

Auckland Transport Monthly Indicators Report 2020/21

December 2020



1. Summary of indicators

1.1 SOI performance measures

1.2 Patronage summary

2. Monthly indicators by Strategic Objective

2.1 Making Auckland's Transport System Safe

2.2 Improving the Resilience and Sustainability of the Transport System

2.3 Providing better travel choices for Aucklanders

2.4 Better Connecting People, Places, Goods and Services

2.5 Our operating model is agile, financially sustainable, and delivers economic benefits

2.6 Provide an Excellent Customer Experience for all Services and Customers

2.7 Collaborative Partnering with our Funders, Partners, Stakeholders and Customers

1.1 SOI performance measures

Key Priority	Measure	SOI 2020/21 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Making Auckland's Transport System Safe	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	4						●							7 (Target exceeded)	Page 7
	Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	2020 Year End: Reduce by at least 36 (627)	●	●	●	●	●	●							12 Month rolling total: 446	Page 7
Improving the Resilience and Sustainability of the Transport System	Number of buses in the Auckland bus fleet classified as low emission	20													2019/20 Result: 3	Page 8
	Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations (from 2017/18 baseline)	7%													2019/20 Result: 6.3%	Page 8
	Percentage of Auckland Transport streetlights that are energy efficient LED	66%													2019/20 Result: 61.7%	Page 8
Providing better travel choices for Aucklanders	Total public transport boardings	60.6 Million	●	●	●	●	●	●							12 Month rolling total: 61,487,831	Page 9
	Total rail boardings	12.7 Million	●	●	●	●	●	●							12 Month rolling total: 11,691,439	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings		●	●	●	●	●	●						Decrease at faster rate than total boardings	Page 9
	PT punctuality (weighted average across all modes)	95.50%	●	●	●	●	●	●							Year to date average: 97.8%	Page 12
	New cycleways added to regional cycle network	5 km	●	●	●	●	●	●							YTD total: 0.85 km	Page 14
	Number of cycle movements past selected count sites	3.922 Million	●	●	●	●	●	●							12 Month rolling total: 3,659,593	Page 14
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	45%													2019/20 result: 49%	Page 14
	Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented	45%													2019/20 result: 69%	Page 14

1.1 SOI performance measures

Key Priority	Measure	SOI 2019/20 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Better Connecting People, Places, Goods and Services	Average AM peak arterial productivity	25,000	●	●	●	●	●	●							12 Month rolling average: 32,223	Page 15
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%	●	●	●	●	●	●							12 Month rolling average: 93%	Page 19
Our operating model is agile, financially sustainable, and delivers economic benefits	PT farebox recovery	30% - 34%	●	●	●	●	●	●							December Result: 26.32%	Page 23
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	94%													2019/20 Result: 92.4%	Page 24
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 80%													2019/20 Result: 87%	Page 24
		Rural 90%													2019/20 Result: 94%	Page 24
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	94%													2019/20 Result: 97.6%	Page 24
	Percentage of the sealed local road network that is resurfaced	4.6%	●	●	●	●	●	●							YTD: 191.1 km (2.8% of the local road network)	Page 23
Provide an Excellent Customer Experience for all Services and Customers	Percentage of public transport passengers satisfied with their public transport service	85% - 87%			●			●							December 2020: 91.6%	Page 27
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85.0%	●	●	●	●	●	●							12 month rolling average: 88.0%	Page 27
Collaborative Partnering with our Funders, Partners, Stakeholders and Customers	Reporting to local board: 70%														2019 result: 41%	Page 28
	Percentage of local board members satisfied with AT engagement	Consultation with local board: 70%													2019 result: 35%	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 Patronage summary

	December - 2020/21									
	Actual v SOI									
	Month				YTD				SOI / Target 2020/21	Projected Forecast 2020/21
Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance			
1. Bus Total:	3,723,885	↓ -18.2%	3,656,000	↑ 1.9%	23,181,128	↓ -38.0%	18,363,000	↑ 26.2%	44,100,000	55,000,000
2. Train (Rapid) Total:	799,312	↓ -48.6%	1,088,000	↓ -26.5%	5,369,988	↓ -51.7%	5,266,000	↑ 2.0%	12,700,000	12,700,000
3. Ferry (Connector Local) Total:	466,540	↓ -19.5%	325,660	↑ 43.3%	2,048,603	↓ -29.8%	1,617,280	↑ 26.7%	3,800,000	4,335,000
Total Patronage	4,989,737	↓ -25.4%	5,069,660	↓ -1.6%	30,599,719	↓ -40.5%	25,246,280	↑ 21.2%	60,600,000	72,035,000
Rapid and Frequent	2,073,185	↓ -30.9%	2,600,000	↓ -20.3%	13,265,548	↓ -32.9%	12,900,000	↑ 2.8%	31,000,000	33,500,000

	December - 2020/21												
	Month Patronage					12 Month Patronage				YTD (from July)			
	This Year	Previous Year	# Change	% Change	Normalised % Change Prev Year	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year	Normalised % Change Prev Fin YTD
1. Bus Total:	3,708,305	3,971,566	-263,261	-6.6%	-10.0%	45,374,082	-0.6%	-27,964,079	-38.1%	23,101,265	-13,300,593	-36.5%	-36.6%
- Busway (Rapid) Bus	384,355	510,070	-125,715	-24.6%		4,541,447	-2.7%	-3,437,639	-43.1%	2,323,665	-1,719,753	-42.5%	
- Frequent Bus	889,513	930,644	-41,132	-4.4%		11,186,162	-0.4%	-9,453,185	-45.8%	5,571,873	-4,816,323	-46.4%	
- Connector Local Targeted Bus	2,434,473	2,530,852	-96,378	-3.8%		29,646,509	-0.3%	-15,073,219	-33.7%	15,205,763	-6,764,481	-30.8%	
2. Train (Rapid) Total:	793,566	1,515,594	-722,028	-47.6%	-49.9%	11,533,680	-5.9%	-10,032,348	-46.5%	5,320,162	-5,653,282	-51.5%	-51.6%
- Western	266,731	545,449	-278,718	-51.1%		4,089,116	-6.4%	-3,412,852	-45.5%	1,885,280	-1,964,583	-51.0%	
- Eastern	255,124	429,974	-174,850	-40.7%		3,315,978	-5.0%	-2,939,514	-47.0%	1,596,192	-1,541,338	-49.1%	
- Onehunga	45,432	97,577	-52,145	-53.4%		604,897	-7.9%	-565,578	-48.3%	265,045	-345,633	-56.6%	
- Southern	214,846	411,177	-196,330	-47.7%		3,285,997	-5.6%	-2,837,865	-46.3%	1,478,365	-1,645,015	-52.7%	
- Pukekohe	11,432	31,418	-19,986	-63.6%		237,692	-7.8%	-276,538	-53.8%	95,280	-156,713	-62.2%	
3. Ferry (Frequent & Connector Local) Total:	92,695	109,010	-16,315	-15.0%	-18.2%	934,767	-1.7%	-586,610	-38.6%	495,439	-251,546	-33.7%	-33.7%
- Contract	92,695	109,010	-16,315	-15.0%		934,767	-1.7%	-586,610	-38.6%	495,439	-251,546	-33.7%	
Patronage (Excl Exempt Serv/Spl Evt)	4,594,566	5,596,170	-1,001,604	-17.9%	-21.0%	57,842,529	-1.7%	-38,583,037	-40.0%	28,916,866	-19,205,421	-39.9%	-40.0%

Exempt Services	389,389	551,944	-162,555	-29.5%		3,454,535	-4.5%	-2,155,541	-38.4%	1,624,104	-979,437	-37.6%	
- Exempt Services - Bus	15,544	81,409	-65,865	-80.9%		277,679	-19.2%	-613,531	-68.8%	70,940	-359,833	-83.5%	
- Exempt Services - Ferry	373,845	470,535	-96,690	-20.5%		3,176,856	-3.0%	-1,542,010	-32.7%	1,553,164	-619,604	-28.5%	
Special Events	5,746	537,937	-532,191			190,731	-73.6%	-941,738	-83.2%	58,713	-617,584	-91.3%	
- Special Events - Bus	0	498,474	-498,474			32,972	-93.8%	-780,754	-95.9%	8,887	-518,004	-98.3%	
- Special Events - Rail	5,746	39,463	-33,717			157,759	-17.6%	-160,984	-50.5%	49,826	-99,580	-66.7%	
Total Patronage (Exempt Serv/Spl Evt)	395,135	1,089,881	-694,746	-63.7%		3,645,266	-16.0%	-3,097,279	-45.9%	1,682,817	-1,597,021	-48.7%	

Rapid & Frequent	2,073,185	3,000,815	-927,631	-30.9%		27,423,618	-3.3%	-23,113,659	-45.7%	13,265,548	-12,307,567	-48.1%	
Connector Local Targeted	2,916,552	3,685,235	-768,683	-20.9%		34,064,213	-2.2%	-18,566,621	-35.3%	17,334,171	-8,494,839	-32.9%	
Total Patronage	4,989,721	6,686,051	-1,696,330	-25.4%		61,487,815	-2.7%	-41,680,296	-40.4%	30,599,703	-20,802,422	-40.5%	

Bus	3,723,885	4,551,449	-827,564	-18.2%	-21.2%	45,684,769	-1.8%	-29,358,328	-39.1%	23,181,128	-14,178,394	-38.0%	-38.0%
Rail	799,312	1,555,057	-755,745	-48.6%	-50.8%	11,691,439	-6.1%	-10,193,332	-46.6%	5,369,988	-5,752,862	-51.7%	-51.8%
Ferry	466,540	579,545	-113,005	-19.5%	-20.9%	4,111,623	-2.7%	-2,128,620	-34.1%	2,048,603	-871,150	-29.8%	-29.8%
Total Patronage	4,989,737	6,686,051	-1,696,314	-25.4%	-28.0%	61,487,831	-2.7%	-41,680,280	-40.4%	30,599,719	-20,802,406	-40.5%	-40.5%

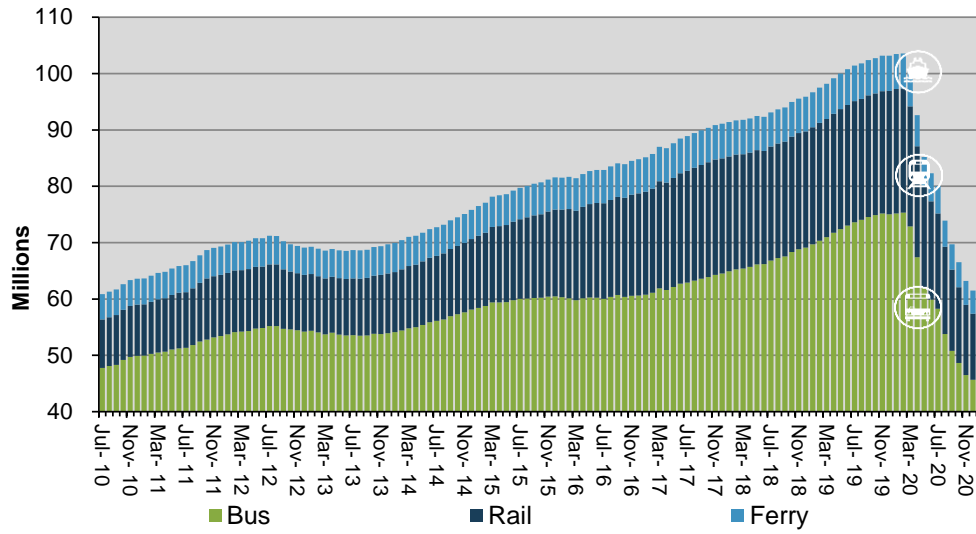
Note 1:- Rapid calculation for busway amend from, NEX route plus Busway (4 locations – Akoranga, Smales, Sunnynook, Constellation) Inbound Boardings & Outbound alighting to being all routes Inbound from Albany to Fanshawe St & Outbound Akoranga to Albany in line with New Network North.

Note 2:- Included in Special Event an estimate for Extra-ordinary Events 2019/20 - Unrecorded free travel for Bus strike and for Friday 20 December 2019.

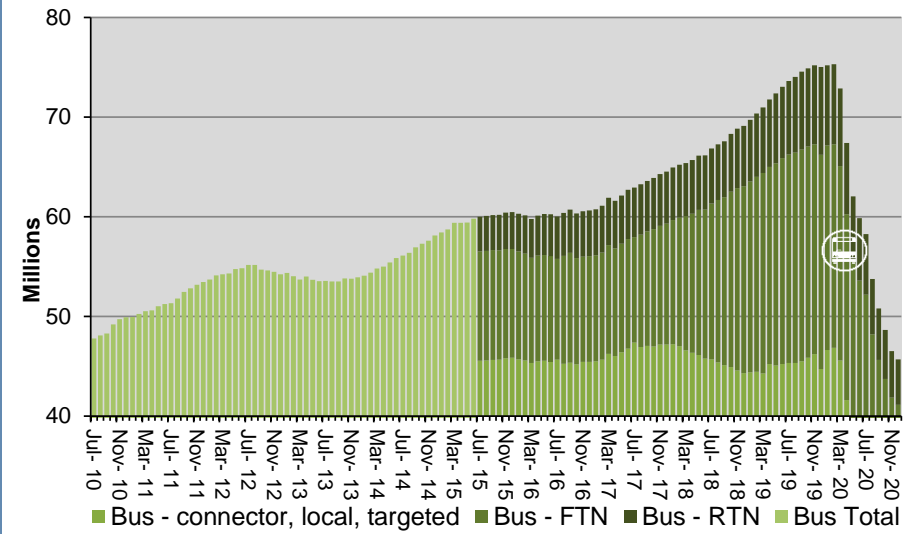
Note 3:- December YTD normalised adjusted allowing for special event patronage, with the same business day and the same weekend/Public Holidays, one more school term day and the same tertiary term days. Plus 10 of 11 day NZBus bus strike starting 30 Nov 2019.

1.2 AT Metro Boardings breakdown

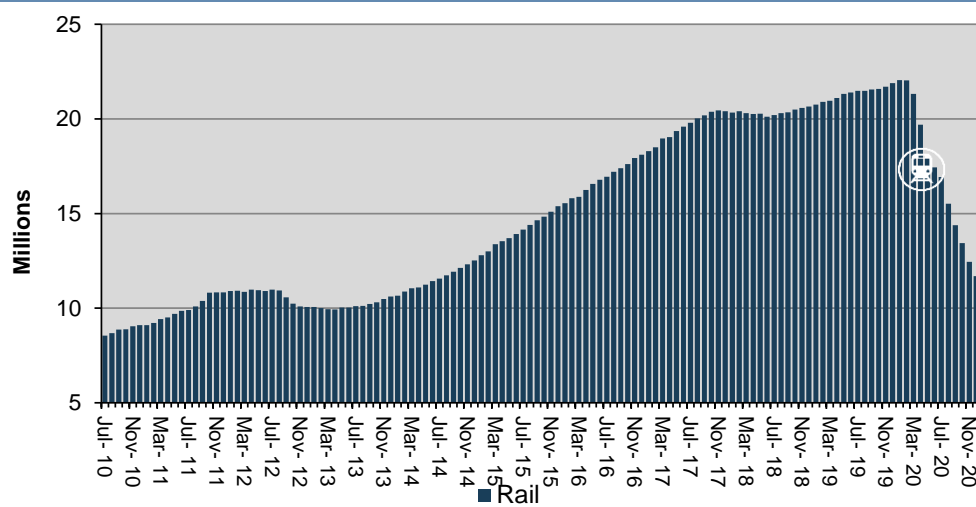
1.2.1 Total Patronage (12 month rolling total)



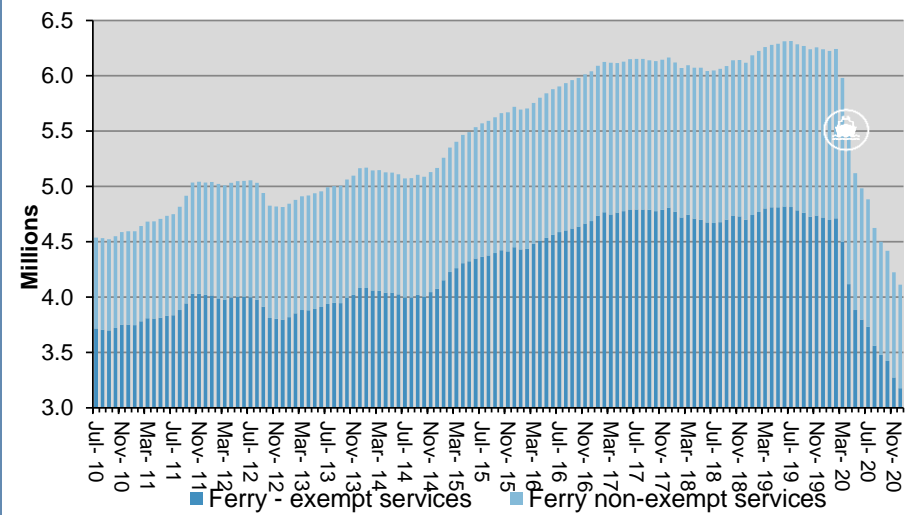
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

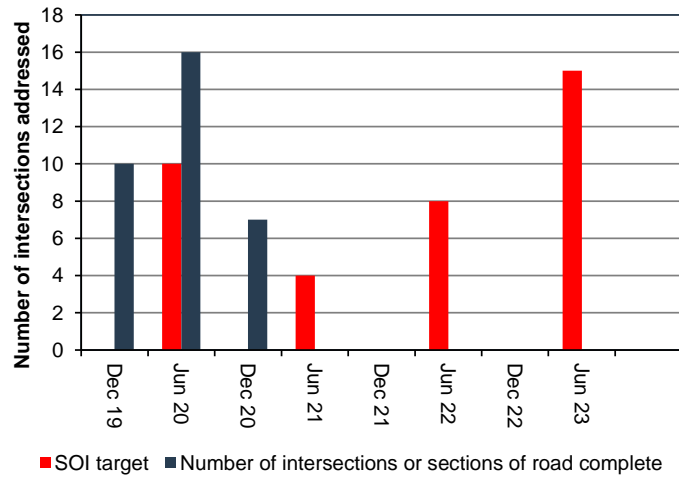


1.2.4 Ferry Patronage (12 month rolling total)



2.1 Making Auckland's Transport System Safe

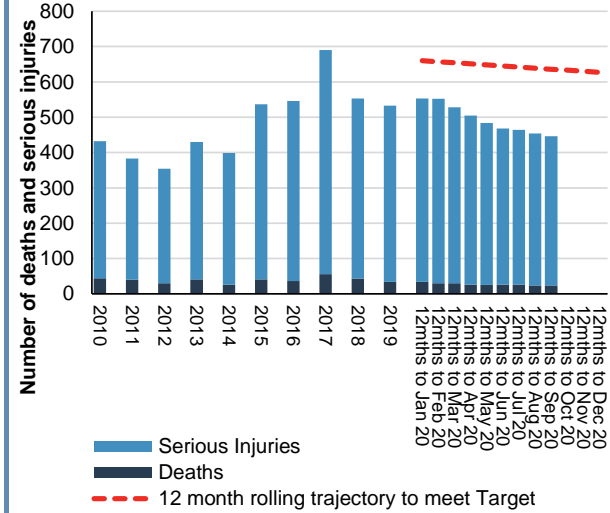
2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme



The 2020/21 target is to address four high risk intersections or sections of road as part of the safety programme.

In the 6 months to December 2020, 7 projects have been completed, exceeding the target for this financial year.

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



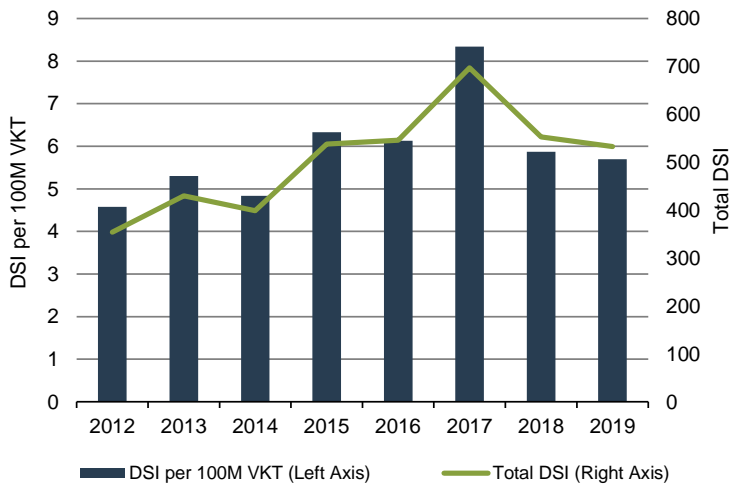
On track to meet the target.

The Local Road DSI target for the 2020 calendar year is 627.

The 12-month rolling total to end of September 2020 is 446, 30% lower than the June target trajectory of 645.

For the 12 months to the end of September 2020, Local Road deaths have decreased by 40% (from 40 to 24) and Local Road serious injuries decreased by 16% (from 503 to 422).

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



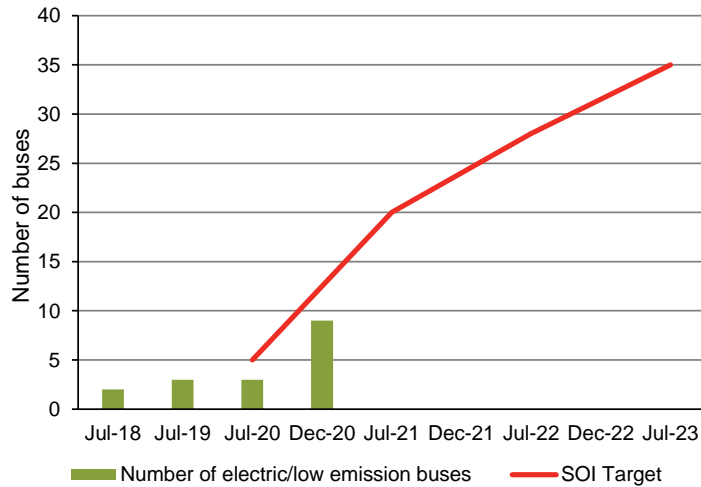
The Local Road DSI per 100 million VKT on local roads for the 2019 calendar year was 5.7. This is 0.2 less than in 2018.

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.

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.

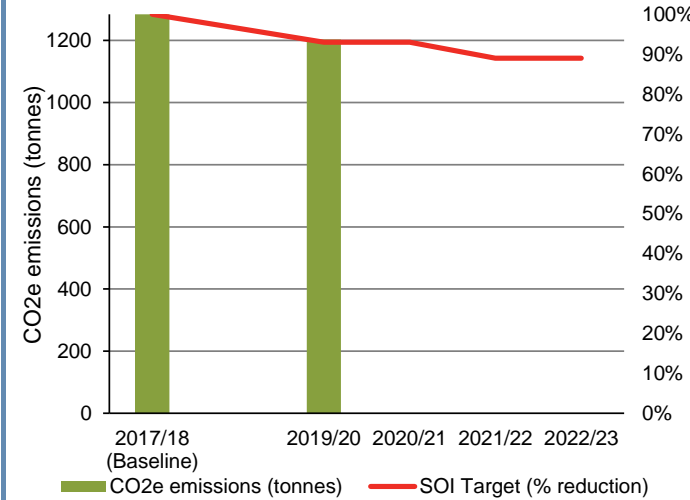
2.2 Improving the Resilience and Sustainability of the Transport System

2.2.1 Number of buses in the Auckland bus fleet classified as low emission



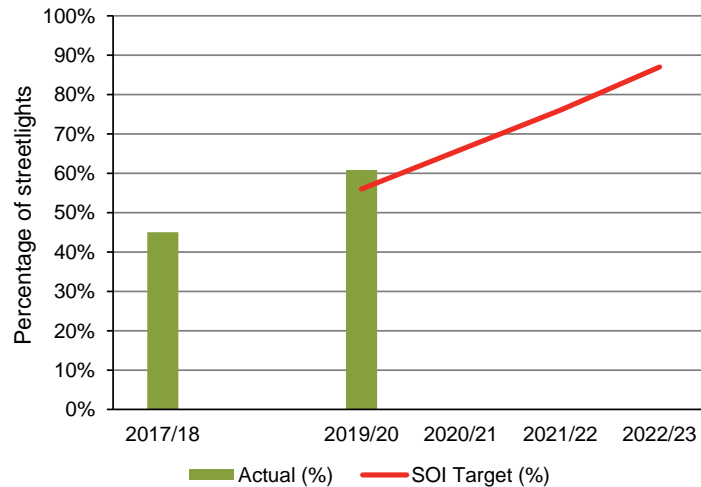
There were 9 low emission buses in the Auckland bus fleet in December 2020. The target for June 2021 is 20. Nine more buses will come into use in January 2021.

2.2.2 Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations



To be reported at the end of 2020/21 Financial Year. Last year's result is now finalised. 2019/20 reductions were 6.3% (vs a target of 7%). This result positively impacted by reduced emissions due to COVID. The 2020/21 target is 7%.

2.2.3 Percentage of Auckland Transport streetlights that are energy efficient LED



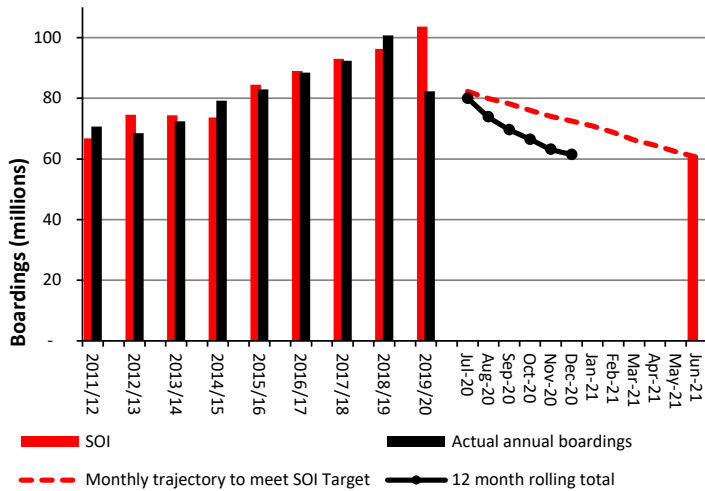
To be reported at the end of 2020/21 Financial Year.

The 2020/21 SOI target is to increase the percentage of energy efficient LED streetlights to 66%.

At the end of 2019/20, 74,000 streetlights were LED, 61.7% of all streetlights.

2.3 Providing better travel choices for Aucklanders

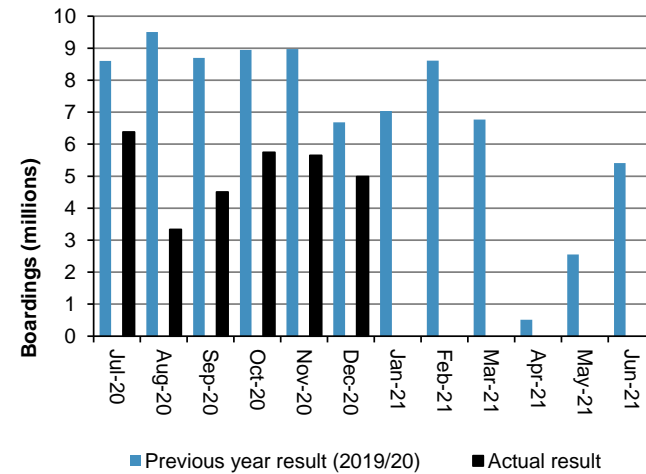
2.3.1 Total public transport boardings (millions)



Not on track to meet target.

PT patronage totalled 61,487,831 passenger boardings for the 12 months to December 2020. This is 15.2% below the SOI target trajectory, a decrease of 2.7% from the 12 months to November 2020 and a decrease of 40.4% on the 12 months to December 2019.

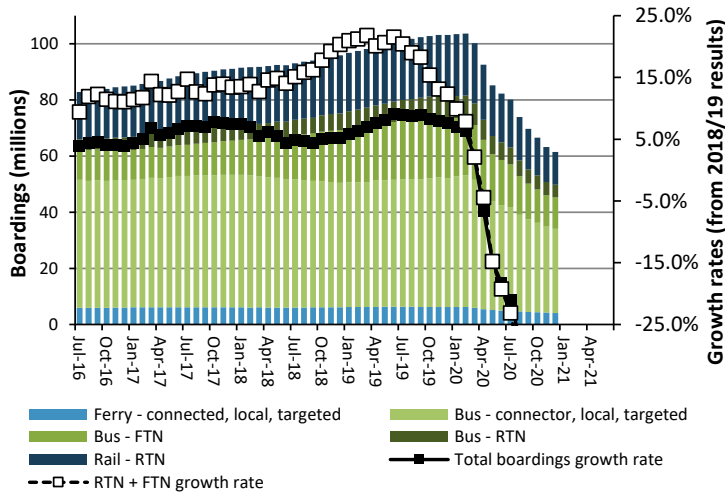
2.3.2 Monthly public transport boardings (millions)



Not on track to meet target.

December 2020 monthly patronage was 4,989,700. This is 88% of the November 2020 patronage, and 75% of the December 2019 level.

2.3.3 Boardings on rapid or frequent network



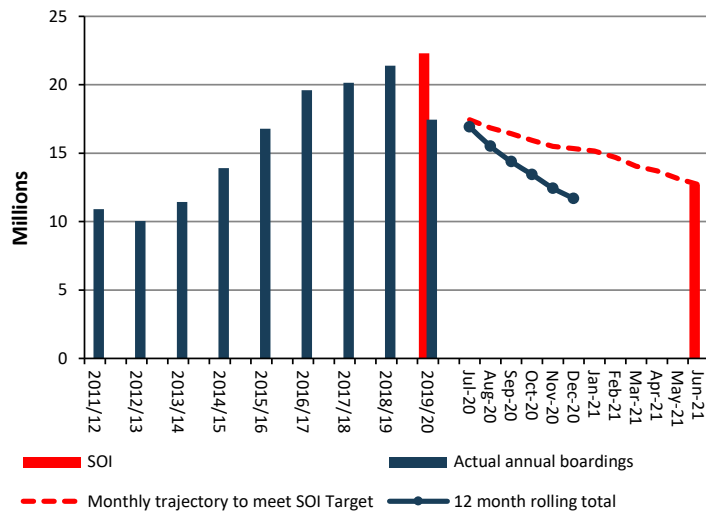
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

RFN Boardings for the 12 months to December 2020 decreased at a faster rate (46.3%) than overall patronage (49.4%). Recovery on the RFN network has been slower than overall recovery due to increased working from home. This slow recovery is now exacerbated by disruptions on the rail network.

Monthly rates of growth are based on the 12 month rolling total for that month compared with the 12 month rolling total for the same month last year. This figure also shows 12 month rolling patronage totals.

2.3 Providing better travel choices for Aucklanders

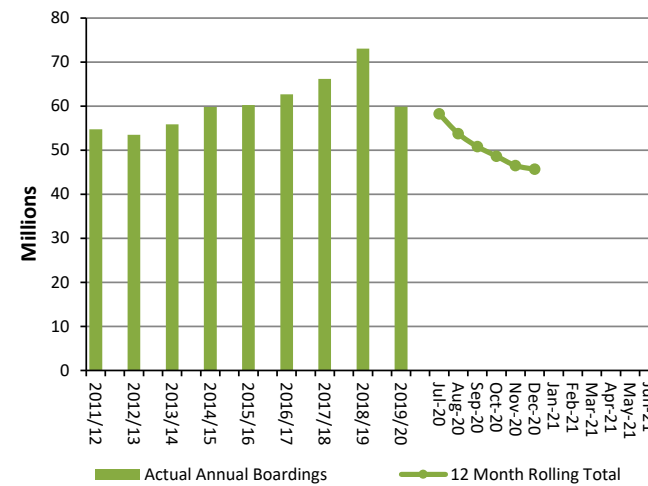
2.3.4 Rail boardings (12 month rolling total)



Not on track to meet target.

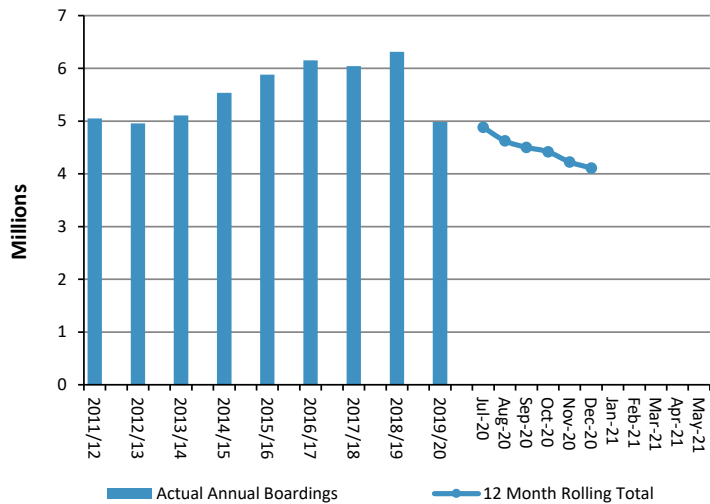
Rail patronage totalled 11,691,439 passenger boardings for the 12 months to December 2020. This is 23.7% below the SOI target trajectory, a decrease of 6.1% on the 12 months to November 2020, and a decrease of 46.6% on the 12 months to December 2019.

2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 45,684,769 passenger boardings for the 12 months to December 2020, a decrease of 1.8% on the 12 months to November 2020 and a decrease of 39.1% on the 12 months to December 2019.

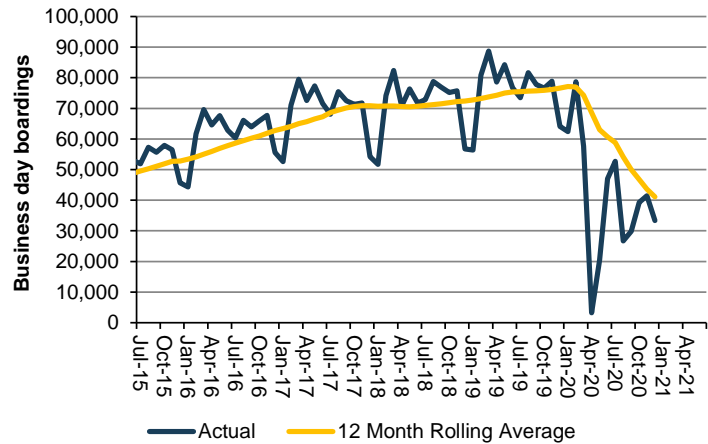
2.3.6 Ferry boardings (12 month rolling total)



Ferry patronage totalled 4,111,623 passenger boardings for the 12 months to December 2020, a decrease of 2.7% compared with the 12 months to November 2020, and a decrease of 34.1% compared with the 12 months to December 2019.

2.3 Providing better travel choices for Aucklanders

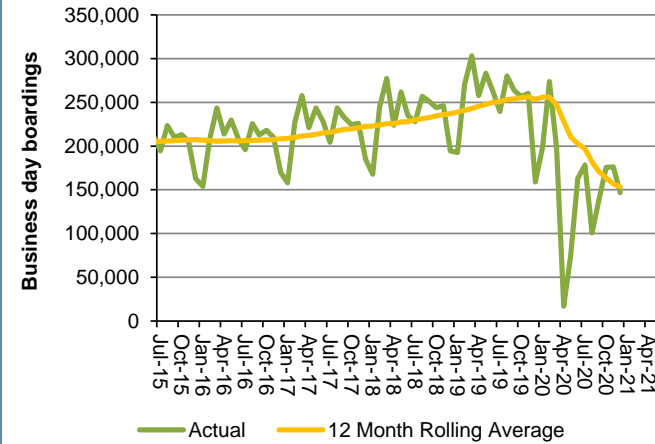
2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 41,111 in the 12 months to December 2020.

This represents a 46.4% decrease on the December 2019 figure.

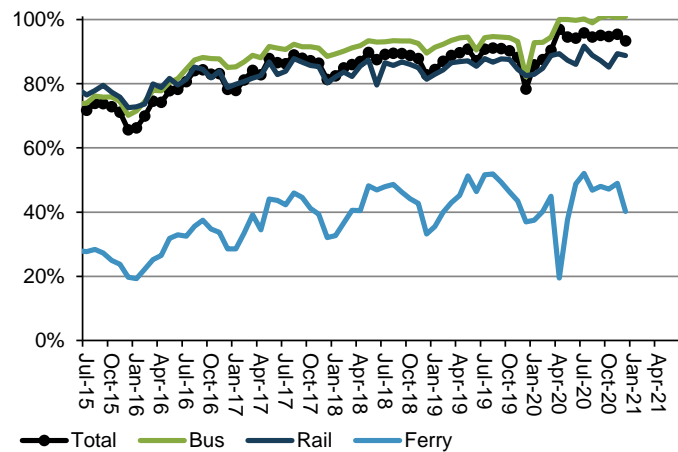
2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 153,680 in the 12 months to December 2020.

This represents a 39.3% decrease on the December 2019 figure.

2.3.9 Percentage of all PT trips using AT HOP

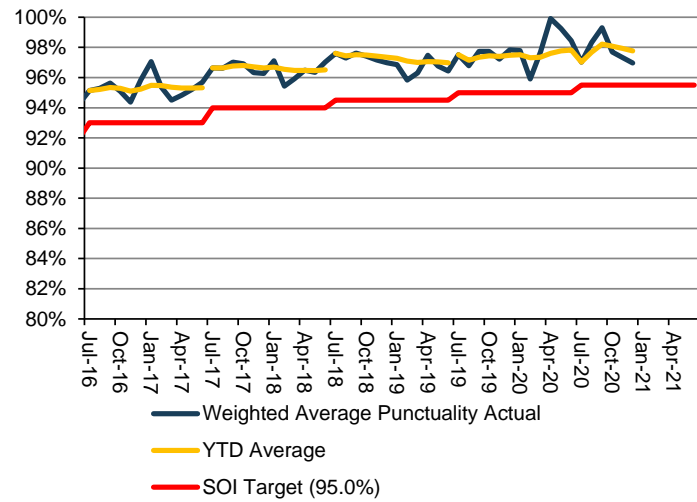


The proportion of all trips using AT HOP in December 2020 was 93%, two percentage points lower than in November 2020.

Bus: 100%
Ferry: 40%
Rail: 89%

2.3 Providing better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)

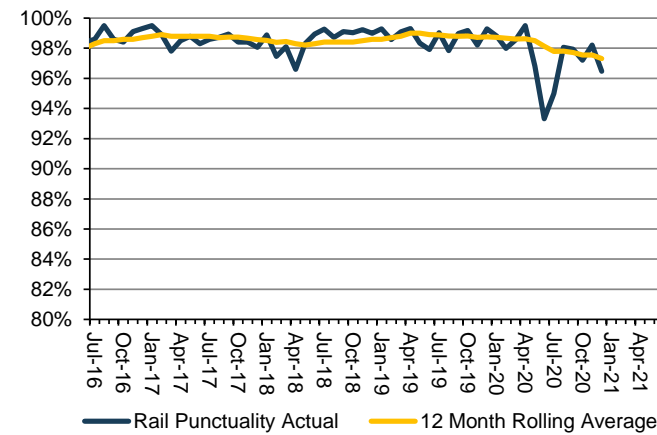


YTD average to December 2020 = 97.8%; SOI target 95.0%.

PT weighted average punctuality for the month of December 2020 was 97.0%.

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

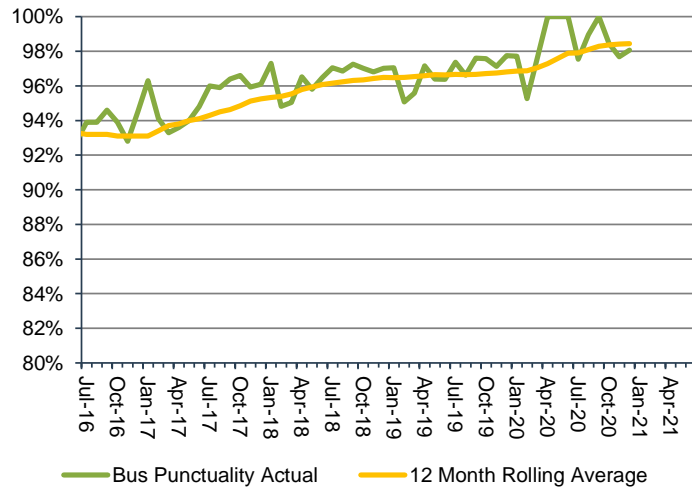
2.3.11 Rail services punctuality



Rail service punctuality in December 2020 was 96.5%, and 97.3% for the 12 months to December 2020.

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

2.3.12 Bus services punctuality

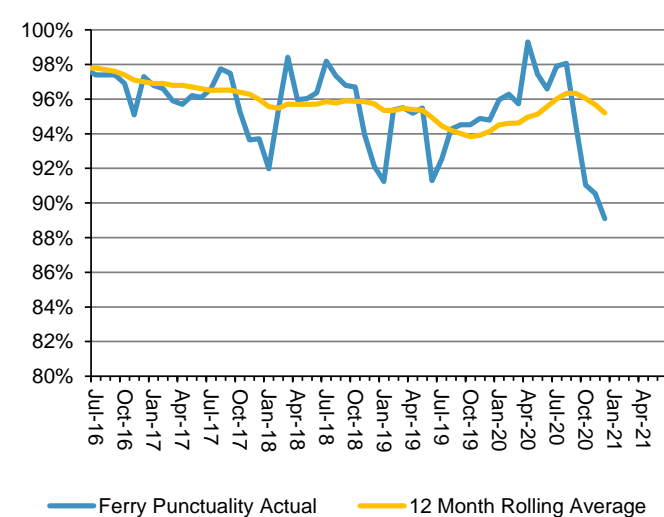


Bus service punctuality in December 2020 was 98.1%, and 98.4% for the 12 months to December 2020.

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.

2.3.13 Ferry services punctuality



Ferry service punctuality in December 2020 was 89.1%, and 95.2% for the 12 months to December 2020.

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

2.3 Providing better travel choices for Aucklanders

2.3.14 Rail service performance

Train Performance December 2020



Total Network

88.4% Punctuality*

85.5% 12 month rolling average

98.5% Service Delivery*

96.9% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Western Line

89.1% Punctuality*

83.6% 12 month rolling average

97.2% Service Delivery*

95.2% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Eastern Line

87.1% Punctuality*

81.8% 12 month rolling average

99.3% Service Delivery*

97.5% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Southern Line

79.6% Punctuality*

80.1% 12 month rolling average

98.2% Service Delivery*

97.0% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Pukekohe Line

99.0% Punctuality*

98.3% 12 month rolling average

99.2% Service Delivery*

99.3% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

Onehunga Line

94.1% Punctuality*

92.7% 12 month rolling average

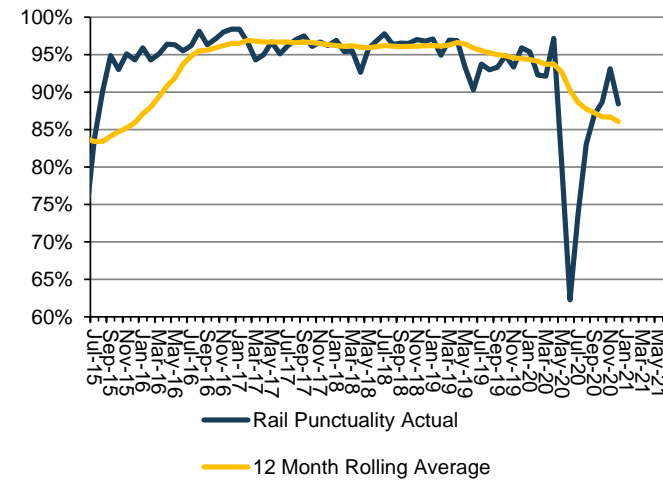
99.0% Service Delivery*

96.5% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

* Arrival at final destination

2.3.15 Rail punctuality based on arrival at final destination

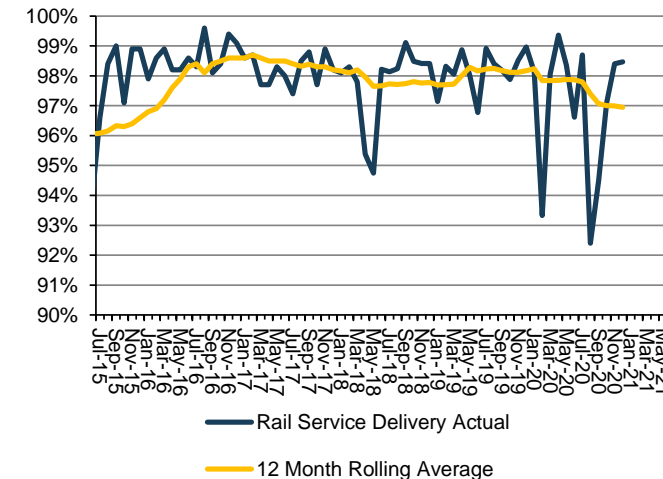


Punctuality in this figure is based on the percentage of rail services that arrive within 5 minutes of schedule at their final destination.

Using this measure, rail service punctuality for the month of December 2020 was 88.4% and 85.5% for the 12 months to December 2020.

Over the past months we have seen a recovery since reliability dipped mid 2020 after the discovery of rolling contact fatigue issues on the network.

2.3.16 Rail service delivery based on arrival at final destination

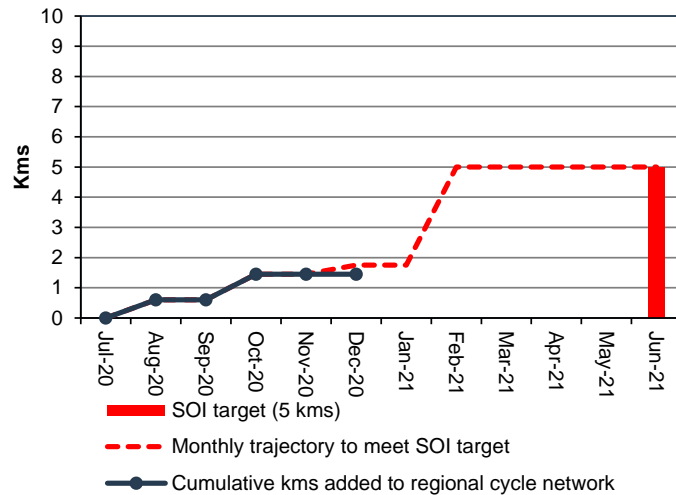


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of December 2020 was 98.5% and 96.6% for the 12 months to December 2020.

2.3 Providing better travel choices for Aucklanders

2.3.17 Kilometres of new cycleway added to the regional cycle network



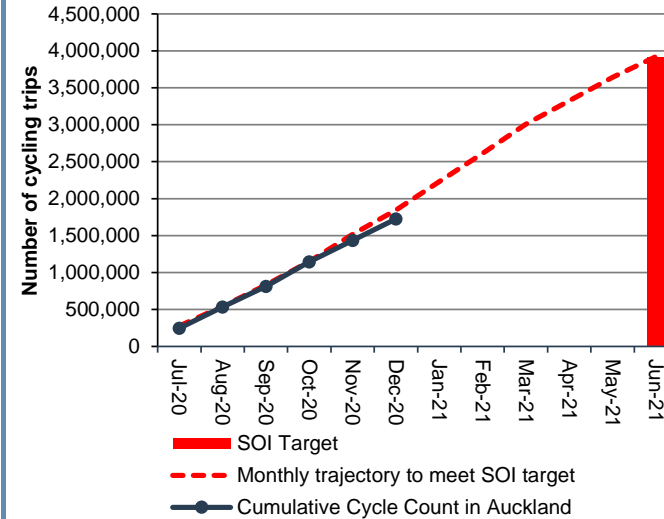
Behind trajectory to meet the target.

In December 2020 0.85kms of cycleways were delivered (Victoria Street).

The programme is behind on the trajectory to the target, but is expected to make up for prior delays in the second half of the year.

The 2020/21 target is to complete 5 km of new cycleways.

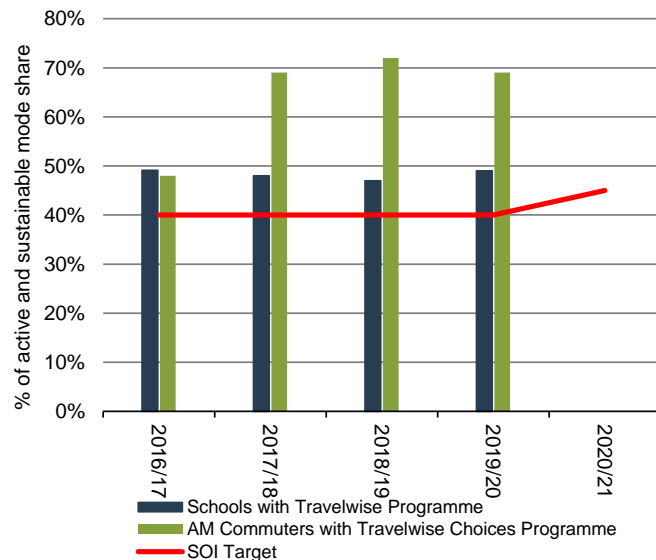
2.3.18 Annual number of cycle movements past selected sites



Behind trajectory to meet target.

In December 2020, cycle movements on 26 selected counters was 288,466 which is 12.3% lower than the monthly target. The year to date count of 1,725,403 is 6.58% below the projected trajectory to meet the SOI target of 3.826 million.

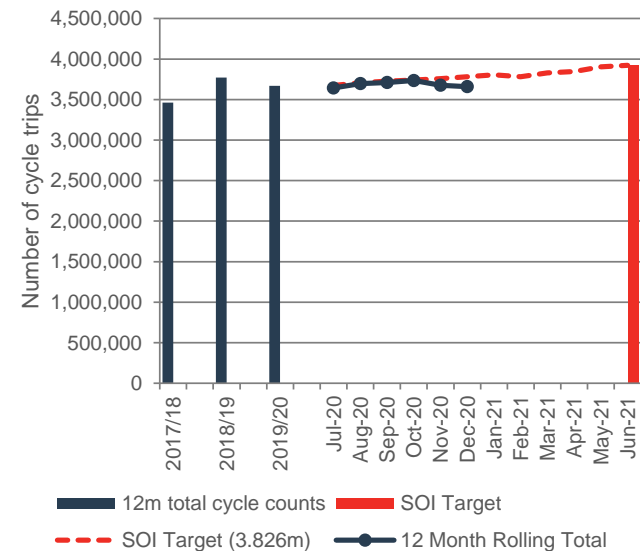
2.3.19 Active and sustainable transport mode share



Reported at the end of the Financial Year.

The 2019/20 active and sustainable transport mode share was 69% for AM peak commuters at an organisation with a Travelwise Choices programme, and 49% at schools where a Travelwise programme is implemented.

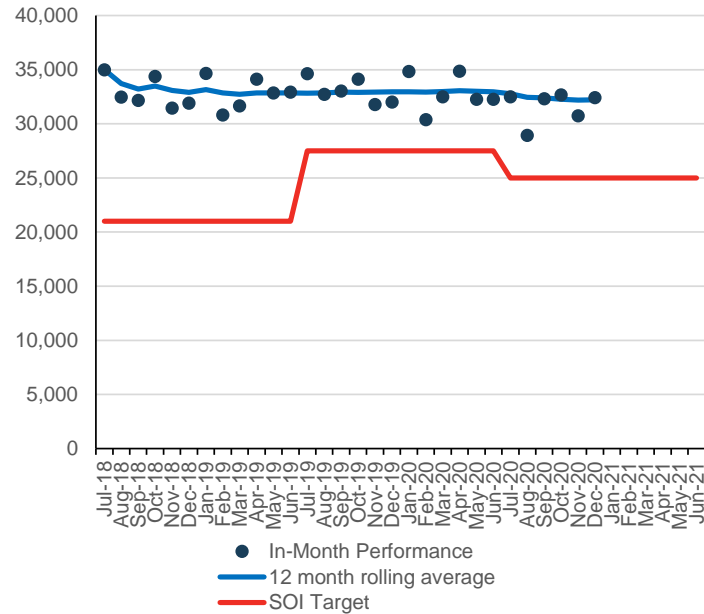
2.3.20 Cycle movements 12 month rolling total



Cycle counts totalled 3,659,593 for the 12 months to December 2020, a decrease of 0.4% on the 12 months to November 2020, and a decrease of 2.8% on the 12 months to December 2019.

2.4 Better Connecting People, Places, Goods and Services

2.4.1 Average AM peak period lane productivity



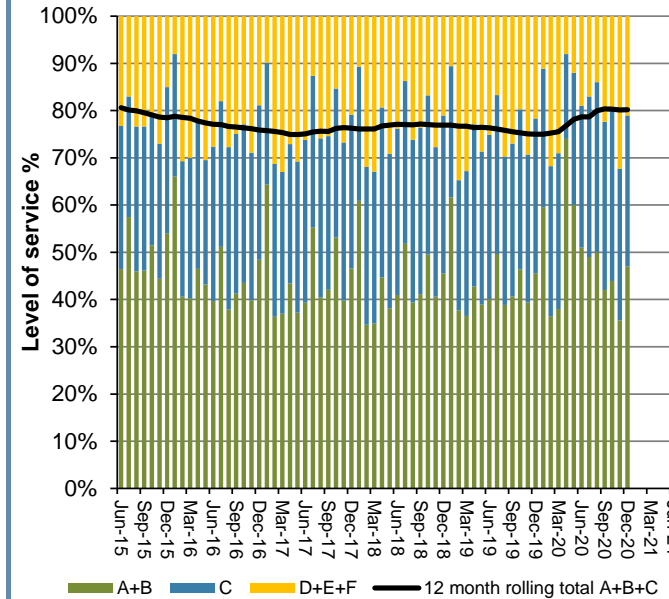
Exceeding target.

In December 2020, the average arterial road productivity was 31,997 which exceeds the target of 25,000 and indicates that the network continued to operate relatively efficiently in terms of people movement. This was slightly better (1%) than December 2019 and 3% better than November due to higher average travel speed.

The 12 month rolling average for the 12 months to December 2020 is 32,223.

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 27,500 people-km/hour/lane is set as a target. This value has increased from the 2018/19 target due to the results exceeding target, and is equivalent to the movement of approximately 900 vehicles travelling at a constant speed of 25km/h along the length of the arterial.

2.4.2 AM peak arterial road level of service



Exceeding target.

In December 2020, 79% of arterial network operated at good levels of service (LOS A-C), which was 11 percentage points better than November 2020. This is attributable to the lower demand levels during the Christmas holidays. It was slightly worse (1 percentage point) than December 2019. The 12 month rolling average to December 2020 was 80.2%, 5.2 percentage points better than the 12 months to December 2019.

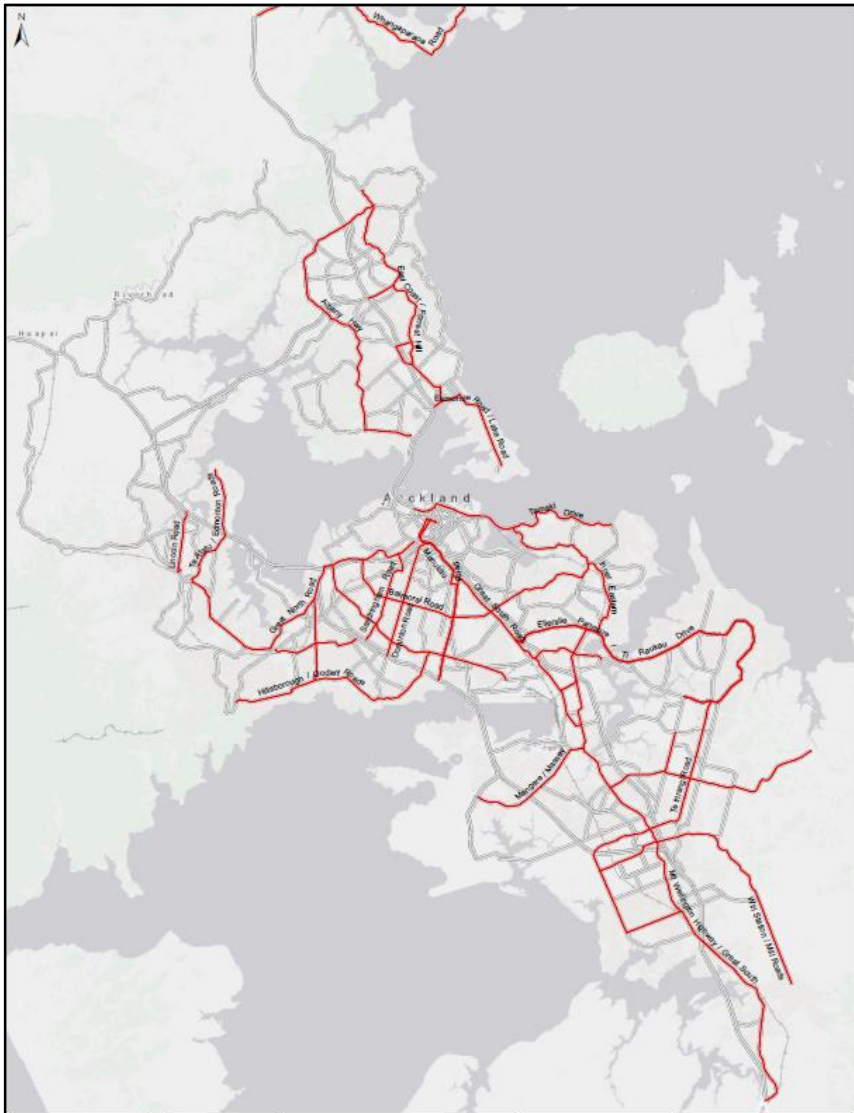
Level of service is measured by median speed as a % of the posted speed limit and categorised as follows:

- 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.

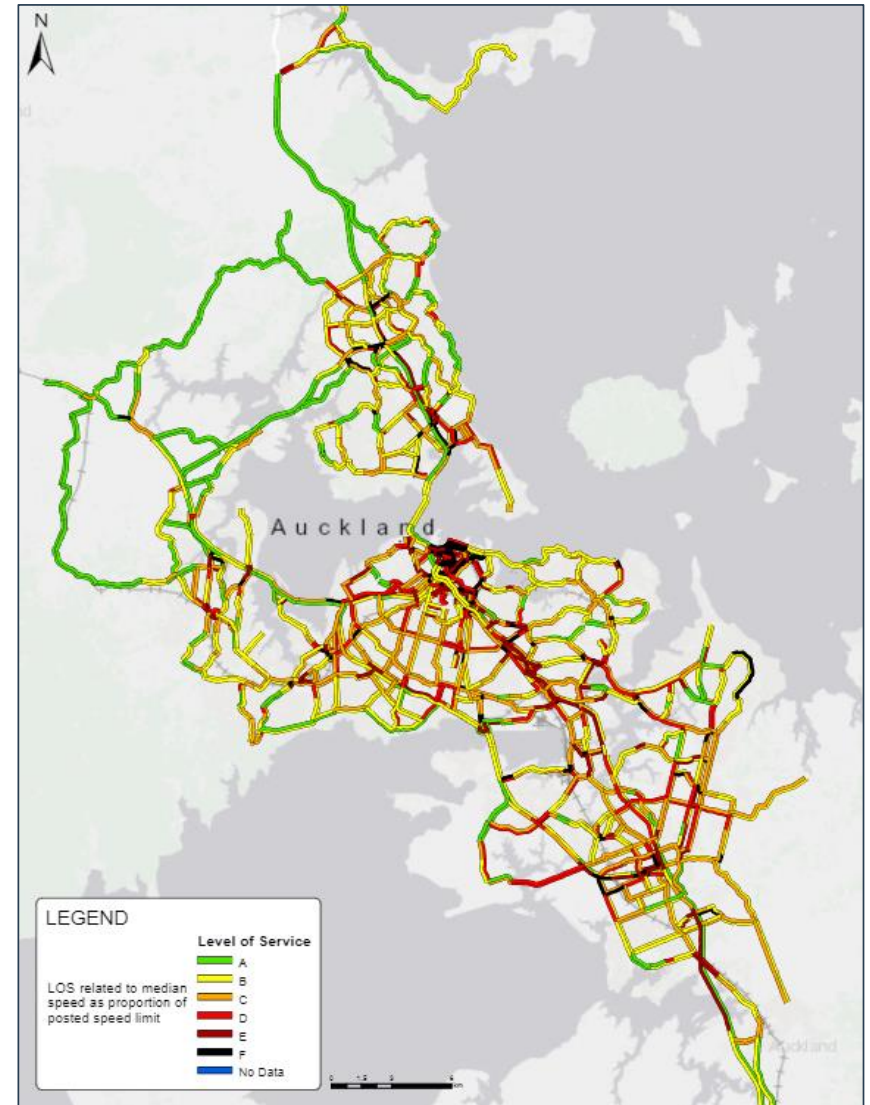
2.4 Better Connecting People, Places, Goods and Services

2.4.3 Map showing arterial productivity routes



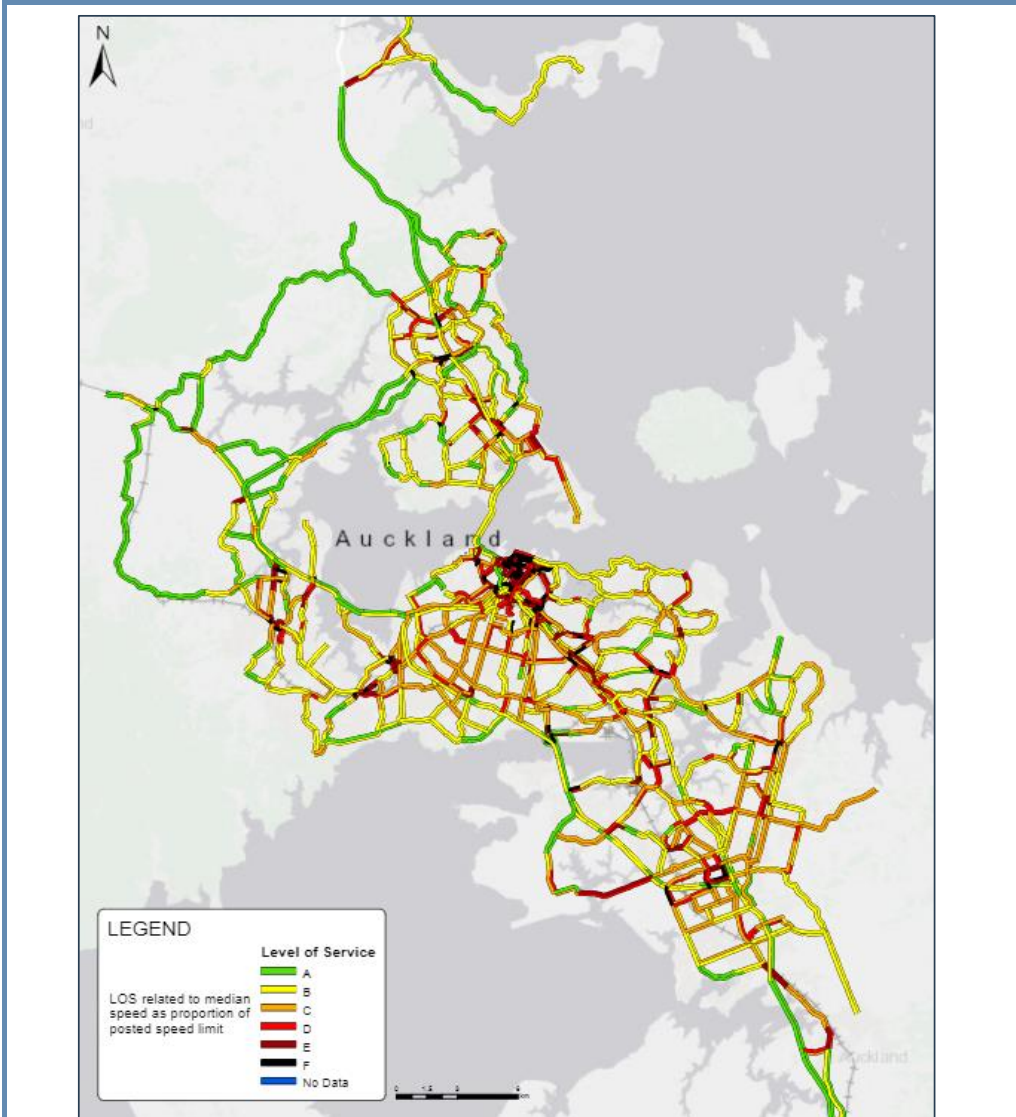
This map shows the 30 monitored arterial routes used to determine the average AM peak period lane productivity (2.4.1).

2.4.4 Congestion map AM peak



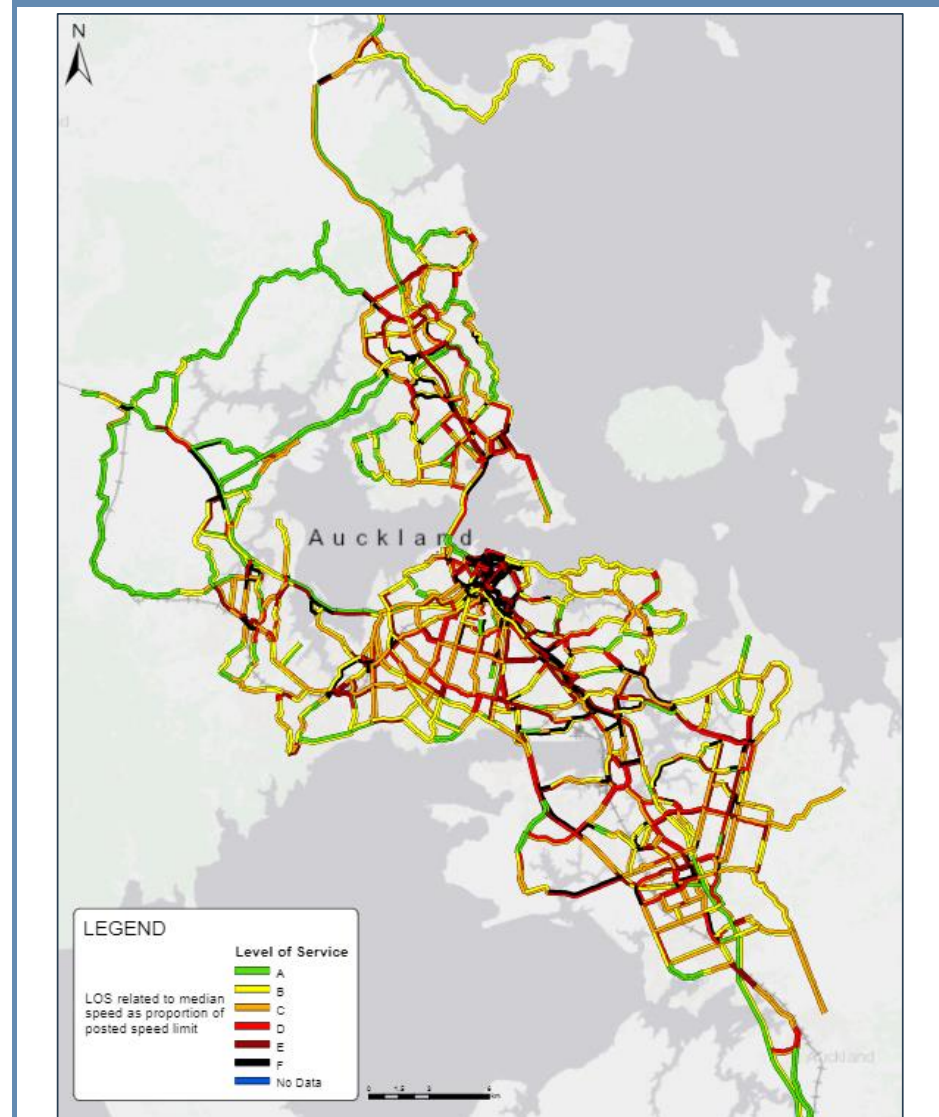
This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for December 2020. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

2.4.5 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 December 2020. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

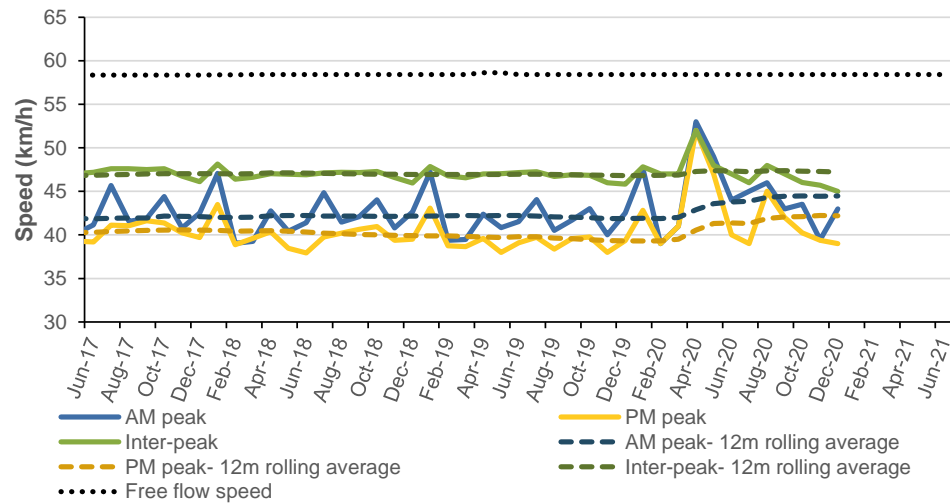
2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for December 2020. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

2.4 Better Connecting People, Places, Goods and Services

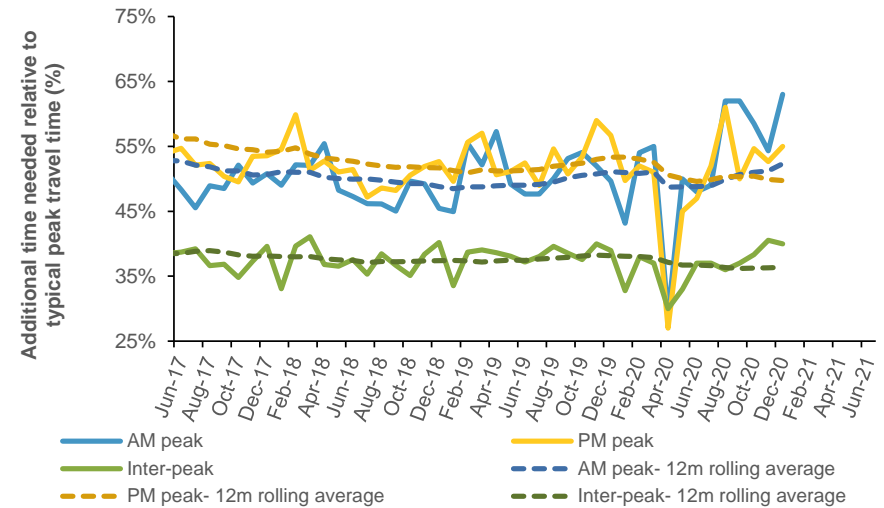
2.4.7 Median travel speed across arterial and motorway network



During December 2020, the median travel speed during the AM peak was 43 km/hr, compared with 39 km/hr in November 2020 and 43 km/hr in December 2019. The 12 month rolling average was 44.5 km/hr, compared with 41.9 km/hr in December 2019.

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.

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



In the December 2020 AM peak, the 85th percentile travel time was 63% longer than the typical travel time. In the 12 months to December 2020, average AM peak reliability was 52%, one percentage point worse than the 12 months to December 2019. PM peak reliability was 55%, two percentage points better than the 12 months to December 2019.

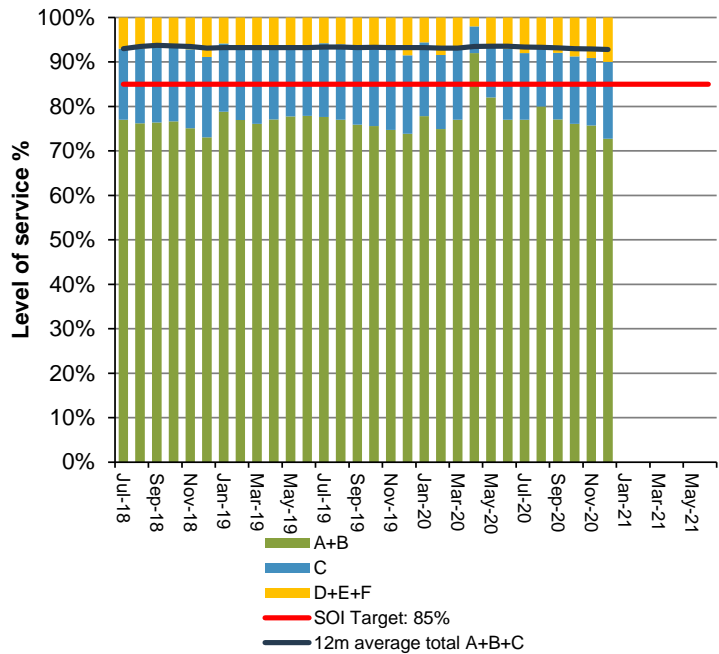
This figure shows the difference between the typical (median) and the 85th percentile travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

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.

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

2.4 Better Connecting People, Places, Goods and Services

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



On track to meet target.

In December 2020, 90% of the freight network operated at good levels of service during the interpeak, well exceeding the target of 85%. The 12 month rolling average is 93%.

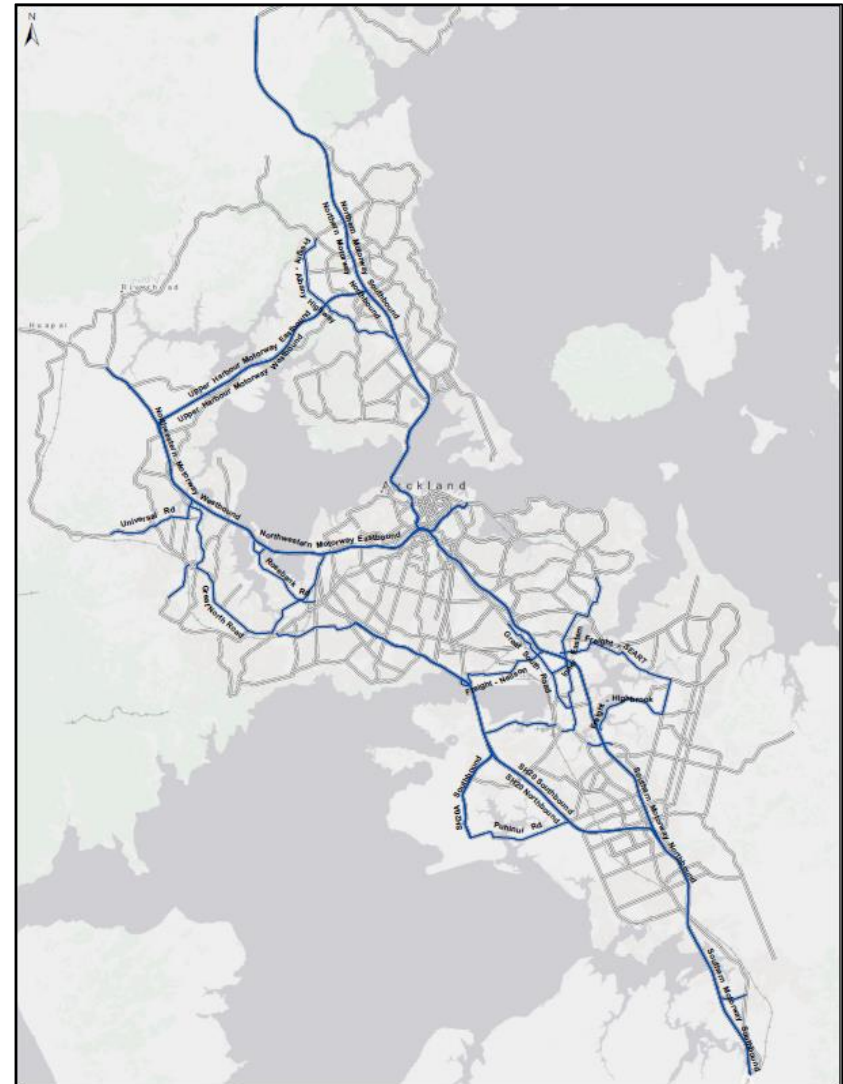
In terms of the arterial and Motorway components of the freight network, 83% and 96% respectively operated efficiently.

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.

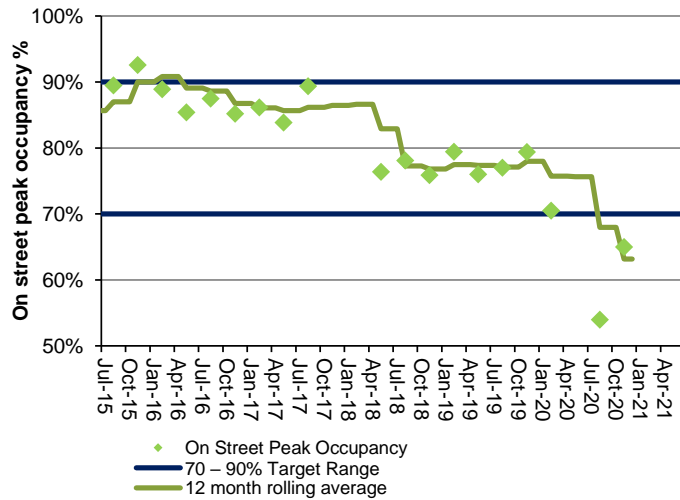
2.4.10 Map showing key freight routes



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.

2.4 Better Connecting People, Places, Goods and Services

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

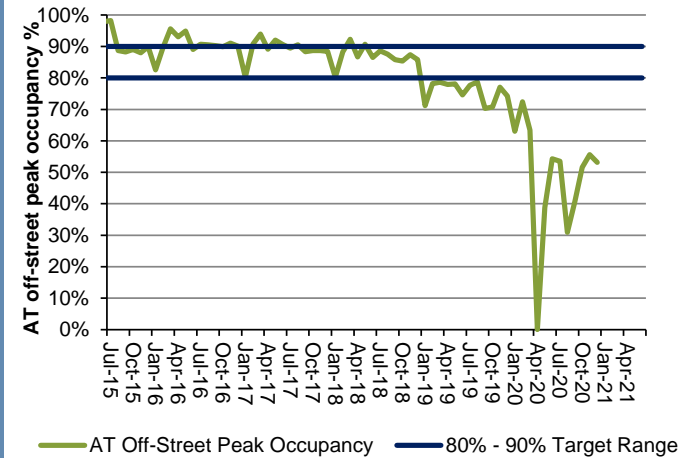


Non Reporting Period.

Occupancy for November 2020 was 65%.

The average occupancy for the year to November 2020 was 63%. This does not include data the month of May, as paid parking was suspended during the first COVID lockdown.

2.4.12 Off-street parking occupancy rates

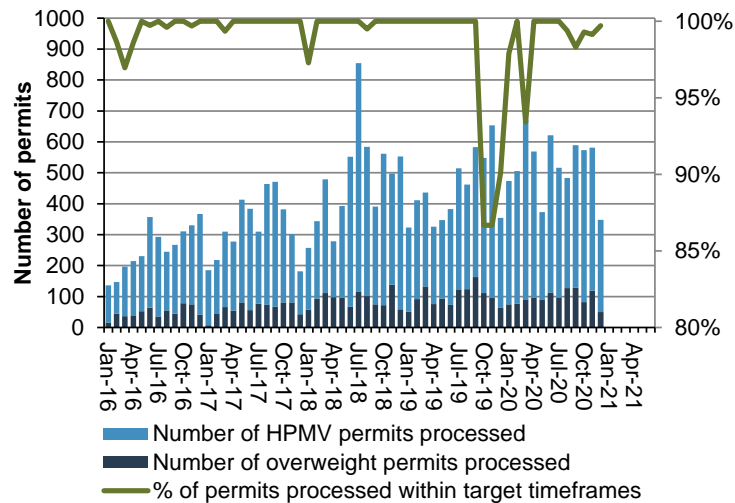


Target not met.

Occupancy for December 2020 was 53.2%. Year to date occupancy for FY2020/2021 is 47.6%

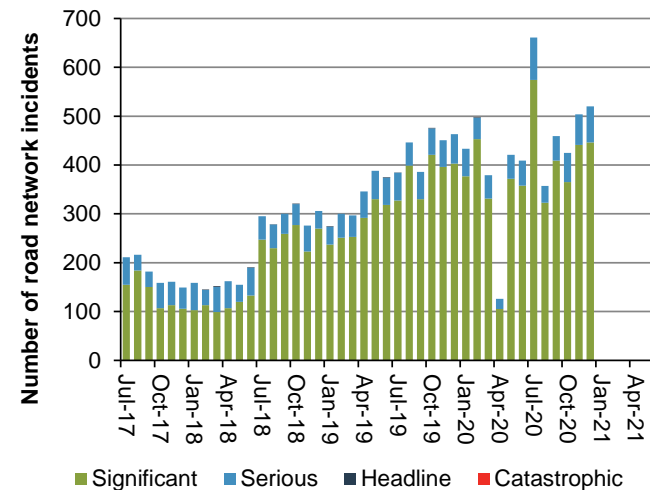
NOTE: Since September, figures only represent the Civic Car Park, as the parks that recently upgraded to Licence Plate Recognition do not yet provide data.

2.4.13 Heavy vehicle permits processed



In December 2020, AT processed 50 Overweight and 298 HPMV permit applications. Of these 347 were processed, achieving 99.71% in compliance with the KPI target timeframes of, two days for single and multi-trip, three days for continuous trips, and four days for HPMV permits.

2.4.14 ATOC managed significant, serious, headline and catastrophic incidents**



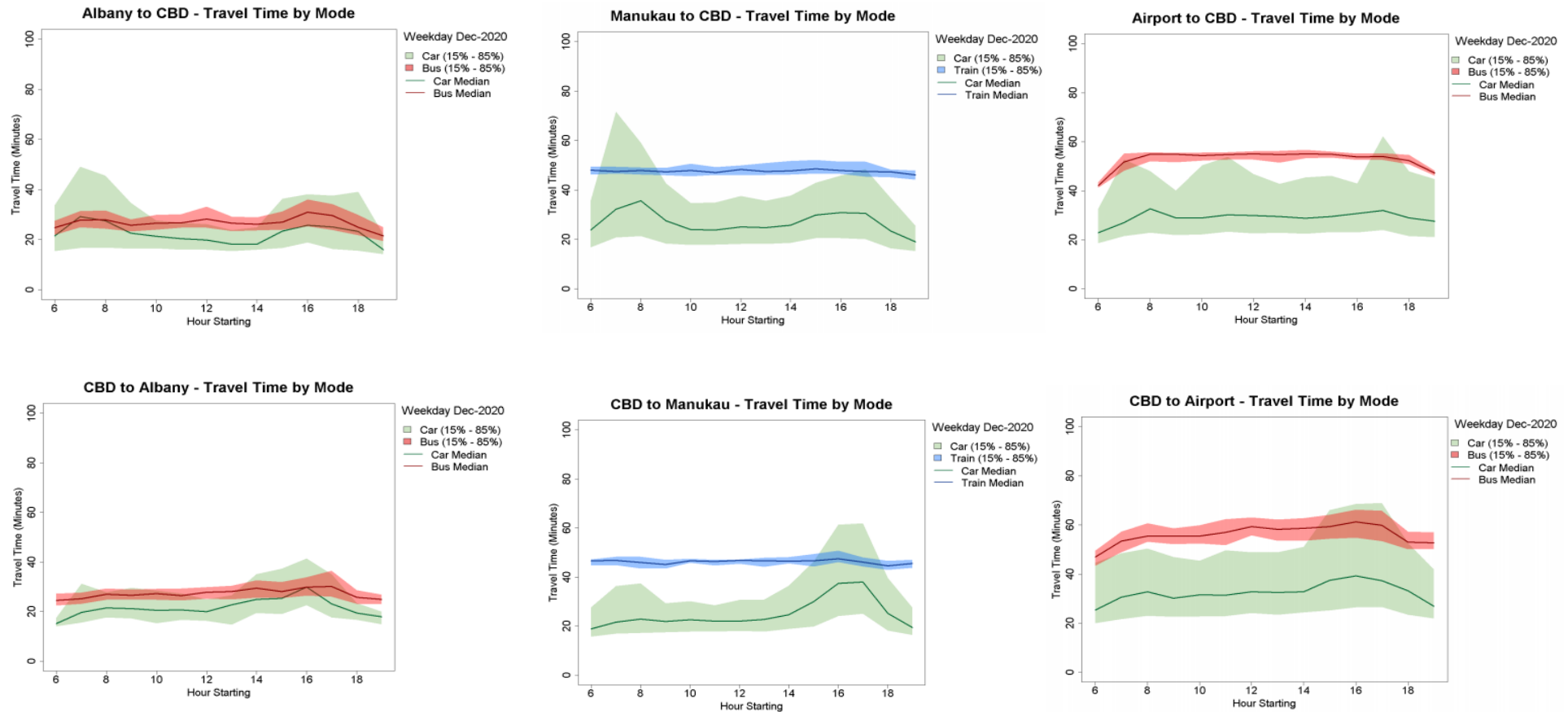
In December 2020 there were 74 serious incidents, the second highest for the year behind July at 87. December had 66 serious crashes (the highest for the year).

* In June 2018 AT has moved to a data driven method using data from AT Park % machines, including a 5% non-compliance correction. The four-hour peak period is defined as the top four busiest hours of the day. These hours 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.

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

2.4 Better Connecting People, Places, Goods and Services

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.



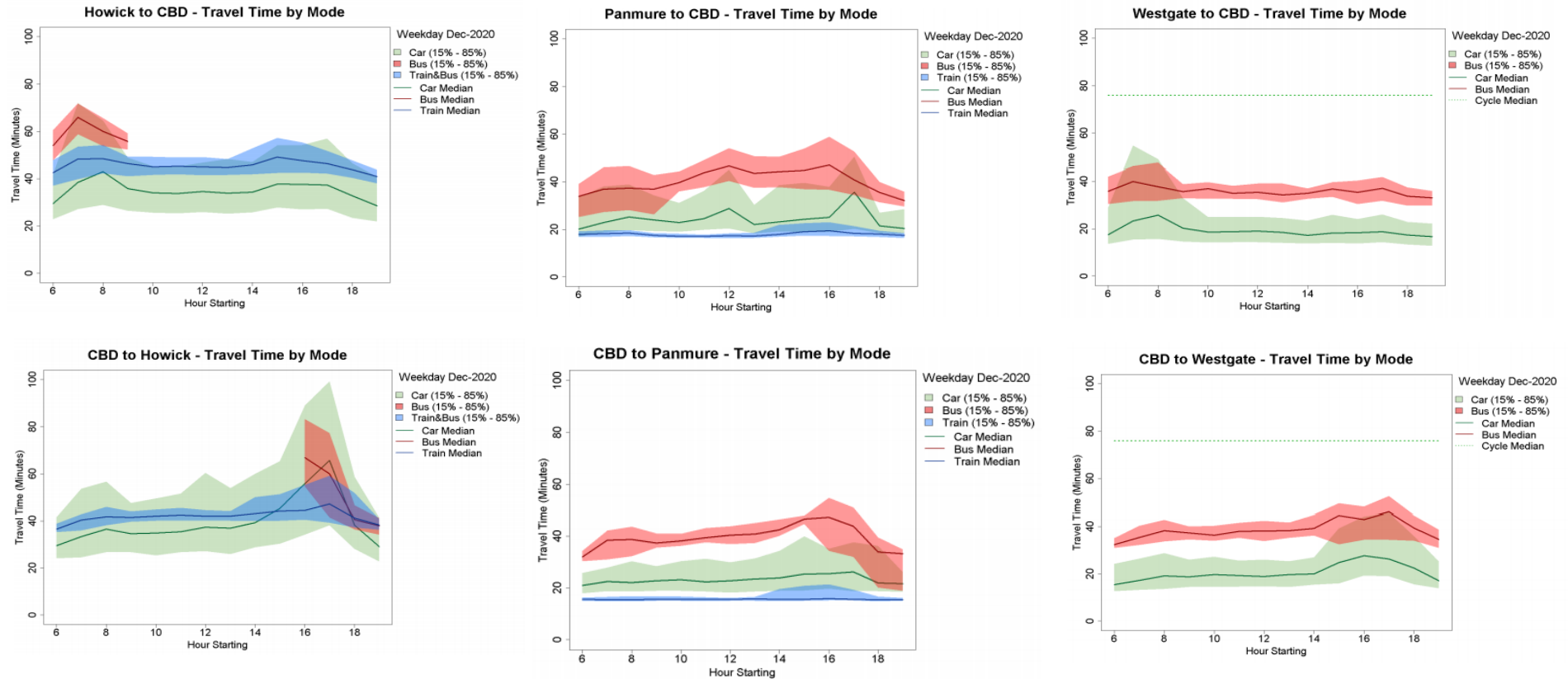
The bus network has an average travel speed of 32 km/h in December 2020, 2km/h higher than November during AM peak and similar to December 2019. Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods.

The NX had a travel time saving of approximately up to 20 minutes between Albany and CBD during the AM and PM peaks. The train provided the most reliable travel time across all modes and achieved significant travel time saving of up to 20 minutes across all journeys where train was an option, during peak periods.

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.

2.4 Better Connecting People, Places, Goods and Services

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

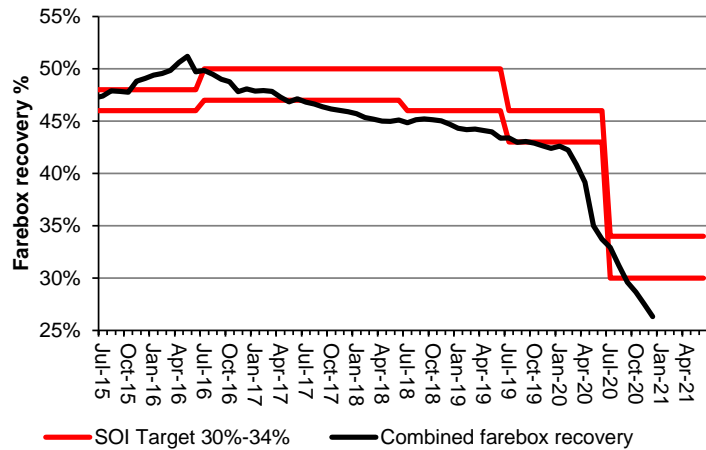


The bus network has an average travel speed of 32 km/h in December 2020, 2km/h higher than November during AM peak and similar to December 2019. Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods.

The train provided the most reliable travel time across all modes and achieved significant travel time saving of up to 20 minutes across all journeys where train was an option, during peak periods.

2.5 Our operating model is agile, financially sustainable, and delivers economic benefits

2.5.1 PT farebox recovery*

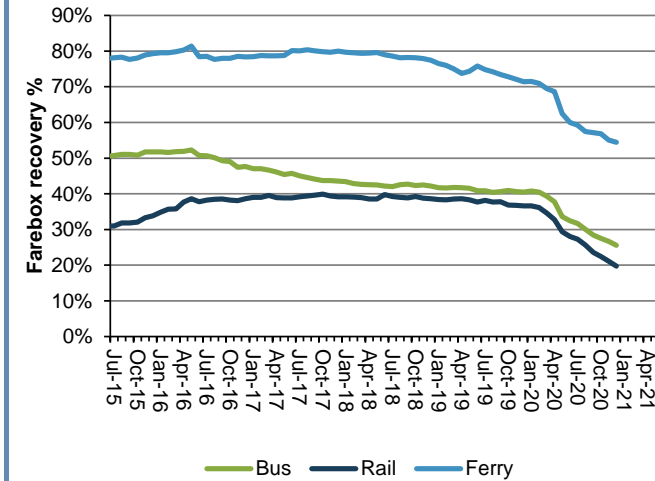


Below Target.

Total PT farebox recovery ratio in December 2020 was 26.32%, compared with 42.31% in December 2019.

The 2020/21 SOI target for PT farebox recovery is between 30% and 34%.

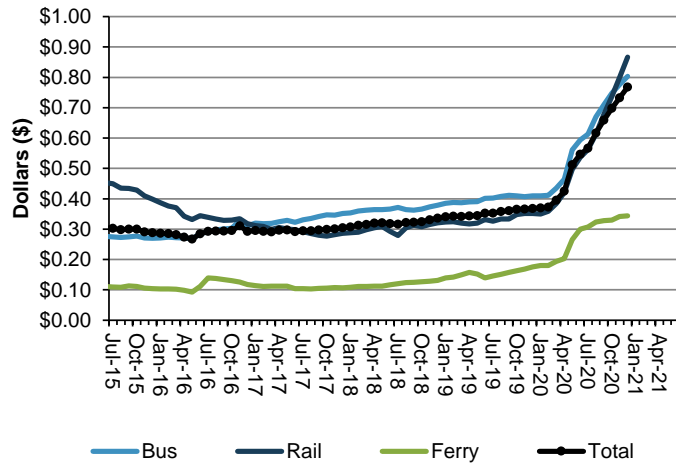
2.5.2 PT farebox recovery (by mode)



The farebox recovery ratios for December 2020 (and comparable 2019 results) were:

- Bus: 25.58% (40.45%)
- Rail: 19.74% (36.61%)
- Ferry: 54.45% (71.45%)

2.5.3 PT subsidy per passenger kilometre

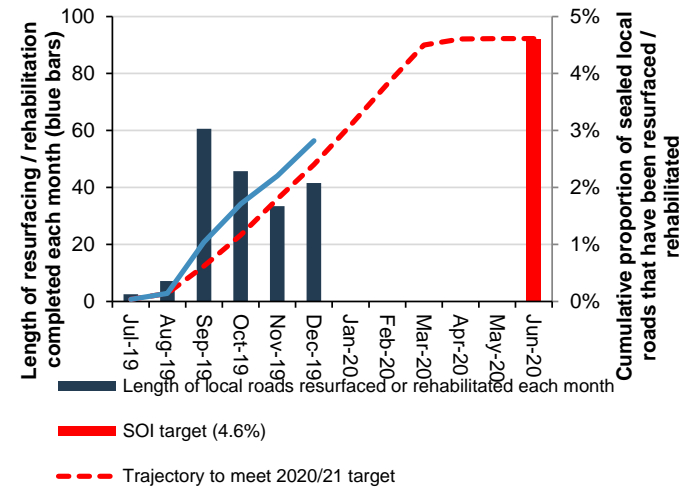


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for December 2020 (and comparable 2019 results) were:

- Bus \$0.803 (\$0.409)
- Rail \$0.866 (\$0.351)
- Ferry \$0.244 (\$0.176)
- Total \$0.768 (\$0.368)

2.5.4 Percentage of the sealed road network that is resurfaced



Exceeding the monthly trajectory.

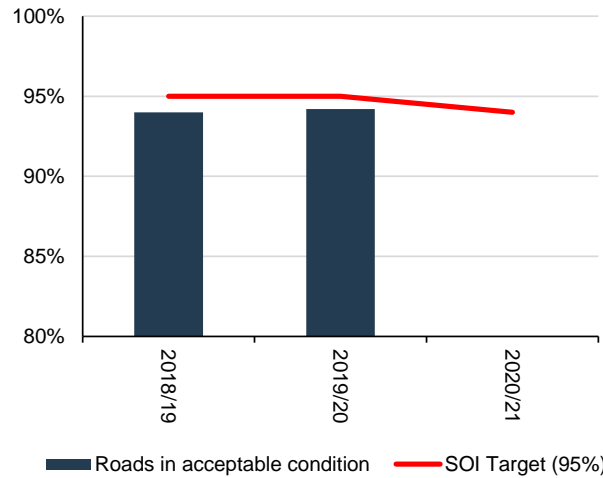
In December 2020 AT completed 41.6 km of resurfacing and rehabilitation.

This financial year to date, 191.1 km of local roads were resurfaced, or 61% of the 2020/21 target, and 2.8% of Auckland's local roads.

*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).

2.5 Our operating model is agile, financially sustainable, and delivers economic benefits

2.5.5 Proportion of road assets in acceptable condition

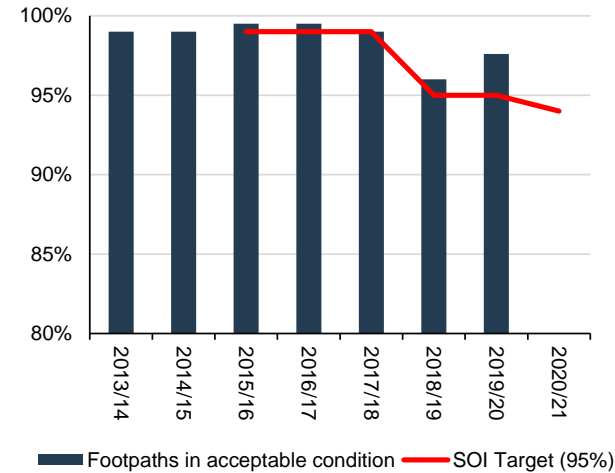


Reported annually in March.

The 2019/20 result for the percentage of road assets in acceptable conditions was 94.2%. This within range (0.8%) to meet the SOI target (95%).

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

2.5.6 Percentage of footpaths in acceptable condition

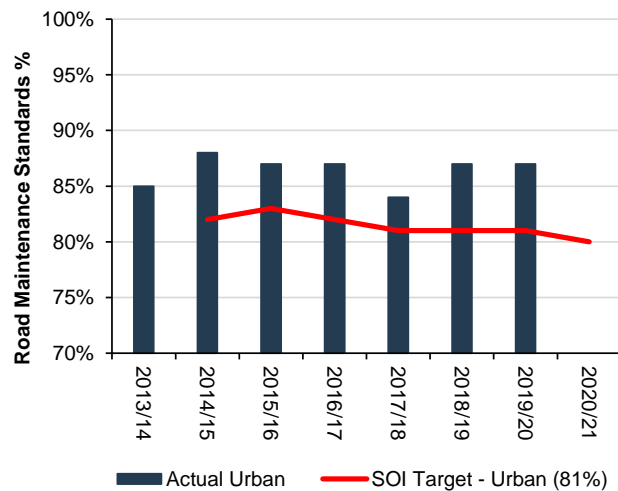


Reported annually in March.

The 2019/20 result for the percentage of footpaths in acceptable condition was 97.6%. This is 2.7% above the SOI target (95%).

The amended target and lower result compared to 2017/18 and earlier is due to a change in methodology and a reassessment of the definition of acceptable condition.

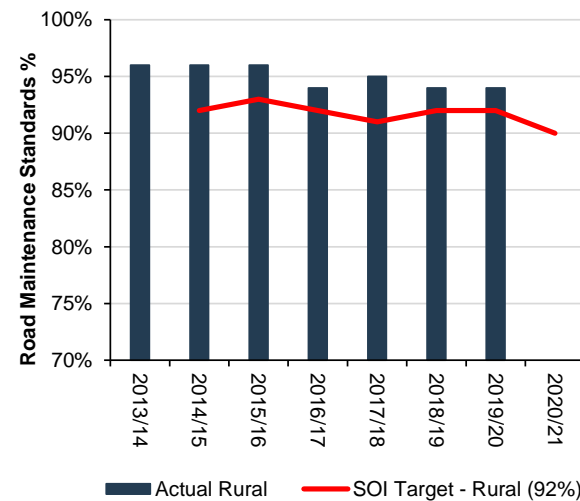
2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Reported annually in March.

The 2019/20 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 87% (equal to 2018/19 results).

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

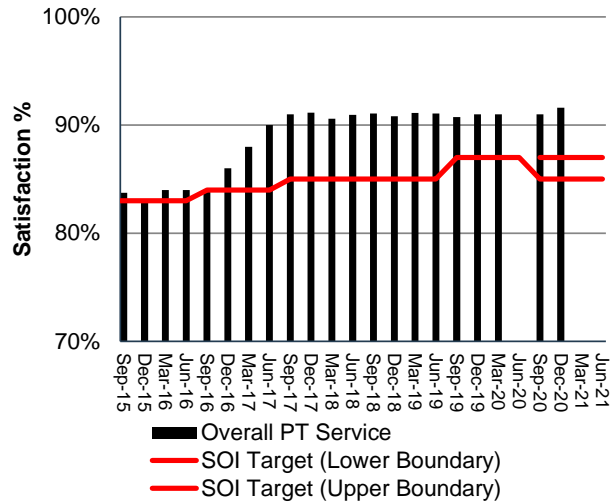


Reported annually in March.

The 2019/20 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 94% (Equal to 2018/19 results).

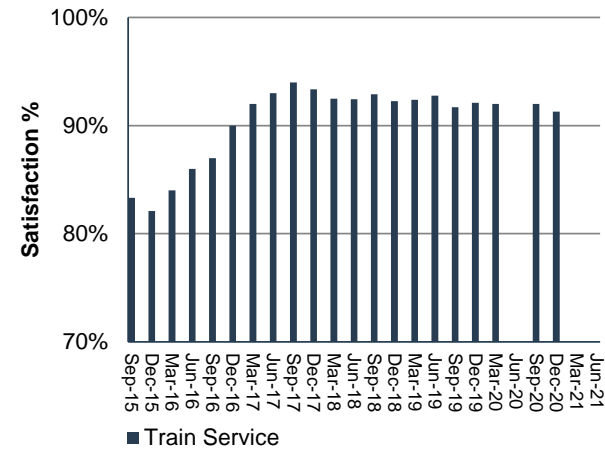
2.6 Provide an Excellent Customer Experience for all Services and Customers

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



Exceeding
 Passenger satisfaction is measured through quarterly face-to-face interviews. Although the result of 91.6% is exceeding the target, it should be noted that interviews took place outside of COVID lockdowns and periods of KiwiRail track maintenance.

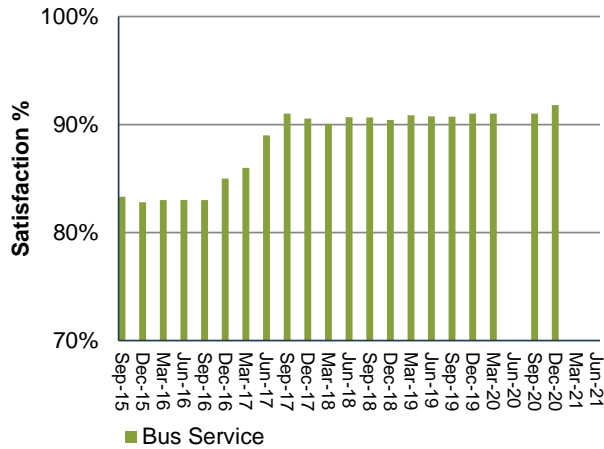
2.6.2 Percentage of passengers satisfied with their train service



In December 2020, satisfaction with train services (91%) was one percentage point below the September 2020 result (92%).

Satisfaction was one percentage point below the December 2019 result.

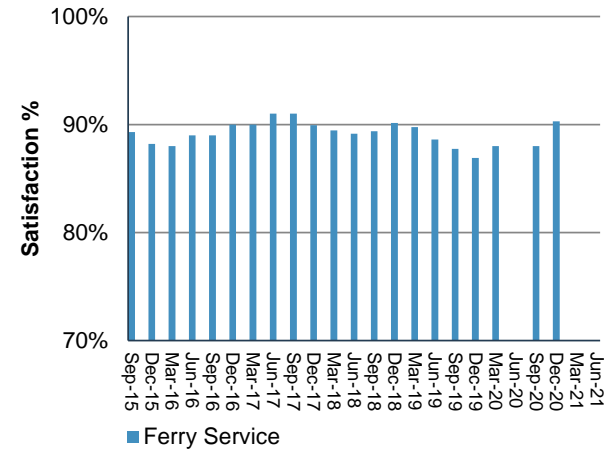
2.6.3 Percentage of passengers satisfied with their bus service



In December 2020, satisfaction with bus services (92%) was one percentage point above the September 2020 result (91%).

Satisfaction was one percentage point above the December 2019 result.

2.6.4 Percentage of passengers satisfied with their ferry service

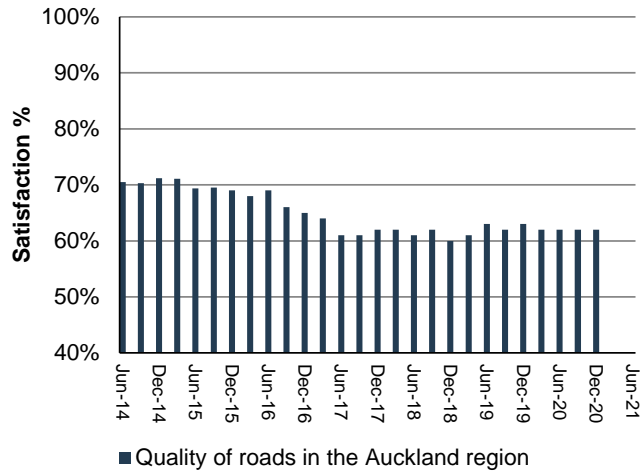


In December 2020, satisfaction with ferry services (90%) was two percentage points above the September 2020 result (88%).

Satisfaction was three percentage points above the December 2019 result.

2.6 Provide an Excellent Customer Experience for all Services and Customers

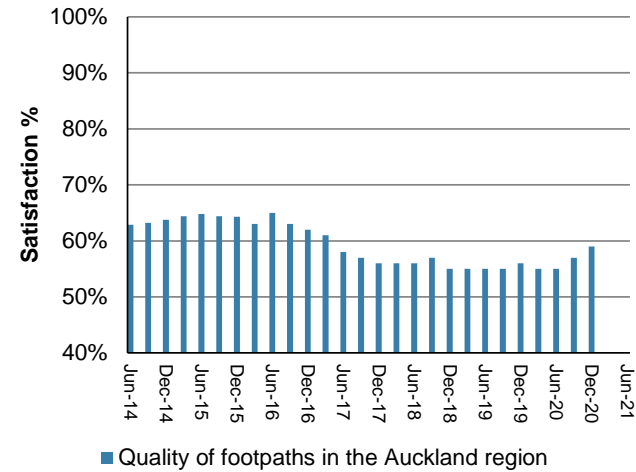
2.6.5 Percentage of residents satisfied with the quality of roads in the Auckland region



In December 2020, satisfaction with the quality of roads in Auckland (62%) was equal to the September 2020 result (62%).

Satisfaction was one percentage point below the December 2019 result.

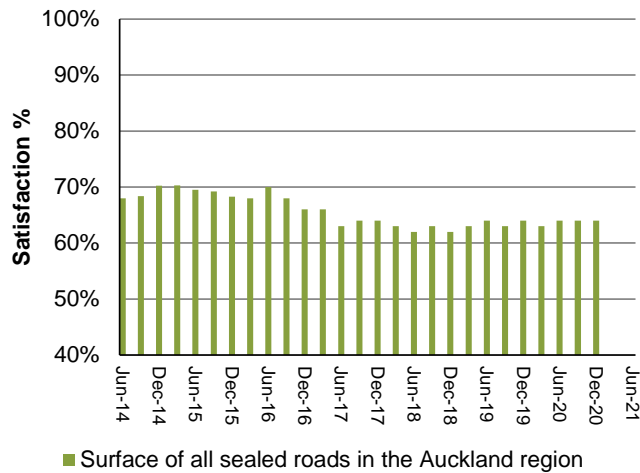
2.6.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region



In December 2020, satisfaction with the quality of footpaths in Auckland was 59%, 2 percentage points above the September 2020 result (55%).

Satisfaction was two percentage points above the December 2019 result.

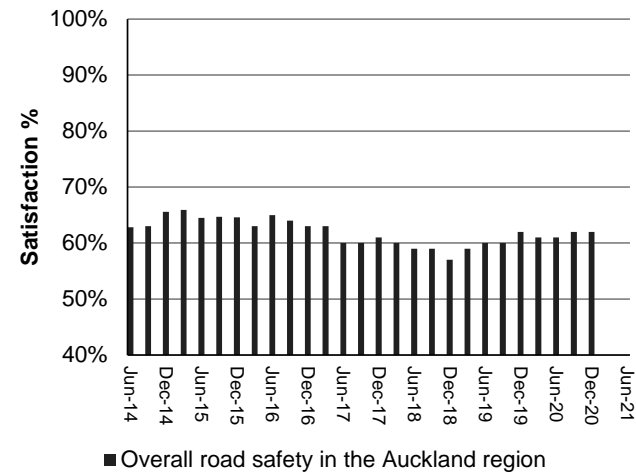
2.6.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region



In December 2020, satisfaction with the surface of all sealed roads in Auckland (64%) was equal to the September 2020 result (64%).

Satisfaction equal to the December 2019 result.

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

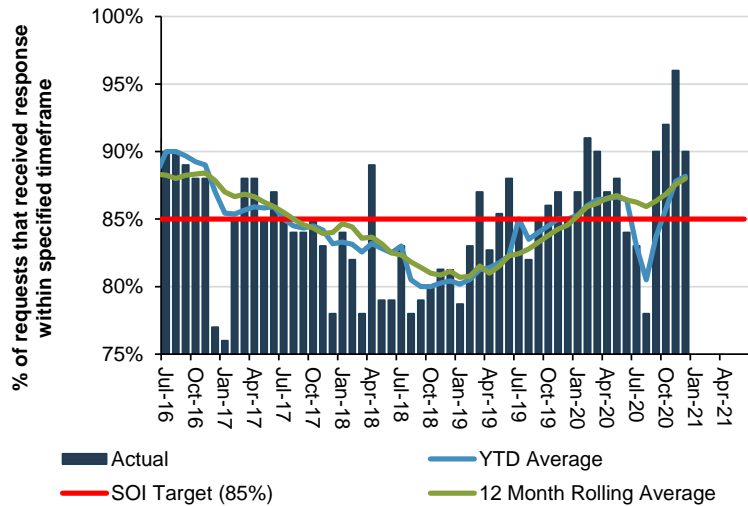


In December 2020, satisfaction with road safety in Auckland (62%) was equal to the September 2020 result (62%).

Satisfaction was equal to the December 2019 result.

2.6 Provide an Excellent Customer Experience for all Services and Customers

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



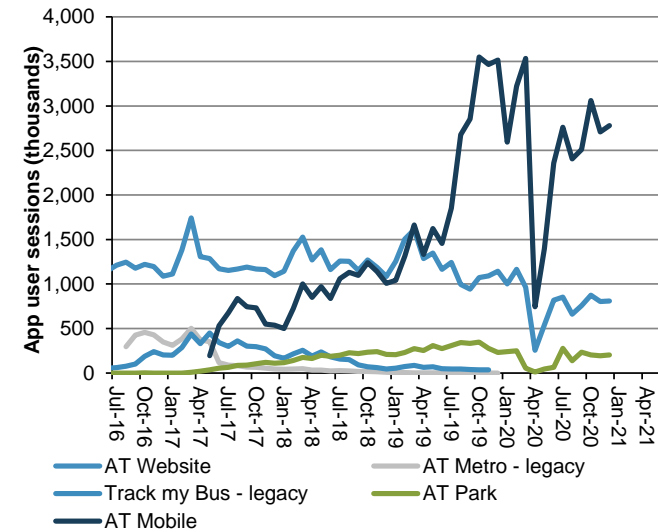
On track to meet target.

12 month rolling average: 88.0%
 SOI target of 85%.

The December 2020 result (90%) is 12 percentage points lower than the November 2020, with November being somewhat of an outlier score.

This data relates to jobs dispatched to our maintenance contractors by the call centre.

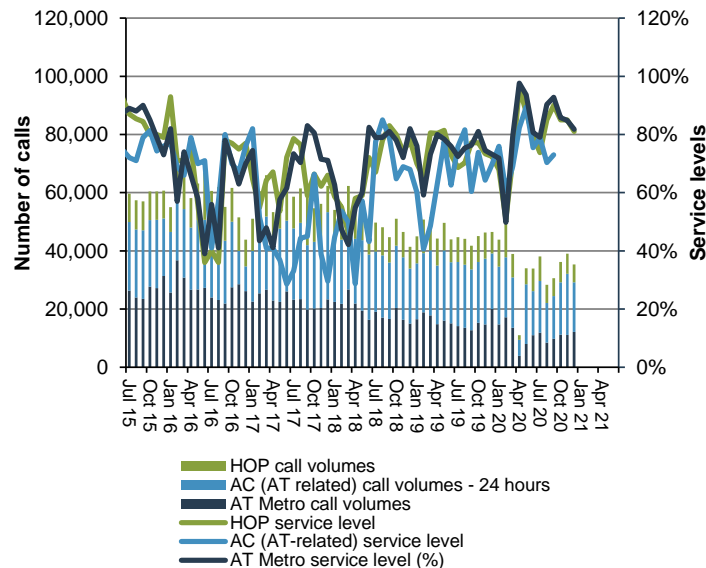
2.6.10 AT app user sessions



AT Mobile
 App user sessions increased by 5% in December 2020 compared with November 2020, and decreased by 21% compared with December 2019.

AT Park
 App user sessions increased by 3% in December 2020 compared with November 2020, and decreased by 13% compared to December 2019.

2.6.11 Call centre incoming calls and service levels

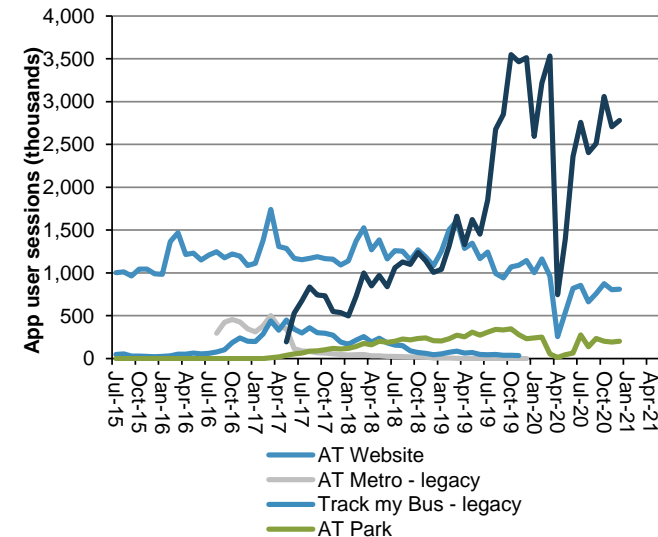


AT HOP Call volumes decreased by 12% compared with November 2020, and 16% compared to December 2019. The service level was the same as last month.

Auckland Council call volumes have dropped by 19% compared to November 2020, and 11% compared to the same month last year.

AT Metro Call Centre volumes increased by 10% on November 2020, and decreased by 39% since with December 2019. The service level decreased 3 percentage points on last month.

2.6.12 AT Website Visits



Visits to the Auckland Transport website totalled 810,522 in December 2020, an increase of 1% compared with November 2020, and a decrease of 29% compared with December 2019.

2.7 Collaborative Partnering with our Funders, Partners, Stakeholders and Customers

