

# Auckland Transport Monthly Indicators Report 2020/21

June 2021

## **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

| 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  |     |     |     |     |     | ●   |     |     |     |     |     | ●   | 8   | 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. | 2021 Year End: Increase by no more than 70 (454) | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | 12-Month rolling total: 467                   | Page 7              |         |
| Improving the Resilience and Sustainability of the Transport System | Number of buses in the Auckland bus fleet classified as low emission   | 20   |     |     |     |     |     |     |     |     |     |     |     | ●   | 2020/21 Result: 33                            | Page 8              |         |
|   | Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations (from 2017/18 baseline)                              | 7%   |     |     |     |     |     |     |     |     |     |     |     | ●   | 2020/21 Result: 10.5%                         | Page 8              |         |
|   | Percentage of Auckland Transport streetlights that are energy efficient LED  | 66%  |     |     |     |     |     |     |     |     |     |     |     | ●   | 2020/21 Result: 85.0%                         | Page 8              |         |
| Providing better travel choices for Aucklanders                     | Total public transport boardings   | 60.6 Million                                     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | 2020/21 Result: 64,003,452                    | Page 9              |         |
|   | Total rail boardings   | 12.7 Million                                     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | 2020/21 Result: 11,129,107                    | Page 10             |         |
|   | Boardings on rapid or frequent network (rail, busway, FTN bus)   | Increase at faster rate than total boardings     | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | Decreased 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: 6.75 km                            | Page 14             |         |
|   | Number of cycle movements past selected count sites  | 3.922 Million                                    | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | 2020/21 Result: 3.485 million                 | Page 14             |         |
|   | Active and sustainable transport mode share at schools where the Travelwise programme is implemented   | 45%  |     |     |     |     |     |     |     |     |     |     |     |     | ●   | 2020/21 Result: 47% | Page 14 |
|   | Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented                    | 45%  |     |     |     |     |     |     |     |     |     |     |     |     | ●   | 2020/21 Result: 67% | 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                      | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | 2020/21 Result:: 30,534         | 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: 29.50%              | 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: 329.0 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%                   |     |     | ●   |     |     | ●   |     |     | ●   |     |     | ●   | June 2021: 91.6%                | Page 25  |         |
|   | Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames | 85.0%                       | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | ●   | 12-month rolling average: 92.4% | 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<br>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

|  | June - 2020/21<br>Actual v SOI |                |                  |                |                   |                       |                   |                 |                         |                                  |
|--|--------------------------------|----------------|------------------|----------------|-------------------|-----------------------|-------------------|-----------------|-------------------------|----------------------------------|
|  | Month                          |                |                  |                | YTD               |                       |                   |                 | SOI / Target<br>2020/21 | Projected<br>Forecast<br>2020/21 |
|  | Actual                         | % Change       | SOI / Target     | % Variance     | Actual            | % Change<br>Prev Year | SOI /<br>Target   | % Variance      |                         |                                  |
| <b>1. Bus Total:</b>                     | 4,717,823                      | ↑ 17.9%        | 3,656,000        | ↑ 29.0%        | 48,661,763        | ↓ -18.7%              | 18,363,000        | ↑ 165.0%        | 44,100,000              | 48,661,763                       |
| <b>2. Train (Rapid) Total:</b>           | 1,223,904                      | ↑ 9.9%         | 1,088,000        | ↑ 12.5%        | 11,129,107        | ↓ -36.2%              | 5,266,000         | ↑ 111.3%        | 12,700,000              | 11,129,107                       |
| <b>3. Ferry (Connector Local) Total:</b> | 289,015                        | ↓ -0.2%        | 325,660          | ↓ -11.3%       | 4,212,582         | ↓ -15.5%              | 1,617,280         | ↑ 160.5%        | 3,800,000               | 4,212,582                        |
| <b>Total Patronage</b>                   | <b>6,230,742</b>               | <b>↑ 15.3%</b> | <b>5,069,660</b> | <b>↑ 22.9%</b> | <b>64,003,452</b> | <b>↓ -22.2%</b>       | <b>25,246,280</b> | <b>↑ 153.5%</b> | <b>60,600,000</b>       | <b>64,003,452</b>                |
| <b>Rapid and Frequent</b>                | <b>2,897,736</b>               | <b>↑ 21.3%</b> | <b>2,600,000</b> | <b>↑ 11.5%</b> | <b>28,197,298</b> | <b>↓ -15.9%</b>       | <b>12,900,000</b> | <b>↑ 118.6%</b> | <b>31,000,000</b>       | <b>30,054,617</b>                |

|   | June - 2020/21   |                  |                |              |                                     |                    |                           |                     |                       |                   |                     |                             |   |
|---|------------------|------------------|----------------|--------------|-------------------------------------|--------------------|---------------------------|---------------------|-----------------------|-------------------|---------------------|-----------------------------|---|
|   | Month Patronage  |                  |                |              |                                     | 12 Month Patronage |                           |                     |                       | YTD (from July)   |                     |                             |   |
|   | This Year        | Previous Year    | # Change       | % Change     | Normalised<br>% Change<br>Prev Year | Patronage          | % Change<br>Prev<br>Month | Change Prev<br>Year | % Change<br>Prev Year | Patronage         | Change Prev<br>Year | %<br>Change<br>Prev<br>Year | Normali<br>sed %<br>Change<br>Prev Fin<br>YTD |
| <b>1. Bus Total:</b>                                    | 4,696,749        | 4,000,513        | 696,236        | 17.4%        | 17.4%                               | 48,483,574         | 1.5%                      | -10,191,101         | -17.4%                | 48,483,574        | -10,191,101         | -17.4%                      | -17.3%  |
| - Busway (Rapid) Bus                                    | 502,063          | 377,250          | 124,813        | 33.1%        | 0.0%                                | 5,053,178          | 2.5%                      | -1,208,022          | -19.3%                | 5,053,178         | -1,208,022          | -19.3%                      | 0.0%  |
| - Frequent Bus  | 1,171,769        | 898,839          | 272,930        | 30.4%        | 0.0%                                | 12,014,921         | 2.3%                      | -3,987,564          | -24.9%                | 12,014,921        | -3,987,564          | -24.9%                      | 0.0%  |
| - Connector Local Targeted Bus                          | 3,023,342        | 2,724,424        | 298,918        | 11.0%        | 0.0%                                | 31,415,475         | 1.0%                      | -4,995,515          | -13.7%                | 31,415,475        | -4,995,515          | -13.7%                      | 0.0%  |
| <b>2. Train (Rapid) Total:</b>                          | <b>1,191,496</b> | <b>1,092,417</b> | <b>99,079</b>  | <b>9.1%</b>  | <b>8.8%</b>                         | <b>10,998,108</b>  | <b>0.9%</b>               | <b>-6,188,854</b>   | <b>-36.0%</b>         | <b>10,998,108</b> | <b>-6,188,854</b>   | <b>-36.0%</b>               | <b>-35.9%</b>                                 |
| - Western   | 413,444          | 397,881          | 15,564         | 3.9%         | 0.0%                                | 3,750,283          | 0.4%                      | -2,303,301          | -38.0%                | 3,750,283         | -2,303,301          | -38.0%                      | 0.0%  |
| - Eastern   | 320,435          | 266,513          | 53,922         | 20.2%        | 0.0%                                | 3,157,982          | 1.7%                      | -1,701,479          | -35.0%                | 3,157,982         | -1,701,479          | -35.0%                      | 0.0%  |
| - Onehunga  | 63,526           | 63,213           | 314            | 0.5%         | 0.0%                                | 569,299            | 0.1%                      | -380,847            | -40.1%                | 569,299           | -380,847            | -40.1%                      | 0.0%  |
| - Southern  | 370,247          | 339,435          | 30,811         | 9.1%         | 0.0%                                | 3,314,084          | 0.9%                      | -1,615,698          | -32.8%                | 3,314,084         | -1,615,698          | -32.8%                      | 0.0%  |
| - Pukekohe  | 23,843           | 25,375           | -1,532         | -6.0%        | 0.0%                                | 206,459            | -0.7%                     | -187,530            | -47.6%                | 206,459           | -187,530            | -47.6%                      | 0.0%  |
| <b>3. Ferry (Frequent &amp; Connector Local) Total:</b> | <b>89,354</b>    | <b>72,168</b>    | <b>17,186</b>  | <b>23.8%</b> | <b>35.5%</b>                        | <b>1,040,745</b>   | <b>1.7%</b>               | <b>-145,568</b>     | <b>-12.3%</b>         | <b>1,040,745</b>  | <b>-145,568</b>     | <b>-12.3%</b>               | <b>-11.9%</b>                                 |
| - Contract  | 89,354           | 72,168           | 17,186         | 23.8%        | 0.0%                                | 1,040,745          | 1.7%                      | -145,568            | -12.3%                | 1,040,745         | -145,568            | -12.3%                      | 0.0%  |
| <b>Patronage (Excl Exempt Serv/Spl Evt)</b>             | <b>5,978,024</b> | <b>5,165,098</b> | <b>812,926</b> | <b>15.7%</b> | <b>15.9%</b>                        | <b>60,522,427</b>  | <b>1.4%</b>               | <b>-16,525,523</b>  | <b>-21.4%</b>         | <b>60,522,427</b> | <b>-16,525,523</b>  | <b>-21.4%</b>               | <b>-21.4%</b>                                 |

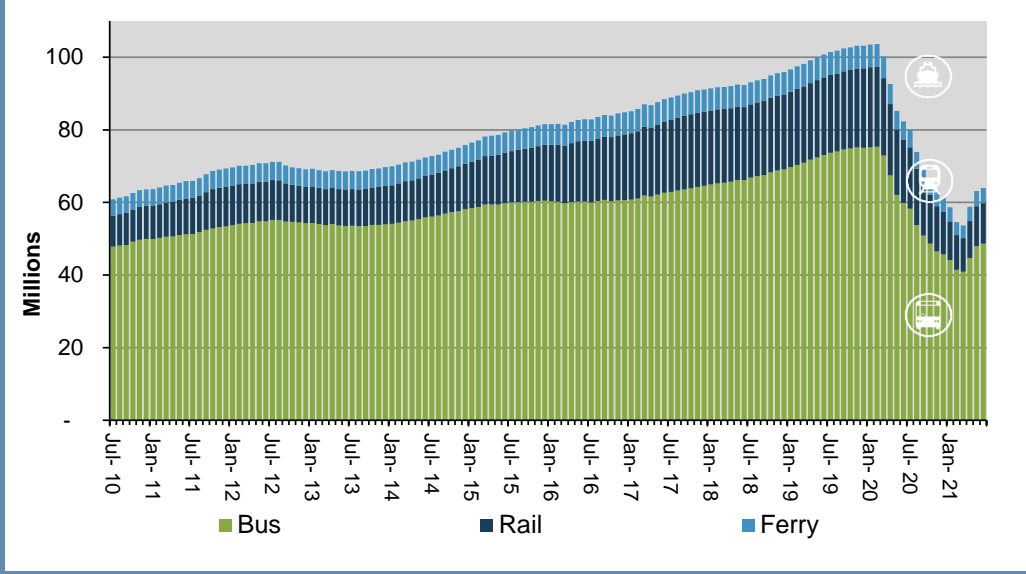
|  |                |                |               |             |             |                  |             |                   |               |                  |                   |               |             |
|--|----------------|----------------|---------------|-------------|-------------|------------------|-------------|-------------------|---------------|------------------|-------------------|---------------|-------------|
| <b>Exempt Services</b>                       | 218,360        | 217,346        | 1,014         | 0.5%        | 0.0%        | 3,329,256        | 0.0%        | -1,104,716        | -24.9%        | 3,329,256        | -1,104,716        | -24.9%        | 0.0%        |
| - Exempt Services - Bus                      | 18,699         | 0              | 18,699        |             | 0.0%        | 157,419          | 13.5%       | -480,093          | -75.3%        | 157,419          | -480,093          | -75.3%        | 0.0%        |
| - Exempt Services - Ferry                    | 199,661        | 217,346        | -17,685       | -8.1%       | 0.0%        | 3,171,837        | -0.6%       | -624,623          | -16.5%        | 3,171,837        | -624,623          | -16.5%        | 0.0%        |
| <b>Special Events</b>                        | 34,358         | 22,904         | 11,454        |             | 0.0%        | 151,769          | 8.2%        | -656,546          | -81.2%        | 151,769          | -656,546          | -81.2%        | 0.0%        |
| - Special Events - Bus                       | 1,950          | 2,045          | -95           |             | 0.0%        | 20,770           | -0.5%       | -530,206          | -96.2%        | 20,770           | -530,206          | -96.2%        | 0.0%        |
| - Special Events - Rail                      | 32,408         | 20,859         | 11,549        |             | 0.0%        | 130,999          | 9.7%        | -126,340          | -49.1%        | 130,999          | -126,340          | -49.1%        | 0.0%        |
| <b>Total Patronage (Exempt Serv/Spl Evt)</b> | <b>252,718</b> | <b>240,250</b> | <b>12,468</b> | <b>5.2%</b> | <b>0.0%</b> | <b>3,481,025</b> | <b>0.4%</b> | <b>-1,761,262</b> | <b>-33.6%</b> | <b>3,481,025</b> | <b>-1,761,262</b> | <b>-33.6%</b> | <b>0.0%</b> |

|                          |                  |                  |                |              |             |                   |             |                    |               |                   |                    |               |             |
|--------------------------|------------------|------------------|----------------|--------------|-------------|-------------------|-------------|--------------------|---------------|-------------------|--------------------|---------------|-------------|
| Rapid & Frequent         | 2,897,736        | 2,389,365        | 508,371        | 21.3%        | 0.0%        | 28,197,298        | 1.8%        | -11,533,886        | -29.0%        | 28,197,298        | -11,533,886        | -29.0%        | 0.0%        |
| Connector Local Targeted | 3,333,006        | 3,015,983        | 317,023        | 10.5%        | 0.0%        | 35,806,154        | 0.9%        | -6,752,899         | -15.9%        | 35,806,154        | -6,752,899         | -15.9%        | 0.0%        |
| <b>Total Patronage</b>   | <b>6,230,742</b> | <b>5,405,348</b> | <b>825,394</b> | <b>15.3%</b> | <b>0.0%</b> | <b>64,003,452</b> | <b>1.3%</b> | <b>-18,286,785</b> | <b>-22.2%</b> | <b>64,003,452</b> | <b>-18,286,785</b> | <b>-22.2%</b> | <b>0.0%</b> |

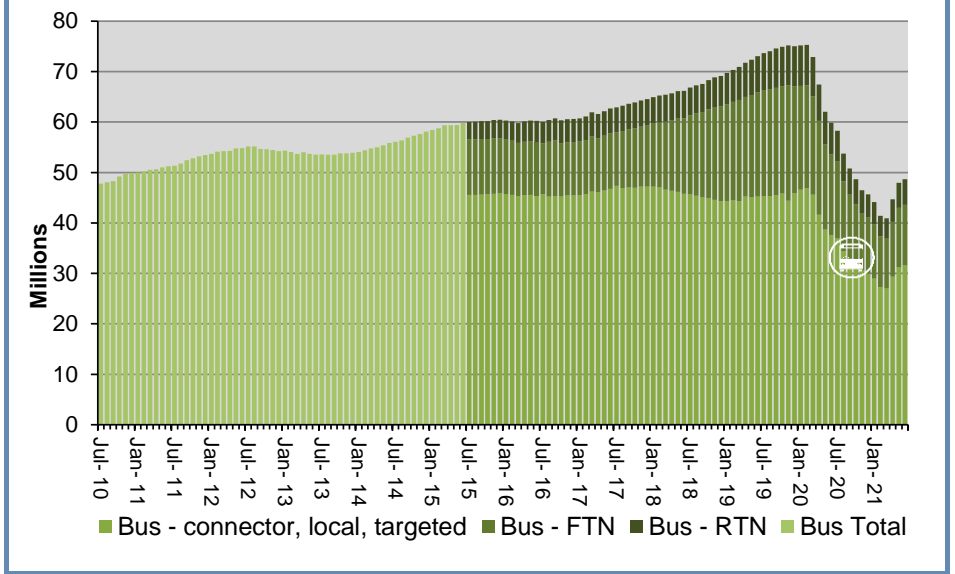
|                        |                  |                  |                |              |              |                   |             |                    |               |                   |                    |               |               |
|------------------------|------------------|------------------|----------------|--------------|--------------|-------------------|-------------|--------------------|---------------|-------------------|--------------------|---------------|---------------|
| <b>Bus</b>             | <b>4,717,823</b> | <b>4,002,558</b> | <b>715,265</b> | <b>17.9%</b> | <b>17.8%</b> | <b>48,661,763</b> | <b>1.5%</b> | <b>-11,201,400</b> | <b>-18.7%</b> | <b>48,661,763</b> | <b>-11,201,400</b> | <b>-18.7%</b> | <b>-18.7%</b> |
| <b>Rail</b>            | <b>1,223,904</b> | <b>1,113,276</b> | <b>110,628</b> | <b>9.9%</b>  | <b>9.7%</b>  | <b>11,129,107</b> | <b>1.0%</b> | <b>-6,315,194</b>  | <b>-36.2%</b> | <b>11,129,107</b> | <b>-6,315,194</b>  | <b>-36.2%</b> | <b>-36.1%</b> |
| <b>Ferry</b>           | <b>289,015</b>   | <b>289,514</b>   | <b>-499</b>    | <b>-0.2%</b> | <b>-0.2%</b> | <b>4,212,582</b>  | <b>0.0%</b> | <b>-770,191</b>    | <b>-15.5%</b> | <b>4,212,582</b>  | <b>-770,191</b>    | <b>-15.5%</b> | <b>-16.8%</b> |
| <b>Total Patronage</b> | <b>6,230,742</b> | <b>5,405,348</b> | <b>825,394</b> | <b>15.3%</b> | <b>15.2%</b> | <b>64,003,452</b> | <b>1.3%</b> | <b>-18,286,785</b> | <b>-22.2%</b> | <b>64,003,452</b> | <b>-18,286,785</b> | <b>-22.2%</b> | <b>-22.3%</b> |

# 1.2 AT Metro Boardings breakdown

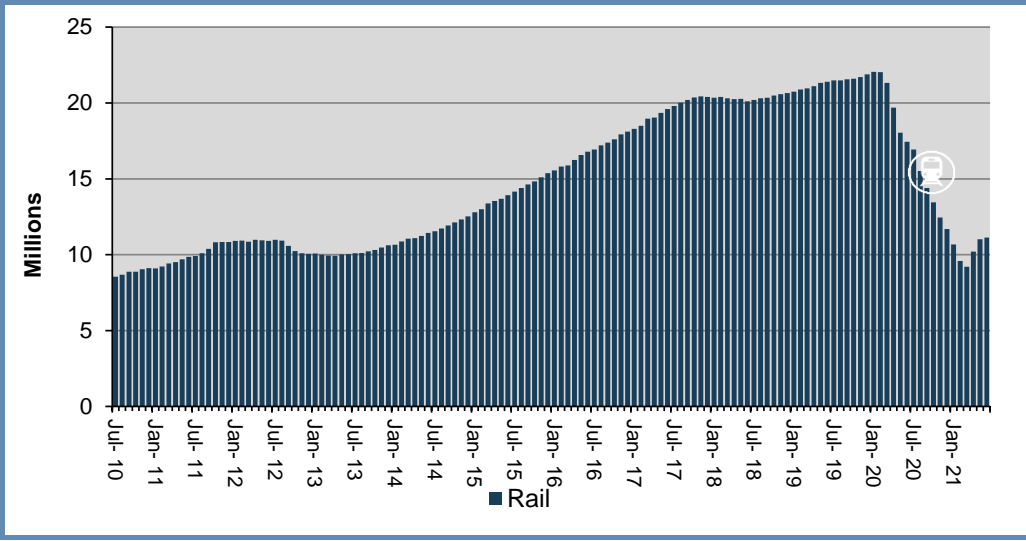
### 1.2.1 Total Patronage (12 month rolling total)



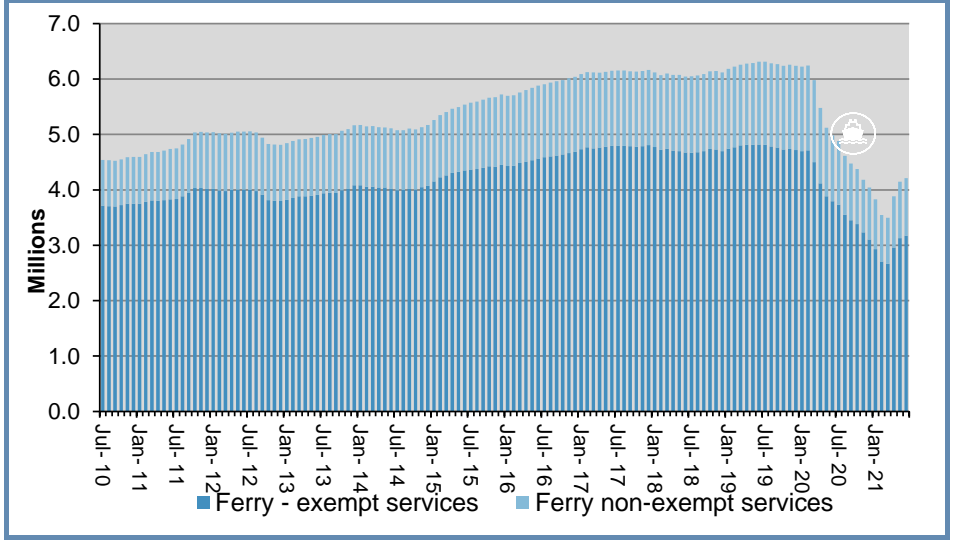
### 1.2.2 Bus Patronage (12 month rolling total)



### 1.2.3 Train Patronage (12 month rolling total)

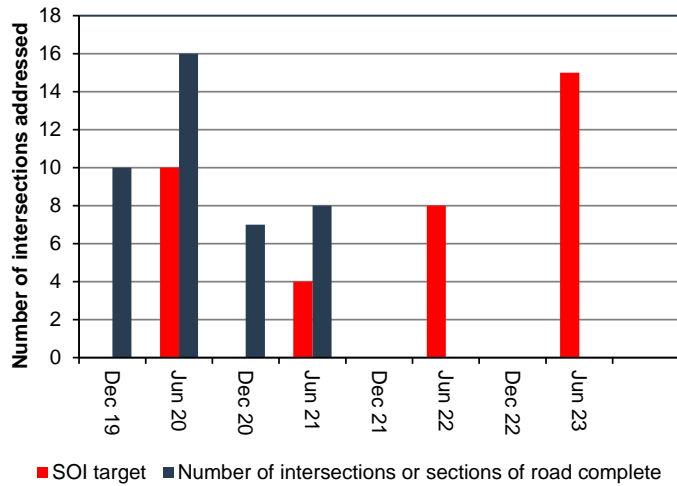


### 1.2.4 Ferry Patronage (12 month rolling total)



## 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

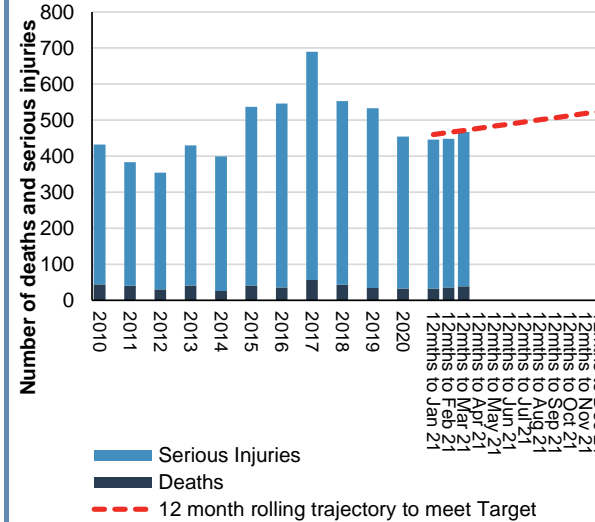


Target exceeded.

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

In the 12 months to June 2021, 8 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

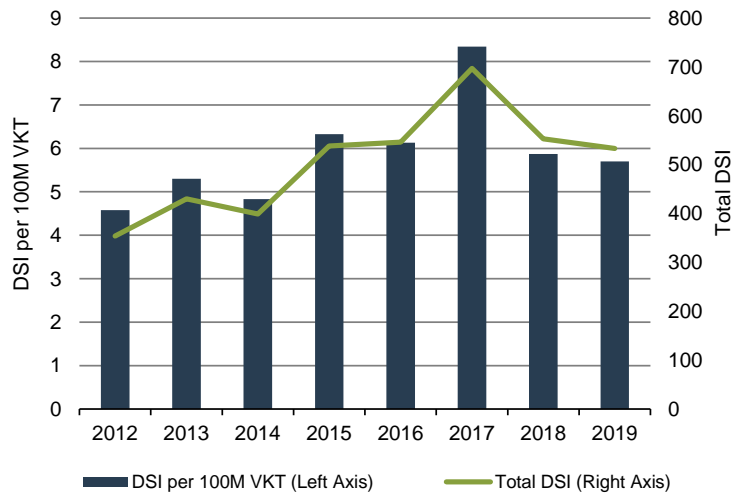


On track to meet target.

For the 12 months to the end of March 2021, local roads deaths and serious injuries decreased by 11.6%, to 467. This is 1.0% better than the trajectory to meet the end of year target. However, local road deaths have increased by 30% (from 30 last year to 39 this year). Local road serious injuries decreased by 14% in the past year (from 498 to 428).

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.

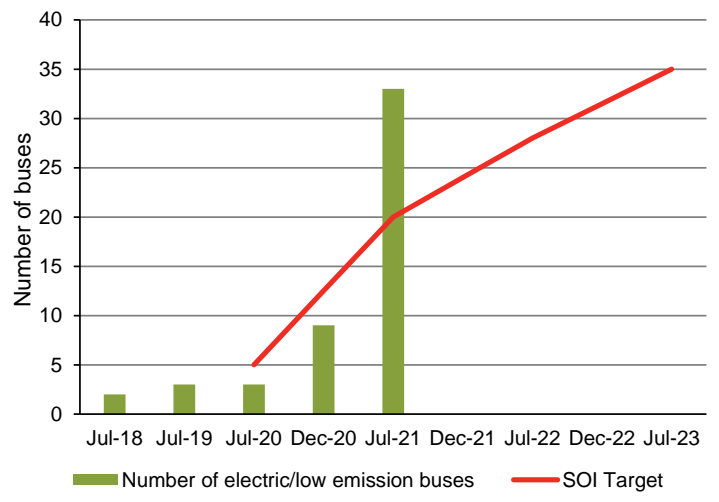
The Local Road DSI per 100 million VKT on local roads for the 2019 calendar year was 5.7. This is 0.2 less than in 2018.

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

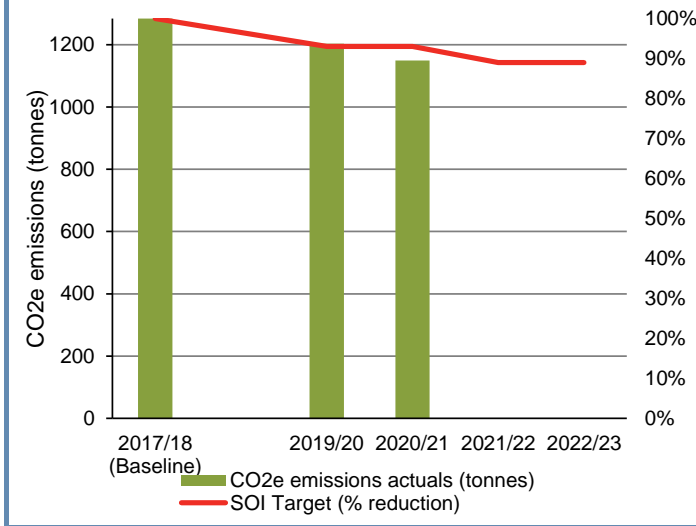


The measure exceeded the target.

There were 33 low emission buses in the Auckland bus fleet in June 2021, with the target being 20 for this period.

Out of the 33, 32 are electric, and one is hydrogen powered.

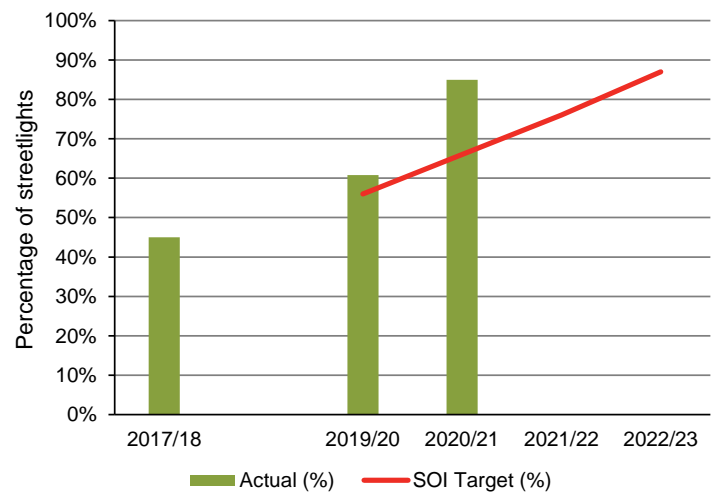
### 2.2.2 Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations



2020/21 Corporate emissions were reduced by 10.5% compared to the 2017/18 baseline (vs a target of 7%).

The result can partly be attributed to COVID-19 lockdowns, having a positive impact on emission reductions.

### 2.2.3 Percentage of Auckland Transport streetlights that are energy efficient LED



The measure exceeded the target.

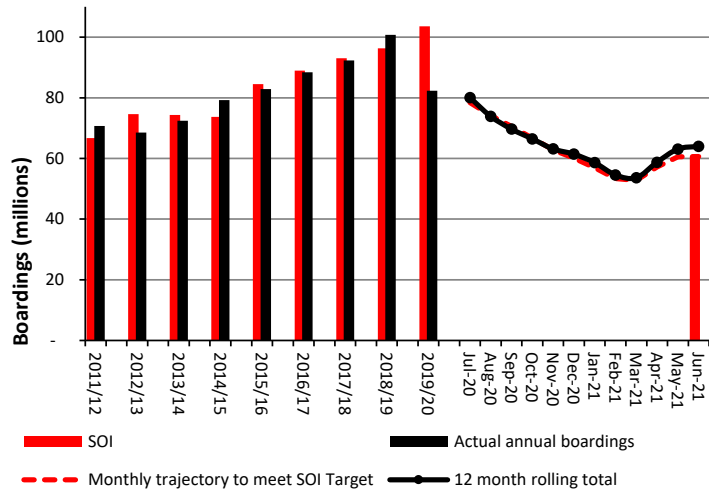
The 2020/21 SOI target is to increase the percentage of energy efficient LED streetlights to 66%.

At the end of 2020/21, 104,222 streetlights were LED, 85% of all streetlights, exceeding the target by 19 percentage points.



## 2.3 Providing better travel choices for Aucklanders

### 2.3.1 Total public transport boardings (millions)\*

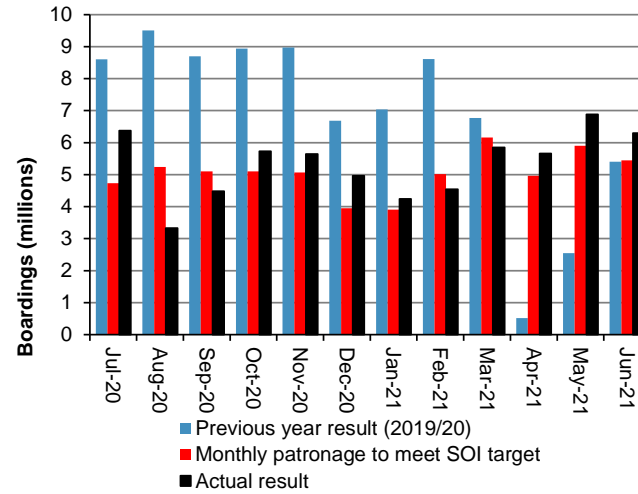


Target exceeded.

PT patronage totalled 64,003,452 passenger boardings for the 12 months to June 2021. This is 5.6% above the SOI target.

Patronage for the 12 months to June 2021 was 1.3% above the 12 months to May 2021, and 22.2% below the 12 months to June 2020.

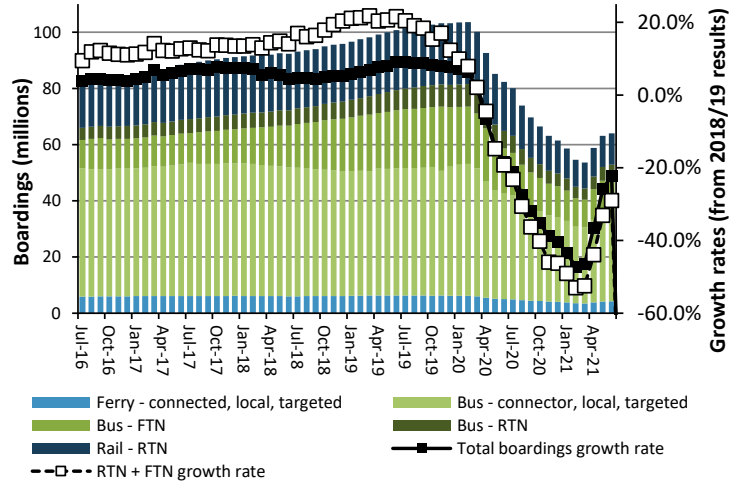
### 2.3.2 Monthly public transport boardings (millions)



June 2021 monthly patronage was 6,230,742. This is 91.5% of the May 2021 patronage, and 116.5% of the June 2020 level.

June 2021 monthly patronage was 15.7% 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.

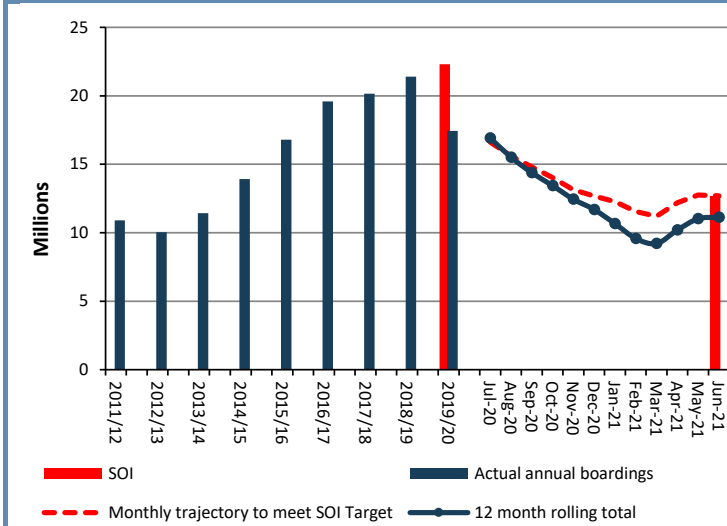
RFN Boardings for the 12 months to June 2021 decreased at a faster rate (29.0%) than overall patronage (22.2%). Recovery on the RFN network has been slower than overall recovery due to increased working from home by those working in the City Centre; an area largely serviced by Rapid and Frequent services. 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)\*

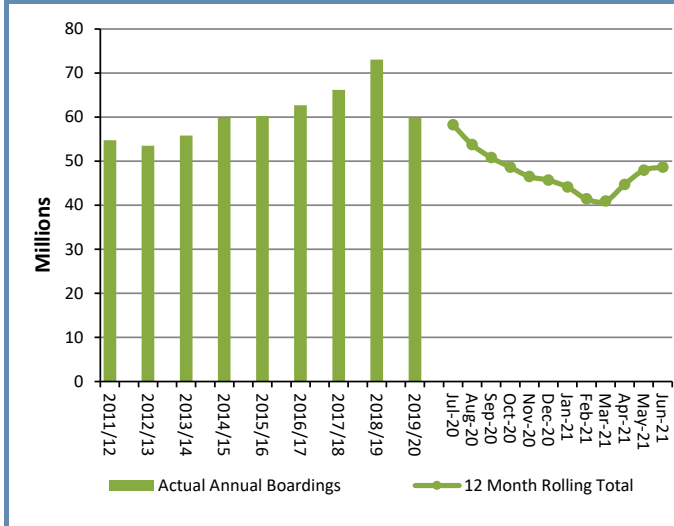


Target not met.

Rail patronage totalled 11,129,107 passenger boardings for the 12 months to June 2021. This is 12.4% below the SOI target trajectory.

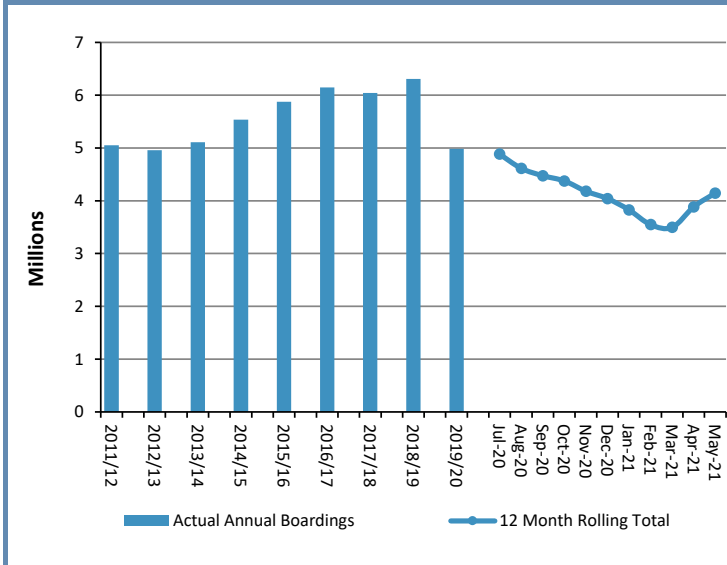
Patronage for the 12 months to June 2021 was 1.0% above the 12 months to May 2021, and 36.2% below the 12 months to June 2020.

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



Bus patronage totalled 48,661,763 passenger boardings for the 12 months to June 2021, an increase of 1.5% on the 12 months to May 2021 and a decrease of 18.7% on the 12 months to June 2020.

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

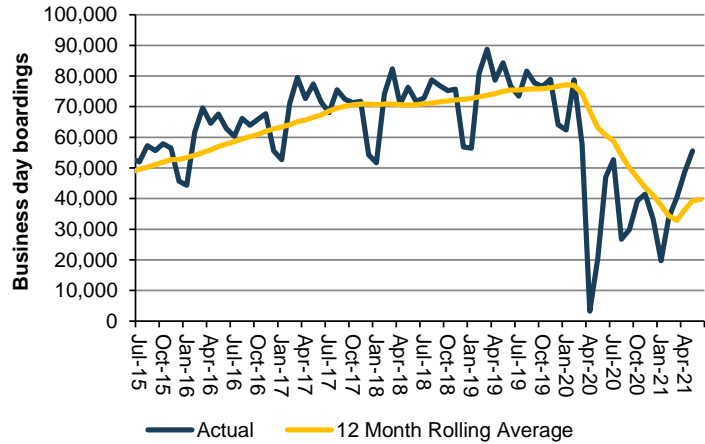


Ferry patronage totalled 4,212,582 passenger boardings for the 12 months to June 2021, which is the same as the 12 months to May 2021, and a decrease of 15.5% compared with the 12 months to June 2020.

\* 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

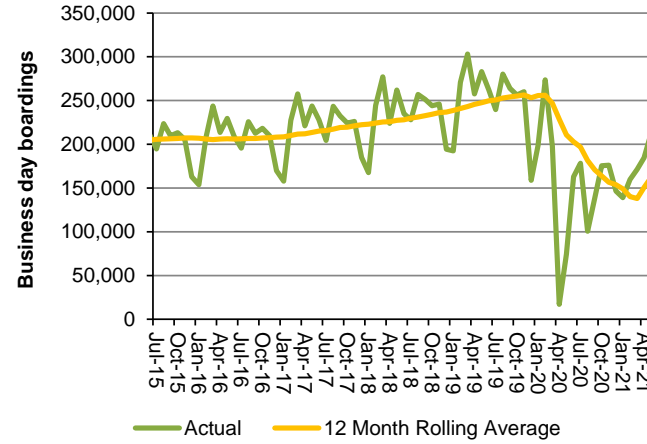
### 2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 39,729 in the 12 months to June 2021.

This represents an 34.6% decrease on the on the 12-month average to June 2020 .

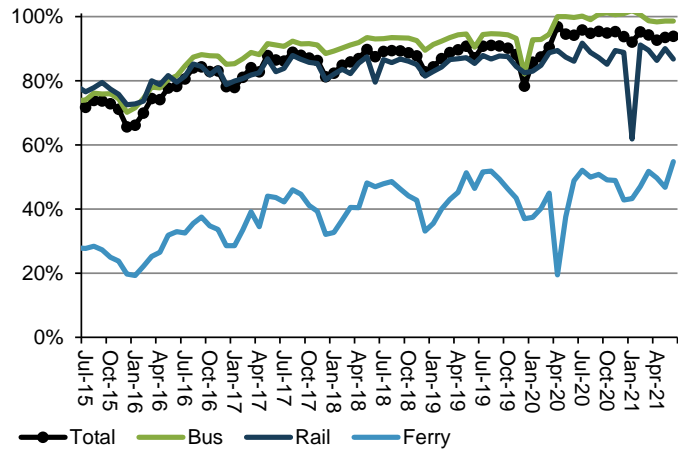
### 2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 165,086 in the 12 months to June 2021.

This represents a 18.6% decrease on the 12-month average to June 2020.

### 2.3.9 Percentage of all PT trips using AT HOP

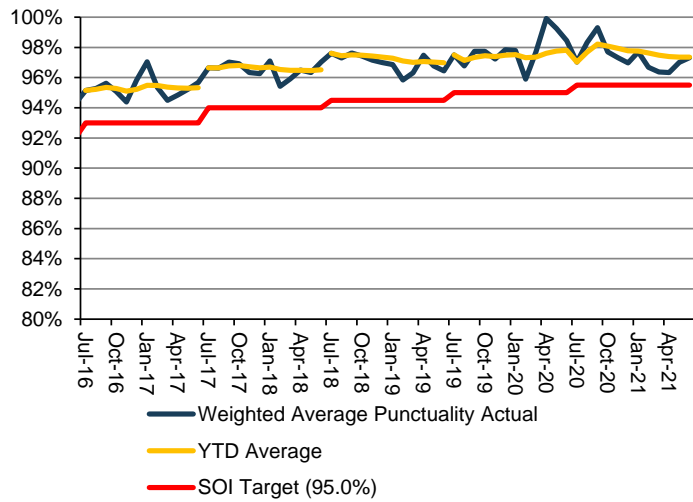


The proportion of all trips using AT HOP in June 2021 was 94%, the same as May 2021.

Bus: 99%  
Rail: 87%  
Ferry: 55%

## 2.3 Providing better travel choices for Aucklanders

### 2.3.10 PT punctuality (weighted average across all modes)



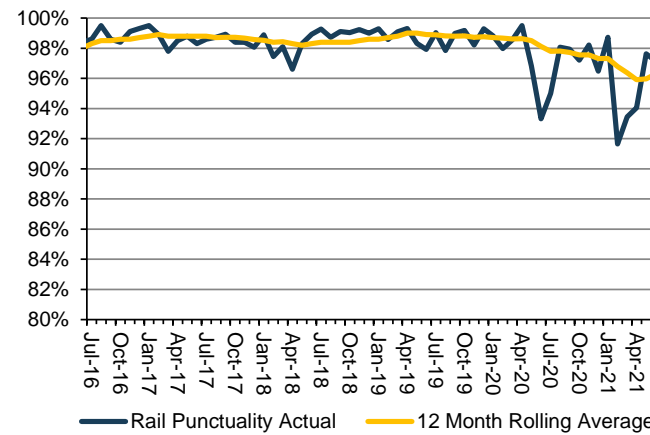
Target met.

End of year average to June 2021 was 97.4%; SOI target 95.5%.

PT weighted average punctuality for the month of June 2021 was 97.3%.

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

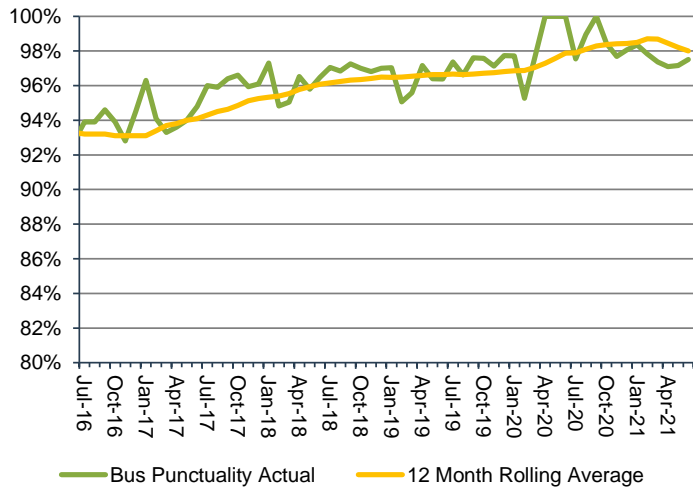
### 2.3.11 Rail services punctuality



Rail service punctuality in June 2021 was 97.1%, and 96.3% for the 12 months to June 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

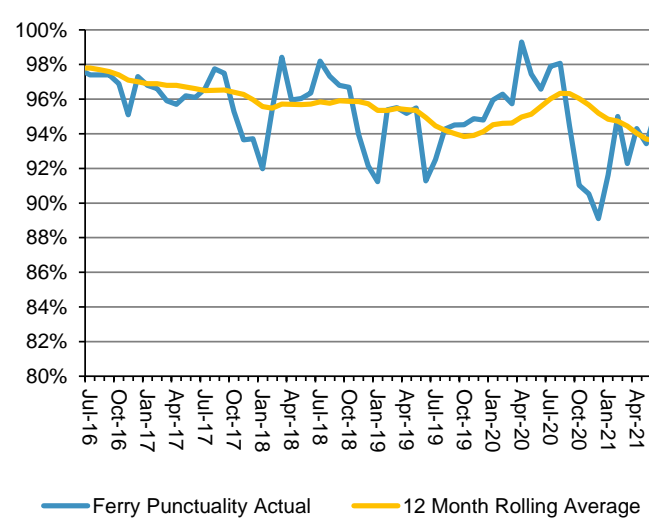


Bus service punctuality in June 2021 was 97.5%, and 98.0% for the 12 months to June 2021.

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 June 2021 was 95.3%, and 93.6% for the 12 months to June 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 June 2021



#### Total Network

**88.5%** Punctuality\*

83.8% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**96.8%** Service Delivery\*

97.1% 12 month rolling average

\* Arrival at final destination

#### Western Line

**95.2%** Punctuality\*

82.8% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**98.7%** Service Delivery\*

95.3% 12 month rolling average

\* Arrival at final destination

#### Eastern Line

**88.8%** Punctuality\*

85.0% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**95.9%** Service Delivery\*

97.2% 12 month rolling average

\* Arrival at final destination

#### Southern Line

**70.8%** Punctuality\*

73.7% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**94.9%** Service Delivery\*

97.7% 12 month rolling average

\* Arrival at final destination

#### Pukekohe Line

**97.2%** Punctuality\*

98.6% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

**96.6%** Service Delivery\*

99.2% 12 month rolling average

\* Arrival at final destination

#### Onehunga Line

**93.7%** Punctuality\*

88.4% 12 month rolling average

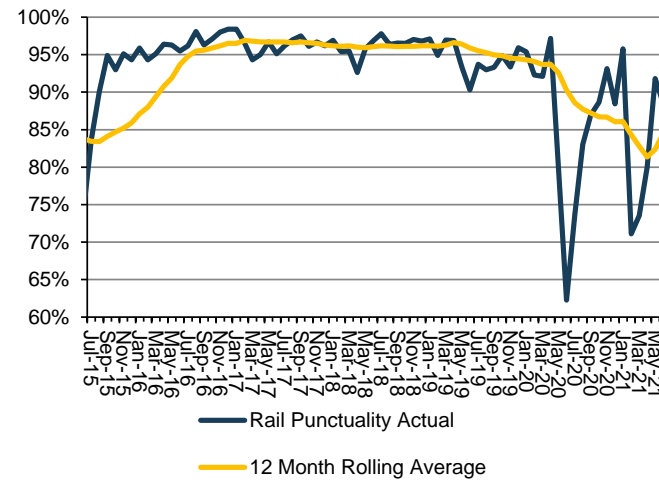
\* Arrival within 5 minutes of schedule at final destination

**98.1%** Service Delivery\*

97.4% 12 month rolling average

\* Arrival at final destination

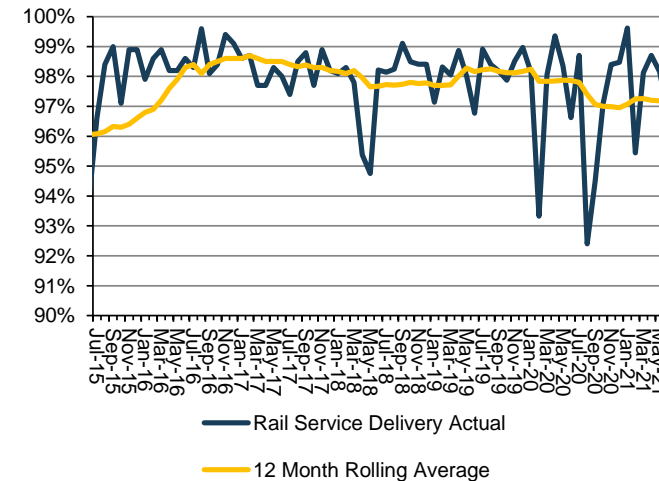
### 2.3.15 Rail punctuality based on arrival at final destination



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 June 2021 was 88.5% and 84.5% for the 12 months to June 2021.

### 2.3.16 Rail service delivery based on arrival at final destination

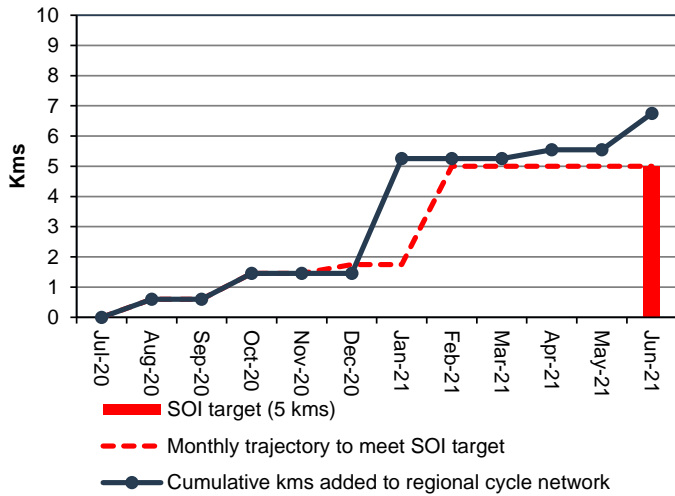


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of June 2021 was 96.8% and 97.2% for the 12 months to June 2021.

## 2.3 Providing better travel choices for Aucklanders

### 2.3.17 Kilometres of new cycleway added to the regional cycle network

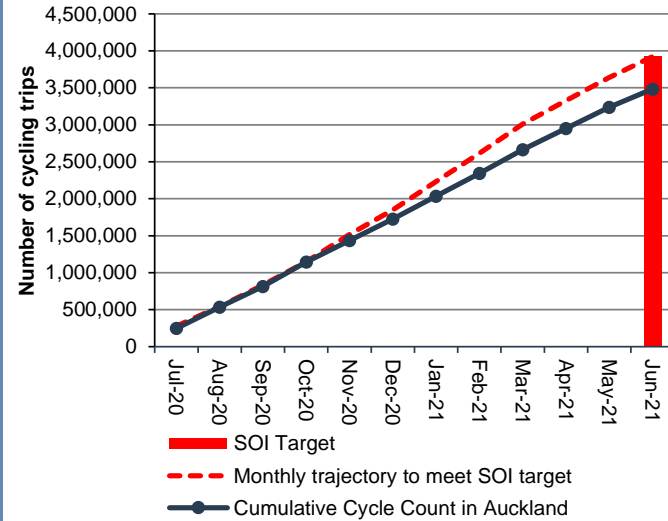


Target exceeded.

The Karangahape Road Cycleway has been delivered in June 2021 (1.20kms).

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 6.75 kms.

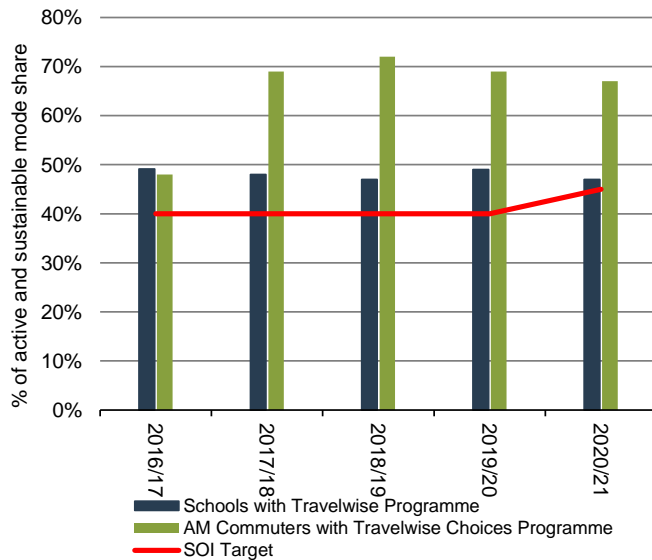
### 2.3.18 Annual number of cycle movements past selected sites



Target not met.

In June 2021, cycle movements on 26 selected counters was 245,618 which is 12.9% lower than the monthly target. The year to date count of 3,484,612 is 11.2% below the projected trajectory to meet the SOI target. This reduction is considered to be because of those working in the city centre increasingly working from home.

### 2.3.19 Active and sustainable transport mode share

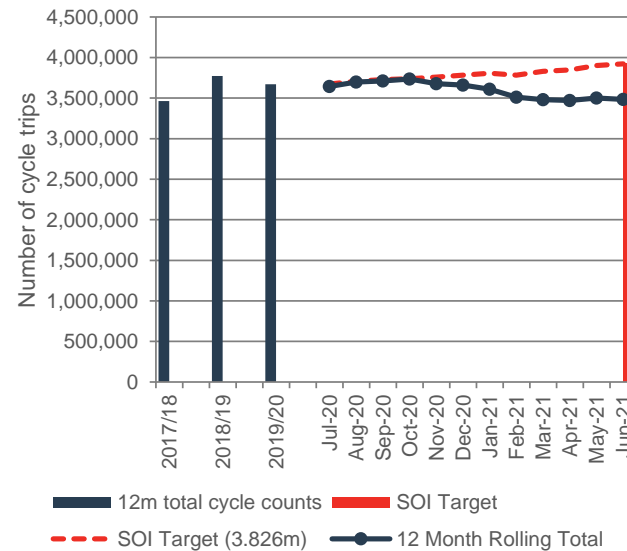


Reported at the end of the Financial Year.

Both results declined with 2 percentage points on the previous year, with 47% of students and 67% of businesses enrolled in the travelwise programme commuting by means other than private vehicle use.

Please note results do not include those working from home.

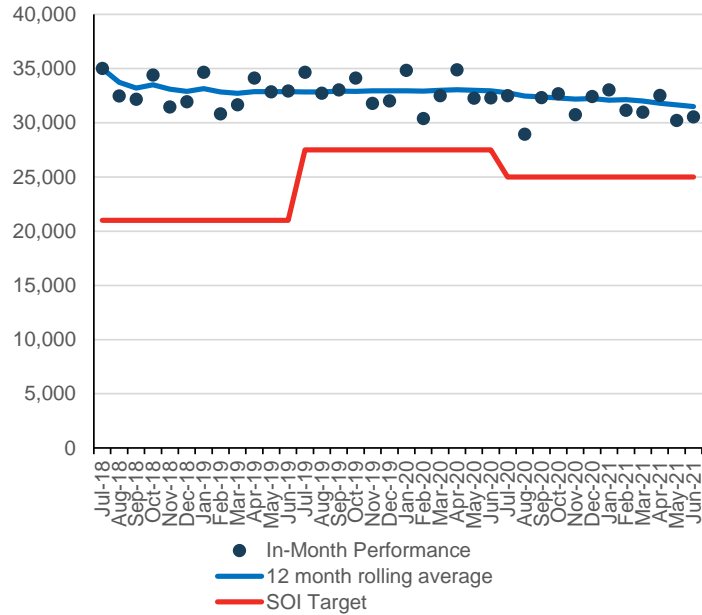
### 2.3.20 Cycle movements 12 month rolling total



Cycle counts totalled 3,484,612 for the 12 months to June 2021, a decrease of 0.5% on the 12 months to May 2021, and a decrease of 5.0% on the 12 months to June 2020.

## 2.4 Better Connecting People, Places, Goods and Services

### 2.4.1 Average AM peak period lane productivity



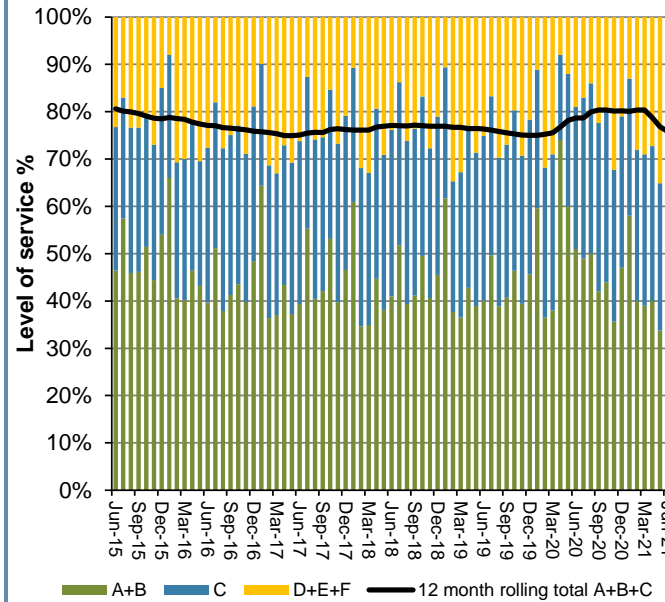
#### Target Exceeded

In June 2021, the average arterial road productivity was 30,534 which exceeds the target of 25,000. This 5% lower than June 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 31,495, which exceeds the SOI target of 25,000.

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 June 2021, 69.0% of the arterial network operated at good levels of service (LOS A-C). This was 12 percentage points worse than June 2020 (81.0%).

The 12-month rolling average for LOS A-C was 75.8% for June 2021. The 12 month average has been dropping to pre-COVID levels as the months of the first lockdown are no longer included in the 12 month average.

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.

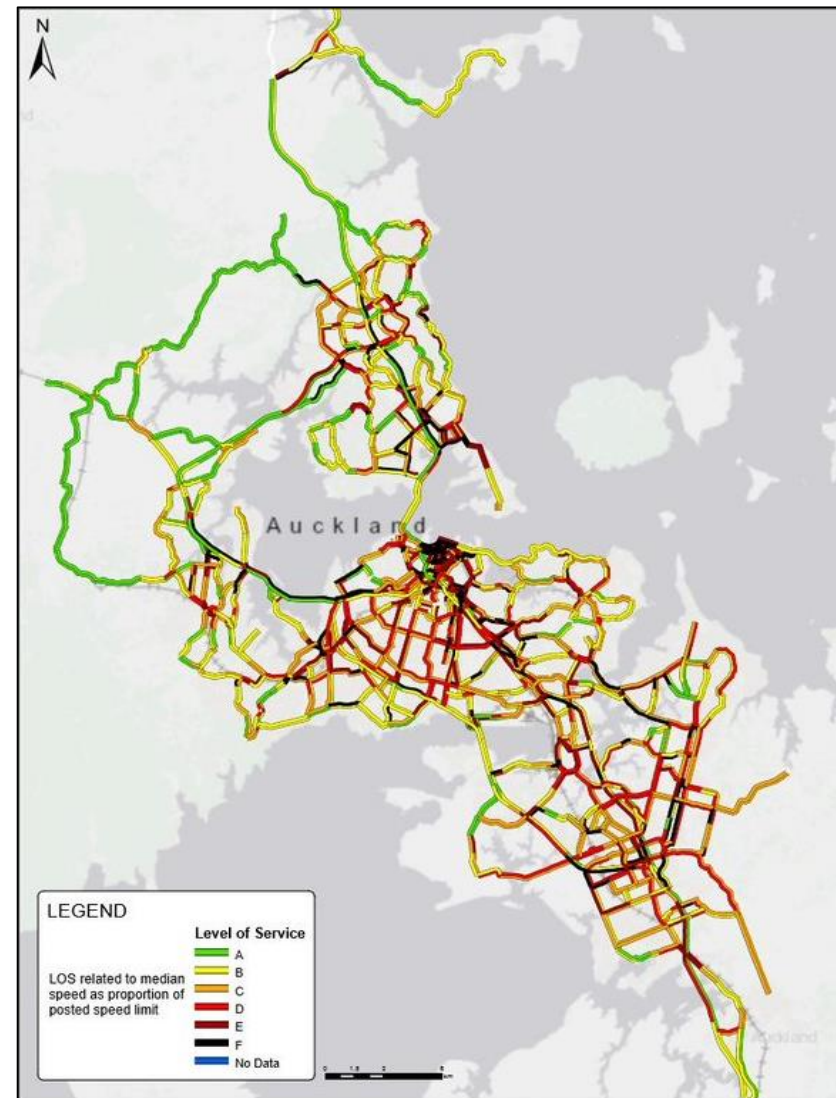
## 2.4 Better Connecting People, Places, Goods and Services

### 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

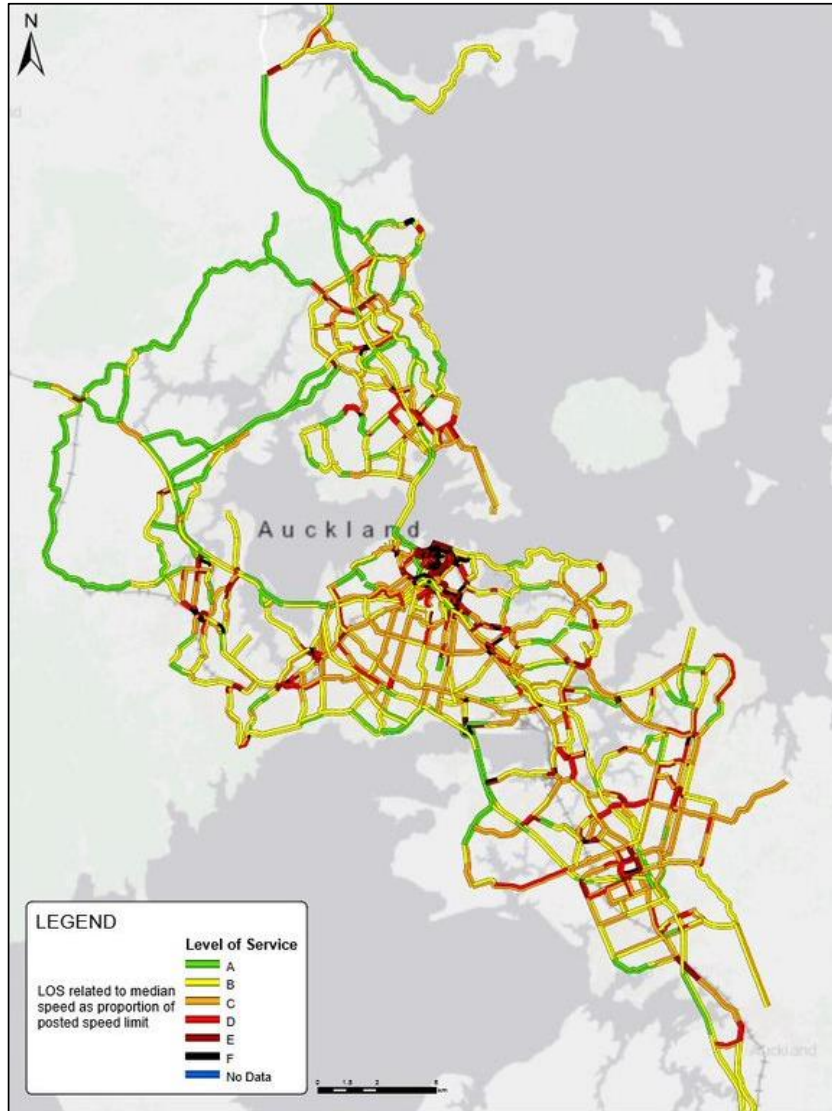


This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for June 2021. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.



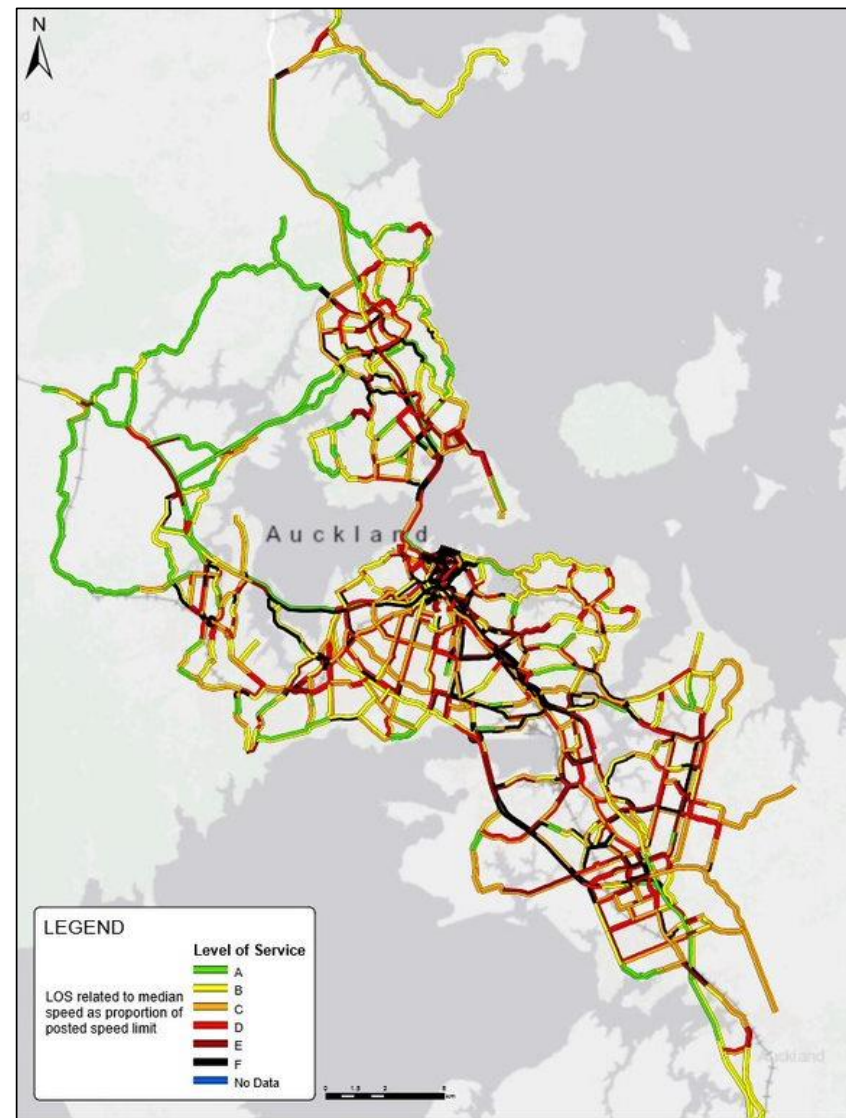
## 2.4 Better Connecting People, Places, Goods and Services

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

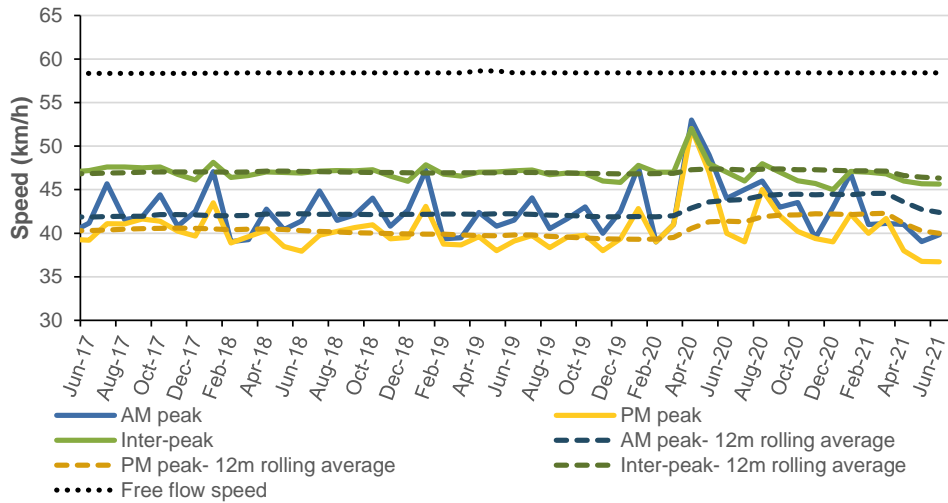
### 2.4.6 Congestion map PM peak



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

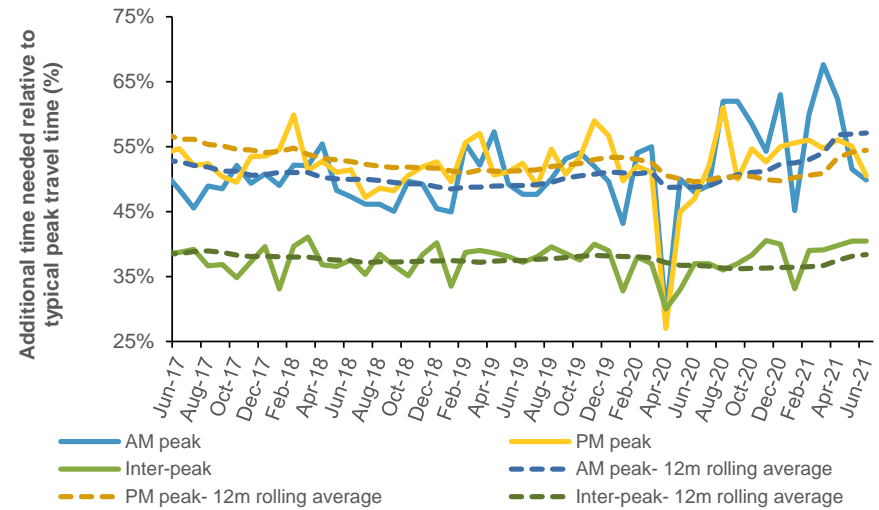
### 2.4.7 Median travel speed across arterial and motorway network



During June 2021, the median travel speed during the AM peak was 40 km/hr, 1 km/hr higher than in May 2021 and 4 km/hr lower than in June 2020. The 12 month rolling average was 42.4 km/hr, 1.4 km/hr lower than the 12 months to June 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 June 2021 AM peak, the 85th percentile travel time was 50% longer than the typical travel time. In the 12 months to June 2021, average AM peak reliability was 57%, eight percentage points worse than the 12 months to June 2020. PM peak reliability for the 12 months to June 2021 was 54%, four percentage points worse than the 12 months to June 2020.

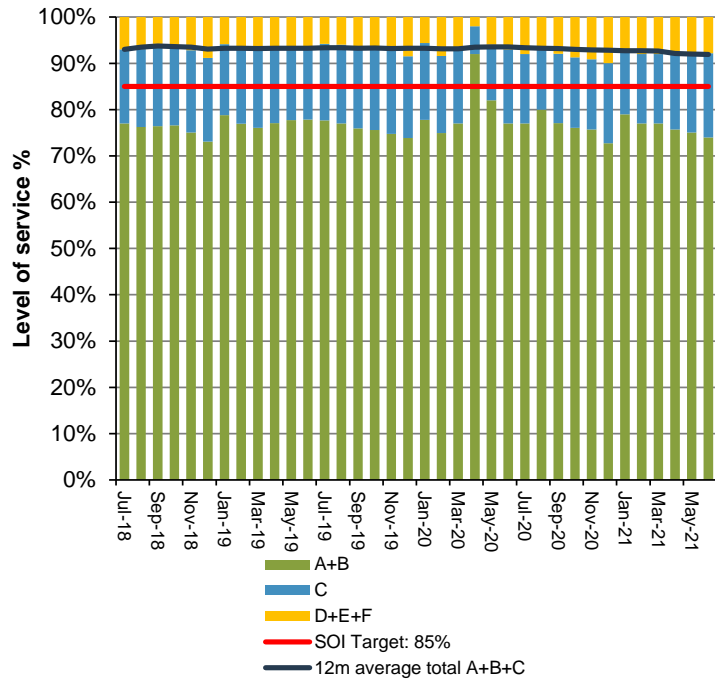
*This figure shows the difference between the typical (median) and the 85th percentile\* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

*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



Target exceeded.

In June 2021, 92% of the freight network operated at good Levels of Service for congestion (LoS A-C in the previous map) during the interpeak, and was above the desired 85% minimum threshold.

In terms of the arterial and motorway components of the freight network, 84% and 98% respectively operated efficiently.

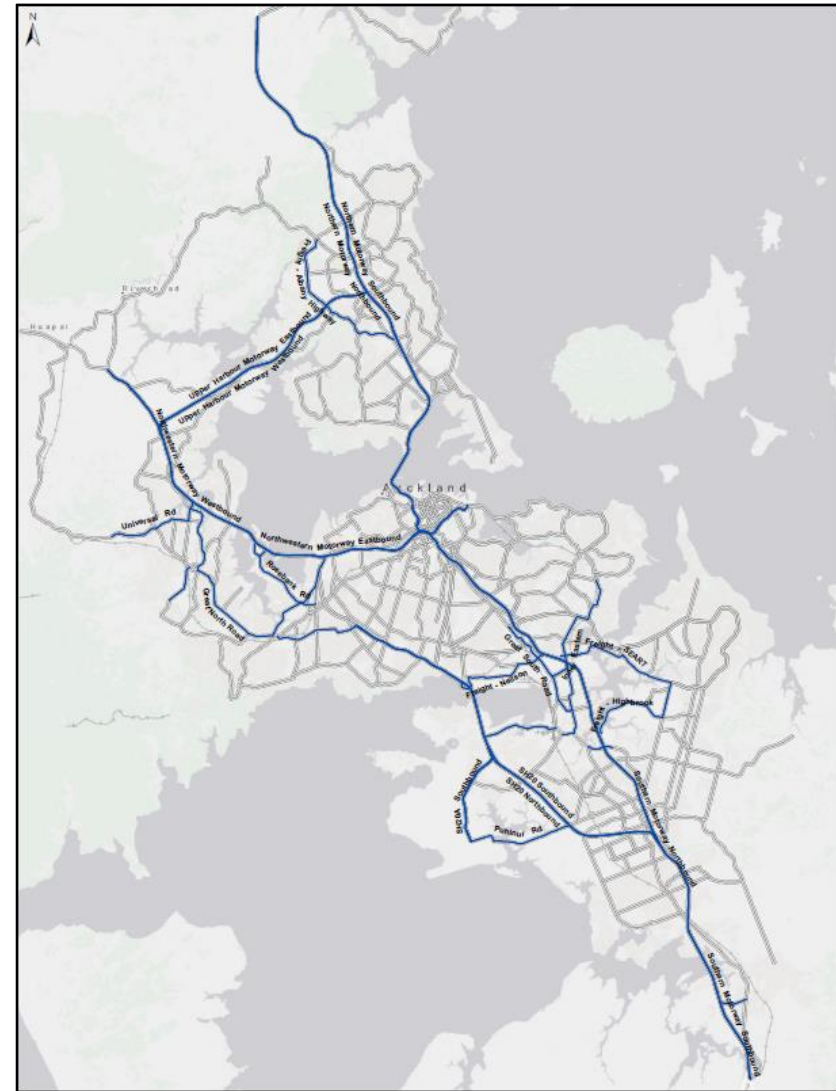
Freight network reliability was 33% and below the 50% threshold in June 2021 during the interpeak, indicating a relatively good overall freight travel experience during the interpeak.

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.

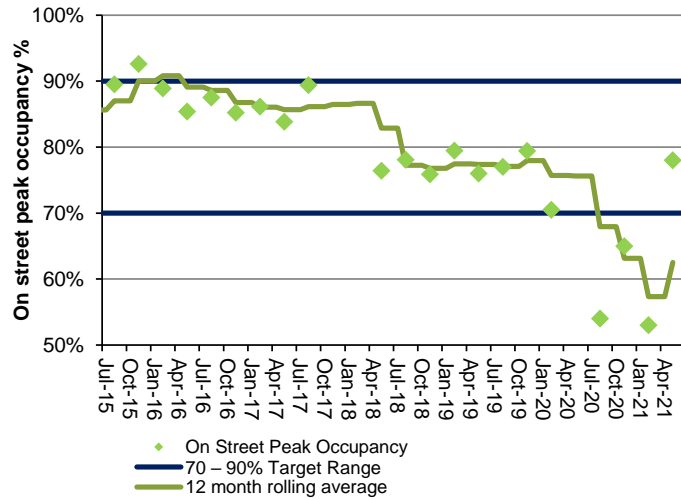
2.4.10 Map showing key freight routes



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.

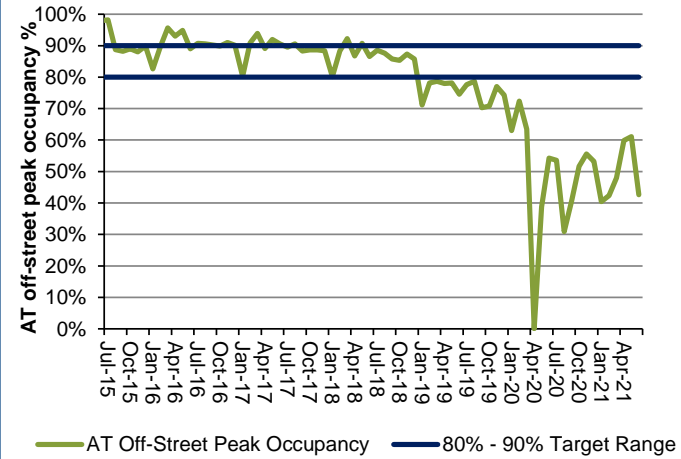
## 2.4 Better Connecting People, Places, Goods and Services

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



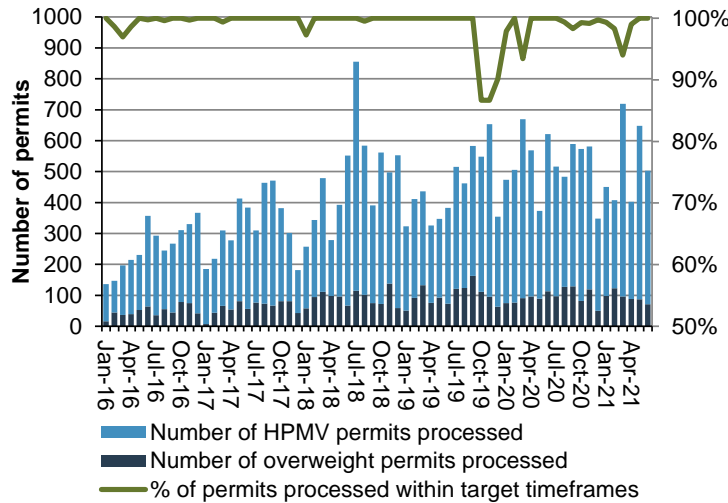
This is a non-reporting period.  
Year to date occupancy for FY2020/2021 is 62.5%.

### 2.4.12 Off-street parking occupancy rates



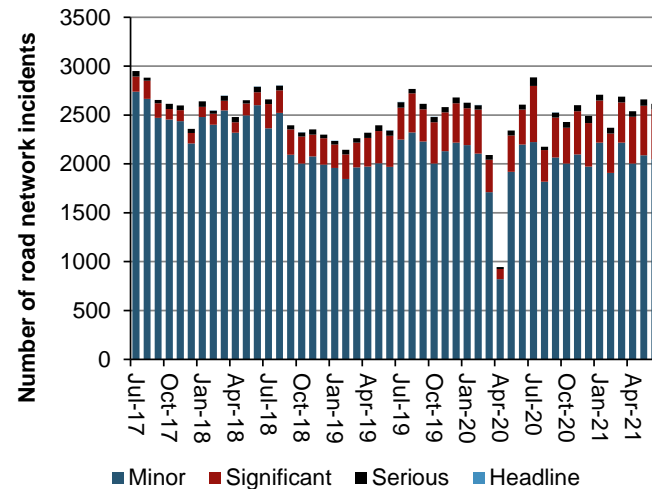
Target not met.  
Occupancy for June 2021 was 42.6%. Year to date occupancy for FY2020/2021 is 47.4%.  
NOTE: Since September 2019, figures only represent the Civic Car Park, as the parks that recently upgraded to Licence Plate Recognition do not yet provide data.

### 2.4.13 Heavy vehicle permits processed



In June 2021, AT received 71 Overweight and 432 HPMV permit applications.  
All 503 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\*\*



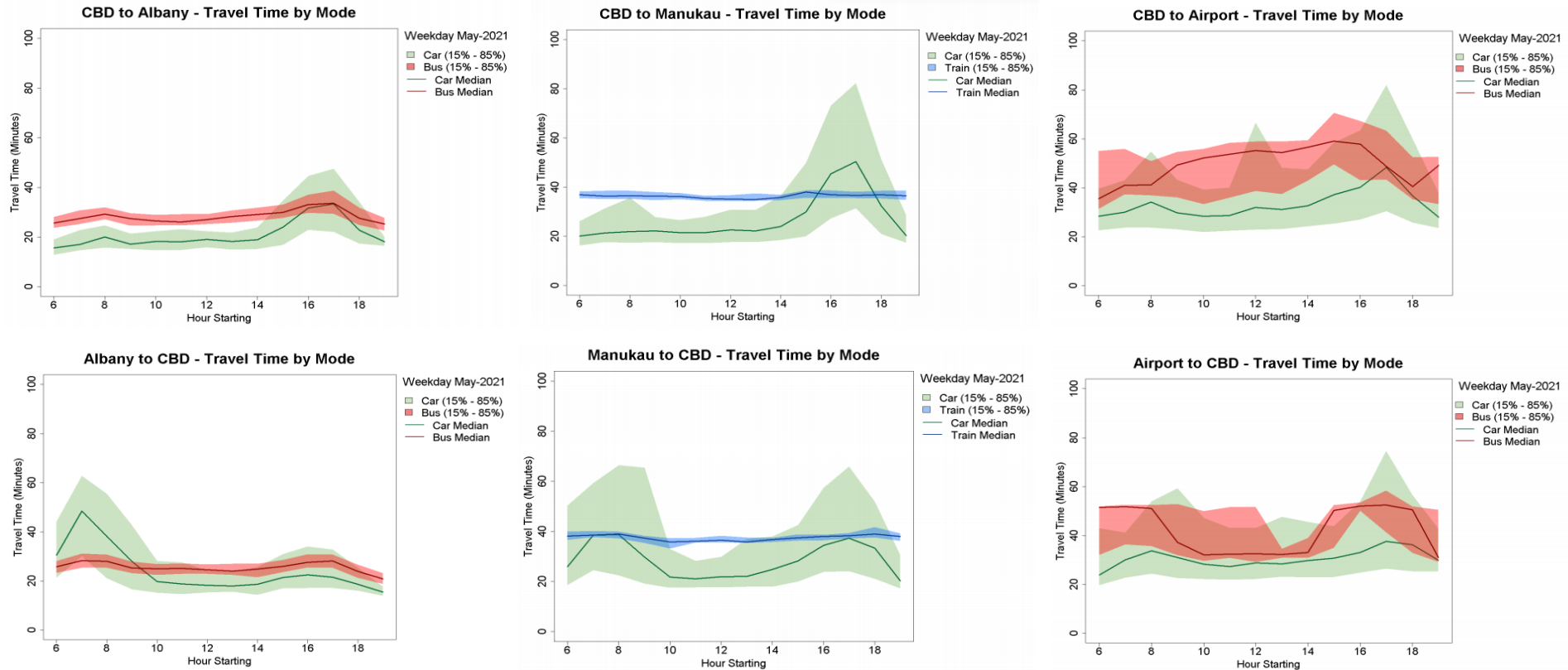
ATOC managed a consistent number of serious incidents in June 2021, however the number of deaths within the ATOC area of operations was particularly high (14 deaths recorded at the scene across 13 incidents).  
ATOC also managed various weather warnings and events over the month which have required planning, monitoring and management. The tornado in Papatoetoe was particularly destructive although localised.

\* 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.

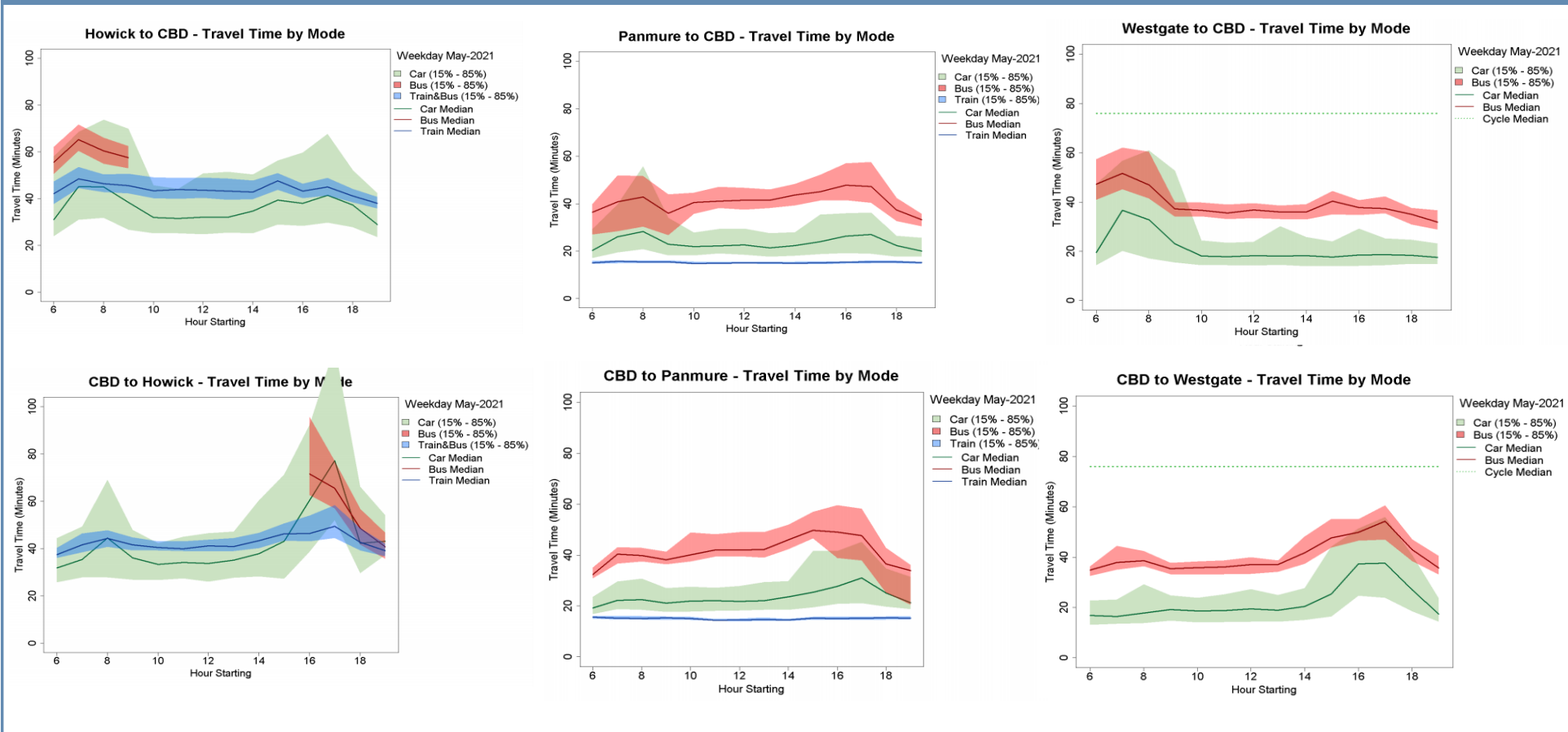


In June 2021, 52% of the bus network operated at good Levels of Service for congestion (LoS A-C in the previous map), below the 67% minimum threshold. This was 3% higher than May 2021 and 8% lower than June 2019. The network had an average AM peak travel speed of 30km/h in June 2021, 1km/h higher than May 2021 and 2km/h lower than June 2019. The bus network reliability was 43% and below the 50% maximum threshold indicating a relatively good overall bus travel experience.

*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

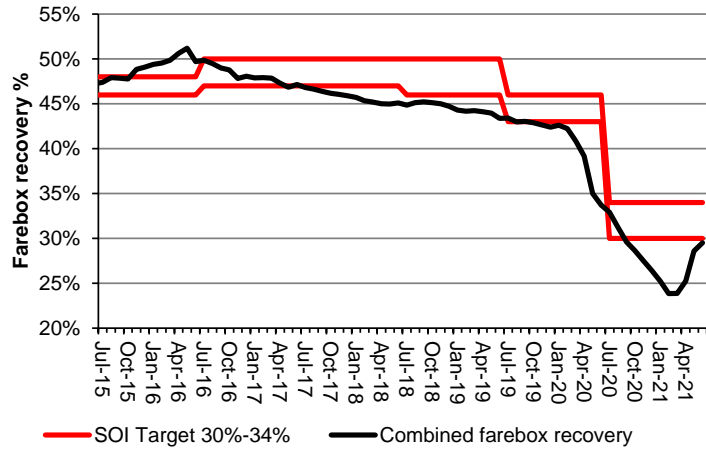


In June 2021, 52% of the bus network operated at good Levels of Service for congestion (LoS A-C in the previous map), below the 67% minimum threshold. This was 3% higher than May 2021 and 8% lower than June 2019. The network had an average AM peak travel speed of 30km/h in June 2021, 1km/h higher than May 2021 and 2km/h lower than June 2019. The bus network reliability was 43% and below the 50% maximum threshold indicating a relatively good overall bus travel experience.

*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\*

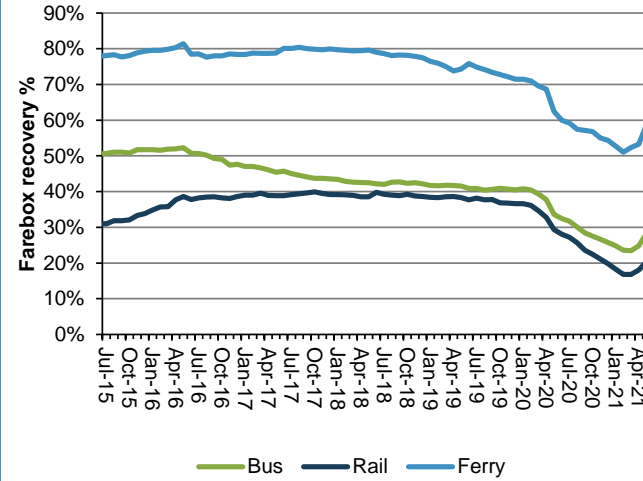


Target not met.

Total PT farebox recovery is increasing. The ratio in June 2021 was 29.50%, compared with 28.60% in May 2020.

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

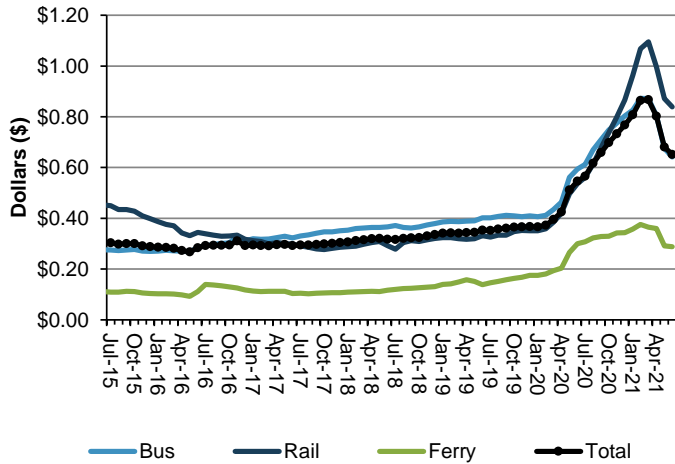
### 2.5.2 PT farebox recovery (by mode)



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

- Bus: 29.52% (32.43%)
- Rail: 20.64% (28.04%)
- Ferry: 59.17% (59.99%)

### 2.5.3 PT subsidy per passenger kilometre

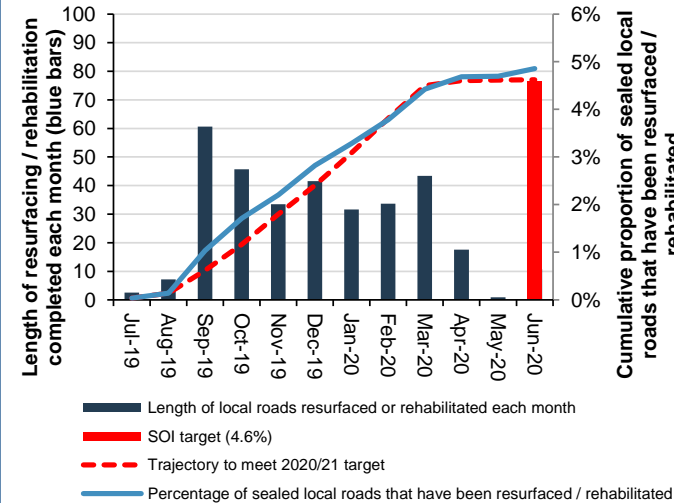


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for June 2021 was \$0.652. For individual modes, June 2021 (and comparable 2019 results) were:

- Bus: \$0.642 (\$0.594)
- Rail: \$0.839 (\$0.537)
- Ferry: \$0.288 (\$0.300)

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



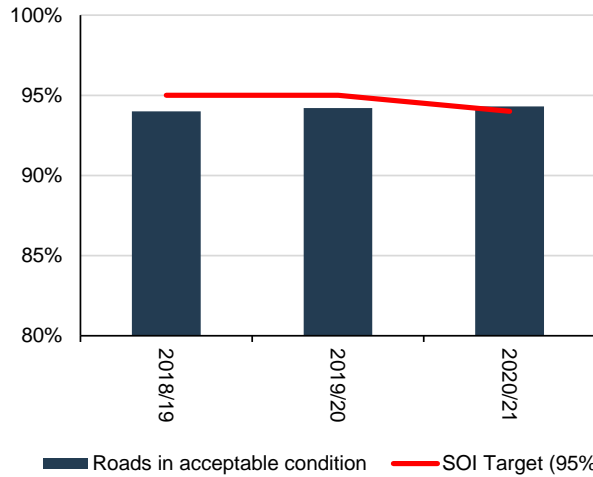
Target exceeded.

In June 2021 AT completed 10.70 km of resurfacing and rehabilitation.

This financial year to date, 329.00 km of local roads were resurfaced, or 105.1% 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

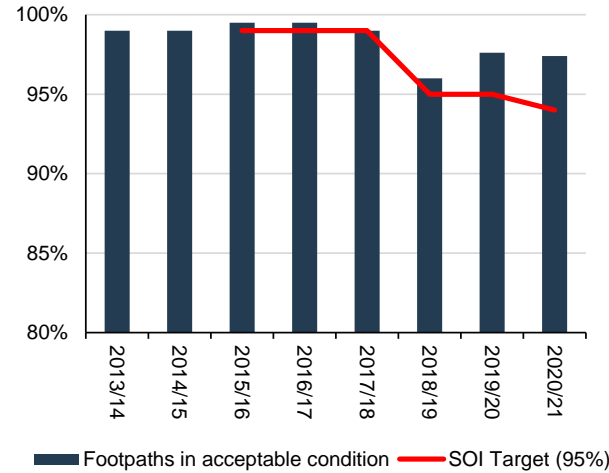


Target met

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

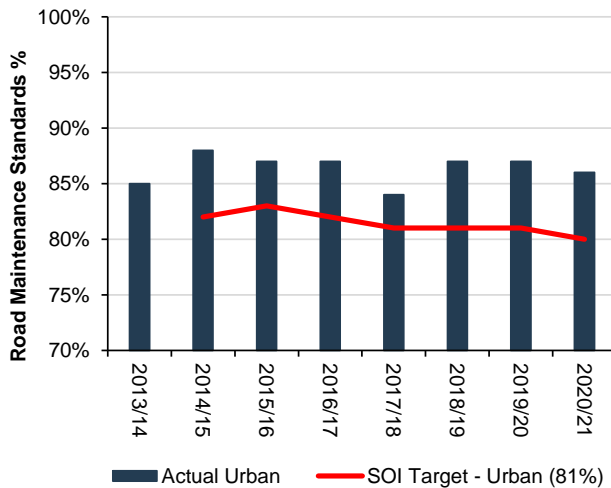


Target exceeded

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.

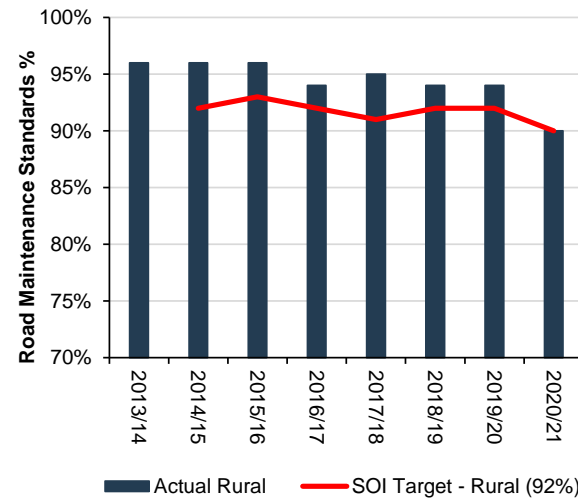
### 2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



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



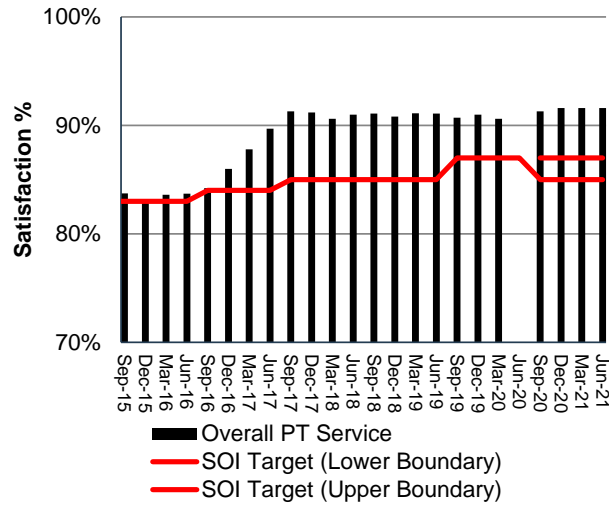
Target met

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

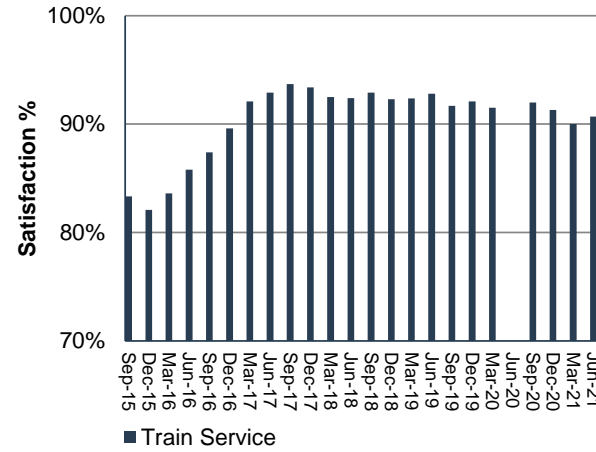


Target exceeded.

The June 2021 result is 91.6% 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.

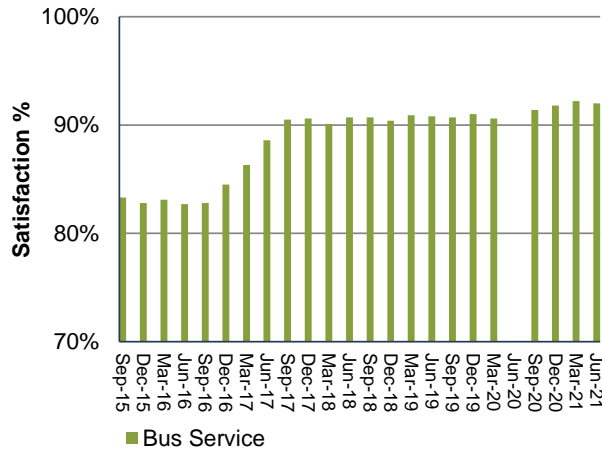
### 2.6.2 Percentage of passengers satisfied with their train service



In June 2021, satisfaction with train services (90.7%) was 0.7 percentage point above the March 2021 result (90.0%).

There was no June 2020 result due to the COVID-19 Level 4 Lockdown.

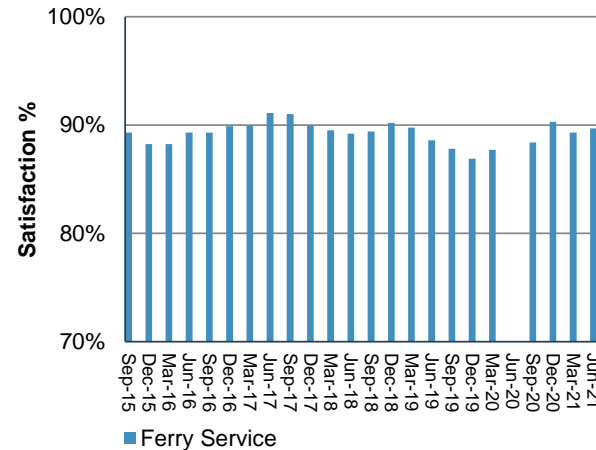
### 2.6.3 Percentage of passengers satisfied with their bus service



In June 2021, satisfaction with bus services (92.0%) was 0.2 percentage points lower than the March 2021 result (92.2%).

There was no June 2020 result due to the COVID-19 Level 4 Lockdown.

### 2.6.4 Percentage of passengers satisfied with their ferry service

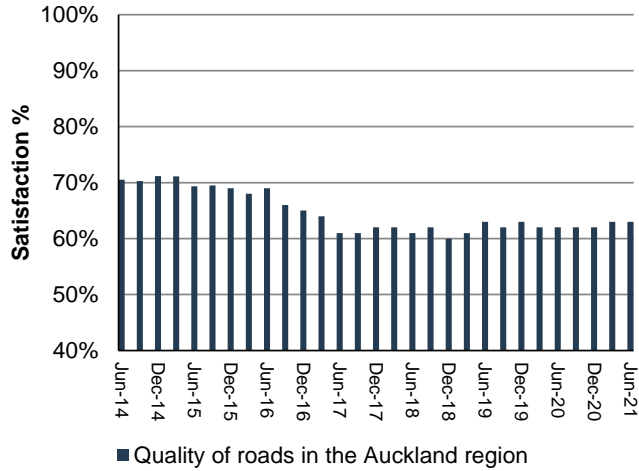


In June 2021, satisfaction with ferry services (89.7%) was 0.7 percentage point below above the March 2021 result (89.0%).

There was no June 2020 result due to the COVID-19 Level 4 Lockdown.

## 2.6 Provide an Excellent Customer Experience for all Services and Customers

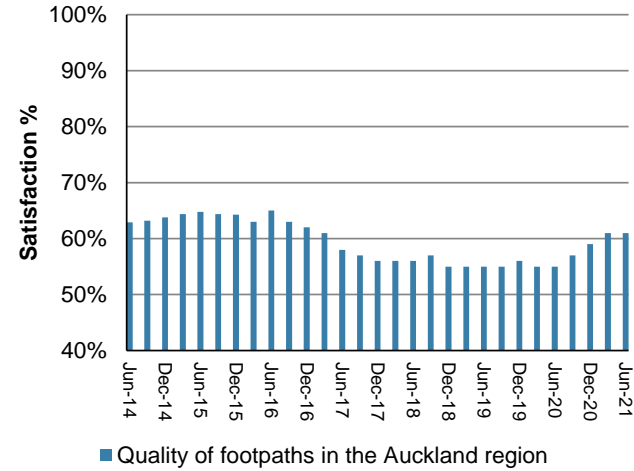
**2.6.5 Percentage of residents satisfied with the quality of roads in the Auckland region**



In June 2021, satisfaction with the quality of roads in Auckland was 63%, the same as the March 2021 result.

Satisfaction was one percentage point above the June 2020 result.

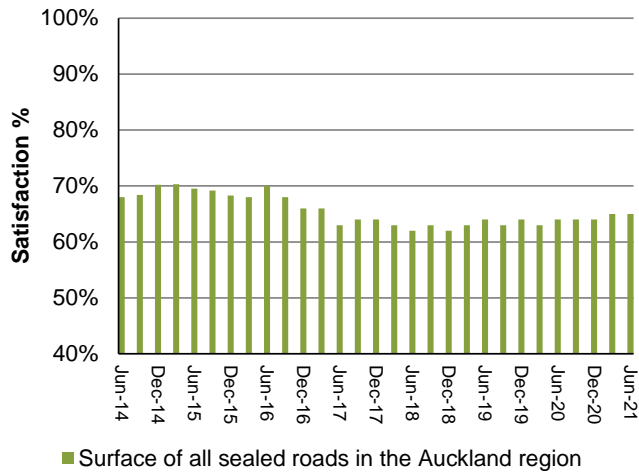
**2.6.6 Percentage of residents satisfied with the quality of footpaths in the Auckland region**



In June 2021, satisfaction with the quality of footpaths in Auckland was 61%, the same as the March 2021 result.

Satisfaction was six percentage points above the June 2020 result.

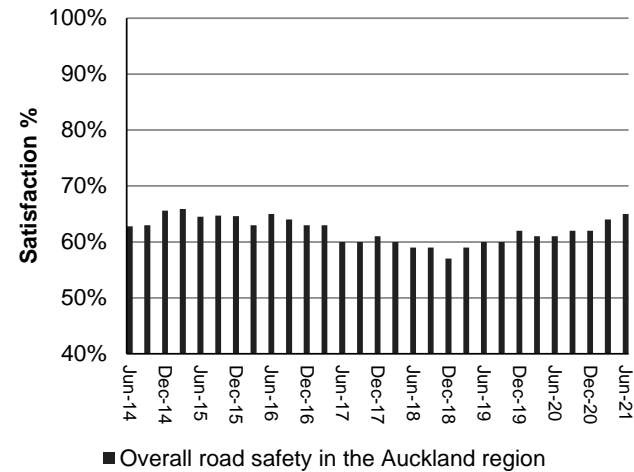
**2.6.7 Percentage of residents satisfied with the surface of all sealed roads in Auckland region**



In June 2021, satisfaction with the surface of all sealed roads in Auckland was 65%, The same as the March 2021 result.

Satisfaction was one percentage points higher than the June 2020 result.

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

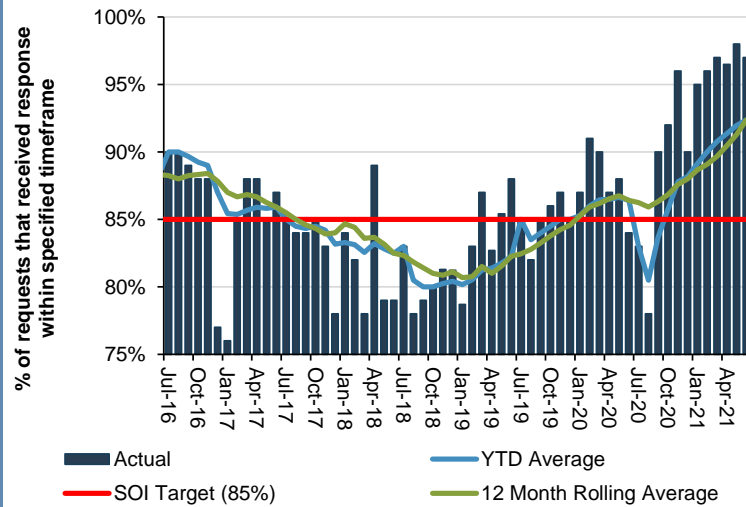


In June 2021, satisfaction with road safety in Auckland was 65%, one percentage point higher than the March 2021 result (64%).

Satisfaction was four percentage points higher than the June 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



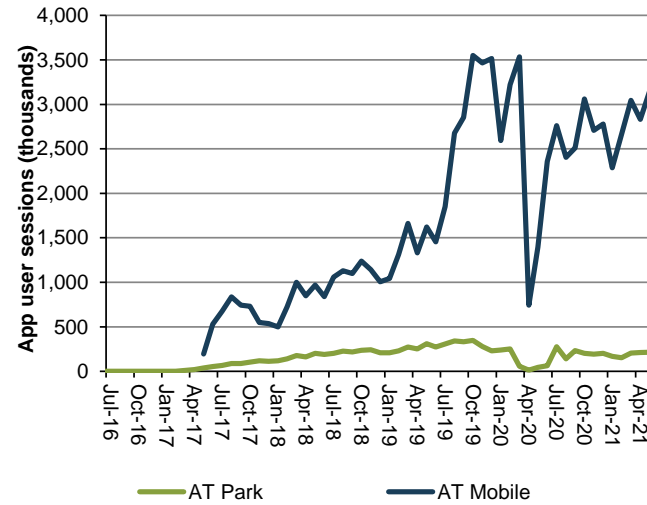
Target Exceeded.

12 month rolling average: 92.4% (SOI target 85%)

The June 2021 result (97%) is one percentage point worse than May 2021.

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

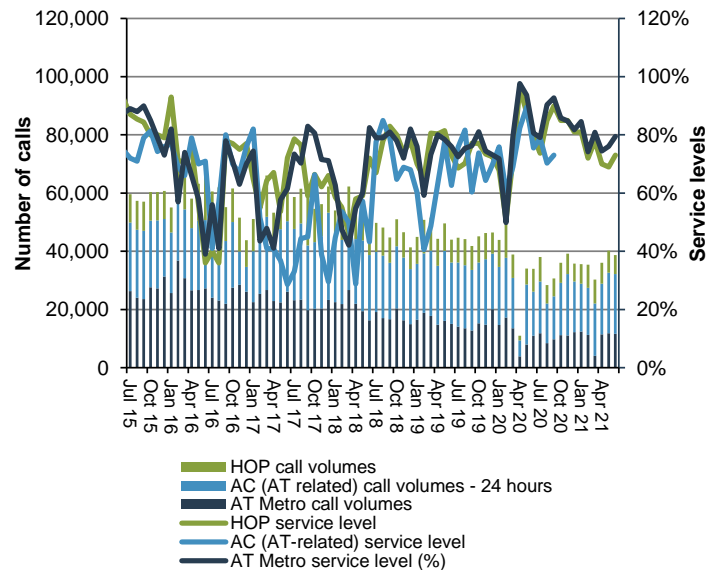
### 2.6.10 AT app user sessions



AT Mobile  
App user sessions decreased by 8% in June 2021 compared with May 2021, and increased with 22% compared with June 2020.

AT Park  
App user sessions increased by 6% in June 2021 compared with May 2021, and increased by 263% compared to June 2020.

### 2.6.11 Call centre incoming calls and service levels

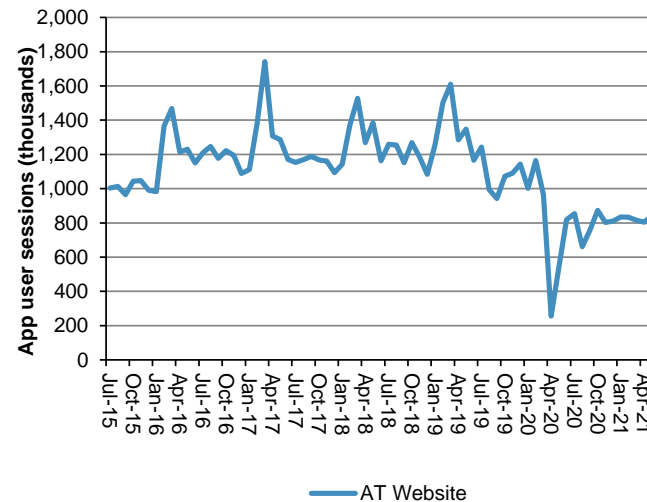


In June 2021 AT HOP Call volumes decreased by 13% compared with May 2021, and decreased 16% compared to June 2020. The service level was 4 percentage point higher than last month.

Auckland Council call volumes have decreased by 1% compared to May 2021, and increase 36% compared to the same month last year.

AT Metro Call Centre volumes decreased by 2% on May 2021, and by 6% since June 2020. The service level increased by 3 percentage points on last month.

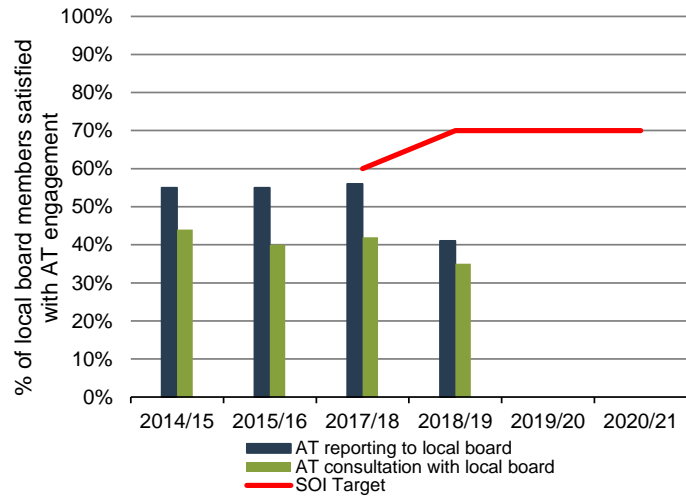
### 2.6.12 AT Website Visits



Visits to the Auckland Transport website totalled 801,388 in June 2021, a decrease of 5% compared with May 2021, and a decrease of 2% compared with June 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**



The Local Board satisfaction results are sourced from the Auckland Council Elected Members Survey. The Elected Members Survey is currently being refreshed as part of the CCO review.

Therefore, Auckland Council has not completed the survey this year, meaning no results are available. We expect the new survey will be finalised shortly, with new results being available some time in the 2021/22 Financial Year.