

Auckland Transport Monthly Indicators Report 2020/21

May 2021



An Auckland Council Organisation

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

1.1 SOI performance measures

Strategic Objective	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: 449	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: 63,200,985	Page 9
	Total rail boardings	12.7 Million	●	●	●	●	●	●	●	●	●	●	●	●	12-Month rolling total: 11,018,479	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%	●	●	●	●	●	●	●	●	●	●	●	●	YTD average: 97.4%	Page 12
	New cycleways added to regional cycle network	5 km	●	●	●	●	●	●	●	●	●	●	●	●	YTD total: 5.55 km	Page 14
	Number of cycle movements past selected count sites	3.922 Million	●	●	●	●	●	●	●	●	●	●	●	●	12-Month rolling total: 3.501	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: 30,193	Page 15	
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%	●	●	●	●	●	●	●	●	●	●	●		12-Month rolling average: 92%	Page 19	
Our operating model is agile, financially sustainable, and delivers economic benefits	PT farebox recovery	30% - 34%	●	●	●	●	●	●	●	●	●	●	●		May Result: 28.60%	Page 23	
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	94%									●				2020/21 Result: 94.3%	Page 24	
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 80%										●				2020/21 Result: 86.0%	Page 24
		Rural 90%										●				2020/21 Result: 90.0%	Page 24
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	94%										●				2020/21 Result: 97.4%	Page 24
	Percentage of the sealed local road network that is resurfaced	4.6%	●	●	●	●	●	●	●	●	●	●	●	●		YTD: 318.3 km (4.6% 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%			●			●			●				May 2021: 92%	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: 91%	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

	May - 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:	5,173,161	↑ 168.7%	3,656,000	↑ 41.5%	43,943,940	↓ -21.3%	18,363,000	↑ 139.3%	44,100,000	48,750,000
2. Train (Rapid) Total:	1,311,048	↑ 167.5%	1,088,000	↑ 20.5%	9,905,227	↓ -39.3%	5,266,000	↑ 88.1%	12,700,000	11,200,000
3. Ferry (Connector Local) Total:	485,287	↑ 260.1%	325,660	↑ 49.0%	3,946,470	↓ -15.9%	1,617,280	↑ 144.0%	3,800,000	4,400,000
Total Patronage	6,969,496	↑ 173.3%	5,069,660	↑ 37.5%	57,795,637	↓ -24.8%	25,246,280	↑ 128.9%	60,600,000	64,350,000
Rapid and Frequent	3,230,124	↑ 202.7%	2,600,000	↑ 24.2%	25,299,587	↓ -17.8%	12,900,000	↑ 96.1%	31,000,000	30,000,000

	May - 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	Normalis ed % Change Prev Fin YTD
1. Bus Total:	5,154,728	1,925,329	3,229,399	167.7%	167.8%	47,786,913	7.2%	-12,769,120	-21.1%	43,786,400	-10,887,762	-19.9%	-19.9%
- Busway (Rapid) Bus	578,694	140,787	437,907	311.0%		4,928,365	9.8%	-1,576,148	-24.2%	4,551,115	-1,332,835	-22.7%	
- Frequent Bus	1,340,382	436,350	904,032	207.2%		11,741,991	8.3%	-5,097,179	-30.3%	10,843,152	-4,260,494	-28.2%	
- Connector Local Targeted Bus	3,235,652	1,348,192	1,887,460	140.0%		31,116,557	6.5%	-6,095,793	-16.4%	28,392,133	-5,294,433	-15.7%	
2. Train (Rapid) Total:	1,304,734	490,063	814,671	166.2%	166.2%	10,899,053	8.1%	-6,850,623	-38.6%	9,806,636	-6,287,909	-39.1%	-39.0%
- Western	454,022	168,064	285,957	170.1%		3,735,615	8.3%	-2,506,613	-40.2%	3,337,314	-2,318,556	-41.0%	
- Eastern	357,815	130,654	227,161	173.9%		3,102,356	7.9%	-1,955,277	-38.7%	2,836,640	-1,755,770	-38.2%	
- Onehunga	66,653	28,267	38,386	135.8%		569,068	7.2%	-407,228	-41.7%	505,745	-381,225	-43.0%	
- Southern	399,486	151,991	247,496	162.8%		3,283,827	8.2%	-1,782,743	-35.2%	2,944,207	-1,646,470	-35.9%	
- Pukekohe	26,757	11,087	15,671	141.3%		208,186	8.1%	-198,762	-48.8%	182,731	-185,888	-50.4%	
3. Ferry (Frequent & Connector Local) Total:	111,754	19,673	92,081	468.1%	487.6%	1,019,717	9.9%	-214,361	-17.4%	947,549	-166,596	-15.0%	-14.3%
- Contract	111,754	19,673	92,081	468.1%		1,019,717	9.9%	-214,361	-17.4%	947,549	-166,596	-15.0%	
Patronage (Excl Exempt Serv/Spl Evts)	6,571,216	2,435,065	4,136,151	169.9%	170.1%	59,705,683	7.4%	-19,834,104	-24.9%	54,540,585	-17,342,267	-24.1%	-24.1%

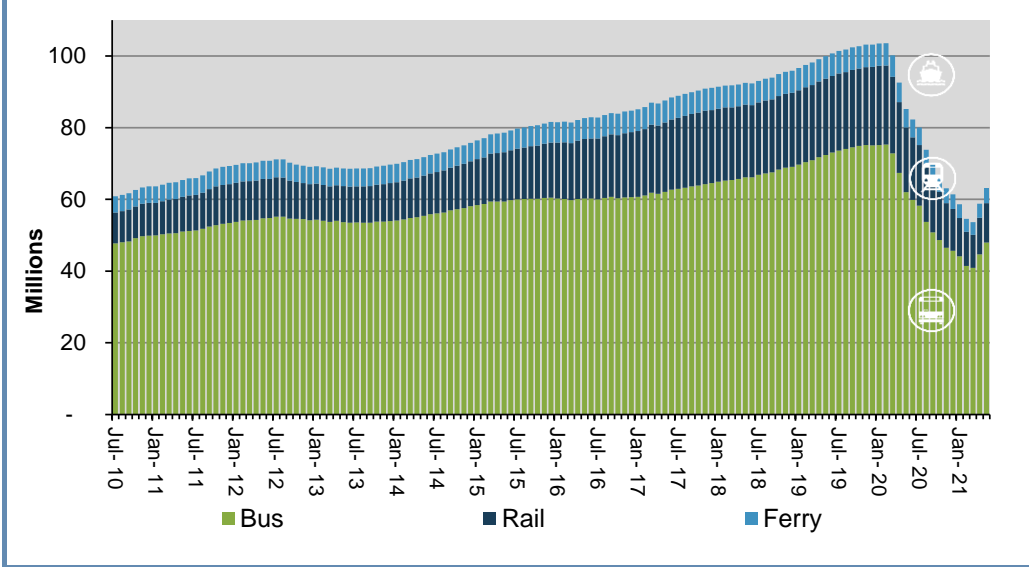
Exempt Services	391,583	115,090	276,493	240.2%		3,354,987	9.0%	-1,226,574	-26.8%	3,137,641	-1,078,985	-25.6%	
- Exempt Services - Bus	18,050	0	18,050	#DIV/0!		138,720	15.0%	-557,694	-80.1%	138,720	-498,792	-78.2%	
- Exempt Services - Ferry	373,533	115,090	258,443	224.6%		3,216,267	8.7%	-668,880	-17.2%	2,998,921	-580,193	-16.2%	
Special Events	6,697	0	6,697			140,315	5.0%	-949,811	-87.1%	117,411	-668,000	-85.1%	
- Special Events - Bus	383	0	383			20,865	1.9%	-778,222	-97.4%	18,820	-530,111	-96.6%	
- Special Events - Rail	6,314	0	6,314			119,450	5.6%	-171,589	-59.0%	98,591	-137,889	-58.3%	
Total Patronage (Exempt Serv/Spl Evts)	398,280	115,090	283,190	246.1%		3,495,302	8.8%	-2,176,385	-38.4%	3,255,052	-1,746,985	-34.9%	

Rapid & Frequent	3,230,124	1,067,200	2,162,924	202.7%		27,688,951	8.5%	-13,721,219	-33.1%	25,299,587	-12,042,234	-32.2%	
Connector Local Targeted	3,739,372	1,482,955	2,256,417	152.2%		35,512,034	6.8%	-8,289,270	-18.9%	32,496,051	-7,047,018	-17.8%	
Total Patronage	6,969,496	2,550,155	4,419,341	173.3%		63,200,985	7.5%	-22,010,489	-25.8%	57,795,637	-19,089,252	-24.8%	

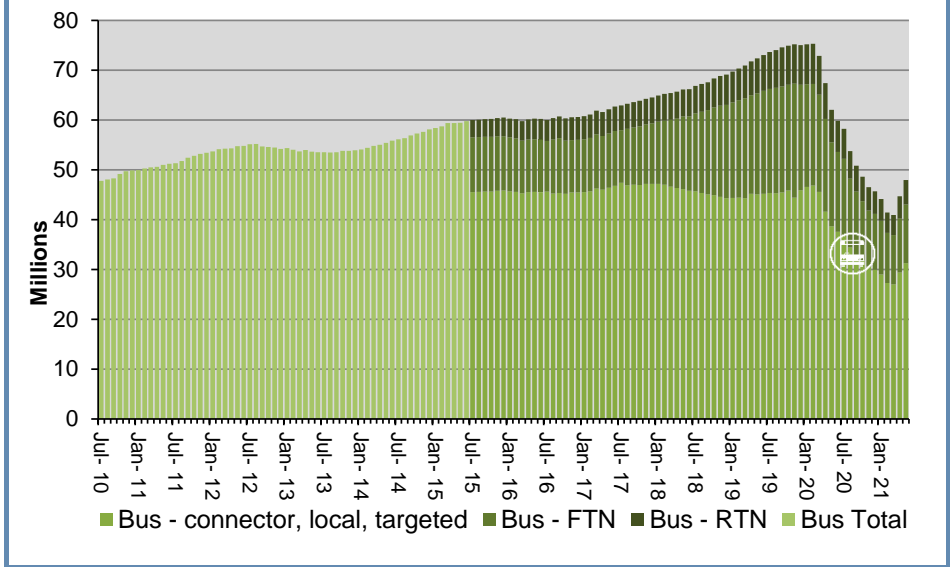
Bus	5,173,161	1,925,329	3,247,832	168.7%	168.7%	47,946,498	7.3%	-14,105,036	-22.7%	43,943,940	-11,916,665	-21.3%	-21.3%
Rail	1,311,048	490,063	820,985	167.5%	167.5%	11,018,503	8.1%	-7,022,212	-38.9%	9,905,227	-6,425,798	-39.3%	-39.3%
Ferry	485,287	134,763	350,524	260.1%	243.1%	4,235,984	9.0%	-883,241	-17.3%	3,946,470	-746,789	-15.9%	-16.1%
Total Patronage	6,969,496	2,550,155	4,419,341	173.3%	172.4%	63,200,985	7.5%	-22,010,489	-25.8%	57,795,637	-19,089,252	-24.8%	-24.8%

1.2 AT Metro Boardings breakdown

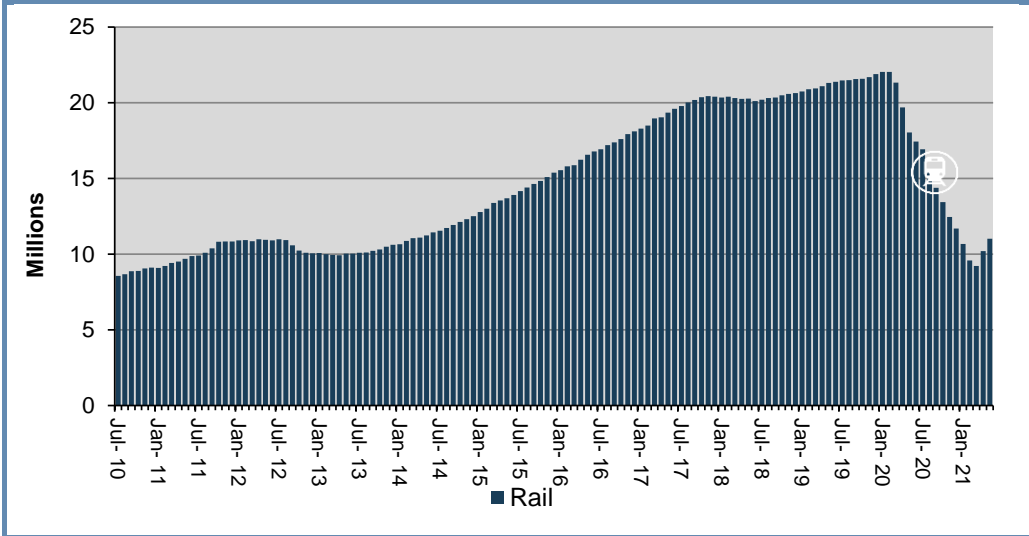
1.2.1 Total Patronage (12 month rolling total)



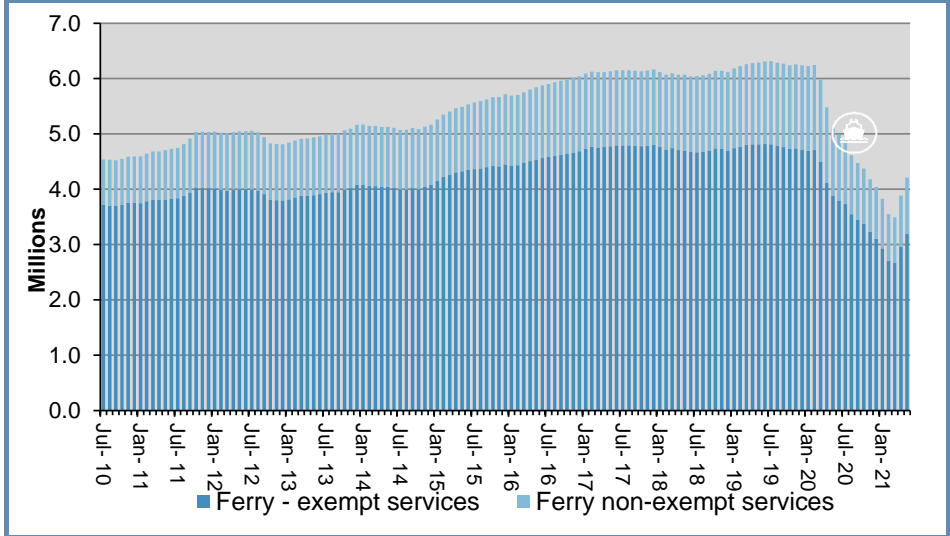
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

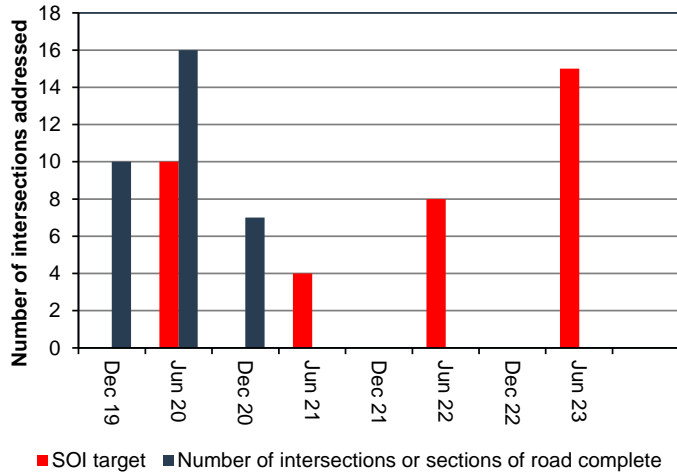


1.2.4 Ferry Patronage (12 month rolling total)



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

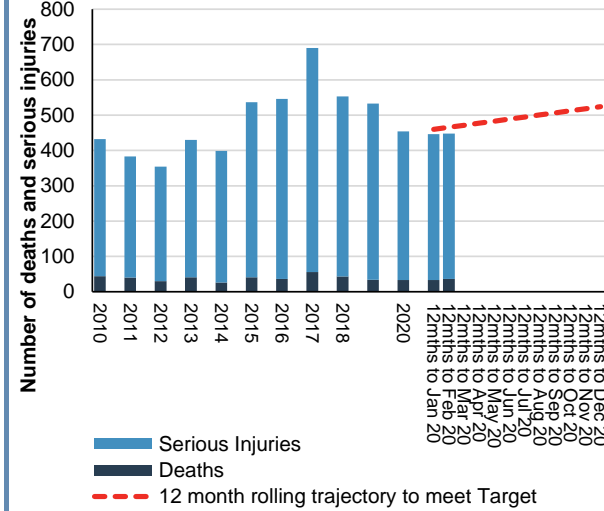


Non-reporting period.

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

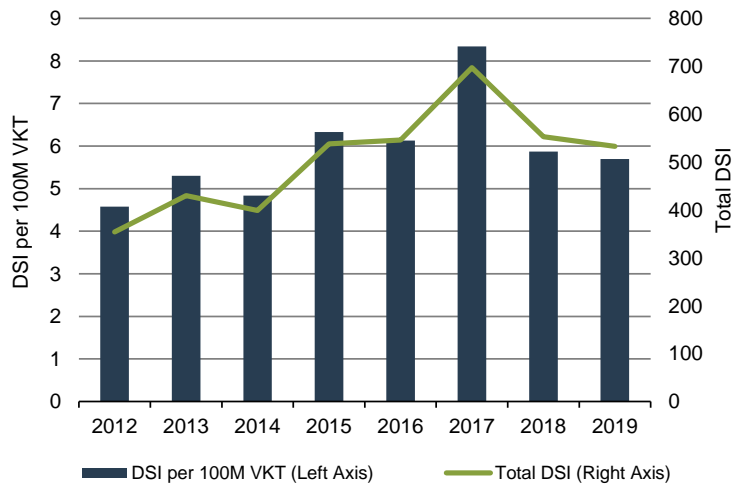


On track to meet target.

For the 12 months to the end of February 2021, local roads deaths and serious injuries decreased by 19 per cent, to 448. This is 3.8% better than the trajectory to meet the end of year target. However, local road deaths have increased by 20% (from 30 last year to 36 this year). Local road serious injuries decreased by 21 per cent in the past year (from 522 to 412).

Note: the trajectory for this year is going up, as 2020 had unusually low incidents due to COVID restrictions. The EOY target is still in line with a 60% reduction in DSI by 2027.

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



Non-reporting period.

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.

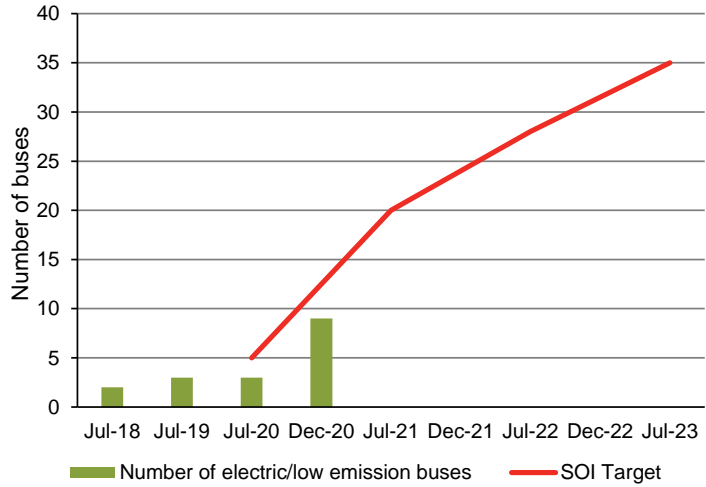
The rate of local road deaths and serious injuries per 100 million vehicle kilometres travelled is an estimate of the exposure to crash-risk on the local road network, relative to vehicle travel.

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.



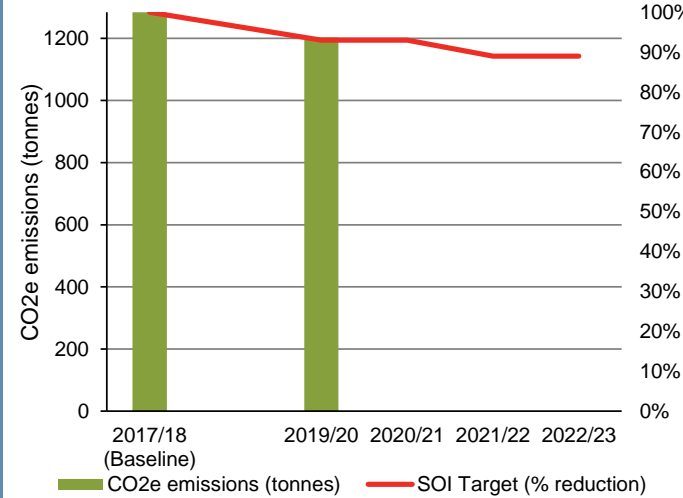
2.2 Improving the Resilience and Sustainability of the Transport System

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



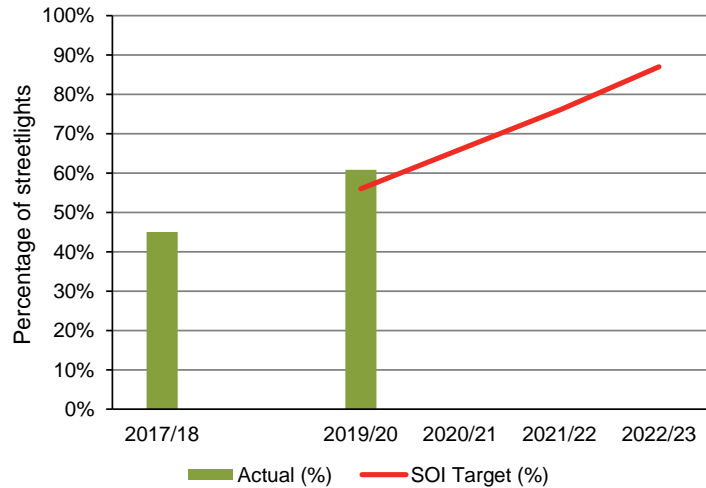
Non-reporting period.
There were 9 low emission buses in the Auckland bus fleet in December 2020, with a further 9 added in January 2021. The target for June 2021 is 20.

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 reduced by 6.3% compared to the 2017/18 baseline (vs a target of 7%). This reduction was assisted by COVID-19 lockdowns.
The 2020/21 target is 7%.

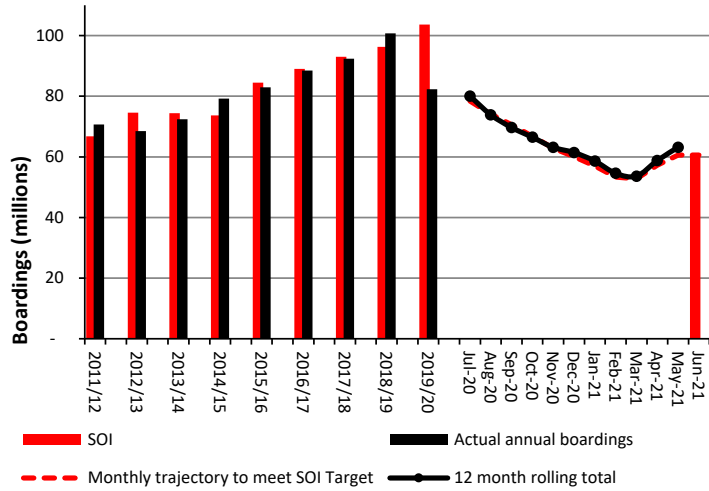
2.2.3 Percentage of Auckland Transport streetlights that are energy efficient LED



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)*

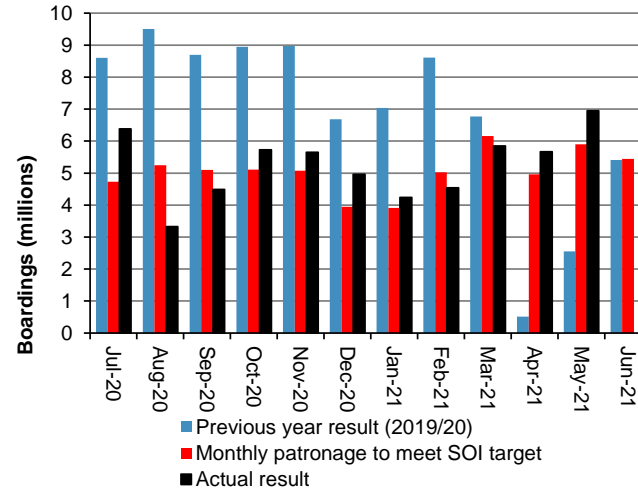


On track to exceed target.

PT patronage totalled 63,200,985 passenger boardings for the 12 months to May 2021. This is 4.3% above the SOI target trajectory.

Patronage for the 12 months to May 2021 was 7.5% above the 12 months to April 2021 and 25.8% below the 12 months to May 2020.

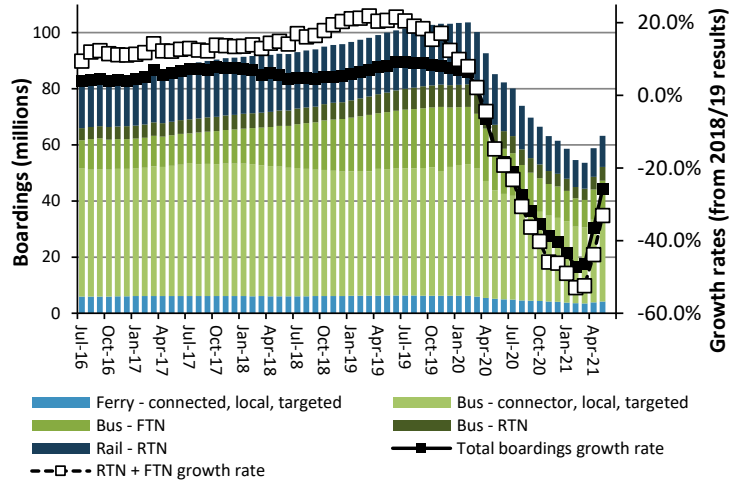
2.3.2 Monthly public transport boardings (millions)



May 2021 monthly patronage was 6,969,496. This is 122.6% of the April 2021 patronage, and 272.4% of the May 2020 level.

May 2021 monthly patronage was 18% above the monthly target.

2.3.3 Boardings on rapid or frequent network



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

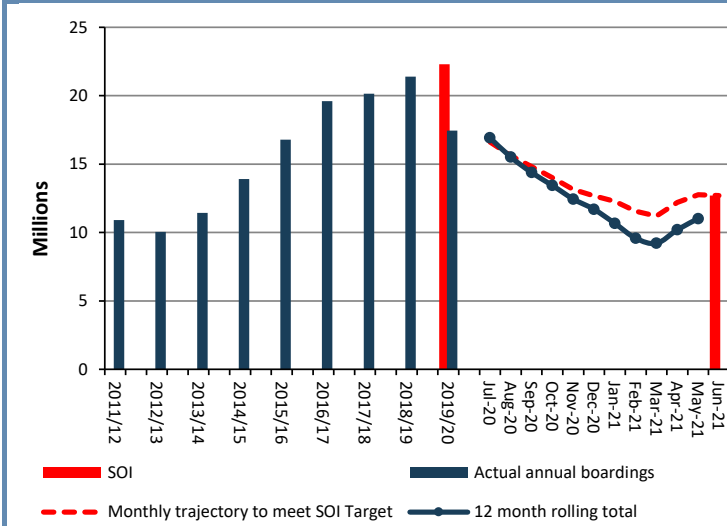
RFN Boardings for the 12 months to May 2021 decreased at a faster rate (33.1%) than overall patronage (25.9%). Recovery on the RFN network has been slower than overall recovery due to increased working from home by those working in the City Centre; an area largely serviced by Rapid and Frequent services. This slow recovery 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.

* Note: in February 2021 the trajectory for total patronage and rail patronage has been corrected to more realistically reflect the expected trendline for this financial year, as the 12 month rolling total moves past the months of the 2020 lockdown. These updated trajectories better demonstrate the likelihood of meeting the end of year target.

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 11,018,503 passenger boardings for the 12 months to May 2021. This is 13.6% below the SOI target trajectory.

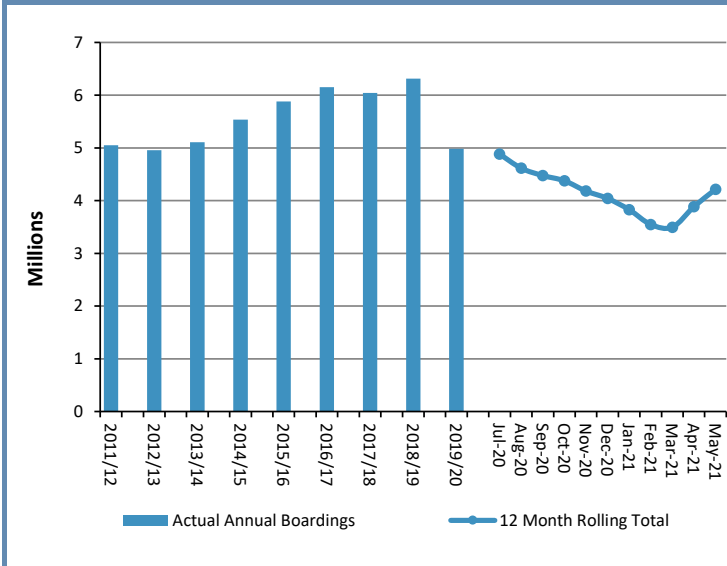
Patronage for the 12 months to May 2021 was 8.1% above the 12 months to April 2021, and 38.9% below the 12 months to May 2020.

2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 47,946,498 passenger boardings for the 12 months to May 2021, an increase of 7.3% on the 12 months to April 2021 and a decrease of 22.7% on the 12 months to May 2020.

2.3.6 Ferry boardings (12 month rolling total)

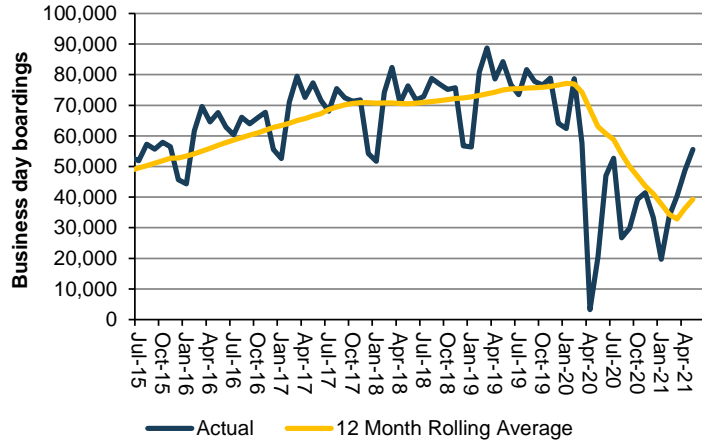


Ferry patronage totalled 4,235,984 passenger boardings for the 12 months to May 2021, an increase of 9.0% compared with the 12 months to April 2021, and a decrease of 17.3% compared with the 12 months to May 2020.

* Note: in February 2021 the trajectory for total patronage and rail patronage has been corrected to more realistically reflect the expected trendline for this financial year, as the 12 month rolling total moves past the months of the 2020 lockdown. These updated trajectories better demonstrate the likelihood of meeting the end of year target.

2.3 Providing better travel choices for Aucklanders

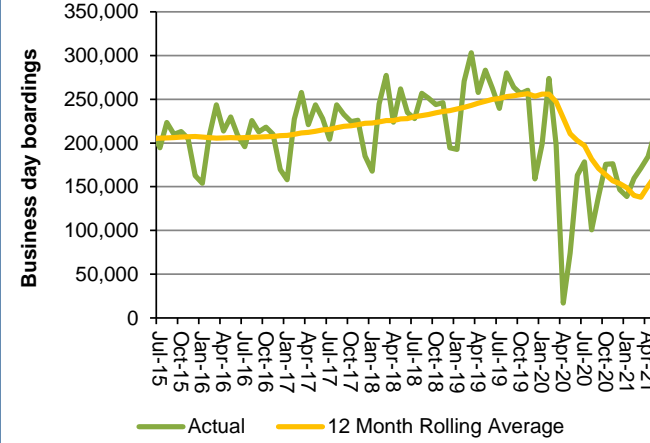
2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 55,564 in the 12 months to May 2021.

This represents a 171.8% increase on the May 2020 figure.

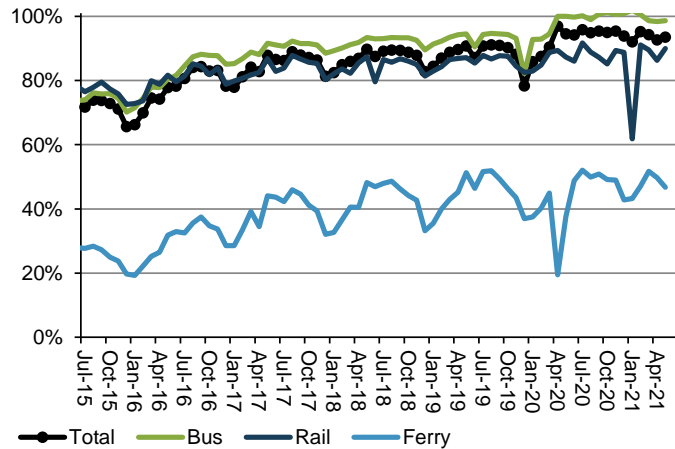
2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 212,816 in the 12 months to May 2021.

This represents a 186.0% increase on the May 2020 figure.

2.3.9 Percentage of all PT trips using AT HOP

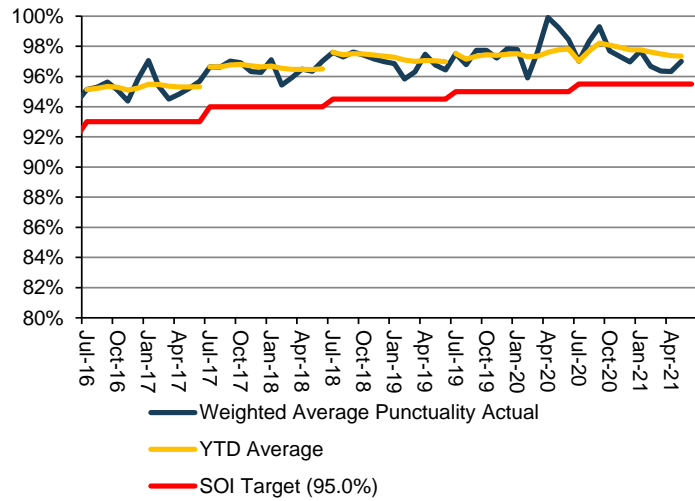


The proportion of all trips using AT HOP in May 2021 was 94%, one percentage point higher than in April 2021.

Bus: 99%
Ferry: 47%
Rail: 90%

2.3 Providing better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)



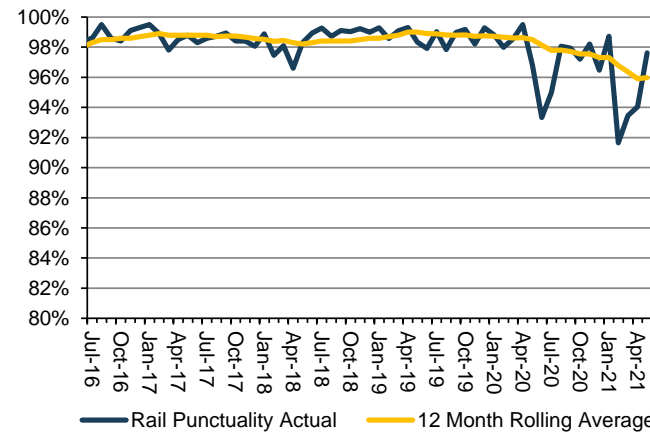
On track to meet target.

YTD average to May 2021 = 97.4%; SOI target 95.5%.

PT weighted average punctuality for the month of May 2021 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.

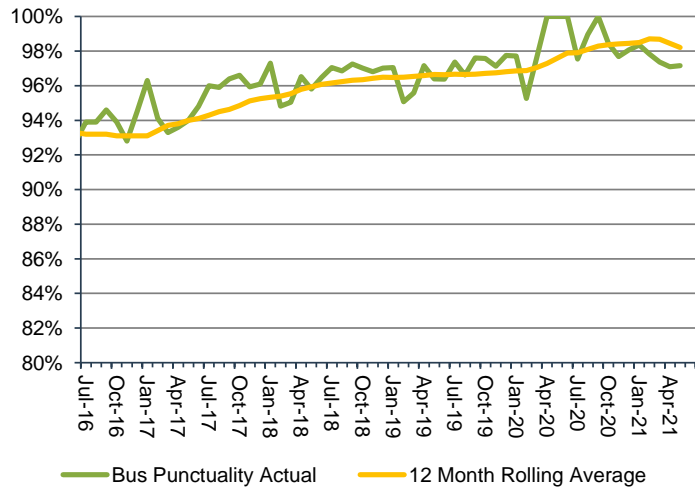
2.3.11 Rail services punctuality



Rail service punctuality in May 2021 was 97.6%, and 96.0% for the 12 months to May 2021.

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

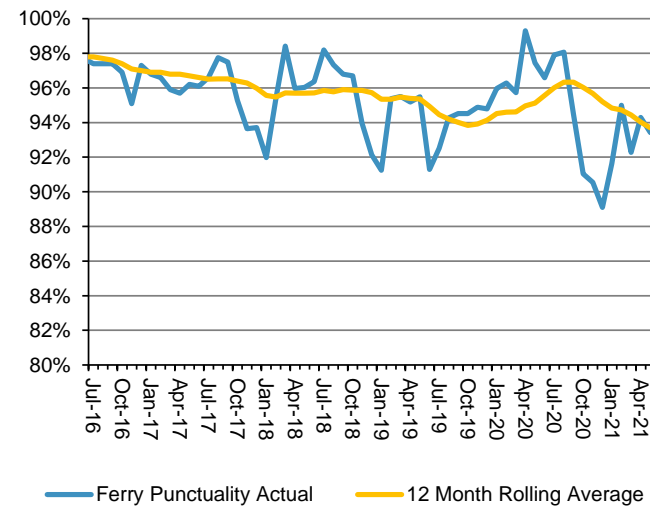


Bus service punctuality in May 2021 was 97.2%, and 98.2% for the 12 months to May 2021.

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 May 2021 was 93.4%, and 93.7% for the 12 months to May 2021.

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 May 2021



Total Network

91.8% Punctuality*

81.3% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

98.2% Service Delivery*

97.1% 12 month rolling average

* Arrival at final destination

Western Line

91.6% Punctuality*

80.0% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

97.8% Service Delivery*

94.9% 12 month rolling average

* Arrival at final destination

Eastern Line

92.1% Punctuality*

79.9% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

97.9% Service Delivery*

97.3% 12 month rolling average

* Arrival at final destination

Southern Line

87.3% Punctuality*

72.3% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

97.9% Service Delivery*

97.9% 12 month rolling average

* Arrival at final destination

Pukekohe Line

99.0% Punctuality*

98.7% 12 month rolling average

* Arrival within 5 minutes of schedule at final destination

99.0% Service Delivery*

99.5% 12 month rolling average

* Arrival at final destination

Onehunga Line

93.6% Punctuality*

87.2% 12 month rolling average

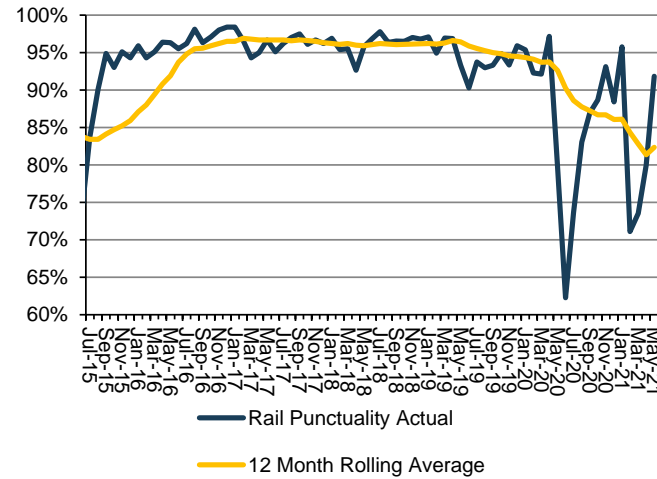
* Arrival within 5 minutes of schedule at final destination

99.0% Service Delivery*

97.1% 12 month rolling average

* Arrival at final destination

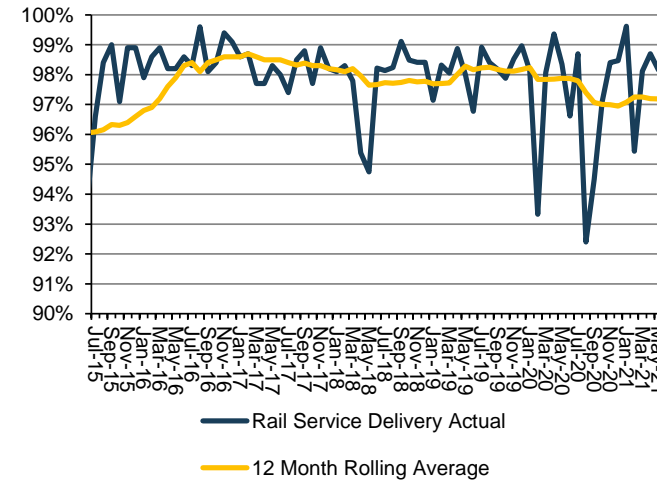
2.3.15 Rail punctuality based on arrival at final destination



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 May 2021 was 91.8% and 81.3% for the 12 months to May 2021.

2.3.16 Rail service delivery based on arrival at final destination

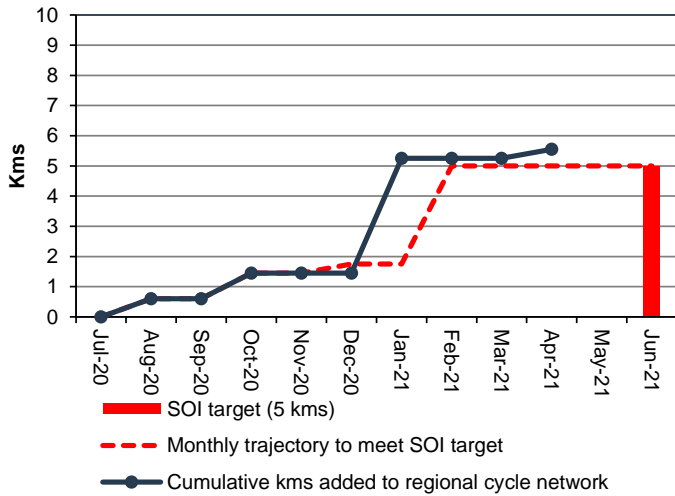


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of May 2021 was 98.2% and 97.1% for the 12 months to May 2021.

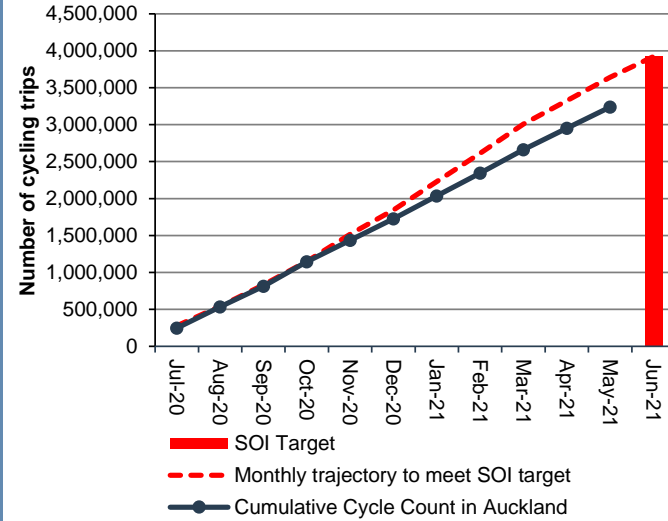
2.3 Providing better travel choices for Aucklanders

2.3.17 Kilometres of new cycleway added to the regional cycle network



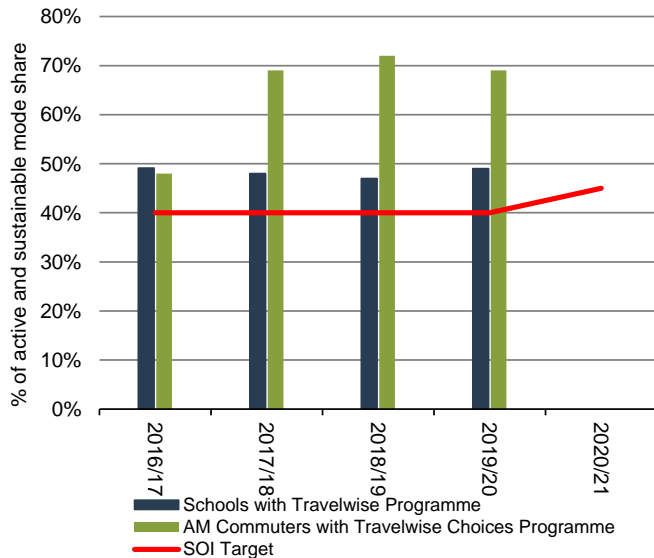
Target exceeded
No cycling infrastructure has been delivered in May 2021.
The 2020/21 target is to complete 5 kms of new cycleways. This target has been exceeded, with the YTD cycleways constructed adding up to 5.55 kms.

2.3.18 Annual number of cycle movements past selected sites



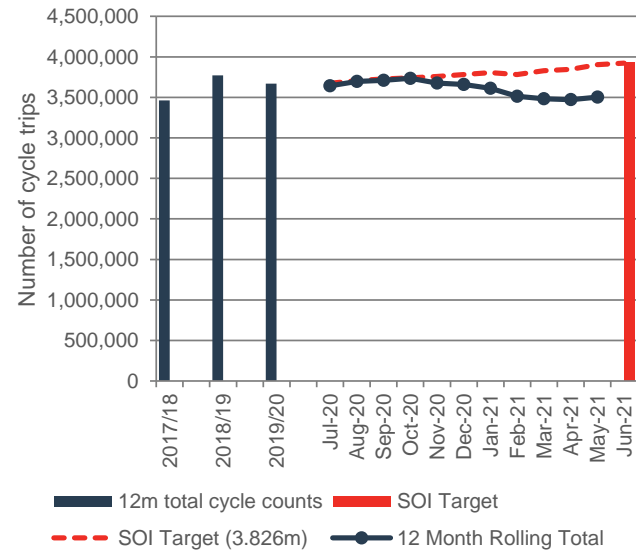
Behind trajectory to meet target.
In May 2021, cycle movements on 26 selected counters was 288,316 which is 7.9% lower than the monthly target. The year to date count of 3,238,994 is 11.0% below the projected trajectory to meet the SOI target. This reduction is mainly attributable to increased working from home.

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.

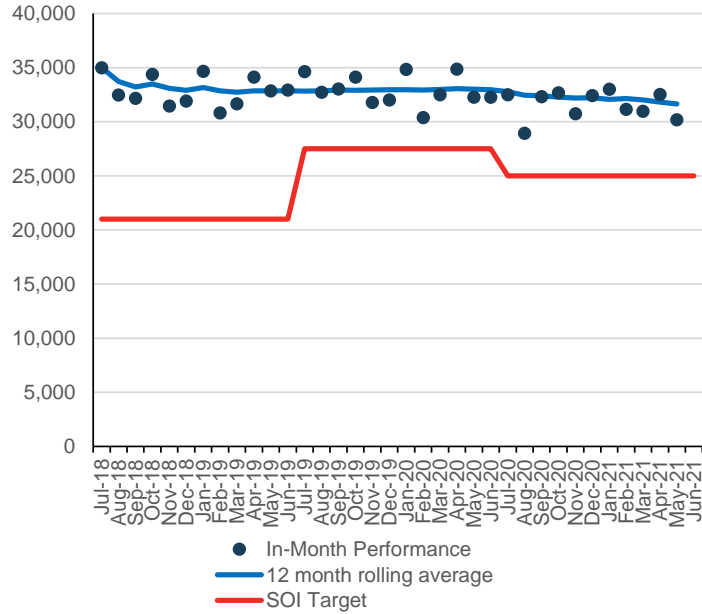
2.3.20 Cycle movements 12 month rolling total



Cycle counts totalled 3,501,359 for the 12 months to May 2021, an increase of 0.9% on the 12 months to April 2021, and a decrease of 4.8% on the 12 months to May 2020.

2.4 Better Connecting People, Places, Goods and Services

2.4.1 Average AM peak period lane productivity



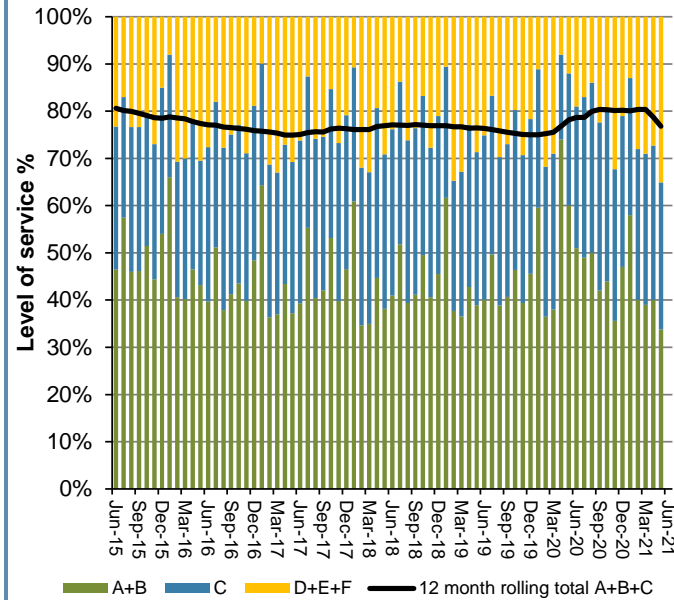
Exceeding target.

In May 2021, the average arterial road productivity was 30,193 which exceeds the target of 25,000. This was 7 percent below April 2021 and 6% lower than May 2020. This decrease is mostly due increased congestion compounded by lower public transport share.

The 12 month rolling average for the 12 months to May 2021 is 31,640.

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



In May 2021, 64.9% of the arterial network operated at good levels of service (LOS A-C), the lowest ever recorded in this report.

This was 21 percentage points worse than May 2020. The 12-month rolling average for LOS A-C was 76.8% for May 2021.

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.

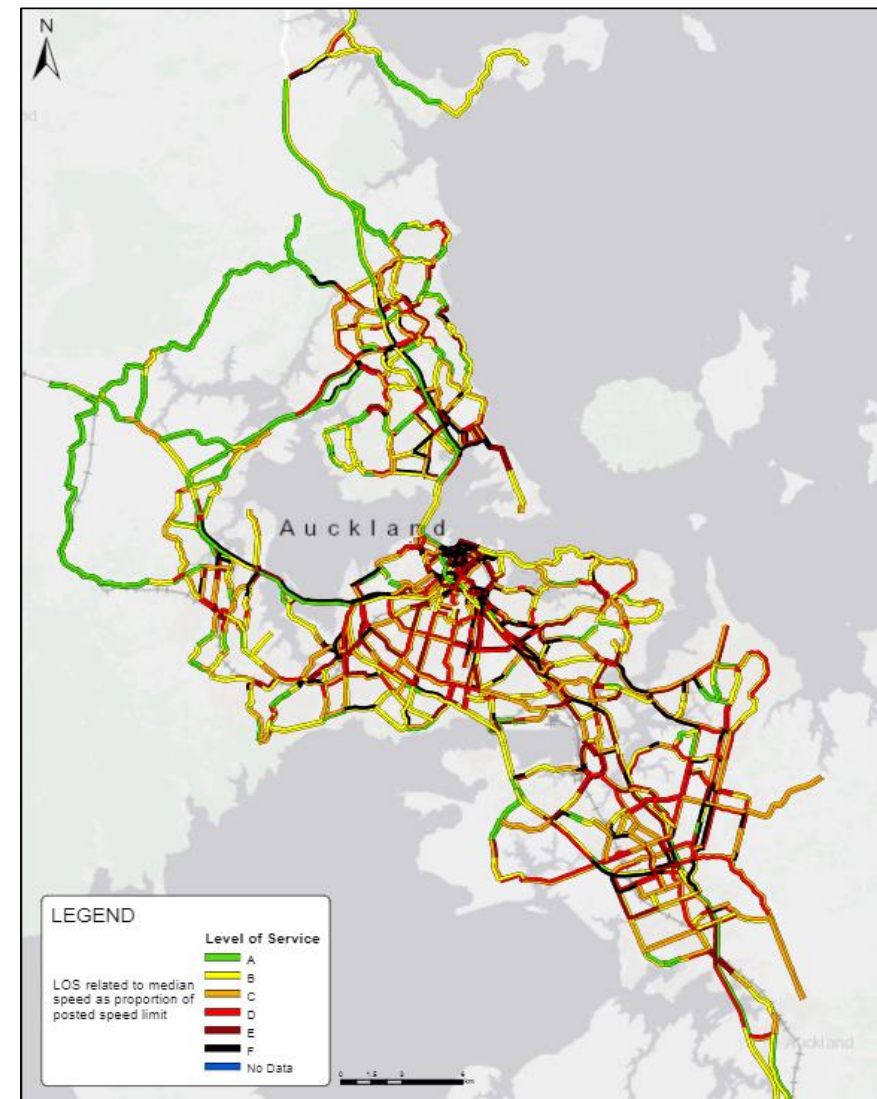
2.4 Better Connecting People, Places, Goods and Services

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).

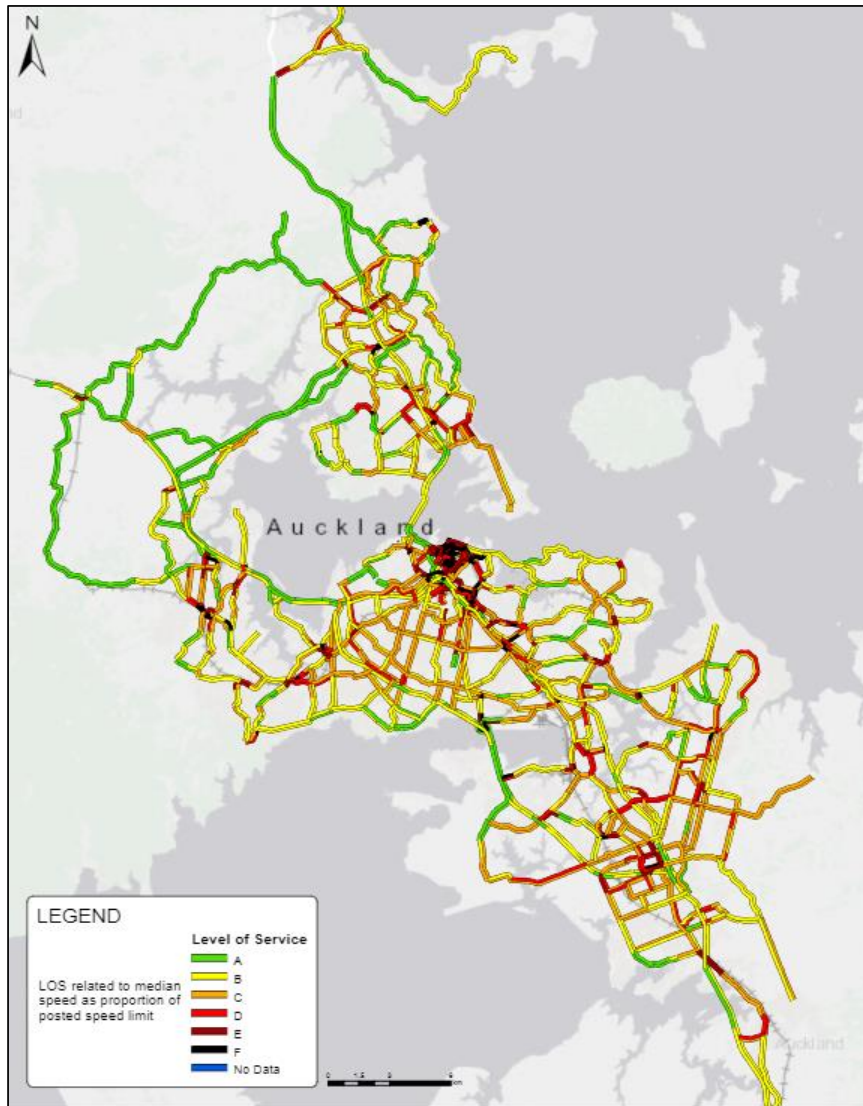
2.4.4 Congestion map AM peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for May 2021. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

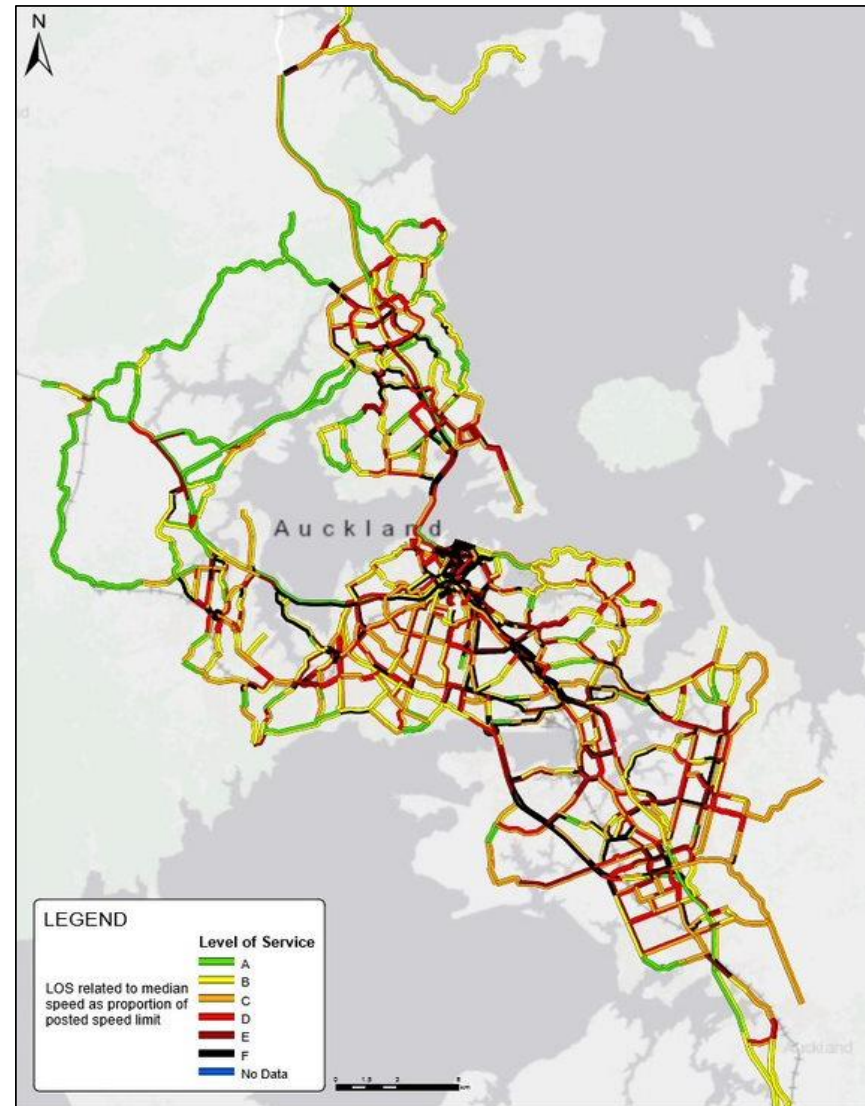
2.4 Better Connecting People, Places, Goods and Services

2.4.5 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 May 2021. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

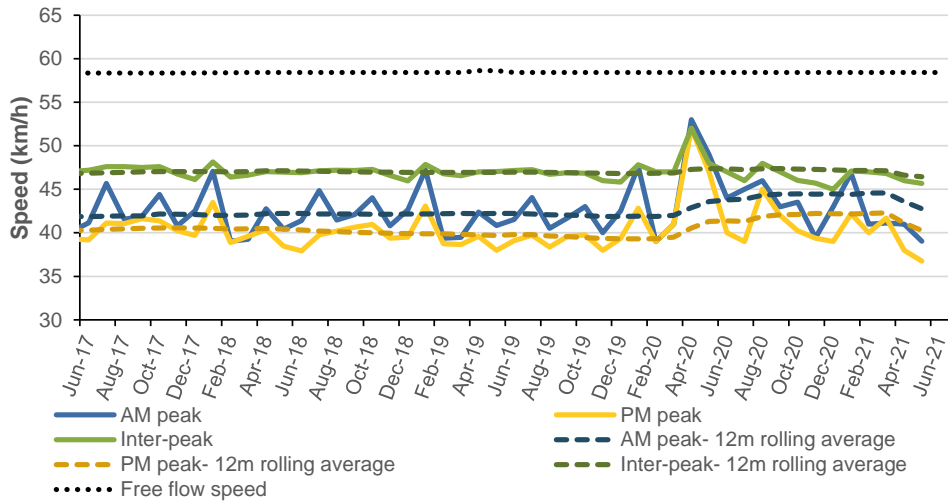
2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for May 2021. 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

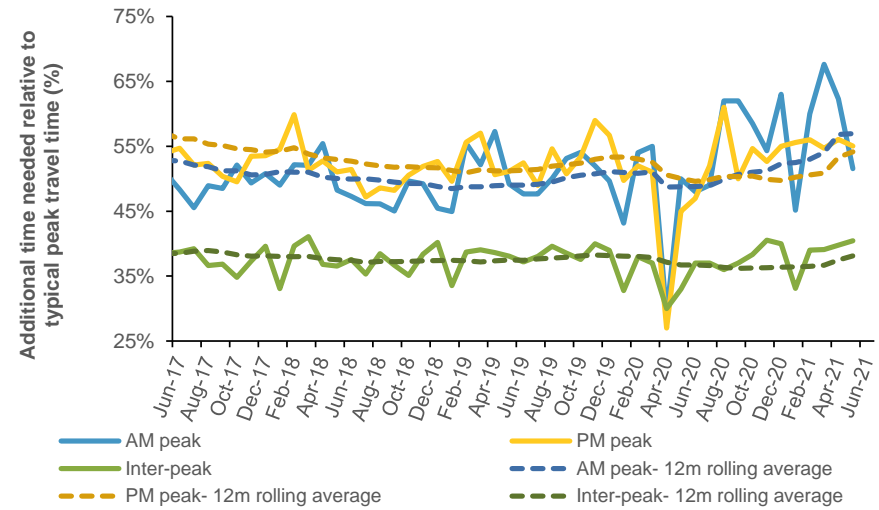
2.4.7 Median travel speed across arterial and motorway network



During May 2021, the median travel speed during the AM peak was 39 km/hr, 2 km/hr lower than in April 2021 and 10 km/hr lower than in May 2020. The 12 month rolling average was 42.8 km/hr, 0.8 km/hr lower than the 12 months to May 2020.

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 May 2021 AM peak, the 85th percentile travel time was 52% longer than the typical travel time. In the 12 months to May 2021, average AM peak reliability was 57%, eight percentage points worse than the 12 months to May 2020. PM peak reliability for the 12 months to May 2021 was 54%, four percentage points worse than the 12 months to May 2020.

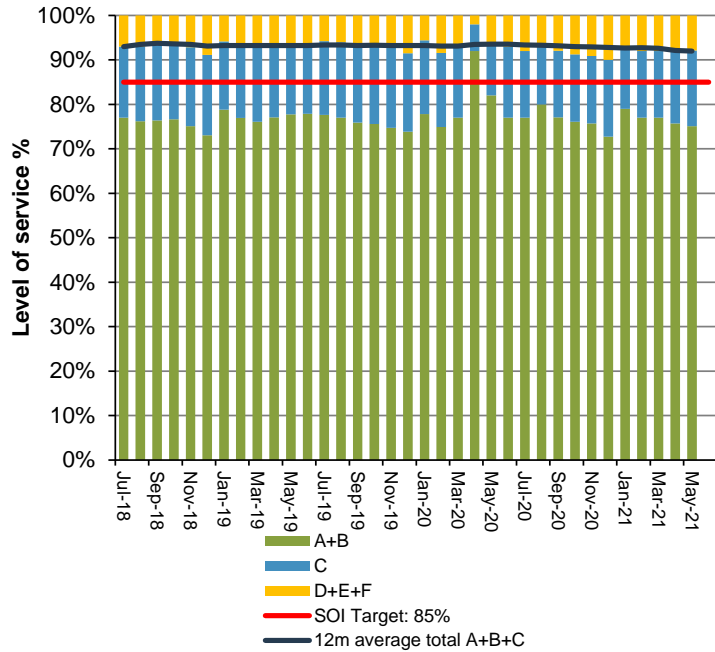
This figure shows the difference between the typical (median) and the 85th percentile* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.

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 May 2021, 92% of the freight network operated at good levels of service for congestion (LoS A-C) during the interpeak, and was above the desired 85% minimum threshold.

In terms of the arterial and motorway components of the freight network, 83% and 98% respectively operated efficiently.

Freight network reliability was below the 50% maximum threshold in May 2021 during the interpeak.

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.

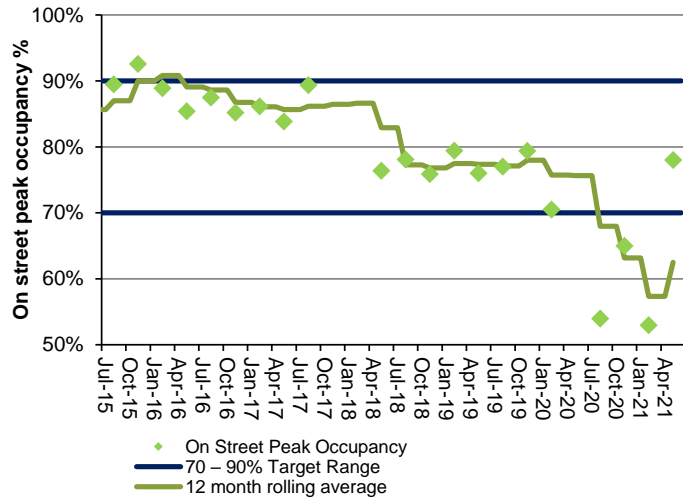
2.4.10 Map showing key freight routes



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.

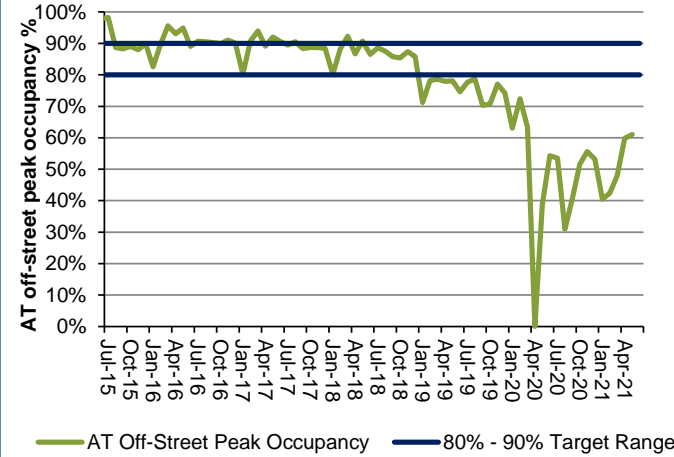
2.4 Better Connecting People, Places, Goods and Services

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



Occupancy for May 2021 was 78%. Year to date occupancy for FY2020/2021 is 62.5%.

2.4.12 Off-street parking occupancy rates

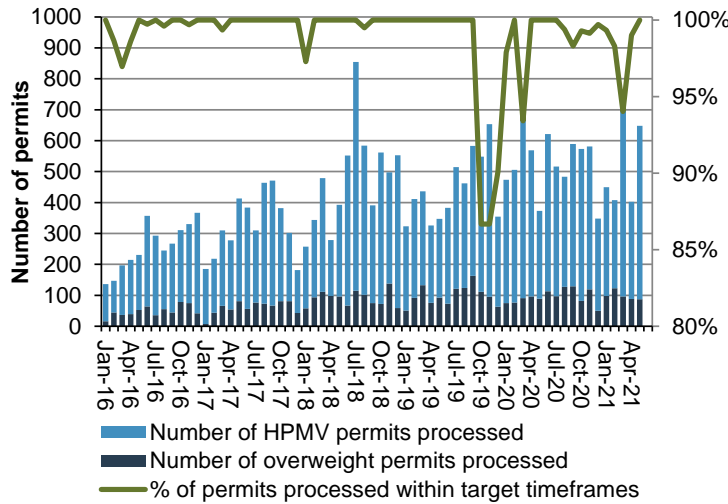


Target not met.

Occupancy for May 2021 was 61.1%. Year to date occupancy for FY2020/2021 is 47.8%.

NOTE: Since September 2019, figures only represent the Civic Car Park, as the parks that recently upgraded to Licence Plate Recognition do not yet provide data.

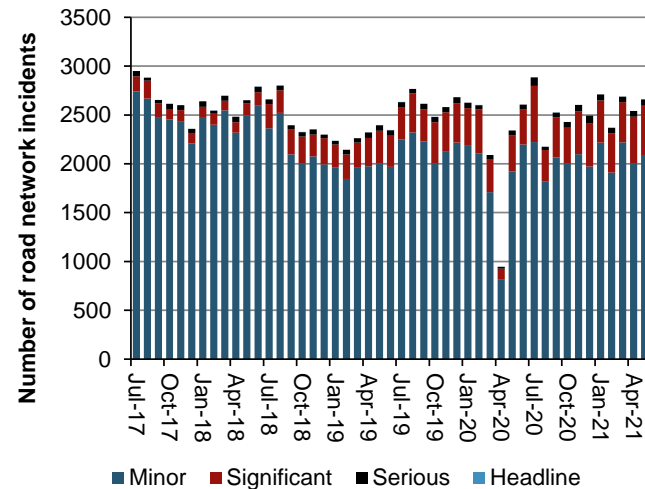
2.4.13 Heavy vehicle permits processed



In May 2021, AT received 87 Overweight and 561 HPMV permit applications.

All 648 were processed, achieving 100% 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**



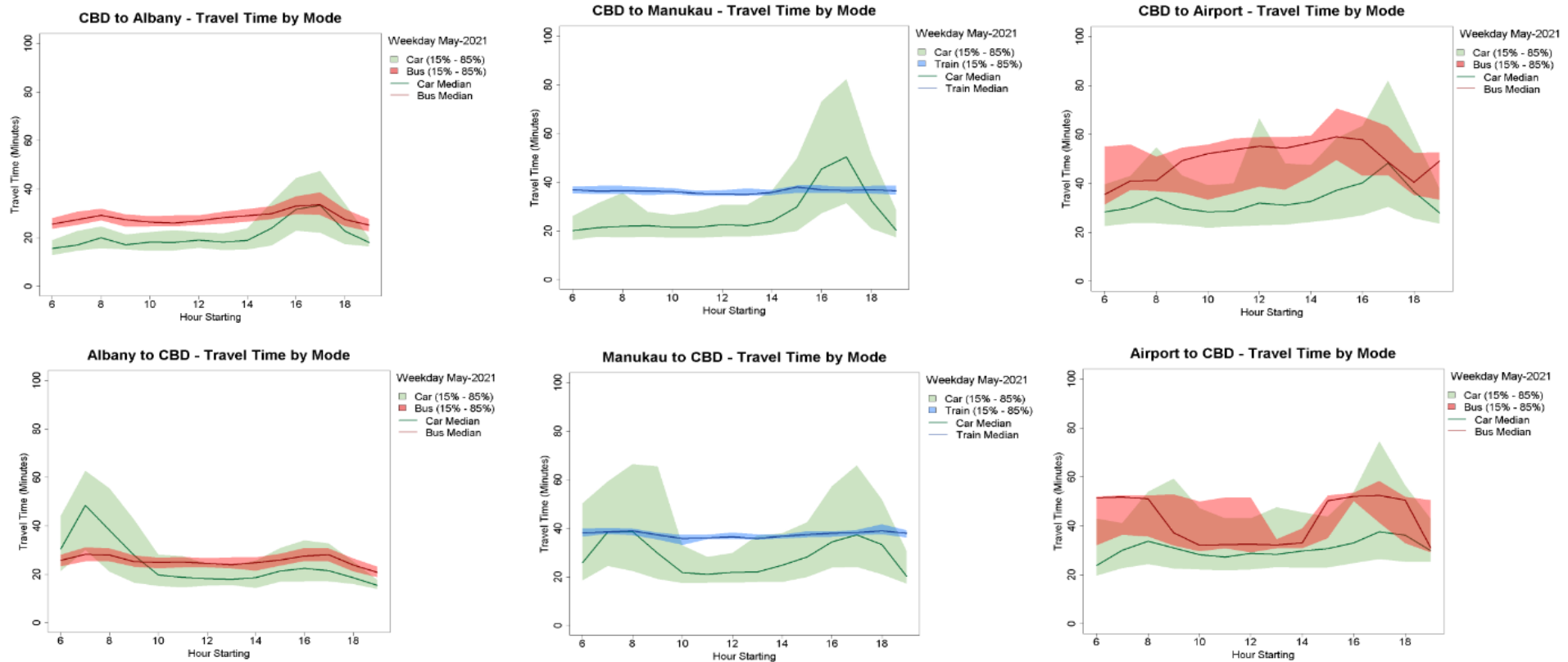
In May 2021, there were 63 serious incidents over the course of the month. There were 15 incidents involving trucks, which is particularly high.

* 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 Waka Kotahi'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.

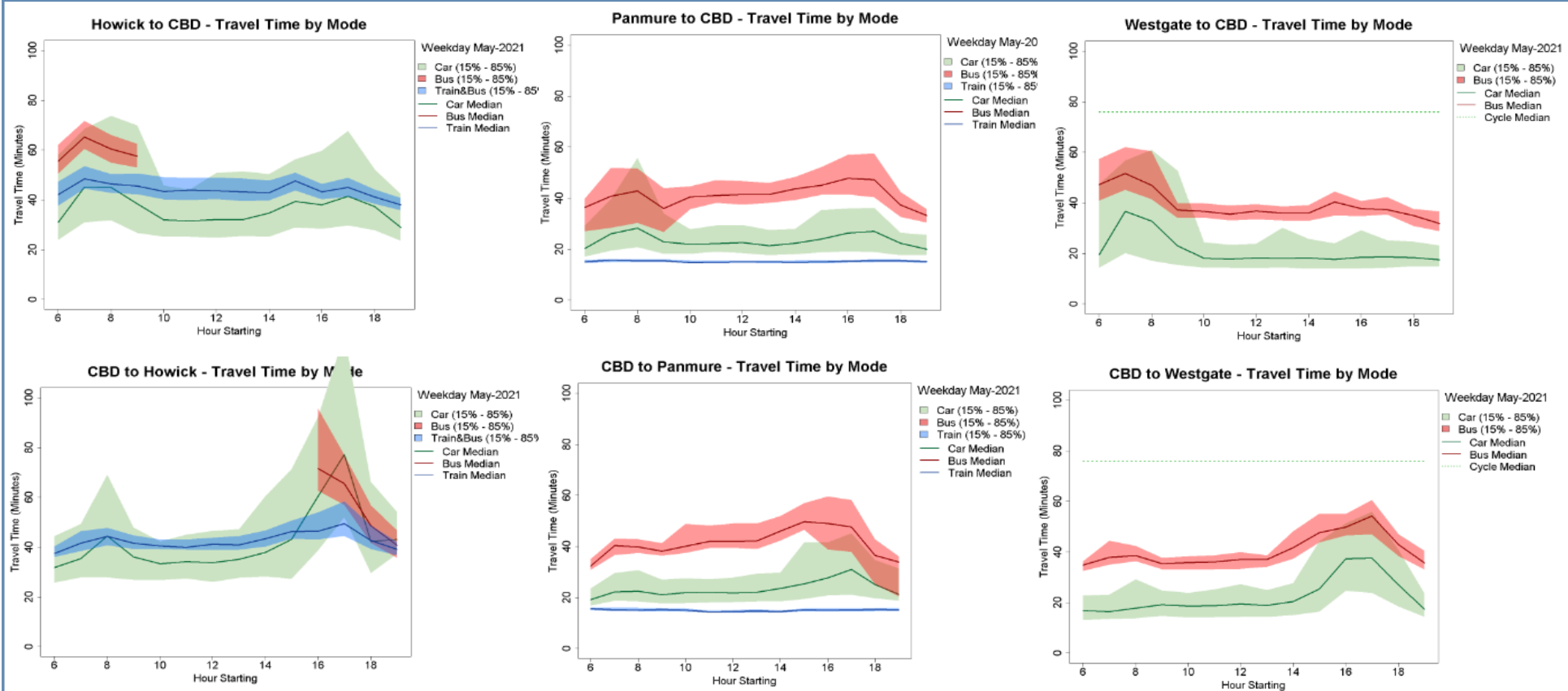


In May 2021, 49% of the bus network operated at good levels of service for congestion (LoS A-C), below the 67% minimum threshold. This was 4% lower than April 2021 and 13% lower than May 2019. The network had an average AM peak travel speed of 29km/h, 1km/h lower than April 2021 and 3km/h lower than May 2019. The bus network reliability was 42% and below the 50% maximum threshold.

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

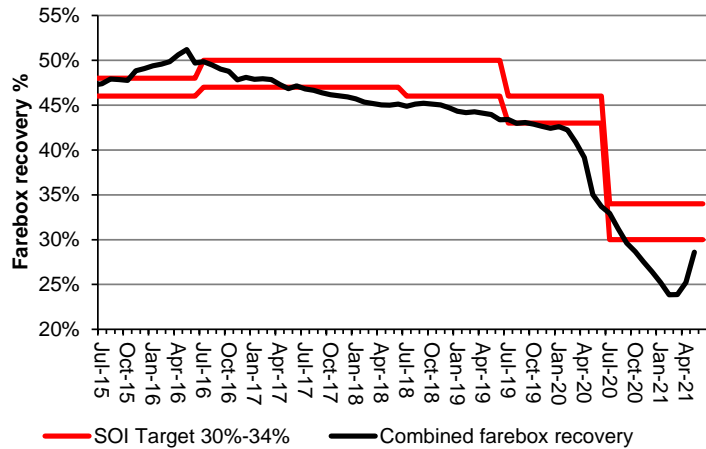


In May 2021, 49% of the bus network operated at good levels of service for congestion (LoS A-C), below the 67% minimum threshold. This was 4% lower than April 2021 and 13% lower than May 2019. The network had an average AM peak travel speed of 29km/h, 1km/h lower than April 2021 and 3km/h lower than May 2019. The bus network reliability was 42% and below the 50% maximum threshold.

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.

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

2.5.1 PT farebox recovery*

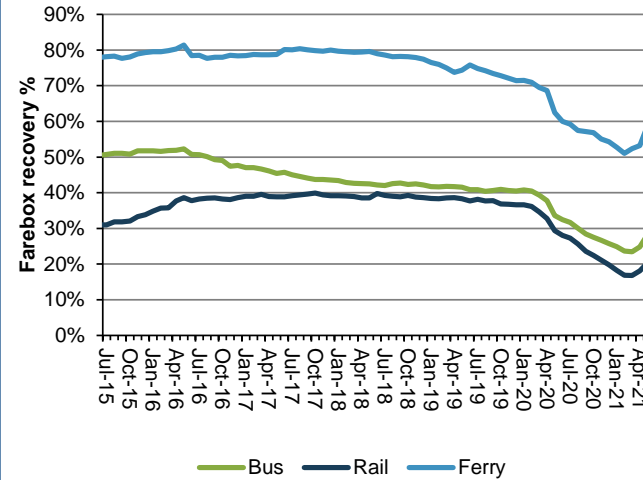


Below Target.

Total PT farebox recovery is increasing. The ratio in May 2021 was 28.60%, compared with 35.01% in May 2020.

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

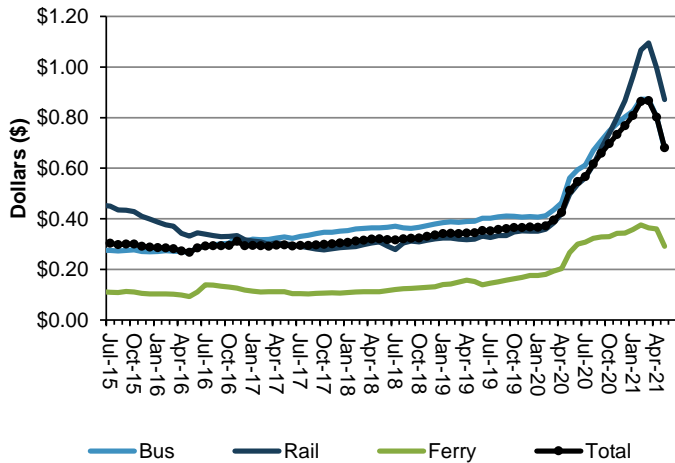
2.5.2 PT farebox recovery (by mode)



The farebox recovery ratios for May 2021 (and comparable 2019 results) were:

- Bus: 28.32% (33.61%)
- Rail: 20.34% (29.35%)
- Ferry: 58.76% (62.47%)

2.5.3 PT subsidy per passenger kilometre

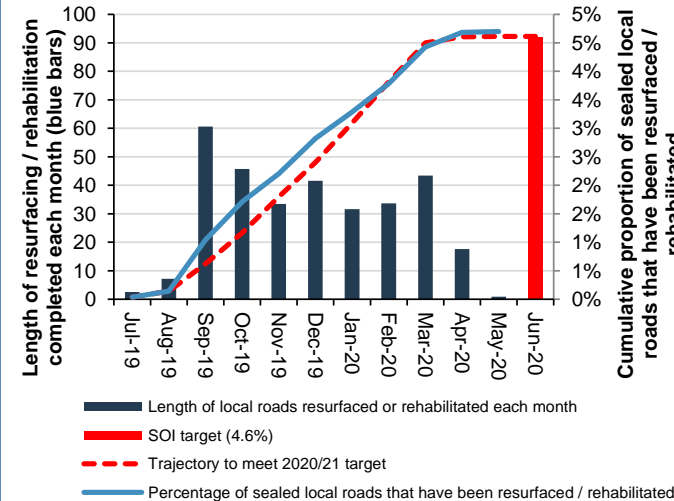


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for May 2021 was \$0.681. For individual modes, May 2021 (and comparable 2019 results) were:

- Bus: \$0.675 (\$0.561)
- Rail: \$0.872 (\$0.497)
- Ferry: \$0.292 (\$0.266)

2.5.4 Percentage of the sealed road network that is resurfaced



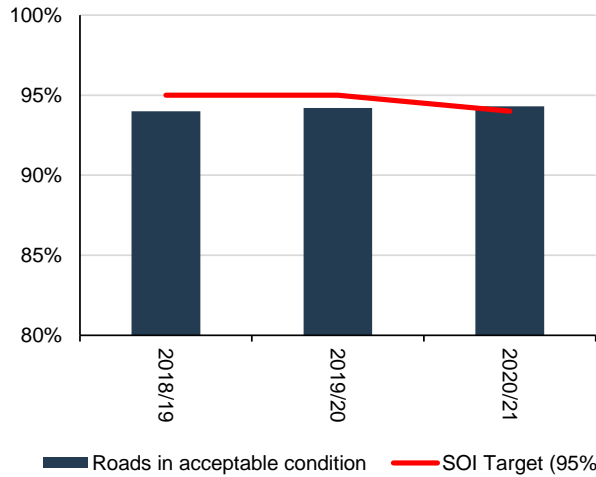
Target met.

In May 2021 AT completed 0.9 km of resurfacing and rehabilitation.

This financial year to date, 318.3 km of local roads were resurfaced, or 102% of the 2020/21 target, and 4.6% of Auckland's local roads.

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

2.5.5 Proportion of road assets in acceptable condition

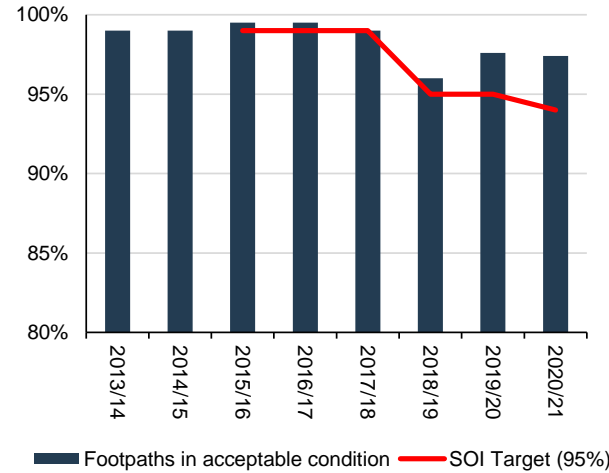


Target met

The 2020/21 result for the percentage of road assets in acceptable conditions was 94.3%. This is 0.3 percentage points above the SOI target (94%).

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

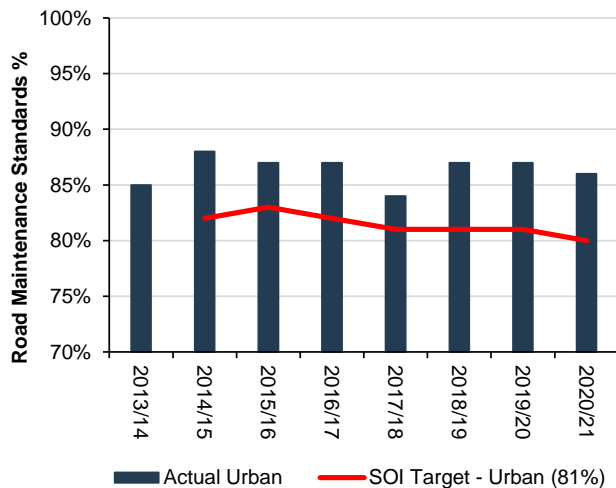


Target exceeded

The 2020/21 result for the percentage of footpaths in acceptable condition was 97.4%. This is 24 percentage points above the SOI target (95%).

The lower target and result starting 2018/19 is due to a change in methodology and a reassessment of the definition of acceptable condition.

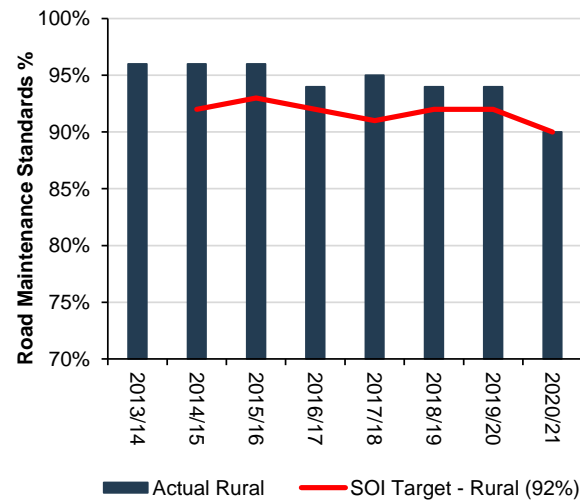
2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Target exceeded

The 2020/21 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 86%, exceeding the target and 1 percentage point lower than last year's result.

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

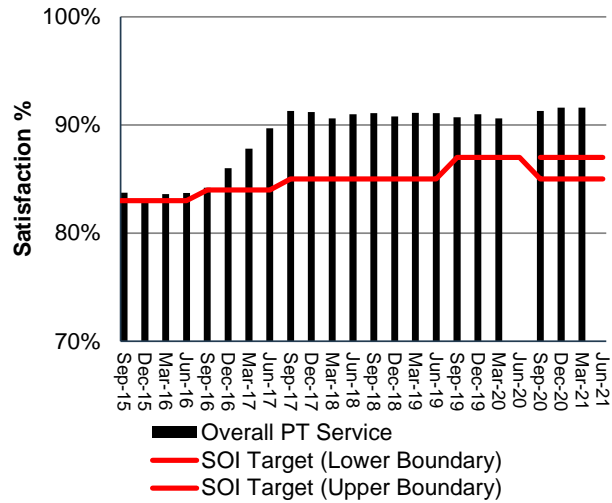


Target met

The 2020/21 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 90%, equal to the target and 4 percentage points lower than last year's result.

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

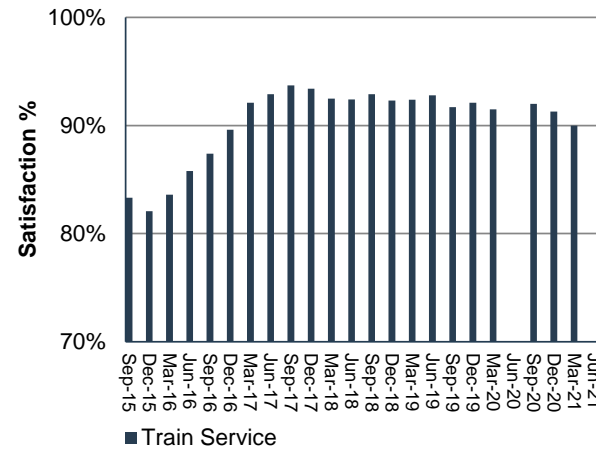


No reporting period.

Although the March result of 92% is exceeding the target. It should be noted that interviews took place outside of COVID lockdowns and periods of KiwiRail track maintenance.

Satisfaction is measured quarterly through face to face interviews and reported as a 12 month rolling average. The result indicates the percentage of travellers rating their current journey with a score above 6 out of 10.

2.6.2 Percentage of passengers satisfied with their train service

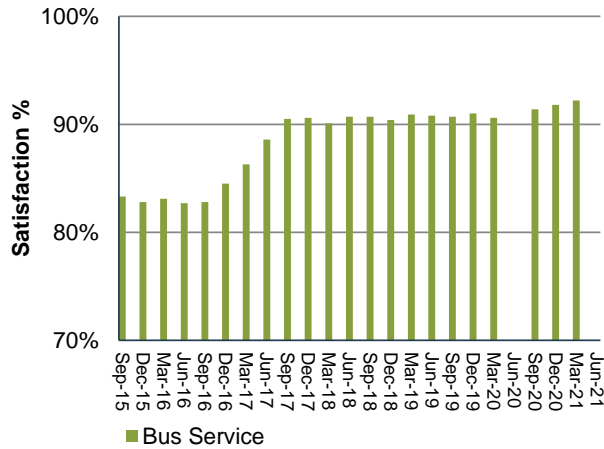


No reporting period.

In March 2021, satisfaction with train services (90%) was one percentage point below the December 2020 result (91%).

Satisfaction was two percentage points above the March 2020 result.

2.6.3 Percentage of passengers satisfied with their bus service

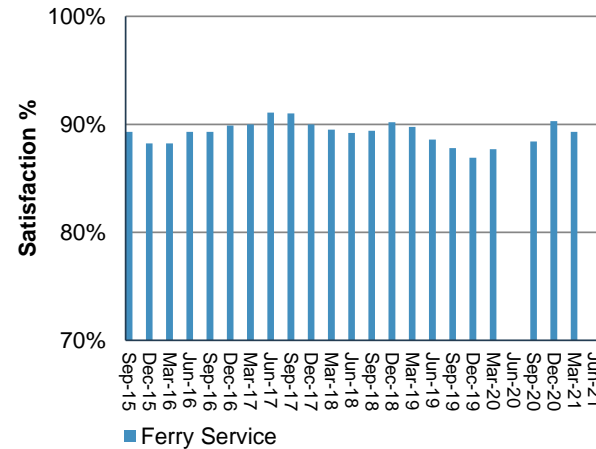


No reporting period.

In March 2021, satisfaction with bus services (92%) was equal to the December 2020 result (92%).

Satisfaction was one percentage point above the March 2020 result.

2.6.4 Percentage of passengers satisfied with their ferry service



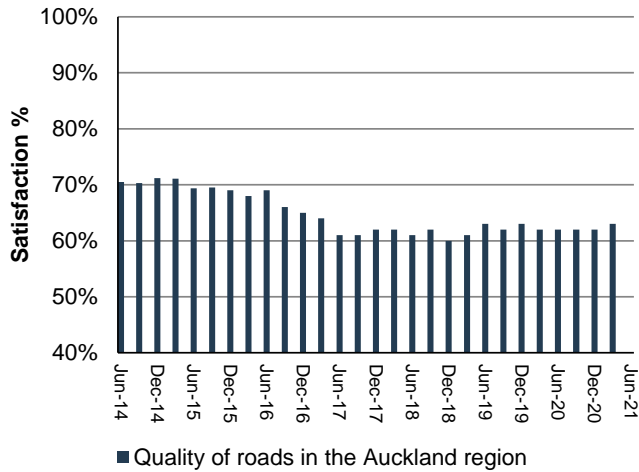
No reporting period.

In March 2021, satisfaction with ferry services (89%) was one percentage point below the December 2020 result (90%).

Satisfaction was one percentage points above the March 2020 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

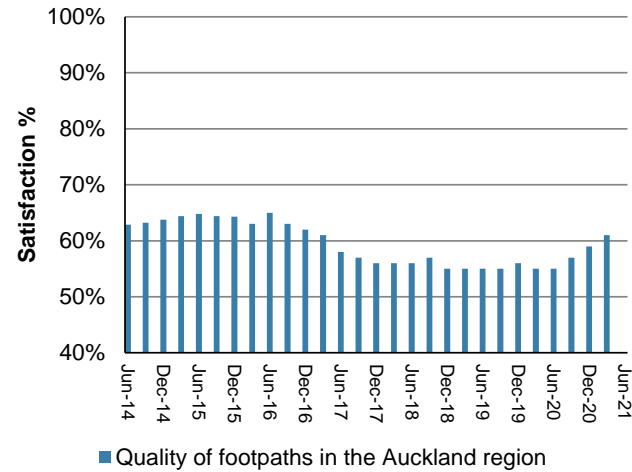


No reporting period.

In March 2021, satisfaction with the quality of roads in Auckland was 63%, one percentage point higher than the December 2020 result (62%).

Satisfaction was one percentage point above the March 2020 result.

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

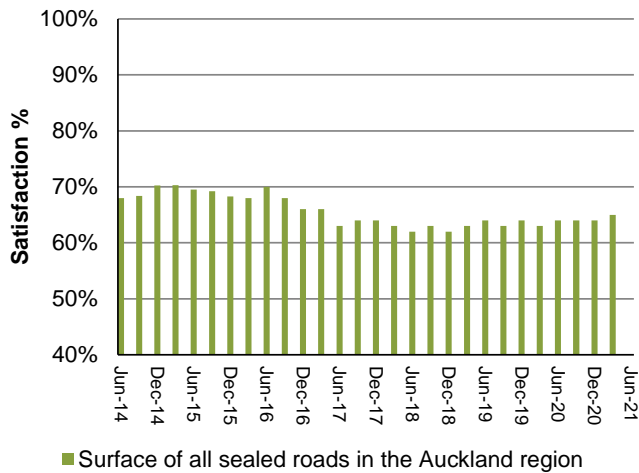


No reporting period.

In March 2021, satisfaction with the quality of footpaths in Auckland was 61%, 2 percentage points above the December 2020 result (59%).

Satisfaction was six percentage points above the March 2020 result.

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

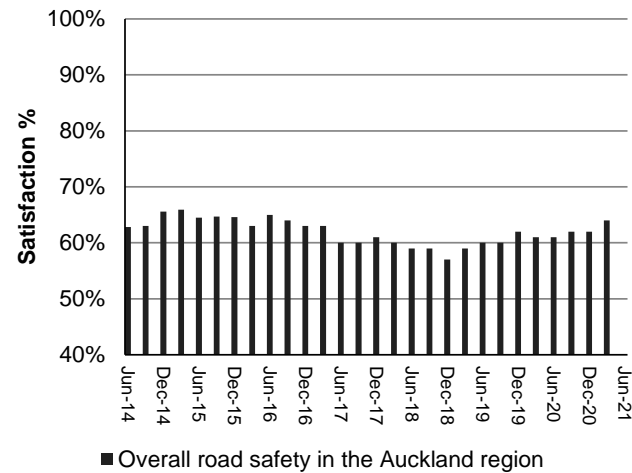


No reporting period.

In March 2021, satisfaction with the surface of all sealed roads in Auckland was 65%, one percentage point higher than the December 2020 result (64%).

Satisfaction was two percentage points higher than the March 2020 result.

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



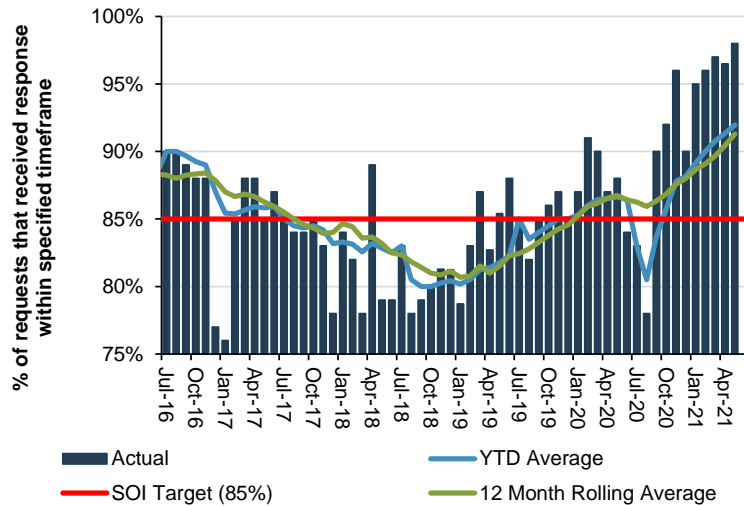
No reporting period.

In March 2021, satisfaction with road safety in Auckland was 64%, two percentage points higher than the December 2020 result (62%).

Satisfaction was three percentage points higher than the March 2020 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



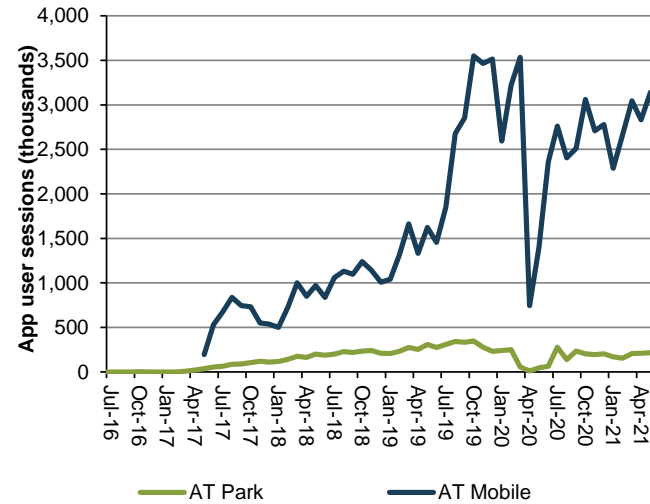
On track to exceed target.

12 month rolling average: 91% (SOI target 85%)

The May 2021 result (98%) is 2 percentage points better than April 2021.

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

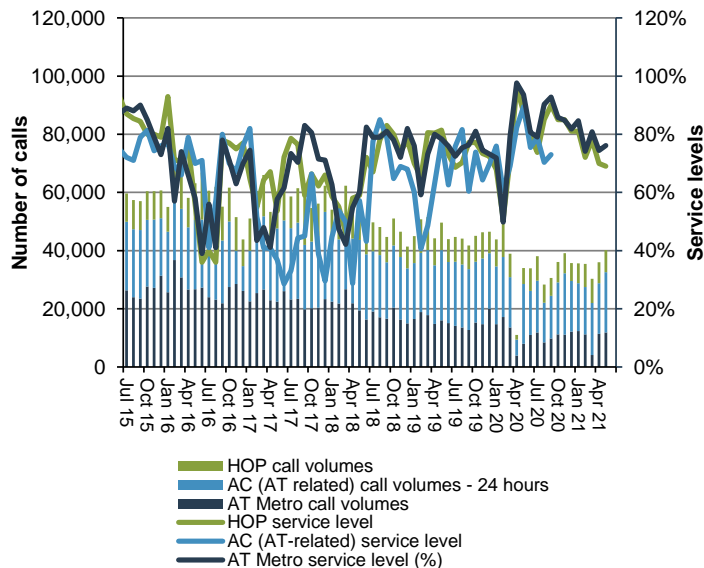
2.6.10 AT app user sessions



AT Mobile
 App user sessions increased by 11% in May 2021 compared with April 2021, and increased with 125% compared with May 2020.

AT Park
 App user sessions increased by 2% in May 2021 compared with April 2021, and increased by 384% compared to May 2020.

2.6.11 Call centre incoming calls and service levels

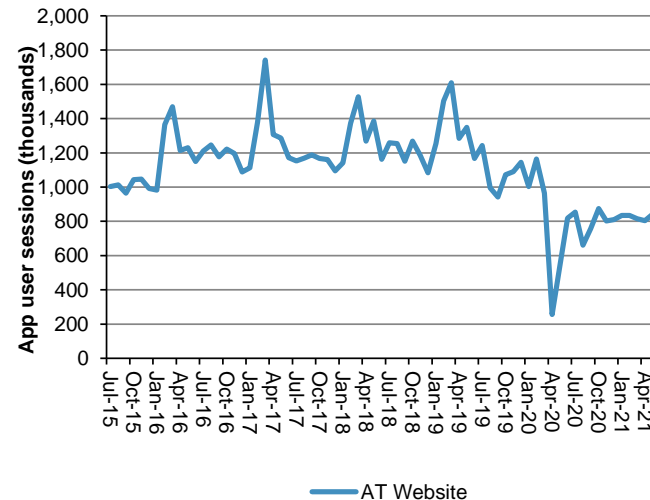


In May 2021 AT HOP Call volumes increased by 5% compared with April 2021, and 38% compared to May 2020. The service level was 1 percentage point lower than last month.

Auckland Council call volumes have increased by 19% compared to April 2021, and 1% compared to the same month last year.

AT Metro Call Centre volumes increased by 4% on April 2021, and by 49% since May 2020. The service level increased by 2 percentage points on last month.

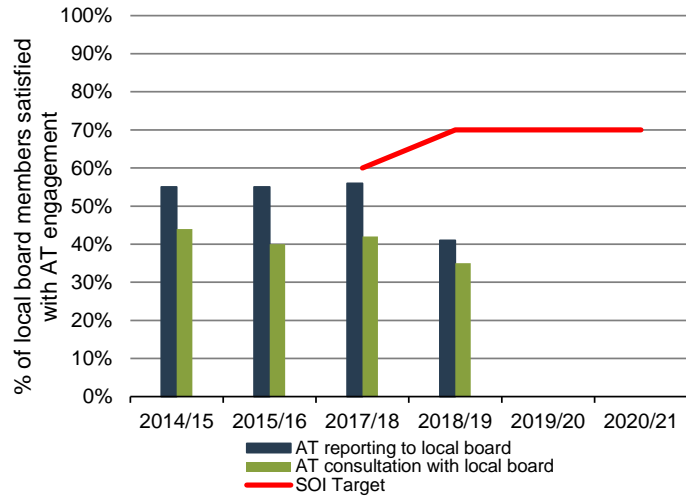
2.6.12 AT Website Visits



Visits to the Auckland Transport website totalled 842,444 in May 2021, an increase of 5% compared with April 2021, and an increase of 56% compared with May 2020.

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

2.7.1 Percentage of Local Board members satisfied with Auckland Transport engagement



Non-reporting period.

Local board satisfaction was 41% for AT reporting to local board, and 35% for AT consultation (engagement) with local board in 2018/19.

2018/19 targets for local board satisfaction with AT engagement is 70% 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.