

Monthly Transport Indicators – March 2021

For decision:

For noting:

Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) Note this report.

Te whakarāpopototanga matua / Executive summary

1. The 2020/21 Monthly Indicators Report for March 2021 shows performance against the Statement of Intent (SOI) measures and other indicators.
2. Despite COVID-19 pandemic (COVID-19) restrictions being in place for nearly two weeks in March, monthly public transport (PT) boardings were only 5% short of the target for March, and up 128% on February. Although the 12-month rolling total of 53.8M is 46.3% below last year's result, it is 1.9% above the trajectory to meet the end of year target.
3. Cycle counts past selected count sites also continue to show the impact of COVID-19, although to a lesser extent than PT patronage. The 12-month rolling total to March 2021 was 3.48M. This is 7.7% below last year's count, and 12% below the SOI target trajectory.
4. Indicators relating to safety, network operation, assets, and customer satisfaction are all on track to meet or exceed the target.

Ngā tuhinga ō mua / Previous deliberations

5. In April 2021, the board raised questions about the PT satisfaction measures included in the Monthly Indicators Report. The measures, methodology, and representation of this section of the report are currently being reviewed. An update will be provided shortly.

Te horopaki me te tīaroaro rautaki / Context and strategic alignment

6. The attached Monthly Indicators Report provides an overview of AT's performance against its SOI performance measures for March 2021. The report also provides supplementary information on the wider Auckland context as well as AT's PT, road operations and maintenance, and customer response activities.
7. This covering report highlights key trends and significant shifts in the monthly reporting statistics and provides a summary of performance against the SOI measures.

Ngā matapakinga me ngā tātaritanga / Discussion and analysis

8. Auckland was in Alert Level 3 from 1 to 7 March, and in Alert Level 2 from 7 to 12 March.

Safety

9. For the 12 months to the end of December 2020, local road deaths have decreased by 3% (from 34 last year to 33 this year). However, there has been a 37% increase over the last three months, from 24 for the 12 months to September to 33 for the 12 months to December. Local road serious injuries decreased by 19% in the past year (from 499 to 422), and by 1% in the last three months (from 425 to 421).
10. The 12-month rolling total for local road deaths and serious injuries (DSI) to December 2020 was 454, 15% lower than the same period the previous year, and 28% below the SOI target trajectory.

PT

11. Overall PT use totalled 53.8M boardings for the 12 months to March 2021, a decrease of 46.3% on the 12 months to March 2020. Total patronage is on track to meet the end of year target of 60.6M, with boardings being 1.9% above this month's trajectory target of 52.8M.
 - Rail boardings totalled 9.2M for the year to March 2021, a decrease of 56.8%, or 12M boardings, on the 12 months to March 2020.
 - Bus boardings totalled 40.9M for the 12 months to March 2021, a decrease of 43.8%, or 32M boardings, on the 12 months to March 2020.
 - Ferry boardings totalled 3.6M for the 12 months to March 2021, a decrease of 39.5%, or 2.4M boardings, on the 12 months to March 2020.
12. Rapid and Frequent Transport Boardings for the 12 months to March 2021 decreased at a faster rate (52.5%) than overall patronage (46.3%). Recovery on the Rapid and Frequent network has been slower than overall recovery due to increased working from home by those working in the City Centre; an area largely serviced by Rapid and Frequent services. This slow recovery has been exacerbated by rail disruptions.
13. Year to date PT punctuality was 97.5%, meeting the SOI target of 95.5%.

14. The total PT farebox recovery ratio was 23.87% in September 2020, below the target range of 30 to 34%. Reduced patronage due to COVID-19 and subsequent KiwiRail works have significantly impacted the performance against this indicator.

Cycling

15. No further cycleways have been delivered in March. This year's total of completed cycleways is 5.25 kms, exceeding the EOY target of 5 kms.
16. Cycle movements for the 12 months to March 2021 totalled 3.48M, a decrease of 7.7% on the 12 months to March 2020. The year to date count of 2,662,581 is 11.5% below the projected trajectory to meet the SOI target of 3.826M. Increased working from home has a continued impact on this measure. This has been exacerbated by the March Alert Level changes.

Best use of the transport network

17. The rolling average morning peak arterial productivity was 32,009 for the 12 months to March 2021, exceeding the SOI target of 25,000. This was similar to February 2021 and 5% lower than March 2020, mainly due to lower travel demand and PT share. Productivity is measured as the product of the number of people in cars and buses and their average speed, per hour, per lane.
18. The average proportion of the freight network operating efficiently during the inter-peak was 93% for the 12 months to March 2021, exceeding the SOI target of 85%.

Asset renewals and customer service

19. Year to date, 299.8 km, or 4.4%, of the local road network was resurfaced/rehabilitated. This meets the trajectory to meet the end of Financial Year target of 4.6%, which equates to 312.5 km.
20. The percentage of customer service requests relating to roads and footpaths that receive a response within AT's specified times was 97% in March 2021. The 12-month rolling average to September 2020 is 90%, exceeding the SOI target of 85%.
21. The proportion of road assets in acceptable condition is 94.3%, meeting the target of 95%. The result is 0.1% higher than last year. The percentage of footpaths in acceptable condition is 97.4%, exceeding the target of 95%. The result is 0.2% below last year's result.
22. Road maintenance standards (measured by Smooth Travel Exposure) were 86% for urban roads (versus an 80% target), and 90% for rural roads (versus a 90% target). Urban and rural roads are down one percentage point and four percentage points on last year respectively.

Summary of performance against SOI Measures

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

Table 1: Performance against SOI targets					
Strategic Transport Priorities	Target exceeded	Target met	Target not met	Not reported	Total
Making Auckland's Transport System Safe by eliminating harm	2	0	0	0	2
Improving the Resilience and Sustainability of the Transport System	0	0	0	3	3
Better Travel Choice for Aucklanders	1	2	3	2	8
Better Connecting People, Places, Goods and Services	2	0	0	0	2
Our operating model is agile, financially sustainable, and delivers economic benefits	2	3	1	0	6
Provide an Excellent Customer Experience for all Services and Customers	2	0	0	0	2
Collaborative Partnering with our Funders, Partners, Mana Whenua, Stakeholders and Customers	0	0	0	2	2
Total	9	5	4	7	25

Ngā tūraru matua / Key risks and mitigations

24. There are no risks associated with accepting this report.

Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

25. There are no financial or resource impacts associated with this report.

Ngā whaiwhakaaro o te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations

26. There are no environment or climate impacts associated with this report.

Ngā reo o mana whenua rātou ko ngā mema pooti, ko ngā roopu kei raro i te maru o te Kaunihera, ko ngā hāpori katoa / Voice of mana whenua, elected members, Council Controlled Organisations, customer and community

27. There are no mana whenua, elected members, Council Controlled Organisations, customer or community impacts associated with this report.

Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

28. There are no health, safety or wellbeing impacts associated with this report.



Ā muri ake nei / Next steps

29. The May 2021 Monthly Indicators Report will be submitted to the board in July 2021.

Te whakapiringa / Attachment

Attachment number	Description
1	Auckland Transport Monthly Indicators Report 2020/21 – March 2021

Te pou whenua tuhinga / Document ownership

Submitted by	Hamish Bunn Group Manager Integrated Network Planning, Policy & Sustainability	
Recommended by	Jenny Chetwynd Executive General Manager Planning & Investment	

Approved for submission	Shane Ellison Chief Executive	
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