

Monthly Transport Indicators – October 2017

Recommendation

That the Board:

- i. Receives this report.

Executive summary

The key highlights from October 2017 are:

- i. overall public transport totalled 90.3 million boardings for the 12 months to October 2017, with year to date patronage running 1.4% ahead of target
- ii. AM Peak congestion decreased in October 2017, reflecting the tertiary and school holidays and the completion of the Waterview Tunnel
- iii. local road deaths and serious injuries continue to trend upwards, and are now significantly higher than AT's SOI target
- iv. due to budget constraints it is forecast that AT will not be able to meet its SOI performance target of resurfacing / rehabilitating 7.5% of the sealed local road network this financial year.

Purpose

1. The attached Monthly Indicators Report provides an overview of AT's performance against its Statement of Intent (SOI) performance measures for October 2017. The report also provides supplementary information on the wider Auckland context as well as AT's public transport, road operations and maintenance, and customer response activities.
2. This covering report also highlights key trends and significant shifts in the monthly reporting statistics and provides a summary of performance against the SOI measures.

Highlights from the October monthly indicators report

3. As reflected in the summary of performance against the SOI table below, the October monthly report shows strong performance in some areas, while others are falling behind the trajectory required to meet final targets.

Public Transport

4. While patronage was below target for the month of October, year-end forecasts indicate that AT remains on track to meet its SOI patronage target.
 - Overall public transport totalled 90.3 million boardings for the 12 months to October 2017, an increase of 7.7 percent, or 6.4 million boardings, on the 12 months to October 2016.
 - Rail boardings totalled 20.3 million for the 12 months to October 2017, an increase of 15.7 percent, or 2.7 million boardings, on the 12 months to October 2016.
 - Bus boardings totalled 63.9 million for the 12 months to October 2017, an increase of 5.8 percent, or 3.5 million boardings, on the 12 months to October 2016.
 - Ferry boardings totalled 6.1 million for the 12 months to October 2017, an increase of 2.5 percent, or 0.2 million boardings, on the 12 months to October 2016.
5. Boardings on the rapid and frequent network totalled 37.2 million in the 12 months to October 2017, an increase of 13.8 percent, or 4.5 million boardings, on the 12 months to October 2016. In percentage terms, this increase was faster than the 7.7 percent increase in total boardings. Growth in rapid and frequent network boardings was primarily driven by growth in boardings on the rapid transit network (rail and busway), which accounted for 3.4 million additional boardings.
6. The total public transport farebox recovery ratio was 46.2% in October 2017, slightly below the SOI target range of 47 to 50 percent. This reflects the impact of the introduction of Simpler Fares in August 2016, which reduced fares for the majority of users, and the increased capacity on bus services from February 2017, which were less utilised in months of lower demand such as October 2017.

Cycling

7. Cycling counts continue to grow. There are two cycling targets in the 2017/18 SOI:
 - A target of 1.8 million cycle movements at designated locations around the Auckland region. October counts at the 14 identified sites were in line with the monthly forecast, with year to date counts now running 2.9 percent above forecast.
 - A target of 1.86 million cycle movements in the city centre. October counts were slightly behind the monthly forecast, however the year to date counts are running 2.7 percent above forecast.
8. An SOI target of 10km has been set for new cycleways for the 2017/18 year. The Waterview Shared Path opened during October, bringing the total amount of new cycleway added to the network since July 2017 to 3.4km. A number of cycleway projects are expected to be completed in the final quarter of the SOI year.

Travel times, congestion levels and safety

9. Inter-peak travel time targets were either met or exceeded on all ten of the key freight routes in October. All ten freight routes continue to operate relatively efficiently at levels of Service B or C (50 to 90 percent of the posted speed limit).
10. AM Peak congestion decreased in October 2017, reflecting the tertiary and school holidays and the completion of the Western Ring Route / Waterview Tunnel.
11. Local road deaths and serious injuries continue to trend upwards and are now significantly higher than the SOI target. AT is investing additional Safety Capex in 2017/18 to a total of \$28M (previously \$20.4M) which will address a larger number of high-risk urban and rural locations. A Speed Management Implementation Plan will be delivered in early 2018 to change speeds on 10% of the rural and urban network. An Auckland Safe Roads Strategy is also being finalised to direct combined AT, Police, NZTA and ACC actions to improve road trauma. Combined infrastructure, education and enforcement activities continue to be delivered at high-risk locations and communities through three local Road Safety Action Plans.

Asset renewals and customer service

12. The target relating to resurfacing / rehabilitating local roads was not met. Due to budget constraints the 2017/18 programme is not forecast to meet the SOI target of resurfacing / rehabilitating 7.5% of the sealed local road network.
13. The proportion of customer service requests relating to roads and footpaths that receive a response within AT's specified times has been trending down recently, but currently remains in-line with the SOI target.

Summary of performance against SOI measures

1. Table One provides a summary of performance against SOI targets.

Table One: Performance against SOI targets					
Theme	<u>On target to exceed</u> measures	<u>On target to meet</u> measures	<u>Not on target to meet</u> measures	<u>Non-reporting period</u>	<u>Total</u> measures
Prioritise rapid, high frequency public transport	-	3	-	-	3
Transform and elevate customer focus and experience	1	1	1	7	10
Build network optimisation and resilience	9	5	1	3	18
Ensure a sustainable funding model	-	-	1	-	1
Develop creative, adaptive, innovative implementation	-	-	-	4	4
Total	10	9	3	14	36

Attachments

Attachment Number	Description
1	Auckland Transport Monthly Indicators Report 2017/18 – October 2017

Document ownership

Submitted by	Christine Perrins Manager, Strategic Transport Planning	
Recommended by	Cynthia Gillespie Chief Strategy & Development Officer	
Approved for submission by	David Warburton Chief Executive	

Glossary

Acronym	Description
SOI	Statement of Intent 2017/18-2019/20

Auckland Transport Monthly Indicators Report 2017/18

October 2017



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 2017/18 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	93.01 million													12 month rolling total: 90,316,101	Page 9
	Total rail boardings (millions)	21.06 million													12 month rolling total: 20,315,393	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings													13.8% growth in RTN + FTN boardings exceeds 7.7% growth in total boardings	Page 9
Transform and elevate customer focus and experience	Percentage of public transport passengers satisfied with their public transport service	85%													September result: 91%	Page 11
	Percentage of residents satisfied with the quality of roads in the Auckland region	70%													September result: 61%	Page 12
	Percentage of residents satisfied with the quality of footpaths in the Auckland region	65%													September result: 57%	Page 12
	Percentage of residents satisfied with road safety in the Auckland region	60–65%													September result: 60%	Page 12
	PT punctuality (weighted average across all modes)	94%													YTD average: 96.8%	Page 13
	Local road deaths and serious injuries per 100 million vehicle kilometres travelled	4.9													Non-reporting period	Page 14
	Percentage of local board members satisfied with AT engagement	Reporting to local board: 60%													Non-reporting period	Page 14
Consultation with local board: 60%														Non-reporting period	Page 14	
Build network optimisation and resilience	Arterial road productivity	55% of the ideal achieved													12 month rolling average: 63.2%	Page 20
	New cycleways added to regional cycle network	10 km													YTD completion: 3.4km	Page 24
	Annual number of cycling trips in designated areas in Auckland (all day)	1.8 million													YTD: 524,427	Page 24
	Annual cycle movements in the Auckland city centre	1.863 million													YTD: 533,422	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 - 12mins SEART W - 11mins Harris E - 13mins Harris W - 11mins GSR N - 13mins GSR S - 12mins Kaka E - 8mins Kaka W - 7mins Wairau W - 9mins Wairau E - 9mins	Page 21–23

1.1 SOI performance measures

Strategic theme	Measure	SOI 2017/18 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%	●	●	●	●									October 2017 result: 46.2%	Page 25
Develop creative, adaptive, innovative implementation	Parking occupancy rates (peak 4-hour, on street)	70–90%		●											August 2017 rolling average: 86.1%	Page 26
	Number of car trips avoided through travel planning initiatives	20,240													Non-reporting period	Page 26
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%													Non-reporting period	Page 26
	Active and sustainable transport mode share for morning peak commuters, where the commute programme is implemented	40%													Non-reporting period	Page 26

- 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 2017/18 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 2017 year-end target: 537	●	●	●	●									12 month rolling total to July 2017: 676 Note: 3-month lag	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: 86%	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 81%													Non-reporting period	Page 28
		Rural 91%													Non-reporting period	Page 28
	Percentage of the sealed local road network that is resurfaced	7.5%	●	●	●	●									Behind trajectory to meet target	Page 29
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	99%													Non-reporting period	Page 29

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

- 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

1.3 AT Metro Boardings breakdown

	Oct - 2017/18 Actual v SOI									
	Month				YTD				SOI 2017/18	Projected Forecast 2017/18
	Actual	% Change	Target	% Variance	Actual	% Change Prev Year	Target	% Variance		
1. Bus Total:	5,468,488	↑ 5.0%	5,669,905	↓ -3.6%	22,346,638	↑ 6.1%	21,852,713	↑ 2.3%	65,320,000	65,380,000
2. Train (Rapid) Total:	1,693,312	↑ 6.8%	1,731,219	↓ -2.2%	6,992,950	↑ 11.5%	6,912,459	↑ 1.2%	21,060,000	21,200,000
3. Ferry (Connector Local) Total:	476,556	↓ -2.0%	509,758	↓ -6.5%	1,761,657	↓ -0.9%	1,897,451	↓ -7.2%	6,630,000	6,450,000
Total Patronage	7,638,356	↑ 4.9%	7,910,882	↓ -3.4%	31,101,245	↑ 6.9%	30,662,623	↑ 1.4%	93,010,000	93,030,000
Rapid and Frequent	3,311,532	↑ 14.8%	3,018,135	↑ 9.7%	13,365,457	↑ 14.5%	12,537,754	↑ 6.6%	36,786,000	36,739,000

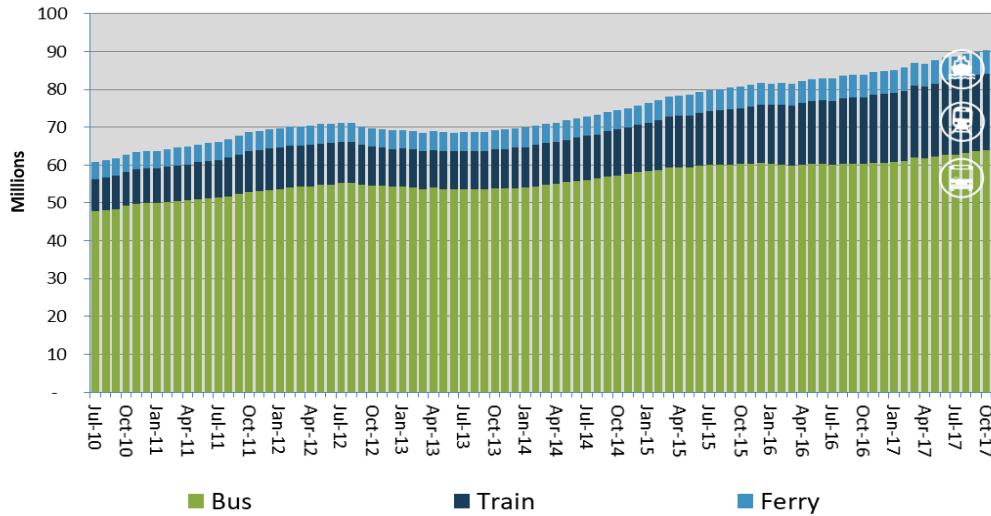
	Oct - 2017/18											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
1. Bus Total:	5,468,488	5,207,836	260,652	5.0%	2.8%	63,868,131	0.4%	3,521,238	5.8%	22,346,638	1,292,378	6.1%
- Busway (Rapid) Bus	451,608	392,254	59,354	15.1%		5,136,705	1.2%	635,427	14.1%	1,829,782	217,479	13.5%
- Frequent Bus	1,166,612	907,591	259,020	28.5%		11,754,633	2.3%			4,542,725	755,317	19.9%
- Connector Local Targeted Bus	3,850,268	3,907,991	-57,722	-1.5%		46,976,793	-0.1%	1,768,554	3.9%	15,974,131	319,582	2.0%
2. Train (Rapid) Total:	1,693,312	1,584,902	108,410	6.8%	6.9%	20,315,393	0.5%	2,749,525	15.7%	6,992,950	722,490	11.5%
- Western Line	592,308	564,824	27,484	4.9%		7,089,507	0.4%	799,647	12.7%	2,459,531	203,112	9.0%
- Eastern Line	468,999	437,374	31,625	7.2%		5,560,099	0.6%	863,957	18.4%	1,912,578	239,173	14.3%
- Onehunga Line	122,224	116,352	5,872	5.0%		1,459,457	0.4%	170,018	13.2%	496,809	37,599	8.2%
- Southern Line	476,407	437,680	38,727	8.8%		5,805,269	0.7%	829,300	16.7%	1,986,323	220,921	12.5%
- Pukekohe Line	33,374	28,672	4,701	16.4%		401,061	1.2%	86,603	27.5%	137,710	21,684	18.7%
3. Ferry (Connector Local) Total:	476,556	486,269	-9,713	-2.0%	-2.6%	6,132,577	-0.2%	151,895	2.5%	1,761,657	-16,697	-0.9%
- Contract	111,227	108,636	2,591	2.4%		1,355,277	0.2%	13,631	1.0%	447,772	-1,521	-0.3%
- Exempt Services	365,329	377,633	-12,304	-3.3%		4,777,300	-0.3%	138,264	3.0%	1,313,885	-15,176	-1.1%
Total Patronage	7,638,356	7,279,007	359,349	4.9%	3.3%	90,316,101	0.4%	6,422,658	7.7%	31,101,245	1,998,171	6.9%
Rapid and Frequent	3,311,532	2,884,747	426,784	14.8%		37,206,731	1.2%	4,502,209	13.8%	13,365,457	1,695,286	14.5%
Connector Local Targeted	4,326,824	4,394,260	-67,435	-1.5%		53,109,370	-0.1%	1,920,449	3.8%	17,735,788	302,885	1.7%
Total Patronage	7,638,356	7,279,007	359,349	4.9%	3.3%	90,316,101	0.4%	6,422,658	7.7%	31,101,245	1,998,171	6.9%

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

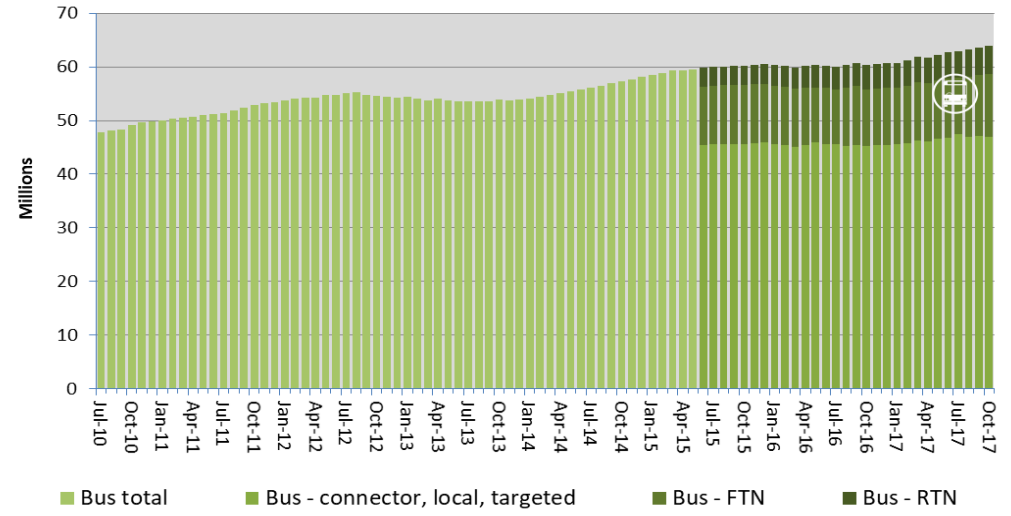
Rapid & Frequent - Can only measure accurately frequent services for current actuals as they are often part of larger services with new systems from Dec 2015. Splitting Bus Patronage into its service layers requires origin and destination data and timetables. Change of source data for accuracy and automation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

1.3 AT Metro Boardings breakdown

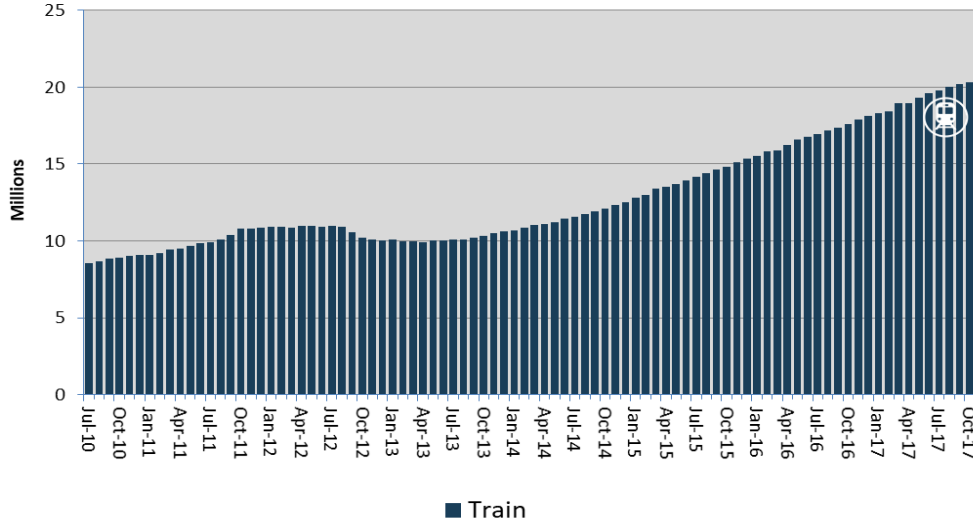
1.3.1 Total Patronage (12 month rolling total)



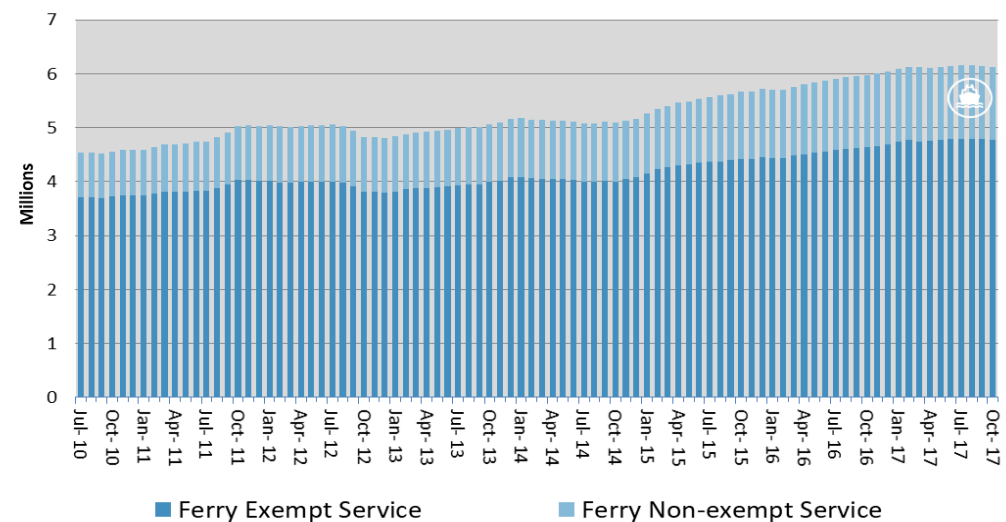
1.3.2 Bus Patronage (12 month rolling total)



1.3.3 Train Patronage (12 month rolling total)



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

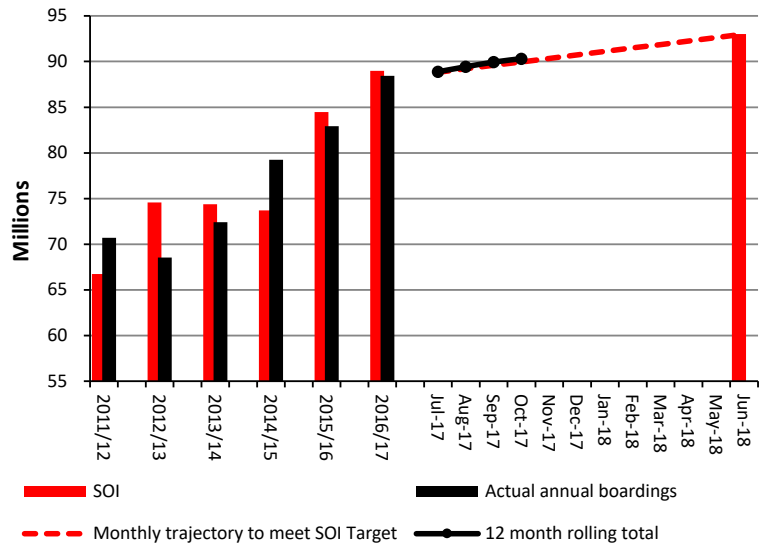
3. DIA mandatory measures

4. AT monthly activity report

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

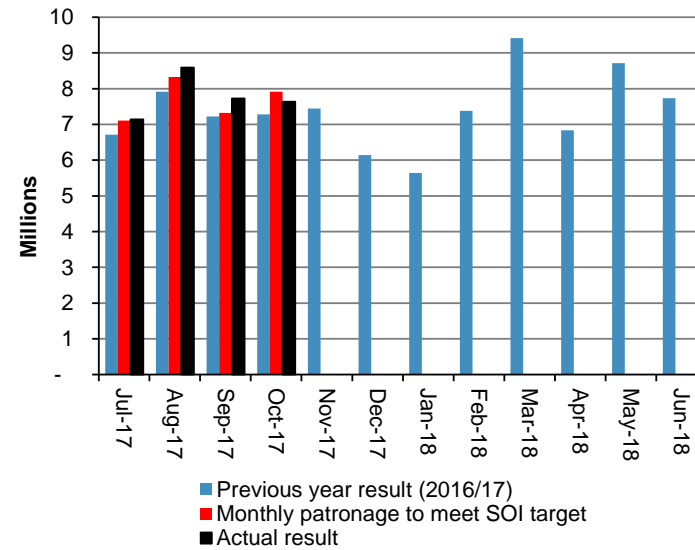
2.1 Prioritise rapid, high frequency public transport

2.1.1 Total public transport boardings (millions)



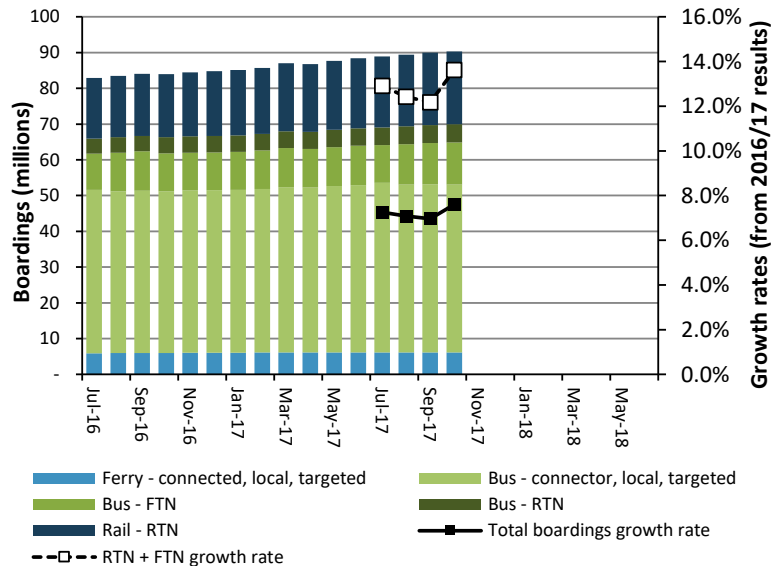
PT patronage totalled 90,316,101 passenger boardings for the 12 months to October 2017, an increase of 0.4% on the 12 months to September 2017 and an increase of 7.7% on the 12 months to October 2016.

2.1.2 Monthly public transport boardings (millions)



October 2017 monthly patronage was 7,638,356, an increase of 4.9% (359,349 boardings) on October 2016. This is normalised to an increase of ~3.3% once adjustments are made to take into account special events and the number of business and weekend days in the month.

2.1.3 Boardings on rapid or frequent network



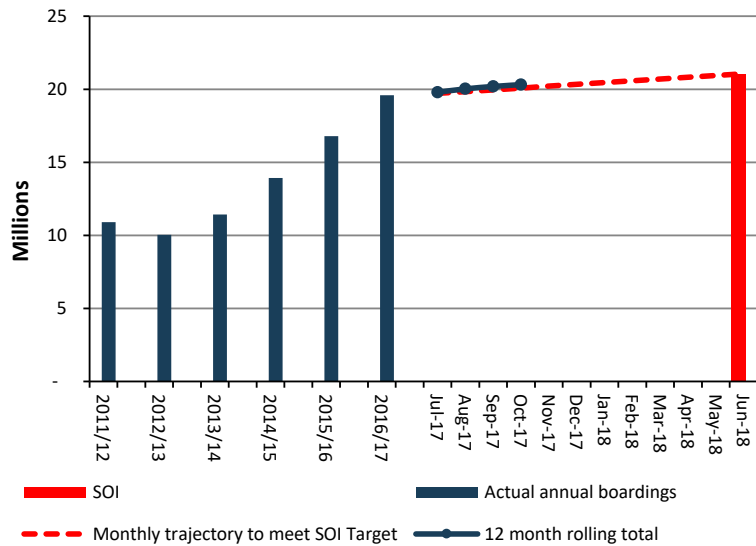
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

This figure shows the 12 month rolling patronage total for each PT service layer. Rates of growth are based on the 12 month rolling total to October 2017 compared to the 12 month rolling total to October 2016.

RTN + FTN patronage increased by 13.8% for the 12 months to October 2017, a faster rate than total patronage, which increased by 7.7%.

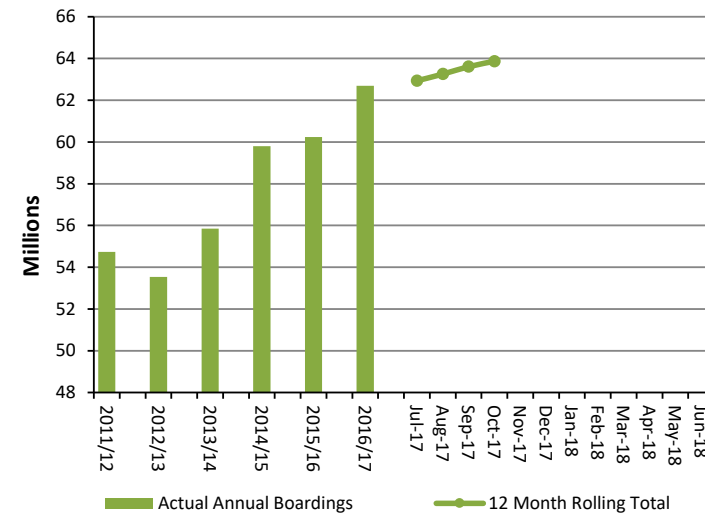
2.1 Prioritise rapid, high frequency public transport

2.1.4 Rail boardings (12 month rolling total)



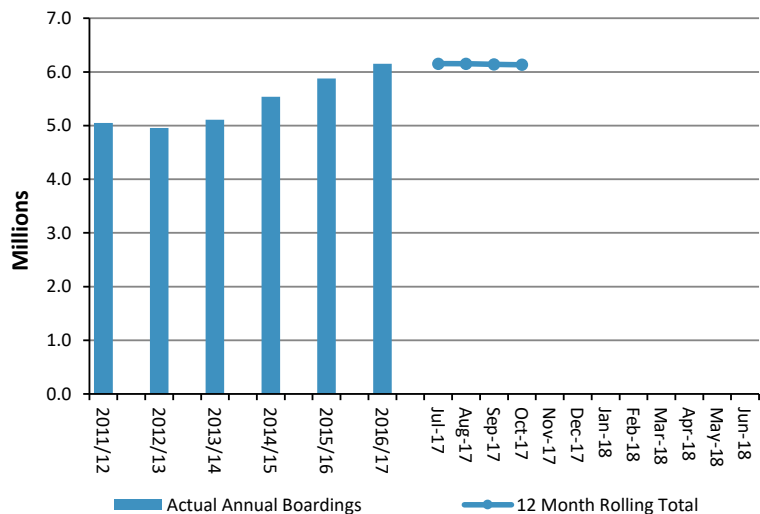
Rail patronage totalled 20,315,393 passenger boardings for the 12 months to October 2017, an increase of 0.5% on the 12 months to September 2017 and 15.7% on the 12 months to October 2016.

2.1.5 Bus boardings (12 month rolling total)



Bus patronage totalled 63,868,131 passenger boardings for the 12 months to October 2017, an increase of 0.4% on the 12 months to September 2017 and 5.8% on the 12 months to October 2016.

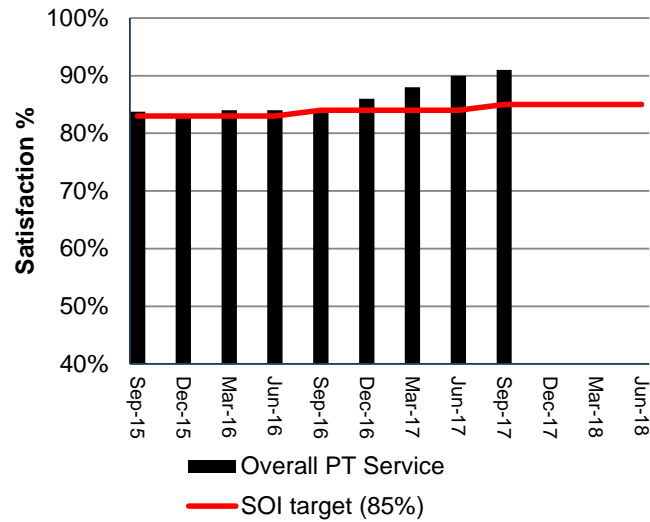
2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,132,577 passenger boardings for the 12 months to October 2017, a decrease of 0.2% on the 12 months to September 2017 and an increase of 2.5% on the 12 months to October 2016.

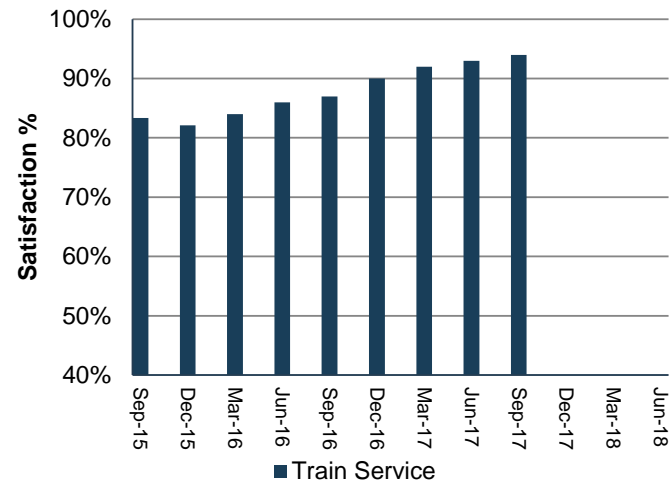
2.2 Transform and elevate customer focus and experience

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



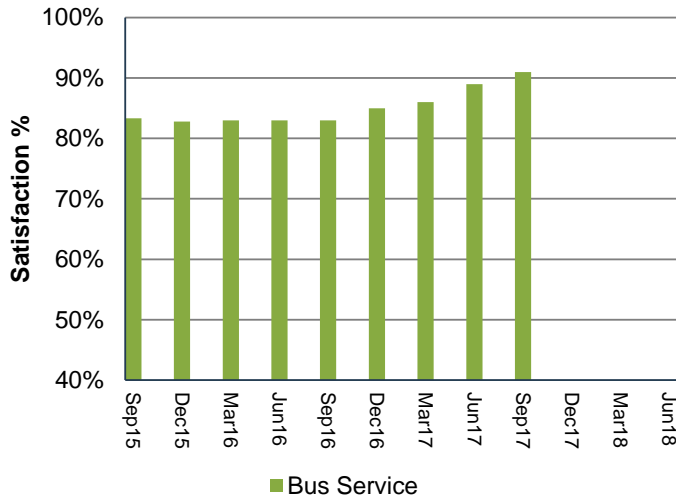
Non-reporting period.
 In September 2017, overall satisfaction with public transport services (91%) was up one percentage point compared with the June 2017 result (90%).
 Satisfaction was up seven percentage points compared to the September 2016 result.

2.2.2 Percentage of passengers satisfied with their train service



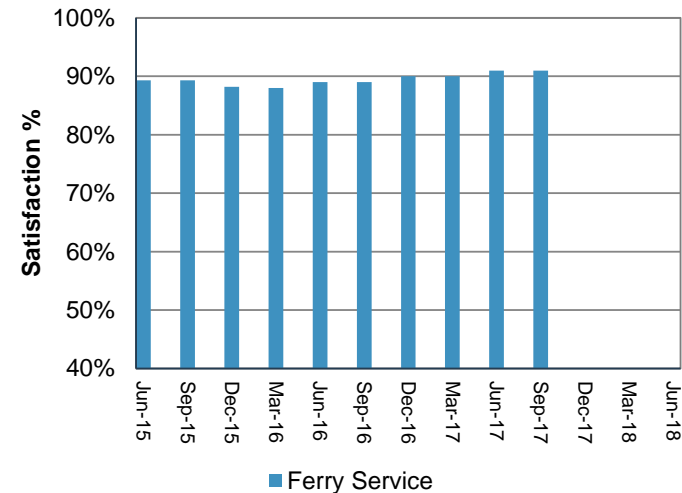
Non-reporting period.
 In September 2017, satisfaction with train services (94%) was up one percentage point compared with the June 2017 result (93%).
 Satisfaction was up seven percentage points compared to the September 2016 result.

2.2.3 Percentage of passengers satisfied with their bus service



Non-reporting period.
 In September 2017, satisfaction with bus services (91%) was up two percentage points compared with the June 2017 result (89%).
 Satisfaction was up eight percentage points compared to the September 2016 result.

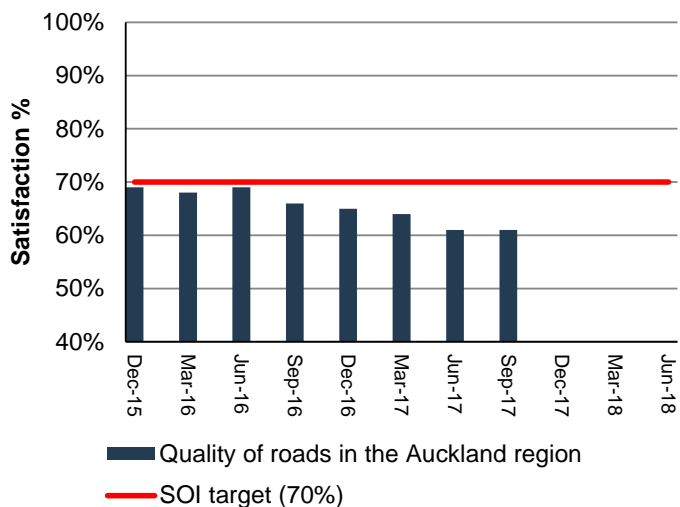
2.2.4 Percentage of passengers satisfied with their ferry service



Non-reporting period.
 In September 2017, satisfaction with ferry services (91%) was unchanged compared with the June 2017 result (91%).
 Satisfaction was up two percentage points compared to the September 2016 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

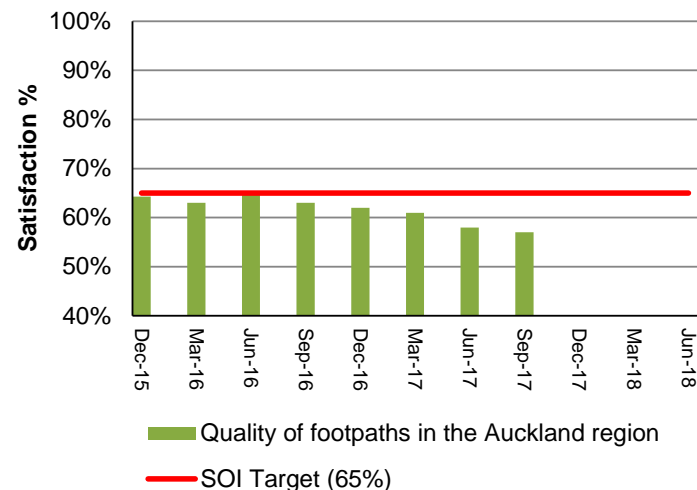


Non-reporting period.

In September 2017, satisfaction with the quality of roads in Auckland (61%) was unchanged compared with the June 2017 result (61%).

Satisfaction was down five percentage points compared to the September 2016 result.

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

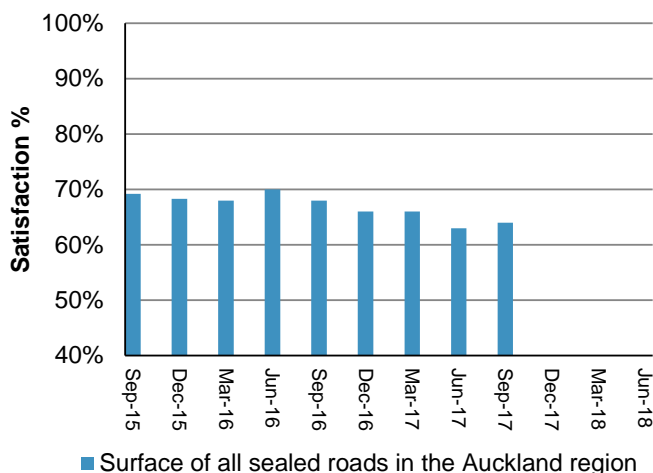


Non-reporting period.

In September 2017, satisfaction with the quality of footpaths in Auckland (57%) was down one percentage point compared with the June 2017 result (58%).

Satisfaction was down six percentage points compared to the September 2016 result.

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

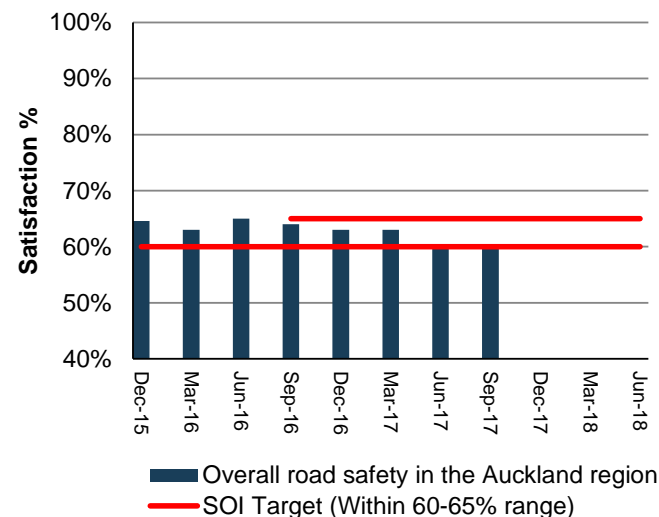


Non-reporting period.

In September 2017, satisfaction with the surface of all sealed roads in Auckland (64%) was up one percentage point compared with the June 2017 result (63%).

Satisfaction was down four percentage points compared to the September 2016 result.

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



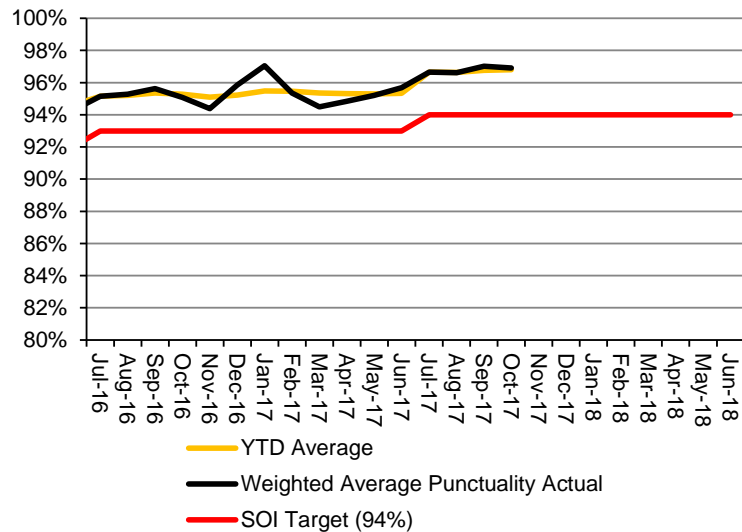
Non-reporting period.

In September 2017, satisfaction with road safety in Auckland (60%) was unchanged compared with the June 2017 result (60%).

Satisfaction was down four percentage points compared to the September 2016 result.

2.2 Transform and elevate customer focus and experience

2.2.9 PT punctuality (weighted average across all modes)

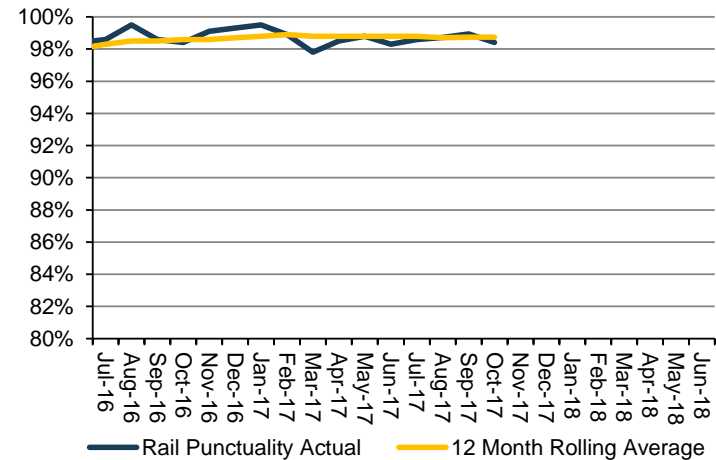


Target met (YTD average to October 2017 = 96.8%; SOI target 94%).

PT weighted average punctuality for the month of October 2017 was 96.9%.

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

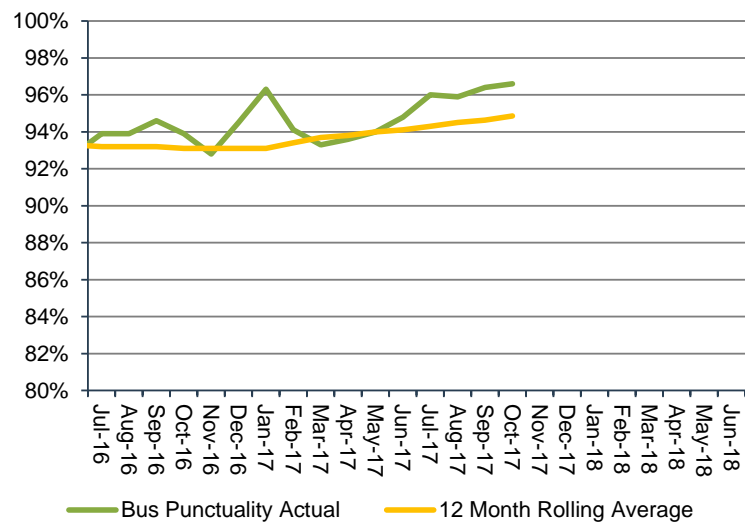
2.2.10 Rail services punctuality



Rail service punctuality in October 2017 was 98.4%, and 98.7% for the 12 months to October 2017.

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

2.2.11 Bus services punctuality

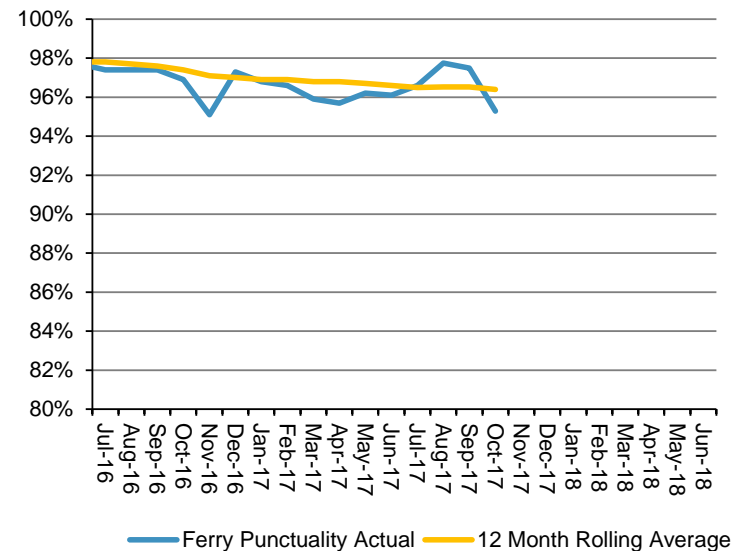


Bus service punctuality in October 2017 was 96.6%, and 94.9% for the 12 months to October 2017.

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

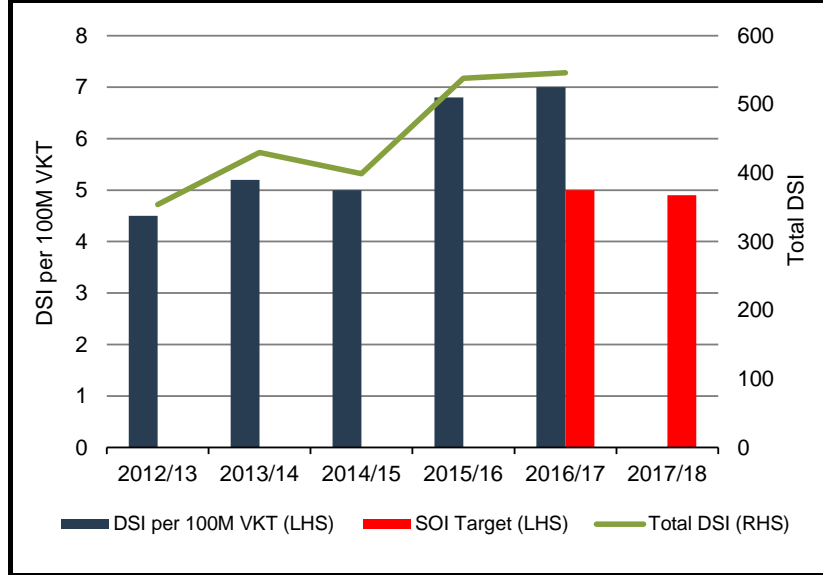


Ferry service punctuality in October 2017 was 95.3%, and 96.4% for the 12 months to October 2017.

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

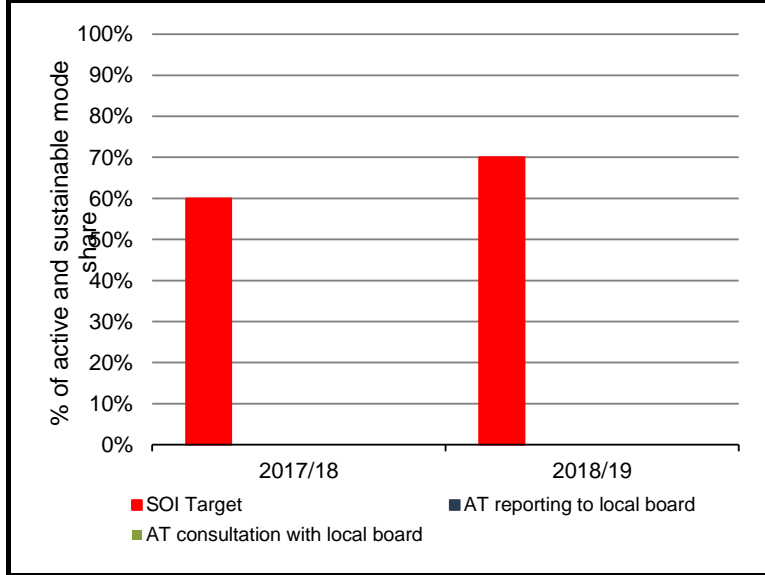
2.2 Transform and elevate customer focus and experience

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



Non-reporting period.
 Data reported annually in June at the end of the financial year.
 The Local Road DSI per 100 million VKT on local roads for the 2016 calendar year was 7. This is 2 more than the 2016/17 SOI target.
 *The rate of local road deaths and serious injuries per 100 million vehicle kilometres travelled is an estimate of the exposure to crash-risk on the local road network, relative to vehicle travel.

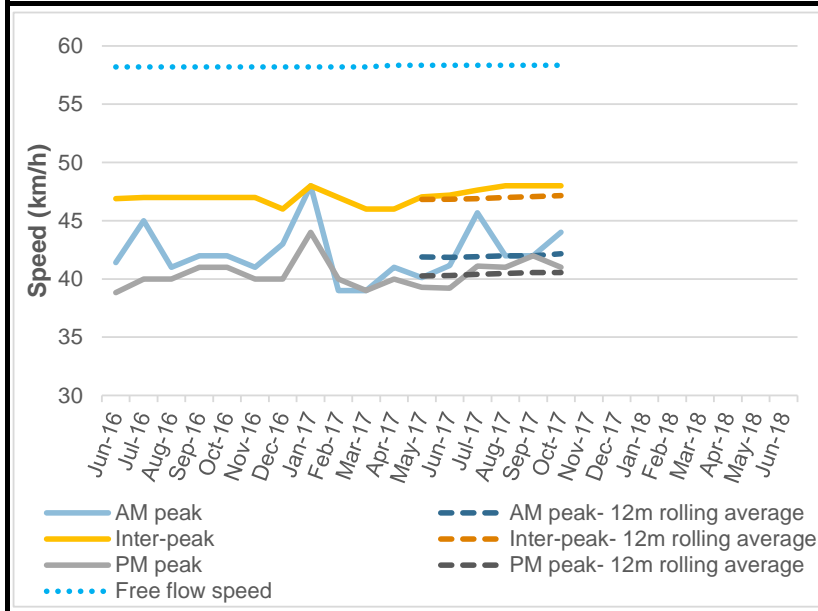
2.2.14 Percentage of local board members satisfied with Auckland Transport engagement



Non-reporting period.
 Local board satisfaction results, sourced from the Auckland Council Elected Members Survey Results, are not available every year as the survey is only undertaken every 18 months. The results for this year's survey are due in November 2017.
 2017/18 targets for local board satisfaction with AT engagement is 60% for both reporting to local board and consultation with local board.

2.3 Build network optimisation and resilience

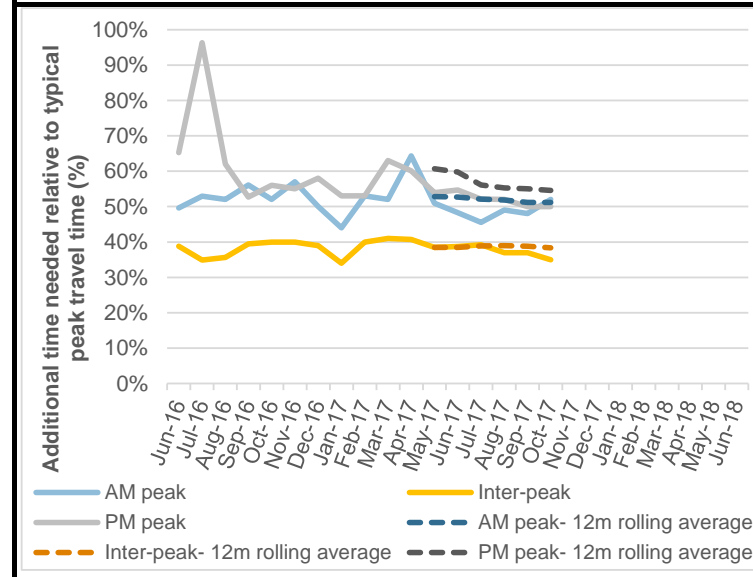
2.3.1 Median travel speed across arterial and motorway network



This figure shows median travel speed across the arterial and motorway networks during the AM peak, inter-peak and PM peak periods. The average free flow speed of 58.3 km/hr has been provided as a comparator.

During October 2017, the median travel speed during the AM peak was 44 km/hr, compared to 42 km/hr in September 2017 and a 12 month rolling average of 42.2 km/hr.

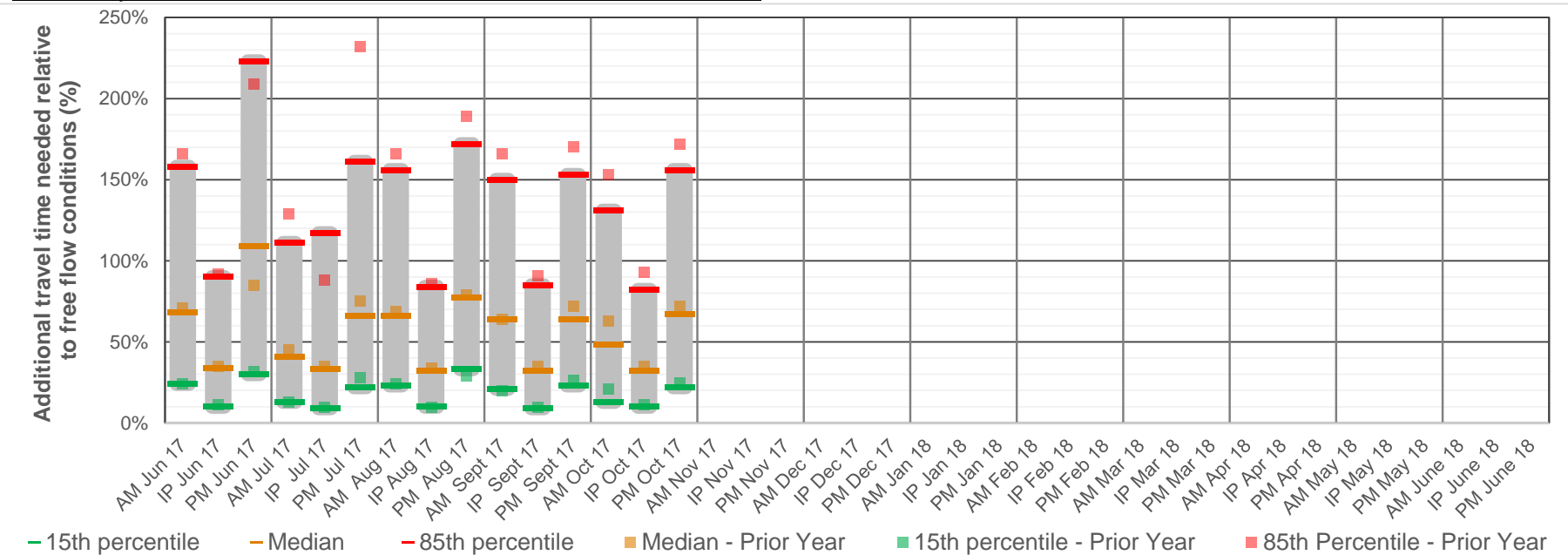
2.3.2 Reliability: additional travel time needed relative to typical travel time



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

During the October 2017 AM peak, the 85th percentile was 52% longer than the typical travel time. Therefore, if a typical AM peak journey took 20 minutes, a motorist would need to allow an additional 10.4 minutes, for a total of 30.4 minutes, to be 85% certain of arriving on time.

2.3.3 Delay: additional travel time needed relative to free flow conditions



This figure shows AM peak, inter-peak and PM peak travel times for the 15th percentile, typical (median) and 85th percentile* trips on the combined arterial and motorway network, relative to free flow conditions.

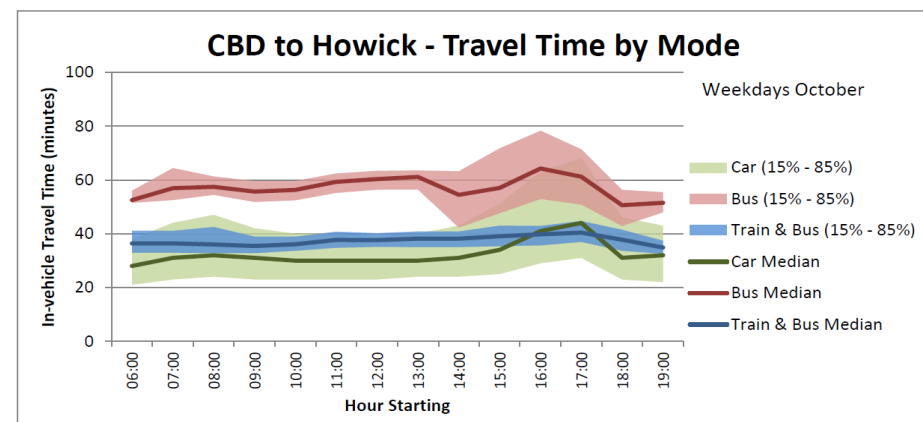
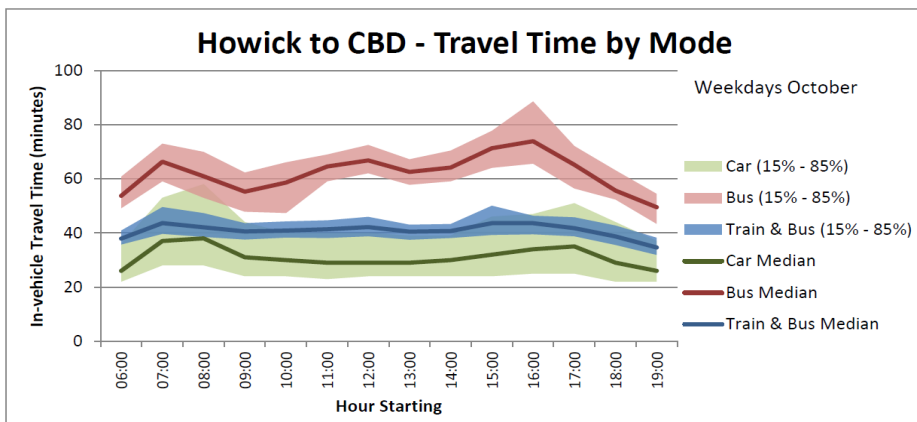
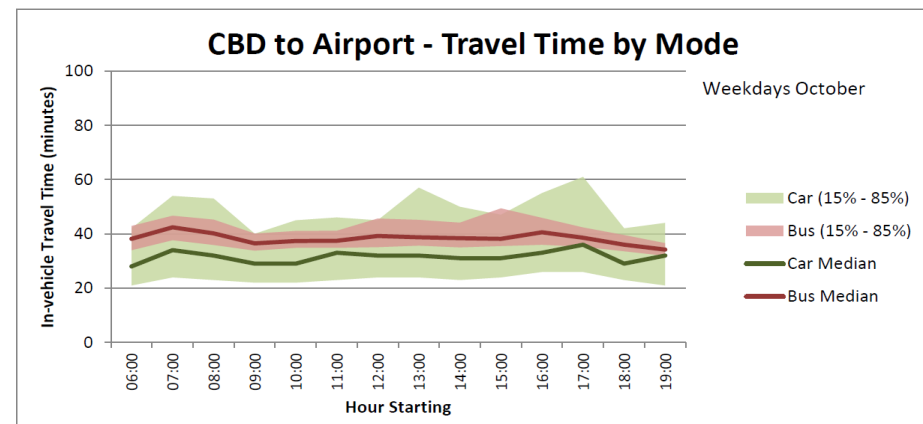
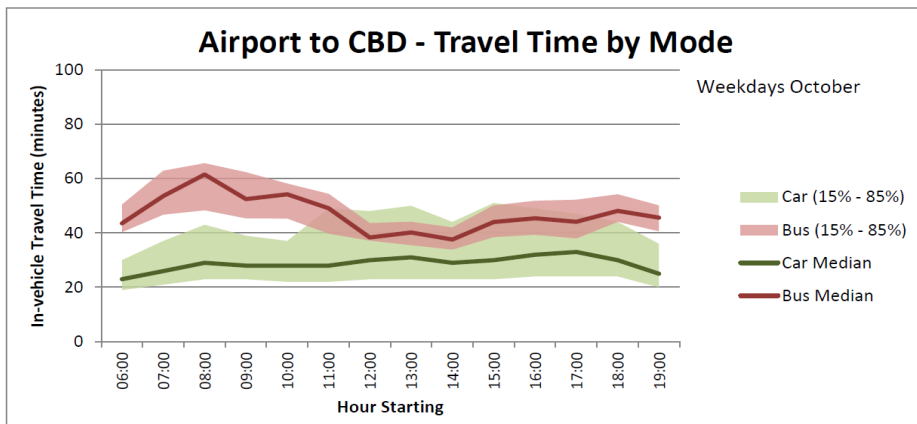
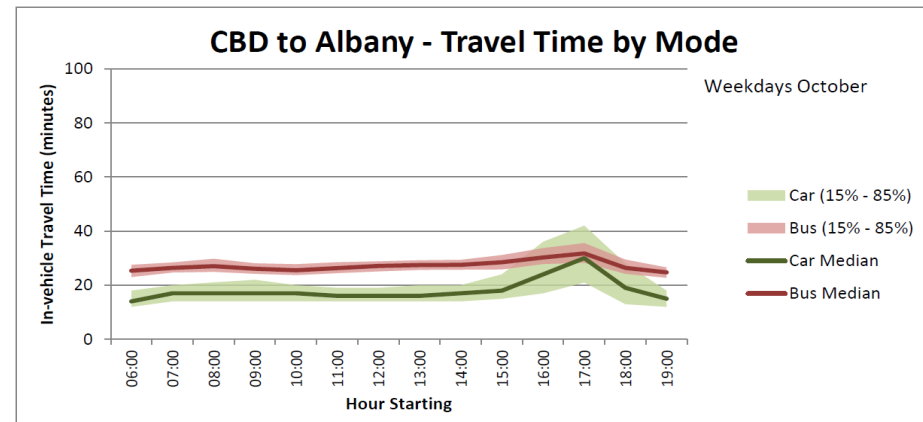
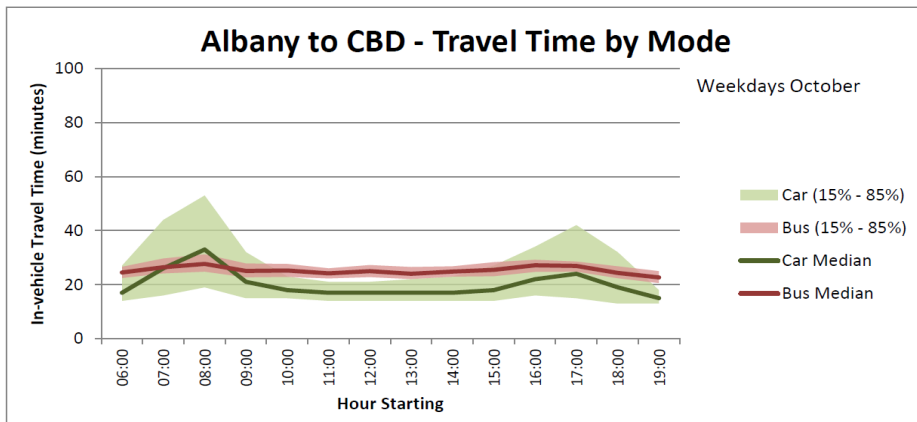
During the October 2017 AM peak, the 15th percentile delay was 13%, typical delay was 48% while the 85th percentile delay was 131%.

The last three months have seen improved congestion levels compared to 2016 results.

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

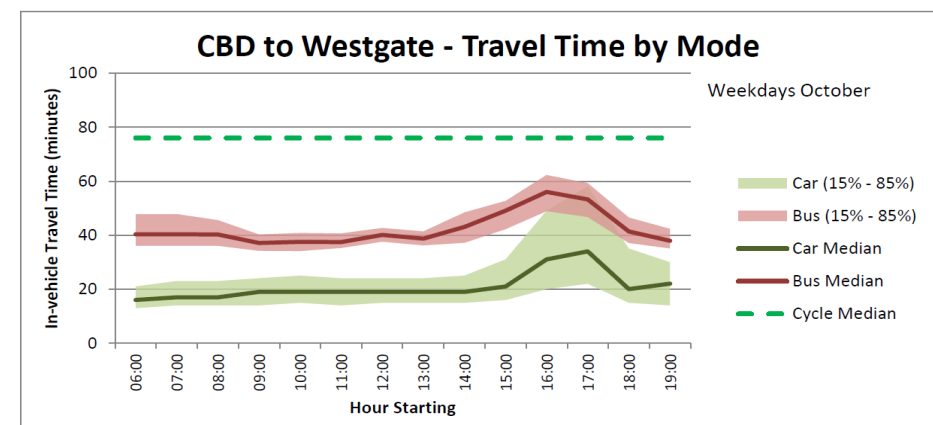
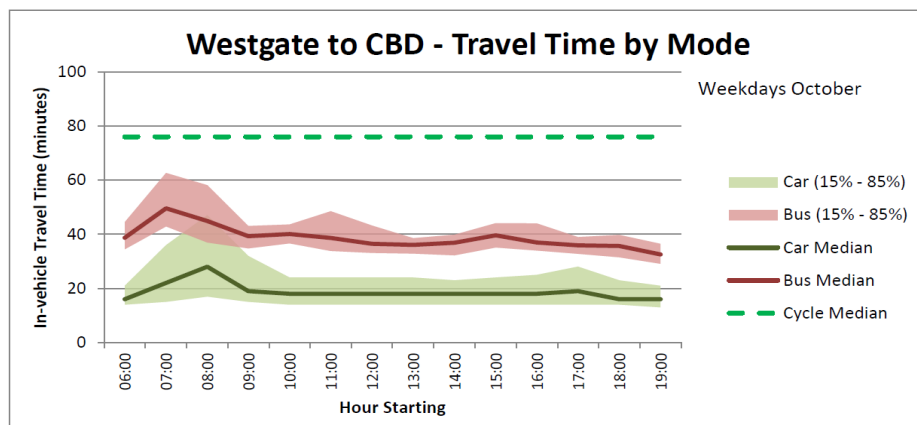
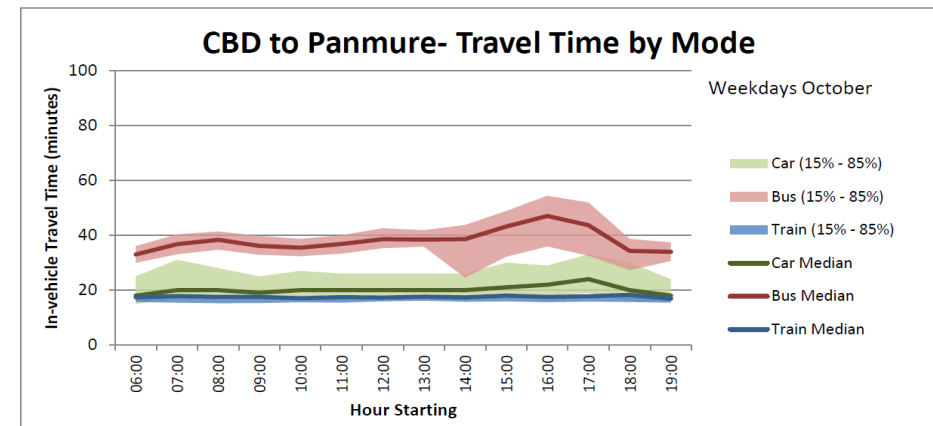
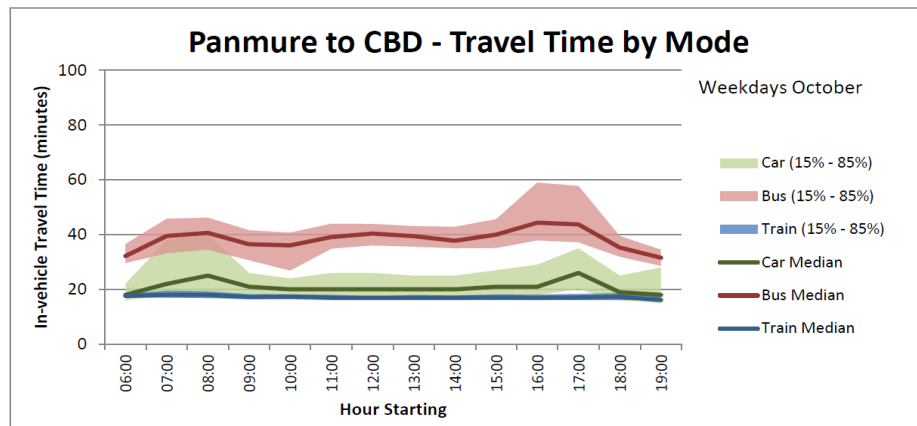
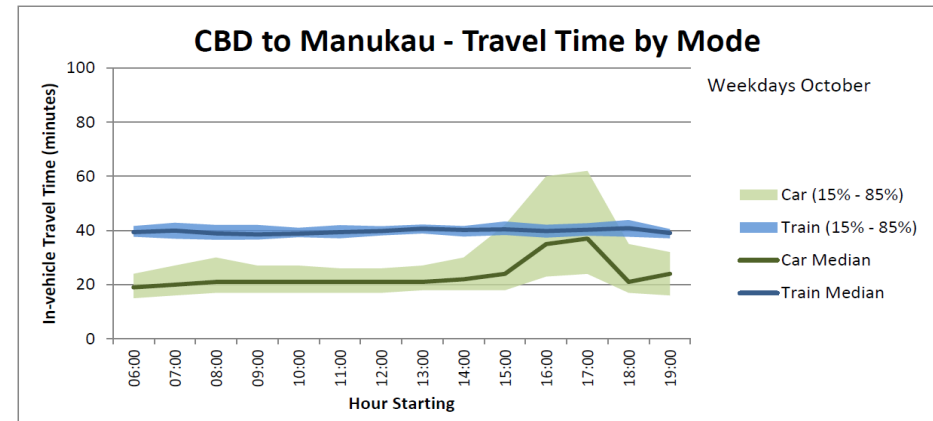
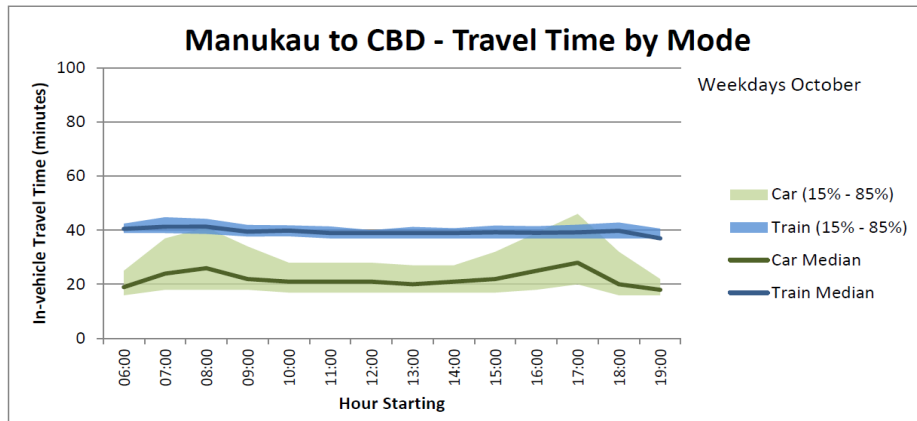
2.3 Build network optimisation and resilience

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



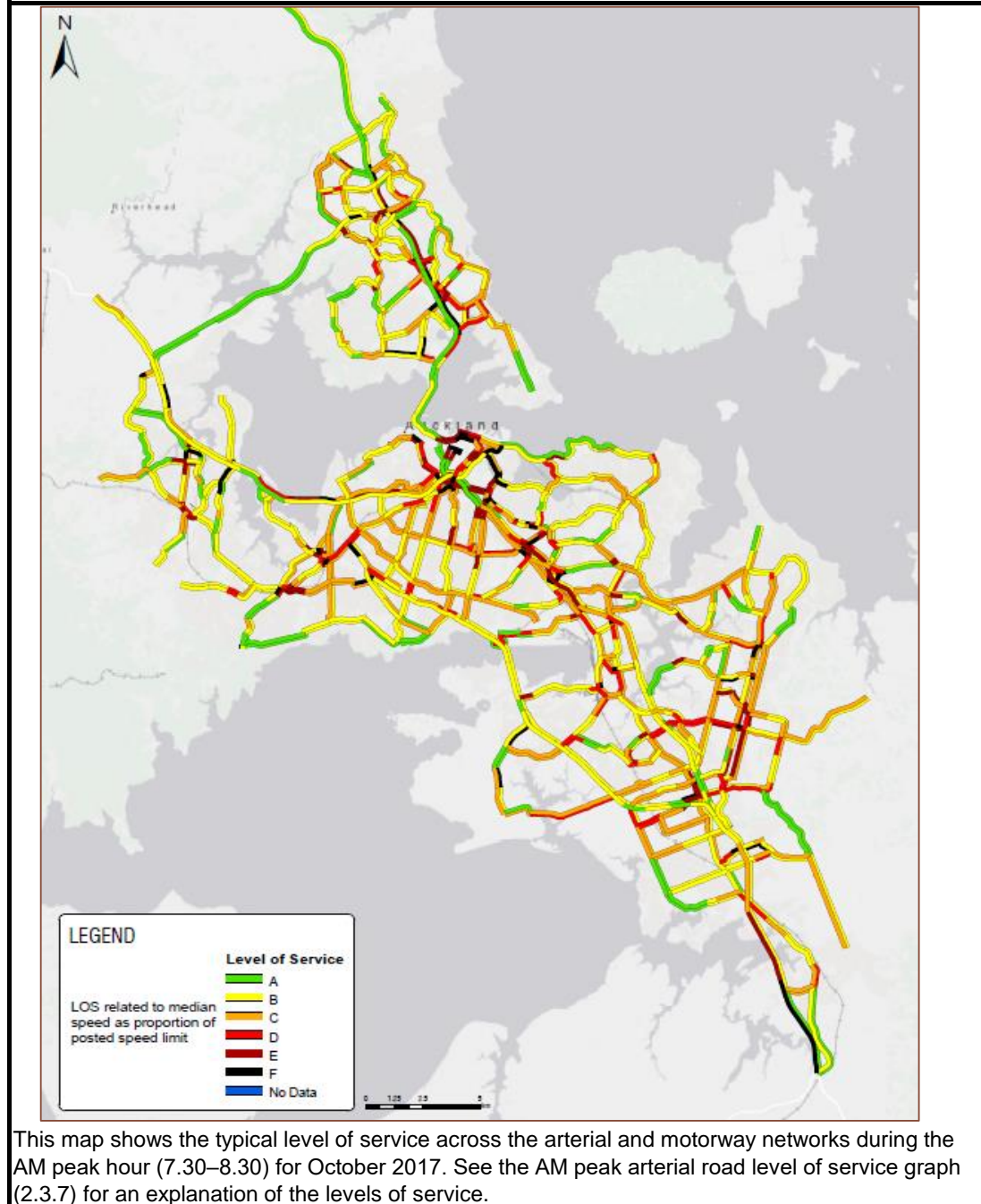
2.3 Build network optimisation and resilience

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

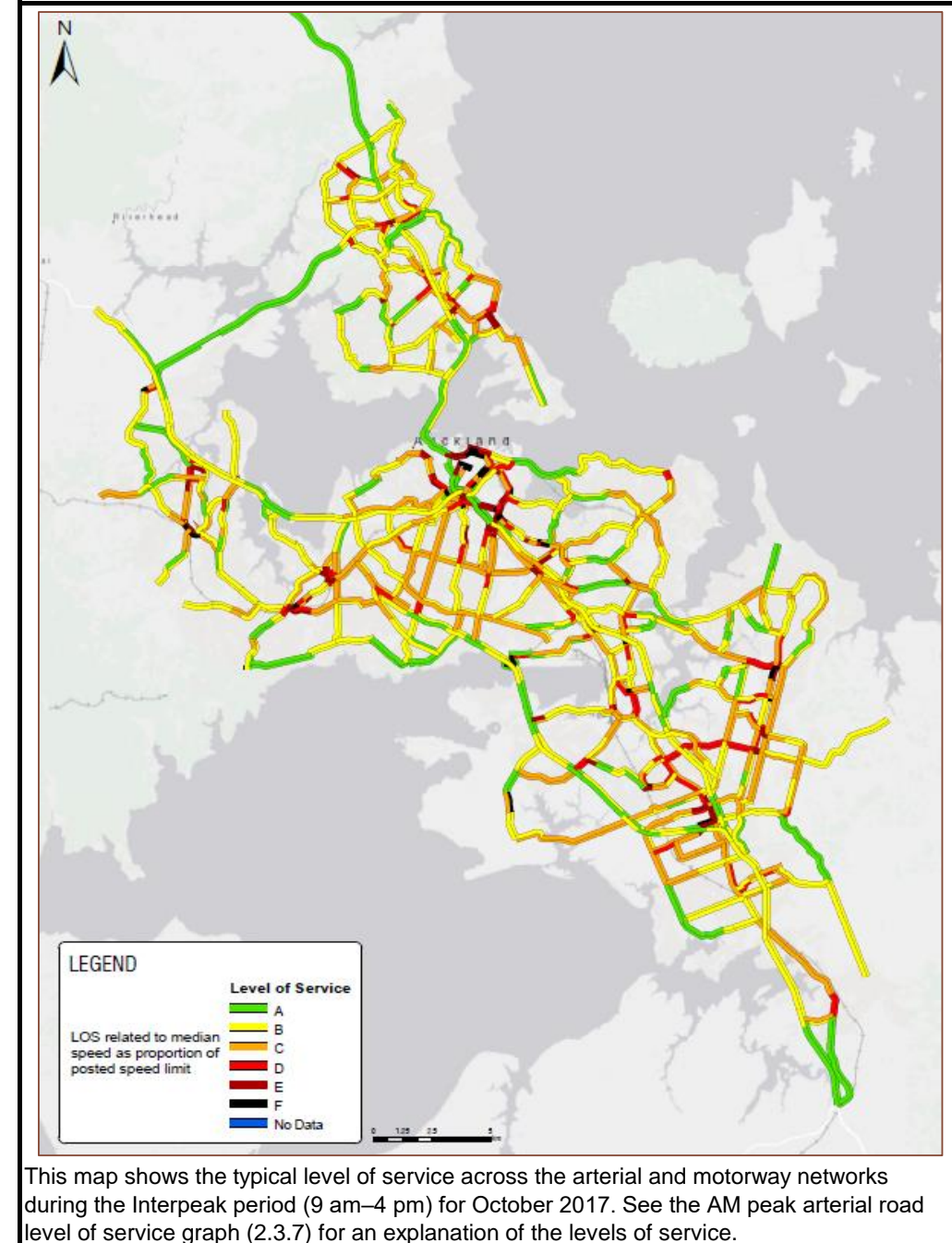


2.3 Build network optimisation and resilience

2.3.4 Congestion map AM peak

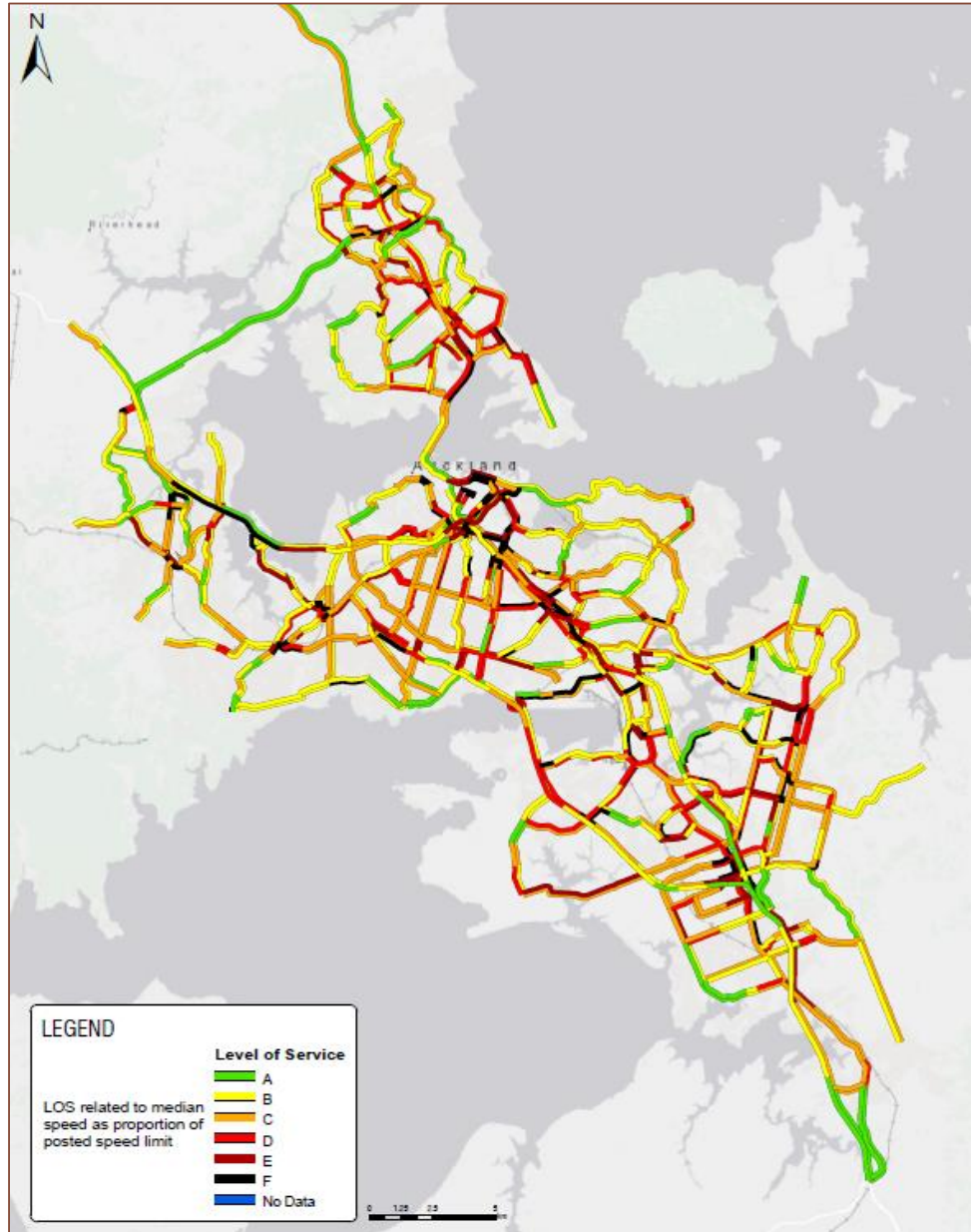


2.3.5 Congestion map inter-peak



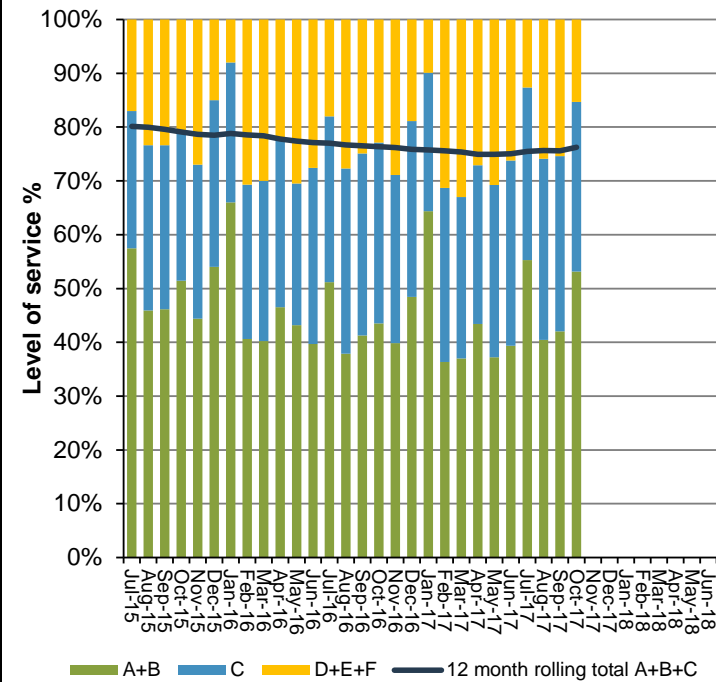
2.3 Build network optimisation and resilience

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 October 2017. See the AM peak arterial road level of service graph (2.3.7) for an explanation of the levels of service.

2.3.7 AM peak arterial road level of service



During October 2017, 85% of the arterial network was operating efficiently during the AM peak (LOS A–C). This is an improvement of ten percentage points from September 2017, and eight percentage points from October 2016.

The improvement is largely due to tertiary and school holidays during October and completion of the Western Ring Route / Waterview Tunnel.

In the 12 months to October 2017, 76% of the network was operating efficiently (LOS A – C) during the AM Peak.

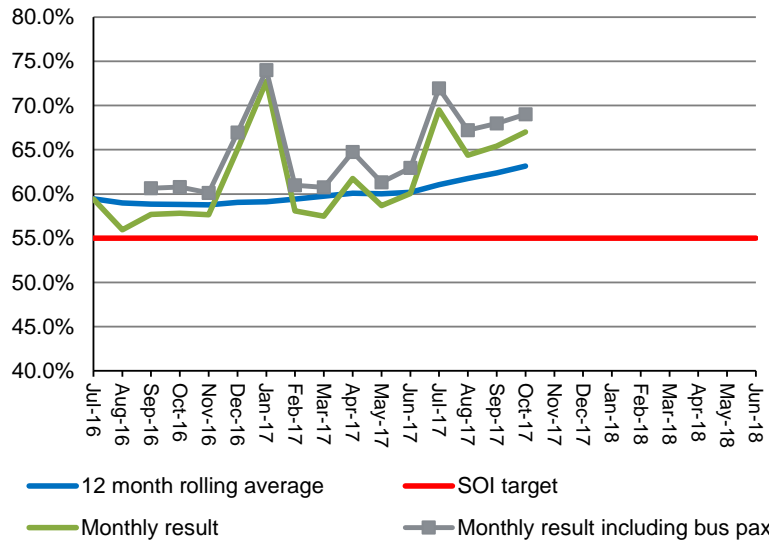
Arterial road level of service is measured by average speed as a % of the posted speed limit for AT's arterial roads, and categorised as follows:

- 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.

2.3 Build network optimisation and resilience

2.3.8 Arterial road productivity



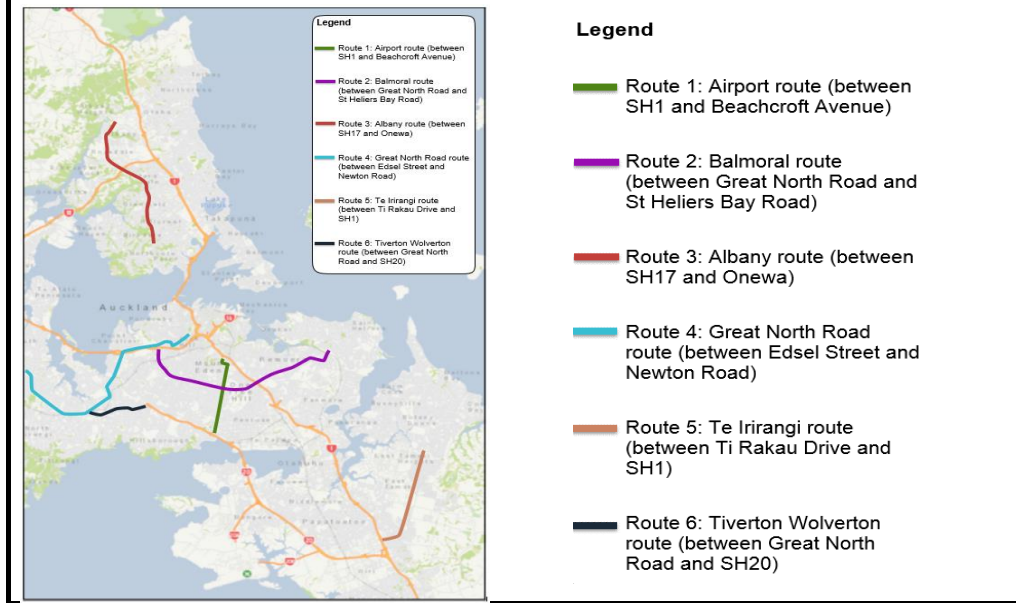
Target exceeded (12 month rolling average in October 2017 = 63.2%; SOI target 55%).

Overall productivity for the 6 SOI routes for the month of October 2017 was 67%, and 69% including bus patronage.

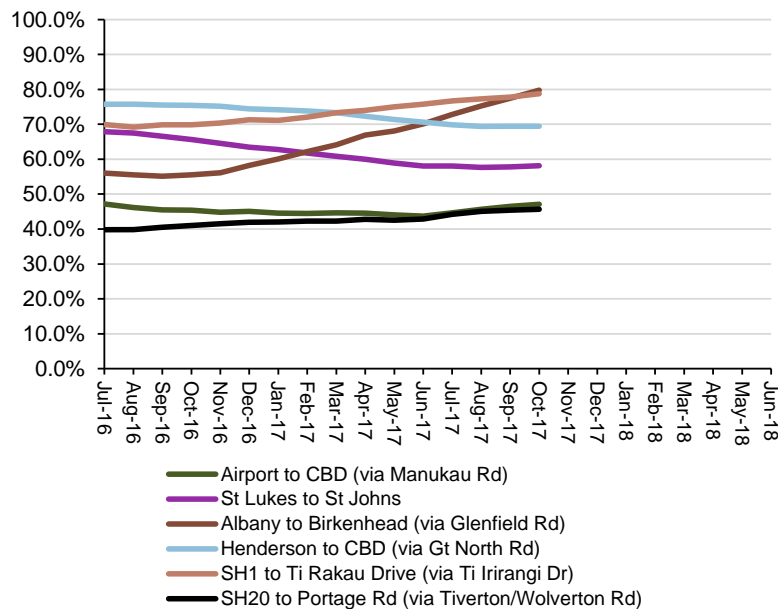
Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of the number of vehicles, their average journey speed and average vehicle occupancy.

The six key arterial routes measured are shown in figure 2.3.9 and results for each route in figure 2.3.10.

2.3.9 Map showing arterial productivity routes



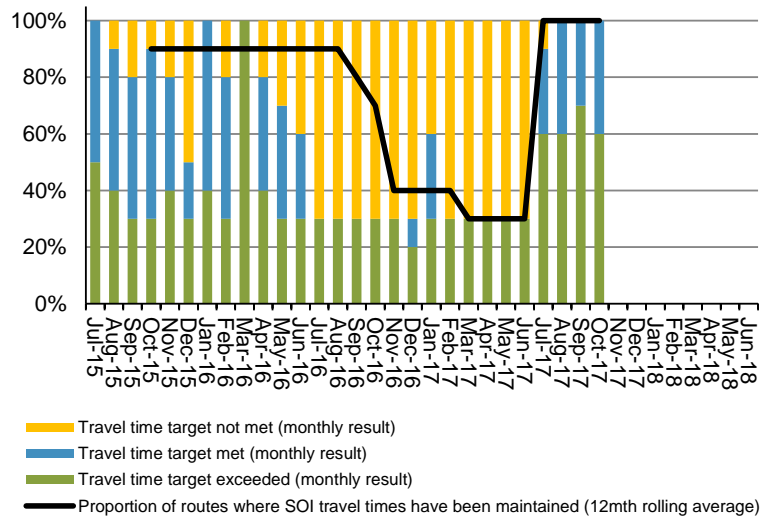
2.3.10 Arterial productivity - 12 month rolling average for each route



This figure illustrates the 12 month rolling average productivity results (based on private vehicles only) for each of the routes that make up the SOI measure provided in figure 2.3.8.

2.3 Build network optimisation and resilience

2.3.11 Proportion of key freight routes where SOI travel time targets have been maintained



Freight travel time targets were adjusted marginally for 2017/18. Targets for seven of the 10 key routes were increased by 1 minute, while two of the routes each had their targets reduced by 2 minutes.

In October 2017, all of the 10 key freight routes met their targets, with 6 exceeding target.

All freight routes continue to operate efficiently at levels of service B or C.

2.3.12 Map showing key freight routes

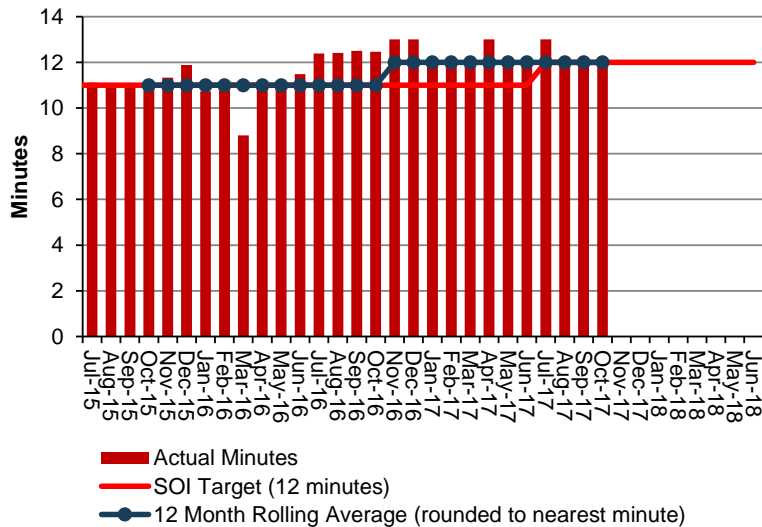


Legend

- █ 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)

SEART East Bound



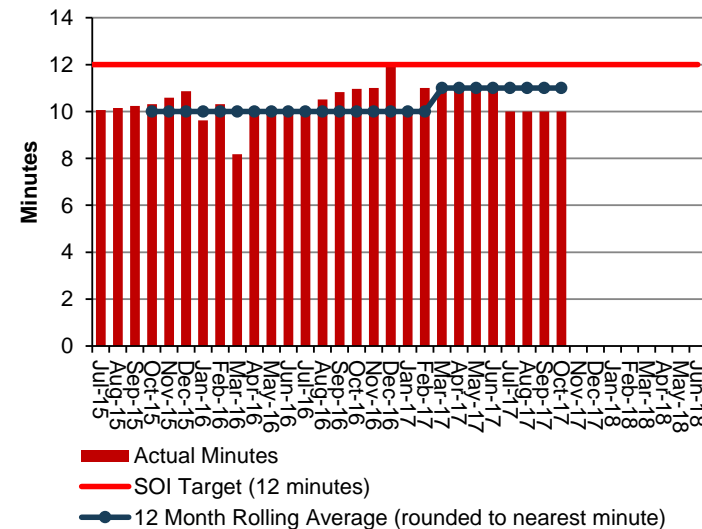
Target met in October 2017.

Target met for 12 months to October 2017.

The monthly travel time target was increased by 1 minute to 12 minutes for 2017/18.

2.3.14 SEART (from East Tamaki to Sylvia Park)

SEART West Bound



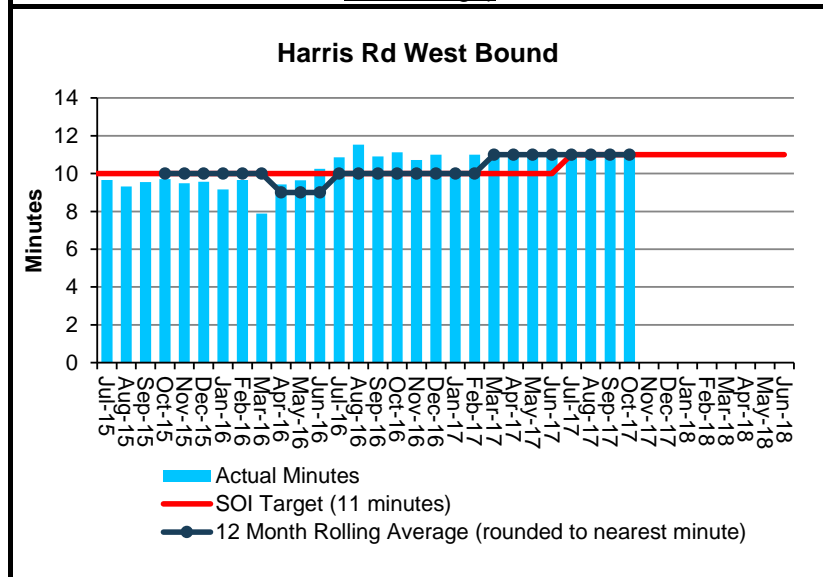
Target exceeded in October 2017 and the route continues to perform well.

Target exceeded for 12 months to October 2017.

The monthly travel time target remained the same for 2017/18 at 12 minutes.

2.3 Build network optimisation and resilience

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

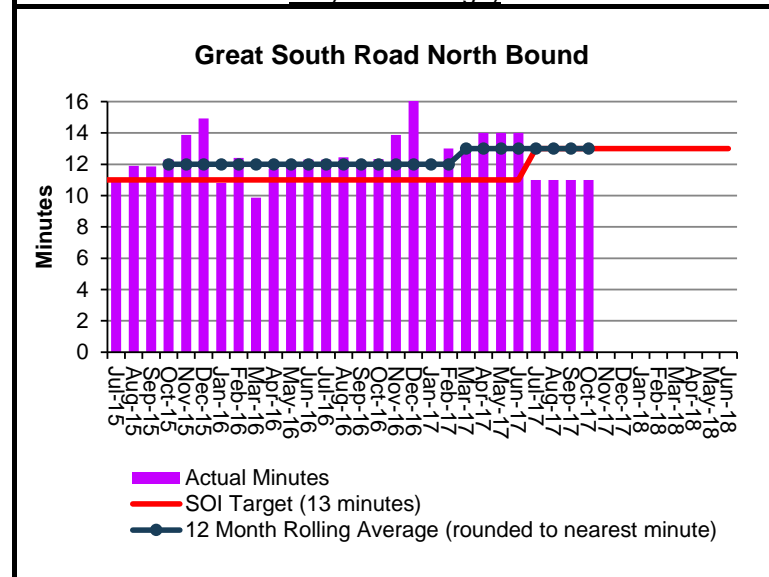


Target met in October 2017.

Target met for 12 months to October 2017.

The monthly travel time target was increased by 1 minute to 11 minutes for 2017/18.

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

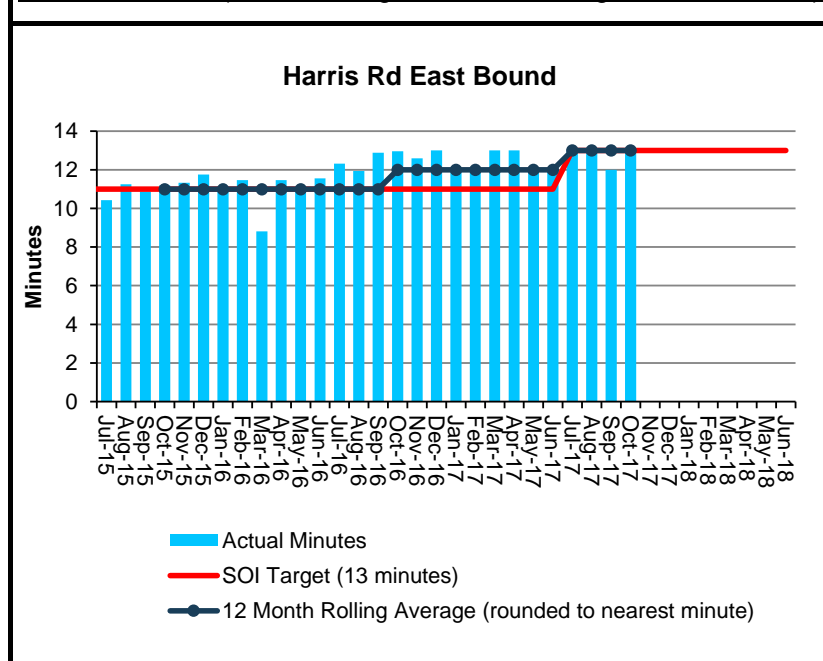


Target exceeded in October 2017. This is attributable to marginally lighter inter-peak travel demands resulting from seasonal variations and reduced demand due to the opening of the Waterview Tunnel.

Target met for 12 months to October 2017.

The monthly travel time target increased by 2 minutes to 13 minutes for 2017/18.

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

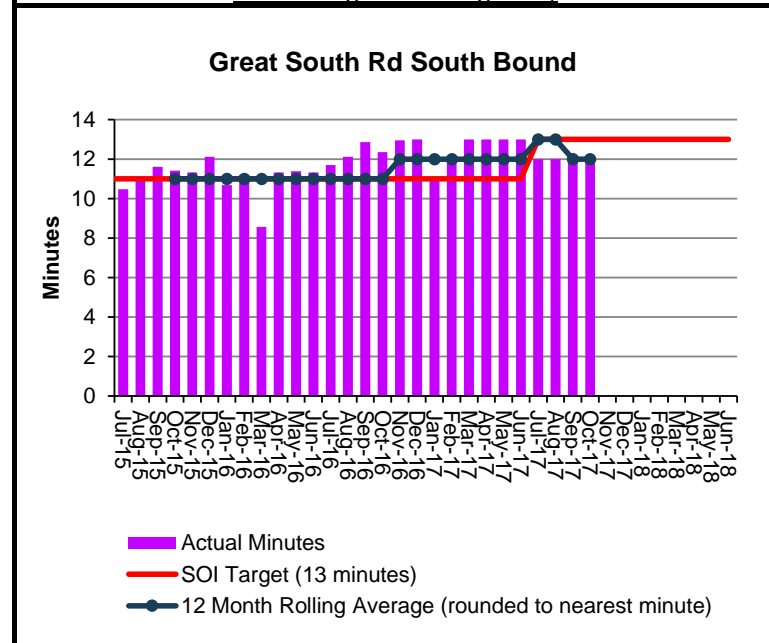


Target met in October 2017.

Target met for 12 months to October 2017.

The monthly travel time target increased by 2 minutes to 13 minutes for 2017/18.

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



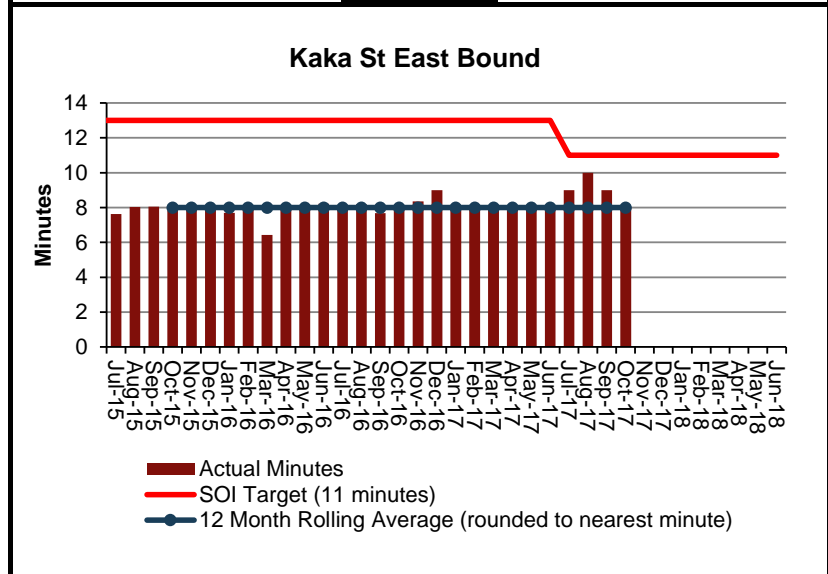
Target exceeded in October 2017. As above, this is attributable to marginally lighter inter-peak travel demands resulting from seasonal variations and reduced demand due to the opening of the Waterview Tunnel.

Target exceeded for 12 months to October 2017.

The monthly travel time target increased by 2 minutes to 13 minutes for 2017/18.

2.3 Build network optimisation and resilience

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

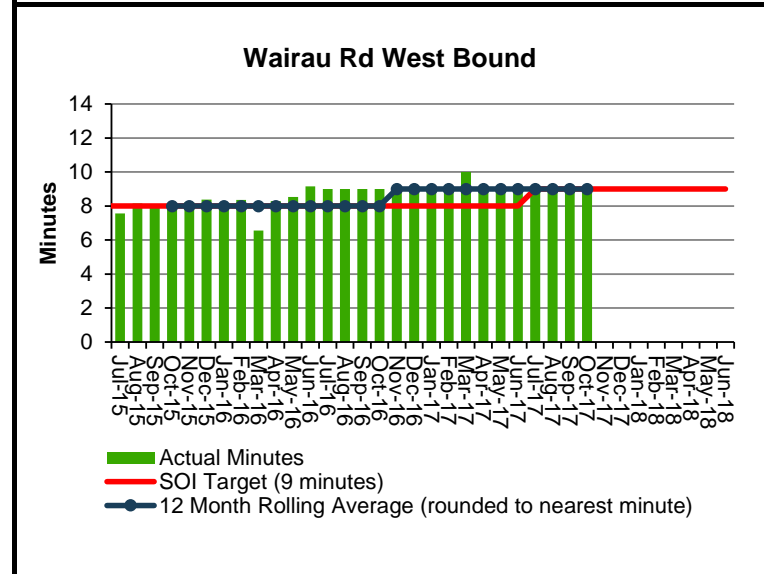


Target exceeded by three minutes in October 2017. This represents a one minute improvement from September 2017 and reflects the end of road works along the route.

Target exceeded for 12 months to October 2017.

The monthly travel target was reduced by 2 minutes to 11 minutes for 2017/18.

2.3.20 Wairau Rd (from SH1 to SH18)

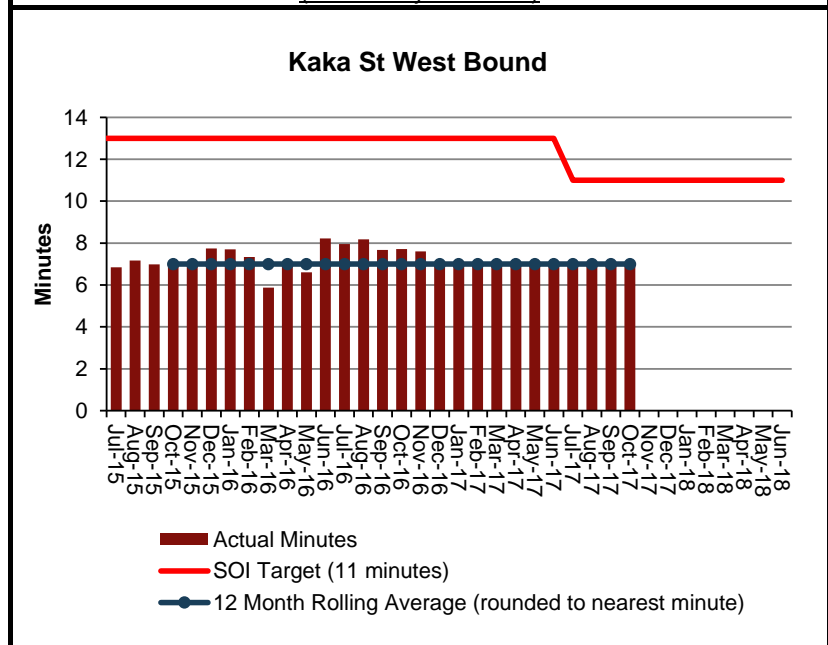


Target met in October 2017, aided by close ATOC monitoring due to on-going road works along this route.

Target met for 12 months to October 2017.

The monthly travel time target was increased by 1 minute to 9 minutes for 2017/18.

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

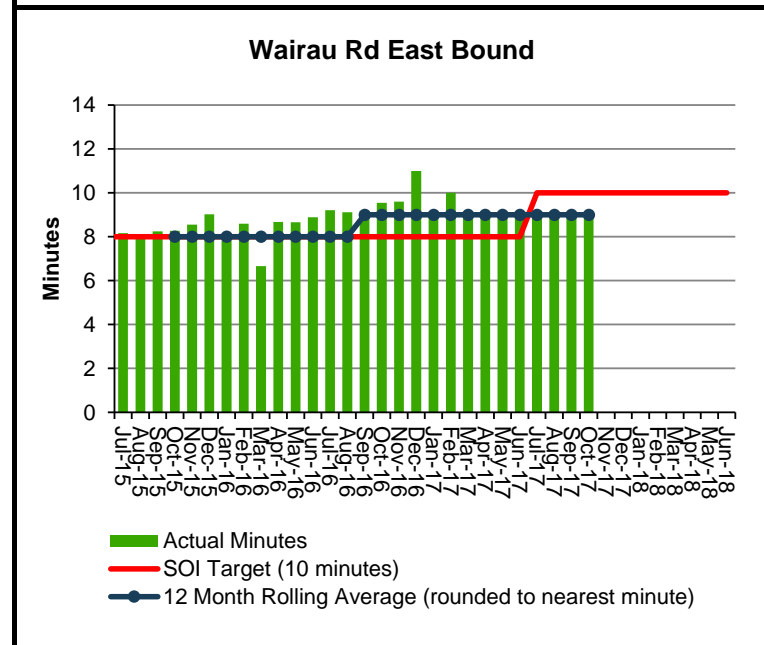


Target exceeded by four minutes in October 2017 and the route continues to operate well.

Target exceeded for 12 months to October 2017.

The monthly travel target was reduced by 2 minutes to 11 minutes for 2017/18.

2.3.22 Wairau Rd (from SH18 to SH1)



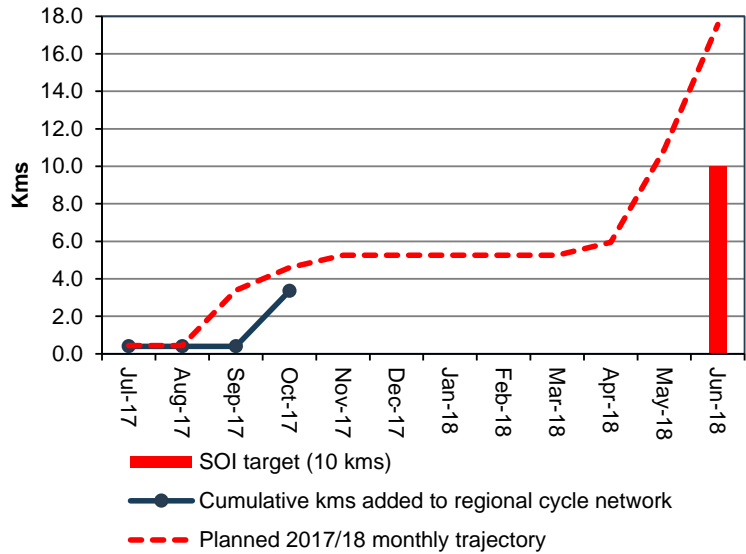
Target exceeded in October 2017, aided by close ATOC monitoring due to on-going road works along this route.

Target exceeded for 12 months to October 2017.

The monthly travel time target was increased by 2 minutes to 10 minutes for 2017/18.

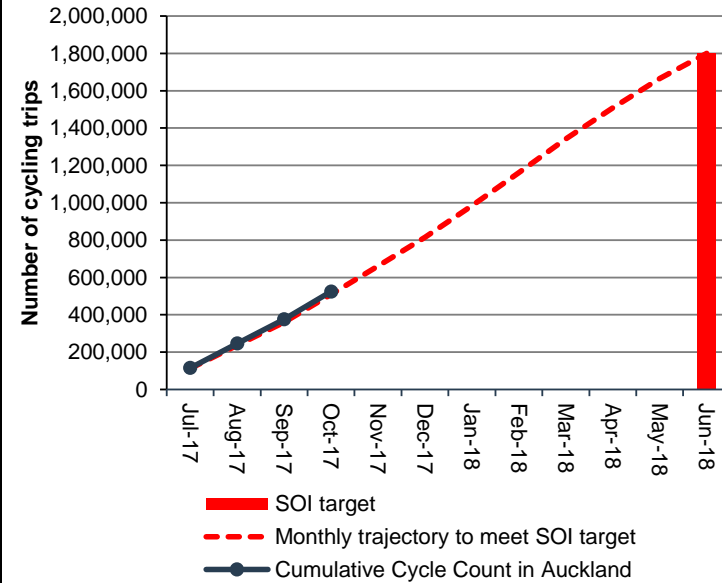
2.3 Build network optimisation and resilience

2.3.23 New cycleways added to regional cycle network (km)



The Waterview Shared Path opened in October but, due to construction delays, section 1 of the Westhaven to City Centre path is now expected to be completed in November.

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

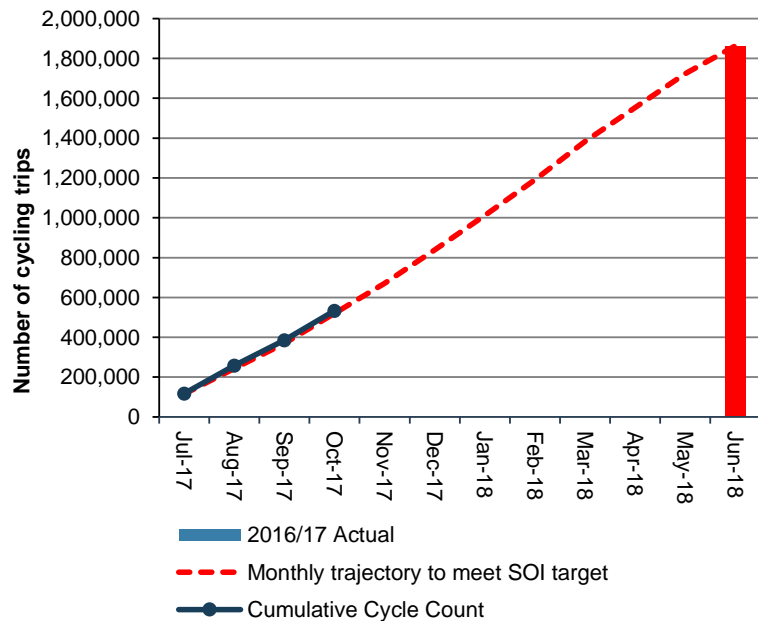


Target exceeded: 149,140 cycle trips were recorded in October 2017.

YTD: 524,427
YTD Target: 509,828

From July 2016 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



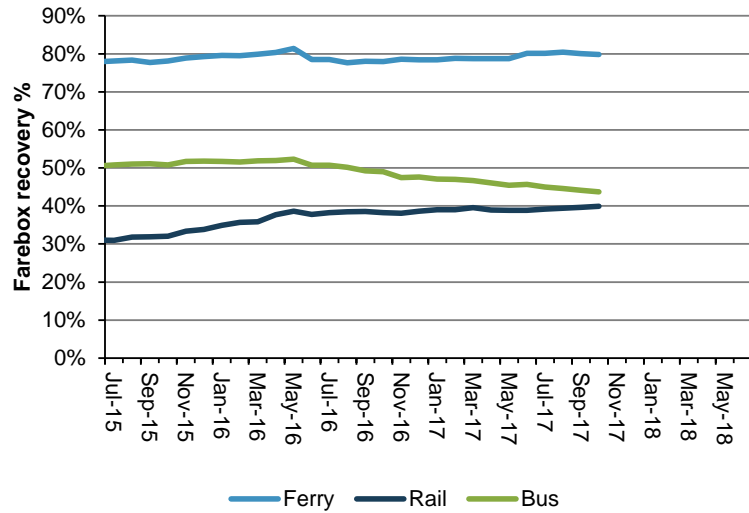
Target exceeded: 147,516 cycle trips were recorded in October 2017.

YTD: 533,422
YTD Target: 519,553

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

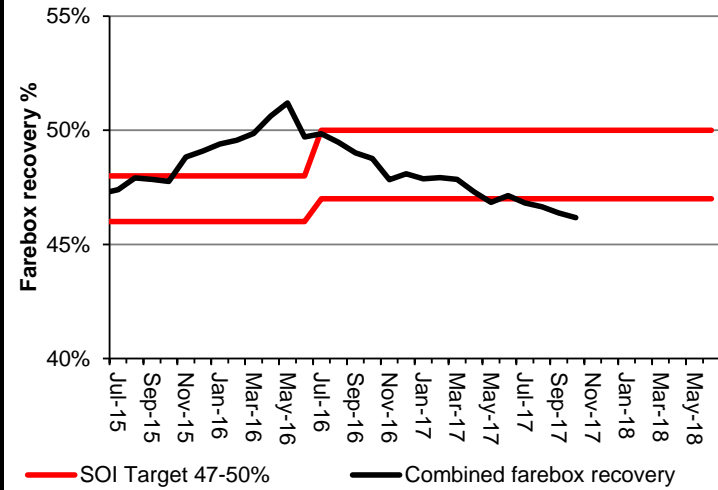


The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios for October 2017 (and comparable 2016 results) are:

- Ferry 79.8% (78.0%)
- Bus 43.7% (49.0%)
- Rail 39.9% (38.2%)

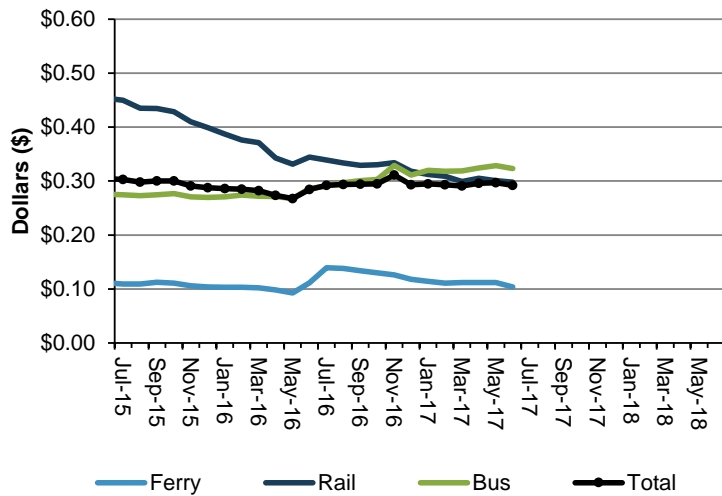
2.4.2 PT farebox recovery (combined result with SOI measure)



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 October 2017 was 46.2%. This compares to 48.8% on October 2016.

2.4.3 PT subsidy per passenger kilometre



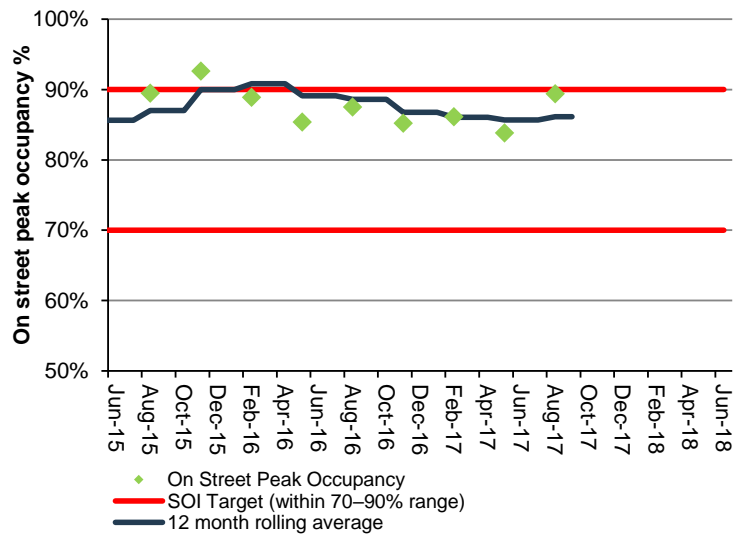
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for October 2017 (and comparable 2016 results) are:

- Bus \$0.347 (\$0.303)
- Rail \$0.277 (\$0.330)
- Ferry \$0.106 (\$0.130)
- Total \$0.299 (\$0.295)

2.5 Develop creative, adaptive, innovative implementation

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

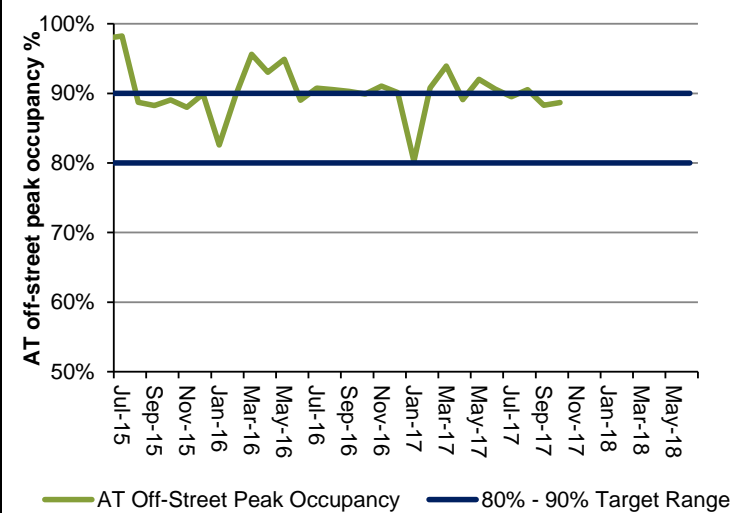


Non-reporting period.

Target met in August 2017. The on-street parking occupancy rate for August 2017 was 89%, which is within the 70-90% occupancy target range. The occupancy figure for the 12 months to August 2017 was 86.1%, a 2.5 percentage point decrease on the previous year.

The four-hour peak period is defined as the top four busiest hours of the day. These hours are not often coincidental and can vary depending on contributing factors. On-street parking occupancy is surveyed 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

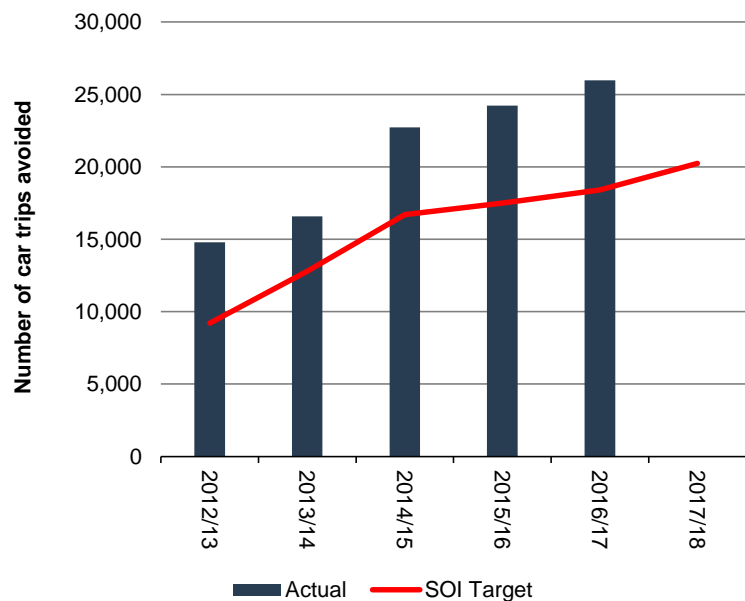


Target met.

The off-street parking occupancy rate for October 2017 was 88.7%, which is within the 80% to 90% occupancy target range.

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

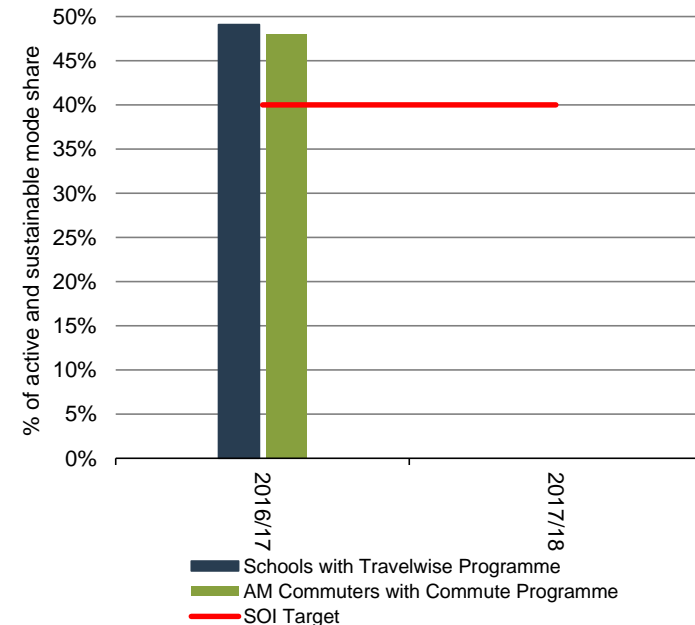
2.5.3 Number of car trips avoided through travel planning initiatives



Target reported annually in June.

Data for this measure is collected on an annual basis through surveys and through analysing data collected from the initiatives implemented over the year. The Travelwise Programme continues to run activities to reduce car trips to school, particularly to the school gate. While year on year analysis shows a significant increase in the reduction of trips to school avoided, other surveys indicate that student travel patterns have remained static. Therefore a revised methodology is sought to replace this measure in 2018/19.

2.5.4 Active and sustainable transport mode share



Target reported annually in June.

Travel modes to school is tested among Travelwise schools annually via survey, and is compared to baseline results. It is known that the methodology significantly over-estimates the impact of the programme due to the inclusion of car/walk trips to school and is proposed to be modified or replaced in 2018/19.

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

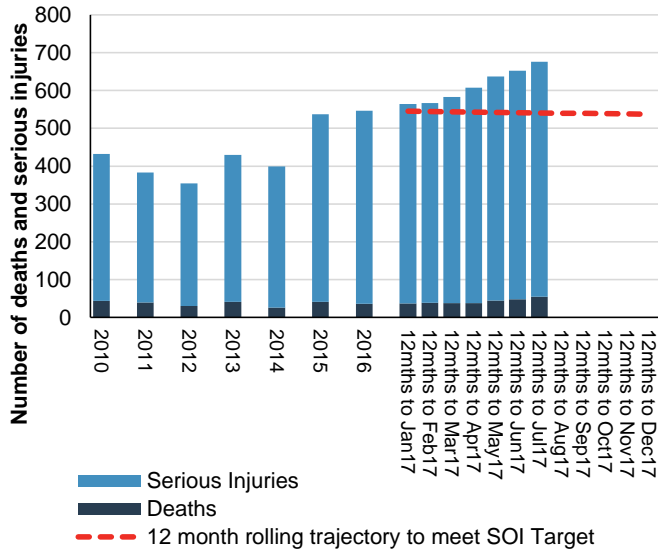
3. DIA mandatory measures

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



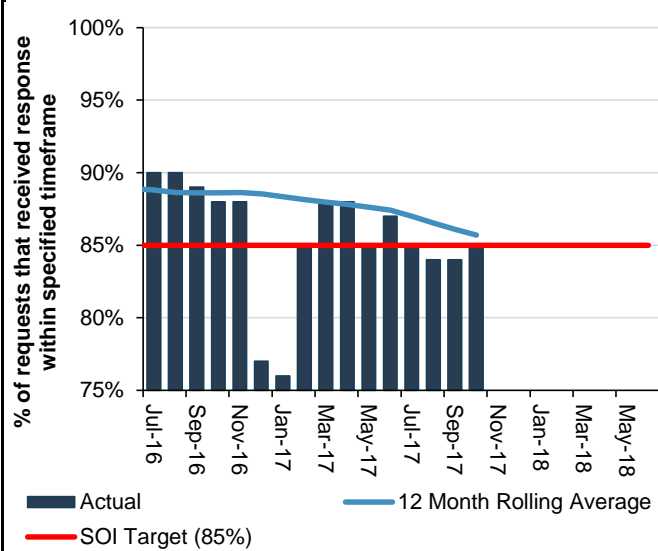
Target not met.

The Local Road DSI target for the 2017 calendar year is 537. The 12 month rolling total to July 2017 is 676, 25% higher than the target trajectory of 540.8 and 24% higher than for the 12 months to July 2016.

For the 12 months rolling to the end of July 2017, Local Road deaths have increased by 67% (from 33 to 55) and Local Road serious injuries have increased by 21% (from 513 to 621).

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

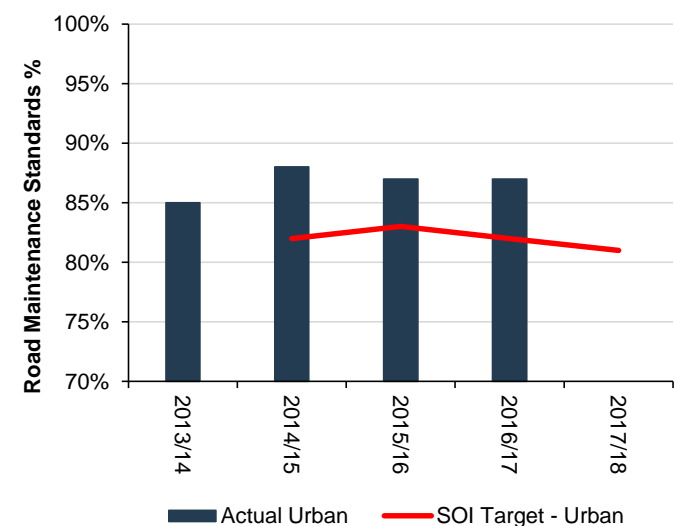
3.2 Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames



Target met (12 month rolling average = 86%, SOI target of 85%). The October 2017 result was 85%.

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

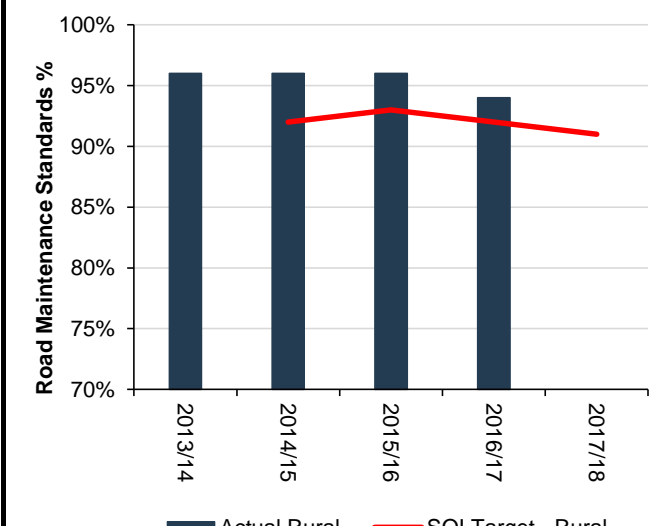
3.3 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Target reported annually in March.

The 2016/17 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 87% (unchanged from 2015/16).

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

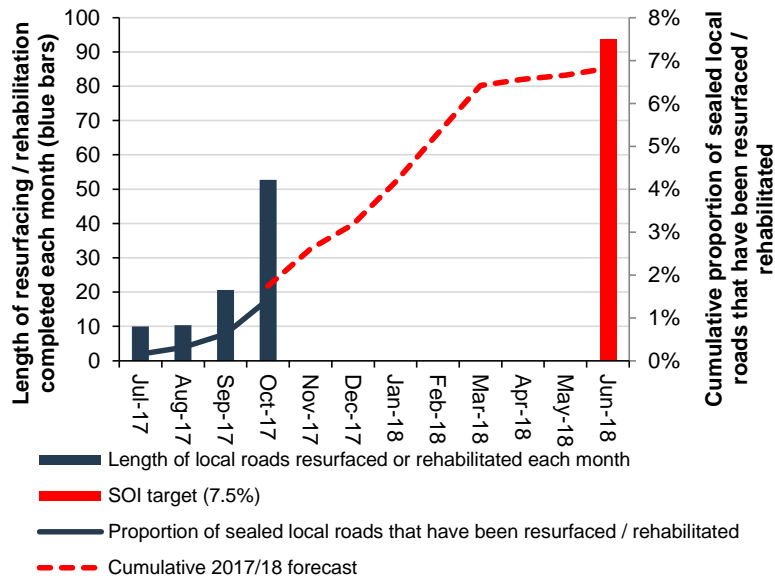


Target reported annually in March.

The 2016/17 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 94% (down two percentage points on 2015/16).

3. DIA mandatory measures

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

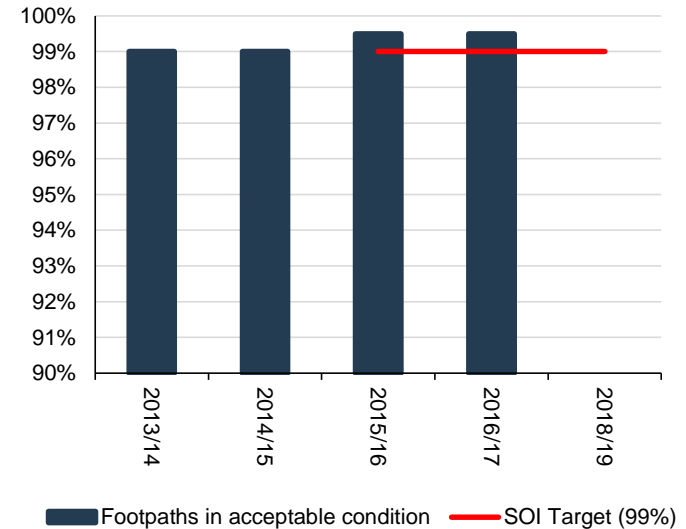


Due to budget constraints the 2017/18 programme is not forecast to meet the SOI target of resurfacing / rehabilitating 7.5% of the sealed local road network.

In October 2017, 52.7km of the local road network was resurfaced / rehabilitated. The completed YTD length of 93.7km is less than the forecasted YTD length of 113.8km.

The YTD completed length of 93.7km is 21% of the 2017/18 programme length of 446.1km.

3.6 Percentage of footpaths in acceptable condition



Target reported annually in March.

The 2016/17 result for the percentage of footpaths in acceptable condition was 99.5% (unchanged from 2015/16).

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

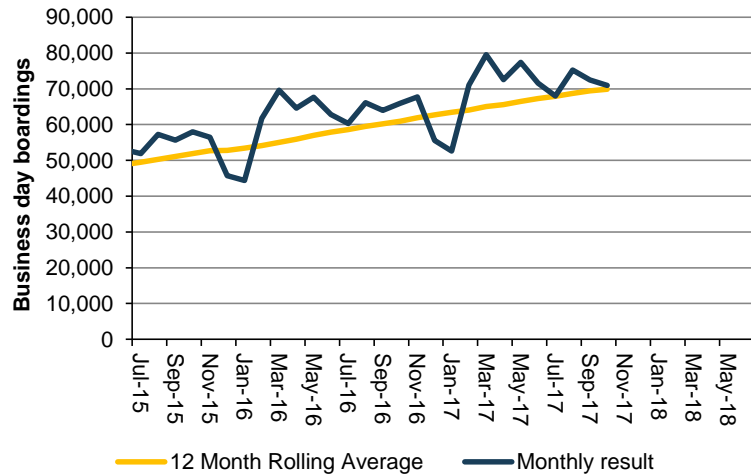
3. DIA mandatory measures

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

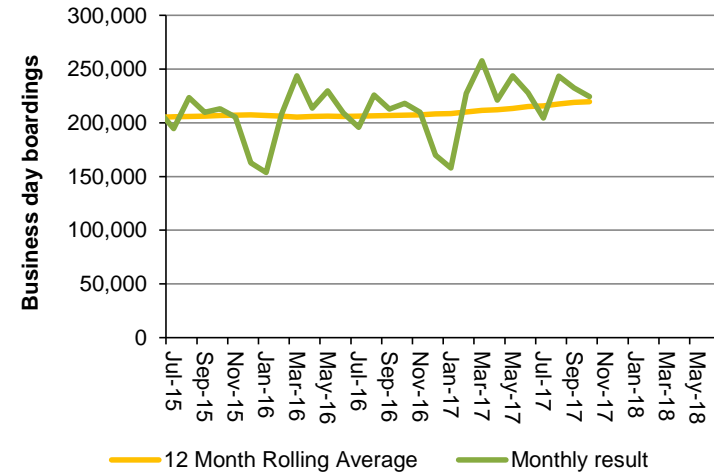
4.1.1 Rail business day average boardings



Business day boardings on the rail network averaged 69,873 in the 12 months to October 2017.

This represents a 15% increase on the October 2016 figure.

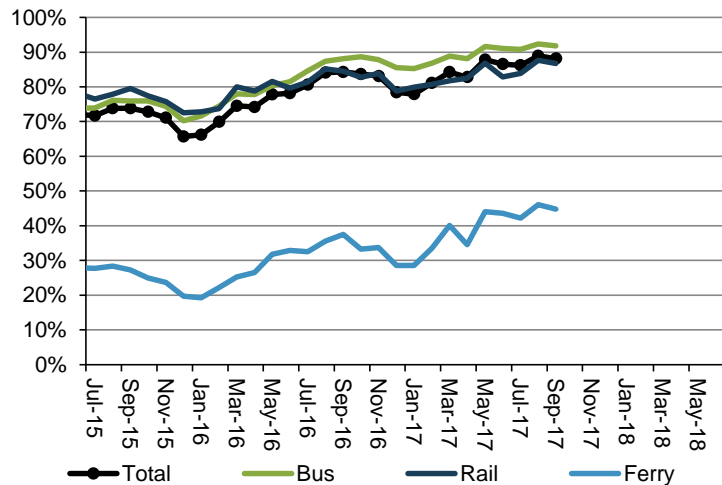
4.1.2 Bus business day average boardings



Business day boardings on the bus network averaged 219,615 in the 12 months to October 2017.

This represents a 6% increase on the October 2016 figure.

4.1.3 Percentage of all PT trips using AT HOP



AT HOP information for October 2017 was not available at the time of writing and will be included in the next monthly report.

4.1 AT monthly activity report – public transport

4.1.4 Rail service performance

Train performance October 2017

Total Network

96.1% Punctuality*

(96.6% 12 month rolling average)
* Arrival within 5 minutes of schedule at final destination

97.7% Service Delivery*

(98.3% 12 month rolling average)
* Arrival at final destination

Western Line

96.1% Punctuality*

(96.8% 12 month rolling average)

98.1% Service Delivery*

(98.3% 12 month rolling average)

Eastern Line

96.5% Punctuality*

(96.9% 12 month rolling average)

98.4% Service Delivery*

(98.4% 12 month rolling average)

Southern Line

95.3% Punctuality*

(95.7% 12 month rolling average)

95.2% Service Delivery*

(97.8% 12 month rolling average)

Pukekohe Line

98.3% Punctuality*

(98.4% 12 month rolling average)

99.3% Service Delivery*

(98.7% 12 month rolling average)

Onehunga Line

95.1% Punctuality*

(95.9% 12 month rolling average)

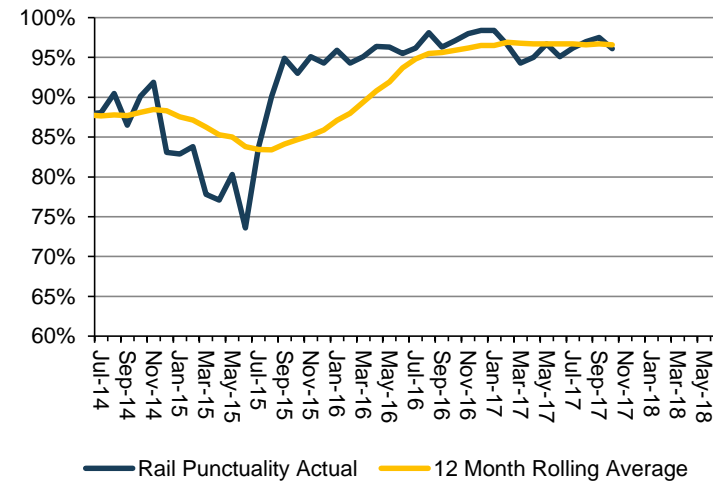
98.6% Service Delivery*

(98.6% 12 month rolling average)

For more information visit
www.ATmetro.co.nz or phone 09 366 6400



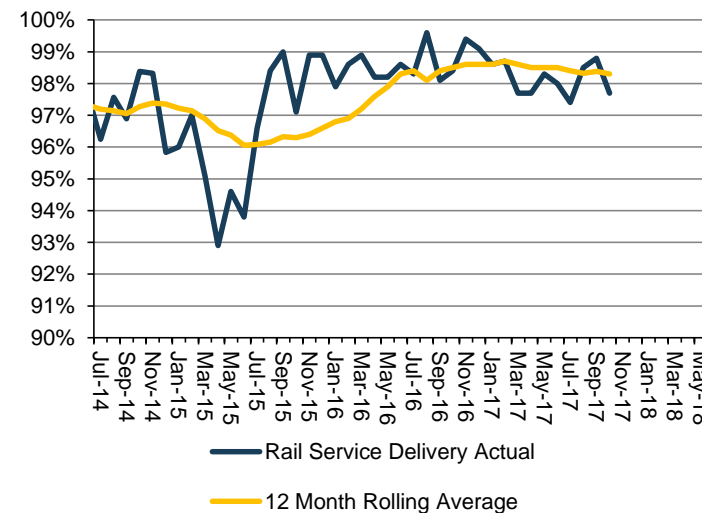
4.1.5 Rail punctuality (based on arrival at final destination)



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

Using this measure, rail service punctuality for the month of October 2017 was 96.1% and 96.6% for the year to October 2017.

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

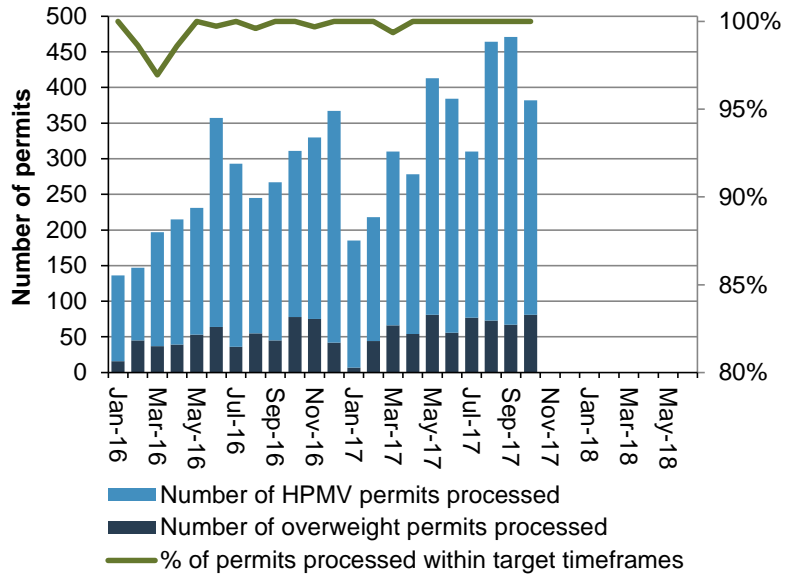


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of October 2017 was 97.7% and 98.3% for the year to October 2017.

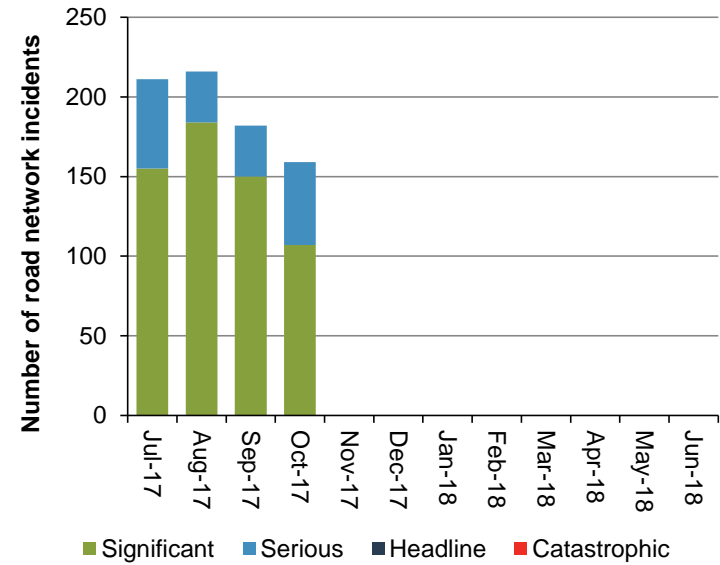
4.2 AT monthly activity report – road operations and maintenance

4.2.1 Heavy vehicle permits processed (overweight + high productivity)



In October 2017, 81 overweight permit applications and 301 HPMV permit applications were processed. All of the 382 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



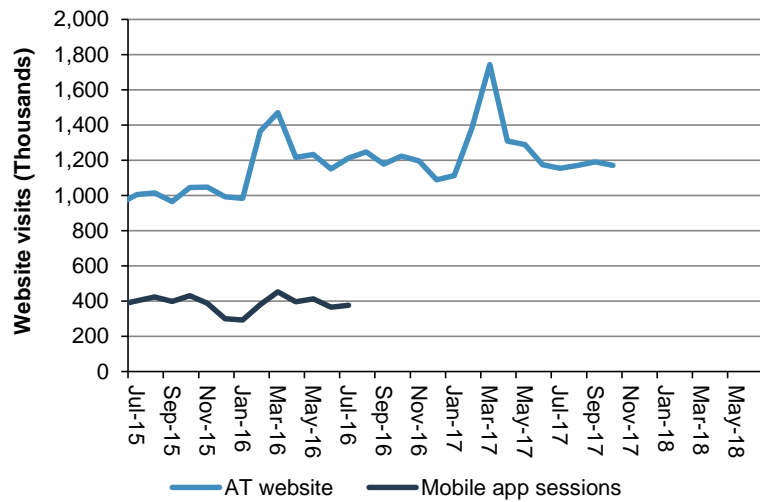
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

Riskshield, the new incident and event management system, is currently only able to support reporting on the number of incidents. November response time data should be available for December reporting.

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

4.3 AT monthly activity report – Customer response

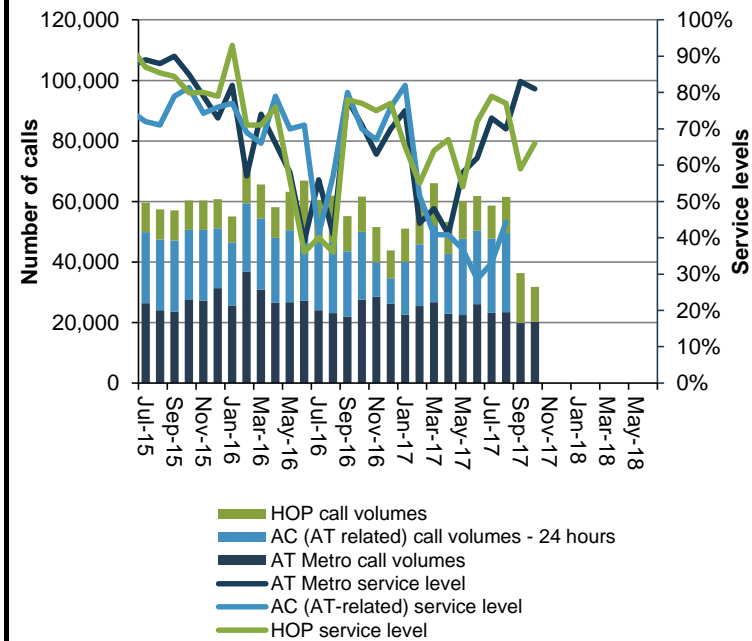
4.3.1 Website visits



There was a 2% decrease in visits to the Auckland Transport website in October 2017 (compared to September 2017).

Data for mobile app sessions up to August 2016 were for the previous AT app. Data for the new mobile app are not reported as the analytics are not available.

4.3.2 Call centre incoming calls and service levels



AT Metro Call Centre
Call volumes increased 2% compared to September 2017, but decreased 27% compared to October 2016. The service level decreased two percentage points compared to September 2017.

AT Hop
Call volumes decreased 30% compared to September 2017. The service level increased by seven percentage points compared to September 2017.

Auckland Council (AT-related calls) – 24 Hours
Information for September and October is expected to be included in the next monthly report.