

## Monthly Transport Indicators – August 2021

For decision:  For noting:

### Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Receive this report.

### Te whakarāpopototanga matua / Executive summary

1. The 2021/22 Monthly Indicators Report for August 2021 shows performance against the Statement of Intent (SOI) measures and other indicators.
2. On 17 August 2021 at 11:59pm, Auckland went into COVID-19 pandemic (COVID-19) alert level four. This continued for five weeks until 11:59pm on 21 September 2021, when Auckland went into alert level three. This has drastically limited movement of people throughout Auckland and will impact the performance of many of the areas measured.
3. Public transport (PT) boardings were 33.6% below the monthly target for August, and down 36.4% on July 2021. The 12-month rolling total of 64.6 million which is 12.6% below last year's result, and 1.8% below the target trajectory.
4. Local roads deaths and serious injuries increased by 10.1%, to 533 in the 12 months to May 2021, which is not on track to meet the target. The deaths component of the indicator has increased by 84% and the serious injuries component by 6.1% on the 12 months to May 2021.
5. Most other indicators relating to network operation, assets, and customer satisfaction are on track to meet or exceed the target.

### Ngā tuhinga ō mua / Previous deliberations

6. There are no previous deliberations.

### Te horopaki me te tīaroaro rautaki / Context and strategic alignment

7. The attached Monthly Indicators Report provides an overview of Auckland Transport's (AT's) performance against its SOI performance measures for August 2021. This report also provides supplementary information on the wider Auckland context as well as AT's PT, road operations and maintenance, and customer response activities.

8. This covering report highlights key trends and significant shifts in the monthly reporting statistics and provides a summary of performance against the SOI measures.

## Ngā matapakinga me ngā tātaritanga / Discussion and analysis

### Safety

9. There is a three-month lag for reporting on deaths and serious injuries. Therefore, in August 2021 we are reporting on May 2021.
10. For the 12 months to the end of May 2021, local roads deaths and serious injuries increased by 9.9%, to 532. This is 10.3% worse than the trajectory to meet the end of year target. Local road deaths have increased by 84% (from 25 last year to 46 this year). Local road serious injuries have increased by 5.9% in the past year (from 459 to 486).
11. For the 12 months to the end of May 2021, the deaths and serious injuries on all Auckland roads (including local roads and highways) increased by 8%, to 605. This is 2% ahead of the trajectory to meet the end of year target. Furthermore, all road deaths increased by 86% (from 28 last year to 52 this year). All Auckland road serious injuries increased by 4% in the past year (from 530 to 553).
12. For the 12 months to the end of May 2021, deaths and serious injuries of vulnerable road users increased by 3.4%, to 277. This is 4.4% under the trajectory of this year's target. Furthermore, deaths of vulnerable road users increased by 73.3% (from 15 last year to 26 this year). Vulnerable road user serious injuries decreased by 0.8% in the past year (from 253 to 251).
13. The high increases in deaths and serious injuries across local roads, all roads and for vulnerable users is likely due increased high-risk behaviours associated with improving economy such as drink driving, reduced Police enforcement and active but fragile elderly pedestrians.

### PT

14. Overall PT use totalled 64.60 million boardings for the 12 months to August 2021, a decrease of 12.6% or 9.28 million boardings on the 12 months to August 2020. Despite the adjusted SOI target, boardings remain affected by the COVID-19, likely due to city centre, university student and office worker patronage being impacted by the increased travel restrictions, concerns about hygiene on PT and increased working from home. Further, Auckland went to Alert Level 4 on 17 August 2021 which had a drastic impact on patronage.
  - Rail boardings totalled 11.19 million for the year to August 2021, a decrease of 27.8%, or 4.3 million boardings, on the 12 months to August 2020.
  - Bus boardings totalled 49.1 million for the 12 months to August 2021, a decrease of 8.7%, or 4.6 million boardings, on the 12 months to August 2020.
  - Ferry boardings totalled 4.3 million for the 12 months to August 2021, a decrease of 6.7%, or 0.3 million boardings, on the 12 months to August 2020.

15. Rapid and frequent transport boardings for the 12 months to August 2021 decreased at a faster rate (17.9%) than overall patronage (12.6%). Recovery on the rapid and frequent network has been slower than overall recovery, likely due to factors such as increased working from home by those working in the city centre; an area largely serviced by rapid and frequent services. This slow recovery has been exacerbated by rail disruptions.
16. Year to date PT punctuality was 97.4%, meeting the SOI target of 96.0 per cent.
17. The total PT farebox recovery ratio was 28.72% in August 2021, just below the target range of 30 to 34%. Reduced patronage due to COVID-19, compounded by Alert Level four lockdown in Auckland from 17 August 2021, and subsequent KiwiRail works have significantly impacted the performance against this indicator.

### **Cycling**

18. No cycling facilities were delivered or upgraded in August 2021. However, no facilities were planned for this month, so we are still on track to meet the SOI target.
19. Cycle movements for the 12 months to August 2021 totalled 3.4 million, a decrease of 7.5 per cent on the 12 months to August 2020. The year-to-date count of 3,426,733 is 15.5% below the projected trajectory to meet the SOI target for FY 2021/22 of 3.670 million. Increased working from home and Alert Level four lockdown in Auckland from 17 August 2021 is likely to continue to impact this measure.

### **Best use of the transport network**

20. The rolling average AM peak arterial productivity was 31,621 for the 12 months to August 2021, exceeding the SOI target of 30,000. Road productivity is a measure of the efficiency of the road in moving people during the peak hour. It is measured as the product of number of vehicles (including buses), their average journey speed and average vehicular occupancy (number of people in vehicles (split between buses and cars) multiplied by the average speed of the vehicles). August 2021 productivity was 30,982, 5% below the August 2020 result. This is mainly due poor network performance compounded by a low PT share.
21. The average proportion of the freight network operating efficiently during the inter-peak was 93% for the 12 months to August 2021, exceeding the SOI target of 90 per cent.
22. The 12-month rolling average for travel speed Level of Service (LOS) was 74.5% for August 2021. The 12-month average has been declining as the first COVID-19 lockdown of March – May 2020 is no longer included in the 12-month average. In addition, recent months have had a LOS worse than pre-COVID-19 levels. Alert level four from 17 August will have an impact on this measure going forward.

### **Asset renewals and customer service**

23. This FY, 12.7 km of local roads have been resurfaced or rehabilitated, which is above the trajectory. This Financial Year, the SOI target is to resurface/rehabilitate 415 km of the local road network.
24. The percentage of customer service requests relating to roads and footpaths that receive a response within AT's specified times was 97% in August 2021. The 12-month rolling average to August 2020 is 95%, exceeding the SOI target of 85%.

## Summary of performance against SOI Measures

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

Table 1: Performance against SOI targets					
Strategic Transport Priorities	Target exceeded	Target met	Target not met	Not reported	Total
Making Auckland's Transport System Safe by Eliminating Harm to People	0	1	2	1	4
Improving the Resilience and Sustainability of the Transport System and Significantly Reducing the Greenhouse Gas Emissions It Generates	0	0	0	3	3
Providing and Accelerating Better Travel Choices for Aucklanders	1	2	3	3	9
Better Connecting People, Places, Goods and Services	2	0	0	0	2
Our Operating Model is Adaptive, Financially Sustainable and Delivers Value	1	1	0	4	6
Providing Excellent Customer Experiences	1	0	0	3	4
Collaborating with Funders, Partners, Stakeholders and Communities	0	0	0	1	1
<b>Total</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>15</b>	<b>29</b>

## Ngā tūraru matua / Key risks and mitigations

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

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

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

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

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

## Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives

Mana whenua | Ngā mema pōti / Elected members | Ngā rōpū kei raro i te Kaunihera / Council Controlled Organisations | Ngā kiritaki / Customers

29. There are no impacts associated with this report.

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

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



## Ā muri ake nei / Next steps

31. The August Monthly Indicators Report will be submitted to the board in October 2021.

## Te whakapiringa / Attachment

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

## Te pou whenua tuhinga / Document ownership

Submitted by	Hamish Bunn Group Manager Integrated Network Planning, Policy & Sustainability	
Recommended by	Jenny Chetwynd Executive General Manager Planning & Investment	
Approved for submission	Shane Ellison Chief Executive	