

# Auckland Transport Monthly Indicators Report 2021/22

September 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 by eliminating harm to people

2.2 Improving the resilience and sustainability of the transport system and significantly reducing the greenhouse gas emissions it generates

2.3 Providing and accelerating better travel choices for Aucklanders

2.4 Better Connecting People, Places, Goods and Services

2.5 Our operating model is adaptive, financially sustainable and delivers value

2.6 Providing excellent customer experiences

2.7 Collaborating with funders, partners, stakeholders and communities

## 1.1 SOI performance measures

Strategic Objective	Measure	SOI 2021/22 Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Making Auckland's transport system safe by eliminating harm to people	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	7													Not yet reported this financial year	Page 7
	The change from the previous financial year in the number of deaths and serious injuries on the local road network, expressed as a number.	524	●	●	●										12 Month rolling total: 536	Page 7
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	573	●	●	●										12 Month rolling total: 612	Page 7
	Number of vulnerable road user deaths and serious injuries on Tāmaki Makaurau's road network, in line with Vision Zero Strategy, expressed as a number of DSI saved compared to the baseline (2016-18) of 320.	256	●	●	●										12 Month rolling total: 281	Page 7
Improving the resilience and sustainability of the transport system	Number of buses in the Auckland bus fleet classified as low emission	28													Not yet reported this financial year	Page 8
	Percentage of Auckland Transport streetlights that are energy efficient LED	80%													Not yet reported this financial year	Page 8
	Percentage reduction of greenhouse gas emissions from AT's corporate activities and assets (baseline 2018/19)	6%													Not yet reported this financial year	Page 8
Providing and accelerating better travel choices for Aucklanders	Total public transport boardings (millions)	82.00	●	●	●										12 Month rolling total: 60.75	Page 9
	Total rail boardings (millions)	18.65	●	●	●										12 Month rolling total: 10.58	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings		●	●	●									Decreasing at a faster rate than total boardings	Page 9
	PT punctuality (weighted average across all modes)	96%	●	●	●										12 Month rolling total: 99.9%	Page 12
	Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micromobility Strategic Network.	12.8km	●	●	●										YTD total: 0.0 km	Page 14
	Number of cycle movements past 26 selected count sites (millions)	3.67	●	●	●										12 Month rolling total: 3.39	Page 14
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	47%													Not yet reported this financial year	Page 14
	Sustainable mode share (including active modes, public transport and working from home) for morning peak commuters where a Travelwise Choices programme is implemented	47%													Not yet reported this financial year	Page 14
	Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.	60%													Not yet reported this financial year	Page 14

### 1.1 SOI performance measures

Key Priority	Measure	SOI 2021/22 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	30,000	●	●	●										12 Month rolling total: 32,094	Page 15	
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	90%	●	●	●										12 Month rolling total: 96%	Page 19	
Our operating model is adaptive, financially sustainable and delivers value	PT farebox recovery	30% - 34%	●	●	●										September 2021: 26.78%	Page 23	
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	92%													Not yet reported this financial year	Page 24	
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural: 88%														Not yet reported this financial year	Page 24
		Urban: 78%														Not yet reported this financial year	Page 24
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%														Not yet reported this financial year	Page 24
	Percentage of the sealed local road network that is resurfaced	6.0%	●	●	●											YTD: 14.9km (0.2% of the local road network)	Page 23
Providing excellent customer experiences	Percentage of public transport passengers satisfied with their public transport service	85% - 87%													Not yet reported this financial year	Page 25	
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	●	●	●										12 Month rolling total: 95%	Page 27	
	Percentage of total AT case volume resulting in a formal complaint (baseline of 0.77% for 2020 calendar year).	Less than 0.75%			●										September 2021: 0.51%	Page 27	
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	80%			●										September 2021: 66%	Page 27	
Collaborating with funders, partners, stakeholders and communities	Elected member perception measures	Maintain and/or improve elected member overall satisfaction													This FY, AT is finding a baseline. Next FY, we will be able to comment on this measure's progress	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

	September - 2021/22									
	Actual v SOI									
	Month				YTD				SOI / Target	Projected
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance	2021/22	Forecast 2021/22
<b>1. Bus Total:</b>	<b>520,469</b>	<b>-85.1%</b>	<b>3,748,000</b>	<b>-86.1%</b>	<b>8,210,126</b>	<b>-23.6%</b>	<b>3,748,000</b>	<b>119.1%</b>	<b>57,538,000</b>	<b>50,500,789</b>
<b>2. Train (Rapid) Total:</b>	<b>91,546</b>	<b>-87.1%</b>	<b>1,322,000</b>	<b>-93.1%</b>	<b>2,119,830</b>	<b>-20.5%</b>	<b>1,322,000</b>	<b>60.4%</b>	<b>18,652,000</b>	<b>12,500,000</b>
<b>3. Ferry (Connector Local) Total:</b>	<b>21,151</b>	<b>-92.6%</b>	<b>387,300</b>	<b>-94.5%</b>	<b>610,094</b>	<b>-22.0%</b>	<b>387,300</b>	<b>57.5%</b>	<b>5,810,000</b>	<b>4,600,000</b>
<b>Total Patronage</b>	<b>633,166</b>	<b>-85.9%</b>	<b>5,457,300</b>	<b>-88.4%</b>	<b>10,940,050</b>	<b>-22.9%</b>	<b>5,457,300</b>	<b>100.5%</b>	<b>82,000,000</b>	<b>67,600,789</b>
<b>Rapid and Frequent</b>	<b>261,813</b>	<b>-85.6%</b>	<b>2,400,000</b>	<b>-89.1%</b>	<b>5,163,523</b>	<b>-26.5%</b>	<b>2,400,000</b>	<b>115.1%</b>	<b>31,000,000</b>	<b>30,000,000</b>

	September - 2021/22												
	Month Patronage					12 Month Patronage				YTD (from July)			
	This Year	Previous Year	# Change	% Change	Normalised % Change Prev Year	Patronage	% Change Prev Month	Change Prev Year	% Change Prev Year	Patronage	Change Prev Year	% Change Prev Year	Normalised % Change Prev Fin
<b>1. Bus Total:</b>	<b>520,469</b>	<b>3,482,643</b>	<b>-2,962,174</b>	<b>-85.1%</b>	<b>-85.1%</b>	<b>45,929,919</b>	<b>-6.1%</b>	<b>-3,875,533</b>	<b>-7.8%</b>	<b>8,159,778</b>	<b>-2,553,655</b>	<b>-23.8%</b>	<b>-23.8%</b>
- Busway (Rapid) Bus	25,535	304,615	-279,080	-91.6%		4,894,686	-5.4%	-280,980	-5.4%	897,055	-158,492	-15.0%	
- Frequent Bus	144,732	806,816	-662,084	-82.1%		11,549,567	-5.4%	-1,146,463	-9.0%	2,146,638	-465,354	-17.8%	
- Connector Local Targeted Bus	350,202	2,371,212	-2,021,010	-85.2%		29,485,666	-6.4%	-2,448,090	-7.7%	5,116,085	-1,929,809	-27.4%	
<b>2. Train (Rapid) Total:</b>	<b>91,546</b>	<b>707,364</b>	<b>-615,818</b>	<b>-87.1%</b>	<b>-87.1%</b>	<b>10,433,145</b>	<b>-5.6%</b>	<b>-3,726,529</b>	<b>-26.3%</b>	<b>2,085,977</b>	<b>-564,877</b>	<b>-21.3%</b>	<b>-21.3%</b>
- Western	28,448	283,458	-255,010	-90.0%		3,538,863	-6.7%	-1,461,057	-29.2%	710,636	-211,311	-22.9%	
- Eastern	24,248	130,107	-105,859	-81.4%		3,088,830	-3.3%	-810,129	-20.8%	598,757	-69,444	-10.4%	
- Onehunga	4,044	31,600	-27,556	-87.2%		530,330	-4.9%	-257,266	-32.7%	103,712	-38,838	-27.2%	
- Southern	32,162	245,270	-213,108	-86.9%		3,090,568	-6.5%	-1,056,204	-25.5%	629,761	-223,332	-26.2%	
- Pukekohe	2,645	16,929	-14,285	-84.4%		184,554	-7.2%	-141,873	-43.5%	43,111	-21,952	-33.7%	
<b>3. Ferry (Frequent &amp; Connector Local) Total:</b>	<b>509</b>	<b>77,474</b>	<b>-76,965</b>	<b>-99.3%</b>	<b>-99.3%</b>	<b>991,790</b>	<b>-7.2%</b>	<b>-32,876</b>	<b>-3.2%</b>	<b>162,215</b>	<b>-48,955</b>	<b>-23.2%</b>	<b>-23.2%</b>
- Contract	509	77,474	-76,965	-99.3%		991,790	-7.2%	-32,876	-3.2%	162,215	-48,955	-23.2%	
<b>Patronage (Excl Exempt Serv/Spl Evt)</b>	<b>612,524</b>	<b>4,267,481</b>	<b>-3,654,957</b>	<b>-85.6%</b>	<b>-85.7%</b>	<b>57,354,854</b>	<b>-6.0%</b>	<b>-7,634,938</b>	<b>-11.7%</b>	<b>10,407,970</b>	<b>-3,167,487</b>	<b>-23.3%</b>	<b>-23.3%</b>

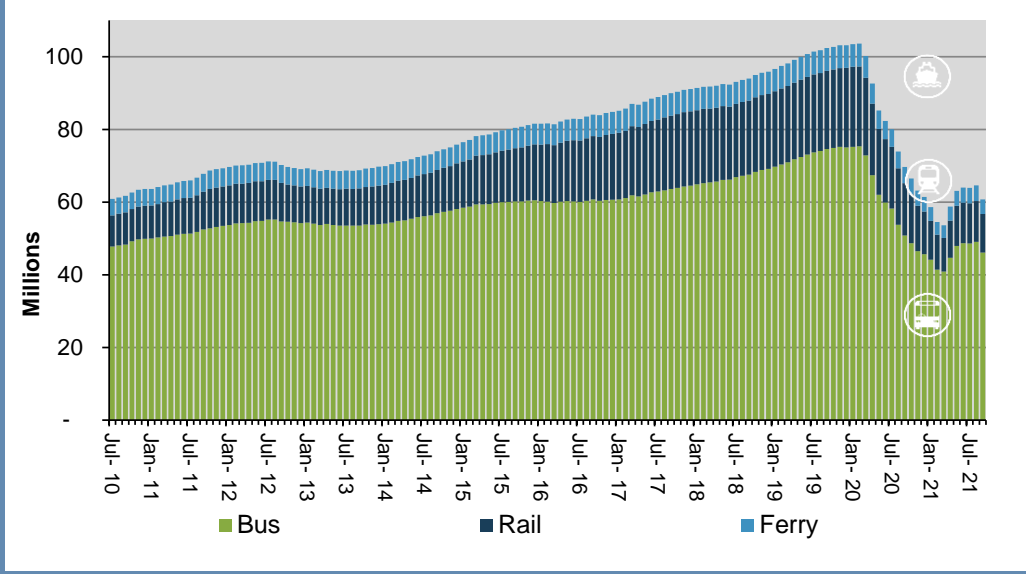
<b>Exempt Services</b>	20,642	217,815	-197,173	-90.5%		3,213,485	-5.8%	-706,717	-18.0%	481,479	-115,771	-19.4%	
- Exempt Services - Bus	0	8,314	-8,314	-100.0%		164,406	-4.8%	-304,945	-65.0%	33,600	6,987	26.3%	
- Exempt Services - Ferry	20,642	209,501	-188,859	-90.1%		3,049,079	-5.8%	-401,772	-11.6%	447,879	-122,758	-21.5%	
<b>Special Events</b>	0	0	0			185,901	0.0%	-581,066	-75.8%	50,601	34,132		
- Special Events - Bus	0	0	0			36,547	0.0%	-504,640	-93.2%	16,748	15,777		
- Special Events - Rail	0	0	0			149,354	0.0%	-76,426	-33.8%	33,853	18,355		
<b>Total Patronage (Exempt Serv/Spl Evt)</b>	<b>20,642</b>	<b>217,815</b>	<b>-197,173</b>	<b>-90.5%</b>		<b>3,399,386</b>	<b>-5.5%</b>	<b>-1,287,783</b>	<b>-27.5%</b>	<b>532,080</b>	<b>-81,639</b>	<b>-13.3%</b>	

Rapid & Frequent	261,813	1,818,798	-1,556,985	-85.6%		27,026,834	-5.4%	-5,246,125	-16.3%	5,163,523	-1,170,378	-18.5%	
Connector Local Targeted	371,353	2,666,498	-2,295,145	-86.1%		33,727,406	-6.4%	-3,676,596	-9.8%	5,776,527	-2,078,748	-26.5%	
<b>Total Patronage</b>	<b>633,166</b>	<b>4,485,296</b>	<b>-3,852,130</b>	<b>-85.9%</b>		<b>60,754,240</b>	<b>-6.0%</b>	<b>-8,922,721</b>	<b>-12.8%</b>	<b>10,940,050</b>	<b>-3,249,126</b>	<b>-22.9%</b>	

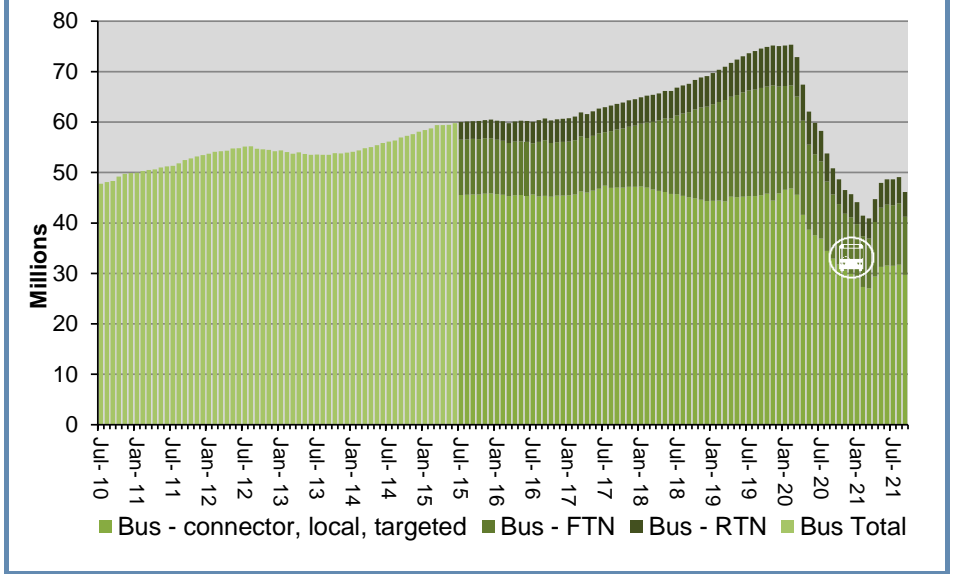
<b>Bus</b>	<b>520,469</b>	<b>3,490,957</b>	<b>-2,970,488</b>	<b>-85.1%</b>	<b>-85.1%</b>	<b>46,130,872</b>	<b>-6.0%</b>	<b>-4,685,118</b>	<b>-9.2%</b>	<b>8,210,126</b>	<b>-2,530,891</b>	<b>-23.6%</b>	<b>-23.5%</b>
<b>Rail</b>	<b>91,546</b>	<b>707,364</b>	<b>-615,818</b>	<b>-87.1%</b>	<b>-87.1%</b>	<b>10,582,499</b>	<b>-5.5%</b>	<b>-3,802,955</b>	<b>-26.4%</b>	<b>2,119,830</b>	<b>-546,522</b>	<b>-20.5%</b>	<b>-20.5%</b>
<b>Ferry</b>	<b>21,151</b>	<b>286,975</b>	<b>-265,824</b>	<b>-92.6%</b>	<b>-92.6%</b>	<b>4,040,869</b>	<b>-6.2%</b>	<b>-434,648</b>	<b>-9.7%</b>	<b>610,094</b>	<b>-171,713</b>	<b>-22.0%</b>	<b>-22.0%</b>
<b>Total Patronage</b>	<b>633,166</b>	<b>4,485,296</b>	<b>-3,852,130</b>	<b>-85.9%</b>	<b>-85.9%</b>	<b>60,754,240</b>	<b>-6.0%</b>	<b>-8,922,721</b>	<b>-12.8%</b>	<b>10,940,050</b>	<b>-3,249,126</b>	<b>-22.9%</b>	<b>-22.9%</b>

# 1.2 AT Metro Boardings breakdown

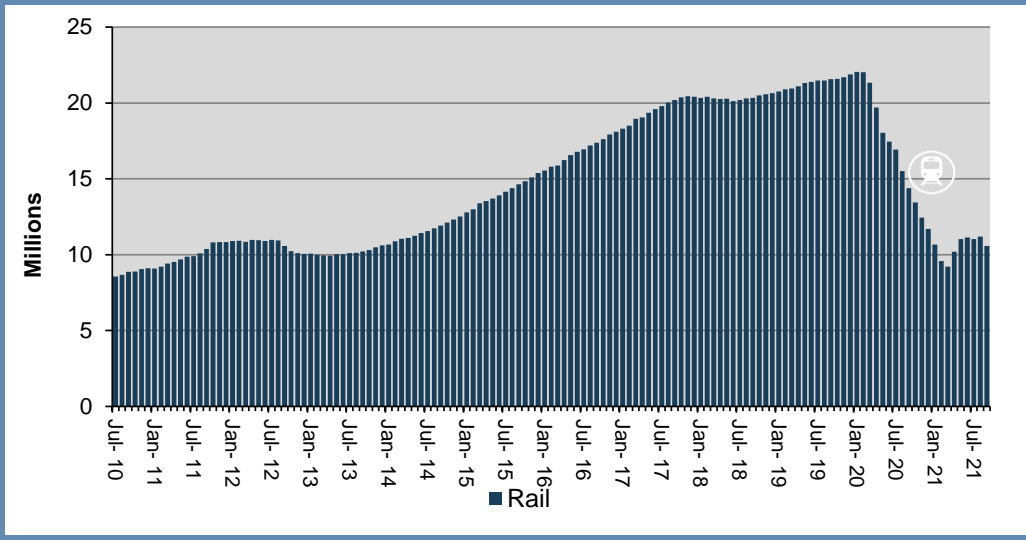
### 1.2.1 Total Patronage (12 month rolling total)



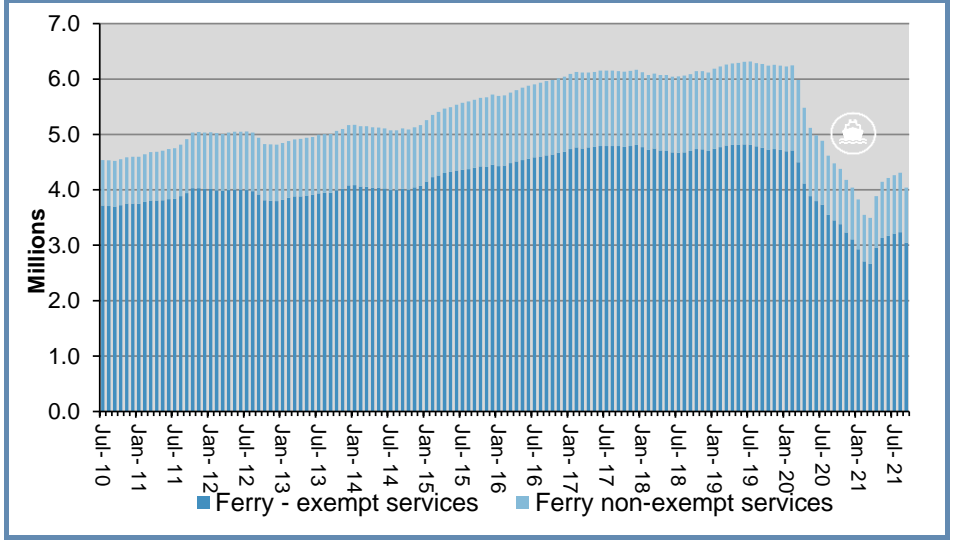
### 1.2.2 Bus Patronage (12 month rolling total)



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

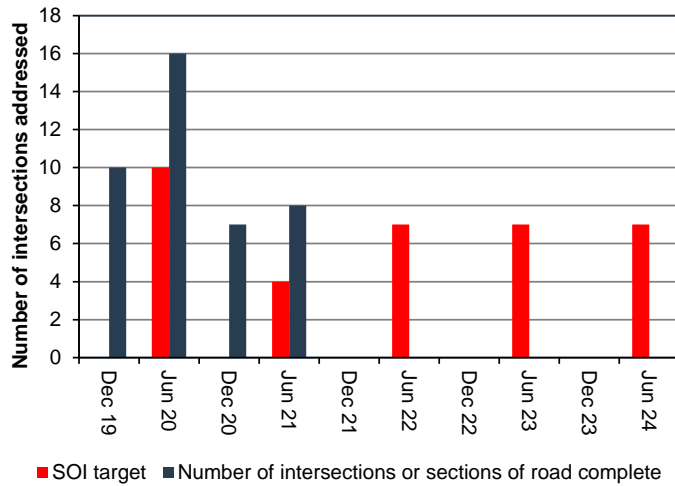


### 1.2.4 Ferry Patronage (12 month rolling total)



## 2.1 Making Auckland's transport system safe by eliminating harm to people

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

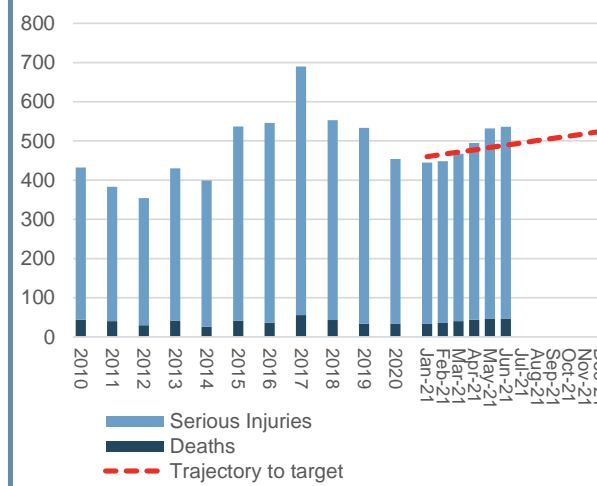


This is a non-reporting period.

The 2021/22 target is to address seven high risk intersections or sections of road as part of the safety programme.

Progress on this measure will be reported in the December 2021 Monthly Transport Indicators Report.

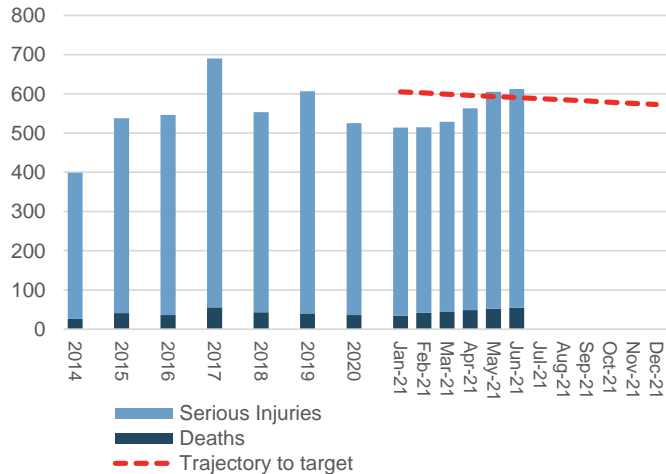
### 2.1.2 Change from the previous financial year in the number of fatalities and serious injuries on the local road network



Not on track to meet target.

For the 12 months to the end of June 2021, local roads deaths and serious injuries increased by 14.3%, to 536. This is 9.6% above than trajectory to meet the end of year target. In addition, local road deaths have increased by 76.9% (from 26 last year to 46 this year). AT's safety team has attributed this to increased high-risk behaviours associated with improving economy, reduced Police enforcement and active but fragile elderly pedestrians. Local road serious injuries increased by 10.6% in the past year (from 443 to 490). 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.

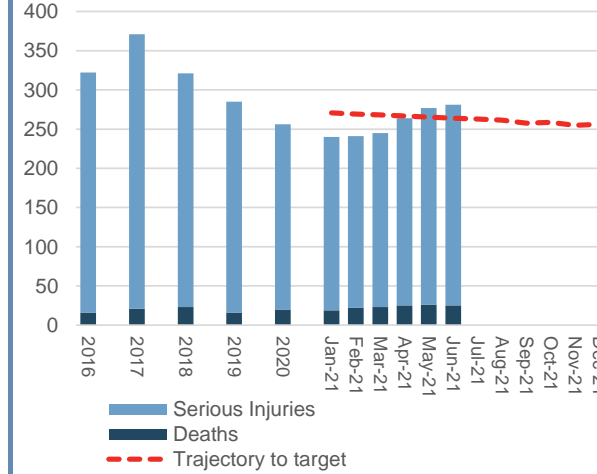
### 2.1.3 Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network



Not on track to meet the target.

For the 12 months to the end of June 2021, the deaths and serious injuries on all Auckland roads (including local roads and highways) increased by 13.0%, to 612. This is 4.0% above the trajectory to meet the end of year target. In addition, all road deaths have increased by 90.0% (from 29 last year to 55 this year). All Auckland road serious injuries increased by 8.0% in the past year (from 515 to 557).

### 2.1.4 Number of vulnerable road user deaths on and serious injuries on Tāmaki Makaurau's road network



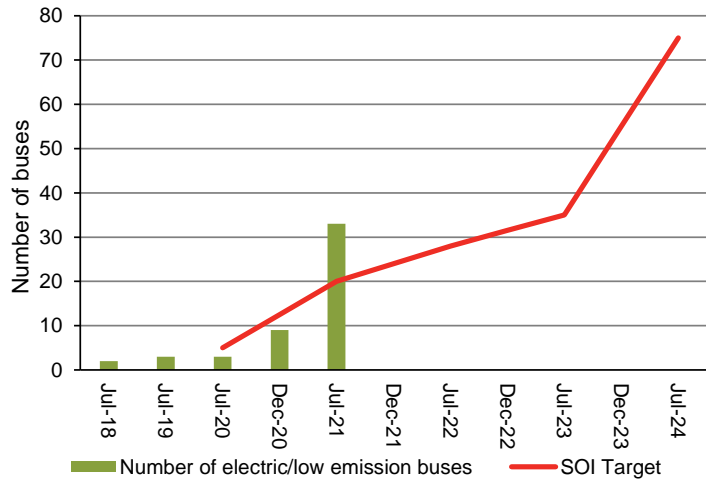
Not on track to meet the target.

For the 12 months to the end of June 2021, deaths and serious injuries of vulnerable road users increased by 9.3%, to 281. This is 6.4% above the trajectory of this year's target.

Deaths of vulnerable road users have increased by 47.1% (from 17 last year to 25 this year). Vulnerable road users serious injuries decreased by 0.8% in the past year (from 240 to 256).

## 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

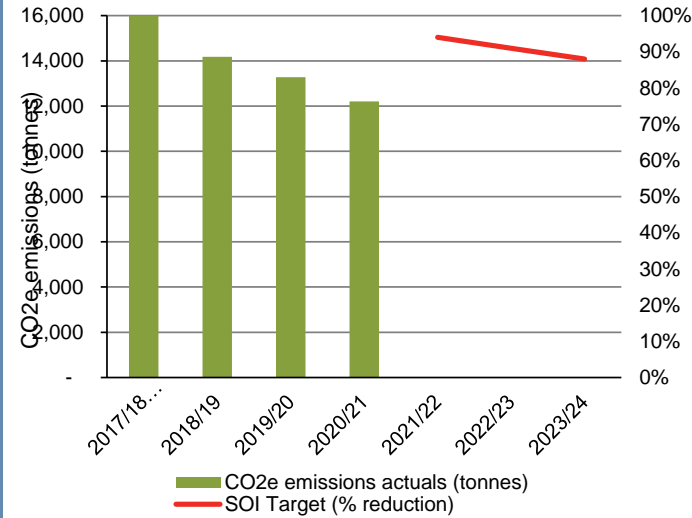


This is a non-reporting period. However, we have already met the end of year target.

There were 33 low emission buses in the Auckland bus fleet in July 2021. The target for July 2022 is 28.

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

### 2.2.2 Percentage reduction of greenhouse gas emissions from AT's corporate activities and assets

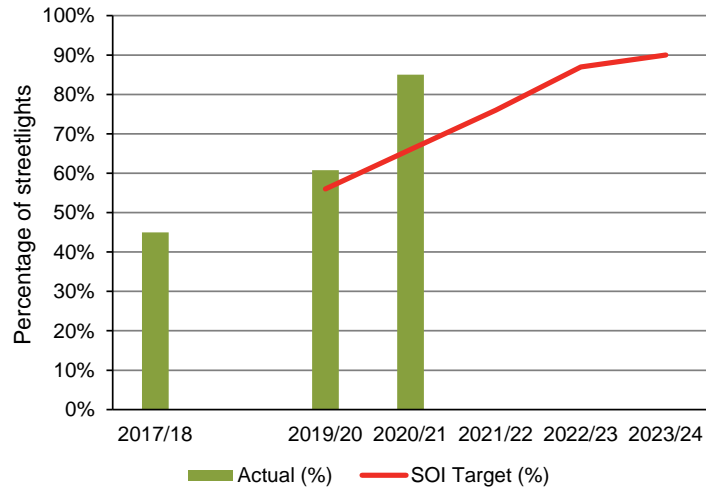


This is a non-reporting period.

This year, this measure has changed. It is now considering all of AT's operational emissions rather than just corporate emissions.

We expect results on this measure by the end of this financial year.

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



This is a non-reporting period. However, we have already met the end of year target.

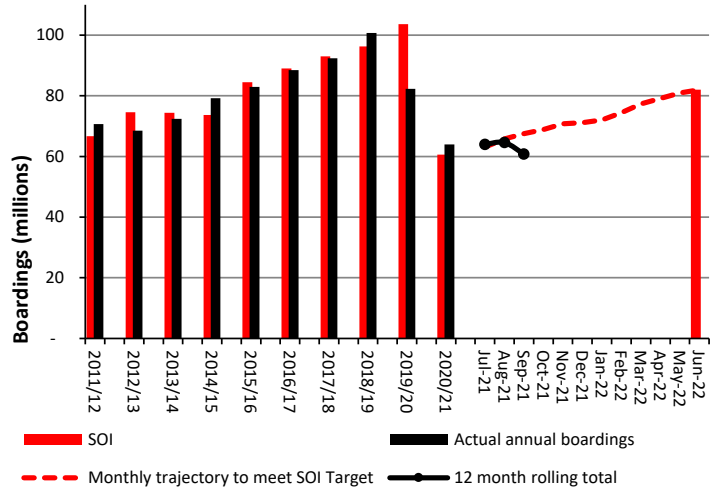
The 2021/22 SOI target is to increase the percentage of energy efficient LED streetlights to 80%. AT have already met the end of year target.

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



## 2.3 Providing and accelerating better travel choices for Aucklanders

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

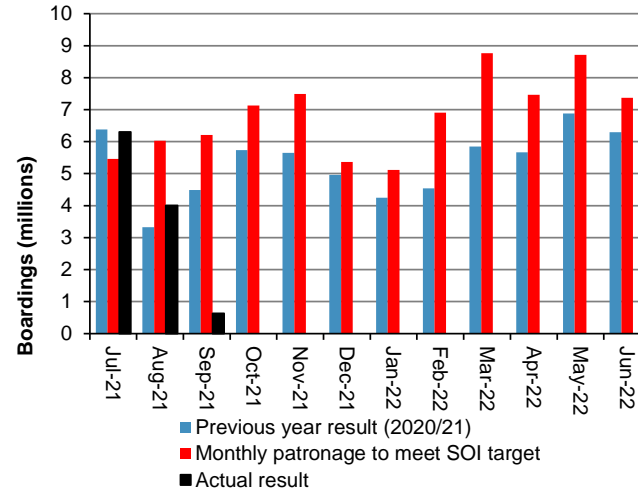


Not on track to meet the target.

PT patronage totalled 60,754,240 passenger boardings for the 12 months to September 2021. This is 10.0% below the SOI target.

Patronage for the 12 months to September 2021 was 6.0% below the 12 months to August 2021, and 12.8% below September 2020.

### 2.3.2 Monthly public transport boardings (millions)

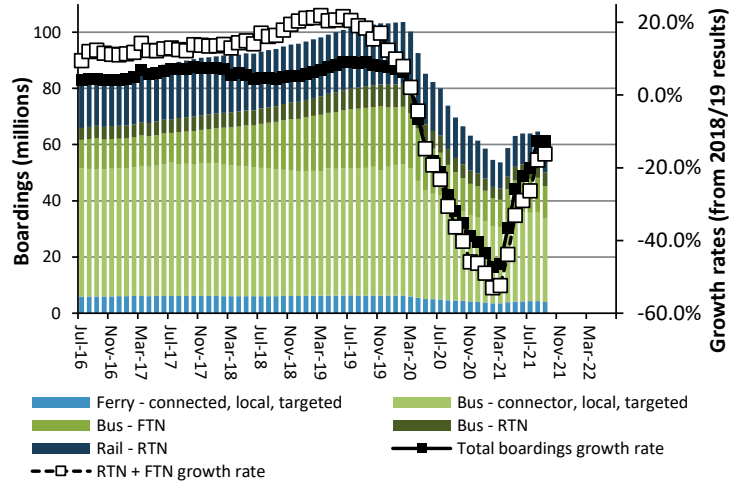


Target not met.

September 2021 monthly patronage was 633,166. This is 15.8% of the August 2021 patronage, and 12.1% of the September 2020 level.

September 2021 monthly patronage was 89.8% below the monthly target. Auckland went into Alert Level 4 lockdown again at 11:59pm on Tuesday 17 August 2021 and then Alert Level 3 on Tuesday 21 September at 11:59pm. This drastically reduced the amount of people who require PT.

### 2.3.3 Boardings on rapid or frequent network



Not on track to meet target.

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

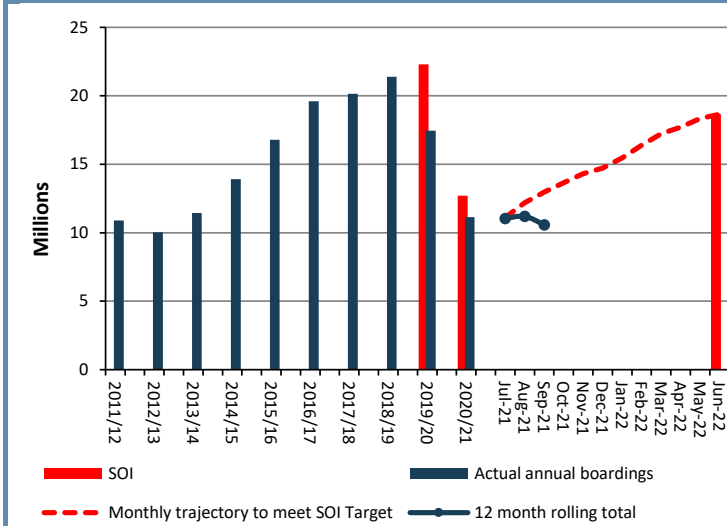
RFN Boardings for the 12 months to September 2021 decreased at a faster rate (16.3%) than overall patronage (12.8%). Recovery on the RFN network has been slower than overall recovery due to increased working from home by those working in the City Centre; an area largely serviced by Rapid and Frequent 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 and accelerating better travel choices for Aucklanders

### 2.3.4 Rail boardings (12 month rolling total)\*

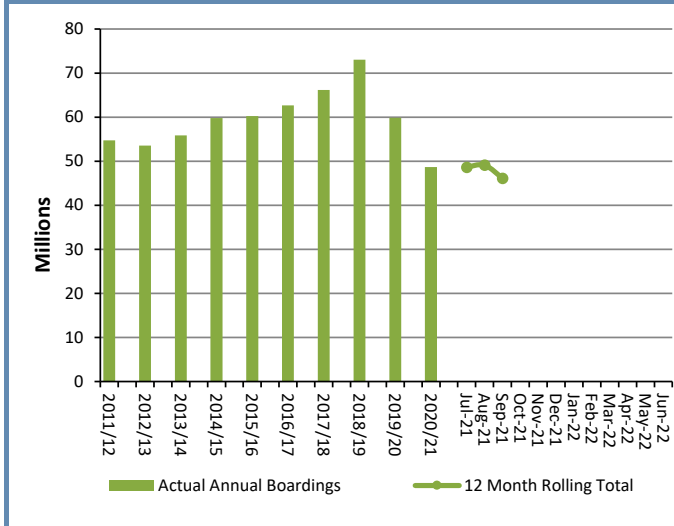


Not on track to meet the target.

Rail patronage totalled 10,582,499 passenger boardings for the 12 months to September 2021. This is 18.4% below the SOI target trajectory.

Patronage for the 12 months to September 2021 was 5.5% below the 12 months to August 2021, and 26.4% below the 12 months to August 2020.

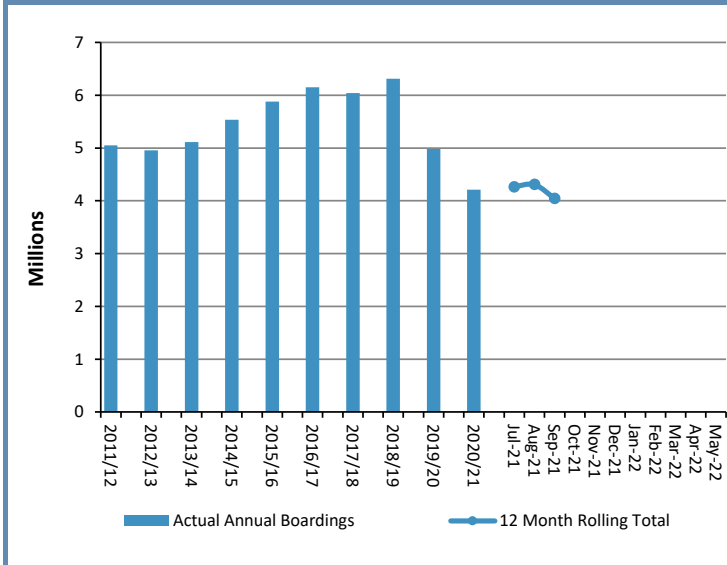
### 2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 46,130,872 passenger boardings for the 12 months to September 2021.

This is a decrease of 6.0% on the 12 months to August 2021 and a decrease of 9.2% on the 12 months to September 2020.

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



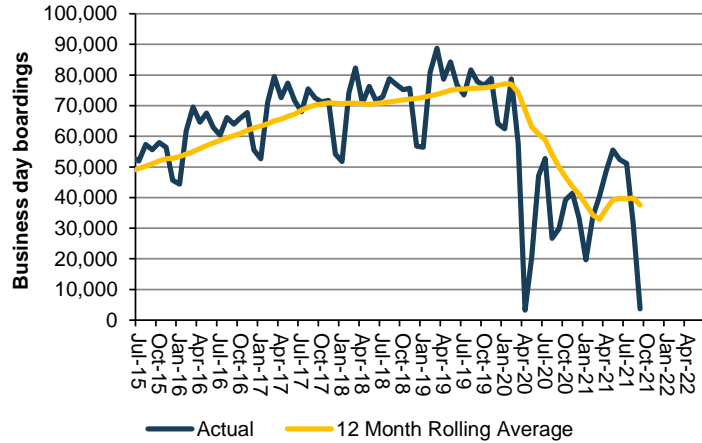
Ferry patronage totalled 4,040,869 passenger boardings for the 12 months to September 2021.

This is a decrease of 6.2% on the 12 months to August 2021, and a decrease of 9.7% compared with the 12 months to September 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 and accelerating better travel choices for Aucklanders

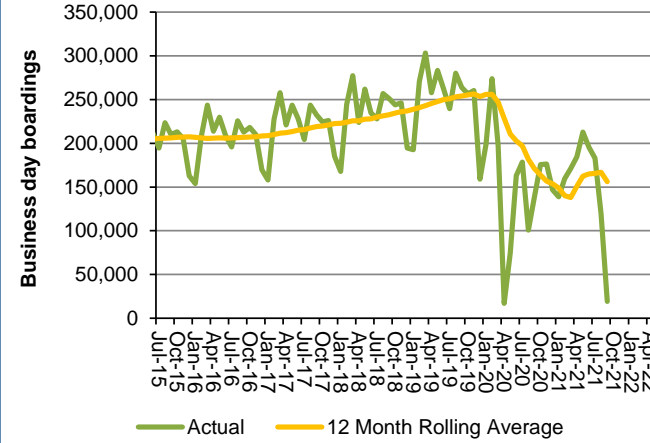
### 2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 37,584 in the 12 months to September 2021.

This represents an 50.4% decrease on the on the 12-month average to September 2020.

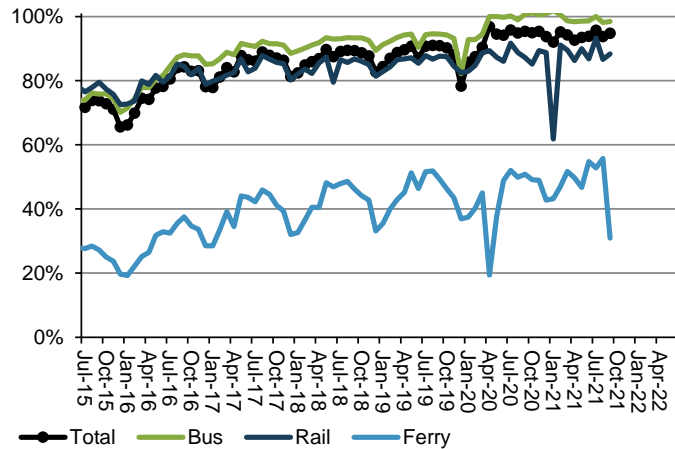
### 2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 156,294 in the 12 months to September 2021.

This represents a 38.5% decrease on the 12-month average to September 2020.

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

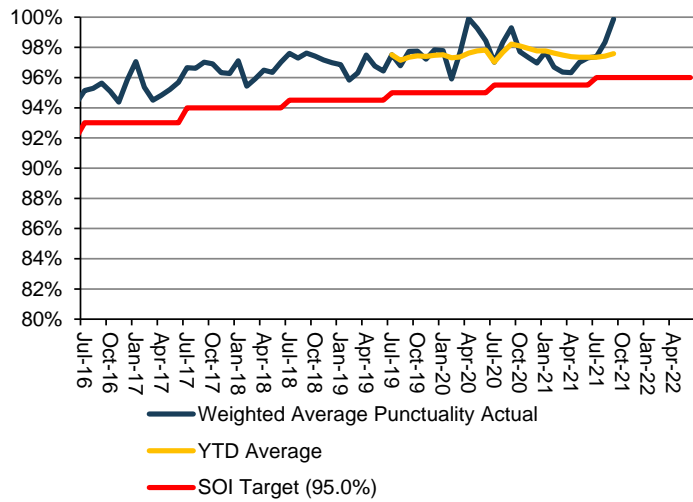


The proportion of all trips using AT HOP in September 2021 was 95%, up one percentage points on August 2021.

Bus: 99%  
Rail: 88%  
Ferry: 31%

## 2.3 Providing and accelerating better travel choices for Aucklanders

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

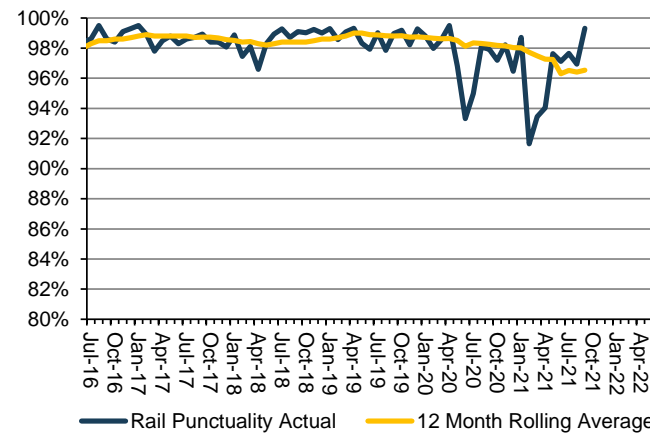


On track to meet target.

PT punctuality for the financial year to September 2021 was 97.6%; SOI target 96.0%. PT weighted average punctuality for the month of September 2021 was 99.9%.

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

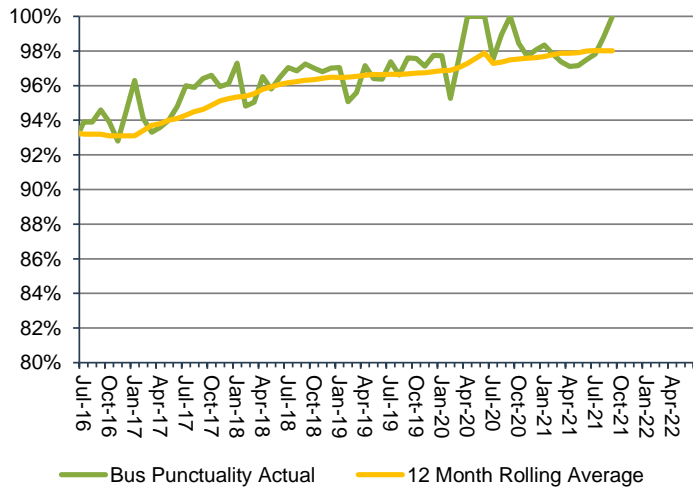
### 2.3.11 Rail services punctuality



Rail service punctuality in September 2021 was 99.3%, and 96.5% for the 12 months to September 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

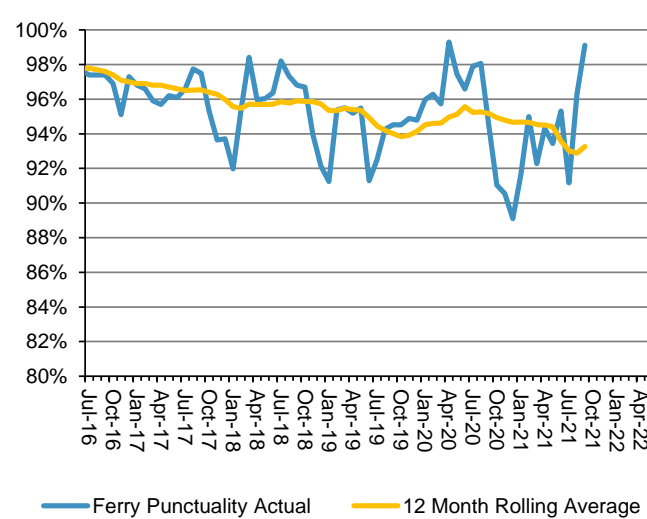


Bus service punctuality in September 2021 was 100.0%, and 98.0% for the 12 months to September 2021.

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 September 2021 was 99.1%, and 93.3% for the 12 months to September 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 and accelerating better travel choices for Aucklanders

### 2.3.14 Rail service performance

#### Train Performance September 2021

##### Total Network

**98.1%** Punctuality\*

86.0% 12 month rolling average

**99.2%** Service Delivery\*

98.0% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Western Line

**98.8%** Punctuality\*

85.7% 12 month rolling average

**99.3%** Service Delivery\*

97.4% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Eastern Line

**98.0%** Punctuality\*

87.6% 12 month rolling average

**99.6%** Service Delivery\*

98.0% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Southern Line

**96.3%** Punctuality\*

75.9% 12 month rolling average

**98.6%** Service Delivery\*

98.2% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Pukekohe Line

**98.8%** Punctuality\*

98.7% 12 month rolling average

**99.6%** Service Delivery\*

99.0% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

##### Onehunga Line

**99.1%** Punctuality\*

90.9% 12 month rolling average

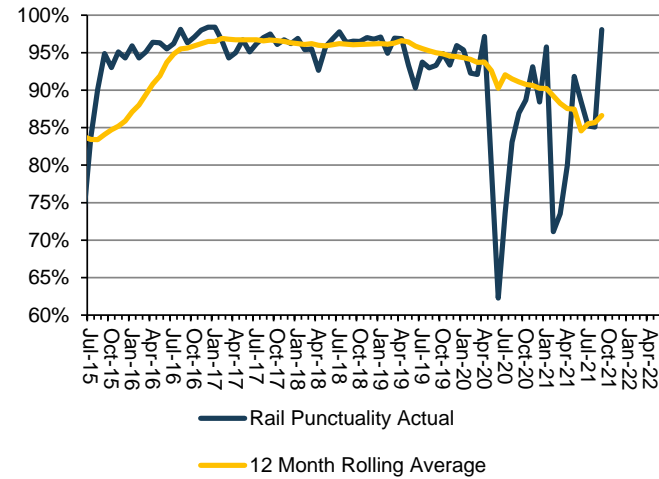
**98.8%** Service Delivery\*

98.3% 12 month rolling average

\* Arrival within 5 minutes of schedule at final destination

\* Arrival at final destination

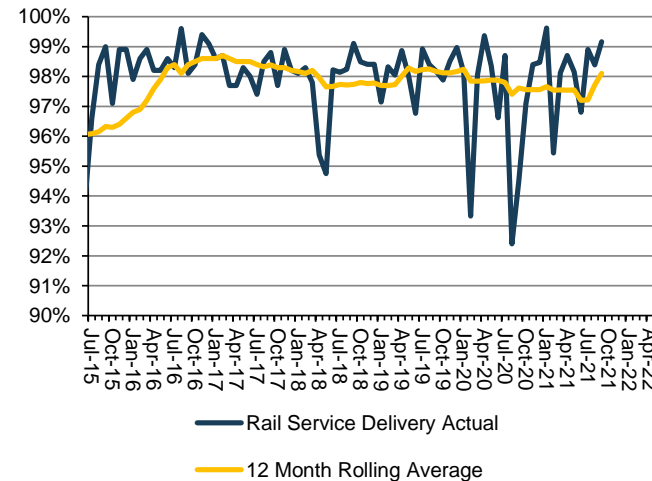
### 2.3.15 Rail punctuality based on arrival at final destination



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

Using this measure, rail service punctuality for the month of September 2021 was 98.1% and 86.6% for the 12 months to September 2021.

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

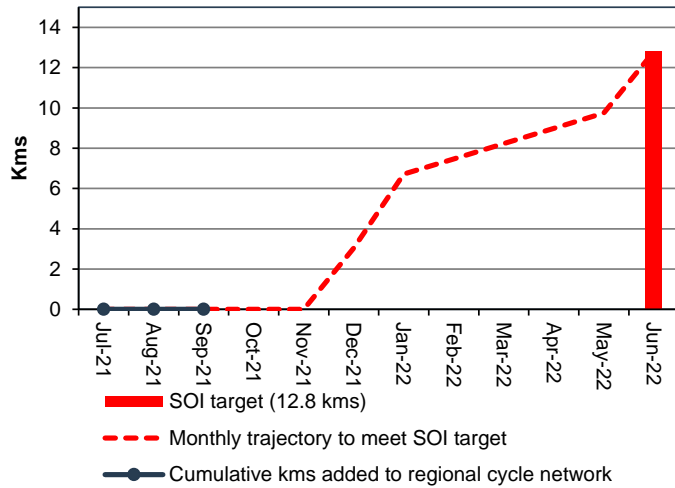


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of September 2021 was 99.2% and 98.1% for the 12 months to September 2021.

## 2.3 Providing and accelerating better travel choices for Aucklanders

### 2.3.17 Kilometres of safe cycleway added or upgraded that is located on the Cycle & Micromobility Strategic Network



On track to meet target

No new cycleways were delivered in September 2021.

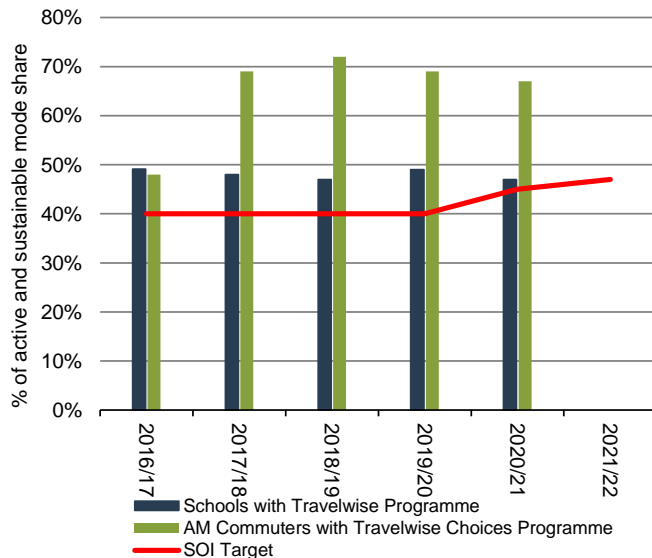
However, none were planned for September delivery.

### 2.3.18 Percentage of key signalised intersections in urban centres where pedestrian delays are reduced during the interpeak period.

This is a new measure in the Financial Year. It was intended to will be reported on for the first time in September.

However, to get the data, AT staff have to be on-site. Once AT staff are able to get on-site safely, this data will be reported on.

### 2.3.19 Active and sustainable transport mode share where a Travelwise Choices programme is implemented

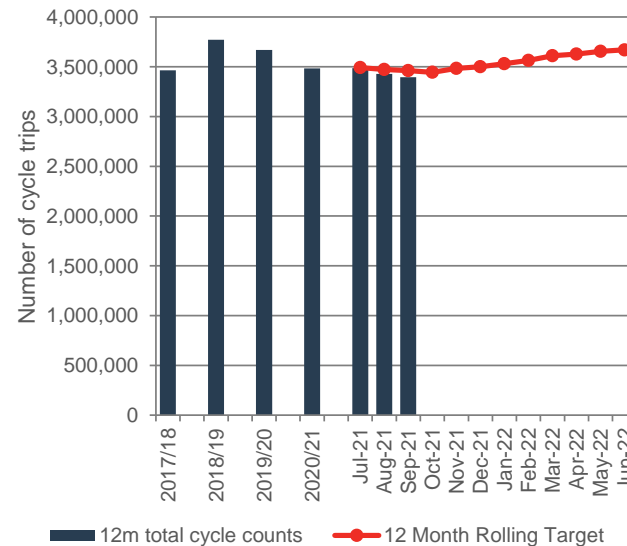


Reported at the end of the Financial Year.

In the 2020/21 financial year, mode share was 47% for students and 67% for 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



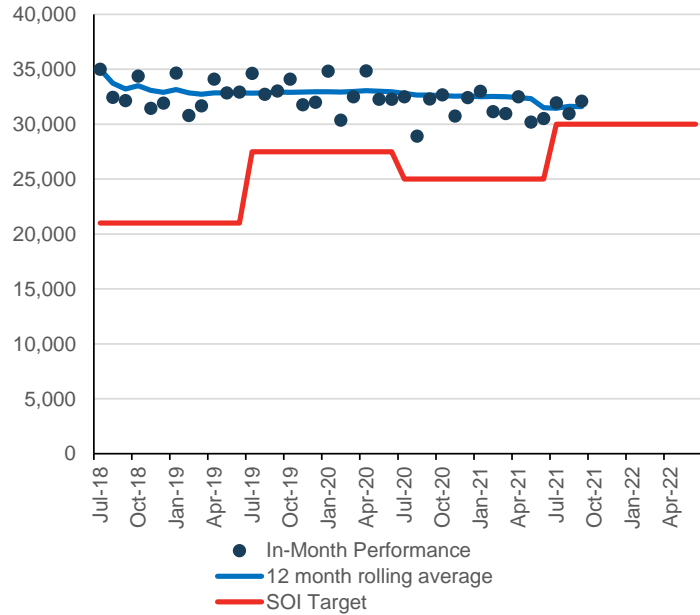
Not on track to meet target.

Cycle counts totalled 3,393,692 for the 12 months to September 2021. This is 8.3% lower than the target for the month of September 2021, and is 2.0% below the target for the 12 months to September 2021.

Cycle counts decreased 8.7% on the 12 months to September 2020.

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

### 2.4.1 Average AM peak period lane productivity



Target on track to exceed.

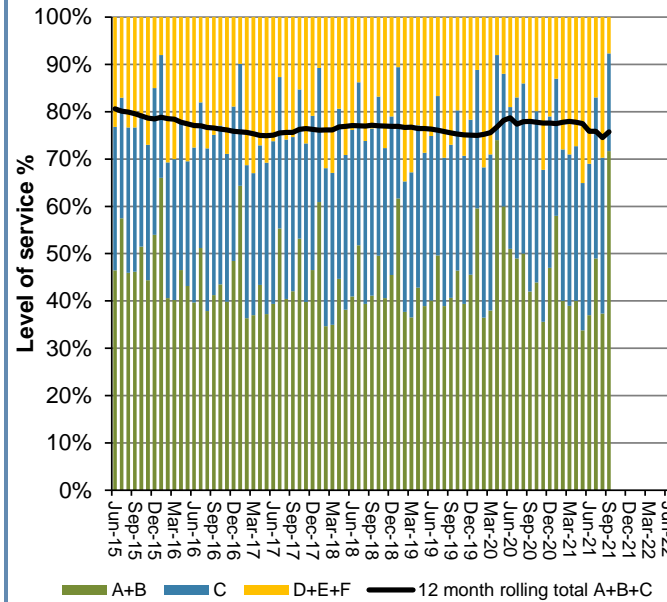
In September 2021, the average arterial road productivity was 32,094 which exceeds the target of 30,000.

This 3% lower than September 2020. This decrease is mostly due to lower public transport share.

The 12-month rolling average for the 12 months to September 2021 is 31,603.

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 September 2021, 92.3% of the arterial network operated at good levels of service (LOS A-C). This is 22 percentage points above August 2021, likely due to the COVID-19 alert level changes and lockdowns. This is 14.7 percentage points higher September 2020.

The 12-month rolling average for LOS A-C was 75.8% for September 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.

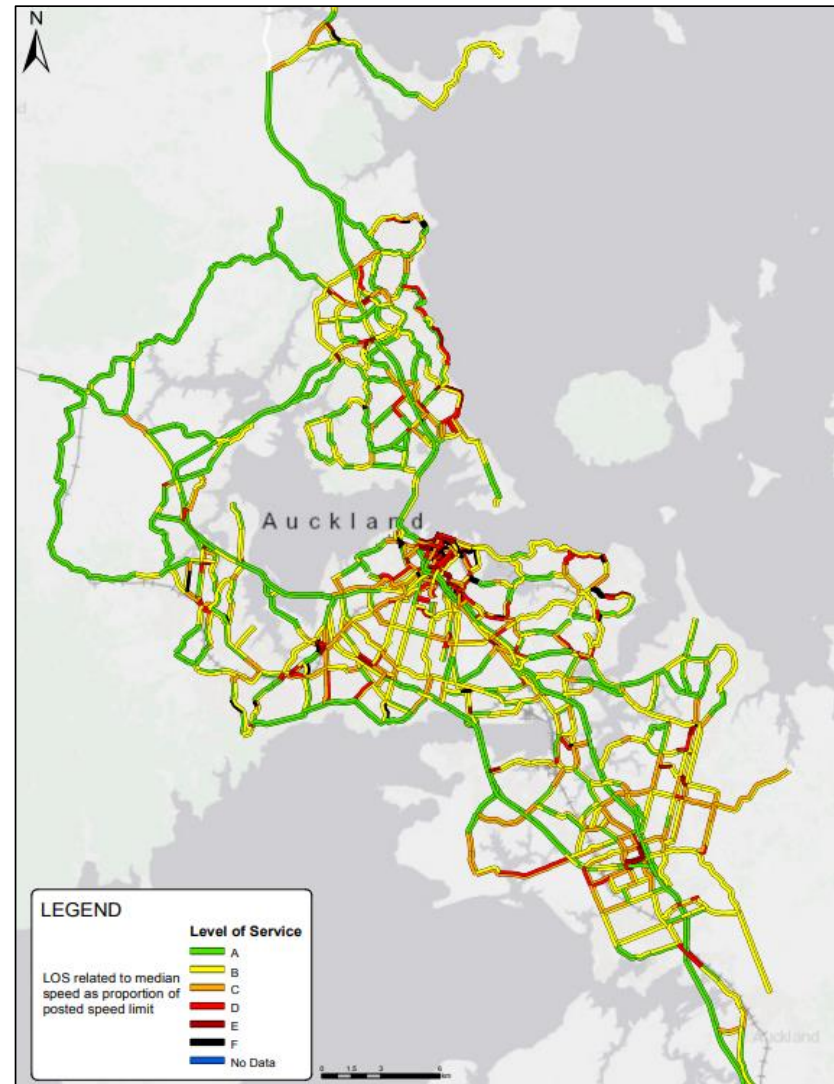
## 2.4 Better Connecting People, Places, Goods and Services

### 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

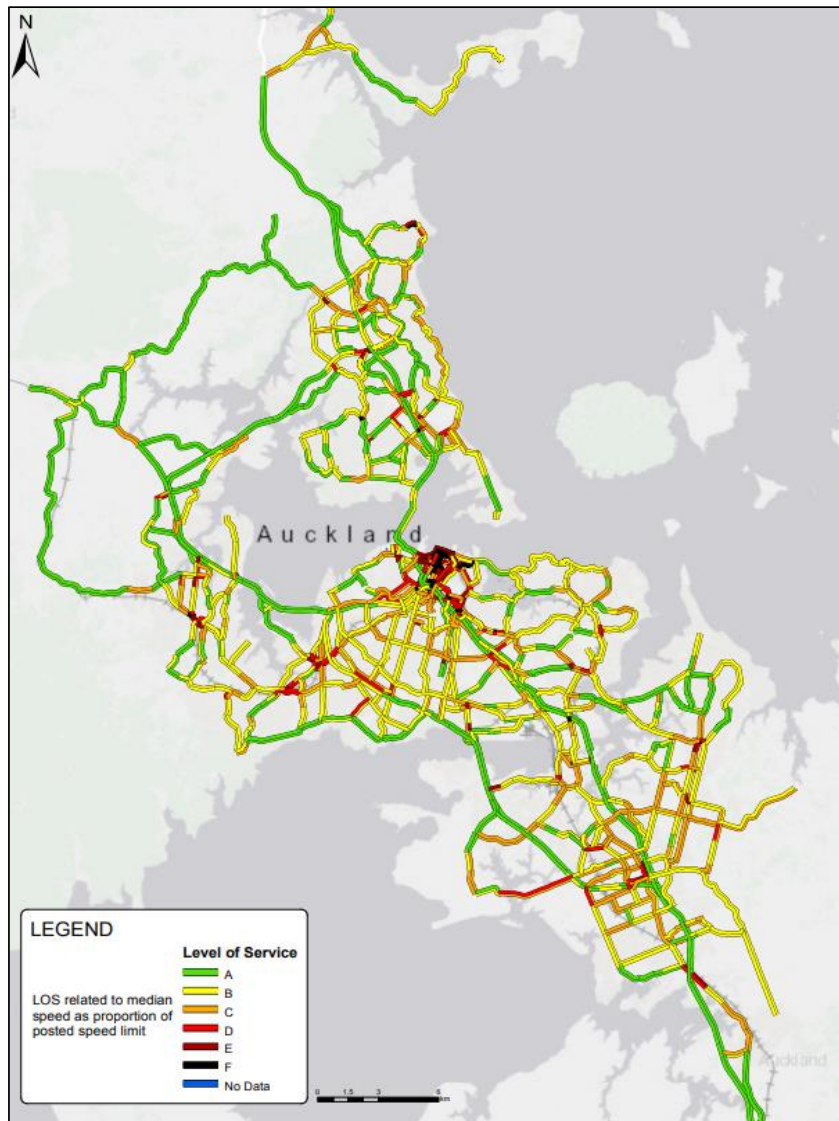


This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for August 2021. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.



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

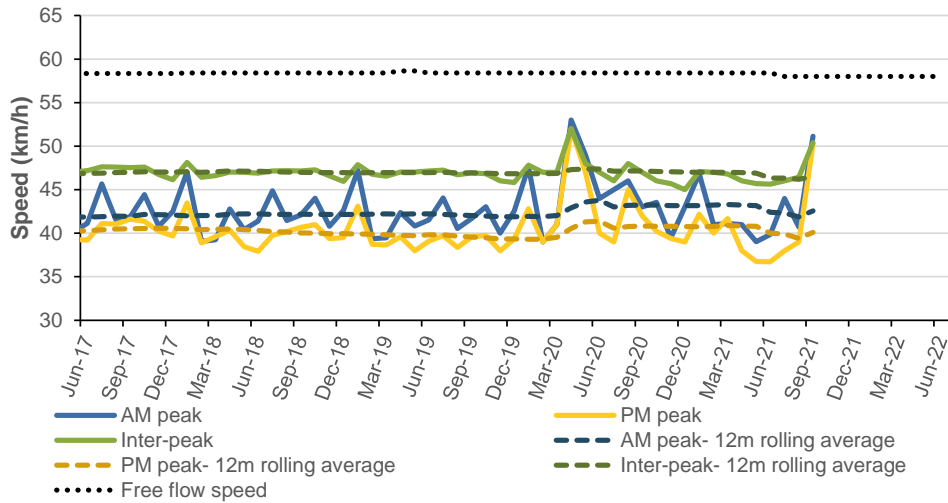
### 2.4.6 Congestion map PM peak



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

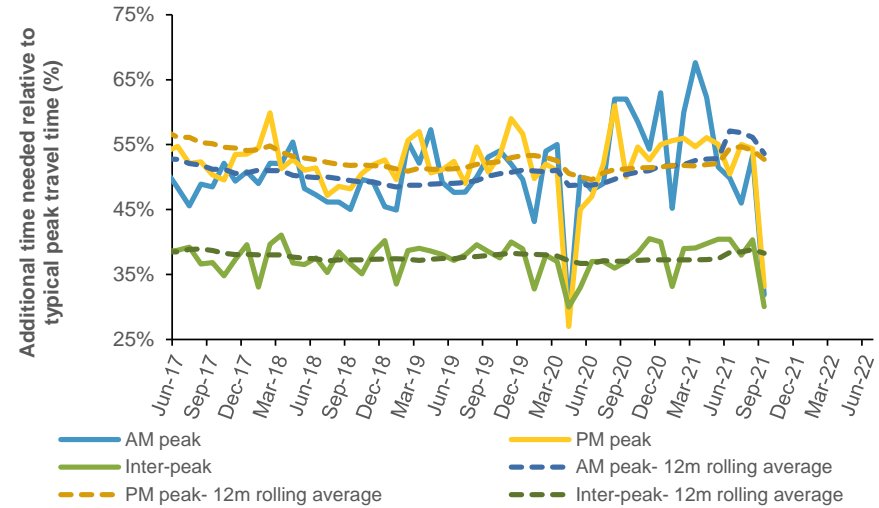
### 2.4.7 Median travel speed across arterial and motorway network



The average AM peak vehicular travel speed in September 2021 was 51 km/h, 10km/h higher than August 2021 and 9km/h higher than September 2019. The 12 month rolling average to August 2021 was 42.6 km/hr, 0.6 km/hr lower than the 12 months to September 2020 (43.2 km/h).

*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 September 2021 AM peak, the 85th percentile travel time was 32% longer than the typical travel time. In the 12 months to September 2021, average AM peak reliability was 54%, six percentage points better than the 12 months to August 2020 (50%).

PM peak reliability for the 12 months to September 2021 was 53%, two percentage points better than the 12 months to August 2020 (51%).

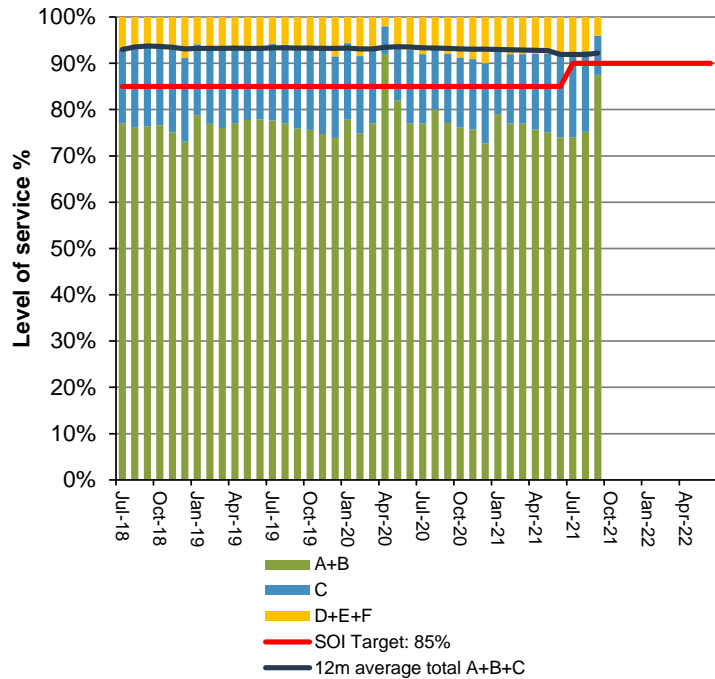
*This figure shows the difference between the typical (median) and the 85th percentile\* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.*

*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 September 2021, 96% 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 90% target.

The reliability of the freight network was 20% in the interpeak period (the percentage of time to be added to a normal trip) and below the 50% maximum threshold in September, indicating good overall freight travel experience.

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.

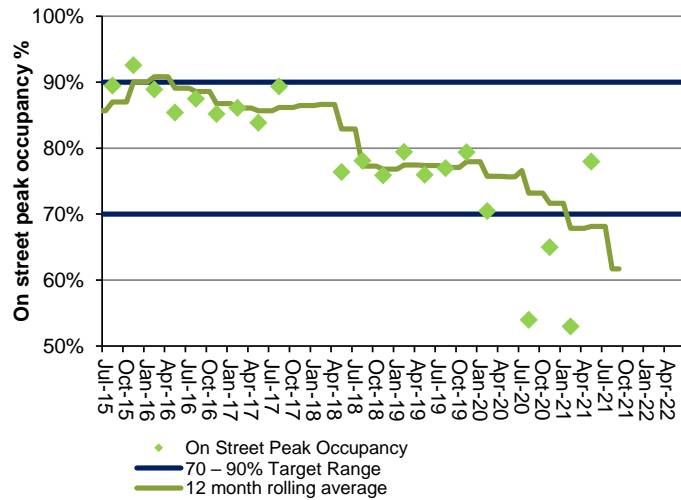
2.4.10 Map showing key freight routes



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

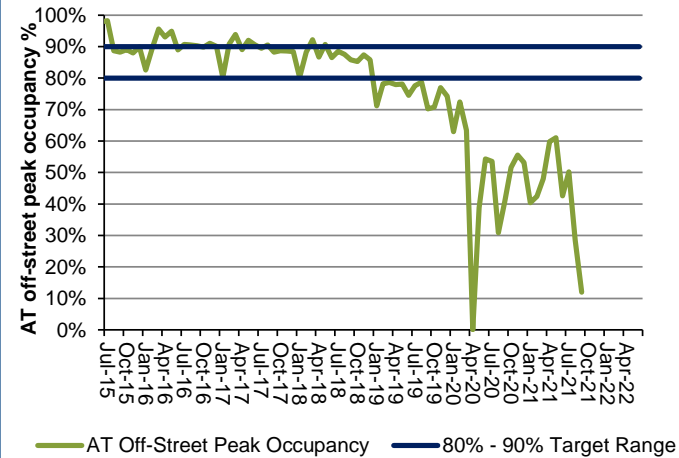
### 2.4.11 Parking occupancy rates (peak 4-hour, on street)\*



This measure is reported on a quarterly basis. The on-street peak occupancy for August 2021 was 32%. The 12 month rolling average for September 2021 was 61.70%. These figures are both below the target of 70% on street occupancy.

Auckland went into Alert Level 4 lockdown at 11:59pm on 17 August 2021. This drastically reduced the number of vehicle movements on Auckland's roads, which had a knock-on impact on the numbers of people parking their vehicles on street.

### 2.4.12 Off-street parking occupancy rates

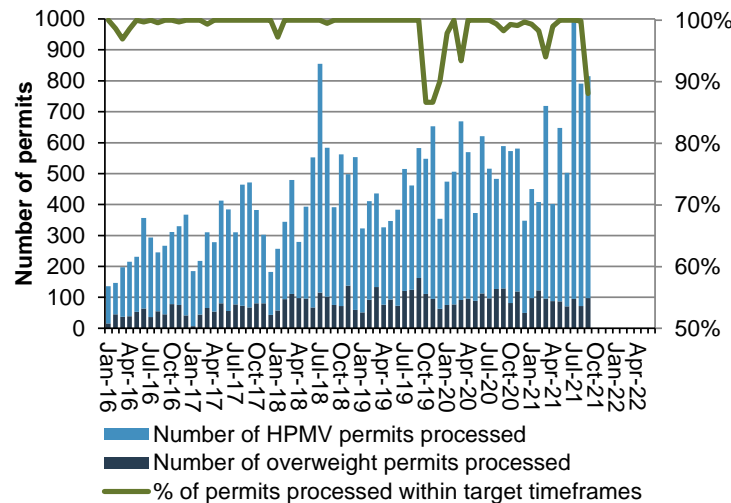


Target not met.

Occupancy for September 2021 was 12.00%. All carparks continue to experience significant downturn in casual occupancy and decreased revenue as a result of Alert Level 4 and 3 restrictions. Lease revenue remains comparatively steady as customers opt not to cancel their lease for fear of not being able to secure it again in the future.

NOTE: From July 2021, the following carparks are included in this number: Civic, Downtown, Ronwood and Victoria Street.

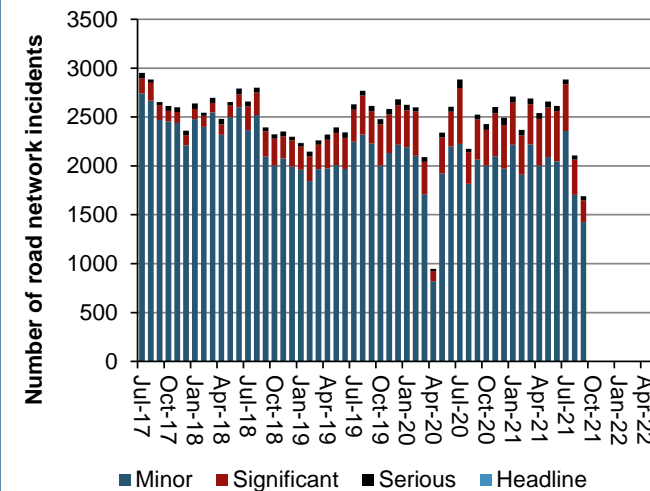
### 2.4.13 Heavy vehicle permits processed



In September 2021, AT received 98 Overweight and 717 HPMV permit applications.

All 815 applications were processed, with 88.10% 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\*\*



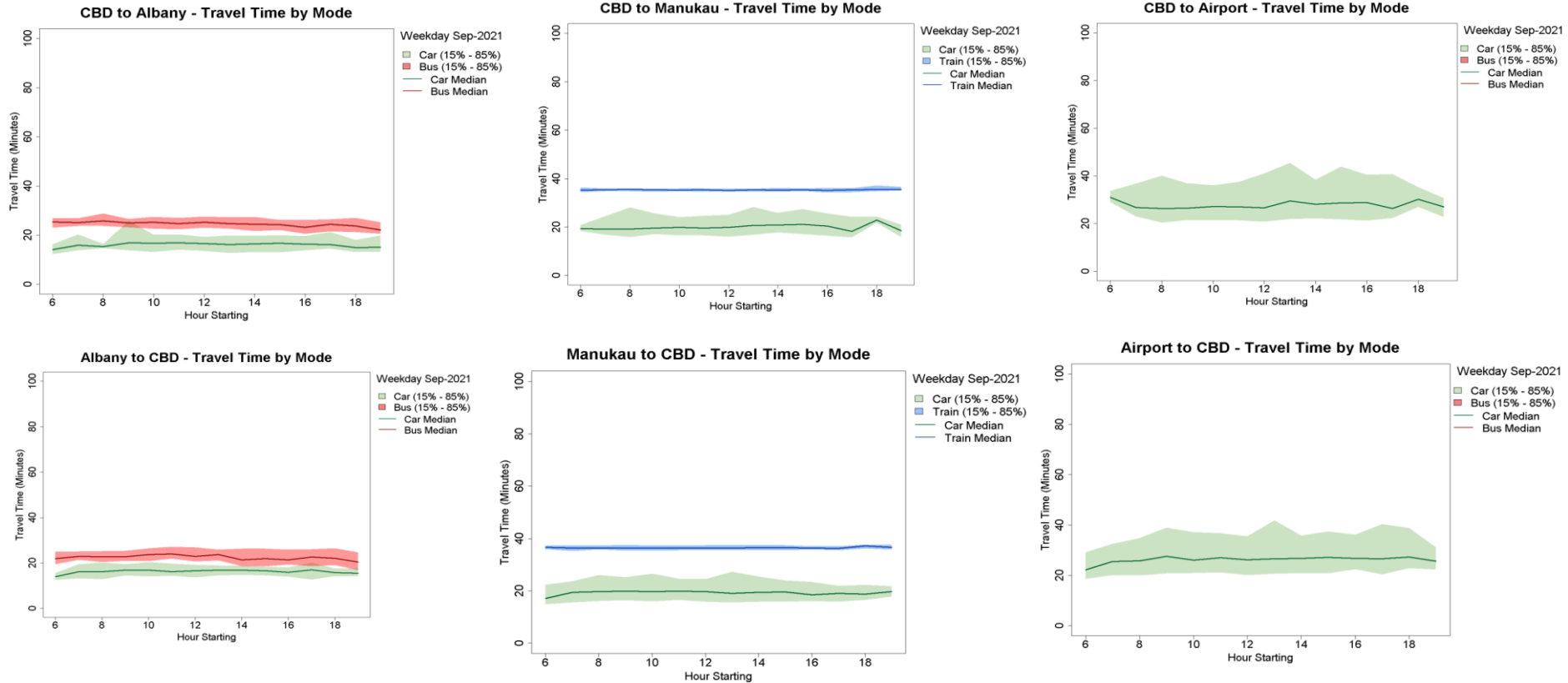
In September, there was a reduction in the number of serious incidents compared to previous months, due to reduced demand on the transport system. The COVID-19 response continues to be a focus, including the management of regional boundaries, vaccination centres, testing centres and the transition to Alert Level 3 with the associated change in network activity around takeaway venues. Two 'red' wind alerts for the Auckland Harbour Bridge also occurred in September.

\* 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 Taupō 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.

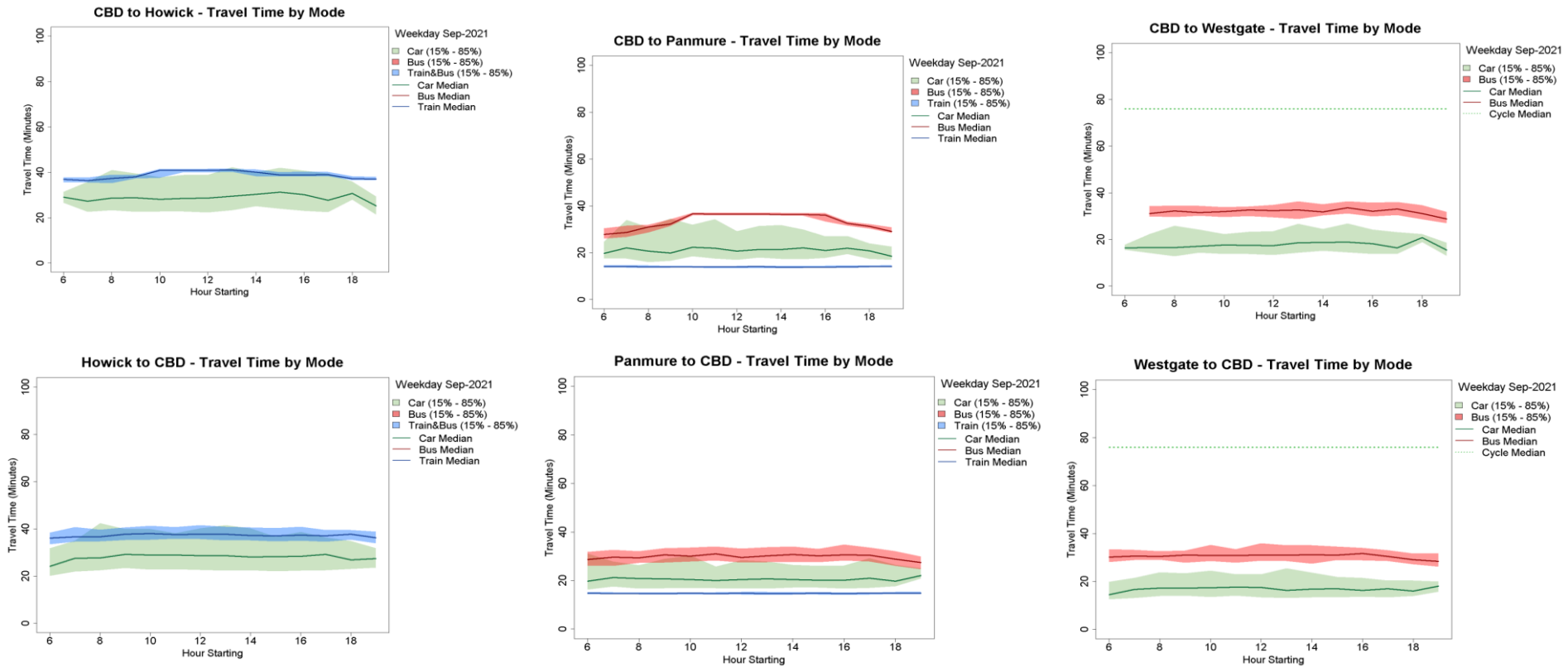


In September 2021, 68% of the bus network operated at good congestion Levels of Service (LoS A-C in the previous map) during the AM peak due to the free flow conditions on the network. This was 16% higher than August 2021. This network had an average AM peak travel speed of 32 km/h, 2km/h higher than the previous month. The bus network travel time reliability was 16% (percentage of time to be added to a normal trip) and well below the 50% maximum threshold, due to free flow conditions and lower passenger demand. This indicates that passengers are experiencing much shorter travel times for their journey than in previous months.

*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

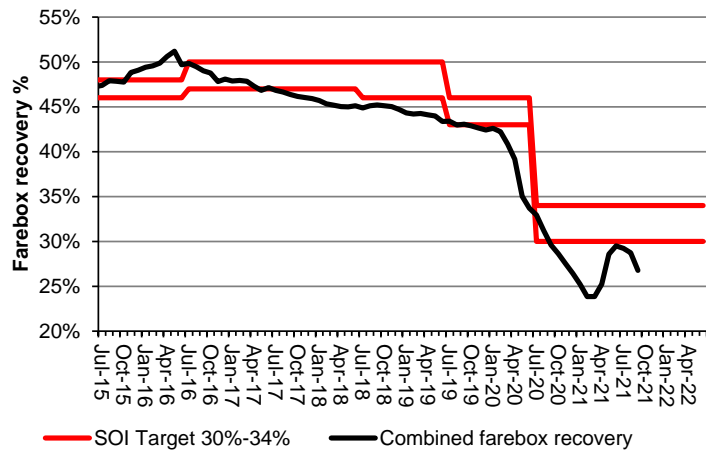


In September 2021, 68% of the bus network operated at good congestion Levels of Service (LoS A-C in the previous map) during the AM peak due to the free flow conditions on the network. This was 16% higher than August 2021. This network had an average AM peak travel speed of 32 km/h, 2km/h higher than the previous month. The bus network travel time reliability was 16% (percentage of time to be added to a normal trip) and well below the 50% maximum threshold, due to free flow conditions and lower passenger demand. This indicates that passengers are experiencing much shorter travel times for their journey than in previous months.

*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 adaptive, financially sustainable and delivers value

### 2.5.1 PT farebox recovery

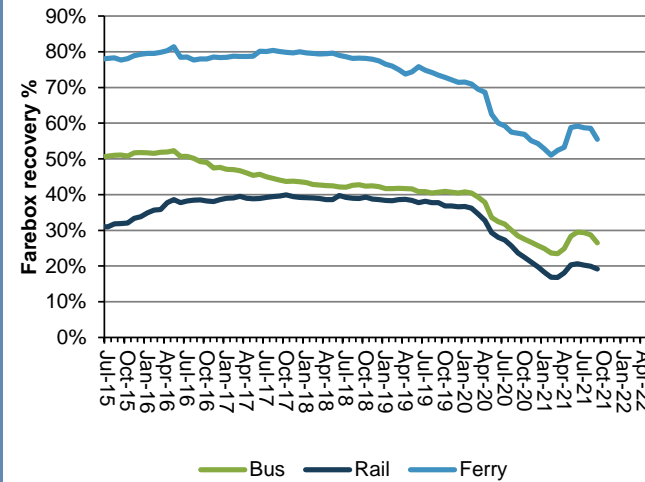


Target not met.

Total PT farebox recovery is decreasing. The ratio in September 2021 was 26.78%, compared with 29.61% in September 2020.

The 2021/22 SOI target for PT farebox recovery is between 30% and 34%.

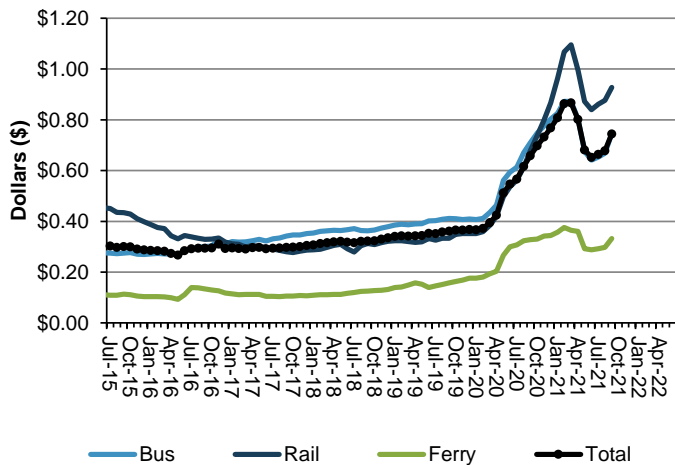
### 2.5.2 PT farebox recovery (by mode)



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

- Bus: 26.47% (40.66%)
- Rail: 19.15% (37.75%)
- Ferry: 55.51% (73.41%)

### 2.5.3 PT subsidy per passenger kilometre

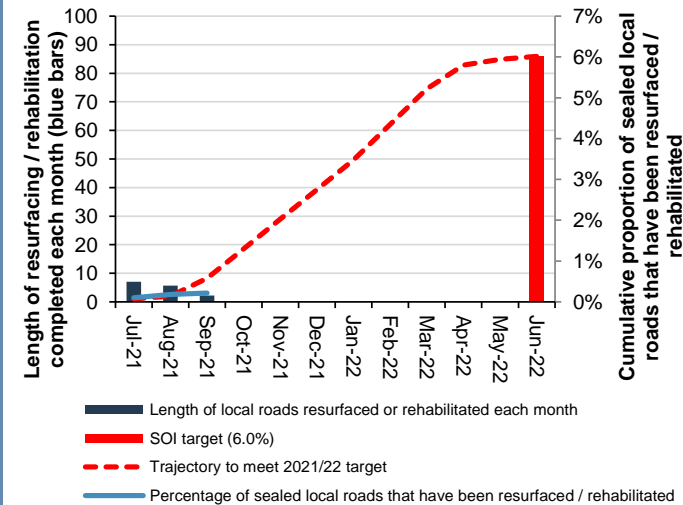


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for September 2021 was \$0.745. For individual modes, September 2021 (and comparable 2019 results) were:

- Bus: \$0.745 (\$0.411)
- Rail: \$0.927 (\$0.334)
- Ferry: \$0.332 (\$0.158)

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



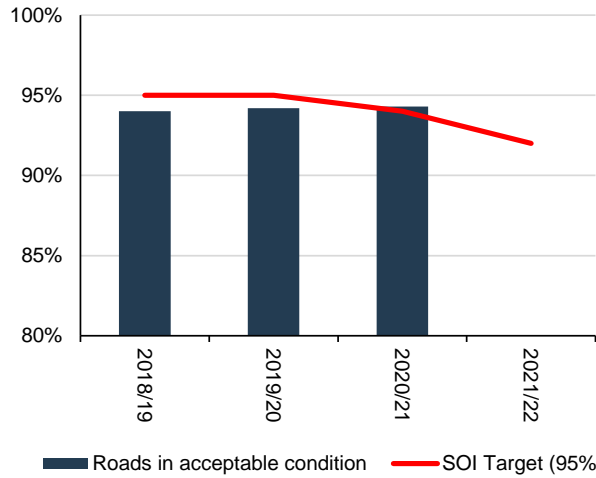
The measure is not on track to meet the target.

In September 2021 AT completed 2.2 km of resurfacing and rehabilitation under alert level 3 conditions.

This financial year to date, 14.9 km of local roads were resurfaced, or 3.6% of the 2021/22 target, and 0.2% of Auckland's local roads. This is behind the programme due to the COVID alert level changes in Auckland limiting road works.

## 2.5 Our operating model is adaptive, financially sustainable and delivers value

### 2.5.5 Proportion of road assets in acceptable condition

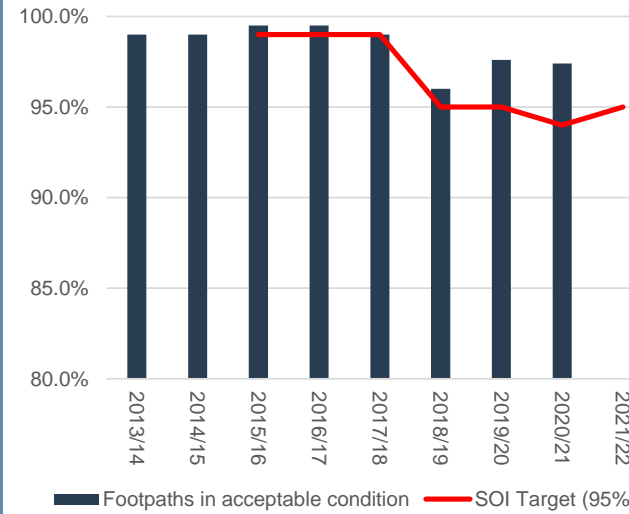


This is a non-reporting period.

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

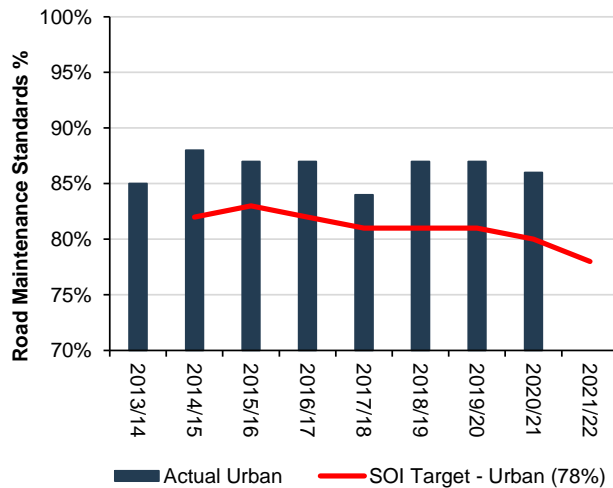


This is a non-reporting period.

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.

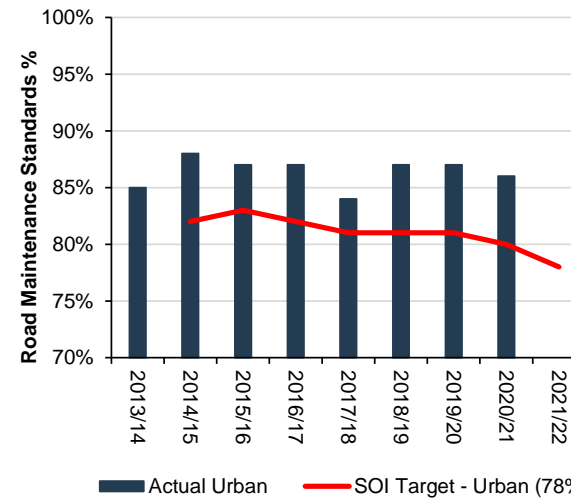
### 2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



This is a non-reporting period.

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 the previous year's result.

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



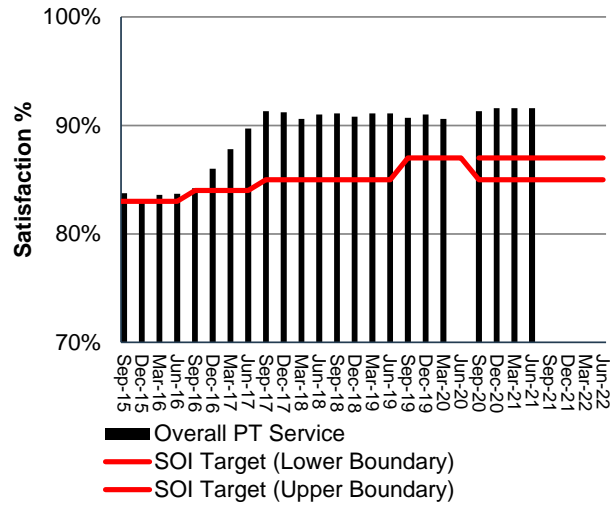
This is a non-reporting period.

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 the previous year's result.



## 2.6 Providing excellent customer experiences

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

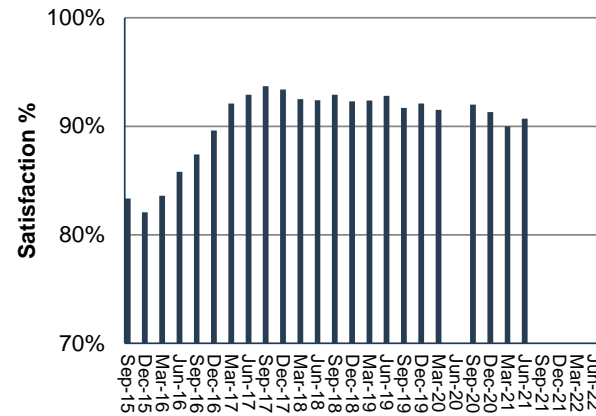


This is reported on quarterly. Due to COVID, only approximately half of the interviews as usual were able to take place. Therefore, the data is not considered reliable and AT will not be reporting on this measure this quarter.

The June 2021 result is 91.6% is exceeding the target.

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

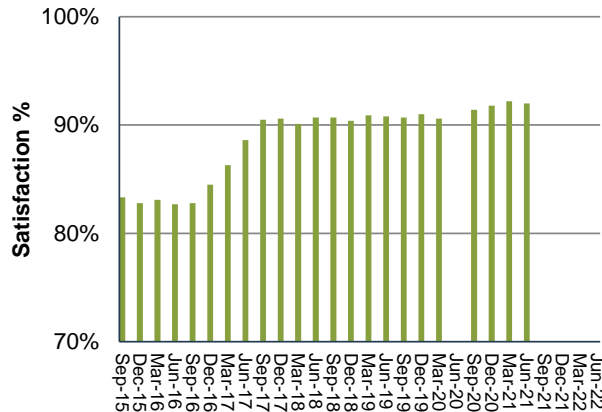


This is reported on quarterly. There is no September 2021 result due to the ongoing COVID-19 Level 4 and 3 Lockdowns.

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

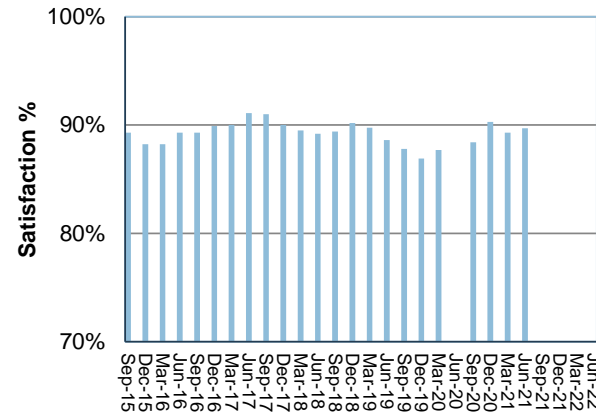


This is reported on quarterly. There is no September 2021 result due to the ongoing COVID-19 Level 4 and 3 Lockdowns.

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



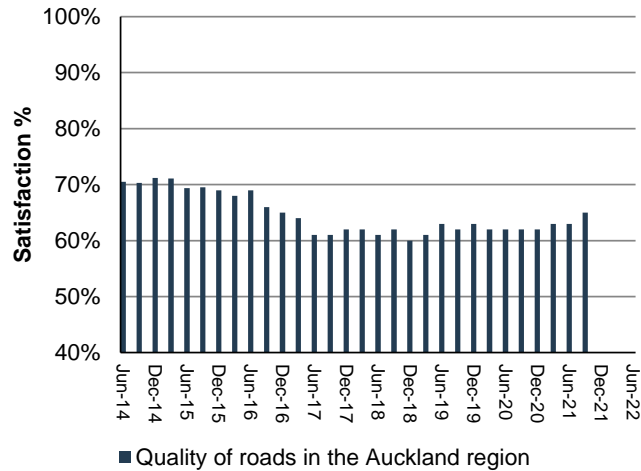
This is reported on quarterly. There is no September 2021 result due to the ongoing COVID-19 Level 4 and 3 Lockdowns.

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 Providing excellent customer experiences

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

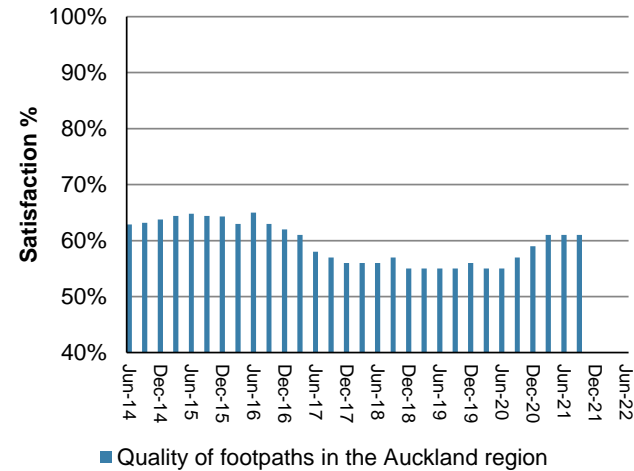


This is reported on quarterly.

In September 2021, satisfaction with the quality of roads in Auckland was 65%, two percentage points higher than the June 2021 result (63%).

Satisfaction was three percentage point above the September 2020 result (62%).

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

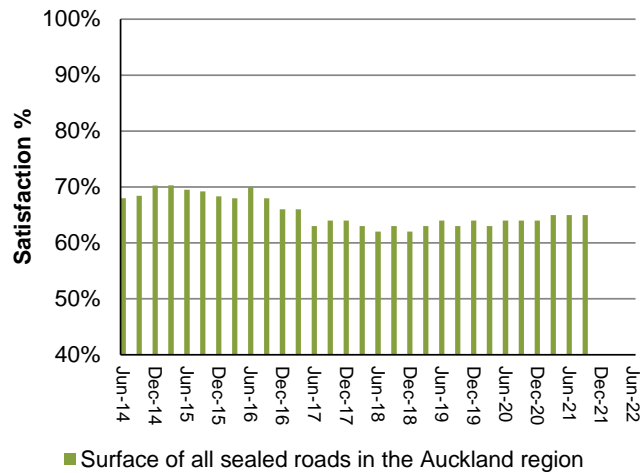


This is reported on quarterly.

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

Satisfaction was four percentage points above the September 2020 result (57%).

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

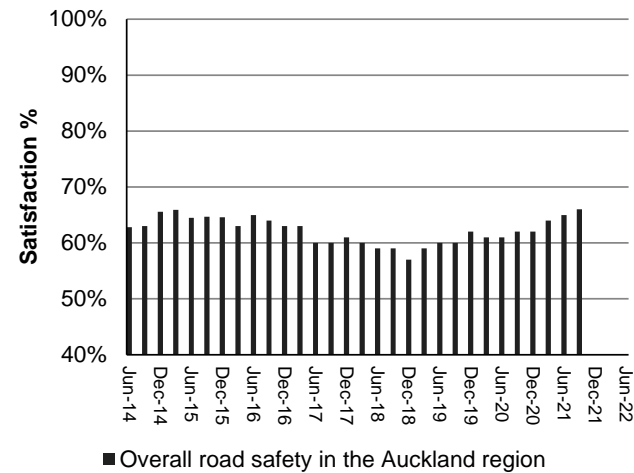


This is reported on quarterly.

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

Satisfaction was one percentage points higher than the September 2020 result (64%).

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



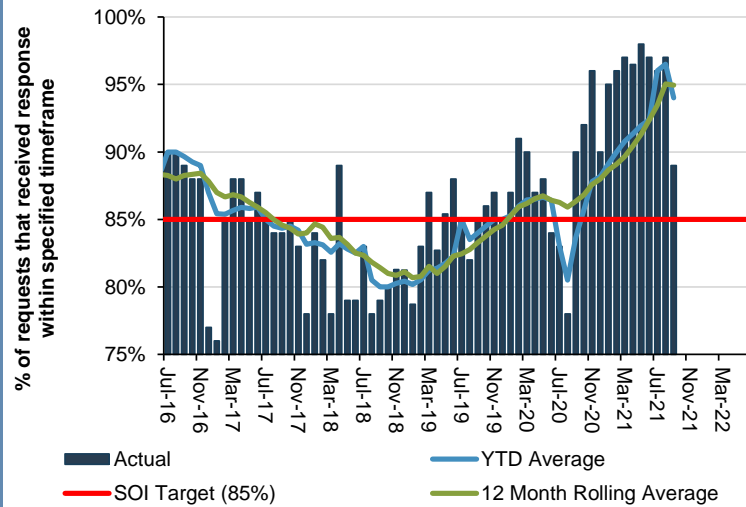
This is reported on quarterly.

In September 2021, satisfaction with road safety in Auckland was 66%, one percentage point higher than the June 2021 result (65%).

Satisfaction was four percentage points higher than the September 2020 result (62%).

## 2.6 Providing excellent customer experiences

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



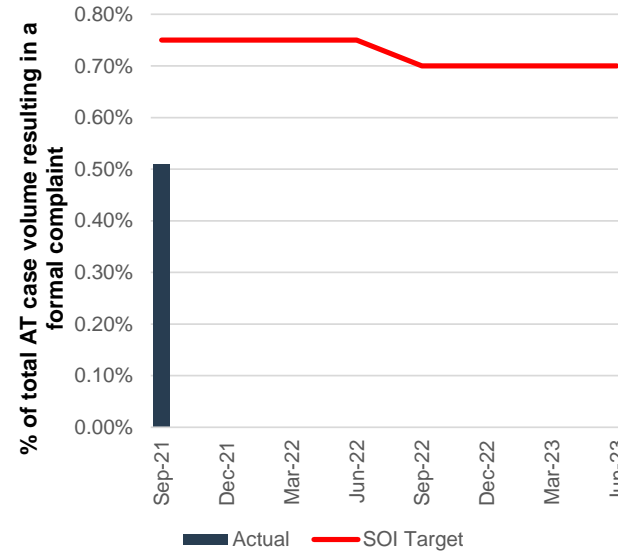
Target Exceeded.

12 month rolling average for September 2021: 95% (SOI target 85%)

September 2021 result exceeded the target at 89% however was down eight percentage points on August 2021.

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

### 2.6.10 Percentage of total AT case volume resulting in a formal complaint

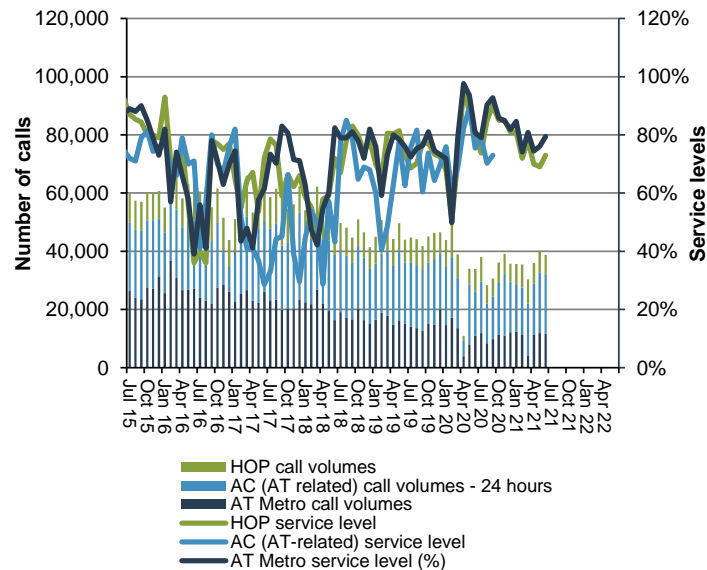


This measure is on track to meet the target. This is a new measure this Financial Year.

In the September 2021 Quarter, 0.51% of the total AT case volume resulted in a formal complaint. The SOI target for this financial year is less than 0.75%.

The baseline of this measure is 0.77% for 2020 calendar year.

### 2.6.11 Call centre incoming calls and service levels

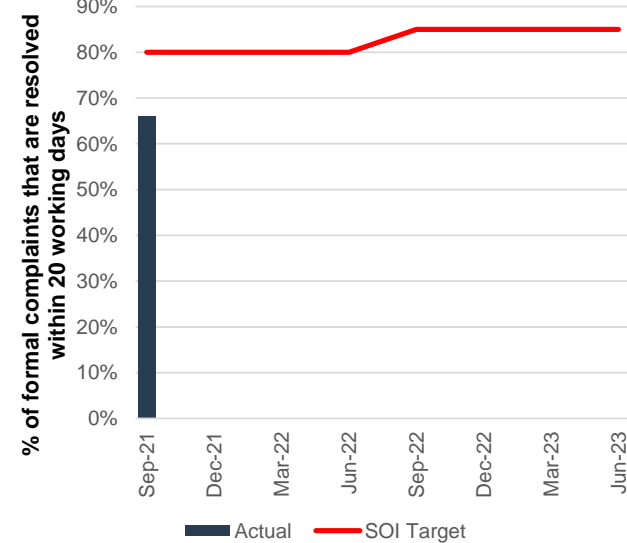


In September 2021 AT HOP Call volumes decreased by 44% compared with August 2021, and decreased 59% compared to September 2020. The service level was 5 percentage point higher than last month.

Auckland Council call volumes have decreased by 43% compared to August 2021, and decreased by 43% compared to the same month last year.

AT Metro Call Centre Volumes decreased by 61% on August 2021, and decreased by 65% since September 2020. The service level increased by 16 percentage points on last month.

### 2.6.12 Percentage of formal complaints that are resolved within 20 working days



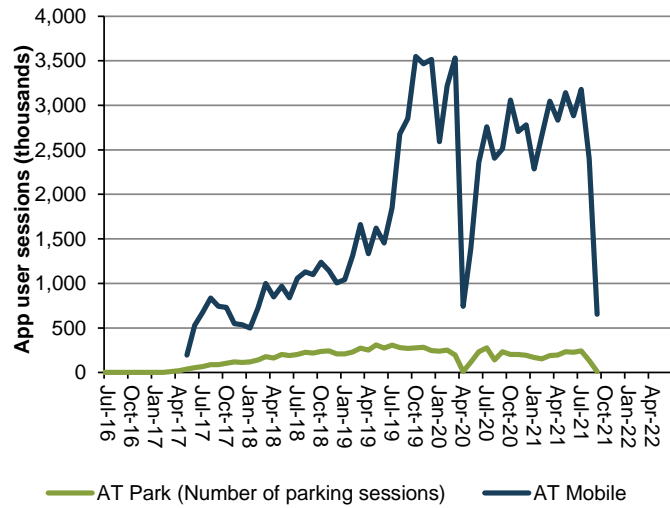
This is a new measure this Financial Year. The SOI target is for 80%+ of formal complaints to be resolved within 20 days.

In the September 2021 Quarter, 66% of formal complaints were resolved within 20 working days. This result was impacted by constraints on in-person engineering assessments.

The baseline of this measure is 79% for 2020/21.

## 2.6 Providing excellent customer experiences

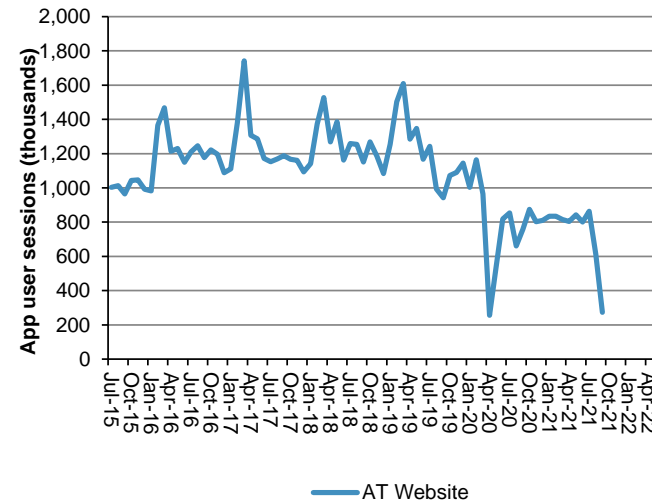
### 2.6.13 AT app user sessions



AT Mobile  
App user sessions decreased by 73% in September 2021 compared with August 2021 and was the 74% below September 2020.

AT Park  
App user sessions decreased by 92% in September 2021 compared with August 2021 and decreased by 95% compared to September 2020.

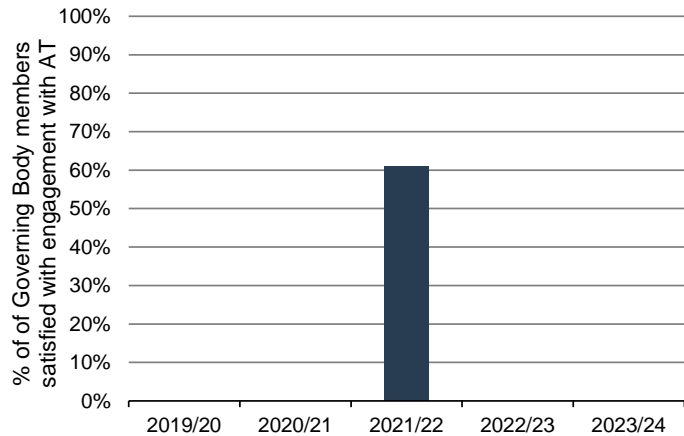
### 2.6.14 AT Website Visits



Visits to the Auckland Transport website totalled 273,549 in September 2021, a decrease of 55% compared with August 2021, and an decrease of 64% compared with September 2020.

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

**2.7.1 Percentage of Governing Body members satisfied with engagement with AT**

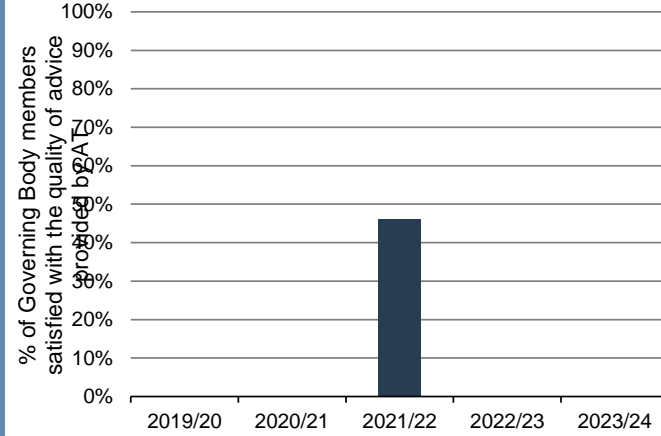


In the 2021/22 FY, 61% of Governing Body members were satisfied or very satisfied with engagement with AT.

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.

The elected measure perception SOI measure is measured across four different measures.

**2.7.2 Percentage of Governing Body members satisfied with the quality of advice provided by AT**

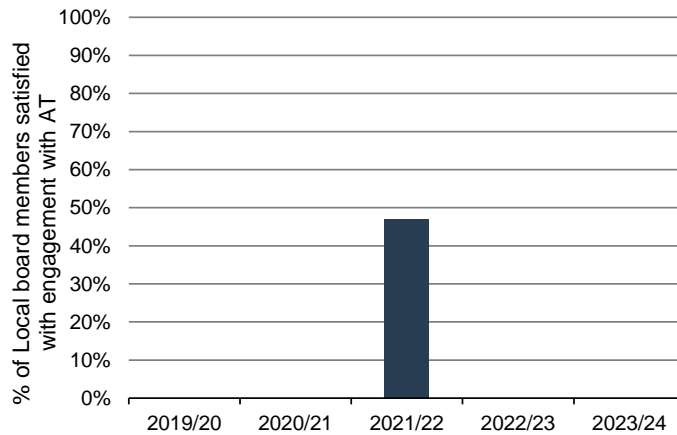


In the 2021/22 FY, 46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT.

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.

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

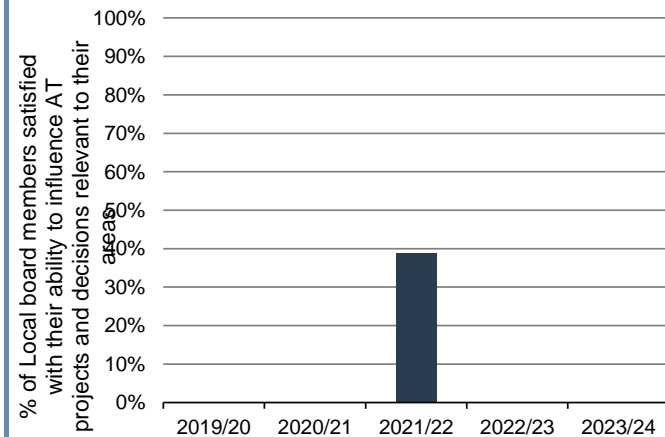
**2.7.3 Percentage of Local board members satisfied with engagement with AT**



In the 2021/22 FY, 47% of Local Board members were satisfied or very satisfied with engagement with AT

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.

**2.7.4 Percentage of Local board members satisfied with their ability to influence AT projects and decisions relevant to their areas**



In the 2021/22 FY, 39% of Local Board members were satisfied or very satisfied with their ability to influence AT projects and decisions relevant to their areas

As this is the first set of data we have on this measure, this will be the baseline. This will be reported on a yearly basis.