

Auckland Transport Monthly Indicators Report 2021/22

April 2022



1. Summary of indicators

1.1 SOI performance measures

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2. Monthly indicators by Strategic Objective

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

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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						●	●	●	●	●			March 2022: 6	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 months to April 2022: 508 DSI	Page 7
	Reduction in the number of deaths and serious injuries on Tāmaki Makaurau's road network	573	●	●	●	●	●	●	●	●	●	●			12 months to April 2022: 584 DSI	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 months to April 2022: 253 DSI	Page 7
Improving the resilience and sustainability of the transport system	Number of buses in the Auckland bus fleet classified as low emission	28						●	●	●	●	●			December 2021: 34	Page 8
	Percentage of Auckland Transport streetlights that are energy efficient LED	80%	●	●	●	●	●	●	●	●	●	●			FY 20/21: 85%	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: 43.94	Page 9
	Total rail boardings (millions)	18.65	●	●	●	●	●	●	●	●	●	●			12 Month rolling total: 7.67	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings		●	●	●	●	●	●	●	●	●			Decreasing at a slower rate than total boardings	Page 9
	PT punctuality (weighted average across all modes)	96%	●	●	●	●	●	●	●	●	●	●			12 Month rolling total: 97.9%	Page 12
	Kilometres of safe cycling facilities added or upgraded that is located on the Cycle & Micromobility Strategic Network.	12.8km	●	●	●	●	●	●	●	●	●	●			YTD total: 2.3 km	Page 14
	Number of cycle movements past 26 selected count sites (millions)	3.67	●	●	●	●	●	●	●	●	●	●			12 Month rolling total: 3.05 million	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: 29,324	Page 15
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	90%	●	●	●	●	●	●	●	●	●	●			12 Month rolling total: 90%	Page 19
Our operating model is adaptive, financially sustainable and delivers value	PT farebox recovery	30% - 34%	●	●	●	●	●	●	●	●	●	●			April 2022: 18.82%	Page 23
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	92%										●	●		March 2022: 94%	Page 24
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Rural: 88%										●	●		March 2022: 92%	Page 24
		Urban: 78%										●	●		March 2022: 85%	Page 24
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%										●	●		March 2022: 96%	Page 24
Percentage of the sealed local road network that is resurfaced	6.0%	●	●	●	●	●	●	●	●	●	●	●		FYTD: 337.2km (4.9% 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: 91.5%	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%			●	●	●	●	●	●	●	●			March 2022: 0.47%	Page 27
	Percentage of formal complaints that are resolved within 20 working days (baseline of 79% for 2020/21)	80%			●	●	●	●	●	●	●	●			March 2022: 84%	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

	April- 2021/22 Actual v SOI									
	Month				YTD				SOI / Target 2021/22	Projected Forecast 2021/22
	Actual	% Change	SOI / Target	% Variance	Actual	% Change Prev Year	SOI / Target	% Variance		
1. Bus Total:	2,861,450	↓ -32.0%	3,748,000	↓ -23.7%	23,507,633	↓ -39.4%	3,748,000	↑ 527.2%	57,538,000	32,250,000
2. Train (Rapid) Total:	659,386	↓ -37.6%	1,322,000	↓ -50.1%	5,139,702	↓ -40.2%	1,322,000	↑ 288.8%	18,652,000	7,500,000
3. Ferry (Connector Local) Total:	309,361	↓ -23.1%	387,300	↓ -20.1%	2,113,329	↓ -38.9%	387,300	↑ 445.7%	5,810,000	2,500,000
Total Patronage	3,830,197	↓ -32.4%	5,457,300	↓ -29.8%	30,760,664	↓ -39.5%	5,457,300	↑ 463.7%	82,000,000	42,250,000
Rapid and Frequent	1,632,904	↓ -37.5%	2,400,000	↓ -32.0%	13,285,246	↓ -39.2%	2,400,000	↑ 453.6%	31,000,000	15,000,000

	April- 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	Normali sed % Change Prev Fin YTD
1. Bus Total:	2,859,023	4,182,052	-1,323,029	-31.6%	-31.8%	33,302,881	-3.8%	-11,254,633	-25.3%	23,450,979	-15,180,693	-39.3%	-39.5%
- Busway (Rapid) Bus	252,281	482,238	-229,957	-47.7%		3,197,028	-6.7%	-1,293,430	-28.8%	2,116,271	-1,856,150	-46.7%	
- Frequent Bus	718,810	1,072,319	-353,508	-33.0%		8,536,570	-4.0%	-2,301,389	-21.2%	6,024,419	-3,478,351	-36.6%	
- Connector Local Targeted Bus	1,887,932	2,627,495	-739,564	-28.1%		21,569,283	-3.3%	-7,659,814	-26.2%	15,310,289	-9,846,192	-39.1%	
2. Train (Rapid) Total:	659,386	1,030,698	-371,312	-36.0%	-35.4%	7,601,969	-4.7%	-2,482,414	-24.6%	5,105,849	-3,396,054	-39.9%	-40.2%
- Western	229,051	347,051	-117,999	-34.0%		2,598,743	-4.3%	-850,624	-24.7%	1,731,395	-1,151,430	-39.9%	
- Eastern	180,930	297,547	-116,617	-39.2%		2,117,862	-5.2%	-757,859	-26.4%	1,438,781	-1,040,958	-42.0%	
- Onehunga	35,960	54,016	-18,056	-33.4%		389,725	-4.4%	-141,039	-26.6%	259,499	-179,622	-40.9%	
- Southern	199,335	310,758	-111,423	-35.9%		2,332,867	-4.6%	-703,216	-23.2%	1,563,731	-980,628	-38.5%	
- Pukekohe	14,109	21,326	-7,217	-33.8%		162,771	-4.2%	-29,676	-15.4%	112,443	-43,416	-27.9%	
3. Ferry (Frequent & Connector Local) Total:	53,703	98,523	-44,820	-45.5%	-43.5%	555,333	-7.5%	-372,303	-40.1%	350,383	-485,412	-58.1%	-58.1%
- Contract	53,703	98,523	-44,820	-45.5%		555,333	-7.5%	-372,303	-40.1%	350,383	-485,412	-58.1%	
Patronage (Excl Exempt Serv/Spl Evt)	3,572,112	5,311,273	-1,739,161	-32.7%	-32.7%	41,460,183	-4.0%	-14,109,350	-25.4%	28,907,211	-19,062,159	-39.7%	-40.0%

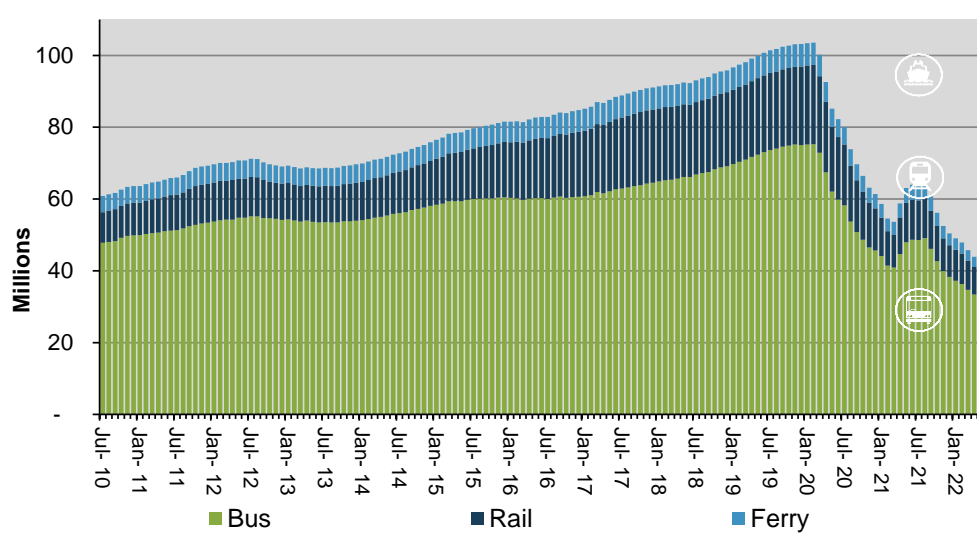
Exempt Services	258,085	320,791	-62,706	-19.5%		2,384,598	-2.6%	-693,897	-22.5%	1,801,400	-944,659	-34.4%	
- Exempt Services - Bus	2,427	17,282	-14,855	-86.0%		75,203	-16.5%	-45,467	-37.7%	38,454	-82,216	-68.1%	
- Exempt Services - Ferry	255,658	303,509	-47,851	-15.8%		2,309,395	-2.0%	-648,430	-21.9%	1,762,946	-862,443	-32.9%	
Special Events	0	33,259	-33,259			93,108	-26.3%	-40,510	-30.3%	52,053	-58,661		
- Special Events - Bus	0	7,968	-7,968			20,533	-28.0%	51	0.2%	18,200	-237		
- Special Events - Rail	0	25,291	-25,291			72,575	-25.8%	-40,561	-35.9%	33,853	-58,424		
Total Patronage (Exempt Serv/Spl Evt)	258,085	354,050	-95,965	-27.1%		2,477,706	-3.7%	-734,407	-22.9%	1,853,453	-1,003,320	-35.1%	

Rapid & Frequent	1,632,904	2,610,591	-977,686	-37.5%		19,412,996	-4.8%	-6,113,032	-23.9%	13,285,246	-8,784,218	-39.8%	
Connector Local Targeted	2,197,293	3,054,732	-857,440	-28.1%		24,524,893	-3.4%	-8,730,724	-26.3%	17,475,418	-11,281,261	-39.2%	
Total Patronage	3,830,197	5,665,323	-1,835,126	-32.4%		43,937,889	-4.0%	-14,843,757	-25.3%	30,760,664	-20,065,479	-39.5%	

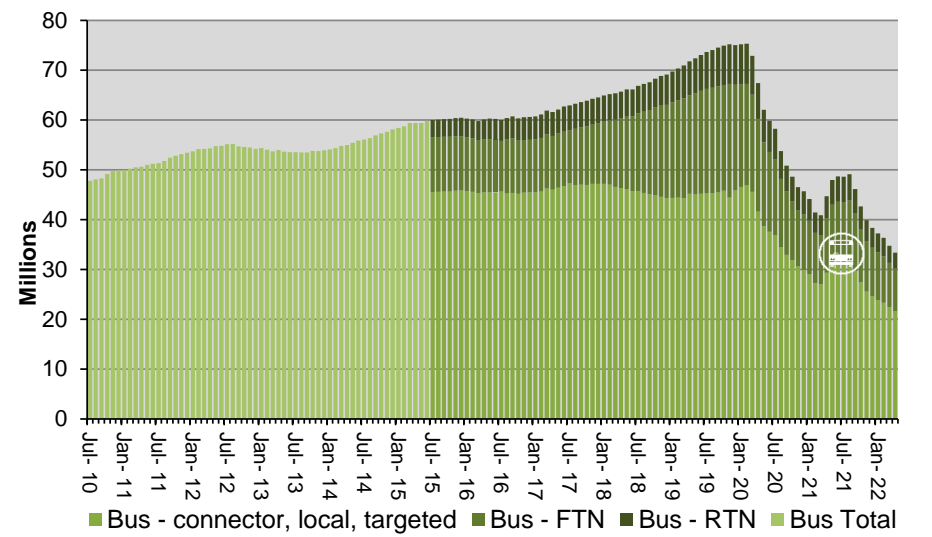
Bus	2,861,450	4,207,302	-1,345,852	-32.0%	-32.2%	33,398,617	-3.9%	-11,300,049	-25.3%	23,507,633	-15,263,146	-39.4%	-39.6%
Rail	659,386	1,055,989	-396,603	-37.6%	-37.0%	7,674,544	-4.9%	-2,522,975	-24.7%	5,139,702	-3,454,478	-40.2%	-40.4%
Ferry	309,361	402,032	-92,671	-23.1%	-22.1%	2,864,728	-3.1%	-1,020,733	-26.3%	2,113,329	-1,347,855	-38.9%	-39.0%
Total Patronage	3,830,197	5,665,323	-1,835,126	-32.4%	-32.3%	43,937,889	-4.0%	-14,843,757	-25.3%	30,760,664	-20,065,479	-39.5%	-39.7%

1.2 AT Metro Boardings breakdown

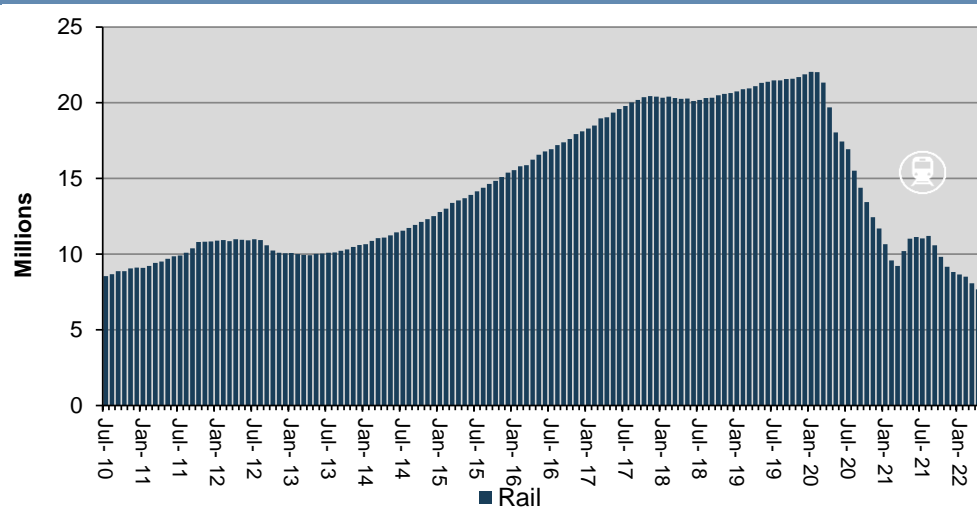
1.2.1 Total Patronage (12 month rolling total)



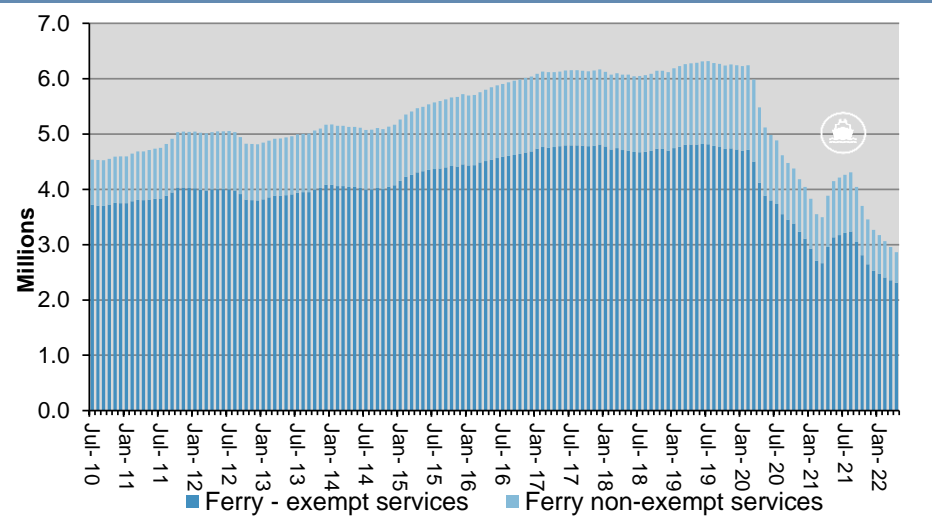
1.2.2 Bus Patronage (12 month rolling total)



1.2.3 Train Patronage (12 month rolling total)

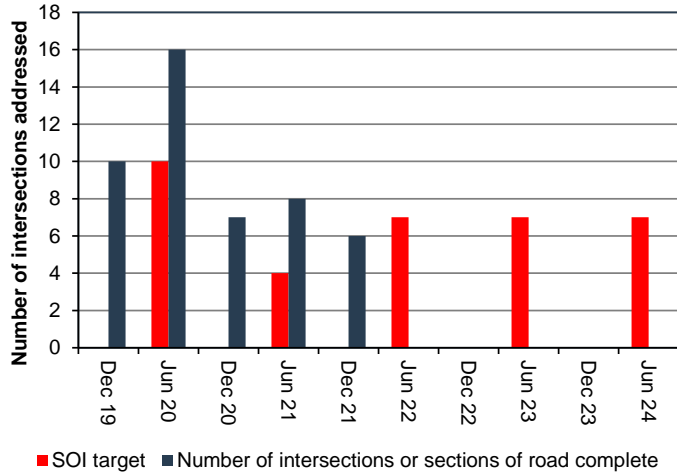


1.2.4 Ferry Patronage (12 month rolling total)



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

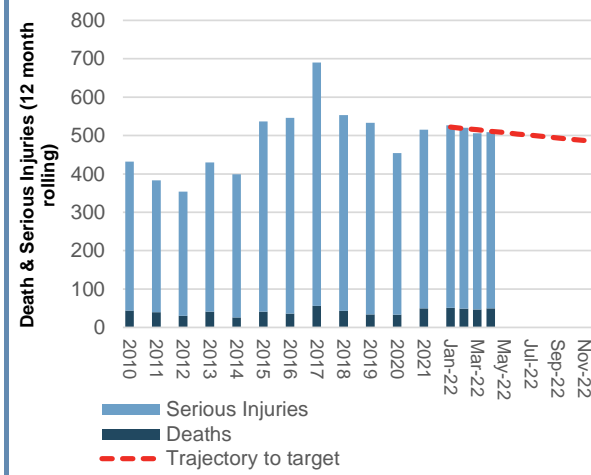
2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme



So far this financial year, AT has addressed six high risk intersection or sections of road. Thus, AT is expected to meet the SOI target by the end of FY.

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

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

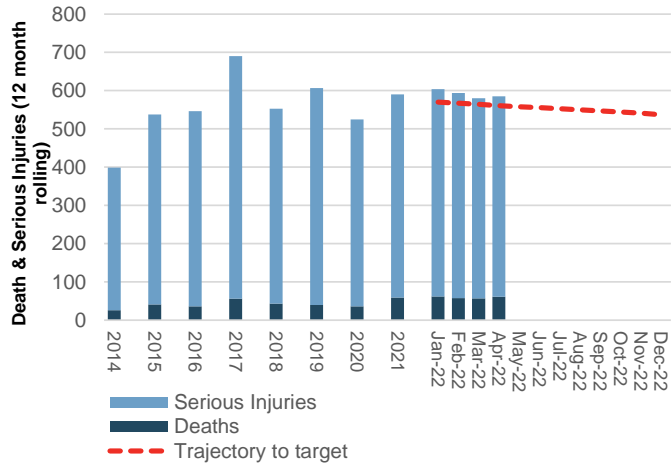


On track to meet target.

For the 12 months to the end of April 2022, local roads deaths and serious injuries increased by 2.8%, to 509. This is 0.4% better than trajectory to meet the end of year target.

Local road deaths have increased by 13.6% (from 44 last year to 50 this year). Local road serious injuries increased by 1.8% in the past year (from 451 to 459).

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

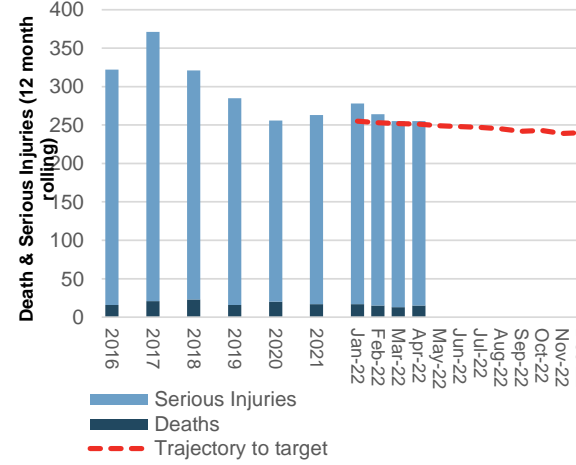


Not on track to meet the target.

For the 12 months to the end of April 2022, the deaths and serious injuries on all Auckland roads (including local roads and highways) increased by 3.5%, to 585. This is 4.3% higher than the trajectory to meet the end of year target.

In addition, all road deaths have increased by 24.5% (from 49 last year to 61 this year). All Auckland road serious injuries increased by 1.6% in the past year (from 516 to 524).

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



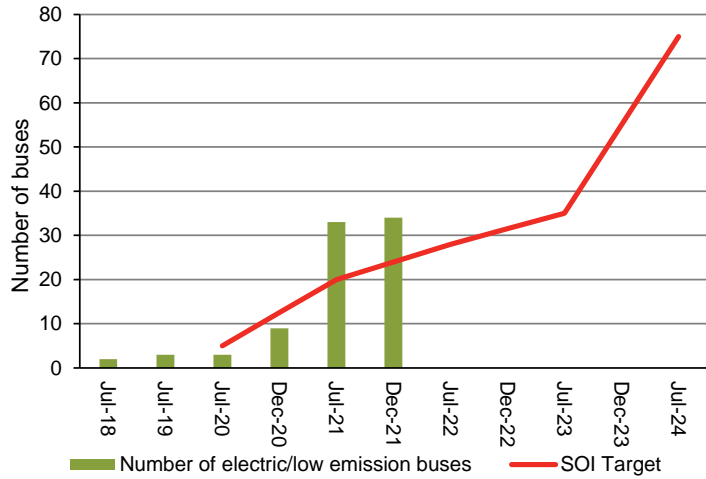
On track to meet the target.

For the 12 months to the end of April 2022, deaths and serious injuries of vulnerable road users decreased by 3.4%, to 255. This is 1.6% higher than the trajectory of this year's target.

Deaths of vulnerable road users have decreased by 40.0% (from 25 last year to 15 this year). Vulnerable road users serious injuries increased by 0.4% in the past year (from 239 to 240).

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



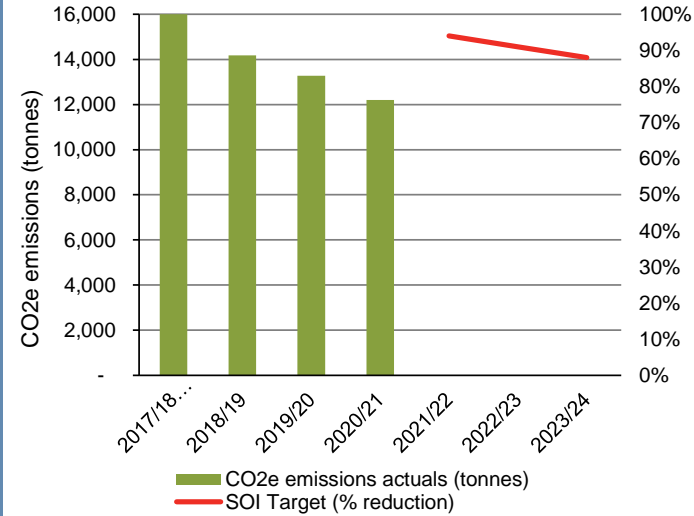
This is a non-reporting period. However, we have already met the end of year target.

When last reported on in December 2021, this measure exceeded the target.

There are 34 low emission buses in the Auckland bus fleet as of December 2021. The target for July 2022 is 28.

Out of the 34, 33 are electric, and one is hydrogen powered.

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

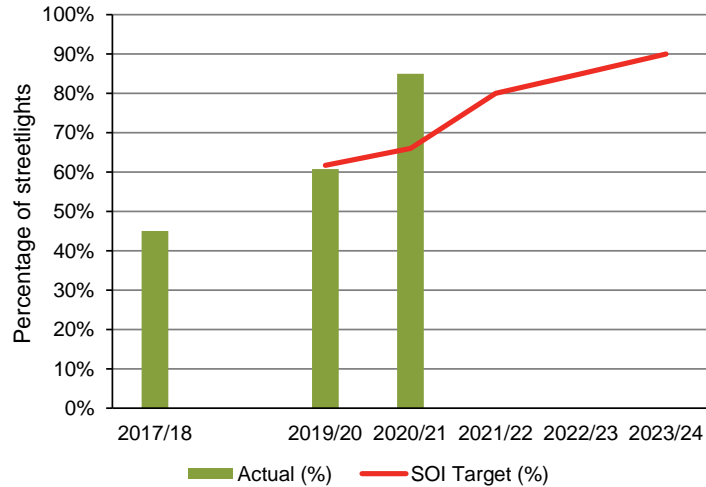


This is a non-reporting period.

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



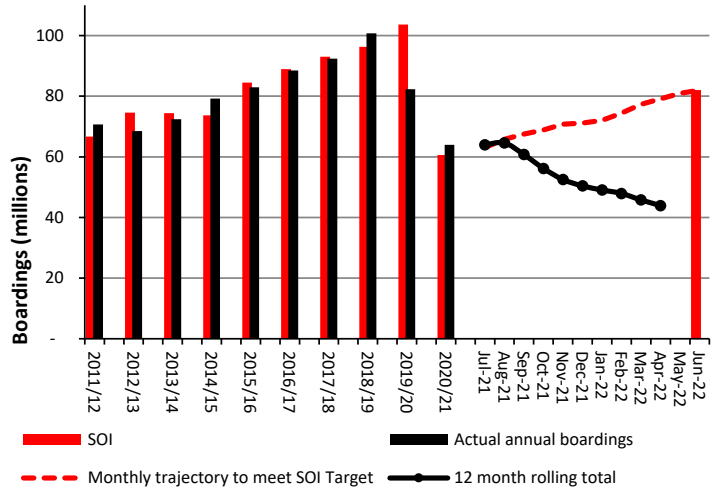
This is a non-reporting period. However, we have already met the end of year target.

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)*

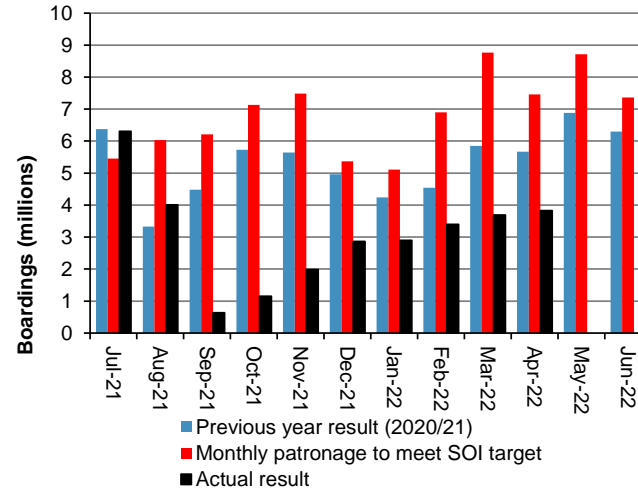


Not on track to meet the target.

PT patronage totalled 43,937,889 passenger boardings for the 12 months to April 2022. This is 44.5% below the SOI target.

Patronage for the 12 months to April 2022 was 4.0% below the 12 months to March 2022, and 25.3% below April 2021.

2.3.2 Monthly public transport boardings (millions)

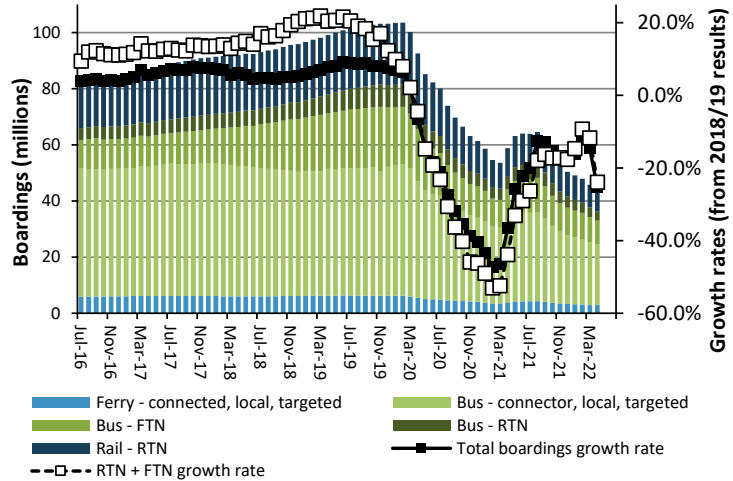


Not on track to meet the target.

April 2022 monthly patronage was 3,830,197. This is 103.8% of the March 2022 patronage, and 67.6% of the April 2021 level. April 2022 monthly patronage was 48.7% below the monthly trajectory to meet the target.

This was the first month of 50% off fares and we can patronage numbers continuing to rise. The first set of school holidays, the Easter Break and ANZAC Day are in April which alters how and when people travel, historically meaning lower PT patronage.

2.3.3 Boardings on rapid or frequent network



Not on track to meet target.

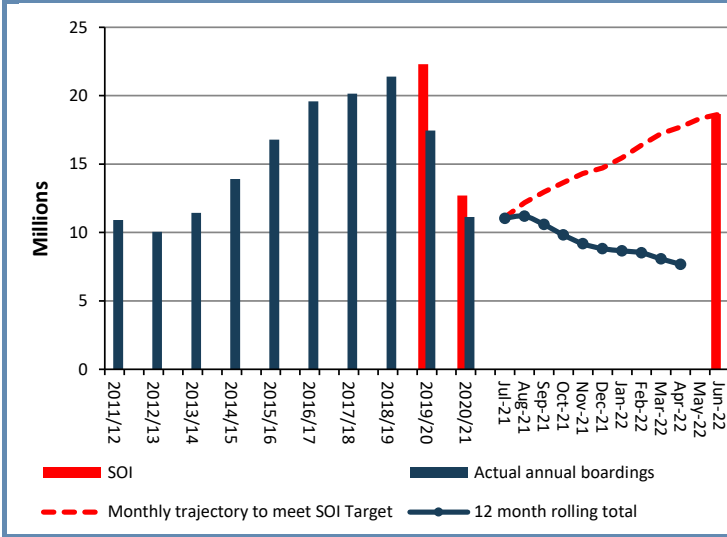
AT has an SOI target of increasing RTN and FTN (RFN) boardings at a faster rate than total boardings.

RFN Boardings for the 12 months to April 2022 are decreasing at a slower rate (-23.9%) than overall patronage (-25.3%).

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

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.4 Rail boardings (12 month rolling total)*

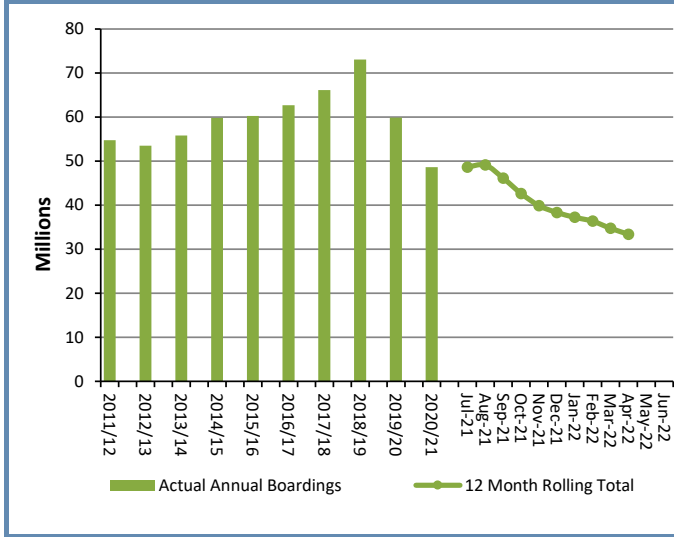


Not on track to meet the target.

Rail patronage totalled 7,674,544 passenger boardings for the 12 months to April 2022. This is 56.7% below the SOI target trajectory. This is approximately 5% below the March 2022 number.

Patronage for the 12 months to April 2022 was 4.9% below the 12 months to March 2022, and 24.7% below April 2021

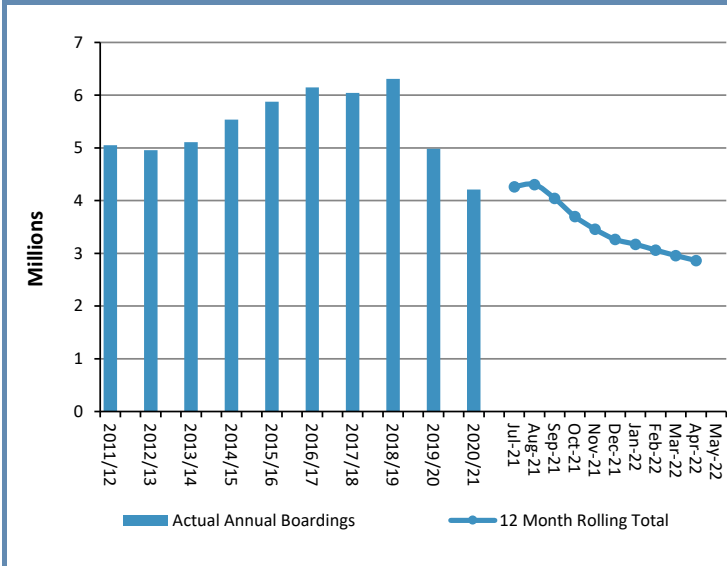
2.3.5 Bus boardings (12 month rolling total)



Bus patronage totalled 33,398,617 passenger boardings for the 12 months to April 2022. This is approximately 4% below the March 2022 number.

This is a decrease of 3.9% on the 12 months to March 2022 and a decrease of 25.3% on the 12 months to April 2021.

2.3.6 Ferry boardings (12 month rolling total)

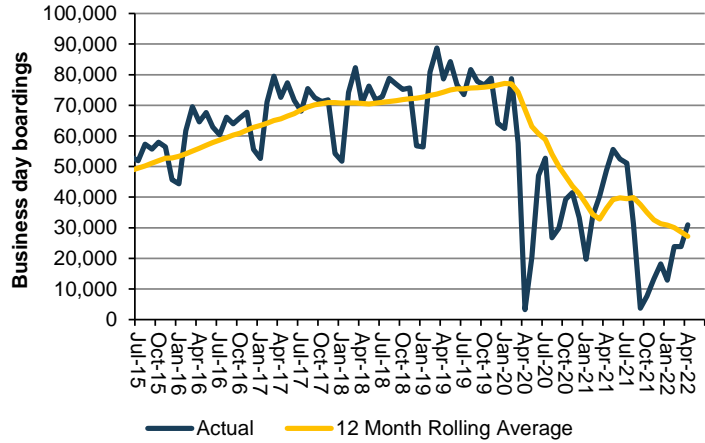


Ferry patronage totalled 2,864,728 passenger boardings for the 12 months to April 2022. This is approximately 3% below the March 2022 number.

This is a decrease of 3.1% on the 12 months to March 2022, and a decrease of 26.3% compared with the 12 months to April 2021.

2.3 Providing and accelerating better travel choices for Aucklanders

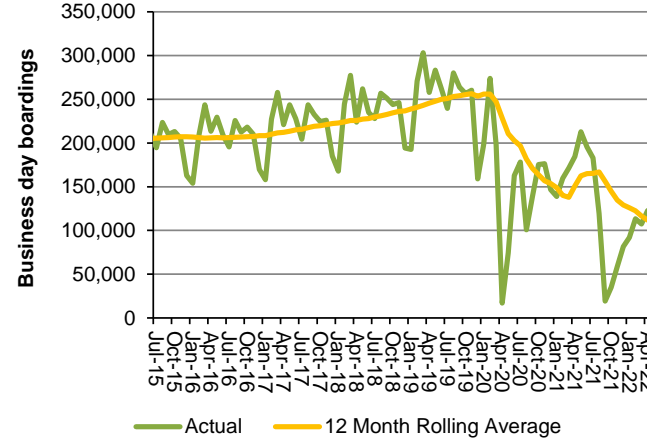
2.3.7 Rail business day average boardings



Business day boardings on the rail network averaged 27,207 in the 12 months to April 2022.

This represents an 60.3% decrease on the on the 12-month average to April 2021.

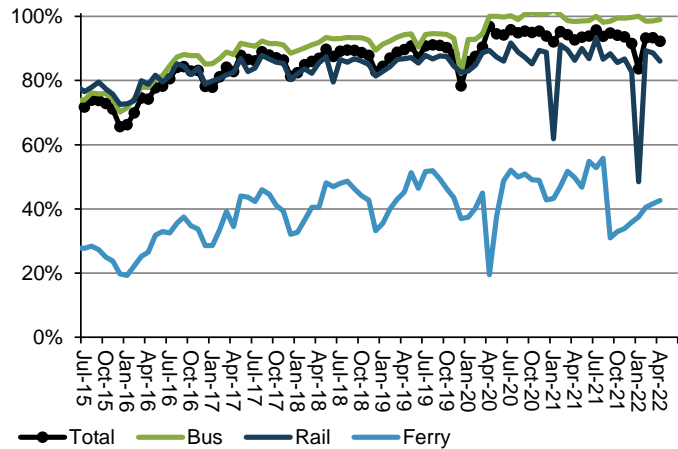
2.3.8 Bus business day average boardings



Business day boardings on the bus network averaged 111,828 in the 12 months to April 2022.

This represents a 51.1% decrease on the 12-month average to April 2021.

2.3.9 Percentage of all PT trips using AT HOP

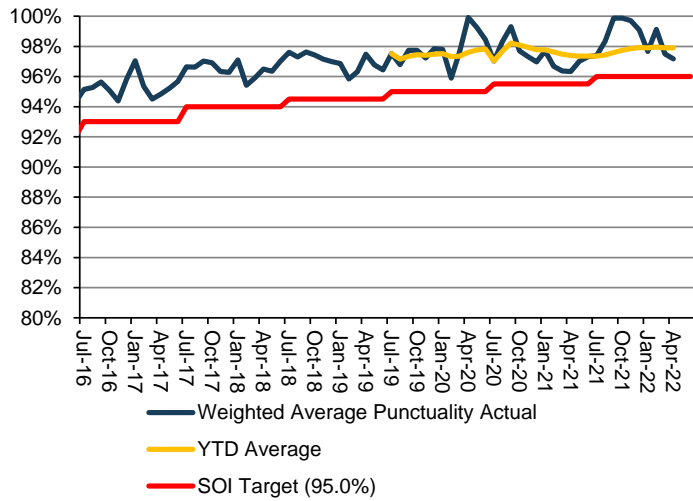


The proportion of all trips using AT HOP in April 2022 was 92%, one percentage point below March 2022.

Bus: 99%
Rail: 86%
Ferry: 43%

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.10 PT punctuality (weighted average across all modes)

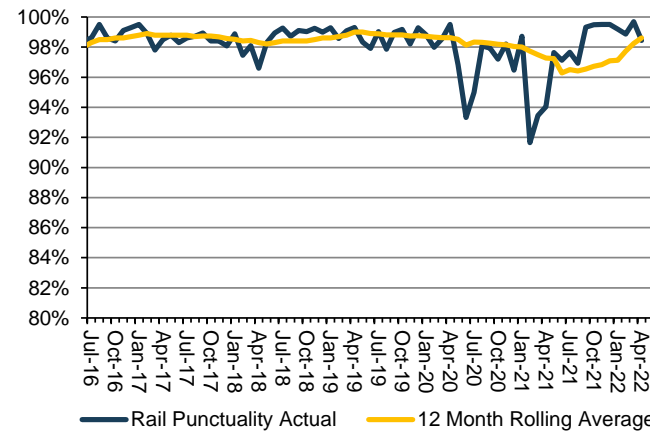


On track to meet target.

PT punctuality for the financial year to April 2022 was 97.9%; SOI target 96.0%. PT weighted average punctuality for the month of April 2022 was 97.2%.

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

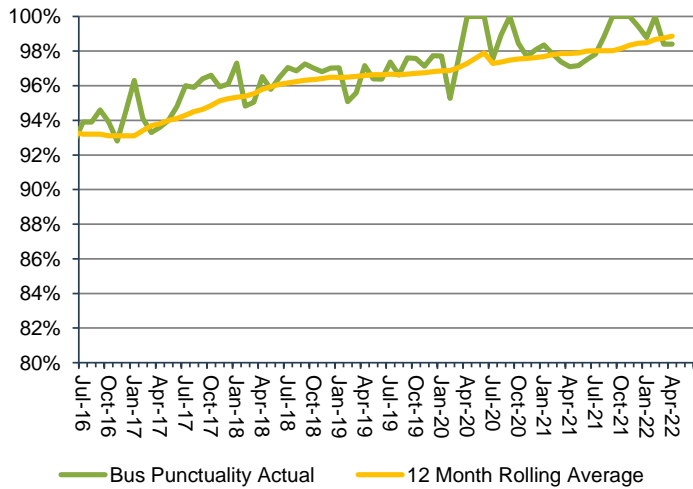
2.3.11 Rail services punctuality



Rail service punctuality in April 2022 was 98.5%, and 98.9% for the 12 months to April 2022.

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

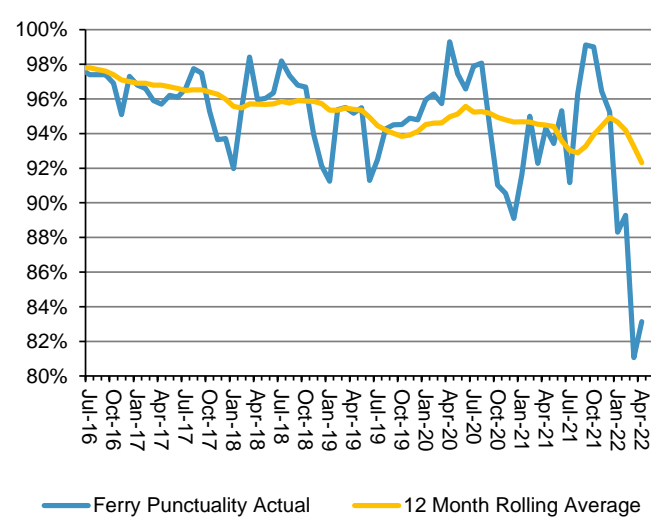


Bus service punctuality in April 2022 was 98.4%, and 98.5% for the 12 months to April 2022.

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



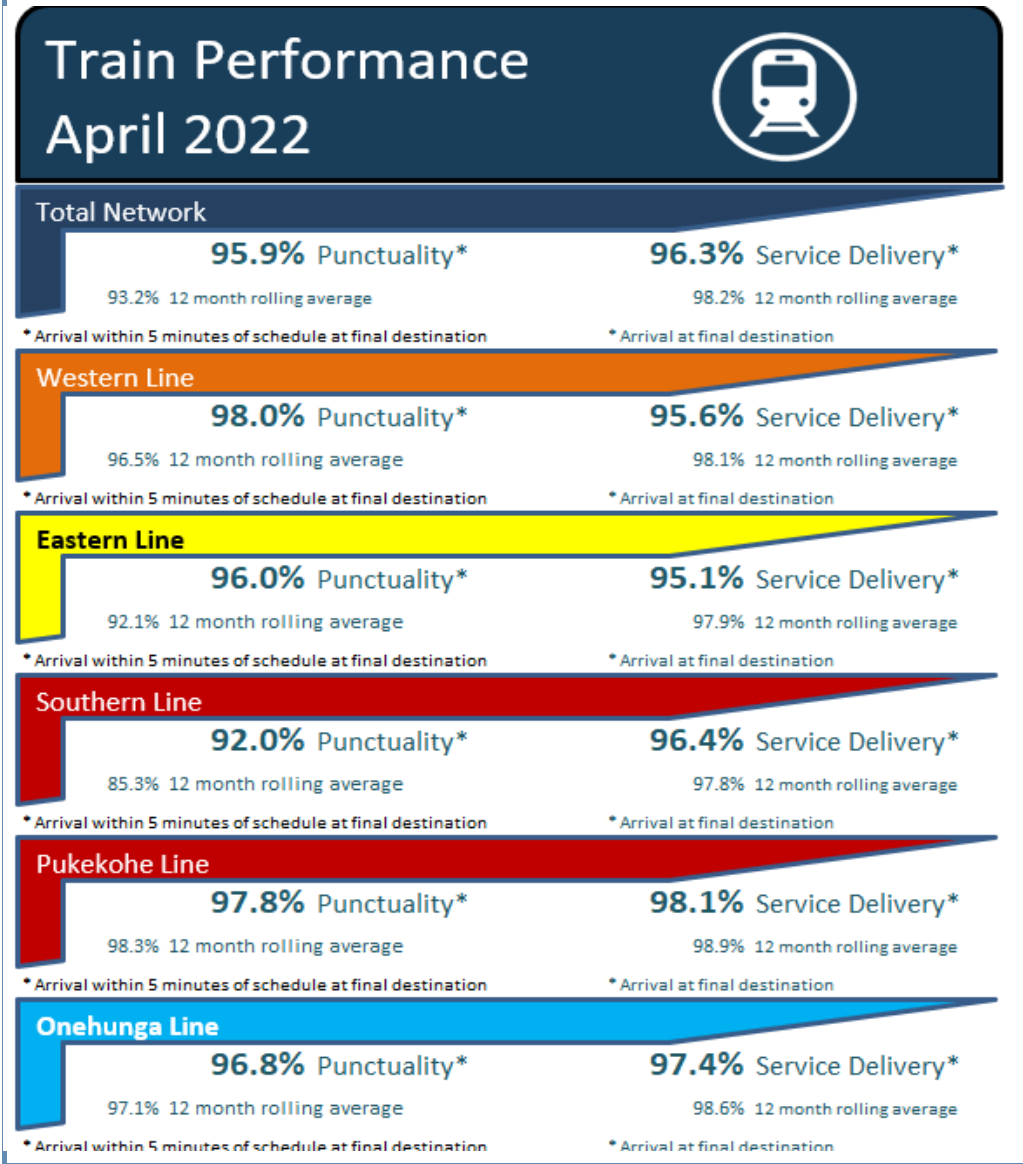
Ferry service punctuality in April 2022 was 83.1%, and 92.3% for the 12 months to April 2022.

As can be seen, this is the lowest this measure has been since it began. The main causes around the downward trend in performance is staff availability, and the continued challenges with vessel availability.

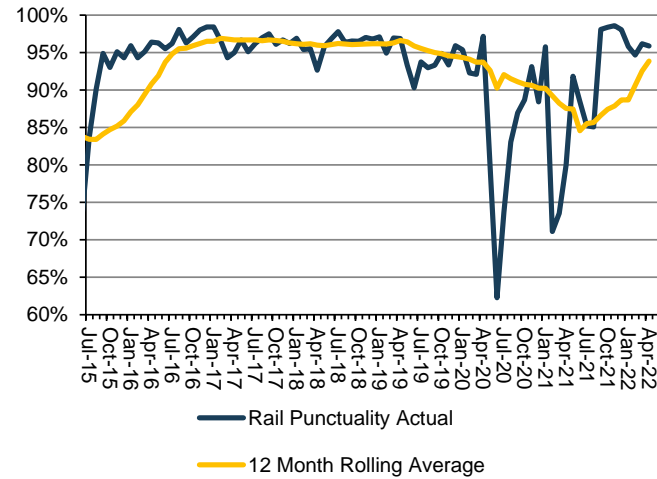
Punctuality is measured by the percentage of total scheduled services leaving their origin stop no more than one minute early or five minutes late.

2.3 Providing and accelerating better travel choices for Aucklanders

2.3.14 Rail service performance



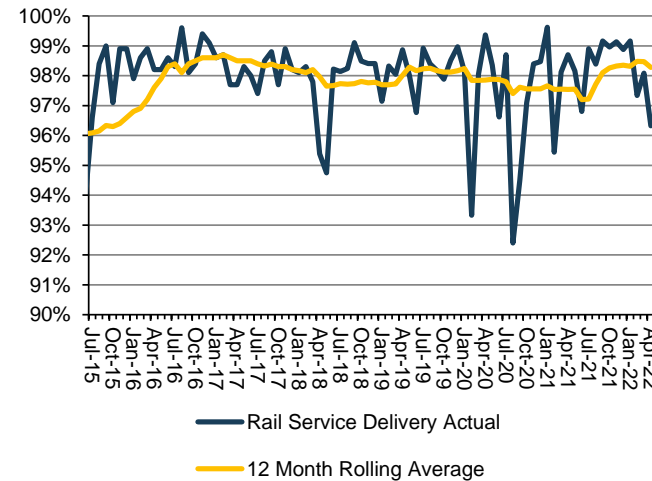
2.3.15 Rail punctuality based on arrival at final destination



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 April 2022 was 95.9% and 93.8% for the 12 months to April 2022.

2.3.16 Rail service delivery based on arrival at final destination

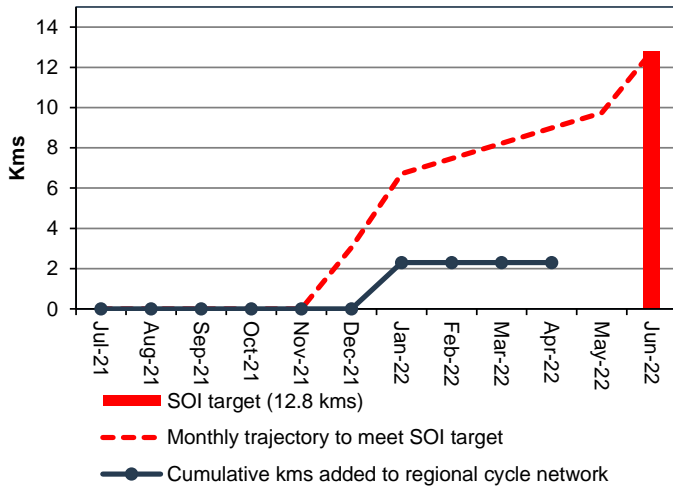


This measure is based on the percentage of rail services that arrive at their final destination.

Rail service delivery for the month of April 2022 was 96.3% and 98.3% for the 12 months to April 2022.

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



This financial year, Tamaki Drive cycleway (2.3km) has been delivered. New Lynn to Avondale cycleway (2.9km) has been delayed by COVID-19 and design changes but is on track to be delivered mid May 2022. This compares to a planned trajectory of 12.8km for 2021/22 FY.

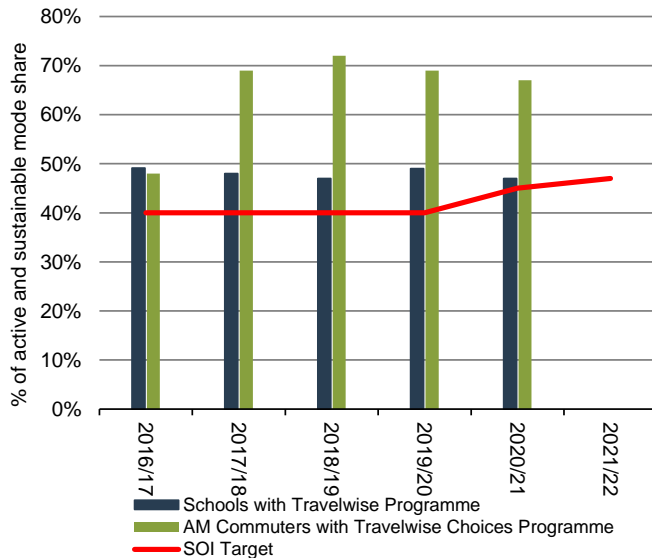
In addition to the above, 20.0km of cycle facilities are expected to begin construction before the end of this FY as part of the 'pop-up protection' programme. Construction is also due to start by end of May on sections 4A and 4C of Glenn Innes to Tamaki Drive and the Taniwha Street component of the Links to Glenn Innes project. These projects are expected to be completed by the end of the calendar year.

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 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. It is likely that AT will be able to report on this measure by the end of the financial year.

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

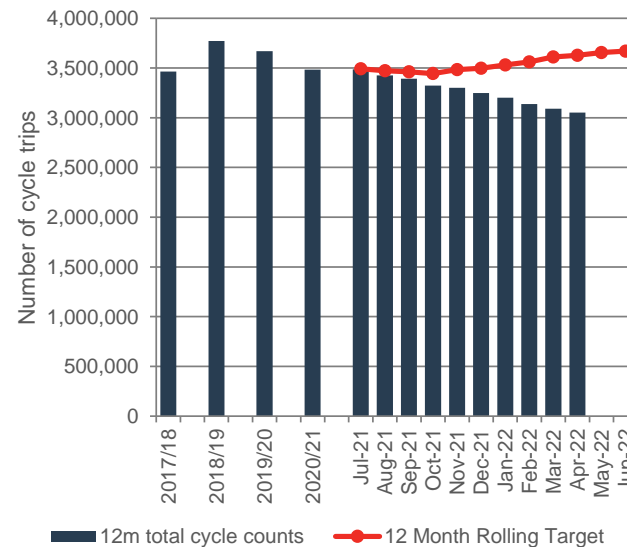


Reported at the end of the Financial Year.

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.

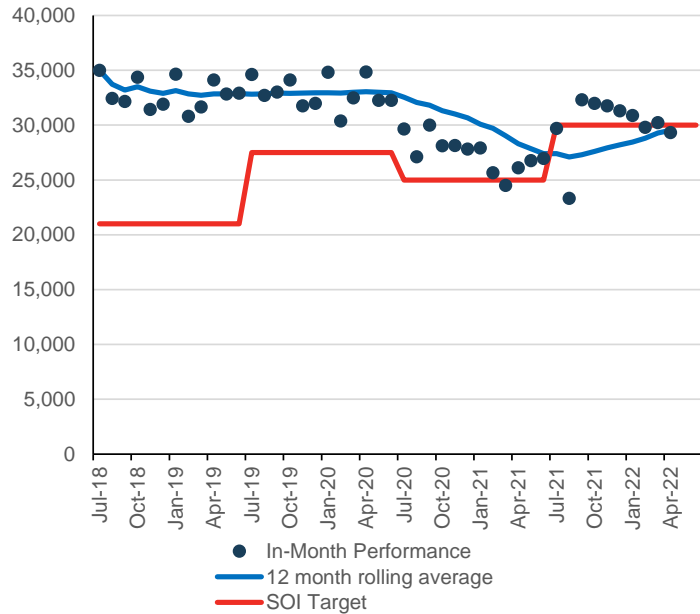
Cycle counts totalled 3,051,346 for the 12 months to April 2022. This is 18.5% lower than the target for the month of March 2022 and 13.8% below April 2021.

Cycle counts decreased 1.3% on the 12 months to March 2022.

The decrease is mainly due to the lower number of cycling commuters during red and orange light in the COVID protection framework.

2.4 Better Connecting People, Places, Goods and Services

2.4.1 Average AM peak period lane productivity



Target on track to meet the target.

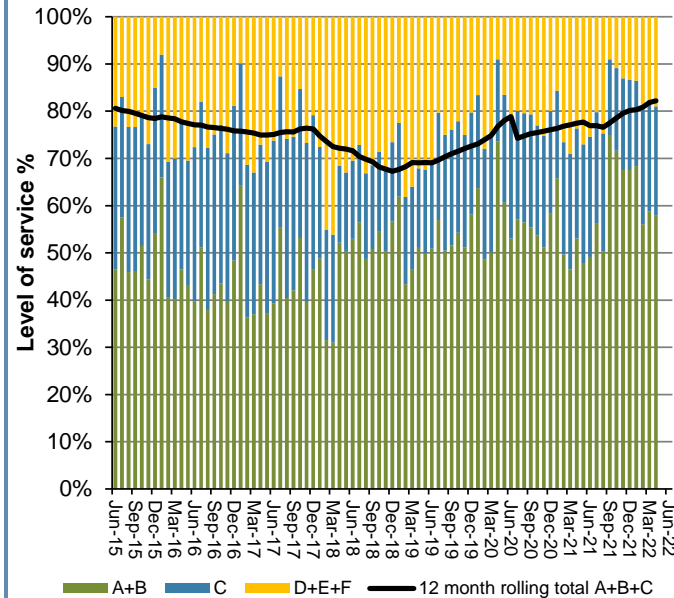
In April 2022, the average arterial road productivity was 29,324 which is 2% below the target of 30,000. This 16% lower than April 2021.

The 12-month rolling average for the 12 months to April 2022 is 29,541.

Note: From January 2022, AT have migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different to last month.

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 April 2022, 81% of the Arterial Network operated with minimal congestion (Levels of Service A-C in the previous map) during the AM peak period. The AM peak average speed on the Arterial Network was 37 km/h, similar to both the previous month and the pre-COVID-19 levels of April 2019.

Note: From January 2022, AT have migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different to last month.

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.

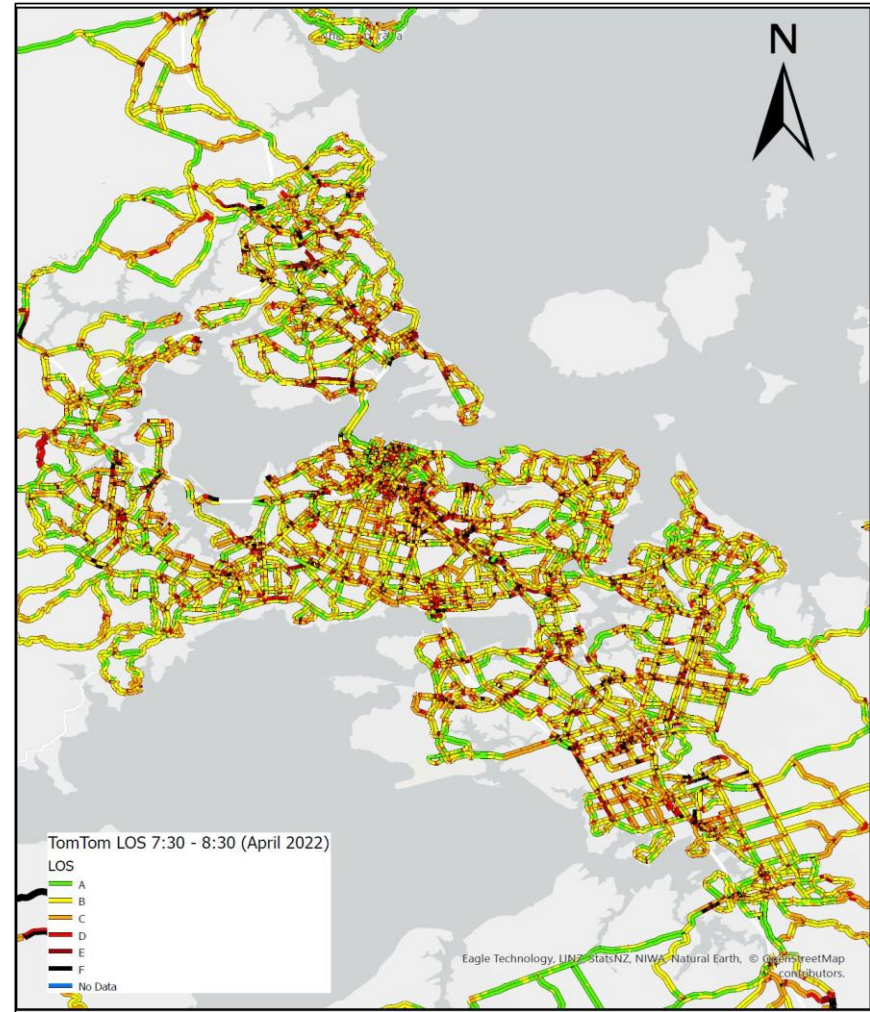
2.4 Better Connecting People, Places, Goods and Services

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).

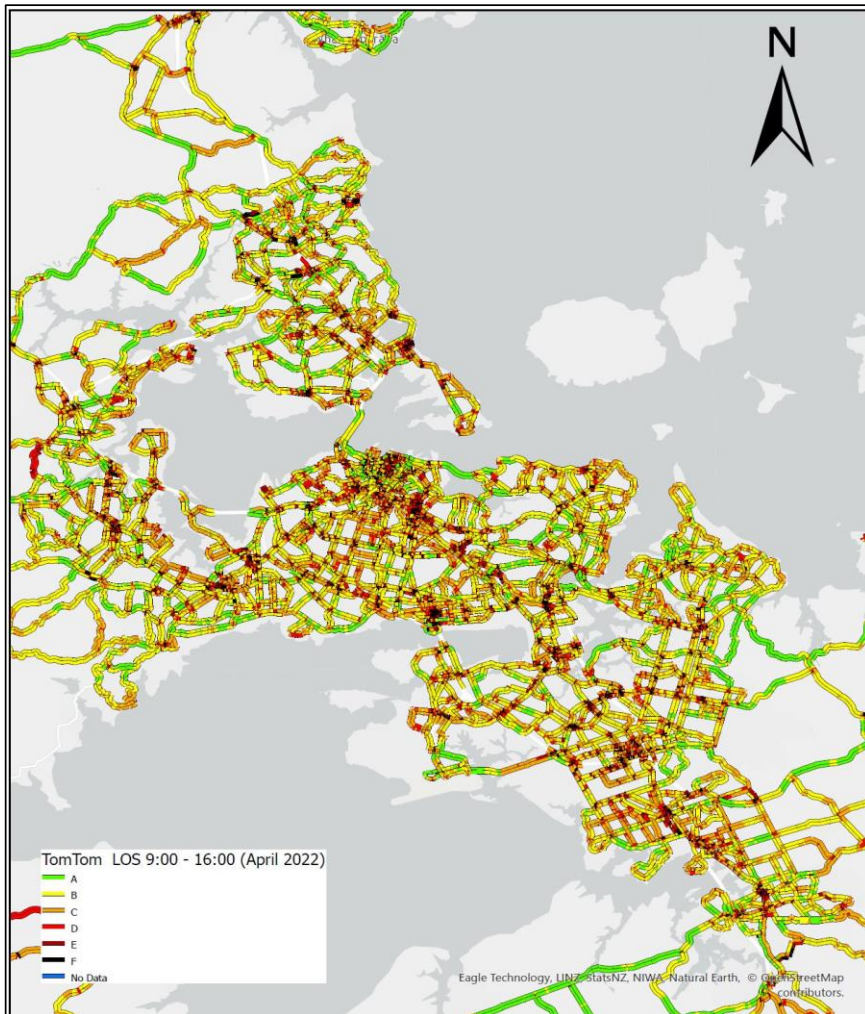
2.4.4 Congestion map AM peak



This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for April 2022. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

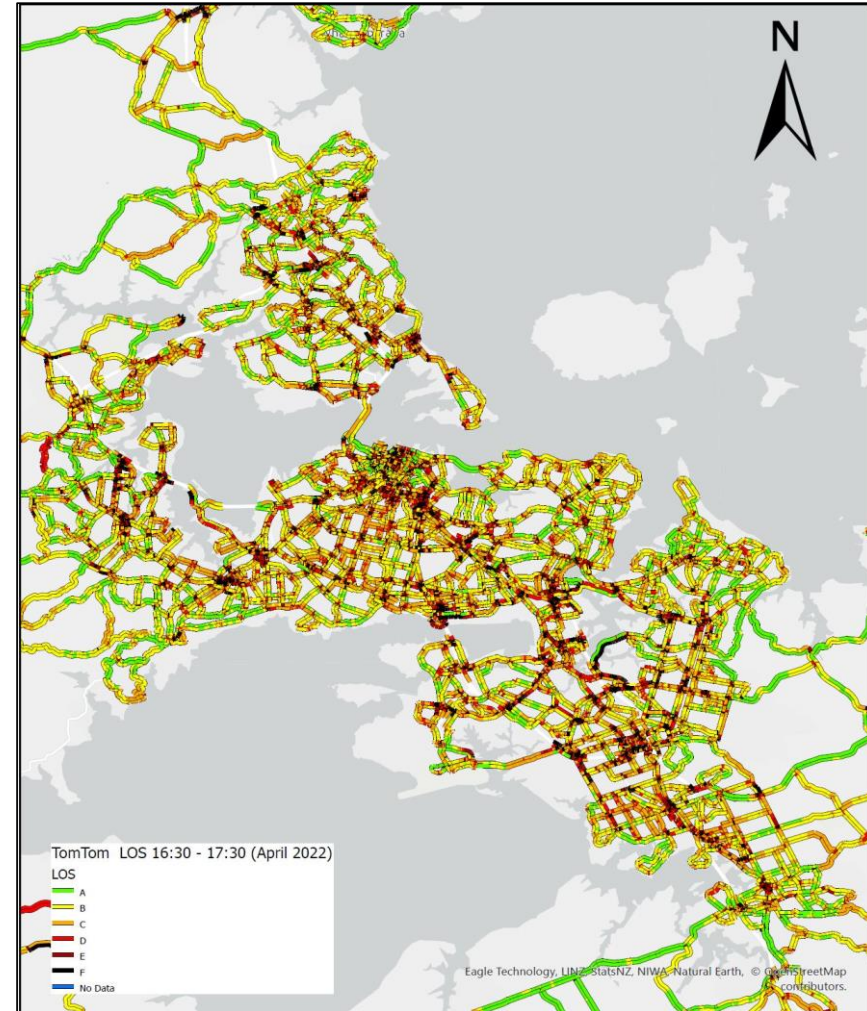
2.4 Better Connecting People, Places, Goods and Services

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 April 2022. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

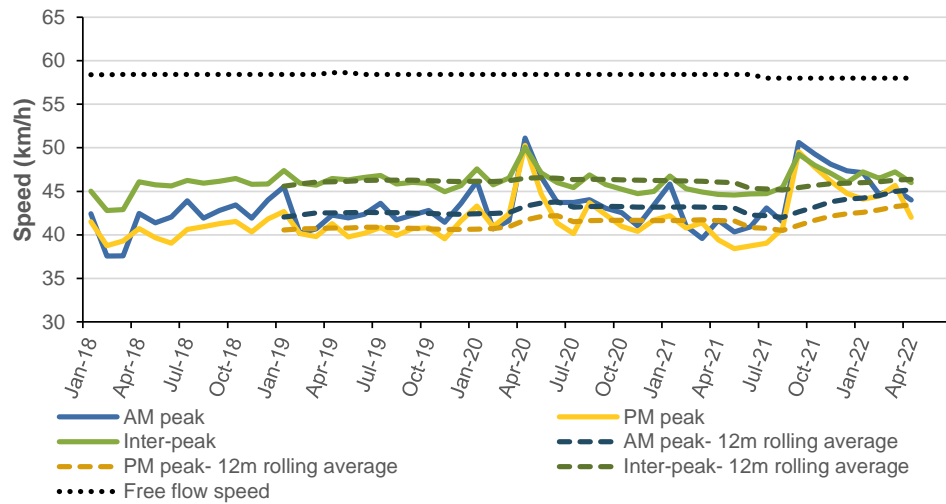
2.4.6 Congestion map PM peak



This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for April 2022. 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 Mean travel speed across arterial and motorway network

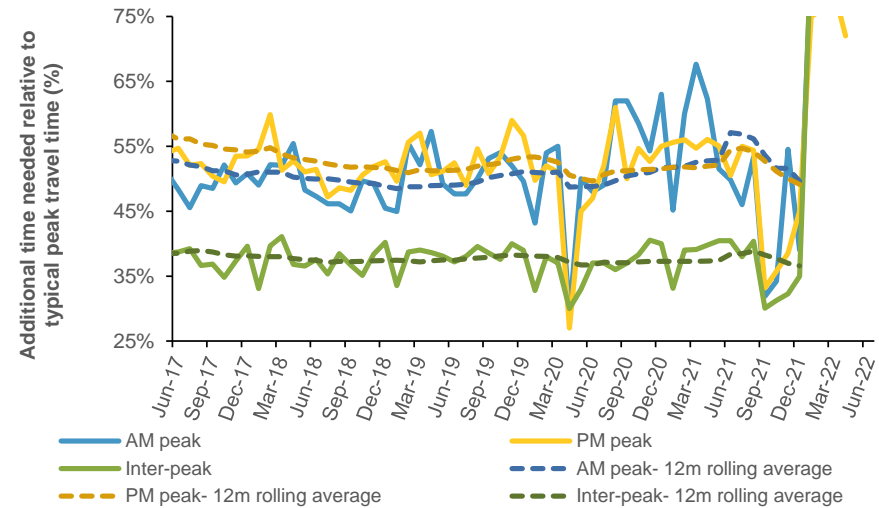


In April 2022, the AM peak mean speed on Auckland’s Arterial Network was 44 km/h compared to 42 km/h in March 2019, which was pre-COVID-19.

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.

The mean is calculated by dividing total distance traveled over total time traveled.

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



In April 2022, 75% of the Arterial Network operated with reliable travel times during the AM peak period. This is 2% lower than the previous month, but 7% higher than pre-COVID-19 levels of April 2019.

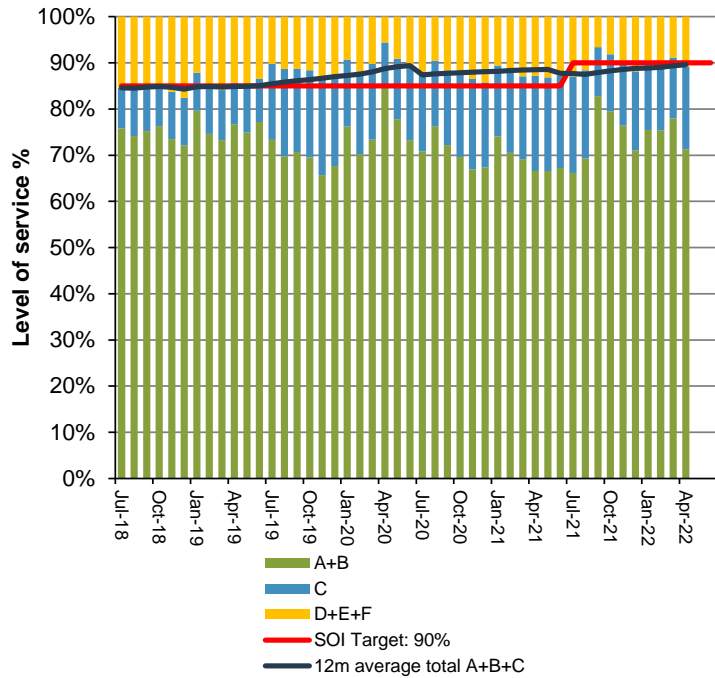
This figure shows the difference between the typical (median) and the 85th percentile* travel time, on the combined arterial and motorway network, for the AM peak, inter-peak and PM peak. This is a measure of reliability.

Reliability is a measure in percentage of how much variation a driver would experience from their day-to-day journey time in addition to a typical experience (median travel time), the smaller the percentage the better the reliability. Less than 50% additional travel time needed relative to typical travel time is regarded reliable in view of a driver’s experience, 50%-70% is considered unreliable but tolerable and above 70% is deemed totally unreliable.

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

2.4 Better Connecting People, Places, Goods and Services

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



On track to meet target.

In April 2022, 89% of the freight network operated at good Levels of Service for congestion (LoS A-C in the previous map) during the interpeak. In the 12 months to April 2022, 90% of the network operated at LOS C or higher. These both met the 90% target.

Note: From January 2022, AT have migrated to TomTom travel time data. TomTom data provides increased granularity and enables us to run more detailed analysis on network performance. Thus, this data set may look slightly different to last month.

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

- A: 90% and greater
- B: 70 – 90%
- C: 50 – 70%
- D: 40 – 50%
- E: 30 – 40%
- F: less than 30%

Level of service D–F broadly represent "congested" conditions.

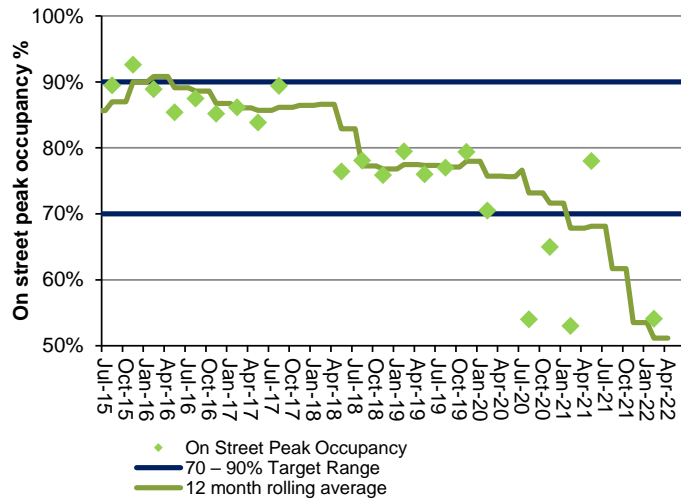
2.4.10 Map showing key freight routes



The freight network comprises key freight routes on key arterials and the Motorway network, as defined in the freight network map (above). The freight network Level of Service (LOS) is measured by average speed during the inter-peak period as a percentage of the posted speed limit for the freight network routes. LOS A, B and C represents efficient and stable traffic conditions with average travel speeds of at least 50% of the posted speed limit. At least 85% of the freight network is to operate at efficient levels.

2.4 Better Connecting People, Places, Goods and Services

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

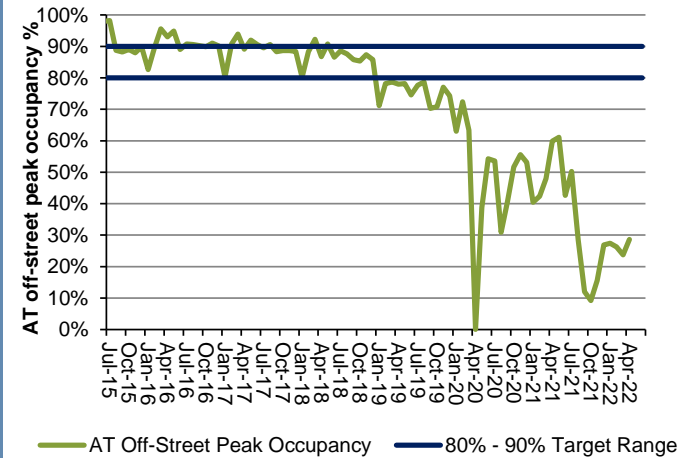


Non-reporting period
Target not met.

This measure is reported on a quarterly basis. The on-street peak occupancy for February 2022 was 54.1%. The 12-month rolling average for March 2022 was 51.16%. These figures are both below the target of 70% on street occupancy.

Lockdowns in Auckland reduced the number of vehicle movements on the 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

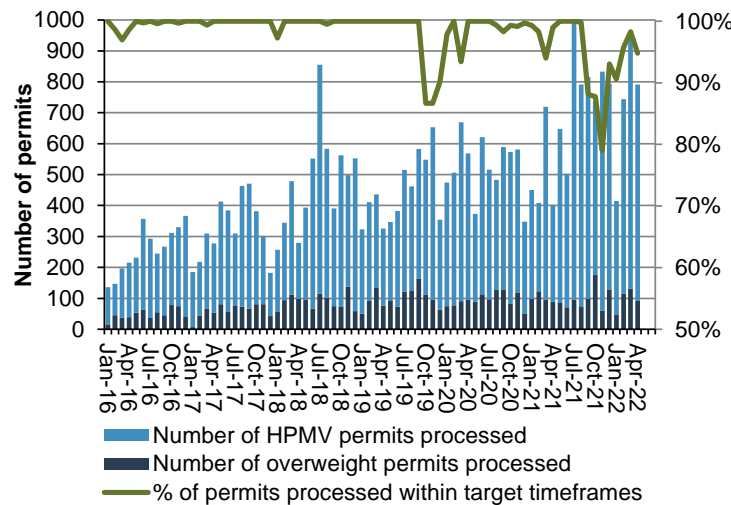


Target not met.

Occupancy for April 2022 was 28.6%. Casual off-street parking occupancy remains low compared to pre-COVID-19 levels. This is due to a large drop off of people accessing the city centre.

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

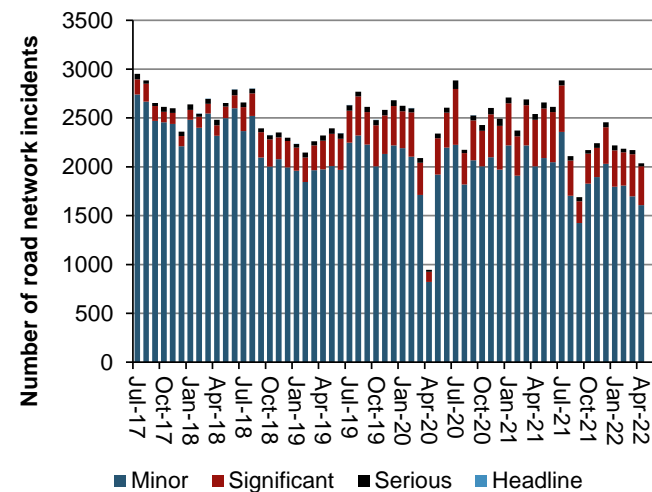
2.4.13 Heavy vehicle permits processed



In April 2022, 92 Overweight permit applications and 699 HPMV permit applications were processed, totalling to 791.

All 791 applications were processed, with 94.82% 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**



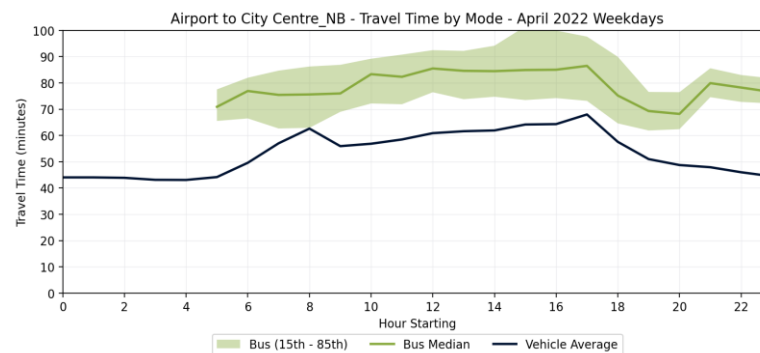
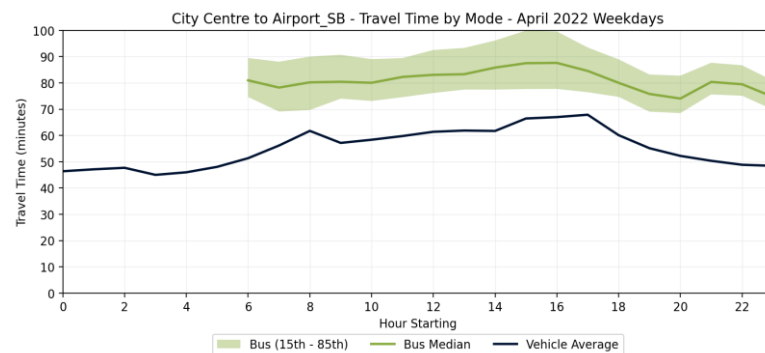
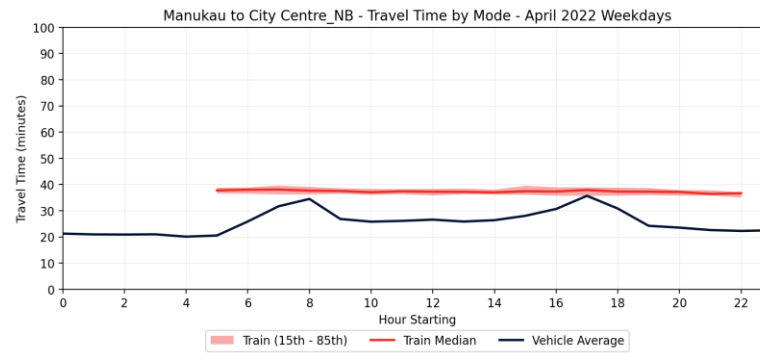
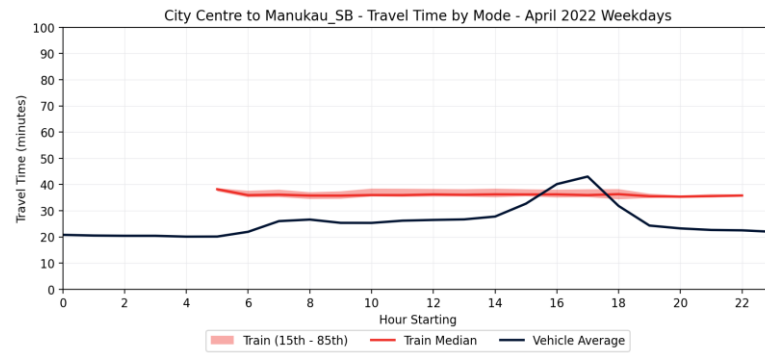
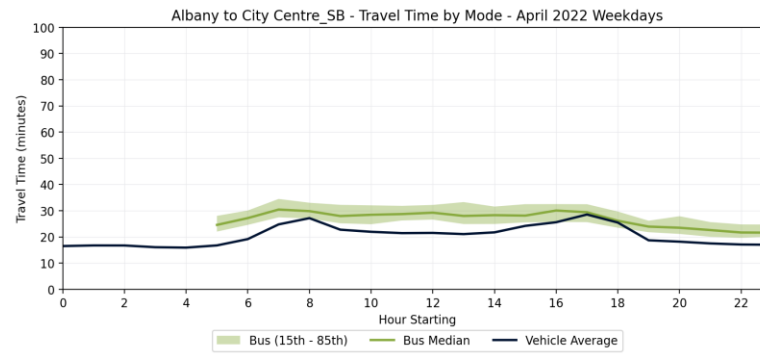
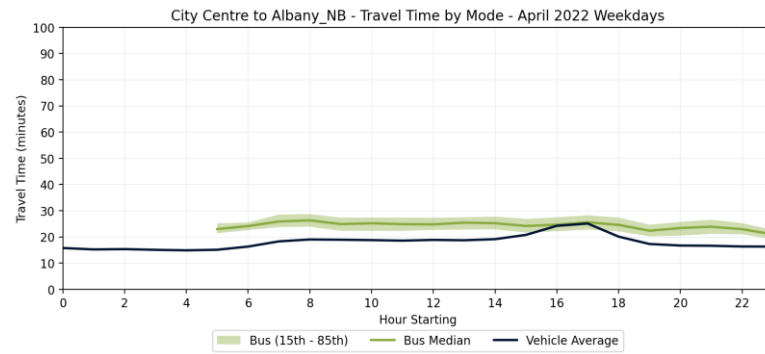
In April 2022, there were 32 serious incidents in ATOCs area of responsibility. Although this is a decrease from 42 in March, there was a high road toll this year over the Easter and ANZAC holidays. This is potentially contributed to by it being the first opportunity for many people to travel domestically since COVID-19 restrictions eased.

* 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 April 2022, Train and NX travel (Rapid Transit Network) remained consistent throughout the day, and generally providing a reliable travel time for commuters during the day, especially by train.

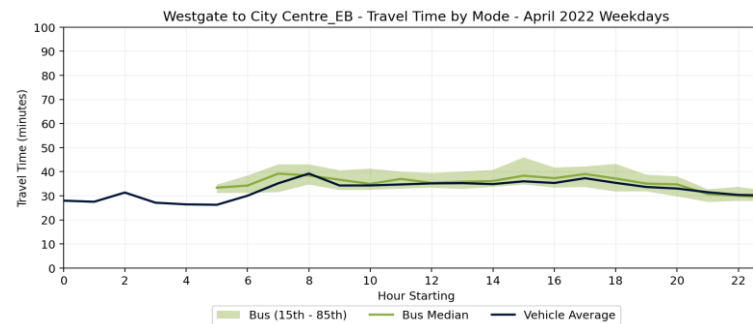
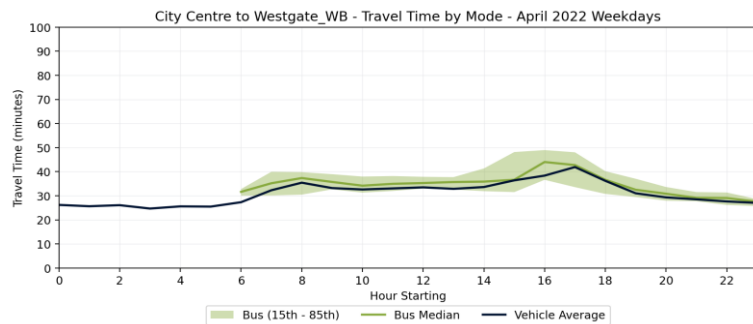
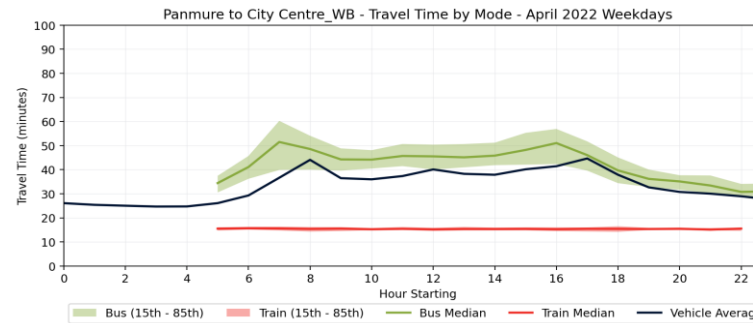
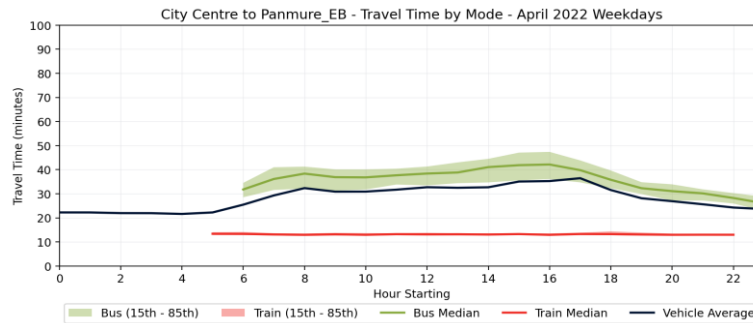
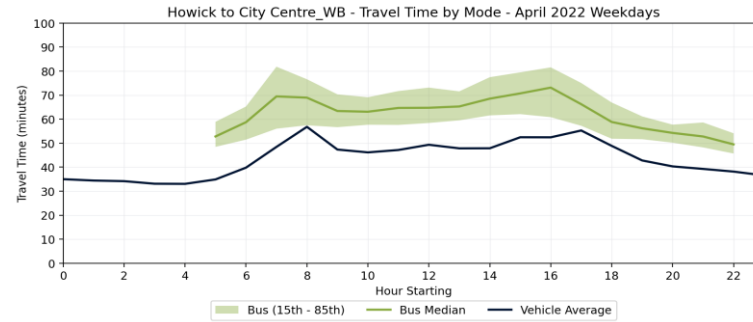
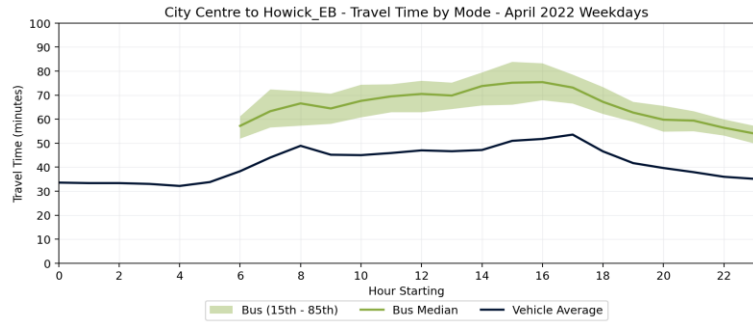
This is especially the case for the Panmure to CBD route where the train was up to 20 minutes quicker than both car and bus alternatives throughout the day.

With travel demand increasing, we can see the competitiveness of PT starting to increase, as the General Traffic sees volumes increase.

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

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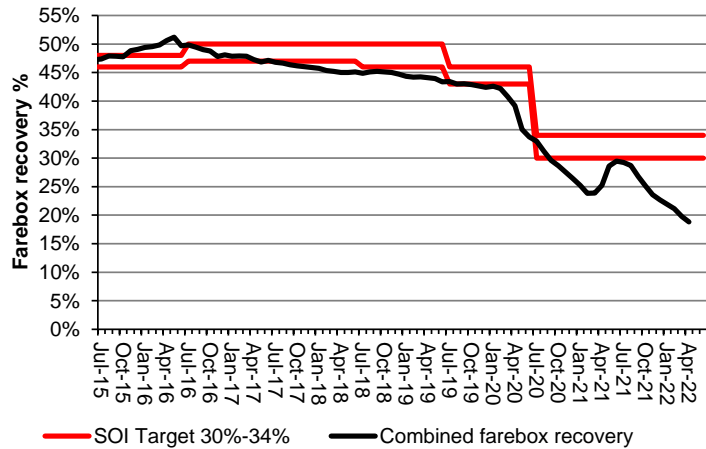
This is especially the case for the Panmure to CBD route where the train was up to 20 minutes quicker than both car and bus alternatives throughout the day.

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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

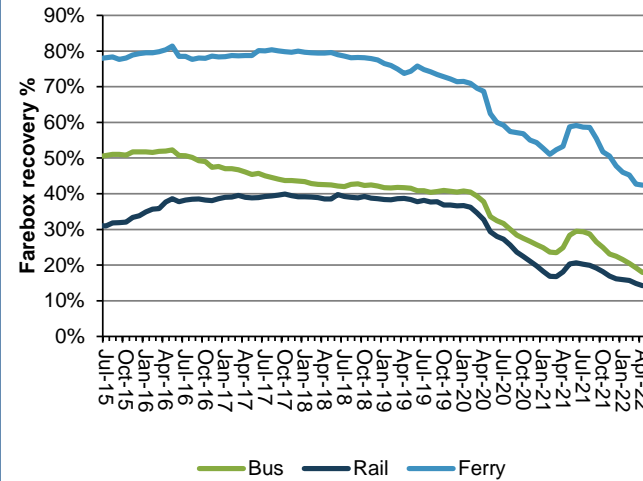


Target not met.

Total PT farebox recovery is decreasing. The ratio in April 2022 was 18.82%, compared with 39.17% in April 2020.

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

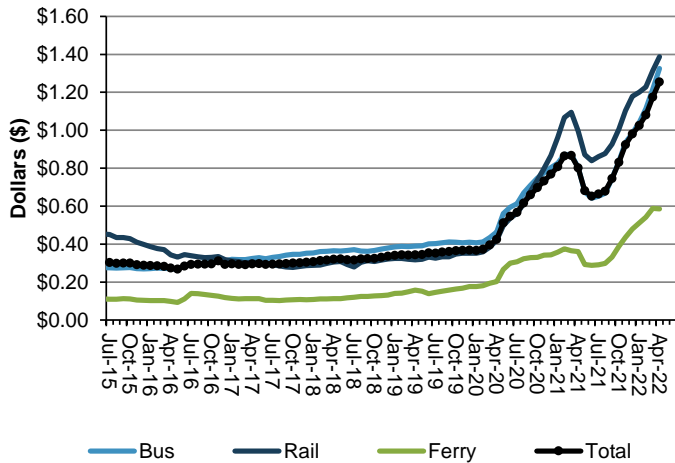
2.5.2 PT farebox recovery (by mode)



The farebox recovery ratios for April 2022 (and comparable 2019 results) were:

- Bus: 17.93% (41.68%)
- Rail: 14.23% (38.66%)
- Ferry: 42.41% (73.76%)

2.5.3 PT subsidy per passenger kilometre

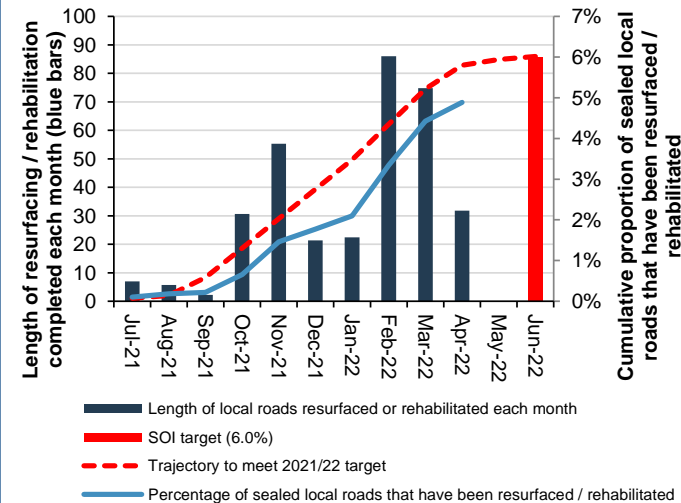


The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The average for April 2022 was \$1.255. For individual modes, April 2022 (and comparable 2019 results) were:

- Bus: \$1.326 (\$0.389)
- Rail: \$1.387 (\$0.318)
- Ferry: \$0.585 (\$0.158)

2.5.4 Percentage of the sealed road network that is resurfaced



The measure is not on track to meet the target.

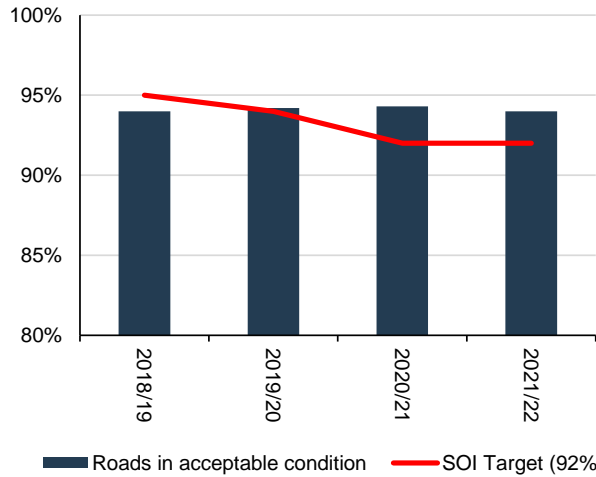
In April 2022, AT completed 31.8 km of resurfacing and rehabilitation.

This financial year to date, 337.2km of local roads were resurfaced, or 81% of the 2021/22 target, and 4.9% of Auckland's local roads.

This is behind the programme due to the COVID restrictions in Auckland limiting road works as well as the Omicron outbreak impacting staff.

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

2.5.5 Proportion of road assets in acceptable condition

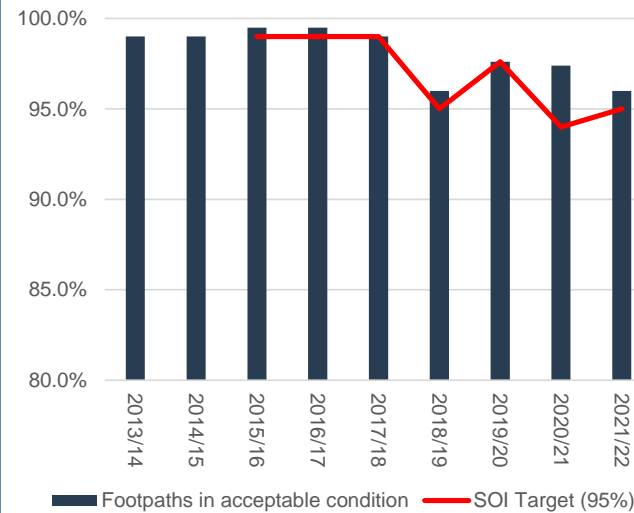


Target met.

The 2021/22 result for the percentage of road assets in acceptable conditions was 94.0%. This is two percentage points above the SOI target (92%).

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

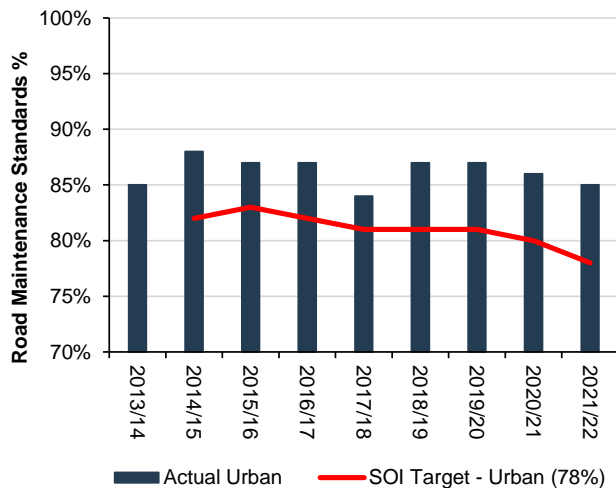


Target met.

The 2021/22 result for the percentage of footpaths in acceptable condition was 96.0%. This is one 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.

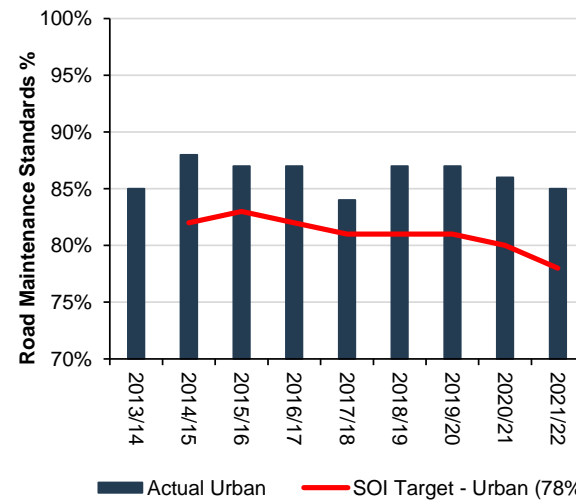
2.5.7 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads



Target exceeded.

The 2021/22 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 85%, exceeding the target and one 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

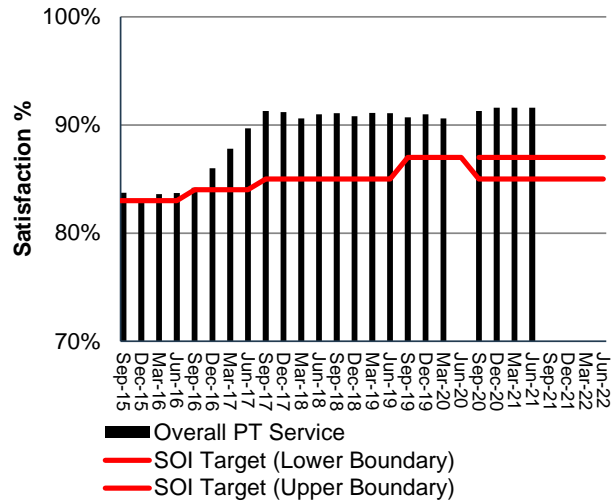


Target exceeded.

The 2021/22 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 92%, four percentage points higher than the target and two percentage points higher 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



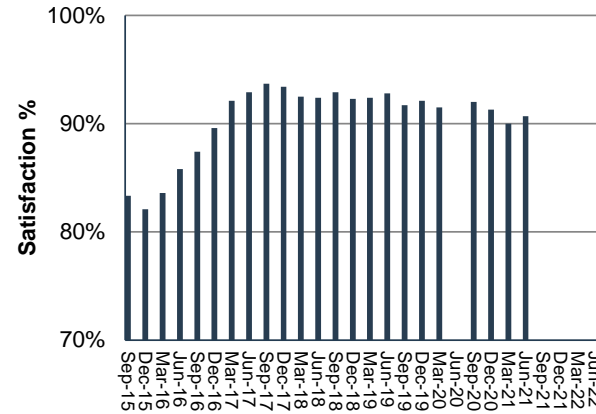
There is no result for this quarter.

Due to COVID, no interviews were able to take place. Therefore, there is no data and AT will not be reporting on this measure this quarter. AT will resume surveys in orange light of the COVID protection framework.

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



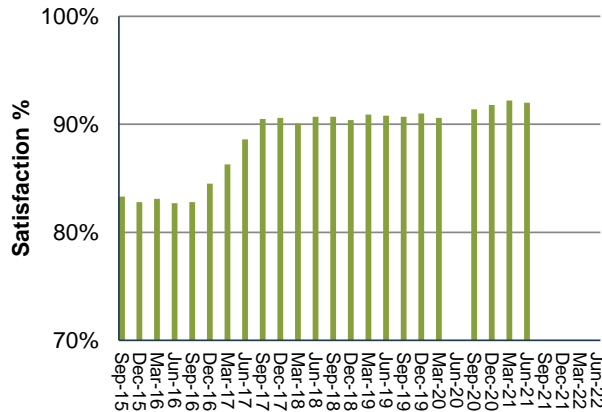
There is no result for this quarter.

Due to COVID, no interviews were able to take place. Therefore, there is no data and AT will not be reporting on this measure this quarter. AT will resume surveys in orange light of the COVID protection framework.

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



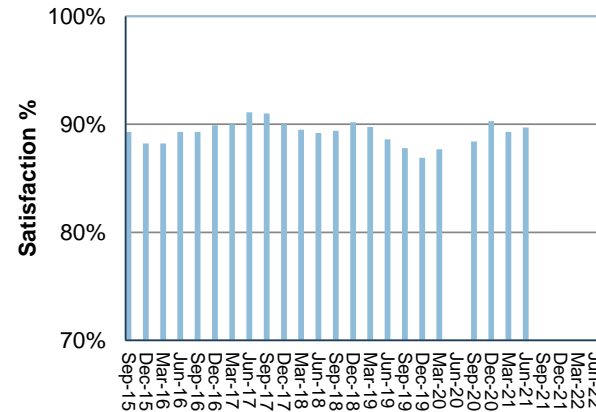
There is no result for this quarter.

Due to COVID, no interviews were able to take place. Therefore, there is no data and AT will not be reporting on this measure this quarter. AT will resume surveys in orange light of the COVID protection framework.

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



There is no result for this quarter.

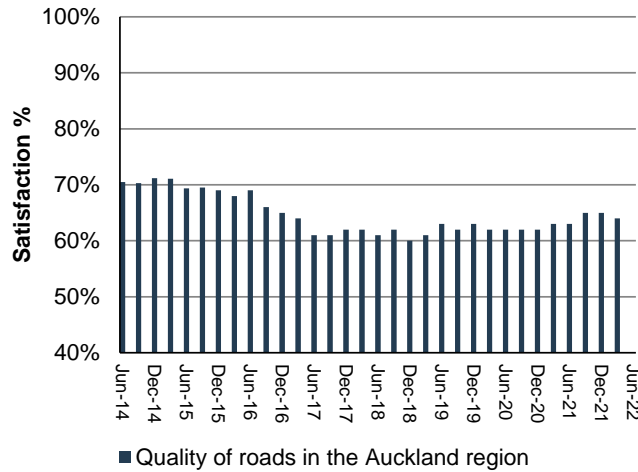
Due to COVID, no interviews were able to take place. Therefore, there is no data and AT will not be reporting on this measure this quarter. AT will resume surveys in orange light of the COVID protection framework.

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

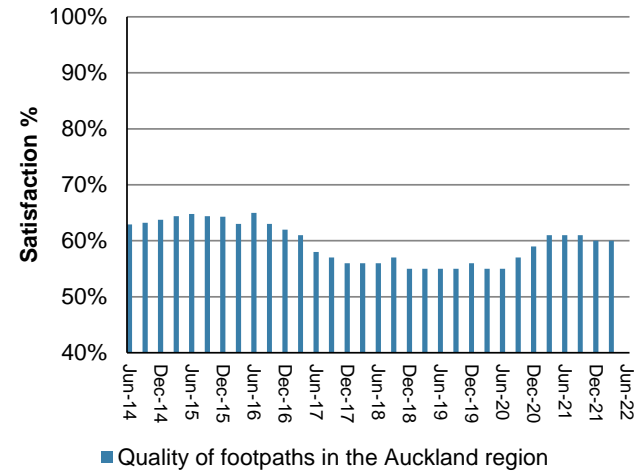


Non-reporting period.

In March 2022, satisfaction with the quality of roads in Auckland was 64%, one percentage point lower than the December 2021 result.

Satisfaction was one percentage point above the March 2021 result (63%).

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

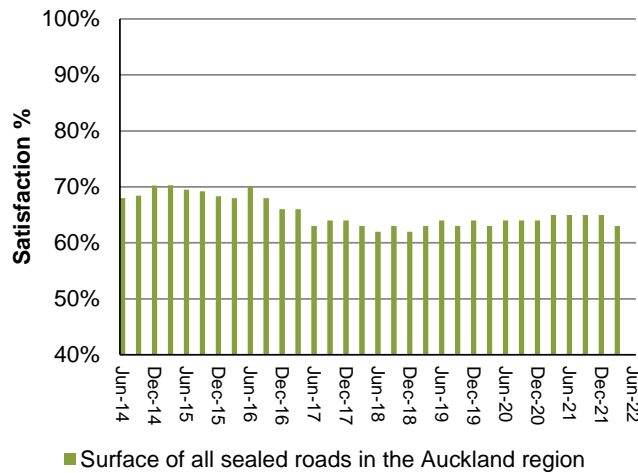


Non-reporting period.

In March 2022, satisfaction with the quality of footpaths in Auckland was 60%, the same as the December 2021 result.

Satisfaction was one percentage point below the March 2021 result (61%).

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

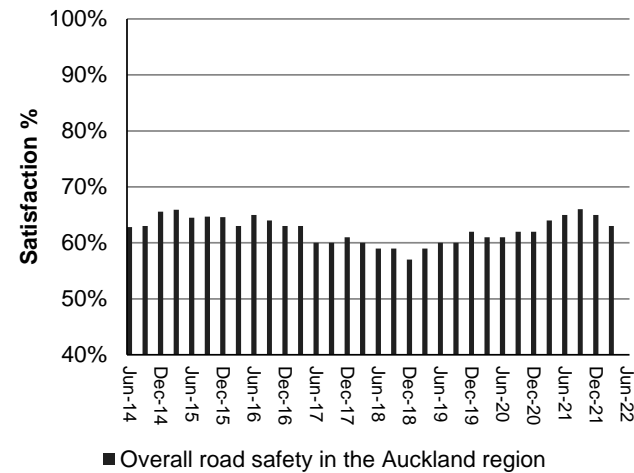


Non-reporting period.

In March 2022, satisfaction with the surface of all sealed roads in Auckland was 63%, two percentage points lower than the December 2021 result (65%).

Satisfaction was two percentage points lower than the March 2021 result (65%).

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



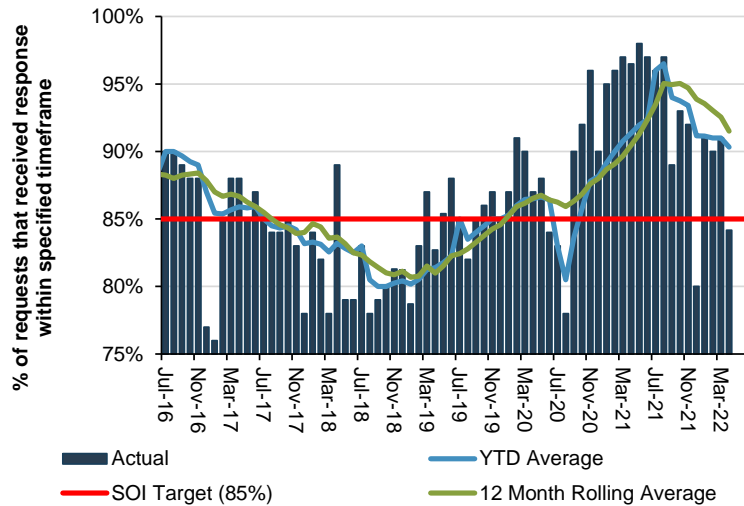
Non-reporting period.

In March 2022, satisfaction with road safety in Auckland was 63%, two percentage points lower than the December 2021 result (65%).

Satisfaction was one percentage point higher than the March 2021 result (64%).

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



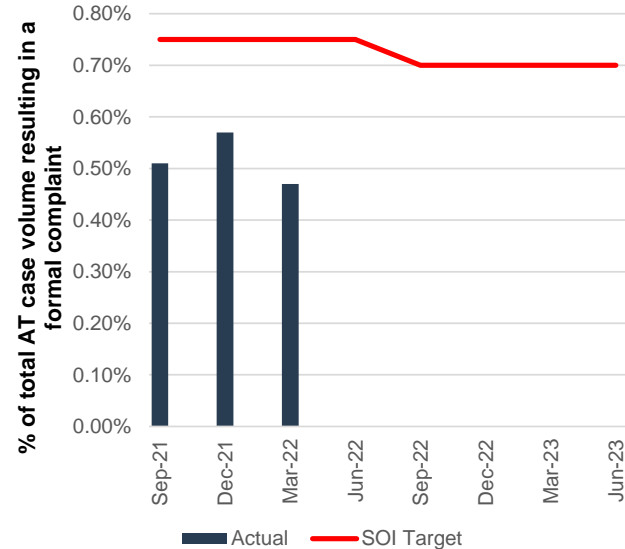
On track to exceed target.

12 month rolling average for April 2022: 91.5% (SOI target 85%)

The April 2022 result was one percentage point below the target, at 85%.

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



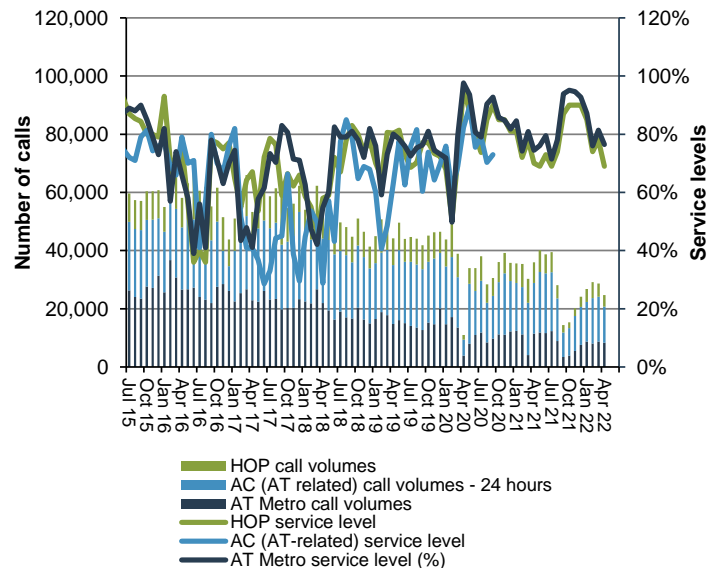
Non-reporting period.

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

In the March 2022 Quarter, 0.47% 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

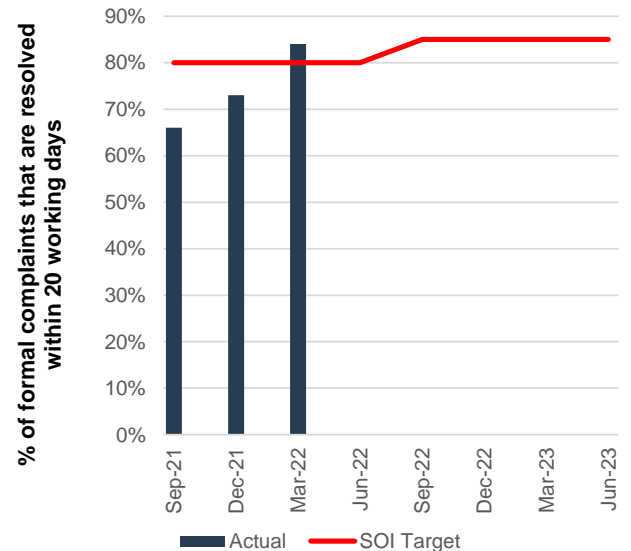


In April 2022 AT HOP Call volumes decreased by 13% compared with March 2022, and decreased 45% compared to April 2021. The service level increased by four percentage points from last month.

Auckland Council call volumes have decreased by 19% compared to March 2022, and decreased by 28% compared to the same month last year.

AT Metro Call Centre Volumes decreased by 5% on March 2022, and decreased by 24% since April 2021. The service level decreased by five percentage points on last month.

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



Non-reporting period.

On track to exceed the target.

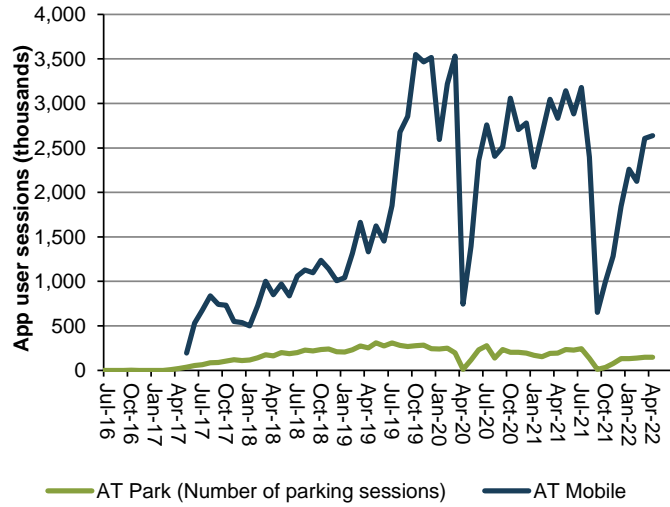
In the March 2022 Quarter, 84% of formal complaints were resolved within 20 working days.

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

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

2.6 Providing excellent customer experiences

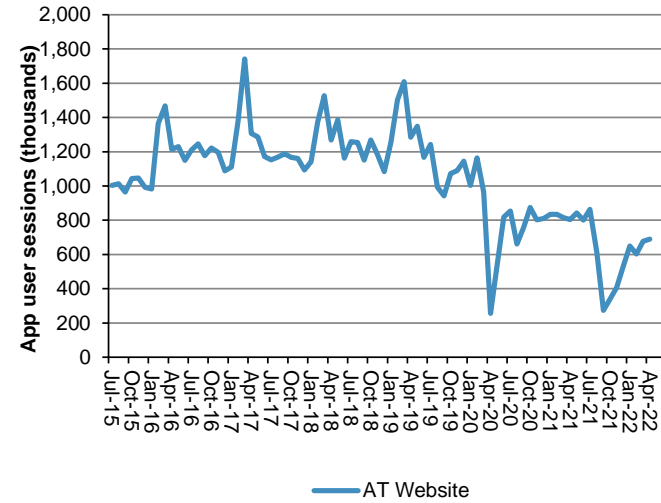
2.6.13 AT app user sessions



AT Mobile
App user sessions increased by 1% in April 2022 compared with March 2022 and was 7% below April 2021.

AT Park
App user sessions decreased 1% in April 2022 compared to March 2022 and decreased by 14% compared to April 2021.

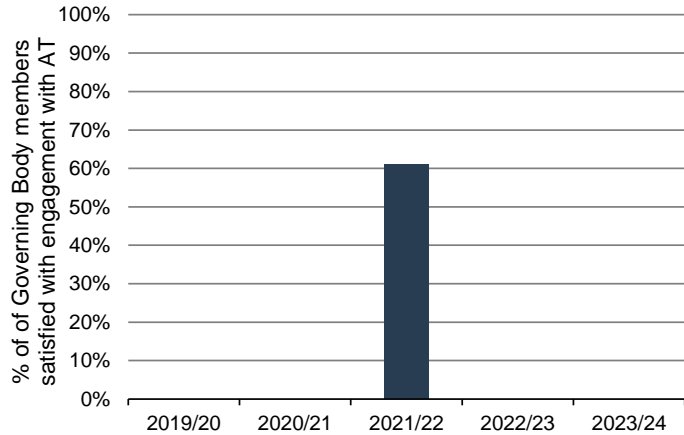
2.6.14 AT Website Visits



Visits to the Auckland Transport website totalled 689,826 in April 2022, an increase of 2% compared with March 2022, and a decrease of 14% compared with April 2021.

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

2.7.1 Percentage of Governing Body members satisfied with engagement with AT

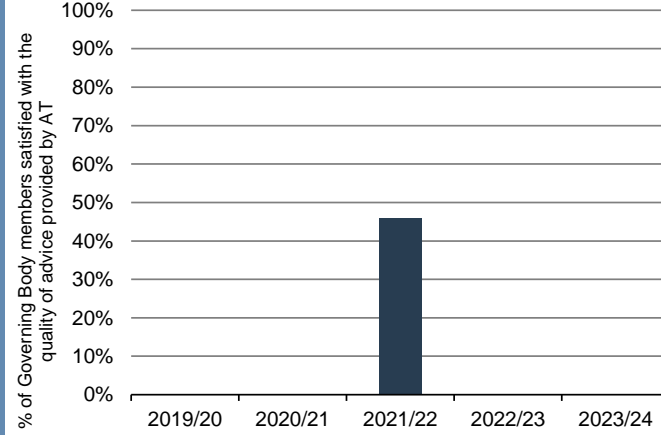


In the 2021/22 FY, 61% of Governing Body members were satisfied or very satisfied with engagement with AT.

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

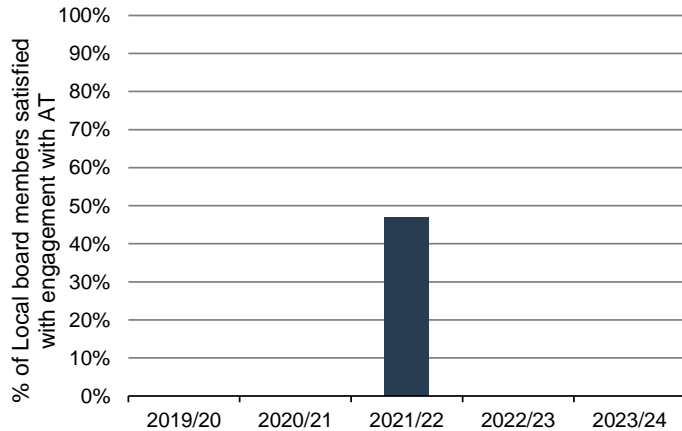


In the 2021/22 FY, 46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT.

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

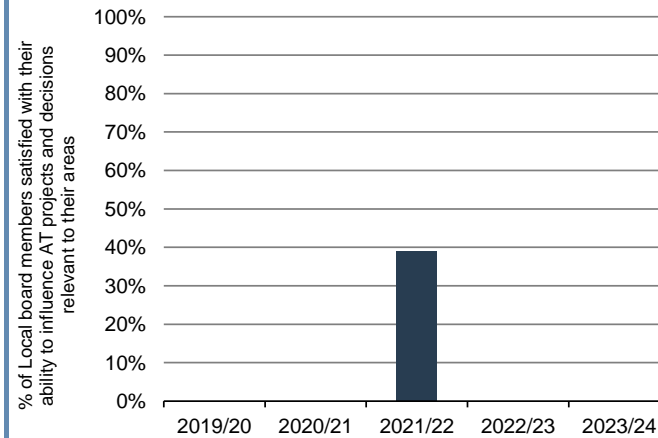
2.7.3 Percentage of Local board members satisfied with engagement with AT



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.