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Monthly Transport Indicators – April 2022

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 April 2022 shows performance against the Statement of Intent (SOI) measures and other indicators.
2. This report shows that, although the impacts of COVID-19 on key indicators are still noticeable, we are beginning to recover.
3. April 2022 was the first month of the 50% off fares that are subsidised by Central Government. Monthly Patronage has risen by approximately 140,000 trips, or 3.8%, compared to March 2022. Historically, April has been a slower month for public transport (PT) as this is generally when the Easter break, ANZAC day and the first set of school holidays. Consequently, we expect to see the 50% subsidy to have a bigger impact on PT patronage in the coming months when travel patterns are more conventional.
4. PT boardings for April 2022 were 48.7% below the monthly target, and up approximately 140,000 boardings compared to March 2022. The 12-month rolling total is 43.9 million boardings, which is 25.3% below last year's result and 44.5% below the target trajectory. In the new budget, Government subsidies allowing for 50% has been extended for two months until August 2022. We expect this will help increase patronage on PT in the coming months.
5. Local roads deaths and serious injuries (DSI) for the 12 months to April 2022 were 509, slightly better than the trajectory to meet the target.
6. Both rail and bus business day average boardings are continuing to climb back up from their troughs in the August 2021 COVID-19 lockdown.
7. Ferry punctuality is improving from the previous months where it had been the lowest it had been in seven years.
8. As of this month, 15 measures are on track to meet or exceed the target and eight measures are not on track to meet the target.

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Ngā tuhinga ō mua / Previous deliberations

9. There are no previous deliberations on this matter.

Te horopaki me te tīaroaro rautaki / Context and strategic alignment

10. The attached Monthly Indicators Report provides an overview of Auckland Transport's (AT's) performance against its SOI performance measures for April 2022. 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.
11. 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

12. For the 12 months to the end of April 2022, local roads DSI increased by 2.8%, to 509. This is 0.4% better the 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).
13. For the 12 months to the end of April 2022, the DSI on all Auckland roads (including local roads and highways) increased by 3.5%, to 585. This is 4.3% higher the trajectory to meet the end of year target. All road deaths have increased by 24.5% (from 49 last year to 61 this year). All Auckland roads serious injuries increased by 1.6% in the past year (from 516 to 524).
14. For the 12 months to the end of April 2022, DSI of vulnerable road users decreased by 3.4%, to 255. This is 1.6% higher 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 user serious injuries decreased by 0.4% in the past year.
15. DSI on Tāmaki Makaurau's total road network are not on track to meet their target. Management is aware of this trend and are continuing to deliver on the 2021 business improvement review recommendations. One of the key actions has been the development of the advocacy plan, focusing on increasing our influence on policy and regulatory changes to support our Vision Zero strategy. This includes our ongoing work with New Zealand Police to increase enforcement efforts and with Ministry of Transport's Fines and Penalties Review.

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PT

16. There was a total of 43.9 million PT boardings for the 12 months to April 2022, a decrease of 25.3% or 25.3 million boardings on the 12 months to April 2021. Despite the adjusted SOI target, boardings remain affected by 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.
 - Rail boardings totalled 7.7 million for the year to April 2022, a decrease of 24.7%, or 2.5 million boardings, on the 12 months to April 2021.
 - Bus boardings totalled 33.4 million for the 12 months to April 2022, a decrease of 25.3%, or 11.3 million boardings, on the 12 months to April 2021.
 - Ferry boardings totalled 2.9 million for the 12 months to April 2022, a decrease of 26.3%, or 1 million boardings, on the 12 months to April 2021.
17. Rapid and frequent transport boardings for the 12 months to April 2022 decreased at a slower rate (23.9% than overall patronage (25.3%). Recovery on the rapid and frequent network has generally been slower than overall recovery, likely due to factors such as increased working from home by those working in the city centre. However, this trend seems to be changing as boardings on the rapid and frequent transport network are decreasing, but slower than overall patronage.
18. Year to date PT punctuality was 97.9%, meeting the SOI target of 96%. PT Punctuality is based on if the PT service has arrived at its first stop on time. Therefore, cancelled services are not included in the measure.
19. The total PT farebox recovery ratio was 18.8% in April 2022, below the target range of 30 to 34%. Reduced patronage due to COVID-19, compounded by ongoing COVID-19 restrictions, and subsequent KiwiRail works have significantly impacted the performance against this indicator.
20. April 2022 was the first month of the 50% off fares that are subsidised by Central Government. Monthly Patronage has risen by approximately 140,000 trips, or 3.8%, compared to March 2022. Historically, April has been a slower month for Public Transport (PT) as this is generally when the Easter break, ANZAC day and the first set of school holidays. Consequently, we expect to see the 50% subsidy to have a bigger impact on PT patronage in the coming months when travel patterns are more conventional.

Cycling

21. 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.
22. In addition to the above, 20km of cycle facilities are expected to begin construction before the end of this FY as part of the 'pop-up protection' programme, and up to 10.8km may be complete by the end of FY, but this remains to be confirmed. 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.

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23. Cycle movements for the 12 months to April 2022 totalled 3.1 million, a decrease of 12.1 per cent on the 12 months to April 2021. The monthly count of 248,393 is 18.5% below the projected trajectory to meet the SOI target for FY 2021/22 of 3,670,000. Increased working from home and ongoing COVID-19 restrictions have an impact on cycle counts, particularly within the city centre.

Best use of the transport network

- 24. From January 2022, AT has 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 from previous months.
- 25. The rolling average AM peak arterial productivity was 29,274 for the 12 months to April 2022, being within 2.5% of 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).
- 26. The average proportion of the freight network operating efficiently during the inter-peak was 90% for the 12 months to April 2022, meeting the SOI target of 90%.

Asset renewals and customer service

- 27. This FY, 337.2 km, or 4.9%, of local roads have been resurfaced or rehabilitated, which is below the trajectory to meet the end of year target. This Financial Year, the SOI target is to resurface/rehabilitate 415.0 km of the local road network.
- 28. The percentage of customer service requests relating to roads and footpaths that receive a response within AT’s specified times was 90% in April 2022. The 12-month rolling average to April 2022 is 91.5%, exceeding the SOI target of 85%.

Summary of performance against SOI Measures

29. Table 1 provides a summary of 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 | 1 | 2 | 1 | 0 | 4 |
| Improving the Resilience and Sustainability of the Transport System and Significantly Reducing the Greenhouse Gas Emissions It Generates | 2 | 0 | 0 | 1 | 3 |
| Providing and Accelerating Better Travel Choices for Aucklanders | 0 | 1 | 5 | 3 | 9 |
| Better Connecting People, Places, Goods and Services | 0 | 2 | 0 | 0 | 2 |
| Our Operating Model is Adaptive, Financially Sustainable & Delivers Value | 2 | 2 | 2 | 0 | 6 |

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| Strategic Transport Priorities | Target exceeded | Target met | Target not met | Not reported | Total |
|---|-----------------|------------|----------------|--------------|-----------|
| Providing Excellent Customer Experiences | 3 | 0 | 0 | 1 | 4 |
| Collaborating with Funders, Partners, Stakeholders and Communities | 0 | 0 | 0 | 1 | 1 |
| Total | 8 | 7 | 8 | 6 | 29 |

Ngā tūraru matua / Key risks and mitigations

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

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

31. 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

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

Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives

33. There are no impacts associated with this report.

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

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

Ā muri ake nei / Next steps

35. The May and June 2022 Monthly Indicators Report will be submitted to the board in August 2022.

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Te whakapiringa / Attachment

| Attachment number | Description |
|-------------------|---|
| 1 | Auckland Transport Monthly Indicators Report 2020/21 – April 2022 |

Te pou whenua tuhinga / Document ownership

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|-------------------------|---|---|
| Submitted by |  Hamish Bunn Group Manager Policy, Planning and Investment, Planning and Investment Group |  Madi Salter Transport Planner, Integrated Network Planning |
| Recommended by | Jenny Chetwynd Executive General Manager Planning & Investment |  |
| Approved for submission | Shane Ellison Chief Executive |  |