source data for accuracy and automation from printed timetables to real time timetables, which has lowered the number of frequent services.

1.3 AT Metro patronage breakdown

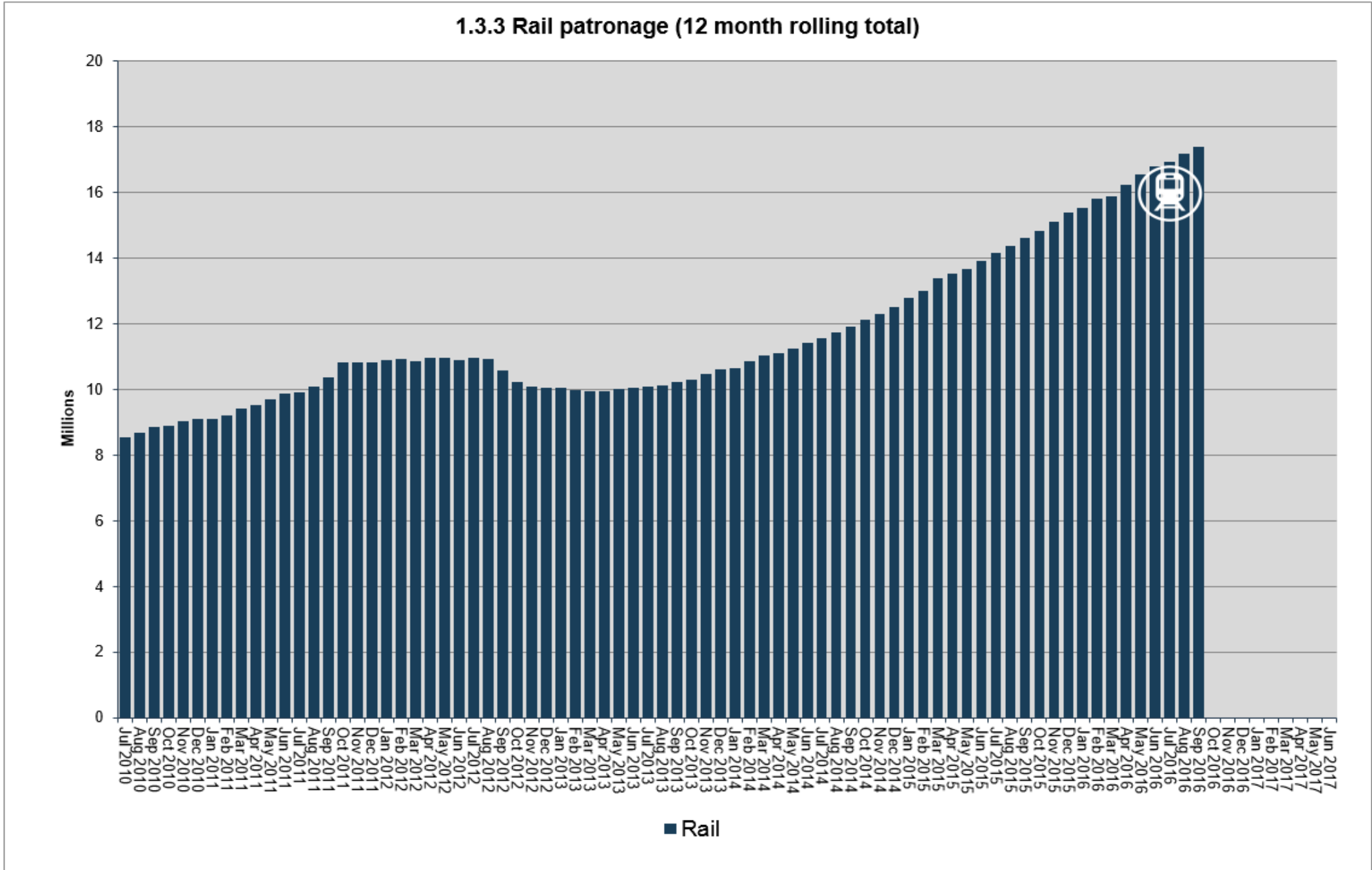


1.3 AT Metro patronage breakdown

1.3.2 Bus patronage (12 month rolling total)

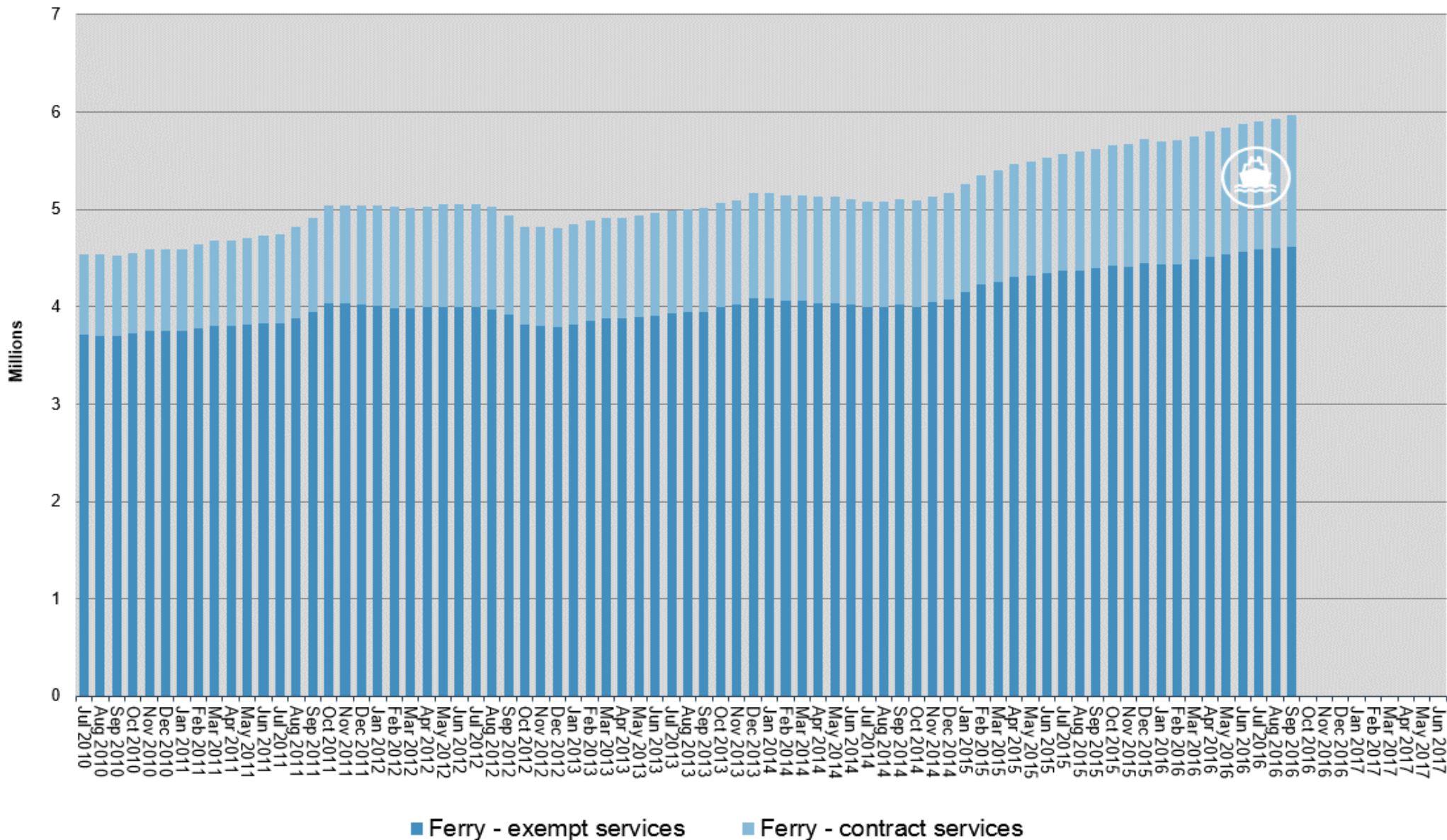


1.3 AT Metro patronage breakdown



1.3 AT Metro patronage breakdown

1.3.4 Ferry patronage (12 month rolling total)



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

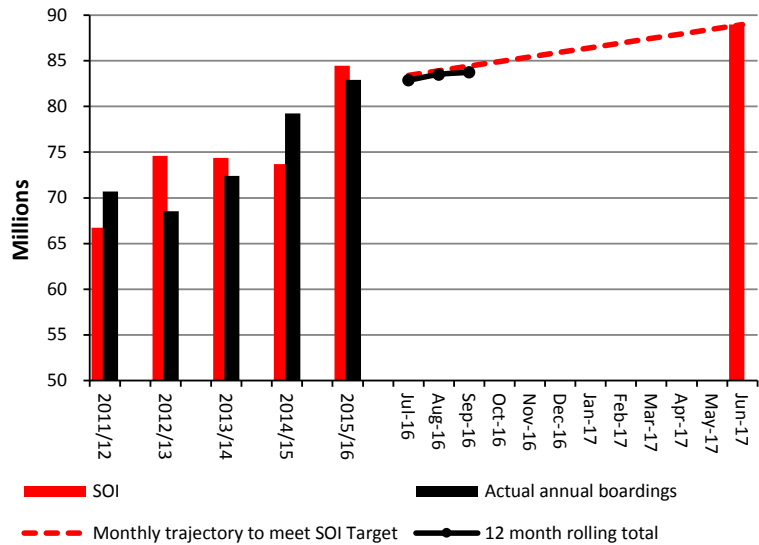
3. DIA mandatory measures

4. AT monthly activity report

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

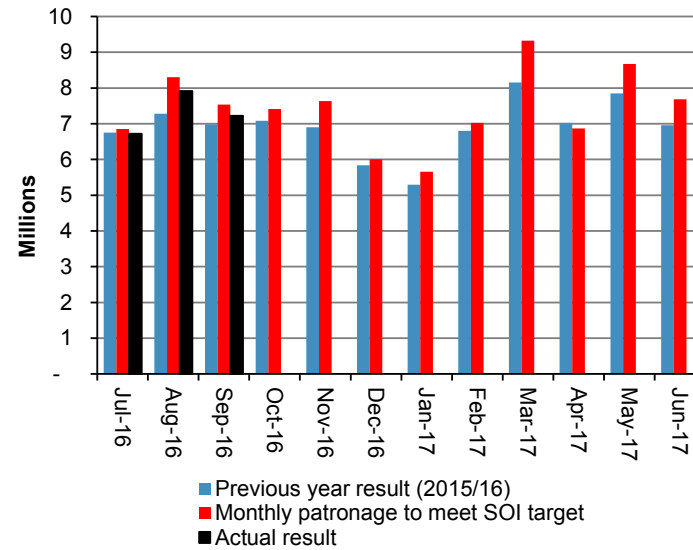
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



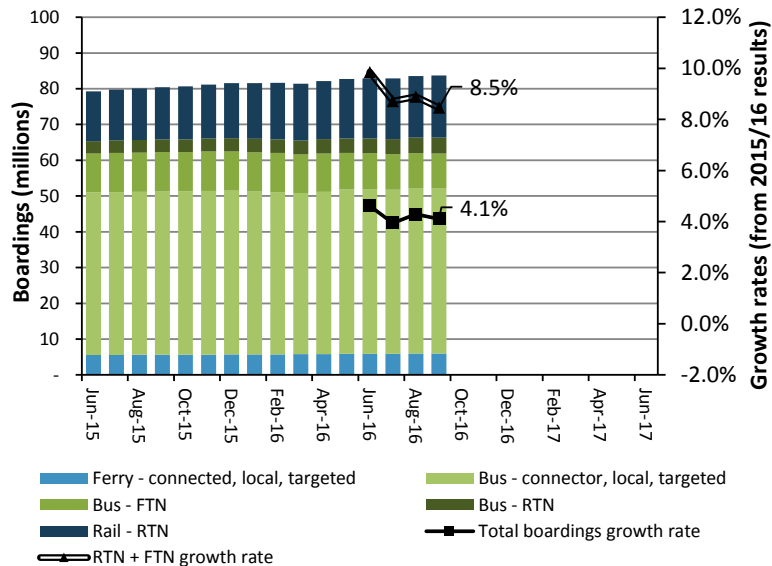
PT patronage totalled 83,742,637 passenger boardings for the 12 months to September 2016, an increase of 0.3% on the 12 months to August 2016 and an increase of 4.1% on the 12 months to September 2015.

2.1.2 Monthly public transport boardings (millions)



September monthly patronage was 7,220,944 an increase of 3.4% (235,793 boardings) on September 2015, normalised to an increase of ~+3.4% once adjustments are made to take into account special events and the number of business and weekend days in the month.

2.1.3 Boardings on rapid or frequent network



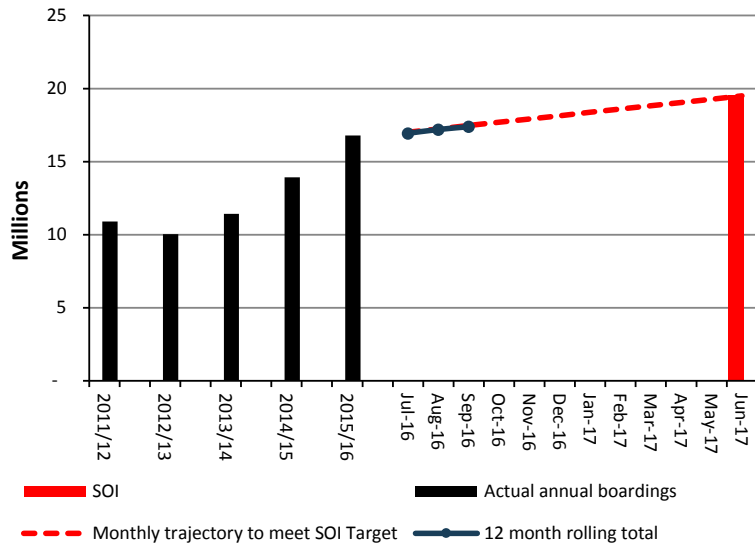
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

This figure shows the 12 month rolling total of patronage for each PT service layer. Rates of growth are based on the 12 month rolling total to September 2016 compared to the 12 month rolling total to September 2015.

RTN + FTN patronage increased by 8.5% for the 12 months to September 2016, a faster rate than total patronage which increased by 4.1%.

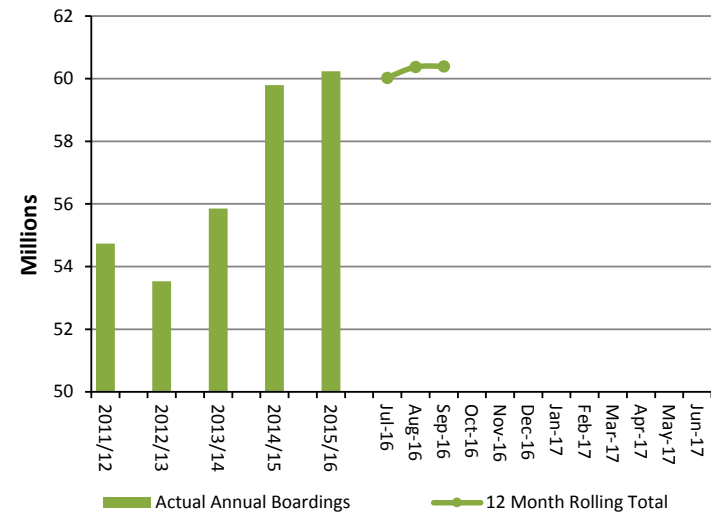
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



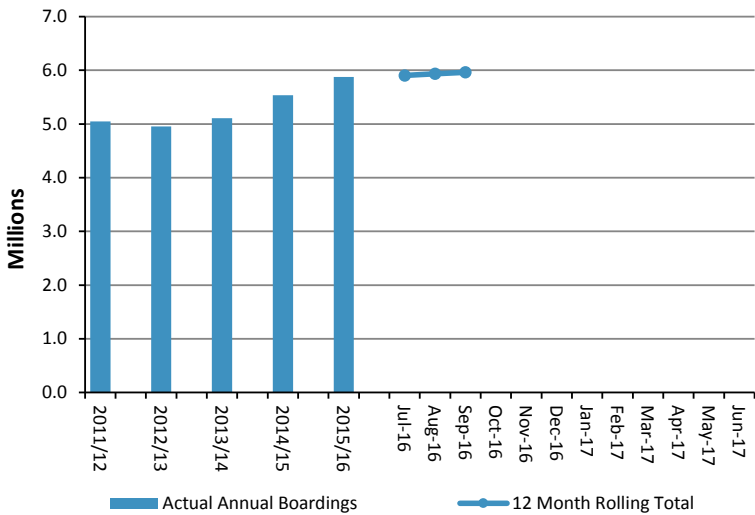
Rail patronage totalled 17,386,685 passenger boardings for the 12 months to September 2016, an increase of 1.1% on the 12 months to August 2016 and 18.8% on the 12 months to September 2015.

2.1.5 Bus boardings (12 month rolling total)



Total bus patronage totalled 60,393,967 passenger boardings for the 12 months to September 2016, no change on the 12 months to August 2016 and 0.4% on the 12 months to September 2015.

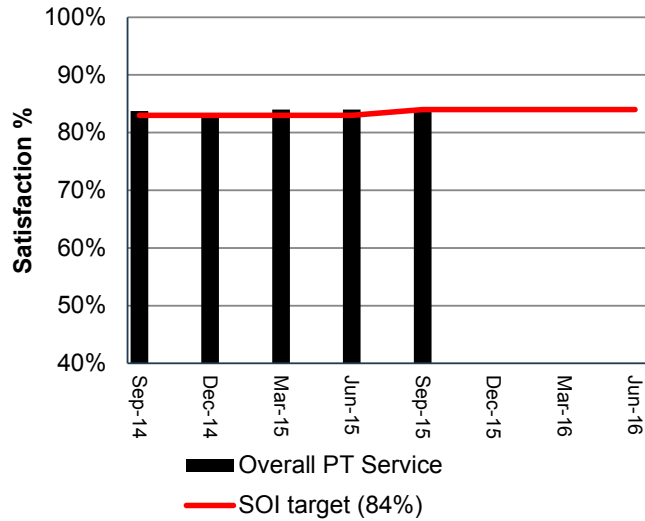
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 5,962,049 passenger boardings for the 12 months to September 2016, an increase of 0.5% on the 12 months to August 2016 and 6.0% on the 12 months to September 2015.

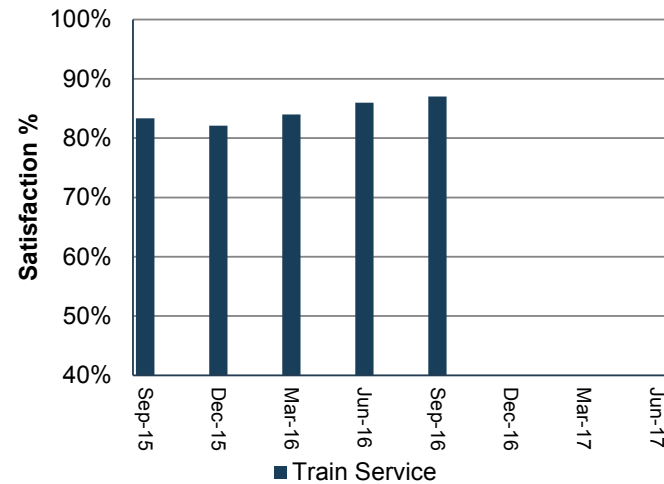
2.2 Transform and elevate customer focus and experience

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



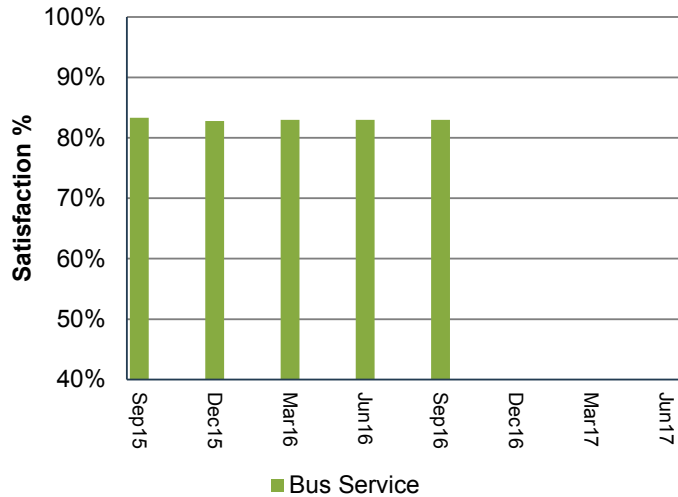
Overall satisfaction with public transport services (84%) is consistent with the June 2016 result (84%).
Satisfaction is the same compared to the September 2015 result.

2.2.2 Percentage of passengers satisfied with their train service



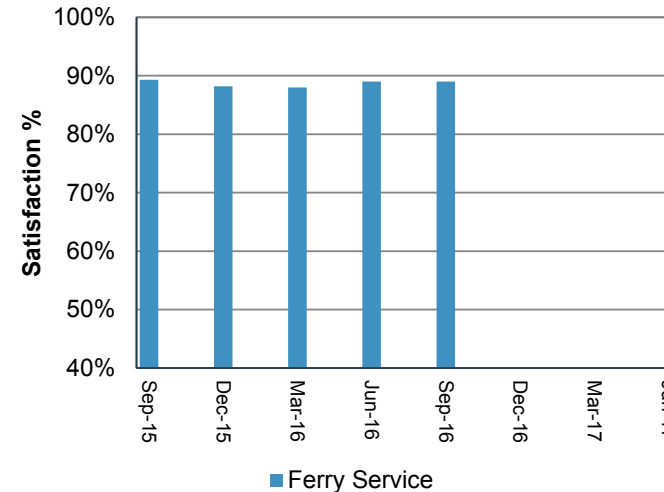
Satisfaction with train services (87%) is up 1% compared with the June 2016 result (86%).
Satisfaction is up 4% compared to the September 2015 result.

2.2.3 Percentage of passengers satisfied with their bus service



Satisfaction with bus services (83%) is consistent with the June 2016 result (83%).
Satisfaction is the same compared to the September 2015 result.

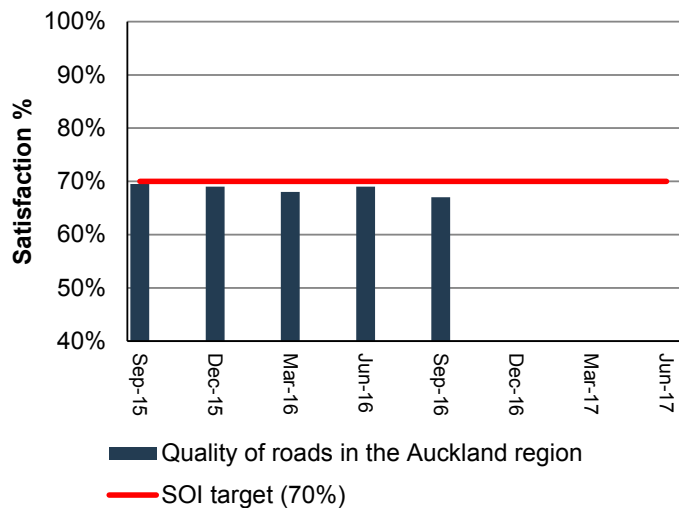
2.2.4 Percentage of passengers satisfied with their ferry service



Satisfaction with ferry services (89%) is consistent with the June 2016 result (89%).
Satisfaction is the same compared to the September 2015 result.

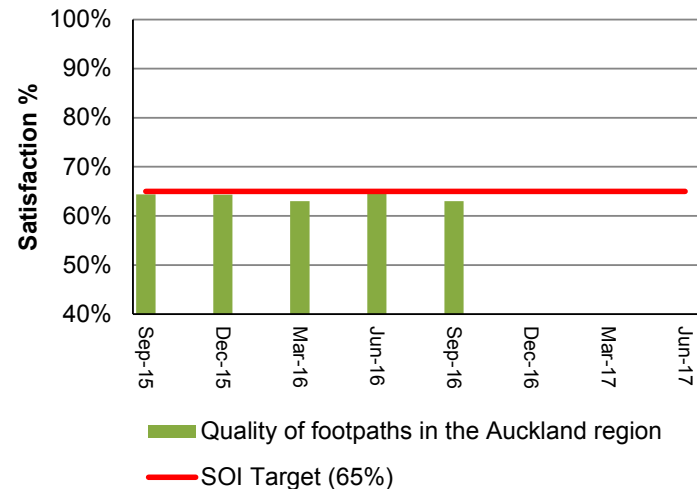
2.2 Transform and elevate customer focus and experience

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



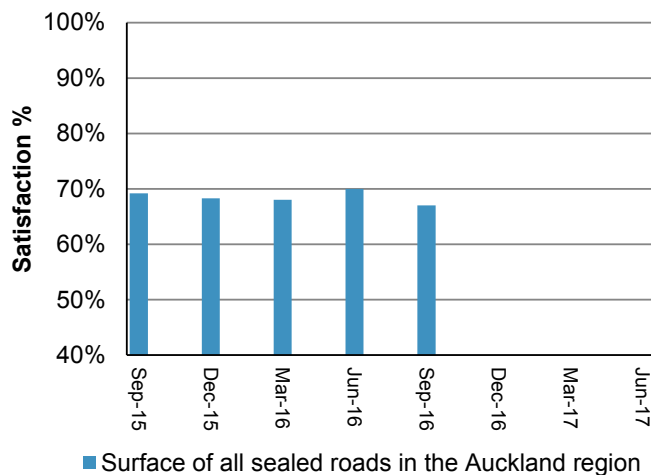
Satisfaction with the quality of roads in Auckland (67%) is down 2% compared with the June 2016 result (69%).
Satisfaction is down 2% compared to the September 2015 result.

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



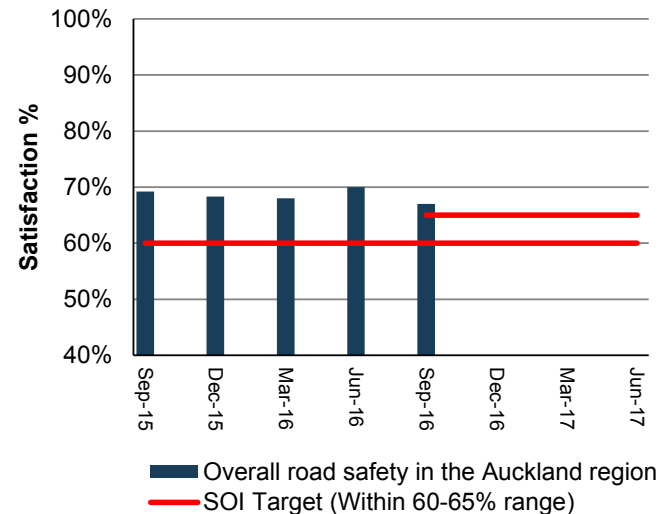
Satisfaction with the quality of footpaths in Auckland (63%) is down 2% compared with the June 2016 result (65%).
Satisfaction is down 1% compared to the September 2015 result.

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 (67%) is down 3% compared with the June 2016 result (70%).
Satisfaction is down 2% compared to the June 2015 result.

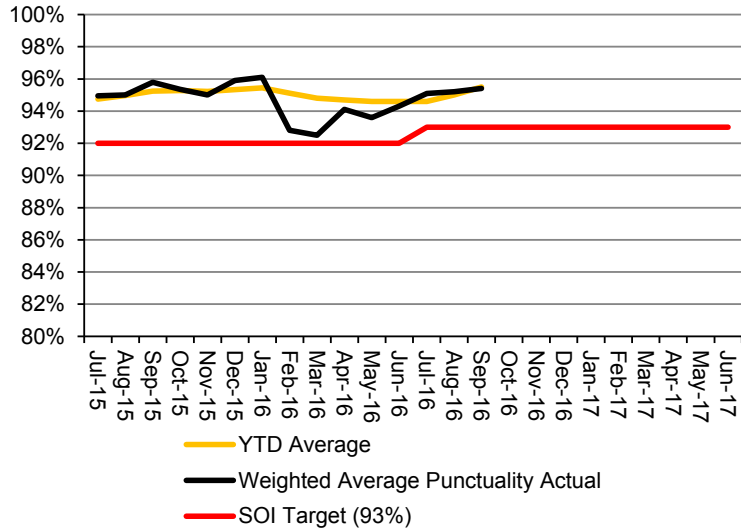
2.2.8 Percentage of residents satisfied with road safety in the Auckland region



Satisfaction with road safety in Auckland (67%) is down 3% compared with the June 2016 result (70%).
Satisfaction is down 2% compared to the June 2015 result.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

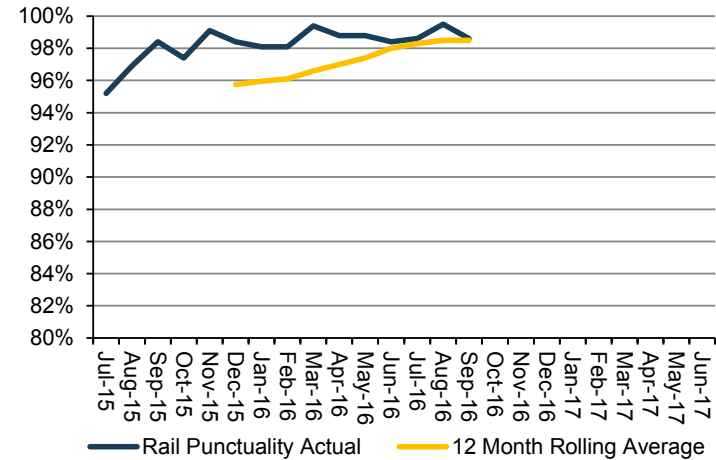


Target met (YTD average in September 2016 = 95.5%, SOI target of 93%).

PT weighted average punctuality in the month of September 2016 was 95.4%.

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

2.2.10 Rail services punctuality

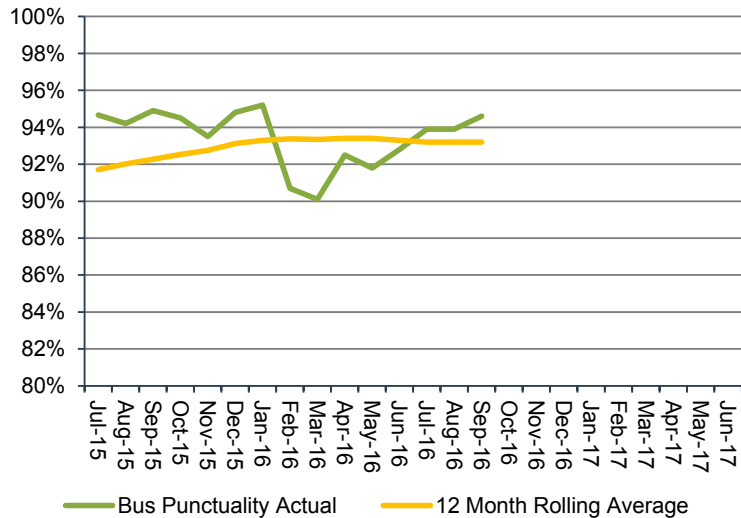


Rail service punctuality in September 2016 was 98.6%, compared to 98.5% in the 12 months to September 2016.

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

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

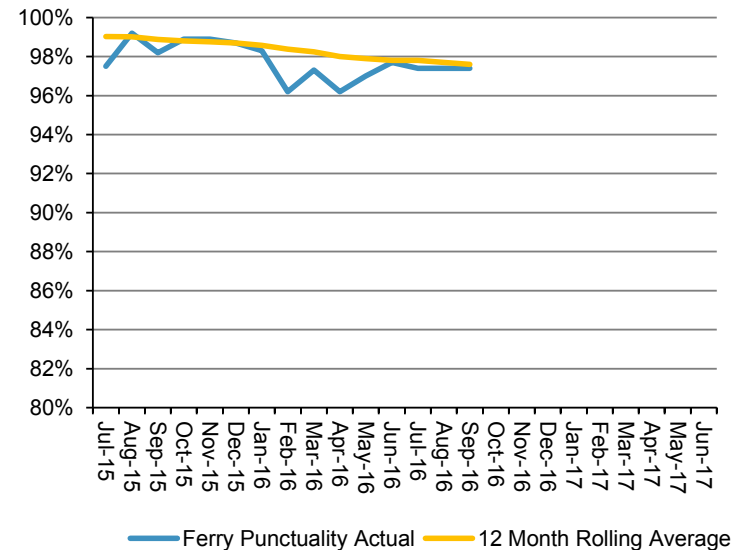


Bus service punctuality in September 2016 was 94.6%, compared to 93.2% in the 12 months to September 2016.

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

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

2.2.12 Ferry services punctuality

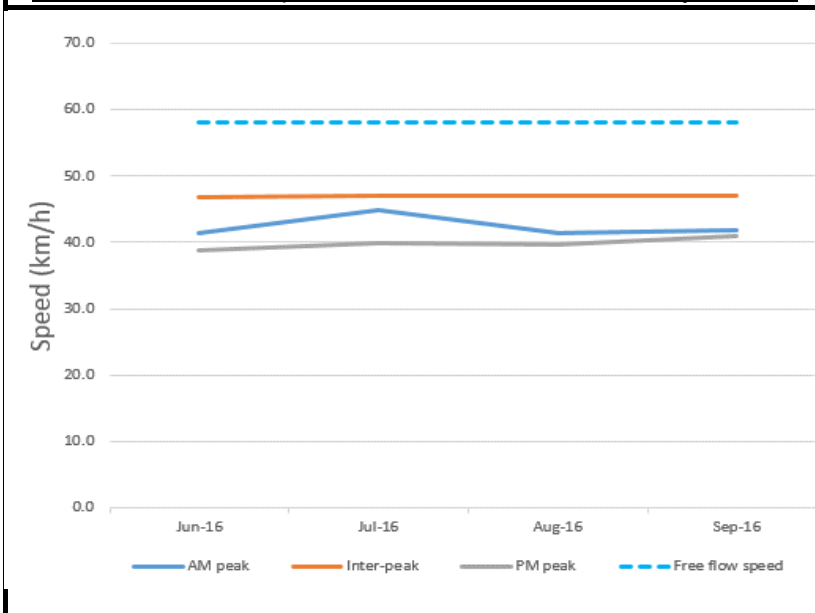


Ferry service punctuality in September 2016 was 97.4%, compared to 97.6% in the 12 months to September 2016.

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

2.3 Build network optimisation and resilience

2.3.1 Median travel speed across arterial and motorway network

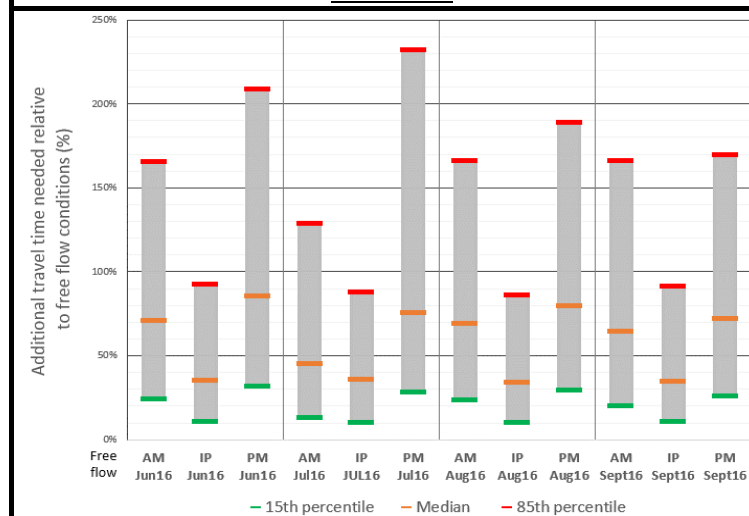


This graph shows median travel speed across the arterial and motorway networks during the morning peak, interpeak and afternoon peak periods.

The average free flow speed of 54.2 kilometers per hour has also been provided as a comparator.

During September 2016, the median travel speed during the morning peak was 41.9 kilometers per hour.

2.3.2 Delay: additional travel time needed to free flow conditions

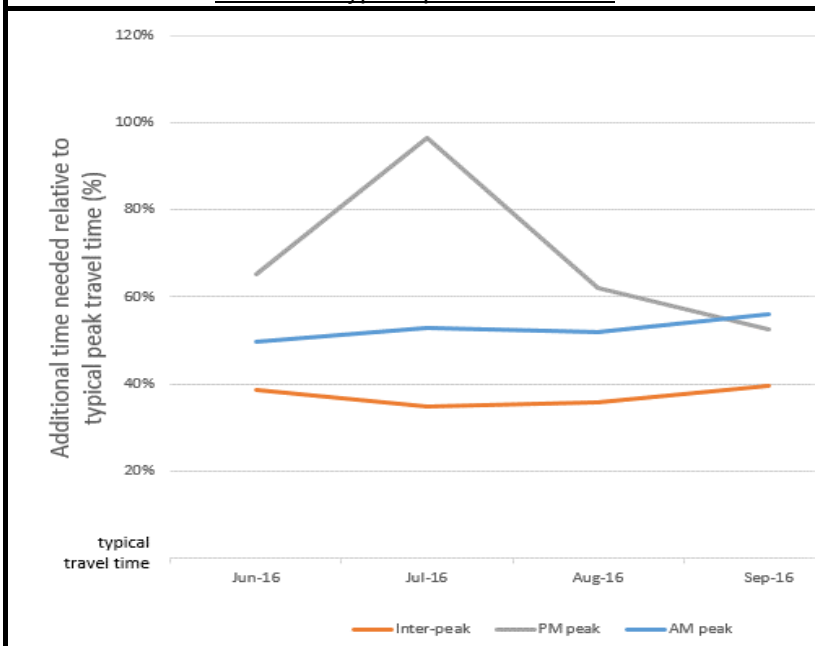


This graph shows morning peak, inter-peak and afternoon peak travel times for the 15th percentile, typical (median) and 85th percentile* trips on the arterial and motorway networks, relative to free flow conditions. During the September 2016 morning peak, 15th percentile delay was 20%, typical delay was 64% while the 85th percentile delay was 166%.

If an arterial trip took 10 minutes during free flow, a motorist would therefore need to allow 27 minutes to be 85% sure of arriving on time during the morning peak.

*15% of trips will take less than the 15th percentile travel time, while 85% of all trips will take less than the 85th percentile time.

2.3.3 Morning peak reliability: additional travel time buffer needed relative to typical peak travel time



This graph shows the difference between the typical (median) travel time and the 85th percentile* travel time, on the arterial and motorway networks network, for the morning peak, interpeak and afternoon peak.

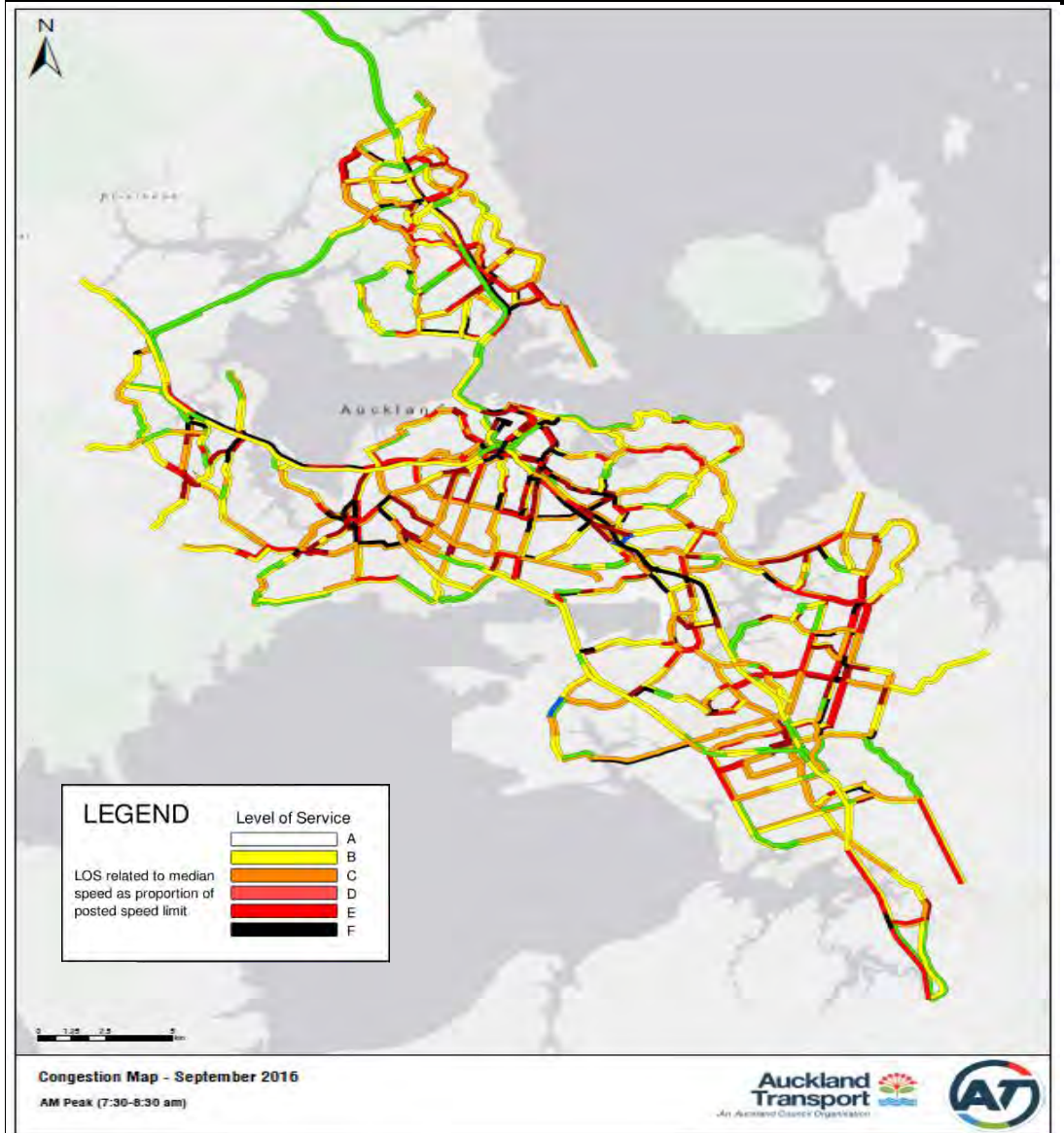
This is a measure of reliability.

During the September 2016 peak, the 85th percentile was 156% of the typical travel time. If a typical morning peak journey took 20 minutes, a motorist would therefore need to allow 31.2 minutes to be 85% certain of arriving on time.

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

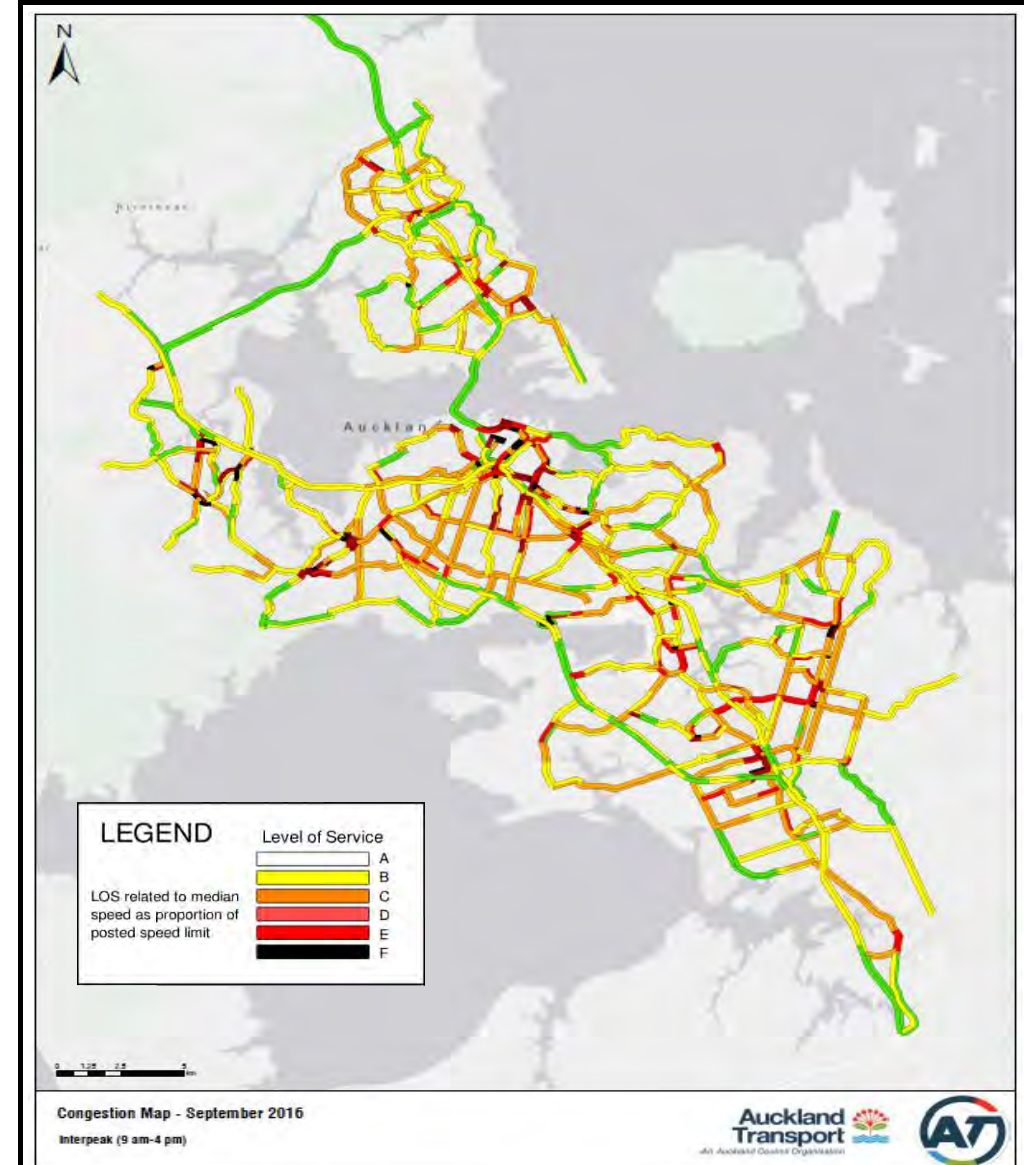
2.3 Build network optimisation and resilience

2.3.4 Congestion map AM Peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30-8.30) for September 2016. See the *AM peak arterial road level of service* graph (2.3.5) for an explanation of the levels of service.

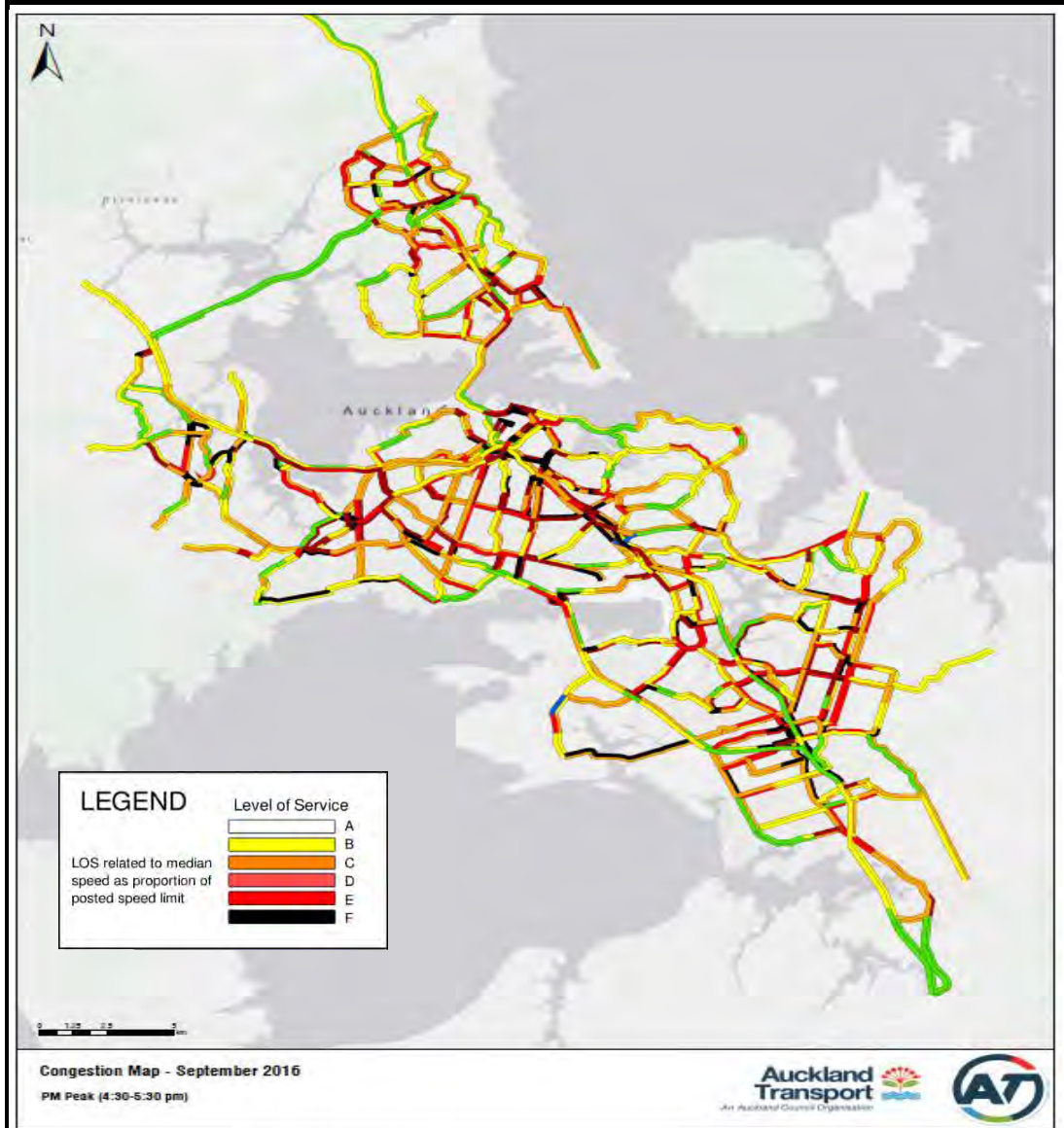
2.3.5 Congestion Map Inter peak



This map shows the typical level of service across the arterial and motorway networks during the Interpeak hour (9 am - 4 pm) for September 2016. See the *AM peak arterial road level of service* graph (2.3.5) for an explanation of the levels of service.

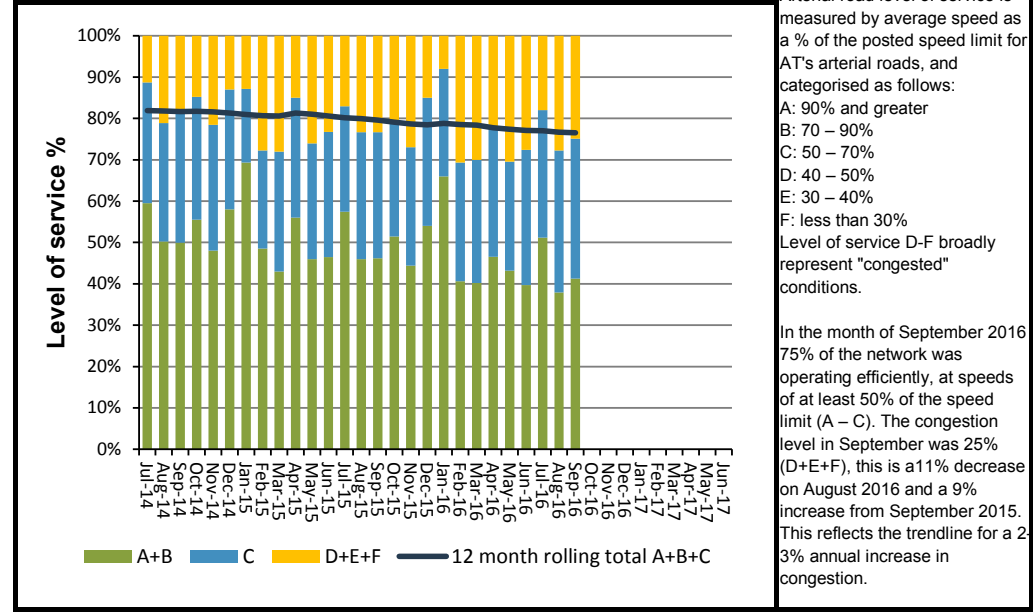
2.3 Build network optimisation and resilience

2.3.6 Congestion map PM Peak



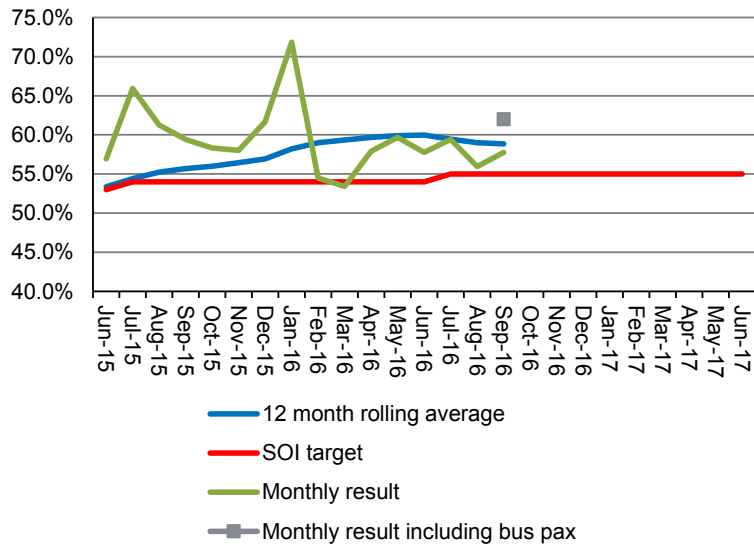
This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30-5.30) for September 2016. See the AM peak arterial road level of service graph (2.3.5) for an explanation of the levels of service.

2.3.7 AM peak arterial road level of service



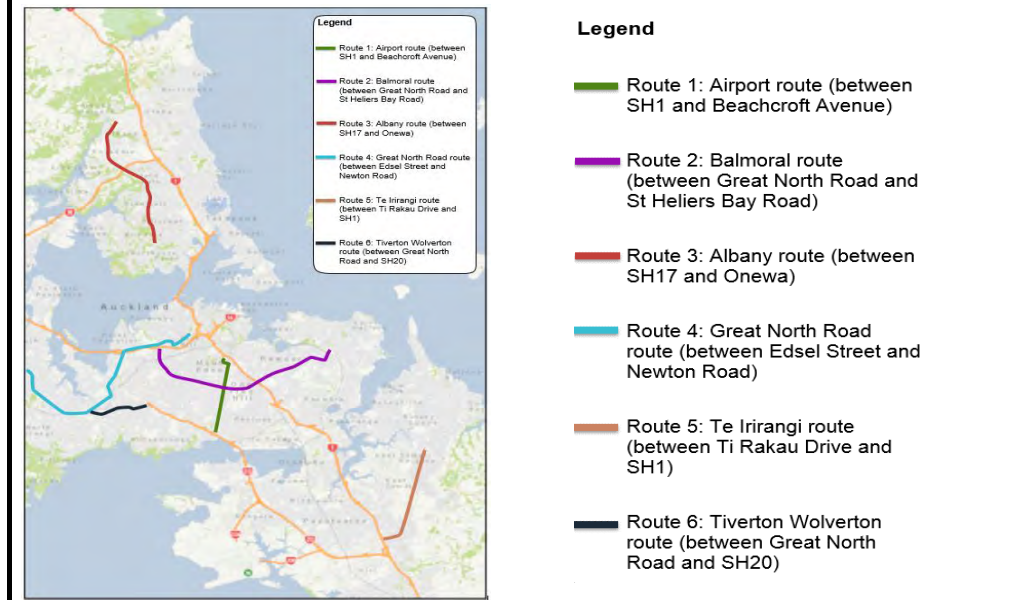
2.3 Build network optimisation and resilience

2.3.8 Arterial road productivity

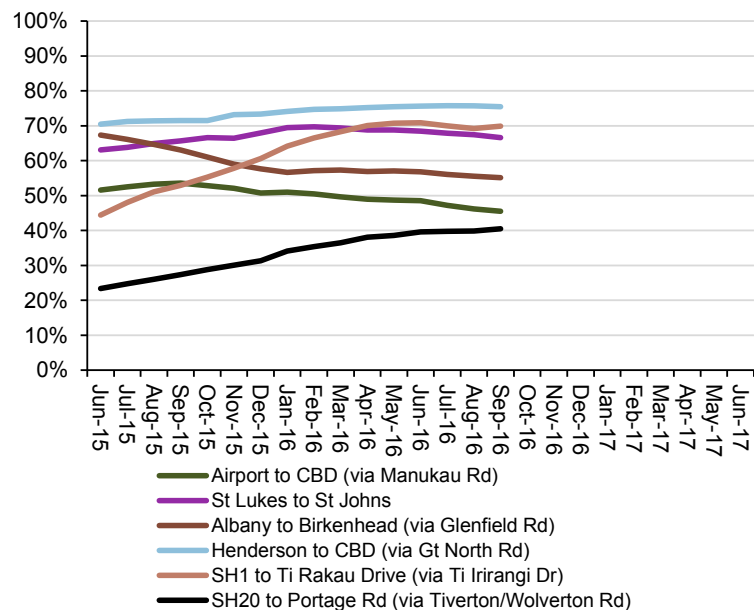


Target exceeded (12 month rolling average in September 2016 = 59%, SOI target of 55%). Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of the number of vehicles, their average journey speed and average vehicle occupancy. Average vehicle occupancy is currently based on private vehicle occupancy rates. With improved data, we can now track bus passenger occupancy. A separate monthly figure has been added which includes bus passengers. The six key arterial routes that make up this measure are shown in figure 2.3.2 and results for each route are identified in figure 2.3.3 below.

2.3.9 Map showing arterial productivity routes



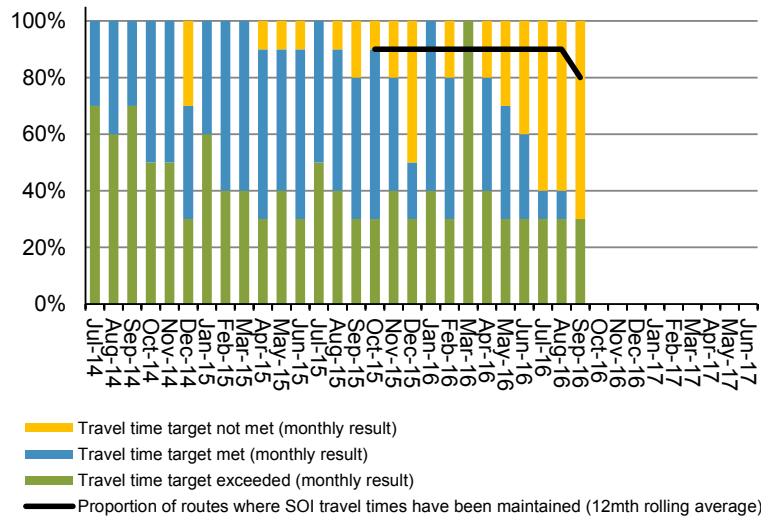
2.3.10 Arterial productivity - 12 month rolling average for each route



This figure illustrates the 12 month rolling average productivity results for each of the routes that make up the SOI measure provided in figure 2.3.1 above.

2.3 Build network optimisation and resilience

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



For the 12 months to September 2016, baseline travel times were maintained on eight of the ten key freight routes monitored under AT's SOI (the exception being Great South Road northbound).

In the month of September 2016, baseline travel times were maintained on three of the ten routes.

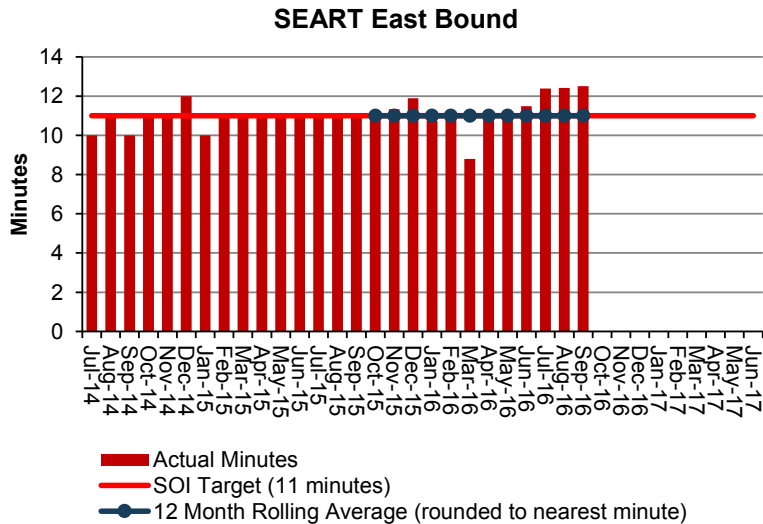
2.3.12 Map showing key freight routes



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

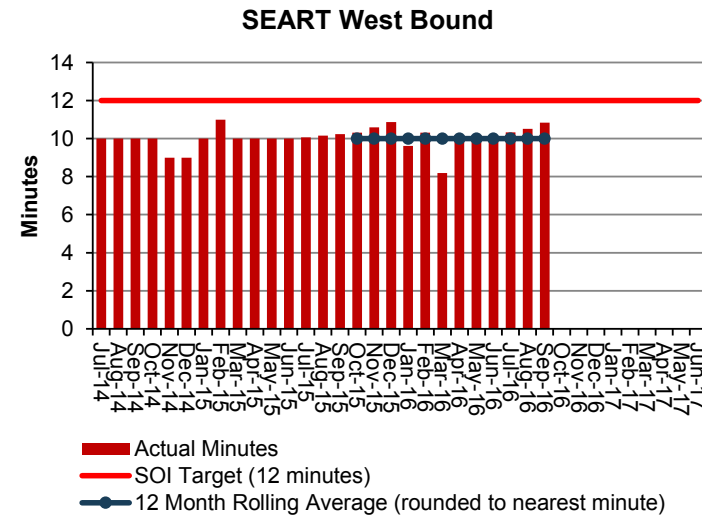
2.3.13 SEART (from Sylvia Park to East Tamaki)



Target not met in September 2016

Target met for 12 months to September 2016

2.3.14 SEART (from East Tamaki to Sylvia Park)



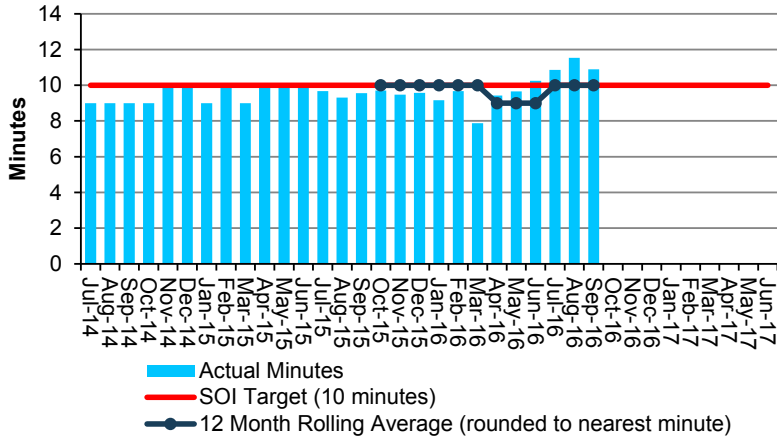
Target exceeded in September 2016

Target exceeded for 12 months to September 2016

2.3 Build network optimisation and resilience

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

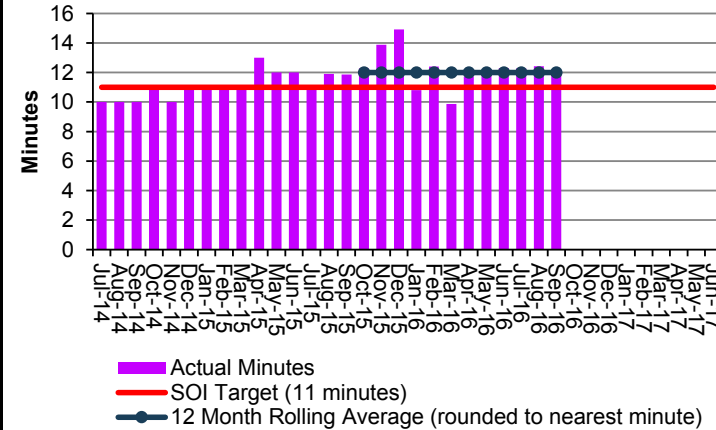
Harris Rd West Bound



Target not met in September 2016
Target met for 12 months to September 2016

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

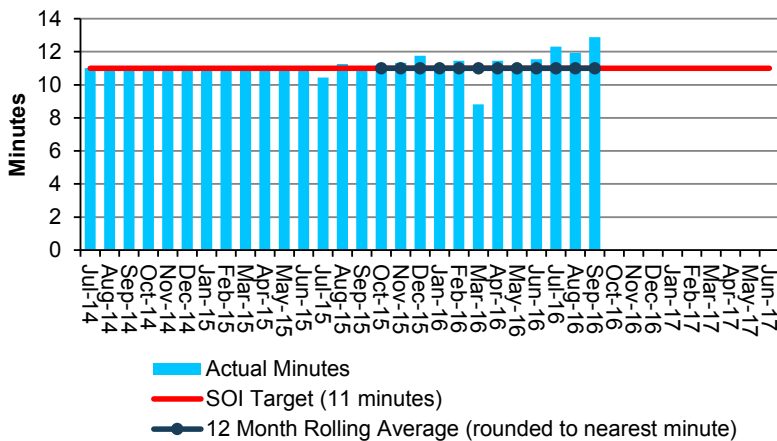
Great South Road North Bound



Target not met in September 2016
Target not met for 12 months to September 2016
Actions have been undertaken to better understand and solve previous delays on this route, including installing CCTV cameras at the Great South Road / SEART intersection, undertaking traffic signal improvements, and detailed investigation on solving the queuing issue. Close monitoring of this intersection will be continued.

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

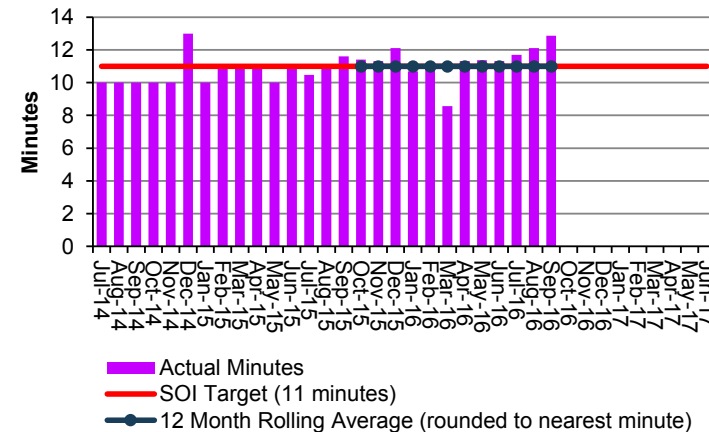
Harris Rd East Bound



Target not met in September 2016
Target met for 12 months to September 2016

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

Great South Rd South Bound

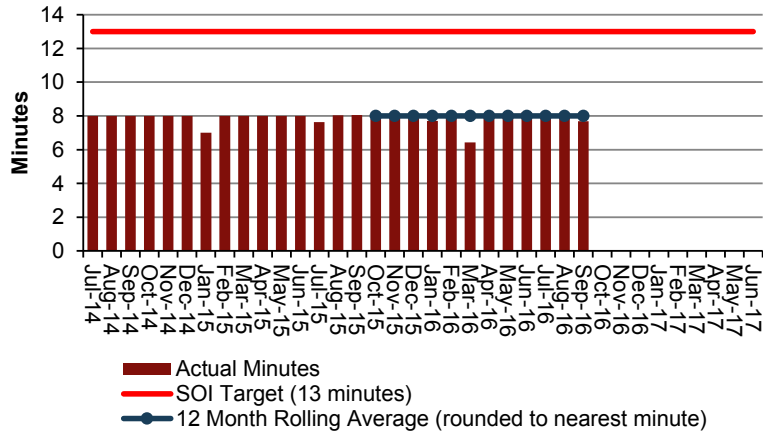


Target not met in September 2016
Target met for 12 months to September 2016

2.3 Build network optimisation and resilience

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

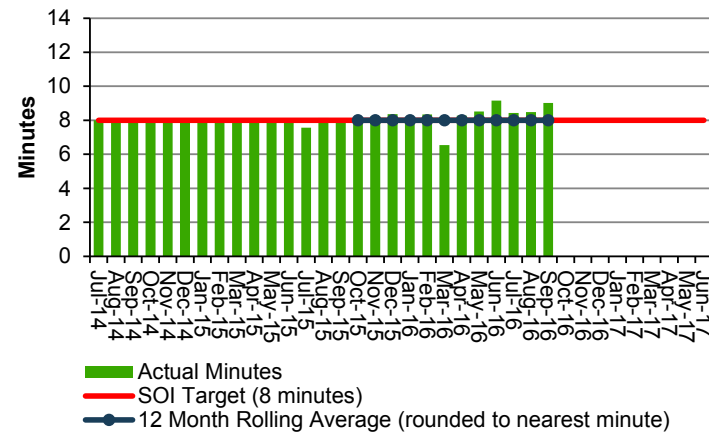
Kaka St East Bound



Target exceeded in September 2016
 Target exceeded for 12 months to September 2016

2.3.20 Wairau Rd (from SH1 to SH18)

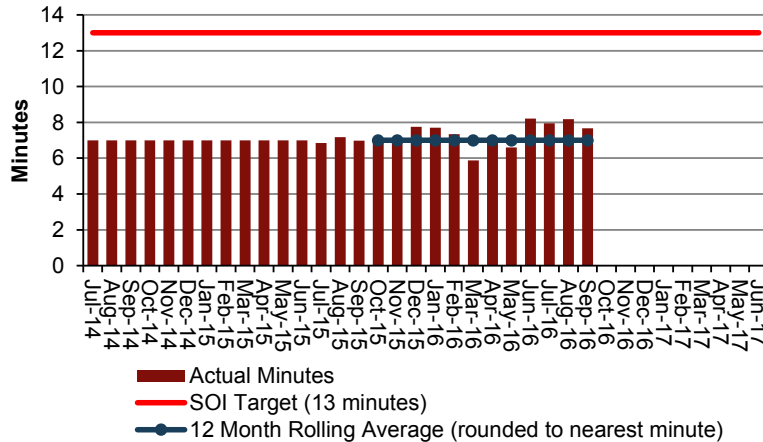
Wairau Rd West Bound



Target not met in September 2016
 Target met for 12 months to September 2016

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

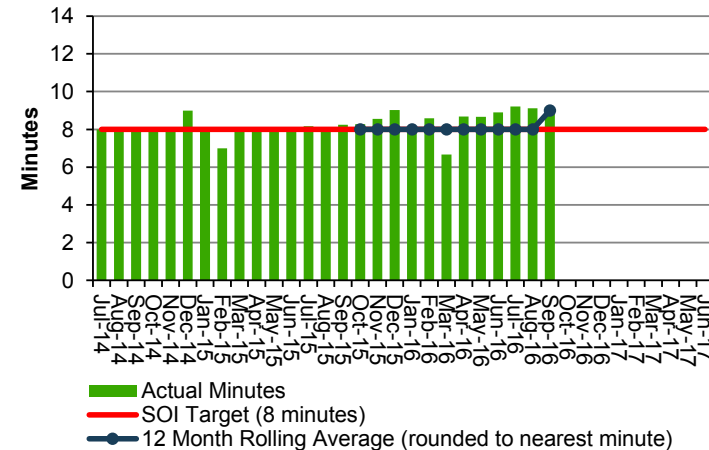
Kaka St West Bound



Target exceeded in September 2016
 Target exceeded for 12 months to September 2016

2.3.22 Wairau Rd (from SH18 to SH1)

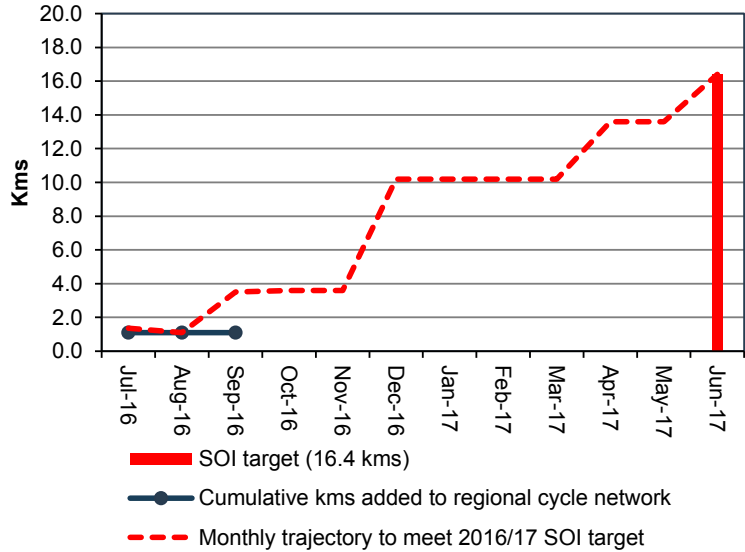
Wairau Rd East Bound



Target not met in September 2016
 Target not met for 12 months to August 2016

2.3 Build network optimisation and resilience

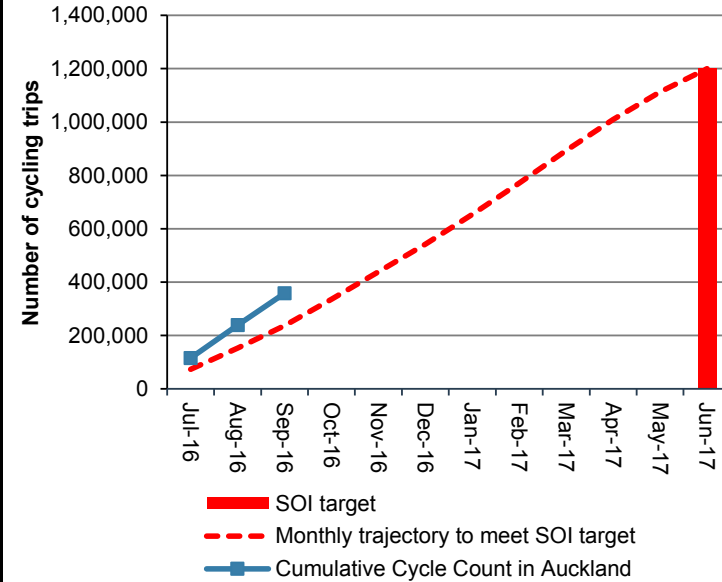
2.3.23 New cycleways added to regional cycle network (km)



No new cycle ways added for the month of September. Monthly projections vary to align with planned works.

YTD completion = 1.1 km, SOI target = 16.4km.

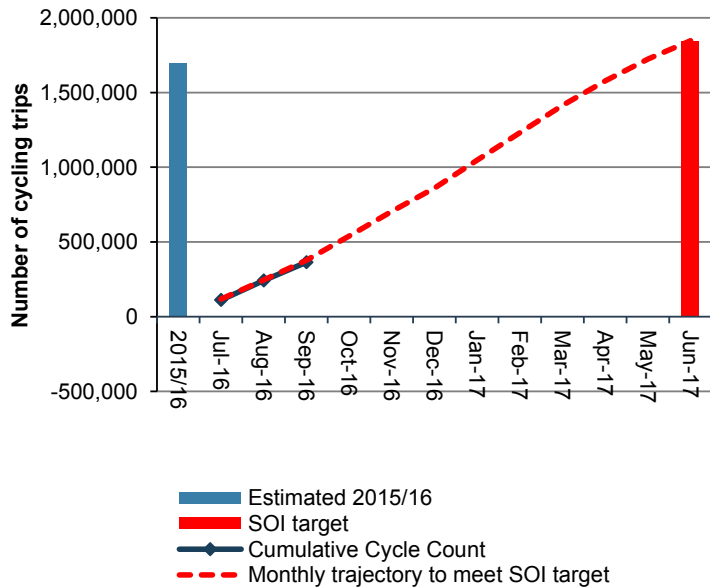
2.3.24 Annual number of cycling trips in designated areas (all day)



Target exceeded, 119,142 cycle trips were recorded in September 2016. YTD completion: 358,048.

AT counts cyclists at 14 key sites around the region: Upper Harbour Drive, Great South Road, Highbrook, Lake Road, North-Western cycleway Kingsland and Te Atatu, Orewa Cycleway, Tamaki Drive (E/bound), Twin Streams path, Tamaki Drive (west side of the road), Mangere Bridge, SH20 Dominion Road, East Coast Road and Lagoon Drive.

2.3.25 Annual cycle movements in the Auckland city centre



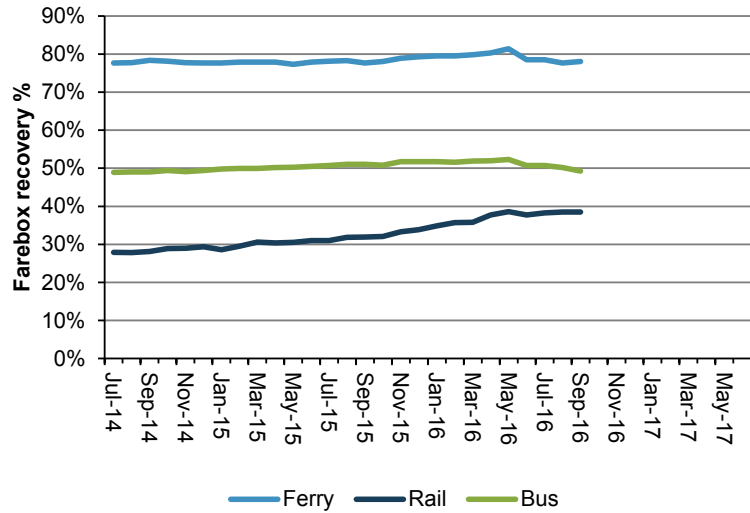
Target not met. 122,697 cycle counts were recorded for the month of September 2016.

YTD completion = 364,042 cycle counts.

AT counts cyclists at 13 counters situated around the Auckland city centre as follows: Curran Street, Te Wero Bridge, Quay Street, Beach Road, Grafton Gully, Grafton Road, Grafton Bridge, Symonds Street, Upper Queen Street, Canada Street (until December 2015) / Light Path (from December 2015), Karangahape Road, Hopetoun Street, Victoria Street West.

2.4 Ensure a sustainable funding model

2.4.1 PT farebox recovery

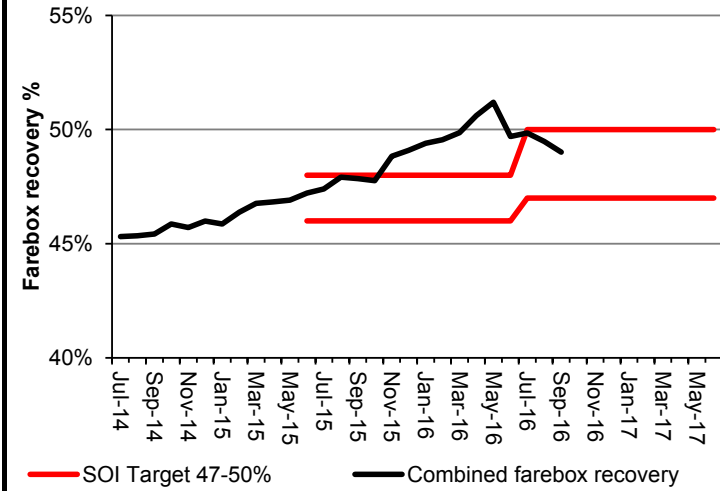


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios in September 2016 (and comparable 2015 results) are:

- Ferry 78.0% (77.7%)
- Bus 49.2% (51.1%)
- Rail 38.5% (31.9%)

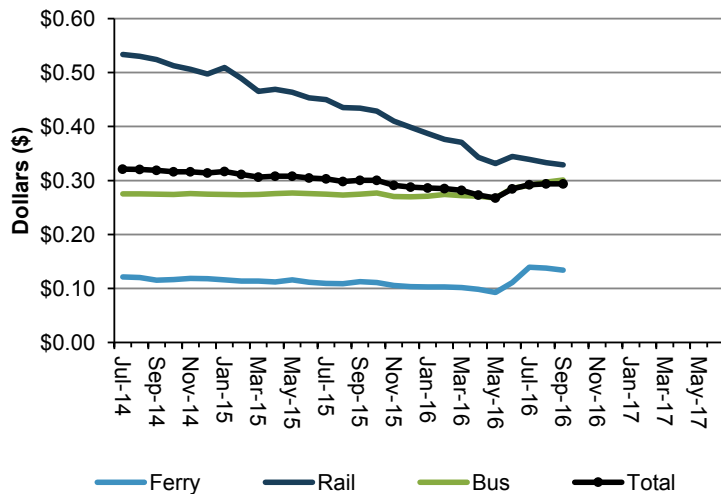
2.4.2 PT farebox recovery (combined result with SOI measure)



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

Total PT farebox recovery ratio in September 2016 was 49.0%. This compares to 47.9% in September 2015.

2.4.3 PT subsidy per passenger kilometre



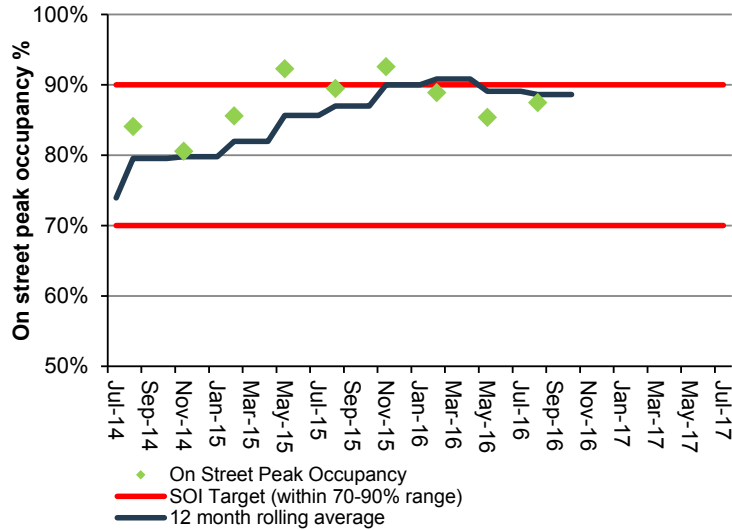
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for September 2016 (and comparable 2015 results) are:

- Ferry \$0.134 (\$0.113)
- Bus \$0.301 (\$0.275)
- Rail \$0.329 (\$0.434)
- Total \$0.294 (\$0.300)

2.5 Develop creative, adaptive, innovative implementation

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

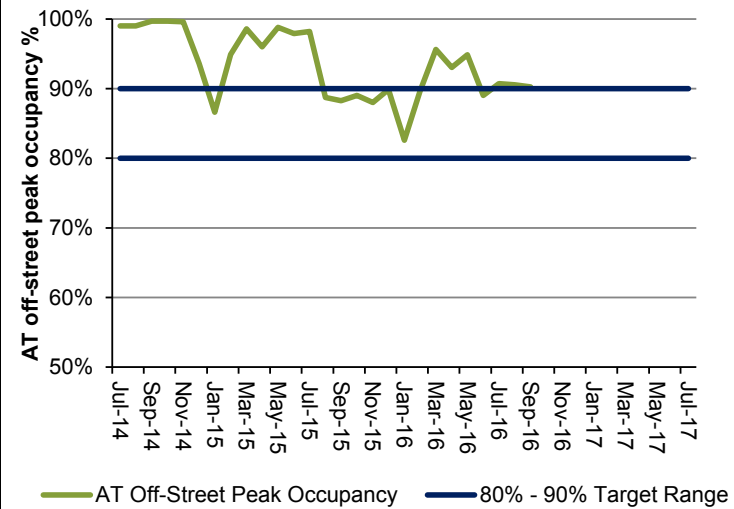


Non reporting period.

The occupancy figure for the 12 months to September is 88.6%, a 1% increase on the previous year's results.

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 three central city parking zone precincts: Shortland/High Street, Karangahape Road and Wynyard Quarter.

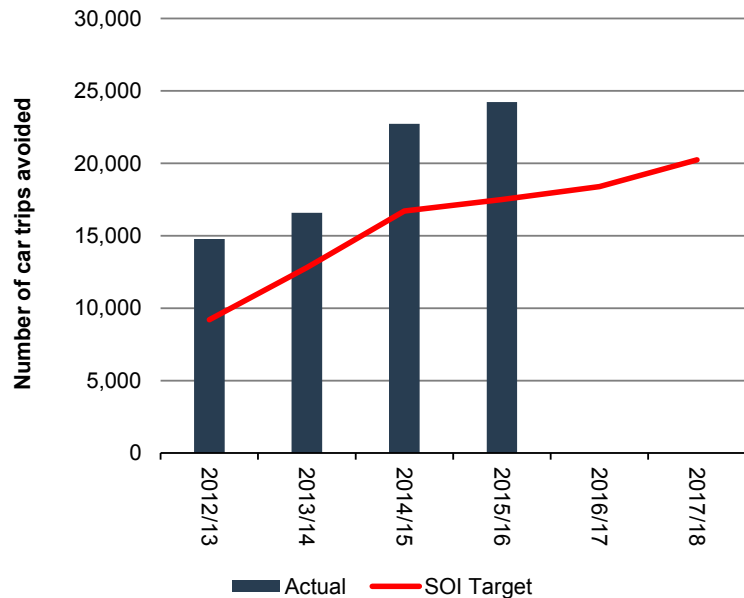
2.5.2 Off-street parking occupancy rates



The off-street parking occupancy rate for September 2016 is 90.3%, which is slightly higher than 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



The 2015/16 result for number of car trips avoided through travel planning initiatives is 24,227.

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 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

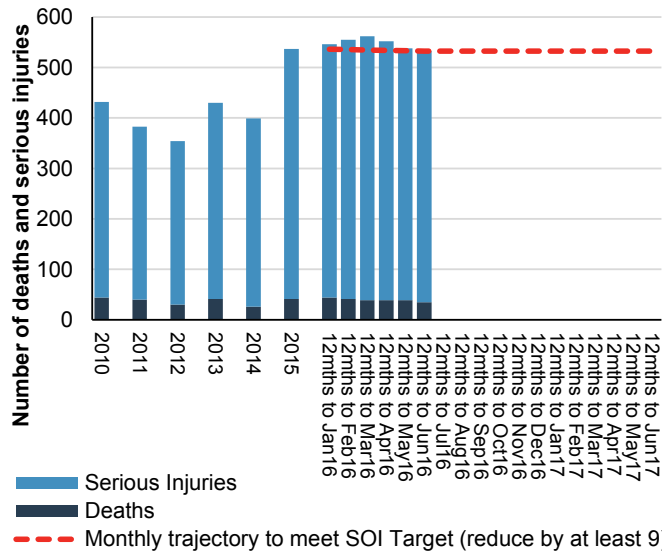
3. DIA mandatory measures

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

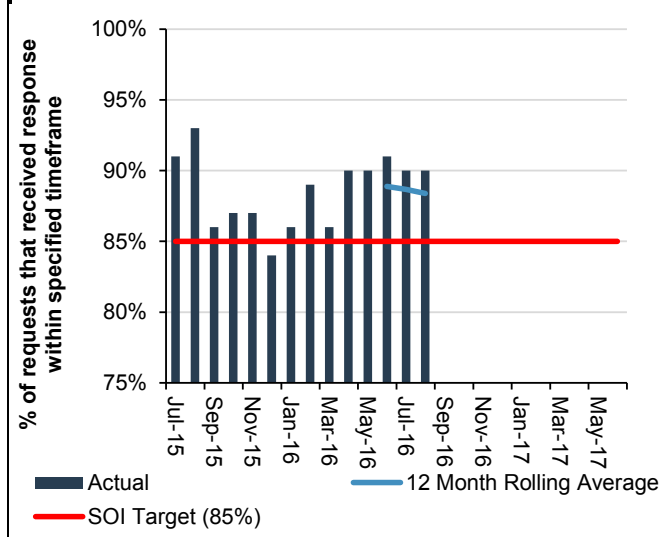


Target Met.

The Local Road DSI target for the 2016 calendar year is 529, 9 less than the 2015 year total of 538. The 12 month rolling total to June 2016 is 533, 0.5% lower than the target trajectory of 533.5 and 18% higher for the same period the previous year. Local road deaths have increased by 3% (from 34 to 35) and local road serious injuries have increased by 19% (from 417 to 498)

Please note that there is a three month time lag for DSI information, and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.

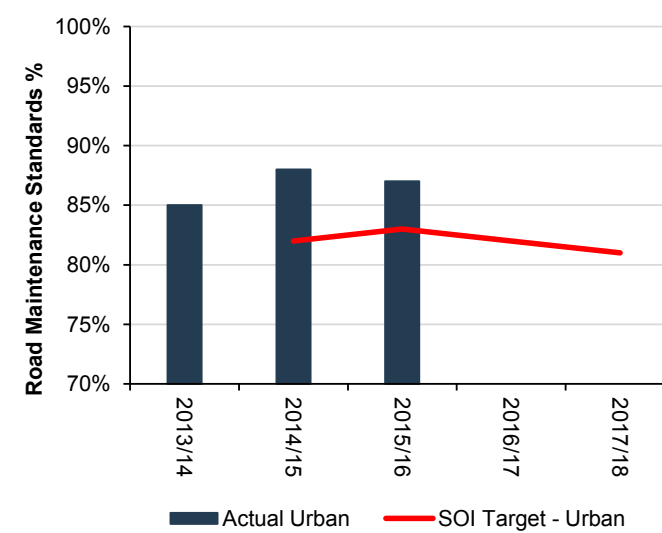
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target exceeded (12 month rolling average = 88%, SOI target of 85%).

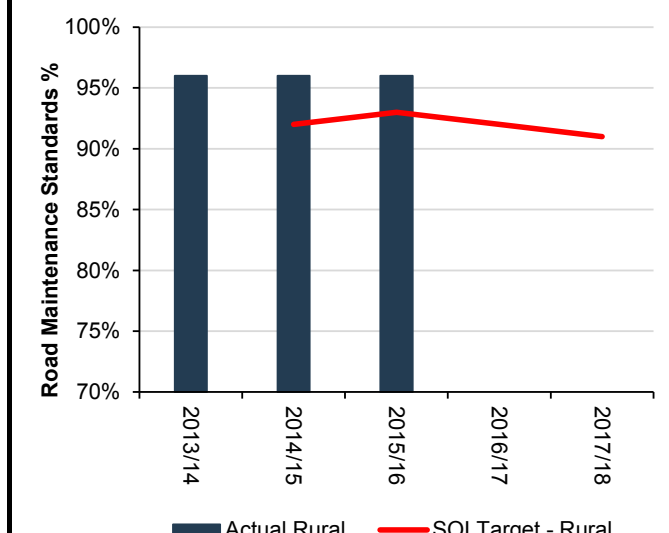
This data relates to jobs dispatched to our maintenance contractors by the call centre. It does not include escalations or queries sent to the AT area engineer to resolve and then dispatch to the contractor. This data will become available when CRM15 allows for queuing and the measuring of individual 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



The 2015/16 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads is 87%.

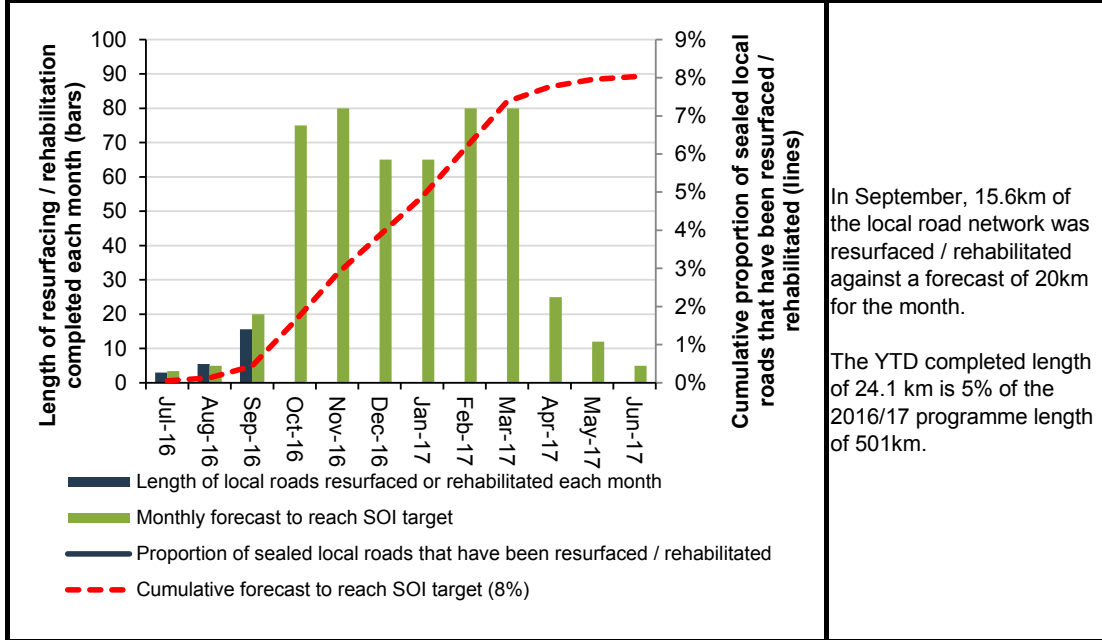
3.4 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads



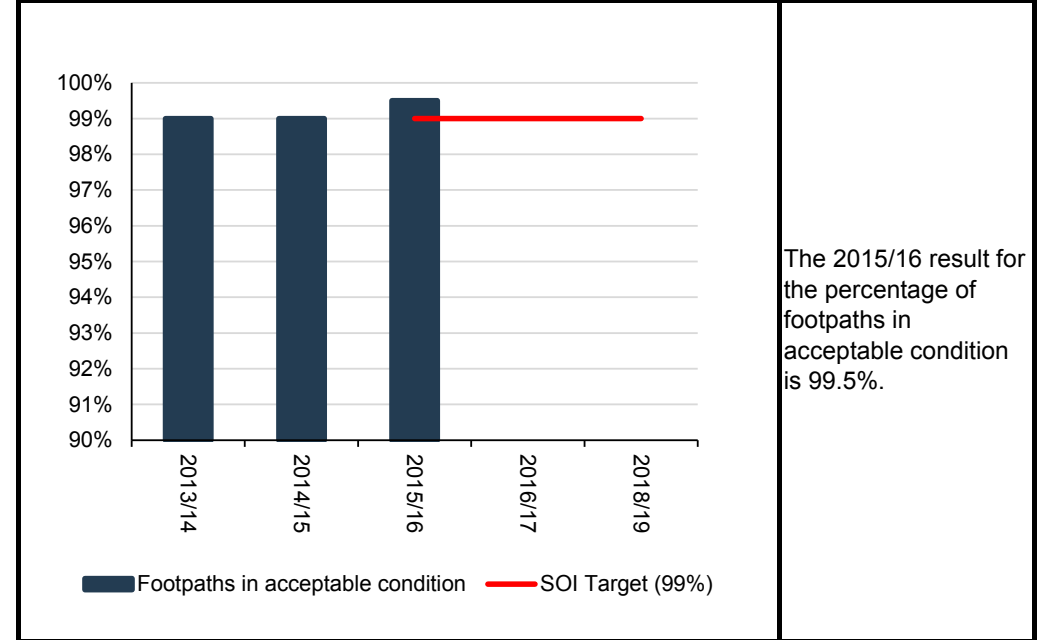
The 2015/16 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads is 96%.

3. DIA mandatory measures

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



3.6 Percentage of footpaths in acceptable condition



1. Summary of indicators

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- 1.2 DIA mandatory performance measures
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2. Key monthly indicators by Strategic Theme

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

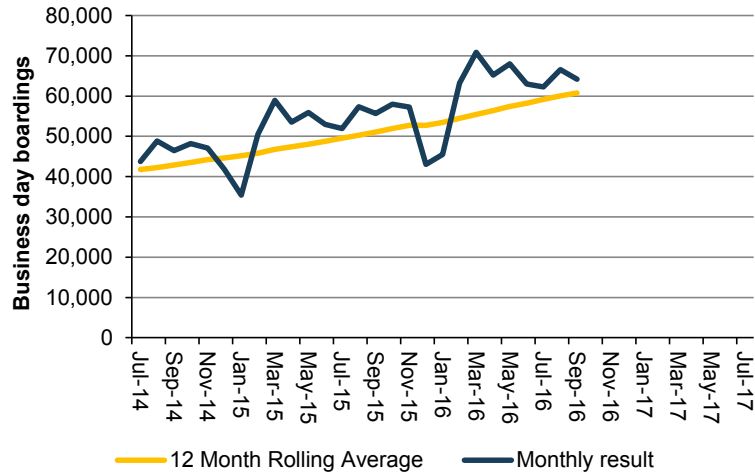
3. DIA mandatory measures

4. AT monthly activity report

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

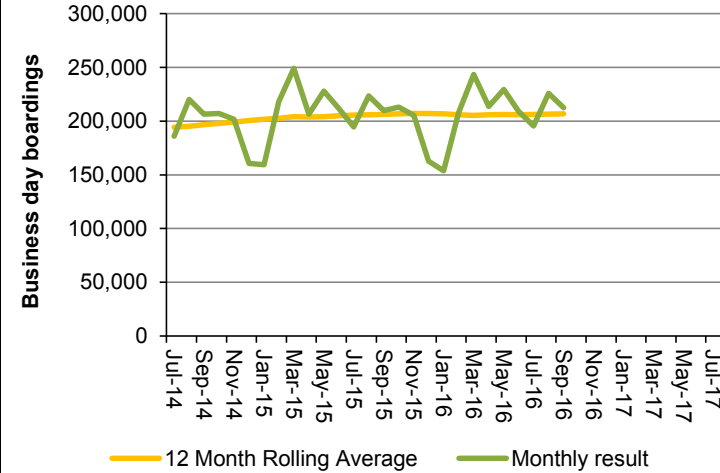
4.1 AT monthly activity report – public transport

4.1.1 Rail business day average boardings



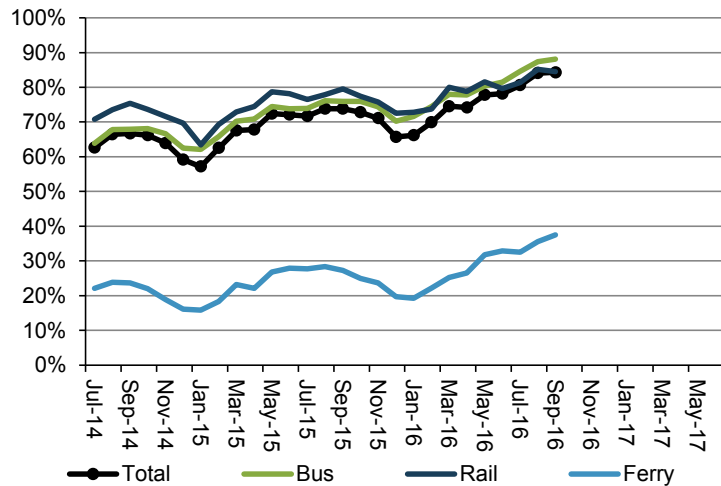
Business day boardings on the rail network averaged 60,749 in the 12 months to September 2016. This represents a 19% increase on the September 2015 figure.

4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 206,704 in the 12 months to September 2016. This shows no change on the September 2015 figure.

4.1.3 Percentage of all PT trips using AT HOP



The proportion of all trips utilising AT HOP was 84.3% in September 2016 (Rail 84.5%, Bus 88.1%, Ferry 37.5%); up from 84.1% in August 2016.

This represents AT HOP usage vs all other ticketing products (AT cash tickets, operator cash tickets and products).

4.1 AT monthly activity report – public transport

4.1.4 Rail service performance

Train performance September 2016

Total Network

96.3% Punctuality*

(95.6% 12 month rolling average)
* Arrival within 5 minutes of schedule at final destination

98.1% Service Delivery*

(98.4% 12 month rolling average)
* Arrival at final destination

Western Line

97.4% Punctuality*

(96.1% 12 month rolling average)

97.5% Service Delivery*

(98.4% 12 month rolling average)

Eastern Line

94.6% Punctuality*

(93.6% 12 month rolling average)

98.0% Service Delivery*

(98.0% 12 month rolling average)

Southern Line

94.6% Punctuality*

(94.9% 12 month rolling average)

98.5% Service Delivery*

(98.3% 12 month rolling average)

Pukekohe Line

98.4% Punctuality*

(98.2% 12 month rolling average)

99.3% Service Delivery*

(99.3% 12 month rolling average)

Onehunga Line

98.1% Punctuality*

(97.2% 12 month rolling average)

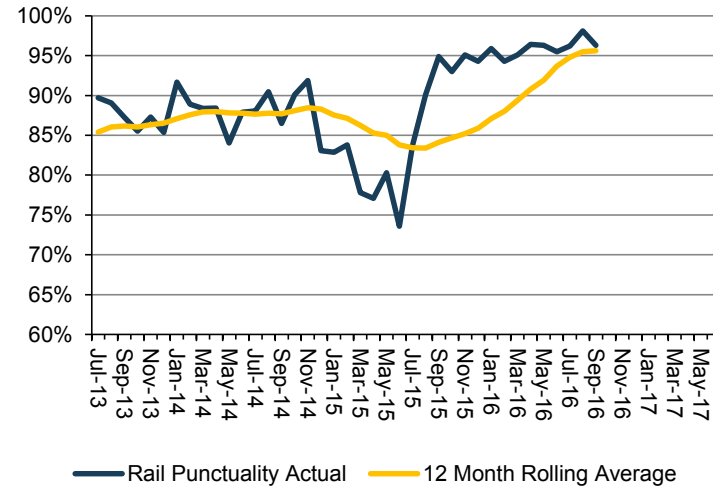
97.8% Service Delivery*

(98.6% 12 month rolling average)

For more information visit
www.AT.govt.nz or phone 09 366 6400



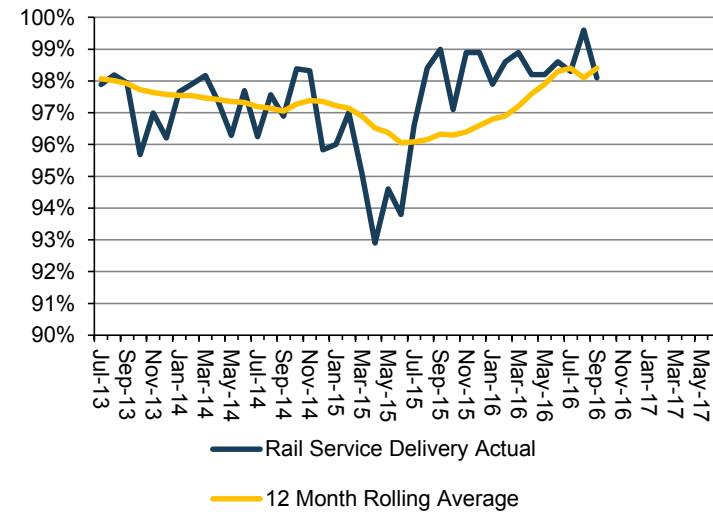
4.1.5 Rail punctuality (based on arrival at final destination)



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 2016 was 96.3%, compared to 95.6% in the 12 months to September 2016.

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

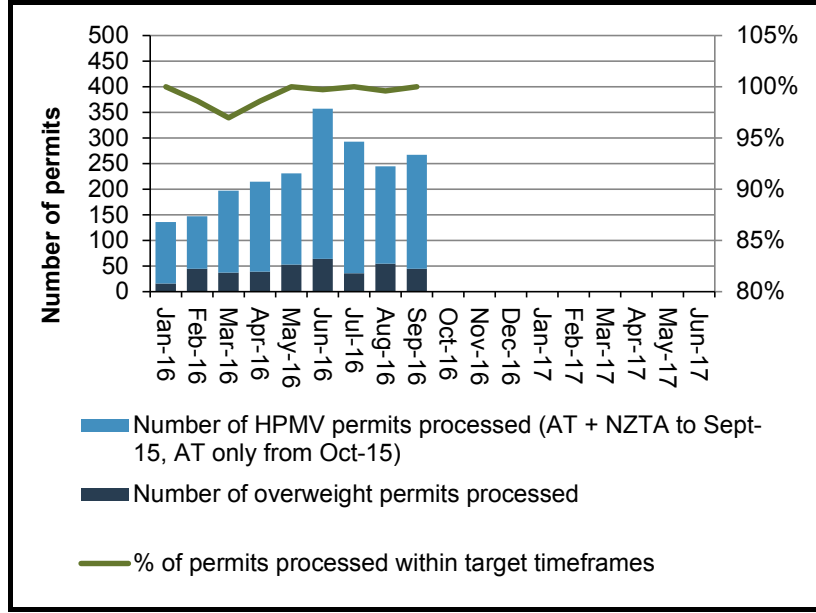


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery in September 2016 was 98.1%, compared to 98.4% in the 12 months to September 2016.

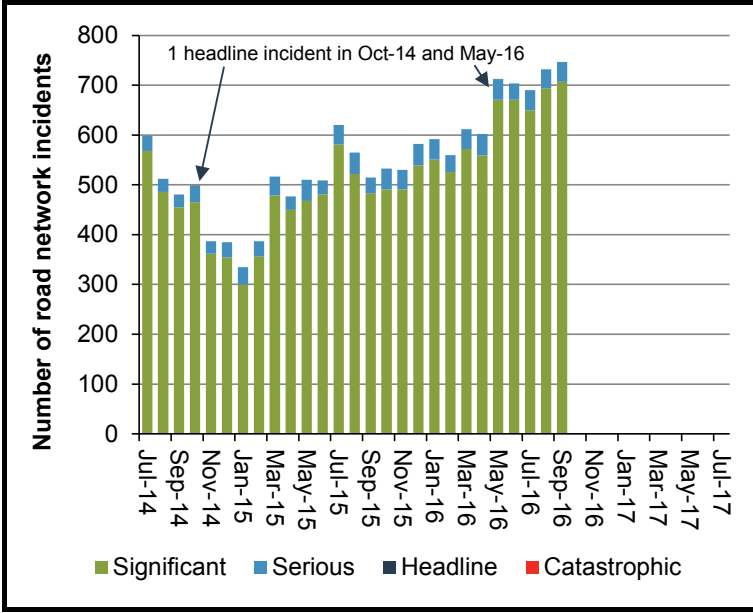
4.2 AT monthly activity report – road operations and maintenance

4.2.1 Heavy vehicle permits processed (Overweight + High productivity)



In September 2016, 45 overweight permit applications and 222 HPMV permit applications were processed. All 267 permits (100%, Target = 90%) were processed within the KPI timeframes (2 days for single and multi trip, 3 days for continuous trip and 4 days for HPMV permits).

4.2.2 ATOC managed incidents



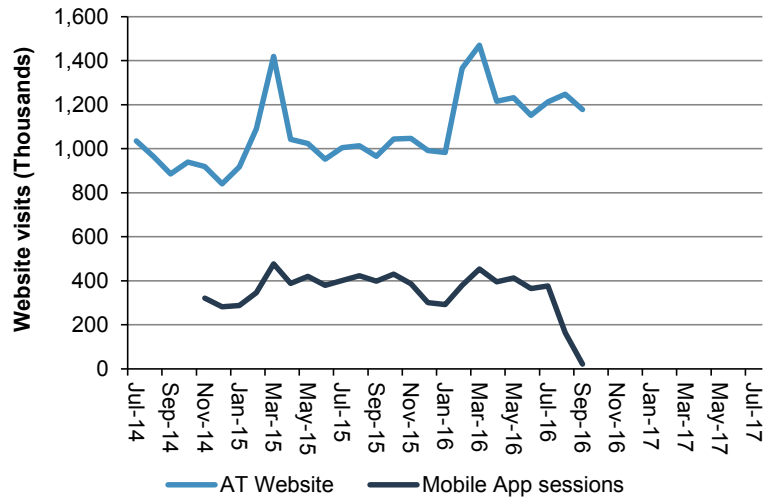
In September 2016, the Auckland Transport Operations Centre (ATOC) managed 3130 incidents on the road network (normal 47, minor 2336, significant 707, serious 40, headline 0, catastrophic 0).

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

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

4.3 AT monthly activity report – Customer response

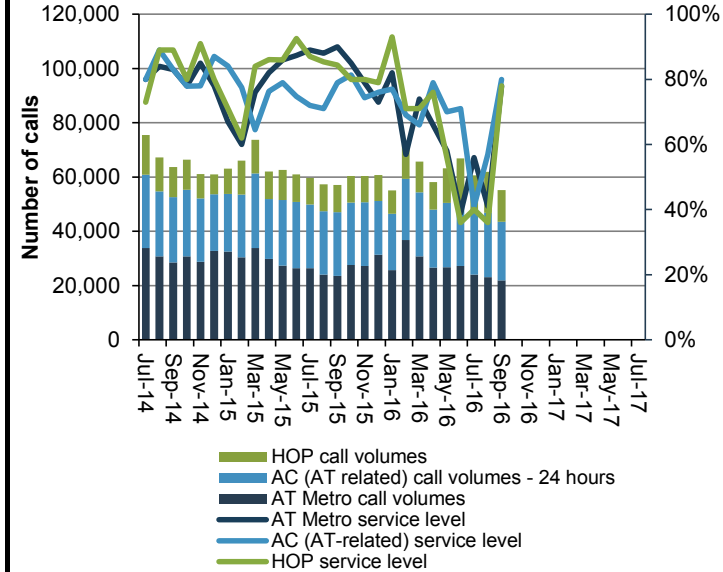
4.3.1 Website visits



There was a 6% decrease in visits to the Auckland Transport website in September 2016 (compared to August 2016).

The number of mobile app sessions decreased by 87% in September 2016 (compared to August 2016).

4.3.2 Call centre incoming calls and service levels



AT Metro Call Centre
Call volumes at the public transport call centre have decreased by 5% compared to August 2016, which is a 7% decrease compared to September 2015. The public transport call centre service level increased 37% compared to August 2016.

AT Hop
AT Hop calls decreased 23% compared to last month. The service level increased 42% compared to last month.

Auckland Council (AT-related calls) – 24 Hours
There was a 9% decrease in call volumes and a 23% increase in the service level compared to last month.

AT service level is that 80% of calls are answered within 20 seconds.