Auckland Transport Monthly Indicators Report 2019/20

June 2020

Auckland Transport
An Auckland Council Organisation

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1. Summary of indicators

1.1 SOI performance measures

Key Priority	Measure	SOI 2019/20 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Help people to travel safely	Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme	10	⬜	⬜	⬜	⬜	⬜	🟢	⬜	⬜	⬜	⬜	⬜	🟢	YTD total: 16	Page 8
	Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	2019 year-end target: 663 (Reduce by at least 18) 2020 year-end target: 627 (Reduce by at least 36)	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	2019 year-end result: 533 12 month total to March 2020: 525 Note: 3-month lag	Page 8
Improve access to frequent and attractive public transport	Total public transport boardings	103.6 million	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟡	🟡	🔴	🔴	🔴	12 month total: 82,290,180	Page 9
	Total rail boardings	22.30 million	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🔴	🔴	🔴	🔴	12 month total: 17,444,294	Page 10
	Boardings on rapid or frequent network (rail, busway, FTN bus)	Increase at faster rate than total boardings	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🔴	🔴	19.3 decrease in RTN + FTN vs 18.3% decrease in total boardings	Page 9
	Percentage of public transport passengers satisfied with their public transport service	85%	⬜	⬜	🟢	⬜	⬜	🟢	⬜	⬜	🟢	⬜	⬜	🟢	YTD average: 90.5%	Page 12
	PT punctuality (weighted average across all modes)	95.0%	🟢	🟡	🟡	🟢	🟢	🟢	🟢	🟡	🟡	🟡	🟡	🟢	YTD average: 97.8%	Page 13
Encourage walking and cycling	New cycleways added to regional cycle network	10 km	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🔴	🔴	🔴	🔴	🔴	YTD total: 6.09 km	Page 15
	Number of cycle movements past selected count sites	3.826 million	🟢	🔴	🔴	🔴	🔴	🟡	🟡	🟡	🟡	🟡	🔴	🔴	YTD total: 3,669,408	Page 15
Make the best use of existing transport networks	Average AM peak arterial productivity	27,500	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	12 month average: 32,951	Page 16
	Proportion of the freight network operating at Level of Service C or better during the inter-peak	85%	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	🟢	12 month average: 94%	Page 20
	Active and sustainable transport mode share at schools where the Travelwise programme is implemented	40%	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	🟢	2019/20 result: 49%	Page 15
	Active and sustainable transport mode share for morning peak commuters, where the Travelwise Choices programme is implemented	40%	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	🟢	2019/20 result: 69%	Page 15

1.1 SOI performance measures

Key Priority	Measure	SOI 2019/20 Year End Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Current Performance	Reference Page
Manage the impacts of the transport network on the environment	Number of buses in the Auckland bus fleet classified as low emission	5						🟡						🔴	June 2020 result: 3 low emission buses in operation	Page 25
	Reduction in CO_2e (emissions) generated annually by Auckland Transport corporate operations (from 2017/18 baseline)	7%												🔴	2019/20 Interim result: 2%	Page 25
	Percentage of Auckland Transport streetlights that are energy efficient LED	56%												🟢	2019/20 result: 61.7%	Page 25
Value for money	PT farebox recovery	43%-46%	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🔴	🔴	🔴	🔴	2019/20 result: 33.71%	Page 26
	Percentage of road assets in acceptable condition (as defined by AT's AMP)	95%									🟡				2019/20 result: 94.2%	Page 27
	Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban and rural roads	Urban 81%									🟢				2019/20 result: 87%	Page 27
		Rural 92%									🟡				2019/20 result: 94%	Page 27
	Percentage of footpaths in acceptable condition (as defined by AT's AMP)	95%									🟢				2019/20 result: 97.6%	Page 27
	Percentage of the sealed local road network that is resurfaced	5.8%	🟡	🟡	🟢	🔴	🔴	🟡	🟡	🟡	🟡	🔴	🔴	🔴	YTD total: 374.1 km (5.6%)	Page 28
	Percentage of customer service requests relating to roads and footpaths which receive a response within specified time frames	85%	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	12 Month rolling average: 86.4%	Page 28
Local Board engagement	Percentage of local board members satisfied with AT engagement	Reporting to local board: 70%													2019 result: 41%	Page 29
		Consultation with local board: 70%													2019 result:35%	Page 29

🟢 On target to exceed performance measure (more than 2.5% above target)
🟡 On target to meet performance measure (within +/- 2.5% of target)
🔴 Not on target to meet performance measure (more than 2.5% below target)

⬛ Data not available

1.2 Patronage summary

	June - 2019/20 Actual v SOI									
	Month				**YTD**				**SOI / Target 2019/20**	**Projected Forecast 2019/20**
	Actual	**% Change**	**SOI / Target**	**% Variance**	**Actual**	**% Change Prev Year**	**SOI / Target**	**% Variance**		
1. Bus Total:	4,002,508	-35.3%	7,114,000	-43.7%	59,863,113	-18.1%	68,401,000	-12.5%	74,860,000	59,852,987
2. Train (Rapid) Total:	1,113,271	-34.9%	2,076,000	-46.4%	17,444,294	-18.4%	20,406,000	-14.5%	22,300,000	17,443,694
3. Ferry (Connector Local) Total:	289,514	-32.0%	499,000	-42.0%	4,982,773	-21.0%	6,017,000	-17.2%	6,440,000	4,982,773
Total Patronage	5,405,293	-35.1%	9,689,000	-44.2%	82,290,180	-18.3%	94,824,000	-13.2%	103,600,000	82,279,454
Rapid and Frequent	2,389,354	-41.3%	4,300,000	-44.4%	39,731,172	-17.4%	45,800,000	-13.3%	49,100,000	38,866,933

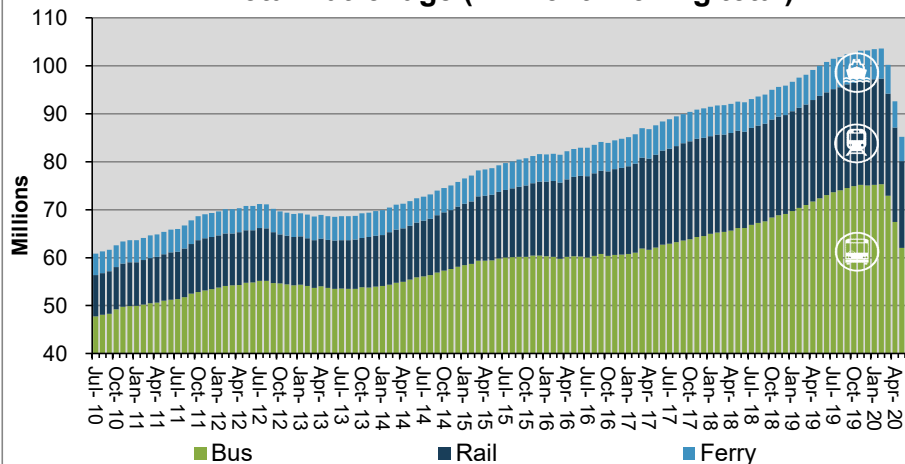|	June - 2019/20												
	Month Patronage					**12 Month Patronage**				**YTD (from July)**			
	This Year	**Previous Year**	**# Change**	**% Change**	**Normalised % Change Prev Year**	**Patronage**	**% Change Prev Month**	**Change Prev Year**	**% Change Prev Year**	**Patronage**	**Change Prev Year**	**% Change Prev Year**	**Normalised % Change Prev Fin YTD**
1. Bus Total:	4,000,463	5,881,871	-1,881,408	-32.0%	-35.2%	58,674,625	-3.1%	-13,073,215	-18.2%	58,674,625	-13,073,215	-18.2%	-18.1%
- Busway (Rapid) Bus	377,250	620,563	-243,313	-39.2%		6,261,200	-3.7%	-912,853	-12.7%	6,261,200	-912,853	-12.7%	
- Frequent Bus	898,833	1,735,523	-836,690	-48.2%		16,002,479	-5.0%	-4,632,157	-22.4%	16,002,479	-4,632,157	-22.4%	
- Connector Local Targeted Bus	2,724,380	3,525,785	-801,405	-22.7%		36,410,946	-2.2%	-7,528,205	-17.1%	36,410,946	-7,528,205	-17.1%	
2. Train (Rapid) Total:	1,092,412	1,655,131	-562,719	-34.0%	-38.2%	17,186,955	-3.2%	-3,909,479	-18.5%	17,186,955	-3,908,748	-18.5%	-18.7%
- Western	397,879	586,350	-188,471	-32.1%		6,053,581	-3.0%	-1,176,769	-16.3%	6,053,581	-1,176,518	-16.3%	
- Eastern	266,512	465,237	-198,725	-42.7%		4,859,458	-3.9%	-1,360,242	-21.9%	4,859,458	-1,360,027	-21.9%	
- Onehunga	63,213	89,330	-26,117	-29.2%		950,146	-2.7%	-186,103	-16.4%	950,146	-186,064	-16.4%	
- Southern	339,434	475,886	-136,452	-28.7%		4,929,780	-2.7%	-1,062,577	-17.7%	4,929,780	-1,062,369	-17.7%	
- Pukekohe	25,375	38,329	-12,954	-33.8%		393,989	-3.2%	-123,788	-23.9%	393,989	-123,770	-23.9%	
3. Ferry (Frequent & Connector Local) Total:	72,168	119,933	-47,765	-39.8%	-44.4%	1,186,313	-3.9%	-304,858	-20.4%	1,186,313	-304,858	-20.4%	-21.0%
- Contract	72,168	119,933	-47,765	-39.8%		1,186,313	-3.9%	-304,858	-20.4%	1,186,313	-304,858	-20.4%	
Patronage (Excl Exempt Serv/Spl Evts)	5,165,043	7,656,935	-2,491,892	-32.5%	-36.0%	77,047,893	-3.1%	-17,287,552	-18.3%	77,047,893	-17,286,821	-18.3%	-18.2%
Exempt Services	217,346	364,935	-147,589	-40.4%		4,433,972	-3.2%	-1,304,775	-22.7%	4,433,972	-1,304,775	-22.7%	
- Exempt Services - Bus	0	58,902	-58,902	-100.0%		637,512	-8.5%	-281,306	-30.6%	637,512	-281,306	-30.6%	
- Exempt Services - Ferry	217,346	306,033	-88,687	-29.0%		3,796,460	-2.3%	-1,023,469	-21.2%	3,796,460	-1,023,469	-21.2%	
Special Events	22,904	304,715	-281,811	-92.5%		808,315	-25.9%	116,475	16.8%	808,315	116,475	16.8%	
- Special Events - Bus	2,045	250,156	-248,111	-99.2%		550,976	-31.0%	152,454	38.3%	550,976	152,454	38.3%	
- Special Events - Rail	20,859	54,559	-33,700	-61.8%		257,339	-11.6%	-35,979	-12.3%	257,339	-35,979	-12.3%	
Total Patronage (Exempt Serv/Spl Evts)	240,250	669,650	-429,400	-64.1%		5,242,287	-7.6%	-1,188,300	-18.5%	5,242,287	-1,188,300	-18.5%	
Rapid & Frequent	2,389,354	4,068,350	-1,678,996	-41.3%		39,731,172	-4.1%	-9,488,446	-19.3%	39,731,172	-9,487,715	-19.3%	
Connector Local Targeted	3,015,939	4,258,235	-1,242,296	-29.2%		42,559,008	-2.8%	-8,987,406	-17.4%	42,559,008	-8,987,406	-17.4%	
Total Patronage	5,405,293	8,326,585	-2,921,292	-35.1%		82,290,180	-3.4%	-18,475,851	-18.3%	82,290,180	-18,475,120	-18.3%	
Bus	4,002,508	6,190,929	-2,188,421	-35.3%	-38.4%	59,863,113	-3.5%	-13,202,067	-18.1%	59,863,113	-13,202,067	-18.1%	-18.0%
Rail	1,113,271	1,709,690	-596,419	-34.9%	-38.7%	17,444,294	-3.3%	-3,945,458	-18.4%	17,444,294	-3,944,727	-18.4%	-18.6%
Ferry	289,514	425,966	-136,452	-32.0%	-33.4%	4,982,773	-2.7%	-1,328,326	-21.0%	4,982,773	-1,328,326	-21.0%	-21.4%
Total Patronage	5,405,293	8,326,585	-2,921,292	-35.1%	-38.2%	82,290,180	-3.4%	-18,475,851	-18.3%	82,290,180	-18,475,120	-18.3%	-18.3%

Note 1:- Rapid calculation for busway amend from, NEX route plus Busway (4 locations – Akoranga, Smales, Sunnynook, Constellation) Inbound Boardings & Outbound alighting to being all routes Inbound from Albany to Fanshawe St
& Outbound Akoranga to Albany in line with New Network North.

Note 2:- Included in Special Event an estimate for Extra-ordinary Events 2019/20 - Unrecorded free travel for Bus strike and for Friday 20 December 2019.
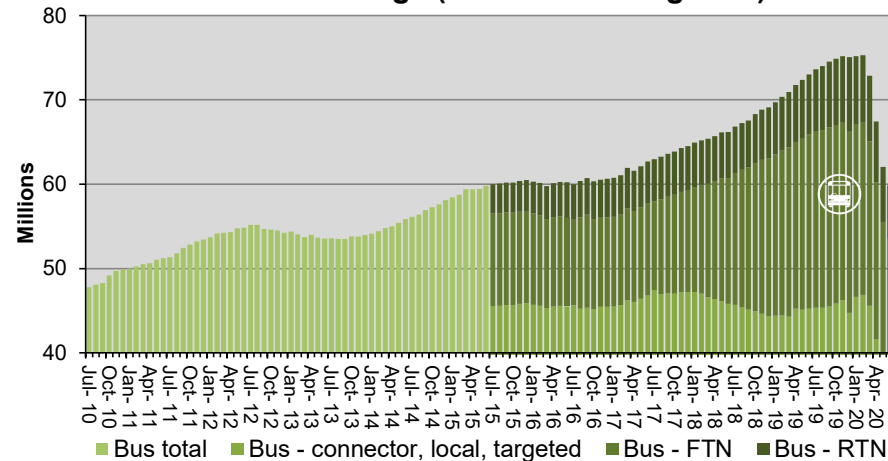
Note 3:-June YTD normalised adjusted allowing for special event patronage,with two more business days and one less weekend/Public Holidays, two less tertiary term days and five school term days.
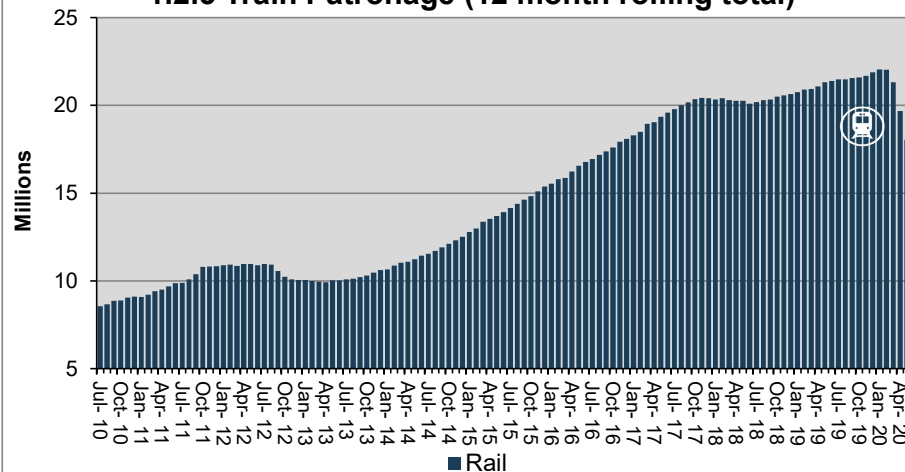
1.2 AT Metro Boardings breakdown
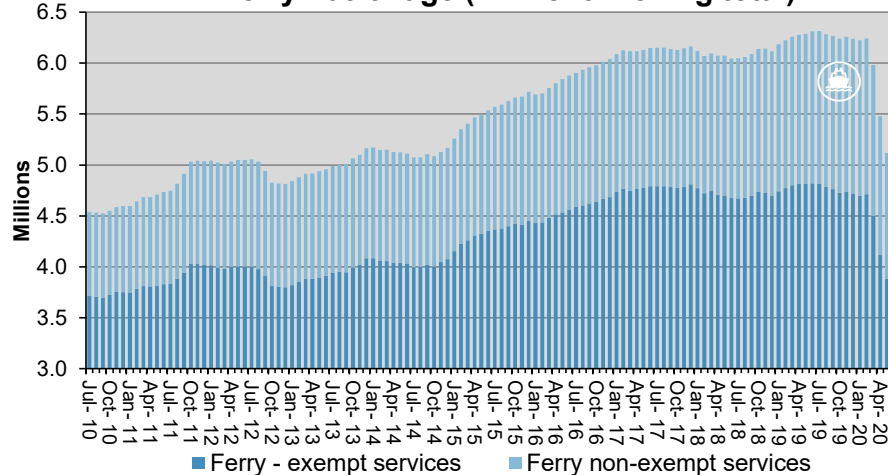
1.2.1 Total Patronage (12 month rolling total)

Legend: Bus, Rail, Ferry

1.2.2 Bus Patronage (12 month rolling total)

Legend: Bus total, Bus - connector, local, targeted, Bus - FTN, Bus - RTN

1.2.3 Train Patronage (12 month rolling total)

Legend: Rail

1.2.4 Ferry Patronage (12 month rolling total)

Legend: Ferry - exempt services, Ferry non-exempt services

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2. Monthly indicators by Key Priority

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    2.2 Improve access to frequent and attractive public transport

    2.3 Encourage walking and cycling

    2.4 Make the best use of existing transport networks

    2.5 Manage the impacts of the transport system on the environment

    2.6 Value for money

    2.7 Local Board and customer engagement

2.1 Help people to travel safely

2.1.1 Number of high risk intersections and sections of road addressed by Auckland Transport's safety programme
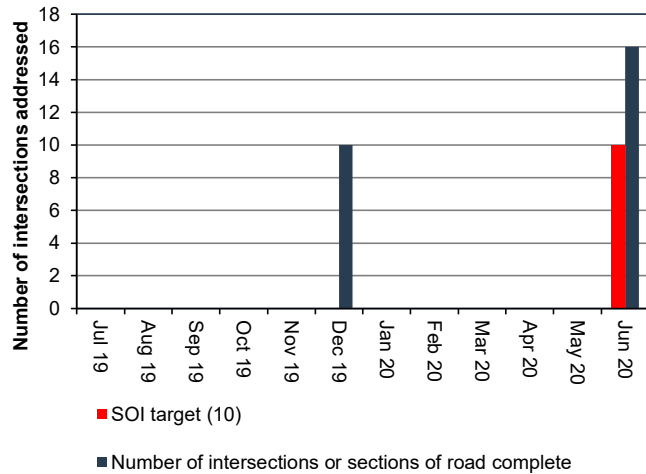
The 2019/20 target is to address ten high risk intersections or sections of road as part of the safety programme.

A total of seven high risk intersection improvements and nine high risk corridor improvements have been completed.

2.1.2 Change from the previous financial year in the number of fatalities and serious injury crashes on the local road network
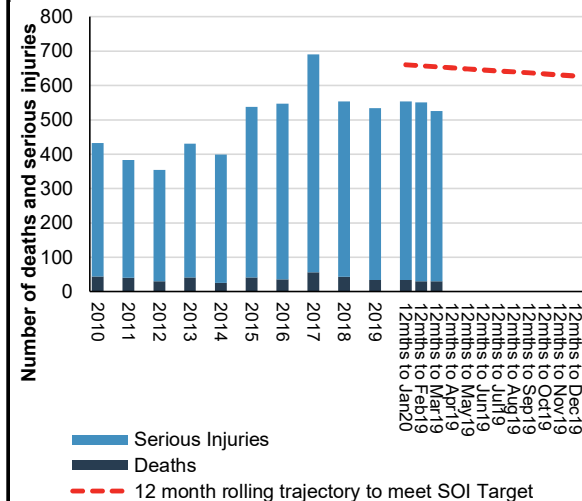
The Local Road DSI target for the 2020 calendar year is 627, 36 less than the 2019 target of 663. The 2019 final result was 533, exceeding the target by 19.6%

The Local Road DSI target for the 2020 calendar year is 627 . The 12month rolling total to end of March 2020 is 525, 20% lower than the SOI target of 654 for 2020 and 2% lower than the 533 DSI for 12 months to March 2019.

For the 12 months rolling to the end of March 2020, Local Road deaths have decreased by 35% (from 46 to 30) and Local Road serious injuries increased by 2% (from 487 to 495).

Please note that there is a three month time lag for local road death and serious injuries information, and that monthly figures can vary over time due to Police investigation outcomes and reporting timelines.

2.1.3 Local road deaths and serious injuries (DSI) per 100 million vehicle km travelled (VKT)
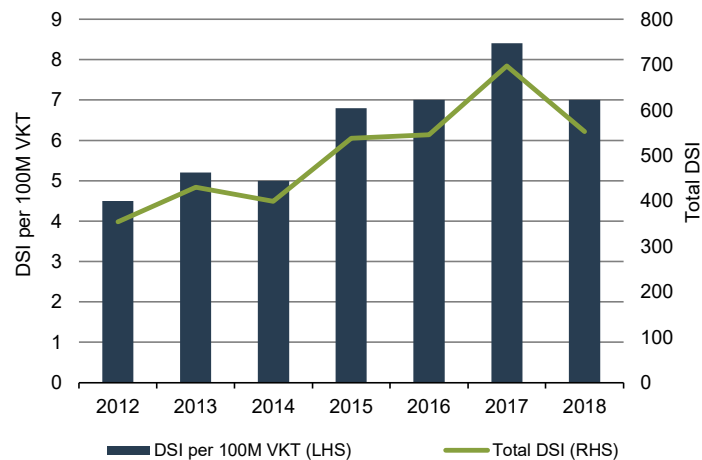
Non reporting period.

The Local Road DSI per 100 million VKT on local roads for the 2018 calendar year was 7.0. This is 1.4 less than in 2017.

The rate of local road deaths and serious injuries per 100 million vehicle kilometres travelled is an estimate of the exposure to crash-risk on the local road network, relative to vehicle travel.

2.2 Improve access to frequent and attractive public transport

2.2.1 Total public transport boardings (millions)

Legend:
- SOI
- Actual annual boardings
- Monthly trajectory to meet SOI Target
- 12 month rolling total
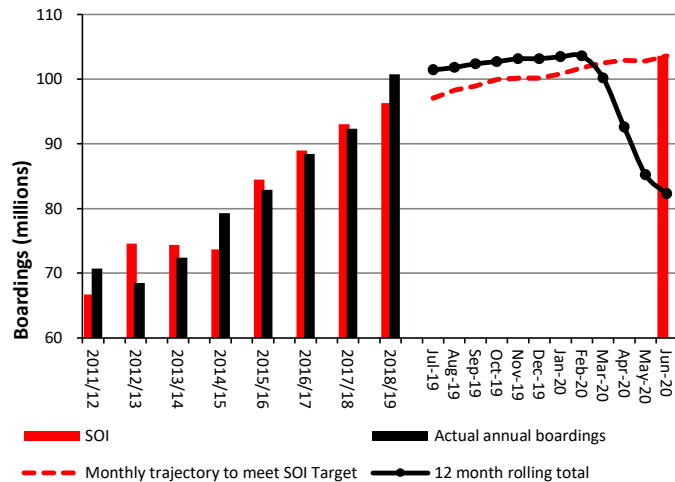
Target not met.

PT patronage totalled 82,290,180 passenger boardings for the 12 months to June 2020, a decrease of 3.5% from the 12 months to May 2020 and a decrease of 18.3% on the 12 months to June 2019.
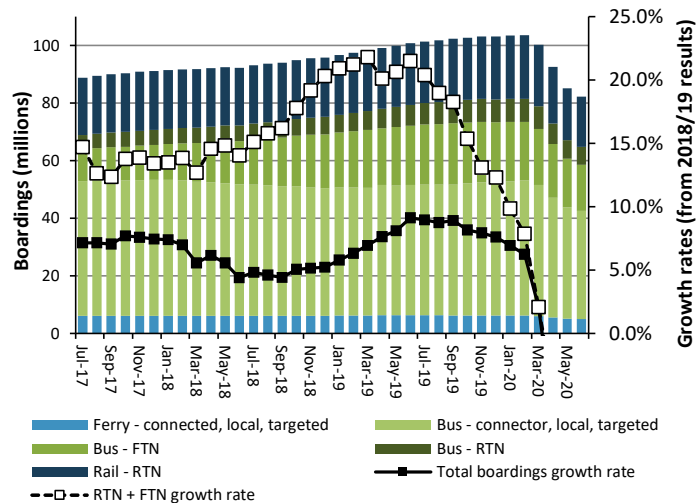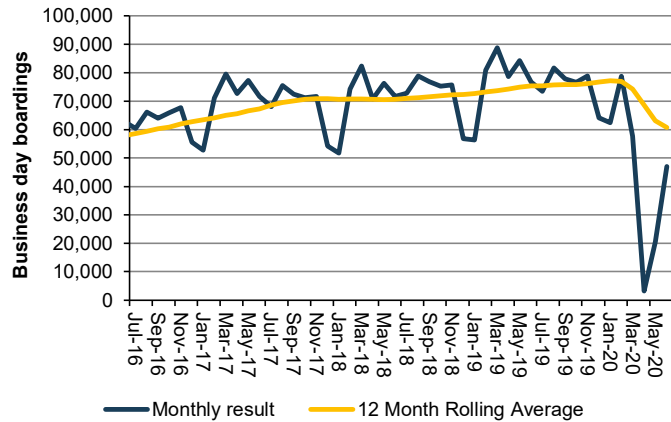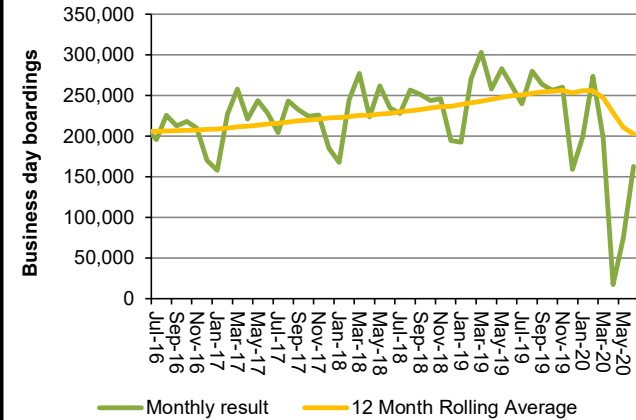
This final result is 20.6% below the target of 103,600,000.

2.2.2 Monthly public transport boardings (millions)

Legend:
- Previous year result (2018/19)
- Monthly patronage to meet SOI target
- Actual result
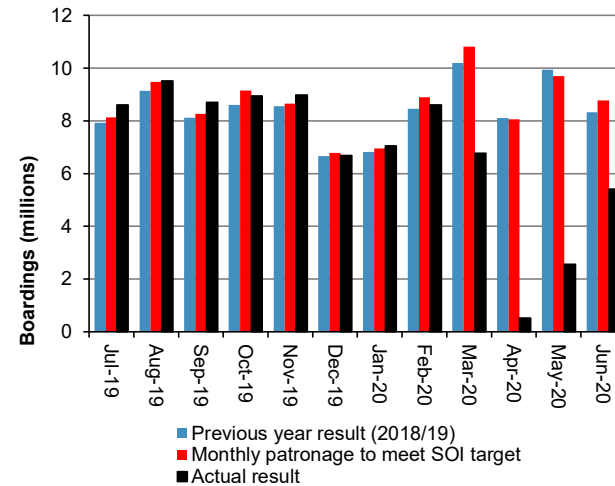
June 2020 monthly patronage was 5,405,293, 212% of the May 2020 number, but 65% of the June 2019 level.

2.2.3 Boardings on rapid or frequent network

Legend:
- Ferry - connected, local, targeted
- Bus - connector, local, targeted
- Bus - FTN
- Bus - RTN
- Rail - RTN
- Total boardings growth rate
- RTN + FTN growth rate

Target not met.
AT has an SOI target of increasing RTN and FTN boardings at a faster rate than total boardings.

Before COVID-19, Rapid and Frequend boardings were exceeding the total patronage growth. During lockdown, service levels were reduced, making many services not qualify as frequent. Since Level 1 has been in effect, recovery of growth on rail, busway and FTN has been slower than the recovery of the total 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.

2.2 Improve access to frequent and attractive public transport

2.2.4 Rail boardings (12 month rolling total)

Legend:
- SOI
- Monthly trajectory to meet SOI Target
- Actual annual boardings
- 12 month rolling total
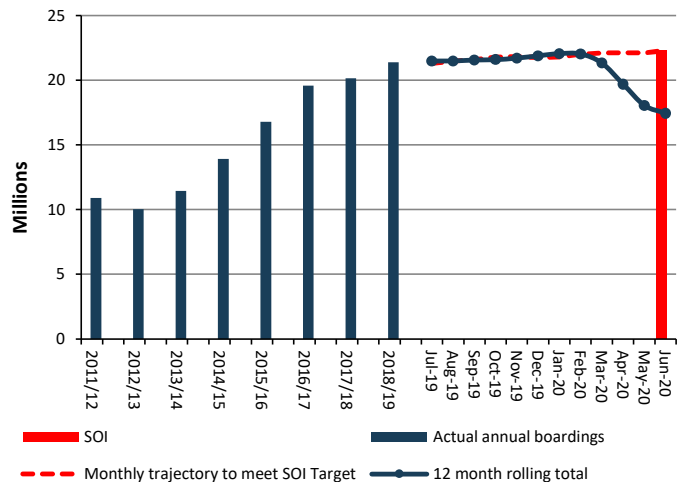
Below target.

Rail patronage totalled 17,444,294 passenger boardings for the 12 months to June 2020, a decrease of 3.3% on the 12 months to May 2020, and a decrease of 18.4% on the 12 months to June 2019.

This final result is 21.7% below the target of 22,300,000.

2.2.5 Bus boardings (12 month rolling total)

Legend:
- Actual Annual Boardings
- 12 Month Rolling Total

Bus patronage totalled 59,863,113 passenger boardings for the 12 months to June 2020, a decrease of 3.5% on the 12 months to May 2020 and a decrease of 18.1% on the 12 months to June 2019.

2.2.6 Ferry boardings (12 month rolling total)

Legend:
- Actual Annual Boardings
- 12 Month Rolling Total
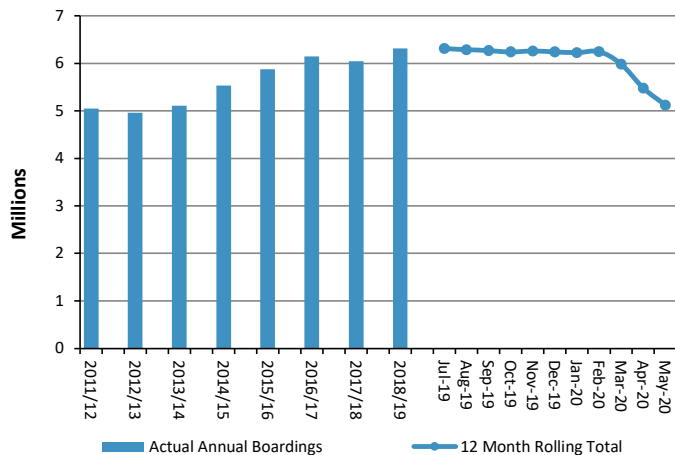
Ferry patronage totalled 4,982,773 passenger boardings for the 12 months to June 2020, a decrease of 2.7% compared with the 12 months to May 2020, and a decrease of 21.0% compared with the 12 months to June 2019.

2.2 Improve access to frequent and attractive public transport

2.2.7 Rail business day average boardings

Business day boardings on the rail network averaged 60,719 in the 12 months to June 2020.

This represents a 19.5% decrease on the June 2019 figure.

2.2.8 Bus business day average boardings

Business day boardings on the bus network averaged 202,722 in the 12 months to June 2020.

This represents a 18.9% decrease on the June 2019 figure.

2.2.9 Percentage of all PT trips using AT HOP

The proportion of all trips using AT HOP was 94.2% in June 2020 (bus 99.8%, rail 86.0%, ferry 48.8%), down from 94.6% in May 2020.
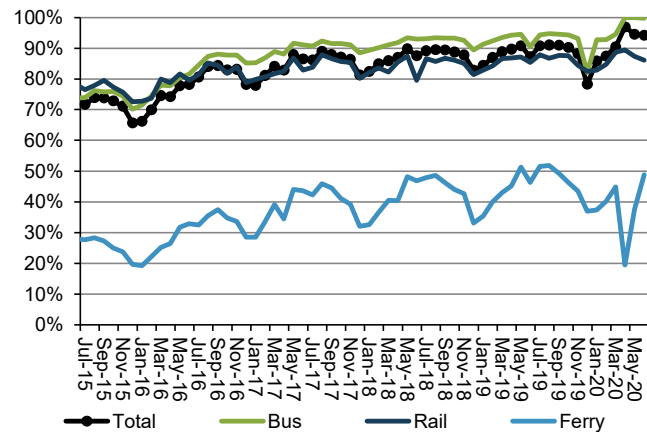
2.2 Improve access to frequent and attractive public transport

2.2.10 Percentage of public transport passengers satisfied with their public transport service
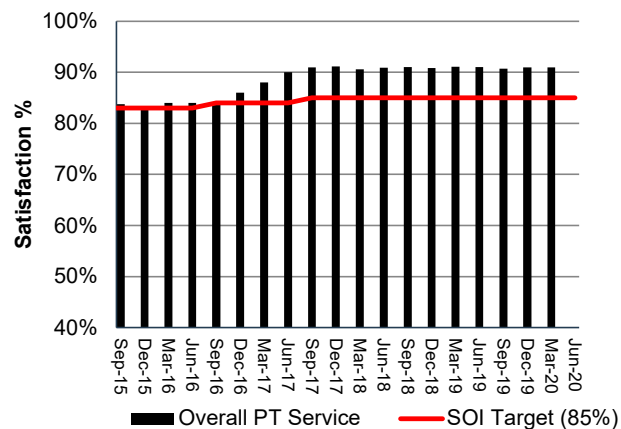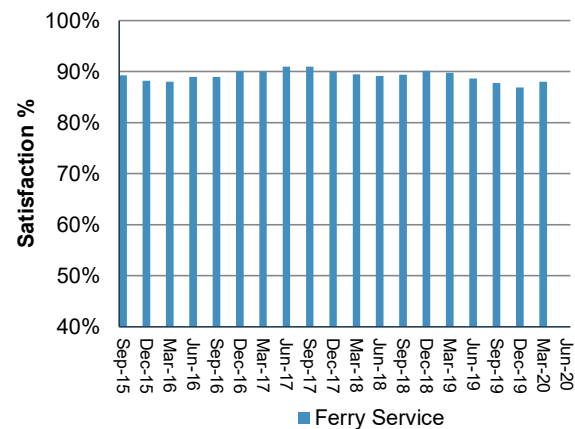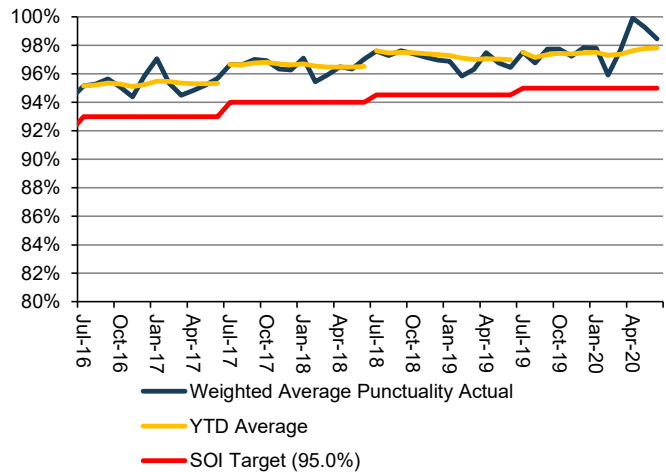

Target met.

Passenger satisfaction is measured through quarterly face-to-face interviews that could not be conducted in the last quarter due to the COVID-19 lockdown.

The final result of 90.5% is the average of the first three quarters of the 2019/20 Financial Year.

2.2.11 Percentage of passengers satisfied with their train service
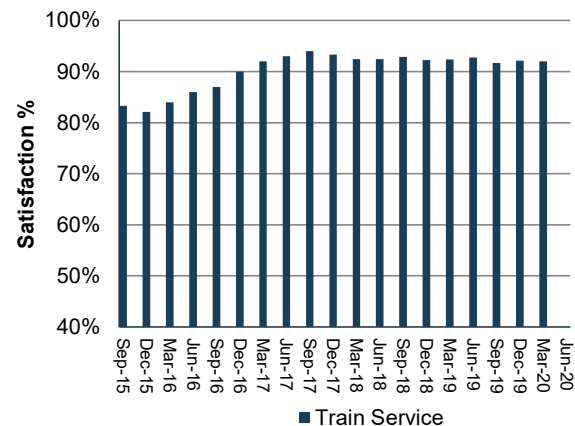
Passenger satisfaction is measured through quarterly face-to-face interviews that could not be conducted in the last quarter due to the COVID-19 lockdown.

In March 2020, satisfaction with train services (92%) was unchanged compared with the December 2019 result (92%).

Satisfaction wasunchanged compared with the March 2019 result.

2.2.12 Percentage of passengers satisfied with their bus service
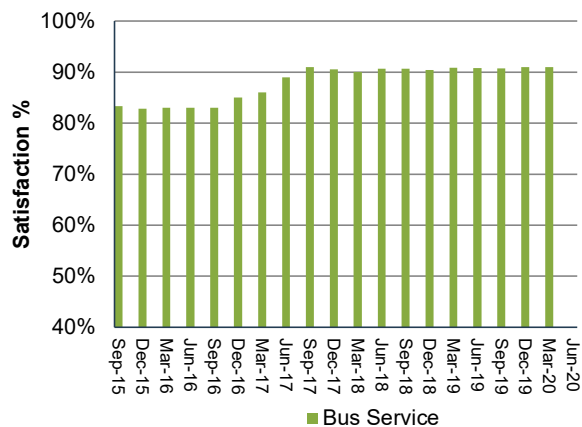
Passenger satisfaction is measured through quarterly face-to-face interviews that could not be conducted in the last quarter due to the COVID-19 lockdown.

In March 2020, satisfaction with bus services (91%) was unchanged compared with the December 2019 result (91%).

Satisfaction was unchanged compared with the March 2019 result.

2.2.13 Percentage of passengers satisfied with their ferry service

Passenger satisfaction is measured through quarterly face-to-face interviews that could not be conducted in the last quarter due to the COVID-19 lockdown.

In March 2020, satisfaction with ferry services (88%) was up one percentage point compared with the December 2019 result (87%).
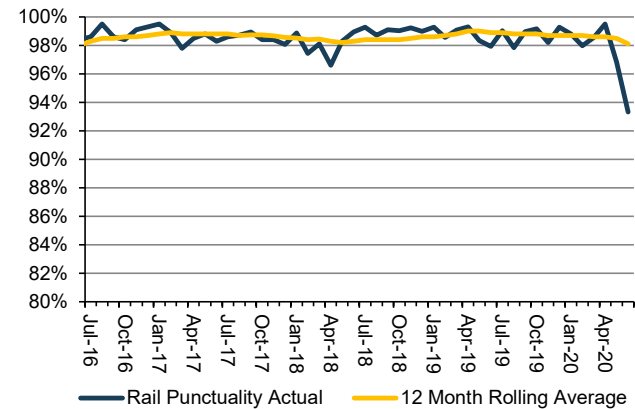
Satisfaction was down two percentage points compared with the March 2019 result.

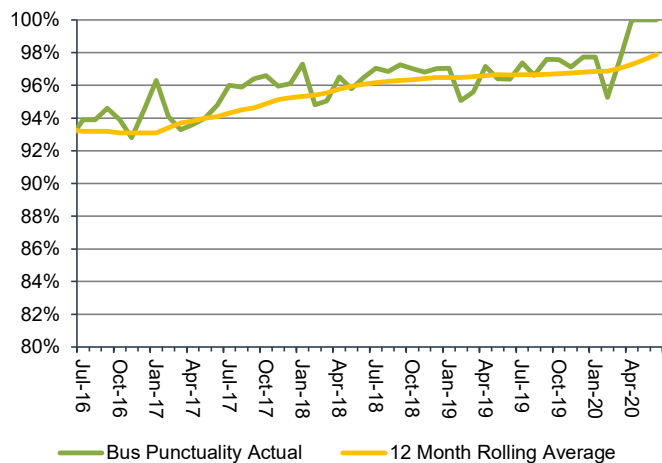## 2.2 Improve access to frequent and attractive public transport
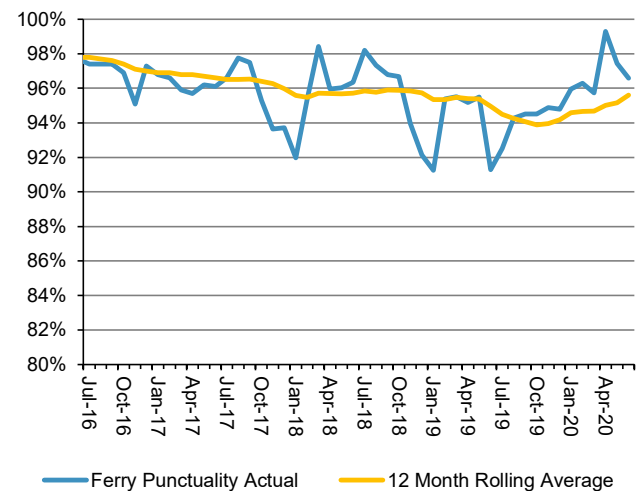
2.2.14 PT punctuality (weighted average across all modes)

Legend:
- Weighted Average Punctuality Actual
- YTD Average
- SOI Target (95.0%)

Target Exceeded. YTD average to June 2020 = 97.8%; SOI target 95.0%.

PT weighted average punctuality for the month of June 2020 was 94.4%.

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

2.2.15 Rail services punctuality

Legend:
- Rail Punctuality Actual
- 12 Month Rolling Average

Rail service punctuality in June 2020 was 93.3%, and 98.1% for the 12 months to June 2020.

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

2.2.16 Bus services punctuality

Legend:
- Bus Punctuality Actual
- 12 Month Rolling Average

Bus service punctuality in June 2020 was 100%, and 97.9% for the 12 months to June 2020.

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.

2.2.17 Ferry services punctuality

Legend:
- Ferry Punctuality Actual
- 12 Month Rolling Average

Ferry service punctuality in June 2020 was 96.6% and 95.6% for the 12 months to June 2020.

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

2.2 Improve access to frequent and attractive public transport

2.2.18 Rail service performance

Train Performance June 2020

Total Network
- **62.3%** Punctuality*
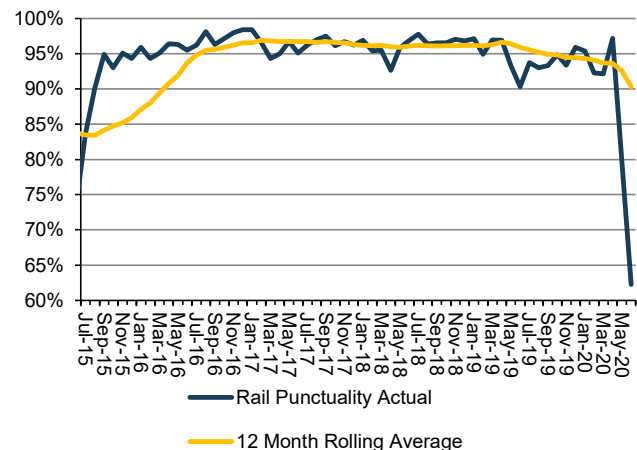 - 90.3% 12 month rolling average
  - * Arrival within 5 minutes of schedule at final destination
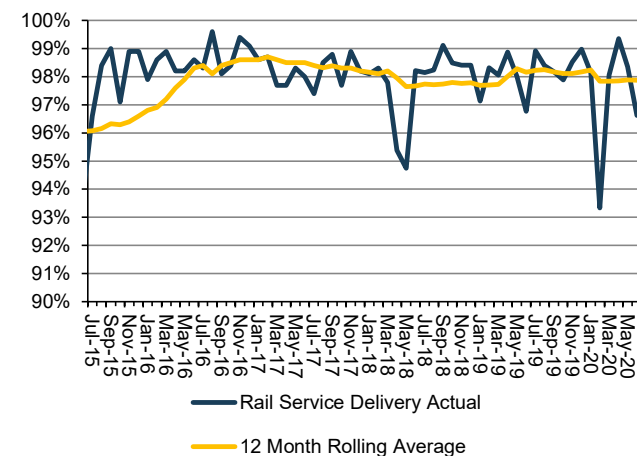- **96.6%** Service Delivery*
  - 97.9% 12 month rolling average
  - * Arrival at final destination

Western Line
- **66.6%** Punctuality*
  - 88.7% 12 month rolling average
  - * Arrival within 5 minutes of schedule at final destination
- **94.1%** Service Delivery*
  - 97.6% 12 month rolling average
  - * Arrival at final destination

Eastern Line
- **30.1%** Punctuality*
  - 88.2% 12 month rolling average
  - * Arrival within 5 minutes of schedule at final destination
- **97.7%** Service Delivery*
  - 98.3% 12 month rolling average
  - * Arrival at final destination

Southern Line
- **56.5%** Punctuality*
  - 87.7% 12 month rolling average
  - * Arrival within 5 minutes of schedule at final destination
- **97.3%** Service Delivery*
  - 97.4% 12 month rolling average
  - * Arrival at final destination

Pukekohe Line
- **97.9%** Punctuality*
  - 96.3% 12 month rolling average
  - * Arrival within 5 minutes of schedule at final destination
- **99.3%** Service Delivery*
  - 99.0% 12 month rolling average
  - * Arrival at final destination

Onehunga Line
- **81.1%** Punctuality*
  - 95.1% 12 month rolling average
  - * Arrival within 5 minutes of schedule at final destination
- **94.9%** Service Delivery*
  - 97.4% 12 month rolling average
  - * Arrival at final destination

2.2.19 Rail punctuality based on arrival at final destination

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

Using this measure, rail service punctuality for the month of June 2020 was 62.3% and 90.3% for the 12 months to June 2020.

2.2.20 Rail service delivery based on arrival at final destination

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

Rail service delivery for the month of June 2020 was 96.6% and 97.9% for the 12 months to June 2020.

2.3 Encourage walking and cycling

2.3.1 Kilometres of new cycleway added to the regional cycle

Legend:
- SOI target (10 kms)
- Monthly trajectory to meet SOI target
- Cumulative kms added to regional cycle network
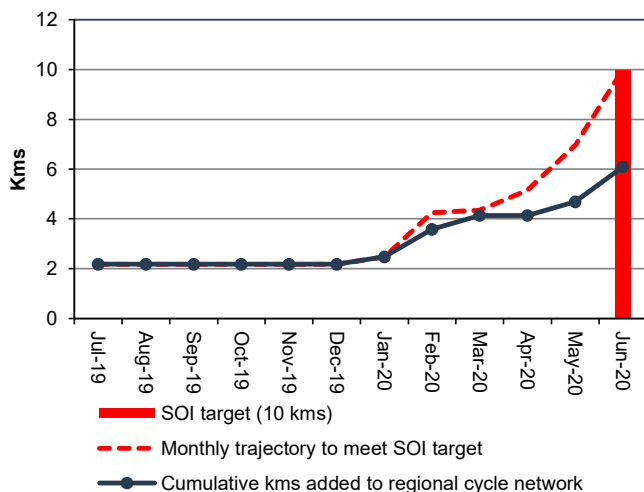
Target not met. Significant construction programmed for April-June was delayed due to COVID-19.

YTD cycleway completion is 6.09 km.

Cycling facilities on Murphys Road (1.2 km) and Barry Curtis Park (0.2 km) were completed in June 2020.

The 2019/20 target was to complete 10 km of new cycleways.

2.3.2 Annual number of cycle movements past selected sites

Legend:
- SOI target
- Monthly trajectory to meet SOI target
- Cumulative Cycle Count in Auckland
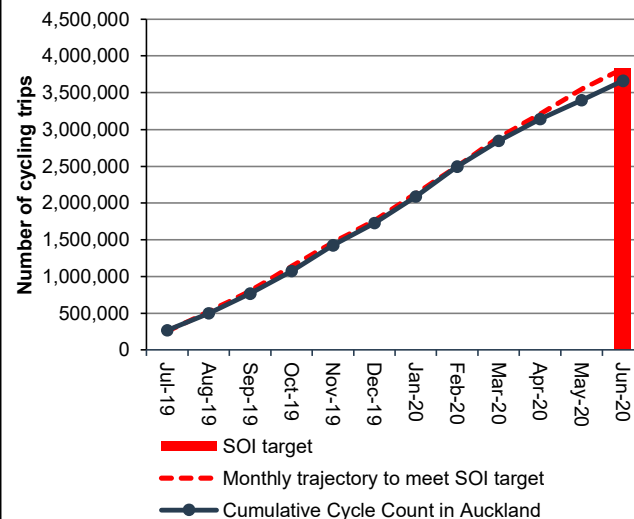
Target Not Met. Result: 3,669,408 Target: 3,826,000 (4.2% below target)

262,365 trips were recorded in June against a garget of 276,396.

The commuter cycle count was affected by Covid-19 and unvavourable weather conditions after the lockdown.

2.3.3 Active and sustainable transport mode share

Legend:
- Schools with Travelwise Programme
- AM Commuters with Travelwise Choices Programme
- SOI Target
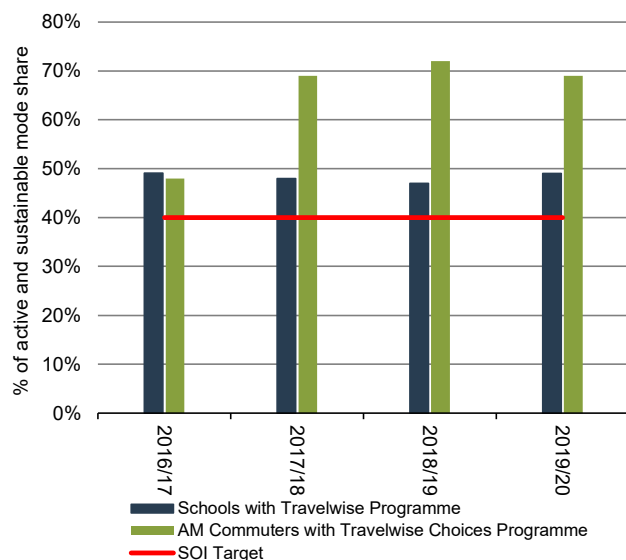
Target met.

The 2019/20 active and sustainable transport mode share was 69% for AM peak commuters at an organisation with a Travelwise Choices programme, and 49% at schools where a Travelwise programme is implemented.

2.3.4 Cycle movements 12 month rolling total

Legend:
- 12m total cycle counts
- SOI Target
- SOI Target (3.826m)
- 12 Month Rolling Total
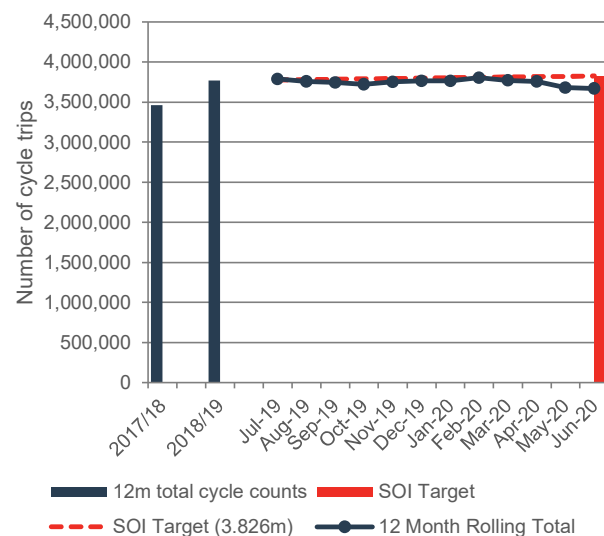
Cycle counts totalled 3,669,408 for the 12 months to June 2020, a decrease of 0.3% on the 12 months to May 2020, and a decrease of 2.9% on the 12 months to June 2019.

2.4 Make the best use of existing transport networks

2.4.1 Average AM peak period lane productivity

In-Month Performance
12 month rolling average
SOI Target
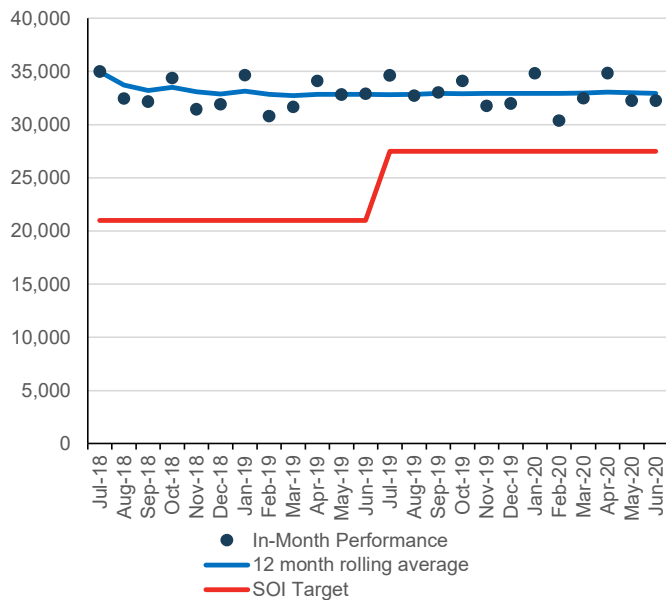
Target Met.

In June 2020, due to the Covid-19 situation traffic volume amounted to 85% of normal for the first week, under Alert level 2, and then 90% for the rest of the month under level 1. The average arterial road productivity on June 2020 was 31,749 which exceeds the target of 27,500. This is 1% lower than May 2020, largely due to the lower average speed on the network after increased travel demand.

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

Level of service %

A+B   C   D+E+F   12 month rolling total A+B+C
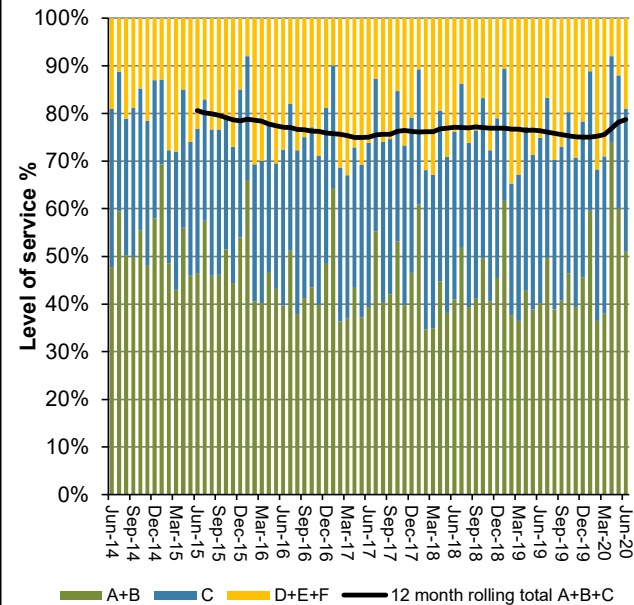
In June 2020, 81% of the network operated at good levels of service (LOS A-C). This was 7% lower than May 2020 but understandably 6% higher than June 2019, due to lower demand levels under Covid-19 impacts. Since the start of Alert level 1 traffic conditions are yet returned to the pre-Covid levels. This is due to overall reduced travel demand on the network, attributable to several factors including commuters who are now working from home.

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 Make the best use of existing transport networks

2.4.3 Map showing arterial productivity routes	2.4.4 Congestion map AM peak
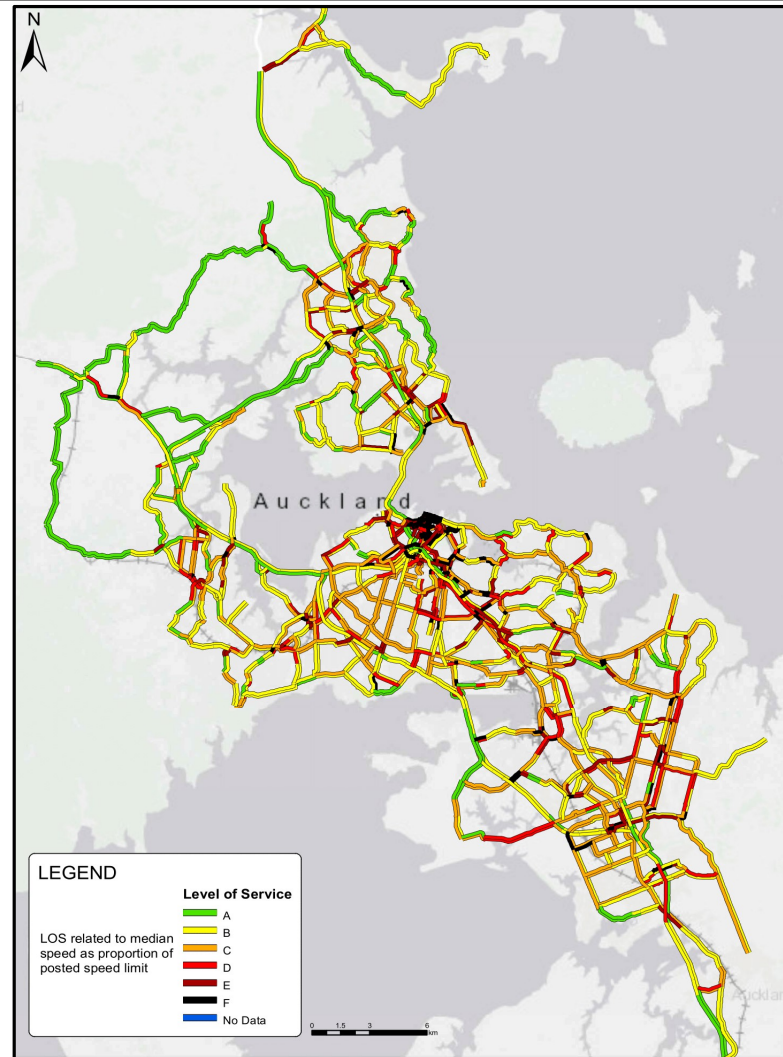
This map shows the 30 monitored arterial routes used to determine the average AM peak period lane productivity (2.4.1).

This map shows the typical level of service across the arterial and motorway networks during the AM peak hour (7.30–8.30) for June 2020. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.
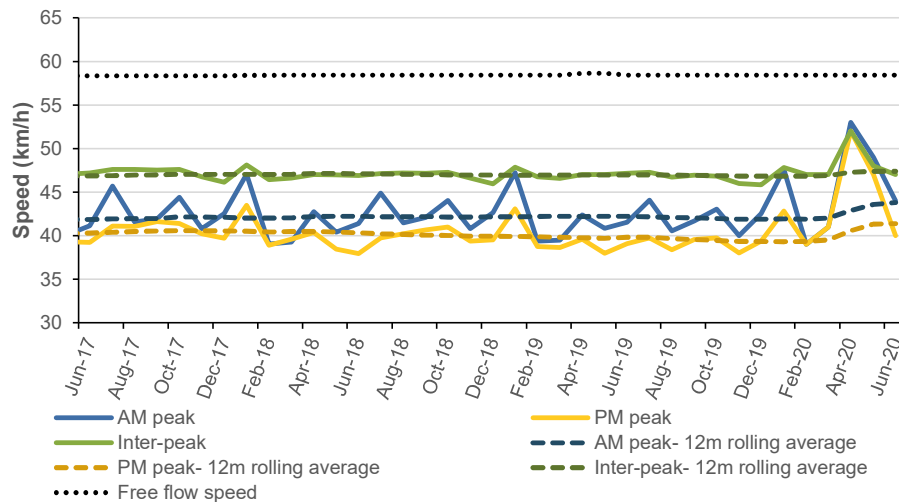
2.4 Make the best use of existing transport networks

2.4.5 Congestion map inter-peak
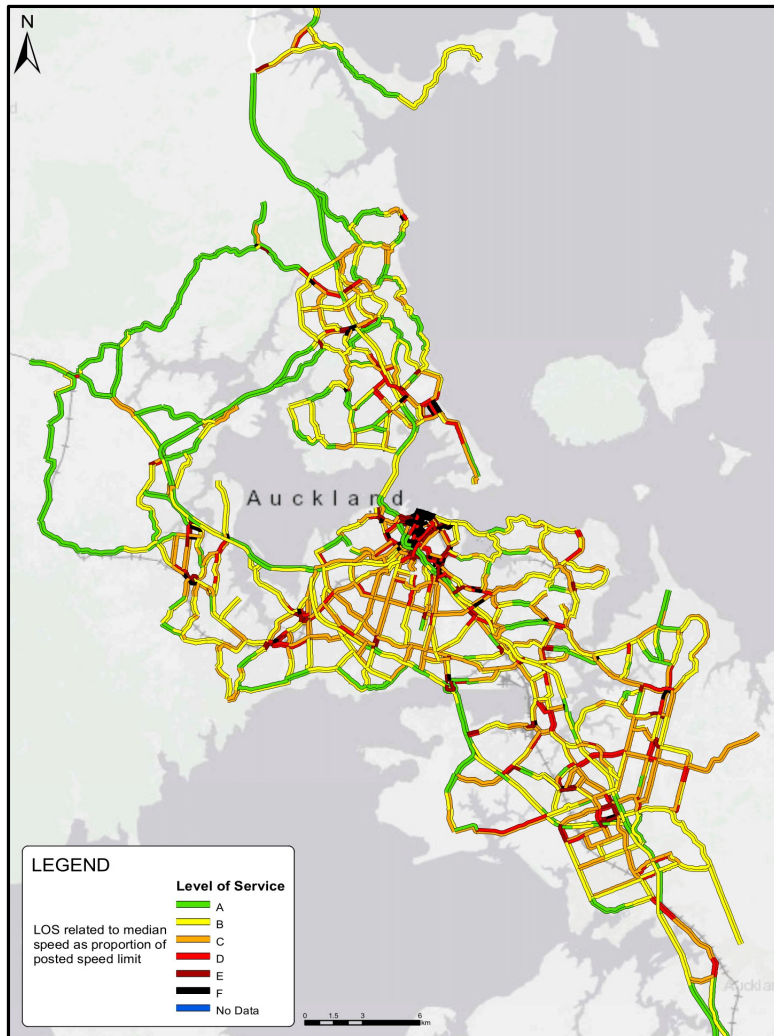
LEGEND

Level of Service

LOS related to median speed as proportion of posted speed limit

- A
- B
- C
- D
- E
- F
- No Data

This map shows the typical level of service across the arterial and motorway networks during the inter-peak period (9 am–4 pm) for June 2020. 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
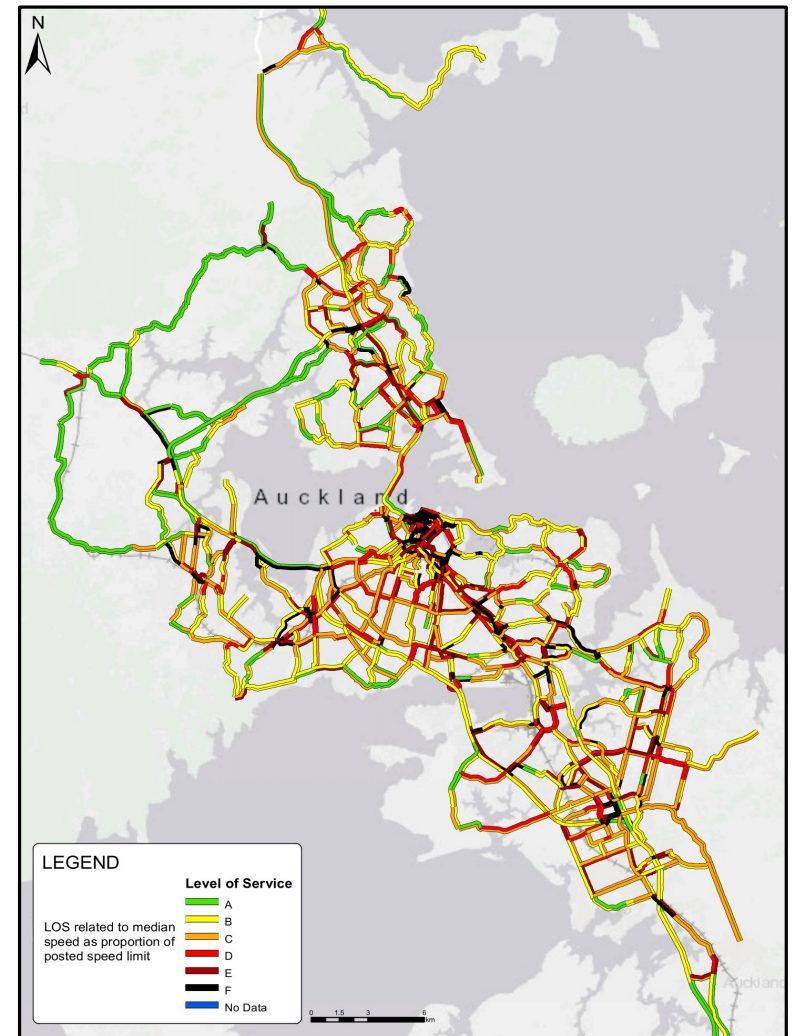
LEGEND

Level of Service

LOS related to median speed as proportion of posted speed limit

- A
- B
- C
- D
- E
- F
- No Data

This map shows the typical level of service across the arterial and motorway networks during the PM peak hour (4.30–5.30) for June 2020. See the AM peak arterial road level of service graph (2.4.2) for an explanation of the levels of service.

2.4 Make the best use of existing transport networks

2.4.7 Median travel speed across arterial and motorway network

AM peak — PM peak — Inter-peak — AM peak- 12m rolling average — PM peak- 12m rolling average — Inter-peak- 12m rolling average — Free flow speed

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

AM peak — PM peak — Inter-peak — AM peak- 12m rolling average — PM peak- 12m rolling average — Inter-peak- 12m rolling average

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.

During June 2020, the median travel speed during the AM peak was 44 km/hr, compared with 49 km/hr in May 2020 and 42 km/hr in June 2019. The 12 month rolling average was 43.8 km/hr, compared with 42.2 km/hr in June 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.

In the June 2020 AM peak, the 85th percentile was 48% longer than the typical travel time. The rolling average illustrates that the reliability remains at a desirable level during inter-peak period, whereas AM and PM peaks are mostly showing unreliable travel times. In the 12 months to June 2020, AM peak reliability was 49%, the same as the 12 months to June 2019. PM peak reliability was 50%, 1 percentage point better than the 12 months to June 2019.

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

2.4 Make the best use of existing transport networks

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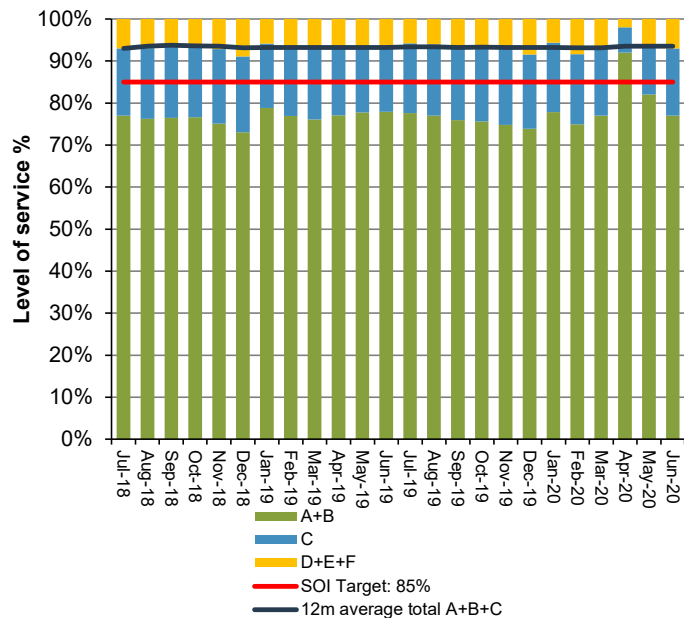
Exceeding target.

In June 2020, 93% of the freight network operated at good levels of service during the interpeak, well exceeding the target of 85%, due to low traffic movements on the network.

In terms of the arterial and Motorway components of the freight network, 86% and 98% respectively operated efficiently, indicating that essential freight vehicle movements had a particularly good experience during alert levels 1 and 2.

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 Make the best use of existing transport networks

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

Legend:
- On Street Peak Occupancy
- 70 – 90% Target Range
- 12 month rolling average
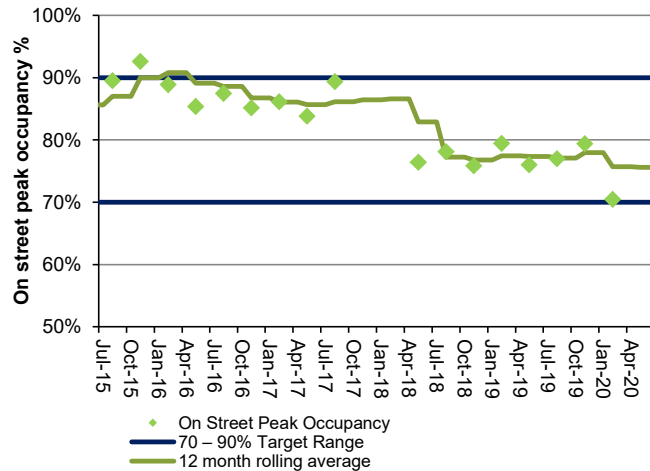
Non-reporting period.
The average occupancy for the year to June 2020 was 75.6%. This did not include data the month of May (a normal reporting period) as due to Covid-19 paid parking was suspended until 14 May when the country entered Alert level 2.

Note: In June 2018 AT has moved to an data driven method using data from machines and AT Park, including a 5% factor as the non-compliant component.The four-hour peak period is defined as the top four busiest hours of the day. These hours are not often coincidental and 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.

2.4.12 Off-street parking occupancy rates

Legend:
- AT Off-Street Peak Occupancy
- 80% - 90% Target Range
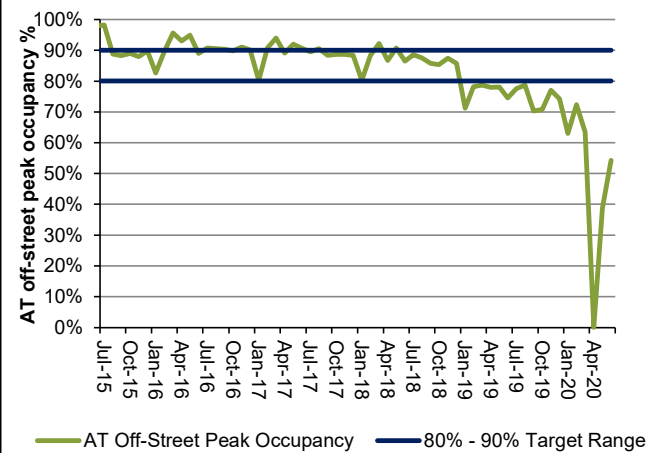
Target not met. Occupancy for June 2020 was 54.3% taking the average occupancy for FY2019/2020 to 61.7%. Work in Commercial Bay throughout the year and Covid-19 were the major factors in the low year end figure.

AT off-street car parks monitored are those at Civic, Downtown and Victoria Car Parking Buildings.

2.4.13 Heavy vehicle permits processed

Legend:
- Number of HPMV permits processed
- Number of overweight permits processed
- % of permits processed within target timeframes
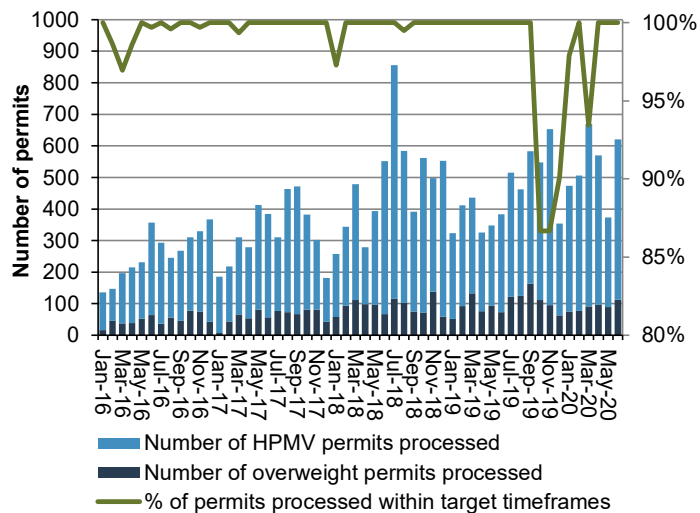
In June 2020, AT received 113 Overweight and 508 HPMV permit applications.
All 621 Applications were processed, achieving 100% in compliance with the KPI target timeframes of, two days for single and multi-trip, three days for continuous trips, and four days for HPMV permits.

2.4.14 ATOC managed incidents

Legend:
- Significant
- Serious
- Headline
- Catastrophic
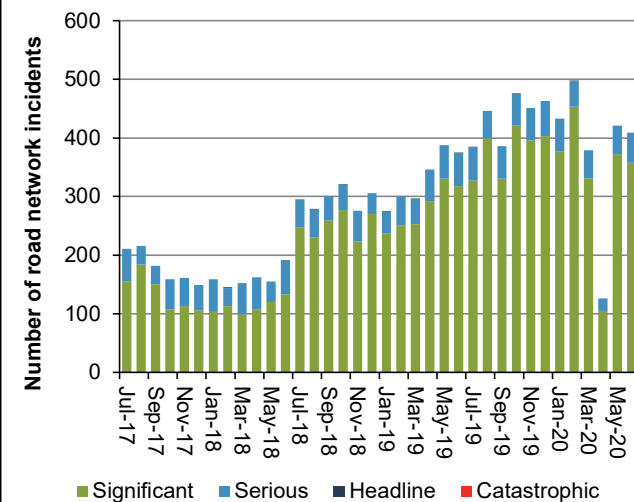
The figure shows the number of significant, serious, headline and catastrophic incidents managed by ATOC each month.

ATOC managed 64 serious incidents in June 202, the highest number managed in a month for the last two years. There were 50 serious crashes, notably 14 involved power poles and/or lines. Crashes of this type involve lengthy closers, which contribute to reduced road or lane availability.

The Auckland Transport Operations Centre (ATOC) is a multi-agency initiative that manages incidents on both AT's local road and NZ Transport Agency's state highway networks. The centre is responsible for managing incidents from Taupo to Cape Reinga.

2.4 Make the best use of existing transport networks

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.

Albany to CBD - Travel Time by Mode
Airport to CBD - Travel Time by Mode
Howick to CBD - Travel Time by Mode
CBD to Albany - Travel Time by Mode
CBD to Airport - Travel Time by Mode
CBD to Howick - Travel Time by Mode

No bus data available due to suspention of Skybus

In June 2020, traffic volumes increased to 90% of the pre-Covid levels which resulted in increased car travel time. However public transport continued to provide reliable journeys especially during peak periods.

Train and NEX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods. The NEX had a travel time saving of up to 20 minutes from Albany to CBD during the PM peak relative to cars.

The train provided the most reliable travel time across all modes and achieved significant travel time saving of up to 20 minutes or more across all journeys where train was an option, during peak periods. This is especially the case for Panmure to the city centre where travel by train is up to 20 minutes quicker than both car and bus throughout the day.

For the routes that lack continuous bus lane provision, bus travel times compare unfavourably relative to that for general traffic.

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 Make the best use of existing transport networks

The following graphs demonstrate travel time reliability on six key arterial routes to and from the CBD. The median travel speed and 15th to 85th percentile range for car is shown for each route, and bus, train or bus and train where relevant.

In June 2020, traffic volumes increased to 90% of the pre-Covid levels which resulted in increased car travel time. However public transport continued to provide reliable journeys especially during peak periods.

Train and NEX travel (Rapid Transit Network) remained consistent throughout the day, and generally provided significant travel time savings for commuters during the peak periods. The NEX had a travel time saving of up to 20 minutes from Albany to CBD during the PM peak relative to cars.

The train provided the most reliable travel time across all modes and achieved significant travel time saving of up to 20 minutes or more across all journeys where train was an option, during peak periods. This is especially the case for Panmure to the city centre where travel by train is up to 20 minutes quicker than both car and bus throughout the day.

For the routes that lack continuous bus lane provision, bus travel times compare unfavourably relative to that for general traffic.

2.4 Make the best use of existing transport networks

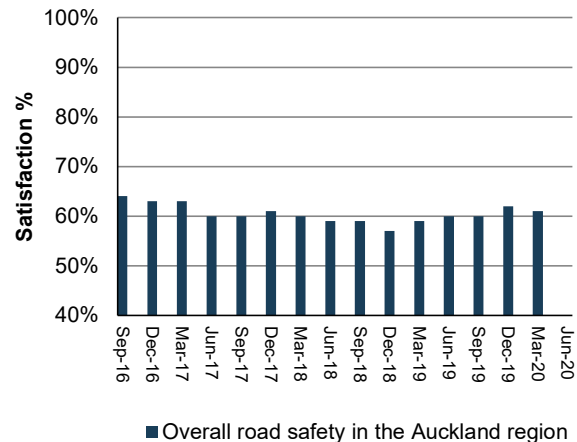### 2.4.15 Percentage of residents satisfied with the quality of roads in the Auckland region
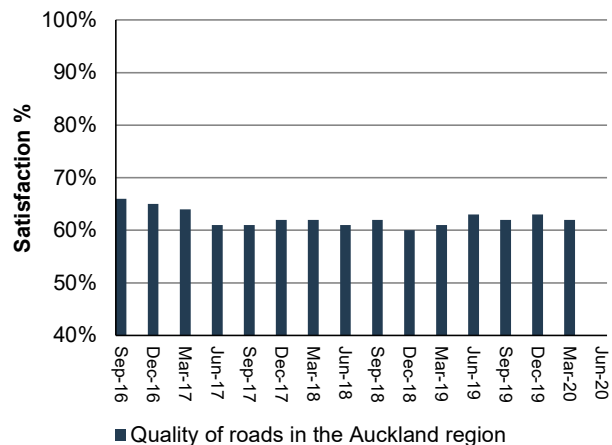

As a result of COVID-19, data for this quarter is not yet available.

In March 2020, satisfaction with the quality of roads in Auckland (62%) was down one percentage point compared with the December 2019 result (63%).

Satisfaction was up one percentage point compared with the May 2019 result.

2.4.16 Percentage of residents satisfied with the quality of footpaths in the Auckland region
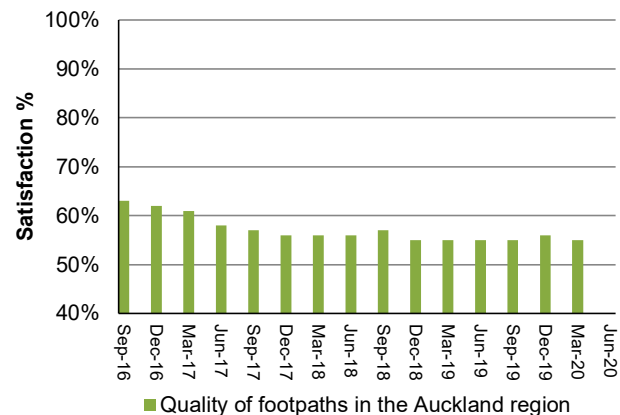
As a result of COVID-19, data for this quarter is not yet available.

In March 2020, satisfaction with the quality of footpaths in Auckland (55%) was down one percentage point compared with the December 2019 result (56%).

Satisfaction was equal to the May 2019 result.

2.4.17 Percentage of residents satisfied with the surface of all sealed roads in Auckland region
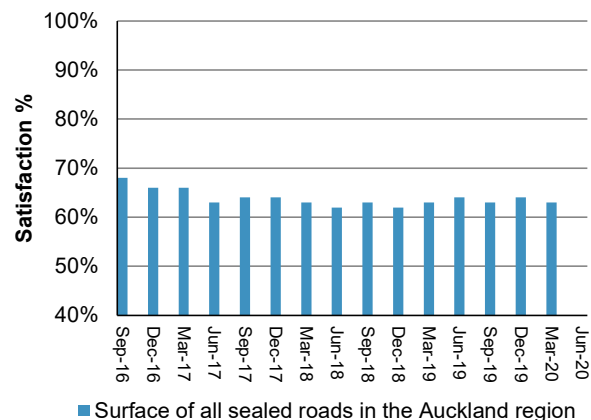
As a result of COVID-19, data for this quarter is not yet available.

In March 2020, satisfaction with the surface of all sealed roads in Auckland (63%) was down one percentage point compared with the December 2019 result (64%).

Satisfaction was equal to the May 2019 result.

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

As a result of COVID-19, data for this quarter is not yet available.

In March 2020, satisfaction with road safety in Auckland (61%) was down one percentage point compared with the December 2019 result (62%).

Satisfaction was up two percentage points compared with the May 2019 result.

**2.5 Manage the impacts of the transport system on the environment**

2.5.1 Number of buses in the Auckland bus fleet classified as low emission
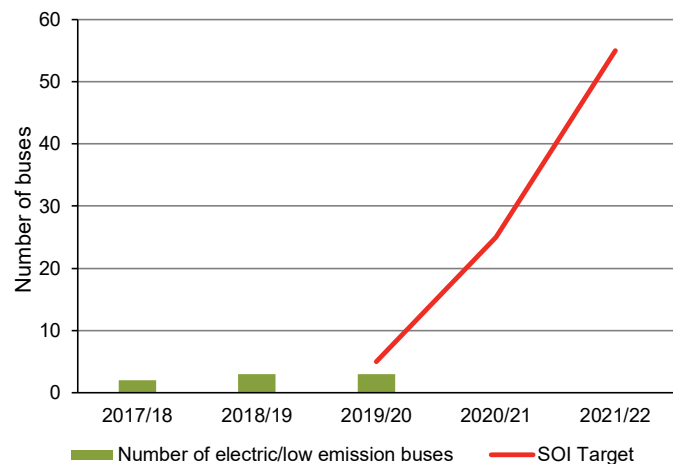
Target not met.

There were 3 low emission buses in the Auckland bus fleet in June 2019. The target was to increase to 5 by the end of 2019/20, but delivery of orders has been delayed due to COVID-19.

### 2.5.2 Reduction in CO2e (emissions) generated annually by Auckland Transport corporate operations
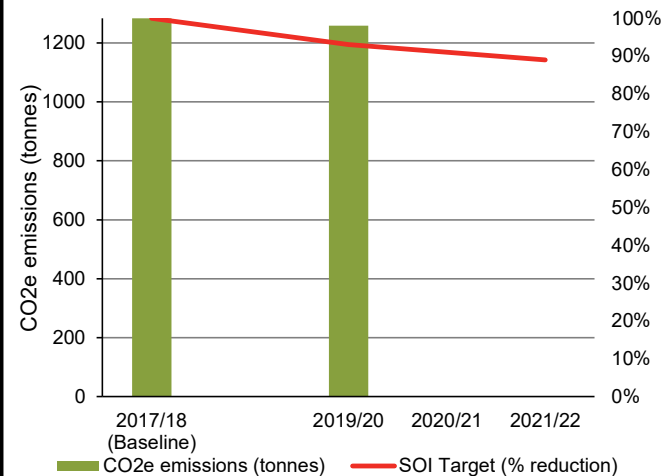
Target not met.

2019/20 reductions: 2%. The 2019/20 SOI target is to reduce emissions by 7% from the baseline.

Interim result. The verification of our corporate fleet emissions was rescheduled from May to September due to COVID-19. A final result will be given once this process finishes.

2.5.3 Percentage of Auckland Transport streetlights that are energy efficient LED
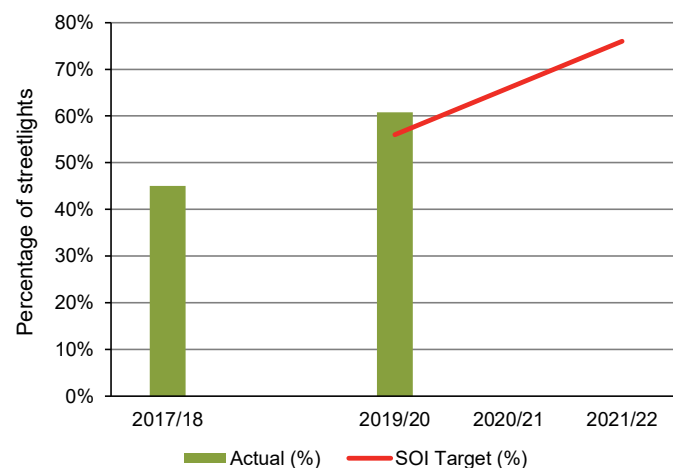
Target Exceeded.

The 2019/20 SOI target is to increase the percentage of energy efficient LED streetlights to 56%.

At the end of 2019/20, 74000 streetlights were LED, 61.7% of all streetlights.

2.6 Value for money

2.6.1 PT farebox recovery (combined result with SOI measure)

Legend: — SOI Target 43%-46% — Combined farebox recovery
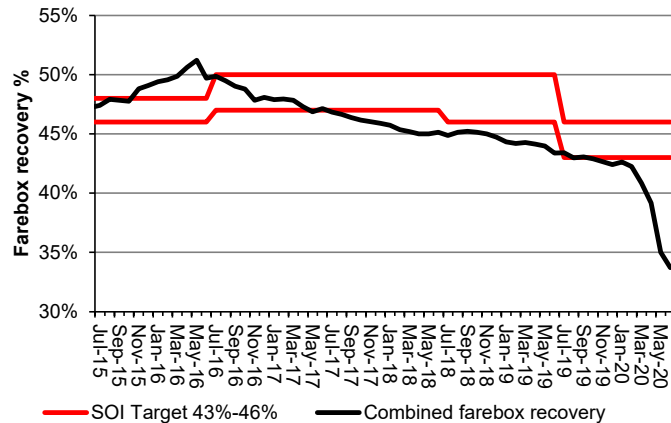
Target not met.

Total PT farebox recovery ratio in June 2020 was 33.71%, compared with 45.11% in June 2019.

The 2019/20 SOI target for PT farebox recovery is between 43% and 46%.

The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

2.6.2 PT farebox recovery (by mode)
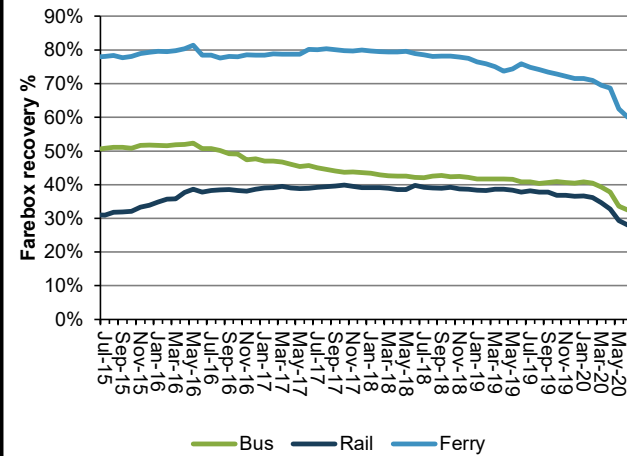
Legend: — Bus — Rail — Ferry

The farebox recovery percentage is calculated by dividing the revenue from passengers by the cost of providing PT services. The formula = (Fare Revenue + SuperGold Card Payment) / (Fare Revenue + Subsidy + SuperGold Card Payments + CFS Payments).

The farebox recovery ratios for June 2020 (and comparable 2019 results) were:
- Ferry 59.99% (57.82%)
- Bus 32.43% (40.86%)
- Rail 28.04% (37.73%)

2.6.3 PT subsidy per passenger kilometre

Legend: — Bus — Rail — Ferry — Total
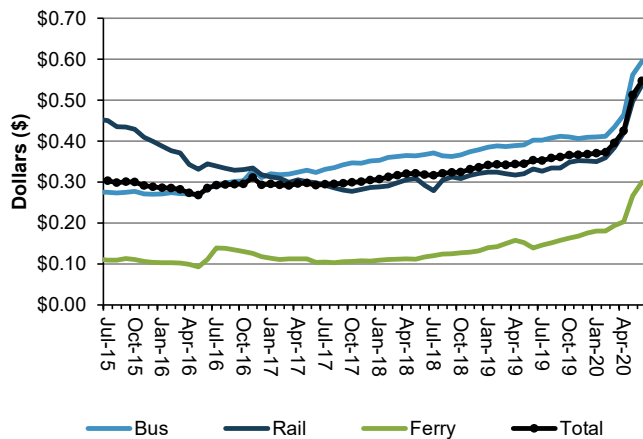
The net subsidy per passenger km is calculated by dividing the cost (less fare revenue) of providing PT services by the distance travelled by all passengers.

The results for June 2020 (and comparable 2019 results) were:
- Bus $0.594 ($0.402)
- Rail $0.537 ($0.332)
- Ferry $0.300 ($0.139)
- Total $0.547 ($0.353)

2.6 Value for money

2.6.4 Proportion of road assets in acceptable condition

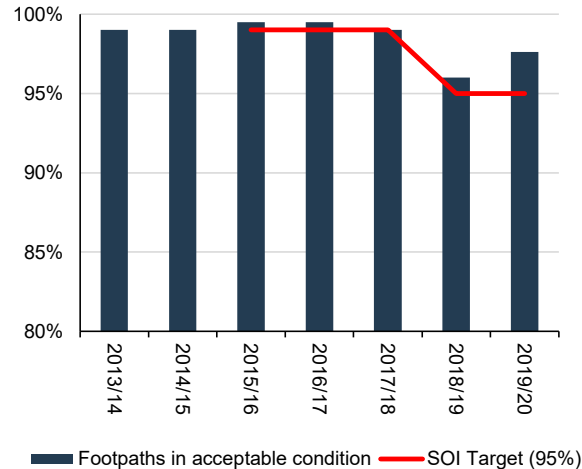Roads in acceptable condition ■ — SOI Target (95%)
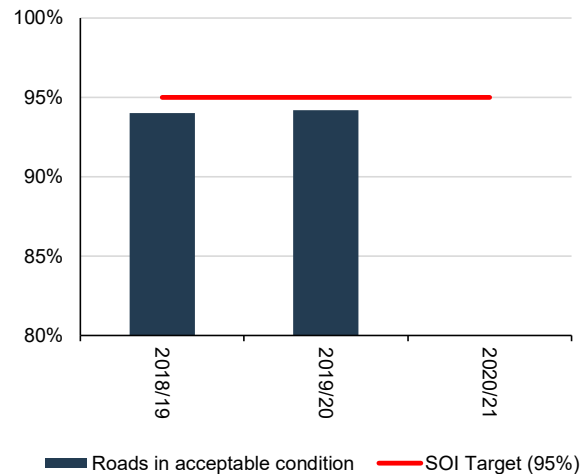
Target met.

The 2019/20 result for the percentage of road assets in acceptable conditions was 94.2%. This within range (0.8%) to meet the SOI target (95%).

Proportion of road assets in acceptable condition was a new measure in the 2018/19 SOI.

### 2.6.5 Percentage of footpaths in acceptable condition

Footpaths in acceptable condition ■ — SOI Target (95%)

Target Exceeded.

The 2019/20 result for the percentage of footpaths in acceptable condition was 97.6%. This is 2.7% above the SOI target (95%).

The amended target and lower result compared to 2017/18 and earlier is due to a change in methodology and a reassessment of the definition of acceptable condition.
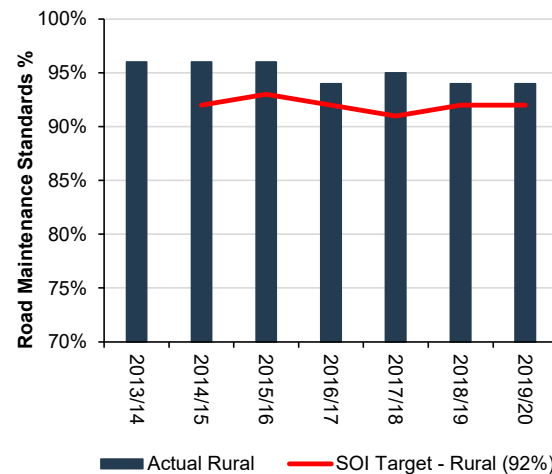
2.6.6 Road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads

Actual Urban ■ — SOI Target - Urban (81%)
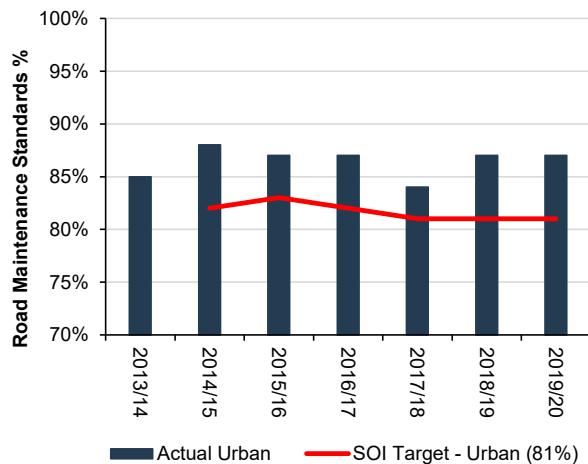
Target Exceeded.

The 2019/20 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all urban roads was 87% (equal to 2018/19 results).

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

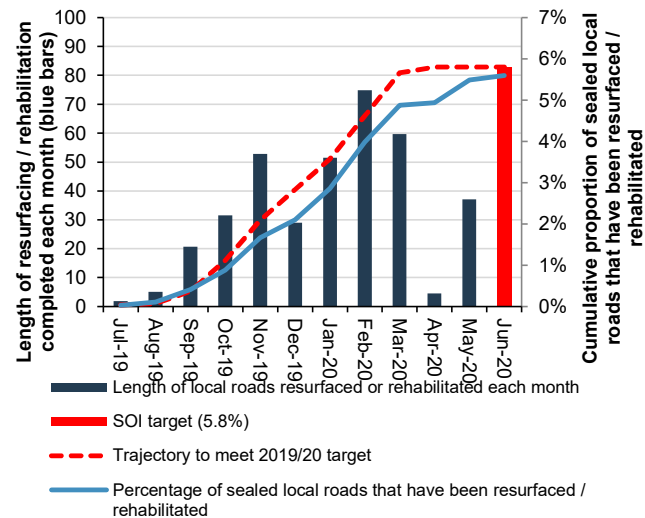Actual Rural ■ — SOI Target - Rural (92%)

Target Met.

The 2019/20 result for road maintenance standards (ride quality) as measured by smooth travel exposure (STE) for all rural roads was 94% (Equal to 2018/19 results).

2.6 Value for money

2.6.8 Percentage of the sealed road network that is resurfaced

- **Length of local roads resurfaced or rehabilitated each month**
- **SOI target (5.8%)**
- **Trajectory to meet 2019/20 target**
- **Percentage of sealed local roads that have been resurfaced / rehabilitated**

Target not met.
The 2019/20 target is to resurface 5.8% of the sealed road network (389 kilometres).

In the 2019/20 year we completed 374.1 km of resurfacing and pavement rehabilitation. Just before Alert Level 4 started we were behind on our forecast, but still programmed to meet the target. Despite works being paused for 5 weeks, we resurfaced 91% of the initial programme of 410 km. Favourable weather conditions in May helped us to further extend our sealing season and make up for some of the lost weeks.

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

- **Actual**
- **12 Month Rolling Average**
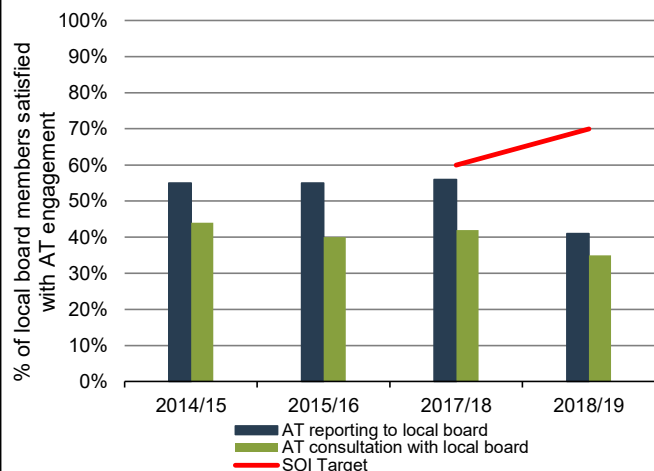- **SOI Target (85%)**
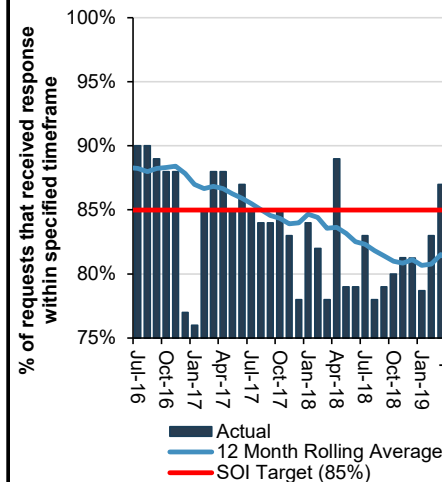
Target Met.

12 month rolling average: 86.4%
SOI target of 85%.

The June 2020 result (84%) is 4 percentage points lower than the May 2020 result.

These data relate to jobs dispatched to our maintenance contractors by the call centre.

2.7 Local Board and customer engagement

2.7.1 Percentage of Local Board members satisfied with Auckland Transport engagement


Non reporting period.

Local board satisfaction was 41% for AT reporting to local board, and 35% for AT consultation (engagement) with local board in 2018/19.

2018/19 targets for local board satisfaction with AT engagement is 70% for both reporting to local boards and consultation with local boards.

Local board satisfaction results, sourced from the Auckland Council Elected Members Survey, are not available every year as the survey is only undertaken every 18 months.
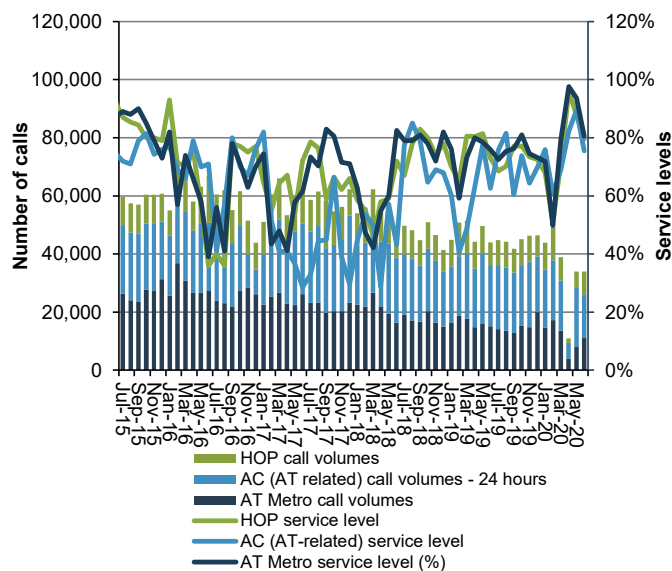
2.2.19 AT app user sessions
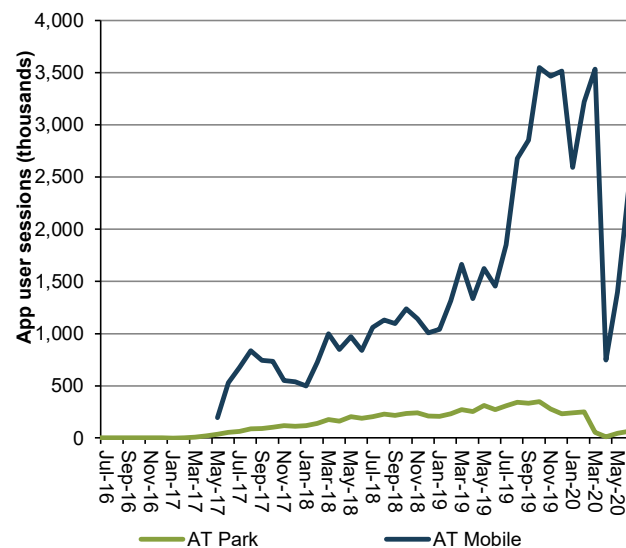
AT Mobile
App user sessions increased by 69.1% in June 2020 compared with May 2020, and increased by 62.4% compared with June 2019.

AT Park
App user sessions increased by 41.5% in June 2020 compared with May 2020, and decreased with 77% compared to June 2019.

### 2.2.18 Call centre incoming calls and service levels

AT HOP Call volumes increased by 42% compared with May 2020, and equal to June 2019. The service level decreased by 8 percentage points compared with May 2020.

Auckland Council (AT-related calls) – 24 Hour Call volumes decreased by 26% compared with May 2020, and are down 28% compared to May 2019. The service level decreased by 14 percentage points compared with May 2020.

AT Metro Call Centre Call volumes increased by 38% compared with May 2020, and decreased by 27% compared with June 2019. The service level was 13 percentage points lower compared with April 2020.

2.2.20 Website visits
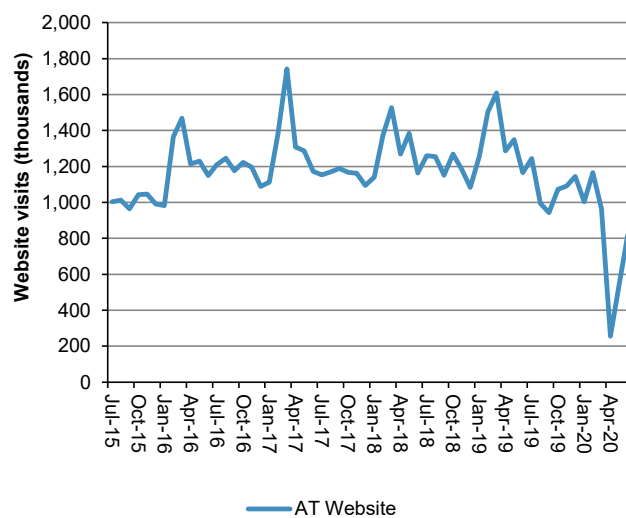
Visits to the Auckland Transport website totalled 818,605 in June 2020, an increase of 51.9% compared with May 2020, and a decrease of 29.8% compared with June 2019.