

Auckland Transport

This outlines the key performance of Auckland Transport which includes public transport, parking & enforcement, roads & footpaths related activities and investments

Auckland Transport Q2 Summary

Highlights & risks for the quarter

Highlights

- Multiple safety improvements on the rail network including implementing pedestrian level crossing gating at six sites and the closure of two pedestrian level crossings.
- Successful implementation of the New Network in North Auckland, increasing bus services by 45%. Now 163% more people live within 500 metres of a frequent and/or rapid public transport stop/station.
- For the 12 months to December 2018, Auckland public transport patronage totalled 95.9 million passengers, an increase of 5.2% on the previous year.
- Seabrook Avenue Cycleway (Links to New Lynn) and Ian McKinnon Drive Cycleway were successfully completed and opened to the public.

Risks

- NZTA funding for new capital projects is behind budget mainly due to the assumption in the budget that Auckland Transport's programme would be funded 50/50 from Auckland Council and NZTA
 - Meeting public transport capacity demands due to budget constraints and the uplift in patronage post new network implementation.
 - High level of construction activity within the market could cause resource constraints with our suppliers and impact the speed of capital project delivery.
- Potential of summer storm damage to transport assets as experienced in recent years.

Financial (\$million)	YTD actual	YTD budget	Actual vs Budget
Capital delivery	268	280	(12)
Operating revenue	446	429	17
Operating expenditure	603	597	(6)
Net operating deficit	(157)	(168)	11
NZTA capital co-investment	89	146	(57)

Financial commentary

- **Capital delivery:** Budget achievement has been impacted by engineering reviews on a number of projects delaying land purchases. Focus is on realising the full year budget of \$744 million with changes made to the mix of projects.
- **Operating revenue:** Full year forecast is \$24 million higher than budget mainly due to additional revenue from NZTA and infringements.
- **Operating expenditure:** Full year forecast is \$24 million higher than budget due to increased public transport and IT costs.
- **Net operating deficit** is favourable year to date principally due to budget phasing differences. The full year forecast is expected to be in line with budget due to increasing public transport costs.

Key performance indicators	Previous	FY 19 Quarter 2		Status	Commentary
	Quarter	Actual	Full year target		
Percentage of public transport passengers satisfied with their public transport service	91%	91%	85%	Met	Overall satisfaction with public transport has remained static at 91% since September 2017.
Deaths and Serious Injuries on the local road network (12 month rolling to September 2018)	611	550	Reduce by at least 9 (681)	Met	12 month total to December 2017: 690 12 month rolling total to September 2018: 550
Total annual public transport boardings	94.0 million	95.9 million	96.3 million	Met	Public transport patronage increased by 5.2% in the 12 months to December 2018.
Number of cycle movements past selected count sites	793 thousand	1.732 million	3.644 million	Met	YTD cycle movements are 1.8% ahead of forecast and on track to meet the SOI target.

Strategic Focus Area – Customer Experience

Key highlights and risks

Highlights

- Completion of:
 - Customer Experience (CX) Strategy and development of programme of work to deliver priority improvements.
 - Feasibility assessment for contact centre technology to enable first contact resolution.
 - Auckland Transport Omni channel strategy and development of programme of work to deliver channel experience improvements.
 - Design and change management approach for organisation wide CRM case management system to improve customer responsiveness and timely resolution of requests for customer.
- Auckland Transport Local (Lower Devonport Peninsula Rideshare service launched in November 2018) numbers increase post-Christmas and return to academic year.
- Maintained achievement of Local Government Official Information and Meetings Act (LGOIMA) statutory Service Level Agreement.

Strategic context

Better delivery of transport services, infrastructure and information by giving greater focus to customer needs and improving the customer experience.

Key programme of works	Status	Description	Commentary
Customer Experience (CX) Strategy	On track	Deliver the CX Strategy and Blueprint and delivery model.	Auckland Transport Board committee review scheduled February 2019. This informs detailed organisational design in the next quarter.
Contact Centre Technology	On track	Identify key technology enablers and feasibility to deliver channel migration to digital channels.	To determine what future requirements are needed to deliver in the next reporting period.
Auckland Transport Omni Channel Strategy and Programme of Work	On track	Design and deliver the Auckland Transport Omni channel strategy and roadmap for customers to interact with Auckland Transport with confidence across all channels.	Roadmap complete. Focus is now on improving priority areas i.e. HOP machine signage, proactive social updates and real time and standardised channel reporting.
CX Organisational Design	On track	Design CX organisation to align with strategy and blueprint.	High level organisational design is on track to be completed as planned. Detailed organisational design to be completed in the next reporting period plan.
CRM Case Management	On track	Design case management / change approach for organisation wide case management system to improve responsiveness and timely resolution of customer requests.	Change management plan is complete. Key changes to be shared with employees in March 2019.

Strategic Focus Area – Road Safety

Key highlights and risks

Highlights

- Auckland Transport, with the support of NZ Police, hosted the 'Drive Drink Free' Beach Party, encouraging responsible and sober driving amongst the local community as they entered into the summer/holiday season. It was well received with over 1000 engagements.
- Consultation completed on all:
 - 11 projects planned for delivery as part of the Dairy Flat Highway safety improvements with positive feedback received from the community.
 - 47 Regional Pedestrian Crossing upgrade projects. 38 are currently going out to tender, while design is underway for the balance.
- The Safe Speeds Programme was reviewed by Auckland Transport's Board who approved consultation on the bylaw that may reduce speed limits on approximately 10% of Auckland's local roads identified as posing the greatest safety risk to people. Work will commence engaging with the public and the formal consultation of the bylaw is programmed to commence at the end of February.
- Auckland Transport's Community Transport Team hosted 742 students and teachers from 83 Schools at the Travelwise Celebration to recognise the achievements of schools on the Travelwise Programme.

Risks

- Finalising land purchase and consents, may cause a delay in delivery of the Dairy Flat Highway Roundabout.

Strategic context

Addressing the very disturbing and continued upward trend in local road deaths and serious injuries, through a comprehensive programme of safety improvements, including improvements to high risk intersections and corridors and speed management.

Key programme of works	Status	Description	Commentary
High Risk Roads and Intersections	On track	Deliver five high risk urban and five high risk rural road upgrades, 20 pedestrian upgrades, 500 km signage, 150 high risk bend treatments and 20 intersection upgrades.	All deliverables are on track to be completed. 83% of projects have completed final designs with the rest in the preliminary design phase.
Speed Safety Management programme	On track	Implement speed management on 150 km of roads and three town centres, areas identified as posing the greatest safety risk to people.	On track to deliver in full. Three town centre projects are in final design.
Red Light Camera programme	On track	Installation of six new red-light cameras to reduce crashes at high risk intersections.	Six cameras are planned to be commissioned this year. The sites are currently in their final design phase.
Road Safety Education	On track	Deliver over 600 campaigns, events, training and checkpoints targeting high risk groups and communities. Assist young drivers with the Graduated Licensing System.	Delivered one campaign, seven events, 32 checkpoints, 41 community interventions for high risk groups and young drivers, 22 Te Ara Haepapa Māori interventions and a victim impact interview.
School Safety	On track	<ul style="list-style-type: none"> • Work with 250 schools to increase safety awareness, active travel and public transport use. • Lower speed limits and deliver improvements around schools. • Assist young drivers with the Graduated Licensing System. 	Completed 140 Travelwise events, 29 cycle and 21 scooter activities, 76 speed activities, 76 Walking School Bus (WSB) events, 16 new WSB routes and seven Te Ara Haepapa Māori promotions.

Strategic Focus Area – Public Transport

Key highlights and risks

Highlights

- Multiple safety improvements on the rail network including implementing pedestrian level crossing gating at six sites and the closure of two pedestrian level crossings.
- For the 12 months to December 2018, Auckland public transport patronage totalled 95.9 million passengers, an increase of 5.2% on the previous year.
- Rapid and frequent public transport totalled 45.4 million passenger boardings for the 12 months to December 2018, an increase of 20.3% on the previous year. The increase is attributable to higher patronage on both existing and new rapid and frequent public transport services.
- Successful implementation of the New Network in North Auckland, increasing bus services by 45%. Now 163% more people live within 500 metres of a frequent and/or rapid public transport stop/station.

Risks

- Meeting capacity demands due to budget constraints and the uplift in public transport patronage post the new network implementation.
- Potential for public transport operator industrial action, impacting on service delivery.
- Bus driver shortage with the potential to impact service reliability.
- Public Transport growth and additional services creates cost challenges which are exacerbated by low fare box recovery.

Strategic context

Moving away from a city where the dominant mode of transport is by single-occupant private vehicle to a city where public transport and walking and cycling play an important role, by improving public transport services and travel options to increase patronage and mode share.

Key programme of works	Status	Description	Commentary
Bus Priority	On track	New and extended hours of bus priority on key corridors to improve customer journey times.	Planning for the integrated corridor programme for frequent network corridors is on track. Remaining 2.1 km of bus priority to be delivered in the third quarter.
Double decker mitigation works	On track	Mitigating works on key corridors for double decker implementation increasing public transport capacity.	Dominion Road was completed and operational in January 2019. Remuera Road is scheduled to be completed and operational by the end of February.
Rail pedestrian gating works	On track	Pedestrian level crossing gating across the rail corridor improving pedestrian safety.	Additional two level crossing gating projects, St Georges Road and Portage Road, to be operational by March.
New network implementation Waiheke	On track	Infrastructure enablement and operator implementation. Outcome is an enhanced bus network for Waiheke and completion of the new bus network.	Infrastructure on track to enable late 2019 mobilisation.
Train station ticket gating	On track	Installation of ticket gating at Takanini, Papakura and Parnell programmed for Q3 to reduce fare evasion.	Gating at Takanini and Papakura on schedule. Minor delays of up to one month for Parnell station.

Strategic Focus Area – Active Modes

Key highlights and risks

Highlights

- Seabrook Avenue Cycleway (Links to New Lynn) was successfully completed and opened to the public in October 2018 by the Minister of Transport Hon Phil Twyford and Auckland Mayor Hon Phil Goff. The length of this cycleway is 700 meters.
- Ian McKinnon Drive Cycleway was successfully completed and opened to the public in November 2018 by the Minister of Transport Hon Phil Twyford and Auckland Mayor Hon Phil Goff. The length of this cycleway is 800 meters.
- Northcote Cycleway (excluding the bridge section) was completed in November 2018. Sections of this route are open to public.
- A new section of footpath was constructed on Rishworth Avenue.

Risks

- High community expectations to treat other deficiencies in the street environment while delivering cycling infrastructure. Mitigation includes continuous two-way conversations with the community through Community Liaison Groups to confirm the clear scope of a particular project.
- Programme cost creep as a result of project cost escalations and increased stakeholder expectations. Mitigations are inclusion of service relocation costs and sufficient contingency for project cost estimates.

Strategic context

Improving access and contributing to a more effective transport system by increasing mode share and reducing deaths and serious injuries among cyclists and making walking safer and easier.

Key programme of works	Status	Description	Commentary
New cycleways	Delayed	There is a SOI target to complete 10 km of new cycleways for the 2018/19 financial year.	Progress at the end of Q2 is on track with 6.4 km of new cycleway completed in Q2 and 7.54 km built this financial year. The full year forecast is 8.5 km, below the SOI target of 10 km, due to delays in the Northcote Safe Routes.
Walking	On track	Deliver 6 km of new and improved footpaths.	On track for delivery. Construction is expected to commence in February with completion in May.
Cycling campaigns and training	On track	Deliver 50 events, trainings, campaigns and activities that promote cycling and cycle safety. Deliver cycle skills training to 9000 school students.	Delivered 22 training courses, eight events and supported 29 community events. Delivered cycle training to 1280 school students and supported events reaching 1165 students.

Strategic Focus Area – Key Projects

Key highlights and risks				Strategic context
Highlights <ul style="list-style-type: none"> • Downtown Programme enabling works completed over the Christmas break. • AMETI Eastern Busway Panmure to Pakuranga (EB1) contract awarded to Fulton Hogan. • Completion of the Ian McKinnon cycleway and New Lynn cycleway. Risks <ul style="list-style-type: none"> • Disruption impacts of Downtown Programme and the AMETI Eastern Busway Panmure to Pakuranga (EB1) construction will attract complaints from the public. • High level of construction activity within the market could cause resource constraints with our suppliers and impact the speed of capital project delivery. 				Providing new transport infrastructure, on the rapid transport network (RTN) that forms the backbone of the public transport network, and also through infrastructure that optimises the performance of the existing network, supports urban development and enables new housing in greenfields areas.
Key programme	Status	Description	Commentary	
Sylvia Park Bus Improvements	Delayed	Improvements being made in the Sylvia Park area will speed up bus journey times by creating a new route that avoids the more congested Mt Wellington Highway's intersections. Works include a new bus station.	Business case and project objectives are under review following significant external changes to the project environment.	
Eastern Busway: Panmure to Pakuranga	On track	The Panmure to Pakuranga stage of AMETI Eastern Busway includes the first section of the busway, along the north side of Lagoon Drive and Pakuranga Road, and upgrade the Panmure roundabout.	Physical works contract awarded. Travel demand measures agreed. Mokoia Pa archaeological site work nearing completion.	
Eastern Busway: Ti Rakau Busway	On track	The Ti Rakau Drive busway is part of the Pakuranga to Botany stage of the AMETI Eastern Busway.	Specimen design completed, and land take requirements identified. Specimen design review and estimate in progress. Public and targeted consultation completed.	
Downtown Programme	On Track	Over the next 10 years, Auckland Council has a vision to transform the waterfront into an attractive, people friendly environment. Auckland Transport will be delivering the first part of this vision from 2018 to 2021. The transformation will support the 36th America's Cup, Asia-Pacific Economic Forum (APEC), and Te Matatini in 2021.	<ul style="list-style-type: none"> • Quay Street Enhancement and Lower Albert Bus Interchange: Preliminary design completed. • Britomart East Bus Interchange: Engagement with key stakeholders is ongoing. • Quay Street Strengthening: Developed design for Princes wharf complete, Princes and Ferry Basin sections resource consent lodgement. 	
Lincoln Road	Delayed	Lincoln Road is a major arterial connection for West Auckland and is a major component in the regional major roads network. It is also a highly congested route. It will be future proofed with a T3 lane and cycle lanes and an improved motorway interchange.	The project is currently being reviewed to ensure that the original proposal still aligns with other strategic priorities within the region.	

Strategic Focus Area – Asset Management

Key highlights and risks

Highlights

- Comprehensive condition assessment of the entire footpath network completed on time, facilitating development of a robust region wide renewal forward works programme.
- First phase of the project investigating the impacts of city growth and intensification on road transport networks completed.
- The Asset Management Policy was endorsed by Auckland Transport's Board.
- The Criticality Framework for both Roding and Public Transport assets is advancing well towards completion within the financial year.
- Three yearly review of Seal Extension Guidelines has commenced. Currently entering first phase of engagement with local boards.

Risks

- Potential of summer storm damage to transport assets as experienced in recent years.
- Funding constraint inhibiting exploration of new condition assessment methods and technologies. This does not impact on the current condition assessment of Auckland Transport infrastructure assets.

Strategic context

Maintaining the \$19 billion transport network of roads, footpaths and cycleways, streetlights, traffic systems and public transport assets that is the responsibility of Auckland Transport, to ensure that the overall condition of the network is maintained in a stable state over the next ten years.

Key programme of works	Status	Description	Commentary
Forward Works Programme: Development Roding and Public Transport assets	On track	Programme of renewals and maintenance works for roading and public transport assets.	Programme is advancing well in both areas. Currently undertaking programme optimisation work to mitigate disruption to the transport network.
Asset Transfer	On track	Transfer of airport assets (Great Barrier Island) from Auckland Council to Auckland Transport.	Auckland Transport's assets team securing existing asset data from Auckland Council.
Enterprise Asset Management	On track	Implementation of a new Enterprise Asset Management system (EAM). EAM encompasses both business processes and the management of data and information to help align traditional asset management and organisational requirements.	Preferred contractor for first phase of implementation identified. Business case is being finalised.
Quay Street seawall	On track	Seismic strengthening project to improve resilience of critical infrastructure.	The project is currently in the design phase.
Tiverton Wolverson main culverts replacements	On track	Replacement of two culverts under Wolverson Road which are reaching the end of their design life. The new larger culverts can contend with greater amounts of rainfall and more frequent storm events, reducing the risk of flooding.	Initial debris clearance works are complete with ongoing work to be delivered by Healthy Waters. Key partners and suppliers have been appointed. Enabling works underway and design work for upgrades are progressing.

Other Letter of Expectation Focus Areas

Contribution towards Maori outcomes

- **Mana whenua engagement**

Auckland Transport contribute to mana whenua engagement through engagement forums for operational and governance matters. These forums are resourced by Auckland Transport.

- **Te Aranga Maori design**

Te Aranga Design Principles are applied in collaboration with mana whenua in Auckland Transport infrastructure projects, cycling, footpaths and signage.

- **Road safety programmes – Maori drivers, passengers and pedestrians**

Auckland Transport contributes to road safety through the Te Ara Haepapa programme that delivers driver licensing, child restraint training, speed management, drug and alcohol education and promoting walking and safe cycling.

- **Maori wardens on trains**

The Maori wardens provide safety for public transport users on trains.

- **Marae development and papakainga road safety**

Auckland Transport engage with marae on the safety of entering and exiting Marae and urupa.

- **Maori values and storm water**

Auckland Transport engage with iwi and implement storm water systems that are above standard and supported by mana whenua.

- **Te reo Maori framework**

Te reo Maori is being implemented on buses, signage and in infrastructure projects.

- **Mana whenua signage**

No mana whenua signage were completed in this quarter.

Local Board engagement

The majority of local boards have spent considerable time over the past couple of months determining how to allocate the increased Local Board Transport Capital Fund.

Auckland Transport has also had extensive interaction with local boards around the draft Regional Public Transport Plan, including two cluster workshops, plus individual workshops with local boards who will have a significantly changing public transport environment.

There has been significant interest in the Speed Management Programme from the local boards where the accelerated programme is planned to be implemented.

Local boards have also expressed interest in a community focused road safety fund that will address road safety issues that local communities have been calling to be addressed but don't necessarily get to the top of the regional priority lists.

Climate change

The focus of work during this quarter has been on compiling Auckland Transport's carbon footprint to inform the carbon reduction plans and associated targets.

The Low Emission Bus Roadmap, which sets the path for transitioning the bus fleet to low emission vehicles, has been approved by the Auckland Transport Board.

Auckland Transport conducted EECA's One2Five assessment in November 2018 and achieved a score of 73%, placing Auckland Transport at a '3 Star' rating.

A '3 Star' rating indicates that the organisation has made substantial progress in developing processes for effective energy management and operation. In the previous year's assessment, Auckland Transport achieved a score of 43% (a 2 Star rating).

Auckland Transport Q2 Financials



Key financial metrics

\$(million)	FY 18	FY 19 Quarter 2			FY 19
	Actual	Actual	Budget	Variance	Budget
Net surplus/(deficit) from operations	(321)	(157)	(168)	11	(348)
Operating revenue	824	446	429	17	866
AC operating funding (CCO only)	275	144	144	-	288
NZTA operating funding	261	143	134	9	267
Fees & user charges	239	133	128	5	265
Other direct revenue	49	26	23	3	46
Operating expenditure	1,145	603	597	(6)	1,215
Employee benefits	124	65	62	(3)	123
Grants, contributions & sponsorship	-	-	-	-	-
Other direct expenditure	669	356	351	(5)	707
Depreciation	325	168	169	1	354
Net interest expense	27	14	15	1	31
Capital revenue	1,002	416	356	60	924
AC capital grant (CCO only)	480	179	134	45	385
NZTA capital co-investment	205	89	146	(57)	359
Vested assets	316	147	76	71	180
Other Capital Grants	1	1	0	1	0



Financial Commentary

The net deficit from operations is \$157million year to date, which is \$11 million favourable to budget mainly due to budget phasing.

Operating revenue is higher than budgeted due to:

- NZTA operating grant of \$9 million,
- infringement revenue of \$4 million and
- other revenue (e.g. rental, labour recharges) of \$3 million.

This is partly offset other expenditure of \$5 million (e.g. public transport contracts, software maintenance, rates and security) and provision for a Q3 reorganisation of \$2 million.

Full year net deficit from operations is forecasted to be on budget at \$348 million due to increasing public transport costs.

Vested assets received from property developments is \$147 million, \$71 million favourable to budget. This is mainly from property developments in Long Bay, Red Beach, Flat Bush, Mount Wellington, Glenbrook, Redvale, Kaukapakapa, Paerata and Whangaparoa. Increasing vested assets also bring additional future consequential operating costs for Auckland Transport.

NZTA funding for new capital projects is behind budget mainly due to the assumption in the budget that Auckland Transport's programme would be funded 50/50 from Auckland Council and NZTA. Actual NZTA funding claimed is lower than 50 percent because:

- A number of Auckland Transport projects are not eligible for NZTA funding and require 100 percent Auckland Council funding.
- Some eligible projects are not yet approved for funding but will receive funding in due course.
- Property purchases are not funded by NZTA until construction starts.
- Delays in some capital projects have delayed claiming of NZTA funding.

Auckland Transport is working with NZTA to facilitate special funding arrangements aimed at increasing the funding for this financial year. NZTA has recently approved three projects at a higher Funding Assistance Rate (75.5% rather than 51%), which will help increase the overall proportion of NZTA funding.

Regional Fuel Tax Q2 Summary



Financial performance

\$(million)	FY 19 Quarter 2			FY 19
	Actual	Budget	Variance	Budget
Total RFT-enabled capital expenditure	58	81	23	251
Project 1: Bus priority improvements	4	11	7	24
Project 2: City centre bus infrastructure	4	2	(3)	5
Project 3: Improving airport access	2	2	-	6
Project 4: Eastern Busway	18	17	(2)	79
Project 5: Park & Ride facilities	-	-	-	-
Project 6: Electric trains and stabling	-	-	-	-
Project 7: Downtown ferry terminal and redevelopment	3	3	1	11
Project 8: Road safety	7	17	10	46
Project 9: Active transport	-	-	-	-
Project 10: Penlink	2	2	-	2
Project 11: Mill Road corridor	7	1	(6)	6
Project 12: Road corridor improvements	7	17	10	50
Project 13: Network capacity and performance improvement	2	5	3	9
Project 14: Growth-related transport infrastructure	1	4	2	12
Total RFT-enabled operating expenditure	0.43	1.50	1.07	3
Project 8: Road safety	0.43	1.50	1.07	3



RFT Commentary

The RFT-enabled capital programme is a ten year programme covering 14 separate project groups. The focus in the initial years is completing existing committed projects. The programme ramps up over the ten years when projects move into the construction phase, and new projects such as a further tranche of EMUs and stabling, Penlink, Mill Road, commence in earnest.

Year-to-date expenditure was \$57.7 million against a forecast of \$80.6 million, reflecting the time required for Auckland Transport to gear up to the higher investment levels.

Planning is underway for the Downtown Bus Improvements, airport access public transport improvements including Puhinui Interchange, and Integrated Corridors. The latter provides bus priority, safety and walking and cycling improvements on eleven major corridors.

Safety projects are moving through the design pipeline into construction. Investigations are commencing on the feasibility of introducing dynamic lane controls on the northern section of the Mill Road corridor at Redoubt Road Manukau.

Sealing of Monowai Road (Stage 1) is expected to be completed in this quarter, with work on Ngarewa Drive thereafter.

Longer terms projects such as Mill Road improvements, and Wellesley Bus Improvements are already being planned. Land purchase is continuing for new transport infrastructure in growth areas such as Redhills.

Full year expenditure is expected to be lower than the RLTP forecast, with the larger reductions being in Bus Priority Improvements (Whole of Route bus priority and Sylvia Park Bus Improvements), Eastern Busway, and Corridors Improvements (Lincoln Road, Matakana Link Road).

Auckland Transport Q2 Performance Measures

Key performance indicators	Previous Quarter	FY 19 Quarter 2		Status	Commentary
		Actual	Full year target		
Total annual public transport boardings	93,992,019	95,872,547	96,300,000	Met	Public transport patronage increased by 5.2% in the year to December 2018. On track to meet the SOI target.
Total annual rail boardings	20,340,543	20,645,549	21,110,000	Met	Rail patronage increased by 1.2% in the year to December 2018. On track to meet the SOI target.
Boardings on the Rapid and Frequent Network	16.2%	20.3% annual growth	Increase faster than total boardings	Met	20.3% growth in the year to December 2018, vs 52% growth in total boardings. On track to meet the SOI target.
New cycleways added to regional cycle network	0.9 km	7.2 km	10 km	Not met	6.4 km of new cycleway completed in Q2 and 7.54 km year to date. The SOI forecast of 10 km is not expected to be met with only 8.5 km of new cycleway forecasted to be completed by the end of the year due to delays in Northcote Safe Routes.
Number of cycle movements past selected count sites	752,745	1,732,124	3.644 million	Met	Year to date cycle movements are 1.8% ahead of forecast. On track to meet the SOI target.
Active and sustainable transport mode share at schools where the Travelwise programme is implemented	N/A	N/A	40%	Not yet measured	Survey to be conducted in June 2019.
Active and sustainable transport mode share for meaning peak commuters, where the Travelwise Choices programme is implemented	N/A	N/A	40%	Not yet measured	Survey to be conducted in June 2019.
Average AM peak arterial productivity	28,677	30,458	21,000	Met	On track to exceed the SOI target.
Proportion of the freight network operating at Level of Service C or better during the interpeak	94%	93%	85%	Met	Expected to exceed the SOI target.
Percentage of public transport passengers satisfied with their public transport service	91%	91%	85%	Met	On track to exceed the SOI target.
Public transport punctuality (weighted average across all modes)	97.5%	97.3%	94.5%	Met	On track to exceed the SOI target.

Auckland Transport Q2 Performance Measures

Key performance indicators	Previous Quarter	FY 19 Quarter 2		Status	Commentary
		Actual	Full year target		
Percentage of local board members satisfied with Auckland Transport engagement: Reporting to Local Board	N/A	N/A	70%	Not yet measured	Next survey yet to be finalised and reported.
Percentage of local board members satisfied with Auckland Transport engagement: Consultation with Local Board	N/A	N/A	70%	Not yet measured	Next survey yet to be finalised and reported.
Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	81.4%	81.1%	85%	Not met	AT's Improved Customer Journey project is addressing this result.
Number of high risk intersections addressed by the safety programme	N/A	N/A	10	Not yet measured	Projects currently in procurement and detailed design phases. First construction is due to be complete by March 2019.
Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	611	550	Reduce by at least 9	Met	12 month total to December 2017: 690 12 month rolling total to September 2018: 550
Public transport farebox recovery	45.2%	44.7%	46-50%	Not met	Year-end projection is 45.1%.
Percentage of the sealed local road network that is resurfaced	0.6%	2.9%	6%	Not met	Year to date programme is 6.5% behind forecast but expected to exceed the SOI target by year end.
Percentage of road assets in acceptable condition (as defined by Auckland Transport's Asset Management Plans)	N/A	N/A	95%	Not yet measured	To be reported in March 2019.
Percentage of footpaths in acceptable condition (as defined by Auckland Transport's Asset Management Plans)	N/A	N/A	95%	Not yet measured	To be reported in March 2019.
Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads	N/A	N/A	81%	Not yet measured	To be reported in March 2019.
Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads	N/A	N/A	92%	Not yet measured	To be reported in March 2019.