

# Auckland Transport Monthly Indicators Report 2018/19

October 2018



## **1. Summary of indicators**

- 1.1 SOI performance measures
- 1.2 AT Metro patronage breakdown

## **2. Monthly indicators by Key Priority**

- 2.1 Deliver an efficient and effective transport system
- 2.2 Focus on the customer
- 2.3 Improve the safety of the transport system
- 2.4 Ensure value for money across AT's activities

## 1.1 SOI performance measures

Key Priority	Measure	SOI 2018/19 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Deliver an efficient and effective transport system	Total annual public transport boardings	96.3 million	●	●	●	●									12 month rolling total: 94,949,410	Page 8
	Total annual rail boardings (millions)	21.11 million	●	●	●	●									12 month rolling total: 20,491,646	Page 9
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings		●	●	●	●								17.8% growth in RTN + FTN vs 5.0% growth in total boardings	Page 8
	New cycleways added to regional cycle network	10 km	●	●	●	●									YTD completion: 6.4 km	Page 11
	Number of cycle movements past selected count sites	3.644 million	●	●	●	●									YTD: 1,121,693 YTD target: 1,051,279	Page 11
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%													2017/18 result: 48%	Page 11
	Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented	40%													2017/18 result: 69%	Page 11
	Average AM peak arterial productivity	21,000	●	●	●	●									YTD average: 29,819	Page 12
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%	●	●	●	●									YTD average: 94%	Page 16
Focus on the customer	Percentage of public transport passengers satisfied with their public transport service	85%			●										September 2018 result: 91%	Page 20
	PT punctuality (weighted average across all modes)	94.5%	●	●	●	●									YTD average: 97.5%	Page 22
	Percentage of local board members satisfied with AT engagement	Reporting to local board: 70%													2017 result: 56%	Page 24
		Consultation with local board: 70%													2017 result: 42%	Page 24
Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●	●									12 month total: 81.0%	Page 24	

## 1.1 SOI performance measures

Key Priority	Measure	SOI 2018/19 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Improve the safety of the transport system	Number of high risk intersections addressed by the safety programme	10													New measure, first result in December 2018	Page 26
	Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	Reduce by at least 9 2018 year-end target: 681	●	●	●	●									12 month rolling total to July 2018: 572 Note: 3-month lag	Page 26
Ensure value for money across AT's activities	PT farebox recovery	46–50%	●	●	●	●									October 2018 result: 45.1%	Page 27
	Percentage of the sealed local road network that is resurfaced	6.0%	●	●	●	●									YTD result: 1.2%	Page 27
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	95%													New measure, first result in March 2019	Page 28
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%													2017/18 result: 99%	Page 28
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 81%														2017/18 result: 84%
Rural 92%															2017/18 result: 95%	Page 28

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

■ Data not available

## 1.2 AT Metro Boardings breakdown

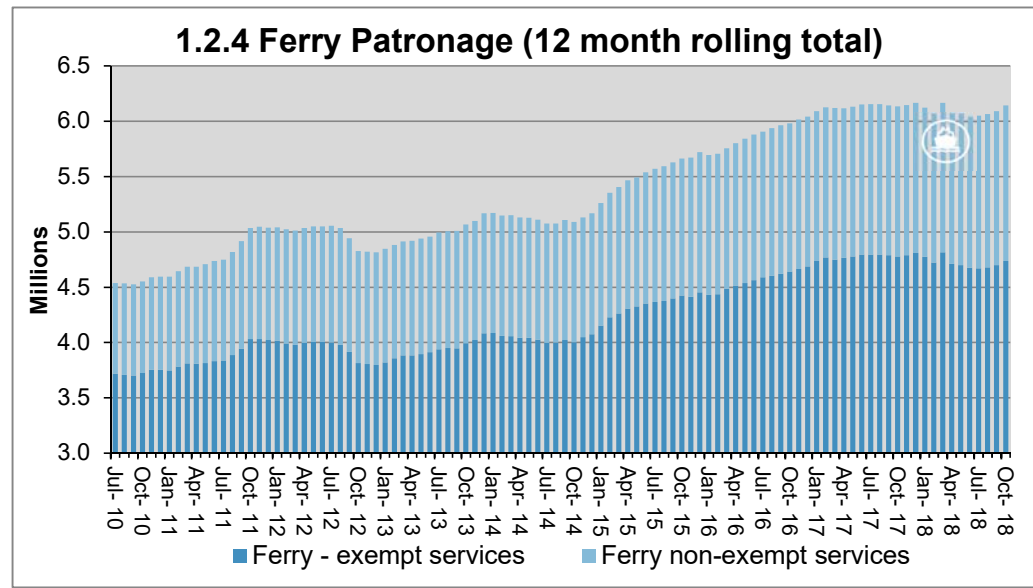
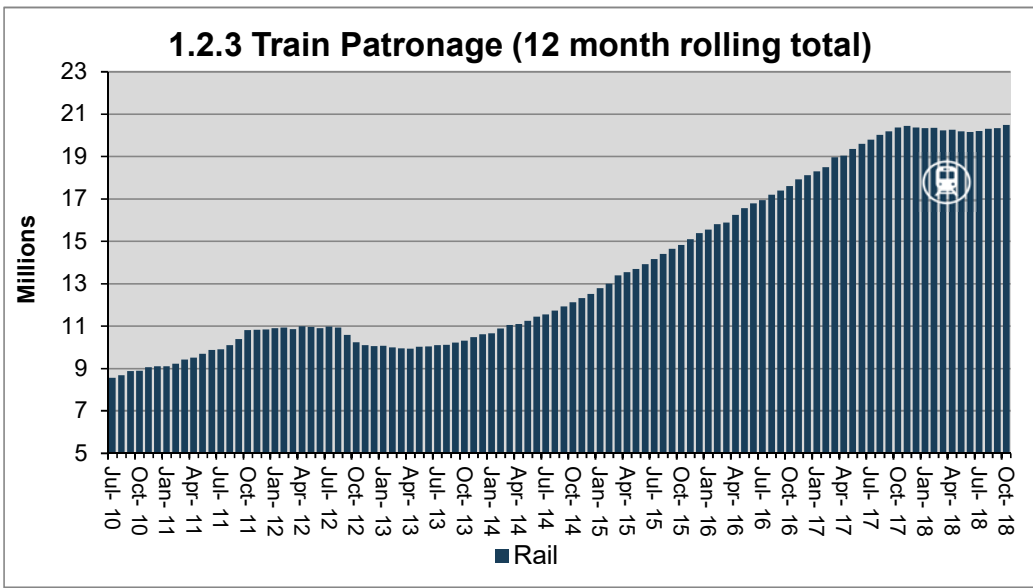
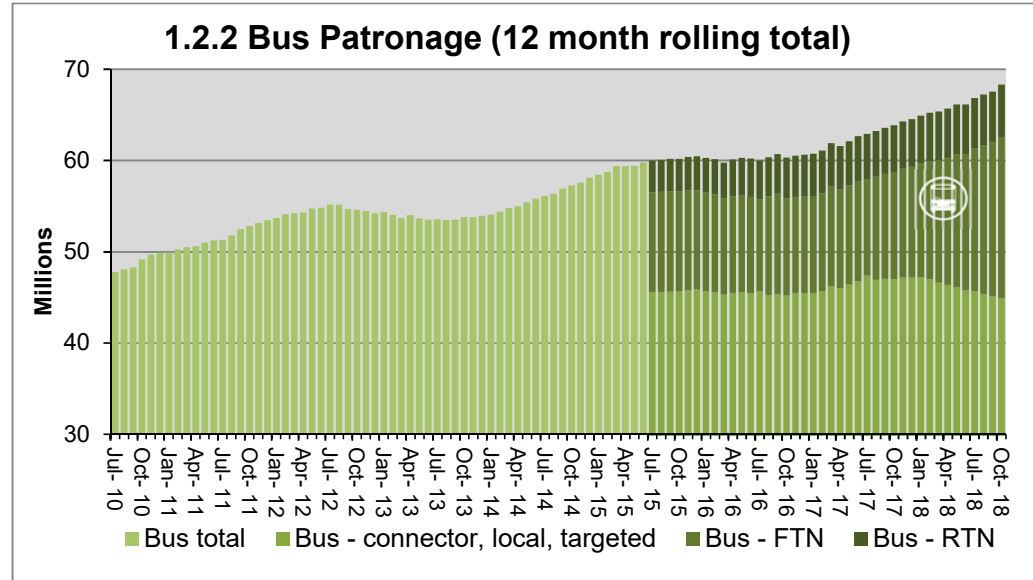
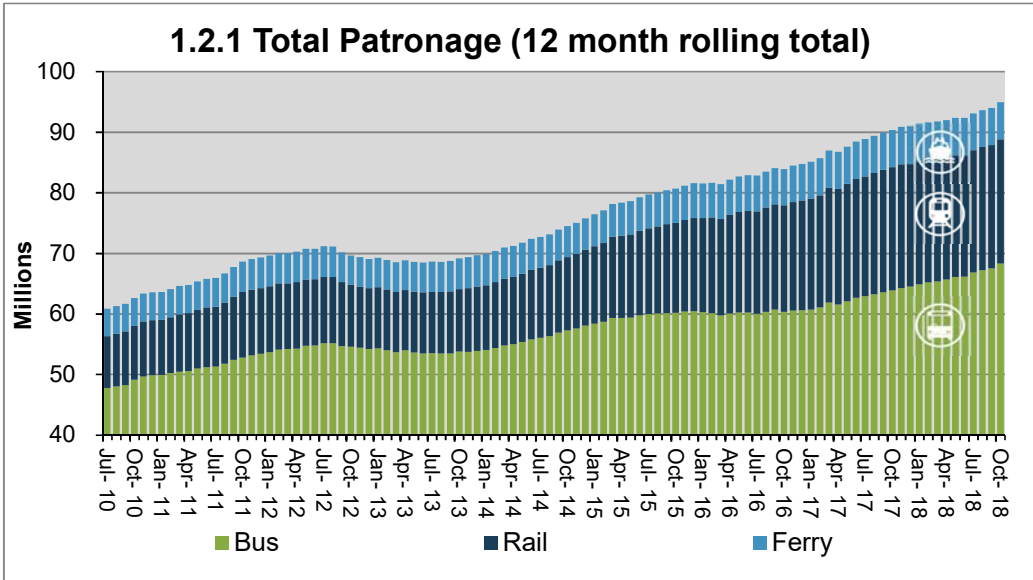
	October - 2018/19 Actual v SOI									
	Month				YTD				SOI / Target 2018/19	Projected Forecast 2018/19
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance		
<b>1. Bus Total:</b>	6,226,199	↑ 13.8%	5,689,000	↑ 9.4%	24,513,263	↑ 9.6%	23,306,000	↑ 5.2%	68,890,000	70,000,000
<b>2. Train (Rapid) Total:</b>	1,852,445	↑ 8.9%	1,814,112	↑ 2.1%	7,404,805	↑ 5.4%	7,091,812	↑ 4.4%	21,110,000	21,110,000
<b>3. Ferry (Connector Local) Total:</b>	527,675	↑ 10.7%	497,883	↑ 6.0%	1,859,061	↑ 5.5%	1,806,087	↑ 2.9%	6,300,000	6,300,000
<b>Total Patronage</b>	<b>8,606,319</b>	<b>↑ 12.5%</b>	<b>8,000,995</b>	<b>↑ 7.6%</b>	<b>33,777,129</b>	<b>↑ 8.4%</b>	<b>32,203,899</b>	<b>↑ 4.9%</b>	<b>96,300,000</b>	<b>97,410,000</b>
<b>Rapid and Frequent</b>	<b>4,435,389</b>	<b>↑ 33.6%</b>	<b>3,018,135</b>	<b>↑ 47.0%</b>	<b>16,802,879</b>	<b>↑ 25.4%</b>	<b>12,537,754</b>	<b>↑ 34.0%</b>	<b>36,786,000</b>	<b>42,800,000</b>

	October - 2018/19											
	Month Patronage					12 Month Patronage				YTD (from July)		
	This Year	Previous Year	# Change	% Change	Normalised % Change	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year
<b>1. Bus Total:</b>	6,226,199	5,471,057	755,090	13.8%	10.9%	68,317,394	1.1%	4,433,501	6.9%	24,513,263	2,149,458	9.6%
- Busway (Rapid) Bus	657,419	451,608	205,811	45.6%		5,797,210	3.7%	660,501	12.9%	2,168,615	338,832	18.5%
- Frequent Bus	1,925,525	1,166,611	758,913	65.1%		17,619,450	4.5%	5,864,817	49.9%	7,229,459	2,686,734	59.1%
- Connector Local Targeted Bus	3,643,255	3,852,838	-209,634	-5.4%		44,900,734	-0.5%	-2,091,817	-4.5%	15,115,189	-876,108	-5.5%
<b>2. Train (Rapid) Total:</b>	1,852,445	1,701,342	151,005	8.9%	4.7%	20,491,646	0.7%	121,539	0.6%	7,404,805	377,892	5.4%
- Western Line	621,841	601,230	20,611	3.4%		7,035,481	0.3%	-140,372	-2.0%	2,536,660	41,029	1.6%
- Eastern Line	549,751	483,085	66,568	13.8%		5,970,327	1.1%	257,363	4.5%	2,162,601	193,178	9.8%
- Onehunga Line	102,607	98,005	4,603	4.7%		1,121,891	0.4%	-50,261	-4.3%	401,290	3,160	0.8%
- Southern Line	531,362	485,428	45,934	9.5%		5,908,605	0.8%	6,293	0.1%	2,124,616	99,791	4.9%
- Pukekohe Line	46,883	33,595	13,288	39.6%		455,342	3.0%	48,516	11.9%	179,639	40,733	29.3%
<b>3. Ferry (Connector Local) Total:</b>	527,675	476,556	51,119	10.7%	9.1%	6,140,370	0.8%	7,793	0.1%	1,859,061	97,404	5.5%
- Contract	125,732	111,227	14,505	13.0%		1,404,201	1.0%	48,924	3.6%	483,556	35,784	8.0%
- Exempt Services	401,943	365,329	36,614	10.0%		4,736,169	0.8%	-41,131	-0.9%	1,375,505	61,620	4.7%
<b>Total Patronage</b>	<b>8,606,319</b>	<b>7,648,955</b>	<b>957,214</b>	<b>12.5%</b>	<b>9.4%</b>	<b>94,949,410</b>	<b>1.0%</b>	<b>4,562,833</b>	<b>5.0%</b>	<b>33,777,129</b>	<b>2,624,754</b>	<b>8.4%</b>
<b>Rapid and Frequent</b>	4,435,389	3,319,561	1,115,729	33.6%		43,908,306	2.6%	6,646,857	17.8%	16,802,879	3,403,458	25.4%
<b>Connector Local Targeted</b>	4,170,930	4,329,393	-158,515	-3.7%		51,041,103	-0.3%	-2,084,024	-3.9%	16,974,250	-778,704	-4.4%
<b>Total Patronage</b>	<b>8,606,319</b>	<b>7,648,955</b>	<b>957,214</b>	<b>12.5%</b>	<b>9.4%</b>	<b>94,949,410</b>	<b>1.0%</b>	<b>4,562,833</b>	<b>5.0%</b>	<b>33,777,129</b>	<b>2,624,754</b>	<b>8.4%</b>

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

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

### 1.2 AT Metro Boardings breakdown



## **1. Summary of indicators**

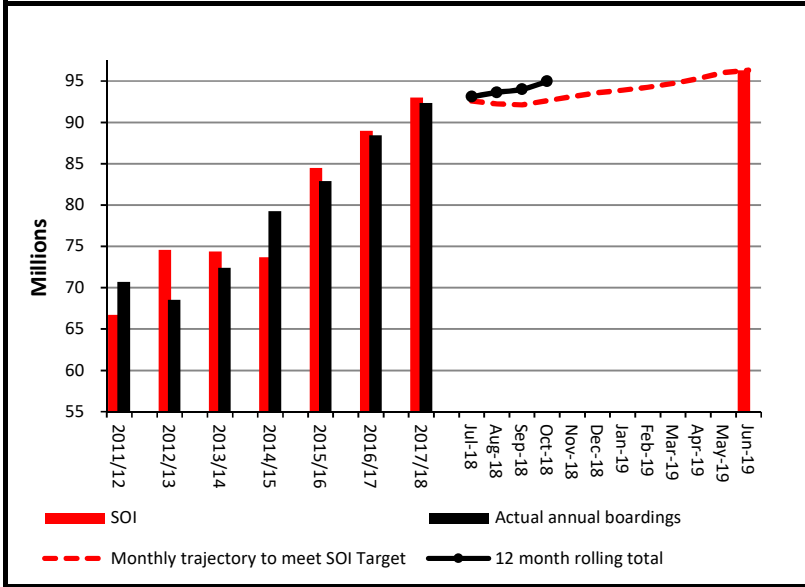
- 1.1 SOI performance measures
- 1.2 AT Metro patronage breakdown

## **2. Monthly indicators by Key Priority**

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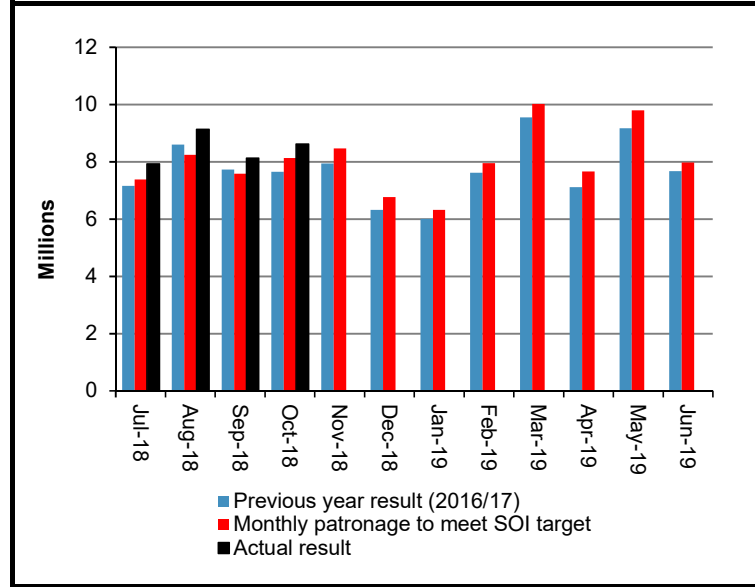
## 2.1 Deliver an efficient and effective transport system

### 2.1.1 Total public transport boardings (millions)



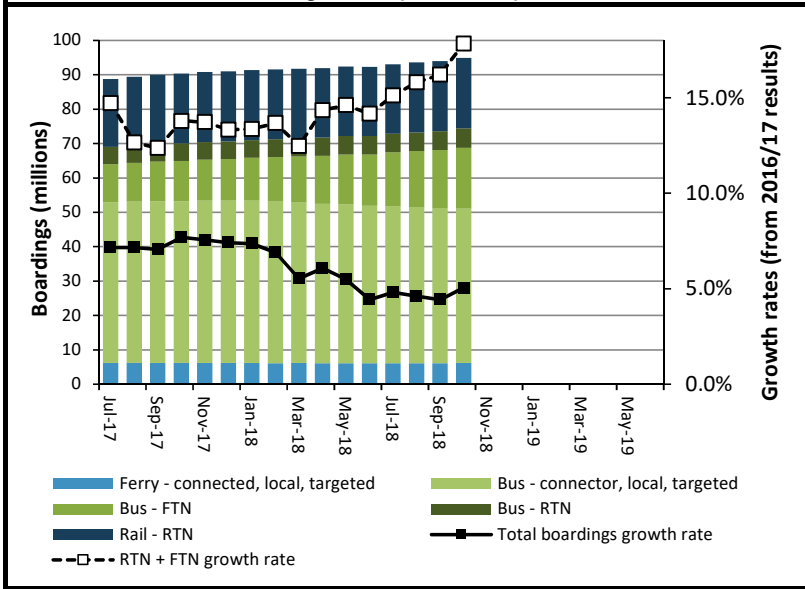
PT patronage totalled 94,949,410 passenger boardings for the 12 months to October 2018, an increase of 1.0% on the 12 months to September 2018 and an increase of 5.0% on the 12 months to October 2017.

### 2.1.2 Monthly public transport boardings (millions)



October 2018 monthly patronage was 8,606,319, an increase of 12.5% (957,214) on October 2017. The normalised change is an increase of ~9.4% 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.

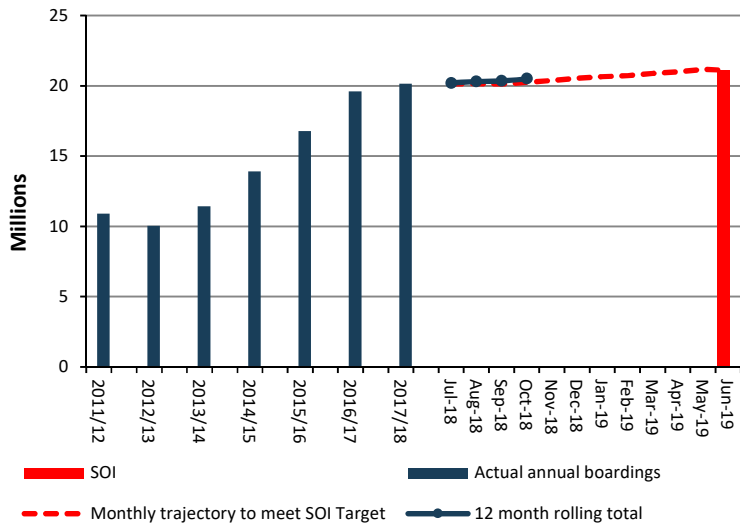
This figure shows the 12 month rolling patronage total for each PT service layer. Rates of growth are based on the 12 month rolling total to October 2018 compared with the 12 month rolling total to October 2017.

RTN + FTN patronage increased by 17.8% for the 12 months to October 2018, a faster rate than total patronage, which increased by 5.0%.



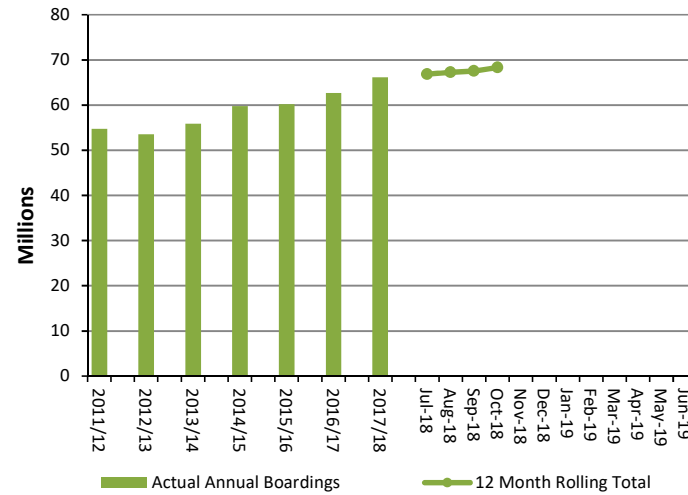
## 2.1 Deliver an efficient and effective transport system

### 2.1.4 Rail boardings (12 month rolling total)



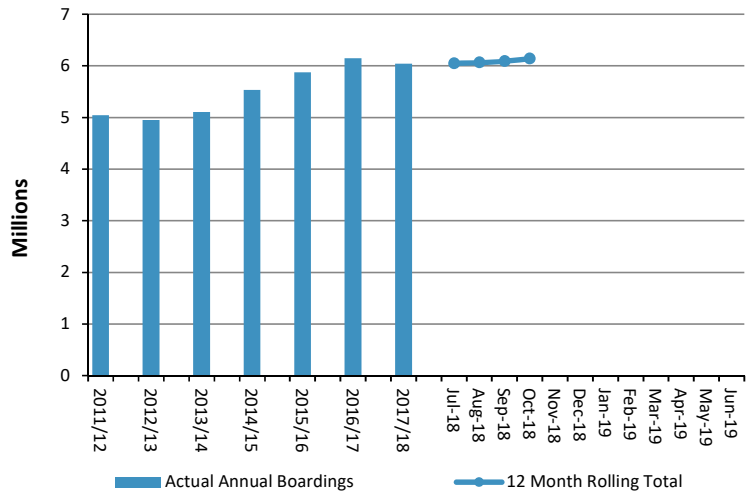
Rail patronage totalled 20,491,646 passenger boardings for the 12 months to October 2018, an increase of 0.7% on the 12 months to September 2018 and an increase of 0.6% on the 12 months to October 2017.

### 2.1.5 Bus boardings (12 month rolling total)



Bus patronage totalled 68,317,394 passenger boardings for the 12 months to October 2018, an increase of 1.1% on the 12 months to September 2018 and an increase of 6.9% on the 12 months to October 2017.

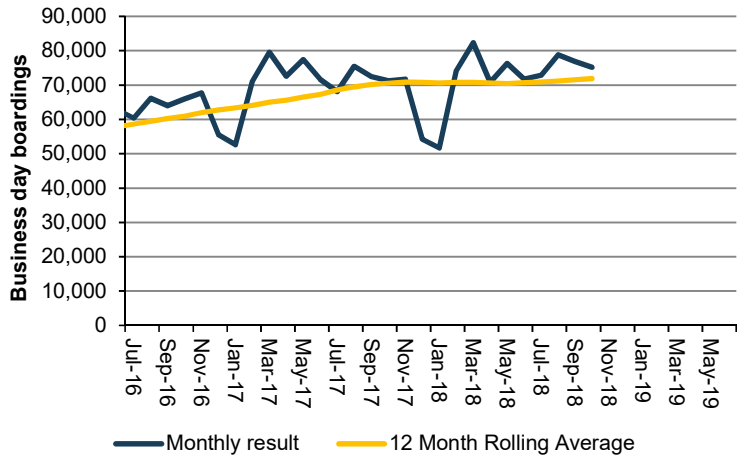
### 2.1.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 6,140,370 passenger boardings for the 12 months to October 2018, an increase of 0.8% on the 12 months to September 2018, and an increase of 0.1% on the 12 months to October 2017.

2.1 Deliver an efficient and effective transport system

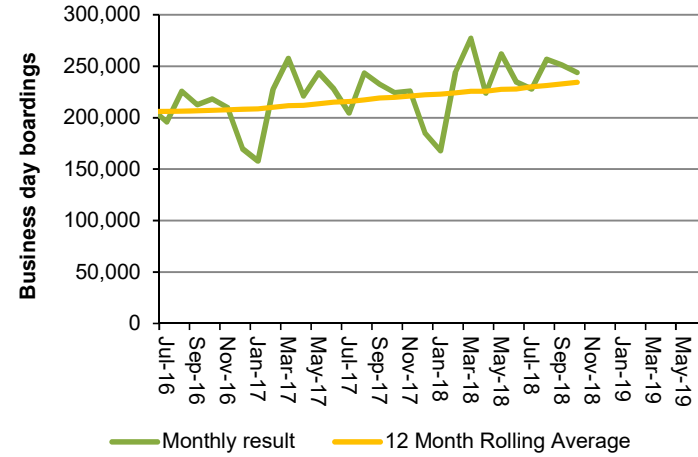
2.1.7 Rail business day average boardings



Business day boardings on the rail network averaged 71,869 in the 12 months to October 2018.

This represents a 1.8% increase on the October 2017 figure.

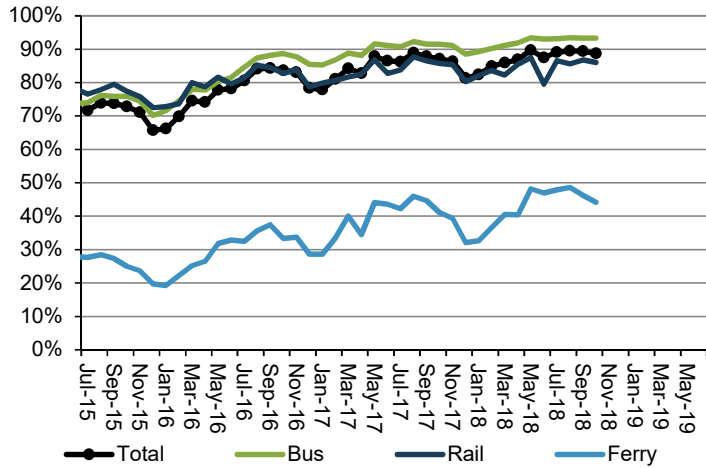
2.1.8 Bus business day average boardings



Business day boardings on the bus network averaged 234,401 in the 12 months to October 2018.

This represents a 6.7% increase on the October 2017 figure.

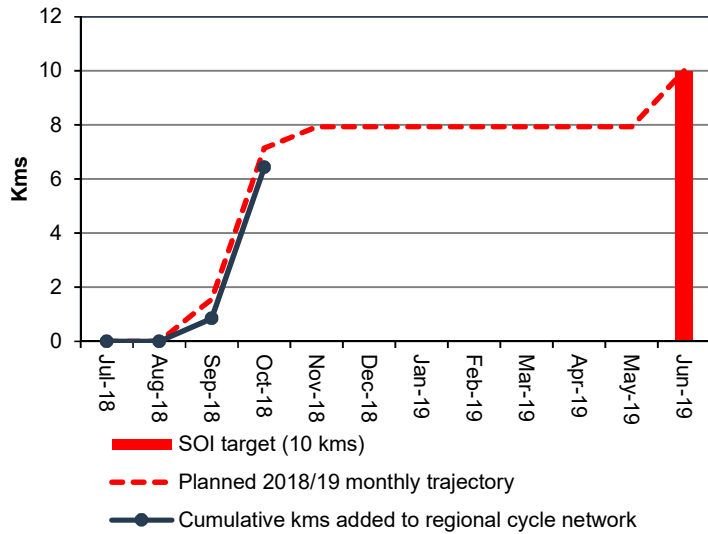
2.1.9 Percentage of all PT trips using AT HOP



The proportion of all trips using AT HOP was 88.7% in October 2018 (bus 93.3%, rail 36.1%, ferry 44.1%) down from 89.4% in September 2018.

## 2.1 Deliver an efficient and effective transport system

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



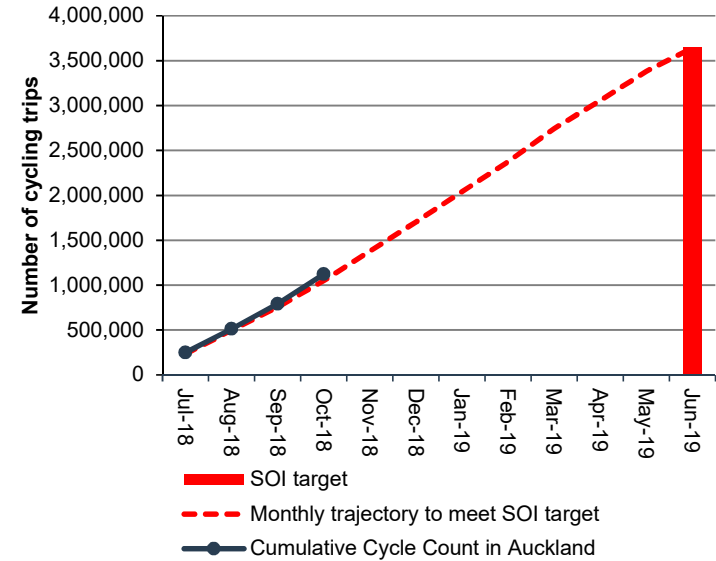
YTD: 6.4 km

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

Links to New Lynn (688 m) and Northcote Safe Routes main section (4900 m) were completed in October 2018.

The monthly trajectory has been revised, reflecting that Northcote Safe Routes main section was completed in October 2018. The remaining section (motorway bridge, 300 m) is still scheduled for June 2019.

### 2.1.11 Annual number of cycle movements past selected sites

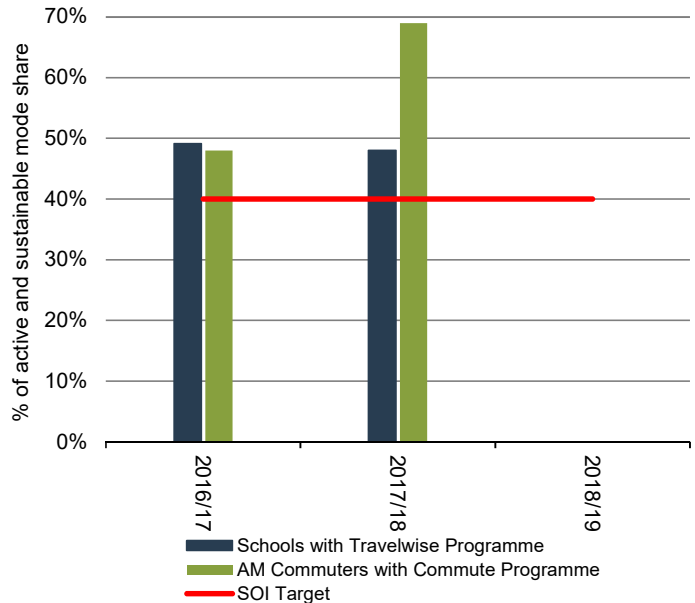


Target exceeded.  
YTD: 1,121,693 (6.7% above target)  
YTD target: 1,051,279

329,034 cycle trips were recorded in October 2018, against a target of 298,534.

City centre and regional targets from previous years have been combined for the 2018/19 SOI.

### 2.1.12 Active and sustainable transport mode share

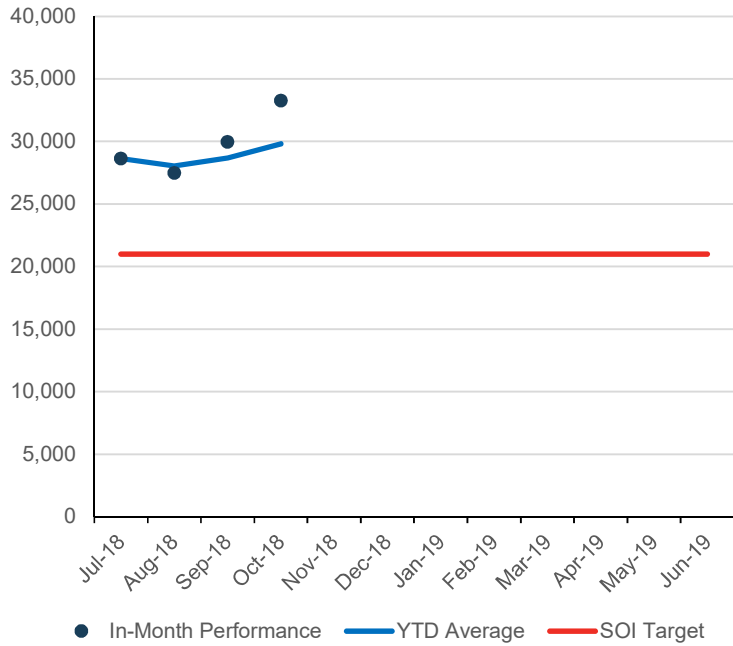


Target reported annually in June.

The 2017/18 active and sustainable transport mode share was 48% at schools with the Travelwise programme and 69% for AM peak commuters with a Travelwise Choices programme.

2.1 Deliver an efficient and effective transport system

2.1.13 Average AM peak lane productivity



Target exceeded.

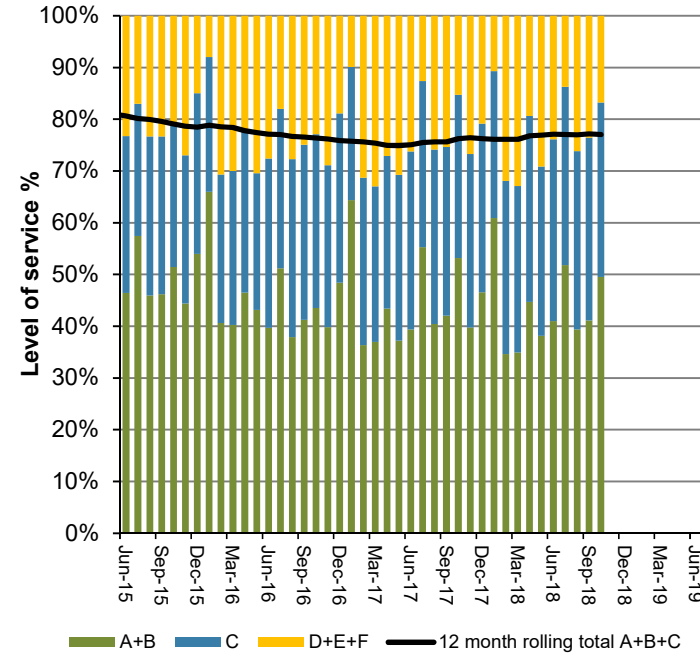
In October 2018, the average arterial road productivity was 33,244, exceeding the target of 21,000. Year to date average productivity was 29,819.

This indicates that the network continued to operate relatively efficiently in terms of people movement during the peak hour. The productivity is slightly better compared with September, largely attributable to the relatively higher operating speed across the network associated with school holidays in October.

The key arterial routes included in this measure are shown in figure 2.1.9.

Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of number of vehicles (including buses), their average journey speed and average vehicular occupancy. For urban arterials a value of 21,000 people-km/hour/lane is set as a target. This value is derived from the route productivity target of 55% included previously, and is equivalent to the movement of approximately 900 vehicles travelling at a constant speed of 20km/h along the length of the arterial.

2.1.14 AM peak arterial road level of service



In October 2018, 83% of the network operated at good levels of service (LOS A-C). This is 7 percentage points higher (better) than last month, but 1 percentage point lower than October 2017. In general, congestion levels were similar to 2017, which suggests that the Waterview Connection has effectively offset the previous annual trend of a 2-3 percentage point increase in congestion levels. In the 12 months to October 2018, 77% of the network was operating efficiently (LOS A – C) during the AM Peak.

Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:

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

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

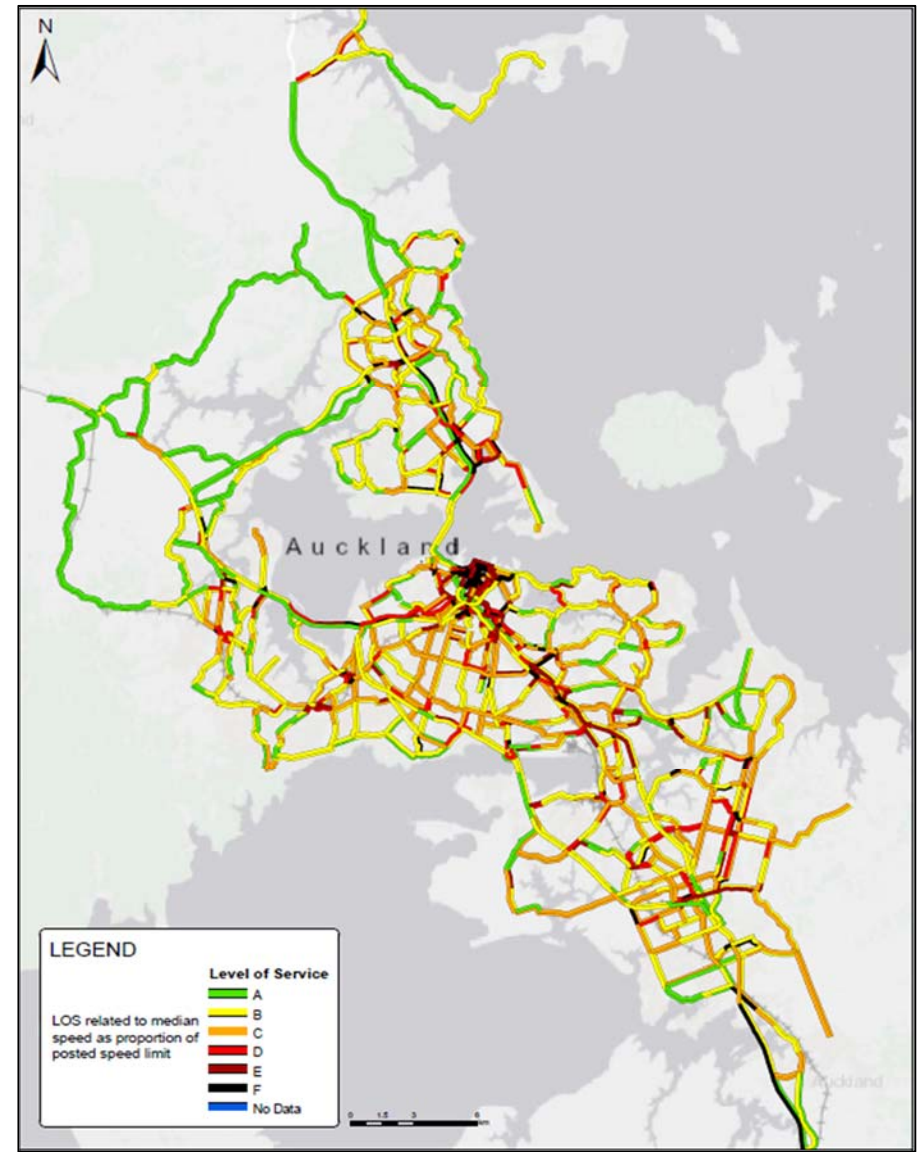
## 2.1 Deliver an efficient and effective transport system

### 2.1.15 Map showing arterial productivity routes



This map shows the 30 monitored arterial routes used to determine the average AM peak period lane productivity (2.1.13).

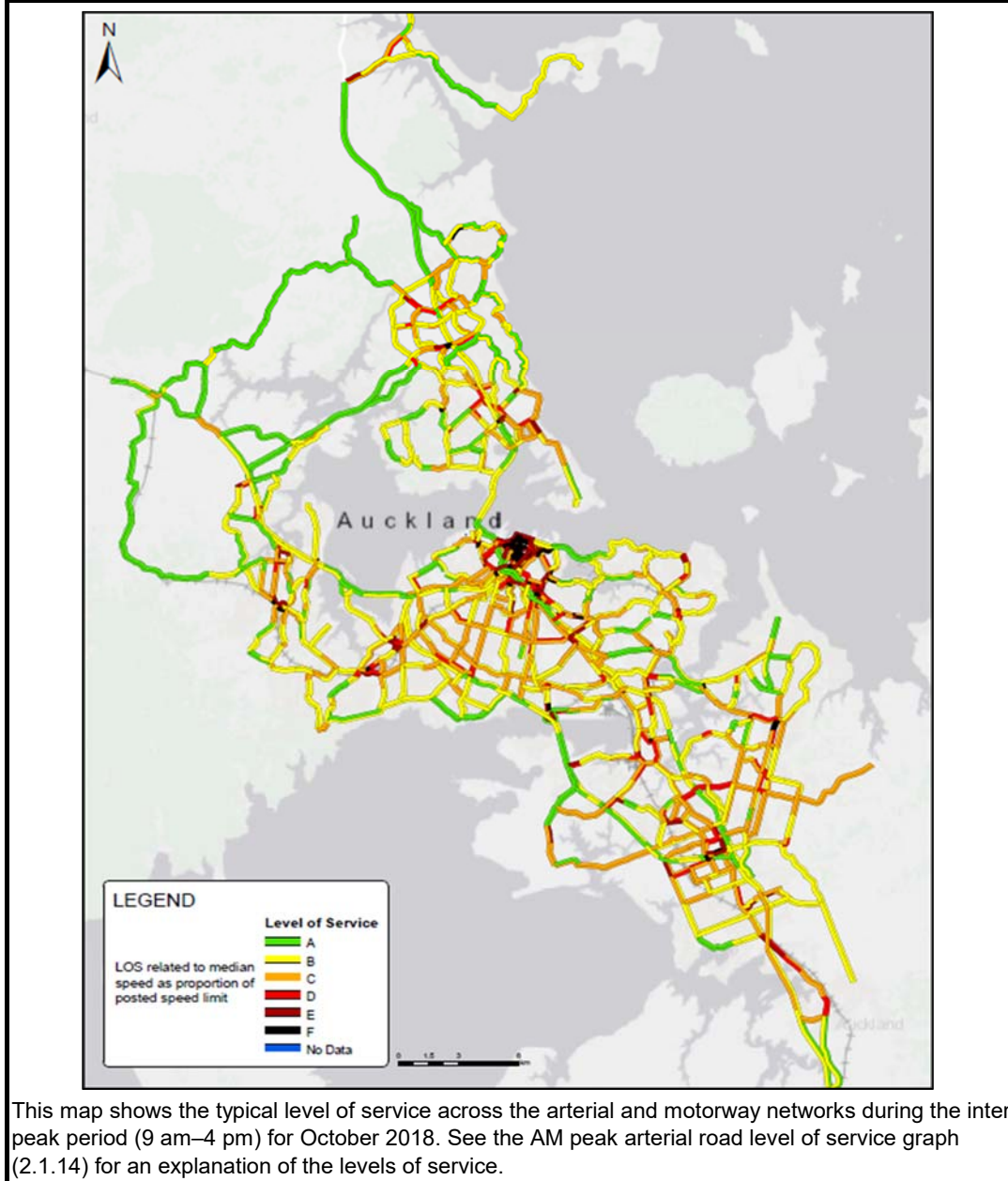
### 2.1.16 Congestion map AM peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for October 2018. See the AM peak arterial road level of service graph (2.1.14) for an explanation of the levels of service.

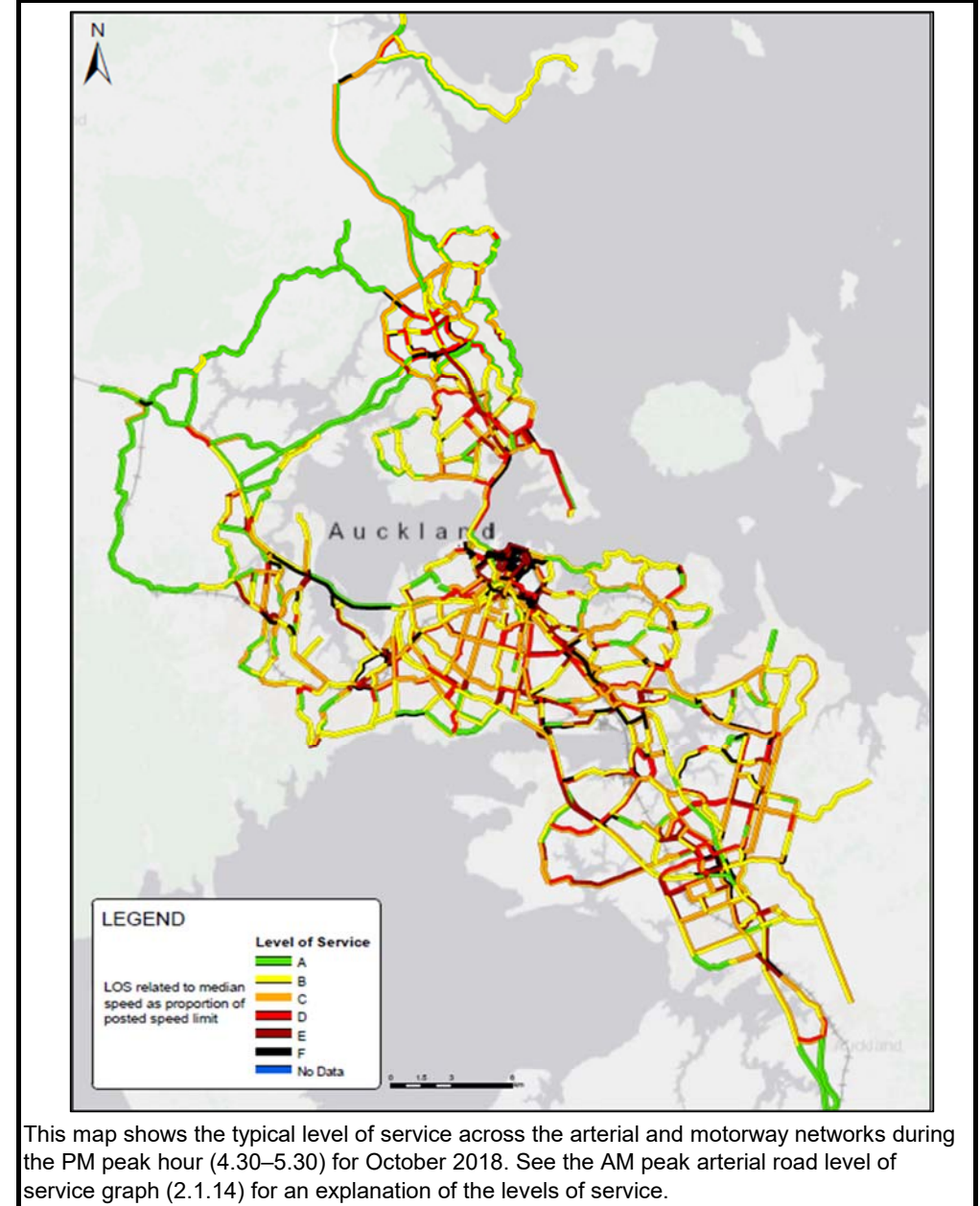
## 2.1 Deliver an efficient and effective transport system

### 2.1.17 Congestion map inter-peak



This map shows the typical level of service across the arterial and motorway networks during the inter-peak period (9 am–4 pm) for October 2018. See the AM peak arterial road level of service graph (2.1.14) for an explanation of the levels of service.

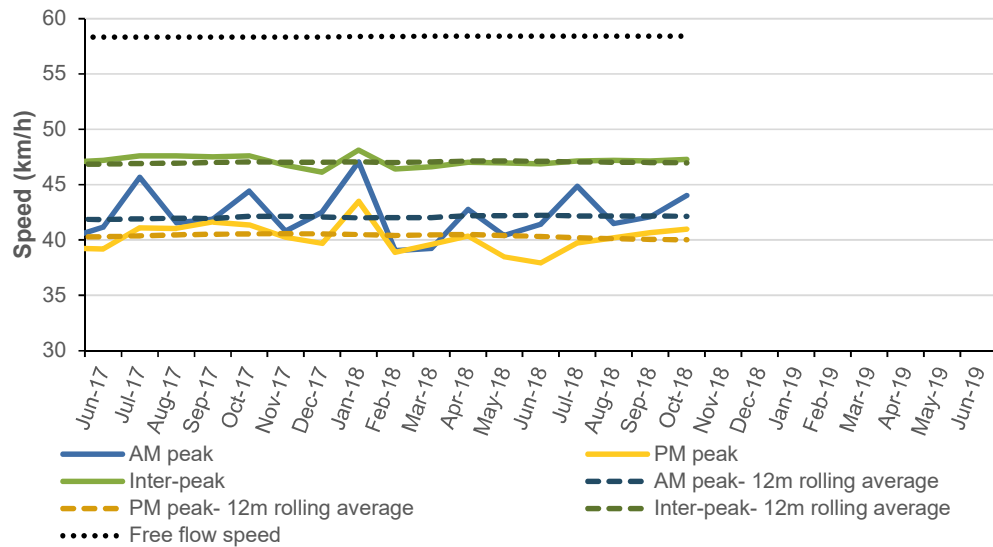
### 2.1.18 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for October 2018. See the AM peak arterial road level of service graph (2.1.14) for an explanation of the levels of service.

2.1 Deliver an efficient and effective transport system

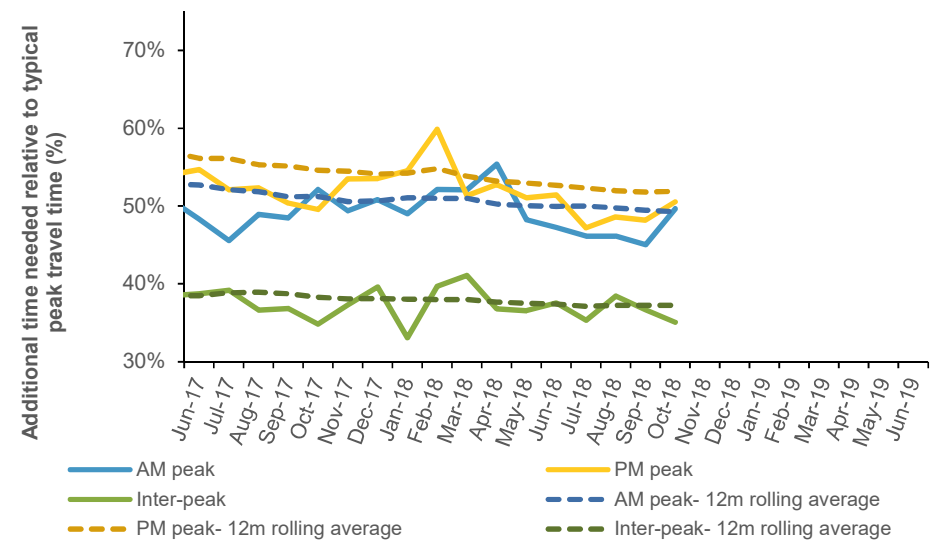
2.1.19 Median travel speed across arterial and motorway network



This figure shows median travel speed across the arterial and motorway networks during the AM peak, inter-peak and PM peak periods. The average free flow speed of 58.4 km/hr has been provided as a comparator.

During October 2018, the median travel speed during the AM peak was 44 km/hr, compared with 42 km/hr in September 2018 and a 12 month rolling average of 42.1 km/hr.

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



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

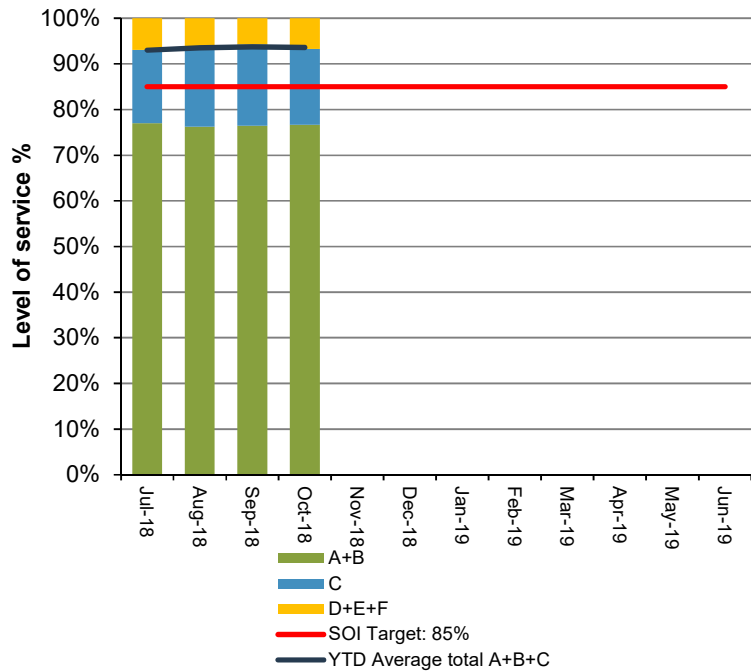
Reliability is a measure in percentage of how much variation a driver would experience from their day to day journey time in addition to a typical experience (median travel time), the smaller the percentage the better the reliability. Less than 50% additional travel time needed relative to typical travel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

In the October 2018 AM peak, the 85th percentile was 50% longer than the typical travel time. The rolling average illustrates that the reliability remains at a desirable level during inter-peak period, whereas AM and PM peaks are mostly showing unreliable travel times. However, a consistent down trend is picked up from July 2017 onwards for both AM and PM peaks, indicating travel time reliability is gradually improving across the network.

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

2.1 Deliver an efficient and effective transport system

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



Target exceeded.

In October 2018, 93% of the strategic freight network operated at good levels of service (LOS A-C), and 94% for the year to date.

Broken down by arterial and Motorway components, 89% and 96% respectively operated efficiently, indicating that freight vehicles had a particularly good experience on the Motorway. Of the segments that experienced some congestion, most tended to be at Motorway interchanges or near busy activity centres such as near town centres.

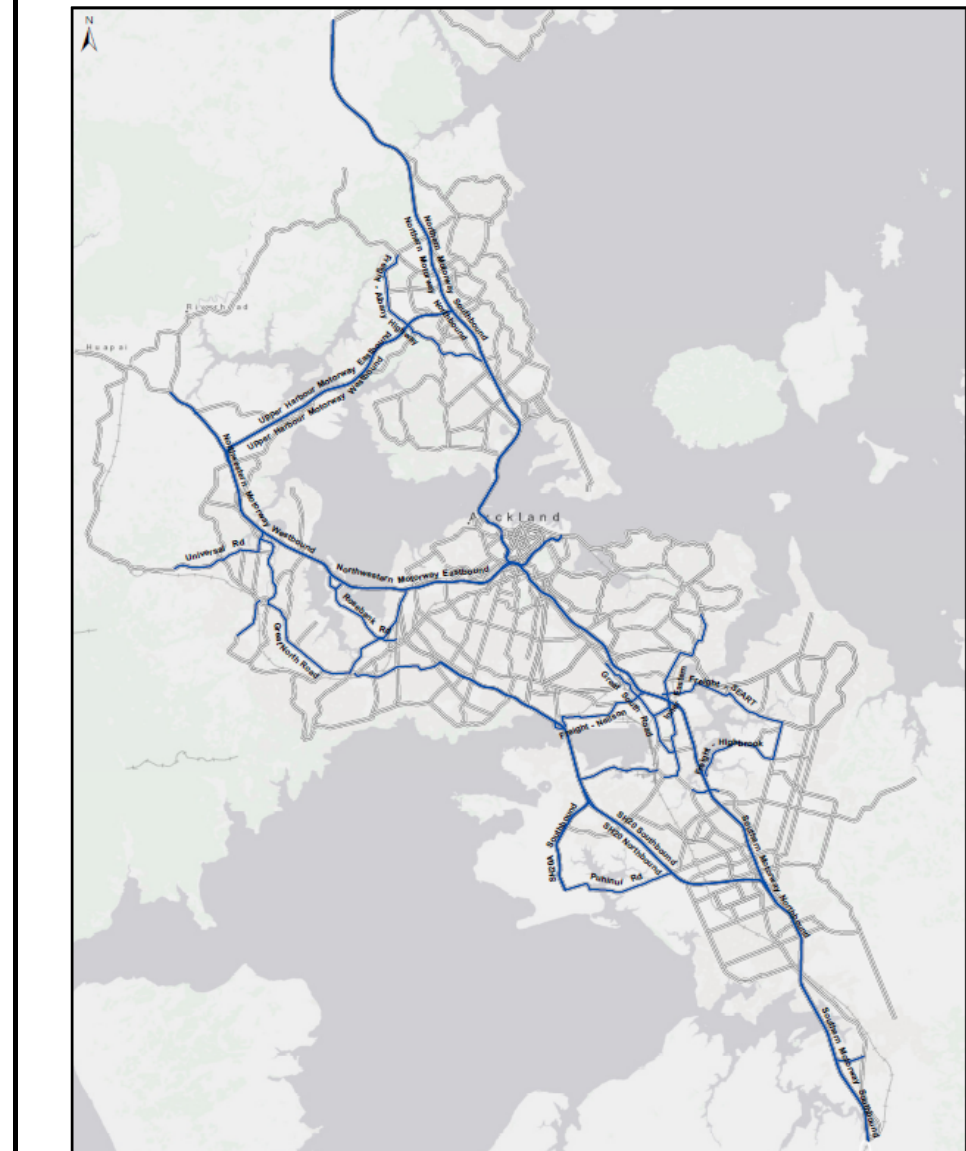
This is a new measure, as the SOI target for freight routes now measures the strategic freight network rather than five select routes.

Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:

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

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

2.1.22 Map showing key freight routes



The freight network comprises key freight routes on key arterials and the Motorway network, as defined in the freight network map (above). The freight network Level of Service (LOS) is measured by average speed during the inter-peak period as a percentage of the posted speed limit for the freight network routes. LOS A, B and C represents efficient and stable traffic conditions with average travel speeds of at least 50% of the posted speed limit. At least 85% of the freight network is to operate at efficient levels.



2.1 Deliver an efficient and effective transport system

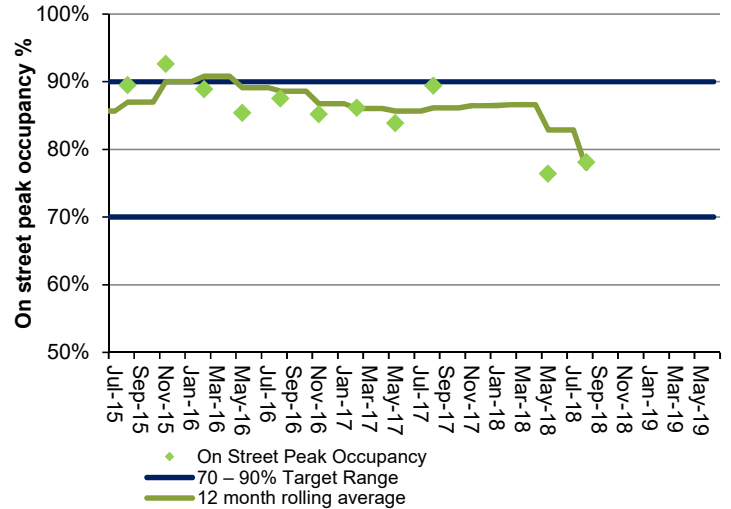
2.1.23 Parking occupancy rates (peak 4-hour, on street)

Non-reporting period.

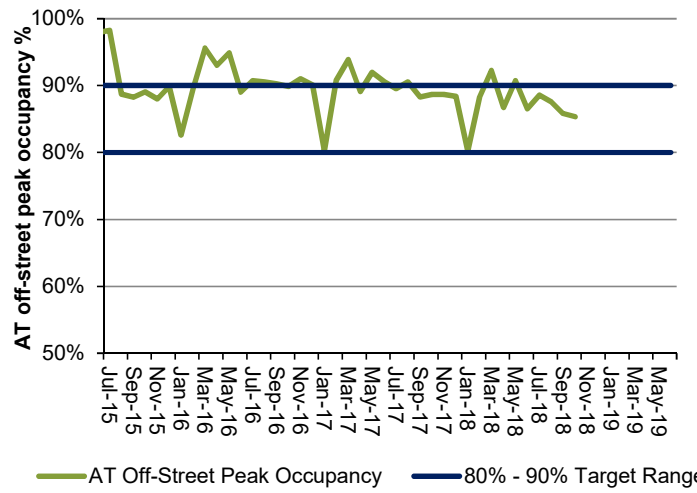
August on-street occupancy was 78.1%.  
The 12 month rolling average in August 2018 is 77.3%.

In obtaining its on street occupancy figure AT has moved from a consultant survey to an internal data driven method using transactional data from Pay by Plate machines and AT Park May results have included 5% factor as the non-compliant component (made up of the small group of people that do not pay for parking).

Note: The four-hour peak period is defined as the top four busiest hours of the day. These hours are not often coincidental and can vary depending on contributing factors.  
On-street parking occupancy is surveyed in three central city parking zone precincts: Shortland/High Street, Karangahape Road and Wynyard Quarter.



2.1.24 Off-street parking occupancy rates

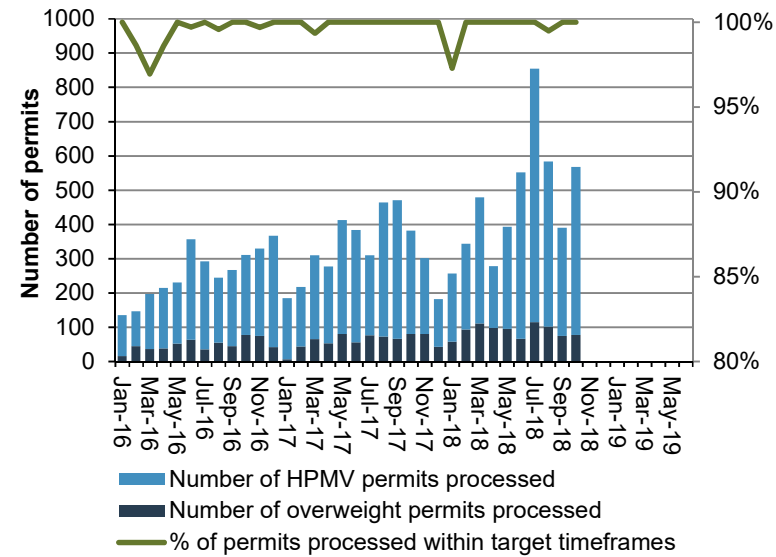


The off-street parking occupancy rate for October 2018 of 85.3% is within the 80% to 90% occupancy target range.

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

2.1.25 Heavy vehicle permits processed

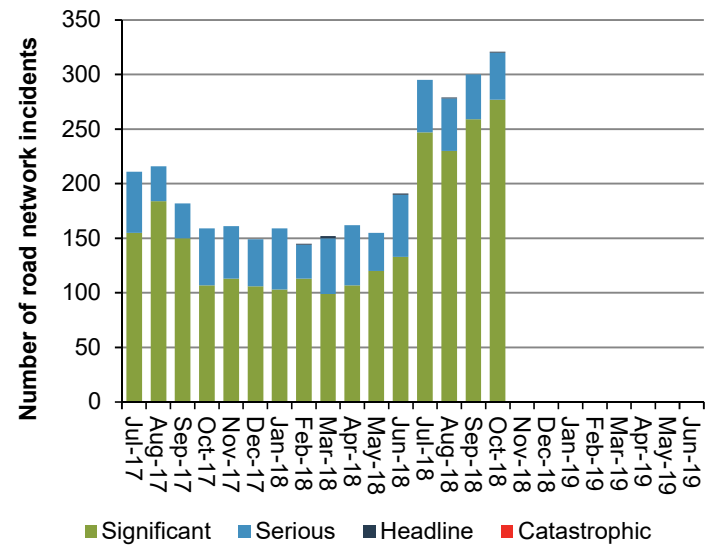
In October 2018, 78 overweight permit applications and 490 HPMV permit applications were processed. In total, all 568 permits were processed within the KPI target timeframes (2 days for single and multi trip, 3 days for continuous trip and 4 days for HPMV permits).



2.1.26 ATOC managed incidents

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

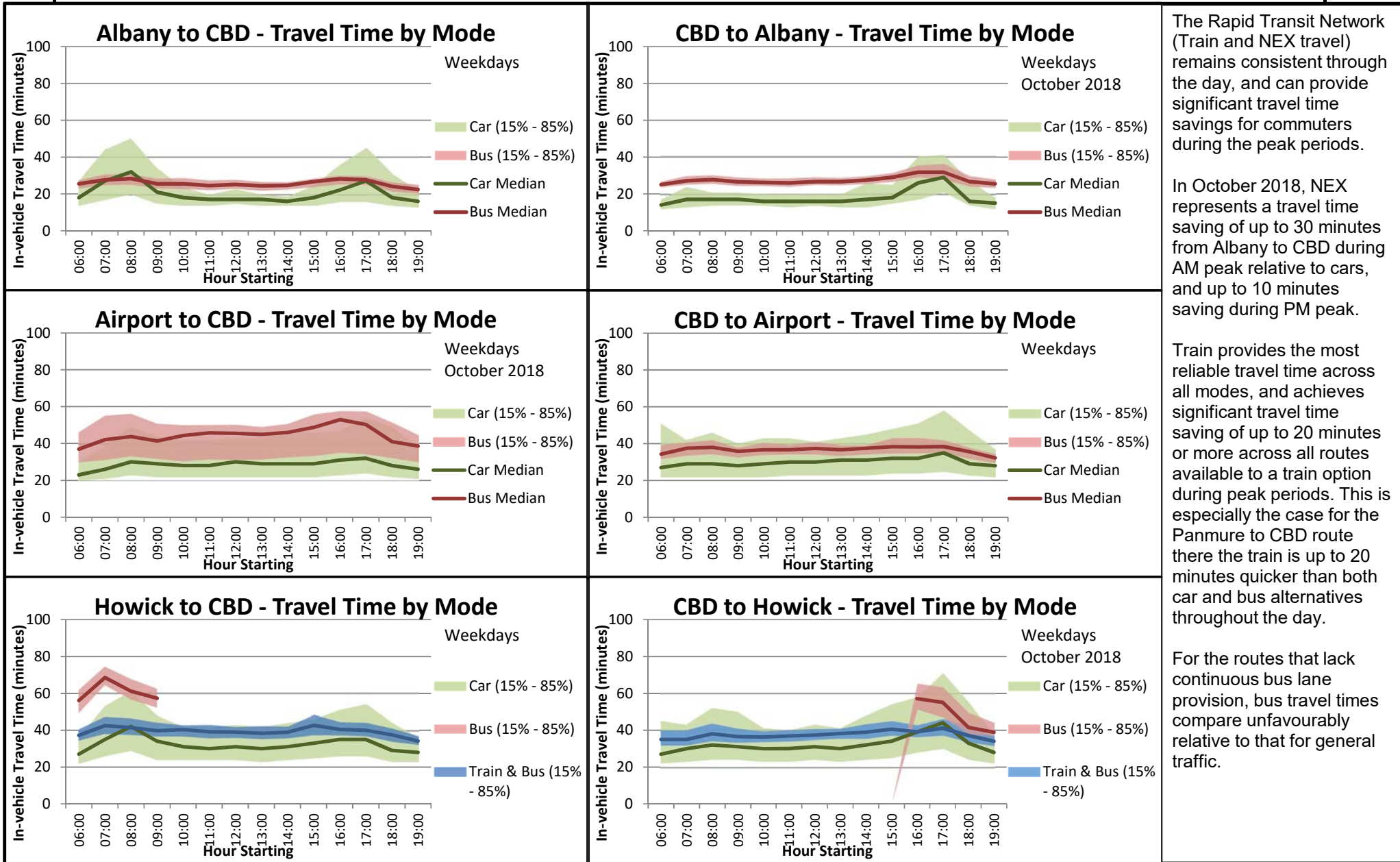
ATOC managed 277 significant incidents, 43 serious incidents, and 1 headline incident during October 2018.



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

2.1 Deliver an efficient and effective transport system

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



The Rapid Transit Network (Train and NEX travel) remains consistent throughout the day, and can provide significant travel time savings for commuters during the peak periods.

In October 2018, NEX represents a travel time saving of up to 30 minutes from Albany to CBD during AM peak relative to cars, and up to 10 minutes saving during PM peak.

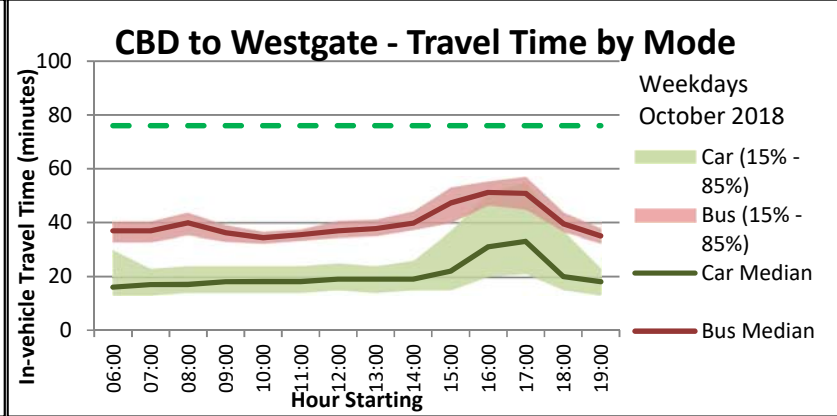
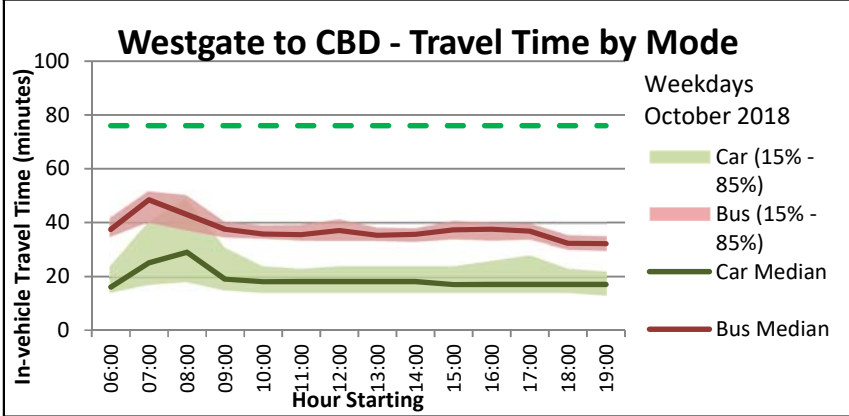
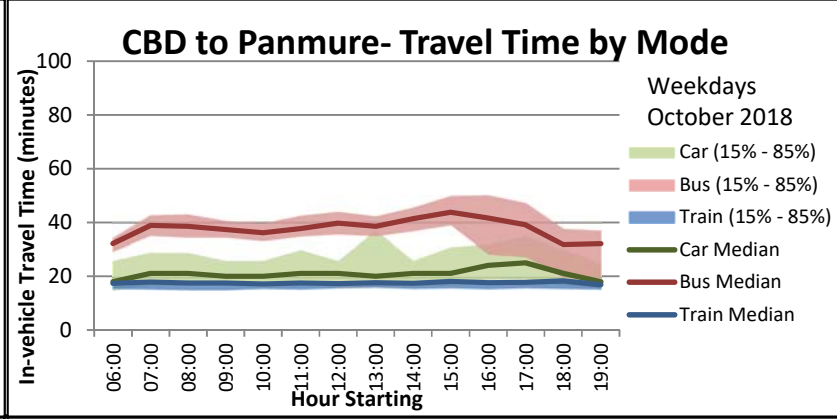
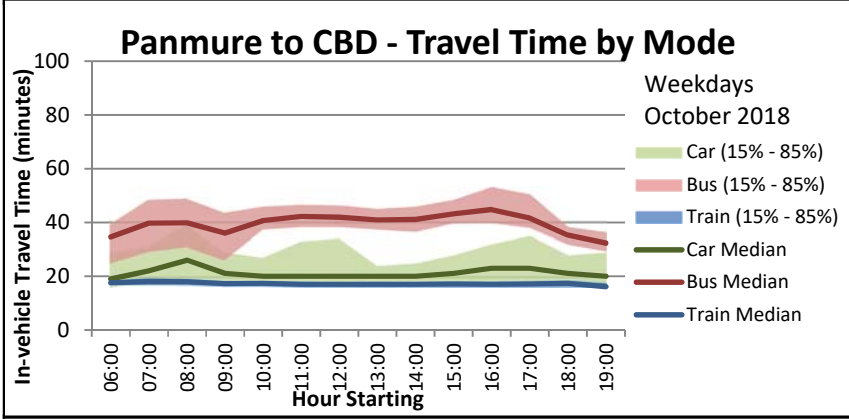
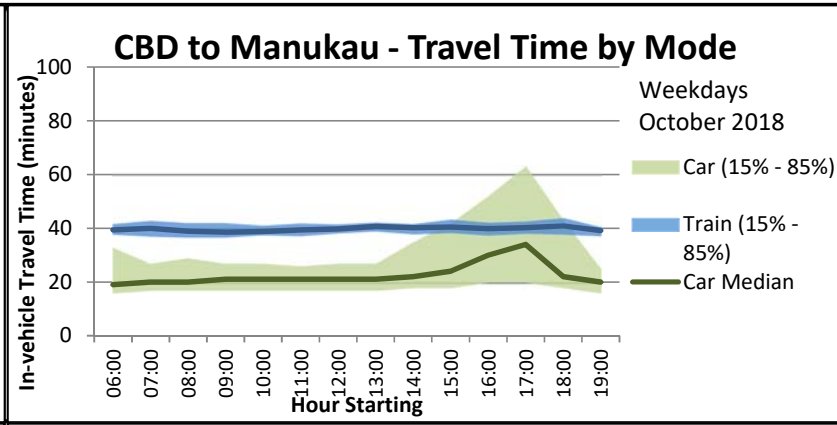
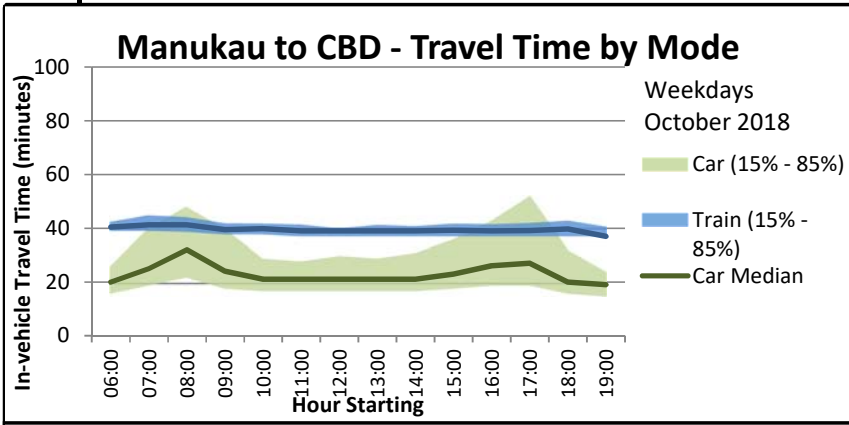
Train provides the most reliable travel time across all modes, and achieves significant travel time saving of up to 20 minutes or more across all routes available to a train option during peak periods. This is especially the case for the Panmure to CBD route there the train is up to 20 minutes quicker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

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

Note: Due to the changes of the New Eastern Bus Network, only Express Buses are servicing directly between Howick and CBD which operate during peak hours only.

2.1 Deliver an efficient and effective transport system

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



The Rapid Transit Network (Train and NEX travel) remains consistent throughout the day, and can provide significant travel time savings for commuters during the peak periods.

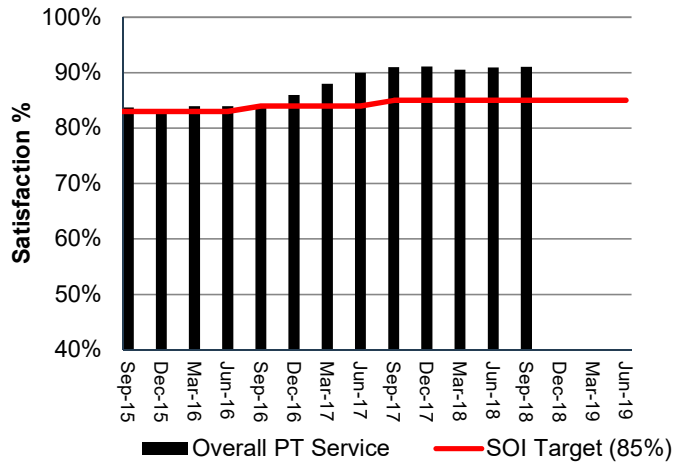
In October 2018, NEX represents a travel time saving of up to 30 minutes from Albany to CBD during AM peak relative to cars, and up to 10 minutes saving during PM peak.

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

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

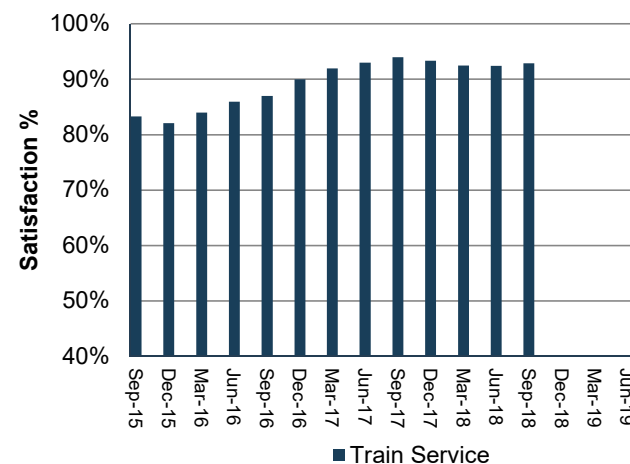
2.2 Focus on the customer

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



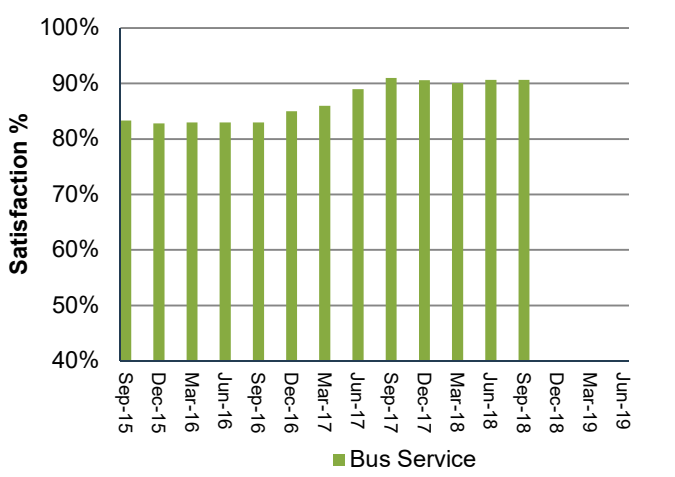
Non reporting period.  
 In September 2018, overall satisfaction with public transport services (91%) was unchanged compared with the June 2018 result (91%).  
 Satisfaction was unchanged compared with the September 2017 result.

2.2.2 Percentage of passengers satisfied with their train service



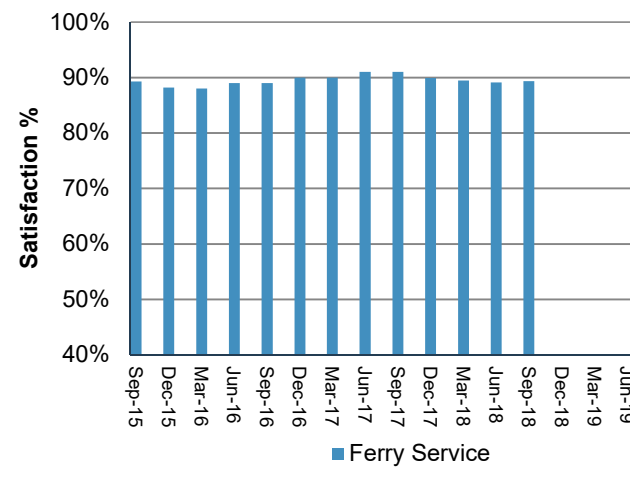
Non reporting period.  
 In September 2018, satisfaction with train services (93%) was up one percentage point compared with the June 2018 result (92%).  
 Satisfaction was down one percentage point compared with the September 2017 result.

2.2.3 Percentage of passengers satisfied with their bus service



Non reporting period.  
 In September 2018, satisfaction with bus services (91%) was unchanged compared with the June 2018 result (91%).  
 Satisfaction was unchanged compared with the September 2017 result.

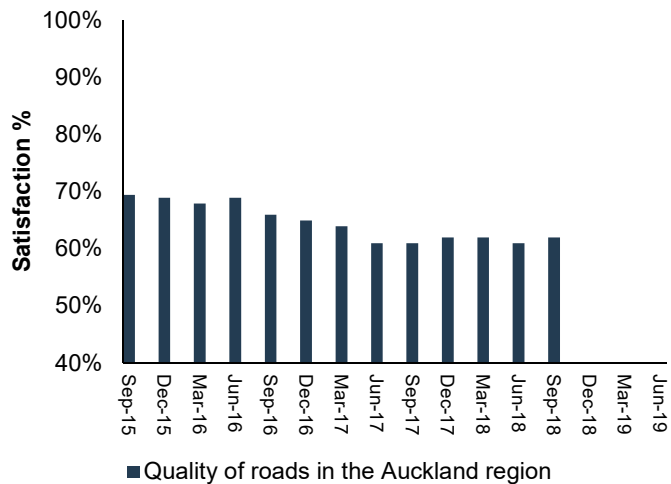
2.2.4 Percentage of passengers satisfied with their ferry service



Non reporting period.  
 In September 2018, satisfaction with ferry services (89%) was unchanged compared with the June 2018 result (89%).  
 Satisfaction was down two percentage points compared with the September 2017 result.

2.2 Focus on the customer

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

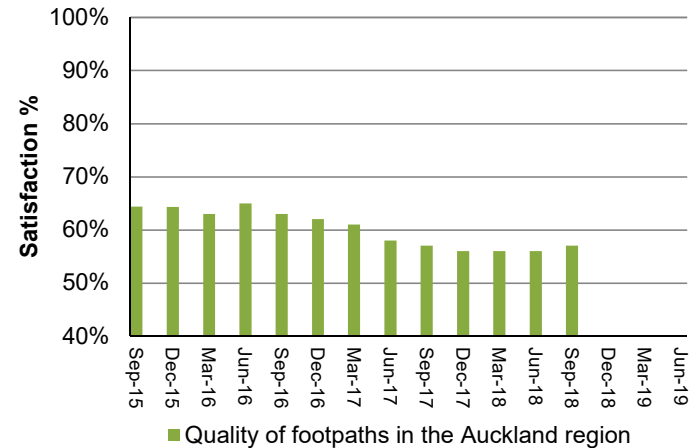


Non reporting period.

In September 2018, satisfaction with the quality of roads in Auckland (62%) was up one percentage point compared with the June 2018 result (61%).

Satisfaction was up one percentage point compared with the September 2017 result.

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

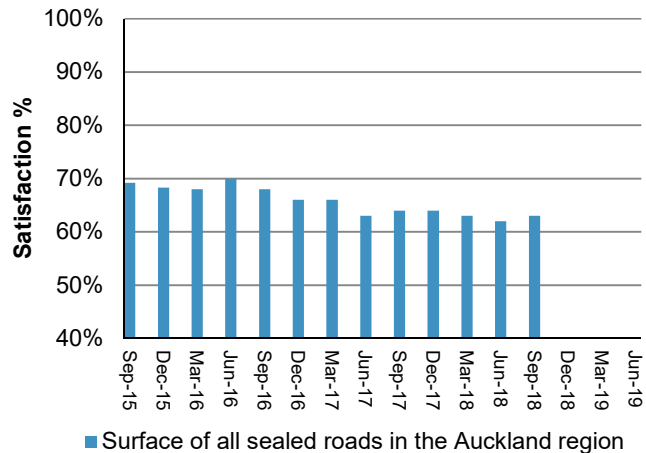


Non reporting period.

In September 2018, satisfaction with the quality of footpaths in Auckland (57%) was up one percentage point compared with the June 2018 result (56%).

Satisfaction was unchanged compared with the September 2017 result.

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

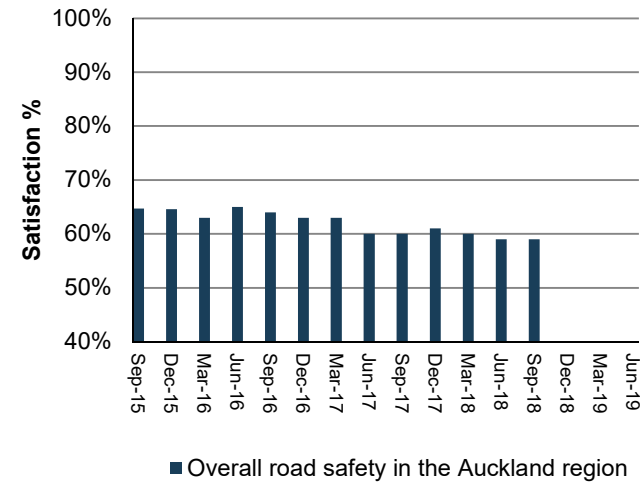


Non reporting period.

In September 2018, satisfaction with the surface of all sealed roads in Auckland (63%) was down up percentage point compared with the June 2018 result (62%).

Satisfaction was down one percentage point compared with the September 2017 result.

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



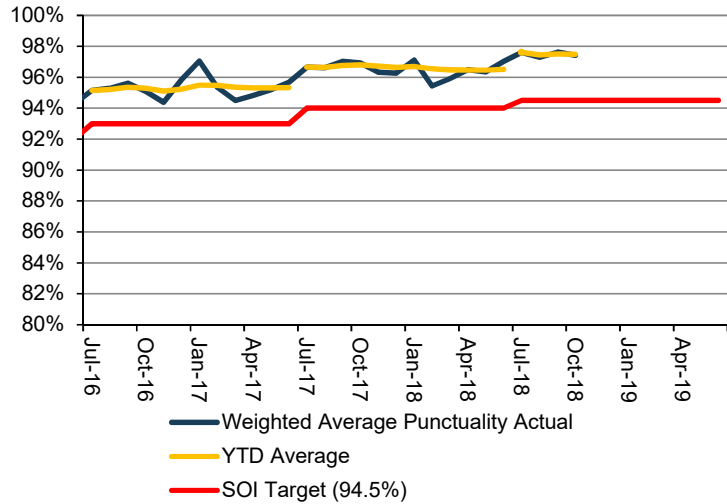
Non reporting period.

In September 2018, satisfaction with road safety in Auckland (59%) was unchanged compared with the June 2018 result (59%).

Satisfaction was down one percentage point compared with the September 2017 result.

2.2 Focus on the customer

2.2.9 PT punctuality (weighted average across all modes)

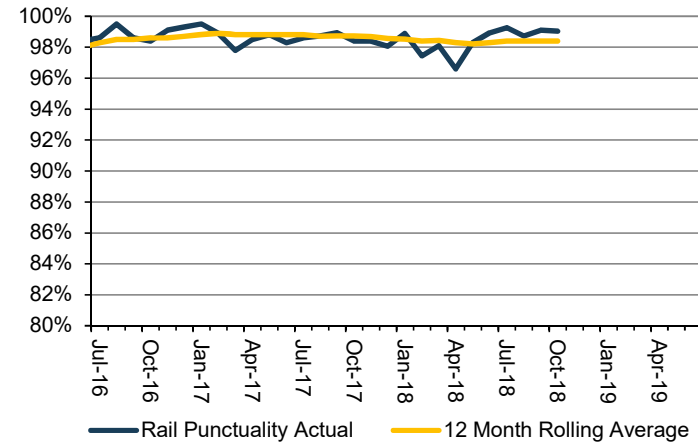


Target exceeded (YTD average to October 2018 = 97.5%; SOI target 94.5%).

PT weighted average punctuality for the month of October 2018 was 97.4%.

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

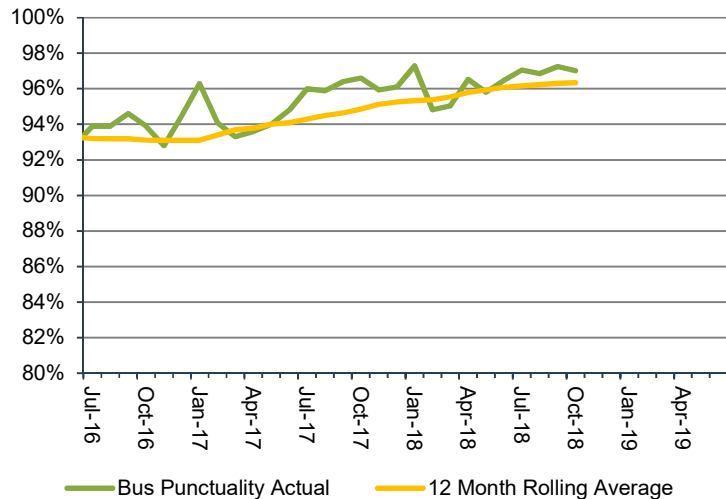
2.2.10 Rail services punctuality



Rail service punctuality in October 2018 was 99.0%, and 98.4% for the 12 months to October 2018.

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

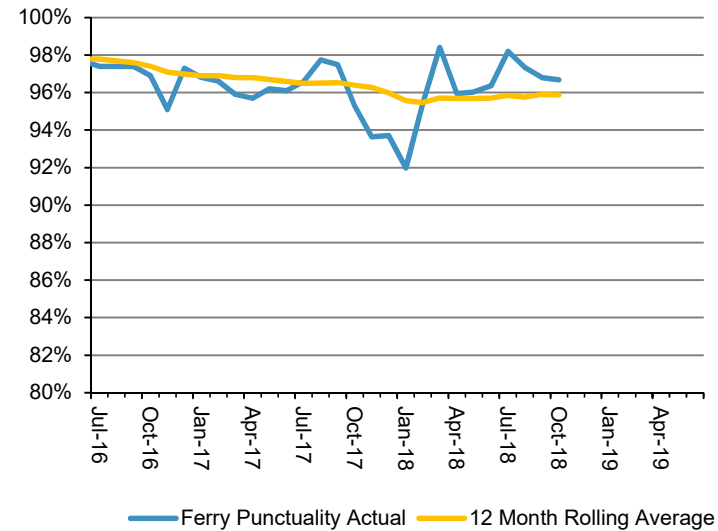


Bus service punctuality in October 2018 was 97.0%, and 96.3% for the 12 months to October 2018.

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 2018 was 96.7% and 95.9% for the 12 months to October 2018.

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

2.2 Focus on the customer

2.2.13 Rail service performance

# Train Performance October 2018



**Total Network**

**96.5% Punctuality\***

96.1% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**98.5% Service Delivery\***

97.8% 12 month rolling average

\* Arrival at final destination

**Western Line**

**95.3% Punctuality\***

96.0% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**97.6% Service Delivery\***

97.4% 12 month rolling average

\* Arrival at final destination

**Eastern Line**

**97.5% Punctuality\***

97.3% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**98.6% Service Delivery\***

97.8% 12 month rolling average

\* Arrival at final destination

**Southern Line**

**95.1% Punctuality\***

95.3% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**98.8% Service Delivery\***

97.7% 12 month rolling average

\* Arrival at final destination

**Pukekohe Line**

**98.1% Punctuality\***

97.8% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**99.1% Service Delivery\***

99.2% 12 month rolling average

\* Arrival at final destination

**Onehunga Line**

**97.7% Punctuality\***

94.5% 12 month rolling average

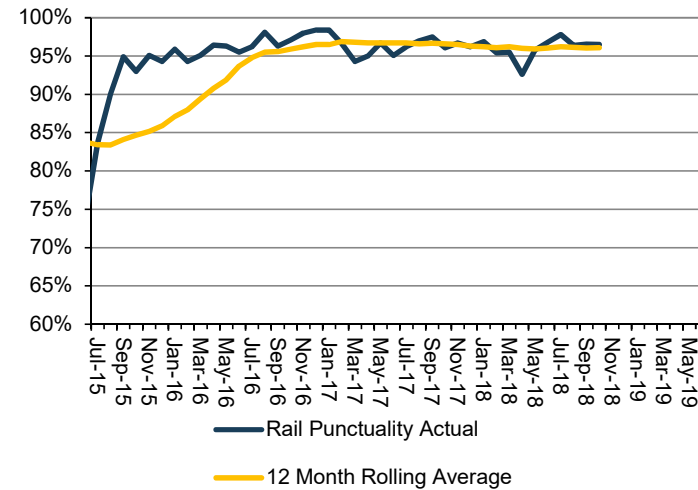
\* Arrival within 5 minutes of schedule at final destination

**98.8% Service Delivery\***

97.7% 12 month rolling average

\* Arrival at final destination

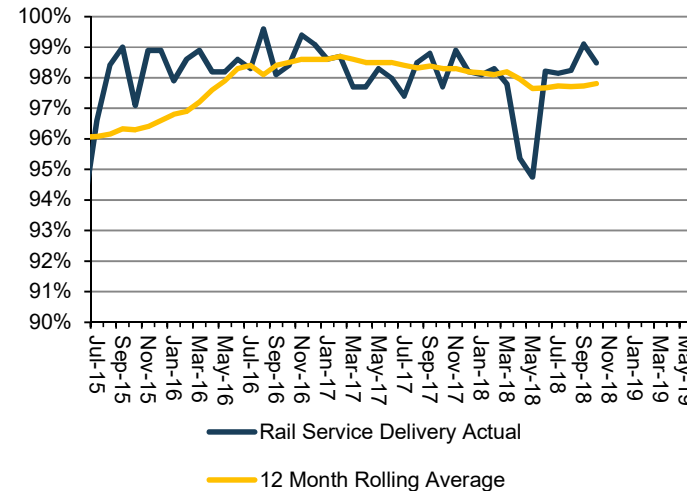
2.2.14 Rail punctuality based on arrival at final destination



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

Using this measure, rail service punctuality for the month of October 2018 was 96.5% and 96.1% for the 12 months to October 2018.

2.2.15 Rail service delivery based on arrival at final destination

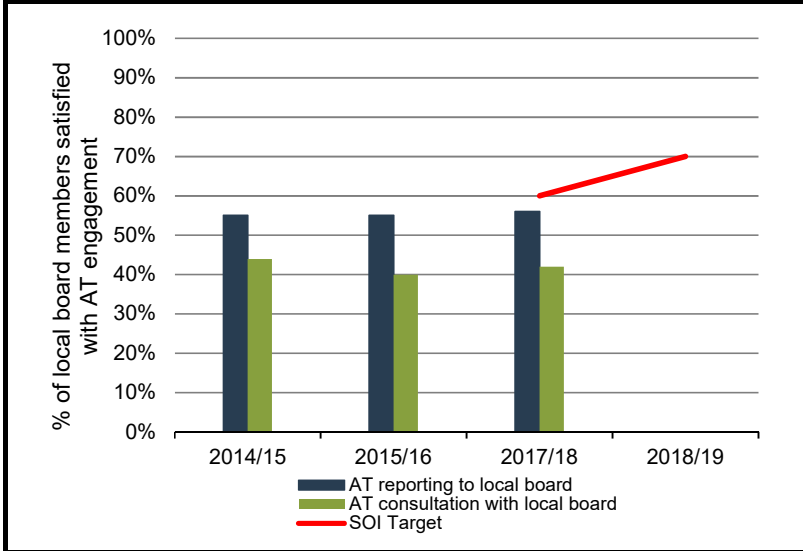


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of October 2018 was 98.5% and 97.8% for the 12 months to October 2018.

2.2 Focus on the customer

2.2.16 Percentage of Local Board members satisfied with Auckland Transport engagement



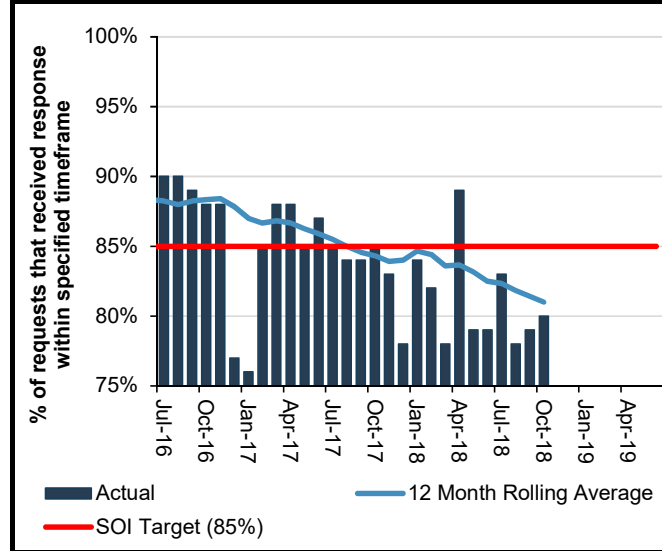
Non-reporting period.

Local board satisfaction was 56% for AT reporting to local board, and 42% for AT consultation with local board in 2017/18.

2017/18 targets for local board satisfaction with AT engagement is 60% for both reporting to local boards and consultation with local boards.

Local board satisfaction results, sourced from the Auckland Council Elected Members Survey, are not available every year as the survey is only undertaken every 18 months.

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



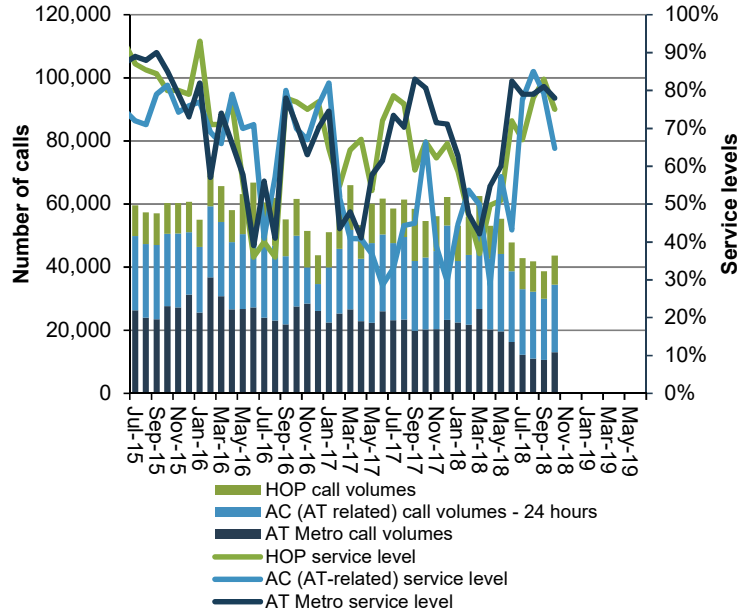
Target not met (12 month rolling average = 81.0%, SOI target of 85%). The October 2018 result was 80%.

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.



2.2 Focus on the customer

2.2.18 Call centre incoming calls and service levels

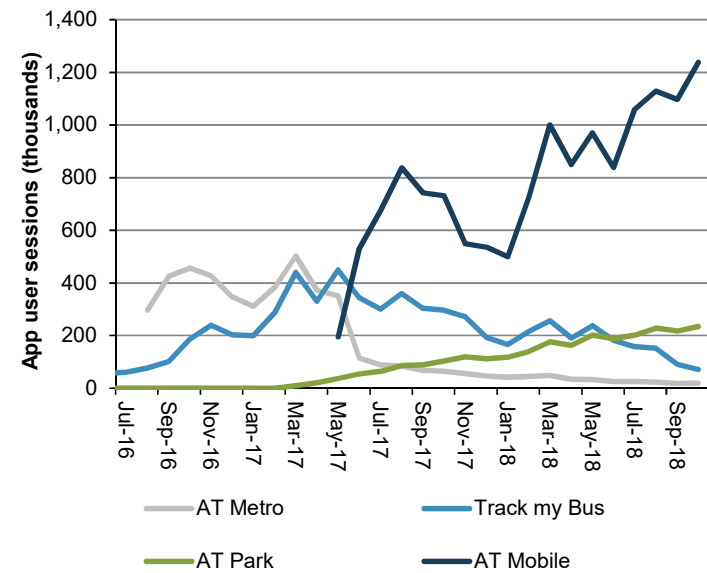


**AT HOP**  
Call volumes increased by 6% compared with September 2018. The service level decreased by 8 percentage points compared with September 2018.

**Auckland Council (AT-related calls) – 24 Hours**  
Call volumes increased by 10% compared with September 2018. The service level decreased by 14 percentage points compared with September 2018.

**AT Metro Call Centre**  
Call volumes increased by 22% compared with September 2018, a decrease of 35% compared with October 2017. The service level was 3 percentage points lower compared with September 2018.

2.2.19 AT app user sessions



**AT Mobile**  
App user sessions increased by 12.7% in October 2018 compared with September 2018, and increased by 69.1% compared with October 2017.

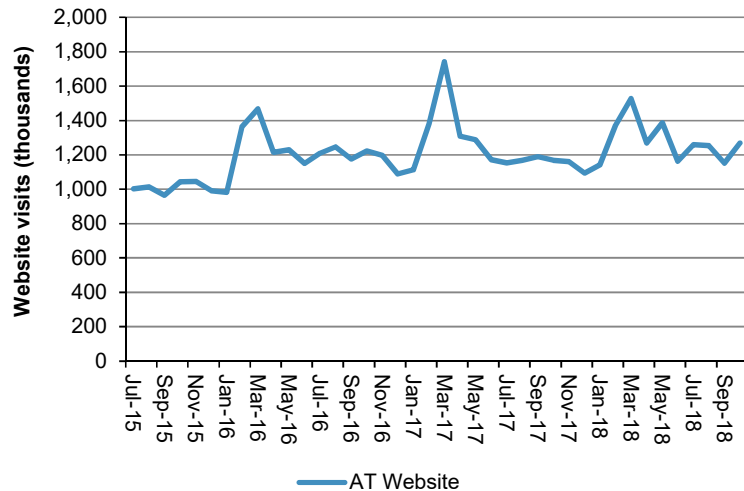
**AT Park**  
App user sessions increased by 7.9% in October 2018 compared with September 2018.

**Track my Bus**  
App user sessions decreased by 20.8% in October 2018 compared with September 2018.

**AT Metro**  
App user sessions increased by 1.1% in October 2018 compared with September 2018.

AT Mobile was released in May 2017, combining the functionality of AT Metro and Track my Bus into one application. Support for AT Metro on iOS was terminated, indicating the sharp drop in AT Metro user sessions. Support for AT Metro (Android) and Track my Bus remains while users are still active.

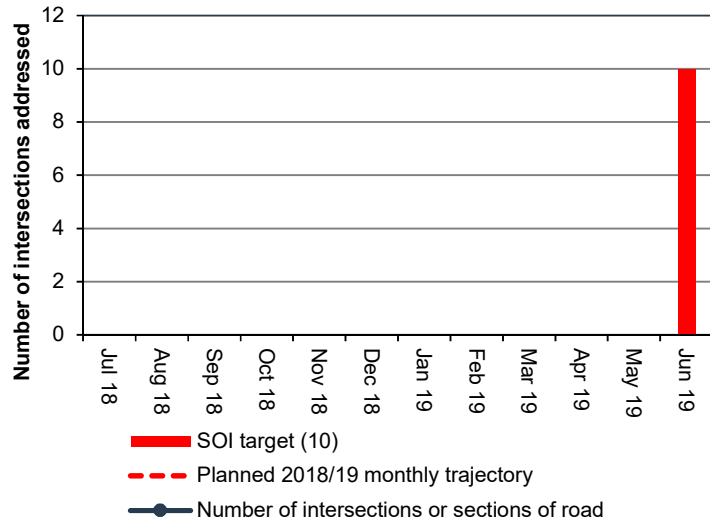
2.2.20 Website visits



Visits to the Auckland Transport website totalled 1,268,846 in October 2018, an increase of 10.2% compared with September 2018.

## 2.3 Improve the safety of the transport system

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

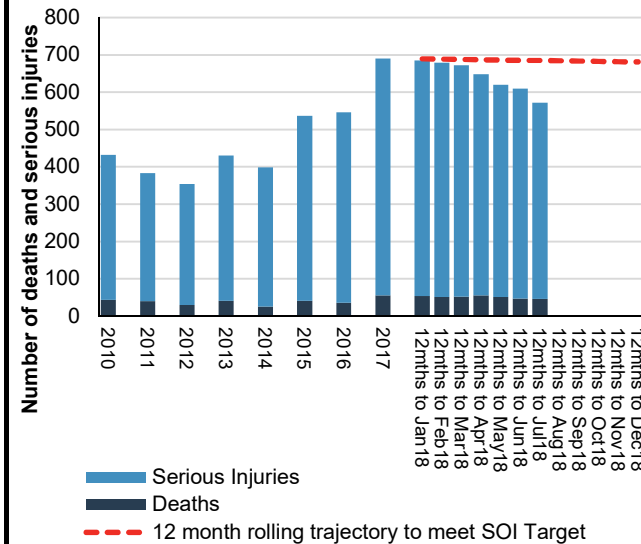


Non reporting period.

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

No work is expected to be completed in the first quarter, as the first projects are expected to be complete by the second quarter.

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



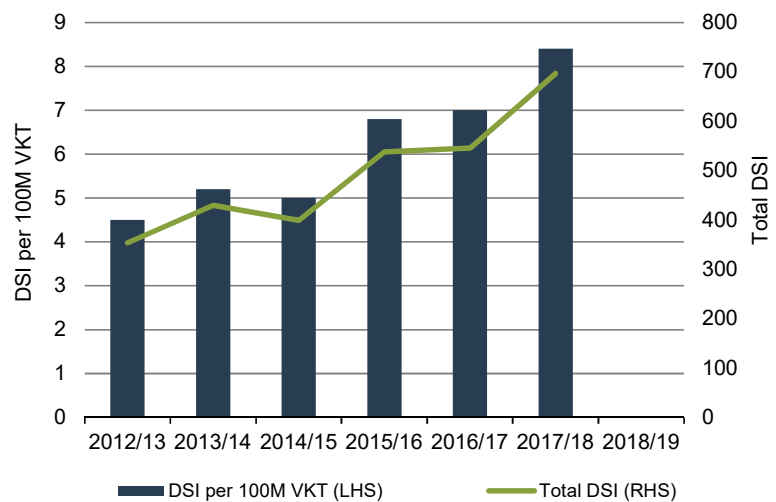
The Local Road DSI target for the 2018 calendar year is 681, 9 less than the 2017 total of 690.

The 12 month rolling total to July 2018 was 572, 16% lower than the target trajectory of 684.8, and 11% lower than for the 12 months to July 2017.

For the 12 months to the end of July 2018, local road deaths have decreased by 19% (from 57 to 46) and local road serious injuries have decreased by 16% (from 623 to 526).

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

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



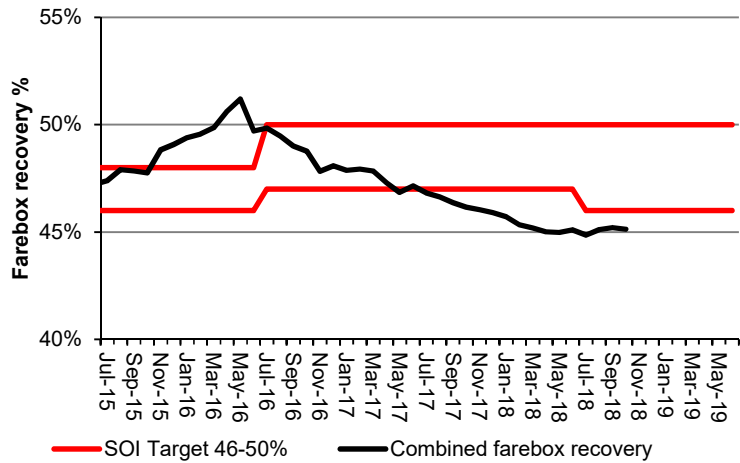
Reported annually in June.

The Local Road DSI per 100 million VKT on local roads for the 2017 calendar year was 8.4. This is 3.5 more than the 2017/18 SOI target.

\*The rate of local road deaths and serious injuries per 100 million vehicle kilometres travelled is an estimate of the exposure to crash-risk on the local road network, relative to vehicle travel.

## 2.4 Ensure value for money across Auckland Transport's activities

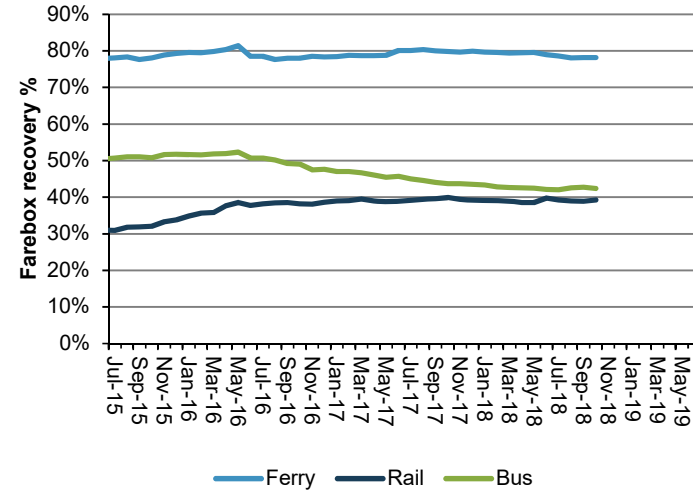
### 2.4.1 PT farebox recovery (combined result with SOI measure)



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

Total PT farebox recovery ratio in October 2018 was 45.1%, compared with 46.2% in October 2017.

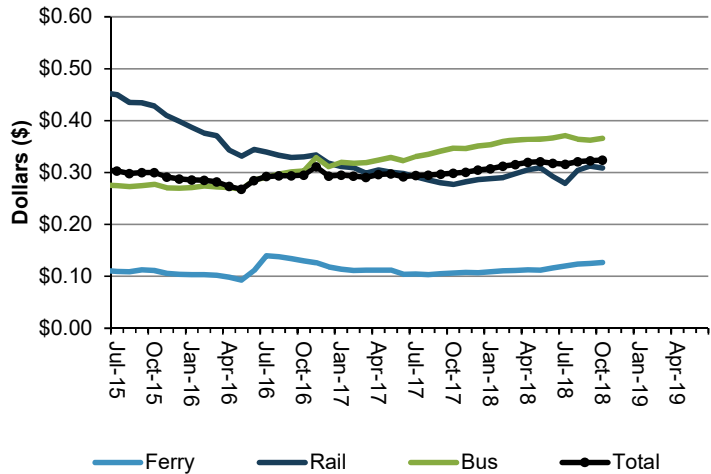
### 2.4.2 PT farebox recovery (by mode)



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

The farebox recovery ratios for October 2018 (and comparable 2017 results) were:  
 - Ferry 78.1% (79.8%)  
 - Bus 42.4% (43.7%)  
 - Rail 39.3% (39.9%)

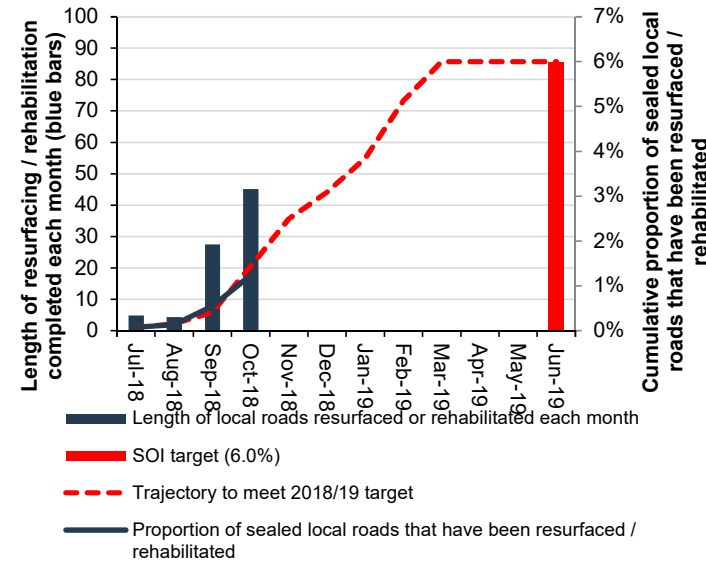
### 2.4.3 PT subsidy per passenger kilometre



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 2018 (and comparable 2017 results) were:  
 - Bus \$0.366 (\$0.347)  
 - Rail \$0.308 (\$0.277)  
 - Ferry \$0.127 (\$0.106)  
 - Total \$0.324 (\$0.299)

### 2.4.4 Percentage of the sealed road network that is resurfaced



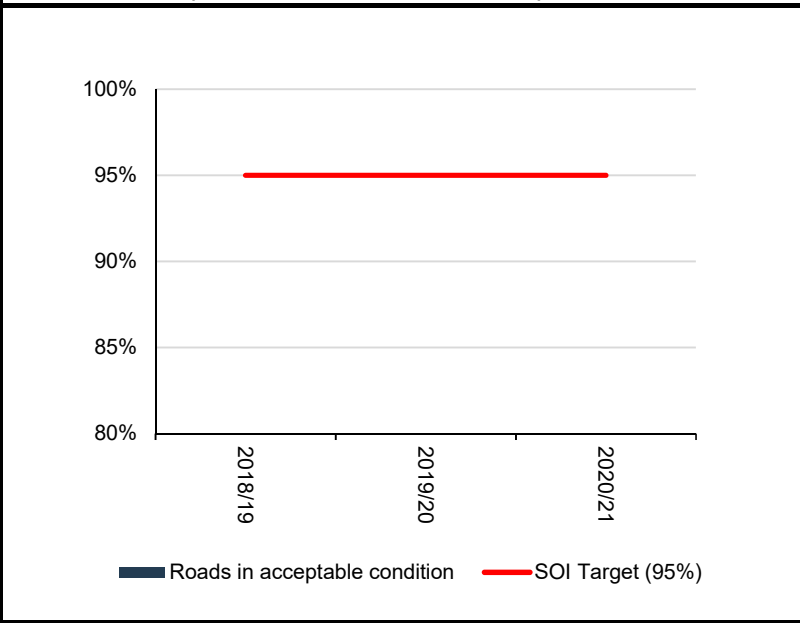
Target not met.

In October 2018, 45.1 km of the local road network was resurfaced / rehabilitated. The YTD completed length of 81.6 km is less than the forecasted YTD length of 95.0 km.

The 2018/19 YTD completed length of 81.6 km is 19.0% of the 430 km 2018/19 programme.

2.4 Ensure value for money across Auckland Transport's activities

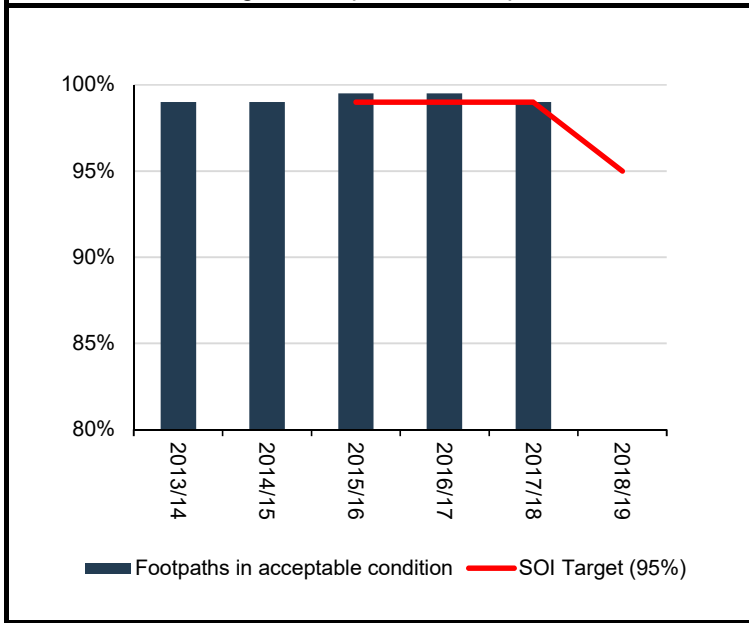
2.4.5 Proportion of road assets in acceptable condition



Target reported annually in March.

Proportion of road assets in acceptable condition is a new measure in the 2018/19 SOI.

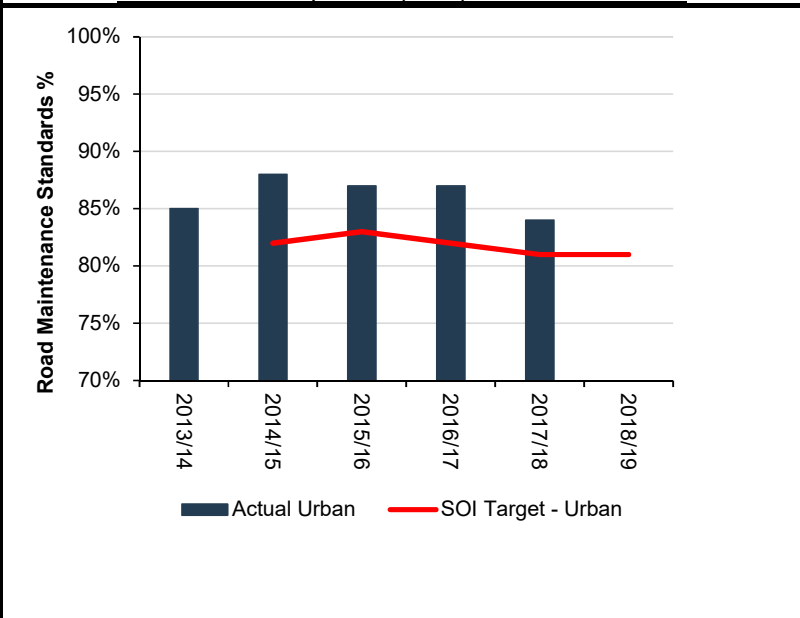
2.4.6 Percentage of footpaths in acceptable condition



Target reported annually in March.

The 2017/18 result for the percentage of footpaths in acceptable condition was 99% (down half a percentage point from 2016/17).

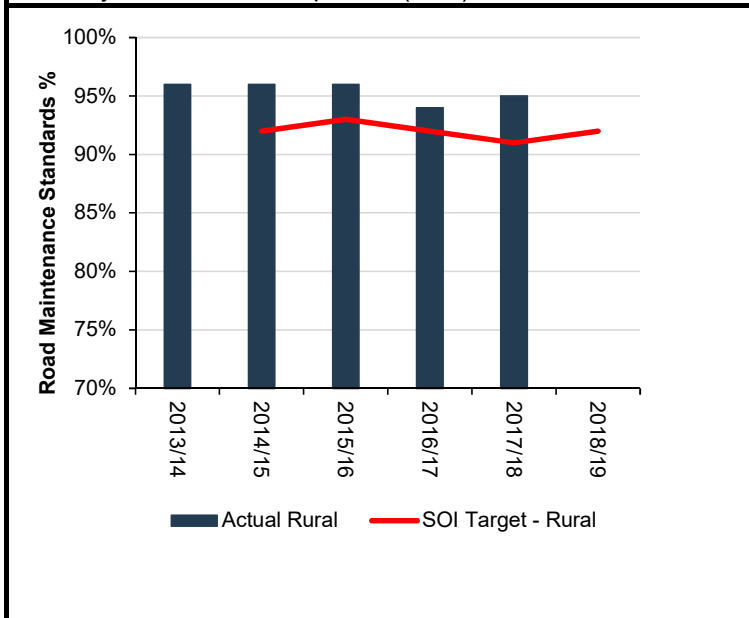
2.4.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Target reported annually in March.

The 2017/18 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 84% (down three percentage points from 2016/17).

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



Target reported annually in March.

The 2017/18 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 95% (up one percentage point from 2016/17).